

Quality of Service (QoS) Report - 2024

LICENSEE: Ooredoo Qatar (OQ)

SERVICE		#	Sub-KPI #	Name	Target	2024																			
						Jan	Feb	Mar	Q1	Apr	May	Jun	Q2	Jul	Aug	Sep	Q3	Oct	Nov	Dec	Q4				
MANDATORY PERFORMANCE REQUIREMENTS																									
FIXED LINE	Customer Relation & Billing (all services)	R1	1	Complaint rate (Report for Service Performance)	Including Residential and Businesses Fixed Line	<	2%	1.75%	1.45%	1.53%	0.44%	1.43%	1.67%	1.50%	0.43%	1.38%	1.52%	1.62%	0.42%	1.66%	1.56%	1.49%	0.44%		
			2	Complaint rate (Report for Servic Billing)				0.10%	0.08%	0.07%	0.08%	0.07%	0.07%	0.09%	0.07%	0.09%	0.08%	0.08%	0.08%	0.09%	0.07%	0.09%	0.08%		
			3	Complaint rate (Total per service)				1.85%	1.52%	1.60%	0.52%	1.50%	1.74%	1.59%	0.50%	1.47%	1.60%	1.71%	0.51%	1.74%	1.63%	1.59%	0.52%		
		R2	1	Time to resolve valid complaints (Report for Service Performance)	Less than 5 working days	=	70%	99.25%	99.48%	99.21%	99.31%	98.77%	99.02%	98.72%	98.84%	98.96%	99.32%	99.31%	99.21%	99.39%	99.21%	99.12%	99.24%		
			4	Time to resolve valid complaints (Report for Billing)				97.20%	96.65%	96.94%	96.96%	95.86%	95.82%	98.31%	96.80%	96.43%	95.24%	92.91%	94.89%	97.92%	95.44%	94.41%	95.91%		
			7	Time to resolve valid complaints (Total per service)				99.13%	99.34%	99.11%	99.19%	98.64%	98.89%	98.70%	98.75%	98.81%	99.13%	99.00%	98.99%	99.32%	99.05%	98.84%	99.08%		
			2	Time to resolve valid complaints (Report for Service Performance)	Less than 15 working days	=	95%	99.85%	99.85%	99.73%	99.81%	99.79%	99.76%	99.68%	99.74%	99.71%	99.86%	99.87%	99.82%	99.83%	99.79%	99.82%	99.82%		
			5	Time to resolve valid complaints (Report for Billing)				99.38%	100.00%	98.91%	99.43%	99.03%	99.30%	99.44%	99.27%	100.00%	99.57%	99.80%	99.80%	99.24%	98.80%	99.48%	99.21%		
			8	Time to resolve valid complaints (Total per service)				99.83%	99.85%	99.69%	99.79%	99.75%	99.74%	99.66%	99.72%	99.72%	99.85%	99.87%	99.82%	99.80%	99.75%	99.80%	99.79%		
			R4	1	Response time by customer support centre – phone call	Less than 25 working days	=	99%	99.94%	99.93%	99.83%	99.90%	99.92%	99.86%	99.84%	99.87%	99.85%	99.96%	99.95%	99.92%	99.93%	99.89%	99.96%	99.92%	
				6					Time to resolve valid complaints (Report for Billing)	99.84%	100.00%	99.34%	99.75%	100.00%	99.54%	99.62%	99.71%	100.00%	99.78%	100.00%	99.93%	99.62%	99.04%	100.00%	99.60%
				9					Time to resolve valid complaints (Total per service)	99.93%	99.94%	99.81%	99.89%	99.93%	99.84%	99.83%	99.86%	99.86%	99.95%	99.95%	99.92%	99.92%	99.85%	99.96%	99.91%
		Voice / Broadband	R5	1	Supply time	of telephone lines installed (from the date a valid order is received) within 5 working days or a reasonable date specified by the Licensee.	=	95%	N/A	N/A	N/A	N/A	99.60%	100.00%	100.00%	99.87%	99.47%	98.43%	100.00%	99.30%	90.05%	97.71%	99.51%	95.76%	
				2		of telephone lines installed (from the date a valid order is received) with 9 days after the specified above.	=	99%	N/A	N/A	N/A	N/A	100.00%	100.00%	100.00%	100.00%	99.47%	98.96%	100.00%	99.48%	90.53%	98.86%	99.51%	96.30%	
				3		of broadband lines installed (from the date a valid order is received) within 10 working days or a reasonable date specified by the Licensee.	=	95%	N/A	N/A	N/A	N/A	99.00%	98.30%	99.30%	98.87%	94.57%	95.02%	94.57%	94.72%	94.39%	95.15%	95.03%	94.86%	
	4			of broadband lines installed (from the date a valid order is received) within 15 days after the time specified above.		=	99%	N/A	N/A	N/A	N/A	100.00%	100.00%	100.00%	100.00%	96.72%	97.12%	96.26%	96.70%	96.31%	96.61%	96.66%	96.53%		
	5			Number of Third-party dependant cases			N/A	N/A	N/A	N/A	1	1	1	3	0	0	0	0	1	1	1	3			
	R6		1	Fault repair time (Business)	Less than 24 working hours	=	90%	N/A	N/A	N/A	N/A	97.10%	96.60%	96.80%	96.83%	95.59%	96.87%	96.33%	96.26%	96.60%	97.99%	98.35%	97.65%		
			3	Fault repair time (Residential)	Less than 24 working hours	=	90%	93.00%	94.00%	95.00%	94.00%	98.17%	98.09%	98.14%	98.13%	98.00%	98.00%	99.00%	98.33%	99.00%	99.00%	99.00%	99.00%		
			5	Fault repair time (FTTH)	Less than 24 working hours	=	90%	94.00%	94.00%	95.00%	94.33%	98.17%	98.09%	98.14%	98.13%	98.00%	98.00%	99.00%	98.33%	99.00%	99.00%	99.00%	99.00%		
			7	Fault repair time (third party depend cases)	Less than 24 working hours		N/A	N/A	N/A	N/A	N/A	0	0	0	0	0	0	0	0	0	0	0	0		
			2	Fault repair time (Business)	Less than 48 working hours	=	99%	N/A	N/A	N/A	N/A	99.20%	99.00%	99.40%	99.20%	98.47%	99.11%	99.27%	98.95%	99.33%	99.55%	99.37%	99.42%		
		4	Fault repair time (Residential)	Less than 48 working hours	=	99%	97.00%	98.00%	98.00%	97.67%	99.08%	99.44%	99.52%	99.35%	99.00%	100.00%	100.00%	99.67%	100.00%	100.00%	100.00%	100.00%			
		6	Fault repair time (FTTH)	Less than 48 working hours	=	99%	98.00%	98.00%	98.00%	98.00%	99.08%	99.44%	99.52%	99.35%	99.00%	100.00%	100.00%	99.67%	100.00%	100.00%	100.00%	100.00%			
	R7	1	Unsuccessful call attempt	Less than 48 working hours		N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	Leased Line (LL)	R15	1	Leased Line (LL) Provisionning time (Local)	For national call	<	1%	0.02%	0.07%	0.02%	0.03%	0.07%	0.04%	0.04%	0.05%	0.06%	0.05%	0.04%	0.05%	0.03%	0.09%	0.03%	0.05%		
			2	Leased Line (LL) Provisionning time (National))				100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
			3	Leased Line (LL) Provisionning time (International)	For Local and National	≥	95%	98.66%	97.75%	98.60%	98.34%	98.43%	99.48%	99.55%	99.15%	99.36%	99.15%	98.86%	99.12%	98.88%	99.50%	99.45%	99.28%		
		R16	1	LL Fault repair time	For International		N/A	N/A	N/A	N/A	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		
			2		Less than 8 hours	>	95%	95.56%	95.29%	95.13%	95.33%	96.38%	93.30%	94.80%	94.83%	96.92%	97.78%	95.59%	96.76%	95.89%	95.83%	93.18%	94.97%		
			3		Less than 24 hours	=	99%	99.42%	99.74%	99.50%	99.55%	100.00%	97.94%	99.10%	99.01%	100.00%	100.00%	98.53%	99.51%	100.00%	98.61%	97.73%	98.78%		

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SERVICE		#	Sub-KPI #	Name	Target			2024															
								Jan	Feb	Mar	Q1	Apr	May	Jun	Q2	Jul	Aug	Sep	Q3	Oct	Nov	Dec	Q4
MOBILE	Customer Relation & Billing (all services)	R1	1	Complaint rate (Report for Service Performance)	Including Residential and Businesses Fixed Line	<	2%	0.29%	0.29%	0.30%	0.29%	0.30%	0.34%	0.33%	0.32%	0.37%	0.36%	0.36%	0.36%	0.36%	0.34%	0.33%	0.34%
			2	Complaint rate (Report for Servic Billing)				0.09%	0.09%	0.08%	0.09%	0.08%	0.09%	0.09%	0.09%	0.11%	0.11%	0.10%	0.11%	0.10%	0.10%	0.09%	0.10%
			3	Complaint rate (Total per service)				0.38%	0.38%	0.39%	0.38%	0.38%	0.43%	0.42%	0.41%	0.48%	0.47%	0.46%	0.47%	0.46%	0.44%	0.43%	0.44%
		R2	1	Time to resolve valid complaints (Report for Service Performance)	Less than 5 working days	=	70%	98.26%	97.25%	92.23%	95.84%	95.15%	96.63%	97.41%	96.43%	97.20%	96.49%	97.64%	97.11%	97.42%	96.53%	96.55%	96.85%
			4	Time to resolve valid complaints (Report for Billing)				97.38%	96.95%	96.90%	97.08%	96.73%	97.43%	96.88%	97.02%	95.86%	94.97%	97.58%	96.10%	97.54%	95.89%	96.40%	96.62%
			7	Time to resolve valid complaints (Total per service)				98.05%	97.18%	93.25%	96.13%	95.48%	96.79%	97.29%	96.55%	96.90%	96.14%	97.63%	96.88%	97.45%	96.39%	96.52%	96.80%
			2	Time to resolve valid complaints (Report for Service Performance)	Less than 15 working days	=	95%	99.57%	99.19%	95.13%	97.91%	97.82%	98.78%	99.30%	98.66%	99.27%	99.30%	99.54%	99.36%	99.41%	99.13%	99.11%	99.22%
			5	Time to resolve valid complaints (Report for Billing)				99.20%	99.25%	98.78%	99.08%	99.27%	99.60%	99.58%	99.49%	99.01%	99.48%	99.37%	99.29%	99.55%	98.99%	99.36%	99.30%
			8	Time to resolve valid complaints (Total per service)				99.48%	99.20%	95.93%	98.18%	98.13%	98.95%	99.36%	98.83%	99.21%	99.34%	99.50%	99.35%	99.44%	99.10%	99.17%	99.24%
			3	Time to resolve valid complaints (Report for Service Performance)	Less than 25 working days	=	99%	99.82%	99.58%	98.00%	99.11%	99.54%	99.24%	99.63%	99.47%	99.74%	99.77%	99.75%	99.75%	99.76%	99.64%	99.72%	99.71%
			6	Time to resolve valid complaints (Report for Billing)				99.43%	99.72%	99.51%	99.55%	99.70%	99.92%	99.89%	99.84%	99.67%	99.84%	99.86%	99.79%	99.86%	99.53%	99.85%	99.75%
			9	Time to resolve valid complaints (Total per service)				99.72%	99.61%	98.33%	99.21%	99.57%	99.38%	99.69%	99.55%	99.73%	99.79%	99.77%	99.76%	99.78%	99.62%	99.75%	99.72%
		R3	1	Time to respond to complaints on Coverage (TTRCC)	Less than 15 working days	=	90%	99.33%	99.83%	99.43%	99.53%	99.71%	99.34%	99.29%	99.44%	99.41%	99.63%	99.51%	99.52%	99.00%	100.00%	99.36%	99.45%
			2		Less than 3 months	=	95%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
			3		Less than 6 months	=	99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
		R4	1	Response time by customer support centre – phone call	Less than 60 seconds	=	70%	92.10%	93.34%	92.98%	92.83%	90.80%	92.48%	87.61%	90.29%	88.44%	94.11%	90.25%	90.91%	92.19%	90.55%	87.38%	90.08%
			2		Less than 2 minutes	=	80%	95.27%	96.56%	96.51%	96.14%	94.50%	95.80%	92.97%	94.42%	92.74%	97.45%	94.56%	94.89%	96.54%	95.40%	93.50%	95.17%
			3		Less than 3 minutes	=	100%	96.92%	97.98%	98.08%	97.69%	96.45%	97.38%	95.65%	96.50%	95.08%	98.67%	96.63%	96.77%	98.17%	97.50%	96.33%	97.35%
	Voice	R11	1	Call Setup Success Rate		≥	98%	99.95%	99.96%	99.92%	99.94%	99.92%	99.97%	99.96%	99.95%	99.96%	99.96%	99.98%	99.97%	99.98%	99.98%	99.98%	99.98%
		R12	1	Network Availability		=	99.95%	99.98%	99.97%	99.97%	99.97%	99.96%	99.96%	99.97%	99.96%	99.98%	99.96%	99.97%	99.98%	99.97%	99.96%	99.97%	
		R13	1	Dropped Call Rate		<	1.5%	0.04%	0.04%	0.04%	0.04%	0.04%	0.04%	0.04%	0.04%	0.04%	0.04%	0.03%	0.04%	0.03%	0.03%	0.03%	0.03%
MONITORING PERFORMANCE REQUIREMENTS																							
FIXED LINE	Customer Relation & Billing (all services)	R21	1	Rate of complaints related to number portability		≤	10%	N/A	N/A	N/A		N/A	N/A	N/A		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		R22	1	Time to Reconnection and Activation of Service after resolution of cause of suspension	Less than 3 working hours	≥	90%	N/A	N/A	N/A		N/A	N/A	N/A		99.67%	99.88%	99.93%	99.83%	99.93%	99.96%	99.95%	99.95%
			2		Less than 6 working hours	=	99%	N/A	N/A	N/A		N/A	N/A	N/A		99.88%	99.88%	99.93%	99.90%	99.93%	99.96%	99.95%	99.95%
	Voice	R24	1	Faults report rate (Business)		=	0.5%	0.66%	0.60%	0.51%	0.59%	0.00%	0.00%	0.00%	0.00%	0.42%	0.43%	0.38%	0.41%	0.47%	0.29%	0.43%	0.40%
			2	Faults report rate (Residential)				1.66%	1.38%	1.46%	1.50%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
			3	Faults report rate (FTTH)				3.25%	2.97%	3.23%	3.15%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%
			4	Faults report rate	Force majeure cases		N/A	N/A	N/A	N/A		0.01%	0.00%	0.01%	0.01%	0.01%	0.00%	0.01%	0.01%	0.00%	0.00%	0.01%	
	Leased Line (LL)	R31	1	Leased Line (LL) Fault rate		<	0.5%	1.06%	1.55%	1.06%	1.22%	0.64%	0.65%	0.72%	0.67%	1.52%	1.04%	0.77%	1.11%	0.77%	0.76%	0.46%	0.66%
			2		Force majeure cases / Third Party Cases		N/A	18	15	9	42	10	9	11	30	5	2	0	7	1	2	1	4
MOBILE	Customer Relation & Billing (all services)	R21	1	Rate of complaints related to number portability		≤	10%	3.28%	2.24%	2.84%	2.79%	1.75%	1.35%	1.48%	1.53%	1.00%	1.00%	1.00%	1.00%	1.00%	1.00%	1.00%	1.00%
		R22	1	Time to Reconnection and Activation of Service after resolution of cause of suspension	Less than 3 working hours	≥	90%	N/A	N/A	N/A		N/A	N/A	N/A		89.88%	99.20%	99.17%	96.08%	98.06%	97.68%	99.04%	98.26%
			2		Less than 6 working hours	=	99%	N/A	N/A	N/A		N/A	N/A	N/A		92.05%	99.24%	99.19%	96.83%	98.36%	97.90%	99.13%	98.46%
	Voice	R26	1	Network Quality		≥	95%	97.20%	97.26%	97.23%	97.23%	96.79%	96.92%	96.81%	96.84%	96.73%	96.97%	97.16%	96.95%	97.06%	97.43%	97.09%	97.19%