

Quality of Service (QoS) Report - 2025

LICENSEE: Ooredoo Qatar (OQ)

SERVICE		#	Sub-KPI #	Name	Target	2025																
						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%	1.66%	1.40%	1.49%	0.42%	1.47%	1.36%	1.44%	1.42%							
			2	Complaint rate (Report for Servic Billing)				0.07%	0.06%	0.07%	0.07%	0.07%	0.07%	0.07%								
			3	Complaint rate (Total per service)				1.72%	1.47%	1.57%	0.49%	1.55%	1.43%	1.51%	1.50%							
		R2	1	Time to resolve valid complaints (Report for Service Performance)	Less than 5 working days	=	70%	99.35%	99.06%	98.85%	99.09%	99.22%	98.98%	96.82%	98.34%							
			4	Time to resolve valid complaints (Report for Billing)				97.36%	94.91%	95.81%	96.04%	93.76%	97.72%	97.55%	96.34%							
			7	Time to resolve valid complaints (Total per service)				99.27%	98.87%	98.71%	98.96%	98.96%	98.91%	96.86%	98.24%							
			2	Time to resolve valid complaints (Report for Service Performance)	Less than 15 working days	=	95%	99.74%	99.77%	99.70%	99.74%	99.74%	99.70%	99.62%	99.69%							
			5	Time to resolve valid complaints (Report for Billing)				99.76%	99.49%	98.90%	99.37%	98.89%	99.54%	99.55%	99.33%							
			8	Time to resolve valid complaints (Total per service)				99.74%	99.75%	99.67%	99.72%	99.70%	99.69%	99.61%	99.67%							
			3	Time to resolve valid complaints (Report for Service Performance)	Less than 25 working days	=	99%	99.85%	99.90%	99.89%	99.88%	99.85%	99.85%	99.84%	99.85%							
			6	Time to resolve valid complaints (Report for Billing)				99.76%	100.00%	99.78%	99.84%	100.00%	100.00%	99.55%	99.85%							
			9	Time to resolve valid complaints (Total per service)				99.85%	99.90%	99.89%	99.88%	99.86%	99.86%	99.82%	99.85%							
		R4	1	Response time by customer support centre – phone call	Less than 60 seconds	=	70%	92.00%	84.00%	84.00%	86.67%	89.65%	93.35%	90.68%	88.81%							
			2		Less than 2 minutes	=	80%	96.00%	91.00%	92.00%	93.00%	94.85%	96.82%	95.23%	94.27%							
			3		Less than 3 minutes	=	100%	98.00%	95.00%	95.00%	96.00%	97.18%	98.33%	97.31%	96.63%							
	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%	98.99%	99.05%	95.38%	97.81%	100.00%	99.11%	100.00%	99.70%							
			2		of telephone lines installed (from the date a valid order is received) with 9 days after the specified above.	=	99%	100.00%	100.00%	99.43%	99.81%	100.00%	99.56%	100.00%	99.85%							
			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%	95.78%	95.91%	96.05%	95.91%	99.74%	99.78%	99.74%	99.75%							
			4		of broadband lines installed (from the date a valid order is received) within 15 days after the time specified above.	=	99%	98.05%	97.60%	98.33%	97.99%	99.96%	99.89%	99.87%	99.91%							
			5		Number of Third-party dependant cases		N/A	1	1	1	3	3	3	0	6							
		R6	1	Fault repair time (Business)	Less than 24 working hours	=	90%	96.77%	95.32%	98.59%	96.89%	97.19%	97.83%	98.56%	97.85%							
			3	Fault repair time (Residential)	Less than 24 working hours	=	90%	99.00%	99.00%	99.00%	99.00%	99.01%	98.54%	94.67%	97.41%							
			5	Fault repair time (FTTH)	Less than 24 working hours	=	90%	99.00%	99.00%	99.00%	99.00%	98.98%	98.55%	94.69%	97.41%							
			7	Fault repair time (third party depend cases)	Less than 24 working hours		N/A	0	0	0	0	0	0	0	0							
			2	Fault repair time (Business)	Less than 48 working hours	=	99%	99.18%	98.86%	99.53%	99.19%	99.60%	99.22%	99.59%	99.45%							
			4	Fault repair time (Residential)	Less than 48 working hours	=	99%	100.00%	100.00%	100.00%	100.00%	99.63%	99.44%	97.51%	98.86%							
			6	Fault repair time (FTTH)	Less than 48 working hours	=	99%	100.00%	100.00%	100.00%	100.00%	99.72%	99.47%	97.51%	98.90%							
			8	Fault repair time (third party depend cases)	Less than 48 working hours		N/A	0	0	0	0	0	0	0	0							
		R7	1	Unsuccessful call attempt	For national call	<	1%	0.03%	0.02%	0.01%	0.02%	0.02%	0.02%	0.02%	0.02%							
	Leased Line (LL)	R15	1	Leased Line (LL) Provisionning time (Local)	For Local and National	≥	95%	99.54%	99.16%	98.44%	99.05%	100.00%	99.09%	99.30%	99.37%							
			2	Leased Line (LL) Provisionning time (National))				100.00%	100.00%	100.00%	100.00%	100.00%	99.09%	99.30%	99.37%							
			3	Leased Line (LL) Provisionning time (International)				100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	87.50%	94.12%							
		R16	1	LL Fault repair time	Less than 8 hours	>	95%	89.04%	87.50%	100.00%	92.18%	97.06%	78.38%	71.88%	84.58%							
			2		Less than 24 hours	=	99%	94.52%	96.88%	100.00%	97.13%	99.02%	91.89%	93.75%	95.42%							
			3		Number of Third-party dependant cases		N/A	2	0	1	3	0	0	1	1							

Quality of Service (QoS) Report - 2025

LICENSEE: Ooredoo Qatar (OQ)

SERVICE		#	Sub-KPI #	Name	Target			2025															
								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%	0.32%	0.29%	0.33%	0.31%	0.33%	0.31%	0.28%	0.30%								
			2	Complaint rate (Report for Servic Billing)				0.10%	0.10%	0.10%	0.10%	0.63%	0.62%	0.58%	0.61%								
			3	Complaint rate (Total per service)				0.42%	0.39%	0.43%	0.41%	0.49%	0.51%	0.68%	0.56%								
		R2	1	Time to resolve valid complaints (Report for Service Performance)	Less than 5 working days	=	70%	97.16%	97.07%	95.48%	96.54%	95.95%	97.01%	96.65%	96.52%								
			4	Time to resolve valid complaints (Report for Billing)				96.73%	94.88%	94.18%	95.27%	95.15%	96.64%	95.61%	95.80%								
			7	Time to resolve valid complaints (Total per service)				97.05%	96.50%	95.17%	96.23%	95.72%	96.90%	96.33%	96.31%								
			2	Time to resolve valid complaints (Report for Service Performance)	Less than 15 working days	=	95%	99.55%	99.55%	98.59%	99.21%	99.18%	99.41%	99.02%	99.21%								
			5	Time to resolve valid complaints (Report for Billing)				99.55%	99.34%	98.89%	99.26%	99.22%	99.48%	99.07%	99.26%								
			8	Time to resolve valid complaints (Total per service)				99.55%	99.49%	98.66%	99.23%	99.19%	99.43%	99.03%	99.22%								
			3	Time to resolve valid complaints (Report for Service Performance)	Less than 25 working days	=	99%	99.87%	99.77%	99.62%	99.75%	99.75%	99.75%	99.63%	99.71%								
			6	Time to resolve valid complaints (Report for Billing)				99.79%	99.72%	99.86%	99.79%	99.71%	99.71%	99.78%	99.73%								
			9	Time to resolve valid complaints (Total per service)				99.85%	99.75%	99.68%	99.76%	99.74%	99.74%	99.67%	99.72%								
		R3	1	Time to respond to complaints on Coverage (TTRCC)	Less than 15 working days	=	90%	99.10%	100.00%	98.35%	99.15%	99.44%	98.42%	99.08%	98.98%								
			2		Less than 3 months	=	95%	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%								
		R4	1	Response time by customer support centre – phone call	Less than 60 seconds	=	70%	93.00%	86.00%	87.00%	91.19%	89.59%	92.01%	85.07%	91.19%								
			2		Less than 2 minutes	=	80%	96.00%	92.00%	93.00%	95.62%	95.00%	96.36%	91.63%	95.62%								
			3		Less than 3 minutes	=	100%	98.00%	95.00%	95.00%	97.60%	97.29%	98.08%	94.67%	97.60%								
	Voice	R11	1	Call Setup Success Rate		≥	98%	99.99%	99.98%	99.99%	99.99%	99.98%	99.99%	99.99%	99.98%								
		R12	1	Network Availability		=	99.95%	99.96%	99.96%	99.97%	99.97%	99.97%	99.97%	99.97%	99.97%								
		R13	1	Dropped Call Rate		<	1.5%	0.03%	0.03%	0.02%	0.03%	0.03%	0.02%	0.02%	0.02%								
MONITORING PERFORMANCE REQUIREMENTS																							
FIXED LINE	Customer Relation & Billing (all services)	R21	1	Rate of complaints related to number portability		≤	10%	0.00%	0.00%	0.00%	0.00%	1.14%	3.45%	2.17%	2.26%								
		R22	1	Time to Reconnection and Activation of Service after resolution of cause of suspension	Less than 3 working hours	≥	90%	99.90%	99.90%	99.94%	99.91%	99.91%	99.91%	99.93%	99.91%								
			2		Less than 6 working hours	=	99%	99.90%	99.93%	99.94%	99.92%	99.91%	99.91%	99.93%	99.92%								
	Voice	R24	1	Faults report rate (Business)		=	0.5%	0.42%	0.36%	0.43%	0.40%	0.34%	0.30%	0.31%	0.32%								
			2	Faults report rate (Residential)				0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%								
			3	Faults report rate (FTTH)				0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%								
			4	Faults report rate				0.04%	0.01%	0.01%	0.02%	0.00%	0.01%	0.00%	0.00%								
	Leased Line (LL)	R31	1	Leased Line (LL) Fault rate		<	0.5%	1.27%	0.87%	0.65%	0.93%	0.97%	0.68%	0.58%	0.74%								
			2		Force majeure cases / Third Party Cases		N/A	2	0	1	3	0	0	1	1								
MOBILE	Customer Relation & Billing (all services)	R21	1	Rate of complaints related to number portability		≤	10%	0.60%	0.40%	0.50%	0.50%	0.49%	0.51%	0.68%	0.95%								
		R22	1	Time to Reconnection and Activation of Service after resolution of cause of suspension	Less than 3 working hours	≥	90%	99.7%	99.15%	99.49%	99.32%	99.79%	99.74%	99.72%	99.75%								
			2		Less than 6 working hours	=	99%	99.71%	99.20%	99.54%	99.48%	99.80%	99.75%	99.76%	99.77%								
	Voice	R26	1	Network Quality		≥	95%	97.23%	97.09%	96.79%	97.04%	96.96%	99.52%	96.34%	97.61%								