

# 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		R#	Sub-KPI #	Name	Target	2025															
						Jan	Feb	Mar	Q1	Apr	May	Jun	Q2	Jul	Aug	Sep	Q3	Oct	Nov	Dec	Q4
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%	1.37%	1.47%	1.46%	1.43%	1.44%	1.41%	1.51%	1.45%
		2	Complaint rate (Report for Servicing)			0.07%	0.06%	0.07%	0.07%	0.07%	0.07%	0.07%	0.07%	0.09%	0.08%	0.08%	0.08%	0.08%	0.06%	0.08%	0.07%
		3	Complaint rate (Total per service)			1.72%	1.47%	1.57%	0.49%	1.55%	1.43%	1.51%	1.50%	1.46%	1.55%	1.54%	1.52%	1.52%	1.47%	1.59%	1.53%
	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%	98.72%	98.90%	98.88%	98.83%	98.88%	98.86%	99.55%	98.76%
		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%	97.19%	95.63%	95.29%	95.95%	96.05%	97.24%	97.03%	96.73%
		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%	98.64%	98.74%	98.65%	98.68%	98.73%	98.79%	98.47%	98.66%
		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%	99.73%	99.74%	99.63%	99.70%	99.67%	99.69%	99.58%	99.65%
		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%	99.53%	99.54%	99.16%	99.38%	98.54%	99.45%	98.73%	98.86%
		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%	99.72%	99.73%	99.60%	99.68%	99.61%	99.68%	99.54%	99.61%
		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%	99.89%	99.85%	99.84%	99.86%	99.78%	99.88%	99.79%	99.82%
		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%	99.77%	99.77%	99.66%	99.73%	99.17%	99.72%	99.58%	99.47%
		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%	99.88%	99.85%	99.83%	99.85%	99.76%	99.87%	99.77%	99.80%
	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%	83.64%	87.88%	90.91%	87.39%	79.06%	70.39%	69.29%	72.96%
		2		Less than 2 minutes	= 80%	96.00%	91.00%	92.00%	93.00%	94.85%	96.82%	95.23%	94.27%	91.63%	94.20%	95.84%	93.84%	88.49%	82.27%	80.94%	83.93%
		3		Less than 3 minutes	= 100%	98.00%	95.00%	95.00%	96.00%	97.18%	98.33%	97.31%	96.63%	95.07%	96.91%	97.89%	96.59%	92.93%	88.63%	87.61%	89.74%
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%	100.00%	100.00%	99.11%	99.71%	99.07%	99.50%	100.00%	99.48%	
	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%	100.00%	100.00%	100.00%	100.00%	99.54%	99.50%	100.00%	99.65%	
	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%	99.50%	99.31%	99.56%	99.46%	99.80%	99.35%	99.26%	99.47%	
	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%	99.73%	99.65%	99.80%	99.73%	99.90%	99.59%	99.37%	99.62%	
	5		Number of Third-party dependant cases	= N/A	1	1	1	3	3	3	0	6	0	0	0	0	0	0	0	0	
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%	96.08%	94.62%	97.44%	96.10%	98.09%	97.51%	97.90%	97.81%	
	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%	97.71%	98.25%	98.19%	98.06%	98.68%	98.73%	98.02%	98.47%	
	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%	97.66%	98.29%	98.37%	98.11%	98.68%	98.64%	98.04%	98.44%	
	7	Fault repair time (third party depend cases)	Less than 24 working hours	= N/A	0	0	0	0	0	0	0	0	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%	99.58%	99.81%	99.62%	99.67%	99.13%	98.91%	99.27%	99.08%	
	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%	99.39%	99.40%	99.42%	99.40%	99.61%	99.50%	99.26%	99.46%	
	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%	99.45%	99.42%	99.57%	99.48%	99.57%	99.47%	99.25%	99.43%	
	8	Fault repair time (third party depend cases)	Less than 48 working hours	= N/A	0	0	0	0	0	0	0	0	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%	0.03%	0.01%	0.01%	0.02%	0.46%	0.45%	0.44%	0.45%	
R15	1	Leased Line (LL) Provisioning time (Local)	For Local and National	≥ 95%	99.54%	99.16%	98.44%	99.05%	100.00%	99.09%	99.30%	99.37%	98.76%	98.13%	98.24%	98.37%	98.20%	98.95%	94.20%	96.93%	
	2	Leased Line (LL) Provisioning time (National)			100.00%	100.00%	100.00%	100.00%	100.00%	99.09%	99.30%	99.37%	98.76%	98.13%	98.24%	98.37%	98.20%	98.95%	94.20%	96.93%	
	3	Leased Line (LL) Provisioning time (International)			For International	= N/A	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	87.50%	94.12%	100.00%	100.00%	100.00%	100.00%	100.00%	80.00%	90.00%
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%	69.14%	76.27%	69.57%	71.12%	93.94%	81.82%	79.17%	85.15%	
	2		Less than 24 hours	= 99%	94.52%	96.88%	100.00%	97.13%	99.02%	91.89%	93.75%	95.42%	96.30%	96.61%	92.39%	94.83%	93.94%	93.18%	95.83%	94.06%	
	3		Number of Third-party dependant cases	= N/A	2	0	1	3	0	0	1	1	1	3	2	6.00	0	0	1	1.00	

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							Jan	Feb	Mar	Q1	Apr	May	Jun	Q2	Jul	Aug	Sep	Q3	Oct	Nov	Dec	Q4
MOBILE	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%	0.34%	0.33%	0.32%	0.33%	0.34%	0.35%	0.34%	0.34%
		2	Complaint rate (Report for Servicing Billing)				0.10%	0.10%	0.10%	0.10%	0.63%	0.62%	0.58%	0.61%	0.57%	0.60%	0.55%	0.58%	0.54%	0.50%	0.52%	0.52%
		3	Complaint rate (Total per service)				0.42%	0.39%	0.43%	0.41%	0.49%	0.51%	0.68%	0.56%	0.45%	0.46%	0.44%	0.45%	0.46%	0.46%	0.46%	0.46%
	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%	96.57%	95.24%	95.30%	95.72%	94.32%	94.33%	95.26%	94.64%
		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%	95.34%	95.43%	96.17%	95.64%	94.13%	94.64%	95.89%	94.88%
		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%	96.22%	95.30%	95.56%	95.70%	94.27%	94.40%	95.42%	94.70%
		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%	99.23%	99.06%	98.80%	99.04%	98.42%	98.71%	99.07%	98.74%
		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%	99.27%	99.05%	99.11%	99.14%	98.01%	98.70%	99.36%	98.68%
		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%	99.24%	99.06%	98.90%	99.07%	98.31%	98.70%	99.15%	98.72%
		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%	99.71%	99.60%	99.45%	99.59%	99.52%	99.34%	99.66%	99.51%
		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%	99.78%	99.79%	99.61%	99.73%	99.30%	99.53%	99.55%	99.46%
		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%	99.73%	99.66%	99.50%	99.63%	99.46%	99.39%	99.63%	99.49%
	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%	100.00%	100.00%	99.81%	99.94%	99.35%	99.68%	99.45%	99.49%
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%	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%	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%	87.63%	91.52%	92.73%	90.66%	81.41%	80.10%	78.36%	79.95%	
	2		Less than 2 minutes	=	80%	96.00%	92.00%	93.00%	95.62%	95.00%	96.36%	91.63%	95.62%	94.01%	96.43%	96.75%	95.75%	88.48%	88.60%	87.44%	88.17%	
	3		Less than 3 minutes	=	100%	98.00%	95.00%	95.00%	97.60%	97.29%	98.08%	94.67%	97.60%	96.80%	98.33%	98.31%	97.83%	92.11%	93.04%	92.06%	92.49%	
Voice	R11	1	Call Setup Success Rate		≥	98%	99.99%	99.98%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.98%	99.98%	99.98%	99.98%
	R12	1	Network Availability		=	99.95%	99.96%	99.97%	99.96%	99.97%	99.97%	99.97%	99.97%	99.98%	99.98%	99.98%	99.98%	99.98%	99.97%	99.98%	99.97%	99.97%
	R13	1	Dropped Call Rate		<	1.5%	0.03%	0.03%	0.02%	0.03%	0.02%	0.02%	0.02%	0.02%	0.03%	0.02%	0.02%	0.02%	0.02%	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%	0.00%	3.66%	3.64%	2.33%	0.48%	1.05%	0.44%	0.64%		
		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%	99.93%	99.91%	99.87%	99.93%	99.86%	99.89%	99.89%	96.51%	98.76%	98.39%
			2		Less than 6 working hours	=	99%	99.90%	99.93%	99.94%	99.92%	99.91%	99.91%	99.93%	99.92%	99.87%	99.93%	99.86%	99.89%	99.89%	97.77%	98.76%	98.81%		
	Voice	R24	1	Faults report rate (Business)				0.42%	0.36%	0.43%	0.40%	0.34%	0.30%	0.31%	0.32%	0.41%	0.37%	0.33%	0.37%	0.38%	0.43%	0.41%	0.40%		
			2	Faults report rate (Residential)		=	0.5%	0.00%	0.00%	0.00%	0.00%	0.00%	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)				0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.01%	0.01%	0.01%		
4			Faults report rate	Force majeure cases		N/A	0.04%	0.01%	0.01%	0.02%	0.00%	0.01%	0.00%	0.00%	0.00%	0.03%	0.05%	0.03%	0.04%	0.01%	0.01%	0.00%	0.01%		
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%	0.73%	0.53%	0.81%	0.69%	0.36%	0.48%	0.26%	0.36%			
		2		Force majeure cases / Third Party Cases		N/A	2	0	1	3	0	0	1	1	1	3	2	6	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%	0.72%	0.47%	0.72%	0.64%	0.85%	0.77%	0.76%	0.79%		
		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%	99.61%	99.82%	99.11%	99.51%	99.77%	99.51%	99.73%	99.67%		
	2		Less than 6 working hours		=	99%	99.71%	99.20%	99.54%	99.48%	99.80%	99.75%	99.76%	99.77%	99.80%	99.83%	99.75%	99.79%	99.80%	99.61%	99.81%	99.81%	99.74%		
Voice	R26	1	Network Quality		≥	95%	97.23%	97.09%	96.79%	97.04%	96.96%	99.52%	96.34%	97.61%	96.47%	96.15%	96.14%	96.25%	96.38%	96.36%	96.51%	96.42%			