



# Quality of Service (QoS) Report - 2026

LICENSEE: Ooredoo Qatar (OQ)

SERVICE	#	Sub-KPI #	Name	Target			2026													
							Jan	Feb	Mar	Q1	Apr	May	Jun	Q2	Jul	Aug	Sep	Q3	Oct	Nov
MOBILE	R1	1	Complaint rate (Report for Service Performance)	Including Residential and Businesses Fixed Line	<	2%	0.32%	0.30%	0.33%	0.32%										
		2	Complaint rate (Report for Servicing Billing)				0.50%	0.46%	0.46%	0.47%										
		3	Complaint rate (Total per service)				0.82%	0.76%	0.79%	0.79%										
	R2	1	Time to resolve valid complaints (Report for Service Performance)	Less than 5 working days	=	70%	96.07%	96.68%	96.79%	96.49%										
		4	Time to resolve valid complaints (Report for Billing)				96.19%	96.86%	97.45%	96.81%										
		7	Time to resolve valid complaints (Total per service)				96.11%	96.73%	96.98%	96.59%										
		2	Time to resolve valid complaints (Report for Service Performance)	Less than 15 working days	=	95%	99.30%	99.24%	99.18%	99.24%										
		5	Time to resolve valid complaints (Report for Billing)				99.27%	99.50%	99.67%	99.48%										
		8	Time to resolve valid complaints (Total per service)				99.29%	99.32%	99.33%	99.31%										
		3	Time to resolve valid complaints (Report for Service Performance)	Less than 25 working days	=	99%	99.75%	99.74%	99.76%	99.75%										
		6	Time to resolve valid complaints (Report for Billing)				99.64%	99.77%	99.77%	99.72%										
		9	Time to resolve valid complaints (Total per service)				99.72%	99.75%	99.76%	99.74%										
	R3	1	Time to respond to complaints on Coverage (TTRCC)	Less than 15 working days	=	90%	99.11%	99.61%	99.64%	99.45%										
2		Less than 3 months		=	95%	100.00%	100.00%	100.00%	100.00%											
3		Less than 6 months		=	99%	100.00%	100.00%	100.00%	100.00%											
R4	1	Response time by customer support centre – phone call	Less than 60 seconds	=	80%	88.11%	87.04%	86.04%	87.09%											
	2		Less than 2 minutes	=	90%	93.97%	92.79%	90.97%	92.61%											
	3		Less than 3 minutes	=	95%	96.62%	95.80%	93.86%	95.45%											
Voice	R11	1	Call Setup Success Rate		≥	98%	99.98%	99.98%	99.99%	99.98%										
	R12	1	Network Availability		=	99.95%	99.98%	99.98%	99.98%	99.98%										
	R13	1	Dropped Call Rate		<	1.5%	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%	2.20%	4.80%	2.00%							
		R22	1	Time to Reconnection and Activation of Service after resolution of cause of suspension	Less than 3 working hours	≥	90%	99.93%	99.91%	99.96%	99.93%							
			2		Less than 6 working hours	=	99%	99.93%	99.91%	99.96%	99.93%							
	Voice	R24	1	Faults report rate (Business)				0.35%	0.33%	0.34%	0.34%							
			2	Faults report rate (Residential)		=	0.5%	0.00%	0.00%	0.00%	0.00%							
			3	Faults report rate (FTTH)				0.00%	0.00%	0.00%	0.00%							
			4	Faults report rate	Force majeure cases		N/A	0.01%	0.00%	0.00%	0.00%							
Leased Line (LL)	R31	1	Leased Line (LL) Fault rate		<	0.5%	0.40%	0.23%	0.23%	0.29%								
		2		Force majeure cases / Third Party Cases		N/A	0	1	0	1								
MOBILE	Customer Relation & Billing (all services)	R21	1	Rate of complaints related to number portability		≤	10%	0.51%	0.59%	0.69%	0.59%							
		R22	1	Time to Reconnection and Activation of Service after resolution of cause of suspension	Less than 3 working hours	≥	90%	99.74%	99.73%	99.62%	99.69%							
	2		Less than 6 working hours		=	99%	99.84%	99.90%	99.65%	99.79%								
Voice	R26	1	Network Quality		≥	95%	98.14%	97.82%	96.87%	97.61%								