



Quality of (Mobile & Fixed) Network & Services reporting for Quarter 1 .2. 3. 4 2012

Background

The Technical Quality of Service (QoS) & Key Performance Indicators (KPIs) Regulations forms part of the regulations issued by the TRA in accordance with:

- Article 13 (3) of Federal Law by Decree No. (3) of 2003. This regulation is designed to ensure that licensees meet quality standards of performance and adherence to the terms and conditions of the license granted to them.
- Article 14 (3) of Federal Law by Decree No. (3) of 2003. This regulation is designed to grants the TRA the authority to issue policies with respect to the terms and level of service by the licensees to the consumers, including the standards and quality of Service.

Key Performance Indicators (KPI)

Quality of Service Parameters includes:

I. Mobile Network based Voice Services:

- **Network Availability – Core & Radio Network**
- **Call Success Rate**
- **Call Drop Rate**
- **Call Setup Success Rate**

Key Performance Indicators (KPI)

2. Fixed Network based Voice Services:

- Network Availability of main Telephone Exchange Equipment
- Network Effectiveness Ratio

3. Additional parameters

- Dial up connection

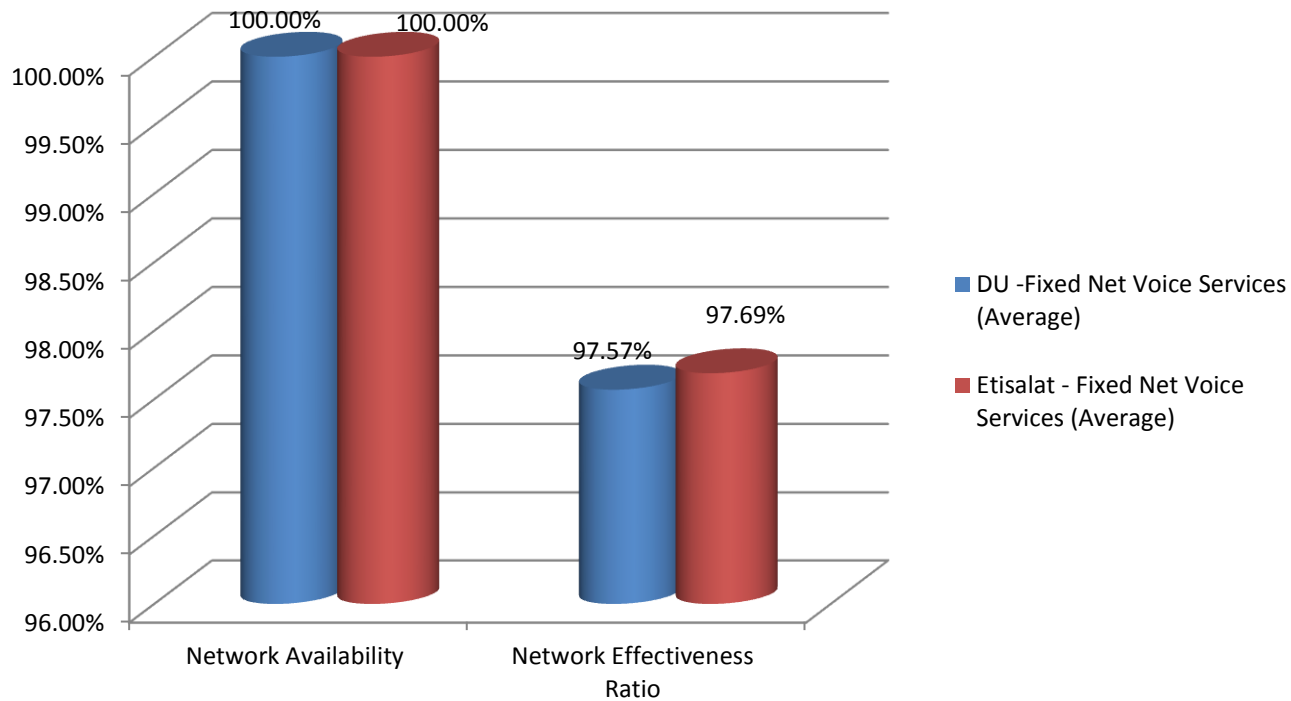
Reports Summary

The Reports based on the Quality of Service for the Mobile & Fixed Network - Annex 2 data reported via licensees (Etisalat & du) to the Technology Developments Affairs during 1st, 2nd, 3rd & 4th Quarter of 2012.

Indicators are measured on the monthly averaged data, which includes the largest possible statistical representation.

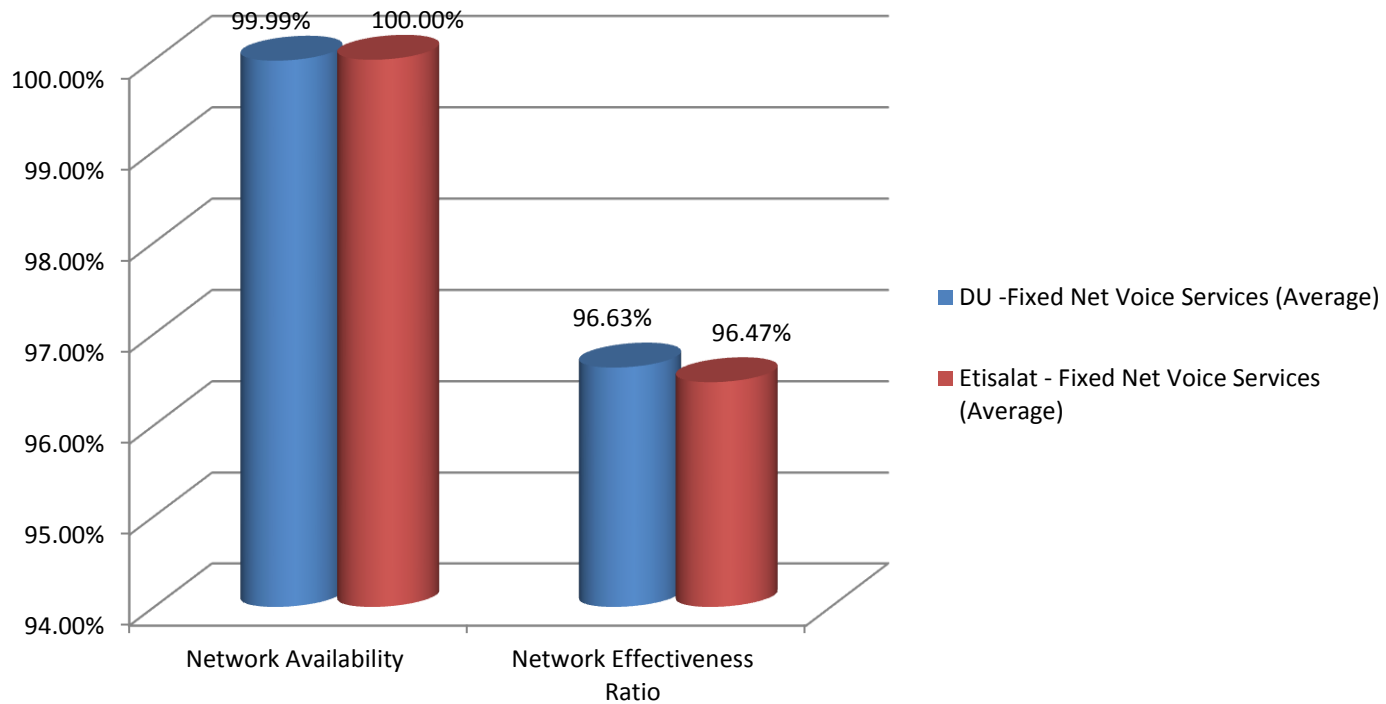
Fixed Net Voice Services – Q1

	DU -Fixed Net Voice Services (Average)	Etisalat - Fixed Net Voice Services (Average)
Network Availability	100.00%	100.00%
Network Effectiveness Ratio	97.57%	97.69%



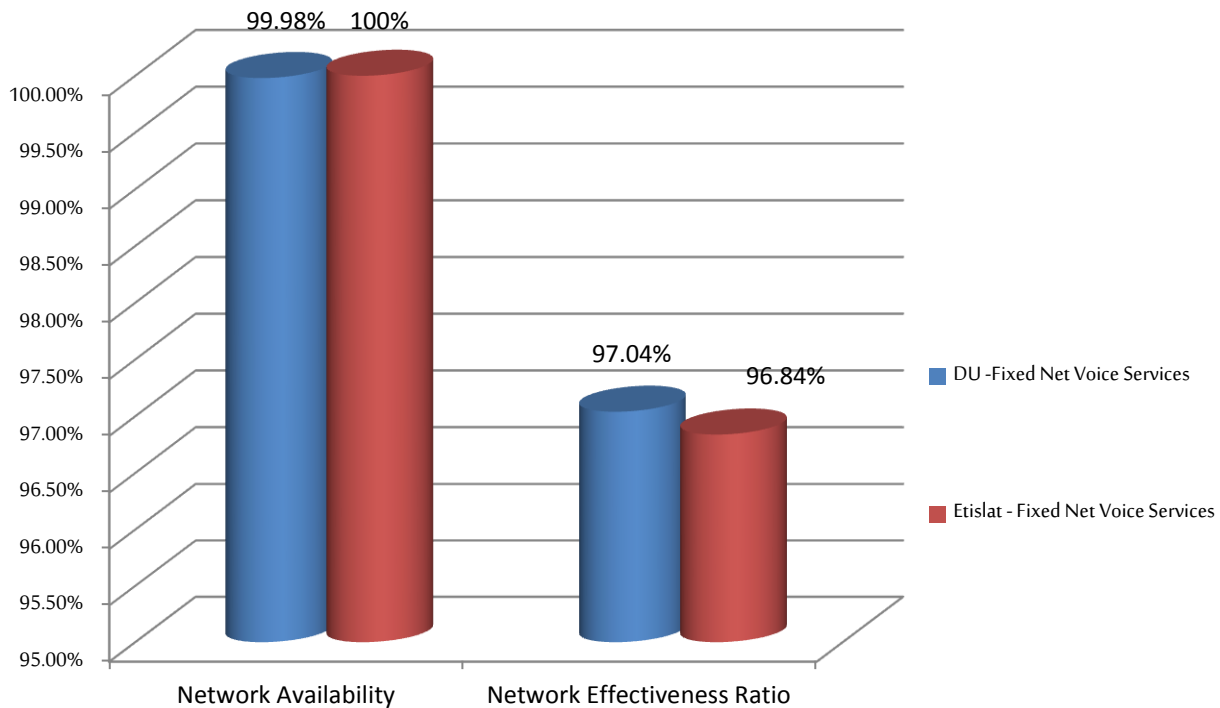
Fixed Net Voice Services – Q2

	DU -Fixed Net Voice Services (Average)	Etisalat - Fixed Net Voice Services (Average)
Network Availability	99.99%	100.00%
Network Effectiveness Ratio	96.63%	96.47%



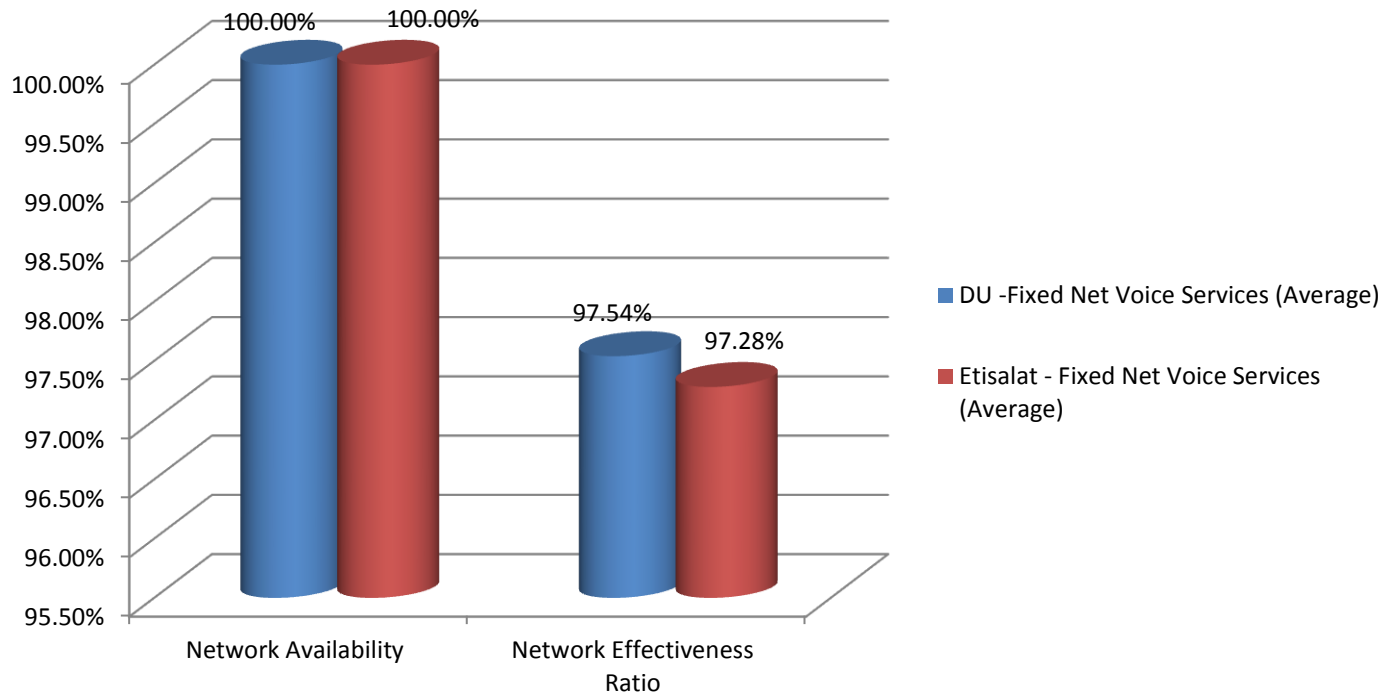
Fixed Net Voice Services – Q3

	DU -Fixed Net Voice Services (Average)	Etisalat - Fixed Net Voice Services (Average)
Network Availability	99.98%	100%
Network Effectiveness Ratio	97.04%	96.839%



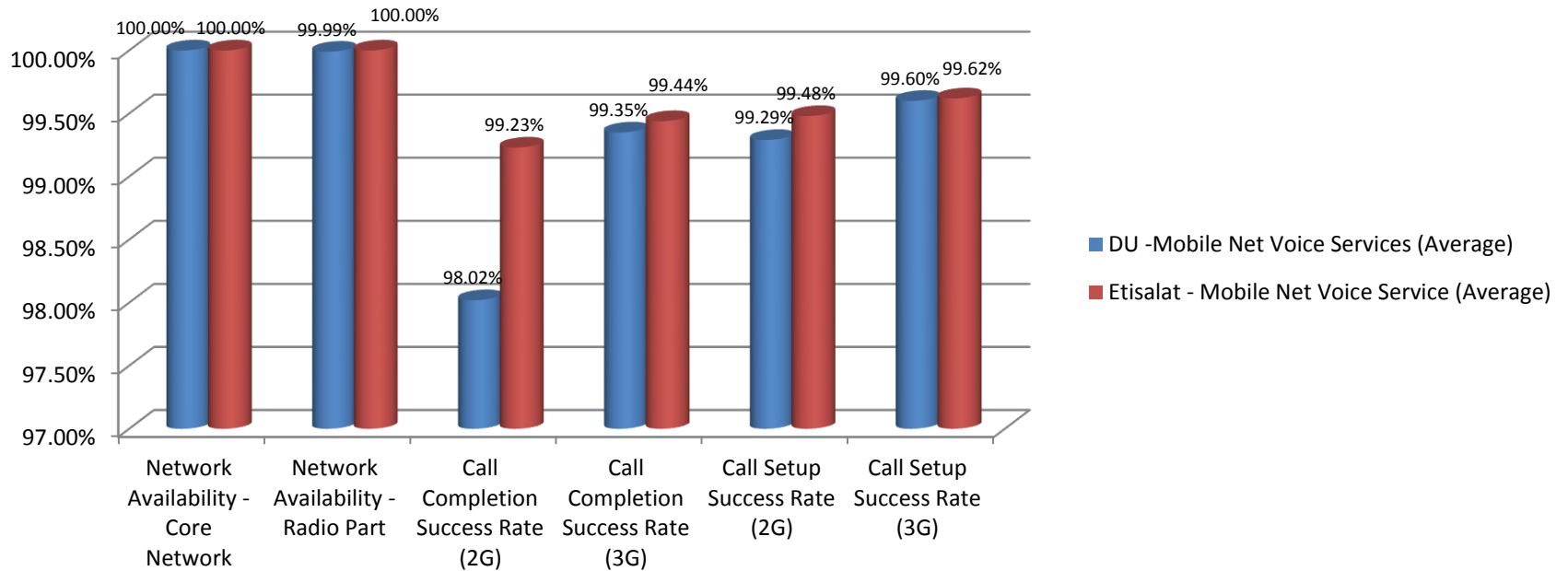
Fixed Net Voice Services – Q4

	DU -Fixed Net Voice Services (Average)	Etisalat - Fixed Net Voice Services (Average)
Network Availability	100%	100%
Network Effectiveness Ratio	97.54%	97.28%



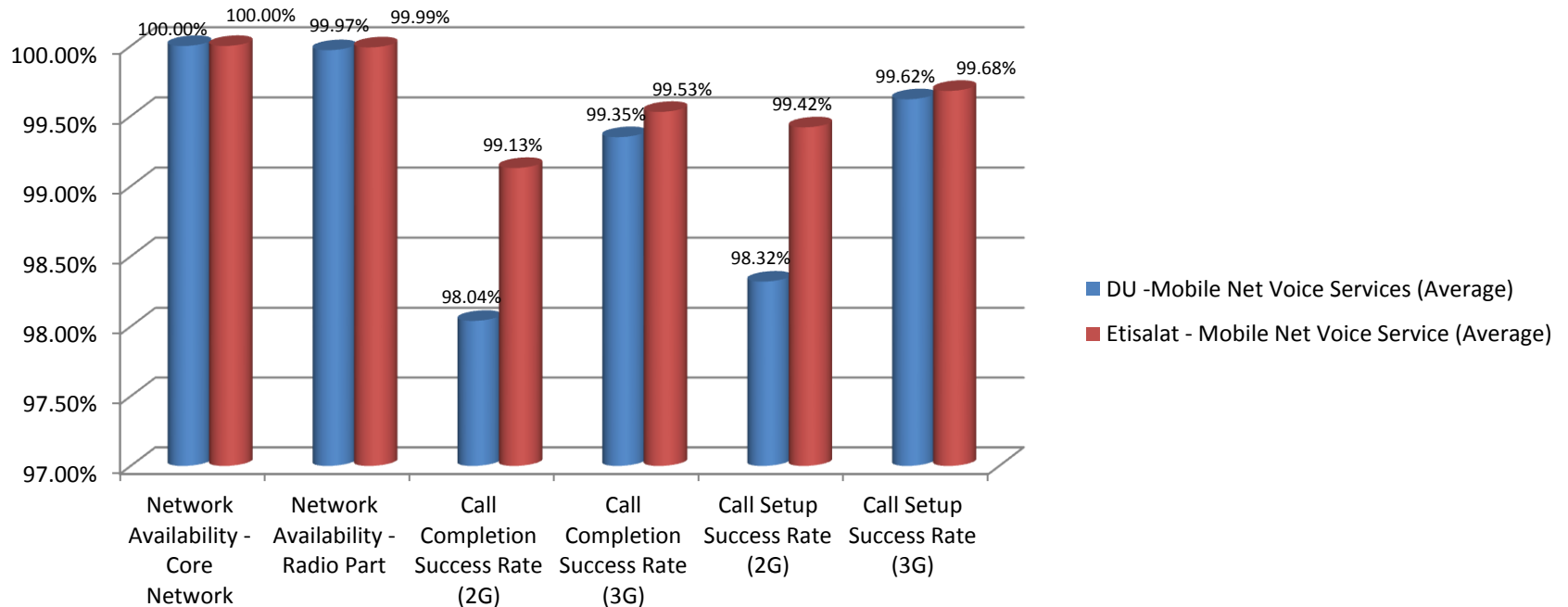
Mobile Net Voice Services – Q1

	DU -Mobile Net Voice Services (Average)	Etisalat - Mobile Net Voice Service (Average)
Network Availability - Core Network	100.00%	100.00%
Network Availability - Radio Part	99.99%	100.00%
Call Completion Success Rate (2G)	98.02%	99.23%
Call Completion Success Rate (3G)	99.35%	99.44%
Call Setup Success Rate (2G)	99.29%	99.48%
Call Setup Success Rate (3G)	99.60%	99.62%



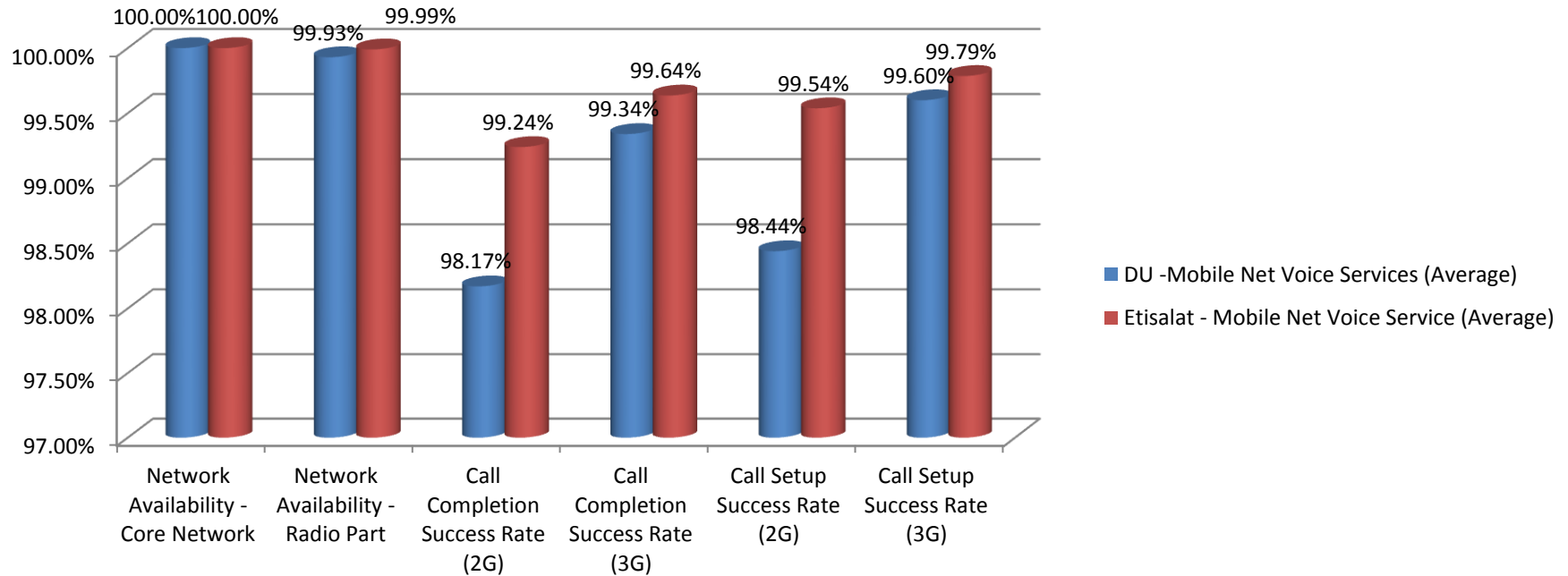
Mobile Net Voice Services – Q2

	DU -Mobile Net Voice Services (Average)	Etisalat - Mobile Net Voice Service (Average)
Network Availability - Core Network	100.00%	100.00%
Network Availability - Radio Part	99.97%	99.99%
Call Completion Success Rate (2G)	98.04%	99.13%
Call Completion Success Rate (3G)	99.35%	99.53%
Call Setup Success Rate (2G)	98.32%	99.42%
Call Setup Success Rate (3G)	99.62%	99.68%



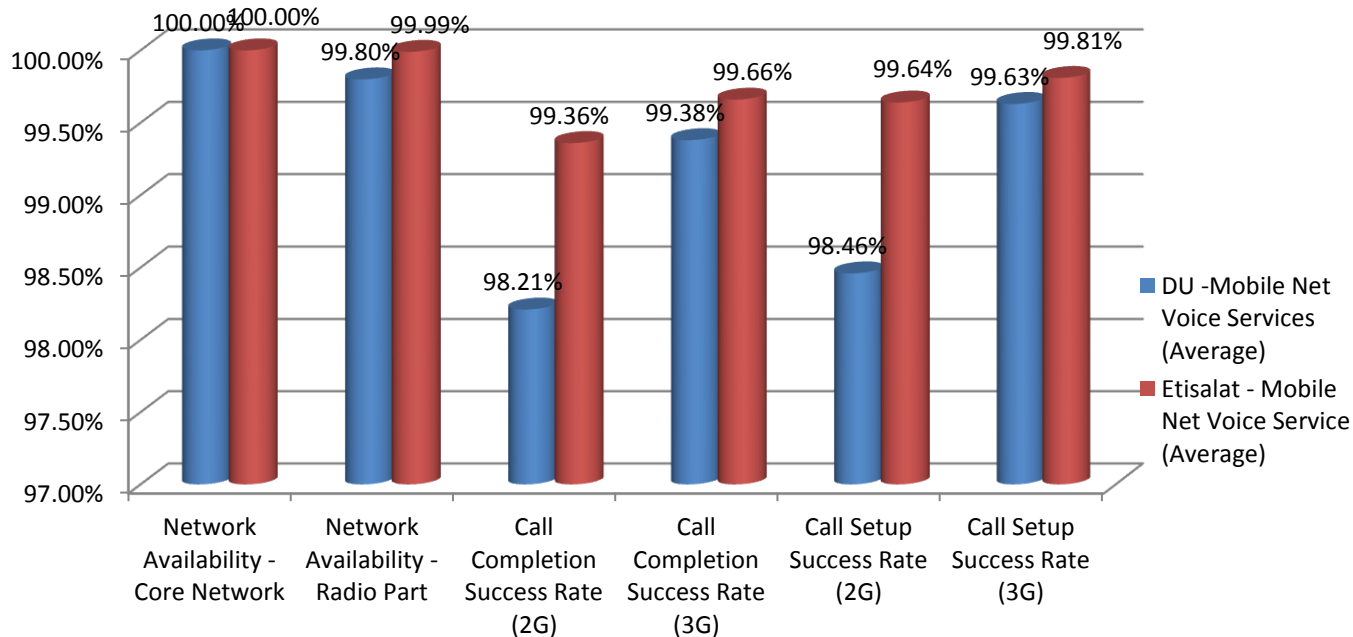
Mobile Net Voice Services – Q3

	DU -Mobile Net Voice Services (Average)	Etisalat - Mobile Net Voice Service (Average)
Network Availability - Core Network	100.00%	100.00%
Network Availability - Radio Part	99.93%	99.99%
Call Completion Success Rate (2G)	98.17%	99.240%
Call Completion Success Rate (3G)	99.34%	99.636%
Call Setup Success Rate (2G)	98.44%	99.538%
Call Setup Success Rate (3G)	99.60%	99.786%



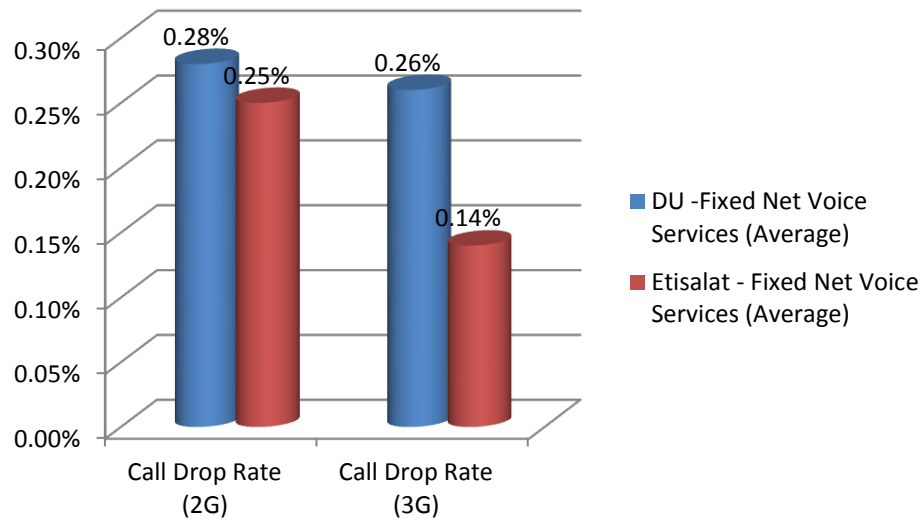
Mobile Net Voice Services – Q4

	DU -Mobile Net Voice Services (Average)	Etisalat - Mobile Net Voice Service (Average)
Network Availability - Core Network	100%	100%
Network Availability - Radio Part	99.8%	99.99%
Call Completion Success Rate (2G)	98.21%	99.36%
Call Completion Success Rate (3G)	99.38%	99.66%
Call Setup Success Rate (2G)	98.46%	99.64%
Call Setup Success Rate (3G)	99.63%	99.81%



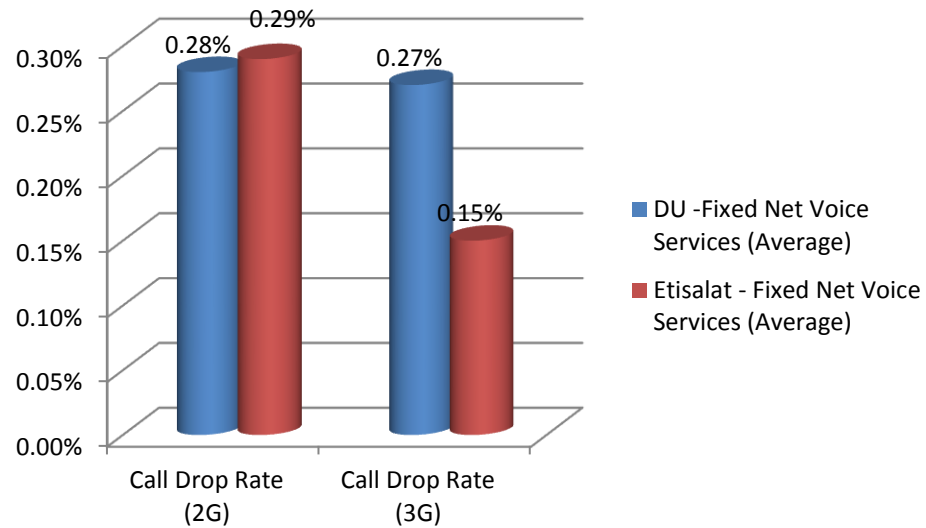
Mobile Net Voice Services – Q1

	DU -Mobile Net Voice Services (Average)	Etisalat - Mobile Net Voice Service (Average)
Call Drop Rate (2G)	0.28%	0.25%
Call Drop Rate (3G)	0.26%	0.14%



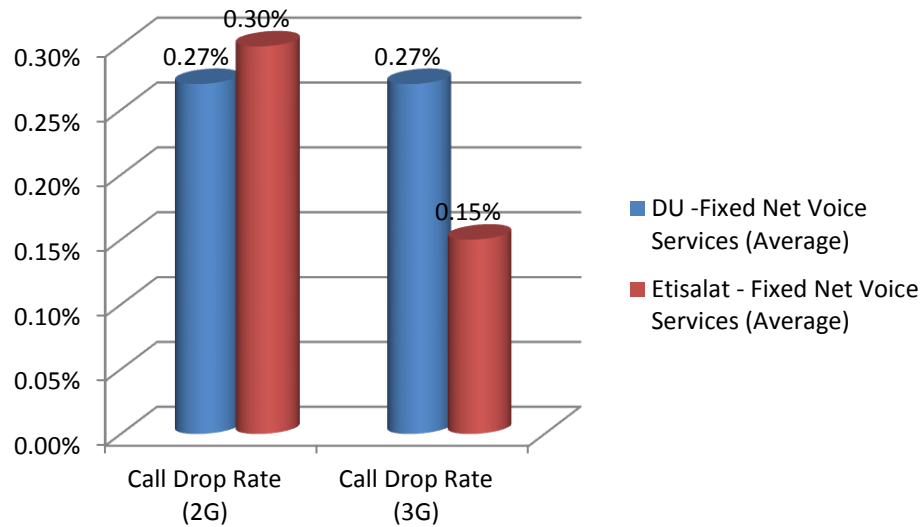
Mobile Net Voice Services – Q2

	DU -Mobile Net Voice Services (Average)	Etisalat - Mobile Net Voice Service (Average)
Call Drop Rate (2G)	0.28%	0.29%
Call Drop Rate (3G)	0.27%	0.15%



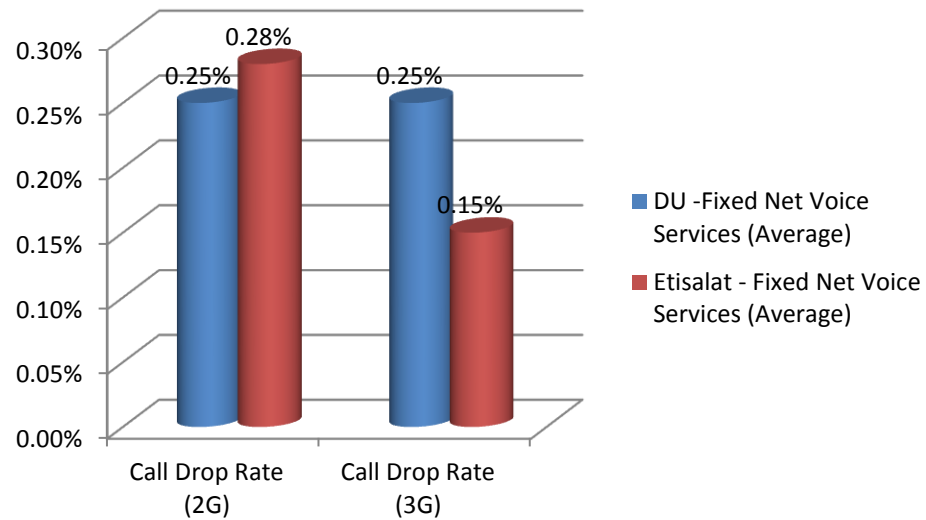
Mobile Net Voice Services – Q3

	DU -Mobile Net Voice Services (Average)	Etisalat - Mobile Net Voice Service (Average)
Call Drop Rate (2G)	0.27%	0.29%
Call Drop Rate (3G)	0.27%	0.15%



Mobile Net Voice Services – Q4

	DU -Mobile Net Voice Services (Average)	Etisalat - Mobile Net Voice Service (Average)
Call Drop Rate (2G)	0.25%	0.28%
Call Drop Rate (3G)	0.25%	0.15%



Measurements

- **Etisalat - Internet Dial up connection**

		Quarter 1	Quarter 2	Quarter 3	Quarter 3
Internet Dial Up Services	Total number of dial attempts, which are answered by the Internet Server (Average)	80.5%	83.8%	95.87%	95.36%

- **DU - Internet Dial up connection**

- Not applicable

SUMMARY

1. Fixed Network based Voice Services:

Results:

The following Figure 1.1 and Figure 1.2 shows Network availability and Network effectiveness ratio respectively for both licensees during 2012

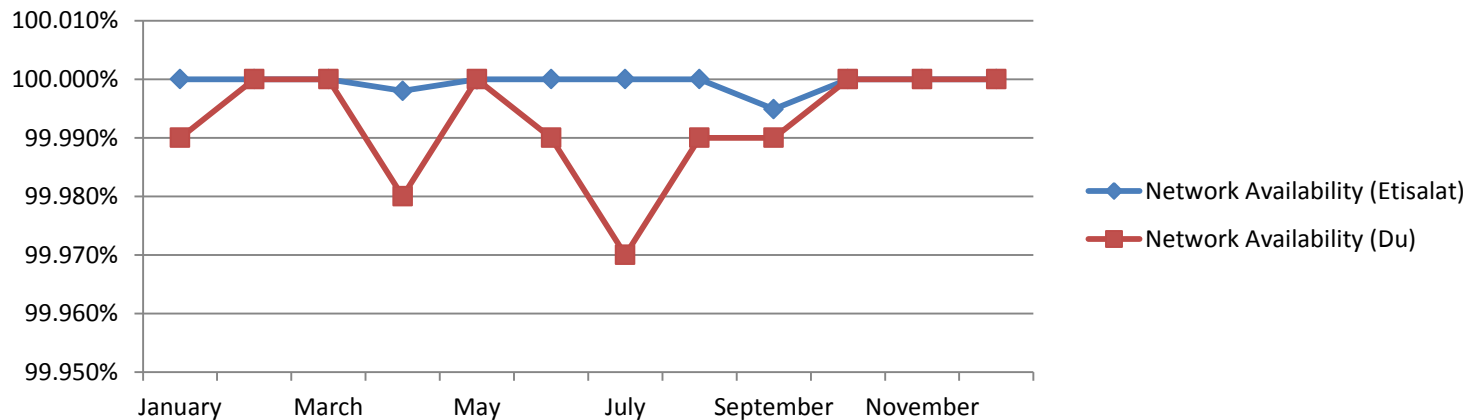


Figure 1.1 Network availability

SUMMARY

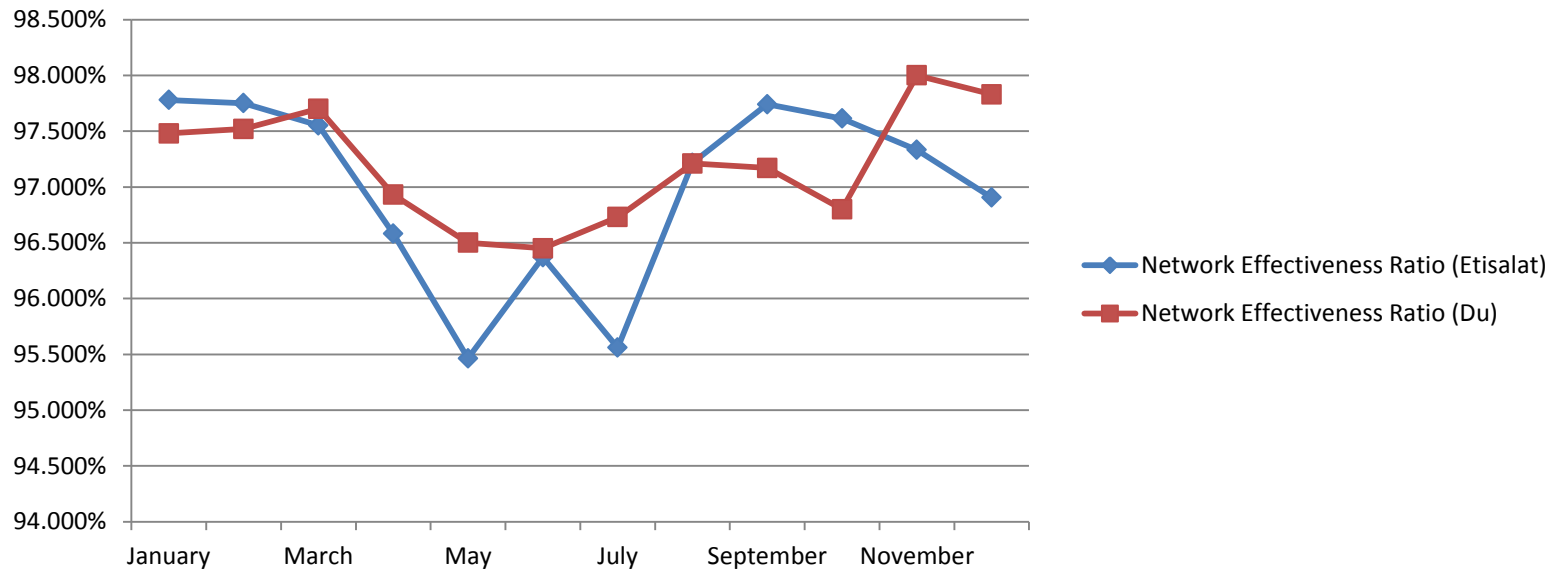


Figure 1.2 Network effectiveness ratio

SUMMARY

2. Mobile Network based Voice Services:

- Results Network Availability-core Network

For both licensees the network availability of the core network is 100% during 2012.

- Network Availability-Radio part

Results

The following Figure 2.1 shows Network availability of the radio part for both licensees during 2012.

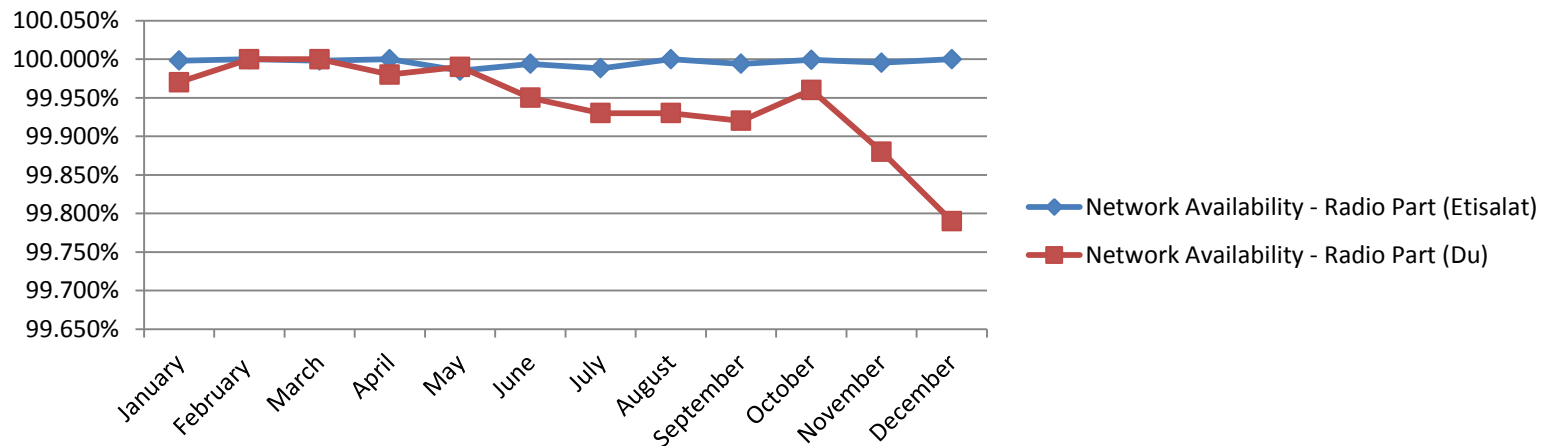


Figure 2.1 Network availability -Radio part

SUMMARY

- Call Completion Success Rate (2G/3G)

Results

The following Figure 2.2 shows Call Completion Success Rate (2G/3G) for both licensees during 2012.

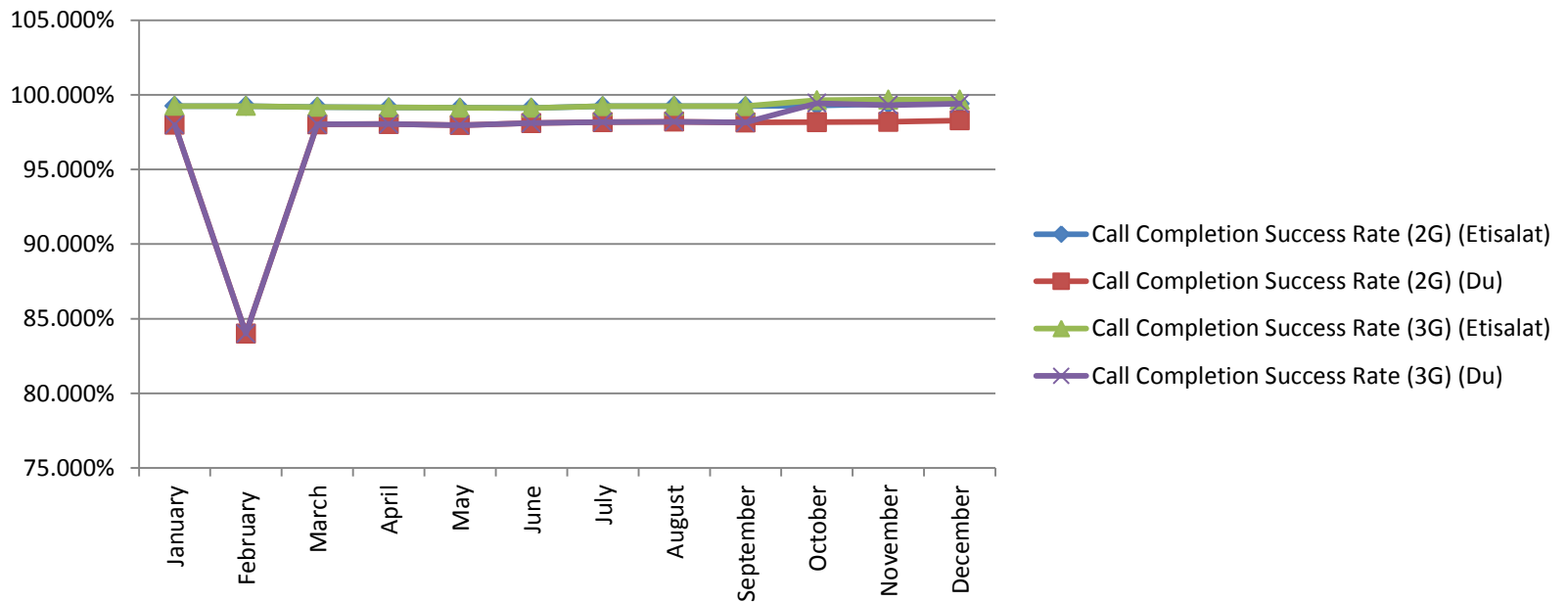


Figure 2.2 Call Completion Success Rate for both 2G and 3G

SUMMARY

- Call Setup Success Rate (2G/3G)

Results

The following Figure 2.3 shows Call setup Success Rate (2G/3G) for both licensees during 2012.

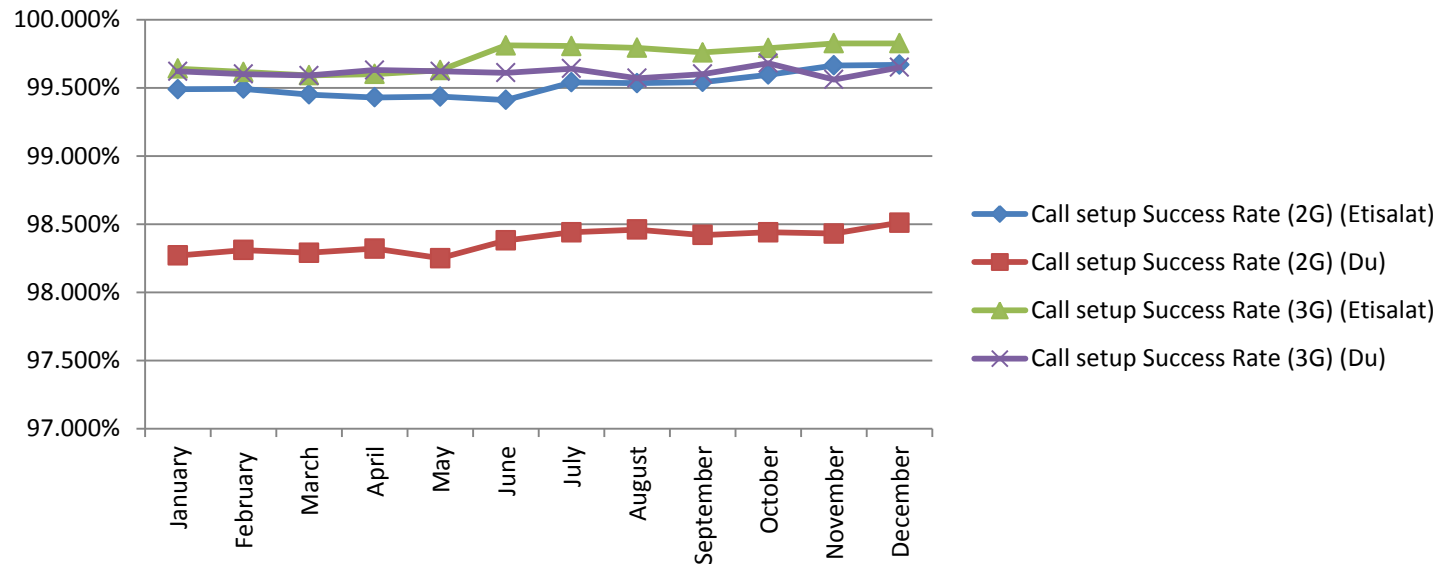


Figure 2.3 Call Setup Success Rate for both 2G and 3G

SUMMARY

3. Internet Dial up service - Etisalat

Results

The following Figure 3.1 shows the Total number of dial attempts, which are answered by the Internet Server for 2012.

