



Regulatory Policy

Quality of Service

Version: 1.2

Issue Date: 28 December 2009

Version Control:

Version:	Issue Date:	Reason for Issuance:
1.2	28 December 2009	Administrative changes and addition of Annex 2
1.1	26 November 2008	Addition of Annex 1
1.0	30 April 2005	Issuance

1. Legal Reference

- 1.1 Article 13(3) of Federal Law by Decree No. (3) of 2003, as amended, stipulates that the TRA shall exercise its powers in order to, “...ensure that Licensees meet quality standards of performance and adhere to the terms and conditions of the License granted to them...”
- 1.2 Article 14(3) of Federal Law by Decree No. (3) of 2003, as amended, grants the TRA the authority to issue policies with respect to, “...the terms and level of service provided by the Licensees to consumers, including the standards and quality of service...”.

2. Scope

This Regulatory Policy shall apply to the Licensees’ quality of service performance as specified in this Regulatory Policy.

3. Quality of Service Data

- 3.1 Licensees shall provide timely and accurate quality of service data to the TRA.
- 3.2 Quality of service data submitted by Licensees shall be in accordance with the Annex(es) to this Regulatory Policy.
- 3.3 The TRA shall inform the Licensees on any reporting specifications, the form, format and due dates related to the provision of quality of service data.
- 3.4 Licensees shall maintain any and all records and/or supplemental information necessary to substantiate the quality of service data submitted by Licensees for a period of one (1) year from the date of submission.
- 3.5 The TRA may, at its discretion, request supplemental information or an audit in order to confirm and/or clarify any quality of service data submitted by Licensees.
- 3.6 The TRA may, at its discretion, modify the criteria described in the Annex(es) to this Regulatory Policy as well as any other reporting related aspect.
- 3.7 The TRA may, at its discretion, impose performance level obligations upon the Licensees.

4. Effective Date

This Regulatory Policy is effective on 1 January 2010.

5. Publication

- 5.1** At the TRA's discretion, the TRA may publish quality of service data.
- 5.2** At the TRA's discretion, Licensees shall publish quality of service data as directed by the TRA.

Annex 1 Quality of Service Indicators – Type 1

1. Fixed Net Voice Services

- a) Order delivery intervals
- b) Held orders (waiters)
- c) Total average order delivery time
- d) Time to resolve reported faults on services.
- e) Reported faults per 1000 lines.

2. Broadband Internet Services

- a) Order delivery intervals
- b) Held orders (waiters)
- c) Total average order delivery time
- d) Time to resolve reported faults on services.
- e) Reported faults per 1000 lines.
- f) Delivered speed

3. Call Center

Average queue time for calls to the Call Centre

Annex 2 Quality of Service Indicators – Type 2

1. Fixed Net Voice Services

- a) Network Availability
 - (1) Availability of main Telephone Exchange Equipment
- b) Network Effectiveness Ratio (NER)
- c) Call Drop Rate
- d) Call Setup Time
- e) Voice Quality Standard
- f) Point of Interconnection Congestion

2. Mobile Net Based Voice Services

- a) Network Availability
 - (1) Core Network (MSC – SCP – HLR and STP)
 - (2) Radio Part (BSC)
- b) Call Success Rate
- c) Call Drop Rate
- d) Call Setup Time
- e) Voice Quality standard
- f) Point of Interconnection Congestion

3. Internet Dial Up Services

- a) Number of dial up connection established and connected successfully