



Quality of Service Reporting 2016

Fixed Net Based Voice Services
Broadband Internet Services



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.

- The Reports based on the Quality of Service for the Mobile & Fixed Network - Annex I data reported via licensees (Etisalat & du) to the Telecommunication Regulatory Authority during 1st, 2nd, 3rd & 4th Quarter of 2016.



Key Performance Indicators (KPI)



Quality of Service Parameters includes:

1. Fixed Network based Voice Services:

- % of orders delivered within 7 days of application.
- Average number of days to deliver orders to customers
- Average elapsed clock hours to resolve reported faults on services
- Number of reported faults per 1000 subscriber lines

2. Broadband Internet Services

- % of orders delivered within 7 days of application
- Average number of days to deliver orders to customers
- Average elapsed clock hours to resolve reported faults on services
- Number of reported faults per 1000 subscriber lines
- Broadband Delivered Speed

3. Call Center

- Average queue time (seconds) customer spends waiting once he/she made the IVR choice to speak to an agent until being connected to an agent



Fixed Net Based Voice Services

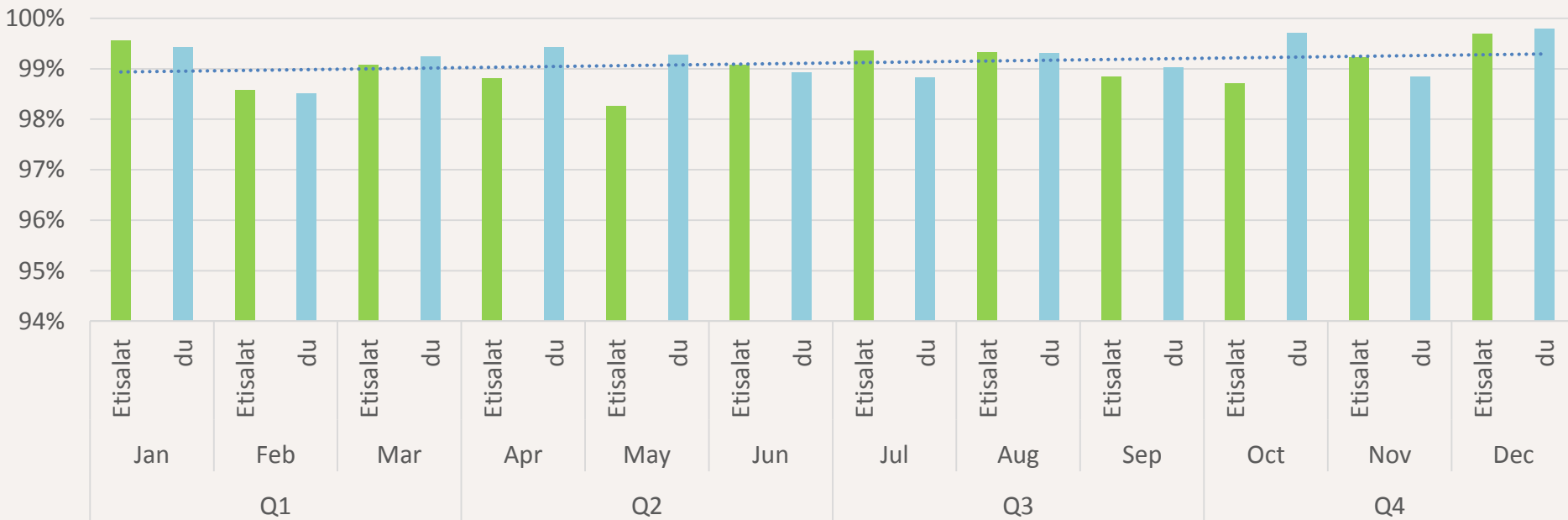


Fixed Net Voice Services

% of orders delivered within 7 days of application



	Q1			Q2			Q3			Q4		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Etisalat	99.56%	98.57%	99.07%	98.81%	98.25%	99.07%	99.36%	99.33%	98.84%	98.71%	99.22%	99.69%
du	99.42%	98.50%	99.24%	99.42%	99.27%	98.92%	98.82%	99.30%	99.03%	99.70%	98.85%	99.79%



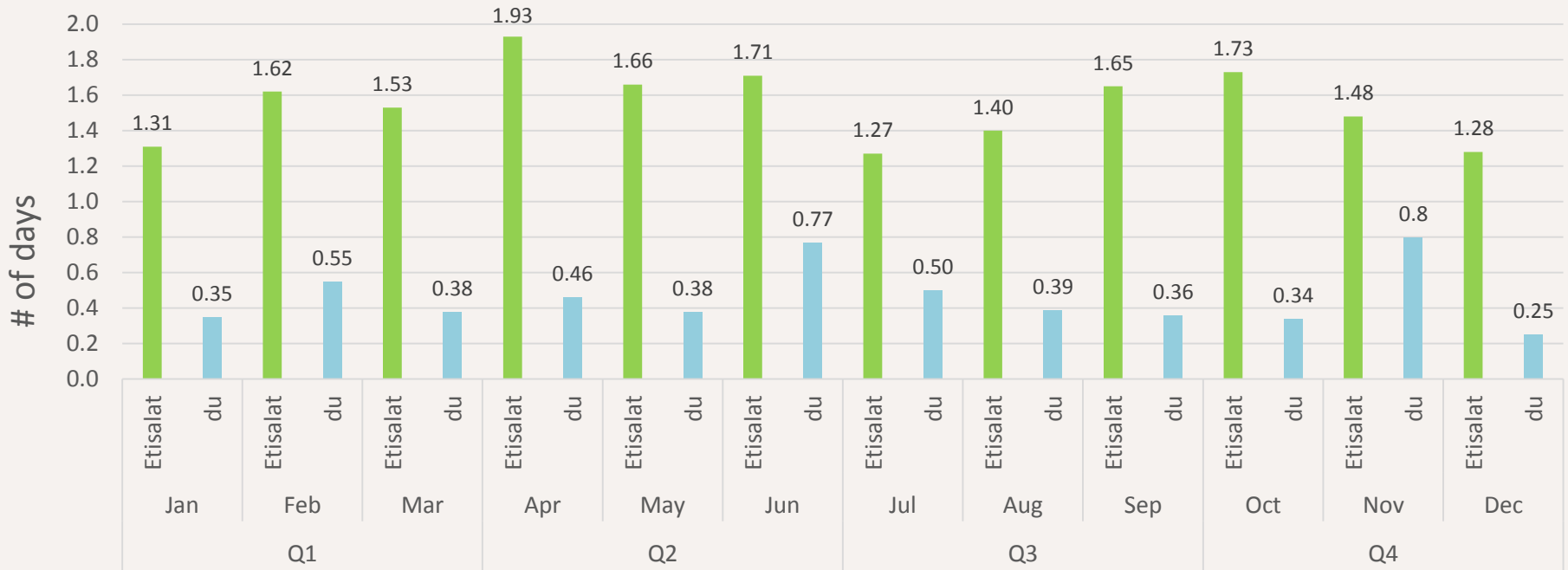


Fixed Net Voice Services

Average number of days to deliver orders to customers



	Q1			Q2			Q3			Q4		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Etisalat	1.31	1.62	1.53	1.93	1.66	1.71	1.27	1.40	1.65	1.73	1.48	1.28
du	0.35	0.55	0.38	0.46	0.38	0.77	0.50	0.39	0.36	0.34	0.80	0.25





Fixed Net Voice Services

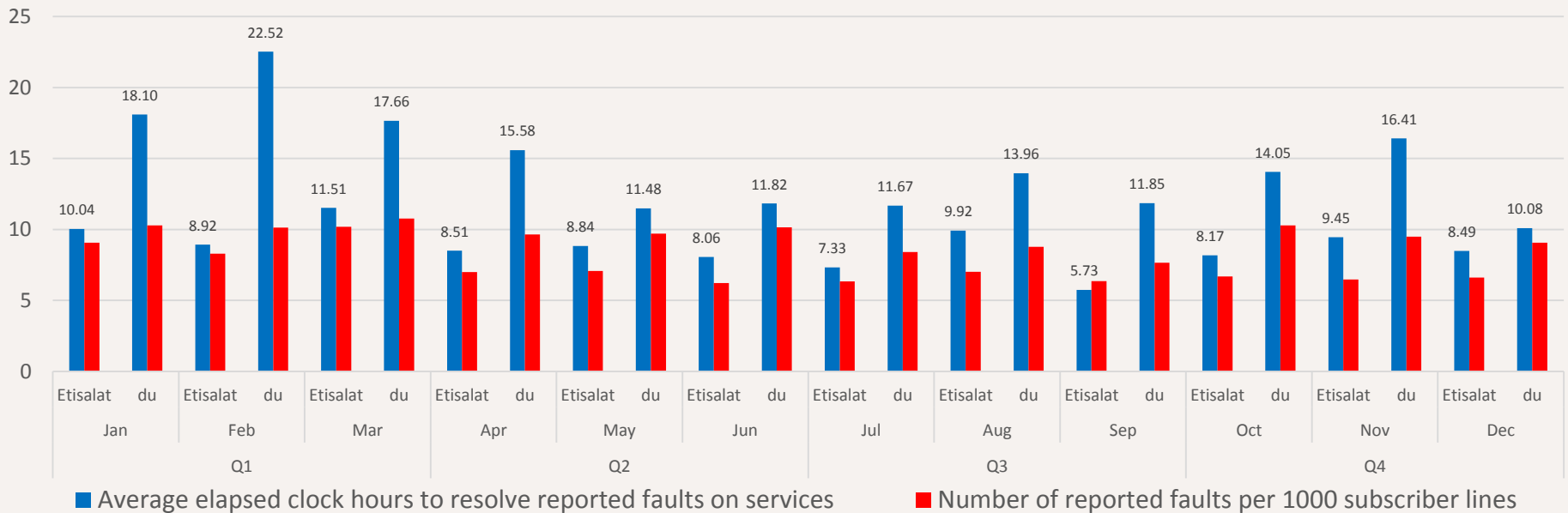
Average elapsed clock hours to resolve reported faults on services

Number of reported faults per 1000 subscriber lines



Etisalat												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Average elapsed clock hours to resolve reported faults on services	10.04	8.92	11.51	8.51	8.84	8.06	7.33	9.92	5.73	8.17	9.45	8.49
Number of reported faults per 1000 subscriber lines	9.06	8.28	10.18	7.00	7.08	6.23	6.34	7.01	6.36	6.68	6.47	6.61

du												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Average elapsed clock hours to resolve reported faults on services	18.10	22.52	17.66	15.58	11.48	11.82	11.67	13.96	11.85	14.05	16.41	10.08
Number of reported faults per 1000 subscriber lines	10.28	10.12	10.77	9.65	9.70	10.14	8.41	8.78	7.66	10.28	9.48	9.06



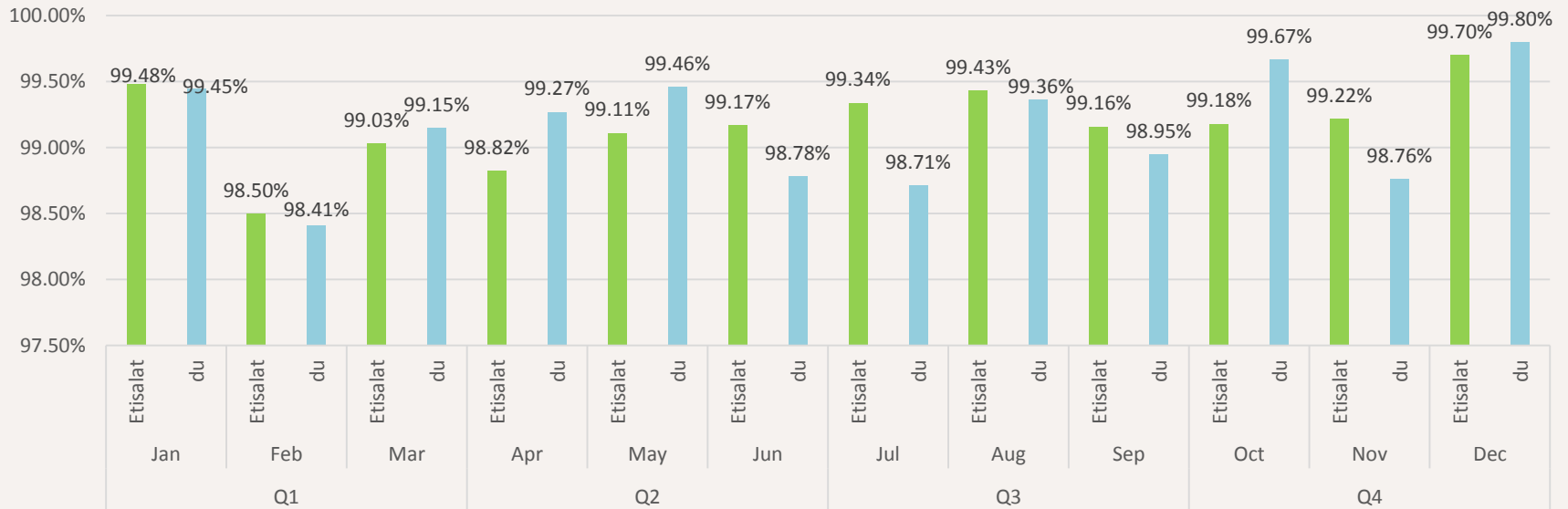


Broadband Internet Services

Broadband Internet Services

% of orders delivered within 7 days of application

	Q1			Q2			Q3			Q4		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Etisalat	99.48%	98.50%	99.03%	98.82%	99.11%	99.17%	99.34%	99.43%	99.16%	99.18%	99.22%	99.70%
du	99.45%	98.41%	99.15%	99.27%	99.46%	98.78%	98.71%	99.36%	98.95%	99.67%	98.76%	99.80%



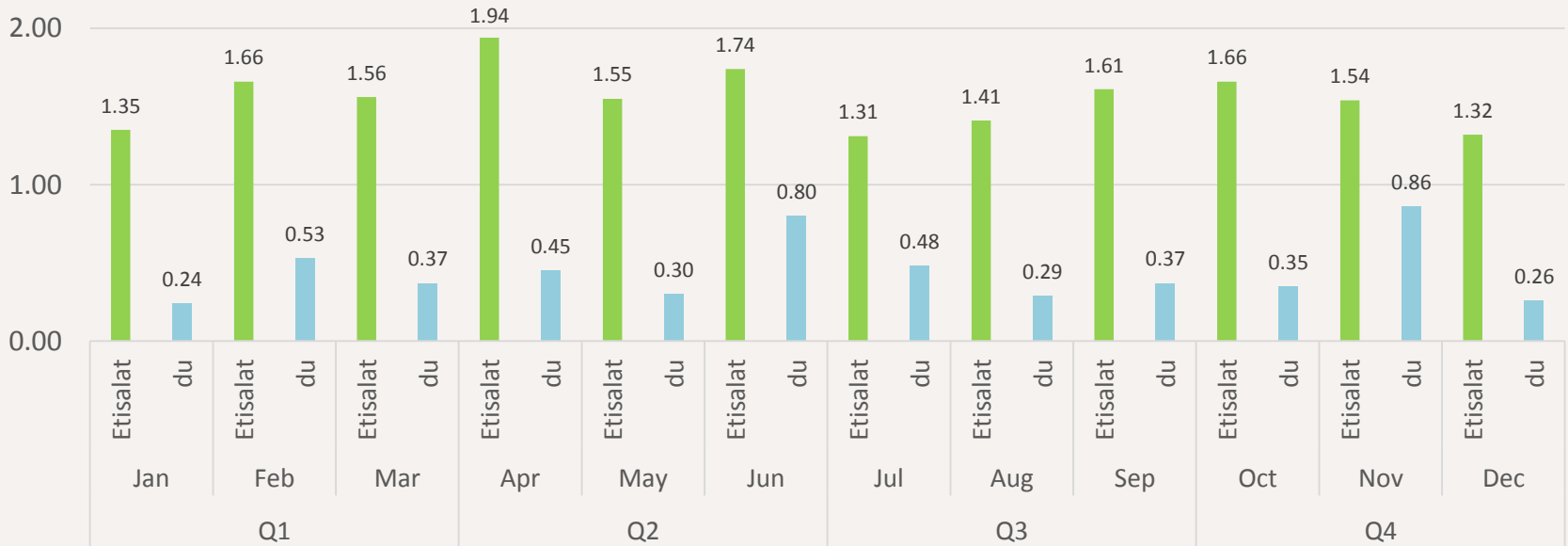


Broadband Internet Services

Average number of days to deliver orders to customers



	Q1			Q2			Q3			Q4		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Etisalat	1.35	1.66	1.56	1.94	1.55	1.74	1.31	1.41	1.61	1.66	1.54	1.32
du	0.24	0.53	0.37	0.45	0.30	0.80	0.48	0.29	0.37	0.35	0.86	0.26





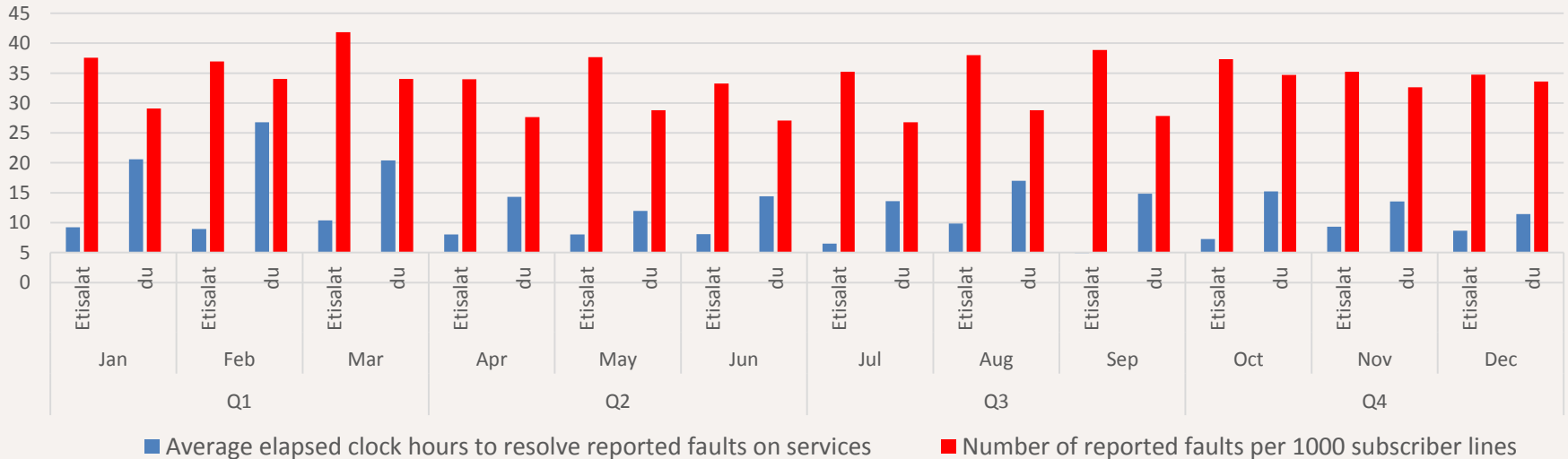
Broadband Internet Services

Average elapsed clock hours to resolve reported faults on services
Number of reported faults per 1000 subscriber lines



Etisalat												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Average elapsed clock hours to resolve reported faults on services	9.24	8.96	10.40	8.02	8.05	8.10	6.48	9.86	4.90	7.27	9.32	8.65
Number of reported faults per 1000 subscriber lines	37.59	36.96	41.83	33.98	37.65	33.28	35.24	37.98	38.85	37.34	35.20	34.74

du												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Average elapsed clock hours to resolve reported faults on services	20.6	26.8	20.4	14.34	11.99	14.42	13.61	17.02	14.83	15.22	13.55	11.42
Number of reported faults per 1000 subscriber lines	29.1	34.0	34.0	27.62	28.78	27.09	26.77	28.79	27.84	34.70	32.62	33.58



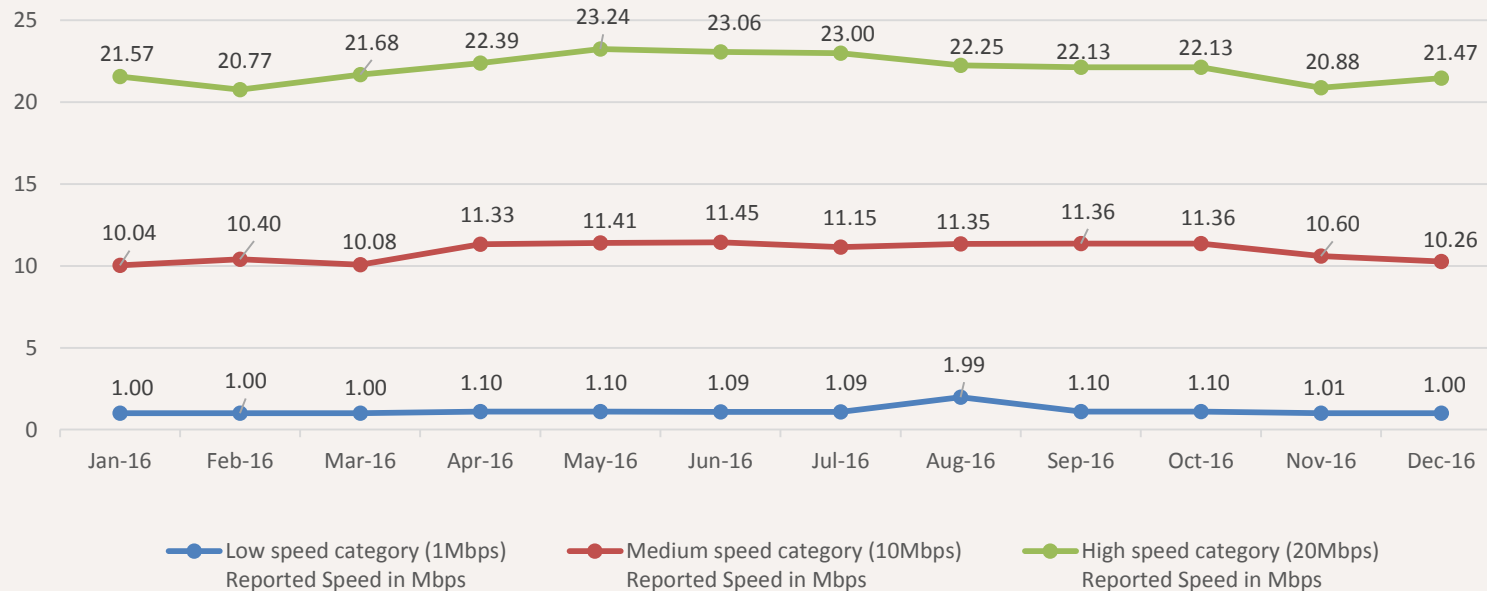


Broadband Internet Services (Etisalat)

Ratio of Broadband Delivered Speed



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Low speed category (1Mbps) Reported Speed in Mbps	1.0046	1.0021	1.0014	1.1026	1.0990	1.0908	1.0908	1.9904	1.1026	1.1026	1.0143	0.9990
High speed category (10Mbps) Reported Speed in Mbps	10.0377	10.4026	10.0818	11.3281	11.4112	11.4476	11.1493	11.3525	11.3611	11.3611	10.6013	10.2615
High speed category (20Mbps) Reported Speed in Mbps	21.5686	20.7667	21.6757	22.3907	23.2418	23.0632	23.0019	22.2491	22.1322	22.1322	20.8825	21.4712



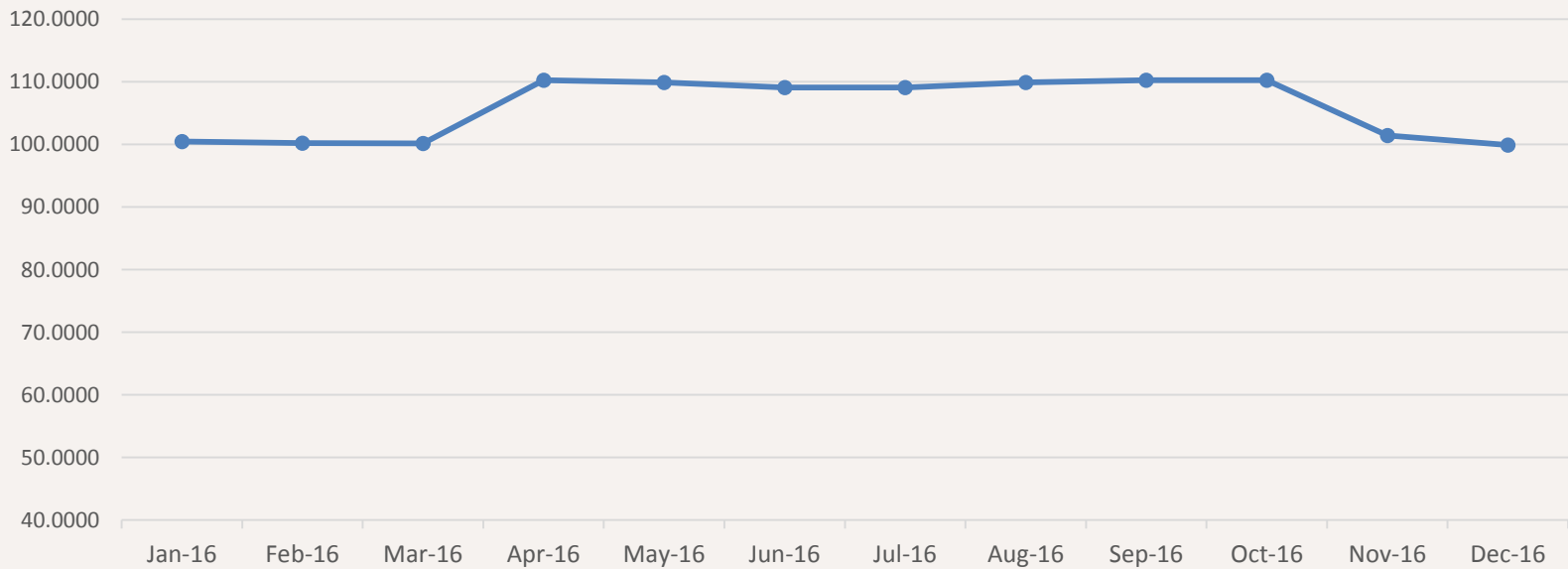


Broadband Internet Services (Etisalat)

Lowest recorded download speed during peak hour/ subscribed (advertised) speed (%)



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Lowest recorded download speed during peak hour/ subscribed (advertised) speed (%)	100.457	100.214	100.142	110.260	109.900	109.080	109.076	109.900	110.264	110.264	101.43	99.9



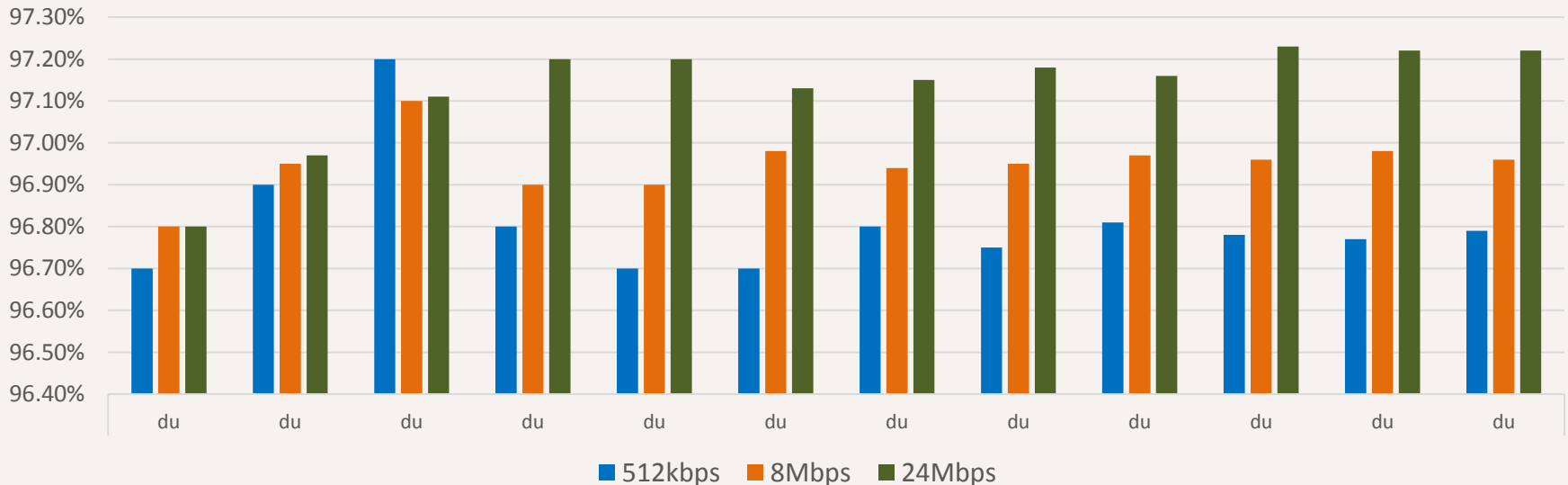


Broadband Internet Services (du)

Lowest delivered speed during peak hour as % of subscribed speed for Dubai customers



	Q1			Q2			Q3			Q4		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Lowest delivered speed during peak hour as % of subscribed speed (512kbps) for Dubai customers	96.70%	96.90%	97.20%	96.80%	96.70%	96.70%	96.80%	96.75%	96.81%	96.78%	96.77%	96.79%
Lowest delivered speed during peak hour as % of subscribed speed (8Mbps) for Dubai customers	96.80%	96.95%	97.10%	96.90%	96.90%	96.98%	96.94%	96.95%	96.97%	96.96%	96.98%	96.96%
Lowest delivered speed during peak hour as % of subscribed speed (24Mbps) for Dubai customers	96.80%	96.97%	97.11%	97.20%	97.20%	97.13%	97.15%	97.18%	97.16%	97.23%	97.22%	97.22%





Call Centre

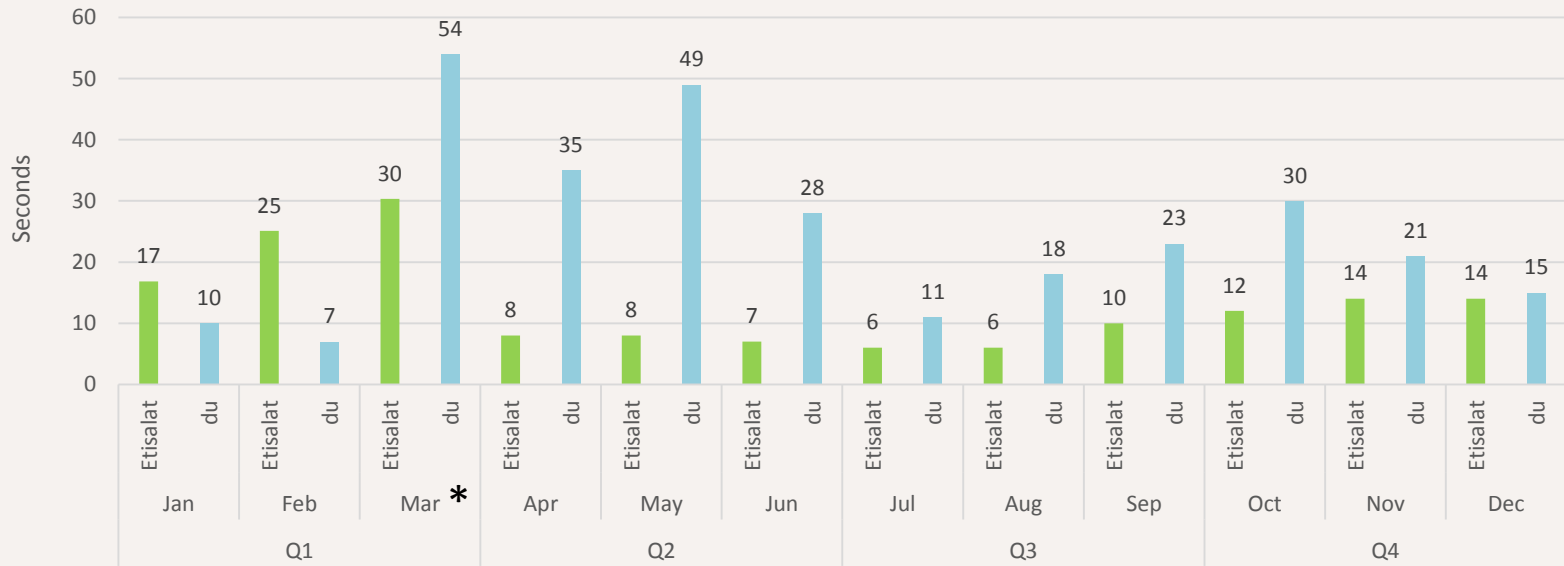


Call Centre

Average queue time (seconds) customer spends waiting once he/she made the IVR choice to speak to an agent until being connected to an agent



	Q1			Q2			Q3			Q4		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Etisalat	17	25	30	8	8	7	6	6	10	12	14	14
du	10	7	54	35	49	28	11	18	23	30	21	15



* Enquiries on marketing campaign, data offers & service outage