تقرير معايير جودة الخدمة في سلام

Report on Salam Quality of Service Indicators

July to September 2024

salam.sa

General Key Performance Indicators

KPI name	"Measurement Unit"	KPI Value					Target value for quarter
		Required Statistics and description	7th month	8th month	9th month	3rd Quarter	
Supply Time	Time	fastest 50 % of orders are completed (in days)					7 days for 90% of requests
		fastest 90 % of orders are completed (in days)					
		fastest 95 % of orders are completed (in days)					
		fastest 99 % of orders are completed (in days)					
Fault Rate	Percentage %	percentage of fault reports per fixed access line	3.20%	3.52%	3.11%	3.28%	< 5%
	Number	average number of fixed access lines	112041	113655	114982	113559	
Fault Repair Time	Time	fastest 80 % of repairing valid faults on fixed access lines(in hours)	7:08:20	8:03:00	8:48:06	7:59:49	"Within 24 hours for 90% of faults"
		fastest 90 % of repairing valid faults on fixed access lines(in hours)	8:55:27	9:59:39	11:36:19	10:10:28	
		fastest 95 % of repairing valid faults on fixed access lines(in hours)	10:38:22	11:40:34	14:04:22	12:07:46	
"Response Time for Reply to Requests"	Time	The average time to respond to requests received through electronic channels, including e-mail, social media and others (in hours)	0:02:14	0:01:21	0:00:41	0:02:42	"within 60 sec for 85% of voice calls"
		The average time to respond to requests received through voice calls (in seconds)	18.65	33.51	22.38	25.27	
		Time to respond to the fastest 85% of requests received through voice calls (in seconds)	1.91	6.09	3.14	3.66	

شكراً لكم

Thank You

July to September 2024