



# تقرير معايير جودة الخدمة في شركة الاتصالات المتكاملة

## Report on ITC Quality of Service Indicators

April to June 2019

## General Key Performance Indicators

| KPI name                              | "Measurement Unit" | KPI Value                                                                                                                          |           |           |           |             | Target value for quarter               |
|---------------------------------------|--------------------|------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|-----------|-------------|----------------------------------------|
|                                       |                    | Required Statistics and description                                                                                                | 4th month | 5th month | 6th month | 2nd Quarter |                                        |
| Supply Time                           | Time               | fastest 50 % of orders are completed (in days)                                                                                     | 0.65      | 1.1       | 0.77      | 0.8         | 7 days for 90% of requests             |
|                                       |                    | fastest 90 % of orders are completed (in days)                                                                                     | 1.45      | 2.05      | 1.52      | 1.69        |                                        |
|                                       |                    | fastest 95 % of orders are completed (in days)                                                                                     | 1.67      | 2.29      | 1.72      | 1.91        |                                        |
|                                       |                    | fastest 99 % of orders are completed (in days)                                                                                     | 1.93      | 2.62      | 1.96      | 2.19        |                                        |
| Fault Rate                            | Percentage %       | percentage of fault reports per fixed access line                                                                                  | 3.30%     | 3.93%     | 3.34%     | 3.52%       | < 5%                                   |
|                                       | Number             | average number of fixed access lines                                                                                               | 31966     | 34696     | 36007     | 34223       |                                        |
| Fault Repair Time                     | Time               | fastest 80 % of repairing valid faults on fixed access lines(in hours)                                                             | 3:56:00   | 14:18:00  | 12:42:00  | 10:18:40    | "Within 24 hours for 90% of faults"    |
|                                       |                    | fastest 90 % of repairing valid faults on fixed access lines(in hours)                                                             | 6:23:00   | 20:30:00  | 18:40:00  | 15:11:00    |                                        |
|                                       |                    | fastest 95 % of repairing valid faults on fixed access lines(in hours)                                                             | 14:42:00  | 25:24:00  | 23:12:00  | 21:06:00    |                                        |
| "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) | 1:05      | 1:12      | 0:51      | 1:02        | "within 60 sec for 85% of voice calls" |
|                                       |                    | The average time to respond to requests received through voice calls (in seconds)                                                  | 49        | 51        | 46        | 48.7        |                                        |
|                                       |                    | Time to respond to the fastest 85% of requests received through voice calls (in seconds)                                           | 43        | 46        | 40        | 43          |                                        |

شكراً لكم

**Thank You**

April to June 2019