

Quality of Service (QoS) Report - 2025

LICENSEE: Vodafone Qatar P.Q.S.C

SERVICE	#	Name	Layer	A / N / T	Target
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2025															
Jan	Feb	Mar	Q1	Apr	May	Jun	Q2	Jul	Aug	Sep	Q3	Oct	Nov	Dec	Q4

MANDATORY PERFORMANCE REQUIREMENTS

SERVICE	#	Name	Layer	A / N / T	Target	2025																				
						Jan	Feb	Mar	Q1	Apr	May	Jun	Q2	Jul	Aug	Sep	Q3	Oct	Nov	Dec	Q4					
Customer Relation & Billing (all services)	R1	Complaint rate (Report for Service Performance)	Layer 5	A	Including Residential and Businesses Fixed Line	<	2%	0.99%	0.99%	0.96%	0.98%	0.88%	0.82%	0.93%	0.87%	0.95%	1.25%	1.39%	1.17%	1.29%	1.06%	1.01%	1.12%			
		Complaint rate (Report for Service Billing)				0.000%	0.004%	0.013%	0.01%	0.01%	0.00%	0.01%	0.01%	0.005%	0.012%	0.012%	0.01%	0.008%	0.009%	0.002%	0.004%					
		Complaint rate (Total per service)				0.99%	1.00%	0.97%	0.99%	0.87%	0.83%	0.94%	0.88%	0.96%	1.25%	1.30%	1.17%	1.30%	1.07%	1.01%	1.12%					
	R2	Time to resolve valid complaints (Report for Service Performance)	Layer 5	A	Less than 5 working days	=	70%	96%	97%	97%	97%	97%	96%	96%	97%	97%	97%	97%	97%	97%	97%	98%	98%	95%		
		Time to resolve valid complaints (Report for Billing)				100%	100%	80%	85%	80%	85%	80%	85%	80%	85%	80%	85%	80%	85%	80%	85%	80%	85%	80%	85%	
		Time to resolve valid complaints (Total per service)				96%	97%	96%	97%	97%	96%	96%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%	98%	98%	95%
	R3	Time to resolve valid complaints (Report for Service Performance)	Layer 5	A	Less than 15 working days	=	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
		Time to resolve valid complaints (Report for Billing)				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
		Time to resolve valid complaints (Total per service)				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	R4	Response time by customer support centre – phone call	Layer 5	A	Less than 60 seconds	=	70%	94%	92%	88%	91.44%	92%	90%	90%	90.67%	91%	90%	89%	90.00%	87%	87%	90%	94%	88.14%		
Less than 2 minutes		=			80%	87%	96%	93%	95.40%	96%	95%	95%	95.33%	95%	94%	93%	94.00%	92%	93%	94%	93%	94%				
Less than 3 minutes		=			100%	99%	98%	96%	97.53%	98%	97%	97%	97.33%	97%	97%	96%	96.67%	95%	96%	97%	95%	96%	95.86%			
Voice / Broadband	R5	Supply time	Layer 5	A	of telephone lines installed (from the date a valid order is received) within 5 working days or a reasonable date specified by the Licensee.	=	95%	96%	96%	96%	96%	97%	97%	97%	97.00%	97%	96%	96%	96.33%	97%	97%	96%	96.67%			
					of telephone lines installed (from the date a valid order is received) with 4 days after the specified above.	=	99%	99%	99%	99.00%	99%	99%	99%	99%	99.00%	99%	99%	99%	99.00%	99%	99%	99%	99%	99%	99.00%	
					of broadband lines installed (from the date a valid order is received) within 10 working days or a reasonable date specified by the Licensee.	=	95%	99%	99%	99.00%	99%	99%	99%	99%	99.00%	99%	99%	99%	99.00%	99%	99%	99%	99%	99%	99%	99.00%
	of broadband lines installed (from the date a valid order is received) within 5 days after the time specified above.	=	99%	99%	99%	99.00%	99%	99%	99%	99%	99.00%	99%	99%	99%	99.00%	99%	99%	99%	99%	99%	99%	99%	99.00%			
	Number of Third-party dependant cases	=	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	Fault repair time (Business)	=	90%	100%	100%	100.00%	100%	100%	100%	100%	100.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%		
Leased Line (LL)	R6	Fault repair time (Business)	Layer 5	A	Less than 24 working hours	=	90%	100%	100%	100.00%	100%	100%	100%	100%	100.00%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%		
					Fault repair time (Residential)	=	90%	100%	100%	100.00%	100%	100%	100%	100%	100.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%
					Fault repair time (FTTH)	=	90%	100%	100%	100.00%	100%	100%	100%	100%	100.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Fault repair time (Third party depend cases)	=	N/A	100%	100%	100%	100.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%			
	Fault repair time (Business)	=	99%	100%	100%	100.00%	100%	100%	100%	100%	100.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%		
	Fault repair time (Residential)	=	99%	100%	100%	100.00%	100%	100%	100%	100%	100.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%	
R7	Unsuccessful call attempt	Layer 3	N	<	1%	0.63%	0.66%	0.70%	0.66%	0.56%	0.41%	0.37%	0.48%	0.46%	0.67%	0.46%	0.53%	0.37%	1.43%	0.33%	0.71%	0.41%	0.41%			
	Leased Line (LL) Provisioning time (Local)	Layer 5	A	≥	95%	100%	100%	100%	100.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
	Leased Line (LL) Provisioning time (National)	Layer 5	A	≥	95%	100%	100%	100%	100.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
R8	Leased Line (LL) Provisioning time (International)	Layer 5	A	≥	95%	100%	100%	100%	100.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
	For International	Layer 5	A	≥	95%	100%	100%	100%	100.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
	Less than 8 hours	Layer 5	A	≥	95%	100%	100%	100%	100.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
R9	LL Fault repair time	Layer 5	A	≥	99%	100%	100%	100%	100.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
						0	0	1	1	1	1	0	2	1	0	1	2	0	0	0	0	0	0			

MONITORING PERFORMANCE REQUIREMENTS

SERVICE	#	Name	Layer	A / N / T	Target	2025																	
						Jan	Feb	Mar	Q1	Apr	May	Jun	Q2	Jul	Aug	Sep	Q3	Oct	Nov	Dec	Q4		
Customer Relation & Billing (all services)	R21	Rate of complaints related to number portability	Layer 5	A	≤	10%	1%	1%	3%	1.80%	4%	5%	3%	4%	2.61%	2.27%	3.23%	3%	10.00%	9.00%	2.00%	7%	
		Time to Reconnection and Activation of Service after resolution of cause of suspension	Layer 5	A	≤	90%	99.99%	100.00%	99.96%	100%	99.83%	100.00%	99.98%	100%	99.98%	99.99%	99.95%	100%	99.99%	99.99%	99.99%	100%	100%
	R22	Faults report rate (Business)	Layer 5	A	≤	0.5%	0.015%	0.022%	0.049%	0.022%	0.14%	0.18%	0.22%	0.18%	0.19%	0.27%	0.21%	0.23%	0.19%	0.10%	0.10%	0.26%	0.22%
		Faults report rate (Residential)	Layer 5	A	≤	0.5%	0.013%	0.007%	0.019%	0.016%	0.29%	0.25%	0.26%	0.27%	0.26%	0.45%	0.34%	0.36%	0.28%	0.24%	0.40%	0.31%	0.29%
Voice	R24	Faults report rate (FTTH)	Layer 5	A	≤	0.5%	0.013%	0.010%	0.017%	0.013%	0.26%	0.24%	0.25%	0.25%	0.24%	0.45%	0.32%	0.34%	0.27%	0.23%	0.37%	0.29%	
		Faults report rate	Layer 5	A	≤	0.5%	NA	NA	NA	#DIV/0!	NA	NA	NA	#DIV/0!	NA	NA	NA	#DIV/0!	NA	NA	NA	NA	#DIV/0!
Leased Line (LL)	R31	Leased Line (LL) Fault rate	Layer 5	A	<	0.5%	0.00%	0.08%	0.04%	0.040%	0.00%	0.00%	0.037%	0.012%	0.00%	0.00%	0.02%	0.008%	0.00%	0.00%	0.06%	0.020%	
		Force majeure cases / Thirds Party Cases	Layer 5	A	<	0.5%	0.00%	0.00%	0.04%	0.013%	0.04%	0.00%	0.00%	0.013%	0.03%	0.00%	0.02%	0.016%	0.00%	0.00%	0.00%	0.00%	0.00%
Customer Relation & Billing (all services)	R21	Rate of complaints related to number portability	Layer 5	A	≤	10%	0.82%	0.16%	0.09%	0.95%	0.50%	0.72%	0.7%	0.23%	0.52%	1.36%	0.7%	1.0%	10.0%	9.0%	2.00%	6.7%	
		Time to Reconnection and Activation of Service after resolution of cause of suspension	Layer 5	A	≤	90%	99.99%	100.00%	100.00%	100%	99.84%	100.00%	99.99%	100%	99.99%	99.99%	100%	99.99%	99.99%	99.99%	100%	100%	100%
Voice	R26	Network Quality	Layer 3	N	≥	95%	97.89%	97.95%	97.68%	97.68%	97.98%	97.87%	97.72%	97.32%	97.79%	98.02%	97.93%	97.76%	97.66%	96.63%	97.3%	97.18%	