

Quality of Service (QoS) Report - 2026

LICENSEE:

Vodafone Qatar P.Q.S.C

SERVICE		#	Name	Layer	A / N / T	Target	2026																
							Jan	Feb	Mar	Q1	Apr	May	Jun	Q2	Jul	Aug	Sep	Q3	Oct	Nov	Dec	Q4	
MANDATORY PERFORMANCE REQUIREMENTS																							
FIXED LINE	Customer Relation & Billing (all services)	R1	Complaint rate (Report for Service Performance)	Layer 5	A	Including Residential and Businesses Fixed Line	<	2%	0.95%	0.98%	1.19%	1.04%											
			Complaint rate (Report for Servicing Billing)						0.003%	0.002%	0.004%	0.00%											
			Complaint rate (Total per service)						0.96%	0.98%	1.20%	1.05%											
		R2	Time to resolve valid complaints (Report for Service Performance)	Layer 5	A	Less than 5 working days	=	70%	99%	98%	98%	98.33%											
			Time to resolve valid complaints (Report for Billing)						100%	100%	100%	100.00%											
			Time to resolve valid complaints (Total per service)						99%	98%	98%	98.33%											
			Time to resolve valid complaints (Report for Service Performance)			Less than 15 working days	=	95%	100%	100%	100%	100.00%											
			Time to resolve valid complaints (Report for Billing)						100%	100%	100%	100.00%											
			Time to resolve valid complaints (Total per service)						100%	100%	100%	100.00%											
			Time to resolve valid complaints (Report for Service Performance)			Less than 25 working days	=	99%	100%	100%	100%	100.00%											
			Time to resolve valid complaints (Report for Billing)						100%	100%	100%	100.00%											
			Time to resolve valid complaints (Total per service)						100%	100%	100%	100.00%											
	R4	Response time by customer support centre – phone call	Layer 5	A	Less than 60 seconds	=	80%	90%	90%	90%	89.72%												
		Less than 2 minutes			=	90%	94%	94%	95%	94.34%													
		Less than 3 minutes			=	98%	96%	97%	97%	96.75%													
	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%	97%	98%	96%	97.00%											
						of telephone lines installed (from the date a valid order is received) with 4 days after the specified above.	=	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%	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%	99.00%											
		R6	Fault repair time (Business)	Layer 5	A	Number of Third-party dependant cases	=	N/A	2	3	3	8											
						Less than 24 working hours	=	90%	100%	100%	100%	100.00%											
						Less than 24 working hours	=	90%	100%	100%	100%	100.00%											
						Less than 24 working hours	=	90%	100%	100%	100%	100.00%											
						Less than 24 working hours	=	N/A	100%	100%	100%	100.00%											
						Less than 48 working hours	=	99%	100%	100%	100%	100.00%											
						Less than 48 working hours	=	99%	100%	100%	100%	100.00%											
						Less than 48 working hours	=	99%	100%	100%	100%	100.00%											
		R7	Unsuccessful call attempt	Layer 3	N	For national call	<	1%	0.36%	0.46%	0.71%	0.51%											
			Leased Line (LL) Provisionning time (Local)			For Local and National	≥	95%	100%	100%	100%	100.00%											
		R15	Leased Line (LL) Provisionning time (National))	Layer 5	A	For International	=	N/A	100%	100%	100%	100%	100.00%										
			Leased Line (LL) Provisionning time (International)			Less than 8 hours	>	95%	100%	100%	100%	100.00%											
						Less than 24 hours	=	99%	100%	100%	100%	100.00%											
		R16	LL Fault repair time	Layer 5	A	Number of Third-party dependant cases	=	N/A	1	0	2	3											

