

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%	1.16%	0.99%	1.25%	1.13%						
			Complaint rate (Report for Servicing Billing)						0.003%	0.002%	0.004%	0.00%	0.002%	0.003%	0.003%	0.002%						
			Complaint rate (Total per service)						0.96%	0.98%	1.20%	1.05%	1.16%	1.00%	1.25%	1.13%						
		R2	Time to resolve valid complaints (Report for Service Performance)	Layer 5	A	Less than 5 working days	=	70%	99%	98%	98%	98.33%	99%	99%	99%	99%						
			Time to resolve valid complaints (Report for Billing)						100%	100%	100%	100.00%	100%	100%	100%	100%						
			Time to resolve valid complaints (Total per service)						99%	98%	98%	98.33%	99%	99%	99%	99%						
			Time to resolve valid complaints (Report for Service Performance)			Less than 15 working days	=	95%	100%	100%	100%	100.00%	100%	100%	100%	100%						
			Time to resolve valid complaints (Report for Billing)						100%	100%	100%	100.00%	100%	100%	100%	100%						
			Time to resolve valid complaints (Total per service)						100%	100%	100%	100.00%	100%	100%	100%	100%						
			Time to resolve valid complaints (Report for Service Performance)			Less than 25 working days	=	99%	100%	100%	100%	100.00%	100%	100%	100%	100%						
			Time to resolve valid complaints (Report for Billing)						100%	100%	100%	100.00%	100%	100%	100%	100%						
			Time to resolve valid complaints (Total per service)						100%	100%	100%	100.00%	100%	100%	100%	100%						
	Voice / Broadband	R4	Response time by customer support centre – phone call	Layer 5	A	Less than 60 seconds	=	80%	90%	90%	90%	89.72%	92%	92%	82%	88.67%						
						Less than 2 minutes	=	90%	94%	94%	95%	94.34%	96%	96%	89%	93.67%						
						Less than 3 minutes	=	98%	96%	97%	97%	96.75%	98%	98%	93%	96.33%						
		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%	96%	96%	97%	96.33%						
						of telephone lines installed (from the date a valid order is received) with 4 days after the specified above.	=	99%	99%	99%	99%	99.00%	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%	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%	99%	99%	99%	99.00%						
						Number of Third-party dependant cases		N/A	2	3	3	8	3	3	3	9						
						Less than 24 working hours	=	90%	100%	100%	100%	100.00%	100%	100%	100%	100.00%						
						Less than 24 working hours	=	90%	100%	100%	100%	100.00%	100%	100%	100%	100.00%						
						Less than 24 working hours	=	N/A	100%	100%	100%	100.00%	100%	100%	100%	100.00%						
						Less than 48 working hours	=	99%	100%	100%	100%	100.00%	100%	100%	100%	100.00%						
						Less than 48 working hours	=	99%	100%	100%	100%	100.00%	100%	100%	100%	100.00%						
						Less than 48 working hours	=	99%	100%	100%	100%	100.00%	100%	100%	100%	100.00%						
						Less than 48 working hours	=	N/A	100%	100%	100%	100.00%	100%	100%	100%	100.00%						
		R6	Fault repair time (Business)	Layer 5	A	Less than 24 working hours	=	90%	100%	100%	100%	100.00%	100%	100%	100%	100.00%						
			Fault repair time (Residential)			Less than 24 working hours	=	90%	100%	100%	100%	100.00%	100%	100%	100%	100.00%						
			Fault repair time (FTTH)			Less than 24 working hours	=	90%	100%	100%	100%	100.00%	100%	100%	100%	100.00%						
			Fault repair time (third party depend cases)			Less than 24 working hours	=	N/A	100%	100%	100%	100.00%	100%	100%	100%	100.00%						
			Fault repair time (Business)			Less than 48 working hours	=	99%	100%	100%	100%	100.00%	100%	100%	100%	100.00%						
			Fault repair time (Residential)			Less than 48 working hours	=	99%	100%	100%	100%	100.00%	100%	100%	100%	100.00%						
			Fault repair time (FTTH)			Less than 48 working hours	=	99%	100%	100%	100%	100.00%	100%	100%	100%	100.00%						
			Fault repair time (third party depend cases)			Less than 48 working hours	=	N/A	100%	100%	100%	100.00%	100%	100%	100%	100.00%						
	Leased Line (LL)	R7	Unsuccessful call attempt	Layer 3	N	For national call	<	1%	0.36%	0.46%	0.71%	0.51%	0.80%	1.32%	0.43%	0.85%						
			Leased Line (LL) Provisionning time (Local)			For Local and National	≥	95%	100%	100%	100%	100.00%	100%	100%	100%	100.00%						
			Leased Line (LL) Provisionning time (National)			For International		N/A	100%	100%	100%	100.00%	100%	100%	100%	100.00%						
		R15	Leased Line (LL) Provisionning time (International)	Layer 5	A	Less than 8 hours	>	95%	100%	100%	100%	100.00%	100%	100%	100%	100.00%						
						Less than 24 hours	=	99%	100%	100%	100%	100.00%	100%	100%	100%	100.00%						
						Number of Third-party dependant cases		N/A	1	0	2	3	1	6	0	7						
		R16	LL Fault repair time	Layer 5	A																	

