

LICENSEE:

Vodafone Qatar P.Q.S.C

SERVICE	#	Name	Layer	A / N / T	Target	2025																
						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%														
		R1	Complaint rate (Report for Service Billing)			0.99% 0.004% 0.013% 0.01% 0.01% 0.006% 0.012% 0.012% 0.01%																
		R1	Complaint rate (Total per service)			0.99% 1.00% 0.97% 0.99% 0.87% 0.83% 0.94% 0.88% 0.96%																
		R2	Time to resolve valid complaints (Report for Service Performance)	Layer 5	A	Less than 5 working days	=	70%														
		R2	Time to resolve valid complaints (Report for Billing)			96% 100% 80% 85% 80% 60% 45% 62% 100%																
		R2	Time to resolve valid complaints (Total per service)			96% 97% 96% 97% 96% 96% 97% 97% 97%																
		R2	Time to resolve valid complaints (Report for Service Performance)	Layer 5	A	Less than 15 working days	=	95%														
		R2	Time to resolve valid complaints (Report for Billing)			100% 100% 100% 100% 100% 100% 100% 100% 100%																
		R2	Time to resolve valid complaints (Total per service)			100% 100% 100% 100% 100% 100% 100% 100% 100%																
		R2	Time to resolve valid complaints (Report for Service Performance)	Layer 5	A	Less than 25 working days	=	99%														
		R2	Time to resolve valid complaints (Report for Billing)			100% 100% 100% 100% 100% 100% 100% 100% 100%																
		R2	Time to resolve valid complaints (Total per service)			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%														
		R4	Response time by customer support centre – phone call			94% 92% 88% 91.44% 92% 90% 90.67% 91% 90% 89% 90.00%																
		R4	Response time by customer support centre – phone call			97% 96% 93% 95.40% 96% 95% 95.33% 95% 94% 93% 94.00%																
		R4	Response time by customer support centre – phone call			99% 98% 96% 97.53% 98% 97% 97.33% 97% 97% 96% 96.67%																
		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%														
		R5	Supply time			96% 96% 96% 96.00% 97% 97% 97.00% 97% 96% 96.33%																
		R6	Fault repair time (Business)	Layer 5	A	of telephone lines installed (from the date a valid order is received) with 4 days after the specified above.	=	99%														
		R6	Fault repair time (Residential)			99% 99% 99% 99.00% 99% 99% 99.00% 99% 99% 99.00%																
		R6	Fault repair time (FTTH)			99% 99% 99% 99.00% 99% 99% 99.00% 99% 99% 99.00%																
		R6	Fault repair time (third party depend cases)	Layer 5	A	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%														
		R6	Fault repair time (Business)			99% 99% 99% 99.00% 99% 99% 99.00% 99% 99% 99.00%																
		R6	Fault repair time (Residential)			99% 99% 99% 99.00% 99% 99% 99.00% 99% 99% 99.00%																
		R6	Fault repair time (FTTH)			99% 99% 99% 99.00% 99% 99% 99.00% 99% 99% 99.00%																
		R6	Fault repair time (third party depend cases)	Layer 5	A	Number of Third-party dependant cases	N/A															
		R7	Unsuccessful call attempt	Layer N		Less than 24 working hours	=	90%														
		R7	Unsuccessful call attempt			100% 100% 100% 100.00% 100% 100% 100.00% 100% 100% 100.00%																
		R15	Leased Line (LL) Provisionning time (Local)	Layer 5	A	For national call	<	1%														
		R15	Leased Line (LL) Provisionning time (National)			0 0 0 0 0 0 0 0 0 0																
		R15	Leased Line (LL) Provisionning time (International)			100% 100% 100% 100.00% 100% 100% 100.00% 100% 100% 100.00%																
		R16	LL Fault repair time	Layer 5	A	For Local and National	=	95%														
		R16	LL Fault repair time			0.63% 0.66% 0.70% 0.66% 0.66% 0.41% 0.37% 0.48% 0.46% 0.67% 0.46% 0.53%																
		R16	LL Fault repair time			100% 100% 100% 100.00% 100% 100% 100.00% 100% 100% 100.00%																
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