

Quality of Service (QoS) Report - 2025

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%	0.99%	0.99%	0.96%	0.98%	0.86%	0.82%	0.93%	0.87%	0.95%	1.25%	1.29%	1.17%				
			Complaint rate (Report for Servc Billing)						0.000%	0.004%	0.013%	0.01%	0.01%	0.00%	0.01%	0.006%	0.012%	0.012%	0.01%					
			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%				
		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%	97.00%				
			Time to resolve valid complaints (Report for Billing)						100%	100%	80%	85%	80%	60%	45%	62%	100%	70%	90%	84.00%				
			Time to resolve valid complaints (Total per service)						96%	97%	96%	97%	97%	96%	96%	97%	97%	97%	97%	97%				
			Time to resolve valid complaints (Report for Service Performance)			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%						
			Time to resolve valid complaints (Report for Billing)			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%						
			Time to resolve valid complaints (Report for Service Performance)			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%						
			Time to resolve valid complaints (Report for Billing)			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%						
		Time to resolve valid complaints (Total per service)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%									
		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%				
						Less than 2 minutes	=	80%	97%	96%	93%	95.40%	96%	95%	95%	95.33%	95%	94%	93%	94.00%				
						Less than 3 minutes	=	100%	99%	98%	96%	97.53%	98%	97%	97%	97.33%	97%	97%	96%	96.67%				
		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%	96.00%	97%	97%	97%	97.00%	97%	96%	96%	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%	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%	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%	99%	99%	99%	99.00%				
	Number of Third-party dependant cases							N/A	0	0	0	0	0	0	2	1	2	5						
	R6		Fault repair time (Business)	Layer 5	A	Less than 24 working hours	=	90%	100%	100%	100%	100.00%	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%	100%	100%	100%	100.00%				
						Less than 24 working hours	=	90%	100%	100%	100%	100.00%	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%	100%	100%	100%	100.00%				
						Less than 48 working hours	=	99%	100%	100%	100%	100.00%	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%	100%	100%	100%	100.00%				
						Less than 48 working hours	=	99%	100%	100%	100%	100.00%	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%	100%	100%	100%	100.00%				
	R7		Unsuccessful call attempt	Layer	N	For national call	<	1%	0.63%	0.66%	0.70%	0.66%	0.66%	0.41%	0.37%	0.48%	0.46%	0.67%	0.46%	0.53%				
	R15		Leased Line (LL) Provisionning time (Local)	Layer 5	A	For Local and National	≥	95%	100%	100%	100%	100.00%	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%	100%	100%	100%	100.00%				
Leased Line (LL) Provisionning time (International)		Less than 8 hours				>	95%	100%	100%	100%	100.00%	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%	100%	100%	100%	100.00%						
R16	LL Fault repair time	Layer 5	A	Number of Third-party dependant cases		N/A	0	0	1	1	1	1	0	2	1	0	1	2						
MOBILE	Customer Relation & Billing (all services)	R1	Layer 5	A	Including Residential and Businesses Fixed Line	<	2%	0.03%	0.03%	0.02%	0.03%	0.03%	0.03%	0.03%	0.03%	0.028%	0.024%	0.025%	0.03%					
								Complaint rate (Report for Servc Billing)	0.01%	0.005%	0.01%	0.01%	0.01%	0.01%	0.005%	0.006%	0.006%	0.006%	0.01%					
								Complaint rate (Total per service)	0.04%	0.04%	0.04%	0.04%	0.04%	0.04%	0.03%	0.04%	0.04%	0.03%	0.04%	0.04%	0.04%	0.04%		
		R2	Time to resolve valid complaints (Report for Service Performance)	Layer 5	A	Less than 5 working days	=	70%	98%	96%	96%	96.7%	96%	98%	96%	97%	98%	96%	96%	96.54%				
									Time to resolve valid complaints (Report for Billing)	100%	97%	93%	96.63%	93%	95%	94%	93.98%	95%	95%	93%	94.07%			
									Time to resolve valid complaints (Total per service)	98%	96%	96%	96.8%	95.9%	97.2%	96.0%	96.3%	97%	96%	95%	96.08%			
						Time to resolve valid complaints (Report for Service Performance)	100%	99%	98%	99.17%	99%	100%	99%	99.56%	100%	99%	98%	99.16%						
						Time to resolve valid complaints (Report for Billing)	100%	100%	100%	100.00%	98%	100%	98%	98.85%	100%	99%	100%	99.67%						
						Time to resolve valid complaints (Total per service)	100%	100%	99%	99.4%	99%	100%	99%	99.4%	100%	99%	99%	99.33%						
						Time to resolve valid complaints (Report for Service Performance)	100%	100%	100%	100.00%	100%	100%	100%	99.89%	100%	100%	100%	100.00%						
		Time to resolve valid complaints (Report for Billing)	100%	100%	100%	100.00%	99%	100%	100%	99.71%	100%	100%	100%	100.00%										
		Time to resolve valid complaints (Total per service)	100%	100%	100%	100.00%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%									
		R3	Time to respond to complaints on Coverage (TTRCC)	Layer 5	A	Less than 15 working days	=	90%	83%	95%	93%	90.00%	93%	100%	93%	95.33%	100%	100%	100%	100.00%				
						Less than 3 months	=	95%	99%	100%	100%	100.00%	100%	100%	100%	100.00%	100%	100%	100%	100.00%				
	Less than 6 months					=	99%	100%	100%	100%	100.00%	100%	100%	100%	100.00%	100%	100%	100%	100.00%					
R4	Response time by customer support centre – phone call	Layer 5	A	Less than 60 seconds	=	70%	95%	93%	87%	91.69%	91%	90%	91%	90.67%	92%	91%	88%	90.33%						
				Less than 2 minutes	=	80%	98%	97%	94%	96.25%	96%	95%	96%	95.67%	97%	96%	95%	96.00%						
				Less than 3 minutes	=	100%	99%	98%	97%	98.01%	98%	97%	98%	97.67%	98%	98%	97%	97.67%						
Voice	R11	Call Setup Success Rate	Layer 5	N		≥	98%	99.69%	99.83%	99.25%	99.10%	99.86%	99.89%	99.74%	99.72%	99.86%	99.86%	99.82%	99.89%					
	R12	Network Availability	Layer 5	N		≥	99.95%	99.96%	99.93%	99.92%	100%	99.91%	99.90%	99.87%	99.89%	99.87%	99.92%	99.93%	99.91%					
	R13	Dropped Call Rate	Layer 2	N		<	1.5%	0.14%	0.13%	0.18%	0.209%	0.131%	0.159%	0.145%	0.175%	0.148%	0.142%	0.119%	0.14%					
MONITORING PERFORMANCE REQUIREMENTS																								
FIXED LINE	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%				
		R22	Time to Reconnection and Activation of Service after resolution of cause of suspension	Layer 5	A	Less than 3 working hours	≥	90%	99.99%	100.00%	99.96%	100%	99.83%	100.00%	99.98%	100%	99.98%	99.99%	99.95%	100%				
	Voice	R24	Faults report rate (Business)	Layer 5	A	Less than 6 working hours	=	0.5%	100.00%	100.00%	100.00%	100%	100.00%	100.00%	100.00%	100%	100.00%	100.00%	100.00%	100%				
									Faults report rate (Residential)	0.015%	0.022%	0.049%	0.029%	0.14%	0.18%	0.22%	0.18%	0.19%	0.27%	0.21%	0.23%			
									Faults report rate (FTTH)	0.012%	0.007%	0.010%	0.010%	0.29%	0.25%	0.26%	0.27%	0.26%	0.49%	0.34%	0.36%			
Leased Line (LL)	R31	Leased Line (LL) Fault rate	Layer 5	A	Faults report rate		<	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%				
							Force majeure cases		N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA				
							Force majeure cases / Thirda Party Cases		N/A	0.00%	0.08%	0.04%	0.040%	0.00%	0.00%	0.037%	0.012%	0.00%	0.00%	0.02%	0.008%			
MOBILE	Customer Relation & Billing (all services)	R21	Rate of complaints related to number portability	Layer 5	A		≤	10%	0.82%	0.16%	0.09%	0.35%	0.95%	0.50%	0.72%	0.7%	0.23%	0.52%	1.36%	0.7%				
		R22	Time to Reconnection and Activation of Service after resolution of cause of suspension	Layer 5	A	Less than 3 working hours	≥	90%	99.99%	100.00%	100.00%	100%	99.84%	100.00%	99.99%	100%	99.99%	99.98%	99.99%	100.0%				
						Less than 6 working hours	=	99%	100.00%	100.00%	100.00%	100%	100.00%	100.00%	100.00%	100%	100.00%	100.00%	100.00%	100.0%				
	Voice	R26	Network Quality	Layer 3	N		≥	95%	97.89%	97.95%	97.68%	97.68%	97.98%	97.87%	97.72%	97.32%	97.97%	97.79%	98.02%	97.93%				