

Have a better experience with Ooredoo

Quality of Service Indicators of 2020

Performance Indicators	Target Value as per the license	Actual Quality Achieved			
		Q1	Q2	Q3	Q4
Mobile					
Percentage of Calls Dropped	Less than 0.8%	0.17%	0.17%	0.16%	0.15%
Percentage of Calls Blocked due to Congestion	Less than 1.1%	0.01%	0.00%	0.00%	0.00%
Percentage of billing complaints resolved within 10 working days	Greater than 90%	100%	100%	100%	100%
Fixed					
Percentage of faults to be cleared within 24 hours	Greater than 90%	98.58%	98.57%	99.34%	98.86%
Unsuccessful call ratio for local and national fixed calls	Less than 1%	0.26%	0.07%	0.01%	0.48%
Percentage of billing complaints resolved within 10 working days	Greater than 90%	100%	100%	100%	100%
International Voice Service					
Unsuccessful Call Ratio during busy hours	Less than 3%	0.14	0.16	0.31	0.19