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## **Resolution No 28/2016**

### **Issuing Terms & Condition determining Licensee Quality of Service Requirements**

Pursuant to the Telecommunications Regulatory Act issued by the Royal Decree No. 30/2002 and;

The Executive Regulations issued by Resolution No. 144/2008; and

The TRA Regulatory Decision 13/2011 for Issuing Terms & Condition determining Licensee Quality of Service Requirements; and

The approval of the Telecommunications Regulatory Authority Board; and

Based on the exigencies of the public interest;

#### **It is decided:**

Article 1	In the application of Terms & Condition determining Licensee Quality of Service Requirements, the following regulations shall be applied
Article 2	The TRA Regulatory Decision 13/2011 mentioned above shall be repealed, and all legal provisions contravening or conflicting with this Decision & its provisions shall also be repealed.
Article 3	This Resolution shall be published in the Gazette and shall become operative from the date following its publication.

Issued on: 5<sup>th</sup> Rajab 1437 A.H.

Corresponding to: 13<sup>th</sup> April 2016 A.D.

Mohammed Bin Hammed Al-Rumhi  
Chairman of Telecommunications Regulatory Authority

## Terms & Condition determining Requirements of Licensee Quality of Service

Article 1	The licensee shall be obliged to accomplish the quality of service requirements of (Key Performance Indicators) stated in this regulation (attached)
Article 2	The licensee shall abide to the mechanism of measuring the quality of service performance indicators issued by the TRA Executive President and published in the TRA website; and shall retain all information records relating to quality of service for not less than 6 months.
Article 3	The licensee shall abide to provide a report on the performance indicator of the quality of service to the Authority not more than a month from the end of the measuring period specified. The licensee shall also abided to publish these reports in two local newspapers in compliance to the mechanism and date set forth by the Authority.
Article 4	The Authority shall review the reports provided by the licensee, audit his records, and systems in accordance to the quality of service requirements. The Authority may assign a consultant or an external auditor to review and audit the data and reports provided by the licensee in accordance to the contract entered into with the consultant or external auditor and that include the cost to be incurred by the licensee and released by the Authority. <input type="checkbox"/>
Article 5	<p>Without prejudice to any punishment stipulated in the Telecommunications Regulatory Act or any other laws, the Authority shall impose penalties set forth in the attached Annex of Quality of Service requirements (Key Performance Indicators) under one or more of the following conditions:</p> <ol style="list-style-type: none"> <li>1. If the licensee fails to achieve the requirements of quality of service due to unjustified reasons. <input type="checkbox"/></li> <li>2. If the licensee provides the Authority with fake reports for the mechanism for measuring Performance Indicators stipulated in Article (2) of this regulation.</li> </ol>
Article 6	If the licensee fails to submit the required reports on the quality of service performance indicators in part or as a whole, a penalty of (5000) five thousand Omani Riyal per day shall be imposed on every delay extended the specified period.

Article 7	If it was proven that the reason behind the failure of Class <i>II</i> licensee was due to Class I licensee, the penalty shall be imposed on the Class I licensee.
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## Annex

### Quality of Service Requirements

#### Key Performance Indicators

#### 1- Mobile Services

KPI No.	KPI Title	Target	Measurement Period	Penalty (OMR)
1.1	Call Drop Rate	Less than 0.8%	Quarterly	5 thousands OMR for every 0.1% exceeds the permitted percentage
1.2	Call Block Rate	Less than 1.1%	Quarterly	5 thousands OMR for every 0.1% exceeds the permitted percentage
1.3	Handover Success Rate	More than 99%	Quarterly	5 thousands OMR for every 0.1% less than the permitted percentage
1.4	Call Setup Success Rate	More than 98%	Quarterly	5 thousands OMR for every 0.1% less than the permitted percentage
1.5	MSC Availability	More than 99.999%	Quarterly	5 thousands OMR for every 0.1% less than the permitted percentage
1.6 a	SMS Delivery	More than 90% within 5 minutes	Quarterly	5 thousands OMR for every 0.1% less than the permitted percentage
1.6 b		More than 99% within 30 minutes		5 thousands OMR for every 0.1% less than the permitted percentage
1.7	Speech Quality	More than 3 on a 5 point scale	Half Yearly	5 thousands OMR for every 0.1% less than the permitted percentage

#### 2- Mobile Broadband Services

KPI No.	KPI Title	Target	Measurement Period	Penalty
2.1	PS Data Session Drop Rate	Less than 2%	Quarterly	5 thousands OMR for every 0.1% exceeds the permitted percentage
2.2	PS Data Session Block Rate	Less than 1.1%	Quarterly	5 thousands OMR for every 0.1% exceeds the permitted percentage
2.3	PS Data Session Setup Success Rate	More than 95%	Quarterly	5 thousands OMR for every 0.1% less than the permitted percentage

2.4	PS Attach Success Rate	More than 95%	Quarterly	5 thousands OMR for every 0.1% less than the permitted percentage
2.5	Packet Loss	Less than 1%	Half Yearly	5 thousands OMR for every 0.1% exceeds the permitted percentage
2.6	Packet Latency	Less than 120 ms	Half Yearly	5 thousands OMR for every 10 ms exceeds the permitted time

### 3- Fixed Services

KPI No.	KPI Title	Target	Measurement Period	Penalty
3.1	Switch Availability	More than 99.999%	Quarterly	5 thousands OMR for every 0.01% less than the permitted percentage
3.2	Unsuccessful Call Ratio for Local and National Calls	Less than 1%	Quarterly	5 thousands OMR for every 0.1% exceeds the permitted percentage
3.3	Speech Quality (Local & National Calls)	More than 3.5 on a 5 point scale	Quarterly	5 thousands OMR for every 0.1% less than the permitted percentage

### 4- Fixed Broadband Services:

KPI No.	KPI Title	Target	Measurement Period	Penalty
4.1	Connection Speed (Download)	100% of SLA	Half Yearly	5 thousands OMR for every 1% less than the permitted percentage
4.2	Packet Loss	Less than 1%	Half Yearly	5 thousands OMR for every 1% exceeds the permitted percentage
4.3	Packet Latency	Less than 100ms	Half Yearly	5 thousands OMR for every 10 ms exceeds the permitted time
4.4	ISP Node Unavailability	Less than 30 minutes	Quarterly	5 thousands OMR for every 1 min exceeds the permitted time

### 5- International Voice Services

KPI No.	KPI Title	Target	Measurement Period	Penalty
5.1	Call-Setup Time (PDD)	Less than 8 seconds	Quarterly	5 thousands OMR for every 1 second exceeds the permitted time
5.2	Speech Quality (International Calls)	More than 3 on a 5 point scale	Quarterly	5 thousands OMR for every 0.1% less than the permitted percentage
5.3	Unsuccessful Call Ratio during busy hour	Less than 3 %	Quarterly	5 thousands OMR for every 0.1% exceeds the permitted percentage

### 6- Customer Experience

<b>Mobile Services</b>				
KPI No.	KPI Title	Target	Measurement Period	Penalty
6.1	General Complaints (excluding billing complaints) to the total number of beneficiaries	Less than 1%	Quarterly	5 thousands OMR for every 1% exceeds the permitted percentage
6.2	Beneficiaries billing complaints per 1000 bills	Less than 1.5	Quarterly	5 thousands OMR for every 0.1% exceeds the permitted percentage
6.3	Percentage of billing complaints resolved within 10 working days	More than 90%	Quarterly	5 thousands OMR for every 1% less than the permitted percentage

6.4	Percentage of billing complaints resolved within 20 working days	More than 96%	Quarterly	5 thousands OMR for every 1% less than the permitted percentage
6.5	Call Center Response Time	Within 60 sec.	Quarterly	5 thousands OMR for every 1 second exceeds the permitted time
6.6	Customer Satisfaction Survey	More than 3.5 on a 5 point scale	Yearly	5 thousands OMR for every 0.1% less than the permitted percentage
<b>Fixed Services</b>				
<b>KPI No.</b>	<b>KPI Title</b>	<b>Target</b>	<b>Measurement Period</b>	<b>Penalty</b>
6.7	Faults per 100 subscribers per quarter	Less than 3	Quarterly	5 thousands OMR for every 1 fault exceeds the permitted number
6.8	Percentage of Faults to be cleared within 24 hours	More than 90%	Quarterly	5 thousands OMR for every 1% less than the permitted percentage
6.9	Percentage of Faults to be cleared within 72 hours	More than 99.5%	Quarterly	5 thousands OMR for every 1% less than the permitted percentage
6.10	Percentage of Orders for Access Lines in the Served Areas completed within 5 working days	More than 75%	Quarterly	5 thousands OMR for every 1% less than the permitted percentage
6.11	Percentage of Orders for Access Lines	More than 90%	Quarterly	5 thousands OMR for every 1% less than the permitted percentage

	in the Served Areas completed within 10 working days			
6.12	Beneficiaries billing complaints per 1000 bills	Less than 1.5	Quarterly	5 thousands OMR for every 0.1% exceeds the permitted number
6.13	Percentage of billing complaints resolved within 10 working days	More than 90%	Quarterly	5 thousands OMR for every 1% less than the permitted percentage
6.14	Percentage of billing complaints resolved within 20 working days	More than 96%	Quarterly	5 thousands OMR for every 1% less than the permitted percentage
6.15	Call Center Response Time	Within 100 sec.	Quarterly	5 thousands OMR for every 1 second exceeds the permitted time
6.16	Customer Satisfaction Survey	More than 3.5 on a 5 point scale	Yearly	5 thousands OMR for every 0.1% less than the permitted percentage