

The Quality Of Telecommunications Services

in the UAE in Figures

Q4 2019 – Q4 2020

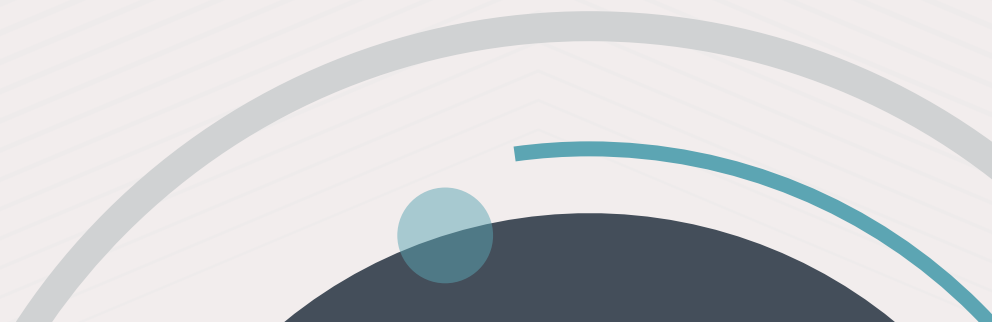
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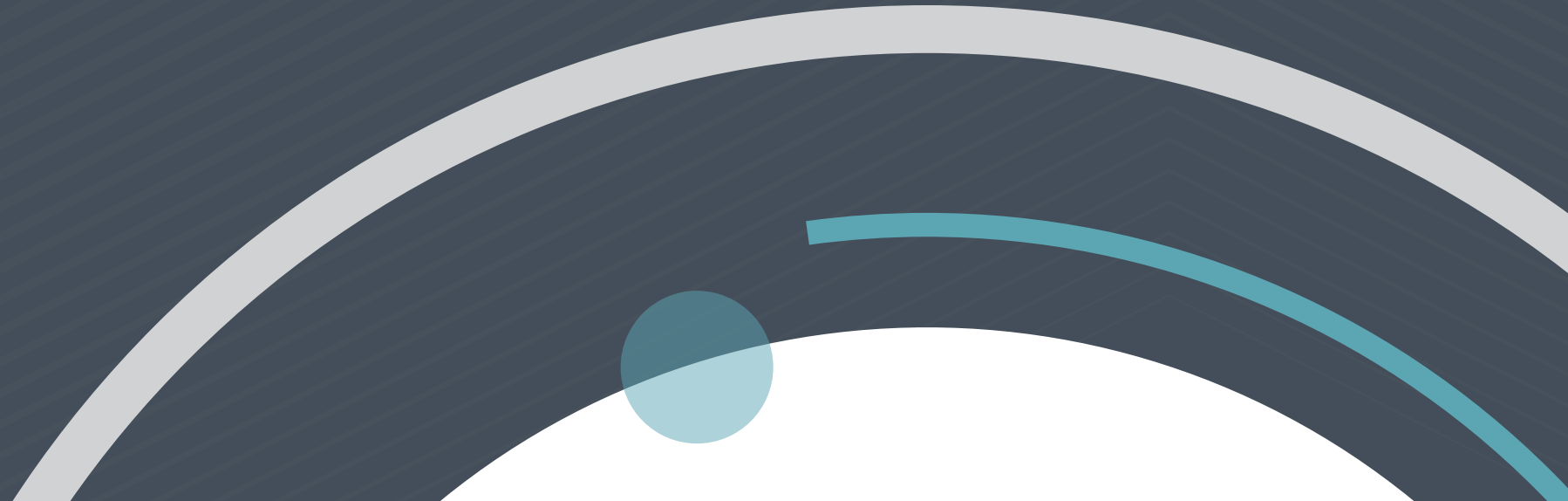
The information is provided for educational purposes only and is not intended to be a recommendation to take any particular course of action.



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OVERVIEW



SECTOR OVERVIEW

GENERAL SECTOR OVERVIEW

The UAE's telecommunications sector is currently served by two fully integrated telecommunications operators: Emirates Telecommunications Corporation (Etisalat); and Emirates Integrated Telecommunications Company PJSC (du). Etisalat and du provide multiple services, as illustrated below. Competition in the UAE telecommunications sector started de facto in early 2007 when du, the second Licensee, launched its mobile and fixed services ending nearly 30 years of telecommunications monopoly by Etisalat.

Several other niche licences have been granted by the TRA between the period from 2010 to 2016, namely:

- Al Yah Satellite Services Company PJSC (2010)
- Al-Yah Advanced (2010)
- Star Satellite Communications (2010)
- Al-Maisan Satellite Communications (2011)
- Media Zone Intaj FZ LLC (2011)
- Thuraya (2013)
- Inmarsat (2016).

However, all data provided in this report relates only to Etisalat and du, the primary UAE service providers, and the term "Licensee" refers only to either Etisalat or du.

ETISALAT		DU	
MOBILE	✓	MOBILE	✓
FIXED LINE	✓	FIXED LINE	✓
INTERNET	✓	INTERNET	✓
LEASED LINES	✓	LEASED LINES	✓
OTHER SERVICES	✓	OTHER SERVICES	✓

OVERVIEW

Introduction

The TRA has a Quality of Service (QoS) Policy. This objective of this policy is to enable the quality of services delivered by Etisalat and EITC to be measured.

In 2019, the TRA updated the QoS policy to reflect significant developments in the UAE telecommunications market and to keep abreast of latest international best practice in terms of measuring QoS.

The TRA has compiled this report based on information received from licensees.

The QoS data is recorded monthly and reported to the TRA on a quarterly basis. For this report, the TRA used the simple average across each quarter to generate the result of each indicator.

OVERVIEW

Background

The Quality of Service (QoS) Policy issued by TRA in accordance with:

Federal Law by Decree No. (3) of 2003 as amendment

- Article 13 (3) of Telecom Law: This regulation is designed to ensure that licensees meet quality standards of performance and adhere to the terms and conditions of the license granted to them.
- Article 14 (3): This regulation is designed to enable the TRA to monitor and regulate the standards and quality of the provided services to the consumers, including the Standards and Quality of Services.

Quality of Service policy (updated and issued on published 24 September 2019) (Available on the TRA's TRA website)

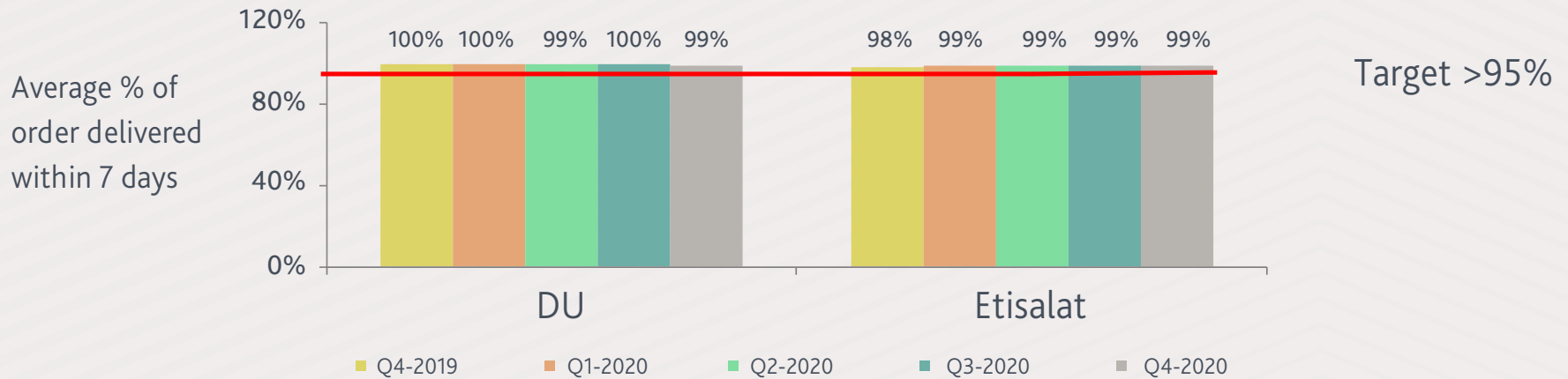
Operational Quality of Experience (QoE)

A decorative graphic at the bottom of the page consists of several curved, overlapping lines in shades of light blue and white, and a solid teal circle positioned in the lower center.

Fixed Network Based Voice Services (includes broadband)

Operational Quality of Experience – Order delivery intervals

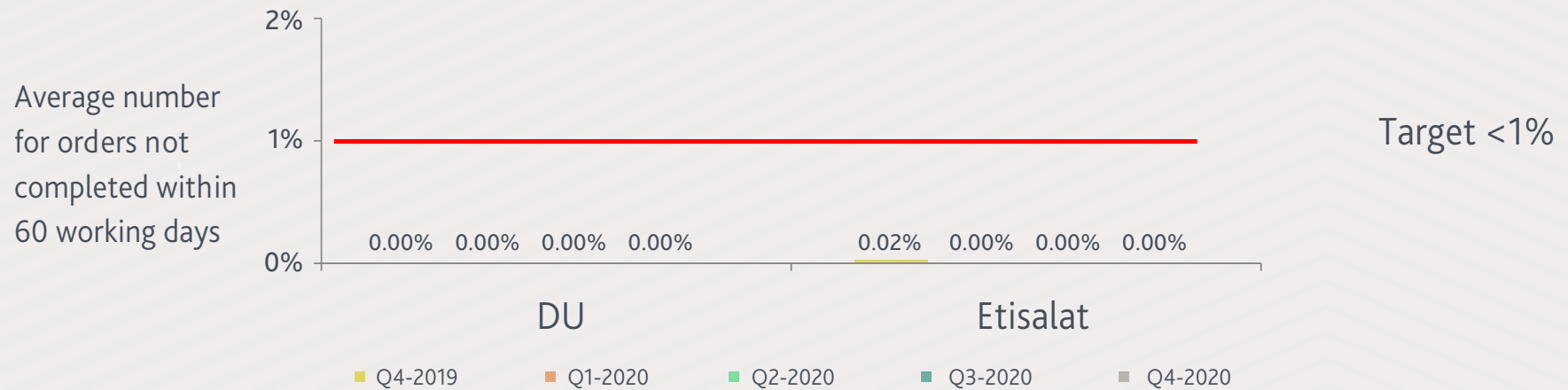
The TRA's target for the % of customer orders delivered within 7 days of the application date is more than 95%



Fixed Network Based Voice Services (includes broadband)

Operational Quality of Experience – Held orders (waiters)

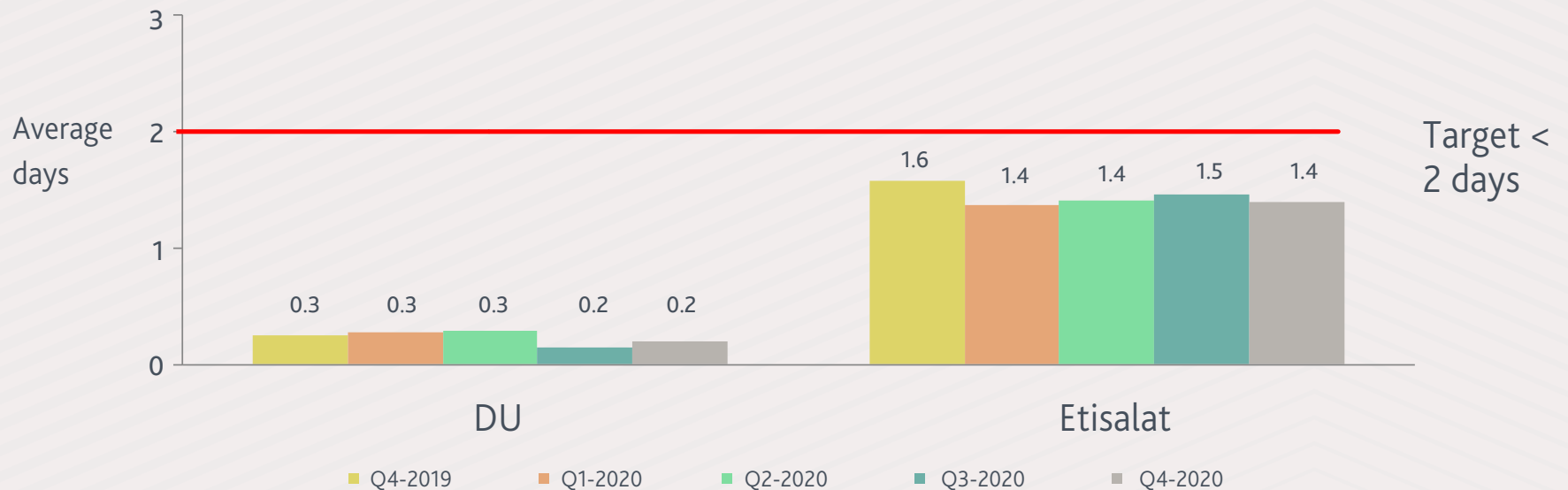
The TRA's target for the average number of orders not completed within 60 working days is less than 1% of total annual orders.



Fixed Network Based Voice Services (includes broadband)

Operational Quality of Experience – Total average order delivery time

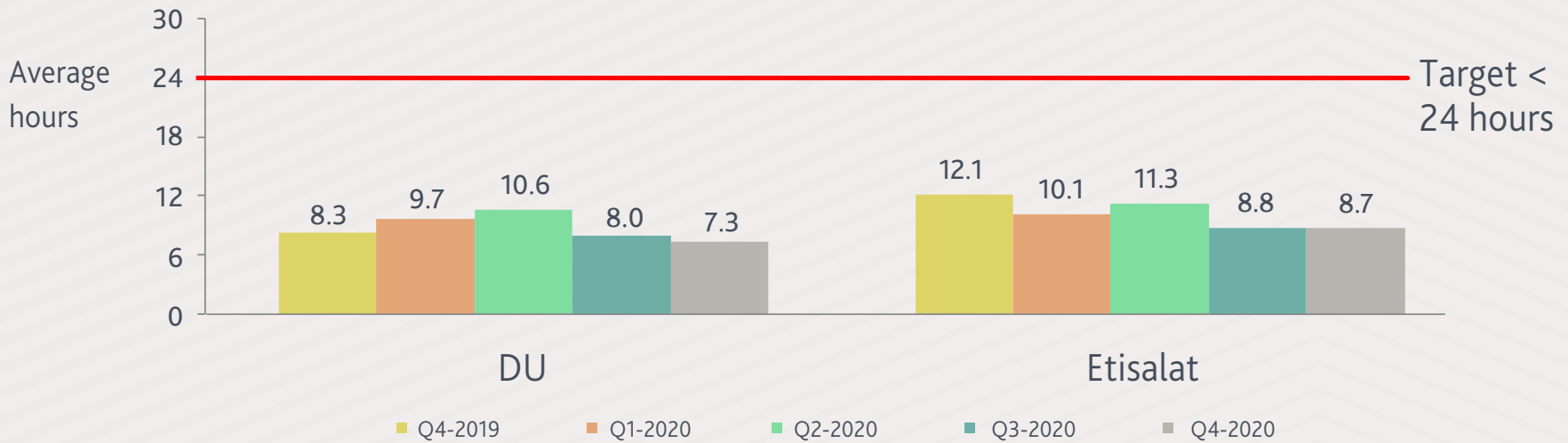
The TRA's target for the average number of days to deliver orders to customers is less than 2 days.



Fixed Network Based Voice Services (includes broadband)

Operational Quality of Experience – Time to resolve faults

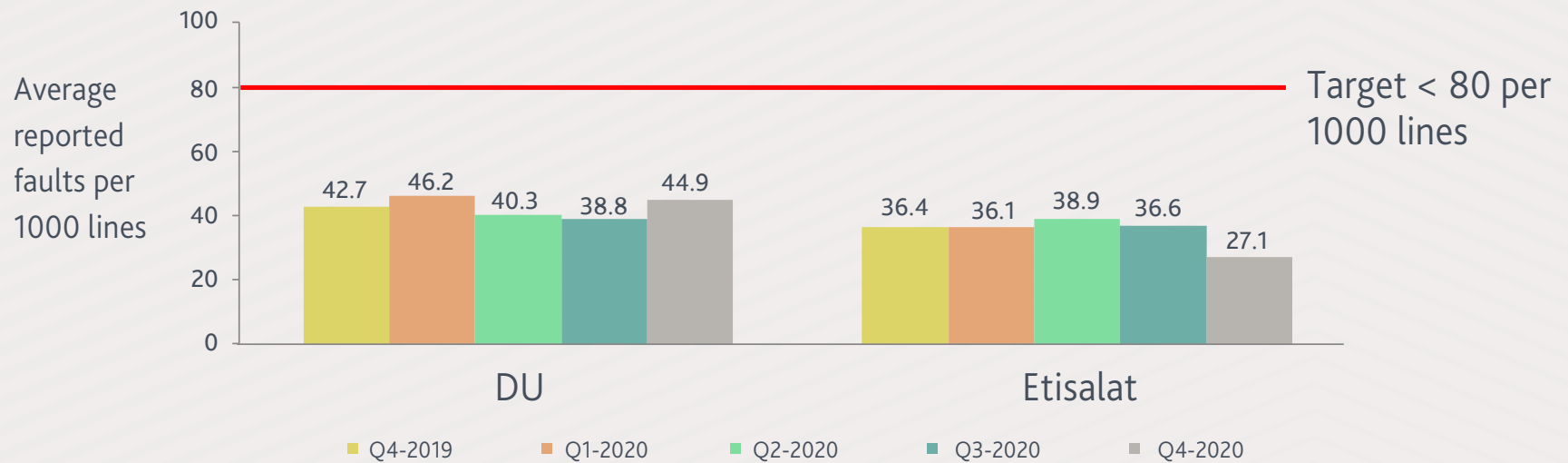
The TRA's target for the average elapsed clock hours to resolve reported faults on services is less than 24 hours.



Fixed Network Based Voice Services (includes broadband)

Operational Quality of Experience – Reported faults per 1000 lines

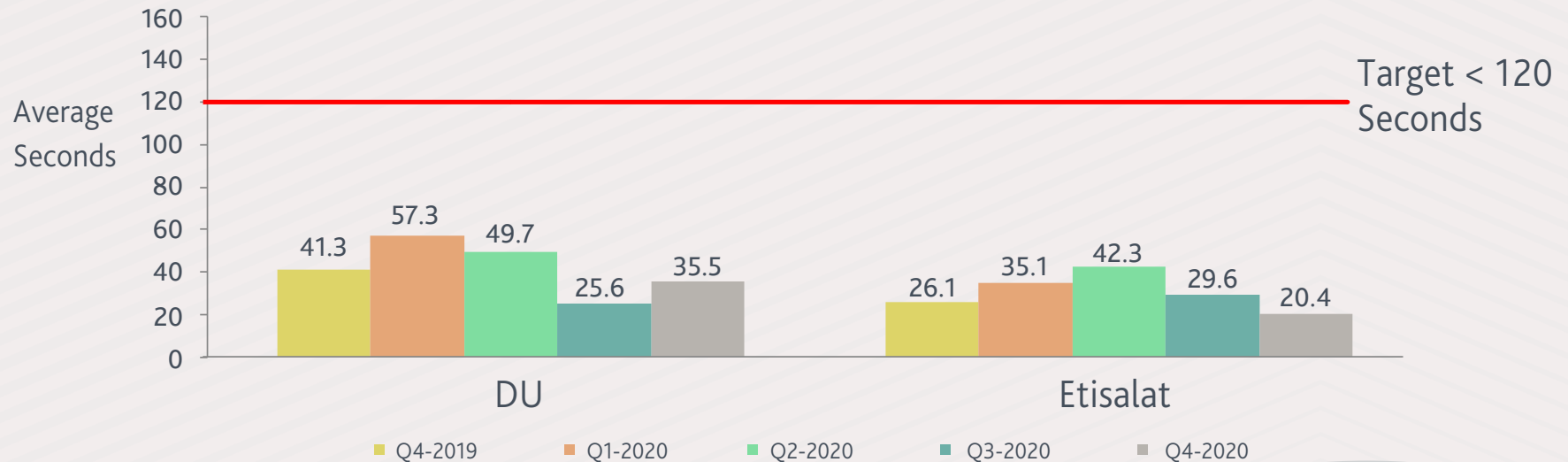
The TRA's target for the number of reported faults per 1000 subscriber lines is less than 80 faults



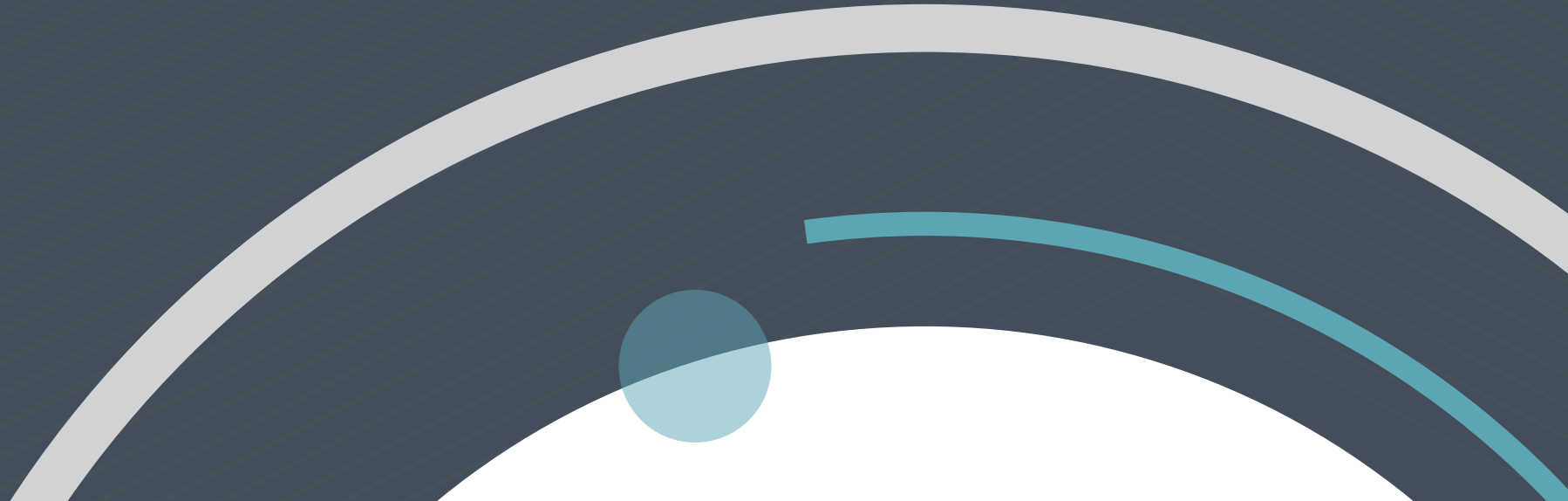
Fixed Network Based Voice Services (includes broadband)

Operational Quality of Experience – Average queue time for calls to the call centre

The TRA's target for the average queue time (in seconds) a customer spends waiting once he/she made the IVR choice to speak to an agent until being connected to an agent is less than 120 seconds



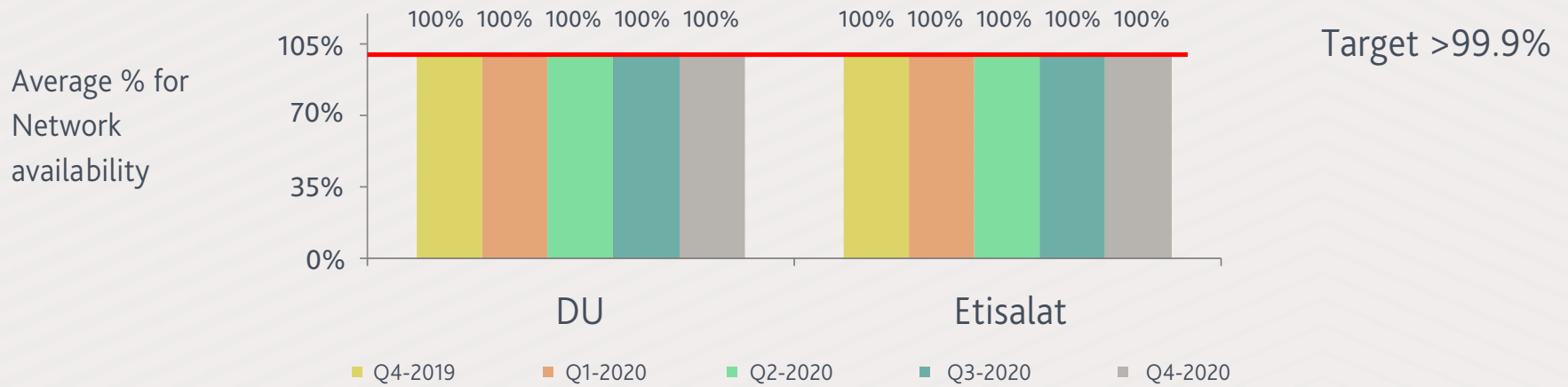
Fixed Net Voice Services



Fixed Net Voice Services

Network-related QoS Indicators - Network availability

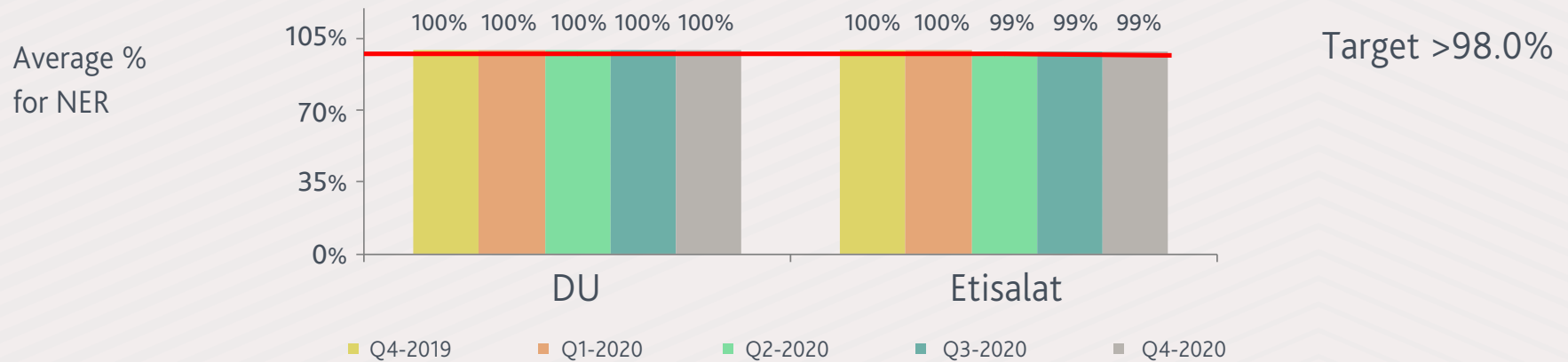
The TRA's target for network availability is more than 99.9%



Fixed Net Voice Services

Network-related QoS Indicators - Network Effectiveness Ratio (NER)

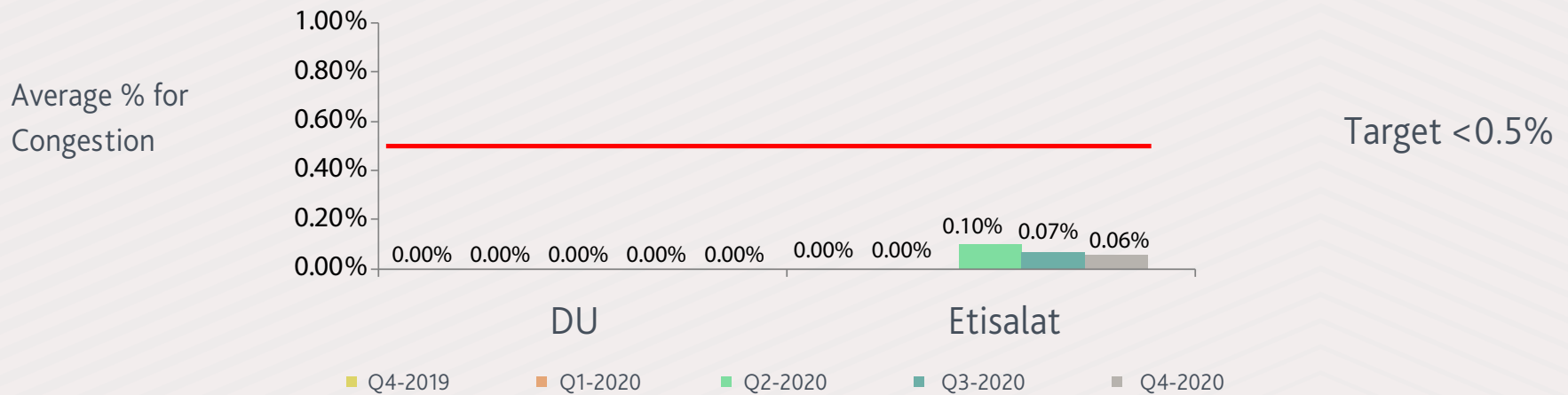
The TRA's target for the ability of a network to deliver a call to the called terminal is more than 98.0%



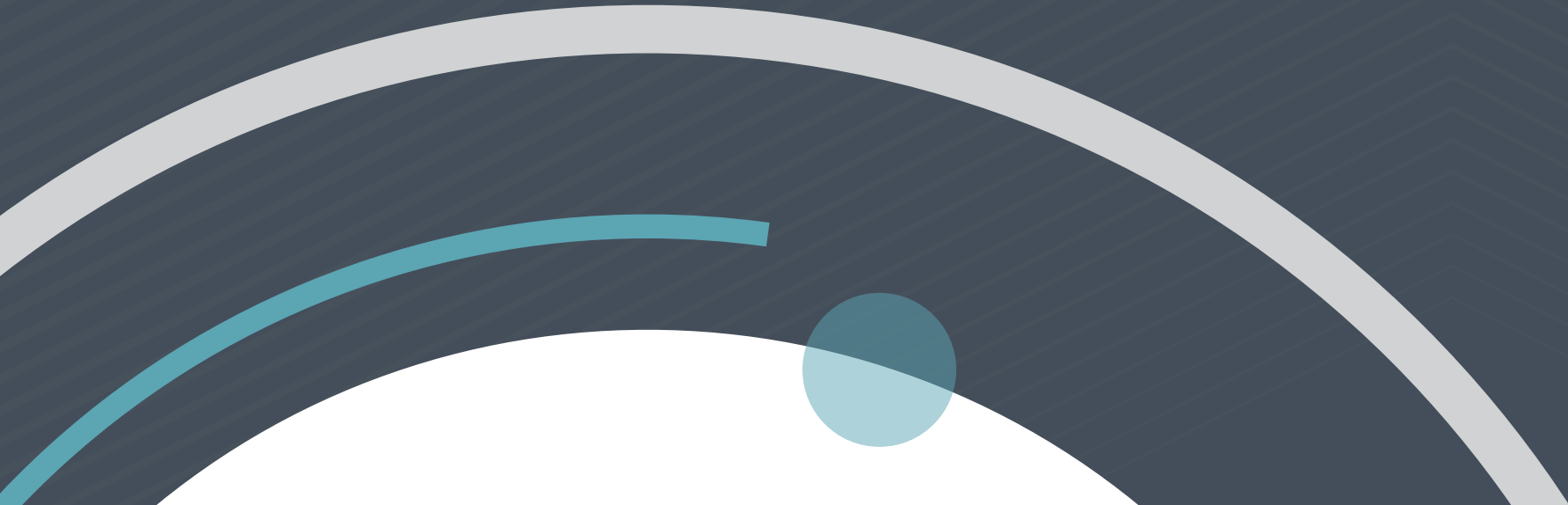
Fixed Net Voice Services

Network-related QoS Indicators - Point of Interconnection Congestion

The TRA's target for the ratio of calls failed over the POI (between two network operators) due to unavailability of free circuits to the total call requests for seizure of POI circuit is less than 0.5%.



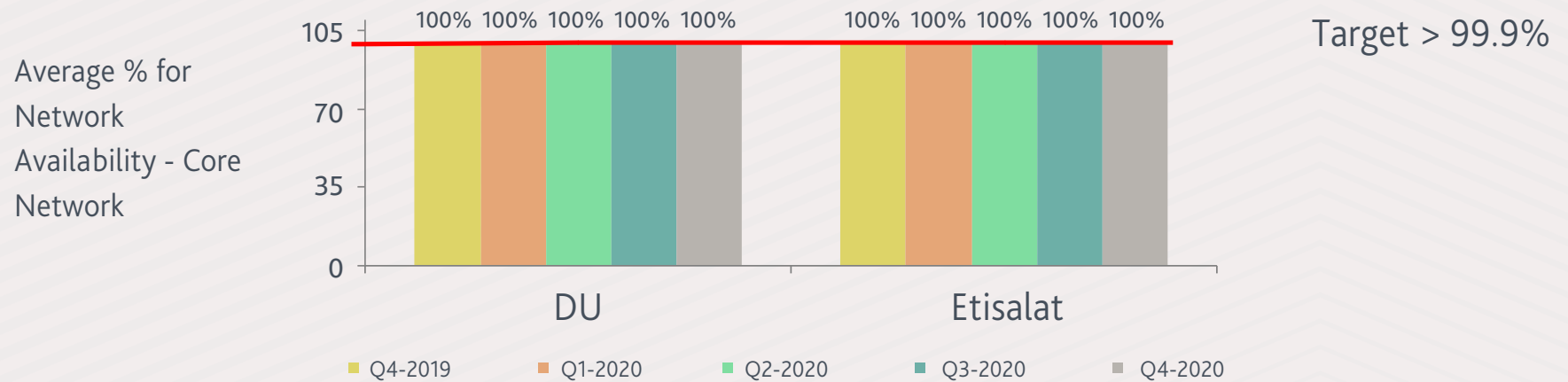
Mobile Network Based Voice Services



Mobile Network Based Voice Services

Network-related QoS Indicators - Network Availability - Core Network

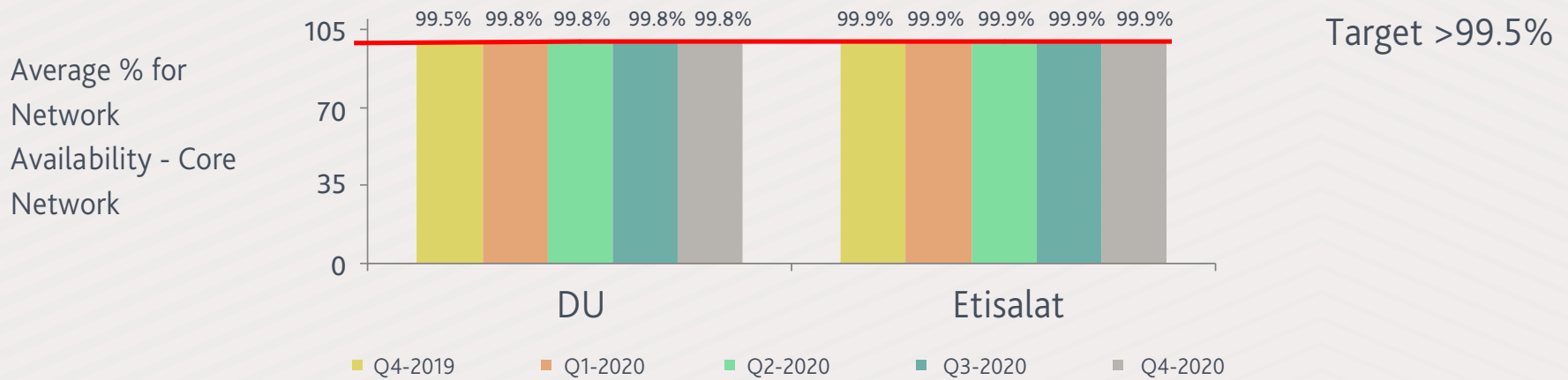
The TRA's target for the probability of a mobile network performing all its required functions within the core network is more than 99.9%.



Mobile Network Based Voice Services

Network-related QoS Indicators - Network Availability - Radio Part

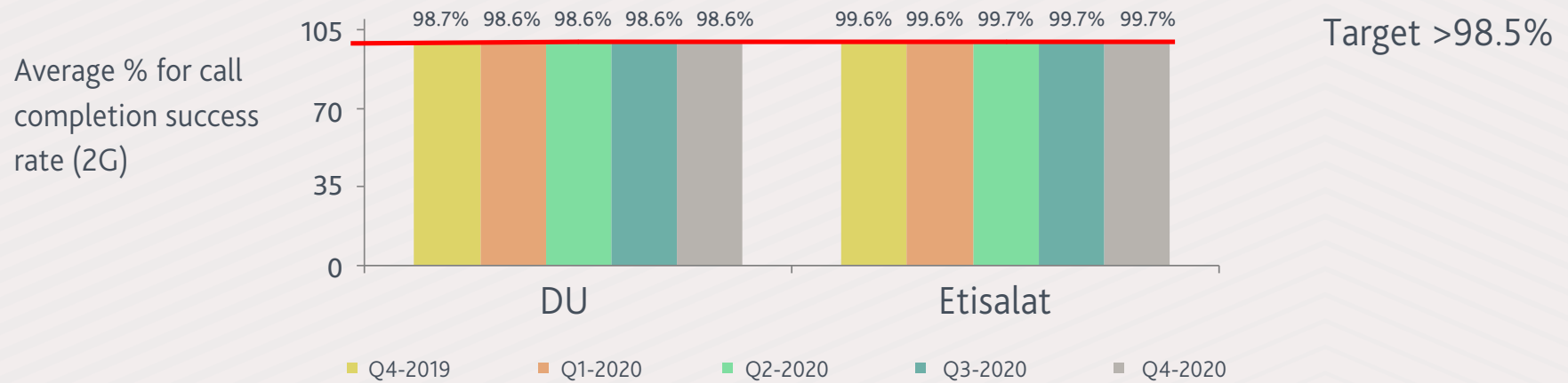
The TRA's target for the probability of a mobile network performing all its required functions within the radio part of the network is more than 99.5%.



Mobile Network Based Voice Services

Network-related QoS Indicators - Call Completion Success Rate (2G)

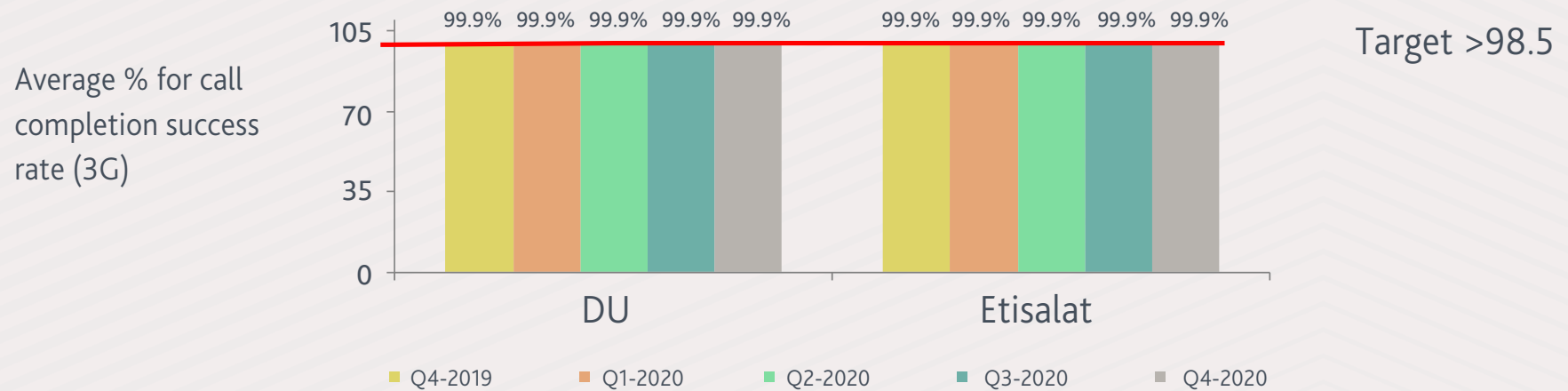
The TRA's target for 2G calls successfully set up and normally terminated is more than 98.5%.



Mobile Network Based Voice Services

Network-related QoS Indicators - Call Completion Success Rate (3G)

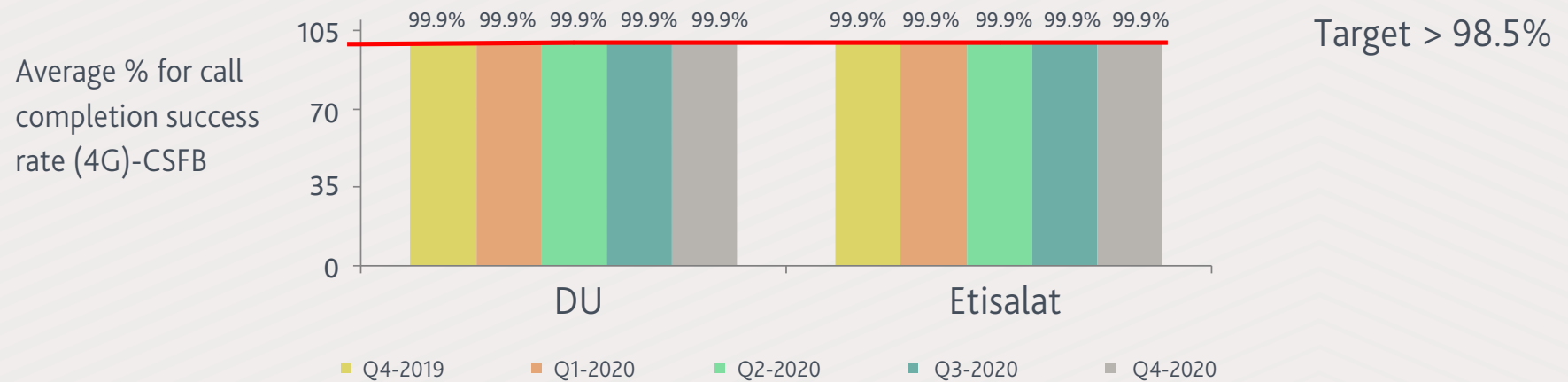
The TRA's target for 3G calls successfully set up and normally terminated is more than 98.5%.



Mobile Network Based Voice Services

Network-related QoS Indicators - Call Completion Success Rate (4G)-CSFB

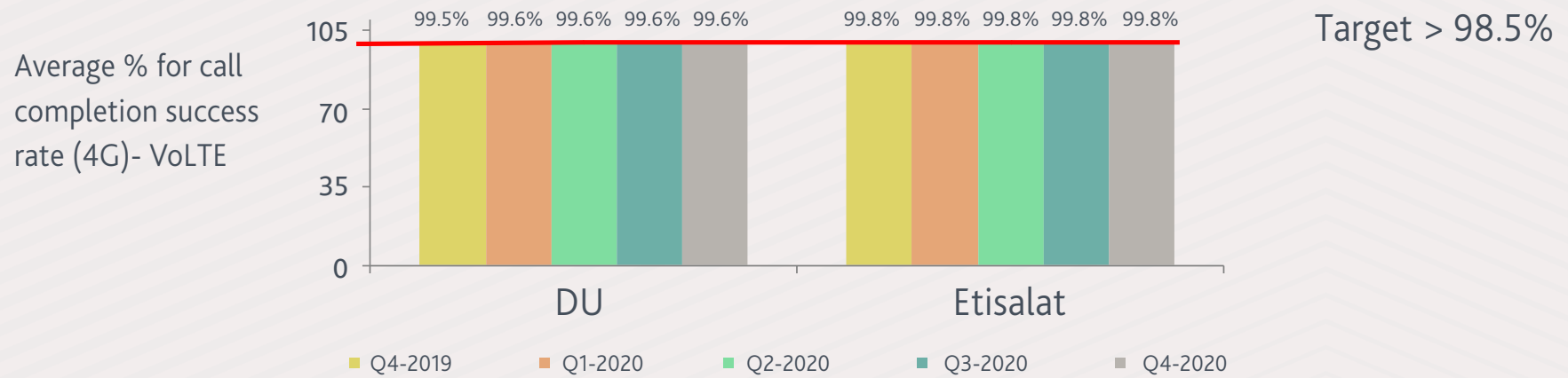
The TRA's target for 4G calls successfully set up and normally terminated is more than 98.5%.



Mobile Network Based Voice Services

Network-related QoS Indicators - Call Completion Success Rate (4G) - VoLTE

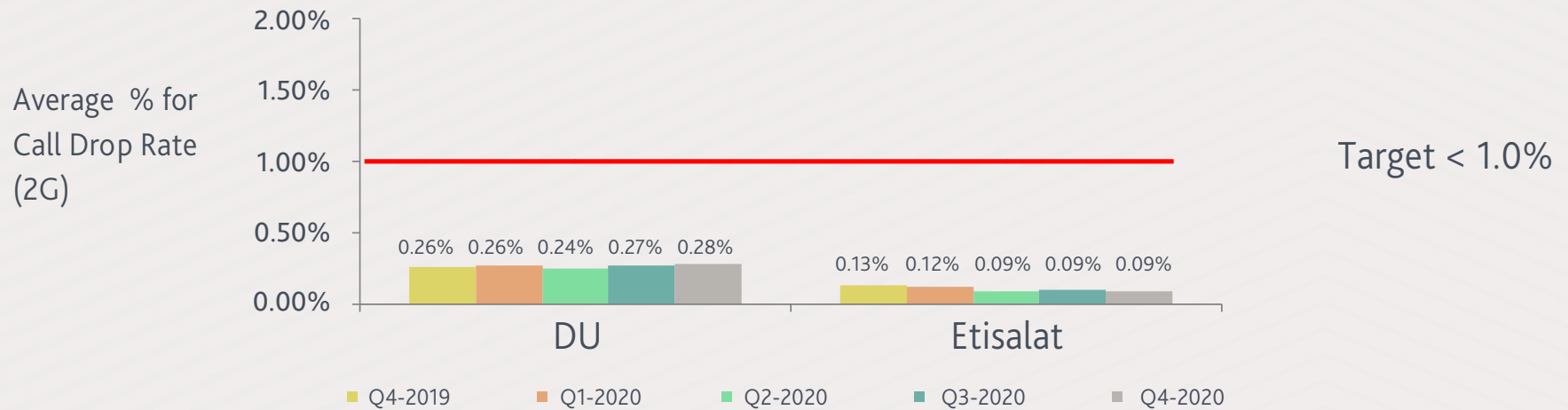
The TRA's target for the calls successfully set up and normally terminated is more than 98.5%.



Mobile Network Based Voice Services

Network-related QoS Indicators - Call Drop Rate - (2G)

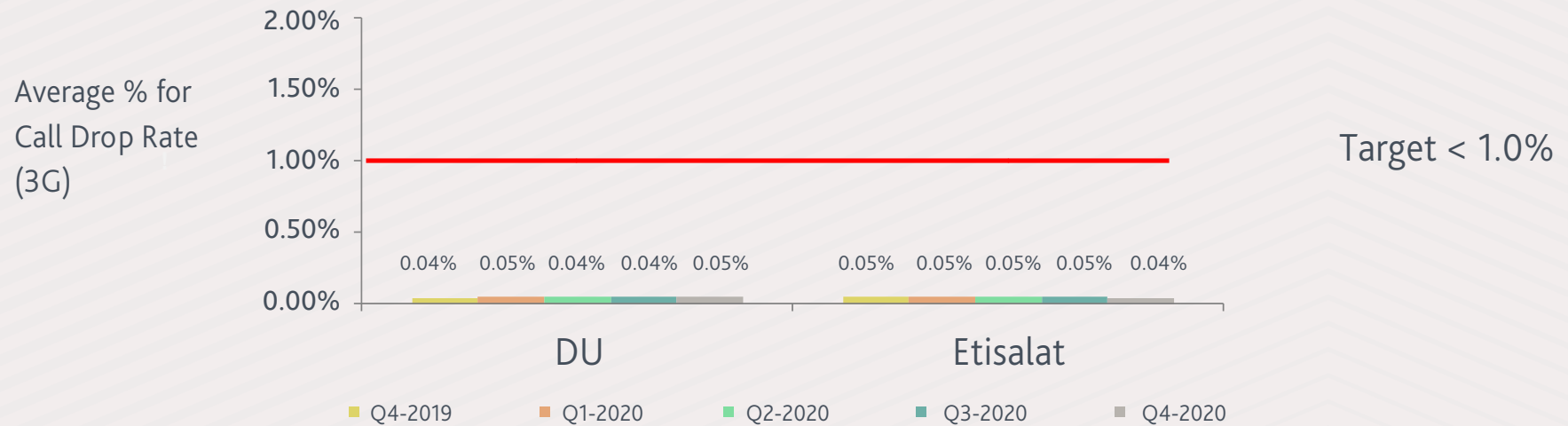
The TRA's target for the disconnection of 2G mobile calls by the network is less than 1.0%



Mobile Network Based Voice Services

Network-related QoS Indicators - Call Drop Rate - (3G)

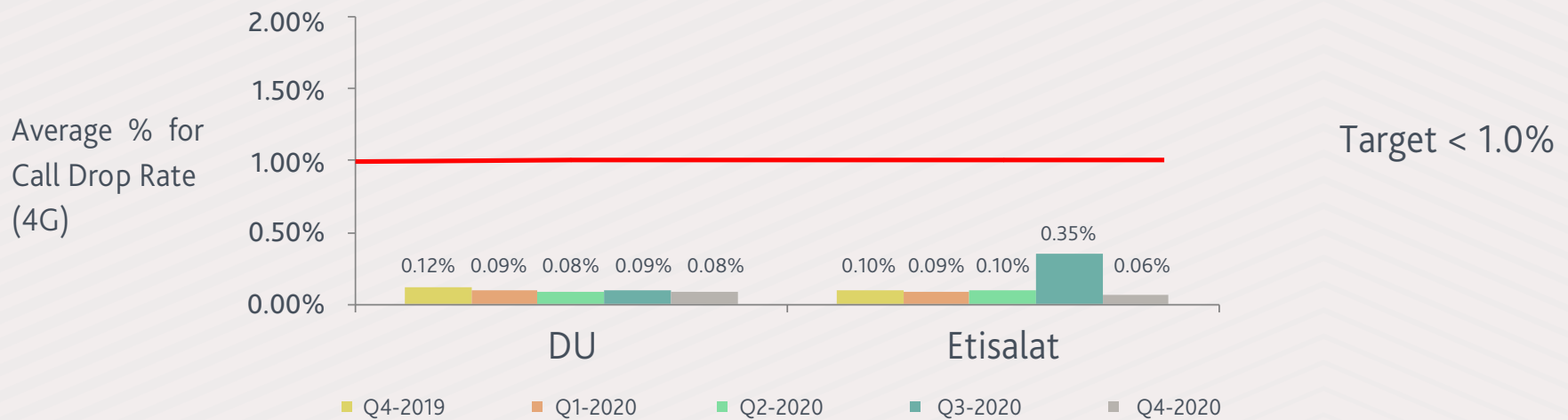
The TRA's target for the disconnection of 2G mobile calls by the network is less than 1.0%



Mobile Network Based Voice Services

Network-related QoS Indicators - Call Drop Rate - (4G) VoLTE

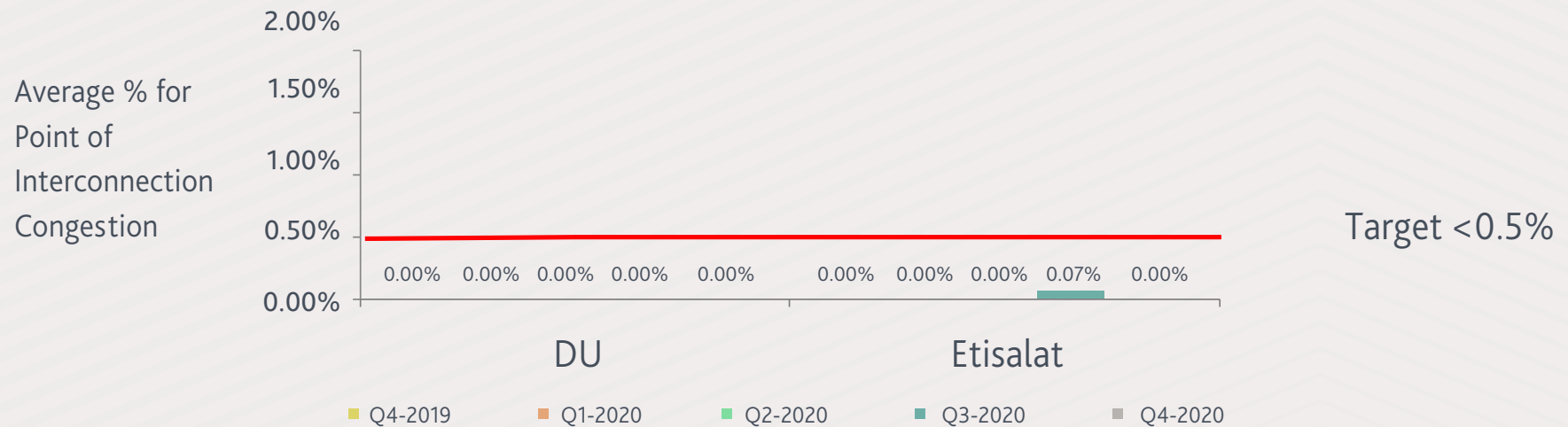
The TRA's target for the disconnection of 4G mobile calls by the network is less than 1.0%



Mobile Network Based Voice Services

Network-related QoS Indicators - Point of Interconnection Congestion

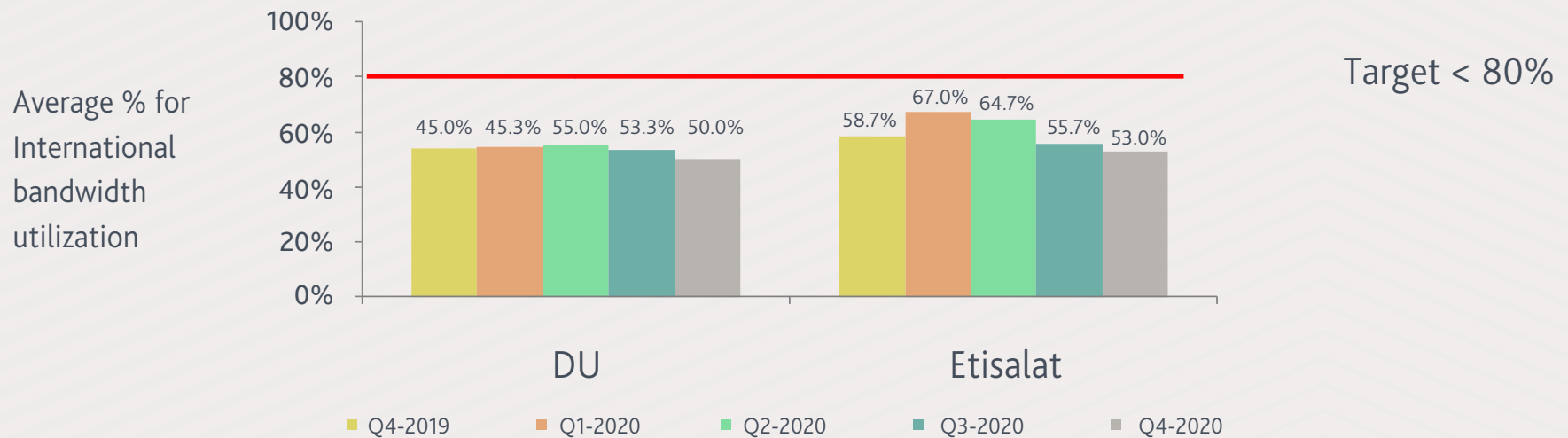
The TRA's target for calls failed over the POI (between two network operators) due to unavailability of free circuits to the total call requests for seizure of POI circuit is less than 0.5%



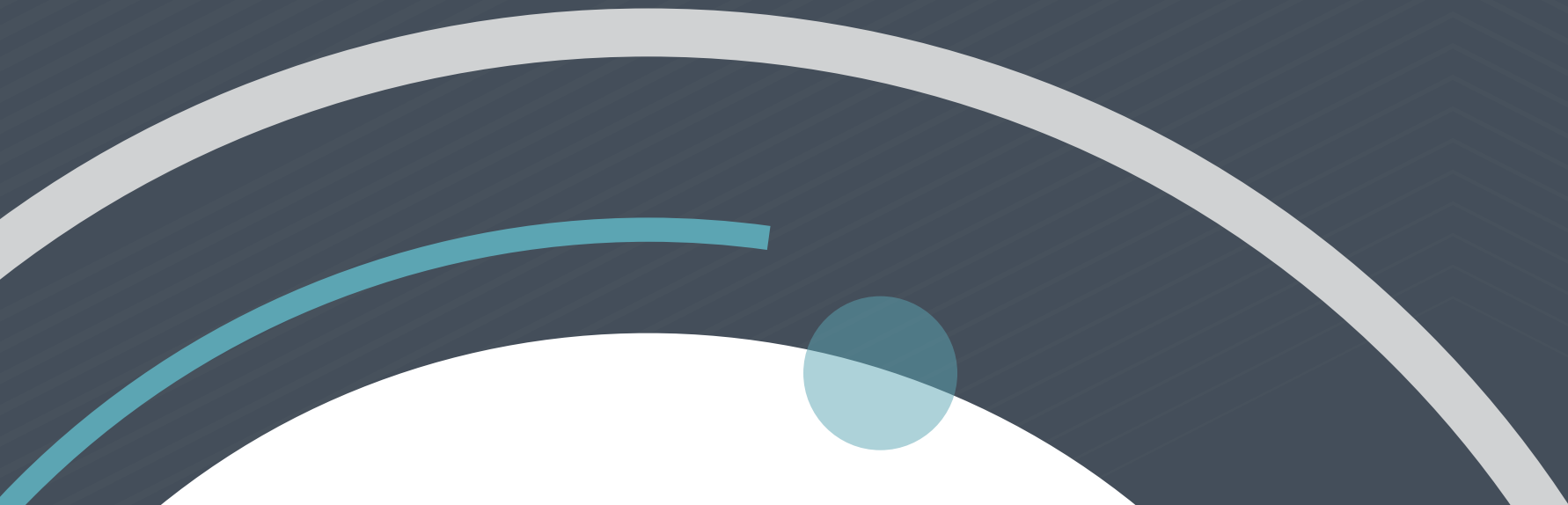
Fixed and mobile international links

Network-related QoS Indicators - International bandwidth utilisation

The TRA's target for the used capacity of international bandwidth is less than 80%



REFERENCES



REFERENCES

ANNEX 1

ABBREVIATIONS & ACRONYMS

UAE	United Arab Emirates
TRA	Telecommunications Regulatory Authority
QoE	Quality of Experience
QoS	Quality of Service
NER	Network Effectiveness Ratio
CSFB	Circuit-Switched Fall Back
VoLTE	Voice over Long Term Evolution
OSS / BSS	Operation support system/ business support system
Orders	means orders requiring technician involvement
Licensee	refers only to either Etisalat or du (EITC)
TRA target	minimum acceptable levels of performance (threshold with a target value)

REFERENCES

ANNEX 2

SOURCES AND ACKNOWLEDGMENTS

Report QoS data to the TRA [Q4_2019 – Q4_2020]

Provided to the TRA by du and Etisalat on a Quarterly basis

QoS Policy

Quality of Service policy (updated and issued on published 24 September 2019) Available on TRA website:

<https://www.tra.gov.ae/en/about-tra/telecommunication-setor/regulations-and-ruling/details.aspx?category=5fe4556c-418b-424e-80f3-794562fc2e4e&subcategory=5e7e6c1b-170f-4a4f-a0b3-b06022c9a5d1#description>

REFERENCES

ANNEX 3

Key Performance Indicators (KPI) includes:

QoS indicators – Type 1

Fixed services (fixed voice and broadband services)

- Order delivery intervals
- Held orders (waiters)
- Total average order deliver time
- Time to resolve reported faults on services
- Reported faults per 1000 lines

Call centre

- Average queue time for calls to the call centre

QoS indicators – Type 2

Fixed net voice services

- Network availability
- Network effectiveness ratio (NER)
- Point of Interconnection Congestion

Mobile net-based voice services

- Network availability
- Core network
- Access network
- Call completion success rate
- Call drop rate
- Point of Interconnection Congestion

Fixed and mobile international links

- International bandwidth utilization

REFERENCES

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