

# THE QUALITY OF TELECOMMUNICATIONS SERVICES IN THE UAE IN FIGURES

Q4 2021 - Q4 2022

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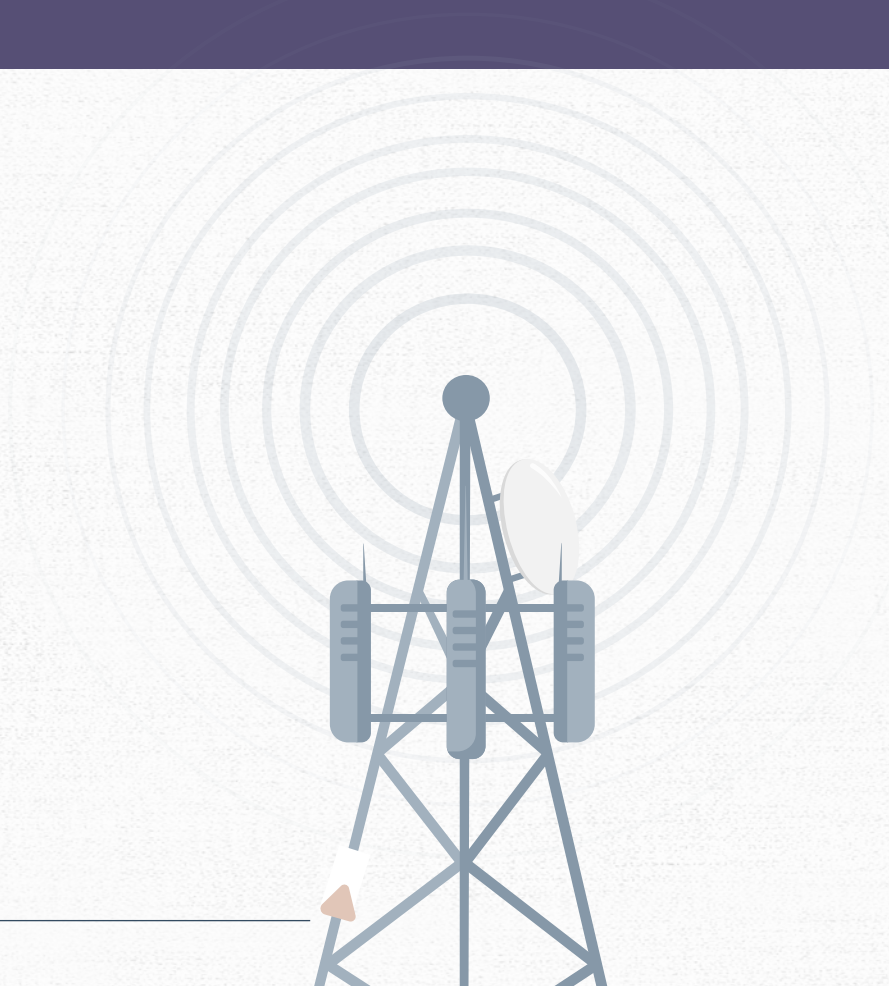
Furthermore, the information is intended for educational purposes only.





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## SECTOR OVERVIEW

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

ETISALAT	DU
MOBILE <input checked="" type="checkbox"/>	MOBILE <input checked="" type="checkbox"/>
FIXED LINE <input checked="" type="checkbox"/>	FIXED LINE <input checked="" type="checkbox"/>
INTERNET <input checked="" type="checkbox"/>	INTERNET <input checked="" type="checkbox"/>
LEASED LINES <input checked="" type="checkbox"/>	LEASED LINES <input checked="" type="checkbox"/>
OTHER SERVICES <input checked="" type="checkbox"/>	OTHER SERVICES <input checked="" type="checkbox"/>

Several other niche Licensees have been granted by the TDRA 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 EITC, the primary UAE service providers, and the term “Licensee” refers only to either Etisalat or EITC.



## INTRODUCTION

**The TDRA has implanted its Quality of Service (QoS) Policy.** The objective with this policy is to enable the TDRA to measure the quality of services delivered by Etisalat and EITC. to be measured.

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

The TDRA has compiled this report based on information received from Licensees.

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





## BACKGROUND

The Quality of Service (QoS) Policy V.2 issued by TDRA in accordance with:

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

- ▶ Article 13 (3): of Telecom Law: grants the TDRA the authority 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): grants the TDRA the authority to issue policies with respect to the terms and level of service by the licensees to the consumers, including the Standards and Quality of Service.

Quality of Service Policy (updated and issued on published 24 September 2019)

- ▶ Available on the TDRA's website, [click here](#)





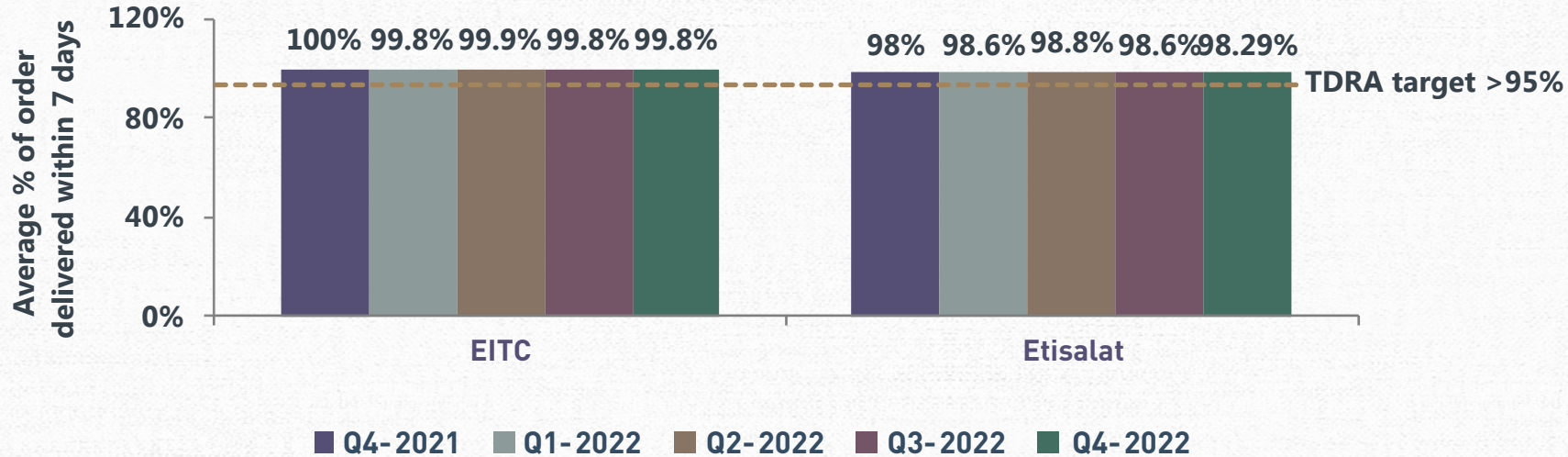




# Operational Quality of Experience – Order delivery intervals

Fixed Network Based Voice Services (includes broadband)

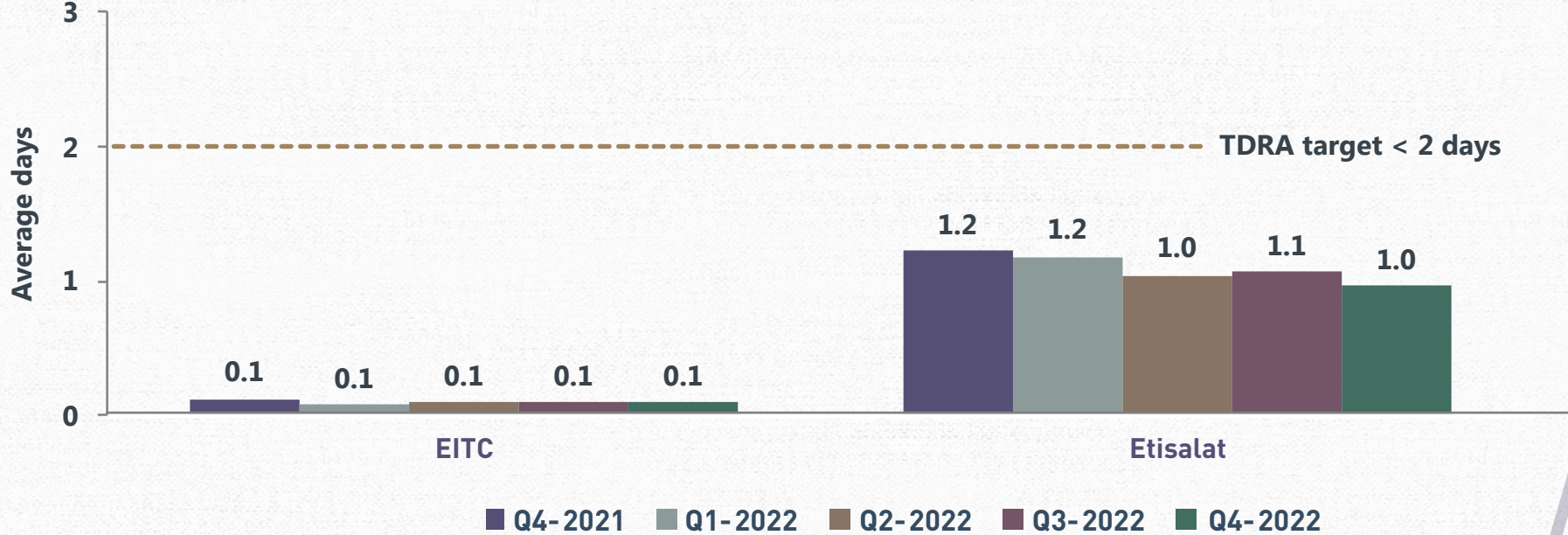
The TDRA’s target for the % of customer orders delivered within 7 days of the application date is more than 95%



# Operational Quality of Experience – Total average order delivery time

Fixed Network Based Voice Services (includes broadband)

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

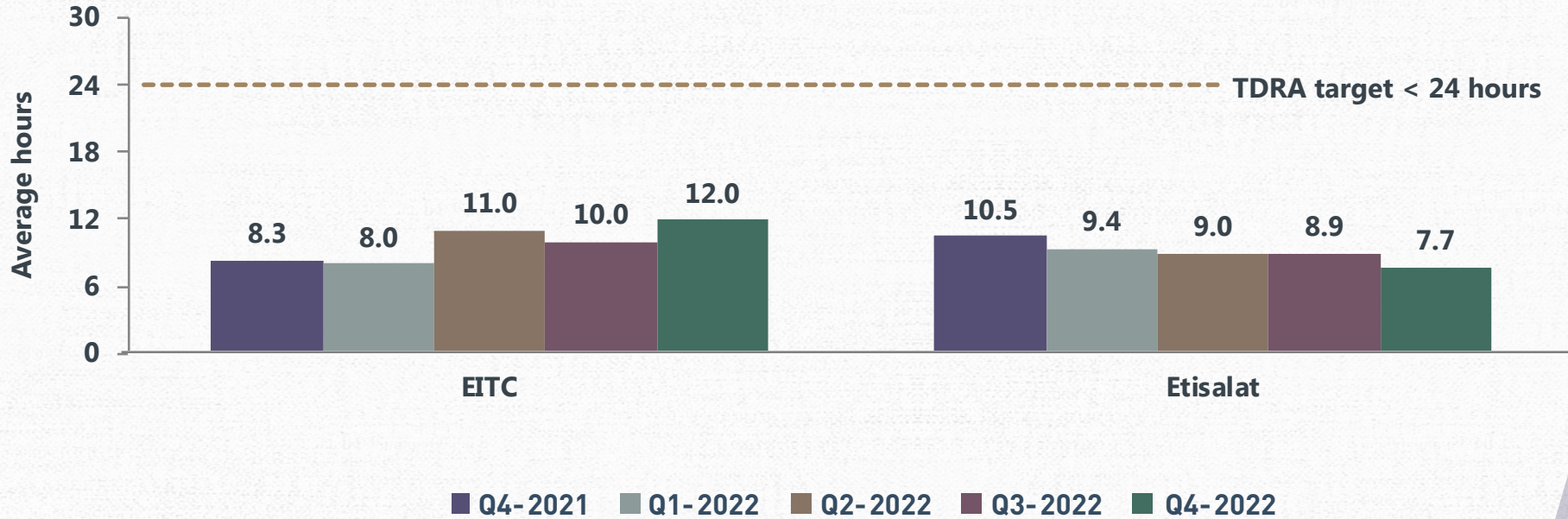




# Operational Quality of Experience – Time to resolve faults

Fixed Network Based Voice Services (includes broadband)

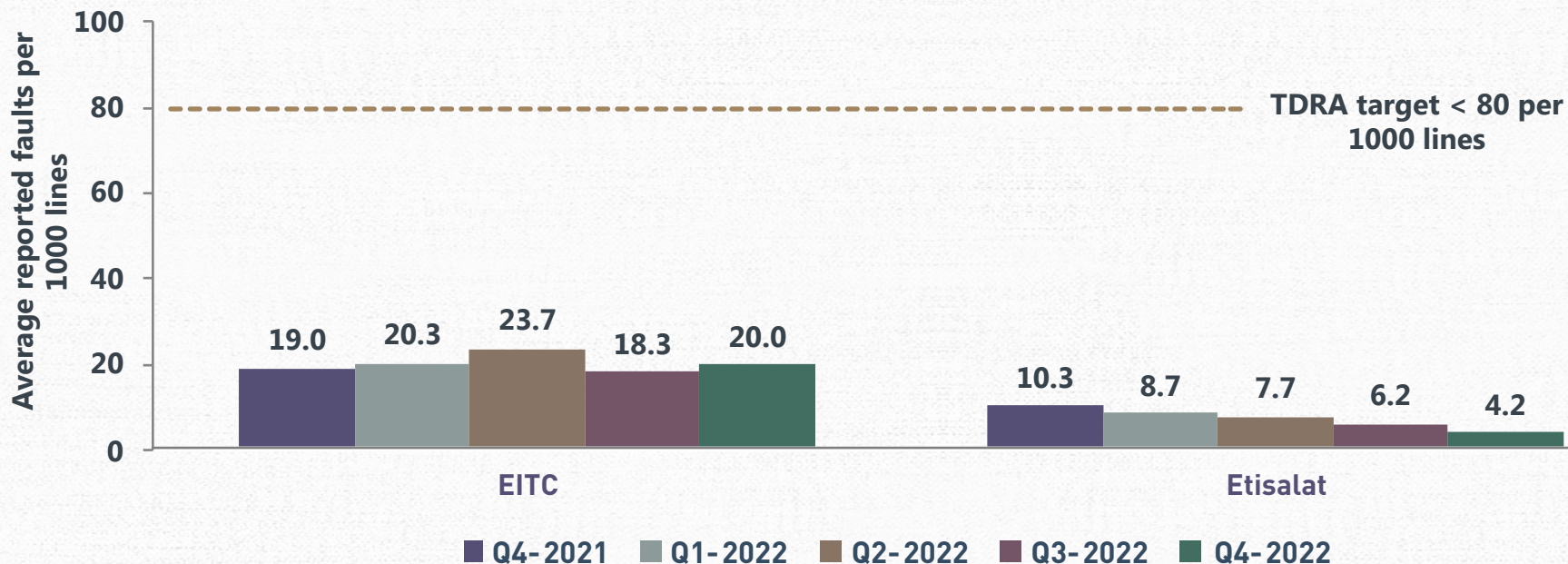
The TDRA’s target for the average elapsed clock hours to resolve reported faults on services is less than 24 hours.



# Operational Quality of Experience – Reported faults per 1000 lines

Fixed Network Based Voice Services (includes broadband)

The TDRA’s target for the number of reported faults per 1000 subscriber lines is less than 80 faults.

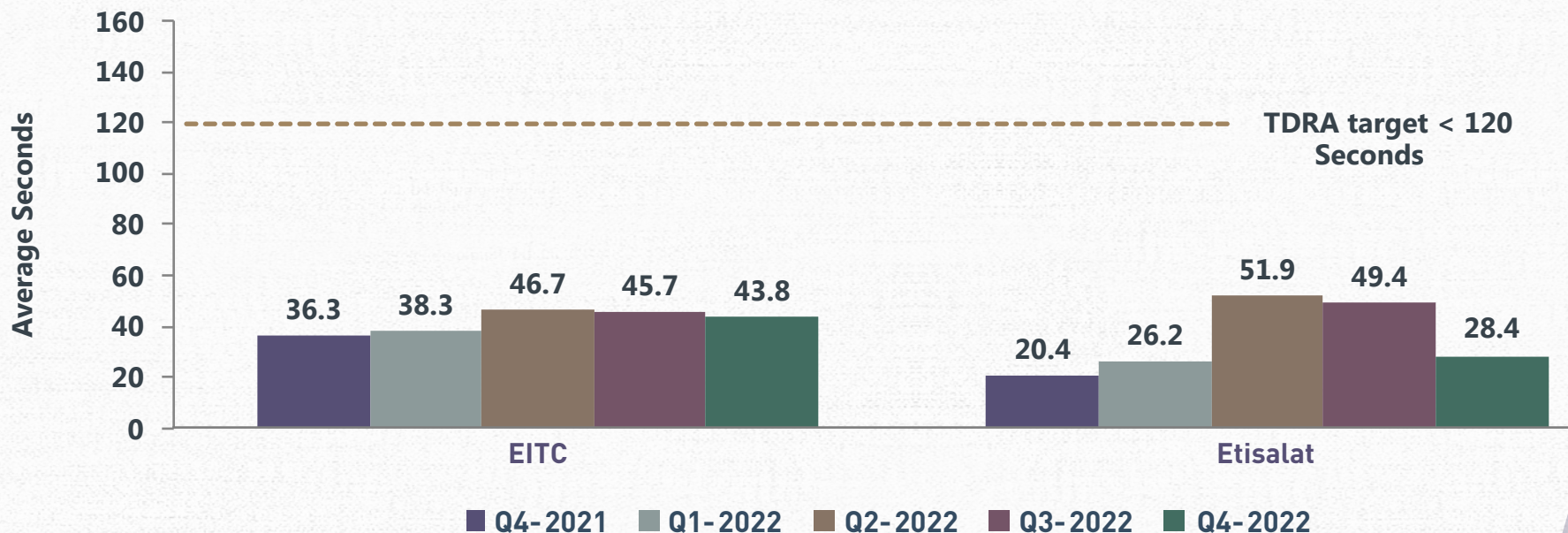




# Operational Quality of Experience – Average queue time for calls to the call centre

Fixed Network Based Voice Services (includes broadband)

The TDRA’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.



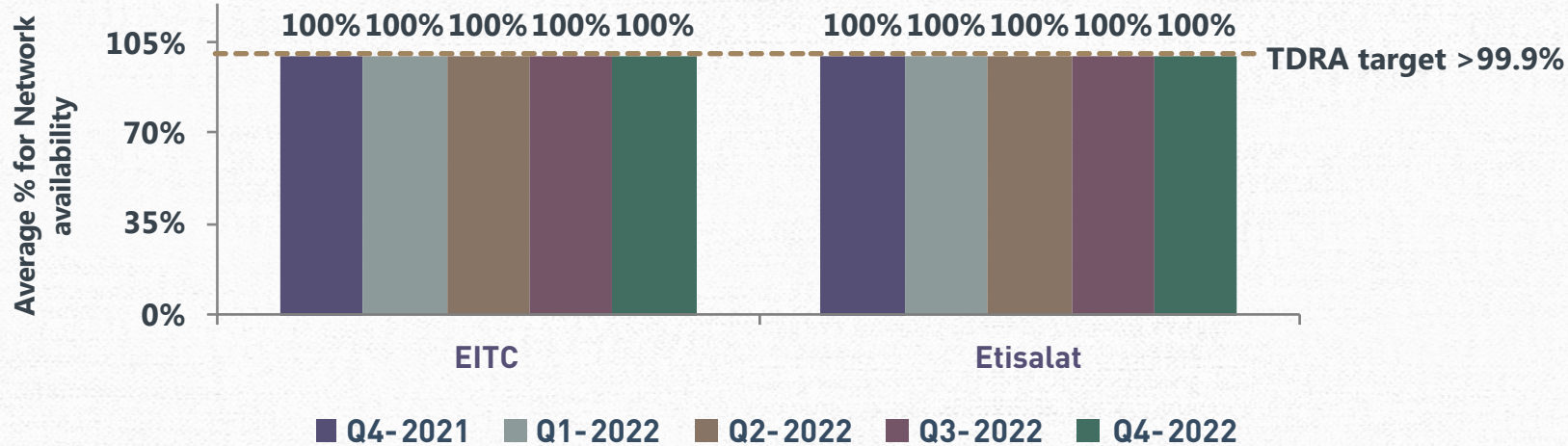




# Network-related QoS Indicators - Network availability

## Fixed net voice services

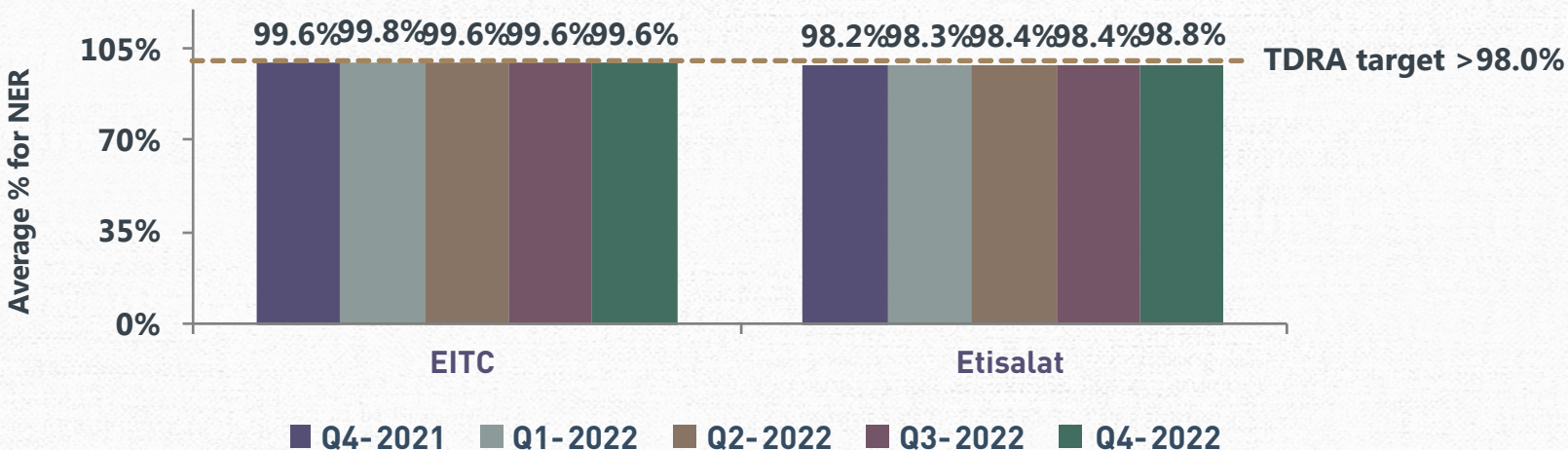
The TDRA's target for network availability is more than 99.9%



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

Fixed net voice services

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



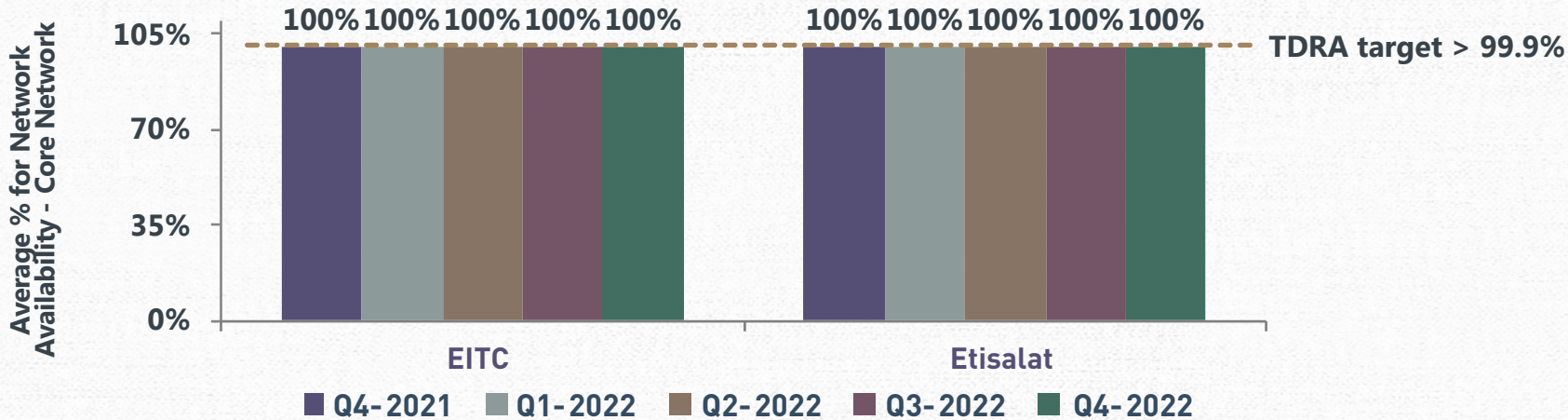




# Network-related QoS Indicators - Network Availability - Core Network

## Mobile Network Based Voice Services

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



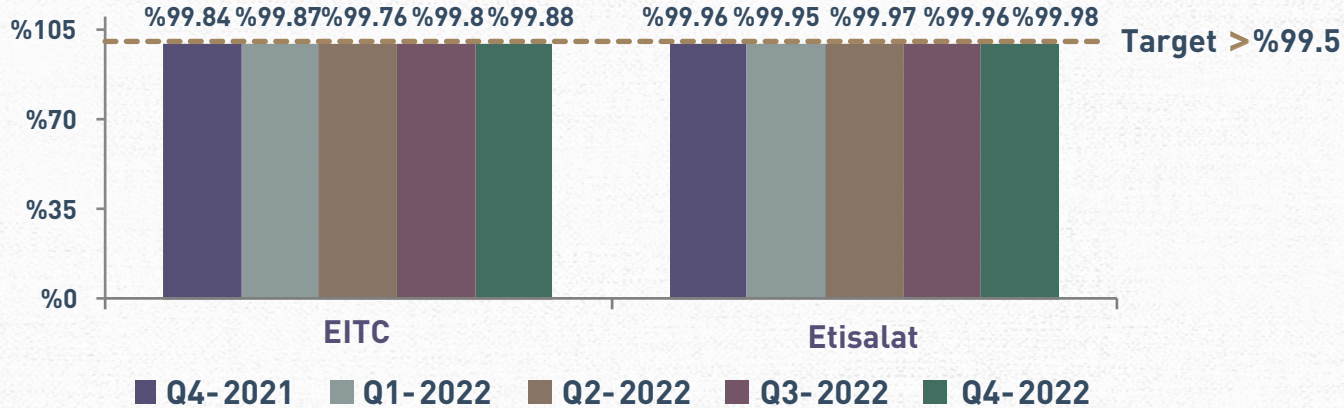


# Network-related QoS Indicators - Network Availability - Radio Part

## Mobile Network Based Voice Services

The TDRA'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%

Average % for Network Availability - Core Network

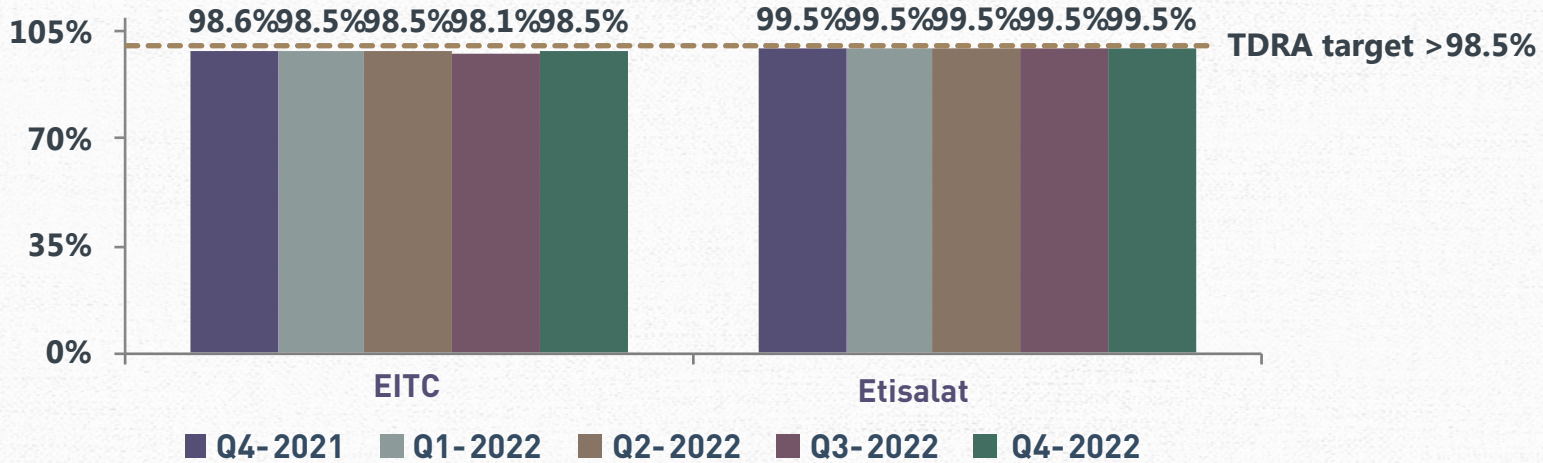


# Network-related QoS Indicators - Call Completion Success Rate (2G)

## Mobile Network Based Voice Services

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

Average % for call completion success rate (2G)

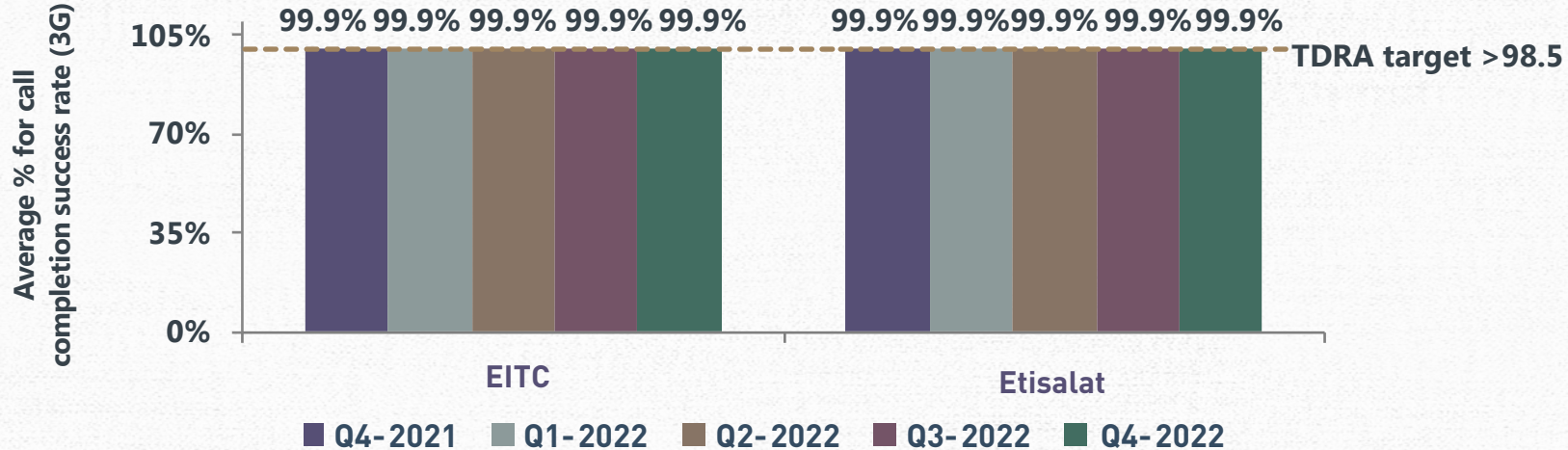




# Network-related QoS Indicators - Call Completion Success Rate (3G)

## Mobile Network Based Voice Services

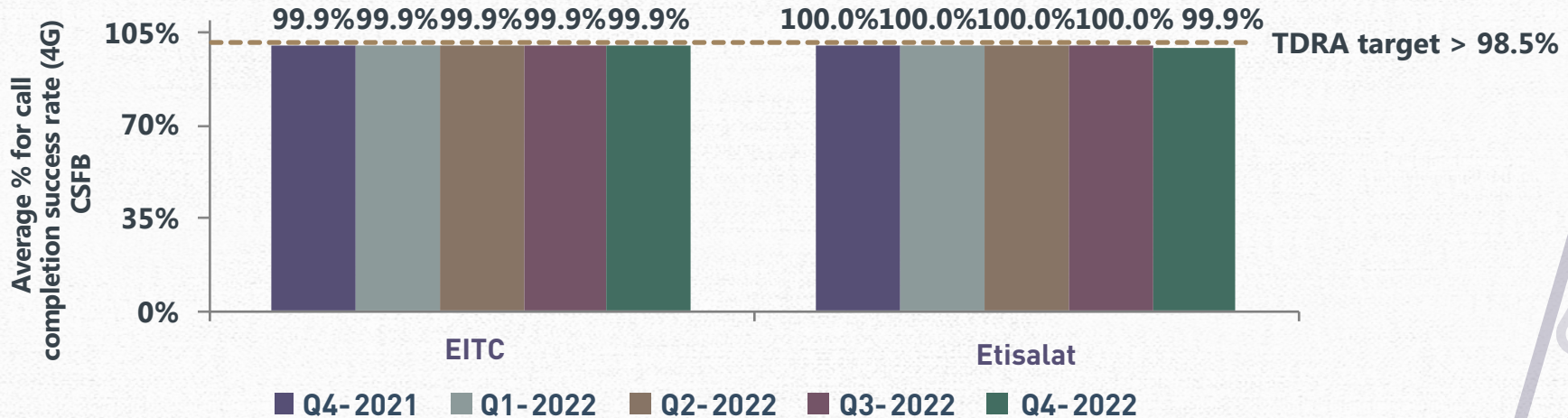
The TDRA's target for 3G calls successfully set up and normally terminated is more than 98.5%



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

## Mobile Network Based Voice Services

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

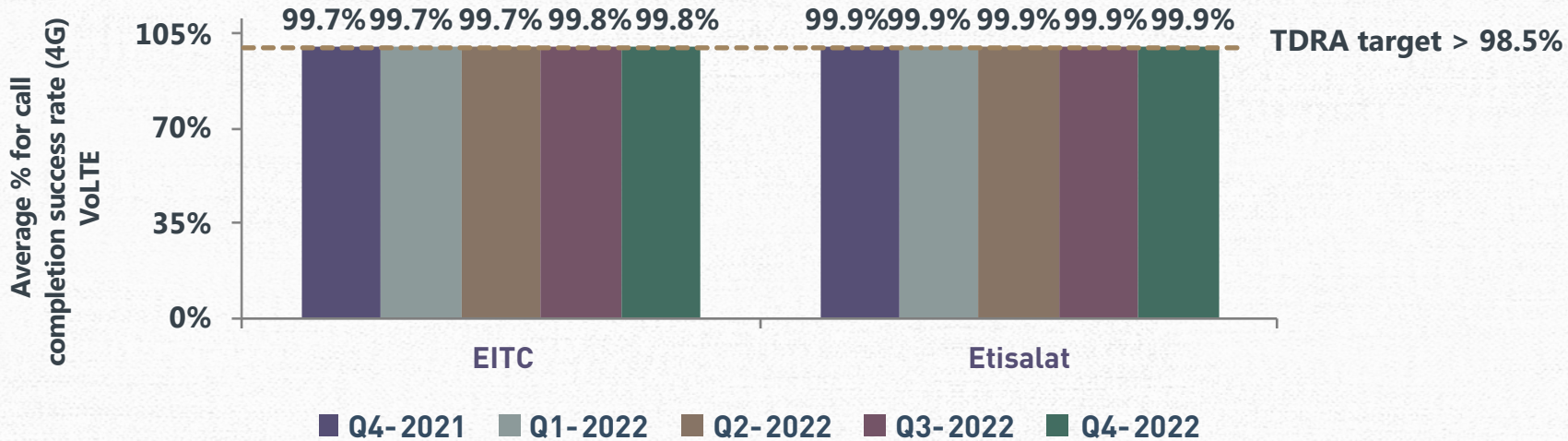




# Network-related QoS Indicators - Call Completion Success Rate (4G) - VoLTE

## Mobile Network Based Voice Services

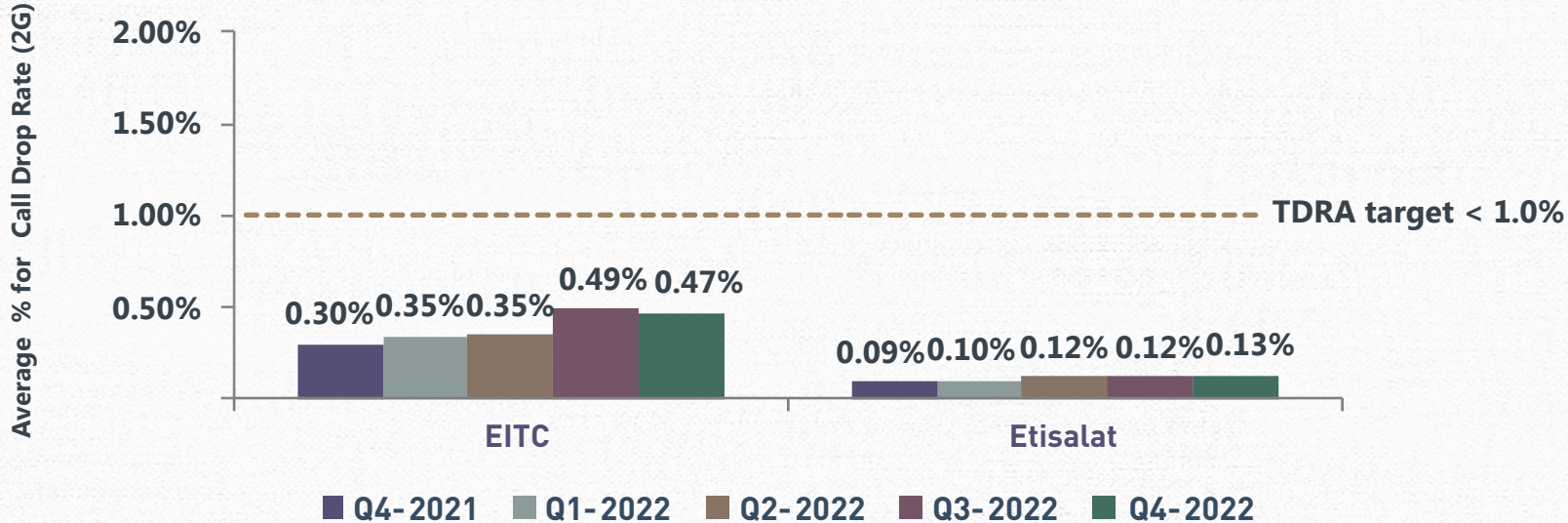
The TDRA's target for the calls successfully set up and normally terminated is more than 98.5 %



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

## Mobile Network Based Voice Services

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

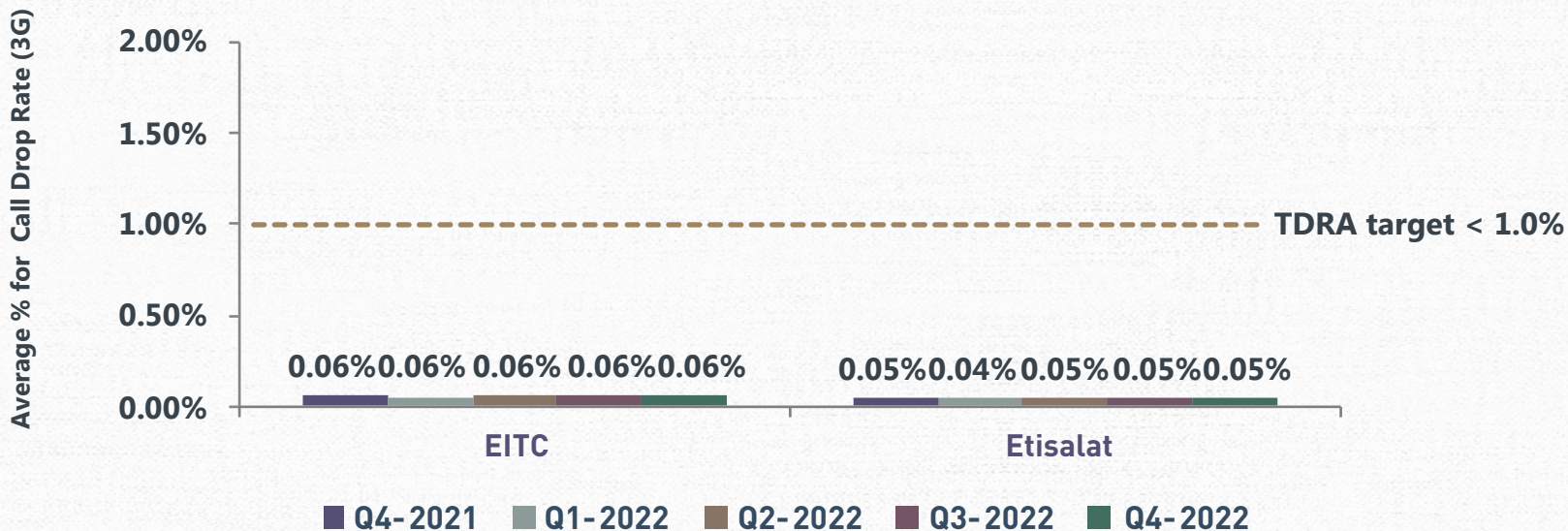




# Network-related QoS Indicators - Call Drop Rate - (3G)

## Mobile Network Based Voice Services

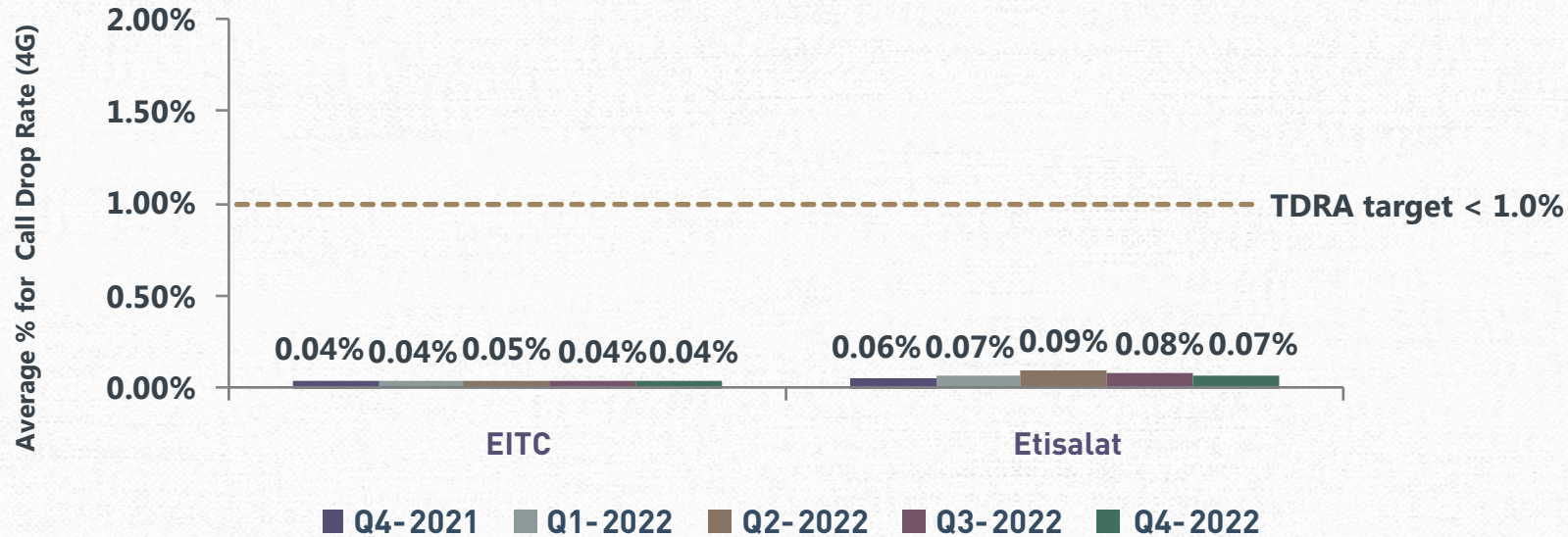
The TDRA's target for the disconnection of 3G mobile calls by the network is less than 1.0 %



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

## Mobile Network Based Voice Services

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

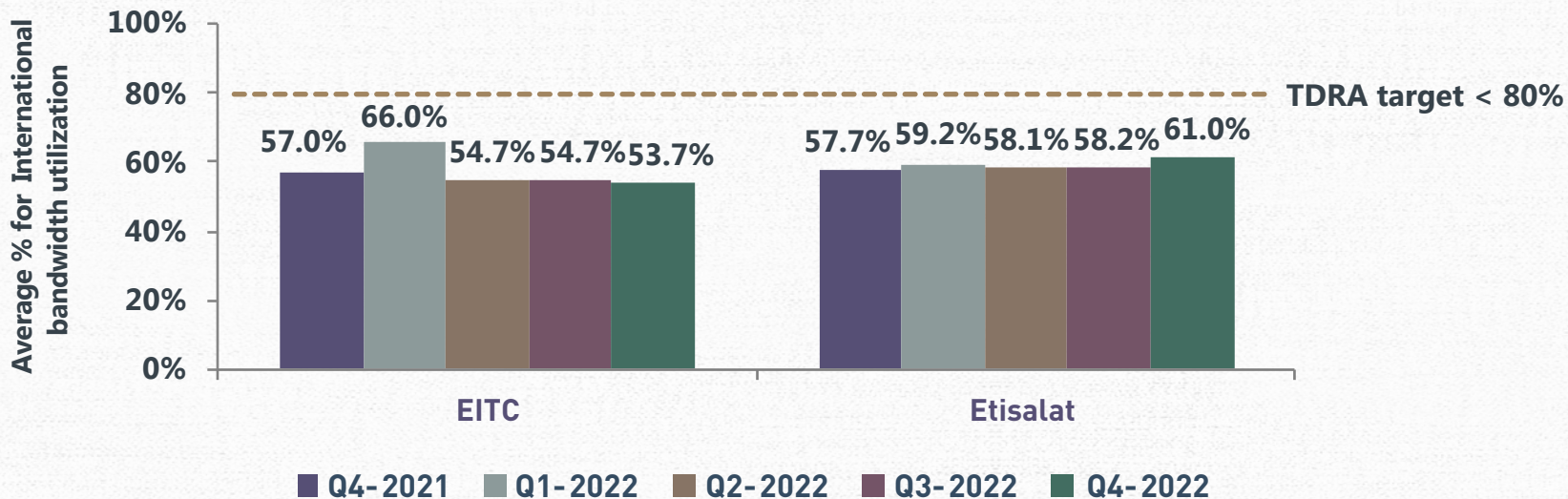




# Network-related QoS Indicators - International bandwidth utilisation

## Fixed and mobile international links

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







# ANNEX 1

## ABBREVIATIONS & ACRONYMS

<b>UAE</b>	<b>United Arab Emirates</b>
<b>TDRA</b>	<b>The Telecommunications and Digital Government Regulatory Authority</b>
<b>QoE</b>	Quality of Experience
<b>QoS</b>	Quality of Service
<b>NER</b>	Network Effectiveness Ratio
<b>CSFB</b>	Circuit Switched Fall Back
<b>VoLTE</b>	Voice over Long Term Evolution
<b>OSS / BSS</b>	Operation support system/ business support system
<b>Licensee</b>	refers only to either Etisalat or du (EITC)
<b>TDRA target</b>	minimum acceptable levels of performance (threshold with a target value)



## ANNEX 2

### SOURCES AND ACKNOWLEDGMENTS

Report QoS data to the TDRA [ Q4-2021 to Q4- 2022 ]	Provided to the TDRA by du and Etisalat on a Quarterly basis.
QoS Policy	Quality of Service policy (updated and issued on 24 September 2019) Available on TDRA website! <a href="#">click here</a>





## 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

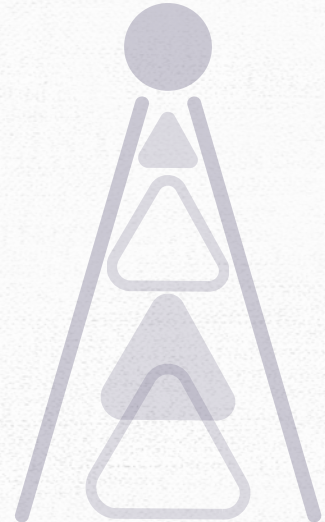
- Network availability
- Network effectiveness ratio (NER)
- Point of Interconnection Congestion

Mobile net-based voice services

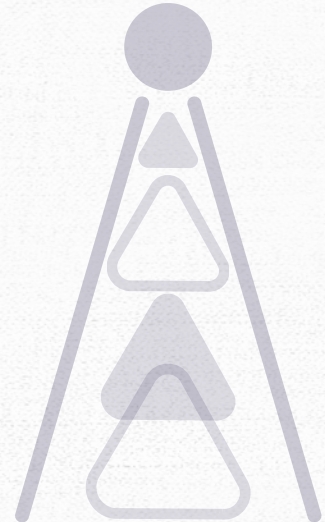
- Network availability
- Core network
- Access network
- Call completion success rate
- Call drop rate
- Point of Interconnection Congestion

Fixed and mobile international links

- International bandwidth utilization



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THANK YOU