

## COVERAGE OVERVIEW

Coverage initiative aims at improving and developing the quality of Telecommunications services provided in UAE through testing and analyzing the operators' network quality.



QUALITY OF COVERAGE



QUALITY OF APPLICATIONS



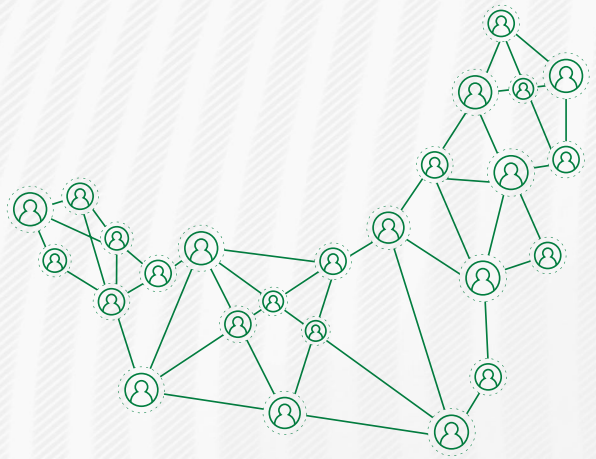
QUALITY OF VOICE SERVICES



QUALITY OF DATA SERVICES

## COVERAGE AND TELECOM SECTOR IMPROVEMENT

Coverage contributes effectively in executing TRA's strategy that aims at developing the Telecommunication sector and providing premium services to customers. Coverage initiative encompasses performing a field scanning to test and analyze operators' networks' quality, in addition to simulating user experience.



Moreover, Coverage analyzes the operators' data, follow up, and resolve various issues in cooperation with the operators and in the least time possible. This will reflect positively on the customer experience, as it will elevate the quality of service provided to them.

## COVERAGE IN DEPTH

Coverage implementation mechanism is based on developing a smart and innovative system that gets installed in a tailor-made car and indoor solutions that are constructed for field scanning.

After the scanning completion, the system transmits the data that has been collected and display them in a monitoring room that was constructed by TRA especially for this

purpose. Inside the monitoring room, data analysis, networks' issue follow-up and resolution take place in coordination with operators and in the least time possible. Aiming to enhance the services provided to our customers, TRA will issue and provide a report featuring the networks' quality, and its cooperation with operators to develop and improve the networks' performance.

Coverage ensures the implementation of voice and data services' quality standards which include:



COVERAGE OF MOBILE NETWORKS



CALLS' ESTABLISHMENT SUCCESS PERCENTAGE IN MOBILE NETWORKS



SUCCESSFUL CALLS PERCENTAGE IN MOBILE NETWORKS



CALLS' DISCONTINUITY PERCENTAGE IN MOBILE NETWORKS



VOICE QUALITY IN MOBILE NETWORKS

## COVERAGE NOW AND THEN

Today, coverage is witnessing the early implementation stages that include developing the main system infrastructure (hardware/software) which encompasses data storage and data collection units. TRA is striving to uplift the efficiency of the first

phase to enable it to generate data in specific areas. Moving forward, TRA will extend the project's scope to include various vital areas in UAE. This is in addition to pilot scanning experiments for many main buildings and institutions in UAE.

