

Report on Quality of Service Indicators (QOS)
For the access in the Public Line of the Mobile Network (PLMN)
(Q1M-Q8M)

Period of reporting

from:

1.7.2020

to:

31.12.2020

Q1-M Report on failed calls	Measurement in real traffic						
	Period for data collection	Attempts to seize the traffic channel for a call	Successful seizing of the traffic channel for a call.	Ratio of failed calls [(B-C)/B]x100%	Type of service		
	A	B	C	D	E		
	Quarter I	1,164,136,868	1,162,027,774	0.18	Direct Service		
	Quarter II	1,099,731,028	1,098,111,542	0.15	Direct Service		
	Quarter III	1,345,028,295	1,342,961,082	0.15	Direct Service		
	Quarter IV	1,319,121,385	1,317,278,709	0.14	Direct Service		
	Measurement through test calls						
	Period for data collection	Number of views/tests	Limit of absolute security for 95% of reliability	Number of failed calls	Ratio of failed calls (D/B*100)%		Type of service
	A	B	C	D	E		F
	Quarter I						Direct Service
	Quarter II						Direct Service
	Quarter III						Direct Service
	Quarter IV					Direct Service	

Q2-M Report on dropped calls	Measurement in real traffic						
	Period for data collection	Successful calls	Interrupted Calls	Ratio of dropped calls (C/B*100)%	Type of service		
	A	B	C	D	E		
	Quarter I	1,162,027,774	2,933,134	0.25	Direct Service		
	Quarter II	1,098,111,542	2,943,515	0.27	Direct Service		
	Quarter III	1,342,961,082	3677136	0.27	Direct Service		
	Quarter IV	1,317,278,709	3704180	0.28	Direct Service		
	Measurement through test calls						
	Period for data collection	Number of views/tests	Limit of absolute security for 95% of reliability	Number of successful calls	Ratio of failed calls [(B-D)/D]x100%		Type of service
	A	B	C	D	E		F
	Quarter I						Direct Service
	Quarter II						Direct Service
	Quarter III						Direct Service
	Quarter IV						Direct Service

Q3-M Call set up time	National Calls				
	Period for data collection	Number of views/tests	Average call set up time (in sek.)	Call set up time for 95% of the fastest calls (in sek.)	Type of service
	Quarter I	690,887,082	4.387	6.642	Direct Service
					Indirect Service
	Quarter II	849,671,824	4.455	6.861	Direct Service
					Indirect Service
	Quarter III	750,642,636	4.442	6.508	Direct Service
					Indirect Service
	Quarter IV	720,653,895	4.437	6.731	Direct Service
					Indirect Service
	International Calls				

	Period for data collection	Number of views/tests	Average call set up time (in sek.)	Call set up time for 95% of the fastest calls (in sek.)	Type of service
	Quarter I	1,601,225	5.638	9.29	Direct Service
					Indirect Service
	Quarter II	1,454,368	5.629	9.217	Direct Service
					Indirect Service
	Quarter III	1,652,352	5.782	9.041	Direct Service
					Indirect Service
Quarter IV	1,589,632	5.654	9.025	Direct Service	
				Indirect Service	

Q4-M Report on successful SMS-es	Period for data collection	Number of views/tests	Limit of absolute security for 95% of reliability	Number of SMS-es delivered successfully	Ratio of successfully delivered SMS-es (D/B*100)%	
	A	B	C	D	E	F
	Quarter I	1772	-	1770	100%	
	Quarter II	1879	-	1875	100%	
	Quarter III	2000	-	1998	100%	
	Quarter IV	2000	-	2000	100%	

Q5-M Time for the end to end transportation of SMS-es	Period for data collection	Number of views/tests	Average time for delivering and receiving SMS-es (in sek.)	Time for delivering and receiving 95% of the fastest SMS-es (in sek.)	
	Quarter I	1770	1.11	1.41	
	Quarter II	1785	1.08	1.39	
	Quarter III	1998	1.08	1.41	
	Quarter IV	2000	1.09	1.4	

Q6-M Report on complaints per user	Period for data collection	Average number of the users	Number of users complaints	Number of complaints per user (C/B*100)%	Type of service
	A	B	C	D	E
	Quarter I	1658287	6494	0.39%	Direct and indirect service
	Quarter II	1582898	8278	0.52%	Direct and indirect service
	Quarter III	1635264	7726	0.47%	Direct and indirect service
	Quarter IV	1647578	9859	0.60%	Direct and indirect service

Q7-M Complaints on the accuracy of the invoices	Period for data collection	Number of users	Number of invoices appealed for accuracy of invoicing	Percentage of the invoices appealed for the accuracy of invoicing (C/B*100)%	Type of service
	A	B	C	D	E
	Quarter I	1617835	473	0.0292%	Direct Service
					Indirect Service
	Quarter II	1547961	553	0.0357%	Direct Service
					Indirect Service
Quarter III	1722567	677	0.0393%	Direct Service	
				Indirect Service	
Quarter IV	1572589	569	0.0362%	Direct Service	
				Indirect Service	

Q8-M Report on the problematic procedures for number portability	Period for data collection	Total number of requests for number portability	Number of requests for portability with deviation from the standard/normal procedure	Percentage of requests for portability with deviation from the standard/normal procedure (C/B*100)%	Type of service
	A	B	C	D	E

	A	B	C	D	E
	Quarter I	5460	1610	29%	Direct Service
	Quarter II	3964	1318	33%	Direct Service
	Quarter III	29627	18301	62%	Direct Service
	Quarter IV	87512	54377	62%	Direct Service