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2f/ የቴሌኮም ኔትወርክ ብቃት (NP)

- ተፈጻሚ ኔትወርክ ብቃት
- EOM ላይ ኔትወርክ ብቃት
- EL ላይ የገቢዎች ኔትወርክ ብቃት
- ለህዝብ ስልክ

ለተቀረጹት የገቢዎች ላይ የተፈጻሚነት ስልጠና ላይ የተገኘውን ደረጃ

ሠንጠረዥ 1.1

ETC PSTN Services performance 1 st quarter report measured values					
	QoS Parameters	Unit	Targeted value set by ETA	Quarter Average measured values by ETC	Remarks
1	Fulfillment of service provision (Installation Orders)	Within 48 hours	80%	66.56%	
		Within 96 hours	90%	86.8%	
		Within 7 days	100%	95.52%	
2	Service Restoration Performance	Within 48 hours	60%	63.8%	
		Within 96 hours	90%	86.84%	
		Within 7 days	100%	95.52%	
3	Call Center (Operator speed of answer) Performance	Calls answered within 40 seconds	90%	97.93	
		Call answered within 60 seconds	100%	100	
4	Fault Incidence	500 reports per1000 lines			
5	Public Payphone Service		90%	63.73	
	PSTN, Mobile, Dial up and Broadband Internet Access Services				
6	General Customer Complaints				
Internet Services performance 1 st quarter report measured values					
	QoS Parameters	<ul style="list-style-type: none"> • Dialup Internet Access Service • Broadband Internet Access 			

		Unit	Targeted value set by ETA	Quarter Average measured values by ETC	Remarks
1	Fulfillment of service provision (Installation Orders)	within 24 hours	80%	91%	
		within 48 hours	100%	100%	
2	Service Restoration Performance	Within 48 hours	60%	92%	
		Within 96 hours	90%	97.67%	
		Within 7 days	100%	100%	
1	Fulfillment of service provision (Installation Orders)		80%	23.67%	
		Within 72 hours			
		Within 120 hours	90%	38.67%	
		Within 7 days	100%	57.33%	
2		Within 72 hours	100%	100%	
3	General Customer Complaints				

ETC PSTN, Mobile & Internet billing performance 1 st quarter report measured values						
	QoS Parameters	Complaints resolved within days				
1		Percentage of billing complaints in any one billing period $\leq 2\%$	Targeted value 15days 60%	Quarter measured values	Targeted value 30days 95%	Quarter measured values
	Addis Ababa Zonal					
1	Central A.A Zone					
2	Northern A.A					
3	Southern A.A					
4	South Western					
5	Eastern A.A					
6	Western A.A					
	Regional					
1	Northern Region					
2	North-Eastern					

	Region				
3	Semera Region				
4	North Western Region	0.0059	100		
5	Western Region	0.0036	100		
6	Asosa Region	0.0017	91	100	
7	Eastern Region				
8	Jijiga Region	0.00042	100		
9	Southern Region				
10	South South West Region				
11	South Western Region				
12	Gambela Region				
13	South Eastern Region				
	QoS Parameters	Time taken to refund deposits after closure			
		By Zonal and Regional Offices (< 10 days)	By Head Office (< 15 days)		
	Region/zone				

ETC Internet network performance 1st quarter report measured values

	Service Type	QoS Parameters	Targeted value set by ETA	Average measured Quarter values by ETC	Remark
	Dialup Internet Access Service	Number of Login Attempts before successful connection	Max of 3 with in 1 minute interval	N/A	
		Login Success	95% within 40 seconds	92%	
	Broadband Internet Access	Network Latency	≤ 200 ms for local link	N/A	
			≤ 300 ms for international link	N/A	
		Throughput	≥ 75% of subscribed level for 95% of the time during busy hours	N/A	
		Packet Loss	≤ 1%		

		Network Availability	$\geq 99\%$		
		Network and server	$\geq 99\%$	99.95%	
	devices Availability	International link availability			
		Intelsat		99	
		Djibouti link		80.57	
		Sudan link		78.71	
	Public payphone service	Service Availability		90%	

	Service Type	QoS Parameters	Targeted value set by ETA	Average measured Quarter values by ETC	Remarks
	Cellular Mobile Network performance 1st quarter report measured values	Call Setup Success Rate	$> 98\%$	94.62	
		Call Setup Time	<25 second for 95% of established national calls		
			<35 second for 95% of established international calls		
		Dropped Call Rate	$<2\%$	0.96	
		Handover Success Rate	$>95\%$	89.78	
		Blocked Call Rate	$<2\%$		
		SDCCH Blocking Rate	$< 0.5\%$		
		TCH Blocking Rate	$< 5\%$	5.32	
		Conversational Voice Quality	≥ 3.0 on MOS or PESQ scale		

	Service Type	QoS Parameters	Targeted value set by ETA	Average measured Quarter values by ETC	
	PSTN network	Call Setup Success Rate	$>90\%$	83.35	
		Call Setup Time	<25 second for	N/A	

ti N ሲጤን ኔትወርክ ብቃት (NP) ስታንደርዱን ትኩረት ተሰጥቶት ተገቢውን L QV | • v ረ ተMIGS የመመዘንና ተግባር መጀመር የማያቋርጥም (Err G M-T. አማራጭ የሌለው እና ወሳኝም ተግባር መሆኑ ይታመናል።

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YBXb}ጳ በቀጣይ ሊያሟላው የሚገባው

I tī ረ ለፊ፣ ጳ ፎቀመጠውን ፎቀጠ፡ Eor ኔትወርክ ብቃት ጥራት ስታንደርድ መሰረት E2001 ፎቀ ረ V | Un -L r የተላከው VBYr እንደሚያመለክተው በአብዛኛው መስፈርቱን ያላሟላ ወይም መመዘን ያልተቻለ መሆኑን ሠንጠረዥ 1.1 በመመልከት ለመረዳት አያዳግትም። ስለዚህም

1. በሁሉም የአገልግሎት አሰጣጥ እና ኔትወርክ ብቃት ጥራት መመዘኛ መስፈርቶቹን አሟልቶ መረጃዎቹን ለማግኘት እንዲቻል የኮርፖሬሽኑ የሚመለከታቸውን የስራ ክፍሎች ሁሉ አስተባብሮ ለተግባራዊነቱ ትኩረት በመስጠት የተሟላ መረጃዎችን በወቅቱ ማቅረብ ይገባዋል ።
2. አነስተኛ የአገልግሎት አሰጣጥ አፈጻጸም በታየባቸው በተለይም የብሮድባንድ ኢንተርኔት አገልግሎት የማሻሻያ ስራ መሰራት እንዳለበትና መስፈርቱን ሚሟላት እንዲቻል ትኩረት ተሰጥቶት እንዲሰራ ያስፈልጋል ።
3. የቢ.ሊ.ንግ አገልግሎት ፐርፎርማንስ በተመለከተ በሪፖርቱ ላይ የሚያሳየው ለ 4 ሪጅኖች አፈጻጸም ብቻ ነው። የ YBXb}ጳ የአገልግሎት አሰጣጥ ቢያንስ በ13 የሪጅን ጽ/ቤቶች እና በአዲስ አበባ 6 የዞን ጽ/ቤቶች የተደራጀ ነው። ስለዚህም በቀጣይ እነዚህን የ YBXb}ጳ የአገልግሎት አሰጣጥ ጽ/ቤቶች መሰረት በማድረግ ሪፖርቱ ሊቀርብ ይገባል ።

በአጠቃላይ YBXb}ጳ ተጠጋጅ Eor አሰጣጥ በቃቱንና ጥራቱን በማሳደግ የረከ-ደንበኞች በመፍጠር የገቢ መጠኑን ማሳደግ ቀዳሚ ትኩረቱ ሊያደርግ ይገባዋል።