

2f/ የቴሌኮም ኔትወርክ ብቃት

- ተፈጻሚ ኔትወርክ ብቃት
- EOM ገንዘብ ኔትወርክ ብቃት
- EL ለገንዘብ ስልጠና ኔትወርክ ብቃት
- ለህዝብ ስልጠና

የገንዘብ ስልጠና መጠቀሚያውን ማሳደግ ሰነድ

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ETC 2001 E.C second quarter report of PSTN Services performance 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%	62.69	
		Within 96 hours	90%	76.41	
		Within 7 days	100%	89.26	
2	Service Restoration Performance	Within 48 hours	60%	64.23	
		Within 96 hours	90%	81.04	
		Within 7 days	100%	96.29	
4	Calls answered within 40 seconds	90%	90%	98.6	
	Call answered within 60 seconds	100%	100%	99	
	Fault Incidence	500 reports per1000 lines		b/c in needs one year	
5	Public Payphone Service		90%	64.51	
6	PSTN, Mobile, Dial up and Broadband Internet Access Services				
	General Customer Complaints		100complaints per 1000 subscribers.	0.0017	

ETC 2001 E.C second quarter report of Internet Services performance 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%	90.00	
		within 48 hours	100%	100%	
2	Service Restoration Performance	Within 48 hours	60%	93.00	
		Within 96 hours	90%	98.00	
		Within 7 days	100%	100%	
3	Login Success		95% within 40 seconds	91.33	

ETC 2001 E.C second quarter report of PSTN, Mobile & Internet billing performance measured values

Item No.	ETC Zones & Regions	QoS Parameters				
		Percentage of billing complaints in any one billing period ($\leq 2\%$)	Complaints resolved within		Time taken to refund deposits after closure	
			15 days (60%)	30 days (95%)	By Zonal & Regional office (≤ 10 days)	By Head office (≤ 15 days)
1	Addis Ababa Zones	0.002	72%	98%		
1.1	Central AA Zone	-	-	-		
1.2	Northern AA Zone	-	-	-		
1.3	Southern AA Zone	-	-	-		
1.4	South Western AA Zone	-	-	-		
1.5	Eastern AA Zone	-	-	-		
1.6	Western AA Zone	-	-	-		

2	Northern Region	0.0002	73%	-		
3	North-Eastern Region	-	-	-		
4	North Western Region	-	-	-		
5	Southern Region	-	-	-		
6	South Western Region	0.006	96%	100%		
7	Eastern Region	0.006	73%	76%		
8	South Eastern Region	0.0004	6%	-		
9	Western Region	0.0009	100%	-		
10	South- South West Region	-	-	-		
11	Semera Region	-	-	-		
12	Asosa Region	-	-	-		
13	Jijiga Region	-	-	-		
14	Gambela Region	-	-	-		
15	ETC Total	0.0015	75%	91%		

ETC 2001 E.C second quarter report of **Internet network performance 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	91%	
	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%	N/A	
		Network Availability			
		Network and server Devices availability	≥ 99%	99.97	
	devices Availability	International link availability			
		Intelsat		99.60	
		Djibouti link		97.99	
		ETA-VB STM1 link via Sudan		85.82	
		Sudan link		75.56	

ETC 2001 E.C second quarter report of **Cellular Mobile Network performance measured values**

	Service Type	QoS Parameters	Targeted value set by ETA	Average measured Quarter values by ETC	Remarks
	Cellular Mobile Network performance	Call Setup Success Rate	≥ 98%	90.05%	
		Call Setup Time	<25 second for 95% of established national calls		
			<35 second for 95% of established international calls		
		Dropped Call Rate	<2%	0.78	
		Handover Success Rate	>95%	83.10	
		Blocked Call Rate		-	
		SDCCH Blocking Rate	< 0.5%	-	
		TCH Blocking Rate	< 5%	9.95	
		Conversational Voice Quality	≥ 3.0 on MOS or PESQ scale	-	

ስለዚህም ችግሩንም ለይቶ ትኩረት ሰጥቶ ለመከታተል ያስችል ዘንድ ክፍተቶችን ማስተካከል ያልተቻለበት ምክንያት መግለጥ ተገቢ መሆኑን ለመገንዘብ ተችሎዋል ።

ለ/ ዩኒቨርሲቲ ቢሮ • ሃይ ነገር ላይ ደብዳቤ

የቴሌኮም ኔትወርክ ብቃት በተመለከተ የ ሃይኔታይ አፈጻጸም ደረጃ ለማረጋገጥ የሚያስፈልጉትን ሰነድ ለማስተካከል ያልተቻለበት ምክንያት መግለጥ ተገቢ መሆኑን ለመረዳት ተችሎዋል። ይህ የሚያመለክተው ሃይኔታይ ክፍተት ያለበት እና ለማስተካከል ምክንያት መለየት በተገቢ ዝግጅት ለማድረግ የሚያስፈልጉትን ሰነድ ለማስተካከል ያልተቻለበት ምክንያት መግለጥ ተገቢ መሆኑን ለመረዳት ተችሎዋል። ይህ የሚያመለክተው ሃይኔታይ ክፍተት ያለበት እና ለማስተካከል ምክንያት መለየት በተገቢ ዝግጅት ለማድረግ የሚያስፈልጉትን ሰነድ ለማስተካከል ያልተቻለበት ምክንያት መግለጥ ተገቢ መሆኑን ለመረዳት ተችሎዋል።

ሐ/ ሃይኔታይ በቀጣይ ሊያሟላው የሚገባው

1. በሁሉም የአገልግሎት አሰጣጥ እና ኔትወርክ ብቃት መሰረታዊ ጥራት መመዘኛ መስፈርቶችን አሟልቶ መረጃዎችን ለማግኘት የሚመለከታቸውን የስራ ክፍሎች በመለየት የተሟላ መረጃዎችን በወቅቱ ማቅረብ የሚቻልበትን ሁኔታ ማመቻቸት ይገባዋል ።
2. አነስተኛ የአገልግሎት አሰጣጥ አፈጻጸም በታየባቸው አገልግሎቶች ችግሩን በመለየት ተገቢውን የአገልግሎት የማሻሻያ ስራ መሰራት እንዳለበትና መስፈርቱን ማሟላት እንዲቻል ትኩረት መስጠት ያስፈልጋል ።
3. የቢሊንግ አገልግሎት በተመለከተ ካለፈው ሪፖርት ላይ በተሰጡት አስተያየቶች መጠነኛ ማስተካከል ለማድረግ የተሞከረ ቢሆንም ከየ ሃይኔታይ የአገልግሎት አሰጣጥ ከነባራዊ የ ሃይኔታይ የአገልግሎት አሰጣጥ ጽ/ቤቶች አደረጃጀት ጋር የተጣጣመ እንዲሆን ቢደረግ ።

በአጠቃላይ ሃይኔታይ ተጠቃሚዎች አሰጣጥ በቃቱንና ጥራቱን በማሳደግ የረከቱ ደንበኞች በመፍጠር የገቢ መጠኑን ማሳደግ ቀዳሚ ትኩረቱ ሊያደርግ ይገባዋል።