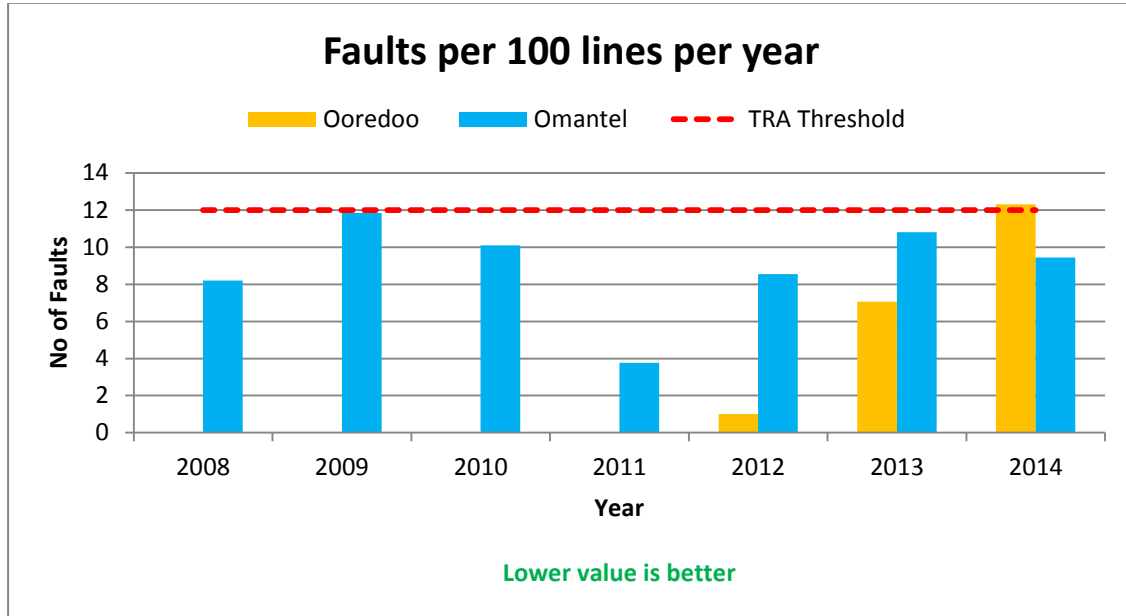# Fixed Voice – Key Performance Indicator Yearly Trend

Faults per 100 lines per year – This indicator is used to measure the number of valid faults with respect to fixed telephone lines.


Percentage of faults cleared within 24 hours – This indicator is used to measure the time taken to clear/resolve a fault from the time a fault is reported to the service provider to the time when the service has been restored to normal working order.
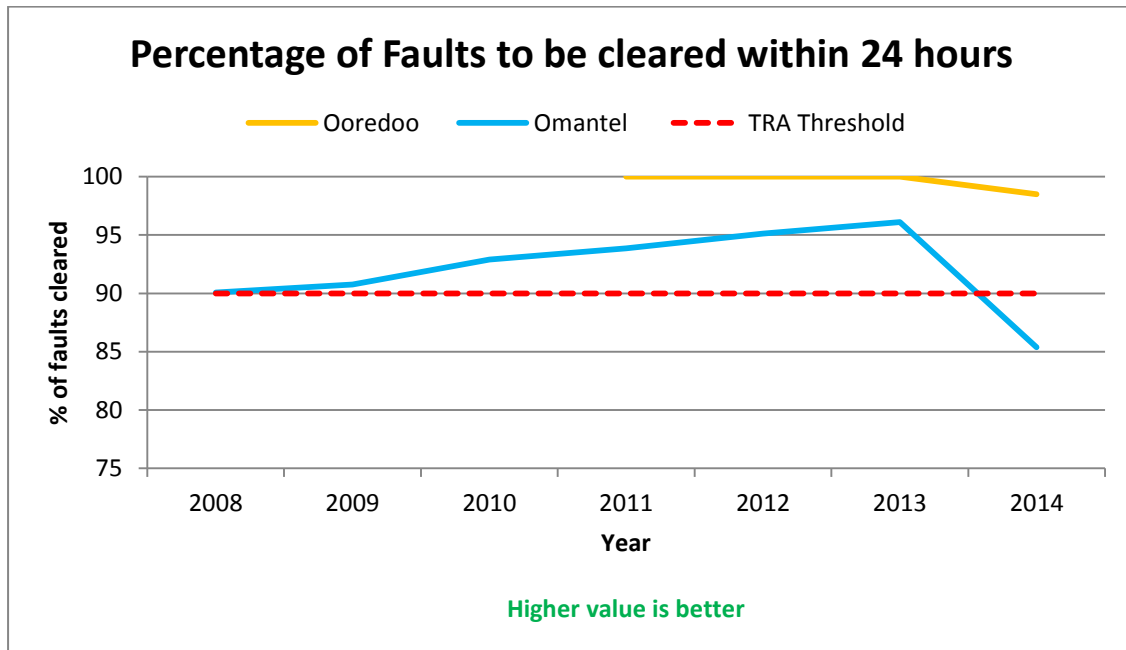
Unsuccessful call ratio for local and national fixed calls – This indicator is used to measure the unsuccessful local calls from a fixed line i.e. a call attempt that is made to a valid number with all digits dialled correctly following a dial tone, and the calling user not receiving any busy, ring or answer tone within 30 seconds.
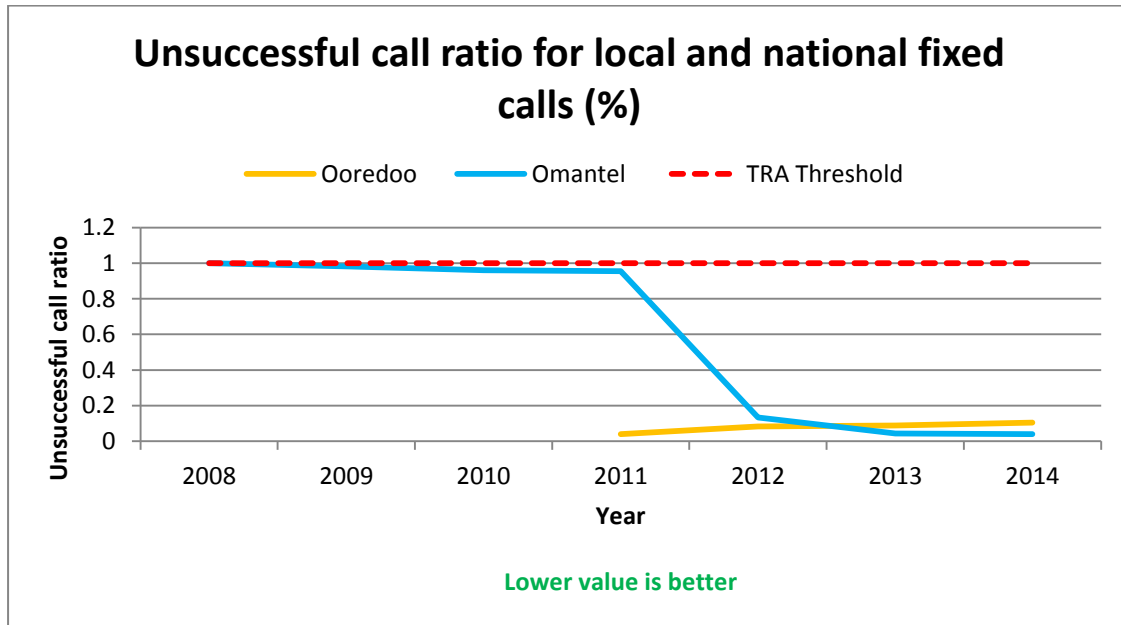

Percentage of orders for access line in the served areas completed within 10 working days – This indicator is used to measure the total time taken for a service provider to fulfil a customer order for an access line in the served area.
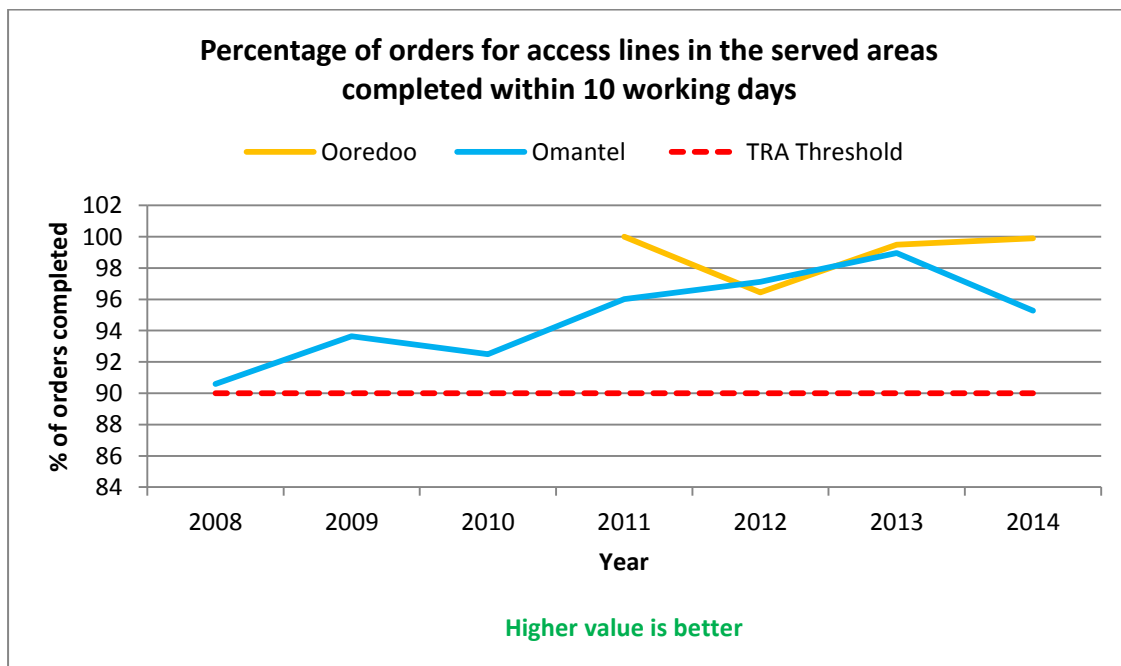
Beneficiaries billing complaints per 1000 bills – This indicator is used to measure the number of valid billing complaints received by the service provider that relates to an issued bill.
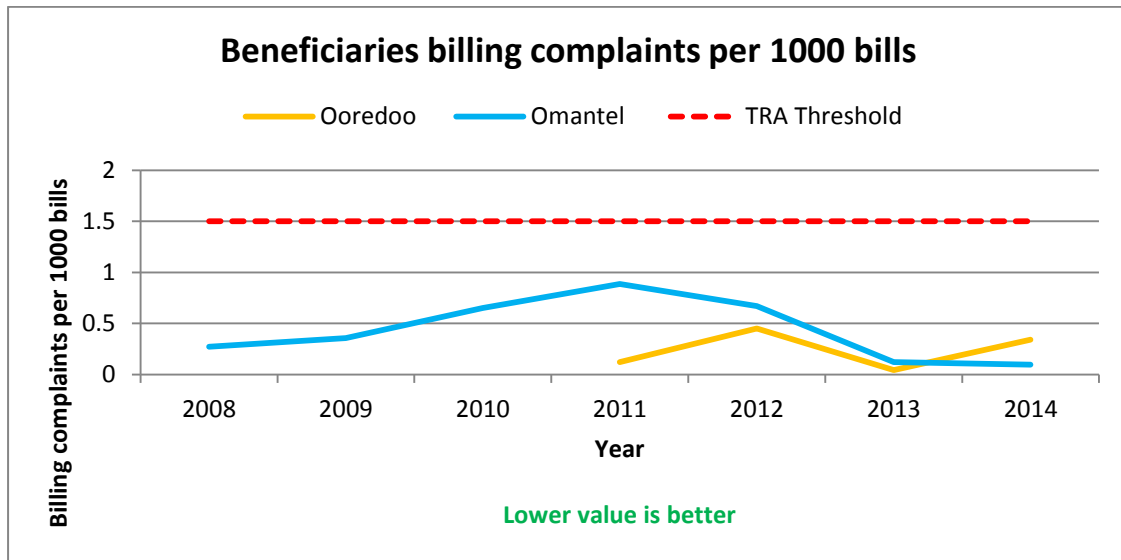
Percentage of billing complaints resolved within 20 working days – This indicator is used to measure the time taken by the service provider to resolve a billing complaint from the moment a billing complaint is reported to the moment when the consumer agrees that the complaint has been resolved.
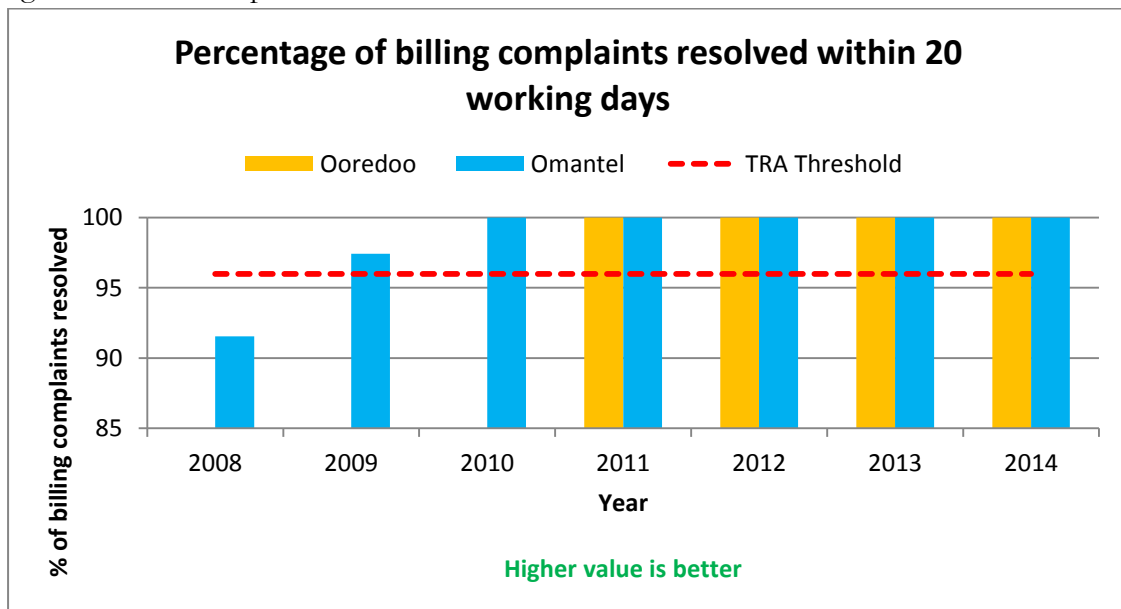
Note: All the data used to populate the above graphs is taken from the service providers quarterly reports submitted to TRA.

*Fixed Voice KPIs for Nawras begin from year 2011 i.e one year after Nawras got the license to provide fixed telecommunications services from TRA.