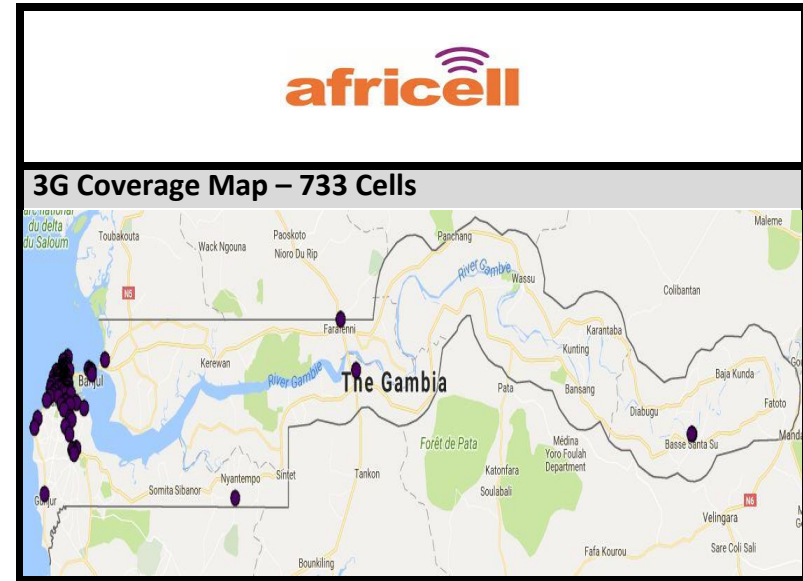


August 2017 3G 2017 Mobile Operators' 3G Quality of Service (QoS) Performance Reprt

| africell | | | | | |
|-----------|---------------------------------------|---------------------------------|------------------------------|------------------------|---------------------------|
| | ACCESSIBILITY | | RETAINABILITY | | MOBILITY |
| Threshold | >=95% | | >=95% | <=2% | >=95% |
| REGION | CS voice Call Setup Success Rate @ BH | PS Call Setup Success Rate @ BH | CS voice Call Drop Rate @ BH | PS Call Drop Rate @ BH | Soft HO Success Rate @ BH |
| GBA | 98.55% | 0.21% | 98.36% | 6.33% | 99.92% |
| CRR | NO 3G COVERAGE IN THIS REGION | | | | |
| LRR | 98.85% | 0.22% | 97.97% | 11.41% | 99.91% |
| NBR | 99.01% | 0.35% | 98.75% | 2.85% | 99.93% |
| URR | 99.03% | 0.37% | 98.86% | 24.29% | 99.96% |
| WCR | 98.61% | 0.43% | 97.75% | 4.71% | 99.85% |




| comium We're better together. | | | | | |
|----------------------------------|---------------------------------------|---------------------------------|------------------------------|------------------------|---------------------------|
| | ACCESSIBILITY | | RETAINABILITY | | MOBILITY |
| Threshold | >=95% | | >=95% | <=2% | >=95% |
| REGION | CS voice Call Setup Success Rate @ BH | PS Call Setup Success Rate @ BH | CS voice Call Drop Rate @ BH | PS Call Drop Rate @ BH | Soft HO Success Rate @ BH |
| GBA | NO 3G COVERAGE IN THIS REGION | | | | |
| CRR | NO 3G COVERAGE IN THIS REGION | | | | |
| LRR | NO 3G COVERAGE IN THIS REGION | | | | |
| NBR | NO 3G COVERAGE IN THIS REGION | | | | |
| URR | NO 3G COVERAGE IN THIS REGION | | | | |
| WCR | NO 3G COVERAGE IN THIS REGION | | | | |

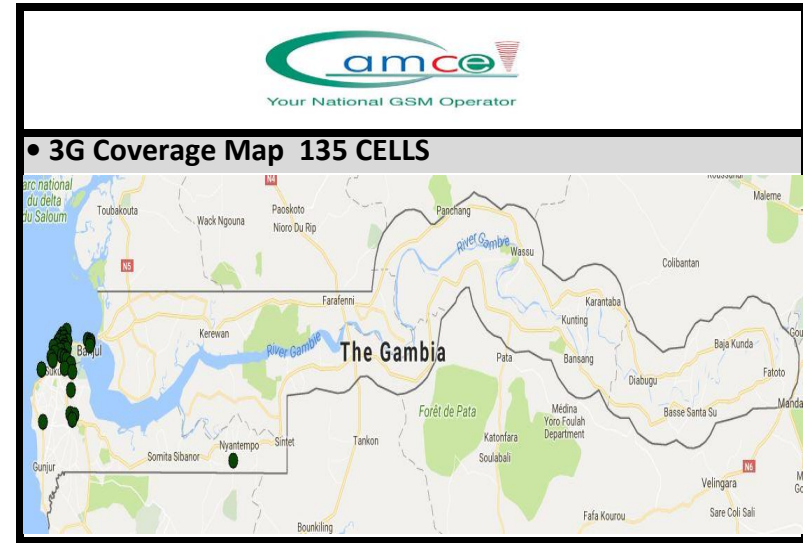
NO 3G COVERAGE


***The Figures Marked in Red are below the QoS requirement

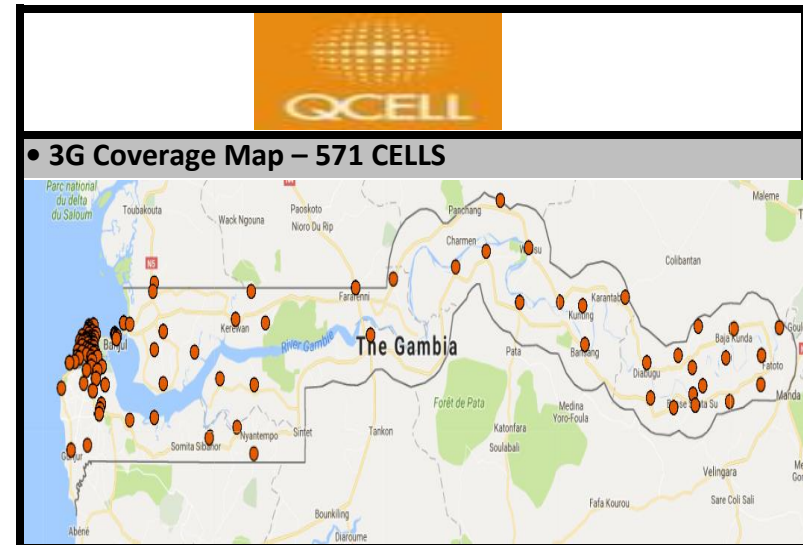
***The Figures marked in Green are above the QoS requirement

August 2017 3G 2017 Mobile Operators' 3G Quality of Service (QoS) Performance Reprt

|  Your National GSM Operator | | | | | |
|---|---------------------------------------|---------------------------------|------------------------------|------------------------|---------------------------|
| | ACCESSIBILITY | | RETAINABILITY | | MOBILITY |
| Threshold | >=95% | | >=95% | <=2% | >=95% |
| REGION | CS voice Call Setup Success Rate @ BH | PS Call Setup Success Rate @ BH | CS voice Call Drop Rate @ BH | PS Call Drop Rate @ BH | Soft HO Success Rate @ BH |
| GBA | 82.64% | 1.44% | 85.72% | 0.70% | 99.81% |
| CRR | NO 3G COVERAGE IN THIS REGION | | | | |
| LRR | NO 3G COVERAGE IN THIS REGION | | | | |
| NBR | NO 3G COVERAGE IN THIS REGION | | | | |
| URR | NO 3G COVERAGE IN THIS REGION | | | | |
| WCR | 73.15% | 1.51% | 87.89% | 0.70% | 99.77% |



|  | | | | | |
|---|---------------------------------------|---------------------------------|------------------------------|------------------------|---------------------------|
| | ACCESSIBILITY | | RETAINABILITY | | MOBILITY |
| Threshold | >=95% | | >=95% | <=2% | >=95% |
| REGION | CS voice Call Setup Success Rate @ BH | PS Call Setup Success Rate @ BH | CS voice Call Drop Rate @ BH | PS Call Drop Rate @ BH | Soft HO Success Rate @ BH |
| GBA | 97.84% | 0.54% | 99.47% | 1.15% | 99.83% |
| CRR | 97.23% | 0.66% | 64.87% | 2.48% | 99.97% |
| LRR | 97.30% | 0.64% | 98.83% | 1.04% | 100.00% |
| NBR | 88.02% | 0.56% | 92.84% | 1.80% | 99.89% |
| URR | 93.34% | 0.74% | 73.46% | 1.78% | 99.96% |
| WCR | 95.33% | 1.04% | 98.31% | 1.36% | 99.86% |



***The Figures Marked in **Red** are below the QoS requirement

***The Figures marked in **Green** are above the QoS requirement

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Performance Indicators Definition

- ❖ Call Setup Success Rate (CSSR)– This indicator is used to measure the percentage of calls successfully established without facing blockage in the network as a ratio of the total number of call attempts made to access and establish a voice call. **(To check network accessibility)**
- ❖ Call Drop Rate (CDR) – This indicator is used to measure the percentage of calls dropped due to technical problems or coverage gaps in the service provider’s network as a ratio of the total number of calls successfully established. **(To check network retain-ability)**
- ❖ Call Success Rate (CSR) – This indicator is used to measure the percentage of calls successfully established without facing blockage in the network as a ratio of the total number of call attempts made to access and establish a voice call and then successfully terminated from the user-end without being dropped or disconnected from the network side due to a technical irregularity. **(To check service integrity)**
- ❖ Hand over Success Rate this indicator is used to measure call moving between cells to continue conversation and prevent drop call on the Network. **(To Check Mobility)**

***The Figures Marked in **Red** are below the QoS requirement

***The Figures marked in **Green** are above the QoS requirement