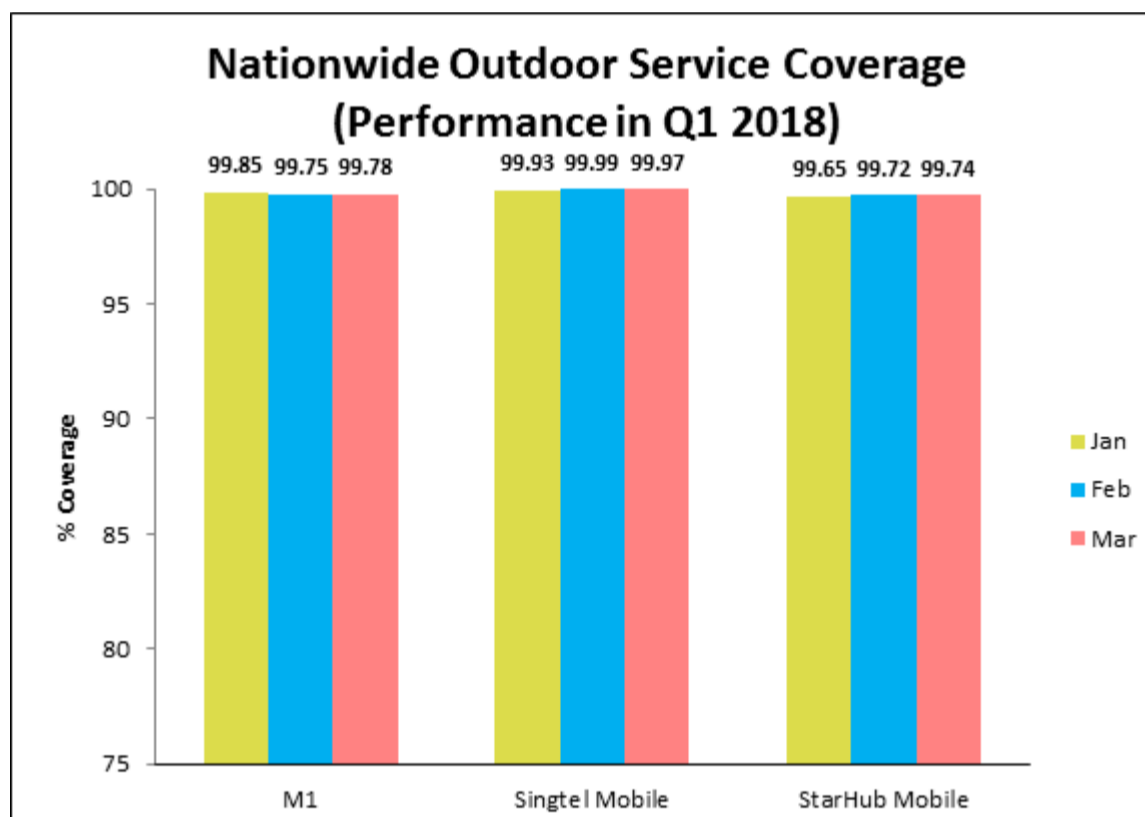


Quality of Service Performance Results for January to March 2018

Nationwide Outdoor Mobile Service Coverage

This indicator measures the Nationwide Outdoor Service Coverage for the 4G cellular mobile networks. Service coverage is determined by signal strength. The availability of service coverage is the ability of a cellular mobile network to achieve a minimum signal strength of at least -109dBm. Under IMDA's 4G Quality of Service ("QoS") framework, mobile operators are required to achieve Nationwide Outdoor Service Coverage of >95% from 1 July 2016 to 30 June 2017; and >99% from 1 July 2017 onwards. In order to better reflect end users' experience*, IMDA uses mobile phones to collect the signal strength data points.



*Based on IMDA's coverage performance survey which included all main roads, as well as areas such as housing estates/town centres, outdoor recreational areas and above ground MRT tracks.

Note: End users' individual experience may differ due to different models of handset used, handset settings, number of users in the vicinity, etc.