



harmonised service performance indicators

**Seamless quality services.
Anytime, anywhere.**

For day-to-day business to run smoothly, you need to ensure top quality mobile coverage and services where your people live and work. Any questions or issues must be dealt with efficiently. If you operate on an international level, you also need to ensure service levels are standardised and aligned, and that the performance of your local operators remains consistently good.

Not only are the founding members of the FreeMove alliance all leading operators in their own business markets, together we share best practice to maintain a common and transparent set of performance standards across our member countries.

FreeMove Harmonised Service Performance Indicators demonstrate our collective commitment to providing superior service wherever you are.

A common approach with a focus on reliability, quality and transparency.

What are Harmonised Service Performance Indicators?

Harmonised Service Performance Indicators cover the most crucial services and represent a tangible assurance of the service commitment you can expect from FreeMove in each country.

Network and service quality	
Network coverage (population)	>99%
Network availability	>98%
Voice service availability	>98%
SMS service availability	>97%
Call quality (set-up and termination)	>97%

Device care and management	
Equipment delivery standard orders, replacement if lost / stolen / faulty	Within 2 working days
Replacement of faulty SIM	Within 1 – 2 working days
Barring of lost / stolen SIM	Within 2 working hours Available 24/7/365

In addition to our Harmonised Service Performance Indicators, each member of the FreeMove alliance also offers tailored local solutions to reflect local market requirements or specific needs.

What does this mean for you?

With Harmonised Service Performance Indicators we'll make it easier for you to use and manage our services.

Reliability: make decisions based on reliable metrics, and feel confident about the services you are recommending to your organisation

Transparency: clear standards that apply across the international footprint, helping you to know that we're meeting our targets ahead of our competitors

Consistency: streamlined approach that leverages best practice

The FreeMove alliance

FreeMove is the world's leading mobile telecommunications alliance, working to help multinational companies streamline the management of their mobile services. Formed in 2003, the alliance combines the capabilities of Orange, Telecom Italia, Deutsche Telekom and TeliaSonera along with their strategic partners. FreeMove provides seamless international mobile services, harmonised commercial arrangements, dedicated account support and telecom expense management. This global coverage and local support means companies around the world can manage their mobile fleet more efficiently through the Power of Alliance.

www.freemovealliance.com

