

## Lesson 7 — Final Simulation

Session 7 of 8 | Duration: 60 min | Artifact: Unassisted 4-min recording + L7 score

### Purpose

Unassisted final performance, same conditions as L1. This is the “after” measure that produces each learner’s grade.

### Phases

Time	Phase	Trainer does
0:00–0:05	Frame	State this is the final run. Same conditions as Lesson 1. No help. Language bank hidden.
0:05–0:15	Read the account	New account (below). Silent reading, 10 minutes. No questions on language.
0:15–0:55	Silent prep + briefs	5 min prep, then each learner records 4 min. No interruptions, no help. Language bank not on screen.
0:55–1:00	Close	Thank learners. Save recordings for scoring. Mention the L8 format: scores revealed, capstone on a real account.

### Scripted teacher language

*“Same rules as Lesson 1. 10 minutes to read, then 4 minutes to brief.”*

*“Language bank is not on screen today. No language help. No structure reminders. You know the shape by now.”*

*“Stay on camera as the client side for each other. No interruptions.”*

### Account — shared by all learners

**Client:** Tabuk Pharma Manufacturing — multinational subsidiary, Q3 review

**Profile.** Tabuk Pharma is the Saudi manufacturing subsidiary of a major European pharmaceutical group. Headquartered in Tabuk with a second campus opening in NEOM next year. They are 9 months into a 36-month enterprise contract with Mobily. Account size: SAR 22.5M annual recurring revenue — one of the largest accounts in the manufacturing segment.

Services in scope:

- 3,500 mobile lines (corporate, plant operators, R&D, executives with international roaming)
- Private 5G campus network at the Tabuk plant — went live in month 3
- Dedicated MPLS connecting Tabuk plant, Riyadh sales office, and the European HQ
- International data and voice roaming for ~140 executives travelling regularly to Europe
- Managed cybersecurity package — endpoint protection and 24/7 monitoring
- NEOM campus pre-build — fibre survey complete, build-out scheduled for next quarter

### Performance this quarter

- Mobile uptime: 99.95% — met
- Private 5G uptime: 99.99% — above SLA, exceptional
- MPLS uptime: 99.94% — narrowly missed (99.95% SLA)
- Mean time to repair: 3h 5min — met
- International roaming: spend tracking 28% above forecast

## Issues this quarter

- MPLS narrowly missed SLA — caused by a single 4h incident on the European leg, upstream provider issue. SLA credit SAR 24,000 issued. Backup carrier path activated for European leg — commissioning complete.
- International roaming overspend — driven by R&D team's 6-week residency in Switzerland. Discussed with client procurement. Volume-tier renegotiation proposed for next quarter.
- One private 5G core firmware update slipped from week 4 to week 7 — client was informed, no service impact.

## Roadmap — next quarter

- NEOM campus build-out begins — fibre install weeks 1–6, network commissioning weeks 7–9
- Roaming volume-tier renegotiation — commercial proposal due week 2
- Private 5G expansion to the new R&D wing at Tabuk — scoping in progress
- Cybersecurity package upgrade: managed SOC tier — client requested commercial proposal

## Decision request

Client should be asked to confirm the NEOM build-out start date and approve the roaming volume-tier renegotiation, both before the end of next month so the Q4 budget reflects them.

**The brief:** Present a 4-minute QBR brief to the client.

## After the session

Score each learner's L7 recording using the scorecard. Calculate the L1→L7 delta and the grade band. Do not share results with learners until L8.

## Between-session work

Each learner brings their real upcoming QBR to L8 — one they'll actually deliver in the next 30 days.

## Artifact

Unassisted 4-min recording per learner + L7 score sheet. Save as Mobily\_[Segment]\_[LearnerID]\_QBR\_L7\_YYYY-MM-DD.