

## INDEPENDENT CMOS' QUALITY OF SERVICE SURVEY RESULTS (3<sup>RD</sup> & 4<sup>TH</sup> QUARTER, 2019)

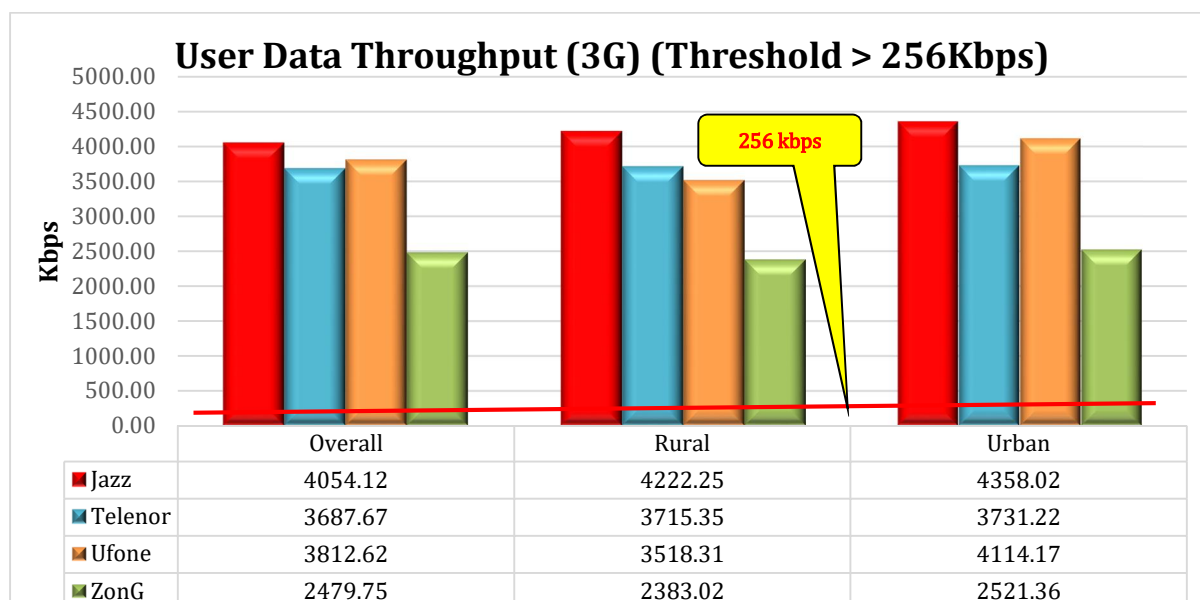
In the 3<sup>rd</sup> & 4<sup>th</sup> Quarter 2019, Pakistan Telecommunication Authority (PTA) has carried out Independent survey to check Quality of Service (QoS) of Cellular Mobile Operators (CMOs) from September to December 2019 in twelve (12) different cities of Baluchistan, Khyber Pakhtunkhwa, Punjab, Sindh and Azad Jammu Kashmir. The names of these cities are as under:

S. No.	Name	S. No.	Name	S. No.	Name
1	Abbottabad	5	Muzaffarabad	9	Swabi
2	Charsadda	6	Sargodha	10	TandoAllahYar
3	Gujranwala	7	Sibbi	11	Taxila
4	Murree	8	Sukkur	12	Thatta

### DATA – KEY PERFORMANCE INDICATORS

**Data KPIs.** The performance of data services of CMOs has been checked by measuring User Data Throughput and Signal Strength (i.e. Received Signal Code Power (RSCP) for 3G and Reference Signal Receive Power (RSRP) for 4G.

**User Data Throughput** *This KPI defines user data rate (Internet speed) to be provided by CMOs to mobile users across the coverage areas. The data throughput results of all CMOs are as under:*



**CMOs User data "throughput" of 3G services found higher than the threshold value of 256Kbps**

SMS Success Rate (Threshold: > 99%)

