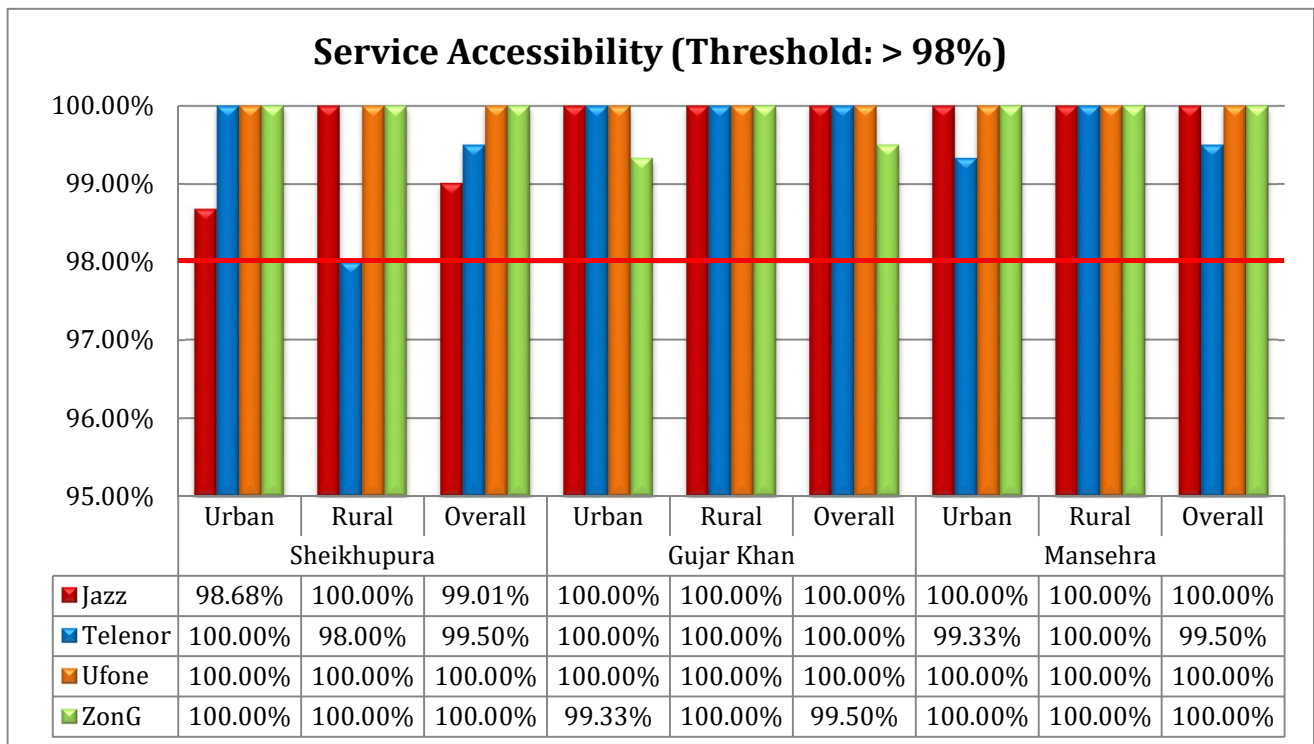
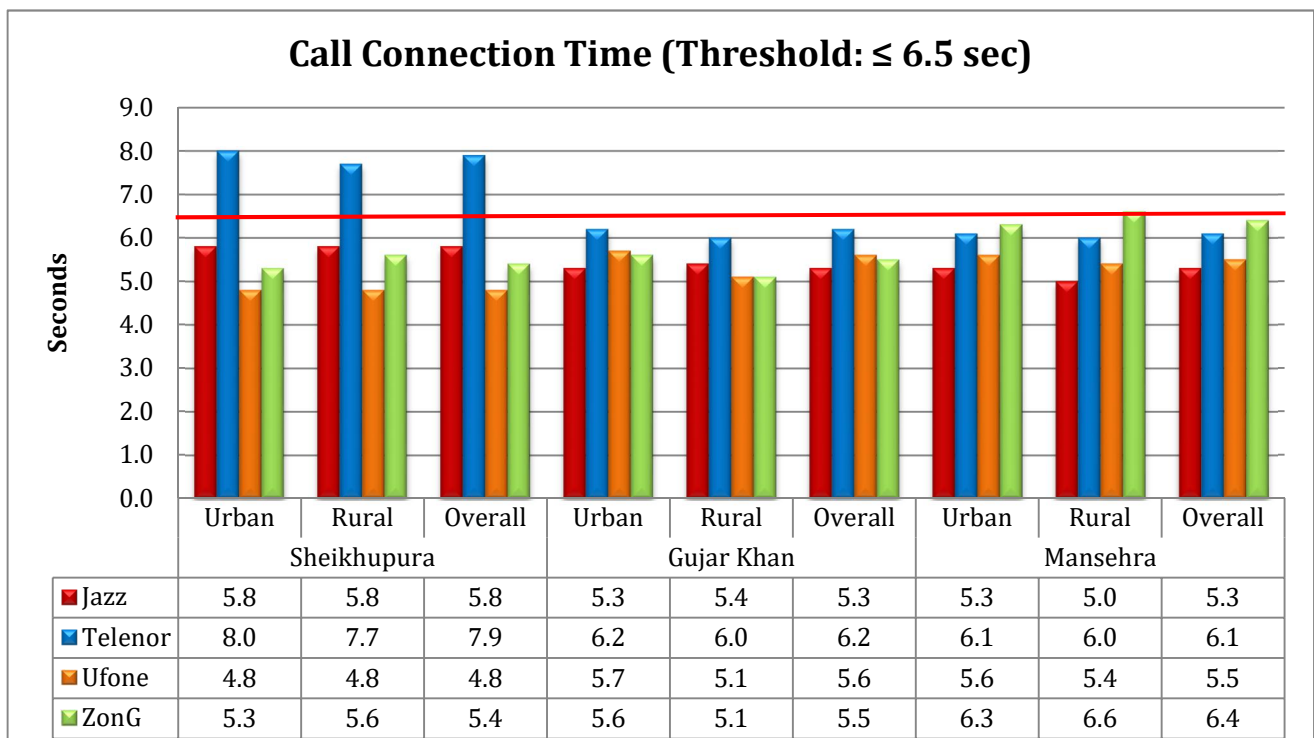


**Service Accessibility.** *“Service Accessibility is the probability that the user can access the desired service. A given network accessibility is a precondition for this phase”.*



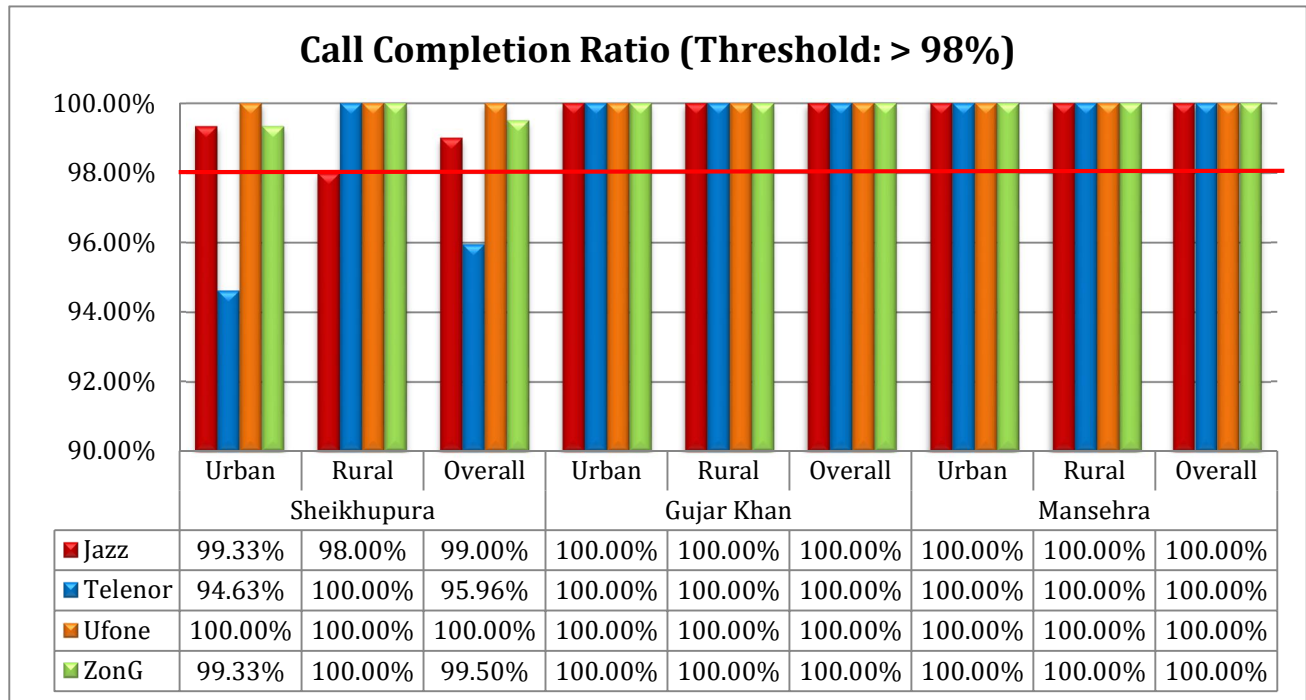
**Call Connection Time.** *“Call Connection Time is the time between sending of complete call initiation information by the caller and in return receipt of call setup notification. In simple words, it is time between dialing a number and hearing ring-back tone”.*



- ***Telenor has not met the threshold value of 6.5 Seconds of Call Connection Time in Urban, Rural and Overall Areas of Sheikhupura.***

- **ZonG has not met the threshold value of 6.5 Seconds of Call Connection Time in Rural Areas of Mansehra.**

**Call Completion Ratio.** *“Call Completion Ratio is the probability that a service, once obtained, will continue to be provided under given conditions for a given time duration or until deliberately terminated by either caller (A-party) or receiver (B-party). In simple words, this KPI provides information about Call Drops”.*



- **Call Completion Ratio of 98% has not been met by Telenor in Urban and Overall Areas of Sheikhupura.**

**End-to-End Speech Quality.** *End-to-End Speech Quality is the degree of speech quality that a listener perceives at the terminal/mobile with a talker at the other end. In simple words, it provides information about clarity of voice.*

