



5.3. The 7 x QoS KPIs (i.e. Network Accessibility, Call Setup Success Rate, Call Setup Time, Call Completion Rate, Mean Opinion Score, Inter System Handover Success Rate & RAB Setup Success Rate) have been measured while testing voice services in **3 x surveyed cities** of AJK. The compliance level of threshold values of voice QoS KPIs in 9 x Cities is shown in each **Table 5.3: Voice QoS KPIs Compliance Level**.

Voice Service Cities - Compliance (Yes/No)					
Operator	Voice KPIs	THRESHOLD	KOTLI	MUZAFFARBAD	MIRPUR
Jazz	NA	≥ 99%	Yes	Yes	Yes
	CSSR	≥ 98%	No	No	No
	CCT	≤ 7.5 sec	Yes	Yes	Yes
	CCR	> 98%	No	No	No
	MOS	≥ 3	Yes	Yes	Yes
	ISHO	≥ 98%	N/A	N/A	N/A
	RSSR	> 98%	N/A	N/A	Yes
Telenor	NA	≥ 99%	Yes	Yes	Yes
	CSSR	≥ 98%	No	No	No
	CCT	≤ 7.5 sec	Yes	Yes	Yes
	CCR	> 98%	No	No	Yes
	MOS	≥ 3	Yes	Yes	Yes
	ISHO	≥ 98%	Yes	Yes	Yes
	RSSR	> 98%	Yes	Yes	Yes
Ufone	NA	≥ 99%	Yes	Yes	Yes
	CSSR	≥ 98%	Yes	No	Yes
	CCT	≤ 7.5 sec	No	No	No

Voice Service Cities - Compliance (Yes/No)					
Operator	Voice KPIs	THRESHOLD	KOTLI	MUZAFFARBAD	MIRPUR
	CCR	> 98%	Yes	Yes	Yes
	MOS	≥ 3	Yes	Yes	Yes
	ISHO	≥ 98%	Yes	Yes	Yes
	RSSR	> 98%	Yes	Yes	Yes
ZonG	NA	≥ 99%	Yes	Yes	Yes
	CSSR	≥ 98%	Yes	No	No
	CCT	≤ 7.5 sec	No	No	Yes
	CCR	> 98%	Yes	No	No
	MOS	≥ 3	Yes	Yes	Yes
	ISHO	≥ 98%	N/A	N/A	N/A
	RSSR	> 98%	N/A	N/A	Yes
SCOM	NA	≥ 99%	Yes	Yes	Yes
	CSSR	≥ 98%	No	No	Yes
	CCT	≤ 7.5 sec	Yes	Yes	Yes
	CCR	> 98%	Yes	No	No
	MOS	≥ 3	Yes	Yes	Yes
	ISHO	≥ 98%	Yes	Yes	No
	RSSR	> 98%	Yes	Yes	Yes
* Note Voice QoS KPIs: Network Accessibility (NA) > 99%, Service Accessibility (SA) > 98%, Call Connection Time (CCT) ≤ 7.5 Seconds, Call Completion Ratio (CCR) ≥ 98%, Mean Opinion Score (MOS) > 3, Inter System Hand Over (ISHO) > 98% & RAB Setup Success Rate (RSSR) > 98%					

Table 5.3: Voice QoS KPIs Compliance Level

SMS SERVICE

6.1. A total of 3,500 SMS sending attempts conducted, out of which 3,364 SMS successfully received at B-Party. The company wise SMS Statistics are shown in Table 6.1: SMS Statistics, wherein city wise compliance is shown in Table 6.2: City Wise SMS Compliance

DESCRIPTION	JAZZ	SCOM	TELENOR	UFONE	ZONG
SMS SEND REQUEST	688	709	678	714	711
SMS SUCCESSFULLY RECEIVED	645	689	616	711	703
SMS RECEIVE SUCCESS RATE %	93.75	97.18	90.86	99.58	98.87
END-TO-END DELIVERY TIME (s)	3.85	2.6	3.34	2.92	2.93

Table 6.1: SMS Statistics

SMS KPI		Muzaffarabad		Mirpur		Kotli	
		Success Rate	Delivery Time	Success Rate	Delivery Time	Success Rate	Delivery Time
Operator	Jazz	No	Yes	No	Yes	No	Yes
	Telenor	No	Yes	No	Yes	No	Yes
	Ufone	Yes	Yes	Yes	Yes	Yes	Yes
	Zong	No	Yes	No	Yes	Yes	Yes
	SCOM	No	Yes	No	Yes	No	Yes

Table 6.2: City Wise SMS Compliance

6.2. The SMS Send Request & Successful Reception by Technology, Average Success Rate & End to End Delivery Time and Delivery Duration by Technology are shown in the graphs.