

VOICE SERVICE GILGIT BALTISTAN – COMPLIANCE (YES/NO)									
Operator	* Voice QoS KPIs	Gahkuch	Gilgit	Hunza	Jaglot	Astore	Khaplu	Shigar	Skardu
Jazz	NA	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
	SA	Yes	Yes	Yes	Yes	Yes	No	No	No
	CCT	No	Yes	No	Yes	Yes	Yes	No	Yes
	CCR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	No	No	No	No	No	Yes	No	No
Telenor	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	SA	No	Yes	Yes	Yes	No	No	Yes	No
	CCT	No	No	No	No	No	No	No	No
	CCR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	No	No	No	No	No	No	No	No
Ufone	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	SA	Yes	Yes	Yes	Yes	Yes	No	Yes	No
	CCT	No	No	No	No	No	No	No	No
	CCR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	Yes	No	Yes	Yes	No	Yes	Yes	No
ZonG	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	SA	Yes	No	No	No	Yes	No	No	No
	CCT	No	No	No	No	No	No	No	No
	CCR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	No	No	No	No	No	No	No	No
SCOM	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	SA	Yes	Yes	No	Yes	Yes	No	Yes	No
	CCT	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CCR	Yes	No	Yes	No	Yes	Yes	Yes	No
	MOS	No	No	No	No	No	Yes	Yes	No
	RSSR	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
	NA	Yes	Yes	Yes	Yes	Yes	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 5.1: Voice QoS KPIs Compliance Level**

## SMS SERVICE

6.1. 2 x QoS KPIs i.e. “SMS Success Rate” and “SMS End to End Delivery Time” have been measured. The compliance level of threshold values of SMS QoS KPIs in each city is shown in **Table 6.2: SMS QoS KPIs Compliance Level**.

SMS SERVICE GILGIT BALTISTAN – COMPLIANCE (YES/NO)											
Operator		Jazz		Telenor		Ufone		ZonG		SCOM	
*SMS QoS KPI		SR	DT	SR	DT	SR	DT	SR	DT	SR	DT
Cities	Gahkuch	Yes	No	No	Yes	Yes	Yes	Yes	Yes	No	Yes
	Gilgit	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes
	Hunza	Yes	Yes	No	No	Yes	Yes	No	No	No	Yes
	Jaglot	Yes	Yes	No	No	Yes	Yes	No	Yes	Yes	Yes
	Astore	Yes	Yes	No	No	Yes	Yes	No	No	Yes	Yes
	Khaplu	No	Yes	No	No	No	No	No	No	No	Yes
	Shigar	Yes	Yes	No	No	Yes	Yes	N/A	N/A	Yes	Yes
	Skardu	No	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes

\* Note SMS QoS KPIs : SMS Success Rate (SR) ≥ 99% & SMS End to End Delivery Time (DT) ≤ 12 Seconds

**Table 6.2: SMS QoS KPIs Compliance Level**

## SURVEY RESULTS

7.1 The city wise survey results of Voice, SMS and Data QoS KPIs of CMOs in graphical form are shown at **Annex-A**.

## STANDING IN SURVEY

8.1. CMOs have been prioritized/ placed at 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> & 4<sup>th</sup> position in each category i.e. Mobile Network Coverage, Mobile Broadband Service, Voice Service and SMS Service, based upon the compliance level against each QoS KPI in each category in surveyed cities.

- MOBILE NETWORK COVERAGE.** Only SCOM is providing 3G and 4G/LTE services
- MOBILE BROADBAND SERVICE.** Only SCOM is providing 3G and 4G/LTE services
- VOICE SERVICE.** The categorization of each CMOs, as per the maximum compliant of Voice QoS KPIs is shown in **Table 8.3: CMOs Standing in Voice Service**.

S. #.	Operator	Voice QoS KPIs		Standing
		Compliant	Non-Compliant	
1.	SCOM	43	13	1 <sup>st</sup>
2.	Ufone	27	13	2 <sup>nd</sup>
3.	Jazz	26	14	3 <sup>rd</sup>
4.	Telenor	20	20	4 <sup>th</sup>
5.	ZonG	18	22	5 <sup>th</sup>

**Table 8.3: CMOs Standing in Voice Service**

- SMS SERVICE.** The categorization of each CMOs, as per the maximum compliant of SMS QoS KPIs which is shown in **Table 8.4: CMOs Standing in SMS Service**

S. #.	Operator	SMS QoS KPIs		Standing
		Compliant	Non-Compliant	
1.	Ufone	14	2	1 <sup>st</sup>
2.	Jazz	13	3	2 <sup>nd</sup>