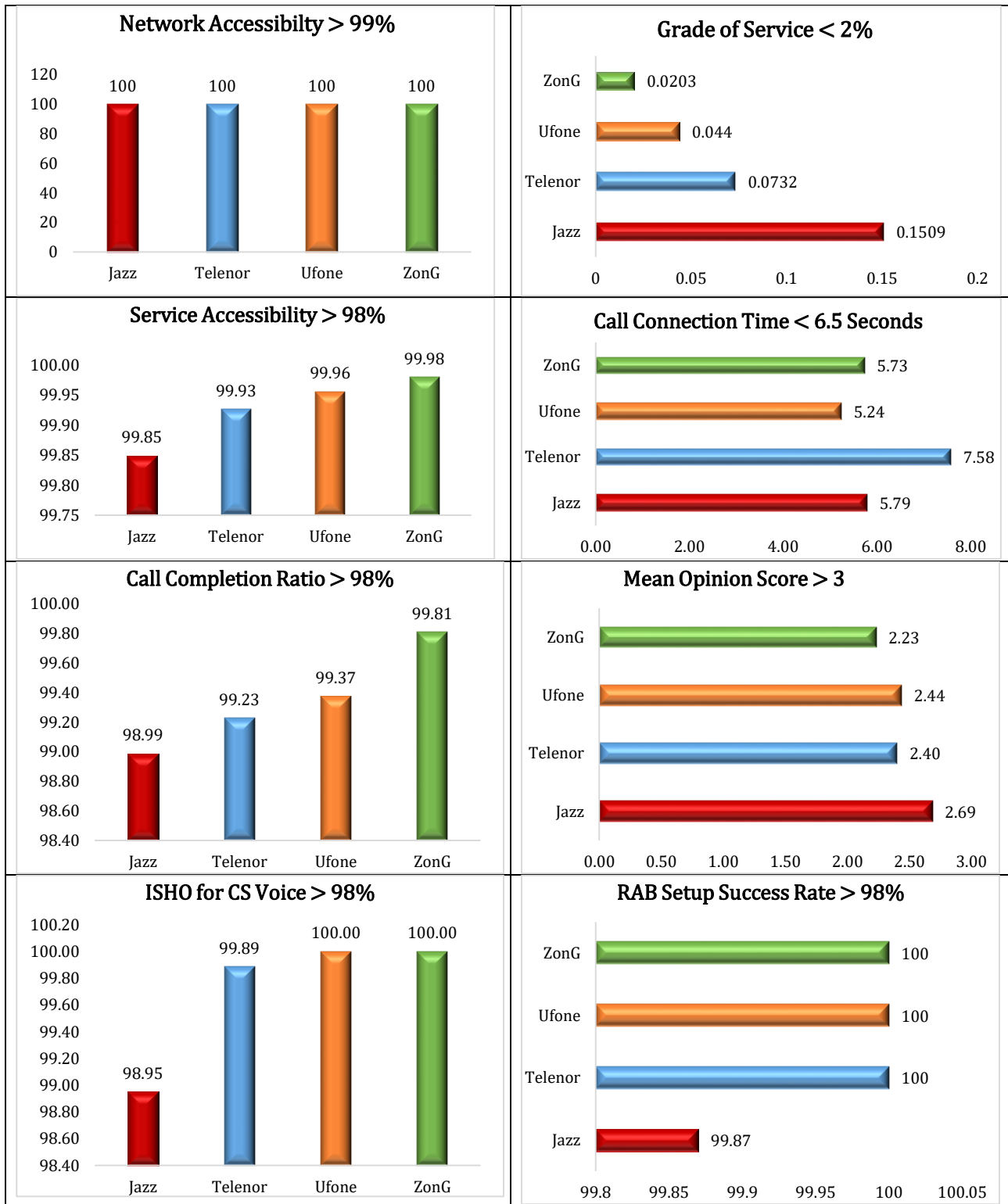


#### 4. VOICE SERVICE

4.1. A total of Seven Thousand Seven Hundred & Eighty One (7781) Calls of Two (02) minutes duration have been made. Following QoS Key Performance Indicators of Voice Services have been measured:

| S. #. | KPI Name               | Definition   |
|-------|------------------------|--|
| 1.    | Network Accessibility  | <i>Network Accessibility is the percentage of time network is available during the drive-test campaign. Threshold Value &gt; 99%</i>   |
| 2.    | Grade of Service       | <i>Grade of Service is the probability that the end-user cannot access the mobile service when requested. In simple words it is the network blocking. Threshold Value &lt; 2%</i>  |
| 3.    | Service Accessibility  | <i>Service Accessibility is the probability that the end user can access the desired service. Threshold Value &gt; 98%</i>   |
| 4.    | Call Connection Time   | <i>Call Connection Time is the time between sending the complete call initiation information by the caller and in return receipt of call setup notification. Threshold Value &lt; 6.5 Seconds</i>  |
| 5.    | Mean Opinion Score     | <i>Mean Opinion Score is the quality of voice call. Threshold Value &gt; 3</i>   |
| 6.    | Call Completion Ratio  | <i>Call Completion Ratio is the probability that a service once obtained, will continue to be provided under given condition for a given time duration or until terminated deliberately by either Caller or Called Party. Threshold Value &gt; 98%</i> |
| 7.    | ISHO for CS Voice      | <i>Inter System Handover is the measurement of successful handover from 3G to 2G for Circuit Switched Voice. Threshold Value &gt; 98%</i>  |
| 8.    | RAB Setup Success Rate | <i>The probability that RAB will be assigned to mobile user for any service when requested. Threshold Value &gt; 98%</i>   |

4.2. Voice KPIs Results. **Except Mean Opinion Score (MOS) and Call Connection Time by Telenor, CMOs have met the license threshold values of Voice QoS KPIs.** The results obtained by the CMOs is shown in the graphs.



## 5. DATA SERVICE

5.1. A total of Thirty Six Thousand Three Hundred and Sixty Seven (36,367) data tests have been performed during this survey. The QoS KPIs of User Data Throughput in Uplink and Downlink alongwith its percentage distribution have been measured. The QoS KPIs survey results are shown in the graphs. **CMOs have met the licensed threshold values of the QoS KPIs.**