

### 3<sup>RD</sup> QUARTER 2019 QUALITY OF SERVICE SURVEY RESULTS

In 3<sup>rd</sup> quarter of 2019, Pakistan Telecommunication Authority (PTA) has conducted Quality of Service (QoS) surveys jointly with Cellular Mobile Operators (CMOs) in four (04) cities of Punjab, Khyber Pakhtunkhwa and Gilgit Baltistan. The names of these cities are:

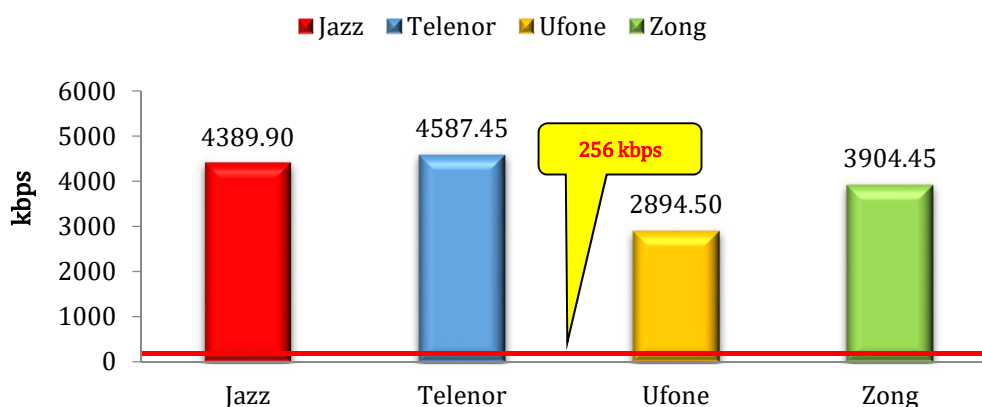
| S/No | City   | S/No | City     |
|------|--------|------|----------|
| 1    | Gilgit | 3    | Kohat    |
| 2    | Skardu | 4    | Khanewal |

#### DATA – KEY PERFORMANCE INDICATORS

**Data KPIs.** The performance of data services of CMOs has been checked by measuring User Data Throughput and Signal Strength Key Performance Indicators (KPIs).

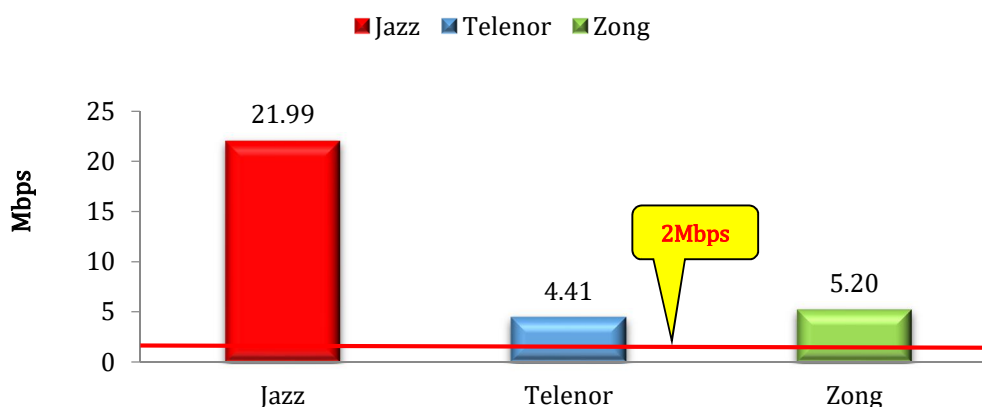
**User Data Throughput** *This KPI defines user data rate (Internet speed) to be provided by Next Generation Mobile Services (NGMS) operators to mobile users across the coverage areas. The data throughput results of all NGMS licensees are as under:*

#### User Data Throughput (3G) (Threshold: > 256 kbps)



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

#### User Data Throughput (4G) (Threshold: > 2Mbps)



*User data "throughput" of 4G services found higher than the benchmark value of 2Mbps*

User Data Throughput (Threshold: > 256 kbps)

