

SMS SERVICE

6.1. A total of **19,720 SMS sending attempts** were conducted, out of which **19,658 SMS** were **successfully transmitted** by A-Party while **19,396 SMS** were **successfully received** at B-Party. The company wise SMS Statistics are shown in **Table 6.1: SMS Statistics**. The compliance level of threshold values of SMS QoS KPIs in each surveyed city is shown in **Table 6.2: SMS QoS KPIs Compliance**

| DESCRIPTION | JAZZ | TELENOR | UFONE | ZONG |
|---------------------------------------|-------|---------|-------|-------|
| <i>SMS SEND REQUEST</i> | 4961 | 4815 | 4961 | 4943 |
| <i>SMS SUCCESSFULLY TRANSMITTED</i> | 4956 | 4792 | 4945 | 4927 |
| <i>SMS SUCCESSFULLY RECEIVED</i> | 4926 | 4611 | 4937 | 4885 |
| <i>SMS RECEIVE SUCCESS RATE (%)</i> | 99.29 | 95.76 | 99.52 | 98.83 |
| <i>END-TO-END DELIVERY TIME (Sec)</i> | 3.61 | 5.68 | 2.9 | 2.56 |

Table 6.1: SMS Statistics

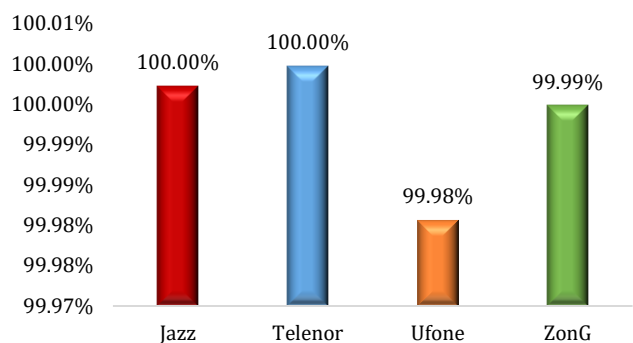
| SMS SERVICE | | | | | | | | | |
|-----------------|------------------|------|-----|---------|-----|-------|-----|------|-----|
| Operator | | Jazz | | Telenor | | Ufone | | Zong | |
| SMS QoS KPI | | SR | DT | SR | DT | SR | DT | SR | DT |
| Surveyed Cities | SUKKUR | Yes | Yes | No | Yes | Yes | Yes | Yes | Yes |
| | BAHAWALPUR | Yes | Yes | No | Yes | No | Yes | Yes | Yes |
| | CHARSADDA | Yes | Yes | No | Yes | Yes | Yes | Yes | Yes |
| | GWADAR | Yes | Yes | No | Yes | Yes | Yes | No | Yes |
| | QUETTA | Yes | Yes | No | Yes | Yes | Yes | Yes | Yes |
| | ISLAMABAD | Yes | Yes | No | Yes | Yes | Yes | Yes | Yes |
| | KOT RADHA KISHAN | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| | SHEIKHUPURA | No | Yes | No | Yes | Yes | Yes | No | Yes |
| | HANGU | Yes | Yes | No | Yes | Yes | Yes | Yes | Yes |
| | KUCHLAK | Yes | Yes | Yes | Yes | Yes | Yes | No | Yes |
| | ABBOTTABAD | No | Yes | Yes | Yes | Yes | Yes | No | Yes |
| | LOWER DIR | Yes | Yes | No | Yes | Yes | Yes | No | Yes |
| | MANSEHRA | Yes | Yes | No | Yes | Yes | Yes | No | Yes |
| | MATIARI | Yes | Yes | No | Yes | No | Yes | No | Yes |
| | MACH | No | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| | PASROOR | Yes | Yes | No | Yes | Yes | Yes | Yes | Yes |
| | PISHIN | Yes | Yes | No | Yes | Yes | Yes | Yes | Yes |
| | SARGODHA | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| | UMERKOT | Yes | Yes | No | Yes | Yes | Yes | Yes | Yes |

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

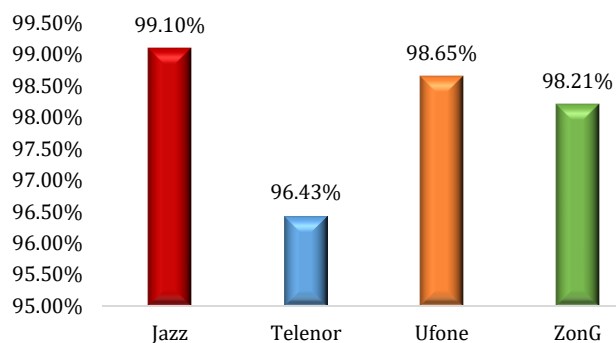
Table 6.2: SMS QoS KPIs Compliance

QUALITY OF SERVICE SURVEY RESULTS – QUETTA

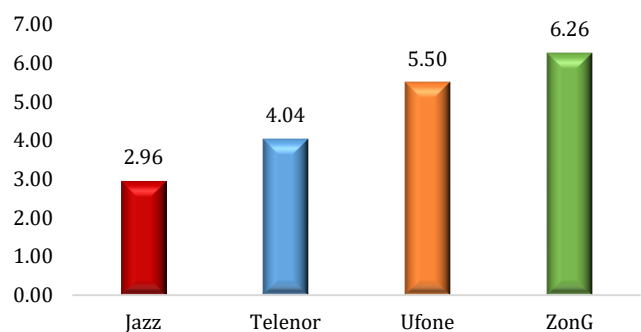
Network Accessibility $\geq 99\%$



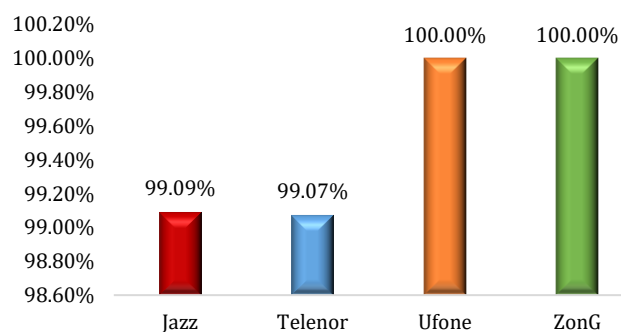
Call Setup Success Rate $\geq 98\%$



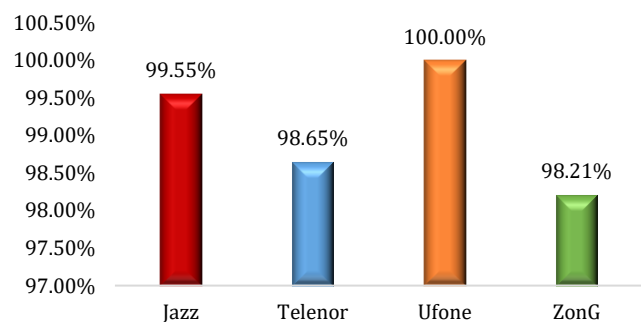
Call Connection Time < 7.5 Seconds



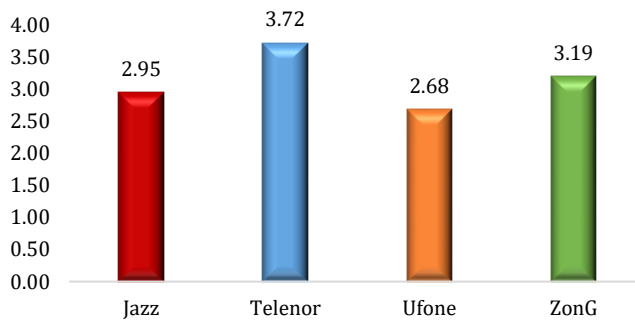
Call Completion Ratio $> 98\%$



SMS Success Rate $\geq 99\%$



SMS End-to-End Delivery Time ≤ 12 Seconds



Mean Opinion Score > 3

