

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) $\geq 99\%$ & 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 1st, 2nd, 3rd & 4th 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 st
2.	Ufone	27	13	2 nd
3.	Jazz	26	14	3 rd
4.	Telenor	20	20	4 th
5.	ZonG	18	22	5 th

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 st
2.	Jazz	13	3	2 nd