

## 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**

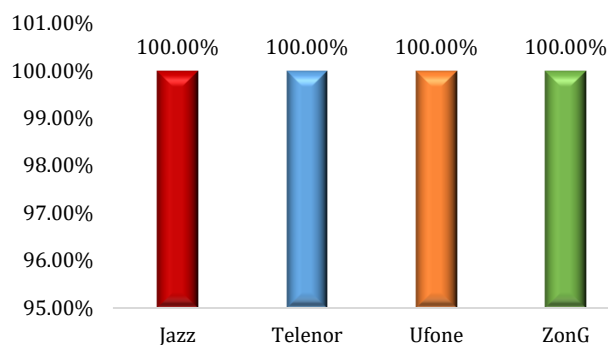
SMS SERVICE									
Operator		Jazz		Telenor		Ufone		Zong	
SMS QoS KPI		SR	DT	SR	DT	SR	DT	SR	DT
Surveyed Cities	SUKKUR	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
	BAHAWALPUR	Yes	Yes	No	Yes	No	Yes	Yes	Yes
	CHARSADDA	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
	GWADAR	Yes	Yes	No	Yes	Yes	Yes	No	Yes
	QUETTA	Yes	Yes	No	Yes	Yes	Yes	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

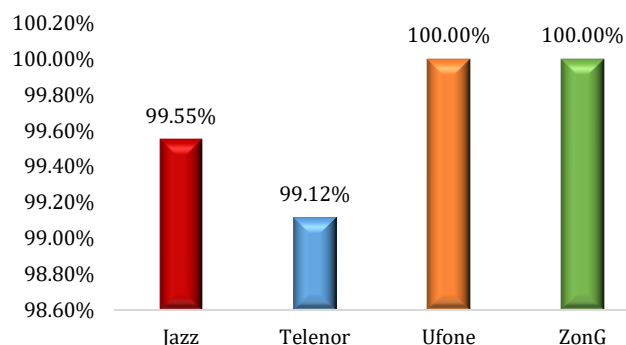
**Table 6.2: SMS QoS KPIs Compliance**

## QUALITY OF SERVICE SURVEY RESULTS – KOT RADHA KISHAN

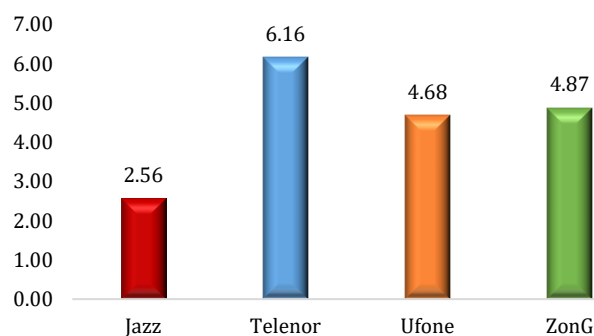
**Network Accessibility  $\geq 99\%$**



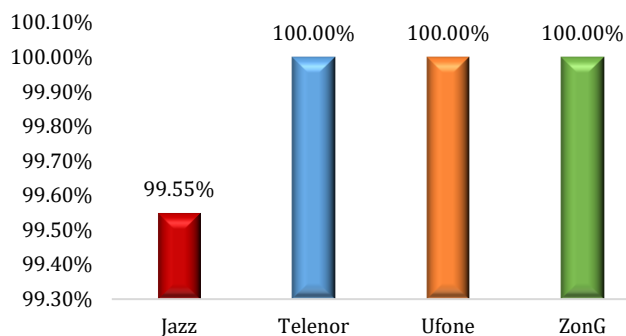
**Call Setup Success Rate  $\geq 98\%$**



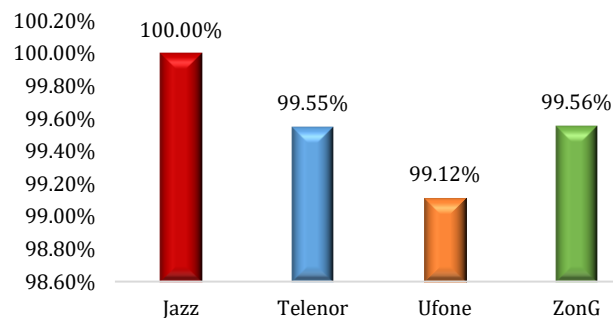
**Call Connection Time  $< 7.5$  Seconds**



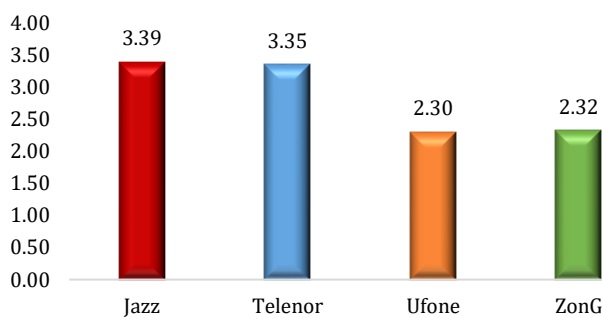
**Call Completion Ratio  $> 98\%$**



**SMS Success Rate  $\geq 99\%$**



**SMS End-to-End Delivery Time  $\leq 12$  Seconds**



**Mean Opinion Score  $> 3$**

