

VOICE CALLS ROADS – COMPLINACE (YES/NO)									
Operator	*Voice KPIs	Lahore to Jhang	Lahore to Sialkot	Multan to Vehari	Multan to DG Khan	Peshawar to Bannu	Bannu to DI Khan	Karachi to Thatta	Karachi to Tando Allah Yar
Jazz	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	SA	No	No	Yes	No	No	No	No	No
	CCT	Yes	No	Yes	No	No	No	Yes	No
	CCR	No	No	Yes	Yes	No	No	Yes	Yes
	MOS	Yes	No	Yes	Yes	Yes	Yes	No	Yes
	ISHO	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
	RSSR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Telenor	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	SA	No	No	Yes	No	No	No	No	No
	CCT	No	No	Yes	No	No	No	No	No
	CCR	No	Yes	Yes	Yes	No	No	Yes	Yes
	MOS	No	No	Yes	Yes	Yes	Yes	Yes	Yes
	ISHO	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	RSSR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Ufone	NA	Yes	Yes	Yes	Yes	No	No	Yes	Yes
	SA	No	No	Yes	No	No	No		No
	CCT	Yes	No	Yes	Yes	No	Yes	Yes	Yes
	CCR	Yes	No	Yes	No	No	No	Yes	No
	MOS	Yes	No	Yes	No	No	Yes	Yes	Yes
	ISHO	No	No	Yes	Yes	No	Yes	Yes	Yes
	RSSR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
ZonG	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	SA	No	No	Yes	No	No	No	Yes	No
	CCT	Yes	No	Yes	No	No	Yes	Yes	Yes
	CCR	Yes	No	Yes	Yes	No	No	Yes	Yes
	MOS	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
	RSSR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
* Note Voice QoS KPIs: Network Accessibility (NA) > 99%, Service Accessibility (SA)> 98%, Call Connection Time (CCT) ≤ 7.5 Seconds, Call Completion Ratio (CCR) ≥ 98%, Mean Opinion Score (MOS) > 3, Inter System Hand Over (ISHO) > 98% & RAB Setup Success Rate (RSSR) > 98%									

Table 5.2: Voice QoS KPIs Compliance Level

## SMS SERVICE

6.1. A total of 1230 SMS sending attempt conducted, out of which 1164 SMS successfully received at B-Party. The company wise SMS Statistics are shown in **Table 6.1: SMS Statistics**

DESCRIPTION	JAZZ	TELENOR	UFONE	ZONG
<i>SMS SEND REQUEST</i>	311	305	301	313
<i>SMS SUCCESSFULLY RECEIVED</i>	300	280	281	303
<i>SMS RECEIVE SUCCESS RATE</i>	96.46%	91.80%	93.35%	96.85%

6.2. 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 on each road is shown in **Table 6.2: SMS QoS KPIs Compliance Level**.

SMS SERVICE ROADS – COMPLIANT (YES/NO)									
Operator		Jazz		Telenor		Ufone		ZonG	
SMS KPI		SR	DT	SR	DT	SR	DT	SR	DT
Roads	Lahore to Sialkot	No	Yes	No	No	Yes	Yes	Yes	Yes
	Lahore to Jhang	Yes	Yes	No	Yes	Yes	Yes	No	Yes
	Multan to Vehari	Yes	Yes	No	No	Yes	Yes	No	Yes
	Multan to Dera Ghazi Khan	No	Yes	No	No	No	Yes	No	Yes
	Peshawar to Bannu	No	Yes	No	No	No	Yes	Yes	Yes
	Bannu to Dera Ismail Khan	Yes	Yes	No	Yes	No	No	Yes	Yes
	Karachi to Thatta	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
	Karachi to Tando Allah Yar	No	Yes	No	Yes	Yes	Yes	No	Yes
* Note SMS QoS KPIs : SMS Success Rate (SR) $\geq 99\%$ & SMS End to End Delivery Time (DT) $\leq 12$ Seconds									

**Table 6.2: SMS QoS KPIs Compliance Level**

6.3. The SMS Send Request by Technology, Success Rate and End to End Delivery Time and Send Duration is shown as under:

