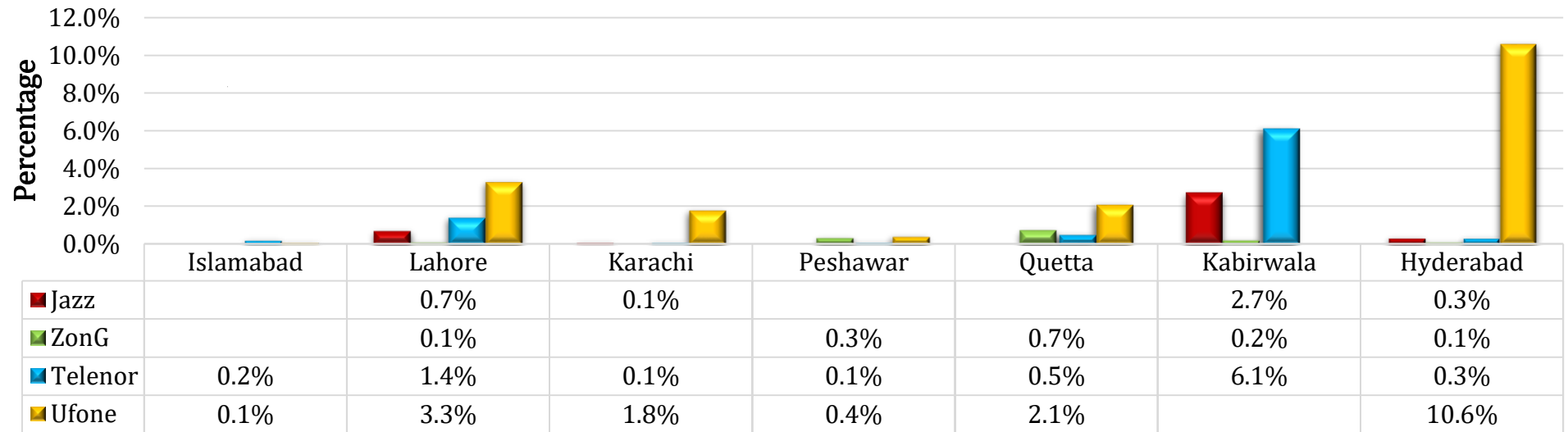


4G Very Poor / No Coverage (-140dBm to -100 dBm)



SMS SERVICES - KEY PERFORMANCE INDICATORS RESULTS

The performance of SMS services of CMOs has been checked by measuring SMS Success Rate and End-to-End SMS Delivery Time.

SMS Success Rate. SMS Success Rate is the probability that the short message is delivered successfully, end-to-end when requested and display of the relevant information on the mobile phone. It provides information about successful delivery of SMS.

None of the CMOs have achieved the threshold value of **SMS Success Rate of 99%** in all surveyed cities.

End-to-End SMS Delivery Time. End-to-End SMS Delivery Time is the time between sending a short message to a short message center and receiving the very same short message at intended mobile phone (receiver). It provides average time taken for delivery of short message from sender to recipient.

Except Telenor at Islamabad, Lahore & Peshawar, CMOs have achieved the threshold value of **SMS End-to End Delivery Time of 12 Seconds** in surveyed cities.