



5.3. The 7 x QoS KPIs (i.e. Network Accessibility, Call Setup Success Rate, Call Setup Time, Call Completion Rate, Mean Opinion Score, Inter System Handover Success Rate & RAB Setup Success Rate) have been measured while testing voice services in **4 x surveyed cities** of AJK. The compliance level of threshold values of voice QoS KPIs in 9 x Cities is shown in each **Table 5.3: Voice QoS KPIs Compliance Level**.

Voice Service Cities - Compliance (Yes/No)					
Operator	Voice KPIs	Bhimber	Mirpur	Rawlakot	Mirpur
Jazz	Network Accessibility	Yes	Yes	Yes	Yes
	Service Accessibility	No	No	No	No
	Call Connection Time	Yes	Yes	No	No

<i>Voice Service Cities - Compliance (Yes/No)</i>					
<i>Operator</i>	Voice KPIs	Bhimber	Mirpur	Rawlakot	Mirpur
	Call Completion Ratio	Yes	Yes	Yes	Yes
	Mean Opinion Score	No	No	No	No
	Inter System Hand Over	N/A			
	RAB Setup Success Rate	N/A	Yes	N/A	N/A
<i>Telenor</i>	Network Accessibility	Yes	Yes	Yes	Yes
	Service Accessibility	No	No	Yes	No
	Call Connection Time	No	No	Yes	No
	Call Completion Ratio	Yes	No	Yes	No
	Mean Opinion Score	No	No	No	No
	Inter System Hand Over	N/A			
	RAB Setup Success Rate	Yes	N/A	N/A	N/A
<i>Ufone</i>	Network Accessibility	Yes	Yes	Yes	Yes
	Service Accessibility	No	Yes	Yes	Yes
	Call Connection Time	No	Yes	No	No
	Call Completion Ratio	Yes	No	Yes	Yes
	Mean Opinion Score	No	No	No	No
	Inter System Hand Over	Yes	N/A	N/A	N/A
	RAB Setup Success Rate	No	N/A	N/A	N/A
<i>ZonG</i>	Network Accessibility	Yes	Yes	Yes	Yes
	Service Accessibility	Yes	No	Yes	No
	Call Connection Time	No	No	No	No
	Call Completion Ratio	Yes	No	Yes	No
	Mean Opinion Score	No	No	No	No
	Inter System Hand Over	N/A			
	RAB Setup Success Rate	N/A	Yes	N/A	N/A
<i>SCOM</i>	Network Accessibility	Yes	Yes	Yes	Yes
	Service Accessibility	No	Yes	Yes	No
	Call Connection Time	Yes	Yes	Yes	Yes
	Call Completion Ratio	No	Yes	Yes	No
	Mean Opinion Score	Yes	Yes	Yes	Yes
	Inter System Hand Over	No	Yes	No	Yes
	RAB Setup Success Rate	Yes	Yes	Yes	Yes

Table 5.3: Voice QoS KPIs Compliance Level

SMS SERVICE

6.1. A total of **15,325 SMS sending attempts** conducted, out of which **15,128 SMS successfully received** at B-Party. The company wise SMS Statistics are shown in **Table6.1: SMS Statistics**

DESCRIPTION	JAZZ	TELENOR	UFONE	ZONG	SCOM
<i>SMS SEND REQUEST</i>	744	751	747	759	792
<i>SMS SUCCESSFULLY RECEIVED</i>	714	739	746	746	789
<i>SMS RECEIVE SUCCESS RATE</i>	95.97 %	98.4 %	99.87 %	98.29 %	99.62 %
<i>END-TO-END DELIVERY TIME</i>	4.21 s	6.75 s	5.26 s	3.18 s	2.23 s

Table6.1: SMS Statistics