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 **Table6.1: SMS Statistics**
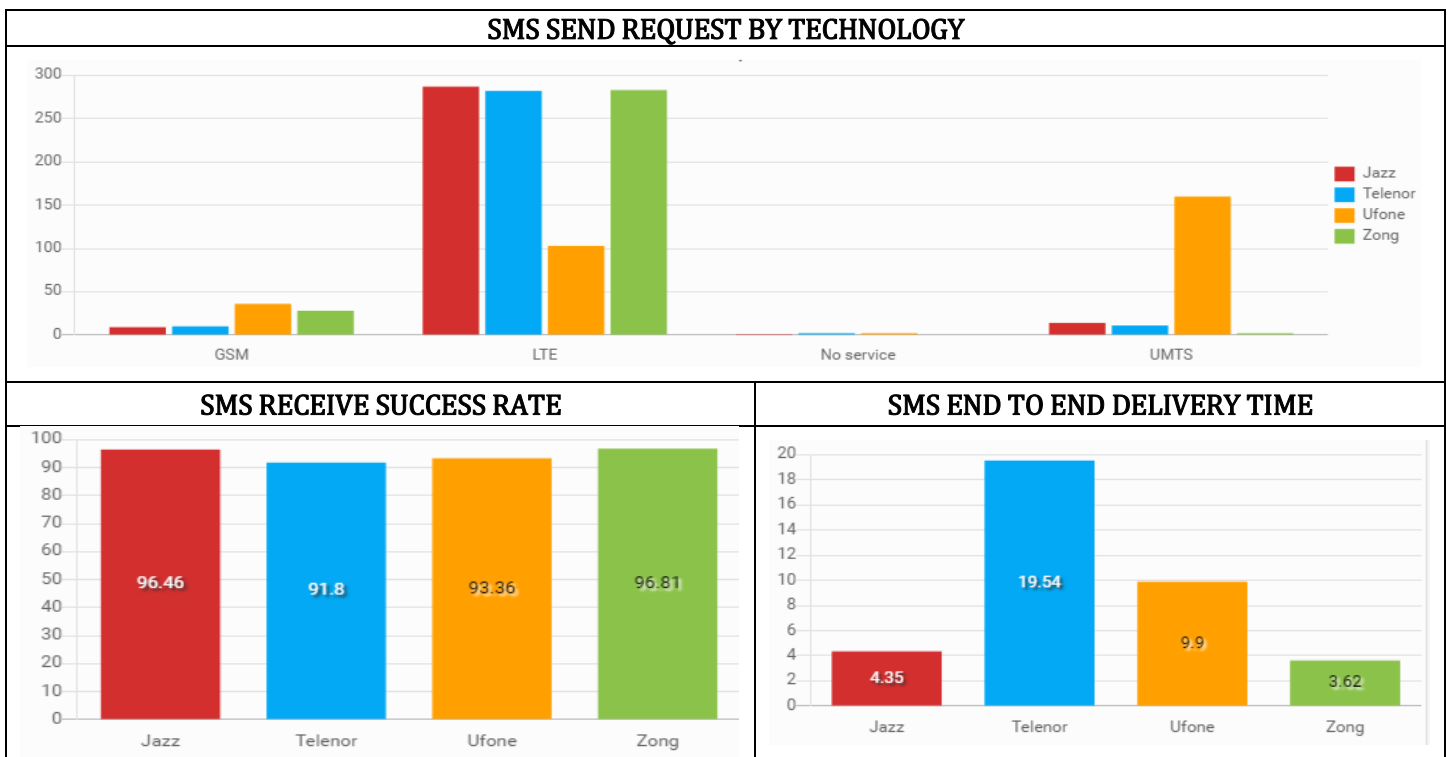
DESCRITPION	JAZZ	TELENOR	UFONE	ZONG
SMS SEND REQUEST	311	305	301	313
SMS SUCCESSFULLY RECEIVED	300	280	281	303
SMS RECEIVE SUCCESS RATE	96.46%	91.80%	93.35%	96.85%

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.**

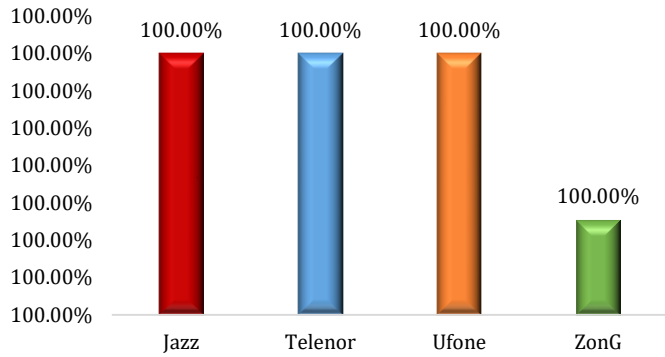|	SMS SERVICE ROADS – COMPLIANT (YES/NO)							
Operator		Jazz		Telenor		Ufone		ZonG	
SMS KPI		SR	DT	SR	DT	SR	DT	SR	DT
Roads	Lahore to Sialkot	No	Yes	No	No	Yes	Yes	Yes	Yes
	Lahore to Jhang	Yes	Yes	No	Yes	Yes	Yes	No	Yes
	Multan to Vehari	Yes	Yes	No	No	Yes	Yes	No	Yes
	Multan to Dera Ghazi Khan	No	Yes	No	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) ≥ 99% & SMS End to End Delivery Time (DT) ≤ 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:
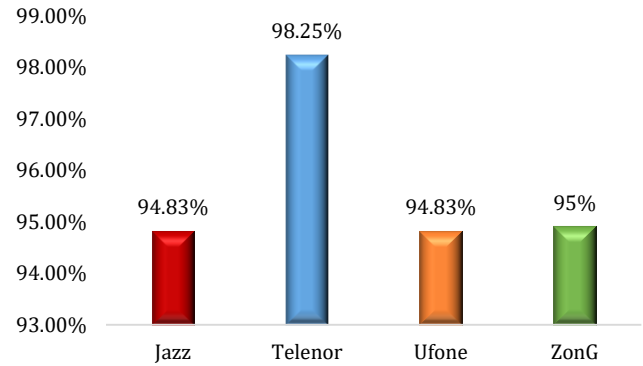

SMS SEND REQUEST BY TECHNOLOGY

SMS RECEIVE SUCCESS RATE

SMS END TO END DELIVERY TIME

QUALITY OF SERVICE SURVEY RESULTS – LAHORE TO JHANG

Network Accessibility > 99%

Operator	Value
Jazz	100.00%
Telenor	100.00%
Ufone	100.00%
ZonG	100.00%

Service Accessibility > 98%

Operator	Value
Jazz	94.83%
Telenor	98.25%
Ufone	94.83%
ZonG	95%

Call Connection Time < 6.5 Seconds

Operator	Value
Jazz	6.57
Telenor	4.57
Ufone	5.10
ZonG	6.49
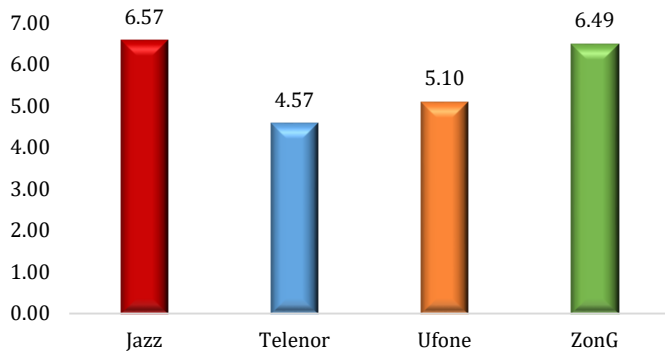
Call Completion Ratio > 98%

Operator	Value
Jazz	100.00%
Telenor	92.86%
Ufone	100.00%
ZonG	98.21%

Mean Opinion Score > 3

Operator	Value
Jazz	2.72
Telenor	3.2
Ufone	3.2
ZonG	3.4

SMS Success Rate > 99%

Operator	Value
Jazz	100.00%
Telenor	94.74%
Ufone	100.00%
ZonG	98.28%
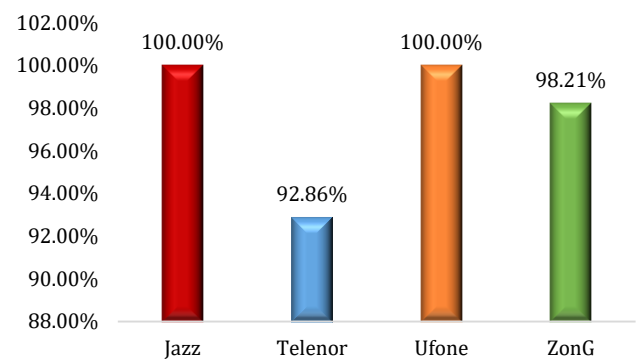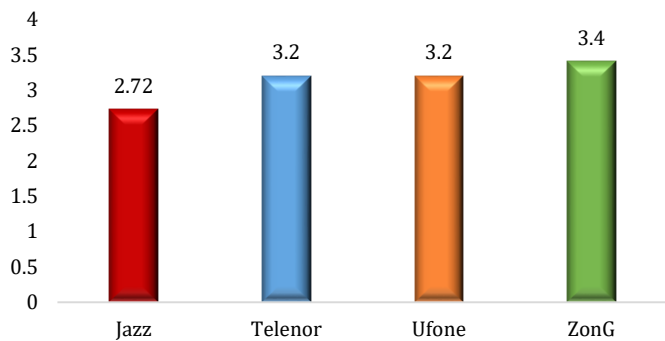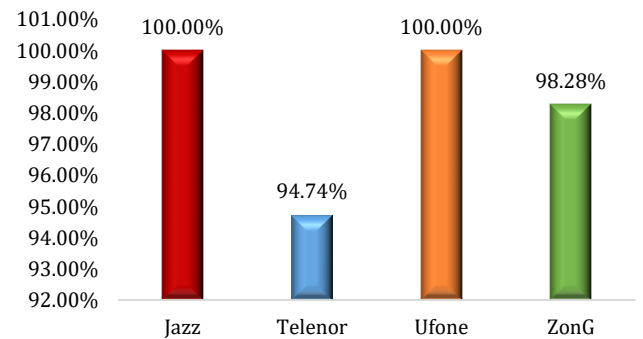
SMS End-to-End Delivery Time < 12 Seconds

Operator	Value
Jazz	5.00
Telenor	10.91
Ufone	5.61
ZonG	2.90