

- ii. **NON-COMPLIANCE.** The cities and roads where CMOs remained non-compliant is mentioned in **Table 3.2: Non-Compliance of Call Connection Time < 6.5 Seconds.**

S. #.	Operator	Cities	
		Count	Names
1.	Jazz	5	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road, Islamabad to Mirpur Road
2.	Telenor	5	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road, Islamabad to Mirpur Road
3.	Ufone	4	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road
4.	ZonG	5	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road, Islamabad to Mirpur Road
5.	SCOM	1	Islamabad to Mirpur Road

**Table 3.2: Non-Compliance of Call Connection Time < 6.5 Seconds**

- d. **CALL COMPELTION RATIO.** The analysis of QoS KPI **Call Completion Ratio of > 98%** in surveyed cities revealed following:

- i. **COMPLIANCE.** The cities and roads where CMOs remained compliant is mentioned in **Table 3.3: Compliance of Call Completion Ratio > 98%.**

S. #.	Operator	Cities	
		Count	Names
1.	Jazz	2	Mirpur, Bagh
2.	Telenor	4	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road,
3.	Ufone	2	Muzaffarabad, Bagh
4.	ZonG	3	Muzaffarabad, Bagh, Rawalpindi to Mirpur Road
5.	SCOM	2	Muzaffarabad, Islamabad to Muzaffarabad Road

**Table 3.3: Compliance of Call Completion Ratio > 98%.**

- ii. **NON-COMPLIANCE.** The cities and roads where CMOs remained non-compliant is mentioned in **Table 3.4: Non-Compliance of Call Completion Ratio > 98%.**

S. #.	Operator	Cities / Roads	
		Count	Names
1.	Jazz	3	Muzaffarabad, Islamabad to Muzaffarabad Road & Rawalpindi to Mirpur Road
2.	Telenor	1	Rawalpindi to Mirpur Road
3.	Ufone	3	Mirpur, Islamabad to Muzaffarabad Road & Rawalpindi to Mirpur Road
4.	ZonG	2	Mirpur, Islamabad to Muzaffarabad Road
5.	SCOM	2	Mirpur, Bagh

**Table 3.4: Non-Compliance of Call Completion Ratio > 98%**

- e. **END-TO-END SPEECH QUALITY / MEAN OPINION SCORE.**

- i. **COMPLIANCE.** The cities where CMOs remained compliant is mentioned in **Table 3.5: Compliance of Mean Opinion Score > 3.**

S. #	Operator	Cities & Roads	
		Count	Names
1.	Ufone	1	Rawalpindi to Mirpur Road
2.	ZonG	2	Islamabad to Muzaffarabad Road, Rawalpindi to Mirpur Road
3.	SCOM	2	Mirpur, Islamabad to Muzaffarabad Road

**Table 3.5: Compliance of Mean Opinion Score > 3**

- ii. **NON-COMPLIANCE.** The cities where CMOs remained non-compliant is mentioned in **Table 3.6: Non-Compliance of Mean Opinion Score > 3.**

S. #	Operator	Cities & Roads	
		Count	Names
1.	Jazz	5	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road, Rawalpindi to Mirpur Road
2.	Telenor	5	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road, Rawalpindi to Mirpur Road
	Ufone	4	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road
4.	ZonG	3	Muzaffarabad, Mirpur & Bagh
5.	SCOM	2	Muzaffarabad & Bagh

**Table 3.6: Non-Compliance of Mean Opinion Score > 3**

## SMS SERVICE

4.1. 2 x QoS KPIs i.e. “SMS Success Rate” and “SMS End to End Delivery Time” have been measured and the results are as under:

- a. **SMS SUCCESS RATE.** The analysis of QoS KPI **SMS Success Rate of 99%** in all the 13 x surveyed cities revealed following:

- i. **COMPLIANCE.** The cities where CMOs remained compliant is mentioned in **Table 4.1: Compliance of SMS Success Rate > 99%.**

S. #	Operator	Cities	
		Count	Names
1.	SCOM	1	Bagh

**Table 4.1: Compliance of SMS Success Rate > 99%**

- ii. **NON-COMPLIANCE.** The cities where CMOs remained non-compliant is mentioned in **Table 4.2: Non-Compliance of SMS Success Rate > 99%.**

S. #	Operator	Cities	
		Count	Names
1.	Jazz	5	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road, Rawalpindi to Mirpur Road
2.	Telenor	5	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road, Rawalpindi to Mirpur Road
3.	Ufone	5	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road, Rawalpindi to Mirpur Road
4.	ZonG	5	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road, Rawalpindi to Mirpur Road
5.	SCOM	3	Muzaffarabad, Mirpur, Islamabad to Muzaffarabad Road

**Table 4.2: Non-Compliance of SMS Success Rate > 99%**