

SMS SERVICE

6.1. A total of **20878 SMS sending attempts** were conducted, out of which **20751 SMS** were **successfully transmitted** by A-Party while **20609 SMS** were **successfully received** at B-Party. The company wise SMS Statistics are shown in **Table 6.1: SMS Statistics** while City wise compliance is shown in **Table 6.2: SMS QoS KPIs Compliance Level**

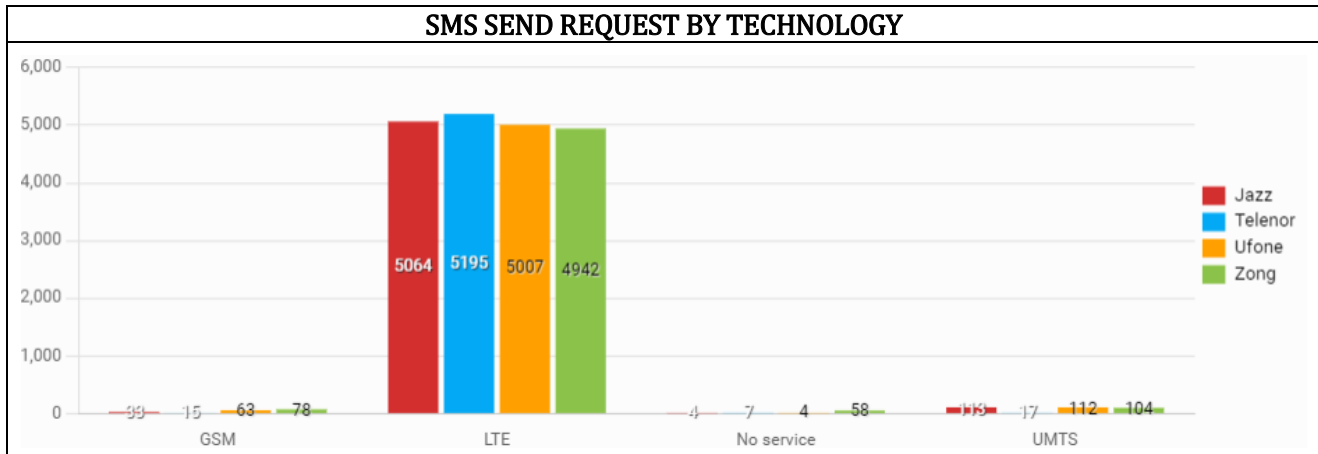
DESCRIPTION	JAZZ	TELENOR	UFONE	ZONG
SMS SEND REQUEST	5276	5234	5186	5182
SMS SUCCESSFULLY TRANSMITTED	5265	5215	5171	5100
SMS SUCCESSFULLY RECEIVED	5239	5168	5141	5061
SMS RECEIVE SUCCESS RATE (%)	99.3 %	98.74 %	99.13 %	97.66 %
END-TO-END DELIVERY TIME (Sec)	3.17	3.43	2.57	2.63

Table 6.1: SMS Statistics

Operator		Jazz		Telenor		Ufone		ZonG	
SMS KPI		Success Rate	Delivery Time	Success Rate	Delivery Time	Success Rate	Delivery Time	Success Rate	Delivery Time
Surveyed Cities	UPPER DIR	No	Yes	No	Yes	No	Yes	No	Yes
	LARKANA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	LAHORE	Yes	Yes	No	Yes	Yes	Yes	No	Yes
	KHAIRPUR	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
	KAHROR PACCA	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
	SHAHKOT	No	Yes	No	Yes	Yes	Yes	No	Yes
	GUJAR KHAN	No	Yes	No	Yes	Yes	Yes	Yes	Yes
	WAH/ TAXILA	Yes	Yes	No	Yes	Yes	Yes	No	Yes
	RAWALPINDI	Yes	Yes	No	Yes	Yes	Yes	No	Yes
	BUNER	No	Yes	No	Yes	Yes	Yes	Yes	Yes
	JACOBABAD	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	SUJAWAL	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
	MITHI	Yes	Yes	Yes	Yes	No	Yes	No	Yes
	ABBOTTABAD	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
	SHUJABAD	No	Yes	No	Yes	No	Yes	Yes	Yes
	SWABI	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	MURIDKE	Yes	Yes	No	Yes	Yes	Yes	No	Yes

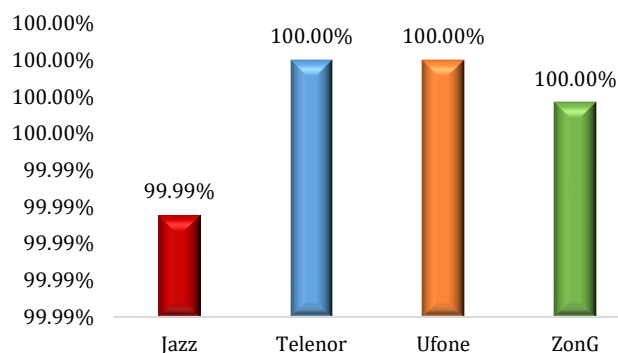
Table 6.2: SMS QoS KPIs Compliance Level

6.2. The SMS Send Request & Successful Reception by Technology, Average Success Rate & End to End Delivery Time and Delivery Duration by Technology are shown in the graphs.

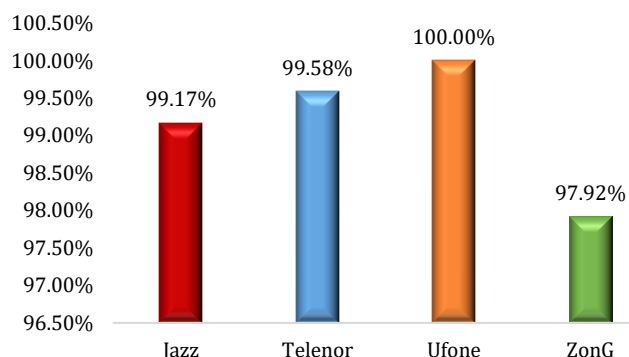


QUALITY OF SERVICE SURVEY RESULTS – SUJAWAL

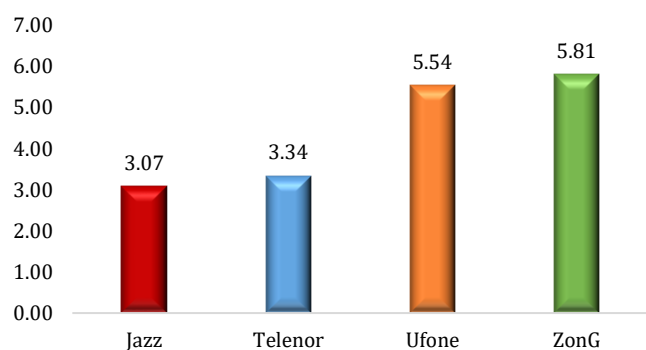
Network Accessibility $\geq 99\%$



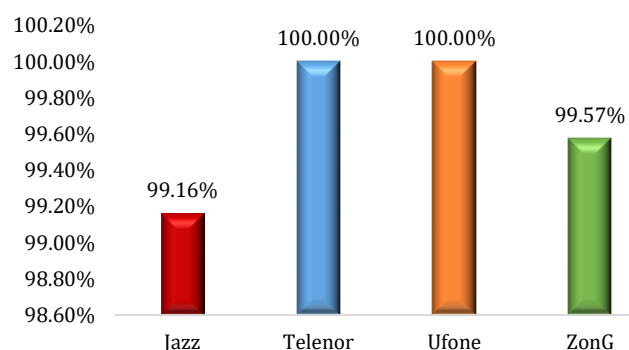
Call Setup Success Rate $\geq 98\%$



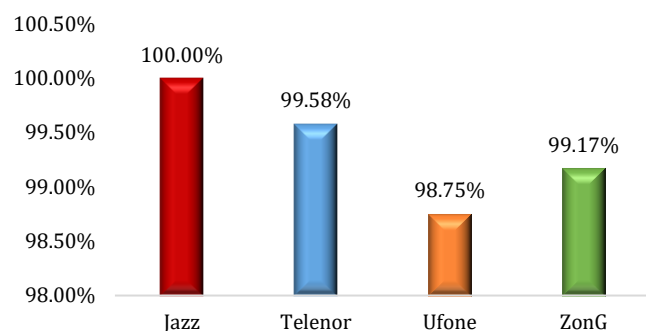
Call Connection Time < 7.5 Seconds



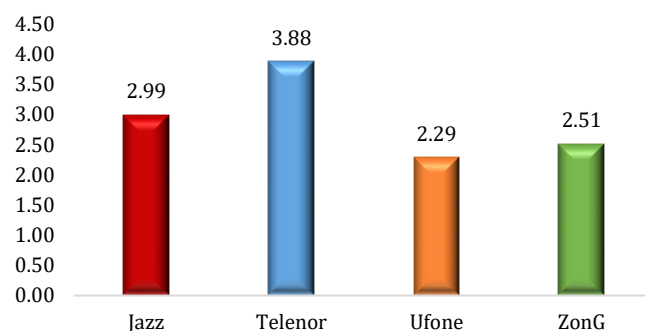
Call Completion Ratio $> 98\%$



SMS Success Rate $\geq 99\%$



SMS End-to-End Delivery Time ≤ 12 Seconds



Mean Opinion Score > 3

