

SMS SERVICE

6.1. A total of 9897 SMS sending attempt conducted, out of 9719 SMS successfully received at B-Party. The company wise SMS Statistics are shown in **Table 6.1: SMS Statistics**

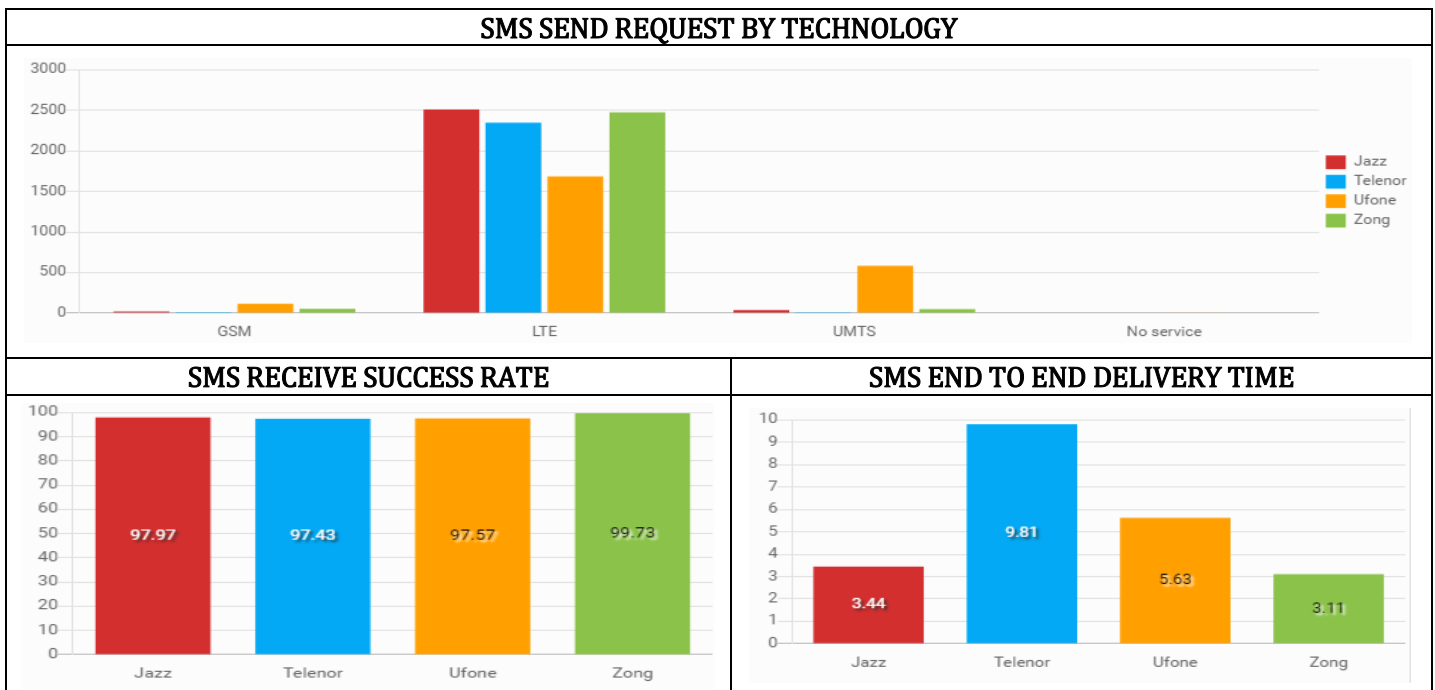
DESCRIPTION	JAZZ	TELENOR	UFONE	ZONG
<i>SMS SEND REQUEST</i>	2567	2369	2385	2576
<i>SMS SUCCESSFULLY RECEIVED</i>	2515	2308	2327	2569
<i>SMS RECEIVE SUCCESS RATE</i>	97.97%	97.42%	97.56%	99.72%

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 in each city is shown in **Table 6.2: SMS QoS KPIs Compliance Level**.

SMS SERVICE - COMPLIANT (YES/NO)									
Operator		Jazz		Telenor		Ufone		Zong	
*SMS QoS KPI		SR	DT	SR	DT	SR	DT	SR	DT
Cities	Jhang	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
	Sialkot	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
	Vehari	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Dera Ghazi Khan	Yes	Yes	No	Yes	No	Yes	Yes	Yes
	Bannu	Yes	Yes	No	Yes	No	Yes	Yes	Yes
	Dera Ismail Khan	Yes	Yes	No	No	Yes	Yes	Yes	Yes
	Thatta	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
	Tando Allah Yar	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
	Korangi	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
	Malir	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
* Note SMS QoS KPIs : SMS Success Rate (SR) $\geq 99\%$ & SMS End to End Delivery Time (DT) ≤ 12 Seconds									

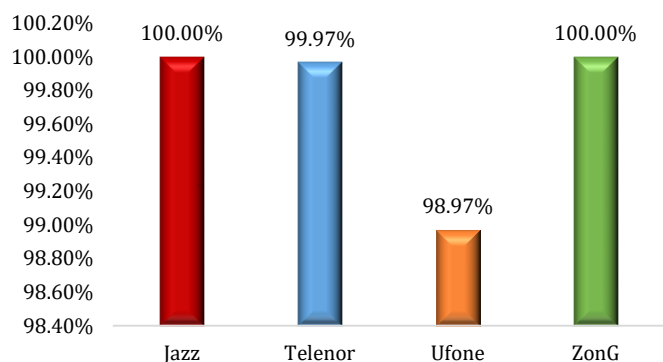
Table 6.2: SMS QoS KPIs Compliance Level

6.3. The SMS Send Request by Technology, Success Rate and End to End Delivery Time is shown as under:

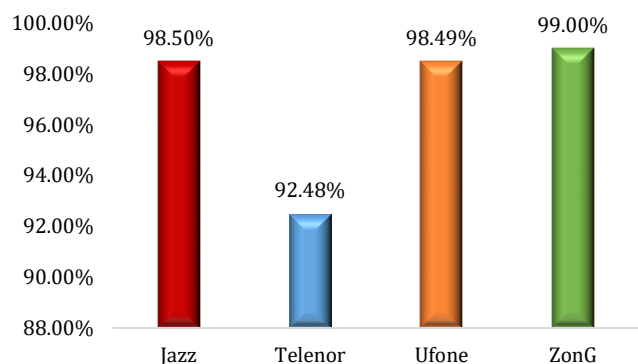


QUALITY OF SERVICE SURVEY RESULTS – MALIR

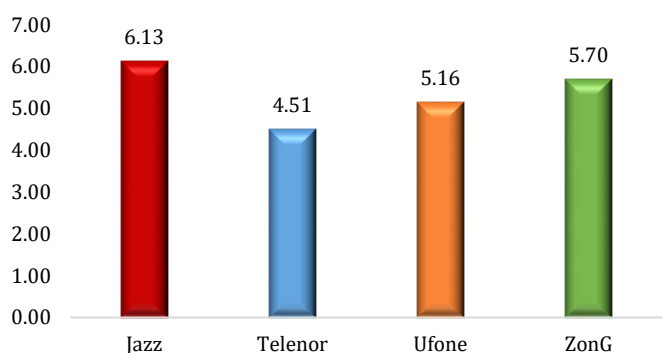
Network Accessibility > 99%



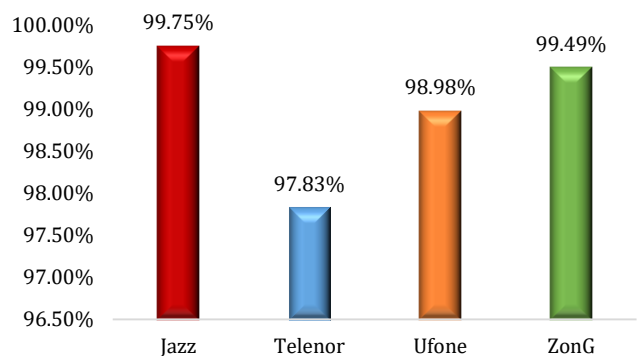
Service Accessibility > 98%



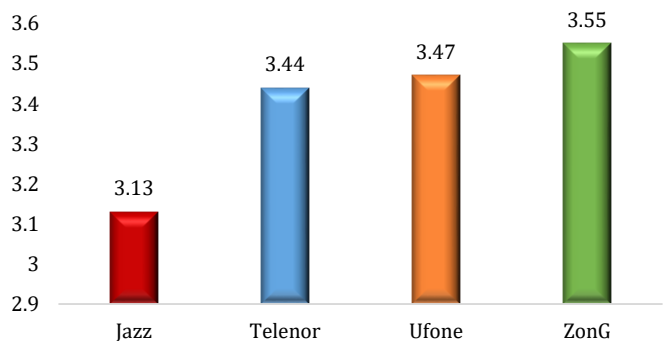
Call Connection Time < 6.5 Seconds



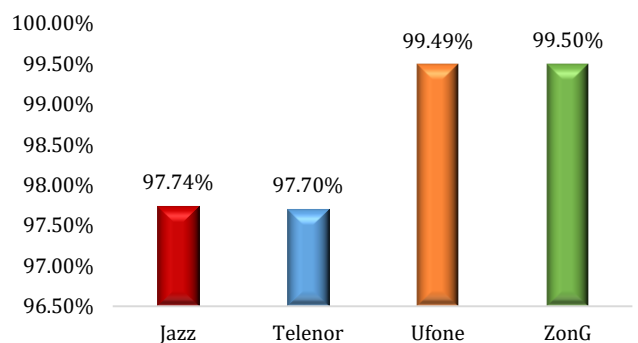
Call Completion Ratio > 98%



Mean Opinion Score > 3



SMS Success Rate > 99%



SMS End-to-End Delivery Time < 12 Seconds

