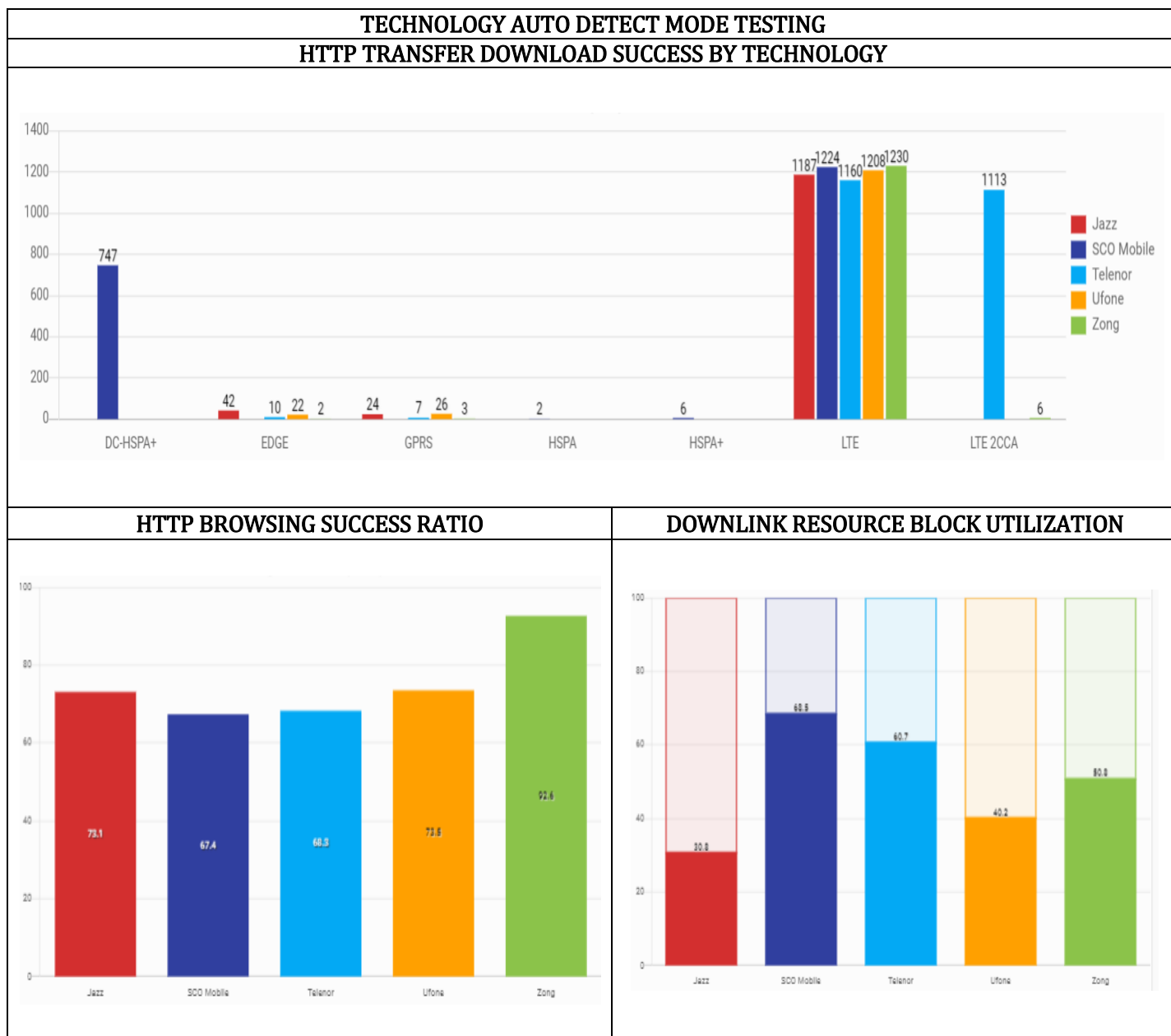4.3.   **3G USER DATA THROUGHPUT.** As per Next Generation Mobile Service (NGMS) licenses and Cellular Mobile Network Quality of Service (QoS) Regulations 2021, licensees are required to meet **the threshold of minimum of 265 Kbps of 3G User Data Throughput.** The results of Data Service QoS KPI i.e. User Data Throughput are shown in **Table4.3: 3G User Data Throughput ≥ 256 Kbps.**

City	3G User Data Throughput (Kbps)	Operator Position
	SCOM	SCOM
MUZAFARABAD	5582.53	
MIRPUR	6782.81	1st
KOTLI	4592.7	
RAWALAKOT	5650.88	

Table4.3: 3G User Data Throughput ≥ 265 Kbps

4.4.   During the survey, the deployed technologies by Cellular Mobile Operators (CMOs), Success Rate of HTTP Transfer Download Tests, Resource Block Utilization, Latency and Web Page Loading time have been recorded. The details can be seen in attached graphs.

TECHNOLOGY AUTO DETECT MODE TESTING
HTTP TRANSFER DOWNLOAD SUCCESS BY TECHNOLOGY

HTTP BROWSING SUCCESS RATIO	DOWNLINK RESOURCE BLOCK UTILIZATION

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	MUZAFARABAD	MIRPUR	KOTLI	RAWALAKOT
Jazz	Network Accessibility	Yes	Yes	Yes	Yes
	Service Accessibility	No	No	No	No
	Call Connection Time	Yes	Yes	Yes	Yes
	Call Completion Ratio	No	No	No	No
	Mean Opinion Score	Yes	Yes	Yes	Yes
Telenor	Network Accessibility	Yes	Yes	Yes	Yes
	Service Accessibility	No	Yes	No	No
	Call Connection Time	No	Yes	Yes	Yes
	Call Completion Ratio	No	Yes	Yes	Yes
	Mean Opinion Score	Yes	Yes	Yes	Yes
Ufone	Network Accessibility	Yes	Yes	Yes	Yes
	Service Accessibility	Yes	No	Yes	No
	Call Connection Time	No	No	No	No
	Call Completion Ratio	Yes	Yes	Yes	Yes
	Mean Opinion Score	Yes	Yes	Yes	Yes
ZonG	Network Accessibility	Yes	Yes	Yes	Yes
	Service Accessibility	No	No	Yes	Yes
	Call Connection Time	No	Yes	Yes	No
	Call Completion Ratio	No	No	No	Yes
	Mean Opinion Score	Yes	Yes	Yes	Yes
SCOM	Network Accessibility	Yes	Yes	Yes	Yes
	Service Accessibility	No	Yes	No	No
	Call Connection Time	Yes	Yes	Yes	Yes
	Call Completion Ratio	No	No	No	No
	Mean Opinion Score	Yes	Yes	Yes	Yes
	Inter System Hand Over	Yes	Yes	Yes	Yes
	RAB Setup Success Rate	Yes	Yes	Yes	Yes

Voice QoS KPIs Thresholds: Network Accessibility (NA) > 99%, Service Accessibility (SA)> 98%, Call Connection Time (CCT) < 7.5 Seconds, Call Completion Ratio (CCR) > 98%, Mean Opinion Score (MOS) > 3, Inter System Hand Over (ISHO) > 98% & RAB Setup Success Rate (RSSR) > 98%

Table 5.3: Voice QoS KPIs Compliance Level

SMS SERVICE

6.1. A total of **4,436 SMS sending attempts** conducted, out of which **4,336 SMS successfully received** at B-Party. The company wise SMS Statistics are shown in **Table6.1: SMS Statistics**

DESCRIPTION	JAZZ	SCOM	TELENOR	UFONE	ZONG
SMS SEND REQUEST	879	902	852	899	904
SMS SUCCESSFULLY RECEIVED	834	887	820	892	903
SMS RECEIVE SUCCESS RATE	**94.88%**	**98.34%**	**96.24%**	99.22%	99.89%
END-TO-END DELIVERY TIME	5.03 s	2.22 s	7.87 s	4.57 s	2.41 s

Table 6.1: SMS Statistics

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.