VOICE CALLS CITIES– COMPLIANCE (YES/NO)									
Operator	* QoS KPIs	Charsadda	Battagram	Abdul Hakeem	Mirpur Khas	Nowshera	Pishin	Narowal	Dera Allah Yar	Dera Murad Jamali
Jazz	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	SA	Yes	**No**	Yes	Yes	**No**	Yes	Yes	Yes	Yes
	CCT	Yes	Yes	Yes	Yes	Yes	Yes	**No**	**No**	Yes
	CCR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	Yes	Yes	Yes	Yes	Yes	Yes	Yes	**No**	Yes
	ISHO	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	RSSR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Telenor	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	SA	**No**	**No**	Yes	**No**	**No**	Yes	**No**	Yes	Yes
	CCT	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CCR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	Yes	**No**	Yes	Yes	**No**	Yes	Yes	Yes	Yes
	ISHO	Yes	Yes	**N/A**	**N/A**	Yes	Yes	**N/A**	Yes	**N/A**
	RSSR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Ufone	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	SA	Yes	**No**	**No**	Yes	Yes	Yes	**No**	Yes	Yes
	CCT	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CCR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	Yes	**No**	Yes	Yes	Yes	**No**	Yes	Yes	Yes
	ISHO	Yes	Yes	**No**	Yes	Yes	Yes	Yes	Yes	**N/A**
	RSSR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
ZonG	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	SA	**No**	Yes	Yes	Yes	**No**	Yes	**No**	Yes	**No**
	CCT	**No**	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CCR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	ISHO	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**
	RSSR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Note Voice QoS KPIs: Network Accessibility (NA) > 99%, Service Accessibility (SA)> 98%, Call Connection Time (CCT) $\leq$ 7.5 Seconds, Call Completion Ratio (CCR) $\geq$ 98%, Mean Opinion Score (MOS) > 3, Inter System Hand Over (ISHO) > 98% & RAB Setup Success Rate (RSSR) > 98%
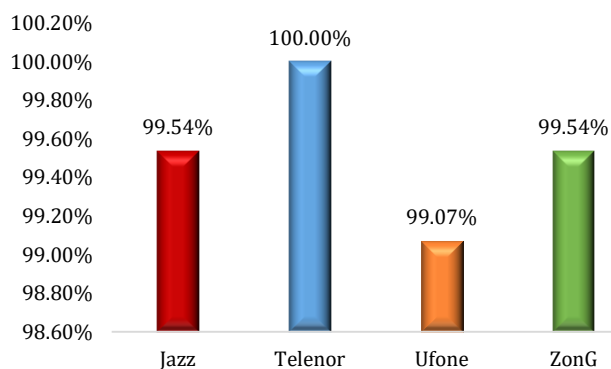
Table 5.22: Voice QoS KPIs Compliance Level

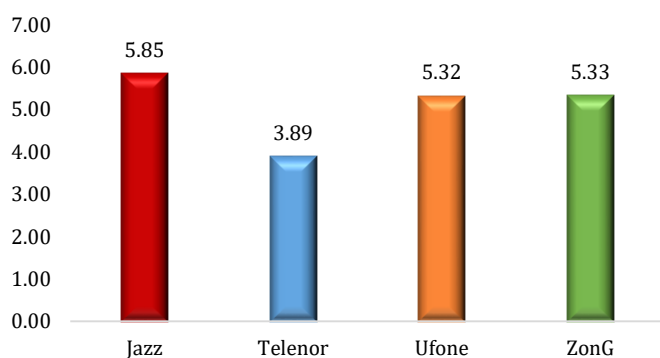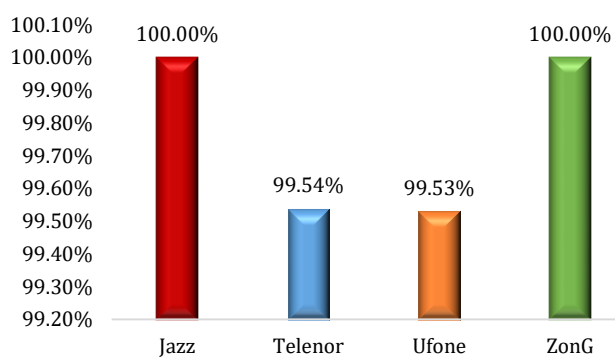# QUALITY OF SERVICE SURVEY RESULTS – PISHIN
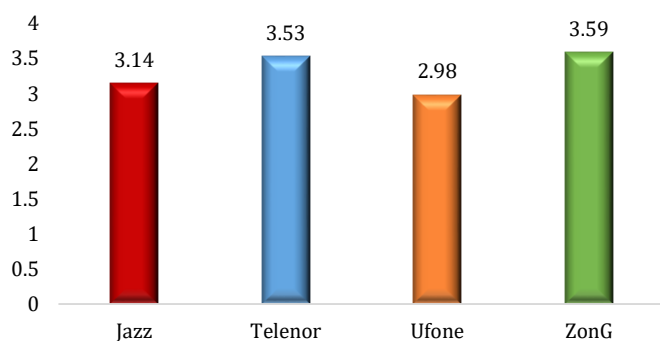
Network Accessibility > 99%

Operator	Value
Jazz	100.00%
Telenor	100.00%
Ufone	100.00%
ZonG	100.00%
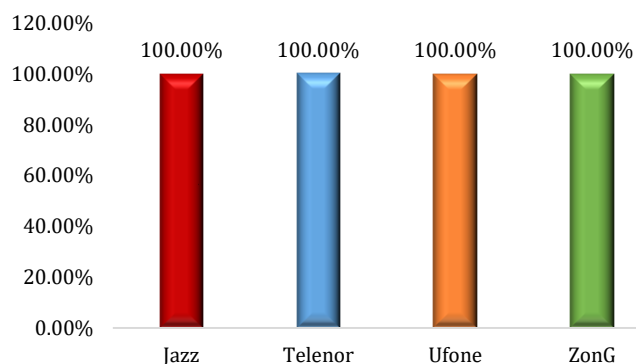
Call Setup Success Rate > 98%

Operator	Value
Jazz	99.54%
Telenor	100.00%
Ufone	99.07%
ZonG	99.54%

Call Connection Time < 7.5 Seconds

Operator	Value
Jazz	5.85
Telenor	3.89
Ufone	5.32
ZonG	5.33

Call Completion Ratio > 98%

Operator	Value
Jazz	100.00%
Telenor	99.54%
Ufone	99.53%
ZonG	100.00%

Mean Opinion Score > 3

Operator	Value
Jazz	3.14
Telenor	3.53
Ufone	2.98
ZonG	3.59

SMS Success Rate > 99%

Operator	Value
Jazz	99.07%
Telenor	99.07%
Ufone	100.00%
ZonG	99.54%

SMS End-to-End Delivery Time < 12 Seconds

Operator	Value
Jazz	3.09
Telenor	4.43
Ufone	2.48
ZonG	2.62