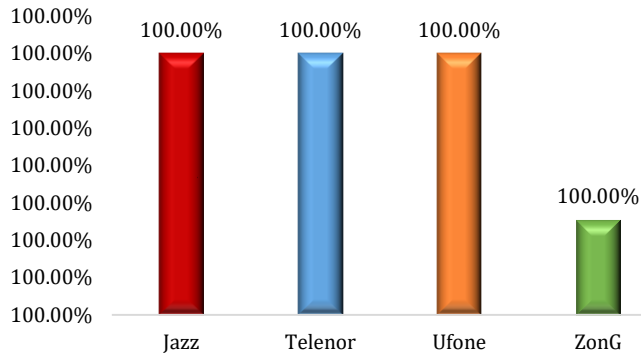


VOICE CALLS ROADS – COMPLINACE (YES/NO)									
Operator	*Voice KPIs	Lahore to Jhang	Lahore to Sialkot	Multan to Vehari	Multan to DG Khan	Peshawar to Bannu	Bannu to DI Khan	Karachi to Thatta	Karachi to Tando Allah Yar
Jazz	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	SA	No	No	Yes	No	No	No	No	No
	CCT	Yes	No	Yes	No	No	No	Yes	No
	CCR	No	No	Yes	Yes	No	No	Yes	Yes
	MOS	Yes	No	Yes	Yes	Yes	Yes	No	Yes
	ISHO	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
	RSSR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Telenor	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	SA	No	No	Yes	No	No	No	No	No
	CCT	No	No	Yes	No	No	No	No	No
	CCR	No	Yes	Yes	Yes	No	No	Yes	Yes
	MOS	No	No	Yes	Yes	Yes	Yes	Yes	Yes
	ISHO	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	RSSR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Ufone	NA	Yes	Yes	Yes	Yes	No	No	Yes	Yes
	SA	No	No	Yes	No	No	No		No
	CCT	Yes	No	Yes	Yes	No	Yes	Yes	Yes
	CCR	Yes	No	Yes	No	No	No	Yes	No
	MOS	Yes	No	Yes	No	No	Yes	Yes	Yes
	ISHO	No	No	Yes	Yes	No	Yes	Yes	Yes
	RSSR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
ZonG	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	SA	No	No	Yes	No	No	No	Yes	No
	CCT	Yes	No	Yes	No	No	Yes	Yes	Yes
	CCR	Yes	No	Yes	Yes	No	No	Yes	Yes
	MOS	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
	RSSR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
* Note Voice QoS KPIs: 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%									

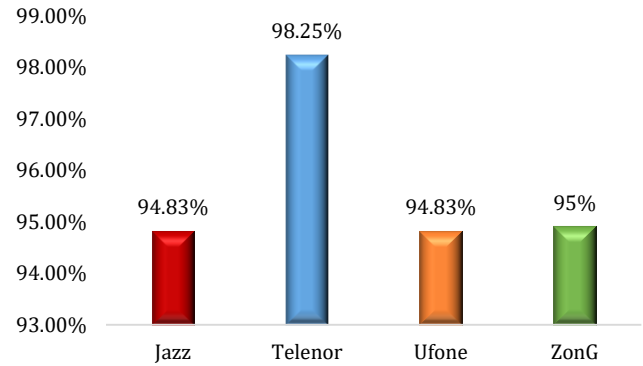
Table 5.2: Voice QoS KPIs Compliance Level

QUALITY OF SERVICE SURVEY RESULTS – LAHORE TO JHANG

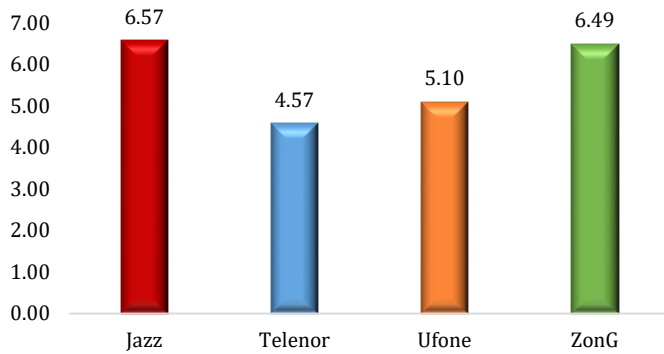
Network Accessibility > 99%



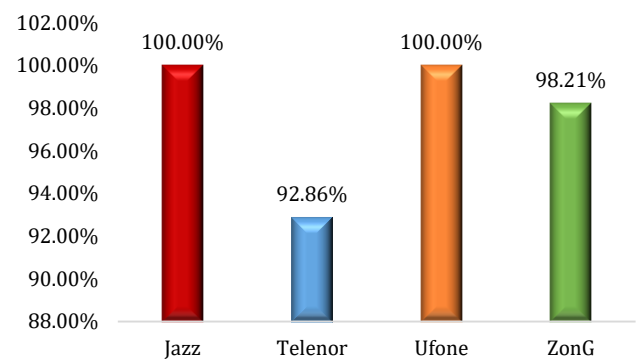
Service Accessibility > 98%



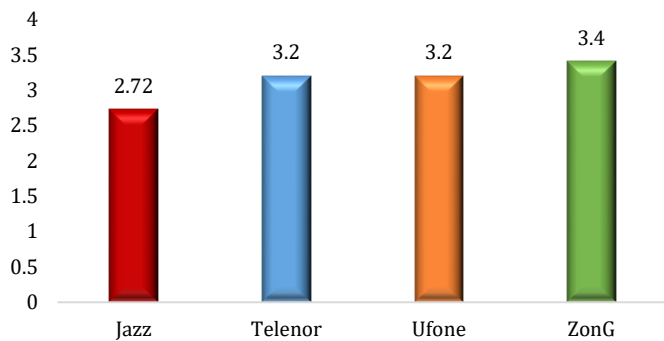
Call Connection Time < 6.5 Seconds



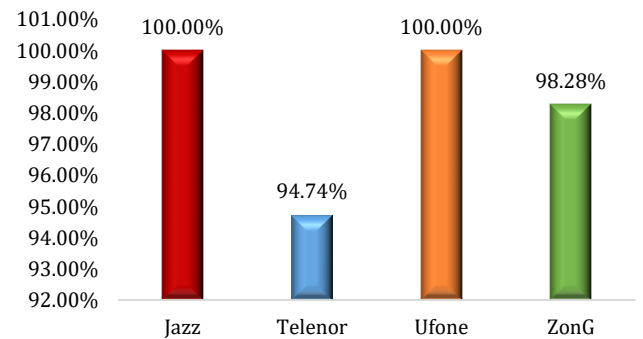
Call Completion Ratio > 98%



Mean Opinion Score > 3



SMS Success Rate > 99%



SMS End-to-End Delivery Time < 12 Seconds

