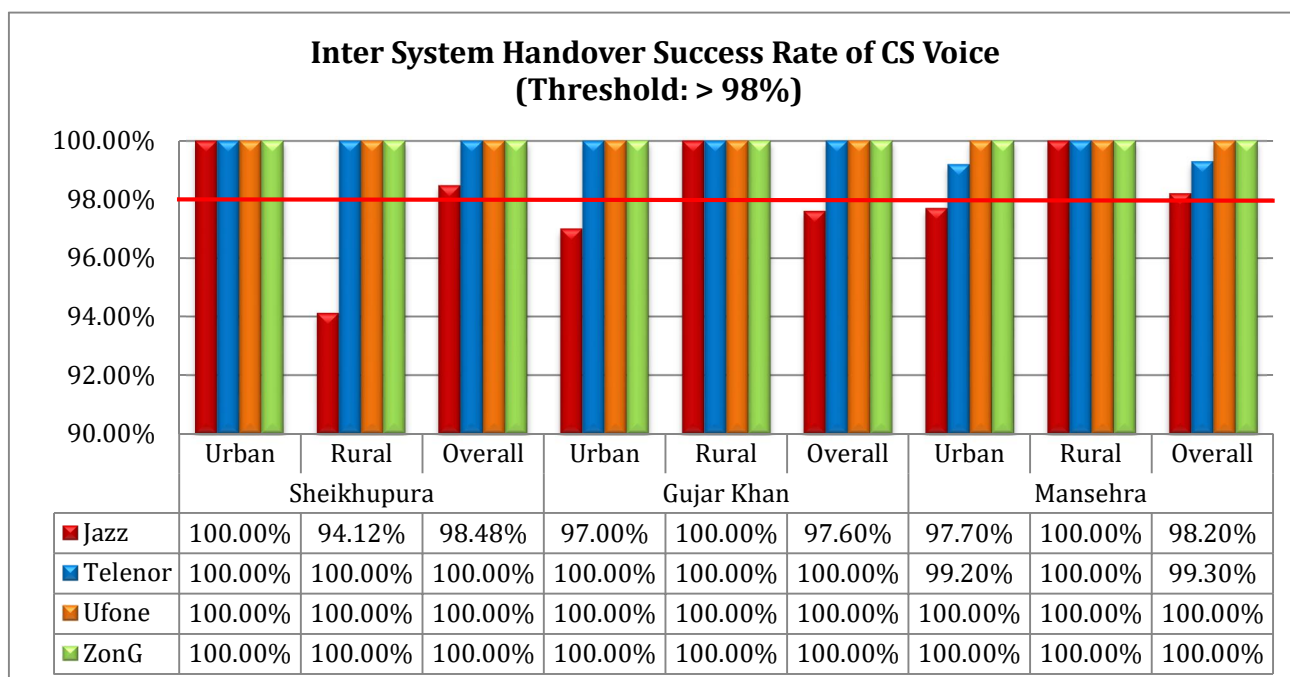


Inter System Handover (ISHO) For Circuit Switched Voice. *“Inter System Handover is the measurement of successfulness of Handover in 3G/2G for Circuit Switched Voice.”*

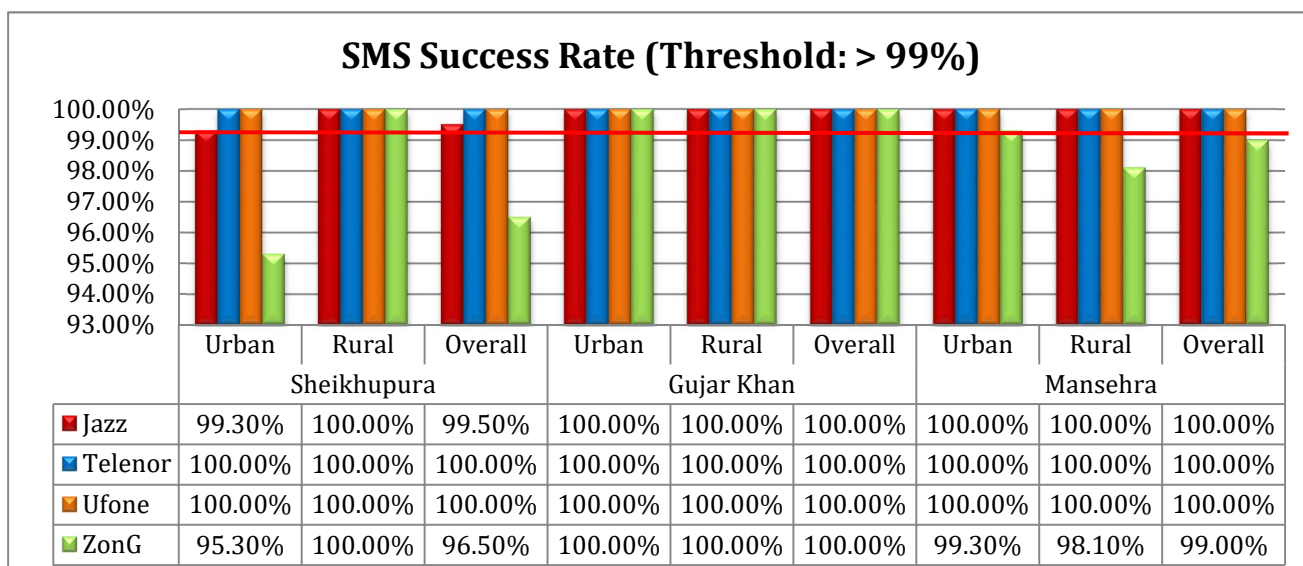


- ***Inter System Handover Success Rate of Circuit Switched (CS) Voice of 98% has not been met by Jazz in Rural Areas of Sheikhupura, Urban and Overall Areas of Gujar Khan and Urban Areas of Mansehra.***

SMS – KEY PERFORMANCE INDICATORS

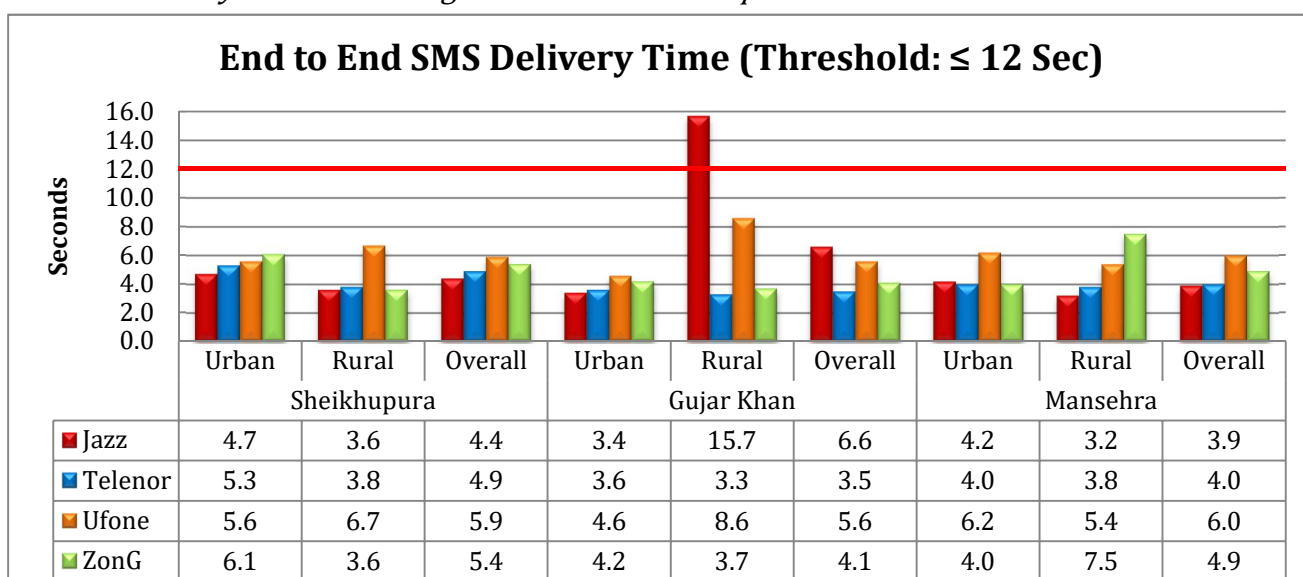
SMS KPIs. The performance of SMS services of CMOs has been checked by measuring SMS Success Rate and End-to-End SMS Delivery Time Key Performance Indicators (KPIs).

SMS Success Rate. *SMS Success Rate is the probability that the short message is delivered successfully, end-to-end when requested and display of the relevant information on the mobile phone. It provides information about successful delivery of SMS.*



ZonG has not met the SMS Success Rate of 99% in Urban and Overall Areas of Sheikhupura and in Rural Areas of Mansehra.

End-to-End SMS Delivery Time. *End-to-End SMS Delivery Time is the time between sending a short message to a short message center and receiving the very same short message at intended mobile phone (receiver). It provides average time taken for delivery of short message from sender to recipient.*



Jazz has not met the 12 Seconds Threshold value of End-to-End Delivery Time of SMS in Rural Areas of Gujar Khan