

## SMS SERVICE

6.1. A total of 1230 SMS sending attempt conducted, out of which 1164 SMS successfully received at B-Party. The company wise SMS Statistics are shown in **Table 6.1: SMS Statistics**

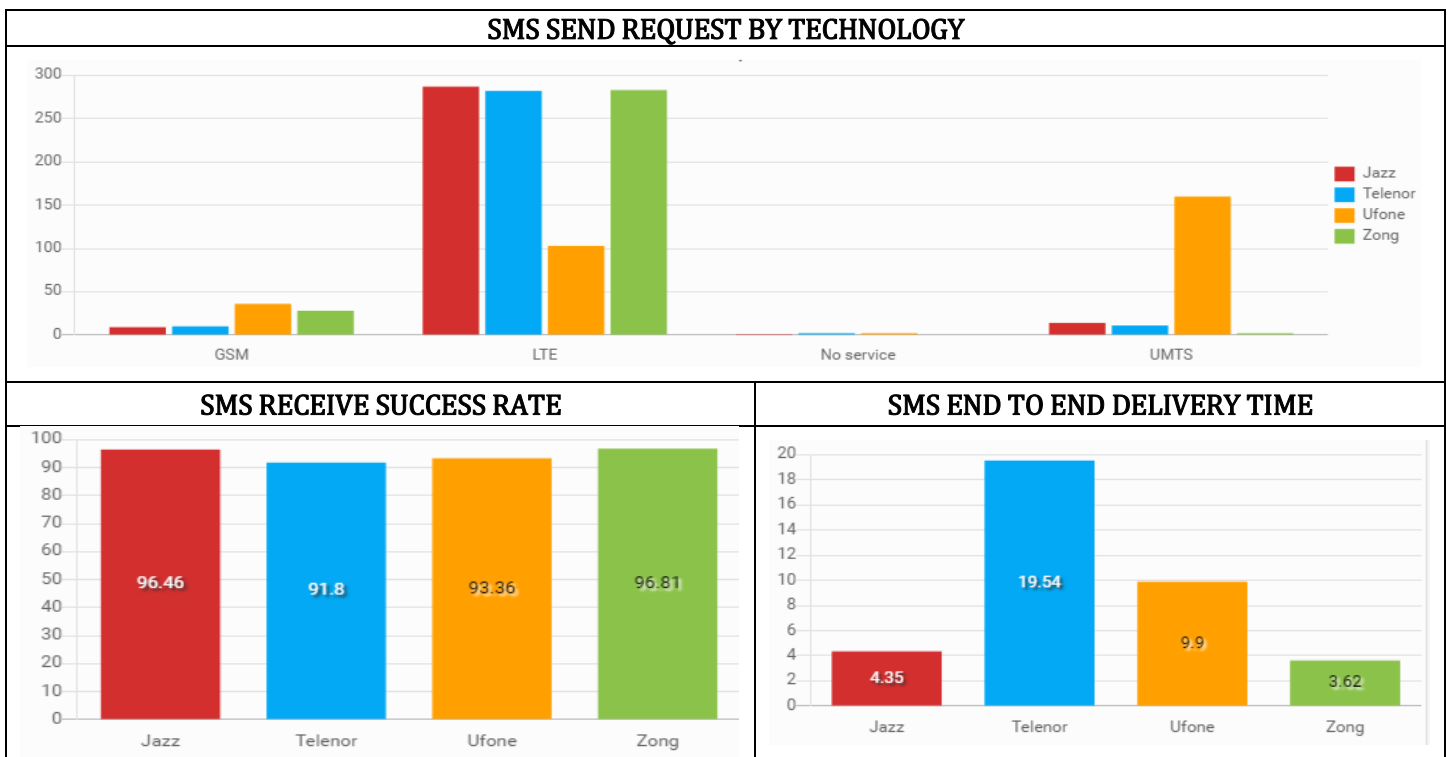
DESCRIPTION	JAZZ	TELENOR	UFONE	ZONG
<i>SMS SEND REQUEST</i>	311	305	301	313
<i>SMS SUCCESSFULLY RECEIVED</i>	300	280	281	303
<i>SMS RECEIVE SUCCESS RATE</i>	96.46%	91.80%	93.35%	96.85%

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

SMS SERVICE ROADS – COMPLIANT (YES/NO)									
Operator		Jazz		Telenor		Ufone		ZonG	
SMS KPI		SR	DT	SR	DT	SR	DT	SR	DT
Roads	Lahore to Sialkot	No	Yes	No	No	Yes	Yes	Yes	Yes
	Lahore to Jhang	Yes	Yes	No	Yes	Yes	Yes	No	Yes
	Multan to Vehari	Yes	Yes	No	No	Yes	Yes	No	Yes
	Multan to Dera Ghazi Khan	No	Yes	No	No	No	Yes	No	Yes
	Peshawar to Bannu	No	Yes	No	No	No	Yes	Yes	Yes
	Bannu to Dera Ismail Khan	Yes	Yes	No	Yes	No	No	Yes	Yes
	Karachi to Thatta	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
	Karachi to Tando Allah Yar	No	Yes	No	Yes	Yes	Yes	No	Yes
* Note SMS QoS KPIs : SMS Success Rate (SR) $\geq 99\%$ & SMS End to End Delivery Time (DT) $\leq 12$ Seconds									

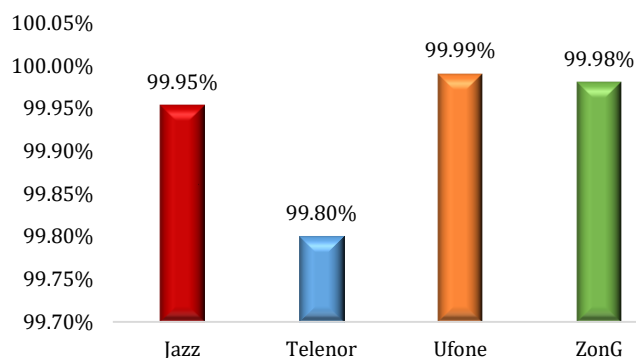
**Table 6.2: SMS QoS KPIs Compliance Level**

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

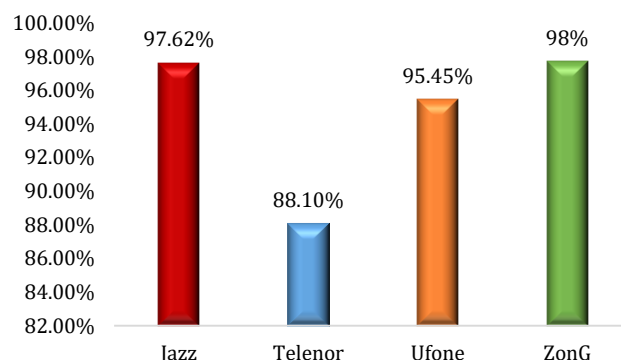


## QUALITY OF SERVICE SURVEY RESULTS – KARACHI TO TANDO ALLAH YAR

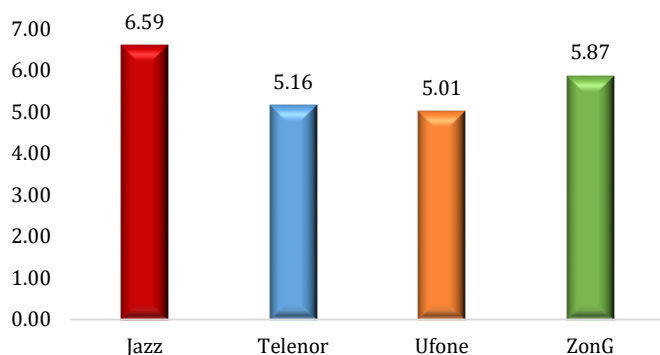
**Network Accessibility > 99%**



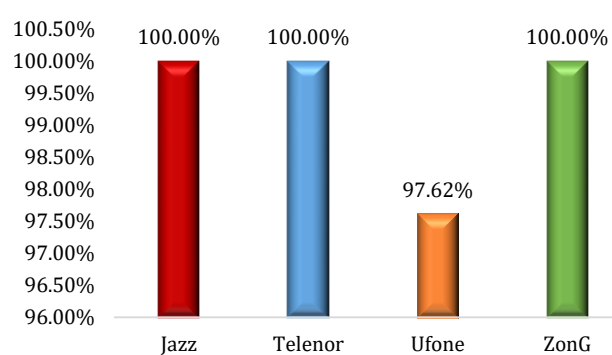
**Service Accessibility > 98%**



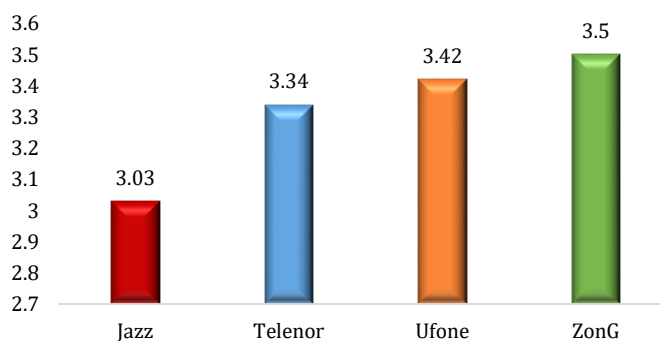
**Call Connection Time < 6.5 Seconds**



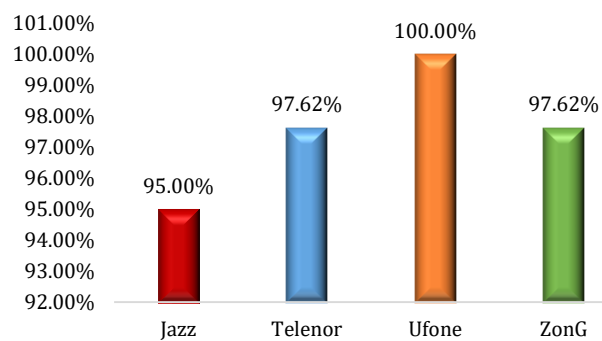
**Call Completion Ratio > 98%**



**Mean Opinion Score > 3**



**SMS Success Rate > 99%**



**SMS End-to-End Delivery Time < 12 Seconds**

