S. #.	Operator	Cities & Roads	
		Count	Names
1.	Ufone	1	Rawalpindi to Mirpur Road
2.	ZonG	2	Islamabad to Muzaffarabad Road, Rawalpindi to Mirpur Road
3.	SCOM	2	Mirpur, Islamabad to Muzaffarabad Road

Table 3.5: Compliance of Mean Opinion Score > 3

ii.   **NON-COMPLIANCE**. The cities where CMOs remained non-compliant is mentioned in **Table 3.6: Non-Compliance of Mean Opinion Score > 3.**

S. #.	Operator	Cities & Roads	
		Count	Names
1.	Jazz	5	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road, Rawalpindi to Mirpur Road
2.	Telenor	5	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road, Rawalpindi to Mirpur Road
	Ufone	4	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road
4.	ZonG	3	Muzaffarabad, Mirpur & Bagh
5.	SCOM	2	Muzaffarabad & Bagh

Table 3.6: Non-Compliance of Mean Opinion Score > 3

SMS SERVICE

4.1.   2 x QoS KPIs i.e. "SMS Success Rate" and "SMS End to End Delivery Time" have been measured and the results are as under:

a.   **SMS SUCCESS RATE.** The analysis of QoS KPI **SMS Success Rate of 99%** in all the 13 x surveyed cities revealed following:

i.   **COMPLIANCE**. The cities where CMOs remained compliant is mentioned in **Table 4.1: Compliance of SMS Success Rate > 99%.**

S. #.	Operator	Cities	
		Count	Names
1.	SCOM	1	Bagh

Table 4.1: Compliance of SMS Success Rate > 99%

ii.   **NON-COMPLIANCE**. The cities where CMOs remained non-compliant is mentioned in **Table 4.2: Non-Compliance of SMS Success Rate > 99%.**

S. #.	Operator	Cities	
		Count	Names
1.	Jazz	5	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road, Rawalpindi to Mirpur Road
2.	Telenor	5	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road, Rawalpindi to Mirpur Road
3.	Ufone	5	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road, Rawalpindi to Mirpur Road
4.	ZonG	5	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road, Rawalpindi to Mirpur Road
5.	SCOM	3	Muzaffarabad, Mirpur, Islamabad to Muzaffarabad Road

Table 4.2: Non-Compliance of SMS Success Rate > 99%

b.   **SMS END-TO-END DELIVERY TIME.** The analysis of QoS KPI <u>SMS End-to-End Delivery time of 12 Seconds</u> in all surveyed cities revealed following:

    i.   **COMPLIANCE.** The cities where CMOs remained compliant is mentioned in **Table 4.3: Compliance of SMS End-To-End Delivery Time ≤ 12 Seconds**

S. #.	Operator	Cities	
		Count	Names
1.	ZonG	1	Rawalpindi to Mirpur Road
2.	SCOM	3	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road

<center>Table 4.3: Compliance of SMS End-To-End Delivery Time ≤ 12 Seconds</center>

    ii.   **NON-COMPLIANCE.** The cities where CMOs remained non-compliant is mentioned in **Table 4.4: Non-Compliance of SMS End-To-End Delivery Time ≤ 12 Seconds.**

S. #.	Operator	Cities	
		Count	Names
1.	Jazz	5	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road, Rawalpindi to Mirpur Road
2.	Telenor	5	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road, Rawalpindi to Mirpur Road
3.	Ufone	5	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road, Rawalpindi to Mirpur Road
4.	ZonG	4	Muzaffarabad, Mirpur, Bagh, Islamabad to Muzaffarabad Road

<center>Table 4.4: Non-Compliance of SMS End-To-End Delivery Time ≤ 12 Seconds</center>

MOBILE BROADBAND SERVICE

5.1.   **4G USER DATA THROUGHPUT.** As per Next Generation Mobile Service (NGMS) licenses awarded, licensees are required to meet the threshold of minimum of 2Mbps of 4G User Data Throughput. The analysis of Data Service QoS KPIs i.e. User Data Throughput Survey Results revealed following:

    a.   **COMPLIANCE.** The cities and roads where CMOs remained compliant is mentioned in **Table 5.1: Compliance of 4G User Data Throughput > 2 Mbps**.

S. #.	Operator	Cities	
		Count	Names
1.	Jazz	2	Islamabad to Muzaffarabad Road, Rawalpindi to Mirpur Road
2.	Telenor	2	Islamabad to Muzaffarabad Road, Rawalpindi to Mirpur Road
3.	Ufone	2	Islamabad to Muzaffarabad Road, Rawalpindi to Mirpur Road
4.	ZonG	2	Islamabad to Muzaffarabad Road, Rawalpindi to Mirpur Road
5.	SCOM	3	Mirpur, Bagh, Islamabad to Muzaffarabad Road

<center>Table 5.1: Compliance of 4G User Data Throughput > 2Mbps</center>

    b.   **NON-COMPLIANCE.** The cities and roads where CMOs remained non-compliant is mentioned in **Table 5.2: Non-Compliance of 4G User Data Through > 2Mpbs**.

S. #.	Operator	Cities	
		Count	Names
1.	Jazz	3	Muzaffarabad, Mirpur, Bagh
2.	Telenor	3	Muzaffarabad, Mirpur, Bagh
3.	ZonG	3	Muzaffarabad, Mirpur, Bagh
4.	SCOM	1	Muzaffarabad

<center>Table 5.2: Non-Compliance of 4G User Data Throughput > 2Mbps</center>