

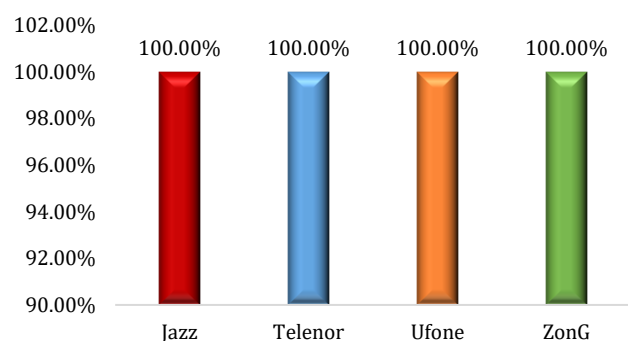
<i>CMO</i>	<i>KPIs</i>	<i>Threshold</i>	<i>KARAK</i>	<i>DEPALPUR</i>	<i>KARACHI WEST</i>	<i>KARACHI SOUTH</i>	<i>SHUJABAD</i>	<i>KABIRWALA</i>	<i>CHICHAWATNI</i>
<i>Jazz</i>	NA	≥ 99%	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CSSR	≥ 98%	Yes	Yes	No	Yes	Yes	Yes	Yes
	CCT	≤ 7.5 sec	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CCR	> 98%	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	≥ 3	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	ISHO	≥ 98%	Yes	N/A	Yes	N/A	N/A	N/A	N/A
	RSSR	> 98%	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<i>Telenor</i>	NA	≥ 99%	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CSSR	≥ 98%	No	Yes	No	Yes	No	Yes	Yes
	CCT	≤ 7.5 sec	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CCR	> 98%	No	Yes	No	Yes	No	Yes	Yes
	MOS	≥ 3	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	ISHO	≥ 98%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	RSSR	> 98%	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<i>Ufone</i>	NA	≥ 99%	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CSSR	≥ 98%	No	Yes	Yes	Yes	No	No	Yes
	CCT	≤ 7.5 sec	Yes	Yes	Yes	Yes	No	No	Yes
	CCR	> 98%	No	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	≥ 3	No	Yes	Yes	Yes	Yes	No	Yes
	ISHO	≥ 98%	Yes	N/A	N/A	N/A	Yes	N/A	N/A
	RSSR	> 98%	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<i>ZonG</i>	NA	≥ 99%	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CSSR	≥ 98%	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CCT	≤ 7.5 sec	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CCR	> 98%	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	≥ 3	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	ISHO	≥ 98%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	RSSR	> 98%	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%

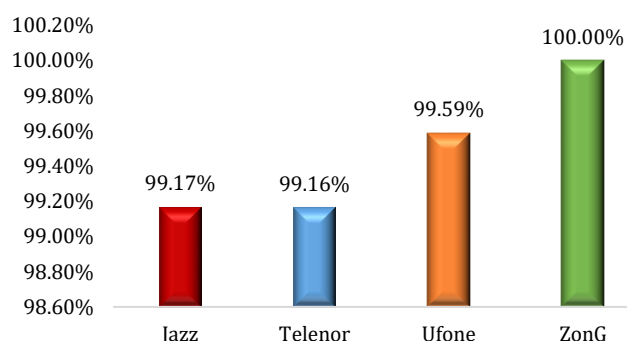
Table 5.2: Voice QoS KPIs Compliance Level

QUALITY OF SERVICE SURVEY RESULTS – DEPALPUR

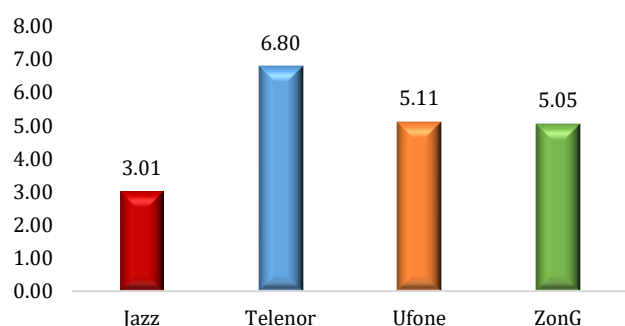
Network Accessibility $\geq 99\%$



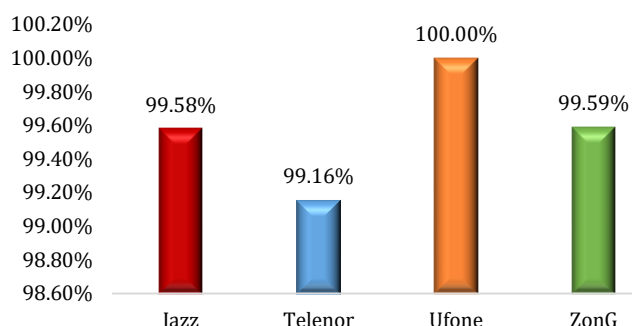
Call Setup Success Rate $\geq 98\%$



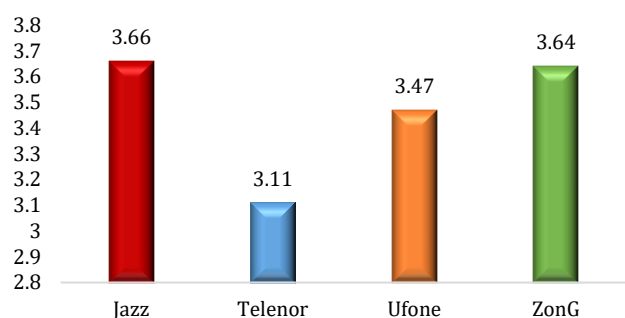
Call Connection Time < 7.5 Seconds



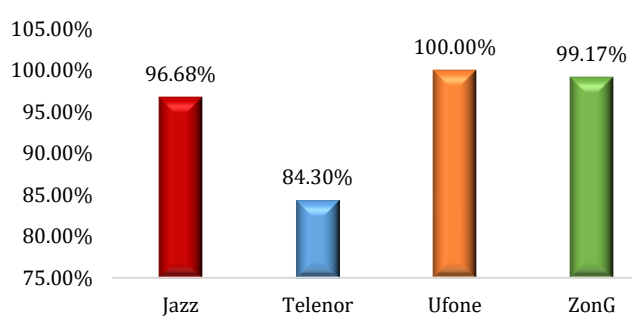
Call Completion Ratio $> 98\%$



Mean Opinion Score > 3



SMS Success Rate $\geq 99\%$



SMS End-to-End Delivery Time ≤ 12 Seconds

