

Description	Jazz	Telenor	Ufone	Zong
Total Calls Attempts	5101	4988	4705	4690
Failed Calls Attempts	42	143	98	57
Established Calls Attempts	5059	4845	4607	4633
Dropped Calls Attempts	0	1	0	1
Completed Calls Attempts	5059	4844	4607	4632
Call Setup Success Rate (%)	99.18	97.13	97.92	98.78
Call Setup Time (Sec)	7.49	7.86	6.67	6.78
Call Completion Rate (%)	100	71.43	98.61	98.48
Mean Opinion Score	3.82	3.87	3.57	3.67
Total Speech Test	50845	48666	46332	46536

Table 9.1: Call Statistic

CMO	KPIS	BAHWALNAGAR	D.I KHAN	LAHORE	MARDAN	SAMUNDARI	SHIKARPUR
Jazz	NA	Yes	Yes	Yes	Yes	Yes	Yes
	CSSR	No	Yes	Yes	Yes	Yes	Yes
	CCT	Yes	Yes	Yes	Yes	Yes	Yes
	CCR	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	Yes	Yes	Yes	Yes	Yes	Yes
Telenor	NA	Yes	Yes	Yes	Yes	Yes	Yes
	CSSR	No	No	No	Yes	Yes	No
	CCT	Yes	Yes	Yes	Yes	Yes	Yes
	CCR	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	Yes	Yes	Yes	Yes	Yes	Yes
Ufone	NA	Yes	Yes	Yes	Yes	Yes	Yes
	CSSR	Yes	No	Yes	No	Yes	No
	CCT	Yes	Yes	Yes	Yes	Yes	Yes
	CCR	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	Yes	Yes	Yes	Yes	Yes	Yes
ZonG	NA	Yes	Yes	Yes	Yes	Yes	Yes
	CSSR	Yes	Yes	Yes	Yes	Yes	Yes
	CCT	Yes	Yes	Yes	Yes	Yes	Yes
	CCR	Yes	Yes	Yes	No	Yes	Yes
	MOS	Yes	Yes	Yes	Yes	Yes	Yes

* Note Voice QoS KPIs: Network Accessibility (NA), Call Setup Success Rate (CSSR), Call Connection Time (CCT), Call Completion Ratio (CCR), Mean Opinion Score (MOS)

Table 9.2: Voice QoS KPIs Compliance Level

CMO	KPIS	HYDERABAD	JHELMUM	MALIR	NAWABSHAH	NUSHKI	QUETTA
Jazz	NA	Yes	Yes	Yes	Yes	Yes	Yes
	CSSR	Yes	Yes	Yes	Yes	Yes	Yes
	CCT	Yes	Yes	Yes	Yes	Yes	Yes
	CCR	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	Yes	Yes	Yes	Yes	No	Yes
Telenor	NA	Yes	Yes	Yes	Yes	Yes	Yes
	CSSR	Yes	Yes	No	No	No	No
	CCT	Yes	Yes	Yes	Yes	Yes	Yes
	CCR	Yes	Yes	Yes	Yes	Yes	No
	MOS	Yes	Yes	Yes	Yes	Yes	Yes
Ufone	NA	Yes	Yes	Yes	Yes	Yes	Yes
	CSSR	Yes	Yes	Yes	Yes	No	No
	CCT	Yes	Yes	Yes	Yes	Yes	Yes

CMO	KPIS	HYDERABAD	JHELMUM	MALIR	NAWABSHAH	NUSHKI	QUETTA
ZonG	CCR	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	Yes	Yes	Yes	Yes	Yes	Yes
	NA	Yes	Yes	Yes	Yes	Yes	Yes
	CSSR	Yes	Yes	Yes	Yes	No	No
	CCT	Yes	Yes	Yes	Yes	Yes	Yes
	CCR	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	Yes	Yes	Yes	Yes	Yes	Yes

** Note Voice QoS KPIs: Network Accessibility (NA), Call Setup Success Rate (CSSR), Call Connection Time (CCT), Call Completion Ratio (CCR), Mean Opinion Score (MOS)*

Table 9.3: Voice QoS KPIs Compliance Level

CMO	KPIS	CHUNIAN	SHARAQPUR	KOTRI	RAWALPINDI
Jazz	NA	Yes	Yes	Yes	Yes
	CSSR	Yes	Yes	Yes	Yes
	CCT	Yes	Yes	Yes	Yes
	CCR	Yes	Yes	Yes	Yes
	MOS	Yes	Yes	Yes	Yes
Telenor	NA	Yes	Yes	Yes	Yes
	CSSR	No	Yes	Yes	Yes
	CCT	Yes	Yes	Yes	Yes
	CCR	No	Yes	Yes	Yes
	MOS	Yes	Yes	Yes	Yes
Ufone	NA	Yes	Yes	Yes	Yes
	CSSR	No	Yes	Yes	Yes
	CCT	Yes	Yes	Yes	Yes
	CCR	No	Yes	No	Yes
	MOS	Yes	Yes	Yes	Yes
ZonG	NA	Yes	Yes	Yes	Yes
	CSSR	Yes	Yes	Yes	Yes
	CCT	Yes	Yes	Yes	Yes
	CCR	Yes	Yes	Yes	Yes
	MOS	Yes	Yes	Yes	Yes

** Note Voice QoS KPIs: Network Accessibility (NA), Call Setup Success Rate (CSSR) > 98%, Call Connection Time (CCT), Call Completion Ratio (CCR), Mean Opinion Score (MOS)*

Table 9.4: Voice QoS KPIs Compliance Level

Overall survey results of Voice Services for each Mobile Operator are shown in the below graphs.

