		VOICE CALLS CITIES– COMPLIANCE (YES/NO)								
Operator	***QoS KPIs**	Khanewal	Muzaffargarh	Mastung	Loralai	Mansehra	Mardan	Sargodha	Gujrat	Kohat
Jazz	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	SA	Yes	**No**	Yes	Yes	**No**	**No**	Yes	**No**	Yes
	CCT	Yes	Yes	Yes	**No**	Yes	Yes	Yes	Yes	Yes
	CCR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	**No**	**No**	**No**	**No**	**No**	**No**	**No**	Yes	Yes
	ISHO	**No**	Yes	N/A	N/A	Yes	Yes	Yes	Yes	Yes
	RSSR	Yes	Yes	N/A	N/A	Yes	Yes	Yes	Yes	Yes
Telenor	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	SA	**No**	Yes	**No**	Yes	**No**	**No**	Yes	**No**	**No**
	CCT	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CCR	Yes	Yes	Yes	Yes	**No**	Yes	Yes	Yes	Yes
	MOS	Yes	Yes	Yes	Yes	**No**	Yes	Yes	Yes	Yes
	ISHO	N/A	Yes	N/A	Yes	Yes	**No**	Yes	Yes	Yes
	RSSR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Ufone	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	SA	Yes	**No**	**No**	Yes	Yes	Yes	**No**	Yes	Yes
	CCT	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CCR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	Yes	Yes	**No**	Yes	Yes	Yes	Yes	Yes	**No**
	ISHO	Yes	Yes	Yes	Yes	Yes	Yes	**No**	Yes	Yes
	RSSR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
ZonG	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	SA	**No**	**No**	**No**	Yes	Yes	**No**	Yes	Yes	Yes
	CCT	Yes	Yes	Yes	Yes	Yes	**No**	Yes	Yes	Yes
	CCR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	ISHO	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	RSSR	Yes	Yes	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%
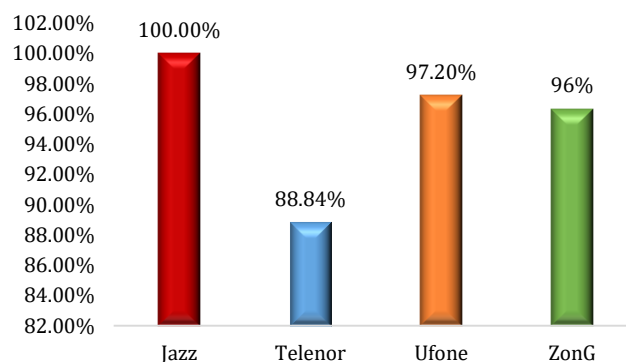
Table 5.21: Voice QoS KPIs Compliance Level

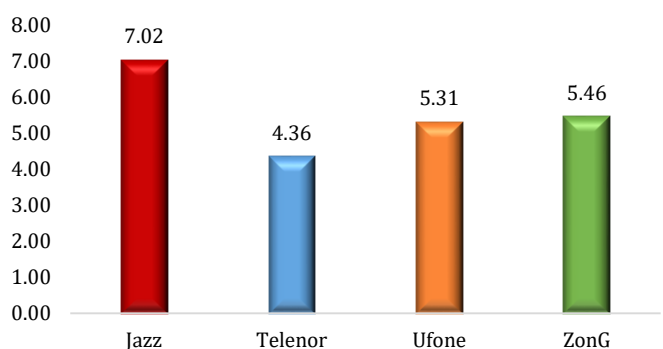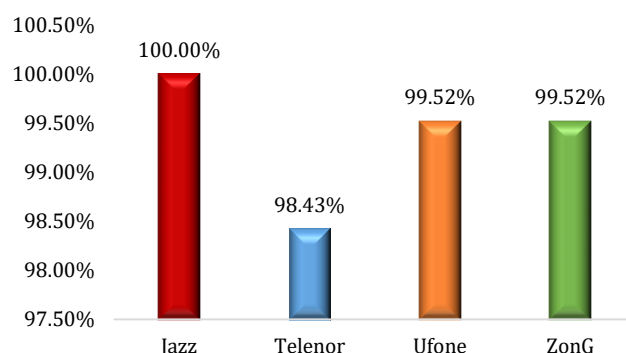# QUALITY OF SERVICE SURVEY RESULTS – MASTUNG
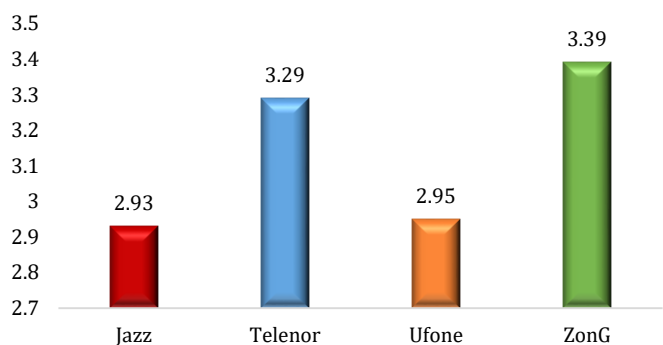
Network Accessibility > 99%

Operator	Value
Jazz	100.00%
Telenor	100.00%
Ufone	100.00%
ZonG	99.57%
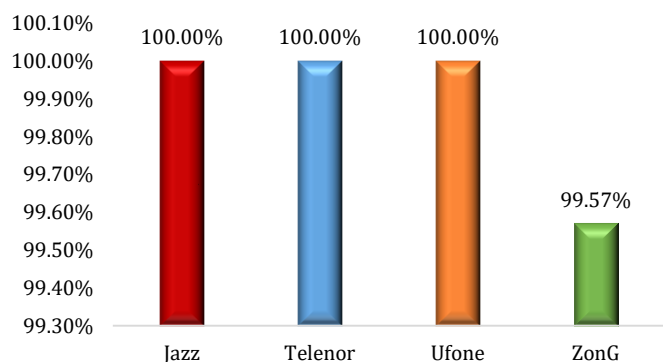
Call Setup Success Rate > 98%

Operator	Value
Jazz	100.00%
Telenor	88.84%
Ufone	97.20%
ZonG	96%

Call Connection Time < 7.5 Seconds

Operator	Value
Jazz	7.02
Telenor	4.36
Ufone	5.31
ZonG	5.46

Call Completion Ratio > 98%

Operator	Value
Jazz	100.00%
Telenor	98.43%
Ufone	99.52%
ZonG	99.52%

Mean Opinion Score > 3

Operator	Value
Jazz	2.93
Telenor	3.29
Ufone	2.95
ZonG	3.39

SMS Success Rate > 99%

Operator	Value
Jazz	100.00%
Telenor	95.73%
Ufone	100.00%
ZonG	98.13%

SMS End-to-End Delivery Time < 12 Seconds

Operator	Value
Jazz	6.08
Telenor	9.73
Ufone	3.67
ZonG	2.67