VOICE CALLS ROADS – COMPLIANCE (YES/NO)												
Operator	*Voice KPIs	Hazara Motorway	Quetta To Karachi	Haripur To Taxila	Pindi Bhatian To Multan	Multan to Sukkur	Nowshera To Chitral	Swabi To Katlang				
Jazz	NA	Yes	No	Yes	Yes	Yes	Yes	Yes				
	SA	No	No	No	Yes	No	No	Yes				
	CCT	Yes	Yes	Yes	Yes	Yes	No	Yes				
	CCR	No	No	No	Yes	No	No	Yes				
	MOS	Yes	Yes	No	Yes	Yes	No	No				
	ISHO	Yes	Yes	Yes	N/A	Yes	Yes	Yes				
	RSSR	Yes	Yes	Yes	N/A	Yes	Yes	Yes				
Telenor	NA	Yes	No	Yes	Yes	Yes	Yes	Yes				
	SA	No	No	No	No	No	No	No				
	CCT	No	Yes	No	Yes	Yes	Yes	Yes				
	CCR	No	No	No	No	No	No	No				
	MOS	No	No	No	Yes	Yes	Yes	Yes				
	ISHO	N/A	Yes	N/A	N/A	Yes	Yes	Yes				
	RSSR	Yes	Yes	Yes	Yes	Yes	Yes	Yes				
	NA	Yes	Yes	Yes	Yes	Yes	No	No				
Ufone	SA	No	No	No	No	No	No	Yes				
	CCT	Yes	Yes	Yes	No	No	Yes	Yes				
	CCR	No	No	No	Yes	Yes	No	No				
	MOS	Yes	Yes	Yes	No	No	Yes	No				
	ISHO	No	Yes	Yes	No	No	No	No				
	RSSR	Yes	Yes	Yes	Yes	Yes	Yes	Yes				
ZonG	NA	Yes	No	Yes	Yes	Yes	No	No				
	SA	No	No	No	No	No	No	Yes				
	ССТ	Yes	Yes	Yes	Yes	Yes	Yes	Yes				
	CCR	Yes	No	No	No	Yes	No	Yes				
	MOS	Yes	Yes	Yes	Yes	Yes	Yes	Yes				
	ISHO	N/A										
	RSSR	Yes	Yes	Yes	Yes	Yes	Yes	Yes				

<sup>\*</sup> Note Voice QoS KPIs: Network Accessibility (NA) > 99%, Service Accessibility (SA) > 98%, Call Connection Time (CCT)  $\leq$  7.5 Seconds, Call Completion Ratio (CCR)  $\geq$  98%, Mean Opinion Score (MOS) > 3, Inter System Hand Over (ISHO) > 98% & RAB Setup Success Rate (RSSR) > 98%

Table 5.1: Voice QoS KPIs Compliance Level

VOICE CALLS ROADS - COMPLIANCE (YES/NO)										
Operator	*Voice KPIs	Islamabad To Kohala	Islamabad To Peshawar	Lahore to Abdul Hakeem	Lahore to Islamabad	Lahore To Sialkot	Rawalpindi To Turkham			
Jazz	NA	Yes	Yes	Yes	Yes	Yes	Yes			
	SA	No	No	No	No	No	No			
	CCT	Yes	Yes	N/A	No	N/A	No			
	CCR	No	Yes	No	Yes	No	No			
	MOS	No	No	Yes	Yes	Yes	Yes			
	ISHO	Yes	Yes	Yes	No	N/A	No			
	RSSR	Yes	Yes	Yes	Yes	N/A	Yes			
Telenor	NA	Yes	Yes	Yes	Yes	Yes	Yes			
	SA	No	No	No	No	No	No			
	CCT	No	No	Yes	No	Yes	Yes			
	CCR	No	No	No	No	No	No			
	MOS	No	No	Yes	No	No	Yes			

## **QUALITY OF SERVICE SURVEY RESULTS (AUTOMODE) – LAHORE TO ISLAMABAD**















