



5.3. The 7 x QoS KPIs (i.e. Network Accessibility, Call Setup Success Rate, Call Setup Time, Call Completion Rate, Mean Opinion Score, Inter System Handover Success Rate & RAB Setup Success Rate) have been measured while testing voice services in **3 x surveyed cities** of AJK. The compliance level of threshold values of voice QoS KPIs in 9 x Cities is shown in each **Table 5.3: Voice QoS KPIs Compliance Level**.

Voice Service Cities - Compliance (Yes/No)					
Operator	Voice KPIs	THRESHOLD	KOTLI	MUZAFFARBAD	MIRPUR
Jazz	NA	≥ 99%	Yes	Yes	Yes
	CSSR	≥ 98%	No	No	No
	CCT	≤ 7.5 sec	Yes	Yes	Yes
	CCR	> 98%	No	No	No
	MOS	≥ 3	Yes	Yes	Yes
	ISHO	≥ 98%	N/A	N/A	N/A
	RSSR	> 98%	N/A	N/A	Yes
Telenor	NA	≥ 99%	Yes	Yes	Yes
	CSSR	≥ 98%	No	No	No
	CCT	≤ 7.5 sec	Yes	Yes	Yes
	CCR	> 98%	No	No	Yes
	MOS	≥ 3	Yes	Yes	Yes
	ISHO	≥ 98%	Yes	Yes	Yes
	RSSR	> 98%	Yes	Yes	Yes
Ufone	NA	≥ 99%	Yes	Yes	Yes
	CSSR	≥ 98%	Yes	No	Yes
	CCT	≤ 7.5 sec	No	No	No

QUALITY OF SERVICE SURVEY RESULTS (AUTOMODE) – KOTLI

