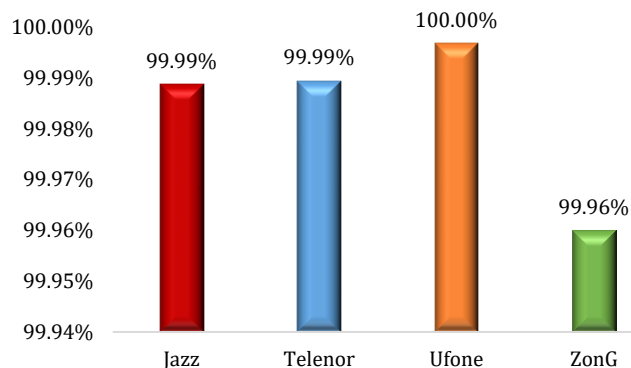


VOICE CALLS CITIES- COMPLIANCE (YES/NO)										
Operator	* QoS KPIs	Khanewal	Muzaffargarh	Mastung	Loralai	Mansehra	Mardan	Sargodha	Gujrat	Kohat
Jazz	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	SA	Yes	No	Yes	Yes	No	No	Yes	No	Yes
	CCT	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
	CCR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	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%										

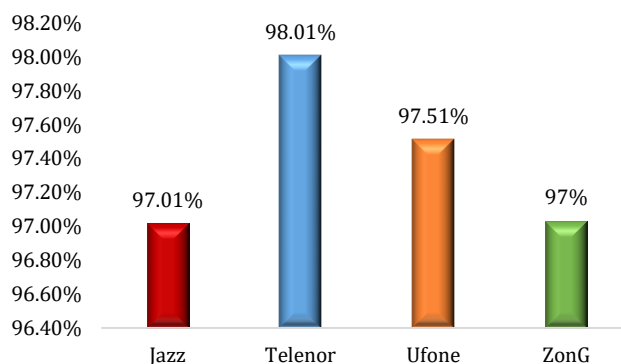
Table 5.21: Voice QoS KPIs Compliance Level

## QUALITY OF SERVICE SURVEY RESULTS – MUZAFFARGARH

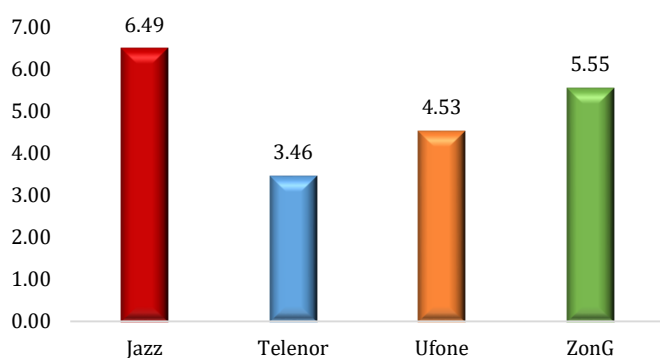
**Network Accessibility > 99%**



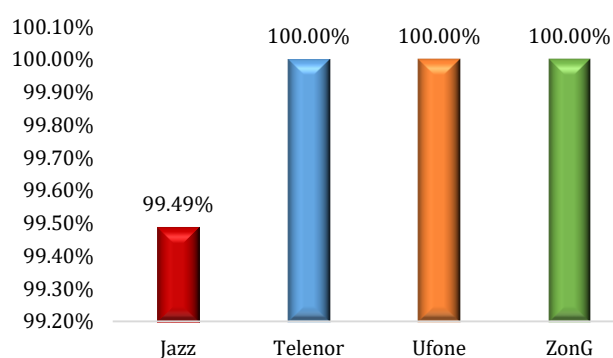
**Call Setup Success Rate > 98%**



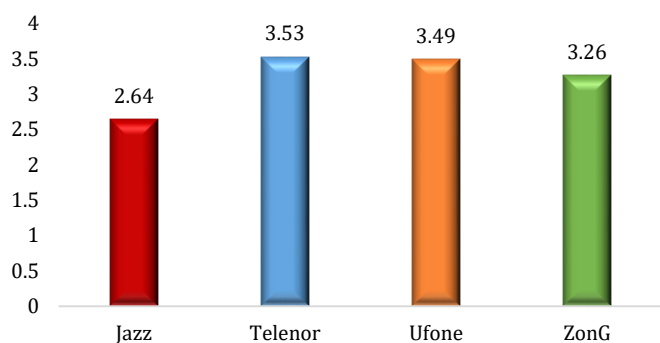
**Call Connection Time < 7.5 Seconds**



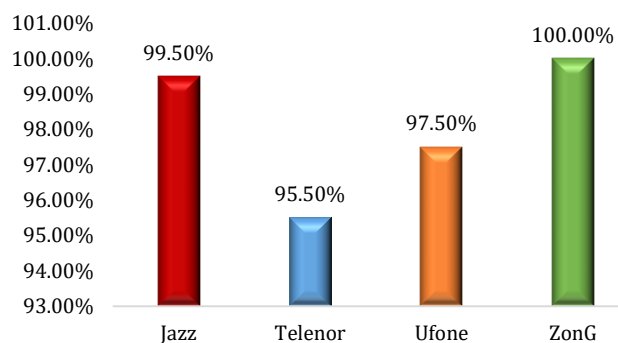
**Call Completion Ratio > 98%**



**Mean Opinion Score > 3**



**SMS Success Rate > 99%**



**SMS End-to-End Delivery Time < 12 Seconds**

