

SMS SERVICE

6.1. A total of 1230 SMS sending attempt conducted, out of which 1164 SMS successfully received at B-Party. The company wise SMS Statistics are shown in **Table 6.1: SMS Statistics**

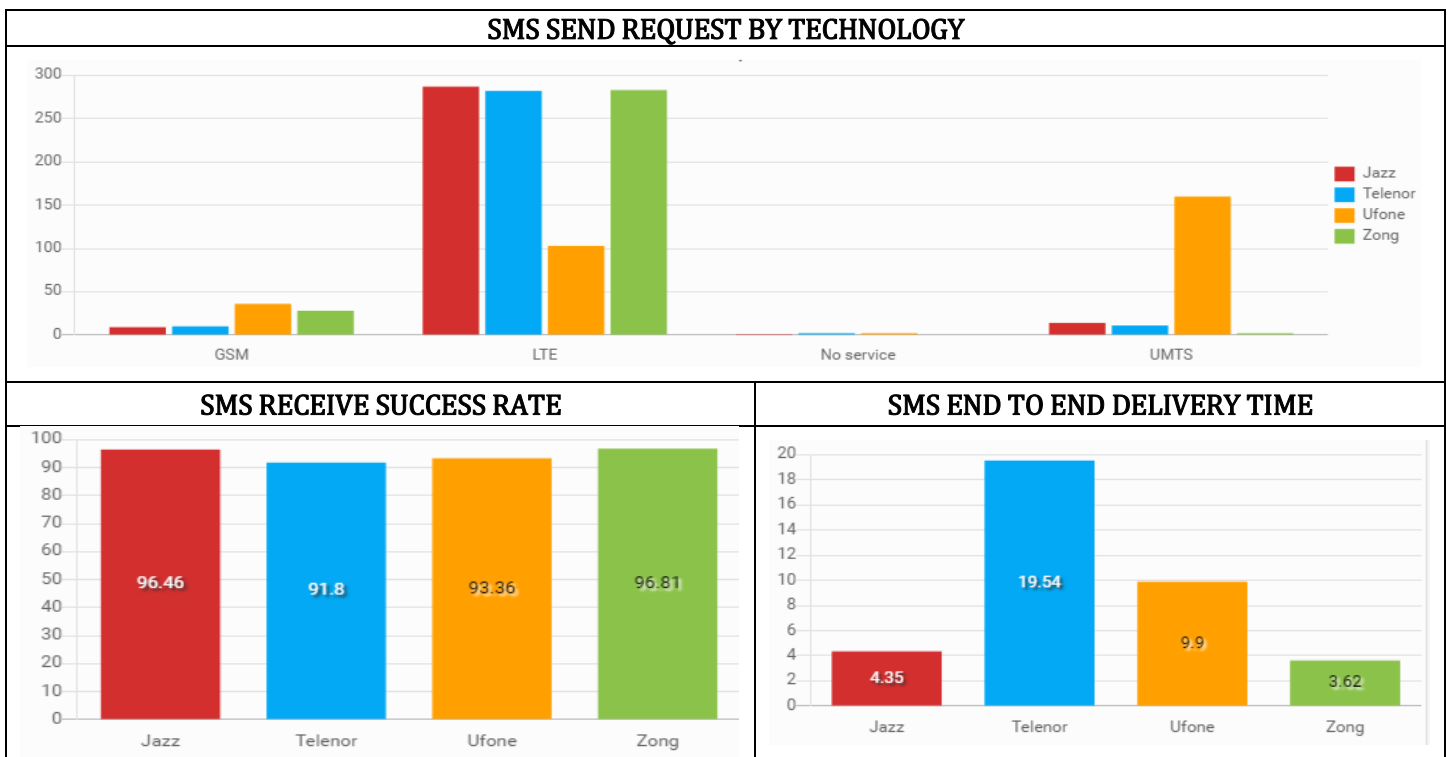
| DESCRIPTION | JAZZ | TELENOR | UFONE | ZONG |
|----------------------------------|--------|---------|--------|--------|
| <i>SMS SEND REQUEST</i> | 311 | 305 | 301 | 313 |
| <i>SMS SUCCESSFULLY RECEIVED</i> | 300 | 280 | 281 | 303 |
| <i>SMS RECEIVE SUCCESS RATE</i> | 96.46% | 91.80% | 93.35% | 96.85% |

6.2. 2 x QoS KPIs i.e. “SMS Success Rate” and “SMS End to End Delivery Time” have been measured. The compliance level of threshold values of SMS QoS KPIs on each road is shown in **Table 6.2: SMS QoS KPIs Compliance Level**.

| SMS SERVICE ROADS – COMPLIANT (YES/NO) | | | | | | | | | |
|---|----------------------------|------|-----|---------|-----|-------|-----|------|-----|
| Operator | | Jazz | | Telenor | | Ufone | | ZonG | |
| SMS KPI | | SR | DT | SR | DT | SR | DT | SR | DT |
| Roads | Lahore to Sialkot | No | Yes | No | No | Yes | Yes | Yes | Yes |
| | Lahore to Jhang | Yes | Yes | No | Yes | Yes | Yes | No | Yes |
| | Multan to Vehari | Yes | Yes | No | No | Yes | Yes | No | Yes |
| | Multan to Dera Ghazi Khan | No | Yes | No | No | No | Yes | No | Yes |
| | Peshawar to Bannu | No | Yes | No | No | No | Yes | Yes | Yes |
| | Bannu to Dera Ismail Khan | Yes | Yes | No | Yes | No | No | Yes | Yes |
| | Karachi to Thatta | Yes | Yes | Yes | Yes | Yes | Yes | No | Yes |
| | Karachi to Tando Allah Yar | No | Yes | No | Yes | Yes | Yes | No | Yes |
| * Note SMS QoS KPIs : SMS Success Rate (SR) $\geq 99\%$ & SMS End to End Delivery Time (DT) ≤ 12 Seconds | | | | | | | | | |

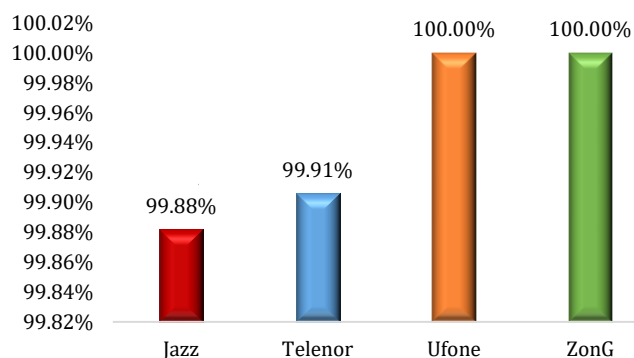
Table 6.2: SMS QoS KPIs Compliance Level

6.3. The SMS Send Request by Technology, Success Rate and End to End Delivery Time and Send Duration is shown as under:

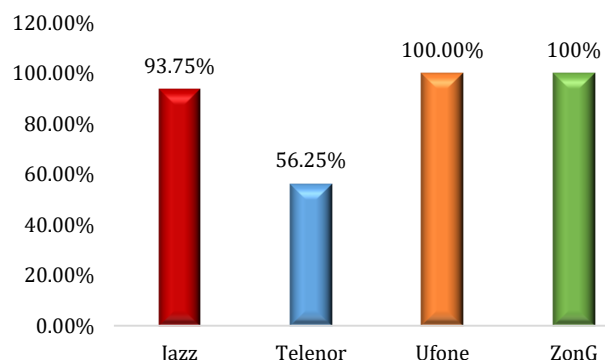


QUALITY OF SERVICE SURVEY RESULTS – KARACHI TO THATTA

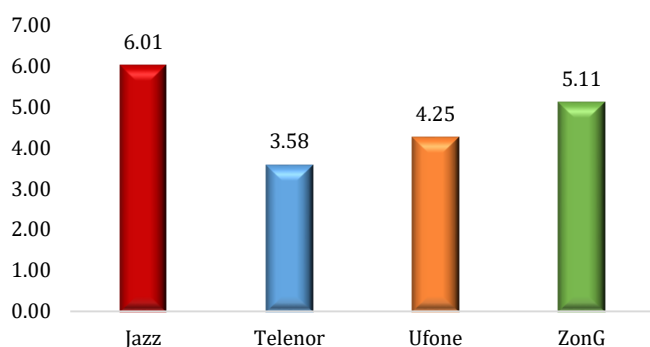
Network Accessibility > 99%



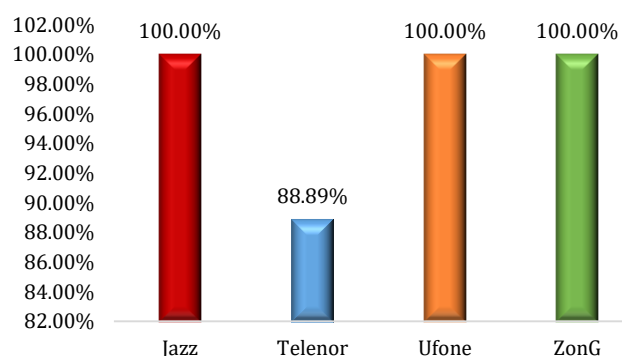
Service Accessibility > 98%



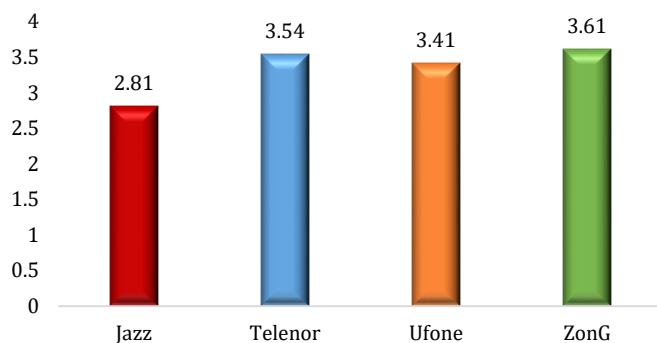
Call Connection Time < 6.5 Seconds



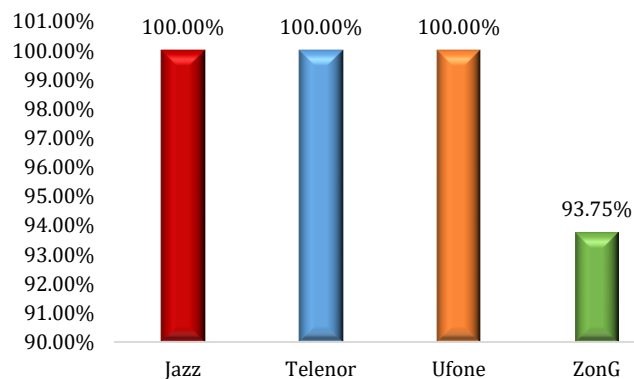
Call Completion Ratio > 98%



Mean Opinion Score > 3



SMS Success Rate > 99%



SMS End-to-End Delivery Time < 12 Seconds

