

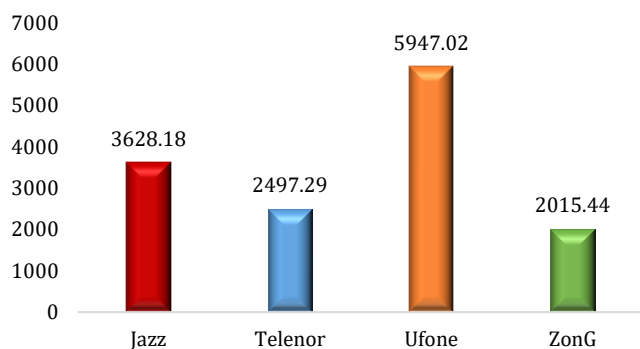
| <i>CMO</i> | <i>KPIs</i> | <i>Threshold</i> | <i>KARAK</i> | <i>DEPALPUR</i> | <i>KARACHI WEST</i> | <i>KARACHI SOUTH</i> | <i>SHUJABAD</i> | <i>KABIRWALA</i> | <i>CHICHAWATNI</i> |
|----------------|-------------|------------------|--------------|-----------------|---------------------|----------------------|-----------------|------------------|--------------------|
| <i>Jazz</i> | NA | ≥ 99% | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| | CSSR | ≥ 98% | Yes | Yes | No | Yes | Yes | Yes | Yes |
| | CCT | ≤ 7.5 sec | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| | CCR | > 98% | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| | MOS | ≥ 3 | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| | ISHO | ≥ 98% | Yes | N/A | Yes | N/A | N/A | N/A | N/A |
| | RSSR | > 98% | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| <i>Telenor</i> | NA | ≥ 99% | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| | CSSR | ≥ 98% | No | Yes | No | Yes | No | Yes | Yes |
| | CCT | ≤ 7.5 sec | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| | CCR | > 98% | No | Yes | No | Yes | No | Yes | Yes |
| | MOS | ≥ 3 | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| | ISHO | ≥ 98% | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| | RSSR | > 98% | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| <i>Ufone</i> | NA | ≥ 99% | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| | CSSR | ≥ 98% | No | Yes | Yes | Yes | No | No | Yes |
| | CCT | ≤ 7.5 sec | Yes | Yes | Yes | Yes | No | No | Yes |
| | CCR | > 98% | No | Yes | Yes | Yes | Yes | Yes | Yes |
| | MOS | ≥ 3 | No | Yes | Yes | Yes | Yes | No | Yes |
| | ISHO | ≥ 98% | Yes | N/A | N/A | N/A | Yes | N/A | N/A |
| | RSSR | > 98% | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| <i>ZonG</i> | NA | ≥ 99% | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| | CSSR | ≥ 98% | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| | CCT | ≤ 7.5 sec | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| | CCR | > 98% | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| | MOS | ≥ 3 | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| | ISHO | ≥ 98% | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| | RSSR | > 98% | 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%

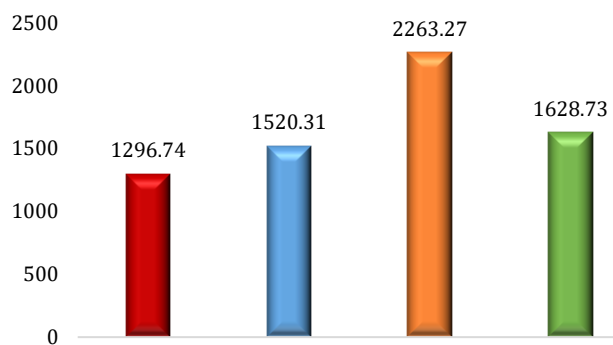
Table 5.2: Voice QoS KPIs Compliance Level

QUALITY OF SERVICE SURVEY RESULTS (3G) – KARACHI WEST

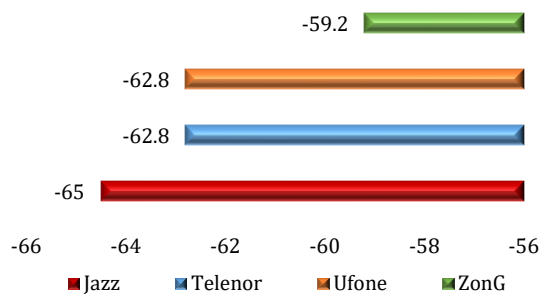
User Data Throughput Download (3G) > 512 Kbps



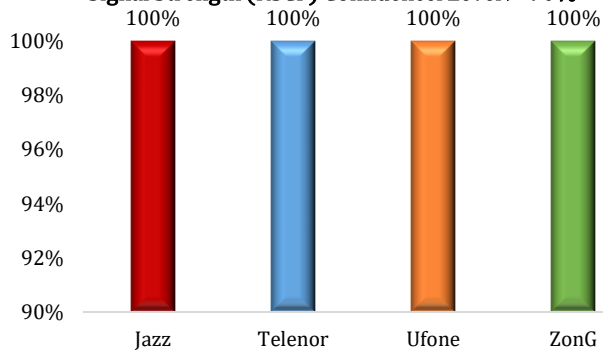
User Data Throughput Upload (3G) > 128 Kbps



Signal Strength (RSCP) > -100dBm



Signal Strength (RSCP) Confidence Level > 90%



Latency (3G) < 150 ms

