



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 **19 x surveyed cities** of Pakistan. The compliance level of threshold values of voice QoS KPIs is shown in each **Table 5.2: Voice QoS KPIs Compliance Level** , **Table 5.3: Voice QoS KPIs Compliance Level** and **Table 5.4: Voice QoS KPIs Compliance Level**.

CMO	KPIS	THRESHOLD	SUKKUR	BAHAWALPUR	CHARSADDA	GWADAR	QUETTA	ISLAMABAD
Jazz	NA	$\geq 99\%$	Yes	Yes	Yes	Yes	Yes	Yes
	CSSR	$\geq 98\%$	Yes	Yes	Yes	Yes	Yes	Yes
	CCT	≤ 7.5 sec	Yes	Yes	Yes	Yes	Yes	Yes
	CCR	$> 98\%$	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	≥ 3	Yes	Yes	Yes	Yes	Yes	Yes
	ISHO	$\geq 98\%$	Yes	Yes	Yes	Yes	Yes	Yes
	RSSR	$> 98\%$	Yes	Yes	Yes	Yes	Yes	Yes
Telenor	NA	$\geq 99\%$	Yes	Yes	Yes	Yes	Yes	Yes
	CSSR	$\geq 98\%$	No	Yes	Yes	Yes	No	No
	CCT	≤ 7.5 sec	Yes	Yes	Yes	Yes	Yes	Yes
	CCR	$> 98\%$	Yes	Yes	Yes	Yes	Yes	No
	MOS	≥ 3	Yes	Yes	Yes	Yes	Yes	Yes
	ISHO	$\geq 98\%$	Yes	Yes	Yes	Yes	Yes	Yes
	RSSR	$> 98\%$	Yes	Yes	Yes	Yes	Yes	Yes
Ufone	NA	$\geq 99\%$	Yes	Yes	Yes	Yes	Yes	Yes
	CSSR	$\geq 98\%$	Yes	No	Yes	Yes	Yes	Yes
	CCT	≤ 7.5 sec	Yes	Yes	Yes	Yes	Yes	Yes
	CCR	$> 98\%$	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	≥ 3	Yes	Yes	Yes	Yes	Yes	Yes
	ISHO	$\geq 98\%$	Yes	No	Yes	Yes	Yes	No
	RSSR	$> 98\%$	Yes	Yes	Yes	Yes	Yes	Yes
ZonG	NA	$\geq 99\%$	Yes	Yes	Yes	Yes	Yes	Yes
	CSSR	$\geq 98\%$	Yes	Yes	Yes	Yes	Yes	Yes
	CCT	≤ 7.5 sec	Yes	Yes	Yes	Yes	Yes	Yes
	CCR	$> 98\%$	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	≥ 3	Yes	Yes	Yes	Yes	Yes	Yes
	ISHO	$\geq 98\%$	Yes	Yes	Yes	Yes	Yes	Yes
	RSSR	$> 98\%$	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) $\geq 98\%$, 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