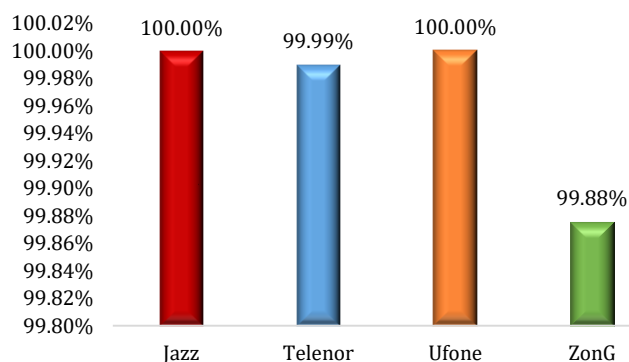


| VOICE CALLS CITIES- COMPLIANCE (YES/NO) | | | | | | | | | | |
|---|------------|-----------|-----------|--------------|-------------|----------|--------|---------|----------------|-------------------|
| Operator | * QoS KPIs | Charsadda | Battagram | Abdul Hakeem | Mirpur Khas | Nowshera | Pishin | Narowal | Dera Allah Yar | Dera Murad Jamali |
| Jazz | NA | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| | SA | Yes | No | Yes | Yes | No | Yes | Yes | Yes | Yes |
| | CCT | Yes | Yes | Yes | Yes | Yes | Yes | No | No | Yes |
| | CCR | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| | MOS | Yes | Yes | Yes | Yes | Yes | Yes | Yes | No | Yes |
| | ISHO | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| | RSSR | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| Telenor | NA | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| | SA | No | No | Yes | No | No | 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 | No | Yes | Yes | No | Yes | Yes | Yes | Yes |
| | ISHO | Yes | Yes | N/A | N/A | Yes | Yes | N/A | Yes | N/A |
| | 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 | No | Yes | Yes | Yes | No | Yes | Yes | Yes |
| | ISHO | Yes | Yes | No | Yes | Yes | Yes | Yes | Yes | N/A |
| | RSSR | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| ZonG | NA | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| | SA | No | Yes | Yes | Yes | No | Yes | No | Yes | No |
| | CCT | No | Yes | Yes | Yes | Yes | Yes | 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% | | | | | | | | | | |

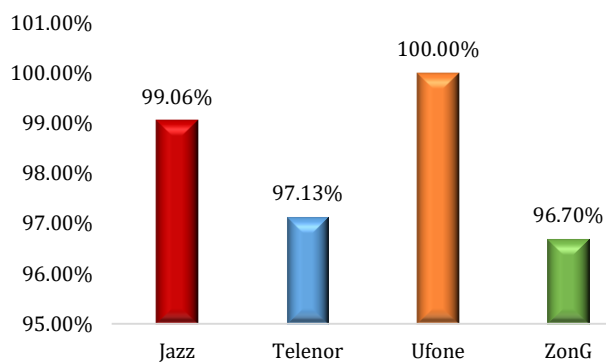
Table 5.22: Voice QoS KPIs Compliance Level

QUALITY OF SERVICE SURVEY RESULTS – CHARSADDA

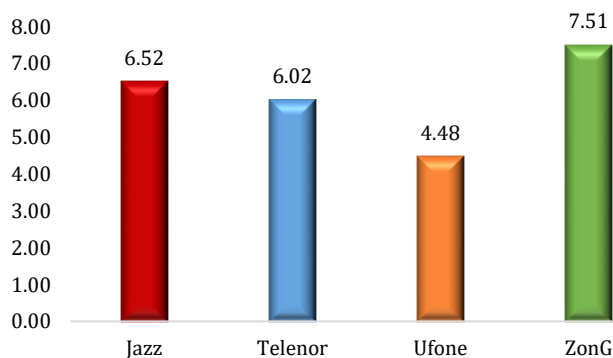
Network Accessibility > 99%



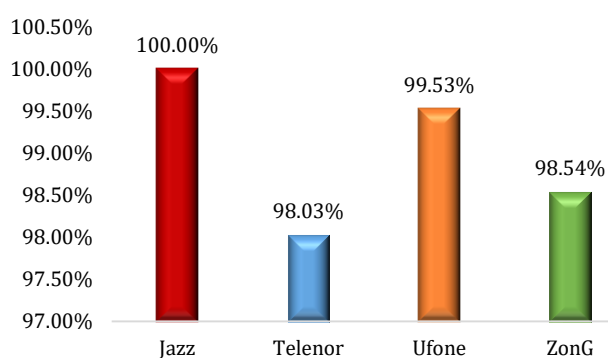
Call Setup Success Rate > 98%



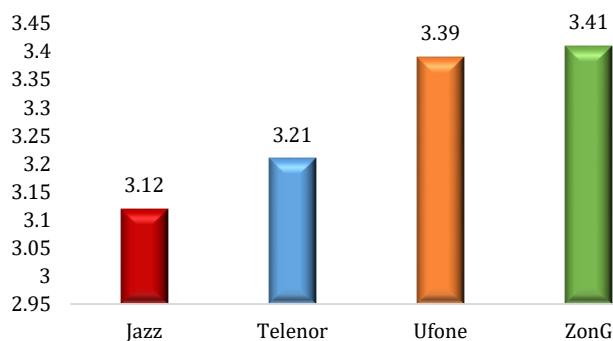
Call Connection Time < 7.5 Seconds



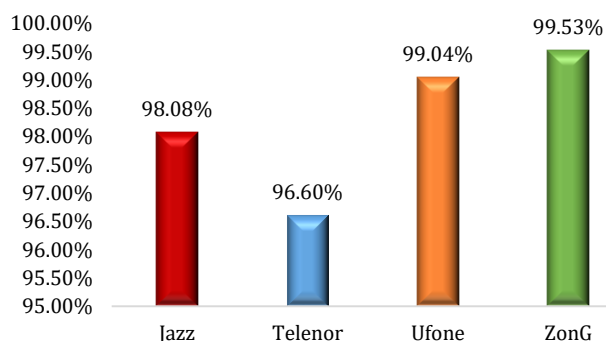
Call Completion Ratio > 98%



Mean Opinion Score > 3



SMS Success Rate > 99%



SMS End-to-End Delivery Time < 12 Seconds

