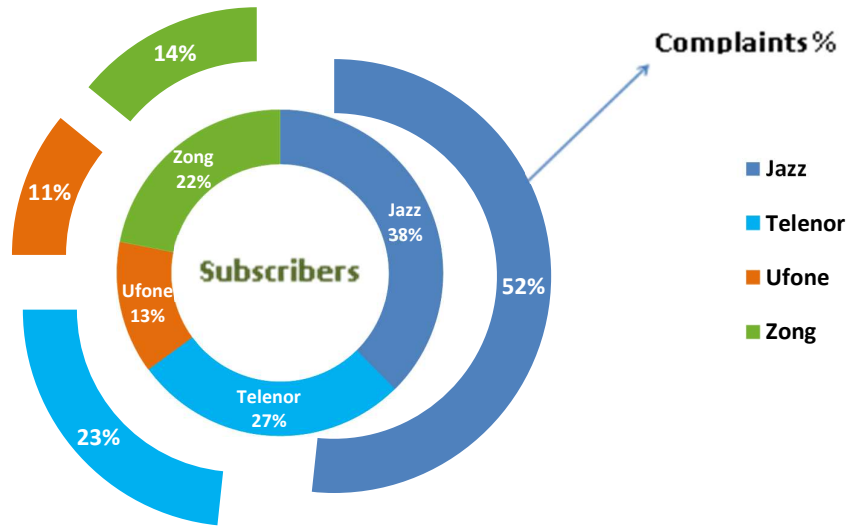
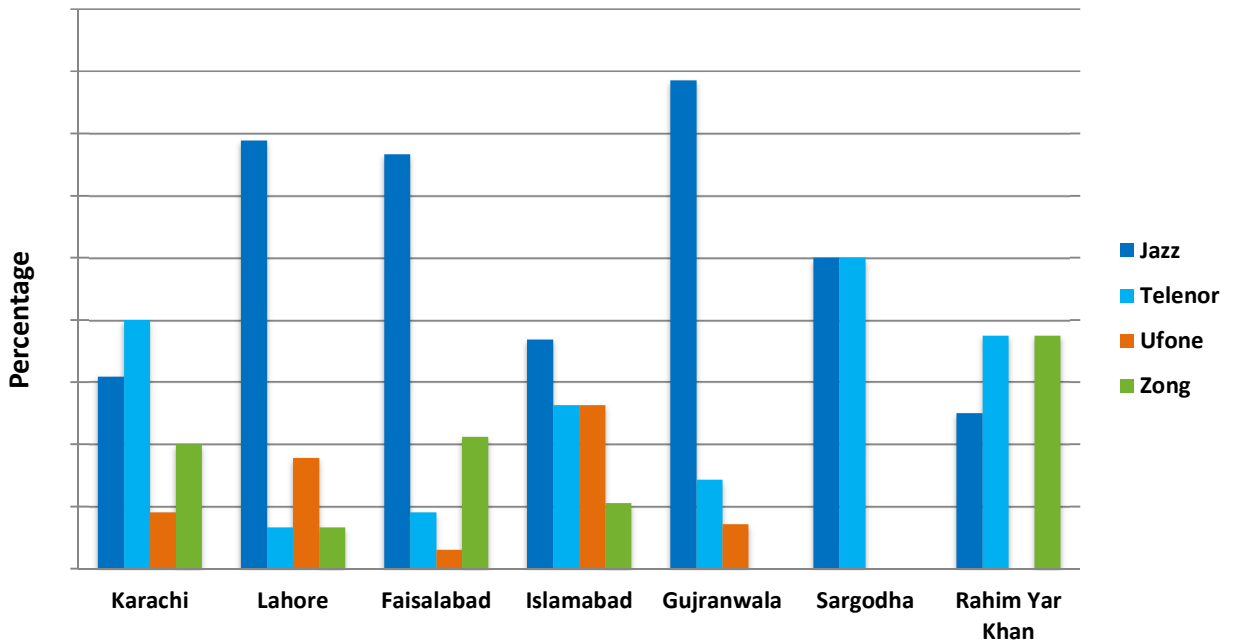


# Operator-wise and City-wise Percentage of Quality of Service Complaints during January 2021

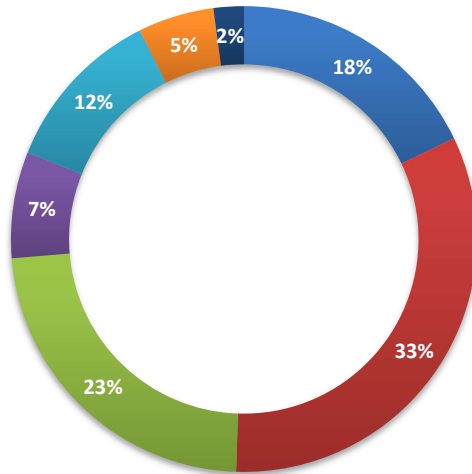
## Operator-wise Percentage from Total Subscriber of Quality of Service Complaints During January 2021



## City-wise Percentage of Quality of Service Complaints against CMOs During January 2021

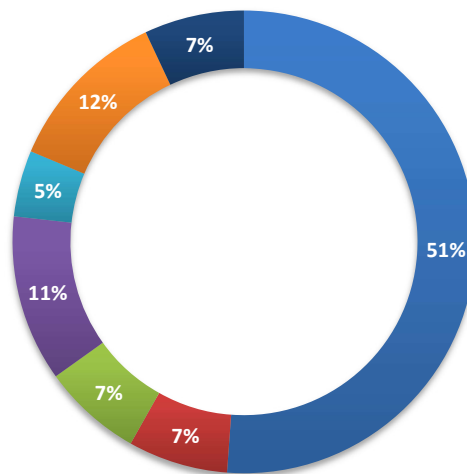


### City-wise Percentage of Quality of Service Complaints against Jazz During January 2021



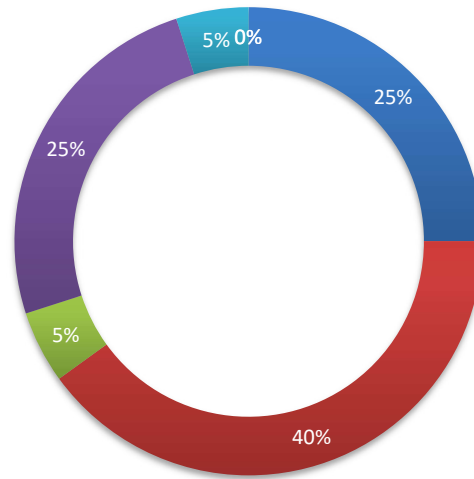
■ Karachi ■ Lahore ■ Faisalabad ■ Islamabad ■ Gujranwala ■ Sargodha ■ Rahim Yar Khan

### City-wise Percentage of Quality of Service Complaints against Telenor During January 2021



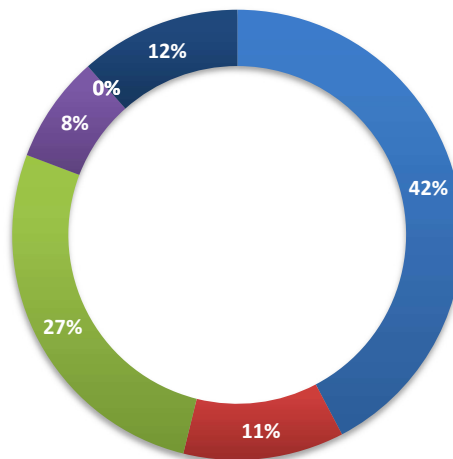
■ Karachi ■ Lahore ■ Faisalabad ■ Islamabad ■ Gujranwala ■ Sargodha ■ Rahim Yar Khan

### City-wise Percentage of Quality of Service Complaints against Ufone During January 2021



■ Karachi ■ Lahore ■ Faisalabad ■ Islamabad ■ Gujranwala ■ Sargodha ■ Rahim Yar Khan

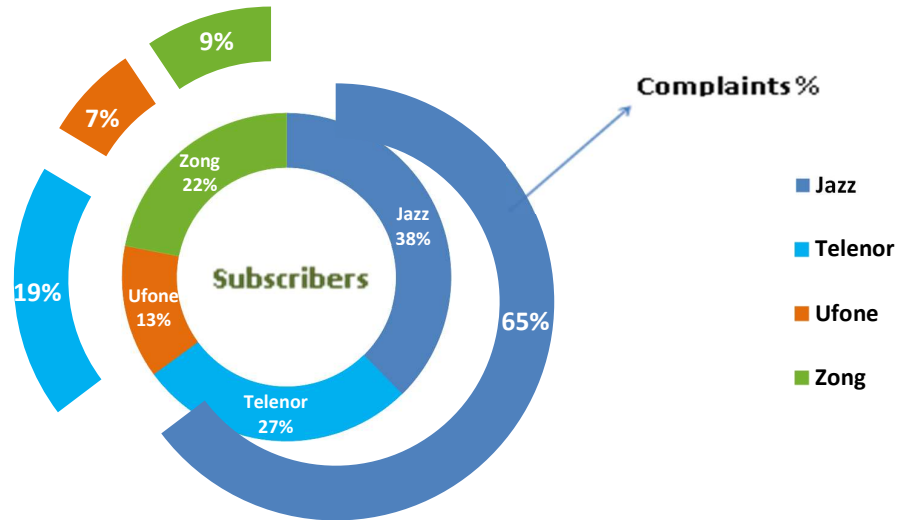
### City-wise Percentage of Quality of Service Complaints against Zong During January 2021



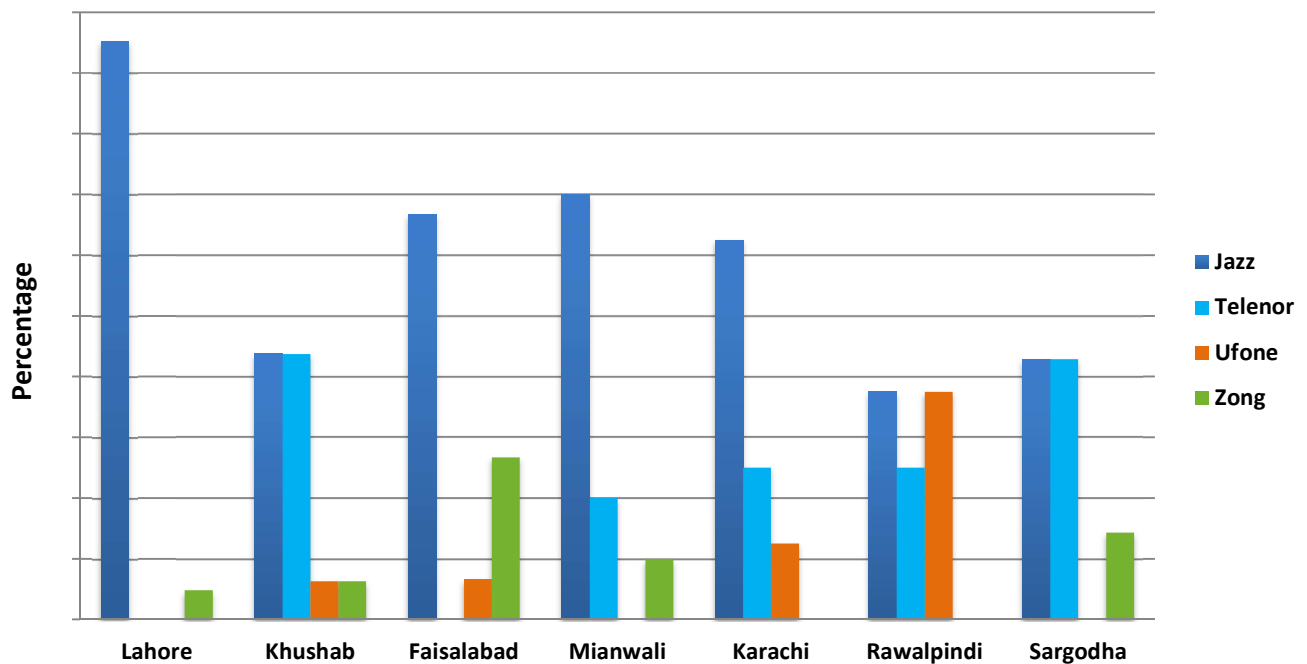
■ Karachi ■ Lahore ■ Faisalabad ■ Islamabad ■ Gujranwala ■ Sargodha ■ Rahim Yar Khan

## Operator-wise and City-wise Percentage of Non-Provision of Service in an Area / Coverage Issues during January 2021

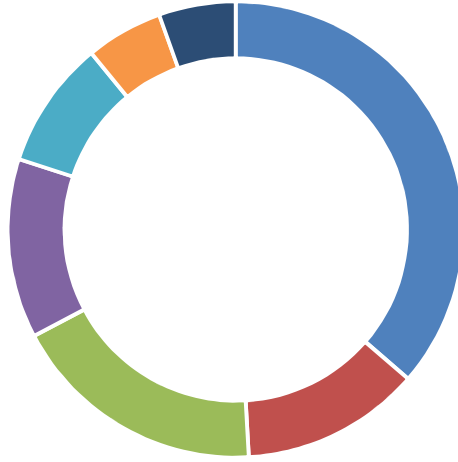
**Operator-wise Percentage from Total Received Complaints and Subscribers of Non Provision of Service in an Area / Coverage Issues Complaints during January 2021**



**City-wise Percentage of Non Provision of Service in an Area / Coverage Issues Complaints against CMOs during January 2021**



**City-wise Percentage of of Non Provision of Service in an Area / Coverage IssuesComplaints against Jazz During January 2021**



■ Lahore ■ Khushab ■ Faisalabad ■ Mianwali ■ Karachi ■ Rawalpindi ■ Sargodha

**City-wise Percentage of of Non Provision of Service in an Area / Coverage IssuesComplaints against Telenor During January 2021**



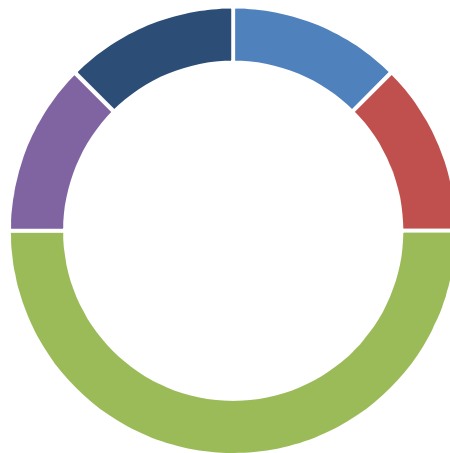
■ Lahore ■ Khushab ■ Faisalabad ■ Mianwali ■ Karachi ■ Rawalpindi ■ Sargodha

**City-wise Percentage of of Non Provision of Service in an Area / Coverage IssuesComplaints against Ufone During January 2021**



■ Lahore ■ Khushab ■ Faisalabad ■ Mianwali ■ Karachi ■ Rawalpindi ■ Sargodha

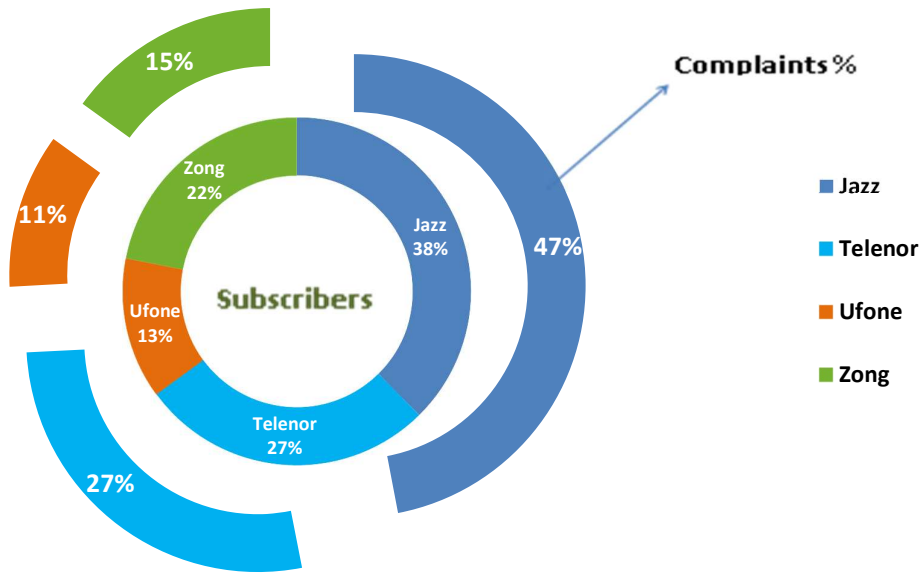
**City-wise Percentage of of Non Provision of Service in an Area / Coverage IssuesComplaints against Zong During January 2021**



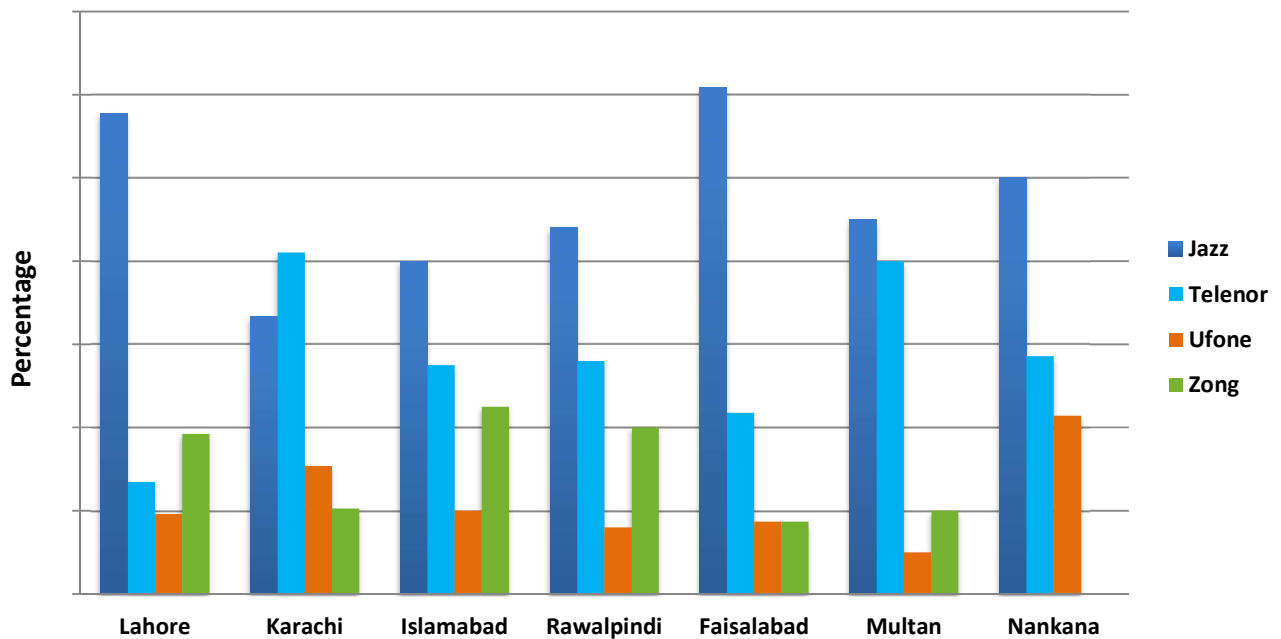
■ Lahore ■ Khushab ■ Faisalabad ■ Mianwali ■ Karachi ■ Rawalpindi ■ Sargodha

# Operator-wise and City-wise Percentage of Billing Related (Overcharging/Tariff/etc.) Complaints during January 2021

Operator-wise Percentage from Total Subscriber of Billing Related Complaints During January 2021



City-wise Percentage of Billing Related (Overcharging/ Tariff/ etc.) Complaints against CMOs during January 2021



### City-wise Percentage of of Billing Related Complaints against Jazz During January 2021



■ Lahore ■ Karachi ■ Islamabad ■ Rawalpindi ■ Faisalabad ■ Multan ■ Nankana

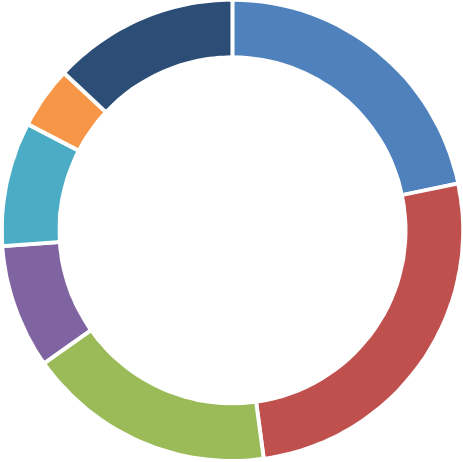
### City-wise Percentage of of Billing Related Complaints against Telenor During January 2021



■ Lahore ■ Karachi ■ Islamabad ■ Rawalpindi ■ Faisalabad ■ Multan ■ Nankana



### City-wise Percentage of of Billing Related Complaints against Ufone During January 2021



■ Lahore ■ Karachi ■ Islamabad ■ Rawalpindi ■ Faisalabad ■ Multan ■ Nankana

### City-wise Percentage of of Billing Related Complaints against Zong During January 2021



■ Lahore ■ Karachi ■ Islamabad ■ Rawalpindi ■ Faisalabad ■ Multan ■ Nankana