

## SUMMARY OF NON-TECHNICAL KEY PERFORMANCE INDICATORS (KPIs)

City	BSP Name	Total Non-billing Complaints (Three Months)	Complaints Resolved Within			Total Billing Complaints (Three Months)	Complaints Resolved Within				Total Service Provisioning Complaints (Three Months)	Complaints Resolved Within			
			24 hrs	48 hrs	72 hrs		24 hrs	48 hrs	72 hrs	7 days		24 hrs	48 hrs	72 hrs	
Karachi	Connect Communication (Pvt) Ltd.	Not Provided	-	-	-	3199	2954 (92%)	200 (6%)	45 (1%)	-	-	-	-	-	
	Cyber Internet Service (Pvt.) Ltd	693	665 (96%)	26 (4%)	2 (0.3%)	Nil	-	-	-	-	4 (100%)	-	-	-	
	Eureka Net (Pvt) Ltd	Nil	-	-	-	16	16 (100%)	-	-	-	194 (97%)	5 (3%)	-	-	
	Fariya Networks (Pvt.) Limited	2599	1676 (64%)	697 (27%)	226 (9%)	437	411 (94%)	14 (3%)	12 (3%)	-	93 (89%)	12 (11%)	-	-	
	Leo Net (Pvt.) Ltd	48	37 (77%)	8 (17%)	3 (6%)	28	16 (57%)	7 (25%)	3 (11%)	2 (7%)	Not Provided	-	-	-	
	NTC	582	552 (95%)	23 (4%)	7 (1%)	36	31 (86%)	4 (11%)	1 (3%)	-	33 (92%)	3 (8%)	0	0	
	NetSol Connect (Pvt) Ltd	30	29 (97%)	1 (3%)	0	3	2 (67%)	1 (33%)	-	-	0	0	0	0	
	Qubee	5028	3560 (71%)	611 (12%)	325 (6%)	1111	1111 (100%)	-	-	-	9245	5796 (63%)	1425 (15%)	752 (8%)	-
	Wi-Tribe	15663	9745 (62%)	1565 (10%)	4353 (28%)	2689	1766 (66%)	515 (9%)	193 (7%)	190 (7%)	1017	882 (87%)	89 (9%)	46 (5%)	-
Lahore	Cyber Internet Service (Pvt.) Ltd	73	70 (96%)	3 (4%)	-	-	-	-	-	-	15	12 (80%)	3 (20%)	-	
	NTC	9000	8555 (95%)	302 (3%)	143 (2%)	-	-	-	-	-	-	-	-	-	
	PTCL	18158	6320 (35%)	5001 (28%)	6837 (38%)	1175	692 (59%)	323 (28%)	84 (7%)	76 (6%)	55	17 (31%)	16 (29%)	22 (40%)	
	Qubee	2337	1976 (85%)	225 (10%)	136 (6%)	1111	1111 (100%)	-	-	-	2903	2450 (84%)	345 (12%)	108 (4%)	
	Wi-Tribe	12262	7612 (62%)	1139 (9%)	3511 (29%)	1417	958 (68%)	235 (17%)	195 (14%)	29 (2%)	538	463 (86%)	62 (12%)	13 (2%)	
	Worldcall	11399	9396 (82%)	1013 (9%)	990 (9%)	1763	632 (36%)	385 (22%)	746 (42%)	-	152	103 (68%)	14 (9%)	35 (23%)	
Peshawar	COMSAT Internet Services	131	124 (95)	5 (4%)	2 (1%)	95	89 (94%)	4 (4%)	2 (2%)	-	155	147 (95%)	5 (3%)	3 (2%)	
	NTC	-	-	-	-	33	33 (100%)	-	-	-	318	309 (97%)	9 (3%)	-	
	PTCL	114290	32987 (29%)	54336 (47%)	26967 (24%)	2553	1873 (73%)	496 (20%)	184 (7%)	-	-	-	-	-	
Quetta	Geo Net	16	16 (100%)	0	0	2	2 (100%)	-	-	-	Nil	-	-	-	
	NTC	N/A	-	-	-	-	-	-	-	-	682	682 (100%)	-	-	
	PTCL	102455	18296 (18%)	28056 (27%)	19548 (19%)	4281	31 (1%)	49 (1%)	34 (1%)	4167 (97%)	379	81 (21%)	62 (16%)	71 (19%)	
Rawalpindi	COMSAT Internet Services	703	703 (100%)	0	0	134	134 (100%)	-	-	-	239	239 (100%)	0	0	
	Nayatel	6455	4155 (64%)	1578 (25%)	722 (11%)	46	1 (2%)	2 (4%)	1 (2%)	43 (91%)	1078	484 (45%)	359 (33%)	235 (22%)	
	PTCL	701668	361666 (51%)	144950 (21%)	195052 (28%)	102	19 (19%)	23 (22%)	20 (20%)	40 (39%)	0	0	0	0	
	Qubee	992	905 (91%)	70 (7%)	17 (2%)	1111	1111 (100%)	0	0	0	3181	2954 (93%)	188 (6%)	39 (1%)	
	Wi-Tribe	36648	23456 (64%)	3365 (9%)	9827 (27%)	4145	2747 (66%)	697 (17%)	637 (15%)	64 (2%)	1608	1433 (89%)	130 (8%)	45 (3%)	
Muzaffarabad	PTCL	9	0	0	2 (22%)	704	192 (27%)	86 (12%)	68 (10%)	358 (51%)	-	-	-	-	
	Sky Telecom	250	244 (98%)	5 (2%)	1	15	13 (86%)	1 (7%)	1 (7%)	0	1	-	1 (100%)	-	
	WiCloud	34	32 (94%)	2 (6%)	0	0	0	0	0	0	2	2 (100%)	-	-	
Multan	Cyber Internet Service (Pvt.) Ltd	185	177 (96%)	8 (4%)	0	0	0	0	0	0	2	2 (100%)	-	-	
	NTC	84	80 (95%)	4 (5%)	0	24	24 (100%)	-	-	-	88	83 (94%)	5 (6%)	-	
	PTCL	24954	15221 (61%)	5490 (22%)	1997 (8%)	3455	3444 (99%)	8	3	-	0	0	0	0	
	Wateen	273	215 (79%)	31 (11%)	27 (10%)	13	12 (92%)	1 (8%)	-	-	0	0	0	0	
Gilgit	SCO	2216	2175 (98%)	41 (2%)	0	7560	7560 (100%)	-	-	-	509	87 (17%)	96 (19%)	72 (14%)	