INDEPENDENT QUALITY OF SERVICE SURVEY IN CITIES OF PAKISTAN

THIRD QUARTER 2021

ENFORCEMENT WIRELESS – II DIRECTORATE PTA | F-5/1, ISLAMABAD

INDEPENDENT QUALITY OF SERVICE SURVEY REPORT

INTRODUCTION

1.1. In order to measure the performance and service quality of Cellular Mobile Operators (CMOs), an independent Quality of Service (QoS) Survey has been carried out in ten (10) cities of Punjab, Khyber Pakhtunkhwa (KPK) and Sindh. The name of cities along with survey dates are mentioned in **Table 1.1: QoS Survey Cities & Dates**:

<i>S. #.</i>	Province	City	Survey Dates
1.		Jhang	$27^{\text{th}} \sim 29^{\text{th}}$ July 2021
2.	Dunich	Sialkot	$2^{nd} \sim 5^{th}$ Aug, 2021
З.	Punjab	Vehari	30 th Aug ~ 3 rd Sep, 2021
4.		Dera Ghazi Khan	$6^{\mathrm{th}}\sim 10^{\mathrm{th}}\mathrm{Sep}$, 2021
5.	Khyber Pakhtunkhwa	Bannu	$27^{th} \sim 29^{th}$ July 2021
6.	Kliybel Fakiltulikliwa	Dera Ismail Khan	$2^{nd} \sim 5^{th}$ Aug, 2021
7.		Thatta	$27^{\text{th}} \sim 29^{\text{th}}$ July 2021
<i>8.</i>	Sindh	Tando Allah Yar	$2^{nd} \sim 5^{th}$ Aug, 2021
9.	Sindh	Korangi	23 rd ~ 27 th Aug, 2021
10.		Malir	30 th Aug ~ 3 rd Sep, 2021

Table 1.1: QOS Survey Dates and Samples

DRIVE TEST DETAILS

2.1. The QoS survey was carried out using Automated QoS Monitoring & Benchmarking Tool i.e. **"SMARTBENCHMARKER**". Drive test teams selected survey routes in such a manner to cover main roads, service roads and majority of sectors/colonies. During Voice Calls and SMS Sessions, both A-Party and B-Party mobile handsets were kept in auto detect mode, whereas, in case of Data Sessions the mobile handset were locked in 4G/LTE and 3G mode.

MOBILE NETWORK COVERAGE

3.1. **4G / LTE SIGNAL STRENGTH**. During the survey, 4G/LTE signal strength samples were recorded on survey routes. As per Next Generation Mobile Service (NGMS) licenses awarded, licensees are required to meet <u>the threshold of -100dBm or above of Reference Signal Receive Power (RSRP) with</u> <u>90% confidence level</u>. The Confidence Level and Compliance of signal strength is shown in Table 3.1: 4G Signal Strength -100dBm with 90% Confidence Level.

4G COVERAGE												
	OPE	RATORS		COMPLIANT (YES/NO)								
Jazz	Telenor	Ufone	ZonG	Jazz	Telenor	Ufone	ZonG					
99.09%	99.24%	100.00%	99.73%	Yes	Yes	Yes	Yes					
98.78%	97.67%	99.03%	98.69%	Yes	Yes	Yes	Yes					
99.15%	96.93%	75.47%	99.40%	Yes	Yes	No	Yes					
94.59%	95.05%	99.76%	99.91%	Yes	Yes	Yes	Yes					
53.66%	91.47%	99.95%	93.33%	No	Yes	Yes	Yes					
93.90%	98.08%	98.34%	98.35%	Yes	Yes	Yes	Yes					
93.31%	95.55%	N/A	98.99%	Yes	Yes	N/A	Yes					
94.35%	88.76%	88.44%	99.12%	Yes	No	No	Yes					
99.20%	97.63%	92.43%	99.85%	Yes	Yes	Yes	Yes					
98.10%	90.98%	95.11%	98.93%	Yes	Yes	Yes	Yes					
	99.09% 98.78% 99.15% 94.59% 53.66% 93.90% 93.31% 94.35% 99.20% 98.10%	JazzTelenor99.09%99.24%98.78%97.67%99.15%96.93%94.59%95.05%53.66%91.47%93.90%98.08%93.31%95.55%94.35%88.76%99.20%97.63%98.10%90.98%	OPERATORS Jazz Telenor Ufone 99.09% 99.24% 100.00% 98.78% 97.67% 99.03% 99.15% 96.93% 75.47% 94.59% 95.05% 99.76% 53.66% 91.47% 99.95% 93.90% 98.08% 98.34% 93.31% 95.55% N/A 94.35% 88.76% 88.44% 99.20% 97.63% 92.43% 98.10% 90.98% 95.11%	OPERATORSJazzTelenorUfoneZonG99.09%99.24%100.00%99.73%98.78%97.67%99.03%98.69%99.15%96.93% 75.47% 99.40%94.59%95.05%99.76%99.91% 53.66% 91.47%99.95%93.33%93.90%98.08%98.34%98.35%93.31%95.55%N/A98.99%94.35% 88.76%88.44% 99.12%99.20%97.63%92.43%98.93%	OPERATORS CO Jazz Telenor Ufone ZonG Jazz 99.09% 99.24% 100.00% 99.73% Yes 98.78% 97.67% 99.03% 98.69% Yes 99.15% 96.93% 75.47% 99.40% Yes 94.59% 95.05% 99.76% 99.91% Yes 53.66% 91.47% 99.95% 93.33% No 93.90% 98.08% 98.34% 98.35% Yes 94.35% 88.76% 88.44% 99.12% Yes 94.35% 97.63% 92.43% 99.85% Yes 98.10% 90.98% 95.11% 98.93% Yes	OPERATORS COMPLIANT Jazz Telenor Ufone ZonG Jazz Telenor 99.09% 99.24% 100.00% 99.73% Yes Yes 98.78% 97.67% 99.03% 98.69% Yes Yes 99.15% 96.93% 75.47% 99.40% Yes Yes 94.59% 95.05% 99.76% 99.91% Yes Yes 94.59% 95.05% 99.76% 99.91% Yes Yes 93.90% 98.08% 98.34% 98.35% No Yes 93.31% 95.55% N/A 98.99% Yes Yes 94.35% 88.76% 88.44% 99.12% Yes No 99.20% 97.63% 92.43% 99.85% Yes Yes 98.10% 90.98% 95.11% 98.93% Yes Yes	OPERATORS COMPLIANT (YES/NO) Jazz Telenor Ufone ZonG Jazz Telenor Ufone 99.09% 99.24% 100.00% 99.73% Yes Yes Yes 98.78% 97.67% 99.03% 98.69% Yes Yes Yes 99.15% 96.93% 75.47% 99.40% Yes Yes No 94.59% 95.05% 99.76% 99.91% Yes Yes Yes 93.90% 98.08% 98.34% 98.35% No Yes Yes 93.31% 95.55% N/A 98.99% Yes Yes No 94.35% 88.76% 88.44% 99.12% Yes No No 94.35% 97.63% 92.43% 99.85% Yes Yes No 94.35% 88.76% 88.44% 99.12% Yes No No 99.20% 97.63% 92.43% 99.85% Yes Yes Yes					

Table 3.1: 4G Signal Strength -100dBm with 90% Confidence Level.

3.2. **3G SIGNAL STRENGTH**. During the survey 3G signal strength samples were recorded on survey routes. As per Next Generation Mobile Service (NGMS) licenses awarded, licensees are required to meet **the threshold of -100dBm or above of Received Signal Code Power (RSCP) with 90% confidence level.** The Confidence Level and Compliance of signal strength is shown in **Table 3.2: 3G Signal Strength -100dBm with 90% Confidence Level**.

			3G COVE	RAGE					
Cite		OPERA	ATORS	COMPLIANT (YES/NO)					
City	Jazz	Telenor	Ufone	ZonG	Jazz	Telenor	Ufone	ZonG	
Jhang	99.97%	100.00%	99.98%	100.00%	Yes	Yes	Yes	Yes	
Sialkot	100.00%	100.00%	100.00%	100.00%	Yes	Yes	Yes	Yes	
Vehari	100.00%	99.99%	100.00%	100.00%	Yes	Yes	Yes	Yes	
Dera Ghazi Khan	98.53%	99.99%	100.00%	100.00%	Yes	Yes	Yes	Yes	
Bannu	99.49%	99.95%	100.00%	99.99%	Yes	Yes	Yes	Yes	
Dera Ismail Khan	100.00%	99.99%	100.00%	100.00%	Yes	Yes	Yes	Yes	
Thatta	94.50%	99.11%	96.20%	99.95%	Yes	Yes	Yes	Yes	
Tando Allah Yar	100.00%	99.74%	99.91%	100.00%	Yes	Yes	Yes	Yes	
Korangi	100.00%	100.00%	100.00%	100.00%	Yes	Yes	Yes	Yes	
Malir	100.00%	99.93%	100.00%	100.00%	Yes	Yes	Yes	Yes	

Table 3.2: 3G Signal Strength -100dBm with 90% Confidence Level

MOBILE BROADBAND SERVICE

4.1. A total of 24,772 http download test attempts made, out of which 19,296 were successful attempts and rest of the 5,476 were failed. The company wise detail is mentioned in **Table4.1: Data Tests Statistics.**

Description	Jazz	Telenor	Ufone	ZonG
TOTAL DATA TEST ATTEMPTS	5498	6665	7360	5249
SUCCESSFUL DATA TEST ATTEMPTS	5152	4731	4333	5080
FAILED DATA TEST ATTEMPTS	346	1934	3027	169
TEST ATTEMPTS SUCCESS RATIO	93.71%	70.98%	58.87%	96.78%

Table4.1: Data Tests Statistics.

4.2. **4G USER DATA THROUGHPUT.** As per Next Generation Mobile Service (NGMS) licenses awarded, licensees are required to meet <u>the threshold of minimum of 2Mbps of 4G User Data Throughput</u>. The results of Data Service QoS KPI i.e. User Data Throughput is shown in **Table4.2: 4G User Data Throughput** \geq 2 Mbps.

			4G D	ATA					
Ci+	Т	hroughput	(In Mbps)		Highest Throughput				
City	Jazz	Telenor	Ufone	ZonG	Jazz	Telenor	Ufone	ZonG	
Jhang	20.91	4.33	N/A	18.03	First	Third	N/A	Second	
Sialkot	12.11	6.74	3.73	19.48	Second	Third	Fourth	First	
Vehari	7.50	13.77	9.12	18.20	Fourth	Second	Third	First	
Dera Ghazi Khan	9.25	4.07	2.25	12.48	Second	Third	Fourth	First	
Bannu	2.56	2.96	1.43	14.03	Third	Second	Fourth	First	
Dera Ismail Khan	9.93	2.54	2.97	16.77	Second	Fourth	Third	First	
Thatta	5.88	10.54	N/A	8.57	Third	First	N/A	First	
Tando Allah Yar	5.58	2.80	10.50	9.61	Third	Fourth	First	Second	
Korangi	17.86	9.99	4.22	15.95	First	Third	Fourth	Second	
Malir	20.58	12.39	4.83	17.51	First	Third	Fourth	Second	

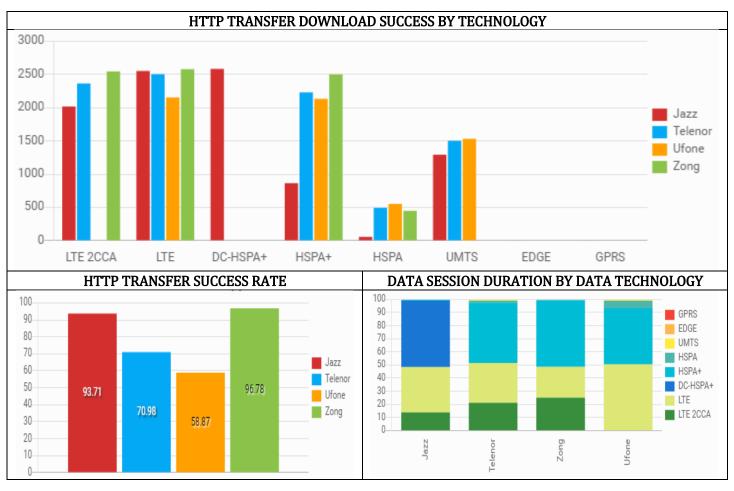
Table4.2: 4G User Data Throughput \geq 2 Mbps

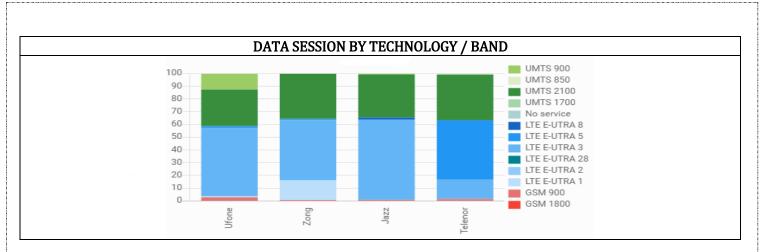
4.3. **3G USER DATA THROUGHPUT.** As per Next Generation Mobile Service (NGMS) licenses awarded, licensees are required to meet <u>the threshold of minimum of 256Kbps of 3G User Data</u> <u>Throughput.</u> The results of Data Service QoS KPI i.e. User Data Throughput is shown in **Table4.3: 3G User Data Throughput ≥ 256Kbps.**

3G DATA												
Cite		Throughpu	t (In Kbps)		Highest T	hroughput						
City	Jazz	Telenor	Ufone	ZonG	Jazz	Telenor	Ufone	ZonG				
Jhang	4478.48	2022.75	4676.25	862.15	Second	Third	First	Fourth				
Sialkot	3514.91	2802.62	3791.57	2224.03	Second	Third	First	Fourth				
Vehari	1773.99	5347.01	4951.77	2376.52	Fourth	First	Second	Third				
Dera Ghazi Khan	3437.35	1993.59	3530.71	1538.55	Second	Third	First	Fourth				
Bannu	2934.74	1667.14	2831.62	1402.50	First	Third	Second	Fourth				
Dera Ismail Khan	5028.43	1049.96	3548.42	1911.97	First	Fourth	Second	Third				
Thatta	2334.18	4260.88	4271.92	884.26	Third	Second	First	Fourth				
Tando Allah Yar	1486.40	2718.97	3383.15	1171.85	Third	Second	First	Fourth				
Korangi	3729.09	3530.53	4865.94	1083.41	Second	Third	First	Fourth				
Malir	3635.32	3695.63	4694.58	1304.10	Third	Second	First	Fourth				

Table4.3: 3G User Data Throughput
> 256Kbps

4.4. During the survey, the deployed technologies by Cellular Mobile Operators (CMOs), Success Rate of http Transfer Download Tests, Data Technologies during the Data Sessions alongwith Technology Bands have been recorded. The details can been seen in attached graphs.





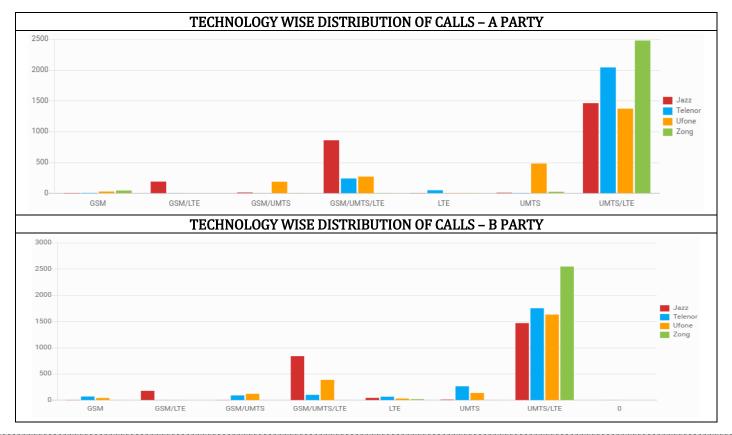
VOICE SERVICE

5.1. A total of 9,857 Calls attempts made and out of which 289 attempts failed. In 9568 successful call attempts, 69 calls dropped prior to completion of two minutes duration, whereas, 9499 calls remained connected for the complete duration of two minutes. The company wise call statistics is shown in **Table5.1: Call Statistics**.

DESCRIPTION	JAZZ	TELENOR	UFONE	ZONG
TOTAL CALLS	2561	2360	2362	2574
FAILED CALLS	70	128	57	34
ESTABLISHED CALLS	2491	2232	2305	2540
DROPPED CALLS	11	32	28	8
COMPLETED CALLS	2480	2200	2277	2532

Table5.1: Call Statistics

5.2. The overall Call Setup Success Rate and Call Retainability alongwith Mean Opinion Score (MOS), the percentage of mute calls, MOS with respect to Voice CODEC and Technology per band is shown as under:





5.3. 7 x QoS KPIs have been measured while testing voice services in 10 x cities of Pakistan. The compliance level of threshold values of voice QoS KPIs in each city is shown in **Table 5.2: Voice QoS KPIs Compliance Level.**

Operator	*Voice QoS KPIs	Jhang	Sialkot	Vehari	DG Khan	Bannu	DI Khan	Thatta	Tando Allah Yar	Korangi	Malir
	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	SA	No	No	Yes	No	Yes	No	No	No	No	Yes
Operator Jazz Jazz Jazz Telenor Ufone ZonG * Note Voice Qe Score (MOS)	ССТ	Yes	No	Yes	No	Yes	No	No	Yes	Yes	Yes
	CCR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes
	ISHO	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Jazz	RSSR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	NA	Yes	No	Yes	Yes	Yes	No	Yes	YesYesYesYesYesYesNoNoNoNoNoYes <td>Yes</td>	Yes	
	SA	Yes	No	Yes	Yes	Yes	No	Yes	Yes	No	No
	ССТ	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Telenor	CCR	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No
	MOS	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	ISHO	Yes	Yes	No	Yes	Yes	Yes	Yes	N/A	Yes	No
	RSSR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Ufone	NA	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No
	SA	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes
	ССТ	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Telenor	CCR	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
	MOS	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	ISHO	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	No
	RSSR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	SA	No	No	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
[ССТ	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
ZonG	CCR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	MOS	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	RSSR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes Yes	Yes
Note Voice Q	oS KPIs: Network Accessib	ility (NA) > 99%,	Service Access	sibility (SA)>	98%, Call Conne	ection Time (CC	T) <u><</u> 7.5 Second	ds, Call Comp.	letion Ratio (CCR) <u>></u>	98%, Mean Op	oinion

SMS SERVICE

6.1. A total of 9897 SMS sending attempt conducted, out of 9719 SMS successfully received at B-Party. The company wise SMS Statistics are shown in **Table6.1: SMS Statistics**

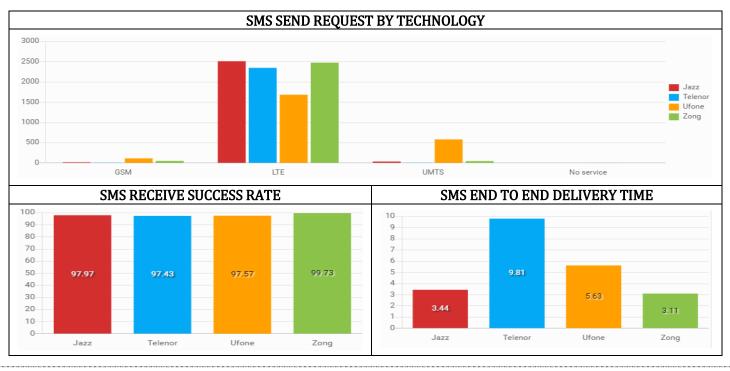
DESCRITPION	JAZZ	TELENOR	UFONE	ZONG
SMS SEND REQUEST	2567	2369	2385	2576
SMS SUCCESSFULLY RECEIVED	2515	2308	2327	2569
SMS RECEIVE SUCCESS RATE	97.97%	97.42%	97.56%	99.72%

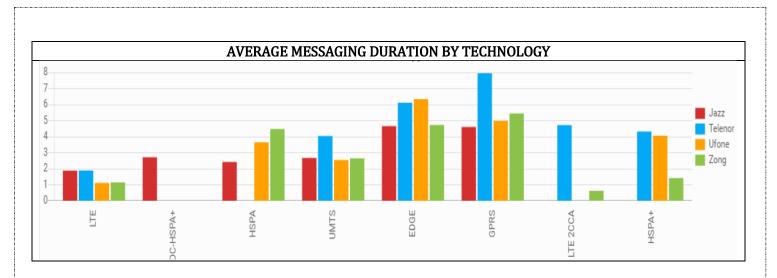
6.2. 2 x QoS KPIs i.e. "SMS Success Rate" and "SMS End to End Delivery Time" have been measured. The compliance level of threshold values of SMS QoS KPIs in each city is shown in **Table 6.2: SMS QoS KPIs Compliance Level.**

			SMS SERV	ICE - COM	PLIANT (Y	ES/NO)			
	Operator	Jazz		Telenor		Ufone		ZonG	
*SMS QoS KPI		SR	DT	SR	DT	SR	DT	SR	DT
	Jhang	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
	Sialkot	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
	Vehari	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Dera Ghazi Khan	Yes	Yes	No	Yes	No	Yes	Yes	Yes
Chiles	Bannu	Yes	Yes	No	Yes	No	Yes	Yes	Yes
Cities	Dera Ismail Khan	Yes	Yes	No	No	Yes	Yes	Yes	Yes
	Thatta	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
	Tando Allah Yar	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
	Korangi	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
	Malir	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
* Note	SMS QoS KPIs : SMS S	uccess Rate (SR) > 99% &	SMS End to E	nd Delivery T	ime (DT) < 12	Seconds		

Table 6.2: SMS QoS KPIs Compliance Level

6.3. The SMS Send Request by Technology, Success Rate and End to End Delivery Time is shown as under:





SURVEY MAPS & GRAPHICAL RESULTS

7.1 The 4G/LTE (RSRP) and 3G (RSCP) Signal Strength samples recorded during drive test on survey routes plotted on maps along-with Voice & SMS QoS KPIs survey results in graphical form are shown at **Annex-A**, **Annex-B** & **Annex-C** for Cities of Punjab, Sindh & Khyber Pakhtunkhwa respectively.

STANDING IN SURVEY

8.1. CMOs have been prioritized/ placed at 1st, 2nd, 3rd & 4th position in each category i.e. Mobile Network Coverage, Mobile Broadband Service, Voice Service and SMS Service, based upon the compliance level against each QoS KPI in each category in surveyed cities.

a. MOBILE NETWORK COVERAGE. The categorization of CMOs as per QoS KPI i.e. Signal Strength of 4G/LTE and 3G Networks in 10 x Surveyed Cities is shown in Table 8.1: CMOs Standing in Mobile Network Coverage.

S. #.	Operator	Compliance Level	Compliance Level – Number of Cities					
5. #.	Operator	Compliant	Non-Compliant	Standing				
1.	ZonG	20	-	1 st				
2.	Telenor	19	1	2 nd				
З.	Jazz	19	1	3 rd				
4.	Ufone	17	2	4 th				

 Table 8.1: CMOs Standing in Mobile Network Coverage

b. **MOBILE BROADBAND SERVICE.** The categorization of each CMOs, as per the highest to lowest obtained User Data Throughput in 4G/LTE and 3G Networks is shown in **Table 8.2: CMOs Standing in Mobile Broadband Service.**

			Highest Throughput – Number of Cities								
<i>S</i> .	Operator		4G				3G				3G
#.		1 st	2 nd	3rd	4 th	1 st	2 nd	3rd	4 th	4G	20
1.	ZonG	6	4	-	-	-	-	2	8	1 st	4 th
2.	Jazz	3	3	3	1	2	4	3	1	2 nd	2 nd
З.	Telenor	1	2	5	2	1	3	5	1	3rd	3 rd
4.	Ufone	1	-	2	5	7	3	-	-	4 th	1 st

Table 8.2: CMOs Standing in Mobile Broadband Service

. **VOICE SERVICE.** The categorization of each CMOs, as per the maximum compliant of Voice QoS KPIs is shown in **Table 8.3: CMOs Standing in Voice Service.**

S. #.	Operator	Voice	Standing	
		Compliant	Non-Compliant	Standing
1.	ZonG	55	5	1 st
2.	Ufone	60	10	2 nd
З.	Telenor	60	10	2 nd
4.	Jazz	59	11	3 rd

Table 8.3: CMOs Standing in Voice Service

d. **SMS SERVICE.** The categorization of each CMOs, as per the maximum compliant of SMS QoS KPIs which is shown in **Table 8.4: CMOs Standing in SMS Service**

S. #.	Operator	SMS (Standing	
		Compliant	Non-Compliant	Stallullig
1.	Jazz	20	-	1 st
2.	ZonG	20	-	1 st
З.	Ufone	17	3	2 nd
4.	Telenor	11	9	3 rd

Table 8.4: CMOs Standing in SMS Service

e. **OVERALL STANDING.** The overall standing of each CMOs in each category of service is mentioned in **Table 8.5: CMOs Overall Standing in QoS Survey.**

S. #.	Service		STANDING				
			1 st	2 nd	3rd	4 th	
1.	Mobile Network Coverage		ZonG	Telenor	Jazz	Ufone	
2.	Mobile	3G	Ufone	Jazz	Telenor	ZonG	
	Broadband	4G	ZonG	Jazz	Telenor	Ufone	
З.	Voice		ZonG	Ufone & Telenor	Jazz	-	
4.	SMS		Jazz & ZonG	Ufone	Telenor		

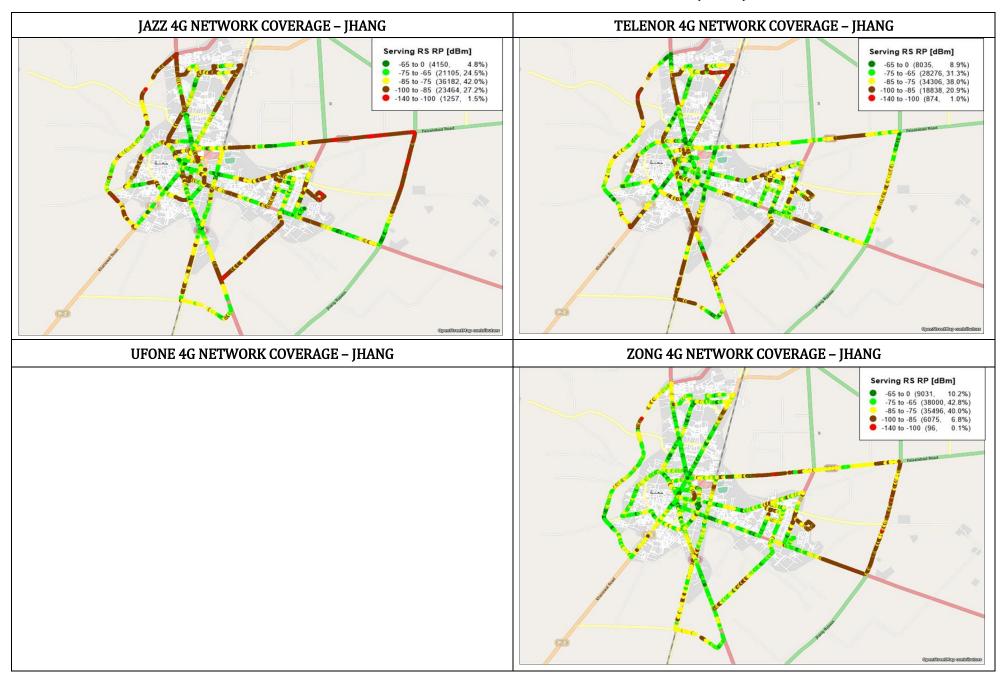
 Table 8.5: CMOs Overall Standing in QoS Survey

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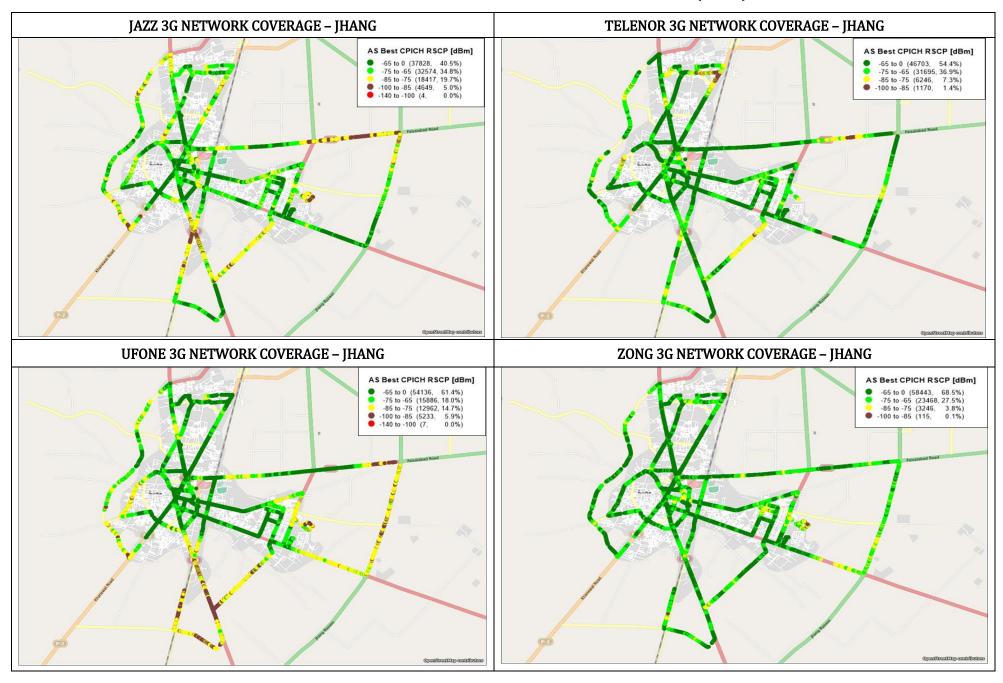


PUNJAB

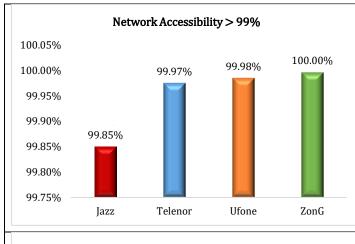
4G MOBILE COVERAGE IN CITIES- SIGNAL STRENGTH (RSRP)

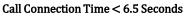


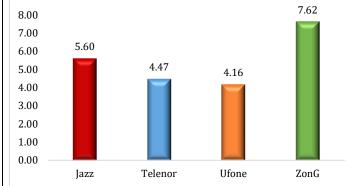
<u>3G MOBILE COVERAGE IN CITIES– SIGNAL STRENGTH (RSCP)</u>

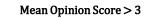


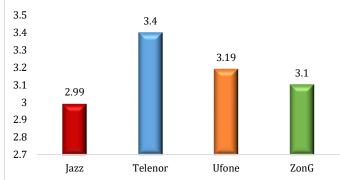
QUALITY OF SERVICE SURVEY RESULTS – JHANG



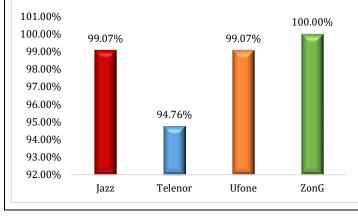


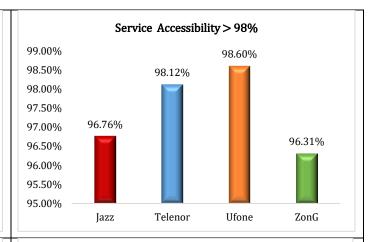




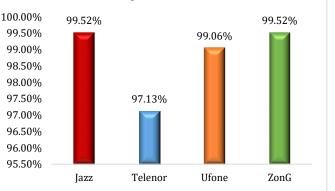




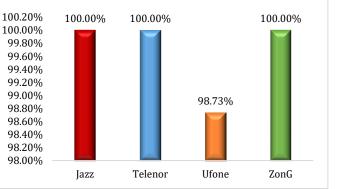




Call Completion Ratio > 98%

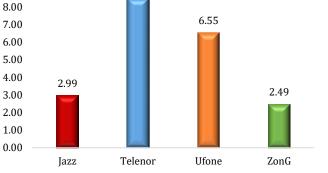


ISHO for Circuit Switched Voice > 98%

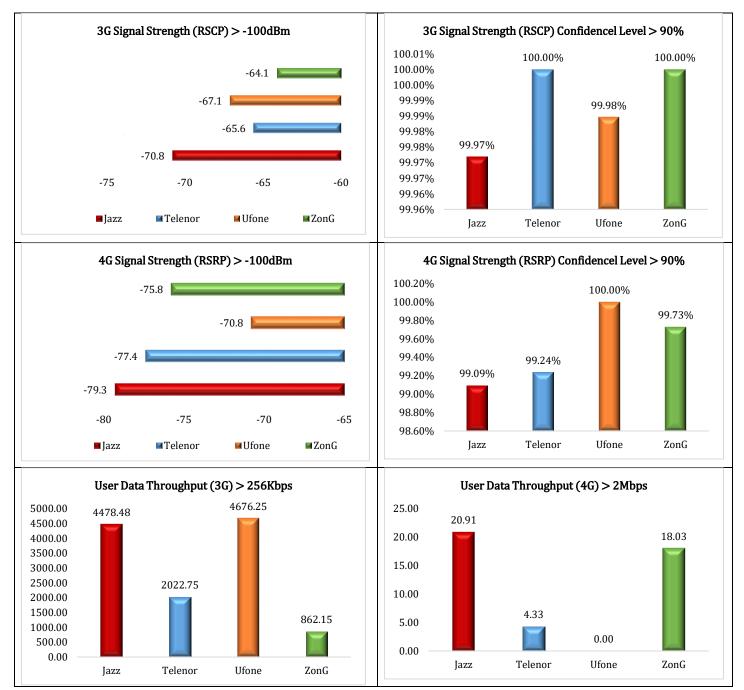




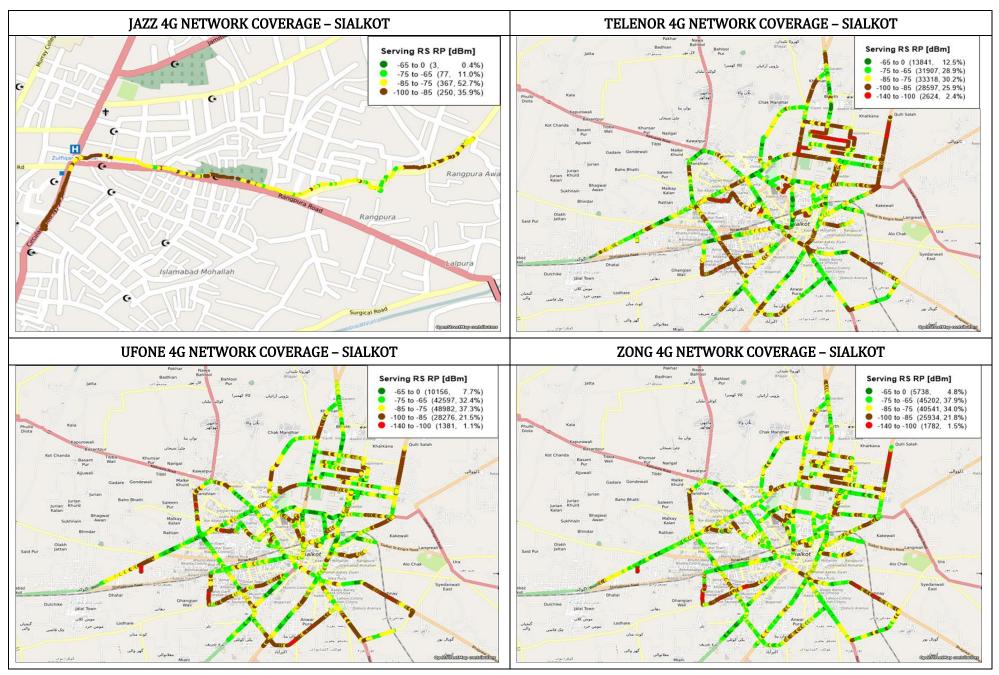
9.00



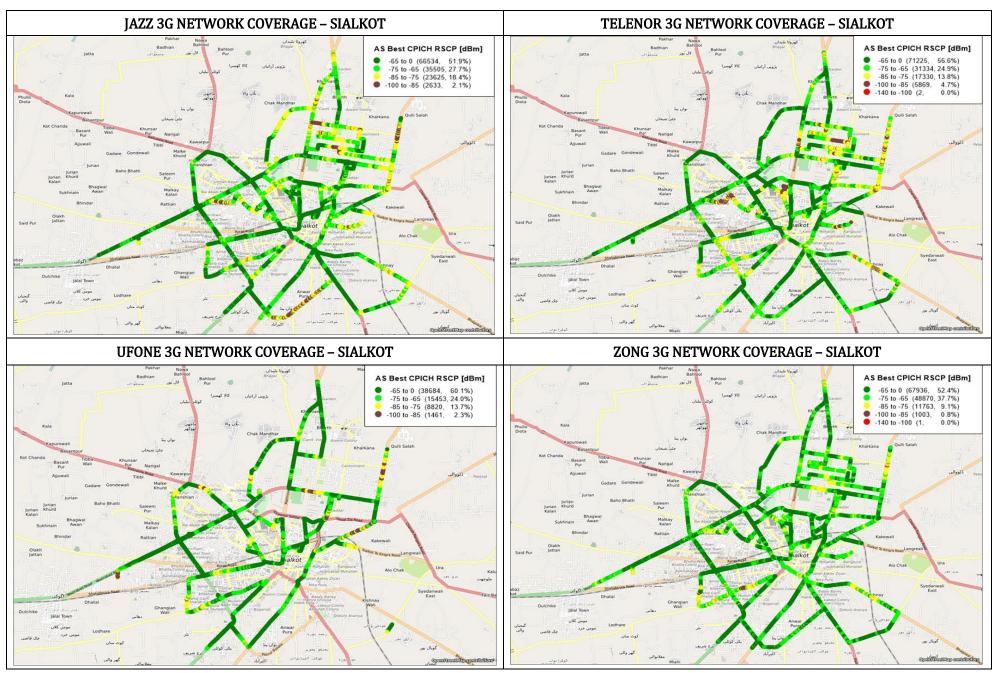
QUALITY OF SERVICE SURVEY RESULTS – JHANG



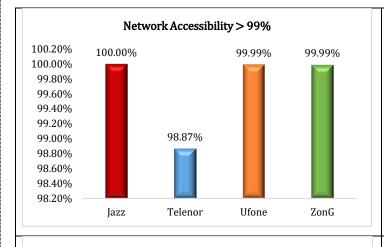
4G MOBILE COVERAGE IN CITIES- SIGNAL STRENGTH (RSRP)

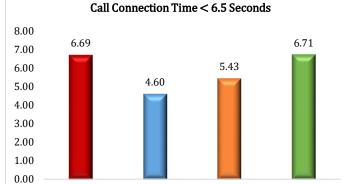


<u>3G MOBILE COVERAGE IN CITIES– SIGNAL STRENGTH (RSCP)</u>



QUALITY OF SERVICE SURVEY RESULTS – SIALKOT





Ufone

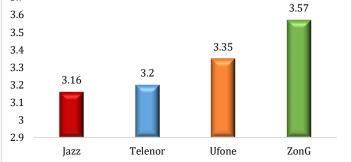
ZonG

Mean Opinion Score > 3

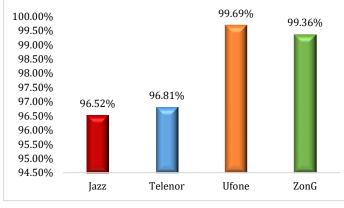
Telenor

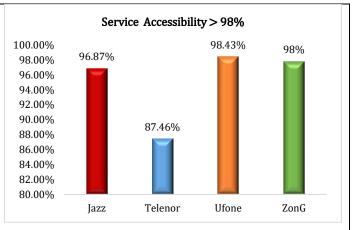
Jazz

3.7

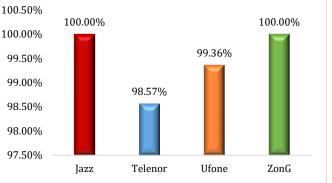


SMS Success Rate > 99%

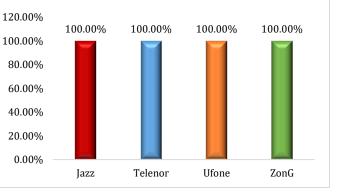




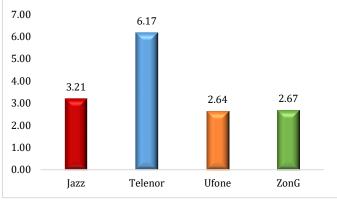
Call Completion Ratio > 98%



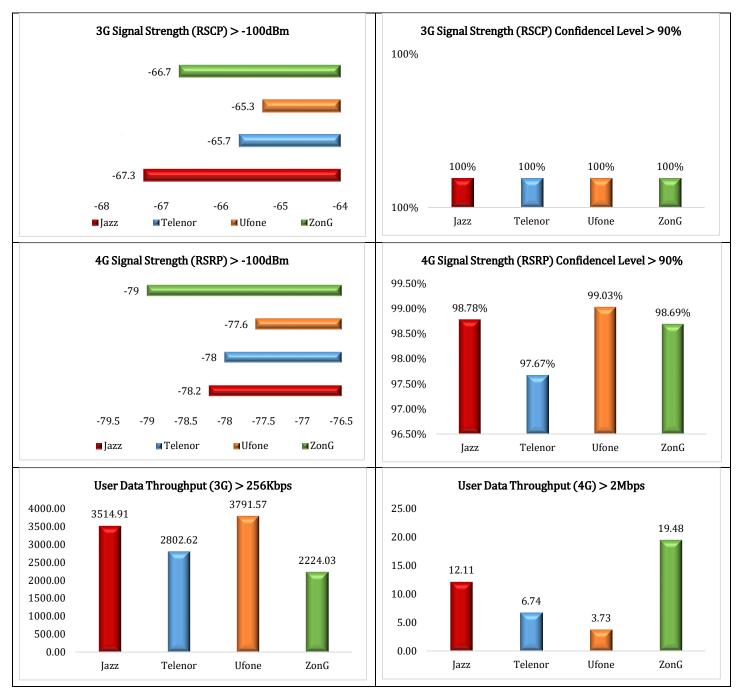
ISHO for Circuit Switched Voice > 98%



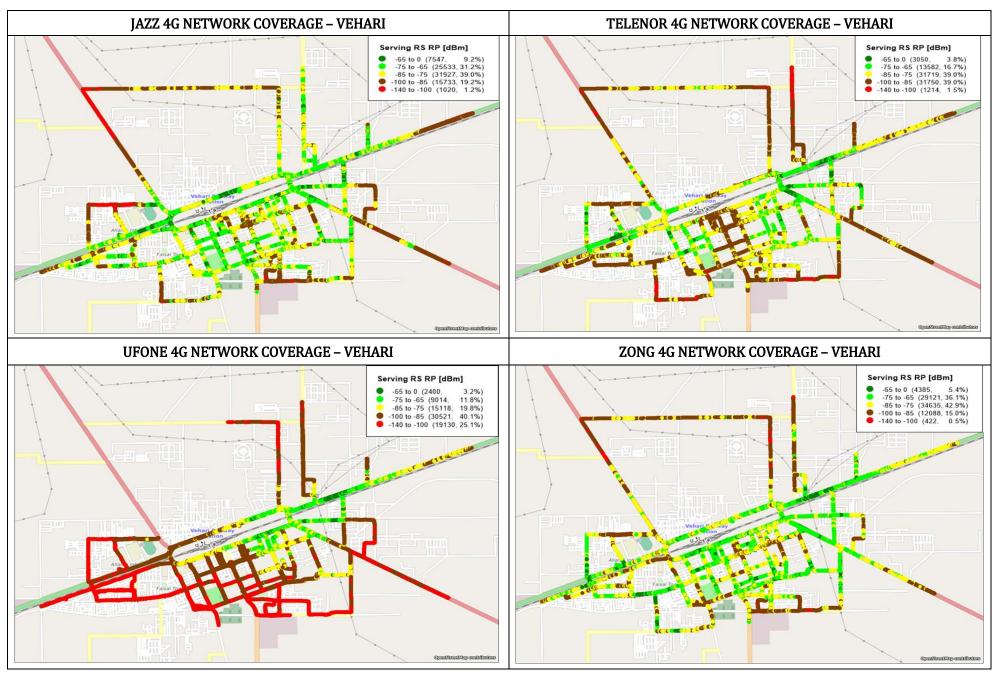
SMS End-to-End Delivery Time < 12 Seconds



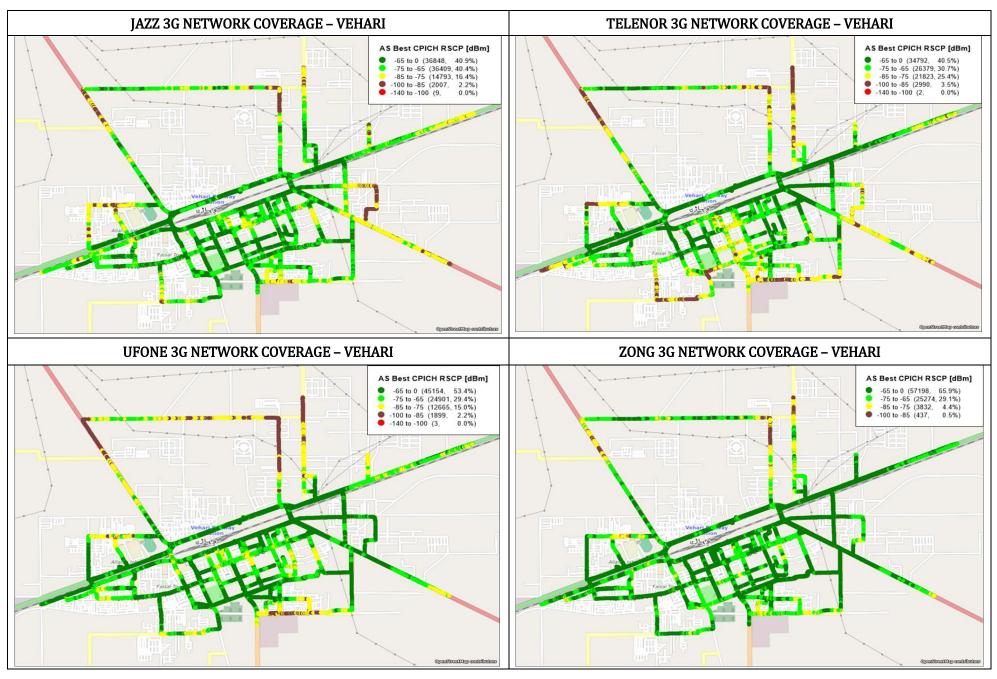
QUALITY OF SERVICE SURVEY RESULTS – SIALKOT



4G MOBILE COVERAGE IN CITIES- SIGNAL STRENGTH (RSRP)

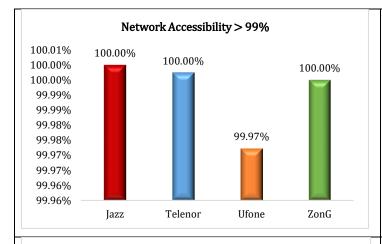


3G MOBILE COVERAGE IN CITIES- SIGNAL STRENGTH (RSCP)

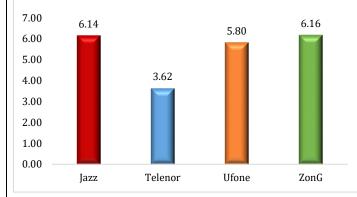


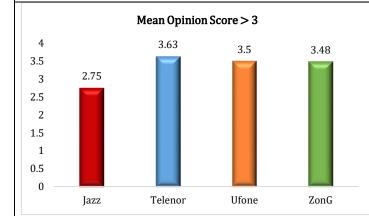
QUALITY OF SERVICE SURVEY RESULTS – VEHARI

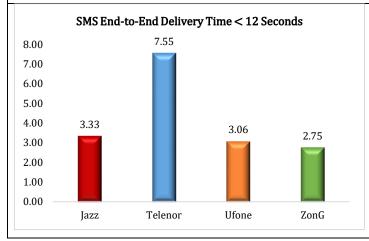
100.20%



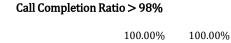
Call Connection Time < 6.5 Seconds

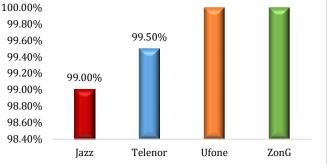




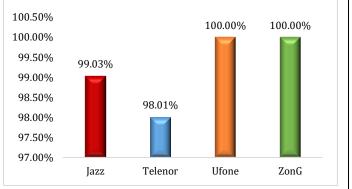


Service Accessibility > 98% 99.50% 100% 99.60% 99.40% 99.20% 99.00% 99.00% 98.80% 98.53% 98.60% 98.40% 98.20% 98.00% Ufone ZonG Jazz Telenor

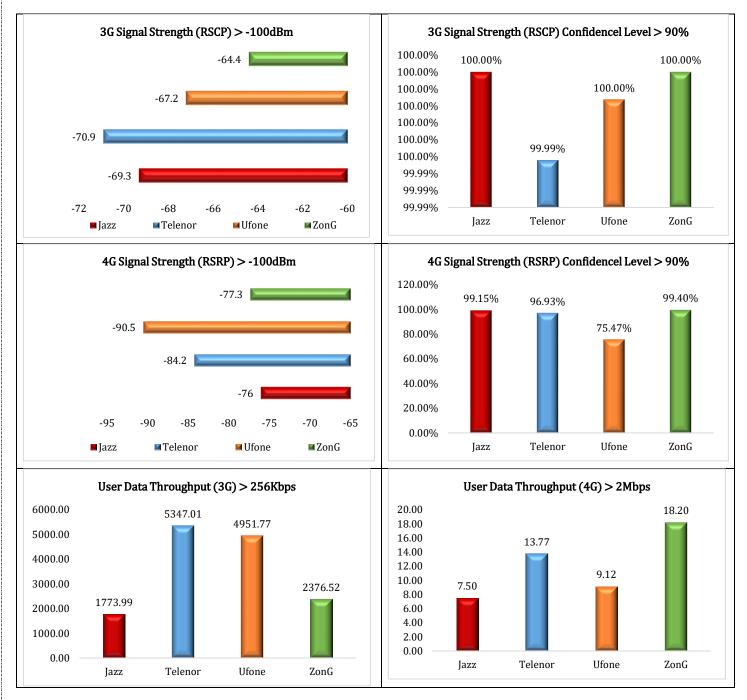




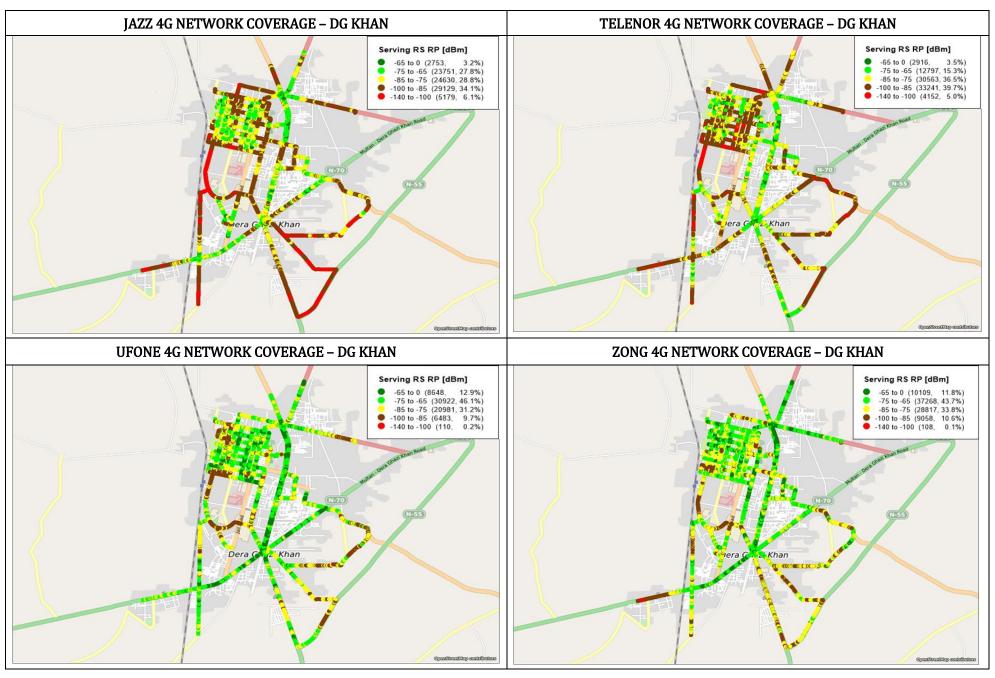
SMS Success Rate > 99%



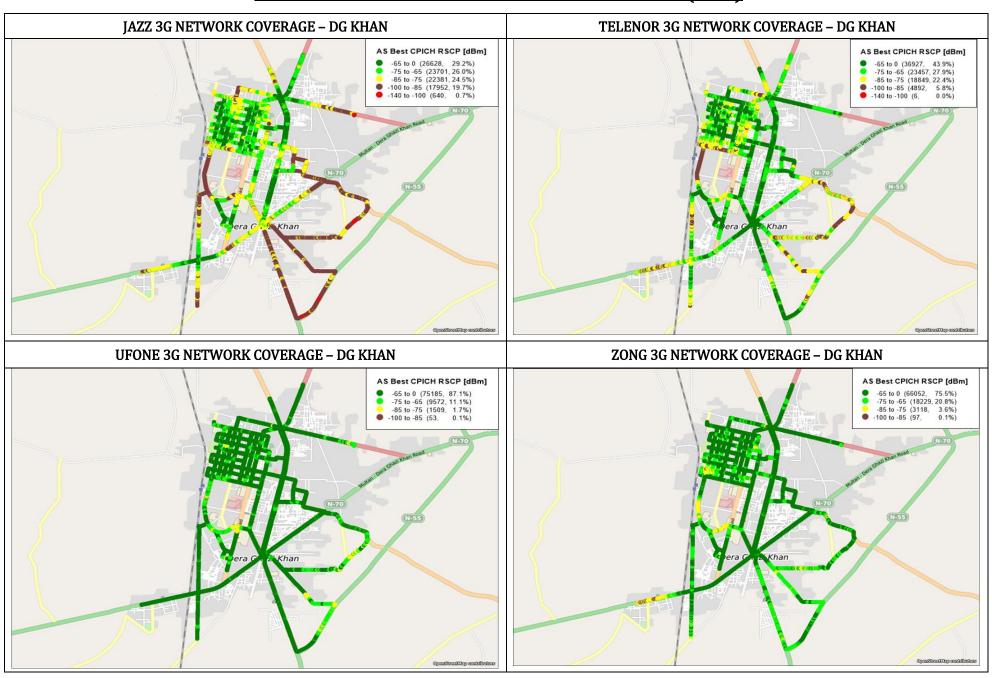
QUALITY OF SERVICE SURVEY RESULTS – VEHARI



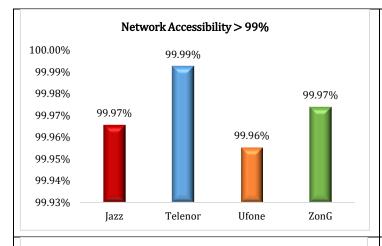
4G MOBILE COVERAGE IN CITIES- SIGNAL STRENGTH (RSRP)

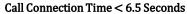


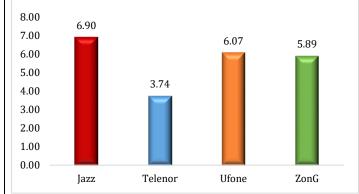
<u>3G MOBILE COVERAGE IN CITIES– SIGNAL STRENGTH (RSCP)</u>

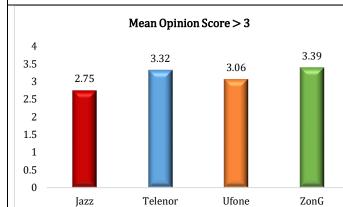


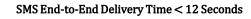
QUALITY OF SERVICE SURVEY RESULTS – DG KHAN

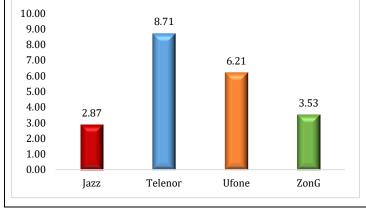


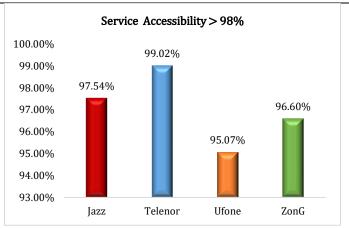




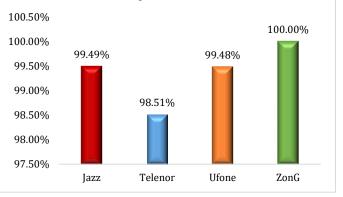




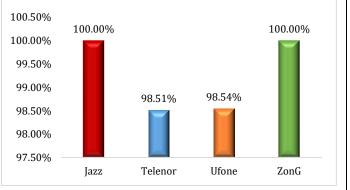




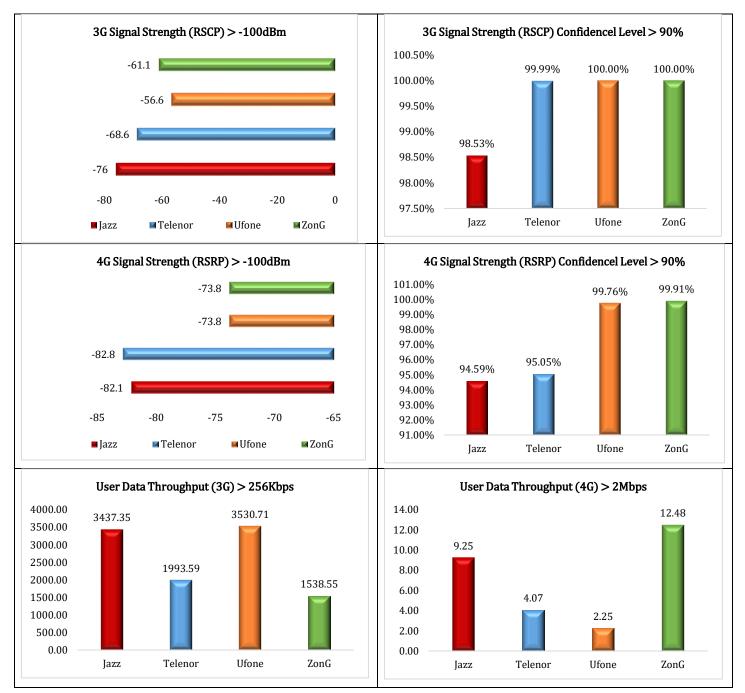
Call Completion Ratio > 98%



SMS Success Rate > 99%



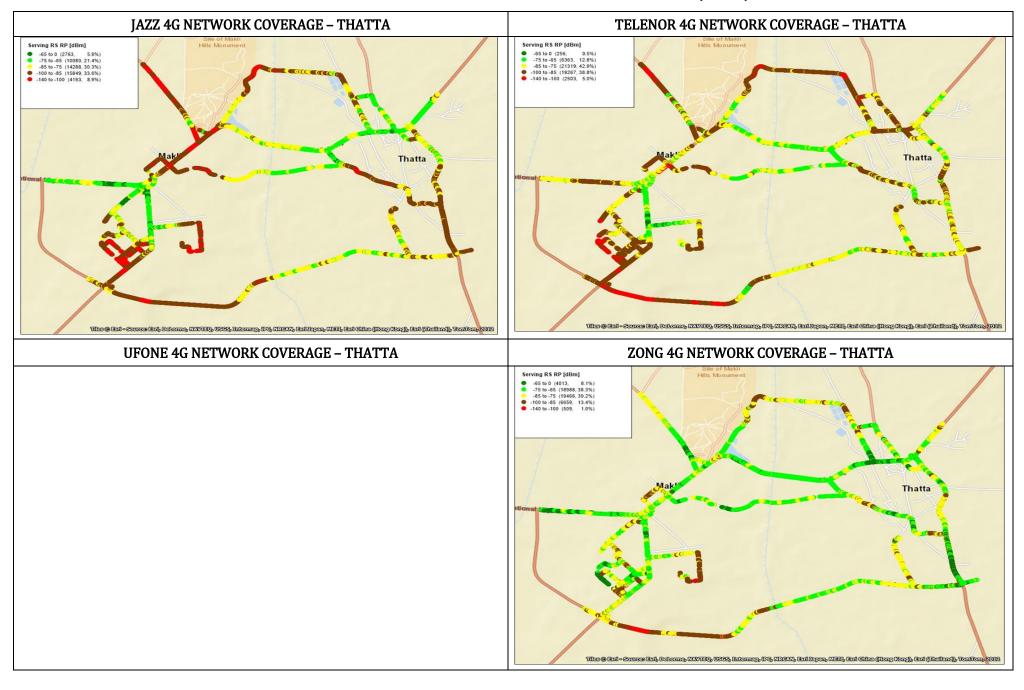
QUALITY OF SERVICE SURVEY RESULTS – DG KHAN



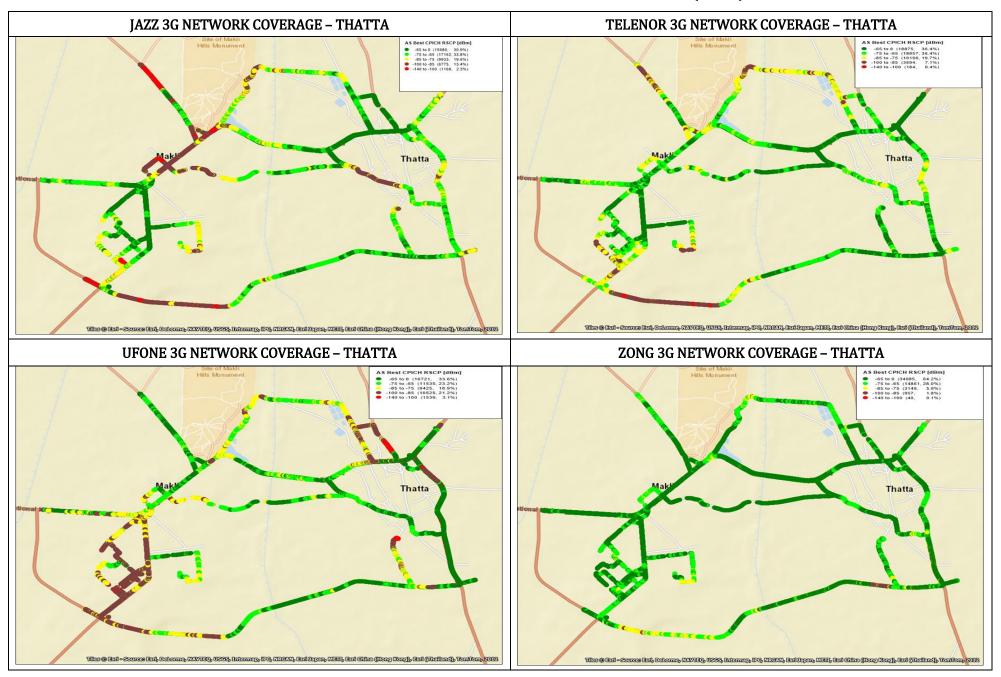


<u>SINDH</u>

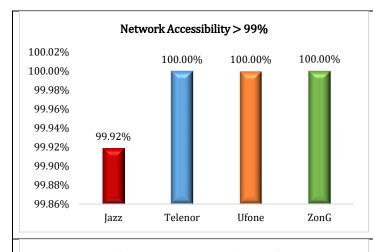
4G MOBILE COVERAGE IN CITIES- SIGNAL STRENGTH (RSRP)

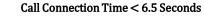


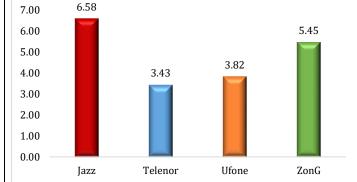
<u>3G MOBILE COVERAGE IN CITIES– SIGNAL STRENGTH (RSCP)</u>



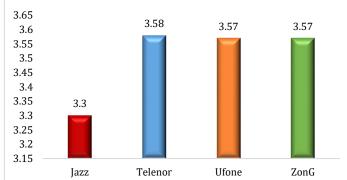
QUALITY OF SERVICE SURVEY RESULTS – THATTA



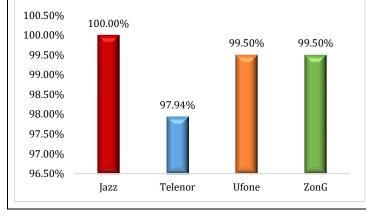


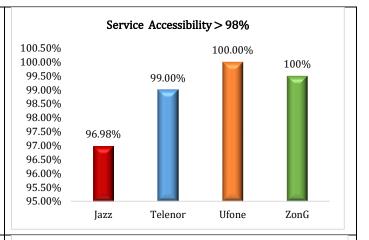


Mean Opinion Score > 3

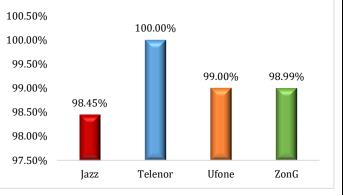


SMS Success Rate > 99%

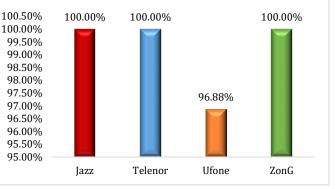


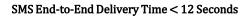


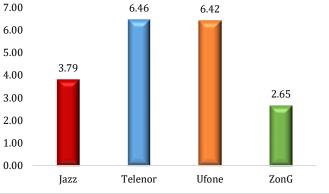
Call Completion Ratio > 98%



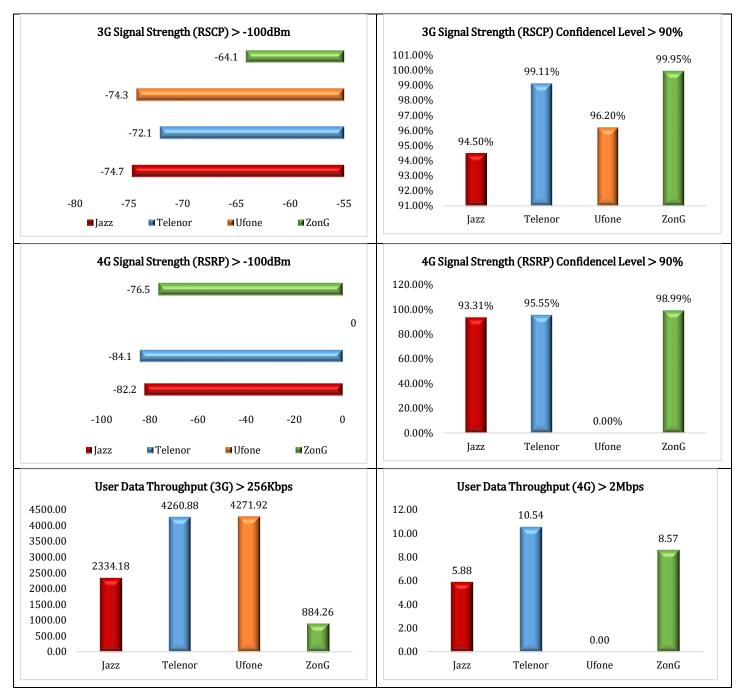
ISHO for Circuit Switched Voice > 98%



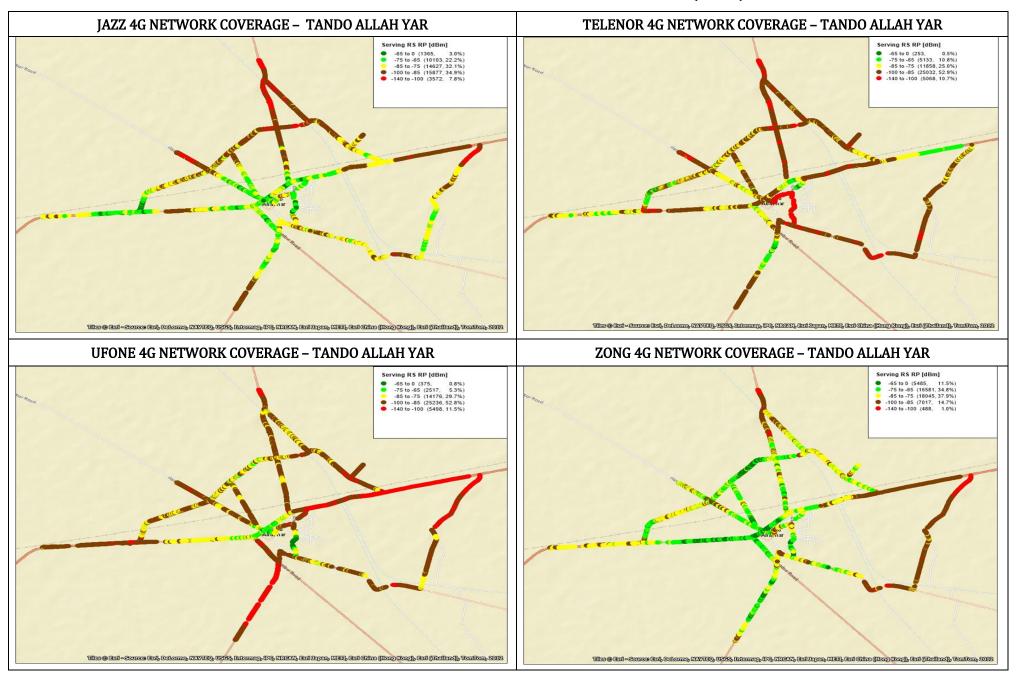




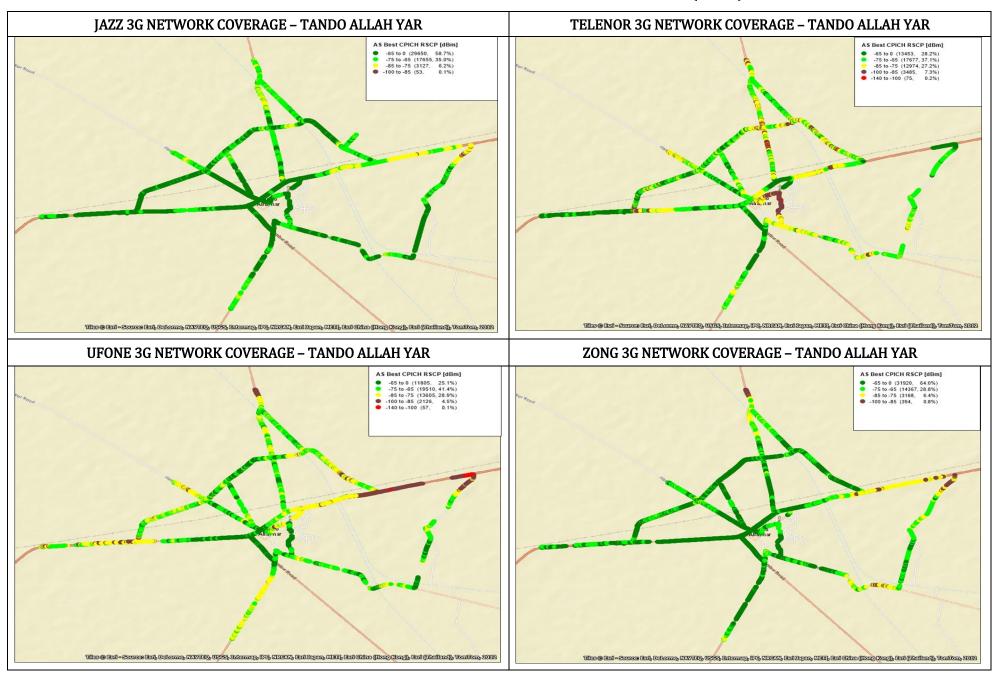
QUALITY OF SERVICE SURVEY RESULTS – THATTA



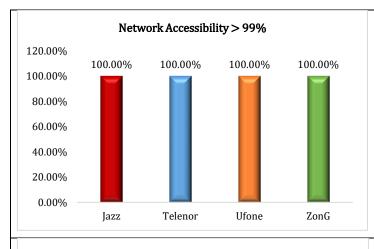
4G MOBILE COVERAGE IN CITIES- SIGNAL STRENGTH (RSRP)



<u>3G MOBILE COVERAGE IN CITIES– SIGNAL STRENGTH (RSCP)</u>

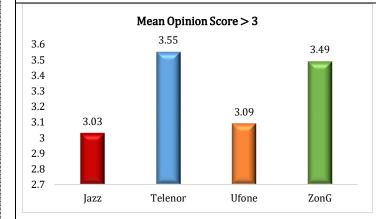


QUALITY OF SERVICE SURVEY RESULTS – TANDO ALLAH YAR

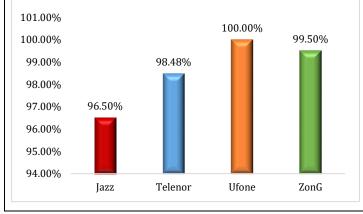


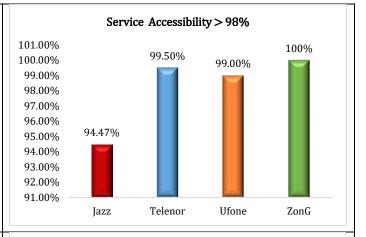
Call Connection Time < 6.5 Seconds



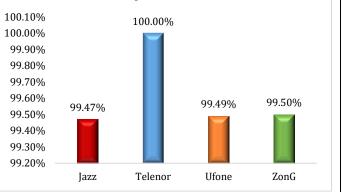


SMS Success Rate > 99%

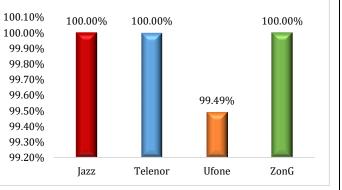


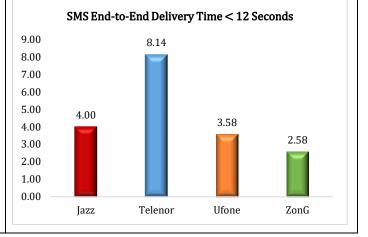


Call Completion Ratio > 98%

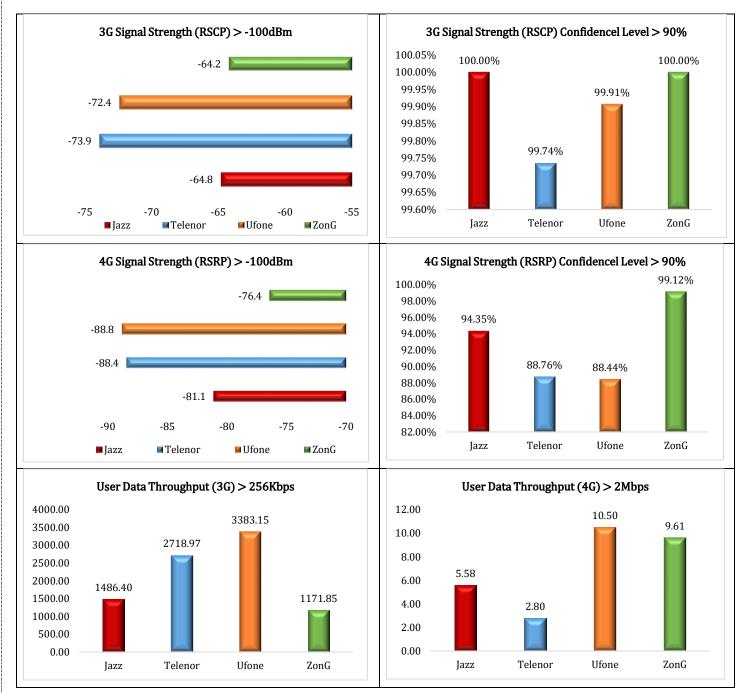


ISHO for Circuit Switched Voice > 98%

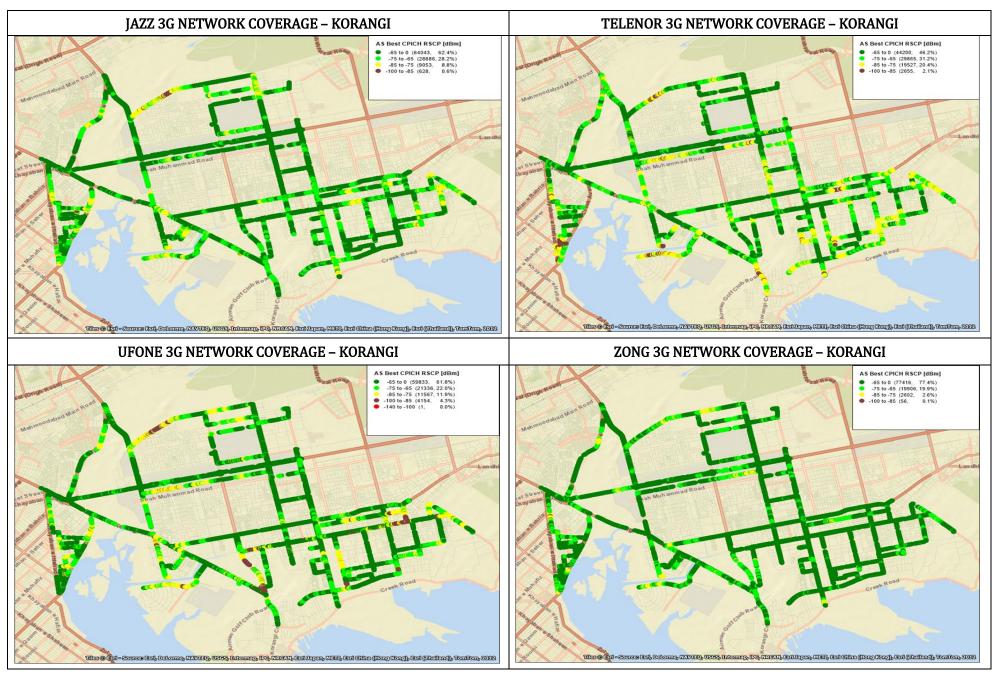




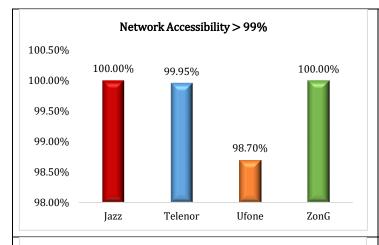
QUALITY OF SERVICE SURVEY RESULTS – TANDO ALLAH YAR



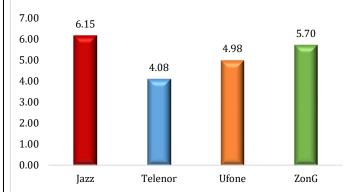
<u>3G MOBILE COVERAGE IN CITIES– SIGNAL STRENGTH (RSCP)</u>

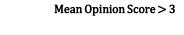


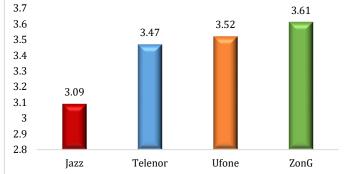
QUALITY OF SERVICE SURVEY RESULTS – KORANGI

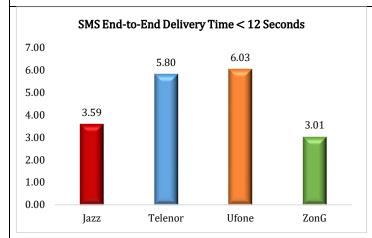


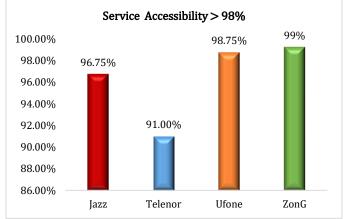
Call Connection Time < 6.5 Seconds



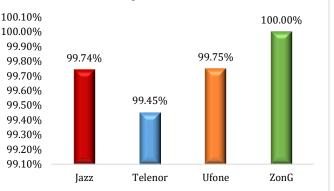








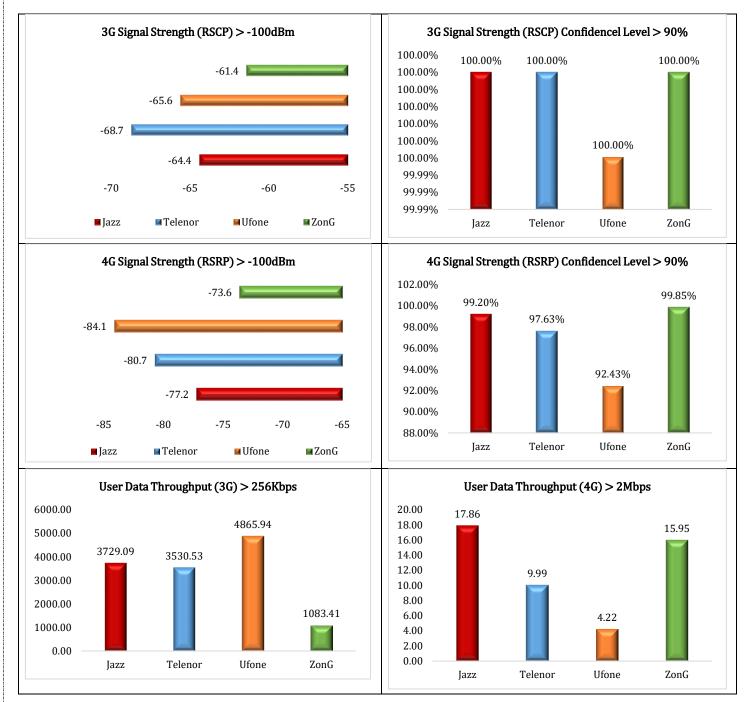
Call Completion Ratio > 98%



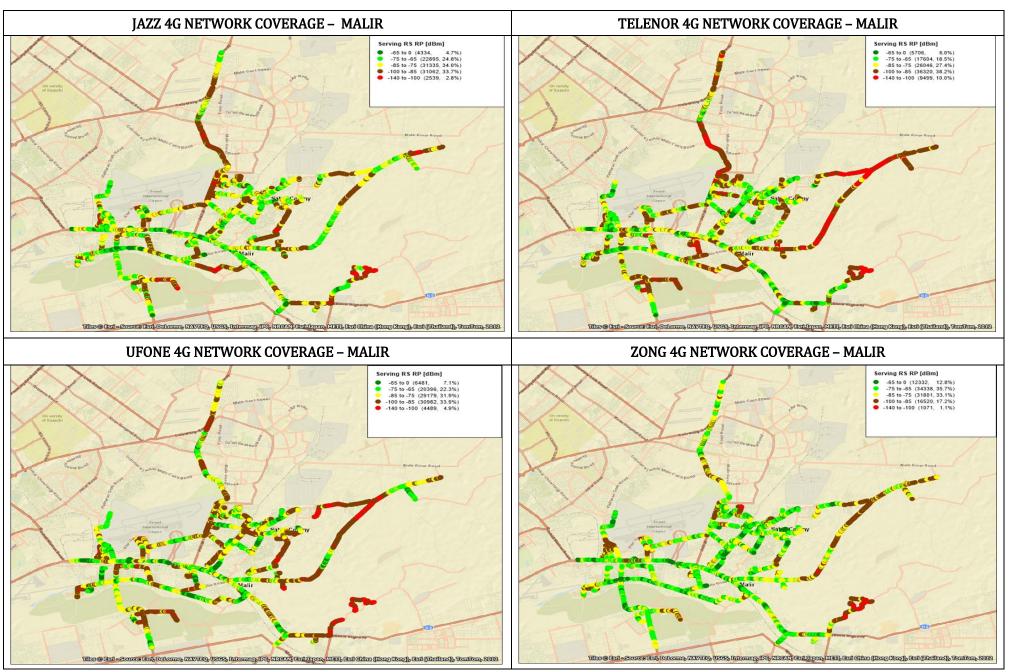
SMS Success Rate > 99%



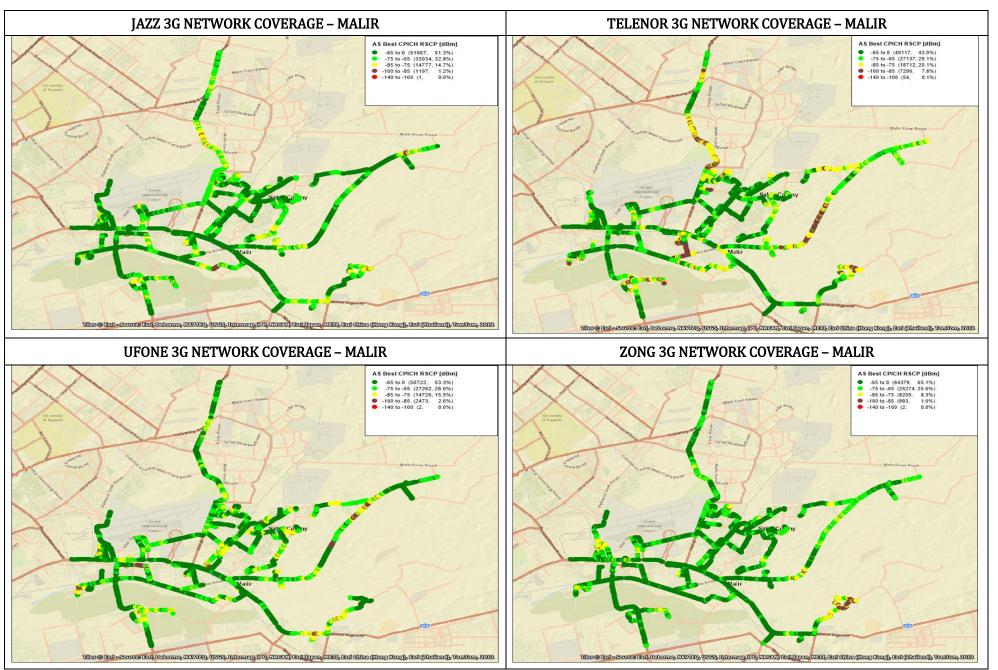
QUALITY OF SERVICE SURVEY RESULTS – KORANGI



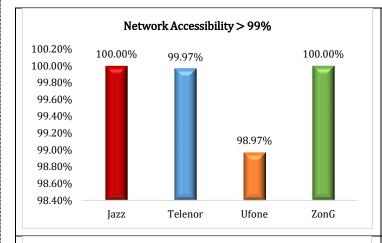
4G MOBILE COVERAGE IN CITIES- SIGNAL STRENGTH (RSRP)

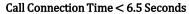


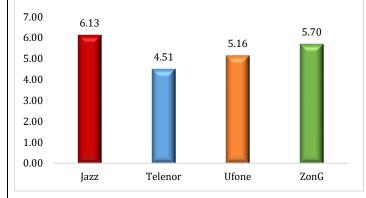
<u>3G MOBILE COVERAGE IN CITIES– SIGNAL STRENGTH (RSCP)</u>

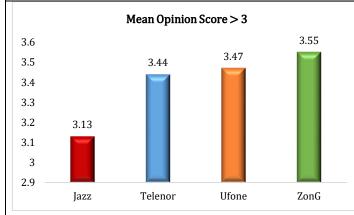


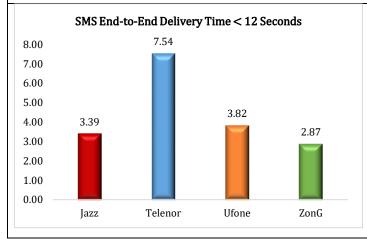
QUALITY OF SERVICE SURVEY RESULTS – MALIR

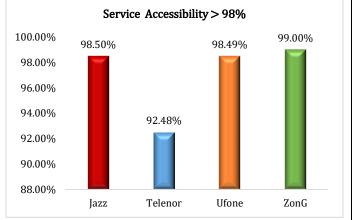




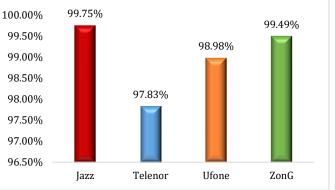




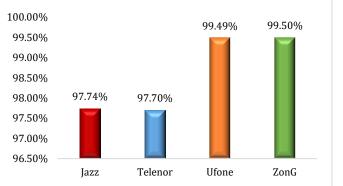




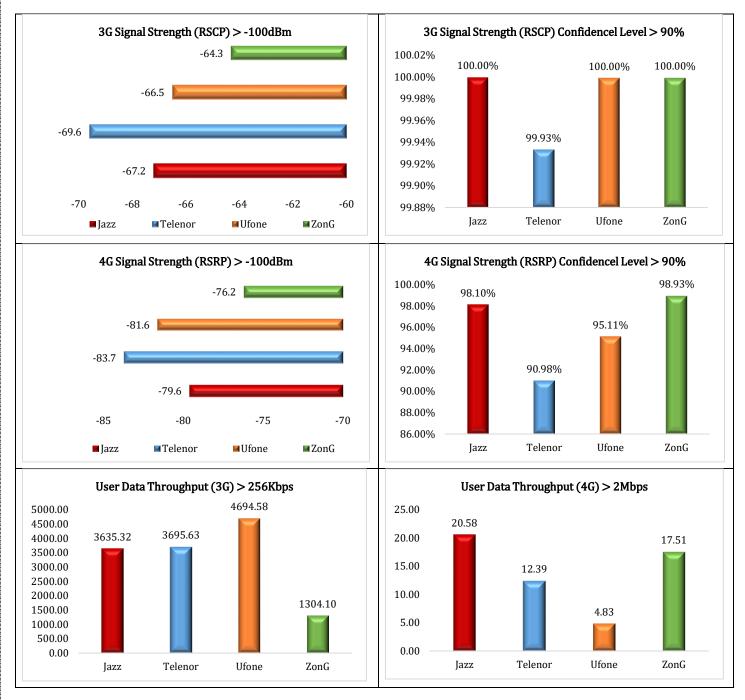
Call Completion Ratio > 98%



SMS Success Rate > 99%



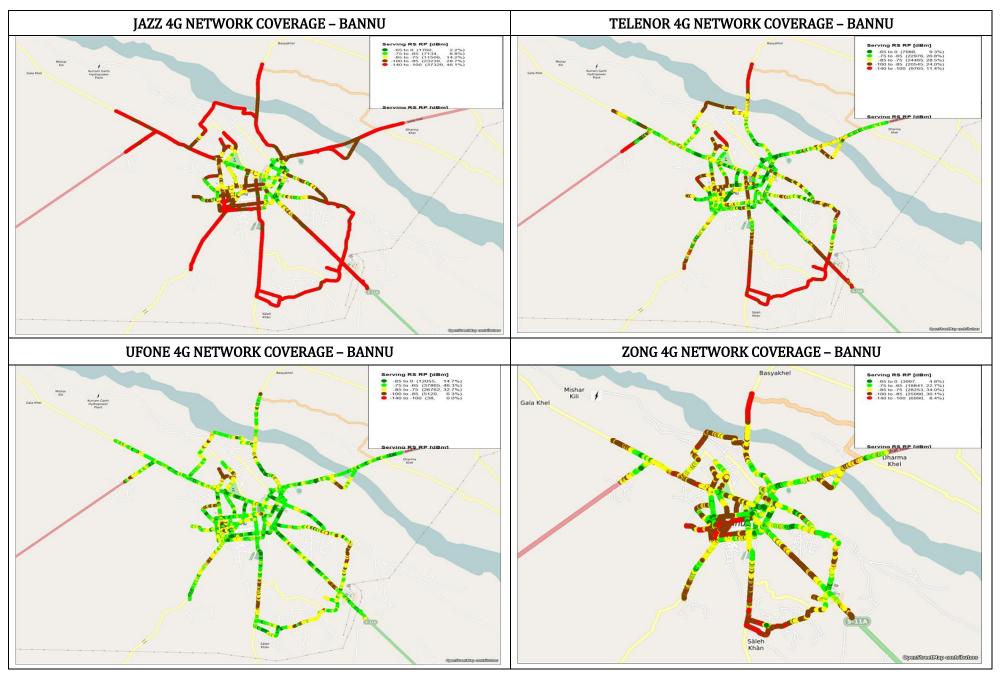
QUALITY OF SERVICE SURVEY RESULTS – MALIR



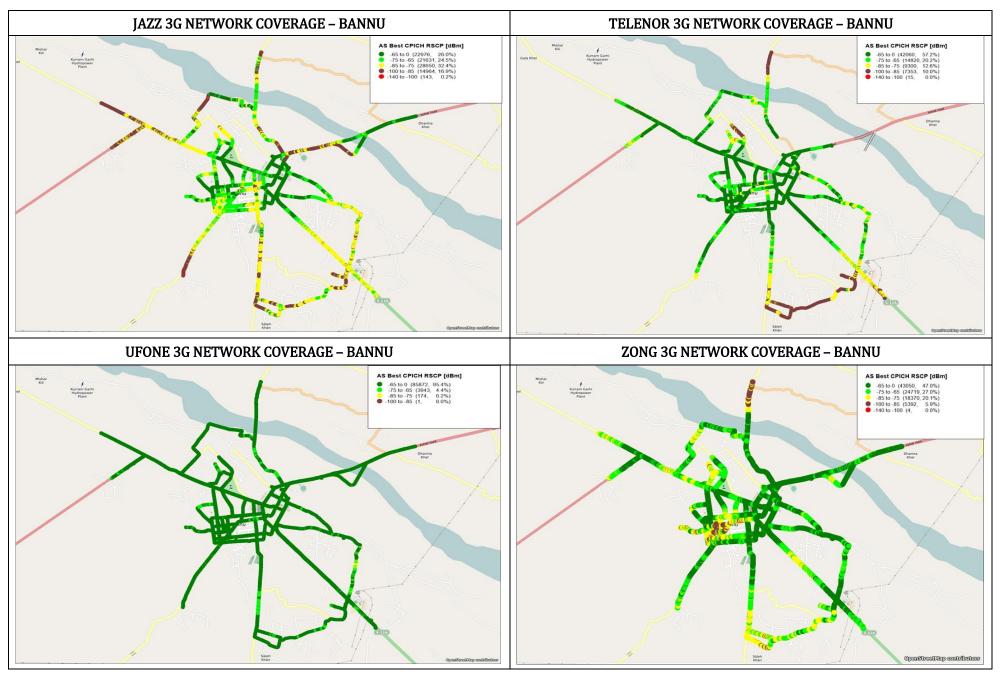


KHYBER PAKHTUNKHWA

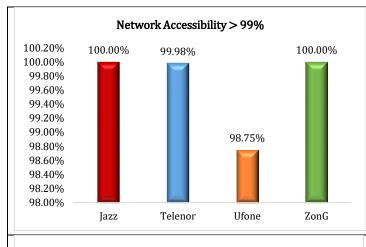
<u>4G MOBILE COVERAGE IN CITIES– SIGNAL STRENGTH (RSRP)</u>



3G MOBILE COVERAGE IN CITIES- SIGNAL STRENGTH (RSCP)

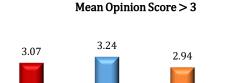


QUALITY OF SERVICE SURVEY RESULTS – BANNU



Call Connection Time < 6.5 Seconds

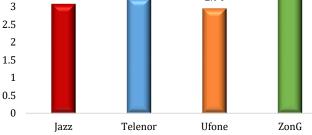




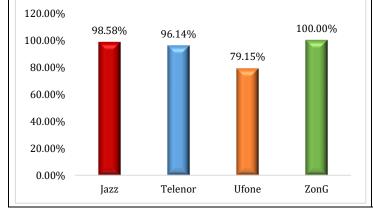
3.59

4

3.5

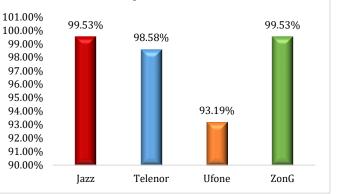


SMS Success Rate > 99%

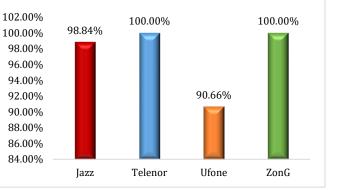


Service Accessibility > 98% 102.00% 99.53% 100% 100.00% 98.60% 98.00% 96.00% 94.00% 92.00% 90.09% 90.00% 88.00% 86.00% 84.00% Jazz Telenor Ufone ZonG

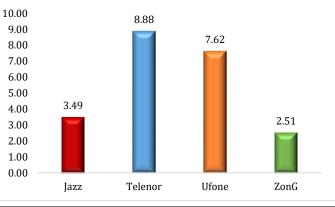
Call Completion Ratio > 98%



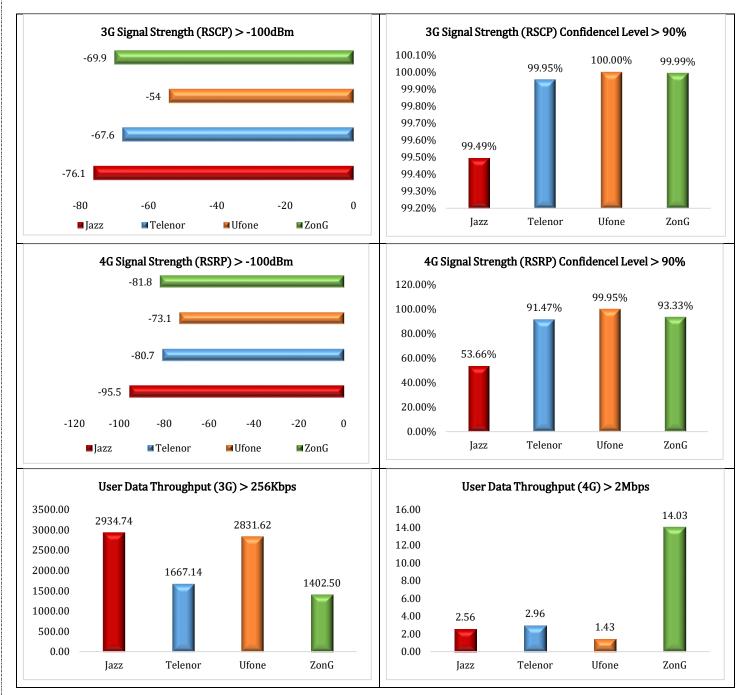
ISHO for Circuit Switched Voice > 98%



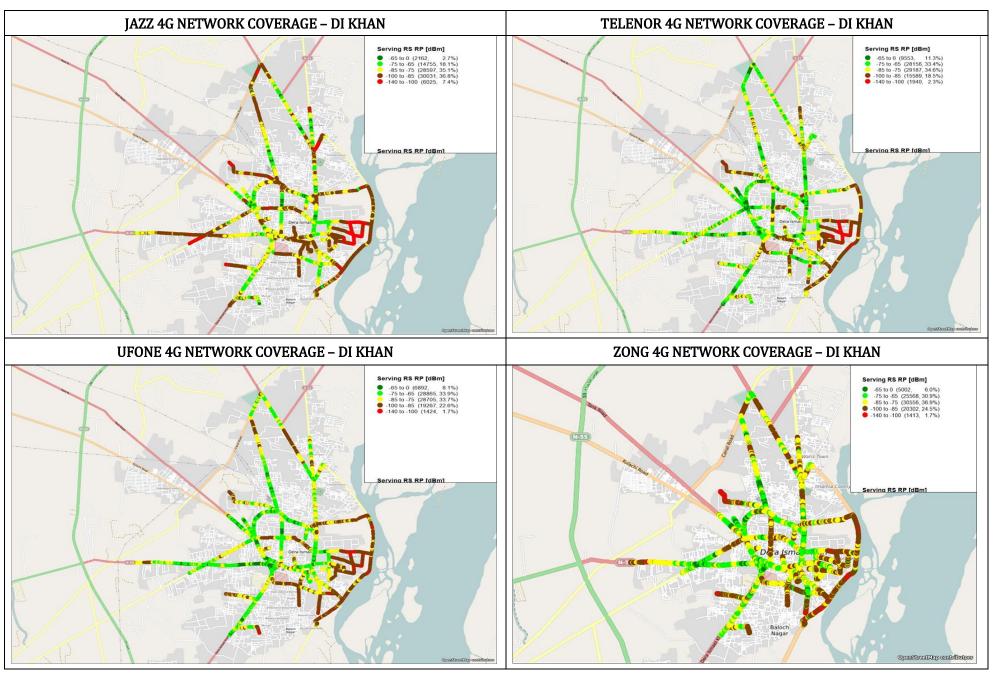
SMS End-to-End Delivery Time < 12 Seconds



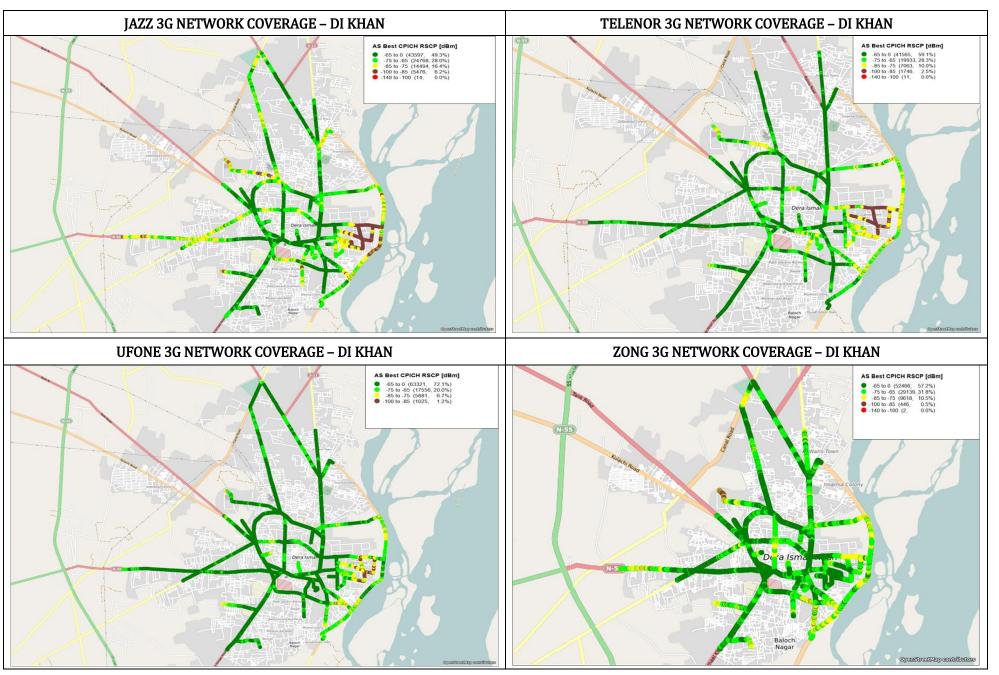
QUALITY OF SERVICE SURVEY RESULTS – BANNU



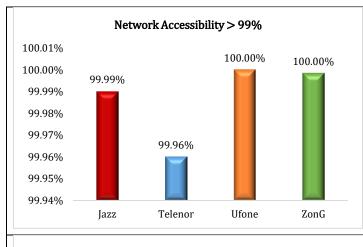
4G MOBILE COVERAGE IN CITIES- SIGNAL STRENGTH (RSRP)



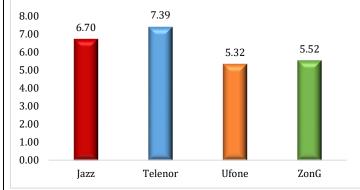
<u>3G MOBILE COVERAGE IN CITIES– SIGNAL STRENGTH (RSCP)</u>

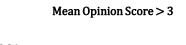


QUALITY OF SERVICE SURVEY RESULTS – DI KHAN

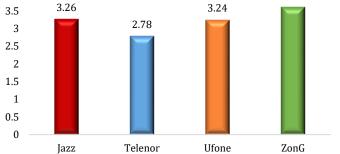






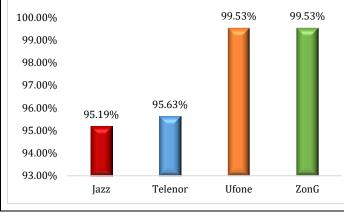


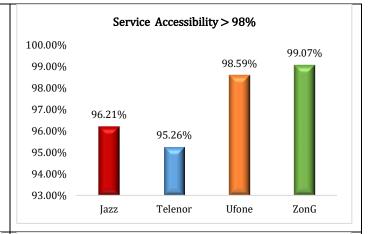
4



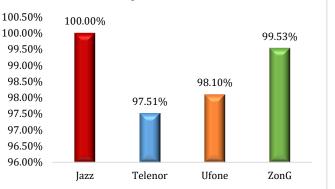
3.6



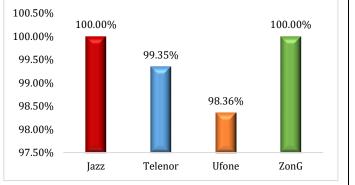


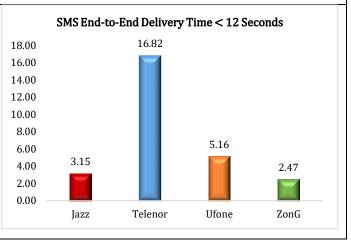


Call Completion Ratio > 98%



ISHO for Circuit Switched Voice > 98%





QUALITY OF SERVICE SURVEY RESULTS – DI KHAN

