

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
	PTCL	15314	8849 (58%)	4455 (29%)	2010 (13%)	3465	3259 (94%)	188 (5%)	18 (0.5%)	-					-	-	-	
	WanCom	35	24 (69%)	11 (31%)	-	75	68 (91%)	7 (9%)	-	-				51	44 (86%)	7 (14%)	-	
	Logon Broadband	2350	2139 (91%)	211 (9%)	-	911	834 (92%)	77 (8%)	-	-				439	293 (67%)	146 (33%)	-	
	Sky Net Multi Services	222	222 (100%)	-	-	169	114 (67%)	55 (33%)	-	-				391	336 (86%)	55 (14%)	-	
	Cyber Internet Services	20072	17240 (86%)	2832 (14%)	-	15110	12898 (85%)	2212 (15%)	-	-				18202	15947 (88%)	1604 (9%)	651 (3%)	
	Dream Network & Technology	3	2 (67%)	1 (33%)	-	8	7 (88%)	-	1 (12%)	-				11	9 (82%)	1 (9%)	1 (9%)	
	ebone	532	520 (98%)	12 (2%)	-	9	6 (67%)	3 (33%)	-	-				65	65 (100%)	-	-	
	Galaxynet	1675	1675 (100%)	-	-	-	-	-	-	-				1675	1675 (100%)	-	-	
	Mynet	205	205 (100%)	-	-	-	-	-	-	-				160	160 (100%)	-	-	
	Fiberlink	155	155 (100%)	-	-	75	75 (100%)	-	-	-				257	212 (82%)	45 (18%)	-	
	Dot99	-	-	-	-	-	-	-	-	-				175	175 (100%)	-	-	
	Leonet	185	185 (100%)	-	-	66	66 (100%)	-	-	-				255	231 (91%)	24 (9%)	-	
	Optix	5103	4645 (91%)	354 (7%)	104 (2%)	400	291 (73%)	34 (9%)	25 (6%)	50 (13%)				211	210 (99.5%)	1 (0.5%)	-	
	CITS	-	-	-	-	-	-	-	-	-				111	111 (100%)	-	-	
	NIS	-	-	-	-	-	-	-	-	-				367	321 (87%)	46 (13%)	-	
	Fariya	3434	2258 (66%)	943 (27%)	233 (7%)	244	229 (94%)	11 (4%)	4 (2%)	-				260	157 (60%)	103 (40%)	-	
	TES	9384	6622 (71%)	1960 (21%)	802 (9%)	1317	736 (56%)	335 (25%)	129 (10%)	117 (9%)				-	-	-	-	
Lahore	PTCL	85,364	58465 (68%)	19401 (23%)	7498 (9%)	1,479	472 (32%)	661 (45%)	346 (23%)	-	31.91%	44.69%	23.39%	0.00%	57	27 (48%)	15 (26%)	15 (26%)
	Brainnet	-	-	-	-	-	-	-	-	-					-	-	-	
	COMSATS	134	117 (83%)	16 (12%)	1 (0.75%)	-	-	-	-	-	0.00%	0.00%	-	-	19	17 (89%)	2 (11%)	-
	Fiberlink	-	-	-	-	-	-	-	-	-					-	-	-	
	OPTICS	31	28 (90%)	3 (10%)	-	18	16 (89%)	2 (11%)	-	-	89%	11%	-	-	-	-	-	-
	PTCL EVO	4,200	3100 (74%)	900 (21%)	200 (5%)	164	134 (82%)	15 (9%)	15 (9%)	-	81.71%	9.15%	9.15%	-	64	34 (54%)	15 (23%)	15 (23%)
	NTC	-	-	-	-	-	-	-	-	-	-				-	-	-	-
	Transdigital	722	618 (86%)	70 (10%)	34 (5%)	60	40 (67%)	20 (33%)	-	-	66.67%	33.33%	-	-	604	500 (83%)	70 (12%)	34 (5%)
	Cactus	1152	918 (80%)	200 (17%)	34 (3%)	50	40 (80%)	10 (20%)	-	-	0.8	0.2	-	-	231	200 (87%)	30 (13%)	1 (0.04%)
	Signin	744	618 (83%)	92 (12%)	34 (5%)	50	25 (50%)	25 (50%)	-	-	0.5	0.5	-	-	845	718 (85%)	93 (11%)	34 (4%)
	KKN	-	-	-	-	-	-	-	-	-	-				-	-	-	-
	Cybernet	11907	9682 (81%)	1917 (16%)	308 (3%)	12647	10727 (85%)	1920 (15%)	-	-	0.84819	0.15181	-	-	14	12 (86%)	2 (14%)	-
	Webconnect	795	718 (90%)	93 (12%)	34 (4%)	4	4 (100%)	-	-	-	100.00%	-	-	-	845	718 (85%)	93 (11%)	34 (4%)
	WorldCall	9571	7514 (79%)	1072 (11%)	985 (10%)	1016	736 (72%)	148 (15%)	74 (7%)	58 (5%)	0.72441	0.14567	0.07283	0.05709	1608	1379 (86%)	43 (3%)	186 (11%)
	EBONE	-	-	-	-	-	-	-	-	-	-				-	-	-	-
	Wateen	-	-	-	-	-	-	-	-	-	-				-	-	-	-
Peshawar	NTC	-	-	-	-	226	54 (24%)	56 (25%)	58 (25%)	58 (26%)				995	322 (32%)	324 (33%)	339 (34%)	
	PTCL	894	605 (68%)	212 (24%)	77 (9%)	964	605 (63%)	212 (22%)	77 (8%)	70 (7%)				20616	13674 (66%)	4267 (21%)	2675 (13%)	
	Cyber Net	2231	2139 (96%)	92 (4%)	-	2016	1670 (83%)	346 (17%)	-	-				-	-	-	-	
	Nayatel	453	453 (100%)	0	0	-	-	-	-	-				-	-	-	-	
	Wideband	66	66 (100%)	-	-	-	-	-	-	-				-	-	-	-	
	PTCL Charji EVO	379	264 (70%)	98 (26%)	17 (4%)	-	-	-	-	-				-	-	-	-	

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Quetta	PTCL	31836	17684 (56%)	9013 (28%)	5139 (16%)	3397	3023 (89%)	269 (8%)	70 (2%)	35 (1%)					519	267 (51%)	168 (33%)	84 (16%)
	NTC	208	195 (94%)	12 (5.6%)	1 (0.4%)	Nil	-	-	-	-					Nil	-	-	-
	Geo Net	15	15 (100%)	0	0	2	2 (100%)	-	-	-					Nil	-	-	-
	Cyber Net	120	118 (98%)	2 (2%)	0	Nil	-	-	-	-					Nil	-	-	-
	Connect	-	-	-	-	Nil	-	-	-	-					22	22 (100%)	-	-
Rawalpindi	PTCL	85,364	58465 (68%)	19401 (23%)	7498 (9%)	1,479	472 (32%)	661 (45%)	346 (23%)	-					57	27 (48%)	15 (26%)	15 (26%)
	Nayatel	32,977	32117 (97%)	659 (2%)	201 (1%)	91	91 (100%)	-	-	-					-	-	-	-
	Wateen Telecom	134	117 (87%)	16 (12)	1 (1%)	0	0	-	-	-					19 (%)	17 (89%)	2 (11%)	-
	COMSATS	600	575 (96%)	25 (4%)	-	200	190 (95%)	10 (5%)	-	-					400	370 (93%)	30 (7%)	-
	NTC	31	28 (90%)	3 (10%)	-	18	16 (89%)	2 (11%)	-	-					-	-	-	-
	Sky-MZD	270	265 (98%)	3 (1%)	2 (0.74%)	14	12 (86%)	2 (14%)	-	-					2	1 (50%)	1 (50%)	-
	PTCL	9	6 (67%)	3 (33%)	0	11	9 (81%)	2 (18%)	-	-					48	42 (88%)	4 (8%)	2 (4%)
	WiCloud	2	0	0	0	42	30 (71%)	8 (19%)	4 (10%)	-					15	8 (53%)	3 (20%)	4 (27%)
Multan	PCTL	60307	16958 (28%)	21205 (35%)	22144 (37%)	209	177 (85%)	31 (14.8%)	1 (0.04%)	-					Nil	-	-	-
	Prime Vision	5	5 (100%)	-	-	10	10 (100%)	-	-	-					46	46 (100%)	-	-
	Cyber Internet Services (Pvt.) LTD.	2159	2108 (98%)	51 (2%)	-	2033	1668 (82%)	366 (18%)	-	-					Nil	-	-	-
Gilgit	SCO	594	594 (100%)	0	0	48	48 (100%)	-	-	-					158	28 (18%)	3 (2%)	127 (80%)