



## QUALITY OF SERVICE SURVEY-ISPs

Services of the Internet Service Providers (ISPs) are continuously monitored in order to ensure quality as per the license standards. Quality of Service (QoS) Survey of ISPs has been conducted in seventeen (17) major and small cities throughout the country in October – November 2008.

Parameters checked were the availability of service, connection setup time, download speed, download time and connection stability during busy hours.

The survey was conducted in the following cities by PTA Zonal Offices.

Zonal Office	Name of City
Quetta	Quetta
Peshawar	Peshawar
	Mardan
	Abbottabad
Karachi	Karachi
	Hyderabad
	Sukkur
Muzaffarabad	Muzaffarabad
	Mirpur
Rawalpindi	Islamabad
	Rawalpindi
	Jehlum
	Attock
Lahore	Lahore
	Faisalabad
	Multan
	Sialkot

A total of 50 marks were allocated to test and on the basis of obtained marks ISPs were categorized as Good, Average and Poor ISPs as per following:-

ISP Category	Criteria
Good ISPs	80 % or above marks
Average ISPs	Greater than 70 % and less than 80 % marks
Poor ISPs	Less than 70 % marks

## CITIES COVERED AND RESULTS

**City:        Quetta**

S. No.	ISP Name	Marks Obtained	Percentage (%)	Position	Category
1	PTCL	46	92	First	Good ISP
2	Geo Net	45.5	91	Second	Good ISP
3	Brain Net	43.5	87	Third	Good ISP
4	Super Net	42.5	85	Fourth	Good ISP
5	Cyber Net	40	80	Fifth	Good ISP

**City:        Rawalpindi**

S. No.	ISP Name	Marks Obtained	Percentage (%)	Position	Category
1	Brain Net	40	80	First	Good ISP
2	Link Dot Net	31	62	Second	Poor ISP
3	NetSol Connects	29	58	Third	Poor ISP
4	PTCL	27	54	Fourth	Poor ISP

**City:        Islamabad**

S. No.	ISP Name	Marks Obtained	Percentage (%)	Position	Category
1	Cyber Internet Services	46	92	First	Good ISP
2	Sky Net	41	82	Second	Good ISP
3	PTCL	36	72	Third	Average ISP
4	Future Connect	30	60	Fourth	Poor ISP
5	Comsats	30	60	Fourth	Poor ISP
6	Link Dot Net	0	0	Fail	Poor ISP

**City:        Jehlum**

S. No.	ISP Name	Marks Obtained	Percentage (%)	Position	Category
1	Brain Net	35	70	First	Average ISP
2	Cyber Net	34	68	Second	Poor ISP
3	PTCL	25	50	Third	Poor ISP
4	Link Dot Net	20	40	Fourth	Poor ISP

**City:        Attock**

S. No.	ISP Name	Marks Obtained	Percentage (%)	Position	Category
1	PTCL	37	74	First	Average ISP
2	Cyber Internet Services	22	44	Second	Poor ISP

**City: Peshawar**

S. No.	ISP Name	Marks Obtained	Percentage (%)	Position	Category
1	PTCL	44	88	First	Good ISP
2	Cyber Internet Services	43	86	Second	Good ISP
3	GOL Internet Services	42	84	Third	Good ISP
4	Comsats	38	76	Fourth	Average ISP
5	Dancom	38	76	Fourth	Average ISP
6	Supernet	35	70	Fifth	Average ISP

**City: Mardan**

S. No.	ISP Name	Marks Obtained	Percentage (%)	Position	Category
1	GOL Internet Services	38	76	First	Average ISP
2	Cyber Internet Services	34	68	Second	Poor ISP
3	PTCL	34	68	Third	Poor ISP

**City: Abbottabad**

S. No.	ISP Name	Marks Obtained	Percentage (%)	Position	Category
1	Cyber Internet Services	45	90	First	Good ISP
2	GOL Internet Services	45	90	First	Good ISP
3	Comsats	45	90	First	Good ISP
4	Link Dot Net (WOL)	37	74	Second	Average ISP
5	PTCL	33	64	Third	Average ISP

**City: Muzaffarabad**

S. No.	ISP Name	Marks Obtained	Percentage (%)	Position	Category
1	SCO	39	78	First	Average ISP

**City: Mirpur**

S. No.	ISP Name	Marks Obtained	Percentage (%)	Position	Category
1	Kashmir Online	39	78	First	Average ISP
2	SCO	38	76	Second	Average ISP

**City: Sukkur**

S. No.	ISP Name	Marks Obtained	Percentage (%)	Position	Category
1	Cyber Internet Services	43	86	First	Good ISP
2	PTCL	42	84	Second	Good ISP
3	Supernet	38	76	Third	Average ISP

**City: Hyderabad**

S. No.	ISP Name	Marks Obtained	Percentage (%)	Position	Category
1	PTCL	49	98	First	Good ISP
2	Link Dot Net	43	86	Second	Good ISP
3	Supernet	43	86	Second	Good ISP
4	Cyber Internet Services	42	84	Third	Good ISP

**City: Karachi**

S. No.	ISP Name	Marks Obtained	Percentage (%)	Position	Category
1	Comsats	49	98	First	Good ISP
2	NetSol	46	92	Second	Good ISP
3	CubeXs	46	92	Second	Good ISP
4	Supernet	46	92	Second	Good ISP
5	Hamdard	43	86	Third	Good ISP
6	Brainnet	42	84	Fourth	Good ISP
7	Gemnet	42	84	Fourth	Good ISP
8	Worldtelmecca	40	80	Fifth	Good ISP
9	Cybernet	36	72	Sixth	Average ISP
10	Link Dot Net (WOL)	35	70	Seventh	Average ISP
11	Gerrys Net	34	68	Eighth	Poor ISP
12	PTCL	30	60	Ninth	Poor ISP
13	Eworld	29	58	Tenth	Poor ISP
14	Multinet	29	58	Tenth	Poor ISP

**City: Lahore**

S. No.	ISP Name	Marks Obtained	Percentage (%)	Position	Category
1	Comsats	47	94	First	Good ISP
2	Xcess.Com	45	90	Second	Good ISP
3	Cyber Internet Services	45	90	Second	Good ISP
4	Orbit	43	86	Third	Good ISP
5	PTCL	43	86	Third	Good ISP
6	Gerry Information	42	84	Fourth	Good ISP

	Tech				
7	Nexlinx	42	84	Fourth	Good ISP
8	NetSol	41	82	Fifth	Good ISP
9	Link Dot Net	41	82	Fifth	Good ISP
10	Brainnet	39	78	Sixth	Average ISP
11	Supernet	39	78	Sixth	Average ISP
12	WorldCall Dot Com	33	66	Seventh	Poor ISP
13	World Telmecca	24	48	Eighth	Poor ISP

**City: Sialkot**

S. No.	ISP Name	Marks Obtained	Percentage (%)	Position	Category
1	Comsats	46	92	First	Good ISP
2	Brainnet	43	86	Second	Good ISP
3	Supernet	42	84	Third	Good ISP
4	Link Dot Net	40	80	Fourth	Good ISP
5	Cyber Internet Services	38	76	Fifth	Average ISP
6	PTCL	34	68	Sixth	Poor ISP

**City: Faisalabad**

S. No.	ISP Name	Marks Obtained	Percentage (%)	Position	Category
1	Comsats	47	94	First	Good ISP
2	Brainnet	45	90	Second	Good ISP
3	Bluenet	43	86	Third	Good ISP
4	Cyber Internet Services	42	84	Fourth	Good ISP
5	Nexlinx	41	82	Fifth	Good ISP
6	PTCL	40	80	Sixth	Good ISP
7	City On Line	40	80	Sixth	Good ISP
8	Link Dot Net	39	78	Seventh	Average ISP
9	Supernet	37	74	Eighth	Average ISP

**City: Multan**

S. No.	ISP Name	Marks Obtained	Percentage (%)	Position	Category
1	Brainnet	47	94	First	Good ISP
2	Cyber Internet Services	46	92	Second	Good ISP
3	WOL	45	90	Third	Good ISP
4	PTCL	44	88	Fourth	Good ISP
5	Supernet	40	80	Fifth	Good ISP

## QoS Survey 2007 and 2008 Comparison

The comparison of the ISP Survey results 2007 and 2008 is as under:-

Zones	Good (%)		Average (%)		Poor (%)	
	2007	2008	2007	2008	2007	2008
Lahore	40	76	40	15	20	9
Karachi	63	64	31	18	4.5	18
Rawalpindi	20	19	60	19	20	62
Peshawar	7.14	43	78	36	14	21
Quetta	100	100	0	0	0	0
AJ&K	-	0	-	100	-	0

