

**Network Service Quality Performance Report for the Quarter ending March 2019**

Name of Service Area / City	Network Availability		Connection Establishment (Accessibility)			Connection Maintenance (Retainability)			POI
	BS Accumulated down-time (not available for service) (%age)	Worst affected BSs due to down-time (%age)	Call Set-up Success Rate and Session Establishment Success Rate for Circuit Switched Voice or VoLTE as applicable(within licensee's own network)	SDCCH/ Paging Channel Congestion/ RRC Congestion (%age)	TCH, RAB and E-RAB Congestion (%age)	Network QoS DCR Spatial Distribution Measure [Network_QSD(90,90)]	Network QoS DCR Temporal Distribution Measure [Network_QTD(97,90)]	Connections with good voice quality, Circuit Switched Voice Quality and VoLTE quality	Point of Interconnection (POI) Congestion (on individual POI) - No. of POIs not meeting the benchmark
1	5	7	8	9	10	13	14	15	16
<b>Benchmark</b>	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%
<b>Andhra Pradesh</b>	0.03	0.03	99.60	0.011	0.001	0.29	0.40	99.92	0
<b>Assam</b>	0.31	1.14	99.54	0.008	0.004	0.52	0.66	99.88	0
<b>Bihar</b>	0.13	0.35	99.40	0.002	0.008	0.57	0.74	99.88	0
<b>Delhi</b>	0.08	0.23	99.60	0.001	0.003	0.20	0.32	99.90	0
<b>Gujarat</b>	0.09	0.31	99.55	0.003	0.002	0.37	0.50	99.91	0
<b>Haryana</b>	0.05	0.13	99.52	0.000	0.001	0.53	0.70	99.94	0
<b>Himachal Pradesh</b>	0.14	0.42	99.59	0.000	0.001	0.34	0.51	99.94	0
<b>Jammu And Kashmir</b>	0.20	0.99	99.62	0.000	0.011	0.52	0.68	99.93	0
<b>Karnataka</b>	0.14	0.35	99.62	0.009	0.000	0.34	0.51	99.93	0
<b>Kerala</b>	0.01	0.02	99.67	0.001	0.000	0.27	0.58	99.92	0
<b>Kolkata</b>	0.03	0.05	99.60	0.005	0.004	0.20	0.31	99.93	0
<b>Madhya Pradesh</b>	0.14	0.29	99.61	0.002	0.004	0.48	0.61	99.88	0
<b>Maharashtra</b>	0.20	0.87	99.59	0.009	0.002	0.35	0.47	99.90	1
<b>Mumbai</b>	0.10	0.33	99.52	0.009	0.003	0.19	0.27	99.91	0
<b>North East</b>	0.90	1.54	99.56	0.004	0.002	0.69	1.00	99.90	0
<b>Odisha</b>	0.11	0.21	99.54	0.008	0.002	0.35	0.50	99.92	0
<b>Punjab</b>	0.06	0.09	99.52	0.001	0.001	0.26	0.38	99.94	0
<b>Rajasthan</b>	0.04	0.04	99.58	0.003	0.002	0.59	0.74	99.93	0
<b>Tamil Nadu</b>	0.02	0.02	99.57	0.005	0.001	0.25	0.36	99.93	0
<b>Uttar Pradesh (East)</b>	0.28	1.20	99.40	0.003	0.002	0.51	0.62	99.87	0
<b>Uttar Pradesh (West)</b>	0.11	0.48	99.52	0.004	0.002	0.54	0.68	99.92	0
<b>West Bengal</b>	0.14	0.28	99.52	0.005	0.002	0.69	0.85	99.86	0

BS - Base Station and includes BTS, Node B and eNodeB.

RRC —Radio Resource Controller

RAB—Radio Access Bearer

eNodeB - Evolved Node B

BTS - Base Transceiver Station

Node B - A Base Station that acts as a logical node in a Universal Terrestrial Access Network based on Wideband CDMA(WCDMA) technology.