

**Network Service Quality Performance Report for the Quarter ending March 2018**

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>	0.05	0.02	99.57	0.0061	0.049	0.68	1.04	99.40	0
<b>Assam</b>	0.27	0.83	99.54	0.0032	0.014	0.58	0.91	99.36	0
<b>Bihar</b>	0.30	1.49	99.47	0.0023	0.048	0.85	1.18	99.24	0
<b>Delhi</b>	0.09	0.41	99.49	0.0010	0.054	0.41	0.82	99.66	0
<b>Gujarat</b>	0.11	0.31	99.53	0.0038	0.041	0.65	1.03	99.45	1
<b>Haryana</b>	0.14	0.33	99.59	0.0003	0.023	1.04	1.45	99.73	0
<b>Himachal Pradesh</b>	0.07	0.16	99.48	0.0004	0.026	0.71	1.20	99.25	0
<b>Jammu And Kashmir</b>	0.16	0.58	99.59	0.0001	0.016	1.04	1.47	99.66	1
<b>Karnataka</b>	0.18	0.75	99.59	0.0029	0.021	0.74	1.28	99.52	0
<b>Kerala</b>	0.04	0.06	99.64	0.0010	0.006	0.92	1.64	99.47	0
<b>Kolkata</b>	0.02	0.04	99.56	0.0011	0.093	0.20	0.33	99.80	0
<b>Madhya Pradesh</b>	0.13	0.52	99.54	0.0010	0.045	0.60	0.98	99.46	0
<b>Maharashtra</b>	0.23	0.80	99.53	0.0015	0.035	0.60	1.04	99.59	0
<b>Mumbai</b>	0.15	0.67	99.42	0.0073	0.112	0.39	0.73	99.79	0
<b>North East</b>	0.73	1.61	99.51	0.0015	0.007	1.15	2.15	99.44	0
<b>Odisha</b>	0.11	0.35	99.44	0.0044	0.144	0.60	1.08	99.42	0
<b>Punjab</b>	0.11	0.68	99.56	0.0006	0.004	0.33	0.73	99.77	0
<b>Rajasthan</b>	0.04	0.05	99.49	0.0017	0.044	0.91	1.39	99.65	0
<b>Tamil Nadu</b>	0.06	0.17	99.55	0.0005	0.026	0.50	1.14	99.47	1
<b>Uttar Pradesh (East)</b>	0.24	0.97	99.49	0.0021	0.010	0.64	1.01	99.42	0
<b>Uttar Pradesh (West)</b>	0.09	0.28	99.53	0.0019	0.006	1.02	1.43	99.58	0
<b>West Bengal</b>	0.11	0.41	99.48	0.0044	0.055	0.88	1.20	99.07	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.