

1. Network Service Quality Performance Report for the Quarter ending September 2020

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
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%
Andhra Pradesh	0.03	0.02	99.74	0.000	0.000	0.28	0.38	99.95	0
Assam	0.38	1.69	99.52	0.000	0.000	0.59	0.68	99.89	0
Bihar	0.29	1.29	99.37	0.000	0.000	0.49	0.57	99.92	0
Delhi	0.11	0.29	99.72	0.000	0.000	0.13	0.22	99.95	0
Gujarat	0.20	0.99	99.66	0.000	0.000	0.25	0.37	99.94	0
Haryana	0.15	0.62	99.66	0.000	0.000	0.35	0.47	99.95	0
Himachal Pradesh	0.13	0.63	99.68	0.000	0.000	0.24	0.37	99.96	0
Jammu And Kashmir	0.11	0.43	99.73	0.000	0.000	0.33	0.44	99.96	0
Karnataka	0.10	0.26	99.77	0.000	0.000	0.26	0.38	99.95	0
Kerala	0.06	0.18	99.72	0.000	0.000	0.25	0.51	99.94	0
Kolkata	0.03	0.06	99.78	0.000	0.000	0.12	0.19	99.97	0
Madhya Pradesh	0.24	1.15	99.63	0.000	0.000	0.45	0.53	99.90	0
Maharashtra	0.36	1.31	99.66	0.000	0.000	0.37	0.47	99.91	0
Mumbai	0.22	0.87	99.66	0.001	0.000	0.11	0.20	99.96	0
North East	0.88	1.74	99.54	0.001	0.001	0.75	1.00	99.91	0
Odisha	0.17	0.48	99.62	0.000	0.000	0.33	0.42	99.93	0
Punjab	0.06	0.13	99.62	0.000	0.000	0.16	0.24	99.96	0
Rajasthan	0.09	0.30	99.60	0.000	0.000	0.36	0.47	99.95	0
Tamil Nadu	0.02	0.03	99.74	0.000	0.000	0.19	0.28	99.96	0
Uttar Pradesh (East)	0.42	1.73	99.01	0.000	0.000	0.45	0.55	99.91	0
Uttar Pradesh (West)	0.19	1.24	99.38	0.001	0.000	0.42	0.51	99.94	0
West Bengal	0.20	0.72	99.60	0.000	0.000	0.56	0.70	99.92	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.

2. Details of appeals handled by Appellate Authority during Quarter Ending September 2020

S. No.	Service Area	Pending appeals of previous quarter	Total No. of appeals received during the Quarter	Total no. of appeals to be decided during the Quarter	Total no. of appeals disposed during the quarter	Total No. of appeals pending for decision on the last day of Quarter
1	Andhra Pradesh	10	18	28	22	6
2	Assam	1	11	12	10	2
3	Bihar	5	30	35	28	7
4	Delhi	11	28	39	30	9
5	Gujarat	2	24	26	24	2
6	Haryana	1	6	7	4	3
7	Himachal Pradesh	1	6	7	4	3
8	Jammu & Kashmir	-	1	1	1	-
9	Karnataka	2	39	41	28	13
10	Kerala	-	29	29	26	3
11	Kolkata	6	8	14	13	1
12	Madhya Pradesh	1	15	16	10	6
13	Maharashtra	4	26	30	25	5
14	Mumbai	5	18	23	21	2
15	North East	2	2	4	4	-
16	Odisha	3	6	9	8	1
17	Punjab	3	8	11	8	3
18	Rajasthan	1	9	10	7	3
19	Tamilnadu	-	29	29	22	7
20	UP(East)	3	17	20	19	1
21	UP(West)	-	9	9	7	2
22	West Bengal	2	15	17	13	4
Total		63	354	417	312	83