

**1. Network Service Quality Performance Report for the Quarter ending June 2021**

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%
Andhra Pradesh	0.07	0.13	99.65	0.000	0.000	0.15	0.29	99.97	0
Assam	0.40	1.72	99.64	0.000	0.000	0.72	0.88	99.92	0
Bihar	0.28	1.23	99.39	0.000	0.000	0.32	0.42	99.95	0
Delhi	0.15	0.48	99.59	0.000	0.000	0.04	0.16	99.97	0
Gujarat	0.18	1.01	99.58	0.000	0.000	0.13	0.30	99.96	0
Haryana	0.20	1.05	99.64	0.000	0.000	0.10	0.25	99.98	0
Himachal Pradesh	0.17	0.74	99.67	0.000	0.000	0.14	0.24	99.98	0
Jammu And Kashmir	0.13	0.50	99.69	0.000	0.000	0.22	0.32	99.97	0
Karnataka	0.08	0.11	99.69	0.000	0.000	0.11	0.26	99.96	0
Kerala	0.06	0.12	99.75	0.000	0.000	0.00	0.27	99.96	0
Kolkata	0.04	0.11	99.66	0.001	0.000	0.09	0.20	99.98	0
Madhya Pradesh	0.29	1.40	99.65	0.000	0.000	0.24	0.33	99.95	0
Maharashtra	0.42	1.73	99.65	0.001	0.000	0.27	0.39	99.95	0
Mumbai	0.28	1.19	99.68	0.000	0.000	0.09	0.20	99.97	0
North East	1.03	1.79	99.58	0.001	0.001	0.94	1.19	99.93	0
Odisha	0.20	0.99	99.57	0.000	0.000	0.21	0.32	99.96	0
Punjab	0.17	0.74	99.59	0.001	0.000	0.00	0.18	99.98	0
Rajasthan	0.10	0.32	99.66	0.000	0.000	0.23	0.33	99.97	0
Tamil Nadu	0.03	0.04	99.71	0.000	0.000	0.07	0.23	99.97	0
Uttar Pradesh (East)	0.49	1.82	99.26	0.004	0.000	0.24	0.34	99.96	0
Uttar Pradesh (West)	0.27	1.58	99.47	0.000	0.001	0.23	0.34	99.96	0
West Bengal	0.21	0.92	99.53	0.000	0.000	0.39	0.54	99.94	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 June 2021**

<b>S. No.</b>	<b>Service Area</b>	<b>Pending appeals of previous quarter</b>	<b>Total No. of appeals received during the Quarter</b>	<b>Total no. of appeals to be decided during the Quarter</b>	<b>Total no. of appeals disposed during the quarter</b>	<b>Total No. of appeals pending for decision on the last day of Quarter</b>
1	Andhra Pradesh	3	16	19	16	3
2	Assam	-	9	9	7	2
3	Bihar	9	23	32	23	9
4	Delhi	5	28	33	26	7
5	Gujarat	5	21	26	18	8
6	Haryana	2	6	8	5	3
7	Himachal Pradesh	1	2	3	2	1
8	Jammu & Kashmir	1	12	13	11	2
9	Karnataka	8	25	33	28	5
10	Kerala	1	2	3	3	-
11	Kolkata	-	22	22	15	7
13	Madhya Pradesh	3	11	14	12	2
12	Maharashtra	20	51	71	60	11
14	Mumbai	5	11	16	15	1
15	North East	1	4	5	4	1
16	Odisha	2	8	10	9	1
17	Punjab	1	10	11	10	1
18	Rajasthan	2	6	8	5	3
19	Tamilnadu	4	23	27	26	1
20	UP(East)	2	23	25	21	4
21	UP(West)	3	12	15	12	3
22	West Bengal	-	16	16	12	4
<b>Total</b>		<b>78</b>	<b>341</b>	<b>419</b>	<b>340</b>	<b>79</b>