

**Network Service Quality Performance Report for the Quarter ending December 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>	0.04	0.03	99.71	0.003	0.000	0.28	0.39	99.94	0
<b>Assam</b>	0.39	1.61	99.66	0.008	0.000	0.48	0.60	99.91	0
<b>Bihar</b>	0.29	0.79	99.52	0.005	0.001	0.46	0.57	99.92	0
<b>Delhi</b>	0.05	0.02	99.65	0.007	0.000	0.16	0.26	99.94	0
<b>Gujarat</b>	0.12	0.12	99.62	0.004	0.000	0.29	0.43	99.93	0
<b>Haryana</b>	0.09	0.25	99.58	0.001	0.000	0.37	0.51	99.96	0
<b>Himachal Pradesh</b>	0.05	0.03	99.65	0.000	0.000	0.21	0.33	99.96	0
<b>Jammu And Kashmir</b>	0.15	0.33	99.75	0.000	0.000	0.23	0.47	99.96	0
<b>Karnataka</b>	0.08	0.03	99.71	0.004	0.000	0.25	0.41	99.94	0
<b>Kerala</b>	0.09	0.19	99.72	0.002	0.000	0.24	0.49	99.93	0
<b>Kolkata</b>	0.01	0.00	99.71	0.006	0.000	0.15	0.26	99.95	0
<b>Madhya Pradesh</b>	0.19	0.65	99.67	0.004	0.000	0.40	0.53	99.91	0
<b>Maharashtra</b>	0.26	1.12	99.64	0.005	0.000	0.33	0.43	99.90	0
<b>Mumbai</b>	0.11	0.27	99.64	0.014	0.000	0.15	0.23	99.93	0
<b>North East</b>	0.78	1.68	99.61	0.005	0.001	0.62	0.85	99.91	0
<b>Odisha</b>	0.09	0.09	99.65	0.017	0.000	0.32	0.41	99.93	0
<b>Punjab</b>	0.08	0.21	99.61	0.002	0.000	0.16	0.27	99.96	0
<b>Rajasthan</b>	0.10	0.14	99.62	0.002	0.000	0.36	0.49	99.95	0
<b>Tamil Nadu</b>	0.02	0.01	99.69	0.001	0.000	0.22	0.33	99.95	0
<b>Uttar Pradesh (East)</b>	0.39	1.75	99.45	0.002	0.000	0.46	0.60	99.91	0
<b>Uttar Pradesh (West)</b>	0.12	0.44	99.51	0.002	0.000	0.43	0.53	99.94	0
<b>West Bengal</b>	0.12	0.19	99.65	0.004	0.000	0.54	0.66	99.91	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.