

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