

Report ID (TSP-LSA-Period)	Network Availability				Voice Connection Establishment (Accessibility)					Voice Connection Maintenance (Retainability)				
	Availability of service wise geospatial coverage map on service provider's website for percentage of working cells	Cumulative downtime (Cells not available for service)	Worst Affected Cells due to downtime	Percentage of significant network outage (services not available in a district for more than 4 hours) reported to the Authority within 24 hrs of start of the outage	Call Set-up Success Rate: Intra- Service provider (within service provider's network)	Call Set-up Success Rate: Inter- Service provider (incoming from other service providers' network)	SDCCH Congestion/ RRC Congestion	Traffic Channel congestion i.e. TCH, RAB, E-RAB, EN-DC (E-UTRAN New Radio Dual Connectivity for NSA to access 4G and 5G both networks at same time) or DRB (Data Radio Bearer for SA) Congestion	Point of Interconnection (POI) Congestion (90th percentile value)	DCR Spatial Distribution Measure for Circuit Switched (2G/3G) network [CS_QSD (88, 88)]	DCR Spatial Distribution Measure for Packet Switched (4G/5G and beyond) network [PS_QSD (92, 92)]	Downlink Packet Drop Rate for Packet Switched Network (4G/5G and beyond) [DLPDR_QSD (88, 88)]	Uplink Packet Drop Rate for Packet Switched Network (4G/5G and beyond) [ULPDR_QSD (88, 88)]	Connections with good voice quality
Benchmark	>=99%	<=2%	<=2%	100%	>=98%	>=95%	<=1%	<=2%	<=0.5%	<=2%	<=2%	<=2%	<=2%	>=95%
AP	100	0.19	0.57	100	99.75	99.08	0.17	0.17	0	1.35	0.88	0.98	1.39	86.51
AS	100	0.62	1.17	100	99.63	98.73	0.25	0.27	0	0.93	1.26	0.90	1.26	86.87
DL	100	0.39	1.86	100	99.56	99.40	0.22	0.24	0	1.74	0.94	0.91	1.97	87.52
GJ	100	0.21	0.85	100	99.76	99.48	0.44	0.47	0	1.96	0.88	0.53	0.89	78.76
BR	100	0.27	0.57	100	99.63	99.01	0.85	0.92	0	1.39	1.87	0.41	1.46	78.14
HP	100	0.29	1.46	100	99.63	99.49	0.13	0.14	0	1.10	1.23	1.73	1.98	87.09
HR	100	0.17	0.91	100	99.60	99.27	0.10	0.10	0	1.18	1.38	0.68	1.95	90.08
JK	100	0.20	1.18	100	99.63	99.45	0.12	0.13	0	0.97	0.81	1.25	1.46	88.50
KT	100	0.26	1.33	100	99.72	99.19	0.17	0.31	0	0.60	0.49	0.60	1.92	88.58
KR	100	0.19	1.00	100	99.70	99.44	0.24	0.25	0	1.45	0.71	0.48	1.85	78.95
KOL	100	0.12	0.39	100	99.75	99.35	0.10	0.15	0	0.94	0.97	0.54	1.98	94.94
MH	100	0.42	1.80	100	99.69	99.31	0.57	0.59	0	1.97	1.01	0.50	1.08	80.09
MP	100	0.33	1.83	100	99.70	99.41	0.35	0.38	0	1.91	1.81	0.46	1.44	80.55
MUM	100	0.30	1.37	100	99.68	99.20	0.35	0.36	0	1.96	1.34	0.92	0.86	76.20
NE	100	0.70	1.37	100	99.68	99.03	0.51	0.53	0	1.38	1.60	1.07	1.06	86.38
OR	100	0.23	1.42	100	99.65	99.15	0.25	0.27	0	1.42	1.91	0.86	1.72	79.14
PB	100	0.21	1.04	100	99.72	99.35	0.13	0.20	0	1.77	1.15	0.34	1.92	91.48
RJ	100	0.29	1.39	100	99.56	99.37	0.17	0.18	0	1.93	1.86	1.03	1.94	84.85
TN	100	0.10	0.17	100	99.74	99.34	0.19	0.23	0	1.10	0.68	0.65	1.17	89.49
UPE	100	0.33	1.69	100	99.51	99.40	0.78	0.82	0	1.25	1.52	0.99	1.92	77.15
UPW	100	0.22	1.30	100	99.63	99.22	0.24	0.24	0	0.80	1.05	0.50	1.45	87.57
WB	100	0.31	1.79	100	99.59	99.32	0.44	0.49	0	1.65	1.23	0.69	1.88	77.54
Details of exclusions, if any (Please mention date and time along with reason, the performance of which is excluded from overall performance)														

Broadband Service				Backhaul network performance	SMS delivery performance	Customer Service						
Latency (in 4G and 5G network)	Packet Drop Rate (in 4G and 5G network)	Percentile value of measured test samples for which download and upload speed is ≥ offered typical download and upload speed in tariff offerings	Jitter (in 4G and 5G network)	Maximum Bandwidth utilization between radio and core network during TCBH	Messaging: Successful SMS delivery within service provider's network	Billing and charging complaints	Resolution of billing/ charging complaints within four weeks	Application of adjustment to customer's account within one week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 90 seconds	Termination/ closure of service within seven working days of receipt of customer's request	Refund of deposits within 45 days of closure of service or non-provisioning of service
≤75 msec	<3%	80th percentile	≤50 msec	≤80%	≥95%	≤ 0.1%	100%	100%	≥ 95%	≥ 95%	100%	100%
28.00	1.74	Refer Sheet 'DU_Speed'	27.02	39.59	98.68	0.00	100.00	100.00	100.00	95.56	100.00	100.00
36.00	2.53	Refer Sheet 'DU_Speed'	18.96	52.48	99.38	0.00	100.00	100.00	100.00	96.07	100.00	100.00
25.00	1.67	Refer Sheet 'DU_Speed'	20.16	50.85	97.76	0.01	100.00	100.00	100.00	97.04	100.00	100.00
34.00	1.07	Refer Sheet 'DU_Speed'	23.10	40.93	97.85	0.00	100.00	100.00	100.00	96.90	100.00	100.00
44.00	1.62	Refer Sheet 'DU_Speed'	18.46	43.45	98.80	0.00	100.00	100.00	100.00	98.09	100.00	100.00
18.00	1.13	Refer Sheet 'DU_Speed'	12.86	40.69	99.09	0.00	100.00	100.00	100.00	97.08	100.00	100.00
16.50	1.44	Refer Sheet 'DU_Speed'	12.71	42.41	98.82	0.00	100.00	100.00	100.00	98.34	100.00	100.00
29.00	2.40	Refer Sheet 'DU_Speed'	17.40	37.23	99.59	0.00	100.00	100.00	100.00	95.39	100.00	100.00
40.00	2.40	Refer Sheet 'DU_Speed'	21.05	38.54	99.00	0.00	100.00	100.00	100.00	95.67	100.00	100.00
30.00	0.74	Refer Sheet 'DU_Speed'	17.06	35.36	99.07	0.00	100.00	100.00	100.00	95.43	100.00	100.00
31.00	1.36	Refer Sheet 'DU_Speed'	20.80	37.21	98.78	0.00	100.00	100.00	100.00	96.22	100.00	100.00
30.00	2.47	Refer Sheet 'DU_Speed'	23.30	46.35	98.98	0.00	100.00	100.00	100.00	97.46	100.00	100.00
27.00	0.41	Refer Sheet 'DU_Speed'	12.71	40.93	98.63	0.00	100.00	100.00	100.00	98.62	100.00	100.00
36.00	1.23	Refer Sheet 'DU_Speed'	16.70	39.8	98.63	0.00	100.00	100.00	100.00	98.41	100.00	100.00
35.00	2.37	Refer Sheet 'DU_Speed'	21.87	44.23	99.54	0.00	100.00	100.00	100.00	95.29	100.00	100.00
15.00	1.74	Refer Sheet 'DU_Speed'	14.15	27.14	99.28	0.00	100.00	100.00	100.00	95.89	100.00	100.00
19.00	2.11	Refer Sheet 'DU_Speed'	11.63	40.69	98.90	0.00	100.00	100.00	100.00	97.77	100.00	100.00
29.00	0.99	Refer Sheet 'DU_Speed'	15.49	42.03	98.85	0.00	100.00	100.00	100.00	98.30	100.00	100.00
3.63	1.71	Refer Sheet 'DU_Speed'	16.27	39.59	98.91	0.00	100.00	100.00	100.00	90.65	100.00	100.00
29.00	0.76	Refer Sheet 'DU_Speed'	11.70	42.08	99.13	0.00	100.00	100.00	100.00	97.95	100.00	100.00
20.00	1.55	Refer Sheet 'DU_Speed'	12.77	44.69	99.04	0.00	100.00	100.00	100.00	98.17	100.00	100.00
42.00	2.59	Refer Sheet 'DU_Speed'	28.72	41.71	99.38	0.00	100.00	100.00	100.00	97.65	100.00	100.00