All Circles CMTS Performance Monitoring Report for TRAI 2G/3G for Quarter Ending (December-2023)												
				Connection Establishment (Accessibility)						POI	Others	
Sl No	Name of Service Area	BS Accumula-ted 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	Down Link(DL) Packet drop rate or DL-PDR	Up Link(UL) Packet drop rate or UL-PDR
	1	2	3	4	5	6	7	8	9	10	11	12
Bench Mark												
		<=2%	<=2%	>=95%	<=1%	<=2%	<=2%	<=3%	>=95%	<=0.5%	<=2%	<=2%
1	AP	1.01	1.69	98.74	0.66	0.57	1.55	1.61	98.9	0	0.11	0.29
2	AS	1.91	1.68	98.27	0.86	1.81	1.95	2.12	98.56	0	1.74	1.81
3	BR	1.94	1.89	97.16	0.3	0.28	1.7	2.08	98	0	0	0
4	CLTD	0.52	1.07	98.81	0.08	0.17	1.48	1.64	96.93	0	0.07	0.25
5	GJ	0.33	1.23	98.11	0.12	0.52	1.47	2.05	98.5	0	0.12	0.18
6	HP	1.98	1.1	98.35	0.66	1.05	1.95	2.08	98.62	0	0	0
7	HR	0.83	0.58	99.03	0.21	0.52	1.83	1.79	97.03	0	0.14	0.43
8	JK	1.87	1.85	98.58	0.65	1.4	1.89	2.63	96.55	0	0.007	0.0327
9	KL	0.27	0.77	98.93	0.19	0.5	1.92	2.3	98.43	0	0.05	0.19
10	KT	1.32	1.58	98.64	0.34	0.33	1.47	1.59	97.95	0	0.72	0.8
11	MH	1.54	1.84	97.5	0.43	0.84	1.54	2.23	96.87	0	0.1	0.18
12	MH	1.54	1.84	97.5	0.43	0.84	1.54	2.23	96.87	0	0.1	0.18
13	MP	1.19	0.96	98.56	0.6	1.03	1.64	2.01	97.23	0	0	0
14	NE1	1.85	1.65	97.39	0.85	1.52	1.88	1.98	97	0	0	0
15	OR	1.26	1.95	96.37	0.69	1.63	1.9	1.92	96.5	0	0	0
16	PB	0.45	1.5	98.6	0.38	0.3	1.83	2.17	98.09	0	0.004	0.016
17	RJ	0.8	1.84	99.32	0.75	1.17	1.54	2.3	98.59	0	0	0
18	TN	0.97	1.42	99.35	0.38	0.36	1.82	2.75	98.17	0	0	0
19	UPE	1.18	1.69	99.42	0.74	0.15	1.4	1.97	97.64	0	0.15	0.412
20	UPW	1.85	1.92	97.22	0.65	1.3	1.71	1.92	96.74	0	0.002	0.02
21	WB	1.51	1.76	96.41	0.92	1.69	1.83	2.1	97.66	0	0.37	1.81

All Circles Quarterly CMTS Performance Monitoring Report for TRAI Qtr Ending 2023-12-31									
Customer Service Quality Parameter									
	Metering and Billing				Response time for the customer for		Termination/closure of service		
Name of Service Area	Metering and billing credibility-Post Paid	Metering and billing credibility-Pre Paid	%age Resolution of billing/charging complaints within 4 weeks	%age Resolution of billing/charging complaints within 6 weeks	%age of requests where credit/waiver/adjustment done to customer's account within 1 week of resolution of complaints	Accessibility of call centre/customer care	percentage of calls answered by the operators (voice to voice) within 90 seconds	%age requests for Termination/Closure of service complied within 7 days	%age of cases where deposit refunded within 60 days of closure
1	2	3	4	5	6	7	8	9	10
Bench Mark									
	<=0.1%	<=0.1%	98%	100%	100%	>=95%	>=95%	100%	100%
AP	0	0	100	100	100	96.47	95.13	100	100
AS	0.02	0	100	100	100	98.32	96.71	100	100
BR	0	0	100	100	100	100	100	100	100
CLTD	0	0	99	100	100	96.83	97.98	100	100
GJ	0	0	100	100	100	99.91	96.03	100	100
HP	0.01	0	100	100	100	99.78	98.93	100	100
HR	0	0	100	100	100	95.49	99.93	100	100
JK	0	0	100	100	100	96.76	99.93	100	100
KL	0	0.01	100	100	100	97.2	95.66	100	100
KT	0	0	99.76	100	100	95.95	95.83	100	100
MH	0.02	0	100	100	100	98.81	95.97	100	100
MP	0	0.03	100	100	100	98.75	98.6	100	100
NE1	0.05	0.05	100	100	100	96	96.8	100	100
OR	0	0	100	100	100	98.12	97.17	100	100
PB	0	0	100	100	100	95.78	99.93	100	100
RJ	0.02	0.01	100	100	100	99.56	97.99	100	100
TN	0	0	100	100	100	98.07	93.35	100	100
UPE	0	0	100	100	100	95.94	99.39	100	100
UPW	0	0.01	100	100	100	99.14	98.86	100	100
WB	0	0	99	100	100	97	97.51	100	100