

| Sr. No | LSA | Quarter/ Month | Network related QoS Parameter | | | | | | | | | | | Broadband Service | |
|--------|-----|----------------|--|---|--|--|---|--|---|---|--|---|--------------------------------|---|---|
| | | | Network Availability | | | Voice Connection Establishment (Accessibility) | | | Voice Connection Maintenance (Retainability) | | | | Latency (in 4G and 5G network) | Packet Drop Rate (in 4G and 5G network) | |
| | | | 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) | 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) till Sep'25 and [PS_QSD (93, 93)] from Oct'25 onwards | 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)] |
| | | | >=99% | <=2% till Sep'25 and <= 1.5% from Oct'25 onwards | <=2% till Sep'25 and <= 1.5% from Oct'25 onwards | 100% | >=98% | >=95% | <=0.5% | <=2% | <=2% | <=2% | <=2% | <=75 msec | <3% |
| 1 | WB | Mar'26 | 100 | 0.32 | 0.52 | 100 | 99.68 | 98.71 | 0 | 1.69 | 1.49 | 0.4 | 1.23 | 45.00 | 0.09 |
| 2 | WB | Feb'26 | 100 | 0.1 | 0.21 | 100 | 99.92 | 99.18 | 0 | 1.7 | 1.7 | 0.37 | 1.09 | 42.25 | 0.00 |
| 3 | WB | Jan'26 | 100 | 0.15 | 0.56 | 100 | 99.73 | 98.84 | 0 | 1.67 | 1.77 | 0.38 | 1.22 | 42.75 | 0.10 |
| 4 | WB | Dec'25 | 100 | 0.16 | 0.65 | 100 | 99.90 | 99.60 | 0 | 1.77 | 1.84 | 0.39 | 1.18 | 42.63 | 0.00 |
| 5 | WB | Nov'25 | 100 | 0.14 | 0.43 | 100 | 99.74 | 99.08 | 0 | 1.87 | 1.83 | 0.4 | 1.19 | 42.00 | 0.00 |
| 6 | WB | Oct'25 | 100 | 0.20 | 1.22 | 100 | 99.77 | 99.12 | 0 | 1.85 | 1.92 | 0.38 | 1.18 | 44.50 | 1.13 |
| 7 | WB | Sep'25 | 100 | 0.22 | 1.08 | 100 | 99.76 | 99.17 | 0 | 1.87 | 1.80 | 0.36 | 1.15 | 45.00 | 0.91 |
| 8 | WB | Aug'25 | 100 | 0.26 | 1.34 | 100 | 99.77 | 99.15 | 0 | 1.83 | 1.80 | 0.36 | 1.14 | 44.00 | 0.00 |
| 9 | WB | Jul'25 | 100 | 0.30 | 1.75 | 100 | 99.68 | 99.11 | 0 | 1.86 | 1.82 | 0.37 | 1.15 | 42.50 | 0.00 |
| 10 | WB | Jun'25 | 100 | 0.26 | 1.28 | 100 | 99.75 | 99.06 | 0 | 1.84 | 1.80 | 0.38 | 1.15 | 43.50 | 0.09 |
| 11 | WB | May'25 | 100 | 0.31 | 1.35 | 100 | 99.76 | 99.19 | 0 | 1.83 | 1.74 | 0.38 | 1.18 | 35.43 | 0.00 |
| 12 | WB | Apr'25 | 100 | 0.32 | 1.64 | 100 | 99.66 | 98.77 | 0 | 1.72 | 1.69 | 0.41 | 1.27 | 41.50 | 2.27 |
| 13 | WB | QE Mar'25 | NA | 0.22 | 0.86 | 100 | 99.76 | 99.12 | 0 | 1.83 | 1.74 | 0.38 | 1.21 | 42.05 | 1.25 |
| 14 | WB | QE Dec'24 | NA | 0.21 | 0.96 | 100 | 99.77 | 99.00 | 0 | 1.85 | 1.92 | 0.42 | 1.30 | 40.50 | 1.00 |

| Offered typical download/ upload speed and 80th percentile measured download/ upload speed for different tariff offerings | | | | | | | |
|---|-----|----------------|--------------------------|--|--|--|--|
| S No | LSA | Quarter/ Month | Name of Tariff offerings | Offered typical download speed (In Mbps) | 80th percentile value of download speed measured in test samples (In Mbps) | Offered typical upload speed (In Mbps) | 80th percentile value of upload speed measured in test samples (In Mbps) |
| 1 | WB | Mar'26 | All Plans | 15 | 67.18 | 8 | 32.10 |
| 2 | WB | Feb'26 | All Plans | 15 | 69.23 | 8 | 35.58 |
| 3 | WB | Jan'26 | All Plans | 15 | 73.99 | 8 | 32.79 |
| 4 | WB | Dec'25 | All Plans | 15 | 69.76 | 8 | 33.87 |
| 5 | WB | Nov'25 | All Plans | 15 | 62.68 | 8 | 35.19 |
| 6 | WB | Oct'25 | All Plans | 15 | 55.73 | 8 | 34.28 |
| 7 | WB | Sep'25 | All Plans | 15 | 63.94 | 8 | 32.13 |
| 8 | WB | Aug'25 | All Plans | 15 | 55.67 | 8 | 32.90 |
| 9 | WB | Jul'25 | All Plans | 15 | 51.23 | 8 | 32.56 |
| 10 | WB | Jun'25 | All Plans | 15 | 44.86 | 8 | 32.77 |
| 11 | WB | May'25 | All Plans | 15 | 38.27 | 8 | 19.71 |
| 12 | WB | Apr'25 | All Plans | 15 | 32.97 | 8 | 28.03 |
| 13 | WB | QE Mar'25 | All Plans | 15 | 34.27 | 8 | 18.47 |
| 14 | WB | QE Dec'24 | All Plans | 20 | 37.49 | 5 | 16.77 |