

#	Service Provider	Service Area	Network Availability				Voice Connection Establishment (Accessibility)					Voice Connection Maintenance (Retainability)					Broadband Service			Backhaul network performance	SMS delivery performance	Customer Service							
			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	Latency (in 4G and 5G network)	Packet Drop Rate (in 4G and 5G network)	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 on of faults or rectification on 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
Benchmark			>=99%	<=2%	<=2%	100%	>=98%	>=95%	<=1%	<=2%	<=0.5%	<=2%	<=2%	<=2%	<=2%	>=95%	<=75 msec	<3%	<=50 msec	<=80%	>=95%	<=0.1%	100%	100%	>=95%	>=95%	100%	100%	
1	VIL	WB	100	0.31	1.35	100	99.76	99.19	0.3	0.55	0	1.83	1.74	0.38	1.18	84.17	35.43	0	0.69	41.77	99.95	0.01	100	100	99.26	99.93	100	100	
2	VIL	HP	100	0.35	1.46	100	100	99.91	0.18	0.2	0	1.8	1.59	0.4	0.52	81.03	30.95	0.14	0.92	23.93	99.86	0	NA	100	99.85	99.96	100	100	
3	VIL	DL	100	0.47	1.97	100	99.61	99.83	0.32	0.41	0	1.91	1.35	0.76	0.75	78.38	17.08	0.24	0.89	6.53	99.89	0.01	100	100	99.91	98.18	100	100	
4	VIL	OR	100	0.39	1.77	100	99.9	99.13	0.12	0.18	0	1.56	1.01	0.12	0.38	94.3	42.48	0.28	0.83	18.74	99.93	0.01	100	100	95.88	99.87	100	100	
5	VIL	TN	100	0.33	1.68	100	99.83	98.76	0.54	0.46	0	1.89	1.2	0.18	0.34	81.9	35	0	0.92	26.1	99.87	0.01	100	100	98.3	96.39	100	100	
6	VIL	KOL	100	0.15	0.57	100	99.92	99.78	0.1	0.15	0	1.84	1.13	0.31	0.73	84.96	47	0.01	0.7	20	99.82	0.01	100	100	99.8	99.35	100	100	
7	VIL	AS	100	1.64	2.62	100	99.72	99.32	0.25	0.57	0	1.7	2.07	0.26	0.41	87.76	48.5	0.3	0.36	33.2	99.96	0.01	100	100	98.94	99.75	100	100	
8	VIL	KT	100	0.31	1.64	100	99.81	98.47	0.83	0.2	0	1.71	0.52	0.24	0.76	89.99	32.95	0	0.97	15.52	99.91	0.01	100	100	99.07	95.66	100	100	
9	VIL	NE	100	1.82	2.58	100	99.67	99.19	0.16	0.6	0	1.65	2.1	0.4	0.38	89.14	51.25	0	0.47	32.4	99.97	0.01	100	100	95.53	99.9	100	100	
10	VIL	UPE	100	0.31	1.3	100	99.89	98.82	0.21	0.22	0	1.68	1.66	0.48	1.29	81.88	35.5	0	1	19.81	99.9	0.01	100	100	98.99	99.45	100	100	
11	VIL	UPW	100	0.23	1.16	100	99.9	99.21	0.46	0.28	0	1.62	1.75	0.4	0.77	82.15	49	0	0.8	31.65	99.8	0.01	100	100	99.59	99.44	100	100	
12	VIL	AP	100	0.23	1.29	100	99.83	98.97	0.29	0.2	0	1.81	0.89	0.39	1.35	80.71	45.8	0	1.56	13.87	99.94	0.01	100	100	98.79	97.85	100	100	
13	VIL	PB	100	0.35	1.86	100	99.9	98.65	0.36	0.17	0	0.51	0.49	0.31	0.49	94.47	40.25	0	2.77	11.17	99.81	0.01	100	100	99.96	99.03	100	100	
14	VIL	GJ	100	0.32	1.91	100	99.97	99.41	0.24	0.61	0	1.88	1.27	0.78	1.08	84.59	30.5	0	0.81	17.97	99.93	0.01	100	100	99.3	98.68	100	100	
15	VIL	HR	100	0.27	1.92	100	99.95	99.38	0.24	0.24	0	1.87	1.41	0.39	0.55	86.68	27.28	0.58	0.74	29.8	99.9	0.01	100	100	99.53	99.22	100	100	
16	VIL	JK	100	0.37	1.86	100	100	99.78	0.11	0.17	0	1.86	1.88	0.69	0.55	85.74	43.85	0	0.6	16.74	99.85	0.01	100	100	99.84	99.31	100	100	
17	VIL	KR	100	0.1	0.36	100	99.91	99.23	0.29	0.2	0	0.61	0.45	0.15	1.27	84.56	47	0	0.84	36.81	99.91	0.01	100	100	99.27	98.7	100	100	
18	VIL	MP	100	0.44	1.16	100	100	99.26	0.31	0.46	0	1.79	1.72	0.88	0.83	88.7	33	0.18	0.92	30.37	99.84	0.01	100	100	99.79	99.27	100	100	
19	VIL	BR	100	0.33	1.81	100	99.73	98.68	0.23	0.11	0	1.8	1.66	0.41	0.7	90.79	32.83	0	0.75	10.84	99.61	0.01	100	100	97.28	100	100	100	
20	VIL	RJ	100	0.36	1.91	100	99.83	98.84	0.23	0.34	0	1.88	1.46	0.45	1	88.75	36.5	0	1.04	26.73	99.87	0.01	100	100	98.99	99.44	100	100	
21	VIL	MH	100	0.52	1.92	100	99.99	99.37	0.32	0.64	0	1.81	1.66	0.64	0.69	87.75	32	0	1.1	34.2	99.86	0.01	100	100	99.72	99.17	100	100	
22	VIL	MUM	100	0.39	1.83	100	99.86	99.6	0.21	0.49	0	1.88	1.27	0.74	1.14	84.63	18	0	0.48	8.34	99.95	0.01	100	100	99.84	98.34	100	100	