

FORMAT - 2(A)

CELLULAR(GSM) MOBILE TELEPHONE SERVICE

Quarterly Network Service Quality performance

Note :

The traffic parameters under column 2 and 3 to be measured on 24 hours basis, Column 8 to be measured during Cell Bouncing Busy Hour(Cell BBH), and the traffic parameters under column 4,5,6,7,9 and 10 to be measured during Time Consistent Busy Hour(TCBH) of the network comprising of all the MSCs/GMSCs in the Licensed Service Area

Name of Service Area/City	Quarter Ending	Network Availability		Call Set up	Connection Establishment		Connection Maintenance			Total No of POIs where congestion is > 0.5%
		BTSs Accumulated downtime(not available for service) (Benchmark : ≤ 2%)	%age of worst affected BTS due to downtime (Benchmark : ≤ 2%)	Success Rate(within licensee's own network) (Benchmark : ≥ 95%)	SDCCH/ Paging Chl. Congestion(%age) (Benchmark : ≤ 1%)	TCH Congestion (%age) (Benchmark : ≤ 2%)	Call Drop Rate (%age) (Benchmark : ≤ 2%)	%age of worst affected cells having TCH drop rate (Benchmark : ≤ 5% upto 31.03.2011, thereafter ≤ 3%)	Connection with good voice quality (Benchmark : ≥ 95%)	
1	2	3	4	5	6	7	8	9	10	11
MTNL, Delhi	31.12.2009	1.92%	7.80%	96.76%	0.09%	0.02%	0.85%	3.39%	98.14%	4
MTNL, Delhi	31.03.2010	0.97%	6.88%	96.50%	0.10%	0.02%	0.87%	3.56%	98.05%	4.67
MTNL, Delhi	30.06.2010	0.81%	5.87%	96.75%	0.28%	0.03%	0.87%	3.77%	98.04%	5
MTNL, Delhi	30.09.2010	0.65%	4.97%	98.00%	0.26%	0.03%	1.40%	4.79%	98.00%	0
MTNL, Delhi	31.12.2010	0.49%	3.71%	97.11%	0.15%	0.03%	1.62%	4.88%	98.09%	0
MTNL, Delhi	31.03.2011	0.50%	3.13%	97.19%	0.11%	0.03%	1.64%	4.87%	98.21%	0

FORMAT - 2(B)

CELLULAR(CDMA) MOBILE TELEPHONE SERVICE

Quarterly Network Service Quality performance

Note :

The traffic parameters under column 2 and 3 to be measured on 24 hours basis, Column 8 to be measured during Cell Bouncing Busy Hour(Cell BBH), and the traffic parameters under column 4,5,6,7,9 and 10 to be measured during Time Consistent Busy Hour(TCBH) of the network comprising of all the MSCs/GMSCs in the Licensed Service Area

Name of Service Area/City	Quarter Ending	Network Availability		Call Set up	Connection Establishment		Connection Maintenance			Total No of POIs where congestion is > 0.5%
		BTSs Accumulated downtime(not available for service) (Benchmark : ≤ 2%)	%age of worst affected BTS due to downtime (Benchmark : ≤ 2%)	Success Rate(within licensee's own network) (Benchmark : ≥ 95%)	SDCCH/ Paging TCH Congestion(%age) (Benchmark : ≤ 2%)	TCH Congestion (Benchmark : ≤ 2%)	Call Drop Rate (Benchmark : ≤ 2%)	%age of worst affected cells having TCH drop rate (Benchmark : ≤ 5% upto 31.03.2011, thereafter ≤ 3%)	Connection with good voice quality (Benchmark : ≥ 95%)	
1	2	3	4	5	6	7	8	9	10	11
MTNL, Delhi	31.12.2009	1.49%	3.47%	97.89%	0.40%	0.51%	1.92%	4.62%	97.67%	0
MTNL, Delhi	31.03.2010	1.20%	1.21%	98.13%	0.33%	0.44%	1.86%	2.41%	97.00%	0
MTNL, Delhi	30.09.2010	1.78%	1.50%	96.47%	0.38%	0.29%	1.74%	1.65%	98.00%	0
MTNL, Delhi	31.12.2010	1.75%	1.65%	98.59%	0.40%	0.29%	1.58%	1.65%	97.33%	0
MTNL, Delhi	31.03.2011	1.70%	1.05%	98.53%	0.35%	0.32%	1.68%	1.45%	97.00%	0