

Performance with respect to the benchmark of Quality of Service parameters for Access service (Wireless) for the quarter/ month of September 2025																											
S. No.	LSA	A. Network Related QoS Parameters												B. Customer Service Related QoS Parameters								C. Offered typical download/ upload speed and 80th percentile measured download/ upload speed for different tariff offerings					
		Network Availability				Voice Connection Establishment (Accessibility)			Voice Connection Maintenance (Retainability)				Broadband Service		Customer Service								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)
		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)]	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)]	Latency (in 4G and 5G network)	Packet Drop Rate (in 4G and 5G 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						
																						≥ 99%					
1	AP	100.00	0.13	0.46	100%	99.73	99.34	0.00	NA	0.33	0.00	1.94	98.98	10.00	0.00	100.00	100.00	99.50	99.46	100.00	100.00	All wireless plans	15	311.59	7	38.66	
2	AS	100.00	0.23	0.93	100.00	99.68	99.31	0.00	NA	0.68	0.00	1.18	98.73	7.50	0.00	100.00	100.00	99.73	97.08	100.00	100.00	All wireless plans	15	308.12	7	39.60	
3	BR	100.00	0.41	1.17	100.00	99.68	99.25	0.00	NA	0.50	0.00	0.58	98.99	12.50	0.00	100.00	100.00	99.68	97.66	100.00	100.00	All wireless plans	15	288.37	7	40.75	
4	DL	100.00	0.62	1.45	100.00	99.70	99.09	0.00	NA	0.41	0.00	1.28	97.08	6.50	0.00	100.00	100.00	99.57	98.15	100.00	100.00	All wireless plans	15	297.63	7	38.63	
5	GJ	100.00	0.14	0.00	100.00	99.77	99.36	0.01	NA	0.31	0.00	1.41	99.13	9.00	0.00	100.00	100.00	99.30	97.27	100.00	100.00	All wireless plans	15	258.82	7	40.58	
6	HR	100.00	0.15	0.70	100.00	99.69	99.01	0.00	NA	0.45	0.00	0.76	99.16	11.50	0.00	100.00	100.00	99.42	96.95	100.00	100.00	All wireless plans	15	312.04	7	38.56	
7	HP	100.00	0.27	0.31	100.00	99.65	99.24	0.01	NA	0.52	0.00	1.04	99.08	18.00	0.00	100.00	100.00	99.50	96.97	100.00	100.00	All wireless plans	15	303.89	7	41.92	
8	JK	100.00	0.17	0.08	100.00	99.71	99.01	0.00	NA	0.33	0.00	1.05	99.38	8.00	0.00	100.00	100.00	99.50	98.13	100.00	100.00	All wireless plans	15	286.53	7	38.68	
9	KT	100.00	0.17	0.66	100.00	99.73	99.34	0.01	NA	0.40	0.00	1.07	99.08	10.00	0.00	100.00	100.00	99.52	97.91	100.00	100.00	All wireless plans	15	283.40	7	38.43	
10	KR	100.00	0.02	0.03	100.00	99.78	99.34	0.00	NA	0.16	0.00	1.00	99.01	9.25	0.00	100.00	100.00	99.37	99.60	100.00	100.00	All wireless plans	15	349.30	7	39.14	
11	KOL	100.00	0.06	0.41	100.00	99.78	99.43	0.01	NA	0.16	0.00	1.16	99.34	7.00	0.00	100.00	100.00	99.65	98.42	100.00	100.00	All wireless plans	15	293.92	7	39.93	
12	MP	100.00	0.34	1.24	100.00	99.71	99.30	0.00	NA	0.56	0.00	0.67	98.70	15.00	0.00	100.00	100.00	99.67	96.73	100.00	100.00	All wireless plans	15	310.43	7	40.11	
13	MH	100.00	0.35	1.48	100.00	99.75	99.23	0.00	NA	0.44	0.00	1.83	99.02	14.00	0.00	100.00	100.00	99.67	98.06	100.00	100.00	All wireless plans	15	286.33	7	38.95	
14	MUM	100.00	0.20	0.81	100.00	99.78	99.22	0.01	NA	0.24	0.00	1.31	99.16	7.00	0.00	100.00	100.00	99.63	98.57	100.00	100.00	All wireless plans	15	296.04	7	41.79	
15	NE	100.00	0.45	0.49	100.00	99.65	99.28	0.00	NA	0.81	0.00	1.73	98.65	15.00	0.00	100.00	100.00	99.70	97.46	100.00	100.00	All wireless plans	15	319.93	7	38.29	
16	OR	100.00	0.21	0.69	100.00	99.68	99.19	0.00	NA	0.44	0.00	1.09	98.84	8.75	0.00	100.00	100.00	99.64	98.22	100.00	100.00	All wireless plans	15	306.99	7	39.56	
17	PB	100.00	0.28	0.95	100.00	99.75	99.28	0.00	NA	0.27	0.00	0.58	99.19	8.50	0.00	100.00	100.00	99.58	97.60	100.00	100.00	All wireless plans	15	284.03	7	40.20	
18	RJ	100.00	0.21	0.68	100.00	99.75	99.27	0.00	NA	0.44	0.00	0.51	98.97	10.00	0.00	100.00	100.00	99.50	97.25	100.00	100.00	All wireless plans	15	312.32	7	40.02	
19	TN	100.00	0.21	0.97	100.00	99.75	99.36	0.00	NA	0.30	0.00	1.30	99.25	12.00	0.00	100.00	100.00	99.46	99.49	100.00	100.00	All wireless plans	15	355.48	7	41.29	
20	UPE	100.00	0.29	0.69	100.00	99.71	98.98	0.00	NA	0.53	0.00	0.63	98.82	8.50	0.00	100.00	100.00	99.64	97.78	100.00	100.00	All wireless plans	15	279.60	7	39.26	
21	UPW	100.00	0.27	1.14	100.00	99.71	99.19	0.00	NA	0.50	0.00	0.77	99.11	9.50	0.00	100.00	100.00	99.57	97.51	100.00	100.00	All wireless plans	15	301.04	7	40.43	
22	WB	100.00	0.10	0.27	100.00	99.74	99.27	0.00	NA	0.51	0.00	0.25	98.86	11.50	0.00	100.00	100.00	99.71	97.23	100.00	100.00	All wireless plans	15	290.22	7	39.08	