### Benchmark

- Connection Establishment (Accessibility):
  - BTSs Accumulated downtime (not available for service) (%age)
  - Worst affected BTSs due to downtime (%age)
  - Call Set-up Success Rate (within licensee's own network)
  - SDCCH/ Paging Chl. Congestion (%age)

- Connection Maintenance (Retainability):
  - TCH Congestion (%age)
  - Call Drop Rate (%age)
  - Worst affected cells having more than 3% TCH drop (call drop) rate (%age)

- Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)

#### Note 1:
- The traffic parameters under column 12 and 14 to be recorded during Cell Bouncing Busy Hour (Cell BBH), and the traffic parameters under column 8, 9, 10, 11, 15, 16, 18 and 19 to be recorded during Time Consistent Busy Hour (TCBH) of the network comprising of all the MSCs/GMSCs in the Licensed Service Area.

#### Note 2:
- Pls. indicate here only number of PoIs having Congestion >0.5%. Format for detailed Monthly PoI Congestion Report for Cellular Mobile Telephone Service has been prescribed separately (Format No. TRAI/QoS/CMTS/2 - POI) enclosed herewith.

#### Signature, Name and Designation of the Authorised Signatory:
- E-mail Address:
- Mobile / Telephone No.: