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PART I : SECTION (I) — GENERAL

Government Notifications

SRI LANKA TELECOMMUNICATIONS ACT, No. 25 OF 1991

RULES made by the Telecommunications Regulatory Commission of Sri Lanka under Section 5(r) read with Section 68 of the Sri Lanka Telecommunications Act, No. 25 of 1991 as amended by Sri Lanka Telecommunications (Amendment) Act, No. 27 of 1996, and approved by the President.

The Quality of Service Standard Rules, No. 2 of 2001 made under Section 5 (r) read with Section 68 and published in *Gazette Extraordinary* No. 1199/28 of August 31, 2001 is hereby rescinded.

Telecommunications Regulatory
Commission of Sri Lanka.

Colombo,
07th of January 2021.

Rules

1. These rules may be cited as the Quality of Service Standard Rules, No. 01 of 2021 and shall come into force upon publication in the Government Gazette of Sri Lanka.
2. These rules shall apply to voice telephony services provided by the (Fixed and Mobile) Operators specified in Schedule 1.
3. Quality of Service Standards for Customer Services applicable to (Fixed and Mobile) Operators are set out in Schedule 2 Section A hereto.



4. Quality of Service Standards for Network Connectivity applicable to (Fixed) Operators are set out in Schedule 2 Section **B** hereto.
5. Quality of Service Standards for Network Connectivity applicable to (Mobile) Operators are set out in Schedule 2 Section **C** hereto.
6. The Reporting formats CS1 to CS7 for Quality of Service Standards relating to Customer Services are set out in Schedule 3 Section **A** hereto.
7. The Reporting formats FT 1 to FT 4 for Quality of Service Standards relating to Network Connectivity for (Fixed) Operators are set out in Schedule 3 Section **B** hereto.
8. The Reporting formats MT1 to MT5 for Quality of Service Standards relating to Network Connectivity for (Mobile) Operators are set out in Schedule 3 Section **C** hereto.
9. The formats referred to in rules 6, 7, 8 above shall be furnished by the Operators to the Commission on a monthly and quarterly basis, not later than fifteen days after the end of each month and every quarter.
10. The information submitted under rule 9 shall be published by the Commission from time to time for the information and assistance of the customers or potential customers in at least one daily newspaper published in Sinhala, Tamil and English.
11. The information submitted by an Operator referred to in rule 10 shall be subject to an audit by the Commission.
12. The Operator shall be required to provide necessary assistance and access to the network, computer systems, records etc to conduct such audits by the Commission.
13. In monitoring Quality of Service Standards, the Commission may issue directives either financial or otherwise to an Operator referred to in rule 2, to ensure conformity with the Quality of Service Standards specified in Schedule 2 and Schedule 3 hereto.
14. Interpretation

“**Act**” means the Sri Lanka Telecommunications Act, No. 25 of 1991, as amended by Act, No. 27 of 1996;

“**the Commission**” means the Sri Lanka Telecommunications Regulatory Commission of Sri Lanka established under the Act;

“**Operators**” means a person authorized by a license under Section 17 of the Act to operate a telecommunication system;

“**Voice Telephony**” means the commercial provision for the public of direct transport of real time speech *via* the public switched network or networks such that any user can use equipment connected to a network termination point to communicate with another user of equipment connected to another termination point.

SCHEDULE 1

1. (Fixed) Operators:

- (a) Dialog Broadband Networks (Pvt) Limited
- (b) Lanka Bell Limited
- (c) Sri Lanka Telecom PLC

2. (Mobile) Operators:

- (a) Bharti Airtel Lanka (Pvt) Limited
- (b) Dialog Axiata PLC
- (c) Hutchison Telecommunications Lanka (Pvt) Limited
- (d) Mobitel (Pvt) Limited

SCHEDULE 2

SECTION A

1.0 Customer Services Standards (Parameters) for Fixed and Mobile Operators

1.1 IVR INITIAL RESPONSE TIME- CS 1 (a)

This parameter reflects the speed in which a voice telephony call (call) is answered by the IVR(Interactive Voice Response) system. Measurements will be made from network switch point of view and calls for customer service hotline

1.1.1. Definition

IVR initial response time (Customers dialing to customer service hotline)

1.1.2 Computation

Number of calls answered within 10 seconds as a percentage of all calls received

1.1.3 Target Value

>95%

1.2 INITIAL HUMAN OPERATOR RESPONSE TIME - CS 1 (b)

This parameter reflects the speed in which a call is answered by an agent, when the IVR system refers the call for operator assistance. Measurements will be made from IVR point of view and calls for customer service hotline

1.2.1 Definition

Initial human operator response time after the IVR system refers the call for operator assistance

1.2.2 Computation

Number of calls answered within (i) 40 seconds (ii) 80 seconds as a percentage of all calls received

1.2.3 Target Value

For Fixed Operators: (i) >50% and (ii) >85%,

For Mobile Operators: (i) >60% and (ii) >85%

1.3 BILL AND CREDIT CORRECTNESS COMPLAINTS - CS2 (a) & (b)

1.3.1 (a) Definition for Postpaid Subscribers

A bill correctness complaint is an expression of dissatisfaction with a bill received from a customer i.e. the bill is found to be inaccurate by the customer. An inaccuracy occurs when, for example, incorrect billing information, bill payment not updated, incorrect call data are used, calls are charged at an incorrect rate, services are billed incorrectly, call discounts, credits or debts are handled incorrectly, or the total charge including government taxes and levy is calculated incorrectly. Billing queries (request for information) will not be considered under this category.

1.3.2 Computation for Postpaid Subscribers

Number of bills resulting in a customer complaint as a percentage of the active postpaid subscriber base in the respective month.

1.3.3 Target Value for Postpaid Subscribers

< 0.5%

1.3.4 (b) Definition for Prepaid subscribers

A prepaid account credit correctness complaint is an expression of dissatisfaction with the credit of a prepaid account received from a customer i.e. the credit is found to be inaccurate by the customer. An inaccuracy occurs when, for example, incorrect call data are used, calls are charged at an incorrect rate, services are charged incorrectly, call discounts, credits or debts are handled incorrectly, or the total charge including government taxes and levy is calculated incorrectly. Credit queries (request for information) will not be considered under this category.

NOTE: Recharge issues of retailer/agent approved by the operator will be considered as a credit complaint.

All issues related to incorrect payments made by customer to be excluded. All the delays failures on payment updated by the operator to be included following complaints will only be considered for calculation :-

(a) Post paid complaints received within 3 months from the date of the bill

(b) Prepaid complaints received within 30 days from occurrence

1.3.5 Computation for Prepaid subscribers

Number of credit complaints as a percentage of the number of active prepaid subscribers during the month

A credit complaint means a complaint received from subscriber with regard to the credit of a prepaid account i.e. the credit is found to be inaccurate by the subscriber

1.3.6 Target Value for Prepaid subscribers

< 0.1%

1.4 BILL CORRECTNESS COMPLAINTS RESOLUTION TIME - CS3(a) &(b)

1.4.1 Definition

time taken for a service provider to resolve a complaint. (Resolution means responding to a complaint in a manner acceptable to the customer)

1.4.2 (a) Computation for postpaid customers

Number of complaints resolved within (i) three months (ii) six months from the date of complaint as a percentage of the total number of complaints received within the month of the reporting complaint

1.4.3 Target Value for Postpaid Subscribers

(i) For three months 90-95%

(ii) For six months 95-100%

1.4.4 (b) Computation for prepaid customers

Number of credit complaints resolved within (i) three working days (ii) five working days from the reporting date of the complaint as a percentage of the number of received credit complaints during the month.

1.4.5 Target Value for prepaid customers

(i) 85% within three working days

(ii) 95-100% within five working days

APPLICABLE ONLY TO FIXED OPERATORS :

1.5. RESPONSE TIME FOR DIRECTORY INQUIRY SERVICE - CS4

1.5.1 Definition

The duration from the instant when the address information required for setting up a call is received by the network (e.g. recognized on the calling user's access line) to the instant the human operator or an equivalent voice-activated response system answers the calling user to provide the number information requested.

1.5.2 Computation

(Total no. of calls answered within a specified "time slot" / Total no. of calls dialed for a particular service) x 100%

Where the "time slot" is equal to 40 seconds and 80 seconds

1.5.3 Target Value

- (i) For 40 seconds time slot; >60%
- (ii) For 80 seconds time slot; >90%

1.6 SUPPLY TIME FOR INITIAL CONNECTION – CS5

1.6.1 Definition

The duration from the instant a valid service order being received by an operator to the instant a working service is made available for use. This includes cases where a new access line is installed; an existing access line is taken over by another customer; an upgrade on the existing line.

1.6.2 Computation

Percentage of orders completed within (i) 7 days (ii) one calendar month

1.6.3 Target Value

- (i) 70% for 7 days
- (ii) 95% for one calendar month

1.7 FAULT REPORT RATE - CS6

1.7.1 Definition

A fault report is a report of disrupted service or degraded service that is made by a customer and is attributable to the network of the operator or any interconnected public telecommunication network, and that is not found to be invalid. (Faults of equipment not provided by the operator are excluded.)

1.7.2 Computation

Number of faults reported per 100 subscribers

The number of subscribers to be taken as the number at the end of the reporting period.

1.7.3 Target Value

For Fixed Wireline < 8
For Fixed Wireless < 4

1.8 FAULT REPAIR TIME -CS 7

1.8.1 Definition

The duration from the instant a fault has been notified by the subscriber to the operator to the instant when the service has been restored to the normal working order.
(Faults of equipment not provided by the operator are excluded.)

1.8.2 Computation

Number of faults cleared as a percentage of faults reported within

(i) 24 hours of reporting, (ii) 48 hours of reporting, (iii) 96 hours of reporting

1.8.3 Target Value

(i) For Fixed Wireline > 70%, For Fixed Wireless > 70%

(ii) For Fixed Wireline > 80%, For Fixed Wireless > 80%

(iii) For Fixed Wireline > 90%, For Fixed Wireless > 90%

SECTION B

2.0 Fixed Operator Network Connectivity Standards (Parameters)

2.1 CALL SETUP SUCCESS RATE – FT 1

2.1.1 Definition

The percentage of calls that are successfully setup to a valid number, properly dialed and where called party busy tone, ringing tone or answer signal or switched off condition is recognized at the Network Termination Point of the calling user.

2.1.2 Computation

$(\text{Calls Established} / \text{Total Call Attempts}) \times 100\%$

For Fixed Wireless; this parameter is measuring from Core Network and Access Network according to the formulas issued by the Commission.

2.1.3 Target Value

For Fixed Wireline > 99%

For Fixed Wireless > 95%

2.2 CALL COMPLETION RATIO – FT 2

2.2.1 Definition

A successful call attempt is defined as complete if maintained until it is released intentionally by the called or calling party.

2.2.2 Computation

$(\text{Number of intentionally terminated calls}) / (\text{number of successful call attempts}) \times 100\%$

For Fixed Wireless; this parameter is measuring from Core Network and Access Network according to the formulas issued by the Commission

2.2.3 Target Value

For Wireline > 99%

For Fixed Wireless > 99%

2.3 POINT OF INTERCONNECTION (POI) CONGESTION (ON INDIVIDUAL POI) - FT3

2.3.1 Definition

The ratio of outgoing calls failed over the POI (between two operators/licensees) due to unavailability of free circuits to the total call requests for seizure of POI circuit (For both local and international calls)

2.3.2 Computation

Total outgoing calls dropped at POI/ Total outgoing calls offered at POI x 100%

This parameter is measured according to the formulas given by the Commission. Point of Measurement for Operators with International Gateway Switch and Operators with Common Gateway Switch will be issued by the Commission

2.3.3 Target Value

<1%

2.4 NETWORK AVAILABILITY – FT4

2.4.1 Definition for Fixed Wireline

- (a) A telephone exchange equipment is unavailable when there are exchange faults such as those related to switching or transmission.
- (b) Availability of the distribution circuits from the exchange to the distribution point, including the fibre, copper, access multiplexers and any other access equipment including customer premises equipment where applicable.

2.4.2 Computation for Fixed Wireline

Availability calculation is based on inputs obtained from all local switches. Outage time includes software and hardware faults.

- (a) $\{ \text{Sum} [(\text{Per local switch in-service minutes in a month}) / (\text{per local switch in-service minutes in a month} + \text{per local switch out-service minutes in a month})] \} \times 100\%$
- (b) $\{ \text{Sum} [(\text{Per distribution circuit in-service minutes in a month}) / (\text{per distribution circuit in-service minutes in a month} + \text{per distribution circuit out-service minutes in a month})] \} \times 100\%$

2.4.3 Target Value for Fixed Wireline

- (a) > 99.9%
- (b) > 99.85%

2.4.4 Definition for Fixed Wireless

Percentage of time for which the network is available. (Planned outages to be included)

2.4.5 Computation for Fixed Wireless

$100 - \text{Sum} \{ (\text{outage cell minutes of incidents higher than 15 minutes each}) / (\text{Total network cell minutes}) \} \times 100\%$

Where, cell minutes = no. of cells × minutes

2.4.6 Target Value for Fixed Wireless

> 99%

SECTION C

3.0 Mobile Operator Network Connectivity Standards (Parameters)

3.1 CALL DROP RATE – MT1

The proportion of incoming and outgoing calls which, once they have been correctly established and therefore have an assigned traffic channel, are dropped or interrupted prior to their normal completion by the user, the cause of the early termination being within the operator's network.

3.1.1 Definition

A percentage of calls that are unintentionally disconnected in the middle of the conversation without the intervention of the calling and called parties.

3.1.2 Computation

$(\text{Total Calls Dropped} / \text{Total Calls Established}) \times 100\%$

This shall include calls dropped due to failure of handover, signal loss and network congestion.

This parameter is measuring from Core Network and Access Network according to the formulas issued by the Commission

3.1.3 Target Value

< 5 %

3.2 CALL SETUP SUCCESS RATE – MT2

The probability of successful calls initiated by a mobile user or the ratio of successful calls establishment. An established call is assigned with the Signaling Channel (SDCCH) and the Traffic Channel (TCH) and call attempt is defined as an attempt to achieve a connection to a device attached to a telecommunication network.

3.2.1 Definition

The percentage of calls that are successfully setup to a valid number, properly dialed and where called party busy tone, ringing tone or answer signal or switched off condition is recognized at the Network Termination Point of the calling party

3.2.2 Computation

$(\text{Calls Established} / \text{Total Call Attempts}) \times 100\%$

This parameter is measured from Core Network and Access Network according to the formulas issued by the Commission.

3.2.3 Target Value

>95%

3.3 POINT OF INTERCONNECTION CONGESTION – MT3

3.3.1 Definition

The ratio of calls failed over the POI (between two operators/licensees) due to unavailability of free circuits to the total call requests for seizure of POI circuit.
(For both domestic and international calls)

3.3.2 Computation

$(\text{Total Calls Dropped at POI} / \text{Total Calls Offered at POI}) \times 100\%$

This parameter is measuring according to the formulas Point of Measurement for Operators with International Gateway Switch and Operators with Common Gateway Switch will be issued by the Commission.

3.3.3 Target Value

<1%

3.4 NETWORK AVAILABILITY – MT4

3.4.1 Definition

Percentage of time for which the network is available. (Planned outages to be included)

3.4.2 Computation

$100 - \frac{\text{Sum \{ (outage cell minutes of incidents higher than 15 minutes each) \}}}{\text{Total network cell minutes}} \times 100\%$

Where, cell minutes = no. of cells x minutes

3.4.3 Target
> 99%

3.5 GEOGRAPHIC SERVICE COVERAGE – MT5

3.5.1 Definition

The percentage of test route over which minimum on-street signal strength is achieved.

3.5.2 Computation

Operators shall provide drive tests measurement made as per ETSI EG 202 057-3 for a given route

3.5.3 Target

Minimum Signal Strength for GSM: -92dBm, -95 dBm

Minimum Signal Strength UMTS: -100dBm, -102 dBm

The following Definitions apply to section **B** and **C** above:-

“Common Gateway Switch” Common gateway is a telephone exchange which interconnects home PSTN network with other local PSTN networks. A common gateway switch does not directly connect subscribers, instead it connects with other switching exchanges. The calls between local PSTN networks are routed through the common gateway switches.

“International Gateway Switch”

International Gateway is a telephone exchange which interconnects a national PSTN network with one or more international gateway exchanges of international operators or foreign PSTN operators, thus providing a cross-border connectivity for voice traffic. The calls between countries are routed through the international gateway switches.

“Access Network”

An access network is a type of telecommunication network which connects subscribers to immediate PSTN operators. The access network can be either wired or wireless. The subscribers use access networks to connect with their operators, core networks in order to obtain the telecommunication services such as voice and data connectivity.

“Core Network”

Core network provides voice and data services to subscribers who are connected *via* access networks. It interconnects other local and foreign PSTN networks in order to provide cross operator and cross border services. The core network includes a series of physical entities to realize subscriber management, networking functions and service control.

SCHEDULE 3

Section A - Fixed and Mobile Operator Customer Service Reporting Formats (Templates) –CS1 (a), CS 1 (b), CS 2 (a) & (b), CS3 (a) & (b), CS4, CS5, CS6, CS7.

Section B - Mobile Operator Network Connectivity Reporting Formats (Templates) - FT1,FT2,FT3, FT4

Section C - Fixed Operator Network Connectivity Reporting Formats (Templates) - MT1,MT2,MT3,MT4,MT5

Reporting Date:.....
Reporting month:.....

SECTION A

Fixed and Mobile Operator Customer Service Reporting Formats (Templates)

CS1 (a) & (b): Response time for Operator Service (Call centers)					
Computation	Target	Results for the reporting period			Quarter/Year
		Month/Year	Month/Year	Month/Year	
(a) Time for initial response from IVR Number of calls answered within 10 seconds as a percentage of all calls received	>95%				
Please indicate any factors beyond your control that may have led to the parameter not meeting the target	Factor 1				
	Factor 2				
	Factor 1				
	Factor 2				
Value achieved if these factors are excluded from the computation	Factor 1				
	Factor 2				
Cause of action to eliminate affecting factors					
(b) Time for human operator response from the time the IVR refers call for operator assistance Number of calls answered within 40 seconds as a percentage of all calls referred for operator assistance (b) (1) For Fixed Operators Number of calls answered within (i) 40 seconds (ii) 80 seconds (b)(2) For Mobile Operators Number of calls answered within (i) 40 seconds (ii) 80 seconds	(b) (1) (i)>50% (ii)>85% (b) (2) (i)>60% (ii)>85%				
Please indicate any factors beyond your control that may have led to the parameter not meeting the target	Factor 1				
	Factor 2				
Value achieved if these factors are excluded from the computation	Factor 1				
	Factor 2				
Cause of action to eliminate affecting factors	Factor 1				
	Factor 2				
Any other remarks					

CS2 (a) & (b): Billing/Credit Complaints					
Computation	Target	Results for the reporting period			Quarter /Year
		Month/Year	Month/Year	Month/Year	
(α) Postpaid subscribers	<0.5%				
Number of bills resulting in a customer complaint as a percentage of the postpaid subscriber base in the respective month					
Additional information (Number of non-receipt of bills)/(Total bills dispatched)* 100%					
Please indicate any factors beyond your control that may have led to the parameter not meeting the target	Factor 1				
	Factor 2				
Value achieved if these factors are excluded from the computation	Factor 1				
	Factor 2				
Cause of action to eliminate affecting factors	Factor 1				
	Factor 2				
(b) Prepaid subscribers	<0.1%				
Number of credit complaints as a percentage of the number of active prepaid subscribers during the month					
Please indicate any factors beyond your control that may have led to the parameter not meeting the target	Factor 1				
	Factor 2				
Value achieved if these factors are excluded from the computation	Factor 1				
	Factor 2				
Cause of action to eliminate affecting factors	Factor 1				
	Factor 2				
Any other remarks					

CS3 (a) & (b): Billing/Credit Complaint Resolution Time					
Computation	Target	Results for the reporting period			Quarter /Year
		Month/Year	Month/Year	Month/Year	
(a) Postpaid subscribers Number of complaints resolved within (i) three months (ii) six months from the date of complaint as a percentage of the total number of complaints received within the month of reporting complaint	(a) (i) 90-95% (ii) 95-100%				
Please indicate any factors beyond your control that may have led to the parameter not meeting the target	<i>Factor 1</i>				
	<i>Factor 2</i>				
Value achieved if these factors are excluded from the computation	<i>Factor 1</i>				
	<i>Factor 2</i>				
Cause of action to eliminate affecting factors	<i>Factor 1</i>				
	<i>Factor 2</i>				
(b) Prepaid subscribers Number of credit complaints resolved within (i) three working days (ii) five working days from the reporting date of the complaint as a percentage of the number of received credit complaints during the month	(b) (i) 85% within three working days (ii) 95-100% within five working days				
Please indicate any factors beyond your control that may have led to the parameter not meeting the target	<i>Factor 1</i>				
	<i>Factor 2</i>				
Value achieved if these factors are excluded from the computation	<i>Factor 1</i>				
	<i>Factor 2</i>				
Cause of action to eliminate affecting factors	<i>Factor 1</i>				
	<i>Factor 2</i>				
Any other remarks					

Fixed Operators Only

CS 4:Response time for directory enquiry service					
Computation	Target	Results for the reporting period			Quarter /Year
		Month/Year	Month/Year	Month/Year	
Percentage of calls answered within (i) 40 seconds (ii) 80 seconds = (Total No. of calls answered within that specified "time slot"/ Total No. of calls dialed for a particular service)*100%	(i) >60% (ii) >90%				
Please indicate any factors beyond your control that may have led to the parameter not meeting the target	Factor 1				
	Factor 2				
Value achieved if these factors are excluded from the computation	Factor 1				
	Factor 2				
Cause of action to eliminate affecting factors	Factor 1				
	Factor 2				
Any other remarks					

CS 5 :Supply time for initial connection					
Computation	Target	Results for the reporting period			
		Month/Year	Month/Year	Month/Year	Quarter/Year
Percentage of orders completed within (i) 7 days (ii) one calendar month	(i) 70% (ii) 95%				
Please indicate any factors beyond your control that may have led to the parameter not meeting the target	Factor 1				
	Factor 2				
Value achieved if these factors are excluded from the computation	Factor 1				
	Factor 2				
Cause of action to eliminate affecting factors	Factor 1				
	Factor 2				
Any other remarks					

CS 6 : Fault Report Rate					
Computation	Target	Results for the reporting period			
		Month/Year	Month/Year	Month/Year	Quarter/Year
Number of faults reported per 100 subscribers The number of subscribers to be taken as the number at the end of the reporting period.	<8 for fixed wireline <4 for fixed wireless				
Please indicate any factors beyond your control that may have led to the parameter not meeting the target	Factor 1				
	Factor 2				
	Factor 1				
Value achieved if these factors are excluded from the computation	Factor 2				
	Factor 1				
	Factor 2				
Cause of action to eliminate affecting factors	Factor 1				
	Factor 2				
Any other remarks					

CS 7: Fault Repair Time					
Computation	Target	Results for the reporting period			
		Month/Year	Month/Year	Month/Year	Quarter/Year
Number of faults cleared as a percentage of faults reported within (i) 24 hours of reporting (ii) 48 hours of reporting (iii) 96 hours of reporting	(i) Fixed Wireline > 70% Fixed Wireless > 70%				
	(ii) Fixed Wireline > 80% Fixed Wireless > 80%				
	(iii) Fixed Wireline > 90% Fixed Wireless > 90%				
Please indicate any factors beyond your control that may have led to the parameter not meeting the target	Factor 1				
	Factor 2				
Value achieved if these factors are excluded from the computation	Factor 1				
	Factor 2				
Cause of action to eliminate affecting factors	Factor 1				
	Factor 2				
Any other remarks					

Reporting Date:.....
Reporting month:.....

SECTION B
Fixed Operator Network Connectivity Reporting Formats (Templates)

FT1:Call Setup Success Rate				
Computation	Target	Results for the reporting period		
		Month/Year	Month/Year	Quarter/Year
(Calls Established / Total Call Attempts)*100% For Fixed Wireless; This parameter may measure from core network and access network as specified by the Commission	(i) Fixed Wireline >99%			
	(ii) Fixed Wireless > 95%			
Please indicate any factors beyond your control that may have led to the parameter not meeting the target	Factor 1			
	Factor 2			
Value achieved if these factors are excluded from the computation	Factor 1			
	Factor 2			
Cause of action to eliminate affecting factors	Factor 1			
	Factor 2			
Any other remarks				

FT 2: Call Completion Ratio					
Computation	Target	Results for the reporting period			
		Month/Year	Month/Year	Month/Year	Quarter/Year
(Number of intentionally terminated calls) / (number of successful call attempts) * 100% For Fixed Wireless; This parameter may measure from core network and access network as specified by the Commission	(i) Fixed Wireline >99%				
	(ii) Fixed Wireless >99%				
Please indicate any factors beyond your control that may have led to the parameter not meeting the target	Factor 1				
	Factor 2				
Value achieved if these factors are excluded from the computation	Factor 1				
	Factor 2				
Cause of action to eliminate affecting factors	Factor 1				
	Factor 2				
Any other remarks					

FT 3 : Point of Interconnection (POI) Congestion (on individual POI)					
Computation	Target	Results for the reporting period			
		Month/Year	Month/Year	Month/Year	Quarter/Year
Total outgoing calls dropped at POI/ Total outgoing calls offered at POI x 100%	<1%				
Please indicate any factors beyond your control that may have led to the parameter not meeting the target	Factor 1				
	Factor 2				
	Factor 1				
Value achieved if these factors are excluded from the computation	Factor 2				
	Factor 1				
	Factor 2				
Cause of action to eliminate affecting factors	Factor 1				
	Factor 2				
Any other remarks					

FT 4: Network Availability					
Computation	Target	Results for the reporting period			Quarter/Year
		Month/Year	Month/Year	Month/Year	
(i) Fixed Wireline Availability calculation is based on inputs obtained from all local switches. Outage time includes software and hardware faults. (a) { Sum [(Per local switch in-service minutes in a month) / (per local switch in-service minutes in a month + per local switch out-service minutes in a month)] } x 100% (b) { Sum [(Per distribution circuit in-service minutes in a month) / (per distribution circuit in-service minutes in a month + per distribution circuit out-service minutes in a month)] } x 100% (ii) Fixed Wireless $100 - \text{Sum} \{ (\text{outage cell minutes of incidents higher than 15 minutes each}) / (\text{Total network cell minutes}) * 100\% \}$ Where, cell minutes = no. of cells x minutes	(i) Fixed Wireline (a) > 99.9% (b) > 99.85% (ii) Fixed Wireless >99%				
Please indicate any factors beyond your control that may have led to the parameter not meeting the target	Factor 1				
	Factor 2				
Value achieved if these factors are excluded from the computation	Factor 1				
	Factor 2				
Cause of action to eliminate affecting factors	Factor 1				
	Factor 2				
Any other remarks					

SECTION C

Reporting Date:.....
Reporting month:.....

Mobile Operator Network Connectivity Reporting Formats (Templates)

MT 1: Call Drop Rate					
Computation	Target	Results for the reporting period			
		Month/Year	Month/Year	Month/Year	Quarter/Year
<p>This shall include calls dropped due to failure of handover, signal loss and network congestion.</p> <p>Computational Methodology: (Total Calls Dropped / Total Calls Established) x 100%</p> <p>This parameter may measure from core network and access network according to the formulas issued by the Commission</p>	< 5 %				
Please indicate any factors beyond your control that may have led to the parameter not meeting the target	Factor 1				
	Factor 2				
	Factor 1				
	Factor 2				
Value achieved if these factors are excluded from the computation	Factor 1				
	Factor 2				
Cause of action to eliminate affecting factors					
Any other remarks					

MT 2:Call Setup Success Rate					
Computation	Target	Results for the reporting period			
		Month/Year	Month/Year	Month/Year	Quarter/Year
Computational Methodology: (Calls Established / Total Call Attempts) * 100%	>95%				
This parameter may measure from core network and access network according to the formulas issued by the Commission	Factor 1				
	Factor 2				
Please indicate any factors beyond your control that may have led to the parameter not meeting the target	Factor 1				
	Factor 2				
Value achieved if these factors are excluded from the computation	Factor 1				
	Factor 2				
Cause of action to eliminate affecting factors	Factor 1				
	Factor 2				
Any other remarks					

MT3:Point of Interconnection (POI) Congestion (on individual POI)					
Computation	Target	Results for the reporting period			
		Month/Year	Month/Year	Month/Year	Quarter/Year
Computational Methodology: Total Calls Dropped at POI/ Total Calls Offered at POI x 100%	<1%				
Please indicate any factors beyond your control that may have led to the parameter not meeting the target	Factor 1				
	Factor 2				
	Factor 1				
	Factor 2				
Value achieved if these factors are excluded from the computation	Factor 1				
	Factor 2				
Cause of action to eliminate affecting factors	Factor 1				
	Factor 2				
Any other remarks					

MT4: Network Availability					
Computation	Target	Results for the reporting period			
		Month/Year	Month/Year	Month/Year	Quarter/Year
Computational Methodology: $100 - \text{Sum}\{(\text{outage cell minutes of incidents higher than 15 minutes each})/(\text{Total network cell minutes}) * 100\}$ Where, cell minutes = no. of cells \times minutes This parameter is measured according to the formulas issued by the Commission	>99%				
Please indicate any factors beyond your control that may have led to the parameter not meeting the target	Factor 1				
	Factor 2				
Value achieved if these factors are excluded from the computation	Factor 1				
	Factor 2				
Cause of action to eliminate affecting factors	Factor 1				
	Factor 2				
Any other remarks					

MT5: Geographic Service Coverage					
Computation	Target	Results for the reporting period			
		Month/Year	Month/Year	Month/Year	Quarter/Year
Operators shall provide drive tests measurement made as per ETSI EG 202 057-3 for a given route.	No target specified at this stage				
	Operators shall submit (i) drive test results (ii) coverage maps according to the levels specified in the definition				
Please indicate any factors beyond your control that may have led to deterioration of the parameter.	Factor 1				
	Factor 2				
Value achieved if these factors are excluded from the computation	Factor 1				
	Factor 2				
Cause of action to eliminate affecting factors	Factor 1				
	Factor 2				
Any other remarks					

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