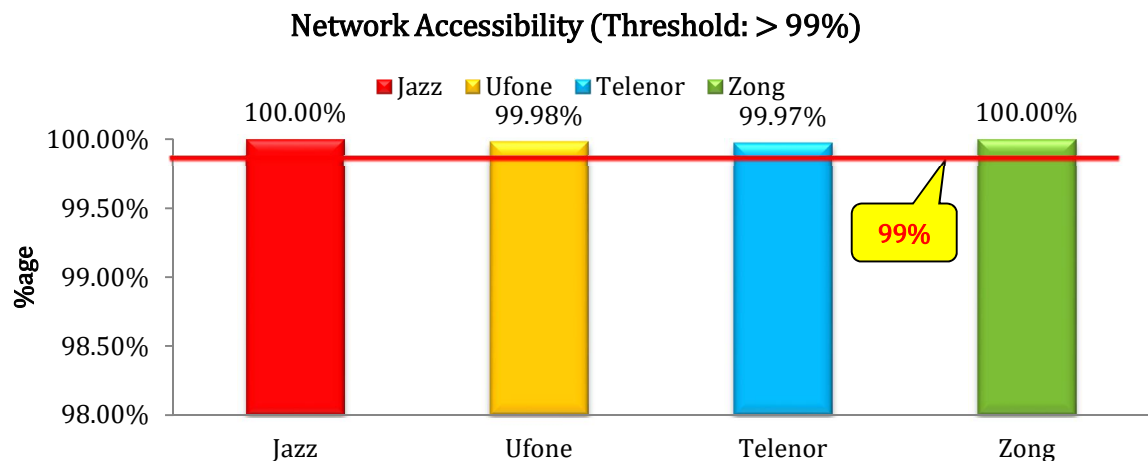


## VOICE – KEY PERFORMANCE INDICATORS

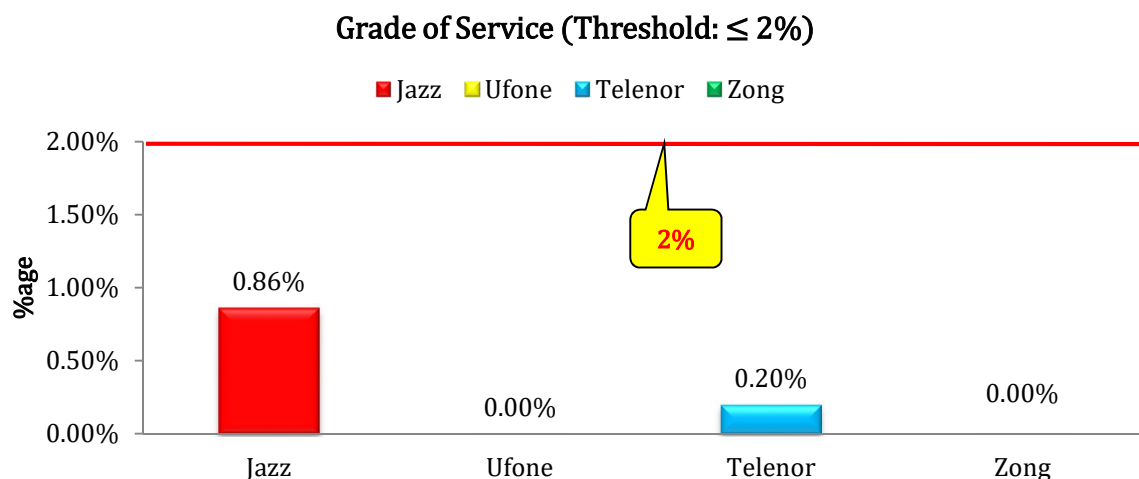
**Voice KPIs.** The performance of voice services of CMOs has been checked by measuring Network Down Time/Network Accessibility, Grade of Service, Service Accessibility, Call Connection Time, Call Completion Ratio, End-to-End Speech Quality and Session Abnormal Release Rate Key Performance Indicators (KPIs).

**Network Accessibility.** *“The probability that mobile services are available to an end customer display of the network indicator on the mobile equipment”.*



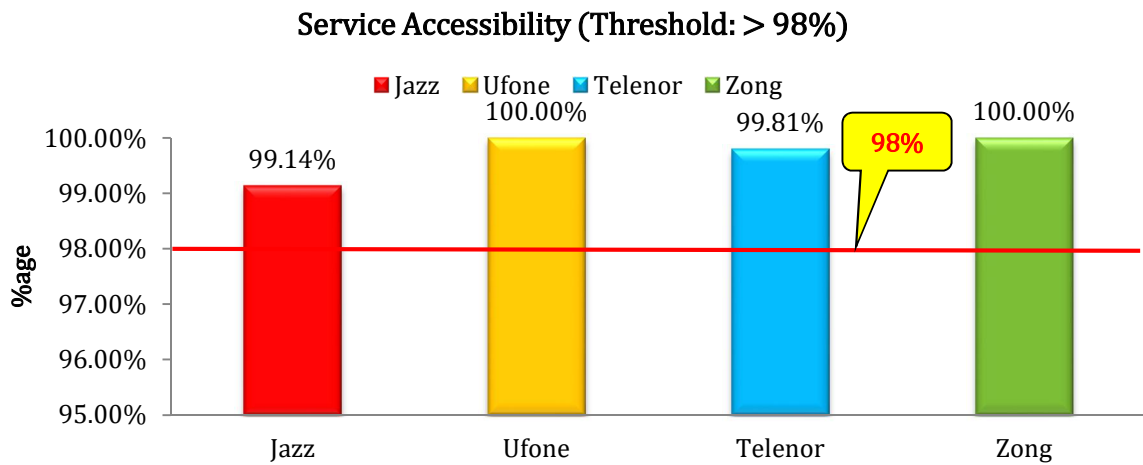
*Network Accessibility is converse of Network Down Time and its value found greater than threshold value of 99% of all the mobile operators*

**Grade of Service (GOS).** *“Grade of Service is probability that the end customer cannot access the mobile services when requested if it is offered by display of the network indicator on the mobile phone. In simple words, Grade of Service is Network Blocking”.*



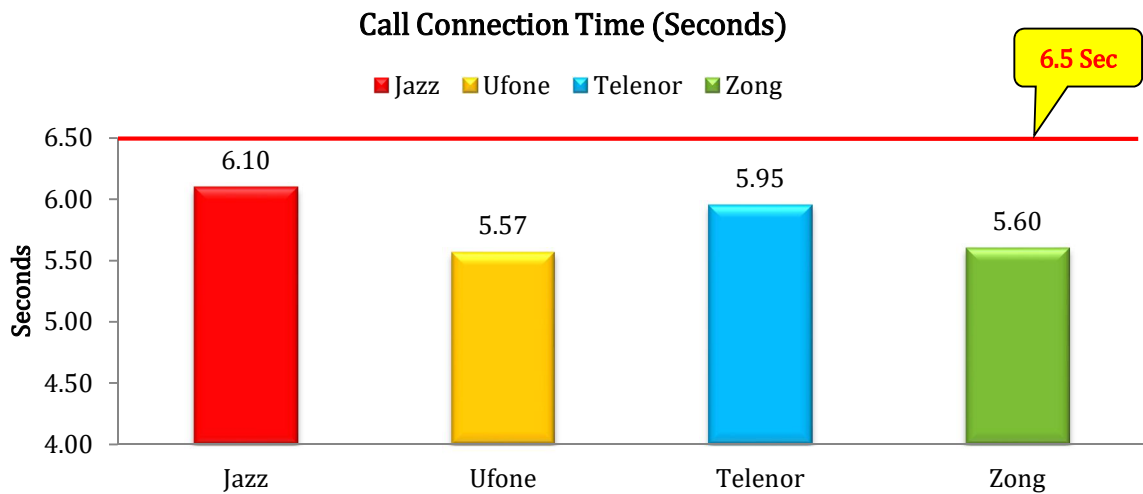
*All mobile operators are meeting the threshold value of Grade of Service*

**Service Accessibility.** “Service Accessibility is the probability that the user can access the desired service. A given network accessibility is a precondition for this phase”.



*All mobile operators are meeting the criteria of Service Accessibility*

**Call Connection Time.** “Call Connection Time is the time between sending of complete call initiation information by the caller and in return receipt of call setup notification. In simple words, it is time between dialing a number and hearing ring-back tone”.



*All CMOs are following the benchmark of Call Connection Time of 6.5 seconds*