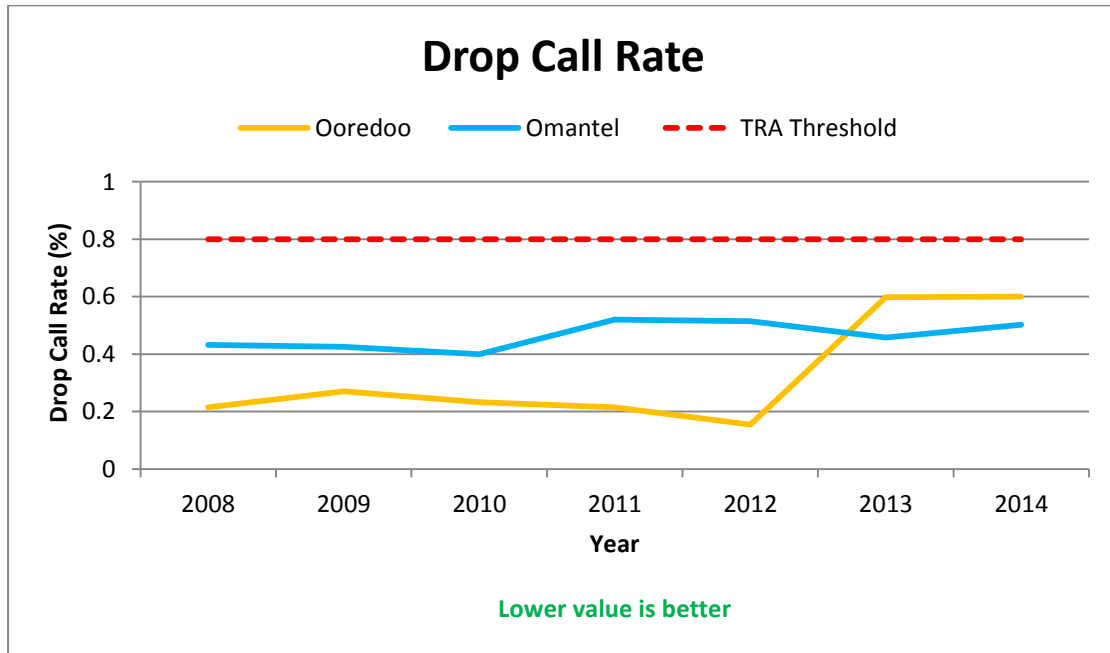
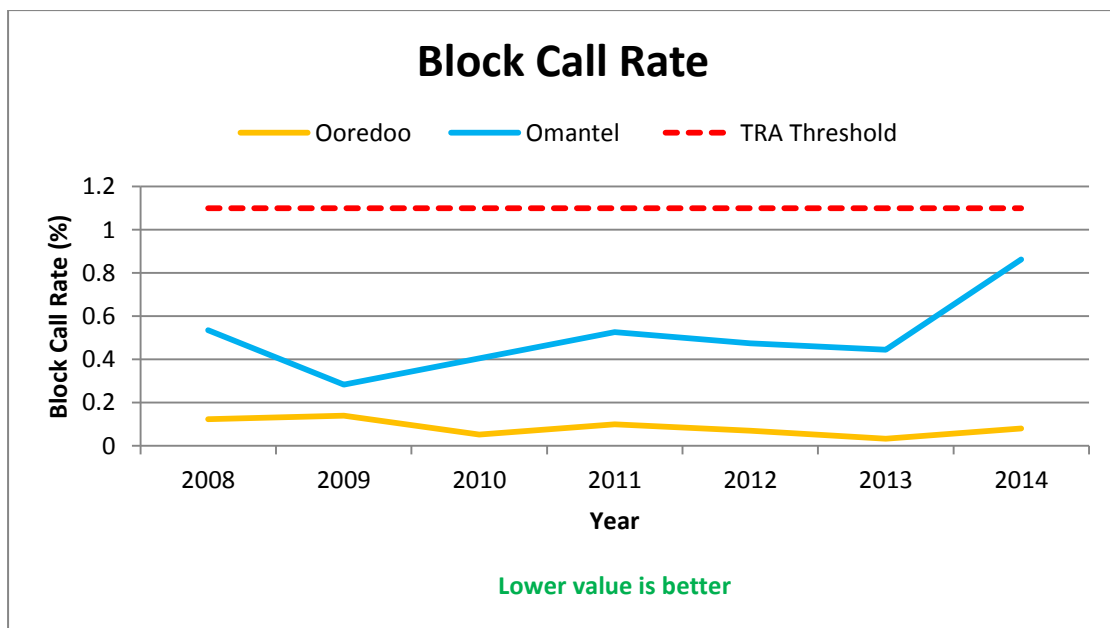


Mobile Voice – Key Performance Indicator Yearly Trend

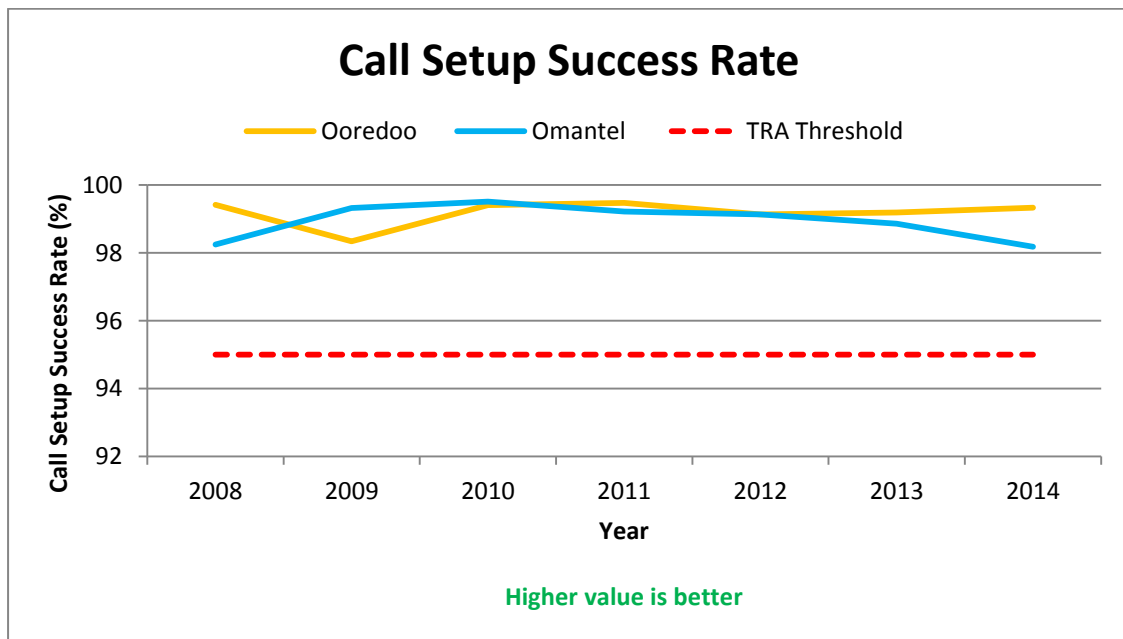
Drop Call Rate – This indicator is used to measure the percentage of calls dropped due to technical problems or coverage gaps in the service provider’s network as a ratio of the total number of calls successfully established.



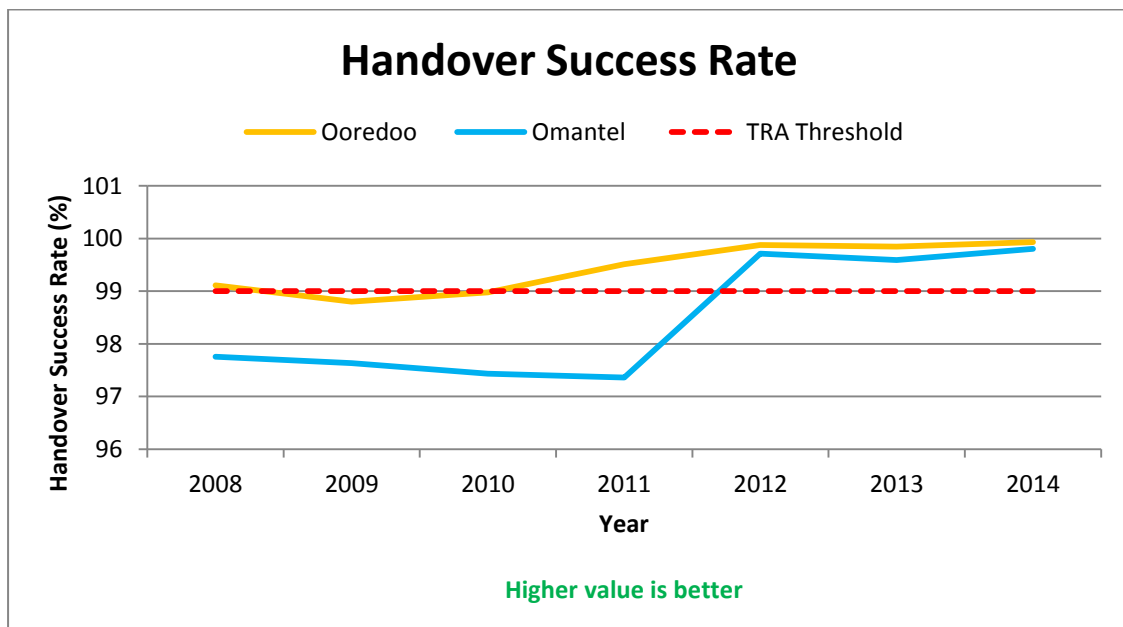
Block Call Rate – This indicator is used to measure the percentage of calls blocked due to congestion in the service provider’s network as a ratio of the total number of call attempts made to access and establish a voice call.



Call Setup Success Rate – This indicator is used to measure the percentage of calls successfully established without facing blockage or access failures in the network as ratio of the total number of call attempts made to access and establish a voice call.



Handover Success Rate – This indicator is used to measure the percentage of successful handovers completed by mobile users during a voice call as a ratio of the total number of handovers attempted.



Note: All the data used to populate the above graphs is taken from the service providers quarterly reports submitted to TRA.