

## QoS Report Summary Teletalk Bangladesh Limited

Reporting Month

August, 2026

Report: A2

### 1. National QoS KPI Performance

| KPI Name                                                   | Threshold | BTRC Accessed Value                      | Operator Declared Value |
|------------------------------------------------------------|-----------|------------------------------------------|-------------------------|
| 2G Call Drop Rate(%)                                       | <= 1.00   | Incomplete raw/binary file from Taletalk | complied                |
| 2G Call Setup Success Rate (%)                             | >= 99.00  | Incomplete raw/binary file from Taletalk | complied                |
| 4G Avg. UE throughput DL (Mbps)                            | >= 3.50   | Incomplete raw/binary file from Taletalk | complied                |
| 4G Counter Mobile Data NRR - LTE ERAB Non-Retainability(%) | <= 0.50   | Incomplete raw/binary file from Taletalk | Non-complied            |
| 4G RRC Success Rate (%)                                    | >= 99.00  | Incomplete raw/binary file from Taletalk | Non-complied            |
| 4G VoLTE Call Setup Success Rate (%)                       | >= 99.00  | Incomplete raw/binary file from Taletalk |                         |
| 4G VoLTE drop/Abnormal Release Rate (%)                    | <= 0.50   | Incomplete raw/binary file from Taletalk |                         |
| MIXED VoLTE+GSM Combined Abnormal Release Rate (%)         | <= 1.00   | Incomplete raw/binary file from Taletalk |                         |
| MIXED VoLTE+GSM Combined Voice Setup Success Rate (%)      | >= 99.00  | Incomplete raw/binary file from Taletalk |                         |
| CSFB Success Rate (%)                                      | >= 98.00  | Incomplete raw/binary file from Taletalk | complied                |
| SMS Completion Rate (%)                                    | >= 98.00  | Incomplete raw/binary file from Taletalk |                         |
| Accumulated Down Time of BTSs, eNodeBs and beyond (%)      | <= 1.00   | Incomplete raw/binary file from Taletalk |                         |

### 2. District-wise Compliance with QoS KPIs

| KPI Name                                              | BTRC Accessed Count<br>(Compliant/Total) | Operator Declared Count<br>(Compliant/Total) |
|-------------------------------------------------------|------------------------------------------|----------------------------------------------|
| 2G Call Drop Rate(%)                                  | Incomplete raw/binary file from Taletalk | 55 / 64                                      |
| 2G Call Setup Success Rate(%)                         | Incomplete raw/binary file from Taletalk | 64 / 64                                      |
| 4G Avg. UE throughput DL(Mbps)                        | Incomplete raw/binary file from Taletalk | 63 / 64                                      |
| 4G RRC Success Rate(%)                                | Incomplete raw/binary file from Taletalk | 12 / 64                                      |
| MIXED VoLTE+GSM Combined Abnormal Release Rate (%)    | Incomplete raw/binary file from Taletalk |                                              |
| MIXED VoLTE+GSM Combined Voice Setup Success Rate (%) | Incomplete raw/binary file from Taletalk |                                              |

### 3. Upazila-wise Compliance with QoS KPIs

| KPI Name                                              | No. of Upazila/Area | No. of Upazila/Area where<br>Service Available | No. of Compliant Upazila<br>(BTRC Mointored) | No. of Compliant Upazila<br>(Operator Declared) |
|-------------------------------------------------------|---------------------|------------------------------------------------|----------------------------------------------|-------------------------------------------------|
| 2G Call Drop Rate (%)                                 | 544                 | 544                                            | Incomplete raw/binary file from Taletalk     | 467                                             |
| 2G Call Setup Success Rate (%)                        | 544                 | 544                                            | Incomplete raw/binary file from Taletalk     | 525                                             |
| 4G RRC Success Rate (%)                               | 544                 | 544                                            | Incomplete raw/binary file from Taletalk     | 129                                             |
| MIXED VoLTE+GSM Combined Abnormal Release Rate (%)    | 544                 | 544                                            | Incomplete raw/binary file from Taletalk     |                                                 |
| MIXED VoLTE+GSM Combined Voice Setup Success Rate (%) | 544                 | 544                                            | Incomplete raw/binary file from Taletalk     |                                                 |

|                                    |      |
|------------------------------------|------|
| Total BTS (BTS, eNodeB etc.) Count | 5287 |
|------------------------------------|------|

:Complied  
 :Non-Complied

#### KPI (Key Performance Indicator) Name

2G Call Drop Rate (%)  
2G Call Setup Success Rate (%)  
4G Avg. UE Throughput DL (Mbps)  
4G Counter Mobile Data NRR – LTE E-RAB Non-Retainability (%)  
4G RRC Success Rate (%)  
4G VoLTE Call Setup Success Rate (%)  
4G VoLTE Drop/Abnormal Release Rate (%)  
MIXED VoLTE+GSM Combined Abnormal Release Rate (%)  
MIXED VoLTE+GSM Combined Voice Setup Success Rate (%)  
CSFB Success Rate (%)  
SMS Completion Rate (%)

#### Short description

Percentage of 2G calls disconnected unexpectedly.  
Percentage of 2G call attempts successfully connected.  
Average 4G download speed experienced by users.  
Percentage of 4G data sessions disconnected unexpectedly.  
Percentage of successful 4G network connection attempts.  
Percentage of VoLTE call attempts successfully connected.  
Percentage of VoLTE calls disconnected unexpectedly.  
Percentage of VoLTE and GSM calls disconnected unexpectedly.  
Percentage of VoLTE and GSM call attempts successfully connected.  
Percentage of successful transfers from 4G to 2G for voice calls.  
Percentage of SMS attempts successfully completed .



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