

Quality of Service Report (Mobile Network Operator)
Banglalink Digital Communications Ltd.

Reporting Month

August, 2026

Report: A2

1. National QoS KPI Performance

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

2. District-wise Compliance with QoS KPIs

KPI Name	BTRC Mointored Count (Compliant/Total)	Operator Declared Count (Compliant/Total)
2G Call Drop Rate(%)	64 / 64	64/64
2G Call Setup Success Rate(%)	64 / 64	64/64
4G Avg. UE throughput DL(Mbps)	64 / 64	64/64
4G RRC Success Rate(%)	64 / 64	64/64
MIXED VoLTE+GSM Combined Abnormal Release Rate (%)	64 / 64	64/64
MIXED VoLTE+GSM Combined Voice Setup Success Rate (%)	64 / 64	64/64

3. Upazila-wise Compliance with QoS KPIs

KPI Name	No. of Upazila/Area	No. of Upazila/Area where is Service Available	No. of Compliant Upazila (BTRC Mointored)	No. of Compliant Upazila (Operator Declared)
2G Call Drop Rate (%)	544	539	538	538
2G Call Setup Success Rate (%)	544	539	536	536
4G RRC Success Rate (%)	544	539	538	538
MIXED VoLTE+GSM Combined Abnormal Release Rate (%)	544	539	538	538
MIXED VoLTE+GSM Combined Voice Setup Success Rate (%)	544	539	537	537

Total BTS (BTS, eNodeB etc.) Count	15123
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 :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 .

District	Upazilla	2G Call Drop Rate			2G Call Setup Success Rate			4G RRC Success Rate			MIXED VoLTE+GSM Combined Abnormal Release Rate			MIXED VoLTE+GSM Combined Voice Setup Success Rate			4G Avg. UE throughput DL		
		Threshold	BTRC Mointored Value	Operator Declared Value	Threshold	BTRC Mointored Value	Operator Declared Value	Threshold	BTRC Mointored Value	Operator Declared Value	Threshold	BTRC Mointored Value	Operator Declared Value	Threshold	BTRC Mointored Value	Operator Declared Value	Threshold	BTRC Mointored Value	Operator Declared Value
63. Tangail	Basail	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant	>= 98.50	Compliant	Compliant	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant	>= 2.50		
	Bhuapur	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant	>= 98.50	Compliant	Compliant	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant			
	Delduar	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant	>= 98.50	Compliant	Compliant	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant			
	Dharbari	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant	>= 98.50	Compliant	Compliant	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant			
	Ghatail	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant	>= 98.50	Compliant	Compliant	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant			
	Gopalpur	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant	>= 98.50	Compliant	Compliant	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant			
	Kalihati	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant	>= 98.50	Compliant	Compliant	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant			
	Madhupur	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant	>= 98.50	Compliant	Compliant	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant			
	Mirzapur	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant	>= 98.50	Compliant	Compliant	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant			
	Nagarpur	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant	>= 98.50	Compliant	Compliant	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant			
	Sakhipur	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant	>= 98.50	Compliant	Compliant	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant			
	Tangail Sadar	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant	>= 98.50	Compliant	Compliant	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant			
64. Thakurgaon	-	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant	>= 98.50	Compliant	Compliant	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant	>= 2.50	Compliant	Compliant
	Baliadangi	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant	>= 98.50	Compliant	Compliant	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant			
	Haripur	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant	>= 98.50	Compliant	Compliant	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant			
	Pirganj	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant	>= 98.50	Compliant	Compliant	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant			
	Ranisankail	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant	>= 98.50	Compliant	Compliant	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant			
	Thakurgaon Sadar	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant	>= 98.50	Compliant	Compliant	<= 1.50	Compliant	Compliant	>= 98.00	Compliant	Compliant			