

**[ NTC MEMORANDUM CIRCULAR NO. 07-06-2002,  
JUNE 5, 2002, June 05, 2002 ]**

**SERVICE PERFORMANCE STANDARDS FOR THE CELLULAR  
MOBILE TELEPHONE SERVICE**

Pursuant to RA 7925, Public Telecommunications Policy Act, Executive Order No. 546 series of 1979, and in order to promote public welfare and interest, the Commission hereby promulgates the following standards for cellular mobile telephone service (CMTS).

**SCOPE**

1. All cellular mobile telephone service (CMTS) operators operating within the Republic of the Philippines shall adhere to the standards and requirements prescribed in this circular.
2. Values indicated in this circular are minimum standards and requirements.

**DEFINITION OF TERMS**

3. The following definitions shall apply:
  - a. Grade of Service (GOS) — a measure of the probability that during a specified period of peak traffic, usually the busy hour (BH), a call offered to a group of trunks or circuits will fail to find an idle circuit at the first attempt.
  - b. Busy Hour — the continuous one-hour period when the traffic is at its peak.
  - c. Drop Call — a call that is irregularly terminated (neither the calling party nor the called party has sent a call clear signal or initiated the end of the call). A call attempt that is dropped before six (6) seconds after the called party answers shall not be considered a call.
  - d. Drop Call Rate (DCR) — ratio of calls that are irregularly terminated to the total number of calls made during the measurement period.

**SERVICE PERFORMANCE STANDARDS**

4. All CMTS operators shall adhere to the following:

Grade of Service (GOS)	=	7 % (end-to-end within the operator's own network)
Allowable drop call rate (DCR)	=	5%