

Monthly Operating Support System (OSS) Report of Mobile Services



**Bhutan InfoComm and Media Authority
Royal Government of Bhutan**

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1. Background

The Authority collects the monthly system generated Mobile Operating Support System (OSS) report from the Telecom Operators and does reviews on the average Mobile Quality of Service (QoS). Based on the system generated Mobile OSS reports, the Authority decides the locations of physical verification or a drive test and carries out the Mobile QoS drive test to monitor and report the QoS regularly. The Mobile OSS report contains the mobile QoS for both voice and data services which are based on and measured through the various parameters of key performance indicators (KPI) of Mobile services of the 20 dzongkhags.

These OSS reports contain both operator's averaged Operation Support system (OSS) reports for the month of August 2025.

2. Findings

The results and findings of OSS system generated reports submitted by both the telecom operators are mentioned below:

(i) B-Mobile OSS

a. 3G

BTL monthly OSS report for August, 2025							
Sl. No	Region	CS drop rate (%)	PS drop rate(%)	CS success rate (%)	PS success rate (%)	DL user throughput(Mbps)	UL user throughput(Mbps)
1	Thimphu	0.17	0.55	99.79	98.01	2.53	0.49
2	Paro	0.08	0.41	99.84	98.56	3.00	0.54
3	Haa	0.11	0.59	99.83	98.65	3.08	0.58
4	Wangdi	0.12	0.77	99.87	98.53	3.32	0.58
5	Gasa	0.12	1.18	99.91	97.46	3.30	0.53
6	Punakha	0.07	0.45	99.86	98.44	2.49	0.57
7	Chukha	0.18	0.63	99.78	98.50	3.11	0.53
8	Samtse	0.25	0.83	99.80	98.25	2.42	0.50
9	Sarpang	0.35	0.79	99.81	98.20	3.28	0.51
10	Dagana	sunset	sunset	sunset	sunset	sunset	sunset
11	Zhemgang	0.37	1.16	99.78	97.68	1.76	0.44
12	Tsirang	sunset	sunset	sunset	sunset	sunset	sunset
13	Trongsa	0.90	1.01	99.83	99.03	2.46	0.54
14	Bumthang	0.23	0.96	99.83	98.55	2.59	0.43
15	S/Jongkhar	0.32	0.83	99.83	98.67	2.44	0.49
16	Pgytsel	0.09	0.44	99.93	99.31	2.42	0.55
17	Trashigang	0.46	1.20	99.73	98.80	2.41	0.49
18	T/yangtse	0.15	1.04	99.89	98.87	2.07	0.32
19	Mongar	0.10	0.71	99.88	98.52	2.50	0.51
20	Lhuntse	0.13	0.45	99.90	99.16	2.57	0.52

b. 4G

BTL monthly OSS report for August, 2025					
Sl. No	Region	PS drop rate(%)	PS success rate (%)	DL user throughput(Mbps)	UL user throughput(Mbps)
1	Thimphu	0.49	99.86	16.56	2.61
2	Paro	0.37	99.67	21.37	3.07
3	Haa	0.38	99.84	27.38	2.43
4	Wangdi	0.67	99.85	20.10	2.49
5	Gasa	0.94	99.87	28.99	1.97
6	Punakha	0.51	99.81	24.59	2.67
7	Chukha	0.68	99.81	18.49	3.23
8	Samtse	1.03	99.76	20.32	2.98
9	Sarpang	0.38	99.88	30.08	3.18
10	Dagana	0.96	99.71	22.19	1.98
11	Zhemgang	1.03	99.77	37.32	1.94
12	Tsirang	0.60	99.86	20.33	2.63
13	Trongsa	1.07	99.75	35.12	2.50
14	Bumthang	0.74	99.87	26.03	2.31
15	S/Jongkhar	1.00	99.77	24.89	3.12
16	Pgytsel	0.77	99.86	26.58	2.56
17	Trashigang	0.54	99.86	27.03	2.11
18	T/yangtse	0.81	99.85	29.88	2.03
19	Mongar	0.72	99.83	32.59	3.14
20	Lhuntse	0.63	99.92	19.95	1.82

c. 5G

BTL monthly OSS report for August, 2025					
Sl. No	Region	PS drop rate(%)	PS success rate (%)	DL user throughput(Mbps)	UL user throughput(Mbps)
1	Thimphu	2.22	93.52	244.53	0.94
2	Paro	1.49	99.95	286.02	4.97
3	Haa	3.04	99.37	236.02	0.78
4	Wangdi	3.60	99.85	231.49	1.42
5	Gasa	7.42	99.88	181.40	0.29
6	Punakha	2.67	99.81	253.92	1.25
7	Chukha	1.73	99.87	232.90	1.71
8	Samtse	2.33	99.92	240.27	1.40
9	Sarpang	6.34	97.63	132.91	0.78
10	Dagana	4.01	99.99	92.41	0.84
11	Zhemgang	3.68	99.91	209.29	0.34
12	Tsirang	2.07	99.89	244.14	1.34
13	Trongsa	9.19	99.99	143.23	0.60
14	Bumthang	5.15	99.92	201.60	1.95
15	S/Jongkhar	2.51	99.96	226.78	1.68
16	Pgytsel	4.91	99.93	179.66	0.54
17	Trashigang	1.36	98.60	304.94	4.17
18	T/yangtse	1.06	99.56	265.41	1.94
19	Mongar	2.92	99.96	198.72	1.17
20	Lhuntse	0.88	99.93	217.52	0.97

(ii) Tashi Cell OSS

a. 3G

TICPL monthly OSS report for August, 2025							
Sl. No.	Region	CS drop rate (%)	PS drop rate (%)	CS RAB success rate (%)	PS RABsuccess rate(%)	DL user throughput (Mbps)	UL user throughput(Mbps)
1	Bumthang	0.24	0.30	99.78	99.27	2.79	0.15
2	Chukha	0.29	0.53	99.94	98.63	2.15	0.14
3	Dagana	0.16	0.35	99.94	98.90	2.76	0.15
4	Gasa	0.06	0.86	99.79	99.16	2.32	0.13
5	Haa	0.09	0.26	99.99	99.32	2.55	0.14
6	Lhuntse	0.30	0.58	99.76	98.31	2.25	0.13
7	Mongar	0.27	0.42	99.70	98.16	2.28	0.14
8	Paro	0.08	0.29	99.97	99.16	2.46	0.16
9	Pemagatshel	0.32	0.50	99.67	98.83	2.24	0.13
10	Punakha	0.21	0.38	99.72	98.68	2.45	0.15
11	Samtse	0.27	0.29	99.97	99.13	1.84	0.14
12	Sarpang	0.10	0.31	99.97	98.98	2.41	0.16
13	S/jongkhar	0.34	0.71	99.73	98.49	2.10	0.13
14	Thimphu	0.07	0.21	99.96	99.32	2.73	0.16
15	Trashigang	0.27	0.62	99.63	98.19	2.23	0.13
16	Trongsa	0.27	0.53	99.69	98.63	2.26	0.14
18	Trashy yangtse	0.23	0.43	99.68	98.19	2.39	0.14
17	Tsirang	0.10	0.29	99.97	99.11	1.93	0.14
19	Wangdi	0.24	0.57	99.81	98.97	2.46	0.14
20	Zhemgang	0.24	0.57	99.67	99.04	2.27	0.13

b. 4G

TICPL monthly OSS report for August, 2025					
Sl. No	Region	PS drop rate(%)	PS success rate (%)	DL user throughput(Mbps)	UL user throughput(Mbps)
1	Bumthang	0.10	99.74	11.84	1.97
2	Chukha	0.23	99.66	12.93	1.83
3	Dagana	0.09	99.64	12.03	2.04
4	Gasa	0.67	99.52	16.12	1.61
5	Haa	0.08	99.70	11.51	1.89
6	Lhuntse	0.10	99.38	9.72	1.75
7	Mongar	0.10	99.73	10.91	1.94
8	Paro	0.09	99.84	11.85	2.12
9	Pemagatshel	0.10	99.63	9.56	1.54
10	Punakha	0.11	99.79	10.31	1.82
11	Samtse	0.48	99.62	11.15	1.81
12	Sarpang	0.15	99.77	12.26	2.30
13	S/jongkhar	0.18	99.69	10.69	2.13
14	Thimphu	0.18	99.07	13.94	2.01
15	Trashigang	0.10	99.75	10.33	1.78
16	Trongsa	0.09	99.74	13.25	2.05
17	Trashy yangtse	0.17	99.75	10.32	1.50
18	Tsirang	0.09	99.71	9.47	1.52
19	Wangdi	0.09	99.79	14.37	2.20
20	Zhemgang	0.13	99.62	13.68	1.77

c. 5G

TICPL monthly OSS report for August, 2025					
Sl. No	Region	PS drop rate(%)	PS success rate (%)	DL user throughput(Mbps)	UL user throughput(Mbps)
1	Bumthang	0.96	99.92	46.84	3.44
2	Chukha	1.23	99.70	45.41	4.38
3	Dagana	1.06	99.90	117.13	4.70
4	Gasa	0.07	98.49	125.90	3.14
5	Haa	1.83	99.90	54.70	5.48
6	Lhuntse	1.94	99.77	36.39	4.83
7	Mongar	1.41	99.68	43.57	3.47
8	Paro	0.81	99.92	35.06	3.72
9	Pemagatshel	1.31	99.38	40.33	3.51
10	Punakha	1.66	99.80	57.86	3.07
11	Samtse	1.63	99.70	54.60	6.90
12	Sarpang	1.37	99.86	25.39	2.01
13	S/jongkhar	1.34	99.81	29.76	2.78
14	Thimphu	1.00	99.46	25.25	3.53
15	Trashigang	0.33	98.92	50.66	3.78
16	Trongsa	1.62	99.85	49.10	3.96
17	Trashy yangtse	1.51	99.96	14.63	2.20
18	Tsirang	0.00	99.02	32.26	3.17
19	Wangdi	0.50	99.86	62.04	3.74
20	Zhemgang	1.33	99.81	64.22	2.97

3. Analysis

- a. The download throughput for 3G is **within** the set standard for both the telcos. The Upload throughput for 3G of both the telcos is **below** the standard in all Dzongkhags for both the telcos. However, since there are not many users and 3G is being phased out and wherever 3G is available the 4G is also available, **the issue does not have much implications.**
- b. The download throughput for 4G of both the telcos is **within** the set standard in all Dzongkhags.
- c. The Upload throughput for 4G of BTL is **within** the standard **except for Gasa, Dagana, Zhemgang and Lhuntse.** The Upload throughput for 4G of TICPL is **not within** the set standard in **all Dzongkhags** except for Dagana, Paro, Sarpang, S/Jongkhar, Thimphu, Trongsa and Wangdue Dzongkhag
- d. The Download throughput for 5G of BTL is **within** the standard for all Dzongkhags **except for Dagana.**
- e. The Download throughput for 5G of TICPL is **below** the standard in **all** Dzongkhags except for Dagana and Gasa. TIPL has clarified that the low download throughput of 5G is because of them not being able to segregate cellular users from FWA users. Since most FWA subscribers subscribe to a low bandwidth of 5G, the throughput of the 5G becomes low. Dzongkhags with low FWA users like Dagana and Gasa have the highest throughput due to there being less FWA users.
- f. The Upload throughput for 5G of both the telcos is **below** the standard for **all** Dzongkhags.
- g. BTL has mentioned that for 5G, the high PS Drop Rate at Paro, Gasa, Dagana, Trongsa, Bumthang, S/Jongkhar, Pemagatshel and Mongar was due to features upgrades and parameter mismatches. **BTL has taken action such as optimization and fine-tuning of parameters which has significantly reduced the PS Drop rates.**
- h. The division shall focus the monitoring in the Dzongkhags that don't meet the standards.