

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 November 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 November, 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 | 0.37 | 1.18 | 98.07 | 95.47 | 2.31 | 0.43 |
| 2 | Paro | 0.15 | 0.47 | 99.83 | 98.70 | 3.03 | 0.51 |
| 3 | Haa | 0.68 | 1.34 | 99.75 | 98.15 | 3.20 | 0.57 |
| 4 | Wangdi | 0.11 | 0.79 | 99.87 | 98.45 | 3.25 | 0.55 |
| 5 | Gasa | 0.16 | 1.14 | 99.93 | 98.45 | 3.23 | 0.52 |
| 6 | Punakha | 0.20 | 0.38 | 99.88 | 98.93 | 2.67 | 0.54 |
| 7 | Chukha | 0.25 | 0.63 | 99.82 | 98.69 | 3.03 | 0.51 |
| 8 | Samtse | 0.24 | 0.88 | 99.81 | 98.29 | 2.31 | 0.50 |
| 9 | Sarpang | 0.24 | 0.70 | 99.85 | 98.40 | 3.29 | 0.52 |
| 10 | Dagana | sunset | sunset | sunset | sunset | sunset | sunset |
| 11 | Zhemgang | 0.41 | 1.21 | 99.80 | 97.88 | 2.21 | 0.48 |
| 12 | Tsirang | sunset | sunset | sunset | sunset | sunset | sunset |
| 13 | Trongsa | 0.73 | 0.86 | 99.82 | 99.16 | 2.43 | 0.56 |
| 14 | Bumthang | 0.08 | 0.65 | 99.86 | 99.13 | 2.90 | 0.46 |
| 15 | S/Jongkhar | 0.37 | 1.12 | 99.81 | 98.64 | 2.55 | 0.46 |
| 16 | Pgytsel | 0.10 | 0.59 | 99.92 | 99.22 | 2.53 | 0.54 |
| 17 | Trashigang | 0.56 | 0.97 | 99.59 | 99.19 | 2.37 | 0.49 |
| 18 | T/yangtse | 0.15 | 0.52 | 99.77 | 99.38 | 3.33 | 0.55 |
| 19 | Mongar | 0.15 | 0.71 | 99.88 | 98.70 | 2.39 | 0.52 |
| 20 | Lhuntse | 0.16 | 0.47 | 99.90 | 99.38 | 2.59 | 0.48 |

b. 4G

| BTL monthly OSS report for November, 2025 | | | | | |
|--|---------------|------------------------|----------------------------|---------------------------------|---------------------------------|
| Sl. No | Region | PS drop rate(%) | PS success rate (%) | DL user throughput(Mbps) | UL user throughput(Mbps) |
| 1 | Thimphu | 0.50 | 99.86 | 15.18 | 2.59 |
| 2 | Paro | 0.36 | 99.74 | 21.05 | 3.28 |
| 3 | Haa | 0.49 | 99.87 | 29.15 | 2.39 |
| 4 | Wangdi | 0.63 | 99.87 | 18.40 | 2.35 |
| 5 | Gasa | 0.87 | 99.89 | 32.70 | 2.09 |
| 6 | Punakha | 0.55 | 99.78 | 22.65 | 2.34 |
| 7 | Chukha | 0.69 | 99.83 | 17.44 | 3.36 |
| 8 | Samtse | 1.06 | 99.76 | 18.56 | 3.19 |
| 9 | Sarpang | 0.35 | 99.86 | 27.79 | 3.67 |
| 10 | Dagana | 1.03 | 99.81 | 22.27 | 2.19 |
| 11 | Zhemgang | 1.03 | 99.78 | 34.68 | 2.07 |
| 12 | Tsirang | 0.54 | 99.88 | 20.85 | 2.74 |
| 13 | Trongsa | 0.76 | 99.85 | 32.00 | 2.46 |
| 14 | Bumthang | 0.76 | 99.89 | 21.80 | 2.41 |
| 15 | S/Jongkhar | 0.96 | 99.75 | 22.06 | 3.26 |
| 16 | Pgytsel | 0.76 | 99.87 | 27.92 | 2.49 |
| 17 | Trashigang | 0.65 | 99.85 | 25.38 | 2.37 |
| 18 | T/yangtse | 0.59 | 99.88 | 29.57 | 3.23 |
| 19 | Mongar | 0.73 | 99.82 | 32.47 | 2.83 |
| 20 | Lhuntse | 0.71 | 99.89 | 15.45 | 1.76 |

c. 5G

| BTL monthly OSS report for November, 2025 | | | | | |
|---|------------|-----------------|---------------------|--------------------------|--------------------------|
| Sl. No | Region | PS drop rate(%) | PS success rate (%) | DL user throughput(Mbps) | UL user throughput(Mbps) |
| 1 | Thimphu | 1.82 | 92.89 | 230.11 | 1.37 |
| 2 | Paro | 1.78 | 99.84 | 273.31 | 4.76 |
| 3 | Haa | 3.48 | 99.77 | 225.62 | 1.18 |
| 4 | Wangdi | 4.89 | 99.86 | 237.91 | 1.45 |
| 5 | Gasa | 10.00 | 99.94 | 156.85 | 0.31 |
| 6 | Punakha | 5.22 | 99.83 | 244.45 | 1.25 |
| 7 | Chukha | 1.65 | 99.82 | 218.05 | 1.65 |
| 8 | Samtse | 1.90 | 99.89 | 244.16 | 1.54 |
| 9 | Sarpang | 3.60 | 99.56 | 141.28 | 0.91 |
| 10 | Dagana | 4.93 | 99.97 | 93.52 | 0.74 |
| 11 | Zhemgang | 2.00 | 99.94 | 123.10 | 0.94 |
| 12 | Tsirang | 1.69 | 99.95 | 203.44 | 1.19 |
| 13 | Trongsa | 6.06 | 99.98 | 113.20 | 0.47 |
| 14 | Bumthang | 3.57 | 99.98 | 155.33 | 1.10 |
| 15 | S/Jongkhar | 2.90 | 99.95 | 224.46 | 1.94 |
| 16 | Pgytsel | 6.23 | 99.91 | 196.80 | 0.86 |
| 17 | Trashigang | 1.36 | 99.61 | 293.85 | 4.66 |
| 18 | T/yangtse | 0.65 | 99.81 | 305.36 | 3.76 |
| 19 | Mongar | 5.18 | 99.93 | 229.99 | 1.82 |
| 20 | Lhuntse | 0.81 | 99.94 | 117.35 | 0.87 |

(ii) Tashi Cell OSS

a. 3G

| TICPL monthly OSS report for November, 2025 | | | | | | | |
|---|----------------|------------------|------------------|-------------------------|------------------------|---------------------------|--------------------------|
| Sl. No. | Region | CS drop rate (%) | PS drop rate (%) | CS RAB success rate (%) | PS RAB success rate(%) | DL user throughput (Mbps) | UL user throughput(Mbps) |
| 1 | Bumthang | 0.24 | 0.29 | 99.79 | 99.07 | 2.93 | 0.15 |
| 2 | Chukha | 0.38 | 0.54 | 99.89 | 98.57 | 2.32 | 0.14 |
| 3 | Dagana | 0.15 | 0.33 | 99.86 | 98.70 | 2.79 | 0.15 |
| 4 | Gasa | 0.32 | 0.75 | 99.96 | 99.43 | 1.84 | 0.11 |
| 5 | Haa | 0.13 | 0.29 | 99.84 | 98.82 | 2.76 | 0.15 |
| 6 | Lhuntse | 0.29 | 0.34 | 99.92 | 98.60 | 2.40 | 0.14 |
| 7 | Mongar | 0.20 | 0.39 | 99.90 | 98.02 | 2.54 | 0.14 |
| 8 | Paro | 0.20 | 0.39 | 99.57 | 98.69 | 2.69 | 0.16 |
| 9 | Pemagatshel | 0.21 | 0.27 | 99.93 | 98.58 | 2.48 | 0.14 |
| 10 | Punakha | 0.18 | 0.20 | 99.94 | 98.79 | 2.52 | 0.15 |
| 11 | Samtse | 0.48 | 0.34 | 99.92 | 99.02 | 2.02 | 0.14 |
| 12 | Sarpang | 0.09 | 0.28 | 99.95 | 98.84 | 2.58 | 0.16 |
| 13 | S/jongkhar | 0.23 | 0.79 | 99.69 | 98.33 | 2.05 | 0.13 |
| 14 | Thimphu | 0.08 | 0.15 | 99.95 | 99.30 | 2.83 | 0.16 |
| 15 | Trashigang | 0.32 | 0.77 | 99.15 | 98.66 | 2.49 | 0.14 |
| 16 | Trongsa | 0.13 | 0.23 | 99.99 | 98.98 | 2.33 | 0.13 |
| 18 | Trashi yangtse | 0.21 | 0.38 | 99.49 | 98.01 | 2.71 | 0.15 |
| 17 | Tsirang | 0.16 | 0.25 | 99.88 | 99.04 | 2.20 | 0.14 |
| 19 | Wangdi | 0.22 | 0.41 | 99.96 | 98.93 | 2.67 | 0.14 |
| 20 | Zhemgang | 0.18 | 0.45 | 99.99 | 98.79 | 2.41 | 0.14 |

b. 4G

| TICPL monthly OSS report for November, 2025 | | | | | |
|---|----------------|-----------------|---------------------|--------------------------|--------------------------|
| Sl. No | Region | PS drop rate(%) | PS success rate (%) | DL user throughput(Mbps) | UL user throughput(Mbps) |
| 1 | Bumthang | 0.12 | 99.51 | 12.54 | 2.25 |
| 2 | Chukha | 0.15 | 99.58 | 12.07 | 1.93 |
| 3 | Dagana | 0.10 | 99.66 | 11.52 | 2.13 |
| 4 | Gasa | 0.22 | 98.92 | 19.85 | 1.60 |
| 5 | Haa | 0.18 | 99.66 | 12.06 | 1.99 |
| 6 | Lhuntse | 0.12 | 99.54 | 9.60 | 1.92 |
| 7 | Mongar | 0.10 | 99.67 | 9.88 | 2.01 |
| 8 | Paro | 0.25 | 99.71 | 11.15 | 2.11 |
| 9 | Pemagatshel | 0.09 | 99.61 | 9.06 | 1.59 |
| 10 | Punakha | 0.11 | 99.77 | 10.03 | 1.88 |
| 11 | Samtse | 0.15 | 99.65 | 10.45 | 1.99 |
| 12 | Sarpang | 0.11 | 99.77 | 12.44 | 2.40 |
| 13 | S/jongkhar | 0.18 | 99.72 | 10.62 | 2.29 |
| 14 | Thimphu | 0.21 | 99.05 | 14.51 | 2.25 |
| 15 | Trashigang | 0.21 | 99.70 | 9.70 | 1.87 |
| 16 | Trongsa | 0.07 | 99.74 | 12.76 | 2.30 |
| 17 | Trashi yangtse | 0.16 | 99.70 | 9.84 | 1.57 |
| 18 | Tsirang | 0.09 | 99.71 | 9.00 | 1.67 |
| 19 | Wangdi | 0.08 | 99.77 | 13.73 | 2.38 |
| 20 | Zhemgang | 0.10 | 99.48 | 13.72 | 2.02 |

c. 5G

| TICPL monthly OSS report for November, 2025 | | | | | |
|---|----------------|-----------------|---------------------|--------------------------|--------------------------|
| Sl. No | Region | PS drop rate(%) | PS success rate (%) | DL user throughput(Mbps) | UL user throughput(Mbps) |
| 1 | Bumthang | 0.65 | 99.38 | 41.55 | 3.81 |
| 2 | Chukha | 1.68 | 99.67 | 44.30 | 4.14 |
| 3 | Dagana | 1.42 | 99.94 | 50.37 | 3.64 |
| 4 | Gasa | 0.08 | 99.88 | 84.62 | 2.87 |
| 5 | Haa | 1.70 | 99.90 | 53.25 | 5.71 |
| 6 | Lhuntse | 1.49 | 99.82 | 27.86 | 4.14 |
| 7 | Mongar | 1.10 | 99.88 | 33.76 | 4.13 |
| 8 | Paro | 1.29 | 99.85 | 37.73 | 4.00 |
| 9 | Pemagatshel | 0.85 | 99.62 | 33.53 | 3.55 |
| 10 | Punakha | 1.22 | 99.92 | 33.96 | 3.70 |
| 11 | Samtse | 1.32 | 99.87 | 41.67 | 4.65 |
| 12 | Sarpang | 0.56 | 99.83 | 27.46 | 2.20 |
| 13 | S/jongkhar | 0.93 | 99.65 | 31.85 | 3.60 |
| 14 | Thimphu | 1.67 | 99.45 | 27.60 | 4.02 |
| 15 | Trashigang | 1.28 | 98.98 | 41.62 | 4.40 |
| 16 | Trongsa | 0.99 | 99.90 | 28.64 | 4.59 |
| 17 | Trashi yangtse | 0.95 | 99.89 | 15.56 | 2.60 |
| 18 | Tsirang | 0.01 | 99.21 | 55.98 | 3.66 |
| 19 | Wangdi | 0.33 | 99.87 | 52.74 | 4.32 |
| 20 | Zhemgang | 1.02 | 99.90 | 56.01 | 4.75 |

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 Lhuntse Dzongkhag**. The Upload throughput for 4G of TICPL is **within** the set standard in **all Dzongkhags except for Chukha, Gasa, Haa, Lhuntse, Pemagatshel, Punakha, Samtse, Trashigang, Trashiyangtse and Tsirang 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. 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.
- f. The Upload throughput for 5G of both the telcos is **below** the standard for **all** Dzongkhags.
- g. The PS Drop Rate for BTL for 5G at **Haa, Wangdue Phodrang, Gasa, Punakha, Sarpang, Dagana, Trongsa, Bumthang, Pemagatshel and Mongar** is not **within** the standards.