

Appendix

Definitions

MOS	<i>Mean Opinion Score</i> – Audio quality rate of an end-to-end type of communication. Its value is 0 when there is no communication and 5 when the communication is perfect. Values 0 and 5 are only theoretical and thus never show on the measurements. Data presented refers to average values per call.
Routed Calls:	Telephone calls successfully established by the network and between the two relevant ends ("The call reached the called terminal").
Abandoned during Conversation:	Telephone calls successfully established by the network but dropped during the conversational phase.
Normal Termination:	Telephone calls successfully established by the network and terminated normally.
Not Routed Calls:	Telephone calls not established between the two relevant ends ("The call did not reach the called terminal").
Dropped Calls:	Calls that were dropped, either in the establishment phase or in the conversational phase.
Call Ending Causes:	Reasons leading to the communications drop.
No Service:	Out of service (no signal).
Congestion:	Network congestion.
Radio Link Failure:	Failure in the Radio link between the mobile terminal and the base station. It may occur when crossing a shadow zone of the network.
Other :	Other causes for call dropping.
RSSI Signal Level (dBm):	Received Signal Strength Indication – Indicates the strength of the signal received at the mobile terminal.
BCCH	<i>Broadcast Control Channel</i> – Routs information to all mobile terminals (MSs) served by a certain BTS (<i>Base Transceiver Station</i>). It is downlinked and carries several parameters, such as: CI (<i>Cell Identity</i>), LAC (<i>Local Area Code</i>), MCC (<i>Mobile Country Code</i>), MNC (<i>Mobile Network Code</i>), FH (<i>Frequency Hopping</i>) Algorithm.
FTS	Fixed Telephone Service.
PSTN	Public Switched Telephone Network.