Objective Assessment of Quality of Services for (QoS) for Basic Wireline, Cellular Mobile (Wireless) and Broadband Service Providers - Jammu and Kashmir Circle

Draft Report: March - 2009

Prepared for: **Telecom Regulatory Authority of India**

By: **eTechnology Group@IMRB**

A specialist unit of IMRB International

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Preface

TRAI, the regulatory watch dog for the Quality of Service for the telecom services – Basic (Wireline), Cellular Mobile (Wireless) and Broadband has commissioned this study with the objective of measuring Quality of Services under the parameters as per the published notifications. The study, from the execution perspective, has been divided into two modules – Survey module and Audit module.

The Survey module has been commissioned with the objective of gauging the subscriber feedback on Quality of Services by way of primary survey and comparing them with quality of service benchmarks stipulated by TRAI. In addition, Survey module would also measure the compliance of 'Telecom Consumer Protection and Redressal of Grievances Regulations, 2007'.

The Audit module would assess the Quality of Service of telecom operators (Basic (Wireline), Cellular Mobile (Wireless) and Broadband services) by auditing the service level records maintained by the operators, conducting drive tests as well as live measurements and comparing them with quality of service benchmarks stipulated by TRAI.

For the ease of execution both the modules have been commissioned as two separate exercises. However, the findings of each module would feed into the justification of the other module.

The Survey and Audit modules for various circles within the Zones, due the sheer scale of data collection, have been distributed across various Half Yearly periods. IMRB International Auditors carried out Audits across Jammu and Kashmir, Himachal Pradesh, Orissa, Rajasthan, North East, Assam, Andhra Pradesh and Kerala circles in the second Half Yearly period 2008. **This report details the performance of various service providers in Jammu and Kashmir circle against Quality of Services benchmarks for various parameters laid down by TRAI in respective regulations for Basic (Wireline), Cellular (Mobile) and Broadband services**

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1.0 Background

The Telecom Regulatory Authority of India (TRAI) has a critical mandate to protect the interest of telecom consumers in addition to various other functions bestowed upon it. As part of the license conditions to telecom operators, it has the power and authority to measure the Quality of Service provided by various govt. (BSNL & MTNL) and private telecom operators. The parameters that need to be measured for Basic (Wireline) and Cellular Mobile (Wireless) services have been specified in the TRAI notification on Quality of Services of Basic (Wireline) and Cellular Mobile (Wireless) services dated 1st July, 2005. The parameters for Broadband Service have been specified in the TRAI notification for Quality of Services of Broadband Service Regulation, 2006

The study is being conducted broadly in two modules:
(i) Survey module and
(ii) Audit module

IMRB has been engaged by TRAI for a period of 12 months starting January 2008 to assess the quality of services being provided by Basic (Wireline), Cellular Mobile (Wireless) and Broadband service providers.

The study is being conducted broadly in two modules. They are:

Survey module: To obtain subscriber feedback on quality of services by way of primary survey and to check the 'Implementation and effectiveness of Telecom Consumer Protection and Redressal of Grievances Regulations, 2007'

Audit module: To assess the quality of service of telecom operators (Basic (Wireline), Cellular Mobile (Wireless) and broadband services) by auditing the service level records maintained by the operators, conducting drive tests as well as live measurements and comparing them with quality of service benchmarks stipulated by TRAI

The present report highlights the findings for the Audit module for Jammu and Kashmir circle that was covered in the Quarter 4 (October – December 2008). The primary data collection and verification of records maintained by various operators of Basic (Wireline), Cellular Mobile (Wireless) and broadband services was undertaken by IMRB International during the period of October 2008 – March 2009.

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2.0 Objectives and Methodology

The primary objective of the Audit module is to Audit and Assess the Quality of Services being rendered by Basic (Wireline), Cellular Mobile (Wireless), and Broadband service against the parameters notified by TRAI. (The parameters of Quality of Services (QoS) have been specified by in the respective regulations published by TRAI). Following are the key activities undertaken by Auditors during the Audit process conducted at the operator's premises

All Network related and Non network related parameters notified by TRAI in various regulations were Audited

1. **Verification of the data submitted by service providers:** This involved verification of the quarterly Performance Monitoring Reports (PMR's) and monthly Point of Interconnect (POI) Congestion reports being submitted by various service providers. The raw data in the records maintained by service providers was audited to assess the book keeping methodology.

2. **Live measurement for three days:** Network performance of service providers was assessed for three days in the month in which the Audit was carried out. Live figures from the server/ NMS software were recorded for various network related parameters.

3. **Data verification for the month in which Audits were carried out:** Subsequent to the visits for Audit during the live measurement at various Exchanges/ISP Nodes/Exchanges, data for all the network and Non network related parameters was collected from various service providers for the complete month in which the Audit was carried out. Raw data/records pertaining to these were also verified on sample basis to check the veracity of data provided by the operators.

4. **Drive tests:** Operator assisted and Independent drive test were conducted in three cities as per the norms stated in the tender.

5. **Live calling:** Live testing was done on a sample basis to check efficiency of the customer care, inter operator call assessment, Back check calls for service provisioning and fault repair

- Any changes or discrepancies found in the methodology were reported to the service providers and changes were suggested by IMRB Auditors.
- Separate formats were designed each for Basic (Wireline), Cellular mobile (Wireless) and Broadband services to collect the information on various parameters (Please refer to Annexure)

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3.0 Sampling methodology

3.1 Sampling for Basic (Wireline) services

- BSNL was the only operator providing Wireline services in Jammu and Kashmir circle.
- For BSNL the sample of exchanges was selected was spread across 10% of SDCA's in the entire service. Overall 60 exchanges (12 Urban and 48 Rural) exchanges were audited.

3.2 Sampling for Cellular Mobile (Wireless) service providers

Data pertaining to 100% of the Gateway MSC's (GMSC's) and Mobile Switching Centres (MSC's) of all the Cellular Mobile Service Providers or Unified Access Service Providers (UASP) was collected and verified in specified circles/service areas. Following are the various operators covered in Jammu and Kashmir circle

- Bharti Airtel Ltd.
- Dishnet (Aircel)
- BSNL

3.3 Sampling for Broadband service providers

- BSNL was the only operator offering Broadband services in Jammu and Kashmir circle

- Audit was conducted at the central node in Jammu and Kashmir and data submitted by various exchanges/POPs providing Broadband service was verified and collected. This was done in such a way that atleast 5% of POPs spread across 10% of SDCA's were covered

- For BSNL, the data pertaining to network related parameters was obtained by IMRB Auditors at the central node in Bangalore.

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4 Audit methodology

4.1 Basic (Wireline) Services

Following table explains the audit methodology for Basic (Wireline) services:-

Sl. No.	Parameters	One month data verification	Live measurement	Live calling
1	Provision of telephone after registration of demand	YES	----	YES
2	Fault incidence/clearance related statistic	YES		
2.1	*- Total number of faults registered per month*	YES		YES
2.2	*- Fault repair by next working day*	YES		YES
3	Mean Time to Repair (MTTR)	YES		
4	Call Completion Rate (CCR)	YES	YES	
5	Metering and billing credibility – billing complaints	YES		YES
6	Customer care promptness	YES		
6.1	*- Shifting of telephone line*	YES		YES
6.2	*- Processing closure request*	YES		YES
6.3	*- Processing of additional supplementary services*	YES		YES
7	Response time to customer	YES		
7.1	*- While call is electronically answered*	YES		YES
7.2	*- While call is answered by operator (voice to voice)*	YES		YES
8	Time taken to refund of deposits after closure	YES		YES

* In addition to above verification of records for PMR submitted during April to June 2008 was carried out for all network and non network related parameters.

{**Note**: - A more detailed explanation of parameter wise audit methodology for Basic (wireline) services is explained in Annexure II}

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4.2 Cellular Mobile Services

In a nutshell the following activities were done while auditing for various parameters for Cellular Mobile Services:

S.no	Parameter	AS REPORTED IN PMR	AS FOUND IN ACTUAL RECORDS AFTER VERIFICATION	AS FOUND IN VERIFICATION FOR THE MONTH OF AUDIT	AS FOUND IN 3 DAY LIVE MEASUREMENT DATA	LIVE CALLING	OPERATOR ASSISSTED DRIVE TESTS	INDEPENDENT DRIVE TESTS
A	**Network Performance**							
A (i)	Accumulated down time of community isolation	Yes	Yes	Yes				
A (ii)	Call setup success rate (within licensee own network)	Yes	Yes	Yes	Yes		Yes	Yes
A (iii)	Service Access Delay	Yes	Yes	Yes				
A (iv)	Blocked Call Rate	Yes	Yes	Yes	Yes		Yes	Yes
A (v)	Call Drop rate	Yes	Yes	Yes	Yes		Yes	Yes
A (vi)	% Connections with good voice quality	Yes	Yes	Yes			Yes	Yes
A (vii)	Service Coverage	Yes	Yes	Yes			Yes	Yes
A (viii)	PoI Congestion	Yes	Yes	Yes				
B	**Customer Helpline**							
B (i)	Response time to the customer for assistance	Yes	Yes	Yes		Yes		
C	**Billing Complaints**							
C (i)	Billing complaints per 100 bills issued	Yes	Yes	Yes				
C (ii)	%age of billing complaints resolved within 4 weeks	Yes	Yes	Yes		Yes		
C (iii)	Period of all refunds/payments due to customers from date of resolution as in (ii) above	Yes	Yes	Yes		Yes		

{Note: A more detailed explanation of parameter wise audit methodology for Cellular Mobile services is explained in Annexure II}

4.3 Broadband Services

In a nutshell, the audit methodology was as follows:

	Parameters	Verification of PMR	Three day live measurement	Data Verification for one month	Live calling
(i)	Service Provisioning/ Activation time	YES	YES	YES	YES
(ii)	Fault Repair/ Restoration Time	YES	YES	YES	YES
(iii)	Billing Performance				
-	Billing Complaints per 100 Bills issued	YES	YES	YES	
-	%age of billing complaints resolved in four weeks	YES	YES	YES	YES
-	Time taken for refund of deposits after closure	YES	YES	YES	YES
(iv)	Response time to the customer for assistance(Voice to Voice)				
-	*Within 60 seconds > 60%*	YES	YES	YES	YES
-	*Within 90 seconds > 90%*	YES	YES	YES	YES
(V)	Bandwidth Utilization/ Throughput:				
▪	*A)Bandwidth Utilization*				
-	POP to ISP gateway Node [Intra – network] Links	YES	YES	YES	
-	ISP Gateway Node to IGSP / NIXI Node upstream Link(s) for international connectivity	YES	YES	YES	
▪	*B) Broadband Connection Speed (Download)*	YES	YES	YES	YES
(vi)	Service availability / Uptime	YES	YES	YES	
vii)	Packet Loss	YES	YES	YES	
(viii)	Network Latency for wired broadband access)				
-	*User reference point at POP / ISP Gateway Note to International Gateway (IGSP/NIXI)*	YES	YES	YES	
-	*User reference point at ISP Gateway Node to International nearest NAP port abroad (Satellite)*	YES	YES	YES	
-	*User reference point at ISP Gateway Node to International nearest NAP port abroad (Satellite)*	YES	YES	YES	

{Note: A more detailed explanation of parameter wise audit methodology for Broadband services is explained in Annexure II}

4.4 Audit Limitations

Despite having a wide scope of work, we have found following problems that may impair the comparison across operators. As mentioned earlier we have suggested changes to operators, which will allow comparison in future. TRAI has already suggested a book keeping methodology and practical ways to the operators (within the spirit of QoS definition), also there has been previous rounds of Audit being conducted by different independent audit agencies (including IMRB) which had enabled comparison of the findings but still some variations were observed in methodologies and understanding of parameters among service providers (especially for Broadband services where Audit was carried out for the first time). Hence, the data reported in here has to be used carefully in the light of variation in testing.

1. **Complete data not being maintained:** In certain cases lack of availability of the data with the service providers rendered verification of raw data unfeasible and verification was done to the extent possible. For e.g. for network related parameters for Broadband services service providers could not produce old raw data files for ping tests, download speed etc

2. **Difference in measurement methodology:** For some cases, calculation methodology for some of the parameters was found to be different across various service providers.

3. **Technical unfeasibility:** There were cases observed where service providers expressed technical unfeasibility to provide the data required as according them their current system does not support the data being maintained/ recorded in the desired form. For e.g. Service providers were unable to provide data on service access delay and signal coverage from OMC for cellular mobile services. Hence, data was collected from the results of recent drive tests being conducted by various service providers

4. **Decentralized system for book keeping:** In certain cases, book keeping of records was found to be decentralized. This was largely observed for call centre performance for BSNL, where required data was not available with the exchanges and hence data could not be collected for the same. Also for some service providers who have call centralized call centres located at places away from ISP Nodes/Exchanges detailed raw data i.e. call by call detail was not available for verification. Hence verification of records was done to the extent possible in such cases.

5. **Difference in level of reporting to TRAI:** Some of the large Broadband service providers were observed to be reporting their performance on various parameters to TRAI at an all India level. They claimed that since they are providing gateway service to other small service providers, they are "Category A" service providers and consider entire India as one circle. Data for some of the parameters was provided by these operators on All India basis.

5 Executive Summary

The objective assessment of Quality of Services (QoS) was carried out by IMRB International for all the Basic (Wireline), Cellular mobile and Broadband service providers during the period starting from October 2008 to March 2009 in Jammu and Kashmir circle. The executive summary encapsulates the key findings of the Audit by providing: -

- *"Service provider performance report"* for Basic (Wireline), Cellular mobile and Broadband service , which gives a glimpse of the performance of various operators against the benchmark specified by TRAI, during the month in which the Audit was carried out by IMRB Auditors
- *"Parameter wise critical findings"* for Basic (Wireline), Cellular mobile and Broadband services: This indicates key observations and findings from different activities carried out during the Audit process

5.1 Service provider performance report based on one month data verification – Basic (Wireline) Services

S.no	Parameters	B'mark	BSNL
1	**Provision of telephone after registration of demand**		
1.1	Connections completed within 7 days	100%	58%
2	**Fault incidence/clearance statistics**		
3	Fault incidences(No. of faults/100 subscribers/month)	<3	9
3.1	Faults repaired within 24 hours	>90%	44%
3.2	Faults repaired within three working days	100%	72%
4	Mean time to Repair (MTTR)	<8 hours	27
5	Call Completion Rate (CCR)	>55%	61%
6	**Metering and billing credibility**		
6.1	Billing complaints per 100 bills issued	<0.1%	0.10%
6.2	%age of billing complaints resolved within 4 weeks	100%	100%
7	**Customer care/helpline promptness**		
7.1	Shift requests attended		
	Shift requests attended within 3 days	95%	60%
7.2	Closure request attended		
	Closure within 24 hours	95%	95%
7.3	Supplementary (additional) service requests attended		
	Additional facility provided within 24 hours	95%	87%
8	**Response time to customer for assistance**		
8.1	% age call answered through IVR in 20 seconds	80%	Details Not Available at the exchanges
	% age call answered through IVR in 40 seconds	100%	
8.2	% age calls answered by operator in 60 seconds	80%	77%
	% age calls answered by operator in 90 seconds	95%	98%
9	**Time taken for refund of deposits after closure**		
9.1	%age cases where refund received within 60 days	100%	NA

{*Note: For BSNL data pertains to the sample 5% of exchanges audited during the period of to September to November 2008, whereas for rest of the operators figures pertain to all the exchanges present in the circle}

** Methodology not in line with QoS   ▢ Figures provided on All India basis   ▢ Not meeting the benchmark   **B'mar**k = TRAI Benchmark, **DNA** = Details not available, **NA:** Not Applicable

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Critical findings and Key take outs: Basic (Wireline) services

BSNL is the only operator providing Basic (Wireline) Services in Jammu and Kashmir circle to retail customers. During the audit process it was observed that the service provider could not meet TRAI specified benchmark on most of the parameters specified by TRAI.

The live calling results were found to be different from the 1 month audit data collection in certain places. To some extent the difference can be attributed to the smaller sample size undertaken for the live calling. For live measurements conducted to assess Call Completion Rate (CCR) it was found that the service provider meets the TRAI specified benchmark with CCR during three days observed to be 72%.

For verification of raw data for the period of April to June 2008, there was significant variation observed when compared to the figures reported in the PMR for service provisioning and Time taken to attend shift requests

The parameter wise key takeouts for the Wireline service providers for the Assam circle are as under:-

Provision of telephone after registration of demand

- In Jammu and Kashmir circle, the service provider falls short of TRAI specified benchmark with a score of 58%. Service provider score on live calling was also poor with 67% of the total subscribers called claiming that connection was provided to them within the time period stipulated by TRAI.

Fault incidence / clearance statistics

- Fault repair remains pain point as only 44% of the total complaints registered in the sample exchanges were repaired within 24 hrs which is significantly short of TRAI specified benchmark of >90%.
- For live calling carried out by IMRB auditors only 62% of subscribers claimed that fault was repaired within 24 hrs.
- Even for fault repair within 3 days BSNL falls short of the TRAI specified benchmark with a score of 72%.
- Part reason of service provider poor performance on this parameter can be attributed to the fact that in remote areas of Jammu and Kashmir prompt action on faults becomes difficult due to accessibility issues.

Traffic statistics (CCR)

- BSNL comfortably meets the benchmark on this parameter both during month in which audit was carried out and three days when live measurement was carried out in auditor's presence at various exchanges

Metering and billing credibility

- The service provider (BSNL) just fails to meet TRAI specified benchmark with percentage billing complaints being equal to 0.1% of the total bills generated.
- Also all the complaints registered were resolved within the time period stipulated by TRAI

Customer care/helpline promptness

- Attention is also required on the promptness of customer care as BSNL falls short of TRAI specified benchmark for time taken to attend shift and supplementary services requests for the month in which audit was carried out by IMRB auditors

Response time to customer for assistance

- Data on number of calls received and calls answered by IVR was not available at the exchanges audited in Jammu and Kashmir circle
- BSNL falls short of TRAI specified benchmark for calls answered by the operator in 60 seconds.
- However for the live calling carried out by IMRB auditors service provider comfortably meets the TRAI specified benchmark

Time taken for refund of deposits after closure

- There were no cases of refunds observed across various exchanges audited by IMRB

Level 1 service

To test the efficiency of level 1 services (Trunk booking, Child helpline, Women helpline, Airline booking, Fire, Police, Railways) offered by various service providers. 480 calls were made for BSNL to different numbers and time taken to answer the call was noticed. Out of which 100% of calls made were answered in 60 seconds.

5.2 Service provider performance report based on one month data verification: Cellular Mobile Services

Parameters	Benchmark	Bharti Airtel	BSNL GSM	Dishnet Aircel
Accumulated downtime for community isolation	< 24 hrs.	0.00	0.00	0.00
Call Set Up Success Rate (CSSR)	> 95%	97.33%	98.25%	96.70%
Service Access Delay*	9 to 20 seconds (< = 15 seconds for 100 calls)	4.62	12.00	4.00
Blocked Call Rate				
SDCCH /Paging Channel Congestion	<1%	0.42%	0.90%	3.50%
TCH Congestion	< 2%	0.88%	1.75%	1.81%
Call drop rate	< 3%	1.78%	9.73%	1.79%
Percentage connections with good voice quality*	> 95%	96%	94.43%	94.53%
Service coverage*				
In door	>-75dbm	Complied	Complied	Complied
In vehicle	>-85dbm			
Out door - in city	>-95dbm			
POI congestion	< 0.5%	Complied	Complied	Complied
Calls answered electronically				
Percentage calls answered within 20 seconds	80%	85%	40%	100%
Percentage calls answered within 40 seconds	95%	90%	DNA	100%
Calls Answered by the operator				
Percentage calls answered within 60 seconds	80%	81%	53%	13%
Percentage calls answered within 90 seconds	95%	90%	61%	13%
Billing Complaints				
Billing complaints per 100 bills issued	<0.1%	0.03%	0.62%	NA
Percentage billing complaints resolved within 4 weeks	100%	100%	100%	NA
Period of refunds/payments due to customers from the date of resolution of complaints	<4 weeks	100%	NA	NA

*Details pertaining to these are obtained through operator assisted drive tests. Results of the drive tests are explained in greater detail in critical findings

** Methodology not in line with QoS	Figures provided on All India basis	Not meeting the benchmark	**B'mar**k = TRAI Benchmark, **DNA** = Details not available, **NA:** Not Applicable

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Critical findings: Cellular Mobile Services

The audit for cellular mobile service providers were conducted at their respective MSCs in the Jammu and Kashmir circle.

It should be noted that most of the service providers claimed that they were submitting the PMR basis their inference of the QoS parameters. However, we need to take a larger view of the picture and ignore some differences in measurement methodologies. We believe that book keeping is bound to get better as more such Audits will be carried out in subsequent quarters as mandated by TRAI.

The audit involved a three stage verification process which consisted of auditing the records of the service providers and verifying the data submitted to TRAI. The second step involved a three day live measurement of all the network parameters. Finally basis the three day live measurement the auditors needed to find out the busy hour for the service provider and collect the hourly data for this busy hour for the month in which the audit was conducted.

Busy Hour of Various Service Providers

Service Provider	Reported Time Consistent Busy Hour	Network Busy Hour found in 3 day live measurement
Bharti Airtel	1900 – 2000	1900 – 2000
BSNL	1900 – 2000	1900 – 2000
Dishnet (Aircel)	1700 – 1800	1700 – 1800

The TCBH reported by all the service providers matched the network busy hour calculated by IMRB auditors for the Jammu and Kashmir circle.

Accumulated Downtime:

In the Jammu and Kashmir circle, there were no outages that led to a community being isolated at a particular point in time for all the operators.

Call Set-up Success Rate (CSSR):

All the operators were comfortably meeting the benchmark on this parameter. During the audits the maximum CSSR was observed for BSNL with 98.25% of their calls getting completed. All the operators were found to be calculating the parameter as per the norm specified by TRAI. CSSR was established as the ratio of total number of successful call attempts (establishment) to the total number of call attempts made.

Service Access Delay:

This parameter is reported to TRAI basis the period drive tests that are conducted by the service providers during that quarter. It is measured using a drive test tool kit and a protocol analyzer. Also, all the operators follow the TRAI specified mechanism for measuring the parameter. During the drive test, none of the operators were found to be using engineering hand sets. The highest service access delay was observed for BSNL at 15 seconds.

Network Congestion parameters:

SDCCH / Paging Channel Congestion, TCH and POI are part of the network congestion parameters. All the operators are meeting the TRAI specified on the congestion parameters. Dishnet (Aircel) does not meet the benchmark on SDCCH congestion with a congestion as high as 3.50%. All the operators meet the benchmark on TCH congestion. The calculation methodology of these parameters was found to be in complete accordance with what has been specified by TRAI. There was almost 0 POI congestion on almost all individual POI links between a service provider vis-à-vis other service providers.

Call Drop Rate:

During the audit it was found that all the service providers were measuring this parameter as per the TRAI guidelines. The call drop rate was measured as the ratio of total calls dropped (unexpected seizure) to the total number of call attempts for all operators. Also, BSNL was found not to be meeting the TRAI specified benchmark with a call drop rate of more than 9.7%.

% connections with good voice quality:

All of the operators are measuring these parameters via their periodic drive tests. During the audit it was found that all the service providers were measuring this parameter as per the TRAI guidelines. Drive test was conducted by IMRB with the help of service providers to measure this parameter. In the drive test it was found that BSNL with 94.43% and Dishnet Aircel with 94.53% score on percentage connections with good voice quality did not meet the TRAI benchmark.

Service coverage:

This parameter is reported by the service provider basis the periodic drive tests in a particular circle. The service coverage for all the operators was found to be within the TRAI specified limits for 100% of the drive test route (for which the audit was conducted). However, there were places were interference and inadequate coverage was recorded (explained in greater detail along with drive test findings).

Customer Care / Helpline Assessment

For both the IVR and voice to voice aspect BSNL and Dishnet (Aircel) for percentage calls answered by the operator within 60 and 90 seconds and Airtel for percentage calls answered by the operator within 90 seconds did not meet the benchmark. Dishnet claimed that its call center in Srinagar got shut due to issues beyond its control and that was the sole reason for such low scores on the parameter. BSNL for percentage calls electronically within 20 seconds and Airtel for percentage calls answered within 40 seconds did not meet the benchmark. Also, for BSNL due to some technical reasons the operator was not able to provide the details for percentage calls electronically within 40 seconds.

Billing performance

BSNL was found not to be meeting the benchmark of < 0.1% complaints registered per 100 bills issued. Also all the operators met the benchmark of 100% billing complaints being resolved within 4 weeks. Dishnet (Aircel) claimed that it did not receive any billing complaint in the month of audit while BSNL claimed that none of its subscribers were due for refund. In all cases where customers were due for refund, Bharti Airtel met the TRAI benchmark of 100% within 4 weeks.

Inter operator calls assessment

Inter operator call Assessment (To ↓ / From→)	Bharti Airtel	BSNL GSM	Dishnet Aircel
Bharti Airtel	NA	83%	100%
BSNL GSM	100%	N.A	100%
Dishnet Aircel	100%	80%	NA

In the inter-operator call assessment, calls were made from the test sims of service provider whose audit was being conducted to all the other service providers. All calls from Bharti Airtel and Dishnet (Aircel) to each other and to BSNL got connected. However, only 83% calls from a BSNL to a Bharti Airtel number and only 80% calls from a BSNL to a Dishnet (Aircel) number got connected.

Results of Operator assisted Drive test

The drive test was conducted simultaneously for all the operators present in the Jammu and Kashmir circle. There was in total of three drive tests conducted in the circle. These tests were conducted in the cities of Jammu, Kathua and Batote. IMRB auditors were present in vehicles of every operator. A sample of 15 – 30 test calls were made along each of the routes. The holding period for all test calls was between 120 seconds to 180 seconds. The drive test vehicle across all routes plied at a speed of less than 20 km per hour. Taking into consideration the route that was taken for the drive test; most of the major areas of Jammu and Kashmir telecom circle were covered.

For measuring voice quality RxQual samples for GSM operators and Frame Error Rate (FERs) for CDMA service providers were measured. RxQual greater than 5 meant that the sample was not of appropriate voice quality and for CDMA operators FERs of more than 4 were considered bad. Call drops were measured by the number of calls that were dropped to the total number of calls established during the drive test. Similarly CSSR was measured as the ratio of total calls established to the total call attempts made. Signal strength was measured in Dbm with strength > -75dbm for indoor, -85 dms for in-vehile and > -95 dbm outdoor routes.

The drive tests in the Jammu and Kashmir circle were conducted in the cities of Jammu, Kathua and Batote was conducted along the following route:

	Type of Location	Jammu	Kathua	Batote
Outdoor	Periphery of the city	Janipur, New Plot, Roop Nagar, Bantala, Kacchi Chowni, Parade Ground, Vikram Chowk, Indira Chowk, Gandhi Nagar, Satwari, Gangal, Chhanni, Himat Bathindi	Kali Bari, Gandhi Chowk, Shidhi Chowk, Halti Morh	Batote Main Bazar, J&K bank, Hill top, Uppeer Road Batote
	Congested Area	Residency Road, Raghunath bazar, Rajinder bazaar	Kathua Main Bazar, Shadhi Chowk	Batote main bazaar
	Across the City	Satwari, Gandhi Nagar, Gangyal, Kunjwani, Chuni Himmat, Bahu Plaza	Main Kali Bari, Shadhi Chowk, Main Bazar	Srinagar Highway-Stephen School-Hotel Hilltop-Anardana Check Post, Doda Highway
Indoor	Office Complex	Jhelum Resort	Kali Bari	J & K Bank
	Shopping Complex	Bahu plaza	Neeraj Mall	Hotel Hilltop

The tables given below gives a glimpse of the results of the operator assisted drive test:

Drive Test – Jammu

	Bharti Airtel		BSNL GSM		Dishnet (Aircel)	
	In door	Outdoor	In door	Outdoor	In door	Outdoor
Voice quality	96.44%	95.71%	94.85%	93.12%	95.32%	91.24%
CSSR	100.00%	100.00%	95.83%	98.41%	100.00%	97.22%
Blocked Call Rate	0.00%	0.00%	4.17%	1.59%	0.00%	2.78%
Call drop rate	0.00%	0.00%	4.35%	1.59%	0.00%	1.43%
Hands off success rate	Complied		Complied		Complied	

Drive Test – Kathua

	Bharti Airtel		BSNL GSM		Dishnet (Aircel)	
	In door	Outdoor	In door	Outdoor	In door	Outdoor
Voice quality	95.82%	95.86%	98.15%	96.59%	96.32%	94.35%
CSSR	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Blocked Call Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Call drop rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Hands off success rate	Complied		Complied		Complied	

Drive Test –Batote

	Bharti Airtel		BSNL GSM		Dishnet (Aircel)	
	In door	Outdoor	In door	Outdoor	In door	Outdoor
Voice quality	99.66%	97.72%	94.10%	93.12%	99.25%	96.78%
CSSR	100.00%	100.00%	97.67%	96.43%	100.00%	100.00%
Blocked Call Rate	0.00%	0.00%	2.33%	3.57%	0.00%	0.00%
Call drop rate	0.00%	0.00%	0.00%	5.56%	0.00%	0.00%
Hands off success rate	Complied		Complied		Complied	

☐ Not meeting the benchmark

Following were the areas where the signal strength was found to be inadequate for the operators:

ALL SERVICE PROVIDERS

Jammu: There was interference and low signal strength recorded for all operators in the outdoor areas of Vikram Chowk, Amphalla Sathwari Chowk, Bhanthindi (External Interference from International Border), Raghunath Bazar, Nanak Bazar, Residency road while in the indoor areas inadequate coverage was found in Bahu Plaza.

Kathua: There was interference and low signal strength recorded for all operators in the outdoor areas of Hatli, Kalibari and near the DC Office while in the indoor areas there was no interference and inadequate coverage recorded.

Batote: here was interference and low signal strength recorded for all operators in the outdoor areas of Batote main bazaar while in the indoor areas there was no interference and inadequate coverage recorded.

Conclusions:

1. BSNL except for Kathua does not meet the TRAI benchmark in other cities on percentage connections with good voice quality. It also does not meet the blocked call rate and call drop rate benchmark in Jammu and Batote
2. During all the three drive tests, Bharti Airtel met the benchmark on all of the parameters
3. Dishnet (Aircel) does not meet the TRAI benchmark in outdoor areas of Jammu and Kathua on percentage connections with good voice quality while it also does not meet the blocked call rate benchmark in outdoor areas of Jammu

Summary of Live Measurement Results – Cellular Mobile Services

Parameter	Benchmark	Bharti Airtel	BSNL GSM	Dishnet Aircel
CSSR	> 95%	97.44%	95.60%	97.28%
SDCCH / Paging Channel Congestion	< 1%	0.31%	0.67%	2.27%
TCH Congestion	< 2%	0.70%	1.44%	1.20%
Call drop rate	< 3%	1.61%	2.70%	1.59%
POI congestion	< 0.5%	Complied	Complied	Complied

☐ Not meeting the benchmark

During the three day live measurement, all the operators were found to be meeting the TRAI benchmark on all the parameters except Dishnet (Aircel) on SDCCH congestion.

Summary of TCH congestion for one month Audit period

Parameter	Bharti Airtel	BSNL	Dishnet (Aircel)
Total number of cells	Details not provided	383	1852
No. of cells exceeding 3% TCH drop		51	555
% of cells exceeding 3% TCH Drop		13%	30%

30% of Dishnet (Aircel) cells exceed 3% TCH drop. The same is 13% for BSNL. The details for Bharti Airtel was not provided by the operator.

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5.3 Service provider performance report based on one month data Verification – Broadband Services

S.No	Parameters	B'mark	BSNL
1	**Service provisioning uptime**		
1.1	Total connections registered		420
1.2	Percentage connections provided within 15 days	100%	100%
2	**Fault repair restoration time**		
2.1	Total number of faults registered/calls made		460
2.2	Percentage faults repaired by next working days	> 90%	95%
2.3	Percentage faults repaired within three working days	99%	100%
3	**Billing performance**		
3.1	Total bills generated		17668
3.2	Billing complaints per 100 bills issued	<2%	0.11%
3.3	%age of billing complaints resolved within 4 weeks	100%	100%
3.4	Time taken for refund of deposits after closure	100%	No Cases
4	**Customer care/helpline assessment**		
4.1	Percentage calls answered within 60 seconds	> 60%	98%
4.2	Percentage calls answered within 90 seconds	>80%	100%
5	**Bandwidth utilization/Throughput**		
5.1	Total number of intra network links tested		23 BRAS, TI 24, T2624,DSLAM 5960
5.2	Total number if intra network links crossing 90%		0
	Upstream Bandwidth (ISP Node to NIXI/NAP/IGSP)		
5.3	Total number of upstream links		141
5.4	Number of upstream links > 90%		8
5.5	Percentage bandwidth utilised on upstream links	<80%	70%
6	**Broadband download speed**	>80%	
7	**Service availability/uptime**	>98%	Complied
8	**Packet loss**	<1%	0%
9	**Network Latency**		
9.1	POP/ISP Node to NIXI to IGSP	<120msec	<120

** Methodology not in line with QoS   SH☐   Figures provided on All India basis   ☐ _ Not meeting the benchmark   **B'mar**k = TRAI Benchmark, **DNA** = Details not available, **NA:** Not Applicable

Critical findings and Key take outs: Broadband services

Before concluding the Audit findings for Broadband services we would like to accentuate the fact that the Broadband audit process was being carried out for the first time by an independent audit agency in Jammu and Kashmir circle. BSNL is the only service provider offering Broadband services in the circle to retail broadband customers. Data on non network related parameters was obtained from various PoP locations in the circle whereas BSNL for network related parameters data was obtained from the service provider's central node in Bangalore

The key conclusions (Parameter wise) emerging out from the Audit exercise of seven Broadband service providers are highlighted below

Service provisioning/Activation time

- BSNL comfortably meets the benchmark (100%) for connections registered within 15 days. Also as per the live calling results 85% of subscribers called claimed that connection was provided to them in 15 days

Fault Repair/Restoration time

- When compared to BSNL performance in other circles, the service provider is doing well on fault repair and comfortably meets the benchmark for fault repair within 24 hrs and 3 working days
- Live calling scores for fault repair within 24 hrs and 3 working days is observed to be 97% and 100% respectively
- However, part reason for better scores on fault repair is also the fact that Broadband connections are provided only in limited areas by bigger exchanges in the circle

Billing performance

- BSNL was found to be meeting the benchmark of %age billing complaints and resolution of billing complaints for the month in which data was collected.

Customer Care/Helpline Assessment

- The operator comfortably meets the benchmark for calls answered by the operator within 60 seconds and 90 seconds both for audit month and live calling carried out by IMRB auditors

Bandwidth Utilisation:

- For Intra network link, data for, BSNL was obtained on all India basis.
- It was observed that all the links (tested during three day live measurement) in the access segment for most of the service providers were found be below 80%.
- For Bandwidth utilisation on upstream links BSNL meets the TRAI specified benchmark cumulatively for all the gateways present in India both during live measurements and period of audit

Download speed

- Also, during live measurements carried out at Pop's/ISP Node it was observed that BSNL is meeting the TRAI prescribed benchmark of greater than 80% speed available to the customer.
- However, no historic data was available for verification of records for month of Audit as well as quarter ending April to June 2008 with the service provider. It was claimed by representatives at PoPs that they are reporting to TRAI basis live tests conducted at customer premises during field visits and tests conducted at POPs/ISP Node.

Service Availability/Uptime:

- There was no occasion observed when Broadband access network was in state of failure for the operator both for the month in which audit was carried out and the period of live measurement carried out by IMRB auditors

Packet Loss and Network Latency

- Ping tests conducted/smoked ping results during live measurements and one month audit revealed the service providers are meeting the benchmark for network latency and packet loss

Summary of Live Measurement Results – Broadband Services

Parameters	Benchmark	BSNL
Service Availability Uptime	**>98%**	100.00%
No of **Intra network links** found to be above 90% (Out of sample links tested)		0
Total Bandwidth utilization at all upstream links	**< 80%**	83%
Data Download Speed	**> 80%**	Complied
Packet Loss (Percentage)	**< 1%**	<1%
From user reference point at POP/ISP Node to IGSP NIXI (msec)	**<120msec**	Complied
From user reference point at ISP Gateway Node to nearest NAP Port (Terrestrial) (In msec)	**<350msec**	Complied

** Methodology not in line with QoS   ☐ Figures provided on All India basis   ☐ Not meeting the benchmark   **B'mar**k = TRAI Benchmark, **DNA** = Details not available, **NA:** Not Applicable

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6. Detailed findings – Includes comparison between Live calling/Live measurements and One month data collection for Cellular Mobile Services

Accumulated Downtime

In the Jammu and Kashmir circle, none of the operators experienced community isolation during the month of audit.

Call Set-up Success Rate (CSSR)
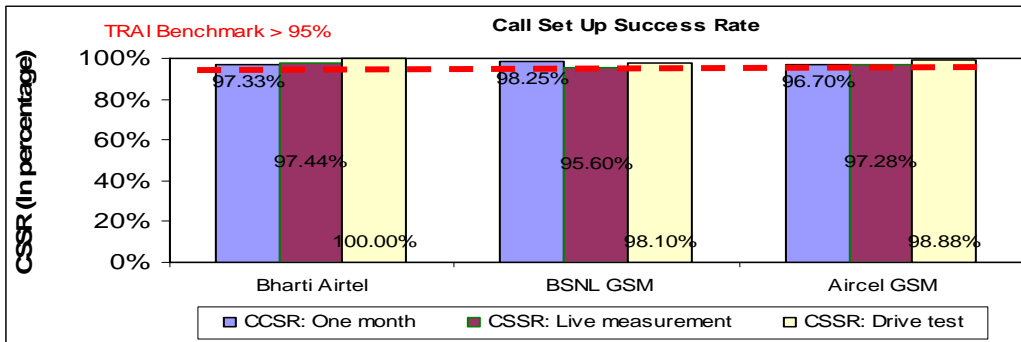
All the operators are meeting the benchmark for the audit month, live measurement as well as the drive test.

Service Access Delay
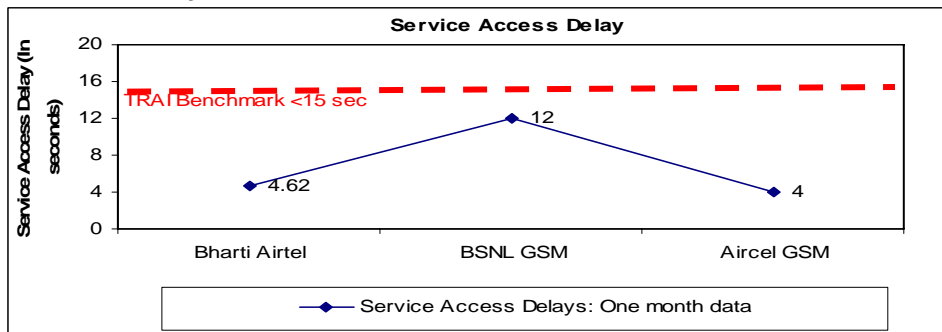
All the operators are meeting the benchmark. The auditors measured this parameter using a standard drive test tool kit. The highest service access delay was measured for BSNL at 12 seconds.

SDCCH / Paging Channel Congestion

All the operators except Dishnet (Aircel) for both the month of audit and 3 day live measurement meet the benchmark for the month and the three day live measurement period.

TCH Congestion

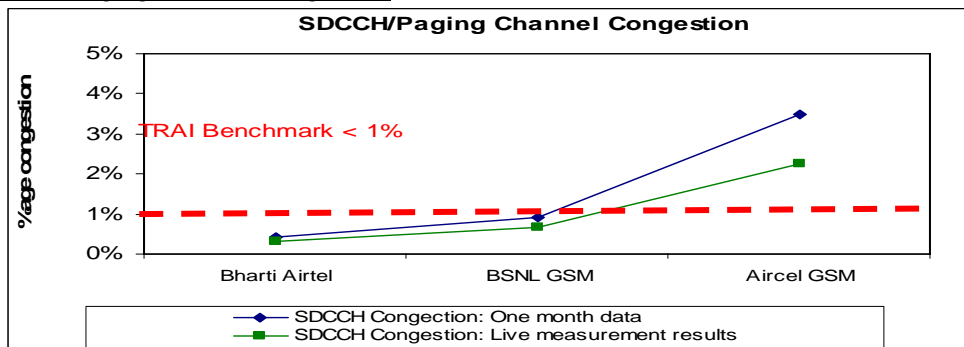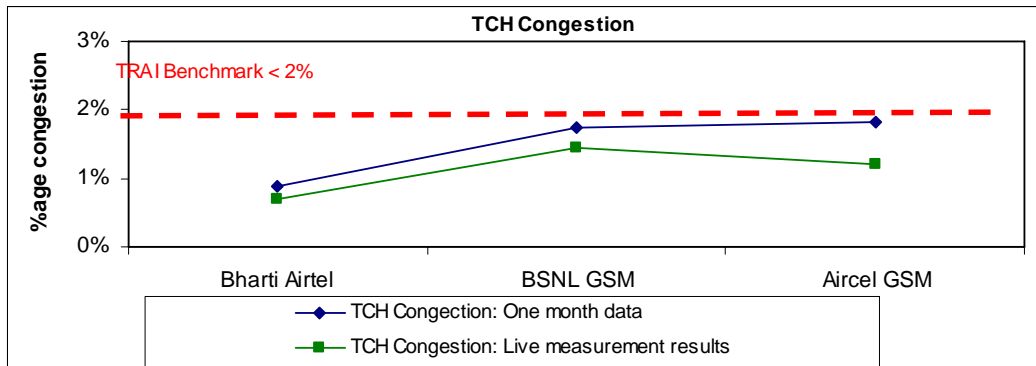All the operators meet the TRAI benchmark for both the monthly audit as well as the three day live measurement period. On an overall basis, the relatively lower congestion is observed for Bharti Airtel.

Call Drop Rate
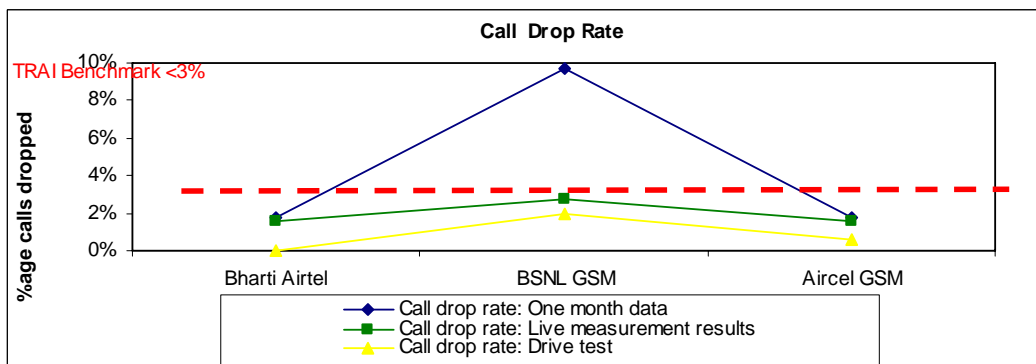
All the operators except BSNL for the month of audit (with a call drop rate of more than 9.7%) meet the TRAI benchmark.

Voice quality
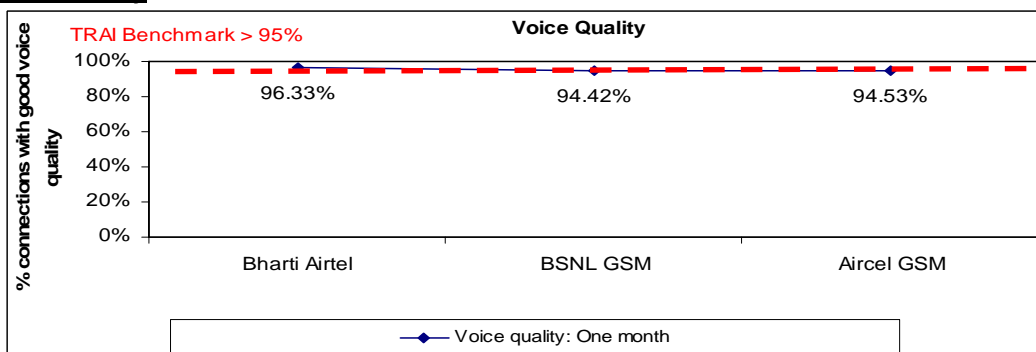
BSNL and Dishnet Aircel do not meet the TRAI benchmark as found out during the drive test. The lowest percentage of connections with good voice quality was observed across BSNL at a level of 94.42%.

Billing Disputes
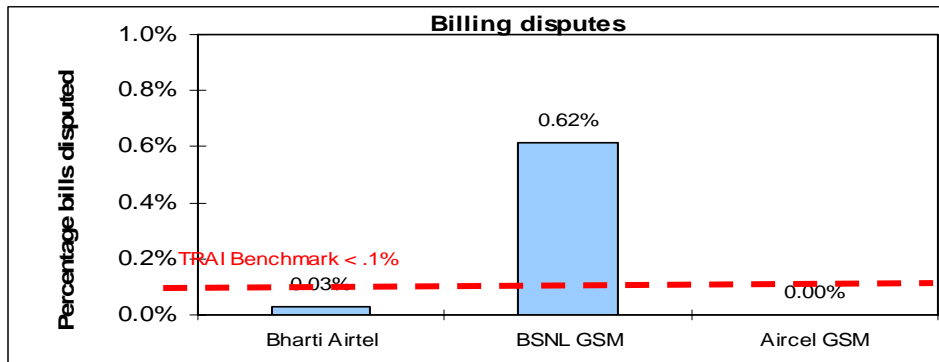
All the operators except BSNL meet the TRAI benchmark on percentage billing disputes per 100 bills. Dishnet Aircel claims that it did not receive even a single billing complaint during the month of audit.
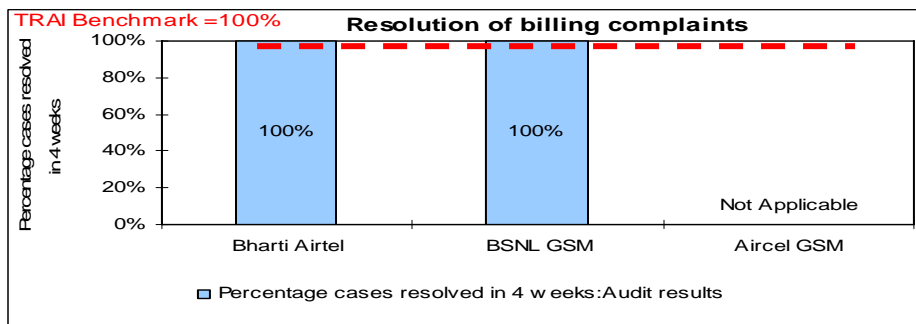
All the operators meet the TRAI benchmark of resolving 100% of the cases related to resolution of billing complaints for the month in which data was collected. However, the operators consider only those as billing complaints where they have issued an internal ticket which essentially means that a refund is due to the customer.
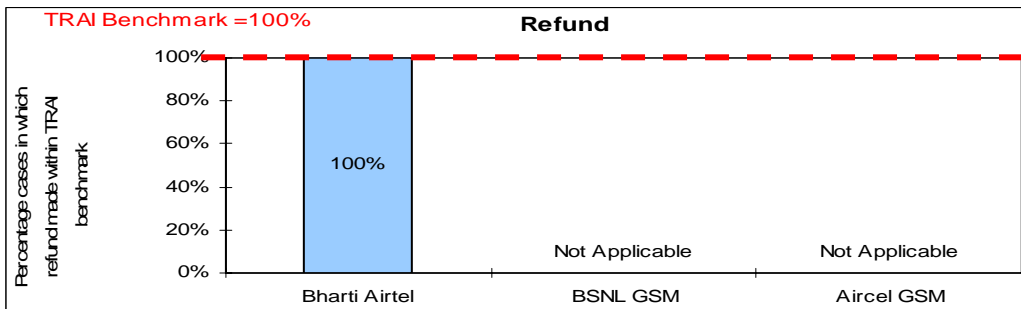
All the operators were found to giving the refunds to their subscribers within the stipulated time period. BSNL claims that it had no subscribers who had to be refunded during the month of audit.

Live calling for billing Complaints

Resolution of billing complaints	Bharti Airtel	BSNL GSM	Dishnet Aircel
Total Number of calls made	15	91	Not Applicable
Number of cases resolved in 4 weeks	15	91	
Percentage cases resolved in four weeks	100.%	100%	

All the operators were able to meet the TRAI benchmark for the live calling aspect.

Customer Care / Helpline:
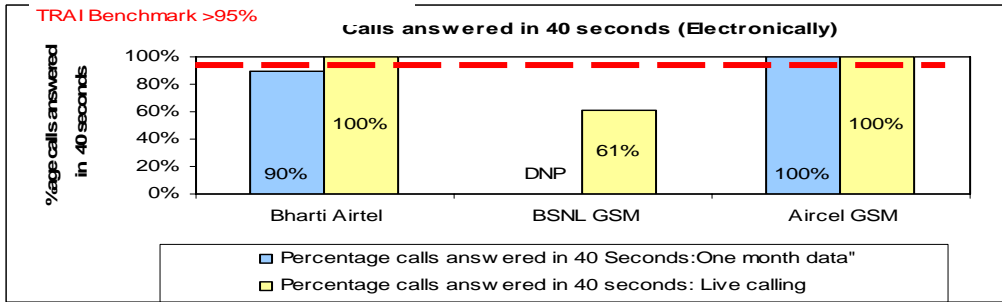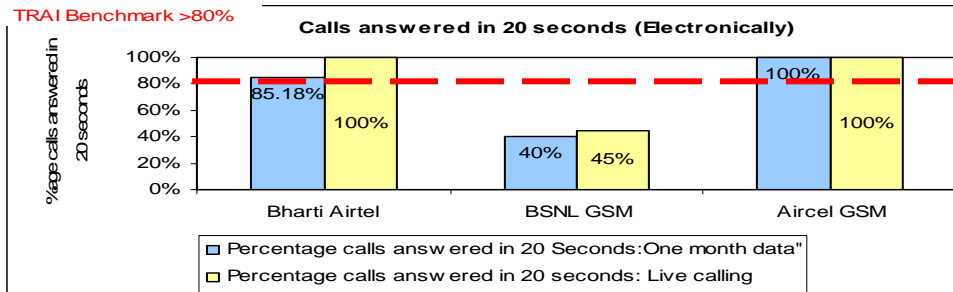
All the operators except BSNL for one month audit period and live calling for percentage calls answered in 20 seconds meet the TRAI benchmark for IVR (Electronic) answering of customers' calls. Bharti Airtel for the month of audit and BSNL for live calling for percentage calls answered in 40 seconds also do not meet the benchmark.
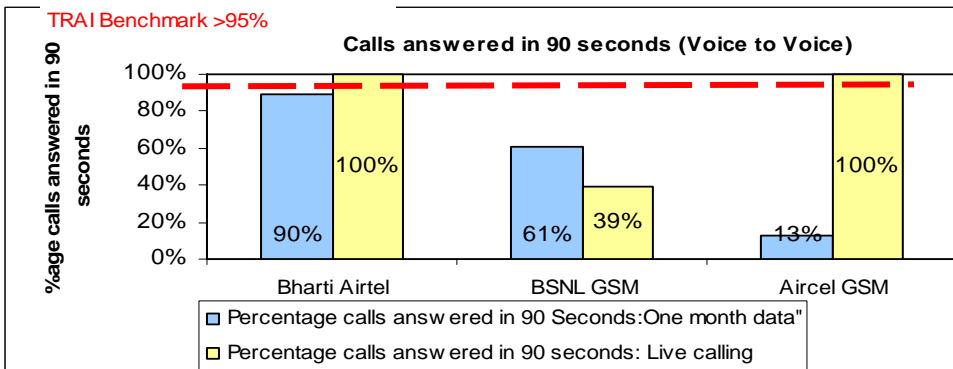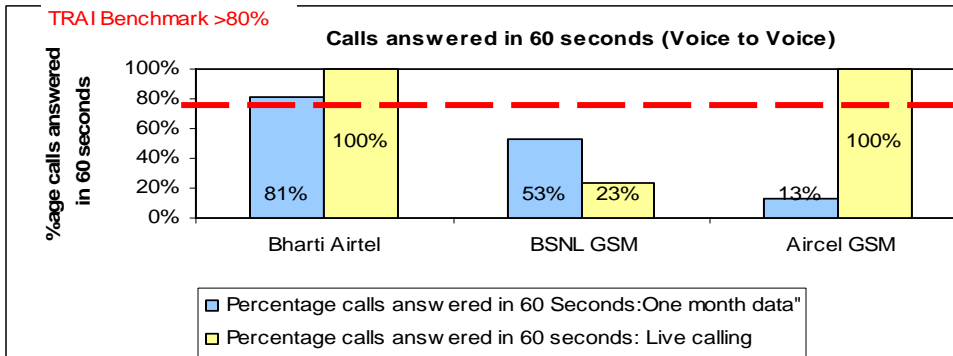
Except for BSNL all other operators meet TRAI's benchmark of percentage calls answered within 60 and 90 seconds for the live calling aspect. Dishnet Aircel only has 13% calls answered within 60 and 90 seconds. The operator claimed that the same is due to the shutting down of one of its call centers in Srinagar. BSNL does not meet the benchmark both for the live calling as well as for monthly audit period.

Inter operator calls assessment

Inter operator call Assessment (To ↓ / From→)	Bharti Airtel	BSNL GSM	Dishnet Aircel
Bharti Airtel	NA	83%	100%
BSNL GSM	100%	N.A	100%
Dishnet Aircel	100%	80%	NA

In the inter-operator call assessment, calls were made from the test sims of service provider whose audit was being conducted to all the other service providers. All calls from Bharti Airtel and Dishnet (Aircel) to each other and to BSNL got connected. However, only 83% calls from a BSNL to a Bharti Airtel number and only 80% calls from a BSNL to a Dishnet (Aircel) number got connected.

Compliance reports: Results of Verification of Records for April to June 2008

7.1 Basic (Wireline) services

S.no	Parameters	Benchmark	BSNL	
			PMR	IMRB*
1	**Provision of telephone after registration of demand**			
1.1	Percentage connections completed within 7 days	100%	No cases	53%
2	**Fault incidence/clearance statistics**			
2.1	Fault incidence	<5	9.7	<8
2.2	Faults repaired within 24 hours	>90%	72%	84%
2.3	Mean time to repair	<8 hrs	7.2	4.4
3	Call Completion Rate (CCR)	>55%	51%	62%
4	**Metering and billing credibility**			
4.1	Billing complaints per 100 bills issued	<0.1%	0.00%	0.00%
4.2	%age of billing complaints resolved within 4 weeks	100%	NA	NA
5	**Customer care/helpline promptness**			
5.1	Shift requests (Total number received)			
	Percentage shift requests attended within 3 days	95%	No cases	72%
5.2	Closure request attended (Total number received)			
	Closure within 24 hours	95%	99%	92%
5.3	Supplementary (additional) service requests attended (Total number received)			
	Additional facility provided within 24 hours	95%	91%	80%
6	**Response time to customer**			
6.1	% age call answered through IVR in 20 seconds	80%	80%	Details Not Available
	% age call answered through IVR in 40 seconds	100%	95%	
6.2	% age calls answered by operator in 60 seconds	80%	80%	88%
	% age calls answered by operator in 90 seconds	95%	95%	100%
7	%age cases where refund received within 60 days	100%	100%	No cases

* These have been calculated cumulatively on the basis of figures reported by various exchanges

	Figures do not match with those reported in PMR	Figures verified on all India basis	B'mark = TRAI Benchmark, DNA = Details not available, NA = Not Applicable

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7.2 Cellular Mobile services

S. No.	Parameter	SERVICE PROVIDER					
		Bharti Airtel		BSNL GSM		Dishnet Aircel	
		PMR	IMRB	PMR	IMRB	PMR	IMRB
A	Network Performance						
1	Accumulated Downtime	20.57	6.86	0	0	0	0
2	Call set up success rate	96.33%	96.33%	98.00%	98.20%	96.30%	96.30%
3	Service Access delay	4.9	4.9	12 sec	12	8 sec	8
4	Blocked call rate						
	SDCCH Congestion	0.82%	0.82%	0.90%	0.90%	Raw Data NA	
	TCH Congestion	1.21%	1.21%	1.90%	1.90%	Raw Data NA	
5	Call drop rate	1.61%	1.61%	1.90%	2.50%	0.64%	0.64%
6	%age connections with good voice quality	95.10%	95.10%	99.90%	99.90%	Not Reported	
7	Service coverage	Complied		Complied		Complied	
8	POI congestion	Complied		Complied		Complied	
B	Customer Care						
	Calls answered electronically						
	Within 20 seconds	100.00%	86%	82.00%	50.97%	100%	100%
	Within 40 seconds	100.00%	99.0%	97.00%	DNP	100%	100%
	Calls answered by the operator						
	Within 60 seconds	74.00%	73%	81.00%	13%	94.36%	94.36%
	Within 90 seconds	86.60%	91%	96.00%	22%	94.36%	94.36%
C	Billing complaints						
	Billing complaints/100 bills	0.01%	0.01%	0.09%	0.22%	0.00%	0.00%
	%age complaints resolved within 4 weeks	100.00%	100%	100.00%	92%	N.A	N.A
	Period of refunds due to customers	100%	100%	100%	100%	N.A	N.A

<table>
<tr><td>▓</td><td>Figures do not match with those reported in PMR</td><td>▢</td><td>Figures verified on all India basis</td></tr>
<tr><td></td><td>B'mark = TRAI Benchmark, DNA = Details not available</td><td>▢</td><td>Not meeting benchmark</td></tr>
</table>

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7.3 Broadband services

Parameter	Benchmark	BSNL	
		PMR	IMRB
Service provisioning time			
Percentage connections provided within 15 days	100%	100%	100%
Fault repair restoration time			
Percentage faults repaired by next working days	> 90%	93%	93%
Percentage faults repaired within three working days	99%	99%	99%
Billing performance			
Billing complaints per 100 bills issued	<2%	0.19%	0.19%
%age of billing complaints resolved in 4 weeks	100%	100%	100%
%age cases in which refund of deposits after closure was made in 60 days	100%	100%	100%
Customer care/helpline assessment (Voice to Voice)			
Percentage calls answered within 60 seconds	> 60%	93%	93%
Percentage calls answered within 90 seconds	> 80%	99%	99%
Bandwidth utilization/Throughput			
Intra network links (POP to ISP Node)			
Total number of intra network links > 90%		0	0
Upstream Bandwidth (ISP Node to NIXI/NAP/IGSP)			
Percentage bandwidth utilized on upstream links	< 80%	NR	<80%*
Broadband download speed		No details available for verification	
Service availability/uptime	> 98%	NR	99.9%
Packet loss	<2%	NR	Details verified from central node in Bangalore
Network Latency			
POP/ISP Node to NIXI	< 120 msec	NR	
ISP node to NAP port (Terresrtrial)	< 350 msec	NR	

^^ Methodology not in Line with QoS regulation, ☐ Data verified on All India basis, NR – Not reported DNA- Details Not Available for verification, B'mark = TRAI Benchmark   Figures do not match those in PMR

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7.4 Conclusions

7.4.1 Basic Wireline Services

1. Significant variation is observed in figures reported in PMR and those verified in sample exchanges for shifts and new connections
2. For rest of the parameters, variation observed in figures for BSNL is owing to the fact that only 5% of the total exchanges were audited for the operator whereas the data provided in the PMR is basis all the exchanges in the circle
3. Raw data on call centre details was not available at the exchanges audited and hence the same could not be verified by IMRB auditors

7.4.2 Cellular Mobile services

1. The figures reported by Dishnet Aircel matched the figures obtained during verification process for all the parameters.
2. The figures of accumulated downtime and percentage calls answered by the operator within 90 seconds for Bharti Airtel did not match
3. The figures for BSNL did not match for call drop rate, customer care parameters and billing performance parameters.

7.4.3 Broadband services

1. Data for network related parameters for BSNL was verified from the central node in Bangalore.
2. Records for speed checks conducted in the past were not available for verification at the sample PoPs audited by IMRB. Hence the same could not be verified.

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8. Annexure - I

8.1 Parameter wise performance reports for Basic Wireline services

One month data verification results for Service provisioning

Service provisioning/Activation time	Benchmark	BSNL
Number of connections registered during the period		120
Total number of connections provided within 7 days		69
Percentage of connections provided within 7 days	100%	58%

Live calling results for Service provisioning

Service Provisioning/Activation Time	Benchmark	BSNL
Total Number of service registration calls made		60
Number of cases in which connection was provided in 7 Days		40
Percentage cases in which connection was provided in 7 days	100%	67%

One month data verification results for Fault repair/Restoration time

Fault Repair/Restoration time	Benchmark	BSNL
Total number of faults registered during the period		3705
Total number of faults repaired by next working day		1644
Percentage of faults repaired by next working day	>90%	44%
Total number of fault repaired within three working days		2666
Percentage faults repaired within three working days	100%	72%

Live calling results for Fault repair/Restoration time

Fault Repair	Benchmark	BSNL
Total Number of calls made		273
Number of cases where faults were repaired by next working day		169
Percentage cases where faults were repaired by next working day	>90%	62%
Number of cases where faults were repaired within 3 days		243
Percentage cases where faults were repaired within 3 days	100%	89%

One month data verification results for CCR

Traffic statistics - Call Completion Rate	Benchmark	BSNL
Total local call attempts		9700
Total number of successful local calls		5909
Call Completion Rate (CCR) in the local network	>55%	61%

Live measurement results for CCR

Traffic statistics - Call Completion Rate	Benchmark	BSNL
Total local call attempts		3950
Total number of successful local calls		2864
Call Completion Rate (CCR) in the local network	>55%	73%

One month data verification results for billing performance

Billing Performance	Benchmark	BSNL
Billing disputes		
Total bills generated during the period		21876

Total number of bills disputed		21
Percentage bills disputed	0.10%	0.10%
Resolution of billing complaints		
Total complaints resolved in 4 weeks from date of receipt		21
Percentage complaints resolved within 4 weeks of date of receipt	100%	100%

One month data verification for Customer Care – Shifts

Customer Care - Shift Requests	Benchmark	BSNL
Total Number of shift requests received		144
Total number requests attended in 3 days		87
Total number requests attended beyond 3 days		48
Shifts not attended		9
Percentage of requests attended in 3 days	95%	60%
Percentage of requests attended beyond 3 days		33%
Percentage of shifts not attended		6%

Live calling results for Customer Care – Shifts

Customer Care - Shift Requests	Benchmark	BSNL
Total number of call to shift requests		73
Total number of requests attended in 3 days	95%	41
Total number of requests attended beyond 3 days		23
Shifts not attended		9
Percentage of requests attended in 3 days		56%
Percentage of requests attended beyond 3 days		32%
Percentage of shifts not attended		12%

One month data verification Audit results for Customer Care – Closures

Customer Care - Closure Requests	Benchmark	BSNL
Total Number of closure requests received		373
Total closure attended within 24 hours	95%	356
Total number of requests attended beyond 24 hours		17
Closure requests not attended		0
Percentage of closure attended within 24 hours		95%
Percentage of closure attended beyond 24 hours		5%
Percentage of closures not attended		0%

Live calling results for Customer Care – Supplementary requests

Customer Care - Supplementary Requests	Benchmark	BSNL
Total Number of supplementary requests received		37
Total number requests attended within 24 hours	95%	33
Total number requests attended beyond 24 hours		4
Supplementary requests not attended		0
Percentage of requests attended within 24 hours		89%
Percentage of requests attended beyond 24 hours		11%
Percentage of supplementary requests not attended		0%

Live calling results for calls answered electronically

Customer Care Assessment	Benchmark	BSNL
Total Number of calls dialed on toll free number		800
Calls answered within 20 seconds		
Total Number of calls answered by IVR in 20 seconds	80%	800
Percentage calls answered in 20 seconds		100%
Calls answered within 40 seconds		
Total Number of calls answered by IVR in 40 seconds	95%	800
Percentage calls answered in 40 seconds		100%

Live calling results for calls answered by the operator

Customer Care Assessment	Benchmark	BSNL
Total Number of calls dialed on toll free number		800
Calls answered within 60 seconds		
Total Number of calls answered by operator in 60 seconds	80%	800
Percentage calls answered in 60 seconds		100%
Calls answered within 90 seconds		
Total Number of calls answered by operator in 90 seconds	95%	800
Percentage calls answered in 90 seconds		100%

One month data verification Audit results for Refund of deposits after closure

Resolution of billing complaints	Benchmark	BSNL
Total Number of cases requiring refund		NA
Number of cases where refund was made in < 60 days		NA
Percentage cases where refund was made in < 60 days	100%	NA

Level 1 Services

Level 1 services	BSNL
TOTAL Calls Made	480
Answered in 60 seconds	480
Percentage calls answered in 60 seconds	100%

8.2 Parameter wise performance reports for Cellular Mobile services

Accumulated Downtime	Bharti Airtel	BSNL GSM	Aircel GSM
Total Downtime (In hours)	0.00	0.00	0.00

Audit Results for CSSR

CSSR	Bharti Airtel	BSNL GSM	Aircel GSM
Total number of call attempts	437836	19630965	40297296
Total number of successful calls	426146	19287423	38967276
CSSR	97.33%	98.25%	96.70%

Live measurement results for CSSR

CSSR	Bharti Airtel	BSNL GSM	Aircel GSM
Total number of call attempts	436656	19630965	44171693
Total number of successful calls	425477	18766775	42970375
CSSR	97.44%	95.60%	97.28%

Drive test results for CSSR (Average of three drive tests)

CSSR	Bharti Airtel	BSNL GSM	Aircel GSM
Total number of call attempts	151	263	179
Total number of successful calls	151	258	177
CSSR	100.00%	98.10%	98.88%

Service Access Delay	Bharti Airtel	BSNL GSM	Aircel GSM
One month data collection	4.62	12	4

Audit results for SDCCH and TCH Congestion

Traffic Statistics	Bharti Airtel	BSNL GSM	Aircel GSM
SDCCH Congestion			
Total number of SDCCH Attempts	437836	12106921	83720976
Total Number of SDCCH Congestions	1839	108962	2930234
Percentage SDCCH Congestion	0.42%	0.90%	3.50%
TCH Congestion			
Total number of TCH Attempts	230747	19630965	40297296
Total Number of TCH Congestions	2031	343542	729381
Percentage TCH Congestion	0.88%	1.75%	1.81%

Live measurement results for SDCCH and TCH Congestion

Traffic Statistics	Bharti Airtel	BSNL GSM	Aircel GSM
SDCCH Congestion			
Total number of SDCCH Attempts	436656	12006921	112790991
Total Number of SDCCH Congestions	1354	80446	2560355
Percentage SDCCH Congestion	0.31%	0.67%	2.27%
TCH Congestion			
Total number of TCH Attempts	233712	19040960	44171693
Total Number of TCH Congestions	1636	274190	530060
Percentage TCH Congestion	0.70%	1.44%	1.20%

Audit Results for Call drop rate

Call drop rate	Bharti Airtel	BSNL GSM	Aircel GSM
Total number of calls established	231606	19287423	40297296
Total number of calls dropped	4123	1876663	719399
Call drop rate	1.78%	9.73%	1.79%

Live measurement results for Call drop rate

Call drop rate	Bharti Airtel	BSNL GSM	Aircel GSM
Total number of calls established	230466	18766775	44171693
Total number of calls dropped	3711	506703	701106
Call drop rate	1.61%	2.70%	1.59%

Drive test results for Call drop rate (Average of three drive tests)

Call drop rate	Bharti Airtel	BSNL GSM	Aircel GSM
Total number of calls established	151	259	177
Total number of calls dropped	0	5	1
Call drop rate	0.00%	1.93%	0.56%

Drive test results for Voice quality (Average of three drive tests)

Voice quality	Bharti Airtel	BSNL GSM	Aircel GSM
Total number of sample calls	235414	60842	300546
Total number of calls with good voice quality	226773	57448	284121
%age calls with good voice quality	96.33%	94.42%	94.53%

Audit Results for POI Congestion

POI congestion	Bharti Airtel	BSNL GSM	Aircel GSM
POI traffic offered on all individual POI's	41781	35188	327871.4
Served traffic for all individual POI's	27438	35188	205639.2
Traffic failed on all individual POI's	Complied	Complied	Complied

Live measurement results for POI congestion

POI congestion	Bharti Airtel	BSNL GSM	Aircel GSM
POI traffic offered on all individual POI's	41915	42015	318096.6
Served traffic for all individual POI's	26456	42015	83521
Traffic failed on all individual POI's	Complied	Complied	Complied

Inter Operator Call Assessment

Inter operator call Assessment (To/From)	Bharti Airtel	BSNL GSM	Aircel GSM
Bharti	N.A	83%	100%
BSNL	100%	N.A	100%
Aircel	100%	80%	N.A

Customer Care/Billing Details

Audit results for customer care (Electronically)

Customer Care Assessment	Bharti Airtel	BSNL GSM	Aircel GSM
Total Number of calls received by IVR	102868	293061	DNP
Calls answered within 20 seconds			
Total Number of calls answered in 20 seconds	87628	117748	DNP
Percentage calls answered in 20 seconds	85.18%	40%	100%
Calls answered within 40 seconds			

Total Number of calls answered in 40 seconds	92425	DNP	DNP
Percentage calls answered in 40 seconds	89.85%	DNP	100%

Live calling results for customer care (Electronically)

Customer Care Assessment	Bharti Airtel	BSNL GSM	Aircel GSM
Total Number of calls received by the operator	50	100	50
Calls answered within 20 seconds			
Total Number of calls answered in 20 seconds	50	45	50
Percentage calls answered in 20 seconds	100%	45.0%	100.00%
Calls answered within 40 seconds			
Total Number of calls answered in 40 seconds	50	61	50
Percentage calls answered in 40 seconds	100%	61%	100.00%

Audit results for customer care (Voice to Voice)

Customer Care Assessment	Bharti Airtel	BSNL GSM	Aircel GSM
Total Number of calls received by the operator	24861	293061	DNP
Calls answered within 60 seconds			
Total Number of calls answered in 60 seconds	20190	154421	DNP
Percentage calls answered in 60 seconds	81.21%	53%	12.73%
Calls answered within 90 seconds			
Total Number of calls answered in 90 seconds	22268	178133	DNP
Percentage calls answered in 90 seconds	89.57%	61%	12.73%

Live calling results for customer care (Voice to Voice)

Customer Care Assessment	Bharti Airtel	BSNL GSM	Aircel GSM
Total Number of calls made	50	100	50
Calls answered within 60 seconds			
Number calls answered within 60 seconds	50	23	50
Percentage calls answered in 60 seconds	100%	23%	100.00%
Calls answered within 90 seconds			
Number calls answered within 90 seconds	50	39	50
Percentage calls answered in 90 seconds	100%	39%	100.00%

Billing complaints

Audit Results for Billing performance

Billing Performance	Bharti Airtel	BSNL GSM	Aircel GSM
Billing disputes			
Total bills generated during the period	50257	143241	3755
Total number of bills disputed	15	881	0
Percentage bills disputed	0.03%	0.62%	NA
Resolution of billing complaints			
Total complaints resolved in 4 weeks from date of receipt	15	881	NA
Percentage complaints resolved within 4 weeks of date of receipt	100%	100%	NA
Refund of deposits after closure			
Total number of cases requiring refund of deposits	15	0	NA
Total number of cases where refund was made within 60 days	15	NA	NA
Percentage cases in which refund was receive within 60 days	100%	NA	NA

Live calling results for resolution of billing complaints

Resolution of billing complaints	Bharti Airtel	BSNL GSM	Aircel GSM
Total Number of calls made	15	91	N.A
Number of cases resolved in 4 weeks	15	91	N.A
Percentage cases resolved in four weeks	100.0%	100.0%	NA

8.3 Parameter wise performance reports for Broadband services

One month data verification results for Service provisioning

Service provisioning/Activation time	B'mark	BSNL
No of connections registered during the period		420
Total number registered during 15 days		420
Percentage of connections provided within 15 days	100%	100.0%

Live calling results for Service provisioning

Service Provisioning/Activation Time	B'mark	BSNL
Total Number of calls made		100
Number of cases in which connection was provided in 15 Days		85
Percentage cases in which connection was provided in 15 days	**100%**	85%

One month data verification results for Fault repair

Fault Repair/Restoration time	B'mark	BSNL
Total number of faults registered during the period		460
Total number of faults repaired by next working day		437
Percentage of faults repaired by next working day	**>90%**	95%
Total number of faults repaired within three working days		460
Percentage of faults repaired within three working days	**>99%**	100%

Live calling results for fault repair

Fault Repair	B'mark	BSNL
Total Number of calls made		30
Number of cases in which faults were repaired by next working day		29
Percentage cases in which faults were repaired by next working day	**>90%**	97%
Number of cases in which faults were repaired within three working days		30
Percentage cases in which faults were repaired within three working days	**>99%**	100%

One month data verification results for billing performance

Billing Performance	B'mark	BSNL
Billing disputes		
Total bills generated during the period		17668
Total number of bills disputed		21
Percentage bills disputed	**<2%**	0.11%
Resolution of billing complaints		
Total complaints resolved in 4 weeks from date of receipt		67
Percentage complaints resolved within 4 weeks of date of receipt	**100%**	100%
Refund of deposits after closure		
Total number of cases requiring refund of deposits		NA
Total number of cases where refund was made within 60 days		NA
Percentage cases in which refund was receive within 60 days	**100%**	NA

Live calling results for billing complaints

Resolution of billing complaints	B'mark	BSNL
Total Number of calls made		29
Number of cases resolved in 4 weeks		29
Percentage cases resolved in four weeks	**100%**	100%

Live calling results for call centre

Customer Care Assessment	B'mark	BSNL
Total Number of calls made		50
Calls answered within 60 seconds		
Number calls answered within 60 seconds		48
Percentage calls answered in 60 seconds	**>60%**	96%
Calls answered within 90 seconds		
Number calls answered within 90 seconds		50
Percentage calls answered in 90 seconds	**>80%**	100%

One month data verification results for Service Availability/Uptime

Service Availability Uptime	B'mark	BSNL
Total Operational Hours		53568
Total Downtime		2
Total time when the service was available		53566
Service Availability Uptime in Percentage	**>98%**	100.0%

Three day live measurement results for Service Availability/Uptime

Service Availability Uptime	B'mark	BSNL
Total Operational Hours		5184
Total Downtime		0
Total time when the service was available		5184
Service Availability Uptime in Percentage	**>98%**	100.00%

One month data verification results for Bandwidth utilisation

Bandwidth Utilization	B'mark	BSNL
Total number of intra network links		23 BRAS, TI 24, T2624,DSLAM 5960
No of Intra network found to be above 90%		0
Total number of upstream links		141
No of Intra network found to be above 90%		8
Total International Bandwidth available from ISP Node to IGSP/NIXI/NAP (In mpbs)		27048
Total International Bandwidth utilised during peak hours		18934
Percentage Bandwidth utilization during peak hours (In mpbs)	**>90%**	70%

Live measurement results for Bandwidth utilisation

Bandwidth Utilization	B'mark	BSNL
Total number of intra network links		23 BRAS, TI 24, T2624,DSLAM 5960
No of Intra network Links tested		23 BRAS
No of Intra network found to be above 90%		0
Total number of upstream links		141
No of Intra network found to be above 90%		19
Total International Bandwidth available from ISP Node to IGSP/NIXI/NAP (In mpbs)		22010
Total International Bandwidth utilised during peak hours		18326
Percentage Bandwidth utilisation during peak hours (In mpbs)	**>90%**	83%

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9 Annexure – II Detailed Explanation of Audit methodology (Parameter wise)

9.1 For Basic wireline services

1. Provision of telephone after registration of demand	
Computational Methodology as per QoS definition	Percentage connections provided within 7 working days = (No. of connections provided within seven working days/ Total number of connections registered during the period of 3 months) * 100 Technically Non Feasible (TNF) cases such as unavailability of telephone infrastructure/ equipment in the Area or Spare Capacity for activating telephone connection shall be excluded from the calculation of this parameter.
Benchmark	100% cases in <7 days, subject to technical feasibility
Audit Procedure	IMRB Auditors verified and collected data pertaining to number of applications received at the service provider's level in the following time frames:- - Number of connections provided within 7 days - Number of connections provided after 7 days - Number of connections were request is still pending **Live calling : -** - Interviewers ensured that operator should provide list of all new numbers added in one month prior to IMRB staff visit. - Live calling team called up at least 10% of the customers who applied for new connections during the month prior to Audit - Checked and Recorded whether the connection was provided within 7 days of registration on demand

2. Fault incidence/clearance related statistic	
Computational Methodology	**Fault incidence** = (No. of faults reported by the customer per month/ Total Number of Subscribers for that particular month)*100
Benchmark	Total number of faults registered per month: By 31st March 2007: <5 and By 31st March 2008: <3, averaged over the quarter Fault repair by next working day: By next working day: >90% and within 3 days: 100%, averaged over a month.
Audit Procedure	IMRB Auditors to verify and collect data pertaining to number of fault received at the service provider's level in the following time frames:- Number of faults cleared within 24 hours Number of cleared in more than 1 day but less than 3 days Number of cleared in more than 3 days but less than 7 days Number of cleared in more than 7 days but less than 15 days Number of cleared in more than 15 days **Live calling : -** -Live calling to be done to verify 'Fault repair by next working day' parameter -Interviewers ensured that operator provided a list of all the subscribers who reported faults in one month prior to IMRB staff visit. -Calls were made to up to 10% or 30 complainants for the concerned exchange, whichever is less - Auditors checked and recorded whether the fault was corrected within the timeframes as mentioned in the benchmark.

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4. Metering and billing credibility – billing complaints	
Computational Methodology	Percentage incidence of billing complaints = (No. of billing complaints reported by the customer per month/ Total Number of Subscribers for that particular month)*100 Percentage resolution of billing complaints = (No. of billing complaints resolved over a particular period of time/Total No. of billing complaints of that period of time)*100
Benchmark	Percentage incidence of billing complaints: Not more than 0.1% of the bills issued Percentage resolution of billing complaints: 100% within a period of 4 weeks
Audit Procedure	IMRB Auditors to verify and collect data pertaining to - Number of Billing complaints received at the service provider's level - Last billing cycle stated should be such that due date for payment of bills must be beyond the date when this form is filled. - Include all types of bills generated for customers. This could include online as well as other forms of bills presentation including printed bills - Billing complaint is any of written complaint/ personal visit/ telephonic complaint related to: Excess metering/ wrong tariff scheme charged, Late receipt of bills/ Not received at all, Wrong name and address, Payment made in time but charged penalty/ not reflected in next bill, Last payment not reflected in bill, Adjustment/ waiver not done, Anything else related to bills, Toll free numbers charged etc. **Live calling : -** - IMRB Auditors collected the list of all the subscribers who have made billing complaints in the month prior to the Audit. -100 such subscribers per service provider were called to check the time taken to resolve t he billing complaint. However, in some cases where number of billing complaints were less the sample size could not be achieved

5. Customer care promptness (Shifts, Closures and Additional facility)	
Computational Methodology	Supplementary (Additional) services requests: A few of the supplementary services that are considered for the audit purpose: Clip (caller line identification presentation) facility , STD, ISD, Call forwarding, Voice Mail etc.
Benchmark	Shifting of telephone line : Less than 3 days Processing of closure request: Less than 24 hours Supplementary (Additional) services requests: Less than 24 hours
Audit procedure	**IMRB Auditors collected and verified data pertaining to** **Shifting Request: (Following key points were taken care of while verifying the data)** - Date of filing form should be at least 3 working days after the date of month appraised. - All the holidays are excluded and only working days are considered - The number of shift requests per month does not include the pending connections of the previous months. **Processing of closure request (Following key points were taken care of while verifying the data)** - The operator includes all Requests for volunteer Permanent Closure and External (shifts to other exchanges) Shift requests received at their exchange. - DNP (due to Non – payment) cases are excluded - All holidays are excluded for calculating 24 hours. - Closure requests attended in the previous months are excluded - The period for closure starts from the time of submission of application by the subscriber. **Supplementary (Additional) services requests** - All the supplementary services that have any kind of human intervention are to be covered here. It also includes the IVR assisted services. - Do not include holidays. - Collect the list of all cases of all subscribers requested for additional facility in past 48 hours prior to IMRB staff visit. - The period starts from the time of submission of application by the subscriber. **Live calling was done in 10% of such cases to check the time taken to attend all such requests**

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6. Response time to customer (Electronically and Voice to Voice)	
Computational Methodology	Percentage of calls answered in a specified time = (Total no. of calls answered within that specified time / Total no. of calls dialed for a particular service)*100
Benchmark	(i) % age of calls answered (electronically): within 20 seconds = 80% of the calls over a period within 40 seconds = 95% of the calls over a period (ii) % age of calls answered by operator / voice to voice): within 60 seconds = 80% of the calls over a period within 90 seconds = 95% of the calls over a period
Audit Procedure	-IMRB auditors made test calls from the exchanges to the operator's customer care / helpline / toll free numbers. They will record the time taken to connect a customer's call both to the IVR as well as to a customer care executive. - All the supplementary services that have any kind of human intervention are to be covered here. It also includes the IVR assisted services. - Time to answer the call by the operator should be taken from the time auditor has pressed the requisite button for being assisted by the operator. **Live calling: -** - Overall sample size is 2*50 calls per service provider per circle at different points of time, evenly distributed across the selected exchanges – 50 calls between 1000 HRS to 1300 HRS and 50 calls between 1500 HRS to 1700 HRS - Time to answer the call by the operator was assessed from the time interviewer pressed the requisite button for being assisted by the operator. - All the supplementary services that have any kind of human intervention are to be covered here. It also includes the IVR assisted services.

7. Time taken to refund of deposits after closure	
Computational Methodology	Percentage of cases needing refund in a specified time = (Total no. of cases where refund was made within a particular time / Total no. of cases requiring refunds)*100
Benchmark	Time taken to refund = 100% within 60 days
Audit Procedure	IMRB Auditors verified and collected data pertaining to - Cases requiring refund of deposits after closure are to be included - Time taken starts from the date on which the closure is made by the service provider and ends at the date on which refund is received by the customer **Live calling : -** - Collect the details of all the cases for which the refund was provided by the operator prior to the month of Audit - Overall 100 number of live calls are to be made in a licensed service area/circle for each service provider (Distributed across number of exchanges selected)

8. Call completion rate	
Computational Methodology	Call Completion Rate: Call Completion Rate (CCR) is defined as the percentage of total calls that are connected out of the total calls presented to exchange. This could be due to:- Other exchange not working / lines blocked Calling exchange is blocked CCR = [(Call attempts – Calls blocked)/Call attempts] X 100
Benchmark	Call Completion Rate (CCR) within local network: More than 55%
Audit Procedure	IMRB Auditors verified and collected data pertaining to Sample Traffic Data during Time Consistent Busy Hour (TCBH). These details were collected separately for -Three days in which live measurement was carried out - For the complete month in which audit was carried out

9.2 For Cellular Mobile services

1. Accumulated Downtime of the Network	
Computational Methodology as per QoS definition	The total time for which the network is down for a particular service provider resulting in a community isolation **Computational Methodology: Accumulated downtime = Summation of Significant Downtime*** *** Significant Downtime to be defined as duration of network outages that result in groups of customers in PLMN being isolated for more than an hour at a stretch. Planned outages during low/ no traffic hours for maintenance/ modernisation/ network enhancement work etc. should be ignored**
Benchmark	< 24 hrs
Audit Procedure	**IMRB** auditors collected and verified data pertaining to: • The fault alarm details at the OMC (MSC) for the network outages (due to own network elements and infrastructure service provider end outages) used for arriving at the benchmark reported to TRAI were audited • Outages could be in MSC, BSC, BTS or in trunk. In case of BTS failure we have included only those that resulted in community isolation

2. Call Set-Up Success Rate (CSSR)	

Computational Methodology as per QoS definition	The ratio of calls established to total calls is known CSSR.
	Call Established means the following events have happened in call setup:-
	    ✎ call attempt is made
	    ✎ the TCH is allocated
	    ✎ the call is routed to the outward path of the concerned MSC
	Computational Methodology: Calls Established / Total Call Attempts * 100

Benchmark	> 95%

Audit Procedure	**IMRB** auditors collected and verified data pertaining to
	    ✎ The cell-wise data generated through counters/ MMC available in the switch for traffic measurements was verified by the auditors
	    ✎ CSSR calculation was measured using OMC generated data only
	    ✎ Measurement was done only in Time Consistent Busy Hour (TCBH) period for all days of the week

3. Service Access Delay	

Computational Methodology as per QoS definition	Service Access delay is a summation of following parts in the call flow:
	    ↳ Time to connect calls
	    ↳ Time to confirm instruction to connect
	    ↳ Time to release calls
	    ↳ Time to alert mobile set
	
	Computational Methodology:
	Time to connect calls = Time between "Origination" and "Service Connect" message from BTS to Mobile
	Time to confirm instruction to connect* = Time between "Origination" and "Base Station Acknowledgment"
	Note: Time measured here is a sub-part of first measurement
	Time to release call = Time between "Release on Reverse Link" and "Release on Forward Link"
	Time to alert a mobile = This is measured as a mean of two measurements (i+ii/2):
	    ● First paging attempt = Time between receiving a call request at PLMN and alerting the mobile
	    ● Final paging attempt = Time between receiving a call request at PLMN and hearing start of "Not reachable" announcement

Benchmark	Between 9 to 20 seconds depending on number of paging attempts (Average of 100 calls < = 15 sec.)

Audit Procedure	**IMRB Auditors collected and verified records pertaining to**:
	    ↳ Audit of the details of Layer 3 Message diagnostics generated from periodic Drive tests conducted at different parts of the network used to arrive at the benchmarks reported to TRAI was conducted
	    ↳ Validating that at least **100 sample** calls should have been by the service provider **made** during **Time consistent busy hour** (TCBH) for the quarter using standard drive test equipment. (Note: measurement using engineering handsets was not deemed acceptable)
	    ↳ The component 'first paging attempt' was checked whether it was measured by the operator using a protocol analyser.

4. Network Congestion Parameters	

Computational Methodology as per QoS definition	It means a call is not connected because there is no free channel to serve the call attempt. This parameter represents congestion in the network. It happens at three levels:
	    ✍ SDCCH Level: Stand-alone dedicated control channel
	    ✍ TCH Level: Traffic Channel
	    ✍ POI Level: Point of Interconnect
	
	Computational Methodology:
	    ✍ **SDCCH / TCH Congestion% = [(A1 x C1) + (A2 x C2) +…….+ (An x Cn)] / (A1 + A2 +…+ An)**
	       ● Where:-A1 = Number of attempts to establish SDCCH / TCH made on day 1
	       ● C1 = Average SDCCH / TCH Congestion % on day 1
	       ● A2 = Number of attempts to establish SDCCH / TCH made on day 2
	       ● C2 = Average SDCCH / TCH Congestion % on day 2
	       ● An = Number of attempts to establish SDCCH / TCH made on day n
	       ● Cn = Average SDCCH / TCH Congestion % on day n
	    ✍ **POI Congestion% = [(A1 x C1) + (A2 x C2) +…….+ (An x Cn)] / (A1 + A2 +…+ An)**
	       ● Where:-A1 = POI traffic offered on all POIs (no. of calls) on day 1
	       ● C1 = Average POI Congestion % on day 1
	       ● A2 = POI traffic offered on all POIs (no. of calls) on day 2
	       ● C2 = Average POI Congestion % on day 2
	       ● An = POI traffic offered on all POIs (no. of calls) on day n
	       ● Cn = Average POI Congestion % on day n

Benchmark	**SDCCH Congestion: < 1%** **TCH Congestion: < 2%** **POI Congestion: < 0.5%**

Audit Procedure	**IMRB Auditors collected and verified records pertaining to**:
	    ✍ Audit of the details of SDCCH and TCH congestion percentages computed by the operator (using OMC–Switch data only) was conducted
	    ✍ The operator should be measuring this parameter during Time consistent busy hour (TCBH) only SDCCH
	    ✍ The POI details were verified from the switch for all the links of the operators

5. Call Drop Rate	

Computational Methodology as per QoS definition	The dropped call rate is the ratio of successfully originated calls that were found to drop to the total number of successfully originated calls that were correctly released
	    ✍ **Total calls dropped** = All calls ceasing unnaturally i.e. due to handover or due to radio loss
	    ✍ **Total calls established** = All calls that have TCH allocation during busy hour
	
	Computational Methodology:
	    Total Calls Dropped / Total Calls Established x 100

Benchmark	**< 3%**

Audit Procedure	**IMRB Auditors collected and verified records pertaining to**:
	    ✍ Audit of traffic data of the relevant quarter kept in OMC-R at MSCs and used for arriving at CDR was conducted.
	    ✍ The operator should only be considering those calls which are dropped during Time consistent busy hour (TCBH) for all days of the relevant quarter

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6. Percentage Connections with Good Voice Quality	

Computational Methodology as per QoS definition	Definition:
	    ↳ for GSM service providers the calls having a value of 0 – 4 are considered to be of good quality (on a seven point scale)
	    ↳ For CDMA the measure of voice quality is Frame Error Rate (FER). FER is the probability that a transmitted frame will be received incorrectly. Good voice quality of a call is considered when it FER value lies between 0 – 4 %
	Computational Methodology:
	    ↳ **% Connections with good voice quality =** (No. of voice samples with good voice quality / Total number of samples) x 100

Benchmark	**> 95%**

Audit Procedure	**IMRB Auditors collected and verified records pertaining to**:
	Audit would be conducted based on the details of periodic drive tests conducted at different part of the network during Time consistent busy hour (TCBH) and used to arrive at the benchmarks reported to TRAI.
	Procedures that were to be followed by operator for obtaining relevant details for computing this parameter were audited
	    ↳ Operator to conduct <u>at least one</u> drive test using standard drive test equipment every week during TCBH
	    ↳ Each drive test should evenly cover the following 5 types of locations:
	    ↳ **3 Outdoor** (Periphery of the city, Congested Area, Across the City), and **2 Indoor** (Office Complex and Shopping Complex)
	    ↳ 2 minute long calls to be initiated and held throughout the drive test
	    ↳ The speed of the vehicle should be kept at around 50km/hr. (around 30 km/hr in case of geographically small cities) – This was ensured during the drive tests conducted by IMRB Auditors
	    ↳ RxQual / FER samples generated during the drive test collected by the operator were verified
	    ↳ *Measurements using Engineering handsets were not acceptable*
	    ↳ All the operators were not maintaining this data at the switch level

7. Service Coverage	

Computational Methodology as per QoS definition	Definition:
	   ↲ The level of signal available in a particular part of a city is known as signal strength.
	Computational Methodology:
	   ↲ Service Coverage for route type x = [(N1 x CSS1) + (N2 x CSS2) + …..+ (Nn x CSSn)] / (N1 + N2 +………..+Nn)
	   ↲ Where:-N1 = Number of calls on type of route x made in drive test 1
	   ↲ CSS1 = Average coverage signal strength on type of route x in drive test 1 (in dBm)
	   ↲ N2 = Number of calls on type of route x made in drive test 2
	   ↲ CSS2 = Average coverage signal strength on type of route x in drive test 2 (in dBm)
	   ↲ Nn = Number of calls on type of route x made in drive test n
	   ↲ CSSn = Average coverage signal strength on type of route x in drive test n (in dBm)

Benchmark	**Indoor >= -75 dBm** **In-vehicle >= -85 dBm** **Outdoor – in city >= -95 dBm**

Audit Procedure	**IMRB Auditors collected and verified call centre records pertaining to**:
	   ↲ Audit was conducted based on the details of periodic drive tests conducted at different part of the network during Time consistent busy hour (TCBH) which were used to arrive at the benchmarks reported to TRAI.
	   ↲ Procedures were verified that were to be followed by operator for obtaining relevant details for computing this parameter:-
	         ↲ Operator to conduct at least one drive test using standard drive test equipment* every week during Time consistent busy hour (TCBH).
	         ↲ Each drive test should evenly cover the following 5 types of locations: –
	            ↲ 3 Outdoor (Periphery of the city, Congested Area, Across the City), and
	            ↲ 2 Indoor (Office Complex and Shopping Complex)
	   ↲ *Measurements using Engineering handsets were not acceptable*

8. Response time to customer (Electronically and Voice to Voice)	
Computational Methodology	**To connect to IVR:** The time taken to connect a person (as soon as he presses call) to the IVR of the service provider **To connect to operator:** The time taken to connect a person (as soon as he presses 9) to the customer care executive **Computational Methodology:** Percentage of calls answered in a specified time = (Total no. of calls answered within that specified time / Total no. of calls dialed for a particular service)*100

Benchmark	(i) %age of calls answered (electronically):
	   ↲ within 20 seconds = 80%
	   ↲ within 40 seconds = 95%
	(ii) %age of calls answered by operator (voice to voice):
	   ↲ within 60 seconds = 80%
	   ↲ within 90 seconds = 95%

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Audit Procedure	-IMRB auditors made test calls from the exchanges to the operator's customer care / helpline / toll free numbers. They will record the time taken to connect a customer's call both to the IVR as well as to a customer care executive. - All the supplementary services that have any kind of human intervention are to be covered here. It also includes the IVR assisted services. - Time to answer the call by the operator should be taken from the time auditor has pressed the requisite button for being assisted by the operator. **Live calling: -** - Overall sample size is 2*50 calls per service provider per circle at different points of time, evenly distributed across the selected exchanges – 50 calls between 1000 HRS to 1300 HRS and 50 calls between 1500 HRS to 1700 HRS - Time to answer the call by the operator was assessed from the time interviewer pressed the requisite button for being assisted by the operator. - All the supplementary services that have any kind of human intervention are to be covered here. It also includes the IVR assisted services.

9.1 Billing complaints per 100 bills issued	
Computational Methodology as per QoS definition	Billing complaints includes any of the following complaints related to billing from the point of view of customer: • Local call charges billed as STD/ISD or vice-versa • Toll free numbers charged • Wrong roaming charges • Call made/received disputed • Wrongly charged extra for some service (SIM replacement charged twice, service not used but charged etc.) • Cheque submitted on time but charged penalty for paying beyond due date (in case customer is not at fault i.e. all those that operator cannot prove that he/she is not lying) • Payment made but not reflected (may be wrongly adjusted to another customer etc.) **Billing complaints per 100 bills issued =** Total billing complaints** received during the relevant quarter / Total bills generated* during the relevant quarter * *All types of bills generated for customers i.e. printed bills, online bills and any other forms of bills generated are to be included* ** *Only dispute related issues (including those that may arise because of a lack of awareness at the subscribers' end) are to be included. It does not include any provisional issues (such as delayed dispatch of billing statements, etc.) in which the operator has opened a ticket internally.*
Benchmark	< 0.1% billing complaints per 100 bills
Audit Procedure	**IMRB** auditors collected and verified data pertaining to - Number of bills generated - Number of billing complaints received - %age complaints per 100 bills

9.2 Resolution of billing complaints	
Computational Methodology as per QoS definition	**%age of billing complaints resolved within 4 weeks=**(Complaints resolved in 4 weeks from date of receipt / Total billing complaints received during the relevant period) x 100 *Only* dispute related issues (including those that may arise because of a lack of awareness at the subscribers' end) are to be included. It does not include any provisional issues (such as delayed dispatch of billing statements, etc.) in which the operator has opened a ticket internally. *Date of resolution in this case would refer to the date when a communication has taken place from the operator's end to inform the complainant about the final resolution of the issue / dispute.*
Benchmark	100% cases to be resolved within 4 weeks
Audit Procedure	**IMRB Auditors collected and verified data pertaining to** - Total number of billing complaints/bills disputed - Number of complaints resolved in 4 weeks **Live calling : -** **Overall 100 number of live calls** made in a licensed service area/circle for each service provider. However in certain cases the sample could not be achieved as bills disputed (prior to the month of Audit) were found to be less than100

9.3 Period of refunds / payments due to customers	
Computational Methodology as per QoS definition	**Period of all refunds = Maximum value of 'Time taken to refund'** where:-Time taken to refund = Date of refund – date of lodging complaint
Benchmark	100% cases in less than 4 weeks
Audit Procedure	**Audit of refund details and complaints (only those resulting in refunds) resolution details used for arriving at the figures reported to TRAI to be conducted.** **Operator to provide details of:-** • **Dates of lodging of all billing complaints resolved in favour of customer and resulting in requirement of a refund by the operator** • **Dates of refund pertaining to all billing complaints received during the relevant quarter** **Also random live checks of all subscribers entitled for refund were conducted**

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9.3 For Broadband services

1. Service provisioning/Activation time	
Computational Methodology as per QoS definition	Service provisioning time refers to the time taken from the date of receipt of an application to the date when the service is activated **Percentage connections provided within X working days** = No of connections provided within X working days/ Total number of connections registered during the period * 100 **Technically Non Feasible (TNF**) cases such as unavailability of Broadband infrastructure/ equipment in the Area or Spare Capacity i.e. Broadband Ports including equipment to be installed at the customer premises for activating Broadband connection shall be excluded from the calculation of this parameter. Also, problems relating to customer owned equipment such as PC, LAN Card/ USB Port and internal wiring or non-availability of such equipment shall be excluded from the calculation of this parameter.
Benchmark	100 % cases in =<15 working days.
Audit Procedure	**IMRB** auditors collected and verified data pertaining to -Number of applications received at the service provider's level -Number of connections provided within 15 days -Number of connections provided after 15 days **Live calling :** Atleast 10% of the subscribers who had requested for new connections in month prior to Audit were called to check whether connection was provided in 15 days

2. Fault repair/Restoration time	
Computational Methodology as per QoS definition	This refers to the time taken to restore the existing customer service to operational level from the time that a problem or fault is reported **Percentage faults repaired in X working days** = (Total no of faults repaired in X working days /Total number of faults reported during the period)*100 The time period for fault repair starts from the time when the fault is reported to the service provider either through customer care help line or in person by the subscriber Only the complaints registered till the close of the business hours of the day are to be taken into account. All the complaints registered after the business hours are to be considered as being registered in the next day business hours
Benchmark	By next working day: > 90% and within 3 working days: 99%
Audit Procedure	**IMRB** auditors collected and verified data pertaining to -Number of applications received at the service provider's level -Number of connections provided within 15 days -Number of connections provided after 15 days **Live calling :** Atleast 10% of the subscribers who had requested for new connections in month prior to Audit were called to check whether connection was provided in 15 days

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3. Billing complaints per 100 bills issued	
Computational Methodology as per QoS definition	Billing complaints includes any of the following complaints related to billing from the point of view of customer: • Wrongly charged extra for some service • Cheque submitted on time but charged penalty for paying beyond due date • Payment made but not reflected (may be wrongly adjusted to another customer etc.) **Billing complaints per 100 bills issued =** Total billing complaints** received during the relevant quarter / Total bills generated* during the relevant quarter * *All types of bills generated for customers i.e. printed bills, online bills and any other forms of bills generated are to be included* ** *Only dispute related issues (including those that may arise because of a lack of awareness at the subscribers' end) are to be included. It does not include any provisional issues (such as delayed dispatch of billing statements, etc.) in which the operator has opened a ticket internally.*
Benchmark	< 2% billing complaints per 100 bills
Audit Procedure	**IMRB** auditors collected and verified data pertaining to - Number of bills generated - Number of billing complaints received - %age complaints per 100 bills

3.1. Resolution of billing complaints	
Computational Methodology as per QoS definition	**%age of billing complaints resolved within 4 weeks=**(Complaints resolved*** in 4 weeks from date of receipt / Total billing complaints** received during the period 2008) x 100 *Only dispute related issues (including those that may arise because of a lack of awareness at the subscribers' end) are to be included. It does not include any provisional issues (such as delayed dispatch of billing statements, etc.) in which the operator has opened a ticket internally.* *Date of resolution in this case would refer to the date when a communication has taken place from the operator's end to inform the complainant about the final resolution of the issue / dispute.*
Benchmark	100% cases to be resolved within 4 weeks
Audit Procedure	**IMRB Auditors collected and verified data pertaining to** - Total number of billing complaints/bills disputed - Number of complaints resolved in 4 weeks **Live calling : -** **-Overall 100 number of live calls** are to be made in a licensed service area/circle for each service provider. However in certain cases the sample could not be achieved as bills disputed (prior to the month of Audit) were found to be less than100

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3.2 Time taken to refund after closure	
Computational Methodology as per QoS definition	Time taken to refund = Date of refund – Date of closure Date of closure is considered to be the date on which the connection is discontinued in the service provider database of active customers
Benchmark	100% cases in less than 60 days
Audit Procedure	**IMRB Auditors collected and verified data pertaining to** -Number of cases requiring refund of deposits -Number of cases where refund was made within 60 days -%age cases where refund was made within 60 days

4. Response time to customer for assistance	
Computational Methodology as per QoS definition	**%age of calls answered by operator (voice to voice) within n seconds** = (Number of calls where <u>time taken for operator to respond</u>* >= n sec / Total number of calls where an attempt to route to the operator was made) x 100 <u>Time taken for operator to respond</u> = Time when an operator responds to a call – Time when the relevant code to reach the operator is dialled
Benchmark	Calls answered within 60 seconds > 60 % Calls answered within > 80%
Audit Procedure	**IMRB Auditors collected and verified call centre records pertaining to** -Number of calls received by the operator -Number and %age calls answered within **60 seconds** -Number and percentage calls answered within **90 seconds** **Live calling : -** Overall **100 number** of live calls at **different points of time** were made in a licensed service area/circle for each service provider to assess the efficiency of the call centre

5. Bandwidth Utilization	
Computational Methodology as per QoS definition	Percentage Bandwidth available on the link = Total Bandwidth* utilised in TCBH for the period/ Total Bandwidth Available during the period*100 Multi Router Traffic Grapher (MRTG) is to be used to measure the details of Bandwidth utilisation by service providers
Benchmark	-- < 80% link(s)/route bandwidth utilization during peak hours (TCBH). -- If on any link(s)/route bandwidth utilization exceeds 90%, then network is considered to have congestion. For this additional provisioning of bandwidth on immediate basis, but not later than one month is mandated.
Audit Procedure	**IMRB Auditors collected and verified call centre records pertaining to** **(I)POP to ISP gateway Node [Intra – network] Links** -Auditors to verify and collect data pertaining to Total Bandwidth available and Total Bandwidth utilised during TCBH at some of the sample intra network links (POP to ISP Node) on each of the three days of live measurement separately - Total Bandwidth available and Total bandwidth utilised during at the sample links TCBH for the complete month of audit - Total number of intra network links having >90% bandwidth utilisation during the month of Audit **(ii) ISP Gateway Node to IGSP / NIXI Node upstream Link's) for international connectivity** -Total number of upstream links for International connectivity -Total number of links having Bandwidth > 90%Total Bandwidth available and Total Bandwidth utilised on all the upstream links during TCBH (POP to ISP Node) on each of the three days of live measurement separately -Total Bandwidth available and Total bandwidth utilised at all the international links during TCBH for the complete month of audit (Also obtain details separately for the days)

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Broadband download speed	
Computational Methodology as per QoS definition	This refers to the ratio of size of the file to be downloaded and total time required for error free transmission of the file
Benchmark	Subscribed broadband connection speed to be met >80% from ISP Node to user
Audit Procedure	**Live calling : -** -Details of live customers were obtained from the service providers -Overall **50 number** of live calls at were made during peak hours in a licensed service area/circle for each service provider to assess the download speed available to subscribers. Tool provided by the on the service providers website was used for the same -Details of total committed download speed and speed available to the users were recorded for each of the subscriber - Percentage download speed available was calculated as = Sum of total speed available for 50 customers/Total committed download speed for 50 customers*100

Service availability/Uptime	
Computational Methodology as per QoS definition	Service availability/uptime is the measure of the degree to which the broadband access network including ISP Node is operable and not in a state of failure or outage at any point of time for all users Service availability/Uptime = (**Total operational hours – Total Downtime hrs)*100 / Total operational hours** Total downtime for all users, including the LAN switches, Routers, Servers, Etc at ISP Node and connectivity to upstream service provider are to be included Planned outages for routine maintenance of the system are excluded from the calculation of service availability/uptime
Benchmark	- 90% for quarter ending June 2007 - 98% with effect from quarter ending September 2007 and onwards
Audit Procedure	**IMRB Auditors collected and verified call centre records pertaining to** -Total operational hrs -Total downtime hrs The above mentioned data was obtained and verified separately for three days in which the live measurement was carried out, Month in which audit was carried out Also, verification of old records(July to September 2007) was verified

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Packet loss	
Computational Methodology as per QoS definition	Packet loss is the percentage of packets lost to total packets transmitted between two designated Customer Premises Equipments/Router ports. It is the measurement of packet lost from the broadband customer (User) configuration/User reference point at POP/ISP Node to IGSP/NIXI Gateway and to the nearest NAP port abroad The packet loss is measured by computing the percent packet loss of **1000 pings of 64 byte packet each**. Service provider needs to carry out such tests daily during Time Consistent Busy Hour(TCBH) and report the average results for the month in the performance monitoring report to TRAI Minimum sample reference points for each service area shall be three in number or multiple reference points if required **Hence Packet loss is computed by the formula - (Total number of ping packets lost during the period/Total number of ping packets transmitted)* 100**
Benchmark	<1 %
Audit Procedure	**IMRB Auditors collected and verified call centre records pertaining to** - Records maintained for ping tests conducted during the period of July to September 2007 - Smoked ping test (wherever available) results for the period of July to September 2007 - Results of live ping tests conducted during three day live measurement and month of Audit (During peak hours) - Live ping tests were conducting by selecting a minimum of three user reference test points at POP/ISP Node in each circle

Network Latency	
Computational Methodology as per QoS definition	Latency is the measure of duration of a round trip for a data packet between specific source and destination Router Port/Customer Premises Equipment (CPE). The round trip delay for the ping packets from ISP premises to the IGSP premises to the IGSP/NIXI gateway and to the nearest NAP port abroad are measured by computing delay for **1000 pings of 64 bytes each** (Pings are to be sent subsequent to acknowledgement received for the same for previous ping) Service provider needs to carry out such tests daily during Time Consistent Busy Hour(TCBH) and report the average results for the month in the performance monitoring report to TRAI Minimum sample reference points for each service area shall be three in number or multiple reference points if required **Hence the formula for network latency would be Network latency for X days= Total round trip time for all the ping packets transmitted in X days /No of days during the period**
Benchmark	< 120 msec from user reference point at POP/ISP Node to International Gateway < 350 msec from User reference point at ISP Gateway Node to International nearest NAP port (Terrestrial) < 800 msec from User reference point at ISP Gateway Node to International nearest Nap port (Sattelite)
Audit Procedure	**IMRB Auditors collected and verified call centre records pertaining to** - Records maintained for ping tests conducted during the period of July to September 2007 - Smoked ping test (wherever available) results for the period of July to September 2007 - Results of live ping tests conducted during three day live measurement and month of Audit (During peak hours) - Live ping tests were conducting by selecting a minimum of three user reference test points at POP/ISP Node in each circle

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