

**Information note to the Press**  
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**Telecom Regulatory Authority of India**

**For Immediate release**

Tel. No.:011-23217914  
Fax: 011-23211998  
E-mail: [advqos@traf.gov.in](mailto:advqos@traf.gov.in)  
Website: [www.traf.gov.in](http://www.traf.gov.in)

**TRAI Releases Report of the independent agency engaged for the Objective Assessment of Quality of Service in Mumbai service area.**

TRAI had engaged independent agency to conduct Network audit for the assessment of Quality of Service being provided by the service providers during the period from January, 2011 to March, 2011. The main findings of the reports are given below:-

**2 Findings of the independent agency on Quality of Service**

**2.1 Cellular Mobile Telephone Service:**

The objective assessment of quality of service of the service providers, namely, M/s Airtel, Vodafone, Idea, MTNL, Tata (GSM & CDMA), RCOM (GSM & CDMA), Etisalat, Loop, Videocon, Uninor, Sistema Shyam (MTS) and Aircel was conducted during the period from January, 2011 to March, 2011. Service Provider's performance on the selected Key Parameters in respect of cellular mobile telephone service based on one month data verification is annexed at "A"

**2.2 Basic Telephone Service (Wire Line):**

The objective assessment of quality of service of the service providers, namely, M/s Airtel, RCOM, Tata Teleservices and MTNL was conducted during January, 2011 to March, 2011. Service Provider's performance on the selected Key Parameters in respect of Basic Telephone service (Wire Line) based on one month data verification is annexed at "B"

### **2.3 Broadband Service:**

The objective assessment of quality of service of the service providers, namely, M/s Airtel, RCOM, MTNL, Tata Teleservices (TTML), Hathway, You Telecom (Youtele), Spectranet and Sify was conducted during January, 2011 to march, 2011. Service Provider's performance on the selected Key Parameters in respect of Broadband service based on one month data verification is annexed at "C"

**3.** The detailed Report on Quality of Service – Audit / Objective Assessment, conducted during the period January, 2011 to March, 2011 is placed at TRAI Website ([www.trai.gov.in](http://www.trai.gov.in)).

**4.** Suitable action is being taken against the concerned service providers.

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Contact Address in case any clarification required:

(A. Robert J. Ravi),  
Advisor (QOS), TRAI  
Mahanagar Door Sanchar Bhawan,  
Jawaharlal Nehru Marg (Old Minto Road),  
New Delhi -110002, Tel. No. 23230404/23217914

**Authorized to issue: Advisor (QOS)**

## Annexure "A"

**Cellular Mobile Services**  
**Performance of Service providers on the selected key parameters based on one month data verification**  
**For Q1 - 2011 (Jan-March 2011) for Mumbai service area**

Name of Service Provider	Network Availability	Accessibility & Retainability			Metering and Billing		Help Services
	Worst affected BTSs due to downtime (%age)	Call Set-up Success Rate (within licensee's own network)	Call Drop Rate (%age)	%age of connection with good voice quality	Metering and billing credibility		Percentage of calls answered by operators (voice to voice) within 60 sec
					Post paid	Pre paid	
<b>Benchmarks</b>	<b>≤ 2%</b>	<b>≥ 95%</b>	<b>≤ 2%</b>	<b>≥ 95%</b>	<b>≤ 0.1%</b>	<b>≤ 0.1%</b>	<b>≥ 90%</b>
<b>Airtel</b>	0.27%	99.04%	0.88%	98.01%	0.02%	0.00%	100.00%
<b>Vodafone</b>	0.00%	99.99%	0.66%	98.54%	0.00%	0.00%	94.00%
<b>Idea</b>	0.00%	99.30%	1.20%	98.77%	0.03%	0.04%	72.50%
<b>TATA CDMA</b>	0.36%	98.88%	0.71%	NA	0.18%	0.01%	92.00%
<b>MTNL GSM</b>	1.13%	96.26%	1.75%	96.14%	0.10%	0.00%	41.74%
<b>TATA GSM</b>	0.03%	98.84%	0.86%	96.95%	0.26%	0.00%	96.94%
<b>RCOM CDMA</b>	0.00%	99.41%	0.54%	NA	0.10%	0.11%	88.90%
<b>RCOM GSM</b>	0.06%	99.60%	0.34%	98.36%	0.10%	0.68%	92.23%
<b>Aircel</b>	0.20%	98.68%	0.83%	98.27%	0.24%	0.01%	96.77%
<b>Etisalat</b>	8.18%	99.66%	2.15%	97.20%	NA	0.08%	95.00%
<b>Loop</b>	0.80%	99.83%	0.67%	97.90%	0.02%	0.02%	95.35%
<b>Videocon</b>	0.80%	99.83%	0.67%	97.90%	NA	0.09%	96.00%
<b>Uninor</b>	0.00%	99.36%	1.12%	98.42%	NA	0.11%	99.42%
<b>MTS CDMA</b>	0.00%	99.38%	0.16%	NA	0.00%	0.02%	96.07%

NA: Not Applicable

## Annexure “B”

## Basic Telephone Services (Wire Line)

Performance of Service providers on the selected key parameters based on one month data verification for Q1 - 2011 (Jan-March 2011) for Mumbai Area

Name of Service Provider	Accessibility	Metering and Billing	Maintainability	Help Service
	Call completion Rate / ASR	Metering and billing credibility No of bills disputed during over a billing cycle	Faults Incidences (No. of faults /100 Subscribers)	% call answered by operator in 60 seconds
<b>Benchmarks</b>	$\geq 55\%$ , $\geq 75\%$	$\leq 0.1\%$	$\leq 5\%$	$\geq 90\%$
<b>Airtel</b>	90.92%	0.20%	1.14%	79.13%
<b>Rel Comm.</b>	86.14%	0.04%	0.21%	96.00%
<b>Tata Teleservices</b>	NP	0.04%	0.52%	82.14%
<b>MTNL</b>	58.37%	0.03%	8.62%	97.00%

NP: Not Provided

## Broadband Services

Performance of Service providers on the selected key parameters based on one month data verification for Q1 - 2011 (Jan-March 2011) for Mumbai Area

Name of Service Provider	Network Availability	Accessibility	Retainability		Metering and Billing	Help Services
	% Connections Provided within 15 days	Service availability uptime	% Bandwidth utilized on upstream link	Broadband download speed	Billing Complaints per 100 bills issued	Percentage of calls answered by operators (voice to voice) within 60 sec
<b>Benchmarks</b>	<b>100%</b>	<b>≥ 98%</b>	<b>≤ 80%</b>	<b>≥ 80%</b>	<b>&lt; 2%</b>	<b>≥ 60%</b>
<b>Airtel</b>	100.00%	99.71%	NP	100.00%	0.07%	100.0%
<b>RCOM</b>	100.00%	99.99%	31.90%	NP	0.09%	94.00%
<b>MTNL</b>	88.84%	98.38%	77.90%	87.40%	0.01%	62.54%
<b>TTML</b>	100.00%	99.14%	11.60%	85.00%	1.33%	89.07%
<b>Sify</b>	96.18%	100.00%	42.00%	94.06%	NA	95.44%
<b>Hathway</b>	100.00%	98.66%	69.00%	91.50%	1.33%	99.81%
<b>Spectranet</b>	95.00%	99.96%	39.81%	NP	0.00%	100.0%
<b>Yutele</b>	100.00%	98.69%	47.30%	86.03%	0.54%	73.00%

NP: Not Provided, NA: Not Applicable