

Information note to the Press
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Telecom Regulatory Authority of India

For Immediate release

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TRAI Releases Report of the independent agency engaged for the Objective Assessment of Quality of Service in Maharashtra and Goa 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 April, 2011 to June, 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 Aircel, Airtel, BSNL, Etisalat, Idea, RCOM GSM, TATA GSM, Uninor, Videocon, Vodafone, MTS, RCOM CDMA and TATA CDMA was conducted during the period from April, 2011 to June, 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 BSNL was conducted during, April 2011 to June, 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 BSNL, Airtel, RCOM, TCISL, TTML, Hathway, Sify, You Broadband and Tikona was conducted during April, 2011 to June, 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 April, 2011 to June, 2011 is placed at TRAI Website (www.trai.gov.in).

4. Suitable action is being taken against the defaulting service providers.

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Authorized to issue: Advisor (QOS)

Cellular Mobile Services
Performance of Service providers on the selected key parameters based on one month data verification
For Q2 - 2011 (April-June 2011) for Maharashtra and Goa 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	
Benchmarks	≤ 2%	≥ 95%	≤ 2%	≥ 95%	≤ 0.1%	≤ 0.1%	≥ 90%
Aircel	0.14	99.80	0.57	98.36	0.06	0.00	93.09
Airtel	1.34	99.07	0.96	99.01	0.01	0.01	96.00
BSNL	1.96	97.84	1.87	98.30	0.00	0.10	97.98
Etisalat	5.88	99.81	1.34	98.33	NA	0.05	100.00
Idea	1.86	98.06	1.34	97.52	0.05	0.03	75.00
RCOM GSM	1.52	99.68	0.26	97.20	0.09	0.01	88.28
TATA GSM	0.00	99.14	0.87	97.12	0.20	0.18	93.00
Uninor	0.93	99.35	1.24	96.71	NA	0.50	100.00
Videocon	0.00	99.67	0.54	99.24	NA	0.02	96.00
Vodafone	0.34	98.04	1.08	97.03	0.20	0.05	96.00
MTS	0.00	99.31	0.30	NA	0.00	0.03	96.00
RCOM CDMA	0.41	99.65	0.50	NA	0.06	0.01	95.00
TATA CDMA	0.00	99.31	0.93	NA	0.13	0.00	90.00

Basic Telephone Services (Wire Line)
Performance of Service providers on the selected key parameters based on one month data verification for
Q2 - 2011 (April-June 2011) for Maharashtra and Goa service 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
Benchmarks	$\geq 55\%$, $\geq 75\%$	$\leq 0.1\%$	$\leq 5\%$	$\geq 90\%$
BSNL	67.00	0.00	7.23	90.0
Airtel	64.42	0.03	2.00	95.0
T TSL	94.30	0.01	0.37	NP
RCom.	86.15	0.01	0.38	93.0

NP: Not Provided

Annexure "C"

Broadband Services

Performance of Service providers on the selected key parameters based on one month data verification for Q2 - 2011 (April-June 2011) for Maharashtra and Goa service 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
Benchmarks	100%	≥ 98%	≤ 80%	≥ 80%	< 2%	≥ 60%
BSNL	100.0	99.89	NP	NP	0.04	100.0
Airtel	100.0	99.99	52.41	100.0	0.00	85.19
RCOM	100.0	98.82	56.97	NP	0.09	93.00
TCISL	100.0	99.78	56.20	86.53	0.09	94.51
TTML	100.0	99.21	69.38	90.62	0.09	91.91
Hathway	100.0	100.0	82.78	91.50	1.51	78.29
Sify	100.0	99.01	NP	100.00	NA	44.12
You Broadband	100.0	98.0	NA	91.50	1.60	76.29
Tikona	100.0	98.85	54.77	45.85	2.51	67.99

NP: Not Provided, NA: Not Applicable