

**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 Punjab 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 Aircel, Airtel, BSNL GSM, Etisalat, Idea, RCOM GSM, TATA GSM, Videocon, Vodafone, Loop, HFCL CDMA, RCOM CDMA and TATA CDMA 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".

**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.traf.gov.in](http://www.traf.gov.in)).

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

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## 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 Punjab 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>Aircel</b>	0.00	97.10	1.10	96.61	0.00	0.00	NA
<b>Airtel</b>	0.08	99.13	0.66	98.96	0.03	0.02	80.00
<b>BSNL GSM</b>	2.86	98.27	1.00	95.30	0.03	0.03	95.50
<b>EtiSlat</b>	0.00	98.53	1.70	99.25	NA	0.10	99.00
<b>Idea</b>	1.01	97.40	1.65	97.18	0.06	0.01	32.00
<b>RCOM GSM</b>	0.00	99.63	0.36	98.09	0.12	0.10	69.00
<b>TATA GSM</b>	0.00	97.10	0.66	98.96	0.03	0.00	NR
<b>Videocon</b>	0.06	97.76	1.43	97.09	NA	0.01	NA
<b>Vodafone</b>	0.07	99.63	0.87	97.93	0.03	0.01	72.00
<b>Loop</b>	0.00	97.41	0.00	98.96	NA	0.00	100.00
<b>HFCL CDMA</b>	0.00	99.41	0.82	98.87	0.02	0.02	85.00
<b>RCOM CDMA</b>	0.00	99.20	0.63	NR	0.10	0.10	90.00
<b>TATA CDMA</b>	0.00	97.79	0.26	NR	0.02	0.04	NR

NA: Not Applicable, NR: Not Reported

