

Information note to the Press

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For Immediate release

Telecom Regulatory Authority of India

TRAI Releases Report of the independent agencies engaged for the Objective Assessment of Quality of Service in UP(West) Service area.

TRAI has engaged independent agencies to conduct Network audit for the assessment of Quality of Service being provided by the service providers during the period from October to December, 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 providers, namely, M/s Airtel, Aircel, BSNL, Etisalat, Idea Cellular Limited, RCom (GSM & CDMA), Tata (CDMA & GSM), Uninor, Videocon, Vodafone, and MTS was conducted. 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 providers, namely, M/s Airtel, BSNL, RCOM and TTSL was conducted. 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 and subjective customer satisfaction surveys of the service providers, namely, M/s Airtel, BSNL and RCOM was conducted. 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 October 2011 to December, 2011 is placed at TRAI Website (www.trai.gov.in).

4. In case of any clarification, please contact, Mr A. Robert. J. Ravi, Advisor (QOS) at Tel. No. 011-23230404/23217914 or at email id: advqos@trai.gov.in.

(Rajeev Agrawal)
Secretary

Cellular Mobile Services: Performance of Service providers on the selected key parameters based on one month data verification for October 2011 to December 2011 for UP(West) Service Area:

Name of Service Provider	Network Availability	Accessibility & Retainability			Metering and Billing		Help Services
	(Audit)	(Audit)	(Audit)	(Audit)	(Audit)		(Audit)
	Worst affected BTSs due to downtime (%age)	Call Set-up Success Rate (within licensee's own network)	Call Rate Drop(%age)	%age of connection with good voice quality	(Post Paid)	(Pre Paid)	Percentage of calls answered by operators (voice to voice) within 60 sec
Bench marks	≤ 2%	≥ 95%	≤ 2%	≥ 95%	< 0.1%		≥ 90%
Aircel	1.80	98.53	0.62	96.92	0.11	0.004	89.18
Airtel	0.30	98.10	1.23	97.20	0.02	0.002	93.03
BSNL	4.86	97.92	1.21	95.84	0.04	0.01	91.52
Etisalat	0.00	98.95	0.38	98.79	---	0.00	99.41
Idea	0.12	97.69	1.00	96.16	0.07	0.001	68.30
Reliance GSM	1.66	99.41	0.76	98.90	0.02	0.09	96.23
Tata GSM	0.11	98.80	0.87	96.85	0.02	0.001	90.33
Uninor	1.66	96.98	1.19	95.92	---	0.096	98.64
Videocon	0.00	98.55	1.36	97.25	---	0.00	98.44
Vodafone	1.56	97.34	1.32	96.75	0.06	0.01	89.59
MTS	0.00	99.12	0.86	99.15	0.08	0.001	95.33
RCOM CDMA	0.38	98.65	1.05	---	0.01	0.05	96.88
TATA CDMA	0.00	98.72	0.72	---	0.01	0.04	94.77

Basic Telephone Services: Performance of Service providers on the selected key parameters based on one month data verification for October 2011 to December 2011 for UP(West) Service Area:

Name of Service Provider	Accessibility	Metering and Billing	Maintanability	Help Service
	(Audit)	(Audit)	(Audit)	(Audit)
	Call completion Rate	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
Bench marks	≥ 55%	≤0.1%	≤ 5	≥ 90%
BSNL	44.30	0.03	4.85	88.00
Airtel	60.03	0.1	0.62	89.98
RCom	88.53	0.00	---	98.00
TTSL	100	0.00	0.13	96.00

Broadband Services: Performance of Service providers on the selected key parameters based on one month data verification for October 2011 to December 2011 for UP(West) Service Area:

Name of Service Provider	Network Availability	Accessibility	Retainability		Metering and Billing	Help Services
	(Audit)	(Audit)	(Audit)	(Audit)	(Audit)	(Audit)
	% Connections Provided within 15 days	Service availability uptime	% Band width utilized on upstream link	Broad band download speed	Billing Complaints per 100 bills issued	%age of calls answered by operators (voice to voice) within 60 sec
Bench marks	100%	≥ 98%	≤ 80%	≥ 80%	< 2%	≥ 60%
Airtel	97.86	99.98	---	100	0.00	91.04
BSNL	100	99.90	74.37	98.00	0.03	75.70
RCOM	---	99.99	---	100	0.00	96.00