



INDEPENDENT DRIVE TEST REPORT

For

Kolkata to Jhargram Highway May 2018

EAST ZONE

Key Performance Indicators: All TSPs have met the Drop Call Rate (DCR) benchmark of 2% except BSNL 2G, Tata 2G and BSNL 3G . All TSPs have met the Call Setup Success Rate (CSSR) of 95%.

The Independent Drive Test has been carried out by M/s PhiMetrics Technologies Pvt. Ltd. on behalf of TRAI in Kolkata to Jhargram Highway from 9:00 AM to 9:00 PM; 25th May 2018. The drive test covered an drive route of 150KMs over a period of 1day. Approximately 109 calls were made for each of the 11 networks: five 2G networks, five 3G networks and one LTE network covering 6 unique TSPs

Overview

Voice Summary

Overview

Overview:

Telecom Regulatory Authority of India has been entrusted with the task of laying down the standards of quality of service to be provided by the service providers and ensuring its enforcement; and also TRAI is responsible for conducting the periodical audit of such services provided by the service providers so as to protect the interest of the consumers of telecommunications service

TRAI is regularly monitoring the performance of Telecom Service Providers (TSP) against the benchmarks for the various Quality of Service (QoS) parameters laid down by the Authority. TSPs submit Performance Monitoring Reports to TRAI every quarter. TRAI also undertakes audit and assessment of Quality of Service through independent agencies to verify the Quality of Service claimed. The Audit agencies conduct sample 'Drive tests' across various cities in the country as part of audit and assessment of the TSPs' performance.

In view of complaints on call drops and other network quality issues, on behalf of TRAI, an Independent Drive Test (IDT) was conducted by PhiMetrics Technologies Pvt. Ltd. From **25th May 2018** covering various locations in Kolkata to Jhargram Highway. The performance of **Airtel, BSNL, Idea, Tata, Vodafone and Jio** were monitored across various technologies (2G, 3G, and 4G). The drive test route was defined on the basis of several factors that include - areas from where call drop complaints are commonly received; areas of heavy usage; residential areas away from arterial roads; office areas; areas where previous Drive tests showed network issues; etc.

The test results obtained from these drive tests were utilized to assess the network quality for Voice and Data services in terms of **Voice: Coverage, Quality, Handover Success Rate, Call Setup Success Rate, Drop Call Rate and Block Call Rate.**

Drive Test Details For Kolkata to Jhargram:

Independent Drive test was conducted for a period of 1 day on 25th May 2018 in Kolkata to Jhargram Highway from 9:00 AM to 9:00 PM. Calls were made for 90 sec duration with wait time of 10 sec between calls in all technologies.

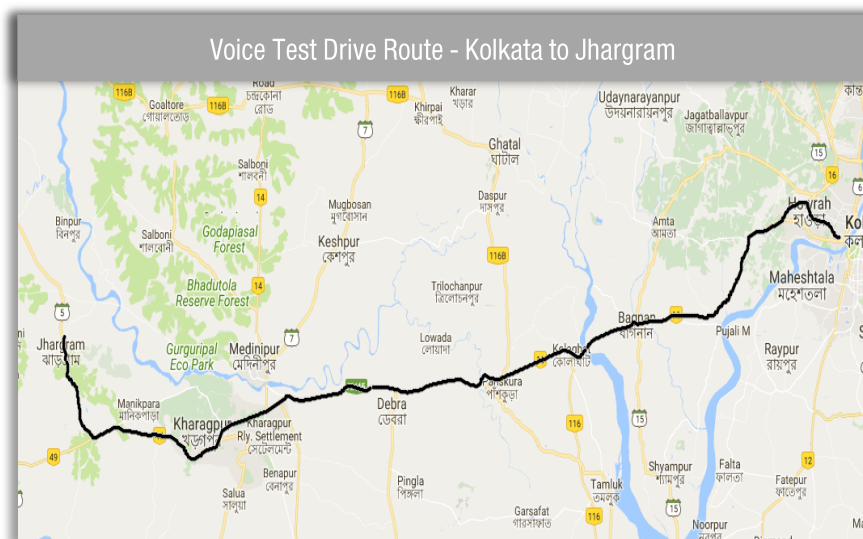
Voice Tests: The drive test covered a drive route of approximately 150KMs over a period of 1 day on 25th May 2018. Approximately 109 calls were made for each of the 11 networks: five 2G (Lock Mode) networks, five 3G (Dual mode) networks and 1 VoLTE network covering 6 unique TSPs.

* In case of multiple call failure in similar geo location in given period of 60sec has been counted as one call failure

* For Voice KPI's, 2G measurement is done with UE locked on 2G, 3G measurement is done with UE in Dual mode (2G & 3G) and 4G measurement is done with UE in Free Mode.

* 3G KPI's which are calculated from UE in Dual Mode (2G & 3G) includes samples and events of 2G.

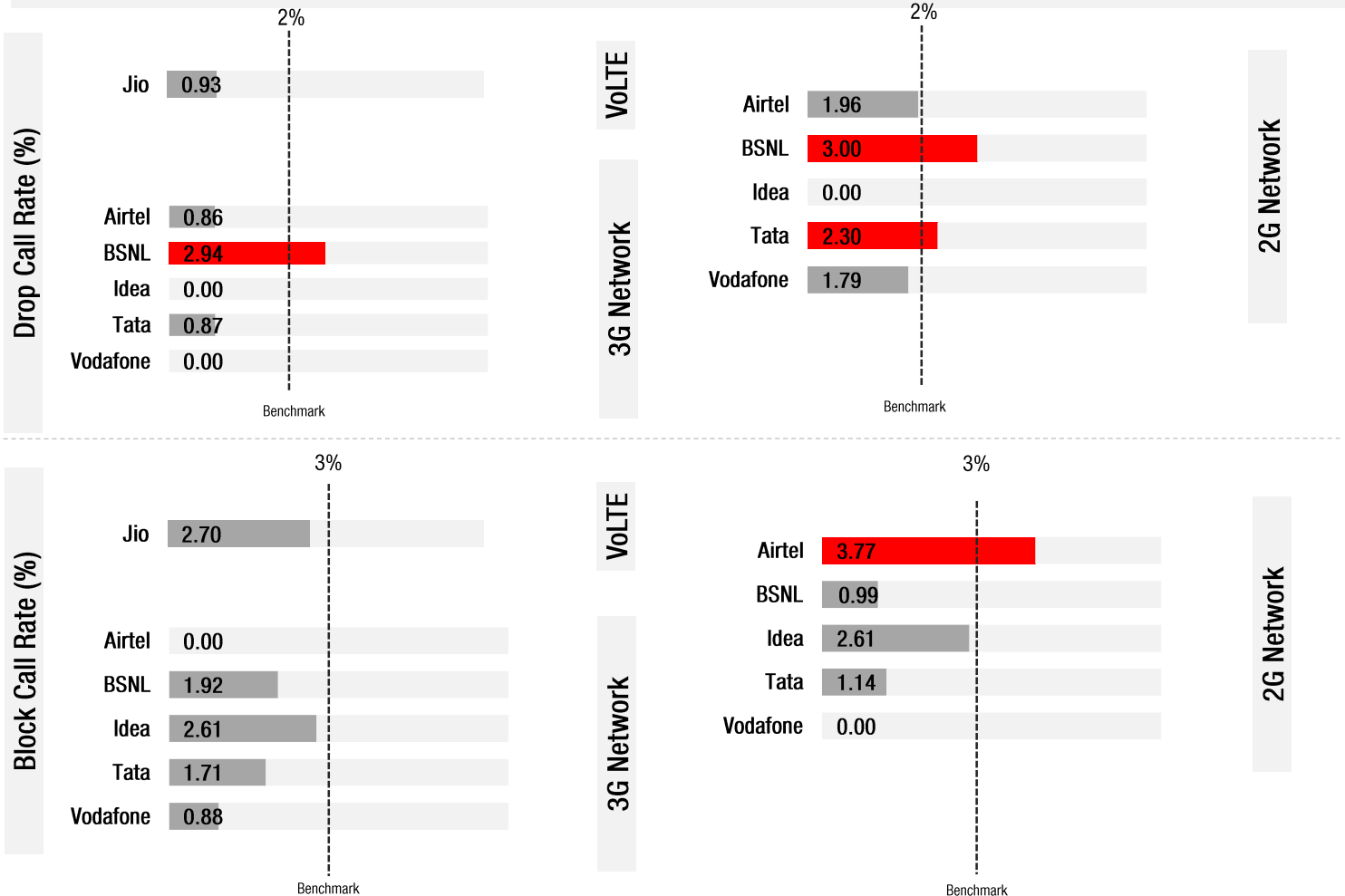
* 4G KPI's which are calculated from the UE in Free Mode included samples and events of 2G & 3G.



Voice Calls

Key Observations

QoS compliance of the TSPs in Kolkata to Jhargram for Voice across technologies 2G/3G/4G-VoLTE is given below:



KPI	2G Networks				
	Airtel	BSNL	Idea	Tata	Vodafone
SDCCH Congestion%	0.00%	0.00%	1.74%	1.14%	0.00%
TCH Congestion %	3.77%	0.99%	0.87%	0.00%	0.00%

KPI	3G Networks				
	Airtel	BSNL	Idea	Tata	Vodafone
SDCCH Congestion%	0.00%	0.96%	0.87%	0.00%	0.00%
RRC Congestion%	0.00%	0.96%	0.87%	0.85%	0.88%
SDCCH & RRC Congestion%	0.00%	1.92%	1.74%	0.85%	0.88%
TCH Congestion %	0.00%	0.00%	0.00%	0.00%	0.00%
RAB Congestion %	0.00%	0.00%	0.87%	0.86%	0.00%
TCH & RAB Congestion %	0.00%	0.00%	0.87%	0.86%	0.00%

- All TSPs have met the 2% QOS benchmark of Drop Call Rate (DCR%) except BSNL2G,Tata 2G and BSNL 3G.
- Call Block Rate (CBR%) benchmark of 3% was achieved by all TSP's except Airtel 2G.

Not meeting Benchmark

Voice Calls

Key Observations

Coverage

a) Percentage of coverage samples for 2G \geq -85 dBm.

TSPs	2G				
	Airtel	BSNL	Idea	Tata	Vodafone
Coverage%	84.99%	74.31%	82.63%	81.91%	79.64%

b) Percentage of coverage samples for 2G \geq -85 dBm, 3G \geq -90 dBm & LTE \geq -110 dBm.

TSPs	3G					VoLTE
	Airtel	BSNL	Idea	Tata	Vodafone	Jio
Coverage %	85.59%	65.99%	82.72%	85.54%	82.36%	94.92%

c) Percentage of time spent on 3G network:

TSPs	3G				
	Airtel	BSNL	Idea	Tata	Vodafone
Time Spent on 3G%	35.45%	8.79%	20.85%	34.29%	68.26%

d) Percentage of RLT spent on \geq 48:

TSPs	2G				
	Airtel	BSNL	Idea	Tata	Vodafone
%RLT \geq 48%	0.03%	3.56%	0.00%	0.00%	0.00%

Summary

Overall Summary

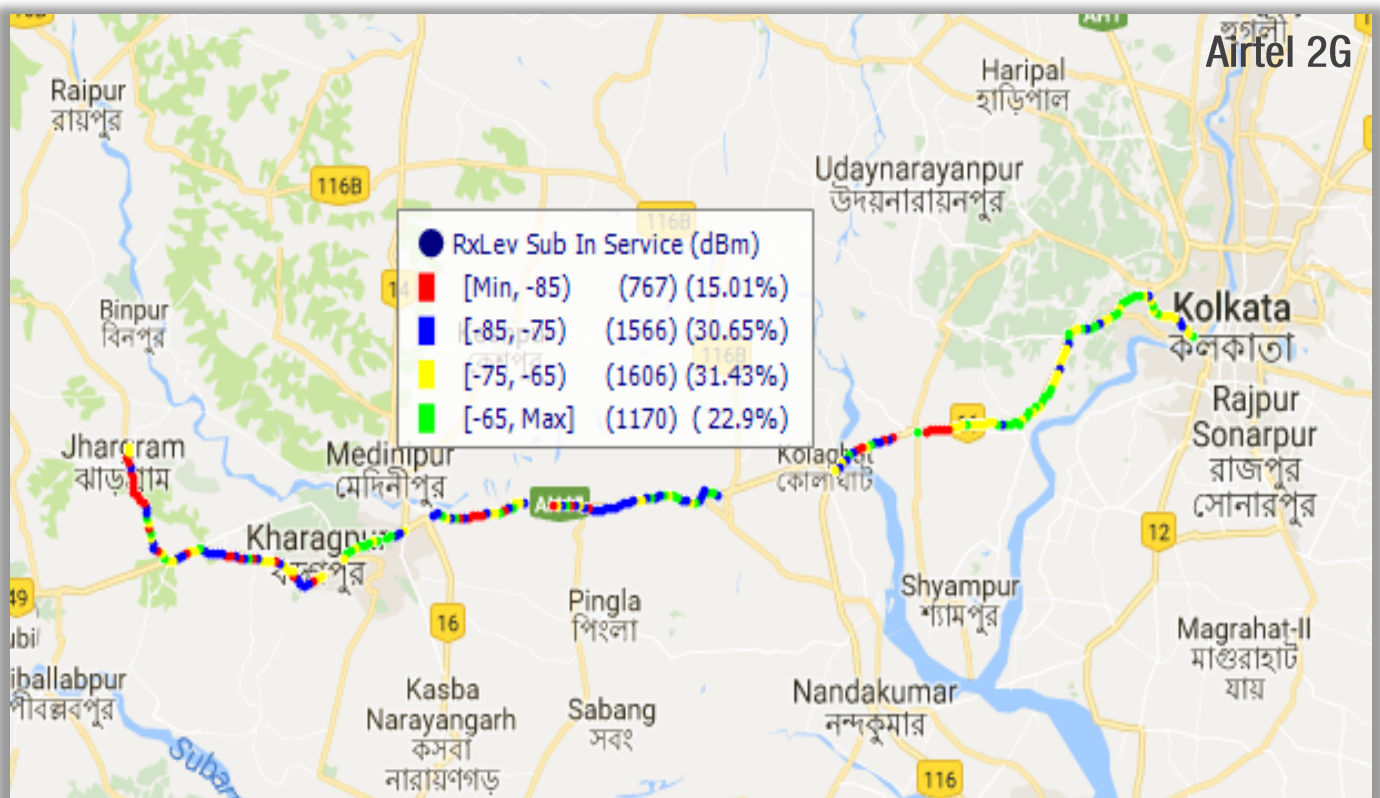
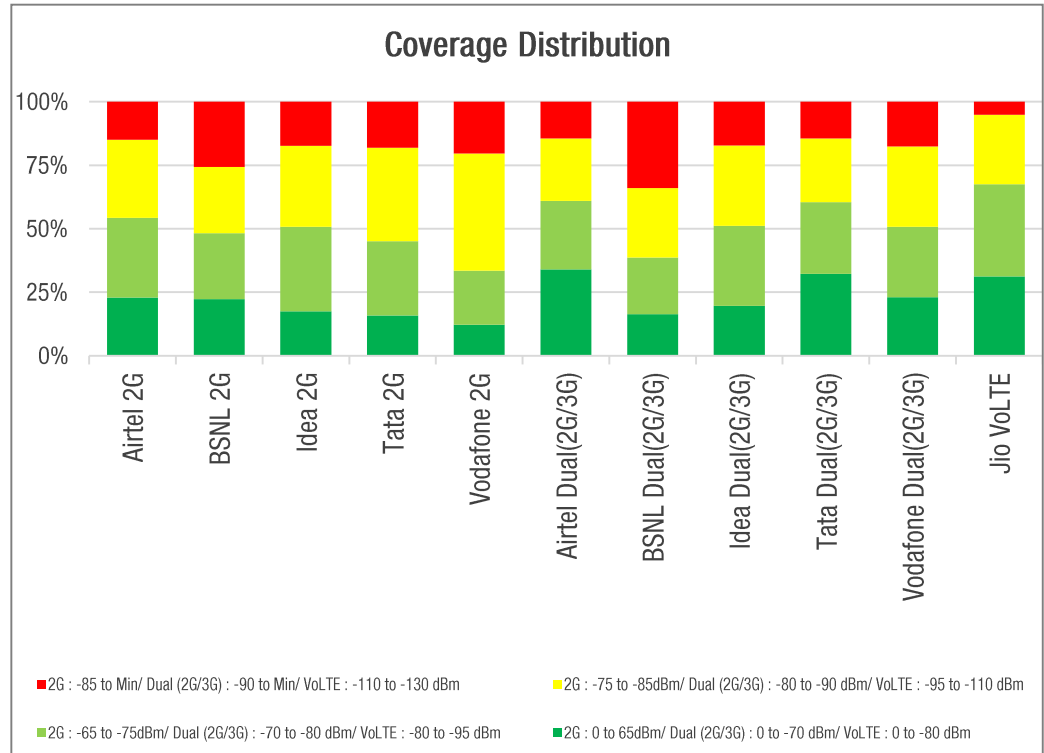
Voice Call	2G				
	Airtel	BSNL	Idea	Tata	Vodafone
Call Attempt	106	101	115	88	112
Blocked Call Rate (%)	3.77%	0.99%	2.61%	1.14%	0.00%
CSSR% (Accessibility)	96.23%	99.01%	97.39%	98.86%	100.00%
Drop Call Rate (%)	1.96%	3.00%	0.00%	2.30%	1.79%
Mobility HOSR (%)	98.70%	99.39%	100.00%	96.55%	99.59%
Rx Quality (%)	93.70%	98.44%	97.52%	94.29%	98.16%

Voice Call	3G					VoLTE
	Airtel	BSNL	Idea	Tata	Vodafone	Jio
Call Attempt	116	104	115	117	114	111
Blocked Call Rate (%)	0.00%	1.92%	2.61%	1.71%	0.88%	2.70%
CSSR% (Accessibility)	100.00%	98.08%	97.39%	98.29%	99.12%	97.30%
Drop Call Rate (%)	0.86%	2.94%	0.00%	0.87%	0.00%	0.93%
Mobility HOSR (%)	99.41%	93.66%	100.00%	98.25%	100.00%	99.38%
Rx Quality (%)	92.45%	96.90%	96.73%	93.23%	89.24%	77.15%

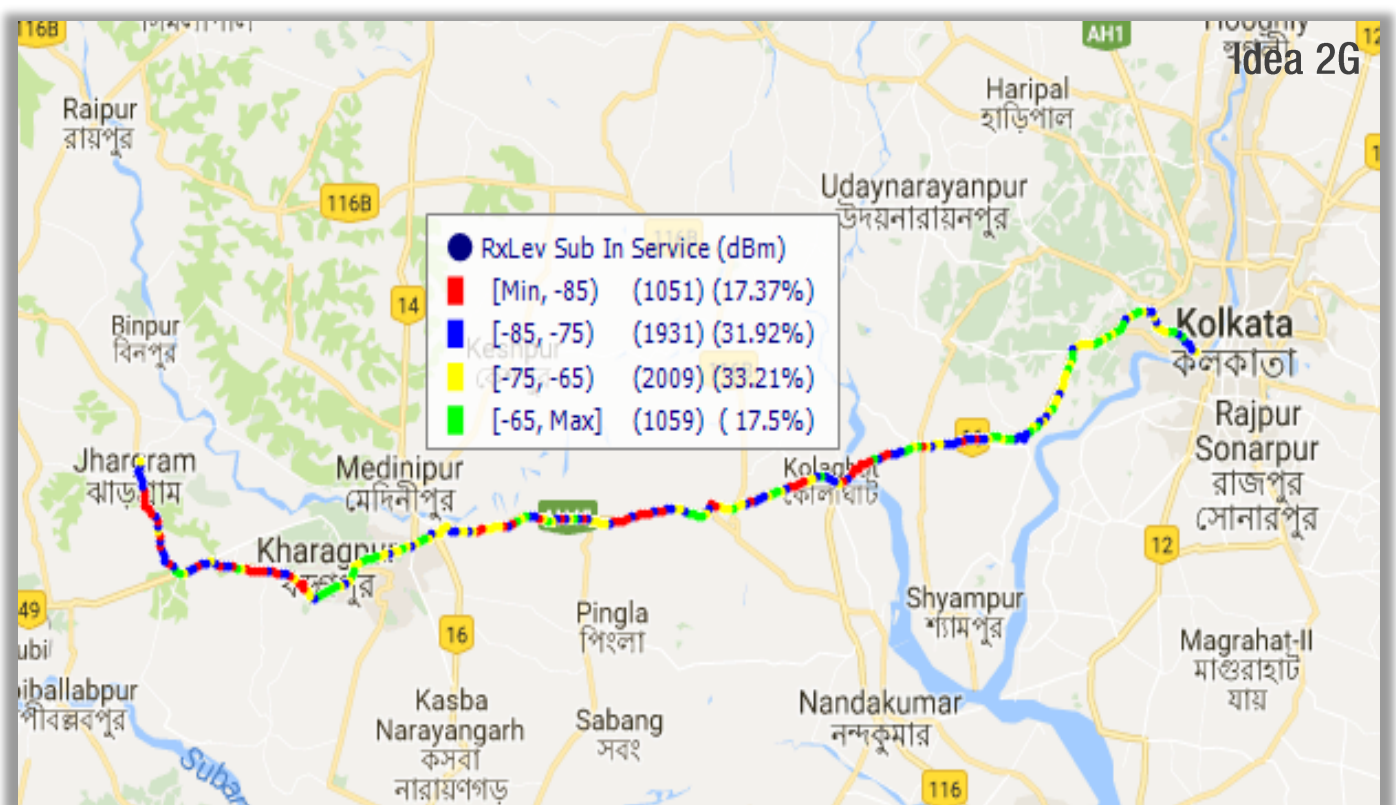
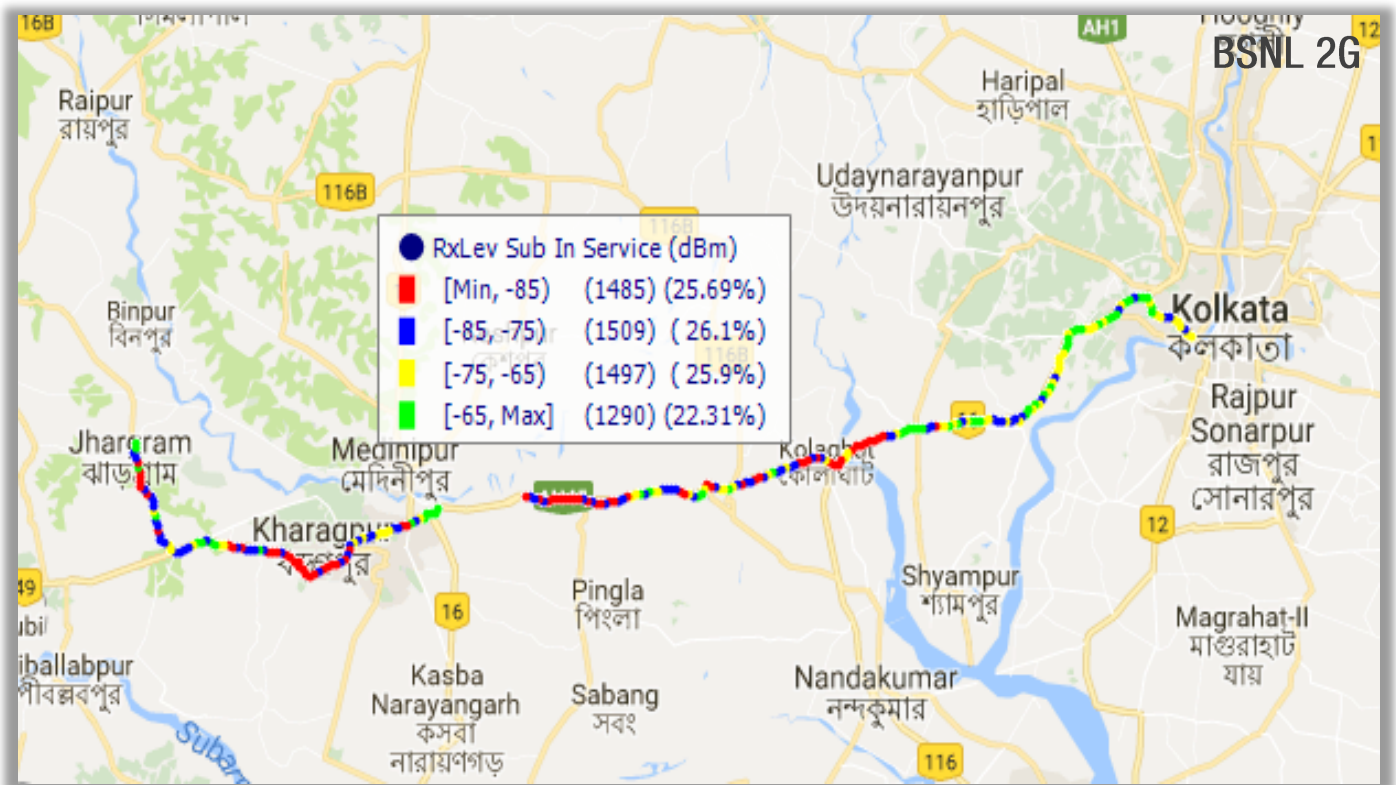
I. Coverage Details

RF Coverage relates to the geographical footprint within the system that has sufficient RF signal strength to provide for a call/data session. The Coverage rate of an TSP is calculated on the basis of % of samples in which the Rx level ≥ -85 dBm, RSCP is ≥ -90 dBm & RSRP ≥ -110 dBm. The details are as follows.

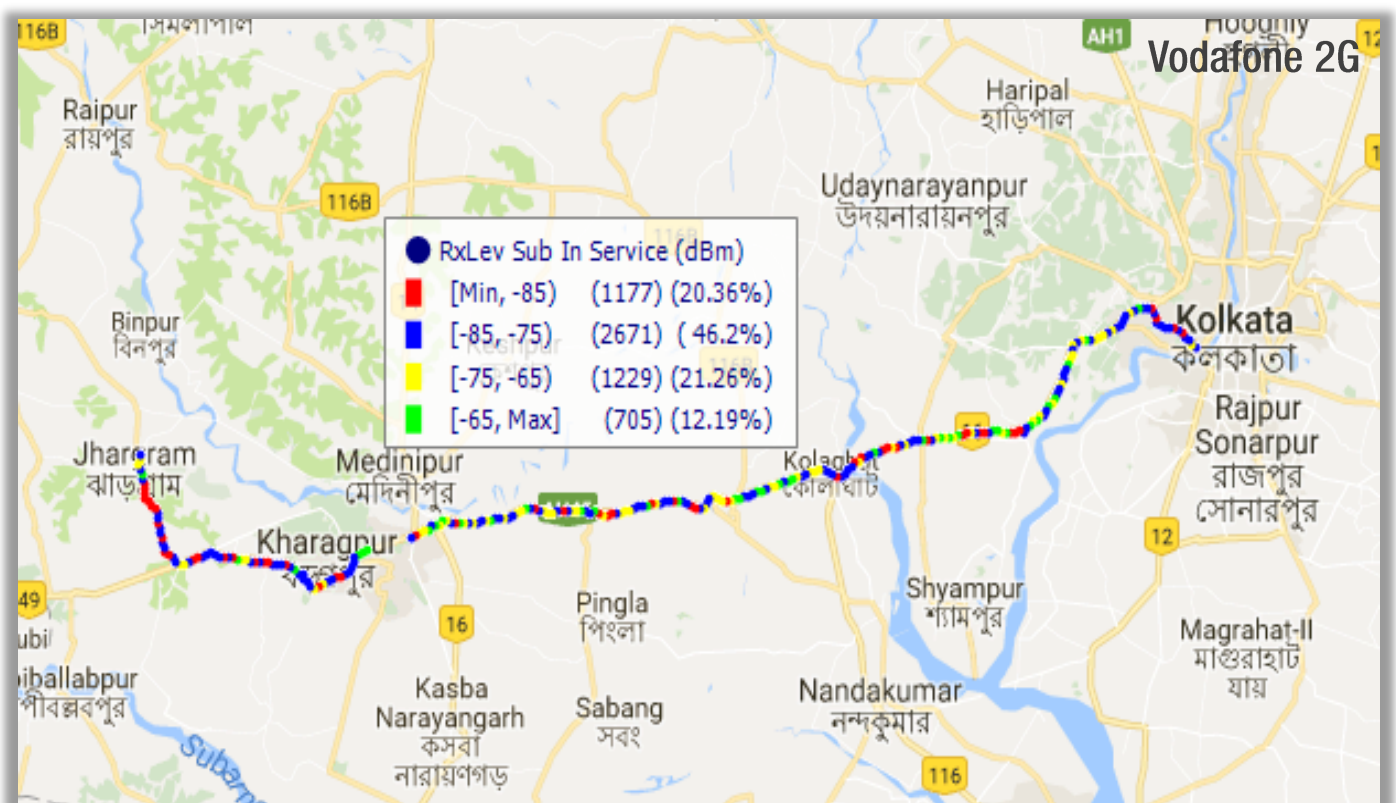
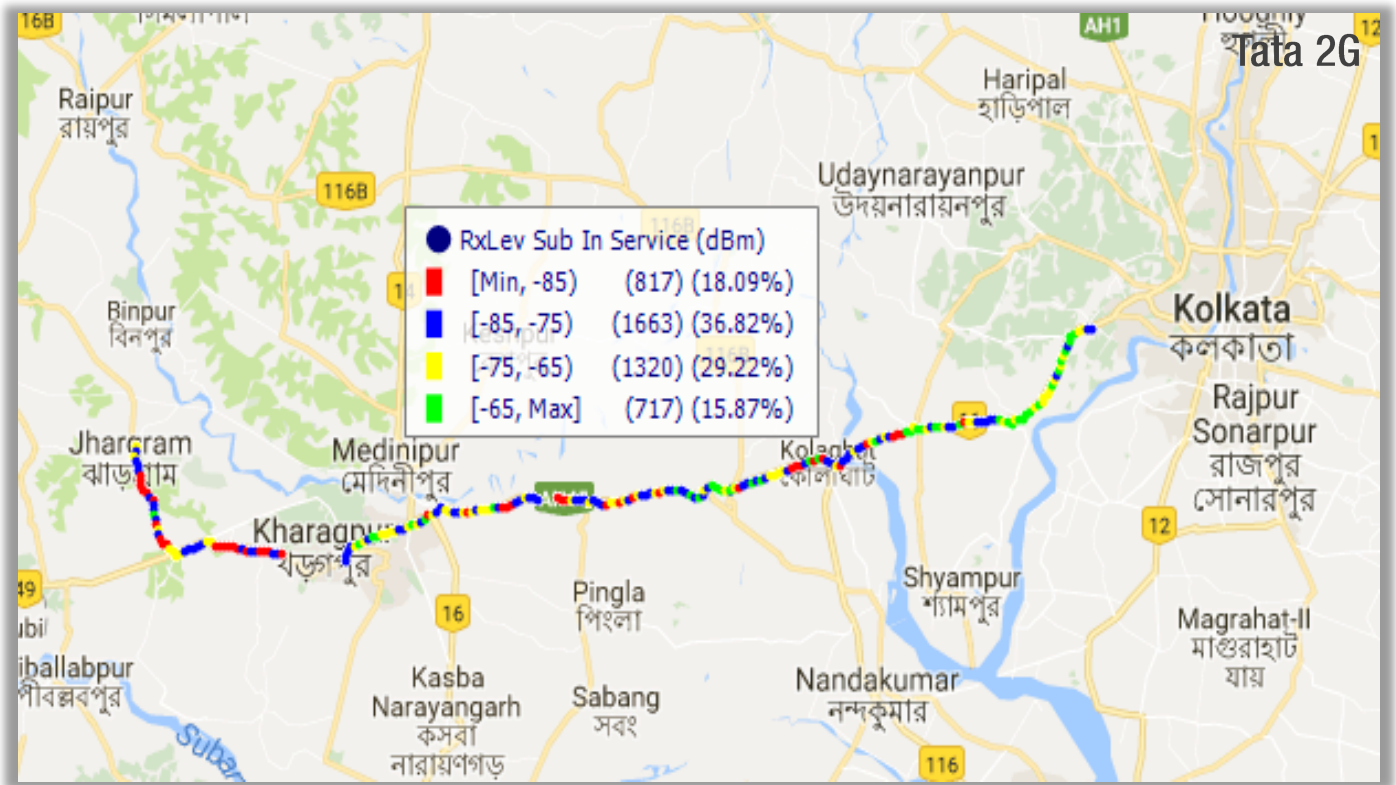
TSP	Coverage Rate
Airtel 2G	84.99%
BSNL 2G	74.31%
Idea 2G	82.63%
Tata 2G	81.91%
Vodafone 2G	79.64%
Airtel Dual(2G/3G)	85.59%
BSNL Dual(2G/3G)	65.99%
Idea Dual(2G/3G)	82.72%
Tata Dual(2G/3G)	85.54%
Vodafone Dual(2G/3G)	82.36%
Jio VoLTE	94.92%



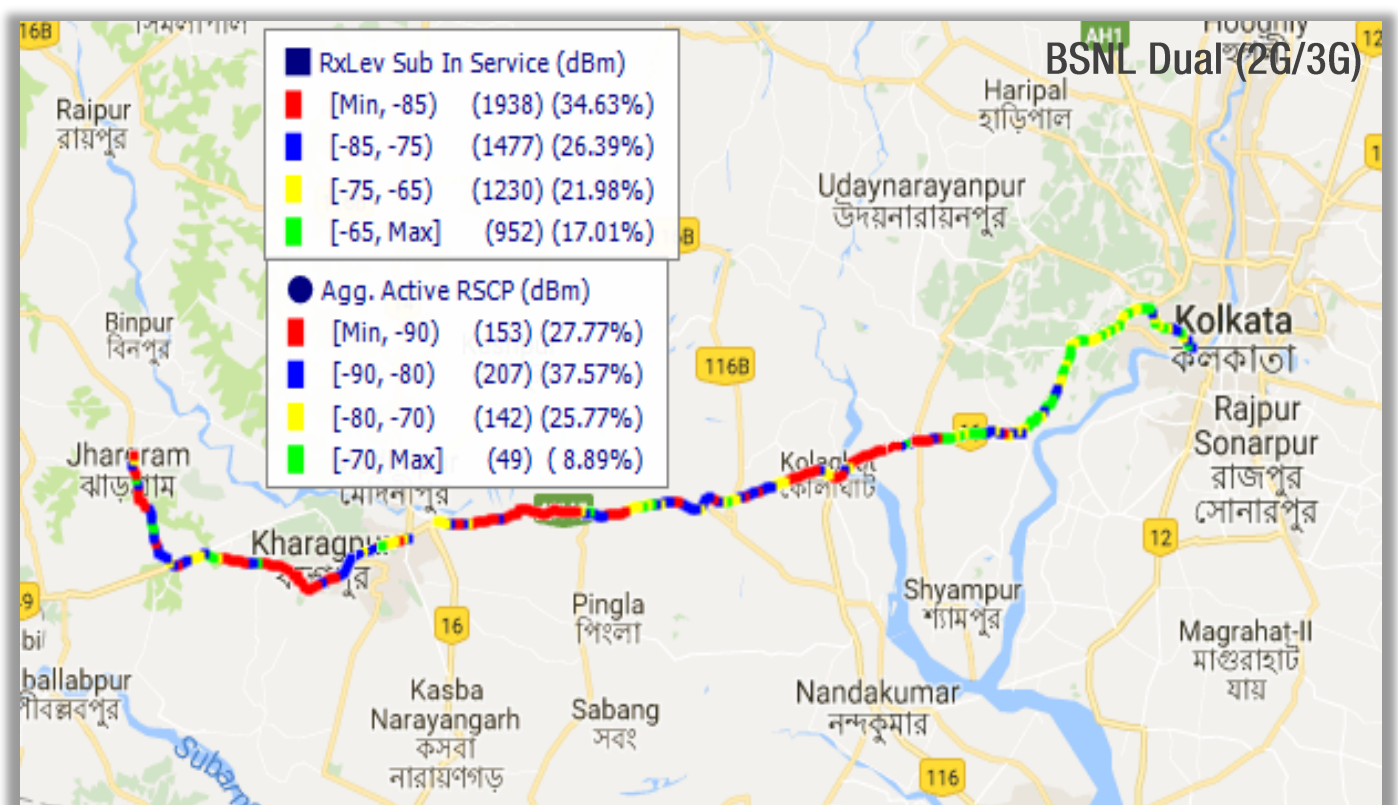
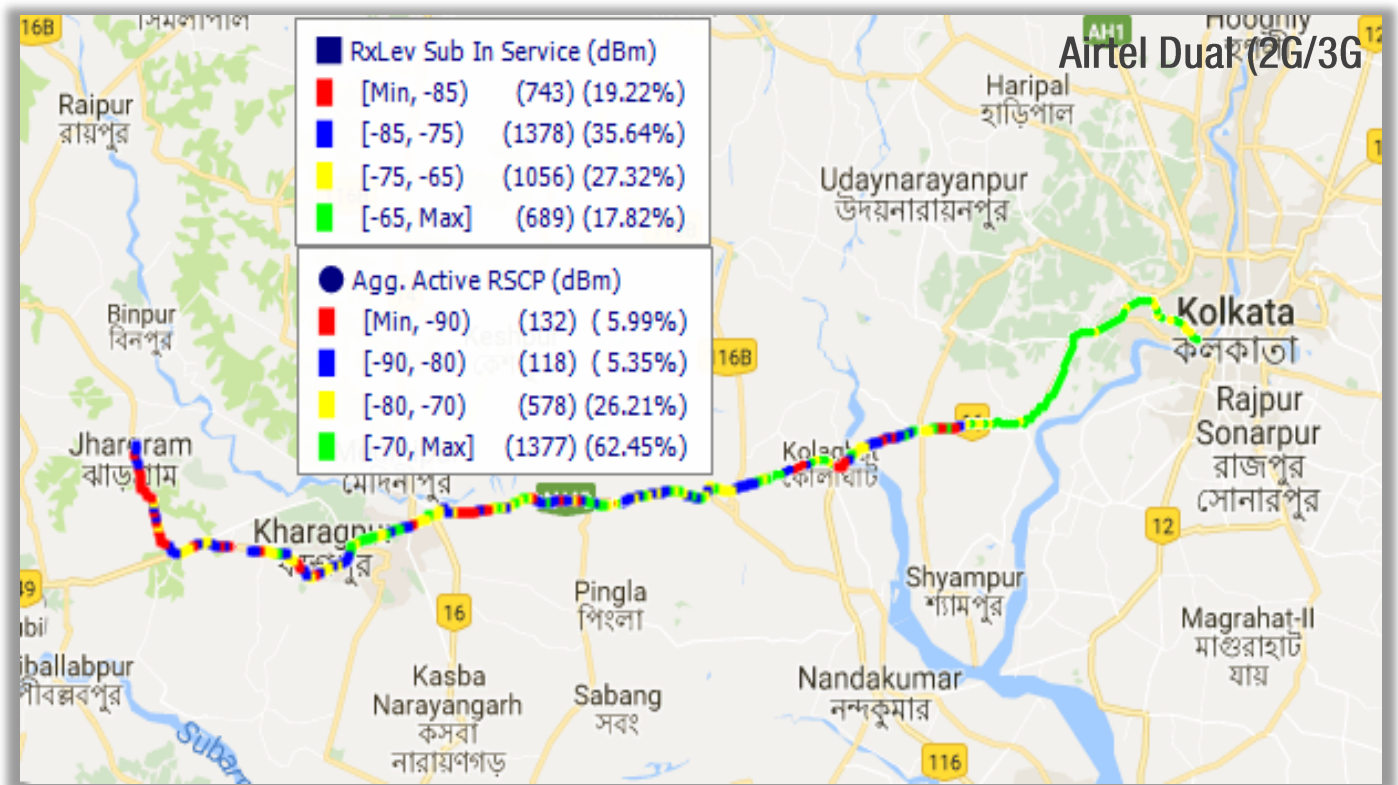
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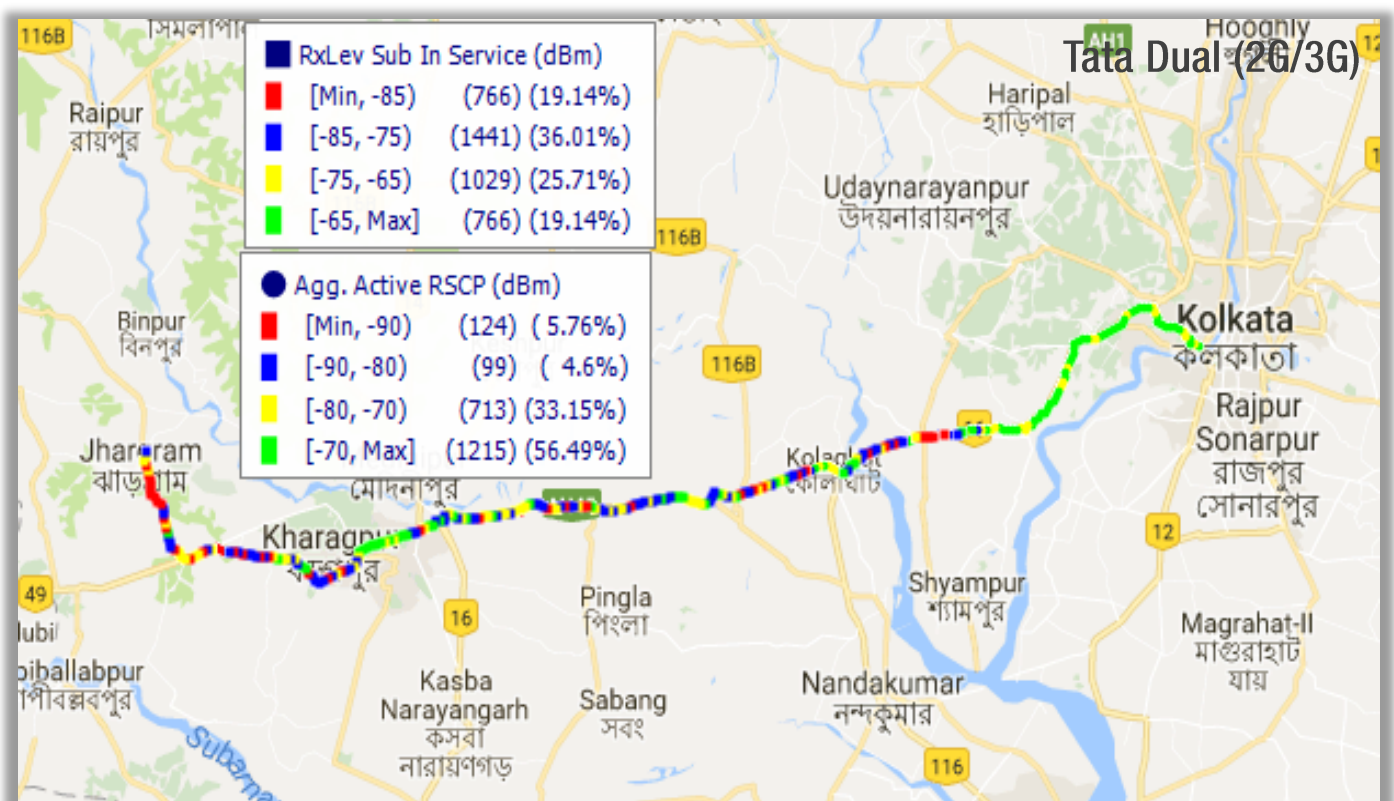
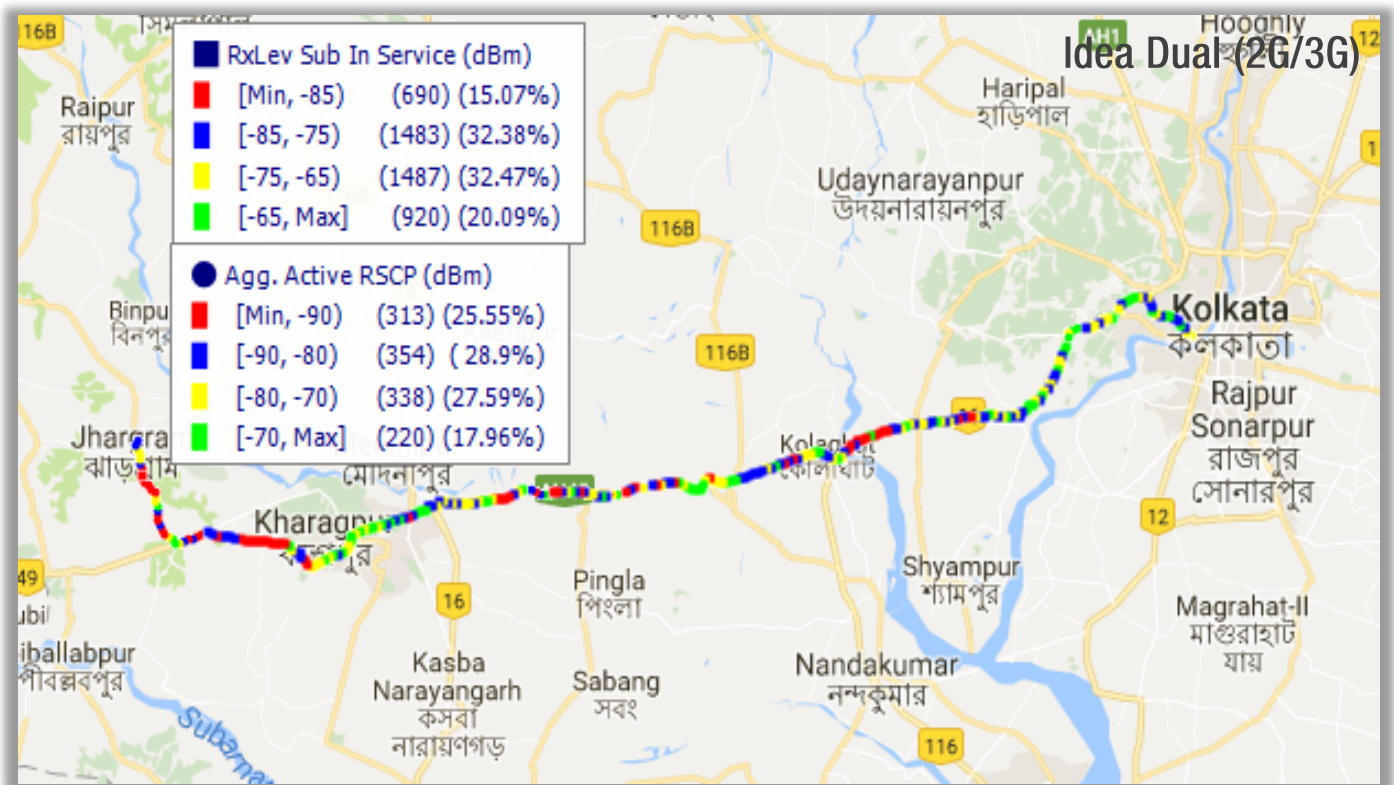
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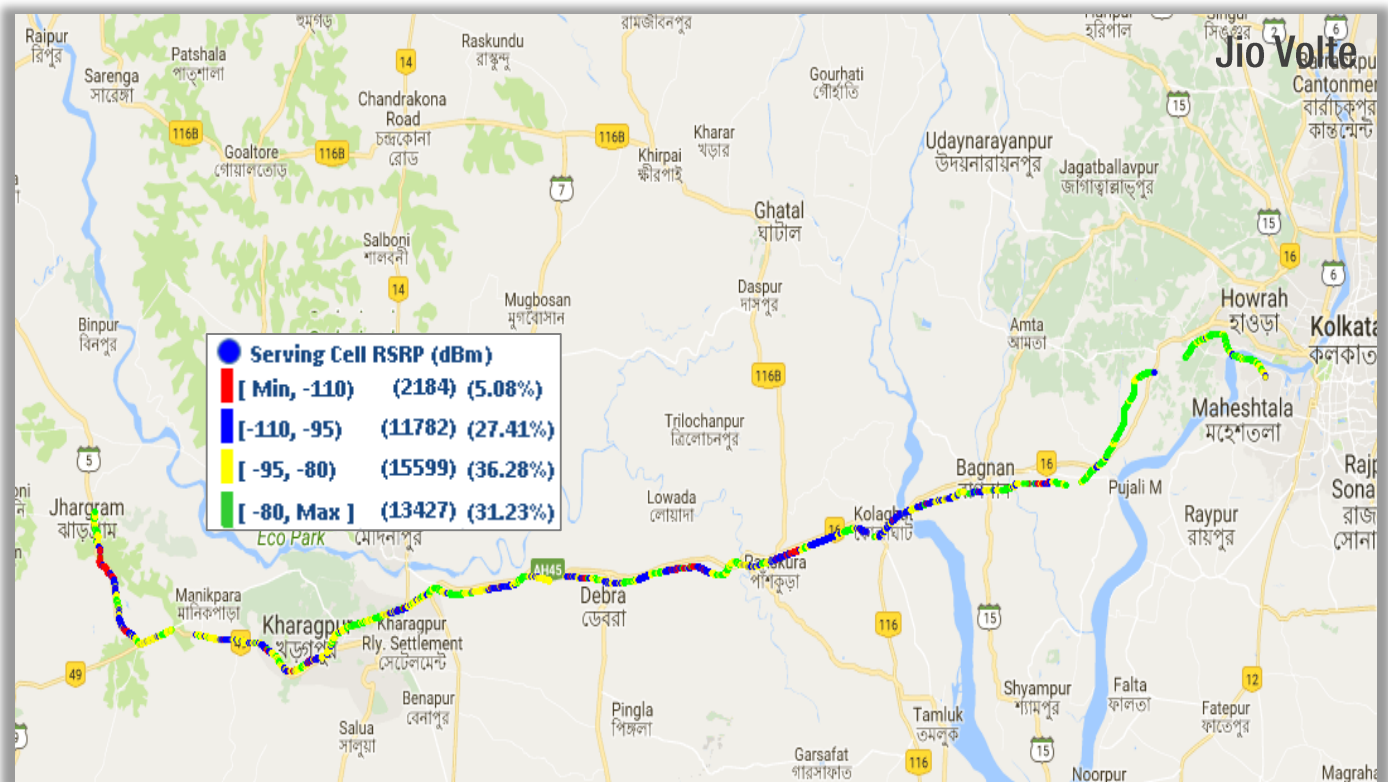
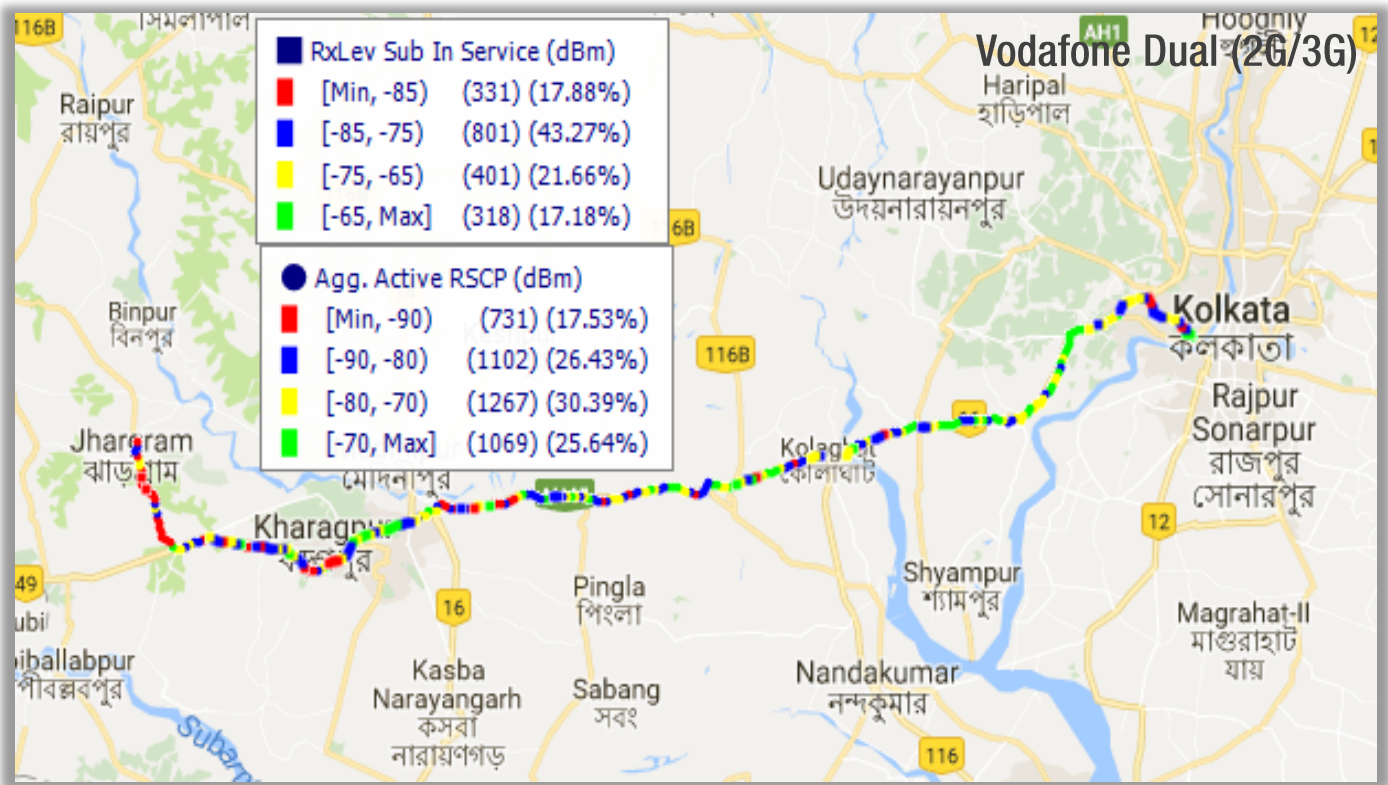
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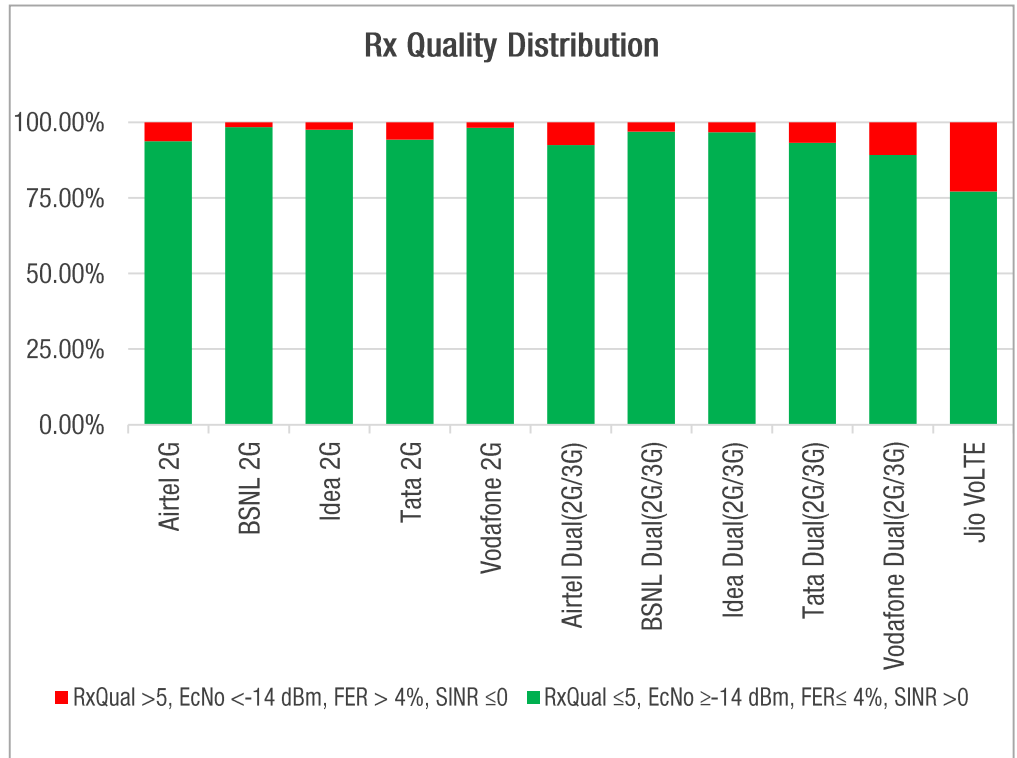
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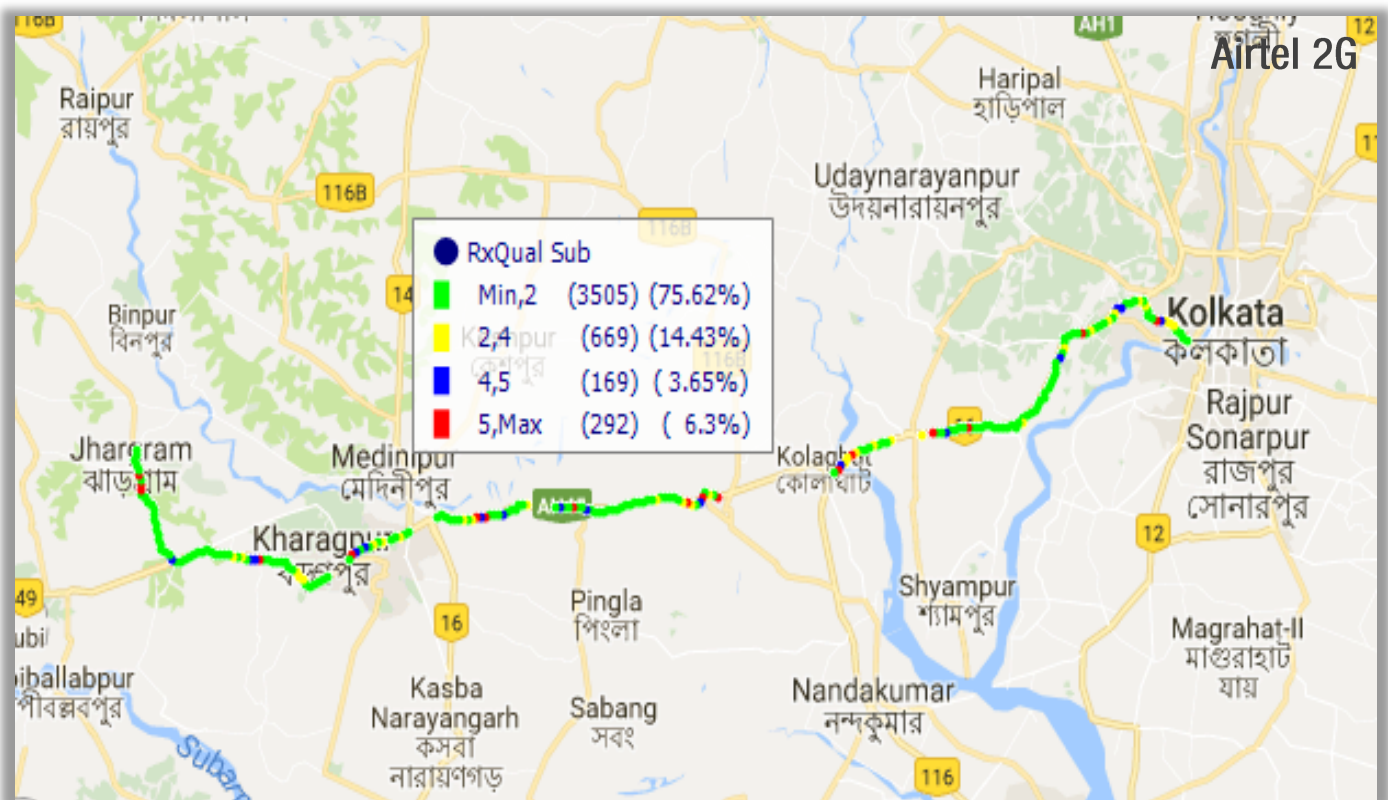
II. Quality Details

For measuring voice quality, as per the QoS norms, RxQual ≤ 5 for GSM TSPs, EcNo ≥ -14 dBm for 3G TSPs, FER $\leq 4\%$ for CDMA TSPs and SINR > 0 in case of VoLTE is considered to be good, where as quality beyond this benchmark is considered to be bad. The benchmark should usually be $\geq 95\%$.

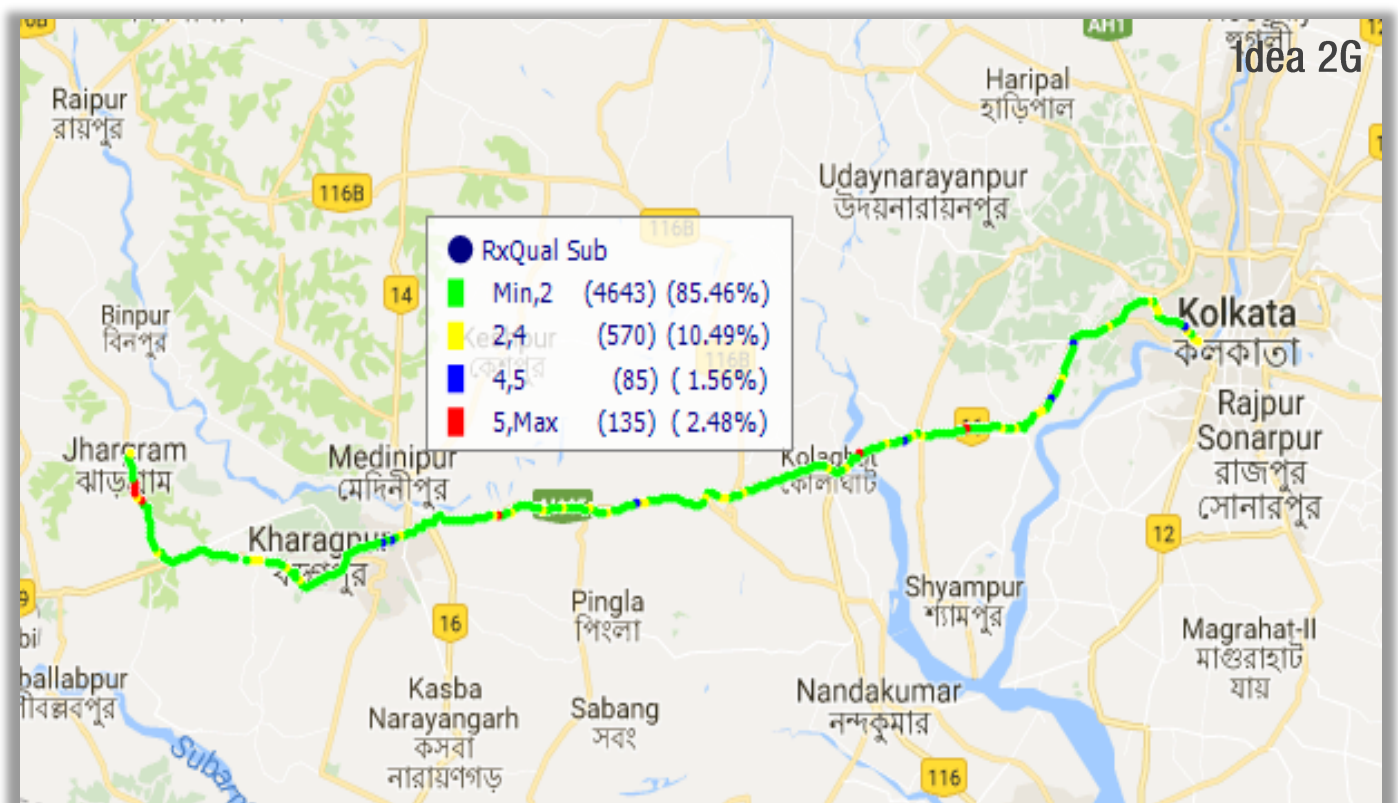
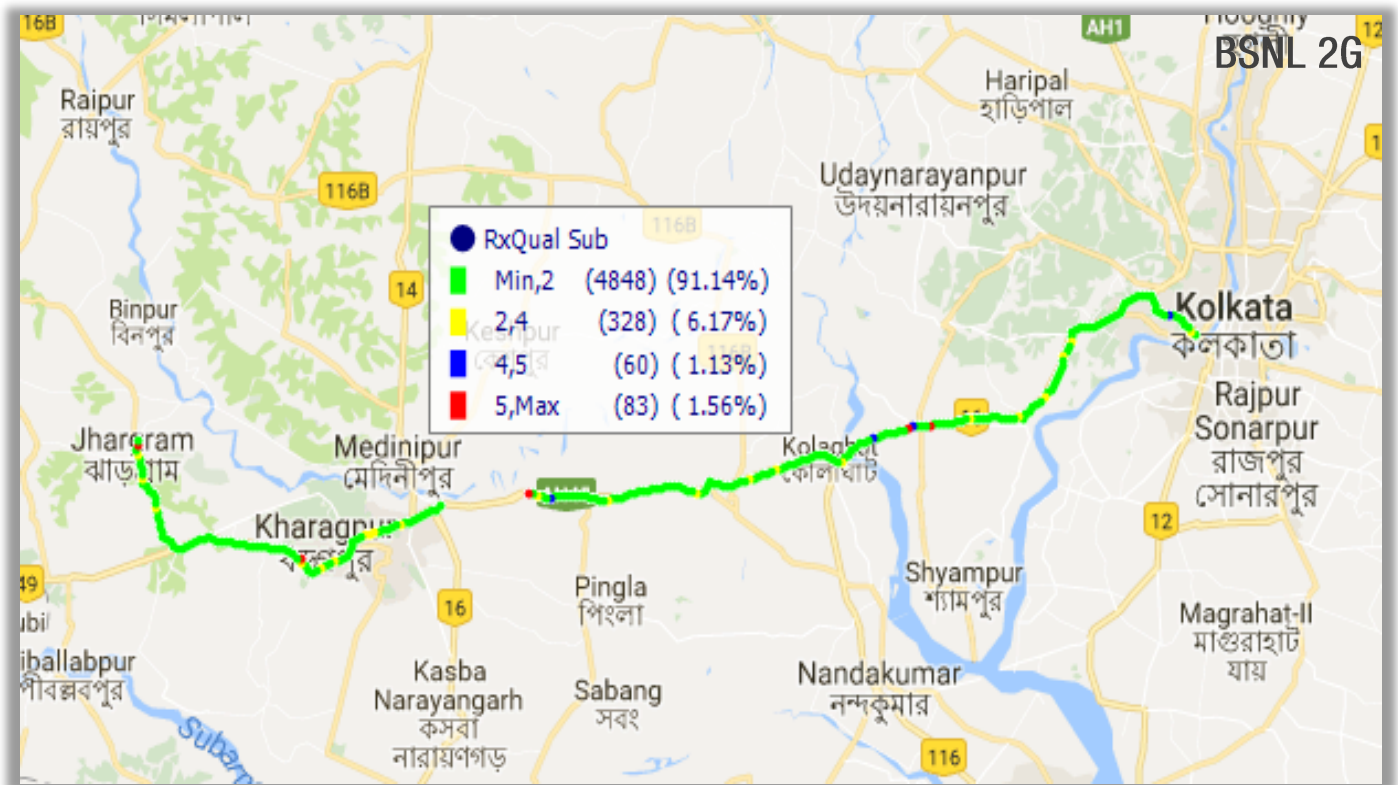
TSP	Rx Quality
Airtel 2G	93.70%
BSNL 2G	98.44%
Idea 2G	97.52%
Tata 2G	94.29%
Vodafone 2G	98.16%
Airtel Dual(2G/3G)	92.45%
BSNL Dual(2G/3G)	96.90%
Idea Dual(2G/3G)	96.73%
Tata Dual(2G/3G)	93.23%
Vodafone Dual(2G/3G)	89.24%
Jio VoLTE	77.15%



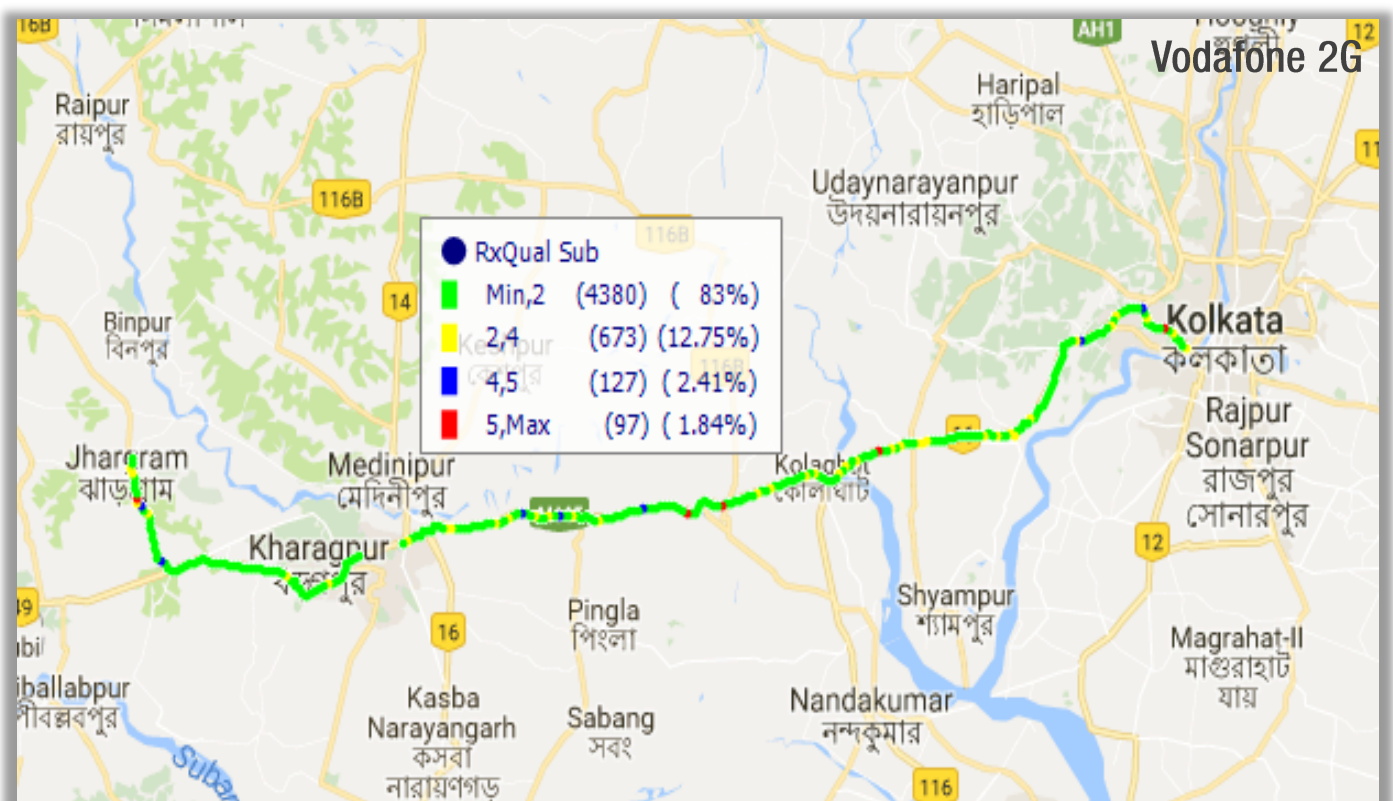
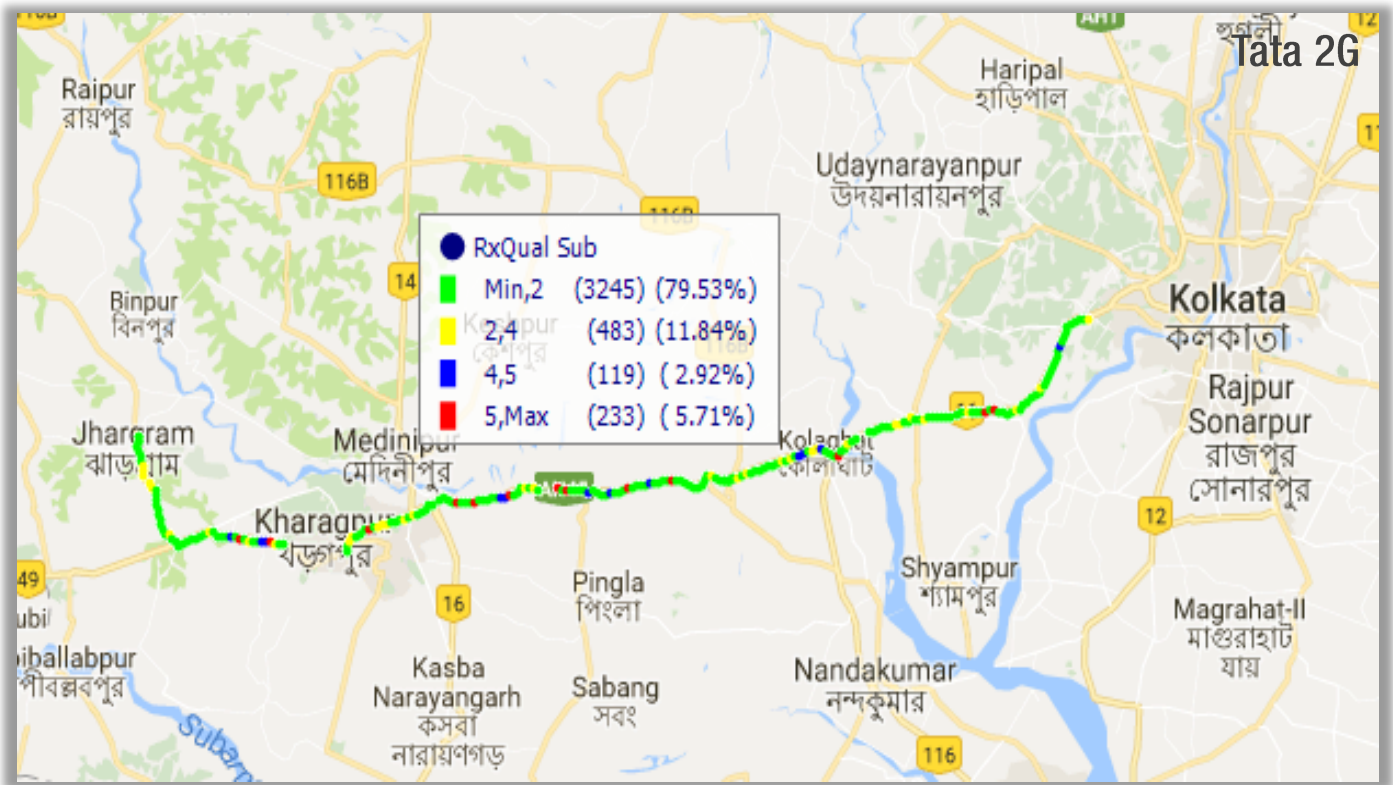
— TSPs not meeting the Benchmark



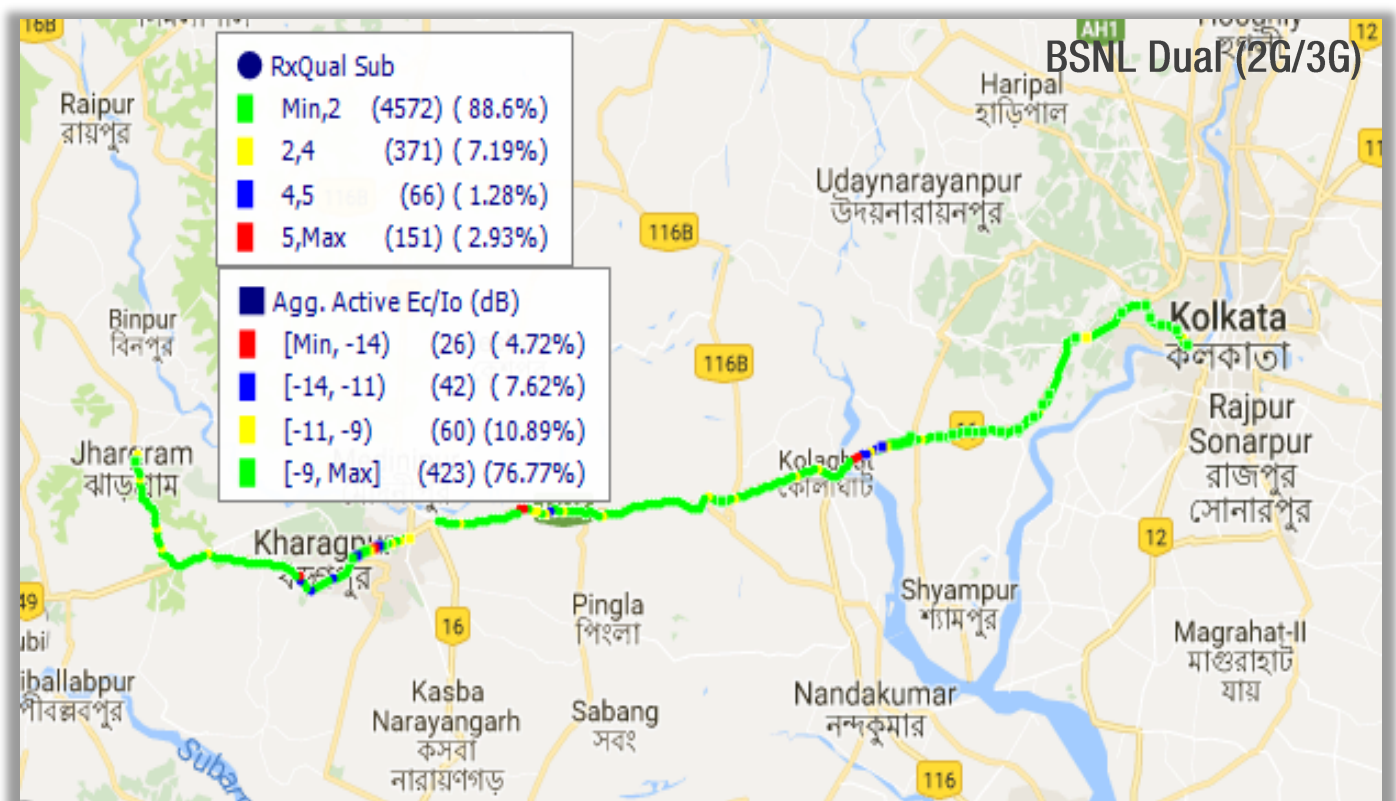
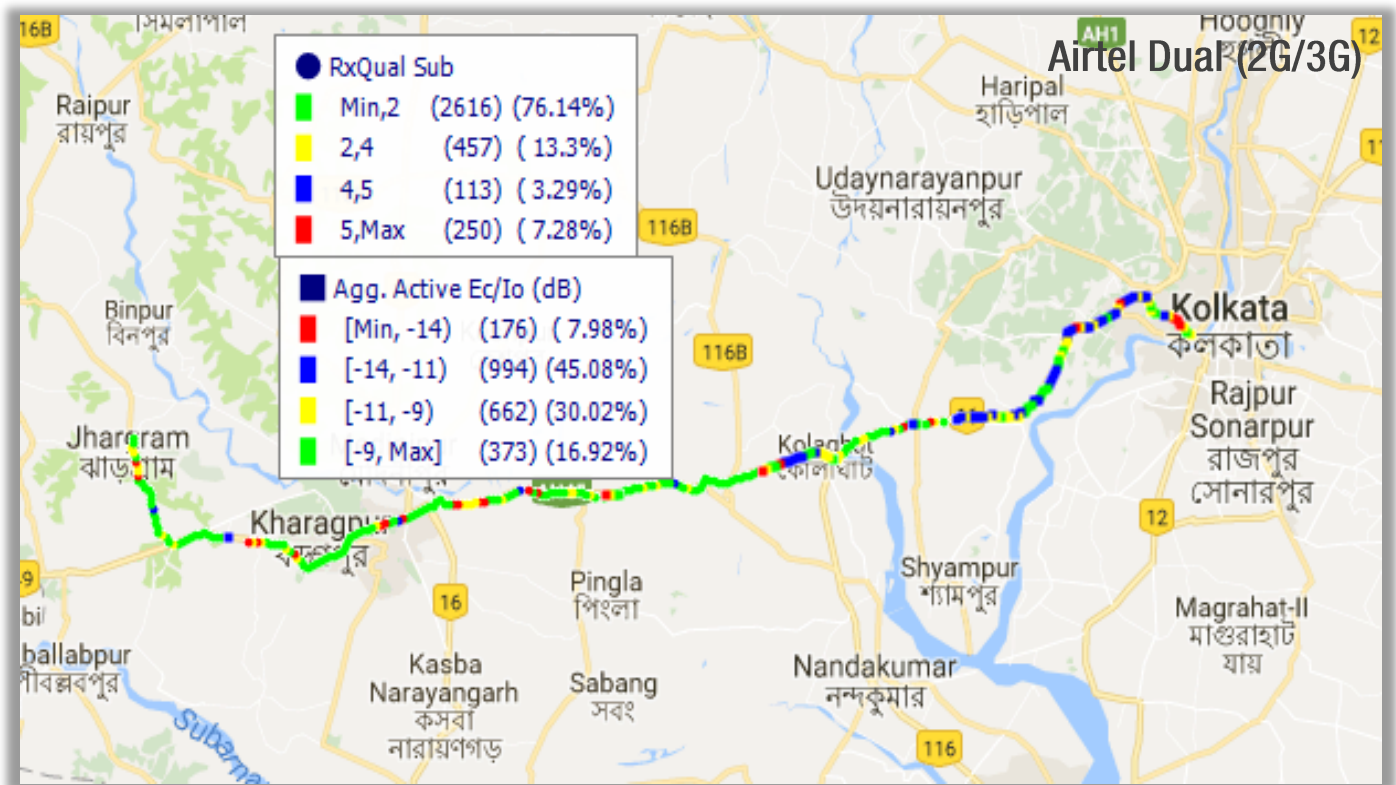
II. Quality Details (contd.)



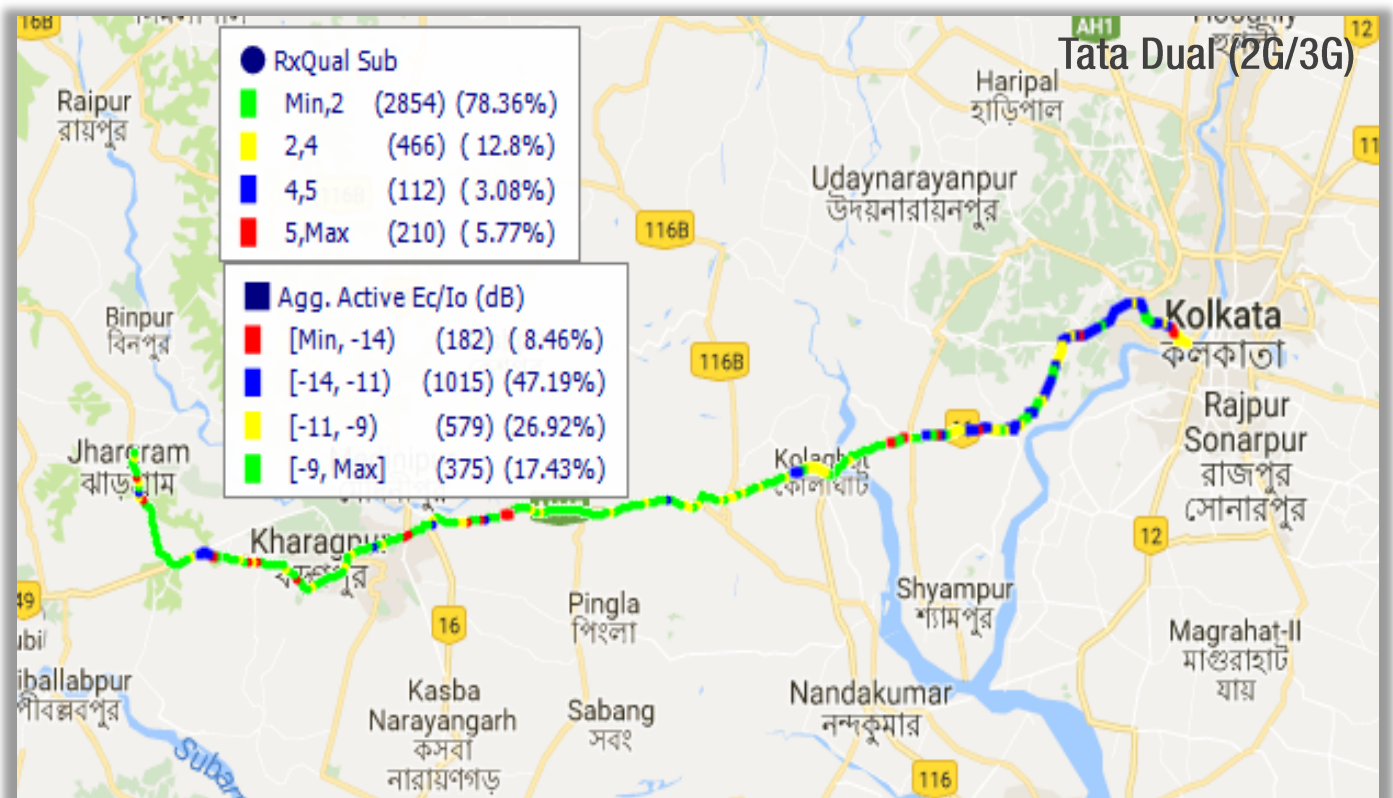
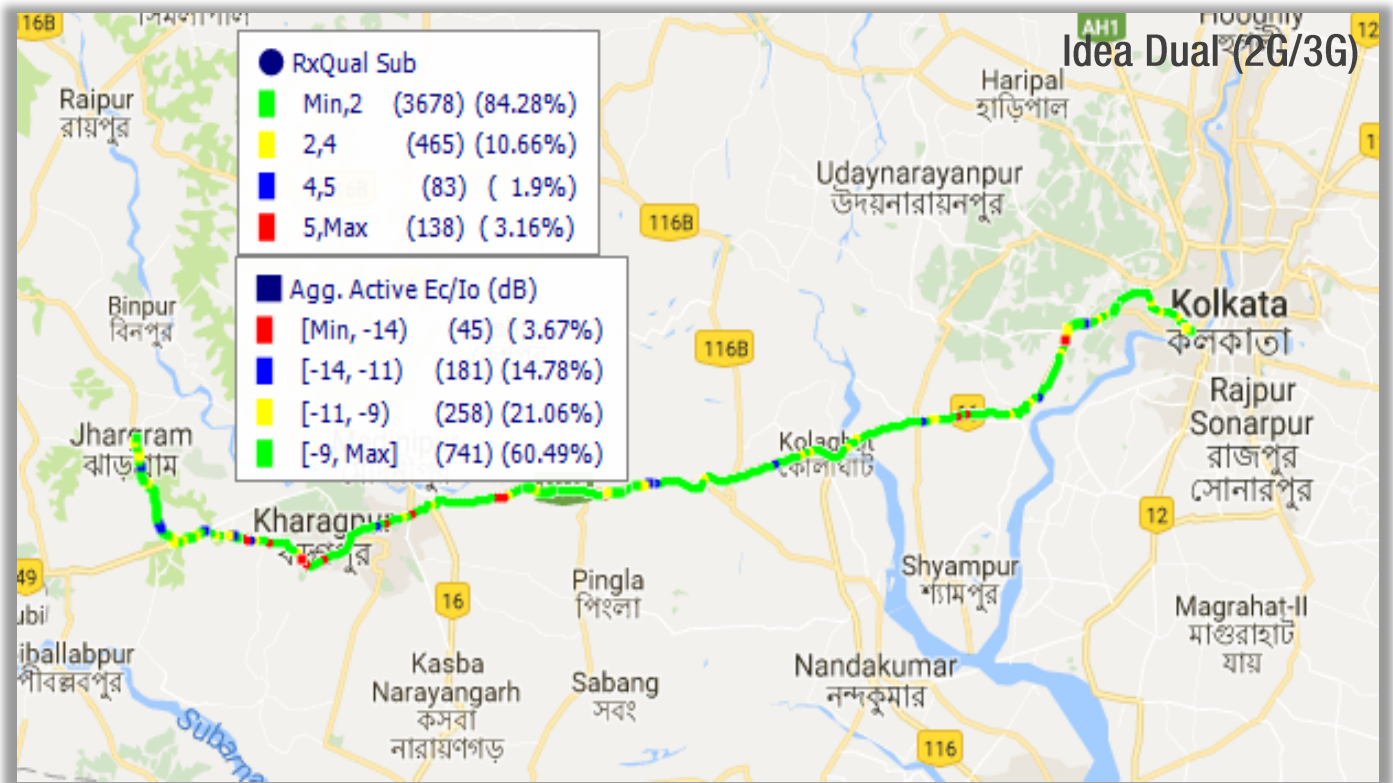
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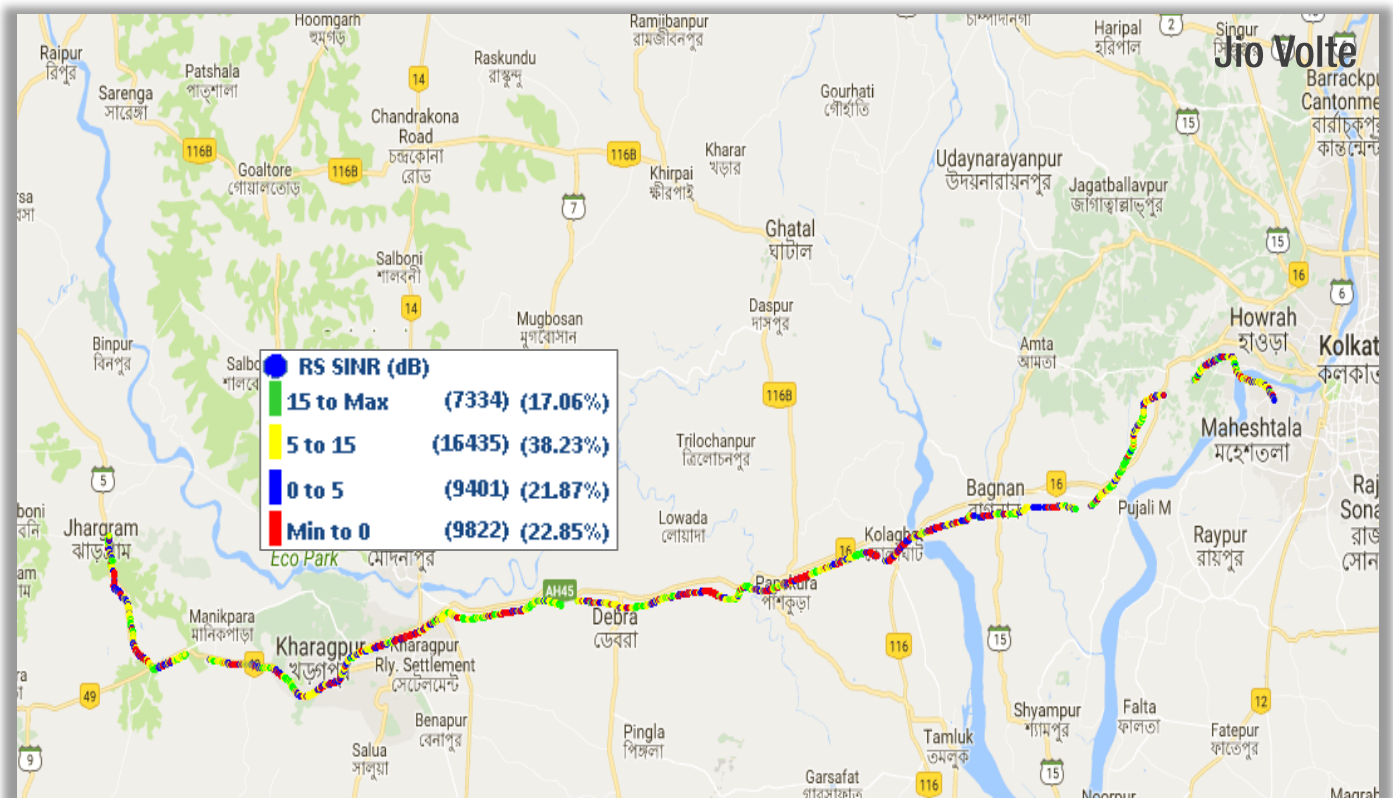
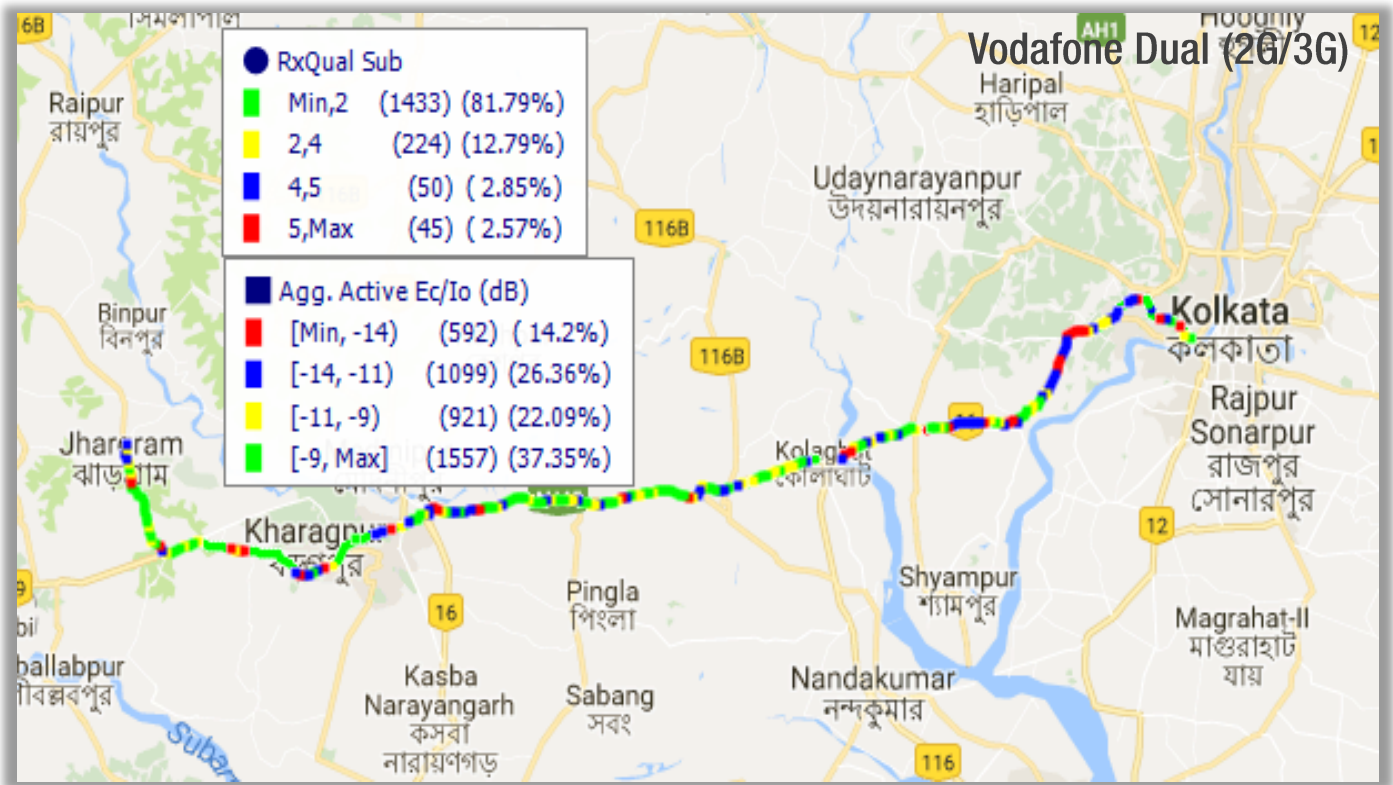
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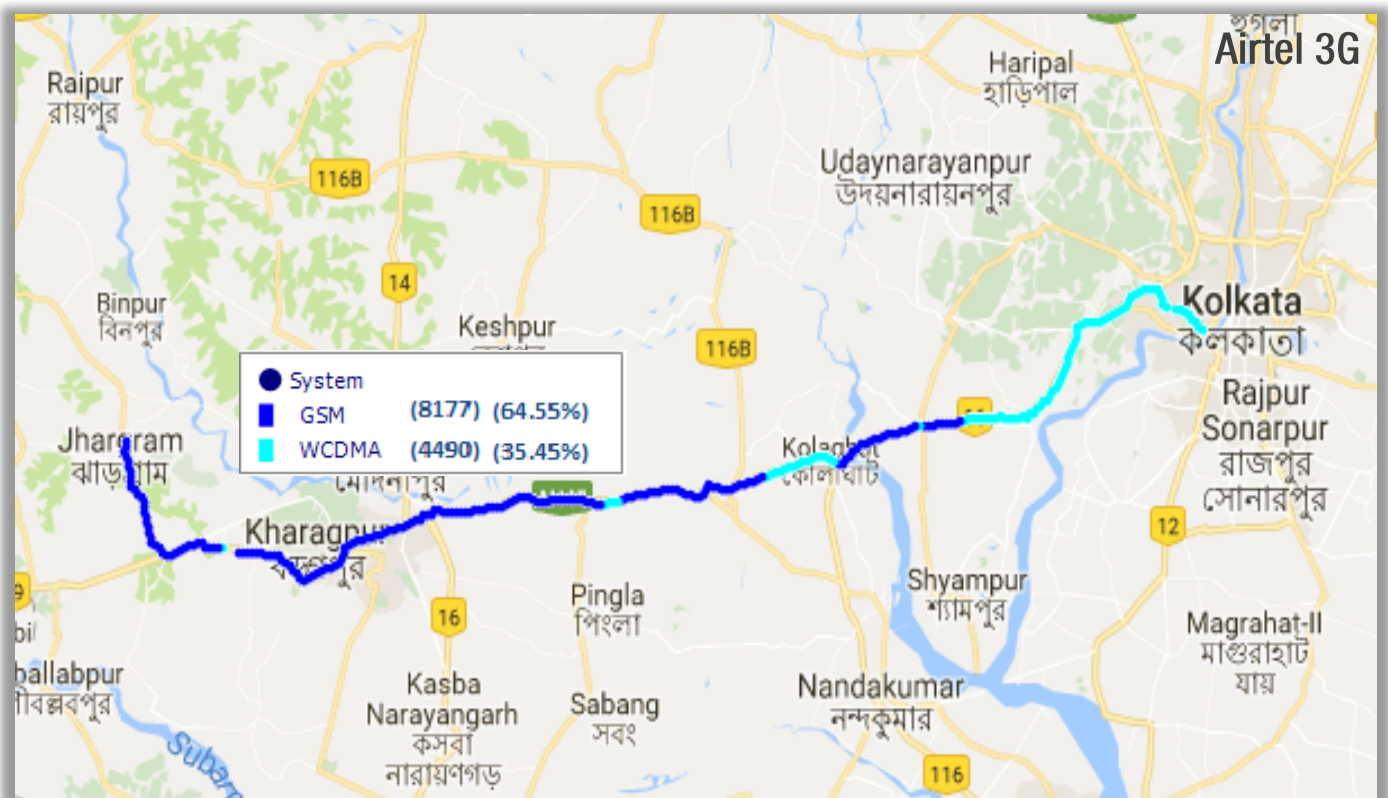
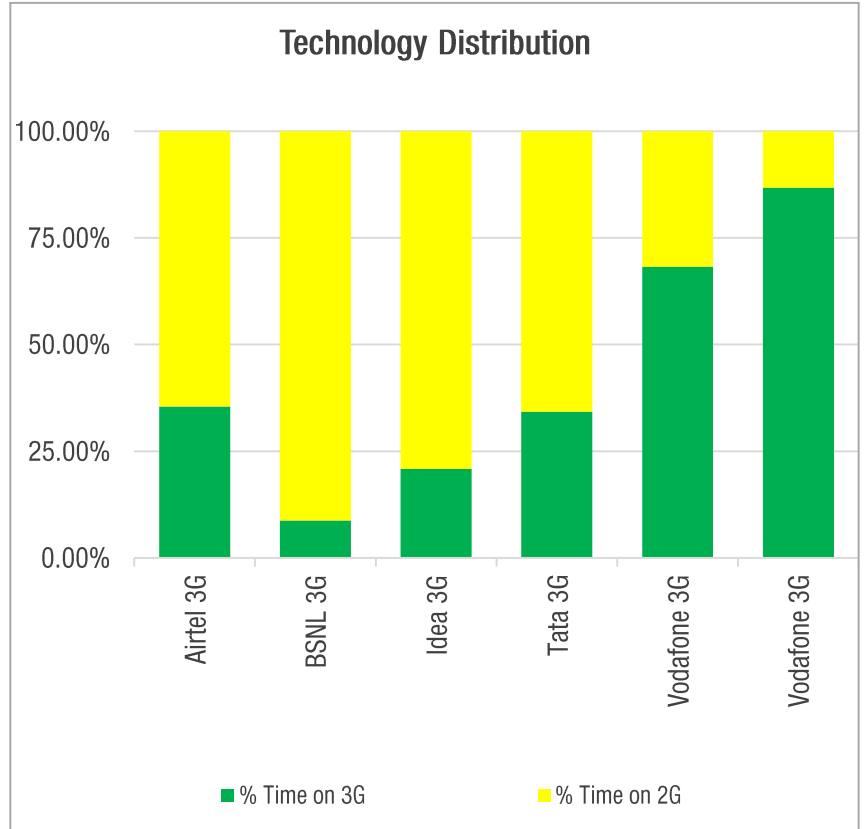


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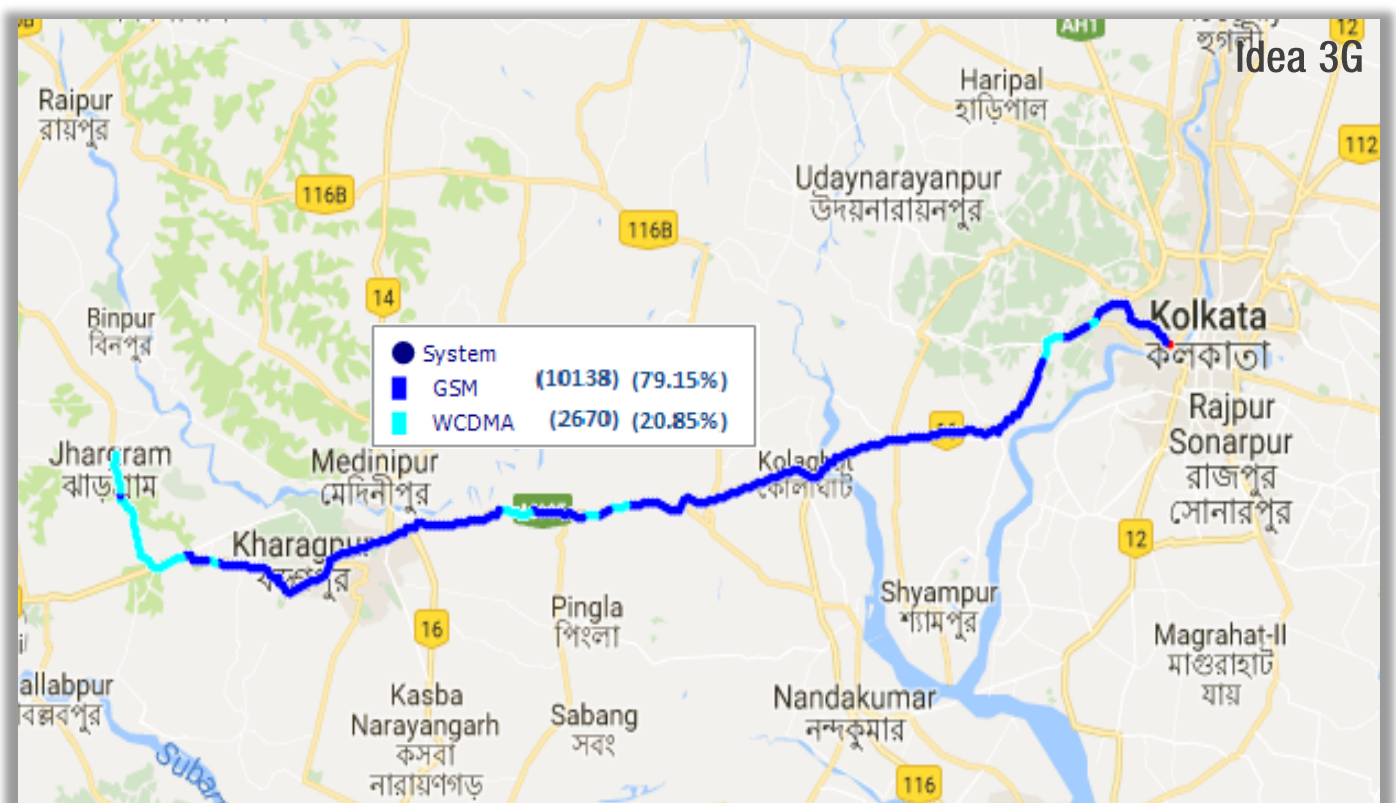
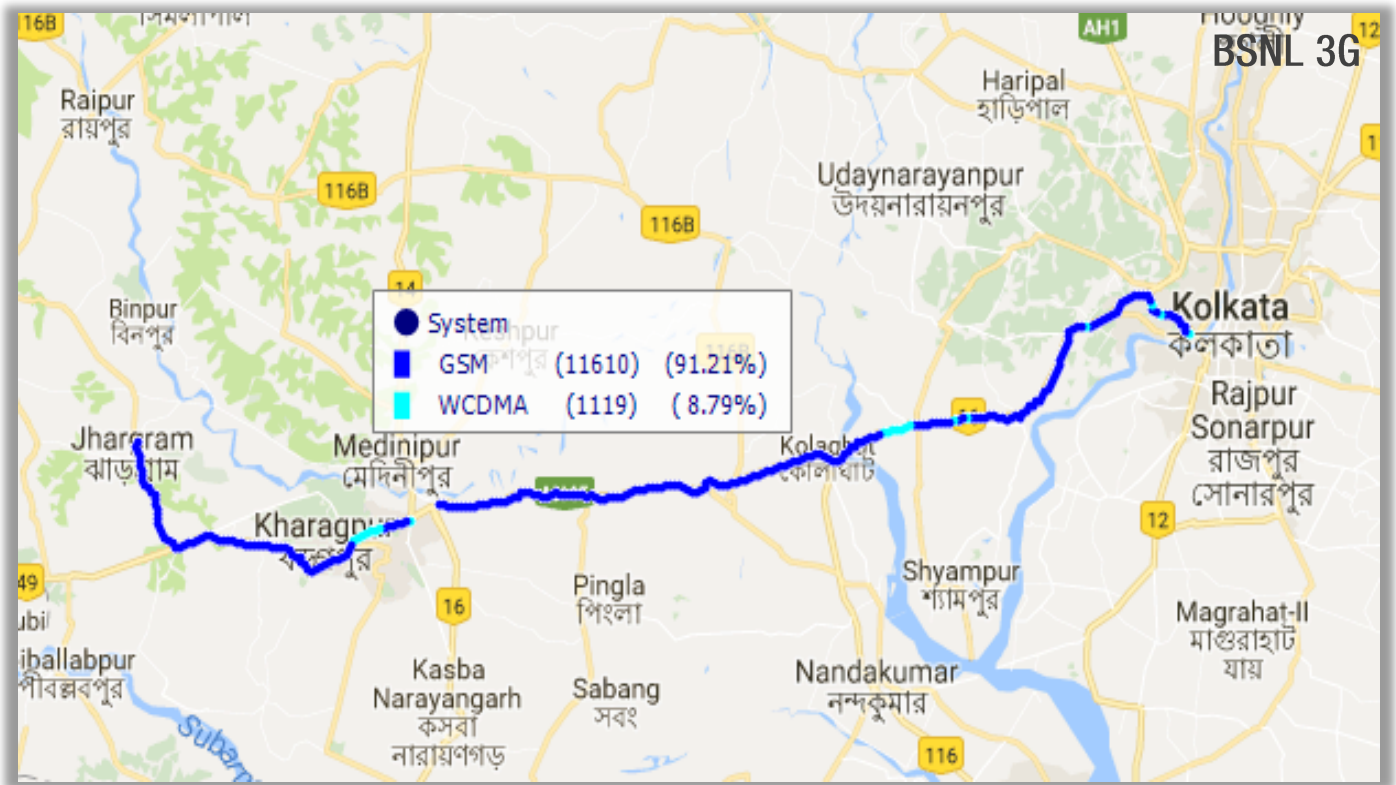


III. Technology Details

TSP	% Time on 3G
Airtel 3G	35.45%
BSNL3G	8.79%
Idea 3G	20.85%
Tata 3G	34.29%
Vodafone 3G	68.26%



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