

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 of Telecom Services in Mumbai service area.

TRAI has conducted Network audit for the assessment of Quality of Service being provided by the service providers of Cellular Mobile Service Providers during the period from April to June, 2012. 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, Aircel, Idea Cellular Limited, Loop, MTNL (GSM &CDMA), Reliance (GSM & CDMA), Tata (GSM & CDMA), 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"

3. The detailed Report on Quality of Service – Audit/Objective Assessment conducted during the period April, 2012 to June, 2012 is placed at TRAI Website (www.trai.gov.in).

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

(Rajeev Agrawal)
Secretary

Cellular Mobile Services: Performance of Service providers on the selected key parameters based on one month data verification for April 2012 to June 2012 for Mumbai 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 Drop Rate (%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 | 0.00 | 98.32 | 0.67 | 97.70 | 0.01 | 0.04 | 49.47 |
| Airtel | 0.00 | 99.99 | 0.41 | 99.73 | 0.01 | 0.002 | 98.61 |
| Idea | 0.00 | 99.18 | 1.63 | 98.66 | 0.04 | 0.080 | 95.71 |
| Loop | 0.00 | 99.98 | 0.49 | 98.30 | 0.05 | 0.05 | 98.35 |
| MTNL GSM | 1.30 | 97.38 | 0.36 | 97.72 | 0.09 | 0.005 | 95.46 |
| MTNL CDMA | 1.82 | 97.04 | 1.40 | 96.38 | 0.02 | 0.00 | 90.63 |
| Reliance GSM | 0.38 | 99.72 | 0.44 | 99.22 | 0.06 | 0.10 | 93.45 |
| RCOM CDMA | 0.22 | 98.94 | 0.37 | 99.77 | 0.00 | 0.07 | 94.25 |
| Tata GSM | 0.00 | 99.69 | 0.34 | 97.26 | 0.00 | 0.00 | 94.07 |
| TATA CDMA | 0.42 | 99.19 | 0.51 | --- | 0.00 | 0.00 | 94.99 |
| Uninor | 0.00 | 99.20 | 1.64 | 98.17 | --- | 0.020 | 97.66 |
| Videocon | --- | --- | --- | --- | --- | 0.00 | 96.07 |
| Vodafone | 0.08 | 99.66 | 0.71 | 97.83 | 0.097 | 0.03 | 93.06 |
| MTS | 0.00 | 99.30 | 0.32 | 100.00 | 0.10 | 0.006 | 95.95 |