

Information note to the Press

For Immediate Release

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Telecom Regulatory Authority of India

TRAI Releases Report on Independent Drive Test conducted in the city of Darjeeling & Sikkim from 25<sup>th</sup> to 27<sup>th</sup> May 2016

**New Delhi 6<sup>th</sup> July, 2016:** TRAI conducts Audit and assessment of Quality of Service being provided by service providers through independent agencies for Cellular Mobile Telephone Service, Basic Service and Broadband Services.

As a part of this audit, the Audit Agency M/s IMRB International has carried out Independent Drive Test for Cellular Mobile Telephone services in the city of Darjeeling & Sikkim from 25<sup>th</sup> to 27<sup>th</sup> May 2016 covering various locations in the city. The performance of Aircel, Airtel, BSNL, Idea, MTS and Vodafone has been measured across various technologies (2G, 3G and CDMA). The drive test was conducted over a distance of 302 k.m. The test results obtained from these drive tests were used to assess the network condition more specifically in terms of Radio Frequency (RF) Coverage; Rx Quality; Call Setup Success Rate; Call Drop; Voice Quality; Blocked calls; and Carrier to Interference ratio. The summary of the Service Provider's performance on the key parameters based on Independent Drive Test is given here under:-

Call Events	Operators (Summary)									
	Aircel		Airtel		BSNL		IDEA	MTS	Vodafone	
	2G	3G	2G	3G	2G	3G	2G	CDMA	2G	3G
Call Attempt (May-16)	350	320	320	284	219	195	358	295	366	301
Blocked Call Rate (May-16)	4.57%	5.00%	9.38%	8.45%	13.24%	10.26%	6.42%	0.34%	6.28%	4.65%
CSSR (Accessibility) (May-16)	95.43%	95.00%	90.63%	91.55%	86.76%	89.74%	93.58%	99.66%	93.72%	95.35%
Dropped Call Rate (May-16)	12.87%	14.80%	15.17%	18.85%	21.05%	18.86%	5.07%	11.56%	10.79%	13.24%
Mobility HOSR (May-16)	84.09%	82.76%	81.67%	98.42%	81.04%	88.33%	99.24%	100.00%	90.82%	99.49%
Rx Quality (May-16)	83.61%	94.71%	74.84%	92.75%	79.19%	96.22%	87.09%	88.62%	82.36%	95.83%

2. The salient findings of the independent drive test are as under:-
- Most of the operators failed to meet the Call Setup Success Rate benchmark of  $\geq 95\%$  except Aircel 2G & 3G, MTS CDMA and Vodafone 3G.
  - All the operators except MTS CDMA failed to meet the Blocked Call Rate benchmark of 3%.
  - All the operators failed to meet the Call Drop Rate benchmark of  $\leq 2\%$ .
  - All the operators failed to meet the Rx Quality Rate benchmark of  $\geq 95\%$  except BSNL 3G and Vodafone 3G.

The detailed Report is available at TRAI website [www.trai.gov.in](http://www.trai.gov.in). A portal with visualization of the report along with the comparison of the performance can also be accessed through TRAI website.

3. In case of any clarification, please contact, Shri. A Robert.J.Ravi Advisor (QoS &IT) at Tel. No. 23230404 or at email.id: [advqos@trai.gov.in](mailto:advqos@trai.gov.in)

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