

**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 and Customer Satisfaction Survey of Telecom Services in Gujarat service area.**

TRAI has conducted Network audit for the assessment of Quality of Service being provided by the service providers and collected customers views through survey for the assessment of implementation and effectiveness of the Telecom Consumers Protection and Redressal of Grievance Regulation, 2007 and customers perception of service of Basic, Cellular Mobile and Broadband Service Providers during the period from July to September, 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 and subjective customer satisfaction surveys of the service providers, namely, M/s Bharti Airtel, Aircel, Idea Cellular Limited, BSNL, Etisalat, Uninor, MTS, Reliance Communications (CDMA and GSM), Vodafone, M/s Tata (CDMA and GSM) and M/s Videocon was conducted. Service Provider's performance on the selected Key Parameters in respect of cellular mobile telephone service based on one month data verification and the gradation on "Satisfaction" score scale i.e. scores of "Very Satisfied" to "Satisfied" on the matching parameters of the customers perception of services is annexed at "A"

**2.2 Basic Telephone Service (Wire Line):**

The objective assessment of quality of service and subjective customer satisfaction surveys of the service providers, namely, M/s Tata, Airtel, RCOM and BSNL 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 and the gradation on "Satisfaction" score scale i.e. scores of "Very Satisfied" to "Satisfied" on the matching parameters of the customers perception of services 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, Hathway, RCOM, IndusInd, BSNL and TCISL was conducted. Service Provider's performance on the selected Key Parameters in respect of Broadband service based on one month data verification and the gradation on "Satisfaction" score scale i.e. scores of "Very Satisfied" to "Satisfied" on the matching parameters of the customers perception of services is annexed at "C"

3. The detailed Report on Quality of Service – Audit/Objective Assessment and Customer Satisfaction Survey, including grievance redressal mechanism, conducted during the period July, 2011 to September, 2011 is placed at TRAI Website ([www.trai.gov.in](http://www.trai.gov.in)).

5. 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@tra.gov.in](mailto:advqos@tra.gov.in).

**(Rajeev Agrawal)**  
**Secretary**

**Cellular Mobile Services: Performance of Service providers on the selected key parameters based on one month data verification and the proportion of satisfied customers on “Satisfaction” score scale i.e. score of very satisfied to satisfied in respect of related customer service perception parameters**

Name of Service Provider	Network Availability	Accessibility & Retainability			Metering and billing credibility		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	(Post Paid)	(Pre Paid)	Percentage of calls answered by operators (voice to voice) within 60 sec
<b>Benchmark</b>	<b>≤ 2%</b>	<b>≥ 95%</b>	<b>≤ 2%</b>	<b>≥ 95%</b>	<b>&lt; 0.1%</b>		<b>≥ 90%</b>
Aircel	0.00	97.60	1.64	97.67	0.04	0.02	38.10
Airtel	1.17	99.14	1.54	96.71	0.01	0.05	92.54
BSNL	1.93	98.09	1.76	---	0.03	0.05	91.50
Etisalat	0.00	99.76	1.48	97.80	---	0.00	100
Idea	0.29	99.41	1.18	96.13	0.03	0.00	98.06
RCOM CDMA	0.11	99.80	0.37	---	0.10	0.03	97.79
RCOM GSM	0.03	99.74	0.27	99.02	0.10	0.03	98.49
Tata CDMA	0.00	99.46	0.26	---	0.07	---	96.49
Tata GSM	0.00	96.72	1.30	97.82	0.15	---	99.31
Uninor	0.09	96.88	1.96	96.59	---	---	64.60
Vodafone	0.14	98.62	0.93	97.35	0.05	0.01	95.89
Videocon	0.00	99.00	1.07	98.85	---	0.01	99.25
MTS	0.00	98.83	0.20	---	---	0.02	100

**Basic Telephone Services: Performance of Service providers on the selected key parameters based on one month data verification and the proportion of satisfied customers on “Satisfaction” score scale i.e. score of very satisfied to satisfied in respect of related customer service perception parameters**

Name of Service Provider	Accessibility	Metering and Billing	Maintanability	Help Service
	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
<b>Benchmark</b>	<b>≥ 55%</b>	<b>≤0.1%</b>	<b>≤ 5</b>	<b>≥ 90%</b>
<b>Airtel</b>	64.95	0.10	1.88	93.00
<b>BSNL</b>	67.82	0.05	4.79	97.40
<b>RCom</b>	83.68	0.04	0.45	95.24
<b>Tata</b>	58.00	0.00	0.28	92.21

**Broadband Services: Performance of Service providers on the selected key parameters based on one month data verification and the proportion of satisfied customers on “Satisfaction” score scale i.e. score of very satisfied to satisfied in respect of related customer service perception parameters.**

Name of Service Provider	Network Availability	Accessibility	Retainability		Metering and Billing	Help Services
	% 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
<b>Benchmark</b>	<b>100%</b>	<b>≥ 98%</b>	<b>≤ 80%</b>	<b>≥ 80%</b>	<b>&lt; 2%</b>	<b>≥ 60%</b>
<b>Airtel</b>	100	99.98	---	---	0.00	---
<b>Hathway</b>	100	98.30	61.75	100	0.00	99.68
<b>Tata</b>	100	99.08	31.74	100	0.06	83.00
<b>IndusInd</b>	100	99.00	62.00	100	0.00	51.00
<b>RCOM</b>	---	99.99	---	100	0.11	96.00
<b>BSNL</b>	100	99.09	0.00	100	0.03	82.00