Information note to the Press
(Press Release No.123/2012)

<u>For Immediate release</u>

<u>Telecom Regulatory Authority of India</u>

TRAI Releases Report of the independent agencies engaged for the Objective Assessment of Quality of Service and Customer Satisfaction Survey of Telecom Services in Delhi-NCR 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 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 and subjective customer satisfaction surveys of the service providers, namely, M/s Airtel, Aircel, Idea Cellular Limited, MTNL, MTS,   Reliance Communications (CDMA and GSM), Vodafone, Tata (CDMA) and Etisalatwas 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**"

 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*).

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 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
Bench marks	**≤ 2%**	**≥ 95%**	**≤ 2%**	**≥ 95%**	**< 0.1%**		**≥ 90%**
Aircel	0.47	98.46	0.79	97.45	0.10	0.03	97.19
Airtel	0.00	99.86	0.62	98.99	0.04	0.046	88.79
Etisalat	0.00	99.19	1.15	97.24	---	0.03	99.49
Idea	0.03	99.72	0.71	98.07	0.09	0.016	98.15
MTNL	1.54	97.50	1.46	97.71	0.28	0.007	99.80
R com (GSM)	0.40	99.56	0.79	98.95	0.099	0.10	88.65
Vodafone	0.04	99.99	0.98	97.65	0.05	0.01	98.60
MTS	0.36	99.03	0.42	100	0.41	0.002	95.80
R com (CDMA)	0.00	98.91	0.74	98.45	0.07	0.06	93.23
Tata (CDMA)	0.00	98.80	0.71	---	0.005	0.004	96.28