

**Information note to the Press**  
**(Press Release No.133/2012)**

For Immediate release

**Telecom Regulatory Authority of India**

**TRAI Releases Report of the independent agencies engaged for the Objective Assessment of Quality of Service in Mumbai service area.**

TRAI has engaged independent agencies to conduct Network audit for the assessment of Quality of Service being provided by the 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 providers, namely, M/s Airtel, Aircel, Idea Cellular Limited, MTNL(CDMA & GSM), Etisalat, Uninor, MTS, Loop, Reliance Communications (CDMA & GSM), Vodafone, Tata (CDMA & GSM) and 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 is annexed at "A"

3. The detailed Report on Quality of Service – Audit/Objective Assessment conducted during the period October to December, 2011 is placed at TRAI Website ([www.trai.gov.in](http://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@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 for October 2011 to December 2011 for Mumbai Service Area:**

Name of Service Provider	Network Availability	Accessibility & Retainability			Metering and Billing		Help Services
	(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	Metering and billing credibility		Percentage of calls answered by operators (voice to voice) within 60 sec
					(Post Paid)	(Pre Paid)	
<b>Bench marks</b>	<b>≤ 2%</b>	<b>≥ 95%</b>	<b>≤ 2%</b>	<b>≥ 95%</b>	<b>&lt; 0.1%</b>		<b>≥ 90%</b>
Aircel	0.00	97.98	0.73	98.16	0.02	0.08	96.34
Airtel	0.00	99.52	0.68	99.58	0.00	0.00	95.41
Etisalat	1.68	99.80	0.89	97.81	---	0.00	99.74
Idea	0.00	99.27	1.48	98.68	0.02	0.09	97.88
Loop	0.05	99.97	0.46	98.19	0.02	0.01	98.56
MTNL (GSM)	1.04	95.99	1.04	98.05	0.06	0.00	98.00
R com (GSM)	0.00	99.69	0.60	99.09	0.08	0.08	88.30
Tata (GSM)	0.00	99.60	0.86	97.42	0.00	0.00	99.39
Uninor	0.00	99.09	1.71	98.32	---	0.05	---
Videocon	---	---	---	---	---	0.00	100
Vodafone	0.00	99.99	0.80	97.54	0.14	0.02	87.46
MTNL(CDMA)	---	---	---	---	0.06	0.00	---
MTS	0.00	99.38	0.20	99.73	0.02	0.00	95.00
R com (CDMA)	0.00	99.26	0.58	98.56	0.05	0.03	82.47
Tata (CDMA)	0.22	99.11	0.56	---	0.01	0.00	88.66