

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 Kerala service area.

TRAI has conducted Network audit for the assessment of Quality of Service being provided by the service providers during the period from January to March, 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, BSNL, Reliance (GSM & CDMA), Tata (GSM & CDMA), IDEA, 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 January, 2012 to March, 2012 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

Annexure “A”

Cellular Mobile Services: Performance of Service providers on the selected key parameters based on one month data verification for January 2012 to March 2012 for Kerala Service Area:

Name of Service Provider	Network Availability	Accessibility & Retainability			Metering and Billing		Help Services
	(Audit) Worst affected BTSs due to downtime (%age)	(Audit) Call Set-up Success Rate (within licensee's own network)	(Audit) Call Drop Rate (%age)	(Audit) %age of connection with good voice quality	(Audit) Metering and billing credibility		(Audit) Percentage of calls answered by operators (voice to voice) within 60 sec
					(Post Paid)	(Pre Paid)	
Bench marks	≤ 2%	≥ 95%	≤ 2%	≥ 95%	< 0.1%		≥ 90%
AIRCEL	0.00	99.63	0.52	97.87	0.18	0.02	84.56
AIRTEL	0.04	99.60	0.61	97.98	0.01	0.05	93.16
BSNL	0.61	98.02	0.52	99.86	0.03	0.02	97.89
IDEA	0.00	99.91	0.73	95.36	0.01	0.00	97.04
RELIANCE GSM	0.00	99.92	0.05	99.39	0.09	0.05	96.77
TATA GSM	0.00	99.51	0.72	97.28	0.00	0.00	96.15
UNINOR	0.00	98.35	0.99	97.13	--	0.01	99.72
VIDEOCON	0.00	98.77	0.45	95.58	--	0.04	92.86
VODAFONE	0.00	98.30	0.67	97.14	0.09	0.02	98.16
MTS	0.00	98.96	0.33	100	--	0.01	92.27
RCOM CDMA	0.00	99.46	0.47	98.72	0.08	0.01	96.87
TATA CDMA	0.00	98.94	0.55	--	0.00	0.00	96.48

