

Information note to the Press (Press Release No. 61/2015)

For Immediate Release

Telecom Regulatory Authority of India

**TRAI meets the Chief Executive Officers of Telecom Service Providers
on call drop issues**

New Delhi, October 29, 2015

TRAI today held meeting with the Chief Executive Officers of Telecom Service Providers to apprise them about the findings of the drive tests conducted recently in Delhi and Mumbai. As a part of audit, TRAI had carried out special independent drive tests for Cellular Mobile Telephone Services in the metro cities of Mumbai and Delhi in June and July, 2015. The findings of these tests along with a consolidated analysis of the reports were uploaded on TRAI website www.trai.gov.in. Since the results showed unsatisfactory network quality, TRAI had convened a meeting of the Chief Executive Officers of the service providers on 9.9.2015. The service providers had stated that they had taken and continue to take a number of steps to improve the quality of the network in these areas and that the quality of service has improved. To assess the improvement, TRAI had undertaken repeat drive test of the network of Cellular Mobile Telephone Service providers in Mumbai and Delhi on 27th and 28th September, 2015. These findings also have been uploaded on TRAI website www.trai.gov.in. There were no significant improvement in the performance of the Telecom Service Providers.

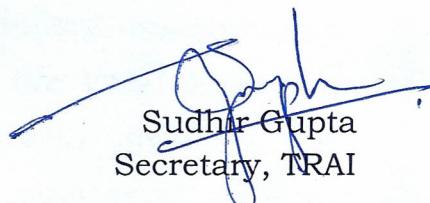
In the meeting held today, the findings of the drive test were discussed and the service providers were requested to take action for further improvement of the network conditions. It was also mentioned that TRAI will also share with the service providers and other stakeholders the independent drive tests carried in other major cities - Surat, Kolkata, Bhubaneswar and Ahmedabad.



The service providers had stated that there are a number of other issues affecting quality of service of the network resulting in call drops. The Authority assured to extend whatever help possible to the telecom service providers.

It was informed that TRAI will carry out a repeat drive test in December, 2015 of these cities, including Mumbai and Delhi to assess the improvement in the quality of service. In these drive tests additional areas will also be included. TRAI will also carry out drive tests in a number of other major cities to ascertain the quality of service. The officers of TRAI will also have fortnightly meetings with the Telecom Service Providers to monitor the situation.

The service providers had informed that their associations' has submitted a representation to the Authority on the issue of compensation to consumers for call drops. The Authority informed that the representation has been received and a decision will be taken shortly



Sudhir Gupta
Secretary, TRAI