# TRAI Audit Wireless Report for Mumbai Circle

**QE March 2016**

**WEST ZONE**

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Submitted to:

TRAI
Telecom Regulatory Authority of India

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# 2 INTRODUCTION

## 2.1 ABOUT TRAI

TRAI's mission is to create and nurture conditions for growth of telecommunications in the country in a manner and at a pace that will enable India to play a leading role in the emerging global information society. One of the main objectives of TRAI is to provide a fair and transparent policy environment which promotes a level playing field and facilitates fair competition.

In pursuance of above objective, TRAI has been issuing regulations, order and directives to deal with the issues or complaints raised by the operators as well as the consumers. These regulations, order and directives have helped to nurture the growth of multi operator multi service - an open competitive market from a government owned monopoly. Also, the directions, orders and regulations issued cover a wide range of subjects including tariff, interconnection and quality of service as well as governance of the Authority.

TRAI initiated a regulation - The Standard of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service regulations, 2009 (7 of 2009) dated December 20, 2009 and Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) dated October 6, 2006 that provide the benchmarks for the parameters on customer perception of service to be achieved by service provider.

In order to assess the above regulations, TRAI has commissioned a third party agency to conduct the audit of the service providers and check the performance of the operators on the various benchmarks set by Telecom Regulatory Authority of India (TRAI).

## 2.2 OBJECTIVES

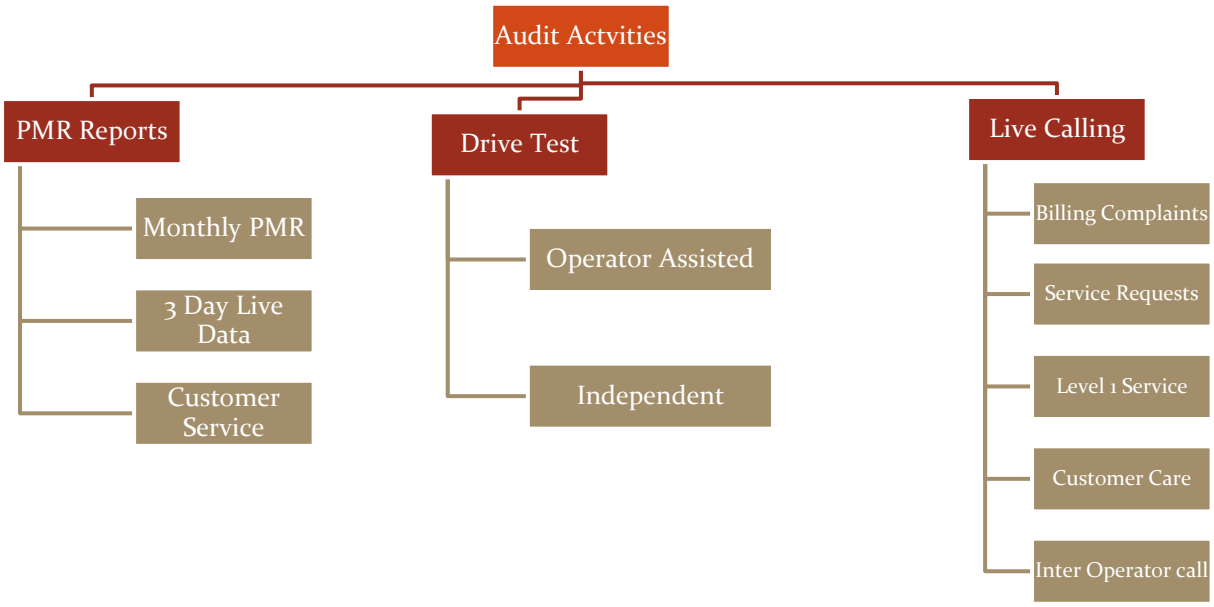
The primary objective of the Audit module is to-

- Audit and Assess the Quality of Services being rendered by Basic (Wireline), Cellular Mobile (Wireless), and Broadband service against the parameters notified by TRAI. (The parameters of Quality of Services (QoS) have been specified by in the respective regulations published by TRAI).
- This report covers the audit results of the audit conducted for Cellular Mobile (Wireless) services in Mumbai circle.

## 2.3 COVERAGE

The audit was conducted in Mumbai circle covering all the SSAs (Secondary Switching Areas).


## 2.4 FRAMEWORK USED

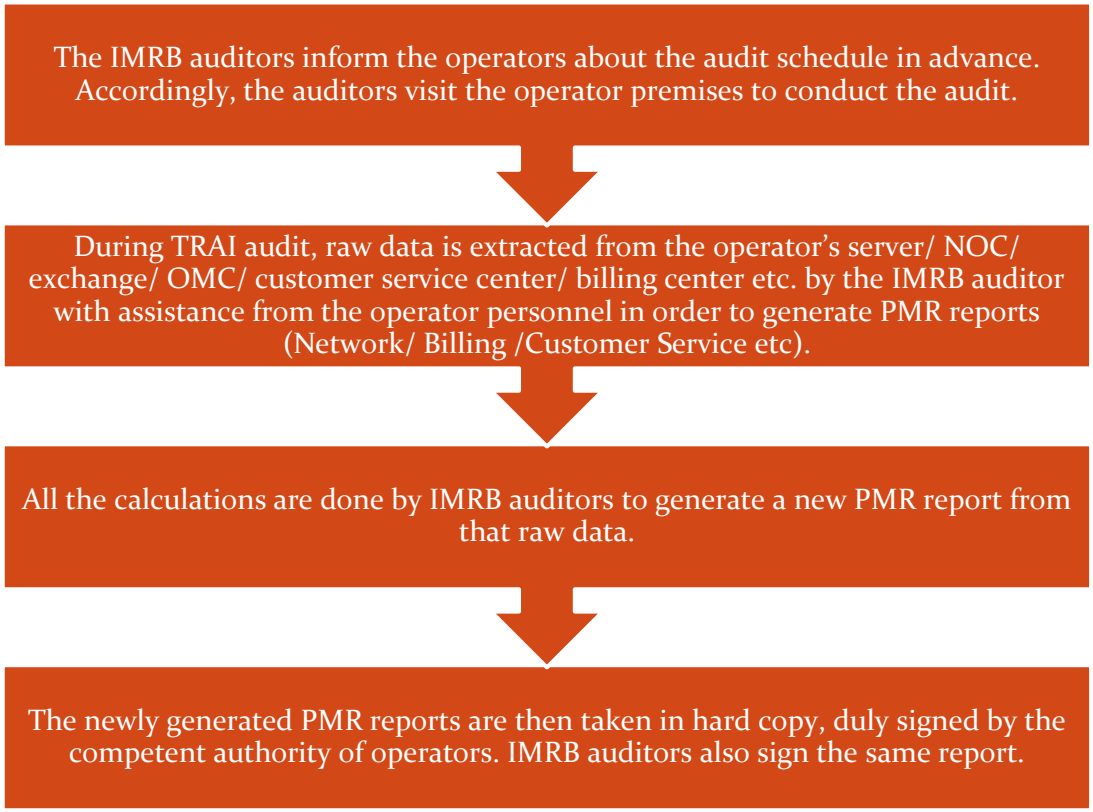



Let's discuss each of the activity in detail and the methodology adopted for each of the module.

## 2.4.1 PMR REPORTS

### 2.4.1.1 SIGNIFICANCE AND METHODOLOGY

PMR or Performance Monitoring Reports are generated to assess the various Quality of Service parameters involved in the mobile telephony service, which indicate the overall health of service for an operator.




The PMR report for network parameters is taken for each month of the audit quarter and is extracted and verified in the first week of the subsequent month of the audit month. For example, January 2016 audit data was collected in the month of February 2016.

The PMR report for customer service parameters is extracted from Customer Service Center and verified once every quarter in the subsequent month of the last month of the quarter. For example, data for quarter ending March 2016 (JFM'16) was collected in the month of January 2016.

The raw data extracted from operator's systems is used to create PMR in the following three formats.

- Monthly PMR (Network Parameters & Wireless Data Services) – 2G & 3G
- 3 Day Live Measurement Data (Network Parameters & Wireless Data Services) – 2G & 3G
- Customer Service Data

Let us understand these formats in detail.

### 2.4.1.2 MONTHLY PMR 2G

This involved calculation of the various 2G Quality of Service network parameters through monthly Performance Monitoring Reports (PMR). The PMR reports were generated from the data extracted from operator's systems by the IMRB representative with the assistance of the operator at the operator's premises for the month of January, February and March 2016. The performance of operators on various parameters was assessed against the benchmarks. Parameters include-

**Network Availability**

- BTS accumulated downtime
- Worst affected BTS due to downtime

**Connection Establishment (Accessibility)**

- Call Set Up success Rate (CSSR)

**Network Congestion Parameters**

- SDCCH/Paging Channel Congestion
- TCH Congestion
- Point of Interconnection

**Connection Maintenance**

- Call Drop rate
- Worst affected cells having more than 3% TCH drop

**Voice Quality**

- % Connections with good voice quality

All the parameters have been described in detail along with key findings of the parameters in section 5 of the report. The benchmark values for each parameter have been given in the table below.

### 2.4.1.3 AUDIT PARAMETERS – NETWORK 2G

Let us now look at the various parameters involved in the audit reports.

**Network Related**

| Network Parameters - 2G | | |
|---|---|---|
| **Parameter Category** | **Parameter** | **Benchmark** |
| **Network Availability** | **BTSs Accumulated downtime (not available for service)** | **≤ 2%** |
| | **Worst affected BTSs due to downtime** | **≤ 2%** |
| **Connection Establishment (Accessibility)** | **Call Set-up Success Rate (within licensee's own network)** | **≥ 95%** |
| | **SDCCH/ Paging Chl. Congestion (%age)** | **≤ 1%** |
| | **TCH Congestion (%age)** | **≤ 2%** |
| **Connection Maintenance (Retainability)** | **Call Drop Rate (%age)** | **≤ 2%** |
| | **Worst affected cells having more than 3% TCH drop** | **≤ 3%** |
| | **%age of connection with good voice quality** | **≥ 95%** |
| | **Point of Interconnection (POI)** | **≤ 0.5%** |

#### 2.4.1.4 MONTHLY PMR 3G

This involved calculation of the various 3G Quality of Service network parameters through monthly Performance Monitoring Reports (PMR). The PMR reports were generated from the data extracted from operator's systems by the IMRB representative with the assistance of the operator at the operator's premises for the month of January, February and March 2016. The performance of operators on various parameters was assessed against the benchmarks. Parameters include-

**Network Availability**

- Node Bs accumulated downtime
- Worst affected Node Bs due to downtime

**Connection Establishment (Accessibility)**

- Call Set Up success Rate (CSSR)

**Network Congestion Parameters**

- RRC Congestion
- Circuit Switched RAB Congestion
- Point of Interconnection

**Connection Maintenance**

- Circuit Switched Voice Drop rate
- Worst affected cells having more than 3% Circuit switched Voice drop rate

**Voice Quality**

- % Connections with good Circuit Switched Voice Quality

All the parameters have been described in detail along with key findings of the parameters in section 5 of the report. The benchmark values for each parameter have been given in the table below.

### 2.4.1.5 AUDIT PARAMETERS – NETWORK 3G

Let us now look at the various parameters involved in the audit reports.

**Network Related**

| Network Parameters - 3G | | |
|---|---|---|
| Network Availability | Node Bs downtime (not available for service) | ≤ 2% |
| | Worst affected Node Bs due to downtime | ≤ 2% |
| Connection Establishment (Accessibility) | Call Set-up Success Rate (within licensee's own network) | ≥ 95% |
| | RRC Congestion | ≤ 1% |
| | Circuit Switched RAB Congestion | ≤ 2% |
| Connection Maintenance (Retainability) | Circuit Switched voice drop rate | ≤ 2% |
| | Worst affected cells having more than 3% Circuit switched voice drop rate | ≤ 3% |
| | %age of connection with good circuit switched voice quality | ≥ 95% |
| | Point of Interconnection (POI) | 0.5% |

### 2.4.1.6 MONTHLY PMR – WIRELESS DATA SERVICES (2G & 3G)

The PMR report for wireless data service (2G and 3G) is extracted at the operator premises and verified every month of the quarter. This includes three parameters-

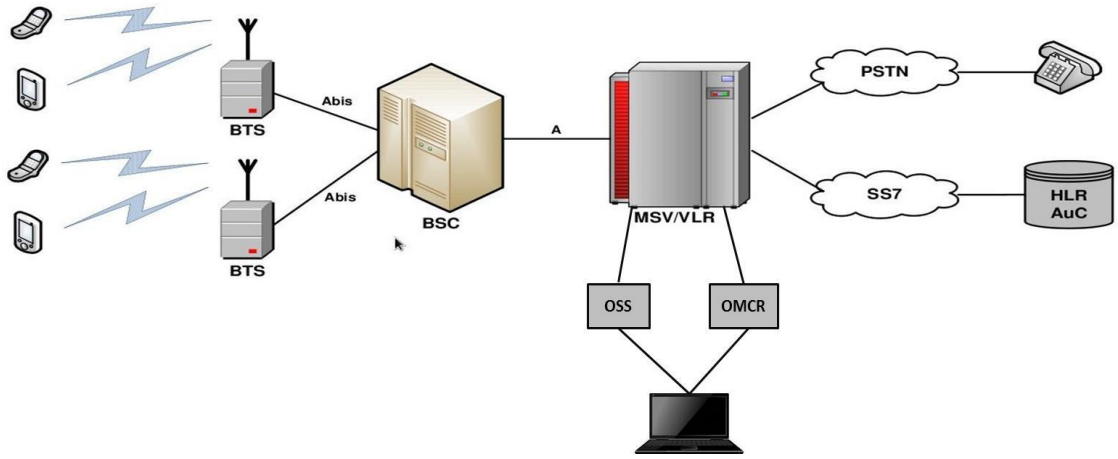
- Services Activation/ provisioning:- Activation done within 4 hours ≥ 95%
- PDP Context activation success rate:- PDP Context activation success rate ≥ 95%
- Drop Rate:- Drop Rate ≤ 5%

### 2.4.1.7 AUDIT PARAMETERS – WIRELESS DATA SERVICES (2G & 3G)

| Wireless Data Service | | |
|---|---|---|
| Service Activation | Activation done within 4 hours | ≥ 95% |
| PDP Context activation success rate | PDP Context activation success rate | ≥ 95% |
| Drop Rate | Drop Rate | ≤ 5% |

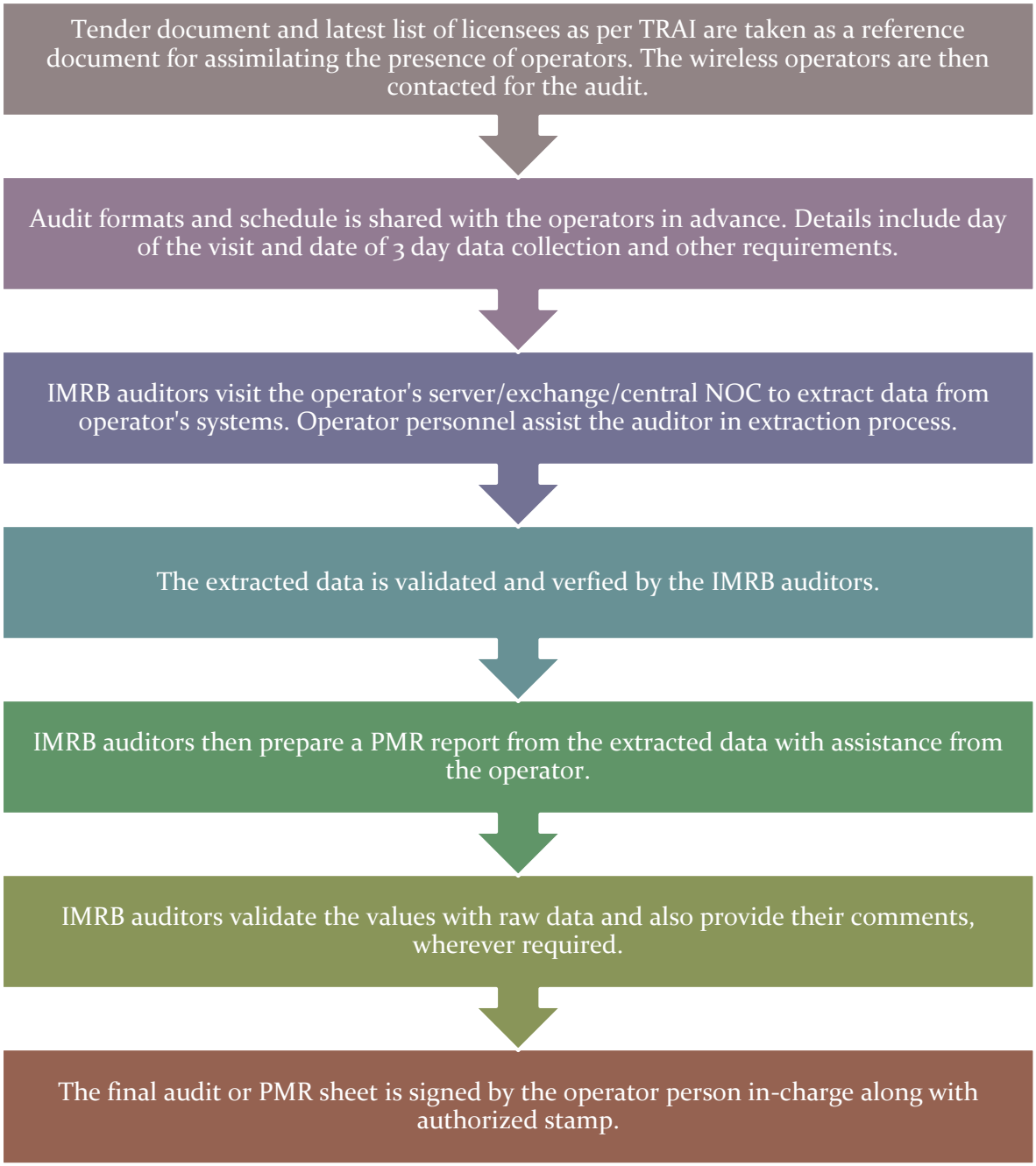
### 2.4.1.8 POINT OF DATA EXTRACTION

The data is extracted from a terminal/computer connected to OMCR & OSS on the operator network.



#### 2.4.1.9 STEP BY STEP AUDIT PROCEDURE

The key steps followed for extraction of reports at the operator premises are given below.




Data has been extracted and calculated as per the counter details provided by the operators. The details of counters have been provided in section 8.15 of the report. The calculation methodology for each parameter has been stated in the table given below.

### 2.4.1.10 CALCULATION METHODOLOGY – NETWORK PARAMETERS 2G

| Parameter | Calculation Methodology |
|---|---|
| **BTS Accumulated Downtime** | Sum of downtime of BTSs in a month in hours i.e. total outage time of all BTSs in hours during a month / (24 x Number of days in a month x Number of BTSs in the network in licensed service area) x 100 |
| **Worst Affected BTS Due to Downtime** | (Number of BTSs having accumulated downtime greater than 24 hours in a month / Number of BTS in Licensed Service Area) * 100 |
| **Call Setup Success Rate** | (Calls Established / Total Call Attempts) * 100 |
| **SDCCH/ Paging Channel Congestion** | SDCCH / TCH Congestion% = [(A1 x C1) + (A2 x C2) +.....+ (An x Cn)] / (A1 + A2 +...+ An)<br><br>Where:<br>A1 = Number of attempts to establish SDCCH / TCH made on day 1<br>C1 = Average SDCCH / TCH Congestion % on day 1<br>A2 = Number of attempts to establish SDCCH / TCH made on day 2<br>C2 = Average SDCCH / TCH Congestion % on day 2<br>An = Number of attempts to establish SDCCH / TCH made on day n<br>Cn = Average SDCCH / TCH Congestion % on day n |
| **TCH Congestion** | |
| **POI Congestion** | POI Congestion% = [(A1 x C1) + (A2 x C2) +.....+ (An x Cn)] / (A1 + A2 +...+ An)<br>Where:<br>A1 = POI traffic offered on all POIs (no. of calls) on day 1<br>C1 = Average POI Congestion % on day 1<br>A2 = POI traffic offered on all POIs (no. of calls) on day 2<br>C2 = Average POI Congestion % on day 2<br>An = POI traffic offered on all POIs (no. of calls) on day n<br>Cn = Average POI Congestion % on day n |
| **Call Drop Rate** | Total Calls Dropped / Total Calls Established x 100 |
| **Worst Affected Cells having more than 3% TCH drop** | Total number of cells having more than 3% TCH drop during CBBH/ Total number of cells in the LSA x 100 |
| **Connections with good voice quality** | No. of voice samples with good voice quality / Total number of samples x 100 |

### 2.4.1.11 CALCULATION METHODOLOGY – NETWORK PARAMETERS 3G

| Parameter | Calculation Methodology |
|---|---|
| **Node Bs Accumulated Downtime** | Sum of downtime of Node Bs in a month in hours i.e. total outage time of all Node Bs in hours during a month / (24 x Number of days in a month x Number of Node Bs in the network in licensed service area) x 100 |
| **Worst Affected Node Bs Due to Downtime** | (Number of Node Bs having accumulated downtime greater than 24 hours in a month / Number of Node B in Licensed Service Area) * 100 |
| **Call Setup Success Rate** | (RRC Established / Total RRC Attempts) * 100 |
| **RRC Congestion** | RRC / RAB Congestion% = [(A1 x C1) + (A2 x C2) +.....+ (An x Cn)] / (A1 + A2 +...+ An)<br><br>Where:<br>A1 = Number of attempts to establish RRC/ RAB made on day 1<br>C1 = Average RRC/ RAB Congestion % on day 1<br>A2 = Number of attempts to establish RRC/ RAB made on day 2<br>C2 = Average RRC/ RAB Congestion % on day 2<br>An = Number of attempts to establish RRC/ RAB made on day n<br>Cn = Average RRC/ RAB Congestion % on day n |
| **Circuit Switched RAB Congestion** | |
| **POI Congestion** | POI Congestion% = [(A1 x C1) + (A2 x C2) +.....+ (An x Cn)] / (A1 + A2 +...+ An)<br>Where:<br>A1 = POI traffic offered on all POIs (no. of calls) on day 1<br>C1 = Average POI Congestion % on day 1<br>A2 = POI traffic offered on all POIs (no. of calls) on day 2<br>C2 = Average POI Congestion % on day 2<br>An = POI traffic offered on all POIs (no. of calls) on day n<br>Cn = Average POI Congestion % on day n |
| **Circuit Switched Voice Drop Rate** | No. of voice RAB normally released / (No. of voice RAB normally released + RAB abnormally released) x 100 |
| **Worst Affected Cells having more than 3% Circuit Switched Voice Drop Rate** | Number of cells having CSV drop rate > 3% during CBBH in a month / Total number of cells in the licensed area) x 100 |
| **Connections with good Circuit switched voice quality** | 1- ( Number of Faulty Transport Blocks In Uplink downlink After Selection Combining Speech / Total number of Transport Blocks In Uplink downlink After Selection Combining Speech)) x 100 |

### 2.4.1.12 3 DAY LIVE DATA

The main purpose of 3 day live measurement is to evaluate the network parameters on intraday basis. While the monthly PMR report provides an overall view of the performance of QoS parameters, the 3 day live data helps looking at intraday performance on the network parameters discussed earlier. All the calculations are done on the basis of that raw data of 3 days.

The 3 day live data provides a sample of 9 days in a quarter (3 days each month of a quarter) with hourly performance, which enables the auditor to identify and validate intraday issues for an operator on the QoS network parameters. For example, network congestion being faced by an operator during busy/peak hours.

Network related parameters were evaluated for a period of 3 days in each month. 3 day live audit was conducted for 3 consecutive weekdays for each month. The data was extracted from each operator's server/ NOC etc. at the end of the 3rd day. The extracted data is then used to create a report (similar to PMR report) to assess the various QoS parameters.

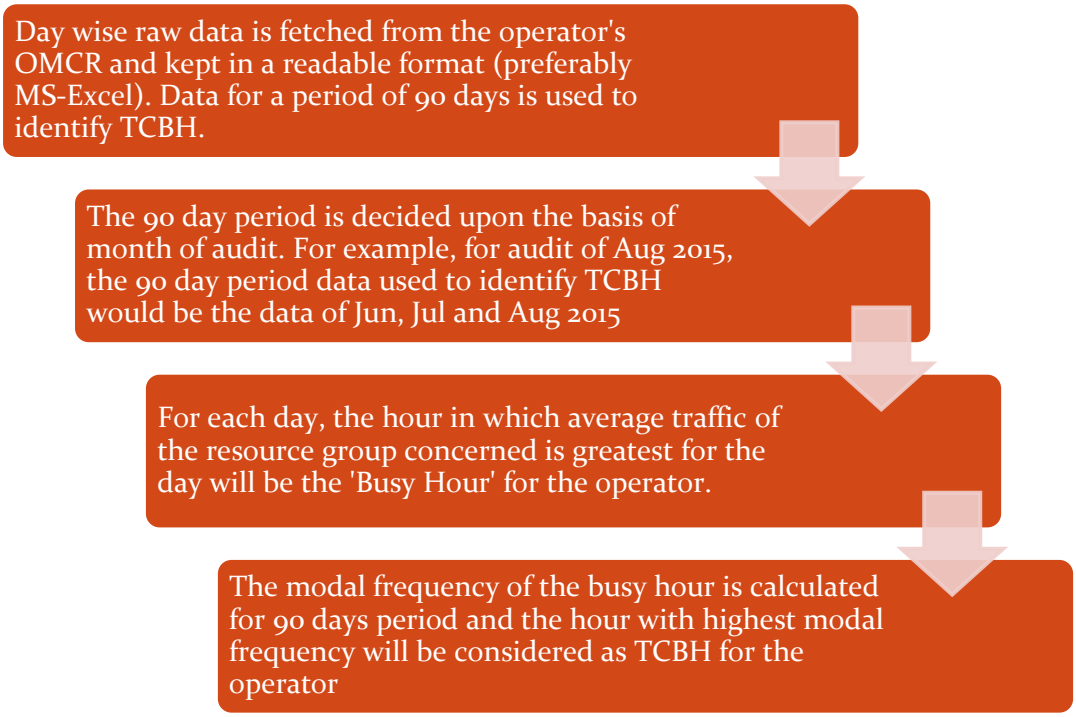
The 3 day live measurement was conducted for network parameters (2G & 3G) and wireless data services (2G & 3G).

| Sl. No. | Name of Service Provider | Dates of live measurement Audit | | |
|---|---|---|---|---|
| GSM Operators | | January'16 | February'16 | March'16 |
| 1 | Aircel | 7th to 9th Jan'16 | 6th to 7th Jan'16 | 1st to 3rd March'16 |
| 2 | Airtel | 7th to 9th Jan'16 | 6th to 7th Jan'16 | 1st to 3rd March'16 |
| 3 | Idea | 11th to 13th Jan'16 | 8th to 10th Jan'16 | 1st to 3rd March'16 |
| 4 | MTNL | 4th to 6th Jan'16 | 8th to 10th Jan'16 | 1st to 3rd March'16 |
| 5 | RCOM GSM | 8th to 10th Jan'16 | 6th to 7th Jan'16 | 8th to 10th March'16 |
| 6 | Tata GSM | 28th to 30th Jan'16 | 27th to 29th Feb'16 | 22nd to 24th March'16 |
| 7 | VODAFONE | 28th to 30th Jan'16 | 8th to 10th Jan'16 | 1st to 3rd March'16 |
| CDMA Operators | | | | |
| 8 | RCOM CDMA | 8th to 10th Jan'16 | 6th to 7th Jan'16 | 8th to 10th March'16 |
| 9 | TATA CDMA | 28th to 30th Jan'16 | 27th to 29th Feb'16 | 22nd to 24th March'16 |
| 3G Operators | | | | |
| 10 | MTNL | 4th to 6th Jan'16 | 8th to 10th Jan'16 | 1st to 3rd March'16 |
| 11 | VODAFONE | 28th to 30th Jan'16 | 8th to 10th Jan'16 | 1st to 3rd March'16 |
| 12 | RCOM | 8th to 10th Jan'16 | 6th to 7th Jan'16 | 8th to 10th March'16 |
| 13 | Airtel | 7th to 9th Jan'16 | 6th to 7th Jan'16 | 1st to 3rd March'16 |

### 2.4.1.13 TCBH – SIGNIFICANCE AND SELECTION METHODOLOGY

As per QoS regulations 2009 (7 of 2009), Time Consistent Busy Hour" or "TCBH" means the one hour period starting at the same time each day for which the average traffic of the resource group concerned is greatest over the days under consideration and such Time Consistent Busy Hour shall be established on the basis of analysis of traffic data for a period of ninety days.

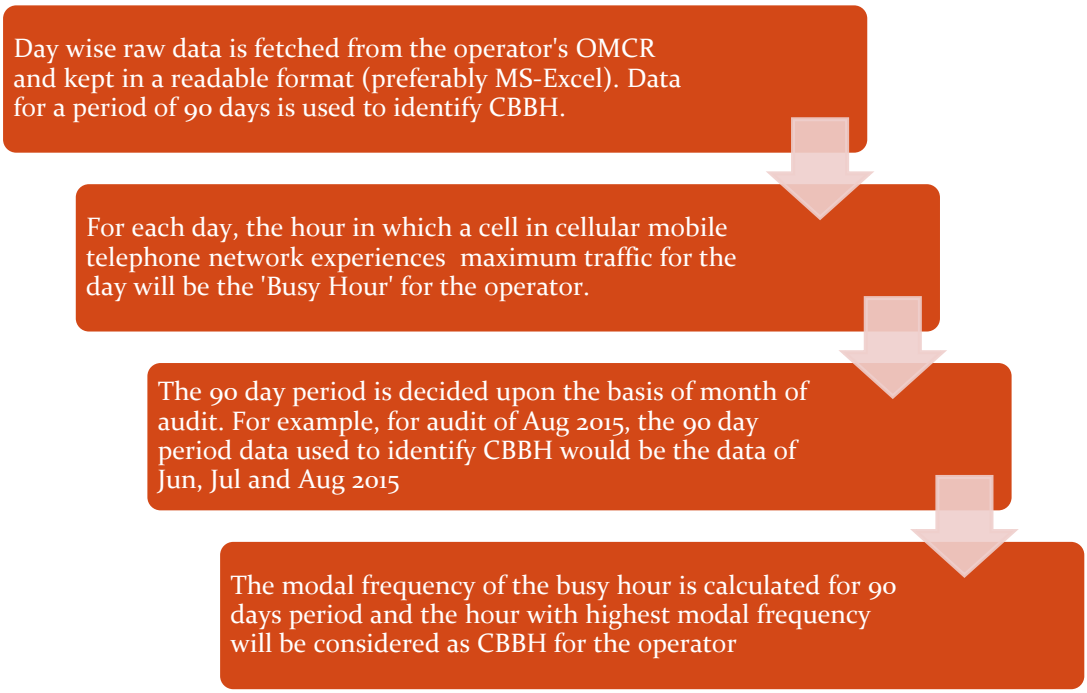
Step by step procedure to identify TCBH for an operator:



### 2.4.1.14 CBBH – SIGNIFICANCE AND SELECTION METHODOLOGY

As per QoS regulations 2009 (7 of 2009), Cell Bouncing Busy Hour (CBBH) means the one hour period in a day during which a cell in cellular mobile telephone network experiences the maximum traffic.

Step by step procedure to identify CBBH for an operator:




### 2.4.1.15 CUSTOMER SERVICE PARAMETERS

The data to generate PMR report for customer service parameters is extracted at the operator premises and verified once every quarter in the subsequent month of the last month of the quarter. For example, data for quarter ending March 2016 (JFM'16) was collected in the month of January 2016. To extract the data for customer service parameters for the purpose of audit, IMRB auditors primarily visit the following locations/ departments/ offices at the operator's end.

- Central Billing Center
- Central Customer Service Center

The operators are duly informed in advance about the audit schedule.

The Customer Service Quality Parameters include the following:

- Metering and billing credibility (postpaid and prepaid)
- Resolution of billing/charging complaints
- Period of applying credit/waiver/adjustment to customer's account
- Response time to the customer for assistance
- Termination/closure of service
- Time taken for refund of security deposit after closures.

Most of the customer service parameters were calculated by averaging over the quarter; however billing parameters were calculated by averaging over one billing cycle for a quarter.

All the parameters have been described in detail along with key findings of the parameter in section 6 of the report. The benchmark values for each parameter have been given in the table below.

### 2.4.1.16 AUDIT PARAMETERS – CUSTOMER SERVICE

| Metering and Billing Credibility | Benchmark |
|---|---|
| No of billing complaints received - Post paid | ≤ 0.1% |
| No. of billing complaints received- Prepaid | ≤ 0.1% |
| Resolution of billing/ charging complaints within 4 weeks | 98% |
| Resolution of billing/ charging complaints within 6 weeks | 100% |
| Period of applying credit/ waiver within 1 week of resolution of complaint | 100% |
| **Response Time to the Customer form Assistance** | |
| Accessibility of call centre/customer care | ≥ 95% |
| Percentage of calls answered by the operators (voice to voice) within 90 seconds | ≥ 95% |
| Termination/ closure of service | ≤ 7 days |
| Time taken for refund of deposits after closures within 60 days | 100% |

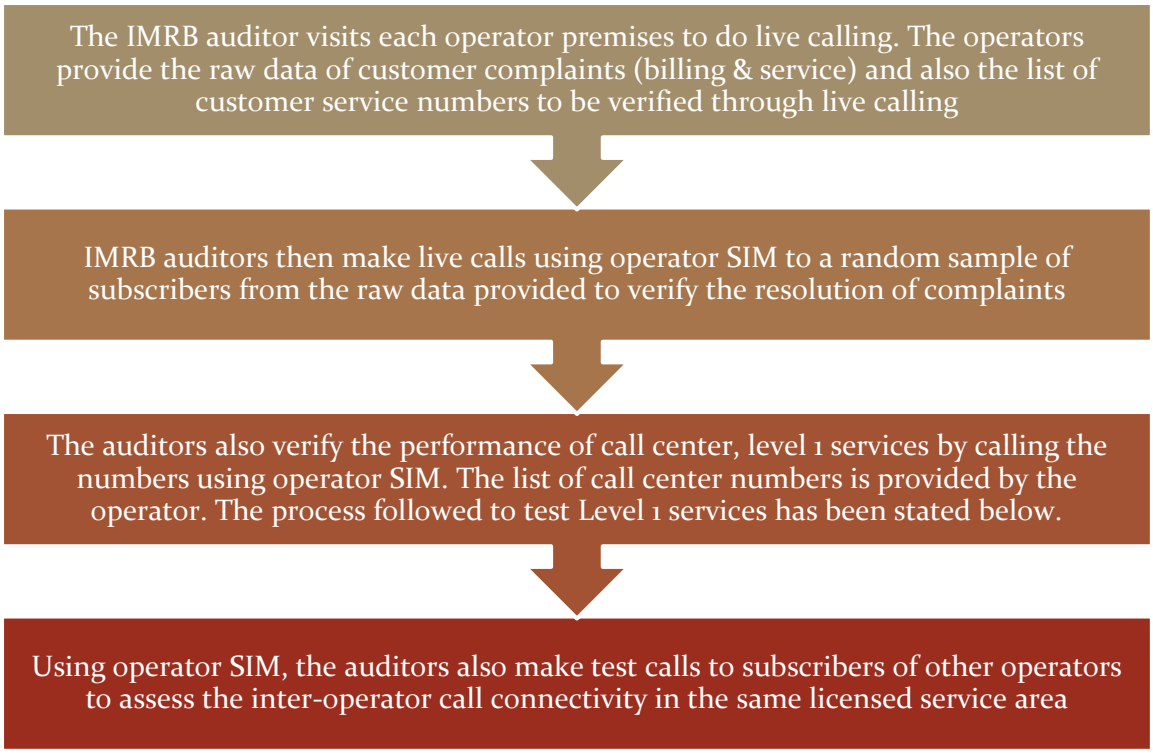
### 2.4.1.17 CALCULATION METHODOLOGY – CUSTOMER SERVICE PARAMETERS

| Parameter | Calculation Methodology |
|---|---|
| **Metering and billing credibility - Postpaid** | Total billing complaints received during the relevant billing cycle / Total bills generated during the relevant billing cycle *100 |
| **Metering and billing credibility – Prepaid** | Total charging complaints received during the quarter/ Total number of subscribers reported by the operator at the end of the quarter * 100 |
| **Resolution of billing/ charging complaints (Postpaid + Prepaid)** | There are two benchmarks involved here:<br><br>Billing or Charging Complaints resolved in 4 weeks from date of receipt / Total billing or charging complaints received during the quarter) x 100<br><br>Billing or Charging Complaints resolved in 6 weeks from date of receipt / Total billing or charging complaints received during the quarter) x 100 |
| **Period of applying credit waiver** | Number of cases where credit waiver is applied within 7 days/ total number of cases eligible for credit waiver * 100 |
| **Call centre performance IVR (Calling getting connected and answered by IVR)** | Number of calls connected and answered by IVR/ All calls attempted to IVR * 100 |
| **Call centre performance (Voice to Voice)** | Call centre performance Voice to Voice = (Number of calls answered by operator within 90 seconds/ All calls attempted to connect to the operator) * 100<br><br>The calculation excludes the calls dropped before 90 seconds |
| **Time taken for termination/ closure of service** | Number of closures done within 7 days/ total number of closure requests * 100 |
| **Time taken for refund for deposit after closures** | Number of cases of refund after closure done within 60 days/ total number of cases of refund after closure * 100 |

## 2.4.2 LIVE CALLING

### 2.4.2.1 SIGNIFICANCE AND METHODOLOGY

The main purpose of live calling is to verify the performance of various customer service parameters by doing test calls to the subscribers/ specific numbers. Below is a step wise procedure of live calling.




Live calling activity was carried out during the period of March 2016. The data considered for live calling was for the month prior to the month in which the live calling activity was being conducted. In this case, data of February 2016 was considered for live calling activity conducted in March 2016.

A detailed explanation of each parameter is explained below.

### 2.4.2.2 BILLING COMPLAINTS

Live calling is done to verify Resolution of billing complaints within stipulated time. The process for this parameter is stated below.

- Auditors request the operator provided the database of all the subscribers who reported billing complaints in one month prior to IMRB auditor visit. In case of BSNL, data for the complaints from the subscribers belonging to the sample exchanges is requested specifically
- A sample of 10% or 100 complainants, whichever is less, is selected randomly from the list provided by operator

Calls are made by auditors to the sample of subscribers to check and record whether the complaint was resolved within the timeframes as mentioned in the benchmark.

All the complaints related to billing as per clause 3.7.2 of QoS regulation of 20th December, 2009 were considered as population for selection of samples. A complete list of the same has been provided in Section 6.1.1.

**TRAI benchmark-**

**Resolution of billing/ charging complaints** - 98% within 4 weeks, 100% within 6 weeks

### 2.4.2.3 SERVICE COMPLAINTS REQUESTS

"Service request" means a request made to a service provider by its consumer pertaining to his account, and includes.

- A request for change of tariff plan
- A request for activation or deactivation of a value added service or a supplementary service or a special pack
- A request for activation of any service available on the service provider's network
- A request for shift or closure or termination of service or for billing details

All the complaints other than billing were covered. A total of 100 calls per service provider for each service in licensed service area were done by the IMRB auditors.

### 2.4.2.4 LEVEL 1 SERVICE

Level 1 is used for accessing special services like emergency services, supplementary services, inquiry and operator-assisted services.

Level 1 Services include services such as police, fire, ambulance (Emergency services). Test calls were made from operator SIMs. A total of 300 test calls were made per service provider in the quarter.

In JFM'16, IMRB has tried contacting the list of Level 1 services provided by TRAI as per the NNP (National Numbering Plan).

#### 2.4.2.4.1 PROCESS TO TEST LEVEL 1 SERVICES

- On visiting the operator's premises (Exchange/Central Server etc.), auditors ask the operator authorized personnel to provide a list of Level 1 services being active in their service. The list should contain a description of the numbers along with dialing code.
- Operators might provide a long list of L1 services. To identify emergency L1 service numbers, auditors check if there is any number that starts with code '10' in that list. If auditors find any emergency number in addition to the below list, that number is also tested during live calling.
- On receiving the list, auditors verify it if the below given list of numbers are active in the service provider's network.
- If there are any other additional numbers provided by the operator, auditors also do live calling on those numbers along with below list.
- If any of these numbers is not active, then we would write the same in our report, auditors write in the report.
- Post verifying the list, auditors do live calling by equally distributing the calls among the various numbers and update the results in the live calling sheet.

| L1 Code | Description |
|---|---|
| 100 | Police |
| 101 | Fire |
| 102 | Ambulance |
| 104 | Health Information Helpline |
| 108 | Emergency and Disaster Management Helpline |
| 138 | All India Helpine for Passangers |
| 149 | Public Road Transport Utility Service |
| 181 | Chief Minister Helpline |
| 182 | Indian Railway Security Helpline |
| 1033 | Road Accident Management Service |
| 1037 | Public Grievance Cell DoT Hq as 'Telecom Consumer Grievance Redressal Helpline' |
| 1056 | Emergency Medical Services |
| 106X | State of the Art Hospitals |
| 1063 | Public Grievance Cell DoT Hq |
| 1064 | Anti Corruption Helpline |
| 1070 | Relief Commission for Natural Calamities |
| 1071 | Air Accident Helpline |
| 1072 | Rail Accident Helpline |
| 1073 | Road Accident Helpline |
| 1077 | Control Room for District Collector |
| 1090 | Call Alart ( Crime Branch) |
| 1091 | Women Helpline |
| 1097 | National AIDS Helpline to NACO |
| 1099 | Central Accident and Trauma Services (CATS) |
| 10580 | Educationa & Vocational Guidance and Counselling |
| 10589 | Mother and Child Tracking ( MCTH) |
| 10740 | Central Pollution Control Board |
| 10741 | Pollution Control Board |
| 1511 | Police Related Service for all Metro Railway Project |
| 1512 | Prevention of Crime in Railway |
| 1514 | National Career Service(NCS) |
| 15100 | Free Legal Service Helpline |
| 155304 | Municipal Corporations |
| 155214 | Labour Helpline |
| 1903 | Sashastra Seema Bal (SSB) |
| 1909 | National Do Not Call Registry |
| 1912 | Complaint of Electricity |
| 1916 | Drinking Water Supply |
| 1950 | Election Commission of India |

#### 2.4.2.5 CUSTOMER CARE

Live calling is done to verify response time for customer assistance is done to verify the performance of call center in terms of

- Calls getting connected and answered by operator's IVR.
- % age of calls answered by operator / voice to voice) within 90 seconds: In 95% of the cases or more

The process for this parameter is stated below.

- Overall sample size is 100 calls per service provider per circle at different points of time, evenly distributed across the selected exchanges – 50 calls between 1100 HRS to 1400 HRS and 50 calls between 1600 HRS to 1900 HRS.
- Time to answer the call by the operator was assessed from the time interviewer pressed the requisite button for being assisted by the operator.
- All the supplementary services that have any kind of human intervention are to be covered here. It also includes the IVR assisted services.

#### 2.4.2.6 INTER OPERATOR CALL ASSESEMENT

A total of 100 calls per service provider to all the other service providers in a licensed service area were done for the purpose of audit.

### 2.4.3 VOICE DRIVE TEST – 2G & 3G

#### 2.4.3.1 SIGNIFICANCE AND METHODOLOGY

Drive test, as the name suggests, is conducted to measure the performance of an operator in a moving vehicle in a specified network coverage area.
The main purpose of the drive test is to check the health of the mobile network of various operators in the area in terms of coverage (signal strength), voice quality, call drop rate, call set up success rate etc.

To assess the indoor coverage, the test is also conducted at two static indoor locations in each SSA, such as Malls, office buildings, shopping complexes, government buildings etc.

IMRB conducted two types of drive tests as mentioned below.

- Operator Assisted Drive Test
- Independent Drive Test

The main difference between the two is that in the operator assisted, operators participate in the drive test along with their hardware, software, phones etc. while in the independent drive test IMRB conducts the drive test on solitary basis and uses its own hardware. Operators generally do not have any knowledge of the drive test being conducted.
A detailed explanation of the two methodologies has been provided below.

### 2.4.3.2 OPERATOR ASSISTED DRIVE TEST – VOICE 2G & 3G

SSAs are selected according to the total no. of SSAs on that region and audited as per TRAI instructions; it depends on the total no. of drive on that circle. The drive tests were conducted for all operators in the circle, for both 2G and 3G voice services. As per TRAI instructions, the 2G drive was done in 2G only mode, while 3G drive test was conducted in dual mode (3G on priority).

As per the new directive given by TRAI Office New Delhi, drive test in the quarter were conducted at a SSA level. SSAs have been defined in two categories by TRAI as per the criticality of the SSA.

1. Normal SSA
2. Difficult SSA

**During the drive test in normal SSA, the methodology adopted for the drive test is:**

- 3 consecutive days were selected for drive test in selected SSA and SSA list was finalized by TRAI office New Delhi.
- On an average, a minimum of 80 kilometers was covered each day, covering a minimum distance of 250kms in 3 days.
- Route map was designed in such a way that all the major roads, highways and all the important towns and villages were covered as part of audit.
- Special emphasis was given to those areas where the number of complaints received were on the higher side, if provided by TRAI Office New Delhi.
- The route is defined in a way that we cover maximum area in the SSA and try to cover maximum villages and cities within the SSA. The route is designed such that there is no overlap of roads (if possible).
- The route was classified as-
    - With In city
    - Major Roads
    - Highways
    - Shopping complex/ Mall
    - Office Complex/ Government Building
- There were no fixed calls which we need to do for within city, major roads and highways, but a minimum of 30 calls in each route, i.e., within city, major roads and highways on each day. For indoors, 20 calls each for shopping and office complex each day preferably in relatively bigger city.
- The drive test covered selected cities and adjoining towns/rural areas where the service provider has commenced service, including congested areas and indoor sites.
- The drive test of each mobile network was conducted between 10 am and 8 pm on weekdays.
- The Vehicle used in the drive tests was equipped with the test tool that automatically generates calls on the mobile telephone networks.
- The speed of the vehicle was kept at around 30-50 km/hr.
- The holding period of each test call was 120 seconds.
- A test call was generated 10 seconds after the previous test call is completed. For 3G, the gap between two calls was 30 seconds.
- Height of the antenna was kept uniform in case of all service providers.

**In drive test for difficult SSAs, the methodology adopted for the drive test is:-**

- Drive test was conducted for 6 consecutive days in selected SSAs and SSA list was finalized by TRAI office New Delhi.
- On an average, a minimum of 80 kilometers was covered each day, covering a minimum distance of 500kms in 6 days.

Rest of the activities for drive test in difficult SSAs are same as drive test for normal SSAs.

### 2.4.3.3 INDEPENDENT DRIVE TEST – 2G & 3G

The number of independent drive tests to be conducted and their locations are decided basis TRAI recommendation.

- A minimum of 80 kilometers was traversed during the independent drive test in a SSA on each day. The SSA list was finalized by TRAI office New Delhi.
- Route map was designed in such a way that all the major roads, highways and all the important towns and villages were covered as part of audit.
- Special emphasis was given to those areas where the number of complaints received were on the higher side, if provided by TRAI.
- The route is defined in a way that we cover maximum area in the SSA and try to cover maximum villages and cities within the SSA. The route is designed such that there is no overlap of roads (if possible).
- The route was classified as-
    - With In city
    - Major Roads
    - Highways
    - Shopping complex/ Mall
    - Office Complex/ Government Building
- There were no fixed calls which we need to do for within city, major roads and highways, but a minimum of 30 calls in each route, i.e., within city, major roads and highways on each day. For indoors, 20 calls each for shopping and office complex each day preferably in relatively bigger city.
- The drive test covered selected cities and adjoining towns/rural areas where the service provider has commenced service, including congested areas and indoor sites.
- The drive test of each mobile network was conducted between 10 am and 8 pm on weekdays.
- The Vehicle used in the drive tests was equipped with the test tool that automatically generates calls on the mobile telephone networks.
- The speed of the vehicle was kept at around 30-50 km/hr.
- The holding period of each test call was 120 seconds.
- A test call was generated 10 seconds after the previous test call is completed. For 3G, the gap between two calls was 30 seconds.
- Height of the antenna was kept uniform in case of all service providers.

### 2.4.3.4 PARAMETERS EVALUATED DURING VOICE DRIVE TEST – 2G & 3G

The parameters which were captured during the drive test include. Below are the parameters which are captured for the GSM and CDMA operators.

- Coverage-Signal strength (GSM)
    - ✓ Total calls made (A)
    - ✓ Number of calls with signal strength between 0 to -75 dBm

- ✓ Number of calls with signal strength between 0 to -85 dBm
- ✓ Number of calls with signal strength between 0 to -95 dBm

- Coverage-Signal strength (CDMA)
  - ✓ Total Ec/Io BINS (A)
  - ✓ Total Ec/Io BINS with less than –15 (B)
  - ✓ Low Interference = [1 - (B/A)] x 100
- Voice quality (GSM)
  - ✓ Total RxQual Samples– A
  - ✓ RxQual samples with 0-5 value – B
  - ✓ %age samples with good voice quality = B/A x 100
- Voice quality (CDMA)
  - ✓ Total FER BINs (forward FER) – A
  - ✓ FER BINs with 0-2 value (forward FER) – B
  - ✓ FER BINs with 0-4 value (forward FER) – C
  - ✓ %age samples with FER bins having 0-2 value (forward FER) = B/A x 100
  - ✓ %age samples with FER bins having 0-4 value (forward FER) = C/A x 100
  - ✓ No. of FER samples with value > 4 = [A-C]
- Call setup success rate
  - ✓ Total number of call attempts – A
  - ✓ Total Calls successfully established – B
  - ✓ Call success rate (%age) = (B/A) x 100
- Blocked calls
  - ✓ 100% - Call Set up Rate
- Call drop rate
  - ✓ Total Calls successfully established – A
  - ✓ Total calls dropped after being established – B
  - ✓ Call Drop Rate (%age) = (B/A) x 100

### 2.4.4 WIRELESS DATA DRIVE TEST – 2G & 3G

The data drive test is conducted at stationary places called hotspots in a SSA for all the days the voice drive test is conducted in the same SSA.

#### 2.4.4.1 METHODOLOGY

The measurement setup is used to conduct test calls for measuring successful data transmission download and upload attempts, minimum download speed, average throughput and latency is given in figure given below.

The basic measurement set-up consists of a Test-Device and a Test-Server with specified software and hardware. Test calls are established between the Test-Device and Test-Server and measurements are made for the respective QoS parameters. These parameters are measured in a stationary mode. Service Activation/Provisioning, PDP Context Activation Success Rate and Drop rate are reported from the actual network counters/database.

- To assess the quality of the connection between an end user and an Internet Service Provider (ISP), ideally the Test-Server is placed as near as possible to the gateway providing the interconnection between access network and ISP network. The location of the test-server is as near as possible to the gateway providing the interconnection between access network and ISP network implies that the measurements will not reflect the influence in the QoS of the ISP network, between that gateway and the gateway interconnecting with the Internet.

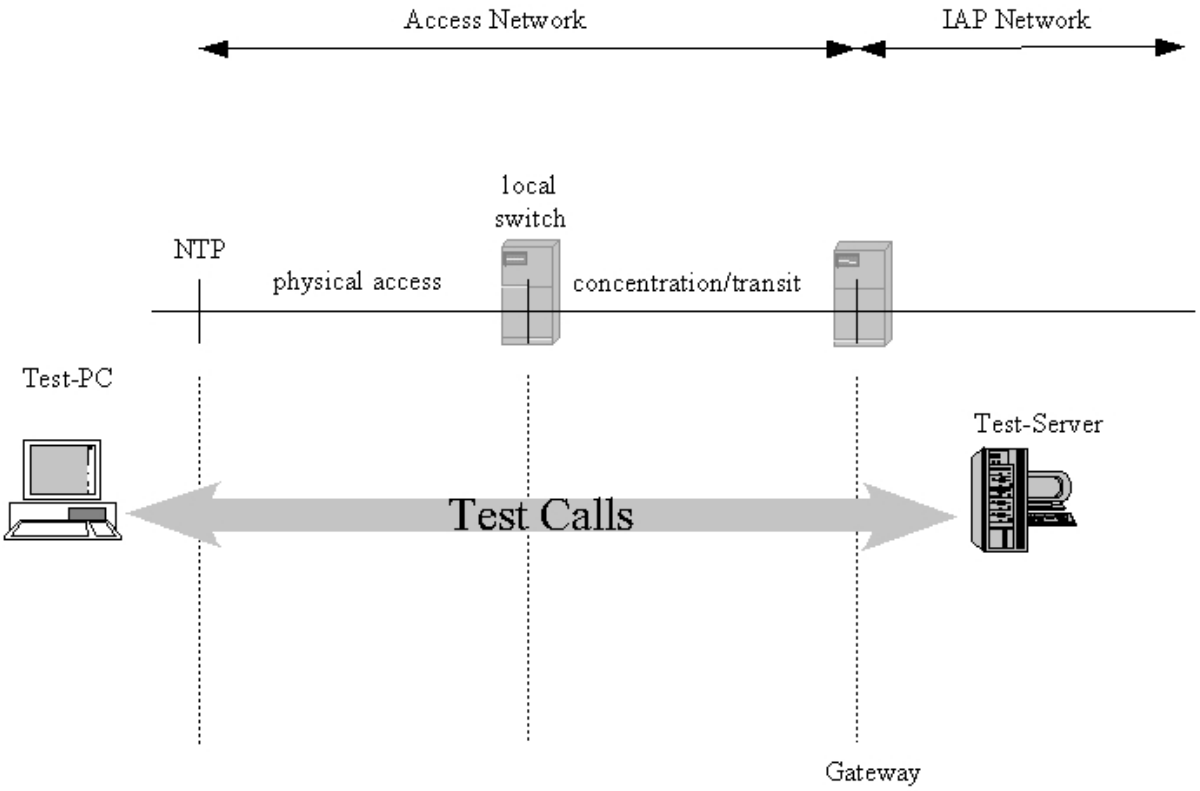



Figure for Measurement set-up

### 2.4.4.2 REQUIREMENTS FOR THE TEST-SERVER

For all tests, a dedicated test server is used as a well-defined reference. The test server may be located centrally for all the licensed service areas (LSA) or for a number of LSAs or in each LSA (not more than one in each LSA). Under no circumstances a commercial server (e.g. www.yahoo.com) is used, since the test conditions for such a server may change over time making later reproduction of the results impossible. The test server is identified by an IP address and not by its fully qualified Domain Name (FQDN) in order to avoid issues with Domain Name Server (DNS) lookup and including the DNS caching strategies of the used operating system into the measurement.

- The Transmission Control Protocol (TCP) settings of the server tested against, is also recorded. Since the number of host operating systems for internet servers is larger than on the client side, no detailed recommendation concerning the TCP settings of the server is given.

However, the TCP stack of the reference server should at least be capable of the following:

- Maximum Segment Size between 1380 Bytes and 1460 Bytes.
- TCP RX Window Size > 4096 Bytes
- SACK (Selective Acknowledgement) enabled.
- TCP Fast Retransmit.
- TCP Fast Recovery enabled.
- Delayed ACK enabled (200ms).

#### 2.4.4.3 TEST FILES

The test file consist of incompressible data i.e. a data file that is already compressed, e.g. like a zip or jpg file. The test file has at least twice the size (in Kbit) of the theoretically maximum data transmission rate per second (in Kbit/s) of the Internet access under consideration.

#### 2.4.4.4 REPRESENTATIVENESS OR NUMBER OF TEST CALLS

- The choice of adequate test calls, i.e. geographical locations of origin and destination of calls as well as traffic variations, is a crucial point with respect to the comparability and validation of the statistics are calculated for the measured parameters. For each parameter, it is ensured that the samples are aggregated over all classes of customers for fairness in reflecting the QoS actually perceived by the user and the statistics are preserved to substantiate the same.
- The necessary number of samples (test calls) are 1067 for each of the category "A" and "Metro" licensed service area (LSA), 600 for each of the category "B" LSA and 384 for each of the category "C" LSA for all the parameters.

#### 2.4.4.5 PARAMETERS EVALUATED DURING DATA DRIVE TEST AT HOTSPOTS

##### 2.4.4.5.1 SUCCESSFUL DATA TRANSMISSIONS DOWNLOAD ATTEMPTS

The successful data download attempts is defined as the ratio of successful data downloads to the total number of data download attempts in a specified time period. A data transmission is successful if a test file is downloaded completely and with no errors.

**Measurement:**

The percentage that is the sum total of successful data downloads, divided by the sum total of all attempts to download a test file is provided. The statistics are calculated from test calls made according to the measurement set-up and taking into account the representativeness requirements. The successful data download is measured by downloading a test file. An attempt to transmit the test file is considered unsuccessful if it takes longer than 60 seconds.

**Successful data transmission download attempts =**

$$\frac{\text{Total Successful download attempts}}{\text{Total download attempts}} \times 100$$

#### 2.4.4.5.2 SUCCESSFUL DATA TRANSMISSION UPLOAD ATTEMPTS

The successful data upload attempts is defined as the ratio of successful data uploads to the total number of data upload attempts in a specified time period. A data upload is successful if a test file is uploaded completely and with no errors.

**Measurement:**

The percentage that is the sum total of successful data uploads, divided by the sum total of all attempts to upload a test file should be provided. The statistics are calculated from test calls made according to the measurement set-up and taking into account the representativeness requirements. The successful data upload is measured by uploading a test file. An attempt to transmit the test file is considered unsuccessful if it takes longer than 60 seconds.

**Successful data transmission upload attempts** = $\frac{\text{Total Successful upload attempts}}{\text{Total upload attempts}} \times 100$

#### 2.4.4.5.3 MINIMUM DOWNLOAD SPEED

The download speed is defined as the data transmission rate that is achieved for downloading a test file from a test server to a test device.

**Measurement:**

The minimum download speed is calculated from test calls made according to the measurement set-up. Test calls are to be made to weigh the results according to the patterns of real traffic. Minimum download speed is the average of the lower 10% of all such test calls.

**Minimum download speed (average of lower 10% of all test calls)** =

$$\frac{\text{Download speed } (A1+A2+A3+A4+A5+A6)}{6} \times 100$$

**Note**- A1, A2, A3, A4 A5 & A6 are download speeds at 6 hotspots

#### 2.4.4.5.4 AVERAGE THROUGHPUT FOR PACKET DATA

It is defined as the rate at which packets are transmitted in a network. In a mobile network the download speed varies depending on the number of users in a particular location. Even though a service provider may be advertising certain speed, the actual speed may vary as per the number of users in the network and there could be customer dissatisfaction on account of relatively slow speed. Hence, there is a need to prescribe an average throughput to protect the interest of consumers. The service providers need to constantly upgrade their network to meet average throughput benchmark.

- The throughput is defined as the data transmission rate that is achieved for downloading a test file from a test server to a test device.
- The service provider will advertise the throughput being offered to its customers as per their category or plan and it should be meted out as per their commitment.

**Measurement:**

The average throughput for packet data should be calculated from all the test calls made according to the measurement setup.
Test calls are made to weigh the results according to the patterns of real traffic. Average throughput is calculated as the average of all such test calls.

**Average Throughput for Packet data =** Average of download attempts in Kbit/ average download time in secs

#### 2.4.4.5.5 LATENCY

Latency is the amount of time taken by a packet to reach the receiving endpoint after being transmitted from the sending point. This time period is termed the "end-to-end delay" occurring along the transmission path. Latency generally refers to network conditions, such as congestion, that may affect the overall time required for transit.

**Measurement:**

Latency is measured with the test server for ping connected directly to the server on the same Intranet domain.

**Latency (Percentage of successful pinged) =** $\frac{\text{Total number of successful ping}}{\text{Total number of ping sent to the Test Server}} \times 100$

## 2.5 OPERATORS COVERED 2G AND 3G

| Name of Operator | Number of Subscriber as per VLR-2G |
|---|---|
| Aircel | 1678134 |
| Airtel | 3500185 |
| Idea | 3985884 |
| MTNL | 726093 |
| Reliance CDMA | 54678 |
| Reliance GSM | 5859486 |
| TATA CDMA | 24356 |
| TATA GSM | 3603044 |
| Vodafone | 8430533 |
| **Name of Operator** | **Number of Subscriber as per VLR-3G** |
| Airtel 3G | 7843123 |
| MTNL 3G | 724763 |
| Reliance 3G | 56743 |
| Vodafone 3G | 8430533 |

March'16 VLR data was considered for the number of subscribers.

## 2.6 COLOUR CODES TO READ THE REPORT

**Not Meeting the benchmark**

**Best Performing Operator**

# 3 CRITICAL FINDINGS

### PMR Consolidated (Network Parameters) for 2G

- Aircel failed to meet the benchmark for worst affected cells having more than 3% TCH drop rate.

### 3 Day Live Measurement (Network Parameters)

- Aircel failed to meet the benchmark for worst affected cells having more than 3% TCH drop rate.

### PMR Consolidated (Network Parameters) for 3G

- MTNL 3G failed to meet the TRAI benchmark for worst affected Node Bs due to downtime, Airtel 3G and Vodafone 3G performed best among other operators with 0.00%.

### Wireless data services for 2G and 3G

- Aircel 2G failed to meet the TRAI benchmark for PDP context activation success rate in PMR Audit.

**Note: Airtel 3G and Reliance 3G did not submit data**.

### Live Calling

- As per the consumers (live calling exercise) all operators met the benchmark of resolving 98% complaints within 4 weeks, however Vodafone failed to meet for 100% complaints within 6 weeks.

### Metering and billing credibility

- For the billing disputes of post-paid subscribers, it was observed that Idea and Vodafone failed to meet the TRAI benchmark for the parameter.
- For the prepaid customers, Idea and Vodafone failed to meet the benchmark of charging disputes Metering and Billing Credibility – Prepaid Subscribers.
- All operators met the TRAI benchmark of resolution of billing complaints within 4 weeks. However Vodafone remained slightly below the benchmark for resolving 100% complaints within 6 weeks.
- All the operators met the TRAI benchmark of providing credit or waiver within one week in case of complaints received, except Airtel.
- Airtel, Reliance CDMA, Tata GSM and Reliance GSM failed to meet the TRAI specified benchmark for Customer Care Percentage of calls answered by the operators (Voice to Voice) within 90 seconds.

### Operator Assisted Drive test 2G

- Aircel, Idea, MTNL, Reliance CDMA and Reliance GSM failed to meet the benchmark for voice quality in outdoor locations.
- Reliance GSM failed to meet the benchmarks of CSSR.
- MTNL failed to meet the benchmark of call drop rate.

### Operator Assisted Drive test 3G

- MTNL 3G failed to meet the benchmark for Voice quality.
- MTNL 3G met the benchmark for call drop rate in outdoor locations.

**Note:** Reliance 3G did not submit the data.

## Independent Drive test 2G & 3G

### Voice Quality

Aircel 2G, Airtel 2G & 3G, Idea 2G, MTNL 2G & 3G, Reliance GSM, TATA GSM and Vodafone 2G & 3G failed to meet the benchmark for voice quality.

### Call Set Success Rate (CSSR)

Aircel 2G, Airtel 2G & 3G, Idea 2G, MTNL 2G & 3G, Reliance GSM and TATA GSM failed to meet the benchmark for CSSR.

### Call Drop Rate

All operators failed to meet the benchmark for call drop rate.

# 4 EXECUTIVE SUMMARY-2G

The objective assessment of Quality of Service (QoS) carried out by IMRB gives an insight into the overall performance of various operators in the Mumbai circle, with a parameter wise performance evaluation as compared to TRAI benchmark.

## 4.1 PMR DATA – 3 MONTHS- CONSOLIDATED FOR 2G

| Name of Service Provider | Network Availability | | Connection Establishment (Accessibility) | | | Connection Maintenance (Retainability) | | |
|---|---|---|---|---|---|---|---|---|
| | BTSs Accumulated downtime (not available for service) | Worst affected BTSs due to downtime | Call Set-up Success Rate (within licensee's own network) | SDCCH/ Paging Chl. Congestion | TCH Congestion | Call Drop Rate (%age) | Worst affected cells having more than 3% TCH drop | %age of connection with good voice quality |
| Benchmark | ≤ 2% | ≤ 2% | ≥ 95% | ≤ 1% | ≤ 2% | ≤ 2% | ≤ 3% | ≥ 95% |
| Aircel | 0.07% | 0.14% | 97.97% | 0.32% | 1.33% | 0.83% | 4.40% | 97.05% |
| Airtel | 0.04% | 0.00% | 99.53% | 0.15% | 0.29% | 0.53% | 1.65% | 100.00% |
| Idea | 0.08% | 0.06% | 99.29% | 0.34% | 0.46% | 0.63% | 1.49% | 96.36% |
| MTNL | 0.52% | 1.08% | 98.34% | 0.40% | 0.09% | 1.52% | 2.10% | 96.23% |
| Reliance CDMA | 0.07% | 0.34% | 97.46% | NA | 0.92% | 0.13% | 0.34% | NA |
| Reliance GSM | 0.07% | 0.88% | 98.71% | 0.27% | 0.55% | 0.12% | 0.22% | 99.20% |
| TATA CDMA | 0.02% | 0.00% | 99.11% | NA | 0.02% | 0.40% | 2.55% | NA |
| TATA GSM | 0.01% | 0.00% | 98.81% | 0.03% | 0.05% | 0.55% | 2.49% | 97.51% |
| Vodafone | 0.13% | 0.00% | 99.42% | 0.13% | 0.58% | 0.48% | 1.51% | 97.62% |

NA: SDCCH/ Paging channel congestion not applicable for CDMA operators. Hence, it has been reported as NA for Reliance CDMA and TATA CDMA.

Following are the parameter wise observations for wireless operators for Mumbai circle:

### BTSs Accumulated Downtime:

All the operators met the TRAI benchmark, TATA GSM performed better than other operators with 0.01%.

### Worst Affected BTSs Due to Downtime:

All the operators met the TRAI benchmark, operators like Airtel, TATA CDMA & GSM and Vodafone performed better than other operators at 0.00%

### Call Set-up Success Rate (CSSR):

All the operators met the TRAI benchmark, Airtel performed better than other operators at 99.53%

## SDCCH/ Paging Chl. Congestion:

All the operators met the TRAI benchmark, TATA GSM performed better than other operators at 0.03%

## TCH Congestion:

All the operators met the TRAI benchmark, TATA CDMA performed better than other operators at 0.02%

## Call Drop Rate:

All the operators met the TRAI benchmark, Reliance GSM performed better than other operators at 0.12%.

## Worst Affected Cells Having More than 3% TCH Drop:

Aircel failed to meet the TRAI Benchmark, Reliance GSM was best among other operators with 0.22%.

## Voice Quality

All the operators met the TRAI Benchmark, Airtel was best among other operators with 100.00%.

All the service providers were measuring this parameter as per the TRAI guidelines that have been stated in parameter description section.

Below are the month wise summary tables for each network parameter basis PMR data.

### 4.1.1 PMR DATA - JANUARY FOR 2G

| Name of Service Provider Month January | Network Availability | | Connection Establishment (Accessibility) | | | Connection Maintenance (Retainability) | | |
|---|---|---|---|---|---|---|---|---|
| | BTSs Accumulated downtime (not available for service) | Worst affected BTSs due to downtime | Call Set-up Success Rate (within licensee's own network) | SDCCH/ Paging Chl. Congestion | TCH Congestion | Call Drop Rate (%age) | Worst affected cells having more than 3% TCH drop | %age of connection with good voice quality |
| Benchmark | ≤ 2% | ≤ 2% | ≥ 95% | ≤ 1% | ≤ 2% | ≤ 2% | ≤ 3% | ≥ 95% |
| Aircel | 0.08% | 0.05% | 97.99% | 0.37% | 1.51% | 0.86% | 4.82% | 97.25% |
| Airtel | 0.02% | 0.00% | 99.85% | 0.09% | 0.07% | 0.82% | 1.41% | 97.49% |
| Idea | 0.07% | 0.00% | 99.25% | 0.46% | 0.49% | 0.94% | 1.51% | 96.38% |
| MTNL | 0.57% | 1.22% | 98.60% | 0.55% | 0.10% | 1.50% | 2.29% | 95.65% |
| Reliance CDMA | 0.07% | 0.46% | 97.18% | NA | 1.26% | 0.13% | 0.40% | 99.65% |
| Reliance GSM | 0.09% | 1.17% | 98.40% | 0.24% | 0.41% | 0.12% | 0.32% | 99.14% |
| TATA CDMA | 0.01% | 0.00% | 99.17% | NA | 0.03% | 0.41% | 2.66% | 98.33% |
| TATA GSM | 0.01% | 0.00% | 97.41% | 0.04% | 0.09% | 0.59% | 2.73% | 97.43% |
| Vodafone | 0.17% | 0.00% | 99.39% | 0.19% | 0.61% | 0.86% | 1.44% | 97.65% |

### 4.1.2 PMR DATA – FEBRUARY FOR 2G

| Name of Service Provider Month February | Network Availability | | Connection Establishment (Accessibility) | | | Connection Maintenance (Retainability) | | |
|---|---|---|---|---|---|---|---|---|
| | BTSs Accumulated downtime (not available for service) | Worst affected BTSs due to downtime | Call Set-up Success Rate (within licensee's own network) | SDCCH/ Paging Chl. Congestion | TCH Congestion | Call Drop Rate (%age) | Worst affected cells having more than 3% TCH drop | %age of connection with good voice quality |
| Benchmark | ≤ 2% | ≤ 2% | ≥ 95% | ≤ 1% | ≤ 2% | ≤ 2% | ≤ 3% | ≥ 95% |
| Aircel | 0.07% | 0.05% | 97.92% | 0.28% | 1.64% | 0.82% | 4.21% | 97.13% |
| Airtel | 0.04% | 0.00% | 98.88% | 0.28% | 0.00% | 0.39% | 1.74% | 97.67% |
| Idea | 0.08% | 0.08% | 99.32% | 0.27% | 0.43% | 0.46% | 1.40% | 96.34% |
| MTNL | 0.48% | 1.01% | 98.09% | 0.35% | 0.09% | 1.53% | 1.96% | 96.61% |
| Reliance CDMA | 0.07% | 0.34% | 97.16% | NA | 1.26% | 0.10% | 0.30% | 99.66% |
| Reliance GSM | 0.07% | 0.98% | 99.20% | 0.26% | 0.51% | 0.11% | 0.18% | 99.17% |
| TATA CDMA | 0.03% | 0.00% | 99.00% | NA | 0.02% | 0.52% | 0.70% | 99.00% |
| TATA GSM | 0.01% | 0.00% | 99.49% | 0.02% | 0.01% | 0.59% | 2.43% | 97.52% |
| Vodafone | 0.10% | 0.00% | 99.46% | 0.11% | 0.54% | 0.91% | 1.46% | 97.65% |

### 4.1.3 PMR DATA - MARCH FOR 2G

| Name of Service Provider Month March | Network Availability | | Connection Establishment (Accessibility) | | | Connection Maintenance (Retainability) | | |
|---|---|---|---|---|---|---|---|---|
| | BTSs Accumulated downtime (not available for service) | Worst affected BTSs due to downtime | Call Set-up Success Rate (within licensee's own network) | SDCCH/ Paging Chl. Congestion | TCH Congestion | Call Drop Rate (%age) | Worst affected cells having more than 3% TCH drop | %age of connection with good voice quality |
| Benchmark | ≤ 2% | ≤ 2% | ≥ 95% | ≤ 1% | ≤ 2% | ≤ 2% | ≤ 3% | ≥ 95% |
| Aircel | 0.08% | 0.30% | 98.01% | 0.31% | 0.85% | 0.81% | 4.17% | 96.78% |
| Airtel | 0.05% | 0.00% | 99.87% | 0.09% | 0.81% | 0.81% | 1.79% | 97.64% |
| Idea | 0.08% | 0.11% | 99.29% | 0.29% | 0.47% | 0.99% | 1.55% | 96.42% |
| MTNL | 0.52% | 1.01% | 98.32% | 0.30% | 0.07% | 1.51% | 2.06% | 96.62% |
| Reliance CDMA | 0.06% | 0.23% | 98.04% | NA | 0.24% | 0.20% | 0.32% | 99.85% |
| Reliance GSM | 0.04% | 0.51% | 98.52% | 0.31% | 0.74% | 0.12% | 0.17% | 99.27% |
| TATA CDMA | 0.01% | 0.00% | 99.16% | NA | 0.00% | 0.33% | 0.78% | 99.10% |
| TATA GSM | 0.01% | 0.00% | 99.52% | 0.04% | 0.03% | 0.61% | 2.30% | 97.57% |
| Vodafone | 0.11% | 0.00% | 99.40% | 0.08% | 0.60% | 0.25% | 1.62% | 97.56% |

## 4.2 3 DAY DATA – CONSOLIDATED FOR 2G

A three day live measurement was conducted to measure the QoS provided by the operators. The table provided below gives a snapshot of the performance of all operators during live measurement.

| Name of Service Provider | Network Availability | | Connection Establishment (Accessibility) | | | Connection Maintenance (Retainability) | | |
|---|---|---|---|---|---|---|---|---|
| | BTSs Accumulated downtime (not available for service) | Worst affected BTSs due to downtime | Call Set-up Success Rate (within licensee's own network) | SDCCH/ Paging Chl. Congestion (%age) | TCH Congestion (%age) | Call Drop Rate (%age) | Worst affected cells having more than 3% TCH drop | %age of connection with good voice quality |
| Benchmark | ≤ 2% | ≤ 2% | ≥ 95% | ≤ 1% | ≤ 2% | ≤ 2% | ≤ 3% | ≥ 95% |
| Aircel | 0.08% | 0.02% | 97.94% | 0.28% | 1.46% | 0.79% | 4.24% | 97.14% |
| Airtel | 0.03% | 0.00% | 99.89% | 0.04% | 0.06% | 0.80% | 1.48% | 97.57% |
| Idea | 0.08% | 0.00% | 99.16% | 0.36% | 0.59% | 0.45% | 1.44% | 96.41% |
| MTNL | 0.50% | 0.00% | 98.35% | 0.27% | 0.10% | 1.51% | 1.95% | 96.63% |
| Reliance CDMA | 0.09% | 0.00% | 97.45% | NA | 0.98% | 0.12% | 0.29% | NA |
| Reliance GSM | 0.07% | 0.00% | 99.39% | 0.18% | 0.48% | 0.08% | 0.25% | 99.18% |
| TATA CDMA | 0.30% | 0.00% | 97.53% | NA | 0.01% | 0.52% | 2.15% | NA |
| TATA GSM | 0.01% | 0.00% | 98.77% | 0.02% | 0.03% | 0.60% | 2.72% | 98.89% |
| Vodafone | 0.15% | 0.00% | 99.44% | 0.11% | 0.56% | 0.91% | 1.43% | 97.60% |

NA: SDCCH/ Paging channel congestion not applicable for CDMA operators. Hence, it has been reported as NA for Reliance CDMA and TATA CDMA.

Following are the parameter wise observations for wireless operators for Mumbai circle:

### BTSs Accumulated Downtime:

All the operators met the TRAI benchmark, TATA GSM performed better than other operators with 0.01%.

### Worst Affected BTSs Due to Downtime:

All the operators met the TRAI benchmark, most of the operators performed 0.00%.

### Call Set-up Success Rate (CSSR):

All the operators met the TRAI benchmark, Airtel performed better than other operators at 99.89%.

Excluding Airtel, all other operators were found to be calculating the parameter as per the norm specified by TRAI, as given in parameter description section. Airtel is using a formula that has not been specified by TRAI or the counter definitions provided by their network service provider (Ericsson). However, this report presents the appropriate CSSR value for Airtel, which was calculated by using the proper counter details (provided in section 8.15.1) by the IMRB auditor during audit.

## SDCCH/ Paging Chl. Congestion:

All the operators met the TRAI benchmark, TATA GSM performed better than other operators at 0.02%.

## TCH Congestion:

All the operators met the TRAI benchmark, TATA CDMA performed better than other operators at 0.01%.

## Call Drop Rate:

All the operators met the TRAI benchmark, Reliance GSM performed better than other operators at 0.08%.

## Worst Affected Cells Having More than 3% TCH Drop:

Aircel failed to meet the TRAI Benchmark, Reliance GSM was best among other operators with 0.25%.

## Voice Quality

All the operators met the TRAI Benchmark, Reliance GSM was best among other operators with 99.18%.

All the service providers were measuring this parameter as per the TRAI guidelines that have been stated in parameter description section.

### 4.2.1 3 DAY DATA - JANUARY FOR 2G

| Name of Service Provider 3 Day January | Network Availability | | Connection Establishment (Accessibility) | | | Connection Maintenance (Retainability) | | |
|---|---|---|---|---|---|---|---|---|
| | BTSs Accumulated downtime (not available for service) | Worst affected BTSs due to downtime | Call Set-up Success Rate (within licensee's own network) | SDCCH/ Paging Chl. Congestion | TCH Congestion | Call Drop Rate (%age) | Worst affected cells having more than 3% TCH drop | %age of connection with good voice quality |
| Benchmark | ≤ 2% | ≤ 2% | ≥ 95% | ≤ 1% | ≤ 2% | ≤ 2% | ≤ 3% | ≥ 95% |
| Aircel | 0.12% | 0.00% | 98.15% | 0.27% | 1.01% | 0.76% | 4.50% | 97.36% |
| Airtel | 0.01% | 0.00% | 99.88% | 0.05% | 0.08% | 0.81% | 1.38% | 97.48% |
| Idea | 0.10% | 0.00% | 99.31% | 0.40% | 0.45% | 0.39% | 1.36% | 96.41% |
| MTNL | 0.74% | 0.00% | 98.75% | 0.11% | 0.11% | 1.50% | 2.26% | 96.69% |
| Reliance CDMA | 0.09% | 0.00% | 97.02% | NA | 1.26% | 0.14% | 0.36% | 99.64% |
| Reliance GSM | 0.09% | 0.00% | 99.43% | 0.15% | 0.44% | 0.13% | 0.32% | 99.01% |
| TATA CDMA | 0.00% | 0.00% | 96.03% | NA | 0.00% | 0.47% | 3.14% | 98.40% |
| TATA GSM | 0.00% | 0.00% | 97.33% | 0.02% | 0.04% | 0.61% | 2.91% | 97.55% |
| Vodafone | 0.24% | 0.00% | 99.47% | 0.12% | 0.50% | 0.87% | 1.02% | 97.59% |

### 4.2.2 3 DAY DATA – FEBRUARY FOR 2G

| Name of Service Provider 3 Day February | Network Availability | | Connection Establishment (Accessibility) | | | Connection Maintenance (Retainability) | | |
|---|---|---|---|---|---|---|---|---|
| | BTSs Accumulated downtime (not available for service) | Worst affected BTSs due to downtime | Call Set-up Success Rate (within licensee's own network) | SDCCH/ Paging Chl. Congestion | TCH Congestion | Call Drop Rate (%age) | Worst affected cells having more than 3% TCH drop | %age of connection with good voice quality |
| Benchmark | ≤ 2% | ≤ 2% | ≥ 95% | ≤ 1% | ≤ 2% | ≤ 2% | ≤ 3% | ≥ 95% |
| Aircel | 0.05% | 0.00% | 97.67% | 0.33% | 2.42% | 0.82% | 4.18% | 97.07% |
| Airtel | 0.02% | 0.00% | 99.90% | 0.04% | 0.06% | 0.77% | 1.36% | 97.65% |
| Idea | 0.07% | 0.00% | 99.10% | 0.28% | 0.68% | 0.44% | 1.33% | 96.41% |
| MTNL | 0.42% | 0.00% | 98.17% | 0.45% | 0.10% | 1.51% | 1.83% | 96.61% |
| Reliance CDMA | 0.06% | 0.00% | 97.22% | NA | 1.26% | 0.10% | 0.28% | 99.65% |
| Reliance GSM | 0.09% | 0.00% | 99.67% | 0.16% | 0.36% | 0.09% | 0.18% | 99.24% |
| TATA CDMA | 0.00% | 0.00% | 98.96% | NA | 0.04% | 0.49% | 0.70% | 99.00% |
| TATA GSM | 0.03% | 0.00% | 99.48% | 0.02% | 0.00% | 0.61% | 2.83% | 97.45% |
| Vodafone | 0.11% | 0.00% | 99.47% | 0.11% | 0.53% | 0.85% | 1.50% | 97.70% |
| Vodafone | NA | NA | 0.00% | 0.00% | 0.00% | NA | NA | NA |

### 4.2.3 3 DAY DATA - MARCH FOR 2G

| Name of Service Provider 3 Day March | Network Availability | | Connection Establishment (Accessibility) | | | Connection Maintenance (Retainability) | | |
|---|---|---|---|---|---|---|---|---|
| | BTSs Accumulated downtime (not available for service) | Worst affected BTSs due to downtime | Call Set-up Success Rate (within licensee's own network) | SDCCH/ Paging Chl. Congestion | TCH Congestion | Call Drop Rate (%age) | Worst affected cells having more than 3% TCH drop | %age of connection with good voice quality |
| Benchmark | ≤2% | ≤2% | ≥95% | ≤1% | ≤2% | ≤2% | ≤3% | ≥95% |
| Aircel | 0.07% | 0.05% | 97.99% | 0.23% | 0.96% | 0.80% | 4.04% | 97.00% |
| Airtel | 0.04% | 0.00% | 99.90% | 0.04% | 0.04% | 0.83% | 1.69% | 97.57% |
| Idea | 0.08% | 0.00% | 99.08% | 0.41% | 0.65% | 1.00% | 1.63% | 96.46% |
| MTNL | 0.33% | 0.00% | 98.13% | 0.23% | 0.08% | 1.53% | 1.76% | 96.60% |
| Reliance CDMA | 0.12% | 0.00% | 98.11% | NA | 0.43% | 0.19% | 0.24% | 99.67% |
| Reliance GSM | 0.04% | 0.00% | 99.08% | 0.23% | 0.65% | 0.01% | 0.26% | 99.30% |
| TATA CDMA | 0.91% | 0.00% | 97.59% | NA | 0.00% | 0.56% | 0.62% | 99.14% |
| TATA GSM | 0.00% | 0.00% | 99.50% | 0.03% | 0.04% | 0.59% | 2.44% | 97.53% |
| Vodafone | 0.11% | 0.00% | 99.36% | 0.09% | 0.64% | 1.02% | 1.61% | 97.51% |

## 4.3 PMR DATA – 3 MONTHS- CONSOLIDATED FOR 3G

Below are the month wise summary tables for each network parameter basis PMR data.

| Name of Service Provider | Network Availability | | Connection Establishment (Accessibility) | | | Connection Maintenance (Retainability) | | |
|---|---|---|---|---|---|---|---|---|
| | Node Bs downtime (not available for service) | Worst affected Node Bs due to downtime | CSSR | RRC Congestion | Circuit Switched RAB Congestion | Call drop rate | Worst affected cells having more than 3% Circuit switched | %Circuit Switch Voice Quality (CSV quality) |
| Benchmark | ≤ 2% | ≤ 2% | ≥ 95% | ≤ 1% | ≤ 2% | ≤ 2% | ≤ 3% | ≥ 95% |
| Airtel 3G | 0.57% | 0.00% | 98.55% | 0.08% | 0.13% | 0.44% | NA | 98.20% |
| MTNL 3G | 0.58% | 1.10% | 98.27% | 0.76% | 0.22% | 1.65% | 2.61% | 98.92% |
| Reliance 3G | 0.10% | 0.51% | 98.80% | 0.38% | 0.31% | 0.24% | 0.97% | NA |
| Vodafone 3G | 0.19% | 0.00% | 99.78% | 0.00% | 0.00% | 0.38% | 1.88% | 97.90% |

Following are the parameter wise observations for wireless operators for circle: Mumbai.

### Node Bs downtime:

All operators met the TRAI benchmark for 3G services, Reliance 3G performed was best with 0.10%.

### Worst affected Node Bs due to downtime:

MTNL 3G failed to meet the TRAI benchmark, Airtel 3G and Vodafone 3G performed best among other operators with 0.00%.

### Call Set-up Success Rate (CSSR):

All operators met the TRAI benchmark for 3G services, Vodafone 3G performed best among other operators with 99.78%.

### RRC Congestion:

All operators met the TRAI benchmark for 3G services, Vodafone 3G performed best among other operators with 0.00%.

### Circuit Switched RAB Congestion:

All operators met the TRAI benchmark for 3G services, Vodafone 3G performed best among other operators with 0.00%.

## Circuit Switched Voice Call Drop Rate:

All operators met the TRAI benchmark for 3G services, Reliance 3G performed best among other operators with 0.24%.

## Worst affected cells having more than 3% Circuit switched voice drop rate:

All operators met the TRAI benchmark for 3G services, Reliance 3G performed best among other operators with 0.97%.

## Circuit Switch Voice Quality:

All operators met the TRAI benchmark for 3G services, MTNL 3G performed best among other operators with 98.92%.

All the service providers were measuring this parameter as per the TRAI guidelines that have been stated in parameter description section.

### 4.3.1 PMR DATA - JANUARY FOR 3G

| Name of Service Provider Month January | Network Availability | | Connection Establishment (Accessibility) | | | Connection Maintenance (Retainability) | | |
|---|---|---|---|---|---|---|---|---|
| | Node Bs downtime (not available for service) | Worst affected Node Bs due to downtime | CSSR | RRC Congestion | Circuit Switched RAB Congestion | Call drop rate | Worst affected cells having more than 3% Circuit switched voice drop rate | %Circuit Switch Voice Quality (CSV quality) |
| Benchmark | ≤ 2% | ≤ 2% | ≥ 95% | ≤ 1% | ≤ 2% | ≤ 2% | ≤ 3% | ≥ 95% |
| Airtel 3G | NDR | NDR | NDR | NDR | NDR | NDR | NDR | NDR |
| MTNL 3G | 0.79% | 1.15% | 97.95% | 0.78% | 0.16% | 1.47% | 2.57% | 98.92% |
| Reliance 3G | NDR | NDR | NDR | NDR | NDR | NDR | NDR | NDR |
| Vodafone 3G | 0.17% | 0.00% | 99.79% | 0.00% | 0.00% | 0.32% | 1.89% | 97.97% |

### 4.3.2 PMR DATA – FEBRUARY FOR 3G

| Name of Service Provider Month February | Network Availability | | Connection Establishment (Accessibility) | | | Connection Maintenance (Retainability) | | |
|---|---|---|---|---|---|---|---|---|
| | Node Bs downtime (not available for service) | Worst affected Node Bs due to downtime | CSSR | RRC Congestion | Circuit Switched RAB Congestion | Call drop rate | Worst affected cells having more than 3% Circuit switched voice drop rate | %Circuit Switch Voice Quality (CSV quality) |
| Benchmark | ≤ 2% | ≤ 2% | ≥ 95% | ≤ 1% | ≤ 2% | ≤ 2% | ≤ 3% | ≥ 95% |
| Airtel 3G | 0.22% | 0.00% | 98.67% | 0.06% | 0.08% | 0.45% | NDR | 98.20% |
| MTNL 3G | 0.48% | 1.15% | 98.13% | 0.80% | 0.26% | 1.75% | 2.60% | 98.91% |
| Reliance 3G | 0.10% | 0.36% | 98.01% | 0.27% | 0.54% | 0.47% | 1.44% | 99.69% |
| Vodafone 3G | 0.17% | 0.00% | 99.75% | 0.00% | 0.00% | 0.42% | 1.87% | 97.95% |

### 4.3.3 PMR DATA - MARCH FOR 3G

| Name of Service Provider Month March | Network Availability | | Connection Establishment (Accessibility) | | | Connection Maintenance (Retainability) | | |
|---|---|---|---|---|---|---|---|---|
| | Node Bs downtime (not available for service) | Worst affected Node Bs due to downtime | CSSR | RRC Congestion | Circuit Switched RAB Congestion | Call drop rate | Worst affected cells having more than 3% Circuit switched | %Circuit Switch Voice Quality (CSV quality) |
| Benchmark | ≤ 2% | ≤ 2% | ≥ 95% | ≤ 1% | ≤ 2% | ≤ 2% | ≤ 3% | ≥ 95% |
| Airtel 3G | 0.36% | 0.00% | 98.43% | 0.10% | 0.17% | 0.43% | NDR | 98.05% |
| MTNL 3G | 0.46% | 1.01% | 98.74% | 0.70% | 0.25% | 1.75% | 2.66% | 98.92% |
| Reliance 3G | 0.10% | 0.66% | 99.60% | 0.50% | 0.07% | 0.16% | 0.48% | 99.34% |
| Vodafone 3G | 0.22% | 0.00% | 99.79% | 0.00% | 0.00% | 0.36% | 1.86% | 97.81% |

## 4.4 3 DAY DATA – CONSOLIDATED FOR 3G

A three day live measurement was conducted to measure the QoS provided by the operators. The table provided below gives a snapshot of the performance of all operators during live measurement.

Below are the month wise summary tables for each network parameter basis PMR data.

| Name of Service Provider | Network Availability | | Connection Establishment (Accessibility) | | | Connection Maintenance (Retainability) | | |
|---|---|---|---|---|---|---|---|---|
| | Node Bs downtime (not available for service) | Worst affected Node Bs due to downtime | CSSR | RRC Congestion | Circuit Switched RAB Congestion | Call drop rate | Worst affected cells having more than 3% Circuit switched | %Circuit Switch Voice Quality (CSV quality) |
| Benchmark | ≤ 2% | ≤ 2% | ≥ 95% | ≤ 1% | ≤ 2% | ≤ 2% | ≤ 3% | ≥ 95% |
| Airtel 3G | 0.29% | 0.00% | 98.63% | 0.07% | 0.09% | 0.47% | NA | 98.20% |
| MTNL 3G | 0.88% | 0.14% | 98.42% | 0.69% | 0.33% | 1.61% | 2.61% | 98.93% |
| Reliance 3G | 0.06% | 0.00% | 99.06% | 0.15% | 0.20% | 0.35% | 0.94% | NA |
| Vodafone 3G | 0.18% | 0.00% | 99.78% | 0.00% | 0.00% | 0.33% | 1.78% | 97.84% |

Following are the parameter wise observations for wireless operators for circle: Mumbai.

### Node Bs downtime:

All operators met the TRAI benchmark for 3G services, Reliance 3G performed best among the other operators with 0.06%.

### Worst affected Node Bs due to downtime:

All operators met the TRAI benchmark, Airtel 3G, Vodafone 3G and Reliance 3G performed best among the other operators with 0.00%.

### Call Set-up Success Rate (CSSR):

All operators met the TRAI benchmark for 3G services, Vodafone 3G performed best among the other operators with 99.78%.

### RRC Congestion:

All operators met the TRAI benchmark for 3G services, Vodafone 3G performed best among the other operators with 0.00%.

### Circuit Switched RAB Congestion:

All operators met the TRAI benchmark for 3G services, Vodafone 3G performed best among the other operators with 0.00%.

## Circuit Switched Voice Call Drop Rate:

All operators met the TRAI benchmark for 3G services, Vodafone 3G performed best among the other operators with 0.33%.

## Worst affected cells having more than 3% Circuit switched voice drop rate:

All operators met the TRAI benchmark for 3G services, Reliance 3G performed best among the other operators with 0.94%.

## Circuit Switch Voice Quality:

All operators met the TRAI benchmark for 3G services, MTNL 3G performed best among the other operators with 98.93%.

All the service providers were measuring this parameter as per the TRAI guidelines that have been stated in parameter description section.

Below are the month wise summary tables for each network parameter basis 3 day live data.

### 4.4.1 3 DAY DATA - JANUARY FOR 3G

| Name of Service Provider 3 Day January | Network Availability | | Connection Establishment (Accessibility) | | | Connection Maintenance (Retainability) | | |
|---|---|---|---|---|---|---|---|---|
| | Node Bs downtime (not available for service) | Worst affected Node Bs due to downtime | CSSR | RRC Congestion | Circuit Switched RAB Congestion | Call drop rate | Worst affected cells having more than 3% Circuit switched voice drop rate | %Circuit Switch Voice Quality (CSV quality) |
| Benchmark | ≤ 2% | ≤ 2% | ≥ 95% | ≤ 1% | ≤ 2% | ≤ 2% | ≤ 3% | ≥ 95% |
| Airtel 3G | NDR | NDR | NDR | NDR | NDR | NDR | NDR | NDR |
| MTNL 3G | 0.09% | 0.00% | 98.82% | 0.69% | 0.15% | 1.45% | 2.58% | 98.93% |
| Reliance 3G | NDR | NDR | NDR | NDR | NDR | NDR | NDR | NDR |
| Vodafone 3G | 0.19% | 0.00% | 99.77% | 0.00% | 0.00% | 0.29% | 1.75% | 97.80% |

### 4.4.2 3 DAY DATA – FEBRUARY FOR 3G

| Name of Service Provider 3 Day February | Network Availability | | Connection Establishment (Accessibility) | | | Connection Maintenance (Retainability) | | |
|---|---|---|---|---|---|---|---|---|
| | Node Bs downtime (not available for service) | Worst affected Node Bs due to downtime | CSSR | RRC Congestion | Circuit Switched RAB Congestion | Call drop rate | Worst affected cells having more than 3% Circuit switched | %Circuit Switch Voice Quality (CSV quality) |
| Benchmark | ≤ 2% | ≤ 2% | ≥ 95% | ≤ 1% | ≤ 2% | ≤ 2% | ≤ 3% | ≥ 95% |
| Airtel 3G | 0.09% | 0.00% | 98.68% | 0.06% | 0.08% | 0.49% | NDR | 98.23% |
| MTNL 3G | 0.43% | 0.14% | 97.46% | 0.81% | 0.30% | 1.68% | 2.57% | 98.94% |
| Reliance 3G | 0.01% | 0.00% | 98.68% | 0.18% | 0.36% | 0.60% | 1.47% | 99.69% |
| Vodafone 3G | 0.18% | 0.00% | 99.78% | 0.00% | 0.00% | 0.34% | 1.74% | 97.85% |

### 4.4.3 3 DAY DATA - MARCH FOR 3G

| Name of Service Provider 3 Day March | Network Availability | | Connection Establishment (Accessibility) | | | Connection Maintenance (Retainability) | | |
|---|---|---|---|---|---|---|---|---|
| | Node Bs downtime (not available for service) | Worst affected Node Bs due to downtime | CSSR | RRC Congestion | Circuit Switched RAB Congestion | Call drop rate | Worst affected cells having more than 3% Circuit switched voice drop | %Circuit Switch Voice Quality (CSV quality) |
| Benchmark | ≤ 2% | ≤ 2% | ≥ 95% | ≤ 1% | ≤ 2% | ≤ 2% | ≤ 3% | ≥ 95% |
| Airtel 3G | 0.22% | 0.00% | 98.57% | 0.07% | 0.10% | 0.45% | NDR | 98.18% |
| MTNL 3G | 0.36% | 0.00% | 98.98% | 0.58% | 0.53% | 1.71% | 2.68% | 98.93% |
| Reliance 3G | 0.11% | 0.00% | 99.44% | 0.12% | 0.05% | 0.11% | 0.38% | 99.72% |
| Vodafone 3G | 0.19% | 0.00% | 99.79% | 0.00% | 0.00% | 0.35% | 1.93% | 97.86% |

## 4.5 WIRELESS DATA PMR & 3 DAY LIVE – CONSOLIDATED FOR 2G

Following are the parameter wise observations for wireless operators for Mumbai circle:

| Name of Service Provider | Wireless Data-PMR | | | Wireless Data-Live Data | | |
|---|---|---|---|---|---|---|
| | Activation done within 4 hours | PDP Context activation success rate | Drop Rate | Activation done within 4 hours | PDP Context activation success rate | Drop Rate |
| Benchmark | ≥ 95% | ≥ 95% | ≤ 5% | ≥ 95% | ≥ 95% | ≤ 5% |
| Aircel | 99.93% | 93.91% | NDR | 99.29% | 98.74% | NDR |
| Airtel | NDR | NDR | NDR | NDR | NDR | NDR |
| Idea | 100.00% | 98.79% | 0.20% | 100.00% | 98.93% | 0.20% |
| MTNL | NDR | 99.88% | 0.12% | NDR | 97.94% | 0.51% |
| Reliance CDMA | NDR | NDR | NDR | NDR | NDR | NDR |
| Reliance GSM | NDR | NDR | NDR | NDR | NDR | NDR |
| TATA CDMA | 99.60% | NDR | NDR | NDR | NDR | NDR |
| TATA GSM | 99.66% | 99.90% | 4.54% | NDR | NDR | NDR |
| Vodafone | 99.53% | 99.93% | 2.91% | NDR | 99.94% | 2.91% |

**NDR**: - No Data Received

All operators met the TRAI benchmark for Activation done within 4hrs in PMR as well as live audit.

Aircel failed to meet the TRAI benchmark for PDP context activation success rate in PMR Audit.

All operators met the TRAI benchmark for Drop rate in PMR audit as well as 3days live.

**Note: Airtel, Reliance GSM & CDMA and TATA CDMA did not submit data**.

## 4.6 WIRELESS DATA PMR & 3 DAY LIVE – CONSOLIDATED FOR 3G

Following are the parameter wise observations for wireless operators for Mumbai circle:

| Name of Service Provider | Wireless Data-PMR | | | Wireless Data-Live Data | | |
|---|---|---|---|---|---|---|
| | Activation done within 4 hours | PDP Context activation success rate | Drop Rate | Activation done within 4 hours | PDP Context activation success rate | Drop Rate |
| Benchmark | ≥ 95% | ≥ 95% | ≤ 5% | ≥ 95% | ≥ 95% | ≤ 5% |
| Airtel 3G | NDR | NDR | NDR | NDR | NDR | NDR |
| MTNL 3G | NDR | 99.88% | 0.12% | NDR | 99.86% | 0.14% |
| Reliance 3G | NDR | NDR | NDR | NDR | NDR | NDR |
| Vodafone 3G | 99.07% | 99.26% | 0.38% | 99.35% | 99.25% | 0.38% |

**Note: Airtel 3G and Reliance 3G did not submit data**.

All operators met the TRAI benchmark for Activation done within 4hrs in PMR as well as live audit.

All operators met the TRAI benchmark for PDP context activation success rate in PMR as well as live Audit.

All operators met the TRAI benchmark for Drop rate in PMR as well as 3days live Audit.

## 4.7 LIVE CALLING DATA - CONSOLIDATED

| Name of Service Provider | Metering and Billing | | Response time to customer for assistance | | Level 1 Service | Service Requests |
|---|---|---|---|---|---|---|
| | %age complaints resolved within 4 weeks | %age complaints resolved within 6 weeks | Accessibility of call centre/ customer care | Percentage of calls answered by the operators (voice to | Call answered | Complaint /Request attended to Satisfaction |
| Benchmark | 98% | 100% | ≥ 95% | ≥ 95% | ≥ 95% | |
| Aircel | 100.00% | 100.00% | 100.00% | 97.00% | 97.00% | 88.00% |
| Airtel | 99.00% | 100.00% | 100.00% | 98.00% | 96.33% | 84.00% |
| Idea | 100.00% | 100.00% | 100.00% | 97.00% | 96.33% | 79.00% |
| MTNL | 99.00% | 100.00% | 100.00% | 96.00% | 98.33% | 85.00% |
| Reliance CDMA | 98.00% | 100.00% | 100.00% | 100.00% | 95.67% | 76.00% |
| Reliance GSM | 99.00% | 100.00% | 100.00% | 97.00% | 95.33% | 82.00% |
| TATA CDMA | 100.00% | 100.00% | 100.00% | 98.00% | 96.33% | 76.00% |
| TATA GSM | 100.00% | 100.00% | 100.00% | 100.00% | 95.00% | 70.00% |
| Vodafone | 98.00% | 99.00% | 100.00% | 98.00% | 98.00% | 88.00% |

### Resolution of billing complaints

As per the consumers (live calling exercise) all operators met the benchmark of resolving 98% complaints within 4 weeks, however Vodafone failed to meet the benchmark for 100% complaints within 6 weeks.

### Complaint/Request Attended to Satisfaction

All operators performed satisfactorily in terms of satisfaction of the customers for service requests. Aircel and Vodafone recorded the best performance.

### Level 1 Service

All the operators met the TRAI benchmark.

### Accessibility of Call Centre/Customer Care-IVR

For the IVR aspect, all operators met the TRAI benchmark of 95% with most of the operators recording 100% for the parameter.

### Customer Care / Helpline Assessment (voice to voice)

All operators met the benchmark for the parameter.

## 4.8 BILLING AND CUSTOMER CARE - CONSOLIDATED

| Name of Service Provider | Metering and billing credibility | | Billing Complaints | | Response time to customer for assistance | Customer care | |
|---|---|---|---|---|---|---|---|
| | Postpaid Subscribers | Prepaid Subscribers | % of complaints resolved in 4 weeks | % of complaints resolved in 6 weeks | % of cases where credit/wavier is received within one week | Percentage of calls answered by the IVR | Percentage of calls answered by the operators (voice to |
| Benchmark | ≤ 0.1% | ≤ 0.1% | ≥ 98% | ≥ 100% | ≥ 100% | ≥ 95% | ≥ 95% |
| Aircel | 0.00% | 0.00% | 100.00% | 100.00% | 100.00% | 98.77% | 95.39% |
| Airtel | 0.08% | 0.02% | 100.00% | 100.00% | 99.05% | 99.70% | 93.56% |
| Idea | 0.46% | 0.12% | 100.00% | 100.00% | 100.00% | 98.42% | 98.64% |
| MTNL | 0.05% | 0.02% | 99.68% | 100.00% | 100.00% | 95.48% | 95.48% |
| Reliance CDMA | 0.09% | 0.01% | 100.00% | 100.00% | 100.00% | 98.44% | 90.15% |
| Reliance GSM | 0.09% | 0.03% | 100.00% | 100.00% | 100.00% | 99.36% | 92.53% |
| TATA CDMA | 0.01% | 0.00% | 100.00% | 100.00% | 100.00% | NA | 99.30% |
| TATA GSM | 0.00% | 0.00% | 100.00% | 100.00% | 100.00% | 98.68% | 94.79% |
| Vodafone | 0.90% | 0.10% | 99.65% | 99.72% | 100.00% | 99.55% | 95.62% |

### Metering and Billing Credibility – Post-paid Subscribers

For the billing disputes of post-paid subscribers, it was observed that Idea and Vodafone failed to meet the TRAI benchmark for the parameter.

### Metering and Billing Credibility – Prepaid Subscribers

For the prepaid customers, Idea and Vodafone failed to meet the benchmark of charging disputes.

### Resolution of billing complaints

All operators met the TRAI benchmark of resolution of billing complaints within 4 weeks. However Vodafone failed to meet the benchmark for resolving billing complaints within 6 weeks.

### Response Time to customer for assistance - % of cases in which advance waiver is received within one week

Airtel failed to meet the TRAI benchmark of providing credit or waiver within one week in case of complaints received.

### Customer Care Percentage of calls answered by the IVR

All operators met the benchmark of 95% IVR call being attended. Airtel recorded the best performance for the parameter.

### Customer Care Percentage of calls answered by the operators (Voice to Voice) within 90 seconds

Airtel, TATA GSM, Reliance CDMA and Reliance GSM failed to meet the TRAI specified benchmark of 95%. TATA CDMA recorded the best performance for the parameter.

## 4.9 INTER OPERATOR CALL ASSESSMENT - CONSOLIDATED

| 6. Inter Operator Call Assessment | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Inter operator call Assessment To↓ From→ | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Aircel | NA | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| Airtel | 100.00% | NA | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| Idea | 100.00% | 100.00% | NA | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| MTNL | 100.00% | 100.00% | 100.00% | NA | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| Reliance CDMA | 100.00% | 100.00% | 100.00% | 100.00% | NA | 100.00% | 100.00% | 100.00% | 100.00% |
| Reliance GSM | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | NA | 100.00% | 100.00% | 100.00% |
| TATA CDMA | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | NA | 100.00% | 100.00% |
| TATA GSM | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | NA | 100.00% |
| Vodafone | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | NA |

**Maximum Problem faced by the calling operator to other operator. The orange colour denotes performance below circle average.**

In the inter-operator call assessment, none of the operators faced any problems in connecting to other operators.

## 4.10 PMR COMPARISON WITH IMRB AND OPERATORS DATA 2G

| Name of Service Provider | Network Availability | | | | Connection Establishment (Accessibility) | | | | | | Connection Maintenance (Retainability) | | | | | | Point of Interconnection (POI) Congestion | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | BTSs Accumulated downtime (not available for service) | | Worst affected BTSs due to downtime | | Call Set-up Success Rate | | SDCCH/ Paging Chl. Congestion | | TCH Congestion | | Call drop rate | | Worst affected cells having more than 3% | | Connection with good voice quality | | | |
| Benchmark | ≤ 2% | | ≤ 2% | | ≥ 95% | | ≤ 1% | | ≤ 2% | | ≤ 2% | | ≤ 3% | | ≥ 95% | | ≤ 0.5% | |
| | Operators | IMRB | Operators | IMRB | Operators | IMRB | Operators | IMRB | Operators | IMRB | Operators | IMRB | Operators | IMRB | Operators | IMRB | Operators | IMRB |
| Aircel | 0.08% | 0.07% | 0.14% | 0.14% | 97.97% | 97.97% | 0.32% | 0.32% | 1.33% | 1.33% | 0.83% | 0.83% | 4.40% | 4.40% | 97.05% | 97.05% | 0.00% | 0.00% |
| Airtel | 0.04% | 0.04% | 0.00% | 0.00% | 99.87% | 99.53% | 0.07% | 0.15% | 0.07% | 0.29% | 0.82% | 0.53% | 1.43% | 1.65% | 97.59% | 100.00% | 0.00% | 0.00% |
| Idea | 0.08% | 0.08% | 0.10% | 0.06% | 99.29% | 99.29% | 0.34% | 0.34% | 0.46% | 0.46% | 0.96% | 0.63% | 1.49% | 1.49% | 96.38% | 96.36% | 0.00% | 0.00% |
| MTNL GSM | 0.53% | 0.52% | 1.08% | 1.08% | 98.34% | 98.34% | 0.40% | 0.40% | 0.09% | 0.09% | 1.51% | 1.52% | 2.10% | 2.10% | 96.29% | 96.23% | 0.00% | 0.00% |
| RCOM CDMA | 0.07% | 0.07% | 0.35% | 0.34% | 97.46% | 97.46% | 0.00% | NA | 0.96% | 0.92% | 0.15% | 0.13% | 0.35% | 0.34% | 99.60% | NA | 0.00% | 0.00% |
| RCOM GSM | 0.07% | 0.07% | 0.88% | 0.88% | 98.91% | 98.71% | 0.27% | 0.27% | 0.54% | 0.55% | 0.12% | 0.12% | 0.23% | 0.22% | 99.18% | 99.20% | 0.00% | 0.00% |
| TATA CDMA | 0.02% | 0.02% | 0.00% | 0.00% | 99.12% | 99.11% | 0.00% | NA | 0.07% | 0.02% | 0.41% | 0.40% | 1.36% | 2.55% | 99.12% | NA | 0.00% | 0.00% |
| TATA GSM | 0.01% | 0.01% | 0.00% | 0.00% | 99.53% | 98.81% | 0.04% | 0.03% | 0.03% | 0.05% | 0.59% | 0.55% | 2.49% | 2.49% | 97.64% | 97.51% | 0.00% | 0.00% |
| Vodafone | 0.10% | 0.13% | 0.00% | 0.00% | 99.42% | 99.42% | 0.13% | 0.13% | 0.58% | 0.58% | 0.90% | 0.48% | 1.51% | 1.51% | 97.62% | 97.62% | 0.00% | 0.00% |

## 4.11 PMR COMPARISON WITH IMRB AND OPERATORS DATA 3G

| Name of Service Provider | Network Availability | | | | Connection Establishment (Accessibility) | | | | | | Connection Maintenance (Retainability) | | | | | | Point of Interconnection (POI) Congestion | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Node Bs downtime (not available for service) | | Worst affected Node Bs due to downtime | | CSSR | | RRC Congestion | | Circuit Switched RAB Congestion | | Call drop rate | | Worst affected cells having more than 3% Circuit switched | | %Circuit Switch Voice Quality (CSV quality) | | | |
| Benchmark | ≤ 2% | | ≤ 2% | | ≥ 95% | | ≤ 1% | | ≤ 2% | | ≤ 2% | | ≤ 3% | | ≥ 95% | | ≤ 0.5% | |
| | Operators | IMRB | Operators | IMRB | Operators | IMRB | Operators | IMRB | Operators | IMRB | Operators | IMRB | Operators | IMRB | Operators | IMRB | Operators | IMRB |
| Airtel 3G | 0.07% | 0.57% | 0.00% | 0.00% | 98.64% | 98.55% | 0.07% | 0.08% | 0.10% | 0.13% | 0.44% | 0.44% | 2.17% | NA | 99.11% | 98.20% | 0.00% | 0.00% |
| MTNL 3G | 0.47% | 0.58% | 1.13% | 1.10% | 96.80% | 98.27% | 0.77% | 0.76% | 0.27% | 0.22% | 1.70% | 1.65% | 2.70% | 2.61% | 98.92% | 98.92% | 0.00% | 0.00% |
| Reliance 3G | 0.10% | 0.10% | 0.38% | 0.51% | 98.49% | 98.80% | 0.28% | 0.38% | 0.27% | 0.31% | 0.36% | 0.24% | 1.17% | 0.97% | 99.58% | NA | 0.00% | 0.00% |
| Vodafone 3G | 0.14% | 0.19% | 0.00% | 0.00% | 99.78% | 99.78% | 0.00% | 0.00% | 0.00% | 0.00% | 0.38% | 0.38% | 1.87% | 1.88% | 97.90% | 97.90% | 0.00% | 0.00% |

# 5 CRITICAL FINDINGS

### PMR Consolidated (Network Parameters) for 2G

- All the operators performed well for both PMR data Audit, but whereas TATA CDMA failed to meet the TRAI bench marks for voice quality.
- Aircel failed to meet the benchmark for worst affected cells having more than 3% TCH drop rate.

### 3 Day Live Measurement (Network Parameters)

- All the operators performed well for both PMR data Audit, but whereas TATA CDMA failed to meet the TRAI bench marks for voice quality.
- Aircel failed to meet the benchmark for worst affected cells having more than 3% TCH drop rate.

### PMR Consolidated (Network Parameters) for 3G

- Vodafone met the TRAI benchmark for 3G services and was best with 0.11%. But MTNL failed to meet the TRAI benchmark for worst affected Node Bs due to downtime.

### 3 Day Live Measurement (Network Parameters) for 3G

- All operators met as per the TRAI benchmarks.

### Wireless data services for 2G and 3G

- Aircel 2G failed to meet the TRAI benchmark for Activation done within 4hrs.
- Aircel 2G failed to meet the TRAI benchmark for PDP context activation success rate in monthly as well 3days live.

**Note:** Airtel, Reliance GSM & CDMA and TATA CDMA did not submit data.

**Note:** For 2G as well as 3G none of the operators provided complete data.

### Live Calling

- As per the consumers (live calling exercise) all operators met the benchmark of resolving 98% complaints within 4 weeks, however Vodafone failed to meet for 100% complaints within 6 weeks.

### Metering and billing credibility

- For the billing disputes of postpaid subscribers, it was observed that Idea and Vodafone failed to meet the TRAI benchmark for the parameter Metering and Billing Credibility – Postpaid Subscribers.
- For the prepaid customers, Reliance CDMA and Vodafone failed to meet the benchmark of charging disputes Metering and Billing Credibility – Prepaid Subscribers.
- All operators met the TRAI benchmark of resolution of billing complaints within 4 weeks and 6 weeks. However Vodafone remained slightly below the benchmark for resolving 100% complaints within 4 weeks and 6 weeks.
- All the operators met the TRAI benchmark of providing credit or waiver within one week in case of complaints received, except Vodafone.
- Airtel, Reliance CDMA and Reliance GSM failed to meet the TRAI specified benchmark for Customer Care Percentage of calls answered by the operators (Voice to Voice) within 90 seconds.

### Operator Assisted Drive test

- Aircel and Idea failed to meet the benchmark for Voice Quality in outdoor locations.

**Note: -** MTNL 2G & 3G, Reliance CDMA and Reliance GSM did not share the data.

### Data Drive test

- All operators met the TRAI benchmark for data drive test in Mumbai.

**Note:** MTNL 2G & 3G, Reliance GSM & CDMA and TATA GSM & CDMA did not submit the data.

## Independent Drive test 2G & 3G

### Voice Quality

Aircel 2G, Airtel 2G & 3G, Idea 2G, MTNL 2G & 3G, Reliance GSM, TATA GSM and Vodafone 2G & 3G failed to meet the benchmark for voice quality.

### Call Set Success Rate (CSSR)

Aircel 2G, Airtel 2G & 3G, Idea 2G, MTNL 2G & 3G, Reliance GSM and TATA GSM failed to meet the benchmark for CSSR.

### Call Drop Rate

All operators failed to meet the benchmark for call drop rate.

# 6 PARAMETER DESCRIPTION & DETAILED FINDINGS - COMPARISON BETWEEN PMR DATA, 3 DAY LIVE DATA AND LIVE CALLING DATA FOR 2G

## 6.1 BTS ACCUMULATED DOWNTIME

### 6.1.1 PARAMETER DESCRIPTION

- The parameter of network availability would be measured from following sub-parameters

    1. BTSs Accumulated downtime (not available for service)
    2. Worst affected BTSs due to downtime

1. **Definition - BTSs (Base Transceiver Station) accumulated downtime** (not available for service) shall basically measure the downtime of the BTSs, including its transmission links/circuits during the period of a month, but excludes all planned service downtime for any maintenance or software up gradation. For measuring the performance against the benchmark for this parameter the downtime of each BTS lasting more than 1 hour at a time in a day during the period of a month were considered.

2. **Computation Methodology –**
   **BTS accumulated downtime (not available for service) = Sum of downtime of BTSs in a month in hours i.e. total outage time of all BTSs in hours during a month / (24 x Number of days in a month x Number of BTSs in the network in licensed service area) x 100**

3. **TRAI Benchmark –**

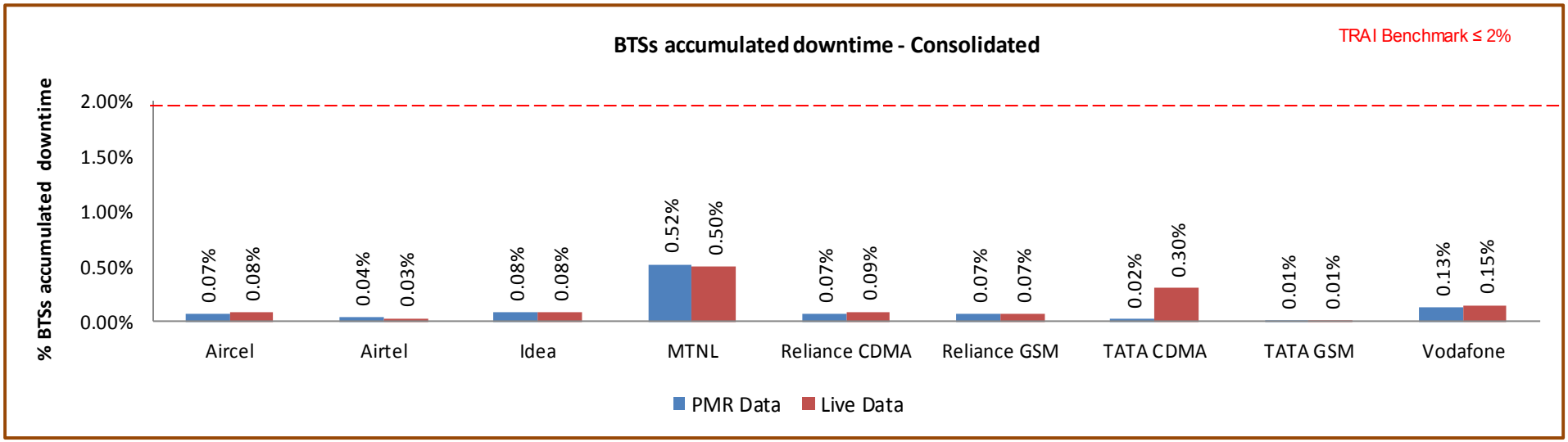
    a. BTSs Accumulated downtime (not available for service) ≤ 2%

4. **Audit Procedure –**

    - The fault alarm details at the OMC (MSC) for the network outages (due to own network elements and infrastructure service provider end outages) was audited
    - All the BTS in service area were considered. Planned outages due to network up gradation, routine maintenance were not considered.

- Any outage as a result of force majeure were not considered at the time of calculation
- Data is extracted from system log of the server of the operator. This data is in raw format which is further processed to arrive at the cumulative values.
- List of operating sites with cell details and ids are taken from the operator.
- When there is any outage a performance report gets generated in line with that cell resulting and master base of the Accumulated downtime and worst affected BTS due to downtime.

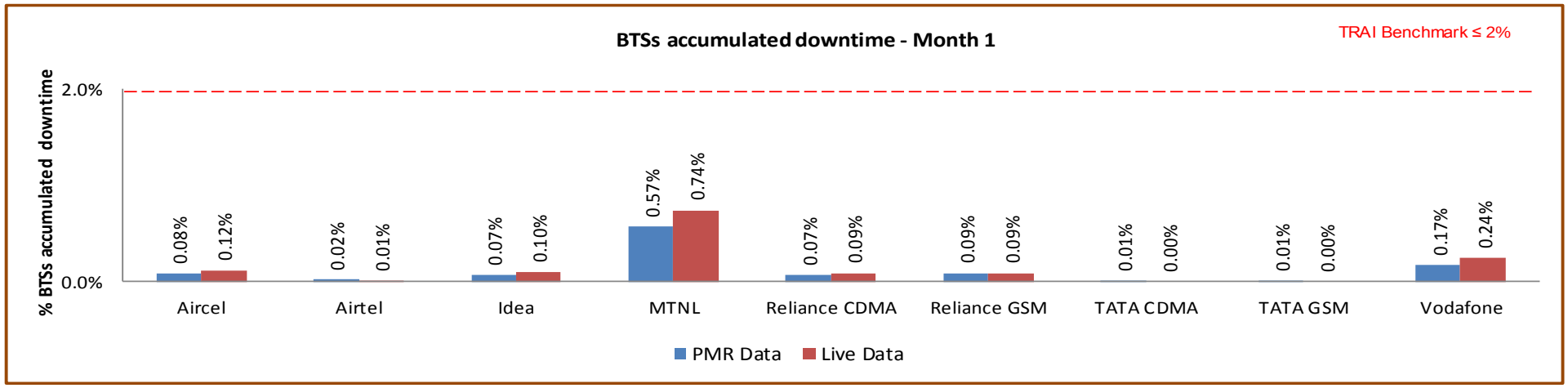
### 6.1.2 KEY FINDINGS - CONSOLIDATED




*Data Source: Operations and Maintenance Center (OMC) of the operators*

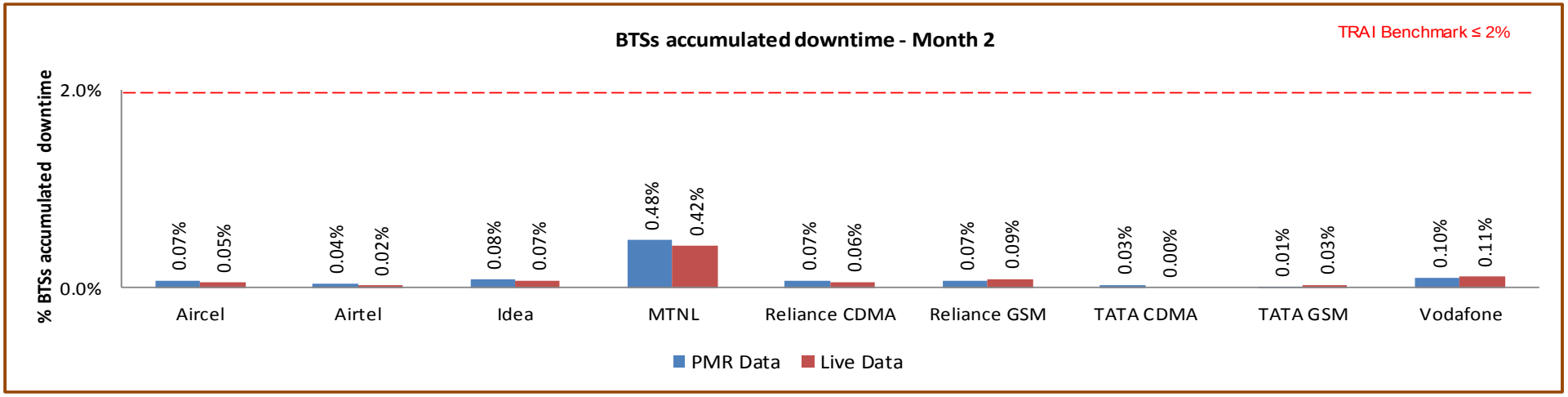
All the Operators met the TRAI benchmark.

### 6.1.2.1 KEY FINDINGS – MONTH 1



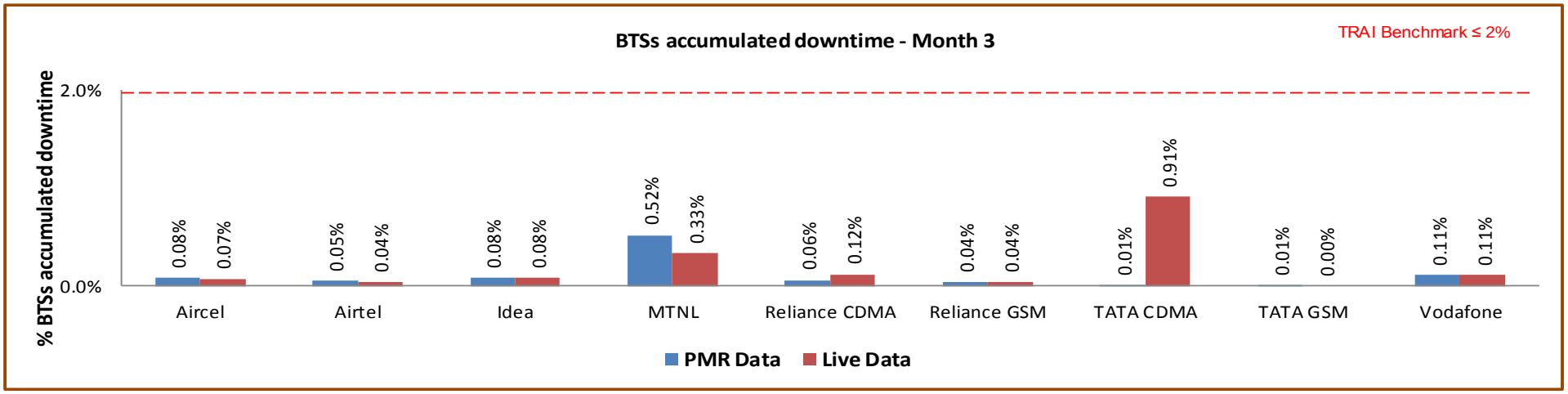

*Data Source: Operations and Maintenance Center (OMC) of the operators*

### 6.1.2.2 KEY FINDINGS – MONTH 2




*Data Source: Operations and Maintenance Center (OMC) of the operators*

### 6.1.2.3 KEY FINDINGS – MONTH 3




*Data Source: Operations and Maintenance Center (OMC) of the operators*

## 6.2 WORST AFFECTED BTS DUE TO DOWNTIME

### 6.2.1 PARAMETER DESCRIPTION

- **Definition – Worst Affected BTS due to downtime** shall basically measure percentage of BTS having downtime greater than 24 hours in a month. Planned outages were not considered as part while computing.

  For measuring the parameter "Percentage of worst affected BTSs due to downtime" the downtime of each BTS lasting for more than 1 hour at a time in a day during the period of a month was considered.

- **Computation Methodology –**

  **Worst affected BTSs due to downtime = (Number of BTSs having accumulated downtime greater than 24 hours in a month / Number of BTS in Licensed Service Area) * 100**

- **TRAI Benchmark –**

  **a.** Worst affected BTSs due to downtime ≤ 2%

- **Audit Procedure –**

  i. The fault alarm details at the OMC (MSC) for the network outages (due to own network elements and infrastructure service provider end outages) was audited

  ii. All the BTS in service area were considered. Planned outages due to network up gradation, routine maintenance were not considered.

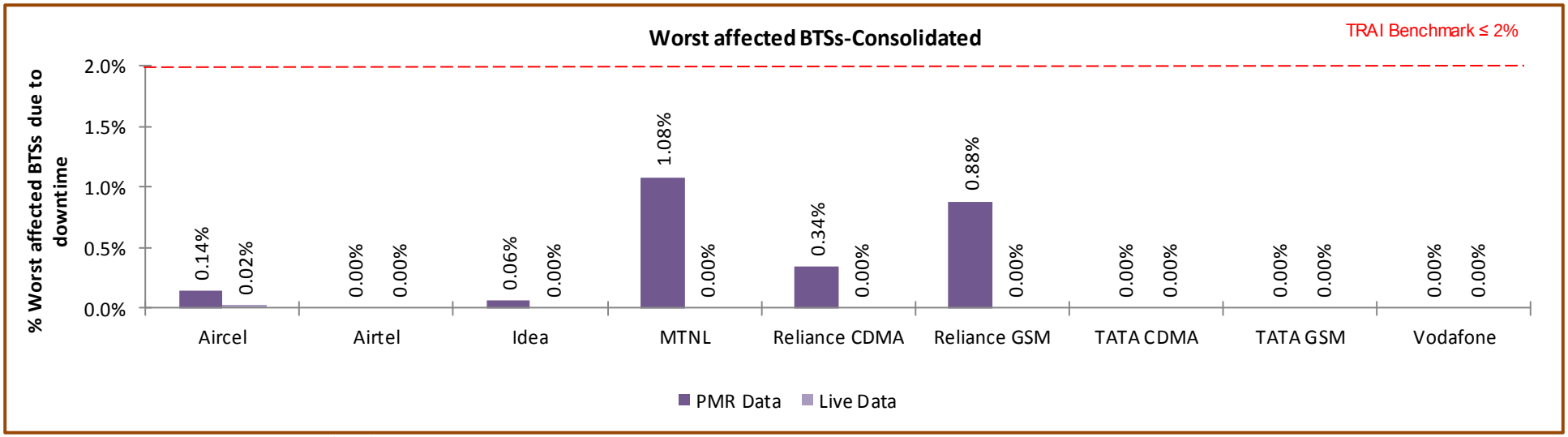
  iii. Data is extracted from system log of the server of the operator. This data is in raw format which is further processed to arrive at the cumulative values.

  iv. Any outage as a result of force majeure was not considered at the time of calculation.

  v. List of operating sites with cell details and ids are taken from the operator.

  vi. All the BTS having down time greater than 24 hours is assessed and values of BTS accumulated downtime is computed in accordance.

### 6.2.2 KEY FINDINGS – CONSOLIDATED

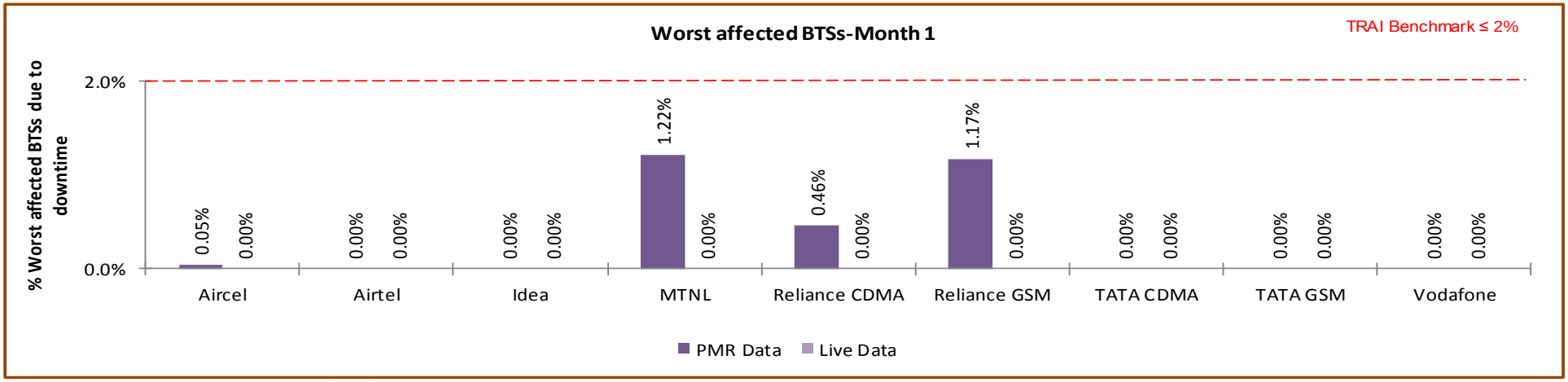



*Data Source: Operations and Maintenance Center (OMC) of the operators*

All the Operators met the TRAI benchmark.

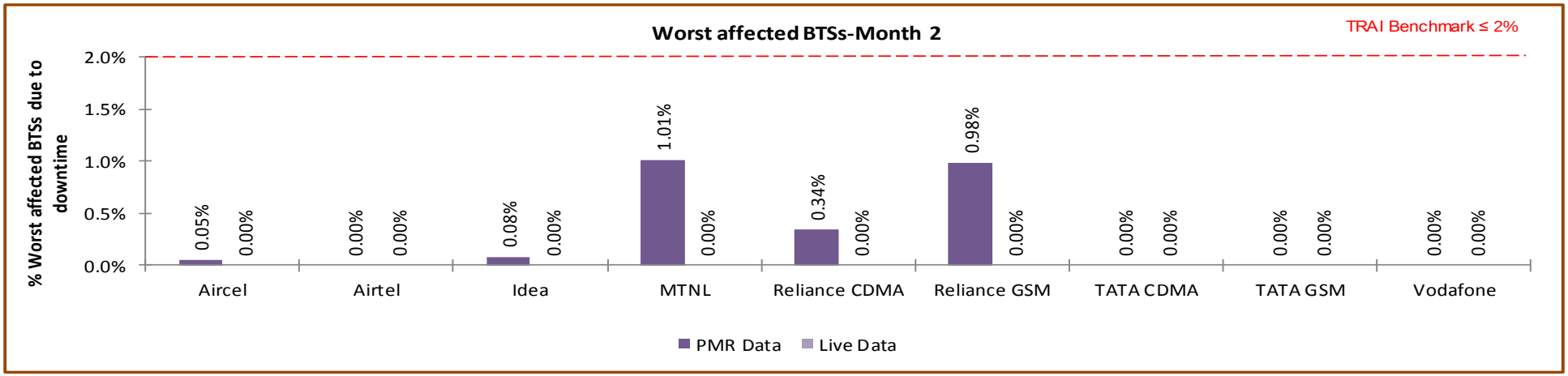
Significant difference was observed between PMR & live measurement data for MTNL, Reliance CDMA and Reliance GSM. The possible reason for the variation could be the difference in time frame of data as PMR data is for 30 days and live measurement data is for three days.

### 6.2.2.1 KEY FINDINGS – MONTH 1



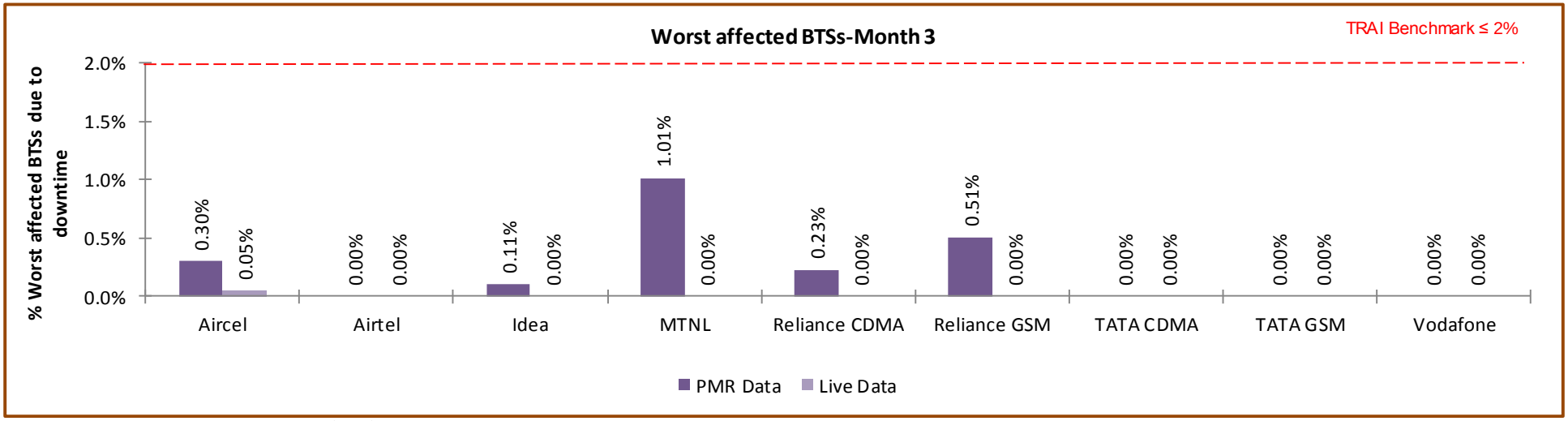

*Data Source: Operations and Maintenance Center (OMC) of the operators*

### 6.2.2.2 KEY FINDINGS – MONTH 2




*Data Source: Operations and Maintenance Center (OMC) of the operators*

### 6.2.2.3 KEY FINDINGS – MONTH 3




*Data Source: Operations and Maintenance Center (OMC) of the operators*

## 6.3 CALL SET UP SUCCESS RATE

### 6.3.1 PARAMETER DESCRIPTION

1. **Definition:** The ratio of successful calls established to total calls is known as Call Set-Up Success Rate (CSSR).
2. **Computation Methodology-**

   **(Calls Established / Total Call Attempts) * 100**

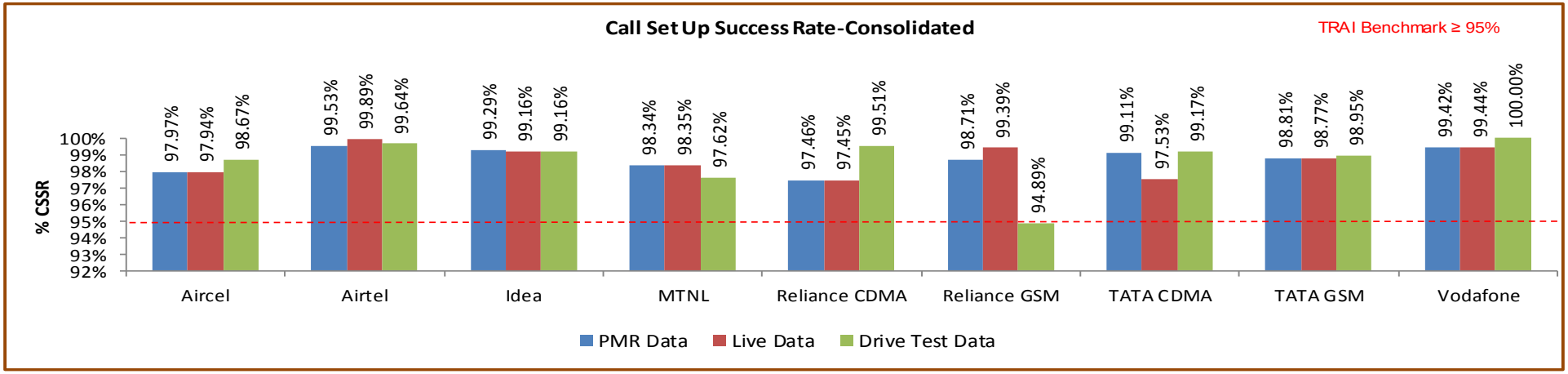
   Call Established means the following events have happened in call setup:-

   - call attempt is made
   - the TCH is allocated
   - the call is routed to the outward path of the concerned MSC

3. **TRAI Benchmark ≥** 95%
4. **Audit Procedure –**

   - The cell-wise data generated through counters/ MMC available in the switch for traffic measurements
   - CSSR calculation should be measured using OMC generated data only
   - Measurement should be only in Time Consistent Busy Hour (CBBH) period for all days of the week
   - Counter data is extracted from the NOC of the operators.
   - Total calls established include all calls established excluding Signaling blocking, TCH Drop and TCH blocking.
   - The numerator and denominator values are derived from adding the counter values from the MSC.

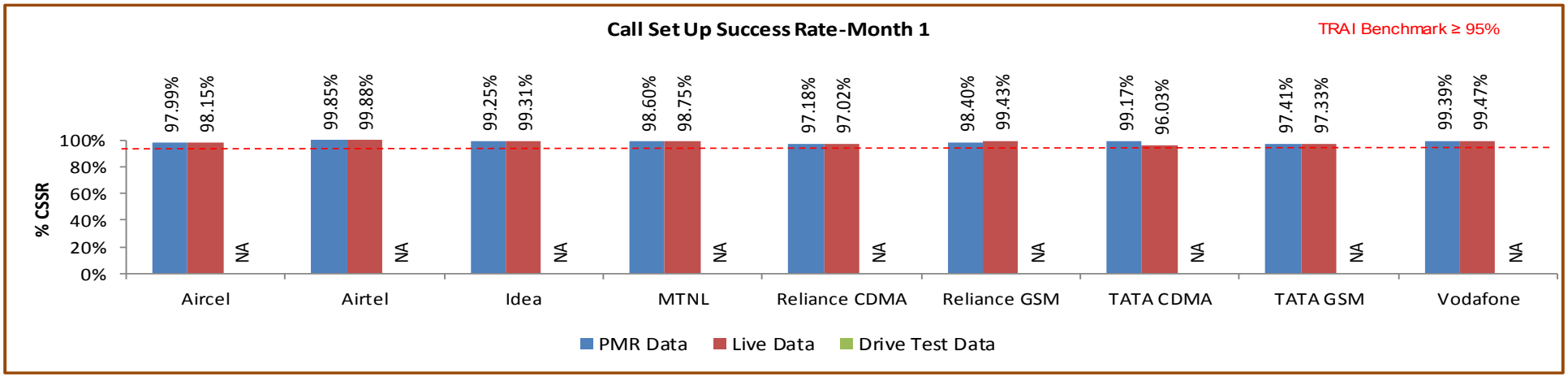
### 6.3.2 KEY FINDINGS - CONSOLIDATED




*Data Source: Network Operations Center (NOC) of the operators*

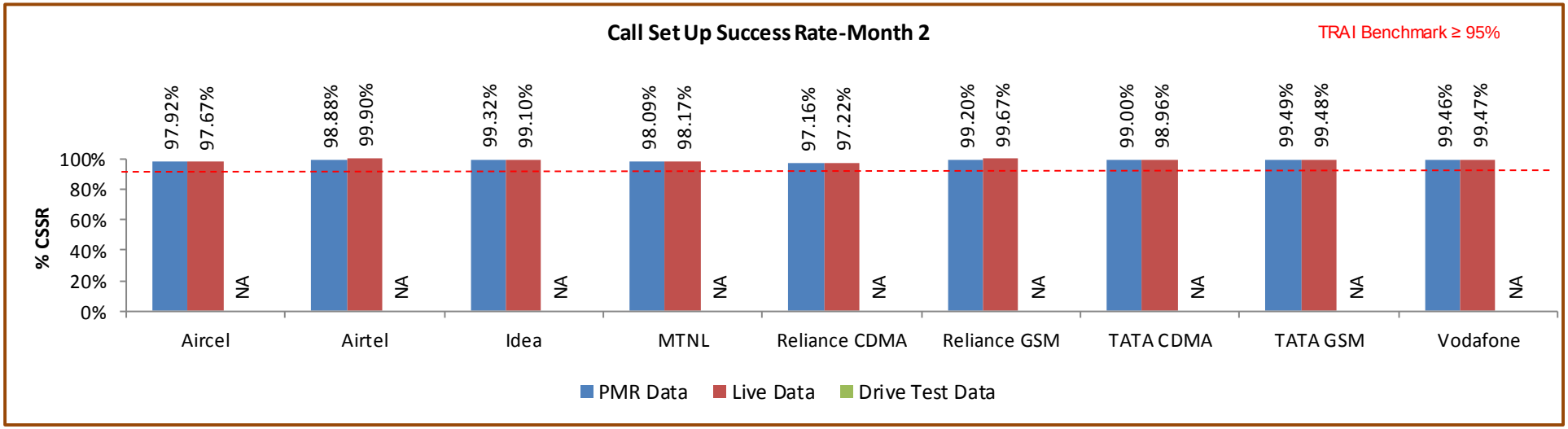
All the Operators met the TRAI benchmark.

#### 6.3.2.1 KEY FINDINGS – MONTH 1



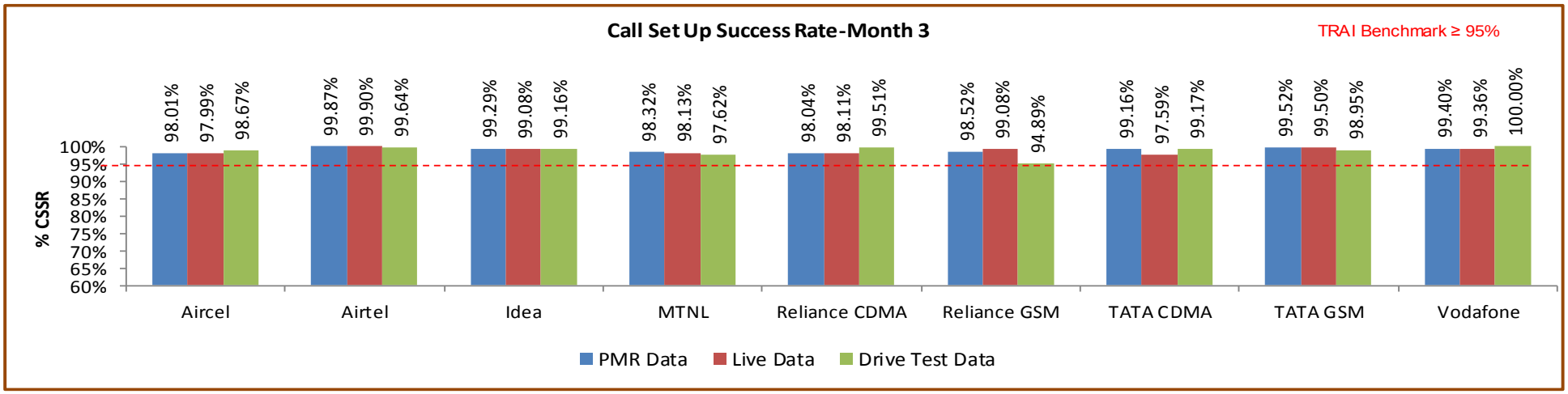

*Data Source: Network Operations Center (NOC) of the operators*

### 6.3.2.2 KEY FINDINGS – MONTH 2




*Data Source: Network Operations Center (NOC) of the operators*

### 6.3.2.3 KEY FINDINGS – MONTH 3




*Data Source: Network Operations Center (NOC) of the operators*

## 6.4 NETWORK CHANNEL CONGESTION- PAGING CHANNEL /TCH CONGESTION/POI

### 6.4.1 PARAMETER DESCRIPTION

1. **Definition:** It means a call is not connected because there is no free channel to serve the call attempt. This parameter represents congestion in the network. It happens at three levels:

   - SDCCH Level: Stand-alone dedicated control channel
   - TCH Level: Traffic Channel
   - POI Level: Point of Interconnect

2. **Computational Methodology:**

   - **SDCCH / TCH Congestion% = [(A1 x C1) + (A2 x C2) +.....+ (An x Cn)] / (A1 + A2 +...+ An)**
     - Where:-A1 = Number of attempts to establish SDCCH / TCH made on day 1
     - C1 = Average SDCCH / TCH Congestion % on day 1
     - A2 = Number of attempts to establish SDCCH / TCH made on day 2
     - C2 = Average SDCCH / TCH Congestion % on day 2
     - An = Number of attempts to establish SDCCH / TCH made on day n
     - Cn = Average SDCCH / TCH Congestion % on day n
   - **POI Congestion% = [(A1 x C1) + (A2 x C2) +.....+ (An x Cn)] / (A1 + A2 +...+ An)**
     - Where:-A1 = POI traffic offered on all POIs (no. of calls) on day 1
     - C1 = Average POI Congestion % on day 1
     - A2 = POI traffic offered on all POIs (no. of calls) on day 2
     - C2 = Average POI Congestion % on day 2

- An = POI traffic offered on all POIs (no. of calls) on day n
- Cn = Average POI Congestion % on day n

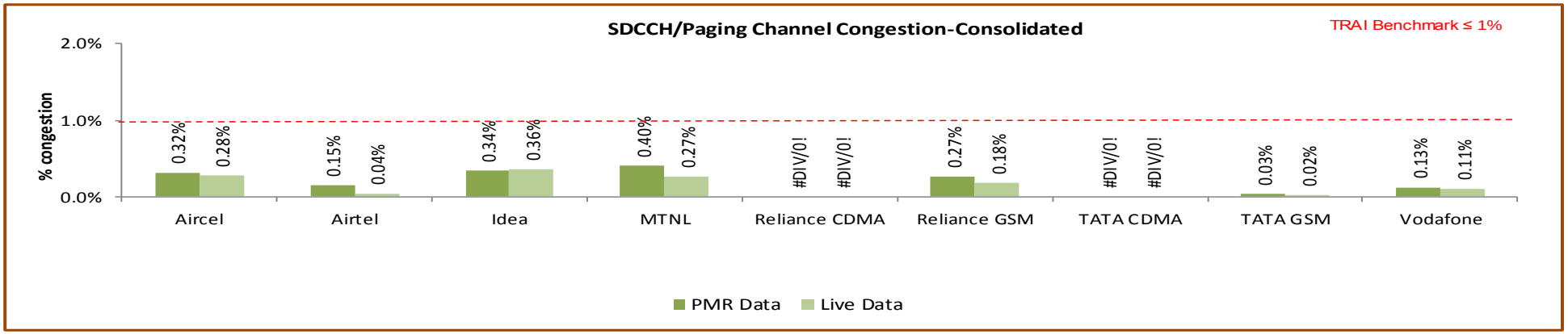
3. **Benchmark:**

   - SDCCH Congestion: ≤ 1%, TCH Congestion: ≤ 2%, POI Congestion: ≤ 0.5%

4. **Audit Procedure –**

   - Audit of the details of SDCCH and TCH congestion percentages computed by the operator (using OMC–Switch data only) would be conducted
   - The operator should be measuring this parameter during Time consistent busy hour (TCBH) only SDCCH

## 6.4.2 KEY FINDINGS - SDCCH/PAGING CHANNEL CONGESTION (CONSOLIDATED)

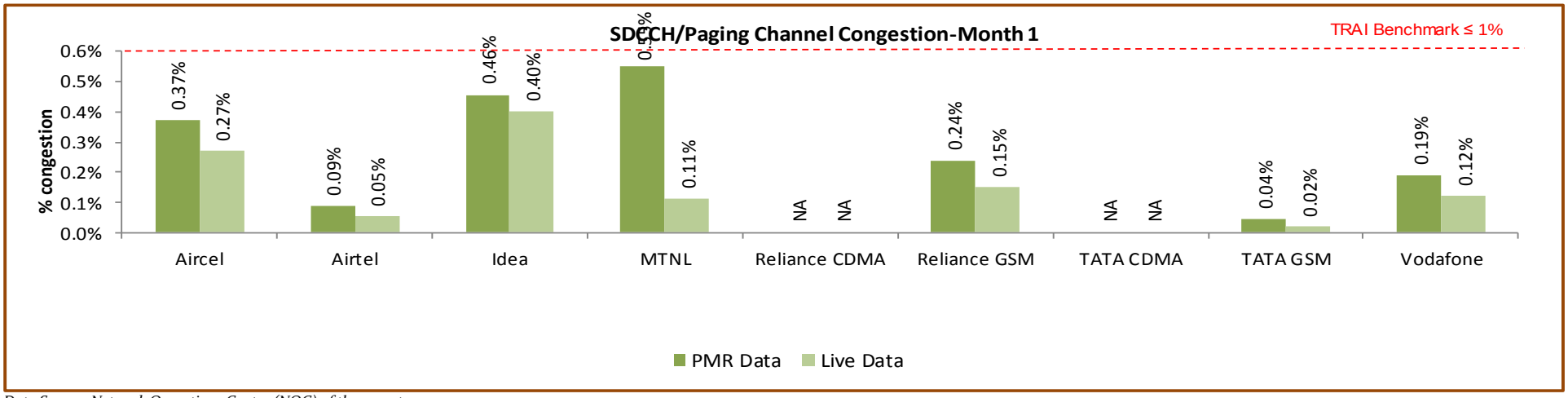



*Data Source: Network Operations Center (NOC) of the operators*

All operators met the benchmark as per PMR/audit Data.

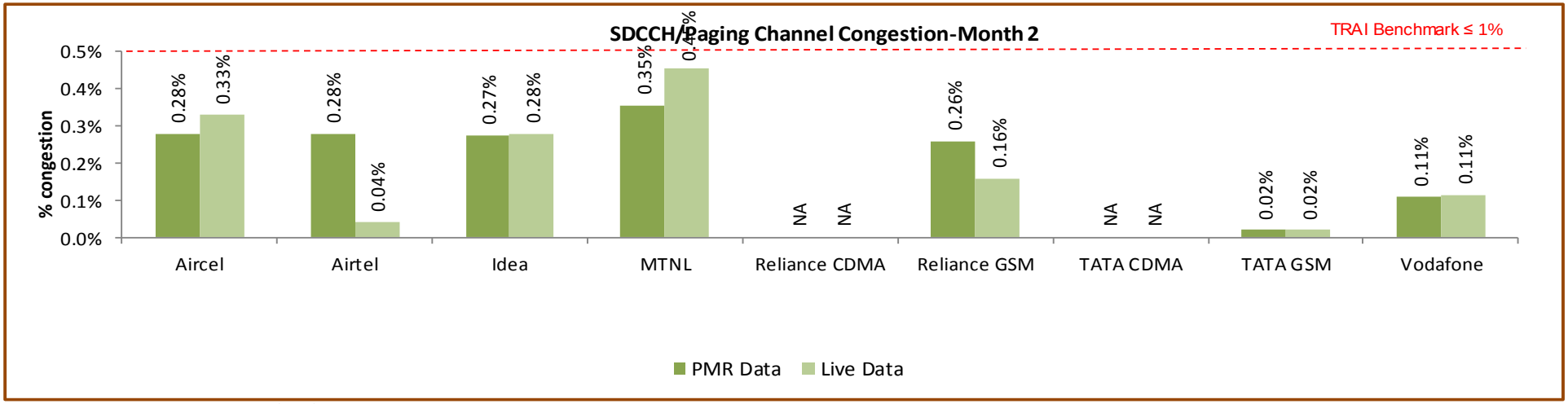
NA: SDCCH/ Paging channel congestion not applicable for CDMA operators. Hence, it has been reported as NA for Reliance CDMA and TATA CDMA.

### 6.4.2.1 KEY FINDINGS – MONTH 1



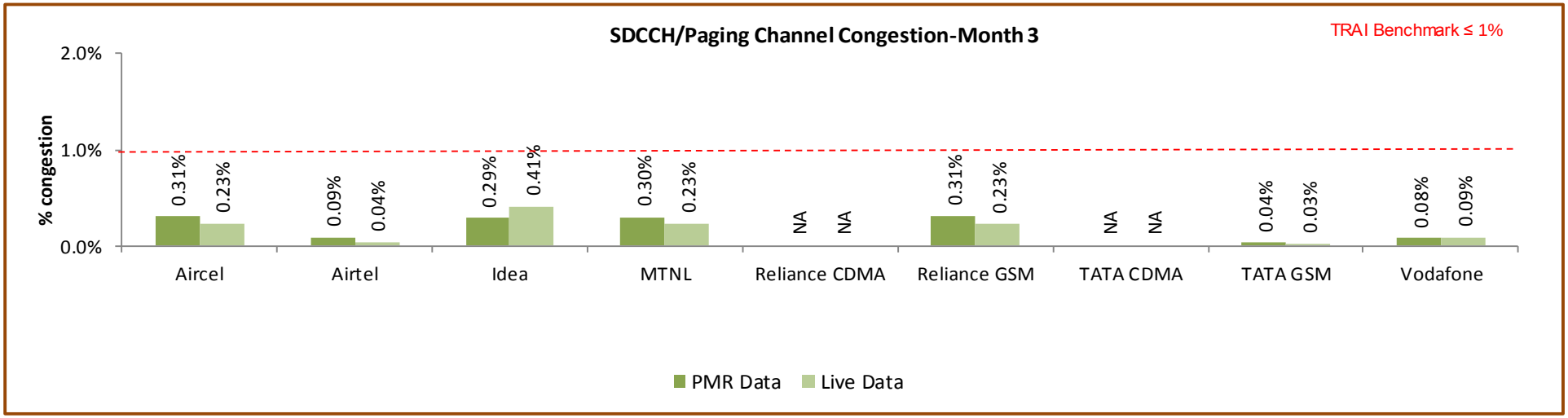

*Data Source: Network Operations Center (NOC) of the operators*

### 6.4.2.2 KEY FINDINGS – MONTH 2



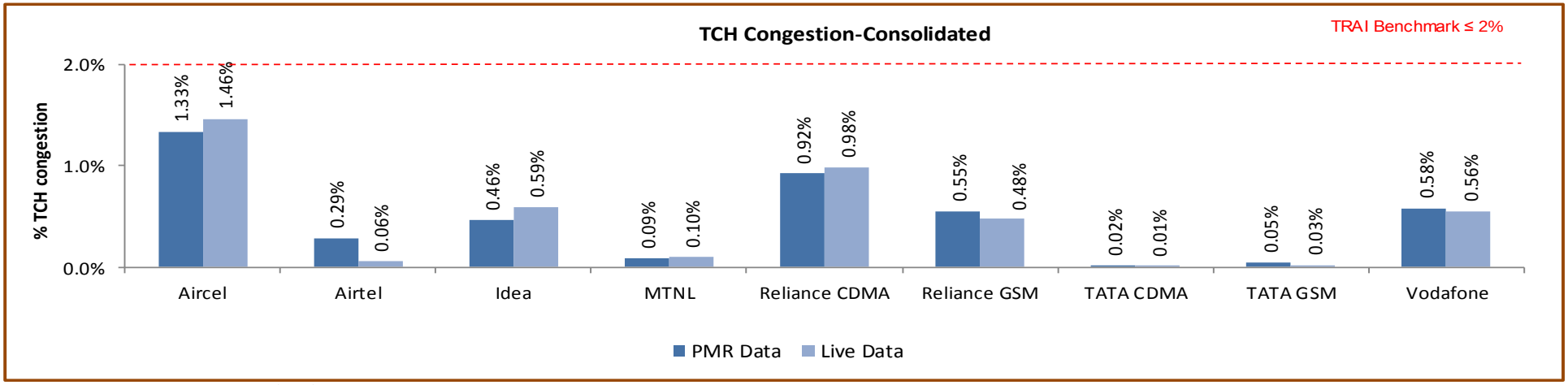

*Data Source: Network Operations Center (NOC) of the operators*

### 6.4.2.3 KEY FINDINGS – MONTH 3




*Data Source: Network Operations Center (NOC) of the operators*

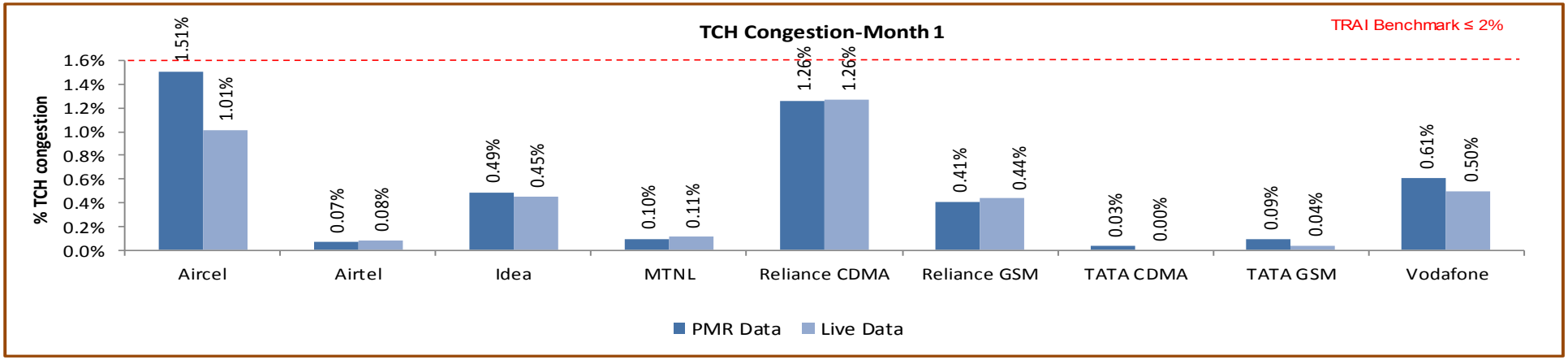
### 6.4.3 KEY FINDINGS – TCH CONGESTION (CONSOLIDATED)




*Data Source: Network Operations Center (NOC) of the operators*

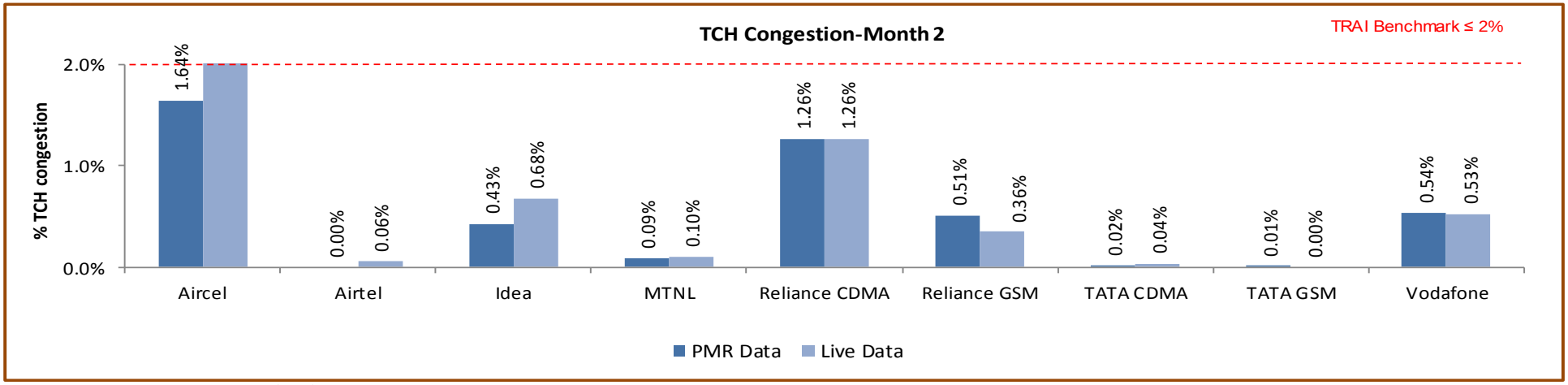
All operators met the benchmark as per PMR/audit Data.

#### 6.4.3.1 KEY FINDINGS – MONTH 1



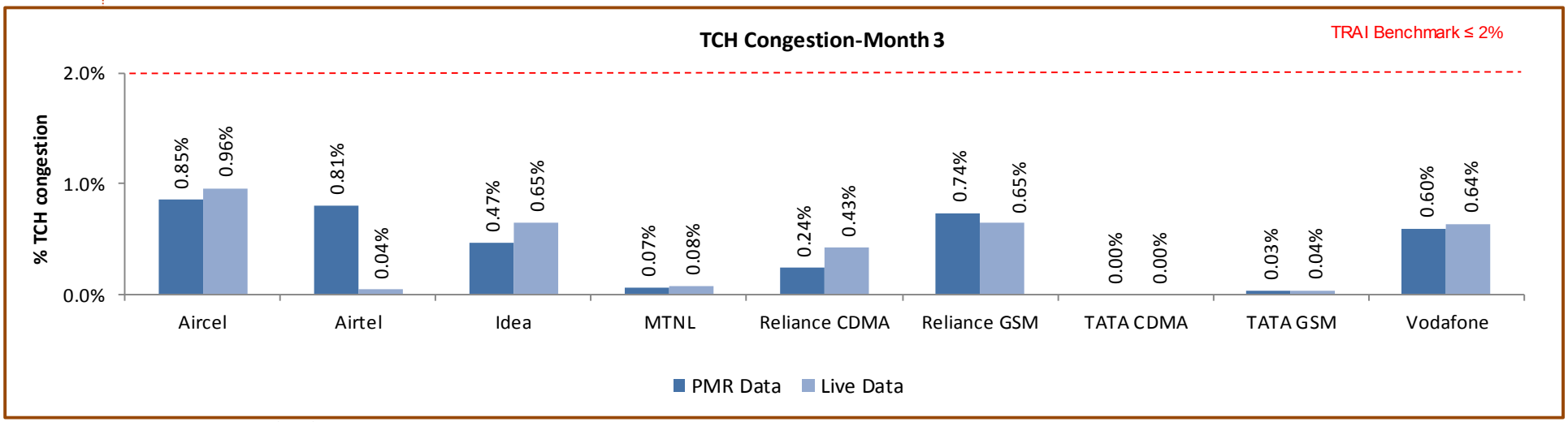

*Data Source: Network Operations Center (NOC) of the operators*

### 6.4.3.2 KEY FINDINGS – MONTH 2




*Data Source: Network Operations Center (NOC) of the operators*

### 6.4.3.3 KEY FINDINGS – MONTH 3




*Data Source: Network Operations Center (NOC) of the operators*

### 6.4.4 KEY FINDINGS – POI CONGESTION (CONSOLIDATED) – AVERAGE OF 3 MONTHS

| Audit Results for POI Congestion- PMR data | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| POI congestion | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of working POIs | | 296 | 902 | 871 | 93 | 185 | 75 | 1282 | 1282 | 984 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 231132 | 420023 | 5298040 | 46239 | 50092 | 28097 | 10627374 | 10627374 | 2810984 |
| Traffic served for all POIs (B)- in erlangs | | 102214 | 331851 | 3342971 | 22196 | 22583 | 21647 | 4265181 | 4265181 | 447312 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| **Live Measurement Results for POI Congestion- 3 Day data** | | | | | | | | | | |
| POI congestion | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of working POIs | | 294 | 905 | 871 | 93 | 199 | 135 | 1282 | 1282 | 982 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 230531 | 419994 | 480805 | 46308 | 56414 | 54071 | 10627374 | 10627374 | 2810886 |
| Traffic served for all POIs (B)- in erlangs | | 102368 | 671661 | 294691 | 21977 | 29195 | 38586 | 4265181 | 4265181 | 453452 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |

*Data Source: Network Operations Center (NOC) of the operators*

All operators met the benchmark of POI Congestion as per PMR/audit Data.

### 6.4.4.1 KEY FINDINGS – MONTH 1

| Audit Results for POI Congestion- PMR data-January | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| POI congestion | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of working POIs | | 97 | 300 | 285 | 31 | 58 | 25 | 408 | 408 | 330 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 76158 | 139648 | 4977801 | 15469 | 16445 | 9366 | 4386576 | 4386576 | 287105 |
| Traffic served for all POIs (B)- in erlangs | | 32003 | 89787 | 3164804 | 7481 | 6719 | 7216 | 1778456 | 1778456 | 147173 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| **Live Measurement Results for POI Congestion- 3 Day data-January** | | | | | | | | | | |
| POI congestion | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of working POIs | | 97 | 301 | 285 | 31 | 64 | 25 | 408 | 408 | 328 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 75494 | 139901 | 160554 | 15469 | 18334 | 9366 | 4386576 | 4386576 | 287007 |
| Traffic served for all POIs (B)- in erlangs | | 30742 | 90683 | 101963 | 7279 | 7476 | 7216 | 1778456 | 1778456 | 153313 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |

*Data Source: Network Operations Center (NOC) of the operators*

### 6.4.4.2 KEY FINDINGS – MONTH 2

| Audit Results for POI Congestion- PMR data-February | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| POI congestion | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of working POIs | | 99 | 301 | 285 | 31 | 64 | 25 | 437 | 437 | 327 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 76639 | 139992 | 160783 | 15401 | 17479 | 9366 | 3015415 | 3015415 | 2236940 |
| Traffic served for all POIs (B)- in erlangs | | 35882 | 92027 | 100519 | 7473 | 8240 | 7216 | 1233812 | 1233812 | 146070 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| **Live Measurement Results for POI Congestion- 3 Day data-February** | | | | | | | | | | |
| POI congestion | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of working POIs | | 97 | 301 | 285 | 31 | 64 | 25 | 437 | 437 | 327 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 76627 | 139992 | 160795 | 15469 | 18115 | 9366 | 3015415 | 3015415 | 286940 |
| Traffic served for all POIs (B)- in erlangs | | 36309 | 92027 | 98918 | 7387 | 8957 | 7216 | 1233812 | 1233812 | 154070 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |

*Data Source: Network Operations Center (NOC) of the operators*

### 6.4.4.3 KEY FINDINGS – MONTH 3

| Audit Results for POI Congestion- PMR data-March | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| POI congestion | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of working POIs | | 100 | 302 | 301 | 31 | 64 | 25 | 437 | 437 | 327 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 78336 | 140383 | 159456 | 15369 | 16168 | 9366 | 3225383 | 3225383 | 286940 |
| Traffic served for all POIs (B)- in erlangs | | 34329 | 150036 | 77649 | 7242 | 7623 | 7216 | 1252913 | 1252913 | 154070 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| **Live Measurement Results for POI Congestion- 3 Day data-March** | | | | | | | | | | |
| POI congestion | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of working POIs | | 100 | 303 | 301 | 31 | 71 | 85 | 437 | 437 | 327 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 78409 | 140100 | 159456 | 15370 | 19965 | 35340 | 3225383 | 3225383 | 2236940 |
| Traffic served for all POIs (B)- in erlangs | | 35317 | 488950 | 93810 | 7311 | 12762 | 24155 | 1252913 | 1252913 | 146070 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |

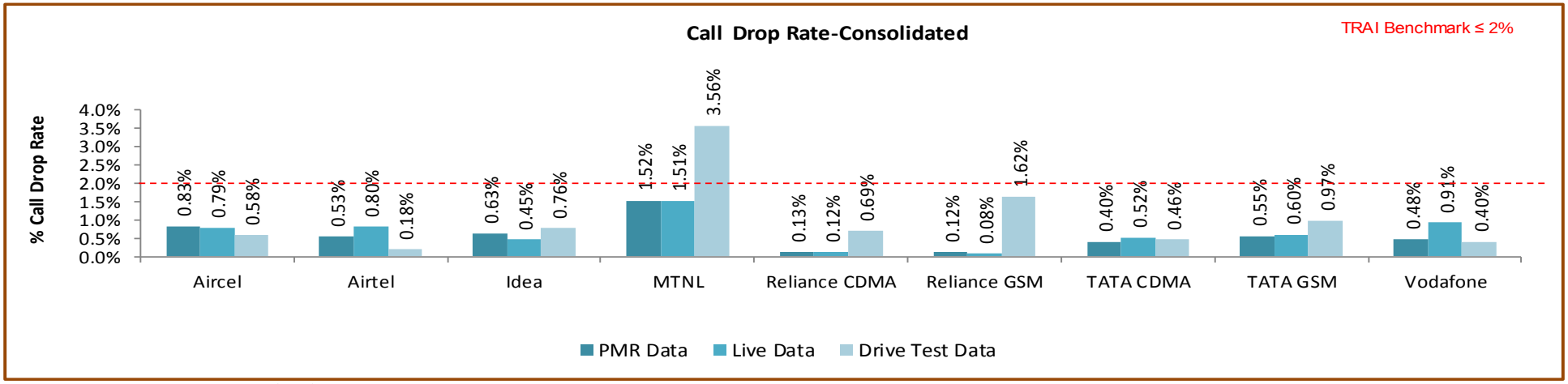
*Data Source: Network Operations Center (NOC) of the operators*

## 6.5 CALL DROP RATE

### 6.5.1 PARAMETER DESCRIPTION

1. **Definition -** The dropped call rate is the ratio of successfully originated calls that were found to drop to the total number of successfully originated calls that were correctly released.
    - **Total calls dropped** = All calls ceasing unnaturally i.e. due to handover or due to radio loss
    - **Total calls established** = All calls that have TCH allocation during busy hour
2. **Computational Methodology:** (**Total Calls Dropped** / **Total Calls Established) x 100**
3. **TRAI Benchmark –**
    - Call drop rate ≤ 2%
4. **Audit Procedure –**
    - Audit of traffic data of the relevant quarter kept in OMC-R at MSCs and used for arriving at CDR was used
    - The operator should only be considering those calls which are dropped during Time consistent busy hour (TCBH) for all days of the relevant quarter.

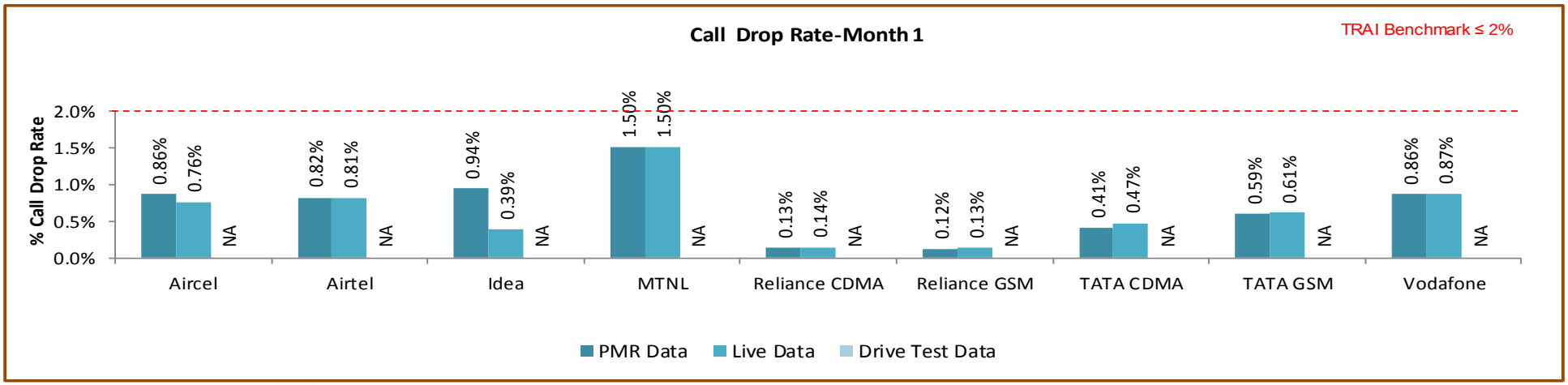
### 6.5.2 KEY FINDINGS - CONSOLIDATED




*Data Source: Network Operations Center (NOC) of the operators*

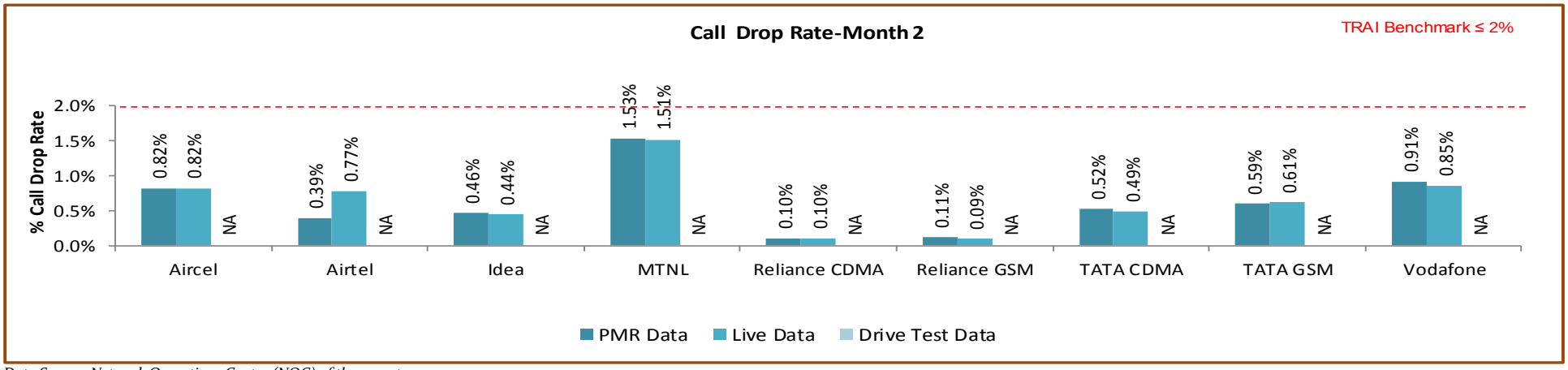
MTNL failed to meet the benchmark for call drop rate during drive test.

#### 6.5.2.1 KEY FINDINGS – MONTH 1



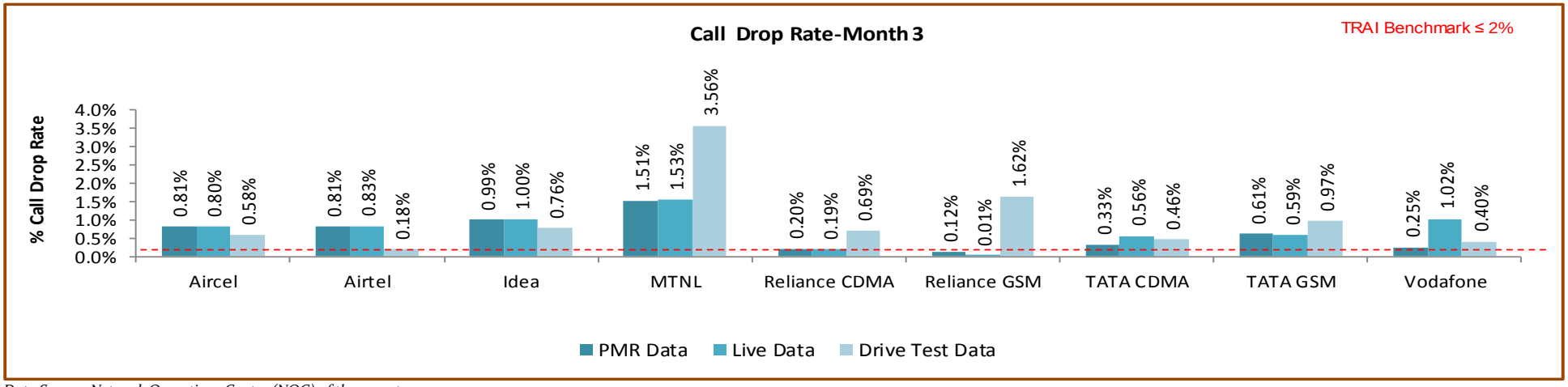

*Data Source: Network Operations Center (NOC) of the operators*

### 6.5.2.2 KEY FINDINGS – MONTH 2




*Data Source: Network Operations Center (NOC) of the operators*

### 6.5.2.3 KEY FINDINGS – MONTH 3




*Data Source: Network Operations Center (NOC) of the operators*

## 6.6 CELLS HAVING GREATER THAN 3% TCH DROP

### 6.6.1 PARAMETER DESCRIPTION

1. **Definition- Worst Affected Cells having more than 3% TCH drop** shall measure the ratio of total number of cells in the network to the ratio of cells having more than 3% TCH drop.

2. **Computational Methodology: (Total number of cells having more than 3% TCH drop during CBBH/ Total number of cells in the network) x 100**

3. **TRAI Benchmark –**

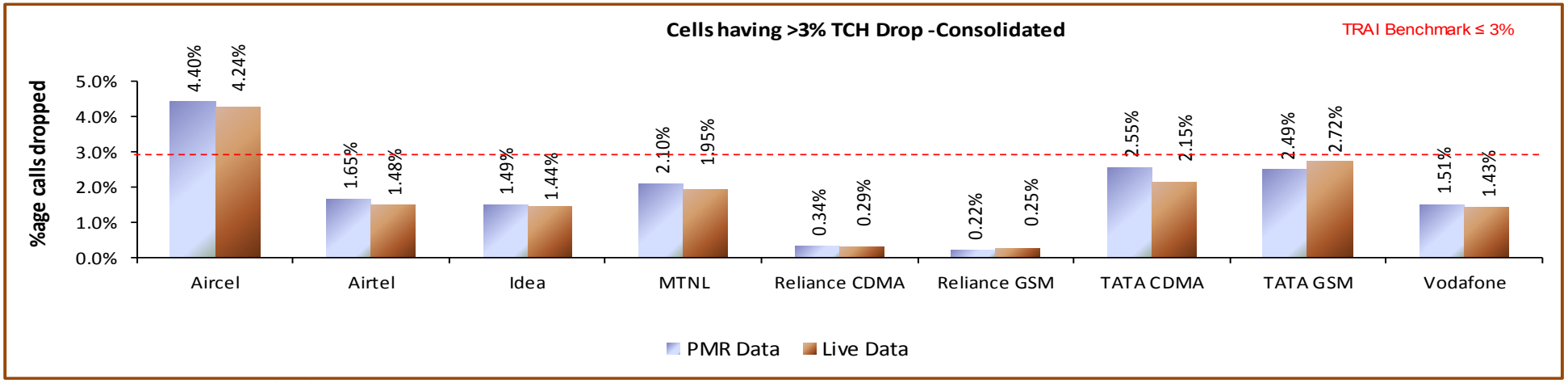
   - Worst affected cells having more than 3% TCH drop rate ≤ 3%

4. **Audit Procedure –**

   - Audit of traffic data of the relevant quarter kept in OMC-R at MSCs and used for arriving at CDR would be conducted.

The operator should only be considering those calls which are dropped during Cell Bouncing Busy hour (CBBH) for all days of the relevant quarter.

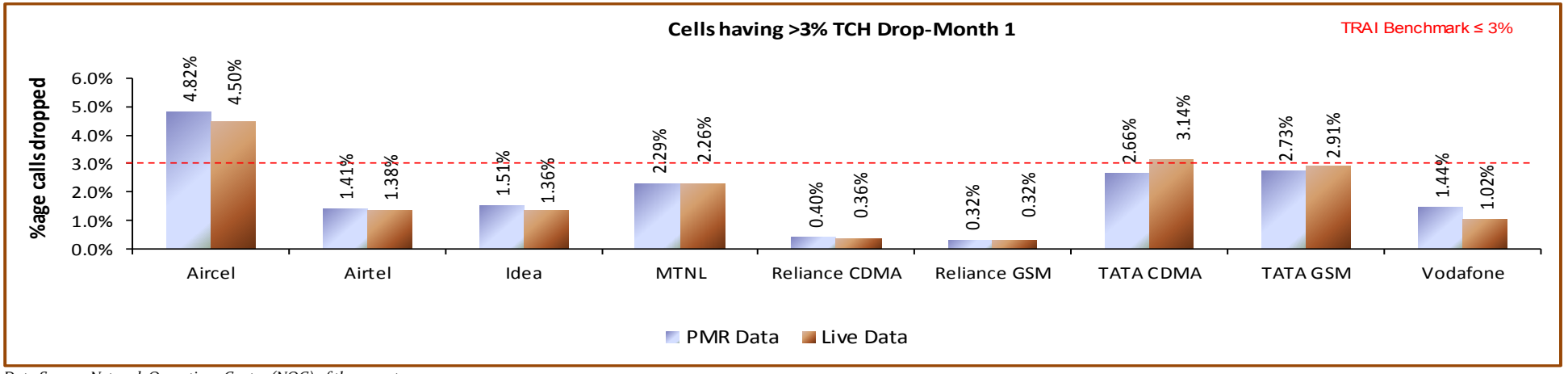
### 6.6.2 KEY FINDINGS - CONSOLIDATED




*Data Source: Network Operations Center (NOC) of the operators*

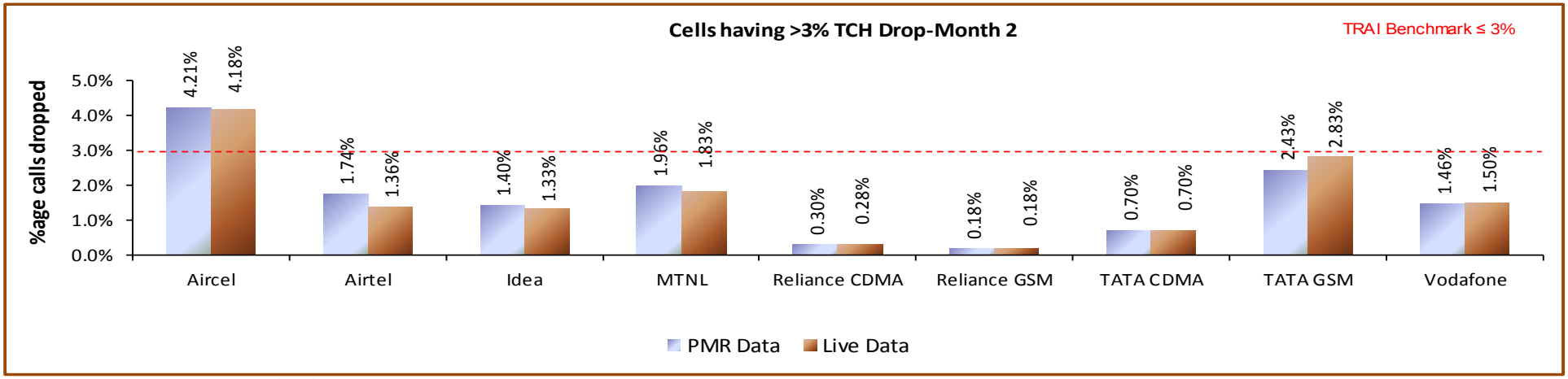
Aircel failed to meet the benchmark as per PMR/audit Data.

#### 6.6.2.1 KEY FINDINGS – MONTH 1



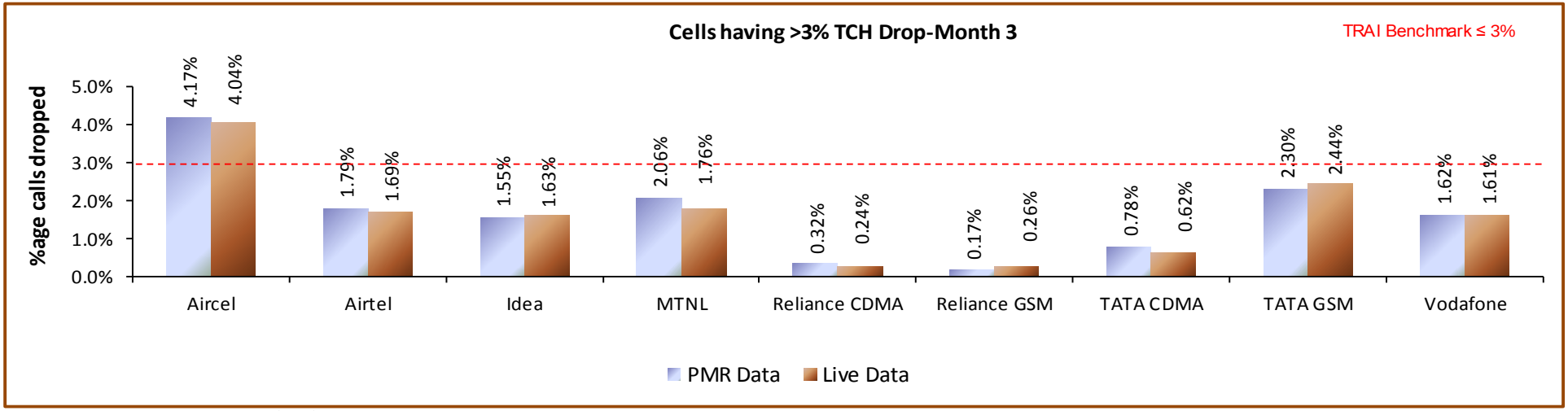

*Data Source: Network Operations Center (NOC) of the operators*

### 6.6.2.2 KEY FINDINGS – MONTH 2




*Data Source: Network Operations Center (NOC) of the operators*

### 6.6.2.3 KEY FINDINGS – MONTH 3




*Data Source: Network Operations Center (NOC) of the operators*

## 6.7 VOICE QUALITY

### 6.7.1 PARAMETER DESCRIPTION

1. **Definition:**

   - for GSM service providers the calls having a value of 0 –5 are considered to be of good quality (on a seven point scale)
   - For CDMA the measure of voice quality is Frame Error Rate (FER). FER is the probability that a transmitted frame will be received incorrectly. Good voice quality of a call is considered when it FER value lies between 0 – 4 %

2. **Computational Methodology:**

   - **% Connections with good voice quality = (No. of voice samples with good voice quality / Total number of samples) x 100**

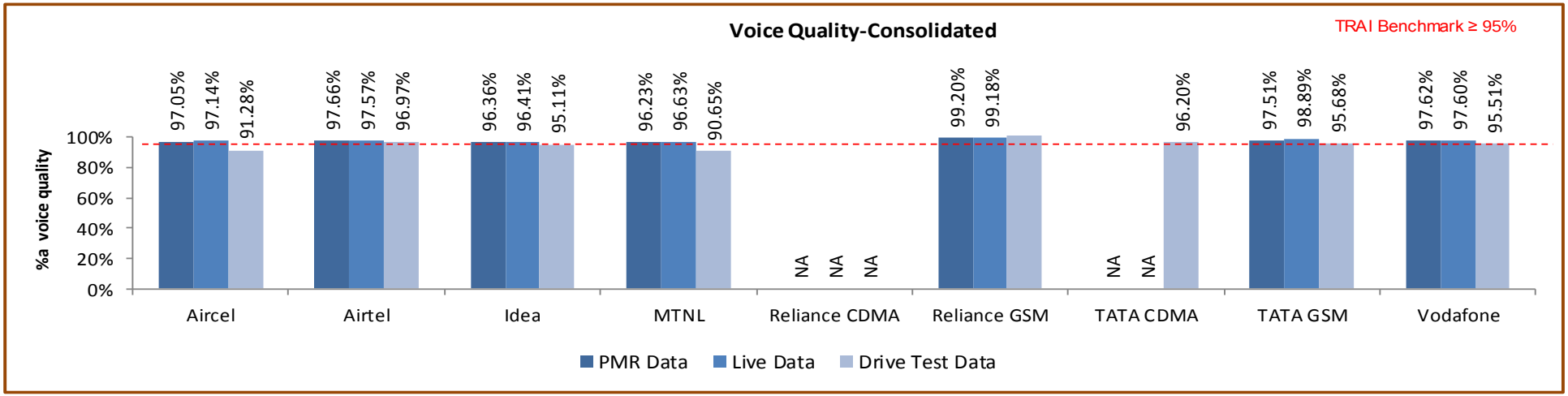
3. **TRAI Benchmark:** ≥ 95%

4. **Audit Procedure –**

   a. A sample of calls would be taken randomly from the total calls established.

   b. The operator should only be considering those calls which are meeting the desired benchmark of good voice quality.

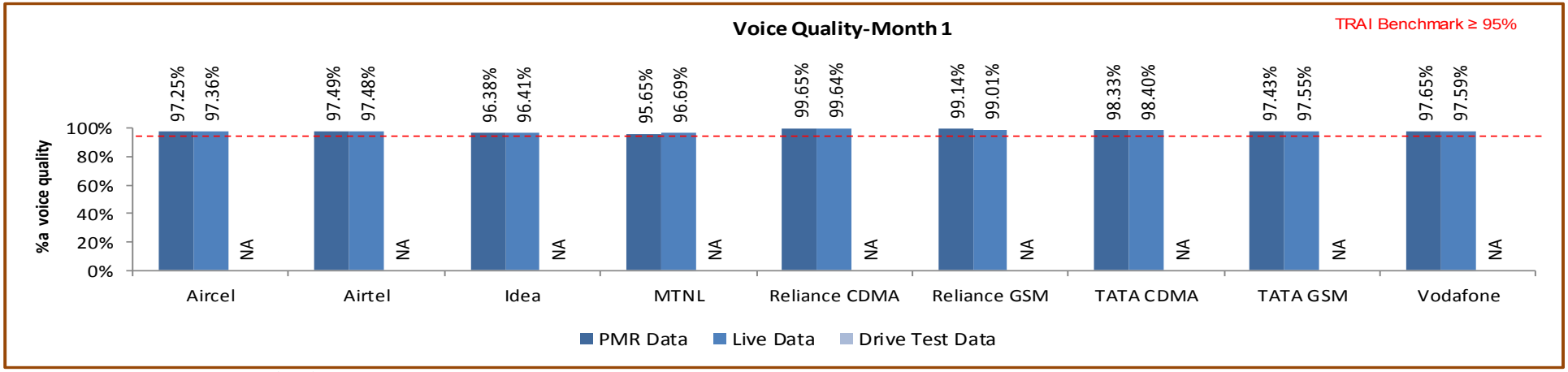
### 6.7.2 KEY FINDINGS




*Data Source: Network Operations Center (NOC) of the operators*

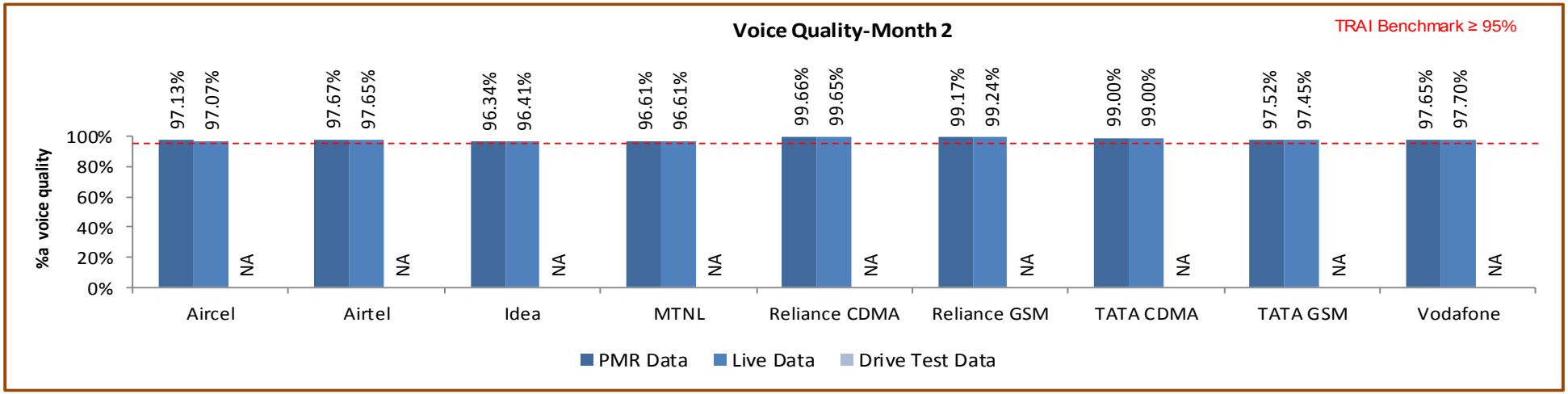
Aircel and MTNL failed to meet the benchmark as per drive test data.

#### 6.7.2.1 KEY FINDINGS – MONTH 1



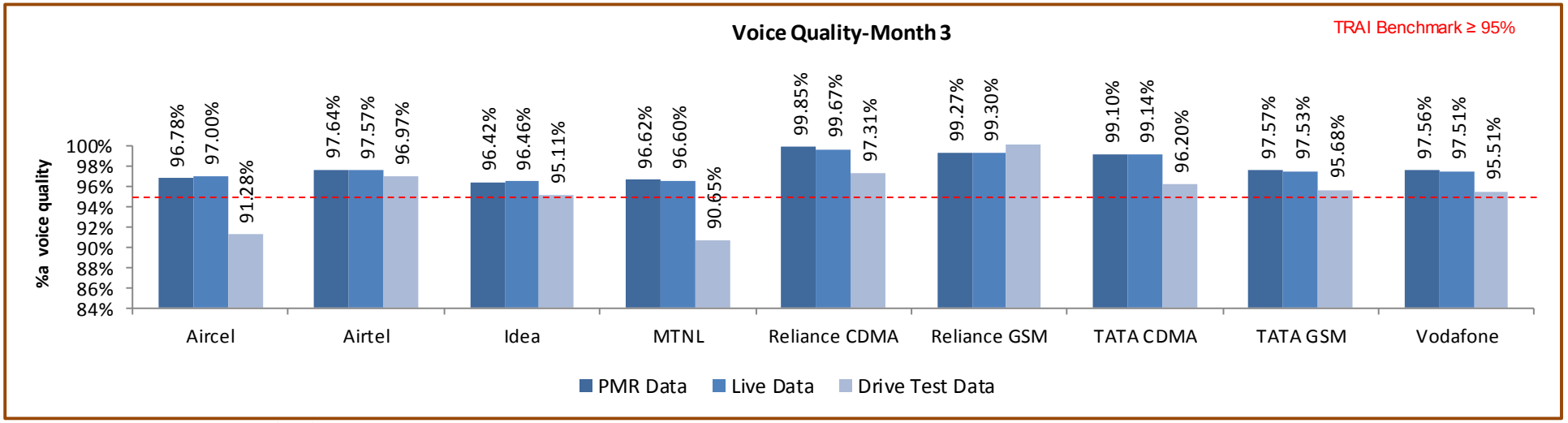

*Data Source: Network Operations Center (NOC) of the operators*

### 6.7.2.2 KEY FINDINGS – MONTH 2




*Data Source: Network Operations Center (NOC) of the operators*

### 6.7.2.3 KEY FINDINGS – MONTH 3




*Data Source: Network Operations Center (NOC) of the operators*

# 7 PARAMETER DESCRIPTION & DETAILED FINDINGS - COMPARISON BETWEEN PMR DATA, 3 DAY LIVE DATA AND LIVE CALLING DATA FOR 3G

## 7.1 NODE BS DOWNTIME

### 7.1.1 PARAMETER DESCRIPTION

- The parameter of network availability would be measured from following sub-parameters

  **1. Node Bs downtime (not available for service)**

  **2. Worst affected Node Bs due to downtime**

- **Definition - Node Bs downtime (not available for service):** In the case of 3G networks, instead of BTS the nomenclature is Node B. The measurement methodology for the parameter Node B Accumulated downtime (not available for service) will be similar to the existing parameter for BTSs Accumulated downtime (not available for service).

- **Data Extraction/collection methodology** - Data extraction to be done from appropriate counters. Auditors should be aware of counter details and definitions for each operator.
- **Source of Data:** Network Operation Center (NOC) or a Central Server
- **Computation Methodology –**
  **Node Bs downtime (not available for service) = Sum of downtime of Node Bs in a month in hours i.e. total outage time of all Node Bs in hours during a month / (24 x Number of days in a month x Number of Node Bs in the network in licensed service area) x 100**

**3. TRAI Benchmark –**

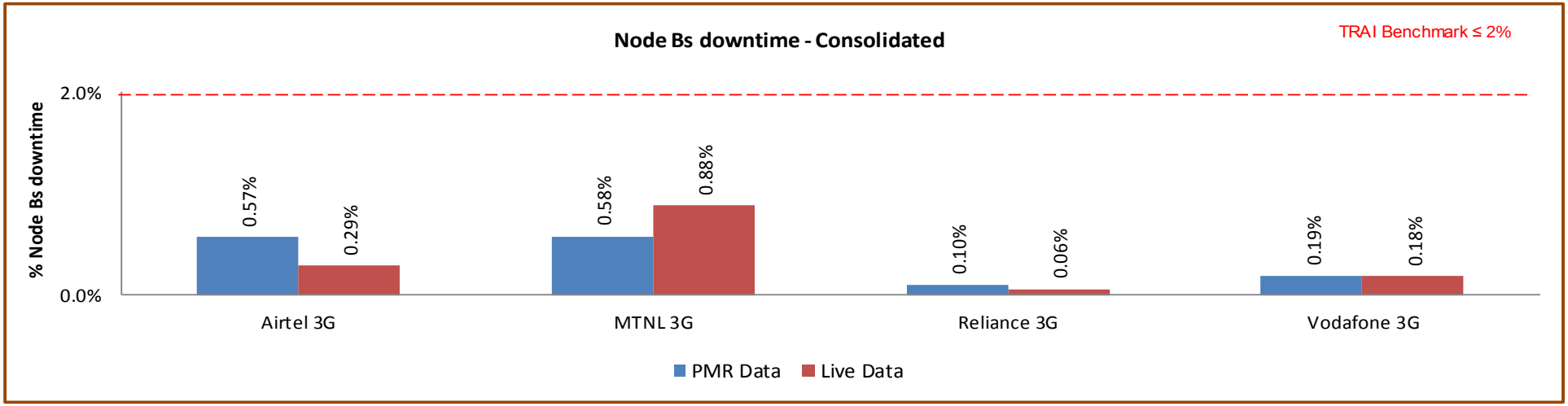
**a.** Node Bs downtime (not available for service) ≤ 2%

**4. Audit Procedure –**

- The fault alarm details at the OMC (MSC) for the network outages (due to own network elements and infrastructure service provider end outages) was audited

- All the Node Bs in service area was considered. Planned outages due to network up gradation, routine maintenance were not considered.
- Any outage as a result of force majeure were not considered at the time of calculation
- Data is extracted from system log of the server of the operator. This data is in raw format which is further processed to arrive at the cumulative values.
- List of operating sites with cell details and ids are taken from the operator.
    - When there is any outage a performance report gets generated in line with that cell resulting and master base of the Node Bs downtime and worst affected Node Bs due to downtime.

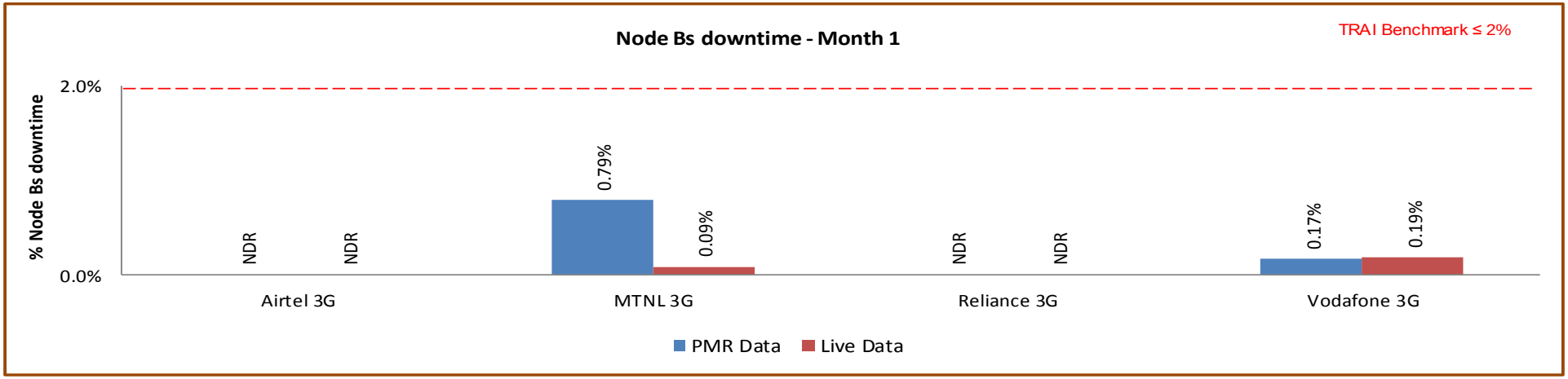
### 7.1.2 KEY FINDINGS - CONSOLIDATED




*Data Source: Operations and Maintenance Center (OMC) of the operators*

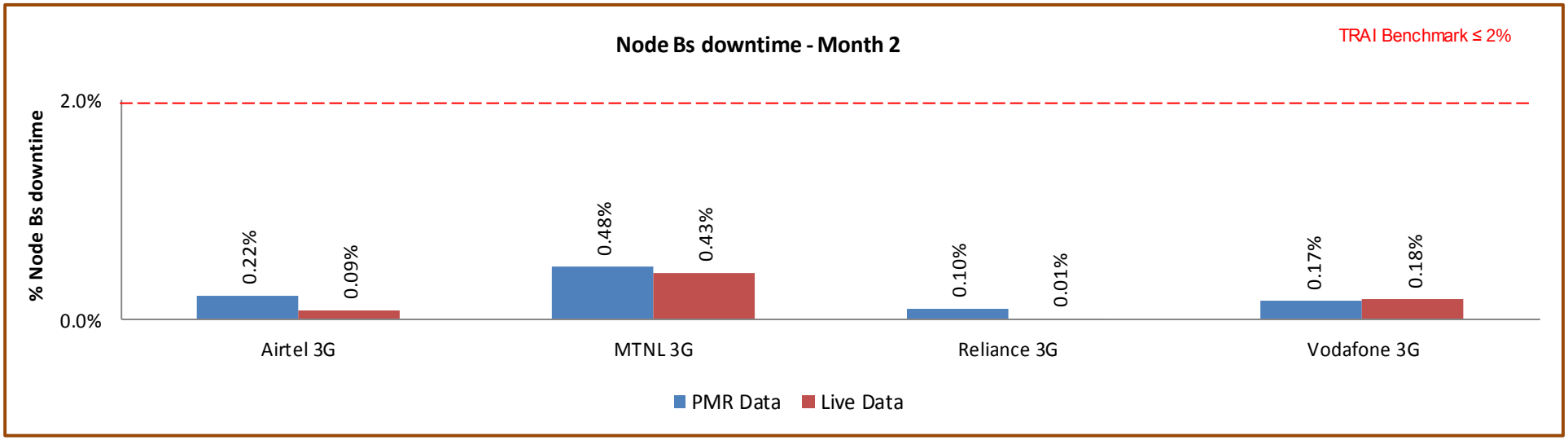
All operators met the benchmark as per PMR/audit Data.

### 7.1.2.1 KEY FINDINGS – MONTH 1



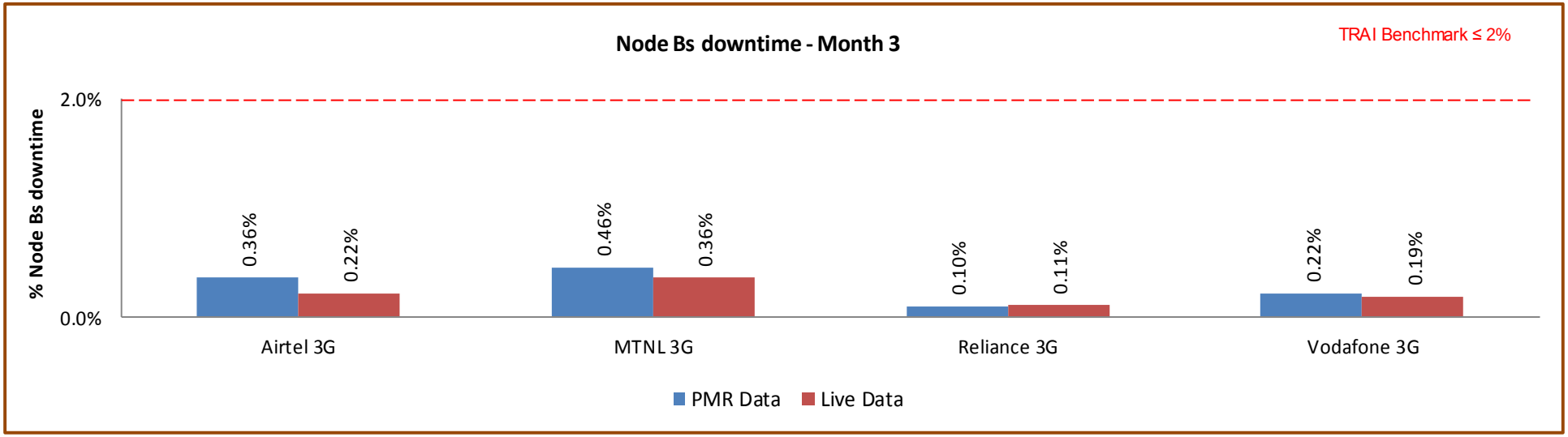

*Data Source: Operations and Maintenance Center (OMC) of the operators*

### 7.1.2.2 KEY FINDINGS – MONTH 2




*Data Source: Operations and Maintenance Center (OMC) of the operators*

### 7.1.2.3 KEY FINDINGS – MONTH 3




*Data Source: Operations and Maintenance Center (OMC) of the operators*

## 7.2 WORST AFFECTED NODE BS DUE TO DOWNTIME

### 7.2.1 PARAMETER DESCRIPTION

- **Definition – Worst Affected Node Bs due to downtime** shall basically measure percentage of Node Bs having downtime greater than 24 hours in a month. Planned outages were not considered as part while computing.

  For measuring the parameter "Percentage of worst affected Node Bs due to downtime" the downtime of each Node B lasting for more than 1 hour at a time in a day during the period of a month was considered.

- **Computation Methodology –**

  **Worst affected Node Bs due to downtime = (Number of Node Bs having accumulated downtime greater than 24 hours in a month / Number of Node Bs in Licensed Service Area) * 100**

- **TRAI Benchmark –**

  **b.** Worst affected Node Bss due to downtime ≤ 2%

- **Audit Procedure –**

  i. The fault alarm details at the OMC (MSC) for the network outages (due to own network elements and infrastructure service provider end outages) was audited

  ii. All the Node Bs in service area were considered. Planned outages due to network up gradation, routine maintenance were not considered.

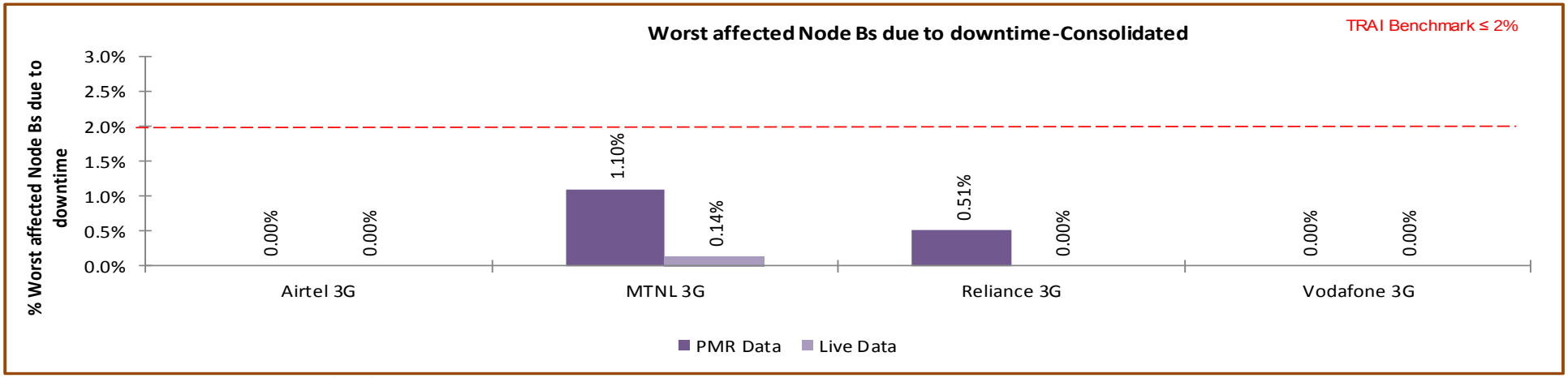
  iii. Data is extracted from system log of the server of the operator. This data is in raw format which is further processed to arrive at the cumulative values.

  iv. Any outage as a result of force majeure was not considered at the time of calculation.

  v. List of operating sites with cell details and ids are taken from the operator.

  vi. All the Node Bs having down time greater than 24 hours is assessed and values of Node Bs accumulated downtime is computed in accordance.

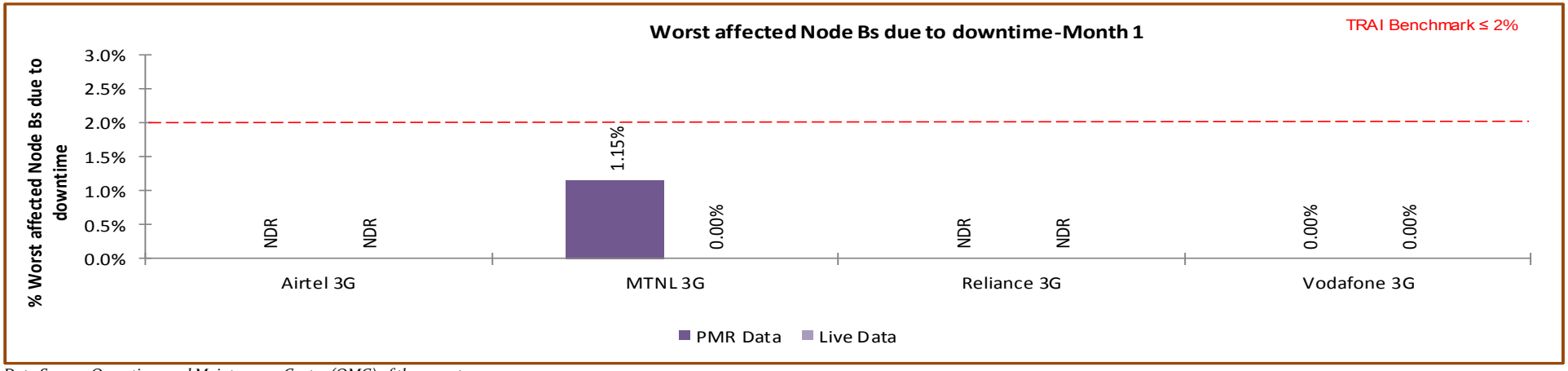
### 7.2.2 KEY FINDINGS – CONSOLIDATED




*Data Source: Operations and Maintenance Center (OMC) of the operators*

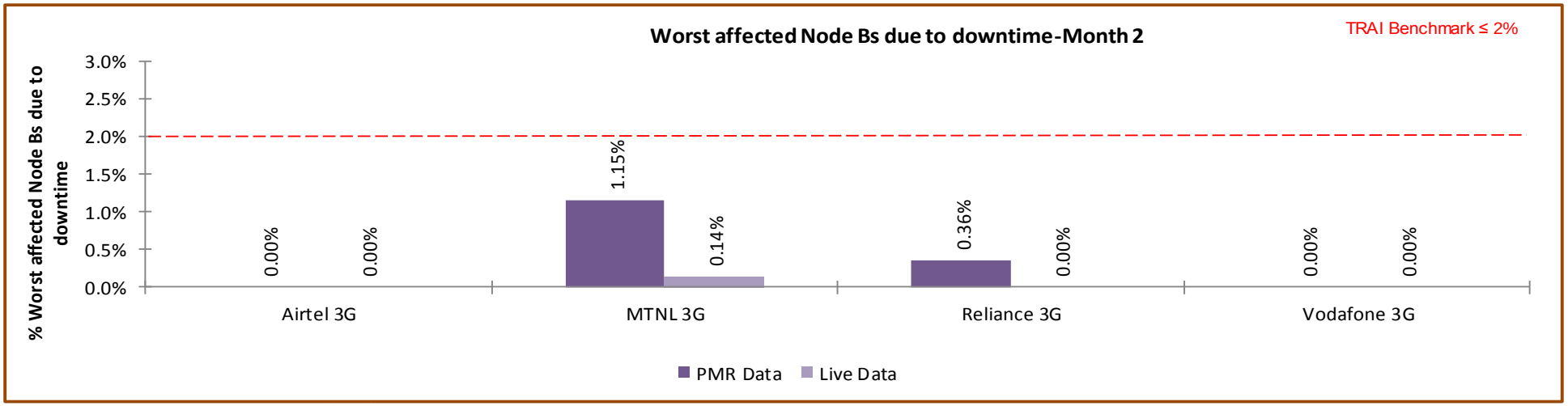
All operators met the benchmark as per PMR/audit Data.

#### 7.2.2.1 KEY FINDINGS – MONTH 1



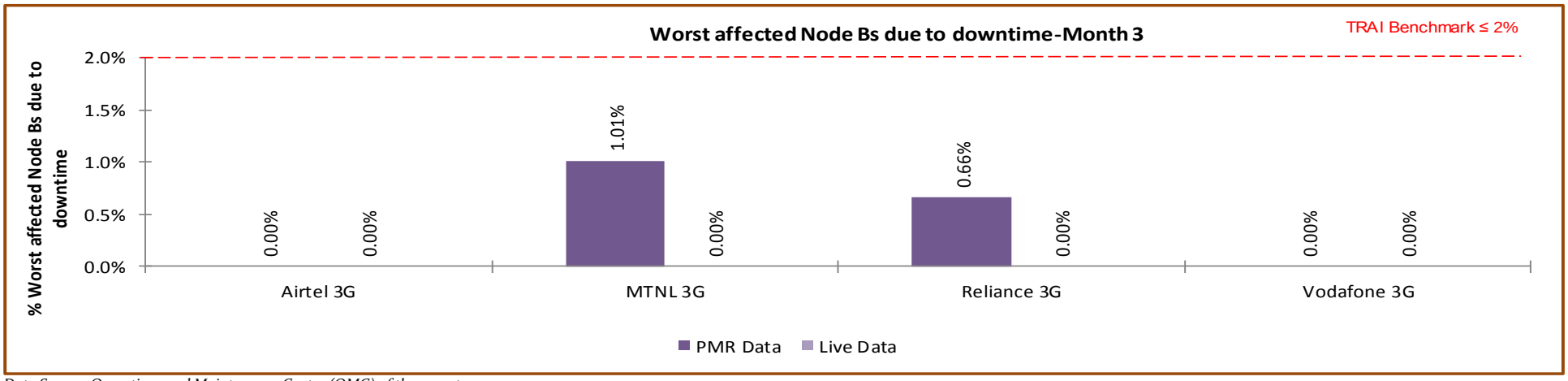

*Data Source: Operations and Maintenance Center (OMC) of the operators*

### 7.2.2.2 KEY FINDINGS – MONTH 2




*Data Source: Operations and Maintenance Center (OMC) of the operators*

### 7.2.2.3 KEY FINDINGS – MONTH 3




*Data Source: Operations and Maintenance Center (OMC) of the operators*

## 7.3 CALL SET UP SUCCESS RATE

### 7.3.1 PARAMETER DESCRIPTION

1. **Definition:** This parameter is same for 2G Networks as well as 3G Networks. However, the network elements involved in both the networks are different. Call Set-up Success Rate is defined as the ratio of Established Calls to Call Attempts. For establishing a call in 3G Networks, User Equipment (UE) accesses the Universal Terrestrial Radio Access Network (UTRAN) and establishes an RRC connection. Once RRC connection is established the Non Access Stratum (NAS) messages are exchanged between the UE and the Core Network (CN). The last step of the call setup is the establishment of a Radio Access Bearer (RAB) between the CN and the UE. However, any RAB abnormal release after RAB Assignment Response or Alerting/Connect message is to be considered as a dropped call.

2. **Data Extraction/collection methodology** - Data extraction to be done from appropriate counters. Auditors should be aware of counter details and definitions for each operator.

3. **Source of Data:** Network Operation Center (NOC) or a Central Server

4. **Computation Methodology-**
   **(RRC Established / Total RRC Attempts) * 100**

   RRC Established means the following events have happened in RRC setup:-

   - RRC attempt is made
   - The RRC established
   - The RRC is routed to the outward path of the concerned MSC

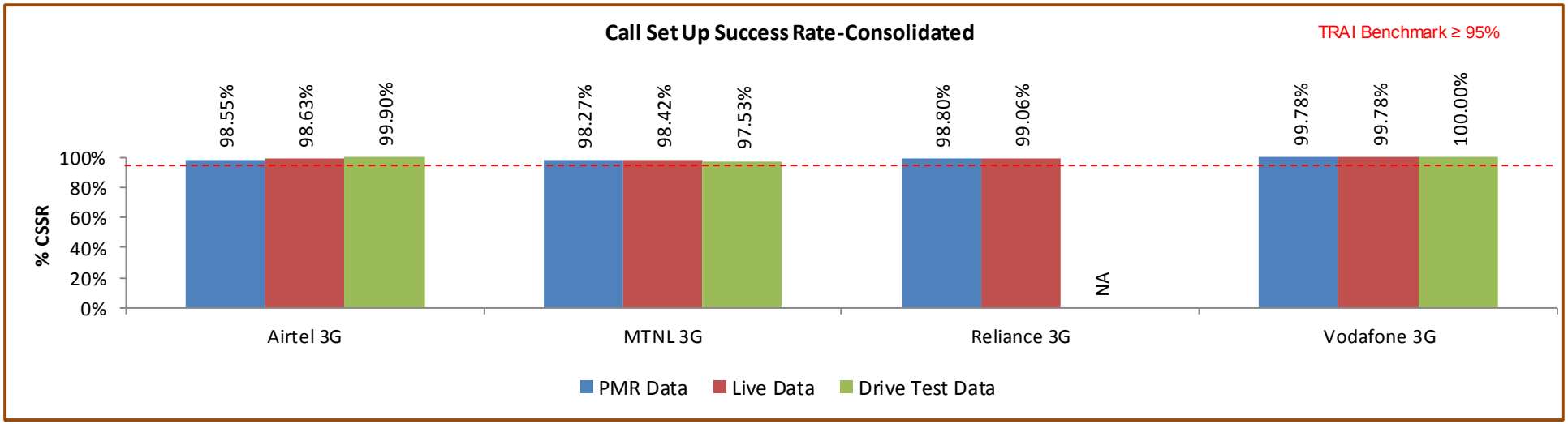
5. **TRAI Benchmark ≥** 95%

6. **Audit Procedure –**

   - The cell-wise data generated through counters/ MMC available in the switch for traffic measurements

- CSSR calculation should be measured using OMC generated data only
- Measurement should be only in Time Consistent Busy Hour (CBBH) period for all days of the week
- Counter data is extracted from the NOC of the operators.
- Total calls established include all calls established excluding RAB congestion.
  - The numerator and denominator values are derived from adding the counter values from the MSC.

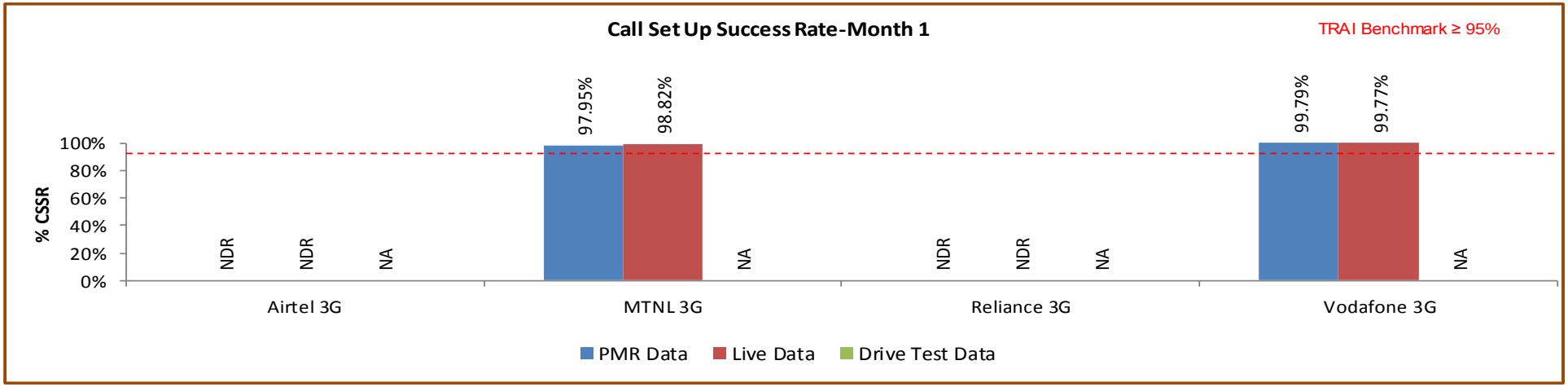
### 7.3.2 KEY FINDINGS - CONSOLIDATED




*Data Source: Network Operations Center (NOC) of the operators*

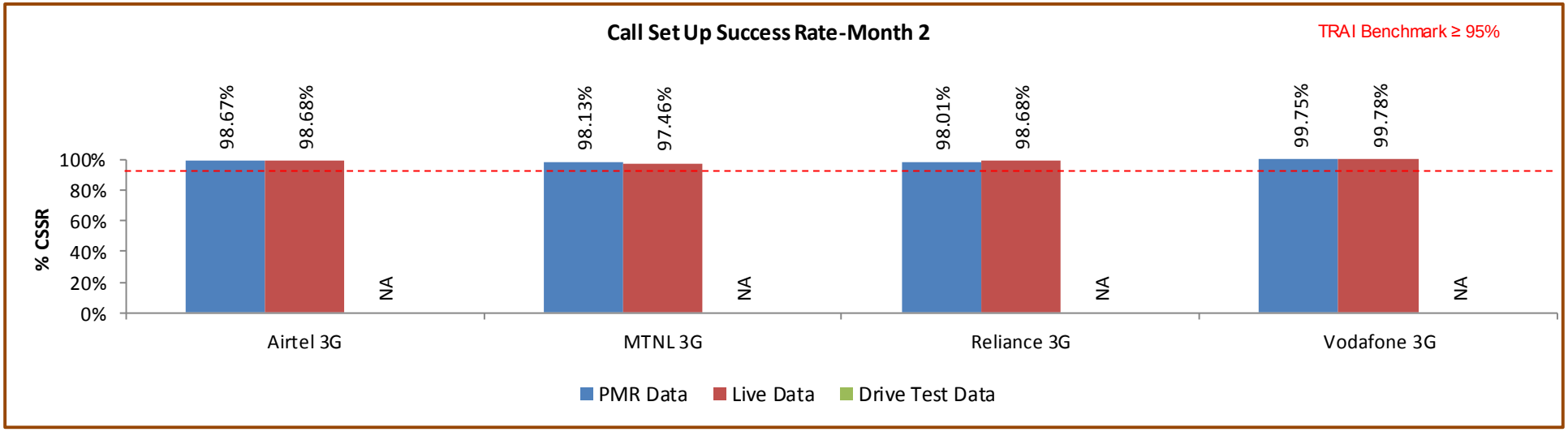
All operators met the benchmark as per PMR/audit Data.

### 7.3.2.1 KEY FINDINGS – MONTH 1



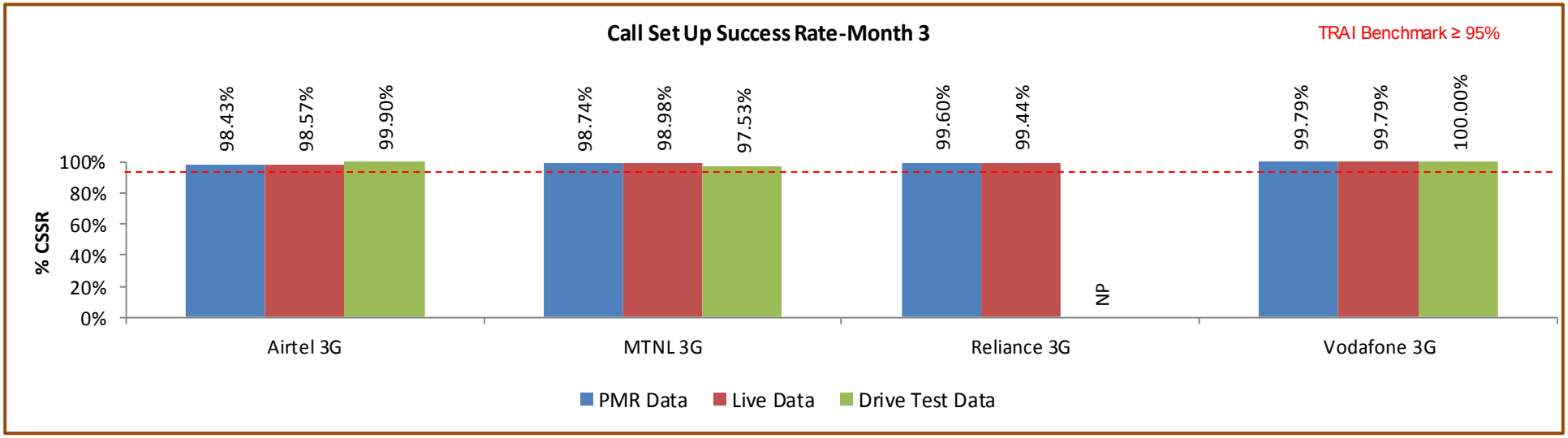

*Data Source: Network Operations Center (NOC) of the operators*

### 7.3.2.2 KEY FINDINGS – MONTH 2




*Data Source: Network Operations Center (NOC) of the operators*

### 7.3.2.3 KEY FINDINGS – MONTH 3




*Data Source: Network Operations Center (NOC) of the operators*

## 7.4 NETWORK CHANNEL CONGESTION- RRC CONGESTION/ CIRCUIT SWITCHED RAB CONGESTION

### 7.4.1 PARAMETER DESCRIPTION

1. **Definition (RRC Congestion):** This parameter has been amended to include RRC Congestion in 3G Networks.
2. **Definition (Circuit Switched RAB congestion):** Circuit Switched RAB congestion is similar to Traffic Channel Congestion. Therefore, the existing parameter has been amended to include RAB congestion in 3G Networks.
3. **Point of Interconnection (POI) Congestion:** This parameter denotes congestion at the outgoing traffic between two networks and is equally applicable for 2G networks and 3G networks.
    - RRC Level: Stand-alone dedicated control channel
    - RAB Level: Traffic Channel
    - POI Level: Point of Interconnect
4. **Data Extraction/collection methodology** - Data extraction to be done from appropriate counters. Auditors should be aware of counter details and definitions for each operator.
5. **Source of Data:** Network Operation Center (NOC) or a Central Server
6. **Computational Methodology:**
    - **RRC / RAB Congestion% = [(A1 x C1) + (A2 x C2) +.....+ (An x Cn)] / (A1 + A2 +...+ An)**
        - Where:-A1 = Number of attempts to establish RRC/ RAB made on day 1
        - C1 = Average RRC / RAB Congestion % on day 1
        - A2 = Number of attempts to establish RRC / RAB made on day 2
        - C2 = Average RRC / RAB Congestion % on day 2
        - An = Number of attempts to establish RRC / RAB made on day n
        - Cn = Average RRC / RAB Congestion % on day n

- **POI Congestion% = [(A1 x C1) + (A2 x C2) +.....+ (An x Cn)] / (A1 + A2 +...+ An)**
  - Where:-A1 = POI traffic offered on all POIs (no. of calls) on day 1
  - C1 = Average POI Congestion % on day 1
  - A2 = POI traffic offered on all POIs (no. of calls) on day 2
  - C2 = Average POI Congestion % on day 2
  - An = POI traffic offered on all POIs (no. of calls) on day n
  - Cn = Average POI Congestion % on day n

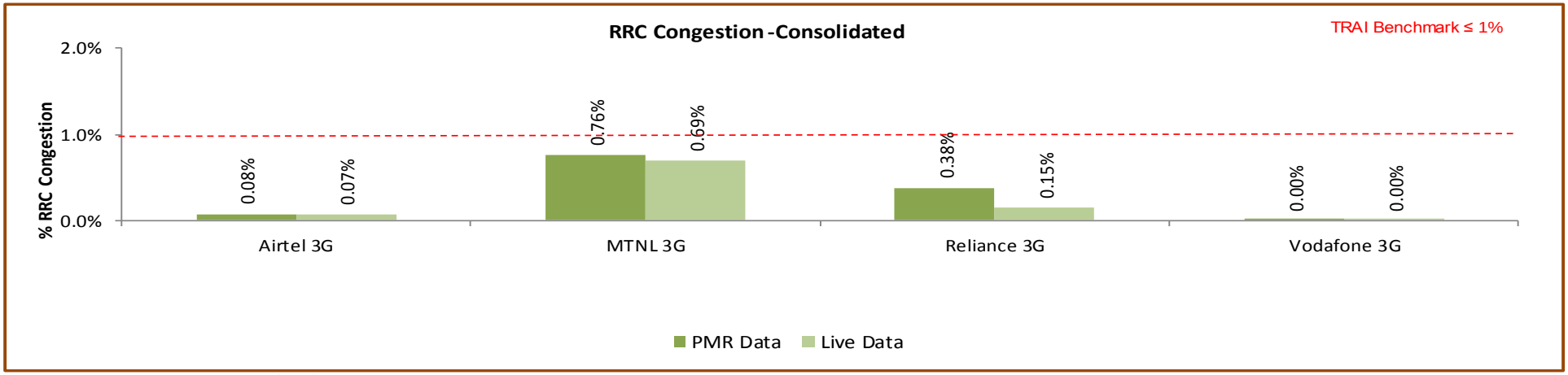
## 7. Benchmark:

- RRC Congestion: ≤ 1%, RAB Congestion: ≤ 2%, POI Congestion: ≤ 0.5%

## 8. Audit Procedure –

- Audit of the details of RRC and RAB congestion percentages computed by the operator (using OMC–Switch data only) would be conducted
  - The operator should be measuring this parameter during Time consistent busy hour (TCBH) only RRC

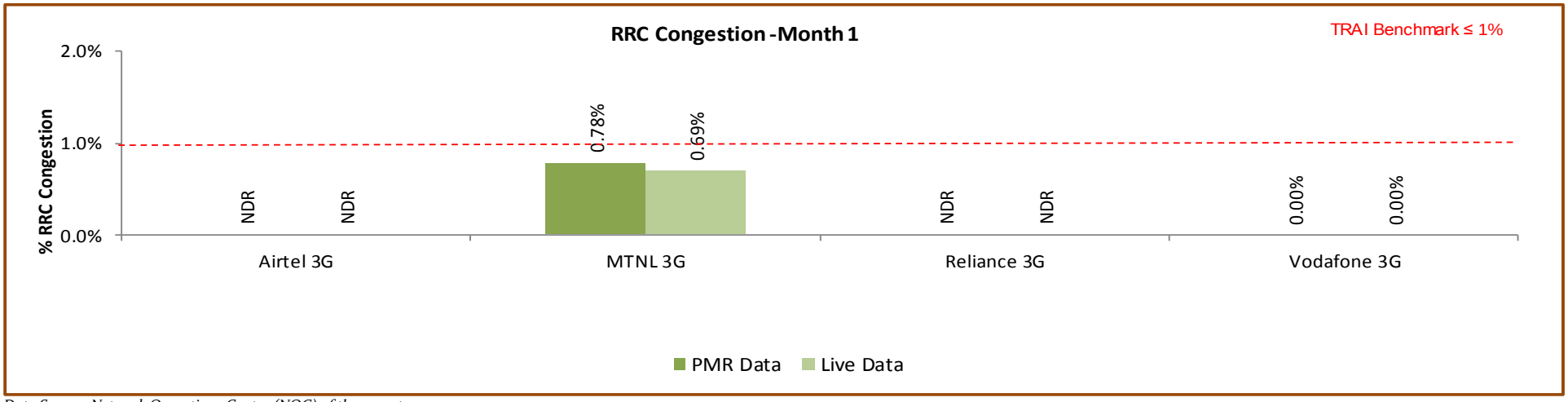
### 7.4.2 KEY FINDINGS - RRC CONGESTION (CONSOLIDATED)




*Data Source: Network Operations Center (NOC) of the operators*

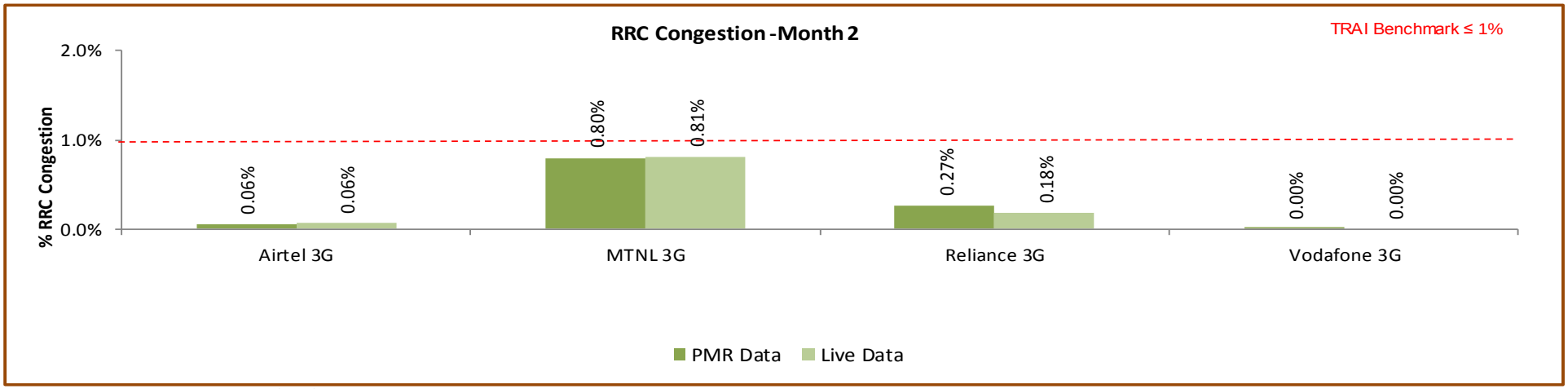
All operators met the benchmark as per PMR/audit Data.

#### 7.4.2.1 KEY FINDINGS – MONTH 1



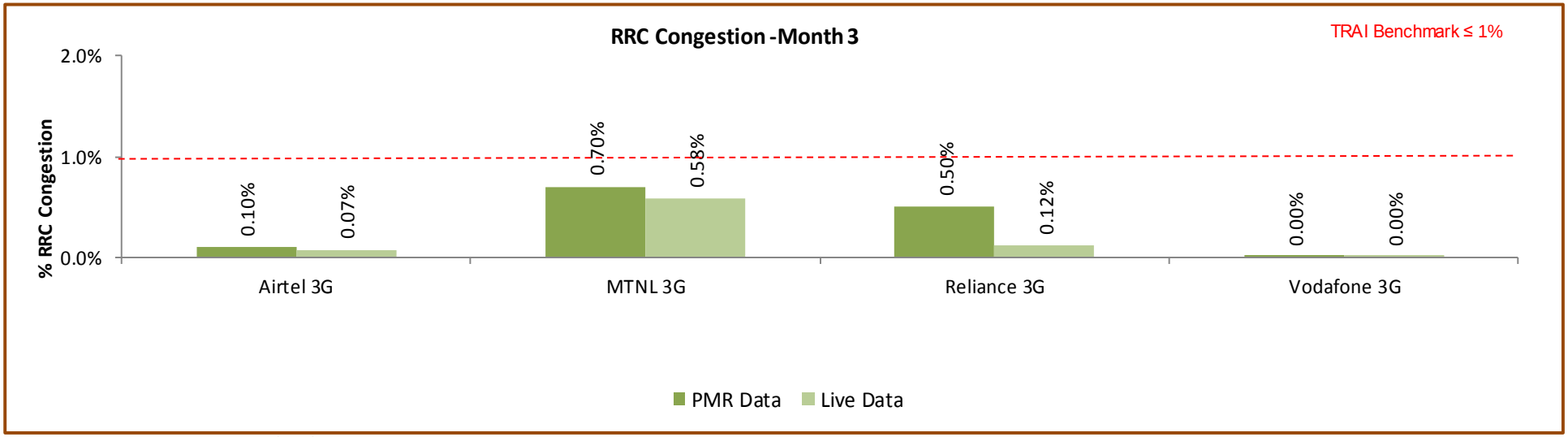

*Data Source: Network Operations Center (NOC) of the operators*

### 7.4.2.2 KEY FINDINGS – MONTH 2



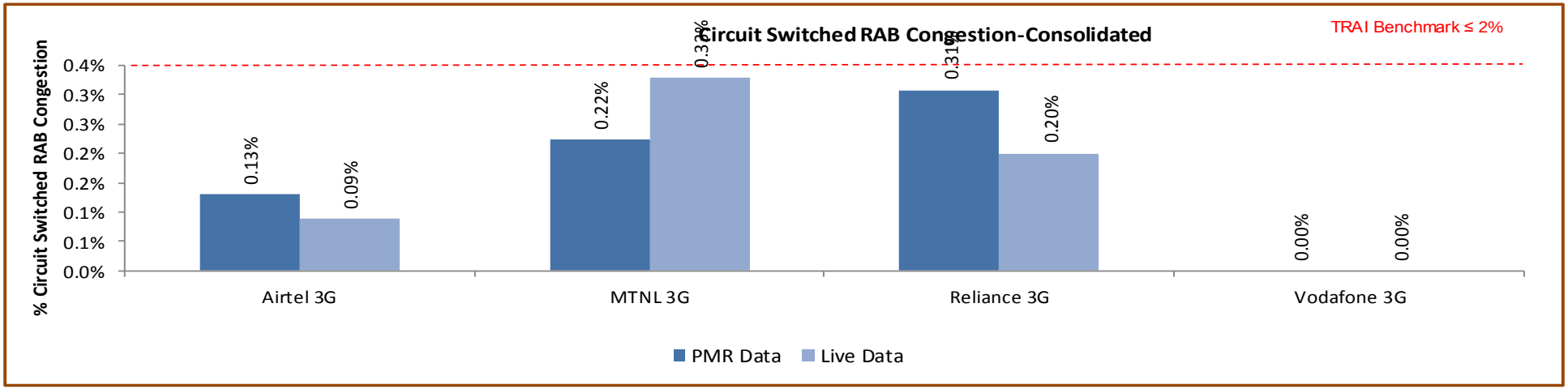

*Data Source: Network Operations Center (NOC) of the operators*

### 7.4.2.3 KEY FINDINGS – MONTH 3




*Data Source: Network Operations Center (NOC) of the operators*

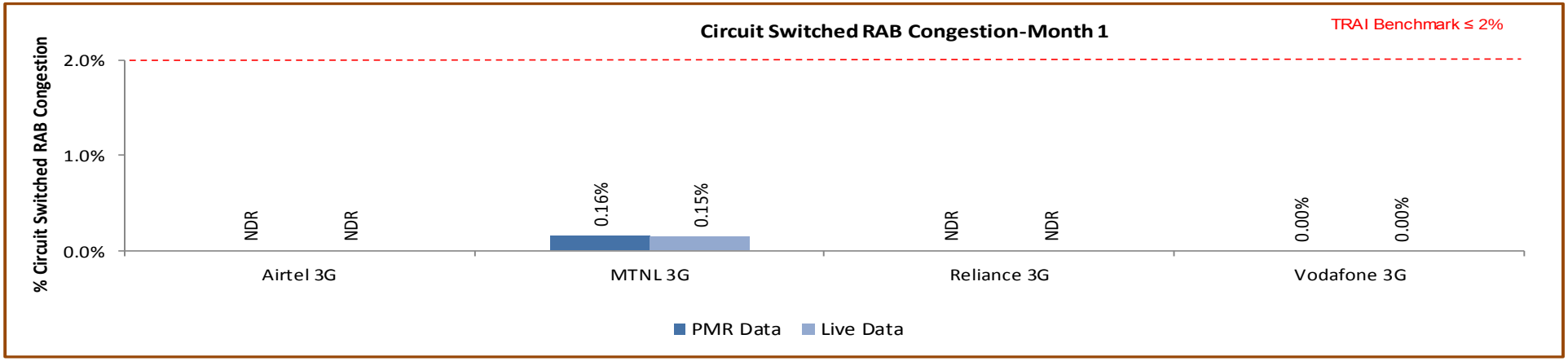
### 7.4.3 KEY FINDINGS – CIRCUIT SWITCHED RAB CONGESTION (CONSOLIDATED)




*Data Source: Network Operations Center (NOC) of the operators*

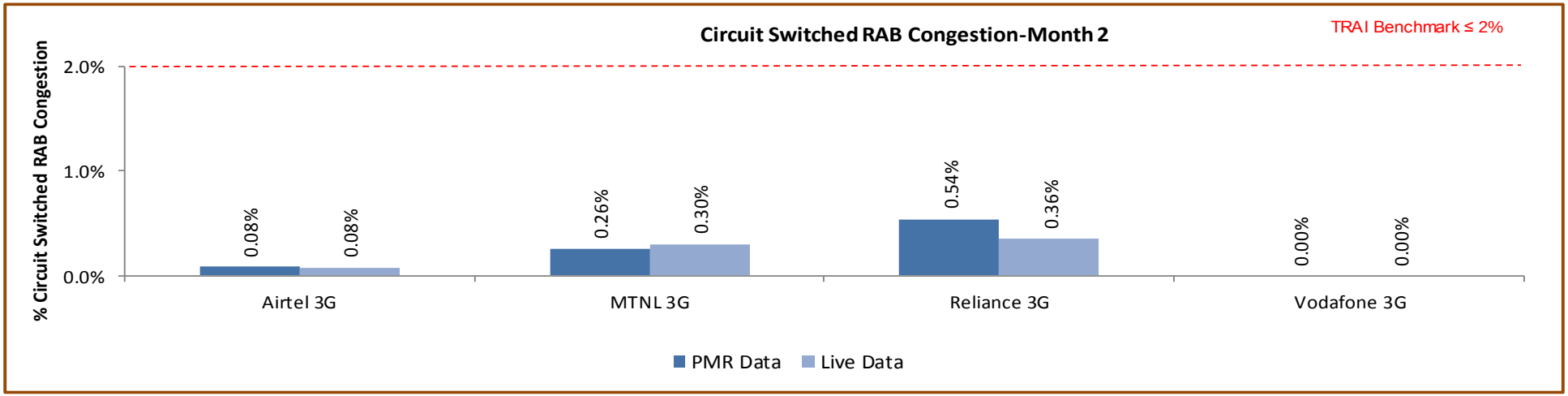
All operators met the benchmark as per PMR/audit Data.

#### 7.4.3.1 KEY FINDINGS – MONTH 1



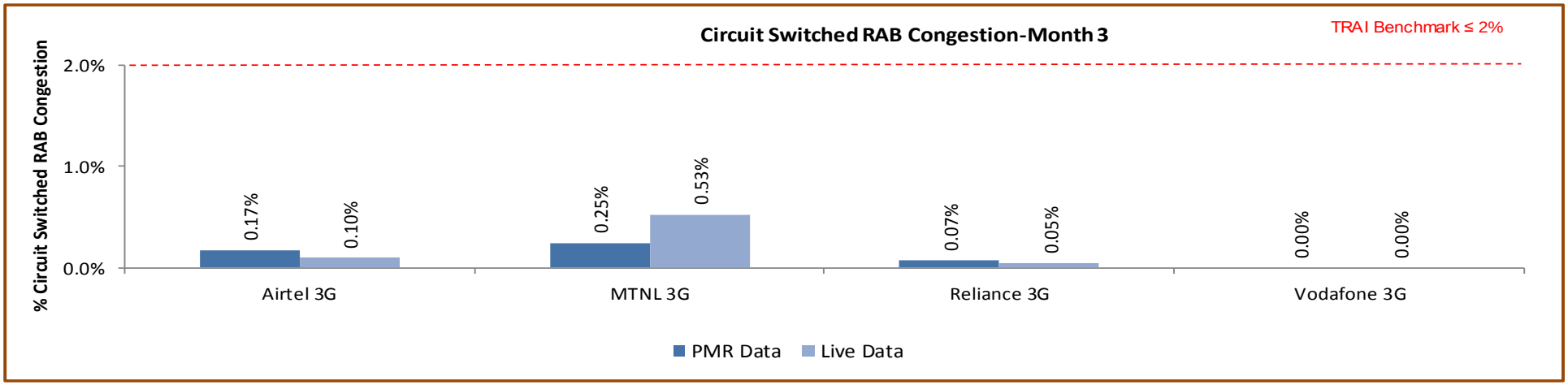

*Data Source: Network Operations Center (NOC) of the operators*

### 7.4.3.2 KEY FINDINGS – MONTH 2




*Data Source: Network Operations Center (NOC) of the operators*

### 7.4.3.3 KEY FINDINGS – MONTH 3




*Data Source: Network Operations Center (NOC) of the operators*

### 7.4.4 KEY FINDINGS – POI CONGESTION (CONSOLIDATED) – AVERAGE OF 3 MONTHS

| Audit Results for POI Congestion- PMR data | | | | | |
|---|---|---|---|---|---|
| **POI congestion** | **Benchmark** | **Airtel 3G** | **MTNL 3G** | **Reliance 3G** | **Vodafone 3G** |
| Total number of working POIs | | 602 | 93 | 50 | 984 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 280376 | 46239 | 18487 | 2810984 |
| Traffic served for all POIs (B)- in erlangs | | 242064 | 22196 | 15355 | 447312 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% |
| **Live Measurement Results for POI Congestion- 3 Day data** | | | | | |
| **POI congestion** | **Benchmark** | **Airtel 3G** | **MTNL 3G** | **Reliance 3G** | **Vodafone 3G** |
| Total number of working POIs | | 604 | 93 | 110 | 982 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 280093 | 46308 | 44652 | 2810886 |
| Traffic served for all POIs (B)- in erlangs | | 580978 | 21977 | 32204 | 453452 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% |

*Data Source: Network Operations Center (NOC) of the operators*

All operators met the benchmark of POI Congestion as per PMR/audit Data.

### 7.4.4.1 KEY FINDINGS – MONTH 1

| Audit Results for POI Congestion- PMR data-January | | | | | |
|---|---|---|---|---|---|
| POI congestion | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total number of working POIs | | NDR | 31 | NDR | 330 |
| No. of POIs not meeting benchmark | | NDR | 0 | NDR | 0 |
| Total Capacity of all POIs (A) - in erlangs | | NDR | 15469 | NDR | 287105 |
| Traffic served for all POIs (B)- in erlangs | | NDR | 7481 | NDR | 147173 |
| POI congestion | ≤ 0.5% | NDR | 0.00% | NDR | 0.00% |
| **Live Measurement Results for POI Congestion- 3 Day data-January** | | | | | |
| POI congestion | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total number of working POIs | | NDR | 31 | NDR | 328 |
| No. of POIs not meeting benchmark | | NDR | 0 | NDR | 0 |
| Total Capacity of all POIs (A) - in erlangs | | NDR | 15469 | NDR | 287007 |
| Traffic served for all POIs (B)- in erlangs | | NDR | 7279 | NDR | 153313 |
| POI congestion | ≤ 0.5% | NDR | 0.00% | NDR | 0.00% |

*Data Source: Network Operations Center (NOC) of the operators*

### 7.4.4.2 KEY FINDINGS – MONTH 2

| Audit Results for POI Congestion- PMR data-February | | | | | |
|---|---|---|---|---|---|
| POI congestion | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total number of working POIs | | 301 | 31 | 25 | 327 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 139992 | 15401 | 9331 | 2236940 |
| Traffic served for all POIs (B)- in erlangs | | 92027 | 7473 | 7790 | 146070 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% |
| **Live Measurement Results for POI Congestion- 3 Day data-February** | | | | | |
| POI congestion | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total number of working POIs | | 301 | 31 | 25 | 327 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 139992 | 15469 | 9312 | 286940 |
| Traffic served for all POIs (B)- in erlangs | | 92027 | 7387 | 8049 | 154070 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% |

*Data Source: Network Operations Center (NOC) of the operators*

### 7.4.4.3 KEY FINDINGS – MONTH 3

| Audit Results for POI Congestion- PMR data-March | | | | | |
|---|---|---|---|---|---|
| POI congestion | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total number of working POIs | | 302 | 31 | 25 | 327 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 140383 | 15369 | 9156 | 286940 |
| Traffic served for all POIs (B)- in erlangs | | 150036 | 7242 | 7565 | 154070 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% |
| **Live Measurement Results for POI Congestion- 3 Day data-March** | | | | | |
| POI congestion | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total number of working POIs | | 303 | 31 | 85 | 327 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 140100 | 15370 | 35340 | 2236940 |
| Traffic served for all POIs (B)- in erlangs | | 488950 | 7311 | 24155 | 146070 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% |

*Data Source: Network Operations Center (NOC) of the operators*

## 7.5 CIRCUIT SWITCHED VOICE DROP RATE

### 7.5.1 PARAMETER DESCRIPTION

1. **Definition** - The Call Drop Rate measures the inability of Network to maintain a call and is defined as the ratio of abnormal speech disconnects with respect to all speech disconnects (both normal and abnormal). In 3G Networks, a normal disconnect is initiated from the Mobile Switching Centre (MSC) at completion of the call by a RAB Disconnect message. An abnormal RAB disconnect can be initiated by either UTRAN or CN and includes Radio Link Failures, Uplink (UL) or Downlink (DL) interference or any other reason.

   - **Total No. of voice RAB abnormally released** = All calls ceasing unnaturally i.e. due to handover or due to radio loss
   - **No. of voice RAB normally released** = All calls that have RAB allocation during busy hour

2. **Data Extraction/collection methodology** - Data extraction to be done from appropriate counters. Auditors should be aware of counter details and definitions for each operator.

3. **Source of Data:** Network Operation Center (NOC) or a Central Server

4. **Computational Methodology:** **(No. of voice RAB normally released / (No. of voice RAB normally released + RAB abnormally released )x 100**

| Key Performance Indicator Term | Definition |
|---|---|
| #RAB Normal Release(CSV) | Number of voice RAB normally Released |
| #RAB Abnormal Release(CSV) | Number of voice RAB abnormally Released |

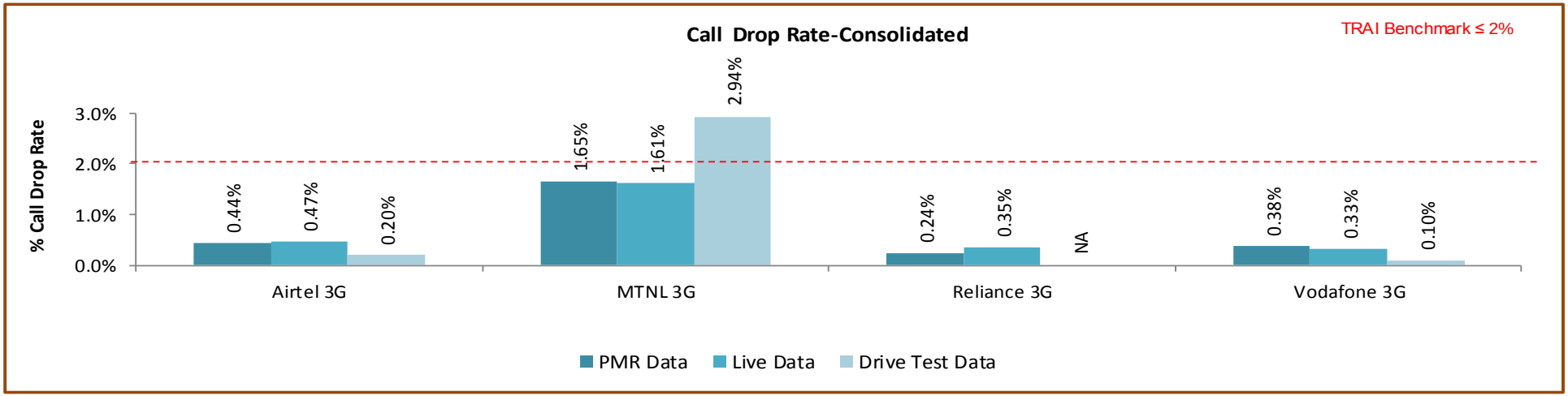
5. **TRAI Benchmark –**

   - Circuit switched voice drop rate ≤ 2%

6. **Audit Procedure –**

   - Audit of traffic data of the relevant quarter kept in OMC-R at MSCs and used for arriving at CDR was used
   - The operator should only be considering those calls which are dropped during Time consistent busy hour (TCBH) for all days of the relevant quarter.

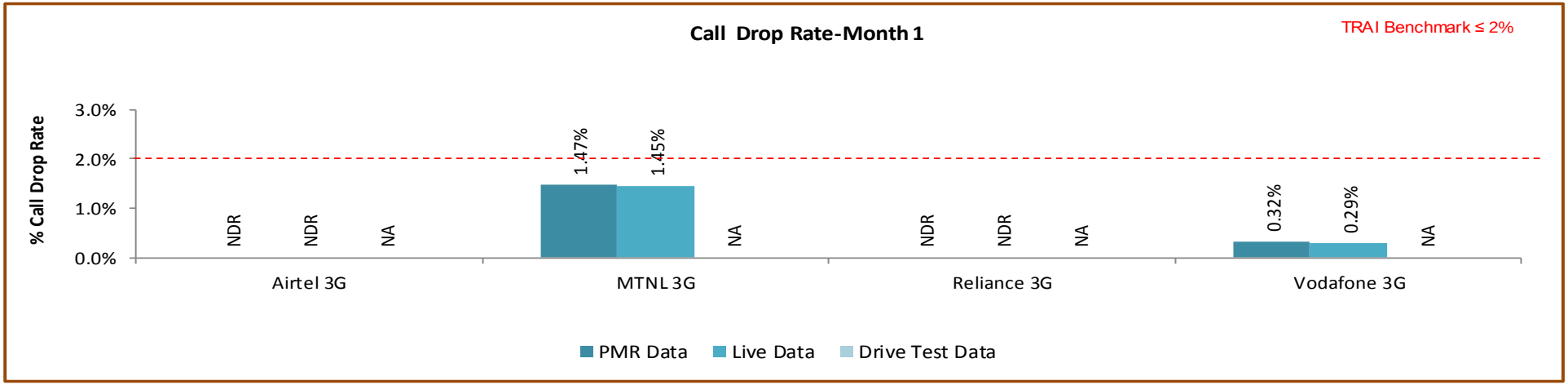
### 7.5.2 KEY FINDINGS - CONSOLIDATED




*Data Source: Network Operations Center (NOC) of the operators*

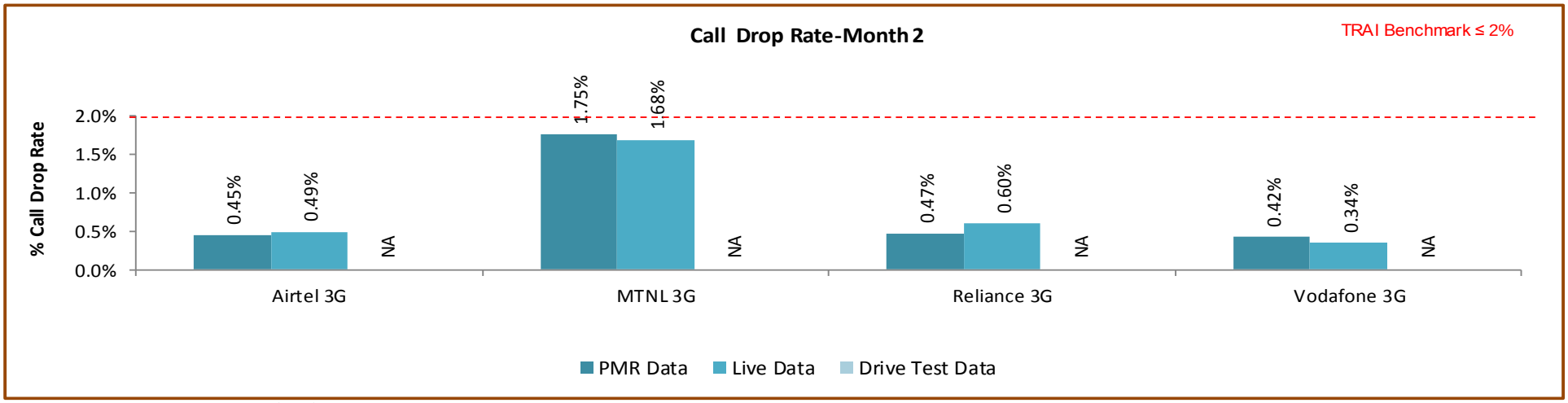
MTNL 3G failed to meet the benchmark as per drive test data.

#### 7.5.2.1 KEY FINDINGS – MONTH 1



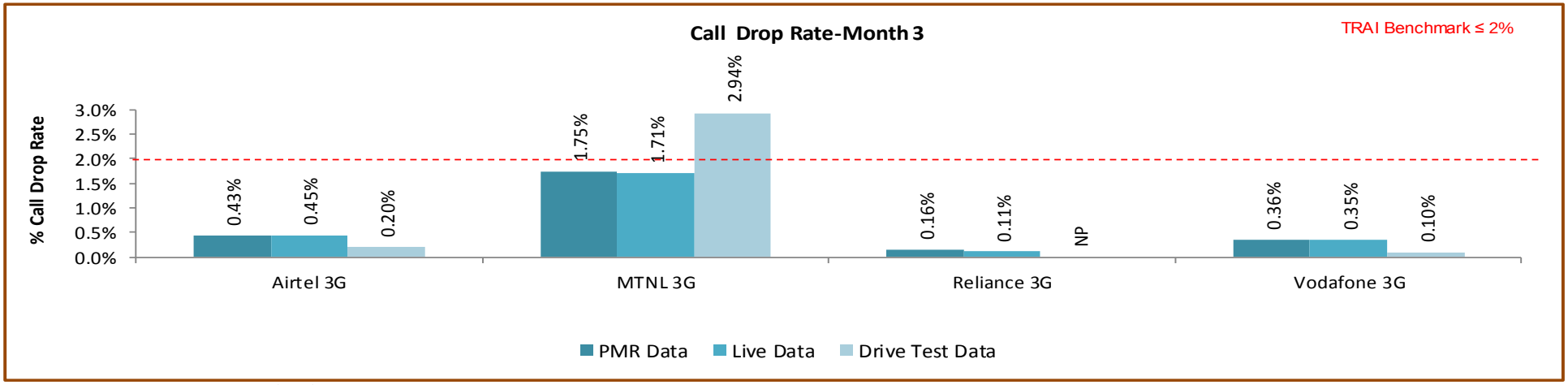

*Data Source: Network Operations Center (NOC) of the operators*

### 7.5.2.2 KEY FINDINGS – MONTH 2




*Data Source: Network Operations Center (NOC) of the operators*

### 7.5.2.3 KEY FINDINGS – MONTH 3




*Data Source: Network Operations Center (NOC) of the operators*

## 7.6 WORST AFFECTED CELLS HAVING MORE THAN 3% CIRCUIT SWITCHED VOICE DROP RATE

### 7.6.1 PARAMETER DESCRIPTION

1. **Definition- Cells having more than 3% circuit switch voice quality:** The existing parameter has been amended to cover 3G Networks to assess worst affected cells having more than 3% CSV Drop Rate.

2. **Data Extraction/collection methodology** - Data extraction to be done from appropriate counters. Auditors should be aware of counter details and definitions for each operator.

3. **Source of Data:** Network Operation Center (NOC) or a Central Server

4. **Computational Methodology:** (**Number of cells having CSV drop rate > 3% during CBBH in a month** / **Total number of cells in the licensed area) x 100**

5. **TRAI Benchmark** –

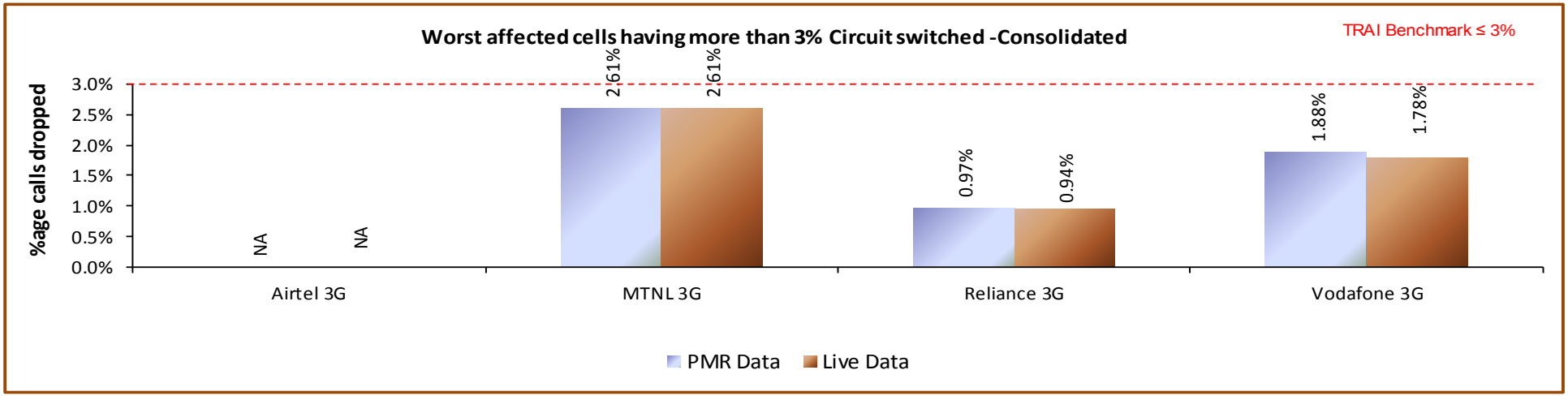
   - Worst affected cells having CSV drop rate > 3% during CBBH in a month ≤ 3%

6. **Audit Procedure** –

   - Audit of traffic data of the relevant quarter kept in OMC-R at MSCs and used for arriving at CDR would be conducted.

The operator should only be considering those calls which are dropped during Cell Bouncing Busy hour (CBBH) for all days of the relevant quarter.

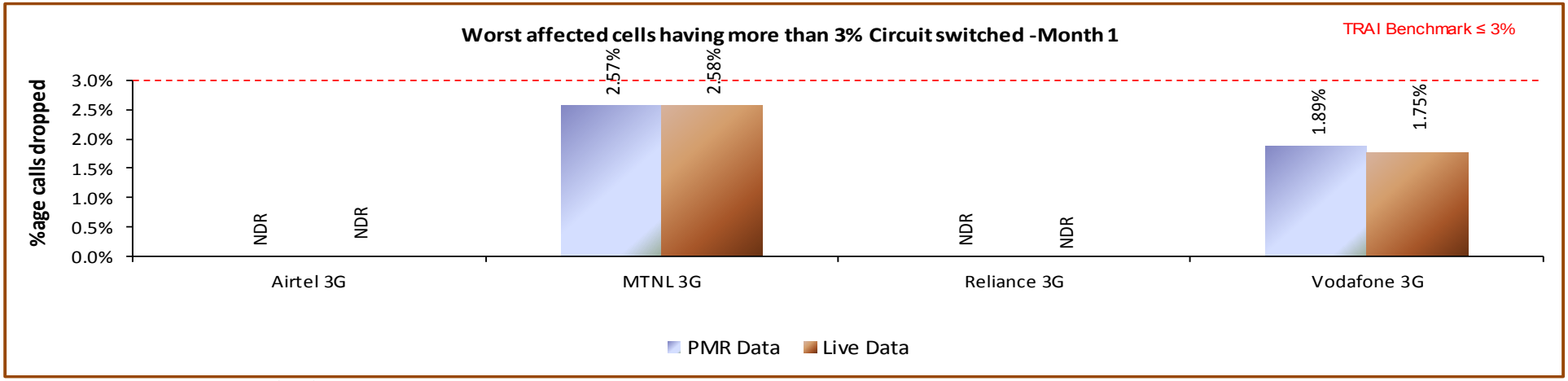
### 7.6.2 KEY FINDINGS - CONSOLIDATED




*Data Source: Network Operations Center (NOC) of the operators*

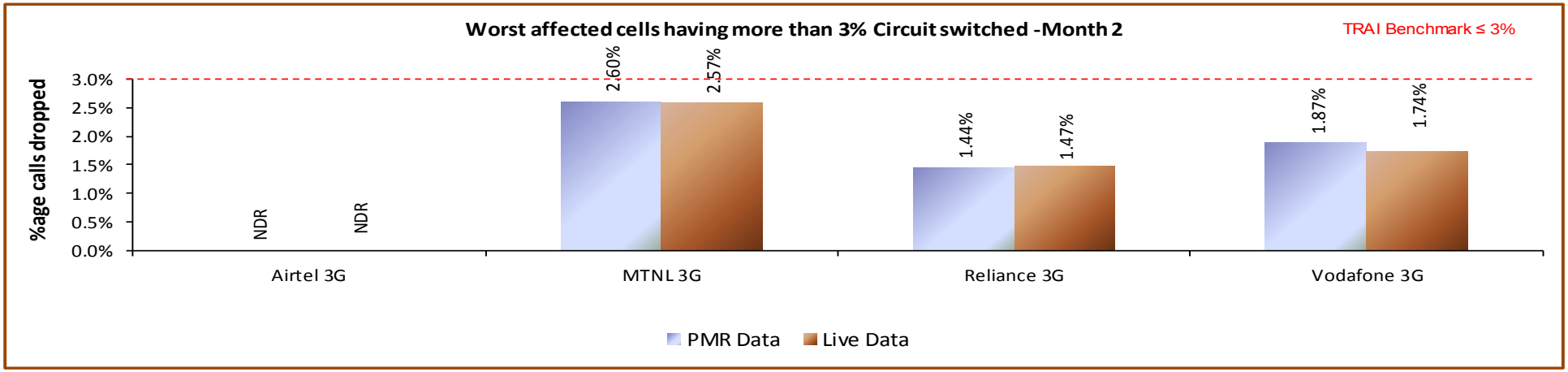
All operators met the benchmark as per PMR/audit Data.

#### 7.6.2.1 KEY FINDINGS – MONTH 1



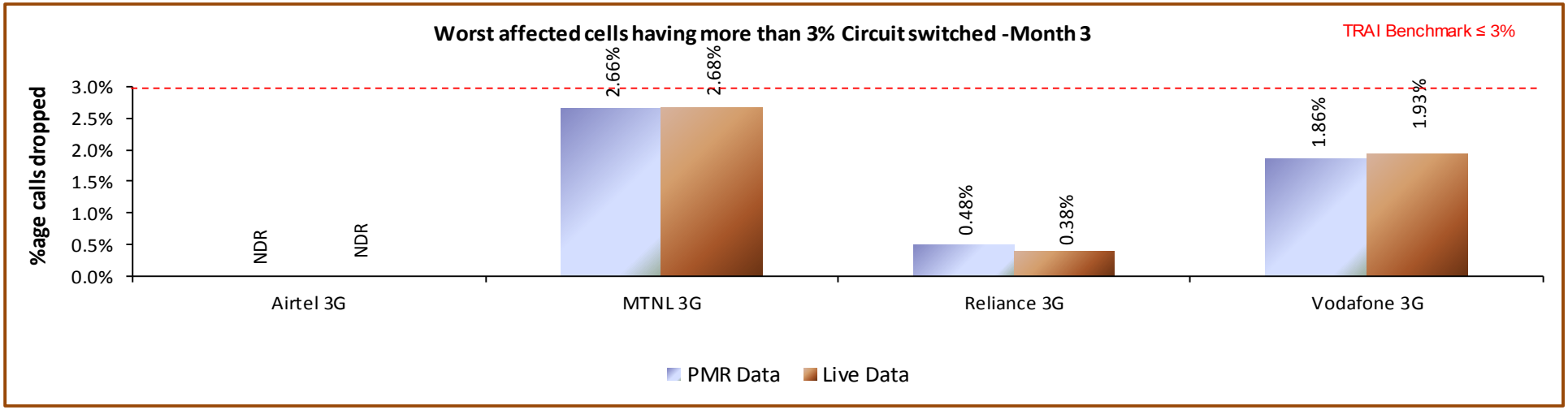

*Data Source: Network Operations Center (NOC) of the operators*

### 7.6.2.2 KEY FINDINGS – MONTH 2




*Data Source: Network Operations Center (NOC) of the operators*

### 7.6.2.3 KEY FINDINGS – MONTH 3




*Data Source: Network Operations Center (NOC) of the operators*

## 7.7 CIRCUIT SWITCH VOICE QUALITY

### 7.7.1 PARAMETER DESCRIPTION

5. **Definition:**

   - for GSM service providers the calls having a value of 0 –5 are considered to be of good quality (on a seven point scale)
   - For CDMA the measure of voice quality is Frame Error Rate (FER). FER is the probability that a transmitted frame will be received incorrectly. Good voice quality of a call is considered when it FER value lies between 0 – 4 %

6. **Computational Methodology:**

   - **% Connections with good voice quality = (No. of voice samples with good voice quality / Total number of samples) x 100**

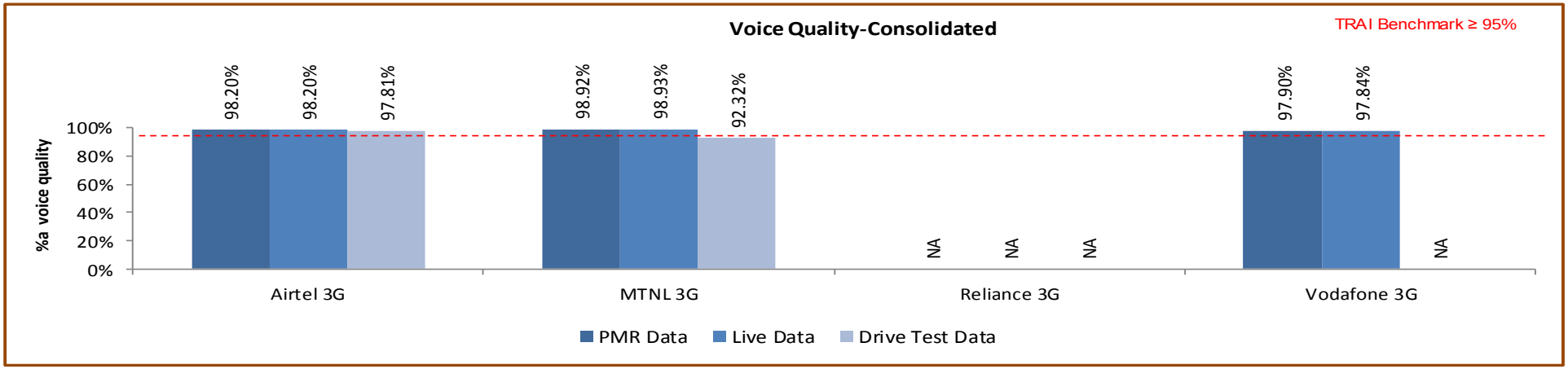
7. **TRAI Benchmark:** ≥ 95%

8. **Audit Procedure –**

   a. A sample of calls would be taken randomly from the total calls established.

   b. The operator should only be considering those calls which are meeting the desired benchmark of good voice quality.

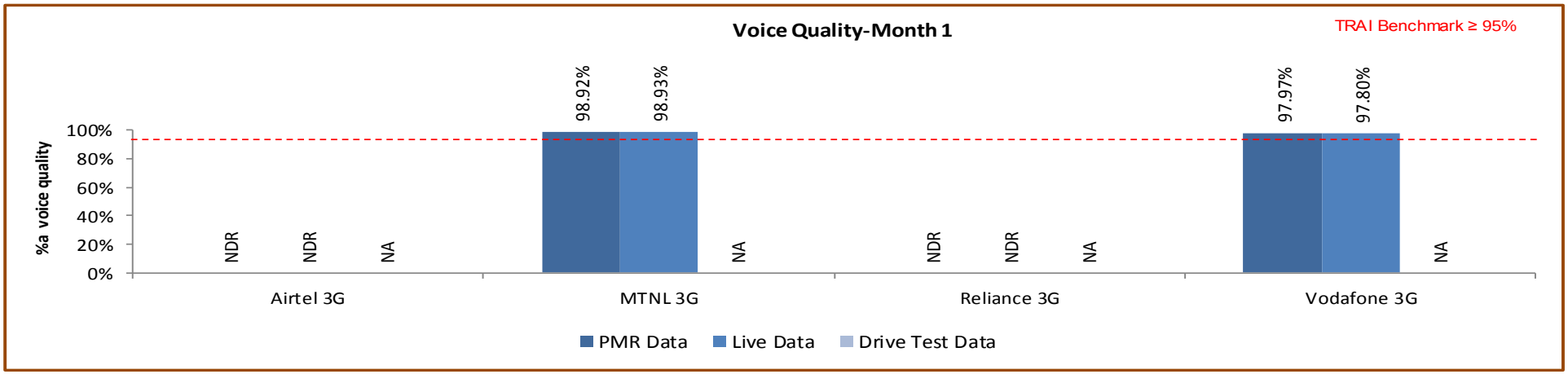
### 7.7.2 KEY FINDINGS



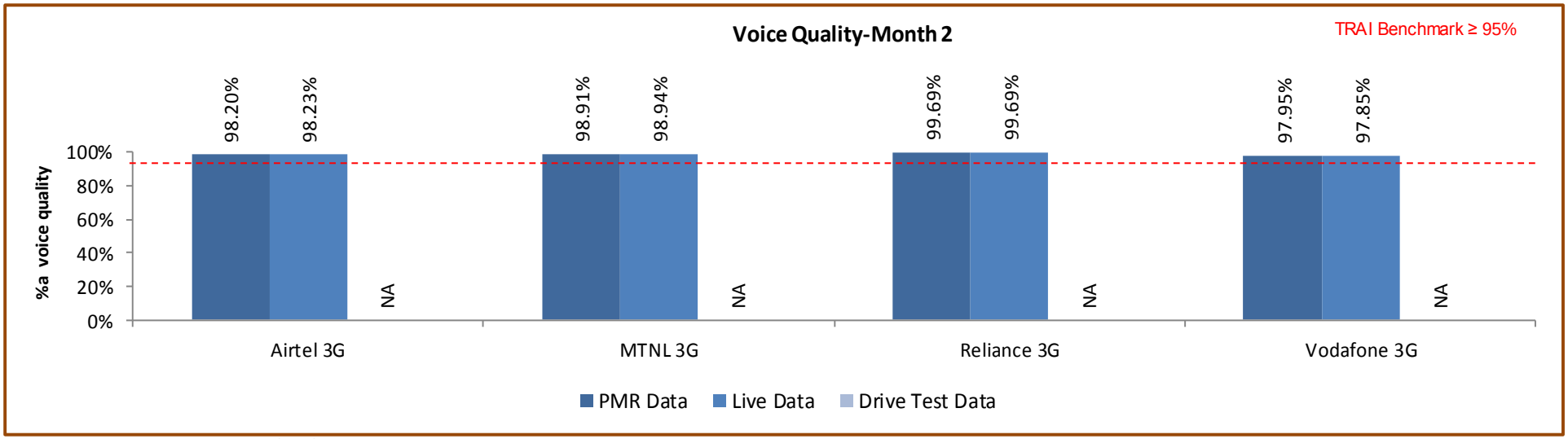

*Data Source: Network Operations Center (NOC) of the operators*

MTNL 3G failed to meet the benchmark as per drive test data.

#### 7.7.2.1 KEY FINDINGS – MONTH 1

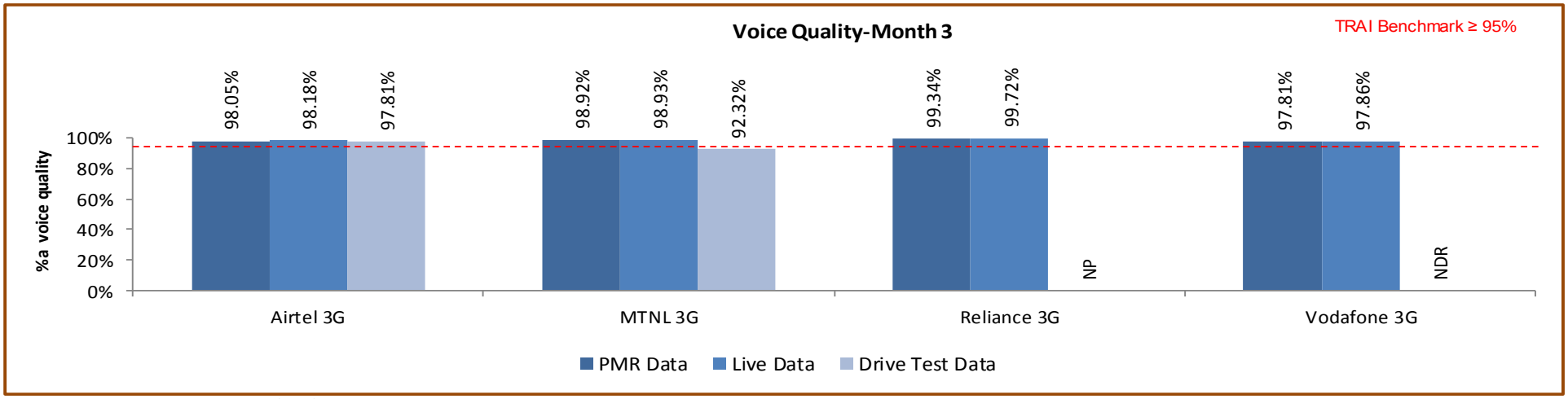


### 7.7.2.2 KEY FINDINGS – MONTH 2




*Data Source: Network Operations Center (NOC) of the operators*

### 7.7.2.3 KEY FINDINGS – MONTH 3




*Data Source: Network Operations Center (NOC) of the operators*

# 8 PARAMETER DESCRIPTION & DETAILED FINDINGS - WIRELESS DATA SERVICES PMR AND LIVE (2G)

## 8.1 JANUARY

| Wireless Data-PMR | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Activation done within 4 hours | | | | | | | | | | |
| Total request time made | | 580306 | | 43124 | | NA | NA | 151 | 93 | 38986 |
| Total Time Taken for Activation | | 579953 | | 43124 | | | | 150 | 92 | 38865 |
| % activation done within 4 hours | ≥ 95% | 99.94% | NDR | 100.00% | NDR | NDR | NDR | 99.34% | 98.92% | 99.69% |
| PDP Context activation success rate | | | | | | | | | | |
| No. of data Session requested | | 1291170574 | | 368583786 | 50922406 | | | | | |
| No. of data Session Successful | | 1215286011 | | 363872318 | 50920867 | | | | | |
| PDP Context activation success rate | ≥ 95% | 94.12% | NDR | 98.72% | 100.00% | NDR | NDR | NDR | 99.86% | 99.91% |
| Drop Rate | | | | | | | | | | |
| No. of Successful data calls | | | | 16966800810 | 50920867 | | | | | 2300411963 |
| No. of Dropped data Calls | | | | 33806232 | 1539 | | | | | 67796386 |
| % Drop rate | ≤ 5% | NDR | NDR | 0.20% | 0.00% | NDR | NDR | NDR | 4.73% | 2.95% |

| Wireless Data-Live Data | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Activation done within 4 hours | | | | | | | | | | |
| Total request time made | | 6658 | | | | | | | | |
| Total Time Taken for Activation | | 6543 | | | | | | | | |
| % activation done within 4 hours | ≥ 95% | 98.27% | NDR | NDR | NDR | NDR | NDR | NDR | NDR | NDR |
| PDP Context activation success rate | | | | | | | | | | |
| No. of data Session requested | | 116217227 | | 38499615 | 5930720 | | | | | |
| No. of data Session Successful | | 113552590 | | 38113974 | 5583331 | | | | | |
| PDP Context activation success rate | ≥ 95% | 97.71% | NDR | 99.00% | 94.14% | NDR | NDR | NDR | NDR | 99.94% |
| Drop Rate | | | | | | | | | | |
| No. of Successful data calls | | | | 1651442489 | | | | | | 229409829 |
| No. of Dropped data Calls | | | | 3296830 | | | | | | 6259095 |
| Drop rate | ≤ 5% | NDR | NDR | 0.20% | NDR | NDR | NDR | NDR | NDR | 2.73% |

## 8.2 FEBRUARY

| Wireless Data-PMR | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| **Activation done within 4 hours** | | | | | | | | | | |
| Total request time made | | 332779 | | 38068 | | | | 173 | 106 | 37781 |
| Total Time Taken for Activation | | 332403 | | 38068 | | | | 172 | 106 | 37711 |
| % activation done within 4 hours | ≥ 95% | 99.89% | NDR | 100.00% | NDR | NDR | NDR | 99.42% | 100.00% | 99.81% |
| **PDP Context activation success rate** | | | | | | | | | | |
| No. of data Session requested | | 1157774324 | | 326515205 | 52662947 | | | | | |
| No. of data Session Successful | | 1097060203 | | 322601358 | 52597811 | | | | | |
| PDP Context activation success rate | ≥ 95% | 94.76% | NDR | 98.80% | 99.88% | NA | NA | NA | 99.86% | 99.93% |
| **Drop Rate** | | | | | | | | | | |
| No. of Successful data calls | | | | 15515067934 | 52597811 | | | | | 2054131815 |
| No. of Dropped data Calls | | | | 32570224 | 65136 | | | | | 62199049 |
| Drop rate | ≤ 5% | NDR | NDR | 0.21% | 0.12% | NDR | NDR | NDR | 4.83% | 3.03% |

| Wireless Data-Live Data | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| **Activation done within 4 hours** | | | | | | | | | | |
| Total request time made | | 6756 | | | | | | | | |
| Total Time Taken for Activation | | 6745 | | | | | | | | |
| % activation done within 4 hours | ≥ 95% | 99.84% | NDR | NDR | NDR | NDR | NDR | NDR | NDR | NDR |
| **PDP Context activation success rate** | | | | | | | | | | |
| No. of data Session requested | | 115802960 | | 30166652 | 6768804 | | | | | |
| No. of data Session Successful | | 115542578 | | 29878052 | 6668793 | | | | | |
| PDP Context activation success rate | ≥ 95% | 99.78% | NDR | 99.04% | 98.52% | NDR | NDR | NDR | NDR | 99.94% |
| **Drop Rate** | | | | | | | | | | |
| No. of Successful data calls | | | | 1640264371 | | | | | | 219286191 |
| No. of Dropped data Calls | | | | 3348507 | | | | | | 6756576 |
| Drop rate | ≤ 5% | NDR | NDR | 0.20% | NDR | NDR | NDR | NDR | NDR | 3.08% |

## 8.3 MARCH

| Wireless Data-PMR | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| **Activation done within 4 hours** | | | | | | | | | | |
| Total request time made | | 519997 | | 35858 | | NA | NA | 171 | 94 | 31763 |
| Total Time Taken for Activation | | 519660 | | 35858 | | NA | NA | 171 | 94 | 31444 |
| % activation done within 4 hours | ≥ 95% | 99.94% | NDR | 100.00% | NDR | NDR | NDR | 100.00% | 100.00% | 99.00% |
| **PDP Context activation success rate** | | | | | | | | | | |
| No. of data Session requested | | 1274082756 | | 316111985 | 49291484 | NA | NA | | | |
| No. of data Session Successful | | 1183957151 | | 312513858 | 49172261 | NA | NA | | | |
| PDP Context activation success rate | ≥ 95% | 92.93% | NDR | 98.86% | 99.76% | NDR | NDR | NDR | 99.99% | 99.94% |
| **Drop Rate** | | | | | | | | | | |
| No. of Successful data calls | | NA | | 17404702271 | 49172261 | NA | NA | | | 2188865491 |
| No. of Dropped data Calls | | NA | | 35038034 | 119223 | NA | NA | | | 60566744 |
| Drop rate | ≤ 5% | NDR | NDR | 0.20% | 0.24% | NDR | NDR | NDR | 4.06% | 2.77% |
| **Wireless Data-Live Data** | | | | | | | | | | |
| | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| **Activation done within 4 hours** | | | | | | | | | | |
| Total request time made | | 6458 | | 2536 | | NA | NA | | | |
| Total Time Taken for Activation | | 6442 | | 2536 | | NA | NA | | | |
| % activation done within 4 hours | ≥ 95% | 99.75% | NDR | 100.00% | NDR | NDR | NDR | NDR | NDR | NDR |
| **PDP Context activation success rate** | | | | | | | | | | |
| No. of data Session requested | | 6458 | | 4536435 | 8997098 | NA | NA | | | |
| No. of data Session Successful | | 6442 | | 4426463 | 8997098 | NA | NA | | | |
| PDP Context activation success rate | ≥ 95% | 99.75% | NDR | 97.58% | 100.00% | NDR | NDR | NDR | NDR | 99.95% |
| **Drop Rate** | | | | | | | | | | |
| No. of Successful data calls | | | | 283023513 | 8997098 | NA | NA | | | 209958221 |
| No. of Dropped data Calls | | | | 345261 | 45648 | NA | NA | | | 6161243 |
| Drop rate | ≤ 5% | NDR | NDR | 0.12% | 0.51% | NDR | NDR | NDR | NDR | 2.93% |

# 9 PARAMETER DESCRIPTION & DETAILED FINDINGS - WIRELESS DATA SERVICES PMR AND LIVE (3G)

## 9.1 JANUARY

| Wireless Data-PMR | | | | | |
|---|---|---|---|---|---|
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Activation done within 4 hours | | | | | |
| Total request time made | | | | | 191631 |
| Total Time Taken for Activation | | | | | 189267 |
| % activation done within 4 hours | ≥ 95% | NDR | NDR | NDR | 98.77% |
| PDP Context activation success rate | | | | | |
| No. of data Session requested | | | 50922406 | | |
| No. of data Session Successful | | | 50920867 | | |
| PDP Context activation success rate | ≥ 95% | NDR | 99.18% | NDR | 99.18% |
| Drop Rate | | | | | |
| No. of Successful data calls | | | 50920867 | | 1162413557 |
| No. of Dropped data Calls | | | 1539 | | 4529475 |
| % Drop rate | ≤ 5% | NDR | 0.00% | NDR | 0.39% |
| **Wireless Data-Live Data** | | | | | |
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Activation done within 4 hours | | | | | |
| Total request time made | | | | | |
| Total Time Taken for Activation | | | | | |
| % activation done within 4 hours | ≥ 95% | NDR | NDR | NDR | NDR |
| PDP Context activation success rate | | | | | |
| No. of data Session requested | | | 12641671 | | |
| No. of data Session Successful | | | 12603190 | | |
| PDP Context activation success rate | ≥ 95% | NDR | 99.70% | NDR | 99.31% |
| Drop Rate | | | | | |
| No. of Successful data calls | | | 12603190 | | 109980392 |
| No. of Dropped data Calls | | | 38481 | | 422386 |
| Drop rate | ≤ 5% | NDR | 0.31% | NDR | 0.38% |

## 9.2 FEBRUARY

| Wireless Data-PMR | | | | | |
|---|---|---|---|---|---|
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Activation done within 4 hours | | | | | |
| Total request time made | | | | | |
| Total Time Taken for Activation | | | | | |
| % activation done within 4 hours | ≥ 95% | NDR | NDR | NDR | NDR |
| PDP Context activation success rate | | | | | |
| No. of data Session requested | | | 52662947 | | |
| No. of data Session Successful | | | 52597811 | | |
| PDP Context activation success rate | ≥ 95% | NDR | 99.88% | NDR | 99.28% |
| Drop Rate | | | | | |
| No. of Successful data calls | | | 52597811 | | 37895449 |
| No. of Dropped data Calls | | | 65136 | | 145741 |
| Drop rate | ≤ 5% | NDR | 0.12% | NDR | 0.38% |
| **Wireless Data-Live Data** | | | | | |
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Activation done within 4 hours | | | | | |
| Total request time made | | | | | 564119 |
| Total Time Taken for Activation | | | | | 560458 |
| % activation done within 4 hours | ≥ 95% | NDR | NDR | NDR | 99.35% |
| PDP Context activation success rate | | | | | |
| No. of data Session requested | | | 8997098 | | |
| No. of data Session Successful | | | 8997098 | | |
| PDP Context activation success rate | ≥ 95% | NDR | 100.00% | NDR | 99.11% |
| Drop Rate | | | | | |
| No. of Successful data calls | | | 8997098 | | 37043894 |
| No. of Dropped data Calls | | | 0 | | 147779 |
| Drop rate | ≤ 5% | NDR | 0.00% | NDR | 0.40% |

## 9.3 MARCH

| Wireless Data-PMR | | | | | |
|---|---|---|---|---|---|
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| **Activation done within 4 hours** | | | | | |
| Total request time made | | | | | 179027 |
| Total Time Taken for Activation | | | | | 177955 |
| % activation done within 4 hours | ≥ 95% | NDR | NDR | NDR | 99.40% |
| **PDP Context activation success rate** | | | | | |
| No. of data Session requested | | | 49291484 | | |
| No. of data Session Successful | | | 49172261 | | |
| PDP Context activation success rate | ≥ 95% | NDR | 99.76% | NDR | 99.33% |
| **Drop Rate** | | | | | |
| No. of Successful data calls | | | 49172261 | | 1244615066 |
| No. of Dropped data Calls | | | 119223 | | 4666842 |
| Drop rate | ≤ 5% | NDR | 0.24% | NDR | 0.37% |
| **Wireless Data-Live Data** | | | | | |
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| **Activation done within 4 hours** | | | | | |
| Total request time made | | | | | |
| Total Time Taken for Activation | | | | | |
| % activation done within 4 hours | ≥ 95% | NDR | NDR | NDR | NDR |
| **PDP Context activation success rate** | | | | | |
| No. of data Session requested | | | 5449185 | | |
| No. of data Session Successful | | | 5448618 | | |
| PDP Context activation success rate | ≥ 95% | NDR | 99.99% | NDR | 99.33% |
| **Drop Rate** | | | | | |
| No. of Successful data calls | | | 5448618 | | 117398826 |
| No. of Dropped data Calls | | | 567 | | 437976 |
| Drop rate | ≤ 5% | NDR | 0.01% | NDR | 0.37% |

# 10 PARAMETER DESCRIPTION AND DETAILED FINDINGS – NON-NETWORK PARAMETERS

## 10.1 METERING AND BILLING CREDIBILITY

The billing complaints for postpaid are calculated by averaging over one billing cycle in a quarter. For example, there are three billing cycles in a quarter, the data for each billing cycle is calculated separately and then averaged over.

The charging complaints for prepaid are calculated by taking all complaints in a quarter.

### 10.1.1 PARAMETER DESCRIPTION

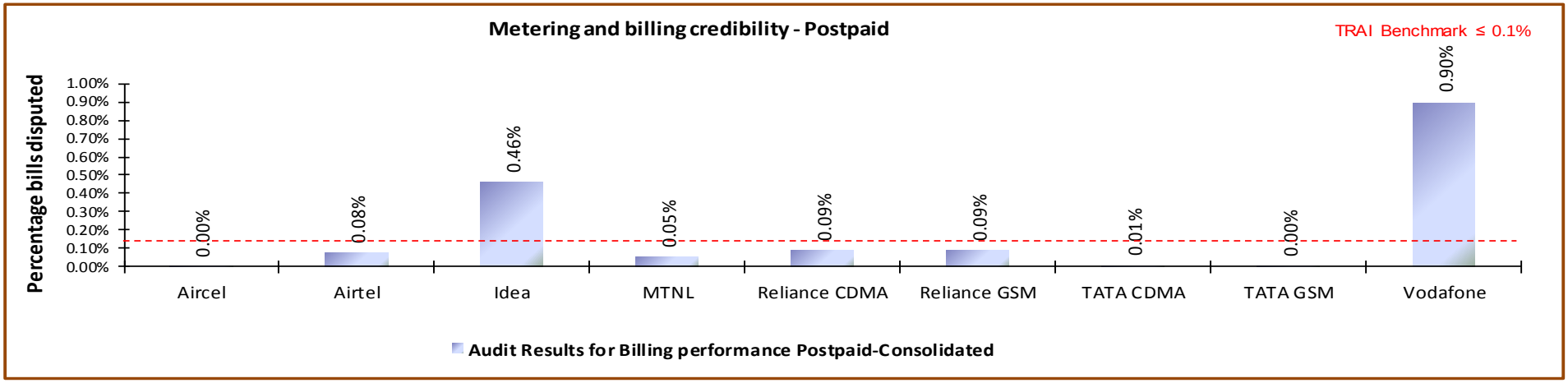
All the complaints related to billing/ charging as per clause 3.7.2 of QoS regulation of 20th December, 2009 were covered. The types of billing complaints covered are listed below.

- Payments made and not credited to the subscriber account
- Payment made on time but late payment charge levied wrongly
- Wrong roaming charges
- Double charges
- Charging for toll free services
- Local calls charged/billed as STD/ISD or vice versa
- Calls or messages made disputed
- Validity related complaints
- Credit agreed to be given in resolution of complaint, but not accounted in the bill
- Charging for services provided without consent
- Charging not as per tariff plans or top up vouchers/ special packs etc.
- Overcharging or undercharging

In addition to the above, any billing complaint which leads to billing error, waiver, refund, credit, or any adjustment is also considered as valid billing complaint for calculating the number of disputed bills.

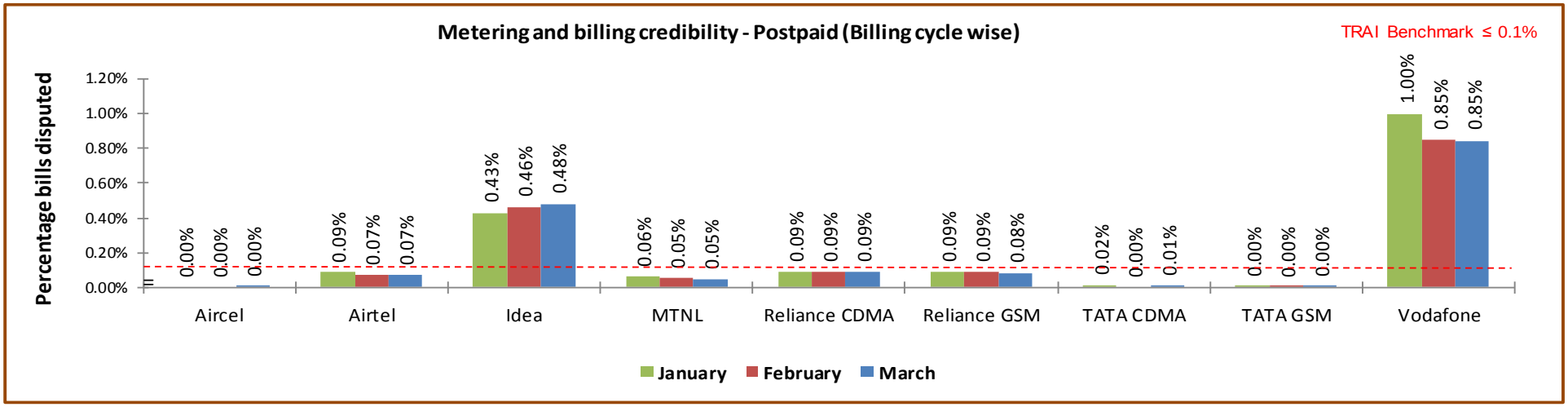
- Computational Methodology:
  - **Billing complaints per 100 bills issued (Postpaid)** = (Total billing complaints** received during the relevant billing cycle / Total bills generated* during the relevant billing cycle)*100
  - *Operator to include all types of bills generated for customers. This would include printed bills, online bills and any other forms of bills generated
  - **Billing complaints here shall include only dispute related issues (including those that February arise because of a lack of awareness at the subscribers' end). It does not include any provisional issues (such as delayed dispatch of billing statements, etc.) in which the operator has opened a ticket internally.
  - **Charging complaints per 100 subscribers (Prepaid)** = (Total charging complaints received during the quarter/ Total number of subscribers reported by the operator at the end of the quarter) * 100
- TRAI Benchmark: <= 0.1%
- Audit Procedure:
  - Audit of billing complaint details for the complaints received during the quarter and used for arriving at the benchmark reported to TRAI would be conducted
    - For Postpaid, the total billing complaints would be audited by averaging over billing cycles in a quarter
    - For Prepaid, the data of total charging complaints in a quarter would be taken for the purpose of audit

## 10.1.2 KEY FINDINGS – METERING AND BILLING CREDIBILITY (POSTPAID)

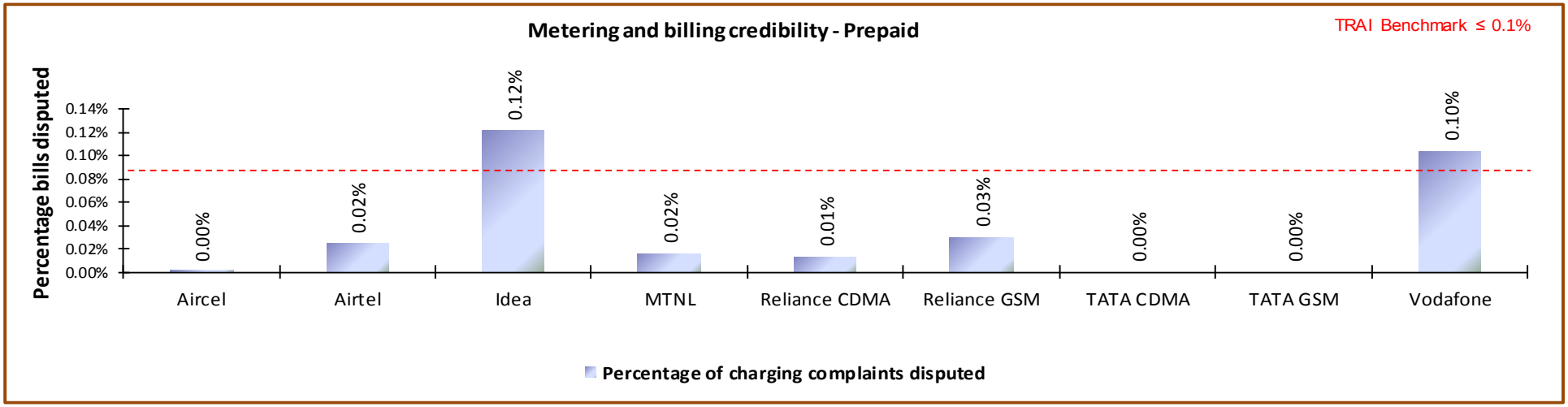



*Data Source: Billing Center of the operators*

Idea and Vodafone failed to meet the benchmark of 0.1% post-paid metering and billing credibility.



## 10.1.3 KEY FINDINGS - METERING AND BILLING CREDIBILITY (PREPAID)




*Data Source: Billing Center of the operators*

Idea and Vodafone failed to meet the benchmark for metering and billing credibility of prepaid subscribers.

## 10.2 RESOLUTION OF BILLING/ CHARGING COMPLAINTS

### 10.2.1 PARAMETER DESCRIPTION

**Calculation of Percentage resolution of billing complaints**

The calculation methodology (given below) as per QoS regulations 2009 (7 of 2009) was followed to -calculate resolution of billing complaints.

**Resolution of billing complaints within 4 weeks:**

%age of billing complaints (for post-paid customers)/ charging, credit & validity (for pre-paid customers) resolved within 4 weeks =

$$\frac{\text{number of billing complaints for post-paid customers/charging, credit/ validity complaints for pre-paid customers resolved within 4 weeks during the quarter}}{\text{number of billing/charging, credit / validity complaints received during the quarter}} \times 100$$

**Resolution of billing complaints within 6 weeks:**

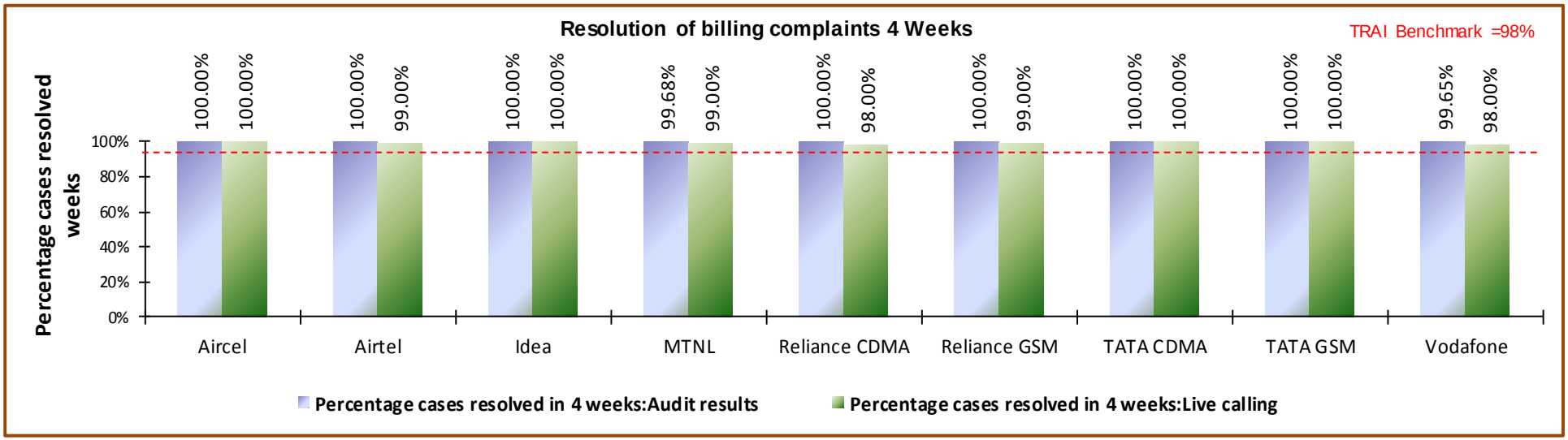
%age of billing complaints (for post-paid customers)/ charging, credit & validity (for pre-paid customers) resolved within 6 weeks =

$$\frac{\text{number of billing complaints for post-paid customers/charging, credit/ validity complaints for pre-paid customers resolved within 6 weeks during the quarter}}{\text{number of billing/charging, credit / validity complaints received during the quarter}} \times 100$$

- **Billing complaints here shall include only dispute related issues (including those that February arise because of a lack of awareness at the subscribers' end). It does not include any provisional issues (such as delayed dispatch of billing statements, etc.) in which the operator has opened a ticket internally. Complaints raised by the consumers to operator are only considered as part of the calculation.
- The complaints that get marked as invalid by the operator are not considered for calculation as those complaints cannot be considered as resolved by the operator.
- *** Date of resolution in this case would refer to the date when a communication has taken place from the operator's end to inform the complainant about the final resolution of the issue / dispute.

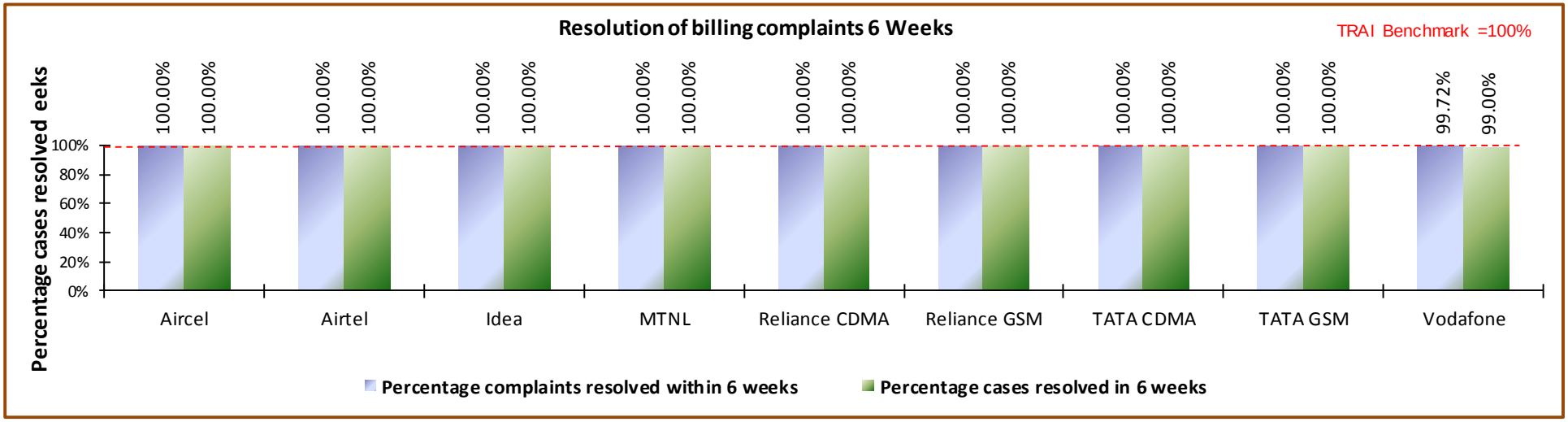
Benchmark: 98% complaints resolved within 4 weeks, 100% within 6 weeks.

## 10.2.2 KEY FINDINGS - WITHIN 4 WEEKS




*Data Source: Billing Center of the operators*

## 10.2.3 KEY FINDINGS WITHIN 6 WEEKS




*Data Source: Billing Center of the operators*

All operators met the TRAI benchmark of resolution of billing complaints within 4 weeks, while Vodafone failed to meet the benchmark of resolution of billing complaints within 6 Weeks. However, as per live calling done to customers, the performance of all operators was observed to be much below the PMR data.

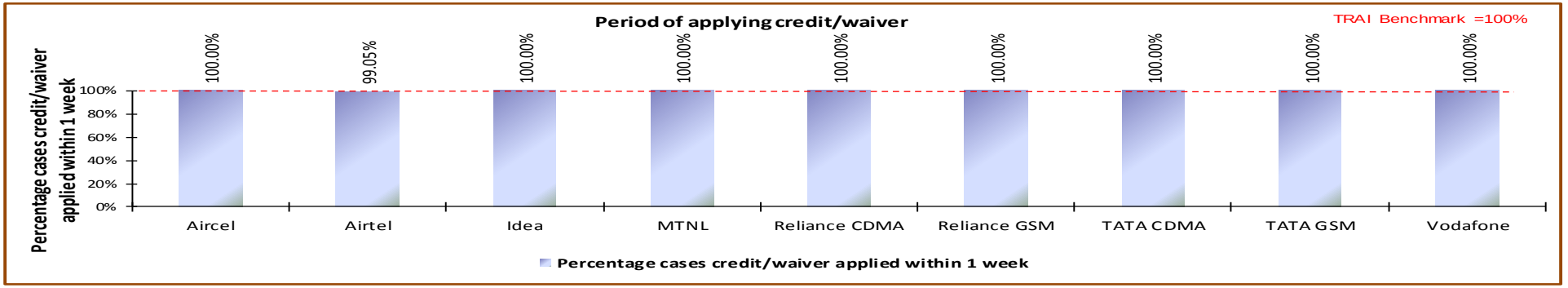
All operators met the TRAI benchmark for Live calling with 6 Weeks.

## 10.3 PERIOD OF APPLYING CREDIT/WAVIER

### 10.3.1 PARAMETER DESCRIPTION

- Computational Methodology:
  - **Period of applying credit waiver = (number of cases where credit waiver is applied within 7 days/ total number of cases eligible for credit waiver) * 100**
- TRAI Benchmark:
  - Period of applying credit waiver within 7 days: 100%
- Audit Procedure:
  - Operator to provide details of:-
    - List of all eligible cases along with
      - Date of applying credit waiver to all the eligible cases.
      - Date of resolution of complaint for all eligible cases

### 10.3.2 KEY FINDINGS




*Data Source: Billing Center of the operators*

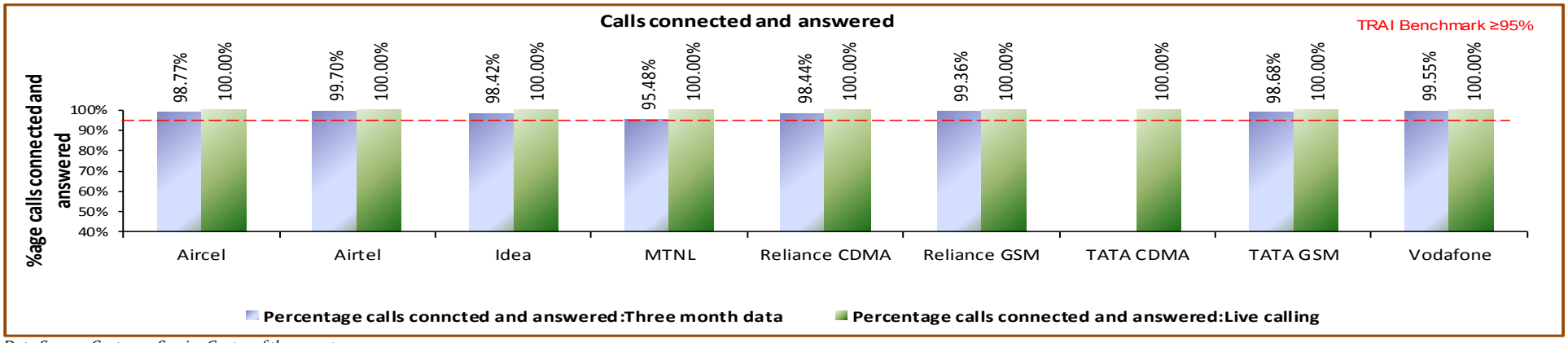
Aircel failed to meet the benchmark for this parameter.

## 10.4 CALL CENTRE PERFORMANCE-IVR

### 10.4.1 PARAMETER DESCRIPTION

- Computational Methodology:
  - **Call centre performance IVR = (Number of calls connected and answered by IVR/ All calls attempted to IVR) * 100**
- TRAI Benchmark: >= 95%
- Audit Procedure:
  - Operators provide details of the following from their central call centre/ customer service database:
    - Total calls connected and answered by IVR
    - Total calls attempted to IVR
  - Also live calling is done to test the calls connected and answered by IVR

### 10.4.2 KEY FINDINGS




*Data Source: Customer Service Center of the operators*

As per PMR data, all operators met the benchmark

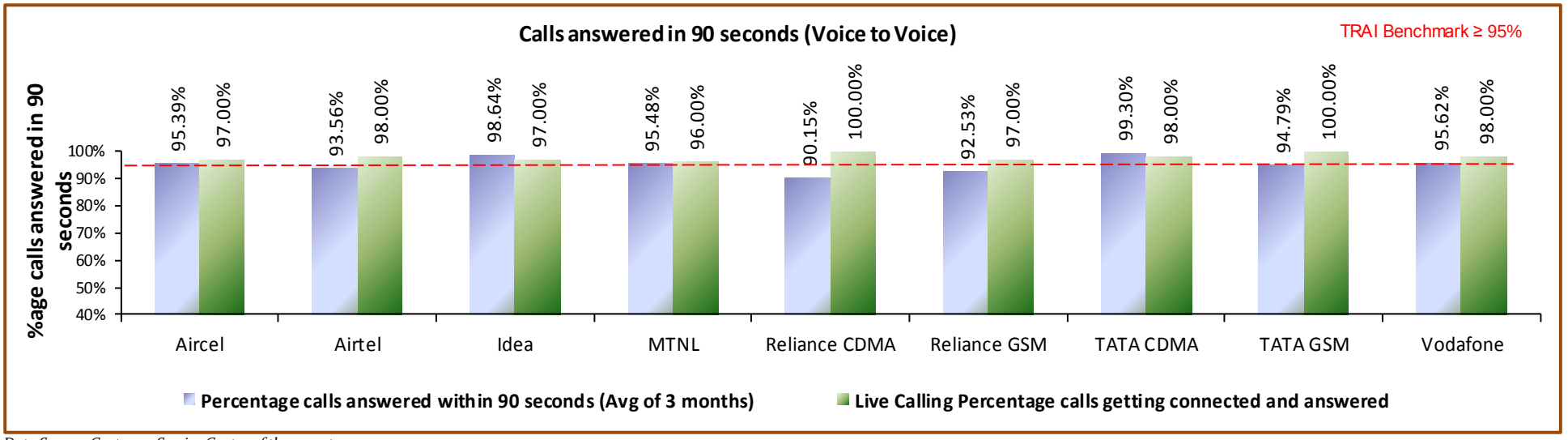
## 10.5 CALL CENTRE PERFORMANCE-VOICE TO VOICE

### 10.5.1 PARAMETER DESCRIPTION

- Computational Methodology:
  - Call centre performance Voice to Voice = (Number of calls answered by operator within 90 seconds/ All calls attempted to connect to the operator) * 100
- Audit Procedure:
  - Operators provide details of the following from their central call centre/ customer service database:
    - Total calls connected and answered by operator within 90 seconds
    - Total calls attempted to connect to the operator
  - Also live calling was done to test the calls answered within 90 seconds by the operator

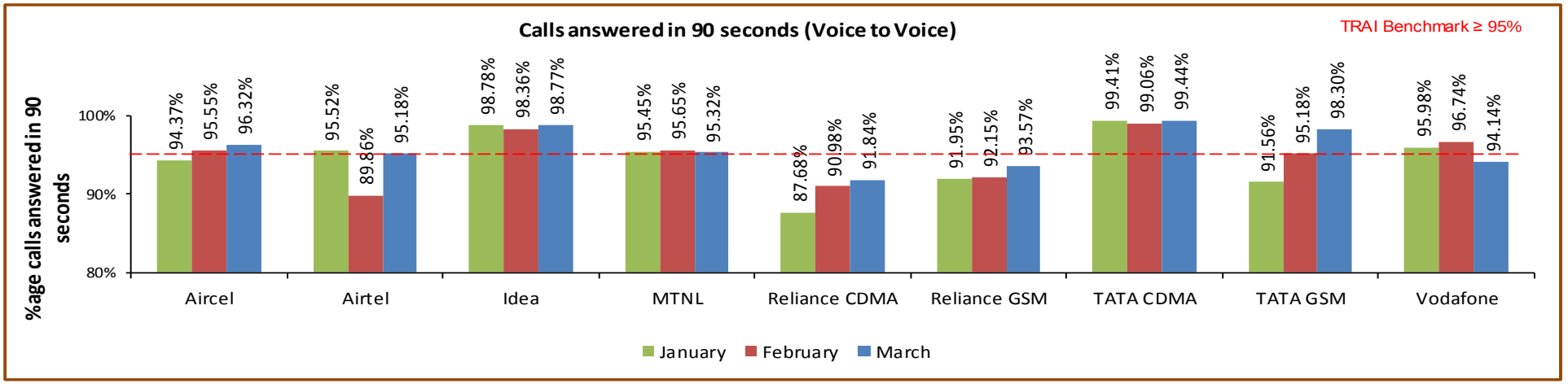
**Benchmark:** 95% calls to be answered within 90 seconds

## 10.5.2 KEY FINDINGS




*Data Source: Customer Service Center of the operators*

Airtel, TATA GSM, Reliance CDMA and Reliance GSM failed to meet the benchmark as per PMR audit. However, as per live calling done to customers, the performance of Airtel, Reliance CDMA and Reliance GSM was far inferior to the PMR data.

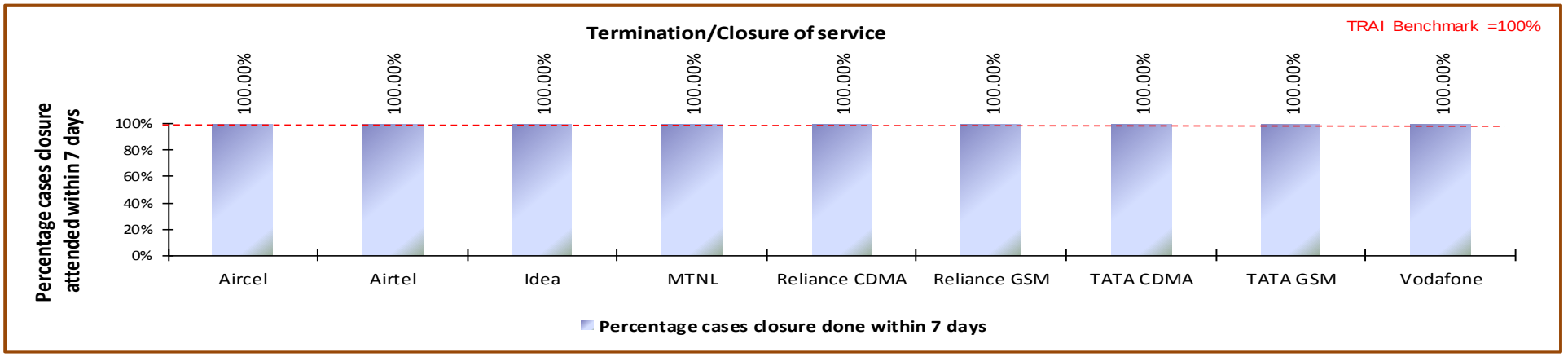


## 10.6 TERMINATION/CLOSURE OF SERVICE

### 10.6.1 PARAMETER DESCRIPTION

- Computational Methodology:
  - **Time taken for closure of service = (number of closures done within 7 days/ total number of closure requests) * 100**
- TRAI Benchmark:
  - Termination/Closure of Service: <=7 days
- Audit Procedure:
  - Operator provide details of the following from their central billing/CS database:
    - Date of lodging the closure request (all requests in given period)
    - Date of closure of service

### 10.6.2 KEY FINDINGS




*Data Source: Customer Service Center of the operators*

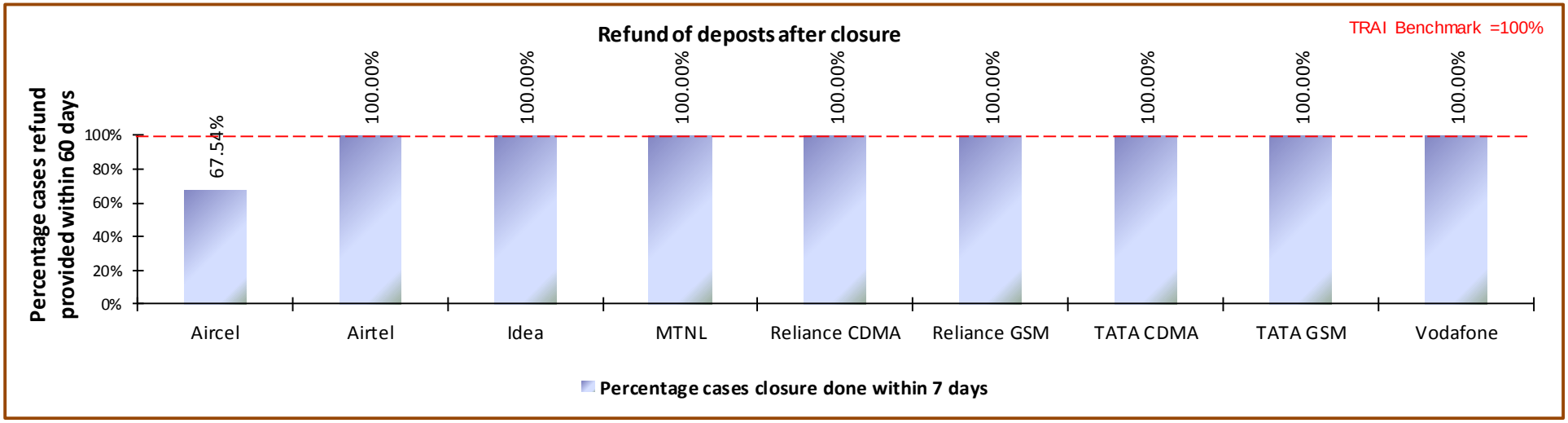
All operators met the TRAI benchmark for the parameter.

## 10.7 REFUND OF DEPOSITS AFTER CLOSURE

### 10.7.1 PARAMETER DESCRIPTION

- Computational Methodology:
  - **Time taken for refund for deposit after closures = (number of cases of refund after closure done within 60 days/ total number of cases of refund after closure) * 100**
  - Any case where the operators need to return the amount back to consumers post closure of service in form of cheque/cash is considered to be refund.
- TRAI Benchmark:
  - Time taken for refund for deposit after closures: 100% within 60 days
- Audit Procedure:
  - Operator provide details of the following from their central billing/refund database:
    - Dates of completion of all 'closure requests' resulting in requirement of a refund by the operator.
    - Dates of refund pertaining to all closure request received during the relevant quarter

## 10.7.2 KEY FINDINGS




*Data Source: Customer Service Center of the operators*

Aircel failed to meet the TRAI benchmark for the parameter.

# 11 DETAILED FINDINGS - DRIVE TEST DATA

## 11.1 OPERATOR ASSISTED DRIVE TEST - VOICE

The drive test was conducted simultaneously for all the operators present in the Mumbai circle. As per the new directive given by TRAI headquarters, drive test in the quarter were conducted at a SSA level. SSAs have been defined in two categories by TRAI as per the criticality of the SSA.

3. Normal SSA
4. Difficult SSA

The drive test in Normal SSA was conducted for three days with minimum distance of 250 kilometers over three days. The drive test in difficult SSAs was conducted for six days with minimum distance of 500 kilometers over six days. The selection of routes ensured that the maximum towns, villages, highways are covered as part of drive test. The routes were selected post discussion with TRAI regional teams. The holding period for all test calls was 120 seconds and gap between calls was 10 seconds.

For measuring voice quality RxQual samples for GSM operators and Frame Error Rate (FERs) for CDMA service providers were measured. RxQual greater than 5 meant that the sample was not of appropriate voice quality and for CDMA operators FERs of more than 4 were considered bad. Call drops were measured by the number of calls that were dropped to the total number of calls established during the drive test. Similarly CSSR was measured as the ratio of total calls established to the total call attempts made. Signal strength was measured in Dbm with strength > -75 dbm for indoor, -85 dbm for in-vehicle and > -95 dbm outdoor routes.

The schedule and operators involved in the operator assisted drive test for Mumbai circle are given below.

### 11.1.1 Mumbai SSA

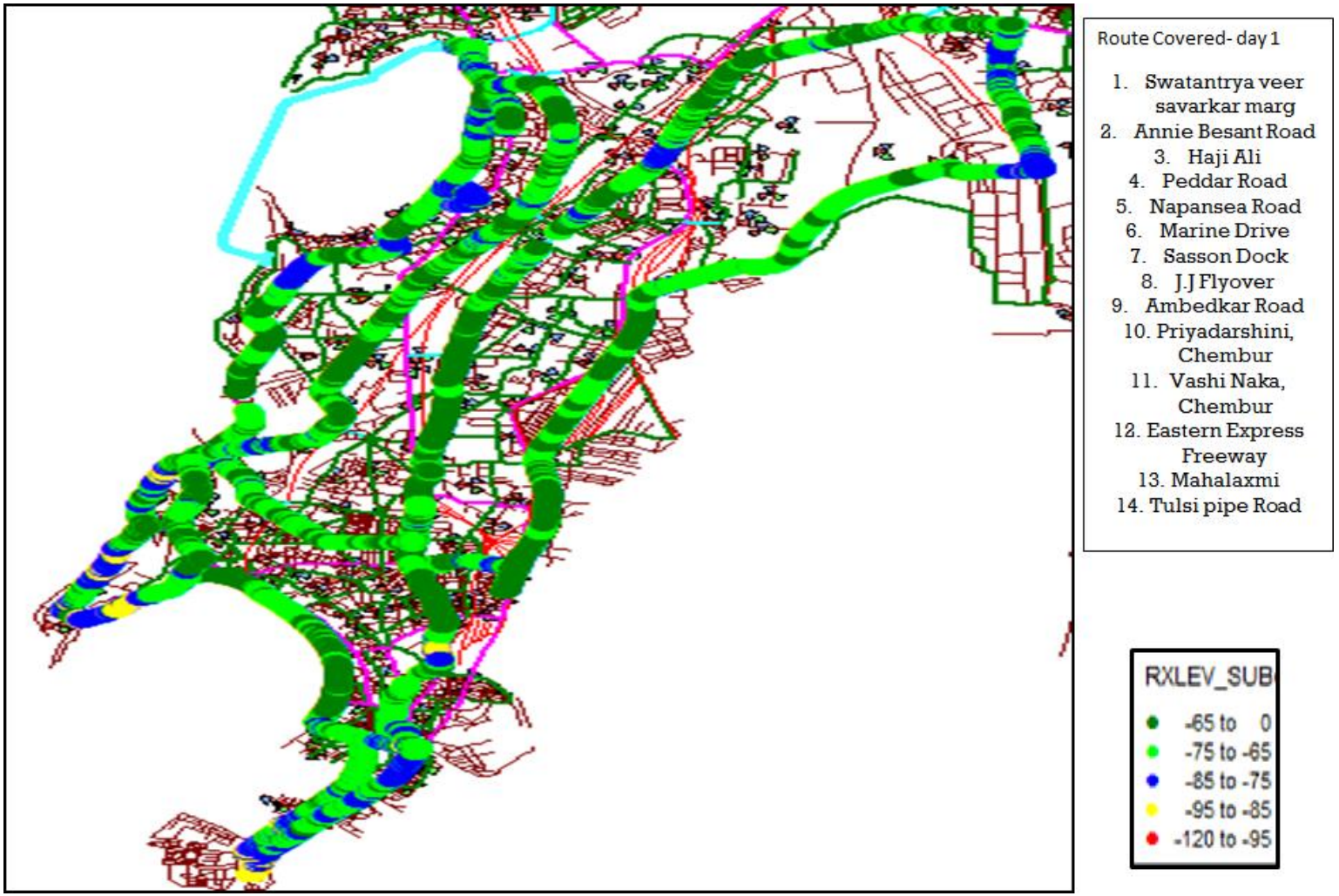
| Month | Name of SSA Covered | Start date | End Date | Kilometer Travelled |
|---|---|---|---|---|
| January | Mumbai | 16-03-2016 | 22-03-2016 | 603 |

#### 11.1.1.1 Route Details - Mumbai SSA

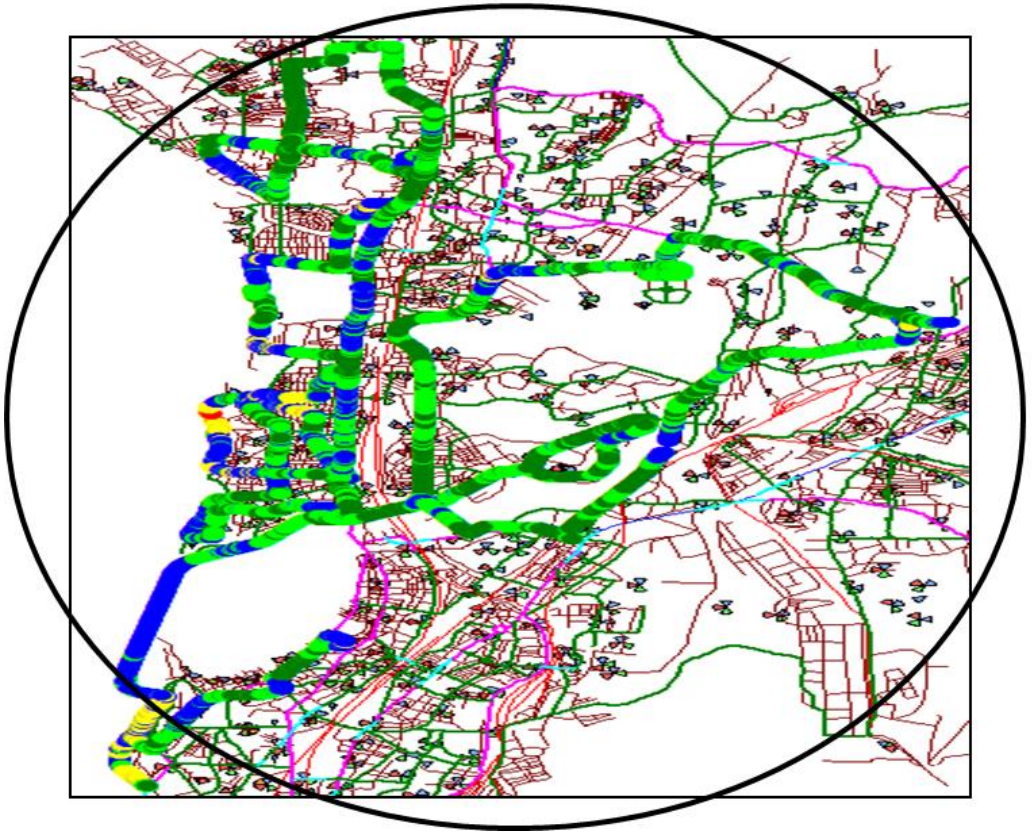
| Category | Type of location | January – Mumbai | | | | | |
|---|---|---|---|---|---|---|---|
| | | Day 1 | Day 2 | Day 3 | Day 4 | Day 5 | Day 6 |
| Outdoor | Major Roads | Swatantrya veer savarkar marg<br>Annie Besant Road<br>Haji Ali<br>Peddar Road<br>Napeansea Road<br>Marine Drive<br>Sasson Dock<br>J.J Flyover<br>Ambedkar Road<br>Priyadarshini, Chembur<br>Vashi Naka, Chembur<br>Eastern Express Freeway<br>Mahalaxmi<br>Tulsi pipe Roa | Swatantrya veer savarkar marg<br>Bandra Worli Sea link<br>Western Express Highway<br>Chatrapati Shivaji International Airport<br>Andheri Ghatkopar Link Road<br>Lal Bahadur Shastri Marg<br>Sion Dharavi BKC<br>Swami Vivekananda Road<br>Andheri Link Road<br>Versova<br>Juhu Road<br>Linking Road<br>Pali Hill<br>Carter Road<br>Bandra Bandstand | Western Express Highway<br>Kanderpada Road<br>IC Colony<br>Gorai<br>Malad Marve Road<br>New Link Road<br>Swami Vivekananda Road<br>JVLR<br>LBS Marg<br>Andheri Ghatkopar Link road<br>Saki Vihar Road<br>Marol Naka | Eastern Express Highway<br>Ambedkar Road<br>Ghodbunder Road<br>Mira Bhayander Road<br>Mira Road East<br>Bhayander East<br>Bhayander West<br>Western Express Highway<br>Thakur Village<br>Borivali station east<br>Akurli Road<br>Thakur Complex | Eastern Express Highway<br>Ghodbunder Road<br>Lal Bahadur Shastri Marg<br>Kannamwar Nagar, Vikhroli<br>Tagore Nagar, Vikhroli<br>Bhandup East<br>Nahur East<br>Tembhipada, Bhandup West<br>Sarvodaya Nagar, Bhandup West<br>Wagle Estate, Thane<br>Pokharan Road 1, Thane West<br>Pokharan Road 2, Thane West<br>Glady Alwares Road, Thane | Eastern Express Highway<br>Sion Trombay Road<br>Sion Panvel Highway<br>Kharghar<br>Belapur<br>Turbhe MIDC<br>Turbhe Mahape Road<br>Mahape Gaon<br>APMC Market, Vashi<br>Palm Beach Road<br>Thane Belapur Road<br>Mulund Airoli Road<br>Airoli Flyover<br>Mulund Goregaon Link Road |
| | Highways | | | | | | |
| | With in the City | | | | | | |
| Indoor | Shopping complex | | | | | | |
| | Office complex | | | | | | |

The route maps given in the report are provided for the purpose of identifying the routes traversed during the drive tests. We observe three different colours (Red/Green/Yellow) of the lines, which signify signal strength; however these maps are for a single operator and have not been referred to any findings in this report. IMRB submits detailed operator wise Drive Test reports separately.

### 11.1.1.1 Route Map - Mumbai DAY 1



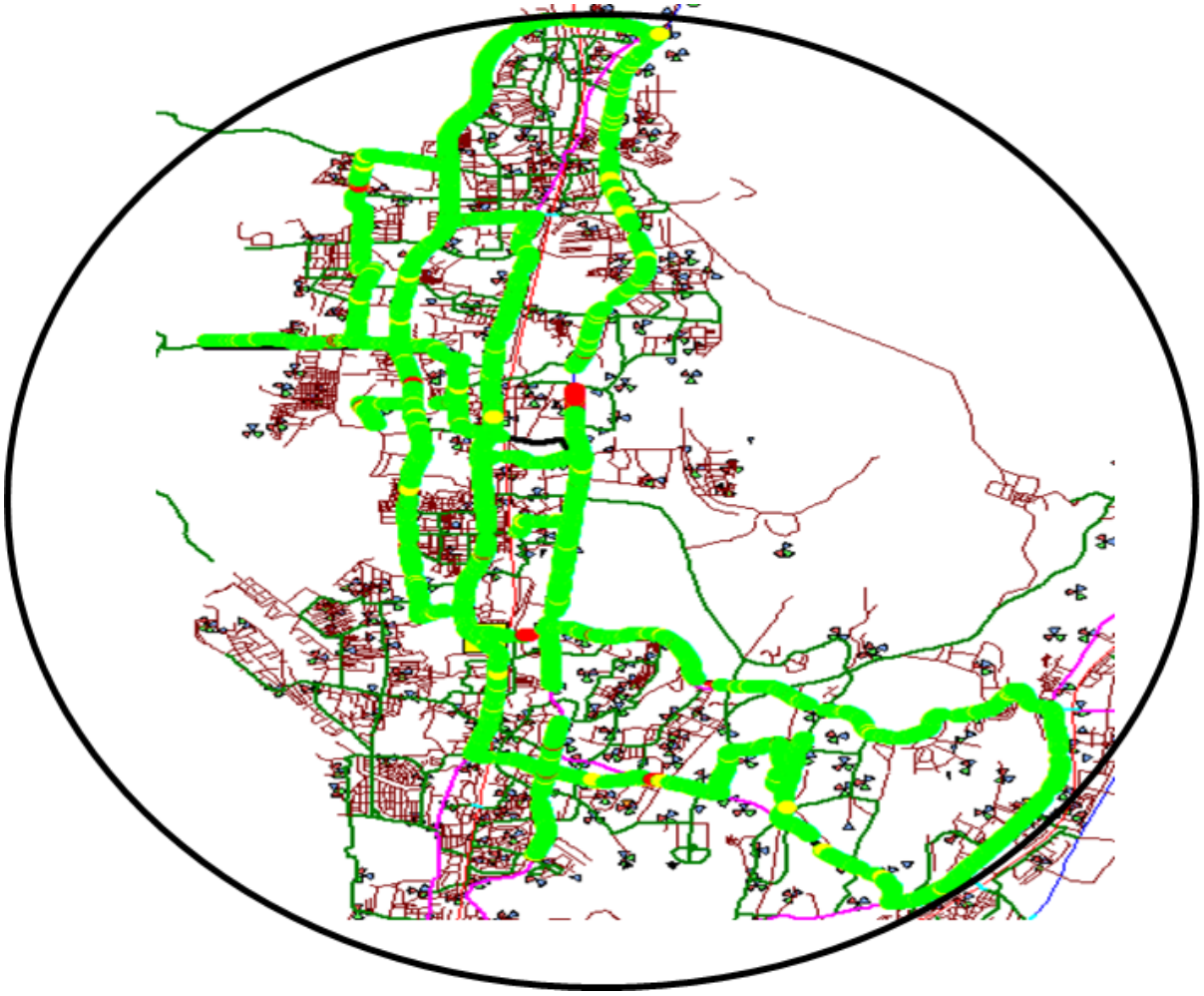
### 11.1.1.2 Route Map - Mumbai DAY 2



Route Covered- day 2

1. Swatantrya veer savarkar marg
2. Bandra Worli Sea link
3. Western Express Highway
4. Chatrapati Shivaji International Airport
5. Andheri Ghatkopar Link Road
6. Lal Bahadur Shastri Marg
7. Sion Dharavi
8. BKC
9. Swami Vivekananda Road
10. Andheri Link Road
11. Versova
12. Juhu Road
13. Linking Road
14. Pali Hill
15. Carter Road
16. Bandra Bandstand

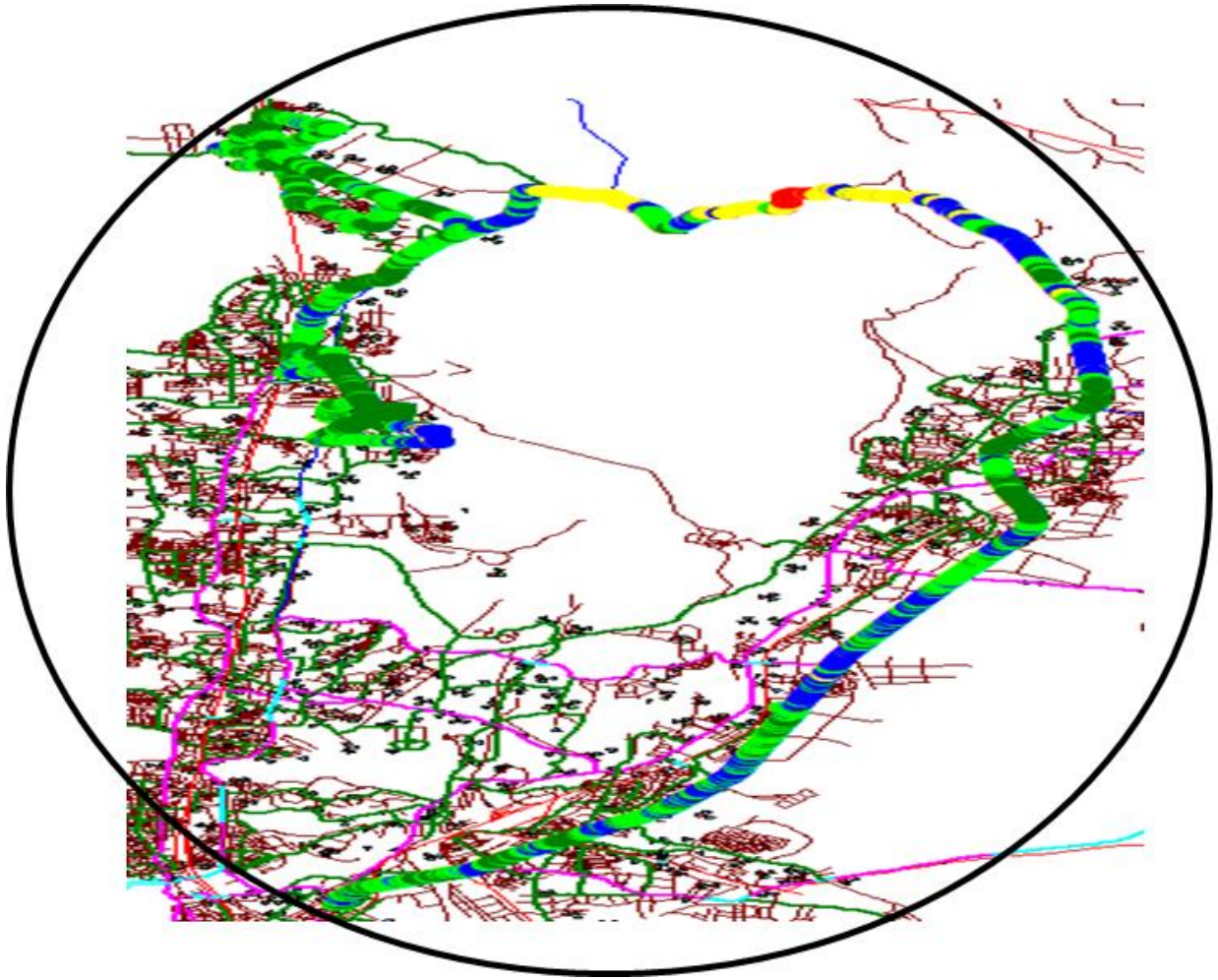
### 11.1.1.3 Route Map - Mumbai DAY 3



Route Covered- day 3

1. Western Express Highway
2. Kanderpada Road
3. IC Colony
4. Gorai
5. Malad Marve Road
6. New Link Road
7. Swami Vivekananda Road
8. JVLR
9. LBS Marg
10. Andheri Ghatkopar Link road
11. Saki Vihar Road
12. Marol Naka

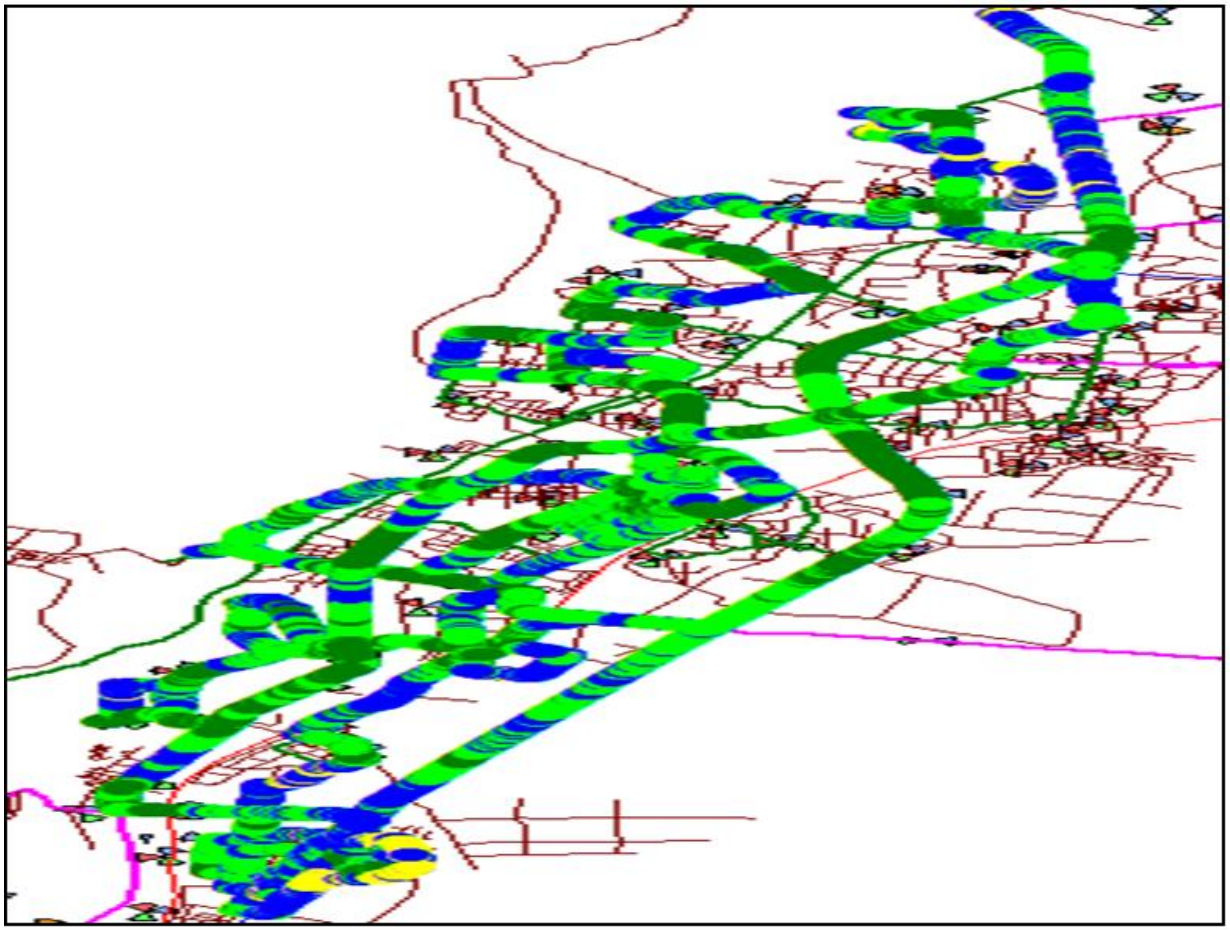
### 11.1.1.4 Route Map - Mumbai DAY 4



Route Covered- day 4

1. Eastern Express Highway
2. Ambedkar Road
3. Ghodbunder Road
4. Mira Bhayander Road
5. Mira Road East
6. Bhayander East
7. Bhayander West
8. Western Express Highway
9. Thakur Village
10. Borivali station east
11. Akurli Road
12. Thakur Complex

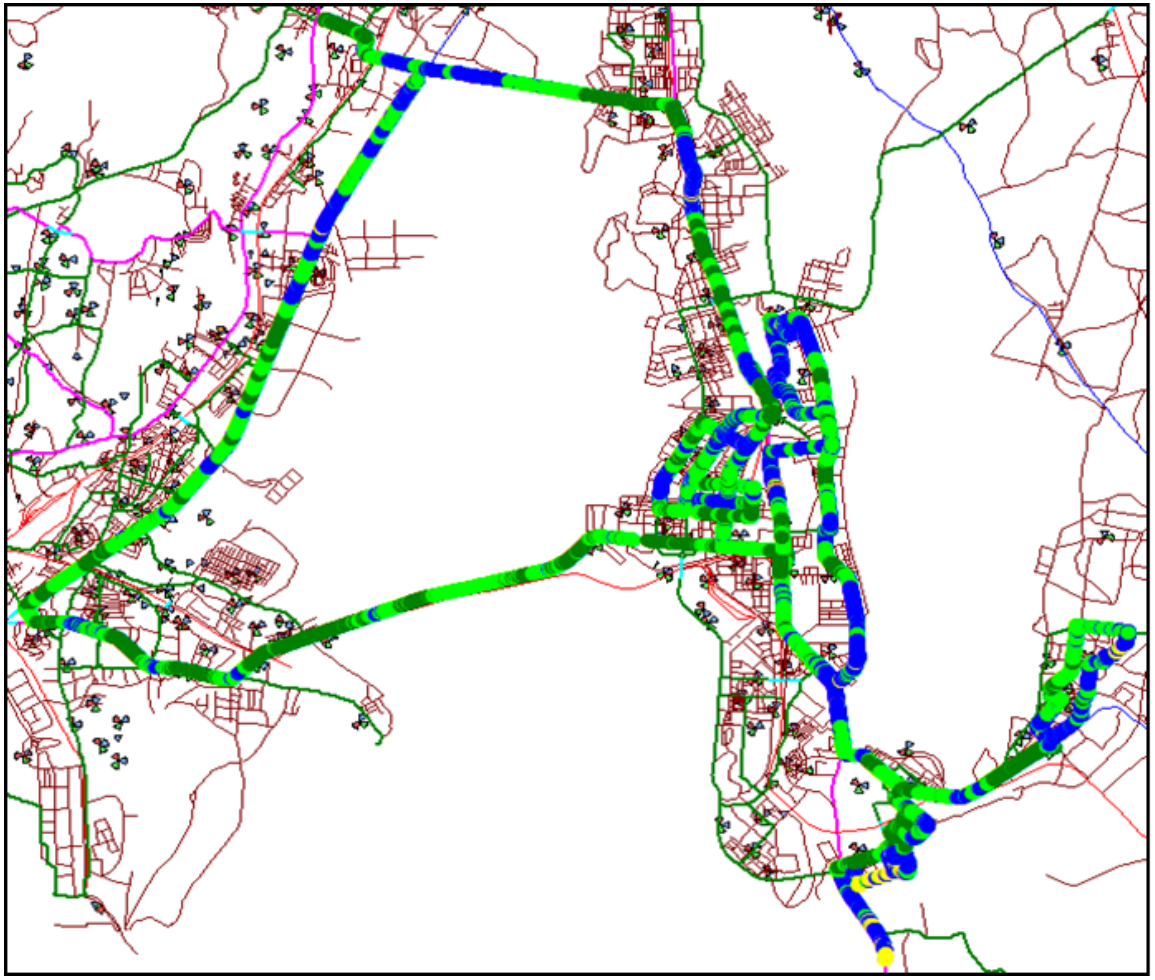
### 11.1.1.5 Route Map - Mumbai DAY 5



Route Covered-day 5

1. Eastern Express Highway
2. Ghodbunder Road
3. Lal Bahadur Shastri Marg
4. Kannamwar Nagar, Vikhroli
5. Tagore Nagar, Vikhroli
6. Bhandup East
7. Nahur East
8. Tembhipada, Bhandup West
9. Sarvodaya Nagar, Bhandup West
10. Wagle Estate, Thane
11. Pokharan Road 1, Thane West
12. Pokharan Road 2, Thane West
13. Glady Alwares Road, Thane

### 11.1.1.6 ROUTE MAP - MUMBAI DAY 6



Route Covered- day 6

1. Eastern Express Highway
2. Sion Trombay Road
3. Sion Panvel Highway
4. Kharghar
5. Belapur
6. Turbhe MIDC
7. Turbhe Mahape Road
8. Mahape Gaon
9. APMC Market, Vashi
10. Palm Beach Road
11. Thane Belapur Road
12. Mulund Airoli Road
13. Airoli Flyover
14. Mulund Goregaon Link Road

### 11.1.1.7 Drive Test Results - Mumbai SSA-2G

| | B'mark | Aircel | | Airtel | | Idea | | MTNL | | RCOM CDMA | | RCOM GSM | | TATA CDMA | | TATA GSM | | Vodafone | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Parameter's | | In door | Outdoor | In door | Outdoor | In door | Outdoor | In door | Outdoor | In door | Outdoor | In door | Outdoor | In door | Outdoor | In door | Outdoor | In door | Outdoor |
| 0 to -75 dBm | | 78.20% | 59.56% | 68.43% | 62.55% | 94.10% | 93.57% | 46.31% | 32.32% | 100.00% | 85.40% | 82.54% | 74.85% | 91.11% | 77.52% | 89.36% | 75.26% | 92.62% | 78.70% |
| 0 to -85 dBm | | 99.14% | 91.20% | 98.02% | 93.88% | 99.97% | 99.42% | 92.25% | 77.31% | 100.00% | 97.61% | 99.74% | 93.86% | 100.00% | 97.77% | 61.65% | 94.85% | 99.24% | 97.26% |
| 0 to -95 dBm | | 99.99% | 98.92% | 100.00% | 100.00% | 99.99% | 99.92% | 99.98% | 98.05% | 100.00% | 99.90% | 100.00% | 99.03% | 100.00% | 99.94% | 44.22% | 99.19% | 100.00% | 99.88% |
| Voice quality | ≥ 95% | 96.73% | 91.09% | 98.73% | 96.60% | 99.47% | 94.13% | 95.01% | 89.54% | 100.00% | 94.63% | 96.91% | 92.57% | 97.04% | 95.95% | 99.54% | 97.30% | 96.32% | 95.31% |
| CSSR | ≥ 95% | 100.00% | 98.32% | 100.00% | 99.57% | 100.00% | 98.94% | 99.55% | 97.07% | 100.00% | 99.39% | 100.00% | 94.30% | 98.89% | 99.17% | 100.00% | 98.91% | 100.00% | 100.00% |
| %age Blocked calls | | 0.00% | 1.20% | 0.00% | 0.43% | 0.00% | 1.06% | 0.45% | 2.38% | 0.00% | 0.36% | 0.00% | 5.70% | 1.11% | 0.83% | 0.00% | 1.80% | 0.00% | 0.00% |
| Call drop rate | ≤ 2% | 0.00% | 0.73% | 0.00% | 0.22% | 0.00% | 0.95% | 0.45% | 3.56% | 0.00% | 0.85% | 0.00% | 1.81% | 0.00% | 0.46% | 0.00% | 1.02% | 0.00% | 0.50% |
| Hands off success rate | | 100.00% | 97.19% | 100.00% | 97.38% | 100.00% | 97.30% | 95.89% | 94.84% | 100.00% | 100.00% | 100.00% | 97.79% | 100.00% | 99.78% | 100.00% | 96.03% | 99.38% | 99.31% |

*Data Source: Drive test reports submitted by operators to auditors*

#### Voice Quality

Aircel, Idea, MTNL, Reliance CDMA and Reliance GSM failed to meet the benchmark for voice quality in outdoor locations.

#### Call Set Success Rate (CSSR)

Reliance GSM failed to meet the benchmarks of CSSR.

#### Call Drop Rate

MTNL failed to meet the benchmark of call drop rate.

### 11.1.1.1 Drive Test Results - Mumbai SSA-3G

| | B'mark | Airtel | | MTNL | | Reliance 3G | | Vodafone | |
|---|---|---|---|---|---|---|---|---|---|
| Parameter's | | In door | Outdoor | In door | Outdoor | In door | Outdoor | In door | Outdoor |
| 0 to -75 dBm | | 99.80% | 95.99% | 71.03% | 36.12% | NP | | 84.23% | 71.13% |
| 0 to -85 dBm | | 99.99% | 99.59% | 97.62% | 70.25% | | | 99.51% | 90.83% |
| 0 to -95 dBm | | 100.00% | 100.00% | 100.00% | 96.96% | | | 100.00% | 98.48% |
| Voice quality | ≥ 95% | 99.92% | 97.53% | 97.27% | 90.74% | | | NDR | NDR |
| CSSR | ≥ 95% | 100.00% | 99.88% | 100.44% | 96.94% | | | 100.00% | 100.00% |
| %age Blocked calls | | 0.00% | 0.12% | 0.44% | 2.47% | | | 0.00% | 0.48% |
| Call drop rate | ≤ 2% | 0.00% | 0.25% | 0.88% | 2.94% | | | 0.00% | 0.12% |
| Hands off success rate | | 100.00% | 100.00% | 99.46% | 94.12% | | | 100.00% | 100.00% |

## Voice Quality

MTNL 3G failed to meet the benchmark for Voice quality.

## Call Set Success Rate (CSSR)

All operators met the benchmark for CSSR.

## Call Drop Rate

MTNL 3G met the benchmark for call drop rate in outdoor locations.

**Note:** Reliance 3G did not submit the data.

### 11.1.1.1 Data Drive Test Results - Mumbai SSA-2G

| Name of the Parameter | Bench Mark | Aircel | Airtel | Idea | MTNL | RCOM CDMA | RCOM GSM | TATA CDMA | TATA GSM | Vodafone |
|---|---|---|---|---|---|---|---|---|---|---|
| Succesful Data Transmission download speed attempts | >80% | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 99 |
| Succesful Data Transmission upload speed attempts | >75% | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Minimum download speed | | 91 | 125 | 123 | 23 | 256 | 256 | 84 | 85 | 168 |
| Average throughput for Packet Data | | 139 | 165 | 164 | 70 | 451 | 451 | 99 | 121 | 190 |
| Latency | <250ms | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

All operators met the TRAI benchmark for data drive test.

### 11.1.1.2 Data Drive Test Results - Mumbai SSA-3G

| Name of the Parameter | Bench Mark | Airtel 3G | MTNL 3G | Vodafone 3G |
|---|---|---|---|---|
| Succesful Data Transmission download speed attempts | >80% | 100 | 100 | 100 |
| Succesful Data Transmission upload speed attempts | >75% | 100 | 100 | 100 |
| Minimum download speed | | 2782 | 96 | 4802 |
| Average throughput for Packet Data | | 5904 | 493 | 7057 |
| Latency | <250ms | NDR | 100 | 100 |

All operators met the TRAI benchmark for data drive test.

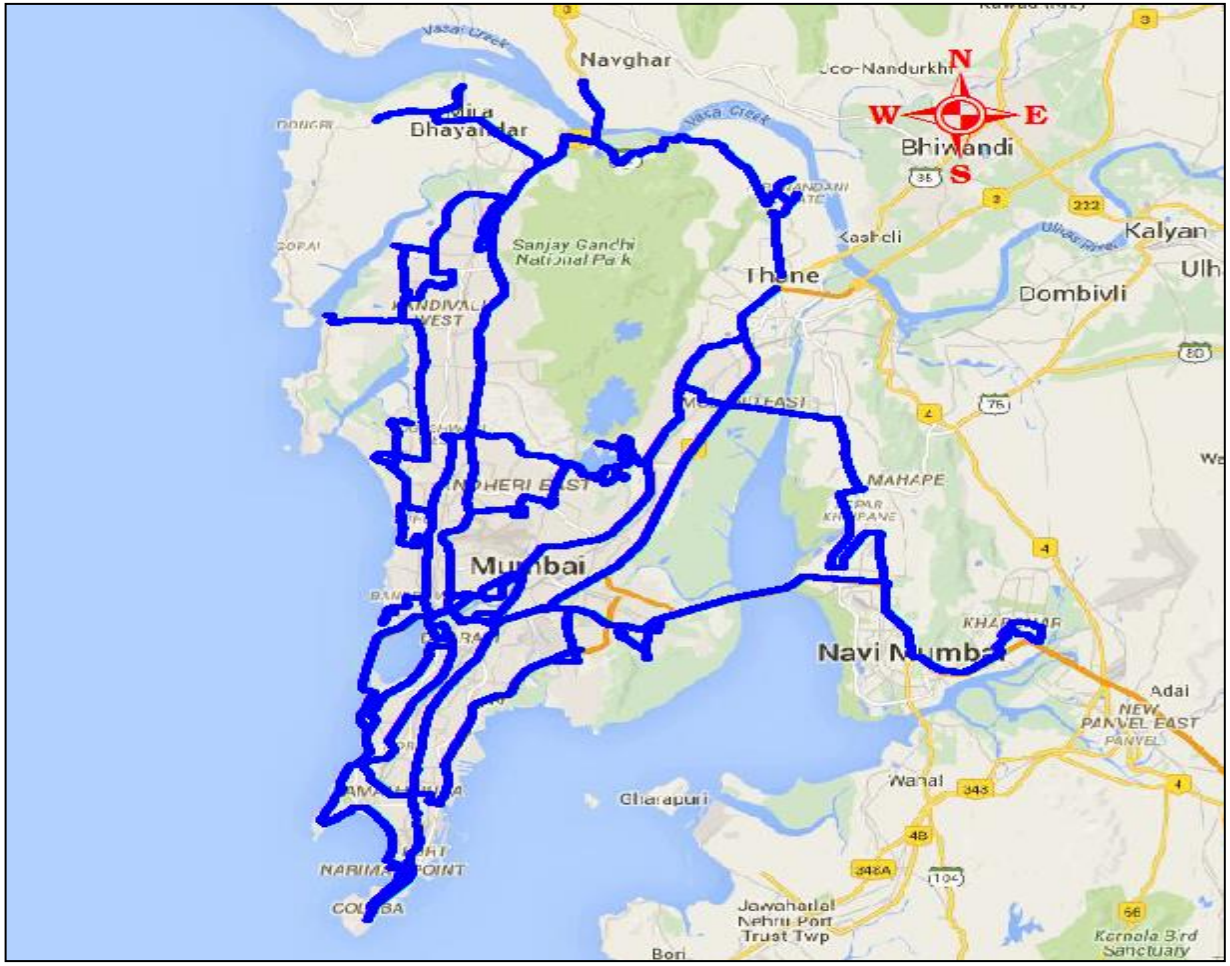
## 11.2 INDEPENDENT DRIVE TEST – VOICE

| Month | Name of SSA Covered | Start Date | End Date | KM Covered |
|---|---|---|---|---|
| January | Mumbai | 05-01-2016 | 08-01-2016 | 600 |

### 11.2.1.1 Route Details - Mumbai SSA

| Day 1 | Day 2 | Day 3 | Day 4 |
|---|---|---|---|
| Colaba,Cuffe Parade, Narinam Point, Kala Ghoda, Crawford market, Eastern Flyover, Byculla, Mumbai Port, Sewri Railway Station, Wadala East, Mysore Colony and Metro satation, Bharat Petroleum metro,Fertiliser metro,VNP Metro, Kurla, Hariyali, Mulund east, R Mall, Muland West, Bhandup east-west, Magnet Mall,Vikroli, phoenix city, Bandra Kurla Complex, Sion, Dadar East, Haji ali, Dadar west | Andheri west,Jogeshwari west,juhu,Bandra west,Nesco,Lokhandwala Complex,Link road,Borivali east,Charkup gaon,Shimpoli,Marve Beach,Dahisar west,Dahisar east,Malad West,Versova,Versova Beach,Mira Bhayandar,Mira road east,Poonamsagar road,Ghodbunderroad,Kasarvadavali, Ahemdabad highway,Ville Parle West,Swami Viveka nanad road,Khar west,Mahim,Worli,Parel,Matunga,Shree Sidhivinayak temple,Parel | Andheri east, Shvaji international airport, Powai, IIT Mumbai, JVLR Road, Lokandwala Complex, Versoa Beach, Marve Beach, Ghodbunder Road, Thane West, Korum Mall, Panch Pakhdi, AAI and P&T Colony, Airport link road, Saki Vihar Road, Amartara PVT, Prem Nagar | Navi Mumbai,Sion Panvel Bridge,Khargar,Vashi,Hiranandani estate,Amboli,Turbhe,Ghansoli,Vashi flyover,Sec17 Vashi,Fortune Select navi Mumbai,Cinemax,Palam beach road,national institute of security market, Sec 17-18,Turbhe station,Hotel Ibis,Central Park Khargar,Vastu vihar road,sec 19-20,Thane Bilay road, Vashi sec 9-10,Ghansoli Railway station,Mulund,Aeroli–Mulund road,Goregaon-Mulund Link road,D-mart |

### 11.2.1.1 Route Map - Mumbai DAY 1, DAY2, DAY3 AND DAY4



### 11.2.1.2 Drive Test Results - Mumbai SSA-2G & 3G

| KPI | Month | Aircel 2G | Airtel 2G | Idea 2G | MTNL 2G | Reliance 2G | Tata 2G | Vodafone 2G | Reliance CDMA | Tata CDMA | Airtel 3G | MTNL 3G | Vodafone 3G |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Call Attempt | Jan-16 | 502 | 598 | 661 | 566 | 675 | 590 | 597 | 489 | 491 | 633 | 574 | 567 |
| Blocked Call rate | Jan-16 | 7.37% | 9.03% | 13.92% | 10.60% | 22.67% | 12.03% | 4.02% | 2.04% | 0.61% | 6.00% | 11.67% | 2.65% |
| CSSR (>=95%) | Jan-16 | 92.63% | 90.97% | 86.08% | 89.40% | 77.33% | 87.97% | 95.98% | 97.96% | 99.39% | 94.00% | 88.33% | 97.35% |
| Dropped Call Rate (<=2%) | Jan-16 | 5.59% | 4.23% | 7.38% | 13.04% | 9.77% | 10.98% | 5.76% | 4.80% | 3.89% | 2.86% | 15.58% | 5.98% |
| Rx Quality (>=95%) | Jan-16 | 85.82% | 91.59% | 86.57% | 75.51% | 87.50% | 89.06% | 90.59% | 95.11% | 99.32% | 71.36% | 45.04% | 45.97% |
| Handover Success Rate | Jan-16 | 96.04% | 97.09% | 96.69% | 91.14% | 93.84% | 96.29% | 95.91% | 100.00% | 100.00% | 96.01% | 87.45% | 96.36% |

## Voice Quality

Aircel 2G, Airtel 2G & 3G, Idea 2G, MTNL 2G & 3G, Reliance GSM, TATA GSM and Vodafone 2G & 3G failed to meet the benchmark for voice quality.

## Call Set Success Rate (CSSR)

Aircel 2G, Airtel 2G & 3G, Idea 2G, MTNL 2G & 3G, Reliance GSM and TATA GSM failed to meet the benchmark for CSSR.

## Call Drop Rate

All operators failed to meet the benchmark for call drop rate.

# 12 ANNEXURE – CONSOLIDATED-2G

## 12.1 NETWORK AVAILABILITY

| Audit Results for Network Availability- PMR data | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Number of BTSs in the licensed service area | | 5903 | 12544 | 11112 | 2959 | 2615 | 6441 | 2810 | 8666 | 14454 |
| Sum of downtime of BTSs in a month (in hours) | | 3268 | 3583 | 6279 | 11505 | 1330 | 3137 | 358 | 571 | 13708 |
| BTSs accumulated downtime (not available for service) | ≤ 2% | 0.07% | 0.04% | 0.08% | 0.52% | 0.07% | 0.07% | 0.02% | 0.01% | 0.13% |
| Number of BTSs having accumulated downtime >24 hours | | 8 | 0 | 7 | 32 | 9 | 57 | 0 | 0 | 0 |
| Worst affected BTSs due to downtime | ≤ 2% | 0.14% | 0.00% | 0.06% | 1.08% | 0.34% | 0.88% | 0.00% | 0.00% | 0.00% |
| **Live Measurement Results for Network Availability- 3 Day live data** | | | | | | | | | | |
| | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Number of BTSs in the licensed service area | | 5907 | 12517 | 11107 | 2957 | 2615 | 6441 | 2821 | 8810 | 14454 |
| Sum of downtime of BTSs in a month (in hours) | | 345 | 227 | 666 | 1065 | 171 | 342 | 617 | 72 | 1593 |
| BTSs accumulated downtime (not available for service) | ≤ 2% | 0.08% | 0.03% | 0.08% | 0.50% | 0.09% | 0.07% | 0.30% | 0.01% | 0.15% |
| Number of BTSs having accumulated downtime >24 hours | | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Worst affected BTSs due to downtime | ≤ 2% | 0.02% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |

*Data Source: Operations and Maintenance Center (OMC) of the operators*

## 12.2 CONNECTION ESTABLISHMENT (ACCESSIBILITY)

| Audit Results for CSSR, SDCCH and TCH congestion- PMR data | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| CSSR | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| CSSR | ≥ 95% | 97.97% | 99.53% | 99.29% | 98.34% | 97.46% | 98.71% | 99.11% | 98.81% | 99.42% |
| SDCCH/Paging channel congestion | ≤ 1% | 0.32% | 0.15% | 0.34% | 0.40% | #DIV/0! | 0.27% | #DIV/0! | 0.03% | 0.13% |
| TCH congestion | ≤ 2% | 1.33% | 0.29% | 0.46% | 0.09% | 0.92% | 0.55% | 0.02% | 0.05% | 0.58% |
| Live measurement results for CSSR, SDCCH and TCH congestion- 3 Day Data | | | | | | | | | | |
| CSSR | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| CSSR | ≥ 95% | 97.94% | 99.89% | 99.16% | 98.35% | 97.45% | 99.39% | 97.53% | 98.77% | 99.44% |
| SDCCH/Paging channel congestion | ≤ 1% | 0.28% | 0.04% | 0.36% | 0.27% | #DIV/0! | 0.18% | #DIV/0! | 0.02% | 0.11% |
| TCH congestion | ≤ 2% | 1.46% | 0.06% | 0.59% | 0.10% | 0.98% | 0.48% | 0.01% | 0.03% | 0.56% |
| Drive test results for CSSR (Average of three drive tests) and blocked calls- Drive Test Data | | | | | | | | | | |
| CSSR | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of call attempts | | 1052 | 1100 | 1068 | 1008 | 1013 | 978 | 1084 | 1145 | 1005 |
| Total number of successful calls established | | 1038 | 1096 | 1059 | 984 | 1008 | 928 | 1075 | 1133 | 1005 |
| CSSR | ≥ 95% | 98.67% | 99.64% | 99.16% | 97.62% | 99.51% | 94.89% | 99.17% | 98.95% | 100.00% |
| %age blocked calls | | 1.33% | 0.36% | 0.84% | 2.38% | 0.49% | 5.11% | 0.83% | 1.05% | 0.00% |

*Data Source: Network Operations Center (NOC) of the operators and Data Source: Drive test reports submitted by operators to auditors*

## 12.3 CONNECTION MAINTENANCE (RETAINABILITY)

| Audit Results for Call drop rate and for number of cells having more than 3% TCH-PMR data | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Call drop rate | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of calls established | | 171387081 | 352222072 | 450478547 | 112321822 | 321759828 | 125904059 | 43269005 | 252067878 | 985278882 |
| Total number of calls dropped | | 1420333 | 1882692 | 2830012 | 1702117 | 424525 | 145385 | 175179 | 1398205 | 4683748 |
| Call drop rate | ≤ 2% | 0.83% | 0.53% | 0.63% | 1.52% | 0.13% | 0.12% | 0.40% | 0.55% | 0.48% |
| Total number of cells in the network | | 17512 | 34757 | 32417 | 7939 | 7620 | 18496 | 83018 | 24664 | 37484 |
| Total number of cells having more than 3% TCH | | 771 | 573 | 481 | 167 | 26 | 41 | 2113 | 613 | 567 |
| Worst affected cells having more than 3% TCH | ≤ 3% | 4.40% | 1.65% | 1.49% | 2.10% | 0.34% | 0.22% | 2.55% | 2.49% | 1.51% |
| **Live measurement results for Call drop rate and for number of cells having more than 3% TCH- 3 Day data** | | | | | | | | | | |
| Call drop rate | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of calls established | | 17128542 | 11007529 | 67542760 | 11039651 | 32165577 | 11086998 | 4858549 | 25097685 | 51197373 |
| Total number of calls dropped | | 135840 | 88213 | 306706 | 166786 | 39943 | 8879 | 25201 | 151203 | 467137 |
| Call drop rate | ≤ 2% | 0.79% | 0.80% | 0.45% | 1.51% | 0.12% | 0.08% | 0.52% | 0.60% | 0.91% |
| Total number of cells in the network | | 17518 | 34682 | 32411 | 7931 | 7687 | 18496 | 12835 | 24625 | 62126 |
| Total number of cells having more than 3% TCH | | 743 | 512 | 467 | 155 | 22 | 47 | 276 | 671 | 887 |
| Worst affected cells having more than 3% TCH | ≤ 3% | 4.24% | 1.48% | 1.44% | 1.95% | 0.29% | 0.25% | 2.15% | 2.72% | 1.43% |
| **Drive test results for Call drop rate (Average of three drive tests) - Drive Test Data** | | | | | | | | | | |
| Call drop rate | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of calls established | | 1038 | 1096 | 1059 | 984 | 1010 | 928 | 1084 | 1133 | 1005 |
| Total number of calls dropped | | 6 | 2 | 8 | 35 | 7 | 15 | 5 | 11 | 4 |
| Call drop rate | ≤ 2% | 0.58% | 0.18% | 0.76% | 3.56% | 0.69% | 1.62% | 0.46% | 0.97% | 0.40% |

*Data Source: Network Operations Center (NOC) of the operators and Drive test reports submitted by operators to auditors*

## 12.4 VOICE QUALITY

| Audit Results for Voice quality -PMR Data | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Voice quality | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of sample calls | | 32570987816 | 19014082547 | 34582117984 | 18189805773 | 0 | 18982623435 | 0 | 736306726 | 64396946773 |
| Total number of calls with good voice quality | | 31609973897 | 18569427372 | 33323081357 | 17504794685 | 0 | 18830620692 | 0 | 717950884 | 62865611713 |
| %age calls with good voice quality | ≥ 95% | 97.05% | 97.66% | 96.36% | 96.23% | NA | 99.20% | NA | 97.51% | 97.62% |
| **Live measurement results for Voice quality-3 Day data** | | | | | | | | | | |
| Voice quality | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of sample calls | | 3235682179 | 1835187455 | 2335455165 | 1657631129 | 0 | 1679631008 | 0 | 71680684 | 6300042936 |
| Total number of calls with good voice quality | | 3143018909 | 1790529477 | 2251688010 | 1601770165 | 0 | 1665906303 | 0 | 70881526 | 6148552286 |
| %age calls with good voice quality | ≥ 95% | 97.14% | 97.57% | 96.41% | 96.63% | NA | 99.18% | NA | 98.89% | 97.60% |
| **Drive test results for Voice quality (Average of three drive tests) - DT data** | | | | | | | | | | |
| Voice quality | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of sample calls | | 1444068 | 1985425 | 273919 | 1150298 | 0 | 72636 | 121438 | 2033268 | 460129 |
| Total number of calls with good voice quality | | 1318088 | 1925225 | 260532 | 1042688 | 0 | 78342 | 116821 | 1945373 | 439475 |
| %age calls with good voice quality | ≥ 95% | 91.28% | 96.97% | 95.11% | 90.65% | NA | 107.86% | 96.20% | 95.68% | 95.51% |

*Data Source: Network Operations Center (NOC) of the operators and Drive test reports submitted by operators to auditors*

## 12.5 POI CONGESTION

| Audit Results for POI Congestion- PMR data | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| POI congestion | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of working POIs | | 296 | 902 | 871 | 93 | 185 | 75 | 1282 | 1282 | 984 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 231132 | 420023 | 5298040 | 46239 | 50092 | 28097 | 10627374 | 10627374 | 2810984 |
| Traffic served for all POIs (B)- in erlangs | | 102214 | 331851 | 3342971 | 22196 | 22583 | 21647 | 4265181 | 4265181 | 447312 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| **Live Measurement Results for POI Congestion- 3 Day data** | | | | | | | | | | |
| POI congestion | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of working POIs | | 294 | 905 | 871 | 93 | 199 | 135 | 1282 | 1282 | 982 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 230531 | 419994 | 480805 | 46308 | 56414 | 54071 | 10627374 | 10627374 | 2810886 |
| Traffic served for all POIs (B)- in erlangs | | 102368 | 671661 | 294691 | 21977 | 29195 | 38586 | 4265181 | 4265181 | 453452 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |

*Data Source: Network Operations Center (NOC) of the operators*

# 13 ANNEXURE – CONSOLIDATED-3G

## 13.1 NETWORK AVAILABILITY

| Audit Results for Network Availability- PMR data | | | | | |
|---|---|---|---|---|---|
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| (Number of Node Bs in the network in the licensed service area | | 1059 | 2082 | 3896 | 15645 |
| Sum of downtime (i.e. total outage time) of Node Bs | | 4497 | 8936 | 2953 | 21796 |
| Node Bs downtime (not available for service) | ≤ 2% | 0.57% | 0.58% | 0.10% | 0.19% |
| Number of Node Bs having accumulated downtime of >24 hours in a month | | 0 | 23 | 20 | 0 |
| Worst affected Node Bs due to downtime | ≤ 2% | 0.00% | 1.10% | 0.51% | 0.00% |
| **Live Measurement Results for Network Availability- 3 Day live data** | | | | | |
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| (Number of Node Bs in the network in the licensed service area | | 1059 | 694 | 3896 | 15642 |
| Sum of downtime (i.e. total outage time) of Node Bs | | 219 | 440 | 171 | 2078 |
| Node Bs downtime (not available for service) | ≤ 2% | 0.29% | 0.88% | 0.06% | 0.18% |
| Number of Node Bs having accumulated downtime of >24 hours in a month | | 0 | 1 | 0 | 0 |
| Worst affected Node Bs due to downtime | ≤ 2% | 0.00% | 0.14% | 0.00% | 0.00% |

*Data Source: Operations and Maintenance Center (OMC) of the operators*

## 13.2 CONNECTION ESTABLISHMENT (ACCESSIBILITY)

| Audit Results for CSSR, RRC Congestion and Circuit Switched RAB Congestion- PMR data | | | | | |
|---|---|---|---|---|---|
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| CSSR | ≥ 95% | 98.55% | 98.27% | 98.80% | 99.78% |
| RRC Congestion | ≤ 1% | 0.08% | 0.76% | 0.38% | 0.00% |
| Circuit Switched RAB Congestion | ≤ 2% | 0.13% | 0.22% | 0.31% | 0.00% |
| **Live measurement results for CSSR, RRC Congestion and Circuit Switched RAB Congestion- 3 Day Data** | | | | | |
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| CSSR | ≥ 95% | 98.63% | 98.42% | 99.06% | 99.78% |
| RRC Congestion | ≤ 1% | 0.07% | 0.69% | 0.15% | 0.00% |
| Circuit Switched RAB Congestion | ≤ 2% | 0.09% | 0.33% | 0.20% | 0.00% |
| **Drive test results for CSSR (Average of three drive tests) and blocked calls- Drive Test Data** | | | | | |
| CSSR | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total number of RRC attempts (A) | | 988 | 1012 | 0 | 1229 |
| Total number of RRC established (B) | | 987 | 987 | 0 | 1229 |
| Call setup success rate (B/A*100) | ≥ 95% | 99.90% | 97.53% | NA | 100.00% |
| %age blocked calls | | 0.10% | 2.47% | NA | 0.00% |

*Data Source: Network Operations Center (NOC) of the operators and Data Source: Drive test reports submitted by operators to auditors*

## 13.3 CONNECTION MAINTENANCE (RETAINABILITY)

| Audit Results for Call drop rate and Worst affected cells having more than 3% Circuit switched voice drop rate -PMR data | | | | | |
|---|---|---|---|---|---|
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total calls successfully established (A) (Number of voice RAB normally released) | | 181624691 | 13654394 | 76279198 | 392064528 |
| Total calls dropped after establishment (B) (Number of voice RAB abnormally released) | | 800174 | 225613 | 186527 | 1495509 |
| Call drop rate (B/A*100) | ≤ 2% | 0.44% | 1.65% | 0.24% | 0.38% |
| Total no. of cells in the licensed service area (B) | | 0 | 6007 | 12002 | 63554 |
| No. of affected cells having CSV call drop rate >3% during (CBBH) in a month (A) | | 0 | 157 | 117 | 1192 |
| Worst affected cells having more than 3% Circuit switched voice drop rate (A/B*100) | ≤ 3% | NA | 2.61% | 0.97% | 1.88% |
| **Live measurement results for Call drop rate and Worst affected cells having more than 3% Circuit switched voice drop rate - 3 Day data** | | | | | |
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total calls successfully established (A) (Number of voice RAB normally released) | | 19119775 | 1334363 | 4380913 | 38307292 |
| Total calls dropped after establishment (B) (Number of voice RAB abnormally released) | | 89859 | 21477 | 15252 | 126138 |
| Call drop rate (B/A*100) | ≤ 2% | 0.47% | 1.61% | 0.35% | 0.33% |
| Total no. of cells in the licensed service area (B) | | 0 | 6005 | 11942 | 105370 |
| No. of affected cells having CSV call drop rate >3% during (CBBH) in a month (A) | | 0 | 157 | 112 | 1879 |
| Worst affected cells having more than 3% Circuit switched voice drop rate (A/B*100) | ≤ 3% | NA | 2.61% | 0.94% | 1.78% |
| **Drive test results for Call drop rate (Average of three drive tests) - Drive Test Data** | | | | | |
| Call drop rate | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total calls successfully established (A) (Number of voice RAB normally released) | | 987 | 987 | 0 | 1045 |
| Total calls dropped after establishment (B) (Number of voice RAB abnormally released) | | 2 | 29 | 0 | 1 |
| Call drop rate (B/A*100) | ≤ 2% | 0.20% | 2.94% | NA | 0.10% |

*Data Source: Network Operations Center (NOC) of the operators and Drive test reports submitted by operators to auditors*

## 13.4 VOICE QUALITY

| Audit Results for Voice quality -PMR Data | | | | | |
|---|---|---|---|---|---|
| Voice quality | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | 267849780440 | 25993216188 | 0 | 37777901122 |
| Faulty Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | 263018804049 | 25712004409 | 0 | 36985709052 |
| %Circuit Switch Voice Quality (CSV quality) (B/A*100) | ≥ 95% | 98.20% | 98.92% | NA | 97.90% |
| **Live measurement results for Voice quality-3 Day data** | | | | | |
| Voice quality | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | 56547283576 | 2549221848 | 0 | 93163253026 |
| Faulty Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | 55531795669 | 2522012199 | 0 | 91147193120 |
| %Circuit Switch Voice Quality (CSV quality) (B/A*100) | ≥ 95% | 98.20% | 98.93% | NA | 97.84% |
| **Drive test results for Voice quality (Average of three drive tests) - DT data** | | | | | |
| Voice quality | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | 2259317 | 224067 | 0 | 0 |
| Faulty Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | 2209905 | 206852 | 0 | 0 |
| %Circuit Switch Voice Quality (CSV quality) (B/A*100) | ≥ 95% | 97.81% | 92.32% | NA | NA |

*Data Source: Network Operations Center (NOC) of the operators and Drive test reports submitted by operators to auditors*

## 13.5 POI CONGESTION

| Audit Results for POI Congestion- PMR data | | | | | |
|---|---|---|---|---|---|
| POI congestion | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total number of working POIs | | 602 | 93 | 50 | 984 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 280376 | 46239 | 18487 | 2810984 |
| Traffic served for all POIs (B)- in erlangs | | 242064 | 22196 | 15355 | 447312 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% |
| **Live Measurement Results for POI Congestion- 3 Day data** | | | | | |
| POI congestion | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total number of working POIs | | 604 | 93 | 110 | 982 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 280093 | 46308 | 44652 | 2810886 |
| Traffic served for all POIs (B)- in erlangs | | 580978 | 21977 | 32204 | 453452 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% |

*Data Source: Network Operations Center (NOC) of the operators*

# 14 ANNEXURE – CUSTOMER SERVICES

## 14.1 METERING AND BILLING CREDIBILITY

| Audit Results for Billing performance Postpaid-Consolidated | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Billing Performance | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Metering and billing credibility - Postpaid (Avg of 3 billing cycles) | | | | | | | | | | |
| Metering and billing credibility - Postpaid | | | | | | | | | | |
| Total bills generated during the period | | 101175 | 2762791 | 2083715 | 391457 | 1082997 | 1001039 | 77533 | 307138 | 8096733 |
| Total number of bills disputed | | 1 | 2110 | 9547 | 210 | 971 | 877 | 7 | 10 | 72456 |
| Total number of valid billing complaints | | 1 | 373 | 1220 | 132 | 794 | 877 | 7 | 10 | 41326 |
| Total complaints considered invalid | | 0 | 1737 | 8327 | 78 | 177 | 0 | 0 | 0 | 31130 |
| Percentage bills disputed (Avg of 3 billing cycles) | ≤ 0.1% | 0.00% | 0.08% | 0.46% | 0.05% | 0.09% | 0.09% | 0.01% | 0.00% | 0.90% |

*Data Source: Billing Center of the operators*

| Metering and billing credibility - Prepaid | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Performance prepaid | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of charging complaints (valid) - sum of 3 months | | 1 | 49 | 874 | 316 | 205 | 3333 | 0 | 0 | 16565 |
| Total complaints considered invalid (sum of 3 months) | | 0 | 3287 | 12210 | 58 | 310 | 0 | 0 | 0 | 2830 |
| Total number of charging complaints (sum of 3 months) | | 1 | 3336 | 13084 | 374 | 515 | 3333 | 0 | 0 | 19395 |
| Total no of customers served (Sum of 3 months) | | 2787454 | 13529777 | 10800716 | 2303962 | 3914821 | 11134696 | 642606 | 2714334 | 18776059 |
| Percentage of charging complaints disputed | ≤ 0.1% | 0.00% | 0.02% | 0.12% | 0.02% | 0.01% | 0.03% | 0.00% | 0.00% | 0.10% |

*Data Source: Billing Center of the operators*

| Resolution of billing complaints (Postpaid+Prepaid)-Consolidated | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| **Billing Performance** | **Benchmark** | **Aircel** | **Airtel** | **Idea** | **MTNL** | **Reliance CDMA** | **Reliance GSM** | **TATA CDMA** | **TATA GSM** | **Vodafone** |
| Total number of billing/charging complaints | | 2 | 5446 | 22631 | 448 | 1973 | 4210 | 7 | 10 | 91851 |
| Total number of complaints resolved in favour of customer | | 2 | 422 | 2094 | 312 | 1486 | 4210 | 7 | 10 | 57891 |
| Total complaints considered invalid | | 0 | 5024 | 20537 | 136 | 487 | 0 | 0 | 0 | 33960 |
| Number of complaints resolved in 4 weeks | | 2 | 422 | 2094 | 311 | 1486 | 4210 | 7 | 10 | 57691 |
| Percentage complaints resolved within 4 weeks | ≥ 98% | 100.00% | 100.00% | 100.00% | 99.68% | 100.00% | 100.00% | 100.00% | 100.00% | 99.65% |
| Number of complaints resolved in 6 weeks | | 2 | 422 | 2094 | 312 | 1486 | 4210 | 7 | 10 | 57728 |
| Percentage complaints resolved within 6 weeks | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.72% |
| **Period of applying credit / waiver** | | | | | | | | | | |
| Total number of complaints where credit/waiver is required | | 2 | 418 | 2094 | 132 | 1486 | 4210 | 7 | 10 | 12885 |
| Percentage cases in which credit/waiver was received within 1 week | 100% | 100.00% | 99.05% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| **Live calling results for resolution of billing complaints** | | | | | | | | | | |
| **Resolution of billing complaints** | **Benchmark** | **Aircel** | **Airtel** | **Idea** | **MTNL** | **Reliance CDMA** | **Reliance GSM** | **TATA CDMA** | **TATA GSM** | **Vodafone** |
| Total Number of calls made | | 2 | 100 | 100 | 100 | 100 | 100 | 7 | 10 | 100 |
| Number of cases resolved in 4 weeks | | 2 | 99 | 100 | 99 | 98 | 99 | 7 | 10 | 98 |
| Percentage cases resolved in 4 weeks | ≥ 98% | 100.00% | 99.00% | 100.00% | 99.00% | 98.00% | 99.00% | 100.00% | 100.00% | 98.00% |
| Number of cases resolved in 6 weeks | | 2 | 100 | 100 | 100 | 100 | 100 | 7 | 10 | 99 |
| Percentage cases resolved in 6 weeks | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.00% |

*Data Source: Billing Center of the operators*

## 14.2 CUSTOMER CARE

| Audit results for customer care (IVR and voice-to-Voice) -Consolidated | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Customer Care Assessment | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of call attempts to customer care for assistance | | 11230720 | 1008273 | 12479257 | 669259 | 880398 | 6774142 | NA | 561076 | 10865894 |
| Number of calls getting connected and answered (electronically) | | 11092615 | 1005242 | 12282516 | 638991 | 866625 | 6730989 | NA | 553681 | 10817142 |
| Percentage calls getting connected and answered | ≥ 95% | 98.77% | 99.70% | 98.42% | 95.48% | 98.44% | 99.36% | NA | 98.68% | 99.55% |
| **Audit results for customer care (voice-to-Voice)- (Avg of 3 months)-Consolidated** | | | | | | | | | | |
| Customer Care Assessment | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total Number of calls received (3 months) | | 2171339 | 2793632 | 2774166 | 669259 | 236601 | 1354389 | 68991 | 756542 | 4622320 |
| Total Number of calls answered within 90 seconds (3 months) | | 2071332 | 2613645 | 2736518 | 638991 | 213302 | 1253171 | 68505 | 717097 | 4419951 |
| Percentage calls answered within 90 seconds (Avg of 3 months) | ≥ 95% | 95.39% | 93.56% | 98.64% | 95.48% | 90.15% | 92.53% | 99.30% | 94.79% | 95.62% |

| Live calling results for customer care (IVR) | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Customer Care Assessment | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of call attempts to customer care for assistance | | 100 | 100 | 200 | 100 | 100 | 100 | 100 | 100 | 100 |
| Number of calls getting connected and answered (electronically) | | 100 | 100 | 200 | 100 | 100 | 100 | 100 | 100 | 100 |
| Percentage calls getting connected and answered | ≥ 95% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| **Live calling results for customer care (Voice to Voice)** | | | | | | | | | | |
| Customer Care Assessment | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total Number of calls received | | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Total Number of calls getting connected and answered | | 97 | 98 | 97 | 96 | 100 | 97 | 98 | 100 | 98 |
| Live Calling Percentage calls getting connected and answered | ≥ 95% | 97.00% | 98.00% | 97.00% | 96.00% | 100.00% | 97.00% | 98.00% | 100.00% | 98.00% |

## 14.3 TERMINATION / CLOSURE OF SERVICE

| Audit results for termination / closure of service-Consolidated | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Termination | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of closure request | | 602 | 12954 | 11635 | 13838 | 5143 | 2203 | 1720 | 2662 | 20170 |
| Number of requests attended within 7 days | | 602 | 12954 | 11635 | 13838 | 5143 | 2203 | 1720 | 2662 | 20170 |
| Percentage cases in which termination done within 7 days | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

*Data Source: Customer Service Center of the operators*

## 14.4 TIME TAKEN FOR REFUND OF DEPOSITS AFTER CLOSURE

| Audit results for refund of deposits-Consolidated | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Refund | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of cases requiring refund of deposits | | 804 | 1835 | 2416 | 793 | 2935 | 2530 | 325 | 102 | 9799 |
| Total number of cases where refund was made within 60 days | | 543 | 1835 | 2416 | 793 | 2935 | 2530 | 325 | 102 | 9799 |
| Percentage cases in which refund was receive within 60 days | 100.00% | 67.54% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

*Data Source: Billing Center of the operators*

## 14.5 LIVE CALLING RESULTS FOR RESOLUTION OF SERVICE REQUESTS

| Live calling results for resolution of service requests | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Resolution of service requests | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total Number of calls made | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Number of cases resolved to satisfaction | 88 | 84 | 79 | 85 | 76 | 82 | 76 | 70 | 88 |
| Percentage cases resolved in four weeks | 88.00% | 84.00% | 79.00% | 85.00% | 76.00% | 82.00% | 76.00% | 70.00% | 88.00% |

*Data Source: Live calls made by auditors from operator's network*

NDR: Data to conduct live calling for customer care was not available at the customer service center of BSNL CDMA. Hence, live calling for the parameter has not been conducted for the operator.

## 14.6 LIVE CALLING RESULTS FOR LEVEL 1 SERVICES

| Live calling for level 1 services | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Level 1 services | | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total no. of calls made | | 300 | 300 | 300 | 300 | 300 | 300 | 300 | 300 | 300 |
| Calls answered | | 291 | 289 | 289 | 295 | 287 | 286 | 289 | 285 | 294 |
| % of calls connected | ≥ 95% | 97.00% | 96.33% | 96.33% | 98.33% | 95.67% | 95.33% | 96.33% | 95.00% | 98.00% |

*Data Source: Live calls made by auditors from operator's network*

## 14.7 LEVEL 1 SERVICE CALLS MADE

| Aircel | | | | | |
|---|---|---|---|---|---|
| Level 1 Number | Type of Service | Working | Not Working | Calls Made | Calls Connected |
| 100 | Police | Y | | 18 | 18 |
| 101 | Fire | Y | | 18 | 18 |
| 102 | Ambulance | Y | | 17 | 17 |
| 104 | Health Information Helpline | | N | | |
| 108 | Emergency and Disaster Management Helpline | Y | | 18 | 18 |
| 138 | All India Helpline for Passengers | Y | | 18 | 18 |
| 1412 | Public Road Transport Utility Service | Y | | 18 | 18 |
| 181 | Chief Minister Helpline | | N | | |
| 182 | Indian Railway Security Helpline | | N | | |
| 1033 | Road Accident Management Service | | N | | |
| 1037 | Public Grievance Cell DoT Hq as 'Telecom Consumer Grievance Redressal Helpline' | Y | | 17 | 17 |
| 1056 | Emergency Medical Services | | N | | |
| 106X | State of the Art Hospitals | | N | | |
| 1063 | Public Grievance Cell DoT Hq | Y | | 17 | 17 |
| 1064 | Anti-Corruption Helpline | | N | | |
| 1070 | Relief Commission for Natural Calamities | Y | | 18 | 18 |
| 1071 | Air Accident Helpline | Y | | 17 | 17 |
| 1072 | Rail Accident Helpline | | N | | |
| 1073 | Road Accident Helpline | | N | | |
| 1077 | Control Room for District Collector | | N | | |
| 10120 | Call Alert ( Crime Branch) | | N | | |
| 10121 | Women Helpline | | N | | |
| 10127 | National AIDS Helpline to NACO | Y | | 17 | 17 |

| | | | | | |
|---|---|---|---|---|---|
| 101212 | Central Accident and Trauma Services (CATS) | Y | | 17 | 17 |
| 10580 | Educational & Vocational Guidance and Counselling | | N | | |
| 105812 | Mother and Child Tracking ( MCTH) | | N | | |
| 10740 | Central Pollution Control Board | | N | | |
| 10741 | Pollution Control Board | Y | | 18 | 18 |
| 1511 | Police Related Service for all Metro Railway Project | | N | | |
| 1512 | Prevention of Crime in Railway | Y | | 18 | 18 |
| 1514 | National Career Service(NCS) | Y | | 18 | 18 |
| 15100 | Free Legal Service Helpline | | N | | |
| 155304 | Municipal Corporations | | N | | |
| 155214 | Labour Helpline | Y | | 18 | 18 |
| 11203 | Sashastra Seema Bal (SSB) | | N | | |
| 112012 | National Do Not Call Registry | Y | | 18 | 18 |
| 11212 | Complaint of Electricity | | N | | |
| 11216 | Drinking Water Supply | | N | | |
| 11250 | Election Commission of India | | N | | |
| Airtel | | | | | |
| Level 1 Number | Type of Service | Working | Not Working | Calls Made | Calls Connected |
| 100 | Police | Y | | 17 | 17 |
| 101 | Fire | Y | | 16 | 16 |
| 102 | Ambulance | | N | | |
| 104 | Health Information Helpline | | N | | |
| 108 | Emergency and Disaster Management Helpline | Y | | 17 | 17 |
| 138 | All India Helpline for Passengers | | N | | |
| 1412 | Public Road Transport Utility Service | | N | | |
| 181 | Chief Minister Helpline | Y | | 17 | 17 |
| 182 | Indian Railway Security Helpline | Y | | 16 | 16 |
| 1033 | Road Accident Management Service | | N | | |

| | | | | | |
|---|---|---|---|---|---|
| 1037 | Public Grievance Cell DoT Hq as 'Telecom Consumer Grievance Redressal Helpline' | Y | | 16 | 16 |
| 1056 | Emergency Medical Services | | N | | |
| 106X | State of the Art Hospitals | | N | | |
| 1063 | Public Grievance Cell DoT Hq | | N | | |
| 1064 | Anti-Corruption Helpline | Y | | 16 | 16 |
| 1070 | Relief Commission for Natural Calamities | Y | | 17 | 17 |
| 1071 | Air Accident Helpline | Y | | 17 | 17 |
| 1072 | Rail Accident Helpline | | N | | |
| 1073 | Road Accident Helpline | Y | | 16 | 16 |
| 1077 | Control Room for District Collector | | N | | |
| 10120 | Call Alert ( Crime Branch) | | N | | |
| 10121 | Women Helpline | | N | | |
| 10127 | National AIDS Helpline to NACO | | N | | |
| 101212 | Central Accident and Trauma Services (CATS) | | N | | |
| 10580 | Educational & Vocational Guidance and Counselling | Y | | 17 | 17 |
| 105812 | Mother and Child Tracking ( MCTH) | Y | | 17 | 17 |
| 10740 | Central Pollution Control Board | Y | | 16 | 16 |
| 10741 | Pollution Control Board | | N | | |
| 1511 | Police Related Service for all Metro Railway Project | | N | | |
| 1512 | Prevention of Crime in Railway | | N | | |
| 1514 | National Career Service(NCS) | Y | | 17 | 17 |
| 15100 | Free Legal Service Helpline | Y | | 17 | 17 |
| 155304 | Municipal Corporations | Y | | 17 | 17 |
| 155214 | Labour Helpline | | N | | |
| 11203 | Sashastra Seema Bal (SSB) | | N | | |
| 112012 | National Do Not Call Registry | Y | | 17 | 17 |
| 11212 | Complaint of Electricity | Y | | 17 | 17 |

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|---|---|---|---|---|---|
| 11216 | Drinking Water Supply | | N | | |
| 11250 | Election Commission of India | | N | | |
| Idea | | | | | |
| Level 1 Number | Type of Service | Working | Not Working | Calls Made | Calls Connected |
| 100 | Police | Y | | 17 | 17 |
| 101 | Fire | | N | | |
| 102 | Ambulance | | N | | |
| 104 | Health Information Helpline | Y | | 16 | 16 |
| 108 | Emergency and Disaster Management Helpline | Y | | 17 | 17 |
| 138 | All India Helpline for Passengers | Y | | 17 | 17 |
| 1412 | Public Road Transport Utility Service | | N | | |
| 181 | Chief Minister Helpline | | N | | |
| 182 | Indian Railway Security Helpline | | N | | |
| 1033 | Road Accident Management Service | Y | | 16 | 16 |
| 1037 | Public Grievance Cell DoT Hq as 'Telecom Consumer Grievance Redressal Helpline' | Y | | 17 | 17 |
| 1056 | Emergency Medical Services | | N | | |
| 106X | State of the Art Hospitals | Y | | 17 | 17 |
| 1063 | Public Grievance Cell DoT Hq | | N | | |
| 1064 | Anti-Corruption Helpline | Y | | 17 | 17 |
| 1070 | Relief Commission for Natural Calamities | | N | | |
| 1071 | Air Accident Helpline | | N | | |
| 1072 | Rail Accident Helpline | | N | | |
| 1073 | Road Accident Helpline | | N | | |
| 1077 | Control Room for District Collector | | N | | |
| 10120 | Call Alert ( Crime Branch) | Y | | 16 | 16 |
| 10121 | Women Helpline | Y | | 17 | 17 |
| 10127 | National AIDS Helpline to NACO | Y | | 17 | 17 |

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|---|---|---|---|---|---|
| 101212 | Central Accident and Trauma Services (CATS) | Y | | 16 | 16 |
| 10580 | Educational & Vocational Guidance and Counselling | | N | | |
| 105812 | Mother and Child Tracking ( MCTH) | | N | | |
| 10740 | Central Pollution Control Board | | N | | |
| 10741 | Pollution Control Board | | N | | |
| 1511 | Police Related Service for all Metro Railway Project | Y | | 17 | 17 |
| 1512 | Prevention of Crime in Railway | Y | | 17 | 17 |
| 1514 | National Career Service(NCS) | | N | | |
| 15100 | Free Legal Service Helpline | | N | | |
| 155304 | Municipal Corporations | | N | | |
| 155214 | Labour Helpline | | N | | |
| 11203 | Sashastra Seema Bal (SSB) | | N | | |
| 112012 | National Do Not Call Registry | Y | | 16 | 16 |
| 11212 | Complaint of Electricity | Y | | 17 | 17 |
| 11216 | Drinking Water Supply | Y | | 17 | 17 |
| 11250 | Election Commission of India | Y | | 16 | 16 |
| MTNL | | | | | |
| Level 1 Number | Type of Service | Working | Not Working | Calls Made | Calls Connected |
| 100 | Police | Y | N | 25 | 25 |
| 101 | Fire | Y | | 25 | 25 |
| 102 | Ambulance | | N | | |
| 104 | Health Information Helpline | Y | | 25 | 25 |
| 108 | Emergency and Disaster Management Helpline | | N | | |
| 138 | All India Helpline for Passengers | Y | | 25 | 25 |
| 1412 | Public Road Transport Utility Service | | N | | |
| 181 | Chief Minister Helpline | | N | | |
| 182 | Indian Railway Security Helpline | Y | | 25 | 25 |
| 1033 | Road Accident Management Service | | N | | |

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|---|---|---|---|---|---|
| 1037 | Public Grievance Cell DoT Hq as 'Telecom Consumer Grievance Redressal Helpline' | | N | | |
| 1056 | Emergency Medical Services | | N | | |
| 106X | State of the Art Hospitals | | N | | |
| 1063 | Public Grievance Cell DoT Hq | | N | | |
| 1064 | Anti-Corruption Helpline | Y | | 25 | 25 |
| 1070 | Relief Commission for Natural Calamities | Y | | 25 | 25 |
| 1071 | Air Accident Helpline | Y | | 25 | 25 |
| 1072 | Rail Accident Helpline | | N | | |
| 1073 | Road Accident Helpline | | N | | |
| 1077 | Control Room for District Collector | | N | | |
| 10120 | Call Alert ( Crime Branch) | | N | | |
| 10121 | Women Helpline | | N | | |
| 10127 | National AIDS Helpline to NACO | | N | | |
| 101212 | Central Accident and Trauma Services (CATS) | Y | | 25 | 25 |
| 10580 | Educational & Vocational Guidance and Counselling | | N | | |
| 105812 | Mother and Child Tracking ( MCTH) | | N | | |
| 10740 | Central Pollution Control Board | | N | | |
| 10741 | Pollution Control Board | Y | | 25 | 25 |
| 1511 | Police Related Service for all Metro Railway Project | | N | | |
| 1512 | Prevention of Crime in Railway | | N | | |
| 1514 | National Career Service(NCS) | Y | | 25 | 25 |
| 15100 | Free Legal Service Helpline | | N | | |
| 155304 | Municipal Corporations | | N | | |
| 155214 | Labour Helpline | | N | | |
| 11203 | Sashastra Seema Bal (SSB) | | N | | |
| 112012 | National Do Not Call Registry | Y | | 25 | 25 |
| 11212 | Complaint of Electricity | | N | | |

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|---|---|---|---|---|---|
| 11216 | Drinking Water Supply | | N | | |
| 11250 | Election Commission of India | | N | | |
| Reliance CDMA | | | | | |
| Level 1 Number | Type of Service | Working | Not Working | Calls Made | Calls Connected |
| 100 | Police | Y | N | 19 | 19 |
| 101 | Fire | Y | | 18 | 18 |
| 102 | Ambulance | | | | |
| 104 | Health Information Helpline | Y | | 19 | 19 |
| 108 | Emergency and Disaster Management Helpline | | N | | |
| 138 | All India Helpline for Passengers | | N | | |
| 1412 | Public Road Transport Utility Service | | N | | |
| 181 | Chief Minister Helpline | | N | | |
| 182 | Indian Railway Security Helpline | | N | | |
| 1033 | Road Accident Management Service | | N | | |
| 1037 | Public Grievance Cell DoT Hq as 'Telecom Consumer Grievance Redressal Helpline' | Y | | 18 | 18 |
| 1056 | Emergency Medical Services | Y | | 19 | 19 |
| 106X | State of the Art Hospitals | Y | | 19 | 19 |
| 1063 | Public Grievance Cell DoT Hq | | N | | |
| 1064 | Anti-Corruption Helpline | | N | | |
| 1070 | Relief Commission for Natural Calamities | Y | | 19 | 19 |
| 1071 | Air Accident Helpline | Y | | 19 | 19 |
| 1072 | Rail Accident Helpline | Y | | 19 | 19 |
| 1073 | Road Accident Helpline | | N | | |
| 1077 | Control Room for District Collector | | N | | |
| 10120 | Call Alert ( Crime Branch) | | N | | |
| 10121 | Women Helpline | | N | | |
| 10127 | National AIDS Helpline to NACO | Y | | 18 | 18 |

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|---|---|---|---|---|---|
| 101212 | Central Accident and Trauma Services (CATS) | Y | | 19 | 19 |
| 10580 | Educational & Vocational Guidance and Counselling | | N | | |
| 105812 | Mother and Child Tracking ( MCTH) | | N | | |
| 10740 | Central Pollution Control Board | Y | | 19 | 19 |
| 10741 | Pollution Control Board | Y | | 19 | 19 |
| 1511 | Police Related Service for all Metro Railway Project | | N | | |
| 1512 | Prevention of Crime in Railway | Y | | 19 | 19 |
| 1514 | National Career Service(NCS) | | N | | |
| 15100 | Free Legal Service Helpline | Y | | 19 | 19 |
| 155304 | Municipal Corporations | | N | | |
| 155214 | Labour Helpline | Y | | 18 | 18 |
| 11203 | Sashastra Seema Bal (SSB) | | N | | |
| 112012 | National Do Not Call Registry | | N | | |
| 11212 | Complaint of Electricity | | N | | |
| 11216 | Drinking Water Supply | | N | | |
| 11250 | Election Commission of India | | N | | |
| Reliance GSM | | | | | |
| Level 1 Number | Type of Service | Working | Not Working | Calls Made | Calls Connected |
| 100 | Police | Y | | 19 | 19 |
| 101 | Fire | Y | | 19 | 19 |
| 102 | Ambulance | Y | | 18 | 18 |
| 104 | Health Information Helpline | | N | | |
| 108 | Emergency and Disaster Management Helpline | Y | | 18 | 18 |
| 138 | All India Helpline for Passengers | Y | | 19 | 19 |
| 1412 | Public Road Transport Utility Service | | N | | |
| 181 | Chief Minister Helpline | Y | | 19 | 19 |
| 182 | Indian Railway Security Helpline | Y | | 19 | 19 |
| 1033 | Road Accident Management Service | | N | | |

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|---|---|---|---|---|---|
| 1037 | Public Grievance Cell DoT Hq as 'Telecom Consumer Grievance Redressal Helpline' | | N | | |
| 1056 | Emergency Medical Services | | N | | |
| 106X | State of the Art Hospitals | Y | | 18 | 18 |
| 1063 | Public Grievance Cell DoT Hq | | N | | |
| 1064 | Anti-Corruption Helpline | Y | | 19 | 19 |
| 1070 | Relief Commission for Natural Calamities | | N | | |
| 1071 | Air Accident Helpline | Y | | 19 | 19 |
| 1072 | Rail Accident Helpline | | N | | |
| 1073 | Road Accident Helpline | Y | | 19 | 19 |
| 1077 | Control Room for District Collector | | N | | |
| 10120 | Call Alert ( Crime Branch) | | N | | |
| 10121 | Women Helpline | | N | | |
| 10127 | National AIDS Helpline to NACO | | N | | |
| 101212 | Central Accident and Trauma Services (CATS) | | N | | |
| 10580 | Educational & Vocational Guidance and Counselling | | N | | |
| 105812 | Mother and Child Tracking ( MCTH) | Y | | 19 | 19 |
| 10740 | Central Pollution Control Board | Y | | 19 | 19 |
| 10741 | Pollution Control Board | | N | | |
| 1511 | Police Related Service for all Metro Railway Project | Y | | 18 | 18 |
| 1512 | Prevention of Crime in Railway | | N | | |
| 1514 | National Career Service(NCS) | | N | | |
| 15100 | Free Legal Service Helpline | | N | | |
| 155304 | Municipal Corporations | Y | | 19 | 19 |
| 155214 | Labour Helpline | Y | | 19 | 19 |
| 11203 | Sashastra Seema Bal (SSB) | | N | | |
| 112012 | National Do Not Call Registry | | N | | |
| 11212 | Complaint of Electricity | | N | | |

| | | | | | |
|---|---|---|---|---|---|
| 11216 | Drinking Water Supply | | N | | |
| 11250 | Election Commission of India | | N | | |
| TATA CDMA | | | | | |
| Level 1 Number | Type of Service | Working | Not Working | Calls Made | Calls Connected |
| 100 | Police | Y | N | 15 | 15 |
| 101 | Fire | Y | | 15 | 15 |
| 102 | Ambulance | Y | | 15 | 15 |
| 104 | Health Information Helpline | Y | | 15 | 15 |
| 108 | Emergency and Disaster Management Helpline | Y | | 15 | 15 |
| 138 | All India Helpline for Passengers | | N | | |
| 1412 | Public Road Transport Utility Service | | N | | |
| 181 | Chief Minister Helpline | Y | | 15 | 15 |
| 182 | Indian Railway Security Helpline | | N | | |
| 1033 | Road Accident Management Service | Y | | 15 | 15 |
| 1037 | Public Grievance Cell DoT Hq as 'Telecom Consumer Grievance Redressal Helpline' | Y | | 15 | 15 |
| 1056 | Emergency Medical Services | | N | | |
| 106X | State of the Art Hospitals | Y | | 15 | 15 |
| 1063 | Public Grievance Cell DoT Hq | Y | | 15 | 15 |
| 1064 | Anti-Corruption Helpline | | N | | |
| 1070 | Relief Commission for Natural Calamities | | N | | |
| 1071 | Air Accident Helpline | Y | | 15 | 15 |
| 1072 | Rail Accident Helpline | | N | | |
| 1073 | Road Accident Helpline | | N | | |
| 1077 | Control Room for District Collector | Y | | 15 | 15 |
| 10120 | Call Alert ( Crime Branch) | | N | | |
| 10121 | Women Helpline | Y | | 15 | 15 |
| 10127 | National AIDS Helpline to NACO | | N | | |

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|---|---|---|---|---|---|
| 101212 | Central Accident and Trauma Services (CATS) | Y | | 15 | 15 |
| 10580 | Educational & Vocational Guidance and Counselling | | N | | |
| 105812 | Mother and Child Tracking ( MCTH) | | N | | |
| 10740 | Central Pollution Control Board | Y | | 15 | 15 |
| 10741 | Pollution Control Board | Y | | 15 | 15 |
| 1511 | Police Related Service for all Metro Railway Project | Y | | 15 | 15 |
| 1512 | Prevention of Crime in Railway | Y | | 15 | 15 |
| 1514 | National Career Service(NCS) | | N | | |
| 15100 | Free Legal Service Helpline | | N | | |
| 155304 | Municipal Corporations | | N | | |
| 155214 | Labour Helpline | | N | | |
| 11203 | Sashastra Seema Bal (SSB) | | N | | |
| 112012 | National Do Not Call Registry | Y | | 15 | 15 |
| 11212 | Complaint of Electricity | Y | | 15 | 15 |
| 11216 | Drinking Water Supply | | N | | |
| 11250 | Election Commission of India | | N | | |
| TATA GSM | | | | | |
| Level 1 Number | Type of Service | Working | Not Working | Calls Made | Calls Connected |
| 100 | Police | Y | | 17 | 17 |
| 101 | Fire | Y | | 17 | 17 |
| 102 | Ambulance | | N | | |
| 104 | Health Information Helpline | Y | | 16 | 16 |
| 108 | Emergency and Disaster Management Helpline | | N | | |
| 138 | All India Helpline for Passengers | | N | | |
| 1412 | Public Road Transport Utility Service | Y | | 17 | 17 |
| 181 | Chief Minister Helpline | Y | | 17 | 17 |
| 182 | Indian Railway Security Helpline | | N | | |
| 1033 | Road Accident Management Service | | N | | |

| | | | | | |
|---|---|---|---|---|---|
| 1037 | Public Grievance Cell DoT Hq as 'Telecom Consumer Grievance Redressal Helpline' | Y | | 17 | 17 |
| 1056 | Emergency Medical Services | Y | | 16 | 16 |
| 106X | State of the Art Hospitals | | N | | |
| 1063 | Public Grievance Cell DoT Hq | Y | | 17 | 17 |
| 1064 | Anti-Corruption Helpline | | N | | |
| 1070 | Relief Commission for Natural Calamities | | N | | |
| 1071 | Air Accident Helpline | Y | | 17 | 17 |
| 1072 | Rail Accident Helpline | Y | | 16 | 16 |
| 1073 | Road Accident Helpline | | N | | |
| 1077 | Control Room for District Collector | | N | | |
| 10120 | Call Alert ( Crime Branch) | | N | | |
| 10121 | Women Helpline | Y | | 17 | 17 |
| 10127 | National AIDS Helpline to NACO | | N | | |
| 101212 | Central Accident and Trauma Services (CATS) | Y | | 16 | 16 |
| 10580 | Educational & Vocational Guidance and Counselling | Y | | 17 | 17 |
| 105812 | Mother and Child Tracking ( MCTH) | | N | | |
| 10740 | Central Pollution Control Board | Y | | 17 | 17 |
| 10741 | Pollution Control Board | | N | | |
| 1511 | Police Related Service for all Metro Railway Project | Y | | 16 | 16 |
| 1512 | Prevention of Crime in Railway | Y | | 17 | 17 |
| 1514 | National Career Service(NCS) | Y | | 17 | 17 |
| 15100 | Free Legal Service Helpline | | N | | |
| 155304 | Municipal Corporations | | N | | |
| 155214 | Labour Helpline | | N | | |
| 11203 | Sashastra Seema Bal (SSB) | | N | | |
| 112012 | National Do Not Call Registry | | N | | |
| 11212 | Complaint of Electricity | | N | | |

| | | | | | |
|---|---|---|---|---|---|
| 11216 | Drinking Water Supply | | N | | |
| 11250 | Election Commission of India | Y | | 16 | 16 |
| Vodafone | | | | | |
| Level 1 Number | Type of Service | Working | Not Working | Calls Made | Calls Connected |
| 100 | Police | Y | | 15 | 15 |
| 101 | Fire | Y | | 15 | 15 |
| 102 | Ambulance | | N | | |
| 104 | Health Information Helpline | Y | | 15 | 15 |
| 108 | Emergency and Disaster Management Helpline | Y | | 15 | 15 |
| 138 | All India Helpline for Passengers | | N | | |
| 1412 | Public Road Transport Utility Service | | N | | |
| 181 | Chief Minister Helpline | | N | | |
| 182 | Indian Railway Security Helpline | | N | | |
| 1033 | Road Accident Management Service | Y | | 15 | 15 |
| 1037 | Public Grievance Cell DoT Hq as 'Telecom Consumer Grievance Redressal Helpline' | Y | | 15 | 15 |
| 1056 | Emergency Medical Services | | N | | |
| 106X | State of the Art Hospitals | Y | | 15 | 15 |
| 1063 | Public Grievance Cell DoT Hq | | N | | |
| 1064 | Anti-Corruption Helpline | Y | | 15 | 15 |
| 1070 | Relief Commission for Natural Calamities | Y | | 15 | 15 |
| 1071 | Air Accident Helpline | | N | | |
| 1072 | Rail Accident Helpline | Y | | 15 | 15 |
| 1073 | Road Accident Helpline | Y | | 15 | 15 |
| 1077 | Control Room for District Collector | Y | | 15 | 15 |
| 10120 | Call Alert ( Crime Branch) | | N | | |
| 10121 | Women Helpline | | N | | |
| 10127 | National AIDS Helpline to NACO | | N | | |

| | | | | | |
|---|---|---|---|---|---|
| 101212 | Central Accident and Trauma Services (CATS) | | N | | |
| 10580 | Educational & Vocational Guidance and Counselling | Y | | 15 | 15 |
| 105812 | Mother and Child Tracking ( MCTH) | Y | | 15 | 15 |
| 10740 | Central Pollution Control Board | | N | | |
| 10741 | Pollution Control Board | Y | | 15 | 15 |
| 1511 | Police Related Service for all Metro Railway Project | Y | | 15 | 15 |
| 1512 | Prevention of Crime in Railway | Y | | 15 | 15 |
| 1514 | National Career Service(NCS) | | N | | |
| 15100 | Free Legal Service Helpline | Y | | 15 | 15 |
| 155304 | Municipal Corporations | | N | | |
| 155214 | Labour Helpline | | N | | |
| 11203 | Sashastra Seema Bal (SSB) | | N | | |
| 112012 | National Do Not Call Registry | Y | | 15 | 15 |
| 11212 | Complaint of Electricity | Y | | 15 | 15 |
| 11216 | Drinking Water Supply | | N | | |
| 11250 | Election Commission of India | | N | | |

All the numbers given in mandatory list in Section 2.4.2.4.1 were tested. The following table provides the numbers that are activated for each operator. A tick ( ✔ ) for an operator signifies that the number was active for the operator.

Live calls were made to the active numbers to test the calls answered. The details of the same have been given each operator.

# 15 COUNTER DETAILS

| Sl No. | KPI | Formula with Counter Description |
|---|---|---|
| 1 | CSSR= (No of established Calls / No of Attempted Calls)% | ***No of established Calls =*** ([Assignment Requests]-([Failed Assignments (Signaling Channel)]+[Failed Assignments during MOC on the A Interface (Including Directed Retry)]+[Failed Assignments during MTC on the A Interface (Including Directed Retry)]+[Failed Assignments during Emergency Call on the A Interface (Including Directed Retry)] +[Failed Assignments during Call Re-establishment on the A Interface (Including Directed Retry)]+[Failed Mode Modify Attempts (MOC) (TCHF)]+[Failed Mode Modify Attempts (MTC) (TCHF)]+[Failed Mode Modify Attempts (Emergency Call) (TCHF)]+[Failed Mode Modify Attempts (Call Re-establishment) (TCHF)]+[Failed Mode Modify Attempts (MOC) (TCHH)]+[Failed Mode Modify Attempts (MTC) (TCHH)]+[Failed Mode Modify Attempts (Call Re-establishment) (TCHH)]))/***No of Attempted Calls =*** ([Assignment Requests (Signaling Channel) (TCH)] + [Assignment Requests (Signaling Channel) (SDCCH)] + [Assignment Requests (TCHF Only)] + [Assignment Requests (TCHH Only)] + [Assignment Requests (TCHF Preferred, Channel Type Unchangeable)] + [Assignment Requests (TCHH Preferred, Channel Type Unchangeable)] + [Assignment Requests (TCHF or TCHH, Channel Type Unchangeable)] + [Assignment Requests (TCHF Preferred, Channel Type Changeable)] + [Assignment Requests (TCHH Preferred, Channel Type Changeable)] + [Assignment Requests (TCHF or TCHH, Channel Type Changeable)]) |
| 2 | SDCCH congestion= (SDCCH Failure/SDCCH attempts)% | ***SDCCH Failure=*** ([Channel Assignment Failures (All Channels Busy or Channels Unconfigured) in Immediate Assignment Procedure (SDCCH)] + [Failed Internal Intra-Cell Handovers (No Channel Available) (SDCCH)] + [Number of Unsuccessful Incoming Internal Inter-Cell Handovers (No Channel Available) (SDCCH)] + [Failed Incoming External Inter-Cell Handovers (No Channel Available) (SDCCH)])/***SDCCH attempts =*** ([Channel Assignment Requests in Immediate Assignment Procedure (SDCCH)] + [Internal Intra-Cell Handover Requests (SDCCH)] + [Number of Incoming Internal Inter-Cell Handover Requests (SDCCH) (900/850/810-900/850/810)] + [Number of Incoming Internal Inter-Cell Handover Requests (SDCCH) (1800/1900-1800/1900)] + [Number of Incoming Internal Inter-Cell Handover Requests (SDCCH) (900/850/810-1800/1900)] + [Number of Incoming Internal Inter-Cell Handover Requests (SDCCH) (1800/1900-900/850/810)] + [Incoming External Inter-Cell Handover Requests (SDCCH) (900/850/810-900/850/810)] + [Incoming External Inter-Cell Handover Requests (SDCCH) (1800/1900-1800/1900)] + [Incoming External Inter-Cell Handover Requests (SDCCH) (900/850/810-1800/1900)] + [Incoming External Inter-Cell Handover Requests (SDCCH) (1800/1900-900/850/810)]) |
| 3 | TCH congestion= (TCH Failures /TCH Attempts)% | ***TCH Failures=*** ((Failed TCH Seizures due to Busy TCH (Signaling Channel)+([Failed Assignments (First Assignment, No Channel Available in Assignment Procedure)]+[Failed Assignments (First Assignment, No Channel Available in Directed Retry Procedure)]+[Failed Assignments (Reconnection to Old Channels, No Channel Available in Assignment)]+[Failed Assignments (Reconnection to Old Channels, No Channel Available in Directed Retry)])/***TCH Attempts =*** ([Assignment Requests (Signaling Channel) (TCH)] + [Assignment Requests (Signaling Channel) (SDCCH)] + [Assignment Requests (TCHF Only)] + [Assignment Requests (TCHH Only)] + [Assignment Requests (TCHF Preferred, Channel Type Unchangeable)] + [Assignment Requests (TCHH Preferred, Channel Type Unchangeable)] + [Assignment Requests (TCHF or TCHH, Channel Type Unchangeable)] + [Assignment Requests (TCHF Preferred, Channel Type Changeable)] + [Assignment Requests (TCHH Preferred, Channel Type Changeable)] + [Assignment Requests (TCHF or TCHH, Channel Type |

| | | |
|---|---|---|
| 4 | **Call Drop Rate= (The total no of dropped calls*100)/Total no of calls successfully established (where traffic channel is allotted)** | ***The total no of dropped calls=*** **([Call Drops on Radio Interface in Stable State (Traffic Channel)] + [Call Drops on Radio Interface in Handover State (Traffic Channel)] + [Call Drops Due to No MR from MS for a Long Time (Traffic Channel)] + [Call Drops due to Abis Terrestrial Link Failure (Traffic Channel)] + [Call Drops due to Equipment Failure (Traffic Channel)] + [Call Drops due to Forced Handover (Traffic Channel)] + [Call Drops due to local switching Start Failure] + [Call Drops due to Failures to Return to Normal Call from local switching])/*Total no of calls successfully established (where traffic channel is allotted) =* ([Assignment Requests]-([Failed Assignments (Signaling Channel)]+[Failed Assignments during MOC on the A Interface (Including Directed Retry)]+[Failed Assignments during MTC on the A Interface (Including Directed Retry)]+[Failed Assignments during Emergency Call on the A Interface (Including Directed Retry)] +[Failed Assignments during Call Re-establishment on the A Interface (Including Directed Retry)]+[Failed Mode Modify Attempts (MOC) (TCHF)]+[Failed Mode Modify Attempts (MTC) (TCHF)]+[Failed Mode Modify Attempts (Emergency Call) (TCHF)]+[Failed Mode Modify Attempts (Call Re-establishment) (TCHF)]+[Failed Mode Modify Attempts (MOC) (TCHH)]+[Failed Mode Modify Attempts (MTC) (TCHH)]+[Failed Mode Modify Attempts (Call Re-establishment) (TCHH)])** |
| 5 | **Call Drop Rate= (No of cells having call drop rate >3% during CBBH in a month*100)/Total no of cells in the licensed service area** | **Above formula with counters being used in CBBH.** |
| 6 | **Connection with good quality voice= (Connection with good quality voice/Total voice samples)%** | ***Connection with good quality voice =*** **((Number of MRs on Downlink TCHF (Receive Quality Rank 0)+Number of MRs on Downlink TCHF (Receive Quality Rank 1)+Number of MRs on Downlink TCHF (Receive Quality Rank 2)+Number of MRs on Downlink TCHF (Receive Quality Rank 3)+Number of MRs on Downlink TCHF (Receive Quality Rank 4)+Number of MRs on Downlink TCHF (Receive Quality Rank 5)+Number of MRs on Downlink TCHH (Receive Quality Rank 0)+Number of MRs on Downlink TCHH (Receive Quality Rank 1)+Number of MRs on Downlink TCHH (Receive Quality Rank 2)+Number of MRs on Downlink TCHH (Receive Quality Rank 3)+Number of MRs on Downlink TCHH (Receive Quality Rank 4)+Number of MRs on Downlink TCHH (Receive Quality Rank 5)) /*Total voice samples=* ((Number of MRs on Downlink TCHF (Receive Quality Rank 0)+Number of MRs on Downlink TCHF (Receive Quality Rank 1)+Number of MRs on Downlink TCHF (Receive Quality Rank 2)+Number of MRs on Downlink TCHF (Receive Quality Rank 3)+Number of MRs on Downlink TCHF (Receive Quality Rank 4)+Number of MRs on Downlink TCHF (Receive Quality Rank 5)+Number of MRs on Downlink TCHF (Receive Quality Rank 6)+Number of MRs on Downlink TCHF (Receive Quality Rank 7)+Number of MRs on Downlink TCHH (Receive Quality Rank 0)+:Number of MRs on Downlink TCHH (Receive Quality Rank 1)+Number of MRs on Downlink TCHH (Receive Quality Rank 2)+Number of MRs on Downlink TCHH (Receive Quality Rank 3)+Number of MRs on Downlink TCHH (Receive Quality Rank 4)+Number of MRs on Downlink TCHH (Receive Quality Rank 5)+Number of MRs on Downlink TCHH (Receive Quality Rank 6)+Number of MRs on Downlink TCHH (Receive Quality Rank 7))** |

### 15.1.1 ERICSSON

Ericsson provides network support to Aircel, Airtel, Idea, BSNL and Reliance GSM in the circle.

| Sl No. | KPI | Ericsson |
|---|---|---|
| 1 | **CSSR= (No of established Calls / No of Attempted Calls)%** | CSSR (No of established Calls / No of Attempted Calls)=(TCASSALL/TASSALL)*100 |
| 2 | **SDCCH congestion= (SDCCH Failure/SDCCH attempts)%** | SDCCH congestion (SDCCH Failure/SDCCH attempts)% = (CCONGS/CCALLS)*100 |
| 3 | **TCH congestion= (TCH Failures /TCH Attempts)%** | TCH congestion (TCH Failures /TCH Attempts)%= (CNRELCONG+TNRELCONG)/TASSALL)*100 |
| 4 | **Call Drop Rate= (The total no of dropped calls*100)/Total no of calls successfully established (where traffic channel is allotted)** | Call Drop Rate (Total no dropped calls/No of established calls)%= (TNDROP)/TCASSALL*100 |
| 5 | **Call Drop Rate= (No of cells having call drop rate >3% during CBBH in a month*100)/Total no of cells in the licensed service area** | Above formula with counters being used in CBBH. |
| 6 | **Connection with good quality voice= (Connection with good quality voice/Total voice samples)%** | Connection with good quality voice (Connection with good quality voice samples 0-5 /Total voice samples)= 100 * (QUAL50DL + QUAL40DL + QUAL30DL + QUAL20DL + QUAL10DL + QUAL00DL) / (QUAL70DL + QUAL60DL + QUAL50DL + QUAL40DL + QUAL30DL + QUAL20DL + QUAL10DL + QUAL00DL) |

***Ericsson Counters***

| Counter | Counter Description |
|---|---|
| TCASSALL | Number of assignment complete messages on TCH for all MS classes |
| TASSALL | Number of first assignment attempts on TCH for all MS classes. |
| CNRELCONG | Number of released connections on SDCCH due to TCH or Transcoder (TRA) congestion. |
| TNRELCONG | Number of released TCH signalling connections due to transcoder resource congestion during immediate assignment on TCH |
| CCONGS | Congestion counter for SDCCH. Stepped per congested allocation attempt. |
| CCALLS | Channel allocation attempt counter on SDCCH. |

| | |
|---|---|
| TNDROP | The total number of dropped TCH Connections. |
| QUAL00DL | Number of quality 0 reported on downlink. |
| QUAL10DL | Number of quality 1 reported on downlink. |
| QUAL20DL | Number of quality 2 reported on downlink. |
| QUAL30DL | Number of quality 3 reported on downlink. |
| QUAL40DL | Number of quality 4 reported on downlink. |
| QUAL50DL | Number of quality 5 reported on downlink. |
| QUAL60DL | Number of quality 6 reported on downlink. |
| QUAL70DL | Number of quality 7 reported on downlink. |

### 15.1.2 NSN (NOKIA SIEMENS NETWORKS)

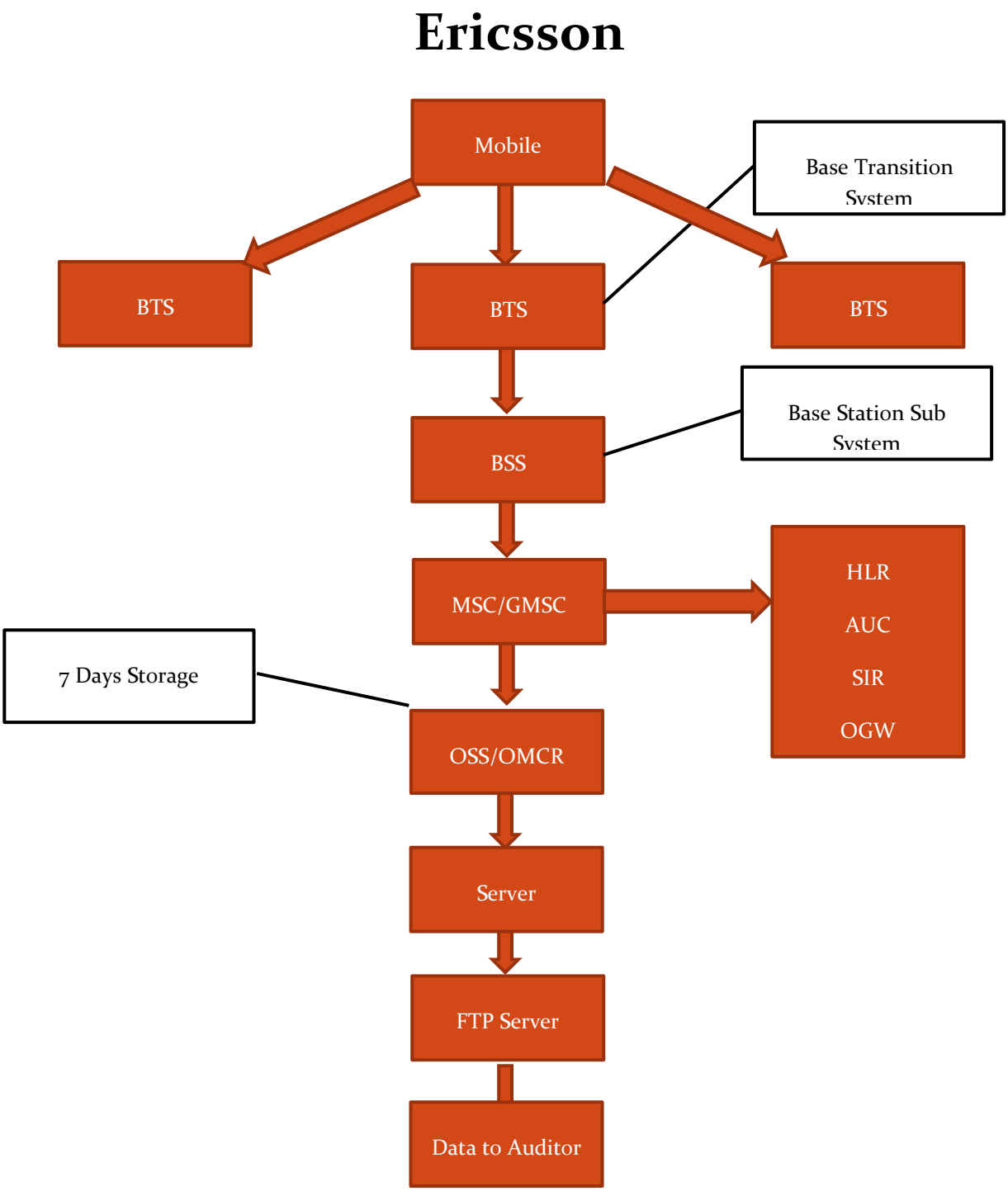
NSN provides network support to Vodafone in the circle.

| Sl No. | KPI | NSN |
|---|---|---|
| 1 | CSSR= (No of established Calls / No of Attempted Calls)% | CSSR= 100-100*((SDCCH_BUSY_ATT)-(TCH_SEIZ_DUE_SDCCH_CON) + (SDCCH_RADIO_FAIL)+(SDCCH_RF_OLD_HO)+(SDCCH_USER_ACT)+(SDCCH_BCSU_RESET)+(SDCCH_NETW_ACT)+(SDCCH_BTS_FAIL)+(SDCCH_LAPD_FAIL)+ (BLCK_8I_NOM)/ {(CH_REQ_MSG_REC)+(PACKET_CH_REQ)}-{(GHOST_CCCH_RES)-(REJ_SEIZ_ATT_DUE_DIST)} |
| 2 | SDCCH congestion= (SDCCH Failure/SDCCH attempts)% | SDCCH congestion = (sdcch_busy_att - .tch_seiz_due_sdcch_con)/{(CH_REQ_MSG_REC)+(PACKET_CH_REQ)}-{(GHOST_CCCH_RES)-(REJ_SEIZ_ATT_DUE_DIST)} |
| 3 | TCH congestion= (TCH Failures /TCH Attempts)% | TCH congestion = BLCK_8I_NOM / {(TCH_NORM_SEIZ)+(MSC_I_SDCCH_TCH_AT)+(BSC_I_SDCCH_TCH_AT)} |
| 4 | Call Drop Rate= (The total no of dropped calls*100)/Total no of calls successfully established (where traffic channel is allotted) | TCH Drop = ( drop_after_tch_assign)-(tch_re_est_release) / {(TCH_NORM_SEIZ)+(MSC_I_SDCCH_TCH_AT)+(BSC_I_SDCCH_TCH_AT)} |
| 5 | Call Drop Rate= (No of cells having call drop rate >3% during CBBH in a month*100)/Total no of cells in the licensed service area | Above formula with counters being used in CBBH. |
| 6 | Connection with good quality voice= (Connection with good quality voice/Total voice samples)% | Connection with good quality voice= (FREQ_DL_QUAL0+FREQ_DL_QUAL1+FREQ_DL_QUAL2+FREQ_DL_QUAL3+FREQ_DL_QUAL4+FREQ_DL_QUAL5) / (FREQ_DL_QUAL0+FREQ_DL_QUAL1+FREQ_DL_QUAL2+FREQ_DL_QUAL3+FREQ_DL_QUAL4+FREQ_DL_QUAL5+FREQ_DL_QUAL6+FREQ_DL_QUAL7) |

## 15.2 BLOCK SCHEMATIC DIAGRAMS

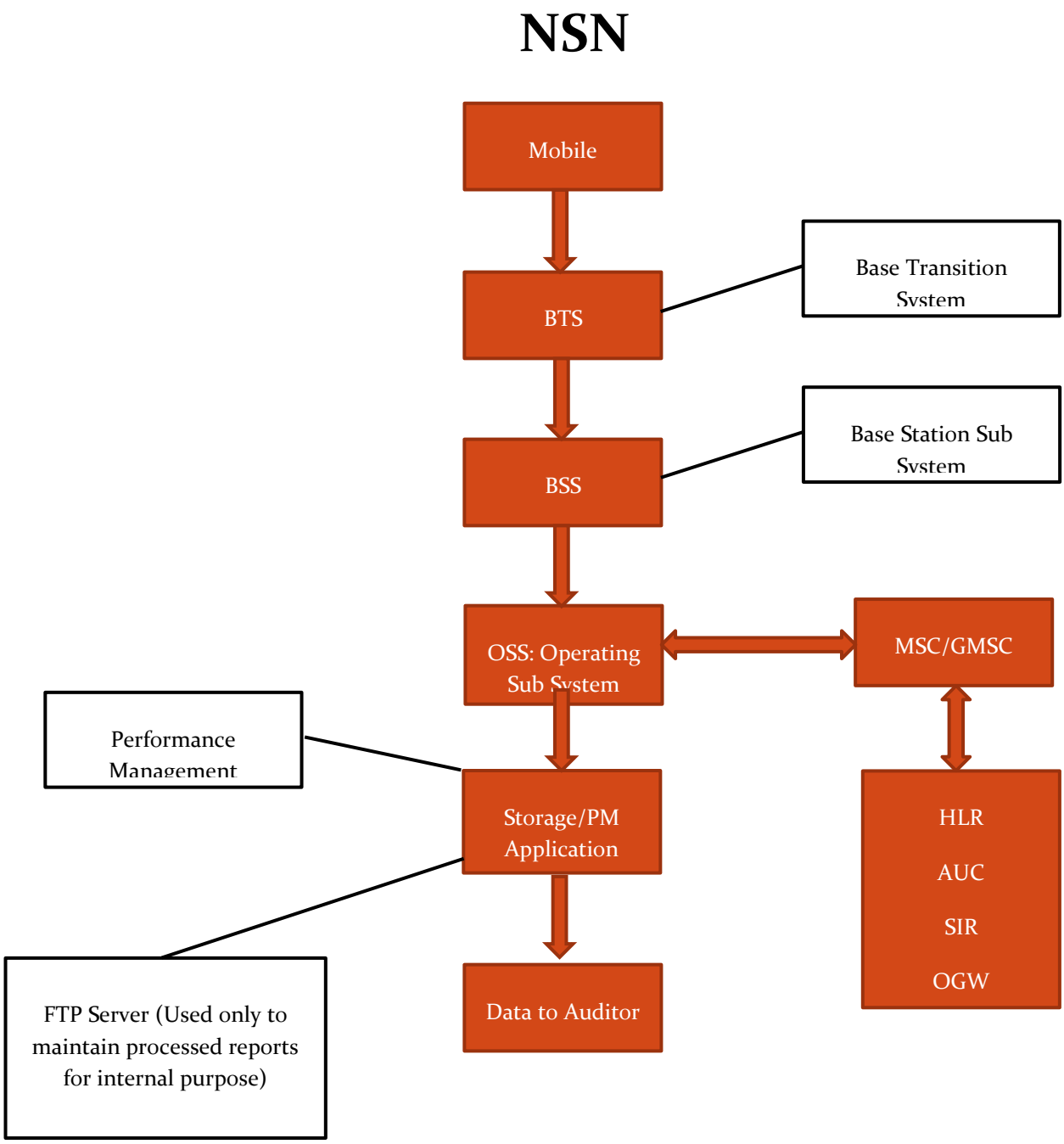
### 15.2.1 ERICSSON

Ericsson provides network support to Aircel, Airtel, Idea, BSNL and Reliance GSM in the circle.



### 15.2.2 NSN (NOKIA SIEMENS NETWORKS)

NSN provides network support to Vodafone in the circle.



# 16 ANNEXURE – JANUARY -2G

| Audit Results for Network Availability- PMR data-January | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Number of BTSs in the licensed service area | | 1962 | 4145 | 3704 | 985 | 867 | 2134 | 941 | 2911 | 4773 |
| Sum of downtime of BTSs in a month (in hours) | | 1096 | 683 | 1843 | 4191 | 473 | 1435 | 69 | 114 | 6130 |
| BTSs accumulated downtime (not available for service) | ≤ 2% | 0.08% | 0.02% | 0.07% | 0.57% | 0.07% | 0.09% | 0.01% | 0.01% | 0.17% |
| Number of BTSs having accumulated downtime >24 hours | | 1 | 0 | 0 | 12 | 4 | 25 | 0 | 0 | 0 |
| Worst affected BTSs due to downtime | ≤ 2% | 0.05% | 0.00% | 0.00% | 1.22% | 0.46% | 1.17% | 0.00% | 0.00% | 0.00% |
| Live Measurement Results for Network Availability- 3 Day live data-January | | | | | | | | | | |
| | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Number of BTSs in the licensed service area | | 1960 | 4122 | 3699 | 985 | 867 | 2134 | 945 | 2896 | 4773 |
| Sum of downtime of BTSs in a month (in hours) | | 174 | 40 | 264 | 526 | 56 | 142 | 0 | 0 | 818 |
| BTSs accumulated downtime (not available for service) | ≤ 2% | 0.12% | 0.01% | 0.10% | 0.74% | 0.09% | 0.09% | 0.00% | 0.00% | 0.24% |
| Number of BTSs having accumulated downtime >24 hours | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Worst affected BTSs due to downtime | ≤ 2% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |

| Audit Results for CSSR, SDCCH and TCH congestion- PMR data-January | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| CSSR | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| CSSR | ≥ 95% | 97.99% | 99.85% | 99.25% | 98.60% | 97.18% | 98.40% | 99.17% | 97.41% | 99.39% |
| SDCCH/Paging channel congestion | ≤ 1% | 0.37% | 0.09% | 0.46% | 0.55% | NA | 0.24% | NA | 0.04% | 0.19% |
| TCH congestion | ≤ 2% | 1.51% | 0.07% | 0.49% | 0.10% | 1.26% | 0.41% | 0.03% | 0.09% | 0.61% |
| Live measurement results for CSSR, SDCCH and TCH congestion- 3 Day Data-January | | | | | | | | | | |
| CSSR | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| CSSR | ≥ 95% | 98.15% | 99.88% | 99.31% | 98.75% | 97.02% | 99.43% | 96.03% | 97.33% | 99.47% |
| SDCCH/Paging channel congestion | ≤ 1% | 0.27% | 0.05% | 0.40% | 0.11% | NA | 0.15% | NA | 0.02% | 0.12% |
| TCH congestion | ≤ 2% | 1.01% | 0.08% | 0.45% | 0.11% | 1.26% | 0.44% | 0.00% | 0.04% | 0.50% |
| Drive test results for CSSR (Average of three drive tests) and blocked calls- Drive Test Data-January | | | | | | | | | | |
| CSSR | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of call attempts | | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Total number of successful calls established | | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| CSSR | ≥ 95% | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| %age blocked calls | | NA | NA | NA | NA | NA | NA | NA | NA | NA |

| Audit Results for Call drop rate and for number of cells having more than 3% TCH-PMR data-January | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Call drop rate | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of calls established | | 55844289 | 115676565 | 154805750 | 38842100 | 118536782 | 36561742 | 17690727 | 84564885 | 182368462 |
| Total number of calls dropped | | 480330 | 951078 | 1455088 | 584474 | 153051 | 43614 | 72956 | 495264 | 1572874 |
| Call drop rate | ≤ 2% | 0.86% | 0.82% | 0.94% | 1.50% | 0.13% | 0.12% | 0.41% | 0.59% | 0.86% |
| Total number of cells in the network | | 5816 | 11461 | 10786 | 2641 | 2530 | 5979 | 77879 | 8173 | 12295 |
| Total number of cells having more than 3% TCH | | 280 | 162 | 163 | 61 | 10 | 19 | 2075 | 223 | 178 |
| Worst affected cells having more than 3% TCH | ≤ 3% | 4.82% | 1.41% | 1.51% | 2.29% | 0.40% | 0.32% | 2.66% | 2.73% | 1.44% |
| Live measurement results for Call drop rate and for number of cells having more than 3% TCH- 3 Day data-January | | | | | | | | | | |
| Call drop rate | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of calls established | | 5289909 | 3817369 | 32467436 | 3660230 | 13978185 | 3491271 | 1239569 | 8937063 | 17080156 |
| Total number of calls dropped | | 40259 | 30813 | 127372 | 54818 | 20105 | 4524 | 5797 | 54292 | 148993 |
| Call drop rate | ≤ 2% | 0.76% | 0.81% | 0.39% | 1.50% | 0.14% | 0.13% | 0.47% | 0.61% | 0.87% |
| Total number of cells in the network | | 5813 | 11386 | 10771 | 2641 | 2530 | 5979 | 7695 | 8144 | 12295 |
| Total number of cells having more than 3% TCH | | 262 | 157 | 147 | 60 | 9 | 19 | 242 | 237 | 125 |
| Worst affected cells having more than 3% TCH | ≤ 3% | 4.50% | 1.38% | 1.36% | 2.26% | 0.36% | 0.32% | 3.14% | 2.91% | 1.02% |
| Drive test results for Call drop rate (Average of three drive tests) - Drive Test Data-January | | | | | | | | | | |
| Call drop rate | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of calls established | | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Total number of calls dropped | | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Call drop rate | ≤ 2% | NA | NA | NA | NA | NA | NA | NA | NA | NA |

| Audit Results for Voice quality -PMR Data-January | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Voice quality | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of sample calls | | 10748199153 | 631460024 | 17923392983 | 7163492010 | NA | 5754975497 | NA | 244210318 | 22162822679 |
| Total number of calls with good voice quality | | 10452621933 | 615597117 | 17273679850 | 6851591777 | NA | 5705376575 | NA | 237934113 | 21642974711 |
| %age calls with good voice quality | ≥ 95% | 97.25% | 97.49% | 96.38% | 95.65% | 99.65% | 99.14% | 98.33% | 97.43% | 97.65% |
| Live measurement results for Voice quality-3 Day data-January | | | | | | | | | | |
| Voice quality | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of sample calls | | 1006073827 | 636920692 | 1740705272 | 539541404 | NA | 551782895 | NA | 19923737 | 2050309978 |
| Total number of calls with good voice quality | | 979533046 | 620881350 | 1678296830 | 521659836 | NA | 546339898 | NA | 20424128 | 2000816285 |
| %age calls with good voice quality | ≥ 95% | 97.36% | 97.48% | 96.41% | 96.69% | 99.64% | 99.01% | 98.40% | 97.55% | 97.59% |
| Drive test results for Voice quality (Average of three drive tests) - DT data-January | | | | | | | | | | |
| Voice quality | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of sample calls | | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Total number of calls with good voice quality | | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| %age calls with good voice quality | ≥ 95% | NA | NA | NA | NA | NA | NA | NA | NA | NA |

| Audit Results for POI Congestion- PMR data-January | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| POI congestion | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of working POIs | | 97 | 300 | 285 | 31 | 58 | 25 | 408 | 408 | 330 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 76158 | 139648 | 4977801 | 15469 | 16445 | 9366 | 4386576 | 4386576 | 287105 |
| Traffic served for all POIs (B)- in erlangs | | 32003 | 89787 | 3164804 | 7481 | 6719 | 7216 | 1778456 | 1778456 | 147173 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| Live Measurement Results for POI Congestion- 3 Day data-January | | | | | | | | | | |
| POI congestion | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of working POIs | | 97 | 301 | 285 | 31 | 64 | 25 | 408 | 408 | 328 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 75494 | 139901 | 160554 | 15469 | 18334 | 9366 | 4386576 | 4386576 | 287007 |
| Traffic served for all POIs (B)- in erlangs | | 30742 | 90683 | 101963 | 7279 | 7476 | 7216 | 1778456 | 1778456 | 153313 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |

## 17 ANNEXURE – FEBRUARY-2G

| Audit Results for Network Availability- PMR data-February | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Number of BTSs in the licensed service area | | 1972 | 4149 | 3701 | 987 | 871 | 2148 | 935 | 2828 | 4800 |
| Sum of downtime of BTSs in a month (in hours) | | 1033 | 1300 | 2298 | 3513 | 448 | 1041 | 216 | 278 | 3535 |
| BTSs accumulated downtime (not available for service) | ≤ 2% | 0.07% | 0.04% | 0.08% | 0.48% | 0.07% | 0.07% | 0.03% | 0.01% | 0.10% |
| Number of BTSs having accumulated downtime >24 hours | | 1 | 0 | 3 | 10 | 3 | 21 | 0 | 0 | 0 |
| Worst affected BTSs due to downtime | ≤ 2% | 0.05% | 0.00% | 0.08% | 1.01% | 0.34% | 0.98% | 0.00% | 0.00% | 0.00% |
| Live Measurement Results for Network Availability- 3 Day live data-February | | | | | | | | | | |
| | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Number of BTSs in the licensed service area | | 1974 | 4149 | 3706 | 985 | 871 | 2148 | 931 | 2957 | 4800 |
| Sum of downtime of BTSs in a month (in hours) | | 70 | 54 | 183 | 301 | 39 | 140 | | 64 | 395 |
| BTSs accumulated downtime (not available for service) | ≤ 2% | 0.05% | 0.02% | 0.07% | 0.42% | 0.06% | 0.09% | 0.00% | 0.03% | 0.11% |
| Number of BTSs having accumulated downtime >24 hours | | 0 | 0 | 0 | 0 | 0 | 0 | | 0 | 0 |
| Worst affected BTSs due to downtime | ≤ 2% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |

| Audit Results for CSSR, SDCCH and TCH congestion- PMR data-February | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| CSSR | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| CSSR | ≥ 95% | 97.92% | 98.88% | 99.32% | 98.09% | 97.16% | 99.20% | 99.00% | 99.49% | 99.46% |
| SDCCH/Paging channel congestion | ≤ 1% | 0.28% | 0.28% | 0.27% | 0.35% | NA | 0.26% | NA | 0.02% | 0.11% |
| TCH congestion | ≤ 2% | 1.64% | 0.00% | 0.43% | 0.09% | 1.26% | 0.51% | 0.02% | 0.01% | 0.54% |
| Live measurement results for CSSR, SDCCH and TCH congestion- 3 Day Data-February | | | | | | | | | | |
| CSSR | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| CSSR | ≥ 95% | 97.67% | 99.90% | 99.10% | 98.17% | 97.22% | 99.67% | 98.96% | 99.48% | 99.47% |
| SDCCH/Paging channel congestion | ≤ 1% | 0.33% | 0.04% | 0.28% | 0.45% | NA | 0.16% | NA | 0.02% | 0.11% |
| TCH congestion | ≤ 2% | 2.42% | 0.06% | 0.68% | 0.10% | 1.26% | 0.36% | 0.04% | 0.00% | 0.53% |
| Drive test results for CSSR (Average of three drive tests) and blocked calls- Drive Test Data-February | | | | | | | | | | |
| CSSR | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of call attempts | | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Total number of successful calls established | | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| CSSR | ≥ 95% | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| %age blocked calls | | NA | NA | NA | NA | NA | NA | NA | NA | NA |

| Audit Results for Call drop rate and for number of cells having more than 3% TCH-PMR data-February | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Call drop rate | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of calls established | | 57250043 | 232955312 | 291406537 | 35560012 | 143799140 | 42798641 | 9481731 | 84564885 | 167920582 |
| Total number of calls dropped | | 470390 | 902706 | 1332882 | 545247 | 150805 | 46057 | 49305 | 495264 | 1532661 |
| Call drop rate | ≤ 2% | 0.82% | 0.39% | 0.46% | 1.53% | 0.10% | 0.11% | 0.52% | 0.59% | 0.91% |
| Total number of cells in the network | | 5852 | 11493 | 10809 | 2649 | 2545 | 5997 | 2576 | 8236 | 12504 |
| Total number of cells having more than 3% TCH | | 246 | 200 | 151 | 52 | 8 | 11 | 18 | 200 | 183 |
| Worst affected cells having more than 3% TCH | ≤ 3% | 4.21% | 1.74% | 1.40% | 1.96% | 0.30% | 0.18% | 0.70% | 2.43% | 1.46% |
| Live measurement results for Call drop rate and for number of cells having more than 3% TCH- 3 Day data-February | | | | | | | | | | |
| Call drop rate | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of calls established | | 6181905 | 3683184 | 30698938 | 3653713 | 15666576 | 4390692 | 1231837 | 8937063 | 17384176 |
| Total number of calls dropped | | 50571 | 28261 | 135762 | 55103 | 14952 | 4092 | 6036 | 54292 | 147101 |
| Call drop rate | ≤ 2% | 0.82% | 0.77% | 0.44% | 1.51% | 0.10% | 0.09% | 0.49% | 0.61% | 0.85% |
| Total number of cells in the network | | 5850 | 11493 | 10812 | 2641 | 2545 | 5997 | 2575 | 8229 | 37202 |
| Total number of cells having more than 3% TCH | | 244 | 156 | 144 | 48 | 7 | 11 | 18 | 233 | 559 |
| Worst affected cells having more than 3% TCH | ≤ 3% | 4.18% | 1.36% | 1.33% | 1.83% | 0.28% | 0.18% | 0.70% | 2.83% | 1.50% |
| Drive test results for Call drop rate (Average of three drive tests) - Drive Test Data-February | | | | | | | | | | |
| Call drop rate | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of calls established | | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Total number of calls dropped | | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Call drop rate | ≤ 2% | NA | NA | NA | NA | NA | NA | NA | NA | NA |

| Audit Results for Voice quality -PMR Data-February | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Voice quality | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of sample calls | | 10823601962 | 17781995548 | 16094082424 | 5394155107 | NA | 6190467042 | NA | 243388903 | 20658471599 |
| Total number of calls with good voice quality | | 10512565604 | 17367368433 | 15504957712 | 5211169234 | NA | 6139264817 | NA | 237352858 | 20173413254 |
| %age calls with good voice quality | ≥ 95% | 97.13% | 97.67% | 96.34% | 96.61% | 99.66% | 99.17% | 99.00% | 97.52% | 97.65% |
| Live measurement results for Voice quality-3 Day data-February | | | | | | | | | | |
| Voice quality | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of sample calls | | 1130186197 | 619659017 | 575279459 | 563865564 | NA | 605497293 | NA | 26440699 | 2076526723 |
| Total number of calls with good voice quality | | 1097089908 | 605096899 | 554617256 | 544741336 | NA | 600885111 | NA | 25766461 | 2028723695 |
| %age calls with good voice quality | ≥ 95% | 97.07% | 97.65% | 96.41% | 96.61% | 99.65% | 99.24% | 99.00% | 97.45% | 97.70% |
| Drive test results for Voice quality (Average of three drive tests) - DT data-February | | | | | | | | | | |
| Voice quality | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of sample calls | | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Total number of calls with good voice quality | | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| %age calls with good voice quality | ≥ 95% | NA | NA | NA | NA | NA | NA | NA | NA | NA |

| Audit Results for POI Congestion- PMR data-February | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| POI congestion | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of working POIs | | 99 | 301 | 285 | 31 | 64 | 25 | 437 | 437 | 327 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 76639 | 139992 | 160783 | 15401 | 17479 | 9366 | 3015415 | 3015415 | 2236940 |
| Traffic served for all POIs (B)- in erlangs | | 35882 | 92027 | 100519 | 7473 | 8240 | 7216 | 1233812 | 1233812 | 146070 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| Live Measurement Results for POI Congestion- 3 Day data-February | | | | | | | | | | |
| POI congestion | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of working POIs | | 97 | 301 | 285 | 31 | 64 | 25 | 437 | 437 | 327 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 76627 | 139992 | 160795 | 15469 | 18115 | 9366 | 3015415 | 3015415 | 286940 |
| Traffic served for all POIs (B)- in erlangs | | 36309 | 92027 | 98918 | 7387 | 8957 | 7216 | 1233812 | 1233812 | 154070 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |

# 18 ANNEXURE – MARCH-2G

| Audit Results for Network Availability- PMR data-March | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Number of BTSs in the licensed service area | | 1969 | 4250 | 3707 | 987 | 877 | 2159 | 934 | 2927 | 4881 |
| Sum of downtime of BTSs in a month (in hours) | | 1139 | 1600 | 2138 | 3801 | 409 | 661 | 73 | 179 | 4044 |
| BTSs accumulated downtime (not available for service) | ≤ 2% | 0.08% | 0.05% | 0.08% | 0.52% | 0.06% | 0.04% | 0.01% | 0.01% | 0.11% |
| Number of BTSs having accumulated downtime >24 hours | | 6 | 0 | 4 | 10 | 2 | 11 | 0 | 0 | 0 |
| Worst affected BTSs due to downtime | ≤ 2% | 0.30% | 0.00% | 0.11% | 1.01% | 0.23% | 0.51% | 0.00% | 0.00% | 0.00% |
| Live Measurement Results for Network Availability- 3 Day live data-March | | | | | | | | | | |
| | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Number of BTSs in the licensed service area | | 1973 | 4246 | 3702 | 987 | 877 | 2159 | 945 | 2957 | 4881 |
| Sum of downtime of BTSs in a month (in hours) | | 101 | 133 | 220 | 238 | 76 | 60 | 617 | 8 | 380 |
| BTSs accumulated downtime (not available for service) | ≤ 2% | 0.07% | 0.04% | 0.08% | 0.33% | 0.12% | 0.04% | 0.91% | 0.00% | 0.11% |
| Number of BTSs having accumulated downtime >24 hours | | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Worst affected BTSs due to downtime | ≤ 2% | 0.05% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |

| Audit Results for CSSR, SDCCH and TCH congestion- PMR data-March | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| CSSR | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| CSSR | ≥ 95% | 98.01% | 99.87% | 99.29% | 98.32% | 98.04% | 98.52% | 99.16% | 99.52% | 99.40% |
| SDCCH/Paging channel congestion | ≤ 1% | 0.31% | 0.09% | 0.29% | 0.30% | NA | 0.31% | NA | 0.04% | 0.08% |
| TCH congestion | ≤ 2% | 0.85% | 0.81% | 0.47% | 0.07% | 0.24% | 0.74% | 0.00% | 0.03% | 0.60% |
| Live measurement results for CSSR, SDCCH and TCH congestion- 3 Day Data-March | | | | | | | | | | |
| CSSR | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| CSSR | ≥ 95% | 97.99% | 99.90% | 99.08% | 98.13% | 98.11% | 99.08% | 97.59% | 99.50% | 99.36% |
| SDCCH/Paging channel congestion | ≤ 1% | 0.23% | 0.04% | 0.41% | 0.23% | NA | 0.23% | NA | 0.03% | 0.09% |
| TCH congestion | ≤ 2% | 0.96% | 0.04% | 0.65% | 0.08% | 0.43% | 0.65% | 0.00% | 0.04% | 0.64% |
| Drive test results for CSSR (Average of three drive tests) and blocked calls- Drive Test Data-March | | | | | | | | | | |
| CSSR | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of call attempts | | 1052 | 1100 | 1068 | 1008 | 1013 | 978 | 1084 | 1145 | 1005 |
| Total number of successful calls established | | 1038 | 1096 | 1059 | 984 | 1008 | 928 | 1075 | 1133 | 1005 |
| CSSR | ≥ 95% | 98.67% | 99.64% | 99.16% | 97.62% | 99.51% | 94.89% | 99.17% | 98.95% | 100.00% |
| %age blocked calls | | 1.33% | 0.36% | 0.84% | 2.38% | 0.49% | 5.11% | 0.83% | 1.05% | 0.00% |

| Audit Results for Call drop rate and for number of cells having more than 3% TCH-PMR data-March | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Call drop rate | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of calls established | | 58292749 | 3590195 | 4266260 | 37919710 | 59423906 | 46543676 | 16096547 | 82938108 | 634989838 |
| Total number of calls dropped | | 469613 | 28908 | 42042 | 572396 | 120669 | 55714 | 52918 | 407677 | 1578213 |
| Call drop rate | ≤ 2% | 0.81% | 0.81% | 0.99% | 1.51% | 0.20% | 0.12% | 0.33% | 0.61% | 0.25% |
| Total number of cells in the network | | 5844 | 11803 | 10822 | 2649 | 2545 | 6520 | 2563 | 8254 | 12685 |
| Total number of cells having more than 3% TCH | | 244 | 211 | 168 | 55 | 8 | 11 | 20 | 190 | 206 |
| Worst affected cells having more than 3% TCH | ≤ 3% | 4.17% | 1.79% | 1.55% | 2.06% | 0.32% | 0.17% | 0.78% | 2.30% | 1.62% |
| Live measurement results for Call drop rate and for number of cells having more than 3% TCH- 3 Day data-March | | | | | | | | | | |
| Call drop rate | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of calls established | | 5656728 | 3506976 | 4376386 | 3725708 | 2520816 | 3205035 | 2387143 | 7223559 | 16733041 |
| Total number of calls dropped | | 45010 | 29139 | 43572 | 56865 | 4886 | 263 | 13368 | 42619 | 171043 |
| Call drop rate | ≤ 2% | 0.80% | 0.83% | 1.00% | 1.53% | 0.19% | 0.01% | 0.56% | 0.59% | 1.02% |
| Total number of cells in the network | | 5855 | 11803 | 10827 | 2649 | 2612 | 6520 | 2565 | 8252 | 12629 |
| Total number of cells having more than 3% TCH | | 237 | 199 | 176 | 47 | 6 | 17 | 16 | 201 | 203 |
| Worst affected cells having more than 3% TCH | ≤ 3% | 4.04% | 1.69% | 1.63% | 1.76% | 0.24% | 0.26% | 0.62% | 2.44% | 1.61% |
| Drive test results for Call drop rate (Average of three drive tests) - Drive Test Data-March | | | | | | | | | | |
| Call drop rate | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of calls established | | 1038 | 1096 | 1059 | 984 | 1010 | 928 | 1084 | 1133 | 1005 |
| Total number of calls dropped | | 6 | 2 | 8 | 35 | 7 | 15 | 5 | 11 | 4 |
| Call drop rate | ≤ 2% | 0.58% | 0.18% | 0.76% | 3.56% | 0.69% | 1.62% | 0.46% | 0.97% | 0.40% |

| Audit Results for Voice quality -PMR Data-March | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Voice quality | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of sample calls | | 10999186701 | 600626975 | 564642577 | 5632158656 | NA | 7037180896 | NA | 248707505 | 21575652495 |
| Total number of calls with good voice quality | | 10644786360 | 586461822 | 544443795 | 5442033674 | NA | 6985979300 | NA | 242663913 | 21049223748 |
| %age calls with good voice quality | ≥ 95% | 96.78% | 97.64% | 96.42% | 96.62% | 99.85% | 99.27% | 99.10% | 97.57% | 97.56% |
| Live measurement results for Voice quality-3 Day data-March | | | | | | | | | | |
| Voice quality | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of sample calls | | 1099422155 | 578607746 | 19470434 | 554224161 | NA | 522350821 | NA | 25316248 | 2173206235 |
| Total number of calls with good voice quality | | 1066395955 | 564551228 | 18773924 | 535368993 | NA | 518681294 | NA | 24690937 | 2119012306 |
| %age calls with good voice quality | ≥ 95% | 97.00% | 97.57% | 96.46% | 96.60% | 99.67% | 99.30% | 99.14% | 97.53% | 97.51% |
| Drive test results for Voice quality (Average of three drive tests) - DT data-March | | | | | | | | | | |
| Voice quality | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of sample calls | | 1444068 | 1985425 | 273919 | 1150298 | NA | 72636 | 121438 | 2033268 | 460129 |
| Total number of calls with good voice quality | | 1318088 | 1925225 | 260532 | 1042688 | NA | 78342 | 116821 | 1945373 | 439475 |
| %age calls with good voice quality | ≥ 95% | 91.28% | 96.97% | 95.11% | 90.65% | 97.31% | 107.86% | 96.20% | 95.68% | 95.51% |

| Audit Results for POI Congestion- PMR data-March | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| POI congestion | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of working POIs | | 100 | 302 | 301 | 31 | 64 | 25 | 437 | 437 | 327 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 78336 | 140383 | 159456 | 15369 | 16168 | 9366 | 3225383 | 3225383 | 286940 |
| Traffic served for all POIs (B)- in erlangs | | 34329 | 150036 | 77649 | 7242 | 7623 | 7216 | 1252913 | 1252913 | 154070 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| Live Measurement Results for POI Congestion- 3 Day data-March | | | | | | | | | | |
| POI congestion | Benchmark | Aircel | Airtel | Idea | MTNL | Reliance CDMA | Reliance GSM | TATA CDMA | TATA GSM | Vodafone |
| Total number of working POIs | | 100 | 303 | 301 | 31 | 71 | 85 | 437 | 437 | 327 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 78409 | 140100 | 159456 | 15370 | 19965 | 35340 | 3225383 | 3225383 | 2236940 |
| Traffic served for all POIs (B)- in erlangs | | 35317 | 488950 | 93810 | 7311 | 12762 | 24155 | 1252913 | 1252913 | 146070 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |

# 19 ANNEXURE – JANUARY -3G

| Audit Results for Network Availability- PMR data-January | | | | | |
|---|---|---|---|---|---|
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| (Number of Node Bs in the network in the licensed service area | | NDR | 694 | NDR | 5207 |
| Sum of downtime (i.e. total outage time) of Node Bs | | NDR | 4073 | NDR | 6735 |
| Node Bs downtime (not available for service) | ≤ 2% | NDR | 0.79% | NDR | 0.17% |
| Number of Node Bs having accumulated downtime of >24 hours in a month | | NDR | 8 | NDR | 0 |
| Worst affected Node Bs due to downtime | ≤ 2% | NDR | 1.15% | NDR | 0.00% |
| **Live Measurement Results for Network Availability- 3 Day live data-January** | | | | | |
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| (Number of Node Bs in the network in the licensed service area | | NDR | 694 | NDR | 5207 |
| Sum of downtime (i.e. total outage time) of Node Bs | | NDR | 45 | NDR | 705 |
| Node Bs downtime (not available for service) | ≤ 2% | NDR | 0.09% | NDR | 0.19% |
| Number of Node Bs having accumulated downtime of >24 hours in a month | | NDR | 0 | NDR | 0 |
| Worst affected Node Bs due to downtime | ≤ 2% | NDR | 0.00% | NDR | 0.00% |

| Audit Results for CSSR, RRC Congestion and Circuit Switched RAB Congestion- PMR data-January | | | | | |
|---|---|---|---|---|---|
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| CSSR | ≥ 95% | NDR | 97.95% | NDR | 99.79% |
| RRC Congestion | ≤ 1% | NDR | 0.78% | NDR | 0.00% |
| Circuit Switched RAB Congestion | ≤ 2% | NDR | 0.16% | NDR | 0.00% |
| **Live measurement results for CSSR, RRC Congestion and Circuit Switched RAB Congestion- 3 Day Data-January** | | | | | |
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| CSSR | ≥ 95% | NDR | 98.82% | NDR | 99.77% |
| RRC Congestion | ≤ 1% | NDR | 0.69% | NDR | 0.00% |
| Circuit Switched RAB Congestion | ≤ 2% | NDR | 0.15% | NDR | 0.00% |
| **Drive test results for CSSR (Average of three drive tests) and blocked calls- Drive Test Data-January** | | | | | |
| CSSR | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total number of RRC attempts (A) | | NA | NA | NA | NA |
| Total number of RRC established (B) | | NA | NA | NA | NA |
| Call setup success rate (B/A*100) | ≥ 95% | NA | NA | NA | NA |
| %age blocked calls | | NA | NA | NA | NA |

| Audit Results for Call drop rate and Worst affected cells having more than 3% Circuit switched voice drop rate -PMR data-January | | | | | |
|---|---|---|---|---|---|
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total calls successfully established (A) (Number of voice RAB normally released) | | NDR | 4838027 | NDR | 130746129 |
| Total calls dropped after establishment (B) (Number of voice RAB abnormally released) | | NDR | 71108 | NDR | 474404 |
| Call drop rate (B/A*100) | ≤ 2% | NDR | 1.47% | NDR | 0.32% |
| Total no. of cells in the licensed service area (B) | | NDR | 2003 | NDR | 21168 |
| No. of affected cells having CSV call drop rate >3% during (CBBH) in a month (A) | | NDR | 51 | NDR | 400 |
| Worst affected cells having more than 3% Circuit switched voice drop rate (A/B*100) | ≤ 3% | NDR | 2.57% | NDR | 1.89% |
| Live measurement results for Call drop rate and Worst affected cells having more than 3% Circuit switched voice drop rate - 3 Day data-January | | | | | |
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total calls successfully established (A) (Number of voice RAB normally released) | | NDR | 484907 | NDR | 11099185 |
| Total calls dropped after establishment (B) (Number of voice RAB abnormally released) | | NDR | 7055 | NDR | 32338 |
| Call drop rate (B/A*100) | ≤ 2% | NDR | 1.45% | NDR | 0.29% |
| Total no. of cells in the licensed service area (B) | | NDR | 2003 | NDR | 21173 |
| No. of affected cells having CSV call drop rate >3% during (CBBH) in a month (A) | | NDR | 52 | NDR | 371 |
| Worst affected cells having more than 3% Circuit switched voice drop rate (A/B*100) | ≤ 3% | NDR | 2.58% | NDR | 1.75% |
| Drive test results for Call drop rate (Average of three drive tests) - Drive Test Data-January | | | | | |
| Call drop rate | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total calls successfully established (A) (Number of voice RAB normally released) | | NA | NA | NA | NA |
| Total calls dropped after establishment (B) (Number of voice RAB abnormally released) | | NA | NA | NA | NA |
| Call drop rate (B/A*100) | ≤ 2% | NA | NA | NA | NA |

| Audit Results for Voice quality -PMR Data-January | | | | | |
|---|---|---|---|---|---|
| Voice quality | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | NDR | 8709045116 | NDR | 10275302600 |
| Faulty Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | NDR | 8615375232 | NDR | 10066889928 |
| %Circuit Switch Voice Quality (CSV quality) (B/A*100) | ≥ 95% | NDR | 98.92% | NDR | 97.97% |
| **Live measurement results for Voice quality-3 Day data-January** | | | | | |
| Voice quality | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | NDR | 864889289 | NDR | 38494926908 |
| Faulty Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | NDR | 855637817 | NDR | 37649747759 |
| %Circuit Switch Voice Quality (CSV quality) (B/A*100) | ≥ 95% | NDR | 98.93% | NDR | 97.80% |
| **Drive test results for Voice quality (Average of three drive tests) - DT data-January** | | | | | |
| Voice quality | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | NA | NA | NA | NA |
| Faulty Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | NA | NA | NA | NA |
| %Circuit Switch Voice Quality (CSV quality) (B/A*100) | ≥ 95% | NA | NA | NA | NA |

| Audit Results for POI Congestion- PMR data-January | | | | | |
|---|---|---|---|---|---|
| POI congestion | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total number of working POIs | | NDR | 31 | NDR | 330 |
| No. of POIs not meeting benchmark | | NDR | 0 | NDR | 0 |
| Total Capacity of all POIs (A) - in erlangs | | NDR | 15469 | NDR | 287105 |
| Traffic served for all POIs (B)- in erlangs | | NDR | 7481 | NDR | 147173 |
| POI congestion | ≤ 0.5% | NDR | 0.00% | NDR | 0.00% |
| **Live Measurement Results for POI Congestion- 3 Day data-January** | | | | | |
| POI congestion | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total number of working POIs | | NDR | 31 | NDR | 328 |
| No. of POIs not meeting benchmark | | NDR | 0 | NDR | 0 |
| Total Capacity of all POIs (A) - in erlangs | | NDR | 15469 | NDR | 287007 |
| Traffic served for all POIs (B)- in erlangs | | NDR | 7279 | NDR | 153313 |
| POI congestion | ≤ 0.5% | NDR | 0.00% | NDR | 0.00% |

# 20 ANNEXURE – FEBRUARY-3G

| Audit Results for Network Availability- PMR data-February | | | | | |
|---|---|---|---|---|---|
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| (Number of Node Bs in the network in the licensed service area | | 1187 | 694 | 1929 | 5210 |
| Sum of downtime (i.e. total outage time) of Node Bs | | 1977 | 2476 | 1490 | 6497 |
| Node Bs downtime (not available for service) | ≤ 2% | 0.22% | 0.48% | 0.10% | 0.17% |
| Number of Node Bs having accumulated downtime of >24 hours in a month | | 0 | 8 | 7 | 0 |
| Worst affected Node Bs due to downtime | ≤ 2% | 0.00% | 1.15% | 0.36% | 0.00% |
| **Live Measurement Results for Network Availability- 3 Day live data-February** | | | | | |
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| (Number of Node Bs in the network in the licensed service area | | 1187 | 693 | 1929 | 5207 |
| Sum of downtime (i.e. total outage time) of Node Bs | | 74 | 216 | 9 | 668 |
| Node Bs downtime (not available for service) | ≤ 2% | 0.09% | 0.43% | 0.01% | 0.18% |
| Number of Node Bs having accumulated downtime of >24 hours in a month | | 0 | 1 | 0 | 0 |
| Worst affected Node Bs due to downtime | ≤ 2% | 0.00% | 0.14% | 0.00% | 0.00% |

| Audit Results for CSSR, RRC Congestion and Circuit Switched RAB Congestion- PMR data-February | | | | | |
|---|---|---|---|---|---|
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| CSSR | ≥ 95% | 98.67% | 98.13% | 98.01% | 99.75% |
| RRC Congestion | ≤ 1% | 0.06% | 0.80% | 0.27% | 0.00% |
| Circuit Switched RAB Congestion | ≤ 2% | 0.08% | 0.26% | 0.54% | 0.00% |
| **Live measurement results for CSSR, RRC Congestion and Circuit Switched RAB Congestion- 3 Day Data-February** | | | | | |
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| CSSR | ≥ 95% | 98.68% | 97.46% | 98.68% | 99.78% |
| RRC Congestion | ≤ 1% | 0.06% | 0.81% | 0.18% | 0.00% |
| Circuit Switched RAB Congestion | ≤ 2% | 0.08% | 0.30% | 0.36% | 0.00% |
| **Drive test results for CSSR (Average of three drive tests) and blocked calls- Drive Test Data-February** | | | | | |
| CSSR | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total number of RRC attempts (A) | | NA | NA | NA | NA |
| Total number of RRC established (B) | | NA | NA | NA | NA |
| Call setup success rate (B/A*100) | ≥ 95% | NA | NA | NA | NA |
| %age blocked calls | | NA | NA | NA | NA |

| Audit Results for Call drop rate and Worst affected cells having more than 3% Circuit switched voice drop rate -PMR data-February | | | | | |
|---|---|---|---|---|---|
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total calls successfully established (A) (Number of voice RAB normally released) | | 88032447 | 4330153 | 20476505 | 124720694 |
| Total calls dropped after establishment (B) (Number of voice RAB abnormally released) | | 398571 | 75963 | 95686 | 524111 |
| Call drop rate (B/A*100) | ≤ 2% | 0.45% | 1.75% | 0.47% | 0.42% |
| Total no. of cells in the licensed service area (B) | | NDR | 2002 | 6177 | 21198 |
| No. of affected cells having CSV call drop rate >3% during (CBBH) in a month (A) | | NDR | 52 | 89 | 397 |
| Worst affected cells having more than 3% Circuit switched voice drop rate (A/B*100) | ≤ 3% | NDR | 2.60% | 1.44% | 1.87% |
| **Live measurement results for Call drop rate and Worst affected cells having more than 3% Circuit switched voice drop rate - 3 Day data-February** | | | | | |
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total calls successfully established (A) (Number of voice RAB normally released) | | 9623513 | 411179 | 2124869 | 12731198 |
| Total calls dropped after establishment (B) (Number of voice RAB abnormally released) | | 46747 | 6908 | 12661 | 42666 |
| Call drop rate (B/A*100) | ≤ 2% | 0.49% | 1.68% | 0.60% | 0.34% |
| Total no. of cells in the licensed service area (B) | | NDR | 2000 | 6117 | 63621 |
| No. of affected cells having CSV call drop rate >3% during (CBBH) in a month (A) | | NDR | 51 | 90 | 1110 |
| Worst affected cells having more than 3% Circuit switched voice drop rate (A/B*100) | ≤ 3% | NDR | 2.57% | 1.47% | 1.74% |
| **Drive test results for Call drop rate (Average of three drive tests) - Drive Test Data-February** | | | | | |
| Call drop rate | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total calls successfully established (A) (Number of voice RAB normally released) | | NA | NA | NA | NA |
| Total calls dropped after establishment (B) (Number of voice RAB abnormally released) | | NA | NA | NA | NA |
| Call drop rate (B/A*100) | ≤ 2% | NA | NA | NA | NA |

| Audit Results for Voice quality -PMR Data-February | | | | | |
|---|---|---|---|---|---|
| Voice quality | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | 258574584013 | 8462464305 | NA | 13816509733 |
| Faulty Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | 253924463209 | 8370424723 | NA | 13532831424 |
| %Circuit Switch Voice Quality (CSV quality) (B/A*100) | ≥ 95% | 98.20% | 98.91% | 99.69% | 97.95% |
| **Live measurement results for Voice quality-3 Day data-February** | | | | | |
| Voice quality | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | 29715477660 | 820506096 | NA | 13364030369 |
| Faulty Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | 29188576705 | 811811128 | NA | 13076384242 |
| %Circuit Switch Voice Quality (CSV quality) (B/A*100) | ≥ 95% | 98.23% | 98.94% | 99.69% | 97.85% |
| **Drive test results for Voice quality (Average of three drive tests) - DT data-February** | | | | | |
| Voice quality | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | NA | NA | NA | NA |
| Faulty Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | NA | NA | NA | NA |
| %Circuit Switch Voice Quality (CSV quality) (B/A*100) | ≥ 95% | NA | NA | NA | NA |

| Audit Results for POI Congestion- PMR data-February | | | | | |
|---|---|---|---|---|---|
| POI congestion | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total number of working POIs | | 301 | 31 | 25 | 327 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 139992 | 15401 | 9331 | 2236940 |
| Traffic served for all POIs (B)- in erlangs | | 92027 | 7473 | 7790 | 146070 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% |
| **Live Measurement Results for POI Congestion- 3 Day data-February** | | | | | |
| POI congestion | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total number of working POIs | | 301 | 31 | 25 | 327 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 139992 | 15469 | 9312 | 286940 |
| Traffic served for all POIs (B)- in erlangs | | 92027 | 7387 | 8049 | 154070 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% |

# 21 ANNEXURE – MARCH-3G

| Audit Results for Network Availability- PMR data-March | | | | | |
|---|---|---|---|---|---|
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| (Number of Node Bs in the network in the licensed service area | | 930 | 694 | 1967 | 5228 |
| Sum of downtime (i.e. total outage time) of Node Bs | | 2520 | 2386 | 1463 | 8564 |
| Node Bs downtime (not available for service) | ≤ 2% | 0.36% | 0.46% | 0.10% | 0.22% |
| Number of Node Bs having accumulated downtime of >24 hours in a month | | 0 | 7 | 13 | 0 |
| Worst affected Node Bs due to downtime | ≤ 2% | 0.00% | 1.01% | 0.66% | 0.00% |
| **Live Measurement Results for Network Availability- 3 Day live data-March** | | | | | |
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| (Number of Node Bs in the network in the licensed service area | | 930 | 694 | 1967 | 5228 |
| Sum of downtime (i.e. total outage time) of Node Bs | | 145 | 179 | 163 | 706 |
| Node Bs downtime (not available for service) | ≤ 2% | 0.22% | 0.36% | 0.11% | 0.19% |
| Number of Node Bs having accumulated downtime of >24 hours in a month | | 0 | 0 | 0 | 0 |
| Worst affected Node Bs due to downtime | ≤ 2% | 0.00% | 0.00% | 0.00% | 0.00% |

| Audit Results for CSSR, RRC Congestion and Circuit Switched RAB Congestion- PMR data-March | | | | | |
|---|---|---|---|---|---|
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| CSSR | ≥ 95% | 98.43% | 98.74% | 99.60% | 99.79% |
| RRC Congestion | ≤ 1% | 0.10% | 0.70% | 0.50% | 0.00% |
| Circuit Switched RAB Congestion | ≤ 2% | 0.17% | 0.25% | 0.07% | 0.00% |
| **Live measurement results for CSSR, RRC Congestion and Circuit Switched RAB Congestion- 3 Day Data-March** | | | | | |
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| CSSR | ≥ 95% | 98.57% | 98.98% | 99.44% | 99.79% |
| RRC Congestion | ≤ 1% | 0.07% | 0.58% | 0.12% | 0.00% |
| Circuit Switched RAB Congestion | ≤ 2% | 0.10% | 0.53% | 0.05% | 0.00% |
| **Drive test results for CSSR (Average of three drive tests) and blocked calls- Drive Test Data-March** | | | | | |
| CSSR | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total number of RRC attempts (A) | | 988 | 1012 | NP | 1229 |
| Total number of RRC established (B) | | 987 | 987 | NP | 1229 |
| Call setup success rate (B/A*100) | ≥ 95% | 99.90% | 97.53% | NP | 100.00% |
| %age blocked calls | | 0.10% | 2.47% | NP | 0.00% |

| Audit Results for Call drop rate and Worst affected cells having more than 3% Circuit switched voice drop rate -PMR data-March | | | | | |
|---|---|---|---|---|---|
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total calls successfully established (A) (Number of voice RAB normally released) | | 93592244 | 4486214 | 55802693 | 136597705 |
| Total calls dropped after establishment (B) (Number of voice RAB abnormally released) | | 401603 | 78542 | 90841 | 496994 |
| Call drop rate (B/A*100) | ≤ 2% | 0.43% | 1.75% | 0.16% | 0.36% |
| Total no. of cells in the licensed service area (B) | | NDR | 2002 | 5825 | 21188 |
| No. of affected cells having CSV call drop rate >3% during (CBBH) in a month (A) | | NDR | 53 | 28 | 395 |
| Worst affected cells having more than 3% Circuit switched voice drop rate (A/B*100) | ≤ 3% | NDR | 2.66% | 0.48% | 1.86% |
| **Live measurement results for Call drop rate and Worst affected cells having more than 3% Circuit switched voice drop rate - 3 Day data-March** | | | | | |
| | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total calls successfully established (A) (Number of voice RAB normally released) | | 9496262 | 438277 | 2256044 | 14476909 |
| Total calls dropped after establishment (B) (Number of voice RAB abnormally released) | | 43112 | 7514 | 2591 | 51134 |
| Call drop rate (B/A*100) | ≤ 2% | 0.45% | 1.71% | 0.11% | 0.35% |
| Total no. of cells in the licensed service area (B) | | NDR | 2002 | 5825 | 20576 |
| No. of affected cells having CSV call drop rate >3% during (CBBH) in a month (A) | | NDR | 54 | 22 | 398 |
| Worst affected cells having more than 3% Circuit switched voice drop rate (A/B*100) | ≤ 3% | NDR | 2.68% | 0.38% | 1.93% |
| **Drive test results for Call drop rate (Average of three drive tests) - Drive Test Data-March** | | | | | |
| Call drop rate | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total calls successfully established (A) (Number of voice RAB normally released) | | 987 | 987 | NP | 1045 |
| Total calls dropped after establishment (B) (Number of voice RAB abnormally released) | | 2 | 29 | NP | 1 |
| Call drop rate (B/A*100) | ≤ 2% | 0.20% | 2.94% | NP | 0.10% |

| Audit Results for Voice quality -PMR Data-March | | | | | |
|---|---|---|---|---|---|
| Voice quality | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | 9275196427 | 8821706767 | NA | 13686088789 |
| Faulty Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | 9094340840 | 8726204454 | NA | 13385987700 |
| %Circuit Switch Voice Quality (CSV quality) (B/A*100) | ≥ 95% | 98.05% | 98.92% | 99.34% | 97.81% |
| **Live measurement results for Voice quality-3 Day data-March** | | | | | |
| Voice quality | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | 26831805916 | 863826463 | NA | 41304295749 |
| Faulty Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | 26343218964 | 854563254 | NA | 40421061119 |
| %Circuit Switch Voice Quality (CSV quality) (B/A*100) | ≥ 95% | 98.18% | 98.93% | 99.72% | 97.86% |
| **Drive test results for Voice quality (Average of three drive tests) - DT data-March** | | | | | |
| Voice quality | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | 2259317 | 224067 | NP | NDR |
| Faulty Transport Blocks InUplink downlink After Selection Combining Speech-10Sec | | 2209905 | 206852 | NP | NDR |
| %Circuit Switch Voice Quality (CSV quality) (B/A*100) | ≥ 95% | 97.81% | 92.32% | NP | NDR |

| Audit Results for POI Congestion- PMR data-March | | | | | |
|---|---|---|---|---|---|
| POI congestion | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total number of working POIs | | 302 | 31 | 25 | 327 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 140383 | 15369 | 9156 | 286940 |
| Traffic served for all POIs (B)- in erlangs | | 150036 | 7242 | 7565 | 154070 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% |
| **Live Measurement Results for POI Congestion- 3 Day data-March** | | | | | |
| POI congestion | Benchmark | Airtel 3G | MTNL 3G | Reliance 3G | Vodafone 3G |
| Total number of working POIs | | 303 | 31 | 85 | 327 |
| No. of POIs not meeting benchmark | | 0 | 0 | 0 | 0 |
| Total Capacity of all POIs (A) - in erlangs | | 140100 | 15370 | 35340 | 2236940 |
| Traffic served for all POIs (B)- in erlangs | | 488950 | 7311 | 24155 | 146070 |
| POI congestion | ≤ 0.5% | 0.00% | 0.00% | 0.00% | 0.00% |

# 22 ABBREVIATIONS

Following terms/abbreviations have been used in this report. This section provides meaning of the abbreviations used in the report.

1. TRAI – Telecom Regulatory Authority of India
2. QoS – Quality of Service
3. JFM'16 – Refers to the quarter of January , February and March 2016
4. IMRB – Refers to IMRB International, the audit agency for this report
5. SSA – Secondary Switching Area
6. NOC – Network Operation Center
7. OMC – Operations and Maintenance Center
8. MSC – Mobile Switching Center
9. PMR – Performance Monitoring Reports
10. TCBH – Time Consistent Busy Hour
11. CBBH - Cell Bouncing Busy Hour
12. BTS – Base Transceiver Station
13. CSSR – Call Setup Success Rate
14. TCH – Traffic Channel
15. SDCCH – Standalone Dedicated Control Channel
16. CDR – Call Drop Rate
17. FER – Frame Error Rate
18. SIM – Subscriber Identity Module
19. GSM – Global System for Mobile
20. CDMA – Code Division Multiple Access
21. NA – Not Applicable
22. NC – Non Compliance
23. POI – Point of Interconnection
24. IVR – Interactive Voice Response
25. STD – Standard Trunk Dialing
26. ISD – International Subscriber Dialing

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