

**For Immediate Release**

**TRAI Assesses Network Quality Across Kottayam, Kerala LSA**

The Telecom Regulatory Authority of India (TRAI) released its Independent Drive Test (IDT) findings for the Kottayam, Kerala Licensed Service Area (LSA), covering extensive City/Railway/Coastal routes during the month of February 2025. The drive tests, conducted under the supervision of the TRAI Regional Office, Bengaluru, were designed to capture real-world mobile network performance across diverse usage environments – Urban Zones, Institutional Hotspots, Public Transport Hubs, and high-speed Corridors.

Between 10<sup>th</sup> February 2026 to 13<sup>th</sup> February 2026, TRAI teams conducted detailed tests across **503.9 Kms of Kottayam including 306 Kms of City drive, 10 Hot spots, 9.2 Kms Walk Test, Coastal drive of 12.4 Kms, and Highway drive of 176.3 Kms.** Technologies evaluated included 2G, 3G, 4G, and 5G, reflecting the service experience of users across multiple handset capabilities. The findings of IDT have been intimated to all the TSPs concerned for further necessary action.

**Key Parameters Assessed:**

a ) **Voice Services:** Call Setup Success Rate (CSSR), Drop Call Rate (DCR), Call Setup Time, Call Silence Rate, Speech Quality (MOS), Coverage.

b ) **Data Services:** Download/Upload Throughput, Latency, Jitter, Packet Drop Rate, and Video Streaming Delay.

**Call Setup Success Rate** - Airtel, BSNL, RJIL and VIL have 99.84%, 89.02%, 100.00% and 98.92% call setup success rate respectively in Auto-selection mode (5G/4G/3G/2G).

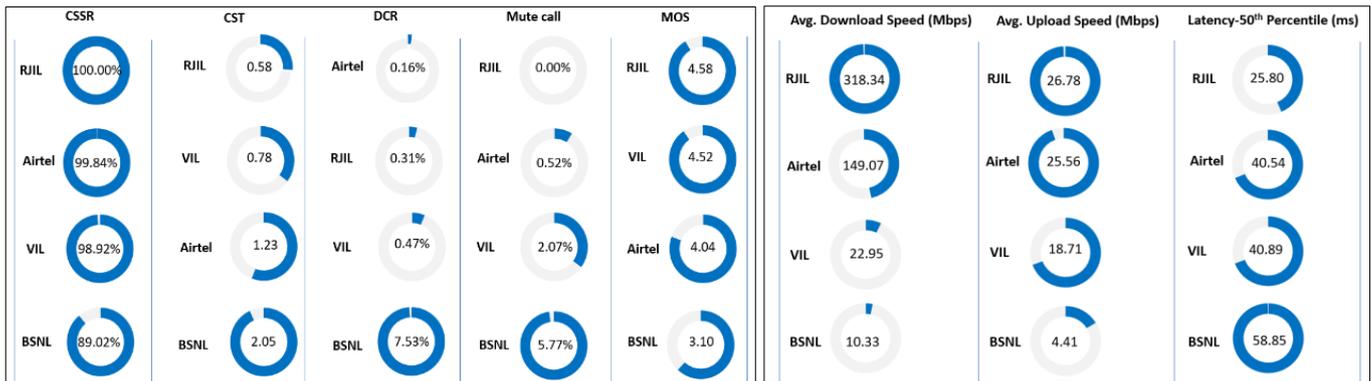
**Drop Call Rate** - Airtel, BSNL, RJIL and VIL have drop call rate of 0.16%, 7.53%, 0.31% and 0.47% respectively in Auto-selection mode (5G/4G/3G/2G).

- The Poor signal strength in auto-selection mode (5G/4G/3G/2G) during **voice** testing has been observed in 1.54%, 8.54%, 1.29% & 3.38% of the **City** IDT route in case of Airtel, BSNL, RJIL and VIL respectively.
- The Poor signal strength in auto-selection mode (5G/4G/3G/2G) during **data** testing has been observed in 17.63%, 13.37%, 10.84% & 8.54% of the **City** IDT route in case of Airtel, BSNL, RJIL and VIL respectively.
- The Poor signal strength in auto-selection mode (5G/4G/3G/2G) during **voice** testing has been observed in 0.56%, 7.80%, 0.19% & 0.78% of the **Highway** IDT route in case of Airtel, BSNL, RJIL and VIL respectively.
- The Poor signal strength in auto-selection mode (5G/4G/3G/2G) during **data** testing has been observed in 7.06%, 6.08%, 2.96% & 4.42% of the **Highway** IDT route in case of Airtel, BSNL, RJIL and VIL respectively.
- The Poor signal strength in auto-selection mode (5G/4G/3G/2G) during **voice** testing has been observed in 20.70%, 6.23%, 10.83% & 12.43% of the **Coastal** IDT route in case of Airtel, BSNL, RJIL and VIL respectively.
- The Poor signal strength in auto-selection mode (5G/4G/3G/2G) during **data** testing has been observed in 61.16%, 23.14%, 54.89% & 13.80% of the **Coastal** IDT route in case of Airtel, BSNL, RJIL and VIL respectively.

**Summary of Performance against key QoS parameters:**

**CSSR:** Call Setup Success Rate i.e. (in %), **CST:** Call Setup Time (in seconds),

**DCR:** Drop Call Rate (in %) & **MOS:** Mean Opinion Score representing typical voice quality.



**Summary-Voice services**

**Call Setup Success Rate:** Airtel, BSNL, RJIL and VIL have 99.84%, 89.02%, 100.00% and 98.92% call setup success rate respectively in Auto-selection mode (5G/4G/3G/2G).

**Call Setup Time:** Airtel, BSNL, RJIL and VIL have call setup time of 1.23, 2.05, 0.58 and 0.78 seconds respectively in Auto-selection mode (5G/4G/3G/2G).

**Drop Call Rate:** Airtel, BSNL, RJIL and VIL have drop call rate of 0.16%, 7.53%, 0.31% and 0.47% respectively in Auto-selection mode (5G/4G/3G/2G).

**Call Silence/Mute Rate:** Airtel, BSNL, RJIL and VIL have silence call rate of 0.52%, 5.77%, 0.00% and 2.07% respectively in packet switched network (4G/5G).

**Mean Opinion Score (MOS):** Airtel, BSNL, RJIL and VIL have average MOS of 4.04, 3.10, 4.58 and 4.52 respectively.

**Summary-Data services**

**Data Download performance (Overall):** Average download speed of Airtel (5G/4G/2G) is 149.07 Mbps, BSNL (4G/3G/2G) is 10.33 Mbps, RJIL (5G/4G) is 318.34 Mbps and VIL (5G/4G/2G) is 22.95 Mbps.

**Data Upload performance (Overall):** Average upload speed of Airtel (5G/4G/2G) is 25.56 Mbps, BSNL (4G/3G/2G) is 4.41 Mbps, RJIL (5G/4G) is 26.78 Mbps and VIL (5G/4G/2G) is 18.71 Mbps.

**Latency (Overall):** Airtel, BSNL, RJIL and VIL 50th percentile latency is 40.54 ms, 58.85 ms, 25.80 ms, 40.89 ms respectively.

**Data performance - Hotspots (in Mbps):**

Airtel- 4G D/L: 39.37	4G U/L: 7.15
5G D/L: 239.21	5G U/L: 49.75
BSNL- 4G D/L: 19.64	4G U/L: 11.49
RJIL- 4G D/L: 44.55	4G U/L: 10.34
5G D/L: 363.65	5G U/L: 27.79
VIL- 4G D/L: 29.26	4G U/L: 33.41
5G D/L: 33.67	5G U/L: 43.68

Note- "D/L" Download speed, "U/L" Upload speed  
4G & 5G technology have not been observed in MTNL

In Kottayam, the assessment included neighbourhoods like Nattakom, Puthuppally, Meenadom, Pampady, Manarcadu, Ayarkunnam, Kezhuvamkulam, Paika, Poovarani, Kadappattoor, Kidangoor, Ettumanoor, Kothanalloor, Kallara, Neendoor and Kumarakon etc.

TRAI also evaluated real-world conditions at District Collectorate Kottayam, Government Medical College Hospital Kottayam, Kottayam General Hospital, Kottayam Main Bazaar, Kottayam Railway Station, KSRTC Bus Stand Kottayam, Lulu Mall Kottayam, Municipal Jubilee Nehru Park, Nehru Stadium Kottayam, and Thirunakkara Temple Kottayam.

The walk tests, conducted on 11<sup>th</sup> and 12<sup>th</sup> February 2026 focused on District Collectorate Kottayam, Kottayam Railway Station to Nagampadam Bus Stand, Nehru Stadium Junction, and Thirunakkara Temple to Thirunakkara Market to Railway Station Road capturing mobile network behaviour in crowded pedestrian environments.

The Highway drive test was carried out Kottayam to Kochi passing through Thiruvalla, Kayamkulam, Alappuzha, Cherthala and Aluva etc.

The Coastal drive test route covered Cheepunkal, Green Island, Cheepunkal Sun Set viewpoint, Kumarakon Bird Sanctuary Breezy Shore, Thollayiram Bridge, and Cheepunkal to understand quality of service along the route.

The tests were conducted using TRAI-calibrated equipment and standardised protocols in real-time environments. The detailed report is available at TRAI website [www.traigov.in](http://www.traigov.in).

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