

Information note to the Press

For Immediate Release

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Telecom Regulatory Authority of India

TRAI Releases Report on Independent Drive Test conducted in Mumbai Service area from 10<sup>th</sup> to 13<sup>th</sup> May 2016.

New Delhi 21<sup>st</sup> June, 2016: TRAI conducts Audit and assessment of Quality of Service being provided by service providers through independent agencies for Cellular Mobile Telephone Service, Basic Service and Broadband Services.

As a part of this audit, the Audit Agency M/s IMRB International has carried out Independent Drive Test for Cellular Mobile Telephone services in Mumbai service area, from 10<sup>th</sup> to 13<sup>th</sup> May, 2016 covering various locations in the Mumbai service area. The performance of Airtel, Aircel, Idea, Vodafone, Reliance, MTNL and TATA and has been measured across various technologies (2G, 3G and CDMA). The drive test was conducted over a distance of 580 k.m. The test results obtained from these drive tests were used to assess the network condition more specifically in terms of Radio Frequency (RF) Coverage; Rx Quality; Call Setup Success Rate; Call Drop; Voice Quality; Blocked calls; and Carrier to Interference ratio. The summary of the Service Provider's performance on the key parameters based on Independent Drive Test is given here under:-

Call Events	Operators (Summary)													
	AIRTEL		AIRCEL		IDEA		VODAFONE		RCOM		MTNL		TATA	
	2G	3G	2G	2G	2G	3G	2G	CDMA	2G	3G	2G	CDMA		
Call Attempt (Sep-15)	464	NA	497	502	498	NA	497	NA	NA	NA	455	NA		
Call Attempt (Jan-16)	598	633	502	661	597	567	675	489	566	574	590	491		
Call Attempt (May-16)	844	728	913	835	848	747	827	881	776	504	831	916		
Blocked Call Rate (Sep-15)	3.02%	NA	4.63%	2.19%	2.61%	NA	7.44%	NA	NA	NA	4.84%	NA		
Blocked Call Rate (Jan-16)	9.03%	6.00%	7.37%	13.92%	4.02%	2.65%	22.67%	2.04%	10.60%	11.67%	12.03%	0.61%		
Blocked Call Rate (May-16)	4.27%	0.82%	1.75%	1.80%	1.53%	0.67%	6.53%	3.86%	6.57%	15.87%	1.81%	1.97%		
CSSR (Accessibility) (Sep-15)	96.98%	NA	95.37%	97.81%	97.39%	NA	92.56%	NA	NA	NA	95.16%	NA		
CSSR (Accessibility) (Jan-16)	90.97%	94.00%	92.63%	86.08%	95.98%	97.35%	77.33%	97.96%	89.40%	88.33%	87.97%	99.39%		
CSSR (Accessibility) (May-16)	95.73%	99.18%	98.25%	98.20%	98.47%	99.33%	93.47%	96.14%	93.43%	84.13%	98.19%	98.03%		
Dropped Call Rate (Sep-15)	2.68%	NA	2.94%	2.64%	5.51%	NA	3.24%	NA	NA	NA	5.47%	NA		
Dropped Call Rate (Jan-16)	4.23%	2.86%	5.59%	7.38%	5.76%	5.98%	9.77%	4.80%	13.04%	15.58%	10.98%	3.89%		
Dropped Call Rate (May-16)	1.49%	1.94%	2.23%	5.00%	1.68%	2.29%	2.85%	4.84%	17.93%	42.92%	2.08%	8.80%		
Mobility HOSR (Sep-15)	94.95%	NA	97.21%	98.23%	97.24%	NA	96.96%	NA	NA	NA	97.13%	NA		
Mobility HOSR (Jan-16)	97.09%	96.01%	96.04%	96.69%	95.91%	96.36%	93.84%	100.00%	91.14%	87.45%	96.29%	100.00%		
Mobility HOSR (May-16)	97.66%	99.86%	96.01%	98.17%	96.69%	99.90%	97.23%	100.00%	92.82%	97.70%	97.38%	100.00%		
Rx Quality (Sep-15)	95.13%	NA	91.34%	94.22%	94.13%	NA	91.68%	NA	NA	NA	93.95%	NA		
Rx Quality (Jan-16)	91.59%	96.78%	85.82%	86.57%	90.59%	94.60%	87.50%	95.11%	75.51%	95.97%	89.06%	99.32%		
Rx Quality (May-16)	97.10%	96.55%	93.50%	94.59%	96.97%	95.93%	94.50%	92.97%	80.89%	96.50%	96.23%	90.80%		

2. The salient findings of the independent drive test are as under:-

- Most of the operators have met the Call Setup Success Rate benchmark of  $\geq 95\%$  except MTNL 2G & 3G and RCOM 2G.
- Most of the operators have met the Call Blocked Rate benchmark of  $\leq 3\%$  except Airtel 2G, MTNL 2G & 3G and RCOM 2G & CDMA.
- Most of the operators are not meeting the Call Drop Rate benchmark of  $\leq 2\%$  except Airtel 2G & 3G and Vodafone 2G.
- Airtel 2G & 3G, MTNL 3G, Tata 2G, and Vodafone 2G & 3G have met the Rx Quality Rate benchmark of  $\geq 95\%$ . On the other hand Aircel 2G, Idea 2G, MTNL 2G, RCOM 2G & CDMA and Tata CDMA failed to achieve Benchmark.

The detailed Report is available at TRAI website [www.traigov.in](http://www.traigov.in). A portal with visualization of the report along with the comparison of the performance can also be accessed through TRAI website.

3. In case of any clarification, please contact, Shri. A Robert.J.Ravi Advisor (QoS &IT) at Tel. No. 23230404 or at email.id: [advqos@traigov.in](mailto:advqos@traigov.in)



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