Objective Assessment of Quality of Services (QoS) for Cellular Mobile (Wireless), Basic Wireline and Broadband Service Providers
Punjab Circle

Report: October – November - December - 2009

Prepared for: **Telecom Regulatory Authority of India**

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A specialist unit of IMRB International

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Preface

TRAI, the regulatory watch dog for the Quality of Service for the telecom services – Basic (Wireline), Cellular Mobile (Wireless) and Broadband has commissioned this study with the objective of measuring Quality of Services under the parameters as per the published notifications. The study, from the execution perspective, has been divided into two modules – Survey module and Audit module.

The Survey module has been commissioned with the objective of gauging the subscriber feedback on Quality of Services by way of primary survey and comparing them with quality of service benchmarks stipulated by TRAI. In addition, Survey module would also measure the compliance of 'Telecom Consumer Protection and Redressal of Grievances Regulations, 2007'.

The Audit module would assess the Quality of Service of telecom operators Basic (Wireline), Cellular Mobile (Wireless) and Broadband services) by auditing the service level records maintained by the operators, conducting drive tests as well as live measurements and comparing them with quality of service benchmarks stipulated by TRAI.

For the ease of execution both the modules have been commissioned as two separate exercises. However, the findings of each module would feed into the justification of the other module.

The Survey and Audit modules for various circles within the Zones, due the sheer scale of data collection, have been distributed across various Half Yearly periods. IMRB International Auditors carried out Audits across Punjab, Rajasthan, Karnataka, North East and Assam circles in the second Half Yearly period 2009. **This report details out the performance of various service providers in Punjab circle against Quality of Services benchmarks for various parameters laid down by TRAI in respective regulations for Cellular (Mobile), Basic Wireline and Broadband services.**

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1.0 Background

The Telecom Regulatory Authority of India (TRAI) has a critical mandate to protect the interest of telecom consumers in addition to various other functions bestowed upon it. As part of the license conditions to telecom operators, it has the power and authority to measure the Quality of Service provided by various govt. (BSNL & MTNL) and private telecom operators. The parameters that need to be measured for Basic (Wireline) and Cellular Mobile (Wireless) services have been specified in the TRAI notification on Quality of Services of Basic (Wireline) and Cellular Mobile (Wireless) services dated 20th March, 2009. The parameters for Broadband Service have been specified in the TRAI notification for Quality of Services of Broadband Service Regulation, 2006

IMRB has been carrying out this exercise for TRAI since December 2007 to assess the quality of services being provided by Basic (Wireline), Cellular Mobile (Wireless) and Broadband service providers.

The study is being conducted broadly in two modules. They are:

Survey module: To obtain subscriber feedback on quality of services by way of primary survey and to check the 'Implementation and effectiveness of Telecom Consumer Protection and Redressal of Grievances Regulations, 2007'

Audit module: To assess the quality of service of telecom operators Basic (Wireline), Cellular Mobile (Wireless) and Broadband services by auditing the service level records maintained by the operators, conducting drive tests as well as live measurements and comparing them with quality of service benchmarks stipulated by TRAI

This report highlights the findings for the Audit module for Punjab circle that was covered in the 4rd Quarter (October – December 2009). The primary data collection and verification of records maintained by various operators of Cellular Mobile (Wireless), Basic wireline and Broadband services was undertaken by IMRB International during the period October – December 2009.

The study is being conducted broadly in two modules:
(i) Survey module and
(ii) Audit module

This report highlights the Audit Module findings for Punjab circle for Cellular Mobile services

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2.0 Objectives and Methodology

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). Following are the key activities undertaken by Auditors during the Audit process conducted at the operator's premises

All Network related and Non network related parameters notified by TRAI in various regulations were Audited

1.   **Verification of the data submitted by service providers:** This involved verification of the quarterly Performance Monitoring Reports (PMR's) and monthly Point of Interconnect (POI) Congestion reports being submitted by various service providers. The raw data in the records maintained by service providers was audited to assess the book keeping methodology.

2.   **Live measurement for three days:** Network performance of service providers was assessed for three days in the month in which the Audit was carried out. Live figures from the server/ NMS software were recorded for various network related parameters.

3.   **Data verification for the month in which Audits were carried out:** Subsequent to the visits for Audit during the live measurement at various Exchanges/ISP Nodes/Exchanges, data for all the network and Non network related parameters was collected from various service providers for the complete month in which the Audit was carried out. Raw data/records pertaining to these were also verified on sample basis to check the veracity of data provided by the operators.

4.   **Drive tests:** Operator assisted drive tests were conducted in three cities as per the norms stated in the tender.

5.   **Live calling:** Live testing/calling was done on a sample basis to check efficiency of the customer care, inter operator call assessment, Back check calls for service provisioning and fault repair

- Any changes or discrepancies found in the methodology were reported to the service providers and changes were suggested by IMRB Auditors.
- PMR verification was done as per the old parameters being reported to TRAI by all operators.
- Live measurement and 1 month data collection was done as per the new regulations published by TRAI on 20th March, 2009.
- Separate formats were designed each for Basic (Wireline), Cellular mobile (Wireless) and Broadband services to collect the information on various parameters

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Section A: WIRELINE

3.0 Sampling Methodology

3.1 Sampling for Basic (Wireline) services

- For BSNL the sample of exchanges was selected was spread across 10% of SDCA's in the entire service.

- For rest of the service providers data was collected pertaining to all the exchanges present in the circle/service area

- Following are the various Basic Wireline operators covered in Punjab circle:

	Name of Operator
Operator 1	BSNL
Operator 2	Airtel
Operator 3	Reliance
Operator 4	Tata
Operator 5	HFCL

4.0 Audit methodology

4.1 Basic (Wireline) Services

Following table explains the audit methodology for Basic (Wireline) services:-

Sl. No.	Parameters	One month data verification	Live measurement	Live calling
1	Provision of telephone after registration of demand	YES	----	YES
2	Fault incidence/clearance related statistic	YES		
2.1	*- Total number of faults registered per month*	YES		YES
2.2	*- Fault repair by next working day*	YES		YES
3	Mean Time to Repair (MTTR)	YES		
4	Call Completion Rate (CCR)	YES	YES	
5	Metering and billing credibility – billing complaints	YES		YES
6	Customer care promptness	YES		
6.1	*- Shifting of telephone line*	YES		YES
6.2	*- Processing closure request*	YES		YES
6.3	*- Processing of additional supplementary services*	YES		YES
7	Response time to customer	YES		
7.1	*- While call is getting connected and answered*	YES		YES
7.2	*- While call is answered by operator (voice to voice)*	YES		YES
8	Time taken to refund of deposits after closure	YES		YES

* In addition to above verification of records for PMR submitted during April to June 2009 was carried out for all network and non network related parameters.

{**Note**: - A more detailed explanation of parameter wise audit methodology for Basic (wireline) services is explained in Annexure II}

5.0 Executive Summary

The objective assessment of Quality of Services (QoS) was carried out by IMRB International for all the Basic (Wireline) and Broadband service providers during the period starting from October to December 2009 in Punjab circle. The executive summary encapsulates the key findings of the Audit by providing: -

- *"Service provider performance report"* for Basic (Wireline) service , which gives a glimpse of the performance of various operators against the benchmark specified by TRAI, during the month in which the Audit was carried out by IMRB Auditors
- *"Parameter wise critical findings"* for Basic (Wireline) service: This indicates key observations and findings from different activities carried out during the Audit process

5.1 Service provider performance report based on one month data verification – Basic (Wireline) Services

Parameters	Benchmarks	BSNL	Airtel	Reliance	Tata	HFCL
Faults incidences (No. of faults/100 Subs./month)	≤5	3.5	2.7	1.67	0.7	4
% of faults repaired by next working day	≥ 90%	81.81%	95.14%	95.97%	97.14%	98.40%
% of faults repaired within 3 days	100%	96.31%	99.02%	100.00%	100.00%	99.80%
Faults pending for> 3days and ≤7 days	Rent rebate of 7 days	100.00%	100.00%	NA	100.00%	100.00%
Faults pending for > 7 days and ≤15 days	Rent rebate of 15 days	NA	100.00%	NA	NA	NA
Faults pending for > 15 days	Rent rebate of 1 month	NA	100.00%	NA	NA	NA
Mean Time to Repair (MTTR)	≤ 8 Hrs	4.5	7	4.23	3.15	4.7
Call Completion Rate (CCR)	≥ 55%	63.09%	96.25%	NA	98.40%	55.53%
Answer to Seizure ratio (ASR)	≥ 75%	70.12%	NA	92.85%	80.98%	NA
No. of POIs with congestion > 0.5%	≤ 0.5%	0	0	0	0	0
Metering and billing credibility - Number of bills disputed during over a billing cycle	≤ 0.1%	0.01%	0.03%	0.06%	0.01%	0.08%
Resolution of billing complaints within 4 weeks	100%	100.00%	100.00%	100.00%	100.00%	100.00%
Period of applying credit / waiver	≤ 1 week	100.00%	100.00%	100.00%	NA	87.88%
Customer care/helpline promptness						
Percentage shift requests attended within 3 days	≥ 95%	71.88%	98.96%	100.00%	100.00%	96.57%
Closure within 7 days	100%	99.83%	100.00%	100.00%	100.00%	100.00%
Response time to customer for assistance						
% age calls getting connected and answered	≥ 95%	100.00%	100.00%	100.00%	100.00%	100.00%
% age call answered by operator in 60 seconds	≥ 90%	95.00%	94.00%	92.00%	91.00%	96.00%
Time taken for refund of deposits after closures within 60 days	100%	100.00%	100.00%	100.00%	NA	100.00%

{*Note: For BSNL data pertains to the sample 5% of exchanges audited during the period of to October to December 2009, whereas for rest of the operators figures pertain to all the exchanges present in the circle}

** Methodology not in line with QoS ☐ Figures provided on All India basis ☐ Not meeting the benchmark **B'mar**k = TRAI Benchmark, **DNA** = Details not available, **NA:** Not Applicable

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Summary of Live Measurement Results – Wireline Services

Parameters	Benchmarks	BSNL	Airtel	Reliance	Tata	HFCL
Percentage connections completed within 7 days	100%	81.37%	100.00%	100.00%	100.00%	96.92%
% of faults repaired by next working day	≥ 90%	48.96%	60.00%	30.00%	66.67%	20.00%
% of faults repaired within 3 days	100%	86.46%	100.00%	50.00%	80.00%	80.00%
Call Completion Rate (CCR)	≥ 55%	63.36%	98.12%	NA	98.35%	55.54%
Answer to Seizure ratio (ASR)	≥ 75%	82.56%	NA	93.09%	81.08%	NA
Resolution of billing complaints within 4 weeks	100%	78.57%	100.00%	100.00%	100.00%	84.38%
Customer care/helpline promptness						
Percentage shift requests attended within 3 days	≥ 95%	51.52%	73.33%	100.00%	100.00%	52.00%
Response time to customer for assistance						
% age calls getting connected and answered	≥ 95%	99.33%	100.00%	100.00%	100.00%	100.00%
% age call answered by operator in 60 seconds	≥ 90%	91.17%	97.00%	100.00%	100.00%	99.00%

Critical findings and Key take outs: Basic (Wireline) services

BSNL, Airtel, HFCL, Tata and RCOM are the 5 operators providing Basic (Wireline) Services in Punjab circle to retail customers. During the audit process it was observed that the BSNL could not meet TRAI specified benchmark on most of the parameters specified by TRAI.

The live calling results were found to be different from the 1 month audit data collection in certain places. To some extent the difference can be attributed to the smaller sample size undertaken for the live calling.

The parameter wise key takeouts for the Wireline service providers for the Punjab circle are as under:-

Provision of telephone after registration of demand

- In Punjab circle, live calling for service provisioning shows BSNL and HFCL falling short of TRAI specified benchmark of 100% connections within 7 days.

Fault incidence / clearance statistics

- All service providers are meeting the TRAI benchmark for fault incidence ≤ 5 in the month of audit
- All operators except BSNL are meeting the benchmark for faults repaired within 24 hrs
- For live calling carried out by IMRB auditors all operators did not meet the fault repaired within 24 hrs benchmark
- For fault repair within 3 days all operators except Airtel falls short of the TRAI specified benchmark.
- Part reason of service provider poor performance on this parameter can be attributed to the fact that in remote areas of Rajasthan circle prompt action on faults becomes difficult due to accessibility issues.

Mean time to Repair (MTTR)

- All operators are meeting the TRAI benchmark on this parameter during month in which audit was carried out.

Traffic statistics (CCR & ASR)

- All service providers comfortably meets the benchmark on CCR parameter both during month in which audit was carried out and three days when live measurement was carried out in auditor's presence at various exchanges
- BSNL fall short of TRAI benchmark for ASR both during month in which audit was carried out and three days when live measurement

Metering and billing credibility

- All service provider meet TRAI specified benchmark with percentage billing complaints being equal to 0.1% of the total bills generated.
- Also all the complaints registered were resolved within the time period stipulated by TRAI

Customer care/helpline promptness

- Attention is also required on the promptness of customer care as BSNL falls short of TRAI specified benchmark for time taken to attend shift and closure requests for the month in which audit was carried out by IMRB auditors

Response time to customer for assistance

- All service providers meet TRAI specified benchmark for calls answered by the operator in 60 seconds.
- Also for the live calling carried out by IMRB auditors all service providers meet the TRAI specified benchmark of ≥ 90%

Time taken for refund of deposits after closure

- All service providers meet the benchmark of 100% refund of deposits within 60 days observed during month of audit

Level 1 service

Level 1 services	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
Total no. of calls made		179	30	30	30	30
Calls answered in 60 sec		141	28	28	28	30
Calls answered after 60 sec		38	2	2	2	0

To test the efficiency of level 1 services (Trunk booking, Child helpline, Women helpline, Airline booking, Fire, Police, Railways) offered by various service providers. 179 calls were made for BSNL to different numbers and time taken to answer the call was noticed. Out of which 141 calls made were answered in 60 seconds.

6.0 Detailed findings – Includes comparison between Live calling/Live measurements and One month data collection for Basic Wireline Services

6.1 Graphical/Tabular Representations for Basic (Wireline) services

<u>Service provisioning / Activation time (Comparison between one month audit results and live calling results)</u>
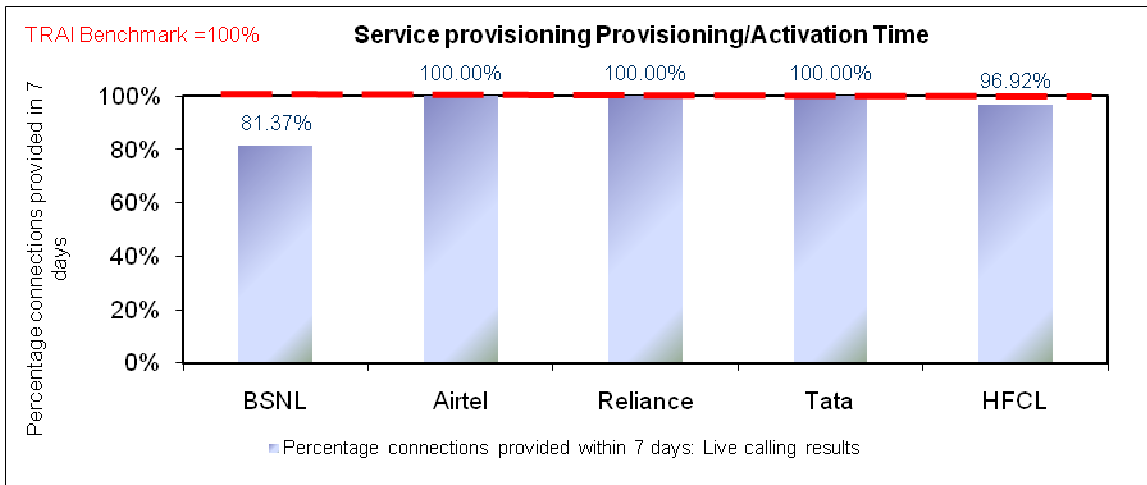
Live calling
Operator meeting benchmark: Airtel, Reliance, Tata
Operator not meeting benchmark: BSNL, HFCL

<u>Fault incidence</u>
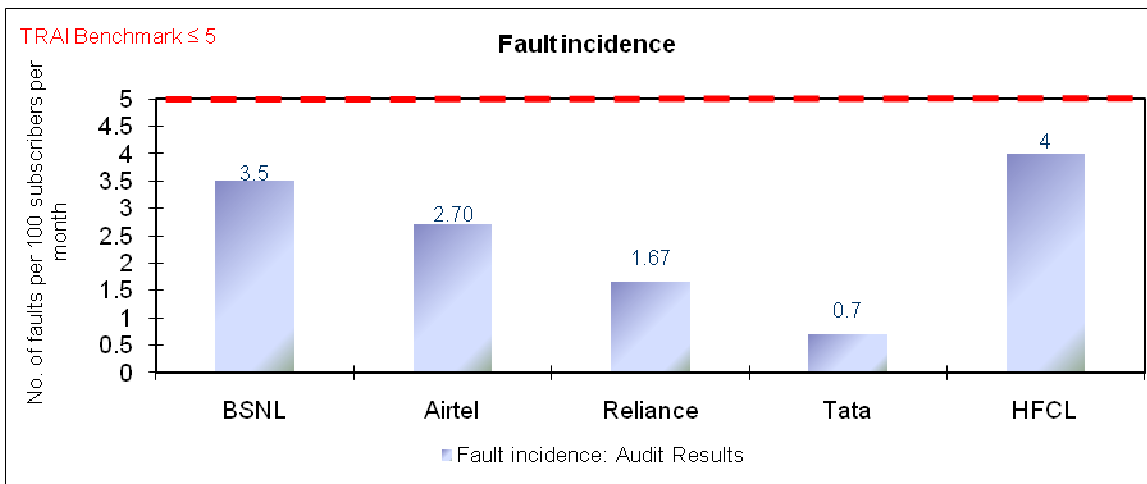
All operators are meeting the benchmark

Fault repair/Restoration time (Comparison between one month audit results and live calling results)
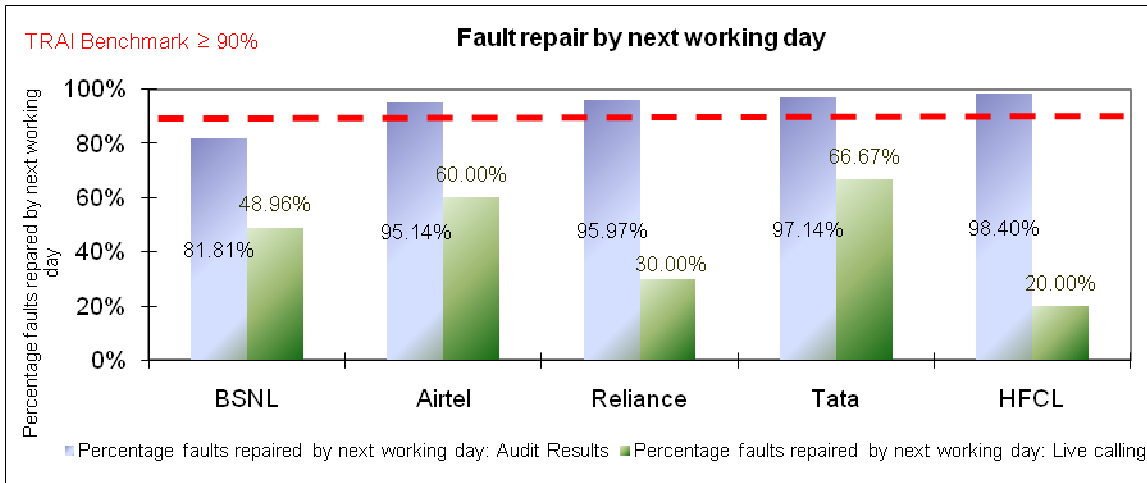
One month

Operator meeting benchmark: Airtel, Reliance, Tata, HFCL
Operator not meeting benchmark: BSNL

Live calling
No operator is meeting the benchmark

One month
Operator meeting benchmark: Reliance, Tata
Operator not meeting benchmark: BSNL, Airtel, HFCL

Live calling
Operator meeting benchmark: Airtel
Operator not meeting benchmark: BSNL, Reliance, Tata, HFCL

Mean time to repair
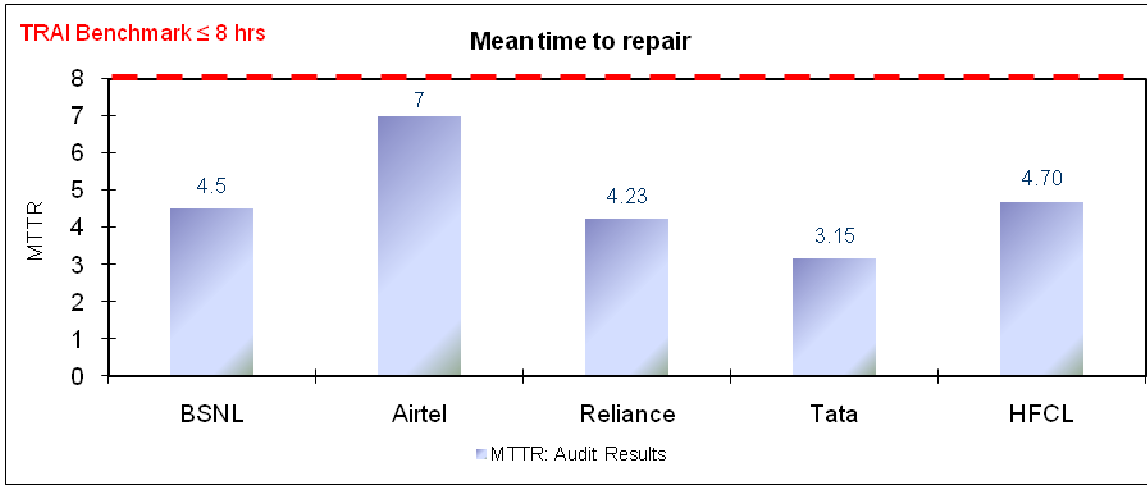
All operators are meeting the benchmark

Call completion rate (Comparison between one month audit results and three day live measurement)
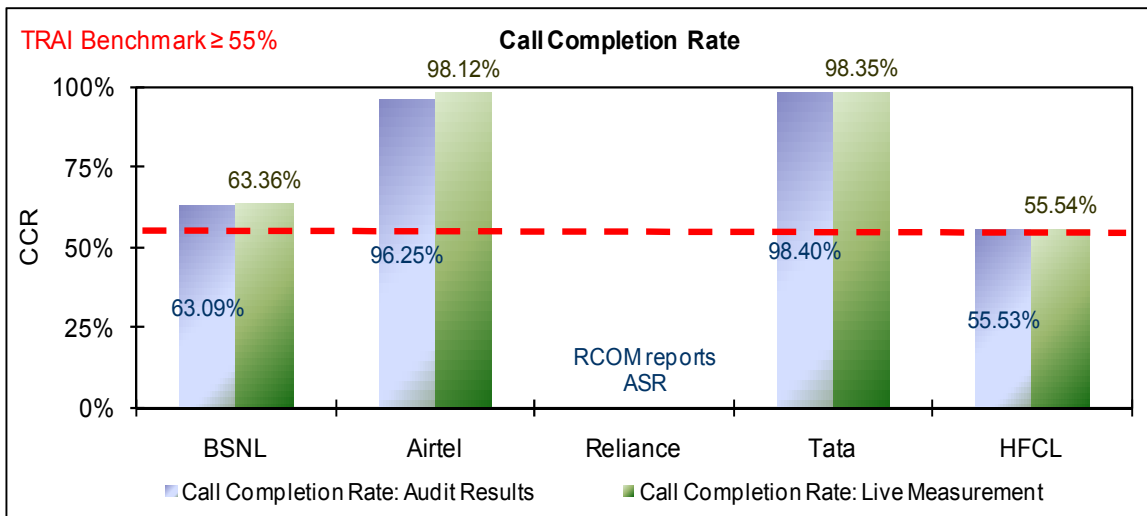
One month
All operators are meeting the benchmark

Live measurement
All operators are meeting the benchmark

Answer to Seizure Ratio (Comparison between one month audit results and three day live measurement)
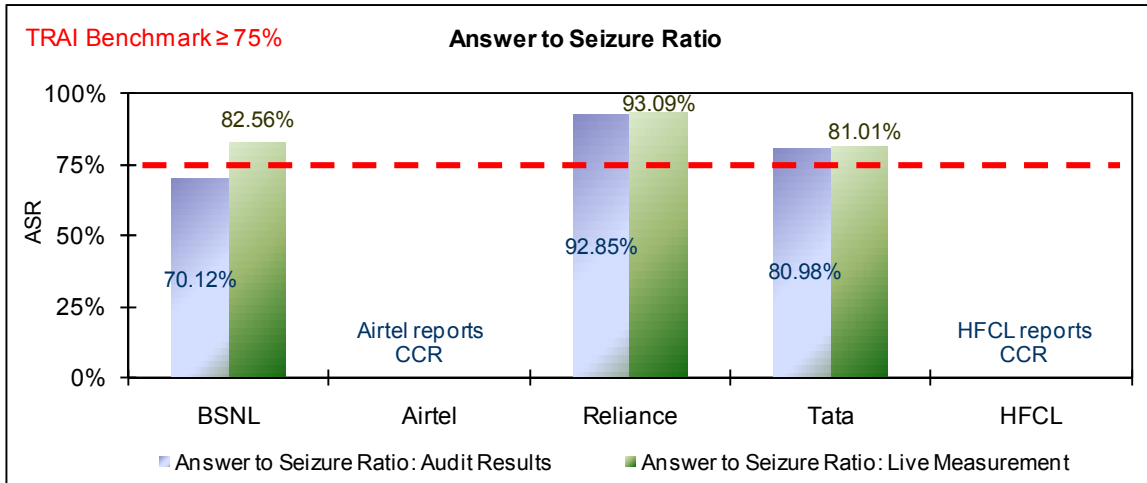
One month
Operator meeting benchmark: Reliance
Operator not meeting benchmark: BSNL

Live measurement
All operators are meeting the benchmark
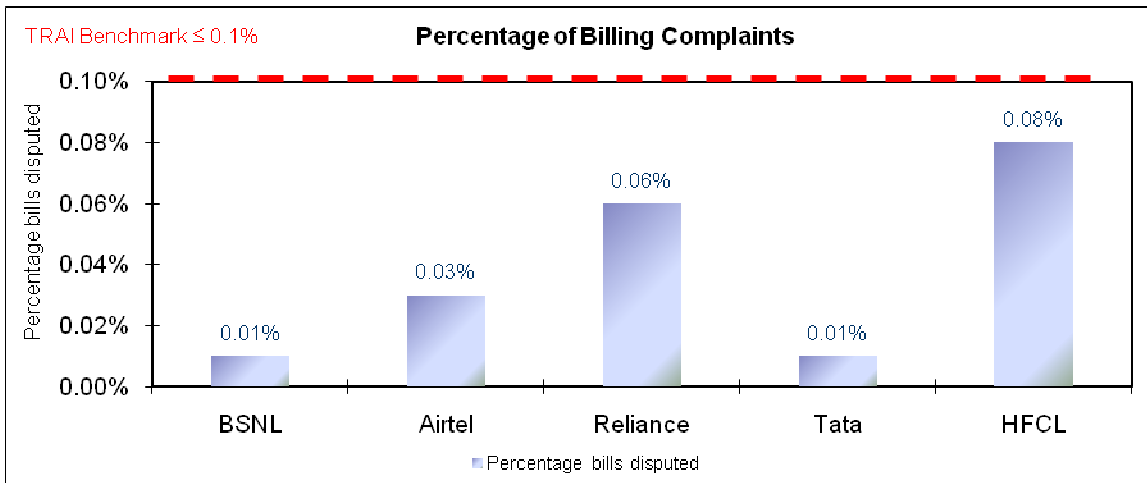
Percentage bills disputed

All operators are meeting the benchmark

Resolution of billing complaints (Comparison between one month audit results and live calling results)
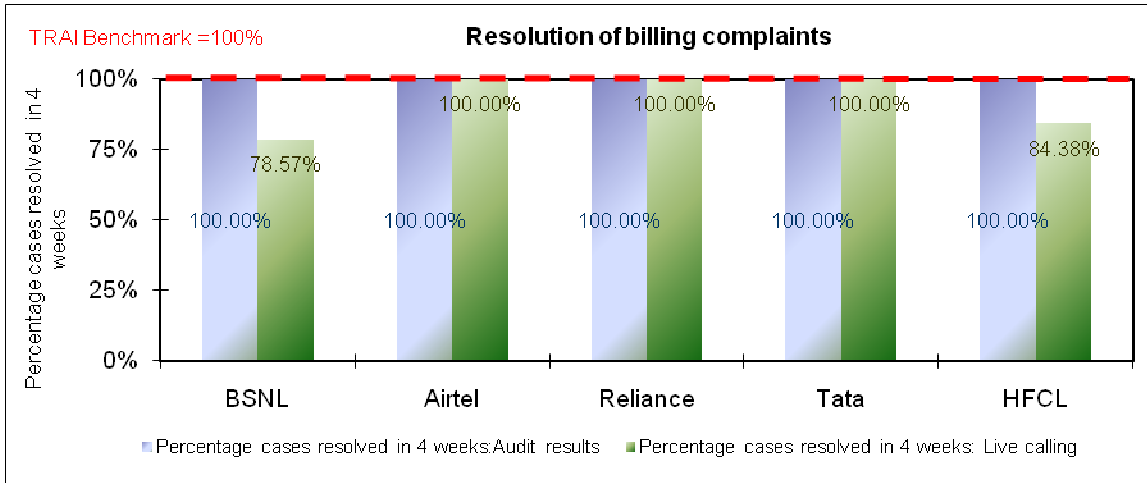
One month
All operators are meeting the benchmark

Live calling
Operator meeting benchmark: Airtel, Reliance, Tata
Operator not meeting benchmark: BSNL, HFCL

Shift requests attended (Comparison between one month audit results and live calling results)
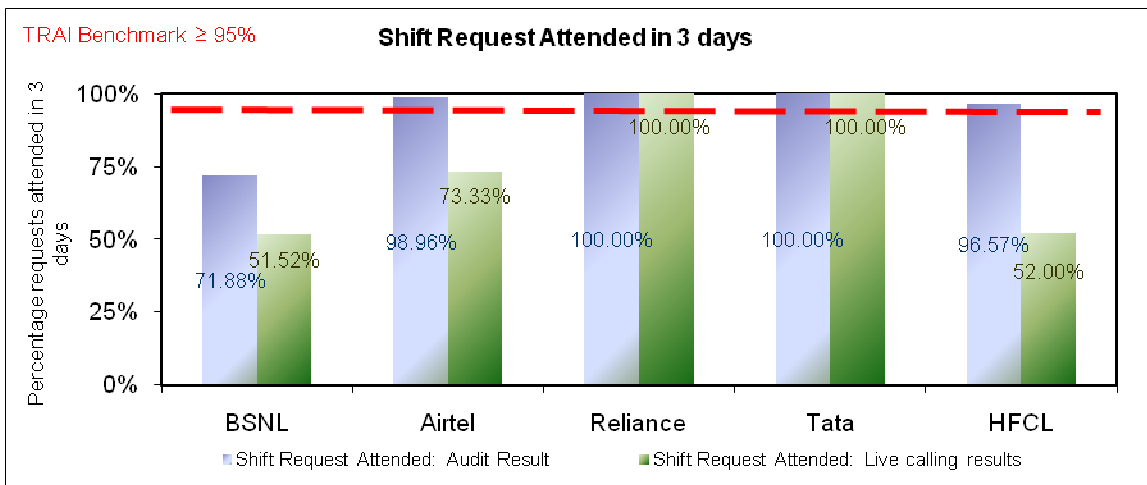
One month
Operator meeting benchmark: Airtel, Reliance, Tata, HFCL
Operator not meeting benchmark: BSNL

Live calling
Operator meeting benchmark: Reliance, Tata
Operator not meeting benchmark: BSNL, Airtel, HFCL

Closure requests attended within 7 days
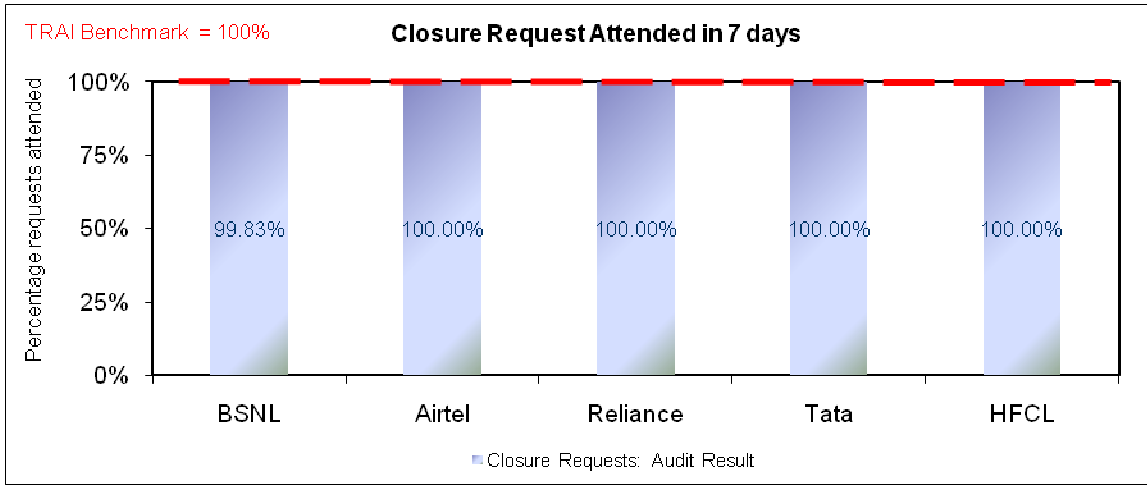
Operator meeting benchmark: Airtel, Reliance, Tata, HFCL
Operator not meeting benchmark: BSNL

Response time to customer for assistance - Calls answered and getting connected (Comparison between one month audit and live calling results)
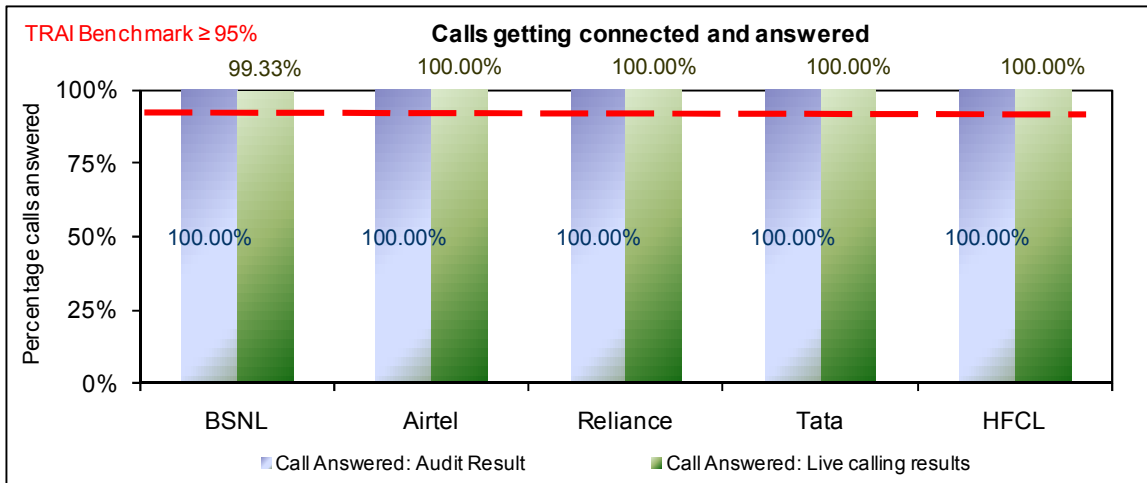
One month
All operators are meeting the benchmark

Live calling
All operators are meeting the benchmark

Response time to customer for assistance - Calls answered by the operator within 60 seconds (Comparison between one month audit results and live calling results)
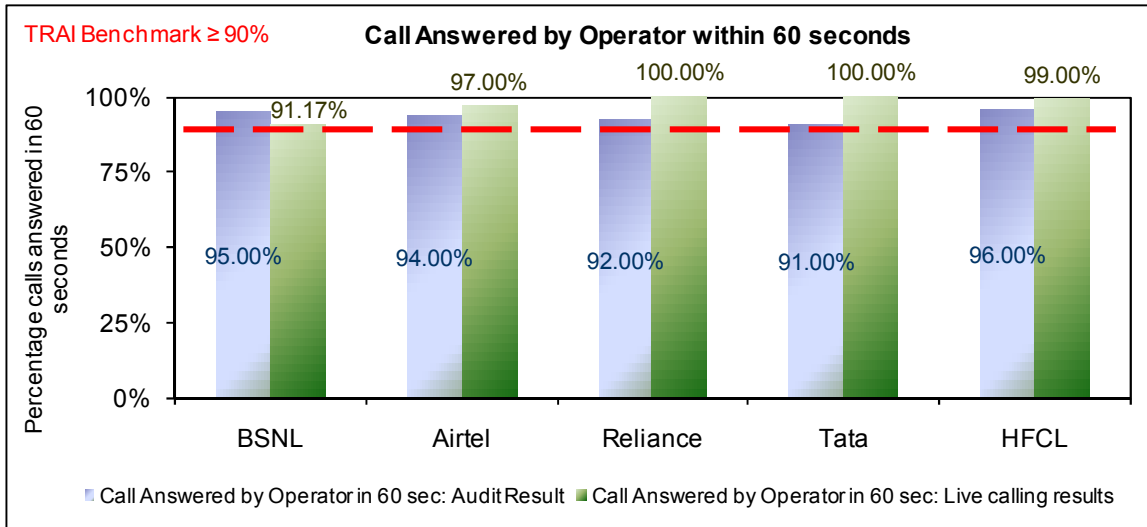
One month
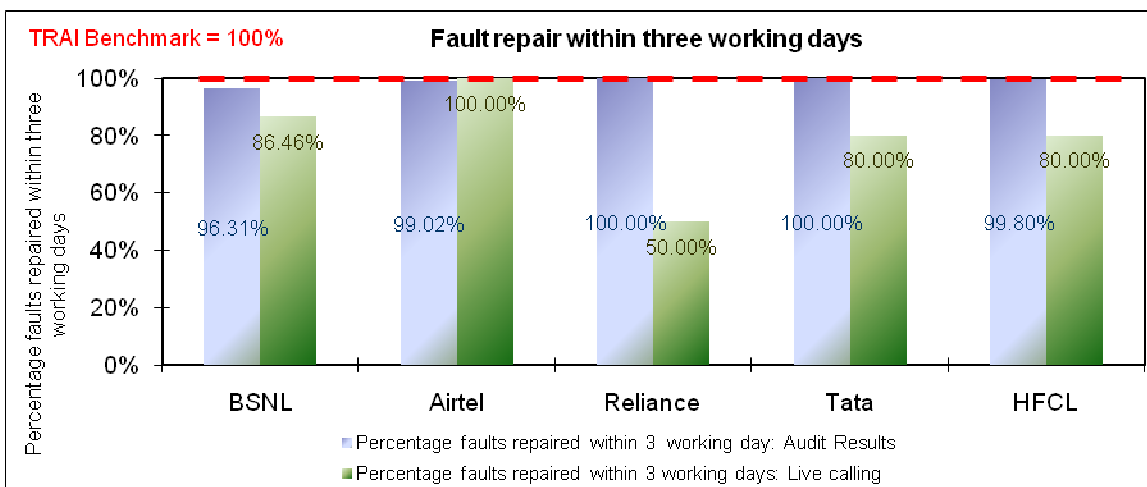Operator meeting benchmark: BSNL, Airtel, Reliance, HFCL
Operator not meeting benchmark: Tata

Live calling
All operators are meeting the benchmark

Time taken to refund of deposits after closure
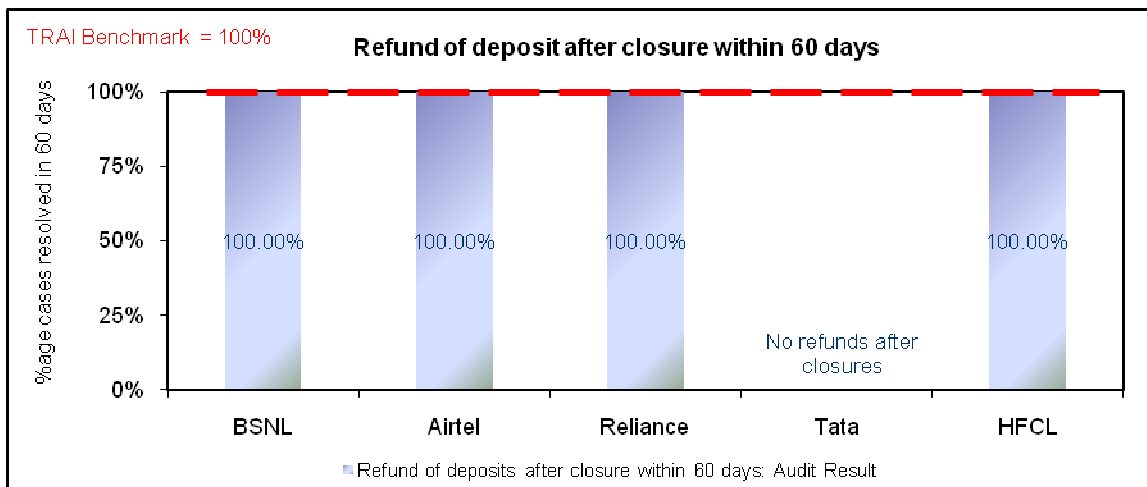
All operators are meeting the benchmark

7.0 Compliance reports: Results of Verification of Records

7.1 Basic (Wireline) services

| Parameters	Benchmarks	BSNL*		Airtel		Reliance		Tata		HFCL	
		PMR#	IMRB	PMR	IMRB	PMR	IMRB	PMR	IMRB	PMR	IMRB
Percentage connections completed within 7 days	100%	99.87%	94.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.85%	98.85%
Faults incidences (No. of faults/100 Subs./month)	≤5	7.20	6.40	2.00	2.00	1.54	1.54	0.03	0.03	3.60	3.60
% of faults repaired by next working day	≥ 90%	88.46%	69.00%	97.00%	97.00%	100.00%	97.00%	100.00%	100.00%	99.94%	99.94%
Faults pending for> 3days and ≤7 days	Rent rebate of 7 days	0	0	23	23	0	2	2	2	11	11
Faults pending for > 7 days and ≤15 days	Rent rebate of 15 days	0	0	3	3	0	0	0	0	0	0
Faults pending for > 15 days	Rent rebate of 1 month	397	0	2	2	0	0	0	0	0	0
Mean Time to Repair (MTTR)	≤ 8 Hrs	12.20	4.70	7.00	7.00	3.20	3.20	2.00	2.00	4.40	4.40
Call Completion Rate (CCR)	≥ 55%	71.11%	68.00%	97.00%	96.67%	NA	NA	96.12%	81.50%	55.55%	55.55%
Metering and billing credibility - Number of bills disputed during over a billing cycle	≤ 0.1%	0.02%	1.82%	0.00%	0.00%	0.06%	0.06%	0.00%	0.00%	0.05%	0.05%
Resolution of billing complaints within 4 weeks	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	85.71%
Customer care/helpline promptness											
Shift requests (Total number received)		4273	577	862	862	3	54	10	9	1055	1055
Percentage shift requests attended within 3 days	>95%	100.00%	59.00%	99.00%	99.00%	100.00%	98.00%	100.00%	100.00%	98.58%	98.58%
Closure request attended		15429	755	4536	4536	1440	1022	14	41	6584	6584
Closure within 24 hours	>95%	100.00%	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Supplementary (additional) service requests attended)		Complied		Complied		Complied		Complied		Complied	
Additional facility provided within 24 hours	>95%	Complied		Complied		Complied		Complied		Complied	
Response time to customer for assistance											
% age call answered through IVR in 20 seconds	≥80%	Complied		Complied		Complied		Complied		Complied	
% age call answered through IVR in 40 seconds	100%	Complied		Complied		Complied		Complied		Complied	
% age call answered by operator in 60 seconds	≥80%	93.33%	93.33%	83.00%	83.00%	95.00%	95.00%	91.00%	91.00%	99.00%	99.00%
% age call answered by operator in 90 seconds	≥95%	Complied		Complied		Complied		Complied		Complied	
Time taken for refund of deposits after closures within 60 days	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

* These have been calculated cumulatively on the basis of figures reported by various exchanges
#As per the PMR submitted by the operators in the 2nd quarter of 2009

🟨 Figures do not match with those reported in PMR	🟪 Not meeting the benchmark	🟦 Figures verified on all India bases

B'mark = TRAI Benchmark,   **DNA** = Details not available,   **NA:** Not Applicable

7.2 Conclusions

Basic Wireline Services

1. Significant variation is observed in figures reported in PMR and those verified in sample exchanges for shifts, rent rebate and closures for BSNL
2. For rest of the parameters, variation observed in figures for BSNL is owing to the fact that only 5% of the total exchanges were audited for the operator whereas the data provided in the PMR is basis all the exchanges in the circle
3. Raw data on call centre details was not available at the exchanges audited and hence the same could not be verified by IMRB auditors

Section B
WIRELESS

8.0 Sampling methodology

8.1 Sampling for Cellular Mobile (Wireless) service providers

Data pertaining to 100% of the Gateway MSC's (GMSC's) and Mobile Switching Centers (MSC's) of all the Cellular Mobile Service Providers or Unified Access Service Providers (UASP) was collected and verified in specified circles/service areas. Following are the various operators covered in Punjab circle

	Name of Operator	Month of Audit
Operator 1	Airtel	November
Operator 2	Vodafone	November
Operator 3	Tata	December
Operator 4	HFCL	November
Operator 5	Idea	November
Operator 6	BSNL GSM	November
Operator 7	Reliance CDMA	October
Operator 8	Reliance GSM	October
Operator 9	BSNL CDMA	November

9.0 Audit methodology

9.1 Cellular Mobile Services

In a nutshell the following activities were done while auditing for various parameters for Cellular Mobile Services:

S.no	Parameter	AS REPORTED IN PMR	AS FOUND IN ACTUAL RECORDS AFTER VERIFICATION	AS FOUND IN VERIFICATION FOR THE MONTH OF AUDIT	AS FOUND IN 3 DAY LIVE MEASUREMENT DATA	LIVE CALLING	OPERATOR ASSISSTED DRIVE TESTS	INDEPENDENT DRIVE TESTS
A	**Network Performance**							
A (i)	BTS accumulated down time	Yes	Yes	Yes				
A (ii)	Call setup success rate (within licensee own network)	Yes	Yes	Yes	Yes		Yes	Yes
A (iii)	Blocked Call Rate	Yes	Yes	Yes	Yes		Yes	Yes
A (iv)	Call Drop rate	Yes	Yes	Yes	Yes		Yes	Yes
A (v)	% Connections with good voice quality	Yes	Yes	Yes			Yes	Yes
A (vi)	Service Coverage	Yes	Yes	Yes			Yes	Yes
A (vii)	PoI Congestion	Yes	Yes	Yes				
B	**Customer Helpline**							
B (i)	Response time to the customer for assistance	Yes	Yes	Yes		Yes		
C	**Billing Complaints**							
C (i)	Billing complaints per 100 bills issued	Yes	Yes	Yes				
C (ii)	%age of billing complaints resolved within 4 weeks	Yes	Yes	Yes		Yes		
C (iii)	Period of all refunds/payments due to customers from date of resolution as in (ii) above	Yes	Yes	Yes		Yes		

{Note: A more detailed explanation of parameter wise audit methodology for Cellular Mobile services is explained in Annexure II}

10.0 Executive Summary

The objective assessment of Quality of Services (QoS) was carried out by IMRB International for all the Cellular mobile service providers during the period starting from October 2009 to December 2009 in Punjab circle. The executive summary encapsulates the key findings of the Audit by providing: -

- *"Service provider performance report"* for Cellular mobile service , which gives a glimpse of the performance of various operators against the benchmark specified by TRAI, during the month in which the Audit was carried out by IMRB Auditors

- *"Parameter wise critical findings"* for Cellular mobile services: This indicates key observations and findings from different activities carried out during the Audit process

10.1 Service provider performance report based on one month data verification: Cellular Mobile Services

Name of Service Provider	Time Consistent Busy Hour (TCBH)	Network Availability					Connection Establishment (Accessibility)			Connection Maintenance (Retainability)					POI		Network Traffic Capacity and Utilization		
		Total no. of BTSs in the licensed service area	Sum of downtime of BTSs in a month in hours i.e. total outage time of all BTSs in hours during a month	BTSs Accumulated downtime (not available for service) (%age)	No. of BTSs having accumulated downtime of >24 hours in a month	Worst affected BTSs due to downtime (%age)	Call Set-up Success Rate (within licensee's own network)	SDCCH/Paging Chl. Congestion (%age)	TCH Congestion (%age)	Call Drop Rate (%age)	Total No. of cells exceeding 3% TCH drop (call drop)	Total no. of cells in the network	Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	Connection with good voice quality*	POI Congestion (No. of POIs not meeting the benchmark) Note :2)	Total number of working POI Service Area wise	Equipped Capacity of Network in respect of Traffic in erlang	Total traffic handled in TCBH in erlang	Total no. of customers served (as per VLR) on last day of the month
B'mark	→			≤ 2%		≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%			≤ 5%	≥ 95%	≤ 0.5%				
Airtel	1900-2000	3577	3081.45	0.12%	6	0.17%	98.14%	0.31%	0.31%	1.22%	436	10573	4.12%	100.00%	0	27	202302	140656	4164264
Vodafone	1900-2000	3745	392	0.01%	1	0.03%	99.05%	0.06%	0.37%	0.92%	559	11592	4.82%	98.39%	0	35	96621	79239	2109750
Tata	1800-1900	626	75.33	0.02%	0	0.00%	98.50%	0.00%	0.01%	0.85%	27	1890	1.43%	99.52%	0	169	86736	45427	1668612
HFCL	1800-1900	408	7	0.00%	0	0.00%	99.36%	9.86%	0.02%	0.78%	17	408	4.17%	96.11%	0	26	16800	5076	342246
Idea	2000-2100	3420	827	0.03%	8	0.23%	99.00%	0.22%	0.78%	1.01%	630	10221	6.16%	98.21%	0	27	125754	77812	2474044
BSNL GSM	1900-2000	2842	13596	0.64%	132	4.64%	95.94%	0.75%	2.00%	1.14%	1554	6715	23.14%	98.00%	0	38	DNA	75986	2529187
Reliance CDMA	1900-2000	1013	464	0.06%	0	0.00%	98.68%	0.00%	0.17%	0.66%	3	1013	0.30%	99.23%	11	66	141000	13759	774779
Reliance GSM	1900-2000	1359	604	0.06%	0	0.00%	98.90%	0.02%	0.12%	0.56%	19	4077	0.47%	98.27%					
BSNL CDMA	1100-1200	240	270	0.15%	5	2.08%	95.82%	DNA	0.06%	1.90%	40	720	5.56%	96.00%	NA	NA	18000	15557	84156

*Details pertaining to these are obtained through operator done drive tests. Results of the operator assisted drive tests are explained in detail in critical findings

** Methodology not in line with QoS   ■ Figures provided on All India basis   ■ Not meeting the benchmark   **B'mar**k = TRAI Benchmark, **DNA** = Details not available, **NA:** Not Applicable

Critical findings: Cellular Mobile Services

The audit for cellular mobile service providers were conducted at their respective MSCs in the Punjab circle apart from Reliance whose audit was conducted at their central NOC at Mumbai.

The audit involved a three stage verification process which consisted of auditing the records of the service providers and verifying the data submitted to TRAI. The second step involved a three day live measurement of all the network parameters. Finally basis the three day live measurement the auditors needed to find out the busy hour for the service provider and collect the hourly data for this busy hour for the month in which the audit was conducted.

Busy Hour of Various Service Providers

Service Provider	Reported Time Consistent Busy Hour	Network Busy Hour found in 3 day live measurement
Airtel	1900-2000	1900-2000
Vodafone	1900-2000	1900-2000
Tata	1800-1900	1800-1900
HFCL	1800-1900	1800-1900
Idea	2000-2100	2000-2100
BSNL GSM	1900-2000	1900-2000
Reliance CDMA	1900-2000	1900-2000
Reliance GSM	1900-2000	1900-2000
BSNL CDMA	1100-1200	1100-1200

The TCBH reported by all the service providers matched the network busy hour calculated by IMRB auditors for the Punjab circle.

__Accumulated Downtime:__

In the Punjab circle, all the operators were found to be meeting the TRAI benchmark score quite comfortably.

__Call Set-up Success Rate (CSSR):__

All the operators were comfortably meeting the benchmark on this parameter as well. During the audits the maximum CSSR was observed for HFCL with 99.36% of their calls getting connected. All the operators were found to be calculating the parameter as per the norm specified by TRAI. CSSR was established as the ratio of total number of successful call attempts (establishment) to the total number of call attempts made.

__Network Congestion parameters:__

SDCCH / Paging Channel Congestion, TCH and POI are part of the network congestion parameters. All the operators are meeting the TRAI specified benchmarks for Traffic channel congestion and SDCCH Congestion. TATA leads the way in network congestion parameters with almost negligible paging as well as traffic channel congestion. The calculation methodology of these parameters was found to be in complete accordance with what has been specified by TRAI except RCOM CDMA and Tata Teleservices. Both RCOM CDMA and Tata Teleservices measure paging channel utilization. When the value of this parameter is less than 100%, it is counted as 0%

congestion. There were almost no POIs with congestion more than the benchmark (≤0.5%) except for Reliance for which as high as 11 POIs were found to be not meeting the benchmark. Reliance uses same POIs for both GSM as well as CDMA. Similarly BSNL CDMA doesn't have any POI as none of the operator is directly connected to the BSNL CDMA network.

Call Drop Rate:

During the audit it was found that all the service providers were measuring this parameter as per the TRAI guidelines. The call drop rate was measured as the ratio of total calls dropped to the total number of call attempts for all operators. Also, all of service providers were found to be meeting the TRAI specified benchmark. The lowest call drop rate was found to be of Reliance GSM at 0.56%.

Connections with good voice quality:

All the operators are measuring this parameter via their periodic drive tests. However, for some operators these parameters can be obtained at their switch as well. During the audit it was found that all the service providers were measuring this parameter as per the TRAI guidelines.

Customer Care / Helpline Assessment

For the accessibility of customer care aspect all the service providers meet the TRAI benchmark. BSNL (for percentage calls answered within 60 and 90 seconds) and TATA (for percentage calls answered by the operator within 90 seconds) do not meet the benchmark for the month of audit. For IDEA, no detail of customer care parameters was available.

Billing performance

All the operators except reliance GSM were found to be meeting the benchmark of ≤ 0.1% complaints registered per 100 bills issued. For the benchmark of 100% billing complaints being resolved within 4 weeks, Tata was found to be the only operator not meeting the benchmark. In all cases where customers were due for refund, all the service providers meet the TRAI benchmark of refund in 100% cases with 1 week.

Inter operator calls assessment

Inter operator call Assessment To↓ From→	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Airtel	NA	100%	100%	99%	98%	96%	99%	99%	100%
Vodafone	100%	NA	99%	99%	98%	100%	99%	98%	98%
Tata	99%	100%	NA	98%	98%	100%	100%	100%	100%
HFCL	100%	98%	97%	NA	100%	97%	98%	99%	97%
Idea	100%	100%	100%	100%	NA	99%	99%	98%	97%
BSNL GSM	98%	100%	100%	100%	99%	NA	99%	99%	100%
Reliance CDMA	99%	98%	99%	98%	99%	98%	NA	99%	99%
Reliance GSM	97%	99%	99%	100%	100%	97%	99%	NA	100%
BSNL CDMA	100%	97%	99%	98%	99%	100%	99%	97%	NA

The maximum problem faced by the calling operator to other operators

In the inter-operator call assessment, calls were made from the test SIMs of service provider whose audit was being conducted to all the other service providers. Connecting from BSNL number to Airtel number was found to be most problematic with only 96% of the calls getting connected. HFCL found it difficult connecting to all the CDMA operators whereas Idea found it difficult connecting to Airtel, Vodafone and Tata numbers.

Results of Operator assisted Drive test

The drive test was conducted simultaneously for all the operators present in the Punjab circle. There was in total of three drive tests conducted in the circle. These tests were conducted in the cities of Chandigarh, Amritsar and Ropar. IMRB auditors were present in vehicles of every operator. A sample of 15 – 30 test calls were made along each of the routes. The holding period for all test calls was between 120 seconds to 180 seconds. The drive test vehicle across all routes plied at a speed of less than 20 km per hour. Taking into consideration the route that was taken for the drive test; most of the major areas Punjab telecom circles were covered.

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 > -75dbm for indoor, -85 dms for in-vehile and > -95 dbm outdoor routes.

The drive tests in the Punjab circle were conducted in the cities of Chandigarh, Amritsar and Ropar along the following route:

	Type of location	Chandigarh	Amritsar	Ropar
Outdoor	Periphery of the city	Transport chowk-Matka chowk-PGI, University Chowk-Khudda Lahora-Dhanas-Sec38W(Motor Mkt)-Sec 39& 40 dividng road-V2 outer road-Palsora-Khajeri-Sec 49& 46 dividing road-Purv Marg-Tribune Chowk-I.A. I	Ajad nagar, Chherata, Model town, Kabir park, Railway station, Lohgarh, Katra khazana, Bhagtawala, Sultanwind road, Ajit nagar,Transport nagar, Golden avenue, Mahindra colony, Batala road, Parish town, Kashmir avenue, Laurence road, Shastri nagar, Ranjit avenue, Court road, Albert road, Putlighar, Kabir park, Model town, Chherata, Ajad nagar	Old bus stand ropar-Lehri shah mandir-Civil hospital-Bela chowk-Madho dass colony-malhotra colony-kalyan cinema-Govt college ropar-Batchat chowk-DC officeRopar-Water lilly resturent -New bus stand-Railway station-old bus stand
	Congested area	Manimajra Rly Phatak-Manimajra congested area-IT Park	Hall gate, Hall market, Brother's thaba, Katra Jaimal singh, Hathi gate, Gol bagh	Bela chowk Ropar-Bhai lalo market-Govt college Ropar-back side Giani Zail Singh market-shiwalik school-Improvement trust office-zila prishad office

	Across the city	I.A. I-Tribune chowk-Labour chowk-Piccadily chowk-Kisan Bhawan chowk-Sec 25&24 dividing road-Sec 24&15 dividing road-Bus stand chowk-Sec 18&8 dividing road-Sec 26&7 dividing road-St John, St Kabir road-Manimajra Rly crossing	Mustafabad, Batala road, Parish town, Kashmir avenue, Laurence road, Railway station, Putligarh, Kabir park, Model town ,Chherata, Ajad nagar	New bus stand- Canal view colony-Giani Zail Singh nagar-Giani Zail Singh Market-Govt college Ropar-Bela Chowk-Parmar Hospital
Indoor	Office complex	Under construction building, opp. Punjab & Sindh Bank, Sec-17, CHD	LIC Building,Near bus stand	National Highway Authority of India office in Giani Zail Singh nagar Roapr
	Shopping complex	DT Mall, IT Park, Manimajra, Chandigarh	Vishal mega mart, Ranjit avenue	Royal sweets Bela chowk Ropar

The tables given below gives a glimpse of the results of the operator assisted drive test:

Drive Test – City 1

	Benchmark	Airtel		Vodafone		Tata		HFCL		Idea		BSNL GSM		Reliance CDMA		Reliance GSM		BSNL CDMA	
		In door	Out door	In door	Out door	In door	Out door	In door	Out door	In door	Out door	In door	Out door	In door	Out door	In door	Out door	In door	Out door
Voice quality	≥ 95%	97.09%	97.21%	98.52%	57.12%	98.98%	99.29%	96.72%	97.21%	96.79%	97.15%	94.10%	85.59%	99.95%	98.69%	NA	97.36%	99.51%	97.54%
CSSR	≥ 95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%	100.00%	100.00%	100.00%	100%	97.65%
%age Blocked calls		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.35%
Call drop rate	≤ 2%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	11.90%	0.00%	0.71%	0.00%	0.00%	0.00%	0.00%
Hands off success rate		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	95.96%	100.00%	100.00%	100.00%	100.00%	100%	100%

Drive Test – City 2

	Benchmark	Airtel		Vodafone		Tata		HFCL		Idea		BSNL GSM		Reliance CDMA		Reliance GSM		BSNL CDMA	
		In door	Out door	In door	Out door	In door	Out door	In door	Out door	In door	Out door	In door	Out door	In door	Out door	In door	Out door	In door	Out door
Voice quality	≥ 95%	96.32%	97.14%	98.74%	96.61%	98.28%	97.73%	98.31%	97.33%	97.81%	95.77%	96.20%	93.96%	97.99%	94.48%	NA	96.95%	99.67%	96.78%
CSSR	≥ 95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	92.41%	100.00%	100.00%	100.00%	100.00%	100%	98.96%
%age Blocked calls		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	7.59%	0.00%	0.00%	0.00%	0.00%	0.00%	1.04%
Call drop rate	≤ 2%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.57%
Hands off success rate		100%	100%	100%	100%	100%	100%	100%	100%	0.00%	100%	100%	98.94%	100.00%	100.00%	100.00%	NA	100%	100%

Drive Test – City 3

	B'mark	Airtel		Vodafone		Tata		HFCL		Idea		BSNL GSM		Reliance CDMA		Reliance GSM		BSNL CDMA	
		In door	Out Door	In door	Out Door	In door	Out Door	In door	Out Door	In door	Out Door	In door	Out Door	In door	Out Door	In door	Out Door	In door	Out Door
Voice quality	≥ 95%	99.95%	99.92%	97.37%	97.26%	99.56%	99.34%	97.94%	98.38%	98.04%	96.80%	93.36%	92.12%	99.95%	99.85%	NA	78.92%	100%	99.98%
CSSR	≥ 95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	96.67%	100%	100.00%	100.00%	96.97%	100.00%	100%	100%
%age Blocked calls		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.33%	0.00%	0.00%	0.00%	3.03%	0.00%	0.00%	0.00%
Call drop rate	≤ 2%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Hands off success rate		100%	100%	100%	100%	100%	100%	0.00%	100%	100%	100%	100%	100%	100.00%	100.00%	100.00%	100.00%	100%	100%

☐ Not meeting the benchmark

Following were the areas where the signal strength was found to be inadequate for the operators:

ALL SERVICE PROVIDERS

Chandigarh: There was interference and low signal strength recorded for some of the operators at sec 38 west (dadu majra Colnoly on Mullanpur road, Modern Housing Complex, Raj bhawan road, golf course, Subash Nagar manimajra, Sec-23 on Delhi road etc.

Amritsarl: In Amritsar, there was interference and low signal strength recorded in some of the areas including Durgaiana Temple Road, Hathi gate & Nr regent Cinema, Batala road near banke bihari street, Azad nagar putlighar on GT road, Lawrence Road, small part of mall road, etc.

Ropar: There was interference and low signal strength recorded for some of the operators in near Lily resort, College Road, Mohalla Audhlaan, Bela chowk road, Picassia Tourist complex road, etc..

Conclusions:
Drive test was conducted by IMRB with the help of service providers to measure this parameter. In the drive test it was found that all the operators meet the TRAI benchmark on voice quality.

1. Except BSNL GSM and Vodafone, all the operators were found to be meeting the TRAI benchmark for voice quality in the drive test conducted in Chandigarh.
2. In Amritsar and Ropar, BSNL GSM was the only operator not meeting the benchmark for voice quality.
3. In Chandigarh, BSNL GSM also fell short of the benchmark for call drop rate.

Summary of Live Measurement/Calling Results – Cellular Mobile Services

Name of Service Provider	Connection Establishment (Accessibility)			Connection Maintenance (Retainability)			Metering and Billing	Response time to customer for assistance	
	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	%age complaints resolved within 4 weeks	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 60 seconds
B'mark	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 5%	≥ 95%	100%	≥ 95%	≥ 90%
Airtel	99.00%	0.34%	0.15%	0.92%	4.07%	97.60%	70.97%	100.00%	97.00%
Vodafone	99.06%	0.04%	0.25%	0.88%	8.18%	83.85%	93.98%	100.00%	97.00%
Tata	98.54%	0.00%	0.00%	0.84%	1.59%	98.71%	76.19%	99.00%	98.00%
HFCL	99.47%	8.11%	0.00%	0.62%	4.41%	97.53%	84.00%	100.00%	96.00%
Idea	99.00%	0.07%	0.70%	0.96%	5.34%	96.87%	59.00%	99.00%	99.00%
BSNL GSM	96.68%	1.04%	18.58%	1.04%	28.97%	91.46%	NA	100.00%	98.00%
Reliance CDMA	98.38%	0.00%	0.21%	0.66%	0.39%	97.90%	86.00%	100.00%	99.00%
Reliance GSM	98.95%	0.01%	0.10%	0.56%	0.54%	96.18%	76.00%	99.00%	99.00%
BSNL CDMA	97.20%	DNA	0.07%	2.00%	5.14%	98.29%	84.00%	100.00%	98.00%

* Based on operator assisted drive tests conducted by IMRB

☐ Not meeting the benchmark

IMRB International
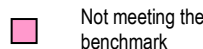
During the three day live measurement, none of the operator was found to be meeting TRAI benchmark for resolution of complaint within 4 weeks. Also BSNL GSM was found to be not meeting the benchmark for almost half of the parameters.

11.0 Detailed findings – Includes comparison between Live calling/Live measurements and One month data collection

11.1 Graphical/Tabular Representations for Cellular Mobile Services

BTSs Accumulated Downtime
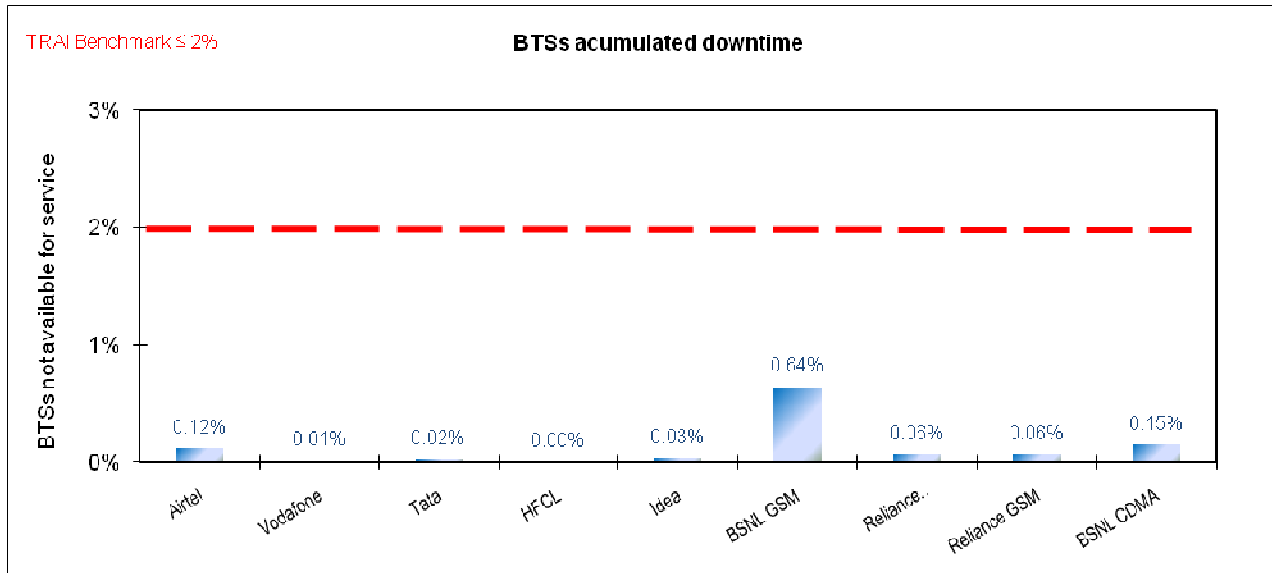
All the operators meet the benchmark

Worst Affected BTSs
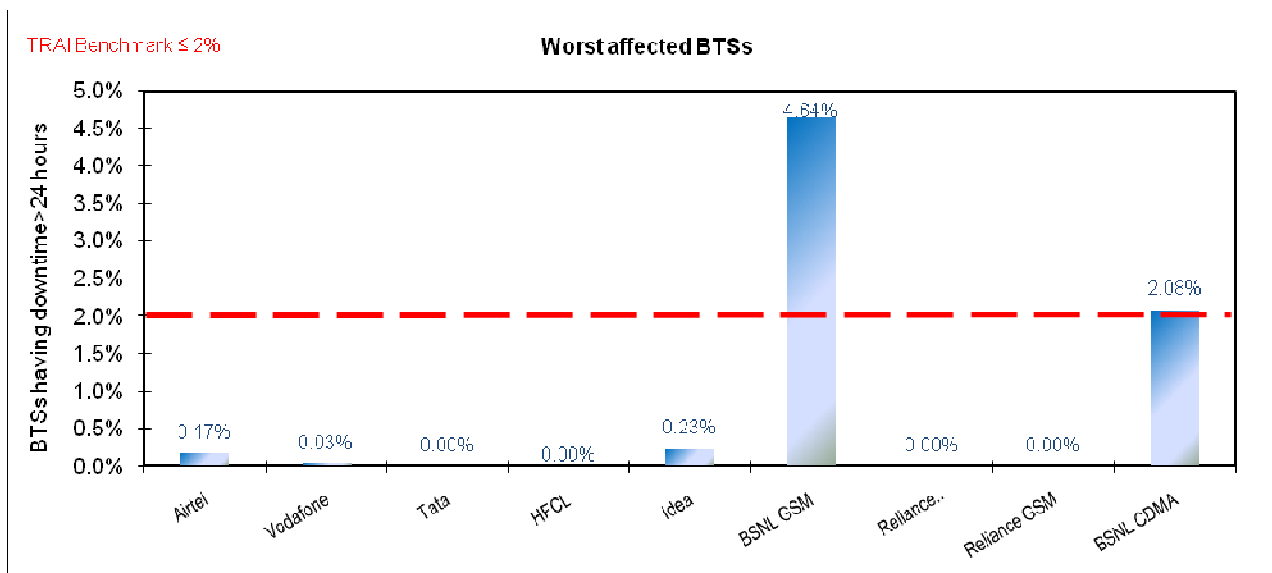
Operator(s) meeting benchmark: Airtel, Vodafone, Tata, HFCL, Idea, Reliance CDMA, Reliance GSM
Operator(s) not meeting the benchmark: BSNL GSM, BSNL CDMA

Call Set-up Success Rate (CSSR)
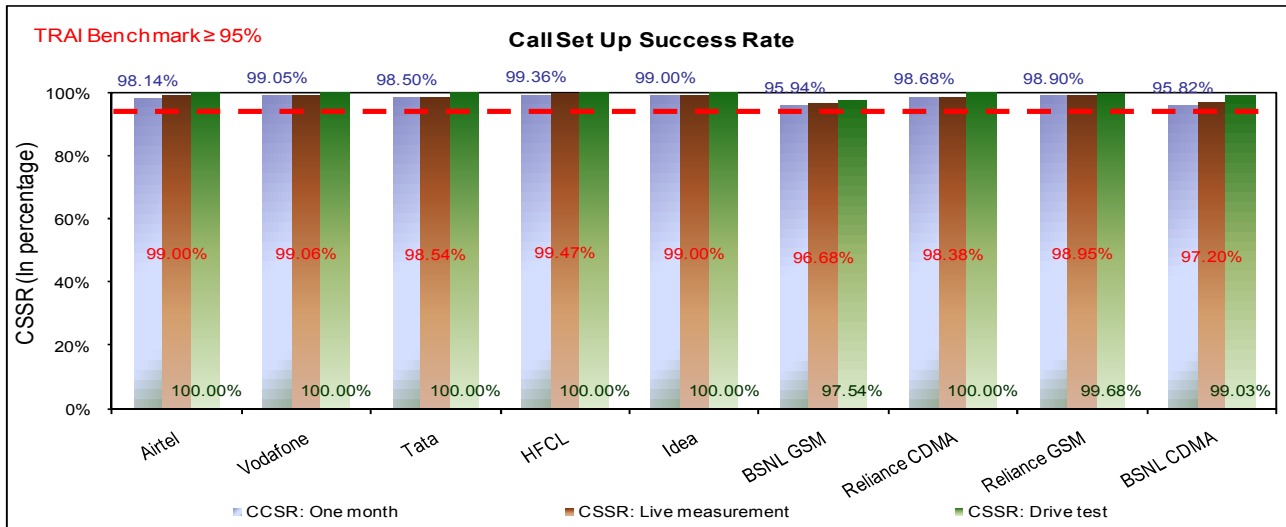
One month
All the operators meet the benchmark

Live measurement
All the operators meet the benchmark

Drive test
All the operators meet the benchmark

SDCCH / Paging Channel Congestion
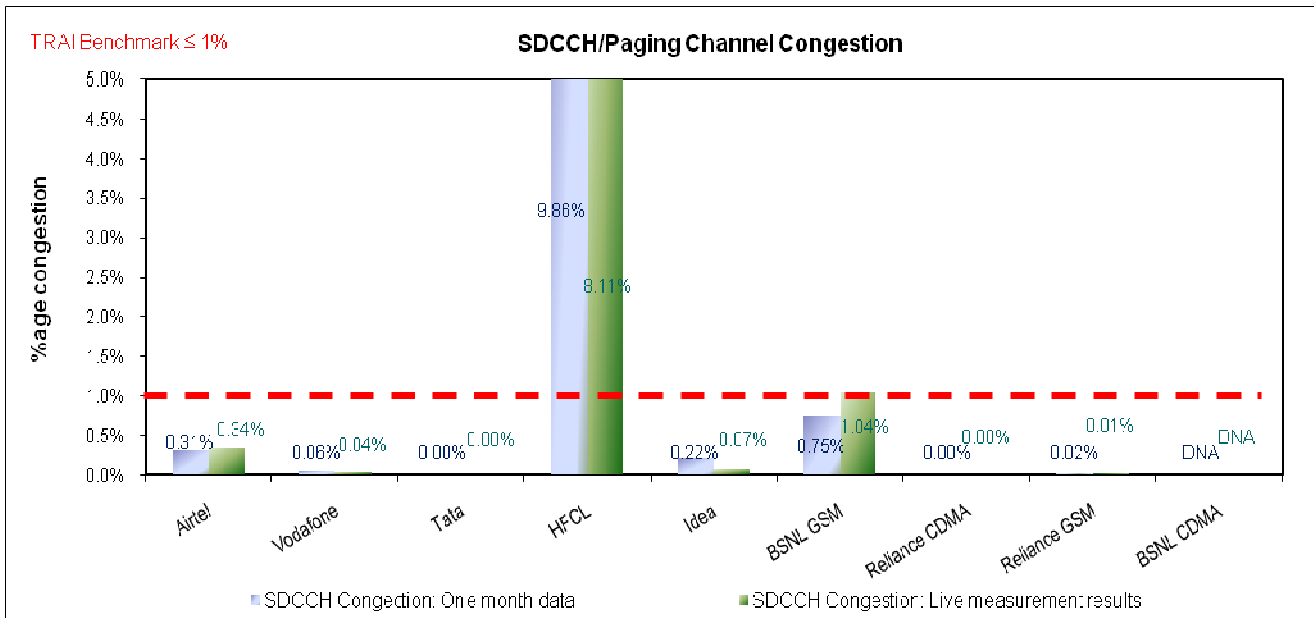
One month
Operator(s) meeting benchmark: Airtel, Vodafone, Tata, Idea, BSNL GSM, Reliance CDMA, Reliance GSM

Operator(s) not meeting the benchmark: HFCL

Live measurement
Operator(s) meeting benchmark: Airtel, Vodafone, Tata, Idea, Reliance CDMA, Reliance GSM
Operator(s) not meeting the benchmark: HFCL, BSNL GSM

TCH Congestion
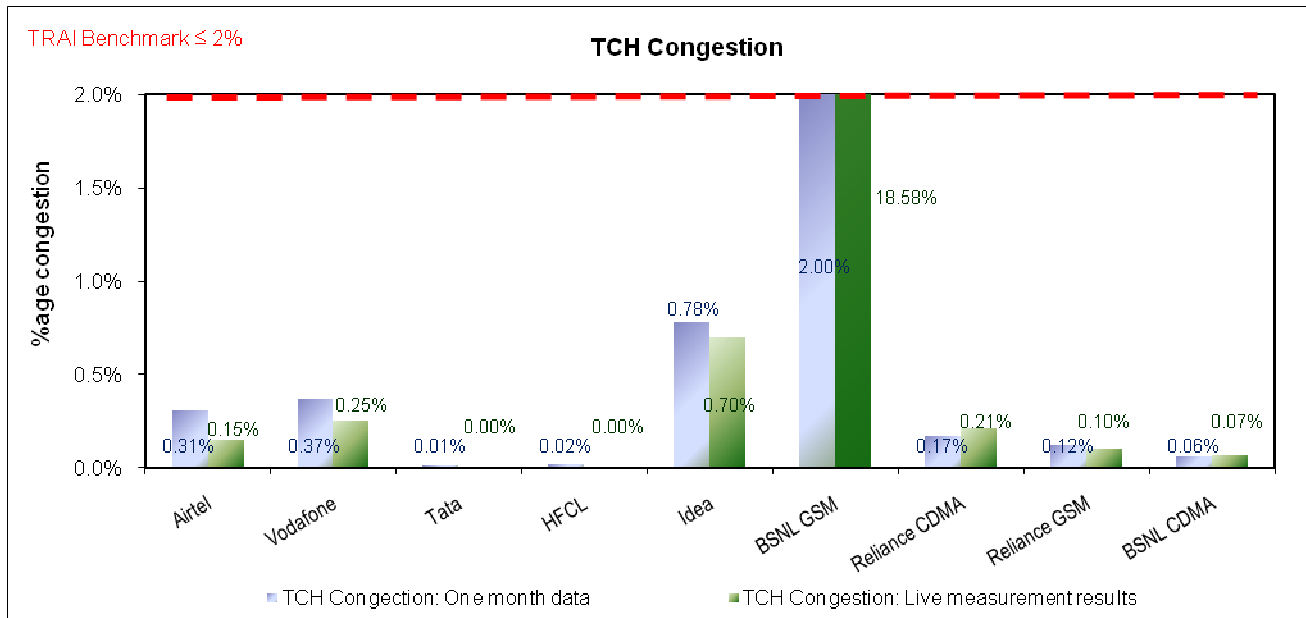
One month
All the operators meet the benchmark

Live measurement
Operator(s) meeting benchmark: Airtel, Vodafone, Tata, HFCL, Idea, Reliance CDMA, Reliance GSM, BSNL CDMA
Operator(s) not meeting the benchmark: BSNL GSM

Call Drop Rate
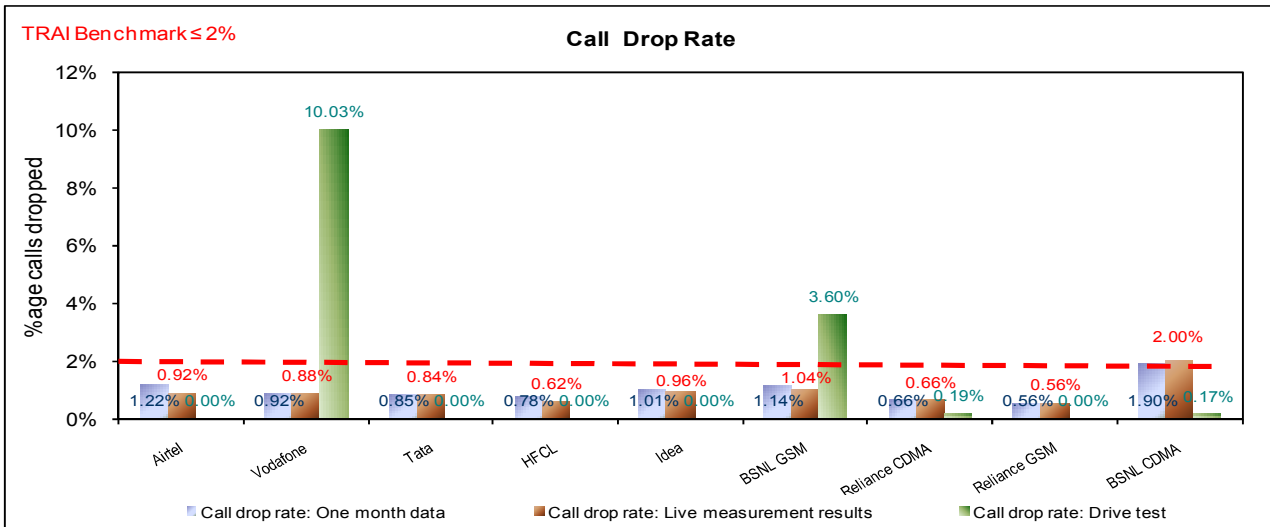
One month
All the operators meet the benchmark

Live measurement
All the operators meet the benchmark

Drive test
Operator(s) meeting benchmark: Airtel, Tata, HFCL, Idea, BSNL CDMA
Operator(s) not meeting the benchmark: Vodafone, BSNL GSM

Cells with more than 3% Call Drop Rate
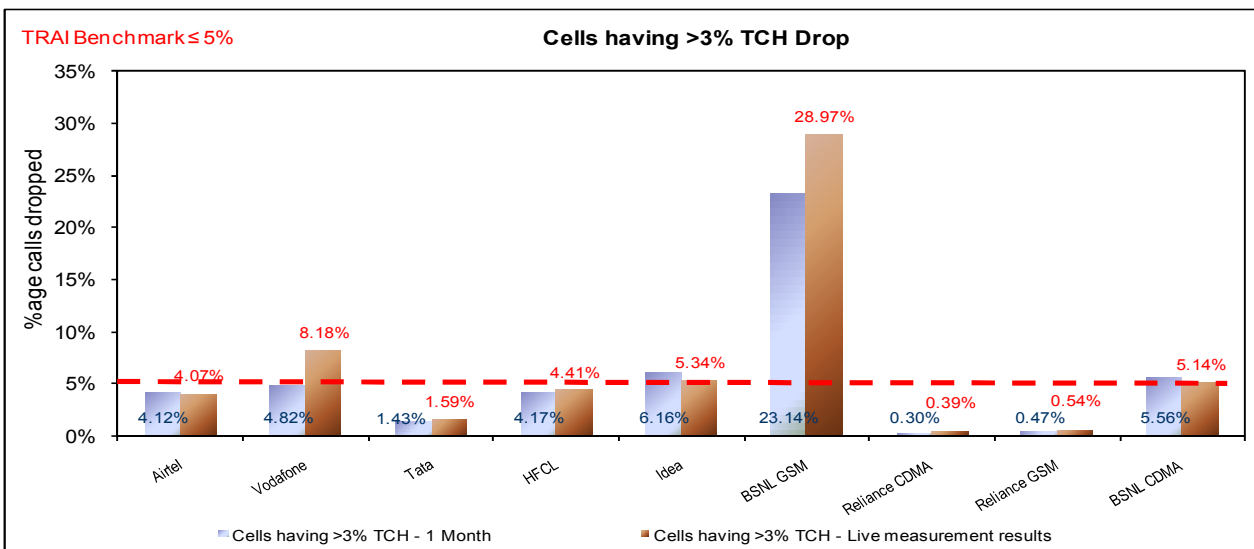
One month
Operator(s) meeting benchmark: Airtel, Vodafone, Tata, HFCL, Reliance CDMA, Reliance GSM
Operator(s) not meeting the benchmark: Idea, BSNL GSM, BSNL CDMA

Live measurement
Operator(s) meeting benchmark: Airtel, Tata, HFCL, Reliance CDMA, Reliance GSM
Operator(s) not meeting the benchmark: Vodafone, Idea, BSNL GSM, BSNL CDMA

<u>Voice quality</u>
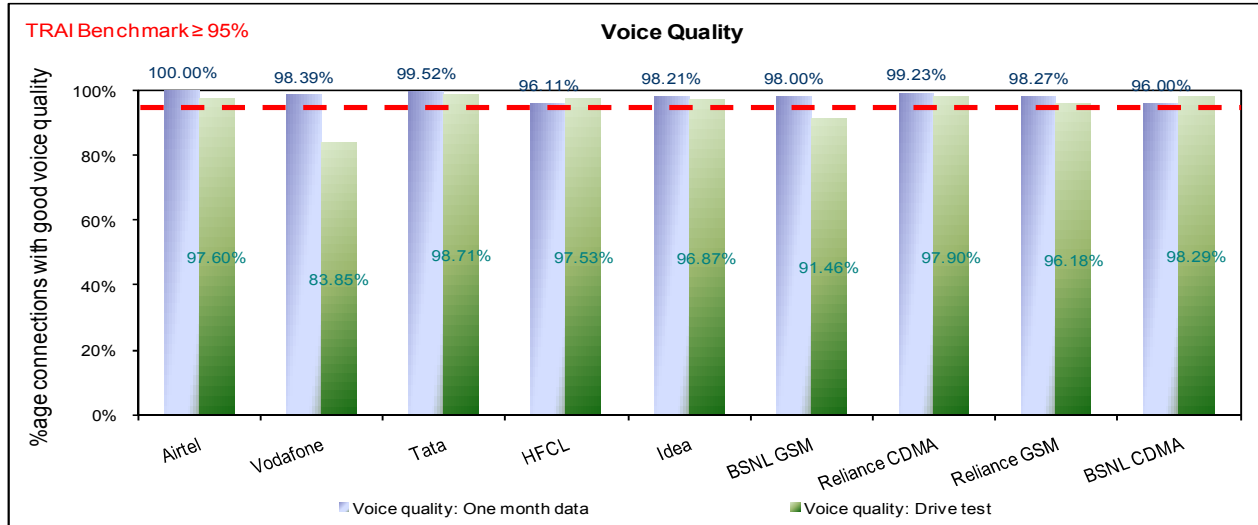
One month
All the operators meet the benchmark

Drive test
Operator(s) meeting benchmark: Airtel, Tata, HFCL, Idea, BSNL CDMA
Operator(s) not meeting the benchmark: Vodafone, BSNL GSM

<u>Billing Disputes</u>
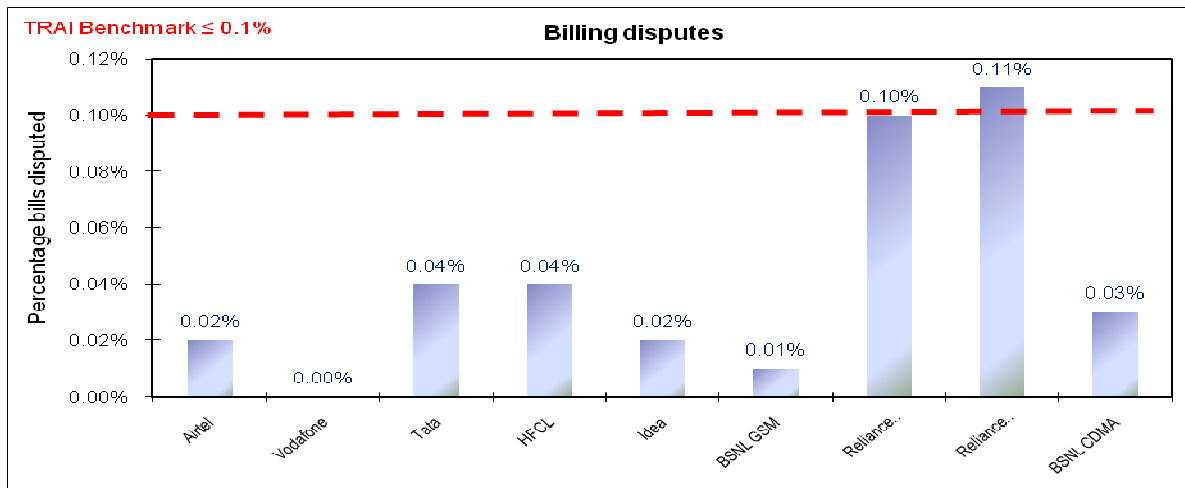
Operator(s) meeting benchmark: Airtel, Vodafone, Tata, HFCL, Idea, BSNL GSM, Reliance CDMA, BSNL CDMA
Operator(s) not meeting the benchmark: Reliance GSM

Resolution of billing complaints
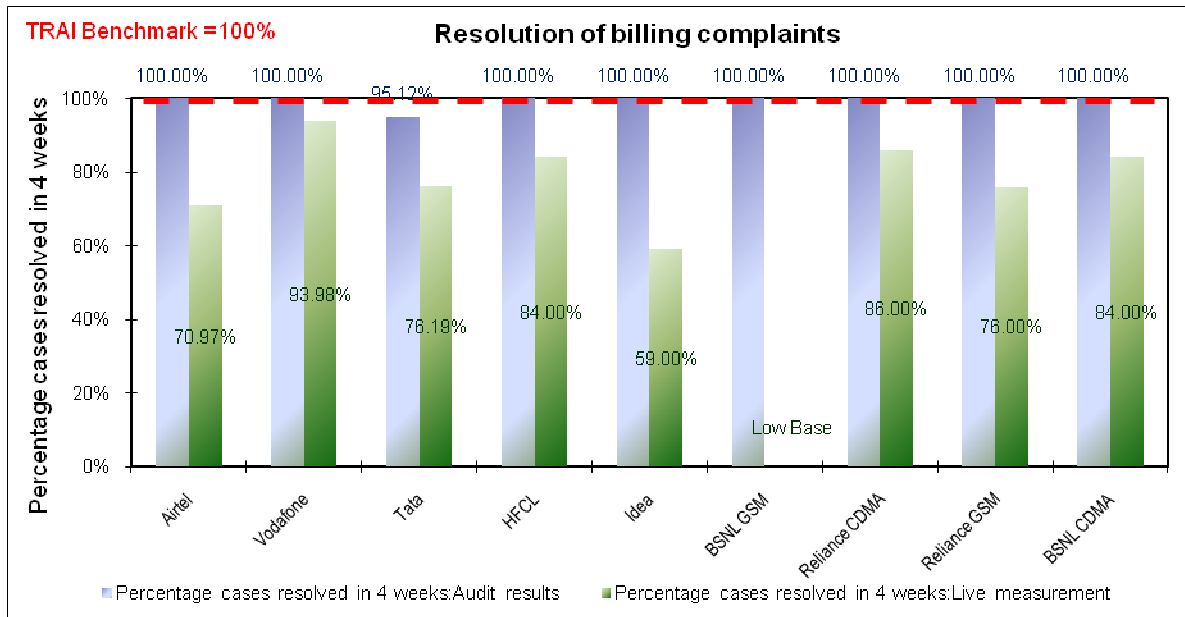
One month
Operator(s) meeting benchmark: Airtel, Vodafone, HFCL, Idea, BSNL GSM, Reliance CDMA, Reliance GSM, BSNL CDMA
Operator(s) not meeting the benchmark: Tata

Live measurement
None of the operator meets the benchmark
Operator(s) not meeting the benchmark: Airtel, Vodafone, Tata, HFCL, Idea, Reliance CDMA, Reliance GSM, BSNL CDMA

Period of applying credit / waiver
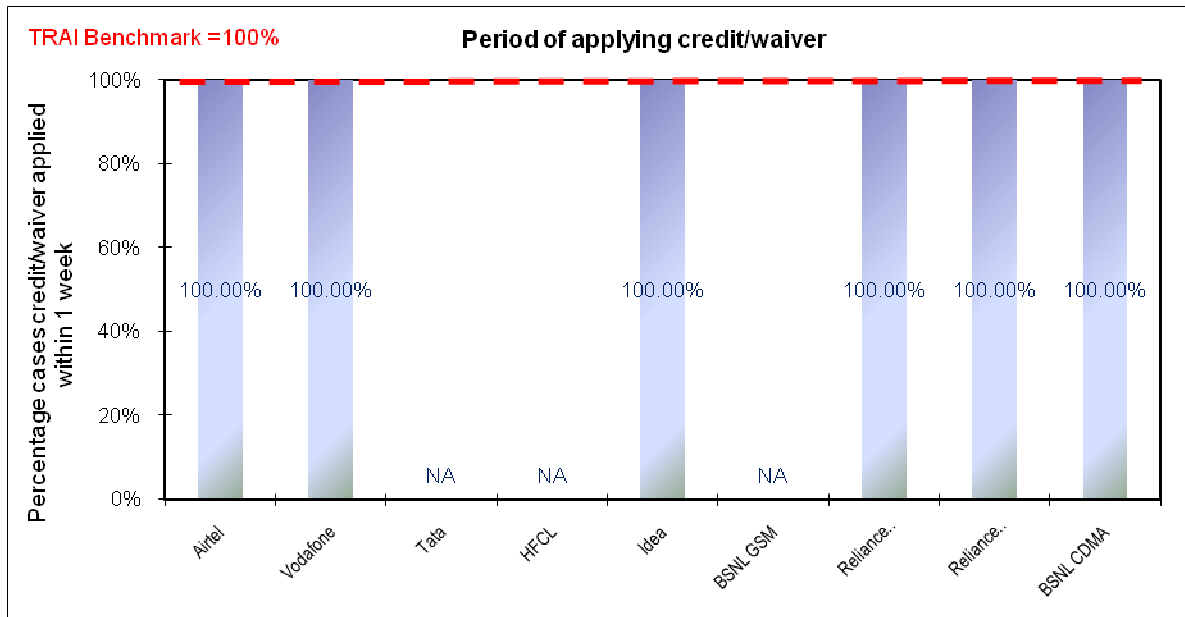
All the operators meet the benchmark

Live calling for billing Complaints

Resolution of billing complaints	B'mark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Total Number of calls made		31	83	21	100	100	NA	50	50	25
Number of cases resolved in 4 weeks		22	78	16	84	59	NA	43	38	21
Percentage cases resolved in four weeks	100%	70.97%	93.98%	76.19%	84.00%	59.00%	NA	86.00%	76.00%	84.00%

Customer Care / Helpline: Calls answered
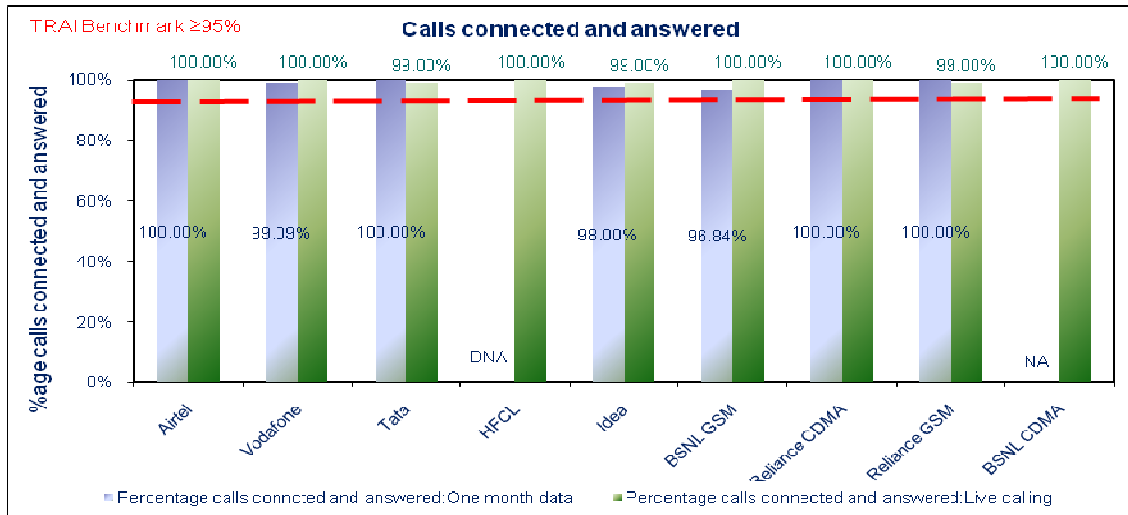
One month
All the operators meet the benchmark

Live measurement
All the operators meet the benchmark

Customer Care / Helpline: Calls answered voice to voice
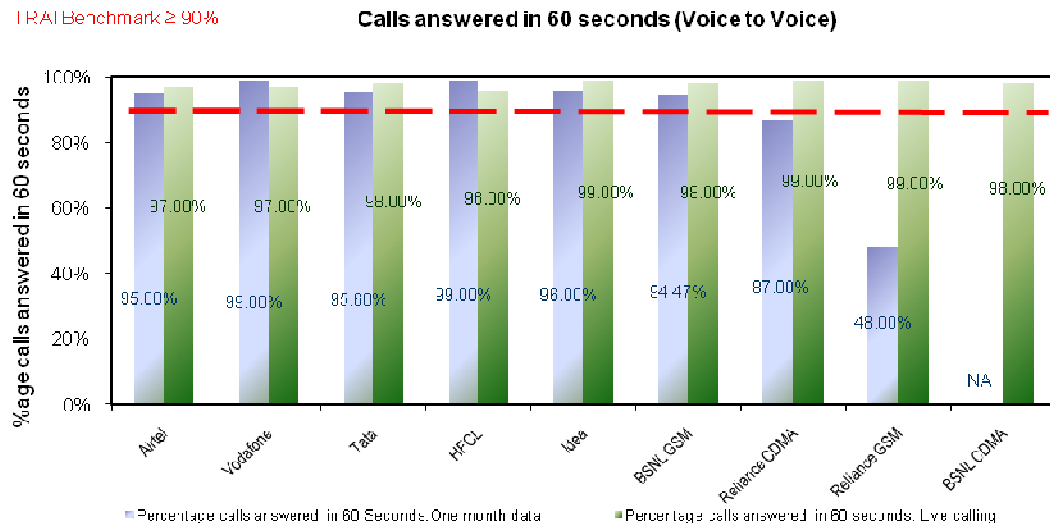
One month
Operator(s) meeting benchmark: HFCL, Idea, BSNL GSM, Airtel, Vodafone, Tata
Operator(s) not meeting the benchmark: Reliance CDMA, Reliance GSM

Live measurement
All the operators meet the benchmark

Termination / Closure of service
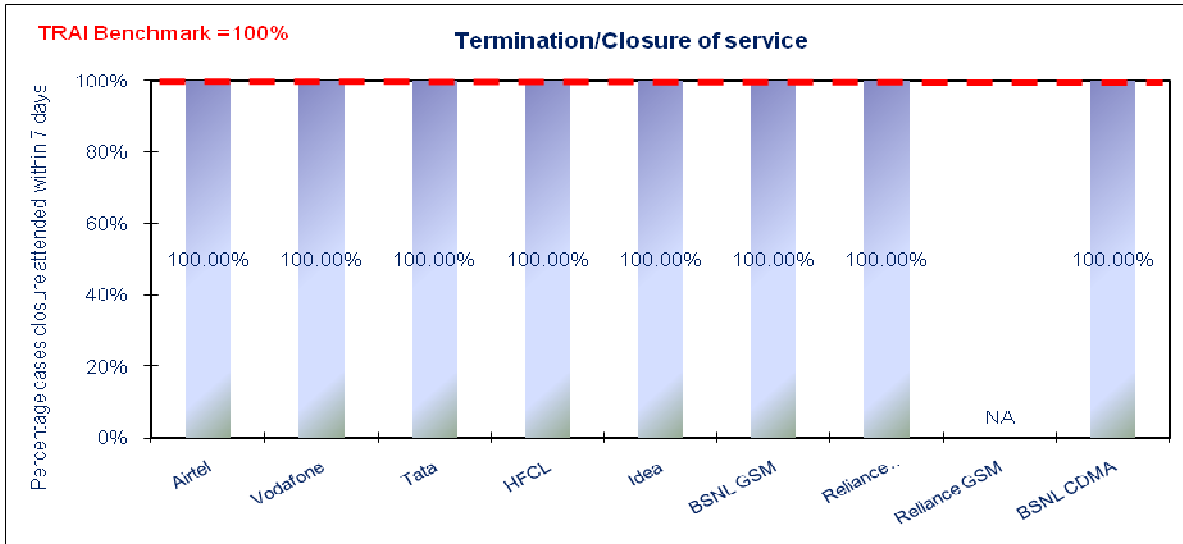
All the operators meet the benchmark

Refund of deposits
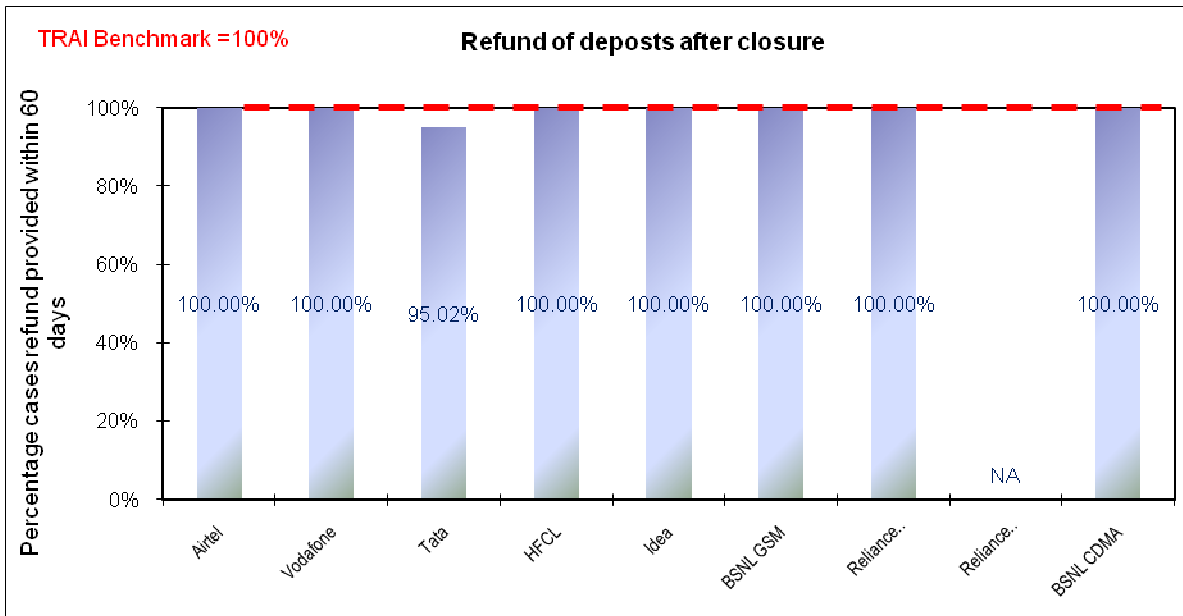
Operator(s) meeting benchmark: Airtel, Vodafone, HFCL, Idea, BSNL GSM, Reliance CDMA, BSNL CDMA
Operator(s) not meeting the benchmark: Tata

Inter operator calls assessment

Inter operator call Assessment To↓ From→	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Airtel	NA	100%	100%	99%	98%	96%	99%	99%	100%
Vodafone	100%	NA	99%	99%	98%	100%	99%	98%	98%
Tata	99%	100%	NA	98%	98%	100%	100%	100%	100%
HFCL	100%	98%	97%	NA	100%	97%	98%	99%	97%
Idea	100%	100%	100%	100%	NA	99%	99%	98%	97%
BSNL GSM	98%	100%	100%	100%	99%	NA	99%	99%	100%
Reliance CDMA	99%	98%	99%	98%	99%	98%	NA	99%	99%
Reliance GSM	97%	99%	99%	100%	100%	97%	99%	NA	100%
BSNL CDMA	100%	97%	99%	98%	99%	100%	99%	97%	NA

The maximum problem faced by the calling operator to other operators

In the inter-operator call assessment, calls were made from the test SIMs of service provider whose audit was being conducted to all the other service providers. Connecting from BSNL number to Airtel number was found to be most problematic with only 96% of the calls getting connected. HFCL found it difficult connecting to all the CDMA operators whereas Idea found it difficult connecting to Airtel, Vodafone and Tata numbers.

12.0 Compliance reports: Results of Verification of PMR

12.1 Cellular Mobile services

Name of Service Provider		Network Performance							Billing complaints			Customer's Helpline			
		Accumulated downtime of Community isolation (in hours)	Call Set-up Success Rate (within licensee's own network)	SDCCH/ Paging Chl. Congestion (%age)	TCH Congestion (%age)	Call Drop Rate (%age)	Connection with good voice quality	Point of Interconnection (POI) Congestion	Billing complaints per 100 bills issued	%age complaints resolved within 4 weeks	Period of all refunds/payments due to customers from date of resolution	Percentage of calls answered electronically within 20 seconds	Percentage of calls answered electronically within 40 seconds	Percentage of calls answered by operators within 60 seconds	Percentage of calls answered by operators within 90 seconds
B'mark		≤ 24 hours	≥ 95%	≤ 1%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%	≤ 0.1%	100%	≤4 weeks	≥ 80%	≥ 95%	≥ 80%	≥ 95%
Airtel	PMR	Complied	98.28%	0.25%	0.23%	1.17%	97.60%	Complied	0.01%	100%	< 4 weeks	Complied	Complied	84.04%	Complied
	IMRB		98.28%	0.25%	0.23%	1.17%	100%	Complied	0.01%	100%	< 4 weeks			95.00%	
Vodafone	PMR	Complied	100%	0.05%	0.10%	0.92%	98.47%	Complied	0.00%	100%	NA	Complied	Complied	96.00%	Complied
	IMRB		99.56%	0.05%	0.10%	0.92%	98.47%	Complied	0.00%	100%	NA			90.00%	
BSNL	PMR	Complied	98.00%	0.65%	1.48%	1.04%	98.00%	Complied	0.00%	100%	NA	Complied	Complied	83.00%	Complied
	IMRB		98.23%	0.65%	1.51%	1.06%	98.00%	Complied	0.03%	100%	NA			97.00%	
Tata CDMA	PMR	Complied	99.45%	0.00%	0.00%	0.55%	99.42%	Complied	0.02%	100%	< 1 week	Complied	Complied	93.00%	Complied
	IMRB		99.45%	0.00%	0.00%	0.55%	99.42%	Complied	0.02%	34.00%	< 1 week			91.00%	
Idea	PMR	Complied	99.00%	0.10%	0.88%	0.93%	98.22%	Complied	0.07%	100%	NA	Complied	Complied	69.00%	Complied
	IMRB		98.98%	0.11%	0.88%	0.93%	98.22%	Complied	0.07%	100%	NA			95.00%	
HFCL	PMR	Complied	99.00%	NA	0.00%	0.66%	96.30%	Complied	0.00%	NA	100% in 60 days	Complied	Complied	99.00%	Complied
	IMRB		99.24%	0.09%	0.01%	0.66%	DNP	Complied	0.02%	100%	97.56%			99.00%	
Reliance CDMA	PMR	Complied	98.61%	0.00%	0.23%	0.42%	98.18%	Complied	0.09%	100%	< 4 weeks	Complied	Complied	74.02%	Complied
	IMRB		98.61%	0.00%	0.23%	0.42%	98.81%	Complied	0.09%	100%	< 4 weeks			74.02%	

*As per the PMR submitted by the operators in the 2nd quarter of 2009

Figures do not match with those reported in PMR

Figures verified on all India basis

B'mark = TRAI Benchmark, DNA = Details not available

Not meeting benchmark

12.2 Conclusions - Cellular Mobile service

1. There were discrepancies found in the figures reported by the operators from those submitted to the TRAI
2. These discrepancies were mainly in the data related to calls answered by the operator within 60 seconds and the CSSR data
3. In case of HFCL, for the data related to period of refund from the date of resolution, figures reported in the PMR were found to be for refund made within 60 days i.e. 8 weeks.

Section C
BROADBAND

13.0 Sampling Methodology

13.1 Sampling for Broadband service providers

- Audits for various Broadband service providers were conducted at the service provider's central node. Since most of the private operators have a centralized system of monitoring their network data was obtained for all the Point of Presence (POPs) present in the circle.

- For Reliance, the data pertaining to all parameters was obtained by IMRB Auditors at the central node in Mumbai.

- For BSNL, Audit was conducted at the various exchanges/POPs providing Broadband service was verified and collected. This was done in such a way that at least 5% of POPs spread across 10% of SDCA's were covered

- For BSNL, the data pertaining to network related parameters was obtained by IMRB Auditors at the central node in Bangalore.

- Following Broadband service providers were audited in Punjab circle:

	Name of Operator
Operator 1	BSNL
Operator 2	Airtel
Operator 3	Sify
Operator 4	HFCL
Operator 5	RCOM
Operator 6	Hathway

14.0 Audit methodology

14.1 Broadband Services

In a nutshell, the audit methodology was as follows:

	Parameters	Verification of PMR	Three day live measurement	Data Verification for one month	Live calling
(i)	Service Provisioning/ Activation time	YES	YES	YES	YES
(ii)	Fault Repair/ Restoration Time	YES	YES	YES	YES
(iii)	Billing Performance				
-	Billing Complaints per 100 Bills issued	YES	YES	YES	
-	%age of billing complaints resolved in four weeks	YES	YES	YES	YES
-	Time taken for refund of deposits after closure	YES	YES	YES	YES
(iv)	Response time to the customer for assistance(Voice to Voice)				
-	*Within 60 seconds > 60%*	YES	YES	YES	YES
-	*Within 90 seconds > 90%*	YES	YES	YES	YES
(V)	Bandwidth Utilization/ Throughput:				
▪	*A)Bandwidth Utilization*				
-	POP to ISP gateway Node [Intra – network] Links	YES	YES	YES	
-	ISP Gateway Node to IGSP / NIXI Node upstream Link(s) for international connectivity	YES	YES	YES	
▪	*B) Broadband Connection Speed (Download)*	YES	YES	YES	YES
(vi)	Service availability / Uptime	YES	YES	YES	
vii)	Packet Loss	YES	YES	YES	
(viii)	Network Latency for wired broadband access)				
-	*User reference point at POP / ISP Gateway Note to International Gateway (IGSP/NIXI)*	YES	YES	YES	
-	*User reference point at ISP Gateway Node to International nearest NAP port abroad (Satellite)*	YES	YES	YES	
-	*User reference point at ISP Gateway Node to International nearest NAP port abroad (Satellite)*	YES	YES	YES	

{Note: A more detailed explanation of parameter wise audit methodology for Broadband services is explained in Annexure II}

15.0 Executive Summary

The objective assessment of Quality of Services (QoS) was carried out by IMRB International for all the Broadband service providers during the period starting from October 2009 to December 2009 in Punjab circle.

15.1 Service provider performance report based on one month data Verification – Broadband Services

Parameters	Benchmarks	BSNL	Airtel	Sify	HFCL	RCOM	Hathway
Service provisioning uptime							
Percentage connections provided within 15 days	100%	100.00%	95.38%	100.00%	99.70%	100.00%	100.00%
Fault repair restoration time							
Percentage faults repaired by next working days	> 90%	92.63%	94.97%	91.07%	98.90%	100.00%	99.89%
Percentage faults repaired within three working days	> 99%	99.87%	98.99%	100.00%	99.95%	100.00%	100.00%
Billing performance							
Billing complaints per 100 bills issued	< 2%	0.05%	0.00%	NA	0.07%	0.22%	1.19%
%age of billing complaints resolved in 4 weeks	100%	97.06%	100.00%	NA	100.00%	100.00%	100.00%
%age cases in which refund of deposits after closure was made in 60 days	100%	100.00%	100.00%	NA	100.00%	100.00%	100.00%
Customer care/helpline assessment (Voice to Voice)							
Percentage calls answered within 60 seconds	> 60%	84.59%	90.00%	100.00%	92.00%	78.92%	98.98%
Percentage calls answered within 90 seconds	> 80%	93.43%	95.02%	100.00%	98.33%	81.80%	100.00%
Bandwidth utilization/Throughput							
Intra network links (POP to ISP Node)		166	257	400	831	64	1
Total number of intra network links > 90%		0	0	0	0	0	0
Upstream links (ISP Node to NIXI/NAP/IGSP)		280	2	20	3	19	1
Percentage bandwidth utilised on upstream links	< 80%	74.59%	84.41%	83.22%	91.59%	35.33%	82.69%
Broadband download speed	> 80%	100.00%	100.00%	87.50%	94.53%	90.08%	82.81%
Service availability/uptime	> 98%	99.98%	99.95%	100.00%	99.96%	99.84%	99.58%
Packet loss	< 1%	0.40%	0.00%	0.00%	0.00%	0.38%	0.01%
Network Latency							
POP/ISP Node to NIXI	< 120 msec	16	28	45	8	39	20
ISP node to NAP port (Terrestrial)	< 350 msec	219	102	300	245	222	275

{*Note: For BSNL data pertains to the sample 5% of exchanges audited during the period of to October to December 2009, whereas for rest of the operators figures pertain to all the exchanges present in the circle}

Figures provided on All India basis   Not meeting the benchmark   **B'mar**k = TRAI Benchmark, **DNA** = Details not available, **NA:** Not Applicable

Critical findings and Key take outs: Broadband services

Before concluding the Audit findings for Broadband services we would like to accentuate the fact that some service providers claimed that they were submitting the PMR basis their inference of the QoS parameters. Also, there were differences observed in level of reporting for e.g. Sify, and BSNL (for network related parameters) consider all India as one circle and VSNL has been reporting PMR on the regional basis where 1 region would cover multiple circles. In fact the findings reported herewith for some of the parameters for these operators are on an all India basis.

The key conclusions (Parameter wise) emerging out from the Audit exercise of six Broadband service providers are highlighted below

Service provisioning/Activation time

- Airtel (95.38%) and HFCL (99.70%) marginally fall short of TRAI benchmark of 100% connections to be provided within 15 days.
- For Live calling carried out RCOM and Hathway scores the lowest with 78% subscribers claiming that connection was provided within 15 days. For rest of the service providers scores are observed to be >90%.

Fault Repair/Restoration time

- All broadband operators in Punjab are meeting the benchmark for fault repair within next working day.
- For fault repair within three working days all operators except Airtel are meeting the TRAI specified benchmark of 99%
- TRAI can consider including Mean Time to Repair (MTTR) for faults as one of the parameters for measuring Quality of Services (QoS) in future for Broadband services as well.
- For live calling done by IMRB auditors no operator is meeting the benchmark for fault repair

Billing performance

- All the service providers were found to be meeting the benchmark of percentage billings complaints received and time taken for resolution of billing complaints for the month in which data was collected. Sify however claim that all its retail broadband customers are prepaid and hence there are no billing complaints for Sify.
- It should also be noted that the definition of billing complaints/disputes can be considered as lenient as service providers include only those complaints where an internal ticket is opened and refund is made to the customer. Hence there is a need felt to have some clarity on the definition of billing complaints.

Customer Care/Helpline Assessment

- All the operators meet the TRAI specified benchmark for calls answered by the operator in 60 and 90 seconds for the month in which audit was carried out

Bandwidth Utilization:

- All the service providers were found to be using Multiple Router Traffic Grapher (MRTG) to measure the bandwidth utilization at intra network links.
- All the service providers were found to be reporting combined bandwidth utilization for corporate and household customers as there is no mechanism available to provide it separately for different users.
- For Intra network link, data for Sify, RCOM and BSNL was obtained on all India bases. None of the links tested for these operators was found to be having above 90% bandwidth utilization for the month in which audit was carried out
- Also It was observed that all the links (tested during three day live measurement) in the access segment for most of the service providers were found be below 80%.
- For Bandwidth utilization on upstream links (From ISP Node to IGSP/NIXI), all operators except BSNL and RCOM do not meet the TRAI specified benchmark.

Download speed

- During live measurements carried out at Pop's/ISP Node it was observed that all the operators are meeting the TRAI prescribed benchmark of greater than 80% speed available to the customer. These measurements were carried out by IMRB auditors on a sample basis during visits at PoPs and ISP Node
- However, no historic data was available for verification of records for month of Audit as well as quarter ending January to March 2009 with the service providers. Most of them claimed that they are reporting to TRAI basis live tests conducted at customer premises during field visits and tests conducted at POPs/ISP Node.

Service Availability/Uptime:

- All the service providers are meeting the benchmark on service availability/uptime for the month of audit and 3 day live measurement carried out.

Packet Loss and Network Latency

- It was observed that almost all the service providers are measuring packet loss and latency by conducting random ping tests for their internal performance measurement.
- The verification of the records of old ping tests was done through latency graphs (available from smoke ping tool) for some of the operators.
- However, ping tests conducted/smoked ping results during live measurements revealed that all the service providers are meeting the benchmark prescribed by TRAI.

Summary of Live Measurement Results – Broadband Services

Parameters	Benchmarks	BSNL	Airtel	Sify	HFCL	RCOM	Hathway
Service provisioning uptime							
Percentage connections provided within 15 days	100%	90.46%	100.00%	90.63%	98.15%	78.57%	78.00%
Fault repair restoration time							
Percentage faults repaired by next working days	> 90%	30.56%	40.00%	50.00%	74.19%	41.67%	43.33%
Percentage faults repaired within three working days	> 99%	81.11%	93.33%	90.00%	93.55%	70.83%	80.00%
Billing performance							
%age of billing complaints resolved in 4 weeks	100%	81.08%	100.00%	NA	90.00%	100.00%	100.00%
Customer care/helpline assessment (Voice to Voice)							
Percentage calls answered within 60 seconds	> 60%	84.00%	96.00%	94.00%	92.00%	94.00%	100.00%
Percentage calls answered within 90 seconds	> 80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Bandwidth utilization/Throughput							
Intra network links (POP to ISP Node)		168	257	394	831	21	1
Total number of intra network links > 90%		0	0	0	0	0	0
Upstream links (ISP Node to NIXI/NAP/IGSP)		280	2	20	3	17	1
Percentage bandwidth utilised on upstream links	< 80%	75.34%	84.13%	83.04%	89.46%	36.57%	80.77%
Broadband download speed	> 80%	100.00%	100.00%	87.50%	94.53%	90.08%	82.81%
Service availability/uptime	> 98%	99.93%	99.94%	100.00%	99.75%	99.31%	99.61%
Packet loss	< 1%	0.17%	0.00%	0.00%	0.00%	0.47%	0.01%
Network Latency							
POP/ISP Node to NIXI	< 120 msec	17	30	56	8	46	20
ISP node to NAP port (Terrestrial)	< 350 msec	220	110	105	245	129.5	300

Figures provided on All India basis | Not meeting the benchmark | **B'mar**k = TRAI Benchmark, **DNA** = Details not available, **NA:** Not Applicable

- All the service providers are meeting the benchmark on service availability/uptime for three day live measurements
- The testing for Bandwidth utilization during live measurement was carried out on sample basis by IMRB auditors for intra network links. None of the links tested for these operators was found to be having above 90% bandwidth utilization for the month in which audit was carried out
- For Bandwidth utilization on upstream links, all the service providers except BSNL and RCOM fail to meet the benchmark during the three day live measurement
- For network latency all the service providers comfortably meet the TRAI specified benchmark for ping tests carried out during live measurements.

16.0 Detailed findings – Includes comparison between Live calling/Live measurements and One month data collection for Broadband Services

16.1 Graphical/Tabular Representations for Broadband services

Service provisioning / Activation time (Comparison between one month audit results and live calling results)
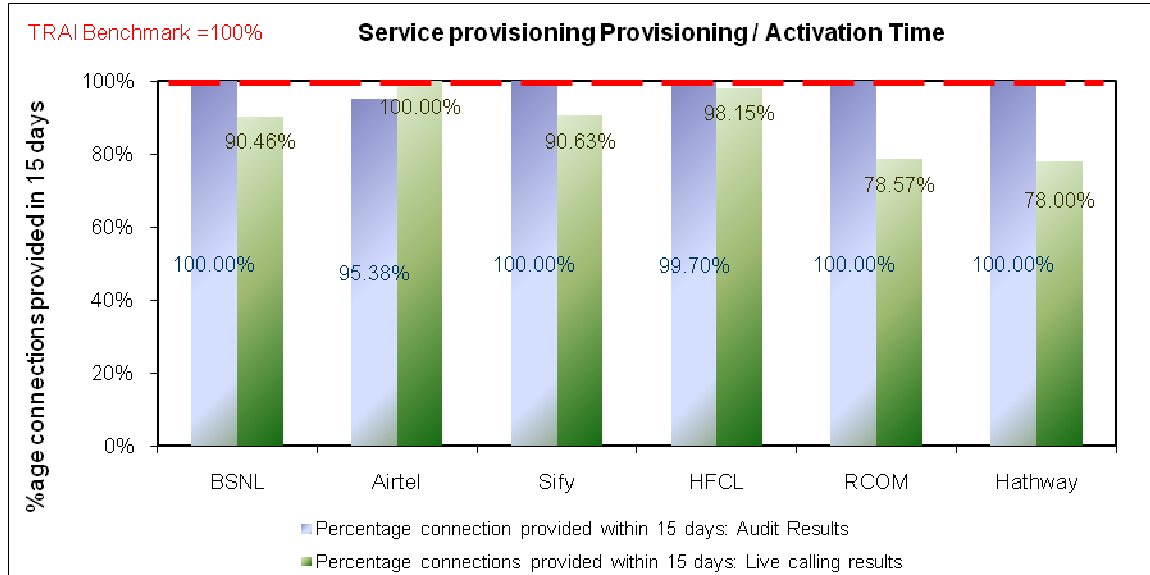
One month
Operator meeting benchmark: BSNL, Sify, RCOM, Hathway
Operator not meeting benchmark: Airtel, HFCL

Live calling
Operator meeting benchmark: Airtel
Operator not meeting benchmark: BSNL, Sify, HFCL, RCOM, Hathway

Fault repair/Restoration time (By next working day) - Comparison between one month audit results and live calling results
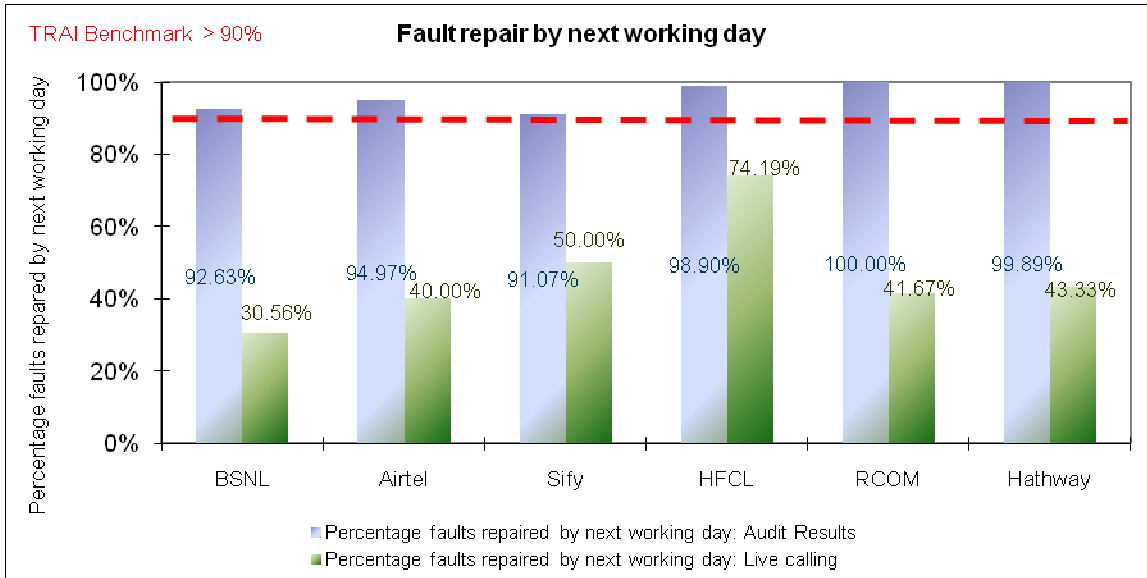
One month
All operators are meeting the benchmark

Live calling
No operator is meeting the benchmark

Fault repair/Restoration time within three working days (Comparison between one month audit results and live calling results
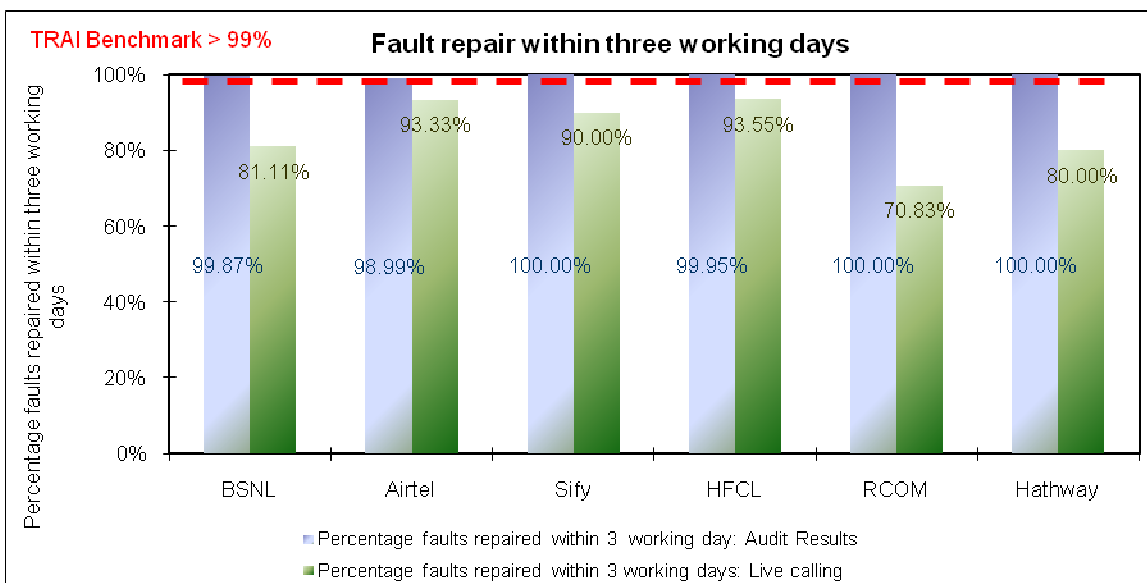
One month
Operator meeting benchmark: BSNL, Sify, HFCL, RCOM, Hathway
Operator not meeting benchmark: Airtel

Live calling
No operator is meeting the benchmark
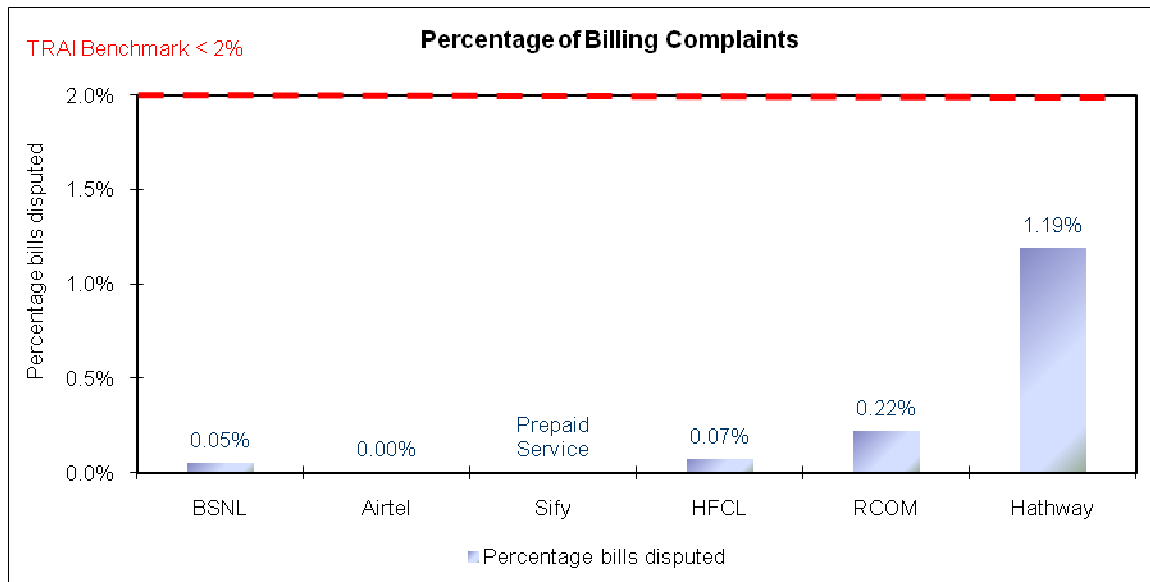
Percentage bills disputed

All operators are meeting the benchmark

Resolution of billing complaints (Comparison between one month audit results and live calling results)
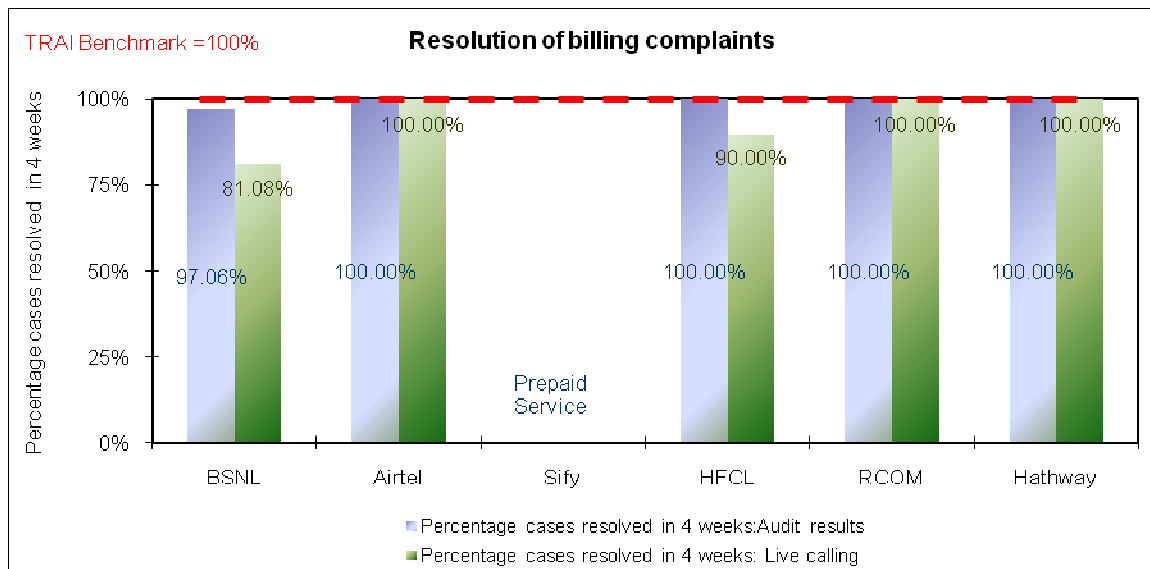
One month
Operator meeting benchmark: Airtel, HFCL, RCOM, Hathway
Operator not meeting benchmark: BSNL

Live calling
Operator meeting benchmark: Airtel, RCOM, Hathway
Operator not meeting benchmark: BSNL, HFCL

Refund of deposits after closure
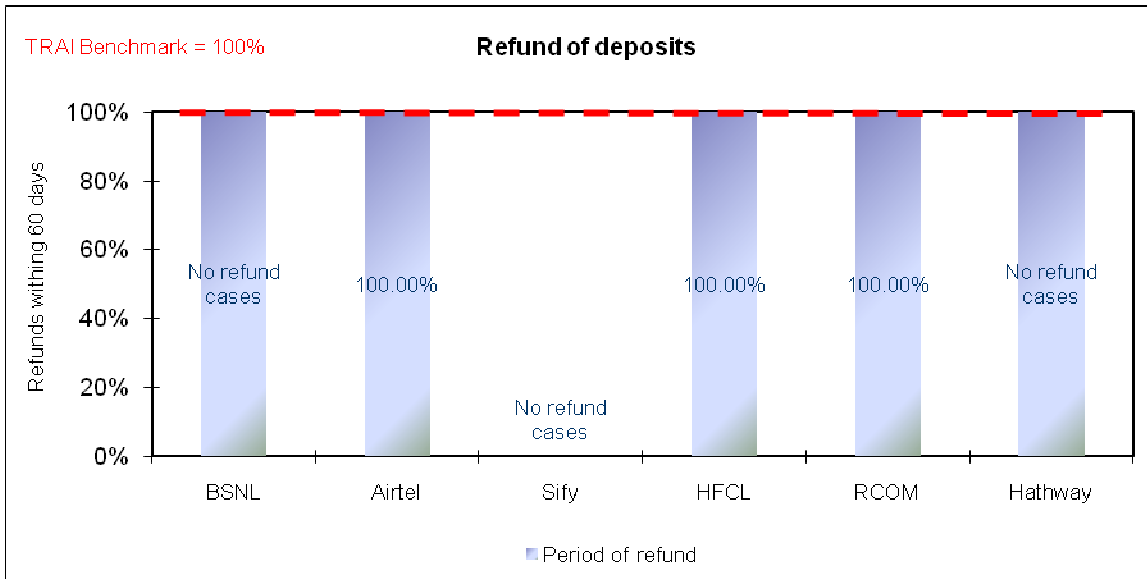
All operators are meeting the benchmark

Response time to customer for assistance - Calls answered by the operator within 60 seconds (Comparison between one month audit results and live calling results)
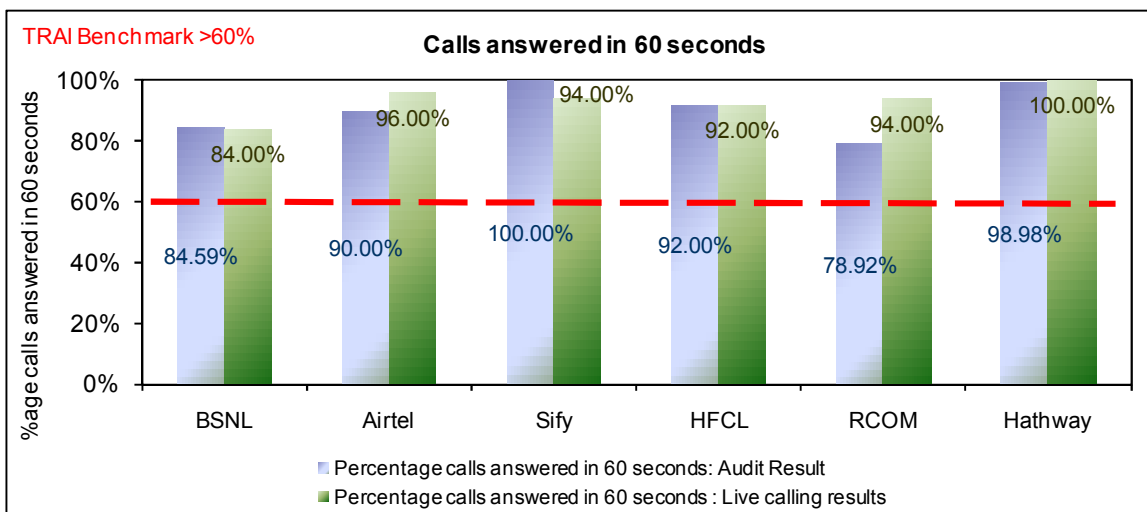
One month
Operator meeting benchmark: Airtel, Sify, HFCL, RCOM, Hathway
Operator not meeting benchmark: BSNL

Live calling
All operators are meeting the benchmark

Response time to customer for assistance - Calls answered by the operator within 90 seconds (Comparison between one month audit results and live calling results)
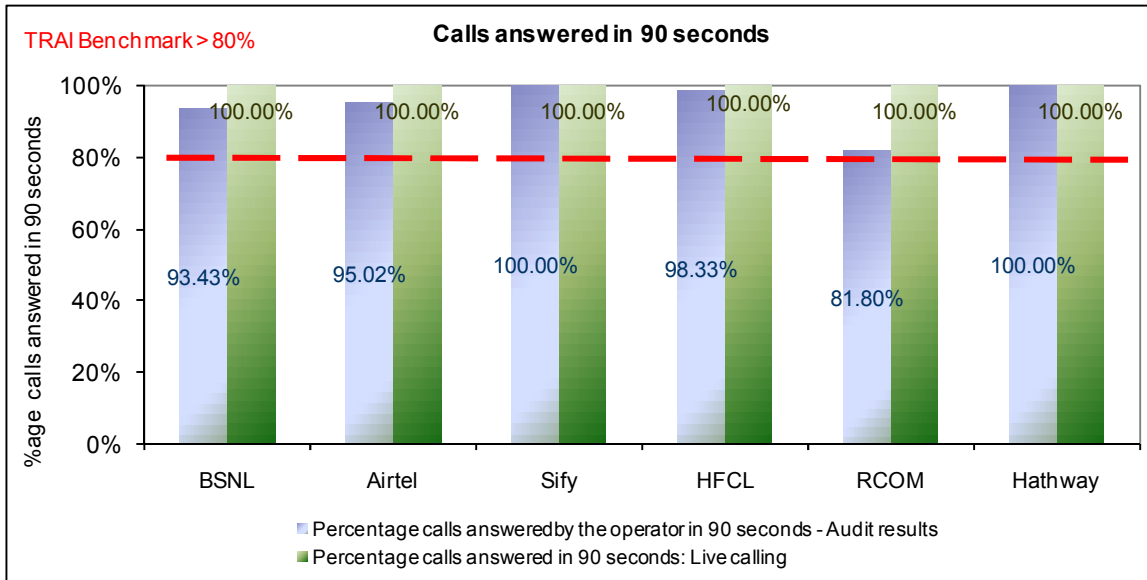
One month
Operator meeting benchmark: Airtel, Sify, HFCL, RCOM, Hathway
Operator not meeting benchmark: BSNL

Live calling
All operators are meeting the benchmark

Bandwidth utilization at Intra network links (Comparison between one month audit results and live measurement results)

Bandwidth Utilization (One month)	B'mark	BSNL	Airtel	Sify	HFCL	RCOM	Hathway
Total number of intra network links		166	257	400	831	64	1
No of Intra network found to be above 90%		0	0	0	0	0	0

Bandwidth Utilization (Live measurement)	B'mark	BSNL	Airtel	Sify	HFCL	RCOM	Hathway
Total number of intra network links		168	257	394	831	21	1
No of Intra network found to be above 90%		0	0	0	0	0	0

Broadband download speed	Benchmark	BSNL	Airtel	Sify	HFCL	RCOM	Hathway
%age subscribed speed available to the subscriber during TCBH (B/A)*100	>80%	100.00%	100.00%	87.50%	94.53%	90.08%	82.81%

As far as bandwidth utilization on the intra network links is concerned all the operators seem to performing well as all the sample intra network links tested during live measurement were found to be below 90%.

Service availability/Uptime (Comparison between one month audit results and live measurement results)
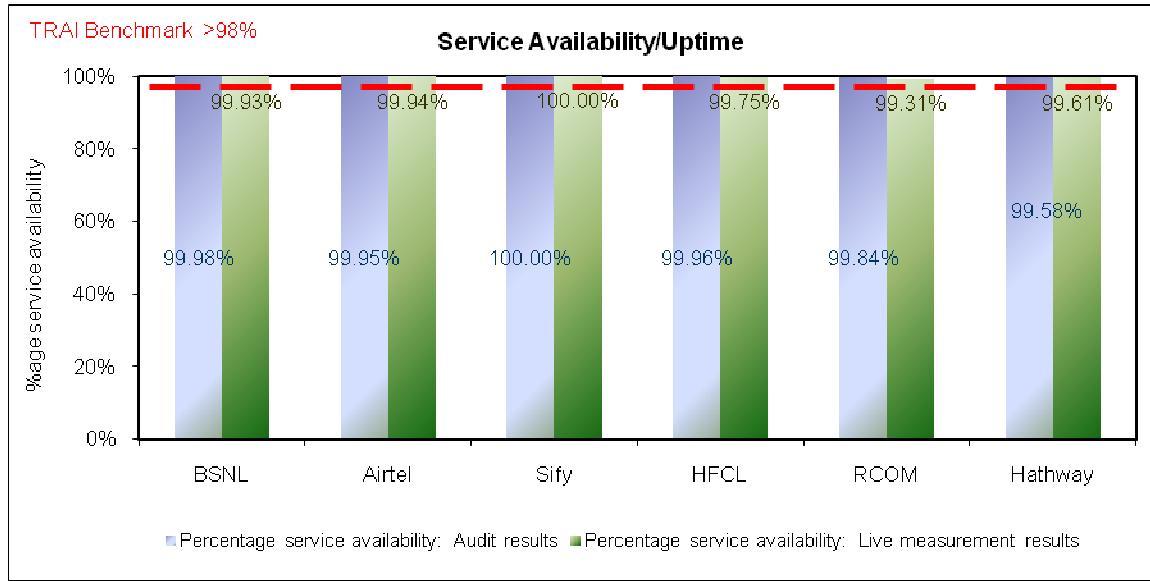
One month
All operators are meeting the benchmark

Live calling
All operators are meeting the benchmark

17.0 Compliance reports: Results of Verification of Records for January to March 2009

17.1 Broadband services

Parameters	Benchmarks	BSNL		Airtel		Sify		HFCL		RCOM		Hathway	
		PMR#	IMRB	PMR	IMRB	PMR	IMRB	PMR	IMRB	PMR	IMRB	PMR	IMRB
Service provisioning uptime													
Percentage connections provided within 15 days	100%	100.00%	99.00%	100.00%	100.00%	100.00%	100.00%	99.92%	100.00%	100.00%	100.00%	100.00%	100.00%
Fault repair restoration time													
Percentage faults repaired by next working days	> 90%	92.00%	83.00%	99.00%	95.00%	99.00%	90.00%	99.10%	99.00%	100.00%	100.00%	99.00%	99.00%
Percentage faults repaired within three working days	> 99%	100.00%	87.00%	100.00%	99.00%	100.00%	100.00%	99.98%	100.00%	100.00%	100.00%	99.00%	100.00%
Billing performance													
Billing complaints per 100 bills issued	< 2%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.06%	0.06%	0.45%	0.17%	2.00%	2.00%
%age of billing complaints resolved in 4 weeks	100%	100.00%	100.00%	100.00%	100.00%	NA	NA	100.00%	100.00%	NA	100.00%	94.00%	94.00%
%age cases in which refund of deposits after closure was made in 60 days	100%	100.00%	100.00%	100.00%	100.00%	NA	NA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Customer care/helpline assessment (Voice to Voice)													
Percentage calls answered within 60 seconds	> 60%	97.00%	97.00%	86.00%	86.00%	90.00%	100.00%	94.00%	94.00%	84.00%	84.00%	87.00%	99.00%
Percentage calls answered within 90 seconds	> 80%	100.00%	100.00%	91.00%	91.00%	100.00%	100.00%	97.00%	97.00%	88.00%	88.00%	87.00%	100.00%
Bandwidth utilization/Throughput													
Intra network links (POP to ISP Node)		NA	187	136	243	382	382	833	834	132	129	1	1
Total number of intra network links > 90%		NA	0	0	0	0	0	0	0	0	0	0	0
Upstream Bandwidth (ISP Node to NIXI/NAP/IGSP)		NA	650	1	1	24	24	3	3	52	52	1	1
Percentage bandwidth utilised on upstream links	< 80%	NA	73.00%	80.22%	80.22%	79.00%	79.00%	88.00%	89.00%	45.00%	45.00%	88.00%	88.00%
Broadband download speed	> 80%	92.00%	92.00%	100.00%	100.00%	95.00%	85.00%	100.00%	100.00%	88.00%	88.00%	86.00%	90.00%
Service availability/uptime	> 98%	99.00%	100.00%	100.00%	99.97%	100.00%	100.00%	99.92%	99.94%	99.77%	99.77%	100.00%	99.00%
Packet loss	< 1%	NA	4.00%	0.00%	0.00%	<1%	0.00%	0.00%	0.00%	<1%	0.50%	1.00%	<1%
Network Latency													
POP/ISP Node to NIXI (in msec)	< 120 msec	NA	22.6	27	29	<45	45	26	8	22.31	37.13	80	<120
ISP node to NAP port (Terrestrial) (in msec)	< 350 msec	NA	243	4	112	<300	300	275	243	102.11	225.7	300	<300

* These have been calculated cumulatively on the basis of figures reported by various exchanges   #As per the PMR submitted by the operators in the 2nd quarter of 2009

　　　 Figures do not match with those reported in PMR   　　 Not meeting the benchmark   **B'mar**k = TRAI Benchmark, **DNA** = Details not available, **NA:** Not Applicable

17.2 Conclusions

Broadband services

1. Network data for Sify, BSNL and RCOM was verified on an all India level
2. For BSNL there is slight variation observed in for some parameters when compared to the figures reported in PMR. But the reason is largely the fact that data was obtained for sample 5% of exchanges whereas reporting is done for 100% of exchanges.
3. Historic data for Broadband download speed and Ping test conducted to check the latency and packet loss was not available for verification for all the service providers.
4. Although all the service providers claimed that they conduct random ping tests and latency to check the packet loss but there is no book keeping at their end. Records of old ping tests were found to be nonexistent.

18.0 Annexure - I (Wireline)

Name of the Service Provider	Name of POI not meeting the benchmark	Total No. of circuits on POI	Total No. of call attempts on POI	Total traffic served on POI (Erlang)	% of Congestion POI	Action already taken/ action plan for meeting the benchmark
BSNL	All POIs meeting TRAI specified benchmark of ≤ 0.5% congestion					
Airtel	All POIs meeting TRAI specified benchmark of ≤ 0.5% congestion					
Reliance	All POIs meeting TRAI specified benchmark of ≤ 0.5% congestion					
Tata	All POIs meeting TRAI specified benchmark of ≤ 0.5% congestion					
HFCL	All POIs meeting TRAI specified benchmark of ≤ 0.5% congestion					

18.1 Parameter wise performance reports for Basic Wireline services

1.1 Live calling for Service provisioning

	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
Total registrations / OB note issued in General category		306	50	10	55	65
Number of connections provided within 7 days		249	50	10	55	63
Percentage of connections provided within 7 days	100%	81.37%	100.00%	100.00%	100.00%	96.92%
Connections completed after 7 days including pending connections		53	0	0	0	2

2.1 Audit Results for Fault repair

Fault incidences	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
Faults incidences (No. of faults/100 Subs./month)	≤ 5	3.5	2.70	1.67	0.7	4

Fault repair (Urban areas)	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
Total No. of faults registered during the month		11328	2449	720	70	7053
No. of faults repaired by next working day during the month		9268	2330	691	68	6940
Percentage of faults repaired by next working day during the month	≥ 90%	81.81%	95.14%	95.97%	97.14%	98.40%
No. of faults repaired within 3 days during the month		10910	2425	720	70	7039
Percentage of faults repaired within 3 days during the month	100%	96.31%	99.02%	100.00%	100.00%	99.80%

Fault repair (Rural & Hilly areas)	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
Total No. of faults registered during the month		1283	NA	NA	NA	NA
No. of faults repaired by next working day during the month		961	NA	NA	NA	NA
Percentage of faults repaired by next working day during the month	≥ 90%	74.90%	NA	NA	NA	NA
No. of faults repaired within 5 days during the month		1177	NA	NA	NA	NA
Percentage of faults repaired within 5 days during the month	100%	91.74%	NA	NA	NA	NA

 Not meeting the benchmark

Rent rebate	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
No. of cases with faults pending for >3 days and ≤7 days		9	32	0	1	11
Out of these number of cases where rent rebate for 7 days was given		9	32	0	1	11
Percentage of cases where rent rebate for 7 days was given	100%	100.00%	100.00%	NA	100.00%	100.00%
No. of cases with faults pending for >7 days and ≤15 days		0	22	0	0	0
Out of these number of cases where rent rebate for 15 days was given		0	22	0	0	0
Percentage of cases where rent rebate for 15 days was given	100%	NA	100.00%	NA	NA	NA
No. of cases with faults pending for ≥15 days		0	13	0	0	0
Out of these number of cases where rent rebate for 30 days was given		0	13	0	0	0
Percentage of cases where rent rebate for 30 days was given	100%	NA	1	NA	NA	NA

MTTR	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
Mean time taken to repair the fault in hours	≤ 8	4.5	7	4.23	3.15	4.70

2.2 Live calling for fault repair

Urban area	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
Total Number of calls made		192	30	30	30	30
Number of cases where faults were repaired by next working day		94	18	9	20	6
Percentage cases where faults were repaired by next working day	≥ 90%	48.96%	60.00%	30.00%	66.67%	20.00%
Number of cases where faults were repaired within 3 days		166	30	15	24	24
Percentage cases where faults were repaired within 3 days	100%	86.46%	100.00%	50.00%	80.00%	80.00%

Rural & Hilly area	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
Total Number of calls made		193	NA	NA	NA	NA
Number of cases where faults were repaired by next working day		62	NA	NA	NA	NA
Percentage cases where faults were repaired by next working day	≥ 90%	32.12%	NA	NA	NA	NA
Number of cases where faults were repaired within 5 days		155	NA	NA	NA	NA
Percentage cases where faults were repaired within 5 days	100%	80.31%	NA	NA	NA	NA

3.1 Audit Results for Call Completion Rate (CCR)

Traffic statistics - Call Completion Rate	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
Total local call attempts		199853	36355047	NA	17905	719380
Total number of successful local calls		126088	34992879	NA	17618	399442
Call Completion Rate (CCR) in the local network	≥ 55%	63.09%	96.25%	NA	98.40%	55.53%

Traffic statistics - Answer to Seizure Ratio	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
Total number of calls processed by the switch		363341	NA	1065382	5285	NA

Not meeting the benchmark

Total number of calls answered		254764	NA	989241	4280	NA
Answer to Seizure Ratio (ASR)	≥ 75%	70.12%	NA	92.85%	80.98%	NA

3.2 Live measurement results for Call Completion Rate (CCR)

Traffic statistics - Call Completion Rate	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
Total local call attempts		5306	1211461	NA	25426	2299633
Total number of successful local calls		3362	1188685	NA	25006	1277178
Call Completion Rate (CCR) in the local network	≥ 55%	63.36%	98.12%	NA	98.35%	55.54%

Traffic statistics - Answer to Seizure Ratio	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
Total number of calls processed by the switch		23703	NA	157933	7989	NA
Total number of calls answered		19570	NA	147027	6472	NA
Answer to Seizure Ratio (ASR)	≥ 75%	82.56%	NA	93.09%	81.01%	NA

4.1 Audit Results for POI Congestion

POI congestion	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
POI traffic offered on all individual POI's		1286200	2912.32	422	316280	124507.08
Served traffic for all POI's		852286	2912.32	422	316280	124507.08
Traffic failed on all POI's	≤ 0.5%	0.34%	0.00%	0.00%	0.00%	0.00%

4.2 Live measurement results for POI congestion

POI congestion	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
POI traffic offered on all individual POI's		96	728.08	506.3	45583	9482.9
Served traffic for all POI's		96	728.08	506.3	45583	9482.9
Traffic failed on all POI's	≤ 0.5%	0.00%	0.00%	0.00%	0.00%	0.00%

POI congestion	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
No. of POIs not meeting benchmark		0	0	0	0	0
Total number of working POIs		DNA	28	72	168	74

5.1 Audit Results for Billing performance

Billing Performance	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
Billing disputes - Postpaid						
Total bills generated during the period		119929	14027	15281	10128	47705
Total number of bills disputed		16	4	9	1	40
Percentage bills disputed	≤ 0.1%	0.01%	0.03%	0.06%	0.01%	0.08%

Not meeting the benchmark

Resolution of billing complaints

Total complaints resolved in 4 weeks from date of receipt		16	4	9	1	40
Percentage complaints resolved within 4 weeks of date of receipt	100%	100.00%	100.00%	100.00%	100.00%	100.00%

Period of applying credit / waiver

Total number of cases requiring credit/waiver		5	4	9	0	33
Total number of cases where credit/waiver was made within 1 week		5	4	9	0	29
Percentage cases in which credit/waiver was received within 1 week	100%	100.00%	100.00%	100.00%	NA	87.88%

5.2 Live calling results for resolution of billing complaints

Resolution of billing complaints	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
Total Number of calls made		14	1	3	1	32
Number of cases resolved in 4 weeks		11	1	3	1	27
Percentage cases resolved in 4 weeks	100%	78.57%	100.00%	100.00%	100.00%	84.38%

6.1 Audit Results for Requests

Shift Requests	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
Total no. of requests received for Shifts		320	862	2	1	379
Total no. of requests for shifts attended within 3 days		230	853	2	1	366
Percentage of requests for shifts attended within 3 days	≥ 95%	71.88%	98.96%	100.00%	100.00%	96.57%
Total no. of requests for shifts not attended or attended beyond 3 days		90	9	0	0	13

Closure Requests	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
Total no. of requests received for Closures		597	1636	392	10	943
Total no. of requests for closures attended within 7 days		596	1636	392	10	943
Percentage of requests for closures attended within 7 days	100%	99.83%	100.00%	100.00%	100.00%	100.00%
Total no. of requests for closures not attended or attended beyond 7 days		24	0	0	0	0

6.2 Live calling for Requests

Shift Requests	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
Total no. of requests received for Shifts		132	30	1	1	50
Total no. of requests for shifts attended within 3 days		68	22	1	1	26
Percentage of requests for shifts attended within 3 days	≥ 95%	51.52%	73.33%	100.00%	100.00%	52.00%
Total no. of requests for shifts not attended or attended beyond 3 days		64	8	0	0	24

Not meeting the benchmark

7.1 Audit results for customer care

Customer Care Assessment	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
Percentage calls getting connected and answered	≥ 95%	100.00%	100.00%	100.00%	100.00%	100.00%
Percentage calls answered within 60 seconds (voice to voice)	≥ 90%	95.00%	94.00%	92.00%	91.00%	96.00%

7.2 Live calling results for customer care

Customer Care Assessment	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
Total Number of calls received		600	100	100	100	100
Total Number of calls getting connected and answered		596	100	100	100	100
Percentage calls getting connected and answered	≥ 95%	99.33%	100.00%	100.00%	100.00%	100.00%

7.4 Live calling results for customer care (Voice to Voice)

Customer Care Assessment	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
Total Number of calls received		600	100	100	100	100
Total Number of calls answered within 60 seconds		547	97	100	100	99
Percentage calls answered within 60 seconds	≥ 90%	91.17%	97.00%	100.00%	100.00%	99.00%

8.1 Audit results for refund of deposits

Refund	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
Total number of cases requiring refund of deposits		1001	42	3	0	98
Total number of cases where refund was made within 60 days		1001	42	3	0	98
Percentage cases in which refund was receive within 60 days	100%	100.00%	100.00%	100.00%	NA	100.00%

9.1 Live calling for level 1 services

Level 1 services	Benchmark	BSNL	Airtel	Reliance	Tata	HFCL
Total no. of calls made		179	30	30	30	30
Calls answered in 60 sec		141	28	28	28	30
Calls answered after 60 sec		38	2	2	2	0

Not meeting the benchmark

19.0 Annexure - I (Wireless)

19.1 Service provider performance report based on one month data

Name of Service Provider	Network Availability		Connection Establishment (Accessibility)			Connection Maintenance (Retainability)			Metering and Billing			Response time to customer for assistance		Termination / closure of service	
	BTSs Accumulated downtime (not available for service) (%age)	Worst affected BTSs due to downtime (%age)	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	Metering and billing credibility	%age complaints resolved within 4 weeks	Period of applying credit/waiver less than 1 week	Accessibility of call centre/ customer care	Percentage of calls answered by operators (voice to voice) within 60 sec	%age requests for Termination complied within 7 days	Refund of deposits after closure within 60 days
B'mark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 5%	≥ 95%	< 0.1%	100%	100%	≥ 95%	≥ 90%	100%	100%
Airtel	0.12%	0.17%	98.14%	0.31%	0.31%	1.22%	4.12%	100.00%	0.02%	100.00%	100.00%	100.00%	95.00%	100.00%	100.00%
Vodafone	0.01%	0.03%	99.05%	0.06%	0.37%	0.92%	4.82%	98.39%	0.00%	100.00%	100.00%	99.09%	99.00%	100.00%	100.00%
Tata	0.02%	0.00%	98.50%	0.00%	0.01%	0.85%	1.43%	99.52%	0.04%	95.12%	NA	100.00%	95.60%	100.00%	95.02%
HFCL	0.00%	0.00%	99.37%	0.1%	0.02%	0.78%	4.16%	96.11%	0.04%	100.00%	NA	DNP	99.00%	100.00%	100.00%
Idea	0.03%	0.23%	99.00%	0.22%	0.78%	1.01%	6.16%	98.21%	0.02%	100.00%	100.00%	98.00%	96.00%	100.00%	100.00%
BSNL GSM	0.64%	4.64%	95.94%	0.75%	2.00%	1.14%	23.14%	98.00%	0.01%	100.00%	NA	96.84%	94.47%	100.00%	100.00%
Reliance CDMA	0.06%	0.00%	98.69%	0.00%	0.17%	0.66%	0.30%	99.23%	0.10%	100.00%	100.00%	100.00%	87.00%	100.00%	100.00%
Reliance GSM	0.06%	0.00%	98.91%	0.02%	0.12%	0.56%	0.47%	98.27%	0.11%	100.00%	100.00%	100.00%	48.00%	NA	NA
BSNL CDMA	0.15%	2.08%	95.82%	DNA	0.06%	1.90%	5.56%	96.00%	0.03%	100.00%	100.00%	NA	NA	100.00%	100.00%

Operators not meeting the benchmark

DNA: Detailed breakup was not available with the operator. IMRB auditors have taken data the data directly from the counters.

NA: Not Applicable

19.2 Monthly Point of Interconnection (POI) Congestion Report

Name of the Service Provider	Name of POI not meeting the benchmark	Total No. of circuits on POI	Total No. of call attempts on POI	Total traffic served on POI (Erlang)	% of Congestion POI	Action already taken/ action plan for meeting the benchmark
Reliance	Gateway MSC 1 Jalandhar	DNA	11155	223.42	>0.5%	
Reliance	Gateway MSC 1 Jalandhar		21099	288.25	>0.5%	
Reliance	Gateway MSC 1 Jalandhar		5131	72.67	>0.5%	
Reliance	Gateway MSC 1 Jalandhar		6844	91.64	>0.5%	
Reliance	Gateway MSC 1 Jalandhar		67696	863.92	>0.5%	
Reliance	Gateway MSC 1 Jalandhar		6459	114.5	>0.5%	
Reliance	JLDH-GMSC-02-ZT		3444	51.63	>0.5%	
Reliance	JLDH-GMSC-02-ZT		12017	176.32	>0.5%	
Reliance	JLDH-GMSC-02-ZT		4129	116.44	>0.5%	
Reliance	RC-G-CDGR-GMSC-01-HU		1760	29.43	>0.5%	
Reliance	RC-G-CDGR-GMSC-01-HU		1379	28.79	>0.5%	

19.3 Parameter wise performance reports for Cellular Mobile services

1. Network Availability
Audit Results for Network Availability

	Benchmark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Number of BTSs in the licensed service area		3577	3745	626	408	3420	2842	1013	1359	240
Sum of downtime of BTSs in a month (in hours)		3081.45	392	75.33	7	827	13596	464	604	270
BTSs accumulated downtime (not available for service)	≤ 2%	0.12%	0.01%	0.02%	0.00%	0.03%	0.64%	0.06%	0.06%	0.15%
Number of BTSs having accumulated downtime >24 hours		6	1	0	0	8	132	0	0	5
Worst affected BTSs due to downtime	≤ 2%	0.17%	0.03%	0.00%	0.00%	0.23%	4.64%	0.00%	0.00%	2.08%

2. Connection Establishment (Accessibility)
Audit Results for CSSR, SDCCH and TCH congestion

CSSR	B'mark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Total number of call attempts		208283737	DNA	1326459	234960	115008051	9466601	26368094	19093173	DNA
Total number of successful calls established		204409660	DNA	1306562	233467	113853815	9081947	26020945	18883197	DNA
CSSR	≥ 95%	98.14%	99.05%	98.50%	99.37%	99.00%	95.94%	98.69%	98.91%	95.82%

SDCCH congestion	B'mark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
SDCCH/Paging channel congestion	≤ 1%	0.31%	0.06%	0.00%	0.1%	0.22%	0.75%	0.00%	0.02%	DNA

TCH congestion	Benchmark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
TCH congestion	≤ 2%	0.31%	0.37%	0.01%	0.02%	0.78%	2.00%	0.17%	0.12%	0.06%

Operators not meeting the benchmark

DNA: Detailed breakup was not available with the operator. IMRB auditors have taken data the data directly from the counters.

Live measurement results for CSSR, SDCCH and TCH congestion

CSSR	B'mark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Total number of call attempts		20221489	DNA	1341982	246399	12155354	4404352	2282815	1536200	DNA
Total number of successful calls established		20019274	DNA	1322389	245103	12033274	4258301	2245801	1520038	DNA
CSSR	≥ 95%	99.00%	99.06%	98.54%	99.47%	99.00%	96.68%	98.38%	98.95%	97.20%

SDCCH congestion	Benchmark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
SDCCH/Paging channel congestion	≤ 1%	0.34%	0.04%	0.00%	8.11%	0.07%	1.04%	0.00%	0.01%	DNA

TCH congestion	Benchmark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
TCH congestion	≤ 2%	0.15%	0.25%	0.00%	0.00%	0.70%	18.58%	0.21%	0.10%	0.07%

Drive test results for CSSR (Average of three drive tests) and blocked calls

CSSR	B'mark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Total number of call attempts		325	299	272	254	308	285	527	314	616
Total number of successful calls established		325	299	272	254	308	278	527	313	610
CSSR	≥ 95%	100.00%	100.00%	100.00%	100.00%	100.00%	97.54%	100.00%	99.68%	99.03%

Blocked calls	Benchmark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
%age blocked calls		0.00%	0.00%	0.00%	0.00%	0.00%	2.46%	0.00%	0.32%	0.97%

3. Connection Maintenance (Retainability)
Audit Results for Call drop rate and for number of cells having more than 3% TCH

Call drop rate	B'mark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Total number of calls established		204409660	3683865	1306562	233467	113853815	9277315	DNA	DNA	DNA
Total number of calls dropped		2493798	33738	11106	1816	1149390	105376	DNA	DNA	DNA
Call drop rate	≤ 2%	1.22%	0.92%	0.85%	0.78%	1.01%	1.14%	0.66%	0.56%	1.90%

Operators not meeting the benchmark

DNA: Detailed breakup was not available with the operator. IMRB auditors have taken data the data directly from the counters.

Cells having more than 3% TCH	B'mark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Total number of cells in the network		10573	11592	1890	408	10221	6715	1013	4077	720
Total number of cells having more than 3% TCH		436	559	27	17	630	1554	3	19	40
Worst affected cells having more than 3% TCH	≤ 5%	4.12%	4.82%	1.43%	4.16%	6.16%	23.14%	0.30%	0.47%	5.56%

Live measurement results for Call drop rate and for number of cells having more than 3% TCH

Call drop rate	B'mark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Total number of calls established		19912100	DNA	1322389	245103	12033274	3586122	DNA	DNA	DNA
Total number of calls dropped		183191	DNA	11108	1519	115734	37264	DNA	DNA	DNA
Call drop rate	≤ 2%	0.92%	0.88%	0.84%	0.62%	0.96%	1.04%	0.66%	0.56%	2.00%

Cells having more than 3% TCH	B'mark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Total number of cells in the network		10573	11592	1890	408	30684	7000	1013	4077	720
Total number of cells having more than 3% TCH		430	948.43	30	18	1637	2028	4	22	37
Worst affected cells having more than 3% TCH	≤ 5%	4.07%	8.18%	1.59%	4.41%	5.34%	28.97%	0.39%	0.54%	5.14%

Drive test results for Call drop rate (Average of three drive tests)

Call drop rate	B'mark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Total number of calls established		330	299	272	254	308	278	527	314	599
Total number of calls dropped		0	30	0	0	0	10	1	0	1
Call drop rate	≤ 2%	0.00%	10.03%	0.00%	0.00%	0.00%	3.60%	0.19%	0.00%	0.17%

Operators not meeting the benchmark

DNA: Detailed breakup was not available with the operator. IMRB auditors have taken data the data directly from the counters.

4. Voice quality
Audit Results for Voice quality

| Voice quality	B'mark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Total number of sample calls		118	432415338	DNA	DNA	3976035682	100	DNA	DNA	DNA
Total number of calls with good voice quality		118	425467078	DNA	DNA	3904982650	98	DNA	DNA	DNA
%age calls with good voice quality	≥ 95%	100.00%	98.39%	99.52%	96.11%	98.21%	98.00%	99.23%	98.27%	96.00%

Drive test results for Voice quality (Average of three drive tests)

Voice quality	B'mark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Total number of sample calls		577108	605746	16408	15207	619980	395771	15237	26013	65102
Total number of calls with good voice quality		563236	507931	16197	14831	600567	361986	14917	25020	63992
%age calls with good voice quality	≥ 95%	97.60%	83.85%	98.71%	97.53%	96.87%	91.46%	97.90%	96.18%	98.29%

5. POI Congestion
Audit Results for POI Congestion

POI congestion	Benchmark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
No. of POIs not meeting benchmark		0	0	0	0	0	0	11		NA
Total number of working POIs		27	35	169	26	27	38	66		NA

Operators not meeting the benchmark

DNA: Detailed breakup was not available with the operator. IMRB auditors have taken data the data directly from the counters.

6. Inter Operator Call Assessment

Inter operator call Assessment To↓ From→	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Airtel	NA	100%	100%	99%	98%	96%	99%	99%	100%
Vodafone	100%	NA	99%	99%	98%	100%	99%	98%	98%
Tata	99%	100%	NA	98%	98%	100%	100%	100%	100%
HFCL	100%	98%	97%	NA	100%	97%	98%	99%	97%
Idea	100%	100%	100%	100%	NA	99%	99%	98%	97%
BSNL GSM	98%	100%	100%	100%	99%	NA	99%	99%	100%
Reliance CDMA	99%	98%	99%	98%	99%	98%	NA	99%	99%
Reliance GSM	97%	99%	99%	100%	100%	97%	99%	NA	100%
BSNL CDMA	100%	97%	99%	98%	99%	100%	99%	97%	NA

The maximum problem faced by the calling operator to other operators

7. Metering and Billing credibility

Audit Results for Billing performance

Billing Performance	B'mark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Billing disputes - Postpaid										
Total bills generated during the period		228875	178454	100295	68369	430351	33729	104884	3738	47678
Total number of bills disputed		49	0	41	26	67	2	104	4	16
Percentage bills disputed	<= 0.1%	0.02%	0.00%	0.04%	0.04%	0.02%	0.01%	0.10%	0.11%	0.03%
Billing disputes - Prepaid										
Number of complaints related to charging, credit & validity		1389	136	DNA	149	193	0	105	205	42
Total number of prepaid customers in that period		4182519	1931296	DNA	269141	2473034	3254768	115219	719577	21914
Percentage of complaints	<= 0.1%	0.03%	0.01%	DNA	0.06%	0.01%	0.00%	0.09%	0.03%	0.19%
Resolution of billing complaints										
Total complaints resolved in 4 weeks from date of receipt		49	136	39	26	260	2	785	636	58
Percentage complaints resolved within 4 weeks of date of	100%	100.00%	100.00%	95.12%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

receipt									
Period of applying credit / waiver									
Total number of cases requiring credit/waiver		49	136	0	14	75	0	209	209	6
Total number of cases where credit/waiver was made within 1 week		49	136	NA	14	75	0	209	209	6
Percentage cases in which credit/waiver was received within 1 week	100%	100.00%	100.00%	NA	NA	100.00%	NA	100.00%	100.00%	100.00%

Live calling results for resolution of billing complaints

Resolution of billing complaints	B'mark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Total Number of calls made		31	83	21	100	100	Low Base	50	50	25
Number of cases resolved in 4 weeks		22	78	16	84	59	Low Base	43	38	21
Percentage cases resolved in four weeks	100%	70.97%	93.98%	76.19%	84.00%	59.00%	Low Base	86.00%	76.00%	84.00%

8. Customer Care
Audit results for customer care

Customer Care Assessment	B'mark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Total Number of calls received		315831	4862280	321051	64463	699246	253	DNA	DNA	NA
Total Number of calls getting connected and answered (Elec.)		315831	4818238	321051	DNA	685262	245	DNA	DNA	NA
Percentage calls getting connected and answered (Elec.)	≥ 95%	100.00%	99.09%	100.00%	DNA	98.00%	96.84%	100.00%	100.00%	NA
Percentage calls answered within 60 seconds (V2V)	≥ 90%	95.00%	99.00%	95.60%	99.00%	96.00%	94.47%	87.00%	48.00%	NA

[pink box] Operators not meeting the benchmark

DNA: Detailed breakup was not available with the operator. IMRB auditors have taken data the data directly from the counters.

Live calling results for customer care

Customer Care Assessment	B'mark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Total Number of calls received		100	100	100	100	100	100	100	100	100
Total Number of calls getting connected and answered		100	100	99	100	99	100	100	99	100
Percentage calls getting connected and answered	≥ 95%	100%	100%	99.00%	100%	99.00%	100%	100%	99.00%	100%

Live calling results for customer care (Voice to Voice)

Customer Care Assessment	B'mark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Total Number of calls received		100	100	100	100	100	100	100	100	100
Total Number of calls answered within 60 seconds		97	97	98	96	99	98	99	99	98
Percentage calls answered within 60 seconds	≥ 90%	97.00%	97.00%	98.00%	96.00%	99.00%	98.00%	99.00%	99.00%	98.00%

9. Termination / closure of service
Audit results for termination / closure of service

Termination	B'mark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Total number of closure request		2199	2909	3924	1314	1779	373	2597	0	705
Number of requests attended within 7 days		2199	2909	3924	1314	1779	373	2597	0	705
Percentage cases in which termination done within 7 days	100%	100%	100%	100%	100%	100%	100%	100%	NA	100%

Operators not meeting the benchmark

DNA: Detailed breakup was not available with the operator. IMRB auditors have taken data the data directly from the counters.

Audit results for refund of deposits

Refund	B'mark	Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Total number of cases requiring refund of deposits		6	733	321	194	630	159	113	0	122
Total number of cases where refund was made within 60 days		6	733	305	194	630	159	113	0	122
Percentage cases in which refund was receive within 60 days	100%	100%	100%	95.02%	100%	100%	100%	100%	NA	100%

11. Additional Network Related parameters									
Audit Results for Total Traffic Handled in Erlang									
Traffic in Erlang		Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Equipped capacity of the network		202302	96621	86736	16800	125754	DNA	141000		18000
Total traffic handled in erlang during TCBH		140656	79239	45427	5076	77812	75986	13759		15557

Total number of customers									
As per VLR		Airtel	Vodafone	Tata	HFCL	Idea	BSNL GSM	Reliance CDMA	Reliance GSM	BSNL CDMA
Total no. of customers served (as per VLR) on last day of the month		4164264	2109750	1668612	342246	2474044	2529187	774779		84156

Operators not meeting the benchmark

DNA: Detailed breakup was not available with the operator. IMRB auditors have taken data the data directly from the counters.

20.0 Annexure - I (Broadband)

20.1 Parameter wise performance reports for Broadband services

1. Service Provisioning

1.1 Audit Results for Service provisioning

	Benchmark	BSNL	Airtel	Sify	HFCL	RCOM	Hathway
Total connections registered during the period		3470	2013	56	2953	37	94
Number of connections provided within 15 days		3470	1920	56	2944	37	94
Percentage of connections provided within 15 days	100%	100.00%	95.38%	100.00%	99.70%	100.00%	100.00%
Number of connections provided after 15 days of registration of demand		0	93	0	9	0	0
Number of customers to whom credit is given for delayed connections		0	0	0	0	0	0
Percentage of customers to whom credit is given for delayed connections	100%	NA	0.00%	NA	0.00%	NA	NA

1.2 Live calling for Service provisioning

	Benchmark	BSNL	Airtel	Sify	HFCL	RCOM	Hathway
Total connections registered during the period		262	50	32	54	14	50
Number of connections provided within 15 days		237	50	29	53	11	39
Percentage of connections provided within 15 days	100%	90.46%	100.00%	90.63%	98.15%	78.57%	78.00%

2. Fault Incidence / Clearance Statistics

2.1 Audit Results for Fault repair

Fault repair	Benchmark	BSNL	Airtel	Sify	HFCL	RCOM	Hathway
Total No. of faults registered during the month		3878	1194	56	2,176	89	872
No. of faults repaired by next working day during the month		3592	1134	51	2,152	89	871
Percentage of faults repaired by next working day during the month	> 90%	92.63%	94.97%	91.07%	98.90%	100.00%	99.89%
No. of faults repaired within 3 days during the month		3873	1182	56	2175	89	872
Percentage of faults repaired within 3 days during the month	>99%	99.87%	98.99%	100.00%	99.95%	100.00%	100.00%

Rent rebate	Benchmark	BSNL	Airtel	Sify	HFCL	RCOM	Hathway
No. of cases with faults pending for >3 days and ≤7 days		0	6	1	1	0	5
Out of these number of cases where rent rebate for 7 days was given		0	6	1	1	0	5
Percentage of cases where rent rebate for 7 days was given	100%	NA	100.00%	100.00%	100.00%	NA	100.00%
No. of cases with faults pending for >7 days and ≤15 days		0	0	0	0	0	2
Out of these number of cases where rent rebate for 15 days was given		0	0	0	0	0	2
Percentage of cases where rent rebate for 15 days was given	100%	NA	NA	NA	NA	NA	100.00%

Not meeting the benchmark

No. of cases with faults pending for ≥15 days		0	0	0	0	0	1
Out of these number of cases where rent rebate for 30 days was given		0	0	0	0	0	1
Percentage of cases where rent rebate for 30 days was given	100%	NA	NA	NA	NA	NA	100.00%

2.2 Live calling for fault repair

Fault repair	Benchmark	BSNL	Airtel	Sify	HFCL	RCOM	Hathway
Total Number of calls made		180	30	30	31	24	30
Number of cases where fails were repaired by next working day		55	12	15	23	10	13
Percentage cases where faults were repaired by next working day	> 90%	30.56%	40.00%	50.00%	74.19%	41.67%	43.33%
Number of cases where faults were repaired within 3 days		146	28	27	29	17	24
Percentage cases where faults were repaired within 3 days	>99%	81.11%	93.33%	90.00%	93.55%	70.83%	80.00%

3. Billing performance

3.1 Audit Results for Billing performance

Billing Performance	Benchmark	BSNL	Airtel	Sify	HFCL	RCOM	Hathway
Billing deputes							
Total bills generated during the period		71140	39328	NA	71599	2257	590
Total number of bills disputed		34	1	NA	47	5	7
Percentage bills disputed	< 2%	0.05%	0.00%	NA	0.07%	0.22%	1.19%
Resolution of billing complaints							
Total complaints resolved in 4 weeks from date of receipt		33	1	NA	47	5	7
Percentage complaints resolved within 4 weeks of date of receipt	100%	97.06%	100.00%	NA	100.00%	100.00%	100.00%
Period of refund							
Total number of cases requiring refund		113	11	NA	11	1	1
Total number of cases where credit/waiver was made within 60 days		113	11	NA	11	1	1
Percentage cases in which credit/waiver was received within 60 days	100%	100.00%	100.00%	NA	100.00%	100.00%	100.00%

3.2 Live calling results for resolution of billing complaints

Resolution of billing complaints	Benchmark	BSNL	Airtel	Sify	HFCL	RCOM	Hathway
Total Number of calls made		37	1	NA	30	4	7
Number of cases resolved in 4 weeks		30	1	NA	27	4	7
Percentage cases resolved in 4 weeks	100%	81.08%	100.00%	NA	90.00%	100.00%	100.00%

⬛	Not meeting the benchmark

4. Response time to the customer for assistance

4.1 Audit results for customer care (Voice to Voice)

Customer Care Assessment	Benchmark	BSNL	Airtel	Sify	HFCL	RCOM	Hathway
Total Number of calls received		33510	60866	96	40303	320369	880
Total Number of calls answered within 60 seconds		28346	54780	96	37079	252825	871
Percentage calls answered within 60 seconds	> 60%	84.59%	90.00%	100.00%	92.00%	78.92%	98.98%

4.2 Live calling results for customer care (Voice to Voice)

Customer Care Assessment	Benchmark	BSNL	Airtel	Sify	HFCL	RCOM	Hathway
Total Number of calls received		100	100	100	100	100	118
Total Number of calls answered within 60 seconds		84	96	94	92	94	118
Percentage calls answered within 60 seconds	> 60%	84.00%	96.00%	94.00%	92.00%	94.00%	100.00%

4.3 Audit results for customer care (Voice to Voice)

Customer Care Assessment	Benchmark	BSNL	Airtel	Sify	HFCL	RCOM	Hathway
Total Number of calls received		33510	60866	96	40303	320369	880
Total Number of calls answered within 90 seconds		31308	57833	96	39630	262075	880
Percentage calls answered within 90 seconds	> 80%	93.43%	95.02%	100.00%	98.33%	81.80%	100.00%

4.4 Live calling results for customer care (Voice to Voice)

Customer Care Assessment	Benchmark	BSNL	Airtel	Sify	HFCL	RCOM	Hathway
Total Number of calls received		100	100	100	100	100	118
Total Number of calls answered within 90 seconds		100	100	100	100	100	118
Percentage calls answered within 90 seconds	> 80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Not meeting the benchmark

5. Bandwidth utilization

5.1 Audit results for Bandwidth Utilization

Bandwidth utilization	Benchmark	BSNL	Airtel	Sify	HFCL	RCOM	Hathway
No of Intra network found to be above 90%							
Total number of intra network links		166	257	400	831	64	1
Total Bandwidth Available at the links (in Mbps)		166000	257000	14614	1472	81928	26
Total Bandwidth utilized at all the links during TCBH (In Mbps)		32447	DNA	4620	830	16152	21
Percentage Bandwidth utilized	<80%	19.55%	<80%	31.61%	56.39%	19.71%	80.77%
No of Intra network found to be above 90%		0	0	0	0	0	0
International Bandwidth							
Total number of upstream links		280	2	20	3	19	1
Total International Bandwidth available from ISP Node to IGSP/NIXI/NAP (In mpbs)		43400	1103	2830	1034	39994	26
Total International Bandwidth utilised during peak hours		32370	931	2355	947	14129	21.5
Percentage Bandwidth utilization during peak hours (In mpbs)	<80%	74.59%	84.41%	83.22%	91.59%	35.33%	82.69%
No of Intra network found to be above 90%		0	0	0	0	0	0

5.2 Live measurement results for Bandwidth Utilization

Bandwidth utilization	Benchmark	BSNL	Airtel	Sify	HFCL	RCOM	Hathway
Intra-network links (POP to ISP Node)							
Total number of intra network links		168	257	394	831	21	1
Total Bandwidth Available at the links (in Mbps)		168000	257000	15813	1532	29928	26
Total Bandwidth utilized at all the links during TCBH (In Mbps)		30706	DNA	4550	899	11018	22
Percentage Bandwidth utilized	<80%	18.28%	<80%	28.77%	58.68%	36.82%	84.62%
No of Intra network found to be above 90%		0	0	0	0	0	0
International Bandwidth							
Total number of upstream links		280	2	20	3	17	1
Total International Bandwidth available from ISP Node to IGSP/NIXI/NAP (In mpbs)		43400	1103	2730	1034	18049	26
Total International Bandwidth utilised during peak hours		32698	928	2267	925	6601	21
Percentage Bandwidth utilization during peak hours (In mpbs)	<80%	75.34%	84.13%	83.04%	89.46%	36.57%	80.77%
No of Intra network found to be above 90%		0	0	0	0	0	0

6. Broadband download speed

6.2 Live calling results for broadband download speed

Broadband download speed	Benchmark	BSNL	Airtel	Sify	HFCL	RCOM	Hathway
%age subscribed speed available to the subscriber during TCBH (B/A)*100	>80%	100.00%	100.00%	87.50%	94.53%	90.08%	82.81%

☐ Not meeting the benchmark

7. Service availability/uptime

7.1 Audit results for service availability

Service Availability	Benchmark	BSNL	Airtel	Sify	HFCL	RCOM	Hathway
Total Operational Hours		126000	36807168	744	720	744	720
Total Downtime		30	18309	0	0.32	1.17	3
Total time when the service was available		125970	36788859	744	719.68	742.83	717
Service Availability Uptime in Percentage	>98%	99.98%	99.95%	100.00%	99.96%	99.84%	99.58%

7.2 Live measurement results for service availability

Service Availability	Benchmark	BSNL	Airtel	Sify	HFCL	RCOM	Hathway
Total Operational Hours		12600	3280700	72	24	72	72
Total Downtime		9	1950	0	0.06	0.5	0.28
Total time when the service was available		12591	3278750	72	23.94	71.5	71.72
Service Availability Uptime in Percentage	>98%	99.93%	99.94%	100.00%	99.75%	99.31%	99.61%

8. Network latency / Packet loss

8.1 Audit results for Latency and packet loss

Network Latency and Packet Loss	Benchmark	BSNL	Airtel	Sify	HFCL	RCOM	Hathway
Packet Loss (Percentage)	< 1%	0.40%	0.00%	0.00%	0.00%	0.38%	0.01%
Network Latency							
From user reference point at POP/ISP Node to IGSP/ NIXI (msec)	<120msec	16	28	45	8	39	20
From user reference point at ISP Gateway Node to nearest NAP Port (Terrestrial) (In msec)	<350msec	219	102	300	245	222	275

8.2 Live measurement results for Latency and packet loss

Network Latency and Packet Loss	Benchmark	BSNL	Airtel	Sify	HFCL	RCOM	Hathway
Packet Loss (Percentage)	< 1%	0.17%	0.00%	0.00%	0.00%	0.47%	0.01%
Network Latency							
From user reference point at POP/ISP Node to IGSP/ NIXI (msec)	<120msec	17	30	56	8	46	20
From user reference point at ISP Gateway Node to nearest NAP Port (Terrestrial) (In msec)	<350msec	220	110	105	245	130	300

21.0 Annexure – II Detailed Explanation of Audit methodology (Parameter wise)

21.1 For Basic (Wireline) services

1. Provision of telephone after registration of demand	
Computational Methodology as per QoS definition	Percentage connections provided within 7 working days = (No. of connections provided within seven working days/ Total number of connections registered during the period of 3 months) * 100 Technically Non Feasible (TNF) cases such as unavailability of telephone infrastructure/ equipment in the Area or Spare Capacity for activating telephone connection shall be excluded from the calculation of this parameter.
Benchmark	100% cases in <7 days, subject to technical feasibility
Audit Procedure	IMRB Auditors verified and collected data pertaining to number of applications received at the service provider's level in the following time frames:- - Number of connections provided within 7 days - Number of connections provided after 7 days - Number of connections were request is still pending **Live calling : -** - Interviewers ensured that operator should provide list of all new numbers added in one month prior to IMRB staff visit. - Live calling team called up at least 10% of the customers who applied for new connections during the month prior to Audit - Checked and Recorded whether the connection was provided within 7 days of registration on demand

2. Fault incidence/clearance related statistic	
Computational Methodology	**Fault incidence** = (No. of faults reported by the customer per month/ Total Number of Subscribers for that particular month)*100
Benchmark	Total number of faults registered per month: <=5 complaints per 100 subscribers Fault repair by next working day: >=90% and within 3 days: 100%, averaged over a quarter.
Audit Procedure	IMRB Auditors to verify and collect data pertaining to number of fault received at the service provider's level in the following time frames:- Number of faults cleared within 24 hours Number of cleared in more than 1 day but less than 3 days Number of cleared in more than 3 days but less than 7 days Number of cleared in more than 7 days but less than 15 days Number of cleared in more than 15 days **Live calling : -** -Live calling to be done to verify 'Fault repair by next working day' parameter -Interviewers ensured that operator provided a list of all the subscribers who reported faults in one month prior to IMRB staff visit. -Calls were made to up to 10% or 30 complainants for the concerned exchange, whichever is less - Auditors checked and recorded whether the fault was corrected within the timeframes as mentioned in the benchmark.

3. Metering and billing credibility – billing complaints	
Computational Methodology	Percentage incidence of billing complaints = (No. of billing complaints reported by the customer per month/ Total Number of Subscribers for that particular month)*100 Percentage resolution of billing complaints = (No. of billing complaints resolved over a particular period of time/Total No. of billing complaints of that period of time)*100
Benchmark	Percentage incidence of billing complaints: Not more than 0.1% of the bills issued Percentage resolution of billing complaints: 100% within a period of 4 weeks Period of applying credit/waiver/adjustment : In 100% of the cases within 1 week of resolution of complaint
Audit Procedure	IMRB Auditors to verify and collect data pertaining to - Number of Billing complaints received at the service provider's level - Last billing cycle stated should be such that due date for payment of bills must be beyond the date when this form is filled. - Include all types of bills generated for customers. This could include online as well as other forms of bills presentation including printed bills - Billing complaint is any of written complaint/ personal visit/ telephonic complaint related to: Excess metering/ wrong tariff scheme charged, Late receipt of bills/ Not received at all, Wrong name and address, Payment made in time but charged penalty/ not reflected in next bill, Last payment not reflected in bill, Adjustment/ waiver not done, Anything else related to bills, Toll free numbers charged etc. **<u>Live calling : -</u>** - IMRB Auditors collected the list of all the subscribers who have made billing complaints in the month prior to the Audit. -100 such subscribers per service provider were called to check the time taken to resolve t he billing complaint. However, in some cases where number of billing complaints were less the sample size could not be achieved

4. Customer care promptness (Shifts and Closures)	
Computational Methodology	Shifts and closure requests
Benchmark	Shifting of telephone line : Less than 3 days Processing of closure request: Less than 7 days
Audit procedure	**IMRB Auditors collected and verified data pertaining to** **Shifting Request: (Following key points were taken care of while verifying the data)** - Date of filing form should be at least 3 working days after the date of month appraised. - All the holidays are excluded and only working days are considered - The number of shift requests per month does not include the pending connections of the previous months. **Processing of closure request (Following key points were taken care of while verifying the data)** - The operator includes all Requests for volunteer Permanent Closure and External (shifts to other exchanges) Shift requests received at their exchange. - DNP (due to Non – payment) cases are excluded - All holidays are excluded for calculating 7 days. - Closure requests attended in the previous months are excluded - The period for closure starts from the time of submission of application by the subscriber.

5. Response time to customer	
Computational Methodology	Percentage of calls answered in a specified time = (Total no. of calls answered within that specified time / Total no. of calls dialed for a particular service)*100
Benchmark	(i) % age of calls getting connected and answered: In 95% of the cases or more (ii) % age of calls answered by operator / voice to voice) within 60 seconds: In 90% of the cases or more

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Audit Procedure	-IMRB auditors made test calls from the exchanges to the operator's customer care / helpline / toll free numbers. They will record the time taken to connect a customer's call both to the IVR as well as to a customer care executive. - All the supplementary services that have any kind of human intervention are to be covered here. It also includes the IVR assisted services. - Time to answer the call by the operator should be taken from the time auditor has pressed the requisite button for being assisted by the operator. **Live calling: -** - Overall sample size is 2*50 calls per service provider per circle at different points of time, evenly distributed across the selected exchanges – 50 calls between 1000 HRS to 1300 HRS and 50 calls between 1500 HRS to 1700 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.

6. Time taken to refund of deposits after closure	
Computational Methodology	Percentage of cases needing refund in a specified time = (Total no. of cases where refund was made within a particular time / Total no. of cases requiring refunds)*100
Benchmark	Time taken to refund = 100% within 60 days
Audit Procedure	IMRB Auditors verified and collected data pertaining to - Cases requiring refund of deposits after closure are to be included - Time taken starts from the date on which the closure is made by the service provider and ends at the date on which refund is received by the customer **Live calling : -** - Collect the details of all the cases for which the refund was provided by the operator prior to the month of Audit - Overall 100 number of live calls are to be made in a licensed service area/circle for each service provider (Distributed across number of exchanges selected)

7. Call completion rate	
Computational Methodology	Call Completion Rate: Call Completion Rate (CCR) is defined as the percentage of total calls that are connected out of the total calls presented to exchange. This could be due to:- Other exchange not working / lines blocked Calling exchange is blocked CCR = [(Call attempts – Calls blocked)/Call attempts] X 100
Benchmark	Call Completion Rate (CCR) within local network: More than 55%
Audit Procedure	IMRB Auditors verified and collected data pertaining to Sample Traffic Data during Time Consistent Busy Hour (TCBH). These details were collected separately for -Three days in which live measurement was carried out - For the complete month in which audit was carried out

21.2 Cellular Mobile services

1. Accumulated Downtime of the Network	
Computational Methodology as per QoS definition	BTSs 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 upgradation. **Computational Methodology:** • BTSs 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 X 100 -- 24 X No. of days in the month X No. of BTSs in the network in the licensed service area • Worst affected BTSs due to downtime = No. of BTSs having accumulated downtime >24 hours in a month X 100 ------------------------ --- Total No. of BTSs in the network in the licensed service area
Benchmark	• BTSs Accumulated downtime (not available for service) ≤ 2% • Worst affected BTSs due to downtime ≤ 2%
Audit Procedure	**IMRB** auditors collected and verified data pertaining to: The fault alarm details at the OMC (MSC) for the network outages (due to own network elements and infrastructure service provider end outages) used for arriving at the benchmark reported to TRAI were audit

2. Call Set-Up Success Rate (CSSR)	

Computational Methodology as per QoS definition	The ratio of calls established to total calls is known CSSR.
	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
	Computational Methodology: Calls Established / Total Call Attempts * 100

Benchmark	> 95%

Audit Procedure	**IMRB** auditors collected and verified data pertaining to
	    ↳ The cell-wise data generated through counters/ MMC available in the switch for traffic measurements was verified by the auditors
	    ↳ CSSR calculation was measured using OMC generated data only
	    ↳ Measurement was done only in Time Consistent Busy Hour (TCBH) period for all days of the week

3. Network Congestion Parameters	

Computational Methodology as per QoS 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
	
	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

Benchmark	**SDCCH Congestion: ≤ 1%** **TCH Congestion: ≤ 2%** **POI Congestion: ≤ 0.5%**

Audit Procedure	**IMRB Auditors collected and verified records pertaining to**:
	    ✎ Audit of the details of SDCCH and TCH congestion percentages computed by the operator (using OMC–Switch data only) was conducted
	    ✎ The operator should be measuring this parameter during Time consistent busy hour (TCBH) only SDCCH
	    ✎ The POI details were verified from the switch for all the links of the operators

4. Call Drop Rate	

Computational Methodology as per QoS 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
	
	Computational Methodology:
	    Total Calls Dropped / Total Calls Established x 100

Benchmark	**≤ 2%**

Audit Procedure	**IMRB Auditors collected and verified records pertaining to**:
	    ✎ Audit of traffic data of the relevant quarter kept in OMC-R at MSCs and used for arriving at CDR was conducted.
	    ✎ The operator should only be considering those calls which are dropped during Time consistent busy hour (TCBH) for all days of the relevant quarter

5. Connections with Good Voice Quality	
Computational Methodology as per QoS definition	Definition: ↳ for GSM service providers the calls having a value of 0 – 4 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 % **Computational Methodology:** ↳ **% Connections with good voice quality =** (No. of voice samples with good voice quality / Total number of samples) x 100
Benchmark	**≥ 95%**
Audit Procedure	**IMRB Auditors collected and verified records pertaining to**: Audit would be conducted based on the details of periodic drive tests conducted at different part of the network during Time consistent busy hour (TCBH) and used to arrive at the benchmarks reported to TRAI. Procedures that were to be followed by operator for obtaining relevant details for computing this parameter were audited ↳ Operator to conduct <u>at least one</u> drive test using standard drive test equipment every week during TCBH ↳ Each drive test should evenly cover the following 5 types of locations: ↳ **3 Outdoor** (Periphery of the city, Congested Area, Across the City), and **2 Indoor** (Office Complex and Shopping Complex) ↳ 2 minute long calls to be initiated and held throughout the drive test ↳ The speed of the vehicle should be kept at around 50km/hr. (around 30 km/hr in case of geographically small cities) – This was ensured during the drive tests conducted by IMRB Auditors ↳ RxQual / FER samples generated during the drive test collected by the operator were verified ↳ *Measurements using Engineering handsets were not acceptable* ↳ All the operators were not maintaining this data at the switch level

6. Service Coverage	
Computational Methodology as per QoS definition	Definition: ↳ The level of signal available in a particular part of a city is known as signal strength. **Computational Methodology:** ↳ Service Coverage for route type x = [(N1 x CSS1) + (N2 x CSS2) + …..+ (Nn x CSSn)] / (N1 + N2 +………..+Nn) ↳ Where:-N1 = Number of calls on type of route x made in drive test 1 ↳ CSS1 = Average coverage signal strength on type of route x in drive test 1 (in dBm) ↳ N2 = Number of calls on type of route x made in drive test 2 ↳ CSS2 = Average coverage signal strength on type of route x in drive test 2 (in dBm) ↳ Nn = Number of calls on type of route x made in drive test n ↳ CSSn = Average coverage signal strength on type of route x in drive test n (in dBm)
Benchmark	**Indoor >= -75 dBm** **In-vehicle >= -85 dBm** **Outdoor – in city >= -95 dBm**
Audit Procedure	**IMRB Auditors collected and verified call centre records pertaining to**: ↳ Audit was conducted based on the details of periodic drive tests conducted at different part of the network during Time consistent busy hour (TCBH) which were used to arrive at the benchmarks reported to TRAI. ↳ Procedures were verified that were to be followed by operator for obtaining relevant details for computing this parameter:-

	⤷ Operator to conduct at least one drive test using standard drive test equipment* every week during Time consistent busy hour (TCBH). ⤷ Each drive test should evenly cover the following 5 types of locations: – 　　⤷ 3 Outdoor (Periphery of the city, Congested Area, Across the City), and 　　⤷ 2 Indoor (Office Complex and Shopping Complex) ⤷ *Measurements using Engineering handsets were not acceptable*

7. Response time to customer	
Computational Methodology	**To connect to Customer care:** The time taken to connect a person (as soon as he presses call) to the IVR of the service provider **To connect to operator:** The time taken to connect a person (as soon as he presses 9) to the customer care executive **Computational Methodology:** • % age of calls getting connected = $$\frac{\text{Total number of calls getting connected} \times 100}{\text{Total number of calls made}}$$ • % age of calls answered within 60 sec (voice to voice) = $$\frac{\text{Total number of calls answered within 60 seconds} \times 100}{\text{Total number of calls made}}$$
Benchmark	⤷ % age of calls getting connected and answered ≥ 95% ⤷ % age of calls answered by operator (voice to voice) within 60 seconds ≥ 90%
Audit Procedure	-IMRB auditors made test calls from the exchanges to the operator's customer care / helpline / toll free numbers. They will record the time taken to connect a customer's call both to the IVR as well as to a customer care executive. - All the supplementary services that have any kind of human intervention are to be covered here. It also includes the IVR assisted services. - Time to answer the call by the operator should be taken from the time auditor has pressed the requisite button for being assisted by the operator. <u>Live calling: -</u> - Overall sample size is 2*50 calls per service provider per circle at different points of time, evenly distributed across the selected exchanges – 50 calls between 1000 HRS to 1300 HRS and 50 calls between 1500 HRS to 1700 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.

8.1 Billing complaints per 100 bills issued

Computational Methodology as per QoS definition	Billing complaints includes any of the following complaints related to billing from the point of view of customer: • Local call charges billed as STD/ISD or vice-versa • Toll free numbers charged • Wrong roaming charges • Call made/received disputed • Wrongly charged extra for some service (SIM replacement charged twice, service not used but charged etc.) • Cheque submitted on time but charged penalty for paying beyond due date (in case customer is not at fault i.e. all those that operator cannot prove that he/she is not lying) • Payment made but not reflected (may be wrongly adjusted to another customer etc.) **Billing complaints per 100 bills issued =** Total billing complaints** received during the relevant quarter / Total bills generated* during the relevant quarter * *All types of bills generated for customers i.e. printed bills, online bills and any other forms of bills generated are to be included* ** *Only dispute related issues (including those that may arise because of a lack of awareness at the subscribers' end) are to be included. It does not include any provisional issues (such as delayed dispatch of billing statements, etc.) in which the operator has opened a ticket internally.*
Benchmark	< 0.1% billing complaints per 100 bills
Audit Procedure	IMRB auditors collected and verified data pertaining to - Number of bills generated - Number of billing complaints received - %age complaints per 100 bills

8.2 Resolution of billing complaints	
Computational Methodology as per QoS definition	**%age of billing complaints resolved within 4 weeks=**(Complaints resolved in 4 weeks from date of receipt / Total billing complaints received during the relevant period) x 100 *Only dispute related issues (including those that may arise because of a lack of awareness at the subscribers' end) are to be included. It does not include any provisional issues (such as delayed dispatch of billing statements, etc.) in which the operator has opened a ticket internally.* *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	100% cases to be resolved within 4 weeks
Audit Procedure	**IMRB Auditors collected and verified data pertaining to** - Total number of billing complaints/bills disputed - Number of complaints resolved in 4 weeks **Live calling : -** **Overall 100 number of live calls** made in a licensed service area/circle for each service provider. However in certain cases the sample could not be achieved as bills disputed (prior to the month of Audit) were found to be less than100

Benchmark	100% cases in less than 1 week
Audit Procedure	**Audit of refund details and complaints (only those resulting in refunds) resolution details used for arriving at the figures reported to TRAI to be conducted.** **Operator to provide details of:-** • **Dates of resolution** of all billing complaints resolved in favour of customer

	and resulting in requirement of a refund by the operator • **Dates of refund** pertaining to all billing complaints received during the relevant quarter **Also random live checks of all subscribers entitled for refund were conducted**

21.3 For Broadband services

1. Service provisioning/Activation time	
Computational Methodology as per QoS definition	Service provisioning time refers to the time taken from the date of receipt of an application to the date when the service is activated **Percentage connections provided within X working days** = No of connections provided within X working days/ Total number of connections registered during the period * 100 **Technically Non Feasible (TNF**) cases such as unavailability of Broadband infrastructure/ equipment in the Area or Spare Capacity i.e. Broadband Ports including equipment to be installed at the customer premises for activating Broadband connection shall be excluded from the calculation of this parameter. Also, problems relating to customer owned equipment such as PC, LAN Card/ USB Port and internal wiring or non-availability of such equipment shall be excluded from the calculation of this parameter.
Benchmark	100 % cases in =<15 working days.
Audit Procedure	**IMRB** auditors collected and verified data pertaining to -Number of applications received at the service provider's level -Number of connections provided within 15 days -Number of connections provided after 15 days **Live calling :** At least 10% of the subscribers who had requested for new connections in month prior to Audit were called to check whether connection was provided in 15 days

2. Fault repair/Restoration time	
Computational Methodology as per QoS definition	This refers to the time taken to restore the existing customer service to operational level from the time that a problem or fault is reported **Percentage faults repaired in X working days** = (Total no of faults repaired in X working days /Total number of faults reported during the period)*100 The time period for fault repair starts from the time when the fault is reported to the service provider either through customer care help line or in person by the subscriber Only the complaints registered till the close of the business hours of the day are to be taken into account. All the complaints registered after the business hours are to be considered as being registered in the next day business hours
Benchmark	By next working day: > 90% and within 3 working days: 99%
Audit Procedure	**IMRB** auditors collected and verified data pertaining to -Number of applications received at the service provider's level -Number of connections provided within 15 days -Number of connections provided after 15 days **Live calling :** At least 10% of the subscribers who had requested for new connections in month prior to Audit were called to check whether connection was provided in 15 days

3. Billing complaints per 100 bills issued	
Computational Methodology as per QoS definition	Billing complaints includes any of the following complaints related to billing from the point of view of customer: • Wrongly charged extra for some service • Cheque submitted on time but charged penalty for paying beyond due date • Payment made but not reflected (may be wrongly adjusted to another customer etc.) **Billing complaints per 100 bills issued =** Total billing complaints** received during the relevant quarter / Total bills generated* during the relevant quarter * *All types of bills generated for customers i.e. printed bills, online bills and any other forms of bills generated are to be included* ** *Only dispute related issues (including those that may arise because of a lack of awareness at the subscribers' end) are to be included. It does not include any provisional issues (such as delayed dispatch of billing statements, etc.) in which the operator has opened a ticket internally.*
Benchmark	< 2% billing complaints per 100 bills
Audit Procedure	IMRB auditors collected and verified data pertaining to - Number of bills generated - Number of billing complaints received - %age complaints per 100 bills

3.1. Resolution of billing complaints	
Computational Methodology as per QoS definition	**%age of billing complaints resolved within 4 weeks=**(Complaints resolved*** in 4 weeks from date of receipt / Total billing complaints** received during the period 2008) x 100 *Only dispute related issues (including those that may arise because of a lack of awareness at the subscribers' end) are to be included. It does not include any provisional issues (such as delayed dispatch of billing statements, etc.) in which the operator has opened a ticket internally.* *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	100% cases to be resolved within 4 weeks
Audit Procedure	**IMRB Auditors collected and verified data pertaining to** - Total number of billing complaints/bills disputed - Number of complaints resolved in 4 weeks **Live calling : -** **-Overall 100 number of live calls** are to be made in a licensed service area/circle for each service provider. However in certain cases the sample could not be achieved as bills disputed (prior to the month of Audit) were found to be less than100

3.2 Time taken to refund after closure

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Computational Methodology as per QoS definition	Time taken to refund = Date of refund – Date of closure Date of closure is considered to be the date on which the connection is discontinued in the service provider database of active customers
Benchmark	100% cases in less than 60 days
Audit Procedure	**IMRB Auditors collected and verified data pertaining to** -Number of cases requiring refund of deposits -Number of cases where refund was made within 60 days -%age cases where refund was made within 60 days

4. Response time to customer for assistance	
Computational Methodology as per QoS definition	**%age of calls answered by operator (voice to voice) within n seconds** = (Number of calls where time taken for operator to respond* >= n sec / Total number of calls where an attempt to route to the operator was made) x 100 Time taken for operator to respond = Time when an operator responds to a call – Time when the relevant code to reach the operator is dialled
Benchmark	Calls answered within 60 seconds > 60 % Calls answered within > 80%
Audit Procedure	**IMRB Auditors collected and verified call centre records pertaining to** -Number of calls received by the operator -Number and %age calls answered within **60 seconds** -Number and percentage calls answered within **90 seconds** **Live calling : -** Overall **100 number** of live calls at **different points of time** were made in a licensed service area/circle for each service provider to assess the efficiency of the call centre

5. Bandwidth Utilization	
Computational Methodology as per QoS definition	Percentage Bandwidth available on the link = Total Bandwidth* utilised in TCBH for the period/ Total Bandwidth Available during the period*100 Multi Router Traffic Grapher (MRTG) is to be used to measure the details of Bandwidth utilisation by service providers
Benchmark	-- < 80% link(s)/route bandwidth utilization during peak hours (TCBH). -- If on any link(s)/route bandwidth utilization exceeds 90%, then network is considered to have congestion. For this additional provisioning of bandwidth on immediate basis, but not later than one month is mandated.
Audit Procedure	**IMRB Auditors collected and verified call centre records pertaining to** **(I)POP to ISP gateway Node [Intra – network] Links** -Auditors to verify and collect data pertaining to Total Bandwidth available and Total Bandwidth utilised during TCBH at some of the sample intra network links (POP to ISP Node) on each of the three days of live measurement separately - Total Bandwidth available and Total bandwidth utilised during at the sample links TCBH for the complete month of audit - Total number of intra network links having >90% bandwidth utilisation during the month of Audit **(ii) ISP Gateway Node to IGSP / NIXI Node upstream Link's) for international connectivity** -Total number of upstream links for International connectivity -Total number of links having Bandwidth > 90%Total Bandwidth available and Total Bandwidth utilised on all the upstream links during TCBH (POP to ISP Node) on each of the three days of live measurement separately -Total Bandwidth available and Total bandwidth utilised at all the international links during TCBH for the complete month of audit (Also obtain details separately for the days)

Broadband download speed	
Computational Methodology as per QoS definition	This refers to the ratio of size of the file to be downloaded and total time required for error free transmission of the file
Benchmark	Subscribed broadband connection speed to be met >80% from ISP Node to user
Audit Procedure	**Live calling : -** -Details of live customers were obtained from the service providers -Overall **50 number** of live calls at were made during peak hours in a licensed service area/circle for each service provider to assess the download speed available to subscribers. Tool provided by the on the service providers website was used for the same -Details of total committed download speed and speed available to the users were recorded for each of the subscriber - Percentage download speed available was calculated as = Sum of total speed available for 50 customers/Total committed download speed for 50 customers*100

Service availability/Uptime	
Computational Methodology as per QoS definition	Service availability/uptime is the measure of the degree to which the broadband access network including ISP Node is operable and not in a state of failure or outage at any point of time for all users Service availability/Uptime = (**Total operational hours – Total Downtime hrs)*100 / Total operational hours** Total downtime for all users, including the LAN switches, Routers, Servers, Etc at ISP Node and connectivity to upstream service provider are to be included Planned outages for routine maintenance of the system are excluded from the calculation of service availability/uptime
Benchmark	- 98%
Audit Procedure	**IMRB Auditors collected and verified call centre records pertaining to** -Total operational hrs -Total downtime hrs The above mentioned data was obtained and verified separately for three days in which the live measurement was carried out, Month in which audit was carried out Also, verification of old records was carried out

Packet loss Benchmark	<1 %
Audit Procedure	Packet loss is the percentage of packets lost to total packets transmitted between two designated Customer Premises Equipments/route points. It is the measurement of packet lost from the broadband customer (User) end/ user reference point at POP/ISP Node to IGSP/NIXI Gateway and to the nearest axial port abroad **IMRB Auditors collected and verified call centre records pertaining to** Records maintained (Use ping tests conducted Smoked ping test (wherever available) results - Results of live ping tests conducted during three day live measurement and month of Audit (During peak hours) Live ping tests were conducting by selecting a minimum of three user reference test points at POP/ISP Node in each circle Service provider needs to carry out such tests daily during Time Consistent Busy Hour(TCBH)
Computational Methodology as per QoS definition	The packet loss is measured by computing the percent packet loss of **1000 pings of 64 byte packet each** and report the average results for the month in the performance monitoring report to TRAI Minimum sample reference points for each service area shall be three in number or multiple reference points if required **Hence Packet loss is computed by the formula - (Total number of ping packets lost during the period/Total number of ping packets transmitted)* 100**

Network Latency	
Computational Methodology as per QoS definition	Latency is the measure of duration of a round trip for a data packet between specific source and destination Router Port/Customer Premises Equipment (CPE). The round trip delay for the ping packets from ISP premises to the IGSP premises to the IGSP/NIXI gateway and to the nearest NAP port abroad are measured by computing delay for **1000 pings of 64 bytes each** (Pings are to be sent subsequent to acknowledgement received for the same for previous ping) Service provider needs to carry out such tests daily during Time Consistent Busy Hour(TCBH) and report the average results for the month in the performance monitoring report to TRAI Minimum sample reference points for each service area shall be three in number or multiple reference points if required **Hence the formula for network latency would be Network latency for X days= Total round trip time for all the ping packets transmitted in X days /No of days during the period**
Benchmark	< 120 msec from user reference point at POP/ISP Node to International Gateway < 350 msec from User reference point at ISP Gateway Node to International nearest NAP port (Terrestrial) < 800 msec from User reference point at ISP Gateway Node to International nearest Nap port (Satellite)
Audit Procedure	**IMRB Auditors collected and verified call centre records pertaining to** - Records maintained for ping tests conducted - Smoked ping test (wherever available) results - Results of live ping tests conducted during three day live measurement and month of Audit (During peak hours) - Live ping tests were conducting by selecting a minimum of three user reference test points at POP/ISP Node in each circle

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