

Information note to the Press
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Telecom Regulatory Authority of India

For Immediate release

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TRAI Releases Report of the independent agency engaged for the Objective Assessment of Quality of Service in MP and CG service area.

TRAI had engaged independent agency to conduct Network audit for the assessment of Quality of Service being provided by the service providers during the period from April, 2011 to June, 2011. The main findings of the reports are given below:-

2 Findings of the independent agency on Quality of Service

2.1 Cellular Mobile Telephone Service:

The objective assessment of quality of service of the service providers, namely, Aircel , Airtel, BSNL MP, TATA GSM, Idea, BSNL CG, Vodafone, LOOP, Etisalat, Videocon, RCOM GSM, TATA CDMA and RCOM CDMA was conducted during the period from April, 2011 to June, 2011. Service Provider's performance on the selected Key Parameters in respect of cellular mobile telephone service based on one month data verification is annexed at "A"

3. The detailed Report on Quality of Service – Audit / Objective Assessment, conducted during the period April, 2011 to June, 2011 is placed at TRAI Website (www.traigov.in).

4. Suitable action is being taken against the defaulting service providers.

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PRESS RELEASE REPORT**Cellular Mobile Services**

**Performance of Service providers on the selected key parameters based on one month data verification
For Q2 - 2011 MP AND CG**

Name of Service Provider	Network Availability	Accessibility & Retainability			Metering and Billing		Help Services
	Worst affected BTSs due to downtime (%age)	Call Set-up Success Rate (within licensee's own network)	Call Drop Rate (%age)	%age of connection with good voice quality	Metering and billing credibility		
					Post paid	Pre paid	
Benchmarks	≤ 2%	≥ 95%	≤ 2%	≥ 95%	≤ 0.1%	≤ 0.1%	≥ 90%
Aircel	NA	NA	NA	NA	0.30	0.15	81.49
Airtel	1.96	98.67	1.27	95.67	0.02	0.01	92.28
BSNL MP	1.96	96.48	1.30	96.23	NA	NA	98.00
TATA GSM	0.00	99.10	1.10	97.91	0.37	0.07	90.02
Idea	0.70	98.98	0.71	98.86	0.07	0.01	96.90
BSNL CG	2.89	94.60	3.11	NA	0.00	0.03	NA
Vodafone	0.05	98.29	1.04	97.64	0.16	0.01	95.62
LOOP	0.00	99.93	0.59	98.15	NA	0.00	NA
Etisalat	0.00	98.81	1.43	97.26	NA	0.10	98.90
Videocon	0.58	99.10	0.73	98.72	NA	0.02	95.43
RCOM GSM	0.31	99.34	0.95	98.16	0.09	0.01	26.09
TATA CDMA	0.07	99.78	0.00	DNA	0.00	0.05	79.63
RCOM CDMA	0.51	99.86	0.56	98.19	0.08	0.01	94.57