

Information note to the Press (Press Release No. 17/2014)

Telecom Regulatory Authority of India

11/4/2014

TRAI Releases Report on Audit and Assessment of Quality of Service of Telecom Services

TRAI has conducted Audit and Assessment of Quality of Service being provided by the service providers through independent agencies for Cellular Mobile Telephone Services, Basic Services and Broadband Services.

1. Cellular Mobile Telephone Service:

The audit and assessment of Quality of Service for the period October to December 2013 was carried out in respect of Cellular Mobile Services in AP, Assam, Bihar, Delhi, Gujarat, Himachal Pradesh, Haryana, J&K, Karnataka, Kerala, Kolkata, Maharashtra, Madhya Pradesh, Mumbai, North East, Odisha, Punjab, Rajasthan, Tamilnadu, UP(East), UP(West) and West Bengal Service areas. The service provider's performance on the selected Key Parameters are at annexure "A".

2. Basic Service:

The Audit and Assessment of Quality of Service for the period October to December 2013 was carried out in Maharashtra, Delhi and Haryana service areas. The service provider's performances on the selected Key Parameters are at annexure "B".

3 Broadband Service:

The Audit and Assessment of Quality of Service for the period October to December 2013 was carried out in Maharashtra service area. The service provider's performances on the selected Key Parameters are at annexure "C".

4. The detailed Report on Quality of Service Audit conducted during the period July-September 2013 and October to December 2013 is available at TRAI website (www.trai.gov.in).

5. In case of any clarification, please contact, Shri. A Robert.J.Ravi Advisor (CA&QoS) at Tel. No. 23230404/23220708 or at email.id : advqos@trai.gov.in

Parameswaran
(N.Parameswaran)
Secretary -I/c

OCTOBER TO DECEMBER 2013

Annexure-A

KOLKATA

Name of Service Provider	Network Availability		Accessibility & Retainability						Metering and Billing		Help Services
	BTS Accumulated Downtime	Worst affected BTSs due to downtime	CSSR (Call Setup Success Rate)	SDCCH/PAGIN G Channel congestion	TCH congestion	CDR (Call Drop Rate)	Worst affected cells>3% TCH drop (Call drop) rate	%age of Connection with good voice quality	% of billing complaints (Post Paid)	% of Charging Complaints (Pre Paid)	% call answered by operators(voice to voice) within 60 seconds
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.1%	≤ 0.1%	≥ 90%
Aircel(DWL)	0.45%	1.97%	97.37%	0.41%	0.36%	0.75%	0.73%	97.46%	0.00%	0.05%	92.71%
Airtel	0.03%	0.03%	99.65%	0.05%	0.04%	0.76%	0.17%	97.66%	0.00%	0.01%	96.36%
BSNL	1.20%	1.96%	98.29%	0.20%	0.26%	1.67%	2.88%	99.52%	0.44%	0.09%	70.60%
Idea	0.44%	0.63%	99.58%	0.06%	0.06%	0.34%	0.32%	97.80%	0.01%	0.08%	96.88%
MTS	0.18%	0.00%	99.72%	0.00%	0.04%	0.53%	0.97%	99.53%	0.03%	0.09%	91.00%
Reliance CDMA	2.05%	0.07%	99.33%	0.00%	0.01%	0.07%	0.41%	99.75%	0.10%	0.09%	66.08%
Reliance GSM	0.10%	0.28%	99.34%	0.01%	0.00%	0.42%	0.06%	98.39%	0.10%	0.09%	94.92%
TATA CDMA	0.10%	0.00%	98.74%	0.00%	0.09%	1.11%	1.89%	98.18%	0.00%	0.06%	93.15%
TATA GSM	0.01%	0.00%	98.63%	0.03%	0.05%	0.79%	1.49%	98.26%	0.00%	0.17%	93.43%
Vodafone	0.03%	0.07%	99.57%	0.05%	0.43%	0.84%	2.53%	97.59%	0.08%	0.02%	95.99%

WEST BENGAL

Name of Service Provider	Network Availability		Accessibility & Retainability						Metering and Billing		Help Services
	BTS Accumulated Downtime	Worst affected BTSs due to downtime	CSSR (Call Setup Success Rate)	SDCCH/PAGIN G Channel congestion	TCH congestion	CDR (Call Drop Rate)	Worst affected cells>3% TCH drop (Call drop) rate	%age of Connection with good voice quality	% of billing complaints (Post Paid)	% of Charging Complaints (Pre Paid)	% call answered by operators(voice to voice) within 60 seconds
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.1%	≤ 0.1%	≥ 90%
Aircel(DWL)	0.86%	1.89%	95.75%	0.65%	1.80%	1.05%	2.49%	95.58%	0.00%	0.00%	91.38%
Airtel	0.07%	0.20%	98.85%	0.23%	1.19%	1.38%	1.63%	97.88%	0.00%	0.005	97.85%
BSNL	3.31%	14.78%	98.22%	0.60%	0.99%	1.42%	19.86%	96.02%	0.55%	0.05%	54.12%
Idea	0.36%	1.15%	98.65%	0.06%	0.18%	0.54%	2.48%	95.71%	0.01%	0.00%	96.92%
MTS	0.29%	0.00%	99.33%	NA	0.17%	1.03%	2.56%	99.62%	0.03%	0.11%	90.00%
Reliance CDMA	0.33%	0.00%	98.97%	0.00%	0.02%	0.15%	0.25%	99.70%	0.10%	0.07%	57.00%
Reliance GSM	0.23%	0.78%	98.53%	0.02%	0.07%	0.65%	0.11%	98.24%	0.10%	0.09%	94.58%
TATA CDMA	0.05%	0.00%	98.39%	0.00%	0.15%	0.80%	2.63%	98.01%	0.00%	NA	96.90%
TATA GSM	0.00%	0.00%	98.30%	0.04%	0.47%	0.79%	2.10%	97.81%	0.00%	NA	95.21%
Vodafone	0.01%	0.02%	99.50%	0.25%	0.50%	0.93%	1.43%	95.33%	0.13%	0.02%	90.49%

UP (WEST)											
Name of Service Provider	Network Availability		Accesibility & Retainability						Metering and Billing		Help Services
	BTS Accumulated Downtime	Worst affected BTSs due to downtime	CSSR (Call Setup Success Rate)	SDCCH/PAGIN G Channel congestion	TCH congestion	CDR (Call Drop Rate)	Worst affected cells>3% TCH drop (Call drop) rate	%age of Connection with good voice quality	% of billing complaints (Post Paid)	% of Charging Complaints (Pre Paid)	% call answered by operators(voice to voice) within 60 seconds
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	<= 0.1%	<= 0.1%	>=90%
AIRCEL	0.20%	1.33%	98.97%	0.17%	0.16%	0.53%	1.67%	97.76%	0.00%	0.00%	93.17%
AIRTEL	0.23%	0.39%	97.51%	0.82%	1.22%	1.29%	2.14%	97.62%	0.02%	0.00%	92.13%
BSNL	0.92%	0.76%	97.32%	0.77%	1.46%	1.58%	1.95%	96.43%	0.02%	0.00%	68.41%
IDEA	0.04%	0.00%	99.97%	0.67%	0.64%	0.91%	2.33%	96.10%	0.05%	0.03%	95.00%
RCOM GSM	0.17%	0.89%	99.67%	0.03%	0.03%	0.23%	0.01%	99.26%	0.08%	0.10%	92.92%
TATA GSM	0.10%	0.39%	98.89%	0.02%	0.20%	0.67%	2.90%	98.03%	0.00%	0.00%	94.00%
UNINOR	0.15%	0.60%	98.06%	0.21%	1.42%	0.45%	1.56%	97.13%	Not Applicable	0.01%	96.68%
VODAFONE	0.16%	0.75%	99.32%	0.14%	0.68%	0.73%	1.86%	97.54%	0.05%	0.03%	92.83%
MTS	0.05%	0.00%	99.59%	0.00%	0.00%	0.46%	1.26%	99.26%	0.10%	0.08%	97.20%
RCOM CDMA	0.29%	0.77%	98.54%	0.00%	0.01%	0.14%	0.56%	99.78%	0.09%	0.10%	93.68%
TATA CDMA	0.02%	0.00%	98.98%	0.00%	0.16%	0.54%	0.53%	97.72%	0.00%	0.00%	97.60%

UP (EAST)											
Name of Service Provider	Network Availability		Accesibility & Retainability						Metering and Billing		Help Services
	BTS Accumulated Downtime	Worst affected BTSs due to downtime	CSSR (Call Setup Success Rate)	SDCCH/PAGIN G Channel congestion	TCH congestion	CDR (Call Drop Rate)	Worst affected cells>3% TCH drop (Call drop) rate	%age of Connection with good voice quality	% of billing complaints (Post Paid)	% of Charging Complaints (Pre Paid)	% call answered by operators(voice to voice) within 60 seconds
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	<= 0.1%	<= 0.1%	>=90%
AIRCEL	0.40%	1.62%	97.88%	0.78%	0.32%	0.64%	3.20%	96.40%	0.00%	0.00%	93.00%
AIRTEL	0.69%	1.02%	99.46%	0.10%	0.39%	0.78%	2.66%	98.68%	0.01%	0.01%	96.00%
BSNL	1.79%	0.51%	97.69%	0.92%	1.58%	0.47%	1.85%	97.33%	0.05%	0.01%	86.00%
IDEA	0.21%	0.94%	98.56%	0.69%	1.38%	1.12%	2.85%	96.51%	0.05%	0.01%	97.00%
RCOM GSM	0.23%	0.54%	99.47%	0.11%	0.05%	0.28%	0.01%	98.85%	0.08%	0.10%	96.99%
UNINOR	0.39%	1.92%	97.45%	0.48%	1.57%	0.70%	2.34%	96.15%	Not Applicable	0.00%	97.00%
TATA GSM	0.31%	0.00%	98.13%	0.07%	0.65%	0.81%	6.50%	97.73%	0.00%	0.00%	96.00%
VODAFONE	0.47%	1.22%	99.40%	0.22%	0.60%	1.23%	2.45%	95.82%	0.06%	0.02%	93.00%

MP & CG											
Name of Service Provider	Network Availability		Accessibility & Retainability						Metering and Billing		Help Services
	BTS Accumulated Downtime	Worst affected BTSs due to downtime	CSSR (Call Setup Success Rate)	SDCCH/PAGIN G Channel congestion	TCH congestion	CDR (Call Drop Rate)	Worst affected cells>3% TCH drop (Call drop) rate	%age of Connection with good voice quality	% of billing complaints (Post Paid)	% of Charging Complaints (Pre Paid)	% call answered by operators(voice to voice) within 60 seconds
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.1%	≤ 0.1%	≥ 90%
AIRTEL	0.35%	0.32%	99.49%	0.05%	0.22%	0.96%	1.13%	95.98%	0.02%	0.01%	93.86%
AIRCEL	0.32%	0.52%	99.08%	0.06%	0.00%	0.73%	4.52%	99.20%	0.00%	0.00%	97.71%
TATA GSM	0.00%	0.00%	98.49%	0.04%	0.05%	0.68%	1.83%	98.48%	0.00%	0.00%	91.12%
BSNL	1.72%	1.15%	96.07%	0.53%	1.73%	1.45%	2.63%	97.15%	0.02%	0.01%	92.25%
*IDEA	2.25%	5.49%	98.68%	0.56%	0.76%	0.99%	1.48%	98.82%	0.06%	0.01%	99.23%
RCOM GSM	0.21%	0.76%	98.72%	0.03%	0.21%	0.60%	0.43%	98.05%	0.09%	0.10%	91.24%
VIDEOCON	0.11%	0.23%	99.14%	0.07%	0.27%	0.63%	1.43%	98.65%	Not Applicable	0.01%	91.90%
VODAFONE	0.19%	0.29%	99.56%	0.05%	0.19%	0.51%	1.46%	99.28%	0.15%	0.04%	96.00%
RCOM CDMA	0.21%	0.28%	99.14%	0.00%	0.02%	0.32%	0.45%	99.62%	0.10%	0.10%	94.14%
TATA CDMA	0.00%	0.00%	98.96%	0.00%	0.11%	0.58%	0.93%	99.20%	0.00%	0.00%	100.00%

GUJARAT											
Name of Service Provider	Network Availability		Accessibility & Retainability						Metering and Billing		Help Services
	BTS Accumulated Downtime	Worst affected BTSs due to downtime	CSSR (Call Setup Success Rate)	SDCCH/PAGIN G Channel congestion	TCH congestion	CDR (Call Drop Rate)	Worst affected cells>3% TCH drop (Call drop) rate	%age of Connection with good voice quality	% of billing complaints (Post Paid)	% of Charging Complaints (Pre Paid)	% call answered by operators(voice to voice) within 60 seconds
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.1%	≤ 0.1%	≥ 90%
AIRTEL	0.08%	0.24%	99.70%	0.04%	0.25%	0.75%	0.33%	97.08%	0.01%	0.01%	93.00%
AIRCEL	0.02%	0.04%	99.49%	0.02%	0.02%	0.48%	1.84%	98.60%	0.00%	0.00%	97.00%
TATA GSM	0.00%	0.00%	98.19%	0.02%	0.02%	0.82%	2.28%	98.43%	0.00%	0.00%	92.00%
BSNL	1.59%	1.27%	97.36%	0.03%	0.56%	1.01%	2.61%	---	0.05%	0.06%	69.00%
IDEA	0.03%	0.00%	99.35%	0.25%	0.26%	1.19%	1.30%	95.95%	0.08%	0.03%	99.00%
UNINOR	0.09%	0.28%	97.79%	0.12%	0.37%	0.90%	1.55%	98.29%	Not Applicable	0.01%	94.00%
RCOM GSM	0.14%	0.00%	99.63%	0.01%	0.06%	0.20%	0.01%	98.86%	0.10%	0.09%	70.00%
VIDEOCON	0.05%	0.07%	99.08%	0.03%	0.12%	0.46%	0.88%	98.65%	Not Applicable	0.01%	93.67%
VODAFONE	0.01%	0.00%	99.75%	0.09%	0.24%	0.78%	1.25%	97.29%	0.12%	0.01%	94.00%

CHENNAI											
Name of Service Provider	Network Availability		Accessibility & Retain ability						Metering and Billing		Help Services
	BTS accumulated downtime	Worst affected BTS due to downtime	Call Setup Success Rate	SDCCH/ Paging Channel Congestion	TCH congestion	Call Drop Rate	Worst affected cells having more than 3% TCH drop (call drop) rate	% of Connections with good voice quality	% of billing complaints (Post Paid)	% of Charging Complaints (Pre Paid)	% call answered by operators(voice to voice) within 60 seconds
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.1%	≤ 0.1%	≥ 90%
Aircel	0.64%	4.57%	97.97%	0.17%	0.80%	0.51%	0.74%	98.12%	0.04%	0.02%	93.00%
Airtel	0.03%	0.00%	99.93%	0.01%	0.01%	0.16%	0.08%	99.73%	0.03%	0.02%	91.00%
BSNL	0.40%	1.63%	98.54%	0.68%	1.45%	0.64%	2.18%	99.99%	0.09%	0.10%	94.05%
IDEA	0.01%	0.00%	99.76%	0.07%	0.12%	0.41%	0.47%	97.35%	0.08%	0.03%	92.00%
Reliance	0.27%	0.59%	99.57%	0.00%	0.00%	0.26%	0.04%	99.25%	0.09%	0.07%	87.00%
TATA	0.04%	0.04%	98.20%	0.01%	0.02%	0.83%	0.74%	98.57%	0.02%	0.06%	90.00%
Vodafone	0.02%	0.05%	99.66%	0.02%	0.38%	0.50%	1.14%	98.81%	0.01%	0.05%	91.00%
Reliance CDMA	0.25%	0.43%	99.35%	0.02%	0.03%	0.15%	0.07%	99.53%	0.04%	0.06%	89.00%
MTS	0.05%	0.13%	99.46%	0.00%	0.46%	0.42%	0.00%	98.25%	0.01%	0.02%	95.00%
TATA CDMA	0.05%	0.00%	99.28%	0.00%	0.03%	0.31%	0.63%	98.88%	0.03%	0.05%	96.50%

R/O TAMILNADU											
Name of Service Provider	Network Availability		Accessibility & Retain ability						Metering and Billing		Help Services
	BTS accumulated downtime	Worst affected BTS due to downtime	Call Setup Success Rate	SDCCH/ Paging Channel Congestion	TCH congestion	Call Drop Rate	Worst affected cells having more than 3% TCH drop (call drop) rate	% of Connections with good voice quality	% of billing complaints (Post Paid)	% of Charging Complaints (Pre Paid)	% call answered by operators(voice to voice) within 60 seconds
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.1%	≤ 0.1%	≥ 90%
Aircel	0.28%	1.37%	98.05%	0.39%	0.74%	0.54%	1.09%	95.05%	0.00%	0.00%	90.51%
Airtel	0.01%	0.01%	99.79%	0.10%	0.03%	0.21%	0.17%	99.67%	0.05%	0.00%	92.00%
BSNL	0.47%	1.58%	98.85%	0.12%	0.53%	0.93%	2.01%	97.67%	0.06%	0.00%	94.00%
IDEA	0.01%	0.00%	99.76%	0.06%	0.11%	0.41%	0.47%	97.35%	0.05%	0.14%	98.47%
Reliance	0.27%	0.59%	99.57%	0.02%	0.03%	0.26%	0.04%	99.25%	0.10%	0.10%	32.60%
TATA	0.08%	0.18%	98.75%	0.02%	0.01%	0.57%	0.84%	98.60%	0.00%	0.00%	78.77%
Vodafone	0.07%	0.51%	99.74%	0.12%	0.26%	0.74%	1.10%	97.71%	0.05%	0.00%	93.29%
Reliance CDMA	0.25%	0.43%	99.35%	0.01%	0.01%	0.15%	0.07%	99.53%	0.10%	0.03%	73.05%
MTS	0.05%	0.13%	99.46%	0.00%	0.19%	0.42%	0.00%	98.25%	0.00%	0.01%	91.43%

KARNATAKA											
Name of Service Provider	Network Availability		Accessibility & Retain ability						Metering and Billing		Help Services
	BTS accumulated downtime	Worst affected BTS due to downtime	Call Setup Success Rate	SDCCH/ Paging Channel Congestion	TCH congestion	Call Drop Rate	Worst affected cells having more than 3% TCH drop (call drop) rate	% of Connections with good voice quality	% of billing complaints (Post Paid)	% of Charging Complaints (Pre Paid)	% call answered by operators(voice to voice) within 60 seconds
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.1%	≤ 0.1%	≥ 90%
Vodafone	0.25%	1.57%	99.84%	0.07%	0.16%	0.61%	2.48%	98.87%	0.09%	0.04%	96.15%
Airtel	0.36%	1.48%	99.03%	0.24%	0.26%	0.36%	0.39%	99.10%	0.05%	0.00%	96.00%
Idea	0.17%	0.52%	97.69%	0.17%	0.54%	0.82%	1.87%	96.80%	0.06%	0.03%	98.36%
Aircel	0.16%	0.50%	99.11%	0.10%	0.17%	0.85%	1.81%	98.07%	0.00%	0.00%	92.29%
BSNL	1.20%	1.80%	97.81%	0.10%	0.56%	1.19%	2.17%	96.44%	0.00%	0.00%	97.50%
Rcom	0.24%	0.77%	99.71%	0.02%	0.04%	0.30%	0.04%	99.03%	0.09%	0.10%	42.58%
TATA	0.03%	0.02%	98.67%	0.03%	0.13%	0.66%	2.39%	98.24%	0.00%	0.00%	94.69%
Rcom CDMA	0.23%	0.36%	99.02%	0.01%	0.00%	0.04%	0.22%	99.77%	0.10%	0.05%	74.22%
TATA CDMA	0.02%	0.00%	98.75%	0.00%	0.04%	0.60%	0.52%	98.37%	0.01%	0.00%	91.99%
MTS	0.14%	0.00%	99.03%	0.00%	0.29%	0.40%	0.08%	98.26%	0.10%	0.01%	91.42%

KERELA											
Name of Service Provider	Network Availability		Accessibility & Retain ability						Metering and Billing		Help Services
	BTS accumulated downtime	Worst affected BTS due to downtime	Call Setup Success Rate	SDCCH/ Paging Channel Congestion	TCH congestion	Call Drop Rate	Worst affected cells having more than 3% TCH drop (call drop) rate	% of Connections with good voice quality	% of billing complaints (Post Paid)	% of Charging Complaints (Pre Paid)	% call answered by operators(voice to voice) within 60 seconds
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.1%	≤ 0.1%	≥ 90%
Vodafone	0.02%	0.69%	99.43%	0.11%	0.55%	0.64%	0.73%	97.32%	0.05%	0.07%	89.00%
IDEA	0.09%	0.43%	99.97%	0.18%	0.92%	0.59%	1.83%	95.23%	0.04%	0.05%	92.00%
BSNL 2G	0.03%	0.01%	98.03%	0.33%	1.97%	0.66%	1.93%	99.88%	0.03%	0.02%	90.30%
Aircel	0.30%	0.43%	99.87%	0.01%	0.00%	0.78%	3.11%	98.71%	0.05%	0.06%	93.50%
Airtel	0.02%	0.02%	99.80%	0.06%	0.08%	0.24%	0.64%	99.74%	0.03%	0.01%	93.00%
Reliance	0.05%	0.01%	99.81%	0.02%	0.01%	0.12%	0.07%	99.34%	0.08%	0.10%	98.62%
TATA 2G	0.01%	0.00%	98.97%	0.01%	0.02%	0.60%	1.20%	98.32%	0.02%	0.06%	90.00%
Reliance CDMA	0.06%	0.03%	99.36%	0.00%	0.01%	0.02%	0.14%	99.75%	0.08%	0.03%	98.95%
TATA CDMA	0.03%	0.00%	98.81%	0.00%	0.03%	0.79%	1.96%	99.12%	0.02%	0.04%	94.00%
MTS	0.03%	0.00%	99.62%	0.00%	0.02%	0.63%	2.52%	98.25%	0.02%	0.03%	93.00%

Andhra Pradesh											
Name of Service Provider	Network Availability		Accessibility & Retain ability						Metering and Billing		Help Services
	BTS accumulated downtime	Worst affected BTS due to downtime	Call Setup Success Rate	SDCCH/Paging Channel Congestion	TCH congestion	Call Drop Rate	Worst affected cells having more than 3% TCH drop (call drop) rate	% of Connections with good voice quality	% of billing complaints (Post Paid)	% of Charging Complaints (Pre Paid)	% call answered by operators(voice to voice) within 60 seconds
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	<= 0.1%	<= 0.1%	>=90%
Vodafone	0.05%	0.27%	99.77%	0.07%	0.23%	0.58%	2.38%	99.02%	0.10%	0.04%	97.90%
Airtel	0.01%	0.00%	99.30%	0.08%	0.06%	0.40%	0.88%	98.85%	0.02%	0.00%	94.00%
Idea	0.02%	0.01%	99.99%	0.52%	0.68%	0.78%	2.34%	96.86%	0.11%	0.00%	95.10%
Uninor	0.32%	1.26%	98.72%	0.24%	0.29%	1.22%	1.89%	97.71%	NA	0.00%	92.80%
Aircel	0.05%	0.00%	99.05%	0.07%	0.16%	0.93%	1.41%	97.80%	0.00%	0.00%	92.29%
BSNL	1.72%	1.91%	98.03%	0.50%	1.79%	0.60%	2.08%	97.57%	0.00%	0.00%	96.00%
Rcom	0.23%	0.81%	99.71%	0.06%	0.04%	0.38%	0.06%	98.88%	0.09%	0.10%	62.32%
TATA	0.11%	0.50%	98.67%	0.04%	0.28%	0.69%	2.60%	98.12%	0.00%	0.01%	91.05%
Rcom CDMA	0.20%	0.44%	99.14%	0.00%	0.02%	0.11%	0.08%	99.69%	0.05%	0.02%	76.76%
TATA CDMA	0.02%	0.00%	98.82%	0.01%	0.39%	0.37%	1.04%	98.36%	0.00%	0.01%	94.40%

OCTOBER TO DECEMBER 2013

ANNEXURE-B

DELHI

Name of Service Provider	Fault incidences (No. of faults/100 subscribers /month)	Faults Repair/Restoration Time					Call Completion Ratio (CCR) & Answer to seizure Ratio(ASR)		Metering & Billing Performance				POI Congestion No. of POI's having congestion >0.5%	Response Time to customer for assistance		Customer care(promptness in attending to customers request)	
		Fault repair by next working day(Urban Area)	Within 3 days day	Fault repair by next working day(Rural & hilly Area)	Within 5 days	Mean time to Repair(MTTR)	CCR	ASR	Disputed Bills over bills issued	% of Pre-paid Charging Complaints	% of billing complaints resolved within 4 weeks	Period of applying credit/waiver/adjustment to customer's account from the date of resolution of complaints		Accessibility of Call centre/customer Care	% age of calls answered by operator(voice to voice) within 60 seconds	Termination / Closures of service resolved ≤ 7 days	Time taken for refunds of deposit after closures
Benchmark	< 5%	>90%	100%	>90%	100%	≤8 Hrs	> 55%(CCR)	>75%(ASR)	< 0.1%	< 0.1%	100%	100%		≥95%	≥90%	100%	100% within 60 days
BHARTI AIRTEL	2.97%	94.61%	100.00%	NA	NA	3.74 Hrs	90.34%	-----	0.00%	NA	100.00%	100.00%	0	100.00%	97.00%	100.00%	100.00%
MTNL	8.44%	87.88%	94.49%	NA	NA	4.24 Hrs	59.73%	-----	0.04%	NA	100.00%	100.00%	0	100.00%	97.01%	100.00%	99.00%
RCL	0.18%	100.00%	100.00%	NA	NA	4.09 Hrs	-----	93.79%	0.01%	NA	100.00%	100.00%	0	94.00%	95.00%	100.00%	100.00%
TTL	0.17%	100.00%	100.00%	NA	NA	5.12Hrs	99.99%	-----	0.05%	NA	100.00%	100.00%	0	100.00%	94.50%	100.00%	100.00%
VODAFONE	0.16%	100.00%	100.00%	NA	NA	2.14 Hrs	100.00%	-----	0.00%	NA	100.00%	100.00%	0	100.00%	97.70%	100.00%	100.00%

HARYANA

Name of Service Provider	Fault incidences (No. of faults/100 subscribers /month)	Faults Repair/Restoration Time					Call Completion Ratio (CCR) & Answer to seizure Ratio(ASR)		Metering & Billing Performance				POI Congestion No. of POI's having congestion >0.5%	Response Time to customer for assistance		Customer care(promptness in attending to customers request)	
		Fault repair by next working day(Urban Area)	Within 3 days day	Fault repair by next working day(Rural & hilly Area)	Within 5 days	Mean time to Repair(MTTR)	CCR	ASR	Disputed Bills over bills issued	% of Pre-paid Charging Complaints	% of billing complaints resolved within 4 weeks	Period of applying credit/waiver/adjustment to customer's account from the date of resolution of complaints		Accessibility of Call centre/customer Care	% age of calls answered by operator(voice to voice) within 60 seconds	Termination / Closures of service resolved ≤ 7 days	Time taken for refunds of deposit after closures
Benchmark	< 5%	>90%	100%	>90%	100%	≤8 Hrs	> 55%(CCR)	>75%(ASR)	< 0.1%	< 0.1%	100%	100%		≥95%	≥90%	100%	100% within 60 days
BHARTI AIRTEL	4.37%	97.40%	100.00%	NA	NA	2.76 Hrs	88.78%	-----	0.01%	NA	100.00%	100.00%	0	100.00%	95.00%	100.00%	100.00%
BSNL	3.61%	79.75%	89.94%	80.86%	94.31%	8.13 Hrs	64.68%	-----	0.02%	NA	100.00%	100.00%	0	100.00%	75.66%	88.60%	99.24%
RCL	0.00%	100.00%	100.00%	NA	NA	0 Hrs	-----	82.80%	0.00%	NA	100.00%	100.00%	0	94.00%	95.00%	100.00%	100.00%
TTL	0.17%	100.00%	100.00%	NA	NA	5.12 Hrs	99.99%	-----	0.05%	NA	100.00%	100.00%	0	100.00%	94.50%	100.00%	100.00%

MAHARASHTRA including GOA

Name of Service Provider	Fault incidences	Faults Repair/Restoration Time					Call Completion Ratio (CCR) & Answer to seizure Ratio(ASR)		Metering & Billing Performance				POI Congestion	Response Time to customer for assistance		Customer care(promptness in attending to customers request)	
	(No. of faults/100 subscribers /month)	Fault repair by next working day(Urban Area)	Within 3 days day	Fault repair by next working day(Rural & hilly Area)	Within 5 days	Mean time to Repair(MTTR)	CCR	ASR	Disputed Bills over bills issued	% of Pre-paid Charging Complaints	% of billing complaints resolved within 4 weeks	Period of applying credit/waiver/adjustment to customer's account from the date of resolution of complaints	No. of POI's having congestion >0.5%	Accessibility of Call centre/customer Care	% age of calls answered by operator(voice to voice) within 60 seconds	Termination / Closures of service resolved ≤ 7 days	Time taken for refunds of deposit after closures
Benchmark	< 5%	>90%	100%	>90%	100%	≤8 Hrs	> 55%(CCR)	>75%(ASR)	< 0.1%	< 0.1%	100%	100%		>=95%	>=90%	100%	100% within 60 days
BHARTI AIRTEL	0.89%	99.23%	100.00%	100.00%	100.00%	2.43	84.20%	----	0.01%	NA	100.00%	100.00%	1	100.00%	92.00%	100.00%	100.00%
BSNL	3.90%	82.64%	95.23%	94.00%	100.00%	8.59	57.73%	----	0.12%	NA	100.00%	100.00%	0	NA	NA	100.00%	100.00%
RCL	0.18%	100.00%	100.00%	100.00%	100.00%	NP	----	87.55%	0.02%	NA	100.00%	100.00%	0	94.00%	95.00%	100.00%	100.00%
TTL	NP	94.44%	99.90%	100.00%	100.00%	4.21	98.84%	----	0.02%	NA	100.00%	100.00%	0	100.00%	94.13%	100.00%	100.00%

OCTOBER TO DECEMBER 2013															ANNEXURE-C		
MAHARASHTRA including GOA																	
Name of Service Provider	Service Provisioning/Activation Time	Faults Repair/Restoration Time		Billing Performance			Response time to the customer for assistance % age of calls answered by operator (Voice to Voice)		Bandwidth Utilization/Throughput			Service Availability/Uptime	Packet Loss	Network latency (for wired broadband access)			
	100% cases in 15 days (subject to technical feasibility)	By next working day	within 3 working day	Billing complaints per 100 bills issued	%age of complaints resolved within 4 weeks	Time taken for refund of deposits after closure (within 60 days)	within 60 sec	within 90 sec	POP to ISP Gateway Node [Intra-network] Link(s)	ISP Gateway Node to IGSP / NIXI Node upstream Link(s) for International connectivity	Broadband Connection Speed (download) - from ISP Node to User	Service Availability(%)	% of Packet loss	User reference point at POP/ISP Gateway node to IGSP/NIXI	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial)	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite)	
Benchmark	<15 days	>90%	≥99%	<2%	100%	100%	>60%	>80%	<80%	<80%	>80%	>98%	<1%	<120 ms	<350 ms	<800 ms	
BHARTI AIRTEL	100.00%	96.33%	99.36%	0.02%	100.00%	100.00%	92.00%	95.00%	59.36%	70.84%	101.27%	99.88%	0.00%	40	NA	NA	
BSNL	98.37%	92.50%	99.82%	0.30%	100.00%	NP	91.01%	96.53%	48.69%	NA	82.89%	99.82%	0.04%	98	290.44	NA	
HATHWAY	100.00%	95.16%	99.15%	0.47%	100.00%	100.00%	91.57%	92.60%	NA	86.13%	92.17%	98.57%	0.22%	31	253.33	NA	
RCL	100.00%	100.00%	100.00%	0.23%	100.00%	100.00%	95.00%	98.00%	37.78%	37.75%	NP	99.48%	0.52%	12	14	NA	
TIKONA	100.00%	93.18%	99.59%	0.16%	100.00%	100.00%	80.26%	85.00%	70.29%	67.23%	98.50%	99.92%	0.00%	NA	NA	NA	
TTL	99.70%	97.26%	100.00%	0.55%	99.09%	NA	91.45%	96.74%	77.35%	78.09%	95.00%	99.89%	NP	30.35	193.44	NA	

YOU BROADBAND	99.60%	95.00%	99.00%	1.44%	100.00%	99.00%	58.00%	64.00%	NA	68.72%	107.91%	99.45%	0.00%	9.25	115.4	NA
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