



TELECOM REGULATORY AUTHORITY OF INDIA

Independent Drive Test Report

Mumbai LSA

June 2026

Contents

1. Introduction	3
2. Executive Summary (LSA)	3
2.1 Drive test details	3
2.2 Drive test routes	4
2.3 Summary of areas covered	4
2.4 Telecom service providers detected frequency bands	5
2.5 Performance against key QoS parameters	5
3. QoS performance analysis-LSA level	6
3.1 Overview	7
3.2 Voice performance	7
3.3 Data performance	10
4. Detailed QoS performance analysis	12
4.1 Overview	12
4.2 City	12
4.2.1 Drive test route	12
4.2.2 Areas covered	12
4.2.3 Voice performance	12
4.2.4 Data performance	21
4.3 Hotspots	25
4.3.1 Locations	25
4.3.2 Hotspot covered	25
4.3.3 Voice performance	25
4.3.4 Data performance (Auto-selection mode 5G/4G/3G/2G)	27
4.3.5 Data performance (5G Only & 4G Only Download & Upload Speed)	30
5. Voice & Data Key findings	32
5.1 Overall Voice	32
5.2 Overall Data	32
5.3 Operator wise Key Findings	33
6. Annexure	36
6.1 Route wise coverage map	36
6.1.1 City	36
7. Appendix	42
7.1 Appendix-I	42

7.1.1 Drive test setup	42
7.1.2 Drive test Methodology	44
7.2 Appendix-II	46
7.2.1 Network Performance Parameters for Voice calls	46
7.2.2 Network Performance Parameters Data tests	47

1. Introduction

TRAI Act, 1997 mandates the Authority to ensure the services delivered through various telecommunications networks meet the required quality standards prescribed, to protect the interest of the consumers of telecommunication services. TRAI is also responsible for conducting the periodical audit of such services provided by the service providers so as to protect the interests of the consumers of telecommunications services.

Accordingly, TRAI has engaged M/s RedMango Analytics Pvt. Ltd. to undertake assessment of Quality of Service of mobile service through Independent Drive Test (IDT).

In IDT, the performance of all service providers providing service in a Licensed Service Area (LSA) through various technologies (like 2G/ 3G/ 4G/ 5G) for voice and data are measured by conducting drive test. The drive test routes are finalised based on various objective criteria like reported network performance, consumer complaints etc. Methodology adopted for conducting IDT is elaborated in **APPENDIX-I**.

2. Executive Summary (LSA)

2.1 Drive test details

This report covers the findings of the IDT undertaken in Mumbai License Service Area (LSA) during the month of June-2026 under the supervision of TRAI Regional Office (RO) Bengaluru. Details of route/area covered during the IDT are as given below:

S. No	Drive test route	Type of route	Distance covered (KMs)	From date	To date
1	Mumbai	City	204.3	10-June-2026	12-June-2026
2	Mumbai	Inter Operator Calling	1 Location	12-June-2026	12-June-2026
3	Mumbai	Hotspot	7 Locations	10-June-2026	12-June-2026

Table-1: Drive test summary.

2.2 Drive test routes

The map provides overview of drive test routes indicating city drive, Inter-operator calls test and hotspots as per the legends shown on the map.

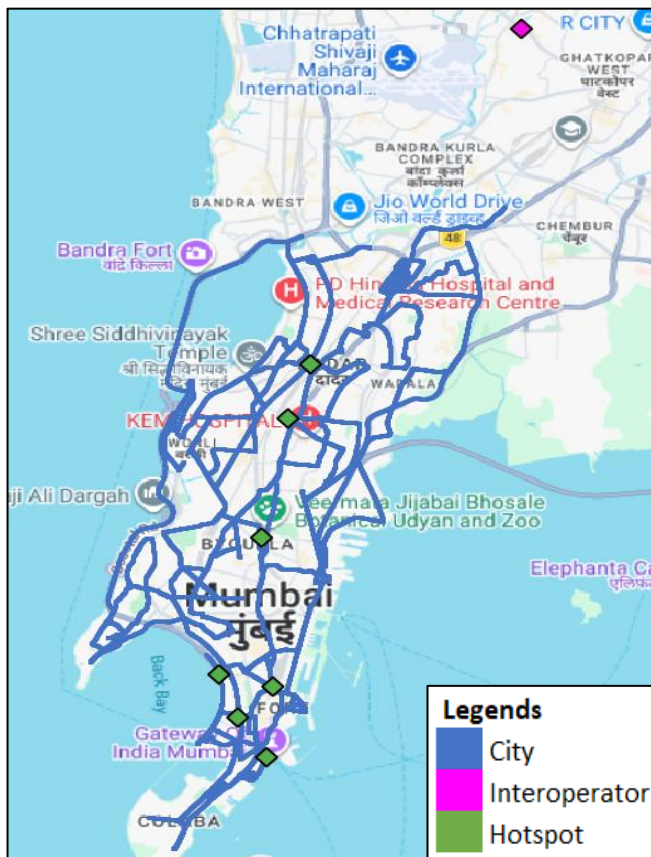


Figure-1: Drive test routes

2.3 Summary of areas covered

a) City– Bandra Worli Sea link, Mahim, Dadar, Sion, Antop Hill, Worli, Parel, Sewri, Haji Ali, Mumbai Central, Byculla, Malabar Hill, Girgaon, Mazgaon and Churchgate etc.

b) Hotspot

1. Byculla Railway Station
2. Chhatrapati Shivaji Maharaj Terminus
3. Churchgate Railway Station
4. Dadar Railway Station
5. Gateway of India
6. Marine Drive
7. Parel Railway Station

2.4 Telecom service providers detected frequency bands

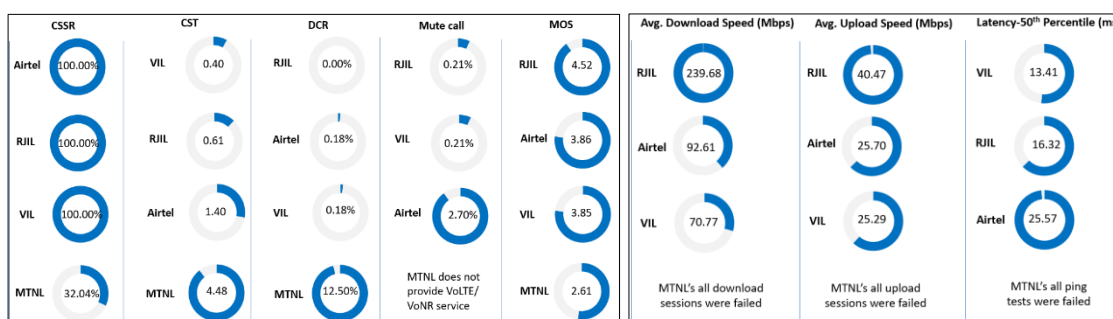
Technologies covered during the IDT and frequency bands in use are summarised in table below:

S.no.	Name of TSP	Technology	Frequency Bands (In MHz)
1	Bharti Airtel Ltd.	2G	1800
2	Bharti Airtel Ltd.	4G	900,1800,2100,2300
3	Bharti Airtel Ltd.	5G	3500
4	MTNL	2G	900,1800
5	MTNL	3G	2100
6	Reliance JIO Infocomm Ltd.	4G	850,1800,2300
7	Reliance JIO Infocomm Ltd.	5G	700,3500
8	Vodafone Idea Ltd.	2G	1800
9	Vodafone Idea Ltd.	4G	900,1800,2100,2500
10	Vodafone Idea Ltd.	5G	3500

Table-2: Telecom service provider (TSP) covered in IDT

2.5 Performance against key QoS parameters

CSSR: Call Setup Success Rate (in %), CST: Call Setup Time (in seconds), DCR: Drop Call Rate (in %) & MOS: Mean Opinion Score.



Summary-Voice services	Summary-Data services												
Call Setup Success Rate: Airtel, MTNL, RJIL and VIL have 100.00%, 32.04%, 100.00% and 100.00% call setup success rate respectively in Auto-selection mode (5G/4G/3G/2G). Call Setup Time: Airtel, MTNL, RJIL and VIL have call setup time of 1.40, 4.48, 0.61 and 0.40 seconds respectively in Auto-selection mode (5G/4G/3G/2G). Drop Call Rate: Airtel, MTNL, RJIL and VIL have drop call rate of 0.18%, 12.50%, 0.00% and 0.18% respectively in Auto-selection mode (5G/4G/3G/2G). Call Silence/Mute Rate: Airtel, RJIL and VIL have silence call rate of 2.70%, 0.21% and 0.21% respectively in packet switched network (4G/5G). Mean Opinion Score (MOS): Airtel, MTNL, RJIL and VIL have average MOS of 3.86, 2.61, 4.52 and 3.85 respectively.	Data Download performance (Overall): Average download speed of Airtel (5G/4G/2G) is 92.61Mbps, RJIL (5G/4G) is 239.68 Mbps and VIL (5G/4G) is 70.77 Mbps. Data Upload performance (Overall): Average upload speed of Airtel (5G/4G/2G) is 25.70 Mbps, RJIL (5G/4G) is 40.47 Mbps and VIL (5G/4G) is 25.29 Mbps. Latency (Overall): Airtel, RJIL and VIL 50th percentile latency is 25.57 ms, 16.32 ms, and 13.41 ms respectively. Data performance - Hotspots (in Mbps): <table> <tr> <td>Airtel- 4G D/L: 24.41</td><td>4G U/L: 5.85</td></tr> <tr> <td>5G D/L: 89.54</td><td>5G U/L: 33.58</td></tr> <tr> <td>RJIL- 4G D/L: 39.93</td><td>4G U/L: 10.47</td></tr> <tr> <td>5G D/L: 236.77</td><td>5G U/L: 30.46</td></tr> <tr> <td>VIL- 4G D/L: 36.71</td><td>4G U/L: 10.45</td></tr> <tr> <td>5G D/L: 81.96</td><td>5G U/L: 27.29</td></tr> </table> Note: "D/L" Download speed, "U/L" Upload speed 4G & 5G technology have not been observed in MTNL.	Airtel- 4G D/L: 24.41	4G U/L: 5.85	5G D/L: 89.54	5G U/L: 33.58	RJIL- 4G D/L: 39.93	4G U/L: 10.47	5G D/L: 236.77	5G U/L: 30.46	VIL- 4G D/L: 36.71	4G U/L: 10.45	5G D/L: 81.96	5G U/L: 27.29
Airtel- 4G D/L: 24.41	4G U/L: 5.85												
5G D/L: 89.54	5G U/L: 33.58												
RJIL- 4G D/L: 39.93	4G U/L: 10.47												
5G D/L: 236.77	5G U/L: 30.46												
VIL- 4G D/L: 36.71	4G U/L: 10.45												
5G D/L: 81.96	5G U/L: 27.29												

- The Poor signal strength in auto-selection mode (5G/4G/3G/2G) during **voice** testing has been observed in 0.19%, 76.20%, 0.26% & 0.01% of the **City IDT route** in case of Airtel, MTNL, RJIL and VIL respectively. {refer **figure- 32 to 35** as per the **Section 6.1** under Para-6 (Annexure)}
- The Poor signal strength in auto-selection mode (5G/4G/3G/2G) during **data** testing has been observed in 0.88%, 71.85%, 1.02% & 0.46% of the **City IDT route** in case of Airtel, MTNL, RJIL and VIL respectively. {refer **figure- 36 to 39** as per the **Section 6.1** under Para-6 (Annexure)}

QoS Performance Analysis- Mumbai LSA

3. QoS performance analysis-LSA level

3.1 Overview

This section provides summary of overall QoS performance of the telecom service provider's network in the LSA by aggregating the results of drive tests conducted in the Mumbai LSA during the month of Jun-2026 covering city drive, and hotspots. (Refer Table-1)

3.2 Voice performance

(a) Voice Call Performance in 3G/2G network mode only: 3G/2G network mode testing has been done to reflect experience for respective users as they have only 3G/2G compatible handsets.

Parameters	Service Provider		
	3G/2G network mode only		
	AIRTEL	MTNL	VIL
Call Attempts	461	640	466
Call Setup Success Rate %	99.13	38.13	99.14
Drop Call Rate %	0.66	25.00	1.95
Call Setup Time-Average (Second)	5.56	4.10	4.55
Handover Success Rate %	98.43	98.80	95.80

Table-3: Summary of voice call performance in 3G/2G network mode only.

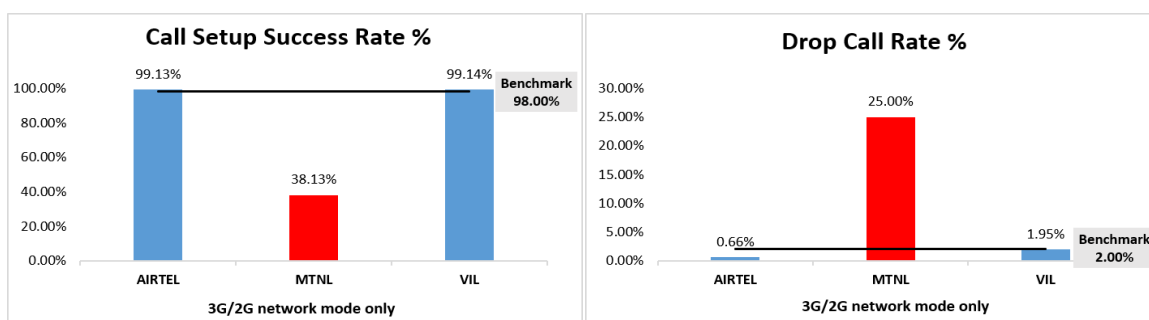


Figure-2: Call setup success rate and drop call rate performance.

Number of unique cell Id's covered in Voice test- Technology wise			
Technology	Service Provider		
	3G/2G network mode only		
	AIRTEL	MTNL	VIL
3G	NA	30	NA
2G	841	248	748

Table-4: Technology wise number of network cell Id's latched during drive test.

Note-

- RJIL does not have 3G/2G network.
- NA- Service provider doesn't provide services in respective technology.

(b) Voice Call Performance in auto network selection mode (5G/4G/3G/2G)

Parameters	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	MTNL	RJIL	VIL
Call Attempts	560	724	559	561
Call Setup Success Rate %	100.00	32.04	100.00	100.00
Drop Call Rate %	0.18	12.50	0.00	0.18
Call Setup Time-Average (Second)	1.40	4.48	0.61	0.40
Handover Success Rate %	99.95	94.70	99.94	100.00

Table-5: Summary of voice call performance in network auto-selection mode.

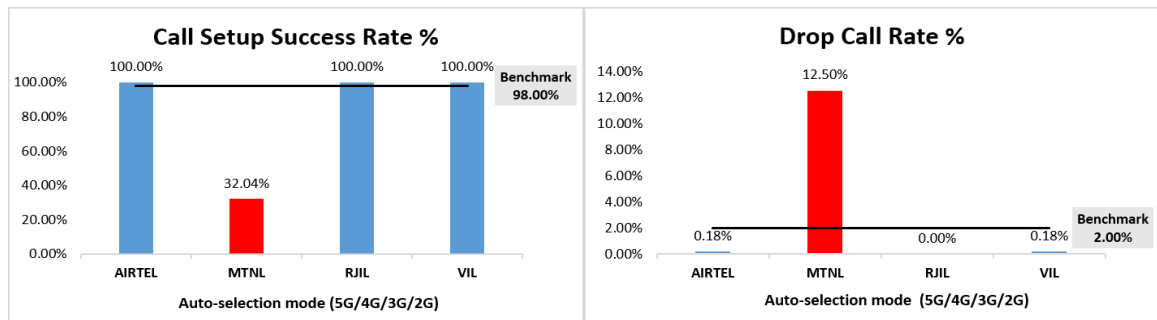


Figure-3: Performance for call setup success rate and drop call rate.

Parameter	Service Provider			
	Mobile-to-Mobile (5G/4G - Open Mode)			
	AIRTEL	MTNL	RJIL	VIL
Call Established (within service provider Network)	481	140	475	479
Number of silences call for >4 Sec	13	NA	1	1
Silence Call Rate %	2.70	NA	0.21	0.21
Number of silence instances for >4 Sec	19	NA	1	1
Number of silence instances for >3 Sec	23	NA	1	1
Number of silence instances for >2 sec	38	NA	3	5
RTP Jitter (4G & 5G) in ms	6.08	NA	11.78	13.23
Packet loss Rate Downlink %	1.03	NA	0.34	0.36
Packet loss Rate Uplink %	0.74	NA	0.16	0.32

Table-6: Summary of silence instances & packet loss rate for mobile to mobile calls.

Note-
NA- Due to unavailability of packet switched (VoLTE & VoNR) network in MTNL silence instances are not captured.

Number of unique cell Id's covered in Voice test- Technology wise				
Technology	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	MTNL	RJIL	VIL
5G	0	NA	468	0
4G	1866	NA	2069	1370
3G	NA	25	NA	NA
2G	0	225	NA	0

Table-7: Technology wise number of network cell Id's latched during drive test.

Note-
- NA- Service provider doesn't provide services in respective technology. 0- No cell Id's were found in respective technology.

(c) Mean Opinion Score (MOS) performance for speech quality:

Mean opinion score indicates quality of speech observed during the drive test across different technologies. This parameter has been calculated for mobile-to-mobile calls made within same operator network in auto mode (5G/4G/3G/2G). As per ITU-T Recommendation P.863.1, MOS values means: 5-Excellent, 4-Good, 3-Fair, 2-Poor, 1-Bad.

Speech Quality (MOS) distribution	Service Provider			
	AIRTEL	MTNL	RJIL	VIL
Total Number of MOS Samples for calls table-6	2766	757	2818	2745
Speech Quality (Average MOS)	3.86	2.61	4.52	3.85
Number of samples with MOS ≥ 4 to <5 (Excellent)	1674	0	2510	1388
Number of samples with MOS ≥ 3 to <4 (Good)	930	218	230	1220
Number of samples with MOS ≥ 2 to <3 (Fair)	106	421	58	122
Number of samples with MOS ≥ 1 to <2 (Poor)	56	118	20	15
%age of samples with MOS ≥ 4 to <5 (Excellent)	60.52%	0.00%	89.07%	50.56%
%age of samples with MOS ≥ 3 to <4 (Good)	33.62%	28.80%	8.16%	44.44%
%age of samples with MOS ≥ 2 to <3 (Fair)	3.83%	55.61%	2.06%	4.44%
%age of samples with MOS ≥ 1 to <2 (Poor)	2.02%	15.59%	0.71%	0.55%

Table-8: Summary of speech quality (MOS) samples.

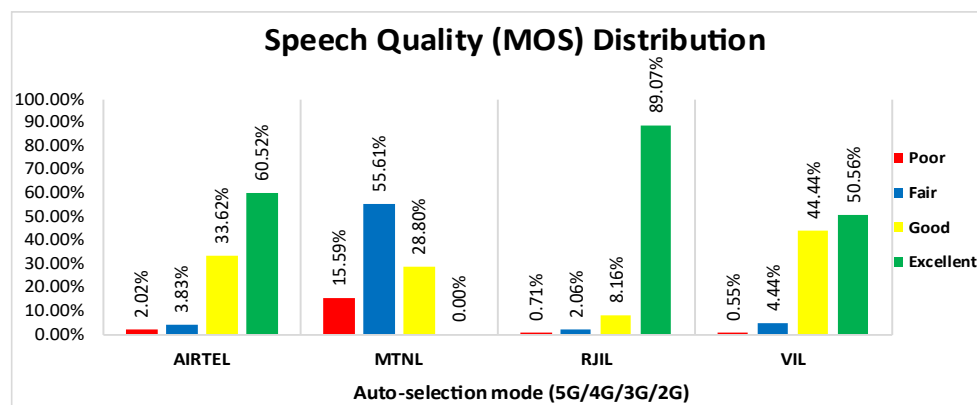


Figure- 4: Distribution of samples in MOS range.

(d) Inter-service provider voice call performance: To check the performance of inter-service providers call setup success rate, total 5 to 10 inter operator calls were attempted at one location which is Saki Naka Metro Station. The call setup success rate and call setup time observation is as below.

Call Setup Success Rate %				
From Service Provider	To Service Provider			
	AIRTEL	MTNL	RJIL	VIL
AIRTEL	NA	0.00	100.00	100.00
MTNL	0.00	NA	0.00	0.00
RJIL	100.00	0.00	NA	100.00
VIL	100.00	0.00	100.00	NA

Table-9: Call setup success rate across service providers

Note-

- NA- Only inter-operator calls were measured during test.

Call setup time average (seconds)				
From Service Provider	To Service Provider			
	AIRTEL	MTNL	RJIL	VIL
AIRTEL	NA	-	1.72	1.07
MTNL	-	NA	-	-
RJIL	1.88	-	NA	1.71
VIL	1.29	-	2.02	NA

Table-10: Call setup time across service providers.

Note-

- NA- Only inter-operator calls were measured during test.
- "-" Call setup time & drop call rate have not been reported as all calls were failed for respective scenarios.

3.3 Data performance

(a) Data Parameters (Auto-selection mode- 5G/4G/3G/2G)

Parameters		Service Provider			
		Auto-selection mode (5G/4G/3G/2G)			
		AIRTEL	MTNL	RJIL	VIL
Download Throughput (Mbits/s)	Average	92.61	-	239.68	70.77
	80th Percentile	152.32	-	393.23	87.58
	20th Percentile	26.61	-	72.68	45.51
Upload Throughput (Mbits/s)	Average	25.70	-	40.47	25.29
	80th Percentile	45.66	-	64.44	36.87
	20th Percentile	6.11	-	16.74	11.97
Latency (ms)	50th Percentile	25.57	-	16.32	13.41

Table-11: Summary of data performance in network auto-selection mode.

Note-

- "-" All data tests were failed (Download, Upload and Ping) for MTNL.

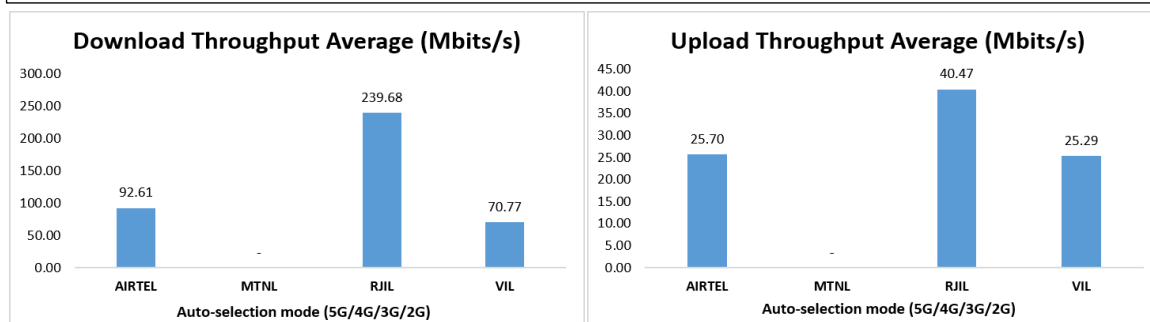


Figure- 5: Download and Upload throughput

Number of unique cell Id's covered in Data test- Technology wise				
Technology	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	MTNL	RJIL	VIL
5G	0	NA	646	0
4G	2053	NA	107	1270
3G	NA	23	NA	NA
2G	4	301	NA	0

Table-12: Technology wise number of network cell Id's latched during drive test.

Note-

- NA- Service provider doesn't provide services in respective technology.
- 0- No cell Id's were found in respective technology.

Detailed QoS Performance Analysis

4. Detailed QoS performance analysis

4.1 Overview

This section covers analysis on performance of various categories of drives like city and hotspots for all telecom service providers, the results of drive tests conducted are shown individually for respective areas/locations.

4.2 City

Drive test has been conducted from 10th June 2026 to 12th June 2026 in Mumbai city. (Refer Table-1)

4.2.1 Drive test route

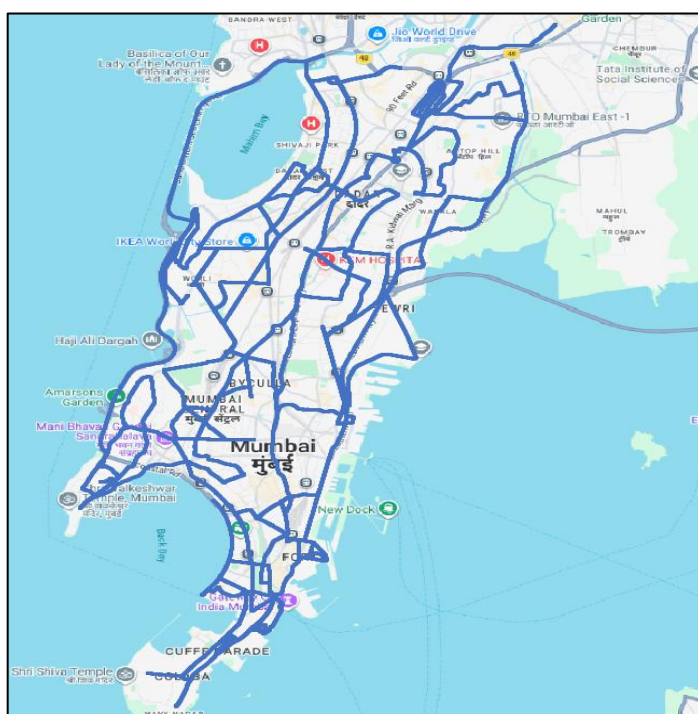


Figure- 6: Drive test routes

4.2.2 Areas covered

Bandra Worli Sea link, Mahim, Dadar, Sion, Antop Hill, Worli, Parel, Sewri, Haji Ali, Mumbai Central, Byculla, Malabar Hill, Girgaon, Mazgaon and Churchgate etc.

4.2.3 Voice performance

(a) Voice Call Performance in 3G/2G network mode only: 3G/2G network mode testing has been done to reflect experience for respective users as they have only 3G/2G compatible handsets.

Parameters	Service Provider		
	3G/2G network mode only		
	AIRTEL	MTNL	VIL
Call Attempts	461	640	466
Call Setup Success Rate %	99.13	38.13	99.14
Drop Call Rate %	0.66	25.00	1.95
Call Setup Time-Average (Second)	5.56	4.10	4.55
Handover Success Rate %	98.43	98.80	95.80

Table-13: Summary of voice call performance in 3G/2G network mode only.

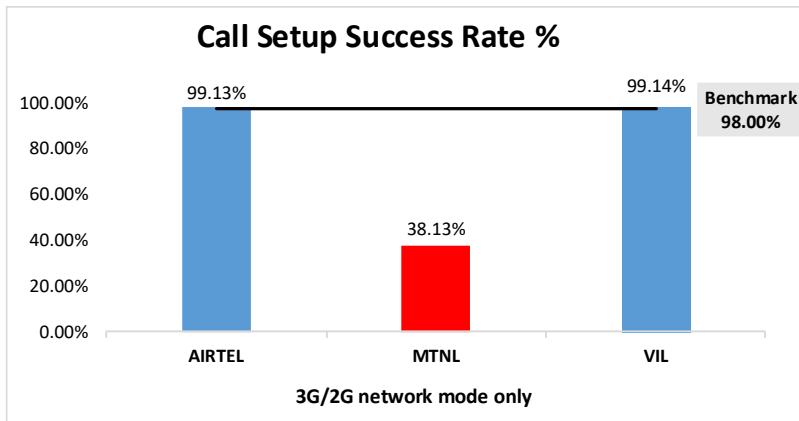


Figure-7: Performance for call setup success rate.

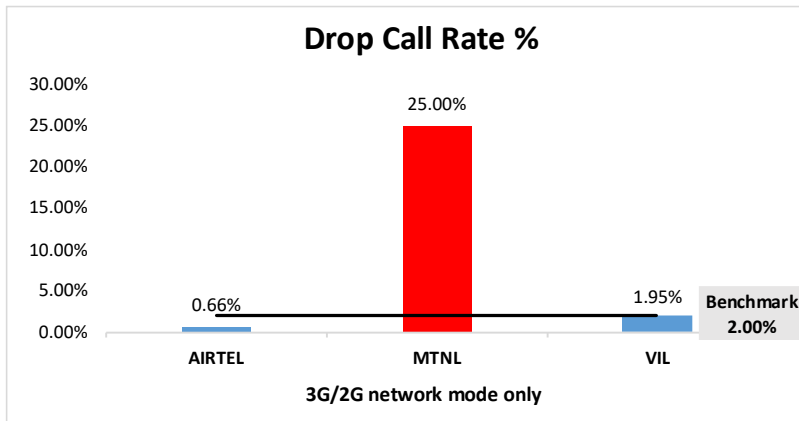


Figure-8: Performance for drop call rate.

(b) Network Technology: This section represent time spent on various network technologies.

Technology	Service Provider		
	AIRTEL	MTNL	VIL
3G	NA	54.78%	NA
2G	99.98%	22.71%	99.86%
Limited Service	0.02%	22.51%	0.14%

Table-14: Time spent on technology during drive test 3G/2G network mode.

Note-

- NA- Service provider doesn't provide services in respective technology.

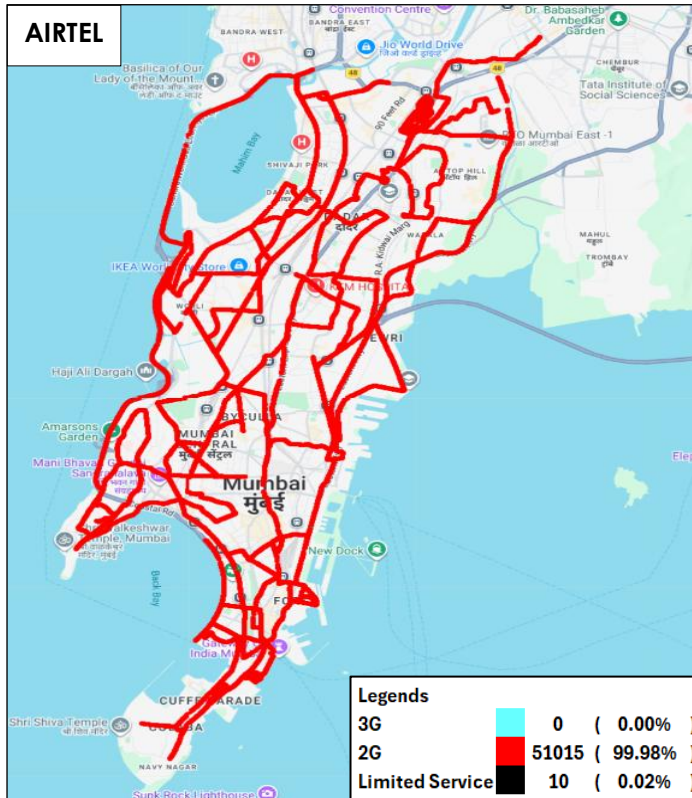


Figure-9: Serving technology plots 3G/2G network mode - AIRTEL.

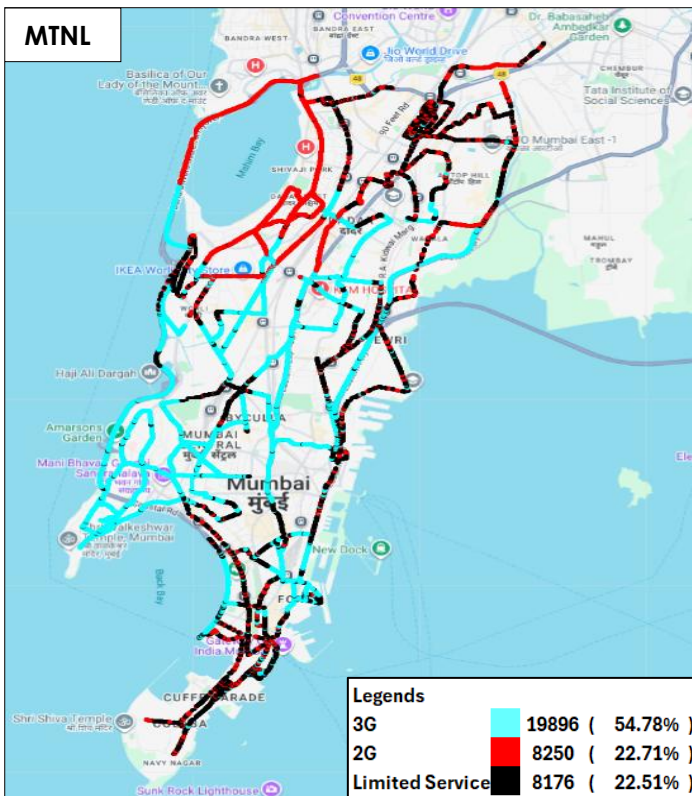


Figure-10: Serving technology plots 3G/2G network mode - MTNL.

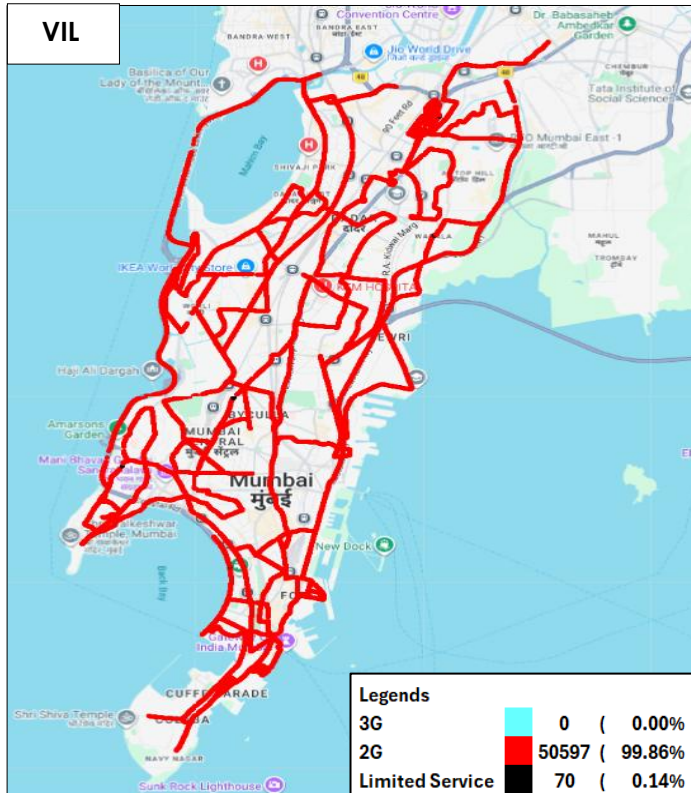


Figure-11: Serving technology plots 3G/2G network mode - VIL.

(c) Network Signal Strength Distribution: The following chart represents signal strength distribution for 3G/2G network mode only. (Refer figure- 29, 30 & 31 for map view)

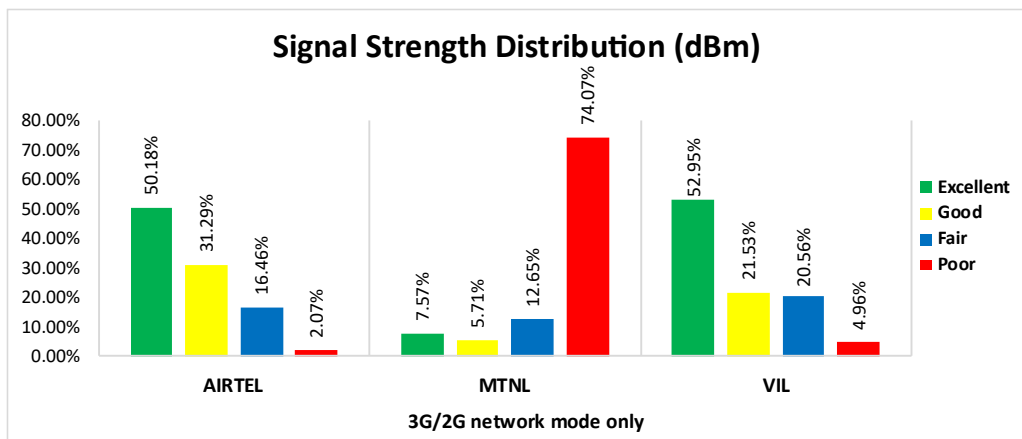


Figure-12: Signal strength distribution 3G/2G network mode only.

Observations:

- Airtel has 50% of samples falling in the excellent signal strength category.
- MTNL has 8% of samples falling in the excellent signal strength category.
- VIL has 53% of samples falling in the excellent signal strength category.

(d) Voice Call Performance in auto network selection mode (5G/4G/3G/2G)

Parameters	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	MTNL	RJIL	VIL
Call Attempts	490	654	489	491
Call Setup Success Rate %	100.00	31.04	100.00	100.00
Drop Call Rate %	0.20	13.79	0.00	0.20
Call Setup Time Average (Second)	1.39	4.15	0.61	0.39
Handover Success Rate %	99.95	99.71	99.94	100.00

Table-15: Summary of voice call performance in network auto-selection mode.

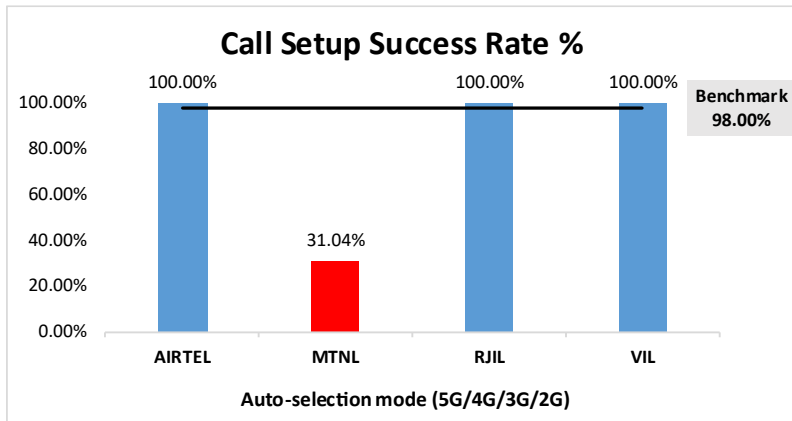


Figure-13: Performance for call setup success rate.

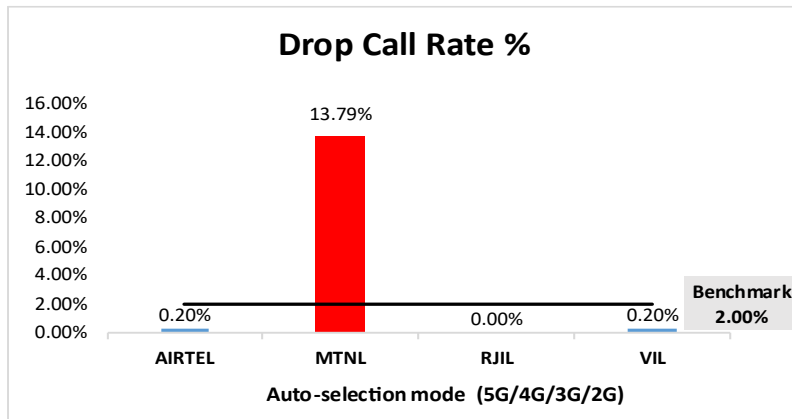


Figure-14: Performance for drop call rate.

Parameter	Service Provider			
	Mobile-to-Mobile (5G/4G - Open Mode)			
	AIRTEL	MTNL	RJIL	VIL
Call Established (within service provider Network)	481	140	475	479
Number of silences call for >4 Sec	13	NA	1	1
Silence Call Rate %	2.70	NA	0.21	0.21
Number of silence instances for >4 Sec	19	NA	1	1
Number of silence instances for >3 Sec	23	NA	1	1
Number of silence instances for >2 sec	38	NA	3	5
RTP Jitter (4G & 5G) in ms	6.08	NA	11.78	13.23
Packet loss Rate Downlink %	1.03	NA	0.34	0.36
Packet loss Rate Uplink %	0.74	NA	0.16	0.32

Table-16: Summary of silence instances & packet loss rate for mobile to mobile call.

Note-

- NA- Due to unavailability of packet switched (VoLTE & VoNR) network in MTNL silence instances are not captured.

(e) Mean Opinion Score (MOS) performance for speech quality:

Mean opinion score indicates quality of speech observed during the drive test across different technologies. This parameter has been calculated for mobile to mobile calls made within same operator network in auto mode (5G/4G/3G/2G). As per ITU-T Recommendation P.863.1, MOS value means: 5-Excellent, 4-Good, 3-Fair, 2-Poor, 1-Bad.

Speech Quality (MOS) distribution	Service Provider			
	AIRTEL	MTNL	RJIL	VIL
Total Number of MOS Samples for calls in table-16	2766	757	2818	2745
Speech Quality (Average MOS)	3.86	2.61	4.52	3.85
Number of samples with MOS >=4 to <5 (Excellent)	1674	0	2510	1388
Number of samples with MOS >=3 to <4 (Good)	930	218	230	1220
Number of samples with MOS >=2 to <3 (Fair)	106	421	58	122
Number of samples with MOS >=1 to <2 (Poor)	56	118	20	15
%age of samples with MOS >=4 to <5 (Excellent)	60.52%	0.00%	89.07%	50.56%
%age of samples with MOS >=3 to <4 (Good)	33.62%	28.80%	8.16%	44.44%
%age of samples with MOS >=2 to <3 (Fair)	3.83%	55.61%	2.06%	4.44%
%age of samples with MOS >=1 to <2 (Poor)	2.02%	15.59%	0.71%	0.55%

Table-17: Summary of speech quality (MOS) samples.

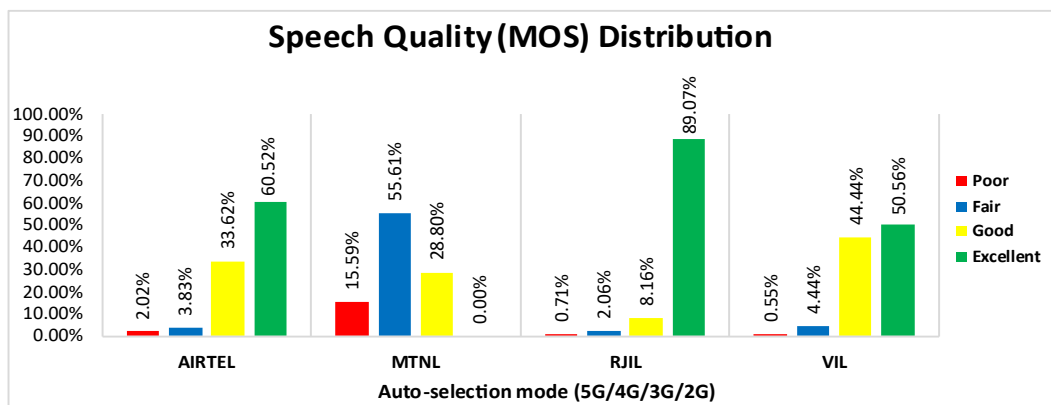


Figure-15: Distribution of samples in MOS range.

(f) Network Technology: This section represents time spent on various network technologies.

Technology	Service Provider			
	AIRTEL	MTNL	RJIL	VIL
5G	11.29%	NA	17.20%	3.56%
4G	88.71%	NA	82.80%	96.44%
3G	NA	56.14%	NA	NA
2G	0.00%	21.06%	NA	0.00%
Limited Service	0.00%	22.80%	0.00%	0.00%

Table-18: Time spent on technology during drive test in auto-selection mode (5G/4G/3G/2G) voice.

Note-

- NA- Service provider doesn't provide services in respective technology.

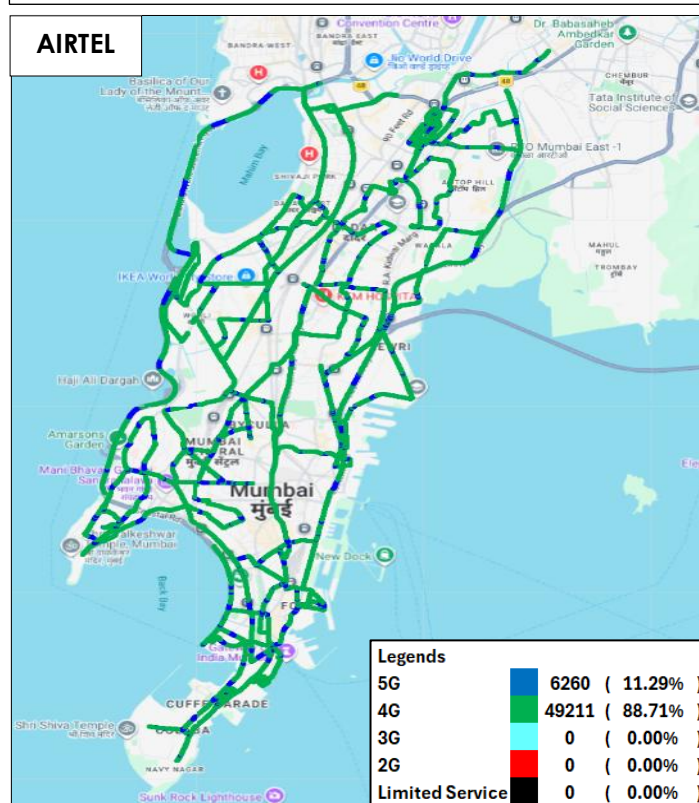


Figure-16: Serving technology plots in auto-selection mode (5G/4G/3G/2G) voice - AIRTEL.

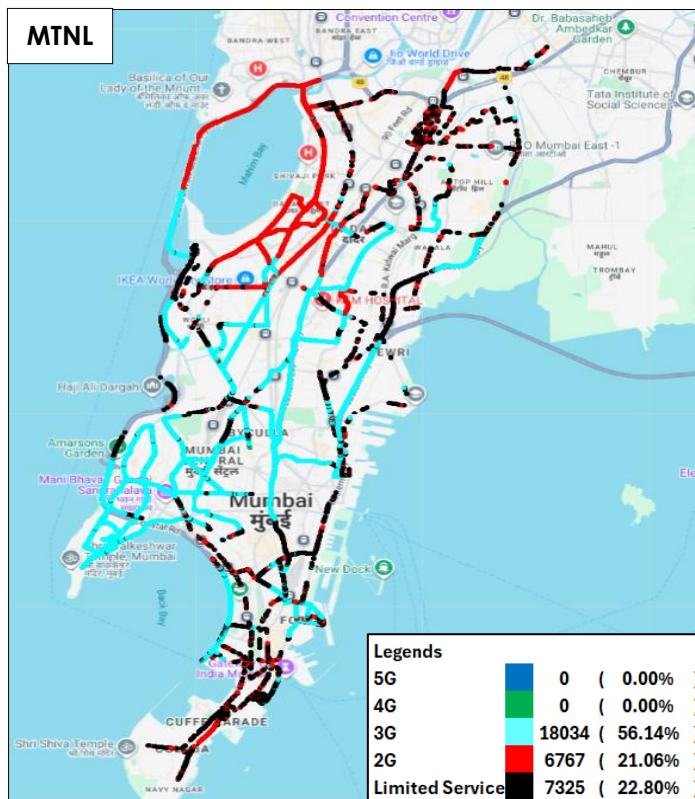


Figure-17: Serving technology plots in auto-selection mode (5G/4G/3G/2G) voice - MTNL.

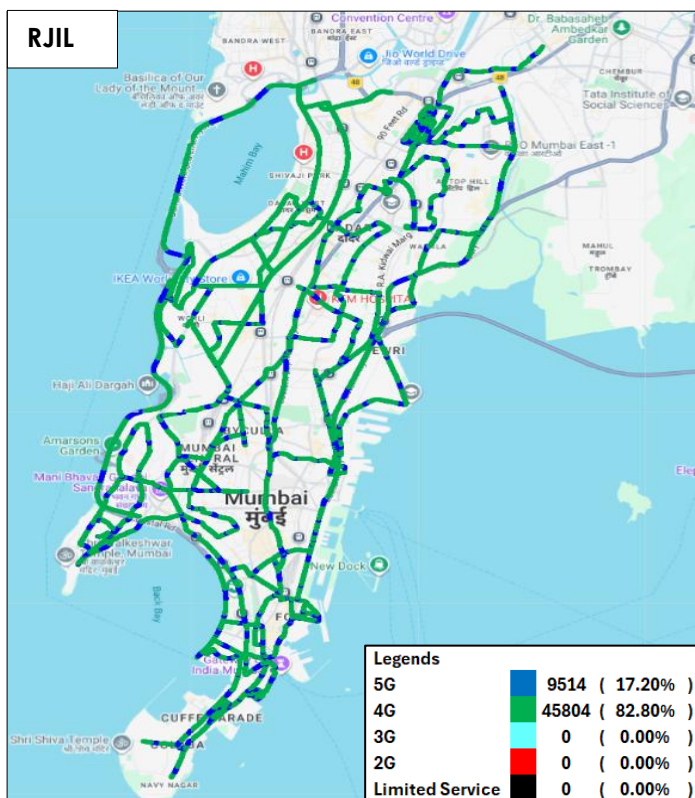


Figure-18: Serving technology plots in auto-selection mode (5G/4G/3G/2G) voice - RJIL.

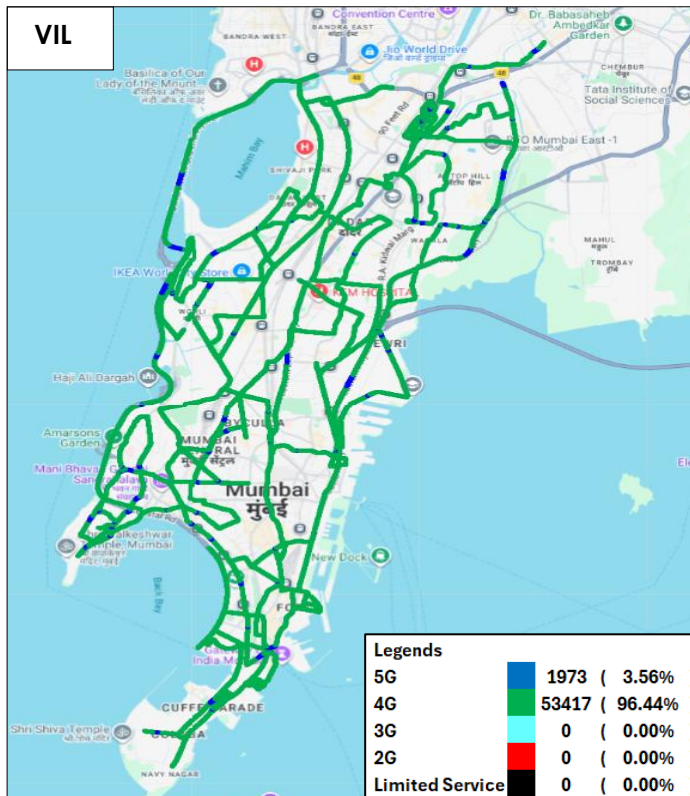


Figure-19: Serving technology plots in auto-selection mode (5G/4G/3G/2G) voice - VIL.

(g) Network Signal Strength Distribution: The following chart provides signal strength distribution for auto-selection mode (5G/4G/3G/2G) voice. (Refer figure-32, 33, 34 & 35 for map view)

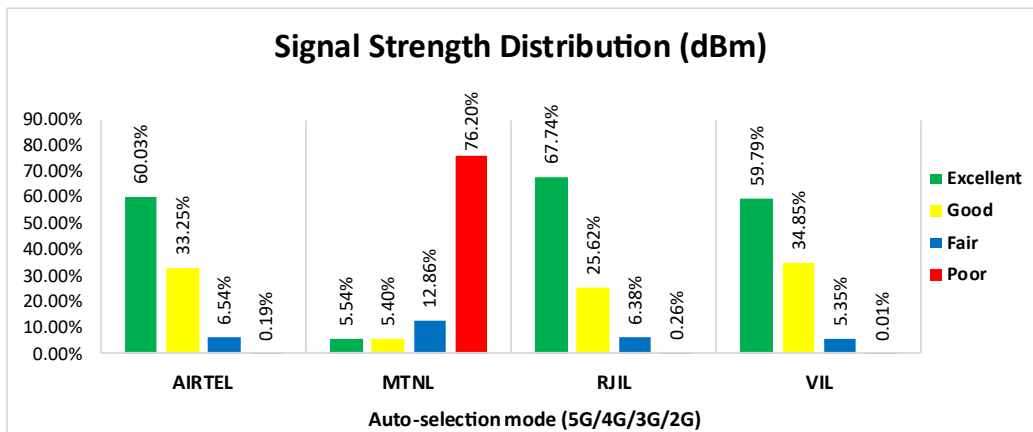


Figure-20: Signal strength distribution auto-selection mode (5G/4G/3G/2G) voice.

Observations:

- Airtel has 60% of samples falling in the excellent signal strength category.
- MTNL has 6% of samples falling in the excellent signal strength category.
- RJIL has 68% of samples falling in the excellent signal strength category.
- VIL has 60% of samples falling in the excellent signal strength category.

4.2.4 Data performance

(a) Data Parameters (Auto-selection mode- 5G/4G/3G/2G)

Parameters		Service Provider			
		Auto-selection mode (5G/4G/3G/2G)			
		AIRTEL	MTNL	RJIL	VIL
Download Throughput (Mbits/s)	Average	93.76	-	237.81	70.69
	80th Percentile	154.00	-	390.84	87.83
	20th Percentile	27.69	-	70.61	45.39
Upload Throughput (Mbits/s)	Average	25.92	-	40.92	25.57
	80th Percentile	46.43	-	64.57	37.10
	20th Percentile	6.57	-	17.50	12.05
Latency (ms)	50th Percentile	25.21	-	16.02	12.16

Table-19: Summary of Data performance in network auto-selection mode.

Note-

- “-” All data tests were failed (Download, Upload and Ping) for MTNL.

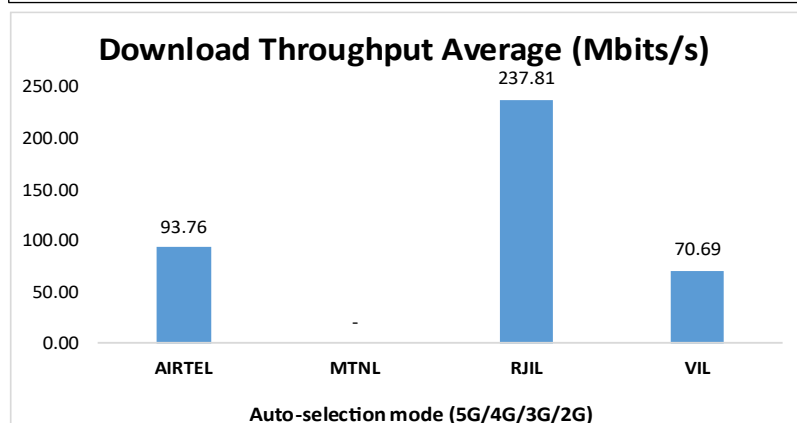


Figure- 21: Download throughput

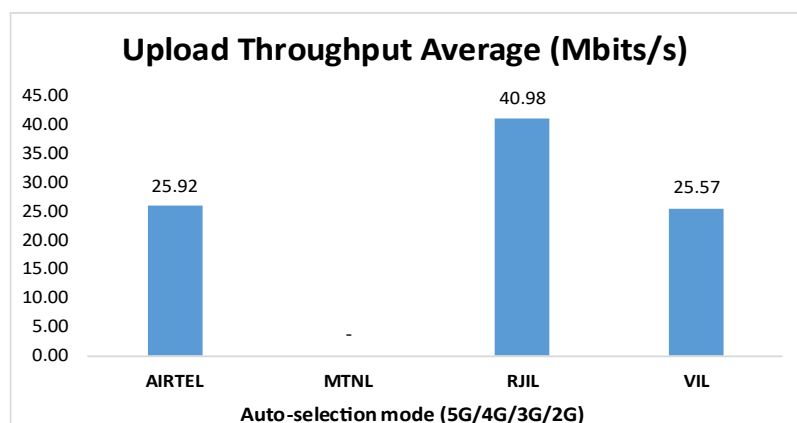


Figure- 22: Upload throughput

(b) Network Technology: This section represents time spent on various network technologies.

Technology	Service Provider			
	AIRTEL	MTNL	RJIL	VIL
5G	66.81%	NA	96.96%	74.71%
4G	33.04%	NA	3.04%	25.29%
3G	NA	55.31%	NA	NA
2G	0.03%	17.40%	NA	0.00%
Limited Service	0.11%	27.30%	0.00%	0.00%

Table-20: Time spent on technology during drive test in auto-selection mode (5G/4G/3G/2G) data.

Note-

- NA- Service provider doesn't provide services in respective technology.

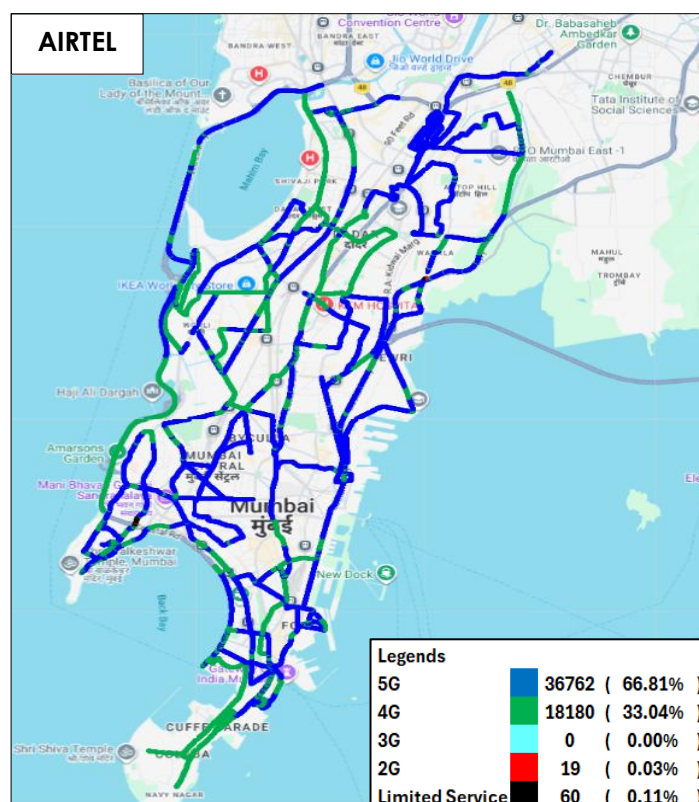


Figure-23: Serving technology plots in auto-selection mode (5G/4G/3G/2G) data - AIRTEL.

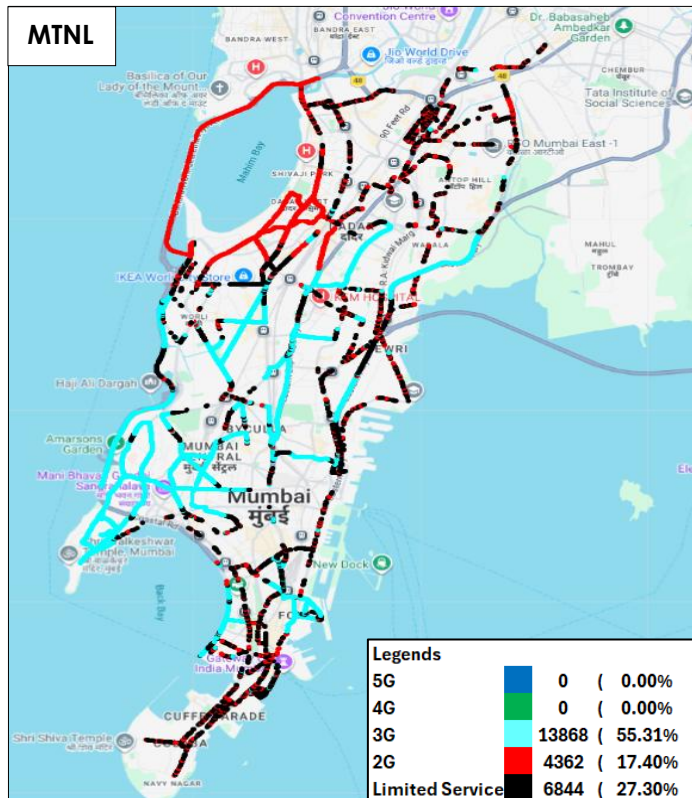


Figure-24: Serving technology plots in auto-selection mode (5G/4G/3G/2G) data-MTNL.

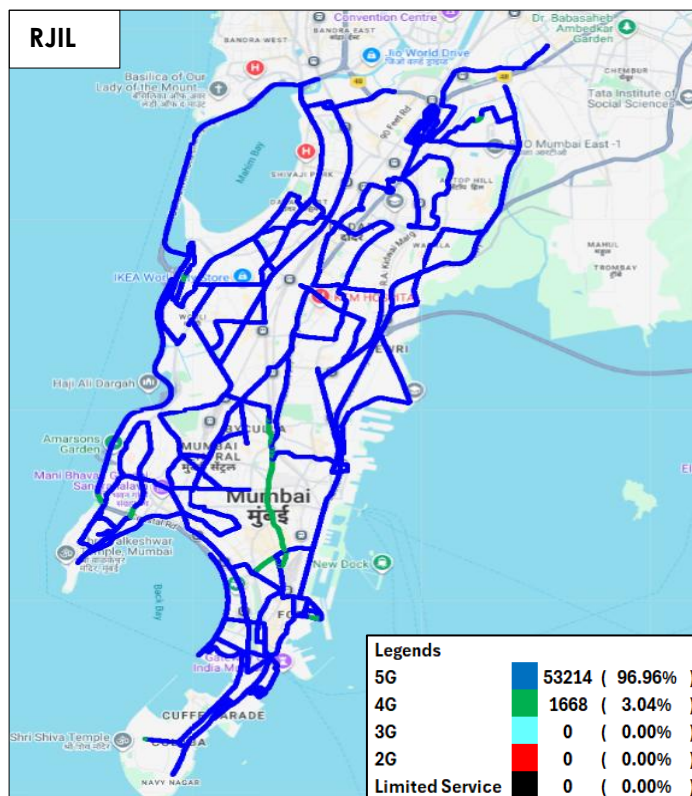


Figure-25: Serving technology plots in auto-selection mode (5G/4G/3G/2G) data - RJIL.

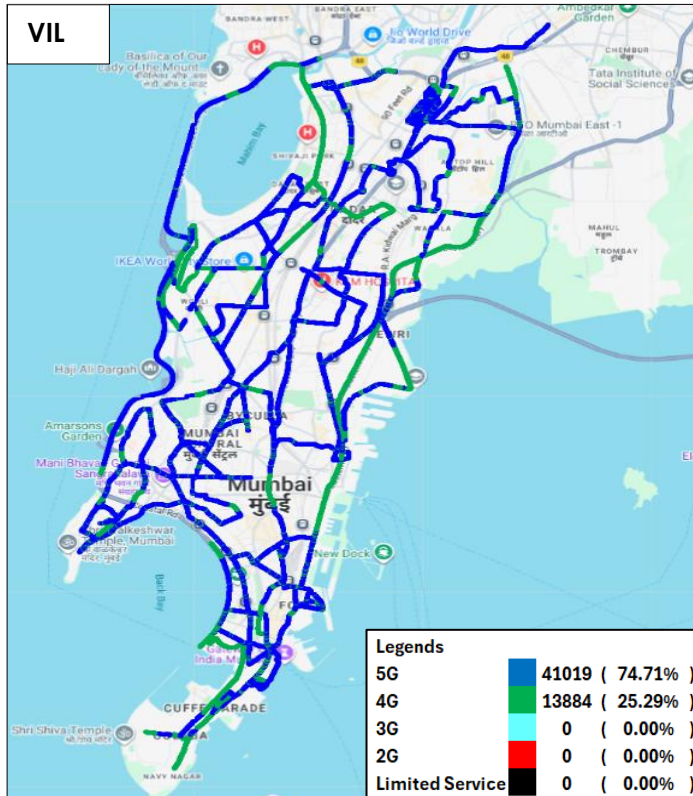


Figure-26: Serving technology plots in auto-selection mode (5G/4G/3G/2G) data- VIL.

(c) Network Signal Strength Distribution: The following chart provides signal strength distribution for auto-selection mode (5G/4G/3G/2G) data. (Refer figure-36, 37, 38 & 39 for map view)

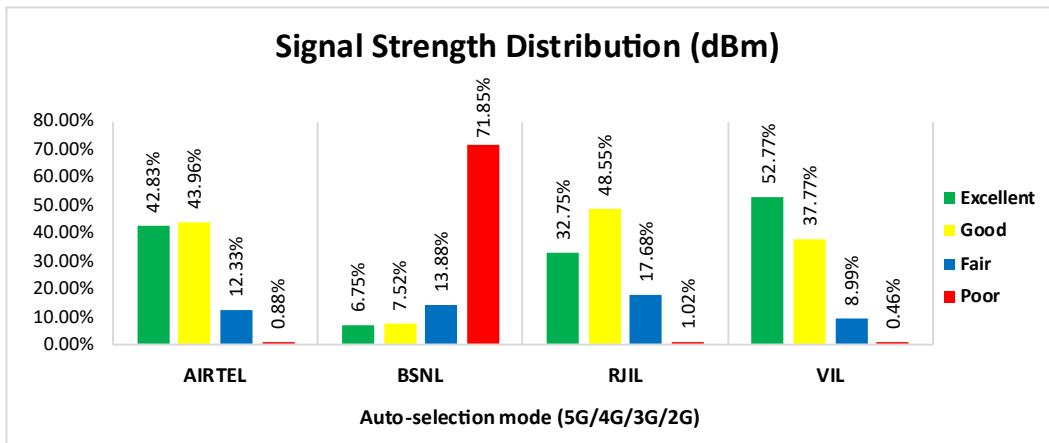


Figure-27: Signal strength distribution auto-selection mode (5G/4G/3G/2G) data.

Observations:

- Airtel has 43% of samples falling in the excellent signal strength category.
- MTNL has 7% of samples falling in the excellent signal strength category.
- RJIL has 33% of samples falling in the excellent signal strength category.
- VIL has 53% of samples falling in the excellent signal strength category.

4.3 Hotspots

Hotspot testing has been conducted from 10th June 2026 to 12th June 2026. Seven locations have been tested in Mumbai city. (Refer Table-1)

4.3.1 Locations

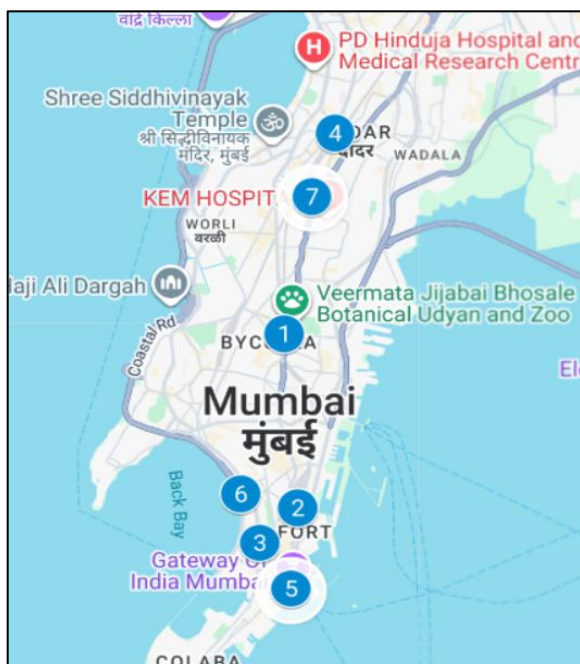


Figure- 28: Hotspot locations.

4.3.2 Hotspot covered

1. Byculla Railway Station
2. Chhatrapati Shivaji Maharaj Terminus
3. Churchgate Railway Station
4. Dadar Railway Station
5. Gateway Of India
6. Marine Drive
7. Parel Railway Station

4.3.3 Voice performance

Overall Voice Performance				
Parameters	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	MTNL	RJIL	VIL
Call Attempt	70	70	70	70
Call Setup Success Rate %	100.00	41.43	100.00	100.00
Drop Call Rate %	0.00	3.45	0.00	0.00
Call Setup Time-Average (Second)	1.46	6.84	0.56	0.43

Table-21: Overall summary of voice call performance in network auto-selection mode (5G/4G/3G/2G).

Byculla Railway Station				
Parameters	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	MTNL	RJIL	VIL
Call Attempt	10	10	10	10
Call Setup Success Rate %	100.00	100.00	100.00	100.00
Drop Call Rate %	0.00	0.00	0.00	0.00
Call Setup Time-Average (Second)	1.37	3.64	0.56	0.51

Table-22: Summary of voice call performance in network auto-selection mode(5G/4G/3G/2G).

Chhatrapati Shivaji Maharaj Terminus				
Parameters	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	MTNL	RJIL	VIL
Call Attempt	10	10	10	10
Call Setup Success Rate %	100.00	10.00	100.00	100.00
Drop Call Rate %	0.00	0.00	0.00	0.00
Call Setup Time-Average (Second)	1.43	3.20	0.62	0.34

Table-23: Summary of voice call performance in network auto-selection mode(5G/4G/3G/2G).

Churchgate Railway Station				
Parameters	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	MTNL	RJIL	VIL
Call Attempt	10	10	10	10
Call Setup Success Rate %	100.00	0.00	100.00	100.00
Drop Call Rate %	0.00	-	0.00	0.00
Call Setup Time-Average (Second)	2.46	-	0.51	0.37

Table-24: Summary of voice call performance in network auto-selection mode(5G/4G/3G/2G).

Note--" Call setup time & drop call rate have not been reported as all calls were failed at this location.

Dadar Railway Station				
Parameters	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	MTNL	RJIL	VIL
Call Attempt	10	10	10	10
Call Setup Success Rate %	100.00	100.00	100.00	100.00
Drop Call Rate %	0.00	0.00	0.00	0.00
Call Setup Time-Average (Second)	1.19	5.23	0.62	0.36

Table-25: Summary of voice call performance in network auto-selection mode(5G/4G/3G/2G).

Gateway Of India				
Parameters	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	MTNL	RJIL	VIL
Call Attempt	10	10	10	10
Call Setup Success Rate %	100.00	0.00	100.00	100.00
Drop Call Rate %	0.00	-	0.00	0.00
Call Setup Time-Average (Second)	1.23	-	0.55	0.38

Table-26: Summary of voice call performance in network auto-selection mode(5G/4G/3G/2G).

Note--" Call setup time & drop call rate have not been reported as all calls were failed at this location.

Marine Drive				
Parameters	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	MTNL	RJIL	VIL
Call Attempt	10	10	10	10
Call Setup Success Rate %	100.00	0.00	100.00	100.00
Drop Call Rate %	0.00	-	0.00	0.00
Call Setup Time-Average (Second)	1.41	-	0.52	0.67

Table-27: Summary of voice call performance in network auto-selection mode(5G/4G/3G/2G).

Note-"-" Call setup time & drop call rate have not been reported as all calls were failed at this location.

Parel Railway Station				
Parameters	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	MTNL	RJIL	VIL
Call Attempt	10	10	10	10
Call Setup Success Rate %	100.00	80.00	100.00	100.00
Drop Call Rate %	0.00	12.50	0.00	0.00
Call Setup Time-Average (Second)	1.12	13.29	0.57	0.35

Table-28: Summary of voice call performance in network auto-selection mode(5G/4G/3G/2G).

4.3.4 Data performance (Auto-selection mode 5G/4G/3G/2G)

Overall Data Performance				
Parameters	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	MTNL	RJIL	VIL
Download Throughput Average (Mbits/s)	77.85	-	265.90	71.88
Download Throughput 80th Percentile (Mbit/s)	117.96	-	486.37	80.01
Download Throughput 20th Percentile (Mbit/s)	15.85	-	106.55	52.17
Download Session Setup Success Rate %	100.00	0.00	100.00	100.00
Upload Throughput Average (Mbits/s)	22.80	-	34.29	21.40
Upload Throughput 80th Percentile (Mbit/s)	42.95	-	62.07	31.37
Upload Throughput 20th Percentile (Mbit/s)	2.52	-	3.16	7.12
Upload Session Setup Success Rate %	100.00	0.00	100.00	100.00
Web Browsing Delay (Second)	3.47	-	2.63	4.56
Youtube Initial Buffer Delay (Second)	1.51	-	1.92	0.74
Latency (ms) - 50th Percentile	26.30	-	17.91	18.70
Jitter (ms)	16.32	-	31.26	16.85
Packet Loss Rate%	2.19	100.00	12.03	0.74
Packet Loss Rate- 90th percentile	4.22	100.00	21.30	1.92

Table-29: Overall Summary of Data performance in network auto-selection mode (5G/4G/3G/2G).

- Note**-"-" All data tests were failed in MTNL at all locations.

Byculla Railway Station				
Parameters	Service Provider			
	Auto-Selection Mode (5G/4G/3G/2G)			
	AIRTEL	MTNL	RJIL	VIL
Download Throughput Average (Mbits/s)	74.45	-	146.99	69.85
Download Session Setup Success Rate %	100.00	0.00	100.00	100.00
Upload Throughput Average (Mbits/s)	42.01	-	23.59	24.67
Upload Session Setup Success Rate %	100.00	0.00	100.00	100.00
Web Browsing Delay (Second)	2.76	-	2.60	5.07
Youtube Initial Buffer Delay (Second)	0.94	-	3.10	0.57
Latency (ms) - 50th Percentile	24.22	-	24.12	19.10
Jitter (ms)	8.49	-	25.78	12.88
Packet Loss Rate%	1.90	100.00	10.20	0.20

Table-30: Summary of Data performance in network auto-selection mode (5G/4G/3G/2G).

Chhatrapati Shivaji Maharaj Terminus				
Parameters	Service Provider			
	Auto-Selection Mode (5G/4G/3G/2G)			
	AIRTEL	MTNL	RJIL	VIL
Download Throughput Average (Mbits/s)	45.78	-	691.87	53.19
Download Session Setup Success Rate %	100.00	0.00	100.00	100.00
Upload Throughput Average (Mbits/s)	3.98	-	59.34	10.65
Upload Session Setup Success Rate %	100.00	0.00	100.00	100.00
Web Browsing Delay (Second)	3.40	-	2.00	5.38
Youtube Initial Buffer Delay (Second)	1.20	-	0.76	0.93
Latency (ms) - 50th Percentile	26.14	-	14.55	14.38
Jitter (ms)	26.38	-	12.36	6.19
Packet Loss Rate%	4.10	100.00	0.50	0.40

Table-31: Summary of Data performance in network auto-selection mode (5G/4G/3G/2G).

Churchgate Railway Station				
Parameters	Service Provider			
	Auto-Selection Mode (5G/4G/3G/2G)			
	AIRTEL	MTNL	RJIL	VIL
Download Throughput Average (Mbits/s)	107.19	-	485.34	74.55
Download Session Setup Success Rate %	100.00	0.00	100.00	100.00
Upload Throughput Average (Mbits/s)	20.37	-	76.22	27.04
Upload Session Setup Success Rate %	100.00	0.00	100.00	100.00
Web Browsing Delay (Second)	2.50	-	1.76	4.20
Youtube Initial Buffer Delay (Second)	0.82	-	1.01	0.76
Latency (ms) – 50 th Percentile	29.89	-	17.82	10.46
Jitter (ms)	37.73	-	5.72	3.19
Packet Loss Rate%	0.40	100.00	2.70	0.00

Table-32: Summary of Data performance in network auto-selection mode (5G/4G/3G/2G).

Dadar Railway Station				
Parameters	Service Provider			
	Auto-Selection Mode (5G/4G/3G/2G)			
	AIRTEL	MTNL	RJIL	VIL
Download Throughput Average (Mbits/s)	18.40	-	178.73	169.80
Download Session Setup Success Rate %	100.00	0.00	100.00	100.00
Upload Throughput Average (Mbits/s)	8.07	-	31.41	39.61
Upload Session Setup Success Rate %	100.00	0.00	100.00	100.00
Web Browsing Delay (Second)	4.53	-	2.48	2.09
Youtube Initial Buffer Delay (Second)	2.19	-	0.97	0.67
Latency (ms) - 50th Percentile	19.63	-	500.07	16.01
Jitter (ms)	6.19	-	35.48	5.27
Packet Loss Rate%	3.00	100.00	49.10	0.00

Table-33: Summary of Data performance in network auto-selection mode (5G/4G/3G/2G).

Gateway Of India				
Parameters	Service Provider			
	Auto-Selection Mode (5G/4G/3G/2G)			
	AIRTEL	MTNL	RJIL	VIL
Download Throughput Average (Mbits/s)	57.52	-	44.04	73.04
Download Session Setup Success Rate%	100.00	0.00	100.00	100.00
Upload Throughput Average (Mbits/s)	27.15	-	2.73	14.75
Upload Session Setup Success Rate %	100.00	0.00	100.00	100.00
Web Browsing Delay (Second)	2.74	-	4.53	4.07
Youtube Initial Buffer Delay (Second)	0.73	-	3.96	0.82
Latency (ms)- 50th Percentile	23.27	-	27.11	14.83
Jitter (ms)	6.60	-	125.23	25.73
Packet Loss Rate%	0.20	100.00	21.10	0.50

Table-34: Summary of Data performance in network auto-selection mode (5G/4G/3G/2G).

Marine Drive				
Parameters	Service Provider			
	Auto-Selection Mode (5G/4G/3G/2G)			
	AIRTEL	MTNL	RJIL	VIL
Download Throughput Average (Mbits/s)	14.34	-	110.49	5.88
Download Session Setup Success Rate %	100.00	0.00	100.00	100.00
Upload Throughput Average (Mbits/s)	2.12	-	2.90	2.00
Upload Session Setup Success Rate %	100.00	0.00	100.00	100.00
Web Browsing Delay (Second)	7.66	-	3.16	8.13
Youtube Initial Buffer Delay (Second)	4.69	-	2.99	-
Latency (ms) - 50th Percentile	32.82	-	14.92	30.83
Jitter (ms)	15.70	-	11.98	56.84
Packet Loss Rate%	5.30	100.00	0.20	4.00

Table-35: Summary of Data performance in network auto-selection mode (5G/4G/3G/2G).

Note- "-"respective tests were failed.

Parel Railway Station				
Parameters	Service Provider			
	Auto-Selection Mode (5G/4G/3G/2G)			
	AIRTEL	MTNL	RJIL	VIL
Download Throughput Average (Mbits/s)	227.25	-	203.82	56.85
Download Session Setup Success Rate %	100.00	0.00	100.00	100.00
Upload Throughput Average (Mbits/s)	55.94	-	43.83	31.09
Upload Session Setup Success Rate %	100.00	0.00	100.00	100.00
Web Browsing Delay (Second)	1.78	-	2.00	4.12
Youtube Initial Buffer Delay (Second)	0.64	-	0.88	0.66
Latency (ms) - 50th Percentile	20.88	-	15.71	28.36
Jitter (ms)	12.83	-	3.11	7.81
Packet Loss Rate%	0.40	100.00	0.40	0.10

Table-36: Summary of Data performance in network auto-selection mode (5G/4G/3G/2G).

4.3.5 Data performance (5G Only & 4G Only Download & Upload Speed)

Overall Data Performance					
Parameters		Service Provider			
		AIRTEL	MTNL	RJIL	VIL
5G	Download Throughput Average (Mbits/s)	89.54	-	236.77	81.96
	Upload Throughput Average (Mbits/s)	33.58	-	30.46	27.29
4G	Download Throughput Average (Mbits/s)	24.41	-	39.93	36.71
	Upload Throughput Average (Mbits/s)	5.85	-	10.47	10.45

Table-37: Overall Summary of 5G only & 4G only data download & upload speed.

Note- “-”Respective technology was not observed during the test.

Byculla Railway Station					
Parameters		Service Provider			
		AIRTEL	MTNL	RJIL	VIL
5G	Download Throughput Average (Mbits/s)	53.02	-	150.91	-
	Upload Throughput Average (Mbits/s)	55.34	-	5.81	-
4G	Download Throughput Average (Mbits/s)	32.81	-	43.13	53.97
	Upload Throughput Average (Mbits/s)	9.61	-	14.23	15.54

Table-38: Overall Summary of 5G only & 4G only data download & upload speed.

Note- “-”Respective technology was not observed during the test.

Chhatrapati Shivaji Maharaj Terminus					
Parameters		Service Provider			
		AIRTEL	MTNL	RJIL	VIL
5G	Download Throughput Average (Mbits/s)	53.77	-	650.32	70.29
	Upload Throughput Average (Mbits/s)	9.86	-	62.17	31.46
4G	Download Throughput Average (Mbits/s)	36.59	-	69.21	37.26
	Upload Throughput Average (Mbits/s)	4.42	-	12.36	14.63

Table-39: Overall Summary of 5G only & 4G only data download & upload speed.

Note- “-”Respective technology was not observed during the test.

Churchgate Railway Station					
Parameters		Service Provider			
		AIRTEL	MTNL	RJIL	VIL
5G	Download Throughput Average (Mbits/s)	117.47	-	456.39	74.49
	Upload Throughput Average (Mbits/s)	24.04	-	69.36	27.81
4G	Download Throughput Average (Mbits/s)	10.64	-	37.46	40.36
	Upload Throughput Average (Mbits/s)	4.17	-	8.19	9.05

Table-40: Overall Summary of 5G only & 4G only data download & upload speed.

Note- "--Respective technology was not observed during the test.

Dadar Railway Station					
Parameters		Service Provider			
		AIRTEL	MTNL	RJIL	VIL
5G	Download Throughput Average (Mbits/s)	53.07	-	90.38	115.14
	Upload Throughput Average (Mbits/s)	-	-	28.05	28.58
4G	Download Throughput Average (Mbits/s)	7.63	-	49.53	42.28
	Upload Throughput Average (Mbits/s)	4.86	-	24.16	9.63

Table-41: Overall Summary of 5G only & 4G only data download & upload speed.

Note- "--Respective technology was not observed during the test.

Gateway Of India					
Parameters		Service Provider			
		AIRTEL	MTNL	RJIL	VIL
5G	Download Throughput Average (Mbits/s)	66.96	-	53.70	77.70
	Upload Throughput Average (Mbits/s)	27.74	-	2.30	22.99
4G	Download Throughput Average (Mbits/s)	37.04	-	8.49	38.83
	Upload Throughput Average (Mbits/s)	5.74	-	0.93	11.64

Table-42: Overall Summary of 5G only & 4G only data download & upload speed.

Note- "--Respective technology was not observed during the test.

Marine Drive					
Parameters		Service Provider			
		AIRTEL	MTNL	RJIL	VIL
5G	Download Throughput Average (Mbits/s)	19.94	-	72.57	32.95
	Upload Throughput Average (Mbits/s)	2.23	-	1.94	-
4G	Download Throughput Average (Mbits/s)	6.71	-	6.01	5.05
	Upload Throughput Average (Mbits/s)	1.45	-	1.19	1.17

Table-43: Overall Summary of 5G only & 4G only data download & upload speed.

Note- "--Respective technology was not observed during the test.

Parel Railway Station					
Parameters		Service Provider			
		AIRTEL	MTNL	RJIL	VIL
5G	Download Throughput Average (Mbits/s)	140.95	-	183.13	-
	Upload Throughput Average (Mbits/s)	71.36	-	43.62	-
4G	Download Throughput Average (Mbits/s)	39.47	-	65.67	39.20
	Upload Throughput Average (Mbits/s)	10.69	-	12.25	11.49

Table-44: Overall Summary of 5G only & 4G only data download & upload speed.

Note- "--Respective technology was not observed during the test.

5. Voice & Data Key findings

5.1 Overall Voice

1. Call Setup Success Rate:

- a) Airtel, MTNL and VIL have 99.13%, 38.13% and 99.14% call setup success rate respectively in 3G/2G network mode. (refer table-3)
- b) Airtel, MTNL, RJIL and VIL have 100.00%, 32.04%, 100.00% and 100.00% call setup success rate respectively in auto-selection mode (5G/4G/3G/2G). (refer table-5)
- c) Airtel had a 100.00% call setup success rate while calling RJIL and VIL whereas call blocking was observed when calling MTNL. (refer table-9)
- d) All calls were blocked while MTNL calling to other TSPs (Airtel, RJIL & VIL) for inter-operator calls. (refer table-9)
- e) RJIL had a 100.00% call setup success rate while calling Airtel and VIL whereas call blocking was observed when calling MTNL. (refer table-9)
- f) VIL had a 100.00% call setup success rate while calling Airtel and RJIL whereas call blocking was observed when calling MTNL. (refer table-9)

2. Call Setup Time:

- a) Airtel, MTNL and VIL call setup time is 5.56, 4.10 and 4.55 seconds respectively in 3G/2G network mode. (refer table-3)
- b) Airtel, MTNL, RJIL & VIL call setup time is 1.40, 4.48, 0.61 & 0.40 seconds respectively in auto-selection mode (5G/4G/3G/2G). (refer table-5)

3. Call Silence/Mute Rate:

In packet switched network (4G/5G) Airtel, RJIL and VIL have 2.70%, 0.21%, 0.21% silence call rate respectively. Further Airtel has higher RTP packet loss rate in downlink (1.03%) compared to VIL (0.36%) and RJIL (0.34%). In uplink the RTP packet loss rate is higher for Airtel (0.74%) compared to VIL (0.32%) and RJIL (0.16%). (refer table-6)

4. Drop Call Rate:

- a) Airtel, MTNL and VIL drop call rate is 0.66%, 25.00% and 1.95% respectively in 3G/2G network mode. (refer table-3)
- b) Airtel, MTNL, RJIL and VIL drop call rate is 0.18%, 12.50%, 0.00% and 0.18% respectively in auto-selection mode (5G/4G/3G/2G). (refer table-5)

5.2 Overall Data

1. Data download and upload performance (Overall i.e. LSA):

- a) Airtel, MTNL, RJIL and VIL average download speeds are 92.61 Mbps, 0.00 Mbps, 239.68 Mbps and 70.77 Mbps respectively. (refer table-11)
- b) Airtel, MTNL, RJIL and VIL average upload speeds are 25.70 Mbps, 0.00 Mbps, 40.47 Mbps and 25.29 Mbps respectively. (refer table-11)

2. Data download and upload performance (static i.e. while stationary):

- a) Airtel, MTNL, RJIL and VIL average download speeds are 77.85 Mbps, 0.00 Mbps, 265.90 Mbps and 71.88 Mbps respectively. (refer table-29)
- b) Airtel, MTNL, RJIL and VIL average upload speeds are 22.80 Mbps, 0.00 Mbps, 34.29 Mbps and 21.40 Mbps respectively. (refer table-29)

3. Data session setup success rate (static i.e. while stationary):

- a) Airtel, MTNL, RJIL and VIL have 100.00%, 0.00%, 100.00% and 100.00% download session setup success rate respectively. (refer table-29)
- b) Airtel, MTNL, RJIL and VIL have 100.00%, 0.00%, 100.00% and 100.00% upload session setup success rate respectively. (refer table-29)

5.3 Operator wise Key Findings

1. Airtel:

Voice

- 99.13% call setup success rate and 0.66% drop call rate have been observed in 3G/2G network mode for LSA/city drive. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-3 & 13)
- 100.00% call setup success rate and 0.18% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for LSA. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-5)
- 100.00% call setup success rate and 0.20% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for city drive. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-15)
- 100.00% call setup success rate and 0.00% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for all hotspot locations. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-21)

Data

- Airtel has 92.61 Mbps average download speed & 25.70 Mbps average upload speed for LSA. (refer table-11)
- Airtel has 93.76 Mbps average download speed & 25.92 Mbps average upload speed across measured routes for city drive. (refer table-19)
- All hotspot locations have less download speed (less than 100 Mbps) except Churchgate Railway Station and Parel Railway Station for auto-selection mode (5G/4G/3G/2G). (refer table-30, 31, 33, 34 & 35)
- Chhatrapati Shivaji Maharaj Terminus, Dadar Railway Station and Marine Drive have less upload speed (less than 20 Mbps) out of total 7 hotspot locations for auto-selection mode (5G/4G/3G/2G). (refer table-31, 33 & 35)

2. MTNL:

Voice

- 38.13% call setup success rate and 25.00% drop call rate have been observed in 3G/2G network mode for LSA/city drive. Performance is not meeting the benchmark of 98.00% & 2.00% respectively. (refer table-3 & 13)
- 32.04% call setup success rate and 12.50% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for LSA. Performance is not meeting the benchmark of 98.00% & 2.00% respectively. (refer table-5)
- 31.04% call setup success rate and 13.79% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for city drive. Performance is not meeting the benchmark of 98.00% & 2.00% respectively. (refer table-15)
- 41.43% call setup success rate and 3.45% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for all hotspot locations. Performance

is not meeting the benchmark of 98.00% & 2.00% respectively. (refer table-21)

Data

- MTNL's download & upload sessions failed across the LSA. (refer table-11)
- MTNL's download & upload sessions failed across the city. (refer table-19)
- All hotspot locations have less download speed (less than 10 Mbps) for auto-selection mode (5G/4G/3G/2G). (refer table-30 to 36)
- All hotspot locations have less upload speed (less than 2 Mbps) for auto-selection mode (5G/4G/3G/2G). (refer table-30 to 36)

3. RJIL:

Voice

- 100.00% call setup success rate and 0.00% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for LSA. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-5)
- 100.00% call setup success rate and 0.00% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for city drive. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-15)
- 100.00% call setup success rate and 0.00% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for all hotspot locations. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-21)

Data

- RJIL has 239.68 Mbps average download speed & 40.47 Mbps average upload speed for LSA. (refer table-11)
- RJIL has 237.81 Mbps average download speed & 40.92 Mbps average upload speed across measured routes for city drive. (refer table-19)
- Gateway of India has less download speed (less than 100 Mbps) out of total 7 hotspot locations for auto-selection mode (5G/4G/3G/2G). (refer table-34)
- Gateway of India and Marine Drive have less upload speed (less than 20 Mbps) out of total 7 hotspot locations for auto-selection mode (5G/4G/3G/2G). (refer table-34 & 35)

4. VIL:

Voice

- 99.14% call setup success rate and 1.95% drop call rate have been observed in 3G/2G network mode for LSA/city drive. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-3 & 13)
- 100.00% call setup success rate and 0.18% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for LSA. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-5)
- 100.00% call setup success rate and 0.20% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for city drive. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-15)
- 100.00% call setup success rate and 0.00% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for all hotspot locations. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-21)

Data

- VIL has 70.77 Mbps average download speed & 25.29 Mbps average upload speed for LSA. (refer table-11)
- VIL has 70.69 Mbps average download speed & 25.57 Mbps average upload speed across measured routes for city drive. (refer table-19)
- All hotspot locations have less download speed (less than 100 Mbps) except Dadar Railway Station for auto-selection mode (5G/4G/3G/2G). (refer table-30, 31, 32, 34, 35 & 36)
- Chhatrapati Shivaji Maharaj Terminus, Gateway of India and Marine Drive have less upload speed (less than 20 Mbps) out of total 7 hotspot locations for auto-selection mode (5G/4G/3G/2G). (refer table-31, 34 & 35)

6. Annexure

6.1 Route wise coverage map

6.1.1 City

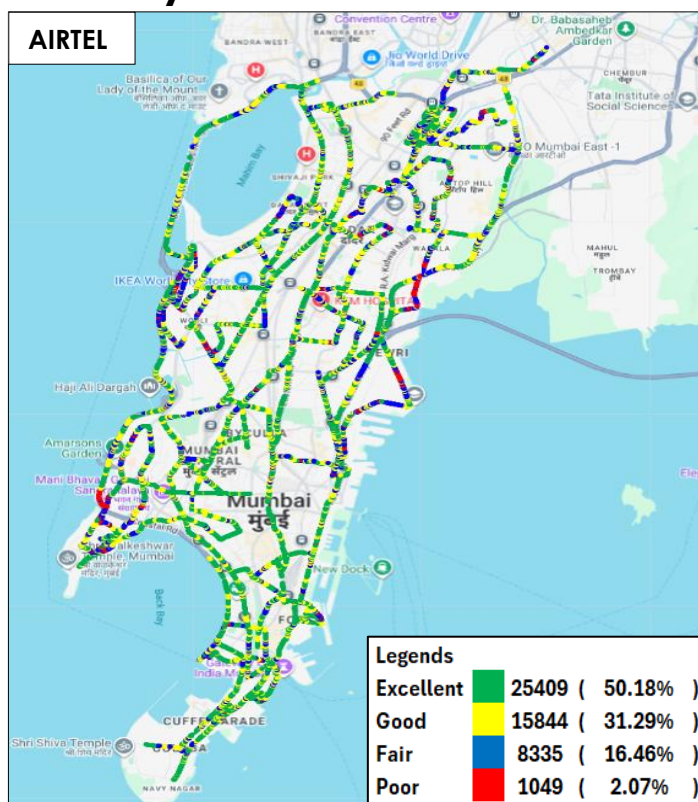


Figure-29: Signal strength 3G/2G network mode voice - AIRTEL.

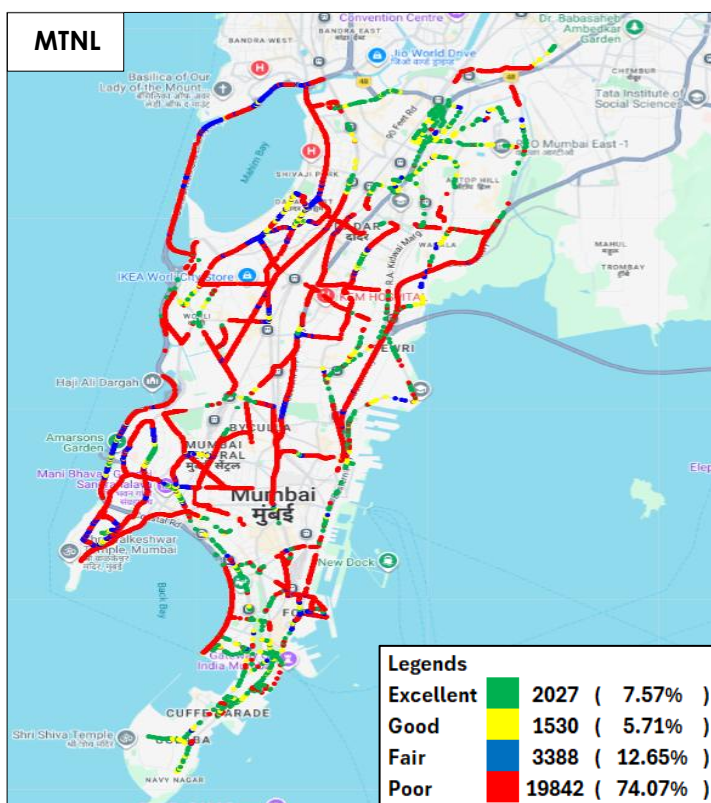


Figure-30: Signal strength 3G/2G network mode voice - MTNL.

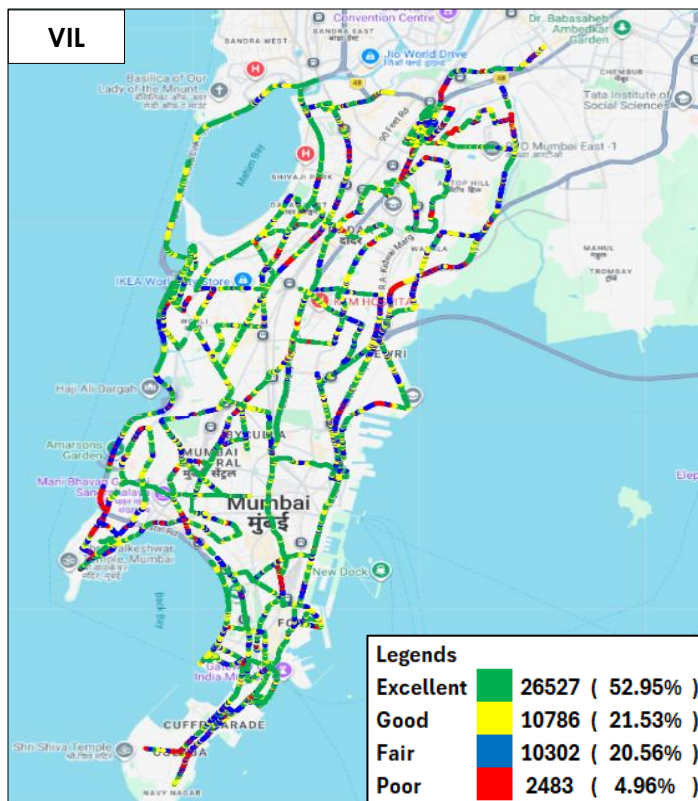


Figure-31: Signal strength 3G/2G network mode voice - VIL.

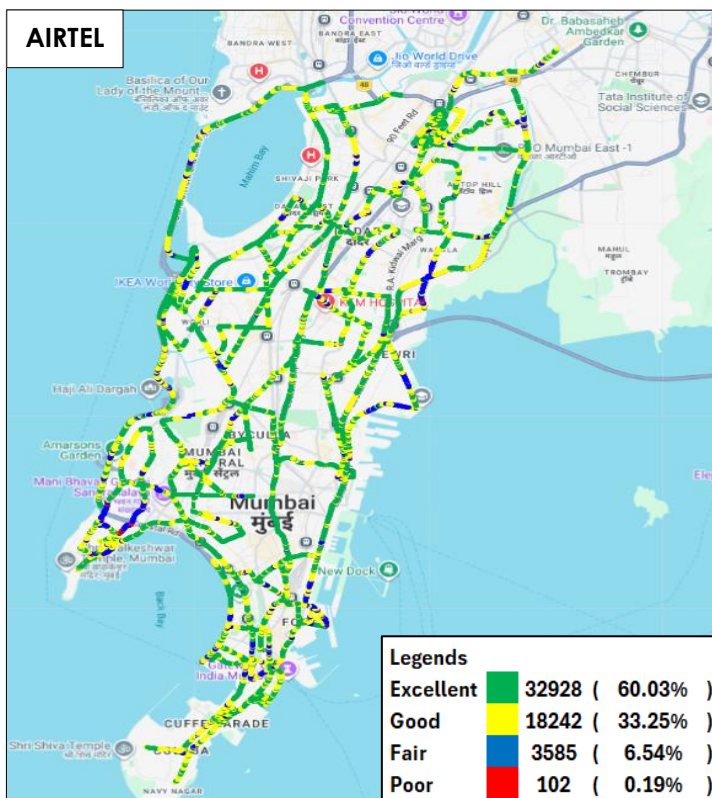


Figure-32: Signal strength auto-selection mode (5G/4G/3G/2G) voice - AIRTEL.

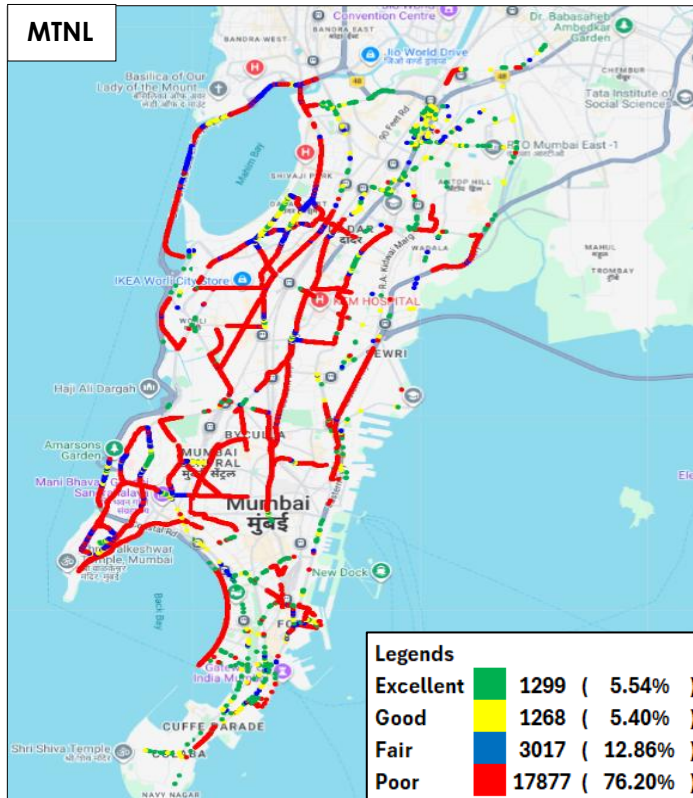


Figure-33: Signal strength auto-selection mode (5G/4G/3G/2G) voice - MTNL.

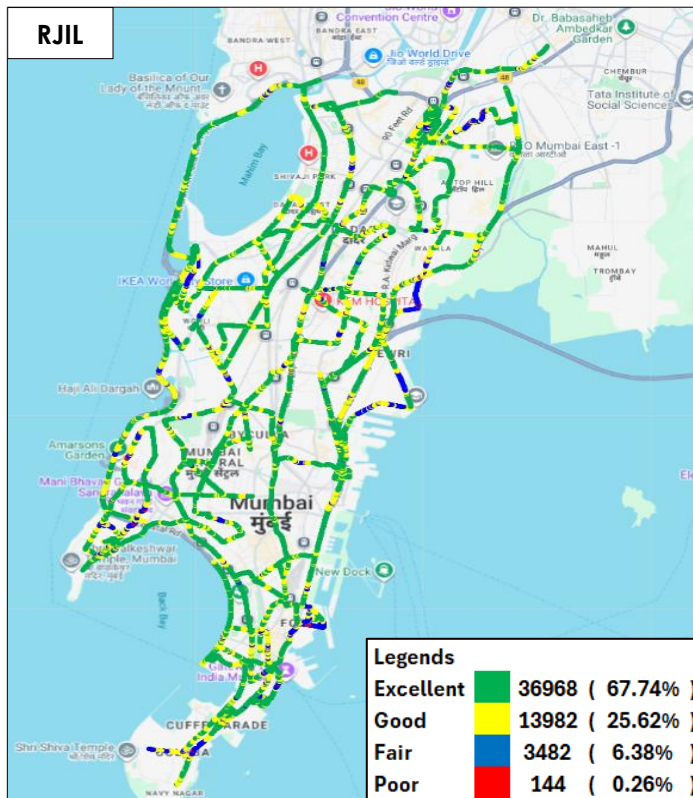


Figure-34: Signal strength auto-selection mode (5G/4G/3G/2G) voice - RJIL.

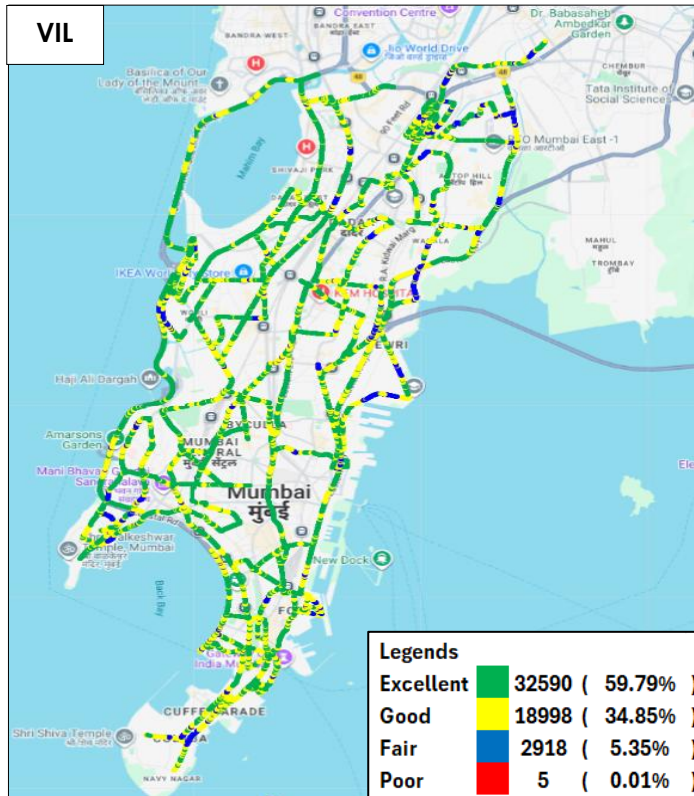


Figure-35: Signal strength auto-selection mode (5G/4G/3G/2G) voice - VIL.

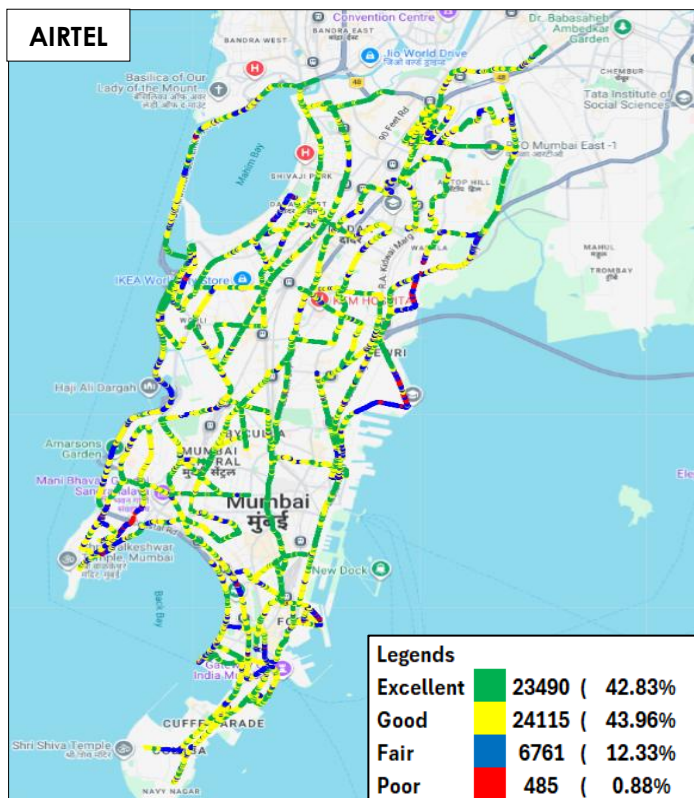


Figure-36: Signal strength auto-selection mode (5G/4G/3G/2G) data - AIRTEL.

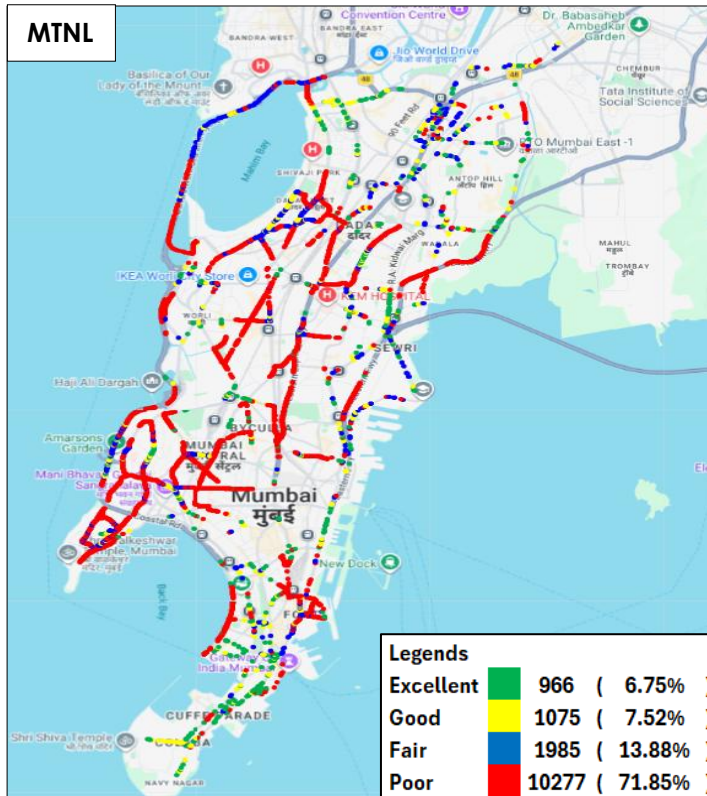


Figure-37: Signal strength auto-selection mode (5G/4G/3G/2G) data - MTNL.

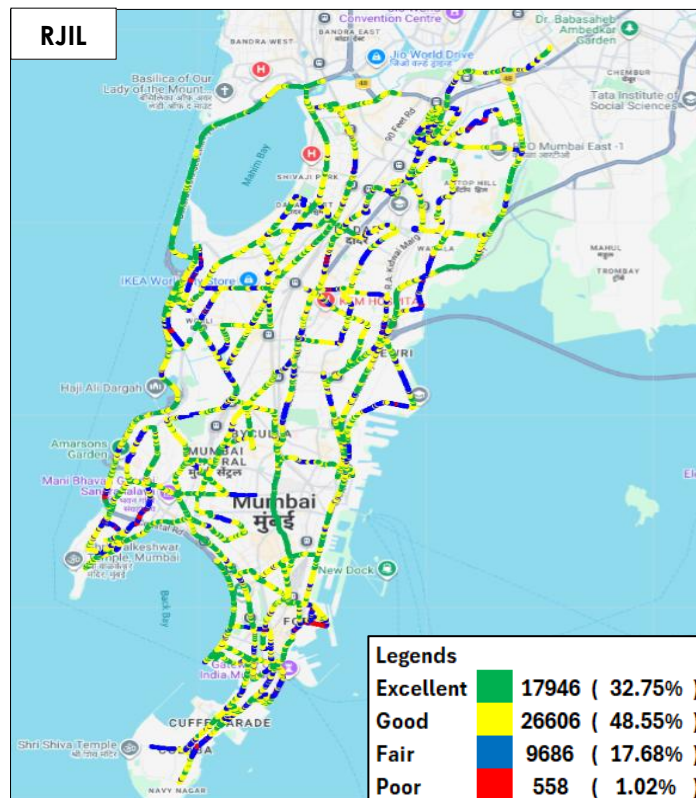


Figure-38: Signal strength auto-selection mode (5G/4G/3G/2G) data - RJIL.

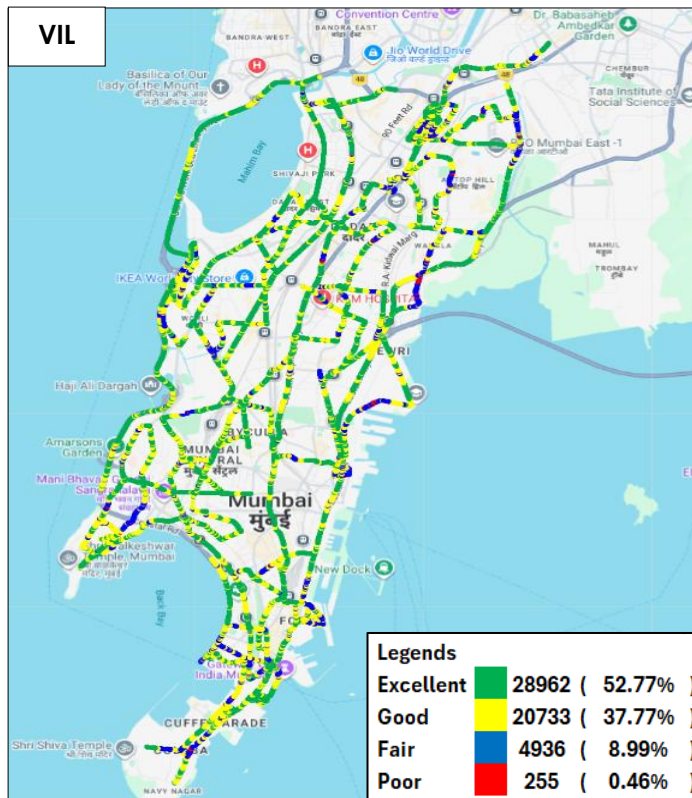


Figure-39: Signal strength auto-selection mode (5G/4G/3G/2G) data - VIL.

7. Appendix

The details of the setup used for conducting the drive test and the network or performance parameters captured under different conditions may be seen at Appendix-I. The calculation method of each QoS parameter is given in Appendix-II of the report. The summary of key equipment used in technical setup is as under

- **Device-1:** OnePlus Nord CE3 for 3G/2G CAT-15 Smartphone.
- **Device-2:** Samsung Galaxy S23 for 5G/4G/3G/2G CAT-20 Smartphone
- **Drive test Software:** Azenqos Engineering capable Applications to capture actual user experience.

7.1 Appendix-I

7.1.1 Drive test setup

Voice Call		
Call details	Technology	Detail
Call Setup Timeout	• 3G/2G auto mode- switch Call • 5G/4G/3G/2G auto mode- switch Call • 5G/4G MOS Call	30 Sec
Call Duration		90 seconds
Wait/ Guard Time		15 Sec

Table-45: Voice test detail

Note-

- There is 15 sec wait time after locking and before starting first call in 3G/2G call.
- 10 calls to be made at each Hotspot location.
- Minimum 10 Calls to be made during the walk test. Call count will be increased based on walk test distance.
- Speech quality (MOS) has been measured only in city drive & highway by making Mobile to Mobile call.

Data Test		
Test Type	Technology	Detail
FTP/HTTP Download	5G/4G/3G/2G Auto Mode	500 MB File- 30 Sec Timeout, (Multithread 3- TCP Connection at a time)
FTP/HTTP Upload		250 MB File- 30 Sec Timeout, (Multithread 3- TCP Connection at a time)
YouTube Streaming		20 Sec Video & 25 sec Timeout (Only at Hotspot)
Web Browsing		3 popular websites (www.google.co.in , www.irctc.co.in , sbi.bank.in) 20 sec timeout (only at Hotspot)

Latency & Jitter (TWAMP-UDP)		25 count- Dynamic 500 count- Hotspot Payload- 42 bytes in all drive
Packet Loss Rate (TWAMP-UDP & TCP)		500 counts (TWAMP-UDP) 500 counts (TCP) at each hotspot Payload- 42 bytes in all drive

Table-46: Data test detail

Note-

- 5 Data iteration to be done at each hotspot location.
- Minimum 5 iteration to be made during the walk test. Iteration count will be increased based on walk test distance.
- TWAMP-UDP & TCP test to be performed only once at hotspot location.
- Youtube & Web browsing test to be performed at static location only.
- All values are taken up to two decimal places with round off.
- Airtel server was used for FTP Download, FTP Upload, TCP and TWAMP testing, for Airtel.
- Delhi-based TRAI server was used for HTTP Download, HTTP Upload, TCP and TWAMP testing, for MTNL.
- RJIL server was used for FTP Download, FTP Upload, TCP and TWAMP testing, for RJIL.
- VIL server was used for HTTP Download, HTTP Upload, TCP and TWAMP testing, for VIL.

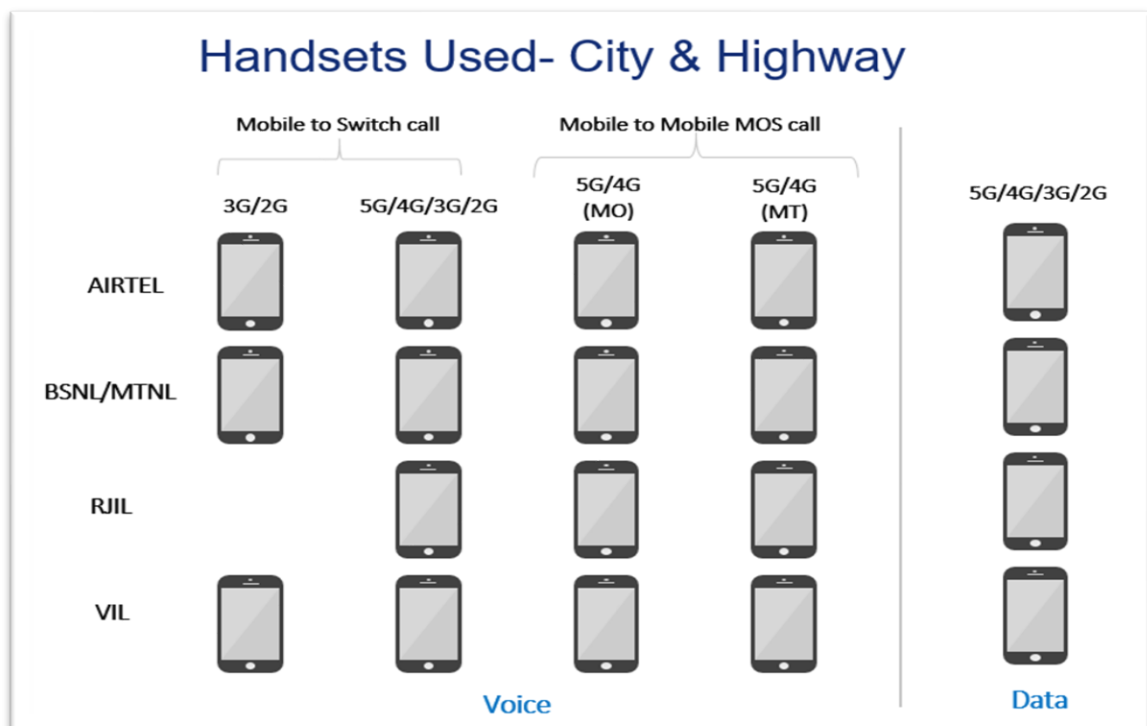


Figure-40: Number of handsets used in city & highway drive

MO: Mobile originating

MT: Mobile terminating

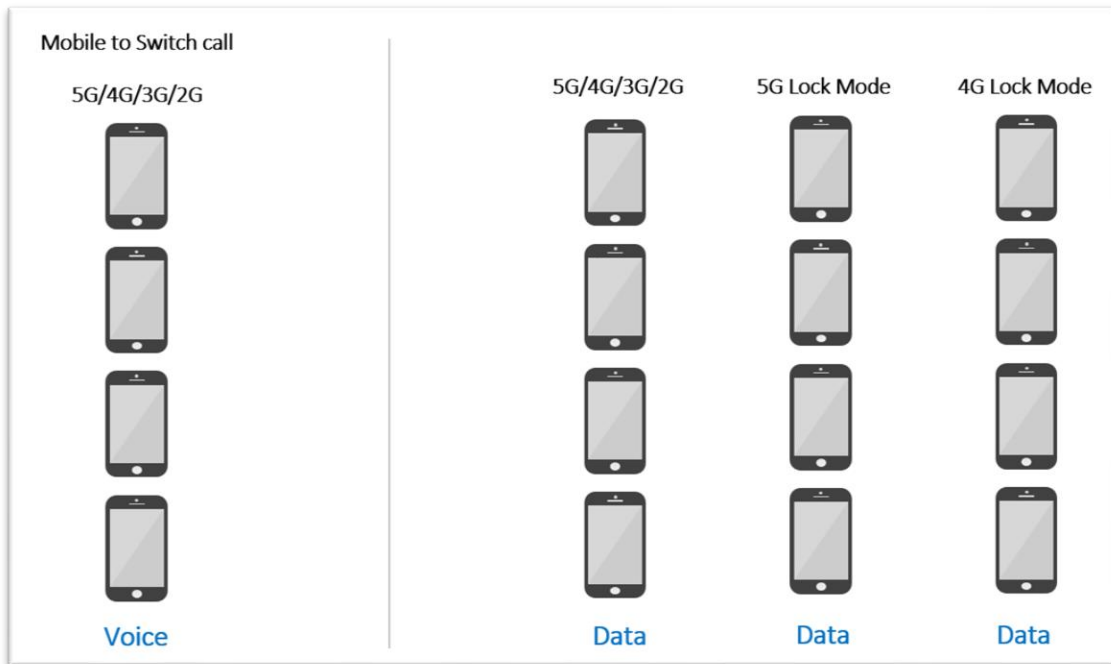


Figure-41: Number of handsets used in railway/metro/walktest/hotspot/coastal area.

Note- 5G & 4G Lock mode testing has been performed at hotspot locations only.

7.1.2 Drive test Methodology

(a) Dynamic voice testing (on the move)

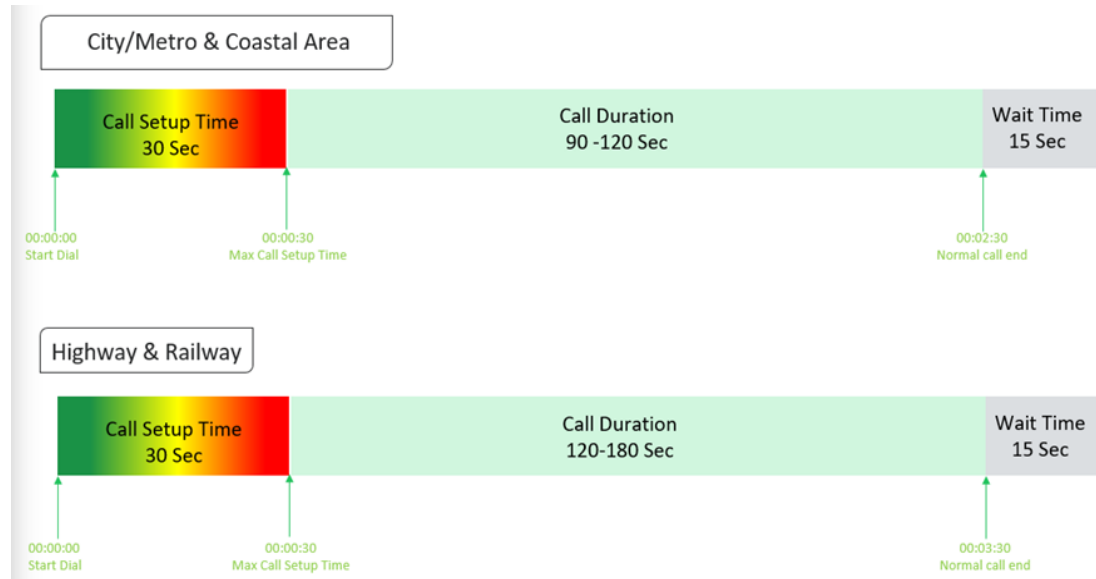


Figure-42: Voice test script for city/railway/metro/highway & coastal area

- 15 sec wait time is applied after locking Radio Access Technology (RAT) to 3G/2G and before starting first call in 3G/2G call.
- Speech quality (MOS) will be measured only City & Highway drive by making Mobile to Mobile calls.

(b) Hotspot voice testing



Figure-43: Voice test script for walktest/hotspot

- 10 calls to be made at each Hotspot location.
- Minimum 10 Calls to be made during the walk test. Call count will be increased based on walk test distance.

(c) Dynamic Data (internet) test

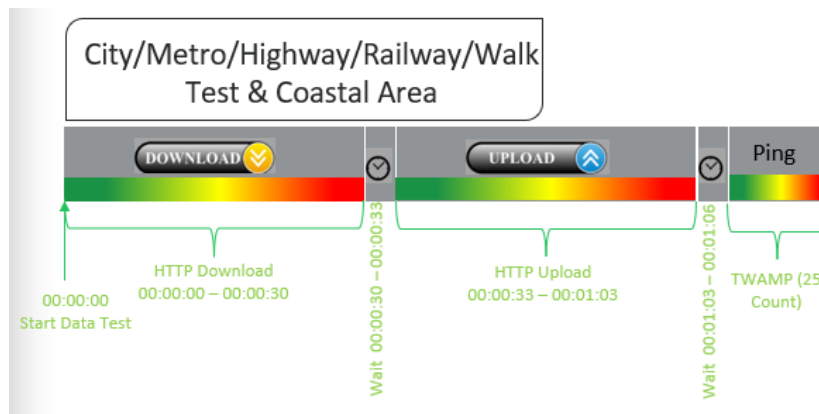


Figure-44: Data test script used in city/metro/railway/highway/walk test & coastal area

(d) Static Data(internet) testing

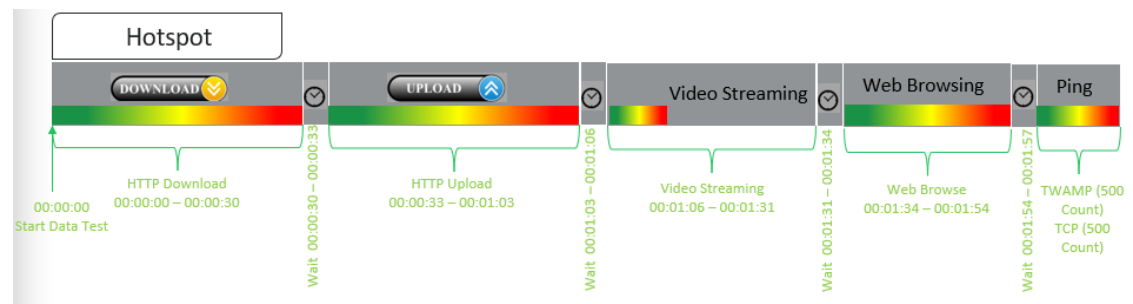


Figure-45: Data test script used at hotspot

- 5 Data iteration done at each hotspot location
- Min. 5 iteration made during the walk test.
- Web browsing duration mentioned above is for one web site only.
- One ping iteration (with 500 Count of each- TWAMP & TCP) done at hotspot location.

7.2 Appendix-II

7.2.1 Network Performance Parameters for Voice calls

Parameter Name	Definition
Call Setup Success Rate	(i) Call Setup Success Rate is defined as the ratio of Established Calls to Call Attempts. 'Established Calls' mean the following events have happened in call setup: (a) Call attempt is made (b) The signaling channel is allocated (c) The call is routed to the outwards path of the terminating network (d) An alert signal is received by caller in the form of ring back tone, busy tone, or an announcement. CSSR = (Total Call Established/ Total Call Attempt) *100 As per QoS Regulation 2024 benchmark value is >=98%
Drop Call Rate	Call drop represents the service provider network's ability to maintain a call once it has been successfully established. This parameter shall include both incoming calls and outgoing calls which, once they have been established and have an assigned traffic channel/ bearer, are dropped, or interrupted before their normal completion by the user, the cause of the early termination being within the service provider's network Drop Call Rate = (Total Call Drop/Total Call Established) *100 As per QoS Regulation 2024 benchmark value is <=2%
Call Setup Time	Time taken from call initiate to call alerting/ringing. Call Setup Time = T2- T1 T2- Ringing (VoLTE/VoNR) & Alerting (for WCDMA & GSM), T1- Invite (VoLTE/VoNR) & CM Service Request (for WCDMA & GSM)
Voice Quality (MOS)	Voice quality in mobile networks is measured with algorithms based on ITU-T P.863 (POLQA). The grading for Voice quality has been given as: Excellent: MOS ≥ 4 and < 5 Good : MOS ≥ 3 and < 4 Fair : MOS ≥ 2 and < 3 Poor : MOS ≥ 1 and < 2
Handover Success Rate	Handover Success Rate = Count of successful handovers (All Technology Handover combined) / Total count of Handover Attempt (All Technology Handover combined) *100 Handover type which are considered- 2G Inter & Intra cell, 3G Soft & IRAT, 4G Inter & Intra frequency & SRVCC, 5G Inter & Intra frequency & 5G to 4G handovers.
Silence Call	A call which has ≥ 4 sec continuous RTP gap is considered as a Silence Call. Silence call rate = (count of silence call / Total calls established) *100 If a call observes multiple silence count ≥ 4 sec in a particular established call it has been taken as one silent event.

Jitter	The inter arrival jitter is the difference in the relative transit time for two packets. The relative transit time is the difference between a packet's Real-time Transport Protocol (RTP) timestamp and the receiver's clock at the time of arrival, measured in the same units. If S_i is the RTP timestamp from packet i, and R_i is the time of arrival in RTP timestamps units for packet i, then for two packets i and j the inter-arrival jitter D can be expressed as: $D(i,j) = (R_j - R_i) - (S_j - S_i)$ The interarrival jitter is calculated continuously as each data packet i is received from source $SSRC_n$, using this difference D for that packet and the previous packet $i-1$ in order of arrival (not necessarily in sequence), according to the formula $J(i) = J(i-1) + (D(i-1,i) - J(i-1))/16 \text{ or } 8$																																		
Downlink Packet Drop Rate	Number of RTP (Real-time Transport Protocol) Packets lost divided by total RTP packet received (against each source_SSRC and sequence number) at call originating handset. This KPI is calculated from MOS call for packet call only (VoNR/VoLTE)																																		
Uplink Packet Drop Rate	Number of RTP (Real-time Transport Protocol) Packets lost divided by total RTP packet received (against each source_SSRC and sequence number) at call terminating handset. This KPI is calculated from MOS call for packet call only (VoNR/VoLTE).																																		
Signal Strength	Signal strength is the signal power level received by the wireless user. <table><tr><th rowspan="2">Parameter Name</th><th rowspan="2">Technology</th><th colspan="4">Signal Strength (dBm)</th></tr><tr><th>Excellent</th><th>Good</th><th>Fair</th><th>Poor</th></tr><tr><td>Rx Level</td><td>GSM</td><td>0 to ≥ -65</td><td><-65 to ≥ -75</td><td><-75 to ≥ -85</td><td><-85 to min</td></tr><tr><td>RSCP</td><td>WCDMA</td><td>0 to ≥ -70</td><td><-70 to ≥ -80</td><td><-80 to ≥ -90</td><td><-90 to min</td></tr><tr><td>RSRP</td><td>LTE</td><td>0 to ≥ -80</td><td><-80 to ≥ -95</td><td><-95 to ≥ -110</td><td><-110 to min</td></tr><tr><td>SS_RSRP</td><td>NR</td><td>0 to ≥ -80</td><td><-80 to ≥ -95</td><td><-95 to ≥ -110</td><td><-110 to min</td></tr></table>	Parameter Name	Technology	Signal Strength (dBm)				Excellent	Good	Fair	Poor	Rx Level	GSM	0 to ≥ -65	<-65 to ≥ -75	<-75 to ≥ -85	<-85 to min	RSCP	WCDMA	0 to ≥ -70	<-70 to ≥ -80	<-80 to ≥ -90	<-90 to min	RSRP	LTE	0 to ≥ -80	<-80 to ≥ -95	<-95 to ≥ -110	<-110 to min	SS_RSRP	NR	0 to ≥ -80	<-80 to ≥ -95	<-95 to ≥ -110	<-110 to min
Parameter Name	Technology			Signal Strength (dBm)																															
		Excellent	Good	Fair	Poor																														
Rx Level	GSM	0 to ≥ -65	<-65 to ≥ -75	<-75 to ≥ -85	<-85 to min																														
RSCP	WCDMA	0 to ≥ -70	<-70 to ≥ -80	<-80 to ≥ -90	<-90 to min																														
RSRP	LTE	0 to ≥ -80	<-80 to ≥ -95	<-95 to ≥ -110	<-110 to min																														
SS_RSRP	NR	0 to ≥ -80	<-80 to ≥ -95	<-95 to ≥ -110	<-110 to min																														

Table-47: Network performance parameter and definition voice

7.2.2 Network Performance Parameters Data tests

Parameter Name	Definition
Download Speed (Mbps)	The download speed is defined as the data transmission rate that is achieved for downloading a test file from a test server to a test device. Download Speed = Total bytes transferred during download / Total time for transfer 80th percentile (upper range) & 20th percentile (lower range) value has been calculated for download throughput in dynamic drive and Hotspot combine data
Upload Speed (Mbps)	The upload speed is the data transmission rate that is achieved for uploading a test file from a test device to a test server. Upload Speed = Total bytes transferred during upload / Total time for transfer. 80th percentile (upper range) & 20th percentile (lower range) value has been calculated for upload throughput in dynamic drive and Hotspot combine data.
Download Session Setup Success Rate	(total download session established (successfully connected to server)/ total download session attempt) *100. This KPI has been calculated for Hotspot only.

Upload Session Setup Success Rate	(total upload session established (successfully connected to server)/ total upload session attempt)*100. This KPI need to report for Hotspot only.
Web Page Download Time	Web browsing test is used to measure performance in terms of opening a web/HTTP page. Time taken to open the web page successfully is considered as web browsing delay/web page download time.
Video Streaming Delay	The Video streaming delay is time taken from start of video transfer to First video frame displayed in player.
Latency (TWAMP-UDP)	Latency is the time it takes for a small data set to be transmitted from a device to a server on the Internet and back to the same device again. The Latency is measured in milliseconds (ms). To calculate the one-way latency, we just do half of the round-trip time. 50th percentile of one-way latency has been reported.
Jitter (TWAMP-UDP)	Measure of variation in time in arrival of packets from a source to destination The consideration of packet delay jitter is considered by standard deviation of Inter Packet Delay Variation. If IPDV is used. By standard deviation is meant the average of standard deviation of IPDV on DL $IPDV(i) = D(i) - D(i-1)$ then Stdvs of IPDV is considered as jitter.
Packet Loss Rate (TWAMP-UDP & TCP)	Number of packets lost out of total packet transferred during test. Packet loss rate = (Total packet lost / Total packet sent) *100 * Packet delay (using TWAMP-UDP & TCP) >90 ms considered as packet loss and included in packet loss rate. * Packet loss rate is calculated based on TWAMP-UDP & TCP. *90th percentile for Packet loss rate has been reported in overall Hotspot performance summary.

Table-48: Network performance parameter and definition Data

Disclaimer: The observations presented above and, in the reports, represent the performance of the service providers on the area/route under test on the day/time of conducting the drive test and no inference whatsoever may be drawn regarding the quality of the telecom service by the service providers in the whole city/state/licensed service area.