

TELECOM REGULATORY AUTHORITY OF INDIA

March 18th, 2005

PRESS RELEASE No. 28 /2005

Quality of Service performance of Basic and Cellular Mobile Telephone Service for the Quarter ended 31st December, 2004

TRAI has been monitoring the performance of the Quality of Service (QOS) of Basic Service and Cellular Mobile Service, against the benchmarks prescribed by the Authority for various QOS parameters, through Quarterly Reports submitted by the service providers. The salient features of the QOS parameters reported by the service providers for the quarter ended 31st December 2004 for basic and cellular mobile service are as follows:

Basic Service:

The report covers 63 service providers in 27 service areas. While performance has improved for a number of parameters compared to the previous quarter ended 30th September 2004, most of the operators have not fully met the QoS benchmarks. The performance of wireless based operations is expectedly better than the wire line based networks. The comparative statement is given in following table:

Sl. No.	Parameter	Bench Marks	No. of operators not meeting the benchmarks.	
			Q.E. Sept. 2004	Q.E.Dec.2004
			Out of 63	Out of 63
1.	New connections after registration of demand	100% in 7 Days	41	40
2.	Fault incidences per 100/subs/month	<3	31	32
3.	Fault repaired by next working day Month – I	>90%	15	16
	Month - II		20	15
	Month – III		14	13
4.	Mean Time To Repair	< 8Hrs	27	22
5.	Metering & billing credibility - % of bills	< 0.1%	17	14

The performance of service providers against some key parameters is given below:

- Regarding provision of new telephone connections, 40 out of 63 operators have not met the benchmark of “100% new connections to be provided within 7 days after registration of demand”. The performance of BSNL against this benchmark is generally poor. The worst performance is in UP (East) with 0.98%, followed by Punjab with 3.34%, 4.28% in Jharkhand, 4.96% in Bihar, 5.05% in Kerala and 5.43% in West Bengal. The performance of the private operators is generally above 90%, except 85.37% and 89.09% respectively by Bharti in Delhi and Tamilnadu and 85.02% by Shyam in Rajasthan. Most of the private operators providing fixed basic service are having predominantly wireless subscribers.
- In regard to fault incidences, the benchmark is “3 faults per 100 subscribers per month”. BSNL and MTNL have not met the benchmark for the parameter in any of the circles. The highest fault rate is 17.06% in MTNL, Delhi, followed by 10.82% in BSNL, Chattisgarh and 10.66% in BSNL, J&K. Among the private operators, Tata Teleservices Ltd. has not met the benchmark in Delhi, Mumbai and Maharashtra circles. Also Shyam Telelink Ltd. has not met the benchmark in Rajasthan.
- Against the benchmarks of “more than 90% faults to be repaired by next working day”, 16 out of 26 circles of BSNL have met the benchmark. MTNL has failed to meet the benchmark in both Delhi and Mumbai. Amongst the private operators, only Tata Teleservices, Andhra Pradesh has not met the benchmark.
- Against the benchmark of “<8 hours” for the parameter “Mean Time to Repair”, 19 BSNL circles and MTNL in both the metros have not met the benchmark. The other operator not meeting the benchmark is Tata in Andhra Pradesh.
- In the area of billing credibility, the benchmark is “less than 0.1% of bills disputed in a billing cycle”. While BSNL is meeting the benchmark in most of the circles, MTNL is not meeting the benchmark in Mumbai circle.

Among the private operators, Tata Teleservices (AP, Delhi, Maharashtra, Karnataka and Mumbai) and Bharti (Delhi, Karnataka, TN & Haryana) have not met the QoS benchmark of < 0.1 %.

Cellular Mobile Service:

During the quarter ended 31st December, 2004, 85 licensees have reported their performance in QOS parameters in 24 service areas. In comparison to the performance in the quarter ended 30th September 2004, it is seen that in this quarter, the number of Operators meeting the quality of service benchmarks has significantly increased. The comparative statement is given in following table:

Sl. No.	Parameter	Bench Marks	No. of operators not meeting the benchmarks .	
			Q.E.Sept 2004	Q.E.Dec.2004
			Out of 82	Out of 85
1.	Accumulated Downtime of Community Isolation	<24hrs	11	11
2.	Call Success Rate	>99%	31	23
3.	Service Access Delay	Between 9 to 20 Sec.	NIL	NIL
4.	Call Drop Rate	<3.0%	4	NIL
5.	Billing Complaints per 100 bills issued	<0.1%	33	21

Performances of service providers in respect of major parameters are given below:

- In regard to the parameter “Accumulated down time of community isolation” the benchmark is “<24 hours”. 74 service providers, out of 85, meet the benchmark. The worst performance is 99.71 hours in Bharti Cellular network in Madhya Pradesh, followed by 94.1 hours in Bharti Mobile network in Karnataka, 85.10 hours in Idea Cellular, Maharashtra and 84.07 hours in BPL Cellular, Tamilnadu.

- **Against the benchmark “>99 % Call Success Rate (within licensee’s own network)”, 23 service providers have not met the benchmark, including 8 private operators. The performance of 88% by BSNL, Kerala and Karnataka circles are the lowest.**
- **All the service providers have met the benchmark of the parameters for “Service Access Delay” and “Call Drop Rate”.**
- **The benchmark for billing complaint is “<0.1% complaints per 100 bills issued”. 21 service providers are not meeting this benchmark. Most of these are private service providers (14 Nos.).**

**(Sudhir Gupta)
Advisor (QOS)**