For Immediate release

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Telecom Regulatory Authority of India

1/4/2014

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

(N.Parameswaran)
Secretary -I/c

				OCTOBER TO	DECEMBER 201	3					Annexure-A
KOLKATA											•
Name of Service	Network A	vailability			Accesibility & R	etainability			Metering	and Billing	Help Services
Provider	BTS Accumulated	Worst affected BTSs	CSSR (Call Setup Success	SDCCH/PAGIN G Channel	TCH congestion	CDR (Call Drop Rate)	Worst affected	%age of Connection	% of billing complaints	% of Charging	% call answered by
	Downtime	due to downtime	Rate)	congestion			cells>3% TCH drop (Call drop) rate	with good voice quality	(Post Paid)	Complaints (Pre Paid)	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	Network A	vailability			Accesibility & R	etainability			Metering	and Billing	Help Services
Provider	BTS	Worst	CSSR (Call	SDCCH/PAGIN	TCH	CDR (Call	Worst	%age of	% of billing	% of	% call answered
		affected BTSs	•	G Channel	congestion	Drop Rate)	affected	Connection	complaints	Charging	by
	Downtime	due to downtime	Rate)	congestion	·		cells>3% TCH drop (Call drop) rate	with good voice quality	(Post Paid)	Complaints (Pre Paid)	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%

ORISSA											
Name of Service	Network A	Availability			Accesibility & R	etainability			Metering	and Billing	Help Services
Provider	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)	0.50%	1.59%	98.69%	0.53%	0.50%	1.09%	2.63%	95.46%	0.00%	0.00%	91.02%
Airtel	0.76%	1.89%	98.39%	0.60%	1.12%	1.11%	0.94%	95.84%	0.00%	0.00%	93.42%
BSNL	1.01%	0.80%	99.16%	0.72%	0.84%	1.21%	0.87%	97.20%	0.49%	0.00%	96.20%
Idea	0.27%	1.23%	99.48%	0.29%	0.28%	0.42%	1.32%	98.96%	0.01%	0.02%	99.57%
Reliance CDMA	0.36%	0.27%	99.39%	0.00%	0.00%	0.10%	0.95%	99.65%	0.01%	0.08%	100.00%
Reliance GSM	0.06%	0.06%	98.15%	0.00%	0.01%	0.53%	0.20%	99.23%	0.10%	0.08%	64.41%
TATA CDMA	0.05%	0.00%	98.44%	0.00%	0.12%	0.78%	1.07%	98.25%	0.00%	0.07%	97.32%
TATA GSM	0.08%	0.59%	99.12%	0.10%	0.22%	0.47%	0.53%	97.87%	0.00%	0.03%	94.46%
Vodafone	0.10%	0.34%	99.18%	0.47%	0.82%	0.78%	2.36%	98.35%	0.10%	0.09%	91.32%
BIHAR	L						ı				
Name of Service	Network A	Availability			Accesibility & R	etainability			Metering	and Billing	Help Services
Provider	BTS	Worst	CSSR (Call	SDCCH/PAGIN	TCH	CDR (Call	Worst	%age of	% of billing	% of	% call answered
	Accumulated	affected BTSs	Setup Success	G Channel	congestion	Drop Rate)	affected	Connection	complaints	Charging	by
	Downtime	due to	Rate)	congestion			cells>3% TCH	with good	(Post Paid)	Complaints	operators(voice
		downtime					drop (Call	voice		(Pre Paid)	to voice) within
							drop) rate	quality			60 seconds
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.1%	≤ 0.1%	≥ 90%
Aircel(DWL)	1.15%	4.26%	96.73%	0.25%	0.99%	0.51%	3.10%	95.10%	0.00%	0.00%	94.00%
Airtel	0.09%	0.25%	98.70%	0.19%	0.24%	0.50%	1.90%	98.55%	0.00%	0.01%	95.13%
BSNL	1.93%	14.65%	96.39%	1.01%	2.01%	1.88%	7.35%	NA	0.01%	0.00%	98.02%
Idea	0.75%	1.75%	98.61%	0.49%	0.91%	1.25%	2.75%	96.88%	0.01%	0.00%	98.68%
Reliance CDMA	0.32%	0.47%	98.33%	0.00%	0.00%	0.26%	0.23%	99.80%	0.10%	0.09%	49.10%
Reliance GSM	0.11%	0.54%	96.57%	0.17%	0.07%	0.47%	0.12%	97.88%	0.10%	0.09%	81.91%
TATA CDMA	0.17%	0.87%	97.93%	NA	0.37%	0.93%	2.78%	98.22%	0.00%	0.04%	93.00%
TATA GSM	0.02%	0.00%	99.12%	0.08%	0.07%	0.45%	0.24%	97.92%	0.00%	0.20%	93.00%
Uninor	0.23%	0.20%	97.27%	0.46%	1.85%	0.64%	1.96%	96.71%	0.00%	NA	98.02%
Vodafone	0.46%	1.85%	99.61%	0.12%	0.39%	0.78%	2.33%	97.57%	0.01%	0.04%	91.11%

ASSAM											
Name of Service	Network A	Availability			Accesibility & Ro	etainability			Metering	and Billing	Help Services
Provider	BTS	Worst	CSSR (Call	SDCCH/PAGIN	TCH	CDR (Call	Worst	%age of	% of billing	% of	% call answered
	Accumulated	affected BTSs	Setup Success	G Channel	congestion	Drop Rate)	affected	Connection	complaints	Charging	by
	Downtime	due to	Rate)	congestion			cells>3% TCH	with good	(Post Paid)	Complaints	operators(voice
		downtime					drop (Call	voice		(Pre Paid)	to voice) within
							drop) rate	quality			60 seconds
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.1%	≤ 0.1%	≥ 90%
Aircel(DWL)	0.86%	6.00%	96.32%	0.79%	1.61%	0.88%	3.94%	93.77%	0.06%	0.03%	93.01%
Airtel	0.21%	1.00%	98.59%	0.16%	0.46%	1.21%	1.13%	98.31%	0.00%	0.01%	96.44%
BSNL CDMA	8.27%	26.16%	97.48%	1.21%	0.00%	1.33%	NA	99.23%	100.00%	100.00%	91.35%
BSNL GSM	2.68%	6.14%	92.50%	0.79%	1.44%	1.92%	5.60%	91.32%	0.00%	0.01%	86.89%
Idea	0.54%	0.78%	98.90%	0.06%	0.70%	1.44%	2.19%	95.77%	0.00%	0.00%	80.65%
Reliance GSM	0.30%	1.58%	98.63%	0.02%	0.14%	0.65%	0.08%	98.36%	0.10%	0.10%	81.24%
Vodafone	0.83%	1.97%	99.40%	0.15%	0.60%	0.60%	2.70%	97.89%	0.02%	0.09%	96.82%
NORTH EAST											
Name of Service	Network A	Availability			Accesibility & Re	etainability			Metering	and Billing	Help Services
Provider	BTS	Worst	CSSR (Call	SDCCH/PAGIN	TCH	CDR (Call	Worst	%age of	% of billing	% of	% call answered
	Accumulated	affected BTSs	Setup Success	G Channel	congestion	Drop Rate)	affected	Connection	complaints	Charging	by
	Downtime	due to	Rate)	congestion			cells>3% TCH	with good	(Post Paid)	Complaints	operators(voice
		downtime					drop (Call	voice		(Pre Paid)	to voice) within
							drop) rate	quality			60 seconds
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.1%	≤ 0.1%	≥ 90%
Aircel(DWL)	0.86%	6.14%	95.50%	0.75%	1.64%	0.88%	5.47%	94.22%	0.00%	0.00%	95.25%
Airtel	0.34%	0.82%	98.06%	0.29%	0.36%	1.14%	0.95%	98.90%	0.01%	0.00%	95.85%
BSNL NE 1 CDMA					Not	t participated					
BSNL NE 1 GSM	1.95%	1.78%	96.45%	0.92%	1.89%	1.49%	2.93%	97.67%	0.05%	0.04%	93.24%
BSNL NE 2 CDMA	11.60%	3.43%	90.03%	0.92%	0.08%	1.50%	13.33%	100.00%		NP	
BSNL NE 2 GSM	11.41%	50.14%	75.31%	0.04%	0.69%	5.66%	25.96%	89.68%	0.00%	0.00%	100.00%
Idea	1.52%	1.52%	96.97%	0.36%	1.59%	1.82%	2.52%	95.63%	0.00%	0.06%	87.63%
Reliance GSM	0.34%	1.67%	98.46%	0.02%	0.44%	0.63%	0.22%	98.37%	0.10%	0.08%	91.43%
Vodafone	1.17%	1.67%	99.44%	0.12%	0.56%	0.71%	2.74%	99.35%	0.02%	0.14%	96.89%

DELHI											
Name of Service	Network A	Availability			Accesibility & R	etainability			Metering	and Billing	Help Services
Provider	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	0.31%	1.72%	97.52%	0.26%	0.54%	1.09%	2.73%	97.62%	0.04%	0.00%	72.62%
AIRTEL	0.02%	0.00%	99.88%	0.02%	0.05%	0.57%	0.77%	99.37%	0.04%	0.05%	93.00%
MTNL	0.38%	1.59%	96.32%	0.36%	1.68%	1.69%	2.42%	97.65%	0.03%	0.00%	96.76%
IDEA	0.00%	0.00%	99.98%	0.56%	0.54%	0.57%	1.51%	98.33%	0.06%	0.04%	99.46%
RCOM GSM	0.19%	0.08%	99.57%	0.02%	0.04%	0.40%	0.02%	98.81%	0.10%	0.10%	66.59%
VODAFONE	0.02%	0.00%	99.58%	0.09%	0.18%	0.80%	2.31%	97.62%	0.10%	0.04%	98.76%
MTS	0.09%	0.07%	99.20%	0.00%	0.23%	0.57%	1.82%	98.86%	0.00%	0.02%	94.95%
RCOM CDMA	0.10%	0.03%	98.67%	0.00%	0.01%	0.54%	1.72%	99.79%	0.10%	0.10%	92.91%
TATA CDMA	0.04%	0.00%	99.10%	0.00%	0.06%	0.58%	0.87%	99.14%	0.04%	0.00%	93.00%
RAJASTHAN Name of Service	Network A	Availability			Accesibility & R	etainability	l		Metering	and Billing	Help Services
Provider	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	0.05%	0.00%	96.71%	0.23%	0.44%	0.56%	0.74%	97.49%	0.00%	0.00%	100.00%
AIRTEL	0.08%	0.19%	98.98%	0.22%	0.33%	0.82%	1.47%	98.99%	0.01%	0.00%	93.00%
BSNL	1.86%	1.88%	99.57%	0.46%	1.53%	1.45%	2.00%	98.14%	0.00%	0.00%	24.85%
IDEA	0.08%	0.08%	99.09%	0.27%	0.44%	1.29%	2.61%	95.62%	0.07%	0.02%	99.72%
RCOM GSM	0.27%	0.47%	99.64%	0.05%	0.06%	0.31%	0.06%	98.74%	0.09%	0.10%	88.74%
TATA GSM	0.02%	0.00%	98.55%	0.03%	0.05%	0.69%	4.54%	98.67%	0.00%	0.00%	99.00%
VODAFONE	0.27%	0.43%	99.74%	0.19%	0.26%	0.77%	2.47%	97.26%	0.09%	0.05%	96.82%
MTS	0.04%	0.00%	99.28%	0.00%	0.17%	0.58%	1.29%	98.71%	0.07%	0.01%	97.19%
RCOM CDMA	0.42%	0.45%	99.16%	0.00%	0.00%	0.10%	0.37%	99.66%	0.10%	0.10%	96.03%
TATA CDMA	0.03%	0.00%	98.41%	0.00%	0.60%	0.62%	6.28%	98.96%	0.00%	0.00%	98.00%
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HARYANA											
Name of Service	Network A	Availability			Accesibility & R	etainability			Metering	and Billing	Help Services
Provider	BTS Accumulated Downtime	Worst affected BTSs due to	CSSR (Call Setup Success Rate)	SDCCH/PAGIN G Channel congestion	TCH congestion	CDR (Call Drop Rate)	Worst affected cells>3% TCH	%age of Connection with good	% of billing complaints (Post Paid)	% of Charging Complaints	% call answered by operators(voice
		downtime					drop (Call drop) rate	voice quality		(Pre Paid)	to voice) within 60 seconds
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	<= 0.1%	<= 0.1%	>=90%
AIRCEL	0.41%	1.19%	98.62%	0.57%	0.00%	1.31%	8.33%	99.31%	0.00%	0.00%	93.44%
AIRTEL	0.07%	0.06%	99.14%	0.21%	0.15%	0.41%	1.18%	99.21%	0.03%	0.02%	95.00%
BSNL	1.16%	1.76%	97.02%	0.27%	1.26%	1.25%	1.87%		0.05%	0.01%	65.46%
VIDEOCON	0.09%	0.13%	98.39%	0.07%	0.15%	0.59%	0.90%	98.31%	Not Applicable	0.00%	92.67%
TATA GSM	0.08%	0.16%	98.43%	0.05%	0.69%	0.58%	0.55%	97.70%	0.00%	0.00%	99.20%
IDEA	0.05%	0.00%	99.93%	0.47%	0.39%	0.64%	1.92%	97.91%	0.09%	0.03%	100.00%
RCOM GSM	0.14%	0.11%	99.66%	0.02%	0.02%	0.24%	0.07%	99.17%	0.08%	0.10%	80.99%
VODAFONE	0.04%	0.05%	99.78%	0.10%	0.22%	0.64%	0.44%	97.85%	0.01%	0.00%	96.00%
RCOM CDMA	0.11%	0.13%	98.91%	0.00%	0.02%	0.05%	0.11%	99.75%	0.09%	0.09%	83.81%
TATA CDMA	0.05%	0.07%	98.24%	0.00%	0.41%	0.52%	0.88%	96.97%	0.00%	0.00%	96.70%
PUNJAB	ļ										
Name of Service	Network A	Availability			Accesibility & R	etainability			Metering	and Billing	Help Services
Provider	BTS	Worst	CSSR (Call	SDCCH/PAGIN	TCH	CDR (Call	Worst	%age of	% of billing	% of	% call answered
	Accumulated	affected BTSs	Setup Success	G Channel	congestion	Drop Rate)	affected	Connection	complaints	Charging	by
	Downtime	due to	Rate)	congestion			cells>3% TCH	with good	(Post Paid)	Complaints	operators(voice
		downtime					drop (Call	voice		(Pre Paid)	to voice) withir
							drop) rate	quality			60 seconds
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	<= 0.1%	<= 0.1%	>=90%
AIRCEL	0.14%	0.06%	98.10%	0.04%	0.32%	0.76%	1.65%	97.88%	0.00%	0.00%	92.65%
AIRTEL	0.05%	0.06%	99.30%	0.08%	0.13%	0.52%	1.02%	98.67%	0.01%	0.00%	94.00%
BSNL	0.28%	0.62%	97.44%	0.87%	1.62%	1.53%	5.35%		0.03%	0.00%	66.62%
IDEA	0.03%	0.01%	98.23%	0.08%	0.49%	0.62%	0.73%	96.82%	0.04%	0.01%	98.60%
RCOM GSM	0.08%	0.16%	99.67%	0.02%	0.03%	0.29%	0.03%	99.03%	0.08%	0.10%	77.84%
TATA GSM	0.02%	0.00%	99.23%	0.00%	0.04%	0.55%	4.10%	97.78%	0.00%	0.00%	99.09%
QTL	0.07%	0.00%	97.63%	0.18%	0.49%	0.90%	1.29%	97.75%	NA	0.00%	92.03%
VODAFONE	0.03%	0.07%	99.83%	0.03%	0.17%	0.61%	0.84%	98.10%	0.04%	0.00%	97.83%
RCOM CDMA	0.09%	0.04%	99.00%	0.00%	0.00%	0.01%	0.05%	99.70%	0.09%	0.10%	90.32%
TATA CDMA	0.05%	0.00%	98.96%	0.00%	0.04%	0.60%	3.32%	99.01%	0.00%	0.00%	98.60%

HIMACHAL PRADESH	ł										
Name of Service	Network A	vailability			Accesibility & R	etainability			Metering	and Billing	Help Services
Provider	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 answere by operators(voic to voice) within 60 seconds
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	<= 0.1%	<= 0.1%	>=90%
AIRCEL	0.41%	1.46%	99.46%	0.03%	0.26%	0.62%	0.83%	95.06%	0.05%	0.00%	93.31%
AIRTEL	0.01%	0.00%	99.13%	0.07%	0.18%	0.66%	2.30%	98.95%	0.04%	0.00%	95.00%
BSNL	1.97%	1.39%	98.09%	0.79%	1.90%	1.63%	2.84%		0.01%	0.01%	66.64%
VODAFONE	0.07%	0.00%	98.14%	0.01%	0.09%	0.62%	1.92%	98.20%	0.02%	0.00%	99.28%
IDEA	0.35%	0.00%	98.86%	0.06%	0.61%	1.05%	2.29%	95.53%	0.00%	0.01%	99.00%
RCOM GSM	0.19%	0.52%	98.59%	0.06%	0.16%	0.65%	0.05%	98.08%	0.07%	0.10%	63.60%
TATA GSM	0.03%	0.00%	98.79%	0.00%	0.00%	1.66%	0.00%	98.27%	0.00%	0.00%	99.28%
RCOM CDMA	0.06%	0.00%	99.24%	0.00%	0.00%	0.08%	0.25%	99.44%	0.07%	0.10%	94.38%
TATA CDMA	0.01%	0.00%	98.81%	0.00%	0.16%	0.15%	0.08%	98.38%	0.00%	0.00%	97.20%
IAMMU AND KASHN	1IR										
Name of Service	Network A	vailability			Accesibility & R	etainability			Metering	and Billing	Help Services
Provider	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	0.41%	1.97%	96.12%	0.47%	1.71%	0.65%	2.08%	95.83%	0.00%	0.00%	90.10%
AIRTEL	0.08%	0.11%	98.96%	0.13%	0.19%	0.49%	1.01%	98.76%	0.03%	0.02%	94.00%
BSNL	1.48%	1.29%	98.34%	0.71%	1.20%	1.23%	2.13%		0.03%	0.07%	64.33%
IDEA	0.24%	1.32%	98.81%	0.12%	0.44%	1.13%	2.56%	96.03%	0.02%	0.01%	97.00%
RCOM GSM	0.24%	0.95%	99.65%	0.01%	0.04%	0.41%	0.13%	98.72%	0.08%	0.10%	91.34%
VODAFONE	0.23%	0.18%	98.44%	0.01%	0.08%	0.57%	2.55%	98.43%	0.04%	0.01%	100.00%

UP (WEST)											
Name of Service	Network A	Availability			Accesibility & R	etainability			Metering	and Billing	Help Services
Provider	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	%age of Connection with good voice	% of billing complaints (Post Paid)	% of Charging Complaints (Pre Paid)	% call answered by operators(voice to voice) within
							drop) rate	quality			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 A	Availability			Accesibility & R	etainability			Metering	and Billing	Help Services
riovidei	BTS	Worst	CSSR (Call	SDCCH/PAGIN	TCH	CDR (Call	Worst	%age of	% of billing	% of	% call answered
	Accumulated	affected BTSs	Setup Success	G Channel	congestion	Drop Rate)	affected	Connection	complaints	Charging	by
	Downtime	due to	Rate)	congestion			cells>3% TCH	with good	(Post Paid)	Complaints	operators(voice
		downtime					drop (Call drop) rate	voice quality		(Pre Paid)	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	0.00%	97.00%
									Applicable		
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%

RCOM CDMA	0.35%	0.94%	98.50%	0.00%	0.01%	0.19%	0.23%	99.76%	0.10%	0.10%	93.37%
TATA CDMA	0.05%	0.00%	98.63%	0.00%	0.22%	0.51%	6.96%	97.05%	0.01%	0.00%	97.66%

MUMBAI											
Name of Service	Network A	vailability			Accesibility & R	etainability			Metering	and Billing	Help Services
Provider	BTS	Worst	CSSR (Call	SDCCH/PAGIN	TCH	CDR (Call	Worst	%age of	% of billing	% of	% call answered
	Accumulated	affected BTSs	Setup Success	G Channel	congestion	Drop Rate)	affected	Connection	complaints	Charging	by
	Downtime	due to	Rate)	congestion			cells>3% TCH	with good	(Post Paid)	Complaints	operators(voice
		downtime					drop (Call	voice		(Pre Paid)	to voice) within
							drop) rate	quality			60 seconds
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	<= 0.1%	<= 0.1%	>=90%
AIRTEL	0.00%	0.00%	99.99%	0.00%	0.00%	0.31%	0.00%	99.97%	0.00%	0.00%	94.00%
AIRCEL	0.03%	0.02%	98.19%	0.09%	0.17%	0.82%	1.68%	97.99%	0.00%	0.00%	84.00%
MTNL	0.63%	1.09%	97.90%	0.34%	0.05%	1.25%	2.36%	96.63%	0.00%	0.00%	95.62%
IDEA	0.04%	0.10%	98.22%	0.41%	1.05%	1.90%	2.87%	98.22%	0.00%	0.02%	98.00%
RCOM GSM	0.19%	0.04%	99.65%	0.03%	0.05%	0.36%	0.04%	99.13%	0.00%	0.10%	89.42%
TATA GSM	0.04%	0.00%	99.58%	0.07%	0.15%	0.61%	1.60%	98.64%	0.00%	0.00%	92.33%
LOOP MOBILE	0.00%	0.00%	99.24%	0.04%	0.03%	0.62%	0.76%	98.09%	0.00%	0.00%	99.01%
VODAFONE	0.00%	0.00%	99.49%	0.05%	0.51%	0.84%	2.66%	97.40%	0.00%	0.01%	95.00%
RCOM CDMA	0.22%	0.00%	98.99%	0.00%	0.00%	0.39%	0.11%	99.79%	0.00%	0.07%	93.41%
TATA CDMA	0.08%	0.00%	98.96%	0.00%	0.03%	0.45%	1.05%	96.01%	0.00%	0.01%	92.01%
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Name of Service	Network A	Availability			Accesibility & R	etainability			Metering	and Billing	Help Services
Provider	BTS	Worst	CSSR (Call	SDCCH/PAGIN	TCH	CDR (Call	Worst	%age of	% of billing	% of	% call answered
	Accumulated	affected BTSs	Setup Success	G Channel	congestion	Drop Rate)	affected	Connection	complaints	Charging	by
	Downtime	due to	Rate)	congestion			cells>3% TCH	with good	(Post Paid)	Complaints	operators(voice
		downtime					drop (Call	voice		(Pre Paid)	to voice) within
							drop) rate	quality			60 seconds
Dan dans all	4 20/	4.20/	> 050/	4.40/	4.20/	4.20/	4 20/	> 050/	. 0.10/	. 0.10/	. 000/
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	<= 0.1%	<= 0.1%	>=90%
AIRCEL	0.12%	0.53%	99.62%	0.06%	0.02%	0.69%	3.09%	97.51%	0.02%	0.00%	97.92%
AIRTEL	0.01%	0.00%	99.86%	0.04%	0.06%	0.55%	0.29%	98.93%	0.02%	0.00%	92.00%
BSNL	1.88%	1.91%	95.54%	0.73%	1.80%	1.76%	2.76%	95.83%	0.00%	0.06%	96.01%
IDEA	0.25%	1.65%	98.88%	0.53%	0.60%	1.12%	2.25%	97.51%	0.09%	0.00%	99.64%
TATA GSM	0.01%	0.00%	99.34%	0.32%	0.13%	0.75%	2.70%	98.03%	0.00%	0.00%	94.00%
RCOM GSM	0.20%	0.89%	99.59%	0.05%	0.04%	0.34%	0.01%	98.87%	0.09%	0.10%	80.86%
UNINOR	0.14%	0.59%	97.78%	0.31%	1.03%	0.85%	1.64%	97.67%	Not Applicable	0.01%	91.00%
VODAFONE	0.38%	0.24%	99.45%	0.23%	0.54%	0.73%	2.83%	97.30%	0.05%	0.03%	88.00%
RCOM CDMA	0.19%	0.20%	98.22%	0.00%	0.02%	0.22%	0.82%	99.80%	0.00%	0.10%	94.87
TATA CDMA	0.01%	0.00%	97.92%	0.00%	0.78%	1.08%	2.17%		0.00%	0.00%	95.00%
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Name of Service	Network A	Availability			Accesibility & R	etainability			Metering	and Billing	Help Services
Provider	BTS	Worst	CSSR (Call	SDCCH/PAGIN	TCH	CDR (Call	Worst	%age of	% of billing	% of	% call answered
	Accumulated	affected BTSs	Setup Success	G Channel	congestion	Drop Rate)	affected	Connection	complaints	Charging	by
	Downtime	due to	Rate)	congestion			cells>3% TCH	with good	(Post Paid)	Complaints	operators(voice
		downtime					drop (Call	voice		(Pre Paid)	to voice) within
							drop) rate	quality			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	0.01%	91.90%
									Applicable		
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%
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Name of Service		Availability			Accesibility & R		1			and Billing	Help Services
Provider	BTS	Worst	CSSR (Call	SDCCH/PAGIN		CDR (Call	Worst	%age of	% of billing	% of	% call answered
	Accumulated		Setup Success	G Channel	congestion	Drop Rate)	affected	Connection	complaints	Charging	by
	Downtime	due to	Rate)	congestion			cells>3% TCH	with good	(Post Paid)	Complaints	operators(voice
		downtime					drop (Call	voice		(Pre Paid)	to voice) within
							drop) rate	quality			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%
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RCOM CDMA	0.14%	0.00%	99.29%	0.00%	0.00%	0.02%	0.05%	99.51%	0.09%	0.10%	94.00%
MTS	0.02%	0.00%	99.66%	0.00%	0.08%	0.16%	2.00%	98.47%	0.04%	0.01%	97.00%
TATA CDMA	0.08%	0.00%	98.59%	0.00%	0.42%	0.47%	1.20%	99.34%	0.00%	0.00%	92.00%

CHENNAI											
Name of Service	Network A	Availability			Accessibility & R	etain ability			Metering	and Billing	Help Services
Provider	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 Connection s with good voice quality	·	% 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	Network A	Availability			Accessibility & R	etain ability			Metering	and Billing	Help Services
Provider	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 Connection s with good voice quality	·	% 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%

TATA CDMA	0.02%	0.00%	98.74%	0.00%	0.22%	0.89%	2.55%	98.80%	0.00%	0.00%	80.09%

KARNATAKA											
Name of Service	Network A	Availability			Accessibility & R	etain ability			Metering	and Billing	Help Services
Provider	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 Connection s 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%
Name of Service	Network A	,			Accessibility & R				_	and Billing	Help Services
Provider	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 Connection s with good voice quality	•	% 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	Network A	vailability		,	Accessibility & R	etain ability			Metering	and Billing	Help Services
Provider	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 Connection s 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	incidences der						(CCR) & Ans	letion Ratio wer to seizure (ASR)	ľ	Metering & Billii	ng Performanc	e	POI Congestion	for assistance		r Customer care(promptness in attending to customers request)	
	(No. of faults/100 subscriber s /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/adjust ment to customer's account from the date of resolution of complaints		of Call	% age of calls answered by operator(voic e to voice) within 60 seconds	Closures of	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		Faults R	epair/Restorat	ion Time		(CCR) & Ans	letion Ratio wer to seizure (ASR)	'	Metering & Billin	ng Performano	e	POI Congestion	Response Time to customer for assistance		r Customer care(promptness in attending to customers request)	
s	(No. of faults/100 subscriber s /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)		ASR	Disputed Bills over bills issued	% of Pre-paid Charging Complaints	% of billing complaints resolved within 4 weeks	Period of applying credit/ waiver/adjust ment to customer's account from the date of resolution of complaints		of Call	% age of calls answered by operator(voic e to voice) within 60 seconds	Closures of	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

	Fault incidences		Faults R	epair/Restorat	ion Time		Call Compl (CCR) & Ansv Ratio	ver to seizure	ı	Metering & Billin	ng Performano	e	POI Congestion	Response Time to custome for assistance		Customer care(promptness in attending to customers request)	
Name of Service Provider	(No. of faults/100 subscriber s /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/adjust ment to customer's account from the date of resolution of complaints	No. of POI's having congestion >0.5%	Accessibility of Call centre/custo mer Care	% age of calls answered by operator(voic e to voice) within 60 seconds	Closures of	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%

					ОСТ	OBER TO	DECEMB	ER 2013							ANNE	(URE-C
MAHARA	SHTRA inc	luding GO	Α													
	Service Provision ing/Activa tion Time	I Ranair/Ra	storation				the customer for assistance % age of calls answered by operator (Voice		Bandwidth Utilization/ Throughput			Service Availabilit y/Uptime	Packet Loss		k latency (f	
Name of Service Provider	100% cases in 15 days (subject to technical feasibility)	By next working day	within 3 working day	Billing complaint s per 100 bills issued	%age of complaint s 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 Internatio nal connectiv ity	Broadban d Connecti on Speed (downloa d) - from ISP Node to User	Service Availabilit y(%)	% of Packet loss	User reference point at POP/ISP Gateway node to IGSP/NIXI	User reference point at ISP Gateway node to Internatio nal nearest NAP port abroad (terrestria	nal nearest NAP port abroad
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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