

Quality of service performance

(For quarter ending September 2017)

Customer Service Quality performance for quarter ending SEPTEMBER 2017

Customer Service Quality Parameters																					
Name of Service Area	Metering and Billing												Response time to the customer for assistance				Termination / closure of service				
	Metering and billing credibility - post paid	No. of bills issued during the period	No. of bills disputed including billing complaints during the period	Metering and billing credibility - pre paid	No. of charging / credit / validity complaints during the quarter	Total no. of pre-paid customers at the end of the quarter	Resolution of billing/charging complaints		No. of billing/(post paid) and charging, credit/validity (pre paid) complaints resolved within 4 weeks during the quarter	Total no. of billing (post paid) and charging, credit / validity (pre paid) complaints received during the quarter	No. of billing complaints (post paid) and charging, credit/ validity complaints (pre paid) resolved in favour of the customer during the quarter	No. of complaints disposed on account of not considered as valid complaints during the quarter	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Total no. of call attempts to call centre / customer care nos. during TCBH (Note)	No. of calls connected and answered successfully to call centre / customer care nos. during TCBH (Note)	Percentage of calls answered by the operators (voice to voice) within 90 seconds	%age requests for Termination / Closure of service complied within 7 days	Total No. of requests for Termination / Closure of service received during the quarter	No. of requests for Termination / Closure of service complied within 7 days during the quarter	Time taken for refund of deposits after closures
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	
Benchmarks																					
	≤ 0.1 %			≤ 0.1%			98% within 4 weeks	100% within 6 weeks				within 1 week of resolution of complaint	≥ 95%			≥ 95%	100% within 7 days			100% within 60 days	
The achievement of benchmark against each parameter is to be averaged over a period of one quarter as per the measurement methodology explained in Explanatory Memo to regulations																					
Andhra Pradesh	0.01	10232	1	0.00	1	2562189	100.00	100.00	2	2	2	1630	100.00	96.82	253490	244984	97.10	98.18	55	54	100.00
Assam	0.00	201190	4	0.00	2	5812306	100.00	100.00	6	6	6	1886	100.00	92.31	1322370	1250384	97.14	94.87	4308	4087	100.00
Bihar	0.00	2555	0	0.00	16	7557434	100.00	100.00	16	16	16	21260	100.00	95.98	2160607	2026908	98.87	100.00	1	1	100.00

Delhi	0.00	47344	0	0.00	55	6819724	100.00	100.00	55	55	55	2173	100.00	98.20	1080159	1060340	96.67	100.00	1699	1699	100.00
Gujarat	0.00	86	0	0.00	0	15339	100.00	100.00	0	0	0	0	100.00	93.94	580	552	98.42	100.00	0	0	100.00
Himachal Pradesh	0.00	1471	0	0.00	7	1043069	100.00	100.00	7	7	7	95	100.00	98.45	46566	45849	95.74	100.00	3	3	100.00
Haryana	0.00	14	0	0.00	0	3046	100.00	100.00	0	0	0	0	100.00	98.19	344	340	98.33	100.00	0	0	100.00
Jammu & Kashmir	0.00	353779	1	0.00	1	3167481	100.00	100.00	2	2	2	1997	100.00	97.58	833563	809524	96.89	88.88	863	767	100.00
Kolkata	0.00	11710	0	0.00	50	4356113	100.00	100.00	50	50	50	1880	100.00	98.85	459486	454352	96.34	96.81	94	91	100.00
Kerala	0.00	54	0	0.00	1	338072	100.00	100.00	1	1	1	46	100.00	97.06	18859	18320	98.94	100.00	0	0	100.00
Karnataka	0.01	16847	2	0.01	317	3124721	100.00	100.00	319	319	319	5336	100.00	96.11	301982	289275	98.44	89.92	129	116	100.00
Maharashtra	0.00	2555	0	0.01	120	2252157	100.00	100.00	120	120	120	3049	100.00	98.18	222031	217982	97.99	100.00	0	0	100.00
Madhya Pradesh	0.00	6	0	0.00	0	20620	100.00	100.00	0	0	0	0	100.00	97.33	102	93	98.82	100.00	0	0	100.00
Mumbai	0.00	45032	0	0.00	1	2644957	100.00	100.00	1	1	1	16780	100.00	98.71	318247	314825	96.18	98.19	166	163	100.00
North East	0.00	61799	0	0.00	0	3425230	100.00	100.00	0	0	0	910	100.00	96.07	235267	226109	98.86	99.53	214	213	100.00
Orissa	0.00	10751	0	0.00	0	4233537	100.00	100.00	0	0	0	1330	100.00	96.44	447715	430478	99.84	98.73	157	155	100.00
Punjab	0.01	14249	1	0.00	20	1098543	100.00	100.00	21	21	21	163	100.00	97.72	164095	160256	96.64	98.63	73	72	100.00
Rajasthan	0.00	78118	0	0.00	0	6498291	100.00	100.00	0	0	0	6428	100.00	98.37	817370	803217	97.41	100.00	352	352	100.00
Tamil Nadu	0.00	1826405	8	0.00	7	20086368	100.00	100.00	15	15	15	13455	100.00	97.34	1538751	1500594	99.16	97.54	8630	8418	100.00
UPE	0.00	1635	0	0.00	7	6595331	100.00	100.00	7	7	7	12797	100.00	97.87	1914811	822757	97.70	94.74	19	18	100.00
UPW	0.00	35	0	0.00	0	866714	100.00	100.00	0	0	0	19	100.00	98.07	71583	70281	99.23	100.00	0	0	100.00
West Bengal	0.00	332	0	0.00	45	5057185	100.00	100.00	45	45	45	1518	100.00	98.78	606527	600038	95.99	100.00	2	2	100.00

CELLULAR MOBILE TELEPHONE SERVICE

2G Monthly TRAI Network QoS Performance Report of Cellular Mobile Telephone Service - Network Service Quarter ending SEPTEMBER 2017

The traffic parameters under column 2 and 3 to be measured on 24 hours basis, column 8 to be measured during Cell Bouncing Busy Hour (Cell BBH), and the traffic parameters under column 4,5, 6,7, 9 and 10 to be measured during Time Consistent Busy Hour (TCBH) of the network comprising of all the MSCs/GMSCs in the Licensed Service Area

Name of Service Area / City	Network Availability		Connection Establishment (Accessibility)			Connection Maintenance (Retainability)			POI
	BTS Accumulated downtime (not available for service) (%age)	Worst affected BTS due to downtime (%age)	Call Set-up Success Rate (within licensee's own network)	SDCCH/ Paging Chl. Congestion (%age)	TCH Congestion (%age)	Call Drop Rate (%age)	Worst affected cells having more than 3% TCH drop (call drop) rate	%age of connection with good voice quality	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)
1	2	3	4	5	6	7	8	9	10
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%
AP	0.07	0.05	99.38	0.04	0.14	0.31	1.41	97.65	0
AS	1.72	13.14	86.98	1.05	9.89	1.90	15.97	93.16	0
BH	0.32	1.33	95.42	0.46	4.19	1.21	6.22	96.79	0
DL	0.18	0.67	98.12	0.12	0.39	0.81	5.01	97.29	0
GJ	0.05	0.00	99.41	0.03	0.00	0.36	2.86	97.66	0
HP	0.10	0.05	99.51	0.07	0.26	1.22	10.18	95.85	0
HR	0.32	0.00	100.00	0.02	0.00	0.00	0.00	99.87	0
JK	0.54	3.33	97.57	0.60	1.82	1.09	7.83	95.30	0
KO	0.24	0.45	98.11	0.11	0.15	0.71	2.82	98.13	0
KL	0.09	0.36	99.86	0.01	0.05	0.40	3.78	98.00	0

KA	0.19	0.27	99.53	0.03	0.12	0.41	2.04	98.05	0
MH	0.12	0.46	99.37	0.01	0.04	0.37	2.31	97.16	0
MP	0.31	0.00	97.66	0.13	0.00	0.69	0.67	99.11	0
MU	0.08	0.15	98.20	0.08	0.23	0.78	4.15	97.83	0
NE	4.21	30.06	96.85	0.48	1.83	1.93	19.73	94.57	0
OR	0.30	1.23	98.49	0.41	1.22	1.21	5.75	96.22	0
PB	0.13	0.20	98.38	0.01	0.14	0.64	2.90	98.05	0
RJ	0.13	0.29	97.79	0.15	0.60	0.79	3.34	97.10	0
TN	0.18	0.74	98.59	0.44	1.09	0.90	4.38	95.60	0
UE	0.17	0.67	99.20	0.26	0.20	0.60	2.63	98.07	0
UW	0.07	0.20	99.65	0.21	0.19	0.62	2.80	97.66	0
WB	0.35	1.49	97.89	0.27	0.76	1.03	9.84	97.42	0

3G Monthly TRAI Network QoS Performance Report of Cellular Mobile Telephone Service - Network Service- Quarter Ending September 2017

Name of Service Area / City	Network Availability		Connection Establishment (Accessibility)			Connection Maintenance (Retainability)			POI
	Node Bs Accumulated downtime (not available for service) (%age)	Worst affected NodeB's due to downtime (%age)	Call Set-up Success Rate (within licensee's own network)	RRC Congestion (%age)	CS RAB Congestion (%age)	CSV Call Drop Rate (%age)	Worst affected cells having more than 3% Circuit Switched Voice Drop Rate	CSV Quality	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)
	1	2	3	4	5	6	7	8	9
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%
AP	0.07	0.00	98.70	0.62	0.21	0.33	2.86	99.80	0
Assam	2.61	19.00	98.20	4.45	0.00	0.62	6.43	98.93	0
Bihar	0.44	1.66	98.50	0.16	0.04	0.48	4.90	99.08	0
JK	0.62	3.98	98.42	0.10	0.04	1.30	12.42	99.01	0
KOL	0.19	0.46	99.13	0.22	0.09	0.35	2.98	98.19	0
KERLA	0.15	0.17	99.04	0.50	0.01	0.69	2.85	99.78	0
KTK	0.20	0.24	99.32	0.31	0.04	0.30	2.85	99.80	0

NE	5.64	33.38	98.05	0.25	0.15	1.00	11.68	98.88	0
Orissa	0.38	1.12	99.28	0.04	0.03	0.73	7.98	98.93	0
PB	0.30	0.52	99.57	0.12	0.00	0.27	2.99	99.16	0
Tamil Nadu	0.21	0.73	98.55	0.46	0.05	0.49	4.84	98.84	0
UPE	0.16	0.42	99.40	0.00	0.00	0.53	2.88	99.70	0
WB	0.35	1.77	96.92	0.28	1.24	0.39	4.94	98.19	0