

**Comparative Performance of Telecom Service Providers in Delhi Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending September 2009**

Cellular Mobile Telephone Service

Name of the Service Provider	QoS Parameter (Benchmark) →	Base Stations (BTS) Accumulated downtime: Non-availability of Mobile network in a month in %age (≤ 2%)	Accessibility: %age of calls made by subscribers and successful within operator's network (≥ 95%)	Connection Maintenance (Retainability)		Resolution of billing / charging complaints: %age of billing/charging complaints resolved within 4 weeks (100% within 4 weeks)
				Call Drop Rate: %age of established calls getting disconnected due to network problems (< 2%)	%age of Calls with good voice quality (≥ 95%)	
Data Reported by						
Aircel	Service Provider	0.73%	98.47%	0.84%	98.11%	100%
	Audit Agency (IMRB)	0.38%	98.23%	0.88%	98.08%	100%
Bharti Airtel	Service Provider	0.31%	98.89%	1.03%	95.39%	100%
	Audit Agency (IMRB)	0.26%	98.73%	1.07%	95.12%	100%
IDEA Cellular	Service Provider	0.08%	99.08%	0.72%	98.32%	100%
	Audit Agency (IMRB)	0.06%	99.85%	0.82%	98.19%	100%
MTNL	Service Provider	3.48%	96.07%	1.20%	97.50%	100%
	Audit Agency (IMRB)	1.86%	97.56%	1.87%	DNP	DNP
Reliance Comm	Service Provider	0.12%	99.35%	0.75%	99.40%	100%
	Audit Agency (IMRB)	0.08%	99.25%	0.87%	99.26%	100%
Tata Teleservices	Service Provider	0.03%	98.68%	0.45%	98.83%	100%
	Audit Agency (IMRB)	0.00%	99.09%	0.41%	98.26%	100%
Vodafone Essar	Service Provider	0.06%	99.42%	0.78%	98.16%	100%
	Audit Agency (IMRB)	0.00%	99.63%	0.86%	98.25%	100%

Basic Telephone Service (Wireline)

Name of the Service Provider	QoS Parameter (Benchmark) →	Fault incidence: No. of faults per 100 subscribers per month (≤5)	Fault Repair: %age of faults repaired within one day of booking (≥90%)	Mean Time to Repair: the average time taken to repair a fault. (≤ 8 Hrs)	Resolution of billing / charging complaints: %age of billing/charging complaints resolved within 4 weeks (100% within 4 weeks)
Bharti Airtel		4.22	94.92%	7.46	NA
MTNL	Data Reported by	9.11	82.60%	10.78	92.82%
RCOM	Service Provider	1.44	100.00%	2.31	100%
Tata Teleservices		1.30	97.75%	7.21	100%

shaded boxes indicate benchmark not met

DNP - Data Not Provided

NR - Data Not Reported

(Issued in Public Interest by TRAI)