

**Comparative Performance of Telecom Service Providers in Haryana 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						
Bharti Airtel	Service Provider	0.25%	97.91%	1.46%	96.78%	100%
	Audit Agency (IMRB)	0.12%	98.28%	0.87%	99.17%	100%
BSNL	Service Provider	1.62%	96.10%	1.99%	95.77%	100%
	Audit Agency (IMRB)	0.21%	95.40%	1.04%	96.00%	100%
IDEA Cellular	Service Provider	0.16%	99.87%	1.23%	96.63%	100%
	Audit Agency (IMRB)	0.14%	99.89%	1.45%	99.87%	41%
Reliance Comm	Service Provider	0.20%	99.12%	1.16%	97.29%	100%
	Audit Agency (IMRB)	0.25%	98.99%	1.30%	98.38%	100%
Tata Teleservices	Service Provider	0.01%	98.70%	0.28%	98.77%	100%
	Audit Agency (IMRB)	0.13%	97.72%	1.38%	98.25%	100%
Vodafone Essar	Service Provider	0.15%	99.54%	1.02%	97.39%	100%
	Audit Agency (IMRB)	0.16%	99.40%	1.08%	97.31%	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	Data Reported by Service Provider	4.87	98.13%	5.94	NA
BSNL		4.86	95.33%	7.04	NR
Tata Teleservices		0.10	66.67%	28.77	100%

shaded boxes indicate benchmark not met

NA - Not Applicable

NR - Data Not Reported

(Issued in Public Interest by TRAI)