



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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**Comparative Performance of Telecom Service Providers in Kerala Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending March 2010**

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%)	
Bharti Airtel	Data Reported by Service Provider	0.03%	99.67%	0.72%	98.37%	100.0%
BSNL		0.44%	97.43%	0.77%	98.22%	100.0%
Aircel		0.02%	99.18%	0.52%	97.70%	100.0%
Idea Cellular		0.07%	99.87%	0.92%	97.18%	100.0%
Reliance Comm.		0.03%	99.68%	0.75%	99.40%	100.0%
Reliance Comm. (GSM)		0.02%	99.25%	0.32%	99.18%	100.0%
Sistema		0.05%	99.33%	0.24%	99.28%	100.0%
Tata Tele. (CDMA)		0.01%	99.25%	0.44%	98.92%	98.0%
Tata Tele. (GSM)		0.03%	98.26%	0.61%	97.41%	100.0%
Uninor		0.37%	98.98%	1.63%	98.72%	100.0%
Vodafone Essar	0.01%	98.94%	0.58%	97.43%	100.0%	

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	1.67	98.42%	3.86	100%
BSNL		4.91	88.00%	11.56	NR
Reliance Comm.		1	100%	2.59	100%
Tata Teleservices		0.2	93%	5.58	100%

shaded boxes indicate benchmark not met

NR - Data Not Reported

(Issued in Public Interest by TRAI)