



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
Jawaharlal Nehru Marg (Old Minto Road),
New Delhi - 110 002

**Comparative Performance of Telecom Service Providers in Uttar Pradesh-East Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending September 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	0.19%	99.18%	1.13%	98.32%	100%
BSNL		0.73%	97.67%	1.53%	97.33%	100%
Dishnet		0.31%	98.86%	0.73%	98.40%	100%
Etisalat		4.50%	99.60%	0.39%	99.22%	100%
Idea Cellular		0.41%	99.67%	1.30%	96.35%	100%
Reliance Comm. (CDMA)		0.43%	98.49%	0.96%	97.20%	100%
Reliance Comm. (GSM)		0.33%	99.40%	0.39%	97.95%	100%
Tata Tele. (CDMA)		0.03%	99.64%	0.50%	99.35%	100%
Tata Tele. (GSM)		0.08%	99.22%	1.12%	96.08%	100%
Uninor		1.14%	97.34%	1.89%	95.28%	100%
Videocon		0.48%	98.08%	1.16%	99.90%	NA
Vodafone		0.39%	98.02%	1.69%	95.51%	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	4.41	95.76%	9.21	100%
BSNL		3.70	96.38%	6.59	NA
Reliance Comm.		2.19	100%	2:08	100%
Tata Teleservices		4.21	100%	1.36	100%

shaded boxes indicate benchmark not met

NA - Not Applicable

(Issued in Public Interest by TRAI)