



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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Comparative Performance of Telecom Service Providers in Uttar Pradesh-West 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	0.37%	97.34%	0.92%	97.81%	100%
BSNL		1.70%	96.52%	2.56%	97.13%	100%
Dishnet		0.26%	98.66%	0.62%	97.96%	100%
Etisalat		1.76%	96.76%	0.32%	98.95%	100%
Idea Cellular		0.12%	99.83%	1.00%	99.82%	100%
Reliance Comm. (CDMA)		0.27%	98.95%	1.06%	97.50%	100%
Reliance Comm. (GSM)		0.41%	99.46%	0.39%	97.91%	100%
Tata Tele. (CDMA)		0.06%	99.73%	0.46%	99.60%	100%
Tata Tele. (GSM)		0.07%	99.42%	1.20%	96.48%	100%
Uninor		0.92%	96.79%	1.89%	95.55%	100%
Videocon		0.43%	98.51%	1.26%	99.56%	NA
Vodafone		0.39%	96.91%	1.27%	96.62%	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	4.18	97.69%	6.56	100%
BSNL (UP-W)		5.30	95.26%	6.29	NA
BSNL (Uttaranchal)		5.65	95.47%	5.91	NA
Tata Teleservices		0.13	100%	3.79	100%

shaded boxes indicate benchmark not met

NA - Not Applicable

(Issued in Public Interest by TRAI)