TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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Comparative Performance of Telecom Service Providers in Rajasthan Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending March 2013

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**	0.06	96.93	0.68	97.35	100.00
Bharti Airtel	**Service Provider**	0.14	99.15	1.29	98.91	100.00
BSNL	**Service Provider**	1.90	99.00	1.63	98.30	100.00
Idea Cellular	**Service Provider**	0.09	98.50	1.45	95.59	100.00
Reliance Comm.	**Service Provider**	0.40	99.15	0.03	99.72	100.00
Reliance Comm. (GSM)	**Service Provider**	0.27	99.56	0.10	99.34	100.00
Sistema	**Service Provider**	0.06	98.96	0.82	98.39	100.00
Tata Tele. (CDMA)	**Service Provider**	0.02	99.01	0.49	99.53	100.00
Tata Tele. (GSM)	**Service Provider**	0.03	98.30	0.66	98.78	**99.84**
Uninor	**Service Provider**	1.26	98.99	1.26	99.18	NA
Vodafone India Ltd.	**Service Provider**	0.24	99.85	0.82	97.14	100.00

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)	
	Data Reported by					
Bharti Airtel	**Service Provider**	1.25	97.05%	3.34	100.00%	
BSNL	**Service Provider**	4.32	97.27%	5.50	100.00%	
Reliance Comm.	**Service Provider**	0.20	100.00%	5:15	100.00%	
Sistema	**Service Provider**	1.72	96.03%	4.74	100.00%	

Shaded boxes indicate benchmark not met
NA - Not Applicable   DNF - Data not in format   NR-Not Reported
** - Not Operational

(Issued in Public Interest by TRAI)