



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 Tamilnadu & Chennai 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 ($\leq 2\%$)	Accessibility: %age of calls made by subscribers and successful within operator's network ($\geq 95\%$)	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 ($\leq 2\%$)	%age of Calls with good voice quality ($\geq 95\%$)					
	Name of the service area	Data Reported by					
Aircel	Tamilnadu	Service Provider	1.01	98.44	0.70	95.05	99.91
	Chennai	Service Provider	1.29	97.80	0.49	98.36	100.00
Bharti Airtel	Tamilnadu	Service Provider	0.01	99.85	0.14	99.51	100.00
	Chennai	Service Provider	0.02	99.91	0.16	99.68	100.00
BSNL	Tamilnadu	Service Provider	0.47	98.00	0.77	99.00	100.00
	Chennai	Service Provider	0.37	99.00	0.80	100.00	100.00
IDEA Cellular	Tamilnadu	Service Provider	0.01	99.66	0.45	97.25	100.00
	Chennai	Service Provider	0.00	99.69	0.61	97.02	**
Reliance Comm. (CDMA)	Tamilnadu	Service Provider	0.22	99.21	0.01	99.78	100.00
	Chennai	Service Provider	NA	NA	NA	NA	100.00
Reliance Comm. (GSM)	Tamilnadu	Service Provider	0.24	99.62	0.06	99.32	100.00
	Chennai	Service Provider	NA	NA	NA	NA	0.00
Sistema Shyam	Tamilnadu	Service Provider	0.03	99.31	0.37	99.58	100.00
Tata Tele. (CDMA)	Tamilnadu	Service Provider	0.01	98.80	0.78	98.93	100.00
	Chennai	Service Provider	0.03	99.16	0.35	99.35	0.00
TTSL(GSM)	Tamilnadu	Service Provider	0.06	98.68	0.58	98.20	100.00
	Chennai	Service Provider	0.06	98.20	0.88	98.30	0.00
Uninor	Tamilnadu	Service Provider	1.67	99.29	1.15	99.05	NA
Vodafone India Ltd.	Tamilnadu	Service Provider	0.07	99.49	0.74	97.66	100.00
	Chennai	Service Provider	0.08	99.39	0.55	98.52	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 ($\geq 90\%$)	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)	Resolution of billing / charging complaints: %age of billing/charging complaints resolved within 4 weeks (100% within 4 weeks)
	Name of the service area	Data Reported by					
Bharti Airtel	Tamilnadu	Service Provider	2.62	94.31%	3.90	100.00%	
BSNL	Tamilnadu	Service Provider	5.08	66.29%	25.72	NR	
	Chennai	Service Provider	8.33	64.96%	57.78	100.00%	
Tata Teleservices	Chennai	Service Provider	0.40	100.00%	6.45	100.00%	
Reliance	Tamilnadu	Service Provider	0.28	100.00%	2:43	100.00%	
	Chennai	Service Provider	0.90	100.00%	1:20	100.00%	
Vodafone	Tamilnadu	Service Provider	2.61	100.00%	2:18	100.00%	
	Chennai	Service Provider	0.50	100.00%	1:03	100.00%	

Shaded boxes indicate benchmark not met											
NA - Not Applicable	DNF - Data not in format	NR-Not Reported									
** - Not Operational											
<i>(Issued in Public Interest by TRAI)</i>											