



**TELECOM REGULATORY AUTHORITY OF INDIA**  
**Mahanagar Doorsanchar Bhavan,**  
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**Comparative Performance of Telecom Service Providers in Andhra Pradesh Service Area,  
Key Quality of Service (QoS) Parameters for Quarter Ending December 2009**

**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%)	
Aircel	Data Reported by Service Provider	0.06%	98.89%	0.44%	98.06%	99.0%
Bharti Airtel		0.14%	97.16%	1.29%	97.56%	100.0%
BSNL		0.38%	96.66%	1.61%	98.00%	100.0%
IDEA Cellular		0.03%	99.87%	0.67%	96.26%	100.0%
Reliance Comm		0.13%	99.47%	0.86%	99.51%	100.0%
Tata Teleservices		0.03%	98.95%	0.43%	98.83%	89.1%
Vodafone Essar		0.07%	99.25%	0.68%	98.42%	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	3.14	98.34%	4.89	97.10%
BSNL		3.94	92.22%	12.74	NR
RCOM		1.28	100.00%	NR	100.00%
Tata Teleservices		0.60	86.06%	11.10	83.82%

shaded boxes indicate benchmark not met

NR - Data Not Reported

*(Issued in Public Interest by TRAI)*