TELECOM REGULATORY AUTHORITY OF INDIA
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Comparative Performance of Telecom Service Providers in Haryana Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending June 2010

Cellular Mobile Telephone Service

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%)	
Service Provider	Data Reported by Service Provider				
Bharti Airtel	0.10%	99.30%	0.58%	98.64%	100.0%
BSNL	1.62%	95.55%	1.94%	95.70%	100.0%
Etisalat	1.31%	97.29%	1.36%	98.85%	100.0%
Idea Cellular	0.11%	99.92%	0.84%	97.80%	100.0%
Reliance Comm. (CDMA)	0.42%	99.17%	0.69%	98.10%	100.0%
Reliance Comm. (GSM)	0.33%	99.44%	0.53%	98.62%	100.0%
Sistema Shyam	0.21%	98.68%	0.43%	98.51%	100.0%
Tata Tele. (CDMA)	0.03%	99.80%	0.76%	99.34%	100.0%
DoCoMo	0.04%	99.98%	0.84%	96.09%	100.0%
Videocon	0.31%	97.71%	0.51%	99.02%	100.0%
Vodafone Essar	0.06%	99.20%	0.86%	97.24%	100.0%

Basic Telephone Service (Wireline)

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)
Service Provider	Data Reported by Service Provider			
Bharti Airtel	3.65	97.57%	6.71	100%
BSNL	13.80	96.55%	6.79	DNF
Tata Teleservices	0.10	100%	4.68	100%

DNF - Data not in format

shaded boxes indicate benchmark not met

(Issued in Public Interest by TRAI)