



**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 Madhya Pradesh Service Area,  
Key Quality of Service (QoS) Parameters for Quarter Ending September 2012**

**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)	
				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	0.89	99.59	0.70	99.20
Bharti Airtel	Service Provider	0.17	99.05	0.85	97.65
BSNL	Service Provider	1.25	96.00	1.98	97.58
Idea Cellular	Service Provider	0.56	99.06	0.66	98.82
MTS	Service Provider	0.51	98.77	0.42	99.01
RCOM CDMA	Service Provider	0.43	99.11	0.08	99.83
RTL	Service Provider	0.24	99.00	0.64	99.05
TATA CDMA	Service Provider	0.02	98.99	0.63	99.41
TATA GSM	Service Provider	0.01	98.29	0.91	96.95
Uninor	Service Provider	0.86	99.28	0.40	99.35
Videocon	Service Provider	0.41	98.86	0.80	98.15
Vodafone	Service Provider	0.04	99.18	1.03	97.73

**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	4.81	98.50%	3.24	100.00%
BSNL	Service Provider	3.40	96.57%	3.47	NR
Reliance Comm.	Service Provider	0.67	100.00%	1:52	100.00%

NA - Not Applicable    DNF - Data not in format  
shaded boxes indicate benchmark not met

NR-Not Reported

DNF - Data not in form

Resolution of  
billing / charging  
complaints: %age  
of billing/charging  
complaints  
resolved within 4  
weeks  
(100% within 4  
weeks)

<b>99.96</b>
100.00
100.00
100.00
NA
100.00
100.00
100.00
100.00
100.00
100.00
100.00
100.00

nat