

**Comparative Performance of Telecom Service Providers in Madhya Pradesh Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending September 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%)	
Data Reported by						
Bharti Airtel	Service Provider	0.40%	98.34%	1.44%	95.90%	100%
	Audit Agency (TCIL)	0.49%	97.10%	1.42%	94.22%	100%
BSNL	Service Provider	0.36%	97.18%	1.70%	98.89%	100%
	Audit Agency (TCIL)	1.58%	95.77%	1.65%	95.90%	100%
IDEA Cellular	Service Provider	0.74%	98.08%	1.73%	95.39%	100%
	Audit Agency (TCIL)	0.79%	97.76%	1.81%	95.30%	100%
Reliance Comm	Service Provider	0.25%	99.29%	0.73%	98.58%	100%
	Audit Agency (TCIL)	0.01%	99.35%	1.08%	97.70%	100%
Reliance Telecom	Service Provider	0.10%	98.39%	0.96%	96.55%	100%
	Audit Agency (TCIL)	0.16%	98.31%	0.98%	90.90%	100%
Tata Teleservices	Service Provider	0.03%	98.04%	0.83%	96.79%	100%
	Audit Agency (TCIL)	0.00%	99.11%	0.78%	96.40%	100%
Vodafone Essar	Service Provider	0.18%	96.74%	2.37%	97.45%	99.97%
	Audit Agency (TCIL)	0.08%	98.45%	1.90%	96.50%	100%

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		10.36	85.16%	13.7	100%
BSNL (MP)	Data Reported by Service Provider	3.86	95.66%	5.65	NR
BSNL (Chattisgarh)		7.04	93.98%	7.40	NR
RCOM		2.17	100.00%	1.34	100%

shaded boxes indicate benchmark not met

NR - Data Not Reported

(Issued in Public Interest by TRAI)