

**Comparative Performance of Telecom Service Providers in Mumbai & Maharashtra 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%)	
	Name of the service area	Data Reported by Service Provider				
Aircel	Mumbai	1.10%	97.29%	0.86%	98.19%	100%
	Maharashtra	0.53%	97.41%	0.47%	98.15%	NA
Bharti Airtel	Mumbai	0.40%	97.84%	0.99%	97.50%	100%
	Maharashtra	0.90%	97.30%	1.47%	93.83%	100%
BSNL	Maharashtra	1.94%	97.33%	1.89%	96.33%	100%
IDEA Cellular	Mumbai	0.05%	99.15%	0.89%	97.80%	100%
	Maharashtra	0.59%	98.23%	1.47%	97.19%	100%
Loop	Mumbai	0.23%	99.99%	1.56%	96.98%	100%
MTNL	Mumbai	1.36%	96.39%	1.96%	96.68%	100%
Reliance Comm	Mumbai	0.33%	99.65%	0.84%	97.92%	100%
	Maharashtra	0.17%	99.42%	0.76%	99.01%	100%
Tata Teleservices	Mumbai	0.05%	98.40%	0.83%	98.92%	100%
	Maharashtra	0.07%	98.70%	0.78%	99.07%	100%
Vodafone Essar	Mumbai	0.04%	98.92%	0.79%	98.61%	99.67%
	Maharashtra	0.23%	97.59%	0.95%	97.17%	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)
	Name of the service area	Data Reported by Service Provider			
Bharti Airtel	Mumbai	1.68	92.88%	12.8	100%
	Maharashtra	2.60	97.43%	8.6	100%
BSNL	Maharashtra	7.66	89.29%	12.41	NR
MTNL	Mumbai	10.26	86.38%	18.43	100%
RCOM	Mumbai	0.98	100.00%	3.17	100%
	Maharashtra	2.05	100.00%	2.47	100%
Tata Teleservices	Mumbai	1.06	96.16%	4.26	91.00%
	Maharashtra	2.33	92.00%	6.84	97.00%

shaded boxes indicate benchmark not met

NA - Not Applicable

NR - Data Not Reported

*(Issued in Public Interest by TRAI)*