



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 Punjab Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending March 2010**

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%)	
Bharti Airtel	Data Reported by Service Provider	0.05%	99.16%	0.79%	98.79%	100.0%
BSNL		0.63%	96.82%	1.55%	97.39%	100.0%
HFCL		0.02%	99.24%	0.01%	98.00%	100.0%
Reliance Comm. (CDMA)		0.09%	99.19%	0.67%	99.40%	100.0%
Reliance Comm. (GSM)		0.07%	98.97%	0.66%	98.73%	100.0%
Idea Cellular (Spice)		0.04%	98.48%	1.27%	97.63%	100.0%
Tata Tele. (CDMA)		0.02%	98.99%	0.60%	99.26%	100.0%
Tata Tele. (GSM)		0.09%	99.73%	0.79%	96.23%	100.0%
Vodafone Essar		0.01%	99.03%	0.89%	98.28%	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	2.69	97.00%	6.68	100%
BSNL		6.58	91.31%	8.81	NR
HFCL		4.3	91.00%	7.7	100%
Reliance Comm.		1.32	100%	2.34	100%
Tata Teleservices		2.1	97.03%	5.14	100%

shaded boxes indicate benchmark not met

NR - Data Not Reported

(Issued in Public Interest by TRAI)