



**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 Uttar Pradesh-West Service Area,  
Key Quality of Service (QoS) Parameters for Quarter Ending June 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%)	
	<b>Data Reported by</b>					
Bharti Airtel	Service Provider	0.21%	97.63%	0.98%	98.13%	100.0%
	Audit Agency (IMRB)	0.19%	98.35%	0.92%	98.22%	100.0%
BSNL	Service Provider	1.73%	96.57%	<b>2.29%</b>	97.38%	100.0%
	Audit Agency (IMRB)	1.14%	98.13%	1.43%	98.00%	100.0%
Dishnet	Service Provider	0.20%	98.92%	0.52%	98.03%	100.0%
	Audit Agency (IMRB)	0.13%	98.61%	0.70%	97.53%	100.0%
Etisalat	Service Provider	<b>2.90%</b>	<b>94.09%</b>	1.53%	99.28%	100.0%
Idea Cellular	Service Provider	0.13%	99.82%	0.80%	99.86%	100.0%
	Audit Agency (IMRB)	0.14%	99.86%	0.72%	99.82%	100.0%
Reliance Comm. (CDMA)	Service Provider	0.32%	99.00%	0.85%	97.57%	100.0%
	Audit Agency (IMRB)	0.38%	99.05%	1.01%	97.60%	100.0%
Reliance Comm. (GSM)	Service Provider	0.37%	99.34%	0.51%	97.87%	100.0%
	Audit Agency (IMRB)	0.50%	98.12%	0.87%	97.94%	100.0%
Tata Tele. (CDMA)	Service Provider	0.07%	99.52%	0.60%	99.64%	<b>99.0%</b>
	Audit Agency (IMRB)	0.08%	98.74%	0.83%	98.62%	100.0%
DoCoMo	Service Provider	0.17%	99.99%	0.92%	97.18%	100.0%
	Audit Agency (IMRB)	0.60%	99.40%	1.07%	95.78%	100.0%
Uninor	Service Provider	1.69%	97.64%	<b>2.20%</b>	<b>94.39%</b>	<b>99.0%</b>
	Audit Agency (IMRB)	1.39%	98.21%	1.50%	96.43%	<b>93.0%</b>
Vodafone Essar	Service Provider	0.20%	97.17%	0.94%	96.76%	100.0%
	Audit Agency (IMRB)	0.69%	97.99%	1.04%	96.39%	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)
	<b>Data Reported by</b>				
Bharti Airtel	Service Provider	2.96	96.30%	<b>8.22</b>	100.0%
	Audit Agency (IMRB)	3.78	96.71%	7.57	100.0%
BSNL (UP-W)	Service Provider	<b>5.03</b>	96.02%	6.33	DNF
	Audit Agency (IMRB)	<b>9.64</b>	<b>79.92%</b>	7.33	100.0%
BSNL (Uttaranchal)	Service Provider	0.00	NIL	0.00	NA
Tata Teleservices	Service Provider	0.09	100%	0.35	-

shaded boxes indicate benchmark not met      NA - Not Applicable      DNF - Data not in format  
\* The audited data pertains to the audit period Jan'10 to June '10

(Issued in Public Interest by TRAI)