



TELECOM REGULATORY AUTHORITY OF INDIA
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**Comparative Performance of Telecom Service Providers in Karnataka Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending June 2010**

Cellular Mobile Telephone Service

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%)	
Service Provider	Data Reported by Service Provider				
Aircel	0.15%	98.86%	0.47%	98.32%	100.0%
Bharti Airtel	0.46%	98.56%	1.65%	97.71%	99.0%
BSNL	1.42%	97.99%	1.66%	97.63%	100.0%
Reliance Comm. (CDMA)	0.00%	99.67%	0.00%	98.51%	NIL
Reliance Comm. (GSM)	0.08%	99.56%	1.19%	97.29%	100.0%
Sistema	0.17%	99.43%	0.55%	99.03%	100.0%
Idea Cellular (Spice)	0.16%	99.46%	0.44%	98.89%	100.0%
Sistema Shyam	0.21%	99.10%	0.30%	99.76%	100.0%
Tata Tele. (CDMA)	0.03%	99.69%	0.39%	99.42%	100.0%
DoCoMo	0.10%	99.71%	1.05%	96.48%	100.0%
Uninor	0.09%	99.46%	0.34%	99.18%	100.0%
Vodafone Essar	0.14%	99.27%	0.67%	98.78%	100.0%

Basic Telephone Service (Wireline)

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)
Service Provider	Data Reported by Service Provider			
Bharti Airtel	3.77	98.69%	2.85	100%
BSNL	4.58	93.46%	6.92	DNF
Reliance Comm.	0.54	100%	3.16	100%
Tata Teleservices	0.31	93.05%	3.66	100%

shaded boxes indicate benchmark not met

DNF - Data not in format