



TELECOM REGULATORY AUTHORITY OF INDIA
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**Comparative Performance of Telecom Service Providers in Madhya Pradesh Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending December 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%)	
Bharti Airtel	Data Reported by Service Provider	0.24%	98.76%	1.35%	96.46%	100.0%
BSNL		1.02%	97.00%	1.52%	98.31%	100.0%
IDEA Cellular		0.36%	98.15%	1.39%	95.42%	100.0%
Reliance Comm		0.32%	99.71%	1.01%	98.79%	100.0%
Reliance Telecom		0.04%	98.39%	0.95%	96.86%	100.0%
Tata Teleservices		0.02%	99.26%	0.76%	99.08%	99.3%
Vodafone Essar		0.27%	96.72%	2.16%	97.54%	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	8.50	91.18%	9.77	100.00%
BSNL (MP)		3.75	96.68%	5.50	NR
BSNL (Chattisgarh)		6.28	94.02%	9.05	NR
RCOM		0.25	100.00%	NR	100.00%
Tata Teleservices		0.10	62.50%	13.20	100.00%

shaded boxes indicate benchmark not met

NR - Data Not Reported

(Issued in Public Interest by TRAI)