



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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New Delhi - 110 002

**Comparative Performance of Telecom Service Providers in Uttar Pradesh-East 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)	
				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	0.38%	96.94%	1.78%	96.50%
BSNL		0.54%	97.00%	1.43%	96.67%
Dishnet		0.17%	98.20%	0.33%	96.91%
IDEA Cellular		0.27%	99.81%	1.00%	96.44%
Reliance Comm		0.29%	98.60%	1.01%	97.81%
Tata Teleservices		0.12%	98.17%	0.77%	98.59%
Vodafone Essar		0.44%	97.49%	1.82%	95.49%

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	3.40	95.31%	8.02	100.00%
BSNL		4.06	95.25%	6.82	NR
RCOM		0.77	100.00%	NR	100.00%
Tata Teleservices		3.80	98.94%	5.60	100.00%

shaded boxes indicate benchmark not met

NA - Not Applicable

NR - Data Not Reported

(Issued in Public Interest by TRAI)

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Resolution of
billing / charging
complaints: %age
of billing/charging
complaints
resolved within 4
weeks
(100% within 4
weeks)

100.0%

100.0%

100.0%

100.0%

100.0%

99.5%

100.0%

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:d 06.05.2010