

**Comparative Performance of Telecom Service Providers in Chennai & Tamilnadu Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending September, 2009**

Cellular Mobile Telephone Service

Name of the Service Provider	Name of the service area	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%)	
Data Reported by							
Aircel Cellular	Chennai	Service Provider	0.42%	97.29%	2.21%	96.91%	100%
		Audit Agency (IMRB)	0.68%	98.87%	2.33%	97.11%	100%
Aircel	Tamilnadu	Service Provider	0.22%	95.56%	1.15%	96.64%	100%
		Audit Agency (IMRB)	0.21%	97.63%	1.21%	96.22%	100%
Bharti Airtel	Chennai	Service Provider	0.15%	98.23%	1.08%	98.12%	100%
		Audit Agency (IMRB)	0.14%	98.15%	1.09%	95.13%	100.00%
	Tamilnadu	Service Provider	0.26%	96.64%	1.10%	96.14%	100%
		Audit Agency (IMRB)	0.20%	96.37%	1.13%	95.82%	100%
BSNL	Chennai	Service Provider	0.43%	98.67%	1.27%	99.67%	100%
		Audit Agency (IMRB)	0.15%	96.19%	0.96%	98.29%	100%
	Tamilnadu	Service Provider	0.57%	98.00%	1.00%	99.00%	100%
		Audit Agency (IMRB)	0.47%	98.13%	1.00%	99.25%	100%
Idea	Tamilnadu (including Chennai)	Service Provider	0.04%	98.76%	0.72%	98.85%	99.9%
		Audit Agency (IMRB)	0.04%	98.64%	1.02%	98.67%	100%
Reliance Comm	Chennai	Service Provider	0.13%	99.59%	0.69%	99.00%	100%
		Audit Agency (IMRB)	0.01%	99.61%	0.57%	98.55%	100%
	Tamilnadu	Service Provider	0.15%	99.51%	0.76%	98.04%	100%
		Audit Agency (IMRB)	0.13%	99.52%	0.69%	97.66%	100%
Sistema Shyam *	Tamilnadu	Service Provider	0.25%	99.15%	0.13%	99.50%	100%
		Audit Agency (IMRB)	0.27%	99.07%	0.33%	99.30%	NA
Tata Teleservices	Chennai	Service Provider	0.02%	98.24%	0.39%	99.20%	100%
		Audit Agency (IMRB)	0.03%	98.28%	0.32%	99.43%	100%
	Tamilnadu	Service Provider	0.05%	98.44%	0.50%	98.47%	100%
		Audit Agency (IMRB)	0.04%	98.16%	0.80%	99.96%	100%
Vodafone Essar	Chennai	Service Provider	0.09%	99.53%	0.65%	98.87%	100%
		Audit Agency (IMRB)	0.04%	99.54%	0.53%	98.89%	100%
	Tamilnadu	Service Provider	0.07%	98.46%	1.02%	96.90%	100%
		Audit Agency (IMRB)	0.07%	98.46%	1.01%	96.82%	100%

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	Tamilnadu	5.01	96.62%	3.83	99.58%
BSNL	Chennai	2.75	97.49%	7.32	NR
	Tamilnadu	2.86	95.42%	5.38	NR
RCOM	Chennai	1.15	100.00%	2.26	100%
	Tamilnadu	2.09	100.00%	2.10	100%
Tata Teleservices	Chennai	NIL	68.18%	19.72	100%
	Tamilnadu	NIL	100.00%	0.80	100%

shaded boxes indicate benchmark not met NA - Not Applicable NR - Data Not Reported

(Issued in Public Interest by TRAI)

* Corrected Data

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