



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 March 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%)	
Bharti Airtel	Data Reported by Service Provider	0.19%	98.78%	1.19%	98.02%	100.0%
BSNL		0.63%	98.12%	1.69%	98.79%	100.0%
Idea Cellular		0.93%	97.73%	1.49%	95.56%	100.0%
Reliance Comm.		0.28%	97.73%	0.95%	98.62%	100.0%
Reliance Telecom		0.05%	97.73%	1.01%	96.20%	100.0%
Tata Tele. (CDMA)		0.02%	99.41%	0.66%	98.97%	100.0%
Tata Tele. (GSM)		0.09%	97.95%	0.83%	96.50%	100.0%
Vodafone Essar		0.10%	97.81%	1.78%	97.86%	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	9.10	93.09%	9.09	100%
BSNL (MP)		3.38	96.55%	5.58	NR
BSNL (Chattisgarh)		6.41	94.31%	6.42	NR
Reliance Comm.		0.92	100%	2.42	100%
Tata Teleservices		0.0	NA	0.00	100%

shaded boxes indicate benchmark not met

NA - Not Applicable

NR - Data Not Reported

(Issued in Public Interest by TRAI)