



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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**Comparative Performance of Telecom Service Providers in Mumbai & Maharashtra 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%)	
Name of the service area		Data Reported by Service Provider				
Aircel	Mumbai	0.02%	98.54%	0.86%	98.11%	100.0%
	Maharashtra	0.15%	98.31%	0.51%	97.78%	100.0%
Bharti Airtel	Mumbai	0.07%	99.29%	0.86%	98.19%	100.0%
	Maharashtra	0.24%	98.58%	1.05%	98.58%	100.0%
BSNL	Maharashtra	0.80%	98.95%	1.46%	97.83%	100.0%
IDEA Cellular	Mumbai	0.03%	99.07%	1.38%	97.98%	100.0%
	Maharashtra	0.24%	97.11%	1.47%	97.38%	100.0%
Loop	Mumbai	0.16%	99.99%	1.25%	98.34%	100.0%
MTNL	Mumbai	1.23%	97.43%	1.76%	96.81%	100.0%
Reliance Comm. (CDMA)	Mumbai	0.12%	99.25%	0.61%	99.04%	100.0%
	Maharashtra	0.19%	98.86%	0.85%	98.32%	100.0%
Reliance Comm. (GSM)	Mumbai	0.12%	98.77%	0.53%	98.72%	100.0%
	Maharashtra	0.28%	98.68%	0.74%	98.46%	100.0%
Sistema Shyam	Mumbai	0.09%	98.77%	0.25%	98.86%	100.0%
Tata Tele. (CDMA)	Mumbai	0.02%	99.03%	0.41%	97.27%	100.0%
	Maharashtra	0.02%	97.16%	1.02%	96.62%	100.0%
Tata Tele. (GSM)	Mumbai	0.16%	98.54%	1.26%	96.97%	100.0%
	Maharashtra	0.06%	98.28%	0.25%	98.14%	100.0%
Vodafone Essar	Mumbai	0.01%	99.26%	0.70%	98.70%	100.0%
	Maharashtra	0.14%	97.28%	0.74%	97.77%	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)
Name of the service area		Data Reported by Service Provider			
Bharti Airtel	Mumbai	1.57	96.62%	7.58	100%
	Maharashtra	2.69	96.57%	7.21	100%
BSNL	Maharashtra	6.07	90.78%	8.65	NR
MTNL	Mumbai	5.14	93.68%	10.78	100%
Reliance Comm.	Mumbai	0.38	100%	2.53	100%
	Maharashtra	0.53	100%	3.05	100%
Tata Teleservices	Mumbai	0.8	97.66%	4.42	100%
	Maharashtra	0.47	91.00%	7.28	100%

shaded boxes indicate benchmark not met

NR - Data Not Reported

(Issued in Public Interest by TRAI)