



**TELECOM REGULATORY AUTHORITY OF INDIA**  
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**Comparative Performance of Telecom Service Providers in Uttar Pradesh-West Service Area,  
Key Quality of Service (QoS) Parameters for Quarter Ending Decembre 2012**

**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%)	
	Data Reported by					
Aircel	Service Provider	0.40	98.67	0.67	97.68	100.00
Airtel	Service Provider	0.06	99.49	0.40	99.59	100.00
BSNL	Service Provider	0.90	96.83	1.93	97.25	100.00
Idea	Service Provider	0.05	99.86	0.66	99.73	100.00
MTS	Service Provider	0.21	99.57	0.47	99.54	100.00
RCOM CDMA	Service Provider	0.31	98.90	0.06	99.78	100.00
RCOM GSM	Service Provider	0.36	99.50	0.11	99.04	100.00
TATA CDMA	Service Provider	0.04	98.73	0.70	97.62	100.00
TATA GSM	Service Provider	0.08	98.81	0.70	98.27	100.00
Uninor	Service Provider	0.21	97.41	1.20	95.56	100.00
Vodafone	Service Provider	0.18	99.41	0.98	97.23	100.00
Videocon	Service Provider	0.02	97.40	0.00	97.93	100.00

**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)
	Data Reported by				
Bharti Airtel	Service Provider	1.18	98.40%	3.49	100.00%
BSNL (UP-W)	Service Provider	4.46	95.86%	5.77	100.00%
BSNL (Uttaranchal)	Service Provider	5.56	89.47%	4.81	100.00%
Reliance Comm.	Service Provider	0.00	NA	NA	NIL
Tata Teleservices	Service Provider	NA	NA	NA	100.00%

NA - Not Applicable      DNF - Data not in format      NR-Not Reported      DNF - Data not in format

shaded boxes indicate benchmark not met

(Issued in Public Interest by TRAI)