



**TELECOM REGULATORY AUTHORITY OF INDIA**  
**Mahanagar Doorsanchar Bhavan,**  
**Jawaharlal Nehru Marg (Old Minto Road),**  
**New Delhi - 110 002**

**Comparative Performance of Telecom Service Providers in Gujarat 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	0.04%	99.16%	0.61%	99.82%	100.0%
BSNL		0.26%	97.16%	1.54%	95.00%	100.0%
Idea Cellular		0.03%	99.23%	1.21%	96.30%	100.0%
Reliance Comm. (CDMA)		0.08%	99.53%	0.64%	99.01%	100.0%
Reliance Comm. (GSM)		0.07%	99.16%	0.58%	98.89%	100.0%
Tata Tele. (CDMA)		0.00%	99.23%	0.47%	99.11%	100.0%
Tata Tele. (GSM)		0.08%	99.40%	0.50%	96.00%	100.0%
Vodafone Essar		0.01%	99.27%	0.88%	97.87%	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	2.05	98.41%	5.99	98.40%
BSNL		4.88	95.58%	6.28	NR
Reliance Comm.		1.75	100%	2.19	100%
Tata Teleservices		0.9	95.42%	5.18	100%

shaded boxes indicate benchmark not met

NR - Data Not Reported

*(Issued in Public Interest by TRAI)*