



TELECOM REGULATORY AUTHORITY OF INDIA
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**Comparative Performance of Telecom Service Providers in Gujarat Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending September 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%	98.97%	0.82%	99.19%	100%
BSNL		0.63%	97.17%	1.50%	98.00%	100%
Etisalat		0.16%	99.00%	1.72%	98.59%	100%
Idea Cellular		0.06%	99.25%	1.52%	95.92%	100%
Reliance Comm. (CDMA)		0.13%	99.58%	0.51%	98.99%	100%
Reliance Comm. (GSM)		0.11%	99.59%	0.37%	98.67%	100%
Tata Tele. (CDMA)		0.00%	99.63%	0.47%	99.57%	100%
Tata Tele. (GSM)		0.07%	99.13%	0.78%	98.15%	100%
Uninor		0.16%	98.49%	1.24%	97.49%	100%
Videocon		0.13%	97.53%	0.87%	97.33%	100%
Vodafone	0.06%	99.28%	1.01%	97.73%	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	Data Reported by Service Provider	2.32	98.10%	3.89	99.57%
BSNL		5.43	94.27%	6.74	96.82%
Reliance Comm.		2.25	100%	2:08	100%
Tata Teleservices		1.69	95.59%	4.51	100%

shaded boxes indicate benchmark not met

(Issued in Public Interest by TRAI)