



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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**Comparative Performance of Telecom Service Providers in Kerala 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%) | |
| Aircel | Data Reported by Service Provider | 0.02% | 99.36% | 0.56% | 97.38% | 100% |
| Bharti Airtel | | 0.02% | 99.62% | 0.63% | 98.24% | 100% |
| BSNL | | 0.37% | 99.00% | 0.70% | 99.90% | 100% |
| Etisalat | | 0.04% | 98.90% | 0.78% | 97.18% | NA |
| Idea Cellular | | 0.07% | 99.72% | 0.94% | 96.11% | 100% |
| Reliance Comm. (CDMA) | | 0.03% | 99.70% | 0.75% | 99.03% | 100% |
| Reliance Comm. (GSM) | | 0.02% | 99.57% | 0.49% | 98.98% | 100% |
| Sistema Shyam | | 0.03% | 99.10% | 0.26% | 99.44% | 100% |
| Tata Tele. (CDMA) | | 0.01% | 99.83% | 0.23% | 99.66% | 100% |
| Tata Tele. (GSM) | | 0.02% | 99.21% | 0.59% | 97.68% | 100% |
| Uninor | | 0.09% | 98.92% | 0.89% | 99.13% | NA |
| Videocon | | 0.15% | 99.82% | 1.63% | 97.13% | 100% |
| Vodafone | | 0.02% | 99.17% | 0.65% | 97.34% | 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 | 2.73 | 99.64% | 3.01 | 100% |
| BSNL | | 6.75 | 77.37% | 16.91 | DNF |
| Reliance Comm. | | 0.90 | 100% | 2:33 | 100% |
| Tata Teleservices | | 0.09 | 100% | 5.88 | NA |

shaded boxes indicate benchmark not met

NA - Not Applicable

DNF - Data not in format