TELECOM REGULATORY AUTHORITY OF INDIA
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Comparative Performance of Telecom Service Providers in Kerala Service Area, Key Quality of Service (QoS) Parameters for Quarter Ending December 2009

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		0.04%	98.71%	0.65%	97.92%	100.0%
Bharti Airtel		0.06%	98.83%	1.02%	98.42%	100.0%
BSNL		0.53%	97.67%	0.90%	98.30%	100.0%
IDEA Cellular	Data Reported by Service Provider	0.10%	99.78%	1.04%	96.20%	100.0%
Reliance Comm		0.03%	99.65%	0.78%	99.34%	100.0%
Sistema		0.09%	99.15%	0.31%	99.16%	100.0%
Tata Teleservices		0.02%	98.90%	0.67%	98.54%	**99.5%**
Vodafone Essar		0.01%	99.41%	0.61%	97.47%	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		2.98	99.39%	3.67	100.00%
BSNL	Data Reported by Service Provider	**6.56**	**87.03%**	**13.91**	**NR**
RCOM		0.19	100.00%	**NR**	100.00%
Tata Teleservices		0.10	**81.25%**	**13.0**	**NR**

shaded boxes indicate benchmark not met   NA - Not Applicable   NR - Data Not Reported

(Issued in Public Interest by TRAI)