



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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New Delhi - 110 002

**Comparative Performance of Telecom Service Providers in Mumbai & Maharashtra Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending June 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)
	Name of the service area	Data Reported by			Call Drop Rate: %age of established calls getting disconnected due to network problems (≤ 2%)	%age of Calls with good voice quality (≥ 95%)	
Aircel	Mumbai	Service Provider	0.02%	97.34%	0.87%	98.36%	100.0%
		Audit Agency (TCIL)	0.01%	98.56%	0.85%	98.18%	100.0%
	Maharashtra	Service Provider	0.23%	98.70%	0.42%	98.03%	100.0%
		Audit Agency (TCIL)	0.27%	98.92%	0.57%	98.03%	100.0%
Bharti Airtel	Mumbai	Service Provider	0.06%	99.36%	0.84%	98.11%	100.0%
		Audit Agency (TCIL)	0.07%	99.31%	0.85%	97.62%	100.0%
	Maharashtra	Service Provider	0.20%	99.07%	1.04%	98.40%	100.0%
		Audit Agency (TCIL)	0.19%	99.12%	1.01%	98.40%	100.0%
BSNL	Maharashtra	Service Provider	0.82%	98.41%	1.68%	98.60%	100.0%
		Audit Agency (TCIL)	0.98%	98.19%	1.76%	98.49%	100.0%
Etisalat	Mumbai	Service Provider	0.32%	99.45%	1.57%	98.78%	100.0%
		Audit Agency (TCIL)	0.97%	98.43%	1.44%	98.69%	100.0%
IDEA Cellular	Mumbai	Service Provider	0.02%	99.21%	1.30%	98.68%	100.0%
		Audit Agency (TCIL)	0.03%	99.29%	1.32%	98.40%	100.0%
	Maharashtra	Service Provider	0.43%	97.34%	1.47%	97.33%	100.0%
		Audit Agency (TCIL)	0.43%	97.88%	1.35%	97.43%	99.6%
Loop	Mumbai	Service Provider	0.29%	99.99%	1.18%	98.26%	100.0%
		Audit Agency (TCIL)	0.20%	99.24%	1.21%	98.35%	100.0%
MTNL	Mumbai	Service Provider	1.08%	98.00%	0.02%	96.90%	100.0%
		Audit Agency (TCIL)	1.19%	95.80%	1.97%	95.16%	99.9%
Reliance Comm. (CDMA)	Mumbai	Service Provider	0.18%	99.45%	0.59%	95.16%	100.0%
		Audit Agency (TCIL)	0.15%	99.20%	0.61%	DNP	100.0%
	Maharashtra	Service Provider	0.38%	98.95%	0.73%	98.57%	100.0%
		Audit Agency (TCIL)	0.42%	99.10%	0.68%	NA	100.0%
Reliance Comm. (GSM)	Mumbai	Service Provider	0.13%	99.47%	0.42%	98.75%	100.0%
		Audit Agency (TCIL)	0.10%	98.88%	0.56%	98.65%	100.0%
	Maharashtra	Service Provider	0.41%	99.41%	0.42%	98.47%	100.0%
		Audit Agency (TCIL)	0.43%	99.62%	0.27%	98.45%	100.0%
Sistema Shyam	Mumbai	Service Provider	0.06%	99.25%	0.15%	99.33%	100.0%
		Audit Agency (TCIL)	0.01%	99.21%	0.15%	98.74%	100.0%
	Maharashtra	Service Provider	0.11%	99.18%	0.14%	98.30%	100.0%
		Service Provider	0.07%	99.15%	0.63%	96.99%	100.0%
Tata Tele. (CDMA)	Mumbai	Audit Agency (TCIL)	0.10%	99.02%	0.73%	NA	100.0%
		Service Provider	0.09%	97.26%	0.98%	96.33%	100.0%
	Maharashtra	Audit Agency (TCIL)	0.11%	97.82%	0.80%	NA	100.0%
		Service Provider	DNF	98.85%	1.31%	97.28%	100.0%
DoCoMo	Mumbai	Audit Agency (TCIL)	0.05%	98.44%	1.26%	96.90%	99.9%
		Service Provider	0.12%	98.76%	0.77%	97.37%	100.0%
	Maharashtra	Audit Agency (TCIL)	0.11%	98.64%	0.79%	98.03%	100.0%
		Service Provider	0.29%	99.43%	0.42%	99.31%	100.0%
Uninor	Maharashtra	Service Provider	0.94%	98.74%	1.40%	95.04%	NA
		Service Provider	0.02%	99.19%	0.71%	98.61%	100.0%
Vodafone Essar	Mumbai	Audit Agency (TCIL)	0.01%	99.21%	0.69%	98.72%	100.0%
		Service Provider	0.16%	96.75%	0.96%	97.07%	100.0%
	Maharashtra	Service Provider	0.15%	96.35%	1.00%	96.99%	100.00%
		Audit Agency (TCIL)					

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)
	Name of the service area	Data Reported by				
Bharti Airtel	Mumbai	Service Provider	1.85	95.23%	6.24	100%
		Audit Agency (TCIL)	1.28	97.20%	7.30	100%
	Maharashtra	Service Provider	3.16	96.79%	5.13	100%
		Audit Agency (TCIL)	2.70	94.70%	4.80	100%
BSNL	Maharashtra	Service Provider	6.20	90.22%	9.48	DNF
		Audit Agency (TCIL)	5.87	89.87%	8.54	88%
MTNL	Mumbai	Service Provider	7.20	86.07%	18.81	100%
		Audit Agency (TCIL)	6.73	94.69%	10.52	100%
Reliance Comm.	Mumbai	Service Provider	0.50	100.00%	2.50	100%
		Audit Agency (TCIL)	0.68	99.00%	3.43	100%
	Maharashtra	Service Provider	0.79	100.00%	2.48	100%
		Audit Agency (TCIL)	0.60	100.00%	2.58	100%
Tata Teleservices	Mumbai	Service Provider	0.78	97.54%	4.86	100%
		Audit Agency (TCIL)	0.87	98.00%	4.59	99%
	Maharashtra	Service Provider	0.61	94.00%	6.77	100%
		Audit Agency (TCIL)	0.50	94.76%	6.96	100%

shaded boxes indicate benchmark not met

NA - Not Applicable

DNF - Data not in format

DNP - Data not provided

* The audited data pertains to the audit period Jan'10 to June '10

