



TELECOM REGULATORY AUTHORITY OF INDIA
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**Comparative Performance of Telecom Service Providers in Chennai & Tamilnadu 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%)	
	Name of the service area	Data Reported by Service Provider				
Aircel Cellular	Chennai	0.32%	97.78%	0.97%	97.20%	97.7%
Aircel	Tamilnadu	0.21%	96.97%	0.66%	96.89%	100.0%
Bharti Airtel	Chennai	0.04%	99.20%	0.77%	98.73%	100.0%
	Tamilnadu	0.14%	98.40%	1.05%	96.84%	100.0%
BSNL	Chennai	0.28%	99.63%	0.87%	100.00%	100.0%
	Tamilnadu	0.40%	97.37%	0.84%	99.00%	100.0%
Idea Cellular	Tamilnadu	0.03%	98.70%	0.78%	98.21%	100.0%
Reliance Comm (CDMA)	Chennai	0.11%	99.49%	0.66%	99.05%	100.0%
Reliance Comm (CDMA)	Tamilnadu	0.06%	99.56%	0.74%	99.21%	100.0%
Reliance Comm (GSM)		0.05%	99.26%	0.44%	99.05%	100.0%
Sistema	Tamilnadu	0.14%	99.14%	0.33%	99.02%	100.0%
Tata Tele. (CDMA)	Chennai	0.02%	99.02%	0.31%	99.25%	99.0%
Tata Tele. (CDMA)	Tamilnadu	0.04%	99.35%	0.62%	99.81%	100.0%
Tata Tele. (GSM)		0.10%	98.69%	0.55%	96.53%	100.0%
Uninor	Tamilnadu	0.18%	98.93%	0.32%	99.13%	100.0%
Vodafone Essar	Chennai	0.07%	99.69%	0.52%	99.01%	100.0%
	Tamilnadu	0.03%	98.96%	0.83%	97.24%	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		4.77	98.65%	2.80	100%
BSNL	Chennai	2.72	97.71%	7.00	NR
	Tamilnadu	3.17	95.92%	5.18	NR
Reliance Comm.	Chennai	0.51	100%	1.51	100%
	Tamilnadu	1.45	100%	3.38	100%
Tata Teleservices	Chennai	0.1	90.91%	5.20	100%
	Tamilnadu	0.5	100%	2.74	100%

shaded boxes indicate benchmark not met

NR - Data Not Reported

(Issued in Public Interest by TRAI)