



**TELECOM REGULATORY AUTHORITY OF INDIA**  
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**Comparative Performance of Telecom Service Providers in Tamilnadu & Chennai Service Area,  
Key Quality of Service (QoS) Parameters for Quarter Ending June 2012**

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 (5 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	%age of Calls with good voice quality (≥ 95%)	
Aircel	Tamilnadu	Service Provider	1.46	98.24	0.54	95.30	<b>97.79</b>
		Audit Agency (TCIL)	0.66	98.85	0.51	95.16	100.00
	Chennai	Service Provider	1.68	97.09	0.50	98.36	100.00
		Audit Agency (TCIL)	1.82	98.03	0.48	98.48	100.00
Bharti Airtel	Tamilnadu	Service Provider	0.01	99.83	0.14	99.43	100.00
		Audit Agency (TCIL)	0.08	98.13	1.17	96.69	100.00
	Chennai	Service Provider	0.01	99.86	0.15	99.63	100.00
		Audit Agency (TCIL)	0.09	99.17	0.84	97.45	100.00
BSNL	Tamilnadu	Service Provider	0.47	98.33	1.10	99.00	100.00
		Audit Agency (TCIL)	0.47	98.67	1.23	99.00	100.00
	Chennai	Service Provider	0.47	99.67	0.83	100.00	100.00
		Audit Agency (TCIL)	0.47	100.00	0.63	100.00	100.00
IDEA Cellular	Tamilnadu	Service Provider	0.01	99.63	0.39	98.00	100.00
		Audit Agency (TCIL)	0.01	99.62	0.45	97.99	100.00
	Chennai	Service Provider	0.01	99.70	0.44	97.90	0.00
		Audit Agency (TCIL)	NR	NR	NR	NR	NR
Reliance (CDMA)	Tamilnadu	Service Provider	0.00	0.00	0.00	0.00	100.00
		Audit Agency (TCIL)	0.06	99.41	0.56	98.89	100.00
	Chennai	Service Provider	0.15	99.19	0.09	99.67	100.00
		Audit Agency (TCIL)	0.23	99.39	0.40	98.80	100.00
Reliance (GSM) *	Tamilnadu	Service Provider	0.00	0.00	0.00	0.00	100.00
		Audit Agency (TCIL)	0.05	99.84	0.46	99.36	100.00
	Chennai	Service Provider	0.16	99.89	0.19	99.55	0.00
		Audit Agency (TCIL)	0.20	99.61	0.49	99.46	0.00
Sistema Shyam	Tamilnadu	Service Provider	0.10	99.32	0.48	99.48	100.00
		Audit Agency (TCIL)	0.11	99.57	0.67	99.78	100.00
	Chennai	Service Provider	0.03	98.82	0.85	98.95	NR
		Audit Agency (TCIL)	0.01	98.58	0.80	99.57	100.00
Tata Tele. (CDMA)	Tamilnadu	Service Provider	0.05	99.32	0.21	99.24	NR
		Audit Agency (TCIL)	0.02	99.32	0.21	99.00	100.00
	Chennai	Service Provider	0.03	98.51	0.56	98.06	NR
		Audit Agency (TCIL)	0.03	97.98	0.66	98.52	100.00
TTSL(GSM)	Tamilnadu	Service Provider	0.05	98.18	0.75	98.45	NR
		Audit Agency (TCIL)	0.04	97.09	0.98	97.94	0.00
	Chennai	Service Provider	0.03	99.12	1.26	98.71	100.00
		Audit Agency (TCIL)	0.06	99.26	1.20	98.71	100.00
Videocon	Tamilnadu	Service Provider	0.27	98.73	0.62	98.22	100.00
		Audit Agency (TCIL)	0.12	98.91	0.97	97.94	100.00
	Chennai	Service Provider	0.07	98.32	0.78	97.43	100.00
		Audit Agency (TCIL)	0.12	98.20	0.87	97.09	100.00
Vodafone India Ltd.	Tamilnadu	Service Provider	0.08	99.38	0.51	98.69	100.00
		Audit Agency (TCIL)	0.00	99.53	0.57	98.76	100.00

Note:

Reliance GSM \* CH included in TN for customer related parameters and TN included in CH for network related parameters by the SPs.

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
	Name of the service area	Data Reported by				
Bharti Airtel	Tamilnadu	Service Provider	2.83	94.86%	3.56	100.00%
BSNL	Tamilnadu	Service Provider	2.89	97.21%	4.88	NR
	Chennai	Service Provider	2.79	97.90%	7.00	NR
Tata Teleservices	Tamilnadu	Service Provider	0.39	48.15%	30.28	100.00%
	Chennai	Service Provider	0.22	97.35%	6.55	100.00%
Reliance	Tamilnadu	Service Provider	0.01	100.00%	NR	NA
	Chennai	Service Provider	0.00	100.00%	NR	NA
NA - Not Applicable	DNF - Data not in format	NR-Not Reported			DNF - Data not in format	
shaded boxes indicate benchmark not met						
* The audited data pertains to the audit period Oct'11 to Dec'11						
(Issued in Public Interest by TRAI)						