



**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhavan,  
Jawaharlal Nehru Marg (Old Minto Road),  
New Delhi - 110 002

**Comparative Performance of Telecom Service Providers in Uttar Pradesh-West Service Area,  
Key Quality of Service (QoS) Parameters for Quarter Ending September 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 (≤ 2%)	Accessibility: %age of calls made by subscribers and successful within operator's network (≥ 95%)	Connection Maintenance (Retainability)	
				Call Drop Rate: %age of established calls getting disconnected due to network problems (≤ 2%)	%age of Calls with good voice quality (≥ 95%)
	Data Reported by				
<b>Aircel</b>	Service Provider	0.55	98.51	0.77	97.67
<b>Airtel</b>	Service Provider	0.06	99.50	0.40	99.55
<b>BSNL</b>	Service Provider	1.05	96.83	<b>2.05</b>	97.13
<b>Idea</b>	Service Provider	0.08	99.62	0.94	99.82
<b>MTS</b>	Service Provider	0.24	99.39	0.70	99.64
<b>RCOM CDMA</b>	Service Provider	0.30	98.61	0.08	99.73
<b>RCOM GSM</b>	Service Provider	0.35	99.50	0.52	99.19
<b>TATA CDMA</b>	Service Provider	0.03	98.81	0.80	98.20
<b>TATA GSM</b>	Service Provider	0.08	98.44	0.92	97.71
<b>Uninor</b>	Service Provider	0.49	97.43	1.52	95.47
<b>Vodafone</b>	Service Provider	0.34	98.74	1.21	96.85
<b>Videocon</b>	Service Provider	0.17	97.39	0.00	97.96

**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)
	Data Reported by				
<b>Bharti Airtel</b>	Service Provider	2.04	95.66%	5.45	100.00%
<b>BSNL (UP-W)</b>	Service Provider	4.57	96.47%	5.81	NR
<b>BSNL (Uttaranchal)</b>	Service Provider	<b>5.54</b>	<b>89.06%</b>	4.85	NR
<b>Reliance Comm.</b>	Service Provider	0.00	NA	0.00	NA

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

**Resolution of billing /  
charging complaints:  
%age of  
billing/charging  
complaints resolved  
within 4 weeks  
(100% within 4  
weeks)**

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