Comparative Performance of Telecom Service Providers in Uttar Pradesh-West Service Area, Key Quality of Service (QoS) Parameters for Quarter Ending September 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%)	
Bharti Airtel	Data Reported by Service Provider	0.45%	96.87%	1.17%	95.73%	100%
BSNL		0.63%	98.41%	1.50%	97.50%	100%
Dishnet		0.45%	97.22%	0.97%	96.39%	NA
IDEA Cellular		0.30%	99.82%	1.25%	99.30%	100%
Reliance Comm		0.24%	99.23%	1.04%	99.48%	100%
Tata Teleservices		0.04%	99.29%	0.74%	99.99%	100%
Vodafone Essar		0.67%	97.82%	1.35%	95.64%	100%

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	Data Reported by Service Provider	3.81	94.89%	7.78	NA
BSNL (UP-W)		6.68	92.24%	7.20	NR
BSNL (Uttaranchal)		5.57	94.91%	6.30	NR

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

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