



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 December 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	0.22	98.15	0.76	98.23	100
Aircel	Tamilnadu	0.17	97.32	0.60	95.94	100
Bharti Airtel	Chennai	0.04	99.56	0.54	99.05	100
	Tamilnadu	0.16	99.10	0.98	97.76	100
BSNL	Chennai	0.20	100.00	0.73	100.00	100
	Tamilnadu	0.38	96.08	0.98	99.00	100
Etisalat	Tamilnadu	0.43	99.54	0.46	98.36	100
Idea Cellular	Tamilnadu	0.02	99.04	0.86	98.25	100
Reliance Comm (CDMA)	Chennai	0.06	99.55	0.62	99.06	100
	Tamilnadu	0.04	99.65	0.65	98.95	100
Reliance Telecom	Tamilnadu	0.03	99.68	0.37	98.95	100
Sistema Shyam	Tamilnadu	0.06	98.74	0.39	99.29	100
Tata Tele. (CDMA)	Chennai	0.01	99.78	0.15	99.83	100
	Tamilnadu	0.01	99.78	0.16	99.85	100
Sistema Shyam	Tamilnadu	0.06	98.74	0.39	99.29	100
Uninor	Tamilnadu	0.03	99.42	0.58	98.62	100
Videocon	Tamilnadu	0.43	98.15	1.10	98.36	100
Vodafone	Chennai	0.05	99.68	0.58	98.94	100
	Tamilnadu	0.03	98.85	0.89	96.93	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	Tamilnadu	2.97	96.02%	2.81	100%
BSNL	Chennai	2.84	96.86%	7.03	NR
	Tamilnadu	3.11	93.97%	5.50	NR
Reliance Comm.	Chennai	0.45	100%	2:26	100%
	Tamilnadu	0.61	100%	2:17	100%
Tata Teleservices	Chennai	0.3	94.85%	6.78	100%
	Tamilnadu	1.2	92%	5.80	100%

shaded boxes indicate benchmark not met

NR - Data Not Reported

(Issued in Public Interest by TRAI)