



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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**Comparative Performance of Telecom Service Providers in Mumbai & Maharashtra Service Area,
 Key Quality of Service (QoS) Parameters for Quarter Ending December 2010**

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	Mumbai	0.04	98.37	0.78	98.29	100
	Maharashtra	0.05	99.23	0.46	98.18	100
Bharti Airtel	Mumbai	0.26	98.31	1.15	98.39	100
	Maharashtra	0.22	98.95	1.25	98.02	100
BSNL	Maharashtra	0.99	98.13	1.34	98.30	100
Etisalat	Mumbai	3.21	99.58	1.89	97.21	100
	Maharashtra	2.71	99.47	1.47	98.34	100
IDEA Cellular	Mumbai	0.02	99.26	1.18	98.85	100
	Maharashtra	0.24	97.57	1.81	97.09	100
Loop Mobile	Mumbai	0.18	99.64	0.85	98.22	100
MTNL	Mumbai	0.72	98.17	1.91	95.71	100
Reliance Comm. (CDMA)	Mumbai	0.16	99.06	0.59	98.92	100
	Maharashtra	0.28	98.51	0.70	98.43	100
Reliance Comm. (GSM)	Mumbai	0.19	99.19	0.35	98.40	100
	Maharashtra	0.33	99.05	0.33	98.26	100
Sistema Shyam	Mumbai	0.09	99.10	0.14	99.59	100
	Maharashtra	0.23	99.02	0.30	99.25	100
Tata Tele. (CDMA)	Mumbai	0.01	99.54	0.29	99.84	93
	Maharashtra	0.04	99.57	0.42	99.34	92
Tata Tele. (GSM)	Mumbai	0.04	98.99	0.93	97.38	100
	Maharashtra	0.02	98.85	0.71	97.69	100
Uninor	Mumbai	0.04	99.36	0.80	99.01	100
	Maharashtra	0.36	98.31	1.17	96.90	100
Videocon	Mumbai	0.41	98.83	1.14	99.18	100
	Maharashtra	0.29	98.42	0.51	98.97	100
Vodafone Essar	Mumbai	0.01	99.05	0.69	98.54	100
	Maharashtra	0.10	98.22	1.01	96.80	100

Landline 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)
Name of the service area		Data Reported by Service Provider			
Bharti Airtel	Mumbai	1.32	95.72%	4.87	100%
	Maharashtra	1.88	95.88%	3.56	100%
BSNL	Maharashtra	6.41	86.38%	8.53	NR
MTNL	Mumbai	9.42	91.15%	13.28	NA
Reliance Comm.	Mumbai	0.21	100%	2:19	100%
	Maharashtra	0.50	100%	1:54	100%
Tata Teleservices	Mumbai	0.6	96.27%	5.25	98%
	Maharashtra	0.7	92%	7.04	97%

shaded boxes indicate benchmark not met

NA - Not Applicable

NR - Data not Reported

(Issued in Public Interest by TRAI)