



**TELECOM REGULATORY AUTHORITY OF INDIA**  
**Mahanagar Doorsanchar Bhavan,**  
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**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 March 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%)	
<b>Bharti Airtel</b>	<b>Data Reported by Service Provider</b>	0.19%	98.33%	0.95%	98.23%	100.0%
<b>BSNL</b>		1.44%	98.34%	1.47%	97.63%	100.0%
<b>Dishnet</b>		0.13%	98.68%	0.63%	97.67%	100.0%
<b>Idea Cellular</b>		0.10%	99.84%	0.76%	99.76%	100.0%
<b>Reliance Comm. (CDMA)</b>		0.35%	98.54%	0.99%	97.89%	100.0%
<b>Reliance Comm. (GSM)</b>		0.41%	98.16%	0.87%	97.90%	100.0%
<b>Tata Tele. (CDMA)</b>		0.07%	99.09%	0.72%	98.91%	100.0%
<b>Tata Tele. (GSM)</b>		0.43%	99.62%	1.25%	97.15%	100.0%
<b>Uninor</b>		1.72%	97.68%	1.92%	97.54%	<b>99.3%</b>
<b>Vodafone Essar</b>		0.36%	97.27%	1.05%	96.11%	100.0%

**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)
<b>Bharti Airtel</b>	<b>Data Reported by Service Provider</b>	3.19	97.51%	7.55	100%
<b>BSNL (UP-W)</b>		<b>5.24</b>	96.31%	6.05	<b>NR</b>
<b>BSNL (Uttaranchal)</b>		<b>5.67</b>	94.53%	6.44	<b>NR</b>
<b>Tata Teleservices</b>		0.0	NA	0.00	100%

shaded boxes indicate benchmark not met

NA - Not Applicable

NR - Data Not Reported

(Issued in Public Interest by TRAI)