



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 Punjab Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending March 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)		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%)	
	Data Reported by					
Aircel	Service Provider	0.05	98.05	0.67	96.94	100.00
	Audit Agency (TCIL)	0.12	98.45	0.90	97.29	100.00
Bharti Airtel	Service Provider	0.03	99.22	0.64	98.92	100.00
	Audit Agency (TCIL)	0.08	99.09	0.76	98.79	100.00
BSNL	Service Provider	0.30	98.00	2.00	95.40	100.00
	Audit Agency (TCIL)	0.48	98.35	1.90	95.01	100.00
QTL-CDMA	Service Provider	0.29	98.67	1.71	97.79	100.00
	Audit Agency (TCIL)	0.04	98.84	1.73	98.08	100.00
QTL- GSM	Service Provider	0.09	97.90	0.83	97.90	100.00
	Audit Agency (TCIL)	0.14	98.52	0.97	97.92	100.00
Idea Cellular	Service Provider	0.05	97.70	1.21	97.94	100.00
	Audit Agency (TCIL)	0.05	98.13	1.52	96.76	100.00
Loop Telecom	Audit Agency (TCIL)	0.24	100.00	0.39	99.00	NR
Reliance Comm. (CDMA)	Service Provider	0.07	99.19	0.34	98.89	100.00
	Audit Agency (TCIL)	0.06	99.07	0.60	99.39	100.00
Reliance Comm. (GSM)	Service Provider	0.08	99.65	0.56	99.18	100.00
	Audit Agency (TCIL)	0.08	99.78	0.29	99.22	100.00
Sistema Shyam	Service Provider	0.00	99.73	0.37	99.51	100.00
	Audit Agency (TCIL)	0.00	96.97	0.01	98.12	NR
Tata Tele. (CDMA)	Service Provider	0.02	98.68	0.91	99.40	100.00
	Audit Agency (TCIL)	0.01	98.42	0.95	99.49	100.00
Tata Tele. (GSM)	Service Provider	0.03	99.09	0.61	96.47	100.00
	Audit Agency (TCIL)	0.02	98.42	0.95	99.49	100.00
Uninor	Service Provider	1.00	98.99	0.21	97.72	0.00
Vodafone India Ltd.	Service Provider	0.02	99.01	0.75	97.72	100.00
	Audit Agency (TCIL)	0.01	98.72	0.96	97.57	100.00

* The audited data pertains to the audit period July to Sept'11

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				
Bharti Airtel	Service Provider	1.79	96.49%	5.65	100.0%
BSNL	Service Provider	3.88	96.76%	5.53	NR
HFCL	Service Provider	4.37	90.88%	9.01	100.00%
Reliance Comm	Service Provider	0.67	100.00%	NR	100.00%
Tata Teleservices	Service Provider	0.08	100.00%	2.30	0.00%

* The audited data pertains to the audit period July to Sept'11

NR - Data Not Reported DNF - Data not in format NA-Not Applicable

shaded boxes indicate benchmark not met

(Issued in Public Interest by TRAI)