



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 Mumbai & Maharashtra Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending December 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)
	Name of the service area	Data Reported by			Call Drop Rate: %age of established calls getting disconnected due to network problems (≤ 2%)	%age of Calls with good voice quality (≥ 95%)	
Aircel	Mumbai	Service Provider	0.03	98.43	0.70	97.57	99.96
	Maharashtra	Service Provider	0.01	99.68	0.66	98.45	99.99
Bharti Airtel	Mumbai	Service Provider	0.00	99.99	0.40	99.83	100.00
	Maharashtra	Service Provider	0.02	99.86	0.41	99.58	100.00
BSNL	Maharashtra	Service Provider	1.97	96.00	1.90	97.90	100.00
IDEA Cellular	Mumbai	Service Provider	0.05	99.45	0.32	100.00	100.00
	Maharashtra	Service Provider	0.32	98.42	1.33	97.42	99.81
Loop mobile	Mumbai	Service Provider	0.04	99.24	0.52	98.26	100.00
MTNL (GSM)	Mumbai	Service Provider	0.59	96.93	0.83	97.50	100.00
MTNL(CDMA)	Mumbai	Service Provider	0.63	98.66	1.23	97.93	100.00
Reliance Comm. (CDMA)	Mumbai	Service Provider	0.23	99.13	0.19	99.78	100.00
	Maharashtra	Service Provider	0.39	99.19	0.14	99.73	100.00
Reliance Comm. (GSM)	Mumbai	Service Provider	0.19	99.71	0.10	99.24	100.00
	Maharashtra	Service Provider	0.46	99.47	0.12	99.10	100.00
Sistema Shyam	Mumbai	Service Provider	0.05	99.45	0.32	100.00	100.00
	Maharashtra	Service Provider	0.19	99.33	0.37	100.00	100.00
TATA (CDMA)	Mumbai	Service Provider	0.04	99.15	0.53	98.05	100.00
	Maharashtra	Service Provider	0.02	97.84	1.11	96.74	100.00
TTSL(GSM)	Mumbai	Service Provider	0.01	99.65	0.79	98.01	100.00
	Maharashtra	Service Provider	0.01	99.31	0.79	96.85	100.00
Uninor	Mumbai	Service Provider	0.03	99.11	1.48	97.47	100.00
	Maharashtra	Service Provider	0.17	98.07	0.98	98.24	100.00
Videocon	Mumbai	Service Provider	0.00	0.00	0.00	0.00	100.00
	Maharashtra	Service Provider	0.04	99.11	0.00	99.88	100.00
Vodafone India Ltd.	Mumbai	Service Provider	0.02	99.44	0.80	97.64	100.00
	Maharashtra	Service Provider	0.08	99.44	0.84	97.29	100.00

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)
	Name of the service area	Data Reported by				
Bharti Airtel	Mumbai	Service Provider	0.41	97.97%	3.49	100.00%
	Maharashtra	Service Provider	0.97	98.54%	2.48	100.00%
BSNL	Maharashtra	Service Provider	5.62	41.14%	8.67	92.00%
MTNL	Mumbai	Service Provider	0.05	95.11%	5.37	100.00%
Tata Teleservices	Maharashtra	Service Provider	0.44	98.83%	4.70	100.00%
Reliance	Mumbai	Service Provider	0.13	100.00%	1:11	100.00%
	Maharashtra	Service Provider	0.29	100.00%	1:04	100.00%
Vodafone	Mumbai	Service Provider	0.13	100.00%	0:48	100.00%
	Maharashtra	Service Provider	0.20	100.00%	1:53	NA

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