



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

Cellular Mobile Telephone Service

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%)	
Service Provider	Data Reported by Service Provider				
Bharti Airtel	0.05%	99.07%	0.68%	99.56%	100.0%
BSNL	0.41%	96.74%	1.70%	95.00%	100.0%
Etisalat	0.16%	99.15%	1.13%	98.85%	100.0%
Idea Cellular	0.06%	99.45%	1.13%	96.45%	100.0%
Reliance Comm. (CDMA)	0.13%	99.61%	0.48%	99.01%	100.0%
Reliance Comm. (GSM)	0.10%	99.51%	0.42%	98.90%	100.0%
Tata Tele. (CDMA)	0.00%	99.58%	0.44%	99.46%	99.0%
DoCoMo	0.06%	99.38%	0.57%	98.82%	100.0%
Uninor	0.32%	98.64%	1.60%	96.66%	100.0%
Videocon	0.18%	98.62%	0.48%	98.36%	100.0%
Vodafone Essar	0.03%	99.25%	0.76%	97.99%	100.0%

Basic Telephone Service (Wireline)

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)
Service Provider	Data Reported by Service Provider			
Bharti Airtel	2.58	98.35%	4.20	100%
BSNL	4.97	94.89%	6.23	DNF
Reliance Comm.	2.21	100%	2.03	100%
Tata Teleservices	1.22	92.88%	5.58	100%

DNF - Data not in format

shaded boxes indicate benchmark not met

(Issued in Public Interest by TRAI)