



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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New Delhi - 110 002

Comparative Performance of Telecom Service Providers in Mumbai & Maharashtra 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
	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	0.01	98.09	0.75	97.82	100.00
		Audit Agency (TCIL)	0.02	97.90	0.84	98.06	100.00
	Maharashtra	Service Provider	0.04	99.70	0.56	98.51	100.00
		Audit Agency (TCIL)	0.05	99.73	0.49	98.37	100.00
Bharti Airtel	Mumbai	Service Provider	0.01	99.85	0.56	99.65	100.00
		Audit Agency (TCIL)	0.02	99.67	0.69	99.69	100.00
	Maharashtra	Service Provider	0.04	99.27	0.54	99.23	100.00
		Audit Agency (TCIL)	0.08	98.98	0.83	98.77	100.00
BSNL	Maharashtra	Service Provider	1.43	95.33	1.97	98.10	100.00
		Audit Agency (TCIL)	1.13	95.21	1.83	98.20	100.00
		Service Provider	0.02	99.20	1.57	98.65	100.00
IDEA Cellular	Mumbai	Service Provider	0.02	99.20	1.21	98.71	100.00
		Audit Agency (TCIL)	0.02	99.20	1.21	98.71	100.00
	Maharashtra	Service Provider	0.43	98.22	1.30	97.30	100.00
		Audit Agency (TCIL)	0.35	97.88	1.66	96.83	100.00
Loop	Mumbai	Service Provider	0.03	99.19	0.50	98.27	100.00
		Audit Agency (TCIL)	0.03	99.11	0.55	98.12	100.00
		Service Provider	0.54	98.08	1.24	96.81	100.00
MTNL	Mumbai	Service Provider	0.49	98.32	1.88	96.02	100.00
		Audit Agency (TCIL)	0.37	97.93	1.19	97.53	100.00
		Service Provider	0.47	98.06	1.12	98.47	100.00
MTNL(CDMA)	Mumbai	Service Provider	0.20	99.30	0.39	99.04	100.00
		Audit Agency (TCIL)	0.16	99.68	0.34	99.44	100.00
		Service Provider	0.26	99.12	0.48	98.82	100.00
		Audit Agency (TCIL)	0.26	99.79	0.40	98.02	100.00
Reliance Comm. (CDMA)	Mumbai	Service Provider	0.17	99.69	0.55	99.10	100.00
		Audit Agency (TCIL)	0.21	99.23	1.03	99.00	100.00
	Maharashtra	Service Provider	0.40	99.52	0.50	98.89	100.00
		Audit Agency (TCIL)	0.43	99.72	0.18	98.91	100.00
Sistema Shyam	Mumbai	Service Provider	0.10	99.35	0.27	100.00	100.00
		Audit Agency (TCIL)	0.08	99.35	0.25	99.68	100.00
	Maharashtra	Service Provider	0.17	99.10	0.37	100.00	100.00
		Audit Agency (TCIL)	0.13	99.13	0.34	99.61	100.00
Tata Tele. (CDMA)	Mumbai	Service Provider	0.02	99.08	0.57	97.19	100.00
		Audit Agency (TCIL)	0.02	99.11	0.59	97.19	100.00
	Maharashtra	Service Provider	0.02	98.28	1.06	96.84	100.00
		Audit Agency (TCIL)	0.02	98.22	1.20	96.59	100.00
* The audited data pertains to the audit period July to Sept '11	Mumbai	Service Provider	0.01	99.56	0.80	97.32	100.00
		Audit Agency (TCIL)	0.02	99.33	0.98	97.33	100.00
	Maharashtra	Service Provider	0.01	99.06	0.84	96.82	100.00
		Audit Agency (TCIL)	0.02	99.18	0.96	96.68	100.00
Videocon	Mumbai	Service Provider	0.00	0.00	0.00	0.00	100.00
		Audit Agency (TCIL)	NR	NR	NR	NR	NR
	Maharashtra	Service Provider	0.85	99.09	0.41	99.85	100.00
		Audit Agency (TCIL)	0.64	99.07	0.64	98.93	100.00
Uninor	Mumbai	Service Provider	0.03	98.94	1.77	97.77	100.00
		Audit Agency (TCIL)	0.04	99.06	1.62	98.44	100.00
	Maharashtra	Service Provider	0.16	96.31	1.58	96.18	100.00
		Audit Agency (TCIL)	0.11	96.81	1.78	95.89	100.00
Vodafone India Ltd.	Mumbai	Service Provider	0.10	99.99	0.76	97.80	99.98
		Audit Agency (TCIL)	0.02	99.99	0.89	97.74	100.00
	Maharashtra	Service Provider	0.16	97.80	0.84	97.55	100.00
		Audit Agency (TCIL)	0.19	98.18	1.08	96.98	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	0.82	95.60%	4.66	100.00%
	Maharashtra	Service Provider	1.15	97.58%	3.48	100.00%
BSNL	Maharashtra	Service Provider	6.28	82.29%	8.31	NR
MTNL	Mumbai	Service Provider	7.02	94.15%	10.90	100.00%
	Maharashtra	Service Provider	0.30	97.79%	4.07	100.00%
Reliance	Mumbai	Service Provider	0.27	100.00%	NR	100.00%
	Maharashtra	Service Provider	0.33	100.00%	NR	100.00%

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

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

(Issued in Public Interest by TRAI)