



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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**Comparative Performance of Telecom Service Providers in Rajasthan 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	0.14%	99.38%	0.96%	98.95%	100.0%
BSNL	1.56%	98.89%	1.60%	98.07%	99.0%
Etisalat	0.93%	99.11%	1.21%	98.94%	NIL
Idea Cellular	0.09%	99.54%	1.10%	97.73%	100.0%
Reliance Comm. (CDMA)	0.20%	99.41%	0.71%	98.22%	100.0%
Reliance Comm. (GSM)	0.40%	99.40%	0.48%	98.45%	100.0%
Sistema Shyam	0.17%	98.67%	0.41%	99.10%	100.0%
Tata Tele. (CDMA)	0.03%	99.69%	0.65%	99.68%	99.0%
Vodafone Essar	0.11%	99.48%	25.82%	97.57%	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	2.05	98.27%	6.73	100%
BSNL	4.28	95.40%	6.74	DNF
Reliance Comm.	1.38	100%	2.55	100%
Sistema Shyam	3.55	92.7%	5.19	Nil
Tata Teleservices	0.03	100.0%	0.43	100%

shaded boxes indicate benchmark not met

DNF - Data not in format

(Issued in Public Interest by TRAI)