



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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Comparative Performance of Telecom Service Providers in Tamilnadu & Chennai 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	Tamilnadu	Service Provider	1.54	98.22	0.58	95.28	100.00
		Audit Agency (TCIL)	0.42	99.01	0.49	95.49	100.00
	Chennai	Service Provider	1.90	97.97	0.45	98.54	100.00
		Audit Agency (TCIL)	0.80	97.79	0.44	98.50	100.00
Bharti Airtel	Tamilnadu	Service Provider	0.04	99.50	0.62	98.10	100.00
		Audit Agency (TCIL)	0.05	98.32	0.99	96.95	100.00
	Chennai*	Service Provider	0.02	99.67	0.50	98.99	0.00
		Audit Agency (TCIL)	0.09	99.13	0.83	97.45	100.00
BSNL	Tamilnadu	Service Provider	0.50	97.67	1.17	99.00	100.00
		Audit Agency (TCIL)	0.37	99.00	1.03	99.00	100.00
	Chennai	Service Provider	0.90	100.00	0.73	100.00	100.00
		Audit Agency (TCIL)	0.30	98.67	0.67	100.00	100.00
IDEA Cellular	Tamilnadu	Service Provider	0.01	99.53	0.41	97.99	100.00
		Audit Agency (TCIL)	0.01	99.28	0.46	98.17	100.00
	Chennai	Service Provider	0.01	99.56	0.47	97.90	0.00
		Audit Agency (TCIL)	NR	NR	NR	NR	NR
Reliance Comm. (CDMA)	Tamilnadu*	Service Provider	0.00	0.00	0.00	0.00	100.00
		Audit Agency (TCIL)	0.03	99.24	0.48	99.38	100.00
	Chennai	Service Provider	0.11	99.48	0.37	99.16	100.00
		Audit Agency (TCIL)	0.16	99.71	0.37	99.23	100.00
Reliance Comm. (GSM)	Tamilnadu*	Service Provider	0.00	0.00	0.00	0.00	100.00
		Audit Agency (TCIL)	0.02	99.79	0.23	99.30	100.00
	Chennai*	Service Provider	0.08	99.86	0.28	99.47	0.00
		Audit Agency (TCIL)	0.10	99.77	0.22	99.39	100.00
Sistema Shyam	Tamilnadu	Service Provider	0.11	99.24	0.54	99.96	100.00
		Audit Agency (TCIL)	0.05	99.45	0.64	99.87	100.00
	Chennai	Service Provider	0.02	98.75	0.92	99.04	100.00
		Audit Agency (TCIL)	0.02	98.75	0.76	99.47	99.00
Tata Tele. (CDMA)	Tamilnadu	Service Provider	0.02	99.34	0.23	99.61	0.00
		Audit Agency (TCIL)	0.02	99.48	0.16	99.48	100.00
	Chennai	Service Provider	0.08	98.23	0.60	98.21	100.00
		Audit Agency (TCIL)	0.02	97.77	0.61	98.56	100.00
TTSL(GSM)	Tamilnadu	Service Provider	0.01	98.66	0.93	97.68	100.00
		Audit Agency (TCIL)	0.03	97.17	0.81	98.02	0.00
	Chennai	Service Provider	0.24	98.78	0.72	98.07	100.00
		Audit Agency (TCIL)	0.11	98.72	0.93	97.96	100.00
Videocon	Tamilnadu	Service Provider	0.05	99.26	1.09	98.74	100.00
		Audit Agency (TCIL)	0.03	99.14	1.10	98.72	100.00
	Chennai	Service Provider	0.10	98.39	0.81	97.33	100.00
		Audit Agency (TCIL)	0.02	98.29	0.78	97.09	100.00
Vodafone India Ltd.	Tamilnadu	Service Provider	0.10	99.52	0.52	98.72	100.00
		Audit Agency (TCIL)	0.00	99.45	0.56	98.81	100.00

Note: 1. RCOM CDMA & RCOM GSM = TN* included in CH for Network related parameters only

2. RCOM GSM = CH* included in TN for Customer related parameters only.

3. Airtel CH*- Incl in TN for Customer related parameters only

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	Tamilnadu	Service Provider	2.59	94.83%	3.32	98.70%
BSNL	Tamilnadu	Service Provider	3.24	92.28%	5.42	NR
	Chennai	Service Provider	2.96	97.38%	7.01	NR
Tata Teleservices	Tamilnadu	Service Provider	0.01	100.00%	0.00	0.00%
	Chennai	Service Provider	0.06	100.00%	4.28	0.00%
Reliance	Tamilnadu	Service Provider	0.48	100.00%	NR	100.00%
	Chennai	Service Provider	0.25	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)