



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 Uttar Pradesh-East Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending March 2010**

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)
				Call Drop Rate: %age of established calls getting disconnected due to network problems (≤ 2%)	%age of Calls with good voice quality (≥ 95%)	
Bharti Airtel	Data Reported by Service Provider	0.16%	99.21%	1.11%	98.22%	100.0%
BSNL		0.73%	96.33%	1.57%	96.33%	100.0%
Dishnet		0.09%	98.39%	0.92%	97.67%	100.0%
Idea Cellular		0.28%	99.54%	0.92%	96.59%	100.0%
Reliance Comm. (CDMA)		0.32%	98.14%	0.99%	97.69%	100.0%
Reliance Comm. (GSM)		0.51%	98.40%	0.61%	97.92%	100.0%
Tata Tele. (CDMA)		0.18%	99.18%	0.53%	98.71%	100.0%
Tata Tele. (GSM)		0.47%	99.49%	1.00%	96.12%	100.0%
Uninor		1.29%	98.34%	1.45%	97.99%	100.0% *
Vodafone Essar		0.24%	98.04%	1.64%	95.48%	100.0%

NOTE : * The data for the parameter "Resolution of billing / charging complaints: %age of billing/charging complaints resolved within 4 weeks" was erroneously reported by the SP for QE March, 2010 as 65.04%, which has now been corrected and may be read as 100%.

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)
Bharti Airtel	Data Reported by Service Provider	3.30	96.74%	7.23	100%
BSNL		3.74	94.78%	6.37	NR
Reliance Comm.		2.13	100%	2.52	100%
Tata Teleservices		4.91	96.98%	3.45	100%

shaded boxes indicate benchmark not met

NR - Data Not Reported

(Issued in Public Interest by TRAI)