

**Comparative Performance of Telecom Service Providers in Punjab Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending September 2009**

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	0.18%	98.07%	1.45%	97.47%	100%
BSNL		1.28%	97.67%	1.40%	98.00%	100%
HFCL - CDMA		0.98%	99.05%	0.95%	96.90%	100%
Reliance Comm		0.16%	98.33%	0.87%	99.61%	100%
Spice Comm.		0.06%	98.86%	0.79%	97.96%	100%
Tata Teleservices		0.06%	98.51%	0.57%	96.97%	100%
Vodafone Essar		0.06%	98.74%	1.10%	98.25%	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	3.24	96.31%	7.08	NA
BSNL		8.95	85.20%	16.06	NR
HFCL		5.35	95.80%	6.1	100%
RCOM		2.34	100.00%	1.35	100%
Tata Teleservices		NIL	100.00%	1.96	100%

shaded boxes indicate benchmark not met

NA - Not Applicable

NR - Data Not Reported

(Issued in Public Interest by TRAI)