



**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 Delhi Service Area,  
Key Quality of Service (QoS) Parameters for Quarter Ending December 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%)	
Aircel	Data Reported by Service Provider	0.11%	98.21%	0.82%	97.99%	100.0%
Bharti Airtel		0.10%	99.02%	0.81%	97.03%	100.0%
IDEA Cellular		0.03%	99.83%	0.66%	98.31%	100.0%
MTNL		1.92%	96.76%	0.85%	98.14%	100.0%
Reliance Comm		0.11%	99.05%	0.66%	99.18%	100.0%
Sistema		0.38%	98.17%	0.56%	98.17%	100.0%
Tata Teleservices		0.01%	98.76%	0.83%	98.64%	96.5%
Vodafone Essar		0.02%	99.58%	0.77%	98.30%	100.0%

**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	3.39	96.48%	7.15	100.00%
MTNL		6.78	80.68%	11.40	93.00%
RCOM		0.71	100.00%	NR	100.00%
Tata Teleservices		0.70	96.65%	6.20	92.31%

shaded boxes indicate benchmark not met

DNP - Data Not Provided

NR - Data Not Reported

(Issued in Public Interest by TRAI)