



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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**Comparative Performance of Telecom Service Providers in Gujarat 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%)	
Data Reported by						
Bharti Airtel	Service Provider	0.07%	98.91%	1.27%	98.98%	100.0%
	Audit Agency (TCIL)	0.09%	98.91%	1.47%	95.16%	100.0%
BSNL	Service Provider	0.32%	96.45%	1.67%	95.00%	100.0%
	Audit Agency (TCIL)	0.34%	97.71%	1.58%	95.90%	100.0%
IDEA Cellular	Service Provider	0.03%	99.37%	1.30%	96.27%	100.0%
	Audit Agency (TCIL)	0.04%	99.38%	1.28%	96.31%	100.0%
Reliance Comm	Service Provider	0.06%	99.55%	0.73%	99.26%	100.0%
	Audit Agency (TCIL)	0.06%	99.56%	0.77%	NA	100.0%
Tata Teleservices	Service Provider	0.01%	98.96%	0.37%	98.57%	97.9%
	Audit Agency (TCIL)	0.01%	98.92%	0.52%	NA	100.0%
Vodafone Essar	Service Provider	0.02%	99.39%	0.78%	97.95%	100.0%
	Audit Agency (TCIL)	0.02%	99%	0.77%	97.98%	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	Service Provider	2.50	98.65%	5.80	100.00%
	Audit Agency (TCIL)	2.50	98.28%	6.20	100.00%
BSNL	Service Provider	5.10	95.74%	6.48	NR
	Audit Agency (TCIL)	5.11	96.67%	6.53	95.86%
RCOM	Service Provider	2.67	100.00%	NR	100.00%
	Audit Agency (TCIL)	0.88	100.00%	1.59	100.00%
Tata Teleservices	Service Provider	2.70	93.97%	8.50	61.67%
	Audit Agency (TCIL)	1.50	98.00%	2.60	100.00%

shaded boxes indicate benchmark not met

NR - Data Not Reported

(Issued in Public Interest by TRAI)