TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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Comparative Performance of Telecom Service Providers in Uttar Pradesh-West Ser Key Quality of Service (QoS) Parameters for Quarter Ending December 200

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)	
				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	0.23%	96.78%	1.15%	96.77%
BSNL		0.37%	98.45%	1.04%	97.67%
Dishnet		0.18%	98.23%	0.77%	96.72%
IDEA Cellular		0.18%	99.76%	1.02%	99.49%
Reliance Comm		0.42%	98.58%	0.98%	98.23%
Tata Teleservices		0.07%	98.60%	0.87%	99.60%
Vodafone Essar		0.39%	97.47%	1.36%	95.85%

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	3.81	95.99%	8.21	100.00%
BSNL (UP-W)		5.97	94.67%	6.80	NR
BSNL (Uttaranchal)		5.40	96.09%	6.50	NR
Tata Teleservices		0.10	100.00%	2.30	NR

shaded boxes indicate benchmark not met   NA - Not Applicable   NR - Data Not Repo

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Resolution of billing / charging complaints: %age of billing/charging complaints resolved within 4 weeks (100% within 4 weeks)
100.0%
100.0%
100.0%
100.0%
100.0%
99.0%
100.0%

orted