Comparative Performance of Telecom Service Providers in Uttar Pradesh-East 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		0.67%	95.38%	2.05%	91.34%	100%
BSNL		0.64%	97.00%	1.53%	96.67%	100%
Dishnet		0.49%	97.83%	0.86%	95.87%	NA
IDEA Cellular	Data Reported by Service Provider	0.37%	99.75%	0.95%	96.61%	100%
Reliance Comm		0.24%	99.08%	0.94%	98.88%	100%
Tata Teleservices		0.05%	98.54%	0.66%	99.14%	100%
Vodafone Essar		0.20%	97.26%	1.71%	95.51%	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		3.26	95.89%	7.43	NA
BSNL	Data Reported by Service Provider	4.16	94.92%	6.80	NR
RCOM		2.62	100.00%	1.10	100%
Tata Teleservices		0.40	91.30%	9.65	100%

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

(Issued in Public Interest by TRAI)