



TELECOM REGULATORY AUTHORITY OF INDIA
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**Comparative Performance of Telecom Service Providers in Chennai & Tamilnadu Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending September 2010**

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%)	
	Name of the service area	Data Reported by Service Provider				
Aircel Cellular	Chennai	0.18%	98.23%	0.42%	97.61%	100%
Aircel	Tamilnadu	0.21%	97.54%	0.51%	96.55%	100%
Bharti Airtel	Chennai	0.08%	99.23%	0.57%	98.61%	100%
	Tamilnadu	0.10%	98.98%	0.95%	96.60%	100%
BSNL	Chennai	0.20%	100.00%	0.77%	100.00%	100%
	Tamilnadu	0.39%	97.05%	0.75%	99.00%	100%
Etisalat	Tamilnadu	0.13%	99.22%	0.68%	98.52%	NA
Idea Cellular	Tamilnadu	0.01%	98.81%	0.83%	98.12%	100%
Reliance Comm (CDMA)	Chennai	0.14%	99.56%	0.68%	98.95%	100%
	Tamilnadu	0.05%	99.67%	0.56%	99.04%	100%
Reliance Comm (GSM)	Chennai	0.11%	99.65%	0.44%	98.95%	NR
	Tamilnadu	0.04%	99.60%	0.46%	98.94%	100%
Sistema Shyam	Tamilnadu	0.14%	98.52%	0.30%	99.38%	100%
Tata Tele. (CDMA)	Chennai	0.02%	99.63%	0.21%	99.64%	100%
	Tamilnadu	0.03%	99.59%	0.47%	99.85%	100%
Tata Tele. (GSM)	Chennai	0.08%	99.15%	0.46%	98.57%	100%
	Tamilnadu	0.06%	99.30%	0.44%	98.56%	100%
Uninor	Tamilnadu	0.04%	99.44%	0.37%	99.18%	98.29%
Videocon	Tamilnadu	0.38%	99.45%	1.00%	97.61%	100%
Vodafone Essar	Chennai	0.08%	99.71%	0.58%	98.98%	100%
	Tamilnadu	0.03%	98.87%	0.81%	97.10%	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)	
						Name of the service area
Bharti Airtel		Tamilnadu	2.98	98.15%	2.81	100%
BSNL		Chennai	2.82	96.82%	7.15	100%
		Tamilnadu	2.89	96.23%	5.53	NA
Reliance Comm.		Chennai	0.56	100%	2:27	100%
		Tamilnadu	1.00	100%	2:33	100%
Tata Teleservices		Chennai	0.64	91.08%	4.56	100%
		Tamilnadu	0.20	100%	3.72	NA

shaded boxes indicate benchmark not met

NR - Not Reported

NA - Not Applicable

(Issued in Public Interest by TRA)