



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 Mumbai & Maharashtra Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending September 2010

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	Mumbai	0.03%	98.13%	0.90%	98.14%	100%
	Maharashtra	0.09%	98.83%	0.44%	98.02%	100%
Bharti Airtel	Mumbai	0.05%	99.39%	0.83%	98.80%	100%
	Maharashtra	0.23%	98.87%	1.13%	98.35%	100%
BSNL	Maharashtra	0.87%	98.00%	1.30%	98.40%	100%
Etisalat	Mumbai	1.61%	99.62%	1.57%	98.26%	NA
	Maharashtra	0.75%	98.23%	1.40%	98.23%	100%
IDEA Cellular	Mumbai	0.02%	99.27%	1.20%	98.86%	100%
	Maharashtra	0.30%	96.88%	1.88%	96.79%	100%
Loop Mobile	Mumbai	0.26%	99.99%	0.90%	98.19%	100%
MTNL	Mumbai	0.01%	98.33%	0.02%	96.00%	100%
Reliance Comm. (CDMA)	Mumbai	0.12%	99.51%	0.59%	98.93%	100%
	Maharashtra	0.22%	99.07%	0.76%	98.39%	100%
Reliance Comm. (GSM)	Mumbai	0.11%	99.60%	0.32%	98.48%	100%
	Maharashtra	0.25%	99.57%	0.31%	98.32%	100%
Sistema Shyam	Mumbai	0.10%	99.10%	0.14%	99.54%	100%
	Maharashtra	0.16%	99.17%	0.19%	99.56%	100%
Tata Tele. (CDMA)	Mumbai	0.02%	99.48%	0.53%	99.73%	92%
	Maharashtra	0.05%	98.80%	0.78%	96.15%	94%
Tata Tele. (GSM)	Mumbai	0.04%	98.95%	1.24%	97.48%	100%
	Maharashtra	0.06%	98.98%	0.95%	96.86%	99.94%
Uninor	Mumbai	0.09%	99.44%	0.49%	99.04%	100%
	Maharashtra	0.40%	98.46%	0.96%	95.56%	100%
Videocon	Maharashtra	0.30%	98.34%	0.56%	99.45%	NA
Vodafone Essar	Mumbai	0.01%	99.03%	0.80%	98.44%	100%
	Maharashtra	0.15%	98.10%	1.05%	96.53%	100%

Landline 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)	
						Data Reported by Service Provider
Name of the service area		Data Reported by Service Provider				
Bharti Airtel	Mumbai	1.32	94.64%	5.29	100%	
	Maharashtra	2.41	97.34%	3.82	100%	
BSNL	Maharashtra	7.30	81.92%	9.13	99.75%	
MTNL	Mumbai	11.35	82.62%	22.01	100%	
Reliance Comm.	Mumbai	0.32	100%	2:30	100%	
	Maharashtra	0.46	100%	2:19	100%	
Tata Teleservices	Mumbai	0.80	96.60%	5.44	100%	
	Maharashtra	0.71	91%	7.05	100%	

shaded boxes indicate benchmark not met

NA - Not Applicable

(Issued in Public Interest by TRAI)