



TELECOM REGULATORY AUTHORITY OF INDIA

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**Comparative Performance of Telecom Service Providers in Tamilnadu & Chennai Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending Decembre 2012**

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)
	Name of the service area	Data Reported by			Call Drop Rate: %age of established calls getting disconnected due to network problems (≤ 2%)	%age of Calls with good voice quality (≥ 95%)	
Aircel	Tamilnadu	Service Provider	1.43	98.43	0.59	95.11	99.89
	Chennai	Service Provider	1.77	97.59	0.52	98.38	100.00
Bharti Airtel	Tamilnadu	Service Provider	0.01	99.87	0.17	99.45	100.00
	Chennai	Service Provider	0.01	99.91	0.19	99.62	100.00
BSNL	Tamilnadu	Service Provider	0.47	97.33	1.03	99.00	100.00
	Chennai	Service Provider	0.43	99.00	0.90	100.00	100.00
IDEA Cellular	Tamilnadu	Service Provider	0.01	99.56	0.44	97.56	100.00
	Chennai	Service Provider	0.02	99.66	0.54	97.45	0.00
Reliance Comm. (CDMA)	Tamilnadu	Service Provider	0.00	0.00	0.00	0.00	100.00
	Chennai	Service Provider	0.27	99.19	0.01	99.78	100.00
Reliance Comm. (GSM)	Tamilnadu	Service Provider	0.00	0.00	0.00	0.00	100.00
	Chennai	Service Provider	0.22	99.63	0.06	99.30	0.00
Sistema Shyam	Tamilnadu	Service Provider	0.09	99.32	0.45	99.49	100.00
Tata Tele. (CDMA)	Tamilnadu	Service Provider	0.03	98.79	1.25	99.49	100.00
	Chennai	Service Provider	0.05	99.24	0.69	98.93	0.00
TTSL(GSM)	Tamilnadu	Service Provider	0.09	98.52	0.67	97.90	100.00
	Chennai	Service Provider	0.19	98.14	0.94	98.41	0.00
Uninor	Tamilnadu	Service Provider	1.83	99.57	0.75	99.46	100.00
Videcon	Tamilnadu	Service Provider	0.10	98.05	0.58	99.34	100.00
Vodafone India Ltd.	Tamilnadu	Service Provider	0.14	99.50	0.90	97.52	100.00
	Chennai	Service Provider	0.40	99.48	0.55	98.57	100.00

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	Data Reported by				
Bharti Airtel	Tamilnadu	Service Provider	2.80	93.13%	4.25	100.00%
BSNL	Tamilnadu	Service Provider	4.92	73.04%	56.01	NR
	Chennai	Service Provider	2.80	98.21%	7.00	100.00%
Tata Teleservices	Tamilnadu	Service Provider	0.04	100.00%	5.99	NA
	Chennai	Service Provider	0.12	98.65%	7.87	100.00%
Reliance	Tamilnadu	Service Provider	0.49	100.00%	9:43	100.00%
	Chennai	Service Provider	0.21	100.00%	1:06	100.00%
Vodafone	Tamilnadu	Service Provider	3.81	100.00%	2:05	100.00%
	Chennai	Service Provider	0.48	100.00%	1:41	100.00%

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

(Issued in Public Interest by TRAI)