



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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**Comparative Performance of Telecom Service Providers in Mumbai & Maharashtra Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending March 2013**

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	Mumbai	Service Provider	0.05	98.33	0.73	97.71	100.00
	Maharashtra	Service Provider	0.01	99.66	0.61	98.31	99.99
Bharti Airtel	Mumbai	Service Provider	0.00	99.99	0.34	99.93	100.00
	Maharashtra	Service Provider	0.02	99.86	0.46	99.39	100.00
BSNL	Maharashtra	Service Provider	1.97	95.00	1.93	97.87	100.00
IDEA Cellular	Mumbai	Service Provider	0.02	99.28	1.73	98.65	100.00
	Maharashtra	Service Provider	0.31	98.38	1.09	97.10	99.99
Loop mobile	Mumbai	Service Provider	0.01	99.20	0.55	98.20	100.00
MTNL (GSM)	Mumbai	Service Provider	0.58	97.68	0.81	97.45	100.00
MTNL(CDMA)	Mumbai	Service Provider	0.70	98.68	1.22	97.77	100.00
	Maharashtra	Service Provider	0.21	99.32	0.11	99.75	100.00
Reliance Comm. (CDMA)	Mumbai	Service Provider	0.35	99.25	0.14	99.77	100.00
	Maharashtra	Service Provider	0.17	99.66	0.09	99.35	100.00
Reliance Comm. (GSM)	Mumbai	Service Provider	0.47	99.46	0.10	99.20	100.00
	Maharashtra	Service Provider	0.04	99.46	0.33	100.00	100.00
Sistema Shyam	Mumbai	Service Provider	0.14	99.38	0.31	100.00	100.00
	Maharashtra	Service Provider	0.12	99.15	0.54	97.34	99.53
TATA (CDMA)	Mumbai	Service Provider	0.03	98.17	1.05	96.54	100.00
	Maharashtra	Service Provider	0.01	99.60	0.80	98.16	99.90
TTSL(GSM)	Mumbai	Service Provider	0.01	99.35	0.67	97.54	100.00
	Maharashtra	Service Provider	0.03	98.92	1.54	97.26	NA
Uninor	Mumbai	Service Provider	0.14	98.17	0.93	98.19	100.00
	Maharashtra	Service Provider	0.01	99.48	0.79	96.48	100.00
Vodafone India Ltd.	Mumbai	Service Provider	0.09	99.34	0.76	97.41	100.00
	Maharashtra	Service Provider					

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	Mumbai	Service Provider	0.39	98.33%	3.35	100.00%
	Maharashtra	Service Provider	0.90	99.28%	2.32	100.00%
BSNL	Maharashtra	Service Provider	5.67	42.96%	9.59	NR
MTNL	Mumbai	Service Provider	4.06	95.23%	5.39	100.00%
Tata Teleservices	Mumbai	Service Provider	1.00	98.70%	5.06	100.00%
Reliance	Mumbai	Service Provider	0.12	100.00%	1:00	100.00%
	Maharashtra	Service Provider	0.26	100.00%	1:05	100.00%
Vodafone	Mumbai	Service Provider	0.11	100.00%	1:04	100.00%
	Maharashtra	Service Provider	0.36	100.00%	3:03	100.00%

Shaded boxes indicate benchmark not met

NA - Not Applicable

DNF - Data not in format

NR-Not Reported

** - Not Operational

(Issued in Public Interest by TRAI)