



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 Andhra Pradesh Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending March 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%)	
Aircel	Data Reported by Service Provider	0.04%	99.30%	0.38%	97.92%	100.0%
Bharti Airtel		0.02%	99.17%	0.60%	99.05%	100.0%
BSNL		0.57%	95.15%	1.53%	98.00%	100.0%
Idea Cellular		0.01%	99.85%	0.66%	96.31%	100.0%
Reliance Comm. (CDMA)		0.13%	99.45%	0.93%	99.24%	100.0%
Reliance Comm. (GSM)		0.22%	98.95%	0.61%	98.91%	100.0%
Tata Tele. (CDMA)		0.02%	99.00%	0.43%	99.09%	99.0%
Tata Tele. (GSM)		0.18%	99.43%	0.99%	96.03%	100.0%
Uninor		0.06%	99.13%	0.26%	99.01%	NA
Vodafone Essar		0.04%	99.27%	0.53%	98.65%	100.0%

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	Data Reported by Service Provider	2.84	98.76%	3.02	100%
BSNL		3.15	93.76%	11.56	NR
Reliance Comm.		1.13	100%	2.46	100%
Tata Teleservices		0.9	92.72%	4.48	100%

shaded boxes indicate benchmark not met

NR - Data Not Reported

(Issued in Public Interest by TRAI)