



**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 Delhi Service Area,  
Key Quality of Service (QoS) Parameters for Quarter Ending June 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) Call Drop Rate: %age of established calls getting disconnected due to network problems (≤ 2%)	%age of Calls with good voice quality (≥ 95%)	Resolution of billing / charging complaints: %age of billing/charging complaints resolved within 4 weeks (100% within 4 weeks)
Data Reported by						
Aircel	Service Provider	0.33	97.99	0.63	97.54	100.00
	Audit Agency (TCIL)	0.20	98.10	0.79	97.27	100.00
Bharti Airtel	Service Provider	0.01	99.90	0.60	99.06	100.00
	Audit Agency (TCIL)	0.01	99.86	0.62	98.99	100.00
Idea	Service Provider	0.11	99.71	0.53	98.51	100.00
	Audit Agency (TCIL)	0.10	99.72	0.71	98.06	100.00
MTNL-GSM	Service Provider	0.34	97.26	1.70	97.72	100.00
	Audit Agency (TCIL)	0.38	97.94	1.65	97.97	100.00
MTNL-CDMA	Service Provider	1.63	98.71	1.71	99.00	100.00
	Audit Agency (TCIL)	NR	NR	NR	NR	NR
Reliance (CDMA)	Service Provider	0.14	98.91	0.38	99.62	100.00
	Audit Agency (TCIL)	0.14	98.77	0.79	98.74	100.00
Reliance (GSM)	Service Provider	0.24	99.64	0.47	99.17	100.00
	Audit Agency (TCIL)	0.26	99.43	0.90	99.10	100.00
SISTEMA	Service Provider	0.09	99.15	0.35	99.96	100.00
	Audit Agency (TCIL)	0.06	99.07	0.43	99.98	100.00
TTSL-CDMA	Service Provider	0.01	99.03	0.50	97.50	NR
	Audit Agency (TCIL)	0.01	98.74	0.68	98.07	100.00
Vodafone India Ltd.	Service Provider	0.01	99.99	0.87	97.77	100.00
	Audit Agency (TCIL)	0.03	99.99	0.99	97.66	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)	
Data Reported by Service Provider						
Bharti Airtel	Service Provider	1.58	96.18%	4.83	100.00%	
MTNL	Service Provider	7.28	86.63%	7.02	92.26%	
Reliance	Service Provider	0.00	100.00%	NR	NA	
Tata Teleservices	Service Provider	0.22	91.91%	4.91	100.00%	
shaded boxes indicate benchmark not met						
DNF - Data not in format						
NA - Not Applicable    DNF - Data not in format    NR-Not Reported						
* The audited data pertains to the audit period Oct'11 to Dec'11						
(Issued in Public Interest by TRAI)						