

**Comparative Performance of Telecom Service Providers in Gujarat Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending September 2009**

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%)	
Bharti Airtel	Data Reported by Service Provider	0.12%	98.36%	1.60%	97.74%	100%
BSNL		0.31%	96.73%	1.49%	96.67%	100%
IDEA Cellular		0.07%	99.43%	1.30%	96.37%	100%
Reliance Comm		0.12%	99.48%	0.63%	99.84%	100%
Tata Teleservices		0.02%	98.75%	0.46%	98.96%	100%
Vodafone Essar		0.05%	99.32%	0.70%	98.23%	100%

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	2.73	98.67%	6.5	100%
BSNL		5.89	95.62%	7.18	NR
RCOM		2.39	100.00%	1.20	100%
Tata Teleservices		3.80	97.86%	8.89	100%

shaded boxes indicate benchmark not met

NR - Data Not Reported

(Issued in Public Interest by TRAI)