



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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**Comparative Performance of Telecom Service Providers in Madhya Pradesh Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending September 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%)	
Bharti Airtel	Data Reported by Service Provider	0.24%	98.78%	1.60%	97.28%	100%
BSNL		0.97%	97.08%	2.08%	98.17%	100%
Etisalat		0.63%	99.41%	1.45%	98.13%	100%
Idea Cellular		1.03%	97.47%	1.26%	95.15%	100%
LOOP Telecom		0.02%	95.88%	0.88%	97.88%	NA
Reliance Comm.		0.44%	99.85%	1.03%	98.40%	100%
Reliance Telecom		0.11%	97.00%	1.08%	96.67%	100%
Tata Tele. (CDMA)		0.01%	99.63%	0.51%	99.46%	100%
Tata Tele. (GSM)		0.03%	98.72%	0.75%	98.06%	100%
Videocon		0.60%	98.31%	0.74%	98.82%	100%
Vodafone		0.16%	98.38%	1.60%	97.25%	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	8.25	97.21%	3.88	100%
BSNL (MP)		3.41	95.88%	4.54	DNF
BSNL (Chattisgarh)		6.39	94.39%	5.97	100%
Reliance Comm.		1.09	100%	2.22	100%
Tata Teleservices		0.08	100%	6.90	100%

shaded boxes indicate benchmark not met

NA - Not Applicable

DNF - Data not in format

(Issued in Public Interest by TRAI)