



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 Madhya Pradesh Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending June 2010

Cellular Mobile Telephone Service

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%)	
→					
Service Provider	Data Reported by Service Provider				
Bharti Airtel	0.26%	98.82%	1.10%	97.82%	99.9%
BSNL	1.08%	96.90%	2.19%	98.02%	100.0%
Etisalat	1.12%	97.97%	0.91%	98.83%	100.0%
Idea Cellular	1.55%	97.12%	1.40%	96.09%	100.0%
Reliance Comm.	0.48%	99.45%	0.81%	97.82%	100.0%
Reliance Telecom	0.11%	98.99%	0.59%	96.28%	100.0%
Tata Tele. (CDMA)	0.09%	99.42%	0.73%	99.56%	100.0%
DoCoMo	0.03%	98.82%	0.67%	98.08%	100.0%
Vodafone Essar	0.20%	98.12%	1.71%	98.01%	100.0%

Basic Telephone Service (Wireline)

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)
→				
Service Provider	Data Reported by Service Provider			
Bharti Airtel	7.64	95.91%	5.45	100%
BSNL (MP)	3.36	96.45%	4.85	DNF
BSNL (Chattisgarh)	6.05	96.45%	5.91	DNF
Reliance Comm.	1.59	100%	2.34	100%
Tata Teleservices	0.23	100%	3.14	100%

shaded boxes indicate benchmark not met

DNF - Data not in format

(Issued in Public Interest by TRAI)