



TELECOM REGULATORY AUTHORITY OF INDIA
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**Comparative Performance of Telecom Service Providers in Mumbai & Maharashtra Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending December 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%) | |
| | Name of the service area | Data Reported by Service Provider | | | | |
| Aircel | Mumbai | 0.08% | 97.99% | 0.87% | 98.07% | 100.0% |
| | Maharashtra | 0.24% | 97.74% | 0.52% | 97.87% | 100.0% |
| Bharti Airtel | Mumbai | 0.34% | 99.18% | 0.90% | 97.95% | 98.8% |
| | Maharashtra | 0.47% | 98.48% | 1.30% | 98.64% | 97.6% |
| BSNL | Maharashtra | 1.87% | 98.67% | 1.83% | 97.07% | 100.0% |
| IDEA Cellular | Mumbai | 0.02% | 98.65% | 1.39% | 98.49% | 100.0% |
| | Maharashtra | 0.39% | 97.22% | 1.59% | 97.31% | 100.0% |
| Loop | Mumbai | 0.06% | 99.99% | 1.39% | 97.47% | 100.0% |
| MTNL | Mumbai | 1.16% | 98.00% | 1.46% | 96.79% | 100.0% |
| Reliance Comm | Mumbai | 0.10% | 99.23% | 0.62% | 98.97% | 100.0% |
| | Maharashtra | 0.17% | 99.07% | 0.91% | 98.14% | 100.0% |
| Tata Teleservices | Mumbai | 0.04% | 99.22% | 0.67% | 97.25% | 99.4% |
| | Maharashtra | 0.02% | 98.76% | 0.63% | 96.60% | 100.0% |
| Vodafone Essar | Mumbai | 0.02% | 99.21% | 0.72% | 98.76% | 100.0% |
| | Maharashtra | 0.12% | 98.14% | 0.83% | 97.68% | 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) |
|------------------------------|-----------------------------|---|--|--|--|
| | Name of the service area | Data Reported by Service Provider | | | |
| Bharti Airtel | Mumbai | 1.53 | 95.53% | 7.70 | 100.00% |
| | Maharashtra | 2.17 | 96.58% | 7.43 | 100.00% |
| BSNL | Maharashtra | 6.87 | 89.67% | 12.30 | NR |
| MTNL | Mumbai | 6.80 | 89.79% | 13.83 | 100.00% |
| RCOM | Mumbai | 0.03 | 100.00% | NR | 100.00% |
| | Maharashtra | 0.16 | 100.00% | NR | 100.00% |
| Tata Teleservices | Mumbai | 0.74 | 96.44% | 4.03 | 97.67% |
| | Maharashtra | 0.49 | 93.00% | 6.74 | 100.00% |

shaded boxes indicate benchmark not met

NA - Not Applicable

NR - Data Not Reported

(Issued in Public Interest by TRAI)