



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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**Comparative Performance of Telecom Service Providers in Punjab 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	0.05%	99.14%	0.74%	98.87%	100.0%
BSNL	0.74%	98.07%	1.12%	95.79%	91.0%
Etisalat	0.41%	98.87%	1.16%	99.30%	NIL
HFCL	1.85%	98.85%	0.81%	96.77%	100.0%
Idea Cellular	0.05%	98.58%	1.12%	97.89%	100.0%
Reliance Comm. (CDMA)	0.12%	99.16%	0.55%	98.90%	100.0%
Reliance Comm. (GSM)	0.09%	99.51%	0.48%	98.67%	100.0%
Tata Tele. (CDMA)	0.02%	99.64%	0.74%	99.46%	100.0%
DoCoMo	0.05%	99.98%	0.84%	96.51%	100.0%
Vodafone Essar	0.03%	99.13%	0.77%	98.24%	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	3.30	97.58%	6.52	100%
BSNL	6.38	90.93%	8.70	DNF
HFCL	3.80	94.70%	5.89	100%
Reliance Comm.	1.61	100%	2.41	100%
Tata Teleservices	2.64	95.50%	3.98	100%

shaded boxes indicate benchmark not met

DNF - Data not in format

(Issued in Public Interest by TRAI)