



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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Comparative Performance of Telecom Service Providers in Chennai & Tamilnadu Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending June 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%)	
	Name of the service area	Data Reported by Service Provider				
Aircel Cellular	Chennai	0.61%	97.99%	0.47%	97.30%	100.0%
	Tamilnadu	0.23%	97.25%	0.48%	96.66%	100.0%
Bharti Airtel	Chennai	0.05%	99.27%	0.56%	98.81%	99.9%
	Tamilnadu	0.11%	98.92%	1.05%	96.78%	100.0%
BSNL	Chennai	0.22%	99.13%	0.90%	100.0%	100.0%
	Tamilnadu	0.52%	96.35%	0.98%	99.00%	100.0%
Etisalat	Tamilnadu	0.12%	99.37%	0.51%	98.22%	NIL
Idea Cellular	Tamilnadu	0.04%	98.83%	0.84%	98.48%	100.0%
Reliance Comm (CDMA)	Chennai	0.09%	99.60%	0.67%	99.00%	100.0%
	Tamilnadu	0.03%	99.61%	0.64%	99.03%	100.0%
Reliance Comm (GSM)	Chennai	0.10%	99.54%	0.46%	98.98%	NR
	Tamilnadu	0.04%	99.49%	0.43%	99.00%	100.0%
Sistema Shyam	Tamilnadu	0.16%	99.05%	0.29%	99.23%	100.0%
Tata Tele. (CDMA)	Chennai	0.02%	99.68%	0.24%	99.32%	100.0%
	Tamilnadu	0.04%	99.62%	0.32%	99.77%	100.0%
DoCoMo	Tamilnadu	0.10%	99.34%	0.46%	98.25%	100.0%
Uninor	Tamilnadu	0.25%	99.40%	0.35%	98.92%	100.0%
Videocon	Tamilnadu	2.58%	94.43%	1.50%	96.81%	100.0%
Vodafone Essar	Chennai	0.19%	99.52%	0.56%	99.03%	100.0%
	Tamilnadu	0.04%	98.86%	0.81%	97.23%	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
Bharti Airtel		Tamilnadu	3.90	96.83%	3.37	100.0%
BSNL		Chennai	2.81	96.45%	7.32	DNF
		Tamilnadu	2.76	96.78%	5.14	DNF
Reliance Comm.		Chennai	0.75	100%	2.40	100.0%
		Tamilnadu	1.97	100%	3.22	100.0%
Tata Teleservices		Chennai	0.25	90.38%	4.57	100.0%
		Tamilnadu	0.20	90.91%	3.26	100.0%

shaded boxes indicate benchmark not met

NR - Data Not Reported

DNF - Data not in format

* The audited data pertains to the audit period Jan'10 to Ju

DNF - Data not in format

(Issued in Public Interest by TRA)