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 Chennai & Tamilnadu 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 Cellular	Chennai	0.33%	97.13%	1.98%	97.27%	100.0%
Aircel	Tamilnadu	0.23%	96.65%	1.10%	96.78%	100.0%
Bharti Airtel	Chennai	0.08%	98.47%	1.10%	98.66%	100.0%
	Tamilnadu	0.23%	97.62%	1.18%	96.49%	**97.2%**
BSNL	Chennai	0.24%	99.47%	0.70%	100.00%	100.0%
	Tamilnadu	0.43%	97.33%	1.03%	99.00%	100.0%
Idea	Tamilnadu	0.04%	98.62%	1.00%	98.31%	100.0%
Reliance Comm	Chennai	0.10%	99.58%	0.65%	98.99%	100.0%
	Tamilnadu	0.05%	99.59%	0.74%	98.98%	100.0%
Sistema	Tamilnadu	0.36%	98.73%	0.47%	99.37%	100.0%
Tata Teleservices	Chennai	0.02%	98.56%	0.36%	99.20%	**97.2%**
	Tamilnadu	0.05%	98.62%	0.82%	99.80%	**99.9%**
Vodafone Essar	Chennai	0.07%	99.69%	0.47%	98.96%	100.0%
	Tamilnadu	0.06%	98.96%	0.99%	96.97%	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	Tamilnadu	4.81	97.67%	3.55	**98.92%**
BSNL	Chennai	3.15	97.67%	7.23	NR
	Tamilnadu	2.88	94.97%	5.24	**NR**
RCOM	Chennai	0.74	100.00%	**NR**	100.00%
	Tamilnadu	0.29	100.00%	**NR**	100.00%
Tata Teleservices	Chennai	0.10	**76.98%**	**17.90**	**88.24%**
	Tamilnadu	0.10	**61.11%**	**29.60**	**NR**

shaded boxes indicate benchr NA - Not Applicable   NR - Data Not Reported

(Issued in Public Interest by TRAI)

Published in The Hindu (English) and Thanthi (Tamil), Chennai Edition dated 05.05.2010