

**Comparative Performance of Telecom Service Providers in Kerala Service Area,  
Key Quality of Service (QoS) Parameters for Quarter Ending September 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%)	
Aircel	Data Reported by Service Provider	0.22%	97.83%	1.20%	98.00%	NA
Bharti Airtel		0.08%	98.62%	1.14%	98.19%	100%
BSNL		0.48%	98.00%	1.33%	97.37%	100%
IDEA Cellular		0.04%	99.78%	1.14%	96.47%	100%
Reliance Comm		0.15%	99.56%	0.78%	98.97%	100%
Sistema Shyam *		0.13%	99.02%	0.45%	99.03%	100%
Tata Teleservices		0.01%	98.93%	0.56%	99.31%	100%
Vodafone Essar		0.19%	99.10%	0.76%	97.59%	100%

**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)
Bharti Airtel	Data Reported by Service Provider	3.09	95.85%	4.33	99.41%
BSNL		8.26	84.10%	13.67	NR
RCOM		2.00	100.00%	1.51	100%

shaded boxes indicate benchmark not met

NA - Not Applicable

NR - Data Not Reported

*(Issued in Public Interest by TRAI)*

\* Corrected Data

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