



**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 Gujarat Service Area,**  
**Key Quality of Service (QoS) Parameters for Quarter Ending March 2013**

**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%) |  |
|                              | Data Reported by            |  |   |   |   |  |
| Aircel                       | Service Provider            | 0.19   | 99.55   | 0.42  | 98.86   | 100.00   |
| Airtel                       | Service Provider            | 0.05   | 99.47   | 0.84  | 98.35   | 100.00   |
| BSNL                         | Service Provider            | 0.93   | 99.00   | 1.50  | 100.00  | 100.00   |
| Idea                         | Service Provider            | 0.01   | 99.22   | 1.10  | 95.54   | 100.00   |
| MTS                          | Service Provider            | 0.03   | 99.55   | 0.31  | 99.80   | 100.00   |
| RCOM CDMA                    | Service Provider            | 0.18   | 99.34   | 0.10  | 99.86   | 100.00   |
| RCOM GSM                     | Service Provider            | 0.15   | 99.51   | 0.07  | 99.36   | 100.00   |
| TATA CDMA                    | Service Provider            | 0.00   | 98.99   | 0.46  | 99.13   | 100.00   |
| TATA GSM                     | Service Provider            | 0.00   | 98.22   | 0.69  | 98.48   | 100.00   |
| Uninor                       | Service Provider            | 0.04   | 97.49   | 1.25  | 98.33   | 100.00   |
| Videocon                     | Service Provider            | 0.05   | 99.42   | 0.40  | 99.21   | 100.00   |
| Vodafone                     | Service Provider            | 0.01   | 99.78   | 0.77  | 97.51   | 100.00   |

**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) |
|------------------------------|-----------------------------|---|--|--|--|
|                              | Data Reported by            |   |  |  |  |
| Bharti Airtel                | Service Provider            | 0.93  | 97.44%   | 2.56   | 100.00%  |
| BSNL                         | Service Provider            | 4.57  | 94.84%   | 5.56   | NR   |
| Reliance Comm.               | Service Provider            | 0.68  | 100.00%  | 0:24   | 100.00%  |
| Tata Teleservices            | Service Provider            | 2.30  | 99.51%   | 4.21   | 100.00%  |

Shaded boxes indicate benchmark not met

NA - Not Applicable

DNF - Data not in format

NR-Not Reported

\*\* - Not Operational

(Issued in Public Interest by TRAI)