



**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhavan,  
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**Comparative Performance of Telecom Service Providers in Kerala Service Area,  
Key Quality of Service (QoS) Parameters for Quarter Ending June 2012**

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
				Call Drop Rate: %age of established calls getting disconnected due to network	%age of Calls with good voice quality (≥ 95%)	
	Data Reported by					
Aircel	Service Provider	0.03	99.55	0.71	97.82	100.00
	Audit Agency (TCIL)	0.10	99.64	0.62	97.97	100.00
Bharti Airtel	Service Provider	0.01	99.88	0.14	99.92	100.00
	Audit Agency (TCIL)	0.02	98.94	1.06	96.81	100.00
BSNL	Service Provider	0.77	98.00	0.57	99.90	100.00
	Audit Agency (TCIL)	0.50	98.00	0.53	99.90	100.00
Idea Cellular	Service Provider	0.06	99.94	0.60	95.63	100.00
	Audit Agency (TCIL)	0.05	99.78	0.85	95.68	100.00
Reliance (CDMA)	Service Provider	0.03	99.36	0.10	99.62	100.00
	Audit Agency (TCIL)	0.02	99.55	0.58	98.89	100.00
Reliance (GSM)	Service Provider	0.02	99.93	0.04	99.33	100.00
	Audit Agency (TCIL)	0.03	99.88	0.44	99.18	100.00
Sistema Shyam	Service Provider	0.06	99.04	0.30	100.00	100.00
	Audit Agency (TCIL)	0.01	98.93	0.47	100.00	100.00
Tata Tele. (CDMA)	Service Provider	0.02	98.81	0.71	99.13	NR
	Audit Agency (TCIL)	0.01	98.71	0.67	98.94	100.00
Tata Tele. (GSM)	Service Provider	0.01	98.74	0.73	97.71	NR
	Audit Agency (TCIL)	0.01	98.06	0.98	98.29	100.00
Uninor	Service Provider	0.06	99.15	1.14	97.08	100.00
	Audit Agency (TCIL)	0.08	99.19	1.15	97.50	100.00
Videcon	Service Provider	0.02	98.84	0.08	99.03	100.00
	Audit Agency (TCIL)	0.16	99.04	0.91	98.44	100.00
Vodafone India Ltd.	Service Provider	0.02	98.53	0.67	96.93	100.00
	Audit Agency (TCIL)	0.02	98.41	0.65	97.21	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	
						Data Reported by
Bharti Airtel	Service Provider	1.26	96.59%	2.69	100.00%	
BSNL	Service Provider	6.98	73.51%	15.68	NR	
Reliance	Service Provider	0.01	100.00%	NR	NA	
Tata Teleservices	Service Provider	0.09	75.00%	22.88	100.00%	

shaded boxes indicate benchmark not met

NA - Not Applicable    DNF - Data not in format    NR-Not Reported

\* The audited data pertains to the audit period Oct'11 to Dec'11

(Issued in Public Interest by TRAI)