



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 March 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 ($\leq 2\%$)	Accessibility: %age of calls made by subscribers and successful within operator's network ($\geq 95\%$)	Connection Maintenance (Retainability)		Resolution of billing / charging complaints: %age of billing/charging complaints resolved
				Call Drop Rate: %age of established calls getting disconnected due to	%age of Calls with good voice quality ($\geq 95\%$)	
	Data Reported by					
Aircel	Service Provider	0.01	99.64	0.57	97.86	100.00
	Audit Agency (TCIL)	0.02	99.69	0.36	97.66	100.00
Bharti Airtel	Service Provider	0.01	99.52	0.64	98.23	100.00
	Audit Agency (TCIL)	0.02	98.78	1.25	96.13	100.00
BSNL	Service Provider	0.27	98.00	0.50	99.90	100.00
	Audit Agency (TCIL)	0.47	98.53	0.60	99.83	100.00
Idea Cellular	Service Provider	0.03	99.86	0.71	95.51	100.00
	Audit Agency (TCIL)	0.02	99.88	1.01	95.43	100.00
Reliance Comm. (CDMA)	Service Provider	0.01	99.50	0.41	99.10	100.00
	Audit Agency (TCIL)	0.01	99.49	0.26	99.47	100.00
Reliance Comm. (GSM)	Service Provider	0.01	99.92	0.06	99.39	100.00
	Audit Agency (TCIL)	0.01	99.82	0.29	98.94	100.00
Sistema Shyam	Service Provider	0.02	99.15	0.32	100.00	100.00
	Audit Agency (TCIL)	0.01	99.06	0.47	100.00	100.00
Tata Tele. (CDMA)	Service Provider	0.00	98.91	0.57	99.06	100.00
	Audit Agency (TCIL)	0.01	99.21	0.36	99.18	99.00
Tata Tele. (GSM)	Service Provider	0.00	98.10	0.74	97.74	100.00
	Audit Agency (TCIL)	0.01	97.73	1.03	98.06	100.00
Uninor	Service Provider	0.03	99.09	1.00	97.13	100.00
	Audit Agency (TCIL)	0.05	99.13	1.20	97.67	100.00
Videocon	Service Provider	0.02	98.78	0.39	98.62	100.00
	Audit Agency (TCIL)	0.06	99.72	1.01	98.19	100.00
Vodafone India Ltd.	Service Provider	0.01	98.42	0.66	97.15	100.00
	Audit Agency (TCIL)	0.02	97.32	0.63	97.10	100.00

Basic Telephone Service (Wireline)

* The audited data pertains to the audit period July to Sept'11	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 ($\geq 90\%$)	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
	Data Reported by				
Bharti Airtel	Service Provider	1.44	95.71%	3.06	99.30%
BSNL	Service Provider	5.65	76.99%	18.29	NR
Reliance Comm.	Service Provider	0.47	100.00%	NR	100.00%
Tata Teleservices	Service Provider	0.03	100.00%	3.52	0.00%

† Reported DNF - Data not in format

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