



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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**Comparative Performance of Telecom Service Providers in Rajasthan Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending March 2010**

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%)	
Bharti Airtel	Data Reported by Service Provider	0.10%	99.37%	0.94%	98.85%	100.0%
BSNL		1.64%	98.70%	1.82%	97.77%	100.0%
Idea Cellular		0.06%	99.49%	1.22%	97.45%	100.0%
Reliance Comm. (CDMA)		0.17%	99.39%	0.82%	98.24%	100.0%
Reliance Comm. (GSM)		0.28%	98.91%	0.63%	98.42%	100.0%
Sistema		0.09%	98.70%	0.43%	99.30%	100.0%
Tata Tele. (CDMA)		0.02%	99.15%	0.59%	99.00%	100.0%
Vodafone Essar		0.05%	99.34%	0.88%	97.25%	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)
Bharti Airtel	Data Reported by Service Provider	1.84	97.17%	7.47	100%
BSNL		4.34	95.91%	6.55	NR
Reliance Comm.		1.32	100%	2.53	100%
Sistema Shyam		1.9	94.00%	5.00	NIL
Tata Teleservices		0.0	NA	0.00	100%

shaded boxes indicate benchmark not met

NA - Not Applicable

NR - Data Not Reported

(Issued in Public Interest by TRAI)