



**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhavan,  
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**Comparative Performance of Telecom Service Providers in Punjab 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 (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	0.03	98.15	0.58	97.26	100.00
	Audit Agency (TCIL)	0.08	98.18	0.63	97.30	100.00
Bharti Airtel	Service Provider	0.05	99.27	0.58	99.02	100.00
	Audit Agency (TCIL)	0.05	99.13	0.73	98.78	100.00
BSNL	Service Provider	0.33	97.67	1.97	95.93	100.00
	Audit Agency (TCIL)	0.40	97.99	1.99	95.37	100.00
QTL-CDMA	Service Provider	0.38	97.84	1.57	97.65	100.00
	Audit Agency (TCIL)	0.05	98.61	1.67	97.72	100.00
QTL- GSM	Service Provider	0.09	97.51	0.81	97.82	100.00
	Audit Agency (TCIL)	NR	NR	NR	NR	NR
Idea Cellular	Service Provider	0.05	97.73	0.99	98.00	100.00
	Audit Agency (TCIL)	0.04	98.75	1.19	97.34	100.00
Reliance (CDMA)	Service Provider	0.09	99.14	0.07	99.64	100.00
	Audit Agency (TCIL)	0.06	99.13	0.48	98.66	100.00
Reliance (GSM)	Service Provider	0.08	99.76	0.36	99.38	100.00
	Audit Agency (TCIL)	0.11	99.42	0.76	98.98	100.00
Sistema Shyam	Service Provider	0.22	99.83	0.26	99.29	0.00
	Audit Agency (TCIL)	0.00	98.53	0.34	97.64	0.00
Tata Tele. (CDMA)	Service Provider	0.04	98.66	0.84	99.68	NR
	Audit Agency (TCIL)	0.01	98.57	0.61	99.10	100.00
Tata Tele. (GSM)	Service Provider	0.07	99.21	0.50	97.25	NR
	Audit Agency (TCIL)	0.02	98.86	0.68	96.61	100.00
Uninor	Service Provider	1.13	99.01	0.35	98.22	100.00
	Audit Agency (TCIL)	1.23	99.94	0.32	99.00	0.00
Vodafone India Ltd.	Service Provider	0.06	99.06	0.66	97.75	100.00
	Audit Agency (TCIL)	0.01	98.93	0.78	97.72	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	2.05	97.76%	4.59	100.00%	
	Service Provider	3.67	97.39%	5.49	NR	
BSNL	Service Provider	4.29	93.64%	7.97	100.00%	
HFCL	Service Provider	0.00	100.00%	NR	NA	
Tata Teleservices	Service Provider	0.34	91.84%	9.25	100.00%	
NA - Not Applicable    DNF - Data not in format    NR-Not Reported				DNF - Data not in format		
shaded boxes indicate benchmark not met						
* The audited data pertains to the audit period Oct'11 to Dec'11						

*(Issued in Public Interest by TRAI)*