



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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**Comparative Performance of Telecom Service Providers in Karnataka Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending September 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%)	
Aircel	Data Reported by Service Provider	0.04%	98.67%	0.47%	98.07%	100%
Bharti Airtel		0.25%	98.79%	1.40%	98.20%	100%
BSNL		1.69%	98.00%	1.33%	98.33%	100%
Etisalat		0.49%	99.52%	0.00%	98.38%	100%
Idea Cellular		0.05%	99.85%	1.24%	97.00%	100%
Reliance Comm. (CDMA)		0.11%	99.47%	0.60%	98.92%	100%
Reliance Comm. (GSM)		0.12%	99.63%	0.38%	98.82%	100%
Sistema Shyam		0.12%	98.25%	0.44%	99.79%	100%
Tata Tele.		0.03%	99.76%	0.21%	99.66%	100%
Tata Tele. (GSM)		0.05%	99.64%	1.08%	96.99%	100%
Uninor		0.02%	99.47%	0.40%	99.04%	100%
Videocon		0.21%	97.96%	1.33%	99.03%	NA
Vodafone	0.06%	99.59%	0.70%	98.77%	100%	

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	3.77	97.89%	2.88	100%
BSNL		4.60	94.74%	6.66	97.75%
Reliance Comm.		0.33	100%	6:28	100%
Tata Teleservices		0.29	90.70%	3.11	100%

shaded boxes indicate benchmark not met

NA - Not Applicable

(Issued in Public Interest by TRAI)