



**TELECOM REGULATORY AUTHORITY OF INDIA**  
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**Comparative Performance of Telecom Service Providers in Uttar Pradesh-East Service Area,  
Key Quality of Service (QoS) Parameters for Quarter Ending September 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					
Bharti Airtel	Service Provider	0.24	99.56	0.96	98.50	100.00
BSNL	Service Provider	0.82	97.17	1.57	97.50	100.00
Dishnet	Service Provider	0.50	98.61	0.50	96.37	100.00
Idea Cellular	Service Provider	0.22	99.97	1.22	96.09	100.00
Reliance Comm.	Service Provider	0.46	98.58	0.09	99.71	100.00
Reliance Comm.	Service Provider	0.33	99.13	0.64	98.95	100.00
Sistema	Service Provider	0.19	99.61	0.68	99.99	100.00
Tata Tele. (CDMA)	Service Provider	0.01	98.57	0.98	98.13	100.00
Tata Tele. (GSM)	Service Provider	0.02	97.91	1.07	97.01	100.00
Uninor	Service Provider	0.83	96.51	1.59	96.11	100.00
Vodafone India Ltd.	Service Provider	0.56	98.29	1.50	95.70	100.00
Videocon	Service Provider	0.31	98.04	0.00	98.20	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)
Bharti Airtel	Service Provider	2.82	97.84%	4.87	100.00%
BSNL	Service Provider	3.57	95.23%	5.87	NR
Reliance Comm.	Service Provider	0.78	100.00%	3:42	100.00%
Tata Teleservices	Service Provider	1.21	91.01%	6.40	100.00%

NA - Not Applicable DNF - Data not in format  
shaded boxes indicate benchmark not met

NR-Not Reported

DNF - Data not in format

*(Issued in Public Interest by TRAI)*