



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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New Delhi - 110 002

Comparative Performance of Telecom Service Providers in Delhi Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending June 2010

Cellular Mobile Telephone Service

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%)	
Service Provider	Data Reported by Service Provider				
Aircel	0.06%	98.02%	0.81%	97.30%	100.0%
Bharti Airtel	0.02%	99.84%	0.61%	99.02%	100.0%
Etisalat	1.27%	98.74%	1.94%	98.57%	100.0%
Idea Cellular	0.07%	99.79%	0.57%	98.32%	100.0%
MTNL	0.97%	96.32%	0.91%	97.73%	100.0%
Reliance Comm. (CDMA)	0.21%	98.98%	0.71%	98.82%	100.0%
Reliance Comm. (GSM)	0.40%	99.40%	0.55%	98.53%	100.0%
Sistema Shyam	0.33%	98.91%	0.36%	98.91%	100.0%
Tata Tele. (CDMA)	0.02%	99.65%	0.48%	99.38%	99.0%
Vodafone Essar	0.04%	99.47%	0.76%	98.36%	100.0%

Basic Telephone Service (Wireline)

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)
Service Provider	Data Reported by Service Provider			
Bharti Airtel	3.42	96.44%	7.24	100%
MTNL	6.97	82.29%	10.39	92.90%
Reliance Comm.	0.63	100%	2.50	100%
Tata Teleservices	0.34	94.04%	5.72	100%

shaded boxes indicate benchmark not met

(Issued in Public Interest by TRAI)