



**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhavan,  
Jawaharlal Nehru Marg (Old Minto Road),  
New Delhi - 110 002

**Comparative Performance of Telecom Service Providers in Punjab Service Area,  
Key Quality of Service (QoS) Parameters for Quarter Ending March 2013**

**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	0.07	98.28	0.61	98.12	100.00
Bharti Airtel	Service Provider	0.03	99.31	0.54	99.02	100.00
BSNL	Service Provider	0.23	98.33	2.00	95.40	100.00
QTL-CDMA	Service Provider	0.63	98.53	1.29	97.58	100.00
QTL- GSM	Service Provider	0.07	98.47	0.91	97.73	100.00
Idea Cellular	Service Provider	0.04	98.06	0.73	97.84	100.00
Reliance Comm.	Service Provider	0.09	99.16	0.04	99.70	100.00
Reliance Comm. (GSM)	Service Provider	0.08	99.53	0.09	99.32	100.00
Sistema Shyam	Service Provider	0.79	99.34	0.57	99.25	**
Tata Tele. CDMA	Service Provider	0.03	98.81	0.55	99.00	100.00
TATA GSM	Service Provider	0.02	99.20	0.51	97.92	100.00
Uninor	Service Provider	1.18	99.11	0.93	99.46	NA
Vodafone India Ltd.	Service Provider	0.03	99.78	0.71	97.75	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	2.31	97.63%	4.41	100.00%
Reliance Comm	Service Provider	0.47	100.00%	1:47	100.00%
Tata Teleservices	Service Provider	1.30	100.00%	3.47	NA
HFCL	Service Provider	3.02	92.24%	7.73	100.00%

Shaded boxes indicate benchmark not met

NA - Not Applicable

DNF - Data not in format

NR-Not Reported

\*\* - Not Operational

(Issued in Public Interest by TRAI)