Comparative Performance of Telecom Service Providers in J&K Service Area, Key Quality of Service (QoS) Parameters for Quarter Ending September 2009

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%)	
Bharti Airtel	Data Reported by Service Provider	0.29%	97.40%	1.57%	96.27%	100%
BSNL		1.47%	96.93%	1.95%	97.27%	100%
Dishnet		0.37%	90.09%	3.69%	92.77%	100%
Tata Teleservices		0.07%	99.13%	0.87%	99.22%	100%
Vodafone		0.08%	98.60%	1.25%	98.13%	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)
BSNL	Data Reported by Service Provider	9.09	73.06%	8.67	NR

shaded boxes indicate benchmark not met   NR - Data Not Reported

(Issued in Public Interest by TRAI)

Published in State Times (English) and Taskeen (Urdu), Jammu Edition dated 13.1.2010