TELECOM REGULATORY AUTHORITY OF INDIA
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Comparative Performance of Telecom Service Providers in Assam 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					
Aircel	Service Provider	0.75	96.91	1.39	95.44	100.00
Airtel	Service Provider	0.11	98.99	1.19	99.89	100.00
BSNL	Service Provider	3.31	97.27	1.91	95.43	100.00
Idea	Service Provider	0.64	97.70	1.16	95.15	100.00
MTS	Service Provider	0.82	99.29	0.59	97.31	NA
RTL	Service Provider	0.39	98.92	0.63	98.87	100.00
TATA CDMA	Service Provider	0.10	99.26	0.62	99.71	100.00
Uninor	Service Provider	1.13	99.03	1.65	98.68	100.00
Vodafone		1.66	98.84	0.87	97.18	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				
BSNL	Service Provider	3.73	96.02%	3.51	NR
Tata Teleservices	Service Provider	0.00	NR	0.00	NR

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

(Issued in Public Interest by TRAI)