



**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 Bihar Service Area,**  
**Key Quality of Service (QoS) Parameters for Quarter Ending June 2010**

**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	0.21%	97.86%	1.41%	98.36%	100.0%
	Audit Agency (IMRB)	0.24%	97.50%	1.47%	99.01%	100.0%
BSNL	Service Provider	1.26%	97.07%	1.83%	96.90%	100.0%
	Audit Agency (IMRB)	<b>2.93%</b>	96.94%	1.64%	96.91%	100.0%
Dishnet	Service Provider	0.70%	96.41%	1.74%	<b>93.85%</b>	100.0%
	Audit Agency (IMRB)	<b>3.52%</b>	97.09%	1.92%	<b>93.98%</b>	100.0%
Etisalat	Service Provider	<b>9.33%</b>	96.73%	1.77%	99.54%	100.0%
Idea Cellular	Service Provider	1.45%	98.90%	1.33%	95.95%	100.0%
	Audit Agency (IMRB)	1.74%	97.41%	1.33%	96.19%	100.0%
Reliance Comm. (CDMA)	Service Provider	0.58%	98.80%	0.79%	96.34%	100.0%
	Audit Agency (IMRB)	0.64%	98.88%	0.81%	96.44%	100.0%
Reliance Telecom	Service Provider	0.23%	98.53%	0.90%	96.38%	100.0%
	Audit Agency (IMRB)	0.24%	98.88%	0.96%	96.95%	100.0%
Sistema Shyam	Service Provider	1.90%	99.30%	0.86%	99.30%	100.0%
	Audit Agency (IMRB)	1.99%	99.30%	1.96%	99.31%	100.0%
STel	Service Provider	1.88%	98.03%	0.82%	96.70%	100.0%
	Audit Agency (IMRB)	1.91%	98.51%	0.90%	97.89%	100.0%
Tata Tele. (CDMA)	Service Provider	0.10%	99.47%	0.65%	99.31%	<b>98.7%</b>
	Audit Agency (IMRB)	0.16%	98.07%	0.84%	DNP	DNP
DoCoMo	Service Provider	0.19%	98.18%	0.86%	98.26%	100.0%
	Audit Agency (IMRB)	0.18%	98.18%	0.82%	98.13%	100.0%
Uninor	Service Provider	<b>4.09%</b>	97.95%	1.34%	95.49%	100.0%
	Audit Agency (IMRB)	<b>3.97%</b>	99.04%	0.96%	100.00%	100.0%
Vodafone Essar	Service Provider	0.14%	96.69%	0.93%	96.73%	100.0%
	Audit Agency (IMRB)	0.14%	96.97%	0.84%	96.28%	100.0%

**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 (Bihar)	Service Provider	3.64	<b>87.78%</b>	7.51	DNF
	Audit Agency (IMRB)	2.94	<b>78.44%</b>	<b>14.56</b>	100.0%
BSNL (Jharkhand)	Service Provider	3.35	95.48%	6.77	DNF
	Audit Agency (IMRB)	4.99	<b>62.21%</b>	8.00	100.0%
Tata Teleservices	Service Provider	1.09	95.12%	5.57	100.0%
	Audit Agency (IMRB)	2.42	100.00%	3.44	NA

shaded boxes indicate benchmark not met      NA - Not Applicable      DNF - Data not in format      DNP - Data not provided  
 \* The audited data pertains to the audit period Jan'10 to June '10

(Issued in Public Interest by TRAI)