



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 Himachal Pradesh 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	0.05%	99.07%	1.04%	98.48%	100.0%
	Audit Agency (IMRB)	0.03%	99.06%	1.04%	98.48%	100.0%
BSNL	Service Provider	1.81%	95.30%	1.93%	95.50%	100.0%
	Audit Agency (IMRB)	1.62%	98.20%	1.86%	95.50%	100.0%
Dishnet	Service Provider	0.09%	97.25%	2.08%	92.81%	100.0%
	Audit Agency (IMRB)	0.15%	97.42%	1.90%	93.14%	100.0%
Idea Cellular	Service Provider	0.02%	99.09%	1.84%	96.70%	100.0%
	Audit Agency (IMRB)	0.01%	99.11%	1.79%	97.19%	100.0%
Reliance Comm. (CDMA)	Service Provider	0.24%	99.81%	0.76%	97.96%	100.0%
	Audit Agency (IMRB)	0.18%	98.88%	0.80%	98.92%	100.0%
Reliance Telecom	Service Provider	0.10%	99.74%	0.79%	96.47%	100.0%
	Audit Agency (IMRB)	0.07%	99.40%	0.70%	97.55%	100.0%
STel	Service Provider	1.49%	97.83%	0.81%	97.64%	100.0%
Tata Tele. (CDMA)	Service Provider	0.00%	99.77%	0.23%	99.56%	100.0%
	Audit Agency (IMRB)	0.00%	98.86%	0.23%	99.98%	100.0%
Vodafone Essar	Service Provider	0.01%	99.62%	1.61%	97.52%	100.0%
	Audit Agency (IMRB)	0.01%	98.19%	1.67%	97.53%	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	Service Provider	8.39	79.23%	7.27	DNF
	Audit Agency (IMRB)	7.93	67.27%	8.74	93.33%
Tata Teleservices	Service Provider	0.25	100%	4.04	-

shaded boxes indicate benchmark not met DNF - Data not in format

* The audited data pertains to the audit period Jan'10 to June '10

(Issued in Public Interest by TRAI)