



**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 J&K 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	0.16%	99.03%	0.85%	98.38%	100.0%
	Audit Agency (IMRB)	0.16%	99.01%	0.84%	98.34%	100.0%
BSNL	Service Provider	1.85%	98.00%	2.00%	98.67%	100.0%
	Audit Agency (IMRB)	0.30%	98.00%	<b>20.00%</b>	98.00%	100.0%
Dishnet	Service Provider	0.10%	96.11%	<b>2.12%</b>	<b>90.05%</b>	100.0%
	Audit Agency (IMRB)	0.09%	95.72%	<b>2.01%</b>	<b>89.53%</b>	100.0%
Idea Cellular	Service Provider	0.45%	98.98%	1.79%	97.15%	100.0%
	Audit Agency (IMRB)	0.34%	98.42%	1.82%	97.18%	100.0%
Reliance Comm. (GSM)	Service Provider	0.19%	99.30%	0.50%	98.06%	100.0%
	Audit Agency (IMRB)	0.17%	98.66%	0.80%	98.02%	100.0%
Tata Tele. (CDMA)	Service Provider	0.04%	99.35%	0.66%	99.08%	100.0%
	Audit Agency (IMRB)	0.01%	99.32%	0.66%	98.83%	100.0%
Vodafone Essar	Service Provider	0.07%	98.11%	1.15%	98.31%	100.0%
	Audit Agency (IMRB)	0.00%	98.13%	1.85%	98.15%	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	4.68	<b>71.89%</b>	7.00	DNF
	Audit Agency (IMRB)	<b>6.74</b>	<b>62.15%</b>	<b>8.29</b>	<b>75.0%</b>

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)