



**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 Assam Service Area,**  
**Key Quality of Service (QoS) Parameters for Quarter Ending March 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%)	
Bharti Airtel	Data Reported by Service Provider	0.36%	98.21%	1.04%	97.88%	100.0%
BSNL		1.62%	95.91%	2.29%	96.67%	97.4%
Dishnet		0.77%	95.98%	1.93%	90.01%	100.0%
Idea Cellular		1.34%	97.18%	1.31%	97.32%	100.0%
Reliance Telecom		0.09%	98.51%	0.88%	96.52%	100.0%
Tata Tele. (CDMA)		0.07%	99.43%	0.47%	99.79%	99.0%
Vodafone Essar		0.29%	98.18%	1.82%	97.50%	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)
BSNL	Data Reported by Service Provider	5.18	94.00%	7.47	NR

shaded boxes indicate benchmark not met

NR - Data Not Reported

(Issued in Public Interest by TRAI)