



**TELECOM REGULATORY AUTHORITY OF INDIA**  
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**Comparative Performance of Telecom Service Providers in Kolkata & West Bengal 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 ( $\leq 2\%$ )	Accessibility: %age of calls made by subscribers and successful within operator's network ( $\geq 95\%$ )	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 ( $\leq 2\%$ )	%age of Calls with good voice quality ( $\geq 95\%$ )					
	Name of the service area	Data Reported by					
Aircel/Dishnet	Kolkata	Service Provider	0.44	97.67	0.75	97.46	100.00
	West Bengal	Service Provider	1.90	96.67	1.65	95.31	100.00
Bharti Airtel	Kolkata	Service Provider	0.02	99.80	0.56	98.98	100.00
	West Bengal	Service Provider	0.05	99.58	0.54	99.52	100.00
BSNL	Kolkata	Service Provider	0.70	99.00	0.83	99.77	100.00
	West Bengal	Service Provider	1.97	96.83	1.17	97.22	100.00
Idea	Kolkata	Service Provider	0.36	99.28	0.85	96.56	100.00
	West Bengal	Service Provider	0.41	97.75	1.14	96.14	100.00
Reliance Comm. (CDMA)	Kolkata	Service Provider	0.07	99.12	0.08	99.73	100.00
	West Bengal	Service Provider	0.17	98.76	0.09	99.64	100.00
Reliance Telecom	Kolkata	Service Provider	0.08	99.27	0.60	98.98	100.00
	West Bengal	Service Provider	0.21	98.97	0.74	98.84	100.00
Sistema Shyam	Kolkata	Service Provider	0.00	99.72	0.58	99.57	100.00
	West Bengal	Service Provider	0.14	99.33	0.91	99.49	100.00
Tata Tele. (CDMA)	Kolkata	Service Provider	0.05	98.91	0.93	97.62	100.00
	West Bengal	Service Provider	0.05	98.30	0.97	99.00	100.00
Tata Tele. (GSM)	Kolkata	Service Provider	0.18	98.55	0.82	97.86	100.00
	West Bengal	Service Provider	0.02	98.77	0.86	97.97	100.00
Uninor	Kolkata	Service Provider	0.31	99.12	1.44	97.22	100.00
	West Bengal	Service Provider	0.35	97.03	1.75	96.29	100.00
Vodafone India Ltd.	Kolkata	Service Provider	0.01	99.53	0.78	98.06	100.00
	West Bengal	Service Provider	0.03	98.12	1.27	94.80	100.00
	West Bengal	Service Provider	0.72	99.63	0.00	98.77	100.00

**Basic Telephone Service (Wireline)**

Name of the Service Provider	QoS Parameter (Benchmark)		Fault incidence: No. of faults per 100 subscribers per month ( $\leq 5$ )	Fault Repair: %age of faults repaired within one day of booking ( $\geq 90\%$ )	Mean Time to Repair: the average time taken to repair a fault ( $\leq 8$ Hrs)	Resolution of billing / charging complaints: %age of billing/charging complaints resolved within 4 weeks (100% within 4 weeks)
	Name of the service area	Data Reported by				
Bharti Airtel	Kolkata	Service Provider	1.94	97.81%	4.75	100.00%
	West Bengal	Service Provider	12.12	35.20%	9.32	NR
BSNL	Kolkata	Service Provider	5.65	89.43%	8.84	NR
	West Bengal	Service Provider	0.60	100.00%	0.23	100.00%
Reliance Comm.	Kolkata	Service Provider	0.00	NA	0.00	NA
	West Bengal	Service Provider	1.11	91.07%	6.15	100.00%
Tata Teleservices	Kolkata	Service Provider	0.00	NR	0.00	NR
	West Bengal	Service Provider				

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

NR-Not Reported

DNF - Data not in format

*(Issued in Public Interest by TRAI)*