



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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**Comparative Performance of Telecom Service Providers in Bihar Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending March 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 ($\geq 95\%$)	
	Data Reported by					
Aircel	Service Provider	0.31	96.84	1.35	95.38	100.00
	Audit Agency (IMRB)	1.60	98.54	1.47	95.47	100.00
Bharti Airtel	Service Provider	0.18	99.13	0.39	99.21	100.00
	Audit Agency (IMRB)	0.06	98.40	0.99	98.82	100.00
BSNL	Service Provider	2.62	97.32	2.02	96.38	100.00
	Audit Agency (IMRB)	1.94	96.74	1.66	96.67	100.00
	Audit Agency (IMRB)	0.24	95.20	0.51	98.20	100.00
Idea Cellular	Service Provider	0.77	97.86	1.40	95.41	100.00
	Audit Agency (IMRB)	1.70	97.55	1.76	95.62	100.00
Reliance GSM	Audit Agency (IMRB)	0.04	97.78	1.30	98.71	100.00
Reliance Comm. (CDMA)	Service Provider	0.41	97.83	1.02	98.73	100.00
	Audit Agency (IMRB)	0.55	99.65	0.80	96.70	100.00
RTL	Service Provider	0.10	97.98	0.54	97.91	100.00
Sistema	Service Provider	0.97	99.57	0.78	97.92	100.00
	Audit Agency (IMRB)	1.63	98.85	1.00	97.56	100.00
TTSL (cdma)	Service Provider	0.05	98.63	0.84	99.12	100.00
	Audit Agency (IMRB)	0.13	99.37	0.60	99.11	100.00
TTSL (gsm)	Service Provider	0.01	98.66	0.93	97.68	100.00
	Audit Agency (IMRB)	0.06	97.53	0.63	96.82	100.00
Uninor	Service Provider	1.50	98.13	1.50	95.63	100.00
	Audit Agency (IMRB)	1.62	95.98	1.99	96.50	100.00
Videocon	Service Provider	1.59	99.40	0.84	98.05	100.00
	Audit Agency (IMRB)	1.26	98.98	1.31	98.79	100.00
Vodafone India Ltd.	Service Provider	0.47	95.42	1.80	96.87	100.00
	Audit Agency (IMRB)	0.77	90.84	2.04	96.11	100.00

* The audited data pertains to the audit period July to Sept'11
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 ($\geq 90\%$)	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	3.86	91.45%	6.57	NR
	Audit Agency (IMRB)	4.26	51.65%	11.89	100.00%
BSNL (Jharkhand)	Service Provider	2.83	95.36%	6.66	NR
	Audit Agency (IMRB)	4.38	43.31%	36.90	100.00%
Tata Teleservices	Service Provider	0.52	100.00%	3.84	0.00%
	Audit Agency (IMRB)	0.01	100.00%	4.00	NA
Reliance	Service Provider	0.00	100.00%	NR	100.00%

NA - Not Applicable DNF - Data not in format NR-Not Reported
shaded boxes indicate benchmark not met NA - Not Applicable DNF - Data not in format DNP - Data not provided

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