



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 Bihar 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 (≤ 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 | | | | | |
| Aircel | Service Provider | 1.44 | 98.48 | 1.29 | 95.52 | 100.00 |
| Bharti Airtel | Service Provider | 0.20 | 99.42 | 0.63 | 99.40 | 100.00 |
| BSNL | Service Provider | 2.05 | 97.00 | 1.63 | 95.93 | 100.00 |
| Idea Cellular | Service Provider | 0.84 | 97.70 | 1.69 | 95.41 | 100.00 |
| MTS | Service Provider | 0.94 | 99.63 | 1.05 | 99.67 | 100.00 |
| Reliance Comm. | Service Provider | 0.34 | 98.35 | 0.12 | 99.79 | 100.00 |
| RTL | Service Provider | 0.08 | 98.70 | 0.49 | 98.94 | 100.00 |
| TATA CDMA | Service Provider | 0.06 | 98.37 | 0.90 | 99.36 | 100.00 |
| TATA GSM | Service Provider | 0.00 | 98.18 | 0.92 | 97.91 | 100.00 |
| Uninor | Service Provider | 0.35 | 98.43 | 1.70 | 95.18 | 100.00 |
| Videoccon | Service Provider | 0.85 | 98.76 | 0.00 | 97.22 | 100.00 |
| Vodafone India Ltd. | Service Provider | 0.58 | 97.45 | 1.76 | 96.39 | 100.00 |

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 (Bihar) | Service Provider | 3.05 | 94.80% | 6.66 | NR |
| BSNL (Jharkhand) | Service Provider | 2.83 | 95.98% | 5.92 | NR |
| Reliance | Service Provider | 0.00 | NA | 0.00 | NA |

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

DNF - Data not in format
NR - Not Reported