



**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 North East 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 (≤ 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%) |  |
|                              | <b>Data Reported by</b>     |  |   |   |   |  |
| Aircel                       | Service Provider            | 0.39   | 97.23   | 1.89  | 95.38   | 100.00   |
|                              | Audit Agency (IMRB)         | 0.65   | 93.64   | 1.94  | 94.75   | 100.00   |
| Bharti Airtel                | Service Provider            | 0.50   | 97.24   | 1.16  | 99.78   | 100.00   |
|                              | Audit Agency (IMRB)         | 0.77   | 95.75   | 1.40  | 98.95   | 100.00   |
| BSNL                         | Service Provider            | 2.43   | 96.17   | 2.07  | 96.50   | 93.00  |
|                              | Audit Agency (IMRB)         | 2.23   | 95.50   | 2.27  | 97.00   | 100.00   |
|                              | Audit Agency (IMRB)         | 1.41   | 100.00  | 0.00  | 100.00  | 100.00   |
| Idea Cellular                | Service Provider            | 0.82   | 96.63   | 1.65  | 95.63   | 100.00   |
|                              | Audit Agency (IMRB)         | 0.90   | 97.42   | 1.84  | 96.18   | 100.00   |
| Reliance Telecom             | Service Provider            | 0.32   | 98.47   | 0.64  | 98.41   | 100.00   |
| Reliance (GSM)               | Audit Agency (IMRB)         | 0.00   | 98.55   | 0.91  | 99.05   | 100.00   |
| Sistema                      | Service Provider            | 1.69   | 99.57   | 0.33  | 99.01   | 0.00   |
|                              | Audit Agency (IMRB)         | 0.70   | 100.00  | 0.00  | 100.00  | 100.00   |
| Tata Tele. (CDMA)            | Service Provider            | 0.06   | 98.98   | 0.33  | 99.55   | 100.00   |
|                              | Audit Agency (IMRB)         | 0.49   | 99.23   | 0.35  | 99.07   | 100.00   |
| Vodafone India Ltd.          | Service Provider            | 0.85   | 98.41   | 0.82  | 97.26   | 100.00   |
|                              | Audit Agency (IMRB)         | 0.63   | 98.33   | 1.04  | 97.12   | 100.00   |
| Uninor                       | Service Provider            | 0.74   | 99.85   | 0.29  | 98.43   | 0.00   |

**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) |
|------------------------------|-----------------------------|--|---|--|--|
|                              | <b>Data Reported by</b>     |  |   |  |  |
| BSNL (NE-I)                  | Service Provider            | 4.44   | 93.69%  | 7.59   | NR   |
| BSNL (NE-II)                 | Service Provider            | 3.11   | 95.19%  | 5.85   | NR   |

NR - Data Not Reported      DNF - Data not in format

\* The audited data pertains to the audit period July to Sept'11

(Issued in Public Interest by TRAI)