



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 (Meghalaya, Mizorum, Tripura, Arunachal Pradesh, Manipur and Nagaland) Service Area,

Key Quality of Service (QoS) Parameters for Quarter Ending September 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	1.41%	96.22%	1.72%	96.19%	100%
BSNL		5.75%	96.30%	2.63%	96.74%	100%
Dishnet		2.31%	90.82%	2.33%	91.37%	100%
Idea Cellular		1.74%	99.06%	1.76%	96.74%	100%
LOOP Telecom		0.10%	99.57%	0.00%	100.00%	NA
Reliance Telecom		0.17%	97.35%	0.91%	95.12%	100%
STel		1.23%	95.98%	0.67%	95.40%	100%
Tata Tele. (CDMA)		0.63%	99.56%	0.43%	99.30%	100%
Vodafone Essar		0.43%	96.22%	1.43%	97.13%	100%

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					
NE-I (Meghalaya, Mizorum, Tripura)	Data Reported by Service Provider	4.75	87.19%	24.42	DNF
NE-II (Arunachal Pradesh, Manipur, Nagaland)		2.06	97.54%	7.22	NA

shaded boxes indicate benchmark not met

NA - Not Applicable

DNF - Data not in format

(Issued in Public Interest by TRAI)

