



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 June 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 | | 1.30 | 98.00 | 1.13 | 95.98 | 100.00 |
| | Audit Agency (IMRB) | 1.73 | 97.77 | 1.45 | 95.72 | 100.00 |
| Bharti Airtel | Service Provider | 0.23 | 99.39 | 0.56 | 99.26 | 100.00 |
| | Audit Agency (IMRB) | 0.13 | 98.55 | 0.79 | 98.99 | 100.00 |
| BSNL | Service Provider | 3.38 | 97.00 | 1.72 | 95.85 | 100.00 |
| | Audit Agency (IMRB) | 0.64 | 97.67 | 1.37 | 97.00 | 100.00 |
| Idea Cellular | Service Provider | 0.96 | 97.94 | 1.42 | 95.45 | 100.00 |
| | Audit Agency (IMRB) | 1.20 | 97.79 | 1.64 | 95.31 | 100.00 |
| Reliance (CDMA) | Service Provider | 0.34 | 98.70 | 0.25 | 99.73 | 100.00 |
| | Audit Agency (IMRB) | 0.78 | 98.30 | 1.32 | 97.25 | 100.00 |
| Reliance | Service Provider | 0.07 | 98.80 | 0.51 | 98.46 | 100.00 |
| | Audit Agency (IMRB) | 0.14 | 97.74 | 0.78 | 98.04 | 100.00 |
| Sistema | Service Provider | 1.21 | 99.63 | 0.88 | 98.47 | 100.00 |
| | Audit Agency (IMRB) | 1.23 | 99.58 | 0.89 | 98.73 | 100.00 |
| TTSL (cdma) | Service Provider | 0.06 | 98.31 | 0.76 | 99.29 | NR |
| | Audit Agency (IMRB) | 0.13 | 98.75 | 0.82 | 99.37 | 100.00 |
| TTSL (gsm) | Service Provider | 0.01 | 98.76 | 0.74 | 97.94 | NR |
| | Audit Agency (IMRB) | 0.01 | 97.61 | 1.06 | 97.42 | 100.00 |
| Uninor | Service Provider | 1.66 | 97.96 | 1.49 | 95.65 | 100.00 |
| | Audit Agency (IMRB) | 1.45 | 97.78 | 1.63 | 96.60 | 100.00 |
| Videocon | Service Provider | 1.00 | 99.20 | 0.34 | 97.12 | 100.00 |
| | Audit Agency (IMRB) | 0.92 | 99.41 | 1.09 | 98.21 | 100.00 |
| Vodafone India Ltd. | Service Provider | 0.54 | 95.45 | 1.63 | 96.75 | 100.00 |
| | Audit Agency (IMRB) | 0.92 | 94.05 | 1.91 | 96.35 | 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 | 3.41 | 95.55% | 6.67 | NR | |
| BSNL (Jharkhand) | Service Provider | 2.98 | 96.02% | 6.28 | NR | |
| Tata Teleservices | Service Provider | 1.57 | 96.84% | 3.86 | 100.00% | |
| shaded boxes indicate benchmark not met | | DNF - Data not in format | | | | |
| NA - Not Applicable | | DNF - Data not in format | | NR - Not Reported | | |
| * The audited data pertains to the audit period Oct'11 to Dec'11 | | | | | | |
| (Issued in Public Interest by TRAI) | | | | | | |