



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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**Comparative Performance of Telecom Service Providers in Kolkata & West Bengal Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending December 2009**

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%)	
Name of the service area		Data Reported by Service Provider				
Bharti Airtel	Kolkata	0.07%	99.40%	0.84%	98.13%	100.0%
	West Bengal	0.15%	98.26%	1.62%	97.37%	100.0%
BSNL	Kolkata	1.37%	98.37%	1.31%	99.29%	100.0%
	West Bengal	0.83%	98.00%	1.03%	96.23%	100.0%
Dishnet	Kolkata	0.45%	97.50%	1.06%	98.01%	100.0%
	West Bengal	0.59%	94.41%	2.24%	93.91%	100.0%
Reliance Comm	Kolkata	0.06%	99.50%	0.85%	98.13%	100.0%
	West Bengal	0.24%	99.29%	1.07%	97.76%	100.0%
Reliance Telecom	Kolkata	0.03%	98.98%	0.80%	97.13%	100.0%
	West Bengal	0.06%	99.16%	0.91%	98.09%	100.0%
Sistema Shyam	Kolkata	0.00%	99.10%	0.77%	98.33%	100.0%
	West Bengal	0.64%	99.18%	0.90%	97.83%	100.0%
Tata Teleservices	Kolkata	0.03%	99.01%	0.82%	98.58%	96.5%
	West Bengal	0.10%	98.32%	0.84%	98.64%	98.6%
Vodafone Essar	Kolkata	0.09%	98.85%	0.67%	98.69%	100.0%
	West Bengal	0.24%	96.72%	1.55%	96.28%	100.0%

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)
Name of the service area		Data Reported by Service Provider			
Bharti Airtel	Kolkata	3.35	97.08%	7.47	100.00%
	West Bengal	3.92	88.86%	7.42	NR
BSNL	West Bengal	5.88	93.11%	10.31	NR
	Andaman & Nicobar	3.74	87.10%	7.52	NR
RCOM	Kolkata	0.06	100.00%	NR	100.00%
Tata Teleservices	Kolkata	0.50	93.58%	5.1	42.86%
	West Bengal	0.00	100.00%	34.5	NR

shaded boxes indicate benchmark not met

NA - Not Applicable

NR - Data Not Reported

(Issued in Public Interest by TRAI)