



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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**Comparative Performance of Telecom Service Providers in Bihar 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%) | |
| Bharti Airtel | Data Reported by Service Provider | 0.97% | 96.36% | 1.53% | 98.09% | 100.0% |
| BSNL | | 0.00% | 98.43% | 1.73% | 98.47% | 100.0% |
| Dishnet | | 1.00% | 94.93% | 2.03% | 93.60% | 100.0% |
| IDEA Cellular | | 1.73% | 99.66% | 1.16% | 95.77% | 100.0% |
| Reliance Comm | | 0.44% | 99.12% | 0.92% | 97.64% | 100.0% |
| Reliance Telecom | | 0.10% | 98.50% | 0.91% | 97.02% | 100.0% |
| Sistema | | 1.76% | 99.36% | 1.25% | 98.20% | 100.0% |
| Tata Teleservices | | 0.15% | 98.80% | 0.82% | 98.33% | 92.40% |
| Vodafone Essar | | 0.19% | 96.73% | 1.38% | 95.58% | 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) |
|------------------------------|-----------------------------------|--|---|--|--|
| BSNL (Bihar) | Data Reported by Service Provider | 4.23 | 81.35% | 11.37 | NR |
| BSNL (Jharkhand) | | 4.03 | 95.61% | 13.13 | NR |
| RCOM | | 0.00 | NA | NR | NA |
| TTSL | | 1.30 | 90.55% | 9.0 | 50.00% |

shaded boxes indicate benchmark not met

NR - Data Not Reported

(Issued in Public Interest by TRAI)