

**Comparative Performance of Telecom Service Providers in Kolkata & West Bengal Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending September 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	0.22%	98.99%	0.87%	96.97%	100%
	West Bengal	0.42%	96.28%	1.59%	96.87%	100%
BSNL	Kolkata	1.90%	97.33%	1.88%	98.67%	100%
	West Bengal	0.93%	97.00%	1.57%	96.13%	100%
Dishnet	Kolkata	0.40%	98.24%	1.30%	98.22%	100%
	West Bengal	0.52%	94.85%	2.70%	94.01%	100%
Reliance Comm	Kolkata	0.17%	99.49%	0.81%	98.85%	100%
	West Bengal	0.28%	99.14%	1.21%	97.91%	100%
Reliance Telecom	Kolkata	0.00%	98.32%	1.11%	96.77%	100%
	West Bengal	0.11%	98.90%	0.83%	98.40%	100%
Sistema Shyam *	Kolkata	0.00%	99.27%	0.46%	98.31%	100%
	West Bengal	1.47%	99.19%	0.75%	96.36%	100%
Tata Teleservices	Kolkata	0.06%	98.85%	0.43%	98.90%	100%
	West Bengal	0.37%	98.22%	0.76%	98.53%	100%
Vodafone Essar	Kolkata	0.14%	98.96%	0.71%	98.16%	100%
	West Bengal	0.55%	96.82%	1.47%	96.65%	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)
	→				
	Name of the service area	Data Reported by Service Provider			
Bharti Airtel	Kolkata	4.56	96.43%	7.01	NA
BSNL	Kolkata	4.85	87.60%	7.95	NR
	West Bengal	6.20	86.91%	10.31	NR
	Andaman & Nicobar	4.15	88.50%	7.70	NR
RCOM	Kolkata	2.08	100.00%	2.33	100%
Tata Teleservices	West Bengal	0.50	100.00%	3.26	100%

shaded boxes indicate benchmark not met

NA - Not Applicable

NR - Data Not Reported

(Issued in Public Interest by TRAI)

* Corrected Data

Published in Telegraph (English) and Anand Bazar Patrika (Bengali), Kolkata Edition dated 13.1.2010