

**Comparative Performance of Telecom Service Providers in Orissa 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%)	
Data Reported by						
Bharti Airtel	Service Provider	0.23%	97.39%	1.64%	97.87%	100%
	Audit Agency (IMRB)	1.19%	95.32%	1.70%	96.81%	100%
BSNL	Service Provider	0.77%	97.83%	1.39%	98.33%	100%
	Audit Agency (IMRB)	1.56%	99.21%	1.81%	94.99%	100%
Dishnet	Service Provider	0.17%	97.45%	1.81%	95.40%	100%
	Audit Agency (IMRB)	0.05%	98.73%	1.81%	96.83%	100%
IDEA Cellular	Service Provider	0.10%	98.88%	1.16%	96.57%	100%
Reliance Comm	Service Provider	0.14%	99.62%	0.90%	99.17%	100%
	Audit Agency (IMRB)	0.04%	99.37%	1.02%	99.14%	100%
Reliance Telecom	Service Provider	0.08%	98.60%	1.00%	96.03%	100%
	Audit Agency (IMRB)	0.10%	98.89%	0.96%	95.33%	100%
Tata Teleservices	Service Provider	0.72%	98.34%	0.42%	98.70%	100%
	Audit Agency (IMRB)	0.00%	98.02%	0.97%	98.64%	100%
Vodafone Essar	Service Provider	0.09%	98.78%	1.97%	96.77%	100%
	Audit Agency (IMRB)	0.15%	99.16%	1.62%	98.99%	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
BSNL	Data Reported by	4.43	93.45%	7.49	NR
Tata Teleservices	Service Provider	NIL	100%	7.42	100%

shaded boxes indicate benchmark not met

NR - Data Not Reported

(Issued in Public Interest by TRAI)