



**TELECOM REGULATORY AUTHORITY OF INDIA**  
**Mahanagar Doorsanchar Bhavan,**  
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**New Delhi - 110 002**

**Comparative Performance of Telecom Service Providers in Bihar Service Area,  
Key Quality of Service (QoS) Parameters for Quarter Ending September 2010**

**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 | 0.14%  | 97.26%  | 1.84%   | 96.51%  | 100%   |
| BSNL                         |                                   | 1.26%  | 96.97%  | 1.78%   | 96.85%  | 100%   |
| Dishnet                      |                                   | 0.65%  | 97.92%  | 1.86%   | <b>94.20%</b>                                 | 100%   |
| Etisalat                     |                                   | <b>13.13%</b>  | 99.16%  | 0.28%   | 99.17%  | 100%   |
| Idea                         |                                   | 1.35%  | 99.68%  | 1.56%   | 95.72%  | 100%   |
| Reliance Comm. (CDMA)        |                                   | 0.68%  | 99.46%  | 0.97%   | 96.30%  | 100%   |
| Reliance Telecom             |                                   | 0.26%  | 98.01%  | 1.18%   | 95.91%  | 100%   |
| Sistema                      |                                   | 1.86%  | 99.23%  | 0.30%   | 99.41%  | 100%   |
| STel                         |                                   | <b>2.03%</b>   | 98.61%  | 0.56%   | 97.12%  | 100%   |
| Tata Tele. (CDMA)            |                                   | 0.11%  | 99.62%  | 0.57%   | 99.61%  | 100%   |
| Tata Tele. (GSM)             |                                   | 0.12%  | 97.34%  | 0.91%   | 98.33%  | 100%   |
| Uninor                       |                                   | 1.51%  | 98.49%  | 1.56%   | 95.47%  | 100%   |
| Videocon                     |                                   | 0.25%  | 99.06%  | 0.91%   | 98.84%  | <b>NA</b>  |
| Vodafone                     | 0.38%                             | 95.89%   | 1.32%   | 96.06%  | 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) |
|------------------------------|-----------------------------------|---|--|--|--|
| BSNL (Bihar)                 | Data Reported by Service Provider | 3.32  | 93.34%   | 7.43   | <b>40.72%</b>  |
| BSNL (Jharkhand)             |                                   | 3.05  | 95.19%   | 6.55   | <b>85.81%</b>  |
| Tata Teleservices            |                                   | 1.94  | 94.19%   | 5.52   | 100%   |

shaded boxes indicate benchmark not met

NA - Not Applicable

*(Issued in Public Interest by TRAI)*