



**TELECOM REGULATORY AUTHORITY OF INDIA**  
**Mahanagar Doorsanchar Bhavan,**  
**Jawaharlal Nehru Marg (Old Minto Road),**  
**New Delhi - 110 002**

**Comparative Performance of Telecom Service Providers in Assam Service Area,**  
**Key Quality of Service (QoS) Parameters for Quarter Ending December 2012**

**Cellular Mobile Telephone Service**

| Name of the Service Provider | QoS Parameter (Benchmark)<br>→ | 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               |  |   |   |   |  |
| Aircel                       | Service Provider               | 0.55   | 96.71   | 1.23  | 95.45   | 100.00   |
| Airtel                       | Service Provider               | 0.10   | 99.12   | 1.13  | 99.94   | 100.00   |
| BSNL                         | Service Provider               | 2.97   | 97.57   | 1.91  | 95.85   | 100.00   |
| Idea                         | Service Provider               | 0.59   | 98.12   | 1.15  | 95.73   | 100.00   |
| MTS                          | Service Provider               | 1.44   | 99.53   | 1.01  | 97.06   | NA   |
| RTL                          | Service Provider               | 0.36   | 99.13   | 0.11  | 99.15   | 100.00   |
| TATA CDMA                    | Service Provider               | 0.13   | 99.25   | 0.29  | 99.73   | 100.00   |
| Uninor                       | Service Provider               | 1.08   | 98.91   | 1.28  | 98.79   | 100.00   |
| Vodafone                     | Service Provider               | 1.52   | 98.99   | 0.79  | 97.16   | 100.00   |

**Basic Telephone Service (Wireline)**

| Name of the Service Provider | QoS Parameter (Benchmark)<br>→ | 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) |
|------------------------------|--------------------------------|---|--|--|--|
|                              | Data reported by               |   |  |  |  |
| BSNL                         | Service Provider               | 3.62  | 96.29%   | 3.68   | 100.00%  |
| Tata Teleservices            | Service Provider               | NA  | NA   | NA   | NA   |

shaded boxes indicate benchmark not met

DNF - Data not in format

NA - Not Applicable

DNF - Data not in format

NR-Not Reported

(Issued in Public Interest by TRAI)