



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

**Comparative Performance of Telecom Service Providers in Assam 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	0.34%	98.19%	1.71%	98.06%	100%
BSNL		1.23%	96.73%	2.00%	96.00%	100%
Dishnet		0.78%	96.29%	1.75%	90.05%	100%
Idea		0.36%	99.24%	1.26%	96.99%	100%
LOOP Telecom		0.27%	99.96%	0.00%	100.00%	NA
Reliance Telecom		0.10%	98.17%	0.85%	95.70%	100%
STel		1.04%	97.66%	0.47%	96.00%	100%
Tata Tele. (CDMA)		0.18%	99.46%	0.50%	99.78%	100%
Vodafone		0.21%	98.62%	1.28%	97.44%	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	Data Reported by Service Provider	4.57	93.66%	3.74	NA

shaded boxes indicate benchmark not met

DNF - Data not in format

(Issued in Public Interest by TRAI)