TELECOM REGULATORY AUTHORITY OF INDIA
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Comparative Performance of Telecom Service Providers in Assam Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending June 2010

Cellular Mobile Telephone Service

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%)	
Service Provider	Data Reported by Service Provider				
Bharti Airtel	0.37%	98.15%	1.73%	97.82%	100.0%
BSNL	1.50%	96.60%	2.00%	96.00%	100.0%
Dishnet	1.15%	96.05%	1.91%	89.81%	100.0%
Idea Cellular	1.03%	98.63%	1.22%	97.13%	100.0%
Reliance Telecom	0.10%	98.70%	0.61%	96.03%	100.0%
Tata Tele. (CDMA)	0.11%	99.43%	0.49%	99.80%	100.0%
Vodafone Essar	0.29%	98.03%	1.90%	97.14%	100.0%

Basic Telephone Service (Wireline)

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)
Service Provider	Data Reported by Service Provider			
BSNL	4.61	95.21%	5.67	DNF

shaded boxes indicate benchmark not met

DNF - Data not in format

(Issued in Public Interest by TRAI)