



**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 Himachal Pradesh Service Area,**  
**Key Quality of Service (QoS) Parameters for Quarter Ending June 2012**

| 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 ( $\leq 2\%$ ) | Accessibility: %age of calls made by subscribers and successful within operator's network ( $\geq 95\%$ ) | Connection Maintenance (Retainability)<br>Call Drop Rate: %age of established calls getting disconnected due to network problems ( $\leq 2\%$ ) | %age of Calls with good voice quality ( $\geq 95\%$ )  | Resolution of billing / charging complaints: %age of billing/charging complaints resolved within 4 weeks (100% within 4 weeks) |
| Data Reported by   |                           |  |   |   |  |  |
| Aircel/Dishnet   | Service Provider          | 0.10   | 98.39   | 0.95  | 95.77  | 100.00   |
|  | Audit Agency (TCIL)       | 0.09   | 99.29   | 0.95  | 96.39  | 100.00   |
| Bharti Airtel  | Service Provider          | 0.01   | 99.25   | 0.77  | 98.89  | 100.00   |
|  | Audit Agency (TCIL)       | 0.03   | 99.12   | 1.04  | 98.63  | 100.00   |
| BSNL   | Service Provider          | 1.90   | 96.33   | 1.83  | 95.53  | 100.00   |
|  | Audit Agency (TCIL)       | 1.90   | 95.67   | 1.83  | 95.47  | 100.00   |
| Idea Cellular  | Service Provider          | 0.14   | 98.66   | 1.10  | 95.22  | 100.00   |
|  | Audit Agency (TCIL)       | 0.09   | 98.43   | 1.10  | 95.94  | 100.00   |
| Reliance (CDMA)  | Service Provider          | 0.13   | 99.26   | 0.12  | 99.71  | 100.00   |
|  | Audit Agency (TCIL)       | 0.16   | 99.43   | 1.03  | 99.65  | 100.00   |
| Reliance   | Service Provider          | 0.19   | 99.07   | 0.56  | 98.73  | 100.00   |
|  | Audit Agency (TCIL)       | 0.21   | 98.90   | 0.69  | 98.02  | 100.00   |
| Sistema  | Service Provider          | 0.09   | 98.55   | 0.53  | 99.33  | 0.00   |
|  | Audit Agency (TCIL)       | 0.43   | 99.71   | 0.10  | 100.00   | NR   |
| Uninor   | Service Provider          | 1.22   | 99.04   | 0.59  | 97.70  | 100.00   |
|  | Audit Agency (TCIL)       | NR   | NR  | NR  | NR   | NR   |
| Tata Tele. (CDMA)  | Service Provider          | 0.01   | 98.80   | 0.22  | 99.54  | NR   |
|  | Audit Agency (TCIL)       | 0.00   | 98.69   | 0.25  | 99.65  | 100.00   |
| TTSL(GSM)*   | Service Provider          | 4.56   | 97.85   | 3.92  | 98.86  | NR   |
|  | Audit Agency (TCIL)       | -  | -   | -   | -  | 100.00   |
| Videocon   | Service Provider          | 0.50   | 99.37   | 0.82  | 98.13  | 100.00   |
|  | Audit Agency (TCIL)       | 0.51   | 99.33   | 0.85  | 98.69  | 100.00   |
| Vodafone India Ltd.  | Service Provider          | 0.98   | 99.04   | 0.95  | 96.71  | 100.00   |
|  | Audit Agency (TCIL)       | 0.02   | 99.19   | 0.90  | 97.28  | 100.00   |
| <b>Note:</b>   |                           |  |   |   |  |  |
| TATA (GSM)* = Data pertains for the month of June 2012 for the network related parameters only by the service provider |                           |  |   |   |  |  |
| Basic Telephone Service (Wireline)   |                           |  |   |   |  |  |
| Name of the Service Provider   | QoS Parameter (Benchmark) | Fault incidence: No. of faults per 100 subscribers per month ( $\leq 5$ )                                      | Fault Repair: %age of faults repaired within one day of booking ( $\geq 90\%$ )                           | Mean Time to Repair: the average time taken to repair a fault. ( $\leq 8$ 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          | 5.91   | 92.38%  | 6.84  | NR   |  |
|  | Service Provider          | 0.13   | 0.00%   | 46.75   | 100.00%  |  |
| NA - Not Applicable    DNF - Data not in format    NR-Not Reported    DNF - Data not in format                         |                           |  |   |   |  |  |
| shaded boxes indicate benchmark not met  |                           |  |   |   |  |  |
| * The audited data pertains to the audit period Oct'11 to Dec'11   |                           |  |   |   |  |  |
| ed in Public Interest by TRAI)   |                           |  |   |   |  |  |