



**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 Orissa 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 (≤ 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	0.82	98.68	1.34	95.94	100.00
	Audit Agency (IMRB)	0.26	99.35	1.41	96.16	100.00
Bharti Airtel	Service Provider	0.11	99.62	0.50	99.09	100.00
	Audit Agency (IMRB)	0.25	98.14	1.54	96.19	100.00
BSNL	Service Provider	0.73	97.33	1.90	98.33	100.00
	Audit Agency (IMRB)	0.87	98.19	1.94	95.89	100.00
Idea Cellular	Service Provider	0.59	99.02	0.44	97.12	100.00
	Audit Agency (IMRB)	0.26	98.97	0.55	96.89	100.00
Reliance (CDMA)	Service Provider	0.32	99.37	0.13	99.62	100.00
	Audit Agency (IMRB)	0.28	99.64	0.92	98.87	100.00
Reliance	Service Provider	0.05	98.89	0.45	98.84	100.00
	Audit Agency (IMRB)	0.35	98.27	0.63	98.33	100.00
Sistema Shyam	Service Provider	0.47	98.62	1.44	97.86	0.00
	Audit Agency (IMRB)	1.05	98.82	1.53	96.69	0.00
Tata Tele. (CDMA)	Service Provider	0.06	98.49	0.57	99.13	NR
	Audit Agency (IMRB)	0.04	99.43	0.28	99.58	100.00
Tata Tele. (GSM)	Service Provider	0.02	99.13	0.52	97.86	NR
	Audit Agency (IMRB)	0.01	98.75	0.66	98.08	100.00
Uninor	Service Provider	0.47	97.40	1.82	96.65	100.00
	Audit Agency (IMRB)	0.48	97.86	1.87	95.52	100.00
Videocon	Service Provider	0.69	99.31	0.80	99.04	100.00
	Audit Agency (IMRB)	0.75	99.58	0.58	99.01	100.00
Vodafone India Ltd.	Service Provider	0.12	98.18	0.94	98.50	100.00
	Audit Agency (IMRB)	0.10	98.53	1.15	98.31	100.00
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)	
						Data Reported by
BSNL	Service Provider	4.78	95.67%	6.13	NR	
Tata Teleservices	Service Provider	1.83	98.94%	1.41	100.00%	
Data pertains to the audit period July'11 to Sept'11						
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						