



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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**Comparative Performance of Telecom Service Providers in Bihar Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending March 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	0.15%	97.09%	1.43%	99.16%	100.0%
BSNL		0.00%	98.57%	1.67%	98.10%	100.0%
Dishnet		0.58%	98.10%	1.38%	93.86%	100.0%
Idea Cellular		1.78%	99.58%	1.12%	96.23%	100.0%
Reliance Comm. (CDMA)		0.57%	98.94%	0.92%	97.06%	100.0%
Reliance Telecom		0.20%	98.47%	0.87%	96.11%	100.0%
Sistema		0.39%	97.93%	0.94%	99.21%	100.0%
STel		1.74%	96.26%	0.83%	96.20%	100.0%
Tata Tele. (CDMA)		0.16%	99.01%	0.70%	98.89%	100.0%
Tata Tele. (GSM)		0.27%	97.74%	0.91%	97.70%	100.0%
Unitech		2.12%	97.69%	0.79%	97.93%	100.0%
Vodafone Essar		0.14%	97.65%	0.96%	96.17%	100.0%

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 (Bihar)	Data Reported by Service Provider	3.69	91.21%	7.68	NR
BSNL (Jharkhand)		3.49	96.24%	6.70	NR
Reliance Comm.		0	NA	0.00	NA
Tata Teleservices		1.1	97.37%	5.14	100%

shaded boxes indicate benchmark not met

NA - Not Applicable

NR - Data Not Reported

(Issued in Public Interest by TRAI)