



TELECOM REGULATORY AUTHORITY OF INDIA
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Comparative Performance of Telecom Service Providers in Kolkata & West Bengal Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending June 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) Call Drop Rate: %age of established calls getting disconnected due to network problems (≤ 2%) | Resolution of billing / charging complaints: %age of billing/charging complaints resolved within 4 weeks (100% within 4 weeks) |
|------------------------------|---------------------------|---------------------|--|---|--|--|
| | Name of the service area | Data Reported by | | | | |
| Bharti Airtel | Kolkata | Service Provider | 0.11% | 99.53% | 0.71% | 98.67% |
| | | Audit Agency (IMRB) | 0.07% | 99.05% | 0.72% | 98.60% |
| | West Bengal | Service Provider | 0.13% | 98.93% | 1.24% | 98.73% |
| | | Audit Agency (IMRB) | 0.10% | 98.92% | 1.25% | 98.66% |
| BSNL | Kolkata | Service Provider | 1.49% | 99.35% | 0.85% | 99.60% |
| | | Audit Agency (IMRB) | 0.86% | 98.19% | 2.50% | 98.00% |
| | West Bengal | Service Provider | 0.98% | 97.81% | 1.05% | 97.77% |
| | | Audit Agency (IMRB) | 0.00% | 98.21% | 0.68% | 98.00% |
| Dishnet | Kolkata | Service Provider | 0.10% | 97.97% | 1.00% | 97.89% |
| | | Audit Agency (IMRB) | 0.06% | 97.73% | 0.81% | 97.80% |
| | West Bengal | Service Provider | 0.16% | 96.49% | 1.73% | 93.74% |
| | | Audit Agency (IMRB) | 0.14% | 95.16% | 2.23% | 97.80% |
| Idea Cellular | Kolkata | Service Provider | 0.23% | 97.10% | 0.46% | 98.17% |
| | | Audit Agency (IMRB) | 0.22% | 96.51% | 0.92% | 96.32% |
| | West Bengal | Service Provider | 0.65% | 96.47% | 0.78% | 97.72% |
| | | Audit Agency (IMRB) | 0.47% | 97.90% | 0.75% | 96.32% |
| Reliance Comm. (CDMA) | Kolkata | Service Provider | 0.12% | 99.31% | 0.54% | 97.88% |
| | | Audit Agency (IMRB) | 0.07% | 99.49% | 0.66% | 97.30% |
| | West Bengal | Service Provider | 0.45% | 98.76% | 0.86% | 97.76% |
| | | Audit Agency (IMRB) | 0.25% | 99.58% | 1.10% | 97.35% |
| Reliance Telecom | Kolkata | Service Provider | 0.01% | 99.50% | 0.75% | 97.35% |
| | | Audit Agency (IMRB) | 0.01% | 98.88% | 0.67% | 96.97% |
| | West Bengal | Service Provider | 0.08% | 99.06% | 0.60% | 97.97% |
| | | Audit Agency (IMRB) | 0.08% | 98.19% | 0.83% | 98.05% |
| Sistema Shyam | Kolkata | Service Provider | 0.25% | 98.64% | 0.92% | 99.76% |
| | | Audit Agency (IMRB) | 0.00% | 98.95% | 1.05% | 99.79% |
| | West Bengal | Service Provider | 0.58% | 98.57% | 1.08% | 99.61% |
| | | Audit Agency (IMRB) | 0.45% | 98.03% | 1.28% | 98.92% |
| Tata Tele. (CDMA) | Kolkata | Service Provider | 0.03% | 99.74% | 0.73% | 99.24% |
| | | Audit Agency (IMRB) | 0.04% | 99.01% | 0.74% | 97.90% |
| | West Bengal | Service Provider | 0.09% | 99.65% | 0.65% | 99.67% |
| | | Audit Agency (IMRB) | 0.08% | 98.55% | 0.72% | 97.90% |
| DoCoMo | Kolkata | Service Provider | 0.17% | 99.40% | 0.54% | 98.37% |
| | | Audit Agency (IMRB) | 0.01% | 97.28% | 0.80% | 97.28% |
| | West Bengal | Service Provider | 0.22% | 98.57% | 1.04% | 97.88% |
| | | Audit Agency (IMRB) | DNF | 98.29% | 0.75% | 97.28% |
| Uninor | Kolkata | Service Provider | 0.22% | 99.39% | 0.39% | 99.24% |
| | West Bengal | Service Provider | 11.73% | 98.26% | 1.51% | 92.10% |
| Vodafone Essar | Kolkata | Service Provider | 0.12% | 99.14% | 0.67% | 98.76% |
| | | Audit Agency (IMRB) | 0.05% | 99.04% | 0.57% | 98.84% |
| | West Bengal | Service Provider | 0.21% | 96.99% | 1.62% | 96.39% |
| | | Audit Agency (IMRB) | 0.25% | 96.98% | 1.51% | 96.72% |

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) |
|------------------------------|---------------------------|---------------------|--|---|--|--|
| | Name of the service area | Data Reported by | | | | |
| Bharti Airtel | Kolkata | Service Provider | 3.42 | 97.58% | 6.87 | 100% |
| | | Audit Agency (IMRB) | 2.54 | 99.93% | 5.83 | 100% |
| BSNL | Kolkata | Service Provider | 5.09 | 86.68% | 7.23 | DNF |
| | | Audit Agency (IMRB) | 10.23 | 64.77% | 31.63 | 93% |
| | West Bengal | Service Provider | 5.30 | 94.20% | 10.01 | DNF |
| | | Audit Agency (IMRB) | 11.04 | 54.02% | 27.79 | 100% |
| | Andaman & Nicobar | Service Provider | 3.96 | 88.25% | 7.77 | DNF |
| | | Audit Agency (IMRB) | 3.33 | 99.41% | 22.10 | NA |
| Reliance Comm. | Kolkata | Service Provider | 1.26 | 100% | 2.40 | 100% |
| | | Audit Agency (IMRB) | 1.43 | 99.03% | 3.41 | 100% |
| Tata Teleservices | Kolkata | Service Provider | 0.92 | 93.07% | 4.91 | 100% |
| | | Audit Agency (IMRB) | 0.40 | 84.72% | 7.67 | 40% |
| | | Service Provider | 0.36 | 100% | 1.50 | - |

shaded boxes indicate benchmark not met

DNF - Data not in format

* The audited data pertains to the audit period Jan'10 to June '10

(Issued in Public Interest by TRAI)