



**TELECOM REGULATORY AUTHORITY OF INDIA**  
**Mahanagar Doorsanchar Bhavan,**  
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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 December 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)
	→			Call Drop Rate: %age of established calls getting disconnected due to network problems (≤ 2%)	%age of Calls with good voice quality (≥ 95%)	
	Name of the service area	Data Reported by Service Provider				
Bharti Airtel	Kolkata	0.03	99.56	0.69	98.59	100
	West Bengal	0.04	99.21	1.04	98.83	100
BSNL	Kolkata	1.49	99.37	0.80	99.78	100
	West Bengal	1.02	97.50	0.80	97.62	100
Dishnet	Kolkata	0.01	97.68	0.90	97.59	100
	West Bengal	0.23	98.02	1.30	<b>94.99</b>	100
Idea Cellular	Kolkata	0.02	96.83	0.57	98.57	100
	West Bengal	0.07	95.55	0.88	97.26	100
LOOP Telecom	Kolkata	0.53	98.03	0.84	98.71	NIL
Reliance Comm. (CDMA)	Kolkata	0.11	99.72	0.60	98.72	100
	West Bengal	0.31	99.30	0.94	97.54	100
Reliance Telecom	Kolkata	0.01	99.55	0.73	97.50	100
	West Bengal	0.10	98.61	1.08	97.55	100
Sistema Shyam	Kolkata	0.02	98.26	1.08	99.71	100
	West Bengal	0.27	98.41	1.48	99.59	100
Tata Tele. (CDMA)	Kolkata	0.01	99.68	0.27	99.79	100
	West Bengal	0.06	99.75	0.28	99.75	100
Tata Tele. (GSM)	Kolkata	0.01	98.90	0.63	99.66	100
	West Bengal	0.02	98.39	1.13	97.20	100
Uninor	Kolkata	0.02	99.31	0.77	98.07	100
	West Bengal	0.05	97.47	1.76	96.82	100
Videocon	West Bengal	0.22	98.98	0.22	99.63	100
Vodafone Essar	Kolkata	0.03	99.05	0.71	98.64	100
	West Bengal	0.03	97.34	1.89	95.04	100

**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
	→				
	Name of the service area				
Bharti Airtel	Kolkata	2.01	98.39%	4.11	100%
BSNL	Kolkata	4.89	<b>88.11%</b>	7.33	NR
	West Bengal	<b>5.45</b>	<b>89.09%</b>	<b>9.84</b>	NR
	Andaman & Nicobar	4.17	92.21%	7.81	NR
Reliance Comm.	Kolkata	0.47	100%	2:11	100%
Tata Teleservices	Kolkata	1.3	94.15%	4.26	100%
	West Bengal	0.4	100%	3.78	NR

shaded boxes indicate benchmark not met

NR - Data not Reported

(Issued in Public Interest by TRAI)