



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 March 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) |
|------------------------------|---------------------------|--------------------|--|---|---|---|--|
|                              | Name of the service area  | Data Reported by   |  |   | Call Drop Rate: %age of established calls getting disconnected due to network problems (≤ 2%) | %age of Calls with good voice quality (≥ 95%) |  |
| Aircel/Dishnet               | Kolkata                   | Service Provider   | 0.07   | 98.04   | 0.58  | 97.54   | 100.00   |
|                              |                           | Audit Agency (MRB) | 0.02   | 97.96   | 0.68  | 97.78   | 100.00   |
|                              | West Bengal               | Service Provider   | 0.21   | 97.02   | 1.56  | 95.83   | 100.00   |
|                              |                           | Audit Agency (MRB) | 0.39   | 97.51   | 1.33  | 94.82   | 100.00   |
| Bharti Airtel                | Kolkata*                  | Service Provider   | 0.01   | 99.72   | 0.62  | 98.80   | 0.00   |
|                              |                           | Audit Agency (MRB) | 0.05   | 99.28   | 0.96  | 98.36   | 100.00   |
|                              | West Bengal               | Service Provider   | 0.03   | 99.50   | 0.58  | 99.20   | 100.00   |
|                              |                           | Audit Agency (MRB) | 0.10   | 98.74   | 1.51  | 98.78   | 100.00   |
| BSNL                         | Kolkata                   | Service Provider   | 0.51   | 99.14   | 0.74  | 99.76   | 100.00   |
|                              |                           | Audit Agency (MRB) | 0.79   | 98.55   | 1.94  | 99.44   | 100.00   |
|                              | West Bengal               | Service Provider   | 1.35   | 97.50   | 0.97  | 97.53   | 100.00   |
|                              |                           | Audit Agency (MRB) | 0.48   | 99.21   | 0.00  | 96.86   | 0.00   |
| Idea                         | Kolkata                   | Service Provider   | 0.07   | 98.57   | 0.90  | 96.61   | 100.00   |
|                              |                           | Audit Agency (MRB) | 0.08   | 98.52   | 0.83  | 98.07   | 100.00   |
|                              | West Bengal               | Service Provider   | 0.05   | 96.20   | 1.18  | 97.21   | 100.00   |
|                              |                           | Audit Agency (MRB) | 0.10   | 97.75   | 1.30  | 97.33   | 100.00   |
| Reliance Comm. (CDMA)        | Kolkata                   | Service Provider   | 0.07   | 99.42   | 0.39  | 99.06   | 100.00   |
|                              |                           | Audit Agency (MRB) | 0.06   | 99.76   | 0.66  | 99.41   | 100.00   |
|                              | West Bengal               | Service Provider   | 0.19   | 99.02   | 0.61  | 98.84   | 100.00   |
|                              |                           | Audit Agency (MRB) | 0.25   | 99.56   | 0.56  | 99.23   | 100.00   |
| Reliance Telecom             | Kolkata                   | Service Provider   | 0.08   | 99.29   | 0.56  | 98.50   | 100.00   |
| Reliance (GSM)               |                           | Audit Agency (MRB) | 0.00   | 99.71   | 0.03  | 98.59   | 100.00   |
| Reliance Telecom             | West Bengal               | Service Provider   | 0.21   | 98.55   | 0.70  | 98.22   | 100.00   |
| Reliance (GSM)               |                           | Audit Agency (MRB) | 0.06   | 99.31   | 1.05  | 98.76   | 100.00   |
| Sistema Shyam                | Kolkata                   | Service Provider   | 0.00   | 99.55   | 0.66  | 98.94   | 100.00   |
|                              |                           | Audit Agency (MRB) | 0.00   | 98.66   | 0.73  | 98.39   | 100.00   |
|                              | West Bengal               | Service Provider   | 0.11   | 99.17   | 1.00  | 98.29   | 100.00   |
|                              |                           | Audit Agency (MRB) | 0.26   | 97.94   | 1.07  | 97.59   | 100.00   |
| Tata Tele. (CDMA)            | Kolkata                   | Service Provider   | 0.02   | 98.93   | 0.80  | 98.00   | 100.00   |
|                              |                           | Audit Agency (MRB) | 0.03   | 99.25   | 0.87  | 97.32   | 100.00   |
|                              | West Bengal               | Service Provider   | 0.07   | 98.75   | 0.80  | 99.02   | 100.00   |
|                              |                           | Audit Agency (MRB) | 0.14   | 99.38   | 0.46  | 99.51   | 100.00   |
| TTSL(GSM)                    | Kolkata                   | Service Provider   | 0.01   | 98.31   | 0.84  | 97.51   | 100.00   |
|                              |                           | Audit Agency (MRB) | 0.01   | 97.98   | 0.99  | 97.75   | 100.00   |
|                              | West Bengal               | Service Provider   | 0.01   | 98.82   | 0.83  | 97.62   | 100.00   |
|                              |                           | Audit Agency (MRB) | 0.08   | 98.42   | 0.64  | 96.67   | 100.00   |
| Tata Teleservices            | Kolkata                   | Service Provider   | 0.07   | 98.98   | 1.55  | 97.29   | 100.00   |
|                              |                           | Audit Agency (MRB) | 0.07   | 98.86   | 1.81  | 97.50   | 100.00   |
|                              | West Bengal               | Service Provider   | 1.23   | 97.27   | 1.63  | 96.19   | 100.00   |
|                              |                           | Audit Agency (MRB) | 1.71   | 95.50   | 1.67  | 95.86   | 100.00   |
| Videocon                     | West Bengal               | Service Provider   | 0.61   | 98.92   | 0.95  | 98.84   | 100.00   |
|                              |                           | Audit Agency (MRB) | 0.02   | 99.26   | 1.40  | 99.16   | 100.00   |
|                              | Kolkata                   | Service Provider   | 0.52   | 98.52   | 0.80  | 99.20   | 100.00   |
|                              |                           | Audit Agency (MRB) | 0.04   | 99.63   | 0.71  | 98.38   | 100.00   |
| Vodafone India Ltd.          | Kolkata                   | Service Provider   | 0.04   | 99.57   | 0.96  | 98.30   | 100.00   |
|                              |                           | Audit Agency (MRB) | 0.04   | 96.81   | 1.30  | 95.17   | 100.00   |
|                              | West Bengal               | Service Provider   | 0.04   | 96.81   | 1.30  | 95.17   | 100.00   |
|                              |                           | Audit Agency (MRB) | 0.04   | 96.48   | 1.47  | 95.25   | 100.00   |

Airtel KOL\*Incl in WB for Customer related parameters only

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   | 1.73   | 99.17%  | 4.04   | 100.00%  |
| BSNL                         | Kolkata                   | Service Provider   | 8.98   | 42.16%  | 7.42   | NR   |
|                              |                           | Audit Agency (MRB) | 4.63   | 82.27%  | 8.58   | NR   |
|                              | West Bengal               | Service Provider   | 11.21  | 28.73%  | 57.89  | 75.01%   |
|                              |                           | Audit Agency (MRB) | 2.02   | 84.29%  | 7.11   | NR   |
| A&N                          | Service Provider          | 3.58               | 36.04%   | 58.12   | 100.00%  |  |
|                              | Audit Agency (MRB)        | 0.55               | 100.00%  | NR  | 100.00%  |  |
| Reliance Comm.               | Kolkata                   | Service Provider   | 0.55   | 100.00%   | NR   | 100.00%  |
| Tata Teleservices            | Kolkata                   | Service Provider   | 0.43   | 100.00%   | 2.07   | 100.00%  |

shaded boxes indicate benchmark not met

NA - Not Applicable DNF - Data not in format

NR - Not Reported

DNF - Data not in format

\* The audited data pertains to the audit period July to Sept'11

(Issued in Public Interest by TRAI)