



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 September 2010**

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%)	
Name of the service area →		Data Reported by Service Provider				
Bharti Airtel	Kolkata	0.10%	99.55%	0.72%	98.72%	100%
	West Bengal	0.15%	98.93%	1.25%	98.78%	100%
BSNL	Kolkata	1.35%	99.19%	0.89%	99.71%	100%
	West Bengal	0.92%	97.50%	0.99%	97.57%	100%
Dishnet	Kolkata	0.04%	97.62%	1.05%	97.65%	100%
	West Bengal	0.24%	97.69%	1.57%	94.26%	100%
Idea Cellular	Kolkata	0.05%	96.83%	0.57%	98.49%	100%
	West Bengal	0.18%	96.15%	0.79%	97.45%	100%
LOOP Telecom	Kolkata	0.04%	99.75%	0.30%	99.90%	NA
Reliance Comm. (CDMA)	Kolkata	0.10%	99.71%	0.61%	98.59%	100%
	West Bengal	0.37%	99.25%	1.02%	97.67%	100%
Reliance Telecom	Kolkata	0.01%	99.27%	0.82%	97.14%	100%
	West Bengal	0.13%	98.49%	0.92%	97.51%	100%
Sistema Shyam	Kolkata	0.06%	98.13%	1.18%	99.93%	100%
	West Bengal	0.35%	98.05%	1.23%	99.10%	100%
Tata Tele. (CDMA)	Kolkata	0.03%	99.67%	0.52%	99.68%	100%
	West Bengal	0.07%	99.64%	0.47%	99.73%	100%
Tata Tele. (GSM)	Kolkata	0.03%	99.34%	0.54%	98.73%	100%
	West Bengal	0.09%	98.22%	1.04%	98.23%	100%
Uninor	Kolkata	0.05%	99.48%	0.48%	99.11%	100%
	West Bengal	2.00%	98.19%	1.66%	95.16%	100%
Videocon	West Bengal	0.49%	98.45%	0.72%	99.31%	NA
Vodafone Essar	Kolkata	0.04%	99.02%	0.76%	98.61%	100%
	West Bengal	0.16%	96.82%	1.83%	95.45%	100%

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	3.34	97.43%	6.67	100%
BSNL	Kolkata	5.25	86.63%	7.33	NA
	West Bengal	5.68	93.36%	9.80	DNF
	Andaman & Nicobar	4.35	84.68%	7.87	NA
Reliance Comm.	Kolkata	0.82	100%	2:24	100%
	West Bengal	0.00	NA	NA	NA
Tata Teleservices	Kolkata	1.04	96.62%	5.21	100%
	West Bengal	0.35	100%	1.44	NA

shaded boxes indicate benchmark not met NA - Not Applicable DNF - Data not in format

(Issued in Public Interest by TRAI)

