



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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**Comparative Performance of Telecom Service Providers in J&K 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	0.23%	98.77%	0.96%	98.27%	100.0%
BSNL		1.75%	98.00%	2.00%	99.00%	100.0%
Dishnet		0.33%	94.98%	2.18%	90.37%	100.0%
Idea Cellular		0.22%	99.18%	1.77%	97.34%	100.0%
Reliance Comm. (GSM)		0.31%	98.64%	0.66%	98.15%	100.0%
Tata Tele. (CDMA)		0.04%	99.37%	0.66%	99.08%	100.0%
Vodafone Essar		0.00%	99.79%	1.18%	98.33%	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	Data Reported by Service Provider	7.51	78.45%	8.10	NR

shaded boxes indicate benchmark not met

NR - Data Not Reported

(Issued in Public Interest by TRAI)