



**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhavan,  
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**Comparative Performance of Telecom Service Providers in North East Service Area,  
Key Quality of Service (QoS) Parameters for Quarter Ending December 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)
				Call Drop Rate: %age of established calls getting disconnected due to network problems (≤ 2%)	%age of Calls with good voice quality (≥ 95%)	
	Data Reported by					
Aircel	Service Provider	2.22	97.07	1.35	95.77	100.00
Bharti Airtel	Service Provider	0.32	98.96	1.05	98.95	100.00
BSNL	Service Provider	1.52	97.17	2.27	97.05	100.00
Idea Cellular	Service Provider	1.72	95.70	1.46	95.57	100.00
MTS	Service Provider	1.57	98.68	0.43	98.65	NA
Reliance Telecom	Service Provider	0.44	99.20	0.19	99.21	100.00
Tata Tele. (CDMA)	Service Provider	0.07	98.70	0.21	99.10	100.00
Uninor	Service Provider	0.79	99.80	1.23	99.29	100.00
Vodafone India Ltd.	Service Provider	1.72	99.33	0.80	97.11	100.00

**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)
	Data Reported by				
BSNL (NE-I)	Service Provider	3.91	97.05%	7.26	NR
BSNL (NE-II)	Service Provider	3.00	96.33%	5.68	NA
Tata Teleservices	Service Provider	NA	NA	NA	NA

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

NR-Not Reported

DNF - Data not in format

(Issued in Public Interest by TRAI)