

**Comparative Performance of Telecom Service Providers in Himachal Pradesh Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending September 2009**

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	0.19%	98.30%	1.14%	97.66%	100%
BSNL		1.27%	95.56%	1.87%	95.00%	100%
Dishnet		0.02%	98.35%	2.11%	95.65%	100%
IDEA Cellular		0.00%	99.80%	1.86%	96.99%	100%
Reliance Comm		0.22%	99.41%	1.02%	98.13%	100%
Reliance Telecom		0.13%	98.49%	0.83%	95.98%	100%
Tata Teleservices		0.05%	98.82%	0.77%	98.28%	100%
Vodafone Essar		0.67%	98.89%	1.73%	97.44%	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 within 4 weeks (100% within 4 weeks)
BSNL	Data Reported by Service Provider	8.61	90.29%	6.92	NR

shaded boxes indicate benchmark not met

NR - Data Not Reported

(Issued in Public Interest by TRAI)