



TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhavan,
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**Comparative Performance of Telecom Service Providers in Orissa Service Area,
Key Quality of Service (QoS) Parameters for Quarter Ending June 2010**

Cellular Mobile Telephone Service

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%)	
Service Provider	Data Reported by Service Provider				
Bharti Airtel	0.05%	98.09%	1.37%	98.87%	100.0%
BSNL	0.71%	97.69%	1.87%	98.00%	100.0%
Dishnet	0.21%	98.77%	1.28%	94.53%	100.0%
Idea Cellular	0.13%	99.00%	0.98%	97.49%	100.0%
Reliance Comm. (CDMA)	0.26%	99.49%	0.73%	97.90%	100.0%
Reliance Telecom	0.12%	99.05%	0.60%	96.10%	100.0%
Stel	0.60%	97.93%	0.62%	97.58%	100.0%
Tata Tele. (CDMA)	0.12%	99.61%	0.60%	99.73%	100.0%
DoCoMo	0.04%	99.05%	0.75%	98.22%	100.0%
Uninor	0.38%	98.79%	1.26%	99.02%	100.0%
Vodafone Essar	0.14%	99.13%	1.11%	98.04%	100.0%

Basic Telephone Service (Wireline)

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)
Service Provider	Data Reported by Service Provider			
BSNL	4.25	93.03%	7.01	DNF
Tata Teleservices	1.97	92.31%	4.16	-

DNF - Data not in format

shaded boxes indicate benchmark not met

(Issued in Public Interest by TRAI)