

**Comparative Performance of Telecom Service Providers in Assam 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	1.87%	95.76%	2.01%	90.76%	100%
BSNL		1.34%	97.77%	2.74%	96.67%	100%
Dishnet		2.08%	88.72%	3.82%	90.44%	46%
Reliance Telecom		0.15%	97.04%	0.85%	96.00%	100%
Tata Teleservices		0.07%	99.27%	0.40%	98.99%	100%
Vodafone Essar		0.39%	96.08%	1.88%	97.43%	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	5.69	94.03%	7.90	NR

shaded boxes indicate benchmark not met NR - Data Not Reported

(Issued in Public Interest by TRAI)