



**TELECOM REGULATORY AUTHORITY OF INDIA**  
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**Comparative Performance of Telecom Service Providers in Kolkata & West Bengal Service Area,  
Key Quality of Service (QoS) Parameters for Quarter Ending June 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%)		
Name of the service area	Data Reported by						
Aircel/Dishnet	Kolkata	Service Provider	0.38	97.72	0.64	97.53	100.00
		Audit Agency (IMRB)	0.02	97.96	0.59	97.81	100.00
	West Bengal	Service Provider	1.71	96.95	1.67	95.45	100.00
		Audit Agency (IMRB)	0.24	96.71	1.58	95.86	100.00
Bharti Airtel	Kolkata	Service Provider	0.01	99.86	0.49	99.06	100.00
		Audit Agency (IMRB)	0.03	99.35	0.82	98.47	100.00
	West Bengal	Service Provider	0.04	99.60	0.50	99.50	100.00
		Audit Agency (IMRB)	0.06	98.80	1.55	98.78	100.00
BSNL	Kolkata	Service Provider	1.00	99.00	0.80	99.80	100.00
		Audit Agency (IMRB)	0.56	98.51	1.97	99.82	100.00
	West Bengal	Service Provider	1.95	97.50	1.20	96.92	100.00
		Audit Agency (IMRB)	1.26	97.50	1.05	97.62	100.00
Idea	Kolkata	Service Provider	0.26	98.48	0.91	97.48	100.00
		Audit Agency (IMRB)	0.10	98.58	0.84	98.29	100.00
	West Bengal	Service Provider	0.66	96.74	1.18	97.20	100.00
		Audit Agency (IMRB)	0.09	97.73	1.21	96.13	100.00
Reliance (CDMA)	Kolkata	Service Provider	0.09	99.17	0.13	99.61	100.00
		Audit Agency (IMRB)	0.08	99.56	0.53	98.87	100.00
	West Bengal	Service Provider	0.24	98.48	0.12	99.51	100.00
		Audit Agency (IMRB)	0.14	98.92	0.87	98.19	100.00
Reliance	Kolkata	Service Provider	0.12	99.28	0.58	98.88	100.00
	Audit Agency (IMRB)	0.11	99.47	0.37	98.67	100.00	
Reliance	West Bengal	Service Provider	0.13	98.93	0.64	98.75	100.00
		Audit Agency (IMRB)	0.21	98.47	0.95	98.41	100.00
Sistema Shyam	Kolkata	Service Provider	0.00	99.57	0.58	99.17	100.00
		Audit Agency (IMRB)	0.00	99.14	0.69	98.56	100.00
	West Bengal	Service Provider	0.16	99.17	0.92	98.86	100.00
		Audit Agency (IMRB)	0.20	98.77	0.90	98.30	100.00
Tata Tele. (CDMA)	Kolkata	Service Provider	0.06	98.71	0.88	97.73	NR
		Audit Agency (IMRB)	0.02	98.72	0.61	97.68	100.00
	West Bengal	Service Provider	0.06	98.47	0.79	99.04	NR
		Audit Agency (IMRB)	0.07	99.28	0.52	99.24	100.00
Tata Tele. (GSM)	Kolkata	Service Provider	0.00	98.46	0.83	97.07	NR
		Audit Agency (IMRB)	0.01	98.13	0.96	98.04	100.00
	West Bengal	Service Provider	0.01	98.78	0.72	98.12	NR
		Audit Agency (IMRB)	0.01	98.54	0.94	97.18	100.00
Uninor	Kolkata	Service Provider	0.46	99.13	1.34	97.30	100.00
		Audit Agency (IMRB)	0.07	98.92	1.67	97.25	100.00
	West Bengal	Service Provider	1.50	97.50	1.47	96.74	100.00
		Audit Agency (IMRB)	1.73	96.26	1.66	95.47	100.00
Videocon	Kolkata	Service Provider	0.35	99.49	0.07	99.02	100.00
		Audit Agency (IMRB)	NR	NR	NR	NR	NR
	West Bengal	Service Provider	0.54	98.80	1.26	98.68	100.00
		Audit Agency (IMRB)	0.43	99.45	1.40	98.81	100.00
Vodafone India Ltd.	Kolkata	Service Provider	0.09	99.54	0.70	98.28	100.00
		Audit Agency (IMRB)	0.04	99.63	0.79	98.32	100.00
	West Bengal	Service Provider	0.06	96.68	1.15	95.24	100.00
		Audit Agency (IMRB)	0.03	97.27	1.43	95.19	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)
	Name of the service area	Data Reported by				
Bharti Airtel	Kolkata	Service Provider	2.08	98.69%	4.47	100.00%
BSNL	Kolkata	Service Provider	9.46	46.17%	8.67	NR
	West Bengal	Service Provider	5.17	93.98%	8.54	NR
Reliance	Kolkata	Service Provider	0.01	100.00%	NR	NA
Tata Teleservices	Kolkata	Service Provider	0.85	95.40%	4.72	100.00%
NA - Not Applicable    DNF - Data not in format    NR-Not Reported					DNF - Data not in format	
shaded boxes indicate benchmark not met						
* The audited data pertains to the audit period Oct'11 to Dec'11						
(Issued in Public Interest by TRAI)						