



**TELECOM REGULATORY AUTHORITY OF INDIA**  
**Mahanagar Doorsanchar Bhavan,**  
**Jawaharlal Nehru Marg (Old Minto Road),**  
**New Delhi - 110 002**

**Comparative Performance of Telecom Service Providers in Himachal Pradesh State**  
**Key Quality of Service (QoS) Parameters for Quarter Ending December 2010**

**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)	
				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	0.07%	98.42%	1.31%	98.09%
BSNL		1.73%	95.47%	2.17%	97.03%
Dishnet		0.03%	98.84%	1.77%	95.62%
IDEA Cellular		0.00%	99.48%	1.92%	96.57%
Reliance Comm		0.24%	99.80%	0.89%	98.62%
Reliance Telecom		0.10%	99.23%	0.81%	96.65%
Tata Teleservices		0.00%	98.84%	0.29%	99.61%
Vodafone Essar		0.00%	98.98%	1.89%	97.61%

**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	7.15	86.70%	13.20	NR
Tata Teleservices		0.40	72.73%	9.30	NR

shaded boxes indicate benchmark not met

NR - Data Not Reported

*(Issued in Public Interest by TRAI)*

Service Area,  
2009

Resolution of billing /  
charging complaints:  
%age of  
billing/charging  
complaints resolved  
within 4 weeks  
(100% within 4 weeks)

100.0%

100.0%

100.0%

100.0%

100.0%

100.0%

**99.5%**

NR