



**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 Kolkata & West Bengal Service Area,**  
**Key Quality of Service (QoS) Parameters for Quarter Ending March 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)		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 Service Provider				
Bharti Airtel	Kolkata	0.05%	99.56%	0.74%	98.63%	100.0%
	West Bengal	0.10%	98.91%	1.28%	98.63%	100.0%
BSNL	Kolkata	0.72%	98.73%	0.82%	99.55%	100.0%
	West Bengal	0.97%	98.11%	0.66%	97.83%	100.0%
Dishnet	Kolkata	0.09%	97.57%	0.85%	98.21%	100.0%
	West Bengal	0.28%	97.36%	1.72%	<b>93.96%</b>	100.0%
Idea Cellular	Kolkata	0.13%	97.78%	0.76%	98.11%	100.0%
	West Bengal	0.37%	97.76%	0.99%	97.29%	100.0%
Reliance Comm. (CDMA)	Kolkata	0.07%	99.52%	0.67%	98.24%	100.0%
	West Bengal	0.28%	99.47%	1.15%	97.85%	100.0%
Reliance Telecom	Kolkata	0.01%	98.73%	0.66%	97.17%	100.0%
	West Bengal	0.10%	98.39%	0.78%	98.07%	100.0%
Sistema Shyam	Kolkata	0.05%	98.68%	1.19%	99.46%	100.0%
	West Bengal	0.41%	97.49%	1.51%	97.64%	100.0%
Tata Tele. (CDMA)	Kolkata	0.03%	99.13%	0.65%	99.20%	<b>98.0%</b>
	West Bengal	0.08%	99.05%	0.71%	99.15%	<b>99.0%</b>
Tata Tele. (GSM)	Kolkata	0.15%	98.32%	0.67%	95.60%	100.0%
	West Bengal	0.17%	98.32%	0.89%	97.41%	100.0%
Vodafone Essar	Kolkata	0.06%	98.98%	0.61%	98.72%	100.0%
	West Bengal	0.21%	96.81%	1.64%	96.53%	100.0%

**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 Service Provider			
Bharti Airtel	Kolkata	2.77	97.51%	5.94	100%
BSNL	Kolkata	3.62	<b>88.94%</b>	6.99	<b>NR</b>
	West Bengal	<b>5.43</b>	94.78%	<b>10.20</b>	<b>NR</b>
	Andaman & Nicobar	3.67	90.15%	7.50	<b>NR</b>
Reliance Comm.	Kolkata	0.89	100%	3.04	100%
	West Bengal	0.0	NIL	0.00	NA
Tata Teleservices	Kolkata	1.0	96.14%	3.20	100%
	West Bengal	0.0	NA	0.00	NA

shaded boxes indicate benchmark not met

NA - Not Applicable

NR - Data Not Reported

(Issued in Public Interest by TRAI)