

**QoS of Basic Telephone Service (Wireline) for QE Sept'2015**

Sl. No.	Name of Service Area	QoS of Basic Telephone Service (Wireline) for QE Sept'2015																
		Fault Repair				Rent Rebate	Mean Time to Repair (MTTR)	POI	Metering and Billing					Response time to the customer for Assistance		Termination / closure of service		
		% of faults repaired by next working day	% of faults repaired within 5 days	% of faults repaired by next working day	% of faults repaired within 7 days			Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark	Metering and Billingcredibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging/validity complaints	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 90 seconds	%age requests for Termination / Closure of service complied within 7 days	Time taken for refund of deposits after closures		
Benchmarks																		
≤7	For urban areas by next working day: ≥ 85%	For urban areas: ≥ 100%	For rural and hilly areas: ≥ 75%	For rural and hilly areas: ≥ 100%		≤ 10 Hrs	≤ 0.5%	≤ 0.1%	≤ 0.1%	98% within 4 weeks	100% within 6 weeks	1 week of resolution of complaint	≥ 95%	≥ 95%	100% within 7 days	100% within 60 days		
1	AP	14	98%	100%	NA	NA	NA	4	NA	0.0%	NA	100%	100%	100%	100%	86%	100%	100%
2	BHR	1	94%	100%	NA	NA	NA	6	NA	0.0%	NA	NA	NA	NA	100%	96%	100%	NA
3	DL	2	99%	100%	NA	NA	NA	0	NA	0.0%	NA	100%	100%	100%	100%	85%	NA	100%
4	GJ	5	96%	100%	NA	NA	1	5	NA	0.0%	NA	80%	80%	100%	100%	87%	100%	100%
5	HR	1	100%	100%	NA	NA	NA	3	NA	0.0%	NA	NA	NA	NA	100%	93%	100%	NA
6	KA	1	95%	100%	NA	NA	NA	6	NA	0.0%	NA	75%	75%	100%	100%	87%	100%	100%
7	KL	0	50%	100%	NA	NA	NA	29	NA	0.0%	NA	NA	NA	NA	100%	92%	100%	NA
8	MP	4	96%	100%	NA	NA	NA	5	NA	0.1%	NA	0%	0%	100%	100%	91%	100%	NA
9	MBI	8	84%	100%	NA	NA	3	12	NA	0.0%	NA	58%	58%	100%	100%	83%	100%	100%
10	MH	4	95%	100%	NA	NA	NA	6	NA	0.0%	NA	0%	0%	100%	100%	85%	100%	100%
11	OR	2	93%	100%	NA	NA	NA	7	NA	0.0%	NA	NA	NA	NA	100%	100%	100%	NA
12	PB	3	97%	100%	NA	NA	NA	4	NA	0.0%	NA	100%	100%	100%	100%	90%	100%	NA
13	RJ	1	100%	100%	NA	NA	NA	5	NA	0.0%	NA	NA	NA	NA	100%	89%	100%	NA
14	TN	1	90%	100%	NA	NA	NA	8	NA	0.0%	NA	100%	100%	100%	100%	89%	99%	100%
15	UP-E	7	100%	100%	NA	NA	NA	1	NA	0.0%	NA	NA	NA	NA	NA	NA	NA	NA
16	UP-W	NA	NA	NA	NA	NA	NA	NA	NA	0.0%	NA	NA	NA	NA	NA	NA	NA	NA
17	WB	5	100%	100%	NA	NA	NA	2	NA	0.0%	NA	100%	100%	100%	100%	89%	100%	NA