

**BASIC TELEPHONE SERVICE (WIRELINE)**

**Quality of Service performance for the quarter ending Oct 09, Nov 09 and Dec 09**

S.no	Name of the service Area/Circle	Faults incidences ( No. of faults/100 Subs./month) (Benchmark: ≤ 5)	% of faults repaired by next working day (Benchmark: ≥ 90%)	Mean Time to Repair (MTTR) (Benchmark ≤ 8 Hrs)	Customer Care/ Helpline		Metering and Billing/Charging				Closure of telephone / termination of service on request from customer ( Benchmark: within 7 days 100%)	Call Completion Rate (Benchmark : ≥ 55% ) or Answer to Seizure ratio (ASR) (Benchmark : ≥ 75%)	Total No of POIs where congestion is > 0.5%
					Accessibility of call centre/ customer care ( Benchmark: ≥ 95% calls should get connected and answered)	Response time to the customer for operator assistance (Benchmark : within 60 Seconds : ≥ 90% calls to be answered by operator	Post paid Metering and billing credibility (Benchmark : ≤ 0.1% of bills should be disputed over a billing cycle)	Pre Paid Metering and credit & debit credibility (Benchmark : ≤ 0.1% of Complaints over a month)	Percentage of Billing / Charging complaints resolved (Benchmark : = 100% within a week)	Time taken for refund of deposits or any payments/refunds due to customer after termination of service or any other reason (Benchmark : 100% within 60 Days)			
	1	2	3	4	5	6	7	8	9	10	11	12	13
1	AP	0.6%	86.1%	11.13	94.9%	89.5%	0.05%	NA	100.0%	-	98.9%	98.3%	NIL
2	ASS	-	-	0.00	95.9%	97.6%	0.00%	NA	-	-	-	NA	NA
3	BR	1.3%	90.6%	8.97	95.4%	83.5%	0.02%	NA	100.0%	-	100.0%	98.6%	NIL
4	CH	0.1%	77.0%	17.90	95.0%	91.1%	0.02%	NA	-	-	98.8%	98.7%	NIL
5	DL	0.7%	96.7%	6.18	98.1%	94.0%	0.04%	NA	100.0%	-	98.0%	98.8%	NIL
6	GJ	2.7%	94.0%	8.45	97.4%	94.8%	0.04%	NA	99.2%	98.4%	99.5%	100.0%	NIL
7	HR	0.1%	44.4%	21.23	97.8%	95.9%	0.10%	NA	100.0%	-	100.0%	98.5%	NIL
8	HP	0.4%	72.7%	9.27	97.7%	96.1%	0.00%	NA	100.0%	-	-	NA	NA
9	J&K	-	-	0.00	53.6%	51.7%	-	NA	-	-	-	NA	NA
10	KOL	0.5%	93.6%	5.06	93.7%	89.6%	0.01%	NA	94.4%	-	100.0%	98.3%	NIL
11	KTK	0.3%	84.4%	18.95	92.5%	85.4%	0.02%	NA	100.0%	-	98.9%	98.4%	NIL
12	KR	0.1%	81.3%	13.04	94.1%	90.7%	0.00%	NA	100.0%	-	100.0%	98.4%	NIL
13	MP	0.1%	62.5%	13.21	96.7%	94.9%	0.01%	NA	100.0%	-	-	NA	NA
14	NE	-	-	0.00	96.3%	98.2%	-	NA	-	-	-	NA	NA
15	PB	0.6%	87.1%	3.38	97.9%	95.8%	0.02%	NA	100.0%	-	98.6%	98.4%	NIL

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16	OR	1.5%	91.1%	7.75	95.5%	93.1%	0.02%	NA	100.0%	-	100.0%	99.0%	NIL
17	RJ	0.0%	33.3%	18.64	97.5%	95.6%	0.02%	NA	100.0%	-	-	NA	NIL
18	TN	0.1%	61.1%	29.58	95.0%	91.1%	0.01%	NA	100.0%	-	100.0%	98.9%	NIL
19	UP-E	3.8%	98.9%	5.57	97.7%	96.1%	0.01%	NA	100.0%	-	100.0%	99.7%	NIL
20	UP-W	0.1%	100.0%	2.26	97.6%	96.0%	0.00%	NA	100.0%	-	100.0%	98.8%	NIL
21	WB	0.0%	100.0%	34.52	93.9%	92.4%	0.00%	NA	100.0%	-	100.0%	NA	NA