

**FORMAT-1****BASIC TELEPHONE SERVICE(WIRELINE)**

Report for quarter ending : 31.12.2010

Name of the Service Provider: MTNL, Mumbai

**QUALITY OF SERVICE PERFORMANCE FOR THE QUARTER ENDING--December, 2010**

		<b>Name of the service area</b>	<b>Mum</b>
<b>S. No.</b>	<b>Parameters</b>	<b>Benchmarks</b>	<b>Achievement</b>
(i)	<b>Faults incidences ( No. of faults/100 Subs./month)</b>	≤5	<b>9.42 %</b>
(ii)	<b>% of faults repaired by next working day</b>	By next working day: ≥ 90%	<b>91.15 %</b>
(iii)	<b>Mean Time to Repair (MTTR)</b>	≤ 8 Hrs	<b>13.28 hrs.</b>
(iv)	<b>Accessibility of call centre/ customer care</b>	≥ 95%	<b>96.32 %</b>
(v)	<b>Percentage of calls answered by the operators (voice to voice) within 60 seconds</b>	≥ 90%	<b>96.30 %</b>
(vi)	<b>Metering and billing credibility - post paid</b>	Not more than 0.1%	<b>0.04 %</b>
(vii)	<b>Metering and billing credibility - pre paid (Note 2)</b>	Not more than 1 complaint per 1000 customers, i.e., 0.1%	<b>NA</b>
(viii)	<b>Resolution of billing/ charging/ validity complaints resolved</b>	100% within 4 weeks	<b>100 %</b>
(ix)	<b>Time taken for refund of deposits after closures</b>	100% within 60 days.	<b>100 %</b>
(x)	<b>Call Completion Rate (CCR)</b>	≥ 55%	<b>56.44 %</b>
(xi)	<b>Answer to Seizure Ratio (ASR) (Note 2)</b>	≥ 75 %	<b>61.81 %</b>
(xii)	<b>Point of Interconnection (POI) Congestion (No. of Pols not meeting benchmark) (Note 3)</b>	≤ 0.5%	<b>0.00 %</b>

**FORMAT-2**

**CELLULAR MOBILE TELEPHONE SERVICE**

**Network Service Quality Performance for the Quarter Ending--December,2010**

Name of Service Area / City	Network Availability		Connection Establishment (Accessibility)			Connection Maintenance			Total number of working POI where congestion is>0.5%
	BTSs Accumulated downtime (not available for service) (%age) ≤2%	Worst affected BTSs due to downtime (%age) ≤2%	Call Set-up Success Rate (within licensee's own network) ≥95%	SDCCH/Paging Chl. Congestion (%age) ≤1%	TCH Congestion (%age) ≤2%	Call Drop Rate (%age) ≤2%	Worst affected cells having more than 3% TCH drop (call drop) rate (%age) ≤5%	%age of connection with good voice quality ≥95%	
1	2	3	4	5	6	7	8	9	10
<b>MTNL, MUMBAI</b>	<b>1.34%</b>	<b>0.76%</b>	<b>98.17%</b>	<b>0.41%</b>	<b>1.25%</b>	<b>1.55%</b>	<b>3.92%</b>	<b>95.61%</b>	<b>NIL</b>



