

**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**

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

**FORMAT-3**

**CELLULAR MOBILE TELEPHONE SERVICE**

**Customer Service Quality Performance for quarter ending--- December,2010**

<b>Parameters and Benchmarks</b>							
<b>Name of Service Area</b>	<b>Customer care/Helpline</b>		<b>Metering and Billing Charging</b>				<b>Closure of telephone/termination of service on request from customer (Benchmark: within 7 days=100%)</b>
	<b>Accessibility of call centre number(Benchmark:&gt;_95%calls should get connected and answered)</b>	<b>Response time to the customer for operator assistance(Benchmark: within 60 seconds:&gt;_90% calls to be answered by the operator)</b>	<b>Postpaid Metering and billing credibility(Benchmark: &lt;_0.1%of bills should be disputed over a billing cycle)</b>	<b>Prepaid Metering and credit &amp; debit credibility (Benchmark: &lt;_0.1%of complaints over a month)</b>	<b>Percentage of billing/charging, complaints resolved (Benchmark 100% within 4 weeks)</b>	<b>Time taken for refund of deposits or any payments/refund due to customer after closure of telephone/termination of service or any other reason(Benchmark:100% within 60 days)</b>	
1	2	3	4	5	6	7	8
<b>MTNL Mumbai</b>	<b>95.96%</b>	<b>93.09%</b>	<b>0.598%</b>	<b>0.085%</b>	<b>100%</b>	<b>60 Days</b>	<b>100%</b>

