

REPORT

ON

AUDIT & ASSESSMENT OF QUALITY OF SERVICE

OF

CELLULAR MOBILE TELEPHONE SERVICE

WIRELINE BASIC SERVICE

&

BROADBAND SERVICE

FOR

GUJARAT CIRCLE
(WEST ZONE)

Report Period: JULY 2011 – SEP 2011

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CHAPTER-1: INTRODUCTION

I. Background

TRAI's mission is to create and nurture conditions for growth of telecommunications in the country in a manner and at a pace, which will enable India to play a leading role in emerging global information society. One of the main objectives of Telecom Regulatory Authority of India (TRAI) is to provide a fair and transparent policy environment, which promotes a level playing field and facilitates fair competition.

In pursuance of above objective TRAI has issued from time to time a large number of regulations, orders and directives to deal with issues coming before it and provided the required direction to the evolution of Indian telecom market from a Government owned monopoly to a multi-operator multi service open competitive market.

The directions, orders and regulations issued cover a wide range of subjects including tariff, interconnection and quality of service as well as governance of the Authority.

The purpose of laying down Quality of Service Parameters is to:

- i) Create conditions for consumer satisfaction by making known the quality of service, which the service provider is required to provide, and the user has a right to expect.
- ii) Measure the Quality of Service provided by the Service Providers from time to time and to compare them with the norms so as to assess the level of performance.
- iii) Generally protect the interests of consumers of telecommunication services.

TRAI has been carrying out regular reviews of the status of quality of service of the networks of all operators. In continuation to these efforts, TRAI has selected through bidding process TCIL as the Audit Agency to audit and assess the Quality of Service rendered by the service providers' namely Basic (Wireline) Services, Cellular Mobile Telephone (Wireless) Services and Broadband Services. The Audit for various telecom circles within the Zones has been distributed across four quarterly periods.

The parameters that need to be measured for Basic and Cellular Mobile Services have been specified in the TRAI notification on Quality of Service of Basic (Wireline) and Cellular Mobile (wireless) Services, 2009. The parameters for Broadband Services have been specified in the TRAI notification for Quality of Services of Broadband Service Regulation, 2006.

II. Objectives and Methodology

The primary objective is to audit and assess the Quality of Service being rendered by Basic, Cellular Mobile & Broadband services against the parameters notified by TRAI. The audit and assessment of Quality of Service is conducted for all the basic service providers, unified access service providers, cellular mobile service providers and ISPs (Internet Service Provider) for basic wireline, Cellular Mobile Telephone Services and broadband service. TCIL has undertaken the following audit works as per the Terms of Reference (TOR):

- i) Verification of the data submitted by the service providers to TRAI as part of QoS monitoring reports i.e. Quarterly Performance Monitoring Reports (PMRs) and monthly Point of Interconnection (POI) Congestion Reports with reference to the records maintained by the service provider.
- ii) Verification of the performance of service providers against the Quality of Service benchmarks laid down by TRAI using live measurement for 3 days during the month in which the audit and assessment is carried out.
- iii) Verification of the performance of service providers against the Quality of Service benchmarks laid down by TRAI using the data for the entire month during which the live measurement is carried out.
- iv) Drive tests of the mobile networks both operators assisted and independent drive test (as and where required).
- v) Billing and call center's data verification.
- vi) Live testing of the efficiency of the call center / customer care help line.
- vii) Emergency (Level-1) call testing

To fulfill the above mentioned Scope of Work audit was performed on different Systems, Facilities and Field data collection.

Systems audited:-

1. Network Switching Centre (NSS)
2. Base Station Subsystem(BSS)
3. Billing Applications
4. Customer Care applications

Facilities audited:-

1. Billing documents.
2. Customer Care records.

Field data collections carried out:-

1. RF network coverage including KPIs (Key Performance Index)
2. Inter Operator Call Assessment
3. Checking of Customer Billing/Refund Complaints (Random sample)
4. Customer Care efficiency
5. The live calling was made to assess the quality of services for Inter Operator Call Assessment, Customer Billing/Refund Complaints and Customer Care efficiency.

In order to carry out the above scope of work:-

- ✓ TCIL auditors visited all the NSS (Network Sub System) and BSS (Base-station Sub System) to check data for all the operators in their respective service area.
- ✓ All the NSS and BSS data for the relevant details were collected either directly from the centralized NOC or through a remote access to the NOC.
- ✓ The Radio parameters were audited/verified from the data collected from OMC-R (Operation and Maintenance Center – Radio, as part of BSS data).
- ✓ The Drive test was conducted in high, low and medium dense areas including highways, commercial complex and residential areas and special attention was paid for the areas for which TRAI has received complaints.
- ✓ The POI and other network related parameters were audited/verified from the data collected from the OMC-S (Operation and Maintenance Center – Switch as part of NSS data).
- ✓ The data related to Billing and Customer care was checked for the previous month and verified with the customers by calling them on random basis. The process of registration and handling of the complaints was also studied for the various operators. Call centre number were called for measuring the efficiency of the call centre.
- ✓ The inter operator call assessment test was carried out during the time period as is specified in the tender document. TCBH (Time Consistent Busy Hour) is taken after observation of the traffic consistently for 3 days prior to the audit activity.
- ✓ Data has been collected for busy hour of network in case of live assessment & month of audit for all service providers & verified that service providers are providing busy hour data only for QoS service. We found that TCBH hour is matching with network busy hour as provided by service providers for Gujarat circle. But for parameters such as ‘Worst affected cell exceeding 3% TCH drop’ and ‘BTSS accumulated down time’ CBBH (Cell Bouncing Busy Hour) was taken instead of TCBH (Time Consistent Busy Hours) as per the TRAI new regulation 2009. This has resulted in high value for ‘Cell exceeding 3% TCH drop’ parameter for some of the service providers.
- ✓ For Basic Wireline Service, the Network parameter of the QoS TRAI regulations is observed / verified for the 3 days for nearly 5% of the telephone exchanges covering 10% of the SDCA in a Service area.
- ✓ For Broadband Services, audit data were collected from the centralized NOC or through a remote access to the NOC. Network parameters were also checked from the centralized NOC with relevant details. MRTG, Cactii and Sandvine software were used for monitoring link utilization. Smoke Ping and Ping Test were used for monitoring Network Latency.

CHAPTER 2: EXECUTIVE SUMMARY

I. Preface

This report highlights the findings for the audit & assessment of Quality of Service of Cellular Mobile Services in Gujarat Circle in 3rd quarter (July – September 2011). The primary data collection and verification of records (PMR data verification – quarterly) maintained by various operators was undertaken during the period Jan – March 2011.

Following are the various operators covered in Gujarat circle (West Zone) for Cellular Mobile (Wireless) services QoS audit & assessment. The Month of audit & TCBH information is also given below:

Sl.	Name of Service Provider	Month of Audit	TCBH Hour
GSM Operators			
1	Aircel Ltd	Jul-2011	2000-2100 Hrs
2	Airtel Ltd	Jul-2011	1900-2000 hrs
3	BSNL	Jul-2011	1900-2000 hrs
4	Reliance Communication	Jul-2011	2000-2100 Hrs
5	Tata Communications	Jul-2011	1900-2000 hrs
6	Vodafone	Jul-2011	1900-2000 hrs
7	Uninor	Jul-2011	1900-2000 hrs
8	Etisalat	Jul-2011	1900-2000 hrs
9	Idea	Jul-2011	1900-2000 hrs
10	Videocon	Jul-2011	1900-2000 hrs
CDMA operators			
11	MTS	Jul-2011	1900-2000 hrs
12	Reliance Communication	Jul-2011	2000-2100 Hrs
13	Tata Communications	Jul-2011	1900-2000 hrs

All the NSS and BSS systems were considered for audit and assessment for the TCBH hours of individual operators.

II. Findings from Quality of Service Audit (Operator wise for each parameter)
(A) Cellular Mobile Telephone Services

3 days Live Data Audit		Bench- mark	Aircel	Airtel	BSNL	Etisalat	Idea	Rcom GSM	Tata GSM	Uninor	Video con	Voda fone	MTS	Rcom CDMA	Tata CDMA
S/N	Name of Parameter														
1	Network Availability														
	a) BTS Accumulated Downtime	<=2%	0.15%	1.02%	0.65%	0.30%	0.87%	0.40%	0.02%	0.15%	0.06%	0.20%	0.25%	0.06%	0.02%
	b) Worst affected BTSs due to downtime	<=2%	0.00%	0.03%	0.12%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.04%	0.00%	0.00%	0.00%
2	Connection Establishment (Accessibility)														
	a) CSSR (Call Setup Success Rate)	>=95%	97.82%	99.28%	98.24%	99.64%	99.42%	99.89%	96.89%	96.68%	99.20%	98.89%	98.81%	99.85%	99.43%
	b) SDCCH/PAGING congestion	<=1%	0.01%	0.08%	0.56%	0.01%	0.26%	0.04%	0.40%	0.12%	0.01%	0.47%	0.00%	0.00%	0.00%
	c) TCH congestion	<=2%	0.00%	0.17%	2.00%	0.00%	0.20%	0.03%	2.30%	0.14%	0.04%	0.32%	0.00%	0.15%	0.00%
3	Connection maintenance (retainability)														
	a) CDR	<=2%	1.52%	1.53%	1.94%	1.31%	1.21%	0.26%	1.30%	2.12%	1.06%	0.92%	0.21%	0.37%	0.25%
	b) Worst affected cells>3% TCH drop	<=3%	2.58%	2.03%	2.58%	4.32%	2.89%	0.84%	10.97%	4.35%	1.23%	1.89%	4.45%	0.21%	0.52%
	c) Good voice quality	>=95%	97.95%	96.71%	NP	98.23%	96.10%	99.04%	97.72%	96.56%	98.86%	97.38%	NP	NP	NP
4	No of POI having >=0.5% congestion	<0.5%	0	0	1	0	0	0	0	0	0	0	0	0	0
5	Response time to customers for assistance														
	a) Accessibility of call centre/Customer Care	>=95%	97.50%	98.50%	100%	99.60%	100%	98.62%	100%	95.00%	100%	100%	100%	97.52%	100%
	b) % call answered by operators(voice to voice) within 60 sec.	>=90%	83.35%	93.03%	90.61%	96.67%	98.52%	98.36%	98.48%	77.90%	98.67%	96.12%	96.15%	97.96%	96.99%

NA: Not Applicable, NP: Data Not Provided

From the 3 days live data assessment, it is found that most of the operators are meeting the network parameters. However, exceptions have been found in case of Etisalat, Tata GSM, Uninor & MTS which are not meeting "worst affected cells >3% TCH drop" Parameter. BSNL has 1 no of POI showing more than 0.5% congestion. High TCH congestion is noted in case of Tata GSM. Uninor is having a high CDR.

Customer care data is found to be satisfactory for all the operators except for Aircel & Uninor missing the 95% benchmark for the parameter "%age of calls answered by operator".

One Month Data Audit		Bench- mark	Aircel	Airtel	BSNL	Etisalat	Idea	Rcom GSM	Tata GSM	Uninor	Video con	Voda fone	MTS	Rcom CDMA	Tata CDMA
S/N	Name of Parameter		GSM Operators										CDMA Operators		
(A)	Network Service Quality Parameter														
1	Network Availability														
	a) BTS Accumulated Downtime	<=2%	0.06%	0.23%	0.95%	0.59%	0.12%	0.07%	0.03%	0.05%	0.08%	0.08%	0.12%	0.10%	0.00%
	b) Worst affected BTSs due to downtime	<=2%	0.00%	1.17%	1.93%	0.00%	0.29%	0.03%	0.00%	0.09%	0.00%	0.14%	0.00%	0.11%	0.00%
	c) Total no. of BTSs in the licensed service area		865	6345	4299	21	5439	2974	2050	2230	1667	6897	464	1876	835
	d) Sum of downtime of BTSs in a month in hours i.e. total outage time of all BTSs in hours during a month		413	10818	30357	92.00	4906	1520	418.00	889	1021	3916.00	430.00	1332	18.27
	e) No. of BTSs having accumulated downtime of >24 hours in a month		0	74	83	0	16	1	0	2	0	10	0	2	0
2	Connection Establishment (Accessibility)														
	a) CSSR (Call Setup Success Rate)	>=95%	97.60%	99.14%	98.09%	99.76%	99.41%	99.74%	96.72%	96.88%	99.00%	98.62%	98.83%	99.80%	99.46%
	b) SDCCCH/PAGING congestion	<=1%	0.02%	0.21%	0.39%	0.02%	0.21%	0.04%	0.50%	0.22%	0.02%	0.52%	0.00%	0.00%	0.00%
	c) TCH congestion	<=2%	0.01%	0.31%	2.04%	0.00%	0.23%	0.04%	2.36%	0.15%	0.07%	0.55%	0.00%	0.21%	0.00%
3	Connection maintenance (retainability)														
	a) CDR	<=2%	1.64%	1.54%	1.76%	1.48%	1.18%	0.27%	1.30%	1.96%	1.07%	0.93%	0.20%	0.37%	0.26%
	b) Worst affected cells>3% TCH drop	<=3%	2.83%	2.03%	2.60%	3.46%	2.98%	0.86%	5.65%	3.78%	1.31%	1.22%	3.95%	0.21%	0.56%
	c) Good voice quality	>=95%	97.67%	96.71%	NP	97.80%	96.13%	99.02%	97.82%	96.59%	98.85%	97.35%	NP	NP	NP
4	No of POI having >=0.5% congestion	<0.5%	0	0	1	0	0	0	0	0	0	0	1	0	0
(B)	Customer Service Quality Parameters														
5	Metering/billing credibility-Post paid	<= 0.1%	0.04%	0.01%	0.03%	NA	0.03%	0.10%	0.15%	NA	NA	0.05%	0.40%	0.10%	0.07%
6	Metering /billing credibility-Pre paid	<= 0.1%	0.02%	0.05%	0.05%	0.00%	0.00%	0.03%	0.28%	0.13%	0.01%	0.01%	0.02%	0.03%	0.22%
7	Resolution of billing/ charging complaints	100% within 4 weeks	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	a) Period of applying credit/waiver/adjustment to the customers account from the date of resolutions of complaints	<=1 week	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

One Month Data Audit		Bench- mark	Aircel	Airtel	BSNL	Etisalat	Idea	Rcom GSM	Tata GSM	Uninor	Video con	Voda fone	MTS	Rcom CDMA	Tata CDMA
S/N	Name of Parameter		GSM Operators										CDMA Operators		
8	Response time to customers for assistance														
	a) Accessibility of call centre/Customer Care	>=95%	79.40%	97.50%	100%	97.84%	98.18%	60.76%	99.00%	99.06%	97%	100%	100%	91.21%	96.00%
	b) % call answered by operators(voice to voice) within 60 sec.	>=90%	38.10%	92.54%	91.50%	100%	98.06%	98.49%	99.31%	64.60%	99.25%	95.89%	100%	97.79%	96.49%
9	Termination/closure of service	<=7days	100%	100%	100%	NA	100%	100%	100%	NA	NA	100%	100%	100%	100%
10	Time taken for refunds of deposits after closures.	100% within 60 days	100%	100%	100%	NA	100%	100%	100%	NA	NA	100%	100%	100%	100%

NA: Not Applicable, NP: Data Not Provided

From the month data assessment, it is found that most of the operators are meeting the network parameters. Deviations are found under the Network Parameter for the parameter 'Worst affected cells>3% TCH drop' for Etisalat, Tata GSM, Uninor & MTS. The parameter "TCH congestion" is not met by BSNL & Tata GSM. BSNL & MTS have one POI each having more than 0.5% congestion.

Performance related to customer service data is found to be satisfactory for most of the operators except for Aircel & Rcom (GSM & CDMA) for "response time for assistance" parameters. Aircel and Uninor has a below benchmark performance for "calls answered by operators (voice-to-voice)".

Uninor, TATA (GSM & CDMA) & MTS has low Billing/Metering Credibility for Post/Pre-Paid connections.

Operator-Assisted Drive Test

The Operator Assisted Drive Test was conducted in Gujarat circle for all the operators. Route covered was about around 100-120Km and for all the operators the same route was followed. The speed limit of 30-35 Km/hr was mentioned throughout the Drive Test. Zones were selected for covering different density areas (High, Medium & Low dense areas).

SN	Parameter	City Name	Aircel	Airtel	BSNL	Tata GSM	Idea	Rcom GSM	Video con	Voda fone	Uninor	Tata CDMA	Rcom CDMA	MTS
			GSM Operators									CDMA Operators		
1.1	Blocked Call Rate (<=3%)	Ahmadabad	0.00%	1.70%	0.00%		0.76%	0.75%	0.00%	0.00%	0.56%	0.00%	0.00%	0.00%
		Rajkot		0.00%	0.92%	0.86%	2.30%	0.00%	0.00%	1.70%	0.00%	0.00%	0.00%	0.00%
		Bhavnagar		0.00%	0.85%	0.00%	0.00%	0.00%	0.00%	0.96%	0.00%	0.00%	0.00%	0.00%
1.2	Dropped Call Rate (<=2%)	Ahmadabad	0.00%	0.00%	2.80%		0.00%	0.00%	0.86%	0.00%	0.00%	0.00%	0.00%	0.00%
		Rajkot		0.00%	1.85%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		Bhavnagar		0.00%	0.85%	0.00%	0.00%	0.00%	1.80%	0.00%	0.00%	0.00%	0.00%	0.00%
1.3	Percentage of connections with good voice quality (=>95%) (i) 0-4 (w/o frequency hopping)	Ahmadabad										99.76%	98.09%	97.05%
		Rajkot										96.52%	99.70%	98.94%
		Bhavnagar										98.68%	99.50%	99.78%
	(ii) 0-5 (with frequency hopping)	Ahmadabad	97.00%	94.40%	95.20%		97.58%	98.40%	96.90%	97.30%	95.10%			
		Rajkot		93.52%	96.26%	95.92%	96.30%	97.60%	96.40%	97.60%	95.31%			
		Bhavnagar		96.18%	96.56%	96.77%	97.90%	99.12%	97.34%	98.10%	96.88%			
1.4	Call Setup Success Rate (>=95%)	Ahmadabad	100%	98.30%	100%		99.24%	99.25%	100%	100%	99.44%	100%	100%	100%
		Rajkot		100%	99.08%	99.14%	97.70%	100%	100%	98.30%	100%	100%	100%	100%
		Bhavnagar		100%	99.15%	100%	100%	100%	100%	99.04%	100%	100%	100%	100%

Key observations as could be derived from the table are as under:

- 'Dropped Call Rate' benchmark is not met by BSNL in Ahmadabad.
- For the parameter '%age of connections with good voice quality', it is found that Airtel is not meeting the benchmark in Ahmadabad & Rajkot.
- Aircel is in ICR with Tata GSM in Rajkot & Bhavnagar and Tata GSM is in ICR with Airtel in Ahmadabad.

Independent Drive Test

-- Submitted as a separate report

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4 Response Time to customer for assistance

Response Time to customer for assistance

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a Accessibility of Call centre within 40 sec. >= 95% 99.13% 99.00% 98.00% 97.67%

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b % age of calls answered by operator (voice to voice) within 60 sec. >= 90% 98.04% 97.00% 99.77% 91.84%

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□□□□□□□□ From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmark. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param above benchmark performance for the operators.

□□□□□□□□ From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

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From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all the POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

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11 <input type="checkbox"/> Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) <input type="checkbox"/> >=55% (CCR) &	

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>= 75 % (A S R)
 6 3. 62 %
 6 8. 08 %
 8 3. 22 %
 5 7. 90 %
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From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmark. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care parameter is above benchmark performance for the operators.

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One Month Data Audit

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<input type="checkbox"/> 1	No. of faults/100 subscribers /month <input type="checkbox"/> <=5% <input type="checkbox"/> 0% <input type="checkbox"/> 4% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/>	1 No. of faults/100 subscribers /month <input type="checkbox"/> <=5% <input type="checkbox"/> 0% <input type="checkbox"/> 4% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/>
	No. of faults/100 subscribers /month <input type="checkbox"/> <=5% <input type="checkbox"/> 0% <input type="checkbox"/> 4% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/>	<=5% <input type="checkbox"/> 0% <input type="checkbox"/> 4% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/> 0% <input type="checkbox"/> 4% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/> 4% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/> 0% <input type="checkbox"/>
<input type="checkbox"/> 2	Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) <input type="checkbox"/> >=55% (CCR) &	>=75% (ASR) <input type="checkbox"/> 63.62% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/>
	2 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) <input type="checkbox"/> >=55% (CCR) &	>=75% (ASR) <input type="checkbox"/> 63.62% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/>
	Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) <input type="checkbox"/> >=55% (CCR) &	>=75% (ASR) <input type="checkbox"/> 63.62% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> >=55% (CCR) & >=75% (ASR) <input type="checkbox"/> 63.62% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> 63.62% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> 57.90% <input type="checkbox"/>
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customer care parameters also indicate above benchmark performance for the operators.

One Month Data Audit

One Month Data Audit

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

Name of Parameter Bench mark Airtel BSNL Rcom Tata

Bench mark Airtel BSNL Rcom Tata

Airtel BSNL Rcom Tata

BSNL Rcom Tata

Rcom Tata

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1 No. of faults/100 subscribers /month <=5% 1.88% 4.79% 0.45% 0.28%

1 No. of faults/100 subscribers /month <=5% 1.88% 4.79% 0.45% 0.28%

No. of faults/100 subscribers /month <=5% 1.88% 4.79% 0.45% 0.28%

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2 Fault repair (Urban Area)

2 Fault repair (Urban Area)

Fault repair (Urban Area)

a By next working day >=90% 98.22% 94.82% 100% 98.76%

a By next working day >=90% 98.22% 94.82% 100% 98.76%

By next working day >=90% 98.22% 94.82% 100% 98.76%

>=90% 98.22% 94.82% 100% 98.76%

98.22% 94.82% 100% 98.76%

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100% 98.76%

98.76%

b Within 3 days 100% 100% 98.53% 100% 100%

b Within 3 days 100% 100% 98.53% 100% 100%

Within 3 days 100% 100% 98.53% 100% 100%

100% 100% 98.53% 100% 100%

100% 98.53% 100% 100%

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3 Fault repair (Rural & Hilly Area)

3 Fault repair (Rural & Hilly Area)

Fault repair (Rural & Hilly Area)

a By next working day >=90% NA 96.18% NA NA

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ering and billing credibility (Post-paid)

a Disputed Bills over bills issued < 0.1% 0.10% 0.05% 0.04% 0.00%
a Disputed Bills over bills issued < 0.1% 0.10% 0.05% 0.04% 0.00%
 Disputed Bills over bills issued < 0.1% 0.10% 0.05% 0.04% 0.00%

< 0.1% 0.10% 0.05% 0.04% 0.00%
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8 % of billing complaints resolved within 4 weeks *Within 4 weeks* 96.02% 100% 100% 100%
8 % of billing complaints resolved within 4 weeks *Within 4 weeks* 96.02% 100% 100% 100%
 % of billing complaints resolved within 4 weeks *Within 4 weeks* 96.02% 100% 100% 100%

Within 4 weeks 96.02% 100% 100% 100%
 96.02% 100% 100% 100%
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a Period of refunds after resolution of complaints within 1 weeks *Within 1 week* 45% 100% 100% 100%
a Period of refunds after resolution of complaints within 1 weeks *Within 1 week* 45% 100% 100% 100%
 Period of refunds after resolution of complaints within 1 weeks *Within 1 week* 45% 100% 100% 100%

Within 1 week 45% 100% 100% 100%
 45% 100% 100% 100%
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9 POI Congestion <= 0.5% 0 19 0 0
 POI Congestion <= 0.5% 0 19 0 0

9 POI Congestion <= 0.5% 0 19 0 0
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10 Response Time to customer for assistance
 Response Time to customer for assistance

10 Response Time to customer for assistance

a Accessibility of Call centre within 40 sec. >= 95% 98.26% 99.17% 97.62% 98.50%
a Accessibility of Call centre within 40 sec. >= 95% 98.26% 99.17% 97.62% 98.50%
 Accessibility of Call centre within 40 sec. >= 95% 98.26% 99.17% 97.62% 98.50%

>= 95% 98.26% 99.17% 97.62% 98.50%
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 99.17% 97.62% 98.50%
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b % age of calls answered by operator (voice to voice) within 60 sec. >= 90% 93.00% 97.40% 95.24% 92.21%
b % age of calls answered by operator (voice to voice) within 60 sec. >= 90% 93.00% 97.40% 95.24% 92.21%
 % age of calls answered by operator (voice to voice) within 60 sec. >= 90% 93.00% 97.40% 95.24% 92.21%

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1 No. of faults/100 subscribers /month <=5% 0% 4% NP 0%
 1 No. of faults/100 subscribers /month <=5% 0% 4% NP 0%

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2 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >=55% (CCR) &
 >=75% (ASR) 63.62% 68.08% 83.22% 57.90%

2 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >=55% (CCR) &
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 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >=55% (CCR) &
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3 POI Congestion <= 0.5% 0 13 0 0
 3 POI Congestion <= 0.5% 0 13 0 0

POI Congestion <= 0.5% 0 13 0 0
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4 Response Time to customer for assistance
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Response Time to customer for assistance
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a Accessibility of Call centre within 40 sec. >= 95% 99.13% 99.00% 98.00% 97.67%
 a Accessibility of Call centre within 40 sec. >= 95% 99.13% 99.00% 98.00% 97.67%

Accessibility of Call centre within 40 sec. >= 95% 99.13% 99.00% 98.00% 97.67%
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b % age of calls answered by operator (voice to voice) within 60 sec. >= 90% 98.04% 97.00% 99.77% 91.84%
 b % age of calls answered by operator (voice to voice) within 60 sec. >= 90% 98.04% 97.00% 99.77% 91.84%

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From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmark
 BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer car
 above benchmark performance for the operators.

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□ a □ By next working day □ >=90% □ 98.22% □ 94.82% □ 100% □ 98.76% □

a □ By next working day □ >=90% □ 98.22% □ 94.82% □ 100% □ 98.76% □

By next working day □ >=90% □ 98.22% □ 94.82% □ 100% □ 98.76% □

>=90% □ 98.22% □ 94.82% □ 100% □ 98.76% □

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□ b □ Within 3 days □ 100% □ 100% □ 98.53% □ 100% □ 100% □

b □ Within 3 days □ 100% □ 100% □ 98.53% □ 100% □ 100% □

Within 3 days □ 100% □ 100% □ 98.53% □ 100% □ 100% □

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□ 3 □ Fault repair (Rural & Hilly Area) □ □ □ □ □

3 □ Fault repair (Rural & Hilly Area) □ □ □ □ □

Fault repair (Rural & Hilly Area) □ □ □ □ □

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□ a □ By next working day □ >=90% □ NA □ 96.18% □ NA □ NA □

a □ By next working day □ >=90% □ NA □ 96.18% □ NA □ NA □

By next working day □ >=90% □ NA □ 96.18% □ NA □ NA □

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□ b □ Within 5 days □ 100% □ NA □ 99.72% □ NA □ NA □

b □ Within 5 days □ 100% □ NA □ 99.72% □ NA □ NA □

Within 5 days □ 100% □ NA □ 99.72% □ NA □ NA □

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□ 4 □ Rent rebate □ □ □ □ □

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□ a □ Fault pending > 3 days & <7 days □ Rebate for 7 days □ 9□0□0□0□

a □ Fault pending > 3 days & <7 days □ Rebate for 7 days □ 9□0□0□0□

Fault pending > 3 days & <7 days □ Rebate for 7 days □ 9□0□0□0□

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□ b □ Fault Pending > 7 days & < 15 days □ Rebate for 15 days □ 3□8288□0□0□

b □ Fault Pending > 7 days & < 15 days □ Rebate for 15 days □ 3□8288□0□0□

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% age of calls answered by operator (voice to voice) within 60 sec. >= 90% 98.04% 97.00% 99.77% 91.84%

% age of calls answered by operator (voice to voice) within 60 sec. >= 90% 98.04% 97.00% 99.77% 91.84%

% age of calls answered by operator (voice to voice) within 60 sec. >= 90% 98.04% 97.00% 99.77% 91.84%

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From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmark. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care parameter is above benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all the operators. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care parameter is benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all the operators. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care parameter is benchmark performance for the operators.

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One Month Data Audit

One Month Data Audit

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

Name of Parameter Bench mark Airtel BSNL Rcom Tata

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a Fault pending > 3 days & <7 days Rebate for 7 days 90000

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b Fault Pending > 7 days & < 15 days Rebate for 15 days 3828800

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c Fault pending > 15 days Rebate for one month 13891800

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5 Mean time to Repair (MTTR) <= 8 Hrs 3.89 5.07 1.93 4.07

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6 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >=55% (CCR) &

>=75% (ASR) 64.95% 67.82% 83.68% 58.00%

6 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >=55% (CCR) &

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Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >=55% (CCR) &

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7 Metering and billing credibility (Post-paid)

7 Metering and billing credibility (Post-paid)

Metering and billing credibility (Post-paid)

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<input type="checkbox"/> b	% age of calls answered by operator (voice to voice) within 60 sec. $\geq 90\%$ 93.00% 97.40% 95.24% 92.21%	
	b % age of calls answered by operator (voice to voice) within 60 sec. $\geq 90\%$ 93.00% 97.40% 95.24% 92.21%	
<input type="checkbox"/> a	% age of calls answered by operator (voice to voice) within 60 sec. $\geq 90\%$ 93.00% 97.40% 95.24% 92.21%	
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<input type="checkbox"/> 11	Customer care (promptness in attending to customers' requests)	
	11 Customer care (promptness in attending to customers' requests)	
<input type="checkbox"/> a	Termination / Closures ≤ 7 Days 0.56% 99.02% 100% 100%	
	a Termination / Closures ≤ 7 Days 0.56% 99.02% 100% 100%	
<input type="checkbox"/> b	Time taken refunds deposit after closures 100% within 60 days 100% 100% 100% 100%	
	b Time taken refunds deposit after closures 100% within 60 days 100% 100% 100% 100%	
<input type="checkbox"/> 1	No. of faults/100 subscribers /month $\leq 5\%$ 0% 4% NP 0%	
	1 No. of faults/100 subscribers /month $\leq 5\%$ 0% 4% NP 0%	
<input type="checkbox"/> 2	Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) $\geq 55\%$ (CCR) & $\geq 75\%$ (ASR) 63.62% 68.08% 83.22% 57.90%	
	2 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) $\geq 55\%$ (CCR) & $\geq 75\%$ (ASR) 63.62% 68.08% 83.22% 57.90%	

Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >= 55% (CCR) & Answer to Seizure Ratio (ASR) >= 75% (ASR) 63.62% 68.08% 83.22% 57.90% >= 55% (CCR)

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From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmark. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param above benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for a has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all th 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all the 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all the p POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all the POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

One Month Data Audit

One Month Data Audit

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata
 Name of Parameter Bench mark Airtel BSNL Rcom Tata
 Bench mark Airtel BSNL Rcom Tata
 Airtel BSNL Rcom Tata
 BSNL Rcom Tata
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customer care parameters also indicate above benchmark performance for the operators.

One Month Data Audit

One Month Data Audit

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

Name of Parameter Bench mark Airtel BSNL Rcom Tata

Bench mark Airtel BSNL Rcom Tata

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1 No. of faults/100 subscribers /month <=5% 1.88% 4.79% 0.45% 0.28%

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2 Fault repair (Urban Area)

2 Fault repair (Urban Area)

Fault repair (Urban Area)

a By next working day >=90% 98.22% 94.82% 100% 98.76%

a By next working day >=90% 98.22% 94.82% 100% 98.76%

By next working day >=90% 98.22% 94.82% 100% 98.76%

>=90% 98.22% 94.82% 100% 98.76%

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b Within 3 days 100% 100% 98.53% 100% 100%

b Within 3 days 100% 100% 98.53% 100% 100%

Within 3 days 100% 100% 98.53% 100% 100%

100% 100% 98.53% 100% 100%

100% 98.53% 100% 100%

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3 Fault repair (Rural & Hilly Area)

3 Fault repair (Rural & Hilly Area)

Fault repair (Rural & Hilly Area)

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a Disputed Bills over bills issued < 0.1% 0.10% 0.05% 0.04% 0.00%
a Disputed Bills over bills issued < 0.1% 0.10% 0.05% 0.04% 0.00%
 Disputed Bills over bills issued < 0.1% 0.10% 0.05% 0.04% 0.00%

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8 % of billing complaints resolved within 4 weeks *Within 4 weeks* 96.02% 100% 100% 100%
8 % of billing complaints resolved within 4 weeks *Within 4 weeks* 96.02% 100% 100% 100%
 % of billing complaints resolved within 4 weeks *Within 4 weeks* 96.02% 100% 100% 100%

Within 4 weeks 96.02% 100% 100% 100%
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a Period of refunds after resolution of complaints within 1 weeks *Within 1 week* 45% 100% 100% 100%
a Period of refunds after resolution of complaints within 1 weeks *Within 1 week* 45% 100% 100% 100%
 Period of refunds after resolution of complaints within 1 weeks *Within 1 week* 45% 100% 100% 100%

Within 1 week 45% 100% 100% 100%
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9 POI Congestion <= 0.5% 0 19 0 0
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10 Response Time to customer for assistance
 Response Time to customer for assistance

10 Response Time to customer for assistance

a Accessibility of Call centre within 40 sec. >= 95% 98.26% 99.17% 97.62% 98.50%
a Accessibility of Call centre within 40 sec. >= 95% 98.26% 99.17% 97.62% 98.50%
 Accessibility of Call centre within 40 sec. >= 95% 98.26% 99.17% 97.62% 98.50%

>= 95% 98.26% 99.17% 97.62% 98.50%
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b % age of calls answered by operator (voice to voice) within 60 sec. >= 90% 93.00% 97.40% 95.24% 92.21%
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1 No. of faults/100 subscribers /month <=5% 0% 4% NP 0%
1 No. of faults/100 subscribers /month <=5% 0% 4% NP 0%

No. of faults/100 subscribers /month <=5% 0% 4% NP 0%
<=5% 0% 4% NP 0%
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2 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >=55% (CCR) &
>=75% (ASR) 63.62% 68.08% 83.22% 57.90%
2 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >=55% (CCR) &
>=75% (ASR) 63.62% 68.08% 83.22% 57.90%

Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >=55% (CCR) &
>=75% (ASR) 63.62% 68.08% 83.22% 57.90%
>=55% (CCR) &
>=75% (ASR) 63.62% 68.08% 83.22% 57.90%
63.62% 68.08% 83.22% 57.90%
68.08% 83.22% 57.90%
83.22% 57.90%
57.90%

3 POI Congestion <= 0.5% 0 13 0 0
3 POI Congestion <= 0.5% 0 13 0 0

POI Congestion <= 0.5% 0 13 0 0
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4 Response Time to customer for assistance
4 Response Time to customer for assistance

Response Time to customer for assistance
Response Time to customer for assistance

a Accessibility of Call centre within 40 sec. >= 95% 99.13% 99.00% 98.00% 97.67%
a Accessibility of Call centre within 40 sec. >= 95% 99.13% 99.00% 98.00% 97.67%

Accessibility of Call centre within 40 sec. >= 95% 99.13% 99.00% 98.00% 97.67%
>= 95% 99.13% 99.00% 98.00% 97.67%
99.13% 99.00% 98.00% 97.67%
99.00% 98.00% 97.67%
98.00% 97.67%
97.67%

b % age of calls answered by operator (voice to voice) within 60 sec. >= 90% 98.04% 97.00% 99.77% 91.84%
b % age of calls answered by operator (voice to voice) within 60 sec. >= 90% 98.04% 97.00% 99.77% 91.84%

% age of calls answered by operator (voice to voice) within 60 sec. >= 90% 98.04% 97.00% 99.77% 91.84%
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From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmark. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care performance is above benchmark performance for the operators.

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□ a □ By next working day □ >=90% □ 98.22% □ 94.82% □ 100% □ 98.76% □

a □ By next working day □ >=90% □ 98.22% □ 94.82% □ 100% □ 98.76% □

By next working day □ >=90% □ 98.22% □ 94.82% □ 100% □ 98.76% □

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□ b □ Within 3 days □ 100% □ 100% □ 98.53% □ 100% □ 100% □

b □ Within 3 days □ 100% □ 100% □ 98.53% □ 100% □ 100% □

Within 3 days □ 100% □ 100% □ 98.53% □ 100% □ 100% □

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□ 3 □ Fault repair (Rural & Hilly Area) □ □ □ □ □

3 □ Fault repair (Rural & Hilly Area) □ □ □ □ □

Fault repair (Rural & Hilly Area) □ □ □ □ □

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□ a □ By next working day □ >=90% □ NA □ 96.18% □ NA □ NA □

a □ By next working day □ >=90% □ NA □ 96.18% □ NA □ NA □

By next working day □ >=90% □ NA □ 96.18% □ NA □ NA □

>=90% □ NA □ 96.18% □ NA □ NA □

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□ b □ Within 5 days □ 100% □ NA □ 99.72% □ NA □ NA □

b □ Within 5 days □ 100% □ NA □ 99.72% □ NA □ NA □

Within 5 days □ 100% □ NA □ 99.72% □ NA □ NA □

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□ 4 □ Rent rebate □ □ □ □ □

4 □ Rent rebate □ □ □ □ □

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□ a □ Fault pending > 3 days & <7 days □ Rebate for 7 days □ 9□0□0□0□

a □ Fault pending > 3 days & <7 days □ Rebate for 7 days □ 9□0□0□0□

Fault pending > 3 days & <7 days □ Rebate for 7 days □ 9□0□0□0□

Rebate for 7 days □ 9□0□0□0□

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□ b □ Fault Pending > 7 days & < 15 days □ Rebate for 15 days □ 3□8288□0□0□

b □ Fault Pending > 7 days & < 15 days □ Rebate for 15 days □ 3□8288□0□0□

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within 4 weeks	Within 4 weeks	96.02%	100%	100%	100%	
	Within 4 weeks	96.02%	100%	100%	100%	
		96.02%	100%	100%	100%	
			100%	100%	100%	
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a	Period of refunds after resolution of complaints within 1 weeks	Within 1 week	45%	100%	100%	100%
	a	Period of refunds after resolution of complaints within 1 weeks	Within 1 week	45%	100%	100%
	Period of refunds after resolution of complaints within 1 weeks	Within 1 week	45%	100%	100%	100%
		Within 1 week	45%	100%	100%	100%
			45%	100%	100%	100%
			100%	100%	100%	
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			100%			
9	POI Congestion	<= 0.5%	0	19	0	0
	9	POI Congestion	<= 0.5%	0	19	0
	POI Congestion	<= 0.5%	0	19	0	0
			<= 0.5%	0	19	0
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10	Response Time to customer for assistance					
	10	Response Time to customer for assistance				
	Response Time to customer for assistance					
a	Accessibility of Call centre within 40 sec.	>= 95%	98.26%	99.17%	97.62%	98.50%
	a	Accessibility of Call centre within 40 sec.	>= 95%	98.26%	99.17%	97.62%
	Accessibility of Call centre within 40 sec.	>= 95%	98.26%	99.17%	97.62%	98.50%
			>= 95%	98.26%	99.17%	97.62%
			98.26%	99.17%	97.62%	98.50%
			99.17%	97.62%	98.50%	
			97.62%	98.50%		
			98.50%			
b	% age of calls answered by operator (voice to voice) within 60 sec.	>= 90%	93.00%	97.40%	95.24%	92.21%
	b	% age of calls answered by operator (voice to voice) within 60 sec.	>= 90%	93.00%	97.40%	95.24%
	% age of calls answered by operator (voice to voice) within 60 sec.	>= 90%	93.00%	97.40%	95.24%	92.21%
			>= 90%	93.00%	97.40%	95.24%
			93.00%	97.40%	95.24%	92.21%
			97.40%	95.24%	92.21%	
			95.24%	92.21%		
			92.21%			
11	Customer care (promptness in attending to customers' requests)					
	11	Customer care (promptness in attending to customers' requests)				
	Customer care (promptness in attending to customers' requests)					
a	Termination / Closures	<= 7 Days	0.56%	99.02%	100%	100%
	a	Termination / Closures	<= 7 Days	0.56%	99.02%	100%
	Termination / Closures	<= 7 Days	0.56%	99.02%	100%	100%
			<= 7 Days	0.56%	99.02%	100%
			0.56%	99.02%	100%	100%
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% age of calls answered by operator (voice to voice) within 60 sec. >= 90% 98.04% 97.00% 99.77% 91.84%

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% age of calls answered by operator (voice to voice) within 60 sec. >= 90% 98.04% 97.00% 99.77% 91.84%

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From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmark. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care parameter is above benchmark performance for the operators.

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One Month Data Audit

One Month Data Audit

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

Name of Parameter Bench mark Airtel BSNL Rcom Tata

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c Fault pending > 15 days Rebate for one month 138918000

c Fault pending > 15 days Rebate for one month 138918000

Fault pending > 15 days Rebate for one month 138918000

Rebate for one month 138918000

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5 Mean time to Repair (MTTR) <= 8 Hrs 3.89 5.07 1.93 4.07

5 Mean time to Repair (MTTR) <= 8 Hrs 3.89 5.07 1.93 4.07

Mean time to Repair (MTTR) <= 8 Hrs 3.89 5.07 1.93 4.07

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6 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >=55% (CCR) &

>=75% (ASR) 64.95% 67.82% 83.68% 58.00%

6 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >=55% (CCR) &

>=75% (ASR) 64.95% 67.82% 83.68% 58.00%

Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >=55% (CCR) &

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7 Metering and billing credibility (Post-paid)

7 Metering and billing credibility (Post-paid)

Metering and billing credibility (Post-paid)

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	97.62%	98.50%
	98.50%	
<input type="checkbox"/> b	% age of calls answered by operator (voice to voice) within 60 sec.	>= 90% 93.00% 97.40% 95.24% 92.21%
		b % age of calls answered by operator (voice to voice) within 60 sec.
<input type="checkbox"/> a	% age of calls answered by operator (voice to voice) within 60 sec.	>= 90% 93.00% 97.40% 95.24% 92.21%
		>= 90% 93.00% 97.40% 95.24% 92.21%
		93.00% 97.40% 95.24% 92.21%
		97.40% 95.24% 92.21%
		95.24% 92.21%
		92.21%
<input type="checkbox"/> 11	Customer care (promptness in attending to customers' requests)	
		11 Customer care (promptness in attending to customers' requests)
<input type="checkbox"/> a	Termination / Closures	<= 7 Days 0.56% 99.02% 100% 100%
		a Termination / Closures
<input type="checkbox"/> b	Time taken refunds deposit after closures	100% within 60 days 100% 100% 100%
		b Time taken refunds deposit after closures
<input type="checkbox"/> 1	No. of faults/100 subscribers /month	<=5% 0% 4% NP 0%
		1 No. of faults/100 subscribers /month
<input type="checkbox"/> 2	Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR)	>=55% (CCR) & >=75% (ASR) 63.62% 68.08% 83.22% 57.90%
		2 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR)
		>=55% (CCR) & >=75% (ASR) 63.62% 68.08% 83.22% 57.90%

Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >= 55% (CCR) & Answer to Seizure Ratio (ASR) >= 75% (ASR) 63.62% 68.08% 83.22% 57.90% >= 55% (CCR)

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From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmark. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param above benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for a has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all th 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all the 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all the p POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all the POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

One Month Data Audit

One Month Data Audit

S/N	Name of Parameter	Bench mark	Airtel	BSNL	Rcom	Tata
1	No. of faults/100 subscribers /month	<=5%	1.88%	4.79%	0.45%	0.28%
	No. of faults/100 subscribers /month	<=5%	1.88%	4.79%	0.45%	0.28%
		<=5%	1.88%	4.79%	0.45%	0.28%
			1.88%	4.79%	0.45%	0.28%
			4.79%	0.45%	0.28%	
			0.45%	0.28%		

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<input type="checkbox"/> c	Fault pending > 15 days <i>Rebate for one month</i>	138918000
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	Fault pending > 15 days <i>Rebate for one month</i>	138918000
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<input type="checkbox"/> 5	Mean time to Repair (MTTR) ≤ 8 Hrs	3.895.071.934.07
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	Mean time to Repair (MTTR) ≤ 8 Hrs	3.895.071.934.07
		≤ 8 Hrs
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<input type="checkbox"/> 6	Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) $\geq 55\%$ (CCR) & $\geq 75\%$ (ASR)	64.95%67.82%83.68%58.00%
		6
	Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) $\geq 55\%$ (CCR) & $\geq 75\%$ (ASR)	64.95%67.82%83.68%58.00%
		Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) $\geq 55\%$ (CCR) & $\geq 75\%$ (ASR)
		64.95%67.82%83.68%58.00%
		67.82%83.68%58.00%
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<input type="checkbox"/> 7	Metering and billing credibility (Post-paid)	
		7
	Metering and billing credibility (Post-paid)	
<input type="checkbox"/> a	Disputed Bills over bills issued $< 0.1\%$	0.10%0.05%0.04%0.00%
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	Disputed Bills over bills issued $< 0.1\%$	0.10%0.05%0.04%0.00%
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		0.10%0.05%0.04%0.00%
		0.05%0.04%0.00%
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<input type="checkbox"/> 8	% of billing complaints resolved within 4 weeks <i>Within 4 weeks</i>	96.02%100%100%100%
		8
	% of billing complaints resolved within 4 weeks <i>Within 4 weeks</i>	96.02%100%100%100%
		<i>Within 4 weeks</i>
		96.02%100%100%100%
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<input type="checkbox"/> a	Period of refunds after resolution of complaints within 1 weeks <i>Within 1 week</i>	45%100%100%100%
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	Period of refunds after resolution of complaints within 1 weeks <i>Within 1 week</i>	45%100%100%100%
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	S/N <input type="checkbox"/> Name of Parameter <input type="checkbox"/> Bench mark <input type="checkbox"/> Airtel <input type="checkbox"/> BSNL <input type="checkbox"/> Rcom <input type="checkbox"/> Tata <input type="checkbox"/>	Name of Parameter <input type="checkbox"/> Bench mark <input type="checkbox"/> Airtel <input type="checkbox"/> BSNL <input type="checkbox"/> Rcom <input type="checkbox"/> Tata <input type="checkbox"/> Bench mark <input type="checkbox"/> Airtel <input type="checkbox"/> BSNL <input type="checkbox"/> Rcom <input type="checkbox"/> Tata <input type="checkbox"/> Airtel <input type="checkbox"/> BSNL <input type="checkbox"/> Rcom <input type="checkbox"/> Tata <input type="checkbox"/> BSNL <input type="checkbox"/> Rcom <input type="checkbox"/> Tata <input type="checkbox"/> Rcom <input type="checkbox"/> Tata <input type="checkbox"/> Tata <input type="checkbox"/>
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<input type="checkbox"/> 2	Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) <input type="checkbox"/> >=55% (CCR) &	>=75% (ASR) <input type="checkbox"/> 63.62% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> 2 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) <input type="checkbox"/> >=55% (CCR) & >=75% (ASR) <input type="checkbox"/> 63.62% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) <input type="checkbox"/> >=55% (CCR) & >=75% (ASR) <input type="checkbox"/> 63.62% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> >=55% (CCR) & >=75% (ASR) <input type="checkbox"/> 63.62% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> 63.62% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> 57.90% <input type="checkbox"/>
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<input type="checkbox"/> 3	POI Congestion <input type="checkbox"/> <= 0.5% <input type="checkbox"/> 0 <input type="checkbox"/> 13 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/>	3 POI Congestion <input type="checkbox"/> <= 0.5% <input type="checkbox"/> 0 <input type="checkbox"/> 13 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/> <= 0.5% <input type="checkbox"/> 0 <input type="checkbox"/> 13 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/> 13 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/> 13 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/>
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customer care parameters also indicate above benchmark performance for the operators.

One Month Data Audit

One Month Data Audit

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

Name of Parameter Bench mark Airtel BSNL Rcom Tata

Bench mark Airtel BSNL Rcom Tata

Airtel BSNL Rcom Tata

BSNL Rcom Tata

Rcom Tata

Tata

1 No. of faults/100 subscribers /month <=5% 1.88% 4.79% 0.45% 0.28%

1 No. of faults/100 subscribers /month <=5% 1.88% 4.79% 0.45% 0.28%

No. of faults/100 subscribers /month <=5% 1.88% 4.79% 0.45% 0.28%

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2 Fault repair (Urban Area)

2 Fault repair (Urban Area)

Fault repair (Urban Area)

a By next working day >=90% 98.22% 94.82% 100% 98.76%

a By next working day >=90% 98.22% 94.82% 100% 98.76%

By next working day >=90% 98.22% 94.82% 100% 98.76%

>=90% 98.22% 94.82% 100% 98.76%

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b Within 3 days 100% 100% 98.53% 100% 100%

b Within 3 days 100% 100% 98.53% 100% 100%

Within 3 days 100% 100% 98.53% 100% 100%

100% 100% 98.53% 100% 100%

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3 Fault repair (Rural & Hilly Area)

3 Fault repair (Rural & Hilly Area)

Fault repair (Rural & Hilly Area)

a By next working day >=90% NA 96.18% NA NA

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ering and billing credibility (Post-paid)

a Disputed Bills over bills issued < 0.1% 0.10% 0.05% 0.04% 0.00%

a Disputed Bills over bills issued < 0.1% 0.10% 0.05% 0.04% 0.00%

Disputed Bills over bills issued < 0.1% 0.10% 0.05% 0.04% 0.00%

< 0.1% 0.10% 0.05% 0.04% 0.00%

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8 % of billing complaints resolved within 4 weeks *Within 4 weeks* 96.02% 100% 100% 100%

8 % of billing complaints resolved within 4 weeks *Within 4 weeks* 96.02% 100% 100% 100%

% of billing complaints resolved within 4 weeks *Within 4 weeks* 96.02% 100% 100% 100%

Within 4 weeks 96.02% 100% 100% 100%

96.02% 100% 100% 100%

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100% 100%

100%

a Period of refunds after resolution of complaints within 1 weeks *Within 1 week* 45% 100% 100% 100%

a Period of refunds after resolution of complaints within 1 weeks *Within 1 week* 45% 100% 100% 100%

Period of refunds after resolution of complaints within 1 weeks *Within 1 week* 45% 100% 100% 100%

Within 1 week 45% 100% 100% 100%

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9 POI Congestion <= 0.5% 0 19 0 0

9 POI Congestion <= 0.5% 0 19 0 0

POI Congestion <= 0.5% 0 19 0 0

<= 0.5% 0 19 0 0

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10 Response Time to customer for assistance

10 Response Time to customer for assistance

Response Time to customer for assistance

a Accessibility of Call centre within 40 sec. >= 95% 98.26% 99.17% 97.62% 98.50%

a Accessibility of Call centre within 40 sec. >= 95% 98.26% 99.17% 97.62% 98.50%

Accessibility of Call centre within 40 sec. >= 95% 98.26% 99.17% 97.62% 98.50%

>= 95% 98.26% 99.17% 97.62% 98.50%

98.26% 99.17% 97.62% 98.50%

99.17% 97.62% 98.50%

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98.50%

b % age of calls answered by operator (voice to voice) within 60 sec. >= 90% 93.00% 97.40% 95.24% 92.21%

b % age of calls answered by operator (voice to voice) within 60 sec. >= 90% 93.00% 97.40% 95.24% 92.21%

% age of calls answered by operator (voice to voice) within 60 sec. >= 90% 93.00% 97.40% 95.24% 92.21%

>= 90% 93.00% 97.40% 95.24% 92.21%

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2 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >=55% (CCR) &
>=75% (ASR) 63.62% 68.08% 83.22% 57.90%
2 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >=55% (CCR) &
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68.08% 83.22% 57.90%
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3 POI Congestion <= 0.5% 0 13 0 0

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POI Congestion <= 0.5% 0 13 0 0

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4 Response Time to customer for assistance

4 Response Time to customer for assistance

Response Time to customer for assistance

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a Accessibility of Call centre within 40 sec. >= 95% 99.13% 99.00% 98.00% 97.67%

a Accessibility of Call centre within 40 sec. >= 95% 99.13% 99.00% 98.00% 97.67%

Accessibility of Call centre within 40 sec. >= 95% 99.13% 99.00% 98.00% 97.67%

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b % age of calls answered by operator (voice to voice) within 60 sec. >= 90% 98.04% 97.00% 99.77% 91.84%

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% age of calls answered by operator (voice to voice) within 60 sec. >= 90% 98.04% 97.00% 99.77% 91.84%

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□ □ □ □ □ □ From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmark. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care above benchmark performance for the operators.

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a By next working day >=90% 98.22% 94.82% 100% 98.76%
 a By next working day >=90% 98.22% 94.82% 100% 98.76%
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>=90% 98.22% 94.82% 100% 98.76%
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b Within 3 days 100% 100% 98.53% 100% 100%
 b Within 3 days 100% 100% 98.53% 100% 100%
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3 Fault repair (Rural & Hilly Area)
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 Fault repair (Rural & Hilly Area)

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a By next working day >=90% NA 96.18% NA NA
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b Within 5 days 100% NA 99.72% NA NA
 b Within 5 days 100% NA 99.72% NA NA
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a Fault pending > 3 days & <7 days Rebate for 7 days 9 0 0 0
 a Fault pending > 3 days & <7 days Rebate for 7 days 9 0 0 0
 Fault pending > 3 days & <7 days Rebate for 7 days 9 0 0 0

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b Fault Pending > 7 days & < 15 days Rebate for 15 days 3 8288 0 0
 b Fault Pending > 7 days & < 15 days Rebate for 15 days 3 8288 0 0

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Answer to Seizure Ratio (ASR) >= 55% (CCR) & >= 75% (ASR) 64.95% 67.82% 63.68% 58.00% >= 55% (CCR) & >= 75% (ASR) 64.95% 67.

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within 4 weeks	Within 4 weeks	96.02%	100%	100%	100%	
	Within 4 weeks	96.02%	100%	100%	100%	
		96.02%	100%	100%	100%	
			100%	100%	100%	
			100%	100%		
			100%			
a	Period of refunds after resolution of complaints within 1 weeks	Within 1 week	45%	100%	100%	100%
	a	Period of refunds after resolution of complaints within 1 weeks	Within 1 week	45%	100%	100%
	Period of refunds after resolution of complaints within 1 weeks	Within 1 week	45%	100%	100%	100%
		Within 1 week	45%	100%	100%	100%
			45%	100%	100%	100%
			100%	100%	100%	
			100%	100%		
			100%			
9	POI Congestion	<= 0.5%	0	19	0	0
	9	POI Congestion	<= 0.5%	0	19	0
	POI Congestion	<= 0.5%	0	19	0	0
			<= 0.5%	0	19	0
			0	19	0	0
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10	Response Time to customer for assistance					
	10	Response Time to customer for assistance				
	Response Time to customer for assistance					
a	Accessibility of Call centre within 40 sec.	>= 95%	98.26%	99.17%	97.62%	98.50%
	a	Accessibility of Call centre within 40 sec.	>= 95%	98.26%	99.17%	97.62%
	Accessibility of Call centre within 40 sec.	>= 95%	98.26%	99.17%	97.62%	98.50%
			>= 95%	98.26%	99.17%	97.62%
			98.26%	99.17%	97.62%	98.50%
			99.17%	97.62%	98.50%	
			97.62%	98.50%		
			98.50%			
b	% age of calls answered by operator (voice to voice) within 60 sec.	>= 90%	93.00%	97.40%	95.24%	92.21%
	b	% age of calls answered by operator (voice to voice) within 60 sec.	>= 90%	93.00%	97.40%	95.24%
	% age of calls answered by operator (voice to voice) within 60 sec.	>= 90%	93.00%	97.40%	95.24%	92.21%
			>= 90%	93.00%	97.40%	95.24%
			93.00%	97.40%	95.24%	92.21%
			97.40%	95.24%	92.21%	
			95.24%	92.21%		
			92.21%			
11	Customer care (promptness in attending to customers' requests)					
	11	Customer care (promptness in attending to customers' requests)				
	Customer care (promptness in attending to customers' requests)					
a	Termination / Closures	<= 7 Days	0.56%	99.02%	100%	100%
	a	Termination / Closures	<= 7 Days	0.56%	99.02%	100%
	Termination / Closures	<= 7 Days	0.56%	99.02%	100%	100%
			<= 7 Days	0.56%	99.02%	100%
			0.56%	99.02%	100%	100%
			99.02%	100%	100%	
			100%	100%		

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% age of calls answered by operator (voice to voice) within 60 sec. $\geq 90\%$ 98.04% 97.00% 99.77% 91.84%

% age of calls answered by operator (voice to voice) within 60 sec. $\geq 90\%$ 98.04% 97.00% 99.77% 91.84%

% age of calls answered by operator (voice to voice) within 60 sec. $\geq 90\%$ 98.04% 97.00% 99.77% 91.84%

$\geq 90\%$ 98.04% 97.00% 99.77% 91.84%

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From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmark. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care parameter is above benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all the parameters. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care parameter is benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all the parameters. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care parameter is benchmark performance for the operators.

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One Month Data Audit

One Month Data Audit

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

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b Fault Pending > 7 days & < 15 days Rebate for 15 days 3828800

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c Fault pending > 15 days Rebate for one month 13891800

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5 Mean time to Repair (MTTR) <= 8 Hrs 3.89 5.07 1.93 4.07

5 Mean time to Repair (MTTR) <= 8 Hrs 3.89 5.07 1.93 4.07

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6 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >=55% (CCR) &

>=75% (ASR) 64.95% 67.82% 83.68% 58.00%

6 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >=55% (CCR) &

>=75% (ASR) 64.95% 67.82% 83.68% 58.00%

Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >=55% (CCR) &

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7 Metering and billing credibility (Post-paid)

7 Metering and billing credibility (Post-paid)

Metering and billing credibility (Post-paid)

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<input type="checkbox"/> b	% age of calls answered by operator (voice to voice) within 60 sec. $\geq 90\%$	93.00% 97.40% 95.24% 92.21%
	b % age of calls answered by operator (voice to voice) within 60 sec. $\geq 90\%$	93.00% 97.40% 95.24% 92.21%
<input type="checkbox"/> a	% age of calls answered by operator (voice to voice) within 60 sec. $\geq 90\%$	93.00% 97.40% 95.24% 92.21%
	$\geq 90\%$	93.00% 97.40% 95.24% 92.21%
	93.00%	97.40% 95.24% 92.21%
	97.40%	95.24% 92.21%
	95.24%	92.21%
	92.21%	
<input type="checkbox"/> 11	Customer care (promptness in attending to customers' requests)	
	11 Customer care (promptness in attending to customers' requests)	
<input type="checkbox"/> a	Termination / Closures ≤ 7 Days	0.56% 99.02% 100% 100%
	a Termination / Closures ≤ 7 Days	0.56% 99.02% 100% 100%
<input type="checkbox"/> b	Time taken refunds deposit after closures	100% within 60 days 100% 100% 100%
	b Time taken refunds deposit after closures	100% within 60 days 100% 100% 100%
<input type="checkbox"/> 1	No. of faults/100 subscribers /month $\leq 5\%$	0% 4% NP 0%
	1 No. of faults/100 subscribers /month $\leq 5\%$	0% 4% NP 0%
<input type="checkbox"/> 2	Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) $\geq 55\%$ (CCR) &	$\geq 75\%$ (ASR) 63.62% 68.08% 83.22% 57.90%
	2 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) $\geq 55\%$ (CCR) &	$\geq 75\%$ (ASR) 63.62% 68.08% 83.22% 57.90%

Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >= 55% (CCR) & Answer to Seizure Ratio (ASR) >= 75% (ASR) 63.62% 68.08% 83.22% 57.90% >= 55% (CCR)

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From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmark. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care parameter is above benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all the parameters. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care parameter is above benchmark performance for the operators.

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One Month Data Audit

One Month Data Audit

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

Name of Parameter Bench mark Airtel BSNL Rcom Tata

Bench mark Airtel BSNL Rcom Tata

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1 No. of faults/100 subscribers /month <=5% 1.88% 4.79% 0.45% 0.28%

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<input type="checkbox"/>	c	Fault pending > 15 days	<i>Rebate for one month</i>	<input type="checkbox"/>	1	38918	0	0	0							
					c	Fault pending > 15 days	<i>Rebate for one month</i>	<input type="checkbox"/>	1	38918	0	0	0			
		Fault pending > 15 days	<i>Rebate for one month</i>	<input type="checkbox"/>	1	38918	0	0	0							
						<i>Rebate for one month</i>	<input type="checkbox"/>	1	38918	0	0	0				
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<input type="checkbox"/>	5	Mean time to Repair (MTTR)	≤ 8 Hrs	<input type="checkbox"/>	3.89	<input type="checkbox"/>	5.07	<input type="checkbox"/>	1.93	<input type="checkbox"/>	4.07					
					5	Mean time to Repair (MTTR)	≤ 8 Hrs	<input type="checkbox"/>	3.89	<input type="checkbox"/>	5.07	<input type="checkbox"/>	1.93	<input type="checkbox"/>	4.07	
		Mean time to Repair (MTTR)	≤ 8 Hrs	<input type="checkbox"/>	3.89	<input type="checkbox"/>	5.07	<input type="checkbox"/>	1.93	<input type="checkbox"/>	4.07					
						≤ 8 Hrs	<input type="checkbox"/>	3.89	<input type="checkbox"/>	<input type="checkbox"/>	5.07	<input type="checkbox"/>	1.93	<input type="checkbox"/>	4.07	
						3.89	<input type="checkbox"/>	<input type="checkbox"/>	5.07	<input type="checkbox"/>	1.93	<input type="checkbox"/>	4.07			
						5.07	<input type="checkbox"/>	<input type="checkbox"/>	1.93	<input type="checkbox"/>	4.07					
						1.93	<input type="checkbox"/>	<input type="checkbox"/>	4.07							
						4.07										
<input type="checkbox"/>	6	Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR)	$\geq 55\%$ (CCR) &													
						$\geq 75\%$ (ASR)	<input type="checkbox"/>	64.95%	<input type="checkbox"/>	67.82%	<input type="checkbox"/>	83.68%	<input type="checkbox"/>	58.00%		
						6	Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR)	$\geq 55\%$ (CCR) &								
						$\geq 75\%$ (ASR)	<input type="checkbox"/>	64.95%	<input type="checkbox"/>	67.82%	<input type="checkbox"/>	83.68%	<input type="checkbox"/>	58.00%		
		Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR)	$\geq 55\%$ (CCR) &													
						$\geq 75\%$ (ASR)	<input type="checkbox"/>	64.95%	<input type="checkbox"/>	67.82%	<input type="checkbox"/>	83.68%	<input type="checkbox"/>	58.00%		
						$\geq 55\%$ (CCR) &										
						$\geq 75\%$ (ASR)	<input type="checkbox"/>	64.95%	<input type="checkbox"/>	67.82%	<input type="checkbox"/>	83.68%	<input type="checkbox"/>	58.00%		
						64.95%	<input type="checkbox"/>	67.82%	<input type="checkbox"/>	83.68%	<input type="checkbox"/>	58.00%				
						67.82%	<input type="checkbox"/>	83.68%	<input type="checkbox"/>	58.00%						
						83.68%	<input type="checkbox"/>	58.00%								
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<input type="checkbox"/>	7	Metering and billing credibility (Post-paid)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
						7	Metering and billing credibility (Post-paid)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
		Metering and billing credibility (Post-paid)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
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<input type="checkbox"/>	a	Disputed Bills over bills issued	$< 0.1\%$	<input type="checkbox"/>	0.10%	<input type="checkbox"/>	0.05%	<input type="checkbox"/>	0.04%	<input type="checkbox"/>	0.00%					
						a	Disputed Bills over bills issued	$< 0.1\%$	<input type="checkbox"/>	0.10%	<input type="checkbox"/>	0.05%	<input type="checkbox"/>	0.04%	<input type="checkbox"/>	0.00%
		Disputed Bills over bills issued	$< 0.1\%$	<input type="checkbox"/>	0.10%	<input type="checkbox"/>	0.05%	<input type="checkbox"/>	0.04%	<input type="checkbox"/>	0.00%					
						$< 0.1\%$	<input type="checkbox"/>	0.10%	<input type="checkbox"/>	0.05%	<input type="checkbox"/>	0.04%	<input type="checkbox"/>	0.00%		
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<input type="checkbox"/>	8	% of billing complaints resolved within 4 weeks	<i>Within 4 weeks</i>	<input type="checkbox"/>	96.02%	<input type="checkbox"/>	100%	<input type="checkbox"/>	100%	<input type="checkbox"/>	100%					
						8	% of billing complaints resolved within 4 weeks	<i>Within 4 weeks</i>	<input type="checkbox"/>	96.02%	<input type="checkbox"/>	100%	<input type="checkbox"/>	100%	<input type="checkbox"/>	100%
		% of billing complaints resolved within 4 weeks	<i>Within 4 weeks</i>	<input type="checkbox"/>	96.02%	<input type="checkbox"/>	100%	<input type="checkbox"/>	100%	<input type="checkbox"/>	100%					
						<i>Within 4 weeks</i>	<input type="checkbox"/>	96.02%	<input type="checkbox"/>	100%	<input type="checkbox"/>	100%	<input type="checkbox"/>	100%		
						96.02%	<input type="checkbox"/>	100%	<input type="checkbox"/>	100%	<input type="checkbox"/>	100%				
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<input type="checkbox"/>	a	Period of refunds after resolution of complaints within 1 weeks	<i>Within 1 week</i>	<input type="checkbox"/>	45%	<input type="checkbox"/>	100%	<input type="checkbox"/>	100%	<input type="checkbox"/>	100%					
						a	Period of refunds after resolution of complaints within 1 weeks	<i>Within 1 week</i>	<input type="checkbox"/>	45%	<input type="checkbox"/>	100%	<input type="checkbox"/>	100%	<input type="checkbox"/>	100%
		Period of refunds after resolution of complaints within 1 weeks	<i>Within 1 week</i>	<input type="checkbox"/>	45%	<input type="checkbox"/>	100%	<input type="checkbox"/>	100%	<input type="checkbox"/>	100%					
						<i>Within 1 week</i>	<input type="checkbox"/>	45%	<input type="checkbox"/>	100%	<input type="checkbox"/>	100%	<input type="checkbox"/>	100%		
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		Bench mark <input type="checkbox"/> Airtel <input type="checkbox"/> BSNL <input type="checkbox"/> Rcom <input type="checkbox"/> Tata <input type="checkbox"/>
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<input type="checkbox"/> 1	No. of faults/100 subscribers /month <input type="checkbox"/> <=5% <input type="checkbox"/> 0% <input type="checkbox"/> 4% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/>	1 No. of faults/100 subscribers /month <input type="checkbox"/> <=5% <input type="checkbox"/> 0% <input type="checkbox"/> 4% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/>
No. of faults/100 subscribers /month	<input type="checkbox"/> <=5% <input type="checkbox"/> 0% <input type="checkbox"/> 4% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/>	<=5% <input type="checkbox"/> 0% <input type="checkbox"/> 4% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/> 0% <input type="checkbox"/> 4% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/> 4% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/> 0% <input type="checkbox"/>
<input type="checkbox"/> 2	Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) <input type="checkbox"/> >=55% (CCR) &	>=75% (ASR) <input type="checkbox"/> 63.62% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/>
	2 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) <input type="checkbox"/> >=55% (CCR) &	>=75% (ASR) <input type="checkbox"/> 63.62% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/>
Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR)	<input type="checkbox"/> >=55% (CCR) &	>=75% (ASR) <input type="checkbox"/> 63.62% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> >=55% (CCR) & >=75% (ASR) <input type="checkbox"/> 63.62% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> 63.62% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> 57.90% <input type="checkbox"/>
<input type="checkbox"/> 3	POI Congestion <input type="checkbox"/> <= 0.5% <input type="checkbox"/> 0 <input type="checkbox"/> 13 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/>	3 POI Congestion <input type="checkbox"/> <= 0.5% <input type="checkbox"/> 0 <input type="checkbox"/> 13 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/>
POI Congestion	<input type="checkbox"/> <= 0.5% <input type="checkbox"/> 0 <input type="checkbox"/> 13 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/>	<= 0.5% <input type="checkbox"/> 0 <input type="checkbox"/> 13 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/> 13 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/> 13 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/>
<input type="checkbox"/> 4	Response Time to customer for assistance <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	4 Response Time to customer for assistance <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
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customer care parameters also indicate above benchmark performance for the operators.

One Month Data Audit

One Month Data Audit

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

Name of Parameter Bench mark Airtel BSNL Rcom Tata

Bench mark Airtel BSNL Rcom Tata

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BSNL Rcom Tata

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1 No. of faults/100 subscribers /month <=5% 1.88% 4.79% 0.45% 0.28%

1 No. of faults/100 subscribers /month <=5% 1.88% 4.79% 0.45% 0.28%

No. of faults/100 subscribers /month <=5% 1.88% 4.79% 0.45% 0.28%

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2 Fault repair (Urban Area)

2 Fault repair (Urban Area)

Fault repair (Urban Area)

a By next working day >=90% 98.22% 94.82% 100% 98.76%

a By next working day >=90% 98.22% 94.82% 100% 98.76%

By next working day >=90% 98.22% 94.82% 100% 98.76%

>=90% 98.22% 94.82% 100% 98.76%

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b Within 3 days 100% 100% 98.53% 100% 100%

b Within 3 days 100% 100% 98.53% 100% 100%

Within 3 days 100% 100% 98.53% 100% 100%

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3 Fault repair (Rural & Hilly Area)

3 Fault repair (Rural & Hilly Area)

Fault repair (Rural & Hilly Area)

a By next working day >=90% NA 96.18% NA NA

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ering and billing credibility (Post-paid)

a Disputed Bills over bills issued < 0.1% 0.10% 0.05% 0.04% 0.00%
a Disputed Bills over bills issued < 0.1% 0.10% 0.05% 0.04% 0.00%
 Disputed Bills over bills issued < 0.1% 0.10% 0.05% 0.04% 0.00%

< 0.1% 0.10% 0.05% 0.04% 0.00%
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8 % of billing complaints resolved within 4 weeks *Within 4 weeks* 96.02% 100% 100% 100%
8 % of billing complaints resolved within 4 weeks *Within 4 weeks* 96.02% 100% 100% 100%
 % of billing complaints resolved within 4 weeks *Within 4 weeks* 96.02% 100% 100% 100%

Within 4 weeks 96.02% 100% 100% 100%
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a Period of refunds after resolution of complaints within 1 weeks *Within 1 week* 45% 100% 100% 100%
a Period of refunds after resolution of complaints within 1 weeks *Within 1 week* 45% 100% 100% 100%
 Period of refunds after resolution of complaints within 1 weeks *Within 1 week* 45% 100% 100% 100%

Within 1 week 45% 100% 100% 100%
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9 POI Congestion <= 0.5% 0 19 0 0
 POI Congestion <= 0.5% 0 19 0 0

9 POI Congestion <= 0.5% 0 19 0 0
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10 Response Time to customer for assistance
 Response Time to customer for assistance

10 Response Time to customer for assistance

a Accessibility of Call centre within 40 sec. >= 95% 98.26% 99.17% 97.62% 98.50%
a Accessibility of Call centre within 40 sec. >= 95% 98.26% 99.17% 97.62% 98.50%
 Accessibility of Call centre within 40 sec. >= 95% 98.26% 99.17% 97.62% 98.50%

>= 95% 98.26% 99.17% 97.62% 98.50%
 98.26% 99.17% 97.62% 98.50%
 99.17% 97.62% 98.50%
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b % age of calls answered by operator (voice to voice) within 60 sec. >= 90% 93.00% 97.40% 95.24% 92.21%
b % age of calls answered by operator (voice to voice) within 60 sec. >= 90% 93.00% 97.40% 95.24% 92.21%
 % age of calls answered by operator (voice to voice) within 60 sec. >= 90% 93.00% 97.40% 95.24% 92.21%

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□ a □ By next working day □ >=90% □ 98.22% □ 94.82% □ 100% □ 98.76% □

a □ By next working day □ >=90% □ 98.22% □ 94.82% □ 100% □ 98.76% □

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□ b □ Within 3 days □ 100% □ 100% □ 98.53% □ 100% □ 100% □

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□ 3 □ Fault repair (Rural & Hilly Area) □ □ □ □ □

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Fault repair (Rural & Hilly Area) □ □ □ □ □

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□ a □ By next working day □ >=90% □ NA □ 96.18% □ NA □ NA □

a □ By next working day □ >=90% □ NA □ 96.18% □ NA □ NA □

By next working day □ >=90% □ NA □ 96.18% □ NA □ NA □

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□ b □ Within 5 days □ 100% □ NA □ 99.72% □ NA □ NA □

b □ Within 5 days □ 100% □ NA □ 99.72% □ NA □ NA □

Within 5 days □ 100% □ NA □ 99.72% □ NA □ NA □

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□ 4 □ Rent rebate □ □ □ □ □

4 □ Rent rebate □ □ □ □ □

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□ a □ Fault pending > 3 days & <7 days □ Rebate for 7 days □ 9□0□0□0□0□

a □ Fault pending > 3 days & <7 days □ Rebate for 7 days □ 9□0□0□0□0□

Fault pending > 3 days & <7 days □ Rebate for 7 days □ 9□0□0□0□0□

Rebate for 7 days □ 9□0□0□0□0□

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□ b □ Fault Pending > 7 days & < 15 days □ Rebate for 15 days □ 3□8288□0□0□0□

b □ Fault Pending > 7 days & < 15 days □ Rebate for 15 days □ 3□8288□0□0□0□

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within 4 weeks	Within 4 weeks	96.02%	100%	100%	100%	
	Within 4 weeks	96.02%	100%	100%	100%	
		96.02%	100%	100%	100%	
			100%	100%	100%	
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a	Period of refunds after resolution of complaints within 1 weeks	Within 1 week	45%	100%	100%	100%
	a	Period of refunds after resolution of complaints within 1 weeks	Within 1 week	45%	100%	100%
	Period of refunds after resolution of complaints within 1 weeks	Within 1 week	45%	100%	100%	100%
		Within 1 week	45%	100%	100%	100%
			45%	100%	100%	100%
			100%	100%	100%	
			100%	100%		
			100%			
9	POI Congestion	<= 0.5%	0	19	0	0
	9	POI Congestion	<= 0.5%	0	19	0
	POI Congestion	<= 0.5%	0	19	0	0
			<= 0.5%	0	19	0
			0	19	0	0
			19	0	0	
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10	Response Time to customer for assistance					
	10	Response Time to customer for assistance				
	Response Time to customer for assistance					
a	Accessibility of Call centre within 40 sec.	>= 95%	98.26%	99.17%	97.62%	98.50%
	a	Accessibility of Call centre within 40 sec.	>= 95%	98.26%	99.17%	97.62%
	Accessibility of Call centre within 40 sec.	>= 95%	98.26%	99.17%	97.62%	98.50%
			>= 95%	98.26%	99.17%	97.62%
			98.26%	99.17%	97.62%	98.50%
			99.17%	97.62%	98.50%	
			97.62%	98.50%		
			98.50%			
b	% age of calls answered by operator (voice to voice) within 60 sec.	>= 90%	93.00%	97.40%	95.24%	92.21%
	b	% age of calls answered by operator (voice to voice) within 60 sec.	>= 90%	93.00%	97.40%	95.24%
	% age of calls answered by operator (voice to voice) within 60 sec.	>= 90%	93.00%	97.40%	95.24%	92.21%
			>= 90%	93.00%	97.40%	95.24%
			93.00%	97.40%	95.24%	92.21%
			97.40%	95.24%	92.21%	
			95.24%	92.21%		
			92.21%			
11	Customer care (promptness in attending to customers' requests)					
	11	Customer care (promptness in attending to customers' requests)				
	Customer care (promptness in attending to customers' requests)					
a	Termination / Closures	<= 7 Days	0.56%	99.02%	100%	100%
	a	Termination / Closures	<= 7 Days	0.56%	99.02%	100%
	Termination / Closures	<= 7 Days	0.56%	99.02%	100%	100%
			<= 7 Days	0.56%	99.02%	100%
			0.56%	99.02%	100%	100%
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% age of calls answered by operator (voice to voice) within 60 sec. $\geq 90\%$ 98.04% 97.00% 99.77% 91.84%

% age of calls answered by operator (voice to voice) within 60 sec. $\geq 90\%$ 98.04% 97.00% 99.77% 91.84%

% age of calls answered by operator (voice to voice) within 60 sec. $\geq 90\%$ 98.04% 97.00% 99.77% 91.84%

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From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmark. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care parameter is above benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all the parameters. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care parameter is above benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all the parameters. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care parameter is above benchmark performance for the operators.

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From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all the parameters. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care parameter is above benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all the parameters. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care parameter is above benchmark performance for the operators.

One Month Data Audit

One Month Data Audit

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

Name of Parameter Bench mark Airtel BSNL Rcom Tata

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a Fault pending > 3 days & <7 days Rebate for 7 days

Fault pending > 3 days & <7 days Rebate for 7 days

Rebate for 7 days

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b Fault Pending > 7 days & < 15 days Rebate for 15 days

b Fault Pending > 7 days & < 15 days Rebate for 15 days

Fault Pending > 7 days & < 15 days Rebate for 15 days

Rebate for 15 days

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c Fault pending > 15 days Rebate for one month

c Fault pending > 15 days Rebate for one month

Fault pending > 15 days Rebate for one month

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<= 8 Hrs

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6 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >=55% (CCR) &

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Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >=55% (CCR) &

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64.95% 67.82% 83.68% 58.00%

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7 Metering and billing credibility (Post-paid)

Metering and billing credibility (Post-paid)

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		b % age of calls answered by operator (voice to voice) within 60 sec.
<input type="checkbox"/> a	% age of calls answered by operator (voice to voice) within 60 sec.	>= 90% 93.00% 97.40% 95.24% 92.21%
		>= 90% 93.00% 97.40% 95.24% 92.21%
		93.00% 97.40% 95.24% 92.21%
		97.40% 95.24% 92.21%
		95.24% 92.21%
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<input type="checkbox"/> 11	Customer care (promptness in attending to customers' requests)	
		11 Customer care (promptness in attending to customers' requests)
<input type="checkbox"/> a	Termination / Closures	<= 7 Days 0.56% 99.02% 100% 100%
		a Termination / Closures
<input type="checkbox"/> b	Time taken refunds deposit after closures	100% within 60 days 100% 100% 100%
		b Time taken refunds deposit after closures
<input type="checkbox"/> 1	No. of faults/100 subscribers /month	<=5% 0% 4% NP 0%
		1 No. of faults/100 subscribers /month
<input type="checkbox"/> 2	Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR)	>=55% (CCR) & >=75% (ASR) 63.62% 68.08% 83.22% 57.90%
		2 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR)
		>=55% (CCR) & >=75% (ASR) 63.62% 68.08% 83.22% 57.90%

Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >= 55% (CCR) & Answer to Seizure Ratio (ASR) >= 75% (ASR) 63.62% 68.08% 83.22% 57.90% >= 55% (CCR)

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From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmark. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param above benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for a has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all th 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all the 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all the p POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all the POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

One Month Data Audit

One Month Data Audit

S/N	Name of Parameter	Bench mark	Airtel	BSNL	Rcom	Tata
1	No. of faults/100 subscribers /month	<=5%	1.88%	4.79%	0.45%	0.28%
	No. of faults/100 subscribers /month	<=5%	1.88%	4.79%	0.45%	0.28%
		<=5%	1.88%	4.79%	0.45%	0.28%
			1.88%	4.79%	0.45%	0.28%
			4.79%	0.45%	0.28%	
				0.45%	0.28%	

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Time taken refunds deposit after closures	<input type="checkbox"/> 100% within 60 days <input type="checkbox"/> 100% <input type="checkbox"/> 100% <input type="checkbox"/> 100% <input type="checkbox"/> 100% <input type="checkbox"/>	<input type="checkbox"/> 100% within 60 days <input type="checkbox"/> 100% <input type="checkbox"/> 100% <input type="checkbox"/> 100% <input type="checkbox"/> 100% <input type="checkbox"/> 100% <input type="checkbox"/> 100% <input type="checkbox"/> 100% <input type="checkbox"/> 100% <input type="checkbox"/> 100% <input type="checkbox"/> 100% <input type="checkbox"/> 100% <input type="checkbox"/> 100% <input type="checkbox"/> 100% <input type="checkbox"/> 100% <input type="checkbox"/>
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	S/N <input type="checkbox"/> Name of Parameter <input type="checkbox"/> Bench mark <input type="checkbox"/> Airtel <input type="checkbox"/> BSNL <input type="checkbox"/> Rcom <input type="checkbox"/> Tata <input type="checkbox"/>	Name of Parameter <input type="checkbox"/> Bench mark <input type="checkbox"/> Airtel <input type="checkbox"/> BSNL <input type="checkbox"/> Rcom <input type="checkbox"/> Tata <input type="checkbox"/>
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<input type="checkbox"/> 1	No. of faults/100 subscribers /month $\leq 5\%$ <input type="checkbox"/> 0% <input type="checkbox"/> 4% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/>	1 No. of faults/100 subscribers /month $\leq 5\%$ <input type="checkbox"/> 0% <input type="checkbox"/> 4% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/> $\leq 5\%$ <input type="checkbox"/> 0% <input type="checkbox"/> 4% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/> 0% <input type="checkbox"/> 4% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/> 4% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/> 0% <input type="checkbox"/>
No. of faults/100 subscribers /month	$\leq 5\%$ <input type="checkbox"/> 0% <input type="checkbox"/> 4% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/>	$\leq 5\%$ <input type="checkbox"/> 0% <input type="checkbox"/> 4% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/> 0% <input type="checkbox"/> 4% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/> 4% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/> NP <input type="checkbox"/> 0% <input type="checkbox"/> 0% <input type="checkbox"/>
<input type="checkbox"/> 2	Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) $\geq 55\%$ (CCR) &	$\geq 75\%$ (ASR) <input type="checkbox"/> 63.62% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/>
	2 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) $\geq 55\%$ (CCR) &	$\geq 75\%$ (ASR) <input type="checkbox"/> 63.62% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/>
Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR)	$\geq 55\%$ (CCR) &	$\geq 75\%$ (ASR) <input type="checkbox"/> 63.62% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> $\geq 55\%$ (CCR) & $\geq 75\%$ (ASR) <input type="checkbox"/> 63.62% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> 63.62% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> 57.90% <input type="checkbox"/>
<input type="checkbox"/> 3	POI Congestion $\leq 0.5\%$ <input type="checkbox"/> 0 <input type="checkbox"/> 13 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/>	3 POI Congestion $\leq 0.5\%$ <input type="checkbox"/> 0 <input type="checkbox"/> 13 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/> $\leq 0.5\%$ <input type="checkbox"/> 0 <input type="checkbox"/> 13 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/> 13 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/> 13 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/>
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customer care parameters also indicate above benchmark performance for the operators.

One Month Data Audit

One Month Data Audit

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

Name of Parameter Bench mark Airtel BSNL Rcom Tata

Bench mark Airtel BSNL Rcom Tata

Airtel BSNL Rcom Tata

BSNL Rcom Tata

Rcom Tata

Tata

1 No. of faults/100 subscribers /month <=5% 1.88% 4.79% 0.45% 0.28%

1 No. of faults/100 subscribers /month <=5% 1.88% 4.79% 0.45% 0.28%

No. of faults/100 subscribers /month <=5% 1.88% 4.79% 0.45% 0.28%

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2 Fault repair (Urban Area)

2 Fault repair (Urban Area)

Fault repair (Urban Area)

a By next working day >=90% 98.22% 94.82% 100% 98.76%

a By next working day >=90% 98.22% 94.82% 100% 98.76%

By next working day >=90% 98.22% 94.82% 100% 98.76%

>=90% 98.22% 94.82% 100% 98.76%

98.22% 94.82% 100% 98.76%

94.82% 100% 98.76%

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98.76%

b Within 3 days 100% 100% 98.53% 100% 100%

b Within 3 days 100% 100% 98.53% 100% 100%

Within 3 days 100% 100% 98.53% 100% 100%

100% 100% 98.53% 100% 100%

100% 98.53% 100% 100%

98.53% 100% 100%

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100%

3 Fault repair (Rural & Hilly Area)

3 Fault repair (Rural & Hilly Area)

Fault repair (Rural & Hilly Area)

a By next working day >=90% NA 96.18% NA NA

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ering and billing credibility (Post-paid)

a Disputed Bills over bills issued < 0.1% 0.10% 0.05% 0.04% 0.00%

a Disputed Bills over bills issued < 0.1% 0.10% 0.05% 0.04% 0.00%

Disputed Bills over bills issued < 0.1% 0.10% 0.05% 0.04% 0.00%

< 0.1% 0.10% 0.05% 0.04% 0.00%

0.10% 0.05% 0.04% 0.00%

0.05% 0.04% 0.00%

0.04% 0.00%

0.00%

8 % of billing complaints resolved within 4 weeks *Within 4 weeks* 96.02% 100% 100% 100%

8 % of billing complaints resolved within 4 weeks *Within 4 weeks* 96.02% 100% 100% 100%

% of billing complaints resolved within 4 weeks *Within 4 weeks* 96.02% 100% 100% 100%

Within 4 weeks 96.02% 100% 100% 100%

96.02% 100% 100% 100%

100% 100% 100%

100% 100%

100%

a Period of refunds after resolution of complaints within 1 weeks *Within 1 week* 45% 100% 100% 100%

a Period of refunds after resolution of complaints within 1 weeks *Within 1 week* 45% 100% 100% 100%

Period of refunds after resolution of complaints within 1 weeks *Within 1 week* 45% 100% 100% 100%

Within 1 week 45% 100% 100% 100%

45% 100% 100% 100%

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9 POI Congestion <= 0.5% 0 19 0 0

9 POI Congestion <= 0.5% 0 19 0 0

POI Congestion <= 0.5% 0 19 0 0

<= 0.5% 0 19 0 0

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10 Response Time to customer for assistance

10 Response Time to customer for assistance

Response Time to customer for assistance

a Accessibility of Call centre within 40 sec. >= 95% 98.26% 99.17% 97.62% 98.50%

a Accessibility of Call centre within 40 sec. >= 95% 98.26% 99.17% 97.62% 98.50%

Accessibility of Call centre within 40 sec. >= 95% 98.26% 99.17% 97.62% 98.50%

>= 95% 98.26% 99.17% 97.62% 98.50%

98.26% 99.17% 97.62% 98.50%

99.17% 97.62% 98.50%

97.62% 98.50%

98.50%

b % age of calls answered by operator (voice to voice) within 60 sec. >= 90% 93.00% 97.40% 95.24% 92.21%

b % age of calls answered by operator (voice to voice) within 60 sec. >= 90% 93.00% 97.40% 95.24% 92.21%

% age of calls answered by operator (voice to voice) within 60 sec. >= 90% 93.00% 97.40% 95.24% 92.21%

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□ a □ By next working day □ >=90% □ 98.22% □ 94.82% □ 100% □ 98.76% □
a □ By next working day □ >=90% □ 98.22% □ 94.82% □ 100% □ 98.76% □
By next working day □ >=90% □ 98.22% □ 94.82% □ 100% □ 98.76% □

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□ b □ Within 3 days □ 100% □ 100% □ 98.53% □ 100% □ 100% □
b □ Within 3 days □ 100% □ 100% □ 98.53% □ 100% □ 100% □
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□ 3 □ Fault repair (Rural & Hilly Area) □ □ □ □ □ □
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□ a □ By next working day □ >=90% □ NA □ 96.18% □ NA □ NA □
a □ By next working day □ >=90% □ NA □ 96.18% □ NA □ NA □
By next working day □ >=90% □ NA □ 96.18% □ NA □ NA □

>=90% □ NA □ 96.18% □ NA □ NA □
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□ b □ Within 5 days □ 100% □ NA □ 99.72% □ NA □ NA □
b □ Within 5 days □ 100% □ NA □ 99.72% □ NA □ NA □
Within 5 days □ 100% □ NA □ 99.72% □ NA □ NA □

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□ 4 □ Rent rebate □ □ □ □ □ □
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□ a □ Fault pending > 3 days & <7 days □ Rebate for 7 days □ 9□0□0□0□
a □ Fault pending > 3 days & <7 days □ Rebate for 7 days □ 9□0□0□0□
Fault pending > 3 days & <7 days □ Rebate for 7 days □ 9□0□0□0□

Rebate for 7 days □ 9□0□0□0□
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□ b □ Fault Pending > 7 days & < 15 days □ Rebate for 15 days □ 3□8288□0□0□
b □ Fault Pending > 7 days & < 15 days □ Rebate for 15 days □ 3□8288□0□0□

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	Within 4 weeks	96.02%	100%	100%	100%	
		96.02%	100%	100%	100%	
			100%	100%	100%	
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a	Period of refunds after resolution of complaints within 1 weeks	Within 1 week	45%	100%	100%	100%
	a	Period of refunds after resolution of complaints within 1 weeks	Within 1 week	45%	100%	100%
	Period of refunds after resolution of complaints within 1 weeks	Within 1 week	45%	100%	100%	100%
		Within 1 week	45%	100%	100%	100%
			45%	100%	100%	100%
			100%	100%	100%	
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9	POI Congestion	<= 0.5%	0	19	0	0
	9	POI Congestion	<= 0.5%	0	19	0
	POI Congestion	<= 0.5%	0	19	0	0
			<= 0.5%	0	19	0
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10	Response Time to customer for assistance					
	10	Response Time to customer for assistance				
	Response Time to customer for assistance					
a	Accessibility of Call centre within 40 sec.	>= 95%	98.26%	99.17%	97.62%	98.50%
	a	Accessibility of Call centre within 40 sec.	>= 95%	98.26%	99.17%	97.62%
	Accessibility of Call centre within 40 sec.	>= 95%	98.26%	99.17%	97.62%	98.50%
			>= 95%	98.26%	99.17%	97.62%
			98.26%	99.17%	97.62%	98.50%
			99.17%	97.62%	98.50%	
			97.62%	98.50%		
			98.50%			
b	% age of calls answered by operator (voice to voice) within 60 sec.	>= 90%	93.00%	97.40%	95.24%	92.21%
	b	% age of calls answered by operator (voice to voice) within 60 sec.	>= 90%	93.00%	97.40%	95.24%
	% age of calls answered by operator (voice to voice) within 60 sec.	>= 90%	93.00%	97.40%	95.24%	92.21%
			>= 90%	93.00%	97.40%	95.24%
			93.00%	97.40%	95.24%	92.21%
			97.40%	95.24%	92.21%	
			95.24%	92.21%		
			92.21%			
11	Customer care (promptness in attending to customers' requests)					
	11	Customer care (promptness in attending to customers' requests)				
	Customer care (promptness in attending to customers' requests)					
a	Termination / Closures	<= 7 Days	0.56%	99.02%	100%	100%
	a	Termination / Closures	<= 7 Days	0.56%	99.02%	100%
	Termination / Closures	<= 7 Days	0.56%	99.02%	100%	100%
			<= 7 Days	0.56%	99.02%	100%
			0.56%	99.02%	100%	100%
			99.02%	100%	100%	
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% age of calls answered by operator (voice to voice) within 60 sec. $\geq 90\%$ 98.04% 97.00% 99.77% 91.84%

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From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmark. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care parameter is above benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all the parameters. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care parameter is above benchmark performance for the operators.

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One Month Data Audit

One Month Data Audit

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

Name of Parameter Bench mark Airtel BSNL Rcom Tata

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a Fault pending > 3 days & <7 days Rebate for 7 days

a Fault pending > 3 days & <7 days Rebate for 7 days

Fault pending > 3 days & <7 days Rebate for 7 days

Rebate for 7 days

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b Fault Pending > 7 days & < 15 days Rebate for 15 days

b Fault Pending > 7 days & < 15 days Rebate for 15 days

Fault Pending > 7 days & < 15 days Rebate for 15 days

Rebate for 15 days

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c Fault pending > 15 days Rebate for one month

c Fault pending > 15 days Rebate for one month

Fault pending > 15 days Rebate for one month

Rebate for one month

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5 Mean time to Repair (MTTR) <= 8 Hrs

5 Mean time to Repair (MTTR) <= 8 Hrs

Mean time to Repair (MTTR) <= 8 Hrs

<= 8 Hrs

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6 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >=55% (CCR) &

6 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >=55% (CCR) &

Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >=55% (CCR) &

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>=75% (ASR) >=55% (CCR) &

>=75% (ASR) >=55% (CCR) &

64.95% 67.82% 83.68% 58.00%

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7 Metering and billing credibility (Post-paid)

7 Metering and billing credibility (Post-paid)

Metering and billing credibility (Post-paid)

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<input type="checkbox"/> b	% age of calls answered by operator (voice to voice) within 60 sec. $\geq 90\%$	93.00% 97.40% 95.24% 92.21%
	b % age of calls answered by operator (voice to voice) within 60 sec. $\geq 90\%$	93.00% 97.40% 95.24% 92.21%
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	a % age of calls answered by operator (voice to voice) within 60 sec. $\geq 90\%$	93.00% 97.40% 95.24% 92.21%
<input type="checkbox"/> 11	Customer care (promptness in attending to customers' requests)	
	11 Customer care (promptness in attending to customers' requests)	
<input type="checkbox"/> a	Termination / Closures ≤ 7 Days	0.56% 99.02% 100% 100%
	a Termination / Closures ≤ 7 Days	0.56% 99.02% 100% 100%
<input type="checkbox"/> b	Time taken refunds deposit after closures 100% within 60 days	100% 100% 100% 100%
	b Time taken refunds deposit after closures 100% within 60 days	100% 100% 100% 100%
<input type="checkbox"/> 1	No. of faults/100 subscribers /month $\leq 5\%$	0% 4% NP 0%
	1 No. of faults/100 subscribers /month $\leq 5\%$	0% 4% NP 0%
<input type="checkbox"/> 2	Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) $\geq 55\%$ (CCR) & $\geq 75\%$ (ASR)	63.62% 68.08% 83.22% 57.90%
	2 Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) $\geq 55\%$ (CCR) & $\geq 75\%$ (ASR)	63.62% 68.08% 83.22% 57.90%

Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR) >= 55% (CCR) & Answer to Seizure Ratio (ASR) >= 75% (ASR) 63.62% 68.08% 83.22% 57.90% >= 55% (CCR)

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From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmark. BSNL has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param above benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for a has 13 POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

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From the 3 days live data audit, it was observed that all the basic telephone service providers meet the benchmarks for all the POIs with more than 0.5% congestion. The call completion rate is good for all the operators. The customer care param benchmark performance for the operators.

One Month Data Audit

One Month Data Audit

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

Name of Parameter Bench mark Airtel BSNL Rcom Tata

Bench mark Airtel BSNL Rcom Tata

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Call Completion Ratio (CCR) & Answer to Seizure Ratio (ASR)	<input type="checkbox"/> >=55% (CCR) &	>=75% (ASR) <input type="checkbox"/> 63.62% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> >=55% (CCR) & >=75% (ASR) <input type="checkbox"/> 63.62% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> 63.62% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> 68.08% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> 83.22% <input type="checkbox"/> 57.90% <input type="checkbox"/> 57.90% <input type="checkbox"/>
<input type="checkbox"/> 3	POI Congestion <input type="checkbox"/> <= 0.5% <input type="checkbox"/> 0 <input type="checkbox"/> 13 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/>	3 POI Congestion <input type="checkbox"/> <= 0.5% <input type="checkbox"/> 0 <input type="checkbox"/> 13 <input type="checkbox"/> 0 <input type="checkbox"/> 0 <input type="checkbox"/>
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customer care parameters also indicate above benchmark performance for the operators.

One Month Data Audit

One Month Data Audit

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

S/N Name of Parameter Bench mark Airtel BSNL Rcom Tata

Name of Parameter Bench mark Airtel BSNL Rcom Tata

Bench mark Airtel BSNL Rcom Tata

Airtel BSNL Rcom Tata

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1 No. of faults/100 subscribers /month <=5% 1.88% 4.79% 0.45% 0.28%

1 No. of faults/100 subscribers /month <=5% 1.88% 4.79% 0.45% 0.28%

No. of faults/100 subscribers /month <=5% 1.88% 4.79% 0.45% 0.28%

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2 Fault repair (Urban Area)

2 Fault repair (Urban Area)

Fault repair (Urban Area)

a By next working day >=90% 98.22% 94.82% 100% 98.76%

a By next working day >=90% 98.22% 94.82% 100% 98.76%

By next working day >=90% 98.22% 94.82% 100% 98.76%

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b Within 3 days 100% 100% 98.53% 100% 100%

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Within 3 days 100% 100% 98.53% 100% 100%

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3 Fault repair (Rural & Hilly Area)

3 Fault repair (Rural & Hilly Area)

Fault repair (Rural & Hilly Area)

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ering and billing credibility (Post-paid)

a Disputed Bills over bills issued < 0.1% 0.10% 0.05% 0.04% 0.00%
a Disputed Bills over bills issued < 0.1% 0.10% 0.05% 0.04% 0.00%
 Disputed Bills over bills issued < 0.1% 0.10% 0.05% 0.04% 0.00%

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8 % of billing complaints resolved within 4 weeks *Within 4 weeks* 96.02% 100% 100% 100%
8 % of billing complaints resolved within 4 weeks *Within 4 weeks* 96.02% 100% 100% 100%
 % of billing complaints resolved within 4 weeks *Within 4 weeks* 96.02% 100% 100% 100%

Within 4 weeks 96.02% 100% 100% 100%
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a Period of refunds after resolution of complaints within 1 weeks *Within 1 week* 45% 100% 100% 100%
a Period of refunds after resolution of complaints within 1 weeks *Within 1 week* 45% 100% 100% 100%
 Period of refunds after resolution of complaints within 1 weeks *Within 1 week* 45% 100% 100% 100%

Within 1 week 45% 100% 100% 100%
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9 POI Congestion <= 0.5% 0 19 0 0

9 POI Congestion <= 0.5% 0 19 0 0

POI Congestion <= 0.5% 0 19 0 0

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10 Response Time to customer for assistance

10 Response Time to customer for assistance

Response Time to customer for assistance

a Accessibility of Call centre within 40 sec. >= 95% 98.26% 99.17% 97.62% 98.50%
a Accessibility of Call centre within 40 sec. >= 95% 98.26% 99.17% 97.62% 98.50%
 Accessibility of Call centre within 40 sec. >= 95% 98.26% 99.17% 97.62% 98.50%

>= 95% 98.26% 99.17% 97.62% 98.50%
 98.26% 99.17% 97.62% 98.50%
 99.17% 97.62% 98.50%
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b % age of calls answered by operator (voice to voice) within 60 sec. >= 90% 93.00% 97.40% 95.24% 92.21%
b % age of calls answered by operator (voice to voice) within 60 sec. >= 90% 93.00% 97.40% 95.24% 92.21%
 % age of calls answered by operator (voice to voice) within 60 sec. >= 90% 93.00% 97.40% 95.24% 92.21%

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□ a □ By next working day □ >=90% □ 98.22% □ 94.82% □ 100% □ 98.76% □

a □ By next working day □ >=90% □ 98.22% □ 94.82% □ 100% □ 98.76% □

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□ b □ Within 3 days □ 100% □ 100% □ 98.53% □ 100% □ 100% □

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□ 3 □ Fault repair (Rural & Hilly Area) □ □ □ □ □

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Fault repair (Rural & Hilly Area) □ □ □ □ □

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□ a □ By next working day □ >=90% □ NA □ 96.18% □ NA □ NA □

a □ By next working day □ >=90% □ NA □ 96.18% □ NA □ NA □

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□ b □ Within 5 days □ 100% □ NA □ 99.72% □ NA □ NA □

b □ Within 5 days □ 100% □ NA □ 99.72% □ NA □ NA □

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□ 4 □ Rent rebate □ □ □ □ □

4 □ Rent rebate □ □ □ □ □

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□ a □ Fault pending > 3 days & <7 days □ Rebate for 7 days □ 9□0□0□0□

a □ Fault pending > 3 days & <7 days □ Rebate for 7 days □ 9□0□0□0□

Fault pending > 3 days & <7 days □ Rebate for 7 days □ 9□0□0□0□

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□ b □ Fault Pending > 7 days & < 15 days □ Rebate for 15 days □ 3□8288□0□0□

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within 4 weeks	Within 4 weeks	96.02%	100%	100%	100%	
	Within 4 weeks	96.02%	100%	100%	100%	
		96.02%	100%	100%	100%	
			100%	100%	100%	
				100%		
<input type="checkbox"/> a	Period of refunds after resolution of complaints within 1 weeks	Within 1 week	45%	100%	100%	100%
	a	Period of refunds after resolution of complaints within 1 weeks	Within 1 week	45%	100%	100%
	Period of refunds after resolution of complaints within 1 weeks	Within 1 week	45%	100%	100%	100%
		Within 1 week	45%	100%	100%	100%
			45%	100%	100%	100%
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<input type="checkbox"/> 9	POI Congestion	<= 0.5%	0	19	0	0
	9	POI Congestion	<= 0.5%	0	19	0
	POI Congestion	<= 0.5%	0	19	0	0
			<= 0.5%	0	19	0
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<input type="checkbox"/> 10	Response Time to customer for assistance					
	10	Response Time to customer for assistance				
	Response Time to customer for assistance					
<input type="checkbox"/> a	Accessibility of Call centre within 40 sec.	>= 95%	98.26%	99.17%	97.62%	98.50%
	a	Accessibility of Call centre within 40 sec.	>= 95%	98.26%	99.17%	97.62%
	Accessibility of Call centre within 40 sec.	>= 95%	98.26%	99.17%	97.62%	98.50%
			>= 95%	98.26%	99.17%	97.62%
				98.26%	99.17%	97.62%
					98.26%	99.17%
						97.62%
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<input type="checkbox"/> b	% age of calls answered by operator (voice to voice) within 60 sec.	>= 90%	93.00%	97.40%	95.24%	92.21%
	b	% age of calls answered by operator (voice to voice) within 60 sec.	>= 90%	93.00%	97.40%	95.24%
	% age of calls answered by operator (voice to voice) within 60 sec.	>= 90%	93.00%	97.40%	95.24%	92.21%
			>= 90%	93.00%	97.40%	95.24%
				93.00%	97.40%	95.24%
					93.00%	97.40%
						95.24%
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<input type="checkbox"/> 11	Customer care (promptness in attending to customers' requests)					
	11	Customer care (promptness in attending to customers' requests)				
	Customer care (promptness in attending to customers' requests)					
<input type="checkbox"/> a	Termination / Closures	<= 7 Days	0.56%	99.02%	100%	100%
	a	Termination / Closures	<= 7 Days	0.56%	99.02%	100%
	Termination / Closures	<= 7 Days	0.56%	99.02%	100%	100%
			<= 7 Days	0.56%	99.02%	100%
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ERROR: syntaxerror
OFFENDING COMMAND: %ztokenexec_continue

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