

Quarterly Performance Monitoring Report (FMR) on QOS of Basic Telephone service (Writeline) for QE

Quarter Year
December 2017

Sl.No	Name of Service Area	Name of Service Provider	Faults Incidences (No. of faults/100 Subs./month)				Fault Repair				Rent Rebate	Mean Time to Repair (MTR)	Point of Interconnection (POI) Congestion (No. of POIs not meeting benchmark)	Metering and Billing				Response time to the customer for assistance		Termination / closure of service	
			% of faults repaired by next working day	% of faults repaired within 5 days	% of faults repaired by next working day	% of faults repaired within 7 days	For urban areas by next working day: $\geq 100\%$	For urban areas : $\geq 100\%$	For rural and hilly areas: $\geq 75\%$	For rural and hilly areas: $\geq 100\%$				Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/ charging/ validity complaints	Period of applying credit/waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 90 seconds	%age requests for Termination / Closure of service complied within 7 days	Time taken for refund of deposits after closures
1	Punjab	Quadrant Televentures Ltd.	97.62	100	100	100	100	0	4.1	0	0	100	99	95	100	100	100				
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Signature, Name and Designation of the Authorised Signatory :
E-mail Address :
Mobile / Telephone No. :