

Quarterly Performance Monitoring Report (PMR) on QOS of Basic Telephone service (W/line) for QE

Quarter Year June 2018

S/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 Poles 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; ≥ 100%	For rural and hilly areas: ≥ 75%	For rural and hilly areas: ≥ 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	Closure of service complied within 7 days
1	Punjab	Quadrant Televentures Ltd	97.2	100	100	100	4.29	0	0	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. :