

Quarterly Performance Monitoring Report (PMR) on Quality of Service  
of Basic Telephone service(Wireline) for Q.E. June-2017

| S.No. | Name of Service Area | Name of Service provider | Fault incidences(No. of faults/100 Subs./month) | Fault Repair                             |  |  |                                    | Rent Rebate | Mean Time to Repair(MTTR) | POI | Metering and Billing   |   |  |  | Response time to the customer for   |  | Termination/Closer 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 |             |                           |     | Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark | Metering & Billing Credibility(Post Paid) | Metering & Billing Credibility(Pre paid) | Resolution of Billing/charging/validity compliants | Period of applying credit/waiver/adjustment to the customers account from the date of resolution of complaint | Accessibility of call centre/customer care | %age of calls answered by the operator(Voice to Voice) within 90 sec. | %age of request for termination/closer of service complied within 7 days | Time taken for refund of deposits after closer |
|       |                      |                          |   | ≤7                                       | For urban areas by next working day: ≥ 85% | For urban areas: ≥ 100%                  | For rural and hilly areas : ≥ 75%  |             |                           |     | For rural and hilly areas : ≥ 100%   | ≤ 10 Hrs                                  | ≤ 0.5                                    | ≤ 0.1%   | ≤ 0.1%  | 98% within 4 weeks                         | 100% within 6 weeks   | Within one week of resolution of complaint                               | ≥ 95%  |
|       | Apr-17               | MTNL DELHI               | 4.81  | 88.56                                    | 99.17                                      |  |                                    | 5071        | 4.61                      | 0   | 0.015  | 0   | 99.71                                    | 100  | 100   | 99.88                                      | 99.97   | 100  | 100  |
|       | May-17               |                          | 5.15  | 89.26                                    | 98.94                                      |  |                                    | 3491        | 4.32                      | 0   | 0.012  | 0   | 99.71                                    | 100  | 100   | 99.84                                      | 99.94   | 100  | 100  |
|       | Jun-17               |                          | 5.56  | 85.37                                    | 98.17                                      |  |                                    | 5632        | 5.17                      | 0   | 0.012  | 0   | 99.71                                    | 100  | 100   | 99.83                                      | 99.95   | 100  | 100  |
|       | Total / Avrage       |                          | 5.17  | 87.73                                    | 98.76                                      |  |                                    | 14194       | 4.70                      | 0   | 0.013  | 0   | 99.71                                    | 100  | 100   | 99.85                                      | 99.95   | 100  | 100  |