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भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
BHARAT SANCHAR NIGAM LIMITED  
(A Govt. of India Enterprise)

No. 8-21-2013-PHM

Dated: 27.08.2014

To,  
All Chief General Managers  
Telecom Circles/Telecom districts  
BSNL

Sub.:- The Standards of Quality of Service of Basic service (Wire line) and cellular Mobile Telephone Service (Third Amendment) regulation.2014 (12 of 2014).

Respected Sir,

TRAI has modified the benchmarks on Standards of Quality of Service of Basic service (Wire line) and cellular Mobile Telephone Service vide its (Third Amendment) Regulation 2014 (12 of 2014) issued on dated 21.08.2014. TRAI, vide this regulation, is amending the regulation 3 and 5 of the main regulation, relaxing the concerned benchmarks. The modified operational parameters on QoS for Landline are given below:-

S.No.	Name of Parameters	Existing wire line benchmark	Modified wire line Benchmark
1.	No. of Faults per 100 subscribers/month	≤ 5%	≤ 7 %
2.	%age of faults repaired by next working day in urban areas	≥ 90%	≥ 85%
3.	%age of faults repaired by next working day in rural areas	≥ 90%	≥ 75%
4.	%age of faults repaired within 3 working day in urban areas	100%	-
5.	%age of faults repaired within 5 working day in urban areas	-	100%
6.	%age of faults repaired within 5 working day in rural areas	100%	-
7.	%age of faults repaired within 7 working day in rural areas	-	100%
8.	Mean Time To Repair	≤ 8Hrs.	≤ 10 Hrs.
9.	Call Completion Rate (CCR) (Local)	≥ 55%	Monitored by TSPs, but not be mandated for reporting to TRAI

This is for your information and necessary action.

With regards,

*Mukesh Meena*  
27/8/14  
(MUKESH MEENA)  
DGM (NWO-I CFA)