

NWO-BB&IN Cell, BSNL C. O.
8th Flr, Bharat Sanchar Bhawan
Janpath, N.Delhi-110 001
Ph. 011-23714148 Fax.011- 23736752



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

Letter No: 64-206/2013/BBO

Dated 29- 04-2014

To

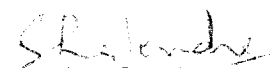
The Chief General Managers,
All Telecom Circles/ Metro Districts
BBNW, STR & NTR Circles.

Sub: Memorandum of Understanding (MOU) for the year 2014-15.

The MOU for the year 2014-15 has been signed by BSNL with DOT on 27/03/2014 & the same is communicated vide CP&M cell letter no- CPM-I/1-54/MoU(2014-15)/2014 Dated 02/04/2014 (available on Intranet). As per this MOU, overall targets for various Parameters on QoS for Broadband Services have been fixed as per TRAI norms for BSNL. A target to meet TRAI Benchmark for all parameters has been fixed under "Excellent" Category.

The details of parameters on QoS of Broadband Services are as per Annexure: A-III of MOU (copy enclosed). Parameter at Sl. No. 1, 2,3,9,10,11,12,13,14 &15 will be monitored by NWO-BBIN unit. Parameter at Sl. No. 4, 5 &6 (Billing Performance) will be directly monitored by Finance-CFA cell. Parameter at Sl. No. 7&8 (Response time to the customer for assistance) will be directly monitored by CS-CFA Cell.

It may also be noted that as per the BB (QoS) (Amendment) Regulation on financial disincentives, TRAI has specified penalty w.e.f. 1st Jan'2013 on non-compliance with the benchmark. Therefore, it is requested to make all out efforts to achieve the TRAI Benchmark for all parameters so as to avoid penalty from TRAI and to achieve 'Excellent' Target in MOU 2014-15.


(Shailendra Agarwal) 29/4/14
Sr. GM (NWO-BB&IN)

Encl- As above

Copy to:

1. Sr. GM (CS-CFA), BSNL C.O – for n/a w.r.t. parameters pertains to 'Response time to the customer for assistance'.
2. GM (Finance-CFA), BSNL C.O.- for n/a w.r.t. parameters pertains to 'billing performance'.
3. GM (CP&M), BSNL CO -for kind information please.

Quality of Service Performance of Broadband Services**(Annexure A-III)**

Sno.	QoS Parameters	TRAI Benchmarks	Achmt
Service Provisioning /Activation Time			
1	%age of connections provided within 15 days of registration of demand	100%	
Fault Repair / Restoration Time			
2	% of faults repaired by next working day	$\geq 90\%$	
3	% of faults repaired within 3 working day	$\geq 99\%$	
Billing performance			
4	Rent Rebate	In Nos	
4a)	Faults Pending for ≥ 3 working days and ≤ 7 working days:	rebate equivalent to 7 days of minimum monthly charge or equivalent usage allowance	
4b)	Faults Pending for ≥ 7 working days and ≤ 15 working days	rebate equivalent to 15 days of minimum monthly charge or equivalent usage allowance	
4c)	Faults Pending for ≥ 15 working days	rebate equivalent to one month of minimum monthly charge or equivalent usage allowance	
5	%age of bills disputed	$\leq 2\%$	
6	%age of billing complaints resolved within 4 weeks	100%	
Response time to the customer for assistance			
7	% age of calls answered by operator (Voice to Voice) within 60 seconds	$\geq 60\%$	
8	% age of calls answered by operator (Voice to Voice) within 90 seconds	$\geq 80\%$	

Bandwidth Utilization/ throughput			
9	No. of Intra-network links having bandwidth utilization >90% during peak hours (TCBH)	0	
10	% International bandwidth utilization during peak hours (TCBH) (Enclose MRTG) < 90%	=< 90 %	
11	Bandwidth connection speed available (download) from ISP node to user	>= 80 %	
12	Service Availability / Uptime (for all users) in %age	>= 98 %	
13	Packet loss(for wired broadband access) in %age	=< 1%	
Network Latency (for wired broadband access)			
14	User reference point at POP / ISP Gateway node to International Gateway (IGSP/NIXI)	=< 120 msec	
15	User reference point at ISP Gateway node to International nearest NAP port abroad (Terrestrial)	=< 350 msec	