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

No. BSNLCO-BBIN/13(20)/3/2020-NWO-BB-IN-BSNL-CO Dated 21.03.2023

To

Heads of all Telecom Circles/
Heads of BAs and Metro TDs
Bharat Sanchar Nigam Limited

Sub: QoS Targets for FTTH-BB Connections for the financial year 2023-24 - reg.

Kindly refer to the letter of even number dated 03.03.2023, regarding the subject mentioned above.

QoS Targets for FTTH-BB Connections shall be as mentioned below:

S.No.	Parameter	Targets for FY:2023-24
		FTTH-BB
1	Fault Rate (%)	$\leq 2\%$
2	Fault Clearance within 10 Hrs (Calendar Hours/Days) (in %)	$\geq 80\%$
3	Repeat Fault rate (in %)	$\leq 5\%$
4	Provisioning within 3 days (Calendar Hours/Days) (%)	$\geq 90\%$
5	MTTR in Hrs. (80% Best)	≤ 8 Hrs

Remaining QoS Targets shall be as per the details already circulated vide letter of even number dated 03.03.2023.

This is for your information and necessary action please.

This has the approval of Director (CFA), BSNL Board.

(Bhagwan Singh)
DGM (NWO-BB&IN)

Copy to:

1. PS of Director (CFA), BSNL Board, for kind information please.
2. CGM, ITPC, BSNL, Pune, for kind information please.