Quarterly Performance Monitoring Report (PMR) on Quality of Service of Basic Telephone Service (Wireline)

Report for Quarter ending :	Q3 (Jul - Sep)	Year	2024
Name of the Service Provider :		QTL	

Name of Regulations: The standards of Quality of Service of Basic Telephone service (Wireline) and cellular Mobile Telephone Service Regulations, 2009 (7 of 2009)

SI No.	Name of Service Area	Faults 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 assistance		Termination / Closure of Service	
			% of faults repaired by next working day - Urban	% of faults repaired within 5 days - Urban	% of faults repaired by next working day - Rural and hilly areas	% of faults repaired within 7 days- Rural and hilly areas			Point of Interconnection (POI) Congestion (No. of PoIs not meeting benchmark)	Metering and Billing Credibility - Postpaid	Metering and Billing Credibility - Prepaid	Resolution of billing/ charging/ validity complaints within 4 weeks	Resolution of billing/ charging/ validity complaints within 6 weeks	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints- within 1 week of resolution of complaint	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 90 seconds	Termination / Closure of service	Time taken for Refund of deposits after closures- within 60 days
	Benchmark	≤ 7	≥ 85%	≥ 100%	≥ 75%	≥ 100%		≤ 10 hrs	≤ 0.5%	≤ 0.1%	≤ 0.1%	98% within 4 weeks	100% within 6 weeks	100% within 1 week of resolution of complaint	≥ 95%	≥ 95%	≤ 7 days	100% within 60 days
1	Punjab	6.20	90.00%	100.00%	100.00%	100.00%	4	8.28	0	0.00%	0.00%	100.00%	100.00%	100.00%	96.55%	99.07%	100.00%	100.00%
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NOTE: Highlighted values in Red are non compliance