



No: 11-3/2013/BB (QOS)

Dated: 31-05-2013

TRAI MATTER
MOST URGENT

To

The Chief General Managers,
A&N, AP, Assam, Bihar, Jharkhand, J&K, Kerala, Karnataka, NE-I, Tamilnadu & WB
Telecom Circles, BBNW, STR & NTR Circles and Chennai Telecom District.

Sub: Shortfall in TRAI benchmark of BB-QoS operational parameters in April'2013.

The Performance Monitoring Report on Broadband Quality of services (BB-QoS) operational parameters of month ending April'2013 indicates that your telecom Circle performance has not met the TRAI benchmarks. The details are as follows:

S No	Telecom circle (qtly. Circle Performance)	TRAI Parameters not met (Benchmarks)
1.	A&N (98.21%), AP (99.65%), AS (86.41%), CN (86.00%), JD (99.17%), KL (84.16%), KT (96.39%), TN (99.07%), WB (89.78%)	% age of Connections provided within 15 days of registration of demands (100%)
2	A&N(86.56%), AP (79.07%), AS(43.35%), BR (23.12%), CN (41.90%), JK (72.56%), KL (57.39%), KT(64.29%), TN(75.64%), WB (77.40%)	%age of fault rectified on next working day (>90%)
3	A&N (90.91%), AP (91.18%), AS (59.84%), BR (69.37%), CN (74.82%), J&K (90.93%), KL(70.99 %), KT (78.60%), NE-I (98.85%), TN (88.49%), WB(92.71%)	%age of fault rectified within 3 working days (>=99%)
4	A&N (50%)	Broadband connection speed available (download) from ISP node to user (>80%)
5	All India (86.81%)	%age International Bandwidth utilization during peak hours (< 80%)
6	All India (1.26%)	Packet loss (for wired Broadband access) (<1%)

It is kindly requested to take necessary action to meet the benchmark prescribed by the TRAI, as the non compliance of the benchmark is likely to be viewed very seriously by the TRAI which may also include imposition of penalty on BSNL.


(S. K. Gupta)
Sr. GM (NWO-BB&IN)

Copy to:

1. PGM (ILD)/ Sr. GM (MPLS)/GM (CNP)/GM (Radio) BSNL C.O. - for kind information & necessary action w.r.t. point no- 4, 5 & 6 please.
2. PGM (Regln.)/Sr. GM(NWP-BB)-for kind information Please.