TRAI Benchmarks for Quality of Service (QoS)

Basic Telephony

1. Provision of telephone within 7 days for exchange areas declared " On Demand".
2. Fault incidences per month per 100 telephones (should be less than 5 Faults per 100 phones per month)
3. Percentage of faults repaired by next working day (should be >90%)
4. Mean Time to repair (MTTR) (should be <8hrs.)
5. Grade of Service for junction between local exchanges (should be < 0.002)
6. Call Completion Rate in local network (should be >65%)
7. Metering and Billing credibility (Not more than 0.1% of bills should be disputed over a billing cycle
8. Operator assisted Trunk Calls (Urgent calls should be answered within 1 hr and Ordinary calls within 2 Hrs.)
9. Customer Care: Promptness in attending 95% of customers requests (Benchmarks for Shifts, Closures and providing additional facilities are <3 days, <24 hours and <24hours respectively)
10. Percentage of repeat faults (should be <1%)

Cellular Mobile Service

1. No. of faults (per 100 subscribers per)   <1
2. Faults cleared within 24 hrs 100.00%
3. Accumulated down time of community isolation <24 hrs
4. Call Success Rate (within licensee's own network) >99%
5. Service Access Delay Between 9 to 20
6. Call Drop Rate <3.0%
7. % of connection with good voice quality >95%
8. Complaints per 100 bills issued <0.1%
9. % of complaints resolved with 4 weeks 100.00%
10. Period of all refunds/payment due to customers from the date of resolution of complaints as in (9) above <4 weeks

Internet

1. Service Activation Time: 6 hrs
2. Time to Access: 30 sec
3. Probability of Accessing the ISP Node: 80% for the first attempt, 90% for the second attempt and 99% for the third attempt.
4. ISP Node unavailability: < 30 minutes/month
5. Grade of Service: 1 in 100.
6. Mean Time to Restore (MTTR): 90% within 24 hours and 99% within three days.

Broadband

1. Service Provisioning/Activation Time : <= 15days, Rs 10/day credit for delay up to maximum installation charge or equivalent usage
2. Fault Repair / Restoration Time: 90% next day, 99% 3 days, rebate slabs 3 to 7 day-7day rental, 7 to 15 day-15day rental, 15-30 days-month rent
3. Billing performance: <2% per month, complaint 100% within 4 week, refund 100% within 60days
4. Telephonic Response : 60sec >60%, 90sec >80%
5. Bandwidth utilization: <80% in peak, download->80%
6. Service availability:>90% up to june07, beyond >98%
7. Packet loss <2%
8. Latency: wired <120msec, terrestrial<350msec, satellite<800msec
9. Quarterly customer perception of service: (a) % satisfied with the provision of
Service >90%, (b) % satisfied with the billing performance >90%, (c) % satisfied with help services >90% (d) % satisfied with network performance, reliability and availability >85% (e) % satisfied with maintainability >85%