

**Performance of QoS Parameters  
for Basic Telephone Service  
(Wireline) Providers for Quarter  
Ending September 2024 –  
(Revised)**

Details of performance reported by all the Basic Telephone Service (Wireline) providers for quarter ending September 2024

LSA Name	TSP Name	Faults incidences (No. of faults/100 Subs/month)	Fault Repair				Mean Time to Repair (MTTR)	POI	Metering and Billing					Response time to the customer for assistance		Termination / closure of service	
			faults repaired by next working day - Urban	faults repaired within 5 days - Urban	faults repaired by next working day - Rural and hilly areas	faults repaired within 7 days- Rural and hilly areas		Point of Interconnection (POI) Congestion (No. of Pols 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 center/ customer care	Percentage of calls answered by the operators (voice to voice) within ninety seconds	Termination / Closure of service	Time taken for Refund of deposits after closures- within 60 days
			<= 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 %
Andhra Pradesh	AIRTEL	0.09	90.50%	100.00%	100.00%	100.00%	7.24	0	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	95.49%	100.00%	100.00%
	APSFL	1	98.18%	100.00%	96.00%	100.00%	6.5	0	0.00%	0.00%	99.18%	100.00%	100.00%	98.18%	100.00%	100.00%	100.00%
	BSNL	4	96.00%	100.00%	95.00%	100.00%	6	0	0.00%	0.00%	100.00%	100.00%	100.00%	85.58%	78.64%	100.00%	100.00%
	RJIL	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	0.00%	NA	NA	NA	97.15%	98.76%	100.00%	100.00%
	TATA	4.26	87.45%	99.92%	100.00%	100.00%	5.1	0	0.00%	NA	100.00%	100.00%	100.00%	99.05%	99.04%	100.00%	100.00%
VIL	0.04	100.00%	100.00%	NA	NA	2.17	0	NA	NA	NA	NA	NA	99.00%	99.00%	100.00%	NA	
Assam	AIRTEL	0.08	95.86%	100.00%	100.00%	100.00%	5.35	0	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	BSNL	3	92.00%	100.00%	88.00%	100.00%	4	0	0.06%	0.00%	100.00%	100.00%	100.00%	74.57%	65.06%	100.00%	100.00%
	RJIL	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	0.00%	NA	NA	NA	98.33%	100.00%	100.00%	100.00%
VIL	0.44	100.00%	100.00%	NA	NA	3.47	0	NA	NA	NA	NA	NA	99.00%	99.00%	100.00%	NA	
Bihar	AIRTEL	0.11	92.93%	100.00%	100.00%	100.00%	2.37	0	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	98.12%	100.00%	100.00%
	BSNL	3	89.00%	100.00%	97.00%	100.00%	6	0	0.06%	0.00%	100.00%	100.00%	100.00%	77.66%	64.88%	100.00%	100.00%
	RJIL	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	0.00%	NA	NA	NA	97.84%	99.02%	100.00%	100.00%
	TATA	0.42	100.00%	100.00%	100.00%	100.00%	1.55	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
VIL	0.32	100.00%	100.00%	NA	NA	1.4	0	NA	NA	NA	NA	NA	99.00%	99.00%	100.00%	NA	
Delhi	AIRTEL	0.21	94.61%	100.00%	100.00%	100.00%	3.36	0	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	99.69%	100.00%	100.00%
	MTNL	0.73	87.17%	99.62%	NA	NA	4.08	0	0.00%	NA	100.00%	100.00%	100.00%	99.86%	99.58%	100.00%	100.00%
	RJIL	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	0.00%	NA	NA	NA	98.52%	99.21%	100.00%	100.00%
	TATA	4.73	93.41%	100.00%	100.00%	100.00%	4.88	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	97.71%	100.00%	100.00%
VIL	0.12	100.00%	100.00%	NA	NA	2.28	0	NA	NA	NA	NA	NA	99.00%	99.00%	100.00%	NA	

Gujarat	AIRTEL	0.09	87.52%	100.00%	100.00%	100.00%	8.67	0	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	99.34%	100.00%	100.00%
	BSNL	4	95.00%	100.00%	92.00%	100.00%	4	0	0.02%	0.00%	100.00%	100.00%	100.00%	89.64%	83.80%	100.00%	100.00%
	RJIL	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	0.00%	NA	NA	NA	96.81%	99.66%	100.00%	100.00%
	TATA	2.28	86.90%	100.00%	100.00%	100.00%	5.1	0	0.01%	NA	100.00%	100.00%	100.00%	95.65%	96.14%	100.00%	100.00%
	VIL	0.06	100.00%	100.00%	NA	NA	4.39	0	NA	NA	NA	NA	NA	99.00%	99.00%	100.00%	NA
Haryana	AIRTEL	0.1	94.55%	100.00%	100.00%	100.00%	5.88	0	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	98.34%	100.00%	100.00%
	BSNL	5	92.00%	100.00%	91.00%	100.00%	5	0	0.01%	0.00%	100.00%	100.00%	100.00%	90.11%	81.49%	100.00%	100.00%
	RJIL	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	0.00%	NA	NA	NA	96.25%	99.69%	100.00%	100.00%
	TATA	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	VIL	1.48	100.00%	100.00%	NA	NA	3.26	0	NA	NA	NA	NA	NA	99.00%	99.00%	NA	NA
Himachal Pradesh	AIRTEL	0.15	97.45%	100.00%	100.00%	100.00%	5.24	0	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	BSNL	5	95.00%	100.00%	88.00%	100.00%	5	0	0.05%	0.00%	100.00%	100.00%	100.00%	84.98%	74.92%	100.00%	100.00%
	RJIL	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	0.00%	NA	NA	NA	100.00%	98.48%	100.00%	100.00%
	TATA	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	VIL	0	100.00%	100.00%	NA	NA	0	0	NA	NA	NA	NA	NA	99.00%	99.00%	NA	NA
Jammu & Kashmir	AIRTEL	0.06	96.11%	100.00%	100.00%	100.00%	6.1	0	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	96.73%	100.00%	100.00%
	BSNL	5	95.00%	100.00%	80.00%	100.00%	5	0	0.01%	0.00%	100.00%	100.00%	100.00%	87.20%	76.02%	100.00%	100.00%
	RJIL	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	0.00%	NA	NA	NA	98.05%	98.58%	100.00%	100.00%
	VIL	0	100.00%	100.00%	NA	NA	0	0	NA	NA	NA	NA	NA	99.00%	99.00%	NA	NA
Karnataka	AIRTEL	0.11	89.13%	100.00%	100.00%	100.00%	9.93	0	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	97.69%	100.00%	100.00%
	BSNL	5	91.00%	100.00%	94.00%	100.00%	8	0	0.09%	0.00%	100.00%	100.00%	100.00%	87.19%	78.03%	100.00%	100.00%
	RJIL	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	0.00%	NA	NA	NA	100.00%	99.40%	100.00%	100.00%
	TATA	0.41	95.00%	100.00%	100.00%	100.00%	5.03	0	0.00%	NA	100.00%	100.00%	100.00%	97.63%	98.49%	100.00%	100.00%
	VIL	0.06	100.00%	100.00%	NA	NA	3.22	0	NA	NA	NA	NA	NA	99.00%	99.00%	100.00%	NA
Kerala	AIRTEL	0.12	89.54%	100.00%	100.00%	100.00%	8.69	0	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	98.22%	100.00%	100.00%
	BSNL	4	95.00%	100.00%	91.00%	100.00%	7	0	0.04%	0.00%	100.00%	100.00%	100.00%	94.66%	94.11%	100.00%	100.00%
	RJIL	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	0.00%	NA	NA	NA	100.00%	98.73%	100.00%	100.00%
	TATA	0.01	100.00%	100.00%	100.00%	100.00%	4.07	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	VIL	0.47	100.00%	100.00%	NA	NA	2.47	0	NA	NA	NA	NA	NA	99.00%	99.00%	100.00%	NA
Kolkata	AIRTEL	0.26	94.87%	100.00%	100.00%	100.00%	7.01	0	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	99.20%	100.00%	100.00%
	BSNL	6	88.00%	100.00%	NA	NA	7	0	0.00%	0.00%	100.00%	100.00%	100.00%	68.24%	59.50%	100.00%	100.00%
	RJIL	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	0.00%	NA	NA	NA	96.80%	99.01%	100.00%	100.00%
	TATA	0.6	91.30%	100.00%	100.00%	100.00%	3.8	0	0.00%	NA	100.00%	100.00%	100.00%	96.49%	96.49%	100.00%	100.00%
	VIL	0.14	100.00%	100.00%	NA	NA	1.28	0	NA	NA	NA	NA	NA	99.00%	99.00%	100.00%	NA
Madhya Pradesh	AIRTEL	0.14	88.47%	100.00%	100.00%	100.00%	3.43	0	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	99.59%	100.00%	100.00%
	BSNL	2	90.00%	100.00%	87.00%	100.00%	8	0	0.01%	0.00%	100.00%	100.00%	100.00%	88.26%	82.78%	100.00%	100.00%
	RJIL	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	0.00%	NA	NA	NA	96.89%	98.83%	100.00%	100.00%
	TATA	0.21	100.00%	100.00%	100.00%	100.00%	0.74	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	VIL	0.04	100.00%	100.00%	NA	NA	1.19	0	NA	NA	NA	NA	NA	99.00%	99.00%	100.00%	NA
Maharashtra	AIRTEL	0.07	88.57%	100.00%	100.00%	100.00%	7.95	0	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	99.63%	100.00%	100.00%
	BSNL	5	90.00%	100.00%	84.00%	100.00%	5	0	0.01%	0.00%	100.00%	100.00%	100.00%	87.15%	81.07%	100.00%	100.00%
	RJIL	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	0.00%	NA	NA	NA	100.00%	100.00%	100.00%	100.00%
	TATA	2.08	94.11%	99.87%	100.00%	100.00%	3.99	0	0.00%	NA	100.00%	100.00%	100.00%	85.71%	100.00%	100.00%	100.00%
	VIL	0.34	100.00%	100.00%	NA	NA	4.21	0	NA	NA	NA	NA	NA	99.00%	99.00%	100.00%	NA
Mumbai	AIRTEL	0.08	89.49%	100.00%	100.00%	100.00%	8.08	0	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	99.52%	100.00%	100.00%
	MTNL	2.9	39.30%	55.30%	100.00%	100.00%	310	0	0.00%	NA	99.40%	100.00%	100.00%	99.97%	95.80%	99.15%	50.37%
	RJIL	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	0.00%	NA	NA	NA	98.08%	98.77%	100.00%	100.00%
	TATA	5.82	86.85%	98.37%	100.00%	100.00%	7.55	0	0.00%	NA	100.00%	100.00%	100.00%	98.67%	97.59%	100.00%	100.00%
	VIL	0.06	100.00%	100.00%	NA	NA	3.12	0	NA	NA	NA	NA	NA	99.00%	99.00%	100.00%	NA

North East	BSNL	1	93.00%	100.00%	89.00%	100.00%	7	0	0.01%	0.00%	100.00%	100.00%	100.00%	79.59%	68.21%	100.00%	100.00%
	RJIL	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	0.00%	NA	NA	NA	100.00%	100.00%	100.00%	100.00%
	VIL	0	100.00%	100.00%	NA	NA	0	0	NA	NA	NA	NA	NA	99.00%	99.00%	NA	NA
Odisha	AIRTEL	0.08	92.55%	100.00%	100.00%	100.00%	7.86	0	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	97.30%	100.00%	100.00%
	BSNL	3	92.00%	100.00%	89.00%	100.00%	7	0	0.09%	0.00%	100.00%	100.00%	100.00%	75.79%	67.53%	100.00%	100.00%
	RJIL	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	0.00%	NA	NA	NA	97.39%	99.74%	100.00%	100.00%
	TATA	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	VIL	0.27	100.00%	100.00%	NA	NA	0.35	0	NA	NA	NA	NA	NA	99.00%	99.00%	100.00%	100.00%
Punjab	AIRTEL	0.18	91.23%	100.00%	100.00%	100.00%	9.06	0	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	99.51%	100.00%	100.00%
	BSNL	6	90.00%	100.00%	92.00%	100.00%	9	0	0.00%	0.00%	100.00%	100.00%	100.00%	89.09%	79.51%	100.00%	100.00%
	QTL	6.2	90.00%	100.00%	100.00%	100.00%	8.28	0	0.00%	0.00%	100.00%	100.00%	100.00%	96.55%	99.07%	100.00%	100.00%
	RJIL	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	0.00%	NA	NA	NA	97.88%	99.47%	100.00%	100.00%
	TATA	0.68	100.00%	100.00%	100.00%	100.00%	1.85	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	VIL	0.28	100.00%	100.00%	NA	NA	2.49	0	NA	NA	NA	NA	NA	99.00%	99.00%	NA	NA
Rajasthan	VMPL	0	100.00%	100.00%	NA	NA	0	NA	NA	NA	NA	NA	100.00%	100.00%	100.00%	NA	100.00%
	AIRTEL	0.08	92.86%	100.00%	100.00%	100.00%	5.38	0	0.01%	0.00%	100.00%	100.00%	100.00%	100.00%	99.10%	100.00%	100.00%
	BSNL	6	94.00%	100.00%	98.00%	100.00%	6	0	0.04%	0.00%	100.00%	100.00%	100.00%	89.73%	79.68%	100.00%	100.00%
	RJIL	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	0.00%	NA	NA	NA	99.07%	99.53%	100.00%	100.00%
	TATA	2.86	100.00%	100.00%	100.00%	100.00%	2.12	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Tamilnadu including Chennai	VIL	0.21	100.00%	100.00%	NA	NA	3.16	0	NA	NA	NA	NA	NA	99.00%	99.00%	100.00%	100.00%
	AIRTEL	0.13	87.80%	100.00%	100.00%	100.00%	9.63	0	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	95.27%	100.00%	100.00%
	BSNL	4	90.00%	100.00%	80.00%	100.00%	8	0	0.07%	0.00%	100.00%	100.00%	100.00%	93.69%	92.51%	100.00%	100.00%
	RJIL	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	0.00%	NA	NA	NA	96.93%	98.91%	100.00%	100.00%
	TATA	0.25	91.43%	100.00%	100.00%	100.00%	2.9	0	0.00%	NA	100.00%	100.00%	100.00%	96.10%	98.67%	100.00%	100.00%
Uttar Pradesh (East)	VIL	0.69	100.00%	100.00%	NA	NA	2.52	0	NA	NA	NA	NA	NA	99.00%	99.00%	100.00%	100.00%
	AIRTEL	0.16	95.11%	100.00%	100.00%	100.00%	7.35	0	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	99.15%	100.00%	100.00%
	BSNL	5	86.00%	100.00%	87.00%	100.00%	7	0	0.00%	0.00%	100.00%	100.00%	100.00%	90.92%	81.18%	100.00%	100.00%
	RJIL	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	0.00%	NA	NA	NA	97.20%	99.61%	100.00%	100.00%
	TATA	1.13	100.00%	100.00%	100.00%	100.00%	1.09	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Uttar Pradesh (West)	VIL	0.17	100.00%	100.00%	NA	NA	2.17	0	NA	NA	NA	NA	NA	99.00%	99.00%	100.00%	100.00%
	AIRTEL	0.17	95.22%	100.00%	100.00%	100.00%	8.29	0	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	99.39%	100.00%	100.00%
	BSNL	3	92.00%	100.00%	93.00%	100.00%	10	0	0.06%	0.00%	100.00%	100.00%	100.00%	88.45%	76.41%	100.00%	100.00%
	RJIL	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	0.00%	NA	NA	NA	96.32%	99.68%	100.00%	100.00%
	TATA	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
West Bengal	VIL	0.84	100.00%	100.00%	NA	NA	1.43	0	NA	NA	NA	NA	NA	99.00%	99.00%	100.00%	100.00%
	AIRTEL	0.11	96.30%	100.00%	100.00%	100.00%	3.04	0	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	98.87%	100.00%	100.00%
	BSNL	2	85.00%	100.00%	94.00%	100.00%	3	0	0.01%	0.00%	100.00%	100.00%	100.00%	70.69%	60.81%	100.00%	100.00%
	RJIL	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	0.00%	NA	NA	NA	97.69%	99.09%	100.00%	100.00%
	TATA	0	100.00%	100.00%	100.00%	100.00%	0	0	0.00%	NA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
VIL	2.89	100.00%	100.00%	NA	NA	2.39	0	NA	NA	NA	NA	NA	99.00%	99.00%	NA	NA	