

**Performance against QoS
Parameters of Access Service
(Wireline) for the Quarter Ending
September 2025**

Performance against QoS parameters for access service (wireline)

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
S. N. O.	TSP Code	LS A Code	Service Provisioning	Fault Repair				Point of Interconnection	Customer Service						
			Provision of a service within 7 working days of payment of demand note by the customer	Fault incidences (No. of faults per 100 subscribers)	Fault repair by next working day	Fault repair within three working days	Mean Time to Repair (MTTR)	Point of Interconnection (POI) Congestion (90th percentile value)	Billing and charging complaints	Resolution of billing / charging complaints within four weeks	Application of adjustment to customer's account within one week *	Accessibility of call centre/customer care	Percentage of calls answered by the operators (voice to voice) within 90 seconds	Termination/closure of service within seven working days of receipt of customer's request	Refund of deposits within 45 days of closure of service or non-provisioning of service
	Benchmark		≥ 98%	≤ 5	≥ 85%	≥ 99%	≤ 10 hrs	≤ 0.5%	≤ 0.1%	100%	100%	≥ 95%	≥ 95%	100%	100%
1	AIRTEL	AP	98.92	0.05	86.92	99.16	3.28	0.00	0.00	NA	100.00	NA	NA	NA	NA
2	APSFL	AP	NA	0.03	100.00	100.00	1.98	0.00	0.00	NA	100.00	97.54	96.28	NA	NA
3	BSNL	AP	100.00	0.11	95.86	100.00	6.44	0.00	0.05	100.00	100.00	98.69	99.12	100.00	100.00
4	RJIL	AP	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	NA	NA
5	TTSL	AP	100.00	4.75	97.99	99.96	4.63	0.19	0.00	NA	100.00	98.29	98.99	100.00	100.00
6	AIRTEL	AS	98.76	0.06	87.80	100.00	2.35	0.00	0.00	NA	100.00	NA	NA	NA	NA
7	BSNL	AS	100.00	0.11	92.72	100.00	4.19	0.00	0.01	100.00	100.00	97.36	100.00	100.00	100.00
8	RJIL	AS	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	NA	NA
9	AIRTEL	BR	99.08	0.05	88.89	99.65	2.32	0.00	0.00	NA	100.00	NA	NA	NA	NA
10	BSNL	BR	100.00	0.09	96.42	100.00	4.29	0.00	0.02	100.00	100.00	95.14	99.56	100.00	100.00
11	RJIL	BR	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	NA	NA
12	TTSL	BR	NA	0.29	100.00	100.00	6.85	0.00	0.00	NA	100.00	NA	NA	NA	NA

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
13	AIRTEL	DL	99.29	0.24	85.34	99.79	2.71	0.00	0.00	NA	100.00	NA	NA	NA	NA
14	MTNL	DL	98.79	0.56	86.53	99.04	4.82	0.00	0.01	100.00	100.00	100.00	99.03	100.00	100.00
15	RJIL	DL	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	NA	NA
16	TTSL	DL	NA	3.31	95.04	100.00	8.83	0.26	0.00	NA	100.00	98.54	99.26	100.00	100.00
17	AIRTEL	GJ	98.00	0.14	91.37	99.34	2.89	0.00	0.00	NA	100.00	NA	NA	NA	NA
18	BSNL	GJ	100.00	0.25	95.75	100.00	5.13	0.00	0.00	100.00	100.00	99.39	98.26	100.00	100.00
19	RJIL	GJ	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	NA	NA
20	TTSL	GJ	NA	1.22	86.58	99.04	5.88	0.26	0.00	NA	100.00	97.12	99.26	100.00	100.00
21	AIRTEL	HP	98.93	0.09	90.00	100.00	2.26	0.00	0.00	NA	100.00	NA	NA	NA	NA
22	BSNL	HP	100.00	0.03	92.89	100.00	7.9	0.00	0.00	NA	100.00	96.75	99.30	100.00	100.00
23	RJIL	HP	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	NA	NA
24	AIRTEL	HR	99.24	0.10	85.31	99.68	2.53	0.00	0.00	NA	100.00	NA	NA	NA	NA
25	BSNL	HR	100.00	0.03	96.36	100.00	5.42	0.00	0.00	NA	100.00	97.33	99.20	100.00	100.00
26	RJIL	HR	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	NA	NA
27	TTSL	HR	NA	0.00	NA	NA	NA	0.22	0.00	NA	100.00	NA	NA	100.00	NA
28	AIRTEL	JK	99.36	0.04	89.18	100.00	3.87	0.00	0.00	NA	100.00	NA	NA	NA	NA
29	BSNL	JK	100.00	0.44	98.49	100.00	4.51	0.00	0.08	100.00	100.00	97.92	98.94	100.00	NA
30	RJIL	JK	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	NA	NA
31	AIRTEL	KOL	98.10	0.13	86.26	99.28	3.72	0.00	0.00	NA	100.00	NA	NA	NA	NA
32	BSNL	KOL	NA	0.73	90.38	100.00	7.43	0.00	0.08	100.00	100.00	97.10	99.29	100.00	100.00
33	RJIL	KOL	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	NA	NA
34	TTSL	KOL	100.00	0.38	97.44	100.00	3.81	0.00	0.00	NA	100.00	96.55	100.00	100.00	NA
35	AIRTEL	KR	98.19	0.10	87.41	99.24	4.09	0.00	0.00	NA	100.00	NA	NA	NA	NA
36	BSNL	KR	100.00	0.06	93.56	100.00	7.02	0.00	0.10	100.00	100.00	99.71	97.57	100.00	88.57
37	RJIL	KR	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	NA	NA
38	TTSL	KR	NA	0.00	NA	NA	NA	0.03	0.00	NA	100.00	NA	NA	NA	NA
39	AIRTEL	KT	99.06	0.07	85.47	99.62	1.65	0.00	0.00	NA	100.00	NA	NA	NA	NA
40	BSNL	KT	100.00	0.35	90.58	100.00	6.91	0.00	0.09	100.00	100.00	95.81	99.43	100.00	100.00
41	RJIL	KT	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	NA	NA

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
42	TTSL	KT	NA	0.59	94.18	100.00	5.62	0.06	0.00	NA	100.00	95.42	100.00	100.00	100.00
43	AIRTEL	MH	98.62	0.08	86.01	99.11	3.41	0.00	0.00	NA	100.00	NA	NA	NA	NA
44	BSNL	MH	100.00	0.38	90.55	100.00	4.43	0.00	0.39	99.61	100.00	95.30	98.71	100.00	100.00
45	RJIL	MH	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	NA	NA
46	TTML	MH	NA	2.25	98.68	99.30	7.96	0.02	0.00	NA	100.00	98.75	100.00	100.00	100.00
47	AIRTEL	MP	98.50	0.18	85.87	99.14	8.75	0.00	0.00	NA	100.00	NA	NA	NA	NA
48	BSNL	MP	100.00	0.08	96.32	99.79	3.98	0.00	0.01	100.00	100.00	99.36	98.00	100.00	100.00
49	RJIL	MP	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	NA	NA
50	TTSL	MP	NA	0.00	NA	NA	NA	0.07	0.00	NA	100.00	100.00	100.00	NA	NA
51	AIRTEL	MUM	98.14	0.08	86.51	99.17	3.77	0.00	0.00	NA	100.00	NA	NA	NA	NA
52	MTNL	MUM	98.10	0.71	56.50	67.50	49.97	0.00	0.03	100.00	100.00	99.85	96.65	100.00	78.55
53	RJIL	MUM	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	NA	NA
54	TTML	MUM	100.00	3.99	89.53	99.00	9.68	0.03	0.00	100.00	100.00	98.44	99.29	100.00	100.00
55	AIRTEL	NE	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	NA	NA
56	BSNL	NE	100.00	0.14	96.79	100.00	7.39	0.00	0.00	NA	100.00	96.55	100.00	100.00	100.00
57	RJIL	NE	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	NA	NA
58	AIRTEL	OR	98.90	0.04	88.28	100.00	3.2	0.00	0.00	NA	100.00	NA	NA	NA	NA
59	BSNL	OR	100.00	0.22	91.20	100.00	6.21	0.00	0.01	100.00	100.00	98.16	99.67	100.00	100.00
60	RJIL	OR	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	NA	NA
61	TTSL	OR	NA	0.00	NA	NA	NA	0.02	0.00	NA	100.00	NA	NA	NA	NA
62	AIRTEL	PB	99.08	0.16	85.49	99.69	2.77	0.00	0.00	NA	100.00	NA	NA	NA	NA
63	BSNL	PB	100.00	0.03	93.05	100.00	7.84	0.00	0.00	NA	100.00	97.95	99.68	100.00	100.00
64	QTL	PB	100.00	0.19	99.39	99.40	9.21	0.00	0.00	NA	100.00	100.00	99.61	100.00	100.00
65	RJIL	PB	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	NA	NA
66	STPL	PB	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	100.00	NA
67	TTSL	PB	NA	0.67	100.00	100.00	5.82	0.00	0.00	NA	100.00	NA	NA	NA	NA
68	AIRTEL	RJ	98.72	0.08	85.33	99.64	3.41	0.00	0.00	NA	100.00	NA	NA	NA	NA
69	BSNL	RJ	100.00	0.11	87.87	100.00	5.39	0.00	0.00	100.00	100.00	97.77	99.31	100.00	NA
70	RJIL	RJ	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	NA	NA

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
71	TTSL	RJ	NA	0.06	100.00	100.00	8.99	0.05	0.00	NA	100.00	NA	NA	NA	NA
72	AIRTEL	TN	98.49	0.08	91.91	99.38	3.54	0.00	0.00	NA	100.00	NA	NA	NA	NA
73	BSNL	TN	100.00	0.10	88.82	99.96	5.37	0.00	0.02	98.41	87.64	99.79	97.77	100.00	99.16
74	RJIL	TN	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	NA	NA
75	TTSL	TN	NA	0.20	100.00	100.00	4.59	0.01	0.00	NA	100.00	NA	NA	100.00	NA
76	AIRTEL	UPE	99.14	0.12	86.64	99.15	4.19	0.00	0.00	NA	100.00	NA	NA	NA	NA
77	BSNL	UPE	100.00	0.20	93.87	100.00	6.62	0.00	0.00	NA	100.00	97.42	99.67	100.00	100.00
78	RJIL	UPE	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	NA	NA
79	TTSL	UPE	NA	0.50	100.00	100.00	1.92	0.04	0.00	NA	100.00	NA	NA	NA	NA
80	AIRTEL	UPW	99.17	0.13	85.53	99.90	2.84	0.00	0.00	NA	100.00	NA	NA	NA	NA
81	BSNL	UPW	100.00	0.19	97.46	100.00	7.47	0.00	0.01	100.00	100.00	98.80	99.02	100.00	100.00
82	RJIL	UPW	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	NA	NA
83	TTSL	UPW	NA	1.59	100.00	100.00	8	0.01	0.00	NA	100.00	NA	NA	NA	NA
84	AIRTEL	WB	98.15	0.06	88.82	100.00	1.74	0.00	0.00	NA	100.00	NA	NA	NA	NA
85	BSNL	WB	100.00	0.07	96.45	100.00	3.11	0.00	0.00	NA	100.00	94.07	98.85	100.00	100.00
86	RJIL	WB	NA	0.00	NA	NA	NA	0.00	0.00	NA	100.00	NA	NA	NA	NA

*Application of adjustment to customer's account within one week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable