



No: 11-3/2010/BB (QOS)

Dated: 31-07-2012

**TRAI MATTER**  
**MOST URGENT**

To

The Chief General Managers,  
A&N, Assam, J&K, Kerala, Karnataka, Uttaranchal & West Bengal Telecom Circles.

**Subject:** Shortfall of Broadband operations parameters for the QE June 2012-reg

The Performance Monitoring Report on QoS of Broadband services of QE June' 2012 indicates that your telecom Circle performance has not met the TRAI benchmarks. The details are as follows:

S No	Telecom circle (Circle Performance)	TRAI Parameters not met (Benchmarks)
1.	A&N (92.60%), AS (99.70 %), KL (96.60%), KT (99.98%), WB(86.90%)	% age of Connections provided within 15 days of registration of demands (100%)
2	A&N (89.50%), KL(70.50%), UL(86.20%), WB(85.80%)	%age of fault rectified on next working day
3	A&N(98.30%), J&K(98.80%), KL(85.90%), WB(95.50)	%age of fault rectified within 3 working days
4	KL (99.50%), KT (99.98%)	% age of billing complaints resolved within 4 weeks bill disputed (100%)
5	KT (99.90%)	% age of cases to whom refund of deposits is made within 60 days of closures (100%)
6	A&N (28.30%)	Broadband connection speed available (download) from ISP node to user (>80%)
7	AS(97.97% in June'2012)	Service availability/uptime (for all users) in % age (> 98%)
8	All India (81.40%)	%age International Bandwidth utilization during peak hours (< 80%)

It may be noted that any shortfall may be viewed very seriously by the TRAI and may attract imposition of penalty. Therefore, it is requested to kindly examine the shortfall in TRAI benchmark and take necessary action to achieve TRAI benchmark in future. An action taken report including reason of short fall and proposed plan to achieve TRAI benchmark in future may be sent at [broadbandbsnlco@gmail.com](mailto:broadbandbsnlco@gmail.com) or Faxed to 011-23734284 by 10<sup>th</sup> Aug'2012 positively.

(Anil Jain)  
Sr. GM (NWP-BB)

Copy to:

1. Dir (CFA) -for kind inf. Please.
2. Dir (EB)- for kind info. & n/a w.r.t. TRAI benchmark of International Bandwidth in pt. No. 8.
3. CGMBBNW)/CGM (NTR)/CGM (STR)-for kind info. & n/a w.r.t. TRAI benchmark of International Bandwidth in pt. No. 8.
4. All CGMs telecom circles / Metro districts-for kind info & submitting the BB (QOS) report by 10<sup>th</sup> of every month positively.
5. PGM (ILD)/GM (CNP) BSNL C.O. - for kind info. & n/a w.r.t. TRAI benchmark of International Bandwidth in pt. No. 8.
6. PGM (Regln.)-for kind inf. Pl.