

**Quality Of Service parameters specified by the Authority in respect of each of the services:**

**BSNL is committed to provide uninterrupted telecom services to its customers and comply with the benchmarks as prescribed by TRAI. Failing these benchmarks, provision exists for rebates as prescribed for various services as follows.**

(a) Quality of Service benchmarks as admissible to consumers for basic services(wired line):basic service(wireless) and cellular mobile telephone service

<b>Sl.No</b>	<b>Service Parameter</b>	<b>Time Limit for Service Request or redressal of complaint</b>
1	Provision of telephone	All cases within seven days(subject to technical feasibility)
2	Fault Repair	Within three days
3	Shift of telephone	Within three days
4	Closures	Within seven days
5	Percentage of billing complaints resolved within four weeks	All billing complaints to be resolved within four weeks
6	Time taken for refund of deposits after closure	All cases of refund of deposits should be settled within sixty days after closure

(b) Quality of Service benchmarks including provisions related to rebate as admissible to consumers for basic service(wireless) and cellular mobile telephone service

<b>Sl. No</b>	<b>Service Parameter</b>	<b>Time Limit for service request or redressal of complaint</b>
1	Billing Performance (i) Percentage of billing complaints resolved within four weeks  (ii) Periods of all refunds/complaints due to customers from the date of resolution of complaints	All billing complaints to be resolved within four weeks  All cases of refunds or payments due to customers to be made within four weeks from the date of resolution of billing complaints

- (c) The benchmarks including provisions related to rebate as admissible to customers for broadband service.

<b>Sl. No</b>	<b>Service Parameter</b>	<b>Time Limit for service request or redressal of complaint</b>
(i)	Service Provisioning	All cases within fifteen days (subject to technical feasibility).
(ii)	Fault repair/restoration time	Within three days
(iii)	Billing Performance	
	(a) Percentage of billing complaints resolved	All billing complaints to be resolved within four weeks
	(b) Time taken for refund of deposits after closure	All cases of refund of deposit should be resolved within of 60 days after closure