

Performance Monitoring Report for Access service (wireline) for QE June,2025

Service Area	Service Provisioning	Fault Repair				Point of Interconnection	Customer Service						
	Provision of Service within 7 Working Days of Payment	Fault Incidences (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 & Charging Complaints	Resolution of Billing/ Charging Complaints within 4 Weeks	Application of Adjustment within One Week	Accessibility of Customer Care	Percentage of Calls Answered within 90 Seconds	Termination/ Closure within 7 Working Days	Refunds within 45 Days
	>=98%	<=5	>=85%	>=99%	<=10hrs	<0.5%	0.10%	100%	100%	>=95%	95%	100%	100%
AP	99.31	0.15	85.70	99.16	2.55	0	0.0	NA	100	NA	NA	NA	NA
AS	99.24	0.08	89.68	100.00	1.80	0	0.0	NA	100	NA	NA	NA	NA
BR	99.10	0.1	85.35	99.73	3.15	0	0.0	NA	100	NA	NA	NA	NA
DL	99.32	0.35	85.41	99.75	4.94	0	0.0	NA	100	NA	NA	NA	NA
GJ	98.48	0.24	89.45	99.39	2.75	0	0.0	NA	100	NA	NA	NA	NA
HR	99.25	0.15	85.57	99.56	3.59	0	0.0	NA	100	NA	NA	NA	NA
HP	99.21	0.28	86.21	100.00	3.59	0	0.0	NA	100	NA	NA	NA	NA
JK	99.49	0.11	86.16	99.55	2.92	0	0.0	NA	100	NA	NA	NA	NA
KT	99.18	0.13	85.55	99.23	2.61	0	0.0	NA	100	NA	NA	NA	NA
KR	98.19	0.20	87.12	99.39	3.77	0	0.0	NA	100	NA	NA	NA	NA
KOL	98.23	0.17	86.27	99.41	3.17	0	0.0	NA	100	NA	NA	NA	NA
MP	98.72	0.25	88.00	99.77	6.03	0	0.0	NA	100	NA	NA	NA	NA
MH	98.90	0.11	86.31	99.51	2.86	0	0.0	NA	100	NA	NA	NA	NA
MUM	98.13	0.15	88.58	99.37	3.27	0	0.0	NA	100	NA	NA	NA	NA
NE	98.96	1.07	88.89	100.00	5.33	0	0.0	NA	100	NA	NA	NA	NA
OR	99.07	0.08	88.52	100.00	2.35	0	0.0	NA	100	NA	NA	NA	NA
PB	99.28	0.29	85.46	99.72	1.68	0	0.0	NA	100	NA	NA	NA	NA
RJ	98.92	0.13	86.42	99.51	1.54	0	0.0	NA	100	NA	NA	NA	NA
TN	98.41	0.15	91.80	99.20	1.71	0	0.0	NA	100	NA	NA	NA	NA
UPE	99.38	0.17	86.18	99.52	2.89	0	0.0	NA	100	NA	NA	NA	NA
UPW	99.49	0.24	85.78	99.69	1.86	0	0.0	NA	100	NA	NA	NA	NA
WB	98.78	0.08	90.45	100.00	0.93	0	0.0	NA	100	NA	NA	NA	NA