

## Termination of Service within 7 days.

[ Extracts from the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations 2009 (7 of 2009) dated 20.3.09 ]

### 1. Purpose of laying down of QoS Regulation:

- i. to create conditions for consumer satisfaction by making known the quality of service, which the service provider is required to provide, and the user has a right to expect.
- ii. to measure the Quality of Service provided by the Service Providers from time to time and to compare them with the norms so as to assess the level of performance.
- iii. to generally protect the interests of consumers of telecommunication services.

### 2. QoS Parameters and Benchmarks for Basic Telephone Service (Wire Line)

<b>Name of the Parameter</b>	<b>Benchmark</b>
Fault repair by next working day	≥ 90%
Fault repair within 3 days	100%
Rebate for fault pending between >3 to ≤ 7 days	Rent rebate for 7 days
Rebate for fault pending between >7 to ≤ 15 days	Rent rebate for 15 days
Rebate for faults pending for more than 15 days	Rent rebate for 1 month
Resolution of billing/ charging complaints	100% within 4 weeks
Shifts	≤ 3 days (95% of request to be attended with 3 days)
Termination/Closure of service	≤ 7days
Time for Refund of deposits after closure	100% within 60 days

### 3. QoS Parameters and Benchmarks for Cellular Mobile Telephone Service

<b>Name of the Parameter</b>	<b>Benchmark</b>
Resolution of billing/ charging complaints	100% within 4 weeks
Time taken for refund after closure	All cases of refund of deposits to be made within sixty days after closure.
Termination/Closure of service	≤ 7days

[For more information refer to [The Standards of Quality of Service of Basic Telephone Service \(Wireline\) and Cellular Mobile Telephone Service Regulations, 2009](#)]