

Quarterly Performance Monitoring Report (PMR) on Quality of Service of Broadband Service for QE June'21

Name of the Service Provider : Tata Teleservices (Maharashtra) Limited
Report for quarter ending : June'21

S.No	Parameters	Benchmarks	TTML
1	Service Provisioning/ Activation Time	100% within 15 working days	
1.1	No. of connections registered		706
1.2	%age of connections provided within 15 days of registration of demand		100
1.3	%age of connections provided after 15 days of registration of demand		0
1.4	No. of customers to whom credit is given for delayed connections		0
1.5	Total no. of connections provided during the period		706
1.6	Total number of working connections at the end of the period		20557
2	Faults Repair / Restoration Time		
2.1	Total No. of Faults registered		7643
2.2	%age of faults repaired by next working day	>90%	81
2.3	%age of faults repaired within 3 working days	=>99%	93
2.4	No. of customers to whom rent rebate is given in minimum monthly charges or equivalent usage allowance for delay in fault repair		
	a. Rent Rebate of 7 days		0
	b. Rent Rebate of 15 days		0
	c. Rent Rebate of One Month		0
3	Billing Performance		
3.1	Total No. of Bills issued		63816
3.2	No. of Bills disputed		18
3.3	%age of Bills disputed	<2%	0
3.4	%age of Complaints resolved within 4 weeks	100% within 4 weeks	100
3.5	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days	100
4	Response Time to the Customer for assistance		
4.1	Total no. of calls received by operators (Voice to voice)		18341
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	96
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	97
5	Bandwidth Utilisation/throughput		
5.1	No. of intra network links (POP to ISP Gateway nodes)		114
5.2	No. of intra network links having Bandwidth utilisation >90% during peak hours (TCBH)		0
5.3	No. of Upstream links for International connectivity (ISP Gateway nodes to IGSP/NIXI node/NAP)		24
5.4	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)		0
5.5	Total International bandwidth available from ISP Node to IGSP/NIXI/NAP in Mbps		64532
5.6	Total International bandwidth during peak hours (TCBH) in Mbps (Enclose MRTG)		52352
5.7	%age International bandwidth utilisation during peak hours (TCBH) (enclose MRTG)		68
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	97
6	Service Availability / Uptime (for all users) in %age	>98% w.e.f. QE Sep. 07	
6.1	Total Operational Hours		5784096
6.2	Total downtime in hours		20445
6.3	Service availability/uptime (for all users) in %age	>98%	100
7	Packet loss (for wired broadband access) in %age	<1%	0
8	Network latency (for wired broadband access)		
8.1	User reference point at POP/ISP Gateway node to IGSP/NIXI	<120 ms	71
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (Terrestrial)	<350 ms	232
8.3	User reference point at ISP Gateway node to international nearest NAP port abroad (satellite)	<800 ms	No Satellite Connectivity in TTML

Note : TTL have common BRAS Infra for all circles.

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S.No	Parameters	Benchmarks	Mumbai	Maharashtra	TTML
1	Service Provisioning/ Activation Time	100% within 15 working days			
1.1	No. of connections registered		676	30	706
1.2	%age of connections provided within 15 days of registration of demand		100	100	100
1.3	%age of connections provided after 15 days of registration of demand		0	0	0
1.4	No. of customers to whom credit is given for delayed connections		0	0	0
1.5	Total no. of connections provided during the period		676	30	706
1.6	Total number of working connections at the end of the period		12900	7657	20557
2	Faults Repair / Restoration Time				
2.1	Total No. of Faults registered		4818	2825	7643
2.2	%age of faults repaired by next working day	>90%	83	79	81
2.3	%age of faults repaired within 3 working days	=>99%	93	92	93
2.4	No. of customers to whom rent rebate is given in minimum monthly charges or equivalent usage allowance for delay in fault repair				
	a. Rent Rebate of 7 days		0	0	0
	b. Rent Rebate of 15 days		0	0	0
	c. Rent Rebate of One Month		0	0	0
3	Billing Performance				
3.1	Total No. of Bills issued		39493	24323	63816
3.2	No. of Bills disputed		13	5	18
3.3	%age of Bills disputed	<2%	0	0	0
3.4	%age of Complaints resolved within 4 weeks	100% within 4 weeks	100	100	100
3.5	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days	100	100	100
4	Response Time to the Customer for assistance				
4.1	Total no. of calls received by operators (Voice to voice)		8960	9381	18341
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	96	96	96
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	97	97	97
5	Bandwidth Utilisation/throughput				
5.1	No. of intra network links (POP to ISP Gateway nodes)		78	36	114
5.2	No. of intra network links having Bandwidth utilisation >90% during peak hours (TCBH)		0	0	0
5.3	No. of Upstream links for International connectivity (ISP Gateway nodes to IGSP/NIXI node/NAP)		24	24	24
5.4	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)		0	0	0
5.5	Total International bandwidth available from ISP Node to IGSP/NIXI/NAP in Mbps		64532	64532	64532
5.6	Total International bandwidth during peak hours (TCBH) in Mbps (Enclose MRTG)		52352	52352	52352
5.7	%age International bandwidth utilisation during peak hours (TCBH) (enclose MRTG)		68	68	68
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	100	93	97
6	Service Availability / Uptime (for all users) in %age	>98% w.e.f. QE Sep. 07			
6.1	Total Operational Hours		2694360	3089736	5784096
6.2	Total downtime in hours		10697	9748	20445
6.3	Service availability/uptime (for all users) in %age	>98%	100	100	100
7	Packet loss (for wired broadband access) in %age	<1%	0	0	0
8	Network latency (for wired broadband access)				
8.1	User reference point at POP/ISP Gateway node to IGSP/NIXI	<120 ms	71	70	71
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (Terrestrial)	<350 ms	233	230	232
8.3	User reference point at ISP Gateway node to international nearest NAP port abroad (satellite)	<800 ms	No Satellite Connectivity in TTML	No Satellite Connectivity in TTML	No Satellite Connectivity in TTML