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

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

S.No	Parameters	Benchmarks	TTML
1	**Service Provisioning/ Activation Time**	100% within15 working days	
1.1	No. of connections registered		1915
1.2	%age of connections provided within 15 days of registration of demand		95
1.3	%age of connections provided after 15 days of registration of demand		NA
1.4	No. of customers to whom credit is given for delayed connections		NA
1.5	Total no. of connections provided during the period		1915
1.6	Total number of working connections at the end of the period		23293
2	**Faults Repair / Restoration Time**		
2.1	Total No. of Faults registered		10275
2.2	%age of faults repaired by next working day	>90%	83.50
2.3	%age of faults repaired within 3 working days	=>99%	94.50
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		71958
3.2	No. of Bills disputed		32
3.3	%age of Bills disputed	<2%	0.13
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)		10501
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	94.54
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	95.87
5	**Bandwidth Utilisation/throughput**		
5.1	No. of intra network links (POP to ISP Gateway nodes)		102
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		114545
5.6	Total International bandwidth during peak hours (TCBH) in Mbps (Enclose MRTG)		74564
5.7	%age International bandwidth utilisation during peak hours (TCBH) (enclose MRTG)		65
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	95.5
6	**Service Availability / Uptime (for all users) in %age**	>98% w.e.f. QE Sep. 07	
6.1	Total Operational Hours		5808768
6.2	Total downtime in hours		12339
6.3	Service availability/uptime (for all users) in %age	>98%	99.79
7	**Packet loss (for wired broadband access) in %age**	<1%	0.00
8	**Network latency (for wired broadband access)**		
8.1	User reference point at POP/ISP Gateway node to IGSP/NIXI	<120 ms	70.50
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (Terrestrial)	<350 ms	231.00
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.