Quarterly Performance Monitoring Report (PMR) on Quality of Service of Broadband Service

Quarter	June
Year	2021

Name of the Service Provider : Tata Teleservices Limited

S.No	Parameters	Benchmarks	All India
1	**Service Provisioning/ Activation Time**	100% within15 working days	
1.1	No. of connections registered		48
1.2	%age of connections provided within 15 days of registration of demand	100%	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		48
1.6	Total number of working connections at the end of the period		7332
2	**Faults Repair / Restoration Time**		
2.1	Total no. of faults registered		2607
2.2	%age of faults repaired by next working day	>90%	88
2.3	%age of faults repaired within 3 working days	=>99%	96
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		23610
3.2	No. of bills disputed		3
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)		3790
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	98
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	98
5	**Bandwidth utilisation/throughput**		
5.1	No. of intra network links (POP to ISP Gateway nodes)		40
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)		1
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		21080
5.6	Total International bandwidth during peak hours (TCBH) in Mbps (Enclose MRTG)		13456
5.7	%age International bandwidth utilisation during peak hours (TCBH) (enclose MRTG)		64
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	100
6	**Service Availability / Uptime (for all users) in %age**	>98% w.e.f. QE Sep. 07	
6.1	Total Operational Hours		2218248
6.2	Total downtime in hours		7231
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	40
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (Terrestrial)	<350 ms	41
8.3	User reference point at ISP Gateway node to international nearest NAP port abroad (satellite)	<800 ms	No Satellite Connectivity in TTSL

Note : TTL have common BRAS Infra for all circles.

In May'21 due to Complete Lockdown in TN, details of fIeld related parameters # 5.8 was not captured.

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Name of the Service Provider : Tata Teleservices Limited

S.No	Parameters	Benchmarks	Andhra Pradesh	Bihar	Gujarat	HARYANA	Himachal Pradesh	Karnataka	Kerala	Madhya Pradesh	Delhi	ORISSA	Punjab	Rajasthan	Tamil Nadu	UTTAR PRADESH EAST	UTTAR PRADESH WEST	WEST BENGAL	Kolkata	All India
																				Service Area (Note: Select either All India or Service Areas)
1	**Service Provisioning/ Activation Time**	100% within15 working days																		
1.1	No. of connections registered		45	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	1	48
1.2	%age of connections provided within 15 days of registration of demand	100%	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1.3	%age of connections provided after 15 days of registration of demand		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1.4	No. of customers to whom credit is given for delayed connections		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1.5	Total no. of connections provided during the period		45	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	1	48
1.6	Total number of working connections at the end of the period		3795	135	731	0	0	685	38	6	981	0	40	16	439	0	0	0	466	7332
2	**Faults Repair / Restoration Time**																			
2.1	Total no. of faults registered		816	126	309	0	0	534	13	1	359	0	14	2	81	0	0	0	352	2607
2.2	%age of faults repaired by next working day	>90%	83	92	71	100	100	82	54	100	93	100	100	50	72	100	100	100	94	88
2.3	%age of faults repaired within 3 working days	=>99%	94	96	91	100	100	94	77	100	99	100	100	100	93	100	100	100	97	96
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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	b. Rent Rebate of 15 days		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	c. Rent Rebate of One Month		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	**Billing Performance**																			
3.1	Total no. of bills issued		11687	325	2292	0	0	2172	949	19	3089	0	94	50	1440	0	0	2	1491	23610
3.2	No. of bills disputed		1	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	3
3.3	%age of bills disputed	<2%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3.4	%age of complaints resolved within 4 weeks	100% within 4 weeks	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
3.5	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days	95	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
4	**Response Time to the Customer for assistance**																			
4.1	Total no. of calls received by operators (Voice to voice)		419	329	681	0	0	691	34	6	603	0	32	23	138	0	0	0	834	3790
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	94	98	95	100	100	97	91	100	96	100	100	100	97	100	100	100	95	98
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	96	98	96	100	100	97	91	100	97	100	100	100	98	100	100	100	97	98
5	**Bandwidth utilisation/throughput**																			
5.1	No. of intra network links (POP to ISP Gateway nodes)		3	4	3	0	0	4	5	3	3	0	3	3	5	0	0	0	4	40
5.2	No. of intra network links having Bandwidth utilisation >90% during peak hours (TCBH)		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5.3	No. of Upstream links for International connectivity (ISP Gateway nodes to IGSP/NIXI node/NAP)		1	1	1	0	0	1	1	1	1	0	1	1	1	0	0	0	1	1
5.4	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5.5	Total International bandwidth available from ISP Node to IGSP/NIXI/NAP in Mbps		21080	21080	21080	0	0	21080	21080	21080	21080	0	21080	21080	21080	0	0	0	21080	21080
5.6	Total International bandwidth during peak hours (TCBH) in Mbps (Enclose MRTG)		13456	13456	13456	0	0	13456	13456	13456	13456	0	13456	13456	13456	0	0	0	13456	13456
5.7	%age International bandwidth utilisation during peak hours (TCBH) (enclose MRTG)		64	64	64	0	0	64	64	64	64	0	64	64	64	0	0	0	64	64
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	90	99	90	100	100	97	98	109	95	100	93	93	95	100	100	100	143	100
6	**Service Availability / Uptime (for all users) in %age**	>98% w.e.f. QE Sep. 07																		
6.1	Total Operational Hours		832104	76464	211848	0	0	489216	61152	24024	85176	0	15288	13104	211128	0	0	0	198744	2218248
6.2	Total downtime in hours		598	186	596	0	0	4612	38	13	60	0	0	56	846	0	0	0	226	7231
6.3	Service availability/uptime (for all users) in %age	>98%	100	100	100	100	100	99	100	100	100	100	100	100	100	100	100	100	100	100
7	**Packet loss (for wired broadband access) in %age**	<1%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	56	63	30	0	0	94	61	66	57	0	55	75	65	0	0	0	52	40
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (Terrestrial)	<350 ms	63	63	63	0	0	63	63	63	63	0	63	63	63	0	0	0	63	41
8.3	User reference point at ISP Gateway node to international nearest NAP port abroad (satellite)	<800 ms	No Satellite Connectivity in TTSL	No Satellite Connectivity in TTSL	No Satellite Connectivity in TTSL	No Satellite Connectivity in TTSL	No Satellite Connectivity in TTSL	No Satellite Connectivity in TTSL	No Satellite Connectivity in TTSL	No Satellite Connectivity in TTSL	No Satellite Connectivity in TTSL	No Satellite Connectivity in TTSL	No Satellite Connectivity in TTSL	No Satellite Connectivity in TTSL	No Satellite Connectivity in TTSL	No Satellite Connectivity in TTSL	No Satellite Connectivity in TTSL	No Satellite Connectivity in TTSL	No Satellite Connectivity in TTSL	No Satellite Connectivity in TTSL

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