

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

Quarter **March**  
 Year **2021**  
 Name of the Service Provider : Tata Teleservices Limited

S.No	Parameters	Benchmarks	All India
<b>1</b>	<b>Service Provisioning/ Activation Time</b>	100% within 15 working days	
1.1	No. of connections registered		5
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		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		5
1.6	Total number of working connections at the end of the period		8815
<b>2</b>	<b>Faults Repair / Restoration Time</b>		
2.1	Total no. of faults registered		3606
2.2	%age of faults repaired by next working day	>90%	86.00
2.3	%age of faults repaired within 3 working days	=>99%	96.00
2.4	No. of customers to whom rent rebate is given in minimum monthly charges or equivalent usage allowance for delay in fault repair		0
	a. Rent Rebate of 7 days		0
	b. Rent Rebate of 15 days		0
	c. Rent Rebate of One Month		0
<b>3</b>	<b>Billing Performance</b>		
3.1	Total no. of bills issued		27513
3.2	No. of bills disputed		3
3.3	%age of bills disputed	<2%	0.06
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
<b>4</b>	<b>Response Time to the Customer for assistance</b>		
4.1	Total no. of calls received by operators (Voice to voice)		2285
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	96.52
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	96.24
<b>5</b>	<b>Bandwidth utilisation/throughput</b>		
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)		10940
5.7	%age International bandwidth utilisation during peak hours (TCBH) (enclose MRTG)		52
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	95.00
<b>6</b>	<b>Service Availability / Uptime (for all users) in %age</b>	>98% w.e.f. OE Sep. 07	
6.1	Total Operational Hours		2318496
6.2	Total downtime in hours		7468
6.3	Service availability/uptime (for all users) in %age	>98%	99.73
<b>7</b>	<b>Packet loss (for wired broadband access) in %age</b>	<1%	0
<b>8</b>	<b>Network latency (for wired broadband access)</b>		
8.1	User reference point at POP/ISP Gateway node to IGSP/NIXI	<120 ms	44.00
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (Terrestrial)	<350 ms	63.00
8.3	User reference point at ISP Gateway node to international nearest NAP port abroad (satellite)	<800 ms	No Satellite Connectivity in TTSI

Note : TTL have common BRAS Infra for all circles.

\*There is no separate data is being captured for KOL circle as KOL & WB is considered as same