

Quarterly Performance Monitoring Report (PMR) on Quality of Service of Broadband Service for QE June'20

Name of the Service Provider : Tata Telservices (Maharashtra) Limited

Report for quarter ending : June'20

S.No	Parameters	Benchmarks	TTML
1	Service Provisioning/ Activation Time	100% within 15 working days	
1.1	No. of connections registered		245
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		245
1.6	Total number of working connections at the end of the period		37361
2	Faults Repair / Restoration Time		
2.1	Total No. of Faults registered		6896
2.2	%age of faults repaired by next working day	>90%	48.00
2.3	%age of faults repaired within 3 working days	=>99%	73.50
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		112062
3.2	No. of Bills disputed		33
3.3	%age of Bills disputed	<2%	0.03
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)		24466
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	92.68
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	95.96
5	Bandwidth Utilisation/throughput		
5.1	No. of intra network links (POP to ISP Gateway nodes)		92
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		59673
5.6	Total International bandwidth during peak hours (TCBH) in Mbps (Enclose MRTG)		49231
5.7	%age International bandwidth utilisation during peak hours (TCBH) (enclose MRTG)		78
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	91
6	Service Availability / Uptime (for all users) in %age	>98% w.e.f. QE Sep. 07	
6.1	Total Operational Hours		6226224
6.2	Total downtime in hours		22776
6.3	Service availability/uptime (for all users) in %age	>98%	99.65
7	Packet loss (for wired broadband access) in %age	<1%	0.02
8	Network latency (for wired broadband access)		
8.1	User reference point at POP/ISP Gateway node to IGSP/NIXI	<120 ms	83.12
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (Terrestrial)	<350 ms	241.32
8.3	User reference point at ISP Gateway node to international nearest NAP port abroad (satellite)	<800 ms	No Satellite Connectivity in TTML