

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

Quarter **December**
 Year **2020**
 Name of the Service Provider : **Tata Teleservices Limited**

S.No	Parameters	Benchmarks	Service Area (Note: Select either All India or Service Areas)													
			Andhra Pradesh	Bihar	Gujarat	Karnataka	Kerala	Madhya Pradesh	Delhi	Punjab	Rajasthan	Tamil Nadu	Kolkata	All India		
1	Service Provisioning/ Activation Time	100% within 15 working days														
1.1	No. of connections registered		3	NA	NA	3	NA	NA	1	NA	NA	NA	12	19		
1.2	%age of connections provided within 15 days of registration of demand	100%	67.00	NA	NA	100	NA	NA	0	NA	NA	NA	100	67		
1.3	%age of connections provided after 15 days of registration of demand		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		
1.4	No. of customers to whom credit is given for delayed connections		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		
1.5	Total no. of connections provided during the period		3	NA	NA	3	NA	NA	1	NA	NA	NA	12	19		
1.6	Total number of working connections at the end of the period		4215	273	957	1029	506	38	1451	57	21	711	680	9938		
2	Faults Repair / Restoration Time															
2.1	Total no. of faults registered		1574	283	438	730	25	44	580	12	1	168	629	4484		
2.2	%age of faults repaired by next working day	>90%	88	89	88	76	76	93	95	100	100	58	90	87.00		
2.3	%age of faults repaired within 3 working days	=>99%	97	96	98	95	88	100	100	100	100	87	97	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															
	a. Rent Rebate of 7 days		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		
	c. Rent Rebate of One Month		0	0	0	0	0	0	0	0	0	0	0	0		
3	Billing Performance															
3.1	Total no. of bills issued		15013	647	3059	3409	1525	141	4790	137	73	2311	2237	33342		
3.2	No. of bills disputed		0	1	0	1	0	0	2	0	0	0	1	5		
3.3	%age of bills disputed	<2%	0.00	0.15	0.00	0.03	0.00	0.00	0.04	0.00	0.00	0.00	0.04	0.02		
3.4	%age of complaints resolved within 4 weeks	100% within 4 weeks	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00		
3.5	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00		
4	Response Time to the Customer for assistance															
4.1	Total no. of calls received by operators (Voice to voice)		10477	335	1661	1507	63	197	1495	69	17	388	1092	17301		
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	95.82	93.20	92.44	93.95	86.71	96.01	96.70	100.00	100.00	93.36	97.00	95.02		
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	97.44	94.97	95.38	96.24	89.49	99.05	97.80	100.00	100.00	94.80	98.20	96.67		
5	Bandwidth utilisation/throughput															
5.1	No. of intra network links (POP to ISP Gateway nodes)		3	4	3	4	5	3	3	3	3	5	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		
5.3	No. of Upstream links for International connectivity (ISP Gateway nodes to IGSP/NIXI node/NAP)		1	1	1	1	1	1	1	1	1	1	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		
5.5	Total International bandwidth available from ISP Node to IGSP/NIXI/NAP in Mbps		18600	18600	18600	18600	18600	18600	18600	18600	18600	18600	18600	18600		
5.6	Total International bandwidth during peak hours (TCBH) in Mbps (Enclose MRTG)		10562	10562	10562	10562	10562	10562	10562	10562	10562	10562	10562	10562		
5.7	%age International bandwidth utilisation during peak hours (TCBH) (enclose MRTG)		0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6		
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	87.67	102.00	96.17	97.00	98.00	104.33	96.33	93.37	89.09	98.00	82.67	94.97		
6	Service Availability / Uptime (for all users) in %age	>98% w.e.f. QE Sep. 07														
6.1	Total Operational Hours		864792	81696	269400	494592	64032	30984	92736	15456	15456	228792	238464	2396400		
6.2	Total downtime in hours		1176	196	153	4382	154	264	54	12	29	1196	270	7886		
6.3	Service availability/uptime (for all users) in %age	>98%	99.86	99.76	99.94	99.11	99.76	99.31	99.94	100.00	99.62	99.48	99.89	99.70		
7	Packet loss (for wired broadband access) in %age	<1%	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	77	62	43	77	54	63	56	53	76	54	87	64		
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (Terrestrial)	<350 ms	59	59	59	59	59	59	59	59	59	59	59	59		
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		

Note : TTL have common BRAS Infra for all circles.