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

Quarter	September
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% within15 working days												
1.1	No. of connections registered		NA	NA	NA	4	NA	NA	NA	NA	NA	1	9	14
1.2	%age of connections provided within 15 days of registration of demand	100%	NA	NA	NA	100	NA	NA	NA	NA	NA	100	100	100
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		NA	NA	NA	4	NA	NA	NA	NA	NA	1	9	14
1.6	Total number of working connections at the end of the period		6596	427	1269	1429	534	71	2051	71	35	1120	990	14593
2	Faults Repair / Restoration Time													
2.1	Total no. of faults registered		1107	239	487	635	31	56	723	12	0	188	641	4119
2.2	%age of faults repaired by next working day	>90%	90.00	91.00	84.00	75.00	45.00	91.00	91.00	100.00	100.00	61.00	84.00	85.00
2.3	%age of faults repaired within 3 working days	=>99%	96.00	96.00	96.00	93.00	74.00	93.00	97.00	100.00	100.00	85.00	92.00	95.00
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		20004	956	3959	4543	1627	237	6500	157	111	3492	3131	44717
3.2	No. of bills disputed		0	0	0	1	0	0	4	1	0	2	1	9
3.3	%age of bills disputed	<2%	0.00	0.00	0.00	0.02	0.00	0.00	0.06	0.64	0.00	0.06	0.03	0.07%
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%
3.5	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days	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)													
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	95.43	92.16	90.64	91.17	95.65	87.50	91.75	100.00	100.00	84.77	90.36	92.24
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	97.56	93.66	94.68	94.52	100.00	90.91	95.24	100.00	100.00	94.04	97.34	95.69
5	Bandwidth utilisation/throughput													
5.1	No. of intra network links (POP to ISP Gateway nodes)		4	4	3	4	4	3	3	3	3	3	4	38
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)		13197	13197	13197	13197	13197	13197	13197	13197	13197	13197	13197	13197
5.7	%age International bandwidth utilisation during peak hours (TCBH) (enclose MRTG)		71.0	71.0	71.0	71.0	71.0	71.0	71.0	71.0	71.0	71.0	71.0	71.0
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	87.00	91.33	97.33	93.33	98.00	95.97	94.67	91.80	91.57	98.47	81.00	92.77
6	Service Availability / Uptime (for all users) in %age	>98% w.e.f. QE Sep. 07												
6.1	Total Operational Hours		863328	83184	273792	492384	64032	44160	92736	15456	15456	230400	242928	2174928
6.2	Total downtime in hours		1522	490	511	5200	226	297	294	43	0	1012	823	9595
6.3	Service availability/uptime (for all users) in %age	>98%	99.83	99.40	99.82	98.94	99.65	99.33	99.68	99.72	100.00	99.56	99.66	99.60
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	80	58	52	94	54	63	60	59	75	49	114	69
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (Terrestrial)	<350 ms	68	68	68	68	68	68	68	68	68	68	68	68
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.

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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		14
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		14
1.6	Total number of working connections at the end of the period		14593
2	**Faults Repair / Restoration Time**		
2.1	Total no. of faults registered		4119
2.2	%age of faults repaired by next working day	>90%	85.00
2.3	%age of faults repaired within 3 working days	=>99%	95.00
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
	b. Rent Rebate of 15 days		0
	c. Rent Rebate of One Month		0
3	**Billing Performance**		
3.1	Total no. of bills issued		44717
3.2	No. of bills disputed		9
3.3	%age of bills disputed	<2%	0.07%
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)		
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	92.24
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	95.69
5	**Bandwidth utilisation/throughput**		
5.1	No. of intra network links (POP to ISP Gateway nodes)		38
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		18600
5.6	Total International bandwidth during peak hours (TCBH) in Mbps (Enclose MRTG)		13197
5.7	%age International bandwidth utilisation during peak hours (TCBH) (enclose MRTG)		71.0
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	92.77
6	**Service Availability / Uptime (for all users) in %age**	>98% w.e.f. QE Sep. 07	
6.1	Total Operational Hours		2174928
6.2	Total downtime in hours		9595
6.3	Service availability/uptime (for all users) in %age	>98%	99.60
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	69
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (Terrestrial)	<350 ms	68
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.