

Quarterly Performance Monitoring Report (PMR) on Quality of Service of Basic Telephone Service (Wireline) for QE- Dec20

Report for Quarter ending : Dec'20

Name of the Service Provider : Tata Teleservices Limited & Tata Teleservices (Maharashtra) Limited

Sl No.	Name of Service Area	Name of Service Provider	Faults incidences (No. of faults/100 Subs/month)	Fault Repair				Rent Rebate	Mean Time to Repair (MTTR)	POI Point of interconnection (POI) Congestion (No. of Pois not meeting benchmark)	Metering and Billing					Response time to the		Termination /	
				% of faults repaired by next working day	% of faults repaired within 5 days	% of faults repaired by next working day	% of faults repaired within 7 days				Metering and Billing Credibility - Postpaid	Metering and Billing Credibility - Prepaid	Resolution of billing/ charging/ validity complaints	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 90 seconds	%age requests for Termination / Closure of service complied within 7 days	Time taken for Refund of deposits after closures	
Benchmark																			
			≤ 7	For urban areas by next working day: ≥ 85%	For urban areas : ≥100%	For rural and hilly areas: ≥ 75%	For rural and hilly areas: ≥100%		≤ 10 hrs	≤ 0.5%	≤ 0.1%	≤ 0.1%	98% within 4 weeks	100% within 6 weeks	1 week of resolution of complaint	≥ 95%	≥ 95%	100% within 7 days	100% within 60 days
1	Andhra Pradesh	Tata Teleservices Limited	5.62	87	100	100	NA	164	8.86	0.37	0.00	NA	100	100	100	95.7%	96.76%	100.00%	100.00%
2	Bihar	Tata Teleservices Limited	1.45	99	100	100	NA	2	1.74	0.00	NA	NA	NA	NA	NA	99.4%	100.00%	100.00%	100.00%
3	Delhi	Tata Teleservices Limited	1.60	97	100	100	NA	7	3.38	0.26	0.00	NA	100	100	100	95.3%	97.13%	100.00%	100.00%
4	Gujarat	Tata Teleservices Limited	2.51	93	100	100	NA	35	4.89	0.43	0.00	NA	100	100	100	95.4%	98.44%	100.00%	100.00%
5	Haryana	Tata Teleservices Limited	0.56	100	100	100	NA	1	7.54	0.00	NA	NA	NA	NA	NA	98.2%	100.00%	100.00%	100.00%
6	Karnataka	Tata Teleservices Limited	0.46	82	100	100	NA	63	10.50	0.33	0.00	NA	100	100	100	95.3%	98.45%	100.00%	100.00%
7	Kerala	Tata Teleservices Limited	0.14	30	100	100	NA	13	36.35	0.00	NA	NA	NA	NA	NA	98.0%	100.00%	100.00%	100.00%
8	Madhya Pradesh	Tata Teleservices Limited	9.68	100	100	100	NA	1	1.61	0.10	NA	NA	NA	NA	NA	95.9%	99.21%	100.00%	100.00%
9	Mumbai	Tata Teleservices (Maharashtra)Limited	4.03	86	100	100	NA	837	10.01	0.37	0.00	NA	100	100	100	95.0%	96.70%	100.00%	100.00%
10	Maharashtra	Tata Teleservices (Maharashtra)Limited	4.03	91	100	100	NA	154	7.06	0.11	0.00	NA	100	100	100	95.9%	97.15%	100.00%	100.00%
11	Orissa	Tata Teleservices Limited	3.80	100	100	100	NA	2	1.78	0.00	NA	NA	NA	NA	NA	100.0%	100.00%	100.00%	100.00%
12	Punjab	Tata Teleservices Limited	0.33	100	100	100	NA	2	2.83	0.00	NA	NA	NA	NA	NA	98.6%	100.00%	100.00%	100.00%
13	Rajasthan	Tata Teleservices Limited	5.03	100	100	100	NA	1	2.69	0.00	NA	NA	NA	NA	NA	100.0%	100.00%	100.00%	100.00%
14	Tamil Nadu	Tata Teleservices Limited	0.47	73	100	100	NA	28	12.41	0.19	NA	NA	NA	NA	NA	95.3%	98.00%	100.00%	100.00%
15	UP East	Tata Teleservices Limited	3.35	99	100	100	NA	1	1.76	0.00	NA	NA	NA	NA	NA	100.00%	100.00%	100.00%	100.00%
16	UP West	Tata Teleservices Limited	6.83	100	100	100	NA	0	1.38	0.00	NA	NA	NA	NA	NA	100.00%	100.00%	100.00%	100.00%
17	West Bengal	Tata Teleservices Limited	1.32	100	100	100	NA	1	2.25	0.00	NA	NA	NA	NA	NA	95.7%	100.00%	100.00%	100.00%

*Note :- Please note that in the above report wherever Numerator and Denominator are 'zero', accordingly, 100% compliance is mentioned.