

Quarterly Performance Monitoring Report (PMR) c

Report for Quarter ending : June'20

Name of the Service Provider : Tata Teleservices Limited

SI No.	Name of Service Area	Name of Service Provider	Faults incidences (No. of faults/100 Subs/month)	Fault Repair			
				% 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
1	2	3	4	5	6	7	8
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%
1	Andhra Pradesh	Tata Teleservices Limited	1.84	82.51	100	NA	NA
2	Bihar	Tata Teleservices Limited	0.14	100.00	100	NA	NA
3	Delhi	Tata Teleservices Limited	0.26	73.21	100	NA	NA
4	Gujarat	Tata Teleservices Limited	0.61	77.72	100	NA	NA
5	Haryana	Tata Teleservices Limited	0.00	NA	NA	NA	NA
6	Karnataka	Tata Teleservices Limited	0.08	73.44	100	NA	NA
7	Kerala	Tata Teleservices Limited	0.04	100.00	100	NA	NA
8	Madhya Pradesh	Tata Teleservices Limited	1.51	100.00	100	NA	NA
9	Mumbai	Tata Teleservices Limited	0.30	53.80	100	NA	NA
10	Maharashtra	Tata Teleservices Limited	0.30	73.24	100	NA	NA
11	Orissa	Tata Teleservices Limited	2.38	95.38	100	NA	NA
12	Punjab	Tata Teleservices Limited	0.24	100.00	100	NA	NA
13	Rajasthan	Tata Teleservices Limited	0.35	100.00	100	NA	NA
14	Tamil Nadu	Tata Teleservices Limited	0.01	50.00	100	NA	NA
15	UP East	Tata Teleservices Limited	1.06	100.00	100	NA	NA
16	UP West	Tata Teleservices Limited	0.30	100.00	100	NA	NA
17	West Bengal	Tata Teleservices Limited	0.13	84.62	100	NA	NA

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

on Quality of Service of Basic Telephone Service (Wireline) for QE- Apr-20-Jun-20

NA

Rent Rebate	Mean Time to Repair (MITTR)	POI	Metering and Billing				Response time to the customer		
		Point of Interconnection (POI) Congestion (No. of Poles not meeting benchmark)	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
9	10	11	12	13	14	15	16	17	18

	≤ 10 hrs	≤ 0.5%	≤ 0.1%	≤ 0.1%	98% within 4 weeks	100% within 6 weeks	1 week of resolution of complaint	≥ 95%	≥ 95%
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15	12.69	0.32	0.00	NA	100	100	100	98.63%	97.59%
0	1.60	0.00	NA	NA	NA	NA	NA	98.82%	98.41%
6	17.27	0.22	NA	NA	NA	NA	NA	98.65%	96.75%
22	13.35	0.00	0.00	NA	100	100	100	98.63%	99.08%
0	NA	0.00	NA	NA	NA	NA	NA	97.83%	100.00%
4	17.42	0.38	NA	NA	NA	NA	NA	98.65%	97.50%
0	7.80	0.00	NA	NA	NA	NA	NA	99.07%	100.00%
0	3.05	0.00	NA	NA	NA	NA	NA	98.48%	100.00%
166	27.90	0.36	0.00	NA	100	100	100	98.64%	98.20%
71	16.42	0.08	NA	NA	NA	NA	NA	98.64%	97.47%
1	3.62	0.00	NA	NA	NA	NA	NA	100.00%	100.00%
0	0.67	0.00	NA	NA	NA	NA	NA	98.45%	99.31%
0	2.36	0.00	NA	NA	NA	NA	NA	98.20%	100.00%
1	32.33	0.02	NA	NA	NA	NA	NA	98.65%	96.90%
0	1.83	0.00	NA	NA	NA	NA	NA	100.00%	100.00%
0	3.59	0.00	NA	NA	NA	NA	NA	100.00%	100.00%
7	12.50	0.00	NA	NA	NA	NA	NA	98.58%	98.73%

