

Quarterly Performance Monitoring Report (PMR) on Quality of Service of Broadband Service for QE Sept'21

Name of the Service Provider : Tata Teleservices (Maharashtra) Limited
Report for quarter ending : Sept'21

S.No	Parameters	Benchmarks	TTML
1	Service Provisioning/ Activation Time		
1.1	No. of connections registered		1665
1.2	%age of connections provided within 15 days of registration of demand	100% within 15 working days	100
1.3	%age of connections provided after 15 days of registration of demand		0
1.4	No. of customers to whom credit is given for delayed connections		0
1.5	Total no. of connections provided during the period		1665
1.6	Total number of working connections at the end of the period		18705
2	Faults Repair / Restoration Time		
2.1	Total No. of Faults registered		10273
2.2	%age of faults repaired by next working day	>90%	81
2.3	%age of faults repaired within 3 working days	=>99%	93
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		57569
3.2	No. of Bills disputed		21
3.3	%age of Bills disputed	<2%	0
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)		8552
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	98
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	99
5	Bandwidth Utilisation/throughput		
5.1	No. of intra network links (POP to ISP Gateway nodes)		106
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)		52
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		120000
5.6	Total International bandwidth during peak hours (TCBH) in Mbps (Enclose MRTG)		84536
5.7	%age International bandwidth utilisation during peak hours (TCBH) (enclose MRTG)		71
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	99
6	Service Availability / Uptime (for all users) in %age	>98% w.e.f. QE Sep. 07	
6.1	Total Operational Hours		6109272
6.2	Total downtime in hours		12912
6.3	Service availability/uptime (for all users) in %age	>98%	100
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	60
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (Terrestrial)	<350 ms	231
8.3	User reference point at ISP Gateway node to international nearest NAP port abroad (satellite)	<800 ms	No Satellite Connectivity in TTML

Note : TTL have common BRAS Infra for all circles.

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S.No	Parameters	Benchmarks	Mumbai	Maharashtra	TTML
1	Service Provisioning/ Activation Time				
1.1	No. of connections registered		1464	201	1665
1.2	%age of connections provided within 15 days of registration of demand	100% within 15 working days	100	100	100
1.3	%age of connections provided after 15 days of registration of demand		0	0	0
1.4	No. of customers to whom credit is given for delayed connections		0	0	0
1.5	Total no. of connections provided during the period		1464	201	1665
1.6	Total number of working connections at the end of the period		12265	6440	18705
2	Faults Repair / Restoration Time				
2.1	Total No. of Faults registered		7192	3081	10273
2.2	%age of faults repaired by next working day	>90%	78	84	81
2.3	%age of faults repaired within 3 working days	=>99%	92	94	93
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
	b. Rent Rebate of 15 days		0	0	0
	c. Rent Rebate of One Month		0	0	0
3	Billing Performance				
3.1	Total No. of Bills issued		37190	20379	57569
3.2	No. of Bills disputed		16	5	21
3.3	%age of Bills disputed	<2%	0	0	0
3.4	%age of Complaints resolved within 4 weeks	100% within 4 weeks	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
4	Response Time to the Customer for assistance				
4.1	Total no. of calls received by operators (Voice to voice)		4490	4062	8552
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	98	98	98
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	99	99	99
5	Bandwidth Utilisation/throughput				
5.1	No. of intra network links (POP to ISP Gateway nodes)		48	58	106
5.2	No. of intra network links having Bandwidth utilisation >90% during peak hours (TCBH)		0	0	0
5.3	No. of Upstream links for International connectivity (ISP Gateway nodes to IGSP/NIXI node/NAP)		26	26	52
5.4	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)		0	0	0
5.5	Total International bandwidth available from ISP Node to IGSP/NIXI/NAP in Mbps		120000	120000	120000
5.6	Total International bandwidth during peak hours (TCBH) in Mbps (Enclose MRTG)		84536	84536	84536
5.7	%age International bandwidth utilisation during peak hours (TCBH) (enclose MRTG)		71	71	71
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	100	97	99
6	Service Availability / Uptime (for all users) in %age	>98% w.e.f. QE Sep. 07			
6.1	Total Operational Hours		2935896	3173376	6109272
6.2	Total downtime in hours		4664	8248	12912
6.3	Service availability/uptime (for all users) in %age	>98%	100	100	100
7	Packet loss (for wired broadband access) in %age	<1%	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	58	62	60
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (Terrestrial)	<350 ms	223	238	231
8.3	User reference point at ISP Gateway node to international nearest NAP port abroad (satellite)	<800 ms	No Satellite Connectivity in TTML	No Satellite Connectivity in TTML	No Satellite Connectivity in TTML