

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

Quarter	September
Year	2021

Name of the Service Provider : Tata Teleservices Limited

S.No	Parameters	Benchmarks	All India
1	Service Provisioning/ Activation Time	100% within 15 working days	
1.1	No. of connections registered		418
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		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		418
1.6	Total number of working connections at the end of the period		6573
2	Faults Repair / Restoration Time		
2.1	Total no. of faults registered		2685
2.2	%age of faults repaired by next working day	>90%	90.00
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		20208
3.2	No. of bills disputed		5
3.3	%age of bills disputed	<2%	0.04
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)		1340
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	99.38
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	99.65
5	Bandwidth utilisation/throughput		
5.1	No. of intra network links (POP to ISP Gateway nodes)		40
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		21080
5.6	Total International bandwidth during peak hours (TCBH) in Mbps (Enclose MRTG)		12261
5.7	%age International bandwidth utilisation during peak hours (TCBH) (enclose MRTG)		59.33
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	98.83
6	Service Availability / Uptime (for all users) in %age	>98% w.e.f. QE Sep. 07	
6.1	Total Operational Hours		2152200
6.2	Total downtime in hours		7603
6.3	Service availability/uptime (for all users) in %age	>98%	99.71
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	41
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (Terrestrial)	<350 ms	165
8.3	User reference point at ISP Gateway node to international nearest NAP port abroad (satellite)	<800 ms	No Satellite Connectivity in TTSI

Note : TTL have common BRAS Infra for all circles.

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

Quarter **September**
 Year **2021**
 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	HARYANA	Himachal Pradesh	Karnataka	Kerala	Madhya Pradesh	Delhi	ORISSA	Punjab	Rajasthan	Tamil Nadu	UTTAR PRADESH EAST	UTTAR PRADESH WEST	WEST BENGAL	Kolkata	All India
1	Service Provisioning/ Activation Time	100% within 15 working days																		
1.1	No. of connections registered		177	0	0	0	0	82	0	0	0	0	0	0	154	0	0	0	5	418
1.2	%age of connections provided within 15 days of registration of demand	100%	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1.3	%age of connections provided after 15 days of registration of demand		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1.4	No. of customers to whom credit is given for delayed connections		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1.5	Total no. of connections provided during the period		177	0	0	0	0	82	0	0	0	0	0	0	154	0	0	0	5	418
1.6	Total number of working connections at the end of the period		3591	77	587	0	0	621	23	2	821	0	16	11	491	0	0	0	333	6573
2	Faults Repair / Restoration Time																			
2.1	Total no. of faults registered		1114	85	216	0	0	397	6	2	394	0	10	1	171	0	0	0	289	2685
2.2	%age of faults repaired by next working day	>90%	79.35	71.76	75.93	100.00	100.00	77.08	100.00	100.00	90.61	100.00	90.00	100.00	52.63	100.00	100.00	100.00	86.51	90.00
2.3	%age of faults repaired within 3 working days	=>99%	91.47	88.24	89.81	100.00	100.00	92.19	100.00	100.00	96.95	100.00	90.00	100.00	73.68	100.00	100.00	100.00	94.46	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	0	0	0	0	0	0
b.	Rent Rebate of 15 days		0	0	0	0	0	0	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	0	0	0	0	0	0
3	Billing Performance																			
3.1	Total no. of bills issued		10872	215	1921	0	0	1901	89	9	2593	0	68	39	1394	0	0	0	1107	20208
3.2	No. of bills disputed		1	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	1	5
3.3	%age of bills disputed	<2%	0.01	0.47	0.00	0.00	0.00	0.05	0.00	0.00	0.04	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.09	0.04
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	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	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)		259	105	165	0	0	246	12	1	250	0	10	3	74	0	0	215	0	1340
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	98.44	100.00	98.17	100.00	100.00	96.72	100.00	100.00	98.40	100.00	100.00	100.00	100.00	100.00	100.00	97.67	100.00	99.38
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	98.83	100.00	99.39	100.00	100.00	97.13	100.00	100.00	99.60	100.00	100.00	100.00	100.00	100.00	100.00	99.07	100.00	99.65
5	Bandwidth utilisation/throughput																			
5.1	No. of intra network links (POP to ISP Gateway nodes)		3	4	3	0	0	4	5	3	3	0	3	3	5	0	0	0	4	40
5.2	No. of inter network links having bandwidth utilisation >90% during peak hours (TCBH)		0	0	0	0	0	0	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	0	0	1	1	1	1	0	1	1	1	0	0	0	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	0	0	0	0	0	0
5.5	Total International bandwidth available from ISP Node to IGSP/NIXI/NAP in Mbps		21080	21080	21080	0	0	21080	21080	21080	21080	0	21080	21080	21080	0	0	0	21080	21080
5.6	Total International bandwidth during peak hours (TCBH) in Mbps (Enclose MRTG)		12261	12261	12261	0	0	12261	12261	12261	12261	0	12261	12261	12261	0	0	0	12261	12261
5.7	%age international bandwidth utilisation during peak hours (TCBH)		59.33	59.33	59.33	0	0	59.33	59.33	59.33	59.33	0	59.33	59.33	59.33	0	0	0	59.33	59.33
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	87.67	93.67	88.53	0.00	0.00	97.00	99.00	104.50	94.33	0.00	95.83	87.62	99.00	0.00	0.00	0.00	140.00	98.83
6	Service Availability / Uptime (for all users) in %age	>98% w.e.f. QE Sep. 07																		
6.1	Total Operational Hours		841272	58944	212712	0	0	461304	59664	22824	86112	0	15456	13248	208296	0	0	0	172368	2152200
6.2	Total downtime in hours		974	323	217	0	0	4182	173	21	160	0	24	0	1062	0	0	0	467	7603
6.3	Service availability/uptime (for all users) in %age	>98%	99.88	99.37	99.90	100	100	99.09	99.71	99.91	99.82	100	99.85	100.00	99.49	100	100	100	99.74	99.71
7	Packet loss (for wired broadband access) in %age	<1%																		
7.1	Packet loss (for wired broadband access) in %age	<1%	0	0	0	0	0	0	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	51	62	46	0	0	94	67	66	60	0	78	75	53	0	0	0	50	41
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (Terrestrial)	<350 ms	280	253	248	0	0	275	268	255	241	0	241	238	262	0	0	0	259	165
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	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.