## 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 locals		
	Complex Description (Astronomy Time	4000/ith:-45	All India		
1	Service Provisioning/ Activation Time	100% within15			
1.1	No. of connections registered	working days	440		
	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	=>3370	93.00		
2.4	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		>80%	99.65		
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		0		
5.5	peak hours (TCBH)				
5.6	Total International bandwidth available from ISP Node to IGSP/NIXI/NAP in Mbps		21080		
	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		
	User reference point at ISP Gateway node to International nearest NAP port abroad	<350 ms	165		
8.2	(Terrestrial)				
8.2	(Terrestrial) User reference point at ISP Gateway node to international nearest NAP port abroad		No Satellit		

Note: TTL have common BRAS Infra for all circles.

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1.1 No. of connection 1.2 %age of connection 1.3 %age of connection 1.4 No. of customers t 1.5 Total no. of conne 1.6 Total number of w  2 Faults Repair / R  2.1 Total no. of faults rep. 2.3 %age of faults rep. 2.3 %age of faults rep. 2.4 No. of customers t charges or equival a. Rent Rebate of c. Rent Rebate of c. Rent Rebate of c. Rent Rebate of sills dispute 3.3 Billing Performar 3.1 Total no. of bills dispute 3.4 %age of complaint 3.5 %age of sales to closures 4 Response Time t 4.1 Total no. of calls res	nections provided within 15 days of registration of exections provided after 15 days of registration of demand exert to whom credit is given for delayed connections connections provided during the period of working connections at the end of the period of working connections at the end of the period of working connections at the end of the period of working connections at the end of the period of working connections at the end of the period of working connections at the end of the period of working the period of the	100% within15 working days 100% 100% >90% =>99% 100% within 4 weeks 100% within 60 days	Andhra Pradesh  177  100  0  0  177  3591  1114  79.35  91.47  0  0  0  10872  1  100  100	85 71.76 88.24 0 0 0 0 0 77 215 0 0 0	0 100 0 0 0 587 216 75.93 89.81 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 100 0 0 100.00 100.00 0 0 0 0 0 0 0 0	Himachal Pradesh	82 100 0 0 82 621 397 77.08 92.19 0 0	0 100 0 0 0 23 6 100.00 100.00 0 0 0 0 0 0 0 0 0 0 0 0 0	Madhya Pradesh  0 100 0 0 2 2 100.00 100.00 0 0 0 0 0 0 0 0 0 0 0	0 100 0 0 821 394 90.61 96.95 0 0 0 0 0	0 100 0 0 100.00 100.00 0 0 0 0 0 0 0 0	0 100 0 0 0 0 16 10 90.00 90.00	0 100 0 0 111 1 1 100.00 100.00 0 0 0 0	154 100 0 0 154 491 171 52.63 73.68	0 100 0 0 0 0 100.00 100.00 0 0 0 0 0 0	0 100 0 0 100.00 100.00 0 0 0 0 0 0 0 0	0 100 0 0 100.00 100.00 0 0 0 0 0 0 0 0	5 100 0 0 5 333 289 86.51 94.46	418 100 0 0 418 6573 2685 90.00 95.00
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2.2 %age of faults rep.     2.3 %age of faults rep.     2.4 No. of customers t charges or equival     a. Rent Rebate of b. Rent Rebate of c. Rent Rebate of c. Rent Rebate of c. Rent Rebate of d. Rent Rebate of c. Rent Rebate of d. Response Time t. 4.1 Total no. of calls relations of calls relations and d. Response Time t. 4.1 Total no. of calls relations of calls relations and d. Response Time t. 4.1 Total no. of calls relations of calls relations and d. Response Time t. 4.1 Total no. of calls relations d. Response Time t. 4.1 T	s repaired by next working days repaired within 3 working days ners to whom rent rebate is given in minimum monthly uulvalent usage allowance for delay in fault repair tate of 7 days tate of 15 days tate of 15 days tet of 10 days t	=>99% =>99% <2% 100% within 4 weeks 100% within 60	79.35 91.47 0 0 0 0 10872 1 0.01 100	71.76 88.24 0 0 0 0 215 1 0.47	75.93 89.81 0 0 0 1921	100.00 100.00 0 0 0 0	0 0 0 0	77.08 92.19 0 0	100.00 100.00 0 0	0 0	90.61 96.95 0	100.00 100.00 0	90.00 90.00 0	0 0	52.63 73.68 0	100.00 100.00 0	100.00 100.00 0	100.00 100.00 0	86.51 94.46 0 0	90.00 95.00 0
2.3 %age of faults rep.     2.4 No. of customers t charges or equival     a. Rent Rebate of     b. Rent Rebate of     c. Rent Rebate of     c. Rent Rebate of     d. Rent R	s repaired within 3 working days  ners to whom rent rebate is given in minimum monthly uivalent usage allowance for delay in fault repair  te of 7 days  te of 15 days  te of 00 me Month  rmance  Ills issued uputed disputed plaints resolved within 4 weeks s to whom refund of deposits is made within 60 days of  time to the Customer for assistance	<2% 100% within 4 weeks 100% within 60	91.47 0 0 0 10872 1 0.01 100	88.24 0 0 0 0 215 1 0.47	89.81 0 0 0 0	0 0 0 0	0 0 0 0	92.19 0 0 0	0 0 0	0 0	96.95 0 0	0 0	90.00 0 0	0 0	73.68 0 0	0 0	0 0	0 0	94.46 0 0	95.00 0 0
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3.5 %age of cases to victosures  4 Response Time t  4.1 Total no. of calls re	is to whom refund of deposits is made within 60 days of time to the Customer for assistance	weeks 100% within 60		100		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
4 Response Time t 4.1 Total no. of calls re	ime to the Customer for assistance		100	1	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
4.1 Total no. of calls re				100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
4.1 Total no. of calls re						<del> </del>														
			259	105	165	0	0	246	12	1	250	0	10	2	74	0	0	215	0	1340
4.2 %age of calls ans						<u> </u>	Ü			-		Ü		,		_	Ů			
	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 answ	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 utilisa	tilisation/throughput																			
	etwork 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 Intra networ	etwork links naving bandwidth utilisation >90% during		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5.3 No. of Upstream lin nodes to IGSP/NIX	am links for International connectivity (ISP Gateway P/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 lii utilisation >90% du	am links for International connectivity having bandwidth 1% during peak hours (TCBH)		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	ional bandwidth available from ISP Node to		21080	21080	21080	0	0	21080	21080	21080	21080	0	21080	21080	21080	0	0	0	21080	21080
	ional bandwidth during peak hours (TCBH) in Mbps		12261	12261	12261	0	0	12261	12261	12261	12261	0	12261	12261	12261	0	0	0	12261	12261
5.7 (Enclose MRTG)	IG) nonarbandwidth dilisation during peak nodis (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
Dreadhand Cana	onnection Speed available (download) from ISP node to					<del></del>											-			
5.8 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 Availabil	lability / Uptime (for all users) in %age	>98% w.e.f. QE Sep. 07																		
6.1 Total Operational I	onal Hours		841272	58944	212712	0	0	461304	59664	22824	86112	0	15456	13248	208296	0	0	0	172368	2152200
6.2 Total downtime in	ne in hours		974	323	217	0	0	4182	173	21	160	0	24	0	1062	0	0	0	467	7603
6.3 Service availability/	bility/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 v	(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
0 11:				<u> </u>		<u> </u>														'
	ncy (for wired broadband access)	400			4.0	-	_	0.4	67	CC			70	75			0	0		
Hear reference no	e point at POP/ISP Gateway node to IGSP/NIXI e point at ISP Gateway node to International nearest	<120 ms	51	62	46	0	0	94	67	66	60	0	78	75	53	0	0	0	50	41
8.2 NAP port abroad (		<350 ms	280	253 No.	248 No.	0	0	275	268	255	241	0	241	238	262	0	0	0	259	165
			No	No	No	No	No	No	No		No	No	No	No				No	No	No
User reference no	e point at ISP Gateway node to international nearest		Satellite	Satellite	Satellite	Satellite	Satellite	Satellite	Satellite	No Satellite	Satellite	Satellite	Satellite	Satellite	No Satellite		No Satellite	Satellite	Satellite	Satellite
8.3 NAP port abroad (	pad (satellite)	<800 ms	Connectivi	Connecti	Connecti	Connectiv	Connectiv	Connectivi	Connectivi	Connectivit	Connectiv	Connectiv	Connectiv	Connectivi	Connectivit	Connectivit	Connectivit	Connectiv	Connectiv	Connectivit
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