

Service area code	Number of Subscribers at the end of reporting period		Service Provisioning			Broadband Service Performance					Fault Repair					Customer Service																			
			Total number of connections provisioned after 7 working days of payment of demand note by the customer	Provision of a service within 7 working days of payment of demand note by the customer	Latency	Packet Drop Rate	Percentile value of measured test samples for which download and upload speed is ≥ offered typical download and upload speed in tariff offerings	Maximum Bandwidth utilization of any Customer serving node to ISP gateway Node (Intra-network) or Internet Exchange Point Link(s)	Jitter	Total no. of faults reported	Incidences (No. of faults per 100 subscribers)	Fault repair by next working day	No. of faults repaired after three working days	Fault repair within three working days	No. of subscribers, to whom rent rebate/ validity extension provided		Number of total billing and charging complaints reported	Billing and charging complaints not found valid	Billing and charging complaints	Number of billing or charging complaints NOT resolved within 4 weeks	Resolution of billing/ charging complaints within four weeks	Application of adjustment to customer's account within one week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable	Total number of call attempts on call centre / customer care	Number of calls connected to call centre / customer care	Accessibility of call centre/ customer care	Number of subscribers requested to connect to the operator	Number of calls answered by the operator within 90 seconds	Percentage of calls answered by the operators (voice to voice) within 90 seconds	Total number of requests received for Termination / Closure of service completed after 7 working days	Number of requests for Termination / Closure of service within seven working days of receipt of customer's request	Termination / closure of service within seven working days of receipt of customer's request	Number of closure of service which require refund	Number of service provisioning request for which deposit taken but service could not be provisioned	Number of deposits not refunded within 45 days	Refund deposits within 45 days of closure of service or non-provisioning of service
	Postpaid	Prepaid													Postpaid	Prepaid																			
Benchmark	-	-	-	-	≥ 98%	≤ 50 msec	≤ 1%	90th percentile	≤ 80%	≤ 40ms	-	≤ 5	≥ 85%	-	≥ 99%	-	-	≤ 0.1%	-	100%	100%	-	-	≥ 95%	-	-	≥ 95%	-	-	100%	-	-	-	-	100%
All India	13,271		356	100.00	6.58	0.17	Sheet 'DU_Speed'	2.58	3.313	8.32	88.69	94	97.16			165	160	0.04		100.00		1,012	1,006	99.41	1,006	992	98.61	761	0	100.00	8	0	0	100.00	
				-			Refer Sheet 'DU_Speed'			-			-					-		-				-		-		-						-	
				-			Refer Sheet 'DU_Speed'			-			-					-		-				-		-		-						-	
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				-			Refer Sheet 'DU_Speed'			-			-					-		-				-		-		-						-	
Details of exclusions, if any (Please mention date and time along with reason, the performance of which is excluded from overall performance)																																			