Performance Monitoring Report for Broadband (Wireline) Service

Name of the Service Provider	Tata Teleservices Ltd		
Category of License or Authorisation	Cat-A		
Report for the Quarter ending	June	Year	2025

Service area code	Number of Subscribers (Postpaid)	Number of Subscribers (Prepaid)	Total number of connections for which demand note paid by the customer	Total number of connections provisioned after 7 working days of payment of demand note	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	Fault 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	Rent rebate Postpaid	Rent rebate Prepaid	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	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	Number of requests for Termination / Closure of service completed after 7 working days	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 of deposits within 45 days of closure of service or non-provisioning of service
Benchmark	-	-	-	-	≥ 98%	≤ 50 msec	≤ 1%	90th percentile	≤ 80%	≤ 40ms	-	≤ 5	≥ 85%	-	≥ 99%	-	-	-	-	≤ 0.1%	-	100%	100%	-	-	≥ 95%	-	-	≥ 95%	-	-	100%	-	-	-	100%
All India	4734		217.00	3.00	98.62	14.71	0.32	Sheet 'DU_	21.23	16.01	1765.00	12.43	95.62	11.00	99.38			109.00	107.00	0.04		100.00		364.00	364.00	100.00	364.00	363.00	99.73	497.00	0.00	100.00	9.00		0.00	100.00
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