

Performance Monitoring Report for Broadband (Wireline) Service

Name of the Service Provider		TTML		
Category of License or Authorisation				
Report for the Quarter ending	December	Year	2024	December

Service area code	Number of Subscribers at the end of reporting period		Service Provisioning			Broadband Service Performance					Fault Repair									
			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 \geq 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	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
	Postpaid	Prepaid														Postpaid	Prepaid			
Benchmark	-	-	-	-	$\geq 98\%$	≤ 50 msec	$\leq 1\%$	90th percentile	$\leq 80\%$	≤ 40 ms	-	≤ 5	$\geq 85\%$	-	$\geq 99\%$			-	-	$\leq 0.1\%$
AP																				
AS																				
BR																				
DL																				
GJ																				
HR																				
HP																				
JK																				
KT																				
KR																				
KOL																				
MP																				
MH	5,192	0	326.00	1.00	99.69	4.35	0.07	Refer Sheet 'DU Speed'	58.80	1.97	1227.00	23.63	91.61	11.00	99.10	0.00	0.00			-
MUM	9,200	0	318.00	0.00	100.00	6.53	0.14	Refer Sheet 'DU Speed'	58.80	2.50	2173.00	23.62	89.32	18.00	99.17	0.00	0.00			-
NE																				
OR																				
PB																				
RJ																				
TN																				
UPE																				
UPW																				
WB																				
Details of exclusions, if any (Please mention date and time along with reason, the performance of which is excluded from overall performance)																				

Note : Performance of the customer-related parameters has been reported with the Access Wireline Report.

1. **Fault Incidences (No. of faults per 100 subscribers)** - The given formula is considering numerator (faults/100 subs) of 3 months whereas the denominator is taken for 1 month only; which ideally should be taken of 3 months of Sub base also.

2. **Broadband Service Performance**- Due to various issues, like customers being unwilling to allow visit to their home for sample collection, visiting such a huge number of customer base is practically difficult apart from this there are cases where customer does not allow to connect engineer laptop with the modem and time required to carry out such sample collection still remains a challenge.

We Request authority to considerate view of the above challenges faced.

[illegible]

Service Area code	Name of Tariff offerings	Number of Active Subscribers as on last day of the reporting period	If tariff offering is a part of Group for testing, then mention Group number (1, 2, 3...) for each such different group	Offered typical download speed (In Mbps)	90th percentile value of download speed measured in test samples (In Mbps)	Offered typical upload speed (In Mbps)	90th percentile value of upload speed measured in test samples (In Mbps)
MUM	DS500Mbps5247@GPNSMEQARPPIn DS500MbpsHARP@8950GPNplan	9200	500-500	400	507.054	400	408.404
	DS300Mbps3837@GPNSMEQARPPIn DS300Mbps@1251GPNSMEPlan DS300MbpsHARP@5950GPNplan DS300Mbps@1500RentPM DS300Mbps3500GB@1599PM Rent DS300MbpsHARP@5950GPNplan		300-300	240	303.22	240	306.138
	DSICS200MbUL@9180_HARP_2MSEPEs DS200MbpsHARP@4250GPNplan DS200Mbps@750RentPM DS200MbpsHARP@4250GPNplan DS200Mbps2985@GPNSMEQARPPIn DS200Mbps5640@GPNSMEHARPPIn DS200Mbps3500GB@ZeroDemoGPNPlan		200-200	160	202.644	160	206.604
	<u>DS150Mbps3500GB@1099PlanGPN</u> <u>DS150Mbps3500GB</u>		150-150	120	150.568	120	152.978
	DS100Mbps@550GPNplan DS100MbpsHARP DS100Mbps@3150HARPRent DS100Mbps2415@GPNSMEQARPPIn DSICS100MbpsUL@1099_1MS1EP1ESPL DS100MbpsHARP@3150GPNplan DS100MbpsHARP DS100Mbps2415@GPNSMEQARPRent		100-100	80	101.3	80	105.43
	MHSYM50MBPSUL 6999 PLAN DS50MbpsUL@2856GPNHARPSMEPln		50-50	40	48.406	40	52.528
	DS40Mbps3500GB@499 PM rent DS40Mbps3500GB@HARP2695Rent		40-10	32	40.67	8	10.783
	DS40Mbps1000GB@899 Comb WIn Pln DS40Mbps Unl @1299Plan DS40Mbps600GB@1599Plan DS40Mbps1000GB@899PM rent		40-5	32	40.585	4	5.163
	DS16Mbps200GB@849Rental DS16Mbps200GB@1099 ComboRental DS16Mbps100GB@699ComboWLNRTnl DS16Mbps500GB@799combo wln Plan DS16Mbps100GB@699ComboWLNRTnl		16-1	12.8	16.3	0.8	1.38
	DS16Mbps3500GB@399Plan		16-5	12.8	16.17	4	4.92
	DS10Mbps100GB@699 ComboRental DS10Mbps200GB@1099 ComboWLNPln		10-1	8	10.148	0.8	0.907658203
	DS8Mbps50GB@395ComboWLNPln		8-1	6.4	8.09	0.8	1.42
	Limitless 5 Mbps UL @ 1499 5Mbps30GB @499 Month Rent alue 599 Plan Rental		5-1	4	5.349	0.8	0.9665
	DS 4Mps75G@699 Rental		4-1	3.2	4.068	0.8	1.2485
	DSL DS322-New Res 1850 Plan Monthly Rental		2-1	1.6	1.53	0.8	0.924

Service Area code	Name of Tariff offerings	Number of Active Subscribers as on last day of the reporting period	If tariff offering is a part of Group for testing, then mention Group number (1, 2, 3...) for each such different group	Offered typical download speed (In Mbps)	90th percentile value of download speed measured in test samples (In Mbps)	Offered typical upload speed (In Mbps)	90th percentile value of upload speed measured in test samples (In Mbps)
MH	DS300Mbps@1050RentPM,DS300Mbps@1251GPNRentPM,DS300Mbps13800@GPNSMEARPRent,DS300Mbps1350@GPNSMERentPM	5192	300-300	240	306.2	240	293.6
	DSICS200MbpsUL@1699_RentPM,DS200Mbps1050@GPNSMERentPM,SICS200MbpsUL@1699_RentPM,SICS200MbpsUL@1699_RentPM		200-200	160	203.2	160	204.2
	DS100Mbps850@GPNSMERentPM		100-100	80	101	80	103
	DS100Mbps@550RentPM		50-50	40	51	40	52.592
	DSICS100MbpsUL@1099_RentPM		40-5	32	40	4	5
	DS50MbpsUL@499_RentPM		16-1	12.8	16	0.8	1
	DS40Mbps300GB@849Rental		10-1	8	10	0.8	0.8964
	DS40Mbps Unt @1299Plan		8-1	6.4	8.09	0.8	0.938689
	DS16Mbps300GBto8M@ZeroRentl						
	DS16Mbps600GB@1099ComboWLNrtnl						
	DS16Mbps3500GB@399 PM rent						
	DS16Mbps50GB@495Rental						
	DS16Mbps200GB@1099 Plan						
	10/1 Mbps						
	DS8Mbps50GB@395Rental						