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

	Numbe Subscriber		,	Service Provision	ning			Broadband Service Performance						Fault Repair					
Service area code	end of reporting		Total number of connections for which		working days of	Latency	Packet	Percentile value of measured test samples for which download and upload speed is ≥ offered typical	Maximum Bandwidth utilization of any Customer	Jitter	Total no. of faults	Fault incidences (No. of faults	Fault repair by next	No. of faults repaired	Fault repair within three	whom re validity (scribers, to nt rebate/ extension rided	Number of total billing and charging	Billing and charging
	Postpaid	Prepaid	demand note paid by the customer	days of payment of demand note	demand note by the customer		Drop Rate	download and upload speed in tariff offerings	serving node to ISP Gateway Node [Intra network]		reported	per 100 subscribers)	working day	after three working days	working days	Postpaid	Prepaid	complaints reported	complaints not found valid
Benchmark	-	-	-	-	≥ 98%	≤ 50 msec	≤ 1 %	90th percentile	≤ 80%	≤ 40ms	-	≤5	≥ 85%	-	≥ 99%			-	-
AP	1,862	0	21.00	0.00	100.00	19.50	0.44	Refer Sheet 'DU_Speed'	27.40	3.54	213.00	11.44	83.57	4.00	98.12	0.00	0.00		
BR	14	0	0.00	0.00	-			Refer Sheet 'DU_Speed'	29.45		28.00	200.00	100.00	0.00	100.00	0.00	0.00		
DL	933	0	218.00	12.0	94.50			Refer Sheet 'DU_Speed'	26.60		317.00	33.98	85.49	9.00	97.16	0.00	0.00		
GJ	891	0	218.00	0.00	100.00			Refer Sheet 'DU_Speed'	29.45		459.00	51.52	86.06	4.00	99.13	0.00	0.00		
HR	•		-	-	-			Refer Sheet 'DU_Speed'				-	-		-				
HP	-		-	-	-			Refer Sheet 'DU_Speed'				-			-				
JK	-	_	-	-	-	0.74	0.000	Refer Sheet 'DU_Speed'	00.00	0.44	070.00	-	70.45	4.00	-	0.00	0.00		
KT	838	0	1.00	0.00	100.00	2.71	0.003	Refer Sheet 'DU_Speed'	28.60	3.44	270.00	32.22	78.15	4.00	98.52	0.00	0.00		
KR KOL	- 01	_	- 0.00	-	-			Refer Sheet 'DU_Speed'	00.45		36.00	-	91.67	0	-	0.00	0.00		
KOL MP	81	0	0.00	0.00	-			Refer Sheet 'DU_Speed' Refer Sheet 'DU_Speed'	29.45		36.00	44.44	91.67	0.00	100.00	0.00	0.00		
MH			-	-	-			Refer Sheet 'DU_Speed'				-	-	U	-				
MUM								Refer Sheet 'DU_Speed'				-							
OR			_	_	_			Refer Sheet 'DU_Speed'				-	_		_				
PB	3	0	0.00	0.00	-			Refer Sheet 'DU Speed'	26.60		0.00	0.00		0.00	-	0.00	0.00		
RJ	1	0	0.00	0.00	-			Refer Sheet 'DU Speed'	29.45		0.00	0.00		0.00	-	0.00	0.00		
TN	954	0	7.00	0.00	100.00			Refer Sheet 'DU Speed'	28.60		137.00	14.36	91.97	1.00	99.27	0.00	0.00		
UPE	-	<u> </u>	-	-	-			Refer Sheet 'DU Speed'	20.00		-	-	-	-	-	0.00	0.00		
UPW	-		-	-	_			Refer Sheet 'DU Speed'			-	-		-	_				
WB	-		-	-	-			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)		ng with which is																	

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.

Customer Service

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	calls answered	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	Number of service provisioing 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
≤ 0.1%	-	100%	100%	-	-	≥ 95%	-	-	≥ 95%	-	-	100%		-		100%
-		-				-			-			-				-
-		-				-			-			-				-
-		-				-			-			-				-
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S No	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)	
1		DSICS500MbpsUL@2999_4MS4EP4ESPL		500-500	400	498.545	400	447.934	
2		DS300Mbps3500GB@1599PlanGPN,DSICS3 00MBPS@1551WP5EP5MSGPNPla,FH300Mb ps@1050GPNplan		300-300	240	300.622	240	279.114	
3	KT	DS200Mbps@750GPNplan,FH200Mbps@750 GPNplan	838	200-200	160	202.89	160	192.777	
4		DS100Mbps@751GPNSMEPlan,DS100Mbps @550GPNplan		100-100	80	101.248	80	101.856	
5		MHSYM50MBPSUL 6999 PLAN,DS50MbpsUL@1497GPNSMEQARPPIn		50-50	40	49.448	40	49.498	
6									
7									
8									
9									
10									
11									
12 13									
14									
15									
16									
17									
18									
19					-				
20									
21									
22									

S No	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)
1	AP	16/1 mbps	1862	NA	12.8	16.12	0.8	1.202
2								
3								
4								
5								
6								
7								
8								
9								
11								
12								
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14								
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17								
18								
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21								
22								