

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

Service area code	Number of Subscribers at the end of reporting period		Service Provisioning			Broadband Service Performance					Fault Repair								
	Postpaid	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]	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
Postpaid																Prepaid			
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	-	-	-	-	-			Refer Sheet 'DU_Speed'				-	-	-	-				
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	-	-	-	-	-			Refer Sheet 'DU_Speed'				-	-	0	-				
KOL	81	0	0.00	0.00	-			Refer Sheet 'DU_Speed'	29.45		36.00	44.44	91.67	0.00	100.00	0.00	0.00		
MP	-	-	-	-	-			Refer Sheet 'DU_Speed'				-	-	0	-				
MH								Refer Sheet 'DU_Speed'				-	-	-	-				
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	-	-	-	-	-			Refer Sheet 'DU_Speed'			-	-	-	-	-				
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)																			

**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]

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	KT	DSICS500MbpsUL@2999_4MS4EP4ESPL	838	500-500	400	498.545	400	447.934
2		DS300Mbps3500GB@1599PlanGPN,DSICS300MBPS@1551WP5EP5MSGPNPla,FH300Mbps@1050GPNplan		300-300	240	300.622	240	279.114
3		DS200Mbps@750GPNplan,FH200Mbps@750GPNplan		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
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1	AP	16/1 mbps	1862	NA	12.8	16.12	0.8	1.202
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