

Name of the Report:		Quarterly Performance Monitoring Report (PMR) on Quality of Service of Broadband Service				
Name of the Service Providers:		Tata Teleservices(Maharashtra) Ltd.				
Name of the Circle/ Licensed Service Area:		Mumbai				
Report for quarter ending:		June	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks	April	May	June	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working days				
1.1	No. of connections registered		179	161	135	475
1.2	%age of connections provided within 15 days of registration of demand	100%	100.00%	100.00%	100.00%	100.00%
1.3	%age of connections provided after 15 days of registration of demand		0.00%	0.00%	0.00%	0.00%
1.4	No. of customers to whom credit is given for delayed connections		0	0	0	0
1.5	Total no. of connections provided during the period		179	161	135	475
1.6	Total no. of working connections at the end of the period		9943	9890	9769	9769
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		551	935	846	2332
2.2	% of faults repaired by next working day	>90%	96.91%	90.27%	92.79%	92.75%
2.3	% of faults repaired within 3 working day	=>99%	99.27%	99.14%	99.05%	99.14%
2.4	No. of customers to whom rent rebate is given in minimum monthly charges or equivalent usage allowance for delay in fault repair		0	0	0	0
a.	Rent Rebate of 7 days		0	0	0	0
b.	Rent Rebate of 15 days		0	0	0	0
c.	Rent Rebate of One Month		0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		9947	9894	9773	29614
3.2	No. of bills disputed		1	0	1	2
3.3	%age of bills disputed	<2%	0.01%	0.00%	0.01%	0.01%
3.4	%age of complaints resolved within 4 weeks	100% within 4 weeks	100.00%	100.00%	100.00%	100.00%
3.5	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days	100.00%	100.00%	100.00%	100.00%
4	Response Time to the Customer for assistance					
4.1	Total no. of calls received by operators (Voice to voice)		494	436	391	1321
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	92.80%	98.39%	95.87%	95.68%
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	95.44%	99.31%	96.64%	97.13%
5	Bandwidth utilisation/throughput					
5.1	No. of intra network links (POP to ISP Gateway nodes)		50	50	50	50
5.2	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)	0	0	0	0	0
5.3	No. of Upstream links for International connectivity (ISP Gateway nodes to IGSP/NIXI node/NAP)		28	28	28	28
5.4	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)	0	0	0	0	0
5.5	Total International bandwidth available from ISP Node to IGSP/NIXI/NAP in Mbps		120000	120000	120000	120000
5.6	Total International bandwidth utilisation during peak hours (TCBH) in Mbps (Enclose MRTG)		86512	86512	86512	86512
5.7	% International bandwidth utilization during peak hours (TCBH) (Enclose MRTG)	<90%	72.09%	72.09%	72.09%	72.09%
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	95.00%	96.00%	95.00%	95.33%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		641520	647280	626400	1915200
6.2	Total downtime in hours		806	1315	288	2409
6.3	Service availability /uptime (for all users) in %age	>98%	99.87%	99.80%	99.95%	99.87%
7	Packet loss (for wired broadband access) in %age	<1%	0.00%	0.00%	0.00%	0.00%
8	Network latency (for wired broadband access)					
8.1	User reference point at POP/ISP Gateway node to IGSP/NIXI (In msec)	<120 ms	31.00	32.00	32.00	31.67
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	68.89	71.11	71.11	70.37
8.3	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite) (In msec)	<800 ms	0.00	0.00	0.00	0.00

Note : TTL have common BRAS Infra for all circles.

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Name of the Circle/ Licensed Service Area:		Maharashtra				
Report for quarter ending:		June	Year (YYYY):		2024	
Sl.No.	Parameters	Benchmarks	April	May	June	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working days				
1.1	No. of connections registered		120	121	125	366
1.2	%age of connections provided within 15 days of registration of demand	100%	100.00%	100.00%	100.00%	100.00%
1.3	%age of connections provided after 15 days of registration of demand		0.00%	0.00%	0.00%	0.00%
1.4	No. of customers to whom credit is given for delayed connections		0	0	0	0
1.5	Total no. of connections provided during the period		120	121	125	366
1.6	Total no. of working connections at the end of the period		5275	5248	5219	5219
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		340	387	376	1103
2.2	% of faults repaired by next working day	>90%	93.24%	94.32%	91.76%	93.11%
2.3	% of faults repaired within 3 working day	=>99%	100.00%	99.22%	99.20%	99.46%
2.4	No. of customers to whom rent rebate is given in minimum monthly charges or equivalent usage allowance for delay in fault repair		0	0	0	0
a.	Rent Rebate of 7 days		0	0	0	0
b.	Rent Rebate of 15 days		0	0	0	0
c.	Rent Rebate of One Month		0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		5274	5247	5218	15739
3.2	No. of bills disputed		1	0	0	1
3.3	%age of bills disputed	<2%	0.02%	0.00%	0.00%	0.01%
3.4	%age of complaints resolved within 4 weeks	100% within 4 weeks	100.00%	100.00%	100.00%	100.00%
3.5	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days	100.00%	100.00%	100.00%	100.00%
4	Response Time to the Customer for assistance					
4.1	Total no. of calls received by operators (Voice to voice)		89	66	101	256
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	97.75%	98.46%	100.00%	98.74%
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	97.75%	98.46%	100.00%	98.74%
5	Bandwidth utilisation/throughput					
5.1	No. of intra network links (POP to ISP Gateway nodes)		58	58	58	58
5.2	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)	0	0	0	0	0
5.3	No. of Upstream links for International connectivity (ISP Gateway nodes to IGSP/NIXI node/NAP)		28	28	28	28
5.4	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)	0	0	0	0	0
5.5	Total International bandwidth available from ISP Node to IGSP/NIXI/NAP in Mbps		120000	120000	120000	120000
5.6	Total International bandwidth utilisation during peak hours (TCBH) in Mbps (Enclose MRTG)		86512	86512	86512	86512
5.7	% International bandwidth utilization during peak hours (TCBH) (Enclose MRTG)	<90%	72.09%	72.09%	72.09%	72.09%
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	98.00%	98.00%	100.00%	98.67%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		460800	472440	457200	1390440
6.2	Total downtime in hours		701	852	864	2417
6.3	Service availability /uptime (for all users) in %age	>98%	99.85%	99.82%	99.81%	99.83%
7	Packet loss (for wired broadband access) in %age	<1%	0.00%	0.00%	0.00%	0.00%
8	Network latency (for wired broadband access)					
8.1	User reference point at POP/ISP Gateway node to IGSP/NIXI (In msec)	<120 ms	41.00	37.00	37.00	38.33
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	91.11	82.22	82.22	85.19
8.3	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite) (In msec)	<800 ms	0	0	0	0

Note : TTL have common BRAS Infra for all circles.