

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:		September	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working days				
1.1	No. of connections registered		141	132	107	380
1.2	%age of connections provided within 15 days of registration of demand	100%	100%	100%	100%	100%
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		141	132	107	380
1.6	Total no. of working connections at the end of the period		9668	9569	9478	9478
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		915	814	697	2426
2.2	% of faults repaired by next working day	>90%	93.22%	94.96%	92.83%	93.69%
2.3	% of faults repaired within 3 working day	=>99%	99.02%	99.02%	99.14%	99.05%
2.4	No. of customers to whom rent rebate is given in minimum monthly charges or equivalent usage allowance for delay in fault repair		7	0	0	7
a.	Rent Rebate of 7 days		4	0	0	4
b.	Rent Rebate of 15 days		2	0	0	2
c.	Rent Rebate of One Month		1	0	0	1
3	Billing Performance					
3.1	Total no. of bills issued		9478	9478	9478	28434
3.2	No. of bills disputed		2	0	0	2
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)		605	444	360	1409
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	95.01%	96.79%	96.91%	96.24%
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	96.17%	98.39%	97.19%	97.25%
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%	72%	72%	72%
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	96.00%	96.00%	96.00%	96.00%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		635376	626448	602640	1864464
6.2	Total downtime in hours		699	714	703	2116
6.3	Service availability /uptime (for all users) in %age	>98%	99.89%	99.89%	99.88%	99.89%
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	32.00	32.00	32.00	32.00
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	71.11	71.11	71.11	71.11
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 Service Providers:		Tata Teleservices(Maharashtra) Ltd.				
Name of the Circle/ Licensed Service Area:		Maharashtra				
Report for quarter ending:		September	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working days				
1.1	No. of connections registered		151	121	119	391
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		151	121	119	391
1.6	Total no. of working connections at the end of the period		5216	5211	5235	5235
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		411	393	382	1186
2.2	% of faults repaired by next working day	>90%	91.48%	93.13%	93.19%	92.58%
2.3	% of faults repaired within 3 working day	=>99%	99.03%	98.98%	99.21%	99.07%
2.4	No. of customers to whom rent rebate is given in minimum monthly charges or equivalent usage allowance for delay in fault repair		1	0	0	1
a.	Rent Rebate of 7 days		1	0	0	1
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		5235	5235	5235	15705
3.2	No. of bills disputed		0	0	2	2
3.3	%age of bills disputed	<2%	0.00%	0.00%	0.04%	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)		7	0	0	7
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	85.71%	100.00%	100.00%	95.24%
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	85.71%	100.00%	100.00%	95.24%
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%	72%	72%	72%
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	99.00%	96.00%	96.00%	97.00%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		444168	443424	429120	1316712
6.2	Total downtime in hours		1501	475	860	2836
6.3	Service availability /uptime (for all users) in %age	>98%	99.66%	99.89%	99.80%	99.78%
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	12	17	23.33
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	91.11	26.67	37.78	51.85
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.