	f the Report:	Quarterly Perform	ance Monitoring R	eport (PMR) on Qu	ality of Service of Bro	adband Service
	f the Service Providers:	Tata Teleservices Limit	ed			
	f the Circle/ Licensed Service Area:	Andhra Pradesh			7	
	or 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	uays	31	18	16	65
	%age of connections provided within 15 days of registration of	1000/				
1.2	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		31	18	16	65
1.6	Total no. of working connections at the end of the period		2424	2356	2095	2095
2	Faults Repair/Restoration Time		2727	2550	2033	2033
2.1	Total no. of faults registered		92	90	127	309
2.2	% of faults repaired by next working day	>90%	92.39%	91.11%	92.13%	91.91%
2.3	% of faults repaired by flext working day % of faults repaired within 3 working day	=>99%	100.00%	98.89%	100.00%	99.68%
	No. of customers to whom rent rebate is given in minimum					
2.4	monthly charges or equivalent usage allowance for delay in fault repair	0	0	0	0	0
a.	Rent Rebate of 7 days	0	0	0	0	0
b.	Rent Rebate of 15 days	0	0	0	0	0
c.	Rent Rebate of One Month	0	0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		2424	2356	2095	6875
3.2	No. of bills disputed		0	0	1	1
3.3	%age of bills disputed	<2%	0.00%	0.00%	0.05%	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)		1	0	4	5
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	100.00%	100.00%	100.00%	100.00%
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	100.00%	100.00%	100.00%	100.00%
5	Bandwidth utilisation/throughput					
5.1	No. of intra network links (POP to ISP Gateway nodes)		3	3	3	3
	No. of Intra network links having Bandwidth utilisation >90% during					
5.2	peak hours (TCBH)	0	0	0	0	0
5.3	No. of Upstream links for International connectivity (ISP Gateway		1	1	1	1
J.J	nodes to IGSP/NIXI node/NAP)		1		_	1
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		21080	21080	21080	21080
	IGSP/NIXI/NAP in Mbps Total International bandwidth utilisation during peak hours (TCBH)					
5.6	in Mbps (Enclose MRTG)		13520	13520	13520	13520
5.7	% International bandwidth utilization during peak hours (TCBH) (Enclose MRTG)	<90%	64.14%	64.14%	64.14%	64.14%
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	92.00%	90.00%	90.00%	90.67%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		157680	162936	157680	478296
6.2	Total downtime in hours		40	43	24	107
6.3	Service availability /uptime (for all users) in %age	>98%	99.97%	99.97%	99.98%	99.98%
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)					
	User reference point at POP/ISP Gateway node to IGSP/NIXI (In	<120 ms	43.00	38.00	45.00	42.00
8 1	1	~12U IIIS	₹3.00	30.00	73.00	+∠.00
8.1	msec) User reference point at ISP Gateway node to International nearest		0000		22.25	
8.1		<350 ms	86.00	76.00	90.00	84.00

Note: TTL have common BRAS Infra for all circles.

Name of	the Report:	Quarterly Perform	nance Monitoring R	Report (PMR) on Qua	lity of Service of Bro	adband Service
Name of	the Service Providers:	Tata Teleservices Limit	ed			
Name of	the Circle/ Licensed Service Area:	Bihar				
Report fo	or 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	uays	0	0	0	0
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		0.00%	0.00%	0.00%	0.00%
1.4	demand No. of customers to whom credit is given for delayed		0	0	0	0
1.5	connections Total no. of connections provided during the period		0	0	0	0
1.6	Total no. of working connections at the end of the period		15	15	14	14
2	Faults Repair/Restoration Time		13	15	17	17
2.1	Total no. of faults registered		8	3	8	19
2.2	% of faults repaired by next working day	>90%	100.00%	100.00%	100.00%	100.00%
2.3	% of faults repaired by hext working day	=>99%	100.00%	100.00%	100.00%	100.00%
	No. of customers to whom rent rebate is given in minimum	-733/0	200.0070	200.0070	200.00/0	200.0070
2.4	monthly charges or equivalent usage allowance for delay in fault	0	0	0	0	0
a.	repair Rent Rebate of 7 days	0	0	0	0	0
а. b.	Rent Rebate of 7 days	0	0	0	0	0
C.	Rent Rebate of One Month	0	0	0	0	0
3	Billing Performance	U	0	0	U	0
3.1	Total no. of bills issued		15	15	14	44
3.2	No. of bills disputed		0	0	0	0
3.3	%age of bills disputed	<2%	0.00%	0.00%	0.00%	0.00%
3.4	%age of complaints resolved within 4 weeks	100% within 4 weeks	100.00%	100.00%	100.00%	100.00%
	%age of cases to whom refund of deposits is made within 60					
3.5	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)		8	2	5	15
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	100.00%	100.00%	100.00%	100.00%
4.3	%age of calls answered by operator (Voice to voice) within 90	>80%	100.00%	100.00%	100.00%	100.00%
5	sec Bandwidth utilisation/throughput					
5.1	No. of intra network links (POP to ISP Gateway nodes)		3	3	3	3
5.2	No. of Intra network links having Bandwidth utilisation >90%	0	0	0	0	0
	during peak hours (TCBH) No. of Upstream links for International connectivity (ISP					
5.3	Gateway nodes to IGSP/NIXI node/NAP)		1	1	1	1
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		21080	21080	21080	21080
5.6	IGSP/NIXI/NAP in Mbps Total International bandwidth utilisation during peak hours		13520	13520	13520	13520
5.7	(TCBH) in Mbps (Enclose MRTG) % International bandwidth utilization during peak hours (TCBH)	×0.00/				
	(Enclose MRTG) Broadband Connection Speed available (download) from ISP	<90%	64.14%	64.14%	64.14%	64.14%
5.8	node to user	>80%	91.00%	94.00%	98.00%	94.33%
6	Service Availability/Uptime (for all users) in %age					
6 6.1	Service Availability/Uptime (for all users) in %age Total operational Hours		720	744	720	2184
6 6.1 6.2	Service Availability/Uptime (for all users) in %age Total operational Hours Total downtime in hours		0	0	0	0
6 6.1 6.2 6.3	Service Availability/Uptime (for all users) in %age Total operational Hours Total downtime in hours Service availability /uptime (for all users) in %age	>98%	0 100.00%	0 100.00%	0 100.00%	0 100.00%
6 6.1 6.2 6.3	Service Availability/Uptime (for all users) in %age Total operational Hours Total downtime in hours Service availability / uptime (for all users) in %age Packet loss (for wired broadband access) in %age	>98%	0	0	0	0
6 6.1 6.2 6.3	Service Availability/Uptime (for all users) in %age Total operational Hours Total downtime in hours Service availability /uptime (for all users) in %age Packet loss (for wired broadband access) in %age Network latency (for wired broadband access)		0 100.00%	0 100.00%	0 100.00%	0 100.00%
6 6.1 6.2 6.3	Service Availability/Uptime (for all users) in %age Total operational Hours Total downtime in hours Service availability /uptime (for all users) in %age Packet loss (for wired broadband access) in %age Network latency (for wired broadband access) User reference point at POP/ISP Gateway node to IGSP/NIXI (In msec)		0 100.00%	0 100.00%	0 100.00%	0 100.00%
6 6.1 6.2 6.3 7 8	Service Availability/Uptime (for all users) in %age Total operational Hours Total downtime in hours Service availability /uptime (for all users) in %age Packet loss (for wired broadband access) in %age Network latency (for wired broadband access) User reference point at POP/ISP Gateway node to IGSP/NIXI (In	<1%	0 100.00% 0.00%	0 100.00% 0.00%	0 100.00% 0.00%	0 100.00% 0.00%

Note : TTL have $\,$ common BRAS Infra for all circles.

Name of	the Report:	Quarterly Performance Monitoring Report (PMR) on Quality of Service of Broadband Service						
	the Service Providers:	Tata Teleservices Limi		<u> </u>	•			
Name of	the Circle/ Licensed Service Area:	Delhi			_			
Report f	or quarter ending:	June	Year (YYYY):	2024				
Sl.No.	Parameters	Benchmarks	April	May	June	Quarter		
1	Service Provisioning/Activation Time	100% in =< 15 working						
1.1	No. of connections registered	days	69	93	55	217		
	%age of connections provided within 15 days of	1000/						
1.2	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		0	0	0	0		
1.4	connections		0	0	0	0		
1.5	Total no. of connections provided during the period		69	93	55	217		
1.6	Total no. of working connections at the end of the		522	598	636	636		
2	period Faults Repair/Restoration Time							
2.1	Total no. of faults registered		93	98	116	307		
2.2	% of faults repaired by next working day	>90%	96.77%	91.84%	84.48%	90.55%		
2.3	% of faults repaired within 3 working day	=>99%	100.00%	97.96%	99.14%	99.02%		
	No. of customers to whom rent rebate is given in							
2.4	minimum monthly charges or equivalent usage	0	0	0	0	0		
a.	allowance for delay in fault repair Rent Rebate of 7 days	0	0	0	0	0		
b.	Rent Rebate of 7 days Rent Rebate of 15 days	0	0	0	0	0		
C.	Rent Rebate of One Month	0	0	0	0	0		
3	Billing Performance	-	-		-	-		
3.1	Total no. of bills issued		522	598	636	1756		
3.2	No. of bills disputed		0	1	1	2		
3.3	%age of bills disputed	<2%	0.00%	0.17%	0.16%	0.11%		
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	100% within 60 days	100.00%	100.00%	100.00%	100.00%		
4	within 60 days of closures Response Time to the Customer for assistance							
	Total no. of calls received by operators (Voice to				_			
4.1	voice)		0	0	0	0		
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	100.00%	100.00%	100.00%	100.00%		
4.3	%age of calls answered by operator (Voice to voice)	>80%	100.00%	100.00%	100.00%	100.00%		
	within 90 sec	>80%	100.00%	100.00%	100.00%	100.00%		
5	Bandwidth utilisation/throughput							
5.1	No. of intra network links (POP to ISP Gateway nodes)		3	3	3	3		
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)		1	1	1	1		
	No. of Upstream links for International connectivity							
5.4	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		21080	21080	21080	21080		
5.6	Total International bandwidth utilisation during peak hours (TCBH) in Mbps (Enclose MRTG)		13520	13520	13520	13520		
5.7	% International bandwidth utilization during peak	<90%	64.14%	64.14%	64.14%	64.14%		
5.7	hours (TCBH) (Enclose MRTG) Broadband Connection Speed available (download)	130/0	V7.17/0	J7.17/0	J7.17/0	07.17/0		
5.8	from ISP node to user	>80%	94.00%	92.00%	89.00%	91.67%		
6	Service Availability/Uptime (for all users) in %age							
6.1	Total operational Hours		10800	11160	10800	32760		
6.2	Total downtime in hours		4	11	10	25		
6.3	Service availability /uptime (for all users) in %age	>98%	99.96%	99.90%	99.91%	99.92%		
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	48.20	42.40	42.00	44.20		
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	107.11	94.22	93.33	98.22		
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		

Name of	me of the Report: Quarterly Performance Monitoring Report (PMR) on Quality of Service of Broadband Service					
Name of	the Service Providers:	Tata Teleservices Limi	ted			
Name of	the Circle/ Licensed Service Area:	Gujarat			•	
Report f	or quarter ending:	June	Year (YYYY):	2024		
SI.No.	Parameters	Benchmarks	April	May	June	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working				
1.1	No. of connections registered	days	85	107	76	268
	%age of connections provided within 15 days of registration					
1.2	of demand %age of connections provided after 15 days of registration of	100%	100%	100%	100%	100%
1.3	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		85	107	76	268
1.6	Total no. of working connections at the end of the period		359	453	510	510
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		43	91	73	207
2.2	% of faults repaired by next working day	>90%	90.70%	93.41%	90.41%	91.79%
2.3	% of faults repaired within 3 working day	=>99%	100.00%	100.00%	100.00%	100.00%
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	0
a.	Rent Rebate of 7 days	0	0	0	0	0
b.	Rent Rebate of 15 days	0	0	0	0	0
c.	Rent Rebate of One Month	0	0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		359	453	510	1322
3.2	No. of bills disputed		0	0	0	0
3.3	%age of bills disputed	<2%	0.00%	0.00%	0.00%	0.00%
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)		20	38	35	93
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	100.00%	100.00%	91.18%	97.06%
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	100.00%	100.00%	91.18%	97.06%
5	Bandwidth utilisation/throughput					
5.1	No. of intra network links (POP to ISP Gateway nodes)		3	3	3	3
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)		1	1	1	1
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		21080	21080	21080	21080
5.6	Total International bandwidth utilisation during peak hours (TCBH) in Mbps (Enclose MRTG)		13520	13520	13520	13520
5.7	% International bandwidth utilization during peak hours (TCBH) (Enclose MRTG)	<90%	64.14%	64.14%	64.14%	64.14%
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	98.60%	99.00%	98.00%	98.53%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		46800	48360	46800	141960
6.2	Total downtime in hours		7	12	14	33
6.3	Service availability /uptime (for all users) in %age	>98%	99.99%	99.98%	99.97%	99.98%
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	34.00	31.30	28.00	31.10
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	71.58	65.89	58.95	65.47
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
	ı					

Name of	the Report:	Quarterly Perforr	nance Monitoring F	Report (PMR) on Qua	lity of Service of Bro	adband Service			
Name of	the Service Providers:	Tata Teleservices Limited							
Name of	the Circle/ Licensed Service Area:	Karnataka			•				
Report f	or 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		3	2	0	5			
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		3	2	0	5			
1.6	Total no. of working connections at the end of the period		1052	1023	981	981			
2	Faults Repair/Restoration Time								
2.1	Total no. of faults registered		70	117	124	311			
2.2	% of faults repaired by next working day	>90%	91.43%	90.60%	90.32%	90.68%			
2.3	% of faults repaired within 3 working day	=>99%	100.00%	100.00%	100.00%	100.00%			
2.4	No. of customers to whom rent rebate is given in minimum monthly charges or equivalent usage	0	0	0	0	0			
	allowance for delay in fault repair	0	0	0	0	0			
а. b.	Rent Rebate of 7 days	0	0	0	0	0			
	Rent Rebate of 15 days	0	0	0	0	0			
C.	Rent Rebate of One Month	U	0	U	U	U			
	Billing Performance		1001	1022	000	2002			
3.1	Total no. of bills issued		1061	1032	990	3083			
3.2	No. of bills disputed	201	0.00%	0.00%	0.10%	0.03%			
	%age of bills disputed	<2%							
3.4	%age of complaints resolved within 4 weeks %age of cases to whom refund of deposits is made	100% within 4 weeks	100.00%	100.00%	100.00%	100.00%			
3.5	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)		13	14	11	38			
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	100.00%	100.00%	90.00%	96.67%			
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	100.00%	100.00%	90.00%	96.67%			
5	Bandwidth utilisation/throughput								
5.1	No. of intra network links (POP to ISP Gateway nodes)		4	4	4	4			
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)		1	1	1	1			
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		21080	21080	21080	21080			
5.6	Total International bandwidth utilisation during peak hours (TCBH) in Mbps (Enclose MRTG)		13520	13520	13520	13520			
5.7	% International bandwidth utilization during peak hours (TCBH) (Enclose MRTG)	<90%	64.14%	64.14%	64.14%	64.14%			
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	97.00%	94.00%	95.00%	95.33%			
6	Service Availability/Uptime (for all users) in %age								
6.1	Total operational Hours		34560	35712	34560	104832			
6.2	Total downtime in hours		29	23	25	77			
6.3	Service availability /uptime (for all users) in %age	>98%	99.92%	99.94%	99.93%	99.93%			
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	97.00	96.00	94.50	95.83			
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	194.00	192.00	189.00	191.67			
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			

Name of	lame of the Report: Quarterly Performance Monitoring Report (PMR) on Quality of Service of Broadband Service						
Name of	the Service Providers:	Tata Teleservices Limit	ted				
	the Circle/ Licensed Service Area:	Kolkata			•		
Report fo	or 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		0	0	1	1	
1.2	%age of connections provided within 15 days of	100%	100%	100%	100%	100%	
	registration of demand %age of connections provided after 15 days of						
1.3	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		0	0	1	1	
1.6	Total no. of working connections at the end of the period		107	106	104	104	
2.1	Faults Repair/Restoration Time		7	6	5	18	
2.1	Total no. of faults registered % of faults repaired by next working day	>90%	100.00%	100.00%	100.00%	100.00%	
2.3	% of faults repaired by flext working day % of faults repaired within 3 working day	=>99%	100.00%	100.00%	100.00%	100.00%	
2.4	No. of customers to whom rent rebate is given in minimum monthly charges or equivalent usage	0	0	0	0	0	
2	allowance for delay in fault repair	0	0	0	0	0	
a. b.	Rent Rebate of 7 days Rent Rebate of 15 days	0	0	0	0	0	
C.	Rent Rebate of One Month	0	0	0	0	0	
3	Billing Performance	-	-	-		-	
3.1	Total no. of bills issued		107	106	104	317	
3.2	No. of bills disputed		0	0	0	0	
3.3	%age of bills disputed	<2%	0.00%	0.00%	0.00%	0.00%	
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) %age of calls answered by operator (Voice to voice)		1	1	9	11	
4.2	within 60 sec %age of calls answered by operator (Voice to voice)	>60%	100.00%	100.00%	88.89%	96.30%	
4.3 5	within 90 sec Bandwidth utilisation/throughput	>80%	100.00%	100.00%	88.89%	96.30%	
			_	_	_	-	
	No. of Intra network links (POP to ISP Gateway nodes) No. of Intra network links having Bandwidth utilisation		3	3	3	3	
5.2	>90% during peak hours (TCBH) No. of Upstream links for International connectivity (ISP	0	0	0	0	0	
5.3	Gateway nodes to IGSP/NIXI node/NAP) No. of Upstream links for International connectivity		1	1	1	1	
5.4	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		21080	21080	21080	21080	
5.6	Total International bandwidth utilisation during peak hours (TCBH) in Mbps (Enclose MRTG)		13520	13520	13520	13520	
5.7	% International bandwidth utilization during peak hours (TCBH) (Enclose MRTG) Broadband Connection Speed available (download) from	<90%	64.14%	64.14%	64.14%	64.14%	
5.8	ISP node to user	>80%	86.67%	85.00%	87.92%	86.53%	
6 6.1	Service Availability/Uptime (for all users) in %age Total operational Hours		28800	29760	28800	87360	
6.2	Total downtime in hours		28800	0	12	12	
6.3	Service availability /uptime (for all users) in %age	>98%	100.00%	100.00%	99.96%	99.99%	
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	33.33	34.66	71.00	46.33	
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	74.07	77.02	157.78	102.96	
	User reference point at ISP Gateway node to						

Name	of the Report:	Quarterly Performance	Monitoring Rep	ort (PMR) on Qual	lity of Service of Broa	dband Service
	of the Service Providers:	Tata Teleservices Limited		ore (i iviii) on Quai	inty of service of Broa	iabana service
	of the Circle/ Licensed Service Area:	Punjab	1			
	t for quarter ending:	June	Year (YYYY):	2024	1	
	Parameters	Benchmarks	April	May	June	Quarter
			April	iviay	Julie	Quarter
	Service Provisioning/Activation Time	100% in =< 15 working days				
1.1	No. of connections registered		0	0	0	0
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		0	0	0	0
1.6	Total no. of working connections at the end of the period		4	4	3	3
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		0	0	0	0
2.2	% of faults repaired by next working day	>90%	100.00%	100.00%	100.00%	100.00%
2.3	% of faults repaired within 3 working day	=>99%	100.00%	100.00%	100.00%	100.00%
	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	0
а.	Rent Rebate of 7 days	0	0	0	0	0
b.	Rent Rebate of 7 days	0	0	0	0	0
C.	Rent Rebate of One Month	0	0	0	0	0
3	Billing Performance		, ,	<u> </u>	U	
			4	4	2	11
3.1	Total no. of bills issued		4	4	3	11
3.2	No. of bills disputed		0	0	0	0
3.3	%age of bills disputed	<2%	0.00%	0.00%	0.00%	0.00%
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)		0	0	0	0
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	100.00%	100.00%	100.00%	100.00%
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	100.00%	100.00%	100.00%	100.00%
5	Bandwidth utilisation/throughput					
5.1	No. of intra network links (POP to ISP Gateway nodes)		3	3	3	3
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)		1	1	1	1
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		21080	21080	21080	21080
5.6	Total International bandwidth utilisation during peak hours (TCBH) in Mbps (Enclose MRTG)		13520	13520	13520	13520
5.7	% International bandwidth utilization during peak hours (TCBH) (Enclose MRTG)	<90%	64.14%	64.14%	64.14%	64.14%
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	100.00%	100.00%	93.80%	97.93%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		1440	1488	1440	4368
6.2	Total downtime in hours		0	2	0	2
6.3	Service availability /uptime (for all users) in %age	>98%	100.00%	99.87%	100.00%	99.95%
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	40.00	40.00	66.00	48.67
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	88.89	88.89	146.67	108.15
8.3	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite) (In msec)	<800 ms	0	0	0	0

	the Report:	•		eport (PMR) on Qua	lity of Service of Bro	adband Service
	the Service Providers:	Tata Teleservices Limit	ed			
	the Circle/ Licensed Service Area: or quarter ending:	Rajasthan June	Year (YYYY):	2024	1	
Sl.No.	Parameters	Benchmarks	April	May	June	Quarter
		100% in =< 15 working	Aprii	iviay	June	Quarter
1	Service Provisioning/Activation Time	days				
1.1	No. of connections registered		0	0	0	0
1.2	%age of connections provided within 15 days of	100%	100.00%	100.00%	100.00%	100.00%
	registration of demand %age of connections provided after 15 days of registration					
1.3	of demand		0.00%	0.00%	0.00%	0.00%
1.4	No. of customers to whom credit is given for delayed		0	0	0	0
	connections				_	-
1.5	Total no. of connections provided during the period		0	0	0	0
1.6	Total no. of working connections at the end of the period		1	1	1	1
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		0	0	0	0
2.2	% of faults repaired by next working day	>90%	100.00%	100.00%	100.00%	100.00%
2.3	% of faults repaired within 3 working day	=>99%	100.00%	100.00%	100.00%	100.00%
	No. of customers to whom rent rebate is given in	_	_	_	_	
2.4	minimum monthly charges or equivalent usage allowance for delay in fault repair	0	0	0	0	0
a.	Rent Rebate of 7 days	0	0	0	0	0
b.	Rent Rebate of 15 days	0	0	0	0	0
C.	Rent Rebate of One Month	0	0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		1	1	1	3
3.2	No. of bills disputed		0	0	0	0
3.3	%age of bills disputed	<2%	0.00%	0.00%	0.00%	0.00%
3.4	%age of complaints resolved within 4 weeks	100% within 4 weeks	100.00%	100.00%	100.00%	100.00%
3.4	9 1	100% Within 4 Weeks	100.0070	100.0070	100.0070	100.0070
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)		0	0	0	0
4.1	, , , , , , , , , , , , , , , , , , , ,		U		U	U
4.2	%age of calls answered by operator (Voice to voice) within	>60%	100.00%	100.00%	100.00%	100.00%
	60 sec %age of calls answered by operator (Voice to voice) within					
4.3	90 sec	>80%	100.00%	100.00%	100.00%	100.00%
5	Bandwidth utilisation/throughput					
5.1	No. of intra network links (POP to ISP Gateway nodes)		3	3	3	3
	No. of Intra network links having Bandwidth utilisation					
5.2	>90% during peak hours (TCBH)	0	0	0	0	0
5.3	No. of Upstream links for International connectivity (ISP		1	1	1	1
5.5	Gateway nodes to IGSP/NIXI node/NAP)		1		1	1
г 4	No. of Upstream links for International connectivity having	0	0	0	0	0
5.4	bandwidth utilisation >90% during peak hours (TCBH)	U	0	0	0	U
	Total International bandwidth available from ISP Node to		24.000	24.000	24000	24,000
5.5	IGSP/NIXI/NAP in Mbps		21080	21080	21080	21080
5.6	Total International bandwidth utilisation during peak		13520	13520	13520	13520
	hours (TCBH) in Mbps (Enclose MRTG) % International bandwidth utilization during peak hours					
5.7	(TCBH) (Enclose MRTG)	<90%	64.14%	64.14%	64.14%	64.14%
5.8	Broadband Connection Speed available (download) from	>80%	96.31%	93.44%	94.31%	94.69%
	ISP node to user	70070	30.3170	33.4470	54.5170	34.0370
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		1440	1488	1440	4368
6.2	Total downtime in hours	- 000/	2	2	10	14
C 3	Service availability /uptime (for all users) in %age	>98%	99.86%	99.87%	99.31%	99.68%
6.3	Dealers land (fam. wheel have alleged as 10 or	<1%	0.00%	0.00%	0.00%	0.00%
7	Packet loss (for wired broadband access) in %age					
	Network latency (for wired broadband access)					
7	Network latency (for wired broadband access) User reference point at POP/ISP Gateway node to	<120 ms	69.00	71.00	69.00	69.67
7 8	Network latency (for wired broadband access) User reference point at POP/ISP Gateway node to IGSP/NIXI (In msec)	<120 ms	69.00	71.00	69.00	69.67
7 8	Network latency (for wired broadband access) User reference point at POP/ISP Gateway node to IGSP/NIXI (In msec) User reference point at ISP Gateway node to International	<120 ms	69.00 115.00	71.00 118.33	69.00 115.00	69.67 116.11
7 8 8.1	Network latency (for wired broadband access) User reference point at POP/ISP Gateway node to IGSP/NIXI (In msec)					

Name of	Name of the Report: Quarterly Performance Monitoring Report (PMR) on Quality of Service of Broadband Service					adband Service
	the Service Providers:	Tata Teleservices Limi	ted			
	the Circle/ Licensed Service Area:	Tamilnadu			•	
Report fo	or quarter ending:	June	Year (YYYY):	2024		
SI.No.	Parameters	Benchmarks	April	May	June	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working days				
1.1	No. of connections registered	uays	5	4	2	11
1.2	%age of connections provided within 15 days of	100%	100%	100%	100%	100%
1.2	registration of demand	100/0	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		0	0	0	0
	connections					
1.5	Total no. of connections provided during the period		5	4	2	11
1.6	Total no. of working connections at the end of the period		1297	1254	1187	1187
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		92	86	61	239
2.2	% of faults repaired by next working day	>90%	91.30%	100.00%	90.16%	94.14%
2.3	% of faults repaired within 3 working day	=>99%	100.00%	100.00%	100.00%	100.00%
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	0
a.	Rent Rebate of 7 days	0	0	0	0	0
b.	Rent Rebate of 15 days	0	0	0	0	0
C.	Rent Rebate of One Month	0	0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		1297	1254	1187	3738
3.2	No. of bills disputed	201	0	0	0	0
3.3	%age of bills disputed	<2%	0.00%	0.00%	0.00%	0.00%
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)		17	12	3	32
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	94.12%	100.00%	100.00%	98.04%
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	94.12%	100.00%	100.00%	98.04%
5	Bandwidth utilisation/throughput					
5.1	No. of intra network links (POP to ISP Gateway nodes)		5	5	5	5
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)		1	1	1	1
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		21080	21080	21080	21080
5.6	Total International bandwidth utilisation during peak hours (TCBH) in Mbps (Enclose MRTG)		13520	13520	13520	13520
5.7	% International bandwidth utilization during peak hours (TCBH) (Enclose MRTG)	<90%	64.14%	64.14%	64.14%	64.14%
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	92.00%	93.00%	93.50%	92.83%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		30960	31992	30960	93912
6.2	Total downtime in hours		26	107	69	202
6.3	Service availability /uptime (for all users) in %age	>98%	99.92%	99.67%	99.78%	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	24.00	40.00	16.00	26.67
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	53.33	88.89	35.56	59.26
8.3	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite) (In msec)	<800 ms	0	0	0	0

Name of	the Report:	Quarterly Perform	nance Monitoring R	eport (PMR) on Qua	lity of Service of Bro	adband Service
Name of	the Service Providers:	Tata Teleservices Limit	ted			
	the Circle/ Licensed Service Area:	Kerala			İ	
	or quarter ending:	June 	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks 100% in =< 15 working	April	May	June	Quarter
1	Service Provisioning/Activation Time	days				
1.1	No. of connections registered		0	0	0	0
1.2	%age of connections provided within 15 days of	100%	100.00%	100.00%	100.00%	100.00%
	registration of demand %age of connections provided after 15 days of				/	
1.3	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		0	0	0	0
1.6	Total no. of working connections at the end of the period		0	0	0	0
2	Faults Repair/Restoration Time		-	-	_	_
2.1	Total no. of faults registered	. 000/	0	0	0	0
2.2	% of faults repaired by next working day	>90%	100.00%	100.00%	100.00%	100.00%
2.3	% of faults repaired within 3 working day No. of customers to whom rent rebate is given in	=>99%	100.00%	100.00%	100.00%	100.00%
2.4	minimum monthly charges or equivalent usage allowance for delay in fault repair	0	0	0	0	0
a.	Rent Rebate of 7 days	0	0	0	0	0
b.	Rent Rebate of 15 days	0	0	0	0	0
c.	Rent Rebate of One Month	0	0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		0	0	0	0
3.2	No. of bills disputed		0	0	0	0
3.3	%age of bills disputed	<2%	0.00%	0.00%	0.00%	0.00%
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			0	0	0	0
	Total no. of calls received by operators (Voice to voice) %age of calls answered by operator (Voice to voice)	> CON/	-		-	-
4.2	within 60 sec %age of calls answered by operator (Voice to voice)	>60%	100.00%	100.00%	100.00%	100.00%
4.3 5	within 90 sec Bandwidth utilisation/throughput	>80%	100.00%	100.00%	100.00%	100.00%
	, 51		0	0		2
5.1	No. of intra network links (POP to ISP Gateway nodes) No. of Intra network links having Bandwidth utilisation		0	0	0	0
5.2	>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)		0	0	0	0
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		0	0	0	0
5.6	Total International bandwidth utilisation during peak hours (TCBH) in Mbps (Enclose MRTG)		0	0	0	0
5.7	% International bandwidth utilization during peak hours (TCBH) (Enclose MRTG)	<90%	0.00%	0.00%	0.00%	0.00%
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	100.00%	100.00%	100.00%	100.00%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		0	0	0	0
6.2	Total downtime in hours		0	0	0	0
6.3	Service availability /uptime (for all users) in %age	>98%	100.00%	100.00%	100.00%	100.00%
7	Packet loss (for wired broadband access) in %age	<1%	0.00%	0.00%	0.00%	0.00%
8.1	Network latency (for wired broadband access) User reference point at POP/ISP Gateway node to	<120 ms	0.00	0.00	0.00	0.00
8.2	IGSP/NIXI (In msec) User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In	<350 ms	0.00	0.00	0.00	0.00
	msec) User reference point at ISP Gateway node to					
8.3	International nearest NAP port abroad (satellite) (In msec)	<800 ms	0.00	0.00	0.00	0.00

Name of	the Report:	Quarterly Perform	nance Monitoring F	Report (PMR) on Qua	lity of Service of Bro	adband Service
Name of	the Service Providers:	Tata Teleservices Limit	ted			
	the Circle/ Licensed Service Area:	Haryana				
Report fo	or 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	uays	0	0	0	0
1.2	%age of connections provided within 15 days of registration	100%	100%	100%	100%	100%
1.2	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		0	0	0	0
	connections					_
1.5	Total no. of connections provided during the period		0	0	0	0
1.6	Total no. of working connections at the end of the period		0	0	0	0
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		0	0	0	0
2.2	% of faults repaired by next working day	>90%	100%	100%	100%	100%
2.3	% of faults repaired within 3 working day	=>99%	100%	100%	100%	100%
2.4	No. of customers to whom rent rebate is given in minimum	0	0	0	0	0
2.4	monthly charges or equivalent usage allowance for delay in fault repair	U	U	U	U	0
a.	Rent Rebate of 7 days	0	0	0	0	0
b.	Rent Rebate of 15 days	0	0	0	0	0
c.	Rent Rebate of One Month	0	0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		0	0	0	0
3.2	No. of bills disputed		0	0	0	0
3.3	%age of bills disputed	<2%	0.00%	0.00%	0.00%	0.00%
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)		0	0	0	0
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	100.00%	100.00%	100.00%	100.00%
4.3	Sage of calls answered by operator (Voice to voice) within 90 sec	>80%	100.00%	100.00%	100.00%	100.00%
5	Bandwidth utilisation/throughput					
5.1	No. of intra network links (POP to ISP Gateway nodes)		0	0	0	0
5.2	No. of Intra network links having Bandwidth utilisation >90%	0	0	0	0	0
	during peak hours (TCBH) No. of Upstream links for International connectivity (ISP	-	<u> </u>		-	
5.3	Gateway nodes to IGSP/NIXI node/NAP)		0	0	0	0
	No. of Upstream links for International connectivity having					
5.4	bandwidth utilisation >90% during peak hours (TCBH)	0	0	0	0	0
	Total International bandwidth available from ISP Node to		0	2		
5.5	IGSP/NIXI/NAP in Mbps		0	0	0	0
5.6	Total International bandwidth utilisation during peak hours (TCBH) in Mbps (Enclose MRTG)		0	0	0	0
5.7	(TCBH) (Enclose MRTG) (TCBH) (Enclose MRTG)	<90%	0%	0%	0%	0%
5.8	Broadband Connection Speed available (download) from ISP	>80%	100.00%	100.00%	100.00%	100.00%
	node to user	, 55%	230.0070	200.0070	200.0070	200.0070
6.1	Service Availability/Uptime (for all users) in %age Total operational Hours		0	0	0	0
6.2	Total downtime in hours		0	0	0	0
6.3	Service availability /uptime (for all users) in %age	>98%	100.00%	100.00%	100.00%	100.00%
	Packet loss (for wired broadband access) in %age	<1%	0%	0%	0%	0%
8	Network latency (for wired broadband access)					
8.1	User reference point at POP/ISP Gateway node to IGSP/NIXI (In msec)	<120 ms	0	0	0	0
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	0	0	0	0

Name of	the Report:	Quarterly Perform	nance Monitoring F	Report (PMR) on Qua	lity of Service of Bro	adband Service
Name of	the Service Providers:	Tata Teleservices Limi	ted			
Name of	the Circle/ Licensed Service Area:	Himachal Pradesh			•	
Report fo	or 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	uays	0	0	0	0
1.2	%age of connections provided within 15 days of	100%	100%	100%	100%	100%
	registration of demand %age of connections provided after 15 days of registration					
1.3	of demand		0.00%	0.00%	0.00%	0.00%
1.4	No. of customers to whom credit is given for delayed		0	0	0	0
1.5	connections Total no. of connections provided during the period		0	0	0	0
1.6	Total no. of working connections at the end of the period		0	0	0	0
	-			Ü	Ů	0
2 2.1	Faults Repair/Restoration Time Total no. of faults registered		0	0	0	0
2.2	% of faults registered % of faults repaired by next working day	>90%	100%	100%	100%	100%
2.3	% of faults repaired by flext working day	=>99%	100%	100%	100%	100%
2.3	No. of customers to whom rent rebate is given in minimum	->99%	100%	100%	100%	100%
2.4	monthly charges or equivalent usage allowance for delay in	0	0	0	0	0
	fault repair					
a.	Rent Rebate of 7 days	0	0	0	0	0
b.	Rent Rebate of 15 days	0	0	0	0	0
c.	Rent Rebate of One Month	0	0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		0	0	0	0
3.2	No. of bills disputed		0	0	0	0
3.3	%age of bills disputed	<2%	0.00%	0.00%	0.00%	0.00%
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	100% within 60 days	100.00%	100.00%	100.00%	100.00%
3.3	60 days of closures	100% Within 60 days	100.0070	100.00%	100.0070	100.00%
4	Response Time to the Customer for assistance					
4.1	Total no. of calls received by operators (Voice to voice)		0	0	0	0
4.2	%age of calls answered by operator (Voice to voice) within	>60%	100.00%	100.00%	100.00%	100.00%
4.2	60 sec	20070	100.0070	100.0070	100.0070	100.00%
4.3	%age of calls answered by operator (Voice to voice) within	>80%	100.00%	100.00%	100.00%	100.00%
5	90 sec Bandwidth utilisation/throughput					
_						
5.1	No. of intra network links (POP to ISP Gateway nodes)		0	0	0	0
5.2	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)	0	0	0	0	0
F 2	No. of Upstream links for International connectivity (ISP		0	0	0	0
5.3	Gateway nodes to IGSP/NIXI node/NAP)		U	U	U	U
5.4	No. of Upstream links for International connectivity having	0	0	0	0	0
J. 4	bandwidth utilisation >90% during peak hours (TCBH)	U	U		U	
5.5	Total International bandwidth available from ISP Node to		0	0	0	0
	IGSP/NIXI/NAP in Mbps Total International bandwidth utilisation during peak hours			ļ ,	Ŭ	
5.6	(TCBH) in Mbps (Enclose MRTG)		0	0	0	0
5.7	% International bandwidth utilization during peak hours	<90%	0%	0%	0%	0%
3.7	(TCBH) (Enclose MRTG)	\JU/0	U/0	0/0	U/0	U/0
5.8	Broadband Connection Speed available (download) from	>80%	100.00%	100.00%	100.00%	100.00%
6	ISP node to user Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		0	0	0	0
6.2	Total downtime in hours		0	0	0	0
6.3	Service availability /uptime (for all users) in %age	>98%	100.00%	100.00%	100.00%	100.00%
7	Packet loss (for wired broadband access) in %age	<1%	0%	0%	0%	0%
8	Network latency (for wired broadband access)		2,0	3,0	270	2,0
	User reference point at POP/ISP Gateway node to		-	_	-	_
8.1	IGSP/NIXI (In msec)	<120 ms	0	0	0	0
	User reference point at ISP Gateway node to International		_	_	_	_
8.2	nearest NAP port abroad (terrestrial) (In msec)	<350 ms	0	0	0	0
8.3	User reference point at ISP Gateway node to International	<800 ms	0	0	0	0
	nearest NAP port abroad (satellite) (In msec)					

Name of	the Report:	Quarterly Perform	nance Monitoring R	Report (PMR) on Qua	lity of Service of Bro	adband Service
Name of	the Service Providers:	Tata Teleservices Limit		•	•	
Name of	the Circle/ Licensed Service Area:	Madhya Pradesh				
Report fo	or 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		0	0	0	0
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		0	0	0	0
1.6	Total no. of working connections at the end of the period		0	0	0	0
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		0	0	0	0
2.2	% of faults repaired by next working day	>90%	100%	100%	100%	100%
2.3	% of faults repaired within 3 working day	=>99%	100%	100%	100%	100%
2.4	No. of customers to whom rent rebate is given in minimum monthly charges or equivalent usage allowance for delay in	0	0	0	0	0
	fault repair					
	Rent Rebate of 7 days	0	0	0	0	0
	Rent Rebate of 15 days	0	0	0	0	0
	Rent Rebate of One Month	0	0	0	0	0
	Billing Performance					
3.1	Total no. of bills issued		0	0	0	0
3.2	No. of bills disputed	201	0	0	0	0
3.3	%age of bills disputed	<2%	0.00%	0.00%	0.00%	0.00%
3.4	%age of complaints resolved within 4 weeks %age of cases to whom refund of deposits is made within 60	100% within 4 weeks	100.00%	100.00%	100.00%	100.00%
3.5	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)		0	0	0	0
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	100.00%	100.00%	100.00%	100.00%
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	100.00%	100.00%	100.00%	100.00%
	Bandwidth utilisation/throughput					
	No. of intra network links (POP to ISP Gateway nodes)		0	0	0	0
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)		0	0	0	0
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		21080	21080	21080	21080
5.6	Total International bandwidth utilisation during peak hours (TCBH) in Mbps (Enclose MRTG)		13520	13520	13520	13520
5.7	% International bandwidth utilization during peak hours (TCBH) (Enclose MRTG)	<90%	64.14%	64.14%	64.14%	64.14%
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	100.00%	100.00%	100.00%	100.00%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		0	0	0	0
6.2	Total downtime in hours		0	0	0	0
6.3	Service availability /uptime (for all users) in %age	>98%	100.00%	100.00%	100.00%	100.00%
7	Packet loss (for wired broadband access) in %age	<1%	0%	0%	0%	0%
8	Network latency (for wired broadband access)					
8.1	User reference point at POP/ISP Gateway node to IGSP/NIXI (In msec)	<120 ms	0	0	0	0
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	0	0	0	0
8.3	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite) (In msec)	<800 ms	0	0	0	0

	f the Report:	•		Report (PMR) on Qua	lity of Service of Bro	adband Service
	f the Service Providers:	Tata Teleservices Limit	ted			
	f the Circle/ Licensed Service Area:	Odisha	v (1000)	2024	7	
	or quarter ending:	June	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks 100% in =< 15 working	April	May	June	Quarter
1	Service Provisioning/Activation Time	days				
1.1	No. of connections registered	uuys	0	0	0	0
1.2	%age of connections provided within 15 days of	100%	100%	100%	100%	100%
1.2	registration of demand	100%	100%	100%	100%	100%
1.3	%age of connections provided after 15 days of registration		0.00%	0.00%	0.00%	0.00%
	of demand No. of customers to whom credit is given for delayed					
1.4	connections		0	0	0	0
1.5	Total no. of connections provided during the period		0	0	0	0
1.6	Total no. of working connections at the end of the period		0	0	0	0
1.0	Total no. of working connections at the end of the period		<u> </u>	U	0	U
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		0	0	0	0
2.2	% of faults repaired by next working day	>90%	100%	100%	100%	100%
2.3	% of faults repaired within 3 working day	=>99%	100%	100%	100%	100%
2.4	No. of customers to whom rent rebate is given in	0	0	0	_	0
2.4	minimum monthly charges or equivalent usage allowance for delay in fault repair	U	U	U	0	
a.	Rent Rebate of 7 days	0	0	0	0	0
b.	Rent Rebate of 15 days	0	0	0	0	0
C.	Rent Rebate of One Month	0	0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		0	0	0	0
3.2	No. of bills disputed		0	0	0	0
3.3	%age of bills disputed	<2%	0.00%	0.00%	0.00%	0.00%
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	4000/thi:	100.000/	100.000/	100.00%	100.000/
3.5	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)		0	0	0	0
	%age of calls answered by operator (Voice to voice) within					
4.2	60 sec	>60%	100.00%	100.00%	100.00%	100.00%
4.3	%age of calls answered by operator (Voice to voice) within	>80%	100.00%	100.00%	100.00%	100.00%
4.5	90 sec	>00%	100.00%	100.00%	100.00%	100.00%
5	Bandwidth utilisation/throughput					
5.1	No. of intra network links (POP to ISP Gateway nodes)		0	0	0	0
	No. of Intra network links having Bandwidth utilisation					
5.2	>90% during peak hours (TCBH)	0	0	0	0	0
E 2	No. of Upstream links for International connectivity (ISP		0	0	0	0
5.3	Gateway nodes to IGSP/NIXI node/NAP)		U	U	U	U
- A	No. of Upstream links for International connectivity having		•	_	_	
5.4	bandwidth utilisation >90% during peak hours (TCBH)	0	0	0	0	0
	Total International bandwidth available from ISP Node to		•	_	•	_
5.5	IGSP/NIXI/NAP in Mbps		0	0	0	0
5.6	Total International bandwidth utilisation during peak		0	0	0	0
	hours (TCBH) in Mbps (Enclose MRTG)					
5.7	% International bandwidth utilization during peak hours (TCBH) (Enclose MRTG)	<90%	0%	0%	0%	0%
F 0	Broadband Connection Speed available (download) from	2007	100.0001	100.0001	100.0001	400 000/
5.8	ISP node to user	>80%	100.00%	100.00%	100.00%	100.00%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		0	0	0	0
6.2	Total downtime in hours		0	0	0	0
6.3	Service availability /uptime (for all users) in %age	>98%	100.00%	100.00%	100.00%	100.00%
7	Packet loss (for wired broadband access) in %age	<1%	0%	0%	0%	0%
8	Network latency (for wired broadband access)					
8.1	User reference point at POP/ISP Gateway node to	<120 ms	0	0	0	0
	IGSP/NIXI (In msec)		-	_	-	
8.2	User reference point at ISP Gateway node to International	<350 ms	0	0	0	0
0.2	nearest NAP port abroad (terrestrial) (In msec)	330 1113	J		· ·	
	User reference point at ISP Gateway node to International					
8.3	nearest NAP port abroad (satellite) (In msec)	<800 ms	0	0	0	0
	port abroad (satellite) (ill libet)					

Name of	the Report:	Quarterly Perform	nance Monitoring F	Report (PMR) on Qua	lity of Service of Bro	adband Service
Name of	the Service Providers:	Tata Teleservices Limit	ted			
Name of	the Circle/ Licensed Service Area:	Uttar Pradesh (East)				
Report fo	or 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	adys	0	0	0	0
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		0	0	0	0
1.6	Total no. of working connections at the end of the period		0	0	0	0
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		0	0	0	0
2.2	% of faults repaired by next working day	>90%	100%	100%	100%	100%
2.3	% of faults repaired within 3 working day	=>99%	100%	100%	100%	100%
	No. of customers to whom rent rebate is given in minimum					
2.4	monthly charges or equivalent usage allowance for delay in fault repair	0	0	0	0	0
a.	Rent Rebate of 7 days	0	0	0	0	0
b.	Rent Rebate of 15 days	0	0	0	0	0
c.	Rent Rebate of One Month	0	0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		0	0	0	0
3.2	No. of bills disputed		0	0	0	0
3.3	%age of bills disputed	<2%	0.00%	0.00%	0.00%	0.00%
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)		0	0	0	0
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	100.00%	100.00%	100.00%	100.00%
4.3	%age of calls answered by operator (Voice to voice) within	>80%	100.00%	100.00%	100.00%	100.00%
5	90 sec Bandwidth utilisation/throughput					
	No. of intra network links (POP to ISP Gateway nodes)		0	0	0	0
	No. of Intra network links having Bandwidth utilisation			0	0	0
5.2	>90% during peak hours (TCBH) No. of Upstream links for International connectivity (ISP	0	0	0	0	0
5.3	Gateway nodes to IGSP/NIXI node/NAP)		0	0	0	0
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		0	0	0	0
5.6	Total International bandwidth utilisation during peak hours (TCBH) in Mbps (Enclose MRTG)		0	0	0	0
5.7	% International bandwidth utilization during peak hours (TCBH) (Enclose MRTG)	<90%	0%	0%	0%	0%
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	100.00%	100.00%	100.00%	100.00%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		0	0	0	0
6.2	Total downtime in hours		0	0	0	0
6.3	Service availability /uptime (for all users) in %age	>98%	100.00%	100.00%	100.00%	100.00%
7	Packet loss (for wired broadband access) in %age	<1%	0%	0%	0%	0%
8	Network latency (for wired broadband access)					
8.1	User reference point at POP/ISP Gateway node to IGSP/NIXI (In msec)	<120 ms	0	0	0	0
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	0	0	0	0
8.3	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite) (In msec)	<800 ms	0	0	0	0

	the Report:	·	ance Monitoring R	eport (PIVIK) on Qua	lity of Service of Bro	adband Service
	the Service Providers:	Tata Teleservices Limit	ed			
	the Circle/ Licensed Service Area:	Uttar Pradesh (West)			Ī	
•	or quarter ending:	June	Year (YYYY):	2024		1
Sl.No.	Parameters	Benchmarks	April	May	June	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working days				
1.1	No. of connections registered	uuys	0	0	0	0
1.2	%age of connections provided within 15 days of registration of	1000/	100%	1000/	1000/	1000/
1.2	demand	100%	100%	100%	100%	100%
1.3	%age of connections provided after 15 days of registration of		0.00%	0.00%	0.00%	0.00%
	demand No. of customers to whom credit is given for delayed					
1.4	connections		0	0	0	0
1.5	Total no. of connections provided during the period		0	0	0	0
1.6	Total no. of working connections at the end of the period		0	0	0	0
	-		-	-	-	-
	Faults Repair/Restoration Time		0	0	0	0
2.1	Total no. of faults registered % of faults repaired by next working day	>90%	100%	100%	100%	100%
	% of faults repaired by flext working day % of faults repaired within 3 working day	=>99%	100%	100%	100%	100%
۷.٠	No. of customers to whom rent rebate is given in minimum	-/33/0	100/0	10070	100/0	100/6
2.4	monthly charges or equivalent usage allowance for delay in	0	0	0	0	0
	fault repair					
	Rent Rebate of 7 days	0	0	0	0	0
	Rent Rebate of 15 days	0	0	0	0	0
	Rent Rebate of One Month	0	0	0	0	0
	Billing Performance			_		
3.1	Total no. of bills issued		0	0	0	0
3.2	No. of bills disputed	201	0	0	0	0
3.3	%age of bills disputed	<2%	0.00%	0.00%	0.00%	0.00%
3.4	%age of complaints resolved within 4 weeks %age of cases to whom refund of deposits is made within 60	100% within 4 weeks	100.00%	100.00%	100.00%	100.00%
3.5	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)		0	0	0	0
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	100.00%	100.00%	100.00%	100.00%
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	100.00%	100.00%	100.00%	100.00%
5	Bandwidth utilisation/throughput					
5.1	No. of intra network links (POP to ISP Gateway nodes)		0	0	0	0
5.2	No. of Intra network links having Bandwidth utilisation >90%	0	0	0	0	0
	during peak hours (TCBH)	ŭ		Ů		Ů
5.3	No. of Upstream links for International connectivity (ISP Gateway nodes to IGSP/NIXI node/NAP)		0	0	0	0
F 4	No. of Upstream links for International connectivity having		0			
5.4	bandwidth utilisation >90% during peak hours (TCBH)	0	0	0	0	0
	Total International bandwidth available from ISP Node to			_		
5.5	IGSP/NIXI/NAP in Mbps		0	0	0	0
5.6	Total International bandwidth utilisation during peak hours (TCBH) in Mbps (Enclose MRTG)		0	0	0	0
5.7	% International bandwidth utilization during peak hours	<90%	0%	0%	0%	0%
	(TCBH) (Enclose MRTG) Broadband Connection Speed available (download) from ISP	- 3/0	-,-	-70		5,5
5.8	node to user	>80%	100.00%	100.00%	100.00%	100.00%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		0	0	0	0
6.2	Total downtime in hours		0	0	0	0
6.3	Service availability /uptime (for all users) in %age	>98%	100.00%	100.00%	100.00%	100.00%
	Packet loss (for wired broadband access) in %age	<1%	0%	0%	0%	0%
8	Network latency (for wired broadband access)					
8.1	User reference point at POP/ISP Gateway node to IGSP/NIXI (In msec)	<120 ms	0	0	0	0
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	0	0	0	0
8.3	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite) (In msec)	<800 ms	0	0	0	0

Name of	the Report:	Quarterly Perforn	nance Monitoring F	Report (PMR) on Qua	lity of Service of Bro	adband Service
	the Service Providers:	Tata Teleservices Limi	ted			
	the Circle/ Licensed Service Area:	West Bengal			1	
	or 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	aays	0	0	0	0
1.2	%age of connections provided within 15 days of registration	100%	100%	100%	100%	100%
	of demand %age of connections provided after 15 days of registration	100/0		100/0	100/0	10070
1.3	of demand		0.00%	0.00%	0.00%	0.00%
1.4	No. of customers to whom credit is given for delayed		0	0	0	0
	connections				-	-
1.5	Total no. of connections provided during the period		0	0	0	0
1.6	Total no. of working connections at the end of the period		0	0	0	0
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		0	0	0	0
2.2	% of faults repaired by next working day	>90%	100%	100%	100%	100%
2.3	% of faults repaired within 3 working day	=>99%	100%	100%	100%	100%
2.4	No. of customers to whom rent rebate is given in minimum		0		_	
2.4	monthly charges or equivalent usage allowance for delay in fault repair	0	0	0	0	0
a.	Rent Rebate of 7 days	0	0	0	0	0
b.	Rent Rebate of 15 days	0	0	0	0	0
C.	Rent Rebate of One Month	0	0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		0	0	0	0
3.2	No. of bills disputed		0	0	0	0
3.3	%age of bills disputed	<2%	0.00%	0.00%	0.00%	0.00%
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	100% within 60 days	100.00%	100.00%	100.00%	100.00%
	days of closures					
4	Response Time to the Customer for assistance					
4.1	Total no. of calls received by operators (Voice to voice)		0	0	0	0
4.2	%age of calls answered by operator (Voice to voice) within	>60%	100.00%	100.00%	100.00%	100.00%
4.2	60 sec	200%	100.00%	100.00%	100.00%	100.00%
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	100.00%	100.00%	100.00%	100.00%
5	Bandwidth utilisation/throughput					
5.1	No. of intra network links (POP to ISP Gateway nodes)		0	0	0	0
	No. of Intra network links having Bandwidth utilisation >90%	0				0
5.2	during peak hours (TCBH)	0	0	0	0	0
5.3	No. of Upstream links for International connectivity (ISP		0	0	0	0
	Gateway nodes to IGSP/NIXI node/NAP)					
5.4	No. of Upstream links for International connectivity having	0	0	0	0	0
	bandwidth utilisation >90% during peak hours (TCBH)					
5.5	Total International bandwidth available from ISP Node to		0	0	0	0
	IGSP/NIXI/NAP in Mbps Total International bandwidth utilisation during peak hours					
5.6	(TCBH) in Mbps (Enclose MRTG)		0	0	0	0
5.7	% International bandwidth utilization during peak hours	<90%	0%	0%	0%	0%
5.7	(TCBH) (Enclose MRTG)	\3070	U/0	0,0	0,0	0/0
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	100.00%	100.00%	100.00%	100.00%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		0	0	0	0
6.2	Total downtime in hours		0	0	0	0
6.3	Service availability /uptime (for all users) in %age	>98%	100.00%	100.00%	100.00%	100.00%
7	Packet loss (for wired broadband access) in %age	<1%	0%	0%	0%	0%
8	Network latency (for wired broadband access)					
8.1	User reference point at POP/ISP Gateway node to IGSP/NIXI	<120 ms	0	0	0	0
	(In msec)				-	-
8.2	User reference point at ISP Gateway node to International	<350 ms	0	0	0	0
	nearest NAP port abroad (terrestrial) (In msec)	3333				
	User reference point at ISP Gateway node to International					
8.3	nearest NAP port abroad (satellite) (In msec)	<800 ms	0	0	0	0
					1	1