

Name of the Report:		Quarterly Performance Monitoring Report (PMR) on Quality of Service of Broadband Service				
Name of the Service Providers:		Tata Teleservices Limited				
Name of the Circle/ Licensed Service Area:		Andhra Pradesh				
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		31	18	16	65
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		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					
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 within 3 working day	=>99%	100.00%	98.89%	100.00%	99.68%
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		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
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%	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)					
8.1	User reference point at POP/ISP Gateway node to IGSP/NIXI (In msec)	<120 ms	43.00	38.00	45.00	42.00
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	86.00	76.00	90.00	84.00
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.

Name of the Report:		Quarterly Performance Monitoring Report (PMR) on Quality of Service of Broadband Service				
Name of the Service Providers:		Tata Teleservices Limited				
Name of the Circle/ Licensed Service Area:		Bihar				
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		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		15	15	14	14
2	Faults Repair/Restoration Time					
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 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		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%
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)		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 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%	91.00%	94.00%	98.00%	94.33%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		720	744	720	2184
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	Network latency (for wired broadband access)					
8.1	User reference point at POP/ISP Gateway node to IGSP/NIXI (In msec)	<120 ms	61.50	62.00	62.50	62.00
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	113.89	114.81	115.74	114.81
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.

Name of the Report:		Quarterly Performance Monitoring Report (PMR) on Quality of Service of Broadband Service				
Name of the Service Providers:		Tata Teleservices Limited				
Name of the Circle/ Licensed Service Area:		Delhi				
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		69	93	55	217
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		69	93	55	217
1.6	Total no. of working connections at the end of the period		522	598	636	636
2	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%
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		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 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%	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

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				
Name of the Service Providers:		Tata Teleservices Limited				
Name of the Circle/ Licensed Service Area:		Gujarat				
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		85	107	76	268
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		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

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				
Name of the Service Providers:		Tata Teleservices Limited				
Name of the Circle/ Licensed Service Area:		Karnataka				
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		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 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		1061	1032	990	3083
3.2	No. of bills disputed		0	0	1	1
3.3	%age of bills disputed	<2%	0.00%	0.00%	0.10%	0.03%
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)		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

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				
Name of the Service Providers:		Tata Teleservices Limited				
Name of the Circle/ Licensed Service Area:		Kolkata				
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		0	0	1	1
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	1	1
1.6	Total no. of working connections at the end of the period		107	106	104	104
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		7	6	5	18
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%
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		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)		1	1	9	11
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	100.00%	100.00%	88.89%	96.30%
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	100.00%	100.00%	88.89%	96.30%
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%	86.67%	85.00%	87.92%	86.53%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		28800	29760	28800	87360
6.2	Total downtime in hours		0	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
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.

Name of the Report:		Quarterly Performance Monitoring Report (PMR) on Quality of Service of Broadband Service				
Name of the Service Providers:		Tata Teleservices Limited				
Name of the Circle/ Licensed Service Area:		Punjab				
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		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%
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		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

Name of the Report:		Quarterly Performance Monitoring Report (PMR) on Quality of Service of Broadband Service				
Name of the Service Providers:		Tata Teleservices Limited				
Name of the Circle/ Licensed Service Area:		Rajasthan				
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		0	0	0	0
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		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%
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		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%
3.5	%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%	96.31%	93.44%	94.31%	94.69%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		1440	1488	1440	4368
6.2	Total downtime in hours		2	2	10	14
6.3	Service availability /uptime (for all users) in %age	>98%	99.86%	99.87%	99.31%	99.68%
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	69.00	71.00	69.00	69.67
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	115.00	118.33	115.00	116.11
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.

Name of the Report:		Quarterly Performance Monitoring Report (PMR) on Quality of Service of Broadband Service				
Name of the Service Providers:		Tata Teleservices Limited				
Name of the Circle/ Licensed Service Area:		Tamilnadu				
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		5	4	2	11
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		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		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

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				
Name of the Service Providers:		Tata Teleservices Limited				
Name of the Circle/ Licensed Service Area:		Kerala				
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		0	0	0	0
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		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%	100.00%	100.00%	100.00%	100.00%
2.3	% of faults repaired within 3 working day	=>99%	100.00%	100.00%	100.00%	100.00%
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		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 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% 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	Network latency (for wired broadband access)					
8.1	User reference point at POP/ISP Gateway node to IGSP/NIXI (In msec)	<120 ms	0.00	0.00	0.00	0.00
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	0.00	0.00	0.00	0.00
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.

Name of the Report:		Quarterly Performance Monitoring Report (PMR) on Quality of Service of Broadband Service				
Name of the Service Providers:		Tata Teleservices Limited				
Name of the Circle/ Licensed Service Area:		Haryana				
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		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 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 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% 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%	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

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				
Name of the Service Providers:		Tata Teleservices Limited				
Name of the Circle/ Licensed Service Area:		Himachal Pradesh				
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		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 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 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% 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%	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

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				
Name of the Service Providers:		Tata Teleservices Limited				
Name of the Circle/ Licensed Service Area:		Madhya Pradesh				
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		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 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 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% 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

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				
Name of the Service Providers:		Tata Teleservices Limited				
Name of the Circle/ Licensed Service Area:		Odisha				
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		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 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 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% 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%	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

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				
Name of the Service Providers:		Tata Teleservices Limited				
Name of the Circle/ Licensed Service Area:		Uttar Pradesh (East)				
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		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 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 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% 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%	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

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				
Name of the Service Providers:		Tata Teleservices Limited				
Name of the Circle/ Licensed Service Area:		Uttar Pradesh (West)				
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		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 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 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% 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%	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

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				
Name of the Service Providers:		Tata Teleservices Limited				
Name of the Circle/ Licensed Service Area:		West Bengal				
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		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 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 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% 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%	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

Note : TTL have common BRAS Infra for all circles.