

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:		September	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working days				
1.1	No. of connections registered		26	26	20	72
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		26	26	20	72
1.6	Total no. of working connections at the end of the period		2041	2021	1988	1988
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		134	84	78	296
2.2	% of faults repaired by next working day	>90%	88.06%	92.86%	91.03%	90.20%
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
a.	Rent Rebate of 7 days		0	0	0	0
b.	Rent Rebate of 15 days		0	0	0	0
c.	Rent Rebate of One Month		0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		1988	1988	1988	5964
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)		5	16	3	24
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%	90.00%	89.00%	87.00%	88.67%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		162936	162936	157680	483552
6.2	Total downtime in hours		226	52	37	315
6.3	Service availability /uptime (for all users) in %age	>98%	99.86%	99.97%	99.98%	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	44.00	63.00	57.00	54.67
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	88.00	126.00	114.00	109.33
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:		Bihar				
Report for quarter ending:		September	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working days				
1.1	No. of connections registered		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		14	14	14	14
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		6	6	0	12
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
a.	Rent Rebate of 7 days		0	0	0	0
b.	Rent Rebate of 15 days		0	0	0	0
c.	Rent Rebate of One Month		0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		14	14	14	42
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)		2	4	0	6
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%	87.91%	87.29%	86.67%	87.29%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		744	744	720	2208
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	65.00	61.00	61.50	62.50
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	120.37	112.96	113.89	115.74
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:		Delhi				
Report for quarter ending:		September	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working days				
1.1	No. of connections registered		75	91	80	246
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		75	91	80	246
1.6	Total no. of working connections at the end of the period		680	741	789	789
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		94	111	105	310
2.2	% of faults repaired by next working day	>90%	92.55%	85.59%	83.81%	87.10%
2.3	% of faults repaired within 3 working day	=>99%	100.00%	100.00%	99.05%	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
a.	Rent Rebate of 7 days		0	0	0	0
b.	Rent Rebate of 15 days		0	0	0	0
c.	Rent Rebate of One Month		0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		789	789	789	2367
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	10	18	29
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%	96.00%	95.00%	96.00%	95.67%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		11160	11160	10800	33120
6.2	Total downtime in hours		0	18	38	56
6.3	Service availability /uptime (for all users) in %age	>98%	100.00%	99.84%	99.65%	99.83%
7	Packet loss (for wired broadband access) in %age	<1%	0.00%	0.00%	0.00%	0.00%
8	Network latency (for wired broadband access)					
8.1	User reference point at POP/ISP Gateway node to IGSP/NIXI (In msec)	<120 ms	42.00	42.20	44.80	43.00
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	93.33	93.78	99.56	95.56
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:		September	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working days				
1.1	No. of connections registered		115	119	116	350
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		115	119	116	350
1.6	Total no. of working connections at the end of the period		610	696	775	775
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		69	122	149	340
2.2	% of faults repaired by next working day	>90%	91.30%	90.98%	87.25%	89.41%
2.3	% of faults repaired within 3 working day	=>99%	98.55%	100.00%	98.66%	99.12%
2.4	No. of customers to whom rent rebate is given in minimum monthly charges or equivalent usage allowance for delay in fault repair		0	0	0	0
a.	Rent Rebate of 7 days		0	0	0	0
b.	Rent Rebate of 15 days		0	0	0	0
c.	Rent Rebate of One Month		0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		775	775	775	2325
3.2	No. of bills disputed		0	1	0	1
3.3	%age of bills disputed	<2%	0.00%	0.13%	0.00%	0.04%
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)		30	39	68	137
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	93.33%	100.00%	89.71%	94.35%
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	96.55%	100.00%	91.18%	95.91%
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%	92.60%	98.30%	98.60%	96.50%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		45384	45384	43920	134688
6.2	Total downtime in hours		60	3	9	72
6.3	Service availability /uptime (for all users) in %age	>98%	99.87%	99.99%	99.98%	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	30.60	29.00	29.00	29.53
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	64.42	61.05	61.05	62.18
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:		September	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
1	Service Provisioning/Activation Time	100% in <= 15 working days				
1.1	No. of connections registered		3	3	1	7
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	3	1	7
1.6	Total no. of working connections at the end of the period		961	941	913	913
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		127	119	94	340
2.2	% of faults repaired by next working day	>90%	86.61%	74.79%	64.89%	76.47%
2.3	% of faults repaired within 3 working day	=>99%	100.00%	99.16%	100.00%	99.71%
2.4	No. of customers to whom rent rebate is given in minimum monthly charges or equivalent usage allowance for delay in fault repair		0	0	0	0
a.	Rent Rebate of 7 days		0	0	0	0
b.	Rent Rebate of 15 days		0	0	0	0
c.	Rent Rebate of One Month		0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		913	913	913	2739
3.2	No. of bills disputed		0	1	0	1
3.3	%age of bills disputed	<2%	0.00%	0.11%	0.00%	0.04%
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)		24	60	29	113
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	100.00%	84.91%	96.43%	93.78%
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	100.00%	84.91%	96.43%	93.78%
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%	96.00%	96.00%	97.00%	96.33%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		35712	32736	31680	100128
6.2	Total downtime in hours		101	271	71	443
6.3	Service availability /uptime (for all users) in %age	>98%	99.72%	99.17%	99.78%	99.56%
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	98.00	96.50	95.50	96.67
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	196.00	193.00	191.00	193.33
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:		September	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working days				
1.1	No. of connections registered		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		96	94	92	92
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		7	15	10	32
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
a.	Rent Rebate of 7 days		0	0	0	0
b.	Rent Rebate of 15 days		0	0	0	0
c.	Rent Rebate of One Month		0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		92	92	92	276
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)		4	9	14	27
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%	87.91%	87.29%	86.67%	87.29%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		27528	27528	26640	81696
6.2	Total downtime in hours		1	4	17	22
6.3	Service availability /uptime (for all users) in %age	>98%	100.00%	99.99%	99.94%	99.97%
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	32	32.00	32.33
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	73.33	71.11	71.11	71.85
8.3	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite) (In msec)	<800 ms	0.00	0.00	0.00	0.00

Note : TTL have common BRAS Infra for all circles.

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:		September	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
1	Service Provisioning/Activation Time	100% in <= 15 working days				
1.1	No. of connections registered		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		3	3	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
a.	Rent Rebate of 7 days		0	0	0	0
b.	Rent Rebate of 15 days		0	0	0	0
c.	Rent Rebate of One Month		0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		3	3	3	9
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		1488	1488	1440	4416
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	40.00	40.00	45.00	41.67
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	88.89	88.89	100.00	92.59
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 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:		September	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working days				
1.1	No. of connections registered		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
a.	Rent Rebate of 7 days		0	0	0	0
b.	Rent Rebate of 15 days		0	0	0	0
c.	Rent Rebate of One Month		0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		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%	95.69%	93.13%	95.19%	94.67%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		1488	1488	1440	4416
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	71.00	67.00	71.00	69.67
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	118.33	111.67	118.33	116.11
8.3	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite) (In msec)	<800 ms	0.00	0.00	0.00	0.00

Note : TTL have common BRAS Infra for all circles.

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:		September	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working days				
1.1	No. of connections registered		2	2	2	6
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		2	2	2	6
1.6	Total no. of working connections at the end of the period		1156	1083	1047	1047
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		65	70	41	176
2.2	% of faults repaired by next working day	>90%	98.46%	94.29%	82.93%	93.18%
2.3	% of faults repaired within 3 working day	=>99%	100.00%	100.00%	97.56%	99.43%
2.4	No. of customers to whom rent rebate is given in minimum monthly charges or equivalent usage allowance for delay in fault repair		1	0	0	1
a.	Rent Rebate of 7 days		1	0	0	1
b.	Rent Rebate of 15 days		0	0	0	0
c.	Rent Rebate of One Month		0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		1047	1047	1047	3141
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	0.00%	0.00%	0.00%	0.00%
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)		10	47	20	77
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	100.00%	89.36%	100.00%	96.45%
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	100.00%	89.36%	100.00%	96.45%
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%	93.50%	93.50%	93.50%	93.50%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		31992	31992	30960	94944
6.2	Total downtime in hours		83	56	30	169
6.3	Service availability /uptime (for all users) in %age	>98%	99.74%	99.82%	99.90%	99.82%
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	16.00	16.00	15.50	15.83
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	35.56	35.56	34.44	35.19
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:		Kerala				
Report for quarter ending:		September	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working days				
1.1	No. of connections registered		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
a.	Rent Rebate of 7 days		0	0	0	0
b.	Rent Rebate of 15 days		0	0	0	0
c.	Rent Rebate of One Month		0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		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)		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%	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	0.00	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:		September	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working days				
1.1	No. of connections registered		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
a.	Rent Rebate of 7 days		0	0	0	0
b.	Rent Rebate of 15 days		0	0	0	0
c.	Rent Rebate of One Month		0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		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	2	0	2
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:		September	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working days				
1.1	No. of connections registered		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
a.	Rent Rebate of 7 days		0	0	0	0
b.	Rent Rebate of 15 days		0	0	0	0
c.	Rent Rebate of One Month		0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		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:		September	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working days				
1.1	No. of connections registered		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
a.	Rent Rebate of 7 days		0	0	0	0
b.	Rent Rebate of 15 days		0	0	0	0
c.	Rent Rebate of One Month		0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		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)		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)		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:		September	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working days				
1.1	No. of connections registered		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
a.	Rent Rebate of 7 days		0	0	0	0
b.	Rent Rebate of 15 days		0	0	0	0
c.	Rent Rebate of One Month		0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		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:		September	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working days				
1.1	No. of connections registered		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
a.	Rent Rebate of 7 days		0	0	0	0
b.	Rent Rebate of 15 days		0	0	0	0
c.	Rent Rebate of One Month		0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		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:		September	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working days				
1.1	No. of connections registered		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
a.	Rent Rebate of 7 days		0	0	0	0
b.	Rent Rebate of 15 days		0	0	0	0
c.	Rent Rebate of One Month		0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		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:		September	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working days				
1.1	No. of connections registered		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
a.	Rent Rebate of 7 days		0	0	0	0
b.	Rent Rebate of 15 days		0	0	0	0
c.	Rent Rebate of One Month		0	0	0	0
3	Billing Performance					
3.1	Total no. of bills issued		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.