Name of	the Report:	Quarterly Perform	nance Monitoring R	eport (PMR) on Qua	lity of Service of Bro	adband Service
	the Service Providers:	Tata Teleservices Limit	ed			
Name of	the Circle/ Licensed Service Area:	Andhra Pradesh			-	
Report fo	or quarter ending:	September	Year (YYYY):	2024		-
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working				
1.1	No. of connections registered	days	26	26	20	72
	%age of connections provided within 15 days of registration of					
1.2	demand	100%	100%	100%	100%	100%
1.3	%age of connections provided after 15 days of registration of demand		0.00%	0.00%	0.00%	0.00%
1.4	No. of customers to whom credit is given for delayed connections		0	0	0	0
1.5	Total no. of connections provided during the period		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		0	0	0	0
	repair Rent Rebate of 7 days		0	0	0	0
	Rent Rebate of 15 days		0	0	0	0
	Rent Rebate of One Month		0	0	0	0
	Billing Performance		Ů	Ů	J	- C
3.1	Total no. of bills issued		1988	1988	1988	5964
	No. of bills disputed		0	0	0	0
	%age of bills disputed	<2%	0.00%	0.00%	0.00%	0.00%
	%age of complaints resolved within 4 weeks	100% within 4 weeks	100.00%	100.00%	100.00%	100.00%
	%age of complaints resolved within 4 weeks %age of cases to whom refund of deposits is made within 60 days	100% Within 4 weeks	100.00%	100.00%	100.00%	100.00%
35	of closures	100% within 60 days	100.00%	100.00%	100.00%	100.00%
	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					
	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
	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./	% 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%
	Service Availability/Uptime (for all users) in %age					
	Total operational Hours		162936	162936	157680	483552
6.2	Total downtime in hours		226	52	37	315
	Service availability /uptime (for all users) in %age	>98%	99.86%	99.97%	99.98%	99.93%
	control areas and the second s		0.00%	0.00%	0.00%	0.00%
6.3	Packet loss (for wired broadband access) in %age	<1%				
6.3 7 8	Packet loss (for wired broadband access) in %age Network latency (for wired broadband access)	<1%	5.55%			
6.3 7 8 8.1	Packet loss (for wired broadband access) in %age Network latency (for wired broadband access) User reference point at POP/ISP Gateway node to IGSP/NIXI (In			63.00	57.00	54.67
6.3 7 8 8.1	Packet loss (for wired broadband access) in %age Network latency (for wired broadband access)	<1% <120 ms <350 ms	44.00	63.00 126.00	57.00	54.67 109.33

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

Name of	the Report:	Quarterly Perform	nance Monitoring R	Report (PMR) on Qua	lity of Service of Bro	adband Service
Name of	the Service Providers:	Tata Teleservices Limit	ed			
Name of	the Circle/ Licensed Service Area:	Bihar				
Report fo	or quarter ending:	September	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working				
1.1	No. of connections registered	days	0	0	0	0
1.2	%age of connections provided within 15 days of registration of	100%	100%	100%	100%	100%
	demand %age of connections provided after 15 days of registration of					
1.3	demand		0.00%	0.00%	0.00%	0.00%
1.4	No. of customers to whom credit is given for delayed connections		0	0	0	0
1.5	Total no. of connections provided during the period		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		•		•	
2.4	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	>60%	100.00%	100.00%	100.00%	100.00%
4.3	sec %age of calls answered by operator (Voice to voice) within 90	>80%	100.00%	100.00%	100.00%	100.00%
	sec	7 0070		10010070		10010070
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		1	1	1	1
	Gateway nodes to IGSP/NIXI node/NAP) No. of Upstream links for International connectivity having					
5.4	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)	<90%	64.14%	64.14%	64.14%	64.14%
	(Enclose MRTG) Broadband Connection Speed available (download) from ISP					
5.8	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
	User reference point at ISP Gateway node to International	<350 ms	120.37	112.96	113.89	115.74
8.2	nearest NAP port abroad (terrestrial) (In msec)					

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

Name of	the Report:	Quarterly	Performance Mo	nitoring Report (P	MR) on Quality of Se	rvice of Broadband Service
	the Service Providers:	Tata Teleservices Limi		gepe.v (.	,	
Name of	the Circle/ Licensed Service Area:	Delhi				
Report f	or quarter ending:	September	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working				
1.1	No. of connections registered	days	75	91	80	246
1.2	%age of connections provided within 15 days of	100%	100%	100%	100%	100%
1.2	registration of demand	100%	100%	100%	100%	100%
1.3	%age of connections provided after 15 days of registration of demand		0.00%	0.00%	0.00%	0.00%
1.4	No. of customers to whom credit is given for delayed					
1.4	connections		0	0	0	0
1.5	Total no. of connections provided during the period		75	91	80	246
4.6	Total no. of working connections at the end of the		,,,	31	00	240
1.6	period		680	741	789	789
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered	. 000/	94	111	105	310
2.2	% of faults repaired by next working day % of faults repaired within 3 working day	>90% =>99%	92.55%	85.59%	83.81%	87.10%
۷.۵	No. of customers to whom rent rebate is given in	-/33/0	100.00%	100.00%	99.05%	99.68%
2.4	minimum monthly charges or equivalent usage		0	0	0	0
	allowance for delay in fault repair			_	_	_
a.	Rent Rebate of 7 days		0	0	0	0
b.	Rent Rebate of 15 days Rent Rebate of One Month		0	0	0	0 0
c. 3	Billing Performance		<u> </u>	0	U	0
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	100% within 60 days	100.00%	100.00%	100.00%	100.00%
4	within 60 days of closures Response Time to the Customer for assistance					
	Total no. of calls received by operators (Voice to			40	40	
4.1	voice)		1	10	18	29
4.2	%age of calls answered by operator (Voice to voice)	>60%	100.00%	100.00%	100.00%	100.00%
	within 60 sec %age of calls answered by operator (Voice to voice)					
4.3	within 90 sec	>80%	100.00%	100.00%	100.00%	100.00%
5	Bandwidth utilisation/throughput					
5.1	No. of intra network links (POP to ISP Gateway nodes)		3	3	3	3
	No. of Intra network links having Bandwidth			_	_	_
5.2	utilisation >90% during peak hours (TCBH)	0	0	0	0	0
5.3	No. of Upstream links for International connectivity		4	_	4	4
5.5	(ISP Gateway nodes to IGSP/NIXI node/NAP)		1	1	1	1
	No. of Upstream links for International connectivity					
5.4	having bandwidth utilisation >90% during peak hours	0	0	0	0	0
	(TCBH) Total International bandwidth available from ISP					
5.5	Node to IGSP/NIXI/NAP in Mbps		21080	21080	21080	21080
F.C	Total International bandwidth utilisation during peak		42500	10500	42500	10500
5.6	hours (TCBH) in Mbps (Enclose MRTG)		13520	13520	13520	13520
5.7	% International bandwidth utilization during peak	<90%	64.14%	64.14%	64.14%	64.14%
5./	hours (TCBH) (Enclose MRTG)	\30/0	04.14%	04.14%	04.1470	04.1470
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	96.00%	95.00%	96.00%	95.67%
•			20.0070	30.0070	55.5570	55.57.75
6	Service Availability/Uptime (for all users) in %age					
6.1	Total downtime in 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	<120 ms	42.00	42.20	44.80	43.00
	IGSP/NIXI (In msec) User reference point at ISP Gateway node to					
8.2	International nearest NAP port abroad (terrestrial) (In	<350 ms	93.33	93.78	99.56	95.56
	msec)					
8.3	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite) (In	<800 ms	0.00	0.00	0.00	0.00
	msec)	3003				

	the Report:		nance Monitoring R	eport (PMR) on Qua	lity of Service of Bro	adband Service
	the Service Providers:	Tata Teleservices Limit	ted			
	f the Circle/ Licensed Service Area:	Gujarat	V (2000V).	2024		
	or quarter ending:	September	Year (YYYY):	2024	Contourbon	0
Sl.No.	Parameters	Benchmarks 100% in =< 15 working	July	August	September	Quarter
1	Service Provisioning/Activation Time	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					0.10
2.1	Total no. of faults registered	. 000/	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 No. of customers to whom rent rebate is given in minimum	=>99%	98.55%	100.00%	98.66%	99.12%
2.4	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	<800 ms	0.00	0.00	0.00	0.00

Name of	the Report:	Quarterly Perforr	mance Monitoring F	Report (PMR) on Qua	lity of Service of Bro	adband Service
Name of	the Service Providers:	Tata Teleservices Limi	ted			
Name of	the Circle/ Licensed Service Area:	Karnataka			1	
Report fo	or 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	100%	100%	100%	100%	100%
	registration of demand %age of connections provided after 15 days of	100%	10070	10070	10070	10070
1.3	registration of demand		0.00%	0.00%	0.00%	0.00%
1.4	No. of customers to whom credit is given for delayed connections		0	0	0	0
1.5	Total no. of connections provided during the period		3	3	1	7
1.6	Total no. of working connections at the end of the		224	0.44	040	040
2	period Equity Penair/Perteration Time		961	941	913	913
2.1	Faults Repair/Restoration Time 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%
	No. of customers to whom rent rebate is given in	700,0	10010070	5511570	10010070	0017170
2.4	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	100% within 60 days	100.00%	100.00%	100.00%	100.00%
4	within 60 days of closures Response Time to the Customer for assistance					
	•					110
4.1	Total no. of calls received by operators (Voice to voice) %age of calls answered by operator (Voice to voice)		24	60	29	113
4.2	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
	No. of Upstream links for International connectivity					
5.4	having bandwidth utilisation >90% during peak hours (TCBH)	0	0	0	0	0
5.5	Total International bandwidth available from ISP Node		21080	21080	21080	21080
	to IGSP/NIXI/NAP in Mbps Total International bandwidth utilisation during peak					
5.6	hours (TCBH) in Mbps (Enclose MRTG) % International bandwidth utilization during peak		13520	13520	13520	13520
5.7	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) User reference point at POP/ISP Gateway node to					
8.1	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

Name of	the Report:	Quarterly Perform	nance Monitoring R	eport (PMR) on Qua	lity of Service of Bro	adband Service
	the Service Providers:	Tata Teleservices Limit	ed			
	the Circle/ Licensed Service Area:	Kolkata	v tanna	2024		
	or quarter ending:	September	Year (YYYY):	2024	Contourbon	O constant
	Parameters	Benchmarks 100% in =< 15 working	July	August	September	Quarter
1	Service Provisioning/Activation Time	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%
	%age of connections provided after 15 days of					
1.3	registration of demand		0.00%	0.00%	0.00%	0.00%
1.4	No. of customers to whom credit is given for delayed connections		0	0	0	0
1.5	Total no. of connections provided during the period		0	0	1	1
1.6	Total no. of working connections at the end of the period		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		0	0	0	0
	allowance for delay in fault repair		-	-	-	_
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 %age of bills disputed	<2%	0.00%	0.00%	0.00%	0.00%
	·					
3.4	%age of complaints resolved within 4 weeks %age of cases to whom refund of deposits is made	100% within 4 weeks	100.00%	100.00%	100.00%	100.00%
3.5	within 60 days of closures	100% within 60 days	100.00%	100.00%	100.00%	100.00%
4	Response Time to the Customer for assistance					
4.1	Total no. of calls received by operators (Voice to voice)		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)	>80%	100.00%	100.00%	100.00%	100.00%
5	within 90 sec Bandwidth utilisation/throughput					
5.1	No. of intra network links (POP to ISP Gateway nodes)		3	3	3	3
5.2	No. of Intra network links having Bandwidth utilisation >90% 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) User reference point at POP/ISP Gateway node to					
8.1	IGSP/NIXI (In msec) User reference point at POP/ISP Gateway node to	<120 ms	33	32	32.00	32.33
8.2	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

Name	of the Report:	Quarterly Performance	Monitoring Repo	ort (PMR) on Oual	ity of Service of Broa	dband Service
	of the Service Providers:	Tata Teleservices Limited		(**************************************	,	
Name	of the Circle/ Licensed Service Area:	Punjab				
	for quarter ending:	September	Year (YYYY):	2024		
•	Parameters	Benchmarks	July	August	September	Quarter
	Service Provisioning/Activation Time	100% in =< 15 working days		- Inguis		4
1.1	No. of connections registered		0	0	0	0
1.2	%age of connections provided within 15 days of registration of	100%	100%	100%	100%	100%
	demand %age of connections provided after 15 days of registration of					0.00%
1.3	demand No. of customers to whom credit is given for delayed		0.00%	0.00%	0.00%	0.00%
1.4	connections		0	0	0	0
	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%
3.4	%age of complaints resolved within 4 weeks %age of cases to whom refund of deposits is made within 60	100% Within 4 Weeks	100.00%	100.0070	100.0070	100.0070
3.5	days of closures	100% within 60 days	100.00%	100.00%	100.00%	100.00%
4	Response Time to the Customer for assistance					
4.1	Total no. of calls received by operators (Voice to voice)		0	0	0	0
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	100.00%	100.00%	100.00%	100.00%
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	100.00%	100.00%	100.00%	100.00%
5	Bandwidth utilisation/throughput					
5.1	No. of intra network links (POP to ISP Gateway nodes)		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		1	1	1	1
5.4	Gateway nodes to IGSP/NIXI node/NAP) No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)	0	0	0	0	0
5.5	Total International bandwidth available from ISP Node to		21080	21080	21080	21080
5.6	IGSP/NIXI/NAP in Mbps Total International bandwidth utilisation during peak hours		13520	13520	13520	13520
5.7	(TCBH) in Mbps (Enclose MRTG) % International bandwidth utilization during peak hours (TCBH)	<90%	64.14%	64.14%	64.14%	64.14%
5.8	(Enclose MRTG) Broadband Connection Speed available (download) from ISP	>80%				
5.8 6	node to user Service Availability/Uptime (for all users) in %age	>0 070	100.00%	100.00%	93.80%	97.93%
6.1	Total operational Hours		1488	1488	1440	4416
6.2	Total downtime in hours		0	0	0	0
	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

	the Report:			Report (PMR) on Qua	lity of Service of Bro	adband Service
	the Service Providers:	Tata Teleservices Limit	ted			
	the Circle/ Licensed Service Area: or quarter ending:	Rajasthan September	Year (YYYY):	2024	1	
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
		100% in =< 15 working	July	August	эереспівет	Quarter
1	Service Provisioning/Activation Time	days				
1.1	No. of connections registered		0	0	0	0
1.2	%age of connections provided within 15 days of 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 No. of customers to whom rent rebate is given in	=>99%	100.00%	100.00%	100.00%	100.00%
2.4	minimum monthly charges or equivalent usage allowance for delay in fault repair		0	0	0	0
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 4	%age of cases to whom refund of deposits is made within 60 days of closures Response Time to the Customer for assistance	100% within 60 days	100.00%	100.00%	100.00%	100.00%
	·					
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		4.400	4400	4440	1110
6.1	Total operational Hours Total downtime in hours		1488 0	1488	1440 0	4416 0
6.2	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	>98% <1%	0.00%	0.00%	0.00%	0.00%
8	Network latency (for wired broadband access)	\1/0	0.0070	0.3070	0.3070	5.5570
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

Name of the Service Providers: Tata Teleservices Limited	ber Quarter
September Year (YYYY): 2024	ber Quarter
Since Parameters Benchmarks July August Septem	ber Quarter
1 Service Provisioning/Activation Time	ber Quarter
1. Service Provisioning/Activation Time days	
1.2	
1.2 registration of demand 100% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 1.3 3 3 3 3 3 3 3 3 3	6
1.3	0% 100.00%
1.3 Of demand 0.00% 0.	
1.4 connections	% 0.00%
1.6 Total no. of working connections at the end of the period 1156 1083 1047	0
Total no. of faults repaired by next working day September S	6
2.1 Total no. of faults registered 65 70 41 2.2 % of faults repaired by next working day >90% 98.46% 94.29% 82.93° 2.3 % of faults repaired within 3 working day =>99% 100.00% 100.00% 97.56° 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 a. Rent Rebate of 7 days 1 0 0 b. Rent Rebate of 15 days 0 0 0 c. Rent Rebate of One Month 0 0 0 3.1 Total no. of bills issued 1047 1047 1047 3.2 No. of bills disputed 0 0 0 0 3.3 %age of bills disputed <2%	7 1047
2.2 % of faults repaired by next working day >90% 98.46% 94.29% 82.93% 2.3 % of faults repaired within 3 working day =>99% 100.00% 100.00% 97.56% 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 a. Rent Rebate of 7 days 1 0 0 0 b. Rent Rebate of 15 days 0 0 0 0 c. Rent Rebate of One Month 0 0 0 0 3.1 Total no. of bills issued 1047 1047 1047 1047 3.2 No. of bills disputed 0 0 0 0 3.3 %age of bills disputed <2%	
2.3 % of faults repaired within 3 working day	176
No. of customers to whom rent rebate is given in minimum monthly charges or equivalent usage allowance for delay in fault repair 1	% 93.18%
2.4 monthly charges or equivalent usage allowance for delay in fault repair 1 0 0 a. Rent Rebate of 7 days 1 0 0 b. Rent Rebate of 15 days 0 0 0 c. Rent Rebate of One Month 0 0 0 3 Billing Performance 3.1 Total no. of bills issued 1047 1047 1047 3.2 No. of bills disputed 0 0 0 0 3.3 %age of bills disputed <2%	% 99.43%
a. Rent Rebate of 7 days 1 0 0 b. Rent Rebate of 15 days 0 0 0 c. Rent Rebate of One Month 0 0 0 3 Billing Performance 3.1 Total no. of bills issued 1047 1047 1047 3.2 No. of bills disputed 0 0 0 0 3.3 %age of bills disputed <2%	1
b. Rent Rebate of 15 days 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1
3 Billing Performance 1047 1047 1047 1047 1047 1047 1047 1047 3.2 No. of bills disputed 0<	0
3.1 Total no. of bills issued 1047 1047 1047 3.2 No. of bills disputed 0 0 0 3.3 %age of bills disputed <2%	0
3.2 No. of bills disputed 0 0 0 3.3 %age of bills disputed <2%	
3.3 %age of bills disputed <2%	7 3141
3.4 %age of complaints resolved within 4 weeks 100% within 4 weeks 0.00% 0.00% 0.00% 3.5 %age of cases to whom refund of deposits is made within 60 days of closures 100.00% within 60 days 100.00% 10	0
3.5 %age of cases to whom refund of deposits is made within 60 days of closures 100.00% 100.00	% 0.00%
60 days of closures 100.00% 10	% 0.00%
4 Response Time to the Customer for assistance	0% 100.00%
	10010070
4.1 Total no of calls received by engrators (Veice to veice)	
4.1 Internet of calls answered by operators (Voice to voice) within 4.2 %age of calls answered by operator (Voice to voice) within 4.2 %age of calls answered by operator (Voice to voice) within 4.2 %age of calls answered by operator (Voice to voice) within 4.2 %age of calls answered by operator (Voice to voice) within 4.2 %age of calls answered by operator (Voice to voice) within 4.3 %age of calls answered by operator (Voice to voice) within 4.3 %age of calls answered by operator (Voice to voice) within 4.3 %age of calls answered by operator (Voice to voice) within 4.3 %age of calls answered by operator (Voice to voice) within 4.3 %age of calls answered by operator (Voice to voice) within 4.3 %age of calls answered by operator (Voice to voice) within 4.3 %age of calls answered by operator (Voice to voice) within 4.3 %age of calls answered by operator (Voice to voice) within 4.3 %age of calls answered by operator (Voice to voice) within 4.3 %age of calls answered by operator (Voice to voice) within 4.3 %age of calls and	77
4.2 %age of calls answered by operator (Voice to Voice) within >60% 100.00% 89.36% 100.00	96.45%
4.3 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 0 0 0 0	0
Section 2007 Sect	1
5.4 No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH) 0 0 0	0
5.5 Total International bandwidth available from ISP Node to IGSP/NIXI/NAP in Mbps 21080 21080 21080	0 21080
5.6 Total International bandwidth utilisation during peak hours (TCBH) in Mbps (Enclose MRTG)	0 13520
5.7 % International bandwidth utilization during peak hours (TCBH) (Enclose MRTG) 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%
6 Service Availability/Uptime (for all users) in %age	
6.1 Total operational Hours 31992 31992 30960	
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%	
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) 16.00 15.50	0 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	4 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	

Name of	the Report:	Quarterly Perform	nance Monitoring R	eport (PMR) on Qua	lity of Service of Bro	adband Service
	the Service Providers:	Tata Teleservices Limit	ted			
	the Circle/ Licensed Service Area:	Kerala			r	
	or quarter ending:	September	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks 100% in =< 15 working	July	August	September	Quarter
1	Service Provisioning/Activation Time	days				
1.1	No. of connections registered		0	0	0	0
1.2	%age of connections provided within 15 days of	100%	100.00%	100.00%	100.00%	100.00%
	registration of demand %age of connections provided after 15 days of					
1.3	registration of demand		0.00%	0.00%	0.00%	0.00%
1.4	No. of customers to whom credit is given for delayed connections		0	0	0	0
1.5	Total no. of connections provided during the period		0	0	0	0
1.6	Total no. of working connections at the end of the period		0	0	0	0
2	Faults Repair/Restoration Time			-		-
2.1	Total no. of faults registered % of faults repaired by next working day	>000/	0	0	0	0
2.2	% of faults repaired by next working day % of faults repaired within 3 working day	>90% =>99%	100.00%	100.00% 100.00%	100.00%	100.00%
2.5	No. of customers to whom rent rebate is given in	=>99%	100.00%	100.00%	100.00%	100.00%
2.4	minimum monthly charges or equivalent usage allowance for delay in fault repair		0	0	0	0
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	0	0	0	0	0
	>90% during peak hours (TCBH) No. of Upstream links for International connectivity	0				
5.3	(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 7	Service availability /uptime (for all users) in %age Packet loss (for wired broadband access) in %age	>98% <1%	100.00%	100.00%	100.00%	100.00%
8	Network latency (for wired broadband access)	-2/0	5.0	5,5	5.5	5,5
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	<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	<800 ms	0.00	0.00	0.00	0.00
	msec)					

Name of	the Report:	Quarterly Perform	ance Monitoring R	Report (PMR) on Qua	lity of Service of Bro	adband Service
Name of	the Service Providers:	Tata Teleservices Limit	ed			
Name of	the Circle/ Licensed Service Area:	Haryana			1	
Report fo	or 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	uays	0	0	0	0
1.2	%age of connections provided within 15 days of registration	100%	100%	100%	100%	100%
1.2	of demand	100%	10070	10070	10070	10070
1.3	%age of connections provided after 15 days of registration of demand		0.00%	0.00%	0.00%	0.00%
1.4	No. of customers to whom credit is given for delayed		0	0	0	0
	connections		-			-
1.5	Total no. of connections provided during the period		0	0	0	0
1.6	Total no. of working connections at the end of the period		0	0	0	0
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		0	0	0	0
2.2	% of faults repaired by next working day	>90%	100%	100%	100%	100%
2.3	% of faults repaired within 3 working day	=>99%	100%	100%	100%	100%
2.4	No. of customers to whom rent rebate is given in minimum		0	0	0	0
2.4	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	100% within 60 days	100.00%	100.00%	100.00%	100.00%
4	days of closures 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	>60%	100.00%	100.00%	100.00%	100.00%
4.2	sec	20070	100.0070	100.0070	100.0070	100.0070
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			2	•	
5.1	No. of intra network links (POP to ISP Gateway nodes) No. of Intra network links having Bandwidth utilisation >90%		0	0	0	0
5.2	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
	No. of Upstream links for International connectivity having					
54	bandwidth utilisation >90% during peak hours (TCBH)	0	0	0	0	0
	Total International bandwidth available from ISP Node to					
5.5	IGSP/NIXI/NAP in Mbps		0	0	0	0
5.6	Total International bandwidth utilisation during peak hours		0	0	0	0
5.7	(TCBH) in Mbps (Enclose MRTG) % International bandwidth utilization during peak hours (TCBH) (Finders MATC)	<90%	0%	0%	0%	0%
F 0	(TCBH) (Enclose MRTG) Broadband Connection Speed available (download) from ISP	>000/	100.000/	100.000/	400.000/	100.000/
5.8	node to user	>80%	100.00%	100.00%	100.00%	100.00%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		0	0	0	0
6.2	Total downtime in hours	. 000/	0	0	0	0
6.3 7	Service availability /uptime (for all users) in %age	>98%	100.00%	100.00%	100.00%	100.00%
8	Packet loss (for wired broadband access) in %age Network latency (for wired broadband access)	<1%	U%0	U%0	U%0	0%
	User reference point at POP/ISP Gateway node to IGSP/NIXI					
8.1	(In msec)	<120 ms	0	0	0	0
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	0	0	0	0
				 		

Name of	the Report:	Quarterly Perform	nance Monitoring F	Report (PMR) on Qua	lity of Service of Bro	adband Service
Name of	the Service Providers:	Tata Teleservices Limi	ted			
Name of	the Circle/ Licensed Service Area:	Himachal Pradesh			•	
Report fo	or quarter ending:	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	udys	0	0	0	0
1.2	%age of connections provided within 15 days of	100%	100%	100%	100%	100%
1.2	registration of demand %age of connections provided after 15 days of registration	10070		10070	10070	10070
1.3	of demand		0.00%	0.00%	0.00%	0.00%
1.4	No. of customers to whom credit is given for delayed		0	0	0	0
	connections		-			
1.5	Total no. of connections provided during the period		0	0	0	0
1.6	Total no. of working connections at the end of the period		0	0	0	0
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		0	0	0	0
2.2	% of faults repaired by next working day	>90%	100%	100%	100%	100%
2.3	% of faults repaired within 3 working day	=>99%	100%	100%	100%	100%
2.6	No. of customers to whom rent rebate is given in minimum		_	_	_	_
2.4	monthly charges or equivalent usage allowance for delay in fault repair		0	0	0	0
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%
2.5	%age of cases to whom refund of deposits is made within					
3.5	60 days of closures	100% within 60 days	100.00%	100.00%	100.00%	100.00%
4	Response Time to the Customer for assistance					
4.1	Total no. of calls received by operators (Voice to voice)		0	0	0	0
4.2	%age of calls answered by operator (Voice to voice) within	>60%	100.00%	100.00%	100.00%	100.00%
4.2	60 sec	20070	100.0070	100.0070	100.0070	100.00%
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	100.00%	100.00%	100.00%	100.00%
5	Bandwidth utilisation/throughput					
_				0	0	0
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		0	0	0	0
J.J	Gateway nodes to IGSP/NIXI node/NAP)		· · · · · · · · · · · · · · · · · · ·			"
5.4	No. of Upstream links for International connectivity having	0	0	0	0	0
J. 4	bandwidth utilisation >90% during peak hours (TCBH)	· ·	U			J
5.5	Total International bandwidth available from ISP Node to		0	0	0	0
ر. ر	IGSP/NIXI/NAP in Mbps		<u> </u>	0	U U	U
5.6	Total International bandwidth utilisation during peak hours		0	0	0	0
	(TCBH) in Mbps (Enclose MRTG) % International bandwidth utilization during peak hours					
5.7	(TCBH) (Enclose MRTG)	<90%	0%	0%	0%	0%
5.8	Broadband Connection Speed available (download) from	>80%	100.00%	100.00%	100.00%	100.00%
	ISP node to user	- 5576				
6	Service Availability/Uptime (for all users) in %age			^	^	^
6.1	Total downting in hours		0	0	0	0
6.2	Total downtime in hours	S 000/	0	0	0	0
6.3 7	Service availability /uptime (for all users) in %age Packet loss (for wired broadband access) in %age	>98% <1%	100.00%	100.00%	100.00%	100.00%
8	Network latency (for wired broadband access) in %age	<u>\1/0</u>	U%0	U70	U70	U70
	User reference point at POP/ISP Gateway node to					
8.1	IGSP/NIXI (In msec)	<120 ms	0	0	0	0
· · · · ·	User reference point at ISP Gateway node to International					
8.2	nearest NAP port abroad (terrestrial) (In msec)	<350 ms	0	0	0	0
8.3	User reference point at ISP Gateway node to International	<800 ms	0	0	0	0
	nearest NAP port abroad (satellite) (In msec)					

Name of	the Report:	Quarterly Perforr	mance Monitoring F	Report (PMR) on Qua	lity of Service of Bro	oadband Service
Name of	the Service Providers:	Tata Teleservices Limi	ted	-		
Name of	the Circle/ Licensed Service Area:	Madhya Pradesh	•		_	
Report f	or quarter ending:	September	Year (YYYY):	2024		
Sl.No.	Parameters	Benchmarks	July	August	September	Quarter
1	Service Provisioning/Activation Time	100% in =< 15 working				
1.1	No. of connections registered	days	0	0	0	0
	%age of connections provided within 15 days of registration	1000/				
1.2	of demand	100%	100%	100%	100%	100%
1.3	%age of connections provided after 15 days of registration of demand		0.00%	0.00%	0.00%	0.00%
	No. of customers to whom credit is given for delayed					
1.4	connections		0	0	0	0
1.5	Total no. of connections provided during the period		0	0	0	0
1.6	Total no. of working connections at the end of the period		0	0	0	0
2	Faults Repair/Restoration Time					
2.1	Total no. of faults registered		0	0	0	0
2.2	% of faults repaired by next working day	>90%	100%	100%	100%	100%
2.3	% of faults repaired within 3 working day	=>99%	100%	100%	100%	100%
	No. of customers to whom rent rebate is given in minimum					
2.4	monthly charges or equivalent usage allowance for delay in		0	0	0	0
a.	fault repair 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%
	%age of cases to whom refund of deposits is made within 60					
3.5	days of closures	100% within 60 days	100.00%	100.00%	100.00%	100.00%
4	Response Time to the Customer for assistance					
4.1	Total no. of calls received by operators (Voice to voice)		0	0	0	0
4.2	%age of calls answered by operator (Voice to voice) within	- 600/	100.000/	100.000/	100.000/	100.000/
4.2	60 sec	>60%	100.00%	100.00%	100.00%	100.00%
4.3	%age of calls answered by operator (Voice to voice) within	>80%	100.00%	100.00%	100.00%	100.00%
5	90 sec Bandwidth utilisation/throughput					
5.1	No. of intra network links (POP to ISP Gateway nodes)		3	3	3	3
5.2	No. of Intra network links having Bandwidth utilisation >90%	0	0	0	0	0
3.2	during peak hours (TCBH)	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
	No. of Upstream links for International connectivity having					
5.4	bandwidth utilisation >90% during peak hours (TCBH)	0	0	0	0	0
	Total International bandwidth available from ISP Node to					
5.5	IGSP/NIXI/NAP in Mbps		21080	21080	21080	21080
5.6	Total International bandwidth utilisation during peak hours		13520	13520	13520	13520
5.5	(TCBH) in Mbps (Enclose MRTG) % International bandwidth utilization during peak hours			1		
5.7	% international bandwidth utilization during peak nours (TCBH) (Enclose MRTG)	<90%	64.14%	64.14%	64.14%	64.14%
5.8	Broadband Connection Speed available (download) from ISP	>80%	100.00%	100.00%	100.00%	100.00%
	node to user	ZOU/0	100.0070	100.0070	100.00%	100.00%
6	Service Availability/Uptime (for all users) in %age		^	^	^	
6.1	Total operational Hours Total downtime in hours		0	0	0	0
6.3	Service availability /uptime (for all users) in %age	>98%	100.00%	100.00%	100.00%	100.00%
7	Packet loss (for wired broadband access) in %age	<1%	0%	0%	0%	0%
8	Network latency (for wired broadband access)					
8.1	User reference point at POP/ISP Gateway node to IGSP/NIXI	<120 ms	0	0	0	0
0.1	(In msec)	-120 III2	<u> </u>			-
8.2	User reference point at ISP Gateway node to International	<350 ms	0	0	0	0
<u> </u>	nearest NAP port abroad (terrestrial) (In msec)	.550 1115				
	User reference point at ISP Gateway node to International					
8.3	nearest NAP port abroad (satellite) (In msec)	<800 ms	0	0	0	0
	1	l		I.	ı	1

Name of	f the Report:	Quarterly Perforr	mance Monitoring F	Report (PMR) on Qua	lity of Service of Bro	adband Service
	the Service Providers:	Tata Teleservices Limi	ted			
Name of the Circle/ Licensed Service Area:		Odisha			_	
Report f	or 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	uays	0	0	0	0
1.2	%age of connections provided within 15 days of	100%	100%	100%	100%	100%
1.2	registration of demand	100%	100%	100%	100%	100%
1.3	%age of connections provided after 15 days of registration of demand		0.00%	0.00%	0.00%	0.00%
1.4	No. of customers to whom credit is given for delayed		0	0	0	0
1.4	connections			U	0	U
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		_		_	_
2.4	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	100% within 60 days	100.00%	100.00%	100.00%	100.00%
	60 days of closures	100% Within 60 days	100.0070	100.0070	100.0070	100.0070
4	Response Time to the Customer for assistance					
4.1	Total no. of calls received by operators (Voice to voice)		0	0	0	0
4.2	%age of calls answered by operator (Voice to voice) within	>60%	100.00%	100.00%	100.00%	100.00%
	60 sec %age of calls answered by operator (Voice to voice) within	1 00/0				
4.3	90 sec	>80%	100.00%	100.00%	100.00%	100.00%
5	Bandwidth utilisation/throughput					
5.1	No. of intra network links (POP to ISP Gateway nodes)		0	0	0	0
	No. of Intra network links having Bandwidth utilisation					
5.2	>90% during peak hours (TCBH)	0	0	0	0	0
5.3	No. of Upstream links for International connectivity (ISP		0	0	0	0
	Gateway nodes to IGSP/NIXI node/NAP)					
5.4	No. of Upstream links for International connectivity having	0	0	0	0	0
	bandwidth utilisation >90% during peak hours (TCBH)					
5.5	Total International bandwidth available from ISP Node to		0	0	0	0
	IGSP/NIXI/NAP in Mbps Total International bandwidth utilisation during peak			_	_	_
5.6	hours (TCBH) in Mbps (Enclose MRTG)		0	0	0	0
5.7	% International bandwidth utilization during peak hours	<90%	0%	0%	0%	0%
	(TCBH) (Enclose MRTG) Broadband Connection Speed available (download) from			,	,	
5.8	ISP node to user	>80%	100.00%	100.00%	100.00%	100.00%
6	Service Availability/Uptime (for all users) in %age					
6.1	Total operational Hours		0	0	0	0
6.2	Total downtime in hours	5 O O O /	0	100,00%	100,00%	100.00%
6.3 7	Service availability /uptime (for all users) in %age Packet loss (for wired broadband access) in %age	>98% <1%	100.00%	100.00%	100.00%	100.00%
8	Network latency (for wired broadband access) in %age	<u>\1/0</u>	U70	070	070	070
	User reference point at POP/ISP Gateway node to	420			^	
8.1	IGSP/NIXI (In msec)	<120 ms	0	0	0	0
0.7	User reference point at ISP Gateway node to International	/2E0 ma	0	0	0	
8.2	nearest NAP port abroad (terrestrial) (In msec)	<350 ms	U			0
	User reference point at ISP Gateway node to International					
8.3	nearest NAP port abroad (satellite) (In msec)	<800 ms	0	0	0	0
	The same of the sa			ļ		

Name of	the Report:	Quarterly Perform	nance Monitoring F	Report (PMR) on Qua	lity of Service of Bro	padband Service
Name of	the Service Providers:	Tata Teleservices Limit		•	•	
Name of	the Circle/ Licensed Service Area:	Uttar Pradesh (East)				
Report f	or 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

	the Report:			eport (PMR) on Qua	lity of Service of Bro	adband Service	
Name of the Service Providers:		Tata Teleservices Limited					
	the Circle/ Licensed Service Area:	Uttar Pradesh (West)			1		
	or 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	uuys	0	0	0	0	
1.2	%age of connections provided within 15 days of registration of	1000/	1000/	1000/	1000/	1000/	
1.2	demand	100%	100%	100%	100%	100%	
1.3	%age of connections provided after 15 days of registration of		0.00%	0.00%	0.00%	0.00%	
	demand No. of customers to whom credit is given for delayed						
1.4	connections		0	0	0	0	
1.5	Total no. of connections provided during the period		0	0	0	0	
1.6	Total no. of working connections at the end of the period		0	0	0	0	
	-			·			
2.1	Faults Repair/Restoration Time		0	0	0	0	
2.1	Total no. of faults registered % of faults repaired by next working day	>90%	100%	100%	100%	100%	
	% of faults repaired by flext working day % of faults repaired within 3 working day	=>99%	100%	100%	100%	100%	
2.3	No. of customers to whom rent rebate is given in minimum	-/33/0	10070	10070	10070	10070	
2.4	monthly charges or equivalent usage allowance for delay in		0	0	0	0	
	fault repair						
	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	
	Billing Performance		0	•	•	•	
3.1	Total no. of bills issued		0	0	0	0	
3.2	No. of bills disputed	420/	0.00%	0.00%	0.00%	0.00%	
5.5	%age of bills disputed	<2%	0.00%	0.00%	0.00%	0.00%	
3.4	%age of complaints resolved within 4 weeks %age of cases to whom refund of deposits is made within 60	100% within 4 weeks	100.00%	100.00%	100.00%	100.00%	
3.5	days of closures	100% within 60 days	100.00%	100.00%	100.00%	100.00%	
4	Response Time to the Customer for assistance		_	_	_	_	
4.1	Total no. of calls received by operators (Voice to voice) %age of calls answered by operator (Voice to voice) within 60		0	0	0	0	
4.2	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	
	No. of Upstream links for International connectivity having						
5.4	bandwidth utilisation >90% during peak hours (TCBH)	0	0	0	0	0	
	Total International bandwidth available from ISP Node to						
5.5	IGSP/NIXI/NAP in Mbps		0	0	0	0	
5.6	Total International bandwidth utilisation during peak hours		0	0	0	0	
	(TCBH) in Mbps (Enclose MRTG)		U	J	U	U	
5.7	% International bandwidth utilization during peak hours (TCBH) (Enclose MRTG)	<90%	0%	0%	0%	0%	
	Broadband Connection Speed available (download) from ISP				_		
5.8	node to user	>80%	100.00%	100.00%	100.00%	100.00%	
6	Service Availability/Uptime (for all users) in %age						
6.1	Total operational Hours		0	0	0	0	
6.2	Total downtime in hours		0	0	0	0	
6.3	Service availability /uptime (for all users) in %age	>98%	100.00%	100.00%	100.00%	100.00%	
	Packet loss (for wired broadband access) in %age	<1%	0%	0%	0%	0%	
8	Network latency (for wired broadband access)						
8.1	User reference point at POP/ISP Gateway node to IGSP/NIXI (In msec)	<120 ms	0	0	0	0	
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) (In msec)	<350 ms	0	0	0	0	
	User reference point at ISP Gateway node to International	<800 ms	0	0	0	0	

Name of				. , ,,	, 0. 00 0. 2	oadband Service
Name of the Service Providers:		Tata Teleservices Limi				
Name of the Circle/ Licensed Service Area:		West Bengal			_	
Report fo	or 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	uays	0	0	0	0
1.2	%age of connections provided within 15 days of	100%	100%	100%	100%	100%
	registration of demand %age of connections provided after 15 days of registration					
1.3	of demand		0.00%	0.00%	0.00%	0.00%
1.4	No. of customers to whom credit is given for delayed connections		0	0	0	0
1.5	Total no. of connections provided during the period		0	0	0	0
1.6	Total no. of working connections at the end of the period		0	0	0	0
	Faults Repair/Restoration Time		·			
2.1	Total no. of faults registered		0	0	0	0
	% of faults repaired by next working day	>90%	100%	100%	100%	100%
	% of faults repaired by flext Working day	=>99%	100%	100%	100%	100%
	No. of customers to whom rent rebate is given in minimum	-/33/0	100%	10070	10070	10070
	monthly charges or equivalent usage allowance for delay in		0	0	0	0
	fault repair					
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%
	%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%
43	%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	0	0	0	0	0
	>90% during peak hours (TCBH) No. of Upstream links for International connectivity (ISP			_	_	_
5.3	Gateway nodes to IGSP/NIXI node/NAP)		0	0	0	0
5.4	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)	0	0	0	0	0
5.5	Total International bandwidth available from ISP Node to IGSP/NIXI/NAP in Mbps		0	0	0	0
5.6	Total International bandwidth utilisation during peak hours		0	0	0	0
5.7	(TCBH) in Mbps (Enclose MRTG) % 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%
	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
	Service availability /uptime (for all users) in %age	>98%	100.00%	100.00%	100.00%	100.00%
	Packet loss (for wired broadband access) in %age	<1%	0%	0%	0%	0%
	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
× 3 1	User reference point at ISP Gateway node to International nearest NAP port abroad (satellite) (In msec)	<800 ms	0	0	0	0