Performance Monitoring Report for Access service (wireline)

Name of the Service Provider	TTML		
Report for the Quarter ending	December	Year	2024

	or reporting period		Service Provisioning			Fault Repair									rconnection			
LSA Code			Total number of connections for which demand Total number of connections provisioned after working days of		Provision of a service within 7 working days of payment of demand	Total no. of faults	Fault incidences (No. of faults per	nevt working	renaired after	Fault repair	extension provided		y Mean Time to Repair (MTTR)	Congestion	Total number	Number of total billing and charging	Billing and charging complaints not	Billing and charging
	Postpaid	Prepaid	note paid by the customer payment of	payment of demand note		Toportou	100 subscribers)	day	days	working days	Postpaid	Prepaid		(90th percentile value)		complaints reported	found valid	complaints
Benchma rk			-	-	≥ 98%	•	≤ 5	≥ 85%		≥ 99%			≤ 10 hrs	≤ 0.5%			-	≤ 0.1%
AP																		
BR																		
DL																		
GJ HR																		
HR HP																		
KT																		
KR																		
KOL																		
MP																		
MH	25038	0	25	0	100.00	1615	6.45	96.16	11	99.32	27.00	0.00	3.09	0.00	120	102.00	99.00	0.01
MUM	36652	0	50	0	100.00	4644	12.67	90.55	41	99.12	491.00	0.00	4.96	0.01	46	181.00	179.00	0.01
OR																		
PB																		
RJ TN																		
UPE																		
UPW																		
WB																		
date a	exclusions, if any and time along with nance of which is o overall performa	h reason, the excluded from																

Note: Customer Service related parameters having performance details of Broadband parameters also.

^{1.} Fault incidences (No. of faults per 100 subscribers) - The given formula is considering the numerator (faults/100 subs) of 3 months, whereas the denominator is taken for 1 month only, which ideally should be taken of 3 months of the sub base also.

Customer Service Customer Service															
Number of billing or charging complaints NOT resolved within 4 weeks	Resolution of billing/ charging complaints within four weeks	Application of adjustment to customer's account within one week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable	Total number of call attempts on call centre / customer care	Number of calls connected to call centre / customer care	Accessibility of call centre/customer care			Percentage of calls answered by the operators (voice to voice) within 90 seconds	Total number of requests received for Termination / Closure of service	Number of requests for Termination / Closure of service completed after 7 working days	Termination/ closure of service within seven working days of receipt of customer's request	Number of closure of service which require refund	Number of service provisioing request for which deposit taken but service could not be provisioned	Number of deposits not refunded within 45 days	Refund of deposits within 45 days of closure of service or non- provisioning of service
-	100%	100%	-	-	≥ 95%	-	-	≥ 95%	-	-	100%	-	-	-	100%
0.00	100.00	100.00	565.00	556.00	98.41	557.00	551.00	98.92	753.00	0.00	100.00	20.00	0.00	0.00	100.00
0.00	100.00	100.00	3243.00	3190.00	98.37	3200.00	3168.00	99.00	1523.00	0.00	100.00	79.00	0.00	0.00	100.00
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