

## Performance Monitoring Report for Access service (wireline)

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

LSA Code	Number of Subscribers at the end of reporting period		Service Provisioning			Fault Repair								Point of Interconnection				
			Total number of connections for which demand note paid by the customer	Total number of connections provisioned after 7 working days of payment of demand note	Provision of a service within 7 working days of payment of demand note by the customer	Total no. of faults reported	Fault incidences (No. of faults per 100 subscribers)	Fault repair by next working day	No. of faults repaired after three working days	Fault repair within three working days	No. of subscribers, to whom rent rebate/ validity extension provided		Mean Time to Repair (MTTR)	Point of Interconnection (POI) Congestion (90th percentile value)	Total number of working Pol	Number of total billing and charging complaints reported	Billing and charging complaints not found valid	Billing and charging complaints
	Postpaid	Prepaid									Postpaid	Prepaid						
Benchmark	-	-	-	-	≥ 98%	-	≤ 5	≥ 85%	-	≥ 99%			≤ 10 hrs	≤ 0.5%	-	-	-	≤ 0.1%
AP																		
BR																		
DL																		
GJ																		
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																		
Details of exclusions, if any (Please mention date and time along with reason, the performance of which is excluded from overall performance)																		

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.

[illegible]