## Performance Monitoring Report for Access service (wireline)

Name of the Service Provider		TTML	Ī																															
Report for th	e Quarter endi	ng	March	Year	2025	2025																												
				Service Provision	ing	Fault Repair								Point of Inte	Point of Interconnection Countomer Service																			
LSA Code	Number of S the end of re	porting period	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)	next working	No. of faults repaired after three working days	Fault repair within three working days	whom re-	nt rebate/	Mean Time to Repair (MTTR)	Point of Interconnection (POI) Congestion (90th percentile value)	Total	Number of total billing and charging complaints reported	Billing and charging complaints not found valid	Billing and charging complaints	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	Number of subscribers requested to connect to the operator		Percentage of calls answered by the operators (voice to voice) within 90 seconds	of requests received for	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	which require	Number of service provisioing request for which deposit taken but service could not be provisioned	within 45	Refund of deposits within at 45 days of closure of service or non- provisioning of service
Benchmark	-	-			≥ 98%		≤5	≥ 85%	-	≥99%			≤ 10 hrs	≤ 0.5%		-		≤ 0.1%		100%	100%			≥ 95%			≥ 95%	-	- 1	100%			- 7	100%
MUM	35533	0	93	0	100.00	4492	4.21	87.18	98	97.82	346	0	3.97	0.01	41	21	21	0.00	0	NA	100.00	2240	2186	97.59	2186	2170	99.27	717	0	100.00	28	0	0	100.00
MH	18276	0	0	0	NA NA	1369	2.50	98.76	5	99.63	47	0	4.12	0.00	123	78	77	0.01	0	100.00	100.00	319	307	96.24	307	304	99.02	565	0	100.00	8	0	0	100.00
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