Performance Monitoring Report for Access service (wireline)

Name of the Service Provider	TTSL		
Report for the Quarter ending	March	Year	2025

LSA Code	Number of Subscribers at the end of reporting period		Service Provisioning			Fault Repair								Point of Interconnection		Customer Service																			
	Postpaid	Prepaid	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 PoI	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	Number of calls answered by the operator within 90 seconds	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
Benchmark	-	-	-	-	≥ 98%	-	≤ 5	≥ 85%	-	≥ 99%			≤ 10 hrs	≤ 0.5%	-	-	-	≤ 0.1%	-	100%	100%		-	-	≥ 95%	-	-	≥ 95%	-	-	100%	-	-	-	100%
AP	17927	0	0	0	NA	2955	5.49	96.70	22	99.26	156	0	5.02	0.00	93	23	23	0.00	0	NA	100.00	503	495	98.41	495	493	99.60	269	0	100.00	46	0	0	100.00
BR	1257	0	0	0	NA	1	0.03	100.00	0	100.00	1	0	4.76	0.00	31	1	0	0.08	0	100.00	100.00	0	0	NA	0	0	NA	0	0	NA	0	0	0	NA
DL	1829	0	0	0	NA	306	5.58	98.08	2	99.35	17	0	8.77	0.02	32	1	1	0.00	0	NA	100.00	422	411	97.39	411	410	99.76	69	0	100.00	1	0	0	100.00
GJ	9029	0	0	0	NA	223	0.82	80.00	14	93.72	25	0	5.11	0.04	91	8	8	0.00	0	NA	100.00	198	190	95.96	190	189	99.47	332	0	100.00	3	0	0	100.00
HR	504	0	0	0	NA	0	0.00	100.00	0	NA	2	0	0.00	0.00	46	1	1	0.00	0	NA	100.00	3	3	100.00	3	3	100.00	2	0	100.00	0	0	0	NA
KT	11469	0	3	0	100.00	203	0.59	94.09	1	99.51	5	0	4.76	0.00	80	7	7	0.00	0	NA	100.00	208	200	96.15	200	199	99.50	376	0	100.00	0	0	0	NA
KR	2251	0	0	0	NA	4	0.06	100.00	0	100.00	2	0	8.77	0.00	22	1	1	0.00	0	NA	100.00	0	0	NA	0	0	NA	0	0	NA	0	0	0	NA
KOL	3567	0	0	0	NA	14	0.13	100.00	0	100.00	0	0	3.68	0.00	34	1	1	0.00	0	NA	100.00	15	15	100.00	15	15	100.00	9	0	100.00	0	0	0	NA
MP	473	0	0	0	NA	6	0.42	100.00	0	100.00	5	0	1.29	0.00	54	0	0	0.00	0	NA	100.00	1	1	100.00	1	1	100.00	0	0	NA	0	0	0	NA
OR	505	0	0	0	NA	0	0.00	100.00	0	NA	0	0	0.00	0.00	47	0	0	0.00	0	NA	100.00	0	0	NA	0	0	NA	51	0	100.00	0	0	0	NA
PB	961	0	0	0	NA	9	0.31	100.00	0	100.00	0	0	2.36	0.00	46	0	0	0.00	0	NA	100.00	0	0	NA	0	0	NA	7	0	100.00	0	0	0	NA
RJ	1145	0	0	0	NA	11	0.32	100.00	0	100.00	0	0	2.65	0.00	54	0	0	0.00	0	NA	100.00	0	0	NA	0	0	NA	2	0	100.00	0	0	0	NA
TN	3397	0	1	0	100.00	31	0.30	100.00	0	100.00	1	0	4.08	0.00	89	1	1	0.00	0	NA	100.00	0	0	NA	0	0	NA	0	0	NA	0	0	0	NA
UPE	1004	0	0	0	NA	16	0.53	100.00	0	100.00	0	0	1.18	0.00	28	0	0	0.00	0	NA	100.00	0	0	NA	0	0	NA	0	0	NA	0	0	0	NA
UPW	24	0	0	0	NA	1	1.39	100.00	0	100.00	0	0	2.86	0.00	40	0	0	0.00	0	NA	100.00	0	0	NA	0	0	NA	0	0	NA	0	0	0	NA