Performance Monitoring Report for Access service (wireline)

Name of the S			TTML																															
Report for the	Report for the Quarter ending		June	Year	2025																													
			Se	ervice Provision	Fault Repair							Point of Inte	Customer Service																					
	Number of Subscribers at the end of reporting period										No. of subscribers, whom rent rebate, validity extension provided										Application of adjustment to customer's account													
LSA Code	Postpaid		Total number of connections for which demand note paid by the customer	after 7	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	Postpaid	Prepaid	Mean Time to Repair (MTTR)		Total	Number of total billing and charging complaints reported	complaints	complaints	billing or charging complaints conversely w	Resolution of billing/ charging complaints within four weeks	charging complaints or	number of call coll attempts on call centre /	to call o	of call centre/ customer care		calls	Percentage of calls answered by the operators (voice to voice) within 90 seconds	Total number of requests received for Termination / Closure of service	Closure of	Termination/ closure of service within seven working days of receipt of customer's request	Number of closure of service which require refund	service	Number of deposits not refunded within 45 days	Refund of deposits within 45 days of closure of service or non- provisioning of service
Benchmark MUM	34636	- 0	103	- 0	≥98%	3941	≤5 3.79	≥ 85% 77.00	205	≥ 99% 94.80	776.00	0	≤ 10 hrs 3.97	≤ 0.5 %	36	84	84	≤ 0.1 %	0	100% NA	100% 100.00	2576	2531	≥ 95%	2531	2502	≥ 95% 98.85	649	- 0	100%	78	- 0	- 0	100%
MH	17849	0	0	0	NA NA	1442	2.69	98.47	2	99.86	43.00	0	4.82	0.000	123	17	17	0.00	0	NA	100.00	298	292	97.99	292	287	98.29	184	0	100.00	11	0	0	100.00
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