

Quarterly Performance Monitoring Report (PMR) on Quality of Service of Broadband Service

Name of the Service Providers : Tata Teleservices (Maharashtra) Limited		
Report for quarter ending: Sept'18		
S.No	Parameters	Benchmarks
		TTML
1	Service Provisioning/ Activation Time	100% within 15 working days
1.1	No. of connections registered	4054
1.2	%age of connections provided within 15 days of registration of demand	100%
1.3	%age of connections provided after 15 days of registration of demand	0%
1.4	No. of customers to whom credit is given for delayed connections	0
1.5	Total no. of connections provided during the period	4054
1.6	Total number of working connections at the end of the period	71525
2	Faults Repair / Restoration Time	
2.1	Total no. of faults registered	21227
2.2	%age of faults repaired by next working day	>90% 77%
2.3	%age of faults repaired within 3 working days	=>99% 91%
2.4	No. of customers to whom rent rebate is given in minimum monthly charges or equivalent usage allowance for delay in fault repair	
	a. Rent Rebate of 7 days	500
	b. Rent Rebate of 15 days	0
	c. Rent Rebate of One Month	0
3	Billing Performance	
3.1	Total no. of bills issued	454363
3.2	No. of bills disputed	87
3.3	%age of bills disputed	<2% 0.0%
3.4	%age of complaints resolved within 4 weeks	100% within 4 weeks 100%
3.5	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days 100%
4	Response Time to the Customer for assistance	
4.1	Total no. of calls received by operators (Voice to voice)	53565
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60% 81%
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80% 87%
5	Bandwidth utilisation/throughout	
5.1	No. of intra network links (POP to ISP Gateway nodes)	18
5.2	No. of intra network links having Bandwidth utilisation >90% during peak hours (TCBH)	0
5.3	No. of Upstream links for International connectivity (ISP Gateway nodes to IGSP/NIXI node/NAP)	5
5.4	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)	0
5.5	Total International bandwidth available from ISP Node to IGSP/NIXI/NAP in Mbps	41850
5.6	Total International bandwidth during peak hours (TCBH) in Mbps (Enclose MRTG)	32362.605
5.7	%age International bandwidth utilisation during peak hours (TCBH) in Mbps (enclose MRTG)	77.33
5.8	Broadband Connection Speed available (download) from ISP node to user	>80% 87.59
6	Service Availability / Uptime (for all users) in %age	>90% QE June 07 >98% w.e.f. QE Sep. 07
6.1	Total Operational Hours	7199880
6.2	Total downtime in hours	16544
6.3	Service availability/uptime (for all users) in %age	>98% 99.8
7	Packet loss (for wired broadband access) in %age	<1% 0
8	Network latency (for wired broadband access)	
8.1	User reference point at POP/ISP Gateway node to IGSP/NIXI	<120 ms 62.43
8.2	User reference point at ISP Gateway node to IGSP/NIXI	<350 ms 201.62
8.3	User reference point at ISP Gateway node to international nearest NAP port abroad (satellite)	<800 ms No Satellite Connectivity in TTML