

Quarterly Performance Monitoring Report (PMR) on Quality of Service of Broadband Service for QE Dec'17

Name of the Service Provider : Tata Teleservices (Maharashtra) Limited

Report for quarter ending : Dec'17

S.No	Parameters	Benchmarks	TTML
1	Service Provisioning/ Activation Time	100% within 15 working days	
1.1	No. of connections registered		5993
1.2	%age of connections provided within 15 days of registration of demand	100%	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		5993
1.6	Total number of working connections at the end of the period		6522
2	Faults Repair / Restoration Time		
2.1	Total No. of Faults registered		26194
2.2	%age of faults repaired by next working day	>90%	86%
2.3	%age of faults repaired within 3 working days	=>99%	96%
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		210
	b. Rent Rebate of 15 days		0
	c. Rent Rebate of One Month		1
3	Billing Performance		
3.1	Total No. of Bills issued		500312
3.2	No. of Bills disputed		305
3.3	%age of Bills disputed	<2%	0.1%
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)		46841
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	96.63%
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	98.32%
5	Bandwidth Utilisation/throughput		
5.1	No. of intra network links (POP to ISP Gateway nodes)		
5.2	No. of intra network links having Bandwidth utilisation >90% during peak hours (TCBH)		
5.3	No. of Upstream links for International connectivity (ISP Gateway nodes to IGSP/NIXI node/NAP)		
5.4	No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)		
5.5	Total International bandwidth available from ISP Node to IGSP/NIXI/NAP in Mbps		
5.6	Total International bandwidth during peak hours (TCBH) in Mbps (Enclose MRTG)		
5.7	%age International bandwidth utilisation during peak hours (TCBH) (enclose MRTG)		
5.8	Broadband Connection Speed available (download) from ISP node to user	>80%	
6	Service Availability / Uptime (for all users) in %age	>98% w.e.f. QE Sep. 07	
6.1	Total Operational Hours		
6.2	Total downtime in hours		
6.3	Service availability/uptime (for all users) in %age	>98%	
7	Packet loss (for wired broadband access) in %age	<1%	
8	Network latency (for wired broadband access)		
8.1	User reference point at POP/ISP Gateway node to IGSP/NIXI	<120 ms	
8.2	User reference point at ISP Gateway node to International nearest NAP port abroad (Terrestrial)	<350 ms	
8.3	User reference point at ISP Gateway node to international nearest NAP port abroad (satellite)	<800 ms	