

Quarterly Performance Monitoring Report (

Quarter June

Year 2018

Name of the Service Provider : TATA Teleservices Ltd

S.No	Parameters	Benchmarks	Benchmarks		
			AP	BH	GJ
1	Service Provisioning/ Activation Time	100% within 15 working days			
1.1	No. of connections registered		881	141	310
1.2	%age of connections provided within 15 days of registration of demand	100%	100%	100%	100%
1.3	%age of connections provided after 15 days of registration of demand		0	0	0
1.4	No. of customers to whom credit is given for delayed connections		0	0	0
1.5	Total no. of connections provided during the period		881	141	310
1.6	Total number of working connections at the end of the period		892	141	311
2	Faults Repair / Restoration Time				
2.1	Total no. of faults registered		2633	510	2123
2.2	%age of faults repaired by next working day	>90%	92%	93%	81%
2.3	%age of faults repaired within 3 working days	=>99%	99%	98%	97%
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		29	14	42
	b. Rent Rebate of 15 days		0.00	0.00	0.00
	c. Rent Rebate of One Month		0.00	0.00	0.00
3	Billing Performance				
3.1	Total no. of bills issued		40385	5275	23173
3.2	No. of bills disputed		4	10	8
3.3	%age of bills disputed	<2%	0.01%	0.19%	0.03%
3.4	%age of complaints resolved within 4 weeks	100% within 4 weeks	100%	100%	100%
3.5	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days	100%	100%	100%
4	Response Time to the Customer for assistance				
4.1	Total no. of calls received by operators (Voice to voice)		4016	623	2885
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	79.65%	89.03%	85.97%
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	86.48%	93.05%	91.38%

PMR) on Quality of Service of Broadband Service

Service Area :												
HR	KA	KL	MP	ND	OR	PB	RJ	TN	UPE	UPW	KOL	All India
0	939	235	47	1071		0	28	459			284	4395
100%	100%	100%	100%	100%		100%	100%	100%			100%	100%
0	0	0	0	0		0	0	0			0	0
0	0	0	0	0		0	0	0			0	0
0	939	235	47	1071		0	28	459			284	4395
0	939	236	47	1071		0	28	460			286	4411
87	2261	452	177	1557		157	88	898			2144	13087
71%	60%	61%	95%	81%		90%	91%	75%			82%	80%
95%	90%	86%	99%	99%		97%	98%	91%			95%	95%
4	173	54	1	26		3	2	59			92	499
0.00	0.00	0.00	0.00	0.00		0.00	0.00	0.00			0.00	0.00
0.00	0.00	0.00	0.00	0.00		0.00	0.00	0.00			0.00	0.00
2724	44564	9395	2138	43263		4794	1948	29301			35822	243091
0	27	4	0	6		4	0.00	9			7	79
0.00%	0.06%	0.04%	0.00%	0.01%		0.08%	0.00%	0.03%			0.02%	0.03%
100%	100%	100%	100%	100%		100%	100%	100%			100%	100%
100%	100%	100%	100%	100%		100%	100%	100%			100%	100%
220	5396	870	305	3579		316	228	1705			3687	23830
85.84%	83.05%	85.31%	84.26%	87.76%		89.24%	92.11%	85.31%			85.01%	84.45%
90.35%	88.76%	90.45%	88.79%	92.41%		92.72%	95.61%	90.90%			91.24%	90.09%