

Quarterly Performance Monitoring Report (

Quarter March

Year 2018

Name of the Service Provider : TATA Teleservices Ltd

S.No	Parameters	Benchmarks	Benchmarks		
			AP	BH	GJ
<b>1</b>	<b>Service Provisioning/ Activation Time</b>	100% within 15 working days			
1.1	No. of connections registered		866.00	203.00	362.00
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		0.00	0.00	0.00
1.4	No. of customers to whom credit is given for delayed connections		0.00	0.00	0.00
1.5	Total no. of connections provided during the period		877.00	203.00	363.00
1.6	Total number of working connections at the end of the period		877	203	363
<b>2</b>	<b>Faults Repair / Restoration Time</b>				
2.1	Total no. of faults registered		2710	483	1875
2.2	%age of faults repaired by next working day	>90%	96%	95%	92%
2.3	%age of faults repaired within 3 working days	=>99%	99%	99%	99%
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		21	4	21
	b. Rent Rebate of 15 days		0.00	0.00	0.00
	c. Rent Rebate of One Month		0.00	0.00	0.00
<b>3</b>	<b>Billing Performance</b>				
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
<b>4</b>	<b>Response Time to the Customer for assistance</b>				
4.1	Total no. of calls received by operators (Voice to voice)		1276	632	1867
4.2	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	97.18%	96.83%	97.00%
4.3	%age of calls answered by operator (Voice to voice) within 90 sec	>80%	98.82%	98.73%	98.87%

**(PMR) on Quality of Service of Broadband Service**

Service Area :												
HR	KA	KL	MP	ND	OR	PB	RJ	TN	UPE	UPW	WB	All India
21.00	1017.00	255.00	91.00	933.00		11.00	29.00	478.00			266.00	4532
100%	100%	100%	100%	100%		100%	100%	100%			100%	100%
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
21.00	1017.00	256.00	91.00	933.00		11.00	29.00	479.00			268.00	4548
21	1017	256	91	933		11	29	479			268	4548
77	1536	503	187	1500		152	110	1125			2611	12869
92%	83%	80%	99%	94%		97%	98%	87%			97%	93%
97%	95%	94%	100%	100%		100%	100%	97%			99%	98%
2	57	23	0	1		0	0	21			11	161
0.00	0.00	1.00	0.00	0.00		0.00	0.00	0			0	1
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
65	3422	751	223	3275		238	216	1386			3426	16777
98.46%	93.56%	93.99%	94.17%	95.47%		95.65%	97.28%	96.47%			96.70%	95.72%
100.00%	96.57%	96.52%	96.41%	97.77%		98.38%	99.07%	98.37%			98.88%	98.00%