		Report	for January,202	20
SI	Deta	il	Count	Percent
4	No. of Complaints received	Calls	724	
1	from Clients	Email	11	
		Slot 1 ((00:00-09:30)	62	
2	Time slot of Calls received	Slot 2 (09:30-18:00)	453	
		Slot 3 (18:00-23:59)	209	
4	Repeat calls from same clien	t	26	4%
_	No. of Call Logs/tickets creat	ed (OS Ticket Server	F74	
5	report)		571	
6	SL % (Call Logs/Calls Receive	ed)		78%
7	No. of case/tickets closed		566	
8	No. of case/tickets pending		5	
	equally. CUET link was departed by the second secon	ets were created from Nath thas been created for IP JET payment issue we have the were created from Nath are 30 tickets has been grom Slot 3 (18:00-23:59)	hours. agios Monitoring System Phone/PABX issue. We got huge calls from agios Monitoring System enerated from Slot 2 (, where call was 12.	em that's why pe users that's why em that's why pe (09:30-18:00), wh
	showing above 100%. 21.01.2020: Note: We have a That's why ticket does not go 22.01.2020: Note: One ticket the state of t	enerated equally.		ing same issue(PC
	call was 3. 10 tickets has bee was 18.			
	25.01.2020: Note: Due to Cu That's why tickets doesn't ge 26.01.2020: Note: One ticket	enerated equally.		n same users reg
	27.01.2020: Note: Due to cu doesn't generated equally.	_		users regarding sa
	28.01.2020: Note: Due to cu doesn't generated equally. 28.01.2020: Note: Two ticke	ets has been generated fo	or LAN suppurt(Qatar)	and Mail proble
	31.01.20202: Note: On 31/0	1/2020 only 3 tickets has	been created where	call was 14.

				1	
Rules	Remarks				
The SL% is 10% or below					
The SL% is 95% or above					
111c 3E/0 13 33/0 01 above					
received from Hot Line					
hy tickets doesn't created					
my tickets doesn't created					
rcentage of call logs is					
tickets does not generated					
rcentage of call logs is					
rcertage of call logs is					
nere call was 30. And 6					
ercentage of call logs is					
GCB connection problem).					
LC L.S. L. III					
aed from slot 3 where call					
arding their kink shift.					
ame issue that's why tickets					
ame issue that's why tickets					
m(alphalife.com.bd)					

S/N	Help/Complaint Issue	Count	NOC	Dhanmondi
1	Link Down	177	44	
2	Connection problem	69	13	
3	Slow bandwidth	100	11	2
4	mail problem	7		
5	Request for support	4	1	
6	LAN support	6		
7	CUET payment status	92		
8	CUET link down	41		
9	CUET connection problem	5		
10	Website browsing problem	1		
11	Link shifting	31	3	
12	Router configuration	7	2	
13	Router reconfiguration	1		
14	New connection query	1		
15	others	4	1	
16	Survey	1		
17	dwidth up-gradation(perman	1		
18	dwidth up-gradation(tempor	1		
19	POP Down	1	1	
20	Printer problem	3	2	
21	Ping loss	1		
22	VPN Connection Problem	1		
23	Disconnection Request	3		
24	LAN problem	3		
25	P Phone/PABX problem issue	3		
26	Wifi Connection problem	6		
27	pmain & Hosting problem issu	1		
28	dwidth Downgration (Perman	1		
		572	78	2
	Percentage		14%	0%

Report on service time

	Help/Complaint Issue	Count	Less than 2 hours	Less than4 hours
1	Link Down	177	151	18
2	Connection problem	69	50	10
3	Slow bandwidth	100	69	17
4	mail problem	7	4	3
5	Request for support	4	3	1
6	LAN support	6	2	

					POP wise s	ervice rep	סר וויטווו זמ	nuary,202
Tejgaon	Uttara	Ajhora	Banani -17	Motijhe el POP	Niketon- 5	Gulshan- 96	Gulshan- 62	CUET
4	3	11	5	4	54	3	4	9
2		5	8		14		3	15
2		4	4		21			43
		1						
		1	1		1			1
		2						
								92
								41
								5
								26
								4
								1
		1		1				1
		_		_				
								1
					1			
			1					
					1			
								2
					2			
					1			
					1			1
				1				
								1
8	3	25	19	6	96	3	7	243
1%	1%	4%	3%	1%	17%	1%	1%	42%
Resolution Time								
Less than 8 hours	Less	Less	48 hours					
	than 24 hours	than 48 hours	Plus					
8	nours	Hours						
4	5							
	8	6						
	4							

U									
Niketon-	Nation	Fiber@H ome	PGCB	Tomato	Optimax	СТБ	Uttara	AKNET	Nikunja
11	4	2		7			1	1	1
6	3								
6	1			2					1
				1	3				
1									
1									
				1					
4									
1									
						1			
			1						
2									
20	-			- 11					
28 5%	8 1%	2	1 0%	11 2%	3 1%	1 0%	1 0%	1 0%	2 0%
5%	170	0%	U%	270	170	U%	0%	0%	0%

•		
Circle	Baridhara	Mirpur
	9	
	9	
3		
3		
		1
	1	
	10	
3	10	1
1%	2%	0%

7	CUET payment status	92	92	
8	CUET link down	41	3	
9	CUET connection problem	5		5
10	Website browsing problem	1		1
11	Link shifting	31		1
12	Router configuration	7	2	5
13	Router reconfiguration	1		1
14	New connection query	1	1	
15	others	4	2	2
16	Survey	1		1
17	dwidth up-gradation(perman	1	1	
18	dwidth up-gradation(tempora	1	1	
19	POP Down	1		1
20	Printer problem	3		3
21	Ping loss	1	1	
22	VPN Connection Problem	1		1
23	Disconnection Request	3	3	
24	LAN problem	3		3
25	P Phone/PABX problem issue	3	2	
26	Wifi Connection problem	6		
27	pmain & Hosting problem issu	1	1	
28	dwidth Downgration (Perman	1	1	
		572	389	73
Cell Colou	ır Rules			
Green		Within Required Service	Level	
Yellow		Exceeding required Serv	ice Level but within to	olerance limit
Red		Unacceptable Service Le	vel. Need to be addre	essed on priority
SL	POP	Count	Percentage	
1	CUET	243	42%	
2	Niketon-5	96	17%	
3	NOC	78	14%	
		417	73%	
S/N	Column1	1st week	2nd week	3rd week
1	No. of Complaints	178	241	127
2	Repeat calls	1	10	7
3	Tickets created	124	211	116
			Report for t	ne month of .
S/N	POP	Client number	Report for t 1st Week	Column1
S/N 1			1st Week	Column1
	POP NOC- GULSHAN # 1 PO Baridhara POP	Client number 83 16		

	35		3			
		28	2			
		1				
12	52	35	5			
basis.						
basis.						
basis. 4th week						
basis. 4th week						
basis. 4th week 178						
basis. 4th week						
basis. 4th week 178 8 120						
basis. 4th week 178 8 120						
basis. 4th week 178 8 120 January 2nd Week	Column			4rth We		
basis. 4th week 178 8 120	Column 35%	17	20%	14		

3	Ajhora (Gulshan-2) PO	22	7	32%
4	GULSHAN-2 ROAD # 62	12	4	33%
5	GULSHAN-2 ROAD # 96	14	0	0%
6	Motijheel POP	11	3	27%
7	Uttara sec#11 (Faith O	1	0	0%
8	Banani Road # 18 POP	8	0	0%
9	Banani Road # 17 POP	23	0	0%
10	Neketon Road # 5 POP	105	17	16%
11	Niketon Road # 1 POP	34	9	26%
12	Dhanmondi- Satmosjid	6	0	0%
13	PGCB POP	2	0	0%
14	Dhanmondi Rupayan P	12	0	0%
15	Dhanmondi Cefalo POR	1	0	0%
16	Mirpur-10 POP	1	1	100%
17	Uttara Sector # 6 POP	1	0	0%
18	Parkheight POP	3	0	0%
19	Nikunja#2 POP	2	0	0%
		357		
Cell Color	1			
Golden	POP with service complaint			
Green	POP with no complaint for the	`		
Purple	No complaint for the whole n	nonth.		

0	0%	3	14%	8	36%		
3	25%	0	0%	2	17%		
2	14%	1	7%	0	0%		
0	0%	0	0%	1	9%		
1	100%	1	100%	1	100%		
0	0%	1	13%	0	0%		
2	9%	10	43%	7	30%		
32	30%	20	19%	28	27%		
8	24%	7	21%	4	12%		
0	0%	0	0%	0	0%		
1	50%	1	50%	0	0%		
0	0%	0	0%	0	0%		
0	0%	0	0%	0	0%		
0	0%	0	0%	0	0%		
0	0%	0	0%	0	0%		
0	0%	0	0%	0	0%		
2	100%	1	50%	0	0%		

SI			
	Detail		Count
1	No. of Complaints received from Clients	Calls	743
	No. of complaints received from chems	Email	0
		Slot 1 ((00:00-09:30)	66
2	Time slot of Calls received	Slot 2 (09:30-18:00)	446
		Slot 3 (18:00-23:59)	231
4	Repeat calls from same client		34
5	No. of Call Logs/tickets created (OS Ticke	t Server report)	510
6	SL % (Call Logs/Calls Received)		
7	No. of case/tickets closed		509
8	No. of case/tickets pending	T.	1
	03.02.2020: Note: Due to pending issues 03.02.2020: Note: One ticket has been ge 04.02.2020: Note: Due to pending issues 04.02.2020: Note: One ticket has been ge 05.02.2020: Note: Due to Cuet sheikh rus 08.02.2020: Note-1: There are only one t 08.02.2020: Note-2: There are 7 tickets h 10.02.2020: Note: Due to cuet payment i 10.02.2020: Note: Due to cuet payment i 12.02.2020: Note: Due to cuet New Cont 13.02.2020: Note: One ticket has been ge 14.02.2020: Note: Some tickets were cre 15.02.2020: Note: Due to CUET new cont	enerated for LAN support (Qatar of Cuet link Down we have got enerated for LAN support (Qatar seel hall's one PON down tickets icket has been generated from Soas been generated from Slot 3 (2 ssues we have got huge calls from sues we have got huge calls from ection Issues we have got sever enerated for New Connection Quated from Nagios Monitoring Systems	calls several times has not been create lot 1 ((00:00-09:30) 18:00-23:59), where m cuet users that;s m cuet users that's al calls from same usery-Tritech.
	15.02.2020: Note: Due to CUET new connections 18.02.2020: Note: There are only 5 ticket 19.02.2020: Note: There are only 1 ticket 20.02.2020: Note: One ticket has been go 22.02.2020: Note: Yesterday, Level3 Carr 23.02.2020: Note: Some tickets were cree 23.02.2020: Note: One ticket has been go 24.02.2020: Note: We have got few calls 25.02.2020: Note: We have got few calls 26.02.2020: Note: We have got few calls 27-29.02.2020: Note: Due CUET Primary 27-29.02.2020: Note: One ticket has been	is has been generated from Slot 3 thas been generated from Slot 3 enerated for LAN support of Qata ier was down that's we have got ated from Nagios Monitoring Sys enerated for Lan support of Qata from CUET users regarding new from cuet users regarding same from cuet users regarding same from cuet users regarding same	item that's why per alls from same user alls from same user 3 (18:00-23:59), who ar. huge calls from CU stem that's why per r. connection query. issue. That's why ti issue. That's why ti uge calls from CUE
	15.02.2020: Note: Due to CUET new conr 18.02.2020: Note: There are only 5 ticket 19.02.2020: Note: There are only 1 ticket 20.02.2020: Note: One ticket has been ge 22.02.2020: Note: Yesterday, Level3 Carr 23.02.2020: Note: Some tickets were cre 23.02.2020: Note: One ticket has been ge 24.02.2020: Note: We have got few calls 25.02.2020: Note: We have got few calls 26.02.2020: Note: We have got few calls 27-29.02.2020: Note: Due CUET Primary	nection queries we got several cases has been generated from Slot 3 enerated for LAN support of Qataier was down that's we have got ated from Nagios Monitoring Systemerated for Lan support of Qatairom CUET users regarding new from cuet users regarding same from cuet users regarding same Link Down issue, we have got he	item that's why per alls from same user alls from same user 3 (18:00-23:59), who ar. huge calls from CU item that's why per r. connection query. issue. That's why ti issue. That's why ti

)						
Percent	Rules	Remarks				
5%	The SL% is 10% or below					
370	THE SEA IS 1078 OF BEIOW					
69%	The SL% is 95% or above					
03/6	THE 3L% IS 93% OF ABOVE					
	sers. That;s why ticket doesn'r genera	ted equally				
at's why tio	cket does not generated equally.					
at's why tio	cket does not generated equally.					
equally.						
where call v	was 8.					
all was 10.						
hy tickets o	doesn't generated equally.					
hy tickets o	doesn't generated equally.					
er. That's w	why tickets doesn't generated equally.					
	, ,					
ntage of ca	all logs is showing above 100%.					
	all logs is showing above 100%.					
_	tickets doesn't generated equally.					
	tickets doesn't generated equally.	a al la acception				
	13. That's why tickets doesn't generat					
e call was 6	. That's why tickets doesn't generated	equally.				
users at n	ight. That's why tickets doesn't genera	ated equally.				
ntage of ca	all logs is showing above 100%.					
at;s why ti	ckets doesn't generated equally.					
ets doesn't	generated equally.					
ets doesn't	generated equally.					
	s why tickets doesn't generated equal	ly.				
		POP wise so	ervice repo	ort from Ja	nuary,202	0
Dhanmo				Banani	Motijhe	Niketon-
ndi	Tejgaon	Uttara	Ajhora	-17	el POP	5

Gulshan- Gulshan-

62

96

Niketon-

Nation

Tomato

Optimax

CTG

aith Onlin(Baridhara

CUET



1	Link Down	156	45
2	Connection problem	61	20
3	Slow bandwidth	124	23
4	mail problem	4	
5	Request for support	17	2
6	LAN support	6	1
7	CUET payment status	34	
8	CUET link down	12	
9	CUET connection problem	15	
10	Website browsing problem	6	2
11	Link shifting	9	2
12	Router configuration	10	2
13	New connection query	15	1
14	Ping Loss	6	1
15	others	7	2
16	Survey	1	1
17	LAN Problem	6	1
18	Secondary link Down	1	
19	Wifi Connection problem	4	2
20	Disconnection Request	6	1
21	Billing Purpose	7	
22	IP Phone/PABX problem issue	1	1
23	Cuet New Connection	1	
24	Bandwidth Downgration (Permanent)	1	
		510	107
	Percentage		21%

Report on service

	Help/Complaint Issue	Count	Less than 2 hours
1	Link Down	156	90
2	Connection problem	61	40
3	Slow bandwidth	124	75
4	mail problem	4	1
5	Request for support	17	14
6	LAN support	6	6
7	CUET payment status	34	34
8	CUET link down	12	
9	CUET connection problem	15	11
10	Website browsing problem	6	4
11	Link shifting	9	7
12	Router configuration	10	8
13	New connection query	15	15
14	Ping Loss	6	5

5	2	1	3	6		40
3		1	1	5	1	15
			2	1	_	25
				_		23
		1	2		1	3
		_				
				1		2
						1
				1		
				3	1	
					1	
						1
5	2	2	8	17	4	87
1%	0%	0%	2%	3%	1%	17%
e tim	e					
	Resolution Time					
Less than4 hours	Less than 8 hours	Less than 24 hours	Less than 48 hours	48 hours Plus		
	the state of the s		IIIO GII 3			
55	11		Hours			
	11		Tiours			
55	11		liours			
55 21		1	liours			
55 21	14	1	liours			
55 21 35	14	1				
55 21 35	2	1	TIOUTS			
55 21 35	14	1		1		
55 21 35 3 4 4	2	1		1		
55 21 35 3 4 4 2	2	1		1		
55 21 35 3 4 4	2	1		1		

2	12	12	11	4		4			9
	2	8	7						2
	5	56	4				1		4
					1	3			
		1	1	1	1	1			1
		34							
		12							
		15							
		1							
		6							
		3	1					1	2
		11					2		
		1							
		2							
	1		2					1	
	1								
		2							
		4							
		5	1			1			
		1 1							
		1							
2	21	1	27		2	0	2	2	10
2	21	1 175	27	5	2	9	3	2	18
2 0%	21 4%	1	27 5%	5 1%	2 0%	9	3 2%	2 1%	18
		1 175							
		1 175							
		1 175							
		1 175							
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		1 175							
		1 175							
		1 175							
		1 175							
		1 175							
		1 175							
		1 175							

4%

15	others	7	5	
16	Survey	1	1	
17	LAN Problem	6	3	
18	Secondary link Down	1	1	
19	Wifi Connection problem	4	3	
20	Disconnection Request	6	1	
21	Billing Purpose	7	7	
22	IP Phone/PABX problem issue	1		
23	Cuet New Connection	1		
24	Bandwidth Downgration (Permanent)	1	1	
		510	332	
Cell Colo	ur Rules			
Green		Within Required Service Level		
Yellow		Exceeding required Service Leve		
Red		Unacceptable Service Level. Ne	ed to be addressed or	
SL	POP	Count	Percentage	
1	CUET	175	34%	
2	NOC	107	21%	
3	Niketon-5	87	17%	
	Timeton 5	369	72%	
		303	7270	
S/N	Column1	1st week	2nd week	
1	No. of Complaints	161	246	
2	Repeat calls	10	9	
3	Tickets created	89	152	
		,	Report for the	
S/N	POP	Client number	1st Week	
1	NOC- GULSHAN # 1 POP	84	16	
2	Baridhara POP	16	6	
3	Ajhora (Gulshan-2) POP	22	1	
4	GULSHAN-2 ROAD # 62 PO	12	6	
5	GULSHAN-2 ROAD # 96 POP	14	1	
6	Motijheel POP	11	1	
7	Uttara sec#11 (Faith Online)	2	0	
8	Banani Road # 18 POP	8	0	
9	Banani Road # 15 POP	23	2	
10	Neketon Road # 5 POP	107	18	
11	Niketon Road # 1 POP	38	4	
	THURSTON TO THE TOTAL TO THE TOTAL T	1 30	4	
12	Dhanmondi- Satmosjid POP	7	1	

2							
3							
1							
			1				
		1					
135		25	2		1		
135		35	2		1		
e limit							
n priority b	oasis.						
3rd week		4th week					
149		187					
8		7					
128		141					
month o	f February						
	2nd Week		Column2	3rd Wa	Column	Arth Ma	Column
19%		23	27%	27	32%	31	37%
38%		4	25%	0	0%	51	31%
5%		5	23%	3	14%	2	9%
50%		0	0%	0	0%	5	42%
						0	
7%		2	0%	0	0%		0%
9%			18%	6	55%	1	9%
0%		0	0%	1	50%	1	50%
0%			0%	0	0%	1	13%
004							
9% 17%		2	9% 28%	7 19	30% 18%	6 22	26% 21%

0

11%

14%

19

0

50%

3%

21%

0%

22

0

58%

0%

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4					
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•					

13	PGCB POP	2	0
14	Dhanmondi Rupayan POP	12	0
15	Dhanmondi Cefalo POP	1	0
16	Mirpur-10 POP	1	0
17	Uttara Sector # 6 POP	1	0
18	Parkheight POP	3	0
19	Nikunja#2 POP	2	0
		366	

Cell Colour Rules

Golden	POP with service complaint				
Green	POP with no complaint for that particular period				
Purple	No complaint for the whole month.				

0%	0	0%	0	0%	0	0%
0%	0	0%	0	0%	0	0%
0%	0	0%	0	0%	0	0%
0%	0	0%	0	0%	4	400%
0%	0	0%	0	0%	0	0%
0%	0	0%	0	0%	0	0%
0%	0	0%	0	0%	0	0%

•					
•					
•					
•					

			1st May to 3	
SI	Detail		Count	
1	No. of Complaints received from	Complaints	111	
	Clients	Total calls	156	
		Email	3	
2	No. of Complaints/tickets created	d (OS Ticket Server report)	148	
3	SL % (No. of solved ticket/No. of	complaints)	148	
4	No. of case/tickets closed		148	
4	No. of case/tickets pending	•		

1st May ,2020		
Percent	Rules	Remarks
		out of 156 calls, 111 for complaints and remaining 45 were general queries from clients, billing issues and CUET temporary disconnection queries.
		34 tickets has been generated from Nagios Monitoring System and 3 tickets has been generated from email that's why percentage of call log is showing above 100%.
130%	The SL% is 90% or above	

		Report for Jun	e(1-15),2020	
SI	Detail		Count	Percent
1	No. of Complaints received from Clients	Calls	71	
	No. of Complaints received from Chefits	Email	8	
		Slot 1 ((00:00-09:30)	8	
2	Time slot of Calls received	Slot 2 (09:30-18:00)	45	
		Slot 3 (18:00-23:59)	18	
4	Repeat calls from same client		7	10%
5	No. of Call Logs/tickets created (OS Ticket S	Server report)	88	
6	SL % (Call Logs/Calls Received)			111%
7	No. of case/tickets closed		88	
8	No. of case/tickets pending		0	

				PC
S/N	Help/Complaint Issue	Count	NOC	Tejgaon
1	Link Down	20	5	1
2	Connection problem	9	1	
3	Slow bandwidth	23	4	
4	Mail problem	7	3	
5	Mail Spamming Problem	1		
6	LAN support	2		
7	LAN Problem	2		
8	Request for support	3	2	
9	Router Configuration	5		
10	Others	9	2	
11	Link shifting	1		
12	POP Down	2		
13	VPN Connection Problem	2		
14	WiFi Connection Problem	2		
		88	17	1
	Percentage		19%	1%

		Re	port on service time	
S/L	Help/Complaint Issue	Count	Less than 2 hours	Less than4 hours
1	Link Down	20	14	6
2	Connection problem	9	6	3

Rules	Remarks
TI CI 0/	
The SL%	
is 10% or	
below	
	Some tickets have been
	generated from Nagios
	Monitoring System that's
	why the percentage of call
	logs is showing above 100%.
The SL%	
is 95% or	
above	

Pv	vise serv	ice repor	rt from J	lunel	1-15)	.2020
	<u> </u>					

Uttara	Ajhora	Banani -17	Banani- 18	Motijhe el POP	Niketon- 5	Gulshan- 62	Niketon- 1
1	2			1	4	2	
	1	1			2		1
	1	2	1	1	9		1
		1					
	1						1
	1						1
	1						
		1		1	1	2	
	2	1		1	2		
							1
		1					
1	9	7	1	4	18	4	5
1%	10%	8%	1%	5%	20%	5%	6%
Res	olution Time						
_							

Pocol	lution Time	
Resul	iuuon mine	

Less than 8 hours	Less than 24 hours	Less than 48 hours	48 hours Plus		

Circle	Optimax	СТС	Baridhara	oer @ Hon	Radio

Circle	Optimax	стб	Baridhara	oer @ Hon	Radio
1		2		1	
					3
		4			
	3				
	1				
	1				
		1			
			1		
				2	
		1			
1	5	8	1	3	3
1%	1%	6%	1%	3%	3%

_				
3	Slow bandwidth	23	20	3
4	Mail problem	7	2	
5	Mail Spamming Problem	1		
6	LAN support	2	2	
7	LAN Problem	2	2	
8	Request for support	3	2	1
9	Router Configuration	5	3	2
10	Others	9	6	3
11	Link shifting	1		_
12	POP Down	2	1	1
13	VPN Connection Problem	2	4	1
14	WiFi Connection Problem	2 88	59	20
		88	59	20
Cell Colo	ur Rules			
Green		Within Required Servi	ce Level	I .
Yellow		•	ervice Level but within t	olerance li
Red		<u> </u>	Level. Need to be addr	
		·		
SL	РОР	Count	Percentage	
1	Niketon-5	18	20%	
2	NOC	17	19%	
3	Ajhora	9	10%	
Total		44	50%	
		77	30%	
			3070	
S/N	Column1	1st week	2nd week	3rd week
	No. of Complaints			3rd week
S/N 1 2	No. of Complaints Repeat calls	1st week 43 4	2nd week 45 3	0
S/N 1	No. of Complaints	1st week 43	2nd week 45	0
S/N 1 2	No. of Complaints Repeat calls	1st week 43 4 43	2nd week 45 3 45	0 0 0
S/N 1 2 3	No. of Complaints Repeat calls Tickets created	1st week 43 4 43 Rep	2nd week 45 3 45 ort for the mont	0 0 0
S/N 1 2	No. of Complaints Repeat calls Tickets created POP	1st week 43 4 43	2nd week 45 3 45 ort for the mont	0 0 0 th of Ju
S/N 1 2 3	No. of Complaints Repeat calls Tickets created	1st week 43 4 43 Rep	2nd week 45 3 45 ort for the mont	0 0 0
\$/N 1 2 3	No. of Complaints Repeat calls Tickets created POP	1st week 43 4 43 Repo	2nd week 45 3 45 ort for the mont	0 0 0 th of Ju
S/N 1 2 3 S/N 1	No. of Complaints Repeat calls Tickets created POP NOC- GULSHAN # 1 POP	1st week 43 4 43 Repo	2nd week 45 3 45 ort for the montage 1st Week 8	0 0 0 th of Ju Column1 10%
S/N 1 2 3 S/N 1 2	No. of Complaints Repeat calls Tickets created POP NOC- GULSHAN # 1 POP Baridhara POP	1st week 43 4 43 Report Client number 84 17	2nd week 45 3 45 ort for the mont 1st Week 8 0	0 0 0 th of Ju Column1 10% 0%
S/N 1 2 3 S/N 1 2 3	No. of Complaints Repeat calls Tickets created POP NOC- GULSHAN # 1 POP Baridhara POP Ajhora (Gulshan-2) POP	1st week 43 4 43 Report Client number 84 17 22	2nd week 45 3 45 Ort for the mont 1st Week 8 0 5	0 0 0 th of Ju Column1 10% 0% 23%
S/N 1 2 3 S/N 1 2 3 4	No. of Complaints Repeat calls Tickets created POP NOC- GULSHAN # 1 POP Baridhara POP Ajhora (Gulshan-2) POP GULSHAN-2 ROAD # 62 PO	1st week 43 4 43 Report Client number 84 17 22 12	2nd week 45 3 45 ort for the mont 1st Week 8 0 5	0 0 0 th of Ju Column1 10% 0% 23% 8%
S/N 1 2 3 S/N 1 2 3 4 5	POP NOC- GULSHAN # 1 POP Baridhara POP Ajhora (Gulshan-2) POP GULSHAN-2 ROAD # 62 PO GULSHAN-2 ROAD # 96 POP	1st week 43 4 43 Report Client number 84 17 22 12 14	2nd week 45 3 45 ort for the mont 1st Week 8 0 5 1	0 0 0 th of Ju Column1 10% 0% 23% 8%
s/N 1 2 3 S/N 1 2 3 4 5 6	No. of Complaints Repeat calls Tickets created POP NOC- GULSHAN # 1 POP Baridhara POP Ajhora (Gulshan-2) POP GULSHAN-2 ROAD # 62 PO GULSHAN-2 ROAD # 96 POP Motijheel POP	1st week 43 4 43 Report Client number 84 17 22 12 14 11	2nd week 45 3 45 Ort for the mont 1st Week 8 0 5 1 0 2	0 0 0 0 th of Ju Column1 10% 0% 23% 8% 0% 18%
s/N 1 2 3 S/N 1 2 3 4 5 6 7	POP NOC- GULSHAN # 1 POP Baridhara POP Ajhora (Gulshan-2) POP GULSHAN-2 ROAD # 62 PO GULSHAN-2 ROAD # 96 POP Motijheel POP Uttara sec#11 (Faith Online)	1st week 43 4 43 Report Client number 84 17 22 12 14 11 2	2nd week 45 3 45 ort for the mont 1st Week 8 0 5 1 0 2	0 0 0 0 th of Ju Column1 10% 0% 23% 8% 0% 18% 0%
s/N 1 2 3 S/N 1 2 3 4 5 6 7 8	No. of Complaints Repeat calls Tickets created POP NOC- GULSHAN # 1 POP Baridhara POP Ajhora (Gulshan-2) POP GULSHAN-2 ROAD # 62 PO GULSHAN-2 ROAD # 96 POP Motijheel POP Uttara sec#11 (Faith Online) Banani Road # 18 POP Banani Road # 17 POP	1st week 43 4 43 Report Client number 84 17 22 12 14 11 2 8 23	2nd week 45 3 45 Ort for the mont 1st Week 8 0 5 1 0 2 0 1 4	0 0 0 0 th of Ju Column1 10% 0% 23% 8% 0% 18% 0% 13%
s/N 1 2 3 S/N 1 2 3 4 5 6 7 8 9 10	POP NOC- GULSHAN # 1 POP Baridhara POP Ajhora (Gulshan-2) POP GULSHAN-2 ROAD # 62 PO GULSHAN-2 ROAD # 96 POP Motijheel POP Uttara sec#11 (Faith Online) Banani Road # 18 POP Banani Road # 17 POP Neketon Road # 5 POP	1st week 43 4 43 Report Client number 84 17 22 12 14 11 2 8 23 112	2nd week 45 3 45 Ort for the mont 1st Week 8 0 5 1 0 2 0 1 4 6	0 0 0 0 10 20 10% 23% 8% 0% 18% 0% 13% 17% 5%
s/N 1 2 3 S/N 1 2 3 4 5 6 7 8 9	No. of Complaints Repeat calls Tickets created POP NOC- GULSHAN # 1 POP Baridhara POP Ajhora (Gulshan-2) POP GULSHAN-2 ROAD # 62 PO GULSHAN-2 ROAD # 96 POP Motijheel POP Uttara sec#11 (Faith Online) Banani Road # 18 POP Banani Road # 17 POP	1st week 43 4 43 Report Client number 84 17 22 12 14 11 2 8 23	2nd week 45 3 45 Ort for the mont 1st Week 8 0 5 1 0 2 0 1 4	0 0 0 0 th of Ju Column1 10% 0% 23% 8% 0% 18% 0% 13%

		5			
		1			
1					
1		6			
mit					
riority basi					
4th week					
0					
0					
0					
•					
ne(1-15					
nd Wee	Column2	rd Weel			Column4
9	11%	0	0%	0	0%
1	6%	0	0%	0	0%
4	18%	0	0%	0	0%
1	8%	0	0%	0	0%
0	0%	0	0%		0%
2	18%	0	0%	0	0%
1	50%	0	0%		0%
0	0%	0	0%		0%
3	13%	0	0%		0%
12	11%	0	0%	0	0%
3	8%	0	0%		0%
0	0%	0	3%	0	0%

13	PGCB POP	2	0	0%			
14	Dhanmondi Rupayan POP	12	0	0%			
15	Dhanmondi Cefalo POP	1	0	0%			
16	Mirpur-10 POP	1	0	0%			
17	Uttara Sector # 6 POP	1	0	0%			
18	Parkheight POP	3	0	0%			
19	Nikunja#2 POP	3	0	0%			
		373					
Cell Colo	ur Rules						
Golden	POP with service complaint						
Green	POP with no complaint for that particular pe	eriod					
Purple	No complaint for the whole month.						

0	0%	0	0%	0	0%	
0	0%	0	0%	0	0%	
0	0%	0	0%	0	0%	
0	0%	0	0%	4	400%	
0	0%	0	0%	0	0%	
0	0%	0	0%	0	0%	
0	0%	0	0%	0	0%	

		Report for Ju	ne,2020	
SI	Detai	Count	Percent	
1	No. of Complaints received	Calls	188	
1	from Clients	Email	11	
		Slot 1 ((00:00-09:30)	36	
2	Time slot of Calls received	Slot 2 (09:30-18:00)	114	
		Slot 3 (18:00-23:59)	38	
4	Repeat calls from same client		7	4%
5	No. of Call Logs/tickets created report)	d (OS Ticket Server	202	
6	SL % (Call Logs/Calls Received		102%	
7	No. of case/tickets closed	202		
8	No. of case/tickets pending		0	

S/N	Help/Complaint Issue	Count	NOC	Tejgaon
1	Link Down	40	6	2
2	Connection problem	41	11	_
3	Slow bandwidth	58	11	
4	Mail problem	12	3	
5	Mail Spamming Problem	1	3	
6	LAN support	3		
7	LAN Problem	3		
8	Request for support	3	2	
9	Router Configuration	8	1	
10	Others	20	6	
11	Link shifting	1		
12	POP Down	3		
13	Website Browsing Problem	1		
14	VPN Connection Problem	2		
15	Router Reconfiguration	2	2	
16	WiFi Connection Problem	4	1	
		202	43	2
	Percentage		21%	1%

Report on servi

Rules	Remarks			
The SL% is 10% or below				
	Some tickets have been generated from Nagios Monitoring System that's why the percentage of call logs is showing above 100%.			
The SL% is				
95% or above				
		P	OP wise s	ervice repo
Uttara	Aihora	Banani -17	Banani-18	Motiiheel POP

Uttara	Ajhora	Banani -17	Banani-18	Motijheel POP
1	2	Darram 17	Daniam 20	1
1	2	1		_
2	2	4	1	5
	1	1		
	1		-	
	1			
	1			
	1			
	1			
		1		1
1	2	2		1
		2		
5	12	11	1	8
2%	6%	5%	0%	4%

ce time

Resolution Time

rt from June(1-15),2020

Niketon-5	Gulshan-62	Niketon-1	Circle	Optimax	CTG	Baridhara
11	4		1		7	
15		6			1	
20		3			4	
	2			3		
				1		
1		1				
1		1				
2	2	1				
3				2	2	
					1	
		2				1
1						
					1	
54	8	14	1	6	16	1
27%	4%	7%	0%	0%	3%	0%

Fiher @ Home	Radio	Mirnur	Nikunia -2	heln	Faith Oline	Dhanmondi	Tomato
Fiber @ Home	Radio	Mirpur	Nikunja -2	help	Faith Oline	Dhanmondi	Tomato 2
Fiber @ Home 1		Mirpur	Nikunja -2	help	Faith Oline 2	Dhanmondi	Tomato 2
	Radio 4			help			;
		Mirpur 1	Nikunja -2			Dhanmondi 4	;
				help 2			;
							;
							;
							;
							;
			1				;
							;
			1				;
			1				;
1			1				;
			1				;
1			1				;
2	4	1	1	2		4	
2	4	1	1	2	2	4	2
2	4	1	1	2		4	
2	4	1	1	2	2	4	2
2	4	1	1	2	2	4	2

S/L	Help/Complaint Issue	Count	Less than 2 hours	Less than4 hours
1	Link Down	40	20	11
2	Connection problem	41	32	7
3	Slow bandwidth	58	50	5
4	Mail problem	12	5	2
5	Mail Spamming Problem	1		
6	LAN support	3	2	
7	LAN Problem	3	2	1
8	Request for support	3	2	1
9	Router Configuration	8	6	2
10	Others	20	10	8
11	Link shifting	1		
12	POP Down	3	2	1
13	Website Browsing Problem	1		1
14	VPN Connection Problem	2	2	
15	Router Reconfiguration	2	2	
16	WiFi Connection Problem	4	3	1
		202	138	40
Cell Colo	ur Rules			
Green		Within Required Service		
Yellow		Exceeding required Servi		
Red		Unacceptable Service Le	vel. Need to be ad	dressed on pri
SI	POP	Count	Percentage	
1	Niketon-5	54	27%	
2	NOC	43	21%	
3	Niketon-1	14	7%	
		111	55%	
S/N	Column1	1st week	2nd week	3rd week
1	No. of Complaints	43	45	40
2	Repeat calls	4	3	3
3	Tickets created	43	45	50
				Report
S/N	POP	Client number	1st Week	Column1
1	NOC- GULSHAN # 1 POP	84	8	

Less than 8 hours	Less than 24 hours	Less than 48 hours	48 hours Plus	
6	2	1		
2				
3				
		5		
		1		
1				
2				
1				
15	2	7	0	
13	_	,	· ·	
nit				
ority basis.				
<u>.</u>				
4th week				
60				
5				
64				
for the re-	onth of June			

for the month of June

	2nd Week	Column2	3rd Week	Column3	4rth Week
•	9	11%	14	17%	12

Col			
Column4			
14%			
170			

2	Baridhara POP	17	0	0%		
3	Ajhora (Gulshan-2) POP	22	5	23%		
4	GULSHAN-2 ROAD # 62 F	12	1	8%		
5	GULSHAN-2 ROAD # 96 F	14	0	0%		
6	Motijheel POP	11	2	18%		
7	Uttara sec#11 (Faith Onl	2	0	0%		
8	Banani Road # 18 POP	8	1	13%		
9	Banani Road # 17 POP	23	4	17%		
10	Neketon Road # 5 POP	112	6	5%		
11	Niketon Road # 1 POP	38	2	5%		
12	Dhanmondi- Satmosjid P	7	0	0%		
13	PGCB POP	2	0	0%		
14	Dhanmondi Rupayan PO	12	0	0%		
15	Dhanmondi Cefalo POP	1	0	0%		
16	Mirpur-10 POP	1	0	0%		
17	Uttara Sector # 6 POP	1	0	0%		
18	Parkheight POP	3	0	0%		
19	Nikunja#2 POP	3	0	0%		
		373				
Cell Colo	Cell Colour Rules					
Golden	POP with service complaint					
Green	POP with no complaint for that particular period					
Purple	No complaint for the whole month.					

1	6%	0	0%	0
4	18%	0	0%	3
1	8%	2	17%	2
0	0%	0	0%	0
2	18%	1	9%	2
1	50%	2	100%	0
0	0%	0	0%	0
3	13%	2	9%	2
12	11%	18	16%	19
3	8%	4	11%	4
0	0%	0	3%	4
0	0%	0	0%	0
0	0%	0	0%	0
0	0%	0	0%	0
0	0%	0	0%	4
0	0%	2	200%	2
0	0%	0	0%	0
0	0%	1	33%	1

0%			
14%			
17%			
0%			
18%			
0%			
0%			
9%			
17%			
11%			
57%			
0%			
0%			
0%			
400%			
200%			
0%			
33%			

	Report for July		
SI	Detail		Count
1	No. of Complaints received from Clients	Calls	97
1	No. of complaints received from clients	Email	6
		Slot 1 ((00:00-09:30)	7
2	Time slot of Calls received	Slot 2 (09:30-18:00)	59
		Slot 3 (18:00-23:59)	31
4	Repeat calls from same client		5
5	No. of Call Logs/tickets created (OS Ticke	138	
6	SL % (Call Logs/Calls Received)		
7	No. of case/tickets closed		137
8	No. of case/tickets pending	1	

S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	29	8
2	Slow bandwidth	39	6
3	Link down	21	8
4	Others	25	9
5	LAN Support	3	1
6	Mail Problem	7	
7	Router configuration	3	1
8	LAN Problem	1	
9	Billing Purpose	1	
10	Printer problem	2	2
11	Frequent Connection Interruption	1	
12	Website Browsing Problem	2	
13	VPN Connection Problem	1	
14	Link Shifting	1	
15	Ping Loss	1	1
16	WiFi Connection Problem	1	
		138	36
	Percentage		26%

(1-15),2020					
Percent	Rules	Remarks			
5%	The SL% is 10% or below				
		Some tickets have been generated from Nagios Monitoring System that's why the percentage of call logs is showing above 100%.			
134%	The SL% is 95% or above				
		We have been communicating with the client continuously. As their office is closed that's why they didn't gibe us schedule to visit their end and solve the issue.			

POP wise service report from July(1

		7			
Neketon Road # 5 POP	<u>Ban-17</u>	Ajhora			
10	2				
18	3	3			
2	3	2			
6	3	1			
1		1			
	1	3			
	1	1			
1					
1					
1					
40	13	11			
29%	9%	8%			
Report on ser	Report on service time				

l-15),2020						
Gul-96	Nik-1	Circle	Baridhara	Optimax	hanmond	
	3					
1	1	1		1		
2	1	1	1	1		
1	4					
				3		
					1	
					1	
			1			
4	9	2	2	5	2	
3%	7%	1%	1%	4%	1%	
	1					

стс	Mirpur	Tomato
6		
3		
1		
1		
	1	
		1
		1
1%	8%	1%
	6	6 3 1 1 1

- 4:	11.1.70			
S/L	Help/Complaint Issue	Count	Less than 2 hours	
1	Connection problem	29	18	
2	Slow bandwidth	39	18	
3	Link down	21	16	
4	Others	25	16	
5	LAN Support	3	1	
6	Mail Problem	7		
7	Router configuration	3	2	
8	LAN Problem	1		
9	Billing Purpose	1	1	
10	Printer problem	2		
11	Frequent Connection Interruption	1		
12	Website Browsing Problem	2	1	
13	VPN Connection Problem	1		
14	Link Shifting	1		
15	Ping Loss	1	1	
16	WiFi Connection Problem	1	1	
		138	75	
Cell Colo	ur Rules			
Green		Within Required Service L	evel	
Yellow		Exceeding required Service Level but with		
Red		Unacceptable Service Lev	el. Need to be addres	
SL	POP	Count	Percentage	
1	Neketon Road # 5 POP	40	29%	
2	NOC	36	26%	
3	Ban-17	13	9%	
Total		89	64%	
S/N	Column1	1st week	2nd week	
1	No. of Complaints	42	55	
2	Repeat calls	3	2	
3	·			
	Tickets created	62	67	
	lickets created	62	67	
	lickets created	62	67	
S/N	POP	Client number	1st Week	
S/N 1	POP	Client number	1st Week	
1	POP NOC- GULSHAN # 1 POP	Client number 85	1st Week 9	
1 2	POP NOC- GULSHAN # 1 POP Baridhara POP	Client number 85	1st Week 9	
1 2 3	POP NOC- GULSHAN # 1 POP Baridhara POP Ajhora (Gulshan-2) POP	Client number 85 17 22	1st Week 9 0 3	
1 2	POP NOC- GULSHAN # 1 POP Baridhara POP	Client number 85	1st Week 9	

		Resolution Time
Less than4 hours	Less than 8 hours	Less than 24 hours
8	3	
17	3	
3	2	
8	1	
2		
	1	1
1		
1		
1		1
	1	
1		
1		
1		
44	11	2
erance limit		
sed on priority basis.		
3rd week	4th week	
0	0	
0	0	
0	0	
Re	port for the m	onth of July(1-15)
	2 1 - 1 - 1 - 1	

Report for the month of July(1-15)				
Column1	2nd Week	Column2		
11%	12	14%		
0%	1	6%		
14%	6	27%		
8%	2	17%		
7%	0	0%		

ess than 48 hours	48 hours Plus		
	1		
5			
5			
<u> </u>			
3rd Week	Column3	4rth Week	Column4
0	0%	0	0%
0	0%	0	0%
0	0%	0	0%
0	0%	0	0%
0	0%	0	0%

6	Motijheel POP	11	1
7	Uttara sec#11 (Faith Online)	2	0
8	Banani Road # 18 POP	8	0
9	Banani Road # 17 POP	23	2
10	Neketon Road # 5 POP	120	17
11	Niketon Road # 1 POP	38	9
12	Dhanmondi- Satmosjid POP	7	1
13	PGCB POP	2	0
14	Dhanmondi Rupayan POP	12	0
15	Dhanmondi Cefalo POP	1	0
16	Mirpur-10 POP	1	0
17	Uttara Sector # 6 POP	1	0
18	Parkheight POP	3	0
19	Nikunja#2 POP	3	0
		382	
6-11-6-1			

Cell Colour Rules

	Golden	POP with service complaint	
	Green	POP with no complaint for that particular period	
Purple No complaint for the whole month.			

9%	2	18%
0%	1	50%
0%	0	0%
9%	3	13%
14%	25	21%
24%	3	8%
14%	1	14%
0%	0	0%
0%	0	0%
0%	0	0%
0%	1	100%
0%	0	0%
0%	0	0%
0%	0	0%

0	0%	0	0%	
0	0%	0	0%	
0	0%	0	0%	
0	0%	0	0%	
0	0%	0	0%	
0	0%	0	0%	
0	3%	0	0%	
0	0%	0	0%	
0	0%	0	0%	
0	0%	0	0%	
0	0%	4	400%	
0	0%	0	0%	
0	0%	0	0%	
0	0%	0	0%	

Report fo			
SI	Detail		Count
1	1 No. of Complaints received from Clients	Calls	165
1	No. of Complaints received from Cherits	Email	12
		Slot 1 ((00:00-09:30)	25
2	Time slot of Calls received	Slot 2 (09:30-18:00)	125
		Slot 3 (18:00-23:59)	15
4	Repeat calls from same client		10
5	No. of Call Logs/tickets created (OS Ticket Server report)		204
6	SL % (Call Logs/Calls Received)		
7	No. of case/tickets closed		203
8	No. of case/tickets pending		1

S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	42	13
2	Slow bandwidth	59	18
3	Link down	19	3
4	Others	41	9
5	LAN Support	5	2
6	Mail Problem	13	
7	Router configuration	4	2
8	Request for support	4	2
9	LAN Problem	1	
10	Billing Purpose	1	
11	Printer problem	2	1
12	Frequent Connection Interruption	2	
13	Website Browsing Problem	3	1
14	Primary Link Down	1	
15	Link Shifting	1	1
16	Ping Loss	4	1
17	WiFi Connection Problem	2	1
		204	54
Percentage			26%

2020				
Percent	Rules	Remarks		
6%	The SL% is 10% or below			
		Some tickets have been generated from Nagios Monitoring System that's why the percentage of call logs is showing above 100%.		
115%	The SL% is 95% or above			
		We have been communicating with the client continuously. As their office is closed that's why they didn't gibe us schedule to visit their end and solve the issue.		

	POP wise service report		
Neketon Road # 5 POP	<u>Ban-17</u>	Ajhora	
14	2	5	
17		8	
4		6	
15	3	4	
1		2	
		5	
	1		
2			
	1		
1			
1			
2			
1			
		1	
1			
59	7	31	
29%	3%	15%	

_	
from July 2020	

from July,2020			
Gul-96	Nik-1	Circle	
4	1		
	3	3	
		1	
	8	2	
	1		
	1		
2			
6	14	6	
3%	7%	3%	

Baridhara	Optimax)hanmond	Tomato	стб	Mirpur	Tomato
			1	1		1
2		2	1	2		3
		1		4		
	8					
					1	
2	8	3	2	7	1	4
1%	4%	1%	1%	1%	3%	2%

c /ı	Hala (Commission Laws	Count	
S/L	Help/Complaint Issue	Count	Less than 2 hours
1	Connection problem	42	27
2	Slow bandwidth	59	48
3	Link down	19	13
4	Others	41	13
5	LAN Support	5	3
6	Mail Problem	13	7
7	Router configuration	4	2
8	Request for support	4	2
9	LAN Problem	1	
10	Billing Purpose	1	1
11	Printer problem	2	1
12	Frequent Connection Interruption	2	1
13	Website Browsing Problem	3	2
14	Primary Link Down	1	1
15	Link Shifting	1	1
16	Ping Loss	4	2
	WiFi Connection Problem	2	
		204	124
Cell Colo Green	ur Rules	Within Required Service Le	evel
Yellow		Exceeding required Service	Level but within toler
Red		Unacceptable Service Leve	l. Need to be addresse
SL	POP	Count	Percentage
1	Neketon Road # 5 POP	59	29%
2	NOC	54	26%
3	Ajhora	31	15%
Total		144	71%
S/N	Column1	1st week	2nd week
1	No. of Complaints	42	55
2	Repeat calls	3	2
3	Tickets created	62	67
3	Herets created	UZ	07
S/N	POP	Client number	1st Week
1	NOC- GULSHAN # 1 POP	85	9
2	Baridhara POP	17	0
3	Ajhora (Gulshan-2) POP	22	3
2	Aihora (Gulshan-2) POP	22	

Report on s	ervice time				
		Resolution Time			
Less than4 hours	Less than 8 hours	Less than 24 hours			
14					
7	4				
3	3				
25	3				
2					
5	1				
2					
2					
1					
1					
	1				
1					
2					
2					
67	12				
an an limate					
ance limit d on priority basis.					
d on priority basis.					
3rd week	4th week				
42	26				
3	2				
45	30				
	Report for the month of July				
Column1	2nd Week	Column2			
11%	12	14%			
0%	1	6%			
14%	6	27%			
14/0	U	27/0			

Less than 48 hours	48 hours Plus
	1
	1

3rd Week	Column3	4rth Week
13	15%	5
1	6%	0
6	27%	0

			1
Column4			
6%			
0%			
0%			
0%			

4	GULSHAN-2 ROAD # 62 PO	12	1		
5	GULSHAN-2 ROAD # 96 POP	14	1		
6	Motijheel POP	11	1		
7	Uttara sec#11 (Faith Online)	2	0		
8	Banani Road # 18 POP	8	0		
9	Banani Road # 17 POP	23	2		
10	Neketon Road # 5 POP	120	17		
11	Niketon Road # 1 POP	38	9		
12	Dhanmondi- Satmosjid POP	7	1		
13	PGCB POP	2	0		
14	Dhanmondi Rupayan POP	12	0		
15	Dhanmondi Cefalo POP	1	0		
16	Mirpur-10 POP	1	0		
17	Uttara Sector # 6 POP	1	0		
18	Parkheight POP	3	0		
19	Nikunja#2 POP	3	0		
		382			
0 11 0 1					
	Cell Colour Rules				
Golden Green	POP with service complaint POP with service complaint for that particular pariod				
Green	POP with no complaint for that particular period				

No complaint for the whole month.

Purple

8%	2	17%
7%	0	0%
9%	2	18%
0%	1	50%
0%	0	0%
9%	3	13%
14%	25	21%
24%	3	8%
14%	1	14%
0%	0	0%
0%	0	0%
0%	0	0%
0%	1	100%
0%	0	0%
0%	0	0%
0%	0	0%

0	0%	0
0	0%	2
1	9%	4
0	0%	0
0	0%	0
1	4%	0
10	8%	8
2	5%	1
1	3%	0
0	0%	0
0	0%	0
0	0%	0
0	0%	1
0	0%	0
0	0%	0
0	0%	0
	57.1	

0%			
14%			
36%			
0%			
0%			
0%			
7%			
3%			
0%			
0%			
0%			
0%			
100%			
0%			
0%			
0%			

	Report for Augus				
SI	Detail		Count		
1	No. of Complaints received from	Calls	70		
1	Clients	Email	1		
		Slot 1 ((00:00-09:30)	7		
2	2 Time slot of Calls received	Slot 2 (09:30-18:00)	49		
		Slot 3 (18:00-23:59)	14		
4	4 Repeat calls from same client				
5	5 No. of Call Logs/tickets created (OS Ticket Server report)				
6	6 SL % (Call Logs/Calls Received)				
7	7 No. of case/tickets closed				
8	8 No. of case/tickets pending				

S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	13	4
2	Slow bandwidth	21	4
3	Link down	20	8
4	Others	11	2
5	LAN Support	2	1
6	Mail Problem	3	1
7	Router configuration	2	
8	LAN Problem	3	1
9	Printer problem	1	
10	Secondary Link Down	1	
11	Request for support	1	
12	Reconnection	1	
13	WiFi Connection Problem	2	2
		81	23
	Percentage		28%

S/L	Help/Complaint Issue	Count	Less than 2 hours
1	Connection problem	13	5
2	Slow bandwidth	21	2
3	Link down	20	2
4	Others	11	1
5	LAN Support	2	
6	Mail Problem	3	

1-15),2020			
Percent	Rules	Remarks	
	- 1 0.0(1.400(1.4		
4%	The SL% is 10% or below		
		Some tickets have been	
		generated from Nagios	
		Monitoring System	
		that's why the percentage	
		of call logs is showing above 100%.	
114%	The SL% is 95% or above		

	POP	wise service report f	rom August(1
Neketon Road # 5 POP	<u>Ban-17</u>	Ban-18	<u>Fiber @ Home</u>
4	1	1	
6	1	1	
5	1		
1			
			2
1			
1			
18	3	2	2
22%	4%	2%	2%

Report on service tin	1e		
	Resoluti	on Time	
Less than4 hours	Less than 8 hours	Less than 24 hours	Less than 48 hours
4	4		
4	15		
5	13		
4	2	4	
1	1		
	1	1	1

-15),2020							
-15],2020							
Tomato	Ajhora	Gul-96	Nik-1	Nikunja-2	Baridhara	Motijheel	hanmond
	1	1	3	1			
	1	_				4	4
	1					4	1
	1					4	1
	1					4	1
	1					4	1
	1			1		4	1
	1			1		4	1
1				1		4	1
1	1			1		4	1
1				1		4	1
1				1	1	4	1
1				1	1	4	1
1				1	1	4	1
1				1	1		
1		1	3	1	1	4	1
1	1			2	1	4	1
	1	1 1	3 4%				
1	1			2	1	4	1
1	1			2	1	4	1
1	1			2	1	4	1
1 1%	1			2	1	4	1
1	1			2	1	4	1
1 1%	1			2	1	4	1
1 1%	1			2	1	4	1
1 1%	1			2	1	4	1
1 1%	1			2	1	4	1
1 1%	1			2	1	4	1
1 1%	1			2	1	4	1
1 1%	1			2	1	4	1
1 1%	1			2	1	4	1

Gul-62	CTG	Optimax	Uttara
	3		
	3		
3	2		1
1	1	1	
			1
			1
4	9	1	3
5%	5%	1%	4%

7	Router configuration	2	1
8	LAN Problem	3	1
9	Printer problem	1	1
10	Secondary Link Down	1	
11	Request for support	1	
12	Reconnection	1	1
13	WiFi Connection Problem	2	2
		81	15
Cell Colou	ur Rules		
Green		Within Required Service	Level
Yellow		Exceeding required Serv	
Red		Unacceptable Service Le	vel. Need to be ad
SL	POP	Count	Percentage
1	NOC	23	28%
2	Neketon Road # 5 POP	18	22%
3	Motijheel	4	5%
Total		45	56%
S/N	Column1	1st week	2nd week
1	No. of Complaints	32	37
2	Repeat calls	1	2
3	Tickets created	43	38
S/N	POP	Client number	1st Week
1	NOC- GULSHAN # 1 POP	85	7
2	Baridhara POP	17	0
3	Ajhora (Gulshan-2) POP	22	1
4	GULSHAN-2 ROAD # 62 PO	12	2
5	GULSHAN-2 ROAD # 96 POP	14	0
6	Motijheel POP	11	1
7	Uttara sec#11 (Faith Online)	2	2
8	Banani Road # 18 POP	8	0
9	Banani Road # 17 POP	23	1
10	Neketon Road # 5 POP	120	11
11	Niketon Road # 1 POP	38	1
12	Dhanmondi- Satmosjid POP	7	1
13	PGCB POP	2	0
14	Dhanmondi Rupayan POP	12	0
15	Dhanmondi Cefalo POP	1	0
16	Mirpur-10 POP	1	0
10	Intil hai - 10 hOh	1	U

1			
2			
1			
	1		
1			
23	37	5	1
n tolerance limit			
dressed on priority basis.			
3rd week	4th week	1	
0	0		
0	0		
0	0		

Report for the month of August(1-15)

Tiepert for the	month of August	<i> </i>	
Column1	2nd Week	Column2	3rd Week
8%	9	11%	0
0%	1	6%	0
5%	1	5%	0
17%	1	8%	0
0%	1	7%	0
9%	3	27%	0
0%	1	50%	0
0%	0	0%	0
4%	1	4%	0
9%	15	13%	0
3%	0	0%	0
14%	0	0%	0
0%	0	0%	0
0%	0	0%	0
0%	0	0%	0
0%	0	0%	0

Column3	4rth Week	Column4			
0%	0	0%			
0% 0%	0	0% 0%			
0% 0% 0%	0 0	0% 0% 0%			
0% 0% 0% 0%	0 0 0	0% 0% 0% 0%			
0% 0% 0% 0% 0%	0 0 0 0	0% 0% 0% 0% 0%			
0% 0% 0% 0% 0% 0%	0 0 0 0 0	0% 0% 0% 0% 0% 0%			
0% 0% 0% 0% 0%	0 0 0 0 0	0% 0% 0% 0% 0%			
0% 0% 0% 0% 0% 0%	0 0 0 0 0	0% 0% 0% 0% 0% 0%			
0% 0% 0% 0% 0% 0% 0% 0% 0%	0 0 0 0 0 0	0% 0% 0% 0% 0% 0% 0%			
0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0 0 0 0 0 0	0% 0% 0% 0% 0% 0% 0% 0% 0% 0%			
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0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0		0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0			

17	Uttara Sector # 6 POP	1	0
18	Parkheight POP	3	0
19	Nikunja#2 POP	3	0
		382	
Cell Colou	ır Rules		
Golden	POP with service complaint		
Green	POP with no complaint for that partic	cular period	
Purple	No complaint for the whole month.		

0%	0	0%	0
0%	0	0%	0
0%	2	67%	0

0%	0	0%
0%	0	0%
0%	0	0%

S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	13	4
2	Slow bandwidth	21	4
3	Link down	20	8
4	Others	11	2
5	LAN Support	2	1
6	Mail Problem	3	1
7	Router configuration	2	
8	LAN Problem	3	1
9	Printer problem	1	
10	Secondary Link Down	1	
11	Request for support	1	
12	Reconnection	1	
13	WiFi Connection Problem	2	2
		81	23
	Percentage		28%

S/L	Help/Complaint Issue	Count	Less than 2 hours
1	Connection problem	13	5
2	Slow bandwidth	21	2
3	Link down	20	2
4	Others	11	1
5	LAN Support	2	
6	Mail Problem	3	

	POP v	vise service report fro	om December
Neketon Road # 5 POP	<u>Ban-17</u>	Ban-18	<u>Fiber @ Home</u>
4	1	1	
6	1	1	

	POP wise service report from Decemb				
Neketon Road # 5 POP	<u>Ban-17</u>	Ban-18	<u>Fiber @ Home</u>		
4	1	1			
6	1	1			
5	1				
1					
			2		
1					
1					
18	3	2	2		
22%	4%	2%	2%		

Report on service time						
Resolution Time						
Less than4 hours Less than 8 hours Less than 24 hours hours						
4	4					
4	15					
5	13					
4	2	4				
1	1					
	1	1	1			

(1-13),2020							
Tomato	Ajhora	Gul-96	Nik-1	Nikunja-2	Baridhara	Motijheel	hanmond
	1	1	3	1			
	1					4	1
1				1			
1	1						
	1						
					1		
					1		
1							4
	3	1	3	2	1	4	1
1%	3	1 1%	3 4%	2 2%	1	4 5%	1 1%
1%							
1%							
1%							
1%							
1%							
1%							

Gul-62	CTG	Optimax	Uttara
	3		
	3		
3	2		1
1	1	1	
			1
			1
4	9	1	3
5%	5%	1%	4%

7	Pouter configuration	2	1
8	Router configuration LAN Problem	3	1
9	Printer problem	1	1
10	Secondary Link Down	1	
11	Request for support	1	
12	Reconnection	1	1
13	WiFi Connection Problem	2	2
		81	15
Cell Color	ur Rules		
Green		Within Required Service	Level
Yellow		Exceeding required Serv	ice Level but withi
Red		Unacceptable Service Le	vel. Need to be ad
SL	РОР	Count	Percentage
1	NOC	23	28%
2	Neketon Road # 5 POP	18	22%
3 Total	Motijheel	4	5%
Total		45	56%
S/N	Column1	1st week	2nd week
1	No. of Complaints	32	37
2	Repeat calls	1	2
3	Tickets created	43	38
S/N	РОР	Client number	1st Week
1	NOC- GULSHAN # 1 POP	85	7
2	Baridhara POP	17	0
3	Ajhora (Gulshan-2) POP	22	1
4	GULSHAN-2 ROAD # 62 PO	12	2
5	GULSHAN-2 ROAD # 96 POP	14	0
6	Motijheel POP	11	1
7	Uttara sec#11 (Faith Online)	2	2
8	Banani Road # 18 POP	8	0
9	Banani Road # 17 POP	23	1
10	Neketon Road # 5 POP	120	11
11	Niketon Road # 1 POP	38	11
			1
12	Dhanmondi- Satmosjid POP	7	_
13	PGCB POP	2	0
14	Dhanmondi Rupayan POP	12	0
15	Dhanmondi Cefalo POP	1	0
16	Mirpur-10 POP	1	0

1			
2			
1			
	1		
1			
23	37	5	1
n tolerance limit			
dressed on priority basis.			
3rd week	4th week		
0	0		
0	0		
0	0		

Report for the month of August(1-15)

	month of August		
Column1	2nd Week	Column2	3rd Week
8%	9	11%	0
0%	1	6%	0
5%	1	5%	0
17%	1	8%	0
0%	1	7%	0
9%	3	27%	0
0%	1	50%	0
0%	0	0%	0
4%	1	4%	0
9%	15	13%	0
3%	0	0%	0
14%	0	0%	0
0%	0	0%	0
0%	0	0%	0
0%	0	0%	0
0%	0	0%	0

Column3	4rth Week	Column4			
0%	0	0%			
0% 0%	0	0% 0%			
0% 0% 0%	0 0 0	0% 0% 0%			
0% 0% 0% 0%	0 0 0 0	0% 0% 0% 0%			
0% 0% 0%	0 0 0	0% 0% 0%			
0% 0% 0% 0% 0%	0 0 0 0	0% 0% 0% 0% 0%			
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0% 0% 0% 0% 0% 0%	0 0 0 0 0	0% 0% 0% 0% 0% 0%			
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0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0			

17	Uttara Sector # 6 POP	1	0		
18	Parkheight POP	3	0		
19	Nikunja#2 POP	3	0		
		382			
Cell Colour Rules					
Golden	POP with service complaint				
Green	POP with no complaint for that particular period				
Purple	No complaint for the whole month.				

0%	0	0%	0
0%	0	0%	0
0%	2	67%	0

0%	0	0%
0%	0	0%
0%	0	0%

			Report for A
SI	Detail		Count
1	No. of Complaints received from Clients	Calls	149
1	No. of complaints received from clients	Email	4
		Slot 1 ((00:00-09:30)	15
2	Time slot of Calls received	Slot 2 (09:30-18:00)	105
		Slot 3 (18:00-23:59)	29
4	Repeat calls from same client		6
5	5 No. of Call Logs/tickets created (OS Ticket Server report)		154
6	6 SL % (Call Logs/Calls Received)		
7	7 No. of case/tickets closed		154
8	No. of case/tickets pending		0

S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	20	8
2	Slow bandwidth	40	15
3	Link down	30	10
4	Others	21	3
5	LAN Support	3	1
6	Mail Problem	7	1
7	Router configuration	5	
8	LAN Problem	5	1
9	Printer problem	2	
10	Secondary Link Down	1	
11	Request for support	7	3
12	Frequent Connection Interruption	6	
13	Ping Loss	1	
14	Reconnection	2	
15	WiFi Connection Problem	4	2
		154	44
	Percentage	29%	

S/L	Help/Complaint Issue	Count	Less than 2 hours
1	Connection problem	20	10
2	Slow bandwidth	40	2
3	Link down	30	2
4	Others	21	14

ugust,2020			
Percent	Rules	Remarks	
4%	The SL% is 10% or		
470	below		
		Some tickets has been generated from Nagios	
		Monitoring System that's why the percentage of	
		call logs is showing above 100%.	
101%	The SL% is 95% or		
101/0	above		

POP wise service rep

		i di Mise service re		
Neketon Road # 5 POP	<u>Ban-17</u>	Ban-18		
5	1	1		
20	1	1		
8	2	1		
6	2			
1				
1				
3				
1	1			
3		1		
1				
		1		
49	7	5		
32%	5%	3%		

Report on service time

Resolution Time

Less than4 hours	Less than 8 hours	Less than 24 hours
5	5	
15	23	
10	29	
	2	7

ort from August,	2020			
Fiber @ Home	Tomato	Ajhora	Gul-96	Nik-1
<u></u>	1	1		
	1	1		2
4		3		
1				5
	1			
2		1		1
				1
	1			
		1		
		1		1
		1		
			1	
7	4	8	1	10
5%	3%	5%	1%	6%
370	370	370	170	070
Less than 48 hours	48 hours Plus			
Less than 46 hours	46 Hours Plus			

Nikunja-2 Baridhara Motijheel hanmond Gul-62 CTG Optimax Uttara aith Onlin 2	
	Nation
	Nation
	1
	1
	1
	1
1 4 0 0 1 4 1 4 1	
1/0	
	3
	3 2%

5	LAN Support	3	
6	Mail Problem	7	
7	Router configuration	5	4
8	LAN Problem	5	1
9	Printer problem	2	
10	Secondary Link Down	1	
11	Request for support	7	3
12	Frequent Connection Interruption	6	1
13	Ping Loss	1	
14	Reconnection	2	1
15	WiFi Connection Problem	4	2
		154	40
Cell Colo	ur Rules		
Green	Traines	Within Required Service L	evel
Yellow			e Level but within tolerance l
Red			el. Need to be addressed on p
		·	·
SL	РОР	Count	Percentage
1	Neketon Road # 5 POP	46	32%
2	NOC	41	29%
3	Ajhora	8	5%
Total		95	66%
S/N	Column1	1st week	2nd week
1	No. of Complaints	32	37
2	Repeat calls	1	2
3	Tickets created	35	39
S/N	POP	Client number	1st Week
1	NOC- GULSHAN # 1 POP	78	7
2	Baridhara POP	19	0
3	Ajhora (Gulshan-2) POP	18	1
4	GULSHAN-2 ROAD # 62 PO	12	2
5	GULSHAN-2 ROAD # 96 POP	14	0
6	Motijheel POP	11	1
7	Uttara sec#11 (Faith Online)	2	2
8	Banani Road # 18 POP	7	0
9	Banani Road # 17 POP	19	1
10	Neketon Road # 5 POP	124	11
11	Niketon Road # 1 POP	43	1
12	Dhanmondi- Satmosjid POP	7	1
	, S	/	-

1	1	1
	2	2
1		
2	1	
1		
	1	
1	1	
1		
37	65	10
imit		
priority basis.		
3rd week	4th week	
23	44	
3	0	
33	47	

Report for the month of August'2020						
Column1	2nd Week	Column2				
9%	9	12%				
0%	1	5%				
6%	1	6%				
17%	1	8%				
0%	1	7%				
9%	3	27%				
0%	1	50%				
0%	0	0%				
5%	1	5%				
9%	15	12%				
2%	0	0%				
14%	0	0%				

2			
2			
3rd Week	Column3	4rth Week	Column4
7	9%	12	15%
9	47%	0	0%
5		3	17%
1	1	2	17%
2		0	0%
3	1470		
	1	2	18%
1	 	0	0%
2	 	0	0%
1		2	11%
	F0/		450/

5%

5%

3%

6

2

15%

9% 57%

19

4

4

13	PGCB POP	2	0			
14	Dhanmondi Rupayan POP	12	0			
15	Dhanmondi Cefalo POP	1	0			
16	Mirpur-10 POP	1	0			
17	Uttara Sector # 6 POP	1	0			
18	Parkheight POP	3	0			
19	Nikunja#2 POP	3	0			
		377				
Cell Colo	ur Rules					
Golden	POP with service complaint					
Green	POP with no complaint for that particular period					
Purnle	No complaint for the whole month					

Golden	POP with service complaint	
Green	POP with no complaint for that particular period	
Purple	No complaint for the whole month.	

0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
0%	2	67%

0	0%	0	0%
0	0%	0	0%
0	0%	0	0%
0	0%	0	0%
0	0%	0	0%
0	0%	0	0%
0	0%	1	33%

	Report for September(1-15),2020							
SI	Detail		Count	Percent				
1	No. of Complaints received from	Calls	74					
1	Clients	Email	4					
		Slot 1 ((00:00-09:30)	15					
2	Time slot of Calls received	Slot 2 (09:30-18:00)	37					
		Slot 3 (18:00-23:59)	22					
4	Repeat calls from same client	6	8%					
5	No. of Call Logs/tickets created (OS Tic	90						
6	SL % (Call Logs/Calls Received)		115%					
7	No. of case/tickets closed	90						
8	No. of case/tickets pending		0					

S/N	Help/Complaint Issue	Count	NOC	Neketon Road # 5 POP
1	Connection problem	10	2	4
2	Slow bandwidth	22	4	6
3	Link down	21	11	2
4	Others	21	4	6
5	LAN Support	1		
6	Mail Problem	5		
7	Link Up	1	1	
8	Router configuration	2	1	1
9	LAN Problem	1		
10	Printer problem	2	2	
11	POP Down	2	1	
12	Link Shift	1	1	
14	Frequent Connection Interruption	1		
		90	27	19
	Percentage	30%	21%	

Report on service time						
S/L	Help/Complaint Issue	Count	Less than 2 hours	Less than4 hours		

Rules	Remarks		
The SL% is 10% or below			
	Some tickets has been generated from Nagios Monitoring System that's why the percentage of call logs is showing above 100%.		
The SL% is 95% or above			

POP wise service re	port from Septem	ber(1-15), 2020
---------------------	------------------	-----------------

<u>Ban-17</u>	Tomato	Ajhora	Gul-96	Nik-1
				2
1			1	5
	2			
		4		6
		1		
		2		
				1
				1
1	2	7	1	15
1%	2%	8%	1%	17%

Resolution Time					
Less than 8 hour	Less than 24 hours	Less than 48 hours	48 hours Plus		

Nikunja-2	Baridhara	Motijheel	hanmond	стб	Optimax	Circle	Radio
1		1					
2				1	1	1	
	2	2	1	1			
							1
					3		
		1					
3	2	4	1	2	4	1	1
3%	2%	4%	1%	2%	4%	1%	1%

1	Connection problem	10	4	6
2	Slow bandwidth	22	17	3
3	Link down	21	16	5
4	Others	21	14	2
5	LAN Support	1	1	
6	Mail Problem	5		
7	Link Up	1	1	
8	Router configuration	2	2	
9	LAN Problem	1		1
10	Printer problem	2	1	1
11	POP Down	2	1	1
12	Link Shift	1		1
13	Frequent Connection Interruption	1		1
		90	57	21
Cell Color	ur Rules I	14771 2 1 10 1		
Green		Within Required Service		talamana limit
Yellow Red		Exceeding required Servi Unacceptable Service Le		
neu		Offacceptable Service Le	vei. Need to be addi	essed on priority
SL	РОР	Count	Percentage	
1	NOC	27	30%	
2	Neketon Road # 5 POP	19	21%	
3	Nik-1	15	17%	
Total		61	68%	
S/N	Column1	1st week	2nd week	3rd week
1	No. of Complaints	31	43	
2	Repeat calls	3	3	
3	Tickets created	40	50	
			Report for	the month
S/N	РОР	Client number	1st Week	Column1
1	NOC- GULSHAN # 1 POP	78	10	13%
2	Baridhara POP	19	0	0%
3	Ajhora (Gulshan-2) POP	18	4	22%
4	GULSHAN-2 ROAD # 62 PO	12	1	8%
5	GULSHAN-2 ROAD # 96 POP	14	0	0%
6		11	3	
	Motijheel POP			27%
7	Uttara sec#11 (Faith Online)	2	0	0%
8	Banani Road # 18 POP	7	0	0%
	D D LU 47 DOD			= 6 /
9	Banani Road # 17 POP	19	1	5%
9 10 11	Banani Road # 17 POP Neketon Road # 5 POP Niketon Road # 1 POP	19 124 43	1 7 6	5% 6% 14%

2							
5							
	2	3					
	2	3					
7	2	3					
/ basis.							
4th week							
Ton Week							
of Contouchould	15\2020						
of September(1-15)'2020							

of September(1-15)'2020

2nd Week	Column2	rd Weel	Column3	rth Wee
17	22%	0	0%	0
2	11%	0	0%	0
3	17%	0	0%	0
0	0%	0	0%	0
1	7%	0	0%	0
1	9%	0	0%	0
1	50%	0	0%	0
0	0%	0	0%	0
1	5%	0	0%	0
11	9%	0	0%	0
6	14%	0	0%	0

Column4				
0%				
0%				
0%				
0%				
0%				
0%				
070				
0%				
0%				
0%				
0%				
0%				
570				

12	Dhanmondi- Satmosjid POP	7	2	29%		
13	PGCB POP	2	0	0%		
14	Dhanmondi Rupayan POP	12	0	0%		
15	Dhanmondi Cefalo POP	1	0	0%		
16	Mirpur-10 POP	1	0	0%		
17	Uttara Sector # 6 POP	1	0	0%		
18	Parkheight POP	3	0	0%		
19	Nikunja#2 POP	3	0	0%		
		377				
Cell Colo	Cell Colour Rules					
Golden	POP with service complaint					
Green	POP with no complaint for that particular period					
	·					

2	29%	0	3%	0
0	0%	0	0%	0
0	0%	0	0%	0
0	0%	0	0%	0
0	0%	0	0%	0
0	0%	0	0%	0
0	0%	0	0%	0
0	0%	0	0%	0
1				

0%				
0%				
0%				
0%				
0%				
0%				
0%				
0%				

	Re				
SI	Detail	Count			
1	No. of Complaints received from Clients	Calls	179		
1	No. of complaints received from cherics	Email	4		
		Nagios	3		
		Slot 1 ((00:00-09:30)	31		
2	Time slot of Calls received	Slot 2 (09:30-18:00)	109		
		Slot 3 (18:00-23:59)	39		
4	Repeat calls from same client		11		
5	No. of Call Logs/tickets created (OS Ticket Server report)		186		
6	SL % (Call Logs/Calls Received)				
7	No. of case/tickets closed		185		
8	8 No. of case/tickets pending		1		

S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	23	6
2	Slow bandwidth	48	13
3	Link down	46	7
4	Others	33	6
5	LAN Support	4	1
6	Mail Problem	9	
7	Link Up	1	
8	Router configuration	4	1
	Request for Support	2	
9	Router Reconfiguration	2	
10	LAN Problem	4	1
11	Printer problem	1	
12	Mail Spamming Problem	1	
13	Website Browsing Problem	1	
14	WiFi Connection Problem	2	1
15	POP Down	2	1
16	Link Shift	1	
17	Frequent Connection Interruption	2	1
		186	38

mber, 2020	mber, 2020					
Percent	Rules	Remarks				
		_				
		_				
		_				
	The SL% is 10% or					
6%	below					
100%	The SL% is 95% or					
	above					
		Our Technical Team has solved the issue temporarily				
		but permanently the issue has not been solved yet.				
		They are working on that issue.				

POP wise service report from September, 2020

Neketon Road # 5 POP	<u>Ban-17</u>	Tomato
8	2	
14	3	
15	4	
7	4	2
1	1	
		2
1		
2	1	
2		
1		
	1	
1		
1		
53	16	4

Ajhora	Gul-96	Nik-1	Nikunja-2	Baridhara	Motijheel	hanmond
2		2	2		1	
1	1	5		3		2
	2	5	3			
2	4	2	1		3	
1						
4						
1						
1						
1						
	1					
1						
14	8	14	6	3	4	2

стб	Optimax	Circle	Radio
6			
9			1
		2	
	3		
15	3	2	1

	Percentage		20%
		<u> </u>	1
S/L	Help/Complaint Issue	Count	
			Less than 2 hours
1	Connection problem	23	12
2	Slow bandwidth	48	12
3	Link down	46	16
4	Others	33	13
5	LAN Support	4	2
6	Mail Problem	9	
7	Link Up	1	1
8	Router configuration	4	3
	Request for Support	2	
9	Router Reconfiguration	2	1
10	LAN Problem	4	2
11	Printer problem	1	
12	Mail Spamming Problem	1	
13	Website Browsing Problem	1	
14	WiFi Connection Problem	2	2
15	POP Down	2	1
16	Link Shift	1	
17	Frequent Connection Interruption	2	1
		186	
Cell Color	ur Rules		
Green		Within Required Service Level	
Yellow		Exceeding required Service Lev	
Red		Unacceptable Service Level. No	eed to be addressed
CI	1		
SL	POP	Count	Percentage
1	Neketon Road # 5 POP	53	28%
2	NOC	38	20%
3 Total	Ban-17	16	9%
Total		107	58%
C/N	Caliumn4	4 ak wa ak	2mdcal
S/N	Column1	1st week	2nd week
1	No. of Complaints	31	43
2	Repeat calls	3	3
3	Tickets created	38	47

Report on service time Comparison	-7.5	
Resc Less than 4 hours		
Resol Less than4 hours Less than 8 hours 7		
Less than 4 hours	Report on serv	vice time
Less than 8 hours		
7 1 23 9 15 12 3 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Loss than 1 hours	Loss than 8 hours
23 9 15 12 3 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
15		
3 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	I	
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 3rd week 4th week 51 54 3 2		1
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
1 1 1 1 1 1 1 1 1 1 3rd week 4th week 51 54 3 2 37 64		
1 1 1 1 1 1 1 1 1 1 3rd week 4th week 51 3 2 37 64		1
1 1 1 1 1 1 1 3rd week 4th week 51 3 2 37 64	1	
1 1 1 1 1 1 1 3rd week 4th week 51 3 2 37 64		
1 1 2 e limit n priority basis. 3rd week 51 54 3 2 37 64	1	
1		
1 e limit n priority basis. 3rd week 4th week 51 54 3 2 37 64	1	
## Priority basis. 3rd week	1	
3rd week 4th week 51 54 3 2 37 64	1	
3rd week 4th week 51 54 3 2 37 64		
3rd week 4th week 51 54 3 2 37 64		
3rd week 4th week 51 54 3 2 37 64		
3rd week 4th week 51 54 3 2 37 64		
3rd week 4th week 51 54 3 2 37 64	e limit	
3rd week 4th week 51 54 3 2 37 64		
51 54 3 2 37 64	ļ ,	
51 54 3 2 37 64		
51 54 3 2 37 64		
51 54 3 2 37 64		
51 54 3 2 37 64		
51 54 3 2 37 64		
51 54 3 2 37 64		
51 54 3 2 37 64		411
3 2 37 64		
37 64		
	37	64
	_	

2%

28%

9%

8%	4%	8%	3%	2%	2%	1%
Less than 48 hours	48 hours Plus					
4						
	1					

8%	2%	1%	1%

S/N	POP	Client number	1st Week
1	NOC- GULSHAN # 1 POP	78	10
2	Baridhara POP	19	0
3	Ajhora (Gulshan-2) POP	18	4
4	GULSHAN-2 ROAD # 62 PO	12	1
5	GULSHAN-2 ROAD # 96 POP	14	0
6	Motijheel POP	11	3
7	Uttara sec#11 (Faith Online)	2	0
8	Banani Road # 18 POP	7	0
9	Banani Road # 17 POP	19	1
10	Neketon Road # 5 POP	124	7
11	Niketon Road # 1 POP	43	6
12	Dhanmondi- Satmosjid POP	7	2
13	PGCB POP	2	0
14	Dhanmondi Rupayan POP	12	0
15	Dhanmondi Cefalo POP	1	0
16	Mirpur-10 POP	1	0
17	Uttara Sector # 6 POP	1	0
18	Parkheight POP	3	0
19	Nikunja#2 POP	3	0
		377	

١	Call	Colour	Dulos
	Cell	Colour	ruies

Golden	POP with service complaint	
Green	POP with no complaint for that particular period	•

Column1	2nd Week	Column2
13%	17	22%
0%	2	11%
22%	3	17%
8%	0	0%
0%	1	7%
27%	1	9%
0%	1	50%
0%	0	0%
5%	1	5%
6%	11	9%
14%	6	14%
29%	2	29%
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%

3rd Week	Column3	4rth Week	Column4	
5	6%	15	19%	
3	16%	0	0%	
4	22%	3	17%	
0	0%	0	0%	
0	0%	1	7%	
0	0%	1	9%	
0	0%		0%	
0	0%	1	14%	
1	5%	1	5%	
6	5%	14	11%	
4	9%	9	21%	
3	43%	1	14%	
0	0%	0		
0	0%	0	0%	
0	0%	0	0%	
0	0%	0	0%	
0	0%	0	0%	
0	0%	0	0%	
3	100%	1	33%	

	Report for Oct			
SI	Detail		Count	
1	No. of Complaints received from	Calls	175	
	Clients	Email	0	
		Nagios	18	
		Slot 1 ((00:00-09:30)	39	
2	Time slot of Calls received	Slot 2 (09:30-18:00)	89	
		Slot 3 (18:00-23:59)	47	
4	Repeat calls from same client		7	
5	No. of Call Logs/tickets created (O	S Ticket Server report)	193	
6	SL % (Call Logs/Calls Received)			
7	No. of case/tickets closed		192	
8			1	

S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	20	5
2	Slow bandwidth	65	19
3	Link down	59	23
4	Others	18	4
5	LAN Support	5	2
6	Mail Problem	5	
7	Link Up	1	
8	Router configuration	2	
9	Request for Support	2	1
10	WiFi Password Change	1	
11	LAN Problem	3	1
12	Printer problem	2	
13	Latency High	1	
14	Anti Virus Related Issue	1	
15	WiFi Connection Problem	4	1
16	Link Shift	3	3
17	IP Phone/ PABX Issue	1	
		193	59
	Percentage		31%

per , 2020			
Percent	Rules	Remarks	
4%	The SL% is 10% or below		
100%	The SL% is 95% or above		
100%	THE 3L/6 IS 93/6 OF above		
		The Vendor is not	
		Cooperating with us. That's	
		why it's a long pending issue.	

POP wise service October , 2020

Neketon Road # 5 POP	<u>Ban-17</u>	Tomato	Ajhora	
6	2		2	
15	5	5		
9	4	2	4	
3	3	1		
2				
			2	
1				
1			1	
			1	
			1	
1				
1				
			1	
1				
40	14	8	12	
21%	7%	4%	6%	

Gul-62	Nik-1	Nikunja-2	Baridhara	Motijheel	hanmond	стс
	1	1	1	1	1	
4	4	3	2	4		
2	7	2	1		1	3
1	3	1	1	1		
	1					
	1					
	1					
		1				
		1			1	
7	18	9	5	6	3	3
4%	9%	5%	3%	3%	2%	2%

Optimax	Circle	Mirpur	Ban-18
	1		3
1			
3			
		1	
4	1	1	3
2%	1%	1%	2%
2/0	1/0	1/0	2/0

S/L	Help/Complaint Issue	Count	Less than 2 hours
1	Connection problem	20	14
2	Slow bandwidth	65	41
3	Link down	59	39
4	Others	18	5
5	LAN Support	5	2
6	Mail Problem	5	1
7	Link Up	1	1
8	Router configuration	2	1
9	Request for Support	2	1
10	WiFi Password Change	1	1
11	LAN Problem	3	2
12	Printer problem	2	1
13	Latency High	1	
14	Anti Virus Related Issue	1	1
15	WiFi Connection Problem	4	3
16	Link Shift	3	
17	IP Phone/ PABX Issue	1	
		193	113
Cell Colo	ur Rules		
Green		Within Required Service Level	
Yellow		Exceeding required Service Level but within	
Red		Unacceptable Service Lev	vel. Need to be addre
SL	POP	Count	Percentage
1	NOC	40	31%
2	Neketon Road # 5 POP	59	21%
3	Nik-1	14	9%
Total	NIK-1	113	61%
Total		113	01/0
S/N	Column1	1st week	2nd week
1	No. of Complaints	43	52
2	Repeat calls	3	3
3	Tickets created	54	55
<u> </u>			
S/N	POP	Client number	1st Week
1	NOC- GULSHAN # 1 POP	78	18
2	Baridhara POP	19	1
3	Ajhora (Gulshan-2) POP	18	6

Resolution Time				
Less than4 hours	Less than 8 hours	Less than 24 hours	Less than 48 hours	
5	1			
19	4	1		
16	4			
13				
3				
1	1	2		
1				
1				
1				
1				
1				
2			1	
1				
65	10	3	1	
olerance limit				
essed on priority basis.				
3rd week	4th week			
36	44			
0	0			
36	48			
	for the month of Oc	1		
Column1	2nd Week	Column2	3rd Week	
23%	22	28%	9	
5%	1	5%	0	
33%	3	17%	4	

Report on service time

48 hours				
48 nours Plus				
Plus				
1				
1				
-				
Column3	4rth Week	Column4		
12%		27%		
0%	1	5%		
22%		22%		
ZZ/0	4	22/0		

4	GULSHAN-2 ROAD # 62 PO	12	0
5	GULSHAN-2 ROAD # 96 POF	14	0
6	Motijheel POP	11	1
7	Uttara sec#11 (Faith Online	2	0
8	Banani Road # 18 POP	7	2
9	Banani Road # 17 POP	19	0
10	Neketon Road # 5 POP	135	13
11	Niketon Road # 1 POP	45	3
12	Dhanmondi- Satmosjid POP	7	0
13	PGCB POP	2	0
14	Dhanmondi Rupayan POP	12	0
15	Dhanmondi Cefalo POP	1	0
16	Mirpur-10 POP	1	0
17	Uttara Sector # 6 POP	1	0
18	Parkheight POP	3	0
19	Nikunja#2 POP	3	3
		390	

Cell Colour Rules

Golden	POP with service complaint	
Green	POP with no complaint for that particular period	

0%	2	17%	1
			1
0%	0	0%	1
9%	0	0%	1
0%		0%	1
29%	2	29%	0
0%	1	5%	4
10%	13	10%	5
7%	4	9%	1
0%	1	14%	0
0%	0	0%	0
0%	0	0%	0
0%	0	0%	0
0%	0	0%	0
0%	0	0%	0
0%	0	0%	0
100%	0	0%	3
20070		<u> </u>	

8%	0	0%	
7%	0	0%	
9%	5	45%	
50%	1	50%	
0%	0	0%	
21%	0	0%	
4%	8	6%	
2%	6	13%	
0%	0	0%	
0%	0		
0%	0	0%	
0%	0	0%	
0%	1	100%	
0%	0	0%	
0%	0	0%	
100%	0	0%	

		lovember , 2020	
SI	Detail		Count
1	No. of Complaints received from	Calls	171
	Clients	Email	0
		Nagios	10
		Slot 1 ((00:00-09:30)	35
2	Time slot of Calls received	Slot 2 (09:30-18:00)	89
		Slot 3 (18:00-23:59)	47
4	Repeat calls from same client	7	
5	No. of Call Logs/tickets created (OS	181	
6	SL % (Call Logs/Calls Received)		
7	No. of case/tickets closed	181	
8	No. of case/tickets pending		

S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	29	8
2	Slow bandwidth	53	9
3	Link down	39	10
4	Others	18	5
5	LAN Support	6	4
6	Mail Problem	4	2
7	Router configuration	7	1
8	Request for support	2	
9	LAN Problem	6	
10	Link Shifting	1	
11	Printer problem	1	1
12	Latency High	1	
13	POP Down	3	2
14	IP Phone/PABX Issue	1	
15	Anti Virus Related Problem	1	1
16	Survey for new connection	3	
17	WiFi Connection Problem	6	1
		181	44
	Percentage		24%

DOD '				1 20	
POP wise	SERVICE	enort tr	om Nov	emner Ju	
I OI WISC	SCI VICE I	CPUILII			Ľ.

Neketon Road # 5 POP	<u>Ban-17</u>	Ajhora	Gul-96	Nik-1	Circle
14	2	2		3	
28	3	2	2	5	1
8	2	4	1	8	1
5	2	1		4	
		1		1	
		1			
5					
1				1	
1	1			3	
	1				
2				1	
2					
66	11	11	3	26	2
36%	6%	6%	2%	14%	1%

20					
Baridhara	Optimax	Gul-62	Radio	Moyijheel	стб
3					
		2			
		1			
	1				
				1	
1					
					1
			1		
		1			
4	1	4	1	1	1
2%	1%	2%	1%	1%	1%

Dhanmondi	Nikunja-2	Tomato
		3
	1	
1	1	
1	2	3
1%	1%	2%

			Report on serv
S/L	Help/Complaint Issue	Count	Less than 2 hours
1	Connection problem	29	20
2	Slow bandwidth	53	36
3	Link down	39	28
4	Others	18	13
5	LAN Support	6	4
6	Mail Problem	4	2
7	Router configuration	7	6
8	Request for support	2	2
9	LAN Problem	6	4
10	Link Shifting	1	1
11	Printer problem	1	1
12	Latency High	1	1
13	POP Down	3	2
14	IP Phone/PABX Issue	1	1
15	Anti Virus Related Problem	1	1
16	Survey for new connection	3	2
	WiFi Connection Problem	6	4
		181	128
Cell Colo	ur Rules		
Green		Within Required Service L	
Yellow		Exceeding required Servic	
Red		Unacceptable Service Leve	el. Need to be addresse
SL	POP	Count	Percentage
1	Neketon Road # 5 POP	66	36%
2	NOC	44	24%
3	Nik-1	26	14%
Total		136	75%
S/N	Column1	1st week	2nd week
1	No. of Complaints	36	44
2	Repeat calls	0	0
3	Tickets created	38	48
			Report
S/N	РОР	Client number	1st Week
1	NOC- GULSHAN # 1 POP	78	7
2	Baridhara POP	19	0

rice time							
	Resolution T	ime	me				
Less than4 hours	Less than 8 hours	Less than 24 hours	Less than 48 hours	48 hours Plus			
9							
13	4						
9	2						
5							
2							
		2					
1							
2							
1							
1							
2							
45	6	2					
ance limit							
d on priority basis.							
а с рее, вас.е.							
3rd week	4th week						
28	63						
0	0						
29	66						
or the month	of November						

Column1

9%

0%

2nd Week

9

1

Column2

12%

5%

3rd Week

8

0

Column3

10%

0%

4rth Week

18

0

Column4			
23%			
23% 0%			
U%			

3	Ajhora (Gulshan-2) POP	18	2		
4	GULSHAN-2 ROAD # 62 PO	12	0		
5	GULSHAN-2 ROAD # 96 POP	14	2		
6	Motijheel POP	11	1		
7	Uttara sec#11 (Faith Online)	2	0		
8	Banani Road # 18 POP	7	0		
9	Banani Road # 17 POP	19	2		
10	Neketon Road # 5 POP	135	14		
11	Niketon Road # 1 POP	45	3		
12	Dhanmondi- Satmosjid POP	7	0		
13	PGCB POP	2	0		
14	Dhanmondi Rupayan POP	12	0		
15	Dhanmondi Cefalo POP	1	0		
16	Mirpur-10 POP	1	0		
17	Uttara Sector # 6 POP	1	0		
18	Parkheight POP	3	0		
19	Nikunja#2 POP	3	1		
		390			
Cell Color	Cell Colour Rules				
Golden	POP with service complaint				
Green	POP with no complaint for that particular period				

No complaint for the whole month.

Purple

11%	3	17%	2	11%	5
0%	1	8%	0	0%	1
14%	0	0%	0	0%	1
9%	0	0%	1	9%	0
0%	0	0%	0	0%	1
0%	0	0%	0	0%	1
11%	0	0%	0	0%	6
10%	15	11%	14	10%	21
7%	6	13%	1	2%	6
0%	0	0%	0	3%	2
0%	0	0%	0	0%	0
0%	0	0%	0	0%	0
0%	0	0%	0	0%	0
0%	1	100%	0	0%	0
0%	0	0%	0	0%	0
0%	0	0%	0	0%	0
33%	1	33%	0	0%	0

28%			
8%			
7%			
0%			
50%			
14%			
32%			
16%			
13%			
29%			
0%			
0%			
0%			
0%			
0%			
0%			
0%			

		R	eport for Dece	ember(1-17) , 202
SI	Detail		Count	Percent
1	No. of Complaints received	Calls	90	
1	from Clients	Email	0	
		Nagios	1	
		Slot 1 ((00:00-0	18	
2	Time slot of Calls received	Slot 2 (09:30-18	49	
		Slot 3 (18:00-23	24	
4	Repeat calls from same client	:		0%
5	No. of Call Logs/tickets create Server report)	ed (OS Ticket	91	
6	SL % (Call Logs/Calls Receive	d)		100%
7	No. of case/tickets closed		88	
8	No. of case/tickets pending		4	

Help/Complaint Issue	Count	NOC	Neketon Road # 5 POP
Connection problem	8	1	4
Slow bandwidth	27	7	8
Link down	20	5	3
Others	10	2	3
Mail Problem	7	3	
Reconnection	1		
Router Configuration	2		1
LAN Support	8	3	1
WiFi Connection Problem	3	1	1
CCTV Camera Issue	1		
Printer Problem	1	1	
LAN Problem	3	2	
	91	25	21
Percentage		27%	23%
	Connection problem Slow bandwidth Link down Others Mail Problem Reconnection Router Configuration LAN Support WiFi Connection Problem CCTV Camera Issue Printer Problem LAN Problem	Connection problem 8 Slow bandwidth 27 Link down 20 Others 10 Mail Problem 7 Reconnection 1 Router Configuration 2 LAN Support 8 WiFi Connection Problem 3 CCTV Camera Issue 1 Printer Problem 1 LAN Problem 3 91	Connection problem 8 1 Slow bandwidth 27 7 Link down 20 5 Others 10 2 Mail Problem 7 3 Reconnection 1 Router Configuration 2 LAN Support 8 3 WiFi Connection Problem 3 1 CCTV Camera Issue 1 1 Printer Problem 1 1 LAN Problem 3 2 91 25

				Report on service time	
S/L	Help/Complaint Issue	Count	Less than 2 hours	Less than4 hours	

)						
Rules	Remarks					
The SL% is 10% or						
pelow						
 Γhe SL% is 95% or						
above						
	1. We have called the clients to					
	know the update but they didn't					
	pick up. 2. The client will inform					
	us if he needs any support. 3.					
	Tomorrow our technical team will attend the matter.					
	will attend the matter.					
	POP wise service repor	t from l	Docomb	or/1 1	7\ 2020	
	FOF Wise service repor		Decemi	Jei (T-T	,,2020	
<u>Ajhora</u>	Nik-1	Nikunia 2	Motijheel	Mirpur	Ban-17	hanmond
Ajilota	NIK-1	Mikanja-2	Motificer	iviii pui	Dall-17	, ilailiiloila
	1			1		
	3	2		1	1	1
2	1				1	1
1		2			1	
			1			
3	1					
6	6	4	1	2	3	2
7%	7%	4%	1%	2%	3%	2%
Resolution Ti	me					
	Level 24	Less	48 hours			
Less than 8 hours	Less than 24 hours	than 48	Plus			
		hours				

Gul-62	Tomato	ств	Optimax	Gul-96	Baridhara	Fiber @ Home	Radio	Nation
					1			
1		3						
	1	4		1		1		
			1					
				3		1		
1								
							1	
							1	
								1
2	1	7	1	4	1	2	2	1
2%	1%	8%	1%	4%	1%	2%	2%	1%

1	Connection problem	8	4	3			
2	Slow bandwidth	27	19	6			
3	Link down	20	17	3			
4	Others	10	7	3			
5	Mail Problem	7	5	2			
6	Reconnection	1	1				
7	Router Configuration	2	2				
8	LAN Support	8	6				
9	WiFi Connection Problem	3	2	1			
10	CCTV Camera Issue	1	1				
11	Printer Problem	1	1				
12	LAN Problem	3	3				
		91	68	18			
Cell Colo	ur Rules						
Green		Within Require					
Yellow	Exceeding required Service Level but within tolerance limit						
Red		Unacceptable S	ervice Level. Need to	be addressed on priority b			
		_					
SL	POP	Count	Percentage				
1	NOC	25	27%				
2	Neketon Road # 5 POP	21	23%				
3	Nik-1	6	7%				
Total		52	57%				
C /NI	Column 4	4-4	2	2			
S/N	Column1	1st week	2nd week	3rd week			
1	No. of Complaints	45	56				
2	Repeat calls	16	F.C.				
3	Tickets created	46	56				
			D				
				ort for the month o			
S/N		lient numbe	1st Week	Column1			
1	NOC- GULSHAN # 1 POP	85	12	14%			
2	Baridhara POP	17	0	0%			
3	Ajhora (Gulshan-2) POP	22	3	14%			
4	GULSHAN-2 ROAD # 62	12	1	8%			
5	GULSHAN-2 ROAD # 96	14	1	7%			
6	Motijheel POP	11	1	9%			
7	Uttara sec#11 (Faith On		0	0%			
,	Ottara Scentt (Faith Off		U	070			

8

23

120

38

0

1

16

4

0%

4%

13%

11%

Banani Road # 18 POP

Banani Road # 17 POP

Neketon Road # 5 POP

Niketon Road # 1 POP

8

9

10

11

				1			
1				1			
				2			
1				4			
1				4			
nasis.							
74313.							
4th week							
4th Week							
of December(1	17)						
				h		2-1	
2nd Week	Column2		rd Weel				•
13		15%	0	0%	0	0%	
1		6%	0	0%	0	0%	
3		14%	0	0%	0	0%	
1		8%	0	0%	0	0%	
3		21%	0	0%	0	0%	
0		0%	0	0%	0	0%	
0		0%	0	0%	0	0%	
0		0%	0	0%	0	0%	
2		9%	0	0%	0	0%	
8		7%	0	0%	0	0%	
3							
3		8%	0	0%	0	0%	

12	Dhanmondi- Satmosjid I	7	1	14%
13	PGCB POP	2	0	0%
14	Dhanmondi Rupayan PC	12	0	0%
15	Dhanmondi Cefalo POP	1	0	0%
16	Mirpur-10 POP	1	1	100%
17	Uttara Sector # 6 POP	1	0	0%
18	Parkheight POP	3	0	0%
19	Nikunja#2 POP	3	3	100%
		382		
Cell Colou	ır Rules			
Golden	POP with service complaint			
Green	POP with no complaint for tha	t particular perio	od	
Purple	No complaint for the whole me	onth.		

0	0%	0	3%	0	0%	
0	0%	0	0%	0	0%	
0	0%	0	0%	0	0%	
0	0%	0	0%	0	0%	
1	100%	0	0%	0	0%	
0	0%	0	0%	0	0%	
0	0%	0	0%	0	0%	
1	33%	0	0%	0	0%	

	Report for D									
SI	Detail		Count							
1	No. of Complaints received from	Calls	160							
1	Clients	Email	0							
		Nagios	5							
		Slot 1 ((00:00-09:30)	35							
2	Time slot of Calls received	Slot 2 (09:30-18:00)	83							
		Slot 3 (18:00-23:59)	47							
4	Repeat calls from same client									
5	No. of Call Logs/tickets created (OS Tic	ket Server report)	165							
6	SL % (Call Logs/Calls Received)									
7	No. of case/tickets closed		164							
8	No. of case/tickets pending									

S/N	Help/Complaint Issue	Count	NOC				
1	Connection problem	18	3				
2	Slow bandwidth	41	8				
3	Link down	41	15				
4	Others	13					
5	LAN Support	10	5				
6	Mail Problem	13	5				
7	Router configuration	6	2				
8	Request for support	1					
9	LAN Problem	6	3				
10	Link Shifting	3	1				
11	Printer problem	1	1				
12	POP Down	2					
13	CCTV Camera Problem	2	1				
14	Reconnection	2					
15	Website Browsing Problem	1					
16	WiFi Connection Problem	5	2				
		165	46				
	Percentage						

			Report on service tir
S/L	Help/Complaint Issue	Count	Less than 2 hours
1	Connection problem	18	11
2	Slow bandwidth	41	29
3	Link down	41	34

Percent	Rules	Remarks		
0%	The SL% is 10% or			
	below			
	TI 010/1: 050/			
100%	The SL% is 95% or above			
<u> </u>	above			

	POP wise service report from December,2020									
Neketon Road # 5 POP	<u>Ban-17</u>	Ajhora	Gul-96	Nik-1	Circle	Baridhara				
10				2		1				
13	3	1	1							
12	2	2	2		1	2				
3		4		1	1					
		4		1						
			3							
3										
		1								
1		1								
1										
	1	1								
1										
3										
47	6	14	6	4	2	3				
28%	4%	8%	4%	2%	1%	2%				

ne					
Less than4 hours	Less than 8 hours	Less than 24 hours	Less than 48 hours	48 hours Plus	
7					
10	2				
4	3				

Optimax	Gul-62	Nation	Moyijheel	стб	Dhanmondi	Nikunja-2	Tomato	Mirpur	per @ Hoi
	1							1	
	2		2	5	2	2		2	
	1			4					
						3	1		
2			1				1		2
			1						
		1							
					1				
					_				
	1								
							1		
2	5	1	3	9	3	5	3	3	2
1%	3%	1%	2%	2%	2%	5%	2%	2%	1%

Radio

1

1 1%

4	Others	13	7	
5	LAN Support	10	8	
6	Mail Problem	13	9	
7	Router configuration	6	6	
8	Request for support	1	1	
9	LAN Problem	6	4	
10	Link Shifting	3	3	
11	Printer problem	1	1	
12	POP Down	2		
13	CCTV Camera Problem	2	2	
14	Reconnection	2	2	
15	Website Browsing Problem	1	1	
16	WiFi Connection Problem	5	5	
		165	123	
6-11-6-1-	D. J			
Cell Color	ur Kules	Within Dogwind Coming	a Laval	
Yellow		Within Required Service		
Red		Exceeding required Service Le		
Neu		Offacceptable Service Le	evel. Need to be addit	
SL	POP	Count	Percentage	
1	Neketon Road # 5 POP	47	28%	
2	NOC	46	28%	
3	Ajhora	14	8%	
Total	- g.c.c.	107	65%	
S/N	Column1	1st week	2nd week	
1	No. of Complaints	45	35	
2	Repeat calls	0	0	
3	Tickets created	46	35	
		F	Report for the	
S/N	POP	Client number	1st Week	
1	NOC- GULSHAN # 1 POP	78	10	
2	Baridhara POP	19	0	
3	Ajhora (Gulshan-2) POP	18	3	
4	GULSHAN-2 ROAD # 62 PO	12	1	
5	GULSHAN-2 ROAD # 96 POP	14	1	
6	Motijheel POP	11	1	
7	Uttara sec#11 (Faith Online)	2	0	
8	Banani Road # 18 POP	7	0	
9	Banani Road # 17 POP	19	1	
10	Neketon Road # 5 POP	135	16	

5	1			
2				
4				
2				
2				
26	C			
36	6			
olerance limit				
essed on priority l	hasis.			
3rd week	4th week			
28	52			
0	0			
29	55			

month of December										
Column1	2nd Week	Column2	rd Weel	Column3	rth Wee	Column4				
13%	10	13%	7	9%	13	17%				
0%	1	5%	0	0%	0	0%				
17%	2	11%	1	6%	7	39%				
8%	1	8%	2	17%	1	8%				
7%	2	14%	1	7%	1	7%				
9%	0	0%	0	0%	2	18%				
0%	0	0%	0	0%	0	0%				
0%	0	0%	0	0%	0	0%				
5%	1	5%	0	0%	3	16%				
12%	7	5%	5	4%	12	9%				
9%	1	2%	7	16%	4	9%				

1					

12	Dhanmondi- Satmosjid POP	7	0
13	PGCB POP	2	0
14	Dhanmondi Rupayan POP	12	0
15	Dhanmondi Cefalo POP	1	0
16	Mirpur-10 POP	1	1
17	Uttara Sector # 6 POP	1	0
18	Parkheight POP	3	0
19	Nikunja#2 POP	3	3
		390	

Cell Colour Rules

Golden	POP with service complaint	
Green	POP with no complaint for that particular period	
Purple	No complaint for the whole month.	

0%	1	14%	0	3%	0	0%
0%	0	0%	0	0%	0	0%
0%	0	0%	0	0%	0	0%
0%	0	0%	0	0%	0	0%
100%	0	0%	1	100%	1	100%
0%	0	0%	0	0%	0	0%
0%	0	0%	0	0%	0	0%
100%	1	33%	0	0%	0	0%

-					

	_			
	_			
	_			
	-			
	_			
	_			
	-			
	-			
	_			

	Report for Janua			
SI	Det	ail	Count	
1	No. of Complaints received	Calls	56	
	from Clients	Email	0	
		Nagios	2	
		Slot 1 ((00:00-09:30)	9	
2	Time slot of Calls received	Slot 2 (09:30-18:00)	35	
		Slot 3 (18:00-23:59)	16	
4	Repeat calls from same client			
5	No. of Call Logs/tickets created (OS Ticket Server report)		58	
6	6 SL % (Call Logs/Calls Received)			
7	7 No. of case/tickets closed		58	
8	No. of case/tickets pending			

S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	12	2
2	Slow bandwidth	12	1
3	Link down	11	3
4	Others	4	3
5	LAN Support	7	
6	Mail Problem	2	1
7	Router configuration	2	
8	Scanner Problem	1	
9	LAN Problem	2	
10	Link Shifting	1	
11	WiFi Connection Problem	3	1
12	CC Tv caremra Problem	1	
		58	11
	Percentage		19%

S/L	Help/Complaint Issue	Count	
3/ 5	Tielpy complaint issue	Count	Less than 2 hours
1	Connection problem	12	8
2	Slow bandwidth	12	9
3	Link down	11	
4	Others	4	1
5	LAN Support	7	3
6	Mail Problem	2	1
7	Router configuration	2	1
8	Scanner Problem	1	
9	LAN Problem	2	1
10	Link Shifting	1	

ı

y(1-13) , 2021				
Rules	Remarks			
	_			
The SL% is 10% or below				
The SL% is 95% or above				
	The SL% is 10% or below The SL% is 95% or above	The SL% is 10% or below		

POP wise service report from January(1-14),

$\mathcal{H} = \mathcal{H}_{\mathcal{H}}$			
Neketon Road # 5 POP	<u>Ban-17</u>	Ajhora	Nik-1
2	3		2
2	4	1	1
2		1	
1			
		6	1
1			
2			
		1	
2			
2			
	1		
14	7	9	4
24%	12%	16%	7%

Report on service time

Resolution Time			
Less than4 hours	Less than 8 hours	Less than 24 hours	Less than 48 hours
4			
3			
7	4		
2	1		
4			
	1		
1			
1			
1			
1			

2024						
2021 Ban-18	Baridhara	Gul-62	Nation	Motijheel	Nikunja-2	Tomato
1	1	1	1	3		1
1	2	1	1	3	1	1
48 hours Plus	3%	2%	2%	5%	2%	2%

ວer @ Hon	Dhanmondi
	1
1	
1	1
2%	2%

11	WiFi Connection Problem	3	1
12	CC Tv caremra Problem	1	1
12	CC TV careffill a FTODIeffi	58	26
		30	
Cell Color	ur Rules		
Green		Within Required Service Leve	ıl
Yellow		Exceeding required Service Lo	evel but within tole
Red		Unacceptable Service Level. I	Need to be address
SL	POP	Count	Percentage
1	Neketon Road # 5 POP	14	24%
2	NOC	11	19%
3 Total	Ajhora	9 34	16% 59%
TOTAL		54	39/0
S/N	Column1	1st week	2nd week
1	No. of Complaints	28	28
2	Repeat calls	0	0
3	Tickets created	29	29
S/N	РОР	Client number	1st Week
1	NOC- GULSHAN # 1 POP	78	3
2	Baridhara POP	19	1
3	Ajhora (Gulshan-2) POP	18	5
4	GULSHAN-2 ROAD # 62 P	12	1
5	GULSHAN-2 ROAD # 96 P	14	
6	Motijheel POP	11	3
7	Uttara sec#11 (Faith Onli	2	
8	Banani Road # 18 POP	7	
9	Banani Road # 17 POP	19	3
10	Neketon Road # 5 POP	135	7
11	Niketon Road # 1 POP	45	2
12	Dhanmondi- Satmosjid Po	7	
13	PGCB POP	2	
14	Dhanmondi Rupayan POF	12	
15	Dhanmondi Cefalo POP	1	
16	Mirpur-10 POP	1	
17	Uttara Sector # 6 POP	1	
18	Parkheight POP	3	
19	Nikunja#2 POP	3	1
		390	

1	1	
25	7	
rance limit		
ed on priority basis.		
3rd week	4th week	

Report	for t	he mont	h of .	January	(1-13)	, 2021
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Column1	2nd Week	Column2	3rd Week
4%	8	10%	
5%	1	5%	
28%	4	22%	
8%		0%	
0%		0%	
27%		0%	
0%		0%	
0%	1	14%	
16%	3	16%	
5%	12	9%	
4%	2	4%	
0%	1	14%	
0%		0%	
0%		0%	
0%		0%	
0%		0%	
0%		0%	
0%		0%	
33%		0%	

Column3	4rth Week	Column4		
1	4rth Week			
Column3 0%	4rth Week	0%		
0% 0%	4rth Week	0% 0%		
0% 0% 0%	4rth Week	0% 0% 0%		
0% 0% 0% 0%	4rth Week	0% 0% 0% 0%		
0% 0% 0% 0% 0%	4rth Week	0% 0% 0% 0% 0%		
0% 0% 0% 0% 0% 0%	4rth Week	0% 0% 0% 0% 0% 0%		
0% 0% 0% 0% 0%	4rth Week	0% 0% 0% 0% 0%		
0% 0% 0% 0% 0% 0% 0%	4rth Week	0% 0% 0% 0% 0% 0%		
0% 0% 0% 0% 0% 0% 0%	4rth Week	0% 0% 0% 0% 0% 0% 0%		
0% 0% 0% 0% 0% 0% 0% 0%	4rth Week	0% 0% 0% 0% 0% 0% 0% 0% 0% 0%		
0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	4rth Week	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%		
0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	4rth Week	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%		
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0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	4rth Week	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0		
0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	4rth Week	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0		

Cell Colou	ır Rules	
Golden	POP with service complaint	
Green	POP with no complaint for that particular period	
Purple	No complaint for the whole month.	

	Report for December , 20					
SI	Deta	ail	Count	Percent		
1	No. of Complaints received	Calls	140			
1	from Clients	Email	0			
2		Nagios	5			
		Slot 1 ((00:00-09:30)	30			
3	Time slot of Calls received	Slot 2 (09:30-18:00)	73			
		Slot 3 (18:00-23:59)	42			
4	Repeat calls from same client			0%		
5	No. of Call Logs/tickets create	ed (OS Ticket Server report)	145			
6	SL % (Call Logs/Calls Receive	d)		97%		
7	No. of case/tickets closed		140			
8	No. of case/tickets pending		5			

S/N	Help/Complaint Issue	Count	NOC	Neketon Road # 5 POP
1	Connection problem	26	8	6
2	Slow bandwidth	45	9	15
3	Link down	33	8	5
4	Others	12	5	2
5	LAN Support	8		
6	Mail Problem	4	1	1
7	Router configuration	5	1	3
8	Request for support	1	1	
9	LAN Problem	1		1
10	Link Shifting	1		
11	VPN Connection Problem	1	1	
12	CCTV Camera Problem	2		1
13	equent Connection Interruptio	1	1	
14	Snanner Problem	1		
15	WiFi Connection Problem	4	2	2
		145	37	36
	Percentage		26%	25%

				Report on service
S/L	Help/Complaint Issue	Count	Less than 2 hours	Less than4 hours
1	Connection problem	26	18	5
2	Slow bandwidth	45	39	6
3	Link down	33	29	2
4	Others	12	7	4

20			
Rules	Remarks		
	<u> </u>		
	4		
TI 010/: 400/ I I			
The SL% is 10% or below			
The CLO/ is OFO/ an above			
The SL% is 95% or above			
	1. Our technical team is working on four		
	issues. 2. Schezad Sir's primary link is down		
	that's why one ticket Is pending.		

POP	wise service report from Jan	uary,2021		
<u>Ban-17</u>	Ajhora	Ban-18	Nik-1	Circle
3	1		3	
2	5	1	9	
1	2		1	
			1	
	7		1	
	1			
1				
1				
	1			
8	17	1	15	
6%	12%	1%	10%	0%

Resolution	on time			
Less than 8 hours	Less than 24 hours	Less than 48 hours	48 hours Plus	
1			2	
			2	

time

1

Baridhara	Optimax	Gul-62	Nation	Moyijheel	стб	hanmond	Nikunja-2	Tomato	per @ Hon
3		1						1	
1					1	1	1		
2	1	1	1	6	1	1		1	2
	3						1		
									1
							1		
6	4	2	1	6	2	2	3	2	3
4%	3%	1%	1%	4%	4%	1%	1%	1%	2%

5				
	LAN Support	8	6	1
6	Mail Problem	4	2	1
7	Router configuration	5	4	1
8	Request for support	1	1	
9	LAN Problem	1	1	
10	Link Shifting	1	1	
11	VPN Connection Problem	1	1	
12	CCTV Camera Problem	2	2	
13	equent Connection Interruptio	1	1	
14	Snanner Problem	1	1	
15	WiFi Connection Problem	4	4	20
		145	117	20
Cell Color	ır Bulos			
Green	ir Rules			
Yellow		Exceeding required Service		urance limit
Red		Unacceptable Service Leve		
1100		Onacceptable Service Leve	reca to be address	ca on priority basis:
SL	POP	Count	Percentage	
1	NOC	37	26%	
2	Neketon Road # 5 POP	36	25%	
3	Ajhora	17	12%	
		00	C20/	
Total		90	62%	
Total		90	62%	
Total S/N	Column1	1st week	2nd week	3rd week
	Column1 No. of Complaints	**		3rd week 36
S/N		1st week	2nd week	
S/N	No. of Complaints	1st week 29	2nd week 35	36
S/N 1 2	No. of Complaints Repeat calls	1st week 29 0	2nd week 35 0	36 0 37
S/N 1 2	No. of Complaints Repeat calls	1st week 29 0	2nd week 35 0	36 0 37
S/N 1 2	No. of Complaints Repeat calls	1st week 29 0	2nd week 35 0	36 0 37
S/N 1 2 3	No. of Complaints Repeat calls Tickets created	1st week 29 0 29 Client number	2nd week 35 0 37	36 0 37 Report for th
S/N 1 2 3	No. of Complaints Repeat calls Tickets created POP	1st week 29 0 29 Client number	2nd week 35 0 37 1st Week	36 0 37 Report for th Column1
S/N 1 2 3 S/N 1	No. of Complaints Repeat calls Tickets created POP NOC- GULSHAN # 1 POP	1st week 29 0 29 Client number 78	2nd week 35 0 37 1st Week 3	36 0 37 Report for th Column1 4%
S/N 1 2 3 S/N 1 2	No. of Complaints Repeat calls Tickets created POP NOC- GULSHAN # 1 POP Baridhara POP	1st week 29 0 29 Client number 78 19	2nd week 35 0 37 1st Week 3 1	36 0 37 Report for th Column1 4% 5%
S/N 1 2 3 S/N 1 2 3 4	No. of Complaints Repeat calls Tickets created POP NOC- GULSHAN # 1 POP Baridhara POP Ajhora (Gulshan-2) POP	1st week 29 0 29 Client number 78 19 18	2nd week 35 0 37 1st Week 3 1 5	36 0 37 Report for th Column1 4% 5% 28%
S/N 1 2 3 S/N 1 2 3 4 5	POP NOC- GULSHAN # 1 POP Baridhara POP Ajhora (Gulshan-2) POP GULSHAN-2 ROAD # 62 GULSHAN-2 ROAD # 96	1st week 29 0 29 Client number 78 19 18 12 14	2nd week 35 0 37 1st Week 3 1 5 1	36 0 37 Report for th Column1 4% 5% 28% 8% 0%
S/N 1 2 3 S/N 1 2 3 4 5 6	POP NOC- GULSHAN # 1 POP Baridhara POP Ajhora (Gulshan-2) POP GULSHAN-2 ROAD # 62 GULSHAN-2 ROAD # 96 Motijheel POP	1st week 29 0 29 Client number 78 19 18 12 14 11	2nd week 35 0 37 1st Week 3 1 5	36 0 37 Report for th Column1 4% 5% 28% 8% 0% 27%
S/N 1 2 3 S/N 1 2 3 4 5 6 7	POP NOC- GULSHAN # 1 POP Baridhara POP Ajhora (Gulshan-2) POP GULSHAN-2 ROAD # 62 GULSHAN-2 ROAD # 96 Motijheel POP Uttara sec#11 (Faith On	1st week 29 0 29 Client number 78 19 18 12 14 11 2	2nd week 35 0 37 1st Week 3 1 5 1	36 0 37 Report for the Column1 4% 5% 28% 8% 0% 27% 0%
S/N 1 2 3 S/N 1 2 3 4 5 6 7 8	POP NOC- GULSHAN # 1 POP Baridhara POP Ajhora (Gulshan-2) POP GULSHAN-2 ROAD # 62 GULSHAN-2 ROAD # 96 Motijheel POP Uttara sec#11 (Faith On Banani Road # 18 POP	1st week 29 0 29 Client number 78 19 18 12 14 11 2	2nd week 35 0 37 1st Week 3 1 3 3	36 0 37 Report for th Column1 4% 5% 28% 8% 0% 27% 0% 0%
s/N 1 2 3 S/N 1 2 3 4 5 6 7 8 9	POP NOC- GULSHAN # 1 POP Baridhara POP Ajhora (Gulshan-2) POP GULSHAN-2 ROAD # 62 GULSHAN-2 ROAD # 96 Motijheel POP Uttara sec#11 (Faith On Banani Road # 18 POP Banani Road # 17 POP	1st week 29 0 29 Client number 78 19 18 12 14 11 2 7 19	2nd week 35 0 37 1st Week 3 1 5 1 3	36 0 37 Report for the Column1 4% 5% 28% 8% 0% 27% 0% 0% 0%
S/N 1 2 3 S/N 1 2 3 4 5 6 7 8 9 10	POP NOC- GULSHAN # 1 POP Baridhara POP Ajhora (Gulshan-2) POP GULSHAN-2 ROAD # 62 GULSHAN-2 ROAD # 96 Motijheel POP Uttara sec#11 (Faith On Banani Road # 18 POP Banani Road # 17 POP Neketon Road # 5 POP	1st week 29 0 29 Client number 78 19 18 12 14 11 2 7 19 135	2nd week 35 0 37 1st Week 3 1 3 7	36 0 37 Report for the Column1 4% 5% 28% 8% 0% 27% 0% 0% 16% 5%
s/N 1 2 3 S/N 1 2 3 4 5 6 7 8 9	POP NOC- GULSHAN # 1 POP Baridhara POP Ajhora (Gulshan-2) POP GULSHAN-2 ROAD # 62 GULSHAN-2 ROAD # 96 Motijheel POP Uttara sec#11 (Faith On Banani Road # 18 POP Banani Road # 17 POP	1st week 29 0 29 Client number 78 19 18 12 14 11 2 7 19	2nd week 35 0 37 1st Week 3 1 5 1 3	36 0 37 Report for the Column1 4% 5% 28% 8% 0% 27% 0% 0% 0%

		1	
1			
2			
3		5	
4th week			
40			
0			
42			

ne month of January

ic month of Januar	<u></u>			
2nd Week	Column2	rd Weel	Column3	rth Wee
10	13%	13	17%	10
2	11%		0%	
6	33%	1	6%	4
1	8%	1	8%	1
	0%		0%	1
2	18%	2	18%	1
	0%		0%	
1	14%		0%	
1	5%	2	11%	
15	11%	9	7%	8
6	13%	4	9%	7
1	14%		3%	

Column4					
13%					
0%					
22%					
8%					
7%					
9%					
0%					
0%					
0%					
6%					
16%					
0%					

13	PGCB POP	2		0%			
14	Dhanmondi Rupayan PC	12		0%			
15	Dhanmondi Cefalo POP	1		0%			
16	Mirpur-10 POP	1		0%			
17	Uttara Sector # 6 POP	1		0%			
18	Parkheight POP	3		0%			
19	Nikunja#2 POP	3	1	33%			
		390					
Cell Colo	ur Rules						
Golden	POP with service complaint						
Green	POP with no complaint for that	t particular period					
Purple	No complaint for the whole mo	onth.					

0%	0%	
0%	0%	
0%	0%	
0%	0%	
0%	0%	
0%	0%	
0%	0%	2

0%					
0%					
0%					
0%					
0%					
0%					
67%					

	Monthly Re				
SI	Detail		Count		
1	No. of Complaints received from Clients	Calls	154		
1	No. of Complaints received from Chefts	Email	0		
2		Nagios	1		
		Slot 1 ((00:00-09:30)	25		
3	Time slot of Calls received	Slot 2 (09:30-18:00)	85		
		Slot 3 (18:00-23:59)	44		
4	4 Repeat calls from same client				
5	No. of Call Logs/tickets created (OS Ticke	et Server report)	155		
6	6 SL % (Call Logs/Calls Received)				
7	7 No. of case/tickets closed				
8	8 No. of case/tickets pending				

S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	28	11
2	Slow bandwidth	54	16
3	Link down	31	7
4	Others	8	1
5	LAN Support	6	1
6	Mail Spamming Problem	3	
7	Mail Problem	4	
8	Router configuration	4	2
9	Request for support	3	1
10	Link Shifting	1	
11	LAN Problem	7	3
12	Ping Loss	2	1
13	Frequent Connection Interruption	2	1
14	Bandwidth Upgradation(Temporary)	1	
15	Snanner Problem	1	
		155	44
	28%		

S/L	Help/Complaint Issue	Count	Less than 2 hours
1	Connection problem	28	21
2	Slow bandwidth	54	39

I

bruary , 2021			
Percent	Rules	Remarks	
0%	The SL% is 10% or below		
•/-	1110 5270 15 1070 01 Scient		
97%	The SL% is 95% or above		

POP wise service Report for Feb

Neketon Road # 5 POP	<u>Ban-17</u>	Ajhora	Nikunja-2	
6	1	3		
17	1	2	2	
7	2	2	1	
1			2	
2		3		
1				
1				
1				
1				
		1		
37	4	11	5	
24%	3%	7%	3%	

Report on service time

Resolution Time					
Less than4 hours	Less than 24 hours	Less than 48 hours			
6					
14					

ruary , 2021

Nik-1	hanmond	Baridhara	Optimax	Gul-62	Uttara	Circle	PGCB	СТС
2					1		1	1
7		1	1		1			3
1	1	1		1	1			1
		1	1					1
			2					
			1					
								1
1						1		
	1							
1								1
1								
13	2	3	5	1	3	1	1	8
8%	1%	2%	3%	1%	2%	1%	1%	1%
48 hours Plus								
1								
1								

Nation	Mirpur	Gul-96	Tomato	per @ Hon
	1		1	
		1	1	1
4		1	1	
			1	
				1
		1		2
1				
5	1	3	4	4
3%	1%	5%	3%	3%

3	Link down	31	25	
4	Others	8	5	
5	LAN Support	6	3	
6	Mail Spamming Problem	3	2	
7	Mail Problem	4	2	
8	Router configuration	4	3	
9	Request for support	3	3	
10	Link Shifting	1	1	
11	LAN Problem	7	3	
12	Ping Loss	2	1	
13	Frequent Connection Interruption	2	2	
14	Bandwidth Upgradation(Temporary)	1	1	
15	Snanner Problem	1	1	
		155	112	
Cell Color	ur Rules	14771 2 1 10 1 1		
Green		Within Required Service L		
Yellow Red		Exceeding required Service Unacceptable Service Leve		
Reu		Offacceptable Service Leve	er. Need to be add	
SL	POP	Count	Percentage	
1	NOC	44	28%	
2	Neketon Road # 5 POP	37	24%	
3	Nik-1	11	8%	
Total	=	92	61%	
S/N	Column1	1st week	2nd week	
1	No. of Complaints	46	29	
2	Repeat calls			
3	Tickets created	47	29	
S/N	POP	Client number	1st Week	
1	NOC- GULSHAN # 1 POP	78	16	
2	Baridhara POP	19	3	
3	Ajhora (Gulshan-2) POP	18		
4	GULSHAN-2 ROAD # 62 PO	12		
5	GULSHAN-2 ROAD # 96 POP	14	1	
6	Motijheel POP	11		
7	Uttara sec#11 (Faith Online)	2	1	
			Τ.	
Q		7		
8	Banani Road # 18 POP	7		
9	Banani Road # 18 POP Banani Road # 17 POP	19	10	
	Banani Road # 18 POP		10	

4		
3		
3		
2		
 1		
<u> </u>		
4		
	1	
37	1	
tolerance limit		
ressed on priority basis		
ressed on priority basis		
3rd week	4th week	
37	42	
37	42	
3/	44	

Column1	2nd Week	Column2	3rd Week
21%	8	10%	9
16%		0%	1
22%	1	6%	2
0%		0%	1
7%	1	7%	
0%		0%	
0%	1	50%	
0%		0%	
0%	2	11%	
7%	5	4%	11
9%	2	4%	4

Column3 rth Wee Column4 12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 2 100% 0% 0% 2 100% 0% 0% 9 7%	2					
Column3 rth Wee Column4 12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 2 100% 0% 0% 0% 0% 0% 1 5% 8% 9 7%						
Column3 rth Wee Column4 12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 2 100% 0% 0% 0% 0% 0% 0% 0% 1 5% 8% 9 7%						
Column3 rth Wee Column4 12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 2 100% 0% 0% 0 0% 0% 0% 1 5% 8% 9 7%	1					
Column3 rth Wee Column4 12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0 0% 0% 2 100% 0% 0 0% 0% 0 0% 0% 0 0% 0% 1 5% 0% 1 5% 8% 9 7%	т					
Column3 rth Wee Column4 12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0 0% 0% 2 100% 0% 0 0% 0% 0 0% 0% 0 0% 0% 0 0% 0% 1 5% 8% 9 7%						
Column3 rth Wee Column4 12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0 0% 0% 2 100% 0% 0 0% 0% 0 0% 0% 0 0% 0% 1 5% 0% 1 5% 8% 9 7%						
Column3 rth Wee Column4 12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0 0% 0% 2 100% 0% 0 0% 0% 0 0% 0% 0 0% 0% 1 5% 0% 1 5% 8% 9 7%						
Column3 rth Wee Column4 12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0 0% 0% 2 100% 0% 0 0% 0% 0 0% 0% 0 0% 0% 0 0% 0% 1 5% 8% 9 7%						
Column3 rth Wee Column4 12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0 0% 0% 2 100% 0% 0 0% 0% 0 0% 0% 0 0% 0% 1 5% 0% 1 5% 8% 9 7%						
Column3 rth Wee Column4 12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0 0% 0% 2 100% 0% 0 0% 0% 0 0% 0% 0 0% 0% 0 0% 0% 1 5% 8% 9 7%						
Column3 rth Wee Column4 12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0 0% 0% 2 100% 0% 0 0% 0% 0 0% 0% 0 0% 0% 0 0% 0% 1 5% 8% 9 7%						
Column3 rth Wee Column4 12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0 0% 0% 2 100% 0% 0 0% 0% 0 0% 0% 0 0% 0% 1 5% 0% 1 5% 8% 9 7%						
Column3 rth Wee Column4 12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0 0% 0% 2 100% 0% 0 0% 0% 0 0% 0% 0 0% 0% 0 0% 0% 1 5% 8% 9 7%	_					
12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 0% 2 100% 0% 0% 0% 0% 0 0% 0% 1 5% 8% 9 7%	5					
12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 0% 2 100% 0% 0% 0% 0% 0 0% 0% 1 5% 8% 9 7%						
12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 0% 2 100% 0% 0% 0% 0% 0 0% 0% 1 5% 8% 9 7%						
12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 0% 2 100% 0% 0% 0% 0% 0 0% 0% 1 5% 8% 9 7%						
12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 0% 2 100% 0% 0% 0% 0% 0 0% 0% 1 5% 8% 9 7%						
12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 0% 2 100% 0% 0% 0% 0% 0 0% 0% 1 5% 8% 9 7%						
12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 0% 2 100% 0% 0% 0% 0% 0 0% 0% 1 5% 8% 9 7%						
12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 0% 2 100% 0% 0% 0% 0% 0 0% 0% 1 5% 8% 9 7%						
12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 0% 2 100% 0% 0% 0% 0% 0 0% 0% 1 5% 8% 9 7%						
12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 0% 2 100% 0% 0% 0% 0% 0 0% 0% 1 5% 8% 9 7%						
12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 0% 2 100% 0% 0% 0% 0% 0 0% 0% 1 5% 8% 9 7%						
12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 0% 2 100% 0% 0% 0% 0% 0 0% 0% 1 5% 8% 9 7%						
12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 0% 2 100% 0% 0% 0% 0% 0 0% 0% 1 5% 8% 9 7%						
12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 0% 2 100% 0% 0% 0% 0% 0 0% 0% 1 5% 8% 9 7%						
12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0 0% 0% 2 100% 0% 0% 0% 0% 1 5% 8% 9 7%						
12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 0% 2 100% 0% 0% 0% 0% 0 0% 0% 1 5% 8% 9 7%						
12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0 0% 0% 2 100% 0% 0% 0% 0% 1 5% 8% 9 7%						
12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0 0% 0% 2 100% 0% 0% 0% 0% 1 5% 8% 9 7%						
12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 0% 2 100% 0% 0% 0% 0% 0 0% 0% 1 5% 8% 9 7%						
12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 0% 2 100% 0% 0% 0% 0% 0 0% 0% 1 5% 8% 9 7%				1		
12% 11 14% 5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 0% 2 100% 0% 0% 0% 0% 0 0% 0% 1 5% 8% 9 7%						
5% 1 5% 11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 0% 2 100% 0% 0% 0% 0% 1 5% 8% 9 7%						
11% 3 17% 8% 0% 0% 1 7% 0% 0% 0% 0% 2 100% 0% 0% 0% 0% 1 5% 8% 9 7%	12%	11	14%			
8% 0% 0% 1 7% 0% 0% 0% 2 100% 0% 0% 0% 1 5% 8% 9 7%	5%	1	5%			
8% 0% 0% 1 7% 0% 0% 0% 0% 2 100% 0% 0% 0% 0% 1 5% 8% 9 7%	11%	3	17%			
0% 1 7% 0% 0% 0% 2 100% 0% 0% 0% 1 5% 8% 9 7%			0%			
0% 0% 0% 2 100% 0% 0% 0% 1 5% 8% 9 7%		1				
0% 2 100% 0% 0% 0% 1 5% 8% 9 7%		4				
0% 0% 0% 1 5% 8% 9 7%		2				
0% 1 5% 8% 9 7%		2				
8% 9 7%						
9% 4 9%	8%	9	7%			
- 1 - 1	9%	4	9%			

12	Dhanmondi- Satmosjid POP	7	
	,	/	
13	PGCB POP	2	1
14	Dhanmondi Rupayan POP	12	
15	Dhanmondi Cefalo POP	1	
16	Mirpur-10 POP	1	
17	Uttara Sector # 6 POP	1	
18	Parkheight POP	3	
19	Nikunja#2 POP	3	1
		390	

Cell Colour Rules

Golden	POP with service complaint			
Green	POP with no complaint for that particular period			
Purple	No complaint for the whole month.			

0%	0%	
50%	0%	
0%	0%	
0%	0%	
0%	0%	
0%	0%	
0%	0%	
33%	0%	2

3%		0%
0%		0%
0%		0%
0%		0%
0%	2	200%
0%		0%
0%		0%
67%	1	33%

Monthly Report for March(1-10), 20					
SI	Detail		Count		
1	No. of Complaints received from Clients	Calls	63		
T	No. of Complaints received from Cherits	Email	0		
2		Nagios			
		Slot 1 ((00:00-09:30)	25		
3	Time slot of Calls received	Slot 2 (09:30-18:00)	85		
		Slot 3 (18:00-23:59)	44		
4	Repeat calls from same client				
5	No. of Call Logs/tickets created (OS Ticket Se	63			
6	6 SL % (Call Logs/Calls Received)				
7	No. of case/tickets closed	53			
8	No. of case/tickets pending		10		

		POP	wise service
S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	16	9
2	Slow bandwidth	26	2
3	Link down	10	1
4	Others	2	
5	LAN Support	2	
6	Mail Problem	1	
7	Router configuration	1	
8	LAN Problem	1	
9	Frequent Connection Interruption	1	
10	VPN Connection Problem	1	1
11	WiFi Connection Problem	2	2
		63	15
	Percentage		24%

		Repor	t on service time
S/L	Help/Complaint Issue	Count	Less than 2 hours
1	Connection problem	16	7
2	Slow bandwidth	26	15
3	Link down	10	7
4	Others	2	2
5	LAN Support	2	
6	Mail Problem	1	1
7	Router configuration	1	1

Percent	Rules	Remarks			
	The SL% is				
0%	10% or				
	below				
0.40/	The SL% is				
84%	95% or above				
	above				
					-

po								
Neketon Road # 5 POP	<u>Ban-17</u>	Ajhora	Nik-1	per @ Hon	Baridhara	ств	Gul-96	
5		1						
13	1	2	6	2				
1		1	1	2	1	3		
1			1					
		2						
							1	
1								
1								
1								
23	1	6	8	4	1	3	1	
37%	2%	10%	13%	6%	2%	5%	0%	

_			
	ACA	LITION	Time
	1		

Resolution Time				
Less than4 hours	Less than 8 hours	Less than 24 hours	Less than 48 hours	48 hours Plus
6				3
6				5
3				
				2

Tomato

2%

8	LAN Problem	1	1
9	Frequent Connection Interruption	1	
10	VPN Connection Problem	1	1
11	WiFi Connection Problem	2	2
		63	37
Cell Colo	ur Rules		
Green		Within Required Service Le	
Yellow		Exceeding required Service	
Red		Unacceptable Service Leve	er. Need to be addre
SL	POP	Count	Percentage
1	Neketon Road # 5 POP	23	37%
2	NOC NOC	15	24%
3	Nik-1	8	13%
Total		46	73%
S/N	Column1	1st week	2nd week
1	No. of Complaints	33	30
2	Repeat calls		
3	Tickets created	33	30
		20	
0 (0.1			Report for M
S/N	POP	Client number	1st Week
1	NOC- GULSHAN # 1 POP	78	8
2	Baridhara POP	19	1
3	Ajhora (Gulshan-2) POP	18	2
4	GULSHAN-2 ROAD # 62 PO	12	
5	GULSHAN-2 ROAD # 96 POP	14	1
6	Motijheel POP	11	
7	Uttara sec#11 (Faith Online)	2	
8	Banani Road # 18 POP	7	
9	Banani Road # 17 POP	19	1
10	Neketon Road # 5 POP	135	11
11	Niketon Road # 1 POP	45	6
12	Dhanmondi- Satmosjid POP	7	
13	PGCB POP	2	
14	Dhanmondi Rupayan POP	12	
15	Dhanmondi Cefalo POP	1	
16	Mirpur-10 POP	1	
17	Uttara Sector # 6 POP	1	
18	Parkheight POP	3	
19	Nikunja#2 POP	3	

1						
16				10		
erance limit						
sed on priority bas	SIS.					
3rd week	4th week					
rch(1-10), 2	021					
Column1	2nd Week	Column2	rd WeelColu	umn3	rth Wee	Column4
10%	7	9%		0%		0%
5%		0%		0%		0%
11%	4	22%		0%		0%
0%		0%		0%		0%
7%		0%		0%		0%
0%		0%		0%		0%
0%		0%		0%		0%
0%		0%		0%		0%
5%		0%		0%		0%
8%	12	9%		0%		0%
13%	3	7%		0%		0%
0%		0%		3%		0%
0%		0%		0%		0%
0%		0%		0%		0%
0%		0%		0%		0%
		0%		0%		0%
0%		U%				0%
Δ0/		00/				
0%		0%		0%		
0% 0% 0%		0% 0% 0%		0% 0%		0% 0%

		390			
Cell Color	ır Rules				
Golden	POP with service complaint				
Green	POP with no complaint for that particular period				
Purple	No complaint for the whole month.				

	Report for N		
SI	Detail	Count	
1	No. of Complaints received from Clients	Calls	163
1	No. of Complaints received from Chefts	Email	0
2		Nagios	7
		Slot 1 ((00:00-09:30)	26
3	Time slot of Calls received	Slot 2 (09:30-18:00)	89
		Slot 3 (18:00-23:59)	48
4	Repeat calls from same client		
5	No. of Call Logs/tickets created (OS Ticke	163	
6	SL % (Call Logs/Calls Received)		
7	No. of case/tickets closed	163	
8	No. of case/tickets pending		

S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	31	8
2	Slow bandwidth	60	11
3	Link down	40	15
4	LAN Support	5	1
5	Others	6	3
6	LAN Problem	4	2
7	Mail Problem	4	
8	Router configuration	3	
9	Printer Problem	2	2
10	Ping Loss	1	
11	Frequent Connection Interruption	1	
12	General Query	1	
13	WiFi Connection problem	4	4
14	VPN Connection Problem	1	
		163	46
	Percentage		28%

S/L	Help/Complaint Issue	Count	Less than 2 hours
1	Connection problem	31	19
2	Slow bandwidth	60	46
3	Link down	40	28

/larch , 2021			
Percent	Rules	Remarks	
0%	The SL% is 10% or below		
96%	The SL% is 95% or above		

POP wise service Report for March

Neketon Road # 5 POP	<u>Ban-17</u>	Ajhora	Fiber @ Home
11	1	3	
22	1	3	1
3		2	2
		4	
1			
2			
1		1	
1			
1			
42	2	13	3
26%	1%	8%	2%

Report on service time

Resolution Time							
Less than4 hours	Less than 8 hours	Less than 24 hours	Less than 48 hours				
7	5						
8	3	3					
11		1					

, 2021

Nik-1	Uttara	Baridhara	Radio	Tomato	Motijheel	Circle	PGCB
4			1	2		1	
10		3	2	2			1
3	1	3			1	1	
1		1					
							1
					1		
1							
19	1	7	3	4	2	2	2
12%	1%	4%	2%	2%	1%	1%	1%
48 hours Plus							

стс	Ban-18	Mirpur	Gul-96
2	1	1	
8	1		
			4
10	2	1	4
1%	1%	1%	6%

	I		
4	LAN Support	5	5
5	Others	6	5
6	LAN Problem	4	3
7	Mail Problem	4	4
8	Router configuration	3	3
9	Printer Problem	2	2
10	Ping Loss	1	1
11	Frequent Connection Interruption	1	4
12	General Query	1	1
13	WiFi Connection problem VPN Connection Problem	1	4
14	VPN Connection Problem	163	1 122
		103	122
Cell Colou	ur Rules		
Green		Within Required Service L	evel
Yellow		Exceeding required Service	
Red		Unacceptable Service Leve	
SL	POP	Count	Percentage
1	NOC	46	28%
2	Neketon Road # 5 POP	42	26%
3	Nik-1	19	12%
Total		107	66%
C/N	Column1	1 at a la	2004
S/N		1st week	2nd week
1	No. of Complaints	32	52
3	Repeat calls Tickets created	33	54
3	Tickets created	33	54
C/N	DOD	Client number	1ct Wook
S/N	POP		1st Week 8
1	NOC- GULSHAN # 1 POP	78	
2	Davidhara DOD	10	4
	Baridhara POP	19	1
3	Ajhora (Gulshan-2) POP	18	2
4	Ajhora (Gulshan-2) POP GULSHAN-2 ROAD # 62 PO	18 12	2
4 5	Ajhora (Gulshan-2) POP GULSHAN-2 ROAD # 62 PO GULSHAN-2 ROAD # 96 POP	18 12 14	_
4 5 6	Ajhora (Gulshan-2) POP GULSHAN-2 ROAD # 62 PO GULSHAN-2 ROAD # 96 POP Motijheel POP	18 12	2
4 5	Ajhora (Gulshan-2) POP GULSHAN-2 ROAD # 62 PO GULSHAN-2 ROAD # 96 POP	18 12 14 11 2	2
4 5 6	Ajhora (Gulshan-2) POP GULSHAN-2 ROAD # 62 PO GULSHAN-2 ROAD # 96 POP Motijheel POP	18 12 14 11	2
4 5 6 7	Ajhora (Gulshan-2) POP GULSHAN-2 ROAD # 62 PO GULSHAN-2 ROAD # 96 POP Motijheel POP Uttara sec#11 (Faith Online)	18 12 14 11 2	2
4 5 6 7 8	Ajhora (Gulshan-2) POP GULSHAN-2 ROAD # 62 PO GULSHAN-2 ROAD # 96 POP Motijheel POP Uttara sec#11 (Faith Online) Banani Road # 18 POP	18 12 14 11 2 7	1
4 5 6 7 8 9	Ajhora (Gulshan-2) POP GULSHAN-2 ROAD # 62 PO GULSHAN-2 ROAD # 96 POP Motijheel POP Uttara sec#11 (Faith Online) Banani Road # 18 POP Banani Road # 17 POP	18 12 14 11 2 7 19	1

1			
1			
1			
29	8	4	
1 tolerance limit			
dressed on priority basis			
3rd week	4th week		
31	41		
35	41		

Monthly Report for March, 2021

Column1	2nd Week	Column2	3rd Week
10%	13	17%	12
5%	1	5%	12
			2
11%	6	33%	2
0%		0%	
7%		0%	
0%	1	9%	
0%	1	50%	1
0%		0%	1
5%	1	5%	1
8%	19	14%	6
13%	5	11%	2
0%		0%	

1				1	· · · · · · · · · · · · · · · · · · ·	·
Column3	4rth Week	Column4				
15%	5	6%				
0%	2	11%				
+			l			
11%	5	28%				
0%		0%				
0%	3	21%				
0%	1	9%				
50%		0%				
14%	1	14%				
5%	1	5%	ĺ			
	<u></u>		ſ			
†		8%	١			
4%	11	8% 11%				
†		8% 11% 0%				

13	PGCB POP	1	
14	Dhanmondi Rupayan POP	12	
15	Dhanmondi Cefalo POP	1	
16	Mirpur-10 POP	1	
17	Uttara Sector # 6 POP	1	
18	Parkheight POP	3	
19	Nikunja#2 POP	3	
		389	

Cell Colour Rules

	Golden POP with service complaint		
	Green	POP with no complaint for that particular period	
I	Purple	No complaint for the whole month.	

0%	0%	
0%	0%	
0%	0%	
0%	0%	1
0%	0%	
0%	0%	
0%	0%	

0%	2	200%	
0%		0%	
0%		0%	
100%		0%	
0%		0%	
0%		0%	
0%		0%	

Monthly Report for Ap					
SI	Detail	Count			
1	No. of Complaints received from Clients	Calls	106		
1		Email	0		
2		Nagios	6		
		Slot 1 ((00:00-09:30)	15		
3	Time slot of Calls received	Slot 2 (09:30-18:00)	64		
		Slot 3 (18:00-23:59)	26		
4	4 Repeat calls from same client				
5	No. of Call Logs/tickets created (OS Ticket Serve	111			
6	SL % (Call Logs/Calls Received)				
7	No. of case/tickets closed		108		
8	No. of case/tickets pending		3		

S/N	Help/Complaint Issue	Count	NOC	
1	Connection problem	13	3	
2	Slow bandwidth	23	11	
3	Link down	39	8	
4	Others	10	1	
5	LAN Support	5	1	
6	Mail Spamming Problem	1		
7	Mail Problem	3	1	
8	Router configuration	6	1	
9	POP Down	2	2	
10	Link Shifting	1		
11	LAN Problem	2	1	
12	Domain/Hosting Problem	2	1	
13	Frequent Connection Interruption	1	1	
14	Bandwidth Upgradation(Permanently)	1		
15	IP Phone/PABX Issue	1	1	
16	Website Browsing Problem	1		
		111	32	
Percentage				

Repo

il , 2021			
Percent	Rules	Remarks	
		_	
		_	
		_	
		-	
0%	The SL% is 10% or below		
96%	The SL% is 95% or above		
		1. Still didn't get any	
		update from CTG Technical. 2. We're	
		waiting for the client's	
		feedback as we have	
		provided test bandwidth. 3. Our technical team is	
		working on that issue.	

POP wise service Report for April , 2021

Neketon Road # 5 POP	<u>Ban-17</u>	Ajhora	Fiber @ Home
5			
8			1
9	2	1	1
4		3	
2		1	
4			
1			
		1	
33	2	6	2
30%	2%	5%	2%

	, , , , , , , , , , , , , , , , , , , 							
Nik-1	hanmond	Baridhara	Optimax	Gul-62	Uttara	Circle	Tomato	стс
	1	1				1	2	
				1	1			1
1		5	1	4	1	1		5
					1			1
1								
				1				
								1
								1
								1
2	1	6	1	6	3	2	2	10
2%	1%	5%	1%	5%	3%	2%	2%	9%

Gul-96

2

3

9%

S/L	Help/Complaint Issue	Count	Less than 2 hours
1	Connection problem	13	8
2	Slow bandwidth	23	4
3	Link down	39	11
4	Others	10	5
5	LAN Support	5	3
6	Mail Spamming Problem	1	1
7	Mail Problem	3	3
8	Router configuration	6	4
9	POP Down	2	2
10	Link Shifting	1	1
11	LAN Problem	2	2
12	Domain/Hosting Problem	2	2
13	Frequent Connection Interruption	1	1
14	Bandwidth Upgradation(Permanently)	1	1
15	IP Phone/PABX Issue	1	1
16	Website Browsing Problem	1	1
		111	50
Cell Colo	ur Rules		
Green		Within Required Service L	evel
Yellow		Exceeding required Servic	
Yellow Red		Exceeding required Service Unacceptable Service Leve	
	POP		el. Need to be add
Red		Unacceptable Service Leve	
Red	POP Neketon Road # 5 POP NOC	Unacceptable Service Leve	el. Need to be add
Red SL 1	Neketon Road # 5 POP	Count 33	Percentage 30%
SL 1 2	Neketon Road # 5 POP NOC	Count 33 32	Percentage 30% 29%
SL 1 2 3	Neketon Road # 5 POP NOC	Count 33 32 10	Percentage 30% 29% 9%
SL 1 2 3	Neketon Road # 5 POP NOC	Count 33 32 10	Percentage 30% 29% 9%
SL 1 2 3 Total	Neketon Road # 5 POP NOC CTG	Count 33 32 10 75	Percentage 30% 29% 9% 68%
SL 1 2 3 Total	Neketon Road # 5 POP NOC CTG Column1	Count 33 32 10 75	Percentage 30% 29% 9% 68% 2nd week
SL 1 2 3 Total	Neketon Road # 5 POP NOC CTG Column1 No. of Complaints	Count 33 32 10 75	Percentage 30% 29% 9% 68% 2nd week
SL 1 2 3 Total S/N 1 2	Neketon Road # 5 POP NOC CTG Column1 No. of Complaints Repeat calls	Count 33 32 10 75 1st week 39	Percentage
SL 1 2 3 Total S/N 1 2 3	Neketon Road # 5 POP NOC CTG Column1 No. of Complaints Repeat calls Tickets created	Count 33 32 10 75 1st week 39	Percentage
SL 1 2 3 Total S/N 1 2 3	Neketon Road # 5 POP NOC CTG Column1 No. of Complaints Repeat calls Tickets created POP	Count 33 32 10 75 1st week 39 40 Client number	Percentage
SL 1 2 3 Total S/N 1 2 3	Neketon Road # 5 POP NOC CTG Column1 No. of Complaints Repeat calls Tickets created POP NOC- GULSHAN # 1 POP	Count 33 32 10 75 1st week 39 40 Client number 78	Percentage
SL 1 2 3 Total S/N 1 2 3 S/N 1 2 2	Neketon Road # 5 POP NOC CTG Column1 No. of Complaints Repeat calls Tickets created POP NOC- GULSHAN # 1 POP Baridhara POP	Count 33 32 10 75	Percentage
SL 1 2 3 Total S/N 1 2 3	Neketon Road # 5 POP NOC CTG Column1 No. of Complaints Repeat calls Tickets created POP NOC- GULSHAN # 1 POP Baridhara POP Ajhora (Gulshan-2) POP	Count 33 32 10 75	Percentage
SL 1 2 3 Total S/N 1 2 3 S/N 1 2 2	Neketon Road # 5 POP NOC CTG Column1 No. of Complaints Repeat calls Tickets created POP NOC- GULSHAN # 1 POP Baridhara POP	Count 33 32 10 75	Percentage
SL 1 2 3 Total S/N 1 2 3 S/N 1 2 3	Neketon Road # 5 POP NOC CTG Column1 No. of Complaints Repeat calls Tickets created POP NOC- GULSHAN # 1 POP Baridhara POP Ajhora (Gulshan-2) POP	Count 33 32 10 75	Percentage

Resolution Time				
Less than4 hours	Less than 8 hours	Less than 24 hours	Less than 48 hours	
5				
2	1	9	5	
3	2	17	5	
4	1			
2				
2				
18	4	26	10	
tolerance limit ressed on priority basis.				
3rd week	4th week			
19	31			
19	34			

Column1	2nd Week	Column2	3rd Week
0%		0%	
0%		0%	
0%		0%	
0%		0%	
0%		0%	
0%		0%	

48 hours Plus				
2				
1				
1				
3				
Column3 rth Wee	Column4			
0%	0%			
0%	0%			
0%	0%			
0%	0%			
0%	0%			
0%	0%			
U/0	U%			

7	Uttara sec#11 (Faith Online)	2	
8	Banani Road # 18 POP	7	
9	Banani Road # 17 POP	19	
10	Neketon Road # 5 POP	135	
11	Niketon Road # 1 POP	45	
12	Dhanmondi- Satmosjid POP	7	
13	PGCB POP	2	
14	Dhanmondi Rupayan POP	12	
15	Dhanmondi Cefalo POP	1	
16	Mirpur-10 POP	1	
17	Uttara Sector # 6 POP	1	
18	Parkheight POP	3	1
19	Nikunja#2 POP	3	
		390	
Call Cala			

O - II			D	I
cei	LO	lour	KU	ıes

Golden	POP with service complaint	
Green	POP with no complaint for that particular period	
Purple	No complaint for the whole month.	

0%	0%	
0%	0%	
0%	0%	
0%	0%	
0%	0%	
0%	0%	
0%	0%	
0%	0%	
0%	0%	
0%	0%	
0%	0%	
33%	0%	
0%	 0%	

0%	0%			
0%	0%			
0%	0%			
0%	0%			
0%	0%			
3%	0%			
0%	0%			
0%	0%			
0%	0%			
0%	0%			
0%	0%			
0%	0%			
0%	0%			

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	Monthly Report for May(
Detail		Count			
No. of Complaints received from Clients	Calls	58			
No. of Complaints received from Clients	Email	4			
	Nagios	4			
	Slot 1 ((00:00-09:30)	8			
Time slot of Calls received	Slot 2 (09:30-18:00)	33			
	Slot 3 (18:00-23:59)	17			
4 Repeat calls from same client					
No. of Call Logs/tickets created (OS Ticket Serv	/er report)	66			
SL % (Call Logs/Calls Received)					
No. of case/tickets closed					
8 No. of case/tickets pending		2			
	No. of Complaints received from Clients Time slot of Calls received Repeat calls from same client No. of Call Logs/tickets created (OS Ticket Service) SL % (Call Logs/Calls Received) No. of case/tickets closed	No. of Complaints received from Clients Calls			

S/N	Help/Complaint Issue	Count	NOC			
1	Connection problem	6	1			
2	Slow bandwidth	12	4			
3	Link down	15	8			
4	Others	4	1			
5	LAN Support	5	1			
6	Mail Problem	1	1			
7	Router Reconfiguration	3				
8	Ping Loss	1				
9	LAN Problem	3	2			
10	Frequent Connection Interruption	1				
11	CC Tv Camera Problem	1	1			
12	WiFi Connection Problem	1				
		53	19			
	Percentage					

			Repo
S/L	Help/Complaint Issue	Count	Less than 2 hours
1	Connection problem	6	2
2	Slow bandwidth	12	4
3	Link down	15	2
4	Others	4	1
5	LAN Support	5	1

-21) , 2021			
Percent	Rules	Remarks	
0%	The SL% is 10% or below		
97%	The SL% is 95% or above		
3776	THE 3L/6 IS 93/6 OF ABOVE		

POP wise service Report for May(1-21), 2021

Neketon Road # 5 POP	<u>Ban-17</u>	Ajhora	Nikunja-2
1			
1	1		
		1	
2		1	
2		2	
2			
			1
8	1	4	1
15%	2%	8%	2%

ort on service time

Resolution Time							
Less than 4 hours Less than 8 hours Less than 24 hours hours							
		3	1				
1	1	2	4				
	1	6	6				
		3					
1		1	2				

Nik-1	hanmond	Ban-18	Optimax	Gul-62	стб	Gul-96
2			2			
3					3	
	1			1	4	
			1			
						1
		1				
1						
6	1	1	3	1	7	1
11%	2%	2%	6%	2%	13%	2%
48 hours Plus						

SL POP Count 1 NOC 19 2 Neketon Road # 5 POP 8 3 CTG 7 Total 34 S/N Column1 1st wee 1 No. of Complaints 16 2 Repeat calls 3 3 Tickets created 19 S/N POP Client nun 1 NOC- GULSHAN # 1 POP 2 Baridhara POP 3 Ajhora (Gulshan-2) POP	red Service	e Level but withir
8 Ping Loss 1 9 LAN Problem 3 10 Frequent Connection Interruption 1 11 CC Tv Camera Problem 1 12 WiFi Connection Problem 1 53 53 Cell Colour Rules Green Within Required Exceeding required Unacceptable Selection SL POP Count NOC 19 Neketon Road # 5 POP Road Total S/N Column1 1 St wee 1 No. of Complaints 16 2 Repeat calls 3 Tickets created 19 S/N POP Client num 1 NOC- GULSHAN # 1 POP 2 Baridhara POP 3 Ajhora (Gulshan-2) POP	red Service	evel E Level but withir El. Need to be add Percentage 36%
9	red Service	evel e Level but withir el. Need to be add Percentage 36%
10 Frequent Connection Interruption 1 11 CC Tv Camera Problem 1 12 WiFi Connection Problem 1 53 53 Cell Colour Rules Green Within Required Exceeding required Exceeding required Unacceptable Set SL POP Count 1 NOC 19 2 Neketon Road # 5 POP 8 3 CTG 7 Total 34 S/N Column1 1st wee 1 No. of Complaints 16 2 Repeat calls 19 3 Tickets created 19 S/N POP Client num 1 NOC- GULSHAN # 1 POP 2 Baridhara POP 3 Ajhora (Gulshan-2) POP	red Service	evel e Level but withir el. Need to be add Percentage 36%
11 CC Tv Camera Problem 1 12 WiFi Connection Problem 1 53 53 Cell Colour Rules Green Within Required Exceeding required Exceeding required Unacceptable Set SL POP Count 1 NOC 19 2 Neketon Road # 5 POP 8 3 CTG 7 Total 34 S/N Column1 1st wee 1 No. of Complaints 16 2 Repeat calls 19 3 Tickets created 19 S/N POP Client num 1 NOC- GULSHAN # 1 POP 2 Baridhara POP 3 Ajhora (Gulshan-2) POP	red Service	evel e Level but withir el. Need to be add Percentage 36%
Tell Colour Rules Green Yellow Red SL POP Vellow POP Vellow POP POP POP POP POP POP POP POP POP PO	red Service	evel e Level but withir el. Need to be add Percentage 36%
Cell Colour Rules Green Yellow Red SL POP Count 1 NOC 19 2 Neketon Road # 5 POP 3 CTG 7 Total S/N Column1 1 st wee 1 No. of Complaints 2 Repeat calls 3 Tickets created S/N POP Client nun 1 NOC- GULSHAN # 1 POP 2 Baridhara POP 3 Ajhora (Gulshan-2) POP	red Service	evel e Level but withir el. Need to be add Percentage 36%
Cell Colour Rules Green Yellow Red SL POP Count NOC 19 Neketon Road # 5 POP STOTAL S/N Column1 S/N Column1 Seperate calls Tickets created S/N POP Client num NOC S/N POP Client num NOC S/N POP Client num Ajhora (Gulshan-2) POP	red Service	evel e Level but withir el. Need to be add Percentage 36%
Green Within Required Yellow Exceeding requi Red Unacceptable Set SL POP Count 1 NOC 19 2 Neketon Road # 5 POP 8 3 CTG 7 Total 34 S/N Column1 1st wee 1 No. of Complaints 16 2 Repeat calls 19 3 Tickets created 19 S/N POP Client num 1 NOC- GULSHAN # 1 POP 2 Baridhara POP 3 Ajhora (Gulshan-2) POP	red Service	Percentage 36%
GreenWithin RequiredYellowExceeding requiRedUnacceptable SetSLPOPCount1NOC192Neketon Road # 5 POP83CTG7Total34S/NColumn11st wee1No. of Complaints162Repeat calls3Tickets created19S/NPOPClient num1NOC- GULSHAN # 1 POP2Baridhara POP3Ajhora (Gulshan-2) POP	red Service	Percentage 36%
Yellow Red Exceeding requirement SL POP Count 1 NOC 19 2 Neketon Road # 5 POP 8 3 CTG 7 Total 34 S/N Column1 1st wee 1 No. of Complaints 16 2 Repeat calls 3 3 Tickets created 19 S/N POP Client num 1 NOC- GULSHAN # 1 POP 2 Baridhara POP 3 Ajhora (Gulshan-2) POP	red Service	Percentage 36%
SL		Percentage 36%
SL POP Count 1 NOC 19 2 Neketon Road # 5 POP 8 3 CTG 7 Total 34 S/N Column1 1st wee 1 No. of Complaints 16 2 Repeat calls 3 3 Tickets created 19 S/N POP Client nun 1 NOC- GULSHAN # 1 POP 2 Baridhara POP 3 Ajhora (Gulshan-2) POP	ervice Leve	Percentage 36%
1 NOC 19 2 Neketon Road # 5 POP 8 3 CTG 7 Total 34 S/N Column1 1st wee 1 No. of Complaints 16 2 Repeat calls 3 3 Tickets created 19 S/N POP Client num 1 NOC- GULSHAN # 1 POP 2 Baridhara POP 3 Ajhora (Gulshan-2) POP		36%
1 NOC 19 2 Neketon Road # 5 POP 8 3 CTG 7 Total 34 S/N Column1 1st wee 1 No. of Complaints 16 2 Repeat calls 3 3 Tickets created 19 S/N POP Client num 1 NOC- GULSHAN # 1 POP 2 Baridhara POP 3 Ajhora (Gulshan-2) POP		36%
2 Neketon Road # 5 POP 8 3 CTG 7 Total 34 S/N Column1 1st wee 1 No. of Complaints 16 2 Repeat calls 19 3 Tickets created 19 S/N POP Client num 1 NOC- GULSHAN # 1 POP 2 Baridhara POP 3 Ajhora (Gulshan-2) POP		
3 CTG 7 Total 34 S/N Column1 1st wee 1 No. of Complaints 16 2 Repeat calls 19 3 Tickets created 19 S/N POP Client num 1 NOC- GULSHAN # 1 POP 2 Baridhara POP 3 Ajhora (Gulshan-2) POP		15%
Total34S/NColumn11st wee1No. of Complaints162Repeat calls193Tickets created19S/NPOPClient num1NOC- GULSHAN # 1 POP2Baridhara POP3Ajhora (Gulshan-2) POP		
S/N Column1 1st wee 1 No. of Complaints 16 2 Repeat calls 3 Tickets created 19 S/N POP Client num 1 NOC- GULSHAN # 1 POP 2 Baridhara POP 3 Ajhora (Gulshan-2) POP		13%
1 No. of Complaints 2 Repeat calls 3 Tickets created 19 S/N POP Client num 1 NOC- GULSHAN # 1 POP 2 Baridhara POP 3 Ajhora (Gulshan-2) POP		64%
1 No. of Complaints 2 Repeat calls 3 Tickets created 19 S/N POP Client num 1 NOC- GULSHAN # 1 POP 2 Baridhara POP 3 Ajhora (Gulshan-2) POP		
2 Repeat calls 3 Tickets created 19 S/N POP Client num 1 NOC- GULSHAN # 1 POP 2 Baridhara POP 3 Ajhora (Gulshan-2) POP	(2nd week
3 Tickets created 19 S/N POP Client num 1 NOC- GULSHAN # 1 POP 2 Baridhara POP 3 Ajhora (Gulshan-2) POP		12
S/N POP Client nun 1 NOC- GULSHAN # 1 POP 2 Baridhara POP 3 Ajhora (Gulshan-2) POP		12
1 NOC- GULSHAN # 1 POP 2 Baridhara POP 3 Ajhora (Gulshan-2) POP		13
1 NOC- GULSHAN # 1 POP 2 Baridhara POP 3 Ajhora (Gulshan-2) POP		Mor
1 NOC- GULSHAN # 1 POP 2 Baridhara POP 3 Ajhora (Gulshan-2) POP	obor	
2 Baridhara POP 3 Ajhora (Gulshan-2) POP		1st Week
3 Ajhora (Gulshan-2) POP	78	3
	19	
	18	2
4 GULSHAN-2 ROAD # 62 PO	12	2
5 GULSHAN-2 ROAD # 96 POP	14	
6 Motijheel POP	11	
7 Uttara sec#11 (Faith Online)	2	
8 Banani Road # 18 POP	7	1
9 Banani Road # 17 POP		1
10 Neketon Road # 5 POP	19	3
11 Niketon Road # 1 POP	19 135	2
12 Dhanmondi- Satmosjid POP		
13 PGCB POP	135	
14 Dhanmondi Rupayan POP	135 45	
15 Dhanmondi Cefalo POP	135 45 7	1
16 Mirpur-10 POP	135 45 7 2	1
9 Banani Road # 17 POP 10 Neketon Road # 5 POP 11 Niketon Road # 1 POP		1 3

		1	
1			
		2	1
			1
		1	
	1		
3	3	19	15
	I.		
າ tolerance limit			
dressed on priority basis	5.		
. ,			
3rd week	4th week		
	4th week		
21			
21			

nthly Report for May(1-21), 2021

Column1	2nd Week	Column2	3rd Week
4%	4	5%	10
0%		0%	
11%		0%	2
17%		0%	
0%		0%	
0%		0%	
0%		0%	
14%		0%	
5%		0%	
2%	3	2%	3
4%	2	4%	2
0%		0%	
0%		0%	
0%		0%	
0%		0%	
0%		0%	

1				
1				
Column3	rth Wee	Column4		
		Column4 0%		
13%		0%		
13% 0%		0% 0%		
13% 0% 11%		0% 0% 0%		
13% 0% 11% 0%		0% 0% 0% 0%		
13% 0% 11% 0% 0%		0% 0% 0% 0% 0%		
13% 0% 11% 0% 0% 0%		0% 0% 0% 0% 0% 0%		
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13% 0% 11% 0% 0% 0% 0% 0% 0% 4% 3% 0%		0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0		

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17	Uttara Sector # 6 POP	1	
18	Parkheight POP	3	
19	Nikunja#2 POP	3	
		390	
Cell Colou	ır Rules		
Golden	POP with service complaint		
Green	POP with no complaint for that particular period		
Purple	No complaint for the whole month.		

0%	0%	
0%	0%	
0%	0%	

0%	0%
0%	0%
0%	0%