

**Quarterly Performance Monitoring Report (PMR) on Quality of Service of Cellular Mobile Telephone service - Customer Services - GSM**

Report for Quarter ending : Mar-17

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

Name of Regulation : The Standard of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Services Regulations, 2009 (7 of 2009)

Customer Service Quality Parameters																					
Name of Service Area	Metering and Billing													Response time to the customer for assistance				Termination / Closure of service			
	Metering and Billing Credibility - Postpaid	No. of Bills issued during the period	No. of Bills disputed including billing complaints during the period	Metering and Billing Credibility - Prepaid	No. of charging / credit / validity complaints during the quarter	Total No. of Prepaid customers at the end of the quarter	Resolution of Billing/Charging complaints		No. of billing (Postpaid) and charging, credit/validity (Prepaid) complaints resolved within 4 weeks during the quarter	Total no. of billing (Postpaid) and charging, credit / validity (Prepaid) complaints received during the quarter	No. of billing complaints (Postpaid) and charging, credit/ validity complaints (Prepaid) resolved in favour of the customer during the quarter	No. of complaints disposed on account or not considered as valid complaints during the quarter	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Total no. of call attempts to call centre / customer care nos. during TCBH (Note)	No. of calls connected and answered successfully to call centre / customer care nos. during TCBH (Note)	Percentage of calls answered by the operators (voice to voice) within 90 seconds	%age requests for Termination / Closure of service complied within 7 days	Total No. of requests for Termination / Closure of service received during the quarter	No. of requests for Termination / Closure of service complied within 7 days during the quarter	Time taken for Refund of deposits after closures
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
Benchmarks																					
	≤ 0.1%			≤ 0.1%			98% within 4 weeks	100% within 6 weeks					100% within 1 week of resolution of complaint	≥95%			≥95%	100% within 7 days			100% within 60 days
The achievement of benchmark against each parameter is to be averaged over a period of one quarter as per the measurement methodology explained in Explanatory Memo to regulations																					
Andhra Pradesh	0.00%	370613	13	0.00%	0	4408728	100.00%	100.00%	13	13	13	0	100.00%	97.29%	451758	439498	93.91%	100.00%	1709	1709	100.00%
Bihar	0.00%	24795	0	0.00%	0	1284777	100.00%	100.00%	0	0	0	0	100.00%	98.22%	160200	157348	97.75%	100.00%	464	464	100.00%
Gujarat	0.00%	127500	1	0.00%	0	3412101	100.00%	100.00%	1	1	1	0	100.00%	98.17%	519411	509913	96.50%	100.00%	2030	2030	100.00%
Haryana	0.00%	124169	0	0.00%	0	2942776	100.00%	100.00%	0	0	0	0	100.00%	98.19%	509480	500271	98.15%	100.00%	951	951	100.00%
Himachal Pradesh	0.00%	10040	0	0.00%	0	32248	100.00%	100.00%	0	0	0	0	100.00%	97.34%	5824	5669	99.27%	100.00%	119	119	100.00%
Karnataka	0.00%	484098	2	0.00%	0	7937348	100.00%	100.00%	2	2	2	0	100.00%	98.17%	1022644	1003928	97.46%	100.00%	3981	3981	100.00%
Kerala	0.00%	84272	3	0.00%	0	1642204	100.00%	100.00%	3	3	3	0	100.00%	97.90%	264586	259017	97.19%	100.00%	1057	1057	100.00%
Kolkata	0.00%	85007	0	0.00%	0	2744466	100.00%	100.00%	0	0	0	0	100.00%	98.54%	308083	303576	97.38%	100.00%	1437	1437	100.00%
Madhya Pradesh	0.00%	108938	0	0.00%	0	5670622	100.00%	100.00%	0	0	0	0	100.00%	97.62%	777677	759198	98.55%	100.00%	1783	1783	100.00%
Maharashtra	0.00%	344368	2	0.00%	1	5115705	100.00%	100.00%	3	3	3	0	100.00%	96.83%	695899	673809	97.92%	100.00%	2423	2423	100.00%
Mumbai	0.00%	258951	2	0.00%	0	2488319	100.00%	100.00%	2	2	2	0	100.00%	98.36%	406588	399922	96.81%	100.00%	1849	1849	100.00%
Orissa	0.00%	37764	1	0.00%	1	2430794	100.00%	100.00%	2	2	2	0	100.00%	97.06%	269681	261752	97.68%	100.00%	792	792	100.00%
Punjab	0.00%	216397	2	0.00%	0	2716489	100.00%	100.00%	2	2	2	0	100.00%	98.20%	471525	463055	96.88%	100.00%	2260	2260	100.00%
Rajasthan	0.00%	0	0	0.00%	0	707372	100.00%	100.00%	0	0	0	0	100.00%	96.18%	99345	95550	96.96%	100.00%	0	0	100.00%
Tamil Nadu	0.00%	342457	2	0.00%	0	5367728	100.00%	100.00%	2	2	2	0	100.00%	98.77%	560987	554106	97.00%	100.00%	1977	1977	100.00%
UP East	0.00%	66522	1	0.00%	0	4155763	100.00%	100.00%	1	1	1	0	100.00%	98.34%	689421	677988	98.20%	100.00%	580	580	100.00%
UP West	0.00%	97112	0	0.00%	0	3555823	100.00%	100.00%	0	0	0	0	100.00%	97.95%	582200	570249	98.15%	100.00%	395	395	100.00%
West Bengal	0.00%	0	0	0.00%	0	392139	100.00%	100.00%	0	0	0	0	100.00%	98.55%	49313	48599	99.45%	100.00%	0	0	100.00%

NOTE : 1) TCBH - Reference in Column no. 15 & 16 is to be identified measuring the traffic load/calls in the Call Centre/Customer Care  
 2) Postpay services discontinued in Rajasthan and West Bengal

\* Please note that in these cells Numerator and Denominator are 'zero'. Accordingly, 100 compliant mentioned. □

Quarterly Performance Monitoring Report (PMR) on Quality of Service of Cellular Mobile Telephone service - Customer Services - CDMA

Report for Quarter ending : Mar-17

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

Name of Regulation : The Standard of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Services Regulations, 2009 (7 of 2009)

Customer Service Quality Parameters																					
Name of Service Area	Metering and Billing													Response time to the customer for assistance				Termination / Closure of service			
	Metering and Billing Credibility - Postpaid	No. of Bills issued during the period	No. of Bills disputed including billing complaints during the period	Metering and Billing Credibility - Prepaid	No. of charging / credit / validity complaints during the quarter	Total No. of Prepaid customers at the end of the quarter	Resolution of Billing/Charging complaints		No. of billing/(Postpaid) and charging, credit/validity (Prepaid) complaints resolved within 4 weeks during the quarter	Total no. of billing (Postpaid) and charging, credit / validity (Prepaid) complaints received during the quarter	No. of billing complaints (Postpaid) and charging, credit/ validity complaints (Prepaid) resolved in favour of the customer during the quarter	No. of complaints disposed on account or not considered as valid complaints during the quarter	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Total no. of call attempts to call centre / customer care nos. during TCBH (Note)	No. of calls connected and answered successfully to call centre / customer care nos. during TCBH (Note)	Percentage of calls answered by the operators (voice to voice) within 90 seconds	%age requests for Termination / Closure of service complied within 7 days	Total No. of requests for Termination / Closure of service received during the quarter	No. of requests for Termination / Closure of service complied within 7 days during the quarter	Time taken for Refund of deposits after closures
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
Benchmarks																					
	≤ 0.1%			≤ 0.1%			98% within 4 weeks	100% within 6 weeks					100% within 1 week of resolution of complaint	≥95%			≥95%	100% within 7 days			100% within 60 days
The achievement of benchmark against each parameter is to be averaged over a period of one quarter as per the measurement methodology explained in Explanatory Memo to regulations																					
Andhra Pradesh	0.00%	95314	1	0.00%	0	656450	100.00%	100.00%	1	1	1	0	100.00%	100.00%	0	0	98.72%	100.00%	1729	1729	100.00%
Bihar	0.00%	19604	0	0.00%	0	312365	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.45%	100.00%	312	312	100.00%
Delhi	0.00%	261257	3	0.00%	0	2037361	100.00%	100.00%	3	3	3	0	100.00%	98.53%	214723	211566	96.76%	100.00%	4182	4182	100.00%
Gujarat	0.00%	32674	0	0.00%	0	189773	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	98.96%	100.00%	1489	1489	100.00%
Haryana	0.00%	18924	0	0.00%	0	146945	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	98.87%	100.00%	370	370	100.00%
Himachal Pradesh	0.00%	8139	0	0.00%	0	16267	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.30%	100.00%	107	107	100.00%
Karnataka	0.00%	17250	0	0.00%	0	84559	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	98.98%	100.00%	723	723	100.00%
Kerala	0.00%	13025	0	0.00%	0	64101	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	98.43%	100.00%	352	352	100.00%
Kolkata	0.00%	26476	1	0.00%	0	174135	100.00%	100.00%	1	1	1	0	100.00%	100.00%	0	0	99.01%	100.00%	717	717	100.00%
Madhya Pradesh	0.00%	12786	2	0.00%	0	157857	100.00%	100.00%	2	2	2	0	100.00%	100.00%	0	0	99.28%	100.00%	655	655	100.00%
Maharashtra	0.00%	49246	0	0.00%	0	1091647	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.46%	100.00%	1241	1241	100.00%
Mumbai	0.00%	52629	0	0.00%	0	541877	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.51%	100.00%	2218	2218	100.00%
Orissa	0.00%	7708	0	0.00%	0	97043	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.07%	100.00%	257	257	100.00%
Punjab	0.00%	27123	0	0.00%	0	140508	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.38%	100.00%	458	458	100.00%
Rajasthan	0.00%	60409	0	0.00%	0	406963	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.08%	100.00%	635	635	100.00%
Tamil Nadu	0.00%	14351	0	0.00%	0	58145	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	98.64%	100.00%	740	740	100.00%
UP East	0.00%	7120	0	0.00%	0	116703	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.21%	100.00%	72	72	100.00%
UP West	0.00%	28405	0	0.00%	0	267730	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.47%	100.00%	97	97	100.00%
West Bengal	0.00%	0	0	0.00%	0	43672	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.72%	100.00%	0	0	100.00%

NOTE : 1) TCBH - Reference in Column no. 15 & 16 is to be identified measuring the traffic load/calls in the Call Centre/Customer Care

2) TCBH report for all circles except Delhi is updated in GSM - NEW IVR Migrated Circle - As per MSC we are now having a common routing path for GSM and CDMA, hence MSC level segregated data is not possible.

3) Not offering services in Assam, Jammu & Kashmir and North East Service areas.

4) Postpay Services not being offered in West Bengal

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Format No. TRA/QoS/CMTS/3-PMR  
**Quarterly Performance Monitoring Report (PMR) on Quality of Service of Cellular Mobile Telephone service - Customer Services - 3G**

Report for Quarter ending : Mar-17

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Name of Service Area	Metering and Billing													Response Time to the customer for assistance				Termination / Closure of service			
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	≤ 0.1%			≤ 0.1%			100% within 4 weeks					100% within 1 week of resolution of complaint	≥ 95%			≥ 95%	100% within 7 days			100% within 60 days	
The achievement of benchmark against each parameter is to be averaged over a period of one quarter as per the measurement methodology explained in Explanatory Memo to regulations																					
Gujarat	0.00%	8845	0	0.00%	0	35146	100.00%	0	0	0	0	100.00%									
Haryana	0.00%	5017	0	0.00%	0	8209	100.00%	0	0	0	0	100.00%									
Karnataka	0.00%	18721	0	0.00%	0	59455	100.00%	0	0	0	0	100.00%									
Kerala	0.00%	4811	0	0.00%	0	3245	100.00%	0	0	0	0	100.00%									
Madhya Pradesh	0.00%	9495	0	0.00%	0	61936	100.00%	0	0	0	0	100.00%									
Maharashtra	0.00%	39962	0	0.00%	0	17358	100.00%	0	0	0	0	100.00%									
Punjab	0.00%	6048	0	0.00%	0	27715	100.00%	0	0	0	0	100.00%									
UP West	0.00%	7479	0	0.00%	0	21304	100.00%	0	0	0	0	100.00%									

NOTE : TCBH - Reference in Column No. 15 & 16 is to be identified measuring the traffic load/calls in the Call Centre/Customer Care

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