

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

Report for Quarter ending : Dec-16

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)

Name of Service Area	Customer Service Quality Parameters													Response time to the customer for assistance		Termination / Closure of service					
	Metering and Billing - 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 of 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
<b>Benchmarks</b>																					
	≤ 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	
<i>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</i>																					
Andhra Pradesh	0.00	419077	5	0.00	1	4582531	100.00	100.00	6	6	6	0	100.00	98.06	482228	472879	97.10	100.00	1884	1884	100.00
Bihar	0.00	27862	0	0.00	0	1367286	100.00	100.00	0	0	0	0	100.00	98.36	172927	170099	98.01	100.00	452	452	100.00
Gujarat	0.00	151390	4	0.00	0	3235661	100.00	100.00	4	4	4	0	100.00	98.27	491359	482859	97.76	100.00	2457	2457	100.00
Haryana	0.00	150196	0	0.00	0	3117383	100.00	100.00	0	0	0	0	100.00	98.34	513824	505319	98.58	100.00	1503	1503	100.00
Himachal Pradesh	0.00	11016	0	0.00	0	37201	100.00	100.00	0	0	0	0	100.00	97.57	5514	5380	99.74	100.00	214	214	100.00
Karnataka	0.00	551180	0	0.00	0	7971711	100.00	100.00	0	0	0	0	100.00	98.14	1188613	1166514	97.63	100.00	4450	4450	100.00
Kerala	0.00	99447	0	0.00	4	1744863	100.00	100.00	4	4	4	0	100.00	97.90	286948	280929	98.31	100.00	1351	1351	100.00
Kolkata	0.00	107052	0	0.00	0	2835184	100.00	100.00	0	0	0	0	100.00	98.96	326584	323194	97.29	100.00	1758	1758	100.00
Madhya Pradesh	0.00	130226	0	0.00	0	5678412	100.00	100.00	0	0	0	0	100.00	97.53	752686	734093	98.82	100.00	1820	1820	99.42
Maharashtra	0.00	373846	1	0.00	0	5327970	100.00	100.00	1	1	1	0	100.00	97.19	729962	709456	97.76	100.00	2568	2568	100.00
Mumbai	0.00	288263	2	0.00	2	2505320	100.00	100.00	4	4	4	0	100.00	98.04	373349	366026	97.57	100.00	1960	1960	100.00
Orissa	0.00	40857	0	0.00	0	2557020	100.00	100.00	0	0	0	0	100.00	97.18	305221	296626	98.40	100.00	842	842	100.00
Punjab	0.00	255146	3	0.00	0	2818093	100.00	100.00	3	3	3	0	100.00	98.19	451249	443088	98.14	100.00	4023	4023	100.00
Rajasthan	0.00	0	0	0.00	0	757865	100.00	100.00	0	0	0	0	100.00	96.11	109612	105346	98.35	100.00	0	0	100.00
Tamil Nadu	0.00	390490	0	0.00	1	5497551	100.00	100.00	1	1	1	0	100.00	98.91	518333	512690	97.05	100.00	2002	2002	98.47
UP East	0.00	72993	2	0.00	0	4411211	100.00	100.00	2	2	2	0	100.00	98.59	633725	624810	98.16	100.00	588	588	100.00
UP West	0.00	103746	1	0.00	0	3747257	100.00	100.00	1	1	1	0	100.00	97.94	559628	548084	98.93	100.00	1265	1265	100.00
West Bengal	0.00	0	1	0.00	0	423305	100.00	100.00	1	1	1	0	100.00	98.54	48520	47814	99.35	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 : Dec-16

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 Creditability - Postpaid	No. of Bills issued during the period	No. of Bills disputed including billing complaints during the period	Metering and Billing Creditability - 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 of 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	104142	1	0.00	0	678807	100.00	100.00	1	1	1	0	100.00	100.00	0	0	99.06	100.00	2150	2150	99.80
Bihar	0.00	21882	0	0.00	0	321234	100.00	100.00	0	0	0	0	100.00	100.00	0	0	99.51	100.00	305	305	100.00
Delhi	0.00	291134	3	0.00	0	2073741	100.00	100.00	3	3	3	0	100.00	98.36	262600	258306	95.83	100.00	3467	3467	100.00
Gujarat	0.00	36504	2	0.00	0	196201	100.00	100.00	2	2	2	0	100.00	100.00	0	0	99.39	100.00	2348	2348	100.00
Haryana	0.00	23910	0	0.00	0	159784	100.00	100.00	0	0	0	0	100.00	100.00	0	0	97.42	100.00	309	309	100.00
Himachal Pradesh	0.00	9031	0	0.00	0	17021	100.00	100.00	0	0	0	0	100.00	100.00	0	0	99.45	100.00	134	134	100.00
Karnataka	0.00	18509	0	0.00	0	87154	100.00	100.00	0	0	0	0	100.00	100.00	0	0	99.45	100.00	729	729	100.00
Kerala	0.00	13906	0	0.00	0	65456	100.00	100.00	0	0	0	0	100.00	100.00	0	0	99.53	100.00	511	511	100.00
Kolkata	0.00	27346	0	0.00	0	178595	100.00	100.00	0	0	0	0	100.00	100.00	0	0	98.64	100.00	653	653	100.00
Madhya Pradesh	0.00	14634	0	0.00	0	185281	100.00	100.00	0	0	0	0	100.00	100.00	0	0	99.16	100.00	611	611	98.94
Maharashtra	0.00	53042	1	0.00	0	1128164	100.00	100.00	1	1	1	0	100.00	100.00	0	0	99.80	100.00	1369	1369	100.00
Mumbai	0.00	58492	0	0.00	0	558130	100.00	100.00	0	0	0	0	100.00	100.00	0	0	99.69	100.00	1601	1601	100.00
Orissa	0.00	8546	0	0.00	0	100098	100.00	100.00	0	0	0	0	100.00	100.00	0	0	99.30	100.00	183	183	100.00
Punjab	0.00	32762	0	0.00	0	145427	100.00	100.00	0	0	0	0	100.00	100.00	0	0	99.29	100.00	631	631	100.00
Rajasthan	0.00	69947	0	0.00	0	416240	100.00	100.00	0	0	0	0	100.00	100.00	0	0	99.50	100.00	756	756	98.85
Tamil Nadu	0.00	15630	0	0.00	0	59900	100.00	100.00	0	0	0	0	100.00	100.00	0	0	99.11	100.00	617	617	100.00
UP East	0.00	8370	0	0.00	0	120655	100.00	100.00	0	0	0	0	100.00	100.00	0	0	99.05	100.00	77	77	100.00
UP West	0.00	31623	0	0.00	0	277208	100.00	100.00	0	0	0	0	100.00	100.00	0	0	99.54	100.00	403	403	100.00
West Bengal	0.00	0	0	0.00	0	45658	100.00	100.00	0	0	0	0	100.00	100.00	0	0	99.80	100.00	0	0	0.00

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

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

Format No. TRAI/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 : Dec-16

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Benchmarks																					
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<i>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</i>																					
Gujarat	0.00	10709	0	0.00	0	35153	100.00	0	0	0	0	100.00									
Haryana	0.00	7357	0	0.00	0	8200	100.00	0	0	0	0	100.00									
Karnataka	0.00	23539	0	0.00	0	59349	100.00	0	0	0	0	100.00									
Kerala	0.00	6068	0	0.00	0	3250	100.00	0	0	0	0	100.00									
Madhya Pradesh	0.00	12463	0	0.00	0	61945	100.00	0	0	0	0	100.00									
Maharashtra	0.00	48485	0	0.00	1	17310	100.00	1	1	1	1	100.00									
Punjab	0.00	8516	0	0.00	0	27697	100.00	0	0	0	0	100.00									
UP West	0.00	9546	0	0.00	0	21309	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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