Customer Complaints Redressal Report for the Quarter ending - JAS'20

				Cor	nplaint Centre	e(s)					ļ	Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o evious Quart	omplaints of	Details of co	mplaints redr	essed durii	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	redressed beyond the time limit during the	ts	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	appeals decided	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
SH	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
퓜	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRA	Faults and Network Related Complaints	1107	0	1107	1055	52	1107	0	0	0	0	0	0	0	0
RA	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ANDH	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1107	0	1107	1055	52	1107	0	0	0	0	0	0	0	0

Total Subscriber base (Prepaid)-----

				Na	ame of Service	e Provider : Ta	ata Teleser	vices Limited							
						Broadband S	ervice) :								
				Customer (Complaints Re	dressal Repoi	t for the Q	uarter ending	- JAS'20						
				Cor	mplaint Centre	(s)						Appellate Aut	hority		
		the Quarter a	ind pending o	complaints of	Details of co	mplaints redr	essed durir	ng the Quarter	during th	e Quarter a	nd pending	Details of a	appeals dispo	sed during	the Quarter
LSA Category of complaints Comp												pending for			
1	2	3	4	5	6	7		9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BIHAR	Faults and Network Related Complaints	239	0	239	227	12	239	0	0	1	1	1	0	1	0
ᇤ	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	239	0	239	227	12	239	0	0	1	1	1	0	1	0
Total S	ubscriber base (Prepaid)	-		·	-	·		<u> </u>	•		· · · · · · · · · · · · · · · · · · ·	•			

Customer Complaints Redressal Report for the Quarter ending - JAS'20

				Co	mplaint Centre	e(s)					A	Appellate Aut	hority		
		the Quarter a	•	•	Details of co	mplaints redr	essed duri	ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	ts	pending for	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	appeals decided	Total no. of appeals disposed during the quarter [15] = [13] + [14]	appeals pending for
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	3	1	4	4	0	4	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	9	0	9	9	0	9	0	0	0	0	0	0	0	0
토	Faults and Network Related Complaints	723	0	723	679	44	723	0	1	3	4	4	0	4	0
DE	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	735	1	736	692	44	736	0	1	3	4	4	0	4	0

Total Subscriber base (Prepaid)-----

					Name of Serv	ice Provider	Tata Teles	services Limite	ed						
						(Broadband	l Service) :								
				Custome	er Complaints	Redressal Re	port for the	Quarter endin	g - JAS'20	1					
				Cor	mplaint Centre	e(s)						Appellate Aut	thority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redr	essed durii	ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	appeals disposed	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]				
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
 	Customer Service Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
GUJRA'	Faults and Network Related Complaints	487	0	487	458	29	487	0	0	0	0	0	0	0	0
🤶	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	490	0	490	461	29	490	0	0	0	0	0	0	0	0

Total Subscriber base (Prepaid)-----

(Broadband Service): Customer Complaints Redressal Report for the Quarter ending - JAS'20 Complaint Centre(s) **Appellate Authority** Details of complaints received during Details of appeals received the Quarter and pending complaints of Details of complaints redressed during the Quarter during the Quarter and pending Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total no. Total No. of Total No. Total no. of | Total no. of of LSA Category of complants complaints Total no. of appeals appeals Total no. of No. of complaints complaints complain complaints of Pending appeals appeals redressed appeals to decided pending for appeals decided disposed complaints pending to be redressed pending for appeals within be decided within decision on beyond the during the received complaints redressed redresse redressal on received of beyond the specified during the specified the last day during the of previous during the time limit d during the last day during previous time limit quarter time limit Quarter [12] time limit of Quarter Quarter Quarter Quarter during the of Quarter during the the the quarter [15] = [13]during the = [10]+ [11] during the [16] = [12] -[5]=[3]+[4] Quarter Quarter [9]=[5] - [8] Quarter Quarter + [14] quarter quarter [15]

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Name of Service Provider: Tata Teleservices Limited

Total Subscriber base (Prepaid)-----

Total

1

HARYANA

Total Subscriber base (Postpaid)----- nos

VAS Related Complaints

Billing Related Complaints

2

Customer Service Related Complaints

Internet/ Data Related Complaints

Faults and Network Related Complaints

3

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Name of Service Provider : Tata Teleservices Limited

(Broadband Service) :

Customer Complaints Redressal Report for the Quarter ending - JAS'20

				Сог	mplaint Centre	(s)					ı	Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints of	Details of co	mplaints redro	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of	appeals dispo	sed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	pending for decision on the last day
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	1	1	1	0	1	0	0	0	0	0	0	0	0
Ϋ́	Customer Service Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0
ATA	Faults and Network Related Complaints	635	0	635	550	85	635	0	7	8	15	15	0	15	0
N. N.	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ϋ́	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	640	1	641	556	85	641	0	7	8	15	15	0	15	0

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 1429 nos

					Name of Serv	vice Provider :	: Tata Tele:	services Limite	ed						
						(Broadband	Service) :								
				Custome	er Complaints	Redressal Re	port for the	Quarter endin	ıg - JAS'20						
				Cor	nplaint Centre	e(s)					,	Appellate Aut	hority		
		the Quarter a	•	•	Details of co	mplaints redre	essed duri	ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	redressed beyond the time limit during the	Total no. of complain ts redresse d during the Quarter [8] = [6] +	complaints pending for	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	be decided	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	pending for		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
∢	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AL.	Faults and Network Related Complaints	31	22	9	31	0	0	1	1	1	0	1	0		
KER	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
×	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	31	0	31	22	9	31	0	0	1	1	1	0	1	0

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 534

Name of	Service Provider : Tata Teleservices Limited
	(Broadband Service) :

Customer Complaints Redressal Report for the Quarter ending - JAS'20

				Co	mplaint Centre	(s)					Α	ppellate Auth	ority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redre	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of a	ppeals dispo	sed during th	he Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	for
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
ح	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
KOT	Faults and Network Related Complaints	641	0	641	567	74	641	0	0	12	12	12	0	12	0
KOLI	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
¥	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	642	0	642	568	74	642	0	0	12	12	12	0	12	0

Total Subscriber base (Prepaid)-----

					Name of Serv	/ice Provider	Tata Teles	services Limite	ed .						
					1141110 01 0011	(Broadband		70. V1000 E.III.110							
				Custome	r Complaints			Quarter endin	g - JAS'20						
				Coi	mplaint Centre	e(s)					,	Appellate Aut	thority		
		the Quarter	•	•		omplaints redr	essed duri	ng the Quarter	during th		s received and pending us Quarter	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter		Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	ts	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	pending for decision on the last day
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
₹	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MADHYA PRADESH	Faults and Network Related Complaints	56	0	56	52	4	56	0	0	0	0	0	0	0	0
AE &E	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
≥ ₫	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Total Subscriber base (Prepaid)-----

Total

Total Subscriber base (Postpaid)----- 71

Name of Service Provider: Tata Teleservices Limited (Broadband Service): Customer Complaints Redressal Report for the Quarter ending - JAS'20 Complaint Centre(s) Appellate Authority Details of complaints received during Details of appeals received the Quarter and pending complaints of Details of complaints redressed during the Quarter during the Quarter and pending Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total no. Total No. of Total no. of Total no. of of Total no. of Total no. of Total No. of Total No. Total no. of Total no. of appeals LSA Category of complants complaints complain Total no. of appeals Total no. of No. of complaints complaints complaints Pending appeals appeals pending for of redressed appeals to decided complaints pending to be redressed pending for appeals decided disposed decision appeals within be decided redresse within beyond the received complaints redressed redressal on received beyond the during the on the last specified d during during the specified during the of previous during the time limit the last day during time limit quarter day of previous time limit Quarter [12] time limit the Quarter Quarter Quarter during the of Quarter the quarter during the [15] = [13] +Quarter during the Quarter = [10]+ [11] during the Quarter [5]=[3]+[4] Quarter [16] = [12][9]=[5] - [8] Quarter [14] [8] = [6] + quarter quarter [15] [7] 1 2 3 4 5 7 9 10 11 12 13 14 15 6 16 32 **Billing Related Complaints** 2 34 34 0 34 0 0 0 0 0 0 0 0 **Customer Service Related Complaints** 10 0 10 10 0 10 0 0 1 0 0 0 1 1 MUMBAI 5298 0 5298 2528 2770 5298 Faults and Network Related Complaints 0 22 7 29 20 0 20 9 Internet/ Data Related Complaints 0 0 0 0 0 0 0 0 0 0 0 0 0 0 **VAS Related Complaints** 0 0 0 0 0 0 0 0 0 0 0 0 0 0 Total 5340 2 5342 2572 2770 5342 0 23 7 30 20 0 20 10

Total Subscriber base (Prepaid)-----

Customer Complaints Redressal Report for the Quarter ending - JAS'20

				Oustonic	- Complaints	itearessar ite	3011 101 1110	Quarter enum	9 0/10 20						
				Cor	nplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redr	essed durii	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
_	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ORISSA	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
N.	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Total Subscriber base (Prepaid)-----

Name of Service Provider: Tata Teleservices Limited (Broadband Service): Customer Complaints Redressal Report for the Quarter ending - JAS'20 Complaint Centre(s) **Appellate Authority** Details of complaints received during Details of appeals received during the Quarter and pending the Quarter and pending complaints of Details of complaints redressed during the Quarter Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total no. Total no. of Total No. of Total no. of of Total no. of Total no. of Total No. of Total No. Total no. of Total no. of Total no. of LSA Category of complants complaints complain appeals appeals Total no. of complaints complaints complaints of Pending appeals appeals No. of redressed appeals to decided pending for complaints pending to be redressed pending for appeals decided disposed appeals be decided decision on within redresse within beyond the received complaints redressed redressal on received beyond the during the specified d during during the specified the last day during the of previous during the time limit the last day during previous time limit quarter time limit Quarter [12] time limit of Quarter the Quarter Quarter Quarter during the of Quarter the quarter during the [15] = [13] +during the = [10]+ [11] Quarter during the [16] = [12] -[5]=[3]+[4] [9]=[5] - [8] Quarter Quarter Quarter [14] quarter [8] = [6] +quarter [15] [7] 1 2 4 5 7 9 10 11 12 13 14 3 6 8 15 16 **Billing Related Complaints** 1 0 1 1 0 1 0 0 0 0 0 0 0 0 **Customer Service Related Complaints** 0 0 0 0 0 0 0 0 0 0 0 0 0 0 **PUNJAB**

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Total Subscriber base (Prepaid)-----

Total

Total Subscriber base (Postpaid)----- 71

VAS Related Complaints

Faults and Network Related Complaints

Internet/ Data Related Complaints

12

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13

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12

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Customer Complaints Redressal Report for the Quarter ending - JAS'20

				Co	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	•	eived during complaints of er	Details of co	mplaints redro	essed durii	ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	pending for redressal on the last day of Quarter	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
A	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
STH	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
¥	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
R.A	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Total Subscriber base (Prepaid)-----

Customer Complaints Redressal Report for the Quarter ending - JAS'20

				Cor	nplaint Centre	e(s)						Appellate A	uthority		
			mplaints reco and pending previous Qua	complaints	Details o	f complaints Quar		during the	during th	of appeals e Quarter a s of previou	nd pending	Details o	f appeals disp	oosed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	appeals disposed	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
₹.	Billing Related Complaints	48	1	49	49	0	49	0	0	0	0	0	0	0	0
ITRA	Customer Service Related Complaints	43	0	43	43	0	43	0	0	0	0	0	0	0	0
ASF	Faults and Network Related Complaints	5678	0	5678	3355	2323	5678	0	22	15	37	30	0	30	7
A.R.	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MAH,	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Σ	Total	5769	1	5770	3447	2323	5770	0	22	15	37	30	0	30	7

Total Subscriber base (Prepaid)-----

Name of Service Provider: Tata Teleservices Limited (Broadband Service): Customer Complaints Redressal Report for the Quarter ending - JAS'20 Complaint Centre(s) **Appellate Authority** Details of complaints received during Details of appeals received the Quarter and pending complaints of Details of complaints redressed during the Quarter during the Quarter and pending Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total no. Total no. of of Total no. Total no. of Total no. of LSA complaints appeals Total No. of Category of complants complain Total no. of complaints complaints complaints Total no. of No. of of Pending appeals appeals redressed appeals to decided appeals pending complaints redressed pending to be pending for appeals appeals decided disposed within redresse be decided within for decision on received complaints redressed beyond the redressal on received beyond the during the specified d during during the specified the last day of of previous time limit the last day during the during the during previous time limit quarter time limit the Quarter [12] time limit Quarter [16] = Quarter Quarter Quarter during the of Quarter the quarter during the [15] = [13] + during the Quarter = [10]+ [11] during the [12] - [15] Quarter [9]=[5] - [8] Quarter Quarter [14] [5]=[3]+[4] quarter quarter [8] = [6] +[7] 1 2 3 4 5 6 7 9 10 11 12 13 14 15 16 2 0 0 0 **Billing Related Complaints** 1 0 0 0 0 0 0 1 2 2 TAMILNADU **Customer Service Related Complaints** 2 2 0 2 0 2 0 0 0 0 0 0 0 0 Faults and Network Related Complaints 188 188 156 32 188 0 0 0 0 0 Internet/ Data Related Complaints 0 0 0 0 0 0 0 0 0 0 0 0 0 0 **VAS Related Complaints** 0 0 0 0 0 0 0 0 0 0 0 0 0 0 Total 191 192 160 32 192 0 0 0 0 0 0 0 0 1

Total Subscriber base (Prepaid)----Total Subscriber base (Postpaid)----- 1120

Name of Service Provider: Tata Teleservices Limited (Broadband Service): Customer Complaints Redressal Report for the Quarter ending - JAS'20 Complaint Centre(s) **Appellate Authority** Details of complaints received during Details of appeals received the Quarter and pending complaints of Details of complaints redressed during the Quarter during the Quarter and pending Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total No. of Total No. Total no. of Total no. of LSA Category of complants complaints Total no. of Total no. of appeals appeals complaints complaints complaints Pending appeals Total no. of No. of of appeals redressed complaints appeals to decided pending for complaints pending to be redressed pending for appeals appeals decided disposed within redressed be decided within decision on received beyond the received during the complaints redressed redressal on of beyond the specified during the during the specified the last day during the of previous during the time limit the last day during previous time limit quarter time limit Quarter [8] = Quarter [12] time limit of Quarter Quarter Quarter during the of Quarter Quarter the quarter during the [15] = [13] +[16] = [12] during the [6] + [7]= [10]+ [11] during the [5]=[3]+[4] Quarter [9]=[5] - [8] Quarter Quarter [14] guarter [15] guarter 2 4 10 11 12 15 1 3 5 6 7 8 9 13 14 16 0 0 Billing Related Complaints 0 0 0 0 0 0 0 0 0 0 0 0 Customer Service Related Complaints 0 0 0 0 0 0 0 0 0 0 0 0 0 0 Faults and Network Related Complaints 0 0 0 0 0 0 0 0 0 0 0 0 0 0 Internet/ Data Related Complaints 0 VAS Related Complaints 0 Total 0 0 0 0 0 0 0 0 0 0 0 0 0 0

Total Subscriber base (Prepaid)-----

Name of Service Provider: Tata Teleservices Limited (Broadband Service): Customer Complaints Redressal Report for the Quarter ending - JAS'20 Complaint Centre(s) **Appellate Authority** Details of complaints received during Details of appeals received Details of appeals disposed during the Quarter the Quarter and pending complaints of Details of complaints redressed during the Quarter during the Quarter and pending previous Quarter appeals of previous Quarter Total no. Total no. of of Total no. Total no. of Total no. of Total No. of LSA **Category of complants** complaints complain Total no. of appeals complaints complaints Total no. of No. of complaints of Pending appeals appeals appeals redressed appeals to decided complaints pending to be redressed pending for appeals appeals decided disposed pending for within be decided within redresse received complaints redressed beyond the redressal on received of beyond the during the decision on specified during the specified d during time limit the last day during the of previous during the during previous time limit quarter the last day of time limit Quarter [12] time limit the Quarter Quarter Quarter during the of Quarter the quarter during the [15] = [13] +Quarter [16] = during the Quarter = [10]+ [11] during the [5]=[3]+[4] Quarter [9]=[5] - [8] Quarter Quarter [14] [12] - [15] quarter [8] = [6] +quarter [7] 1 2 3 4 5 6 7 9 10 11 12 13 14 15 16 0 0 0 0 Billing Related Complaints 0 0 0 0 0 0 0 0 0 0 Customer Service Related Complaints 0 0 0 0 0 0 0 0 0 0 0 0 0 0 Faults and Network Related Complaints 0 0 0 0 0 0 0 UPE 0 Internet/ Data Related Complaints 0 0 0 0 0 0 0 0 0 0 0 0 0 0 **VAS Related Complaints** 0 0 0 0 0 0 0 0 0 0 0 0 0 0 Total 0 0 0 0 0 0 0 0 0 0 0 0 0 0 Total Subscriber base (Prepaid)-----