					Nan	ne of Service Provid	er : Tata Teles	ervices Limited							
						(Broadb	and Service)								
					Customer Co	mplaints Redressal	Report for the	Quarter ending - Jun'	17						
					Complaint Centre(s)							Appellate Auth	ority		
		Details of compla	ints received durin	g the Quarter and	Details	of complaints redre	ssed during the	Quarter	Details of app	eals received d	uring the Quarter	Deta	ils of appeals dispo	osed during the Q	uarter
Complaints complaints complaints complaints complaints received during the last day of Quarter the Quarter of the last day of Quarter the Quarter (12)														appeals pending for decision on the last day of Quarter [16] =	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	33	41	74	47	0	47	27	0	0	0	0	0	0	0
<b>∢</b> I	Customer Service Related Complaints	20	0	20	19	1	20	0	0	0	0	0	0	0	0
F S	Faults and Network Related Complaints	3408	0	3408	3029	379	3408	0	0	0	0	0	0	0	0
ANDHRA PRADESH	Internet/ Data Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
⋖ 4	VAS Related Complaints	20	0	20	19	1	20	0	0	0	0	0	0	0	0
	Total	3482	41	3523	3115	381	3496	27	0	0	0	0	0	0	0
<b>Total Sub</b>	oscriber base (Prepaid) - 0														

					Nan	ne of Service Provid	er : Tata Telese	ervices Limited							
						(Broadl	and Service)								
					Customer Co	mplaints Redressal	Report for the	Quarter ending - Jun'	17						
					Complaint Centre(s)							Appellate Autho	ority		
		Details of compla	ints received durin	g the Quarter and	Details (	of complaints redre	ssed during the	Quarter	Details of app	eals received d	uring the Quarter	Deta	ils of appeals dispo	sed during the Q	uarter
LSA	complaints received during the Quarter the Quarter than 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16														
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	3	3	3	0	3	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
₽ĸ	Faults and Network Related Complaints	443	0	443	394	49	443	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	443	3	446	397	49	446	0	0	0	0	0	0	0	0
Total Sub	scriber base (Prepaid) - 0			·				·							
Total Sub	scriber base (Postpaid) - 845			·				·							

					Name of Ser	vice Provider	Tata Teleservi	ces Limited							
						(Broadban	d Service)								
				Cu	stomer Complaints	Redressal Rep	ort for the Qua	rter ending - Jun'17							
					Complaint Centre(s	)						Appellate Author	rity		
		Details of	complaints receive	ed during the	Details of	complaints re	dressed during	the Quarter	Details of	appeals rece	ived during the	Details	of appeals dis	posed during the	Quarter
LSA Category of complants  Complaints  redressed during the quarter [3]  Equator [3] = [13] + [4]  Category of complants  Complaints  redressed during the quarter [12]  Category of complants  Pending appeals of received during the quarter [12]  Equator [15] = [13] + [4]  Category of complants  Redressed during the quarter [15]  Category of complants  Redressed during the quarter [15]  Category of complaints  Redressed during the quarter [15]  Category of complants  Redressed during the quarter [15]  Category of complaints  Redressed durin														the last day of Quarter [16] =	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	36	26	62	39	0	39	23	0	0	0	0	0	0	0
	Customer Service Related Complaints	41	0	41	38	3	41	0	1	0	1	1	0	1	0
3	Faults and Network Related Complaints	3028	0	3028	2902	126	3028	0	5	0	5	5	0	5	0
DE	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	41	0	41	38	3	41	0	0	0	0	0	0	0	0
	Total	3146	26	3172	3017	132	3149	23	6	0	6	6	0	6	0
Total Subscriber ba	ase (Prepaid) - 0														
Total Subscriber ba	ase (Postpaid) - 8188														

					Name of Serv	vice Provider : 1	Tata Teleservice	s Limited							
						(Broadband	Service)								
				Cu	stomer Complaints	Redressal Repo	ort for the Quar	er ending - Jun'17							
					Complaint Centre(s	:)						Appellate Autho	ority		
		Details of	complaints receiv	ed during the	Details of	complaints red	dressed during	he Quarter	Details of	appeals rece	ived during the	Details	s of appeals dis	posed during the	Quarter
LSA Category or complaints complaints of complaints of ending received complaints of during the previous Quarter to the first of the previous Quarter to the quarter [12] time limit to the quarter [13] time limit to														appeals pending for decision on the last day of Quarter [16] =	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	14	12	26	16	0	16	10	0	1	1	1	0	1	0
_	Customer Service Related Complaints	28	0	30	28	1	29	1	0	1	1	1	0	1	0
RA.	Faults and Network Related Complaints	2120	0	2120	1964	156	2120	0	0	1	1	1	0	1	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	25	0	25	24	1	25	0	0	0	0	0	0	0	0
	Total	2187	12	2201	2032	158	2190	11	0	3	3	3	0	3	0
Total Subscriber base (	Prepaid) - 0	·			<u> </u>		·					·	·	·	

					Name of Service	e Provider : Ta	ta Teleservices	Limited							
						(Broadband Se	ervice)								
				Custo	omer Complaints Re	dressal Report	for the Quarte	r ending - Jun'17							
					Complaint Centre(s	:)						Appellate Autho	rity		
		Details of	complaints receive	ed during the	Details of	complaints red	dressed during	the Quarter	Details of	appeals rece	ived during the	Details	of appeals di	sposed 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 complaints redressed 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 disposed during the quarter [15] = [13] + [14]	the last day of
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
E	Billing Related Complaints	2	0	2	0	0	0	2	1	0	1	1	0	1	0
⊴ (	Customer Service Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
ž l	Faults and Network Related Complaints	113	0	113	110	3	113	0	0	0	0	0	0	0	0
AR	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ξ ,	VAS Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
[7	Total	121	0	121	116	3	119	2	1	0	1	1	0	1	0

					Name of Service	e Provider : Ta	ta Teleservices	Limited							
						(Broadband Se	ervice)								
				Cust	omer Complaints Re	dressal Report	for the Quarte	r ending - Jun'17							
					Complaint Centre(s	i)						Appellate Autho	rity		
		Details of	complaints receive	ed during the	Details of	complaints red	ressed during	the Quarter	Details of	appeals rece	ived during the	Details	of appeals di	sposed 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 complaints redressed 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 decided within specified time limit during the quarter		Total no. of appeals disposed during the quarter [15] = [13] + [14]	the last day of
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
4 ェ	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
н Масна Р К А Б В	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MA MA	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>ਜ</b> •	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

					Name of Service Pr	ovider : Tata T	eleservices Lim	ited							
					(Br	oadband Servi	ce)								
				Custome	r Complaints Redre	ssal Report for	the Quarter er	iding - Jun'17							
					Complaint Centre(s	i)						Appellate Autho	rity		
		Details of	complaints receiv	ed during the	Details of	complaints re	dressed during	the Quarter	Details of	appeals rece	ived during the	Details	of appeals dis	posed 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 complaints redressed 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	beyond the	Total no. of appeals disposed during the quarter [15] = [13] + [14]	the last day of
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	45	73	118	84	0	84	34	0	0	0	0	0	0	0
₹.	Customer Service Related Complaints	81	0	81	77	4	81	0	0	0	0	0	0	0	0
TA ATA	Faults and Network Related Complaints	3065	0	3065	2865	200	3065	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
A A	VAS Related Complaints	81	0	81	77	4	81	0	0	0	0	0	0	0	0
	Total	3272	73	3345	3103	208	3311	34	0	0	0	0	0	0	0

					Name of Serv	ice Provider : T	ata Teleservice	s Limited							
						(Broadband	Service)								
				Cus	tomer Complaints R	edressal Repo	rt for the Quart	er ending - Jun'17							
					Complaint Centre(s	)						Appellate Autho	rity		
		Details of	complaints receive	ed during the	Details of	complaints red	dressed during	the Quarter	Details of	appeals rece	ived during the	Details	of appeals dis	posed 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 complaints redressed 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 decided within specified time limit during the quarter	beyond the	Total no. of appeals disposed during the quarter [15] = [13] + [14]	the last day of
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	14	6	20	7	0	7	13	0	0	0	0	0	0	0
	Customer Service Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
<b>A</b>	Faults and Network Related Complaints	1195	0	1195	709	486	1195	0	0	0	0	0	0	0	0
ER	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
_	VAS Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
	Total	1217	6	1223	724	486	1210	13	0	0	0	0	0	0	0
Total Subscriber base Total Subscriber base										•					

					Name of Service	Provider : Tata	Teleservices Li	imited							
					(1	Broadband Ser	vice)								
				Custon	ner Complaints Red	ressal Report fo	or the Quarter	ending - Jun'17							
					Complaint Centre(s	;)						Appellate Authori	ty		
		Details of	complaints receive	ed during the	Details of	complaints re	dressed during	the Quarter	Details of	appeals rece	ived during the	Details o	f appeals disp	osed during the Q	uarter
LSA Category of complants  Complaints of complaints of complaints or received during the during the  Category of complants  Category of complants  Category of complants  Complaints  Comp															pending for decision on the last day of Quarter [16] = [12] -
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	23	12	35	16	0	16	19	0	0	0	0	0	0	0
⋖	Customer Service Related Complaints	41	0	41	37	4	41	0	0	0	0	0	0	0	0
[ 5	Faults and Network Related Complaints	2276	0	2276	2007	269	2276	0	0	0	0	0	0	0	0
O Č	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
×	VAS Related Complaints	39	0	39	35	4	39	0	0	0	0	0	0	0	0
	Total	2379	12	2391	2095	277	2372	19	0	0	0	0	0	0	0
Total Subscriber base (Pre	epaid) - 0	•	•	•					•		•		•	•	
Total Subscriber base (Pos	stpaid) - 6949	•	•	•					•	,	•		•	•	

Total no. of complaints to complaints to complaints no. of pending for complaints no. of pending for complaints no. of pending for decision to complaints no. of complaints no. of pending for decision to complaints no. Of pending for decisio						Name of S	Service Provide	er : Tata Telesei	vices Limited							
Complaint Centre(s)  Details of complaints received during the Details of complaints rederessed during the Details of appeals received during the Details of appeals received during the Details of appeals received during the Details of appeals disposed during the Quarter  Total no. of Complaints to complaints of complaints of complaints or complaints redressed perdessed redressed to redressed							(Broadb	and Service)								
Details of complaints received during the Details of complaints redressed during the Quarter  Total no. of Category of complaints  Total no. of appeals  Total no. of appeals decided						Customer Complain	nts Redressal R	eport for the Q	uarter ending - Jun':	17						
Total no. of complaints No. of pending lands of complaints not						Complaint Centre(s	)						Appellate Author	rity		
Total no. of complaints to complaints redressed redresse			Details of	complaints receive	ed during the	Details of	complaints red	dressed during	he Quarter	Details of	appeals rece	ived during the	Details	of appeals dis	posed during the	Quarter
during the uring the Quarter   Guarter   Guart	LSA	Category of complants	complaints received during the	complaints of	complaints to be redressed during the Quarter	complaints redressed within specified time limit during the	complaints redressed beyond the time limit during the	complaints redressed during the Quarter [8] =	complaints pending for redressal on the last day of Quarter	appeals received during the	appeals of previous	appeals to be decided during the Quarter [12]	appeals decided within specified time limit during	appeals decided beyond the time limit during the	appeals disposed during the quarter [15]	the last day of
2 3 4 5 6 7 8 9 10 11 12 13 14 15 16	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Silling Related Complaints 2 1 3 1 0 1 2 0 0 0 0 0 0 0 0 0		Billing Related Complaints	2	1	3	1	0	1	2	0	0	0	0	0	0	0
Customer Service Related Complaints         0	< ≖	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
aults and Network Related Complaints 167 0 167 166 1 167 0 0 0 0 0 0 0 0 0 0 0 0	ES SE	Faults and Network Related Complaints	167	0	167	166	1	167	0	0	0	0	0	0	0	0
nternet/ Data Related Complaints 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	MADHYA PRADESH	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
/AS Related Complaints 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 6	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
otal 169 1 170 167 1 168 2 0 0 0 0 0 0 0 0 0		Total	169	1	170	167	1	168	2	0	0	0	0	0	0	0

					Name of Servi	ice Provider : T	ata Teleservice	s Limited							
						(Broadband	Service)								
				Cus	tomer Complaints R	edressal Repo	rt for the Quart	er ending - Jun'17							
					Complaint Centre(s	;)						Appellate Autho	rity		
		Details of	complaints receiv	ed during the	Details of	complaints re	dressed during	the Quarter	Details of	appeals rece	ived during the	Details	of appeals dis	posed during the	Quarter
LSA	Category of complants	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	_	Total no. of appeals decided within specified time limit during the quarter		Total no. of appeals	the last day of							
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	204	98	293	153	0	153	140	1	0	1	1	0	1	0
7	Customer Service Related Complaints	154	0	156	143	5	148	8	1	0	1	1	0	1	0
) Š	Faults and Network Related Complaints	11559	0	11559	7491	4068	11559	0	16	0	16	16	0	16	0
ا ا	Internet/ Data Related Complaints	269	0	269	213	56	269	0	0	0	0	0	0	0	0
2	VAS Related Complaints	118	0	118	113	5	118	0	1	0	1	1	0	1	0
	Total	12304	98	12395	8113	4134	12247	148	19	0	19	19	0	19	0
Total Subscriber base (	Prepaid) - 0														

					Name of Se	rvice Provider	: Tata Teleservi	ces Limited							
						(Broadban	d Service)								
				Cı	ustomer Complaints	s Redressal Rep	ort for the Qua	arter ending - Jun'17	,						
					Complaint Centre(s	s)						Appellate Autho	ority		
		Details of	complaints receive	ed during the	Details of	complaints red	ressed during	the Quarter	Details of	appeals rece	ived during the	Details	of appeals dis	posed 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 complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	received	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	decided	Total no. of appeals disposed during the quarter [15] = [13] + [14]	the last day of
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
SS/	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ORI	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

					Name of Servi	ice Provider : T	ata Teleservice	s Limited							
·						(Broadband	Service)								
	Customer Complaints Redressal Report for the Quarter ending - Jun'17														
					Complaint Centre(s	i)		Appellate Authority							
		Details of	complaints receive	ed during the	Details of	the Quarter	Details of	appeals rece	ived during the	Details of appeals disposed 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 complaints redressed 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	decided during	Total no. of appeals decided within specified time limit during the quarter	beyond the	Total no. of appeals disposed during the quarter [15] = [13] + [14]	l I
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	2	6	8	6	0	6	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	4	0	4	3	0	3	1	0	0	0	0	0	0	0
IAE	Faults and Network Related Complaints	272	0	272	257	15	272	0	0	0	0	0	0	0	0
5	Internet/ Data Related Complaints	0	0	0	0	0	0	0	1	0	1	0	0	0	1
1	VAS Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	Total	281	6	287	269	15	284	3	1	0	1	0	0	0	1
Total Subscriber base	(Propoid) - 0		·					·			·			·	

					Name of	Service Provid	ler : Tata Telese	ervices Limited							
						(Broadb	and Service):								
	Customer Complaints Redressal Report for the Quarter ending - Jun'17														
					Complaint Centre(s	5)		Appellate Authority							
		Details of	complaints receive	ed during the	Details of	the Quarter	Details of	appeals rece	ved during the	Details of appeals disposed 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 complaints redressed 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 decided within specified time limit during the quarter	beyond the	Total no. of appeals disposed during the quarter [15] = [13] + [14]	the last day of
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	2	0	2	2	0	2	0	0	0	0	0	0	0	0
l E	Faults and Network Related Complaints	96	0	96	93	3	96	0	0	0	0	0	0	0	0
Ser	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
≨	VAS Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
	Total	100	0	100	97	3	100	0	0	0	0	0	0	0	0
	iber base (Prepaid) - 0 iber base (Postpaid) - 352														

	Name of Service Provider : Tata Teleservices(Maharashtra) Limited															
	(Broadband Service)															
	Customer Complaints Redressal Report for the Quarter ending - Jun'17															
					Complaint Centre(s	:)			Appellate Authority							
		Details of	Details of complaints received during the			Details of complaints redressed during the Quarter					ived during the	Details of appeals disposed 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 complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	during the	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	decided beyond the	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	
4	Billing Related Complaints	298	142	440	207	0	207	233	10	5	15	11	0	11	4	
l É	Customer Service Related Complaints	366	0	366	347	16	363	3	5	6	11	11	0	11	0	
ASI	Faults and Network Related Complaints	18563	0	18563	10973	7590	18563	0	20	2	22	16	0	16	6	
AR	Internet/ Data Related Complaints	135	0	135	133	2	135	0	0	0	0	0	0	0	0	
₹	VAS Related Complaints	353	0	353	337	16	353	0	0	0	0	0	0	0	0	
2	Total	19715	142	19857	11997	7624	19621	236	35	13	48	38	0	38	10	
<b>Total Subscri</b>	iber base (Prepaid) - 0															
Total Subscri	iber base (Postpaid) - 29556															

				Name of Service Provider: Tata Teleservices Limited														
	(Broadband Service) :																	
Customer Complaints Redressal Report for the Quarter ending - Jun'17																		
				Complaint Centre(s	i)		Appellate Authority											
	Details of	complaints receive	ed during the	Details of	he Quarter	Details of	appeals recei	ved during the	Deta	ails of appeals	disposed during t	he Quarter						
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	redressed during the	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	anneals to be		decided beyond the	disposed during	the last day of Quarter I				
2	3	4	5	6	7	8	9	10	11	12	13	14	15	16				
ling Related Complaints	22	21	43	30	0	30	13	0	0	0	0	0	0	0				
stomer Service Related Complaints	20	0	20	17	1	18	2	0	0	0	0	0	0	0				
ults and Network Related Complaints	1113	0	1113	995	118	1113	0	0	0	0	0	0	0	0				
ernet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
S Related Complaints	17	0	17	16	1	17	0	0	0	0	0	0	0	0				
tal	1172	21	1193	1058	120	1178	15	0	0	0	0	0	0	0				
st ul e S	2 ng Related Complaints omer Service Related Complaints ts and Network Related Complaints rnet/ Data Related Complaints Related Complaints	Category of complants complaints received during the Quarter  2 3  ang Related Complaints 22  omer Service Related Complaints 20  stand Network Related Complaints 1113  met/ Data Related Complaints 0  Related Complaints 17  Related Complaints 17	Category of complants  Category of complants  Category of complants  Category of complants  Complaints of previous quarter  2  3 4  19 Related Complaints 22 21  21  21  21  21  21  21  21  21	Category of complants  Complaints of complaints of complaints of previous  Quarter  Quarter  2  3  4  5  10  10  11  11  11  11  11  11  11	Category of complaints  Complaints  Complaints of complaints of complaints of previous during the Quarter  Quarter  2  3 4 5 6 10 113 30 000000000000000000000000000	Category of complaints Complaints Complaints of complaints of previous Quarter Quarter  2 3 4 5 6 7  Mo. of pending complaints of previous Quarter Complaints Co	Category of complants  Complaints recressed during the complaints  Complaints to be redressed during the Quarter  Category of complaints  Category of complaints  Com	Category of complaints  Complaints  Complaints  Complaints of complaints of complaints or complaints or complaints or previous during the Quarter  Quarter  Quarter  Quarter  Quarter  Quarter  Quarter  Quarter  Solution of complaints or complaints redressed within specified time limit during the quarter  Quarter  Solution of complaints or complaints redressed within specified time limit during the quarter  Quarter  Quarter  Solution of complaints or complaints or complaints redressed within specified time limit during the quarter  Quarter  Solution of complaints  redressed within specified time limit during the quarter  [6] + [7]  Solution of complaints  redressed beyond the time limit during the quarter  [9] = [5] - [8]  Solution of complaints  redressed within specified time limit during the quarter  [9] = [5] - [8]  Solution of complaints  redressed within specified time limit during the quarter  [6] + [7]  Solution of complaints  redressed within specified time limit during the quarter  [9] = [5] - [8]  Solution of complaints  redressed within specified time limit during the quarter  [9] = [5] - [8]  Solution of complaints  redressed within specified time limit during the quarter  [6] + [7]  Solution of complaints  redressed within specified time limit during the quarter  [6] + [7]  Solution of complaints  redressed within specified time limit during the quarter  [6] + [7]  Solution of complaints  redressed within specified time limit during the quarter  [8] = [8] = [9] = [5] - [8]  Solution of complaints  redressed within specified time limit during the quarter  [6] + [7]  Solution of complaints  redressed within specified time limit during the quarter  [9] = [5] - [8]  Solution of complaints  redressed within specified time limit during the quarter  [6] + [7]  Solution of complaints  redressed within specified time limit during the quarter  [9] = [5] - [8]  Solutio	Category of complaints  Complaints of complaints of complaints of complaints of previous  Quarter  Category of complaints  Complaints of complaints  C	Category of complaints  Complaints  Complaints of complaints of complaints of previous  Quarter  Complaints of previous  Quarter  Complaints  Complain	Category of complants  Category of complaints  Complai	Category of complaints  Complaints  Complaints  Complaints of complaints of complaints of complaints or complaints or complaints  Complaints of previous  Quarter  [5]=[3]+[4]  Category of complaints  Category of complaints  Complaints	Category of complaints  Compla	Potalis of complaints received during the Quarter  Total no. of complaints of previous during the Quarter Quarter  2 3 4 5 6 7 8 8 9 10 11 12 12 13 14 15  RegRelated Complaints Service Related Complaints Total no. of total no. of complaints Service Related Complaints Total no. of total no. of complaints Total no. of complaints Service Related Complaints Total no. of tomplaints Total no. of complaints Service Related Complaints Total no. of complaints Total no. of complaints Service Related Complaints Total no. of complaints Total no. of complaints Service Related Complaints Total no. of complaints Total no. of complaints Service Related Complaints Service Related Complaints Total no. of complaints Service Related Complaints Tota				

LSA					Customer Com	•		•															
LSA					Customer Com	plainte Bodroe			(Broadband Service)														
LSA						piailits neules	sal Report for t	he Quarter ending -	Jun'17														
LSA					Complaint Centre(s	;)		Appellate Authority															
LSA		Details of	complaints receive	ed during the	Details of	dressed during	the Quarter	Details of	appeals recei	ived during the	Details of appeals disposed during the Quarter												
1	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 complaints redressed 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	anneals to be	Total no. of appeals decided within specified time limit during the quarter		dicnocod during	the last day of Ollarter								
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16								
Billing Rela	elated Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Customer :	r Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Faults and	d Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
5 Internet/ D	Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
VAS Relate	ted 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 (	e (Prepaid) - 0				·		•	•				•			·								
Total Subscriber base (																							

					Name of	Service Provi	der : Tata Teleser	vices Limited								
						(Broad	band Service)									
	Customer Complaints Redressal Report for the Quarter ending - Jun'17															
					Complaint Centre(	s)		Appellate Authority								
		Details of	complaints receive	ed during the	Details of	complaints re	dressed during t	ne Quarter	Details of	appeals rece	ived during the	Details of appeals disposed 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 complaints redressed 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	decided during	Total no. of appeals decided within specified time limit during the quarter	beyond the	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	
≥	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
_ 5	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	
<b>Total Subscr</b>	riber base (Prepaid) - 0				·											