					Nau	ne of Service Provid	ar . Tata Talas	amileas Limitead							
					INdi		and Service)	ervices Limited							
					Customer Co			Quarter ending - Sep'	17						
					Complaint Centre(s)		report for the	Quarter chang - Sep	Î .			Appellate Author	nrity		
			ints received durin	g the Quarter and		of complaints redre	ssed during the	e Quarter			uring the Quarter evious Quarter		ails of appeals dispo	osed during the Q	uarter
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	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	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]		Total no. of appeals decided beyond the time limit during the Quarter		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	32	55	173	30	3	65	162	0	0	0	0	0	0	0
αI	Customer Service Related Complaints	14	0	27	12	2	27	0	0	0	0	0	0	0	0
HR.	Faults and Network Related Complaints	2464	0	2464	2112	352	2464	0	0	0	0	0	0	0	0
ANDHRA	Internet/ Data Related Complaints	3	0	3	2	1	3	0	0	0	0	0	0	0	0
۷ ۵	VAS Related Complaints	13	0	42	11	2	42	0	0	0	0	0	0	0	0
	Total	2526	55	2709	2167	360	2601	162	0	0	0	0	0	0	0
Total Subs	scriber base (Prepaid) - 0		•	•	•	•	•					•		•	
Total Subs	scriber base (Postpaid) - 7849		•	•	•	•						•			· ·

					Nai	me of Service Provid	er : Tata Teles	ervices Limited							
							and Service)								
					Customer Co	omplaints Redressal I	Report for the	Quarter ending - Sep'	17						
					Complaint Centre(s)							Appellate Auth	ority		
			nints received durin omplaints of previo	ng the Quarter and ous Quarter	Details	of complaints redre	ssed during the	e Quarter		peals received d	uring the Quarter evious Quarter	Deta	ails of appeals disp	osed during the Q	uarter
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 beyond the time limit during the Quarter	disposed during	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	1	0	1	1	0	1	0	0	0	0	0	0	0	0
Ι¥	Faults and Network Related Complaints	207	0	207	170	37	207	0	0	0	0	0	0	0	0
) H	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Total	209	0	209	172	37	209	0	0	0	0	0	0	0	0
	scriber base (Prepaid) - 0 scriber base (Postpaid) - 1044	•	•	•		•	•	•	•		•	•		•	•

					Name of Se	rvice Provider	: Tata Teleservi	ces Limited							
						(Broadban									
				C	ustomer Complaints	Redressal Rep	ort for the Qua	rter ending - Sep'17							
					Complaint Centre(s)						Appellate Autho	rity		
		Details of	complaints receive	ed during the					Details of	appeals rece	ived during the				ļ
		Quarter and	d pending complain	nts of previous	Details of	complaints red	dressed during t	the Quarter	Quarter and	d pending app	eals of previous	Details	of appeals dis	posed during the	Quarter
			Quarter							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]	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	18	46	64	18	0	18	46	0	0	0	0	0	0	0
	Customer Service Related Complaints	31	0	31	30	1	31	0	3	0	3	3	0	3	0
DELHI	Faults and Network Related Complaints	1487	0	1487	1296	191	1487	0	2	0	2	2	0	2	0
<u> </u>	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	31	0	82	30	1	82	0	0	0	0	0	0	0	0
	Total	1567	46	1664	1374	193	1618	46	5	0	5	5	0	5	0
Total Subscriber ba															
Total Subscriber ba	sse (Postpaid) - 7765														

					Name of Serv	ice Provider : 1	Tata Teleservice	s Limited							
						(Broadband	Service)								
				Cu	stomer Complaints I	Redressal Repo	rt for the Quart	er ending - Sep'17							
					Complaint Centre(s	;)						Appellate Author	rity		
		Details of	complaints receive	ed during the					Details of	appeals rece	ived during the				
		Quarter an	d pending complai	nts of previous	Details of	complaints re	dressed during	the Quarter	Quarter and	d pending ap	peals of previous	Details	of appeals dis	sposed during the	Quarter
			Quarter							Quarte	r				
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	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	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	34	20	107	33	1	67	60	3	0	3	3	0	3	0
-	Customer Service Related Complaints	16	0	16	16	0	16	0	0	0	0	0	0	0	0
₽¥.	Faults and Network Related Complaints	2201	0	2201	1631	570	2201	0	6	0	6	6	0	6	0
G G	Internet/ Data Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
•	VAS Related Complaints	16	0	50	16	0	50	0	0	0	0	0	0	0	0
	Total	2268	20	2375	1697	571	2335	60	9	0	9	9	0	9	0

	Name of Service Provider : Tata Teleservices Limited (Broadband Service) Customer Complaints Redressal Report for the Quarter ending - Sep'17														
						(Broadband Se	ervice)								
				Custo	omer Complaints Re	dressal Report	for the Quarte	r ending - Sep'17							
					Complaint Centre(s	i)						Appellate Autho	rity		
			complaints receive I pending complai Quarter		Details of	complaints red	ressed during	the Quarter			ived during the peals of previous	Details	of appeals dis	posed 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	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	decided beyond the	Total no. of appeals disposed during the quarter [15] = [13] + [14]			
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
В	Billing Related Complaints	4	4	8	3	1	4	4	0	0	0	0	0	0	0
<u>∢</u> 0	Customer Service Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
₹ F	aults and Network Related Complaints	58	0	58	57	1	58	0	0	0	0	0	0	0	0
AR II	nternet/ Data Related Complaints	0	0	0	0	0	0	0	1	0	1	1	0	1	0
<u> </u>	/AS Related Complaints	3	0	6	3	0	6	0	0	0	0	0	0	0	0
T	otal	68	4	75	66	2	71	4	1	0	1	1	0	1	0

					Name of Servic	e Provider : Ta	ta Teleservices	Limited							
						(Broadband Se	ervice)								
				Custo	mer Complaints Re	dressal Report	for the Quarte	r ending - Sep'17							
					Complaint Centre(s)						Appellate Author	rity		
			complaints receive	•							ived during the				
		Quarter and	l pending complai Quarter	nts of previous	Details of	complaints red	dressed during	the Quarter	Quarter and	pending app Quarter	peals of previous	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	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
HIMACHAL	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
∓ ⁴	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 (Pre	paid) - 0	-		•	•	•	-	•				•			•
Total Subscriber base (Pos	tpaid) - 0														

					Name of Service P	rovider : Tata T	eleservices Lim	ited							
					(Br	oadband Servi	ce)								
				Custome	r Complaints Redre	ssal Report for	the Quarter en	ding - Sep'17							
					Complaint Centre(s	s)						Appellate Autho	rity		
			complaints receive								ived during the				
		Quarter an	d pending complain	nts of previous	Details of	complaints red	dressed during	the Quarter	Quarter and		peals of previous	Details	of appeals dis	posed during the	Quarter
			Quarter					•		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		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	48	68	116	45	3	48	68	0	0	0	0	0	0	0
IKA	Customer Service Related Complaints	43	0	43	41	2	43	0	0	0	0	0	0	0	0
AŢ	Faults and Network Related Complaints	1891	0	1891	1488	403	1891	0	0	0	0	0	0	0	0
Z Z	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
₹	VAS Related Complaints	43	0	162	41	2	162	0	0	0	0	0	0	0	0
	Total	2025	68	2212	1615	410	2144	68	0	0	0	0	0	0	0
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) -	8394														

					Name of Serv	ice Provider :	Tata Teleservice	s Limited							
						(Broadband	Service)								
				Cus	stomer Complaints F	Redressal Repo	rt for the Quar	ter ending - Sep'17							
					Complaint Centre(s	i)						Appellate Author	rity		
			complaints receive d pending complain Quarter	•	Details of	complaints re	dressed during	the Quarter			ived during the peals of previous	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	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]	the last day of
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	16	26	42	15	1	16	26	0	0	0	0	0	0	0
_	Customer Service Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0
Ŕ	Faults and Network Related Complaints	438	0	438	219	219	438	0	0	0	0	0	0	0	0
<u> </u>	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
=	VAS Related Complaints	5	0	8	5	0	8	0	0	0	0	0	0	0	0
	Total	464	26	493	244	220	467	26	0	0	0	0	0	0	0

					Name of Service I	Provider : Tata	Teleservices Lir	mited							
						roadband Serv									
				Custon	ner Complaints Redr	essal Report fo	r the Quarter e	ending - Sep'17							
					Complaint Centre(s							Appellate Authori	ty		
			complaints receive d pending complai Quarter		Details of	complaints red	dressed during t	the Quarter			ived during the peals of previous	Details o	f appeals dispo	osed during the Q	uarter
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	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		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	29	38	67	28	1	29	38	0	0	0	0	0	0	0
	Customer Service Related Complaints	21	0	21	21	0	21	0	0	0	0	0	0	0	0
[6	Faults and Network Related Complaints	2187	0	2187	1870	317	2187	0	0	0	0	0	0	0	0
l Š [Internet/ Data Related Complaints	1	0	1	0	1	1	0	0	0	0	0	0	0	0
=	VAS Related Complaints	21	0	78	21	0	78	0	0	0	0	0	0	0	0
	Total	2259	38	2354	1940	319	2316	57	0	0	0	0	0	0	0
Total Subscriber base (Prep	aid) - 0									-					
Total Subscriber base (Post	paid) - 6801														

					Name of	Service Provid	er : Tata Telese	rvices Limited							
						(Broadb	and Service)								
					Customer Complain	nts Redressal F	Report for the C	Quarter ending - Sep	'17						
					Complaint Centre(s	:)						Appellate Author	rity		
		1	complaints receiv	-							ived during the				_
		Quarter and	d pending complai	nts of previous	Details of	complaints re	dressed during	the Quarter	Quarter and		eals of previous	Details	of appeals dis	posed during the	Quarter
			Quarter				1			Quarter				1	
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]	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	4	4	8	3	1	4	4	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
1 5 8	Faults and Network Related Complaints	149	0	149	146	3	149	0	0	0	0	0	0	0	0
MADHYA	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	Total	159	4	163	155	4	159	4	0	0	0	0	0	0	0
	per base (Prepaid) - 0														
Total Subscrib	per base (Postpaid) - 373														

					Name of Servi	ice Provider · T	ata Teleservice	Limited							
					Nume of Servi	(Broadband		Lilliteu							
				Cust	tomer Complaints R			er ending - Sen'17							
					Complaint Centre(s		t to the quart	creming sep 27				Appellate Author	rity		
		l l	complaints receive d pending complain Quarter	ed during the			dressed during t	the Quarter			ived during the peals of previous			posed 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	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 decided beyond the 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	185	280	926	171	14	366	840	8	0	8	8	0	8	0
=	Customer Service Related Complaints	116	3	225	105	12	223	2	0	0	0	0	0	0	0
JB,	Faults and Network Related Complaints	13448	0	13448	6833	6615	13448	0	105	0	105	105	0	105	0
Į Į	Internet/ Data Related Complaints	99	0	99	92	7	99	0	0	0	0	0	0	0	0
2	VAS Related Complaints	106	0	236	95	11	236	0	7	0	7	7	0	7	0
	Total	13954	283	14934	7296	6659	14372	842	120	0	120	120	0	120	0
Total Subscriber base (I	Prepaid) - 0									-					
Total Subscriber base (I	Postpaid) - 9903									-					

					Name of Se	rvice Provider	: Tata Teleservi	ces Limited							
						(Broadban	d Service)								
				С	ustomer Complaints	s Redressal Rep	ort for the Qua	orter ending - Sep'17							
					Complaint Centre(s	i)						Appellate Author	rity		
		Details of	complaints receive	ed during the					Details of	appeals rece	ived during the				
		Quarter and	d pending complain	nts of previous	Details of	complaints red	dressed during	the Quarter	Quarter and	d pending app	peals of previous	Details	of appeals dis	posed during the	Quarter
			Quarter							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]	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
7SS	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	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
	ase (Prepaid) - 0														

Total Subscriber base (Prepaid) - 0

					Name of Serv	ice Provider : 1	Tata Teleservice	s Limited							
	(Broadband Service)														
				Cus	stomer Complaints F	Redressal Repo	ort for the Quart	er ending - Sep'17							
					Complaint Centre(s)					Appellate Autho	rity			
	Category of complants		complaints receive d pending complain Quarter	•	Details of	the Quarter			ived during the peals of previous	Details of appeals disposed during the Quarter					
LSA		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]	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	2	4	6	2	0	2	4	0	0	0	0	0	0	0
_ m	Customer Service Related Complaints	6	1	13	7	0	13	0	0	0	0	0	0	0	0
l Au	Faults and Network Related Complaints	179	0	179	168	11	179	0	0	0	0	0	0	0	0
\$	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	1	1	1	0	1	0
1 "	VAS Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0
	Total	193	5	204	183	11	200	4	0	1	1	1	0	1	0
Total Subscriber base (Total Subscriber base (•	•			•						•			•

	Name of Service Provider : Tata Teleservices Limited																
	(Broadband Service):																
	Customer Complaints Redressal Report for the Quarter ending - Sep'17																
												Appellate Authority					
		Details of	complaints receiv	ed during the					Details of	appeals rece	ived during the						
		Quarter and	pending complai	nts of previous	Details of	complaints red	ressed during	the Quarter	Quarter and	l pending app	eals of previous	Details	of appeals dis	posed during the	Quarter		
		Quarter								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	decided 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		
Ā	Customer Service Related Complaints	3	0	3	3	0	3	0	1	0	1	1	0	1	0		
ST.	Faults and Network Related Complaints	86	0	86	82	4	86	0	0	0	0	0	0	0	0		
Y Y	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
- 2	VAS Related Complaints	3	0	4	3	0	4	0	0	0	0	0	0	0	0		
	Total 92 0 93 88 4 93 0 1 0 1 1 0 1 0													0			
Total Subscri	Total Subscriber base (Prepaid) - 0																
Total Subscri	iber base (Postpaid) - 333																

	Name of Service Provider: Tata Teleservices(Maharashtra) Limited															
							adband Service									
	Customer Complaints Redressal Report for the Quarter ending - Sep'17															
					Complaint Centre(s	;)		Appellate Authority								
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of	the Quarter			ived during the peals of previous	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 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 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	332	466	798	311	21	332	466	10	4	14	13	0	13	1	
Ę	Customer Service Related Complaints	182	2	363	163	19	361	2	4	0	4	4	0	4	0	
AS	Faults and Network Related Complaints	16838	0	16838	9138	7700	16838	0	37	6	43	27	0	27	16	
₹	Internet/ Data Related Complaints	262	0	262	155	107	262	0	0	0	0	0	0	0	0	
¥	VAS Related Complaints	179	0	706	160	19	706	0	0	0	0	0	0	0	0	
2 Total 17793 468 18967 9927 7866 18499 468 51 10 61 44 0 44 17													17			
Total Subscri	iber base (Prepaid) - 0															
Total Subscri	iber base (Postpaid) - 15711															

					Name	of Service Pro	vider : Tata Te	leservices Limited								
							dband Service									
	Customer Complaints Redressal Report for the Quarter ending - Sep'17															
					Complaint Centre(s)		Appellate Authority								
			complaints receive	•							ived during the					
		Quarter and	l pending complain	nts of previous	Details of	complaints rec	Iressed during	the Quarter	Quarter and		peals of previous	Det	ails of appeals	disposed during t	the Quarter	
			Quarter					1		Quarter				1	1	
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 decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
	Billing Related Complaints	16	26	42	15	1	16	26	0	0	0	0	0	0	0	
D O	Customer Service Related Complaints	11	1	23	9	3	23	0	0	0	0	0	0	0	0	
ı ₹	Faults and Network Related Complaints	790	0	790	686	104	790	0	0	0	0	0	0	0	0	
Ī	Internet/ Data Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	
₹	VAS Related Complaints	11	0	34	8	3	34	0	0	0	0	0	0	0	0	
	Total	829	27	890	719	111	864	26	0	0	0	0	0	0	0	
	iber base (Prepaid) - 0															
Total Subscr	iber base (Postpaid) - 5264															

	Name of Service Provider: Tata Teleservices Limited														
	Name of Service Provider: 1 ata Teleservices Limited (Broadband Service)														
-					C	•									
-	Customer Complaints Redressal Report for the Quarter ending - Sep'17 Complaint Centre(s) Appellate Authority														
					Complaint Centre(s)					Appellate Auti	nority			
			complaints receive	•							ived during the	_			_
		Quarter and	pending complain	nts of previous	Details of	complaints red	dressed during	the Quarter	Quarter and		eals of previous	Deta	ils of appeals o	lisposed during th	ie Quarter
			Quarter					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]	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
풀	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
Total Subsc	riber base (Prepaid) - 0			•		•	•	•			•	· · · · · · · · · · · · · · · · · · ·	•	•	
Total Subsc	riber base (Postpaid) - 32														

	Name of Service Provider : Tata Teleservices Limited															
	(Broadband Service)															
	Customer Complaints Redressal Report for the Quarter ending - Sep'17															
					Complaint Centre(s)		Appellate Authority								
		Details of	complaints receive	ed during the					Details of	appeals rece	ived during the					
		Quarter and	pending complain	nts of previous	Details of	complaints re	dressed during t	he Quarter	Quarter and	pending app	eals of previous	Details	of appeals dis	posed during the	Quarter	
			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	anneals to be	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	
	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	
WMU	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	
l l	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	
	riber base (Prepaid) - 0															
Total Subscr	riber base (Postpaid) - 81															