

Format No. TRAI/QoS/CMTS/3 - PMR

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

Report for quarter ending : Dec- 2012

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

Name of Regulations : The standards of Quality of Service of Cellular Mobile Telephone service Regulations, 2009 (7 of 2009)

| Name of Service Area | Customer Service Quality Parameters | | | | | | | | | | | | Response time to the customer for assistance | | | | Termination / closure of service | | | |
|----------------------|--|---------------------------------------|--|---|---|--|--|---|---|---|--|---|--|---|---|--|---|--|--|--|
| | Metering and billing credibility - post paid | No. of bills issued during the period | No. of bills disputed including billing complaints during the period | Metering and billing credibility - pre paid | No. of charging / credit / validity complaints during the month | Total no. of pre-paid customers - Dec-12 | Resolution of billing/charging/validity complaints | No. of billing/(post paid) and charging, credit/validity (pre paid) complaints resolved within 4 weeks during the month | Total no. of billing, credit / validity (pre paid) complaints received during the month | No. of billing complaints (post paid) and charging, credit/validity complaints (pre paid) resolved in favour of the customer during the month | No. of complaints disposed on account of not considered as valid complaints during the month | Period of applying credit/waiver/adjustment to customer's account from the date of resolution of complaints | Accessibility of call centre/ customer care | Total no. of call attempts to call centre / customer care nos. during TCBH (Note) | No. of calls connected and answered successfully to call centre / customer care nos. during TCBH (Note) | Percentage of calls answered by the operators (voice to voice) within 60 seconds | %age requests for Termination / Closure of service complied within 7 days | Total No. of requests for Termination / Closure of service received during the month | No. of requests for Termination / Closure of service complied within 7 days during the month | Time taken for refund of deposits after closures |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| Target | ≤ 0.1% | | | ≤ 0.1% | | | 100% within 4 weeks | | | | | within 1 week of resolution of complaint | ≥ 95% | | | ≥ 90% | 100% within 7 days | | | 100% within 60 days |
| AP | 0.00% | 911805 | 950 | 0.00% | 1336 | 1499676 | 100% | 2286 | 2286 | 10 | 2276 | 100% | 99% | 172897 | 171639 | 95% | 100% | 12562 | 12562 | 99% |
| ASS | 0.00% | 135147 | 28 | 0.01% | 43 | 75837 | 100% | 71 | 71 | 5 | 66 | 100% | 98% | 21109 | 20781 | 96% | 100% | 2099 | 2099 | 100% |
| BR | 0.00% | 180484 | 196 | 0.08% | 3023 | 1294849 | 100% | 3219 | 3219 | 980 | 2239 | 100% | 100% | 152124 | 151541 | 95% | 100% | 3292 | 3292 | 100% |
| CH | 0.00% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| DL | 0.00% | 1142148 | 3886 | 0.00% | 1212 | 4474311 | 100% | 5098 | 5098 | 100 | 4998 | 100% | 99% | 1056622 | 1046294 | 94% | 100% | 21633 | 21633 | 100% |
| GJ | 0.03% | 410582 | 1068 | 0.00% | 105 | 692865 | 100% | 1173 | 1173 | 121.52 | 1051 | 100% | 96% | 163706 | 157810 | 91% | 100% | 9450 | 9450 | 99% |
| HR | 0.00% | 146599 | 482 | 0.00% | 4975 | 701588 | 100% | 5457 | 5457 | 0 | 5457 | 100% | 96% | 153325 | 147660 | 99% | 100% | 3311 | 3311 | 100% |
| HP | 0.00% | 36568 | 42 | 0.00% | 679 | 75034 | 100% | 721 | 721 | 0 | 721 | 100% | 98% | 15707 | 15421 | 99% | 100% | 1222 | 1222 | 99% |
| J&K | 0.00% | 124816 | 83 | 0.00% | 52 | 60277 | 100% | 135 | 135 | 5 | 130 | 100% | 97% | 35526 | 34570 | 96% | 100% | 1377 | 1377 | 100% |
| KOL | 0.01% | 408468 | 893 | 0.01% | 1435 | 722164 | 100% | 2328 | 2328 | 86 | 2242 | 100% | 100% | 129733 | 129221 | 92% | 100% | 10237 | 10237 | 99% |
| KTK | 0.01% | 204715 | 1513 | 0.00% | 131 | 498810 | 100% | 1644 | 1644 | 16 | 1628 | 100% | 99% | 113770 | 112521 | 95% | 100% | 10078 | 10078 | 98% |
| KR | 0.00% | 421831 | 349 | 0.00% | 72 | 377937 | 100% | 421 | 421 | 4 | 417 | 100% | 99% | 55154 | 54871 | 94% | 100% | 3115 | 3115 | 100% |
| MP | 0.00% | 119139 | 157 | 0.00% | 65 | 578736 | 100% | 222 | 222 | 1 | 221 | 100% | 98% | 1058918 | 1043027 | 95% | 100% | 3031 | 3031 | 100% |
| MH | 0.00% | 661318 | 1152 | 0.00% | 105 | 2635709 | 100% | 1257 | 1257 | 10 | 1247 | 100% | 98% | 271834 | 265111 | 94% | 100% | 10055 | 10055 | 98% |
| Mum | 0.00% | 42968 | 852 | 0.00% | 68 | 1317107 | 100% | 920 | 920 | 2 | 918 | 100% | 99% | 247732 | 245419 | 92% | 100% | 13106 | 13106 | 99% |
| NE | 0.00% | 79598 | 8 | 0.00% | 12 | 63162 | 100% | 20 | 20 | 0 | 20 | 100% | 96% | 13024 | 12552 | 97% | 100% | 470 | 470 | 100% |
| PB | 0.00% | 303376 | 596 | 0.00% | 2687 | 599596 | 100% | 3283 | 3283 | 3 | 3280 | 100% | 99% | 124974 | 123379 | 99% | 100% | 7545 | 7545 | 100% |
| OR | 0.00% | 222567 | 34 | 0.00% | 701 | 373210 | 100% | 735 | 735 | 17 | 718 | 100% | 100% | 97963 | 97881 | 97% | 100% | 1348 | 1348 | 100% |
| RJ | 0.00% | 496462 | 544 | 0.00% | 149 | 961625 | 100% | 693 | 693 | 2 | 691 | 100% | 99% | 221002 | 219894 | 90% | 100% | 4105 | 4105 | 100% |
| TN | 0.00% | 447801 | 1363 | 0.00% | 79 | 372640 | 100% | 1442 | 1442 | 17 | 1425 | 100% | 99% | 1156148 | 1147039 | 95% | 100% | 8221 | 8221 | 99% |
| UP-E | 0.00% | 139353 | 138 | 0.00% | 128 | 478717 | 100% | 266 | 266 | 3 | 263 | 100% | 99% | 311152 | 308882 | 94% | 100% | 2876 | 2876 | 100% |
| UP-W | 0.01% | 192951 | 314 | 0.00% | 87 | 1489548 | 100% | 401 | 401 | 15 | 386 | 100% | 99% | 369722 | 367113 | 96% | 100% | 4728 | 4728 | 100% |
| WB | 0.01% | 47071 | 90 | 0.01% | 684 | 431914 | 100% | 774 | 774 | 66 | 708 | 100% | 100% | 163590 | 163062 | 94% | 100% | 769 | 769 | 99% |

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

Signature, Name and Designation of the Authorised Signatory :

E-mail Address :

Mobile / Telephone No. :