

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

Report for quarter ending : Sep'15

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

Name of Regulation : The Standard of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Services Regulations, 2009 (7 of 2009)

| Customer Service Quality Parameters  |  |                                       |  |   |   |   |   |                     |   |  |   |  |   |  |   |   |  |   |  |  |  |
|--|--|---------------------------------------|--|---|---|---|---|---------------------|---|--|---|--|---|--|---|---|--|---|--|--|--|
| Name of Service Area   | Metering and Billing                         |                                       |  |   |   |   |   |                     |   |  |   | Response time to the customer for assistance   |   |  |   | Termination / closure of service  |  |   |  |  |  |
|  | Metering and billing 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 quarter | Total no. of pre-paid customers at the end of the quarter | Resolution of billing/charging complaints |                     | No. of billing/post paid and charging, credit/validity (pre paid) complaints resolved within 4 weeks during the quarter | Total no. of billing (post paid) and charging, credit / validity (pre paid) complaints received during the quarter | No. of billing complaints (post paid) and charging, credit/validity complaints (pre paid) resolved in favour of the customer during the quarter | No. of complaints disposed on account of not considered as valid complaints during the quarter | Period of applying credit/waiver/adjustment to customer's account from the date of resolution of complaints | Accessibility of call centre/customer care | Total no. of call attempts to call centre / customer care nos. during TCBH (Note) | No. of calls connected and answered successfully to call centre / customer care nos. during TCBH (Note) | Percentage of calls answered by the operators (voice to voice) within 90 seconds | %age requests for Termination / Closure of service complied within 7 days | Total No. of requests for Termination / Closure of service received during the quarter | No. of requests for Termination / Closure of service complied within 7 days during the quarter | Time taken for refund of deposits after closures |
| 1  | 2  | 3                                     | 4  | 5   | 6   | 7   | 8   | 9                   | 10  | 11   | 12  | 13   | 14  | 15   | 16  | 17  | 18   | 19  | 20   | 21   | 22   |
| Benchmarks   |  |                                       |  |   |   |   |   |                     |   |  |   |  |   |  |   |   |  |   |  |  |  |
|  | ≤ 0.1%                                       |                                       |  | ≤ 0.1%                                      |   |   | 98% within 4 weeks                        | 100% within 6 weeks |   |  |   |  | 100% within 1 week of resolution of complaint   | ≥ 95%                                      |   |   | ≥ 95%  | 100% within 7 days  |  |  | 100% within 60 days                              |
| The achievement of benchmark against each parameter is to be averaged over a period of one quarter as per the measurement methodology explained in Explanatory Memo to regulations |  |                                       |  |   |   |   |   |                     |   |  |   |  |   |  |   |   |  |   |  |  |  |
| Andhra Pradesh   | 0.00%  | 488023                                | 0  | 0.00%                                       | 1   | 6002861   | 100.00%                                   | 100.00%             | 1   | 1  | 1   | 0  | 100.00%   | 99.33%                                     | 814304  | 808813  | 90.94%   | 100.00%   | 1900   | 1900   | 100.00%  |
| Bihar  | 0.00%  | 35414                                 | 1  | 0.00%                                       | 2   | 1657094   | 100.00%                                   | 100.00%             | 3   | 3  | 3   | 0  | 100.00%   | 95.05%                                     | 349157  | 331863  | 96.60%   | 100.00%   | 119  | 119  | 100.00%  |
| Gujarat  | 0.00%  | 191338                                | 5  | 0.00%                                       | 0   | 3233280   | 100.00%                                   | 100.00%             | 5   | 5  | 5   | 0  | 100.00%   | 98.25%                                     | 640304  | 629102  | 82.52%   | 100.00%   | 730  | 730  | 100.00%  |
| Himachal Pradesh   | 0.00%  | 12563                                 | 0  | 0.00%                                       | 0   | 50172   | 100.00%                                   | 100.00%             | 0   | 0  | 0   | 0  | 100.00%   | 99.04%                                     | 11249   | 11141   | 99.46%   | 100.00%   | 28   | 28   | 100.00%  |
| Haryana  | 0.00%  | 180738                                | 8  | 0.00%                                       | 0   | 3000160   | 100.00%                                   | 100.00%             | 8   | 8  | 8   | 0  | 100.00%   | 99.11%                                     | 597470  | 592177  | 94.98%   | 100.00%   | 440  | 440  | 100.00%  |
| Kolkata  | 0.00%  | 160877                                | 2  | 0.00%                                       | 1   | 2838652   | 100.00%                                   | 100.00%             | 3   | 3  | 3   | 0  | 100.00%   | 98.94%                                     | 588599  | 582367  | 89.24%   | 100.00%   | 377  | 377  | 100.00%  |
| Kerala   | 0.00%  | 144411                                | 2  | 0.00%                                       | 6   | 1731661   | 100.00%                                   | 100.00%             | 8   | 8  | 8   | 0  | 100.00%   | 99.12%                                     | 375031  | 371726  | 96.86%   | 100.00%   | 311  | 311  | 100.00%  |
| Karnataka  | 0.00%  | 626565                                | 1  | 0.00%                                       | 3   | 7629171   | 100.00%                                   | 100.00%             | 4   | 4  | 4   | 0  | 100.00%   | 99.39%                                     | 1760980   | 1750199   | 95.77%   | 100.00%   | 1213   | 1213   | 100.00%  |
| Maharashtra  | 0.00%  | 388255                                | 6  | 0.00%                                       | 8   | 5363994   | 100.00%                                   | 100.00%             | 14  | 14   | 14  | 0  | 100.00%   | 97.53%                                     | 868954  | 847511  | 92.58%   | 100.00%   | 334  | 334  | 100.00%  |
| Madhya Pradesh   | 0.00%  | 136134                                | 2  | 0.00%                                       | 0   | 5241098   | 100.00%                                   | 100.00%             | 2   | 2  | 2   | 0  | 100.00%   | 96.61%                                     | 1065225   | 1029097   | 93.53%   | 100.00%   | 724  | 724  | 100.00%  |
| Mumbai   | 0.00%  | 327757                                | 7  | 0.00%                                       | 1   | 2780573   | 100.00%                                   | 100.00%             | 8   | 8  | 8   | 0  | 100.00%   | 98.78%                                     | 542840  | 536201  | 95.16%   | 100.00%   | 345  | 345  | 100.00%  |
| Orissa   | 0.00%  | 50707                                 | 0  | 0.00%                                       | 0   | 2573149   | 100.00%                                   | 100.00%             | 0   | 0  | 0   | 0  | 100.00%   | 95.69%                                     | 427496  | 409080  | 96.50%   | 100.00%   | 193  | 193  | 100.00%  |
| Punjab   | 0.00%  | 240593                                | 9  | 0.00%                                       | 0   | 2708996   | 100.00%                                   | 100.00%             | 9   | 9  | 9   | 0  | 100.00%   | 99.20%                                     | 496973  | 492995  | 90.48%   | 100.00%   | 627  | 627  | 100.00%  |
| Rajasthan  | 0.00%  | 0                                     | 0  | 0.00%                                       | 0   | 754588  | 100.00%                                   | 100.00%             | 0   | 0  | 0   | 0  | 100.00%   | 98.58%                                     | 100657  | 99224   | 96.66%   | 100.00%   | 0  | 0  | 100.00%  |
| Tamil Nadu   | 0.00%  | 436117                                | 2  | 0.00%                                       | 0   | 6847197   | 100.00%                                   | 100.00%             | 2   | 2  | 2   | 0  | 100.00%   | 99.38%                                     | 1039383   | 1032922   | 96.34%   | 100.00%   | 924  | 924  | 100.00%  |
| UPE  | 0.00%  | 89876                                 | 0  | 0.00%                                       | 0   | 5135929   | 100.00%                                   | 100.00%             | 0   | 0  | 0   | 0  | 100.00%   | 99.34%                                     | 971140  | 964696  | 97.75%   | 100.00%   | 412  | 412  | 100.00%  |
| UPW  | 0.00%  | 127826                                | 1  | 0.00%                                       | 2   | 4032807   | 100.00%                                   | 100.00%             | 3   | 3  | 3   | 0  | 100.00%   | 99.27%                                     | 751256  | 745790  | 97.06%   | 100.00%   | 429  | 429  | 100.00%  |
| West Bengal  | 0.00%  | 0                                     | 0  | 0.00%                                       | 0   | 696911  | 100.00%                                   | 100.00%             | 0   | 0  | 0   | 0  | 100.00%   | 96.71%                                     | 103415  | 100013  | 85.89%   | 100.00%   | 0  | 0  | 100.00%  |

NOTE : TCBH - Reference in Column no. 15 & 16 is to be identified measuring the traffic load/calls in the Call Centre/Customer Care  
2. Post Pay services discontinued in Rajasthan and west Bengal

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

Format No. TRAI/QoS/CMTS/3-PMR  
 Quarterly Performance Monitoring Report (PMR) on Quality of Service of Cellular Mobile Telephone service - Customer Services - CDMA

Report for quarter ending : Sep'15

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

Name of Regulation: The Standard of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Services Regulations, 2009 (7 of 2009)

| Name of Service Area  | Customer Service Quality Parameters          |                                       |  |   |   |   |   |   |  |   |  |   |   | Response time to the customer for assistance                                      |   |  | Termination / closure of service  |  |  |  |         |
|---|--|---------------------------------------|--|---|---|---|---|---|--|---|--|---|---|---|---|--|---|--|--|--|---------|
|   | Metering and billing 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 quarter | Total no. of pre-paid customers at the end of the quarter | Resolution of billing/charging complaints | No. of billing (post paid) and charging, credit/validity (pre paid) complaints resolved within 4 weeks during the quarter | Total no. of billing (post paid) and charging, credit / validity (pre paid) complaints received during the quarter | No. of billing complaints (post paid) and charging, credit/validity (pre paid) complaints resolved in favour of the customer during the quarter | No. of complaints disposed on account of not considered as valid complaints during the quarter | Period of applying credit/waiver/adjustment to customer's account from the date of resolution of complaints | Accessibility of call centre/ customer care | Total no. of call attempts to call centre / customer care nos. during TCBH (Note) | No. of calls connected and answered successfully to call centre / customer care nos. during TCBH (Note) | Percentage of calls answered by the operators (voice to voice) within 90 seconds | %age requests for Termination / Closure of service complied within 7 days | Total No. of requests for Termination / Closure of service received during the quarter | No. of requests for Termination / Closure of service complied within 7 days during the quarter | Time taken for refund of deposits after closures |         |
| 1   | 2  | 3                                     | 4  | 5   | 6   | 7   | 8   | 9   | 10   | 11  | 12   | 13  | 14  | 15  | 16  | 17   | 18  | 19   | 20   | 21   | 22      |
| <b>Benchmarks</b>   |  |                                       |  |   |   |   |   |   |  |   |  |   |   |   |   |  |   |  |  |  |         |
|   | ≤ 0.1%                                       |                                       |  | ≤ 0.1%                                      |   |   | 98% within 4 weeks                        | 100% within 6 weeks   |  |   |  | 100% within 1 week of resolution of complaint   | ≥ 95%                                       |   |   | ≥ 95%  | 100% within 7 days  |  |  | 100% within 60 days                              |         |
| <i>The achievement of benchmark against each parameter is to be averaged over a period of one quarter as per the measurement methodology explained in Explanatory Memo to regulations</i> |  |                                       |  |   |   |   |   |   |  |   |  |   |   |   |   |  |   |  |  |  |         |
| Andhra Pradesh  | 0.00%  | 192202                                | 0  | 0.00%                                       | 4   | 1013055   | 100.00%                                   | 100.00%   | 4  | 4   | 4  | 0   | 100.00%                                     | 98.71%  | 61629   | 60835  | 98.39%  | 100.00%  | 1614   | 1614   | 99.94%  |
| Bihar   | 0.00%  | 28388                                 | 0  | 0.00%                                       | 0   | 416004  | 100.00%                                   | 100.00%   | 0  | 0   | 0  | 0   | 100.00%                                     | 99.38%  | 58377   | 58016  | 96.81%  | 100.00%  | 114  | 114  | 100.00% |
| Delhi   | 0.00%  | 380949                                | 6  | 0.00%                                       | 0   | 2552993   | 100.00%                                   | 100.00%   | 6  | 6   | 6  | 0   | 100.00%                                     | 99.24%  | 425325  | 422085   | 96.77%  | 100.00%  | 2135   | 2135   | 100.00% |
| Gujarat   | 0.01%  | 41974                                 | 4  | 0.00%                                       | 0   | 252148  | 100.00%                                   | 100.00%   | 4  | 4   | 4  | 0   | 100.00%                                     | 97.95%  | 47273   | 46305  | 93.41%  | 100.00%  | 557  | 557  | 100.00% |
| Himachal Pradesh  | 0.00%  | 12953                                 | 0  | 0.00%                                       | 0   | 33740   | 100.00%                                   | 100.00%   | 0  | 0   | 0  | 0   | 100.00%                                     | 100.00%   | 0   | 0  | 99.16%  | 100.00%  | 46   | 46   | 100.00% |
| Haryana   | 0.00%  | 57885                                 | 0  | 0.00%                                       | 0   | 341672  | 100.00%                                   | 100.00%   | 0  | 0   | 0  | 0   | 100.00%                                     | 97.04%  | 35361   | 34313  | 98.99%  | 100.00%  | 441  | 441  | 100.00% |
| Kolkata   | 0.00%  | 34759                                 | 1  | 0.00%                                       | 0   | 219415  | 100.00%                                   | 100.00%   | 1  | 1   | 1  | 0   | 100.00%                                     | 99.34%  | 43203   | 42918  | 94.60%  | 100.00%  | 198  | 198  | 100.00% |
| Kerala  | 0.00%  | 18254                                 | 0  | 0.00%                                       | 0   | 113416  | 100.00%                                   | 100.00%   | 0  | 0   | 0  | 0   | 100.00%                                     | 98.88%  | 18529   | 18322  | 94.42%  | 100.00%  | 107  | 107  | 100.00% |
| Karnataka   | 0.00%  | 25593                                 | 0  | 0.00%                                       | 0   | 125765  | 100.00%                                   | 100.00%   | 0  | 0   | 0  | 0   | 100.00%                                     | 99.40%  | 89028   | 88497  | 98.31%  | 100.00%  | 301  | 301  | 100.00% |
| Maharashtra   | 0.00%  | 63946                                 | 1  | 0.00%                                       | 0   | 1618757   | 100.00%                                   | 100.00%   | 1  | 1   | 1  | 0   | 100.00%                                     | 99.62%  | 142959  | 142415   | 97.91%  | 100.00%  | 342  | 342  | 100.00% |
| Madhya Pradesh  | 0.00%  | 17131                                 | 0  | 0.00%                                       | 0   | 217429  | 100.00%                                   | 100.00%   | 0  | 0   | 0  | 0   | 100.00%                                     | 97.73%  | 45610   | 44574  | 98.21%  | 100.00%  | 201  | 201  | 100.00% |
| Mumbai  | 0.00%  | 85059                                 | 3  | 0.00%                                       | 0   | 693815  | 100.00%                                   | 100.00%   | 3  | 3   | 3  | 0   | 100.00%                                     | 99.49%  | 115436  | 114847   | 90.94%  | 100.00%  | 502  | 502  | 100.00% |
| Orissa  | 0.00%  | 11732                                 | 0  | 0.00%                                       | 0   | 159294  | 100.00%                                   | 100.00%   | 0  | 0   | 0  | 0   | 100.00%                                     | 99.26%  | 18615   | 18478  | 97.61%  | 100.00%  | 50   | 50   | 100.00% |
| Punjab  | 0.00%  | 62326                                 | 1  | 0.00%                                       | 0   | 282169  | 100.00%                                   | 100.00%   | 1  | 1   | 1  | 0   | 100.00%                                     | 99.25%  | 35769   | 35500  | 98.73%  | 100.00%  | 362  | 362  | 100.00% |
| Rajasthan   | 0.00%  | 106794                                | 0  | 0.00%                                       | 0   | 585760  | 100.00%                                   | 100.00%   | 0  | 0   | 0  | 0   | 100.00%                                     | 98.16%  | 62409   | 61260  | 96.53%  | 100.00%  | 956  | 956  | 100.00% |
| Tamil Nadu  | 0.00%  | 23104                                 | 0  | 0.00%                                       | 0   | 96129   | 100.00%                                   | 100.00%   | 0  | 0   | 0  | 0   | 100.00%                                     | 99.37%  | 31401   | 31202  | 95.54%  | 100.00%  | 263  | 263  | 100.00% |
| UP  | 0.00%  | 15625                                 | 0  | 0.00%                                       | 0   | 264549  | 100.00%                                   | 100.00%   | 0  | 0   | 0  | 0   | 100.00%                                     | 99.45%  | 37345   | 37140  | 97.43%  | 100.00%  | 119  | 119  | 100.00% |
| UPW   | 0.00%  | 47722                                 | 0  | 0.00%                                       | 0   | 449303  | 100.00%                                   | 100.00%   | 0  | 0   | 0  | 0   | 100.00%                                     | 99.21%  | 60231   | 59756  | 98.45%  | 100.00%  | 400  | 400  | 100.00% |
| West Bengal   | 0.00%  | 0                                     | 0  | 0.00%                                       | 0   | 70002   | 100.00%                                   | 100.00%   | 0  | 0   | 0  | 0   | 100.00%                                     | 99.64%  | 8688  | 8657   | 98.08%  | 100.00%  | 0  | 0  | 100.00% |

NOTE : 1) TCBH - Reference in Column no. 15 & 16 is to be identified measuring the traffic load/calls in the Call Centre/Customer Care  
 2) Not offering services in Assam, Jammu & Kashmir and North East Service areas.  
 3) Post Pay Services not being offered in West Bengal

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**Quarterly Performance Monitoring Report (PMR) on Quality of Service of Cellular Mobile Telephone service - Customer Services - 3G**

Report for quarter ending : Sep'15

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| Customer Service Quality Parameters   |  |                                       |  |   |   |   |   |  |  |  |  |   |   |   |   |  |   |  |  |  |  |
|---|--|---------------------------------------|--|---|---|---|---|--|--|--|--|---|---|---|---|--|---|--|--|--|--|
| Name of Service Area  | Metering and Billing                         |                                       |  |   |   |   |   |  |  |  |  | Response time to the customer for assistance  |   |   |   | Termination / closure of service   |   |  |  |  |  |
|   | Metering and billing 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 quarter | Total no. of pre-paid customers at the end of the quarter | Resolution of billing/charging complaints | No. of billing/post paid) and charging, credit/validity (pre paid) complaints resolved within 4 weeks during the quarter | Total no. of billing (post paid) and charging, credit / validity (pre paid) complaints received during the quarter | No. of billing complaints (post paid) and charging, credit/ validity complaints (pre paid) resolved in favour of the customer during the quarter | No. of complaints disposed on account of not considered as valid complaints during the quarter | Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints | Accessibility of call centre/ customer care | Total no. of call attempts to call centre / customer care nos. during TCBH (Note) | No. of calls connected and answered successfully to call centre / customer care nos. during TCBH (Note) | Percentage of calls answered by the operators (voice to voice) within 90 seconds | %age requests for Termination / Closure of service complied within 7 days | Total No. of requests for Termination / Closure of service received during the quarter | No. of requests for Termination / Closure of service complied within 7 days during the quarter | Time taken for refund of deposits after closures |  |
| 1   | 2  | 3                                     | 4  | 5   | 6   | 7   | 8   | 10   | 11   | 12   | 13   | 14  | 15  | 16  | 17  | 18   | 19  | 20   | 21   | 22   |  |
| Benchmarks  |  |                                       |  |   |   |   |   |  |  |  |  |   |   |   |   |  |   |  |  |  |  |
|   | ≤ 0.1%                                       |                                       |  | ≤ 0.1%                                      |   |   | 100% within 4 weeks                       |  |  |  |  | 100% within 1 week of resolution of complaint   | ≥ 95%                                       |   |   | ≥ 95%  | 100% within 7 days  |  |  | 100% within 60 days                              |  |
| <i>The achievement of benchmark against each parameter is to be averaged over a period of one quarter as per the measurement methodology explained in Explanatory Memo to regulations</i> |  |                                       |  |   |   |   |   |  |  |  |  |   |   |   |   |  |   |  |  |  |  |
| Gujarat   | 0.00%  | 14458                                 | 0  | 0.00%                                       | 0   | 35029   | 100.00%                                   | 0  | 0  | 0  | 0  | 100.00%   | -   | -   | -   | -  | -   | -  | -  | -  |  |
| Haryana   | 0.04%  | 11140                                 | 4  | 0.00%                                       | 0   | 18900   | 100.00%                                   | 4  | 4  | 4  | 0  | 100.00%   | -   | -   | -   | -  | -   | -  | -  | -  |  |
| Karnataka   | 0.00%  | 32703                                 | 0  | 0.00%                                       | 0   | 64334   | 100.00%                                   | 0  | 0  | 0  | 0  | 100.00%   | -   | -   | -   | -  | -   | -  | -  | -  |  |
| Kerala  | 0.00%  | 9245                                  | 0  | 0.00%                                       | 0   | 3150  | 100.00%                                   | 0  | 0  | 0  | 0  | 100.00%   | -   | -   | -   | -  | -   | -  | -  | -  |  |
| Madhya Pradesh  | 0.01%  | 16953                                 | 1  | 0.00%                                       | 0   | 61468   | 100.00%                                   | 1  | 1  | 1  | 0  | 100.00%   | -   | -   | -   | -  | -   | -  | -  | -  |  |
| Maharashtra   | 0.01%  | 56960                                 | 3  | 0.00%                                       | 0   | 28882   | 100.00%                                   | 3  | 3  | 3  | 0  | 100.00%   | -   | -   | -   | -  | -   | -  | -  | -  |  |
| Punjab  | 0.03%  | 10929                                 | 3  | 0.00%                                       | 0   | 23281   | 100.00%                                   | 3  | 3  | 3  | 0  | 100.00%   | -   | -   | -   | -  | -   | -  | -  | -  |  |
| UPW   | 0.00%  | 9523                                  | 0  | 0.00%                                       | 0   | 21084   | 100.00%                                   | 0  | 0  | 0  | 0  | 100.00%   | -   | -   | -   | -  | -   | -  | -  | -  |  |

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