Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - June'21 Complaint Centre(s) **Appellate Authority** Details of appeals received Details of complaints received during the Quarter and pending complaints of Details of complaints redressed during the Quarter during the Quarter and pending Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total no. Total no. of of Total no. Total no. of Total no. of LSA complaints Total no. of Category of complants complain appeals appeals complaints complaints complaints Total no. of No. of of Pending appeals appeals redressed appeals to decided pending for ts decided complaints pendina to be disposed redressed pending for appeals appeals decision on within redresse be decided within received complaints redressed beyond the redressal on received beyond the during the specified the last day d during during the specified during the of previous during the time limit previous time limit quarter the last day during Quarter [12] time limit the time limit of Quarter Quarter Quarter Quarter during the of Quarter the during the [15] = [13] + quarter during the [16] = [12] during the Quarter = [10]+ [11] [5]=[3]+[4] Quarter [9]=[5] - [8] Quarter Quarter [14] quarter [8] = [6] +quarter [15] [7] 1 5 7 9 10 11 12 13 14 15 16 3 6 8 **Billing Related Complaints** 2 0 2 2 0 2 0 0 0 0 0 0 0 ANDHRA PRADESH **Customer Service Related Complaints** 0 0 0 0 1 1 1 0 1 0 1 1 1 1 Faults and Network Related Complaints 0 0 0 0 0 0 0 3803 0 3803 3256 547 3803 0 **UCC 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 3806 0 3806 3259 547 3806 0 0 1 1 1 0 1 0 Total Subscriber base (Prepaid)-

Note: Mentioned subscriber details contains the details of all products.

Total Subscriber base (Postpaid)----- 157413 nos

| | | | | Na | ame of Service | e Provider : Ta | ata Teleser | vices Limited | | | | | | | |
|----------|---------------------------------------|---|---|--|---|--|--|--|--|---|--|--|---|--|--------------------------------------|
| | | | | | (Ba | sic Telephone | Service) : | | | | | | | | |
| | | | | Customer C | omplaints Red | dressal Repor | t for the Qu | uarter ending - | June'21 | | | | | | |
| | | | | Со | mplaint Centre | (s) | | | | | | Appellate Aut | hority | | |
| | | the Quarter a | • | • | Details of co | mplaints redro | essed durir | ng the Quarter | during th | | s received and pending us Quarter | Details of | appeals dispo | osed during | the Quarter |
| LSA | Category of complants | Total no. of complaints received during the Quarter | No. of pending complaints of previous Quarter | Total no. of complaints to be redressed during the Quarter [5]=[3]+[4] | Total no. of complaints redressed within specified time limit during the quarter | Total no. of complaints redressed beyond the time limit during the Quarter | Total no. of complain ts redresse d during the Quarter [8] = [6] + | Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8] | Total No. of appeals received during the Quarter | Pending appeals of previous quarter | Total no. of appeals to be decided during the Quarter [12] = [10]+ [11] | Total no. of appeals decided within specified time limit during the quarter | Total no. of appeals decided beyond the time limit during the Quarter | Total no. of appeals disposed during the quarter [15] = [13] + | pending for decision on the last day |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| | Billing Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Customer Service Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| BIHAR | Faults and Network Related Complaints | 32 | 0 | 32 | 27 | 5 | 32 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ВН | UCC 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 | 32 | 0 | 32 | 27 | 5 | 32 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Su | bscriber base (Prepaid) | | | | | | | - | • | | | | | | |
| Total Su | bscriber base (Postpaid) 7879 nos | | | | | | | | | | | | | | |

Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - June'21 Complaint Centre(s) **Appellate Authority** Details of complaints received during Details of appeals received the Quarter and pending complaints of Details of complaints redressed during the Quarter during the Quarter and pending Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total no. Total no. of Total No. Total no. of Total no. of LSA Category of complants complaints complain Total no. of appeals appeals Total no. of No. of complaints complaints complaints of Pending appeals appeals redressed appeals to decided pending for complaints pending to be redressed pending for appeals appeals decided disposed within redresse be decided within decision on received complaints redressed beyond the redressal on received beyond the during the d during specified during the specified the last day during the of previous during the time limit the last day during previous time limit quarter time limit Quarter [12] time limit of Quarter the Quarter Quarter Quarter during the of Quarter the quarter during the [15] = [13][16] = [12] during the Quarter = [10]+ [11] during the [5]=[3]+[4] Quarter [9]=[5] - [8] Quarter Quarter + [14] quarter [8] = [6] +[15] quarter [7] 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 **Billing Related Complaints** 0 0 0 O 0 0 0 0 0 0 O 0 O 0 **Customer Service Related Complaints** 2 0 2 2 0 2 0 0 1 1 1 0 0 DELHI Faults and Network Related Complaints 0 0 0 0 0 0 0 264 0 264 260 4 264 0 **UCC 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 266 0 266 262 4 266 0 0 1 1 1 0 1 0 Total Subscriber base (Prepaid)-----

Note: Mentioned subscriber details contains the details of all products.

--- 136165 nos

Total Subscriber base (Postpaid)--

| | | | | | Name of Serv | vice Provider | : Tata Teles | services Limite | ed | | | | | | |
|----------|---------------------------------------|---|---|--|---|--|--|--|--|---|-------------|--|---|---|--|
| | | | | | | (Basic Teleph | one Servic | e) : | | | | | | | |
| | | | | Custome | r Complaints I | Redressal Re _l | port for the | Quarter ending | g - June'21 | | | | | | |
| | | | | Cor | mplaint Centre | e(s) | | | | | | Appellate Aut | hority | | |
| | | the Quarter a | omplaints rec and pending o revious Quart | complaints of | Details of co | mplaints redr | essed duri | ng the Quarter | during th | of appeals e Quarter a s of previou | and pending | Details of | appeals dispo | osed during | the Quarter |
| LSA | Category of complants | Total no. of complaints received during the Quarter | No. of pending complaints of previous Quarter | Total no. of complaints to be redressed during the Quarter [5]=[3]+[4] | Total no. of complaints redressed within specified time limit during the quarter | Total no. of complaints redressed beyond the time limit during the Quarter | Total no. of complain ts redresse d during the Quarter [8] = [6] + | Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8] | Total No. of appeals received during the Quarter | Pending appeals of previous quarter | be decided | Total no. of appeals decided within specified time limit during the quarter | Total no. of appeals decided beyond the time limit during the Quarter | Total no. of appeals disposed during the quarter [15] = [13] + [14] | 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 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| - | Customer Service Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| BUJRAT | Faults and Network Related Complaints | 670 | 0 | 670 | 585 | 85 | 670 | 0 | 1 | 0 | 1 | 1 | 0 | 1 | 0 |
| <u>;</u> | UCC 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 | 671 | 0 | 671 | 586 | 85 | 671 | 0 | 1 | 0 | 1 | 1 | 0 | 1 | 0 |
| Total Su | bscriber base (Prepaid) | • | | • | | | | | | | | • | • | | |

iotai subscriber base (Frepaid)-----

Total Subscriber base (Postpaid)----- 79571 nos

Note: Mentioned subscriber details contains the details of all products.

| | | | | | Name of Ser | vice Provider | Tata Teles | ervices Limite | d | | | | | | |
|----------|---------------------------------------|---|---|--|--|--|--|--|--|---|--|--|--|--|--|
| | | | | | | (Basic Teleph | one Service | e): | | | | | | | |
| | | | | Custome | er Complaints | Redressal Re | ort for the | Quarter ending | g - June'21 | | | | | | |
| | | | | Соі | mplaint Centre | e(s) | | | | | | Appellate Aut | hority | | |
| | | | • | eived during | | | | | | of appeals | | | | | |
| | | | and pending or revious Quart | • | Details of co | mplaints redr | essed durir | g the Quarter | _ | e Quarter a s of previou | ind pending is Quarter | Details of | appeals dispo | osed during | the Quarter |
| LSA | Category of complants | Total no. of complaints received during the Quarter | No. of pending complaints of previous Quarter | Total no. of complaints to be redressed during the Quarter [5]=[3]+[4] | Total no. of complaints redressed within specified time limit during the quarter | Total no. of complaints redressed beyond the time limit during the Quarter | Total no. of complain ts redresse d during the Quarter [8] = [6] + | Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8] | Total No. of appeals received during the Quarter | Pending appeals of previous quarter | Total no. of appeals to be decided during the Quarter [12] = [10]+ [11] | Total no. of appeals decided within specified time limit during the quarter | appeals decided beyond the time limit | Total no. of appeals disposed during the quarter [15] = [13] + | 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 |
| HARYANA | Faults and Network Related Complaints | 2 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| AR | UCC Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Ĭ | VAS Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 3 | 0 | 3 | 1 | 2 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Su | ıbscriber base (Prepaid) | | | | | | | | | | | | | | |

Total Subscriber base (Postpaid)----- 35195 nos

Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - June'21 Complaint Centre(s) **Appellate Authority** Details of complaints received during Details of appeals received the Quarter and pending complaints of Details of complaints redressed during the Quarter during the Quarter and pending Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total no. Total No. of Total No. Total no. of Total no. of LSA Category of complants complaints complain Total no. of appeals appeals Pending Total no. of No. of complaints complaints complaints of appeals appeals redressed appeals to decided pending for pending for complaints pending to be redressed appeals decided disposed appeals within redresse be decided within decision on received complaints redressed beyond the redressal on received beyond the during the d during specified during the specified the last day during the of previous during the time limit the last day during previous time limit quarter time limit Quarter [12] time limit of Quarter the quarter Quarter Quarter Quarter during the of Quarter the during the [15] = [13]during the Quarter = [10]+ [11] during the [16] = [12] -[5]=[3]+[4] Quarter [9]=[5] - [8] Quarter Quarter + [14] quarter [8] = [6] +quarter [15] [7] 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 Billing Related Complaints 0 0 0 O 0 0 0 0 0 0 O 0 O 0 **Customer Service Related Complaints** 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 **UCC Related Complaints** 0 0 0 0 0 0 0 0 0 0 0 0 0 0 **VAS Related Complaints** 0 0 0 0 0 0 0 0 0 0 0 0 0 0 Total 0 0 0 0 0 0 0 0 0 0 0 0 0 0 Total Subscriber base (Prepaid)-----

Note: Mentioned subscriber details contains the details of all products.

--- 1619 nos

Total Subscriber base (Postpaid)--

Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - June'21 Complaint Centre(s) Appellate Authority Details of complaints received during Details of appeals received the Quarter and pending complaints of Details of complaints redressed during the Quarter during the Quarter and pending Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total no. Total no. of Total No. of Total no. of of Total no. of Total no. of Total No. of Total No. Total no. of | Total no. of Total no. of LSA Category of complants complaints complain appeals appeals No. of complaints complaints complaints of Pendina appeals appeals Total no. of redressed decided pending for ts appeals to complaints pending to be redressed pending for appeals appeals decided disposed be decided decision on within redresse within received complaints redressed beyond the redressal on received beyond the during the specified d during during the specified the last day during the of previous during the time limit the last day during previous time limit quarter of Quarter time limit Quarter [12] time limit the Quarter Quarter Quarter during the of Quarter the quarter during the [15] = [13] +during the = [10]+ [11] [16] = [12] -Quarter during the Quarter [5]=[3]+[4] Quarter [9]=[5] - [8] Quarter [14] [8] = [6] +quarter quarter [15] [7] 1 2 3 5 7 8 9 10 11 12 14 15 16 4 6 13 Billing Related Complaints 0 0 0 0 0 0 0 0 0 0 0 0 0 0 KARNATAKA **Customer Service Related Complaints** 0 1 0 1 0 0 0 0 0 0 0 0 1 Faults and Network Related Complaints 0 0 0 0 0 0 0 241 0 241 204 37 241 0 UCC 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 242 0 242 205 37 242 0 0 0 0 0 0 0 0 Total Subscriber base (Prepaid)-----

Note: Mentioned subscriber details contains the details of all products.

Total Subscriber base (Postpaid)----- 245123 nos

| | | | | | Name of Ser | vice Provider : | Tata Teles | services Limite | d | | | | | | |
|----------|---------------------------------------|---|---|--|---|---|--|--|--|---|--|--|---|---|--|
| | | | | | | (Basic Telepho | one Service | e) : | | | | | | | |
| | | | | Custome | er Complaints | Redressal Rep | ort for the | Quarter ending | g - June'21 | | | | | | |
| | | | | Coi | mplaint Centre | e(s) | | | | | | Appellate Aut | hority | | |
| | | the Quarter a | omplaints rec and pending o revious Quart | omplaints of | Details of co | mplaints redre | | ng the Quarter | during th | | s received and pending us Quarter | Details of | appeals dispo | osed during | the Quarter |
| LSA | Category of complants | Total no. of complaints received during the Quarter | No. of pending complaints of previous Quarter | Total no. of complaints to be redressed during the Quarter [5]=[3]+[4] | Total no. of complaints redressed within specified time limit during the quarter | redressed beyond the time limit during the | Total no. of complain ts redresse d during the Quarter [8] = [6] + | Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8] | Total No. of appeals received during the Quarter | Pending appeals of previous quarter | Total no. of appeals to be decided during the Quarter [12] = [10]+ [11] | Total no. of appeals decided within specified time limit during the quarter | Total no. of appeals decided beyond the time limit during the Quarter | Total no. of appeals disposed during the quarter [15] = [13] + [14] | appeals pending for decision on the last day |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | [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 |
| KERAL | Faults and Network Related Complaints | 7 | 0 | 7 | 2 | 5 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| E | UCC 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 | 7 | 0 | 7 | 2 | 5 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Su | bscriber base (Prepaid) | | | | | | | | | | | • | | | |

Total Subscriber base (Postpaid)----- 18536 nos

Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - June'21 Complaint Centre(s) Appellate Authority Details of complaints received during Details of appeals received during the Quarter and pending the Quarter and pending complaints of Details of complaints redressed during the Quarter Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total No. Total no. Total no. of of Total no. of of appeals Total no. of Total no. of Total No. of Total No. Total no. of Total no. of complaints appeals pending LSA Category of complants complain Total no. of Total no. of No. of complaints complaints complaints of Pending appeals appeals redressed appeals to decided ts for decided complaints pending to be redressed pending for appeals disposed appeals be decided within redresse within decision received complaints redressed beyond the redressal on received beyond the during the specified d during during the on the last specified during the of previous during the time limit the last day during previous time limit quarter time limit Quarter [12] time limit day of the Quarter Quarter Quarter during the of Quarter the quarter during the [15] = [13] + = [10]+ [11] Quarter during the Quarter during the [5]=[3]+[4] Quarter [9]=[5] - [8] Quarter Quarter [14] [8] = [6] +[16] = [12]quarter quarter [7] [15] 2 12 13 1 3 4 5 6 7 8 9 10 11 14 15 16 0 0 0 0 0 0 0 0 0 0 0 0 **Billing Related Complaints** 0 0 **Customer Service Related Complaints** 0 0 0 0 0 0 0 0 0 0 0 0 0 0 KOLKOTA Faults and Network Related Complaints 0 0 0 0 248 0 248 239 9 248 0 0 0 0 **UCC Related Complaints** 0 0 0 0 0 0 0 0 0 0 0 0 0 0 **VAS Related Complaints** 0 0 O 0 0 0 0 0 0 0 0 0 Ω 0 248 248 239 9 248 Total 0 0 0 0 0 0 0 0 0 Total Subscriber base (Prepaid)--

Total Subscriber base (Postpaid)----- 46260 no

Note: Mentioned subscriber details contains the details of all products.

| | | | | | Name | e of Service P | rovider : Tata | Teleservices I | Limited | | | | | | |
|---------|---|----|------------|----------------|-----------------|----------------|----------------|----------------|---------------|---------|-----------------|------------------|-----------------|-----------------|------------|
| | | | | | | (Basio | Telephone S | ervice) : | | | | | | | |
| | | | | | Customer Con | nplaints Redre | ssal Report fo | or the Quarter | ending - June | e'21 | | | | | |
| | | | | | omplaint Centre | e(s) | | | | | | Appellate Author | ority | | |
| | | | • | eceived during | | | | | | • • | ed during the | | | | _ |
| | | | | complaints of | Details of co | omplaints red | essed during | the Quarter | Quarter and | | als of previous | Details o | of appeals disp | osed during the | he Quarter |
| | | pr | evious Qua | arter | 1 | | l | I | | Quarter | 1 | | I | l | 1 |
| LSA | complaints received during the Quarter [5]=[3]+[4] complaints to be redressed during the Quarter [8] pending for redressed during the Quarter [9]=[5]-[8] complaints received during the Quarter [12] = [10]+[11] complaints to be redressed during the Quarter [12] = [10]+[11] complaints redressed during the Quarter [15] = [13]+[14] complaints received during the Quarter [15] = [13]+[14] complaints received during the Quarter [15] = [13]+[14] complaints redressed during the Quarter [15] = [15]+[15] complaints redressed during the Quarter [15] = [15]+[15] complaints received during the Quarter [15]+[15]+[15]+[15]+[15]+[15]+[15]+[15]+ | | | | | | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| ب | Billing Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| BENGAL | Customer Service Related Complaints | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Ä | Faults and Network Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | UCC Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| WEST | VAS Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| > | Total | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total S | ubscriber base (Prepaid) | • | • | • | | | • | • | • | | | | • | • | • |

Total Subscriber base (Postpaid)----- 2402 nos.

Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - June'21 Complaint Centre(s) **Appellate Authority** Details of complaints received during Details of appeals received the Quarter and pending complaints of Details of complaints redressed during the Quarter during the Quarter and pending Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total no. Total No. of Total No. Total no. of Total no. of LSA Category of complants complaints complain Total no. of appeals appeals Pending Total no. of No. of complaints complaints complaints of appeals appeals redressed appeals to decided pending for pending for complaints pending to be redressed appeals decided disposed appeals within redresse be decided within decision on received complaints redressed beyond the redressal on received beyond the during the d during specified during the specified the last day during the of previous during the time limit the last day during previous time limit quarter time limit Quarter [12] time limit of Quarter the quarter Quarter Quarter Quarter during the of Quarter the during the [15] = [13]during the Quarter = [10]+ [11] during the [16] = [12] -[5]=[3]+[4] Quarter [9]=[5] - [8] Quarter Quarter + [14] quarter [8] = [6] +quarter [15] [7] 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 Billing Related Complaints 1 0 1 1 0 1 0 0 0 0 O 0 O 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 31 0 31 30 1 31 0 **UCC 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 32 0 32 31 1 32 0 0 0 0 0 0 0 0 Total Subscriber base (Prepaid)-----

Note: Mentioned subscriber details contains the details of all products.

Total Subscriber base (Postpaid)----- 11410 nos

| | | | | | Name of Serv | vice Provider : | Tata Teles | ervices Limite | d | | | | | | |
|--|---------------------------------------|------|--------------------------------|---------|----------------|-----------------|-------------|----------------|-----------|--------------|------------|----------------|--------------|--|------------|
| | | | | | (| Basic Telepho | ne Service |): | | | | | | | |
| | | | | Custome | r Complaints F | Redressal Rep | ort for the | Quarter ending | - June'21 | | | | | | |
| | | | | Соі | mplaint Centre | e(s) | | | | | | Appellate Auth | ority | | |
| | | | omplaints rec | • | | | | | | of appeals | | | | | |
| | | | and pending o revious Quart | • | Details of co | mplaints redre | essed durir | ng the Quarter | | | nd pending | Details of a | ppeals dispo | sed during t | he Quarter |
| | | P | revious Quart | er | | r | Total no. | | appear | s of previou | is Quarter | | | ı | _ |
| LSA Category of complaints received during the Quarter Quarter Total no. of complaints redressed during the Quarter [5]=[3]+[4] Total no. of complaints redressed during the quarter Total no. of complaints redressed beyond the time limit during the quarter Total no. of complaints redressed beyond the time limit during the quarter Total no. of complaints redressed beyond the time limit during the quarter Total no. of complaints redressed beyond the time limit during the quarter Total no. of complaints redressed beyond the time limit during the quarter Total no. of complaints redressed beyond the time limit during the quarter Total no. of complaints redressed beyond the time limit during the quarter Total no. of complaints redressed beyond the time limit during the quarter Total no. of complaints redressed beyond the time limit during the quarter Total no. of complaints redressed beyond the time limit during the quarter Total no. of complaints redressed beyond the time limit during the quarter Total no. of complaints redressed beyond the time limit during the quarter Total no. of complaints redressed beyond the time limit during the quarter Total no. of complaints redressed beyond the time limit during the quarter Total no. of appeals decided within specified time limit during the quarter Total no. of appeals decided within specified time limit during the quarter Total no. of appeals decided within specified time limit during the quarter Total no. of appeals decided within specified time limit during the quarter Total no. of appeals decided within specified time limit during the quarter Total no. of appeals decided within specified time limit during the quarter Total no. of appeals decided within specified time limit during the quarter Total no. of appeals decided within specified time limit during the quarter Total no. of appeals decided within specified time limit during the quarter Total no. of appeals decided within specified time limit during the quarter Total no. of complaints redr | | | | | | | | | | | | | | 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 | 3 | 0 | 3 | 3 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| = | Customer Service Related Complaints | 3 | 0 | 3 | 2 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MUMBAI | Faults and Network Related Complaints | 5870 | 0 | 5870 | 3417 | 2453 | 5870 | 0 | 12 | 2 | 14 | 5 | 0 | 5 | 9 |
| | UCC 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 | 5876 | 0 | 5876 | 3422 | 2454 | 5876 | 0 | 12 | 2 | 14 | 5 | 0 | 5 | 9 |
| Total Su | ubscriber base (Prepaid) | | | | | | | | | | | | | | |

Total Subscriber base (Postpaid)----- 481892 nos

| | | | | | Name of Serv | /ice Provider : | Tata Teles | ervices Limite | d | | | | | | |
|----------|---------------------------------------|---|---|--|---|--|--|--|--------------------|---|---|--|---|---------------------|---|
| | | | | | (| Basic Telepho | one Service | e) : | | | | | | | |
| | | | | Custome | r Complaints I | Redressal Rep | ort for the | Quarter ending | g <i>-</i> June'21 | | | | | | |
| | | | | Соі | mplaint Centre | e(s) | | | | | | Appellate Aut | hority | | |
| | | the Quarter a | • | • | Details of co | mplaints redre | | ng the Quarter | during th | | s received and pending us Quarter | Details of | appeals dispo | osed during | the Quarter |
| LSA | Category of complants | Total no. of complaints received during the Quarter | No. of pending complaints of previous Quarter | Total no. of complaints to be redressed during the Quarter [5]=[3]+[4] | Total no. of complaints redressed within specified time limit during the quarter | Total no. of complaints redressed beyond the time limit during the Quarter | Total no. of complain ts redresse d during the Quarter | Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8] | of appeals | Pending appeals of previous quarter | be decided | Total no. of appeals decided within specified time limit during the quarter | Total no. of appeals decided beyond the time limit during the Quarter | appeals disposed | appeals pending for decision on the last day of Quarter |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| | Billing Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Customer Service Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ORISSA | Faults and Network Related Complaints | 72 | 0 | 72 | 65 | 7 | 72 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| <u>8</u> | UCC 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 | 72 | 0 | 72 | 65 | 7 | 72 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Su | ıbscriber base (Prepaid) | • | | | | • | | | • | | • | • | • | | |

Total Subscriber base (Postpaid)----- 8153 nos

| | | | | | Name of Ser | vice Provider : | Tata Teles | services Limite | d | | | | | | |
|---|---------------------------------------|---------------|---|---------------|----------------|-----------------|-------------|-----------------|-------------|---|-------------|---------------|---------------|-------------|-------------|
| | | | | | | (Basic Telepho | one Servic | e) : | | | | | | | |
| | | | | Custome | er Complaints | Redressal Rep | ort for the | Quarter ending | g - June'21 | | | | | | |
| | | | | Coı | mplaint Centre | (s) | | | | | , | Appellate Aut | hority | | |
| | | the Quarter a | omplaints rec and pending o revious Quart | complaints of | Details of co | mplaints redre | essed durii | ng the Quarter | during th | of appeals e Quarter a s of previou | and pending | Details of | appeals dispo | osed during | the Quarter |
| LSA Category of complaints Total no. of complaints redressed during the Quarter Dotal no. of complaints redressed during the Quarter Dotal no. of complaints redressed during the Quarter Dotal no. of complaints redressed during the quarter Dotal no. of complaints redressed beyond the time limit during the quarter Dotal no. of complaints redressed beyond the time limit during the quarter Dotal no. of complaints redressed beyond the time limit during the quarter Dotal no. of complaints redressed beyond the time limit during the quarter Dotal no. of complaints redressed beyond the time limit during the quarter Dotal no. of complaints redressed beyond the time limit during the quarter Dotal no. of appeals decided within specified time limit during the quarter Dotal no. of appeals decided within specified time limit during the quarter Dotal no. of appeals decided within specified time limit during the quarter Dotal no. of appeals decided within specified time limit during the quarter Dotal no. of appeals decided within specified time limit during the quarter Dotal no. of appeals decided within specified time limit during the quarter Dotal no. of appeals decided within specified time limit during the quarter Dotal no. of appeals decided within specified time limit during the quarter Dotal no. of appeals decided within specified time limit during the quarter Dotal no. of appeals decided within specified time limit during the quarter Dotal no. of appeals decided within specified time limit during the quarter Dotal no. of appeals decided within specified time limit during the quarter Dotal no. of appeals decided within specified time limit during the quarter Dotal no. of appeals decided within specified time limit during the quarter Dotal no. of appeals decided within specified time limit during the quarter Dotal no. of appeals decided within specified time limit during the quarter Dotal no. of appeals decided within specified time limit during the quarter Dotal no. | | | | | | | | | | | | | [10] = [12] - | | |
| 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 |
| m | Customer Service Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PUNJAB | Faults and Network Related Complaints | 17 | 0 | 17 | 16 | 1 | 17 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| \$ | UCC Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| _ <u>_</u> | VAS Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 17 | 0 | 17 | 16 | 1 | 17 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Su | ubscriber base (Prepaid) | | | | | | | | | | <u></u> | | | | |

Total Subscriber base (Postpaid)----- 12702 nos

| | | | | | Name of Ser | vice Provider : | : Tata Teles | services Limite | d | | | | | | |
|---------|---------------------------------------|---|---|--|---|--|--|--|--|---|--|--|--|--|--|
| | | | | | | (Basic Telepho | one Service | e) : | | | | | | | |
| | | | | Custome | er Complaints | Redressal Rep | ort for the | Quarter ending | g - June'21 | | | | | | |
| | | | | Cor | nplaint Centre | e(s) | | | | | | Appellate Aut | hority | | |
| | | the Quarter a | omplaints rec and pending o revious Quart | complaints of | Details of co | mplaints redre | essed durir | ng the Quarter | during th | of appeals e Quarter a s of previou | nd pending | Details of | appeals dispo | osed during | the Quarter |
| LSA | Category of complants | Total no. of complaints received during the Quarter | No. of pending complaints of previous Quarter | Total no. of complaints to be redressed during the Quarter [5]=[3]+[4] | Total no. of complaints redressed within specified time limit during the quarter | Total no. of complaints redressed beyond the time limit during the Quarter | Total no. of complain ts redresse d during the Quarter [8] = [6] + | Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8] | Total No. of appeals received during the Quarter | Pending appeals of previous quarter | Total no. of appeals to be decided during the Quarter [12] = [10]+ [11] | Total no. of appeals decided within specified time limit during the quarter | appeals decided beyond the time limit | Total no. of appeals disposed during the quarter [15] = [13] + | 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 |
| N A | Customer Service Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RAJASTH | Faults and Network Related Complaints | 150 | 0 | 150 | 149 | 1 | 150 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| JAS | UCC Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RA | VAS Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 150 | 0 | 150 | 149 | 1 | 150 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Total Subscriber base (Postpaid)----- 11615 nos

| | | | | Name | of Service F | rovider : Tata | a Teleservi | ces(Maharasht | ra) Limited | | | | | | |
|------|---------------------------------------|--|---|--|--|---|---------------------|---|-------------|---|------------|-------------|----------------------------|--------------|---------------|
| | | | | | | (Basic Telep | hone Serv | ice) : | • | | | | | | |
| | | | | Custom | er Complaint | s Redressal R | eport for tl | ne Quarter end | ing - June | '21 | | | | | |
| | | | | Cor | nplaint Centre | e(s) | | | | | | Appellate A | uthority | | |
| | | | emplaints rec and pending previous Qua | complaints | Details o | f complaints Quar | | during the | during th | of appeals e Quarter a s of previou | nd pending | Details o | f appeals dis _l | posed during | g the Quarter |
| LSA | Category of complants | Total No. of appeals received during the Quarter | Pending appeals of previous quarter | Total no. of appeals to be decided during the Quarter [12] = [10]+ [11] | Total no. of appeals decided within specified time limit during the quarter | Total no. of appeals decided beyond the time limit during the Quarter | appeals disposed | Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15] | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | [7] 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| ₹. | Billing Related Complaints | 2 | 1 | 3 | 3 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SHTR | Customer Service Related Complaints | 2 | 0 | 2 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| < < | Faults and Network Related Complaints | 1416 | 0 | 1416 | 898 | 518 | 1416 | 0 | 1 | 0 | 1 | 1 | 0 | 1 | 0 |
| AR | UCC 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 |
| Σ | Total | 1420 | 1 | 1421 | 903 | 518 | 1421 | 0 | 1 | 0 | 1 | 1 | 0 | 1 | 0 |
| S | | | | | | | | • | | . | | • | | | |

Total Subscriber base (Postpaid)----- 221850 nos

Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - June'21 Complaint Centre(s) **Appellate Authority** Details of complaints received during Details of appeals received the Quarter and pending complaints of Details of complaints redressed during the Quarter during the Quarter and pending Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total no. Total no. of Total No. Total no. of Total no. of LSA complaints Total No. of **Category of complants** complain Total no. of appeals complaints complaints complaints Total no. of No. of of Pending appeals appeals redressed decided appeals to appeals pending complaints redressed pending for disposed pending to be appeals appeals decided within be decided within for decision on redresse received complaints redressed beyond the redressal on received of beyond the during the specified during the specified the last day of d during of previous during the time limit during the the last day during previous time limit quarter time limit Quarter [12] time limit Quarter [16] = the Quarter Quarter Quarter during the of Quarter the quarter during the [15] = [13] + Quarter during the = [10]+ [11] during the [12] - [15] Quarter [9]=[5] - [8] Quarter Quarter [14] [5]=[3]+[4] quarter [8] = [6] + quarter [7] 1 2 3 4 5 6 7 9 10 12 13 14 15 16 11 0 0 0 0 Billing Related Complaints 0 0 0 0 0 0 0 0 0 0 **TAMILNADU Customer Service Related Complaints** 0 2 0 2 2 0 2 0 0 0 0 0 0 0 Faults and Network Related Complaints 0 0 0 0 0 0 72 0 72 47 25 72 0 **UCC 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 74 0 74 49 25 74 0 0 0 0 0 0 0 0 Total Subscriber base (Prepaid)-----

Note: Mentioned subscriber details contains the details of all products.

Total Subscriber base (Postpaid)----- 118144 nos.

Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - June'21 Complaint Centre(s) **Appellate Authority** Details of complaints received during Details of appeals received the Quarter and pending complaints of Details of complaints redressed during the Quarter during the Quarter and pending Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total no. Total no. of Total No. Total no. of |Total no. of Total No. of LSA Category of complants complaints complain Total no. of appeals Pending Total no. of No. of complaints complaints complaints appeals appeals appeals of redressed appeals to decided pending for pending for complaints pending to be redressed appeals appeals decided disposed within redresse be decided within received complaints redressed beyond the redressal on during the decision on received beyond the d during specified during the specified during the of previous during the time limit the last day during previous time limit quarter the last day of time limit Quarter [12] time limit the Quarter of Quarter Quarter Quarter during the the quarter during the [15] = [13]Quarter [16] = during the Quarter = [10]+ [11] during the [5]=[3]+[4] Quarter [9]=[5] - [8] Quarter Quarter + [14] [12] - [15] quarter [8] = [6] +quarter [7] 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 **Billing Related Complaints** 0 0 0 O 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 Faults and Network Related Complaints 0 0 0 0 0 0 0 41 0 41 41 0 41 0 **UCC 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 41 0 41 41 0 41 0 0 0 0 0 0 0 0 Total Subscriber base (Prepaid)-----

Note: Mentioned subscriber details contains the details of all products.

--- 8065 nos

Total Subscriber base (Postpaid)--

| | | | | | Name of Se | rvice Provide | r : Tata Teleser | vices Limited | | | | | | | |
|----------|---------------------------------------|---|---|--|---|--|--|--|--|---|--|---|---|---|---|
| | | | | | | (Basic Telep | hone Service) | | | | | | | | |
| | | | | Custom | er Complaints | Redressal Re | eport for the Q | uarter ending | - June'21 | | | | | | |
| | | | | С | omplaint Cent | re(s) | | | | | | Appellate Aut | hority | | |
| | | the Quarter a | • | eived during complaints of ter | Details of o | complaints rec | dressed during | the Quarter | during th | of appeals e Quarter a s of previou | nd pending | Details of | appeals dispo | osed during | the Quarter |
| LSA | Category of complants | Total no. of complaints received during the Quarter | No. of pending complaints of previous Quarter | Total no. of complaints to be redressed during the Quarter [5]=[3]+[4] | Total no. of complaints redressed within specified time limit during the guarter | 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 decided beyond the time limit during the Quarter | Total no. of appeals disposed during the quarter [15] = [13] + [14] | appeals pending for decision on the last day |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| | Billing Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Customer Service Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| UPW | Faults and Network Related Complaints | 7 | 0 | 7 | 5 | 2 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | UCC 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 | 7 | 0 | 7 | 5 | 2 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Su | ubscriber base (Prepaid) | | | | - | | | | | | | · — | | | |

Total Subscriber base (Postpaid)----- 4313 no