

**Quarterly Performance Monitoring Report (PMR) on Quality of Service of Basic Telephone Service (Wireline) for QE- Dec17**

Report for Quarter ending : Dec'17  
Name of the Service Provider : Tata Teleservices Limited

| Sl No.    | Name of Service Area | Name of Service Provider  | Faults incidences<br>(No. of faults/100 Subs/month) | Fault Repair                               |                                    |  |                                    | Rent Rebate | Mean Time to Repair (MTTR) | POI<br>Point of Interconnection (POI) Congestion<br>(No. of POIs not meeting benchmark) | Metering and Billing                        |  |  |   | Response time to the customer for assistance |  | Termination / Closure of Service  |  |                     |
|-----------|----------------------|---------------------------|---|--|------------------------------------|--|------------------------------------|-------------|----------------------------|---|---|--|--|---|--|--|---|--|---------------------|
|           |                      |                           |   | % of faults repaired by next working day   | % of faults repaired within 5 days | % of faults repaired by next working day | % of faults repaired within 7 days |             |                            |   | Metering and Billing Credibility - Postpaid | Metering and Billing Credibility - Prepaid | Resolution of billing/ charging/ validity complaints | Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints | Accessibility of call centre/ customer care  | Percentage of calls answered by the operators (voice to voice) within 90 seconds | %age requests for Termination / Closure of service complied within 7 days | Time taken for Refund of deposits after closures |                     |
| Benchmark |                      |                           |   |  |                                    |  |                                    |             |                            |   |   |  |  |   |  |  |   |  |                     |
|           |                      |                           | ≤ 7   | For urban areas by next working day: ≥ 85% | For urban areas : ≥100%            | For rural and hilly areas: ≥ 75%         | For rural and hilly areas: ≥100%   |             | ≤ 10 hrs                   | ≤ 0.5%  | ≤ 0.1%                                      | ≤ 0.1%                                     | 98% within 4 weeks                                   | 100% within 6 weeks   | 1 week of resolution of complaint            | ≥ 95%  | ≥ 95%   | 100% within 7 days                               | 100% within 60 days |
| 1         | Andhra Pradesh       | Tata Teleservices Limited | 7.58  | 96.05                                      | 100                                |  |                                    | 136         | 4.44                       |   | 0.00  |  | 100  | 100   | 100  | 97.72  | 92.69   | 100  | 100                 |
| 2         | Bihar                | Tata Teleservices Limited | 0.86  | 97.44                                      | 100                                |  |                                    | 6           | 2.47                       |   | 0.00  |  | 100  | 100   | 100  | 96.69  | 98.61   | 100  |                     |
| 3         | Delhi                | Tata Teleservices Limited | 1.39  | 93.47                                      | 100                                |  |                                    | 8           | 4.91                       |   | 0.00  |  | 100  | 100   | 100  | 98.96  | 96.13   | 100  | 100                 |
| 4         | Gujarat              | Tata Teleservices Limited | 1.42  | 95.01                                      | 100                                |  |                                    | 17          | 5.63                       |   | 0.00  |  | 100  | 100   | 100  | 98.27  | 92.80   | 99.12  | 100                 |
| 5         | Haryana              | Tata Teleservices Limited | 0.23  | 87.50                                      | 100                                |  |                                    |             | 9.08                       |   | 0.00  |  | 100  | 100   | 100  | 98.15  | 95.42   | 100  |                     |
| 6         | Karnataka            | Tata Teleservices Limited | 0.50  | 89.82                                      | 100                                |  |                                    | 40          | 7.74                       |   | 0.00  |  | 100  | 100   | 100  | 98.33  | 95.85   | 95.19  | 100                 |
| 7         | Kerala               | Tata Teleservices Limited | 1.11  | 88.14                                      | 100                                |  |                                    | 17          | 9.13                       |   | 0.00  |  | 100  | 100   | 100  | 97.64  | 96.21   | 100  |                     |
| 8         | Madhya Pradesh       | Tata Teleservices Limited | 3.40  | 100.00                                     | 100                                |  |                                    | 1           | 1.75                       |   | 0.00  |  | 100  | 100   | 100  | 97.77  | 96.00   | 100  |                     |
| 9         | Mumbai               | Tata Teleservices Limited | 3.75  | 87.92                                      | 100                                |  |                                    | 754         | 8.55                       |   | 0.00  |  | 100  | 100   | 100  | 98.50  | 97.60   | 99.52  | 100                 |
| 10        | Maharashtra          | Tata Teleservices Limited | 1.36  | 88.96                                      | 100                                |  |                                    | 310         | 8.02                       |   | 0.00  |  | 100  | 100   | 100  | 97.64  | 97.20   | 99.97  | 100                 |
| 11        | Orissa               | Tata Teleservices Limited | 0.93  | 100.00                                     | 100                                |  |                                    |             | 1.88                       |   | 0.00  |  |  |   |  | 97.64  | 98.23   |  |                     |
| 12        | Punjab               | Tata Teleservices Limited | 0.34  | 100.00                                     | 100                                |  |                                    | 5           | 3.29                       |   | 0.00  |  | 100  | 100   | 100  | 98.26  | 96.60   | 100  | 100                 |
| 13        | Rajasthan            | Tata Teleservices Limited | 0.78  | 100.00                                     | 100                                |  |                                    |             | 2.19                       |   | 0.00  |  |  |   |  | 97.23  | 96.23   | 100  |                     |
| 14        | Tamil Nadu           | Tata Teleservices Limited | 0.88  | 96.06                                      | 100                                |  |                                    | 11          | 4.01                       |   | 0.00  |  | 100  | 100   | 100  | 98.34  | 96.05   | 100  |                     |
| 15        | UP East              | Tata Teleservices Limited | 3.37  | 99.07                                      | 100                                |  |                                    |             | 2.10                       |   |   |  |  |   |  | 98.41  |   | 100  |                     |
| 16        | UP West              | Tata Teleservices Limited | 0.00  |  |                                    |  |                                    |             |                            |   |   |  |  |   |  | 97.98  |   | 100  |                     |
| 17        | West Bengal          | Tata Teleservices Limited | 0.85  | 99.66                                      | 100                                |  |                                    | 6           | 2.57                       |   | 0.00  |  | 100  | 100   | 100  | 98.18  | 96.43   | 100  | 100                 |

\*Note :- Please note that in the above report wherever Numerator and Denominator are 'zero', accordingly, 100% compliance is mentioned.