

**Quarterly Performance Monitoring Report (PMR) on Quality of Service of Basic Telephone Service (Wireline) for QE-Dec'16**

Report for Quarter ending : Dec-16

Name of the Service Provider : Tata Teleservices Limited

SI No.	Name of Service Area	Name of Service Provider	Faults incidences (No. of faults/100 Subs/month)	Fault Repair				Rent Rebate	Mean Time to Repair (MTTR)	POI Point of Interconnection (POI) Congestion (No. of POIs not meeting benchmark)	Metering and Billing				Response time to the customer for		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	5.44	99	100			34	6.38		0.1		100	100	100	98.06	96.51	100	100
2	Bihar	Tata Teleservices Limited	0.69	100	100				7.47		0.0		100	100	100	98.36	98.11	100	100
3	Delhi	Tata Teleservices Limited	2.32	94	100			5	15.22		0.0		100	100	100	98.36	94.75	100	100
4	Gujarat	Tata Teleservices Limited	1.22	95	99			29	11.74		0.0		100	100	100	98.27	96.99	100	100
5	Haryana	Tata Teleservices Limited	0.43	95	100				12.38		0.0		100	100	100	98.34	98.58	100	100
6	Karnataka	Tata Teleservices Limited	0.65	92	98			14	19.26		0.0		100	100	100	98.14	95.13	100	100
7	Kerala	Tata Teleservices Limited	0.80	95	99			3	12.47		0.0		100	100	100	97.90	92.56	100	100
8	Madhya Pradesh	Tata Teleservices Limited	6.36	94	100				13.45		0.08		100	100	100	97.53	97.08	100	100
9	Mumbai	Tata Teleservices Limited	2.34	94	100			217	14.37		0.0		100	100	100	98.04	94.00	100	100
10	Maharashtra	Tata Teleservices Limited	1.14	96	100			42	15.05		0.0		100	100	100	97.19	90.59	100	100
11	Orissa	Tata Teleservices Limited																	
12	Punjab	Tata Teleservices Limited	0.91	97	100				7.13		0.0		100	100	100	98.19	95.53	100	100
13	Rajasthan	Tata Teleservices Limited	1.68	97	100				8.07		0.0		100	100	100	96.11	97.78	100	100
14	Tamil Nadu	Tata Teleservices Limited	1.20	95	99			19	11.84		0.0		100	100	100	98.91	96.66	100	100
15	UP East	Tata Teleservices Limited																	
16	UP West	Tata Teleservices Limited																	
17	West Bengal	Tata Teleservices Limited	1.82	99	100			4	4.56		0.0		100	100	100	98.91	96.31	100	100