## Name of Service Provider: Tata Teleservices Limited (Broadband Service): Customer Complaints Redressal Report for the Quarter ending - Dec'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 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 redressed pending for disposed appeals appeals decision on within redresse be decided within received complaints redressed beyond the redressal on received beyond the during the specified during the the last day d during 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 quarter during the [15] = [13] 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** 1 0 0 1 0 0 0 0 0 0 ANDHRA PRADESH **Customer Service Related Complaints** 0 1 0 0 0 0 0 1 1 1 0 0 0 0 0 0 0 Faults and Network Related Complaints 0 0 0 0 0 0 1858 1858 1517 1858 341 Internet/ Data Related Complaints 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 1860 0 1860 1519 341 1860 0 0 0 0 0 0 0 0 Total Subscriber base (Prepaid)-

Note: Mentioned subscriber details contains of all products.

Total Subscriber base (Postpaid)----- 5024 nos

				Na	ame of Service	e Provider : Ta	ata Teleser	vices Limited							
						Broadband S	ervice) :								
				Customer (	Complaints Re	dressal Repo	rt for the Q	uarter ending	- Dec'21						
				Cor	mplaint Centre	(s)					A	Appellate Aut	hority		
		the Quarter a	•	•	Details of co	mplaints redr	essed durir	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	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	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	1	0	1	1	0	1	0	0	0	0	0	0	0	0
BIHAR	Faults and Network Related Complaints	167	0	167	149	18	167	0	1	0	1	1	0	1	0
BH	Internet/ Data 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	168	0	168	150	18	168	0	1	0	1	1	0	1	0
Total Su	bscriber base (Prepaid)	•													
Total Su	bscriber base (Postpaid) 145 nos	<del></del>		<del></del>		<u></u>							<del></del>		

						(Broadband	Service) :								
					•		ort for the	Quarter endin	g - Dec'21						
				Coi	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	•	•		omplaints redr	essed duri	ng the Quarter	during th	of appeals le 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] +	pending for	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]	pending for
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
EFE	Faults and Network Related Complaints	573	0	573	492	81	573	0	1	0	1	0	0	0	1
DE	Internet/ Data 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	574	0	574	493	81	574	0	1	0	1	0	0	0	1
Total Su	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 3028 nos

					Name of Serv	vice Provider	Tata Teles	services Limite	ed						
						(Broadband	Service) :								
				Custome	er Complaints	Redressal Re	port for the	Quarter endir	ng - Dec'21						
				Cor	nplaint Centre	e(s)					Į.	Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	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	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]	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	0	1	1	0	0	0	0	0	0	0	0
GUJRAT	Faults and Network Related Complaints	369	0	369	283	86	369	0	1	0	1	0	0	0	1
] ]	Internet/ Data 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	370	0	370	283	87	370	0	1	0	1	0	0	0	1
Total Su	bscriber base (Prepaid)	•			•		•			•				•	

Total Subscriber base (Postpaid)----- 1785 nos

					Name of Serv	vice Provider :	Tata Teles	ervices Limite	:d						
						(Broadband	l Service) :								
				Custome	er Complaints	Redressal Re	port for the	Quarter endin	g - Dec'21						
				Cor	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	•	•	Details of co	mplaints redro	essed durii	ng the Quarter	during th	of appeals e Quarter a s of previou	ind pending	Details of a	appeals dispo	sed 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	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	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
YANA	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HARY,	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ī	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 Su	bscriber base (Prepaid)														
Total Su	bscriber base (Postpaid) 31 nos														

					Name of Ser	rvice Provider	: Tata Tele	services Limit	ed						
						(Broadban	d Service)	:							
				Custon	ner Complaints	s Redressal R	eport for th	e Quarter endi	ng - Dec'2	1					
				Cor	mplaint Centre	(s)					,	Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints of	Details of co	mplaints redro	essed durii	ng the Quarter	during th	of appeals ne 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] +	complaints pending for redressal on the last day of Quarter	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] + [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	0	0	0	1	0	0	0	0	0	0	0
TAKA	Customer Service Related Complaints	3	0	2	2	1	3	0	0	0	0	0	0	0	0
⋖	Faults and Network Related Complaints	587	466	121	587	0	2	0	2	1	0	1	1		
RN	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0		
Κ	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	591	0	590	468	122	590	1	2	0	2	1	0	1	1
Total	Subscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 3015 nos

					Name of Serv	vice Provider	Tata Teles	services Limite	d						
						(Broadband	Service) :								
				Custome	er Complaints	Redressal Re	port for the	Quarter endin	g - Dec'21						
				Cor	nplaint Centre	e(s)					P	Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	s received and pending as 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] + [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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
•	Customer Service Related Complaints	1	0	1	0	1	1	0	0	0	0	0	0	0	0
KERAL	Faults and Network Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
l E	Internet/ Data 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	5	0	5	4	1	5	0	0	0	0	0	0	0	0
Total Su	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 242 nos

## Name of Service Provider: Tata Teleservices Limited (Broadband Service): Customer Complaints Redressal Report for the Quarter ending - Dec'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 pending LSA Category of complants complain Total no. of appeals 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 specified on the last during the during during the of previous during the time limit the last day 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 14 1 3 4 5 6 7 8 9 10 11 15 16 0 0 0 0 0 0 0 0 0 0 0 0 0 **Billing Related Complaints** 0 **Customer Service Related Complaints** 0 0 0 0 0 0 0 0 0 0 0 0 0 0 KOLKOTA 0 0 0 0 0 0 Faults and Network Related Complaints 0 0 0 272 298 298 26 298 Internet/ Data 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 0 298 298 272 26 298 Total 0 0 0 0 0 0 0 0 0 Total Subscriber base (Prepaid)--

Note: Mentioned subscriber details contains of all products.

Total Subscriber base (Postpaid)----- 1108 no

## Name of Service Provider: Tata Teleservices Limited (Broadband Service): Customer Complaints Redressal Report for the Quarter ending - Dec'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 pending LSA Category of complants complain Total no. of appeals 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 appeals disposed be decided within redresse within decision received complaints redressed beyond the redressal on received beyond the during the specified d during specified on the last during the during during the of previous during the time limit the last day 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 14 1 3 4 5 6 7 8 9 10 11 15 16 0 0 0 0 0 0 0 0 0 0 0 0 0 **Billing Related Complaints** 0 **WEST BENGAL Customer Service Related Complaints** 1 0 1 0 1 1 0 0 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 Internet/ Data 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 1 Total 0 1 0 1 0 0 0 0 0 0 0 0 Total Subscriber base (Prepaid)--

Note: Mentioned subscriber details contains of all products.

Total Subscriber base (Postpaid)----- 67 no

					Name of Serv	rice Provider :	Tata Teles	ervices Limite	d						
						(Broadband	Service):								
				Custome	er Complaints	Redressal Rep	ort for the	Quarter endin	g - Dec'21						
				Со	mplaint Centre	e(s)					ı	Appellate Aut	hority		
		the Quarter a	•	•		mplaints redro		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	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]	within specified	appeals decided	Total no. of appeals disposed during the quarter [15] = [13] + [14]	pending for
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
<b>₹</b>	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>₹</u> 👸	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MADHYA PRADESH	Internet/ Data 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 S	ubscriber base (Prepaid)				•	•					•				

Total Subscriber base (Postpaid)----- 168 nos

					Name of Serv	rice Provider :	Tata Teles	ervices Limite	d						
						(Broadband	Service):								
				Custome	er Complaints	Redressal Rep	ort for the	Quarter ending	g - Dec'21						
				Cor	nplaint Centre	e(s)					A	ppellate Auth	nority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints of	Details of co	emplaints redre		ng the Quarter	during th	of appeals le Quarter a s of previou	and pending	Details of a	appeals dispo	sed during t	he Quarter
LSA	Category of complants	tegory of complants  Total no. of complaints received during the Quarter  Quarter  Total no. of pending to be redresse during the Quarter [5]=[3]+[4]					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]	within specified	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] +	day of
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	12	1	13	13	0	13	0	1	0	1	1	0	1	0
₹	Customer Service Related Complaints	24	0	24	17	7	24	0	0	0	0	0	0	0	0
MUMBA	Faults and Network Related Complaints	8760	0	8760	8063	697	8760	0	15	4	19	14	0	14	5
	Internet/ Data 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	8796	1	8797	8093	704	8797	0	16	4	20	15	0	15	5
Total Su	bscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 15841 nos

					Name of Serv	rice Provider :	Tata Teles	ervices Limite	d						
						(Broadband	Service):								
				Custome	er Complaints	Redressal Rep	ort for the	Quarter ending	g - Dec'21						
				Со	mplaint Centre	e(s)					A	Appellate Auth	nority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints of	Details of co	emplaints redre	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of a	appeals dispo	sed during t	he Quarter
LSA	Category of complants	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]	within specified	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] +	day of		
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
식 표	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIMACHAL PRADESH	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MA MA	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0		
ᆍᄚ	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 Su	ubscriber base (Prepaid)						·	·		·					

Total Subscriber base (Postpaid)----- 34 nos

## Name of Service Provider: Tata Teleservices Limited (Broadband Service) : Customer Complaints Redressal Report for the Quarter ending - Dec'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 otal no. Total no. of Total No. Total no. of Total no. of complaints appeals LSA appeals Category of complants Total no. of Total no. of No. of complaints complaints complain complaints Pending appeals of appeals redressed appeals to decided pending for complaints pendina to be redressed pending for appeals decided disposed ts appeals be decided within decision on within received complaints redressed beyond the redresse redressal on received beyond the during the specified during the specified the last day during the of previous during the time limit d during time limit the last day during previous quarter Quarter [12] time limit of Quarter time limit Quarter Quarter Quarter during the the of Quarter the quarter during the [15] = [13]during the = [10]+ [11] during the [16] = [12] -[5]=[3]+[4] Quarter Quarter Quarter Quarter [9]=[5] - [8] + [14] quarter quarter [15] [6] = [8]1 2 3 4 5 6 7 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 O 0 0 0 0 0 0 0 0 0 0 0 0 O ORISSA Faults and Network Related Complaints 0 0 0 0 0 0 0 0 0 0 0 0 0 Internet/ Data 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 of all products.

Total Subscriber base (Postpaid)----- 98 nos

					Name of Ser	vice Provider :	Tata Teles	services Limite	d						
						(Broadband	Service) :								
				Custom	er Complaints	Redressal Re	port for the	Quarter endin	g - Dec'21						
				Coi	mplaint Centre	(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redre		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	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] +	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
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	5	0	5	5	0	5	0	0	0	0	0	0	0	0
\frac{1}{2}	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	5	0	5	5	0	5	0	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 247 nos

					Name of Ser	vice Provider	: Tata Tele	services Limite	ed						
						(Broadband	d Service) :								
				Custom	er Complaints	Redressal Re	port for the	e Quarter endin	ng - Dec'21						
				Соі	mplaint Centre	e(s)						Appellate Aut	hority		
		Details of complaints received during the Quarter and pending complaints of previous Quarter  Details of complaints redressed during the Quarter during the Quarter appeals of previous Quarter  Total no. of										Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	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 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
V	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
STH,	Faults and Network Related Complaints	9	5	4	9	0	0	0	0	0	0	0	0		
₹	Internet/ Data 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	9	0	9	5	4	9	0	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)		•												

Total Subscriber base (Postpaid)----- 272 nos

				Name	of Service F	Provider : Tata	a Teleservi	ces(Maharasht	ra) Limited	l					
						<u> </u>	nd Service	<u> </u>							
					•		Report for t	he Quarter end	ding - Dec'	21					
				Cor	nplaint Centre	e(s)						Appellate Au	uthority		
			mplaints 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 <sub>l</sub>	posed during	g 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] + [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	4	1	5	5	0	5	0	0	0	0	0	0	0	0
SHTRA	Customer Service Related Complaints	15	0	15	12	3	15	0	2	1	3	2	0	2	1
< <	Faults and Network Related Complaints	3870	0	3870	3611	259	3870	0	2	3	5	4	0	4	1
AR	Internet/ Data 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	3889	1	3890	3628	262	3890	0	4	4	8	6	0	6	2
Total Su	ibscriber base (Prepaid)	-	•	•	•	•	•	·	•	•	•	•	•	-	•

Total Subscriber base (Postpaid)----- 9377 nos

	Name of Service Provider : Tata Teleservices Limited															
	(Broadband Service) :															
	Customer Complaints Redressal Report for the Quarter ending - Dec'21															
	Category of complants			Соі	nplaint Centre	(s)		Appellate Authority								
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				during th	of appeals e Quarter a s of previou	nd pending	Details of appeals disposed during the Quarter				
LSA		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] + [14]	appeals pending for decision on the last day of	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
	Billing Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0	
ADU	Customer Service Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0	
¥	Faults and Network Related Complaints	441	0	441	287	154	441	0	1	1	2	2	0	2	0	
TAMILN	Internet/ Data 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	449	0	449	295	154	449	0	1	1	2	2	0	2	0	
Total Su	bscriber base (Prepaid)	· -		· · · · · · · · · · · · · · · · · · ·				·	· -			· · · · · · · · · · · · · · · · · · ·				
Total Su	Total Subscriber base (Postpaid) 2677 nos.															

					Name of Se	rvice Provider	: Tata Tele	services Limit	ed								
						(Broadbar	d Service)	:									
Customer Complaints Redressal Report for the Quarter ending - Dec'21																	
	Category of complants	Complaint Centre(s)								Appellate Authority							
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				during th	of appeals e Quarter a s of previou	nd pending	Details of appeals disposed during the Quarter					
LSA		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]	of appeals	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	decided within specified	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	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		
UPE	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
5	Internet/ Data 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 Su	ıbscriber base (Prepaid)							-		-							
Total Su	ıbscriber base (Postpaid) 111 nos																

Name of Service Provider : Tata Teleservices Limited															
	(Broadband Service) :														
Customer Complaints Redressal Report for the Quarter ending - Dec'21															
	Category of complants			С	omplaint Cent	re(s)		Appellate Authority							
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of o	Details of appeals received during the Quarter and pending appeals of previous Quarter			Details of appeals disposed during the Quarter						
LSA		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 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	appeals disposed	Total No. of appeals 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	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
, P	Internet/ Data 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 Su	ubscriber base (Prepaid)			•				•		•			•		
Total Su	Total Subscriber base (Postpaid) 90 no														