### Customer Service Quality Parameters

#### Metering and Billing
- **No. of bills issued during the period**
- **Resolution of billing/complaints**
- **No. of pre-paid complaints received during the month**
- **No. of pre-paid complaints resolved during the month**

#### Response time to the customer for assistance
- **Response time to the customer for assistance**

#### Termination / closure of service
- **No. of requests for Termination / Closure of service received during the month**
- **No. of requests for Termination / Closure of service complied within 7 days during the month**
- **Time taken for refund of deposits after closures**

### Targets
- **≤ 0.1%**
- **≤ 0.1%**

### Benchmarks
- **100% within 4 weeks**
- **within 1 week of resolution of complaint**

### 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

#### Format No. TRAI/QoS/CMTS/3 - PMR

### Annex-V

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

**Report for quarter ending : Sept-2013**
**Name of the Service Provider : Tata Teleservices Limited & Tata Teleservices (Maharashtra) Limited**

**Name of Regulations : The standards of Quality of Service of Basic Telephone service (Wireline) and Cellular Mobile Telephone Services Regulations, 2009 (7 of 2009)**