### Customer Service Quality Parameters

#### Report for quarter ending : September’14

Name of the Service Provider : Tata TeleServices Limited & Tata TeleServices (Maharashtra) Limited

Name of Regulation : The Standard of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Services Regulations, 2009 (7 of 2009)

#### Metring and Billing

<table>
<thead>
<tr>
<th>Name of Service Area</th>
<th>Metring and Billing - post paid</th>
<th>Metring and Billing - pre paid</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No. of calls issued during the period</td>
<td>No. of calls deposited including billing complaints during the quarter</td>
</tr>
<tr>
<td></td>
<td>No. of calls deposited including billing complaints during the quarter</td>
<td>No. of calls deposited including billing complaints during the quarter</td>
</tr>
</tbody>
</table>

#### Resolution of billing/complaints

<table>
<thead>
<tr>
<th>Name of Service Area</th>
<th>Resolution of billing/complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total no. of complaints received in the quarter</td>
</tr>
</tbody>
</table>

#### Customer Service Quality Benchmarks

- **≤ 0.1%**
- **98% within 4 weeks**
- **100% within 6 weeks**

#### Percentage of calls answered by the call centre (voice call) (voice)

- **≥ 95%**
- **≥ 95%**

#### Termination / closure of service

- **100% within 7 days**
- **100% within 60 days**

#### Percentage of calls answered by the call centre (voice call) (voice) within 90 seconds

- **≥ 95%**
- **≥ 95%**

#### Terminals for which complaint closure of service is not within 7 days

- **100% within 7 days**

#### Time taken for refund of deposits after closure

- **100% within 60 days**

#### Name of Regulation : The Standard of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Services Regulations, 2009 (7 of 2009)

#### Resolution of billing/complaints

- **≥ 95%**
- **≥ 95%**
- **100% within 7 days**
- **100% within 60 days**

#### Metring and Billing - post paid

- **No. of calls issued during the period**
- **No. of calls deposited including billing complaints during the quarter**

#### Metring and Billing - pre paid

- **No. of calls deposited including billing complaints during the quarter**
- **No. of calls deposited including billing complaints during the quarter**

#### Resolution of billing/complaints

- **Total no. of complaints received in the quarter**
- **Total no. of complaints resolved in the quarter**

#### Customer Service Quality Benchmarks

- **≤ 0.1%**
- **98% within 4 weeks**
- **100% within 6 weeks**

#### Percentage of calls answered by the call centre (voice call) (voice)

- **≥ 95%**
- **≥ 95%**

#### Termination / closure of service

- **100% within 7 days**
- **100% within 60 days**

#### Percentage of calls answered by the call centre (voice call) (voice) within 90 seconds

- **≥ 95%**
- **≥ 95%**

#### Terminals for which complaint closure of service is not within 7 days

- **100% within 7 days**

#### Time taken for refund of deposits after closure

- **100% within 60 days**

#### Name of Regulation : The Standard of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Services Regulations, 2009 (7 of 2009)

#### Resolution of billing/complaints

- **≥ 95%**
- **≥ 95%**
- **100% within 7 days**
- **100% within 60 days**

#### Metring and Billing - post paid

- **No. of calls issued during the period**
- **No. of calls deposited including billing complaints during the quarter**

#### Metring and Billing - pre paid

- **No. of calls deposited including billing complaints during the quarter**
- **No. of calls deposited including billing complaints during the quarter**

#### Resolution of billing/complaints

- **Total no. of complaints received in the quarter**
- **Total no. of complaints resolved in the quarter**

#### Customer Service Quality Benchmarks

- **≤ 0.1%**
- **98% within 4 weeks**
- **100% within 6 weeks**

#### Percentage of calls answered by the call centre (voice call) (voice)

- **≥ 95%**
- **≥ 95%**

#### Termination / closure of service

- **100% within 7 days**
- **100% within 60 days**

#### Percentage of calls answered by the call centre (voice call) (voice) within 90 seconds

- **≥ 95%**
- **≥ 95%**

#### Terminals for which complaint closure of service is not within 7 days

- **100% within 7 days**

#### Time taken for refund of deposits after closure

- **100% within 60 days**

#### Name of Regulation : The Standard of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Services Regulations, 2009 (7 of 2009)

#### Resolution of billing/complaints

- **≥ 95%**
- **≥ 95%**
- **100% within 7 days**
- **100% within 60 days**

#### Metring and Billing - post paid

- **No. of calls issued during the period**
- **No. of calls deposited including billing complaints during the quarter**

#### Metring and Billing - pre paid

- **No. of calls deposited including billing complaints during the quarter**
- **No. of calls deposited including billing complaints during the quarter**

#### Resolution of billing/complaints

- **Total no. of complaints received in the quarter**
- **Total no. of complaints resolved in the quarter**

#### Customer Service Quality Benchmarks

- **≤ 0.1%**
- **98% within 4 weeks**
- **100% within 6 weeks**

#### Percentage of calls answered by the call centre (voice call) (voice)

- **≥ 95%**
- **≥ 95%**

#### Termination / closure of service

- **100% within 7 days**
- **100% within 60 days**

#### Percentage of calls answered by the call centre (voice call) (voice) within 90 seconds

- **≥ 95%**
- **≥ 95%**

#### Terminals for which complaint closure of service is not within 7 days

- **100% within 7 days**

#### Time taken for refund of deposits after closure

- **100% within 60 days**

---

**NOTE**:

- TCBH - Reference in Column no. 15 & 16 is to be identified measuring the traffic load/calls in the Call Centre/Customer Care
- Post Pay services discontinued in Rajasthan and west Bengal

---

* Please note that in these cells Numerator and Denominator are zero. Accordingly, 100 complaint mentioned.