

Cellular Mobile Telephone Service

Customer Service Quality Performance for the quarter ending March, 2011

Name of Service Area	Parameters and Benchmarks						
	Customer Care / Helpline		Metering and Billing / charging			Time taken for refund of deposits or any payment/refund due to customer after closure of telephone/termination of service or any other reason (Benchmark: 100% within 60 days)	Closure of telephone / termination of service on request from customer (Benchmark: within 7day = 100%)
	Accessibility of call centre/ customer care (Benchmark: >=95% calls should get connected and answered)	Response time to customer for the operator assistance (Benchmark: with in 60 seconds: >= 90% calls to be answered by operator)	Post-paid - Metering and billing credibility (Benchmark <=1% of complaints over a month)	Pre-paid - Metering and billing credibility (Benchmark <=1% of complaints over a month)	Percentage of billing/charging complaints resolved (Benchmark: = 100% within 4 weeks)		
Andhra Pradesh	97%	93%	N/A	0.0	100%	N/A	N/A
Bihar	95%	85%	N/A	0.1	100%	N/A	N/A
Gujarat	98%	75%	N/A	0.0	100%	N/A	N/A
Karnataka	98%	90%	N/A	0.0	100%	N/A	N/A
Kerala	100%	93%	N/A	0.1	100%	N/A	N/A
Kolkata	98%	86%	N/A	0.0	98%	N/A	N/A
Maharashtra	98%	77%	N/A	0.0	98%	N/A	N/A
Mumbai	98%	96%	N/A	0.0	100%	N/A	N/A
Orissa	100%	96%	N/A	0.0	92%	N/A	N/A
Tamil Nadu	96%	90%	N/A	0.0	100%	N/A	N/A
Uttar Pradesh (East)	95%	92%	N/A	0.0	100%	N/A	N/A
Uttar Pradesh (West)	95%	90%	N/A	0.0	100%	N/A	N/A
West Bengal	96%	82%	N/A	0.0	100%	N/A	N/A