

			Customer Service Related QoS Parameters						
Sr. No	LSA	Quarter/ Month	Billing and charging complaints	Resolution of billing/ charging complaints within four weeks	Application of adjustment to customer's account within one week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 90 seconds	Termination/ closure of service within seven working days of receipt of customer's request	Refund of deposits within 45 days of closure of service or non-provisioning of service
Benchmark			<=0.1%	100%	100%	>=95%	>=95%	100%	100%
1	AP	Mar'26	0.01	100	100	98.66	99.82	100	100
2	AS	Mar'26	0.01	100	100	99.03	99.83	100	100
3	BR	Mar'26	0.01	100	100	98.71	99.75	100	100
4	DL	Mar'26	0.01	100	100	99.87	99.73	100	100
5	GJ	Mar'26	0.01	100	100	99.24	99.53	100	100
6	HP	Mar'26	0	NA	100	99.77	99.83	100	100
7	HR	Mar'26	0.01	100	100	98.84	99.77	100	100
8	JK	Mar'26	0	NA	100	99.62	99.56	100	100
9	KOL	Mar'26	0.01	100	100	99.68	99.67	100	100
10	KR	Mar'26	0.01	100	100	98.96	99.78	100	100
11	KT	Mar'26	0.01	100	100	99.15	99.77	100	100
12	MH	Mar'26	0.01	100	100	99.69	99.55	100	100
13	MP	Mar'26	0.01	100	100	99.54	99.73	100	100
14	MUM	Mar'26	0.01	100	100	99.83	99.26	100	100
15	NE	Mar'26	0	NA	100	98.44	99.92	100	100
16	OR	Mar'26	0.01	100	100	99.28	99.72	100	100
17	PB	Mar'26	0.01	100	100	99.82	99.74	100	100
18	RJ	Mar'26	0.01	100	100	98.68	99.76	100	100
19	TN	Mar'26	0.01	100	100	98.88	99.67	100	100
20	UPE	Mar'26	0.01	100	100	99.48	99.82	100	100
21	UPW	Mar'26	0.01	100	100	99.22	99.79	100	100
22	WB	Mar'26	0.01	100	100	97.73	99.63	100	100