

| | | Customer Service Related QoS Parameters | | | | | | |
|-----------|-------------------|---|--|---|---|--|--|--|
| 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% |
| MUM | Mar'26 | 0.01 | 100.00 | 100.00 | 99.83 | 99.26 | 100.00 | 100.00 |
| MUM | Feb'26 | 0.01 | 100.00 | 100.00 | 99.75 | 99.96 | 100.00 | 100.00 |
| MUM | Jan'26 | 0.01 | 100.00 | 100.00 | 99.81 | 99.98 | 100.00 | 100.00 |
| MUM | Dec'25 | 0.01 | 100.00 | 100.00 | 99.81 | 99.96 | 100.00 | 100.00 |
| MUM | Nov'25 | 0.01 | 100.00 | 100.00 | 99.81 | 99.86 | 100.00 | 100.00 |
| MUM | Oct'25 | 0.01 | 100.00 | 100.00 | 99.83 | 99.99 | 100.00 | 100.00 |
| MUM | Sep'25 | 0.01 | 100.00 | 100.00 | 99.84 | 99.99 | 100.00 | 100.00 |
| MUM | Aug'25 | 0.01 | 100.00 | 100.00 | 99.79 | 99.96 | 100.00 | 100.00 |
| MUM | Jul'25 | 0.01 | 100.00 | 100.00 | 99.84 | 99.96 | 100.00 | 100.00 |
| MUM | Jun'25 | 0.01 | 100.00 | 100.00 | 99.84 | 99.97 | 100.00 | 100.00 |
| MUM | May'25 | 0.01 | 100.00 | 100.00 | 99.84 | 98.34 | 100.00 | 100.00 |
| MUM | Apr'25 | 0.01 | 100.00 | 100.00 | 99.81 | 94.64 | 100.00 | 100.00 |
| MUM | QE Mar'25 | 0.01 | 100.00 | 100.00 | 99.88 | 99.86 | 100.00 | 100.00 |
| MUM | QE Dec'24 | 0.01 | 100.00 | 100.00 | 99.18 | 98.00 | 100.00 | 100.00 |