

		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%
WB	Mar'26	0.01	100.00	100.00	97.73	99.63	100.00	100.00
WB	Feb'26	0.01	100.00	100.00	98.96	100.00	100.00	100.00
WB	Jan'26	0.01	100.00	100.00	98.95	100.00	100.00	100.00
WB	Dec'25	0.01	100.00	100.00	98.96	100.00	100.00	100.00
WB	Nov'25	0.01	100.00	100.00	99.23	100.00	100.00	100.00
WB	Oct'25	0.01	100.00	100.00	99.26	99.99	100.00	100.00
WB	Sep'25	0.01	100.00	100.00	99.25	100.00	100.00	100.00
WB	Aug'25	0.01	100.00	100.00	99.25	100.00	100.00	100.00
WB	Jul'25	0.01	100.00	100.00	99.23	100.00	100.00	100.00
WB	Jun'25	0.01	100.00	100.00	99.25	100.00	100.00	100.00
WB	May'25	0.01	100.00	100.00	99.26	99.93	100.00	100.00
WB	Apr'25	0.01	100.00	100.00	99.31	99.68	100.00	100.00
WB	QE Mar'25	0.01	100.00	100.00	99.90	98.49	100.00	100.00
WB	QE Dec'24	0.01	100.00	100.00	99.27	99.72	100.00	100.00