

			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	Nov'25	0.01	100	100	98.62	99.99	100	100
2	AS	Nov'25	0.01	100	100	99.1	100	100	100
3	BR	Nov'25	0.01	100	100	98.68	100	100	100
4	DL	Nov'25	0.01	100	100	99.9	100	100	100
5	GJ	Nov'25	0.01	100	100	99.28	99.89	100	100
6	HP	Nov'25	0.01	100	100	99.85	100	100	100
7	HR	Nov'25	0.01	100	100	99.53	99.98	100	100
8	JK	Nov'25	0	100	100	99.78	100	100	100
9	KOL	Nov'25	0.01	100	100	99.78	100	100	100
10	KR	Nov'25	0.01	100	100	99.19	99.96	100	100
11	KT	Nov'25	0.01	100	100	98.83	100	100	100
12	MH	Nov'25	0.01	100	100	99.62	99.86	100	100
13	MP	Nov'25	0.01	100	100	99.68	100	100	100
14	MUM	Nov'25	0.01	100	100	99.81	99.86	100	100
15	NE	Nov'25	0.01	100	100	98.1	100	100	100
16	OR	Nov'25	0.01	100	100	99.14	100	100	100
17	PB	Nov'25	0.01	100	100	99.83	100	100	100
18	RJ	Nov'25	0.01	100	100	98.93	100	100	100
19	TN	Nov'25	0.01	100	100	99.03	99.96	100	100
20	UPE	Nov'25	0.01	100	100	99.39	100	100	100
21	UPW	Nov'25	0.01	100	100	99.54	100	100	100

22	WB	Nov'25	0.01	100	100	99.23	100	100	100
1	AP	Oct'25	0.01	100	100	98.77	100	100	100
2	AS	Oct'25	0.01	100	100	99.25	99.98	100	100
3	BR	Oct'25	0.01	100	100	98.62	100	100	100
4	DL	Oct'25	0.01	100	100	99.90	100	100	100
5	GJ	Oct'25	0.01	100	100	99.26	100	100	100
6	HP	Oct'25	0.00	NA	100	99.84	100	100	100
7	HR	Oct'25	0.01	100	100	99.53	100	100	100
8	JK	Oct'25	0.01	100	100	99.82	100	100	100
9	KOL	Oct'25	0.01	100	100	99.80	100	100	100
10	KR	Oct'25	0.01	100	100	99.23	100	100	100
11	KT	Oct'25	0.01	100	100	99.14	100	100	100
12	MH	Oct'25	0.01	100	100	99.67	99.99	100	100
13	MP	Oct'25	0.01	100	100	99.75	99.99	100	100
14	MUM	Oct'25	0.01	100	100	99.83	99.99	100	100
15	NE	Oct'25	0.01	100	100	98.19	100	100	100
16	OR	Oct'25	0.00	NA	100	99.37	100	100	100
17	PB	Oct'25	0.01	100	100	99.87	100	100	100
18	RJ	Oct'25	0.01	100	100	98.94	100	100	100
19	TN	Oct'25	0.01	100	100	99.00	100	100	100
20	UPE	Oct'25	0.01	100	100	99.15	100	100	100
21	UPW	Oct'25	0.01	100	100	99.56	100	100	100
22	WB	Oct'25	0.01	100	100	99.26	99.99	100	100
1	AP	Sep'25	0.01	100	100	98.71	100	100	100
2	AS	Sep'25	0.01	100	100	99.26	99.97	100	100
3	BR	Sep'25	0.01	100	100	98.53	100	100	100
4	DL	Sep'25	0.01	100	100	99.91	99.98	100	100
5	GJ	Sep'25	0.01	100	100	99.24	100	100	100
6	HP	Sep'25	0.00	100	100	99.86	99.98	100	100
7	HR	Sep'25	0.01	100	100	99.52	99.96	100	100
8	JK	Sep'25	0.00	100	100	99.84	99.97	100	100
9	KOL	Sep'25	0.01	100	100	99.8	99.99	100	100

10	KR	Sep'25	0.01	100	100	99.21	100	100	100
11	KT	Sep'25	0.01	100	100	98.94	100	100	100
12	MH	Sep'25	0.01	100	100	99.74	99.99	100	100
13	MP	Sep'25	0.01	100	100	99.77	99.98	100	100
14	MUM	Sep'25	0.01	100	100	99.84	99.99	100	100
15	NE	Sep'25	0.01	100	100	98.46	100	100	100
16	OR	Sep'25	0.01	100	100	99.39	100	100	100
17	PB	Sep'25	0.01	100	100	99.96	99.94	100	100
18	RJ	Sep'25	0.01	100	100	98.97	99.97	100	100
19	TN	Sep'25	0.01	100	100	98.77	100	100	100
20	UPE	Sep'25	0.01	100	100	99.08	100	100	100
21	UPW	Sep'25	0.01	100	100	99.57	99.99	100	100
22	WB	Sep'25	0.01	100	100	99.25	100	100	100
1	AP	Aug'25	0.01	100	100	98.69	100	100	100
2	AS	Aug'25	0.01	100	100	99.17	100	100	100
3	BR	Aug'25	0.01	100	100	98.86	100	100	100
4	DL	Aug'25	0.01	100	100	99.91	99.99	100	100
5	GJ	Aug'25	0.01	100	100	99.25	99.99	100	100
6	HP	Aug'25	0.00	NA	100	99.84	99.94	100	100
7	HR	Aug'25	0.01	100	100	99.53	100	100	100
8	JK	Aug'25	0.00	NA	100	99.85	100	100	100
9	KOL	Aug'25	0.01	100	100	99.77	99.99	100	100
10	KR	Aug'25	0.01	100	100	99.19	99.98	100	100
11	KT	Aug'25	0.01	100	100	98.97	100.01	100	100
12	MH	Aug'25	0.01	100	100	99.73	99.98	100	100
13	MP	Aug'25	0.01	100	100	99.76	99.99	100	100
14	MUM	Aug'25	0.01	100	100	99.79	99.96	100	100
15	NE	Aug'25	0.01	100	100	98.39	100	100	100
16	OR	Aug'25	0.01	100	100	99.39	100	100	100
17	PB	Aug'25	0.01	100	100	99.96	99.98	100	100
18	RJ	Aug'25	0.01	100	100	99.03	100	100	100
19	TN	Aug'25	0.01	100	100	98.43	100	100	100
20	UPE	Aug'25	0.01	100	100	99.35	99.98	100	100
21	UPW	Aug'25	0.01	100	100	99.55	99.99	100	100
22	WB	Aug'25	0.01	100	100	99.25	100	100	100

1	AP	Jul'25	0.01	100	100	98.44	100	100	100
2	AS	Jul'25	0.01	100	100	99.23	100	100	100
3	BR	Jul'25	0.01	100	100	96.89	100	100	100
4	DL	Jul'25	0.01	100	100	99.91	100	100	100
5	GJ	Jul'25	0.01	100	100	99.31	99.99	100	100
6	HP	Jul'25	0	NA	100	99.87	100	100	100
7	HR	Jul'25	0.01	100	100	99.48	100	100	100
8	JK	Jul'25	0.01	100	100	99.83	100.04	100	100
9	KOL	Jul'25	0.01	100	100	99.8	100	100	100
10	KR	Jul'25	0.01	100	100	99.2	100	100	100
11	KT	Jul'25	0.01	100	100	99.07	100	100	100
12	MH	Jul'25	0.01	100	100	99.69	99.97	100	100
13	MP	Jul'25	0.01	100	100	99.77	100	100	100
14	MUM	Jul'25	0.01	100	100	99.84	99.96	100	100
15	NE	Jul'25	0.01	100	100	98.53	100	100	100
16	OR	Jul'25	0.01	100	100	99.32	100	100	100
17	PB	Jul'25	0.01	100	100	99.96	100	100	100
18	RJ	Jul'25	0.01	100	100	99.01	100	100	100
19	TN	Jul'25	0.01	100	100	98.46	100	100	100
20	UPE	Jul'25	0.01	100	100	99.39	100	100	100
21	UPW	Jul'25	0.01	100	100	99.56	100	100	100
22	WB	Jul'25	0.01	100	100	99.23	100	100	100
1	AP	Jun'25	0.01	100	100	98.59	99.95	100	100
2	AS	Jun'25	0.01	100	100	99.06	100	100	100
3	BR	Jun'25	0.01	100	100	97.17	100	100	100
4	DL	Jun'25	0.01	100	100	99.9	99.98	100	100
5	GJ	Jun'25	0.01	100	100	99.32	100	100	100
6	HP	Jun'25	0	NA	100	99.88	100	100	100
7	HR	Jun'25	0.01	100	100	99.52	99.99	100	100
8	JK	Jun'25	0	NA	100	99.85	100	100	100
9	KOL	Jun'25	0.01	100	100	99.81	100	100	100
10	KR	Jun'25	0.01	100	100	99.18	99.98	100	100
11	KT	Jun'25	0.01	100	100	99.08	100	100	100
12	MH	Jun'25	0.01	100	100	99.67	99.96	100	100
13	MP	Jun'25	0.01	100	100	99.76	100	100	100

14	MUM	Jun'25	0.01	100	100	99.84	99.97	100	100
15	NE	Jun'25	0.01	100	100	98.72	100	100	100
16	OR	Jun'25	0.01	100	100	97.57	100	100	100
17	PB	Jun'25	0.01	100	100	99.96	99.95	100	100
18	RJ	Jun'25	0.01	100	100	98.99	99.98	100	100
19	TN	Jun'25	0.01	100	100	98.41	99.98	100	100
20	UPE	Jun'25	0.01	100	100	99.41	100	100	100
21	UPW	Jun'25	0.01	100	100	99.58	99.99	100	100
22	WB	Jun'25	0.01	100	100	99.25	100	100	100
1	AP	May'25	0.01	100	100	98.79	97.85	100	100
2	AS	May'25	0.01	100	100	98.94	99.75	100	100
3	BR	May'25	0.01	100	100	97.28	100	100	100
4	DL	May'25	0.01	100	100	99.91	98.18	100	100
5	GJ	May'25	0.01	100	100	99.3	98.68	100	100
6	HP	May'25	0	NA	100	99.85	99.96	100	100
7	HR	May'25	0.01	100	100	99.53	99.22	100	100
8	JK	May'25	0.01	100	100	99.84	99.31	100	100
9	KOL	May'25	0.01	100	100	99.8	99.35	100	100
10	KR	May'25	0.01	100	100	99.27	98.7	100	100
11	KT	May'25	0.01	100	100	99.07	95.66	100	100
12	MH	May'25	0.01	100	100	99.72	99.17	100	100
13	MP	May'25	0.01	100	100	99.79	99.27	100	100
14	MUM	May'25	0.01	100	100	99.84	98.34	100	100
15	NE	May'25	0.01	100	100	95.53	99.9	100	100
16	OR	May'25	0.01	100	100	95.88	99.87	100	100
17	PB	May'25	0.01	100	100	99.96	99.03	100	100
18	RJ	May'25	0.01	100	100	98.99	99.44	100	100
19	TN	May'25	0.01	100	100	98.3	96.39	100	100
20	UPE	May'25	0.01	100	100	98.99	99.45	100	100
21	UPW	May'25	0.01	100	100	99.59	99.44	100	100
22	WB	May'25	0.01	100	100	99.26	99.93	100	100
1	AP	Apr'25	0.01	100	100	98.8	98.6	100	100
2	AS	Apr'25	0.01	100	100	97.81	99.61	100	100
3	BR	Apr'25	0.01	100	100	96.94	99.85	100	100
4	DL	Apr'25	0.01	100	100	99.9	98.83	100	100

5	GJ	Apr'25	0.01	100	100	99.35	94.74	100	100
6	HP	Apr'25	0	NA	100	99.86	100	100	100
7	HR	Apr'25	0.01	100	100	99.54	99.57	100	100
8	JK	Apr'25	0.01	100	100	99.89	99.92	100	100
9	KOL	Apr'25	0.01	100	100	99.81	97.29	100	100
10	KR	Apr'25	0.01	100	100	99.18	98.69	100	100
11	KT	Apr'25	0.01	100	100	98.96	97.22	100	100
12	MH	Apr'25	0.01	100	100	99.73	97.04	100	100
13	MP	Apr'25	0.01	100	100	99.77	99.66	100	100
14	MUM	Apr'25	0.01	100	100	99.81	94.64	100	100
15	NE	Apr'25	0.01	100	100	98.38	99.8	100	100
16	OR	Apr'25	0.01	100	100	99.19	99.64	100	100
17	PB	Apr'25	0.01	100	100	99.96	99.06	100	100
18	RJ	Apr'25	0.01	100	100	99	99.66	100	100
19	TN	Apr'25	0.01	100	100	98.47	97.19	100	100
20	UPE	Apr'25	0.01	100	100	99.42	99.74	100	100
21	UPW	Apr'25	0.01	100	100	99.61	99.68	100	100
22	WB	Apr'25	0.01	100	100	99.31	99.68	100	100
1	AP	QE Mar'25	0.01	100	100	99.78	99.04	100	100
2	AS	QE Mar'25	0.01	100	100	99.41	99.7	100	100
3	BR	QE Mar'25	0.01	100	100	99.86	97.84	100	100
4	DL	QE Mar'25	0.01	100	100	98.78	99.79	100	100
5	GJ	QE Mar'25	0.01	100	100	99.56	99.4	100	100
6	HP	QE Mar'25	0.01	100	100	99.97	98.94	100	100
7	HR	QE Mar'25	0.01	100	100	99.56	99.57	100	100
8	JK	QE Mar'25	0.01	100	100	98.6	98.46	100	100
9	KOL	QE Mar'25	0.01	100	100	99.79	99.6	100	100
10	KR	QE Mar'25	0.01	100	100	99.1	99.54	100	100
11	KT	QE Mar'25	0.01	100	100	98.47	99.15	100	100
12	MH	QE Mar'25	0.01	100	100	97.28	99.76	100	100
13	MP	QE Mar'25	0.01	100	100	99.31	99.85	100	100
14	MUM	QE Mar'25	0.01	100	100	99.88	99.86	100	100
15	NE	QE Mar'25	0.01	100	100	98.96	99.75	100	100
16	OR	QE Mar'25	0.01	100	100	99.29	97.64	100	100
17	PB	QE Mar'25	0.01	100	100	99.9	99.8	100	100

18	RJ	QE Mar'25	0.01	100	100	97.19	99.89	100	100
19	TN	QE Mar'25	0.01	100	100	99	98.05	100	100
20	UPE	QE Mar'25	0.01	100	100	99.2	99.1	100	100
21	UPW	QE Mar'25	0.01	100	100	99.82	98.71	100	100
22	WB	QE Mar'25	0.01	100	100	99.9	98.49	100	100
1	AP	QE Dec'24	0.00	100	100	99.34	99.29	100	100
2	AS	QE Dec'24	0.01	100	100	97.9	99.71	100	100
3	BR	QE Dec'24	0.01	100	100	98.45	99.96	100	100
4	DL	QE Dec'24	0.00	100	100	99.89	99.39	100	100
5	GJ	QE Dec'24	0.00	100	100	98.91	98.75	100	100
6	HP	QE Dec'24	0.00	100	100	99.89	99.98	100	100
7	HR	QE Dec'24	0.01	100	100	99.47	99.80	100	100
8	JK	QE Dec'24	0.00	100	100	99.87	99.86	100	100
9	KOL	QE Dec'24	0.01	100	100	99.81	99.15	100	100
10	KR	QE Dec'24	0.01	100	100	99.15	99.30	100	100
11	KT	QE Dec'24	0.01	100	100	98.94	98.43	100	100
12	MH	QE Dec'24	0.01	100	100	99.78	99.45	100	100
13	MP	QE Dec'24	0.01	100	100	99.79	99.84	100	100
14	MUM	QE Dec'24	0.01	100	100	99.18	98.00	100	100
15	NE	QE Dec'24	0.01	100	100	98.67	99.97	100	100
16	OR	QE Dec'24	0.00	100	100	97.25	99.94	100	100
17	PB	QE Dec'24	0.00	100	100	99.97	99.28	100	100
18	RJ	QE Dec'24	0.01	100	100	99.52	99.84	100	100
19	TN	QE Dec'24	0.01	100	100	98.55	99.04	100	100
20	UPE	QE Dec'24	0.00	100	100	99.35	99.85	100	100
21	UPW	QE Dec'24	0.00	100	100	99.48	99.84	100	100
22	WB	QE Dec'24	0.01	100	100	99.27	99.72	100	100