

Report for quarter ending : June2022

Name of the Service Provider : Vodafone Idea Ltd.

Name of Regulations : The standards of Quality of Service of Basic Telephone service (Wireline)...Regulations, 2009 (7 of 2009)

Quarter -June 2022

Customer Service Quality Parameters									
Name of Service Area	Metering and Billing				Response time to the customer for assistance		Termination / closure of service		
	Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging complaints		Period of applying credit/waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/customer care	Percentage of calls answered by the operators (voice to voice) within 90 seconds	%age requests for Termination / Closure of service complied within 7 days	Time taken for refund of deposits after closures
	≤ 0.1%	≤ 0.1%	98% within 4 weeks	100% within 6 weeks	within 1 week of resolution of complaint	≥ 95%	≥ 95%	100% within 7 days	100% within 60 days
Andhra Pradesh	0.00%	0.00%	100.00%	100.00%	100.00%	99.05%	100%	100%	100.00%
Assam	0.00%	0.00%	100.00%	100.00%	100.00%	98.76%	100%	100%	100.00%
Bihar	0.00%	0.00%	100.00%	100.00%	100.00%	96.71%	100%	100%	100.00%
Delhi	0.01%	0.01%	100.00%	100.00%	100.00%	99.01%	100%	100%	100.00%
Gujarat	0.01%	0.00%	100.00%	100.00%	100.00%	98.09%	100%	100%	100.00%
Haryana	0.00%	0.00%	100.00%	100.00%	100.00%	98.18%	100%	100%	100.00%
Himachal Pradesh	0.03%	0.00%	100.00%	100.00%	100.00%	99.90%	100%	100%	100.00%
Jammu & Kashmir	0.00%	0.00%	100.00%	100.00%	100.00%	99.76%	100%	100%	100.00%
Karnataka	0.01%	0.01%	100.00%	100.00%	100.00%	97.13%	100%	100%	100.00%
Kerala	0.02%	0.01%	100.00%	100.00%	100.00%	98.05%	100%	100%	100.00%
Kolkatta	0.02%	0.01%	100.00%	100.00%	100.00%	98.33%	100%	100%	100.00%
Madhya Pradesh	0.02%	0.02%	100.00%	100.00%	100.00%	96.43%	100%	100%	100.00%

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Maharashtra	0.02%	0.00%	100.00%	100.00%	100.00%	97.58%	100%	100%	100.00%
Mumbai	0.01%	0.01%	99.97%	100.00%	100.00%	97.36%	100%	100%	100.00%
North East	0.01%	0.00%	100.00%	100.00%	100.00%	98.71%	100%	100%	100.00%
Orissa	0.01%	0.00%	100.00%	100.00%	100.00%	98.86%	100%	100%	100.00%
Punjab	0.01%	0.00%	100.00%	100.00%	100.00%	96.24%	100%	100%	100.00%
Rajasthan	0.01%	0.00%	100.00%	100.00%	100.00%	98.55%	100%	100%	100.00%
Tamil Nadu incl. Chennai	0.02%	0.00%	100.00%	100.00%	100.00%	97.28%	100%	100%	100.00%
Uttar Pradesh-East	0.01%	0.01%	100.03%	100.00%	100.00%	99.28%	100%	100%	100.00%
Uttar Pradesh-West	0.00%	0.01%	100.00%	100.00%	100.00%	95.01%	100%	100%	100.00%
West Bengal	0.02%	0.00%	100.00%	100.00%	100.00%	98.29%	100%	100%	100.00%