

Quarterly Performance Monitoring Report (PMR) on Quality of Service of Cellular Mobile Telephone service - Customer Services

Report for quarter ending : QE Dec'23

2023

Name of the Service Provider : Vi

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

| 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- within 4 weeks | Resolution of billing/charging complaints- within 6 weeks | Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints- within 1 week of resolution of complaint | 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 |
| Benchmark | ≤ 0.1% | ≤ 0.1% | 98% within 4 weeks | 100% within 6 weeks | 100% 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% | 99.21% | 99.99% | 100% | 100% |
| Assam | 0.00% | 0.00% | 100.00% | 100.00% | 100.00% | 99.16% | 99.97% | 100% | 100% |
| Bihar | 0.00% | 0.00% | 100.00% | 100.00% | 100.00% | 97.85% | 99.85% | 100% | 100% |
| Delhi | 0.01% | 0.00% | 100.00% | 100.00% | 100.00% | 99.94% | 99.96% | 100% | 100% |
| Gujarat | 0.01% | 0.00% | 100.00% | 100.00% | 100.00% | 98.57% | 99.96% | 100% | 100% |
| Haryana | 0.00% | 0.00% | 100.00% | 100.00% | 100.00% | 99.23% | 99.96% | 100% | 100% |
| Himachal Pradesh | 0.01% | 0.00% | 100.00% | 100.00% | 100.00% | 99.90% | 99.97% | 100% | 100% |
| Jammu & Kashmir | 0.01% | 0.00% | 100.00% | 100.00% | 100.00% | 99.89% | 99.98% | 100% | 100% |
| Karnataka | 0.00% | 0.00% | 100.00% | 100.00% | 100.00% | 98.67% | 100.00% | 100% | 100% |
| Kerala | 0.01% | 0.00% | 100.00% | 100.00% | 100.00% | 99.25% | 99.78% | 100% | 100% |
| Kolkata | 0.02% | 0.00% | 100.00% | 100.00% | 100.00% | 99.81% | 99.99% | 100% | 100% |
| Madhya Pradesh | 0.02% | 0.01% | 100.00% | 100.00% | 100.00% | 97.75% | 99.98% | 100% | 100% |
| Maharashtra | 0.01% | 0.00% | 100.00% | 100.00% | 100.00% | 99.84% | 99.97% | 100% | 100% |
| Mumbai | 0.02% | 0.00% | 100.00% | 100.00% | 100.00% | 99.10% | 99.95% | 100% | 100% |
| North East | 0.00% | 0.00% | 100.00% | 100.00% | 100.00% | 99.11% | 99.93% | 100% | 100% |
| Odisha | 0.03% | 0.00% | 100.00% | 100.00% | 100.00% | 98.62% | 99.99% | 100% | 100% |
| Punjab | 0.00% | 0.00% | 100.00% | 100.00% | 100.00% | 99.96% | 99.99% | 100% | 100% |
| Rajasthan | 0.01% | 0.00% | 100.00% | 100.00% | 100.00% | 99.35% | 99.99% | 100% | 100% |
| Tamilnadu including Chennai | 0.02% | 0.00% | 100.00% | 100.00% | 100.00% | 98.66% | 99.98% | 100% | 100% |
| Uttar Pradesh (East) | 0.01% | 0.00% | 100.00% | 100.00% | 100.00% | 99.35% | 99.93% | 100% | 100% |
| Uttar Pradesh (West) | 0.01% | 0.00% | 100.00% | 100.00% | 100.00% | 99.41% | 99.88% | 100% | 100% |
| West Bengal | 0.01% | 0.00% | 100.00% | 100.00% | 100.00% | 99.29% | 99.95% | 100% | 100% |

NOTE: Highlighted values in Red are non compliance

NOTE : The achievement of benchmark against each parameter is to be averaged over a period of one quarter as per the measurement methodology explained in Explanatory Memo to regulations

NOTE : TCBH - Reference in Column P & Q is to be identified measuring the traffic load/calls in the Call Centre/Customer Care