

Name of Service Provider : Tata Teleservices Limited															
(Broadband Service)															
Customer Complaints Redressal Report for the Quarter ending - Sep'18															
LSA	Category of complaints	Complaint Centre (s)							Appellate Authority						
		Details of complaints received during the Quarter and			Details of complaints redressed during the Quarter				Details of appeals received during the Quarter			Details of appeals disposed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
ANDHRA PRADESH	Billing Related Complaints	6	81	87	6	0	6	81	0	0	0	0	0	0	0
	Customer Service Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2490	0	2490	2360	130	2490	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	5	3	8	8	0	8	0	0	0	0	0	0	0	0
	VAS Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>2511</b>	<b>84</b>	<b>2595</b>	<b>2384</b>	<b>130</b>	<b>2514</b>	<b>81</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) - 8129															

Name of Service Provider : Tata Teleservices Limited															
(Broadband Service)															
Customer Complaints Redressal Report for the Quarter ending - Sep'18															
LSA	Category of complants	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and			Details of complaints redressed during the Quarter				Details of appeals received during the Quarter			Details of appeals disposed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
BIHAR	Billing Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	536	0	536	481	55	536	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>544</b>	<b>0</b>	<b>544</b>	<b>489</b>	<b>55</b>	<b>544</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) - 1047															

Name of Service Provider : Tata Teleservices Limited															
(Broadband Service)															
Customer Complaints Redressal Report for the Quarter ending - Sep'18															
LSA	Category of complants	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
DELHI	Billing Related Complaints	6	69	75	6	0	6	69	0	0	0	0	0	0	0
	Customer Service Related Complaints	15	0	15	15	0	15	0	1	0	1	1	0	1	0
	Faults and Network Related Complaints	2,067	0	2,067	1,962	105	2,067	0	4	1	5	5	0	5	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	15	0	15	15	0	15	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>2103</b>	<b>69</b>	<b>2172</b>	<b>1998</b>	<b>105</b>	<b>2103</b>	<b>69</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>6</b>	<b>0</b>	<b>6</b>	<b>0</b>
<b>Total Subscriber base (Prepaid) - 0</b>															
<b>Total Subscriber base (Postpaid) - 6570</b>															

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Sep'18

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
GUJRAT	Billing Related Complaints	8	30	38	8	0	8	30	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	11	0	11	11	0	11	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1,849	0	1,849	1,647	202	1,849	0	1	0	1	1	0	1	0	
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	11	0	11	11	0	11	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>1879</b>	<b>30</b>	<b>1909</b>	<b>1677</b>	<b>202</b>	<b>1879</b>	<b>30</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	
Total Subscriber base (Prepaid) - 0																
Total Subscriber base (Postpaid) - 4035																

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Sep'18

LSA	Category of complants	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
HARYANA	Billing Related Complaints	2	6	8	2	0	2	6	1	1	2	2	0	2	0
	Customer Service Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	60	0	60	57	3	60	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0
<b>Total</b>	<b>72</b>	<b>6</b>	<b>78</b>	<b>69</b>	<b>3</b>	<b>72</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	

Total Subscriber base (Prepaid) - 0

Total Subscriber base (Postpaid) - 333

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Sep'18

LSA	Category of complants	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
HIMACHAL PRADESH	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Subscriber base (Prepaid) - 0</b>																
<b>Total Subscriber base (Postpaid) - 22</b>																

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Sep'18

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
KARNATAKA	Billing Related Complaints	7	102	109	7	0	7	102	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	29	0	29	29	0	29	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2,004	0	2,004	1,761	243	2,004	0	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	29	0	29	29	0	29	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>2069</b>	<b>102</b>	<b>2171</b>	<b>1826</b>	<b>243</b>	<b>2069</b>	<b>102</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Subscriber base (Prepaid) - 0</b>																
<b>Total Subscriber base (Postpaid) - 7204</b>																

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Sep'18

LSA	Category of complants	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
KERALA	Billing Related Complaints	1	39	40	1	0	1	39	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	14	0	14	14	0	14	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	272	0	272	190	82	272	0	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	14	0	14	14	0	14	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>301</b>	<b>39</b>	<b>340</b>	<b>219</b>	<b>82</b>	<b>301</b>	<b>39</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Total Subscriber base (Prepaid) - 0																
Total Subscriber base (Postpaid) - 1141																



Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Sep'18

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		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
KOLIKOTA	Billing Related Complaints	6	57	63	6	0	6	57	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	22	0	22	22	0	22	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2,232	0	2,232	1,831	401	2,232	0	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	5	0	5	3	2	5	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	22	0	22	22	0	22	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2287</b>	<b>57</b>	<b>2344</b>	<b>1884</b>	<b>403</b>	<b>2287</b>	<b>57</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

Total Subscriber base (Prepaid) - 0

Total Subscriber base (Postpaid) - 3645

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Sep'18

LSA	Category of complants	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
MADHYA PRADESH	Billing Related Complaints	0	6	6	0	0	0	6	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	110	0	110	101	9	110	0	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>110</b>	<b>6</b>	<b>116</b>	<b>101</b>	<b>9</b>	<b>110</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
Total Subscriber base (Prepaid) - 0																
Total Subscriber base (Postpaid) - 424																

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(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Sep'18

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MUMBAI	Billing Related Complaints	41	420	461	41	0	41	420	5	0	5	5	0	5	0
	Customer Service Related Complaints	51	0	51	51	0	51	0	5	0	5	5	0	5	0
	Faults and Network Related Complaints	10922	0	10922	7837	3085	10922	0	56	0	56	56	0	56	0
	Internet/ Data Related Complaints	222	6	228	189	19	208	20	0	0	0	0	0	0	0
	VAS Related Complaints	51	0	51	51	0	51	0	0	0	0	0	0	0	0
<b>Total</b>	<b>11287</b>	<b>426</b>	<b>11713</b>	<b>8169</b>	<b>3104</b>	<b>11273</b>	<b>440</b>	<b>66</b>	<b>0</b>	<b>66</b>	<b>66</b>	<b>0</b>	<b>66</b>	<b>0</b>	
<b>Total Subscriber base (Prepaid) - 0</b>															
<b>Total Subscriber base (Postpaid) - 30128</b>															

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Sep'18

LSA	Category of complants	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
ORISSA	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Subscriber base (Prepaid) - 0</b>																
<b>Total Subscriber base (Postpaid) - 108</b>																

Name of Service Provider : Tata Teleservices Limited															
(Broadband Service)															
Customer Complaints Redressal Report for the Quarter ending - Sep'18															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
PUNJAB	Billing Related Complaints	0	6	6	0	0	0	6	0	0	0	0	0	0	0
	Customer Service Related Complaints	23	0	23	23	0	23	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	147	0	147	143	4	147	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	1	0	1	1	0	1	0
	VAS Related Complaints	23	0	23	23	0	23	0	0	0	0	0	0	0	0
<b>Total</b>	<b>193</b>	<b>6</b>	<b>199</b>	<b>189</b>	<b>4</b>	<b>193</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) - 536															

Name of Service Provider : Tata Teleservices Limited

(Broadband Service) :

Customer Complaints Redressal Report for the Quarter ending - Sep'18

LSA	Category of complants	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
RAJASTHAN	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	1	0	1	1	0	1	0	1	0	1	1	0	1	0	0
	Faults and Network Related Complaints	126	0	126	122	4	126	0	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>128</b>	<b>0</b>	<b>128</b>	<b>124</b>	<b>4</b>	<b>128</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>Total Subscriber base (Prepaid) - 0</b>																
<b>Total Subscriber base (Postpaid) - 502</b>																

Name of Service Provider : Tata Teleservices(Maharashtra) Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Sep'18

LSA	Category of complants	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MAHARASHTRA	Billing Related Complaints	46	699	745	46	0	46	699	1	0	1	1	0	1	0
	Customer Service Related Complaints	109	0	109	109	0	109	0	8	1	9	6	0	6	3
	Faults and Network Related Complaints	10212	0	10212	5710	4502	10212	0	56	29	85	69	0	69	16
	Internet/ Data Related Complaints	57	0	57	45	10	55	2	0	0	0	0	0	0	0
	VAS Related Complaints	109	0	109	109	0	109	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>10533</b>	<b>699</b>	<b>11232</b>	<b>6019</b>	<b>4512</b>	<b>10531</b>	<b>701</b>	<b>65</b>	<b>30</b>	<b>95</b>	<b>76</b>	<b>0</b>	<b>76</b>	<b>19</b>
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) - 41397															

Name of Service Provider : Tata Teleservices Limited

(Broadband Service) :

Customer Complaints Redressal Report for the Quarter ending - Sep'18

LSA	Category of complants	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
TAMILNADU	Billing Related Complaints	0	39	39	0	0	39	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	53	0	53	53	0	53	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	726	0	726	607	119	726	0	1	0	1	1	0	1	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	53	0	53	53	0	53	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>832</b>	<b>39</b>	<b>871</b>	<b>713</b>	<b>119</b>	<b>832</b>	<b>39</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	
<b>Total Subscriber base (Prepaid) - 0</b>																
<b>Total Subscriber base (Postpaid) - 4035</b>																



**Name of Service Provider : Tata Teleservices Limited**

**(Broadband Service)**

**Customer Complaints Redressal Report for the Quarter ending - Sep'18**

LSA	Category of complants	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
UPE	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Total Subscriber base (Prepaid) - 0**

**Total Subscriber base (Postpaid) - 50**

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Sep'18

LSA	Category of complants	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
UPW	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Subscriber base (Prepaid) - 0</b>																
<b>Total Subscriber base (Postpaid) - 68</b>																