

S TEL PRIVATE LIMITED

QUALITY OF SERVICE PERFORMANCE

Quarter Ending December 2010

Customer Service Quality Performance for the Quarter Ending December 2010

Name of Service Area	Customer Care/Helpline		Metering and Billing/charging				Closure of telephone/ termination of service on request from customer (within 7 days)
	Accessibility of Call Centre Number	Response Time to the Customer for operator assistance within 60 seconds	Post Paid Billing and Metering Credibility (disputes)	Pre-paid metering and Credit & debit credibility	Percentage of Billing/charging complaints resolved (within 4 weeks)	Time taken for refund of deposits or any payments/refund due to customer after closure of telephone/termination of service or any other reason (within 60 days)	
1	2	3	4	5	6	7	8
Benchmark	≥ 95%	≥ 90%	≤ 0.1%	≤ 0.1%	=100%	=100%	=100%
Assam	99%	99%	NA	0.03%	100%	NA	NA
Bihar	95%	95%	NA	0.06%	100%	NA	NA
H.P.	96%	96%	NA	0.02%	100%	NA	NA
North East	98%	98%	NA	0.02%	100%	NA	NA
Orissa	95%	95%	NA	0.07%	100%	NA	NA

Network Service Quality Performance for the Quarter Ending December 2010

Name of Service Area	Network Availability		Call Set-up Success Rate (within licensee's own network)	Connection Establishment		Connection Maintenance			Total No. of POIs where congestion is > 0.5%
	Sum of downtime of BTSs in a month in hours i.e. total outage time of all BTSs in hours during a month	Worst affected BTSs due to downtime (%age)		SDCCH/ Paging Chl. Congestion (%age)	TCH Congestion (%age)	Call Drop Rate (%age)	Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	%age of connection with good voice quality	
1	2	3	4	5	6	7	8	9	10
Benchmark		≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 5%	≥ 95%	≤ 0.5%
Assam	2003	1.88%	99.17%	0.50%	0.43%	0.61%	4.86%	97.00%	0
Bihaar	21000	0.68%	97.54%	0.29%	0.02%	0.00%	4.45%	97.18%	7
H.P.	1146	0.58%	98.33%	0.15%	0.10%	0.77%	4.82%	96.46%	1
North East	770	0.94%	99.37%	0.03%	0.01%	0.51%	4.71%	97.10%	0
Orissa	1551	0.00%	98.62%	0.02%	0.07%	0.50%	1.49%	96.74%	1