

S TEL PRIVATE LIMITED

QUALITY OF SERVICE PERFORMANCE

Quarter Ending March 2011

Network Service Quality Performance for the Quarter Ending March 2011

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 calls 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	2543	1.28%	98.68%	0.81%	0.20%	0.68%	4.72%	98.34%	0
Bihaar	21000	1.84%	98.69%	0.57%	1.58%	0.44%	3.85%	96.75%	1
H.P.	1999	0.95%	98.43%	0.02%	0.09%	0.72%	4.76%	96.45%	0
North East	1005	0.00%	99.01%	0.01%	0.07%	0.37%	4.40%	98.36%	0
Orissa	7380	0.00%	99.19%	0.15%	0.11%	0.43%	1.51%	97.70%	0

Customer Service Quality Performance for the Quarter Ending March 2011

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	0.07%	100%	NA	NA
Bihar	98%	98%	NA	0.08%	100%	NA	NA
H.P.	95%	95%	NA	0.10%	100%	NA	NA
North East	98%	98%	NA	0.01%	100%	NA	NA
Orissa	97%	97%	NA	0.19%	100%	NA	NA