

# **S TEL PRIVATE LIMITED**

## **QUALITY OF SERVICE PERFORMANCE**

Quarter Ending June 2011

## Customer Service Quality Performance for the Quarter Ending June 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
<b>Benchmark</b>	<b>≥ 95%</b>	<b>≥ 90%</b>	<b>≤ 0.1%</b>	<b>≤ 0.1%</b>	<b>=100%</b>	<b>=100%</b>	<b>=100%</b>
Assam	99%	96%	NA	0.10%	100%	NA	NA
Bihar	99%	94%	NA	0.08%	100%	NA	NA
H.P.	100%	95%	NA	0.09%	100%	NA	NA
North East	99%	97%	NA	0.07%	100%	NA	NA
Orissa	100%	96%	NA	0.06%	100%	NA	NA

## Network Service Quality Performance for the Quarter Ending June 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 Chd. 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
<b>Benchmark</b>		≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 5%	≥ 95%	≤ 0.5%
Assam	2650	0.91%	98.92%	0.07%	0.01%	0.64%	4.70%	98.40%	0
Bihar	22399	1.97%	98.29%	0.60%	1.90%	0.52%	4.81%	96.73%	1
H.P.	2628	0.67%	98.48%	0.05%	0.21%	0.76%	4.83%	96.44%	0
North East	605	0.76%	99.26%	0.00%	0.02%	0.43%	4.70%	98.46%	0
Orissa	6375	0.81%	98.94%	0.08%	0.06%	0.47%	3.49%	98.04%	0