

S TEL PRIVATE LIMITED

QUALITY OF SERVICE PERFORMANCE

Quarter Ending September 2010

Customer Service Quality Performance for the Quarter Ending September 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%	95%	NA	0.03%	100%	NA	NA
Bihar	91%	95%	NA	0.06%	100%	NA	NA
H.P.	96%	95%	NA	0.04%	100%	NA	NA
North East	96%	95%	NA	0.01%	100%	NA	NA
Orissa	93%	95%	NA	0.06%	100%	NA	NA

Network Service Quality Performance for the Quarter Ending September 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	604	0.32%	97.31%	0.13%	0.32%	0.49%	5.33%	95.70%	0
Bihar	29210	1.93%	99.60%	0.68%	0.69%	0.50%	5.95%	97.44%	1
H.P.	2878	0.77%	97.33%	0.19%	0.19%	0.67%	5.87%	97.00%	0
North East	1064	1.38%	95.31%	0.09%	0.03%	0.55%	3.85%	95.33%	0
Orissa	1764	0.26%	97.76%	0.09%	0.02%	0.43%	1.34%	98.10%	0

SDCCH/Paging Channel — Stand-alone dedicated control channel.(GSM)/Paging Channel (CDMA)