

FORMAT - 3(A)

CELLULAR(GSM) MOBILE TELEPHONE SERVICE

Quarterly Customer Service Quality performance

Name of Service Area	Quarter Ending	Customer Care Helpline		Metering and Billing/Charging			Closure of telephone/termination of service on request from customer(Benchmark : within 7 days = 100%	
		Accessibility of Call Centre Number (Benchmark : $\geq 95\%$ calls should get connected and answered)	Response time to the customer for opeator assistance (Benchmark : within 60 seconds $\geq 90\%$ calls to be answered by operator)	Post paid metering and billing (Benchmark : $\leq 0.1\%$ of bills should be disputed over a billing cycle)	Pre paid metering and billing (Benchmark : $\leq 0.1\%$ of bills should be disputed over a month)	Percentage of Billing charging complaints resolved (Benchmark : = 100% within 4 weeks)		Time taken for refund of deposits or any payments/refund due to customer after termination of service or any other reason(Benchmark : 100% within 60 days)
1	2	3	4	5	6	7	8	9
MTNL,Delhi	31.12.2009	99.85%	94.21%	0.05%	0.02%	100%	100%	100%
MTNL,Delhi	31.03.2010	99.85%	96.86%	0.03%	0.02%	100%	100%	100%
MTNL,Delhi	30.06.2010	99.90%	98.45%	0.02%	0.01%	100%	100%	100%
MTNL,Delhi	30.09.2010	99.80%	98.86%	0.05%	0.02%	100%	100%	100%
MTNL,Delhi	31.12.2010	99.97%	99.57%	0.03%	0.02%	100%	100%	100%
MTNL,Delhi	31.03.2011	99.96%	99.59%	0.03%	0.04%	100%	100%	100%

FORMAT - 3(B)

CELLULAR(CDMA) MOBILE TELEPHONE SERVICE

Quarterly Customer Service Quality performance

Name of Service Area	Quarter Ending	Customer Care Helpline		Metering and Billing/Charging			Closure of telephone/termination of service on request from customer(Benchmark : within 7 days = 100%)	
		Accessibility of Call Centre Number (Benchmark : $\geq 95\%$ calls should get connected and answered)	Response time to the customer for opeator assistance (Benchmark : within 60 seconds $\geq 90\%$ calls to be answered by operator)	Post paid metering and billing credibility (Benchmark : $\leq 0.1\%$ of bills should be disputed over a billing cycle)	Pre paid metering and billing credibility (Benchmark : $\leq 0.1\%$ of bills should be disputed over a month)	Percentage of Billing charging complaints resolved (Benchmark : = 100% within 4 weeks)		Time taken for refund of deposits or any payments/refund due to customer after termination of service or any other reason(Benchmark : 100% within 60 days)
1	2	3	4	5	6	7	8	9
MTNL,Delhi	31.12.2009	96.37%	94.00%	0.00%	0%	100%	100%	100%
MTNL,Delhi	31.03.2010	95.75%	92.00%	0.01%	0%	100%	100%	100%
MTNL,Delhi	30.06.2010	96.83%	NA	0.01%	0%	100%	100%	100%
MTNL,Delhi	30.09.2010	97.26%	NA	0.00%	0%	100%	100%	100%
MTNL,Delhi	31.12.2010	96.65%	NA	0.00%	0%	100%	100%	100%
MTNL,Delhi	31.03.2011	97.83%	NA	0.00%	0%	100%	100%	100%