

RELIANCE Telecom

Anil Dhirubhai Ambani Group

RTL/TRAI/RP/09-10/1990
29th January 2010

Reliance Telecom Limited
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Shri S C Saxena
Deputy Advisor (QoS)
Telecom Regulatory Authority of India
Mahanagar Door Sanchar Bhawan
Jawahar Lal Nehru Marg
New Delhi – 110002

Sub: Quarterly QoS – For QE December 2009 (Cellular Mobile Service)
Ref: Your Letter no.302-2/2005(QoS) PMR dated 2nd September 2005.

Dear Sir,

This is with reference to the above. Please find enclosed the Quarterly Quality of Service PMR report for Wireless services for all circles of Reliance Telecom Ltd. for quarter ending December 2009.

This is for your kind information and records.

Yours Faithfully,
For **Reliance Telecom Limited**



(Authorized Signatory)

Please reply to: Shri D Singh
President
Fax: 30331781

1-02-2010

Quarterly Performance Monitoring Report (PMR) on Quality of Service of Cellular Mobile Telephone service - Customer Services

Report for quarter ending : Oct - Dec 2009

Name of the Service Provider : Reliance Communication Ltd

Name of Regulations : The standards of Quality of Service of Basic Telephone service (Wireline)...Regulations, 2009 (7 of 2009)

Name of Service Area	Customer Service Quality Parameters											Response time to the customer for		Termination / closure of service						
	Metering and billing credibility - post paid	No. of bills issued during the period	No. of bills disputed including billing complaints during the period	Metering and billing credibility - pre paid	No. of charging / credit / validity complaints during the quarter	Total no. of pre-paid customers at the end of the quarter	Resolution of billing/charging complaints	No. of billing/post paid and charging, credit/validity (pre paid) complaints resolved within 4 weeks during the quarter	Total no. of billing (post paid) and charging, credit/validity (pre paid) complaints received during the quarter	No. of billing complaints (post paid) and charging, credit/validity complaints (pre paid) resolved in favour of the customer during the quarter	No. of complaints disposed on account of not considered as valid complaints during the quarter	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Total no. of call attempts to call centre / customer care nos. during QTR. (Note)	No. of calls connected and answered successfully to call centre / customer care nos. during QTR. (Note)	Percentage of calls answered by the operators (voice to voice) within 60 seconds	%age requests for Termination / Closure of service complied within 7 days	Total No. of requests for Termination / Closure of service received during the quarter	No. of requests for Termination / Closure of service complied within 7 days during the quarter	Time taken for refund of deposits after closures
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
Benchmarks																				
	≤0.1%	Sum of OND	Sum of waiver + non waiver of OND	≤0.1%	Avg of waiver + non waiver of OND	Sub base as on Dec 09	100% within 4 weeks	Sum of Pre & Post of OND (Waiver + nonwaiver)	Sum of Pre & Post of OND (Waiver + nonwaiver)	Sum of Pre & Post of OND (Waiver)	Sum of Pre & Post of OND (Non-Waiver)	within 1 week of resolution of complaint	> 95%		> 90%	100% within 7 days			100% within 60 days	
<i>The achievement of benchmark against each parameter is to be averaged over a period of one quarter as per the measurement methodology explained in Explanatory Memo to regulations</i>																				
ASS	0.01%	354601	623	0.05%	1561	1,483,715	100%	9990	9990	2218	7772	Within 7 Days			89%	100%		370	340	100%
BR	0.00%	20072	13	0.05%	2072	3,541,456	100%	12446	12446	4966	7480	Within 7 Days			99%	100%		38	26	100%
HP	0.00%	2605	3	0.07%	1336	805,351	100%	8021	8021	1655	6366	Within 7 Days			48%	100%		7	3	100%
KOL	0.01%	7472	24	0.06%	1596	1,364,654	100%	9597	9597	996	7601	Within 7 Days			66%	100%		63	87	100%
MP	0.00%	137899	91	0.06%	3398	3,811,970	100%	20480	20480	6786	13694	Within 7 Days			74%	100%		506	340	100%
NE	0.00%	71007	49	0.06%	314	471,360	100%	1930	1930	791	1139	Within 7 Days			91%	100%		103	97	100%
OR	0.00%	15010	51	0.05%	1608	1,750,894	100%	9701	9701	2779	6922	Within 7 Days			53%	100%		4	0	100%
WB	0.00%	4736	10	0.05%	2833	2,330,240	100%	7008	7008	3394	3614	Within 7 Days			74%	100%		92	55	100%

NOTE : TCBH - Reference in Column no. 15 & 16 is to be identified measuring the traffic load/calls in the Call Centre/Customer Care

Signature, Name and Designation of the Authorised Signatory :

E-mail Address :

Mobile / Telephone No. :