Name of the Report		Customer Complaints Redressal Report															
Nam	e of the Service Provider	Tata Teleservices(Maharashtra) Ltd.			Name of the Circle/Licensed Service Area			Mumbai		Report for quarter en		nding	December	Year (YYYY)	2024		
Broadband Service																	
LSA	Category of complaints	Complaint Centre(s)								Appellate Authority							
		Details of complaints received during the Quarter and			Details of complaints redressed during the Quarter				Details of appeals received during the Quarter			Details of appeals disposed during the Quarter					
		Total no. of		Total no. of complaints	Total no. of	Total no. of	Total no. of	Total No. of	Total No. of	Pending appeals		Total no. of	Total no. of	Total no. of	Total No. of		
		complaints		to be redressed during	complaints	complaints	•	complaints pending		of previous			appeals decided	appeals	appeals pending		
	Category of complaints	received during	previous	the Quarter [5]=[3]+[4]	redressed within	redressed beyond		for redressal on the	received	quarter	-	· ·	beyond the time	-			
		the Quarter	Quarter		specified time	the time limit	during the	last day of Quarter	during the		the Quarter	time limit	limit during the	the quarter	the last day of		
					limit during the	during the	Quarter	[9]=[5]-[8]	Quarter		[12]=[10]+[11]	during the	Quarter	[15]=[13]+[14]	Quarter		
					quarter	Quarter	[8]=[6]+[7]					quarter			[16]=[12]-[15]		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16		
	Billing Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0		
мим	Customer Service Related Complaints	37	0	37	37	0	37	0	0	0	0	0	0	0	0		
	Faults and Network Related Complaints	2173	0	2173	2155	18	2173	0	20	0	20	15	0	15	5		
	Internet/Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	Total	2212	0	2212	2194	18	2212	0	20	0	20	15	0	15	5		
Total Subscriber base (Prepaid) 0																	
Total	Subscriber base (Postpaid)	9200															

Name of the Report		Customer Complaints Redressal Report															
Name	of the Service Provider	Tata Teleservices(Maharashtra) Ltd.			Name of the Circle/Licensed Service Area Maharas			htra Report for quarter en			nding	December	Year (YYYY)	2024			
Broadband Service																	
LSA	Category of complaints	Complaint Centre(s)								Appellate Authority							
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of appeals received during the Quarter and pending appeals of previous Quarter			Details of appeals disposed during the Quarter					
		Total no. of complaints received during the Quarter	complaints of	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter		Total No. of complaints pending for redressal on the last day of Quarter [9]=[5]-[8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter			Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15]=[13]+[14]	Total No. of appeals pending for decision on the last day of Quarter [16]=[12]-[15]		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16		
	Billing Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0		
	Customer Service Related Complaints	41	0	41	40	1	41	0	0	0	0	0	0	0	0		
МН	Faults and Network Related Complaints	1227	0	1227	1216	11	1227	0	8	0	8	5	0	5	3		
IVIII	Internet/Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	Total	1271	0	1271	1259	12	1271	0	8	0	8	5	0	5	3		
Total:	Subscriber base (Prepaid)	0															
Total	Subscriber base (Postpaid)	5192															