Name of the Report		Customer Complaints Redressal Report														
Name of the Service Provider		Tata Teleservices(Maharashtra) Ltd.		Name of the Circle/Licensed Service Area			Mumbai		Report for quarter en		nding	March	Year (YYYY)	2025		
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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	37	0	37	37	0	37	0	0	0	0	0	0	0	0	
MUN	Faults and Network Related Complaints	2449	0	2449	2429	20	2449	0	17	5	22	22	0	22	0	
IVIUI	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	2486	0	2486	2466	20	2486	0	17	5	22	22	0	22	0	
Total Subscriber base (Prepaid) 0									•							
Total	Subscriber base (Postpaid)	8915														

2025	

Name of the Report		Customer Complaints Redressal Report															
Name	of the Service Provider	Tata Teleservices(Maharashtra) Ltd.			Name of the Circle/Licensed Service Area			Maharashtra		Repo	rt for quarter e	nding	March	Year (YYYY)	2025		
		•			Broadband Service												
	Category of complaints	Complaint Centre(s)								Appellate Authority							
			plaints received decomplaints of pro	uring the Quarter and evious 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					
LSA		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	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 redressed during the Quarter [8]=[6]+[7]	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 to be decided during the Quarter [12]=[10]+[11]		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	9	0	9	9	0	9	0	0	0	0	0	0	0	0		
	Customer Service Related Complaints	32	0	32	32	0	32	0	0	0	0	0	0	0	0		
МН	Faults and Network Related Complaints	1174	0	1174	1172	2	1174	0	10	3	13	13	0	13	0		
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	1215	0	1215	1213	2	1215	0	10	3	13	13	0	13	0		
Total Subscriber base (Prepaid) 0																	
Total	Subscriber base (Postpaid)	5050															