Name of the Report		Customer Complaints Redressal Report													
Name of the Service Provider		Tata Teleservices(Maharashtra) Ltd.			Name of the Circle/Licensed Service Area		Mumb	nbai Rer		oort for quarter ending		June	Year (YYYY)	2025	
		Broadband Service													
LSA					omplaint Centre(s)				Appellate Authority						
		Details of complaints received during the Quarter and							Details of appeals received during the Quarter			Details of appeals disposed during the Quarter			
		Total no. of	No. of pending	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	Total No. of
	Catanami of annualsiate	complaints	complaints of	to be redressed during	complaints	complaints	complaints	complaints pending		of previous			appeals decided		appeals pending
	Category of complaints	received during	previous	the Quarter [5]=[3]+[4]	redressed within	redressed beyond	redressed	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 last day of
					limit during the	during the	Quarter	[9]=[5]-[8]	Quarter		[12]=[10]+[11]	_	Quarter	[15]=[13]+[14]	
					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	5	0	5	5	0	5	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	30	0	30	30	0	30	0	0	0	0	0	0	0	0
MUM	Faults and Network Related Complaints	1905	9	1914	1905	9	1914	0	35	0	35	30	0	30	5
IVIOIV	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	1940	9	1949	1940	9	1949	0	35	0	35	30	0	30	5
Total	Subscriber base (Prepaid)		•		•	•	•	0		•	•	•	•	•	
Total	Subscriber base (Postpaid)	8569													

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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	rashtra Rep		oort for quarter ending		June	Year (YYYY)	2025
		Broadband Service													
	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			
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]		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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	41	0	41	41	0	41	0	0	0	0	0	0	0	0
МН	Faults and Network Related Complaints	1408	0	1408	1400	8	1408	0	14	0	14	14	0	14	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	1449	0	1449	1441	8	1449	0	14	0	14	14	0	14	0
Total	Subscriber base (Prepaid)							0							
Total Subscriber base (Postpaid)								4702							