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 June		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		
MUM	Customer Service Related Complaints	39	0	39	39	0	39	0	0	0	0	0	0	0	0		
	Faults and Network Related Complaints	2332	0	2332	2312	20	2332	0	5	1	6	5	0	5	1		
	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	2373	0	2373	2353	20	2373	0	5	1	6	5	0	5	1		
Total Subscriber base (Prepaid) 0									•								
Total	Subscriber base (Postpaid)	9769															

Name of the Report		Customer Complaints Redressal Report															
Name	of the Service Provider	Tata Teleservices(Maharashtra) Ltd.			Name of the Circle/Licensed Service Area Mahara			shtra Report for quarter er			nding	June	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		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	1	0	1	1	0	1	0	0	0	0	0	0	0	0		
	Customer Service Related Complaints	49	0	49	49	0	49	0	0	0	0	0	0	0	0		
МН	Faults and Network Related Complaints	1103	0	1103	1097	6	1103	0	18	1	19	11	0	11	8		
10111	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	1153	0	1153	1147	6	1153	0	18	1	19	11	0	11	8		
Total	Subscriber base (Prepaid)	0															
Total:	Subscriber base (Postpaid)	5219															