Report for the month : September 2014

Name of the Service Provider : Tata Teleservices Limited & Tata Teleservices (Maharashtra) Limited

Name of Regulations : The standards of Quality of Service of Basic Telephone service (Wireline) & Cellular Mobile telephone Regulations, 2009 (7 of 2009)

Name of Service Area / City	Network Availability		Connection Establishment (Accessibility)			Connection Maintenance (Retainability)			POI
	Node-B's Accumulated downtime (not available for service) (%age)	Worst affected Node- B's due to downtime (%age)	Call Set-up Success Rate (within licensee's own network)	SDCCH/Paging Channel and RRC Congestion (%age)	TCH and Circuit Switched RAB Congestion (%age)	Call Drop and Circuit Switched Voice Drop Rate: (%age)	Worst affected cells having more than 3% TCH drop (call drop) and Circuit Switched Voice Drop Rate:- CBBH	Connections with good voice quality and Circuit Switch Voice Quality (CSV quality)	Point of Interconnection (POI) Congestion
1	2	3	4	5	6	7	8	9	10
BenchMark	≤ 2%	≤ 2%	≥ 95%	≤1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%
Aurangabad	0.00	0.00	97.83	0.80	0.50	1.36	12.15	100.00	
Bangalore	0.08	0.06	98.48	1.10	0.83	0.62	3.89	99.11	
Bhopal	0.29	0.00	97.94	0.28	1.17	0.68	5.11	99.69	
Chandigarh	0.08	0.00	98.84	0.34	0.58	0.31	1.53	99.14	
Indore	0.00	0.00	96.54	0.90	1.77	0.58	3.41	99.73	
Jabalpur	0.41	0.00	99.30	0.05	0.18	0.48	5.11	99.76	
Meerut	0.21	2.22	99.65	0.32	0.08	0.30	2.01	99.20	
Nagpur	0.00	0.00	98.01	0.74	0.80	0.42	3.75	100.00	
Nashik	0.00	0.00	99.21	0.08	0.06	0.76	5.60	100.00	
Pimpri chinchwad	0.00	0.00	96.21	1.93	1.18	0.79	6.57	100.00	
Pune	0.05	0.00	95.24	2.09	1.43	0.83	6.69	100.00	
Rajkot	0.00	0.00	96.70	0.84	1.25	0.56	3.96	99.73	
Surat	0.00	0.00	97.74	0.24	1.20	0.55	3.06	99.79	
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Signature, Name and Designation of the Authorised Signatory :

E-mail Address :

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