

RELIANCE Communications

Anil Dhirubhai Ambani Group

RCL/TRAI/RP/09-10/1989
29th January 2010

Reliance Communications Limited
15th Floor, Vijaya Building,
17, Barakhamba Road,
Connaught Place, New Delhi 110 001

Tel.: +91 11 30331011, 30331012
Fax: +91 11 30331781

Shri S C Saxena
Deputy Advisor (QoS)
Telecom Regulatory Authority of India
Mahanagar Door Sanchar Bhawan
Jawahar Lal Nehru Marg
New Delhi – 110002

**Sub: Quarterly PMR (QoS) – For QE December 2009 (Cellular Mobile Service)
CDMA/GSM**


Ref: Your Letter no.302-2/2005(QoS) PMR dated 2nd September 2005

Dear Sir,

This is with reference to the above. Please find enclosed the Quarterly Quality of Service PMR report for Wireless services (CDMA/GSM) for all circles of Reliance Communications Ltd. for quarter ending **December 2009**.

This is for your kind information and records.

Yours Faithfully,
For **Reliance Communications Limited**


(Authorized Signatory)

Please reply to: Shri D Singh
President
Fax: 30331781

1-02-2010

Quarterly Performance Monitoring Report (PMR) on Quality of Service of Cellular Mobile Telephone service - Customer Services

Report for quarter ending : Oct - Dec 2009

Name of the Service Provider : Reliance Communication Ltd

Name of Regulations : The standards of Quality of Service of Basic Telephone service (Wireline)...Regulations, 2009 (7 of 2009)

Name of Service Area		Customer Service Quality Parameters													Response time to the customer for																								
		Metering and Billing							Resolution of billing/charging complaints						Accessibility of call centre/ customer care		Termination / closure of service																						
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21																			
Metering and billing credibility - post paid		No. of bills issued during the period		No. of bills disputed including billing complaints during the period		Metering and billing credibility - pre paid		No. of charging / credit / validity complaints during the quarter		Total no. of pre-paid customers at the end of the quarter		Resolution of billing/charging complaints		No. of billing/post paid and charging credit/validity (pre paid) complaints resolved within 4 weeks during the quarter		Total no. of billing (post paid) and charging credit/validity (pre paid) complaints received during the quarter		No. of billing complaints (post paid) and charging credit/validity complaints (pre paid) resolved in favour of the customer during the quarter		No. of complaints closed on account of not considered as valid complaints during the quarter		Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints		Accessibility of call centre/ customer care		Total no. of call attempts to call centre / customer care nos. during TCBH (Note)		No. of calls connected and answered successfully to call centre / customer care nos. during TCBH (Note)		Percentage of calls answered by the operators (voice to voice) within 60 seconds		%age requests for Termination / Closure of service complied within 7 days		Total No. of requests for Termination / Closure of service received during the quarter		No. of requests for Termination / Closure of service complied within 7 days during the quarter		Time taken for refund of deposits after closures	
Benchmarks																																							
		<0.1%	Sum of OND	Sum of waiver + non waiver of OND	≤0.1%	Avg of waiver + non waiver of OND	Sub base as on Dec 09	100% within 4 weeks	Sum of Pre & Post of OND (Waiver + nonwaiver)	Sum of Pre & Post of OND (Waiver + nonwaiver)	Sum of Pre & Post of OND (Waiver)	Sum of Pre & Post of OND (Non-Waiver)	within 1 week of resolution of complaint	> 95%	> 90%	100% within 7 days	100% within 60 days																						
The achievement of benchmark against each parameter is to be averaged over a period of one quarter as per the measurement methodology explained in Explanatory Memo to regulations																																							
AP	0.04%	574392	1741	0.03%	1912	4,675,188	100%	1327	1327	3832	9379	Within 7 Days	73%	100%	3509	1685	100%																						
ASS	0.10%	227890	1545	0.05%	4229	3,243,933	100%	2697	2697	5023	21894	Within 7 Days	90%	100%	2760	378	100%																						
CH	0.03%	341597	837	0.01%	341	1,279,425	100%	2882	2882	646	2236	Within 7 Days	85%	100%	5622	3136	100%																						
DL	0.05%	1152346	5593	0.05%	3540	3,027,686	100%	26834	26834	5231	21603	Within 7 Days	75%	100%	10531	7731	100%																						
GJ	0.03%	791769	3637	0.04%	2426	2,883,204	100%	8190	8190	3770	14420	Within 7 Days	79%	100%	5269	2231	100%																						
HR	0.03%	214316	922	0.06%	1644	1,146,754	100%	10785	10785	2020	8785	Within 7 Days	64%	100%	2737	1882	100%																						
HP	0.01%	23514	127	0.02%	178	303,080	100%	1194	1194	200	994	Within 7 Days	73%	100%	359	169	100%																						
J&K	0.00%	43				749	100%					Within 7 Days	73%	100%			100%																						
KOL	0.05%	303612	1583	0.05%	1548	1,935,747	100%	10870	10870	2933	7967	Within 7 Days	79%	100%	6892	245	100%																						
KTK	0.02%	568047	1431	0.02%	1847	3,220,684	100%	12511	12511	2376	10195	Within 7 Days	76%	100%	6986	2775	100%																						
KR	0.02%	584672	2697	0.05%	1546	2,218,320	100%	11974	11974	3287	8687	Within 7 Days	84%	100%	5423	3772	100%																						
MP	0.09%	388141	2721	0.04%	2873	3,798,584	100%	19956	19956	4900	15056	Within 7 Days	81%	100%	4864	2159	100%																						
MH	0.04%	684747	3289	0.06%	3676	3,369,912	100%	25344	25344	5935	19409	Within 7 Days	83%	100%	4579	3218	100%																						
Mum	0.05%	1351660	7297	0.06%	4894	3,135,620	100%	37262	37262	6299	30963	Within 7 Days	83%	100%	13773	8260	100%																						
NE																																							
PB	0.04%	307490	1659	0.03%	816	1,045,520	100%	6555	6555	1015	5540	Within 7 Days	73%	100%	3521	2458	100%																						
OR	0.01%	125991	462	0.06%	1046	733,711	100%	6735	6735	1361	5374	Within 7 Days	87%	100%	1898	582	100%																						
RJ	0.03%	431572	2135	0.05%	1866	2,237,289	100%	13332	13332	3340	9992	Within 7 Days	80%	100%	2734	201	100%																						
TN	0.04%	439310	939	0.01%	645	3,405,589	100%	4811	4811	790	4021	Within 7 Days	84%	100%	4595	2204	100%																						
UP-E	0.04%	373143	3098	0.02%	2799	4,623,025	100%	19890	19890	2695	17195	Within 7 Days	88%	100%	1341	492	100%																						
UP-W	0.03%	393629	2216	0.06%	3340	3,219,693	100%	22256	22256	6196	16060	Within 7 Days	83%	100%	6260	1429	100%																						
WB	0.04%	99695	241	0.04%	1387	1,831,623	100%	8564	8564	2006	6558	Within 7 Days	79%	100%	1144	318	100%																						

NOTE : TCBH - Reference in Column no. 15 & 16 is to be identified measuring the traffic load/calls in the Call Centre/Customer Care

Signature, Name and Designation of the Authorised Signatory :

E-mail Address :

Mobile / Telephone No. :

Quarterly Performance Monitoring Report (PMR) on Quality of Service of Cellular Mobile Telephone service - Customer Services

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Benchmarks																																							
		<0.1%	Sum of waiver + non waiver of OND	<0.1%	Avg of waiver + non waiver of OND	Sub base as on Dec 09	100% within 4 weeks	Sum of Pre & Post of OND (Waiver + nonwaiver)	Sum of Pre & Post of OND (Waiver)	Sum of Pre & Post of OND (Waiver)	Sum of Pre & Post of OND (Non-Waiver)	within 1 week of resolution of complaint	> 95%		> 90%	100% within 7 days				100% within 60 days																			
The achievement of benchmark against each parameter is to be averaged over a period of one quarter as per the measurement methodology explained in Explanatory Memo to regulations																																							
AP	0.00%	4393	5	0.03%	578	1,324,564	100%	3470	3470	1063	2407	Within 7 Days			81%	100%			9	6	100%																		
DL	0.01%	33714	157	0.02%	921	1,735,902	100%	5682	5682	1105	4577	Within 7 Days			92%	100%			977	798	100%																		
GJ	0.01%	28500	92	0.03%	1198	1,818,464	100%	7282	7282	1528	5754	Within 7 Days			69%	100%			359	253	100%																		
HR	0.02%	12961	62	0.03%	449	959,720	100%	2757	2757	888	1869	Within 7 Days			74%	100%			472	432	100%																		
J&K	0.00%	103440	1773	0.01%	73	308,887	100%	2213	2213	98	2115	Within 7 Days			64%	100%			448	353	100%																		
KTK	0.00%	36956	131	0.02%	848	1,445,509	100%	5217	5217	1860	4157	Within 7 Days			73%	100%			888	432	100%																		
KR	0.01%	7179	16	0.04%	371	690,836	100%	2242	2242	781	1461	Within 7 Days			78%	100%			152	128	100%																		
MH	0.02%	45443	111	0.03%	1421	2,645,719	100%	8634	8634	2402	6232	Within 7 Days			82%	100%			675	567	100%																		
Mum	0.02%	38413	209	0.04%	1065	1,623,177	100%	6596	6596	2038	4558	Within 7 Days			88%	100%			725	516	100%																		
PB	0.05%	16998	114	0.02%	432	1,167,353	100%	2706	2706	686	2020	Within 7 Days			55%	100%			478	387	100%																		
RJ	0.04%	17032	72	0.04%	1327	1,903,524	100%	8034	8034	2128	5906	Within 7 Days			89%	100%			373	213	100%																		
TN	0.01%	32389	119	0.01%	389	1,470,274	100%	2455	2455	531	1924	Within 7 Days			74%	100%			717	578	100%																		
UP-E	0.02%	5406	45	0.02%	1036	2,805,416	100%	6261	6261	1391	4870	Within 7 Days			89%	100%			12	3	100%																		
UP-W	0.05%	9123	53	0.04%	1550	2,277,160	100%	9351	9351	2619	6732	Within 7 Days			83%	100%			189	87	100%																		

NOTE : TCBH - Reference in Column no. 15 & 16 is to be identified measuring the traffic load/calls in the Call Centre/Customer Care

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