

Vodafone									
Customer Service Quality Parameters – QE March 2019									
Service Area	Metering and Billing				Response time to the customer for assistance		Termination / closure of service		
	Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging complaints		Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 90 seconds	%age requests for Termination / Closure of service complied within 7 days	Time taken for refund of deposits after closures
	≤ 0.1%	≤ 0.1%	98% within 4 weeks	100% within 6 weeks	within 1 week of resolution of complaint	≥ 95%	≥ 95%	100% within 7 days	100% within 60 days
Andhra Pradesh	0.01	0.01	99.73	100.00	100.00	100.00	69.73	99.76	100.00
Assam	0.01	0.01	100.00	100.00	100.00	99.95	100.00	100.00	100.00
Bihar	0.01	0.01	100.00	100.00	100.00	100.00	94.86	100.00	99.89
Delhi	0.05	0.03	99.95	100.00	100.00	100.00	92.62	100.00	99.97
Gujarat	0.08	0.02	99.77	100.00	100.00	95.99	87.79	99.20	100.00
Haryana	0.04	0.03	100.00	100.00	100.00	100.00	78.61	100.00	99.98
HP	0.06	0.04	100.00	100.00	100.00	100.00	93.00	100.00	98.78
J&K	0.03	0.03	100.00	100.00	100.00	100.00	87.13	100.00	95.50
Karnataka	0.05	0.04	99.88	100.00	100.00	100.00	87.95	100.00	100.00
Kerala	0.06	0.03	100.00	100.00	100.00	100.00	92.02	100.00	100.00
Kolkata	0.05	0.02	100.00	100.00	100.00	100.00	74.40	100.00	100.00
Madhya Pradesh	0.02	0.02	100.00	100.00	100.00	100.00	93.56	98.93	100.00
Maharashtra	0.05	0.03	100.00	100.00	100.00	99.99	96.88	100.00	99.99
Mumbai	0.09	0.02	99.81	100.00	99.49	100.00	85.78	100.00	100.00
North East	0.01	0.01	100.00	100.00	100.00	99.91	100.00	100.00	100.00
Orissa	0.03	0.02	100.00	100.00	100.00	100.00	96.35	100.00	100.00
Punjab	0.04	0.02	100.00	100.00	100.00	100.00	79.98	100.00	100.00
Rajasthan	0.02	0.16	100.00	100.00	100.00	100.00	92.61	100.00	100.00
Tamilnadu	0.08	0.05	100.00	100.00	100.00	100.00	96.69	100.00	100.00
UP-E	0.04	0.03	100.00	100.00	100.00	100.00	99.29	100.00	99.99
UP-W	0.06	0.03	100.00	100.00	100.00	100.00	89.58	100.00	100.00
West Bengal	0.05	0.02	100.00	100.00	100.00	100.00	77.06	100.00	100.00

Vodafone												
Quarterly Network Service Performance Report of Cellular Mobile Telephone Service - QE March 2019												
Service Area	Network Availability			Connection Establishment (Accessibility)			Connection Maintenance (Retainability)					POI
	BS Accumulated downtime (not available for service) (%)	No. of BS having accumulated downtime of >24 hours in the Quarter	Worst affected BSs due to downtime (%)	Call Set-up Success Rate and Session Establishment Success Rate for Circuit Switched Voice or VoLTE as applicable (with in licensee's own network)	SDCCH/Paging Channel Congestion/ RRC Congestion (%)	TCH, RAB and E-RAB Congestion (%)	Network QoS DCR Spatial Distribution Measure [Network QSD(90,90)]	Network QoS DCR Temporal Distribution Measure [Network QTD(97,90)]	Connections with good voice quality, Circuit Switched Voice Quality and VoLTE quality	4G DL Packet Drop Rate	4G UL Packet Drop Rate	
Benchmark	≤ 2%		≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 2%	≤ 2%	≤ 0.5%
AP	0.08	103	0.35	98.53	0.71	0.26	1.64	2.47	99.58	0.13	0.38	0
Assam	0.27	49	0.81	98.40	0.27	1.48	1.70	2.36	98.16	1.03	0.56	0
Bihar	0.58	7	0.04	98.28	0.33	1.95	1.55	2.17	98.57	0.01	0.02	0
Delhi	0.09	64	0.26	99.53	0.18	0.34	1.81	2.30	99.27	0.55	0.39	0
Gujarat	0.07	27	0.10	99.54	0.09	0.37	1.27	1.64	99.04	0.11	0.21	0
HP	0.21	48	0.52	98.82	0.11	0.61	1.96	2.48	97.36	0.02	0.38	0
Haryana	0.24	174	0.42	97.87	0.95	1.99	1.46	2.38	98.61	0.10	0.18	0
J&K	0.33	115	1.09	98.42	0.32	0.90	1.94	2.31	97.45	0.53	0.45	0
Kolkata	0.15	83	0.96	99.28	0.05	0.67	1.40	1.69	98.68	0.07	0.13	0
Kerala	0.02	3	0.02	99.67	0.05	0.04	0.81	1.06	99.65	0.05	0.17	0
Karnataka	0.28	286	1.42	99.40	0.15	0.12	1.20	1.85	99.76	0.15	0.63	0
Maharashtra	0.17	158	0.60	98.80	0.36	1.14	1.47	2.03	98.98	0.11	0.18	0
MP	0.26	269	0.91	96.39	0.61	3.27	1.80	2.27	97.81	0.40	0.52	0
Mumbai	0.22	241	1.34	98.88	0.42	0.97	1.92	2.94	98.61	0.25	0.31	0
North East	0.45	59	1.67	98.83	0.37	0.98	1.90	2.41	98.21	0.28	0.82	0
Orissa	0.25	9	0.18	99.43	0.36	0.55	1.86	2.71	98.51	0.24	0.29	0
Punjab	0.12	36	0.15	99.54	0.30	0.40	1.50	2.17	98.68	0.08	0.17	0
Rajasthan	0.12	63	0.34	98.92	0.23	1.05	1.49	2.17	97.86	0.35	0.32	0
Tamilnadu	0.06	66	0.21	98.73	0.67	1.19	1.23	1.83	98.88	0.08	0.12	0
UP(E)	0.25	262	0.30	96.11	0.96	1.82	1.92	2.93	97.92	0.10	0.21	0
UP(W)	0.39	128	1.18	97.61	0.95	2.36	1.55	2.08	96.93	0.87	0.43	0
West Bengal	0.08	63	0.30	98.96	0.28	0.98	1.52	2.02	97.84	0.06	0.10	0