



Customer Grievance

(Mobile and Fixed Line Services)

**Important General Information:**

- Customer for assistance can email us at [121@Airtel.com](mailto:121@Airtel.com) or call us at Customer Care Number/ General Information Number 121(0.50p/3min for agent assistance) for queries/ information and Customer Complaint Number 198 (toll free) for complaints. Customer can also contact us through our website- [www.Airtel.in](http://www.Airtel.in)
- In case Customer do not get any satisfactory response, he/she can highlight the matter to our appellate authority at numbers mentioned above or email id mentioned. Working hours 9:30am to 6:30pm, Monday to Friday.
- To avoid unwanted telemarketing calls, Customer can register mobile number in ndnc registry - call 1909 or send sms "start dnd" on 1909.
- To change "correspondence address" in our records, Customer can send us an email at [121@Airtel.com](mailto:121@Airtel.com) or call at Customer Care Number/ General Information Number 121 (0.50p/3min for agent assistance) or visit any of our Airtel relationship centers.

**General Information Number/ Customer Care Number**

Airtel Customer care service is accessible from anywhere in the country, even while roaming. Just dial 121(for agent assistance at 50p per 3 min) from your Airtel mobile. You may also reach us from other service provider numbers at our numbers mentioned in Annexure I (standard rates as per bill plans are applicable).

**Consumer Complaint Number**

Our complaint center number 198 (toll free from your Airtel mobile) is accessible from anywhere in the country from your Airtel mobiles. You may also reach us from other service provider numbers at our numbers mentioned in Annexure I (standard rates as per bill plans are applicable). You may write to us at [121@airtel.com](mailto:121@airtel.com) or visit our website [www.Airtel.in](http://www.Airtel.in).

**Complaint redressal mechanism, its procedure and its time limits****Where to contact us**

Our offices are located in all cities where we service you. You may contact us at any of these offices closest to your location (Refer Annexure I). You may also contact our Airtel Relationship Centers for all your queries, requests or complaints. Alternatively, you may choose to call us from the comfort of your home, day or night, at our complaint center number 198 (toll free), or email at [121@Airtel.com](mailto:121@Airtel.com), or visit our website [www.Airtel.in](http://www.Airtel.in)

Complaint Redressal Process: Supporting you at two Levels

- First Level: Complaint center

In case you find that our services do not meet your expectations, please feel free to contact us, either at our consumer care number.

You could reach our Customer Care team by:

- Calling us at 121 for queries
- Sending us an email at [121@Airtel.com](mailto:121@Airtel.com) Calling us toll-free at 198 for Complaints
- Visit our website [www.Airtel.in](http://www.Airtel.in)

We will log your concern, giving you a Service Request number (complaint registration number), which is a unique identification number for your complaint. We will let you know a timeline by which your concern will be resolved through an SMS. Our team will resolve all your concerns according to the timelines promised. You may also login to our website and go to "Need Help" Option to lodge all your queries,

complaints, requests and feedback related to your Airtel number and services. You may also check the status of your complaints on the same link and notify us your satisfaction or dissatisfaction over resolution. In case the resolution is not as expected then you may share with us the reason for dissatisfaction and our team will re-assess your complaint and provide resolution.

### **Second Level: File appeal with the Appellate Authority**

Should the complaint center be unable to resolve your grievance to your satisfaction, you could approach the next level, the Appellate Authority.

A consumer may prefer an appeal before the Appellate Authority either through e-mail. Appellate Authority can be contacted at the details provided in Annexure II. Appellate Authority will revert to you with resolution within 39 working days.

Please keep in mind:

- a) The working hours for Appellate Authority are between 9:30 am to 6:30 pm from Monday to Friday.
- b) The Appellate Authority will provide you with a Unique Reference number within 3 days of reporting the issue
- c) The Appellate Authority shall decide every appeal within 39 working days from the date of filing the appeal.

### **Contact details of the Appellate Authority and time limits for disposal of appeals**

Appellate Authority can be contacted as per details given on Annexure II. Appellate Authority will revert to you with resolution within 39 working days.

### **Web Based Complaint Monitoring System**

To check the status of your complaint or to log a complaint, visit [www.Airtel.in](http://www.Airtel.in) or click the “Need Help” tab on the home page of [www.airtel.in](http://www.airtel.in):

- a) To log a complaint, visit [www.Airtel.in](http://www.Airtel.in) select service type and enquiry type and fill the required details.

### **Annexure-I(A) - Contact Centre Numbers for Mobile Services**

Circle	Postpaid Contact Centers	Prepaid Contact Centers	Office Address
Registered Office (New Delhi)	-	-	<b>Airtel Centre, Plot No. 16, Udyog Vihar, Phase IV, Gurugram – 122015, Haryana, India</b>
Andhra Pradesh	9849012345	9849098490	Bharti Airtel Limited, Splendid Towers, Opp. Begumpet Police Station, Begumpet, Hyderabad - 500016
Assam	9954012345	9954099540	Bharti Airtel Limited, 3rd Floor, Shubham Buildwell, Near NEEPCO Bhawan, R. G. Baruah Road, Guwahati, Assam-781005

Bihar & Jharkhand	9934012345	9934099340	Bharti Airtel Limited, Plot no 18, Patliputra Industrial area, Patna 800013, Bihar, India
Delhi	9810012345	9810198101	Bharti Airtel Limited, Plot No. 16, Udyog Vihar, Phase - IV, Gurgaon - 122015
Gujarat	9898012345	9898098980	Bharti Airtel Limited, Zodiac Square, 2nd Floor, SG Road, Opp Gurudwara, Ahmedabad 380 054
Haryana	9896012345	9896098960	Bharti Airtel Limited, Plot No 41 & 42, Industrial Park , Sector 2, Growth Center, Saha, Distt Ambala , state- Haryana
Himachal Pradesh	9816012345	9816098160	Bharti Airtel Limited, Block No. 11 A, SDA Complex, Kasumpti, Shimla 171009
Jammu & Kashmir	9906012345	9906099060	Bharti Airtel Limited, B2, 3rd Floor, South Block, Bahu Plaza, Gandhi Nagar, Jammu, Jammu & Kashmir 180012
Karnataka	9845012345	9845098450	Bharti Airtel Limited, No 55, divyashree towers , Bannerghatta Road Bangalore - 560029
Kerala	9895012345	9895198951	Bharti Airtel Limited, SL Avenue, N H Bypass Kundanoor Jn, Maradu P O Kochi, 682304, Kerala
Kolkatta	9831012345	9831098310	Bharti Airtel Limited, Infinity Building, 5th Floor, Salt Lake Electronics Complex, Kolkata-700091, West Bengal
MP & Chattisgarh	9893012345	9893098930	Bharti Airtel LTD IIIrd & IVth floor, Metro Tower, scheme no 54, near vijay nagar square, a b road, Indore Madhya Pradesh 452010

Maharashtra & Goa	9890012345	9890098900	Bharti Airtel Ltd, Block-1, wing-B, Level -12, International tech park Kharadi Pune - 412207411014
Mumbai	9892012345	9892098920	Bharti Airtel Limited, 7th Floor , Interface Building No 7 , Mindspace , Link Road , Malad west , Mumbai - 400064 , Maharashtra
North East	9862012345	9862098620	Bharti Hexacom Limited, Ward No 2, Holding No 269, Laitumkhrah Main Road, Lower New Colony, Shillong, East Khasi Hills, Meghalaya-793003

Orissa	9937012345	9937099370	Bharti Airtel Limited, Infocity Campus, 6th Floor, E-13/1, Chandaka Industrial Estate, Chandrasekharapur, Bhubaneswar-751024, Odisha
Punjab	9815012345	9815098150	Bharti Airtel Limited, Plot No.21, Rajiv Gandhi Technology Park, Chandigarh 160101
Rajasthan	9829012345	9950099500	Bharti Hexacom Ltd- 7th Floor, South Block, Tower B3 Block, World Trade Park, JLN Marg, jaipur, Rajasthan -302017
Tamil Nadu (Chennai)	9894012345	9894198941	Bharti Airtel Limited, No 42/147 & 44/146 Santhome High Road & Rosary Church road, Mylapore Chennai 600004
UP East	9935012345	9935199351	Bharti Airtel Limited, TCG 7/7, Vibhuti Khand, Gomti Nagar, Lucknow - 226010
UP West & Uttarakhand	9897012345	9897098970	Bharti Airtel Limited, B38/C1, Sector 57, Noida- 201301 Uttar Pradesh
West Bengal	9933012345	9933099330	Bharti Airtel Limited, Infinity Building, 5th Floor, Salt Lake Electronics Complex, Kolkata-700091, West Bengal

**Annexure-I(B) - Contact Centre Numbers for Fixed Line Services**

Circle	Contact Centers	For Request & queries from Airtel Landline	For Complaints from Airtel Landline
Andhra Pradesh	040-44444121/ 040-44444198	121	198
TamilNadu (incl. Chennai)	044-44444121/ 044-44444198	121	198
Delhi	011-4444121 / 011-4444198	121	198
Gujrat	079-44444121 / 079-44444198	121	198
Haryana	0180-4444121 / 0180-4444198	121	198
Karnataka	080-44444121 / 080-44444198	121	198
Kerala	0484-4444121 / 0484-4444198	121	198
Kolkata	033-44444121 / 033-44444198	121	198
Madhya Pradesh (incl. Chattisgrah)	0755-4444121 / 0755-4444198	121	198
Maharashtra & Goa	020-44444121 / 020-44444198	121	198
Mumbai	022-44444121 / 022-44444198	121	198
Punjab	0172-4444121 / 0172-4444121	121	198
Rajasthan	0141-4444121 / 0141-4444198	121	198
UP East	0522-4444121 / 0522-4444198	121	198
UP West & Uttarakhand	0121-4444121 / 0121-4444198	121	198
Jammu & Kashmir	0191-4444121 / 0191-4444198	121	198
Orissa	0674-4444121 / 0674-4444198	121	198
Himachal Pradesh	0177-4444121 / 0177-4444198	121	198
Assam	0361-4444121 / 0361-4444198	121	198
West Bengal	0354-4444121 / 0354-4444198	121	198
Bihar	0612-4444121 / 0612-4444198	121	198
North East	033-44444121/033-4444198	121	198

**Annexure II(A) – Appellate Authority for Mobile Services**

Circle	Officer Name	E-Mail Address	Phone No.	Office Address
Andhra Pradesh	Ms. Kulasekar Venkatesan	<a href="mailto:appellate.andhra@in.airtel.com">appellate.andhra@in.airtel.com</a>	9959444865	Bharti Airtel Limited, Splendid Towers, Opp. Begumpet Police Station, Begumpet, Hyderabad - 500016
Assam	Ms.Lalramchuani KC	<a href="mailto:appellate.nesa@in.airtel.com">appellate.nesa@in.airtel.com</a>	9957599118	Bharti Airtel Limited, 3rd Floor, Shubham Buildwell, Near NEEPCO Bhawan, R. G. Baruah Road, Guwahati, Assam- 781005
Bihar and Jharkhand	Mr. Vikas Attreja	<a href="mailto:appellate.bihar@in.airtel.com">appellate.bihar@in.airtel.com</a>	9031844865	Bharti Airtel Limited, Plot no 18, Patliputra Industrial area, Patna 800013, Bihar, India
Delhi NCR	Mr. Ankur Singh	<a href="mailto:appellate.del@in.airtel.com">appellate.del@in.airtel.com</a>	9958444865	Bharti Airtel Limited, Plot No. 16, Udyog Vihar, Phase - IV, Gurgaon - 122015
Gujarat	Mr. Ashish Agrawal	<a href="mailto:appellate.guj@in.airtel.com">appellate.guj@in.airtel.com</a>	9724544865	Bharti Airtel Limited, Zodiac Square, 2nd Floor, SG Road, Opp Gurudwara, Ahmedabad 380 054
Haryana	Ms. Smriti Gupta	<a href="mailto:appellate.har@in.airtel.com">appellate.har@in.airtel.com</a>	9729044865	Bharti Airtel Limited, Plot No 41 & 42, Industrial Park , Sector 2,Growth Center, Saha, Distt Ambala , state- Haryana
Himachal Pradesh	Ms. Smriti Gupta	<a href="mailto:appellate.hp@in.airtel.com">appellate.hp@in.airtel.com</a>	9805044865	Bharti Airtel Limited, Block No. 11 A, SDA Complex, Kasumpti, Shimla 171009
Jammu and Kashmir	Ms. Smriti Gupta	<a href="mailto:appellate.jk@in.airtel.com">appellate.jk@in.airtel.com</a>	9797344865	Bharti Airtel Limited, B2, 3rd Floor, South Block, Bahu Plaza, Gandhi Nagar, Jammu, Jammu & Kashmir 180012
Karnataka	Mr. Gitesh Khodiar	<a href="mailto:appellate.kk@in.airtel.com">appellate.kk@in.airtel.com</a>	9972544865	Bharti Airtel Limited, No 55, divyashree towers , Bannerghatta Road Bangalore - 560029
Kerala	Mr. Praveen Sekar	<a href="mailto:appellate.ker@in.airtel.com">appellate.ker@in.airtel.com</a>	9995844865	Bharti Airtel Limited, SL Avenue, N H Bypass Kundanoor Jn,Maradu P O Kochi, 682304, Kerala
Kolkata	Ms. Gunjan Agarwal	<a href="mailto:appellate.wb@in.airtel.com">appellate.wb@in.airtel.com</a>	9831844865	Bharti Airtel Limited, Infinity Building, 5th Floor, Salt Lake Electronics Complex, Kolkata-700091, West Bengal
Maharashtra and Goa	Ms. Neelam Sachade	<a href="mailto:appellate.mah@in.airtel.com">appellate.mah@in.airtel.com</a>	9987244865	Bharti Airtel Ltd, Block-1,wing-B,Level -12, International tech park Kharadi Pune - 412207411014
MP and Chhattisgarh	Mr. Diwakar Dalela	<a href="mailto:appellate.mpcg@in.airtel.com">appellate.mpcg@in.airtel.com</a>	9981544865	Bharti Airtel LTD IIIrd & IVth floor, Metro Tower,scheme no 54, near vijay nagar square, a b road, Indore Madhya Pradesh 452010

Mumbai	Ms. Shamal Dhairyawan	<a href="mailto:appellate.mumbai@in.airtel.com">appellate.mumbai@in.airtel.com</a>	9987244865	Bharti Airtel Limited, 7th Floor , Interface Building No 7 , Mindspace , Link Road , Malad west , Mumbai - 400064 , Maharashtra
North East	Ms.Lalramchuani KC	<a href="mailto:appellate.nesa@in.airtel.com">appellate.nesa@in.airtel.com</a>	9612906264	Bharti Hexacom Limited, Ward No 2, Holding No 269, Laitumkrah Main Road, Lower New Colony, Shillong, East Khasi Hills, Meghalaya-793003
Odisha	Ms. Gunjan Agarwal	<a href="mailto:appellate.orissa@in.airtel.com">appellate.orissa@in.airtel.com</a>	9937044865	Bharti Airtel Limited, Infocity Campus, 6th Floor, E-13/1, Chandaka Industrial Estate, Chandrasekharpur, Bhubaneswar-751024, Odisha
Punjab	Ms. Smriti Gupta	<a href="mailto:appellate.pb@in.airtel.com">appellate.pb@in.airtel.com</a>	9878444865	Bharti Airtel Limited, Plot No.21, Rajiv Gandhi Technology Park, Chandigarh 160101
Rajasthan	Mr. Khushwinder Singh	<a href="mailto:appellate.raj@in.airtel.com">appellate.raj@in.airtel.com</a>	9958444865	Bharti Hexacom Ltd- 7th Floor, South Block, Tower B3 Block, World Trade Park, JLN Marg, jaipur, Rajasthan -302017
Tamil Nadu	Mr. V Praveen Sekar	<a href="mailto:appellate.tn@in.airtel.com">appellate.tn@in.airtel.com</a>	9940644865	Bharti Airtel Limited, No 42/147 & 44/146 Santhome High Road & Rosary Church road, Mylapore Chennai 600004
UP East	Mr.Raja Bose	<a href="mailto:appellate.upe@in.airtel.com">appellate.upe@in.airtel.com</a>	9794544865	Bharti Airtel Limited, TCG 7/7, Vibhuti Khand, Gomti Nagar, Lucknow - 226010
UP West and Uttarakhand	Mr. Ankur Singh	<a href="mailto:appellate.upw@in.airtel.com">appellate.upw@in.airtel.com</a>	9997444865	Bharti Airtel Limited, B38/C1, Sector 57, Noida- 201301 Uttar Pradesh
West Bengal	Ms. Gunjan Agarwal	<a href="mailto:appellate.wb@in.airtel.com">appellate.wb@in.airtel.com</a>	9831844865	Bharti Airtel Limited, Infinity Building, 5th Floor, Salt Lake Electronics Complex, Kolkata- 700091, West Bengal

**Annexure II(B) – Appellate Authority for Fixed Line & Broadband Services**

Circle	Appellate Officer	E-Mail Address	Phone No.	Office Address
Andhra Pradesh	Ms. Kulasekar Venkatesan	<a href="mailto:appellate.southabts@in.airtel.com">appellate.southabts@in.airtel.com</a>	040-4000222	Bharti Airtel Limited, Splendid Towers, Opp. Begumpet Police Station, Begumpet, Hyderabad - 500016
Delhi & National Capital Region	Mr. Ankur Singh	appellate.ncr@in.airtel.com	011-41614690	Bharti Airtel Limited, Plot No. 16, Udyog Vihar, Phase - IV, Gurgaon - 122015
Gujarat	Mr. Ashish Agrawal	appellate.west@in.airtel.com	079-40020143	Bharti Airtel Limited, Zodiac Square, 2nd Floor, SG Road, Opp Gurudwara, Ahmedabad 380 054
Haryana	Ms. Smriti Gupta	<a href="mailto:appellate.haryana@in.airtel.com">appellate.haryana@in.airtel.com</a>	0180-4600150	Bharti Airtel Limited, Plot No 41 & 42, Industrial Park , Sector 2, Growth Center, Saha, Distt Ambala , state- Haryana
Karnataka	Mr. Gitesh Khodiar	appellate.southabts@in.airtel.com	080-41115201	Bharti Airtel Limited, No 55, divyashree towers , Bannerghatta Road Bangalore - 560029
Kerala	Mr. Praveen Sekar	appellate.southabts@in.airtel.com	0484-4015201	Bharti Airtel Limited, SL Avenue, N H Bypass Kundanoor Jn, Maradu P O Kochi, 682304, Kerala
Kolkata	Ms. Gunjan Agarwal	appellate.kolkata@in.airtel.com	033-40016676	Bharti Airtel Limited, Infinity Building, 5th Floor, Salt Lake Electronics Complex, Kolkata-700091, West Bengal
Madhya Pradesh & Chhatisgarh	Mr. Diwakar Dalela	appellate.central@in.airtel.com	0755-4221100	Bharti Airtel LTD IIIrd & IVth floor, Metro Tower, scheme no 54, near vijay nagar square, a b road, Indore Madhya Pradesh 452010

Maharashtra	Ms. Neelam Sachade	<a href="mailto:appellate.west@in.airtel.com">appellate.west@in.airtel.com</a>	020-40031233	Bharti Airtel Ltd, Block-1,wing- B,Level -12, International tech park Kharadi Pune - 412207411014
Mumbai	Ms. Shamal Dhairyawan	<a href="mailto:appellate.west@in.airtel.com">appellate.west@in.airtel.com</a>	022-40030143	Bharti Airtel Limited, 7th Floor , Interface Building No 7 , Mindspace , Link Road , Malad west , Mumbai - 400064 , Maharashtra
Punjab	Ms. Smriti Gupta	<a href="mailto:appellate.punjab@in.airtel.com">appellate.punjab@in.airtel.com</a>	0172-4600150	Bharti Airtel Limited, Plot No.21, Rajiv Gandhi Technology Park, Chandigarh 160101
Rajasthan	Mr. Khushwinder Singh	<a href="mailto:appellate.rajasthan@in.airtel.com">appellate.rajasthan@in.airtel.com</a>	0141-4034338	Bharti Hexacom Ltd- 7th Floor, South Block, Tower B3 Block, World Trade Park, JLN Marg, jaipur, Rajasthan -302017
Tamil Nadu (Chennai)	Mr. V Praveen Sekar	<a href="mailto:appellate.southabts@in.airtel.com">appellate.southabts@in.airtel.com</a>	044-42039583	Bharti Airtel Limited, No 42/147 & 44/146 Santhome High Road & Rosary Church road, Mylapore Chennai 600004
Uttar Pradesh East	Mr.Raja Bose	<a href="mailto:appellate.upeast@in.airtel.com">appellate.upeast@in.airtel.com</a>	0522-4600150	Bharti Airtel Limited, TCG 7/7, Vibhuti Khand, Gomti Nagar, Lucknow - 226010
Uttar Pradesh West	Mr. Ankur Singh	<a href="mailto:appellate.upwest@in.airtel.com">appellate.upwest@in.airtel.com</a>	0121-4600150	Bharti Airtel Limited, B38/C1, Sector 57, Noida- 201301 Uttar Pradesh
Himachal Pradesh	Ms. Smriti Gupta	<a href="mailto:appellate.hp@in.airtel.com">appellate.hp@in.airtel.com</a>	0172-4600150	Bharti Airtel Limited, Block No. 11 A, SDA Complex, Kasumpti, Shimla 171009
Jammu and Kashmir	Ms. Smriti Gupta	<a href="mailto:appellate.jk@in.airtel.com">appellate.jk@in.airtel.com</a>	0172-4600150	Bharti Airtel Limited, B2, 3rd Floor, South Block, Bahu Plaza, Gandhi Nagar, Jammu, Jammu & Kashmir 180012

Bihar and Jharkhand	Mr.Vikas Attreja	<a href="mailto:appellate.bihar@in.airtel.com">appellate.bihar@in.airtel.com</a>	0522-4600150	Bharti Airtel Limited, Plot no 18, Patliputra Industrial area, Patna 800013, Bihar, India
North East	Ms.Lalramchuani KC	<a href="mailto:appellate.nesa@in.airtel.com">appellate.nesa@in.airtel.com</a>	033-40016676	Bharti Airtel Limited, 3rd Floor, Shubham Buildwell, Near NEEPCO Bhawan, R. G. Baruah Road, Guwahati, Assam-781005
Odisha	Ms.Gunjan Agarwal	<a href="mailto:appellate.orissa@in.airtel.com">appellate.orissa@in.airtel.com</a>	0674-4512318	Bharti Airtel Limited, Infocity Campus, 6th Floor, E-13/1, Chandaka Industrial Estate, Chandrasekharpur, Bhubaneswar-751024, Odisha
West Bengal	Ms.Gunjan Agarwal	<a href="mailto:appellate.wb@in.airtel.com">appellate.wb@in.airtel.com</a>	033-40016676	Bharti Airtel Limited, Infinity Building, 5th Floor, Salt Lake Electronics Complex, Kolkata-700091, West Bengal
Assam	Ms.Lalramchuani KC	<a href="mailto:appellate.nesa@in.airtel.com">appellate.nesa@in.airtel.com</a>	0361-4525014	Bharti Airtel Limited, 3rd Floor, Shubham Buildwell, Near NEEPCO Bhawan, R. G. Baruah Road, Guwahati, Assam-781005

### Quality of Service parameters specified by the TRAI

#### Wireline services:

S. No.	Name of Parameter	Benchmark	Assessment period
<b>I. Service Provisioning</b>			
(i)	Provision of a service within 7 working days of payment of demand note by the customer	≥ 98%	Quarterly
<b>II. Fault Repair</b>			

(ii)	Fault incidences (No. of faults per 100 subscribers)	≤ 5	Quarterly
(iii)	Fault repair by next working day	≥ 85%	Quarterly
(iv)	Fault repair within three working days	≥ 99%	Quarterly
	<b>Rent rebate/ validity extension in case fault is repaired after three(3) working days:</b> <b>For post-paid subscribers:</b> Proportional rent rebate for actual number of days, during which fault remains pending shall be credited in next bill. <b>For pre-paid subscribers:</b> The validity of subscribed tariff offering shall be increased for actual number of days during which fault remain pending.		
(v)	Mean Time-To-Repair (MTTR)	≤ 10 hours	Quarterly
<b>III. Point of Interconnection</b>			
(vi)	Point of Interconnection (POI) Congestion (90 <sup>th</sup> percentile value)	≤ 0.5%	Quarterly

**Mobile services:**

S. No.	Name of Parameter	Benchmark	Assessment period	Effective date
<b>I. Network Availability</b>				
(i)	Availability of service wise geospatial coverage map on service provider's website for percentage of working cells	≥ 99%	Monthly	01.04.2025
(ii)	Cumulative downtime (Cells not available for service)	≤ 2%	Quarterly	01.10.2024
		≤ 1.5%	Monthly	01.04.2025
		≤ 1%	Monthly	01.10.2026
(iii)	Worst Affected Cells due to downtime	≤ 2%	Quarterly	01.10.2024
		≤ 1.5%	Monthly	01.04.2025
		≤ 1%	Monthly	01.10.2026
(iv)	Percentage of significant network outage (services not available in a district for more than 4 hours) reported to the Authority within 24 hrs of start of the outage <b>Compensation to the subscribers for significant network outages of more than 24 hrs:</b> <ul style="list-style-type: none"> <li><b>For post-paid subscribers registered in the district:</b> Proportional rent rebate, as per plan charges, for affected number of days shall be credited in next bill.</li> <li><b>For the pre-paid subscribers registered in the district:</b> The validity of subscribed tariff offering shall be increased by equal number of affected days.</li> </ul>	100%	Quarterly	01.10.2024
			Monthly	01.04.2025
<b>II. Voice Connection Establishment (Accessibility)</b>				

(v)	Call Set-up Success Rate: Intra- Service provider (within service provider's network)	≥ 98%	Quarterly	01.10.2024
			Monthly	01.04.2025
(vi)	Call Set-up Success Rate: Inter- Service provider (incoming from other service providers' network)	≥ 95%	Quarterly	01.10.2024
			Monthly	01.04.2025
(vii)	Point of Interconnection (POI) Congestion (90 <sup>th</sup> percentile value)	≤ 0.5%	Quarterly	01.10.2024
			Monthly	01.04.2025
<b>III. Voice Connection Maintenance (Retainability)</b>				
(viii)	DCR Spatial Distribution Measure for Circuit Switched (2G/3G) network [CS_QSD (88, 88)]	≤ 2%	Quarterly	01.10.2024
			Monthly	01.04.2025
	DCR Spatial Distribution Measure for Circuit Switched (2G/3G) network [CS_QSD (89, 89)]	≤ 2%	Monthly	01.04.2026
	DCR Spatial Distribution Measure for Circuit Switched (2G/3G) network [CS_QSD (90, 90)]	≤ 2%	Monthly	01.04.2027
(ix)	DCR Spatial Distribution Measure for Packet Switched (4G/5G and beyond) network [PS_QSD (92, 92)]	≤ 2%	Quarterly	01.10.2024
			Monthly	01.04.2025
	DCR Spatial Distribution Measure for Packet Switched (4G/5G and beyond) network [PS_QSD (93, 93)]	≤ 2%	Monthly	01.10.2025
	DCR Spatial Distribution Measure for Packet Switched (4G/5G and beyond) network [PS_QSD (94, 94)]	≤ 2%	Monthly	01.04.2026
	DCR Spatial Distribution Measure for Packet Switched (4G/5G and beyond) network [PS_QSD (95, 95)]	≤ 2%	Monthly	01.04.2027
(x)	Downlink Packet Drop Rate for Packet Switched Network (4G/5G and beyond) [DLPDR_QSD (88, 88)]	≤ 2%	Quarterly	01.10.2024
			Monthly	01.04.2025
	Downlink Packet Drop Rate for Packet Switched Network (4G/5G and beyond) [DLPDR_QSD (89, 89)]	≤ 2%	Monthly	01.04.2026
	Downlink Packet Drop Rate for Packet Switched Network (4G/5G and beyond) [DLPDR_QSD (90, 90)]	≤ 2%	Monthly	01.04.2027
(xi)	Uplink Packet Drop Rate for Packet Switched Network (4G/5G and beyond) [ULPDR_QSD (88, 88)]	≤ 2%	Quarterly	01.10.2024
			Monthly	01.04.2025
	Uplink Packet Drop Rate for Packet Switched Network (4G/5G and beyond) [ULPDR_QSD (89, 89)]	≤ 2%	Monthly	01.04.2026
	Uplink Packet Drop Rate for Packet Switched Network (4G/5G and beyond) [ULPDR_QSD (90, 90)]	≤ 2%	Monthly	01.04.2027
<b>IV. Broadband Service</b>				
(xii)	Latency (in 4G and 5G network)	≤ 75 msec	Quarterly	01.10.2024
			Monthly	01.04.2025
		≤ 50 msec	Monthly	01.04.2026
(xiii)	Packet Drop Rate (in 4G and 5G network)	≤ 3%	Quarterly	01.10.2024
			Monthly	01.04.2025
		≤ 2%	Monthly	01.04.2026
(xiv)	Percentile value of measured test samples for which download and upload speed is ≥ offered typical download and upload speed in tariff offerings	80 <sup>th</sup> percentile	Quarterly	01.10.2024
			Monthly	01.04.2025

**Wireline Broadband Services:**

S. No.	Name of the Parameter	Benchmark	Assessment period
<b>I. Service provisioning</b>			
(i)	Provision of a service within seven (7) working days of payment of demand note by the customer	≥ 98%	Quarterly
<b>II. Broadband Service Performance</b>			
(ii)	Latency	≤ 50 msec	Quarterly
(iii)	Packet Drop Rate	≤ 1%	Quarterly
(iv)	Percentile value of measured test samples for which download and upload speed is ≥ offered typical download and upload speed in tariff Offerings	90 <sup>th</sup> percentile	Quarterly
(v)	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s)	≤ 80%	Quarterly
(vi)	Jitter	≤ 40ms	Quarterly
<b>III. Fault Repair</b>			
(vii)	Fault incidences (No. of faults per 100 subscribers)	≤ 5	Quarterly
(viii)	Fault repair by next working day	≥ 85%	Quarterly
(ix)	Fault repair within three working days	≥ 99%	Quarterly
	<p><b>Rent rebate/ validity extension in case fault is repaired after three (3) working days:</b></p> <p><b>For post-paid subscribers:</b> Proportional rent rebate for actual number of days, during which fault remain pending, shall be credited in next bill.</p> <p><b>For pre-paid subscribers:</b> The validity of subscribed tariff offering shall be increased for actual number of days, during which fault remain pending.</p>		

**Quality of Service parameters for wireless, wireline and Broadband Customer Service**

S. No.	Name of Parameter	Benchmark	Assessment period
<b>I. Customer Service</b>			
(i)	Billing and charging complaints	≤ 0.1%	<ul style="list-style-type: none"> <li>• Access service (wireline) and broadband (wireline) service – Quarterly</li> <li>• Access service (wireless)-                             <ul style="list-style-type: none"> <li>○ Quarterly w.e.f. 01.10.2024</li> <li>○ Monthly w.e.f. 01.04.2025</li> </ul> </li> </ul>
(ii)	Resolution of billing/ charging complaints within four weeks	100%	
(iii)	Application of adjustment to customer’s account within one week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable	100%	
(iv)	Accessibility of call centre/ customer care	≥ 95%	
(v)	Percentage of calls answered by the operators (voice to voice) within ninety seconds	≥ 95%	
(vi)	Termination/ closure of service within seven working days of receipt of customer’s request	100%	
(vii)	Refund of deposits within 45 days of closure of service or non-provisioning of service	100%	