

Name of Service Provider - Bharti Airtel															
(Broadband Service)															
Customer Complaints Redressal Report for the Quarter ending - Jun'21 (Q-1)															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during			Details of appeals disposed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous 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 redressed during the Quarter [8] = [6] + [7]	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 to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the 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
AP	Billing	169	-	169	169	-	169	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1407	46	1,453	1,307	82	1,389	64	0	0	0	0	0	0	0
	Faults and Network Related Complaints	39635	117	39,752	38,645	917	39,562	190	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	18	-	18	16	1	17	1	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	41229	163	41392	40137	1000	41137	255	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		196065													
DL	Billing	1460	-	1,460	1,460	-	1,460	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	7891	298	8,189	7,431	378	7,809	380	0	0	0	0	0	0	0
	Faults and Network Related Complaints	110779	315	111,094	109,467	1,278	110,745	349	1	0	1	1	0	1	0
	Internet/ Data Related Complaints	43	1	44	37	6	43	1	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	120173	614	120787	118395	1662	120057	730	1	0	1	1	0	1	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		952406													
GU	Billing	161	-	161	161	-	161	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	701	50	751	578	69	647	104	0	0	0	0	0	0	0
	Faults and Network Related Complaints	11119	74	11,193	10,499	504	11,003	190	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	7	-	7	7	-	7	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	11988	124	12112	11245	573	11818	294	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		71792													
NORTH HR	Billing	71	-	71	71	-	71	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	711	66	777	632	85	717	60	0	0	0	0	0	0	0
	Faults and Network Related Complaints	9965	102	10,067	9,321	663	9,984	83	0	1	1	1	0	1	0
	Internet/ Data Related Complaints	6	-	6	3	3	6	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	10753	168	10921	10027	751	10778	143	0	1	1	1	0	1	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		52020													

KTK	Billing	497	-	497	497	-	497	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	3132	89	3,221	2,904	193	3,097	124	0	0	0	0	0	0	0
	Faults and Network Related Complaints	73034	262	73,296	70,134	2,726	72,860	436	1	0	1	1	0	1	0
	Internet/ Data Related Complaints	28	-	28	28	-	28	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	76691	351	77042	73563	2919	76482	560	1	0	1	1	0	1	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		448034													

KL	Billing	22	-	22	22	-	22	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	265	12	277	237	26	263	14	0	0	0	0	0	0	0
	Faults and Network Related Complaints	5914	7	5,921	5,716	188	5,904	17	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	2	-	2	2	-	2	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	6203	19	6222	5977	214	6191	31	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		45659													

KOL	Billing	93	-	93	93	-	93	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	703	26	729	669	32	701	28	0	0	0	0	0	0	0
	Faults and Network Related Complaints	17570	75	17,645	16,650	884	17,534	111	0	1	1	1	0	1	0
	Internet/ Data Related Complaints	9	1	10	8	2	10	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	18375	102	18477	17420	918	18338	139	0	1	1	1	0	1	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		88348													

MH	Billing	158	-	158	158	-	158	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	2231	89	2,320	1,910	275	2,185	135	0	0	0	0	0	0	0
	Faults and Network Related Complaints	23201	206	23,407	21,526	1,669	23,195	212	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	3	-	3	3	-	3	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	25593	295	25888	23597	1944	25541	347	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		166300													

MPCG	Billing	325	-	325	325	-	325	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	2440	70	2,510	2,316	125	2,441	69	0	0	0	0	0	0	0
	Faults and Network Related Complaints	32418	117	32,535	31,843	526	32,369	166	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	18	-	18	15	2	17	1	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	35201	187	35388	34499	653	35152	236	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		234891													

MUM	Billing	135	-	135	135	-	135	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1416	50	1,466	1,307	83	1,390	76	0	0	0	0	0	0	0
	Faults and Network Related Complaints	21107	123	21,230	19,993	1,092	21,085	145	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	7	-	7	5	1	6	1	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0

Total		22665	173	22838	21440	1176	22616	222	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		151917													

PB	Billing	270	-	270	270	-	270	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1450	96	1,546	1,345	81	1,426	120	0	0	0	0	0	0	0
	Faults and Network Related Complaints	28386	121	28,507	26,941	1,332	28,273	234	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	25	-	25	15	8	23	2	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total		30131	217	30348	28571	1421	29992	356	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		132970													

RI	Billing	100	-	100	100	-	100	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	970	63	1,033	916	55	971	62	0	0	0	0	0	0	0
	Faults and Network Related Complaints	13263	841	14,104	12,914	469	13,383	721	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	3	-	3	3	-	3	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total		14336	904	15240	13933	524	14457	783	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		83820													

TN	Billing	609	-	609	609	-	609	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	3160	83	3,243	2,926	229	3,155	88	0	0	0	0	0	0	0
	Faults and Network Related Complaints	81843	428	82,271	78,610	3,238	81,848	423	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	21	-	21	14	3	17	4	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total		85633	511	86144	82159	3470	85629	515	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		426620													

UPE	Billing	99	-	99	99	-	99	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	2873	36	2,909	2,770	81	2,851	58	0	0	0	0	0	0	0
	Faults and Network Related Complaints	27879	147	28,026	25,895	1,841	27,736	290	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	34	-	34	25	4	29	5	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total		30885	183	31068	28789	1926	30715	353	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		114495													

NORTH UP-W	Billing	114	-	114	114	-	114	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	2602	63	2,665	2,428	120	2,548	117	0	0	0	0	0	0	0
	Faults and Network Related Complaints	22834	94	22,928	21,471	1,232	22,703	225	0	1	1	1	0	1	0
	Internet/ Data Related Complaints	30	-	30	22	8	30	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total		25580	157	25737	24035	1360	25395	342	0	1	1	1	0	1	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		92838													

J&K	Billing	56	-	56	56	-	56	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	583	134	717	522	107	629	88	0	0	0	0	0	0	0
	Faults and Network Related Complaints	5002	480	5,482	4,043	1,224	5,267	215	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	2	-	2	1	1	2	-	0	0	0	0	0	0	0

	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0	0
	Total	5643	614	6257	4622	1332	5954	303	0	0	0	0	0	0	0	0
	Total Subscriber base (Prepaid)-----	-														
	Total Subscriber base (Postpaid)-----	37417														
BR	Billing	24	-	24	24	-	24	-	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	1671	27	1,698	1,599	51	1,650	48	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	6555	34	6,589	5,538	982	6,520	69	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	8	-	8	6	2	8	-	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0	0
	Total	8258	61	8319	7167	1035	8202	117	0	0	0	0	0	0	0	0
	Total Subscriber base (Prepaid)-----	-														
	Total Subscriber base (Postpaid)-----	31,410														
HP	Billing	4	-	4	4	-	4	-	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	59	5	64	51	9	60	4	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	633	6	639	572	33	605	34	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0	0
	Total	696	11	707	627	42	669	38	0	0	0	0	0	0	0	0
	Total Subscriber base (Prepaid)-----	-														
	Total Subscriber base (Postpaid)-----	2,306														
AS	Billing	1	-	1	1	-	1	-	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	53	-	53	48	1	49	4	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	160	-	160	103	35	138	22	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0	0
	Total	214	0	214	152	36	188	26	0	0	0	0	0	0	0	0
	Total Subscriber base (Prepaid)-----	-														
	Total Subscriber base (Postpaid)-----	3,075														
WB	Billing	0	-	-	-	-	-	-	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	1	-	1	1	-	1	-	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2	-	2	-	-	-	2	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0	0
	Total	3	0	3	1	0	1	2	0	0	0	0	0	0	0	0
	Total Subscriber base (Prepaid)-----	-														
	Total Subscriber base (Postpaid)-----	-														

Name of Service Provider - Bharti Airtel															
Wireline															
Customer Complaints Redressal Report for the Quarter ending - Jun'21 (Q-1)															
1	2	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	No. of pending complaints of previous 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 redressed during the Quarter [8] = [6] + [7]	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 to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the 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]
3	4	5	6	7	8	9	10	11	12	13	14	15	16		
AP	Billing	23	-	23	23	-	23	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	376	21	397	327	23	350	47	0	0	0	0	0	0	0
	Faults and Network Related Complaints	4440	21	4,461	4286	147	4,433	28	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	Total	4839	42	4881	4636	170	4806	75	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)-----		298408													
DL	Billing	356	-	356	356	-	356	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	2525	135	2,660	2309	168	2,477	183	0	0	0	0	0	0	0
	Faults and Network Related Complaints	28983	105	29,088	28591	420	29,011	77	1	4	5	4	1	5	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	Total	31864	240	32104	31256	588	31844	260	1	4	5	4	1	5	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)-----		1580518													

GJ	Billing	233	-	233	233	-	233	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	311	36	347	234	45	279	68	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2344	23	2,367	2216	115	2,331	36	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	Total	2888	59	2947	2683	160	2843	104	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)-----		128248													

NORTH HR	Billing	16	-	16	16	-	16	-	0	0	0	0	0	0	0
	Customer Service Related Complaints								1	0	1	1	0	1	0
	Faults and Network Related Complaints	219	20	239	191	23	214	25	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	1075	23	1,098	1022	67	1,089	9	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
									1	0	1	1	0	1	0
	Total	1310	43	1353	1229	90	1319	34							
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)-----		54000													

KTK	Billing	46	-	46	46	-	46	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1056	29	1,085	974	71	1,045	40	0	0	0	0	0	0	0
	Faults and Network Related Complaints	14083	85	14,168	13421	662	14,083	85	1	0	1	1	0	1	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	Total	15185	114	15299	14441	733	15174	125	1	0	1	1	0	1	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)-----		812727													

KL	Billing	13	-	13	13	-	13	-	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	152	9	161	116	40	156	5	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2220	6	2,226	2144	79	2,223	3	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	0
	Total	2385	15	2400	2273	119	2392	8	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----																
Total Subscriber base (Postpaid)-----		68598														

KOL	Billing	28	-	28	28	-	28	-	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	286	8	294	281	9	290	4	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	3420	25	3,445	3217	206	3,423	22	0	1	1	1	0	1	0	
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	0
	Total	3734	33	3767	3526	215	3741	26	0	1	1	1	0	1	0	1
Total Subscriber base (Prepaid)-----																
Total Subscriber base (Postpaid)-----		151434														

MH	Billing	32	-	32	32	-	32	-	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	1064	49	1,113	858	192	1,050	63	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1804	47	1,851	1671	155	1,826	25	1	0	1	1	0	1	0	
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	0
	Total	2900	96	2996	2561	347	2908	88	1	0	1	1	0	1	0	1
Total Subscriber base (Prepaid)-----																
Total Subscriber base (Postpaid)-----		216561														

MPCG	Billing	120	-	120	120	-	120	-	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	943	35	978	874	48	922	56	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	8681	44	8,725	8495	210	8,705	20	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	0

	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	0
	Total	9744	79	9823	9489	258	9747	76	0	0	0	0	0	0	0	0
	Total Subscriber base (Prepaid)-----															
	Total Subscriber base (Postpaid)-----	285140														
MUM	Billing	37	-	37	37	-	37	-	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	840	41	881	786	43	829	52	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	6923	34	6,957	6631	292	6,923	34	1	0	1	1	0	1	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	0
	Total	7800	75	7875	7454	335	7789	86	1	0	1	1	0	1	0	0
	Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)-----	416301															
PB	Billing	36	-	36	36	-	36	-	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	533	33	566	468	19	487	79	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	4923	24	4,947	4673	243	4,916	31	1	0	1	1	0	1	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	0
	Total	5492	57	5549	5177	262	5439	110	1	0	1	1	0	1	0	0
Total Subscriber base (Prepaid)-----																
Total Subscriber base (Postpaid)-----	164081															
RU	Billing	25	-	25	25	-	25	-	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	410	23	433	397	21	418	15	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1845	74	1,919	1795	73	1,868	51	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	0
	Total	2280	97	2377	2217	94	2311	66	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----																
Total Subscriber base (Postpaid)-----	104243															

J8	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	0
	Total	513	224	737	422	256	678	59	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		-														
Total Subscriber base (Postpaid)-----		35911														

BR	Billing	4	-	4	4	-	4	-	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	340	9	349	320	17	337	12	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	303	9	312	259	48	307	5	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	0
	Total	647	18	665	583	65	648	17	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		-														
Total Subscriber base (Postpaid)-----		33258														

HP	Billing	0	-	-	0	-	-	-	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	13	2	15	8	4	12	3	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	9	-	9	8	-	8	1	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	0
	Total	22	2	24	16	4	20	4	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		-														
Total Subscriber base (Postpaid)-----		2305														

AS	Billing	0	-	-	-	-	-	-	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	7	-	7	4	1	5	2	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	21	-	21	8	9	17	4	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0	0
	Total	28	0	28	12	10	22	6	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		-														
Total Subscriber base (Postpaid)-----		2,879														

WB	Billing	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1	-	1	1	-	1	-	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	1	0	1	1	0	1	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)-----															