

**MANDATORY STANDARDS FOR QUALITY OF SERVICE
(PUBLIC CELLULAR SERVICE)
REPORT**

LICENSEE	
REPORTING PERIOD	

SUMMARY

1. Billing Performance

<u>Report items</u>	<u>Actual</u>	<u>QoS Standard</u>	<u>Compliance</u>
No. of bills issued			
No. of billing complaints			
Billing complaints resolved in 15 business days			
Billing complaints resolved in 30 business days			
% Complaints of bills issued		2%	Yes/ No
% Resolved within 15 bus days		90%	Yes/ No
% Resolved within 30 bus days		95%	Yes/ No

See appendix I for details

2. General Customer Complaints

<u>Report items</u>	<u>1st half</u>	<u>2nd half</u>	<u>Total 12 mths</u>	<u>QoS Standard</u>	<u>Compliance</u>
No. of customer base					
No. of complaints received					
No. of complaints per 1000 customer				50	Yes/ No

See appendix II for details

Reported by:

Signature:

Name :

Designation

Address:

Tel no:

Fax no:

(Note: Attach supporting documents as appendices.)

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Appendix I

<u>Type of complaints</u>	<u>No.of complaints</u>
Wrongly / not credited	
Double charges	
Non-refund deposits	
Late bills	
Non-receipt of bills	
Fraud	
Wrongly addressed	
Other billing errors	

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Appendix III

Type of complaints	1st half	2nd half
Late or no service activation		
Late or no service activation after a complaint		
Poor line quality		
Unprofessional staff		
Other complaints related to customer services		

