
Quality of Service Assessment

Report of survey for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services for Andhra Pradesh Circle

Assessment of:

- I. Customer Perception of service
- II. Implementation & Effectiveness of Telecom Consumer Protection & Redressal of Grievance Regulations, 2007

January - March 2010



Prepared for: **Telecom Regulatory Authority of India**

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Preface

TRAI, the regulatory watch dog for the Quality of Service for the telecom services – Basic (Wireline), Cellular Mobile (Wireless) and Broadband has commissioned this study with the objective of measuring Quality of Services under the parameters as per the published notifications. The study, from the execution perspective, has been divided into two modules – Survey module and Audit module.

The Survey module has been commissioned with the objective of gauging the subscriber feedback on Quality of Services by way of primary survey and comparing them with quality of service benchmarks stipulated by TRAI. In addition, Survey module would also measure the compliance of ‘Telecom Consumer Protection and Redressal of Grievances Regulations, 2007’.

The Audit module would assess the Quality of Service of telecom operators (Basic (Wireline), Cellular Mobile (Wireless) and Broadband services) by auditing the service level records maintained by the operators, conducting drive tests as well as live measurements and comparing them with quality of service benchmarks stipulated by TRAI.

For the ease of execution both the modules have been commissioned as two separate exercises. However, the findings of each module would feed into the justification of the other module.

The Survey and Audit modules for various circles within the Zones, due to the sheer scale of data collection, have been distributed across various quarterly periods. IMRB International conducted Survey in Andhra Pradesh, Kolkata and West Bengal circles and Audit module was conducted across Andhra Pradesh, Kolkata, West Bengal, Uttar Pradesh (East) and Uttar Pradesh (West) circles in the period of January – March 2010. The present report details the **Quality of Services** survey module findings for the **Andhra Pradesh Circle for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services**.

Table of contents

| | <u>Page no.</u> |
|--|-----------------|
| 1.0 Background | 5 |
| 2.0 Objectives | 6 |
| 3.0 Study methodology | 7 |
| 3.1 Subjective survey methodology | 7 |
| 3.2 Data analysis methodology..... | 10 |
| 3.3 Sampling Plan | 11 |
| 3.4 Definition of key terms | 14 |
| 4.0 Executive Summary | 15 |
| 4.1 Summary of the Survey module for Basic (Wireline) Operators in the Andhra Pradesh circle..... | 15 |
| 4.1.2 Consumer Protection and Grievance Scores for the Basic (Wireline) survey | 19 |
| 4.2 Summary of the Survey module for Cellular Mobile (Wireless) Operators in the Andhra Pradesh circle | 20 |
| 4.2.1 Consumer Protection and Grievance Scores for the Cellular Mobile (Wireless) survey | 24 |
| 4.3 Summary of the Survey module for Broadband Operators in the Andhra Pradesh circle | 26 |
| 4.3.1 Consumer Protection and Grievance Scores for the Broadband survey..... | 30 |
| 5.1 Detailed Findings – Basic Wireline | 32 |
| 5.1.1 Service Provision sub-aspects | 32 |
| 5.1.2 Billing Related sub-aspects | 34 |
| 5.1.3 Help Services Related sub-aspects | 36 |
| 5.1.4 Network performance, reliability and availability related sub-aspects | 37 |
| 5.1.5 Maintainability related sub-aspects | 37 |
| 5.1.6 Supplementary services | 39 |
| 5.1.7 Overall Customer Satisfaction | 40 |
| 5.1.8 Redressal Mechanism | 41 |
| 5.2 Detailed Findings – Cellular Mobile Services | 42 |
| 5.2.1 Service Provision..... | 42 |
| 5.2.2 Billing Aspects..... | 44 |
| 5.2.3 Help Services | 48 |
| 5.2.4 Network Performance, Reliability & Availability: | 49 |
| 5.2.5 Maintainability:..... | 50 |
| 5.2.6 Supplementary services: | 50 |
| 5.2.7 Overall percentage of subscribers satisfied: | 51 |



| | |
|--|------------|
| 5.2.8 Three stage redressal mechanism: | 52 |
| 5.3 Detailed Findings – Broadband Services | 55 |
| 5.3.1 Service Provision:..... | 55 |
| 5.3.2 Billing Performance: | 56 |
| 5.3.3 Help Services: | 58 |
| 5.3.4 Network performance, reliability and availability: | 59 |
| 5.3.5 Maintainability:..... | 60 |
| 5.3.6 Supplementary Services: | 61 |
| 5.3.7 Percentage subscribers satisfied: | 62 |
| 5.3.8 Telecom Consumers Protection & Redressal of Grievance Regulations, 2007: | 62 |
| 6.1 Key Take Outs and Recommendations – Basic (Wireline)..... | 64 |
| 6.3 Key Takeouts & Recommendations – Broadband | 67 |
| 7.0 Annexure (Question wise Responses) | 69 |
| 7.1 Basic (Wireline)..... | 69 |
| 7.2 Cellular Mobile (Wireless)..... | 81 |
| 7.3 Broadband Services | 98 |
| Questionnaire – Wireline Survey | 111 |
| Questionnaire - Cellular mobile telephone service | 119 |
| Questionnaire - Broadband service | 128 |

1.0 Background

The Telecom Regulatory Authority of India (TRAI) has a critical mandate to protect the interest of telecom consumers in addition to various other functions bestowed upon it. As part of the license conditions to telecom operators, it has the power and authority to measure the Quality of Service provided by various govt. (BSNL & MTNL) and private telecom operators. The parameters that need to be measured for Basic (Wireline) and Cellular Mobile (Wireless) services have been specified in the TRAI notification on Quality of Services of Basic (Wireline) and Cellular Mobile (Wireless) services dated 1st July, 2005. The parameters for Broadband Service has been specified in the TRAI notification for Quality of Services of Broadband Service Regulation, 2006 (11 of 2006) dated 6th Oct. 2006.

In addition, during this round of Survey module assessment, TRAI would also like to measure the compliance of ‘Telecom Consumer Protection and Redressal of Grievances Regulations, 2007’ dated 4th May, 2007. These regulations are applicable to all Basic (Wireline) and Cellular Mobile (Wireless) service providers and to those Broadband service providers whose turnover in any preceding financial year exceed rupees five crores or whose total number of Broadband subscribers in any preceding financial year exceed ten thousand numbers, as the case may be.

IMRB has been engaged by TRAI for a period of 12 months starting July 2009 to assess the quality of services being provided by Basic (Wireline), Cellular Mobile (Wireless) and Broadband service providers.

The study is being conducted broadly in two modules. They are:

Survey module: To obtain subscriber feedback on quality of services by way of primary survey and to check the ‘Implementation and effectiveness of Telecom Consumer Protection and Redressal of Grievances Regulations, 2007’

Audit module: To assess the quality of service of telecom operators (Basic (Wireline), Cellular Mobile (Wireless) and broadband services) by auditing the service level records maintained by the operators, conducting drive tests as well as live measurements and comparing them with quality of service benchmarks stipulated by TRAI

The present report highlights the findings for the Survey module for Andhra Pradesh circle that was covered in the Quarter 1 (January – March) 2010. The primary data collection from the end users of Basic (Wireline), Cellular Mobile (Wireless) and broadband services was undertaken by IMRB International during the period of January 2010 – March 2010.



The study is being conducted broadly in two modules:

- (i) Survey module and*
- (ii) Audit module*



This report highlights the Survey Module findings for Andhra Pradesh circle for Basic (Wireline), Cellular Mobile (Wireless) and Broadband services

2.0 Objectives

The objectives of the “Survey Module” of this study are to undertake a survey among the subscribers to:-

1. Assess the satisfaction with Quality of Services (QoS) provided by Basic (Wireline), Cellular Mobile (Wireless) and broadband service providers on the ‘Quality of Service’ parameters laid down by TRAI*.
2. Assess the compliance of the service providers and the satisfaction of the subscribers of Basic (Wireline), Cellular Mobile (Wireless) and broadband services with ‘Telecom Consumer Protection and Redressal of Grievances Regulations – 2007’.
3. To compare the findings against the Quality of Service benchmarks notified by TRAI and **identify the critical areas for improvement for the telecom service providers.**



The study aims to identify the critical areas for improvement by telecom service providers for Quality of Service parameters and Grievance Redressal Mechanism

3.0 Study methodology

As outlined earlier, the study was conducted in two modules. The first module (subjective survey) was undertaken to gauge the subscriber feedback on quality of service by way of a large sample based field survey. The second module (objective assessment) involved auditing of the QoS monitoring records of telecom operators.

3.1 Subjective survey methodology

To gauge the level of satisfaction of subscribers with the quality of service provided by the service providers, interviews across a large sample of subscribers for Basic (Wireline), Cellular Mobile (Wireless) and broadband services were conducted. The sample survey was conducted to ensure spread across operators on the basis of their subscriber size and the type of circle in which we are conducting the interviews.

The sample for basic (wireline) services was evenly spread over 5% of the exchanges in 10% of the total SDCAs in that particular circle. The sample for cellular mobile (wireless) service was evenly spread over 10% of the district headquarters of a service area. The sample for broadband subscribers that was covered in the survey was distributed across 10% of PoPs (Points of Presence) of the service providers. Also, the sample reflected the urban-rural split of the population of subscribers. Also, a spread of postpaid and prepaid subscribers was ensured especially for wireless services.

The sample size was primarily covered using the face to face personal interviewing method. All of these interviews were conducted by IMRB International trained executives. All interviews that were conducted face to face, the signatures of the respondents were also obtained.

The satisfaction level of subscribers was collected on a four-point scale of “Very satisfied”, “satisfied”, “dissatisfied” and “very dissatisfied”.

The questionnaire is divided into two broad segments viz.

- a. The first part dealt with all the aspects of customer perception of service which was detailed out by asking 33 questions each for basic (wireline) and cellular mobile (wireless) segments and 23 questions for the broadband segment
- b. The second part of the questionnaire was about checking the awareness, implementation and effectiveness of ‘telecom consumer’s protection and redressal of grievances regulations, 2007’. This module entailed 22 questions which probed the consumers exhaustively on the three stage redressal mechanism.



The satisfaction level of subscribers was collected on a four-point Likert scale.

The responses for the first part have been summarized into the seven subjective parameters as specified in the QoS regulation in the following manner:

| Subjective QoS parameter | Satisfaction with basic wireline on: | Satisfaction with cellular services on: | Satisfaction with Broadband services on: |
|---|---|---|---|
| Service provision | - Time taken to get a new phone connection | - Time taken for activation of connection | - Time taken to get a broadband connection |
| Network performance, reliability & availability | - Phone working & always available - Make & receive calls easily - Getting clear voice quality on phone | - Availability of signals - Make & receive calls easily - Getting clear voice quality of phone | - Speed of broadband connection - Service uptime |
| Maintainability | - Quality of fault repair service | - Availability of network - Restoration of network problems | - Time taken for restoration of connection |
| Help services | - Ease of access to helpline numbers - Response time of the customer care executive - Problem solving ability of the executive - Time taken by executive to resolve complaint - Redressal mechanism | - Ease of access to helpline numbers - Response time of the customer care executive - Problem solving ability of the executive - Time taken by executive to resolve complaint - Redressal mechanism | - Ease of access to helpline numbers - Response time of the customer care executive - Problem solving ability of the executive - Time taken by executive to resolve complaint (prepaid) - Redressal mechanism |
| Billing | - Timely delivery of bills - Accuracy of bill - Clarity of bill - Accuracy of charges deducted (for prepaid) | - Timely delivery of bills - Accuracy of bill - Clarity of bill - Accuracy of charges deducted (for prepaid) | - Timely delivery of bills - Accuracy of bill - Clarity of bill - Accuracy of charges deducted (for prepaid) |
| Supplementary services | - Quality of supplementary services provided | - Quality of supplementary services provided | - Quality of supplementary services provided |
| Overall satisfaction | - Overall rating of quality | - Overall rating of quality | - Overall rating of performance |

The responses to the second part of the questionnaire can be broadly summarized as follows:

- a. Awareness of the stages of the redressal mechanism
- b. Ease of access to the various stages
- c. Satisfaction with quality of each of the three stages

3.2 Data analysis methodology

The satisfaction scores have been represented in two ways:-

Weighted satisfaction scores

Overall weighted satisfaction score for a parameter was ascertained using the following formula(s):

If a parameter is having 3 sub-parameters the overall score is calculated as below:

(Respondents giving Top2 score for parameter 1 + Respondents giving top2 score for parameter 2 + Respondents giving top2 score for parameter 3)

(Answering base for parameter 1 + answering base for parameter 2 + answering base for parameter 3)

Top – 2 gradations on the Satisfaction score scale i.e. scores of 'Very Satisfied' and 'Somewhat Satisfied'

The percentage scores of 'Very Satisfied' and 'Somewhat Satisfied' are represented for various parameters and sub-parameters to gauge the percentage of satisfied subscribers. This type of data presentation assumes equal weightage to both the gradations i.e. 'Very Satisfied' and 'Somewhat Satisfied' and doesn't provide any weightage to 'Dissatisfied' gradations.

3.3 Sampling Plan

Sample achieved for all the three services in Andhra Pradesh circle is as below:

Wireline:

| Name of the Operator | Sample Size | Sample Size Achieved |
|----------------------|-------------|----------------------|
| Airtel | 1067 | 1057 |
| BSNL | 1067 | 1075 |
| Rel Comm | 1067 | 1099 |
| TATA | 1067 | 1031 |

Wireless:

| Name of the Operator | Sample Size | Sample Size Achieved |
|----------------------|-------------|----------------------|
| Airtel | 1067 | 1151 |
| Vodafone | 1067 | 1110 |
| Idea | 1067 | 1142 |
| Aircel | 1067 | 1064 |
| BSNL GSM | 1067 | 1075 |
| Reliance GSM | 1067 | 925 |
| Reliance CDMA | 1067 | 1240 |
| TATA GSM | 1067 | 1214 |
| TATA CDMA | 1067 | 964 |

Broadband:

| Name of the Operator | Sample Size | Sample Size Achieved |
|----------------------|-------------|----------------------|
| Airtel | 1067 | 1091 |
| BSNL | 1067 | 1322 |
| Rel Comm | 1067 | 1137 |
| VSNL | 1067 | 1157 |
| Sify | 1067 | 991 |
| You Telecom | 1067 | 684 |
| Hathway | 1067 | 1035 |

Also gender and age distribution of the sample for the 3 services was as under:-

Wireline:

| Gender wise break up | | | |
|----------------------|-------|------|--------|
| Name of the Operator | Total | Male | Female |
| Airtel | 1057 | 701 | 356 |
| BSNL | 1075 | 810 | 265 |
| Rel Comm | 1099 | 822 | 277 |
| TATA | 1031 | 826 | 205 |

| Age wise break up | | | | |
|----------------------|-------|------------|-------------|------------|
| Name of the Operator | Total | < 25 years | 25-60 years | > 60 years |
| Airtel | 1057 | 93 | 936 | 28 |
| BSNL | 1075 | 104 | 900 | 71 |
| Rel Comm | 1099 | 88 | 969 | 42 |
| TATA | 1031 | 48 | 949 | 34 |

Wireless:

| Gender wise break up | | | |
|----------------------|-------|------|--------|
| Name of the Operator | Total | Male | Female |
| Airtel | 1151 | 916 | 235 |
| Vodafone | 1110 | 942 | 168 |
| Idea | 1142 | 954 | 188 |
| Aircel | 1064 | 939 | 125 |
| BSNL GSM | 1075 | 875 | 200 |
| Reliance GSM | 925 | 828 | 97 |
| Reliance CDMA | 1240 | 1009 | 231 |
| TATA GSM | 1214 | 1075 | 139 |
| TATA CDMA | 964 | 752 | 212 |

| Age wise break up | | | | |
|----------------------|-------|------------|-------------|------------|
| Name of the Operator | Total | < 25 years | 25-60 years | > 60 years |
| Airtel | 1151 | 384 | 746 | 21 |
| Vodafone | 1110 | 464 | 639 | 7 |
| Idea | 1142 | 400 | 726 | 16 |
| Aircel | 1064 | 290 | 772 | 2 |
| BSNL GSM | 1075 | 198 | 853 | 24 |
| Reliance GSM | 925 | 371 | 545 | 9 |
| Reliance CDMA | 1240 | 223 | 985 | 32 |
| TATA GSM | 1214 | 525 | 677 | 12 |
| TATA CDMA | 964 | 224 | 712 | 28 |

Broadband:

| Gender wise break up | | | |
|----------------------|-------|------|--------|
| Name of the Operator | Total | Male | Female |
| Airtel | 1091 | 652 | 439 |
| BSNL | 1322 | 1052 | 270 |
| Rel Comm | 1137 | 993 | 144 |
| VSNL | 1157 | 1047 | 110 |
| Sify | 991 | 850 | 141 |
| You Telecom | 684 | 608 | 76 |
| Hathway | 1035 | 872 | 163 |

| Age wise break up | | | | |
|----------------------|-------|------------|-------------|------------|
| Name of the Operator | Total | < 25 years | 25-60 years | > 60 years |
| Airtel | 1091 | 160 | 907 | 24 |
| BSNL | 1322 | 168 | 1078 | 76 |
| Rel Comm | 1137 | 137 | 983 | 17 |
| VSNL | 1157 | 78 | 1065 | 14 |
| Sify | 991 | 106 | 860 | 25 |
| You Telecom | 684 | 32 | 637 | 15 |
| Hathway | 1035 | 183 | 838 | 14 |

The respondents for the Basic (Wireline) survey module were contacted in the following BSNL exchanges in the Andhra Pradesh circle. The list includes only 24 exchanges. However, respondents lying under many more exchanges were part of the survey (5% of total exchanges spread across 10% of Short Distance Charging Areas (SDCA)).

| Name of the Exchange | Name of the Exchange |
|------------------------------|------------------------------|
| <u>BSNL – Urban Exchange</u> | <u>BSNL – Rural Exchange</u> |
| Parkal | Chityal |
| Warangal | Repaka |
| Karim nagar | Dharmasagar |
| Siricilla | Hasanparthy |
| Kamareddy | Asifnagar |
| Nizamabad | Gangadhara |
| Sangareddy | Boinapalli |
| Zaheerabad | Vardavelly |
| Mahabubnagar | Biknoor |
| Nagarkurnool | Bibipet |
| Kurnool | Andhranagar |
| Nandikotkur | Makloor |

3.4 Definition of key terms

Wireline service – These are the telephone services that are provided by various service providers for home / office installations. These telephone connections are connected by a copper wire.

Wireless service – This service encompasses the services based on both GSM and CDMA network technologies. These are typically known as mobile services.

Broadband service – Broadband’ is defined in the Broadband Policy 2004 as “An always on data connection that is able to support interactive services including Internet access and has the capability of the minimum download speed of 256 kilo bits per second (kbps) to an individual subscriber from the Point of Presence (POP) of the service provider intending to provide Broadband service where multiple such individual Broadband connections are aggregated and the subscriber is able to access these interactive services including the Internet through this POP. The 2 interactive services will exclude any services for which a separate license is specifically required, for example, real-time voice transmission, except to the extent that it is presently permitted under ISP license with Internet Telephony”.

Consumer perception of service score – It is defined as the process of attaining awareness or understanding of the service aspects from the users. These service aspects are identified by various parameters in the delivery of telecommunication services e.g. Basic Wireline, Cellular Mobile (wireless) and Broadband services. The various parameters defining the service quality for Basic Wireline, Mobile Cellular and Broadband services have been identified in section 3.1.

The perception score for this report is the ‘calculated’ satisfaction score as per the formula mentioned in 3.2 for various parameters. This score for various parameters for all the service providers has been compared with the benchmark score in the study findings section.

Percentage satisfied score – The satisfaction score have been indicated for the top two gradations i.e. ‘Very Satisfied’ and ‘Satisfied’ boxes. This score has been calculated to gauge the percentage ‘Very Satisfied’ and ‘Satisfied’ subscribers for various parameters in the study findings section.

4.0 Executive Summary

The cells within the tables in the summary section have been color coded to show the gradation within the satisfaction scores. The **satisfaction scores** in various ranges have been color coded in the following manner. The scores here represent the level of satisfaction of consumers.

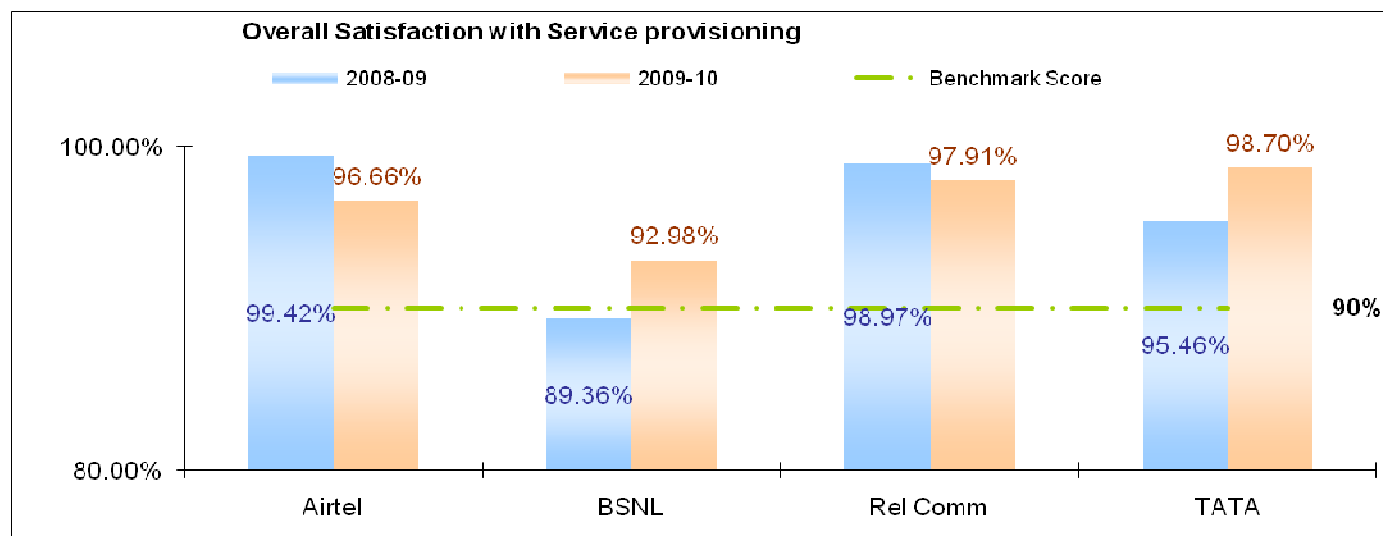
| Legend | |
|--|-------------------|
| Score Range (For level of satisfaction) | Cell color |
| Parameter meeting the benchmark | |
| Parameter not meeting the benchmark | |

4.1 Summary of the Survey module for Basic (Wireline) Operators in the Andhra Pradesh circle

Satisfaction level of subscribers with various parameters of Basic (Wireline) service:

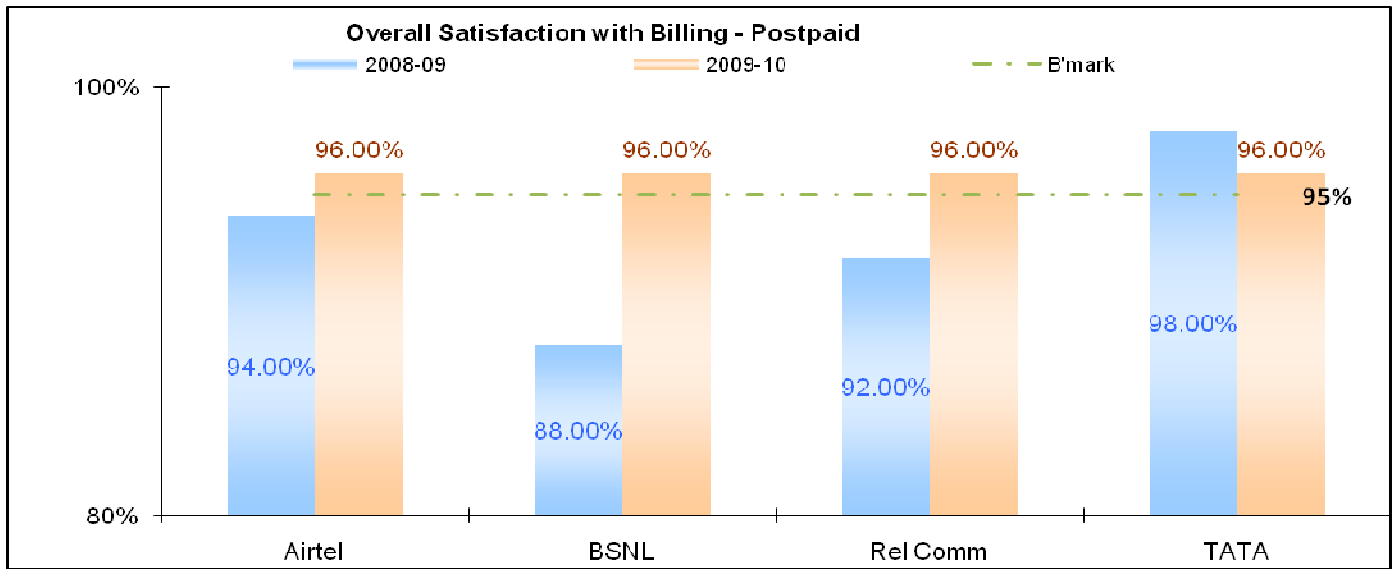
| | 2009-10 | | | | |
|--|---------|--------|--------|----------|--------|
| | B'mark | Airtel | BSNL | Rel Comm | TATA |
| Overall Performance | | | | | |
| Customers satisfied with provisioning of service | ≥90% | 96.66% | 92.98% | 97.91% | 98.70% |
| Customers satisfied with billing performance - Prepaid | ≥95% | 98.45% | 95.90% | 96.32% | 96.36% |
| Customers satisfied with billing performance - Postpaid | ≥95% | 97.00% | 97.00% | 96.00% | 95.00% |
| Customers satisfied with network performance, reliability and availability | ≥95% | 96.00% | 96.00% | 96.00% | 96.00% |
| Customers satisfied with maintainability | ≥95% | 82.00% | 84.86% | 75.22% | 87.11% |
| Customers satisfied with supplementary and value added services | ≥90% | 96.19% | 79.59% | 98.04% | 98.09% |
| Customers satisfied with help services including grievance redressal | ≥90% | 91.00% | 87.00% | 88.00% | 90.00% |
| Customers satisfied with overall service quality | ≥90% | 94.37% | 94.44% | 95.38% | 96.06% |

1. Service Provision



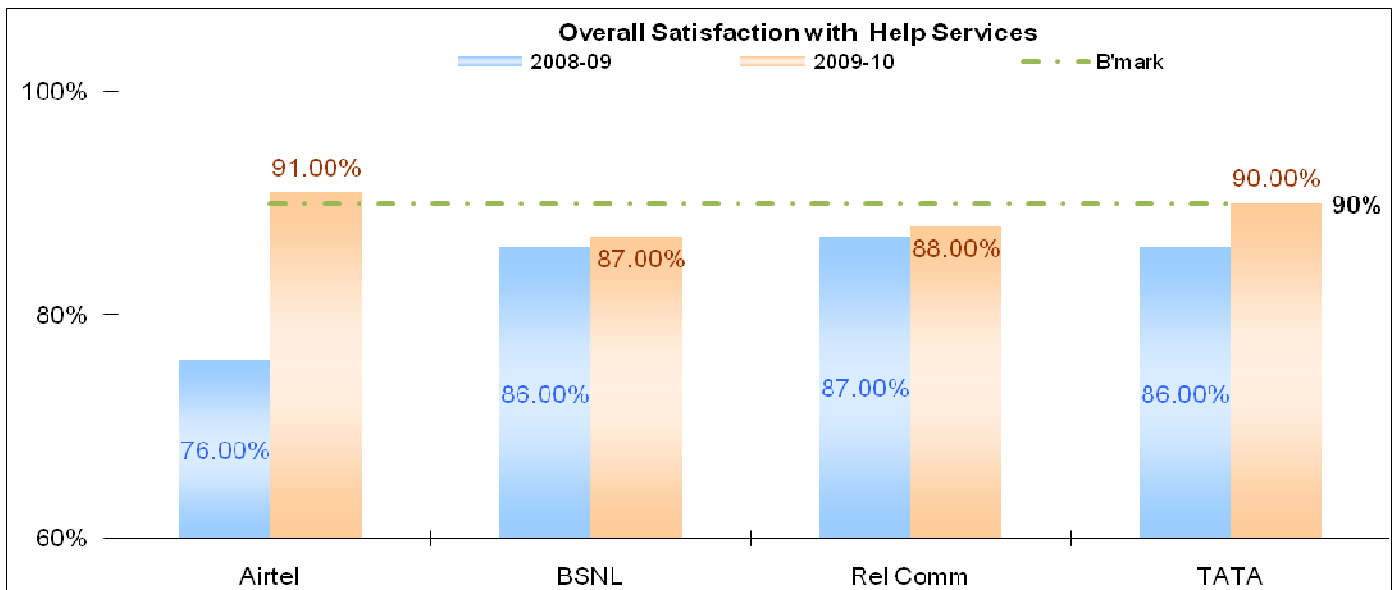
In the current round of survey, all operators meet the benchmark level of satisfaction with service provisioning (i.e. 90%)

2 Billing Parameter – Postpaid subscribers



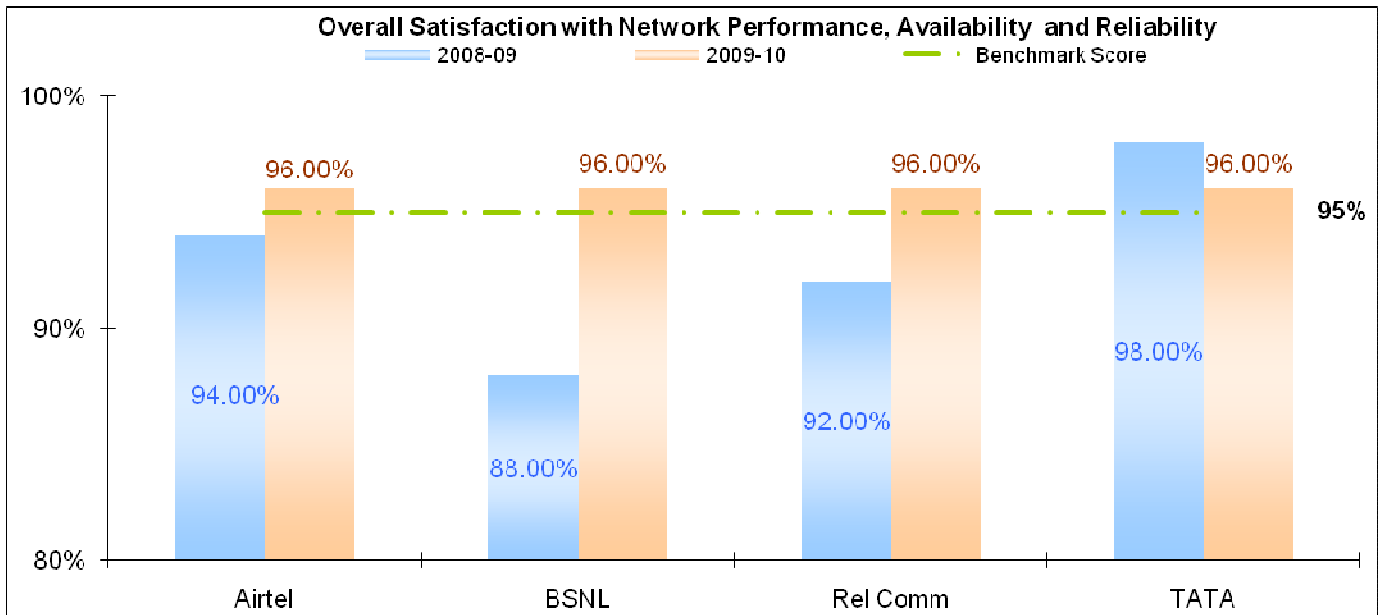
In the current round of survey, all operators meet the benchmark level of satisfaction with billing parameter (i.e. 95%).

3. Help Services



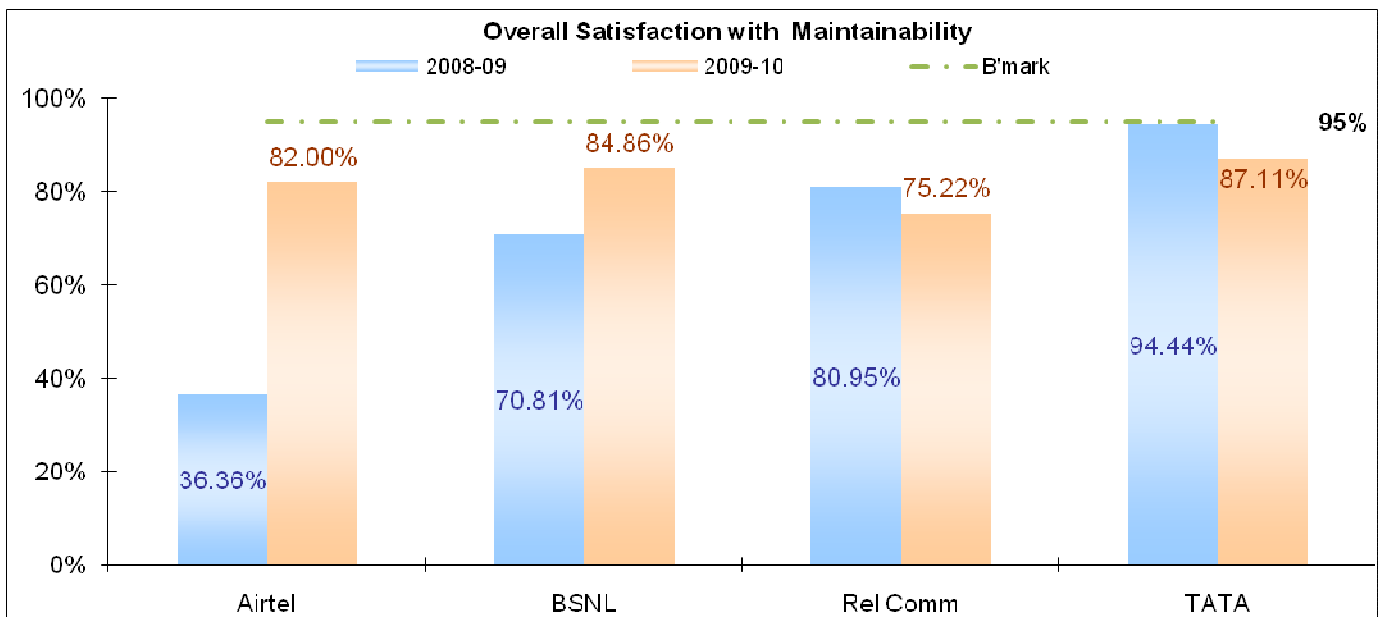
In the current round of survey, Airtel subscribers have maximum satisfaction with help services. Whereas BSNL has the lowest score.

4. Network Performance, Reliability and Availability



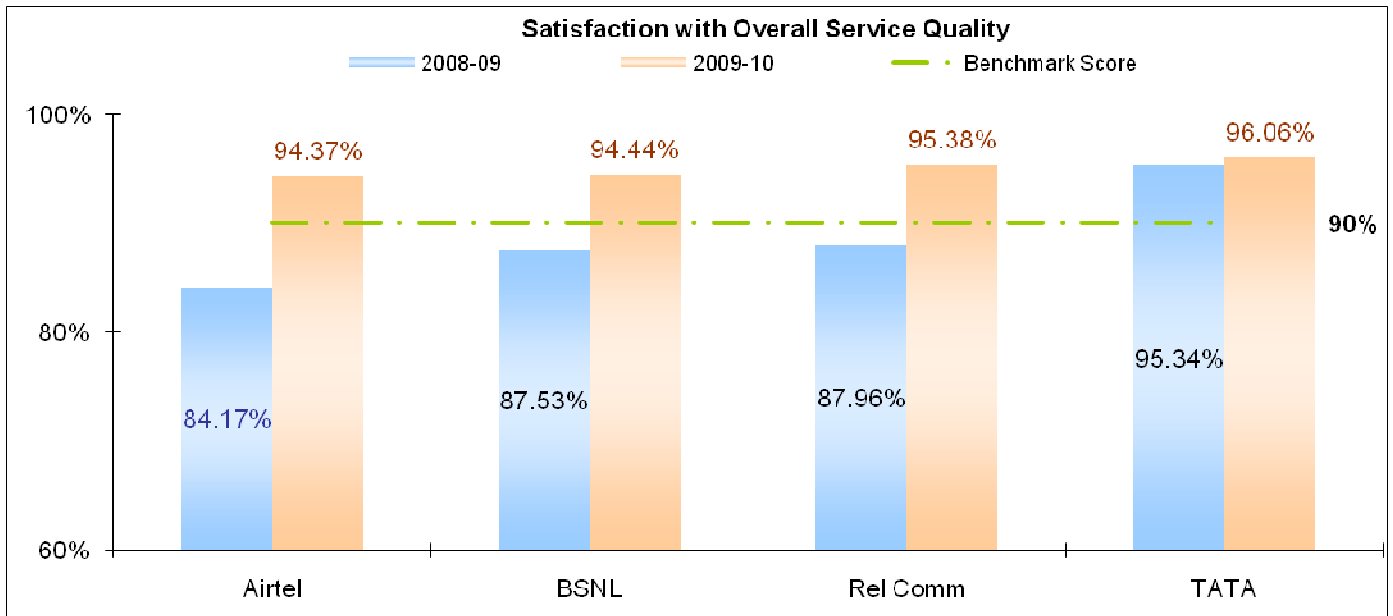
In the current round of survey, all operators meet the benchmark level of satisfaction with Network Performance, Reliability and Availability (i.e. 95%).

5. Maintainability



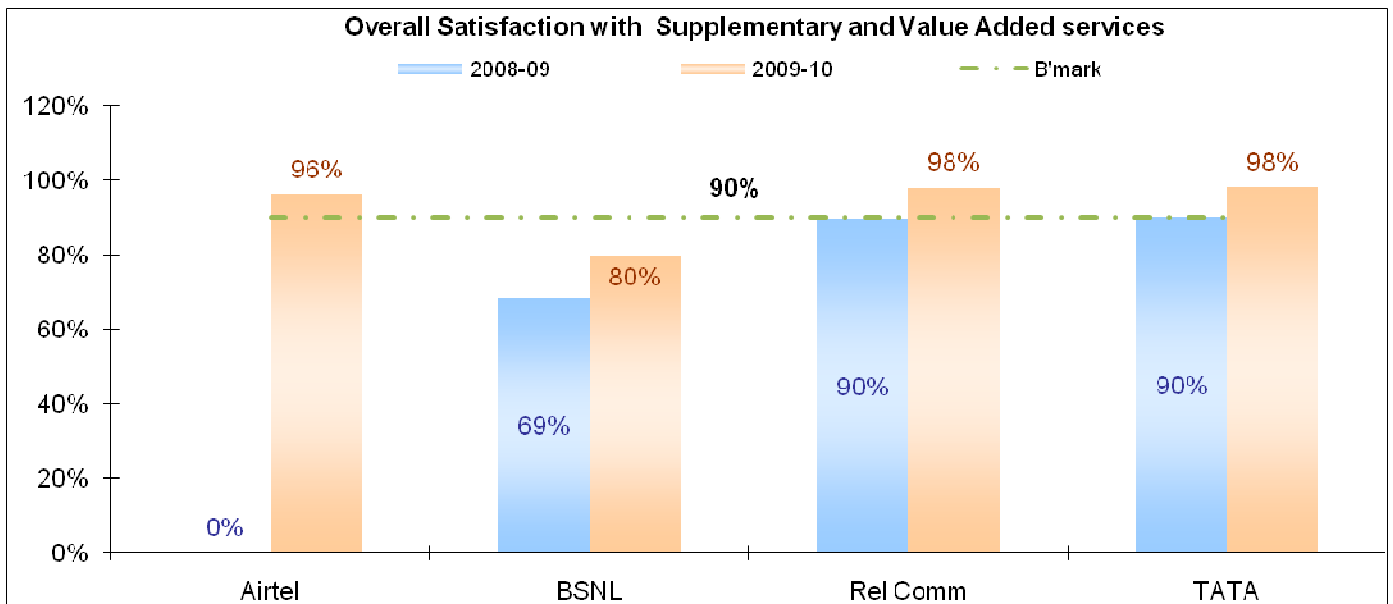
In the current round of survey, no operator meets the benchmark level of satisfaction with maintainability (i.e. 95%).

6. Overall Customer Satisfaction



In the current round of survey, for Overall customer Satisfaction all operators meet the benchmark level (i.e. 90%).

7. Supplementary Services



In the current round of survey, for supplementary services, Airtel, Rel Comm, TATA meet the benchmark level of satisfaction (i.e. 90%). BSNL does not meet the benchmark score with 79.59% score.



4.1.2 Consumer Protection and Grievance Scores for the Basic (Wireline) survey

1. Redressal Mechanism - Stage 1: Call Center

| Awareness about call centre telephone number | Airtel | BSNL | Rel Comm | TATA |
|--|--------|--------|----------|--------|
| Yes | 67.08% | 50.51% | 53.96% | 57.32% |
| No | 32.92% | 49.49% | 46.04% | 42.68% |

The awareness of Call center number for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 50.51% for BSNL to 67.08% for Airtel

The Percentage of consumers making any complaints to the toll free number within last 12 months is highest for Rel Comm Also, Satisfaction level with complaint resolution by call center varies from 61.64% for BSNL to 81.82% for Rel Comm.

2. Redressal Mechanism - Stage 2 and 3: Nodal Officer & Appellate Authority

| | Airtel | BSNL | Rel Comm | TATA |
|--|--------|-------|----------|-------|
| Awareness about contact details of Nodal officer | 2.74% | 2.60% | 2.37% | 1.16% |
| Awareness about the contact details of the appellate authority | 10.69% | 4.84% | 1.00% | 1.75% |

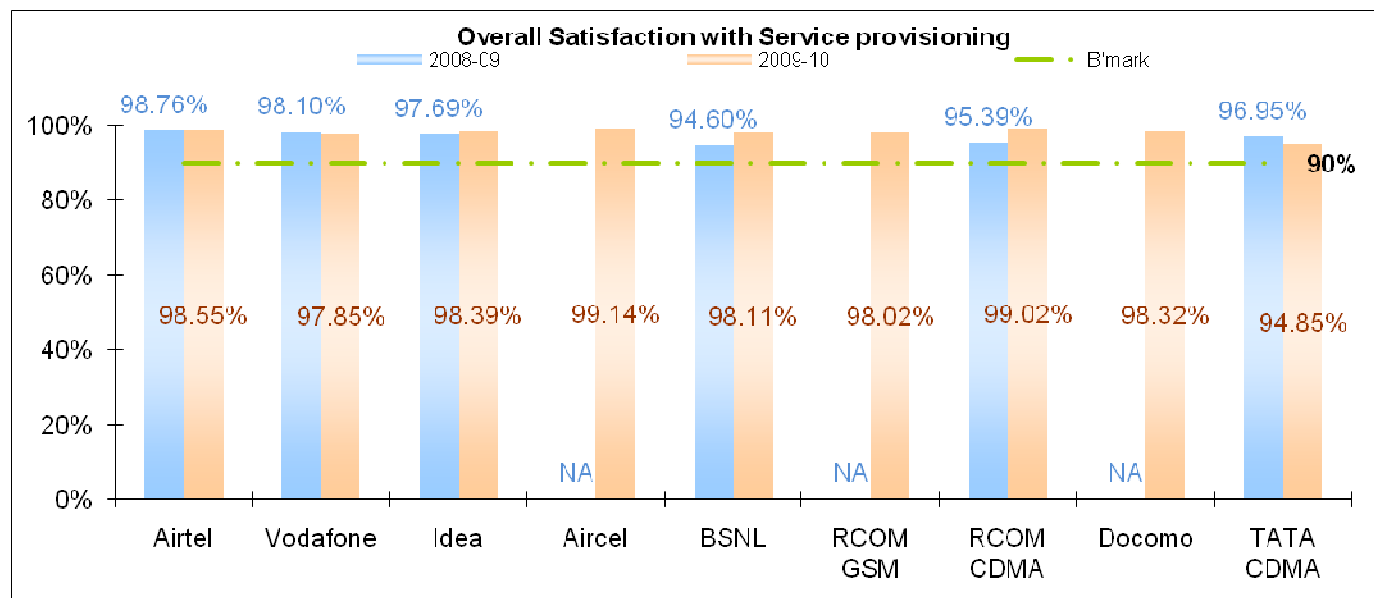
The awareness of Nodal officer and appellate authority for redressing grievances (i.e. Stage 2 of the 3 stage process) is very low for all the operators.

4.2 Summary of the Survey module for Cellular Mobile (Wireless) Operators in the Andhra Pradesh circle

Satisfaction level of subscribers with various parameters of Wireless service:

| Overall Performance | 2009-10 | | | | | | | | | |
|--|---------|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| | B'mark | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
| Customers satisfied with provisioning of service | ≥90% | 98.55% | 97.85% | 98.39% | 99.14% | 98.11% | 98.02% | 99.02% | 98.32% | 94.85% |
| Customers satisfied with billing performance - Prepaid | ≥95% | 96.00% | 96.00% | 95.00% | 95.00% | 94.00% | 96.00% | 94.00% | 97.00% | 96.00% |
| Customers satisfied with billing performance - Postpaid | ≥95% | 92.00% | 96.00% | 90.00% | NA | 90.00% | 100.00% | 98.00% | 75.00% | 88.00% |
| Customers satisfied with network performance, reliability and availability | ≥95% | 96.00% | 95.00% | 95.00% | 85.00% | 87.00% | 91.00% | 95.00% | 88.00% | 93.00% |
| Customers satisfied with maintainability | ≥95% | 94.93% | 93.96% | 93.50% | 82.97% | 84.36% | 91.50% | 94.17% | 86.79% | 91.97% |
| Customers satisfied with supplementary and value added services | ≥90% | 89.31% | 88.69% | 85.60% | 93.33% | 84.05% | 86.36% | 79.07% | 84.78% | 87.50% |
| Customers satisfied with help services including grievance redressal | ≥90% | 89.00% | 89.00% | 90.00% | 81.00% | 78.00% | 86.00% | 88.00% | 87.00% | 89.00% |
| Customers satisfied with overall service quality | ≥90% | 95.87% | 95.30% | 94.24% | 87.26% | 87.24% | 91.40% | 93.08% | 90.11% | 93.83% |

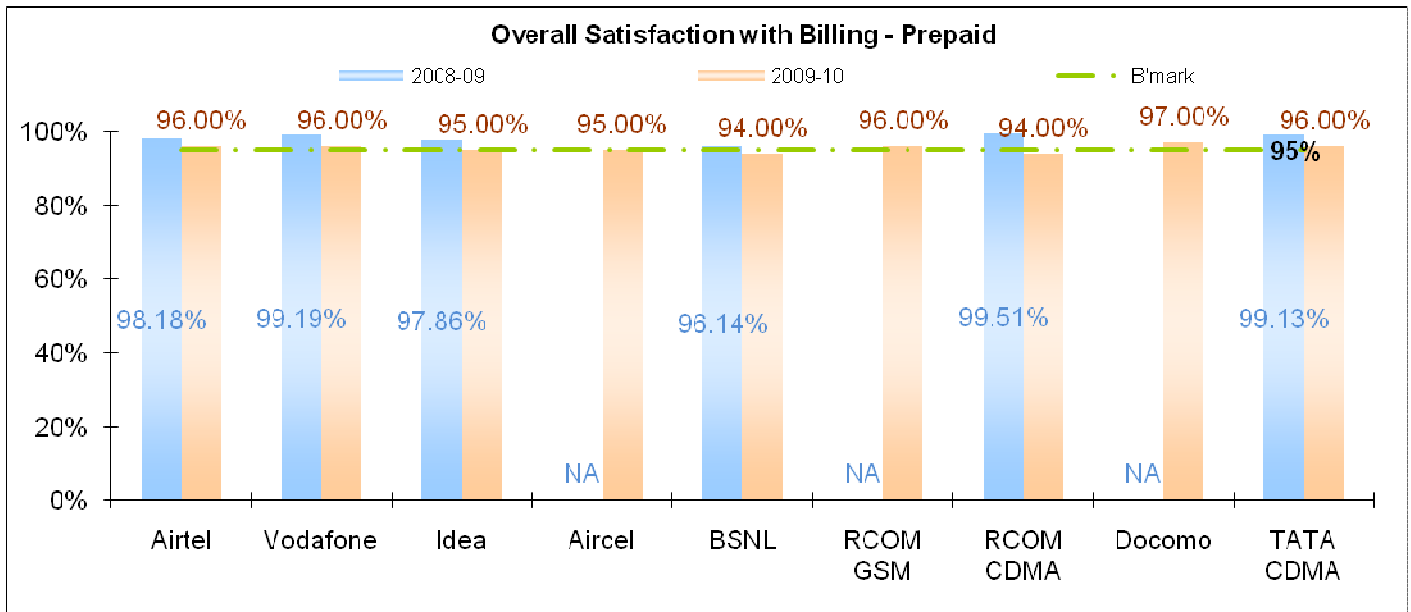
Service Provision (Benchmark – 90%)



In the current round of survey, all operators meet the benchmark level of satisfaction with service provisioning (i.e. 90%).

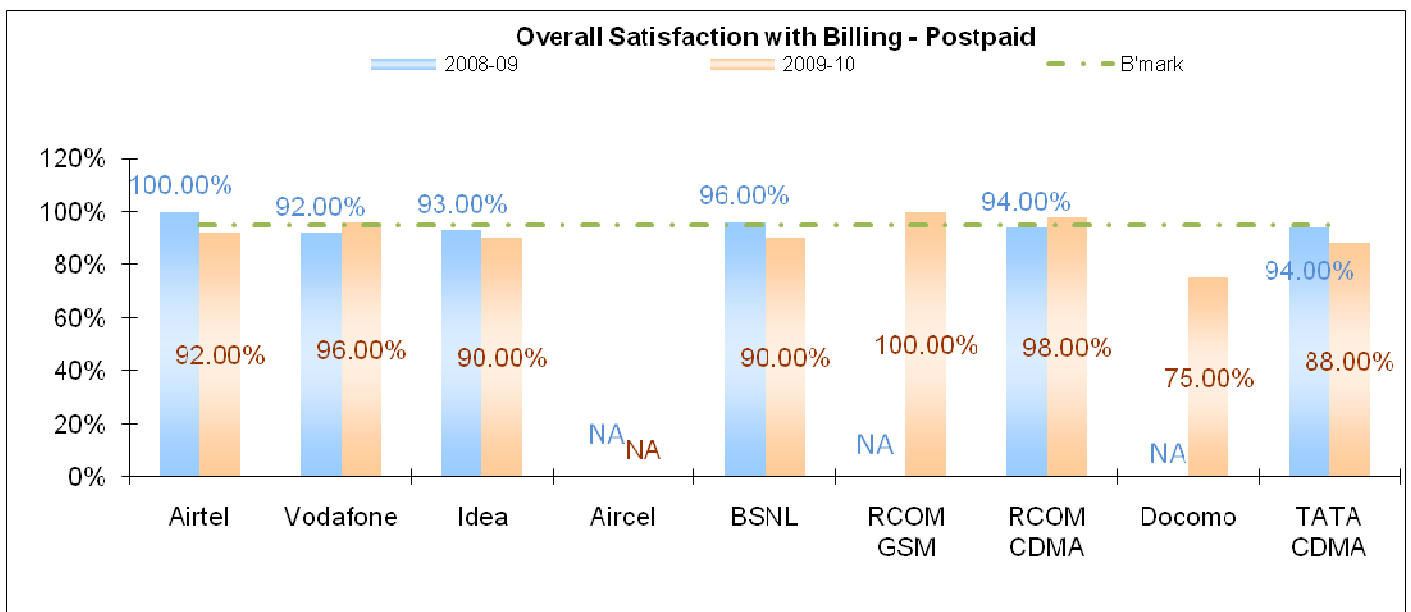
Billing performance (Benchmark – 95%)

Pre-paid Subscribers



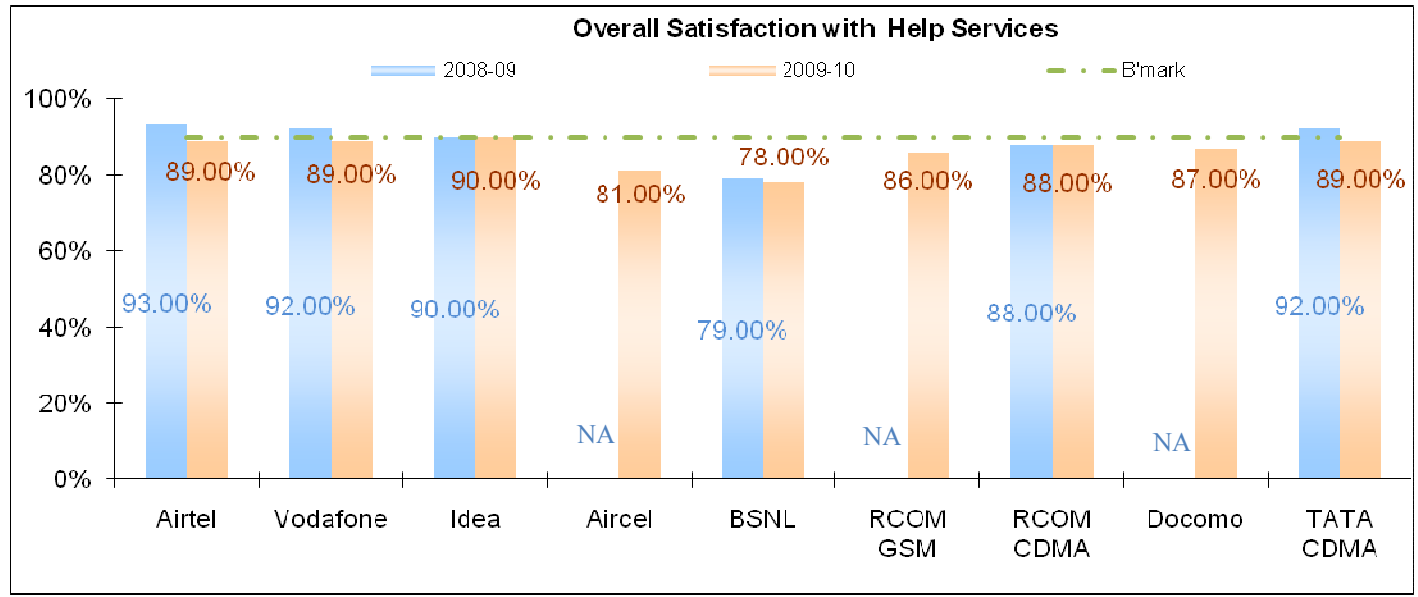
In the current round of survey, Airtel, Vodafone, Idea, Aircel, RCOM GSM, DoCoMo, TATA CDMA meet the benchmark level of satisfaction with prepaid billing performance (i.e. 95%). BSNL, RCOM CDMA do not meet the benchmark score with 94%, 94% scores respectively.

Post-paid Subscribers



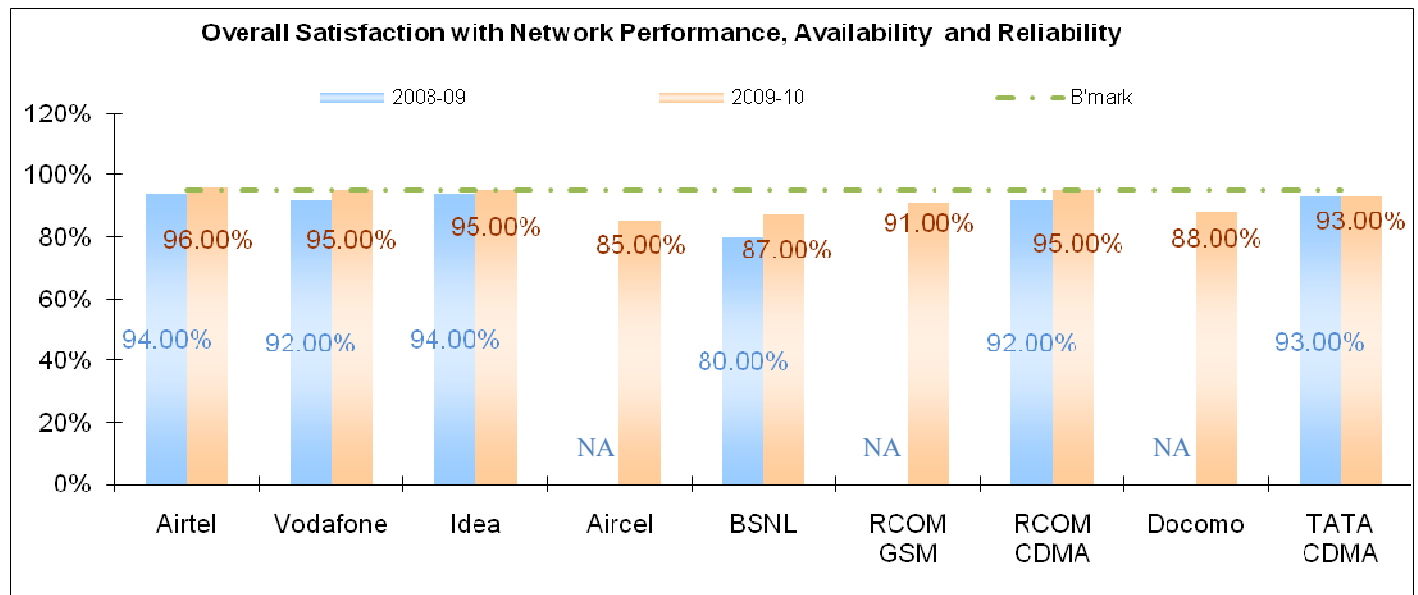
In the current round of survey, in the case of post-paid subscribers, Vodafone, RCOM GSM, RCOM CDMA meet the benchmark level of satisfaction with billing performance (i.e. 95%). Airtel, Idea, BSNL, DoCoMo, TATA CDMA do not meet the benchmark score with 92%, 90%, 90%, 75%, 88% scores respectively.

Help Services (Benchmark – 90%)



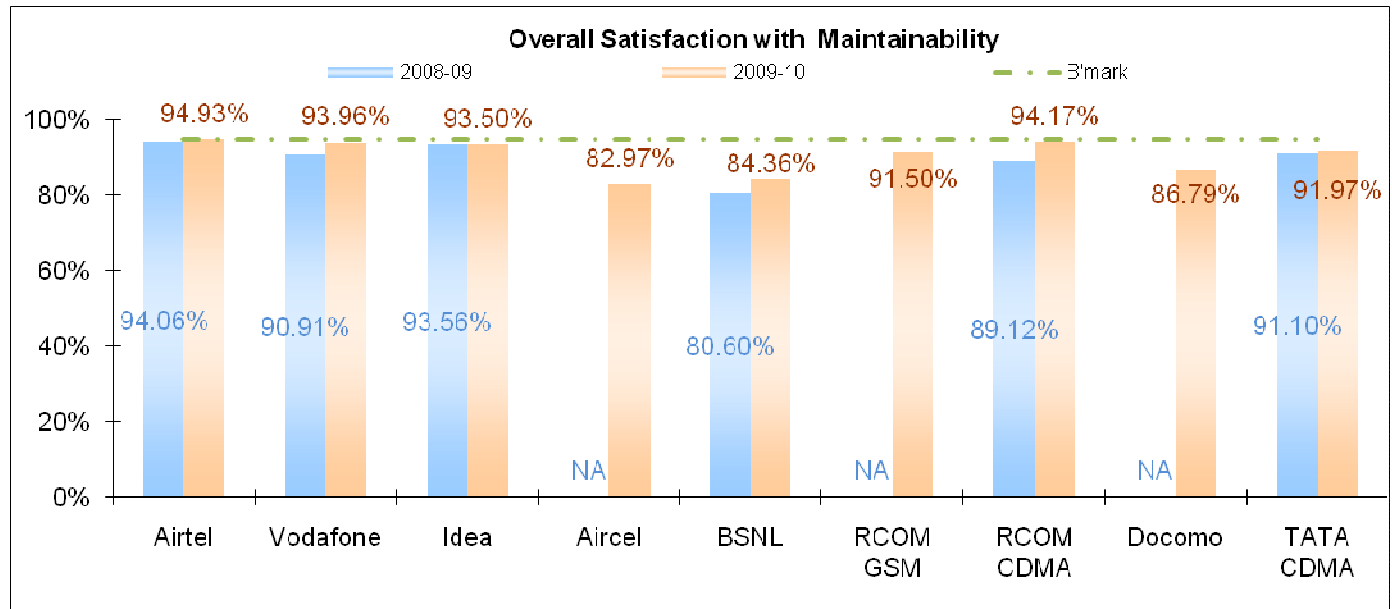
In the current round of survey, Idea meets the benchmark level of satisfaction with help services (i.e. 90%). Airtel, Vodafone, Aircel, BSNL, RCOM GSM, RCOM CDMA, DoCoMo, TATA CDMA do not meet the benchmark score with 89%, 89%, 81%, 78%, 86%, 88%, 87%, 89% scores respectively.

Network performance, reliability & availability (Benchmark – 95%)



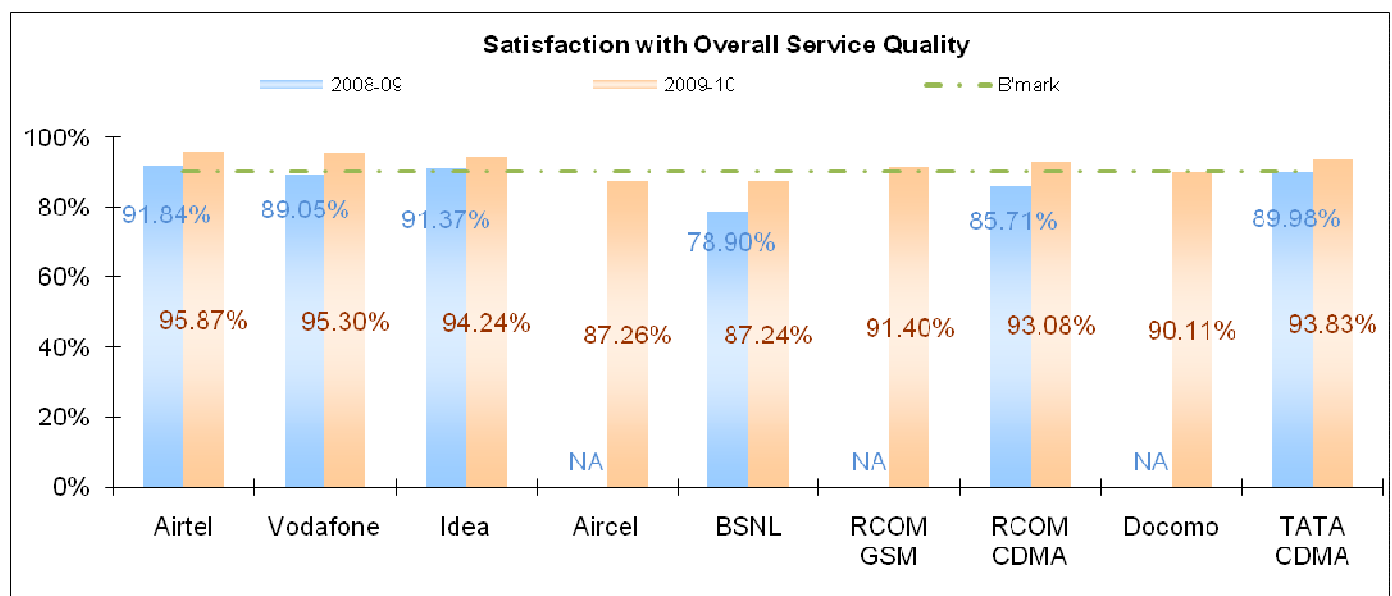
In the current round of survey, Airtel, Vodafone, Idea, RCOM CDMA meet the benchmark level of satisfaction with network performance, reliability and availability (i.e. 95%). Aircel, BSNL, RCOM GSM, DoCoMo, TATA CDMA do not meet the benchmark score with 85%, 87%, 91%, 88%, 93% scores respectively.

Maintainability (Benchmark – 95%)



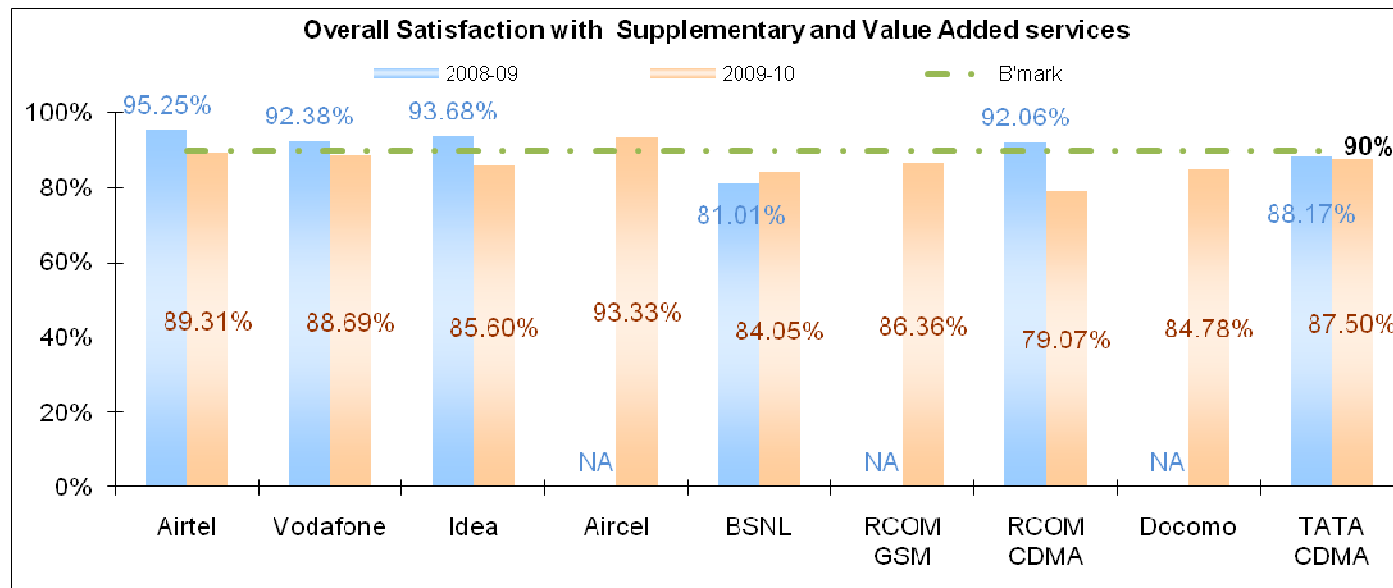
In the current round of survey, for satisfaction with maintainability, no operator meets the benchmark level of satisfaction (i.e. 95%).

Overall level of satisfaction (Benchmark – 90%)



In the current round of survey, Airtel, Vodafone, Idea, RCOM GSM, RCOM CDMA, DoCoMo, TATA CDMA meet the benchmark for overall level of satisfaction (i.e. 90%). Airtel, BSNL do not meet the benchmark score with 87.26%, 87.24% scores respectively.

Supplementary services (Benchmark – 90%)



In the current round of survey, Airtel meets the benchmark level of satisfaction with supplementary services (i.e. 90%). Airtel, Vodafone, Idea, BSNL, RCOM GSM, RCOM CDMA, DoCoMo, TATA CDMA do not meet the benchmark score with 89.31%, 88.69%, 85.6%, 84.05%, 86.36%, 79.07%, 84.78%, 87.5% scores respectively.

4.2.1 Consumer Protection and Grievance Scores for the Cellular Mobile (Wireless) survey

Redressal Mechanism - Stage 1: Call Center

| | Airtel | Vodafone | Idea | Airtel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Awareness about call centre telephone number | 69.34% | 72.21% | 67.43% | 52.17% | 67.04% | 66.13% | 59.87% | 70.70% | 63.61% |
| Made any complaint to the customer care in last 12 months | 19.72% | 17.03% | 18.65% | 10.06% | 17.12% | 14.59% | 11.13% | 14.17% | 11.10% |
| Informed by call centre about the action taken on the complaint | 85.20% | 82.39% | 88.18% | 82.08% | 80.56% | 88.10% | 79.41% | 85.45% | 83.81% |



| Satisfaction with the system of complaint resolution by call centre | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Very satisfied | 14.29% | 17.07% | 13.54% | 2.88% | 7.02% | 11.57% | 12.50% | 10.76% | 12.24% |
| Satisfied | 68.20% | 69.51% | 73.44% | 76.92% | 60.82% | 75.21% | 66.41% | 68.35% | 77.55% |
| Dissatisfied | 15.67% | 13.41% | 11.46% | 17.31% | 26.32% | 12.40% | 17.97% | 17.09% | 8.16% |
| Very dissatisfied | 1.84% | 0.00% | 1.56% | 2.88% | 5.85% | 0.83% | 3.13% | 3.80% | 2.04% |
| Top-2 | 82.49% | 86.58% | 86.98% | 79.80% | 67.84% | 86.78% | 78.91% | 79.11% | 89.79% |
| Bot-2 | 17.51% | 13.41% | 13.02% | 20.19% | 32.17% | 13.23% | 21.10% | 20.89% | 10.20% |

The awareness of Call center number for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 52.17% for Airtel to 72.21% for Vodafone

The percentage of consumers making any complaints to the toll free number within last 12 months is highest for Airtel with 19.72%

The percentage of customers informed by call centre about the action taken on the complaint is lowest for RCOM CDMA

Also, satisfaction level with complaint resolution by call center varies from 67.84% for BSNL to 89.79% for TATA CDMA

Redressal Mechanism – Nodal officer and Appellate Authority

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|--------|----------|-------|--------|-------|----------|-----------|--------|-----------|
| Awareness about contact details of Nodal officer | 1.30% | 2.16% | 1.75% | 1.32% | 2.60% | 1.19% | 0.97% | 2.97% | 0.93% |
| Awareness about the contact details of the appellate authority | 1.56% | 3.42% | 1.40% | 1.03% | 2.14% | 1.95% | 1.61% | 3.21% | 1.56% |

Of all the subscribers contacted across all the service providers, negligible percent of subscribers are even aware of the existence of Nodal officer and Appellate Authority for redressal of grievances.

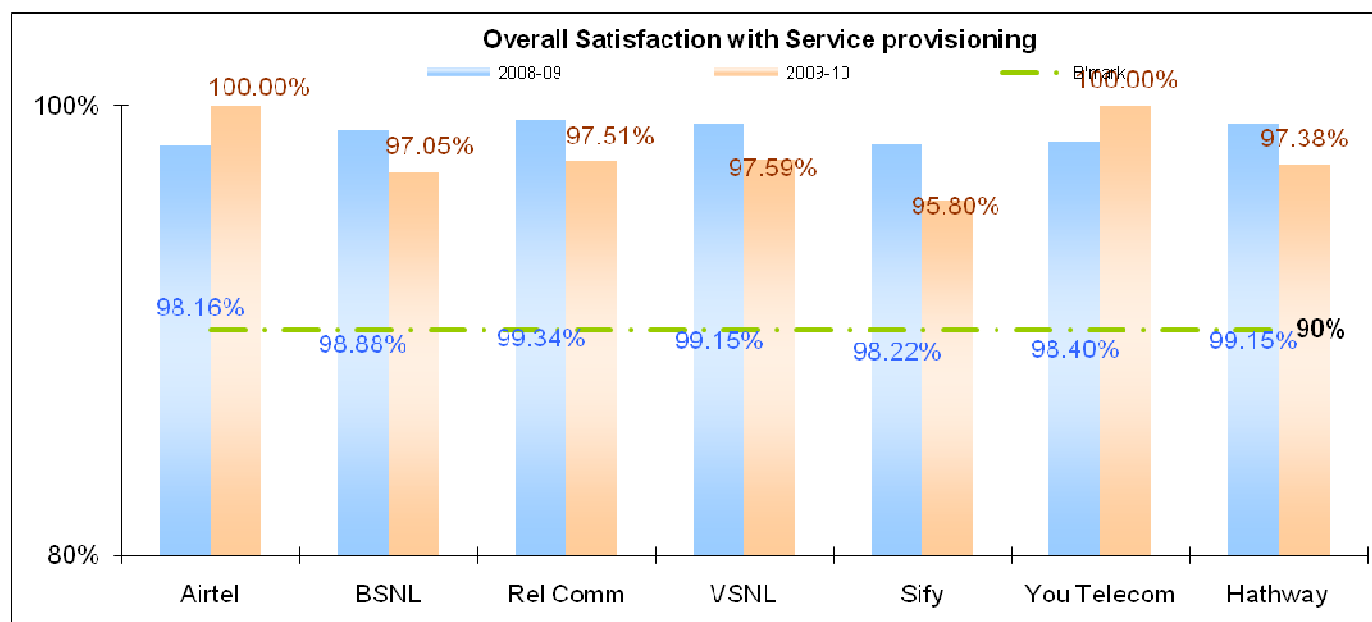
4.3 Summary of the Survey module for Broadband Operators in the Andhra Pradesh circle

Satisfaction level of subscribers with various parameters of Broadband service:

| Overall Performance | 2009-10 | | | | | | | |
|--|---------|---------|--------|----------|--------|--------|-------------|---------|
| | B'mark | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
| Customers satisfied with provisioning of service | >90% | 100.00% | 97.05% | 97.51% | 97.59% | 95.80% | 100.00% | 97.38% |
| Customers satisfied with billing performance - Prepaid | >90% | 100.00% | 95.31% | 96.52% | 96.92% | 87.73% | 97.30% | 97.48% |
| Customers satisfied with billing performance - Postpaid | >90% | 98.00% | 95.00% | 92.00% | 99.00% | 95.00% | 98.00% | 88.00% |
| Customers satisfied with network performance, reliability and availability | >85% | 98.00% | 94.00% | 87.00% | 96.00% | 85.00% | 98.00% | 87.00% |
| Customers satisfied with maintainability | >85% | 96.60% | 92.54% | 85.88% | 96.14% | 86.75% | 97.19% | 87.90% |
| Customers satisfied with supplementary and value added services | >85% | 93.75% | 89.07% | 79.48% | 92.82% | 84.19% | 97.06% | 79.34% |
| Customers satisfied with help services including grievance redressal | >90% | 95.00% | 85.00% | 76.00% | 90.00% | 72.00% | 91.00% | 69.00% |
| Customers satisfied with overall service quality | >85% | 95.04% | 92.12% | 84.77% | 94.78% | 82.05% | 97.50% | 85.62% |

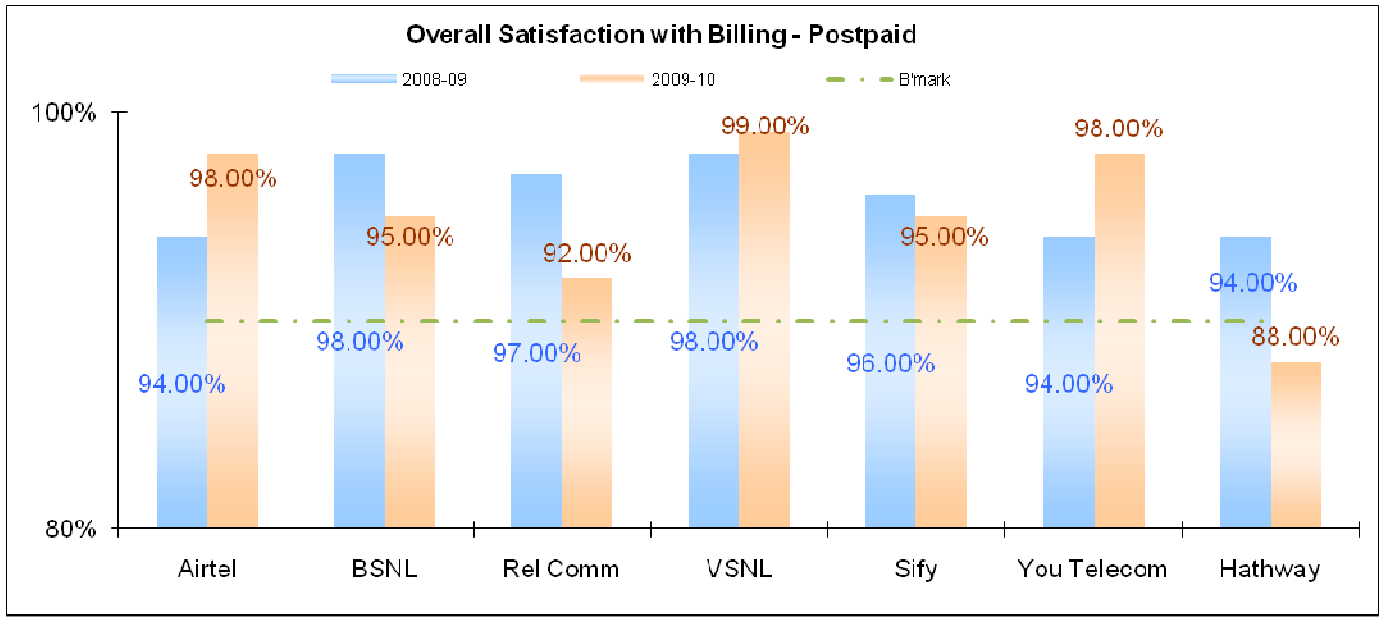
[*Note: Satisfaction level for BSNL (prepaid billing) is calculated on a low base as service provider has limited number of prepaid customers for Broadband service. Similarly for Sify, satisfaction level for postpaid billing is calculated on a low base owing to the fact that only corporate customers are provided post paid connections by the operator]

Service Provision (Benchmark – 90%)

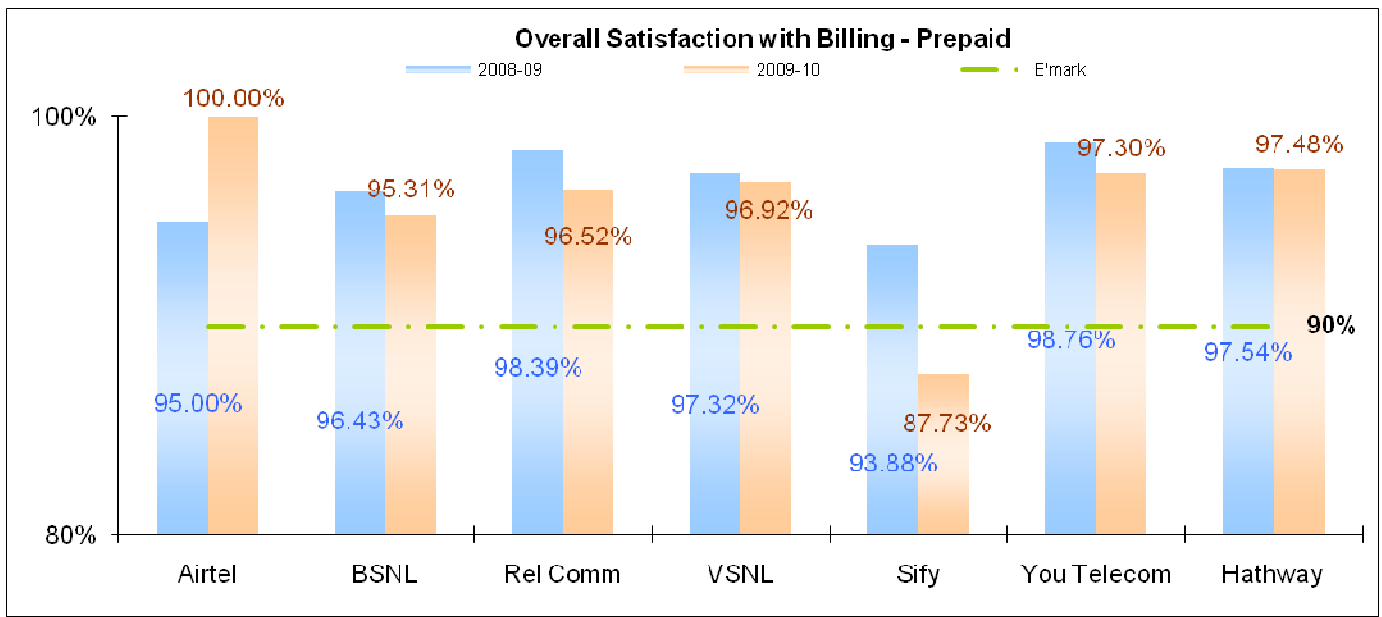


In the current round of survey, all operators meet the benchmark level for satisfaction with service provisioning (i.e. 90%).

Billing performance (Benchmark – 90%)

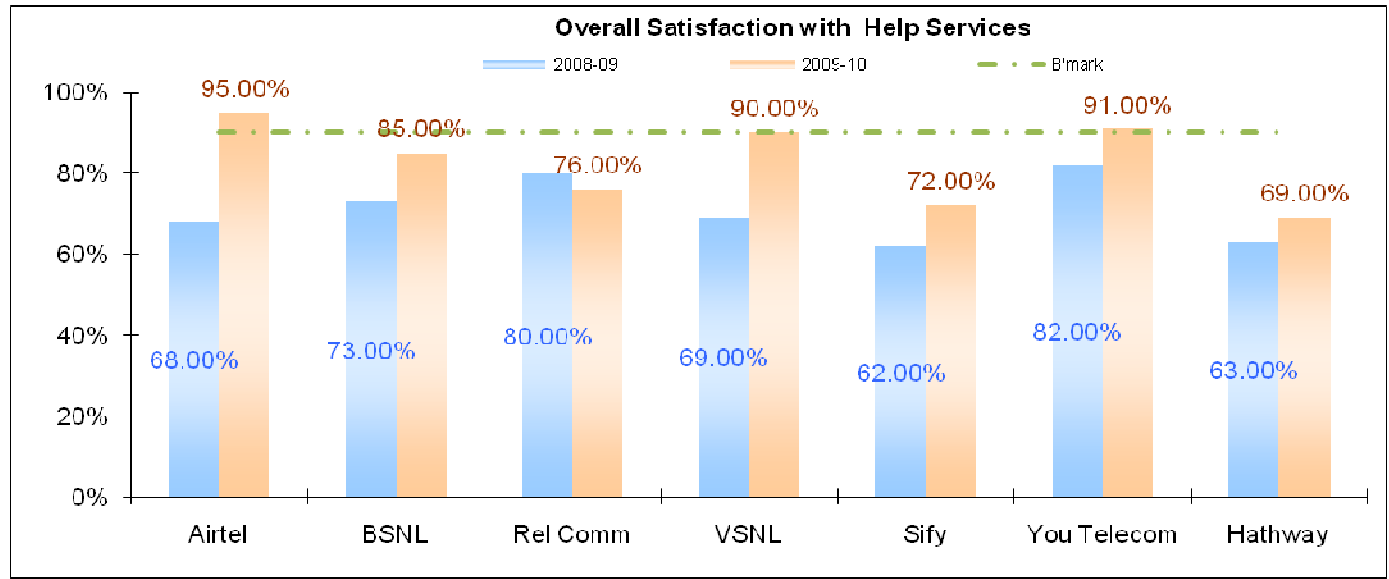


In the current round of survey, for postpaid connection, Airtel, BSNL, Rel Comm, VSNL, Sify, You Telecom meet the benchmark level for satisfaction with billing performance (i.e. 90%). Hathway does not meet the benchmark score with 88% score.



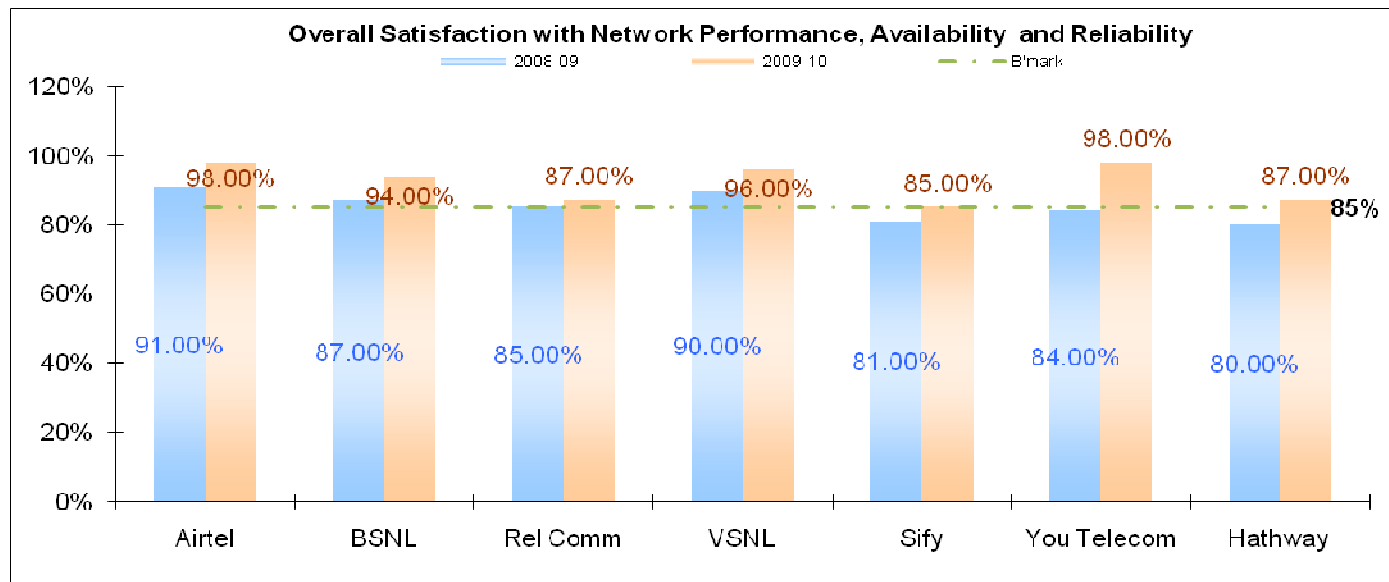
In the current round of survey, for prepaid connection, Airtel, BSNL, Rel Comm, VSNL, You Telecom, Hathway meet the benchmark level for satisfaction with billing performance (i.e. 90%). Sify does not meet the benchmark score with 87.73% score.

Help Services (Benchmark – 90%)



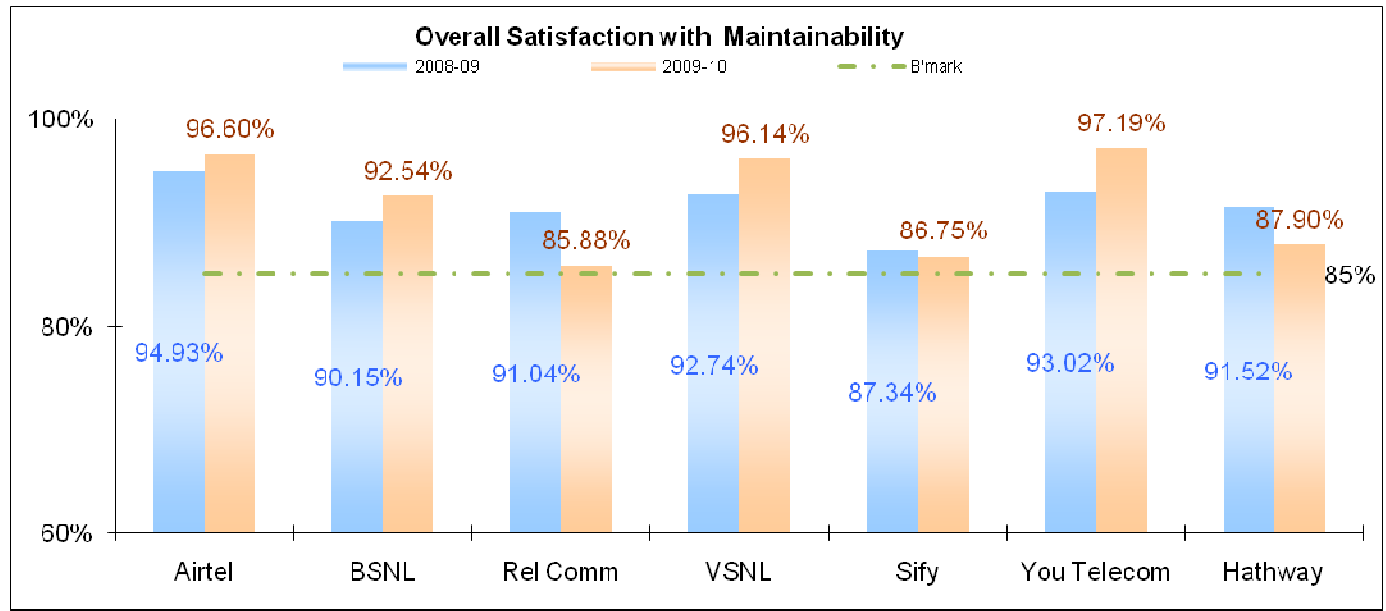
In the current round of survey, Airtel, VSNL, You Telecom meet the benchmark level for satisfaction with help services (i.e. 90%). BSNL, Rel Comm, Sify, Hathway do not meet the benchmark score with 85%, 76%, 72%, 69% scores respectively.

Level of satisfaction with network performance, reliability and availability (Benchmark – 85%)



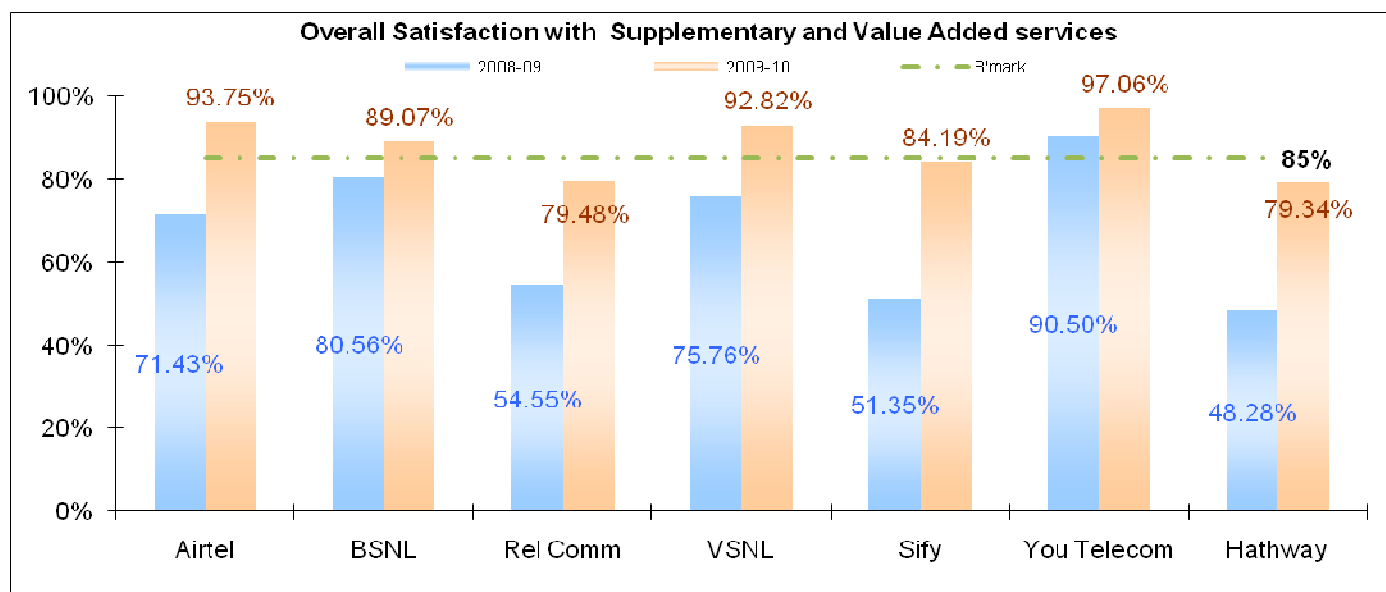
In the current round of survey, all operators meet the benchmark level for satisfaction with network performance, reliability and availability (i.e. 85%).

Maintainability (Benchmark - 85%)



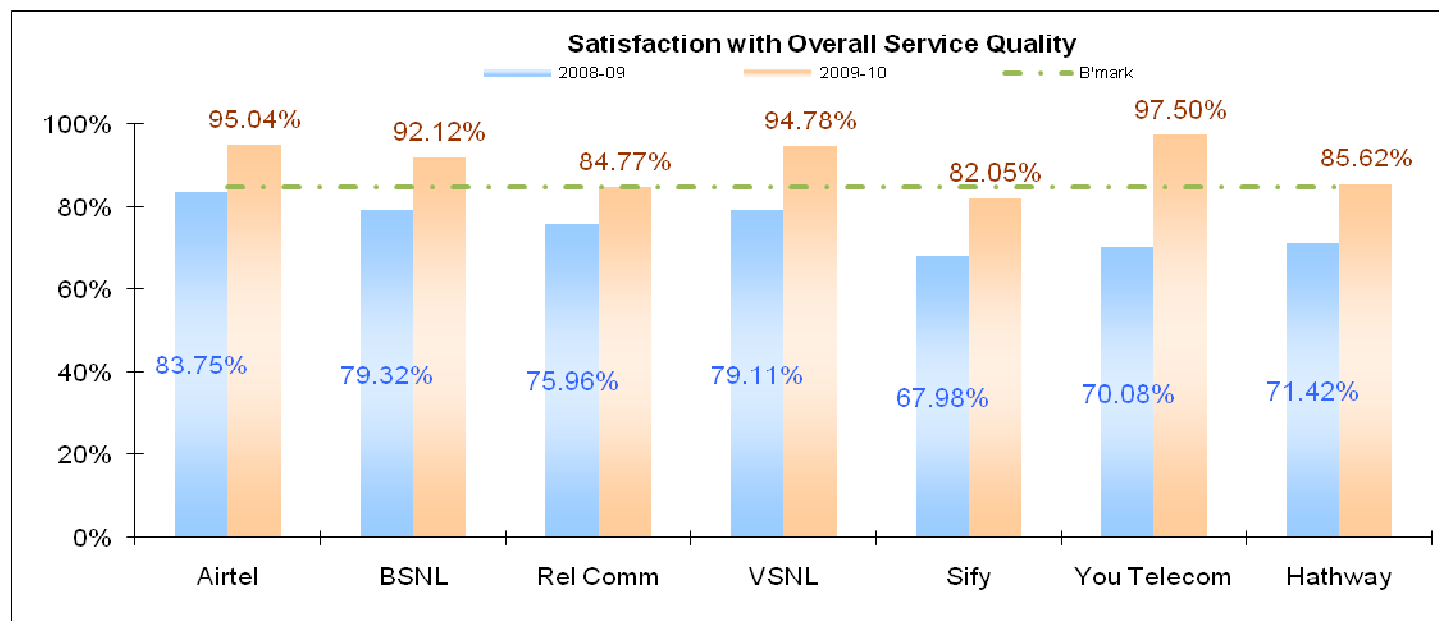
In the current round of survey, all operators meet the benchmark level for satisfaction with maintainability (i.e. 85%).

Supplementary Services (Benchmark - 85%)



In the current round of survey, Airtel, BSNL, VSNL, You Telecom meet the benchmark level for satisfaction with supplementary services (i.e. 85%). Rel Comm, Sify, Hathway do not meet the benchmark score with 79.48%, 84.19%, 79.34% scores respectively.

Overall level of customer satisfaction (Benchmark - 85%)



In the current round of survey, Airtel, BSNL, VSNL, You Telecom, Hathway meet the benchmark for overall level of customer satisfaction (i.e. 85%). Rel Comm, Sify do not meet the benchmark score with 84.77%, 82.05% scores respectively.

4.3.1 Consumer Protection and Grievance Scores for the Broadband survey

Redressal Mechanism

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|--------|--------|----------|--------|--------|-------------|---------|
| Awareness about facility for measuring connection speed | 79.32% | 79.42% | 84.93% | 84.63% | 63.75% | 62.69% | 83.69% |
| Manual of practice provided while subscribing for new broadband connection | 53.62% | 39.85% | 25.60% | 43.64% | 4.22% | 5.41% | 6.72% |

Awareness about provision for measuring connection speed varies from 62.69% for You Telecom to 84.93% for Rel Comm.

Similarly provisioning of manual of practice with new connection varies 4.22% for Sify to 53.62% for Airtel.

Redressal Mechanism: Call Center

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|--------|--------|----------|--------|--------|-------------|---------|
| Awareness about call centre telephone number | 76.72% | 53.88% | 72.66% | 85.76% | 53.29% | 79.53% | 45.16% |
| Made any complaint to the customer care in last 12 months | 8.16% | 12.03% | 17.77% | 13.05% | 18.26% | 17.69% | 16.33% |
| Informed by call centre about the action taken on the complaint | 86.05% | 86.62% | 89.95% | 87.16% | 88.30% | 90.43% | 87.12% |
| Satisfaction with the system of complaint resolution by call centre | 81.40% | 77.71% | 64.83% | 77.03% | 72.35% | 91.30% | 63.58% |

The awareness of Call center number for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from Hathway with 45.16% to VSNL with 85.76%

The Percentage of consumers making any complaints to the toll free number within last 12 months is highest for Sify with 18.26%.

The percentage of customers informed by call centre about the action taken on the complaint is lowest for Airtel.

Also, satisfaction level with complaint resolution by call center varies from Hathway with 63.58% to You Telecom with 91.3%.

Redressal Mechanism – Nodal officer and Appellate Authority

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|--------|--------|----------|-------|-------|-------------|---------|
| Awareness about contact details of Nodal officer | 0.73% | 6.43% | 2.20% | 4.06% | 1.21% | 6.43% | 3.67% |
| Awareness about the contact details of the appellate authority | 8.89% | 11.12% | 3.96% | 5.79% | 1.11% | 17.84% | 4.06% |

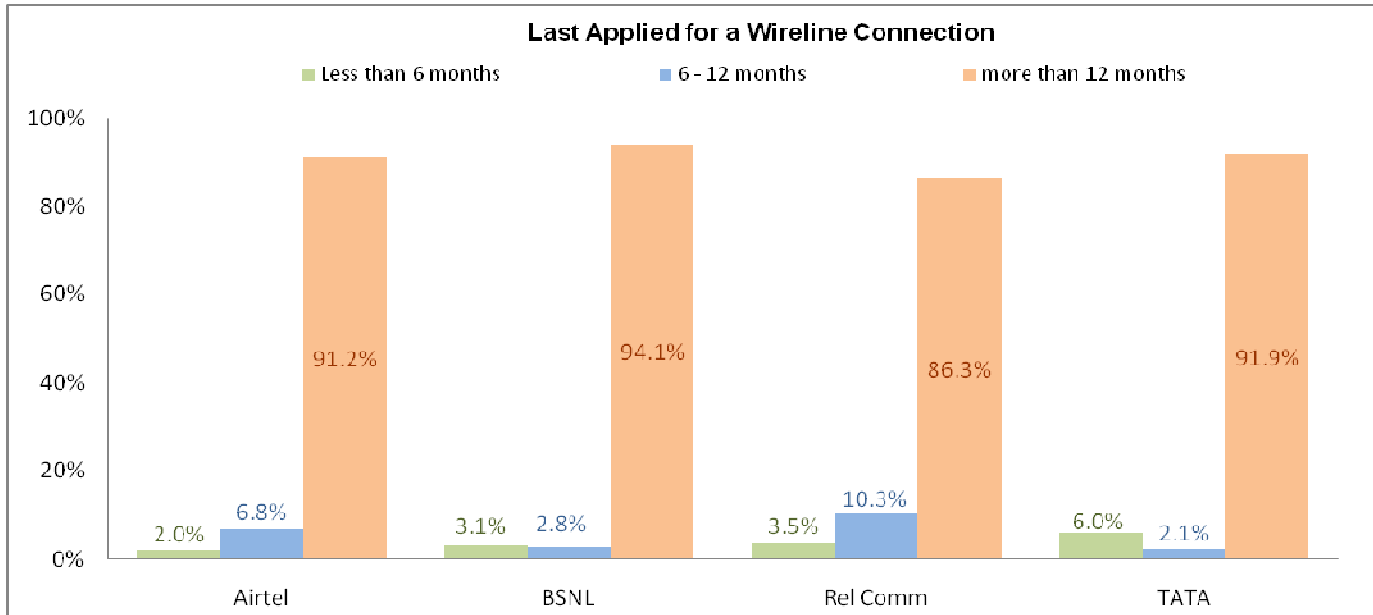
Of all the subscribers contacted across all the service providers, negligible percent is even aware of the existence of Nodal officer and Appellate Authority for redressal of grievances except for BSNL and You Telecom.

5.1 Detailed Findings – Basic Wireline

This section of the report details with the performance of service providers on all the sub-aspects of various ‘Quality of Service’ parameters.

5.1.1 Service Provision sub-aspects

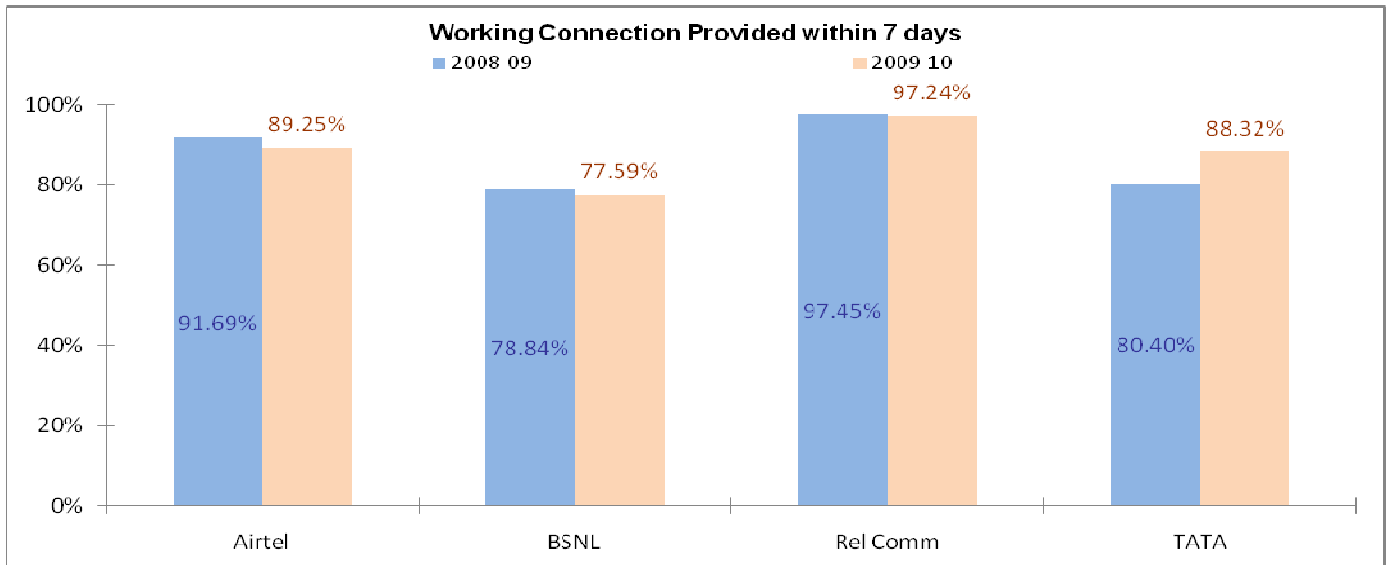
a. Last application for a phone connection: This aspect seeks to find out the recency of applying for a new wireline phone connection of subscribers for various service providers.



In last 6 months, maximum subscribers have applied for TATA with 6.01% connection. Whereas minimum connections applied for during the same period were for Airtel with 1.99%.

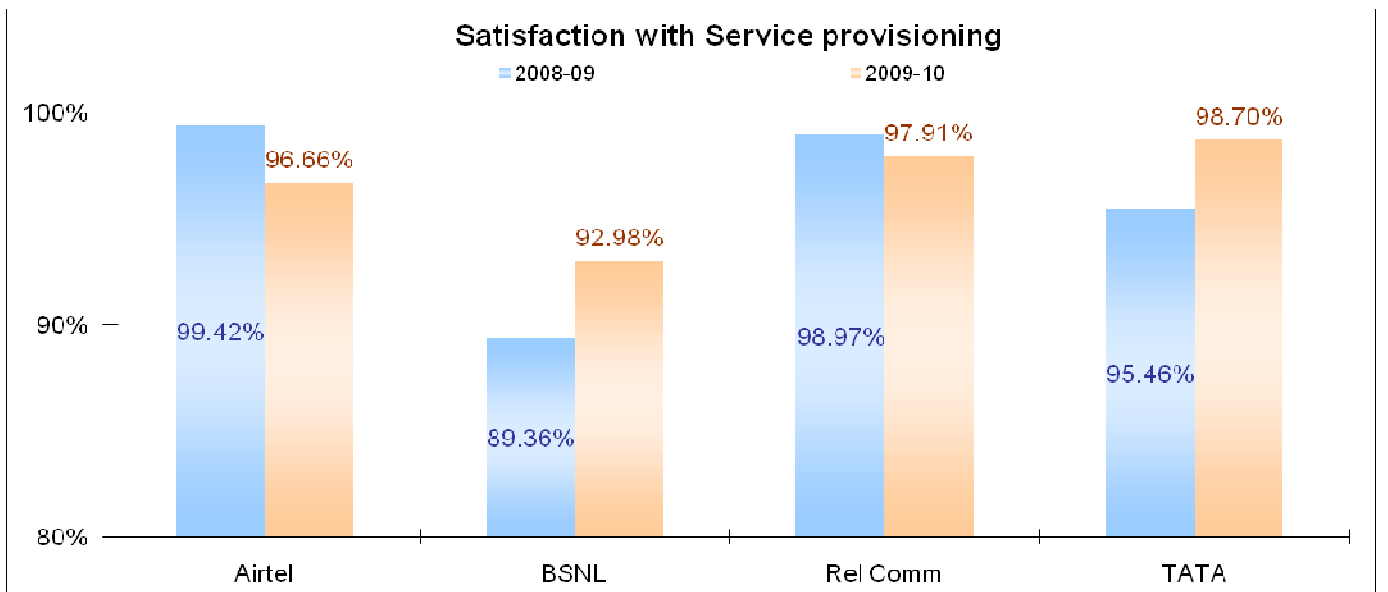
Same figure for the period of 6-12 months was found to be maximum for Rel Comm with 10.28% and minimum for TATA with 2.13%.

b. Time taken to provide a working connection



For number of working connections provided within 7 days, Rel Comm with 97.24% scored highest. Whereas BSNL with 77.59% scored lowest.

Satisfaction with service provision:



For satisfaction with service provisioning, TATA with 98.7% scored highest. Whereas BSNL with 92.98% scored lowest.

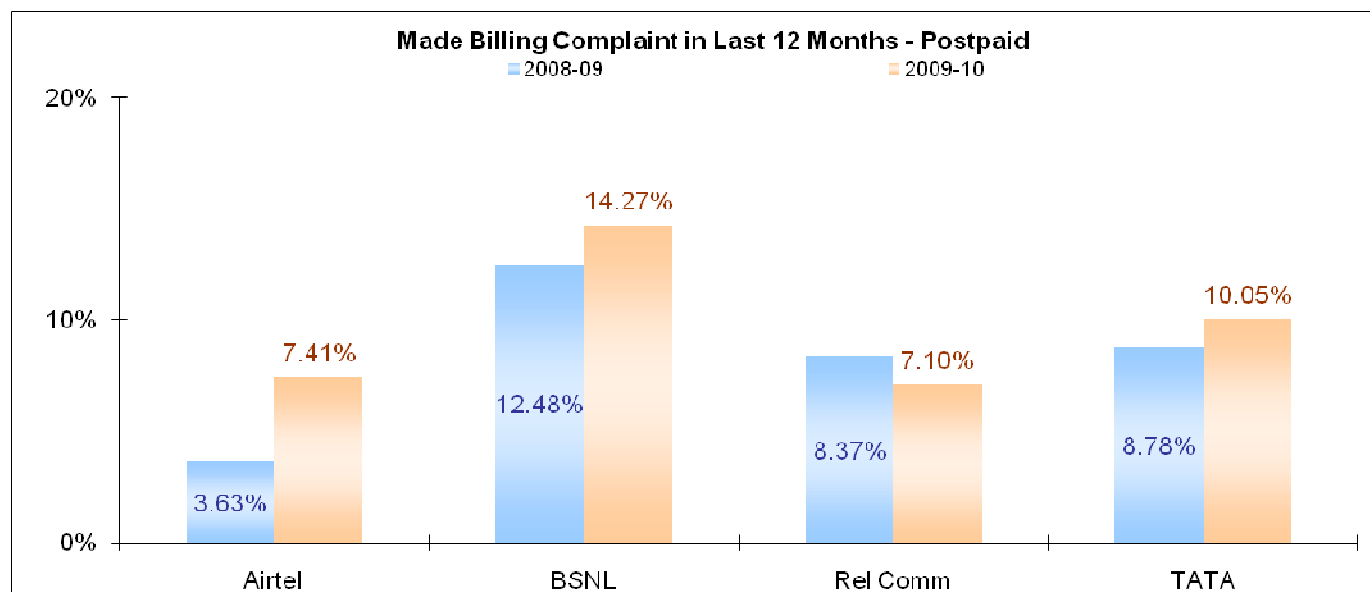
| | Airtel | BSNL | Rel Comm | TATA |
|---|---------|--------|----------|--------|
| Satisfaction with time taken for activation | 2009-10 | | | |
| Very satisfied | 62.22% | 24.56% | 19.44% | 9.09% |
| Satisfied | 34.44% | 68.42% | 78.47% | 89.61% |
| Dissatisfied | 2.22% | 7.02% | 2.08% | 1.30% |
| Very dissatisfied | 1.11% | 0.00% | 0.00% | 0.00% |
| Top-2 | 96.66% | 92.98% | 97.91% | 98.70% |
| Bot-2 | 3.33% | 7.02% | 2.08% | 1.30% |

5.1.2 Billing Related sub-aspects

This aspect captures the level of satisfaction of subscribers on various billing related aspects such as timeliness, accuracy, clarity etc. It also finds out the reasons for dissatisfaction of various billing related aspects.

Post-paid Subscribers

a. Percentage of Billing Complaints

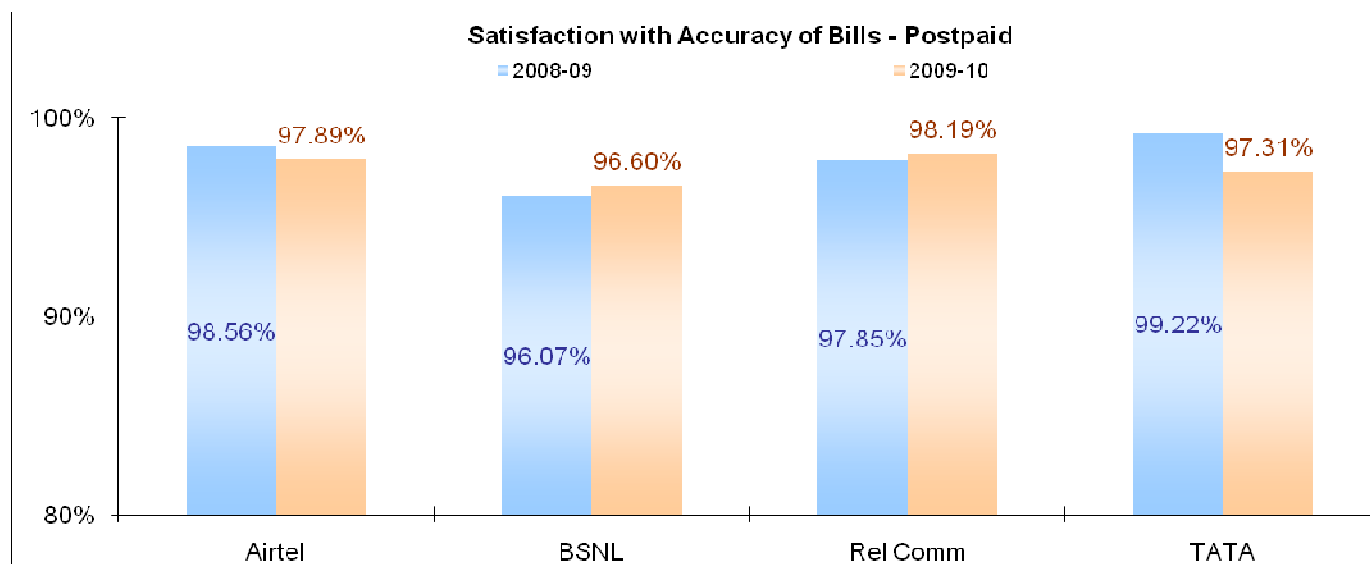


Subscribers of BSNL with 14.27% made maximum number of billing related complaints in 2009-10. For 2008-09, maximum billing complaints were made for BSNL with 12.48%.

b. Satisfaction with various billing parameters

| Satisfaction with Billing Parameters : For Postpaid customers | Airtel | BSNL | Rel Comm | TATA |
|---|--------|--------|----------|--------|
| Timely delivery of bills | 97.29% | 98.36% | 94.60% | 94.42% |
| Accuracy of bills | 97.89% | 96.60% | 98.19% | 97.31% |
| Process of resolution of billing complaints | 63.89% | 84.72% | 59.68% | 61.11% |
| Clarity i.e. transparency and understandability of bills | 98.06% | 97.10% | 97.77% | 97.29% |

Satisfaction with timely delivery of bills for postpaid subscribers was found to be lowest for TATA with 94.42%. Satisfaction with accuracy of bills was found to be lowest for BSNL. Satisfaction with clarity of bills was found to be lowest for BSNL. For satisfaction with resolution of billing complaints, Rel Comm with 59.68% scored lowest.

Level of satisfaction with Billing – Post paid subscribers:

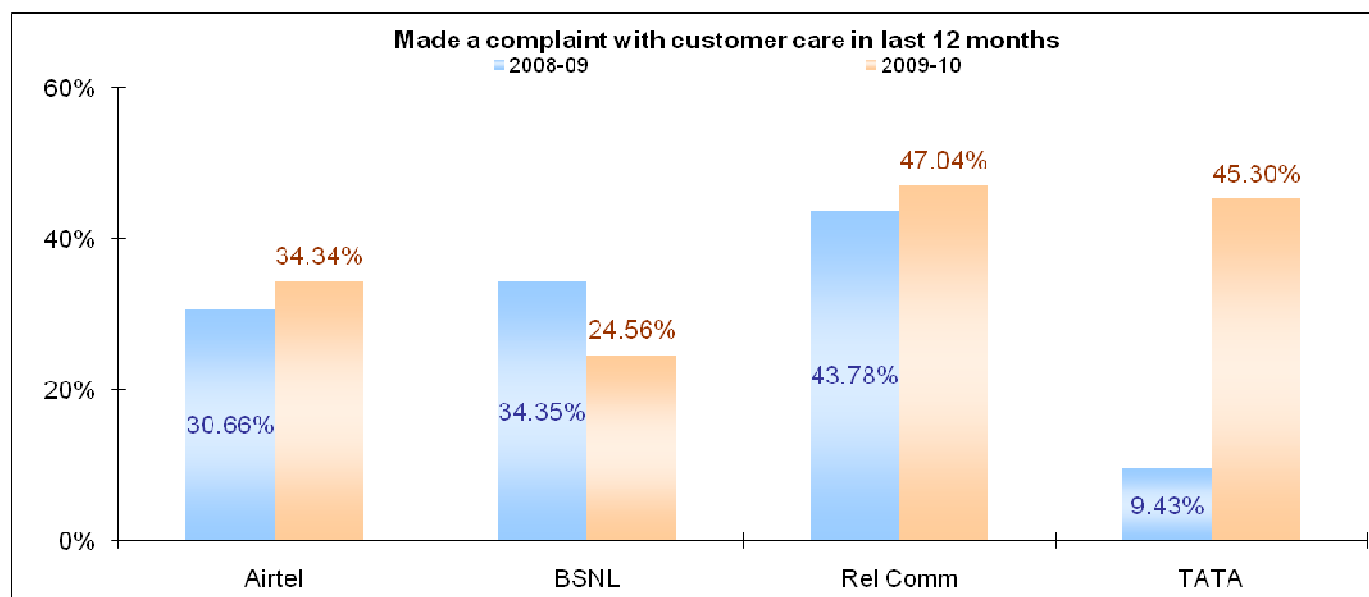
The scores of level of satisfaction have been explained in the executive summary.

| <u>Very Satisfied & Satisfied scores</u> | Airtel | BSNL | Rel Comm | TATA |
|--|--------|--------|----------|--------|
| Very Satisfied | 33.20% | 35.02% | 6.04% | 6.22% |
| Satisfied | 64.69% | 61.58% | 92.15% | 91.09% |
| Total | 97.89% | 96.60% | 98.19% | 97.31% |

Maximum score for satisfaction with Accuracy of bills for postpaid was found to be for Rel Comm with 98.19% of its subscribers claiming to be either satisfied or very satisfied.

5.1.3 Help Services Related sub-aspects

a. Percentage of subscribers making Query in last 12 months



During last 12 months, maximum queries/complaints to the customer care has been made by Rel Comm subscribers and minimum calls were made by the BSNL subscribers.

b. Satisfaction with Help Services / Customer Care

| <u>Satisfaction with help services</u> | Airtel | BSNL | Rel Comm | TATA |
|---|--------|--------|----------|--------|
| Ease of access of call center toll free number | 91.74% | 89.78% | 93.79% | 94.21% |
| Response time to answer call by customer care executive | 91.46% | 88.26% | 88.95% | 89.06% |
| Problem solving ability of customer care executive | 90.91% | 89.39% | 86.46% | 89.29% |
| Time taken by customer care executive in resolving complaints | 90.36% | 86.31% | 85.24% | 89.08% |

For ease of accessing customer care, BSNL with 89.78% scored lowest. For satisfaction with problem solving ability of the customer care executive, Rel Comm scored lowest whereas Airtel scored highest.

The satisfaction with response time to answer call by customer care executive was found to be lowest for BSNL.

The satisfaction with time taken by customer care executive in resolving complaints was found to be lowest for Rel Comm.

5.1.4 Network performance, reliability and availability related sub-aspects

a. Satisfaction with network performance, reliability and availability

| <u>Very Satisfied & Satisfied scores</u> | Airtel | BSNL | Rel Comm | TATA |
|--|--------|--------|----------|--------|
| Availability of working telephone (with dial tone) | 96.32% | 96.71% | 96.17% | 96.49% |
| Ability to make or receive calls easily | 96.70% | 96.51% | 97.26% | 98.14% |
| Voice quality | 95.15% | 94.34% | 94.88% | 92.68% |

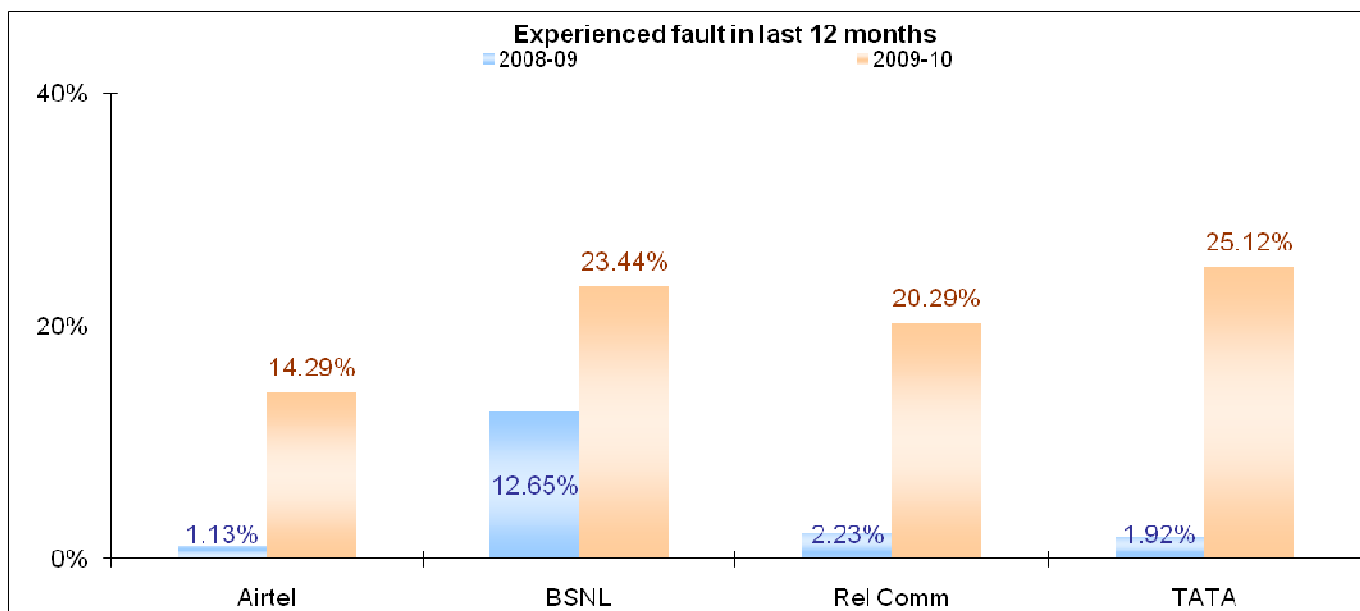
The satisfaction with availability of working telephone (with dial tone) was found to be lowest for Rel Comm.

The satisfaction with voice quality was found to be highest for Airtel.

In the current round of survey, TATA scored highest for satisfaction with ability to make and receive calls.

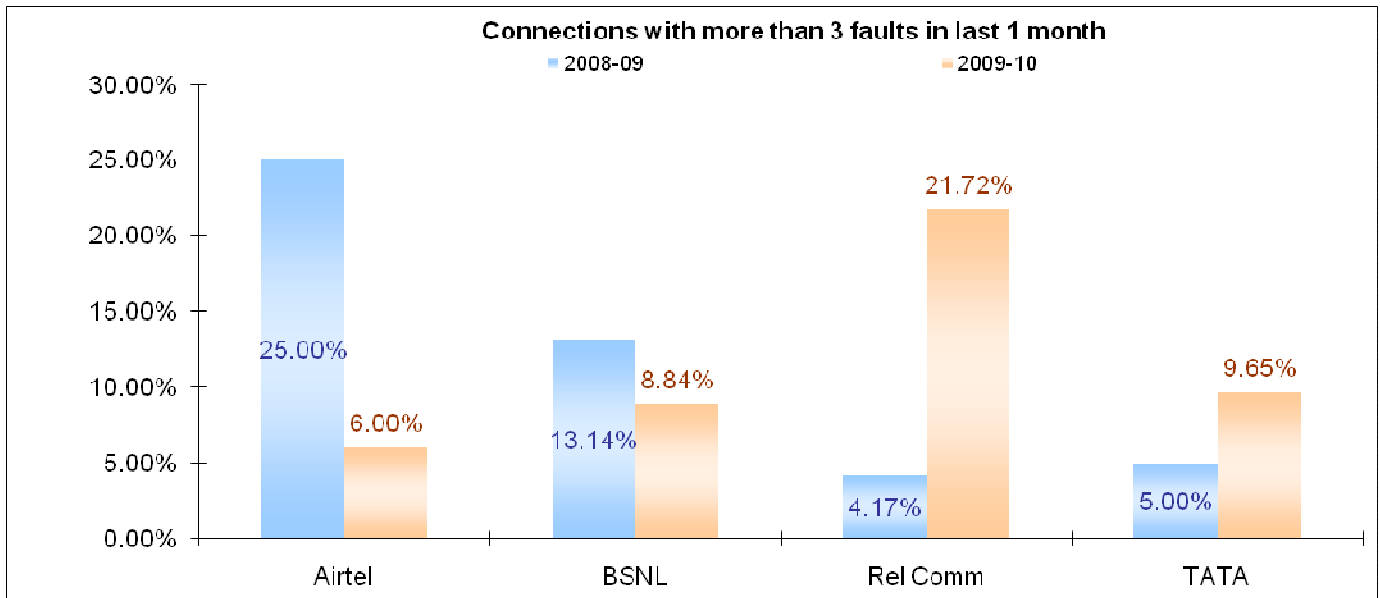
5.1.5 Maintainability related sub-aspects

a. Percentage subscribers experiencing fault in the telephone in last 12 months



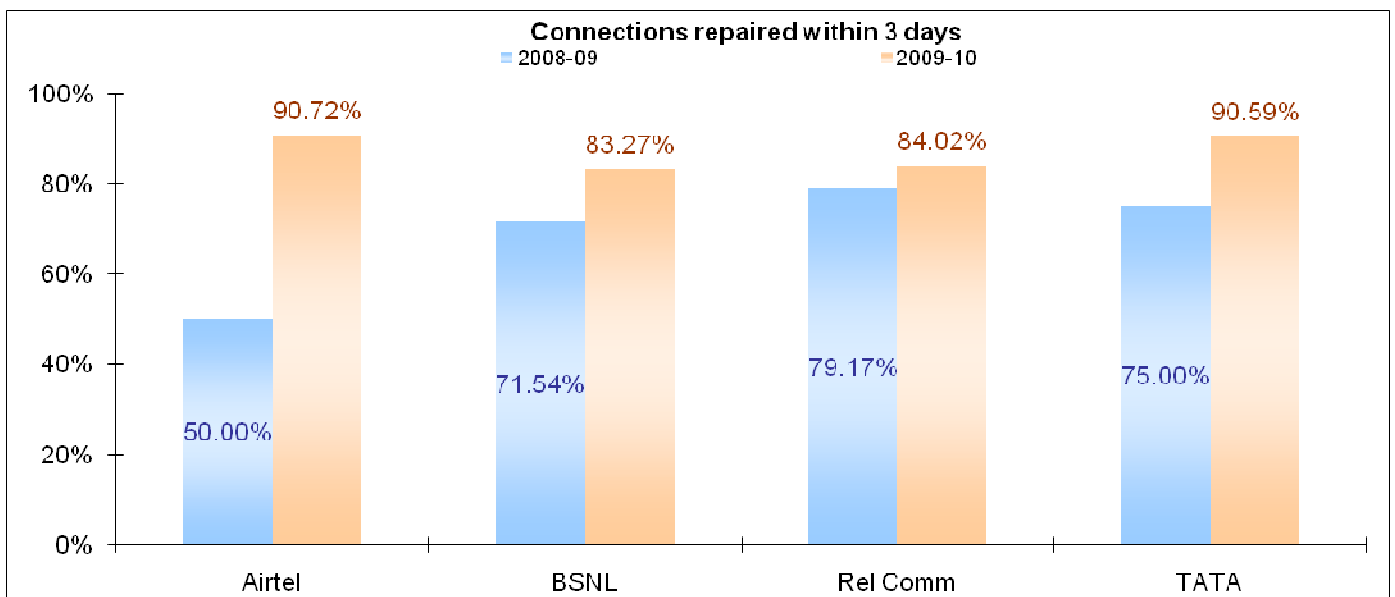
Penetration of customers who have made fault complaints was observed to be highest for TATA with 25.12% of the subscribers claiming that they have made a complaint in last 12 months

b. Number of times telephone became faulty in last 1 month



When it comes to comparing number of times the subscriber’s telephone became faulty out of the base of the subscriber who has faced any problem in their connection in the last 1 month maximum subscribers who claimed that they have faced problems in their telephone connection more than three times were from Rel Comm.

c. Time taken to repair after lodging complaint

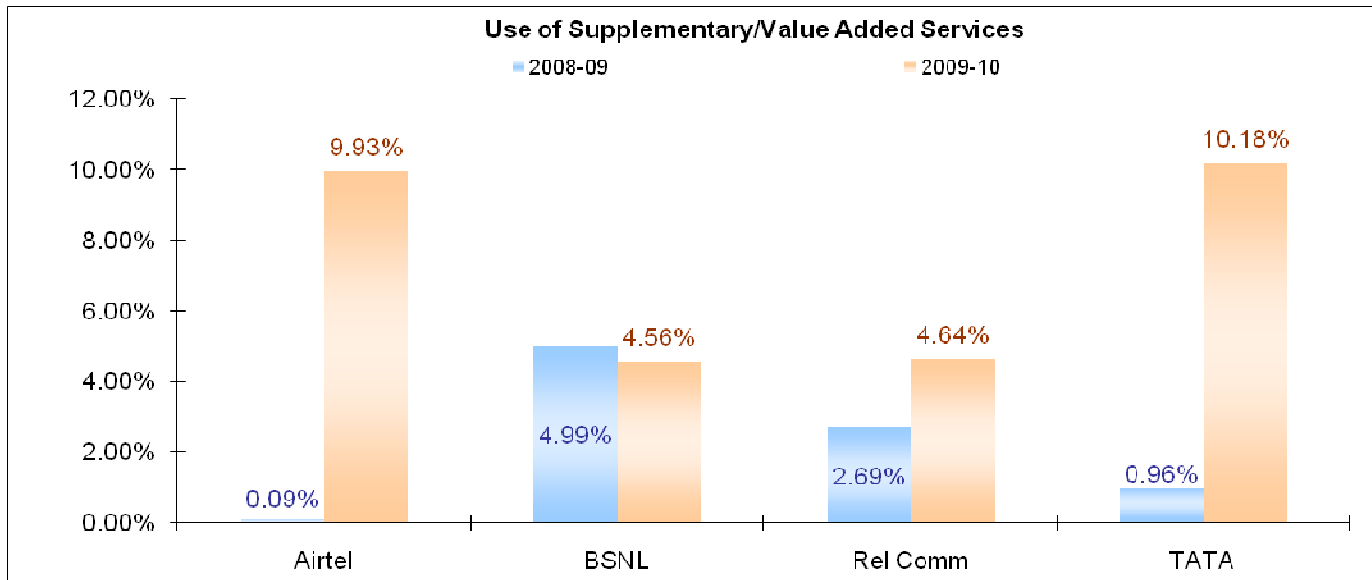


Percentage of connections repaired within 3 days varies from BSNL with 83.27% to Airtel with 90.72%.



5.1.6 Supplementary services

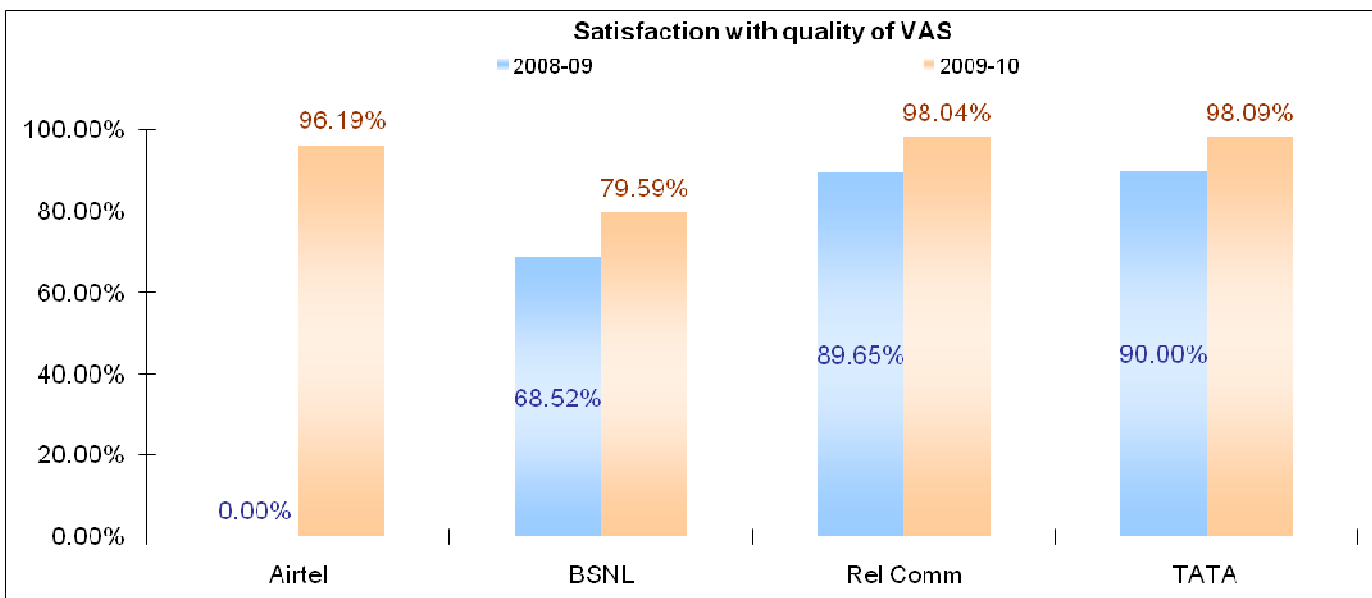
a. Percentage of subscribers opting for Supplementary Services



Usage of supplementary services is lowest among BSNL subscribers.

b. Satisfaction with Supplementary Services

Level of satisfaction with supplementary services



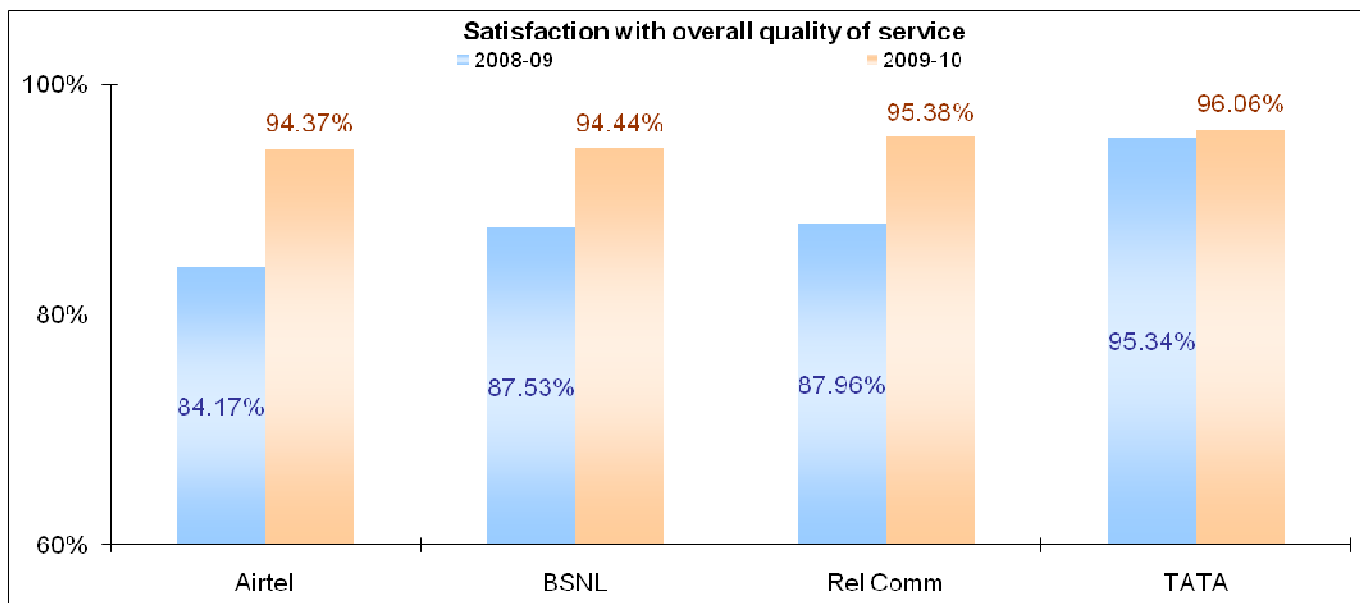
The scores of level of satisfaction have been explained in the executive summary.

| Very Satisfied & Satisfied scores | Airtel | BSNL | Rel Comm | TATA |
|-----------------------------------|--------|--------|----------|--------|
| Very Satisfied | 8.57% | 10.20% | 19.61% | 5.71% |
| Satisfied | 87.62% | 69.39% | 78.43% | 92.38% |
| Total | 96.19% | 79.59% | 98.04% | 98.09% |

The total satisfaction percentage is highest for TATA with 98.09% of subscribers who were using supplementary services claiming that they are either satisfied or very satisfied with supplementary services provided.

5.1.7 Overall Customer Satisfaction

Level of satisfaction with Quality of Service (Overall):



The scores of level of satisfaction have been explained in the executive summary.

| Very Satisfied & Satisfied scores | Airtel | BSNL | Rel Comm | TATA |
|-----------------------------------|--------|--------|----------|--------|
| Very Satisfied | 22.14% | 20.06% | 7.66% | 5.03% |
| Satisfied | 72.23% | 74.38% | 87.72% | 91.03% |
| Total | 94.37% | 94.44% | 95.38% | 96.06% |

In the current round of survey, TATA with 96.06% scored highest for overall customer satisfaction with quality of service whereas Airtel with 94.37% scored lowest.

5.1.8 Redressal Mechanism

| <u>Satisfaction Scores</u> | Airtel | BSNL | Rel Comm | TATA |
|---|--------|---------|----------|--------|
| Call Center | 74.08% | 61.64% | 81.82% | 81.35% |
| Nodal Officer | 0.00% | 100.00% | 0.00% | 50.00% |
| For new customers, provisioning of 'Manual of Practice' while taking the new connection | 69.64% | 68.29% | 54.17% | 38.46% |

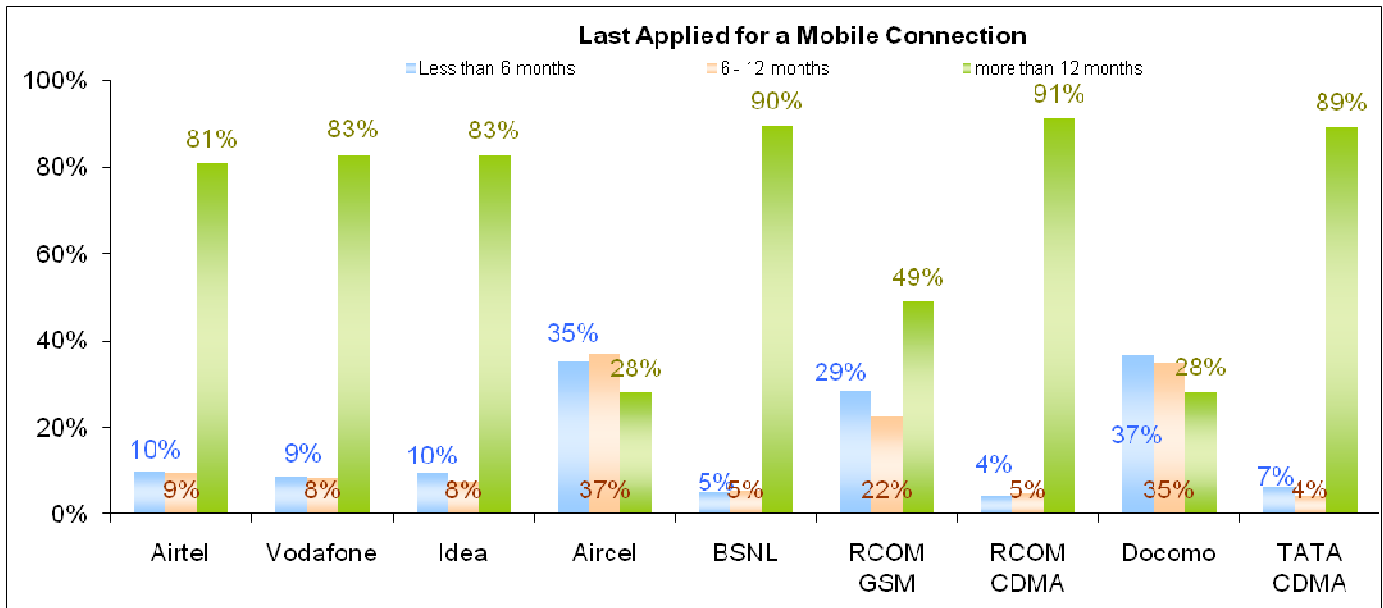
Score for satisfaction with nodal officer was found to be quite high due to low base i.e. those aware of the nodal officer and have made a complaint to the nodal officer.

5.2 Detailed Findings – Cellular Mobile Services

This section details out the performance of service providers on all the sub-aspects of various ‘Quality of Service’ parameters.

5.2.1 Service Provision

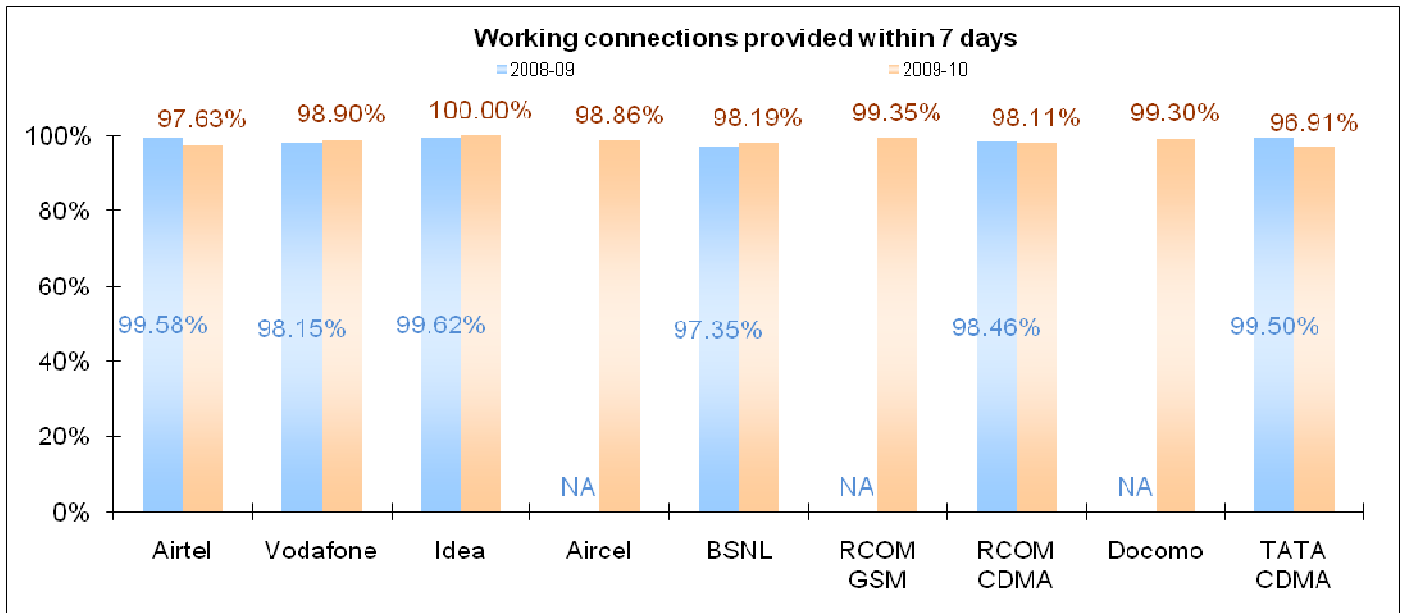
a. Last application for a phone connection: This aspect seeks to find out the recency of applying for a new mobile phone connection of subscribers for various service providers.



In last 6 months, maximum applications of new connection were for DoCoMo with 37% of the respondents applying for a new connection. Whereas minimum connections applied for during the same period were for RCOM CDMA with 4%.

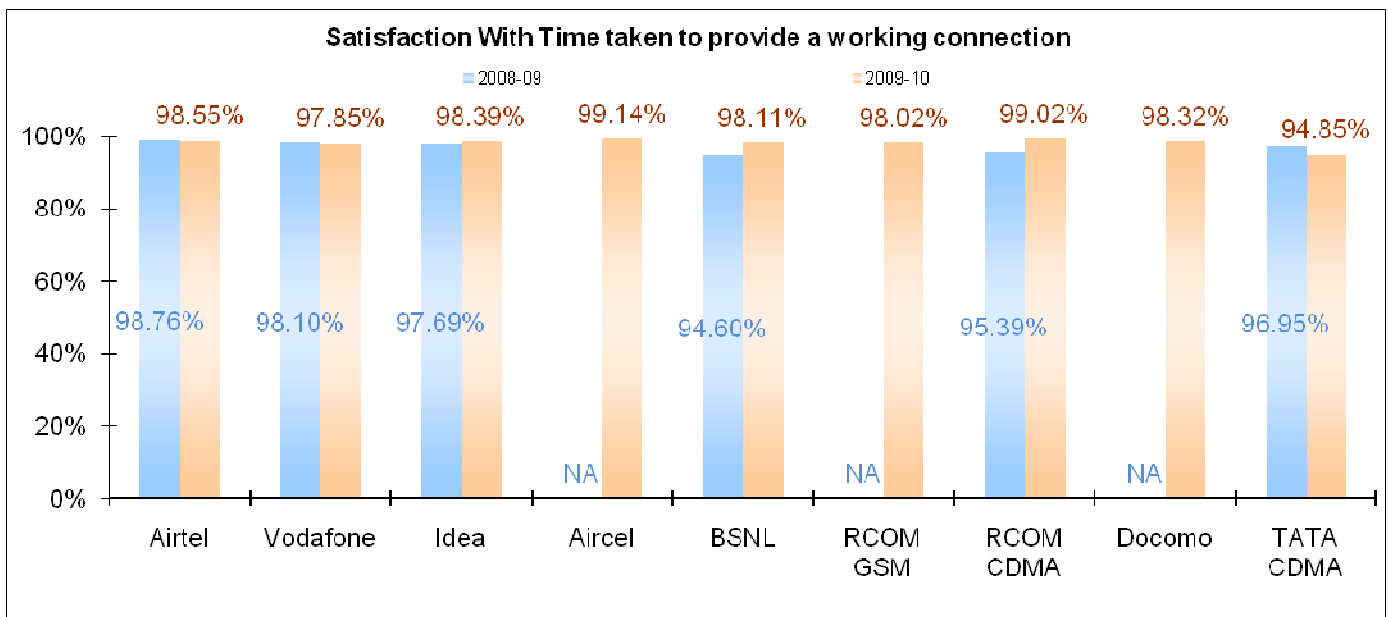
Same figure for the period of 6-12 months was found to be maximum for Aircel with 36.84% and minimum for TATA CDMA with 4.25%.

b. Time taken for activation of new connection: This aspect seeks to find out the performance of various providers on the time taken to activate a new connection i.e. in how many days after taking a new connection is the person able to make / receive calls.



For proportion of connections activated within 7 days, Idea with 100% connections scored highest whereas TATA CDMA with 96.91% connections scored lowest.

c. Satisfaction with service provision:



The scores of level of satisfaction have been explained in the executive summary.

| Very Satisfied & Satisfied scores | Airtel | Vodafone | Idea | Airtel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|-----------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Very Satisfied | 31.78% | 23.33% | 24.62% | 6.75% | 19.79% | 17.95% | 18.49% | 18.62% | 16.34% |
| Satisfied | 64.09% | 71.97% | 69.62% | 80.51% | 67.45% | 73.45% | 74.59% | 71.49% | 77.49% |
| Total | 95.87% | 95.30% | 94.24% | 87.26% | 87.24% | 91.40% | 93.08% | 90.11% | 93.83% |

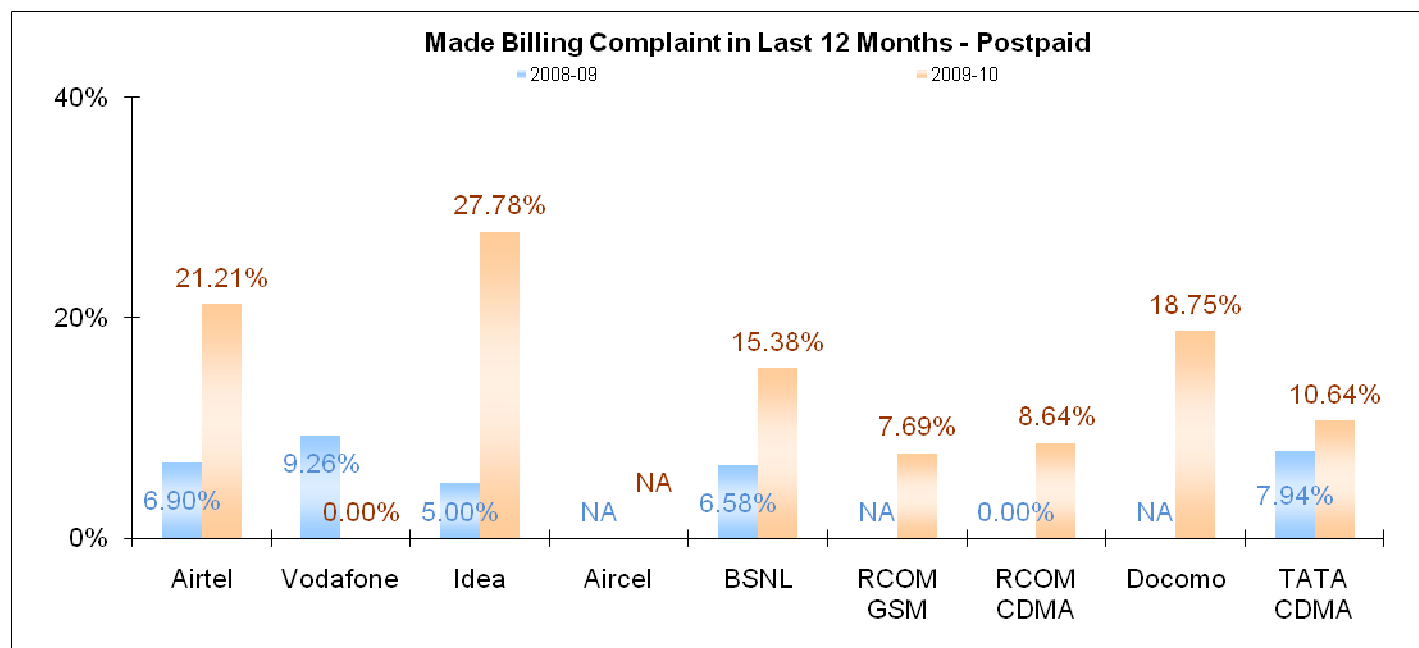
Score for level of satisfaction with service provisioning varies from 87.24% for BSNL to 95.87% for Airtel.

5.2.2 Billing Aspects

This aspect captures the level of satisfaction of subscribers on various billing related aspects such as timeliness, accuracy, clarity, billing complaints resolution, etc. It also finds out the reasons for dissatisfaction of various billing related aspects.

a. Postpaid subscribers:

i. Percentage of billing complaints



Subscribers of Idea made maximum number of billing related complaints in 2009-10. In 2008-09, maximum billing related complaints were made by Vodafone subscribers.

ii. Satisfaction with various billing parameters

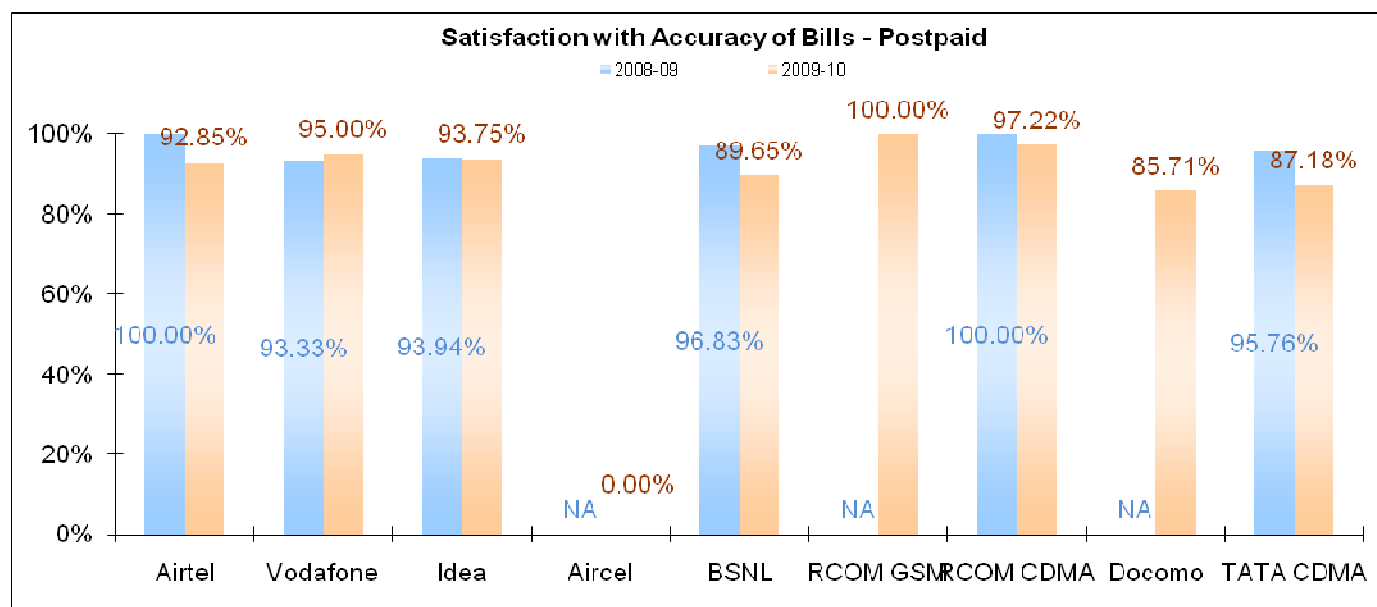
| Satisfaction Level | Airtel | Vodafone | Idea | Airtel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--------------------------|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Timely delivery of bills | 92.85% | 95.00% | 93.33% | NA | 96.67% | 100.00% | 97.22% | 85.72% | 85.00% |
| Accuracy of bills | 92.85% | 95.00% | 93.75% | NA | 89.65% | 100.00% | 97.22% | 85.71% | 87.18% |

| | | | | | | | | | |
|--|--------|---------|--------|----|--------|---------|---------|--------|--------|
| Process of resolution of billing complaints | 85.71% | NA | 80.00% | NA | 66.67% | 100.00% | 85.71% | 66.66% | 80.00% |
| Clarity i.e. transparency and understandability of bills | 90.48% | 100.00% | 86.66% | NA | 88.00% | 100.00% | 100.00% | 57.14% | 94.44% |

In the current round of survey, satisfaction with timely delivery of bills for postpaid subscribers was found to be lowest for TATA CDMA with 85%. The satisfaction with accuracy of bills was found to be lowest for DoCoMo. The satisfaction with clarity of bills was found to be lowest for DoCoMo. For satisfaction with resolution of billing complaints, DoCoMo scored lowest.

iii. Percentage of subscribers satisfied

Level of satisfaction with billing performance (Post paid customers)



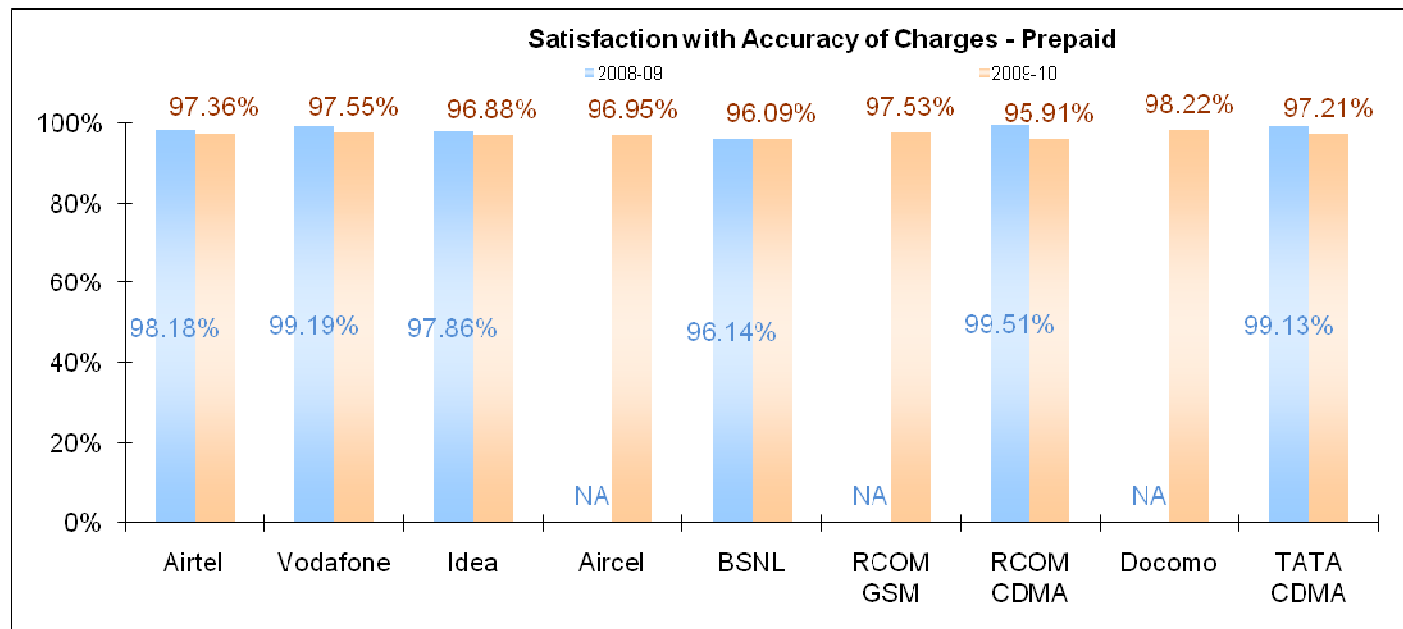
The scores of level of satisfaction have been explained in the executive summary.

| Very Satisfied & Satisfied scores | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|-----------------------------------|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Very Satisfied | 32.14% | 35.00% | 37.50% | NA | 34.48% | 40.82% | 13.89% | 28.57% | 17.95% |
| Satisfied | 60.71% | 60.00% | 56.25% | NA | 55.17% | 59.18% | 83.33% | 57.14% | 69.23% |
| Total | 92.85% | 95.00% | 93.75% | NA | 89.65% | 100.00% | 97.22% | 85.71% | 87.18% |

In the current round of survey, highest score was found to be for RCOM GSM with 100% subscribers claiming that they are either satisfied or very satisfied with postpaid billing.

c. Prepaid subscribers:

Level of satisfaction with accuracy of charges:

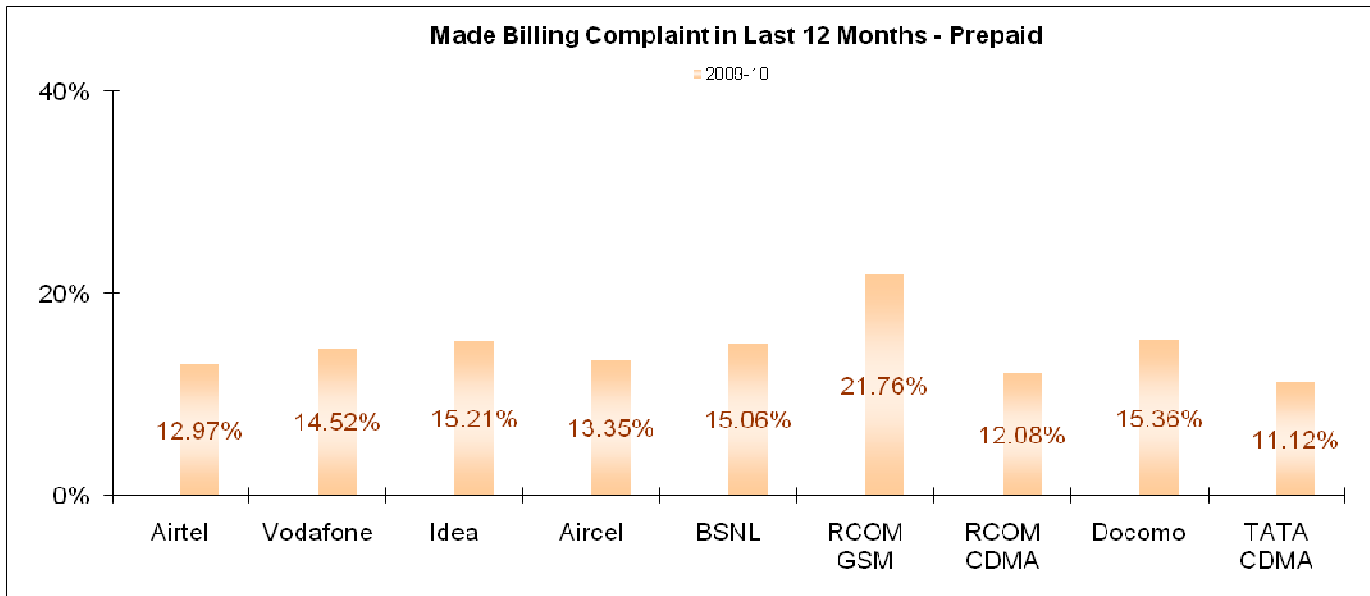


The scores of level of satisfaction have been explained in the executive summary.

| Very Satisfied & Satisfied scores | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|-----------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Very Satisfied | 37.43% | 35.31% | 34.25% | 12.19% | 34.53% | 29.96% | 26.54% | 30.56% | 28.46% |
| Satisfied | 59.93% | 62.24% | 62.63% | 84.76% | 61.56% | 67.57% | 69.37% | 67.66% | 68.75% |
| Total | 97.36% | 97.55% | 96.88% | 96.95% | 96.09% | 97.53% | 95.91% | 98.22% | 97.21% |

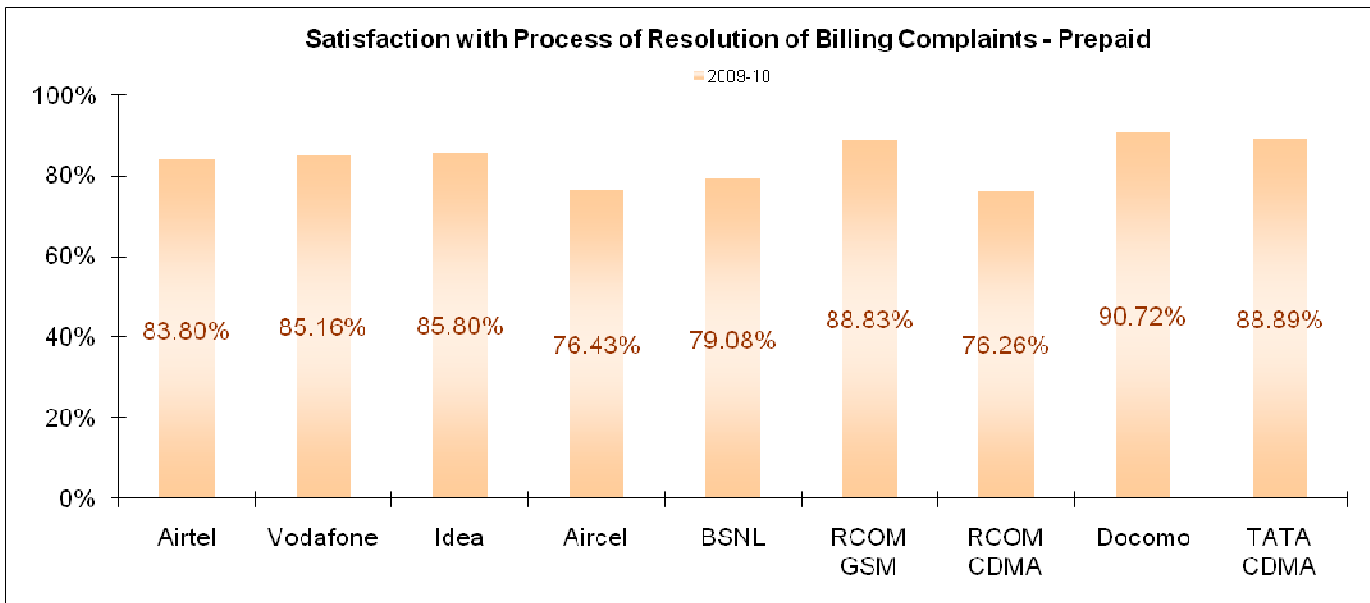
In the current round of survey, highest score was found to be for DoCoMo with 98.22% subscribers claiming that they are either satisfied or very satisfied with prepaid billing.

Percentage of billing complaints



For billing related complaints in 2009-10 maximum score was found to be for RCOM GSM with 21.76% of its subscribers claiming to have made a billing complaint in last 12 months.

Satisfaction with process of resolution of billing complaints

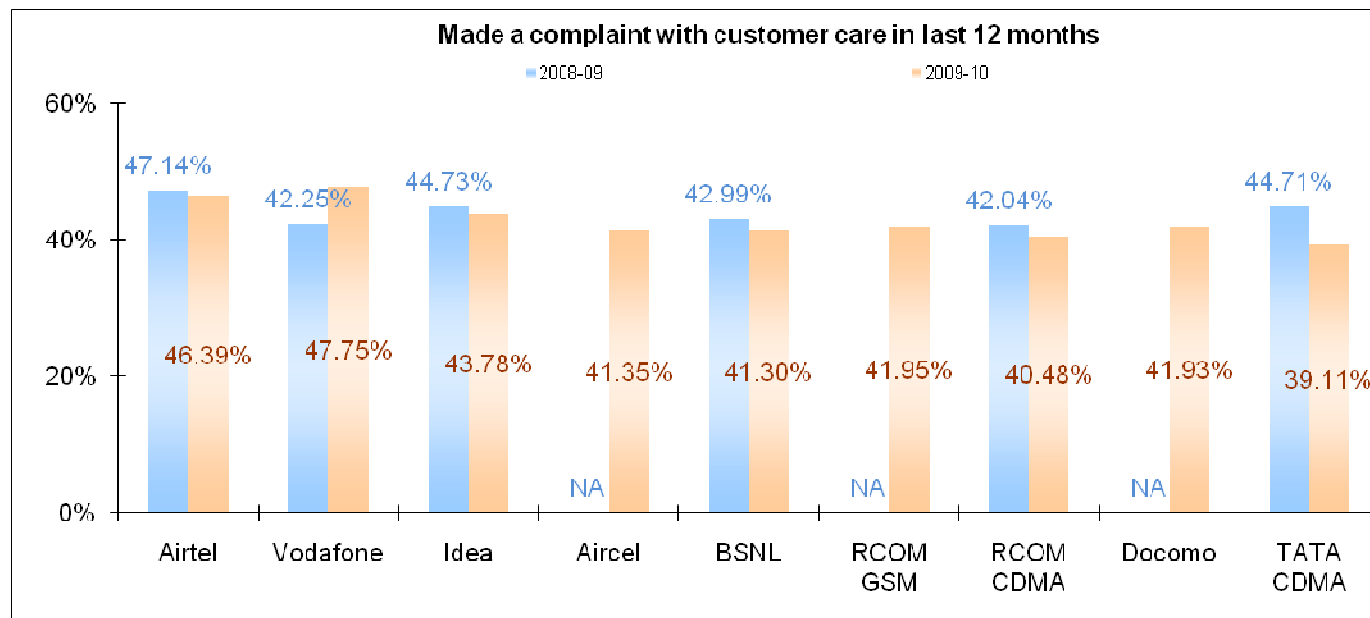


For satisfaction with process of resolution of billing complaints, maximum score was found to be for DoCoMo with 90.72% of its subscribers claiming to be either satisfied or very satisfied.

5.2.3 Help Services

This parameter captures the satisfaction of subscribers on various sub-aspects of help services. This includes the ease of connecting to call center, problem solving ability of the customer care executive, time taken for resolution of complaint, etc.

a. Contacted customer care in last 12 months



During last 12 months, maximum queries/complaints to the customer care has been made by Vodafone subscribers and minimum calls were made by the TATA CDMA subscribers.

b. Level of satisfaction on various sub-aspects of help services

| Satisfaction with help services | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Ease of access of call center toll free number | 90.24% | 87.90% | 91.55% | 91.36% | 80.55% | 87.30% | 91.80% | 86.41% | 90.37% |
| Response time to answer call by customer care executive | 88.75% | 88.28% | 90.94% | 81.78% | 77.83% | 85.27% | 86.55% | 87.58% | 89.27% |
| Problem solving ability of customer care executive | 90.81% | 90.74% | 89.31% | 77.68% | 81.00% | 85.27% | 89.18% | 88.53% | 87.97% |
| Time taken by customer care executive in resolving complaints | 90.99% | 90.34% | 90.54% | 75.52% | 78.96% | 87.60% | 87.55% | 88.71% | 88.47% |

For ease of accessing customer care, BSNL with 80.55% scored lowest.

The satisfaction with response time to answer call by customer care executive was found to be lowest for BSNL.

The satisfaction with time taken by customer care executive in resolving complaints was found to be lowest for Aircel.

For satisfaction with problem solving ability of the customer care executive, Aircel scored lowest whereas Airtel scored highest.

5.2.4 Network Performance, Reliability & Availability:

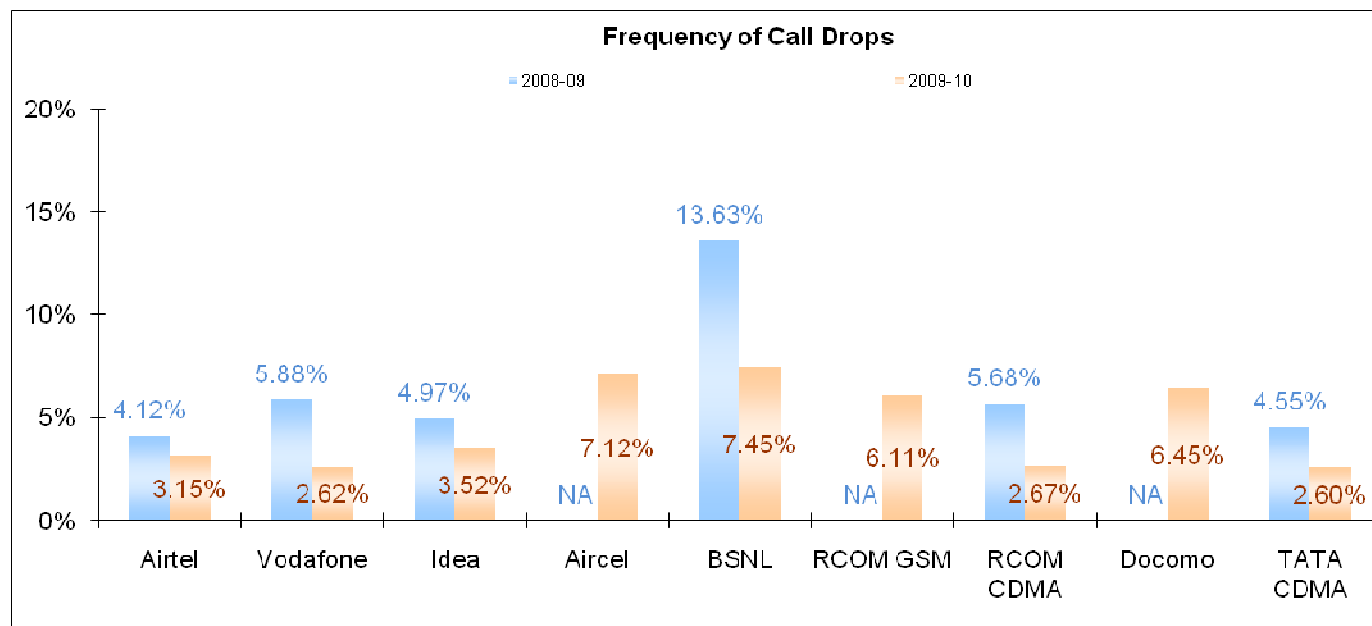
This parameter captures the level of satisfaction of subscribers with various network related parameters which includes aspects like availability of signal at all times, whether the person is easily able to make or receive calls and the voice quality of the connection.

a. Level of satisfaction on various sub-aspects of network related parameters

| Satisfaction with network related parameters | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Availability of signal | 95.29% | 93.87% | 94.48% | 79.55% | 87.61% | 90.01% | 94.83% | 86.09% | 92.51% |
| Ability to make or receive calls easily | 96.60% | 95.30% | 95.35% | 87.36% | 87.71% | 92.30% | 94.90% | 87.66% | 92.92% |
| Voice quality | 96.33% | 95.57% | 94.16% | 88.77% | 86.88% | 91.17% | 95.86% | 89.91% | 93.45% |

The satisfaction with availability of signal was found to be lowest for Aircel. The satisfaction with ability to make or receive calls easily was found to be lowest for Aircel. The satisfaction with voice quality was found to be lowest for BSNL.

c. Call drop rate:



According to survey results call drops are more frequent for BSNL with 7.45% of subscribers claiming that they experience frequent or very frequent call drops.

5.2.5 Maintainability:

This aspect deals with the incidence of signal outages that the subscribers face with their telephone connections. It measures the level of satisfaction of users with the signal availability and the time taken for restoration of signal problems.

a. Level of satisfaction on various sub-aspects of maintainability:

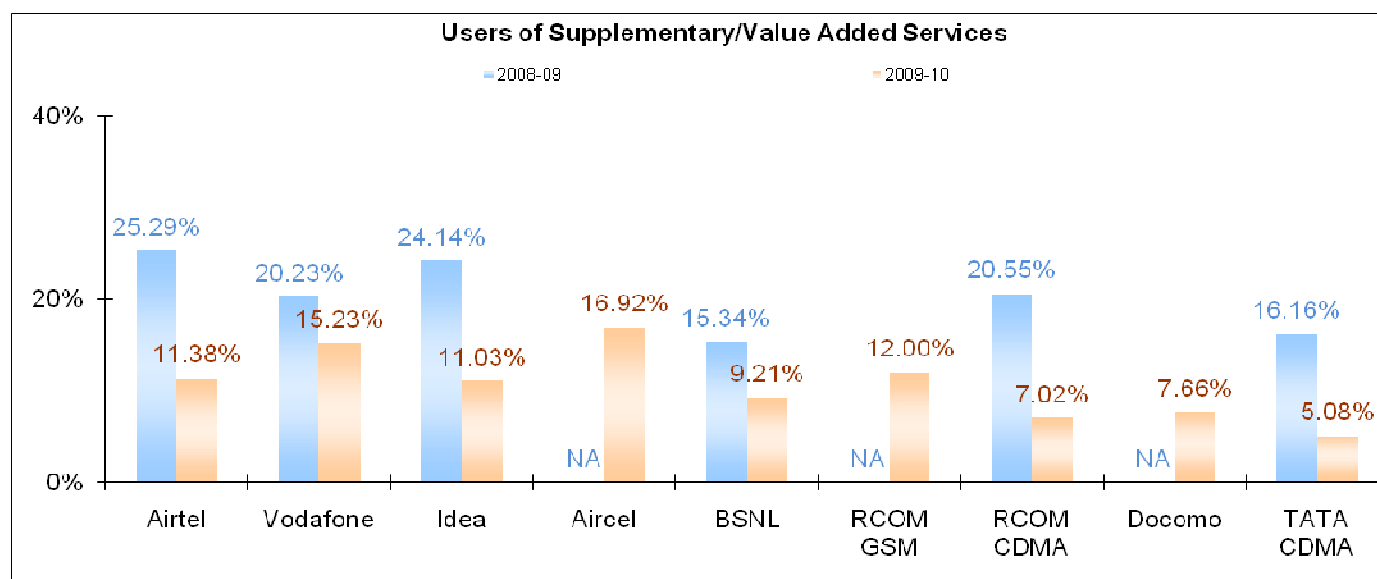
| Parameter | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Frequency of Signal Problem (Never or Occasional) | 95.79% | 96.03% | 95.85% | 90.99% | 90.01% | 91.44% | 96.52% | 91.80% | 96.35% |
| Satisfaction with restoration of signal problems (Vary Satisfied or Satisfied) | 94.93% | 93.96% | 93.50% | 82.97% | 84.36% | 91.50% | 94.17% | 86.79% | 91.97% |

The satisfaction with frequency of signal problem was found to be highest for RCOM CDMA. The satisfaction with restoration of signal problems was found to be highest for Airtel.

5.2.6 Supplementary services:

Supplementary services mean the services that the subscribers have to specifically subscribe for. Some of these services are free of cost and for others the subscribers have to pay either monthly charges or they are charged for these services according to its usage. Some of the common supplementary services are call divert, voice mail, GPRS, etc.

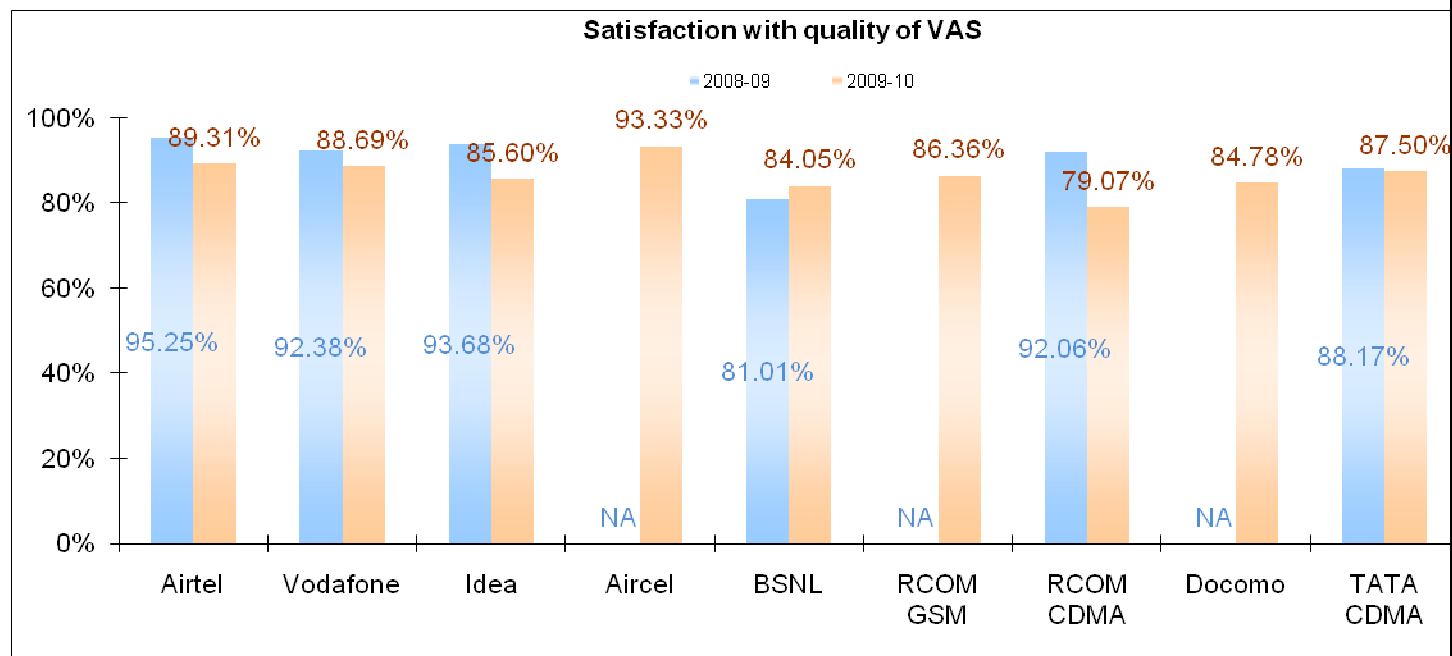
a. Percentage of subscribers opting for supplementary services:



In the year 2009-10 usage of supplementary services varies from 5.08% for TATA CDMA to 16.92% for Aircel.

b. Percentage of subscribers satisfied with supplementary services:

Level of satisfaction with supplementary services:



The scores of level of satisfaction have been explained in the executive summary.

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Very Satisfied & Satisfied scores | | | | | | | | | |
| Very Satisfied | 21.37% | 16.67% | 13.60% | 2.22% | 21.28% | 19.09% | 10.47% | 9.78% | 20.83% |
| Satisfied | 67.94% | 72.02% | 72.00% | 91.11% | 62.77% | 67.27% | 68.60% | 75.00% | 66.67% |
| Total | 89.31% | 88.69% | 85.60% | 93.33% | 84.05% | 86.36% | 79.07% | 84.78% | 87.50% |

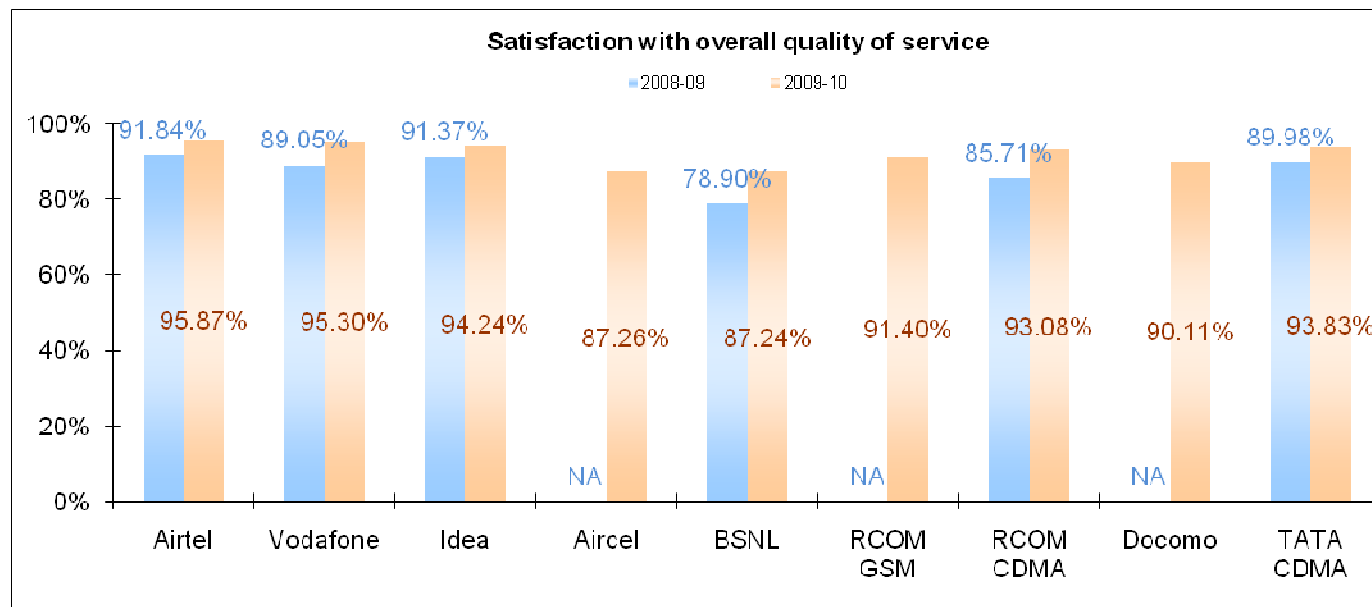
The total satisfaction percentage is highest for Aircel with 93.33% of subscribers who were using supplementary services claiming that they are either satisfied or very satisfied with supplementary services provided.

5.2.7 Overall percentage of subscribers satisfied:

This parameter measures the overall satisfaction of mobile phone users with their respective service providers taking into account the performance of the service provider on various aspects of mobile phone services.



Level of satisfaction with Quality of services (Overall):



The scores of level of satisfaction have been explained in the executive summary.

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Very Satisfied & Satisfied scores | | | | | | | | | |
| Very Satisfied | 31.78% | 23.33% | 24.62% | 6.75% | 19.79% | 17.95% | 18.49% | 18.62% | 16.34% |
| Satisfied | 64.09% | 71.97% | 69.62% | 80.51% | 67.45% | 73.45% | 74.59% | 71.49% | 77.49% |
| Total | 95.87% | 95.30% | 94.24% | 87.26% | 87.24% | 91.40% | 93.08% | 90.11% | 93.83% |

In the current round of survey, Airtel with 95.87% scored highest for overall customer satisfaction with quality of service whereas BSNL with 87.24% scored lowest.

5.2.8 Three stage redressal mechanism:

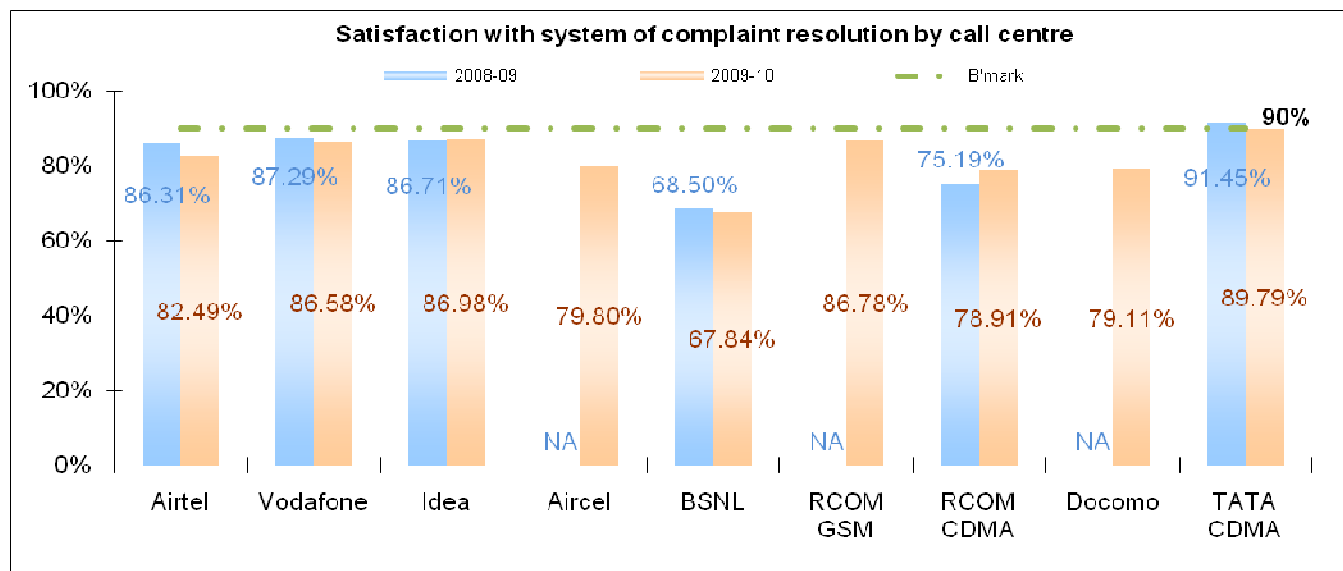
TRAI has initiated a set of regulations named as ‘Telecom Consumer Protection and Redressal of Grievances Regulations – 2007’. From this round of the customer satisfaction study of subscribers, TRAI has decided to test the awareness, implementation and effectiveness of these regulations. These set up regulations are basically a three step mechanism through which a customer can solve his / her query. Given below are the findings related to this three stage redressal mechanism across subscribers of various service providers.

| Awareness about contact details of: | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|-------------------------------------|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Customer Care | 69.34% | 72.21% | 67.43% | 52.17% | 67.04% | 66.13% | 59.87% | 70.70% | 63.61% |
| Nodal Officer | 1.30% | 2.16% | 1.75% | 1.32% | 2.60% | 1.19% | 0.97% | 2.97% | 0.93% |
| Appellate Authority | 1.56% | 3.42% | 1.40% | 1.03% | 2.14% | 1.95% | 1.61% | 3.21% | 1.56% |

Details of awareness related parameters have already been explained in the executive summary

| Made any complaint to the customer care in last 12 months | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Yes | 19.72% | 17.03% | 18.65% | 10.06% | 17.12% | 14.59% | 11.13% | 14.17% | 11.10% |
| No | 80.28% | 82.97% | 81.35% | 89.94% | 82.88% | 85.41% | 88.87% | 85.83% | 88.90% |
| If complaint made | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
| Docket number received for most of the complaints | 35.24% | 24.58% | 28.00% | 17.48% | 32.57% | 23.62% | 25.00% | 25.77% | 31.07% |
| No docket number received for most of the complaints | 40.00% | 47.49% | 47.00% | 45.63% | 38.86% | 40.16% | 46.21% | 47.85% | 45.63% |
| It was received on request | 14.29% | 17.88% | 17.00% | 7.77% | 17.14% | 22.05% | 21.97% | 16.56% | 12.62% |
| No docket number received even on request | 10.48% | 10.06% | 8.00% | 29.13% | 11.43% | 14.17% | 6.82% | 9.82% | 10.68% |
| Informed by call centre about the action taken on the complaint | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
| Yes | 85.20% | 82.39% | 88.18% | 82.08% | 80.56% | 88.10% | 79.41% | 85.45% | 83.81% |
| No | 14.80% | 17.61% | 11.82% | 17.92% | 19.44% | 11.90% | 20.59% | 14.55% | 16.19% |

Level of satisfaction with resolution of complaints by call centre



Level of satisfaction with resolution of complaints (for those customers who had made complaint in last 12 months) is observed to be highest for TATA CDMA with 89.79% and lowest for BSNL with 67.84%.

Reasons for dissatisfaction with resolution of complaints by call centre

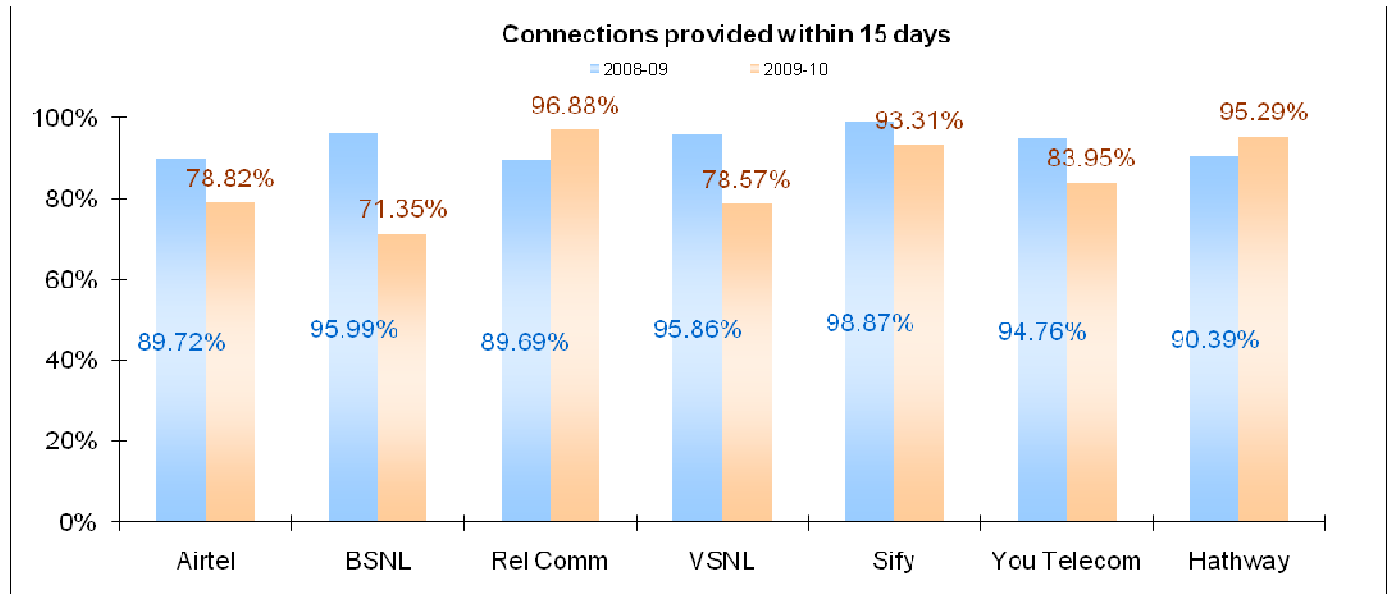
| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|---------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Reason for dissatisfaction - Call centre | 2009-10 | | | | | | | | |
| Difficult to connect to the call center executive | 44.74% | 40.91% | 20.00% | 23.81% | 52.73% | 12.50% | 14.81% | 24.24% | 30.00% |
| Customer care executive not polite/courteous | 2.63% | 4.55% | 4.00% | 4.76% | 14.55% | 12.50% | 0.00% | 12.12% | 20.00% |
| Customer care executive not equipped with adequate information | 26.32% | 31.82% | 40.00% | 19.05% | 47.27% | 43.75% | 70.37% | 48.48% | 70.00% |
| Time taken by call centre for redressal is too long | 18.42% | 22.73% | 20.00% | 52.38% | 20.00% | 37.50% | 22.22% | 30.30% | 0.00% |
| Customer care executive was unable to understand the problem | 2.63% | 9.09% | 4.00% | 19.05% | 5.45% | 31.25% | 3.70% | 3.03% | 0.00% |
| Others | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 3.03% | 0.00% |

For subscribers who were dissatisfied or very dissatisfied with call centre customer executive not equipped with adequate information and difficulty in connecting to the call center executive emerged out as two pain points.

5.3 Detailed Findings – Broadband Services

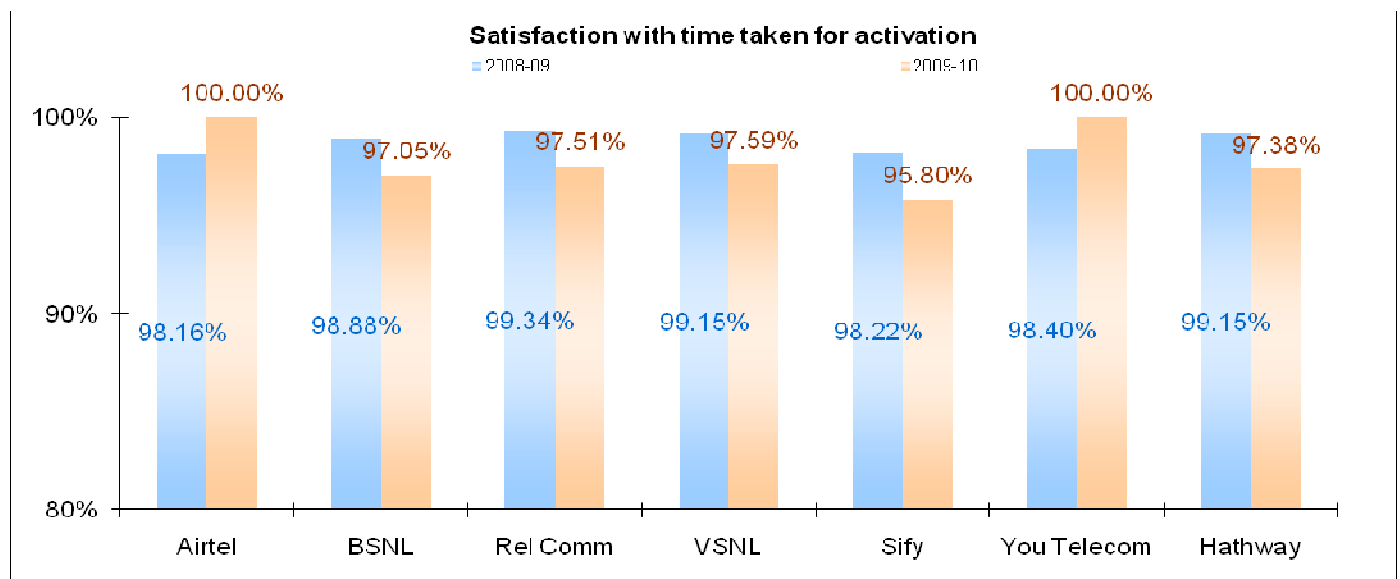
5.3.1 Service Provision:

Incidence of provision of BB connection within 15 days



For activation of new connection, Rel Comm with 96.88% scored maximum whereas BSNL with 71.35% scored minimum.

Level of satisfaction with service provisioning:



The scores of level of satisfaction have been explained in the executive summary.

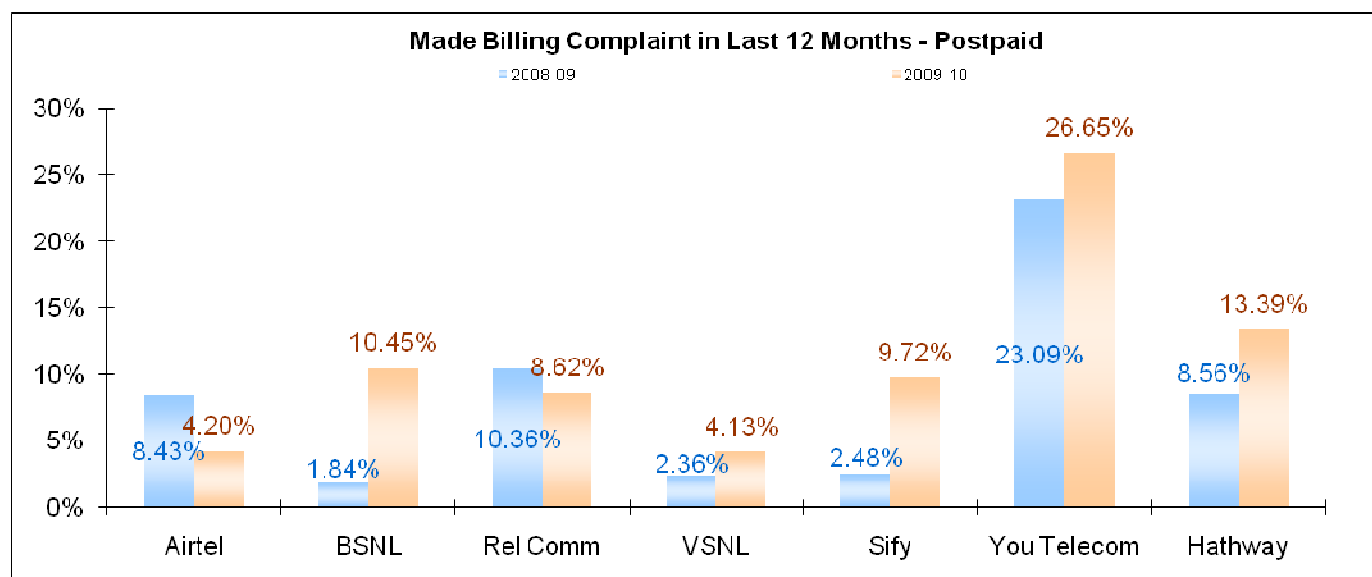
| Very Satisfied & Satisfied scores: | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|------------------------------------|----------------|---------------|---------------|---------------|---------------|----------------|---------------|
| Very Satisfied | 21.84% | 15.29% | 0.78% | 32.53% | 0.30% | 3.75% | 1.50% |
| Satisfied | 78.16% | 81.76% | 96.73% | 65.06% | 95.50% | 96.25% | 95.88% |
| Total | 100.00% | 97.05% | 97.51% | 97.59% | 95.80% | 100.00% | 97.38% |

Airtel, You Telecom with 100% of the subscribers saying that they are either “Very Satisfied” or “Satisfied” with the service provisioning scored highest. Whereas Sify with 95.8% of the subscribers saying that they are either “Very Satisfied” or “Satisfied”, scored lowest.

5.3.2 Billing Performance:

Postpaid:

Billing related complaints



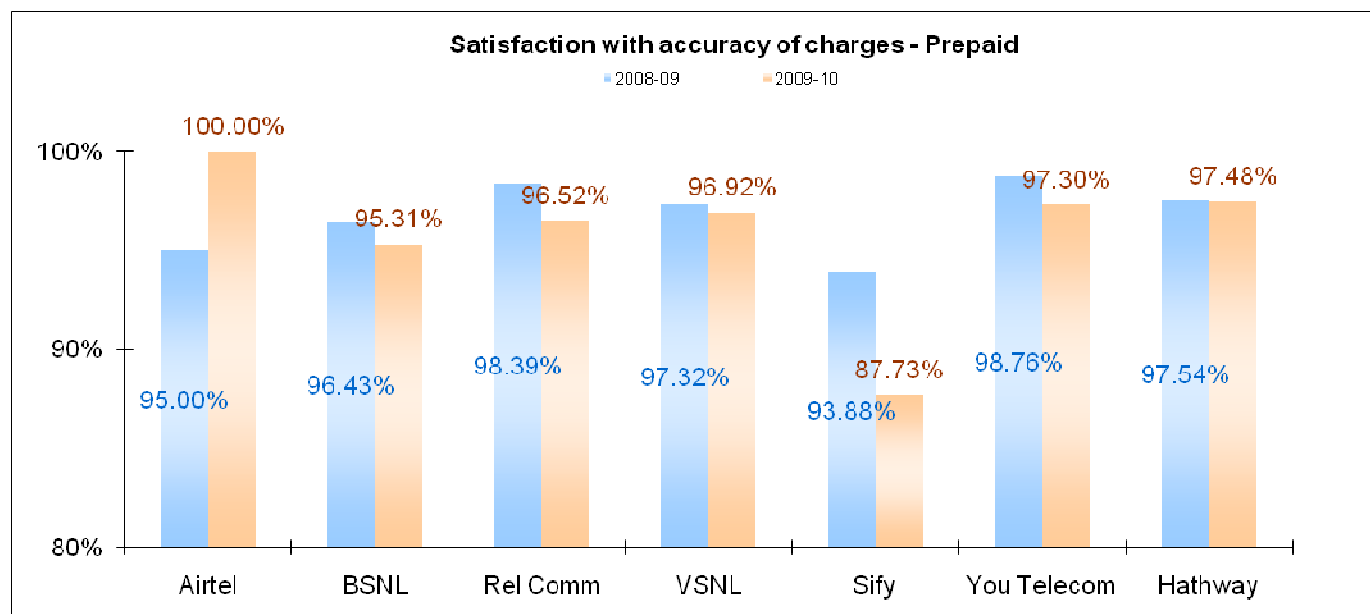
In the current round of survey, penetration of post paid subscribers making billing complaints varies from VSNL with 4.13% to You Telecom with 26.65%

| Satisfaction with Billing Parameters: | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|--------|--------|----------|--------|--------|-------------|---------|
| Timely delivery of bills | 98.18% | 96.30% | 93.30% | 99.17% | 94.29% | 98.78% | 87.97% |
| Accuracy of bills | 98.75% | 95.47% | 92.97% | 99.27% | 96.10% | 97.55% | 90.30% |
| Process of resolution of billing complaints | 84.09% | 72.65% | 40.23% | 77.28% | 65.79% | 96.51% | 37.50% |
| Clarity i.e. transparency and understandability of bills | 99.04% | 95.30% | 95.16% | 99.26% | 97.57% | 98.45% | 93.07% |

Satisfaction with accuracy, clarity and timely delivery of bills was found to be lowest for Hathway. Hathway also scored lowest for resolution of billing complaints.

Billing Accuracy - Prepaid

Level of satisfaction:

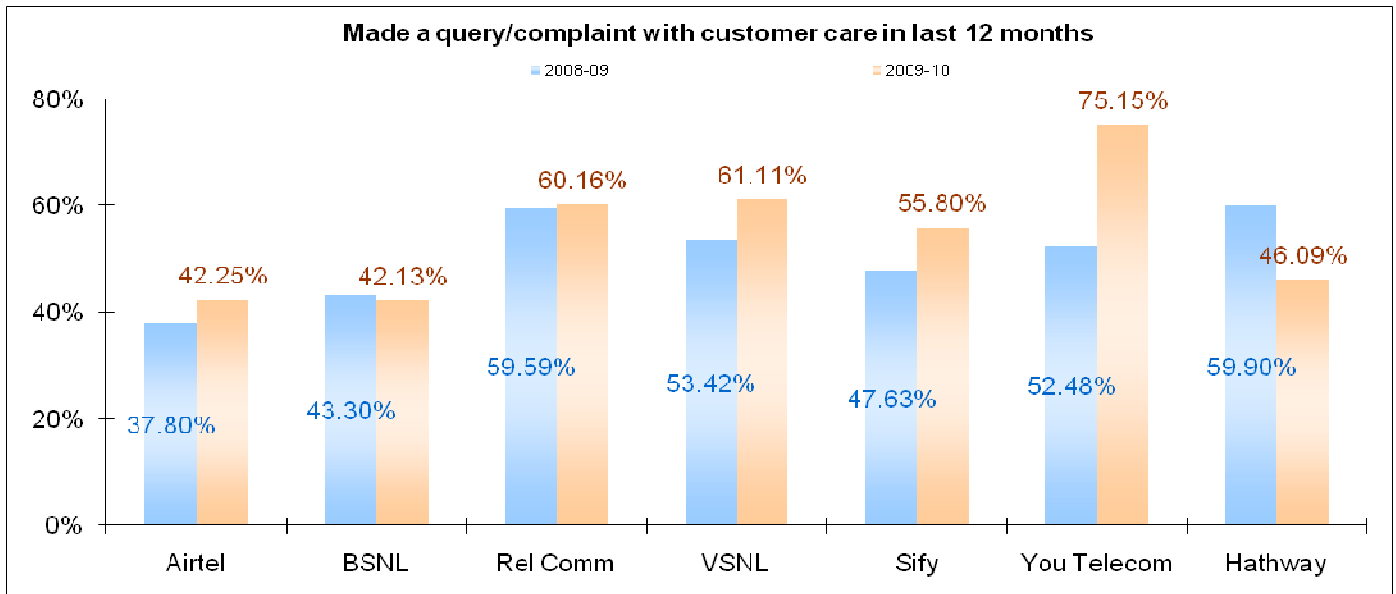


The scores of level of satisfaction have been explained in the executive summary.

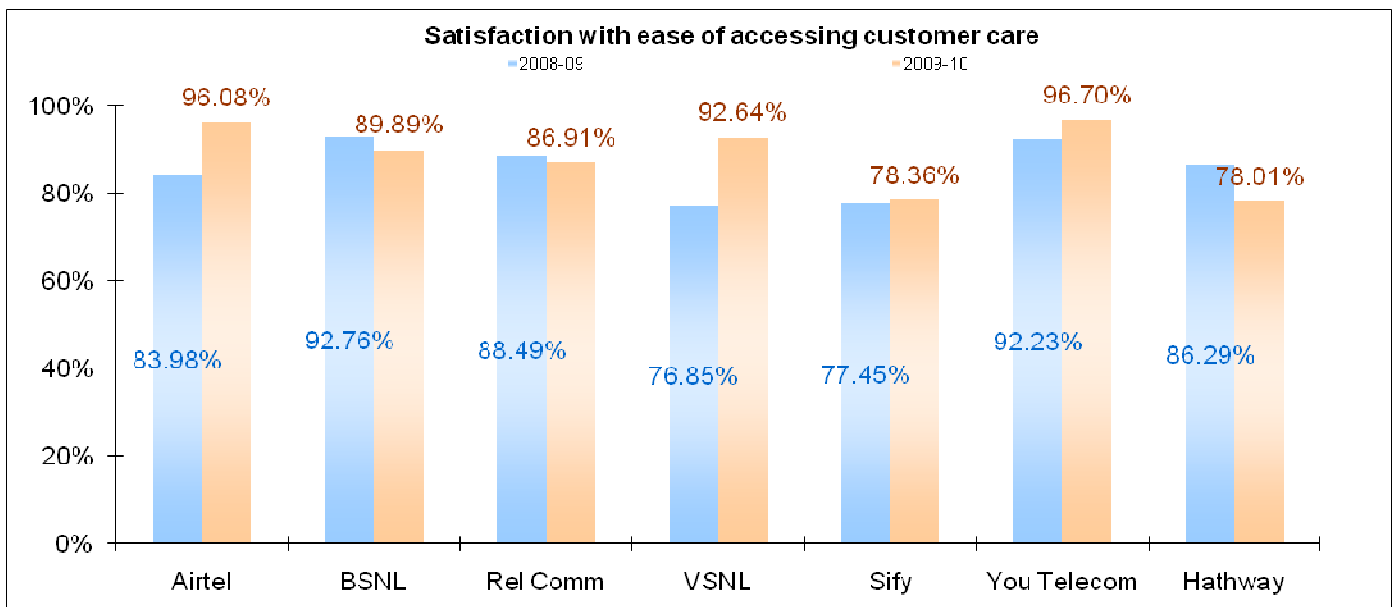
| Very Satisfied & Satisfied scores: Accuracy of charges | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|----------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Very Satisfied | 23.81% | 20.31% | 5.22% | 16.92% | 0.00% | 24.25% | 2.91% |
| Satisfied | 76.19% | 75.00% | 91.30% | 80.00% | 87.73% | 73.05% | 94.57% |
| Total | 100.00% | 95.31% | 96.52% | 96.92% | 87.73% | 97.30% | 97.48% |

Airtel with 100% of the prepaid subscribers claiming to be either satisfied or very satisfied with billing performance scored highest.

5.3.3 Help Services:



Number of respondents making a query to the call center in the last 12 months varied from 42.13% for BSNL to 75.15% for You Telecom



96.7% of You Telecom subscribers claim that it is difficult to access the call center.

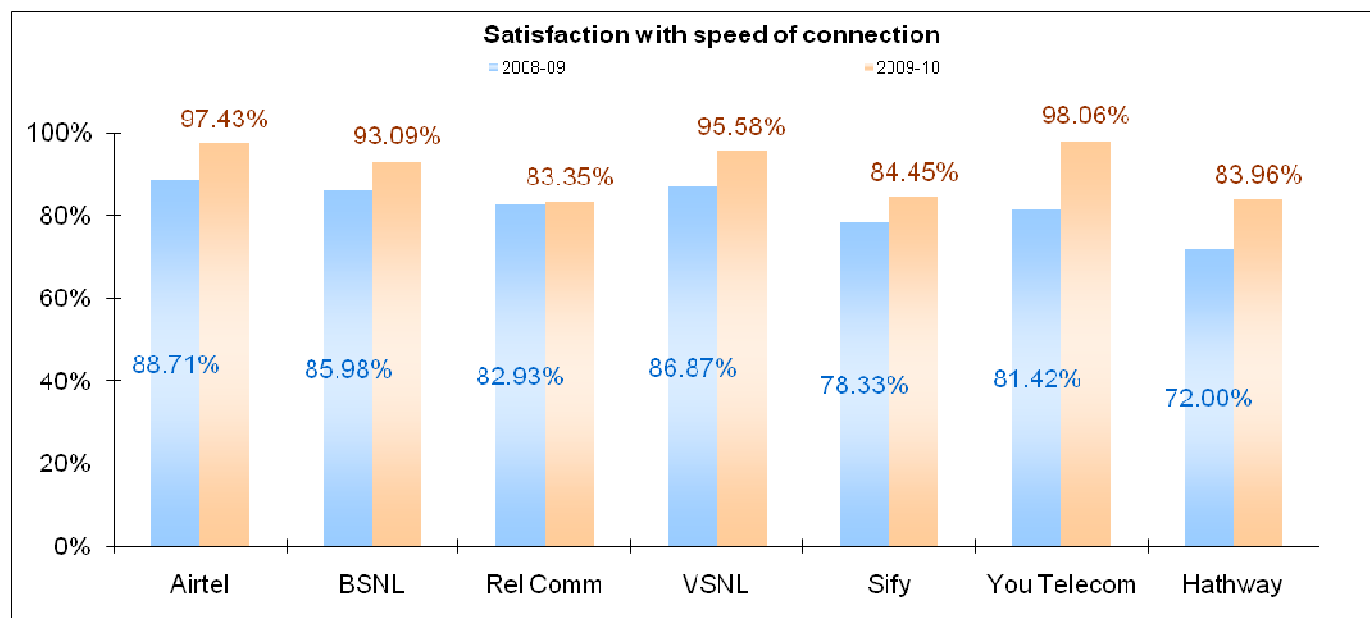
| Satisfaction level with Help Services / Customer Care | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|--------|--------|----------|--------|--------|-------------|---------|
| Response time to answer call by customer care executive | 95.86% | 86.46% | 79.07% | 91.21% | 71.92% | 95.72% | 73.42% |
| Problem solving ability of customer care executive | 94.55% | 83.51% | 70.59% | 89.09% | 68.98% | 88.52% | 64.42% |
| Time taken by customer care executive in resolving complaints | 94.55% | 81.52% | 69.62% | 88.11% | 69.19% | 83.47% | 62.50% |

Satisfaction with response time to answer call by customer care executive was found to be lowest for Sify.

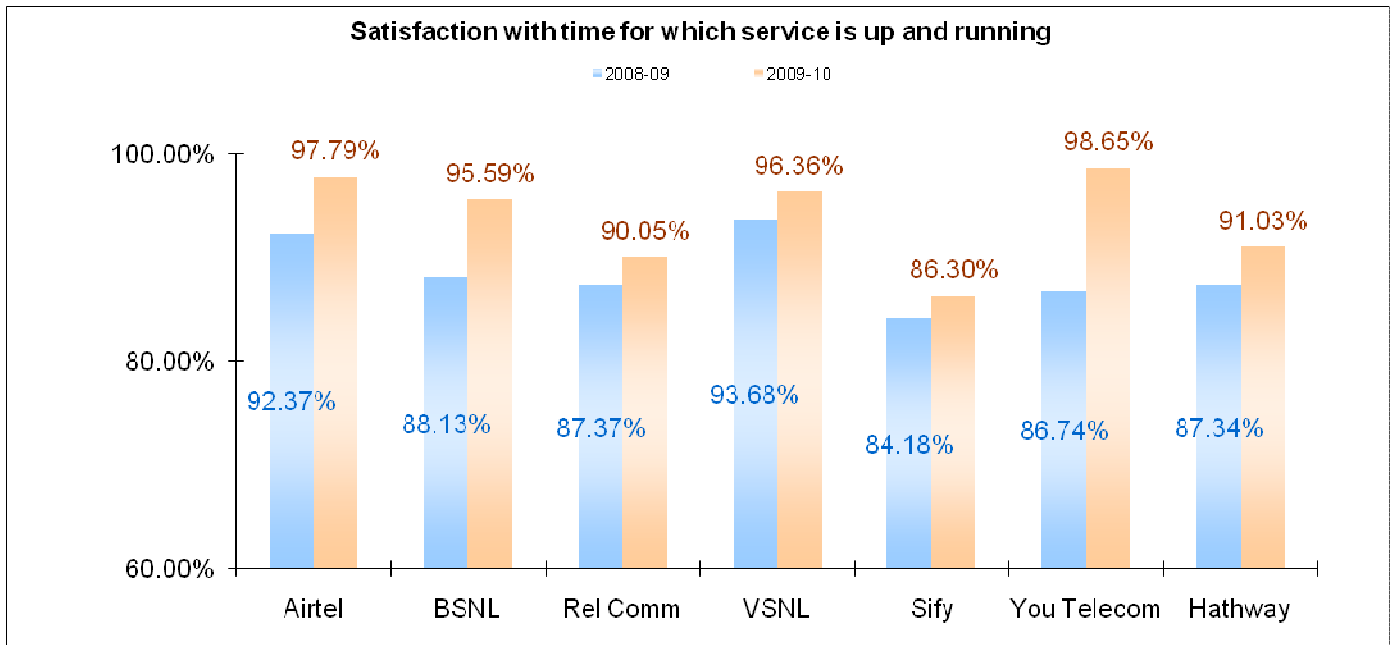
Satisfaction with problem solving ability of customer care executive was found to be highest for Airtel.

Also, satisfaction with time taken by customer care executive in resolving complaints was found to be lowest for Hathway.

5.3.4 Network performance, reliability and availability:

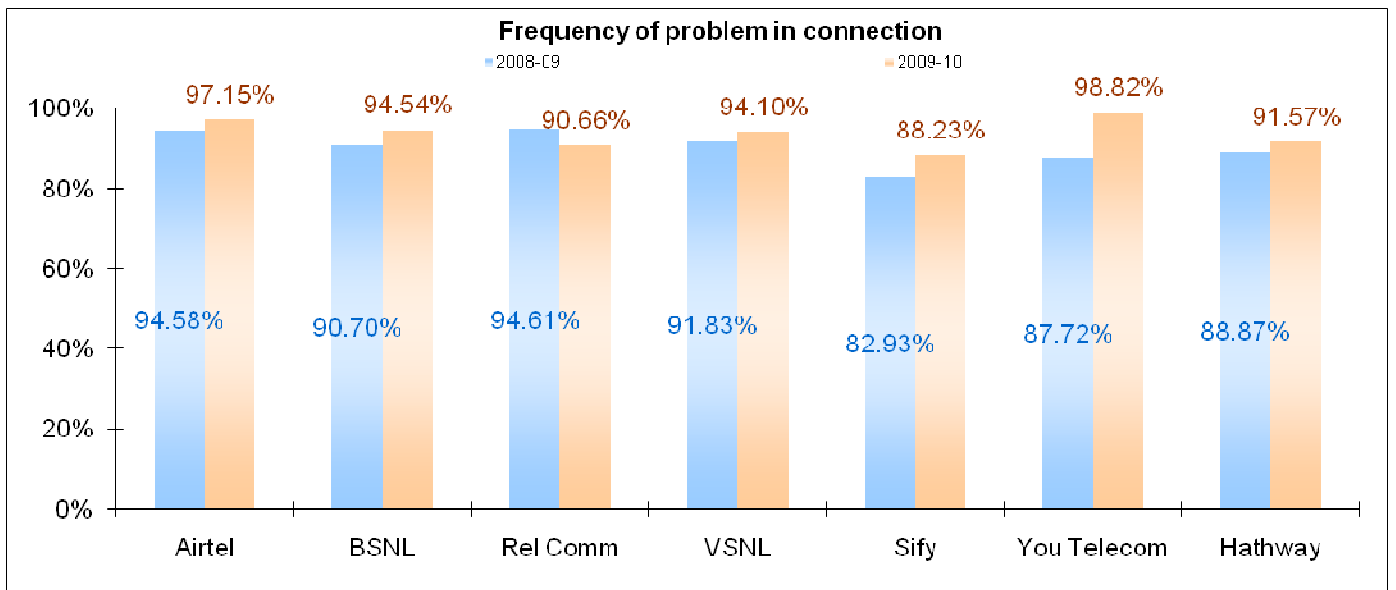


98.06% of You Telecom subscribers said that they are either “Very Satisfied” or “Satisfied” with the speed of the broadband connection. Contrastingly, only 83.35% of Rel Comm subscribers are either “Very Satisfied” or “Satisfied”.

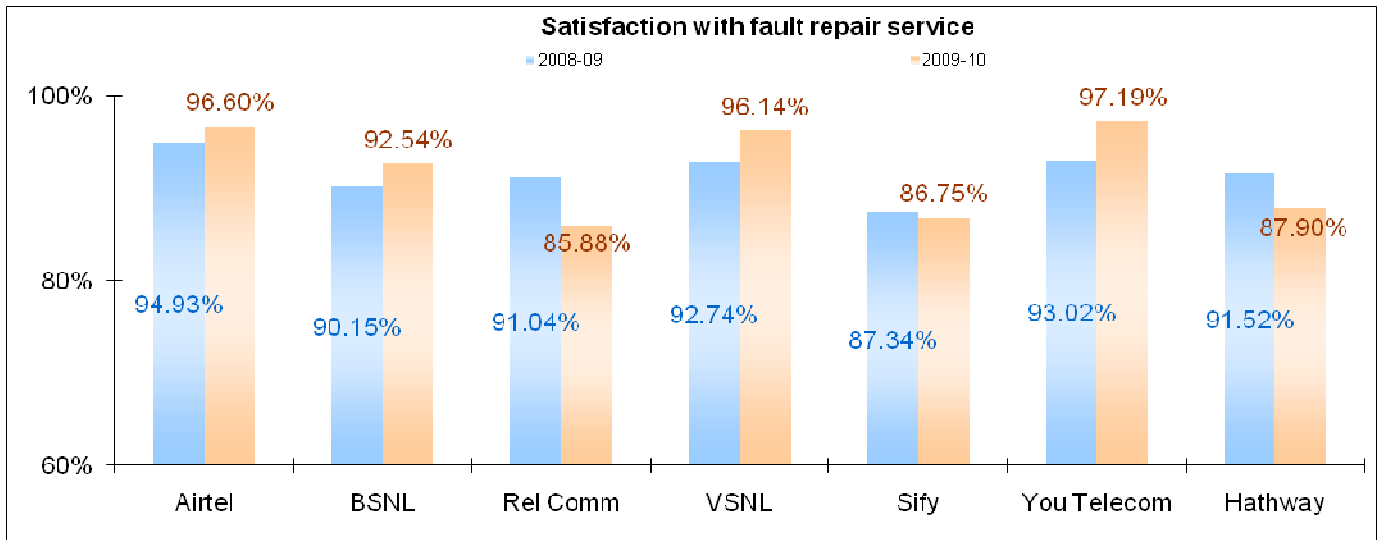


In the current round of survey, You Telecom with 98.65% scored highest for satisfaction with time for which service is up and running whereas Sify with 86.3% scored lowest.

5.3.5 Maintainability:

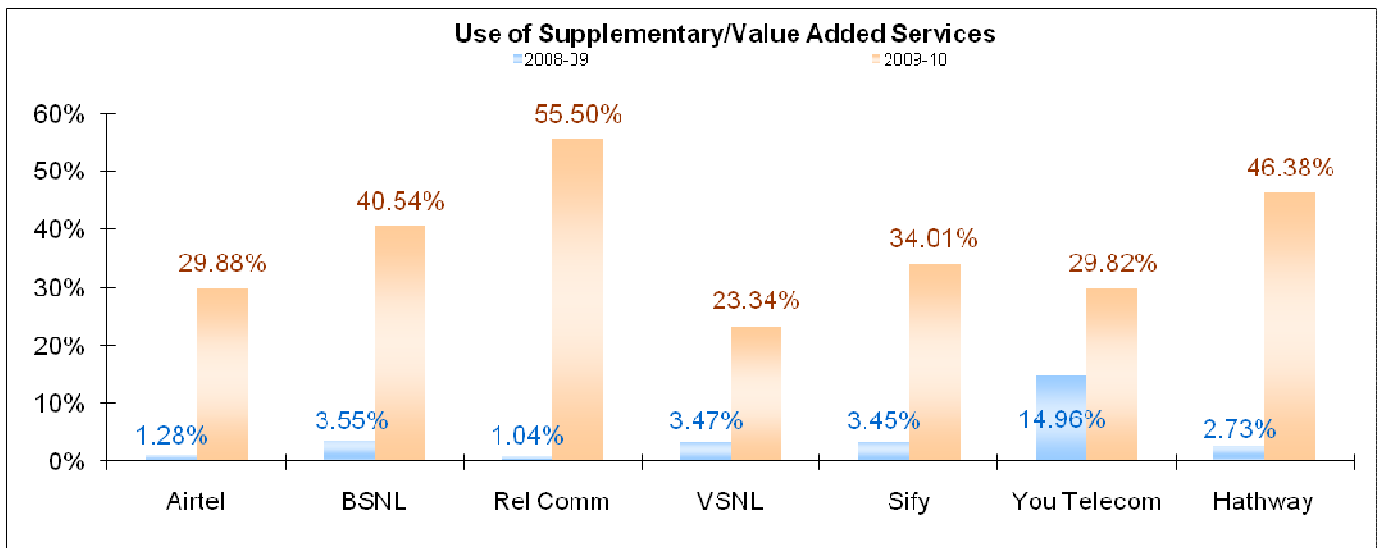


98.82% of You Telecom subscribers claimed that they occasionally or never face problems with their broadband connection.



In the current round of survey, You Telecom with 97.19% scored highest on satisfaction with time taken to restore the connection whereas Rel Comm with 85.88% scored lowest.

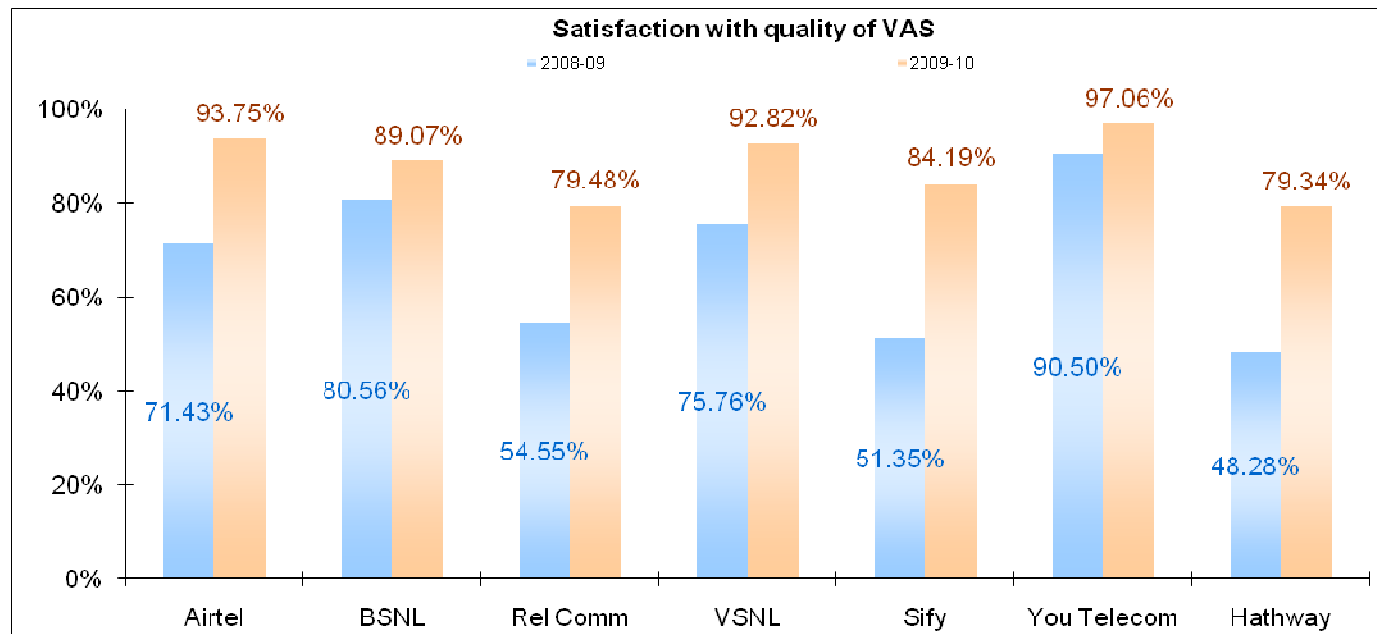
5.3.6 Supplementary Services:



Maximum proportion of subscribers using supplementary/Value Added services is for Rel Comm.

5.3.7 Percentage subscribers satisfied:

Level of satisfaction:



In the current round of survey, for satisfaction with supplementary services You Telecom with 97.06% scored highest whereas Hathway with 79.34% scored least.

5.3.8 Telecom Consumers Protection & Redressal of Grievance Regulations, 2007:

| Satisfaction level with Help Services / Customer Care | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|--------|--------|----------|--------|--------|-------------|---------|
| Penetration - Complains made to customer care within last 6 months | 8.16% | 12.03% | 17.77% | 13.05% | 18.26% | 17.69% | 16.33% |
| Customer care informing about the action taken on the complaint | 86.05% | 86.62% | 89.95% | 87.16% | 88.30% | 90.43% | 87.12% |
| Resolution of complaint by customer care within 4 weeks of lodging complaint | 95.86% | 86.46% | 79.07% | 91.21% | 71.92% | 95.72% | 73.42% |

The satisfaction with customer care informing about the action taken on the complaint was found to be highest for You Telecom.

| <u>Reason for dissatisfaction with customer care</u> | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|--------|--------|----------|--------|--------|-------------|---------|
| Difficult to connect call center executive | 6.25% | 11.43% | 8.57% | 5.88% | 4.26% | 0.00% | 11.86% |
| Customer care executive not polite/courteous | 6.25% | 2.86% | 12.86% | 2.94% | 27.66% | 20.00% | 6.78% |
| Customer care executive not equipped with adequate information | 12.50% | 25.71% | 28.57% | 23.53% | 42.55% | 20.00% | 16.95% |
| Time taken by call center for redressal of complaint is too long | 18.75% | 11.43% | 20.00% | 35.29% | 44.68% | 10.00% | 22.03% |
| The customer care executive was unable to understand the problem | 0.00% | 11.43% | 17.14% | 5.88% | 29.79% | 20.00% | 11.86% |

6.1 Key Take Outs and Recommendations – Basic (Wireline)

Key Take outs: Overall Level

- ✓ It was found that out of the 4 wireline operators present in Andhra Pradesh circle, none of the operators were able to meet the TRAI benchmark for maintainability
- ✓ VAS usage holds huge potential for all the operators
- ✓ BSNL failed to meet the TRAI benchmark for 3 parameters out of the 8 parameters captured

Key Take outs: Operator Wise

Airtel

- ✓ Airtel managed to meet the TRAI benchmark on all 8 parameters except maintainability
- ✓ When compared to other operators, Airtel was found to be performing quite well on all the parameters except billing complaint resolution and network performance
- ✓ Airtel needs to improve on complaint resolution

BSNL

- ✓ BSNL failed to meet the TRAI benchmark for maintainability, VAS and help services related parameters
- ✓ As compared to other operators, BSNL performed above average for delivery and complaint of postpaid bills and availability of signals
- ✓ BSNL needs to improve on parameters related to VAS, network performance and help service related parameters

Reliance communication

- ✓ Reliance Communication managed to meet the TRAI benchmark for 2 parameters out of the total 8
- ✓ Reliance was found to be performing quite well on accuracy and clarity of postpaid bills along with availability of signals and quality of VAS
- ✓ It was also found that Reliance needs to improve on complaint resolution and usage of VAS

Tata Teleservices

- ✓ Tata managed to meet the TRAI benchmark on all 8 parameters except maintainability
- ✓ Tata needs to improve on billing related parameters, response time to answer call and voice quality

6.2 Key Takeouts & Recommendations – Cellular Mobile (Wireless)

Key Take outs: Overall

- ✓ Out of the 7 parameters, there was only 1 parameter (Service provisioning) for which all the operators managed to meet the benchmark.
- ✓ For maintainability, none of the operators was able to meet the benchmark.
- ✓ For VAS, Airtel was the only operator meeting the benchmark, whereas for satisfaction with help services only Idea managed to meet the benchmark.
- ✓ Thus these 3 parameters require immediate attention
- ✓ Usage of supplementary/Value Added Services was found to be a problem area for almost all the operators

Key Take outs: Operator Level

Airtel

- ✓ Airtel was found to be performing quite well as compared to other operators on most of the parameters especially on customer care and network related parameters
- ✓ Since Airtel's score on usage of VAS was found to be quite low, it should try to work out ways for increasing the VAS usage among its subscribers
- ✓ As compared to other operators, Airtel's score was found to be below average for taking subscribers consent before activating the VAS and informing about the charges of VAS

BSNL

- ✓ BSNL managed to meet the TRAI benchmark for only 1 parameter – Provisioning of service
- ✓ For almost all the parameters, BSNL performed below average when compared to other operators
- ✓ Among the parameters measured, BSNL performed low on VAS related parameters thus needs to give maximum attention to such parameters
- ✓ For timely delivery and clarity on bills (postpaid), BSNL performed above average as compared to other operators

Vodafone

- ✓ Vodafone performed above average (as compared to other operators) for parameters related to customer care, network and maintainability
- ✓ For VAS related parameters, as in case of all other operators, Vodafone was also found to be not performing well. However Vodafone performed quite well as compared to other operators

Idea

- ✓ Idea was found to be performing well on customer care, Network performance and maintainability related parameters
- ✓ Idea needs improvement on VAS related parameters
- ✓ When compared with other operators, Idea was found to be performing below average on only 3 parameters

Aircel

- ✓ During survey it was learnt that the service provider has only prepaid subscribers in the circle.
- ✓ Going against the trend, Aircel scored below average on help services, network performance and maintainability related parameters and above average on VAS related parameters
- ✓ For taking explicit consent before activating the VAS and satisfaction with VAS, Aircel not only scored highest across the operators but these parameters were also among the highest scoring parameters for Aircel

Reliance Communications and RTL

- ✓ Both RCOM GSM and RCOM CDMA needs improvement in VAS related parameters
- ✓ RCOM GSM was found to be performing well on billing related parameters but needs improvement on call drops and signal problem
- ✓ Similarly RCOM CDMA performed well on postpaid billing, help service, network performance and maintainability related parameters but needs improvement in prepaid billing related parameters

DoCoMo

- ✓ DoCoMo performed well on prepaid billing, help services and VAS related parameters
- ✓ DoCoMo needs improvement on network performance, maintainability and postpaid billing related parameters

Tata Teleservices

- ✓ Tata Teleservices was found to be performing quite well on almost all the parameters
- ✓ Tata needs improvement on postpaid billing and VAS related parameters

6.3 Key Takeouts & Recommendations – Broadband

Key Take outs: Overall

- ✓ Airtel, VSNL and You telecom were found to be meeting the TRAI benchmark on all 8 parameters
- ✓ Sify was found to be falling short of the TRAI benchmark on 4 parameters
- ✓ Reliance and Hathway were found to be falling short of the TRAI benchmark on 3 parameters
- ✓ BSNL managed to meet the benchmark on all parameters except help services

Key Take outs: Operator Level

Airtel

- ✓ Airtel was found to be performing above average as compared to other operators on all the parameters except usage of VAS
- ✓ Airtel was found to be having scope for improvement on usage and satisfaction of VAS along with complaint resolution related parameters

BSNL

- ✓ BSNL's performance was found to be average as compared to other operators on all the parameters except time taken for activation of connection, timely delivery of postpaid bills and time for which service is up and working
- ✓ On time taken for activation of connection, BSNL was found to be performing below average as compared to other operators
- ✓ Whereas for timely delivery of postpaid bills and time for which service is up and working, BSNL was found to be performing above average
- ✓ BSNL needs to improve on complaint resolution and usage of VAS

Reliance Communication

- ✓ Reliance needs to improve on complaint resolution, network and maintainability related parameters
- ✓ Reliance also needs improvement on accuracy of bills and frequency of problem

VSNL

- ✓ VSNL was found to be performing quite well on all the parameters with scope for improvement in VAS usage and complaint resolution related parameters

Sify

- ✓ Sify was found to be performing below average as compared to other operators on parameters related to help service, network, maintainability and VAS

You Telecom

- ✓ You Telecom was found to be performing quite well on all the parameters with scope for improvement in VAS usage and complaint resolution related parameters

Hathway

- ✓ When compared to other service providers, Hathway was found to be performing below average on almost all the parameters

7.0 Annexure (Question wise Responses)**7.1 Basic (Wireline)**

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Last applied for a telephone connection | 2009-10 | | | |
| Less than 6 months | 1.99% | 3.07% | 3.46% | 6.01% |
| 6 - 12 months | 6.81% | 2.79% | 10.28% | 2.13% |
| more than 12 months | 91.20% | 94.14% | 86.26% | 91.85% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Last applied for a telephone connection | 2008-09 | | | |
| Less than 6 months | 12.74% | 1.85% | 12.34% | 1.83% |
| 6 - 12 months | 23.58% | 2.95% | 9.46% | 3.08% |
| more than 12 months | 63.68% | 95.20% | 78.20% | 95.09% |

| | Airtel | BSNL | Rel Comm | TATA |
|---|---------|--------|----------|--------|
| Time taken to provide a working connection | 2009-10 | | | |
| < 3 days | 77.42% | 53.45% | 77.93% | 54.55% |
| 3 - 7 days | 11.83% | 24.14% | 19.31% | 33.77% |
| 6 - 15 days | 8.60% | 13.79% | 1.38% | 7.79% |
| > 15 days | 2.15% | 8.62% | 1.38% | 3.90% |
| <= 7 days | 89.25% | 77.59% | 97.24% | 88.32% |

| | Airtel | BSNL | Rel Comm | TATA |
|---|---------|--------|----------|--------|
| Time taken to provide a working connection | 2008-09 | | | |
| < 3 days | 69.61% | 46.15% | 60.00% | 66.67% |
| 3 - 7 days | 22.08% | 32.69% | 37.45% | 13.73% |
| 6 - 15 days | 5.45% | 7.69% | 0.43% | 3.92% |
| > 15 days | 0.26% | 3.85% | 0.43% | 15.69% |
| <= 7 days | 91.69% | 78.84% | 97.45% | 80.40% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Satisfaction with time taken for activation | 2009-10 | | | |
| Very satisfied | 62.22% | 24.56% | 19.44% | 9.09% |
| Satisfied | 34.44% | 68.42% | 78.47% | 89.61% |
| Dissatisfied | 2.22% | 7.02% | 2.08% | 1.30% |
| Very dissatisfied | 1.11% | 0.00% | 0.00% | 0.00% |
| Top-2 | 96.66% | 92.98% | 97.91% | 98.70% |
| Bot-2 | 3.33% | 7.02% | 2.08% | 1.30% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Satisfaction with time taken for activation | 2008-09 | | | |
| Very satisfied | 1.45% | 31.91% | 3.59% | 40.91% |

| | | | | |
|-------------------|--------|--------|--------|--------|
| Satisfied | 97.97% | 57.45% | 95.38% | 54.55% |
| Dissatisfied | 0.58% | 4.26% | 1.03% | 0.00% |
| Very dissatisfied | 0.00% | 6.38% | 0.00% | 4.55% |
| Top-2 | 99.42% | 89.36% | 98.97% | 95.46% |
| Bot-2 | 0.58% | 10.64% | 1.03% | 4.55% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|----------------|--------|----------|--------|
| Satisfaction with timely delivery of bills - Postpaid | 2009-10 | | | |
| Very satisfied | 35.91% | 31.24% | 5.19% | 4.62% |
| Satisfied | 61.38% | 67.12% | 89.41% | 89.80% |
| Dissatisfied | 2.51% | 1.64% | 5.08% | 5.26% |
| Very dissatisfied | 0.20% | 0.00% | 0.32% | 0.32% |
| Top-2 | 97.29% | 98.36% | 94.60% | 94.42% |
| Bot-2 | 2.71% | 1.64% | 5.40% | 5.58% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|----------------|--------|----------|--------|
| Satisfaction with timely delivery of bills - Postpaid | 2008-09 | | | |
| Very satisfied | 0.00% | 36.51% | 1.66% | 18.99% |
| Satisfied | 95.99% | 60.44% | 93.85% | 79.46% |
| Dissatisfied | 3.91% | 2.38% | 4.00% | 1.16% |
| Very dissatisfied | 0.10% | 0.67% | 0.49% | 0.39% |
| Top-2 | 95.99% | 96.95% | 95.51% | 98.45% |
| Bot-2 | 4.01% | 3.05% | 4.49% | 1.55% |

| | Airtel | BSNL | Rel Comm | TATA |
|---|----------------|--------|----------|--------|
| Satisfaction with accuracy of bills - Postpaid | 2009-10 | | | |
| Very satisfied | 33.20% | 35.02% | 6.04% | 6.22% |
| Satisfied | 64.69% | 61.58% | 92.15% | 91.09% |
| Dissatisfied | 1.91% | 3.21% | 1.70% | 2.58% |
| Very dissatisfied | 0.20% | 0.19% | 0.11% | 0.11% |
| Top-2 | 97.89% | 96.60% | 98.19% | 97.31% |
| Bot-2 | 2.11% | 3.40% | 1.81% | 2.69% |

| | Airtel | BSNL | Rel Comm | TATA |
|---|----------------|--------|----------|--------|
| Satisfaction with accuracy of bills - Postpaid | 2008-09 | | | |
| Very satisfied | 0.00% | 50.33% | 8.30% | 34.77% |
| Satisfied | 98.56% | 45.74% | 89.55% | 64.45% |
| Dissatisfied | 1.34% | 2.78% | 2.05% | 0.39% |
| Very dissatisfied | 0.10% | 1.15% | 0.10% | 0.39% |
| Top-2 | 98.56% | 96.07% | 97.85% | 99.22% |
| Bot-2 | 1.44% | 3.93% | 2.15% | 0.78% |

| | Airtel | BSNL | Rel Comm | TATA |
|---|---------|--------|----------|--------|
| Billing complaint in last 12 months - Postpaid | 2009-10 | | | |
| Yes | 7.41% | 14.27% | 7.10% | 10.05% |
| No | 92.59% | 85.73% | 92.90% | 89.95% |

| | Airtel | BSNL | Rel Comm | TATA |
|---|---------|--------|----------|--------|
| Billing complaint in last 12 months - Postpaid | 2008-09 | | | |
| Yes | 3.63% | 12.48% | 8.37% | 8.78% |
| No | 96.37% | 87.52% | 91.63% | 91.22% |

| | Airtel | BSNL | Rel Comm | TATA |
|---|---------|--------|----------|--------|
| Satisfaction with process of resolution of billing complaints - Postpaid | 2009-10 | | | |
| Very satisfied | 4.17% | 9.03% | 0.00% | 2.22% |
| Satisfied | 59.72% | 75.69% | 59.68% | 58.89% |
| Dissatisfied | 31.94% | 15.28% | 33.87% | 38.89% |
| Very dissatisfied | 4.17% | 0.00% | 6.45% | 0.00% |
| Top-2 | 63.89% | 84.72% | 59.68% | 61.11% |
| Bot-2 | 36.11% | 15.28% | 40.32% | 38.89% |

| | Airtel | BSNL | Rel Comm | TATA |
|---|---------|--------|----------|--------|
| Satisfaction with process of resolution of billing complaints - Postpaid | 2008-09 | | | |
| Very satisfied | 0.00% | 4.62% | 0.00% | 0.00% |
| Satisfied | 39.47% | 83.85% | 71.43% | 86.96% |
| Dissatisfied | 60.53% | 10.00% | 26.19% | 8.70% |
| Very dissatisfied | 0.00% | 1.54% | 2.38% | 4.35% |
| Top-2 | 39.47% | 88.47% | 71.43% | 86.96% |
| Bot-2 | 60.53% | 11.54% | 28.57% | 13.05% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Satisfaction with clarity of bills – Postpaid | 2009-10 | | | |
| Very satisfied | 28.48% | 24.12% | 5.41% | 3.90% |
| Satisfied | 69.58% | 72.98% | 92.36% | 93.39% |
| Dissatisfied | 1.63% | 2.90% | 1.91% | 2.71% |
| Very dissatisfied | 0.31% | 0.00% | 0.32% | 0.00% |
| Top-2 | 98.06% | 97.10% | 97.77% | 97.29% |
| Bot-2 | 1.94% | 2.90% | 2.23% | 2.71% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Satisfaction with clarity of bills – Postpaid | 2008-09 | | | |
| Very satisfied | 0.00% | 31.40% | 2.18% | 17.72% |
| Satisfied | 98.74% | 65.31% | 95.45% | 81.50% |

| | | | | |
|-------------------|--------|--------|--------|--------|
| Dissatisfied | 1.16% | 2.81% | 2.28% | 0.39% |
| Very dissatisfied | 0.11% | 0.48% | 0.10% | 0.39% |
| Top-2 | 98.74% | 96.71% | 97.63% | 99.22% |
| Bot-2 | 1.27% | 3.29% | 2.38% | 0.78% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Satisfaction with accuracy of charges – Prepaid | 2009-10 | | | |
| Very satisfied | 7.74% | 9.92% | 4.04% | 3.18% |
| Satisfied | 90.71% | 85.98% | 92.28% | 93.18% |
| Dissatisfied | 1.44% | 3.97% | 2.94% | 3.64% |
| Very dissatisfied | 0.10% | 0.14% | 0.74% | 0.00% |
| Top-2 | 98.45% | 95.90% | 96.32% | 96.36% |
| Bot-2 | 1.54% | 4.11% | 3.68% | 3.64% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Satisfaction with accuracy of charges – Prepaid | 2008-09 | | | |
| Very satisfied | 0.00% | 39.29% | 3.03% | 1.34% |
| Satisfied | 86.87% | 38.69% | 90.08% | 97.81% |
| Dissatisfied | 11.62% | 17.86% | 4.41% | 0.49% |
| Very dissatisfied | 1.52% | 4.17% | 2.48% | 0.36% |
| Top-2 | 86.87% | 77.98% | 93.11% | 99.15% |
| Bot-2 | 13.14% | 22.03% | 6.89% | 0.85% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Made complaint at the customer care | 2009-10 | | | |
| Yes | 34.34% | 24.56% | 47.04% | 45.30% |
| No | 65.66% | 75.44% | 52.96% | 54.70% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Made complaint at the customer care | 2008-09 | | | |
| Yes | 30.66% | 34.35% | 43.78% | 9.43% |
| No | 69.34% | 65.65% | 56.22% | 90.57% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Satisfaction with ease of accessing customer care | 2009-10 | | | |
| Very satisfied | 34.99% | 13.64% | 3.30% | 3.85% |
| Satisfied | 56.75% | 76.14% | 90.49% | 90.36% |
| Dissatisfied | 7.44% | 9.85% | 5.83% | 5.57% |
| Very dissatisfied | 0.83% | 0.38% | 0.39% | 0.21% |
| Top-2 | 91.74% | 89.78% | 93.79% | 94.21% |
| Bot-2 | 8.27% | 10.23% | 6.22% | 5.78% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Satisfaction with ease of accessing customer care | 2008-09 | | | |
| Very satisfied | 0.31% | 15.63% | 1.27% | 17.71% |
| Satisfied | 86.77% | 68.19% | 90.68% | 70.83% |
| Dissatisfied | 12.92% | 13.48% | 7.42% | 11.46% |
| Very dissatisfied | 0.00% | 2.70% | 0.64% | 0.00% |
| Top-2 | 87.08% | 83.82% | 91.95% | 88.54% |
| Bot-2 | 12.92% | 16.18% | 8.06% | 11.46% |

| | Airtel | BSNL | Rel Comm | TATA |
|---|---------|--------|----------|--------|
| satisfaction with response time to answer call | 2009-10 | | | |
| Very satisfied | 33.06% | 26.14% | 4.07% | 2.36% |
| Satisfied | 58.40% | 62.12% | 84.88% | 86.70% |
| Dissatisfied | 6.61% | 10.61% | 9.69% | 10.73% |
| Very dissatisfied | 1.93% | 1.14% | 1.36% | 0.21% |
| Top-2 | 91.46% | 88.26% | 88.95% | 89.06% |
| Bot-2 | 8.54% | 11.75% | 11.05% | 10.94% |

| | Airtel | BSNL | Rel Comm | TATA |
|---|---------|--------|----------|--------|
| satisfaction with response time to answer call | 2008-09 | | | |
| Very satisfied | 0.31% | 36.93% | 4.87% | 27.55% |
| Satisfied | 73.85% | 51.48% | 83.26% | 57.14% |
| Dissatisfied | 25.85% | 9.16% | 11.02% | 15.31% |
| Very dissatisfied | 0.00% | 2.43% | 0.85% | 0.00% |
| Top-2 | 74.16% | 88.41% | 88.13% | 84.69% |
| Bot-2 | 25.85% | 11.59% | 11.87% | 15.31% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Satisfaction with problem solving ability | 2009-10 | | | |
| Very satisfied | 30.85% | 28.41% | 4.84% | 6.42% |
| Satisfied | 60.06% | 60.98% | 81.62% | 82.87% |
| Dissatisfied | 7.71% | 10.23% | 12.19% | 9.85% |
| Very dissatisfied | 1.38% | 0.38% | 1.35% | 0.86% |
| Top-2 | 90.91% | 89.39% | 86.46% | 89.29% |
| Bot-2 | 9.09% | 10.61% | 13.54% | 10.71% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Satisfaction with problem solving ability | 2008-09 | | | |
| Very satisfied | 0.31% | 34.68% | 2.75% | 26.53% |
| Satisfied | 72.00% | 51.08% | 83.47% | 61.22% |
| Dissatisfied | 27.69% | 10.75% | 12.92% | 12.24% |
| Very dissatisfied | 0.00% | 3.49% | 0.85% | 0.00% |

| | | | | |
|-------|--------|--------|--------|--------|
| Top-2 | 72.31% | 85.76% | 86.22% | 87.75% |
| Bot-2 | 27.69% | 14.24% | 13.77% | 12.24% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Satisfaction with time taken to resolve complaint | 2009-10 | | | |
| Very satisfied | 34.71% | 24.71% | 5.05% | 3.00% |
| Satisfied | 55.65% | 61.60% | 80.19% | 86.08% |
| Dissatisfied | 7.16% | 12.93% | 13.20% | 10.49% |
| Very dissatisfied | 2.48% | 0.76% | 1.55% | 0.43% |
| Top-2 | 90.36% | 86.31% | 85.24% | 89.08% |
| Bot-2 | 9.64% | 13.69% | 14.75% | 10.92% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Satisfaction with time taken to resolve complaint | 2008-09 | | | |
| Very satisfied | 0.31% | 31.72% | 4.03% | 31.63% |
| Satisfied | 71.08% | 55.38% | 82.20% | 54.08% |
| Dissatisfied | 28.62% | 9.95% | 13.14% | 14.29% |
| Very dissatisfied | 0.00% | 2.96% | 0.64% | 0.00% |
| Top-2 | 71.39% | 87.10% | 86.23% | 85.71% |
| Bot-2 | 28.62% | 12.91% | 13.78% | 14.29% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Satisfaction with availability of working telephone | 2009-10 | | | |
| Very satisfied | 21.76% | 25.31% | 7.12% | 4.30% |
| Satisfied | 74.56% | 71.40% | 89.05% | 92.19% |
| Dissatisfied | 3.38% | 2.63% | 3.38% | 3.42% |
| Very dissatisfied | 0.29% | 0.66% | 0.46% | 0.10% |
| Top-2 | 96.32% | 96.71% | 96.17% | 96.49% |
| Bot-2 | 3.67% | 3.29% | 3.84% | 3.52% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Satisfaction with availability of working telephone | 2008-09 | | | |
| Very satisfied | 0.00% | 29.85% | 1.67% | 4.23% |
| Satisfied | 94.42% | 56.38% | 90.72% | 93.94% |
| Dissatisfied | 5.48% | 11.92% | 7.42% | 1.73% |
| Very dissatisfied | 0.09% | 1.85% | 0.19% | 0.10% |
| Top-2 | 94.42% | 86.23% | 92.39% | 98.17% |
| Bot-2 | 5.57% | 13.77% | 7.61% | 1.83% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Satisfaction with ability to make and receive calls | 2009-10 | | | |
| Very satisfied | 36.70% | 39.49% | 10.96% | 11.14% |

| | | | | |
|-------------------|--------|--------|--------|--------|
| Satisfied | 60.00% | 57.02% | 86.30% | 87.00% |
| Dissatisfied | 3.11% | 2.92% | 2.56% | 1.76% |
| Very dissatisfied | 0.19% | 0.57% | 0.18% | 0.10% |
| Top-2 | 96.70% | 96.51% | 97.26% | 98.14% |
| Bot-2 | 3.30% | 3.49% | 2.74% | 1.86% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Satisfaction with ability to make and receive calls | 2008-09 | | | |
| Very satisfied | 0.00% | 44.44% | 5.85% | 8.38% |
| Satisfied | 94.89% | 47.13% | 88.30% | 90.37% |
| Dissatisfied | 5.02% | 6.48% | 5.76% | 1.25% |
| Very dissatisfied | 0.09% | 1.94% | 0.09% | 0.00% |
| Top-2 | 94.89% | 91.57% | 94.15% | 98.75% |
| Bot-2 | 5.11% | 8.42% | 5.85% | 1.25% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Satisfaction with voice quality | 2009-10 | | | |
| Very satisfied | 31.88% | 34.02% | 9.41% | 10.94% |
| Satisfied | 63.27% | 60.32% | 85.47% | 81.74% |
| Dissatisfied | 4.08% | 4.81% | 4.30% | 6.74% |
| Very dissatisfied | 0.78% | 0.85% | 0.82% | 0.59% |
| Top-2 | 95.15% | 94.34% | 94.88% | 92.68% |
| Bot-2 | 4.86% | 5.66% | 5.12% | 7.33% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Satisfaction with voice quality | 2008-09 | | | |
| Very satisfied | 0.00% | 40.32% | 2.97% | 33.85% |
| Satisfied | 93.66% | 46.71% | 85.78% | 63.74% |
| Dissatisfied | 5.40% | 10.10% | 10.41% | 2.41% |
| Very dissatisfied | 0.95% | 2.87% | 0.84% | 0.00% |
| Top-2 | 93.66% | 87.03% | 88.75% | 97.59% |
| Bot-2 | 6.35% | 12.97% | 11.25% | 2.41% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Experienced fault in last 12 months | 2009-10 | | | |
| Yes | 14.29% | 23.44% | 20.29% | 25.12% |
| No | 85.71% | 76.56% | 79.71% | 74.88% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Experienced fault in last 12 months | 2008-09 | | | |
| Yes | 1.13% | 12.65% | 2.23% | 1.92% |
| No | 98.87% | 87.35% | 97.77% | 98.08% |

| | Airtel | BSNL | Rel Comm | TATA |
|-------------------------------|---------|--------|----------|--------|
| Faults in last 1 month | 2009-10 | | | |
| Nil | 4.67% | 8.43% | 0.90% | 1.16% |
| 1 time | 69.33% | 54.62% | 38.46% | 60.62% |
| 2 - 3 times | 20.00% | 28.11% | 38.91% | 28.57% |
| > 3 times | 6.00% | 8.84% | 21.72% | 9.65% |

| | Airtel | BSNL | Rel Comm | TATA |
|-------------------------------|---------|--------|----------|--------|
| Faults in last 1 month | 2008-09 | | | |
| Nil | 0.00% | 15.33% | 12.50% | 20.00% |
| 1 time | 16.67% | 45.26% | 45.83% | 55.00% |
| 2 - 3 times | 58.33% | 26.28% | 33.33% | 20.00% |
| > 3 times | 25.00% | 13.14% | 4.17% | 5.00% |

| | Airtel | BSNL | Rel Comm | TATA |
|-------------------------------------|---------|--------|----------|--------|
| Time for repairing complaint | 2009-10 | | | |
| 1 day | 68.87% | 45.82% | 48.40% | 61.18% |
| 2 - 3 days | 21.85% | 37.45% | 35.62% | 29.41% |
| 4 - 7 days | 1.99% | 9.16% | 6.85% | 5.88% |
| > 7 days | 7.28% | 7.57% | 9.13% | 3.53% |
| <= 3 days | 90.72% | 83.27% | 84.02% | 90.59% |

| | Airtel | BSNL | Rel Comm | TATA |
|-------------------------------------|---------|--------|----------|--------|
| Time for repairing complaint | 2008-09 | | | |
| 1 day | 0.00% | 45.26% | 37.50% | 45.00% |
| 2 - 3 days | 50.00% | 26.28% | 41.67% | 30.00% |
| 4 - 7 days | 33.33% | 15.33% | 12.50% | 15.00% |
| > 7 days | 16.67% | 12.41% | 0.00% | 5.00% |
| <= 3 days | 50.00% | 71.54% | 79.17% | 75.00% |

| | Airtel | BSNL | Rel Comm | TATA |
|---|---------|--------|----------|--------|
| Satisfaction with fault repair service | 2009-10 | | | |
| Very satisfied | 4.67% | 12.75% | 2.25% | 5.47% |
| Satisfied | 77.33% | 72.11% | 72.97% | 81.64% |
| Dissatisfied | 15.33% | 10.36% | 18.92% | 11.33% |
| Very dissatisfied | 2.67% | 4.78% | 5.86% | 1.56% |
| Top-2 | 82.00% | 84.86% | 75.22% | 87.11% |
| Bot-2 | 18.00% | 15.14% | 24.78% | 12.89% |

| | Airtel | BSNL | Rel Comm | TATA |
|---|---------|--------|----------|--------|
| Satisfaction with fault repair service | 2008-09 | | | |
| Very satisfied | 0.00% | 24.09% | 4.76% | 22.22% |

| | | | | |
|-------------------|--------|--------|--------|--------|
| Satisfied | 36.36% | 46.72% | 76.19% | 72.22% |
| Dissatisfied | 63.64% | 21.90% | 14.29% | 5.56% |
| Very dissatisfied | 0.00% | 7.30% | 4.76% | 0.00% |
| Top-2 | 36.36% | 70.81% | 80.95% | 94.44% |
| Bot-2 | 63.64% | 29.20% | 19.05% | 5.56% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Use of Supplementary/Value Added Services | 2009-10 | | | |
| Yes | 9.93% | 4.56% | 4.64% | 10.18% |
| No | 90.07% | 95.44% | 95.36% | 89.82% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Use of Supplementary/Value Added Services | 2008-09 | | | |
| Yes | 0.09% | 4.99% | 2.69% | 0.96% |
| No | 99.91% | 95.01% | 97.31% | 99.04% |

| | Airtel | BSNL | Rel Comm | TATA |
|---|---------|--------|----------|--------|
| Satisfaction with quality of VAS | 2009-10 | | | |
| Very satisfied | 8.57% | 10.20% | 19.61% | 5.71% |
| Satisfied | 87.62% | 69.39% | 78.43% | 92.38% |
| Dissatisfied | 3.81% | 18.37% | 1.96% | 1.90% |
| Very dissatisfied | 0.00% | 2.04% | 0.00% | 0.00% |
| Top-2 | 96.19% | 79.59% | 98.04% | 98.09% |
| Bot-2 | 3.81% | 20.41% | 1.96% | 1.90% |

| | Airtel | BSNL | Rel Comm | TATA |
|---|---------|--------|----------|--------|
| Satisfaction with quality of VAS | 2008-09 | | | |
| Very satisfied | NA | 7.41% | 10.34% | 0.00% |
| Satisfied | NA | 61.11% | 79.31% | 90.00% |
| Dissatisfied | NA | 27.78% | 10.34% | 10.00% |
| Very dissatisfied | NA | 3.70% | 0.00% | 0.00% |
| Top-2 | 0.00% | 68.52% | 89.65% | 90.00% |
| Bot-2 | 0.00% | 31.48% | 10.34% | 10.00% |

| | Airtel | BSNL | Rel Comm | TATA |
|---|---------|--------|----------|--------|
| Satisfaction with overall quality of telephone service | 2009-10 | | | |
| Very satisfied | 22.14% | 20.06% | 7.66% | 5.03% |
| Satisfied | 72.23% | 74.38% | 87.72% | 91.03% |
| Dissatisfied | 4.68% | 4.70% | 3.88% | 3.85% |
| Very dissatisfied | 0.95% | 0.86% | 0.74% | 0.10% |
| Top-2 | 94.37% | 94.44% | 95.38% | 96.06% |
| Bot-2 | 5.63% | 5.56% | 4.62% | 3.95% |

| | Airtel | BSNL | Rel Comm | TATA |
|---|---------|--------|----------|--------|
| Satisfaction with overall quality of telephone service | 2008-09 | | | |
| Very satisfied | 0.00% | 30.55% | 1.13% | 3.88% |
| Satisfied | 84.17% | 56.98% | 86.83% | 91.46% |
| Dissatisfied | 12.46% | 10.12% | 9.88% | 4.37% |
| Very dissatisfied | 3.36% | 2.34% | 2.16% | 0.29% |
| Top-2 | 84.17% | 87.53% | 87.96% | 95.34% |
| Bot-2 | 15.82% | 12.46% | 12.04% | 4.66% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------------|-------------|-----------------|-------------|
| Informed about tariff plan in writing on activation of service or within a week | Airtel | BSNL | Rel Comm | TATA |
| 2009-10 | 61.97% | 55.07% | 37.85% | 38.12% |
| 2008-09 | 95.85% | 51.80% | 95.92% | 20.31% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|--------|-------|----------|-------|
| Terminated a telephone connection in last 12 months | | | | |
| 2009-10 | 0.00% | 0.19% | 0.64% | 0.68% |
| 2008-09 | 0.09% | 0.46% | 0.00% | 0.19% |

| | Airtel | BSNL | Rel Comm | TATA |
|---|--------|--------|----------|--------|
| Time taken for termination of connection - 2009-10 | | | | |
| 1 day | NA | 50.00% | 20.00% | 33.33% |
| 2 - 3 days | NA | 0.00% | 20.00% | 33.33% |
| 4 - 7 days | NA | 50.00% | 20.00% | 33.33% |

| | Airtel | BSNL | Rel Comm | TATA |
|---|--------|--------|----------|--------|
| Security money adjusted in the bill raised after termination request | | | | |
| 2009-10 | NA | 50.00% | 66.67% | 42.86% |
| 2008-09 | NA | 0.00% | NA | 50.00% |

| | Airtel | BSNL | Rel Comm | TATA |
|---|--------|--------|----------|--------|
| Awareness about call centre telephone number | | | | |
| Yes | 67.08% | 50.51% | 53.96% | 57.32% |
| No | 32.92% | 49.49% | 46.04% | 42.68% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|--------|--------|----------|--------|
| Made any complaint to the customer care in last 12 months | | | | |
| Yes | 2.55% | 6.98% | 10.01% | 6.01% |
| No | 97.45% | 93.02% | 89.99% | 93.99% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|--------|--------|----------|--------|
| If complaint made | | | | |
| Docket number received for most of the complaints | 12.00% | 8.22% | 13.89% | 6.00% |
| No docket number received for most of the complaints | 4.00% | 17.81% | 5.56% | 12.00% |
| It was received on request | 56.00% | 43.84% | 78.70% | 66.00% |
| No docket number received even on request | 28.00% | 30.14% | 1.85% | 16.00% |

| Informed by call centre about the action taken on the complaint | Airtel | BSNL | Rel Comm | TATA |
|---|--------|--------|----------|--------|
| Yes | 74.07% | 66.22% | 89.81% | 70.97% |
| No | 25.93% | 33.78% | 10.19% | 29.03% |

| | Airtel | BSNL | Rel Comm | TATA |
|---|---------|--------|----------|--------|
| Satisfaction with the system of complaint resolution by call centre | 2009-10 | | | |
| Very satisfied | 7.41% | 4.11% | 0.00% | 1.69% |
| Satisfied | 66.67% | 57.53% | 81.82% | 79.66% |
| Dissatisfied | 18.52% | 34.25% | 15.45% | 18.64% |
| Very dissatisfied | 7.41% | 4.11% | 2.73% | 0.00% |
| Top-2 | 74.08% | 61.64% | 81.82% | 81.35% |
| Bot-2 | 25.93% | 38.36% | 18.18% | 18.64% |

| | Airtel | BSNL | Rel Comm | TATA |
|---|---------|--------|----------|--------|
| Satisfaction with the system of complaint resolution by call centre | 2008-09 | | | |
| Very satisfied | 0.00% | 2.69% | 0.00% | 7.50% |
| Satisfied | 73.30% | 78.49% | 82.07% | 72.50% |
| Dissatisfied | 26.18% | 18.28% | 17.12% | 17.50% |
| Very dissatisfied | 0.52% | 0.54% | 0.82% | 2.50% |
| Top-2 | 73.30% | 81.18% | 82.07% | 80.00% |
| Bot-2 | 26.70% | 18.82% | 17.94% | 20.00% |

| | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Reason for dissatisfaction | 2009-10 | | | |
| Difficult to connect to the call center executive | 14.29% | 64.29% | 15.00% | 27.27% |
| Customer care executive not polite/courteous | 14.29% | 0.00% | 20.00% | 0.00% |
| Customer care executive not equipped with adequate information | 28.57% | 17.86% | 50.00% | 18.18% |
| Time taken by call centre for redressal is too long | 14.29% | 17.86% | 15.00% | 36.36% |
| Customer care executive was unable to understand the problem | 14.29% | 7.14% | 0.00% | 9.09% |
| Others | 0.00% | 0.00% | 0.00% | 0.00% |

| Billing/charging complaint resolved satisfactorily by call center within 4 weeks after lodging of the complaint | Airtel | BSNL | Rel Comm | TATA |
|---|--------|--------|----------|--------|
| 2009-10 | 57.14% | 64.44% | 45.65% | 51.52% |
| 2008-09 | 0.51% | 82.20% | 9.60% | 37.50% |

| Awareness about contact details of Nodal officer | Airtel | BSNL | Rel Comm | TATA |
|--|--------|--------|----------|--------|
| Yes | 2.74% | 2.60% | 2.37% | 1.16% |
| No | 97.26% | 97.40% | 97.63% | 98.84% |

| Made any complaint to the Nodal officer regarding complaints not resolved/ unsatisfactorily resolved by the call centre | Airtel | BSNL | Rel Comm | TATA |
|---|--------|--------|----------|--------|
| Yes | 3.45% | 10.71% | 0.00% | 16.67% |
| No | 96.55% | 89.29% | 100.00% | 83.33% |

| Intimated by the nodal officer about the decision taken on the complaint | Airtel | BSNL | Rel Comm | TATA |
|--|---------|---------|----------|--------|
| Yes | 0.00% | 100.00% | NA | 50.00% |
| No | 100.00% | 0.00% | NA | 50.00% |

| Satisfaction with the redressal of the complaint by the nodal officer | Airtel | BSNL | Rel Comm | TATA |
|---|---------|---------|----------|--------|
| Very satisfied | 0.00% | 0.00% | NA | 0.00% |
| Satisfied | 0.00% | 100.00% | NA | 50.00% |
| Dissatisfied | 0.00% | 0.00% | NA | 50.00% |
| Very dissatisfied | 100.00% | 0.00% | NA | 0.00% |
| Top-2 | 0.00% | 100.00% | 0.00% | 50.00% |
| Bot-2 | 100.00% | 0.00% | 0.00% | 50.00% |

| Reason for dissatisfaction | Airtel | BSNL | Rel Comm | TATA |
|---|---------|------|----------|------|
| Difficult to connect to the Nodal Officer | 0.00% | NA | NA | NA |
| Nodal Officer not polite/courteous | 100.00% | NA | NA | NA |
| Nodal Officer not equipped with adequate information | 0.00% | NA | NA | NA |
| Time taken by Nodal Officer for redressal is too long | 0.00% | NA | NA | NA |
| Nodal Officer was unable to understand the problem | 0.00% | NA | NA | NA |
| Others | 0.00% | NA | NA | NA |

| Awareness about the contact details of the appellate authority | Airtel | BSNL | Rel Comm | TATA |
|--|--------|--------|----------|--------|
| Yes | 10.69% | 4.84% | 1.00% | 1.75% |
| No | 89.31% | 95.16% | 99.00% | 98.25% |

| Filed any appeal in last 12 months | Airtel | BSNL | Rel Comm | TATA |
|------------------------------------|---------|--------|----------|--------|
| Yes | 0.00% | 7.69% | 0.00% | 5.56% |
| No | 100.00% | 92.31% | 100.00% | 94.44% |

| Filed any appeal in last 12 months | Airtel | BSNL | Rel Comm | TATA |
|------------------------------------|--------|-------|----------|-------|
| Yes | 0.00% | 7.69% | 0.00% | 5.56% |

| | | | | |
|----|---------|--------|---------|--------|
| No | 100.00% | 92.31% | 100.00% | 94.44% |
|----|---------|--------|---------|--------|

| Received any acknowledgement for the complaint filed | Airtel | BSNL | Rel Comm | TATA |
|--|--------|--------|----------|---------|
| Yes | NA | 50.00% | NA | 100.00% |
| No | NA | 50.00% | NA | 0.00% |

| Any decision taken by the appellate authority within 3 months of filing the appeal | Airtel | BSNL | Rel Comm | TATA |
|--|--------|--------|----------|---------|
| Yes | NA | 75.00% | NA | 100.00% |
| No | NA | 25.00% | NA | 0.00% |
| Appeal filed recently | NA | 0.00% | NA | 0.00% |

| Awareness about item-wise usage charge details for prepaid users | Airtel | BSNL | Rel Comm | TATA |
|--|--------|--------|----------|--------|
| Yes | 6.52% | 50.00% | 45.45% | 50.88% |
| No | 93.48% | 50.00% | 54.55% | 49.12% |

| Ever denied of request for item-wise usage charge details for prepaid connection | Airtel | BSNL | Rel Comm | TATA |
|--|---------|--------|----------|--------|
| Yes | 0.00% | 14.29% | 1.57% | 9.80% |
| No | 100.00% | 85.71% | 98.43% | 90.20% |

| Reasons for denial | Airtel | BSNL | Rel Comm | TATA |
|--------------------|--------|------|----------|------|
| No reason provided | NA | NA | NA | NA |
| technical problem | NA | NA | NA | NA |
| others | NA | NA | NA | NA |

| Manual of practice provided while subscribing for new telephone connection | Airtel | BSNL | Rel Comm | TATA |
|--|--------|--------|----------|--------|
| Yes | 69.64% | 68.29% | 54.17% | 38.46% |
| No | 30.36% | 31.71% | 45.83% | 61.54% |

7.2 Cellular Mobile (Wireless)

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--------------------------------------|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Last applied for a mobile connection | 2009-10 | | | | | | | | |
| Less than 6 months | 9.73% | 8.65% | 9.63% | 35.24% | 5.12% | 28.65% | 4.11% | 36.74% | 6.54% |
| 6 - 12 months | 9.38% | 8.38% | 7.62% | 36.84% | 5.30% | 22.49% | 4.68% | 35.01% | 4.25% |
| more than 12 months | 80.89% | 82.97% | 82.75% | 27.91% | 89.58% | 48.86% | 91.21% | 28.25% | 89.21% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Last applied for a mobile connection | 2008-09 | | | | | | | | |
| Less than 6 months | 8.52% | 11.81% | 12.02% | NA | 5.87% | NA | 6.50% | NA | 8.98% |
| 6 - 12 months | 14.05% | 9.74% | 12.86% | NA | 5.30% | NA | 6.22% | NA | 10.30% |
| more than 12 months | 77.43% | 78.45% | 75.12% | NA | 88.83% | NA | 87.28% | NA | 80.72% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|---------|--------|--------|----------|-----------|--------|-----------|
| Time taken to provide a working connection | 2009-10 | | | | | | | | |
| 1 day | 90.52% | 92.93% | 94.18% | 69.66% | 82.88% | 91.52% | 81.13% | 92.64% | 84.54% |
| 2 - 3 days | 7.11% | 5.43% | 5.29% | 28.49% | 12.61% | 6.09% | 15.09% | 4.28% | 11.34% |
| 4 - 7 days | 0.00% | 0.54% | 0.53% | 0.71% | 2.70% | 1.74% | 1.89% | 2.38% | 1.03% |
| more than 7 days | 2.37% | 1.09% | 0.00% | 1.14% | 1.80% | 0.65% | 1.89% | 0.71% | 3.09% |
| <= 7 days | 97.63% | 98.90% | 100.00% | 98.86% | 98.19% | 99.35% | 98.11% | 99.30% | 96.91% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Time taken to provide a working connection | 2008-09 | | | | | | | | |
| 1 day | 85.12% | 85.12% | 88.89% | NA | 70.80% | NA | 80.77% | NA | 85.79% |
| 2 - 3 days | 11.98% | 11.63% | 9.96% | NA | 24.78% | NA | 17.69% | NA | 11.17% |
| 4 - 7 days | 2.48% | 1.40% | 0.77% | NA | 1.77% | NA | 0.00% | NA | 2.54% |
| more than 7 days | 0.41% | 1.86% | 0.38% | NA | 2.65% | NA | 1.54% | NA | 0.51% |
| <= 7 days | 99.58% | 98.15% | 99.62% | 0.00% | 97.35% | 0.00% | 98.46% | 0.00% | 99.50% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with time taken for activation | 2009-10 | | | | | | | | |
| Very satisfied | 52.17% | 54.30% | 57.53% | 27.94% | 45.28% | 46.48% | 42.16% | 53.29% | 41.24% |
| Satisfied | 46.38% | 43.55% | 40.86% | 71.20% | 52.83% | 51.54% | 56.86% | 45.03% | 53.61% |
| Dissatisfied | 0.97% | 2.15% | 1.61% | 0.72% | 1.89% | 1.98% | 0.98% | 1.44% | 2.06% |
| Very dissatisfied | 0.48% | 0.00% | 0.00% | 0.14% | 0.00% | 0.00% | 0.00% | 0.24% | 3.09% |
| Top-2 | 98.55% | 97.85% | 98.39% | 99.14% | 98.11% | 98.02% | 99.02% | 98.32% | 94.85% |
| Bot-2 | 1.45% | 2.15% | 1.61% | 0.86% | 1.89% | 1.98% | 0.98% | 1.68% | 5.15% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with time taken for activation | 2008-09 | | | | | | | | |
| Very satisfied | 51.65% | 60.66% | 62.31% | NA | 47.75% | NA | 44.62% | NA | 55.33% |
| Satisfied | 47.11% | 37.44% | 35.38% | NA | 46.85% | NA | 50.77% | NA | 41.62% |
| Dissatisfied | 0.83% | 1.90% | 2.31% | NA | 3.60% | NA | 3.85% | NA | 2.03% |
| Very dissatisfied | 0.41% | 0.00% | 0.00% | NA | 1.80% | NA | 0.77% | NA | 1.02% |
| Top-2 | 98.76% | 98.10% | 97.69% | NA | 94.60% | NA | 95.39% | NA | 96.95% |

| | | | | | | | | | |
|-------|-------|-------|-------|----|-------|----|-------|----|-------|
| Bot-2 | 1.24% | 1.90% | 2.31% | NA | 5.40% | NA | 4.62% | NA | 3.05% |
|-------|-------|-------|-------|----|-------|----|-------|----|-------|

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with accuracy of charges - Prepaid | 2009-10 | | | | | | | | |
| Very satisfied | 37.43% | 35.31% | 34.25% | 12.19% | 34.53% | 29.96% | 26.54% | 30.56% | 28.46% |
| Satisfied | 59.93% | 62.24% | 62.63% | 84.76% | 61.56% | 67.57% | 69.37% | 67.66% | 68.75% |
| Dissatisfied | 2.19% | 1.98% | 2.85% | 2.95% | 3.40% | 2.23% | 3.65% | 1.61% | 2.12% |
| Very dissatisfied | 0.46% | 0.47% | 0.28% | 0.10% | 0.50% | 0.24% | 0.45% | 0.17% | 0.67% |
| Top-2 | 97.36% | 97.55% | 96.88% | 96.95% | 96.09% | 97.53% | 95.91% | 98.22% | 97.21% |
| Bot-2 | 2.65% | 2.45% | 3.13% | 3.05% | 3.90% | 2.47% | 4.10% | 1.78% | 2.79% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with accuracy of charges - Prepaid | 2008-09 | | | | | | | | |
| Very satisfied | 44.68% | 41.23% | 40.87% | NA | 38.98% | NA | 39.96% | NA | 42.42% |
| Satisfied | 53.50% | 57.96% | 56.99% | NA | 57.16% | NA | 59.55% | NA | 56.71% |
| Dissatisfied | 1.34% | 0.81% | 1.55% | NA | 2.93% | NA | 0.39% | NA | 0.65% |
| Very dissatisfied | 0.48% | 0.00% | 0.58% | NA | 0.94% | NA | 0.10% | NA | 0.22% |
| Top-2 | 98.18% | 99.19% | 97.86% | NA | 96.14% | NA | 99.51% | NA | 99.13% |
| Bot-2 | 1.82% | 0.81% | 2.13% | NA | 3.87% | NA | 0.49% | NA | 0.87% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Billing complaint in last 12 months - Prepaid | 2009-10 | | | | | | | | |
| Yes | 12.97% | 14.52% | 15.21% | 13.35% | 15.06% | 21.76% | 12.08% | 15.36% | 11.12% |
| No | 87.03% | 85.48% | 84.79% | 86.65% | 84.94% | 78.24% | 87.92% | 84.64% | 88.88% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|------|--------|------|----------|-----------|--------|-----------|
| Billing complaint in last 12 months - Prepaid | 2008-09 | | | | | | | | |
| Yes | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| No | NA | NA | NA | NA | NA | NA | NA | NA | NA |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with process of resolution of billing complaints - Prepaid | 2009-10 | | | | | | | | |
| Very satisfied | 20.42% | 20.00% | 17.16% | 12.14% | 16.99% | 14.36% | 13.67% | 20.77% | 21.21% |
| Satisfied | 63.38% | 65.16% | 68.64% | 64.29% | 62.09% | 74.47% | 62.59% | 69.95% | 67.68% |
| Dissatisfied | 14.08% | 11.61% | 13.61% | 22.86% | 15.69% | 10.64% | 22.30% | 8.74% | 9.09% |
| Very dissatisfied | 2.11% | 3.23% | 0.59% | 0.71% | 5.23% | 0.53% | 1.44% | 0.55% | 2.02% |
| Top-2 | 83.80% | 85.16% | 85.80% | 76.43% | 79.08% | 88.83% | 76.26% | 90.72% | 88.89% |
| Bot-2 | 16.19% | 14.84% | 14.20% | 23.57% | 20.92% | 11.17% | 23.74% | 9.29% | 11.11% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|------|--------|------|----------|-----------|--------|-----------|
| Satisfaction with process of resolution of billing complaints - Prepaid | 2008-09 | | | | | | | | |
| Very satisfied | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Satisfied | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Dissatisfied | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Very dissatisfied | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Top-2 | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Bot-2 | NA | NA | NA | NA | NA | NA | NA | NA | NA |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with timely delivery of bills - Postpaid | 2009-10 | | | | | | | | |
| Very satisfied | 35.71% | 20.00% | 33.33% | NA | 26.67% | 44.00% | 15.28% | 14.29% | 20.00% |
| Satisfied | 57.14% | 75.00% | 60.00% | NA | 70.00% | 56.00% | 81.94% | 71.43% | 65.00% |
| Dissatisfied | 7.14% | 5.00% | 6.67% | NA | 3.33% | 0.00% | 1.39% | 0.00% | 15.00% |
| Very dissatisfied | 0.00% | 0.00% | 0.00% | NA | 0.00% | 0.00% | 1.39% | 14.29% | 0.00% |
| Top-2 | 92.85% | 95.00% | 93.33% | NA | 96.67% | 100.00% | 97.22% | 85.72% | 85.00% |
| Bot-2 | 7.14% | 5.00% | 6.67% | NA | 3.33% | 0.00% | 2.78% | 14.29% | 15.00% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with timely delivery of bills - Postpaid | 2008-09 | | | | | | | | |
| Very satisfied | 53.85% | 25.49% | 48.72% | NA | 44.78% | NA | 38.10% | NA | 31.15% |
| Satisfied | 46.15% | 66.67% | 48.72% | NA | 53.73% | NA | 52.38% | NA | 65.57% |
| Dissatisfied | 0.00% | 3.92% | 0.00% | NA | 0.00% | NA | 9.52% | NA | 2.46% |
| Very dissatisfied | 0.00% | 3.92% | 2.56% | NA | 1.49% | NA | 0.00% | NA | 0.82% |
| Top-2 | 100.00% | 92.16% | 97.44% | NA | 98.51% | NA | 90.48% | NA | 96.72% |
| Bot-2 | 0.00% | 7.84% | 2.56% | NA | 1.49% | NA | 9.52% | NA | 3.28% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with accuracy of bills - Postpaid | 2009-10 | | | | | | | | |
| Very satisfied | 32.14% | 35.00% | 37.50% | NA | 34.48% | 40.82% | 13.89% | 28.57% | 17.95% |
| Satisfied | 60.71% | 60.00% | 56.25% | NA | 55.17% | 59.18% | 83.33% | 57.14% | 69.23% |
| Dissatisfied | 7.14% | 5.00% | 6.25% | NA | 10.34% | 0.00% | 2.78% | 0.00% | 12.82% |
| Very dissatisfied | 0.00% | 0.00% | 0.00% | NA | 0.00% | 0.00% | 0.00% | 14.29% | 0.00% |
| Top-2 | 92.85% | 95.00% | 93.75% | NA | 89.65% | 100.00% | 97.22% | 85.71% | 87.18% |
| Bot-2 | 7.14% | 5.00% | 6.25% | NA | 10.34% | 0.00% | 2.78% | 14.29% | 12.82% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with accuracy of bills - Postpaid | 2008-09 | | | | | | | | |
| Very satisfied | 53.85% | 22.22% | 57.58% | NA | 53.97% | NA | 28.57% | NA | 38.98% |
| Satisfied | 46.15% | 71.11% | 36.36% | NA | 42.86% | NA | 71.43% | NA | 56.78% |
| Dissatisfied | 0.00% | 4.44% | 0.00% | NA | 3.17% | NA | 0.00% | NA | 4.24% |
| Very dissatisfied | 0.00% | 2.22% | 6.06% | NA | 0.00% | NA | 0.00% | NA | 0.00% |
| Top-2 | 100.00% | 93.33% | 93.94% | NA | 96.83% | NA | 100.00% | NA | 95.76% |
| Bot-2 | 0.00% | 6.66% | 6.06% | NA | 3.17% | NA | 0.00% | NA | 4.24% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Billing complaint in last 12 months - Postpaid | 2009-10 | | | | | | | | |
| Yes | 21.21% | 0.00% | 27.78% | NA | 15.38% | 7.69% | 8.64% | 18.75% | 10.64% |
| No | 78.79% | 100.00% | 72.22% | NA | 84.62% | 92.31% | 91.36% | 81.25% | 89.36% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Billing complaint in last 12 months - Postpaid | 2008-09 | | | | | | | | |
| Yes | 6.90% | 9.26% | 5.00% | 0.00% | 6.58% | 0.00% | 0.00% | 0.00% | 7.94% |
| No | 93.10% | 90.74% | 95.00% | 0.00% | 93.42% | 0.00% | 100.00% | 0.00% | 92.06% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with process of resolution of billing complaints - Postpaid | 2009-10 | | | | | | | | |
| Very satisfied | 0.00% | NA | 20.00% | NA | 0.00% | 25.00% | 0.00% | 33.33% | 0.00% |
| Satisfied | 85.71% | NA | 60.00% | NA | 66.67% | 75.00% | 85.71% | 33.33% | 80.00% |
| Dissatisfied | 14.29% | NA | 20.00% | NA | 33.33% | 0.00% | 14.29% | 33.33% | 0.00% |
| Very dissatisfied | 0.00% | NA | 0.00% | NA | 0.00% | 0.00% | 0.00% | 0.00% | 20.00% |
| Top-2 | 85.71% | NA | 80.00% | NA | 66.67% | 100.00% | 85.71% | 66.66% | 80.00% |
| Bot-2 | 14.29% | NA | 20.00% | NA | 33.33% | 0.00% | 14.29% | 33.33% | 20.00% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with process of resolution of billing complaints - Postpaid | 2008-09 | | | | | | | | |
| Very satisfied | 50.00% | 0.00% | 0.00% | NA | 20.00% | NA | NA | NA | 20.00% |
| Satisfied | 50.00% | 100.00% | 50.00% | NA | 20.00% | NA | NA | NA | 30.00% |
| Dissatisfied | 0.00% | 0.00% | 50.00% | NA | 40.00% | NA | NA | NA | 40.00% |
| Very dissatisfied | 0.00% | 0.00% | 0.00% | NA | 20.00% | NA | NA | NA | 10.00% |
| Top-2 | 100.00% | 100.00% | 50.00% | NA | 40.00% | NA | NA | NA | 50.00% |
| Bot-2 | 0.00% | 0.00% | 50.00% | NA | 60.00% | NA | NA | NA | 50.00% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with clarity of bills - Postpaid | 2009-10 | | | | | | | | |
| Very satisfied | 14.29% | 23.53% | 33.33% | NA | 8.00% | 33.33% | 12.12% | 0.00% | 8.33% |
| Satisfied | 76.19% | 76.47% | 53.33% | NA | 80.00% | 66.67% | 87.88% | 57.14% | 86.11% |
| Dissatisfied | 9.52% | 0.00% | 13.33% | NA | 12.00% | 0.00% | 0.00% | 42.86% | 2.78% |
| Very dissatisfied | 0.00% | 0.00% | 0.00% | NA | 0.00% | 0.00% | 0.00% | 0.00% | 2.78% |
| Top-2 | 90.48% | 100.00% | 86.66% | NA | 88.00% | 100.00% | 100.00% | 57.14% | 94.44% |
| Bot-2 | 9.52% | 0.00% | 13.33% | NA | 12.00% | 0.00% | 0.00% | 42.86% | 5.56% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with clarity of bills - Postpaid | 2008-09 | | | | | | | | |
| Very satisfied | 40.00% | 14.29% | 19.35% | NA | 24.62% | NA | 20.00% | NA | 15.52% |
| Satisfied | 60.00% | 76.19% | 70.97% | NA | 72.31% | NA | 70.00% | NA | 78.45% |
| Dissatisfied | 0.00% | 9.52% | 3.23% | NA | 3.08% | NA | 10.00% | NA | 4.31% |
| Very dissatisfied | 0.00% | 0.00% | 6.45% | NA | 0.00% | NA | 0.00% | NA | 1.72% |
| Top-2 | 100.00% | 90.48% | 90.32% | NA | 96.93% | NA | 90.00% | NA | 93.97% |
| Bot-2 | 0.00% | 9.52% | 9.68% | NA | 3.08% | NA | 10.00% | NA | 6.03% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|-------------------------------------|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Made complaint at the customer care | 2009-10 | | | | | | | | |
| Yes | 46.39% | 47.75% | 43.78% | 41.35% | 41.30% | 41.95% | 40.48% | 41.93% | 39.11% |
| No | 53.61% | 52.25% | 56.22% | 58.65% | 58.70% | 58.05% | 59.52% | 58.07% | 60.89% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|-------------------------------------|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Made complaint at the customer care | 2008-09 | | | | | | | | |
| Yes | 47.14% | 42.25% | 44.73% | NA | 42.99% | NA | 42.04% | NA | 44.71% |
| No | 52.86% | 57.75% | 55.27% | NA | 57.01% | NA | 57.96% | NA | 55.29% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with ease of accessing customer care | 2009-10 | | | | | | | | |
| Very satisfied | 21.95% | 16.07% | 18.71% | 12.50% | 14.03% | 19.17% | 16.20% | 17.32% | 16.04% |
| Satisfied | 68.29% | 71.83% | 72.84% | 78.86% | 66.52% | 68.13% | 75.60% | 69.09% | 74.33% |
| Dissatisfied | 9.19% | 9.83% | 7.04% | 7.73% | 16.06% | 12.18% | 7.40% | 12.40% | 9.36% |
| Very dissatisfied | 0.56% | 2.27% | 1.41% | 0.91% | 3.39% | 0.52% | 0.80% | 1.18% | 0.27% |
| Top-2 | 90.24% | 87.90% | 91.55% | 91.36% | 80.55% | 87.30% | 91.80% | 86.41% | 90.37% |
| Bot-2 | 9.75% | 12.10% | 8.45% | 8.64% | 19.45% | 12.70% | 8.20% | 13.58% | 9.63% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with ease of accessing customer care | 2008-09 | | | | | | | | |
| Very satisfied | 25.48% | 23.54% | 16.67% | NA | 19.16% | NA | 17.57% | NA | 20.08% |
| Satisfied | 63.71% | 65.25% | 73.13% | NA | 59.69% | NA | 69.82% | NA | 71.25% |
| Dissatisfied | 9.46% | 6.73% | 7.08% | NA | 13.88% | NA | 8.33% | NA | 4.23% |
| Very dissatisfied | 1.35% | 4.48% | 3.13% | NA | 7.27% | NA | 4.28% | NA | 4.44% |
| Top-2 | 89.19% | 88.79% | 89.80% | NA | 78.85% | NA | 87.39% | NA | 91.33% |
| Bot-2 | 10.81% | 11.21% | 10.21% | NA | 21.15% | NA | 12.61% | NA | 8.67% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| satisfaction with response time to answer call | 2009-10 | | | | | | | | |
| Very satisfied | 33.40% | 30.62% | 35.21% | 15.49% | 32.58% | 27.91% | 26.91% | 28.80% | 28.95% |
| Satisfied | 55.35% | 57.66% | 55.73% | 66.29% | 45.25% | 57.36% | 59.64% | 58.78% | 60.32% |
| Dissatisfied | 10.32% | 10.40% | 8.85% | 17.08% | 18.55% | 13.70% | 12.45% | 11.05% | 9.92% |
| Very dissatisfied | 0.94% | 1.32% | 0.20% | 1.14% | 3.62% | 1.03% | 1.00% | 1.38% | 0.80% |
| Top-2 | 88.75% | 88.28% | 90.94% | 81.78% | 77.83% | 85.27% | 86.55% | 87.58% | 89.27% |
| Bot-2 | 11.26% | 11.72% | 9.05% | 18.22% | 22.17% | 14.73% | 13.45% | 12.43% | 10.72% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| satisfaction with response time to answer call | 2008-09 | | | | | | | | |
| Very satisfied | 48.07% | 41.03% | 44.17% | NA | 37.67% | NA | 42.25% | NA | 41.23% |
| Satisfied | 46.91% | 50.67% | 46.25% | NA | 42.29% | NA | 45.17% | NA | 50.32% |
| Dissatisfied | 3.86% | 4.71% | 5.42% | NA | 11.67% | NA | 8.09% | NA | 4.02% |
| Very dissatisfied | 1.16% | 3.59% | 4.17% | NA | 8.37% | NA | 4.49% | NA | 4.44% |
| Top-2 | 94.98% | 91.70% | 90.42% | NA | 79.96% | NA | 87.42% | NA | 91.55% |
| Bot-2 | 5.02% | 8.30% | 9.59% | NA | 20.04% | NA | 12.58% | NA | 8.46% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with problem solving ability | 2009-10 | | | | | | | | |
| Very satisfied | 38.09% | 33.84% | 38.91% | 13.90% | 34.62% | 35.66% | 25.85% | 33.00% | 31.82% |
| Satisfied | 52.72% | 56.90% | 50.40% | 63.78% | 46.38% | 49.61% | 63.33% | 55.53% | 56.15% |
| Dissatisfied | 8.07% | 7.94% | 9.88% | 18.00% | 15.16% | 14.21% | 10.02% | 10.08% | 9.89% |
| Very dissatisfied | 1.13% | 1.32% | 0.81% | 4.33% | 3.85% | 0.52% | 0.80% | 1.38% | 2.14% |
| Top-2 | 90.81% | 90.74% | 89.31% | 77.68% | 81.00% | 85.27% | 89.18% | 88.53% | 87.97% |
| Bot-2 | 9.20% | 9.26% | 10.69% | 22.33% | 19.01% | 14.73% | 10.82% | 11.46% | 12.03% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with problem solving ability | 2008-09 | | | | | | | | |
| Very satisfied | 44.02% | 43.37% | 38.33% | NA | 38.33% | NA | 37.53% | NA | 38.90% |
| Satisfied | 51.54% | 50.34% | 53.33% | NA | 42.29% | NA | 52.13% | NA | 53.28% |
| Dissatisfied | 3.28% | 4.94% | 4.17% | NA | 11.89% | NA | 6.52% | NA | 3.59% |
| Very dissatisfied | 1.16% | 1.35% | 4.17% | NA | 7.49% | NA | 3.82% | NA | 4.23% |
| Top-2 | 95.56% | 93.71% | 91.66% | NA | 80.62% | NA | 89.66% | NA | 92.18% |
| Bot-2 | 4.44% | 6.29% | 8.34% | NA | 19.38% | NA | 10.34% | NA | 7.82% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with time taken to resolve complaint | 2009-10 | | | | | | | | |
| Very satisfied | 36.77% | 32.01% | 33.80% | 16.02% | 33.03% | 29.20% | 27.11% | 26.14% | 27.08% |
| Satisfied | 54.22% | 58.33% | 56.74% | 59.50% | 45.93% | 58.40% | 60.44% | 62.57% | 61.39% |
| Dissatisfied | 8.26% | 8.52% | 9.05% | 21.97% | 16.74% | 11.63% | 11.65% | 9.90% | 9.92% |
| Very dissatisfied | 0.75% | 1.14% | 0.40% | 2.52% | 4.30% | 0.78% | 0.80% | 1.39% | 1.61% |
| Top-2 | 90.99% | 90.34% | 90.54% | 75.52% | 78.96% | 87.60% | 87.55% | 88.71% | 88.47% |
| Bot-2 | 9.01% | 9.66% | 9.45% | 24.49% | 21.04% | 12.41% | 12.45% | 11.29% | 11.53% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with time taken to resolve complaint | 2008-09 | | | | | | | | |
| Very satisfied | 44.21% | 41.80% | 40.21% | NA | 36.34% | NA | 37.30% | NA | 36.58% |
| Satisfied | 51.35% | 52.58% | 51.04% | NA | 44.49% | NA | 52.58% | NA | 56.45% |
| Dissatisfied | 3.47% | 4.27% | 5.21% | NA | 11.67% | NA | 6.74% | NA | 2.75% |
| Very dissatisfied | 0.97% | 1.35% | 3.54% | NA | 7.49% | NA | 3.37% | NA | 4.23% |
| Top-2 | 95.56% | 94.38% | 91.25% | NA | 80.83% | NA | 89.88% | NA | 93.03% |
| Bot-2 | 4.44% | 5.62% | 8.75% | NA | 19.16% | NA | 10.11% | NA | 6.98% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with availability of signals | 2009-10 | | | | | | | | |
| Very satisfied | 49.78% | 40.94% | 42.07% | 12.54% | 35.38% | 29.53% | 31.26% | 29.55% | 33.30% |
| Satisfied | 45.51% | 52.93% | 52.41% | 67.01% | 52.23% | 60.48% | 63.57% | 56.54% | 59.21% |
| Dissatisfied | 4.36% | 5.50% | 5.08% | 18.94% | 10.71% | 9.55% | 4.93% | 12.42% | 7.08% |
| Very dissatisfied | 0.35% | 0.63% | 0.44% | 1.51% | 1.68% | 0.43% | 0.24% | 1.49% | 0.42% |
| Top-2 | 95.29% | 93.87% | 94.48% | 79.55% | 87.61% | 90.01% | 94.83% | 86.09% | 92.51% |
| Bot-2 | 4.71% | 6.13% | 5.52% | 20.45% | 12.39% | 9.98% | 5.17% | 13.91% | 7.50% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with availability of signals | 2008-09 | | | | | | | | |
| Very satisfied | 39.89% | 30.56% | 36.97% | NA | 26.35% | NA | 33.08% | NA | 32.80% |
| Satisfied | 52.49% | 58.75% | 55.65% | NA | 50.43% | NA | 56.27% | NA | 58.03% |
| Dissatisfied | 6.71% | 8.70% | 5.98% | NA | 17.82% | NA | 8.39% | NA | 7.28% |
| Very dissatisfied | 0.91% | 1.99% | 1.40% | NA | 5.40% | NA | 2.26% | NA | 1.89% |
| Top-2 | 92.38% | 89.31% | 92.62% | NA | 76.78% | NA | 89.35% | NA | 90.83% |
| Bot-2 | 7.62% | 10.69% | 7.38% | NA | 23.22% | NA | 10.65% | NA | 9.17% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with ability to make and receive calls | 2009-10 | | | | | | | | |
| Very satisfied | 53.83% | 46.70% | 47.98% | 17.36% | 41.25% | 35.47% | 36.97% | 34.30% | 39.38% |
| Satisfied | 42.77% | 48.60% | 47.37% | 70.00% | 46.46% | 56.83% | 57.93% | 53.36% | 53.54% |
| Dissatisfied | 3.31% | 3.97% | 4.47% | 11.79% | 11.08% | 6.72% | 4.85% | 10.94% | 6.56% |
| Very dissatisfied | 0.09% | 0.72% | 0.18% | 0.85% | 1.21% | 0.98% | 0.24% | 1.41% | 0.52% |
| Top-2 | 96.60% | 95.30% | 95.35% | 87.36% | 87.71% | 92.30% | 94.90% | 87.66% | 92.92% |
| Bot-2 | 3.40% | 4.69% | 4.65% | 12.64% | 12.29% | 7.70% | 5.09% | 12.35% | 7.08% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with ability to make and receive calls | 2008-09 | | | | | | | | |
| Very satisfied | 54.96% | 49.81% | 57.25% | NA | 42.56% | NA | 50.47% | NA | 48.11% |
| Satisfied | 41.27% | 43.10% | 37.32% | NA | 39.53% | NA | 42.74% | NA | 46.22% |
| Dissatisfied | 3.03% | 5.48% | 4.21% | NA | 12.89% | NA | 4.62% | NA | 4.06% |
| Very dissatisfied | 0.74% | 1.61% | 1.22% | NA | 5.02% | NA | 2.17% | NA | 1.61% |
| Top-2 | 96.23% | 92.91% | 94.57% | NA | 82.09% | NA | 93.21% | NA | 94.33% |
| Bot-2 | 3.77% | 7.09% | 5.43% | NA | 17.91% | NA | 6.79% | NA | 5.67% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|-------------------------|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Frequency of call drops | 2009-10 | | | | | | | | |
| Never | 73.25% | 68.60% | 67.52% | 63.06% | 57.13% | 62.05% | 68.53% | 58.23% | 67.53% |
| Occasionally | 23.60% | 28.78% | 28.96% | 29.82% | 35.41% | 31.84% | 28.80% | 35.32% | 29.86% |
| Frequently | 2.45% | 1.72% | 2.73% | 5.89% | 6.24% | 3.93% | 2.10% | 5.13% | 2.39% |
| Very Frequently | 0.70% | 0.90% | 0.79% | 1.23% | 1.21% | 2.18% | 0.57% | 1.32% | 0.21% |
| Top-2 | 96.85% | 97.38% | 96.48% | 92.88% | 92.54% | 93.89% | 97.33% | 93.55% | 97.39% |
| Bot-2 | 3.15% | 2.62% | 3.52% | 7.12% | 7.45% | 6.11% | 2.67% | 6.45% | 2.60% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|-------------------------|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Frequency of call drops | 2008-09 | | | | | | | | |
| Never | 56.78% | 54.55% | 58.11% | NA | 43.76% | NA | 54.21% | NA | 54.84% |

| | | | | | | | | | |
|-----------------|--------|--------|--------|----|--------|----|--------|----|--------|
| Occasionally | 39.10% | 39.56% | 36.93% | NA | 42.61% | NA | 40.11% | NA | 40.61% |
| Frequently | 3.85% | 4.65% | 4.22% | NA | 9.72% | NA | 4.73% | NA | 3.89% |
| Very Frequently | 0.27% | 1.23% | 0.75% | NA | 3.91% | NA | 0.95% | NA | 0.66% |
| Top-2 | 95.88% | 94.11% | 95.04% | NA | 86.37% | NA | 94.32% | NA | 95.45% |
| Bot-2 | 4.12% | 5.88% | 4.97% | NA | 13.63% | NA | 5.68% | NA | 4.55% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---------------------------------|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with voice quality | 2009-10 | | | | | | | | |
| Very satisfied | 53.44% | 48.37% | 49.73% | 16.98% | 41.61% | 37.73% | 39.56% | 35.70% | 42.77% |
| Satisfied | 42.89% | 47.20% | 44.43% | 71.79% | 45.27% | 53.44% | 56.30% | 54.21% | 50.68% |
| Dissatisfied | 3.40% | 3.89% | 5.65% | 10.09% | 12.00% | 7.96% | 3.90% | 9.42% | 6.45% |
| Very dissatisfied | 0.26% | 0.54% | 0.18% | 1.13% | 1.12% | 0.87% | 0.24% | 0.66% | 0.10% |
| Top-2 | 96.33% | 95.57% | 94.16% | 88.77% | 86.88% | 91.17% | 95.86% | 89.91% | 93.45% |
| Bot-2 | 3.66% | 4.43% | 5.83% | 11.22% | 13.12% | 8.83% | 4.14% | 10.08% | 6.55% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---------------------------------|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with voice quality | 2008-09 | | | | | | | | |
| Very satisfied | 50.32% | 47.20% | 50.70% | NA | 38.53% | NA | 44.78% | NA | 45.73% |
| Satisfied | 43.99% | 46.82% | 43.69% | NA | 43.69% | NA | 47.82% | NA | 48.58% |
| Dissatisfied | 5.23% | 4.94% | 4.77% | NA | 13.58% | NA | 5.69% | NA | 3.80% |
| Very dissatisfied | 0.46% | 1.04% | 0.84% | NA | 4.21% | NA | 1.71% | NA | 1.90% |
| Top-2 | 94.31% | 94.02% | 94.39% | NA | 82.22% | NA | 92.60% | NA | 94.31% |
| Bot-2 | 5.69% | 5.98% | 5.61% | NA | 17.79% | NA | 7.40% | NA | 5.70% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|-----------------------------|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Frequency of signal problem | 2009-10 | | | | | | | | |
| Never | 72.08% | 66.52% | 67.34% | 52.32% | 54.90% | 55.76% | 63.21% | 53.36% | 61.73% |
| Occasionally | 23.71% | 29.51% | 28.51% | 38.67% | 35.11% | 35.68% | 33.31% | 38.44% | 34.62% |
| Frequently | 4.13% | 3.07% | 3.18% | 7.87% | 8.68% | 6.15% | 2.92% | 6.88% | 3.23% |
| Very Frequently | 0.09% | 0.90% | 0.97% | 1.14% | 1.31% | 2.41% | 0.57% | 1.33% | 0.42% |
| Top-2 | 95.79% | 96.03% | 95.85% | 90.99% | 90.01% | 91.44% | 96.52% | 91.80% | 96.35% |
| Bot-2 | 4.22% | 3.97% | 4.15% | 9.01% | 9.99% | 8.56% | 3.49% | 8.21% | 3.65% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|-----------------------------|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Frequency of signal problem | 2008-09 | | | | | | | | |
| Never | 48.05% | 46.41% | 47.44% | NA | 36.43% | NA | 45.94% | NA | 48.53% |
| Occasionally | 47.32% | 47.35% | 47.06% | NA | 46.30% | NA | 46.60% | NA | 45.22% |
| Frequently | 4.09% | 5.01% | 4.38% | NA | 13.09% | NA | 6.43% | NA | 5.11% |
| Very Frequently | 0.54% | 1.23% | 1.12% | NA | 4.17% | NA | 1.04% | NA | 1.14% |
| Top-2 | 95.37% | 93.76% | 94.50% | NA | 82.73% | NA | 92.54% | NA | 93.75% |
| Bot-2 | 4.63% | 6.24% | 5.50% | NA | 17.26% | NA | 7.47% | NA | 6.25% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with availability of signals | 2009-10 | | | | | | | | |
| Very satisfied | 50.61% | 44.23% | 43.56% | 13.87% | 37.87% | 34.45% | 33.14% | 30.94% | 37.73% |
| Satisfied | 44.95% | 50.09% | 51.36% | 67.64% | 47.76% | 55.04% | 61.12% | 55.36% | 55.09% |
| Dissatisfied | 4.44% | 5.05% | 4.82% | 17.26% | 13.25% | 9.75% | 5.09% | 12.38% | 6.76% |
| Very dissatisfied | 0.00% | 0.63% | 0.26% | 1.23% | 1.12% | 0.76% | 0.65% | 1.32% | 0.42% |
| Top-2 | 95.56% | 94.32% | 94.92% | 81.51% | 85.63% | 89.49% | 94.26% | 86.30% | 92.82% |
| Bot-2 | 4.44% | 5.68% | 5.08% | 18.49% | 14.37% | 10.51% | 5.74% | 13.70% | 7.18% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with availability of signals | 2008-09 | | | | | | | | |
| Very satisfied | 54.76% | 49.43% | 49.91% | NA | 38.20% | NA | 47.68% | NA | 46.36% |
| Satisfied | 40.93% | 43.76% | 44.40% | NA | 43.03% | NA | 43.80% | NA | 46.64% |
| Dissatisfied | 3.57% | 6.05% | 4.85% | NA | 12.51% | NA | 6.43% | NA | 4.73% |
| Very dissatisfied | 0.73% | 0.76% | 0.84% | NA | 6.26% | NA | 2.08% | NA | 2.27% |
| Top-2 | 95.69% | 93.19% | 94.31% | NA | 81.23% | NA | 91.48% | NA | 93.00% |
| Bot-2 | 4.30% | 6.81% | 5.69% | NA | 18.77% | NA | 8.51% | NA | 7.00% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with restoration of network problem | 2009-10 | | | | | | | | |
| Very satisfied | 48.86% | 41.79% | 44.07% | 16.08% | 36.14% | 37.58% | 33.23% | 32.12% | 37.85% |
| Satisfied | 46.07% | 52.17% | 49.43% | 66.89% | 48.22% | 53.92% | 60.94% | 54.67% | 54.12% |
| Dissatisfied | 4.90% | 5.14% | 5.97% | 15.70% | 13.95% | 7.63% | 5.02% | 11.40% | 7.40% |
| Very dissatisfied | 0.17% | 0.90% | 0.53% | 1.32% | 1.69% | 0.87% | 0.81% | 1.82% | 0.63% |
| Top-2 | 94.93% | 93.96% | 93.50% | 82.97% | 84.36% | 91.50% | 94.17% | 86.79% | 91.97% |
| Bot-2 | 5.07% | 6.04% | 6.50% | 17.02% | 15.64% | 8.50% | 5.83% | 13.22% | 8.03% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with restoration of network problem | 2008-09 | | | | | | | | |
| Very satisfied | 46.07% | 37.50% | 38.71% | NA | 31.46% | NA | 37.56% | NA | 36.74% |
| Satisfied | 47.99% | 53.41% | 54.85% | NA | 49.14% | NA | 51.56% | NA | 54.36% |
| Dissatisfied | 4.94% | 7.86% | 4.94% | NA | 13.12% | NA | 8.70% | NA | 6.63% |
| Very dissatisfied | 1.01% | 1.23% | 1.49% | NA | 6.27% | NA | 2.18% | NA | 2.27% |
| Top-2 | 94.06% | 90.91% | 93.56% | NA | 80.60% | NA | 89.12% | NA | 91.10% |
| Bot-2 | 5.95% | 9.09% | 6.43% | NA | 19.39% | NA | 10.88% | NA | 8.90% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Use of Supplementary/Value Added Services | 2009-10 | | | | | | | | |
| Yes | 11.38% | 15.23% | 11.03% | 16.92% | 9.21% | 12.00% | 7.02% | 7.66% | 5.08% |
| No | 88.62% | 84.77% | 88.97% | 83.08% | 90.79% | 88.00% | 92.98% | 92.34% | 94.92% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Use of Supplementary/Value Added Services | 2008-09 | | | | | | | | |
| Yes | 25.29% | 20.23% | 24.14% | NA | 15.34% | NA | 20.55% | NA | 16.16% |
| No | 74.71% | 79.77% | 75.86% | NA | 84.66% | NA | 79.45% | NA | 83.84% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Explicit consent before providing chargeable VAS | 2009-10 | | | | | | | | |
| Yes | 85.50% | 89.82% | 86.51% | 96.65% | 88.66% | 84.68% | 83.72% | 82.80% | 87.50% |
| No | 14.50% | 10.18% | 13.49% | 3.35% | 11.34% | 15.32% | 16.28% | 17.20% | 12.50% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Explicit consent before providing chargeable VAS | 2008-09 | | | | | | | | |
| Yes | 58.42% | 78.04% | 67.57% | NA | 62.35% | NA | 66.06% | NA | 70.76% |
| No | 40.86% | 20.56% | 29.73% | NA | 34.57% | NA | 32.11% | NA | 28.65% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with quality of VAS | 2009-10 | | | | | | | | |
| Very satisfied | 21.37% | 16.67% | 13.60% | 2.22% | 21.28% | 19.09% | 10.47% | 9.78% | 20.83% |
| Satisfied | 67.94% | 72.02% | 72.00% | 91.11% | 62.77% | 67.27% | 68.60% | 75.00% | 66.67% |
| Dissatisfied | 7.63% | 8.93% | 12.80% | 4.44% | 13.83% | 13.64% | 17.44% | 14.13% | 8.33% |
| Very dissatisfied | 3.05% | 2.38% | 1.60% | 2.22% | 2.13% | 0.00% | 3.49% | 1.09% | 4.17% |
| Top-2 | 89.31% | 88.69% | 85.60% | 93.33% | 84.05% | 86.36% | 79.07% | 84.78% | 87.50% |
| Bot-2 | 10.68% | 11.31% | 14.40% | 6.66% | 15.96% | 13.64% | 20.93% | 15.22% | 12.50% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with quality of VAS | 2008-09 | | | | | | | | |
| Very satisfied | 33.21% | 29.05% | 20.16% | NA | 23.42% | NA | 21.03% | NA | 26.04% |
| Satisfied | 62.04% | 63.33% | 73.52% | NA | 57.59% | NA | 71.03% | NA | 62.13% |
| Dissatisfied | 3.65% | 6.67% | 5.53% | NA | 12.66% | NA | 5.61% | NA | 8.28% |
| Very dissatisfied | 1.09% | 0.95% | 0.79% | NA | 6.33% | NA | 2.34% | NA | 3.55% |
| Top-2 | 95.25% | 92.38% | 93.68% | NA | 81.01% | NA | 92.06% | NA | 88.17% |
| Bot-2 | 4.74% | 7.62% | 6.32% | NA | 18.99% | NA | 7.95% | NA | 11.83% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Information on telephone number for unsubscribing | 2009-10 | | | | | | | | |
| Yes | 67.97% | 64.42% | 61.98% | 75.28% | 50.52% | 73.15% | 59.26% | 68.13% | 57.78% |
| No | 32.03% | 35.58% | 38.02% | 24.72% | 49.48% | 26.85% | 40.74% | 31.87% | 42.22% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|------|--------|------|----------|-----------|--------|-----------|
| Information on telephone number for unsubscribing | 2008-09 | | | | | | | | |
| Yes | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| No | NA | NA | NA | NA | NA | NA | NA | NA | NA |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--------------------------------------|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Information on charges of VAS | 2009-10 | | | | | | | | |
| Both before and after the activation | 32.04% | 33.79% | 29.25% | 50.34% | 26.47% | 32.56% | 44.68% | 39.71% | 37.84% |
| Only after the activation | 24.27% | 22.76% | 17.92% | 6.71% | 29.41% | 39.53% | 17.02% | 27.94% | 21.62% |
| Only before the activation | 31.07% | 30.34% | 33.02% | 38.93% | 27.94% | 22.09% | 19.15% | 16.18% | 16.22% |
| No | 12.62% | 13.10% | 19.81% | 4.03% | 16.18% | 5.81% | 19.15% | 16.18% | 24.32% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--------------------------------------|----------------|----------|------|--------|------|----------|-----------|--------|-----------|
| Information on charges of VAS | 2008-09 | | | | | | | | |
| Both before and after the activation | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Only after the activation | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Only before the activation | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| No | NA | NA | NA | NA | NA | NA | NA | NA | NA |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Information on charges of VAS before renewal | 2009-10 | | | | | | | | |
| Yes | 71.05% | 68.49% | 68.70% | 79.52% | 58.54% | 65.12% | 66.18% | 79.76% | 76.19% |
| No | 28.95% | 31.51% | 31.30% | 20.48% | 41.46% | 34.88% | 33.82% | 20.24% | 23.81% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|----------------|----------|------|--------|------|----------|-----------|--------|-----------|
| Information on charges of VAS before renewal | 2008-09 | | | | | | | | |
| Yes | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| No | NA | NA | NA | NA | NA | NA | NA | NA | NA |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with overall quality of mobile service | 2009-10 | | | | | | | | |
| Very satisfied | 31.78% | 23.33% | 24.62% | 6.75% | 19.79% | 17.95% | 18.49% | 18.62% | 16.34% |
| Satisfied | 64.09% | 71.97% | 69.62% | 80.51% | 67.45% | 73.45% | 74.59% | 71.49% | 77.49% |
| Dissatisfied | 3.78% | 4.25% | 5.40% | 12.17% | 11.44% | 8.27% | 6.51% | 9.23% | 5.76% |
| Very dissatisfied | 0.35% | 0.45% | 0.35% | 0.57% | 1.31% | 0.33% | 0.41% | 0.67% | 0.42% |
| Top-2 | 95.87% | 95.30% | 94.24% | 87.26% | 87.24% | 91.40% | 93.08% | 90.11% | 93.83% |
| Bot-2 | 4.13% | 4.70% | 5.75% | 12.74% | 12.75% | 8.60% | 6.92% | 9.90% | 6.18% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with overall quality of mobile service | 2008-09 | | | | | | | | |
| Very satisfied | 34.74% | 26.00% | 30.11% | NA | 21.48% | NA | 26.19% | NA | 27.00% |
| Satisfied | 57.10% | 63.05% | 61.26% | NA | 57.42% | NA | 59.52% | NA | 62.98% |
| Dissatisfied | 7.61% | 9.81% | 6.85% | NA | 16.28% | NA | 12.48% | NA | 8.87% |
| Very dissatisfied | 0.55% | 1.14% | 1.78% | NA | 4.82% | NA | 1.81% | NA | 1.15% |
| Top-2 | 91.84% | 89.05% | 91.37% | NA | 78.90% | NA | 85.71% | NA | 89.98% |
| Bot-2 | 8.16% | 10.95% | 8.63% | NA | 21.10% | NA | 14.29% | NA | 10.02% |

| Informed about tariff plan in writing on activation of service or within a week | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| 2009-10 | 58.61% | 61.06% | 58.76% | 50.57% | 59.37% | 66.86% | 52.86% | 61.55% | 53.97% |
| 2008-09 | 48.69% | 46.41% | 44.64% | NA | 41.10% | NA | 44.77% | NA | 47.54% |

| Awareness about processing fee for talk time top-up | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| 2009-10 | 38.98% | 42.18% | 39.82% | 47.57% | 41.62% | 48.19% | 40.80% | 43.48% | 47.46% |
| 2008-09 | NA | NA | NA | NA | NA | NA | NA | NA | NA |

| Awareness about abolishment of rent for national roaming | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| 2009-10 | 27.68% | 32.45% | 29.30% | 25.41% | 32.80% | 38.28% | 27.18% | 34.20% | 32.67% |
| 2008-09 | NA | NA | NA | NA | NA | NA | NA | NA | NA |

| Awareness about call centre telephone number | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Yes | 69.34% | 72.21% | 67.43% | 52.17% | 67.04% | 66.13% | 59.87% | 70.70% | 63.61% |
| No | 30.66% | 27.79% | 32.57% | 47.83% | 32.96% | 33.87% | 40.13% | 29.30% | 36.39% |

| Made any complaint to the customer care in last 12 months | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|--------|----------|------|--------|------|----------|-----------|--------|-----------|
| | | | | | | | | | |

| | | | | | | | | | |
|-----|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Yes | 19.72% | 17.03% | 18.65% | 10.06% | 17.12% | 14.59% | 11.13% | 14.17% | 11.10% |
| No | 80.28% | 82.97% | 81.35% | 89.94% | 82.88% | 85.41% | 88.87% | 85.83% | 88.90% |

| If complaint made | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Docket number received for most of the complaints | 35.24% | 24.58% | 28.00% | 17.48% | 32.57% | 23.62% | 25.00% | 25.77% | 31.07% |
| No docket number received for most of the complaints | 40.00% | 47.49% | 47.00% | 45.63% | 38.86% | 40.16% | 46.21% | 47.85% | 45.63% |
| It was received on request | 14.29% | 17.88% | 17.00% | 7.77% | 17.14% | 22.05% | 21.97% | 16.56% | 12.62% |
| No docket number received even on request | 10.48% | 10.06% | 8.00% | 29.13% | 11.43% | 14.17% | 6.82% | 9.82% | 10.68% |

| Informed by call centre about the action taken on the complaint | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Yes | 85.20% | 82.39% | 88.18% | 82.08% | 80.56% | 88.10% | 79.41% | 85.45% | 83.81% |
| No | 14.80% | 17.61% | 11.82% | 17.92% | 19.44% | 11.90% | 20.59% | 14.55% | 16.19% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with the system of complaint resolution by call centre | 2009-10 | | | | | | | | |
| Very satisfied | 14.29% | 17.07% | 13.54% | 2.88% | 7.02% | 11.57% | 12.50% | 10.76% | 12.24% |
| Satisfied | 68.20% | 69.51% | 73.44% | 76.92% | 60.82% | 75.21% | 66.41% | 68.35% | 77.55% |
| Dissatisfied | 15.67% | 13.41% | 11.46% | 17.31% | 26.32% | 12.40% | 17.97% | 17.09% | 8.16% |
| Very dissatisfied | 1.84% | 0.00% | 1.56% | 2.88% | 5.85% | 0.83% | 3.13% | 3.80% | 2.04% |
| Top-2 | 82.49% | 86.58% | 86.98% | 79.80% | 67.84% | 86.78% | 78.91% | 79.11% | 89.79% |
| Bot-2 | 17.51% | 13.41% | 13.02% | 20.19% | 32.17% | 13.23% | 21.10% | 20.89% | 10.20% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Satisfaction with the system of complaint resolution by call centre | 2008-09 | | | | | | | | |
| Very satisfied | 5.36% | 6.78% | 3.80% | NA | 3.15% | NA | 6.02% | NA | 5.92% |
| Satisfied | 80.95% | 80.51% | 82.91% | NA | 65.35% | NA | 69.17% | NA | 85.53% |
| Dissatisfied | 13.10% | 11.02% | 10.13% | NA | 24.41% | NA | 21.05% | NA | 7.89% |
| Very dissatisfied | 0.60% | 1.69% | 3.16% | NA | 7.09% | NA | 3.76% | NA | 0.66% |
| Top-2 | 86.31% | 87.29% | 86.71% | NA | 68.50% | NA | 75.19% | NA | 91.45% |
| Bot-2 | 13.70% | 12.71% | 13.29% | NA | 31.50% | NA | 24.81% | NA | 8.55% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|----------------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Reason for dissatisfaction - Call centre | 2009-10 | | | | | | | | |
| Difficult to connect to the call center executive | 44.74% | 40.91% | 20.00% | 23.81% | 52.73% | 12.50% | 14.81% | 24.24% | 30.00% |
| Customer care executive not polite/courteous | 2.63% | 4.55% | 4.00% | 4.76% | 14.55% | 12.50% | 0.00% | 12.12% | 20.00% |

| | | | | | | | | | |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Customer care executive not equipped with adequate information | 26.32% | 31.82% | 40.00% | 19.05% | 47.27% | 43.75% | 70.37% | 48.48% | 70.00% |
| Time taken by call centre for redressal is too long | 18.42% | 22.73% | 20.00% | 52.38% | 20.00% | 37.50% | 22.22% | 30.30% | 0.00% |
| Customer care executive was unable to understand the problem | 2.63% | 9.09% | 4.00% | 19.05% | 5.45% | 31.25% | 3.70% | 3.03% | 0.00% |
| Others | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 3.03% | 0.00% |

| | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Billing/charging complaint resolved satisfactorily by call center within 4 weeks after lodging of the complaint | | | | | | | | | |
| 2009-10 | 48.54% | 46.77% | 54.35% | 56.41% | 61.54% | 62.86% | 46.77% | 43.28% | 50.00% |
| 2008-09 | 79.89% | 57.14% | 77.51% | NA | 58.78% | NA | 70.92% | NA | 51.30% |

| Awareness about contact details of Nodal officer | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Yes | 1.30% | 2.16% | 1.75% | 1.32% | 2.60% | 1.19% | 0.97% | 2.97% | 0.93% |
| No | 98.70% | 97.84% | 98.25% | 98.68% | 97.40% | 98.81% | 99.03% | 97.03% | 99.07% |

| Made any complaint to the Nodal officer regarding complaints not resolved/ unsatisfactorily resolved by the call centre | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Yes | 40.00% | 12.50% | 20.00% | 42.86% | 17.86% | 18.18% | 33.33% | 36.11% | 33.33% |
| No | 60.00% | 87.50% | 80.00% | 57.14% | 82.14% | 81.82% | 66.67% | 63.89% | 66.67% |

| Intimated by the nodal officer about the decision taken on the complaint | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|---------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Yes | 100.00% | 33.33% | 75.00% | 83.33% | 40.00% | 100.00% | 75.00% | 66.67% | 100.00% |
| No | 0.00% | 66.67% | 25.00% | 16.67% | 60.00% | 0.00% | 25.00% | 33.33% | 0.00% |

| Satisfaction with the redressal of the complaint by the nodal officer | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|---|--------|----------|--------|--------|---------|----------|-----------|--------|-----------|
| Very satisfied | 0.00% | 0.00% | 0.00% | 33.33% | 0.00% | 0.00% | 0.00% | 27.27% | 0.00% |
| Satisfied | 60.00% | 33.33% | 50.00% | 16.67% | 0.00% | 100.00% | 50.00% | 45.45% | 66.67% |
| Dissatisfied | 20.00% | 66.67% | 25.00% | 50.00% | 100.00% | 0.00% | 50.00% | 18.18% | 0.00% |
| Very dissatisfied | 20.00% | 0.00% | 25.00% | 0.00% | 0.00% | 0.00% | 0.00% | 9.09% | 33.33% |
| Top-2 | 60.00% | 33.33% | 50.00% | 50.00% | 0.00% | 100.00% | 50.00% | 72.72% | 66.67% |
| Bot-2 | 40.00% | 66.67% | 50.00% | 50.00% | 100.00% | 0.00% | 50.00% | 27.27% | 33.33% |

| Reason for dissatisfaction - Nodal officer | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|--------|----------|-------|--------|--------|----------|-----------|--------|-----------|
| Difficult to connect to the Nodal Officer | 0.00% | 0.00% | 0.00% | 0.00% | 40.00% | NA | 0.00% | 33.33% | 0.00% |

| | | | | | | | | | |
|---|--------|---------|--------|--------|--------|----|--------|--------|---------|
| Nodal Officer not polite/courteous | 50.00% | 0.00% | 0.00% | 0.00% | 0.00% | NA | 0.00% | 0.00% | 0.00% |
| Nodal Officer not equipped with adequate information | 50.00% | 100.00% | 50.00% | 66.67% | 40.00% | NA | 0.00% | 66.67% | 100.00% |
| Time taken by Nodal Officer for redressal is too long | 0.00% | 0.00% | 0.00% | 33.33% | 20.00% | NA | 50.00% | 0.00% | 0.00% |
| Nodal Officer was unable to understand the problem | 50.00% | 0.00% | 0.00% | 0.00% | 0.00% | NA | 50.00% | 0.00% | 0.00% |
| Others | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | NA | 0.00% | 0.00% | 0.00% |

| Awareness about the contact details of the appellate authority | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Yes | 1.56% | 3.42% | 1.40% | 1.03% | 2.14% | 1.95% | 1.61% | 3.21% | 1.56% |
| No | 98.44% | 96.58% | 98.60% | 98.97% | 97.86% | 98.05% | 98.39% | 96.79% | 98.44% |

| Filed any appeal in last 12 months | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|------------------------------------|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Yes | 33.33% | 10.53% | 12.50% | 18.18% | 21.74% | 11.11% | 15.00% | 20.51% | 0.00% |
| No | 66.67% | 89.47% | 87.50% | 81.82% | 78.26% | 88.89% | 85.00% | 79.49% | 100.00% |

| Received any acknowledgement for the complaint filed | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Yes | 50.00% | 25.00% | 50.00% | 50.00% | 20.00% | 0.00% | 33.33% | 62.50% | NA |
| No | 50.00% | 75.00% | 50.00% | 50.00% | 80.00% | 100.00% | 66.67% | 37.50% | NA |

| Any decision taken by the appellate authority within 3 months of filing the appeal | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|--------|----------|---------|--------|---------|----------|-----------|--------|-----------|
| Yes | 60.00% | 33.33% | 100.00% | 50.00% | 0.00% | 100.00% | 0.00% | 57.14% | NA |
| No | 20.00% | 66.67% | 0.00% | 50.00% | 100.00% | 0.00% | 100.00% | 42.86% | NA |
| Appeal filed recently | 20.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | NA |

| Awareness about item-wise usage charge details for prepaid users | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Yes | 52.36% | 54.82% | 49.64% | 67.40% | 54.29% | 61.07% | 54.34% | 53.61% | 48.12% |
| No | 47.64% | 45.18% | 50.36% | 32.60% | 45.71% | 38.93% | 45.66% | 46.39% | 51.88% |

| Ever denied of request for item-wise usage charge details for prepaid connection | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| Yes | 5.64% | 6.53% | 5.52% | 3.38% | 5.98% | 7.33% | 3.80% | 5.59% | 4.47% |
| No | 94.36% | 93.47% | 94.48% | 96.62% | 94.02% | 92.67% | 96.20% | 94.41% | 95.53% |

| Reasons for denial | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
|--------------------|--------|----------|--------|--------|--------|----------|-----------|--------|-----------|
| No reason provided | 39.68% | 12.68% | 9.68% | 5.56% | 14.52% | 17.19% | 11.36% | 31.34% | 9.76% |
| technical problem | 30.16% | 32.39% | 30.65% | 38.89% | 19.35% | 20.31% | 29.55% | 38.81% | 21.95% |

| | | | | | | | | | |
|--|---------------|-----------------|-------------|---------------|-------------|-----------------|------------------|---------------|------------------|
| others | 0.00% | 2.82% | 6.45% | 0.00% | 3.23% | 0.00% | 2.27% | 5.97% | 0.00% |
| Manual of practice provided while subscribing for new mobile connection | Airtel | Vodafone | Idea | Aircel | BSNL | RCOM GSM | RCOM CDMA | DoCoMo | TATA CDMA |
| Yes | 43.62% | 43.90% | 45.68% | 33.52% | 44.21% | 45.59% | 48.24% | 46.81% | 48.86% |
| No | 56.38% | 56.10% | 54.32% | 66.48% | 55.79% | 54.41% | 51.76% | 53.19% | 51.14% |

7.3 Broadband Services

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|---------|--------|----------|--------|--------|-------------|---------|
| Last applied for a broadband connection | 2009-10 | | | | | | |
| Less than 6 months | 3.76% | 7.49% | 36.15% | 4.93% | 22.70% | 10.53% | 46.28% |
| 6 - 12 months | 4.67% | 6.28% | 21.37% | 2.59% | 11.81% | 1.32% | 5.99% |
| more than 12 months | 91.57% | 86.23% | 42.48% | 92.48% | 65.49% | 88.16% | 47.73% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|---------|------|----------|------|------|-------------|---------|
| Last applied for a broadband connection | 2008-09 | | | | | | |
| Less than 6 months | NA | NA | NA | NA | NA | NA | NA |
| 6 - 12 months | NA | NA | NA | NA | NA | NA | NA |
| more than 12 months | NA | NA | NA | NA | NA | NA | NA |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|---------|--------|----------|--------|--------|-------------|---------|
| Time taken to provide a working connection | 2009-10 | | | | | | |
| Within 15 days | 78.82% | 71.35% | 96.88% | 78.57% | 93.31% | 83.95% | 95.29% |
| More than 15 days | 21.18% | 28.65% | 3.12% | 21.43% | 6.69% | 16.05% | 4.71% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|---------|--------|----------|--------|--------|-------------|---------|
| Time taken to provide a working connection | 2008-09 | | | | | | |
| Within 15 days | 89.72% | 95.99% | 89.69% | 95.86% | 98.87% | 94.76% | 90.39% |
| More than 15 days | 10.28% | 4.01% | 10.31% | 4.14% | 1.13% | 5.24% | 9.61% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|---------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with time taken for activation | 2009-10 | | | | | | |
| Very satisfied | 21.84% | 15.29% | 0.78% | 32.53% | 0.30% | 3.75% | 1.50% |
| Satisfied | 78.16% | 81.76% | 96.73% | 65.06% | 95.50% | 96.25% | 95.88% |
| Dissatisfied | 0.00% | 2.94% | 2.33% | 1.20% | 4.20% | 0.00% | 2.25% |
| Very dissatisfied | 0.00% | 0.00% | 0.16% | 1.20% | 0.00% | 0.00% | 0.37% |
| Top-2 | 100.00% | 97.05% | 97.51% | 97.59% | 95.80% | 100.00% | 97.38% |
| Bot-2 | 0.00% | 2.94% | 2.49% | 2.40% | 4.20% | 0.00% | 2.62% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|---------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with time taken for activation | 2008-09 | | | | | | |
| Very satisfied | 0.18% | 3.08% | 2.44% | 1.32% | 0.19% | 9.65% | 0.00% |
| Satisfied | 97.98% | 95.80% | 96.90% | 97.83% | 98.03% | 88.75% | 99.15% |
| Dissatisfied | 0.73% | 0.47% | 0.19% | 0.57% | 1.60% | 0.75% | 0.19% |
| Very dissatisfied | 1.10% | 0.65% | 0.47% | 0.28% | 0.19% | 0.84% | 0.66% |
| Top-2 | 98.16% | 98.88% | 99.34% | 99.15% | 98.22% | 98.40% | 99.15% |
| Bot-2 | 1.83% | 1.12% | 0.66% | 0.85% | 1.79% | 1.59% | 0.85% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|---------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with timely delivery of bills - Postpaid | 2009-10 | | | | | | |
| Very satisfied | 43.01% | 13.52% | 4.93% | 56.80% | 0.54% | 37.12% | 3.35% |
| Satisfied | 55.17% | 82.78% | 88.37% | 42.37% | 93.75% | 61.66% | 84.62% |
| Dissatisfied | 1.34% | 3.70% | 6.11% | 0.83% | 5.71% | 0.31% | 10.45% |
| Very dissatisfied | 0.48% | 0.00% | 0.59% | 0.00% | 0.00% | 0.92% | 1.58% |
| Top-2 | 98.18% | 96.30% | 93.30% | 99.17% | 94.29% | 98.78% | 87.97% |
| Bot-2 | 1.82% | 3.70% | 6.70% | 0.83% | 5.71% | 1.23% | 12.03% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|---------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with timely delivery of bills - Postpaid | 2008-09 | | | | | | |
| Very satisfied | 0.09% | 1.84% | 2.74% | 2.20% | 0.00% | 5.92% | 0.00% |
| Satisfied | 93.09% | 97.09% | 93.62% | 94.81% | 94.67% | 87.93% | 92.68% |
| Dissatisfied | 6.81% | 0.97% | 3.65% | 2.85% | 4.92% | 4.78% | 6.10% |
| Very dissatisfied | 0.00% | 0.10% | 0.00% | 0.13% | 0.41% | 1.37% | 1.22% |
| Top-2 | 93.18% | 98.93% | 96.36% | 97.01% | 94.67% | 93.85% | 92.68% |
| Bot-2 | 6.81% | 1.07% | 3.65% | 2.98% | 5.33% | 6.15% | 7.32% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|---------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with accuracy of bills - Postpaid | 2009-10 | | | | | | |
| Very satisfied | 64.81% | 16.59% | 6.13% | 61.55% | 0.56% | 42.64% | 4.36% |
| Satisfied | 33.94% | 78.88% | 86.84% | 37.72% | 95.54% | 54.91% | 85.94% |
| Dissatisfied | 1.05% | 4.13% | 6.33% | 0.74% | 3.34% | 0.61% | 8.12% |
| Very dissatisfied | 0.19% | 0.40% | 0.69% | 0.00% | 0.56% | 1.84% | 1.58% |
| Top-2 | 98.75% | 95.47% | 92.97% | 99.27% | 96.10% | 97.55% | 90.30% |
| Bot-2 | 1.24% | 4.53% | 7.02% | 0.74% | 3.90% | 2.45% | 9.70% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|---------|-------|----------|-------|-------|-------------|---------|
| Satisfaction with accuracy of bills - Postpaid | 2008-09 | | | | | | |
| Very satisfied | 0.09% | 3.11% | 2.96% | 2.36% | 0.00% | 18.04% | 0.00% |

| | | | | | | | |
|-------------------|--------|--------|--------|--------|--------|--------|--------|
| Satisfied | 95.35% | 95.04% | 94.80% | 94.63% | 97.53% | 76.94% | 96.33% |
| Dissatisfied | 4.56% | 1.65% | 1.53% | 2.62% | 2.06% | 3.65% | 3.18% |
| Very dissatisfied | 0.00% | 0.19% | 0.71% | 0.39% | 0.41% | 1.37% | 0.49% |
| Top-2 | 95.44% | 98.15% | 97.76% | 96.99% | 97.53% | 94.98% | 96.33% |
| Bot-2 | 4.56% | 1.84% | 2.24% | 3.01% | 2.47% | 5.02% | 3.67% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|---------|--------|----------|--------|--------|-------------|---------|
| Billing complaint in last 12 months - Postpaid | 2009-10 | | | | | | |
| Yes | 4.20% | 10.45% | 8.62% | 4.13% | 9.72% | 26.65% | 13.39% |
| No | 95.80% | 89.55% | 91.38% | 95.87% | 90.28% | 73.35% | 86.61% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|---------|--------|----------|--------|--------|-------------|---------|
| Billing complaint in last 12 months - Postpaid | 2008-09 | | | | | | |
| Yes | 8.43% | 1.84% | 10.36% | 2.36% | 2.48% | 23.09% | 8.56% |
| No | 91.57% | 98.16% | 89.64% | 97.64% | 97.52% | 76.91% | 91.44% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|---------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with process of resolution of billing complaints - Postpaid | 2009-10 | | | | | | |
| Very satisfied | 20.45% | 7.81% | 1.15% | 4.55% | 0.00% | 18.60% | 1.56% |
| Satisfied | 63.64% | 64.84% | 39.08% | 72.73% | 65.79% | 77.91% | 35.94% |
| Dissatisfied | 4.55% | 25.00% | 59.77% | 18.18% | 34.21% | 1.16% | 51.56% |
| Very dissatisfied | 11.36% | 2.34% | 0.00% | 4.55% | 0.00% | 2.33% | 10.94% |
| Top-2 | 84.09% | 72.65% | 40.23% | 77.28% | 65.79% | 96.51% | 37.50% |
| Bot-2 | 15.91% | 27.34% | 59.77% | 22.73% | 34.21% | 3.49% | 62.50% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|---------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with process of resolution of billing complaints - Postpaid | 2008-09 | | | | | | |
| Very satisfied | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 4.12% | 0.00% |
| Satisfied | 40.23% | 57.89% | 76.77% | 71.43% | 16.67% | 79.38% | 46.88% |
| Dissatisfied | 59.77% | 42.11% | 22.22% | 28.57% | 83.33% | 15.46% | 46.88% |
| Very dissatisfied | 0.00% | 0.00% | 1.01% | 0.00% | 0.00% | 1.03% | 6.25% |
| Top-2 | 40.23% | 57.89% | 76.77% | 71.43% | 16.67% | 83.50% | 46.88% |
| Bot-2 | 59.77% | 42.11% | 23.23% | 28.57% | 83.33% | 16.49% | 53.13% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|---------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with clarity of bills - Postpaid | 2009-10 | | | | | | |
| Very satisfied | 34.29% | 9.96% | 3.07% | 52.81% | 0.27% | 34.67% | 3.76% |
| Satisfied | 64.75% | 85.34% | 92.09% | 46.45% | 97.30% | 63.78% | 89.31% |
| Dissatisfied | 0.77% | 4.62% | 4.45% | 0.55% | 2.16% | 0.31% | 5.54% |

| | | | | | | | |
|-------------------|--------|--------|--------|--------|--------|--------|--------|
| Very dissatisfied | 0.19% | 0.08% | 0.40% | 0.18% | 0.27% | 1.24% | 1.39% |
| Top-2 | 99.04% | 95.30% | 95.16% | 99.26% | 97.57% | 98.45% | 93.07% |
| Bot-2 | 0.96% | 4.70% | 4.85% | 0.73% | 2.43% | 1.55% | 6.93% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|---------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with clarity of bills - Postpaid | 2008-09 | | | | | | |
| Very satisfied | 0.10% | 1.67% | 3.18% | 2.05% | 0.00% | 16.86% | 0.00% |
| Satisfied | 96.47% | 97.11% | 94.41% | 96.99% | 98.34% | 78.99% | 96.77% |
| Dissatisfied | 3.43% | 1.22% | 2.19% | 0.68% | 1.66% | 3.85% | 2.35% |
| Very dissatisfied | 0.00% | 0.00% | 0.22% | 0.27% | 0.00% | 0.30% | 0.88% |
| Top-2 | 96.57% | 98.78% | 97.59% | 99.04% | 98.34% | 95.85% | 96.77% |
| Bot-2 | 3.43% | 1.22% | 2.41% | 0.95% | 1.66% | 4.15% | 3.23% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|---------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with accuracy of charges - Prepaid | 2009-10 | | | | | | |
| Very satisfied | 23.81% | 20.31% | 5.22% | 16.92% | 0.00% | 24.25% | 2.91% |
| Satisfied | 76.19% | 75.00% | 91.30% | 80.00% | 87.73% | 73.05% | 94.57% |
| Dissatisfied | 0.00% | 4.69% | 2.61% | 3.08% | 11.09% | 2.40% | 2.13% |
| Very dissatisfied | 0.00% | 0.00% | 0.87% | 0.00% | 1.18% | 0.30% | 0.39% |
| Top-2 | 100.00% | 95.31% | 96.52% | 96.92% | 87.73% | 97.30% | 97.48% |
| Bot-2 | 0.00% | 4.69% | 3.48% | 3.08% | 12.27% | 2.70% | 2.52% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|---------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with accuracy of charges - Prepaid | 2008-09 | | | | | | |
| Very satisfied | 0.00% | 7.14% | 3.23% | 0.00% | 0.13% | 9.20% | 0.00% |
| Satisfied | 95.00% | 89.29% | 95.16% | 97.32% | 93.75% | 89.56% | 97.54% |
| Dissatisfied | 5.00% | 3.57% | 1.61% | 1.79% | 5.60% | 0.88% | 2.30% |
| Very dissatisfied | 0.00% | 0.00% | 0.00% | 0.89% | 0.52% | 0.35% | 0.16% |
| Top-2 | 95.00% | 96.43% | 98.39% | 97.32% | 93.88% | 98.76% | 97.54% |
| Bot-2 | 5.00% | 3.57% | 1.61% | 2.68% | 6.12% | 1.23% | 2.46% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|---------|--------|----------|--------|--------|-------------|---------|
| Made query/complaint at the customer care | 2009-10 | | | | | | |
| Yes | 42.25% | 42.13% | 60.16% | 61.11% | 55.80% | 75.15% | 46.09% |
| No | 57.75% | 57.87% | 39.84% | 38.89% | 44.20% | 24.85% | 53.91% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|---------|--------|----------|--------|--------|-------------|---------|
| Made query/complaint at the customer care | 2008-09 | | | | | | |
| Yes | 37.80% | 43.30% | 59.59% | 53.42% | 47.63% | 52.48% | 59.90% |
| No | 62.20% | 56.70% | 40.41% | 46.58% | 52.37% | 47.52% | 40.10% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|---------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with ease of accessing customer care | 2009-10 | | | | | | |
| Very satisfied | 34.64% | 7.22% | 3.82% | 43.91% | 0.91% | 5.84% | 2.96% |
| Satisfied | 61.44% | 82.67% | 83.09% | 48.73% | 77.45% | 90.86% | 75.05% |
| Dissatisfied | 3.49% | 9.39% | 12.21% | 5.24% | 20.55% | 2.92% | 18.18% |
| Very dissatisfied | 0.44% | 0.72% | 0.88% | 2.12% | 1.09% | 0.39% | 3.81% |
| Top-2 | 96.08% | 89.89% | 86.91% | 92.64% | 78.36% | 96.70% | 78.01% |
| Bot-2 | 3.93% | 10.11% | 13.09% | 7.36% | 21.64% | 3.31% | 21.99% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|---------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with ease of accessing customer care | 2008-09 | | | | | | |
| Very satisfied | 0.97% | 1.75% | 2.84% | 2.12% | 0.60% | 4.97% | 0.00% |
| Satisfied | 83.01% | 91.01% | 85.65% | 74.73% | 76.85% | 87.26% | 86.29% |
| Dissatisfied | 15.29% | 5.92% | 11.20% | 20.85% | 19.56% | 6.70% | 12.58% |
| Very dissatisfied | 0.73% | 1.32% | 0.32% | 2.30% | 2.99% | 1.08% | 1.13% |
| Top-2 | 83.98% | 92.76% | 88.49% | 76.85% | 77.45% | 92.23% | 86.29% |
| Bot-2 | 16.02% | 7.24% | 11.52% | 23.15% | 22.55% | 7.78% | 13.71% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|---------|--------|----------|--------|--------|-------------|---------|
| satisfaction with response time to answer call | 2009-10 | | | | | | |
| Very satisfied | 49.67% | 11.91% | 5.86% | 48.51% | 1.45% | 12.26% | 3.80% |
| Satisfied | 46.19% | 74.55% | 73.21% | 42.70% | 70.47% | 83.46% | 69.62% |
| Dissatisfied | 3.49% | 13.00% | 19.03% | 6.38% | 26.81% | 3.89% | 21.94% |
| Very dissatisfied | 0.65% | 0.54% | 1.90% | 2.41% | 1.27% | 0.39% | 4.64% |
| Top-2 | 95.86% | 86.46% | 79.07% | 91.21% | 71.92% | 95.72% | 73.42% |
| Bot-2 | 4.14% | 13.54% | 20.93% | 8.79% | 28.08% | 4.28% | 26.58% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|---------|--------|----------|--------|--------|-------------|---------|
| satisfaction with response time to answer call | 2008-09 | | | | | | |
| Very satisfied | 0.97% | 1.97% | 2.84% | 2.30% | 1.00% | 30.02% | 0.00% |
| Satisfied | 68.20% | 72.15% | 80.60% | 63.78% | 57.68% | 51.19% | 57.26% |
| Dissatisfied | 29.85% | 23.68% | 16.09% | 31.10% | 37.13% | 17.28% | 40.97% |
| Very dissatisfied | 0.97% | 2.19% | 0.47% | 2.83% | 4.19% | 1.51% | 1.77% |
| Top-2 | 69.17% | 74.12% | 83.44% | 66.08% | 58.68% | 81.21% | 57.26% |
| Bot-2 | 30.82% | 25.87% | 16.56% | 33.93% | 41.32% | 18.79% | 42.74% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|---------|--------|----------|--------|-------|-------------|---------|
| Satisfaction with problem solving ability | 2009-10 | | | | | | |
| Very satisfied | 43.79% | 14.49% | 6.91% | 48.16% | 1.46% | 26.07% | 4.21% |

| | | | | | | | |
|-------------------|--------|--------|--------|--------|--------|--------|--------|
| Satisfied | 50.76% | 69.02% | 63.68% | 40.93% | 67.52% | 62.45% | 60.21% |
| Dissatisfied | 4.36% | 15.40% | 25.15% | 8.36% | 29.38% | 11.09% | 29.89% |
| Very dissatisfied | 1.09% | 1.09% | 4.26% | 2.55% | 1.64% | 0.39% | 5.68% |
| Top-2 | 94.55% | 83.51% | 70.59% | 89.09% | 68.98% | 88.52% | 64.42% |
| Bot-2 | 5.45% | 16.49% | 29.41% | 10.91% | 31.02% | 11.48% | 35.57% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|---------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with problem solving ability | 2008-09 | | | | | | |
| Very satisfied | 0.97% | 1.75% | 2.84% | 2.12% | 1.60% | 21.26% | 0.00% |
| Satisfied | 61.80% | 66.89% | 71.92% | 64.49% | 55.60% | 63.12% | 55.97% |
| Dissatisfied | 36.25% | 29.39% | 24.76% | 30.57% | 37.40% | 13.67% | 42.10% |
| Very dissatisfied | 0.97% | 1.97% | 0.47% | 2.83% | 5.40% | 1.95% | 1.94% |
| Top-2 | 62.77% | 68.64% | 74.76% | 66.61% | 57.20% | 84.38% | 55.97% |
| Bot-2 | 37.22% | 31.36% | 25.23% | 33.40% | 42.80% | 15.62% | 44.04% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|---------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with time taken to resolve complaint | 2009-10 | | | | | | |
| Very satisfied | 49.89% | 13.59% | 7.08% | 48.73% | 1.11% | 28.02% | 2.97% |
| Satisfied | 44.66% | 67.93% | 62.54% | 39.38% | 68.08% | 55.45% | 59.53% |
| Dissatisfied | 4.79% | 17.39% | 27.29% | 9.49% | 29.15% | 16.15% | 32.84% |
| Very dissatisfied | 0.65% | 1.09% | 3.10% | 2.41% | 1.66% | 0.39% | 4.66% |
| Top-2 | 94.55% | 81.52% | 69.62% | 88.11% | 69.19% | 83.47% | 62.50% |
| Bot-2 | 5.44% | 18.48% | 30.39% | 11.90% | 30.81% | 16.54% | 37.50% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|---------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with time taken to resolve complaint | 2008-09 | | | | | | |
| Very satisfied | 0.97% | 1.54% | 2.52% | 2.31% | 1.20% | 24.51% | 0.00% |
| Satisfied | 62.53% | 67.47% | 72.24% | 64.12% | 55.40% | 59.44% | 56.29% |
| Dissatisfied | 35.52% | 29.45% | 24.76% | 30.73% | 37.80% | 13.45% | 41.77% |
| Very dissatisfied | 0.97% | 1.54% | 0.47% | 2.84% | 5.60% | 2.60% | 1.94% |
| Top-2 | 63.50% | 69.01% | 74.76% | 66.43% | 56.60% | 83.95% | 56.29% |
| Bot-2 | 36.49% | 30.99% | 25.23% | 33.57% | 43.40% | 16.05% | 43.71% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|---------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with speed of connection | 2009-10 | | | | | | |
| Very satisfied | 45.08% | 14.43% | 5.46% | 57.66% | 0.91% | 22.39% | 4.66% |
| Satisfied | 52.35% | 78.66% | 77.89% | 37.92% | 83.54% | 75.67% | 79.30% |
| Dissatisfied | 2.21% | 6.53% | 15.22% | 3.55% | 14.85% | 1.49% | 14.48% |
| Very dissatisfied | 0.37% | 0.38% | 1.43% | 0.87% | 0.71% | 0.45% | 1.55% |
| Top-2 | 97.43% | 93.09% | 83.35% | 95.58% | 84.45% | 98.06% | 83.96% |

| | | | | | | | |
|-------|-------|-------|--------|-------|--------|-------|--------|
| Bot-2 | 2.58% | 6.91% | 16.65% | 4.42% | 15.56% | 1.94% | 16.03% |
|-------|-------|-------|--------|-------|--------|-------|--------|

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|---------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with speed of connection | 2008-09 | | | | | | |
| Very satisfied | 0.28% | 3.08% | 2.36% | 1.22% | 2.53% | 6.75% | 0.38% |
| Satisfied | 88.43% | 82.90% | 80.57% | 85.65% | 75.80% | 74.67% | 71.62% |
| Dissatisfied | 10.56% | 13.36% | 16.70% | 12.20% | 19.23% | 15.76% | 25.38% |
| Very dissatisfied | 0.73% | 0.65% | 0.38% | 0.94% | 2.44% | 2.81% | 2.63% |
| Top-2 | 88.71% | 85.98% | 82.93% | 86.87% | 78.33% | 81.42% | 72.00% |
| Bot-2 | 11.29% | 14.01% | 17.08% | 13.14% | 21.67% | 18.57% | 28.01% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|---------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with time for which service is up and working | 2009-10 | | | | | | |
| Very satisfied | 59.52% | 17.46% | 6.48% | 53.90% | 1.01% | 28.12% | 4.34% |
| Satisfied | 38.27% | 78.13% | 83.57% | 42.46% | 85.29% | 70.53% | 86.69% |
| Dissatisfied | 1.93% | 4.18% | 8.70% | 3.03% | 12.78% | 1.05% | 8.28% |
| Very dissatisfied | 0.28% | 0.23% | 1.24% | 0.61% | 0.91% | 0.30% | 0.69% |
| Top-2 | 97.79% | 95.59% | 90.05% | 96.36% | 86.30% | 98.65% | 91.03% |
| Bot-2 | 2.21% | 4.41% | 9.94% | 3.64% | 13.69% | 1.35% | 8.97% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|---------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with time for which service is up and working | 2008-09 | | | | | | |
| Very satisfied | 0.56% | 3.76% | 2.28% | 1.51% | 2.73% | 13.64% | 0.47% |
| Satisfied | 91.81% | 84.37% | 85.09% | 92.17% | 81.45% | 73.10% | 86.87% |
| Dissatisfied | 7.44% | 11.18% | 12.35% | 6.13% | 14.22% | 12.14% | 11.90% |
| Very dissatisfied | 0.19% | 0.69% | 0.28% | 0.19% | 1.60% | 1.13% | 0.76% |
| Top-2 | 92.37% | 88.13% | 87.37% | 93.68% | 84.18% | 86.74% | 87.34% |
| Bot-2 | 7.63% | 11.87% | 12.63% | 6.32% | 15.82% | 13.27% | 12.66% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|---------|--------|----------|--------|--------|-------------|---------|
| Frequency of problem in broadband connection | 2009-10 | | | | | | |
| Never | 72.24% | 50.64% | 45.86% | 64.90% | 34.58% | 27.41% | 42.01% |
| Occasionally | 24.91% | 43.90% | 44.80% | 29.20% | 53.65% | 71.41% | 49.56% |
| Frequently | 2.39% | 4.47% | 6.70% | 4.77% | 7.81% | 1.04% | 7.36% |
| Very Frequently | 0.46% | 0.99% | 2.65% | 1.13% | 3.96% | 0.15% | 1.06% |
| Top-2 | 97.15% | 94.54% | 90.66% | 94.10% | 88.23% | 98.82% | 91.57% |
| Bot-2 | 2.85% | 5.46% | 9.35% | 5.90% | 11.77% | 1.19% | 8.42% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|----------------|--------|----------|--------|--------|-------------|---------|
| Frequency of problem in broadband connection | 2008-09 | | | | | | |
| Never | 19.08% | 7.03% | 6.91% | 23.47% | 20.43% | 18.84% | 6.31% |
| Occasionally | 75.50% | 83.67% | 87.70% | 68.36% | 62.50% | 68.88% | 82.56% |
| Frequently | 5.05% | 8.93% | 5.20% | 7.61% | 13.90% | 11.34% | 10.08% |
| Very Frequently | 0.37% | 0.38% | 0.19% | 0.56% | 3.17% | 0.94% | 1.04% |
| Top-2 | 94.58% | 90.70% | 94.61% | 91.83% | 82.93% | 87.72% | 88.87% |
| Bot-2 | 5.42% | 9.31% | 5.39% | 8.17% | 17.07% | 12.28% | 11.12% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|----------------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with time taken to restore connection | 2009-10 | | | | | | |
| Very satisfied | 26.77% | 7.77% | 3.87% | 40.04% | 0.40% | 15.21% | 2.76% |
| Satisfied | 69.83% | 84.77% | 82.01% | 56.10% | 86.35% | 81.98% | 85.14% |
| Dissatisfied | 2.48% | 5.65% | 11.70% | 3.14% | 12.34% | 1.03% | 10.83% |
| Very dissatisfied | 0.92% | 1.81% | 2.42% | 0.72% | 0.91% | 1.77% | 1.28% |
| Top-2 | 96.60% | 92.54% | 85.88% | 96.14% | 86.75% | 97.19% | 87.90% |
| Bot-2 | 3.40% | 7.46% | 14.12% | 3.86% | 13.25% | 2.80% | 12.11% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|----------------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with time taken to restore connection | 2008-09 | | | | | | |
| Very satisfied | 0.09% | 1.21% | 1.42% | 1.13% | 0.38% | 6.89% | 0.00% |
| Satisfied | 94.84% | 88.94% | 89.62% | 91.61% | 86.96% | 86.13% | 91.52% |
| Dissatisfied | 4.61% | 8.84% | 8.87% | 6.41% | 11.61% | 5.66% | 8.19% |
| Very dissatisfied | 0.46% | 1.01% | 0.09% | 0.85% | 1.05% | 1.32% | 0.29% |
| Top-2 | 94.93% | 90.15% | 91.04% | 92.74% | 87.34% | 93.02% | 91.52% |
| Bot-2 | 5.07% | 9.85% | 8.96% | 7.26% | 12.66% | 6.98% | 8.48% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|----------------|--------|----------|--------|--------|-------------|---------|
| Use of Supplementary/Value Added Services | 2009-10 | | | | | | |
| Yes | 29.88% | 40.54% | 55.50% | 23.34% | 34.01% | 29.82% | 46.38% |
| No | 70.12% | 59.46% | 44.50% | 76.66% | 65.99% | 70.18% | 53.62% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|----------------|--------|----------|--------|--------|-------------|---------|
| Use of Supplementary/Value Added Services | 2008-09 | | | | | | |
| Yes | 1.28% | 3.55% | 1.04% | 3.47% | 3.45% | 14.96% | 2.73% |
| No | 98.72% | 96.45% | 98.96% | 96.53% | 96.55% | 85.04% | 97.27% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|----------------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with quality of VAS | 2009-10 | | | | | | |
| Very satisfied | 32.50% | 9.60% | 3.04% | 33.86% | 2.43% | 31.86% | 2.51% |
| Satisfied | 61.25% | 79.47% | 76.44% | 58.96% | 81.76% | 65.20% | 76.83% |
| Dissatisfied | 3.44% | 7.16% | 16.35% | 3.19% | 11.55% | 0.49% | 16.08% |
| Very dissatisfied | 2.81% | 3.77% | 4.17% | 3.98% | 4.26% | 2.45% | 4.59% |
| Top-2 | 93.75% | 89.07% | 79.48% | 92.82% | 84.19% | 97.06% | 79.34% |
| Bot-2 | 6.25% | 10.93% | 20.52% | 7.17% | 15.81% | 2.94% | 20.67% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|----------------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with quality of VAS | 2008-09 | | | | | | |
| Very satisfied | 0.00% | 13.89% | 0.00% | 0.00% | 0.00% | 22.78% | 0.00% |
| Satisfied | 71.43% | 66.67% | 54.55% | 75.76% | 51.35% | 67.72% | 48.28% |
| Dissatisfied | 21.43% | 16.67% | 18.18% | 15.15% | 40.54% | 6.33% | 51.72% |
| Very dissatisfied | 7.14% | 2.78% | 27.27% | 9.09% | 8.11% | 3.16% | 0.00% |
| Top-2 | 71.43% | 80.56% | 54.55% | 75.76% | 51.35% | 90.50% | 48.28% |
| Bot-2 | 28.57% | 19.45% | 45.45% | 24.24% | 48.65% | 9.49% | 51.72% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|----------------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with overall quality of broadband service | 2009-10 | | | | | | |
| Very satisfied | 43.15% | 14.84% | 6.38% | 50.48% | 1.62% | 30.78% | 3.60% |
| Satisfied | 51.89% | 77.28% | 78.39% | 44.30% | 80.43% | 66.72% | 82.02% |
| Dissatisfied | 3.50% | 6.58% | 12.05% | 3.31% | 15.72% | 1.77% | 11.86% |
| Very dissatisfied | 1.47% | 1.30% | 3.19% | 1.91% | 2.23% | 0.74% | 2.53% |
| Top-2 | 95.04% | 92.12% | 84.77% | 94.78% | 82.05% | 97.50% | 85.62% |
| Bot-2 | 4.97% | 7.88% | 15.24% | 5.22% | 17.95% | 2.51% | 14.39% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|----------------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with overall quality of broadband service | 2008-09 | | | | | | |
| Very satisfied | 0.37% | 2.20% | 1.60% | 1.32% | 5.27% | 11.87% | 0.38% |
| Satisfied | 83.38% | 77.12% | 74.36% | 77.79% | 62.71% | 58.21% | 71.04% |
| Dissatisfied | 15.52% | 19.28% | 23.00% | 18.43% | 28.25% | 23.93% | 25.19% |
| Very dissatisfied | 0.73% | 1.40% | 1.04% | 2.46% | 3.77% | 5.98% | 3.40% |
| Top-2 | 83.75% | 79.32% | 75.96% | 79.11% | 67.98% | 70.08% | 71.42% |
| Bot-2 | 16.25% | 20.68% | 24.04% | 20.89% | 32.02% | 29.91% | 28.59% |

| Awareness about facility for measuring connection speed | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|--------|--------|----------|--------|--------|-------------|---------|
| 2009-10 | 79.32% | 79.42% | 84.93% | 84.63% | 63.75% | 62.69% | 83.69% |
| 2008-09 | 34.59% | 29.92% | 31.29% | 39.07% | 54.37% | 18.70% | 34.16% |

| Awareness about call centre telephone number | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|--------|--------|----------|--------|--------|-------------|---------|
| Yes | 76.72% | 53.88% | 72.66% | 85.76% | 53.29% | 79.53% | 45.16% |
| No | 23.28% | 46.12% | 27.34% | 14.24% | 46.71% | 20.47% | 54.84% |

| Made any complaint to the customer care in last 12 months | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|--------|--------|----------|--------|--------|-------------|---------|
| Yes | 8.16% | 12.03% | 17.77% | 13.05% | 18.26% | 17.69% | 16.33% |
| No | 91.84% | 87.97% | 82.23% | 86.95% | 81.74% | 82.31% | 83.67% |

| If complaint made | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|--------|--------|----------|--------|--------|-------------|---------|
| Docket number received for most of the complaints | 38.82% | 11.33% | 9.50% | 10.88% | 4.00% | 33.33% | 7.74% |
| No docket number received for most of the complaints | 4.71% | 14.67% | 10.50% | 9.52% | 5.71% | 7.62% | 10.12% |
| It was received on request | 50.59% | 66.00% | 45.00% | 68.71% | 58.86% | 50.48% | 38.10% |
| No docket number received even on request | 5.88% | 8.00% | 35.00% | 10.88% | 31.43% | 8.57% | 44.05% |

| Informed by call centre about the action taken on the complaint | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|--------|--------|----------|--------|--------|-------------|---------|
| Yes | 86.05% | 86.62% | 89.95% | 87.16% | 88.30% | 90.43% | 87.12% |
| No | 13.95% | 13.38% | 10.05% | 12.84% | 11.70% | 9.57% | 12.88% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|---------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with the system of complaint resolution by call centre | 2009-10 | | | | | | |
| Very satisfied | 32.56% | 10.19% | 5.53% | 25.00% | 0.59% | 32.17% | 4.32% |
| Satisfied | 48.84% | 67.52% | 59.30% | 52.03% | 71.76% | 59.13% | 59.26% |
| Dissatisfied | 12.79% | 19.75% | 32.66% | 18.24% | 22.94% | 4.35% | 32.10% |
| Very dissatisfied | 5.81% | 2.55% | 2.51% | 4.73% | 4.71% | 4.35% | 4.32% |
| Top-2 | 81.40% | 77.71% | 64.83% | 77.03% | 72.35% | 91.30% | 63.58% |
| Bot-2 | 18.60% | 22.30% | 35.17% | 22.97% | 27.65% | 8.70% | 36.42% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|---------|--------|----------|--------|--------|-------------|---------|
| Satisfaction with the system of complaint resolution by call centre | 2008-09 | | | | | | |
| Very satisfied | 0.99% | 1.17% | 0.39% | 1.84% | 1.05% | 2.06% | 0.00% |
| Satisfied | 56.62% | 61.83% | 76.47% | 65.57% | 58.79% | 66.79% | 57.62% |
| Dissatisfied | 41.39% | 33.96% | 21.96% | 29.51% | 32.43% | 21.20% | 34.57% |
| Very dissatisfied | 0.99% | 3.04% | 1.18% | 3.07% | 7.74% | 9.94% | 7.81% |
| Top-2 | 57.61% | 63.00% | 76.86% | 67.41% | 59.84% | 68.85% | 57.62% |
| Bot-2 | 42.38% | 37.00% | 23.14% | 32.58% | 40.17% | 31.14% | 42.38% |

| | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|---------|--------|----------|--------|--------|-------------|---------|
| Reason for dissatisfaction | 2009-10 | | | | | | |
| Difficult to connect to the call center executive | 6.25% | 11.43% | 8.57% | 5.88% | 4.26% | 0.00% | 11.86% |
| Customer care executive not polite/courteous | 6.25% | 2.86% | 12.86% | 2.94% | 27.66% | 20.00% | 6.78% |
| Customer care executive not equipped with adequate information | 12.50% | 25.71% | 28.57% | 23.53% | 42.55% | 20.00% | 16.95% |
| Time taken by call centre for redressal is too long | 18.75% | 11.43% | 20.00% | 35.29% | 44.68% | 10.00% | 22.03% |
| Customer care executive was unable to understand the problem | 0.00% | 11.43% | 17.14% | 5.88% | 29.79% | 20.00% | 11.86% |
| Others | 18.75% | 17.14% | 11.43% | 2.94% | 4.26% | 0.00% | 3.39% |

| Billing/charging complaint resolved satisfactorily by call center within 4 weeks after lodging of the complaint | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|--------|--------|----------|--------|--------|-------------|---------|
| 2009-10 | 54.00% | 50.50% | 41.38% | 67.78% | 28.36% | 34.12% | 26.37% |
| 2008-09 | 2.22% | 1.16% | 7.57% | 0.94% | 1.65% | 10.11% | 0.74% |

| Awareness about contact details of Nodal officer | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|--------|--------|----------|--------|--------|-------------|---------|
| Yes | 0.73% | 6.43% | 2.20% | 4.06% | 1.21% | 6.43% | 3.67% |
| No | 99.27% | 93.57% | 97.80% | 95.94% | 98.79% | 93.57% | 96.33% |

| Made any complaint to the Nodal officer regarding complaints not resolved/unsatisfactorily resolved by the call centre | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|--------|--------|----------|--------|--------|-------------|---------|
| Yes | 12.50% | 18.82% | 24.00% | 12.77% | 25.00% | 6.82% | 7.89% |
| No | 87.50% | 81.18% | 76.00% | 87.23% | 75.00% | 93.18% | 92.11% |

| Intimated by the nodal officer about the decision taken on the complaint | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|---------|--------|----------|--------|--------|-------------|---------|
| Yes | 0.00% | 93.75% | 33.33% | 50.00% | 33.33% | 33.33% | 0.00% |
| No | 100.00% | 6.25% | 66.67% | 50.00% | 66.67% | 66.67% | 100.00% |

| Satisfaction with the redressal of the complaint by the nodal officer | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|---------|--------|----------|--------|--------|-------------|---------|
| Very satisfied | 0.00% | 6.25% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| Satisfied | 0.00% | 62.50% | 0.00% | 60.00% | 33.33% | 33.33% | 0.00% |
| Dissatisfied | 0.00% | 31.25% | 33.33% | 40.00% | 66.67% | 33.33% | 100.00% |
| Very dissatisfied | 100.00% | 0.00% | 66.67% | 0.00% | 0.00% | 33.33% | 0.00% |
| Top-2 | 0.00% | 68.75% | 0.00% | 60.00% | 33.33% | 33.33% | 0.00% |
| Bot-2 | 100.00% | 31.25% | 100.00% | 40.00% | 66.67% | 66.66% | 100.00% |

| Reason for dissatisfaction | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|---|--------|-------|----------|-------|--------|-------------|---------|
| Difficult to connect to the Nodal Officer | 0.00% | 0.00% | 0.00% | 0.00% | 50.00% | 0.00% | 0.00% |

| | | | | | | | |
|---|---------|--------|--------|-------|--------|-------|--------|
| Nodal Officer not polite/courteous | 0.00% | 40.00% | 0.00% | 0.00% | 50.00% | 0.00% | 0.00% |
| Nodal Officer not equipped with adequate information | 0.00% | 20.00% | 33.33% | 0.00% | 50.00% | 0.00% | 33.33% |
| Time taken by Nodal Officer for redressal is too long | 0.00% | 40.00% | 33.33% | 0.00% | 0.00% | 0.00% | 0.00% |
| Nodal Officer was unable to understand the problem | 100.00% | 0.00% | 0.00% | 0.00% | 50.00% | 0.00% | 33.33% |
| Others | 0.00% | 0.00% | 16.67% | 0.00% | 0.00% | 0.00% | 0.00% |

| Awareness about the contact details of the appellate authority | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|--------|--------|----------|--------|--------|-------------|---------|
| Yes | 8.89% | 11.12% | 3.96% | 5.79% | 1.11% | 17.84% | 4.06% |
| No | 91.11% | 88.88% | 96.04% | 94.21% | 98.89% | 82.16% | 95.94% |

| Filed any appeal in last 12 months | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|------------------------------------|---------|--------|----------|---------|--------|-------------|---------|
| Yes | 0.00% | 4.76% | 2.22% | 0.00% | 36.36% | 0.00% | 2.38% |
| No | 100.00% | 95.24% | 97.78% | 100.00% | 63.64% | 100.00% | 97.62% |

| Received any acknowledgement for the complaint filed | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|--------|--------|----------|-------|---------|-------------|---------|
| Yes | 0.00% | 57.14% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| No | 0.00% | 42.86% | 100.00% | 0.00% | 100.00% | 0.00% | 100.00% |

| Any decision taken by the appellate authority within 3 months of filing the appeal | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|--------|--------|----------|-------|--------|-------------|---------|
| Yes | 0.00% | 28.57% | 0.00% | 0.00% | 25.00% | 0.00% | 100.00% |
| No | 0.00% | 71.43% | 0.00% | 0.00% | 75.00% | 0.00% | 0.00% |
| Appeal filed recently | 0.00% | 0.00% | 100.00% | 0.00% | 0.00% | 0.00% | 0.00% |

| Awareness about item-wise usage charge details for prepaid users | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|--------|--------|----------|--------|--------|-------------|---------|
| Yes | 39.53% | 27.94% | 16.38% | 32.35% | 13.17% | 26.29% | 42.88% |
| No | 60.47% | 72.06% | 83.62% | 67.65% | 86.83% | 73.71% | 57.12% |

| Ever denied of request for item-wise usage charge details for prepaid connection | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|--------|--------|----------|--------|--------|-------------|---------|
| Yes | 11.76% | 26.32% | 5.26% | 9.09% | 11.39% | 1.09% | 2.65% |
| No | 88.24% | 73.68% | 94.74% | 90.91% | 88.61% | 98.91% | 97.35% |

| Reasons for denial | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--------------------|--------|--------|----------|--------|--------|-------------|---------|
| No reason provided | 0.00% | 60.00% | 0.00% | 50.00% | 11.11% | 0.00% | 33.33% |
| technical problem | 0.00% | 0.00% | 100.00% | 0.00% | 55.56% | 0.00% | 0.00% |
| others | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |

| Manual of practice provided while subscribing for new broadband connection | Airtel | BSNL | Rel Comm | VSNL | Sify | You Telecom | Hathway |
|--|--------|--------|----------|--------|--------|-------------|---------|
| Yes | 53.62% | 39.85% | 25.60% | 43.64% | 4.22% | 5.41% | 6.72% |
| No | 46.38% | 60.15% | 74.40% | 56.36% | 95.78% | 94.59% | 93.28% |

Questionnaire – Wireline Survey

Name: _____ **Gender:** Male Female
Tel: _____ **Age(in years):** less than 25 25-60 more than 60
Usage

| STD Code | Telephone Number |
|----------|------------------|
| | |
| | |
| | |

Type : Residential Commercial
Area: Rural Urban
Operator: Airtel BSNL RCOM **User Type:** Postpaid Prepaid
 TATA MTNL HFCL Shyam
State: _____ **District** _____
Address: _____

Name of SDCA (only for surveyor): **Mode of Interview:** Telephonic In-person
Name of Exchange (only for surveyor):

Dear Sir / Madam, Good Hi, I am from IMRB International one of the leading Market Research agencies in India. We are currently doing a study on behalf of TRAI (Telecom Regulatory Authority of India) to assess the satisfaction of consumers with the services provided by their respective service providers. Your responses would go a long way in determining the quality of service provided by your service provider. This will help TRAI to take necessary steps to improve the services further. The survey would take 15 minutes at best.

We assure you that your responses would be merged with the responses of others who are contacted in the survey. We also assure you that nowhere your identity would be revealed to either TRAI or your service provider.

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

| | |
|--|---|
| 1. When did you last apply for a phone connection? | <input type="checkbox"/> Less than 6 months <input type="checkbox"/> 6-12 months <input type="checkbox"/> More than 12 months → (If >12 month, go to Q 4) |
| 2. How much time was taken to get the telephone connection installed and activated after you applied for it? | <input type="checkbox"/> More than 30 days <input type="checkbox"/> 16-30 days <input type="checkbox"/> 7-15 days <input type="checkbox"/> Less than 7 days |
| 3. How satisfied are you with time taken to provide working phone connection? | <input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied |
| 4. How satisfied are you with the time taken for shifting of telephone, in case you had sought shifting of telephone in the last six months? | <input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied <input type="checkbox"/> Not applicable |



| | |
|--|--|
| <p>5. In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?</p> | <p><input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 9 Not applicable</p> |
|--|--|

B. BILLING RELATED (only for postpaid customers) (for pre-paid customer go to Question 11)

| | |
|---|--|
| <p>6. How satisfied are you with the timely delivery of bills?</p> | <p><input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied</p> |
| <p>7(a). How satisfied are you with the accuracy of the bills?</p> | <p><input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied</p> |
| <p>(Ask this question only if 1 OR 2 is coded in Q7(a))</p> <p>7(b) Please specify the reason(s) for your dissatisfaction (MULTI CODING POSSIBLE)</p> | <p><input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____ _____</p> |
| <p>8. Have you made any billing related complaints in last 12 months?</p> | <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If no, go to Q 10 (a))</p> |
| <p>9. How satisfied are you with the process of resolution of billing complaints?</p> | <p><input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied</p> |
| <p>10(a). How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?</p> | <p><input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied</p> |

(Ask this question only if 1 OR 2 is coded in Q10(a))

10(b) Please specify the reason(s) for your dissatisfaction(**MULTI CODING POSSIBLE**)

- 1 Difficult to read the bill
- 2 Difficult to understand the language
- 3 Calculations not clear
- 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given
- 5 Others (please specify) _____

For Prepaid Customers only

| | | |
|---|--|---|
| 11. How satisfied are you with the accuracy of charges i.e. amount deducted on every usage? | <input type="checkbox"/> 1 Very Dissatisfied | <input type="checkbox"/> 2 Dissatisfied |
| | <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 4 Very Satisfied |

C. HELP SERVICES/CUSTOMER CARE

| | | |
|---|--|---|
| 12. Did you complain or make a query in the last 12 months to the customer care/helpline/call centre toll free number of your service provider? | <input type="checkbox"/> 1 Yes | |
| | <input type="checkbox"/> 2 No | —————> (If no, go to Q 17) |
| 13. How satisfied are you with the ease of access of call centre/customer care or helpline? | <input type="checkbox"/> 1 Very Dissatisfied | <input type="checkbox"/> 2 Dissatisfied |
| | <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 4 Very Satisfied |
| 14. How satisfied are you with the response time taken to answer your call by a customer care executive? | <input type="checkbox"/> 1 Very Dissatisfied | <input type="checkbox"/> 2 Dissatisfied |
| | <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 4 Very Satisfied |
| 15. How satisfied are you with the problem solving ability of the customer care executive(s)? | <input type="checkbox"/> 1 Very Dissatisfied | <input type="checkbox"/> 2 Dissatisfied |
| | <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 4 Very Satisfied |
| 16. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint? | <input type="checkbox"/> 1 Very Dissatisfied | <input type="checkbox"/> 2 Dissatisfied |
| | <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 4 Very Satisfied |

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

| | | |
|---|--|---|
| 17. How satisfied are you with the availability of working telephone (dial tone)? | <input type="checkbox"/> 1 Very Dissatisfied | <input type="checkbox"/> 2 Dissatisfied |
| | <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 4 Very Satisfied |
| 18. How satisfied are you with the ability to make or receive calls easily? | <input type="checkbox"/> 1 Very Dissatisfied | <input type="checkbox"/> 2 Dissatisfied |
| | <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 4 Very Satisfied |
| 19. How satisfied are you with the voice quality? | <input type="checkbox"/> 1 Very Dissatisfied | <input type="checkbox"/> 2 Dissatisfied |
| | <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 4 Very Satisfied |

E. MAINTAINABILITY (FAULT REPAIR)

| | | |
|--|--------------------------------|----------------------------|
| 20. Have you experienced fault in your telephone connection in the last 12 months? | <input type="checkbox"/> 1 Yes | |
| | <input type="checkbox"/> 2 No | —————> (If no, go to Q 24) |



| | | |
|---|--|---|
| 21. How many time your telephone became faulty in the last one month. | <input type="checkbox"/> 1 More than 3 times | <input type="checkbox"/> 2 2-3 times |
| | <input type="checkbox"/> 3 One time | <input type="checkbox"/> 4 Nil |
| 22. How long did it take generally for repairing the fault after lodging complaint? | <input type="checkbox"/> 1 more than 7 days | <input type="checkbox"/> 2 4 - 7 days |
| | <input type="checkbox"/> 3 2-3 days | <input type="checkbox"/> 4 1 day |
| 23. How satisfied are you with the fault repair service? | <input type="checkbox"/> 1 Very Dissatisfied | <input type="checkbox"/> 2 Dissatisfied |
| | <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 4 Very Satisfied |

F. SUPPLEMENTARY SERVICES

| | | |
|--|--|---|
| 24. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services | <input type="checkbox"/> 1 Yes | <input type="checkbox"/> 2 No → (If no, go to Q 26(a)) |
| 25. How satisfied are you with the quality of the supplementary services provided? | <input type="checkbox"/> 1 Very Dissatisfied | <input type="checkbox"/> 2 Dissatisfied |
| | <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 4 Very Satisfied |

G. OVERALL CUSTOMER SATISFACTION

| | | |
|---|--|---|
| 26(a). How satisfied are you with the overall quality of your telephone service? | <input type="checkbox"/> 1 Very Dissatisfied | <input type="checkbox"/> 2 Dissatisfied |
| | <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 4 Very Satisfied |
| <p>(Ask this question only if 1 OR 2 is coded in Q26(a))</p> <p>26(b) Please specify the reason(s) for your dissatisfaction (INTERVIEWER TO ASK REASONS FOR DISSATISFACTION, RECORD THE VERBATIM)</p> | 1. | _____ |
| | 2. | _____ |
| | 3. | _____ |

H. GENERAL INFORMATION



| | |
|--|---|
| <p>(Ask this question only if 1 OR 2 is coded in Q1)</p> <p>27. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?</p> | <p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p> |
| <p>28. Have you terminated a Telephone Phone connection that you had in the last 12 months</p> | <p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No (If no, go to Q 32)</p> |
| <p>29. If yes, please name your previous service provider?</p> | <p><input type="checkbox"/> 1 Airtel <input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 RCOM</p> <p><input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam</p> |
| <p>30. How many days were taken for termination of your connection?</p> | <p><input type="checkbox"/> 1 more than 7 days <input type="checkbox"/> 2 4 - 7 days</p> <p><input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 4 1 day</p> |
| <p>31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?</p> | <p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p> |
| <p>32. Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.</p> | <p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Do not mind receiving such calls/SMS</p> |
| <p>(Ask only if yes in Q32)</p> <p>33. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS</p> | <p><input type="checkbox"/> 1 Continued receiving <input type="checkbox"/> 2 Slight decrease</p> <p><input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 4 Stopped receiving</p> |

QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007

| | |
|--|--|
| <p>34. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI</p> | <p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p> |
|--|--|



| | |
|---|--|
| for redressal of your grievances? | |
| 35. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of? (MULTI CODING POSSIBLE) | <input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer <input type="checkbox"/> 3 Appellate Authority <input type="checkbox"/> 4 None of these |
| 36. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (if no go to Q 42) |
| 37. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you. | <input type="checkbox"/> 1 No docket number received even on request <input type="checkbox"/> 2 No docket number received for most of the complaints <input type="checkbox"/> 3 Docket number received for most of the complaints |
| 38. Did the Call Centre inform you about the action taken on your complaint? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 39. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied |
| (Ask this question only if 1 OR 2 is coded in Q.39) 40. Please specify the reason(s) for your dissatisfaction (MULTI CODING POSSIBLE) | <input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 Others (please specify) |
| 41. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 9 Not applicable |
| 42. Are you aware of the contact details of the | <input type="checkbox"/> 1 yes |

| | |
|---|--|
| Nodal Officer? | <input type="checkbox"/> 2 No → (if no go to Q 48) |
| 43. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care? | <input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 48) |
| 44. Can you approach your Nodal Officer easily? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 45. Did the Nodal Officer intimate you about the decision taken on your complaint? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 46. How satisfied are you with the redressal of the complaint by the Nodal Officer? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied |
| (Ask this question only if 1 OR 2 is coded in Q46) 47. Please specify the reason(s) for your dissatisfaction(MULTI CODING POSSIBLE) | <input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify) |
| 48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52) |
| 49. Have you filed any appeal to the appellate authority in the prescribed form in last 6 month? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52) |
| 50. Did you receive any acknowledgement from the appellate authority? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently |
| (Q52 to Q54 are for prepaid customers only) | |

| | | |
|---|--|---|
| 52. Are you aware that a prepaid customer can get item-wise usage charge details, on request? | <input type="checkbox"/> 1 Yes | <input type="checkbox"/> 2 No |
| 53. Have you been denied of your request for item-wise usage charge details for your pre-paid connection? | <input type="checkbox"/> 1 Yes | <input type="checkbox"/> 2 No (if no go to Q 55) |
| 54. What were the reason(s) for denying your request? | <input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify) | |
| For new customers only(Subscribed in last 6 months) 55. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection? | <input type="checkbox"/> 1 Yes | <input type="checkbox"/> 2 No |

THANK & TERMINATE

Questionnaire - Cellular mobile telephone service

Name: _____ **Gender:** 1 Male 2 Female
Mobile No. _____ **Age(in years):** 1 less than 25 2 25-60 3 more than 60

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

Occupation: 1 Service 2 Business/self employed 3 Student 4 Housewife 5 Retired

Operator: 1 Airtel 2 Vodafone 3 Idea 4 BSNL **Area:** 1 Rural 2 Urban
 5 R Comm 6 Aircel 7 TATA 8 MTNL **User Type:** 1 Prepaid 2 Postpaid
 9 Spice 10 BPL 11 HFCL 12 Shyam **Type:** 1 GSM 2 CDMA
 13 RTL 14 RISL 15 Dishnet 16 Others (Specify).....

State: _____ **District:** _____ **Mode of interview:** 1 Telephonic 2 In-person



Address: _____

Dear Sir / Madam, Good Hi, I am from IMRB International one of the leading Market Research agencies in India. We are currently doing a study on behalf of TRAI (Telecom Regulatory Authority of India) to assess the satisfaction of consumers with the services provided by their respective service providers. Your responses would go a long way in determining the quality of service provided by your service provider. This will help TRAI to take necessary steps to improve the services further. The survey would take 15 minutes at best.

We assure you that your responses would be merged with the responses of others who are contacted in the survey. We also assure you that nowhere your identity would be revealed to either TRAI or your service provider.

A. SERVICE PROVISION

| | |
|---|---|
| 1. When did you last apply for mobile phone connection? | <input type="checkbox"/> 1 less than 6 month <input type="checkbox"/> 2 6-12 month <input type="checkbox"/> 3 more than 12 month → (If more than 12 month, go to Q 4) |
| 2. How much time was taken to get the working connection (activation) after you applied and completed all formalities? | <input type="checkbox"/> 1 more than 7 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 4 1 day |
| 3. How satisfied are you with the time taken to activate the mobile connection, after you applied and completed all formalities? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied |
| 4. In case your connection was temporarily suspended due to non-payment of bills, how satisfied are you with the time taken to reactivate service after you made the payment? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 9 Not applicable |

B. BILLING RELATED – PREPAID CUSTOMER

| | |
|---|---|
| 5(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied |
| (Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b) Please specify the reason(s) for your dissatisfaction(MULTI CODING POSSIBLE) | <input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) |

C. BILLING RELATED – POSTPAID CUSTOMER



| | |
|---|---|
| <p>6. How satisfied are you with the timely delivery of bills?</p> | <p><input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied</p> |
| <p>7(a). How satisfied are you with the accuracy of the bills?</p> | <p><input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied</p> |
| <p>(Ask this question only if 1 OR 2 is coded in Q7(a))</p> <p>7(b). Please specify the reason(s) for your dissatisfaction</p> | <p><input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____</p> |
| <p>8. Have you made any billing related complaints in last 12 months?</p> | <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 10(a))</p> |
| <p>9. How satisfied are you with the process of resolution of billing complaints?</p> | <p><input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied</p> |
| <p>10(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?</p> | <p><input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied</p> |
| <p>(Ask this question only if 1 OR 2 is coded in Q10(a))</p> <p>10(b) Please specify the reason(s) for your dissatisfaction(MULTI CODING POSSIBLE)</p> | <p><input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify)</p> |

D. HELP SERVICES/CUSTOMER CARE

| | | |
|---|--|--|
| 11. Did you complain or make a query in the last 12 months to the customer care/helpline/call centre toll free number of your service provider? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No | —————> (If no, go to Q 16) |
| 12. How satisfied are you with the ease of access of call centre/customer care or helpline? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 4 Very Satisfied |
| 13. How satisfied are you with the response time taken to answer your call by a customer care executive? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 4 Very Satisfied |
| 14. How satisfied are you with the problem solving ability of the customer care executive(s)? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 4 Very Satisfied |
| 15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 4 Very Satisfied |

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

| | | |
|--|---|--|
| 16. How satisfied are you with the availability of signal of your service provider in your locality? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 4 Very Satisfied |
| 17. How satisfied are you with the ability to make or receive calls easily? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 4 Very Satisfied |
| 18. How often do your calls drop during conversation? | <input type="checkbox"/> 1 Very Frequently <input type="checkbox"/> 3 Occasionally | <input type="checkbox"/> 2 Frequently <input type="checkbox"/> 4 Never |
| 19. How satisfied are you with the voice quality? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 4 Very Satisfied |

F. MAINTAINABILITY

| | | |
|--|--|---------------------------------------|
| 20. How often your mobile handset faces problem of signal? | <input type="checkbox"/> 1 Very Frequently | <input type="checkbox"/> 2 Frequently |
|--|--|---------------------------------------|

| | | |
|--|--|---|
| | <input type="checkbox"/> 3 Occasionally | <input type="checkbox"/> 4 Never |
| 21. How satisfied are you with the availability of network (signal)? | <input type="checkbox"/> 1 Very Dissatisfied | <input type="checkbox"/> 2 Dissatisfied |
| | <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 4 Very Satisfied |
| 22. How satisfied are you with the restoration of network (signal) problems? | <input type="checkbox"/> 1 Very Dissatisfied | <input type="checkbox"/> 2 Dissatisfied |
| | <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 4 Very Satisfied |

G. SUPPLEMENTARY SERVICES/VALUE ADDED SERVICES

| | | |
|---|--|---|
| 23. Do you use value added services like roaming, ring tone, GPRS, e-mail, voice mail or any other such services | <input type="checkbox"/> 1 Yes | <input type="checkbox"/> 2 No → (If no, go to Q 26(a)) |
| 24. Did the service provider have your explicit consent before providing the chargeable value added service such as ring tone, e-mail/GPRS, voice mail etc. | <input type="checkbox"/> 1 Yes | <input type="checkbox"/> 2 No |
| 25. How satisfied are you with the quality of the supplementary / value added services provided? | <input type="checkbox"/> 1 Very Dissatisfied | <input type="checkbox"/> 2 Dissatisfied |
| | <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 4 Very Satisfied |

G. OVERALL CUSTOMER SATISFACTION

| | | |
|---|--|---|
| 26(a). How satisfied are you with the overall quality of your mobile service? | <input type="checkbox"/> 1 Very Dissatisfied | <input type="checkbox"/> 2 Dissatisfied |
| | <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 4 Very Satisfied |
| (Ask this question only if 1 OR 2 is coded in Q26(a)) | 1. _____ | |
| 26(b) Please specify the reason(s) for your dissatisfaction(INTERVIEWER TO ASK REASONS FOR DISSATISFACTION, RECORD THE VERBATIM) | 2. _____ _____ | |
| | 3. _____ _____ | |

H. GENERAL INFORMATION

| | |
|--|--|
| <p>(Ask this question only if 1 OR 2 is coded in Q1)</p> <p>27. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?</p> | <p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p> |
| <p>28. Have you terminated your Mobile Phone connection in the last 12 months</p> | <p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No (If no, go to Q 32)</p> |
| <p>29. If Yes, please name your previous service provider?</p> | <p><input type="checkbox"/> 1 Airtel <input type="checkbox"/> 2 Vodafone <input type="checkbox"/> 3 Idea <input type="checkbox"/> 4 BSNL</p> <p><input type="checkbox"/> 5 R Comm <input type="checkbox"/> 6 Aircel <input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL</p> <p><input type="checkbox"/> 9 Spice <input type="checkbox"/> 10 BPL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam</p> <p><input type="checkbox"/> 13 RTL <input type="checkbox"/> 14 RISL <input type="checkbox"/> 15 Dishnet</p> <p><input type="checkbox"/> 16 Others (Specify) _____</p> |
| <p>30. How many days were taken by previous service provider for termination of your Mobile Phone connection?</p> | <p><input type="checkbox"/> 1 more than 7 days <input type="checkbox"/> 2 4 - 7 days</p> <p><input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 4 1 day</p> |
| <p>31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?</p> | <p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p> |
| <p>32. Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls / SMS?</p> | <p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Do not mind receiving such calls/SMS</p> |
| <p>(Ask only if yes in Q32)</p> <p>33a. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS</p> | <p><input type="checkbox"/> 1 Continued receiving <input type="checkbox"/> 2 Slight decrease</p> <p><input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 4 Stopped receiving</p> |
| <p>33b. Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call</p> | <p><input type="checkbox"/> 1 Yes</p> |

| | |
|---|--|
| (NDNC) Registry? | <input type="checkbox"/> No |
| {Ask only if answered yes in Q 33 (b)} 33c. Please indicate the outcome of your complaint? | <input type="checkbox"/> Complaint was registered by the service provider <input type="checkbox"/> Service provider refused to register the complaint |
| 33d Please tell me the telephone number and the company/ agency from which the unsolicited calls/ SMS received? (INTERVIEWER TO RECORD VERBATIM RESPONSE IN THE SPACE PROVIDED) | _____ _____ _____ |

QUESTIONNAIRE FORASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007

| | |
|--|---|
| 34. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 35. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of? (MULTI CODING POSSIBLE) | <input type="checkbox"/> Call Centre <input type="checkbox"/> Nodal Officer <input type="checkbox"/> Appellate Authority <input type="checkbox"/> None of these |
| 36. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number? | <input type="checkbox"/> Yes <input type="checkbox"/> No —————> (if no go to Q 42) |
| 37. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you. | <input type="checkbox"/> No docket number received even on request <input type="checkbox"/> No docket number received for most of the complaints <input type="checkbox"/> Docket number received for most of the complaints |
| 38. Did the Call Centre inform you about the action taken on your complaint? | <input type="checkbox"/> Yes <input type="checkbox"/> No |

| | |
|--|---|
| <p>39. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?</p> | <p><input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied</p> |
| <p>(Ask this question only if 1 OR 2 is coded in Q.39)</p> <p>40. Please specify the reason(s) for your dissatisfaction(MULTI CODING POSSIBLE)</p> | <p><input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)</p> |
| <p>41. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?</p> | <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 9 Not applicable</p> |
| <p>42. Are you aware of the contact details of the Nodal Officer?</p> | <p><input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 48)</p> |
| <p>43. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?</p> | <p><input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q48)</p> |
| <p>44. Can you approach your Nodal Officer easily?</p> | <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> |
| <p>45. Did the Nodal Officer intimate you about the decision taken on your complaint?</p> | <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> |
| <p>46. How satisfied are you with the redressal of the complaint by the Nodal Officer?</p> | <p><input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied</p> |
| <p>(Ask this question only if 1 OR 2 is coded in Q46)</p> <p>47. Please specify the reason(s) for your</p> | <p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous</p> |



| | |
|---|---|
| dissatisfaction(MULTI CODING POSSIBLE) | <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify) |
| 48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (if no go to Q 52) |
| 49. Have you filed any appeal to the appellate authority in the prescribed form in last 6 months? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (if no go to Q 52) |
| 50. Did you receive any acknowledgement from the appellate authority? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently |
| (Q52 to Q54 are for prepaid customers only) | |
| 52. Are you aware that a prepaid customer can get item-wise usage charge details, on request? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 53. Have you been denied of your request for item-wise usage charge details for your pre-paid connection? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 55) |
| 54. What were the reason(s) for denying your request? | <input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify) |
| For new customers only(Subscribed in last 6 months) | |
| 55. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |

THANK & TERMINATE

Questionnaire - Broadband service

Name: _____ **Gender:** 1 Male 2 Female

Tel: _____ **Age (in years):** 1 less than 25 2 25-60 3 more than 60

Usage

| | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|

Type : 1 Residential 2 Commercial

E-mail ID

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|

Operator:
Airtel

1
 4 BSNL 5 RCOM 8 MTNL **Area:** 1 Rural 2 Urban



11 HFCL 21 VSNL 22 Sify 23 Asianet **User Type:** 1 Prepaid 2 Postpaid
24 Ortel 25 You Telcom 26 Hathway 27 Others _____

State: _____ **District** _____

Mode of interview: 1 Telephonic 2 In-person 3 e-mail 4 Web/online

Address: _____

Name of SDCA (only for surveyor):

Name of POP (only for surveyor):.....

Dear Sir / Madam, Good Hi, I am from IMRB International one of the leading Market Research agencies in India. We are currently doing a study on behalf of TRAI (Telecom Regulatory Authority of India) to assess the satisfaction of consumers with the services provided by their respective service providers. Your responses would go a long way in determining the quality of service provided by your service provider. This will help TRAI to take necessary steps to improve the services further. The survey would take 15 minutes at best.

We assure you that your responses would be merged with the responses of others who are contacted in the survey. We also assure you that nowhere your identity would be revealed to either TRAI or your service provider.

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

| | |
|---|---|
| 1. After registration and payment of initial deposit by you within how many working days did the broadband connection get activated? | <input type="checkbox"/> 1 Within 15 working days <input type="checkbox"/> 2 More than 15 working Days |
| 2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied |
| 3. In case your connection was temporarily suspended due to non-payment of bills, how satisfied are you with the time taken to reactivate service after you made the payment? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 9 Not applicable |

B. BILLING RELATED - POSTPAID CUSTOMER

| | |
|---|--|
| 4. How satisfied are you with the timely delivery of bills? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied |
| 5(a). How satisfied are you with the accuracy of the bills? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied |



| | |
|---|--|
| | <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied |
| (Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b) Please specify the reason(s) for your dissatisfaction(MULTI CODING POSSIBLE) | <input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not requested <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) |
| 6. Have you made any billing related complaints in last 12 months? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If no, go to Q 8(a)) |
| 7. How satisfied are you with the process of resolution of billing complaints? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied |
| 8(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied |
| (Ask this question only if 1 OR 2 is coded in Q8(a)) 8(b) Please specify the reason(s) for your dissatisfaction(MULTI CODING POSSIBLE) | <input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify) |

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

| | |
|---|---|
| 9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied |
| (Ask this question only if 1 OR 2 is coded in Q9(a)) 9(b) Please specify the reason(s) for your | <input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not |



| | |
|-----------------|---|
| dissatisfaction | requested <input type="checkbox"/> 4 charged for calls/services not made/used |
| | <input type="checkbox"/> 5 Others (please specify) _____ |

D. HELP SERVICE

| | |
|---|--|
| 10. Did you complain or make a query in the last 12 months to the customer care/ helpdesk/ call centre toll free number of your operator? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If no, go to Q 15) |
| 11. How satisfied are you with the ease of access of customer care or helpdesk/toll free number? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied |
| 12. How satisfied are you with the response time taken to answer your call by a customer care executive? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied |
| 13. How satisfied are you with the problem solving ability of the customer care executive(s)? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied |
| 14. How satisfied are you with the time taken by call centre/customer care /helpdesk to resolve your complaint? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied |

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

| | |
|--|--|
| 15. How satisfied are you with the speed of Broadband connection? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied |
| 16. How satisfied are you with the amount of time for which service is up and working? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied |

F. MAINTAINABILITY

| | |
|--|--|
| 17. How often do you face a problem with your Broadband connection? | <input type="checkbox"/> 1 Very Frequently <input type="checkbox"/> 2 Frequently <input type="checkbox"/> 3 Occasionally <input type="checkbox"/> 4 Never |
| (Ask if response to Q17 is Frequently/Very Frequently) | <input type="checkbox"/> 1 Problem was related to my computer hardware/ software |
| 18. What was the broadband connection problem faced by you in last twelve months related to, | <input type="checkbox"/> 2 Problem was related to the broadband connection |



| | |
|--|--|
| please specify(MULTI CODING POSSIBLE) | and modem provided by the service provider. |
| 19. How satisfied are you with the time taken for restoration of Broadband connection? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied |

G. SUPPLEMENTARY SERVICES

| | |
|---|--|
| 20. Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc. provided by the Broadband Service providers | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 22(a)) |
| 21. How satisfied are you with the quality of such supplementary services provided? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied |

H. OVERALL CUSTOMER SATISFACTION

| | |
|--|--|
| 22(a). How satisfied are you with the overall quality of your Broadband service? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied |
| <p>(Ask this question only if 1 OR 2 is coded in Q22(a))</p> <p>22(b) Please specify the reason(s) for your dissatisfaction(INTERVIEWER TO ASK REASONS FOR DISSATISFACTION, RECORD THE VERBATIM)</p> | <p>1.</p> <hr/> <hr/> <p>2.</p> <hr/> <hr/> <p>3.</p> <hr/> <hr/> |

H. GENERAL

| | |
|---|---|
| 23. Are you aware of the facility for measuring the broadband connection speed provided by your service provider? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
|---|---|

Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007

| | |
|---|--|
| 24. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 25. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of? (MULTI CODING POSSIBLE) | <input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer <input type="checkbox"/> 3 Appellate Authority <input type="checkbox"/> 4 None of these |
| 26. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (if no go to Q 32) |
| 27. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you. | <input type="checkbox"/> 1 No docket number received even on request <input type="checkbox"/> 2 No docket number received for most of the complaints <input type="checkbox"/> 3 Docket number received for most of the complaints |
| 28. Did the Call Centre inform you about the action taken on your complaint? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 29. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied |
| <p>(Ask this question only if 1 OR 2 is coded in Q.29)</p> <p>30. Please specify the reason(s) for your dissatisfaction (MULTI CODING POSSIBLE)</p> | <input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 Others (please specify) |
| 31. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |

| | |
|---|--|
| of the complaint? | <input type="checkbox"/> 9 Not applicable |
| 32. Are you aware of the contact details of the Nodal Officer? | <input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 38) |
| 33. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care? | <input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q38) |
| 34. Can you approach your Nodal Officer easily? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 35. Did the Nodal Officer intimate you about the decision taken on your complaint? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 36. How satisfied are you with the redressal of the complaint by the Nodal Officer? | <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied |
| (Ask this question only if 1 OR 2 is coded in Q36) 37. Please specify the reason(s) for your dissatisfaction (MULTI CODING POSSIBLE) | <input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify) |
| 38. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 42) |
| 39. Have you filed any appeal to the appellate authority in the prescribed form in last 6 month? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 42) |
| 40. Did you receive any acknowledgement from the appellate authority? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 41. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |

| | |
|---|--|
| | <input type="checkbox"/> 3 Appeal filed only recently |
| (Q42 to Q44 are for prepaid customers only) | |
| 42. Are you aware that a prepaid customer can get item-wise usage charge details, on request? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 45) |
| 43. Have you been denied of your request for item-wise usage charge details for your pre-paid connection? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 45) |
| 44. What were the reason(s) for denying your request? | <input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify) |
| For new customers only(Subscribed in last 6 months) | |
| 45. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |

THANK & TERMINATE