
Quality of Service Assessment

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

Assessment of:

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

October - December 2009



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

By: **eTech Group@IMRB,**

A specialist unit of IMRB International

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 Karnataka, Assam and North East circles and Audit module was conducted across Karnataka, Assam, North East, Punjab and Rajasthan circles in the period of October – December 2009. The present report details the **Quality of Services** survey module findings for the **Assam Circle for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services**.

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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 Assam circle that was covered in the Quarter 4 (October – December 2009). 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 October 2009 – December 2009.



***The study is being conducted broadly in two modules:
(i) Survey module and
(ii) Audit module***



This report highlights the Survey Module findings for Assam 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.



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

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

Subjective parameter	QoS	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 was ascertained using the following formula(s):

$$\text{Mean score} = A/N$$

Where:

A=(No of subscribers who have given a rating of very satisfied X 4 + No of subscribers who have given a rating of somewhat satisfied X 3+ No of subscribers who have given a rating of somewhat dissatisfied X 2+ No of subscribers who have given a rating of very dissatisfied X 1)

N=Total sample size achieved

$$\text{Overall weighted satisfaction score} = \{(\text{Mean score}-1)/3\} \times 100$$

Thus, if all customers are very satisfied, the operator can get a score of 100%. On the other hand, if all the customers are very dissatisfied, the operator gets a score of 0%. Thus, the scale has been calibrated to range between 0% and 100%. The satisfaction benchmarks have been compared against weighted satisfaction scores.

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 Assam circle is as below:

Wireline:

Name of the Operator	Sample Size	Sample Size Achieved
BSNL	384	382

Wireless:

Name of the Operator	Sample Size	Sample Size Achieved
Airtel	384	370
Vodafone	384	382
BSNL	384	396
Rel Comm	384	382
Aircel	384	399
TATA	384	395

Broadband:

Name of the Operator	Sample Size	Sample Size Achieved
BSNL	384	376
Sify	384	391

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

Wireline:

Name of the Operator	Total	Male	Female
BSNL	382	272	110

Name of the Operator	Total	< 25 years	25-60 years	> 60 years
BSNL	382	14	308	60

Wireless:

Name of the Operator	Total	Male	Female
Airtel	370	302	68
Vodafone	382	323	59
BSNL	396	326	70
Rel Comm	382	332	50
Aircel	399	339	60
TATA	395	325	70

Name of the Operator	Total	< 25 years	25-60 years	> 60 years
Airtel	370	80	280	10
Vodafone	382	149	230	3
BSNL	396	24	359	13
Rel Comm	382	86	290	6
Aircel	399	71	324	4
TATA	395	71	321	3

Broadband:

Name of the Operator	Total	Male	Female
BSNL	376	320	56
Sify	391	334	57

Name of the Operator	Total	< 25 years	25-60 years	> 60 years
BSNL	376	42	334	0
Sify	391	53	337	1

The respondents for the Basic (Wireline) survey module were contacted in various BSNL exchanges in the Assam circle. The below 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
Dadara	Bihaguri
Panjabari	Mission Charali
Noonmati	TZ-DOLABARI
Basistha	TZ-DHEKIAJULI
Adabari	TZ-GOROIMARI
Panbazar	TZ-PARBATINAGAR
Naholia	Nilambazar
Tinsukia	Karimganj
Hijuguri	Badarpur
DJN-MAKUM	KARIMGANJ
TSK-GHILAPUKHURI	KRM-SETTLEMENT
TSK-MAKUM ROAD	BDP-PANCHGRAM

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.

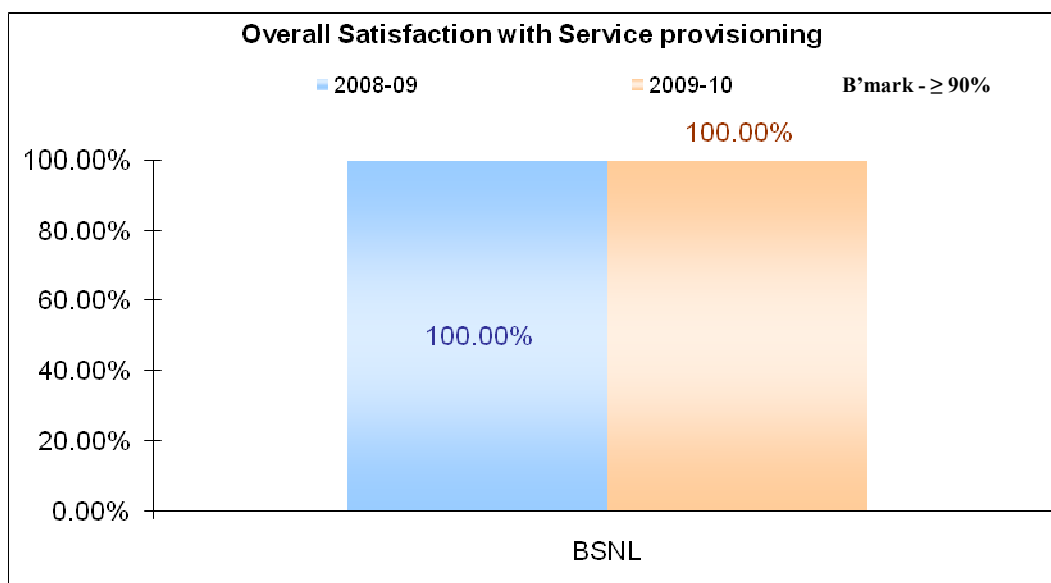
Legend	
Score Range (For level of satisfaction)	Cell color
Parameter not meeting the benchmark	

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

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

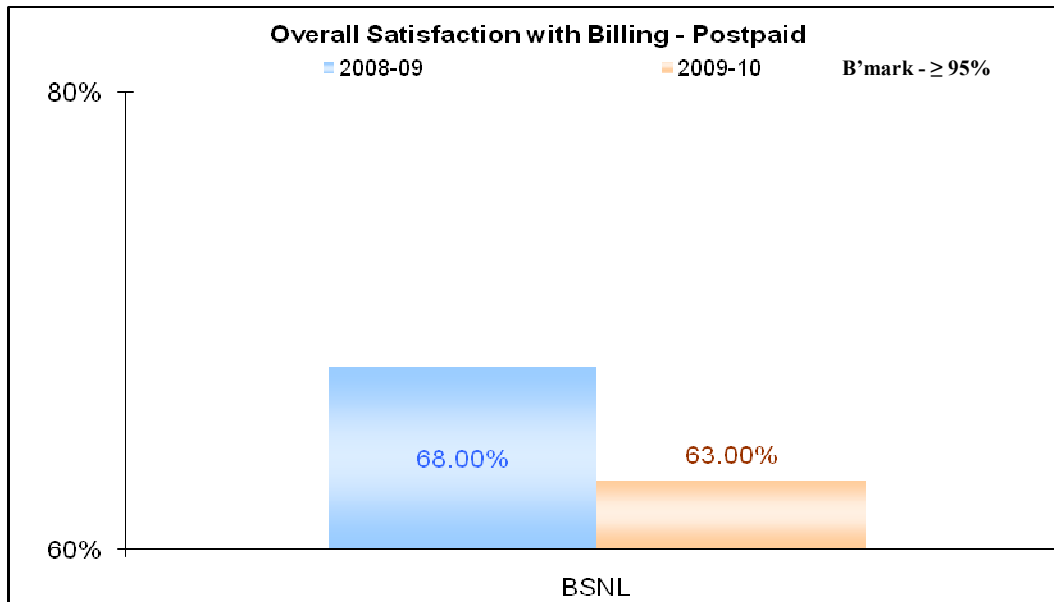
	2009-10	
	B'mark	BSNL
Overall Performance		
Customers satisfied with provisioning of service	≥90%	100.00%
Customers satisfied with billing performance - Prepaid	≥95%	NA
Customers satisfied with billing performance - Postpaid	≥95%	62.00%
Customers satisfied with network performance, reliability and availability	≥95%	63.00%
Customers satisfied with maintainability	≥95%	56.91%
Customers satisfied with supplementary and value added services	≥90%	60.00%
Customers satisfied with help services including grievance redressal	≥90%	55.00%
Customers satisfied with overall service quality	≥90%	77.78%

1. Service Provision



In the current round of survey, BSNL was found to be comfortably meeting the benchmark level of satisfaction with service provisioning (i.e. 90%)

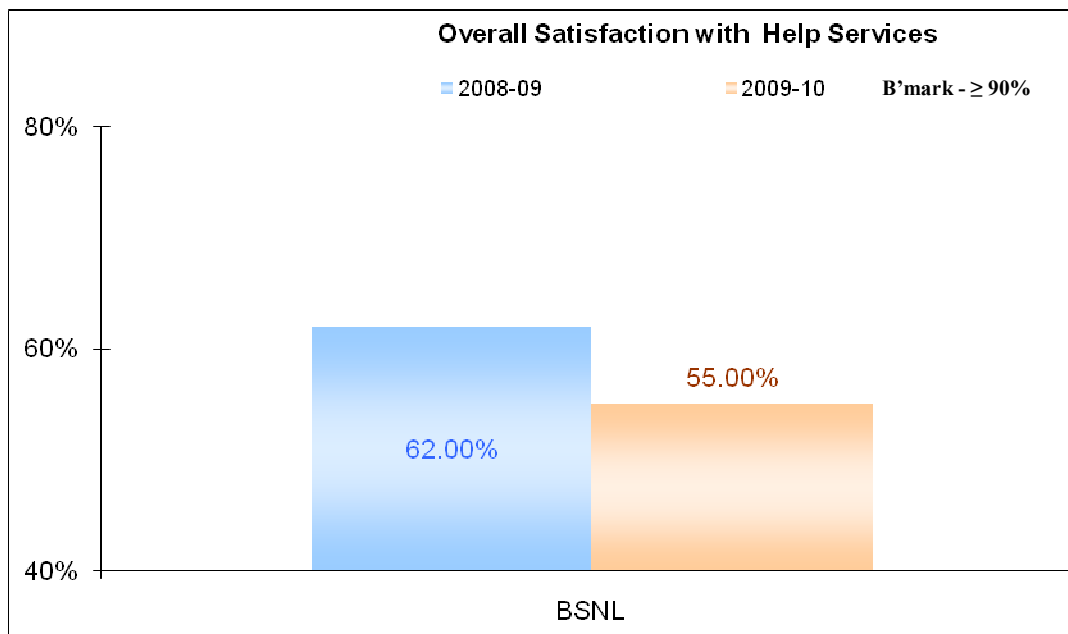
2 Billing Parameter – Postpaid subscribers



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

BSNL falls short of the TRAI specified benchmark score for satisfaction with billing performance in both 2008-09 and 2009-10.

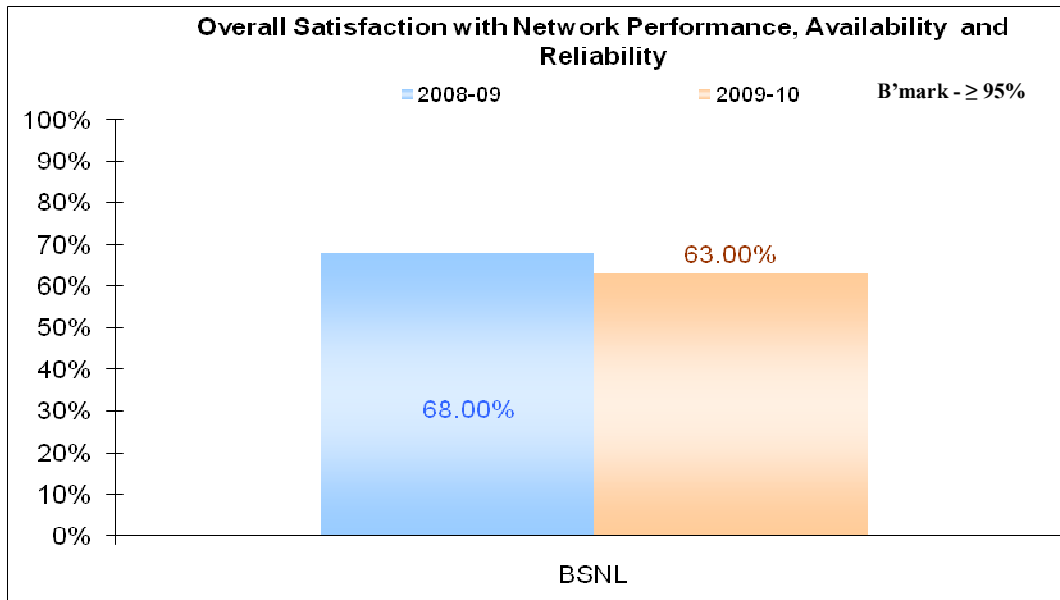
3. Help Services



In the current round of survey, BSNL subscribers have lower satisfaction with help services as compared to last year.

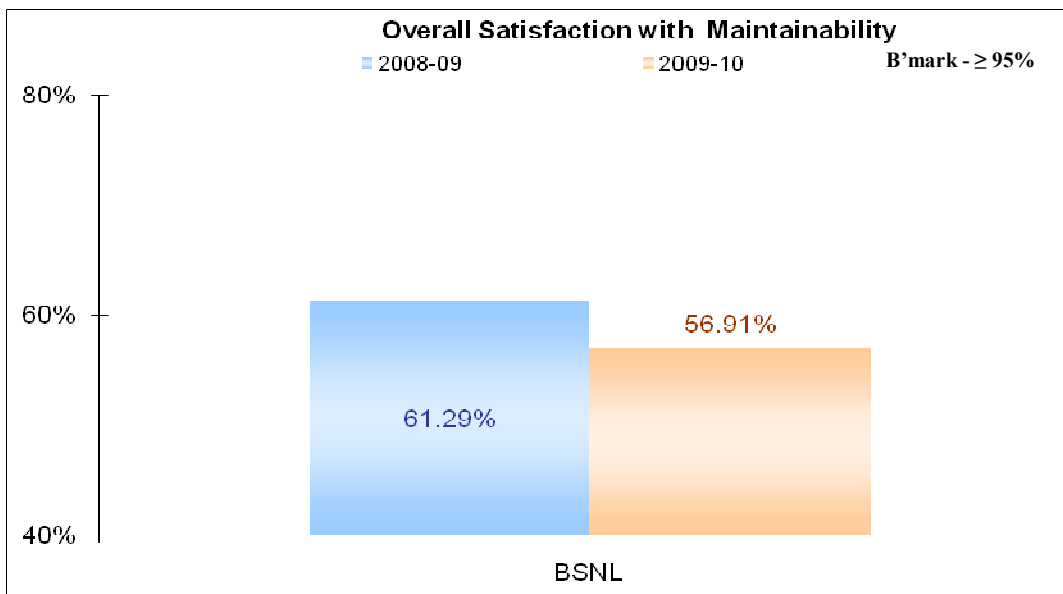
BSNL falls short of the TRAI specified benchmark score for satisfaction with help services in both 2008-09 and 2009-10.

4. Network Performance, Reliability and Availability



In the current round of survey, BSNL failed to meet the benchmark level of satisfaction with Network Performance, Reliability and Availability (i.e. 95%). BSNL failed to meet the benchmark score last year as well.

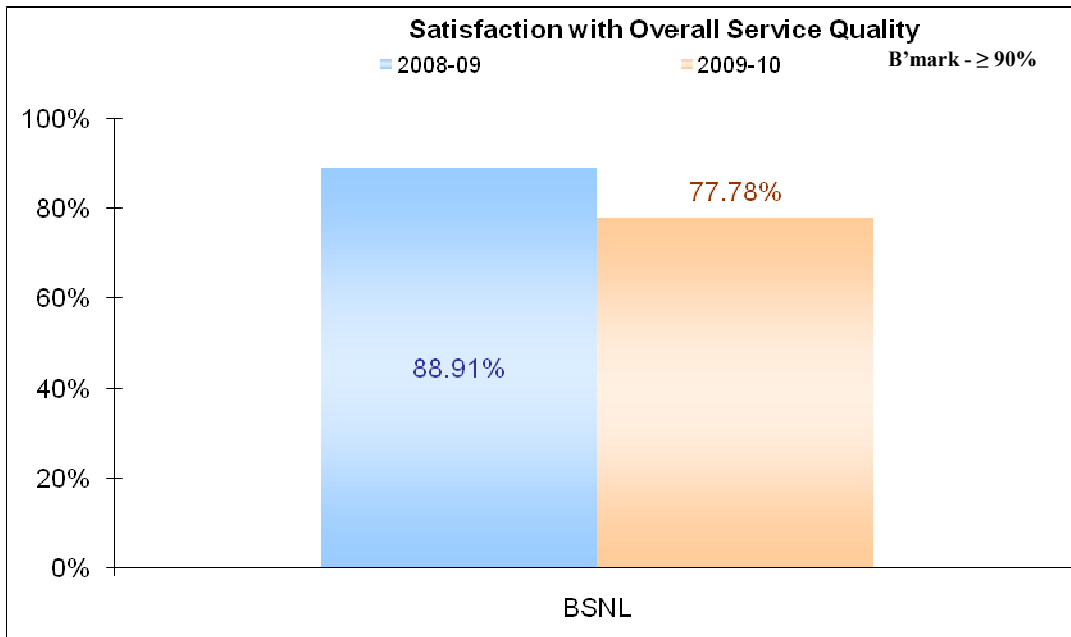
5. Maintainability



In the current round of survey, BSNL failed to meet the benchmark level of satisfaction with maintainability (i.e. 95%).

BSNL falls short of the TRAI specified benchmark score for satisfaction with maintainability in both 2008-09 and 2009-10.

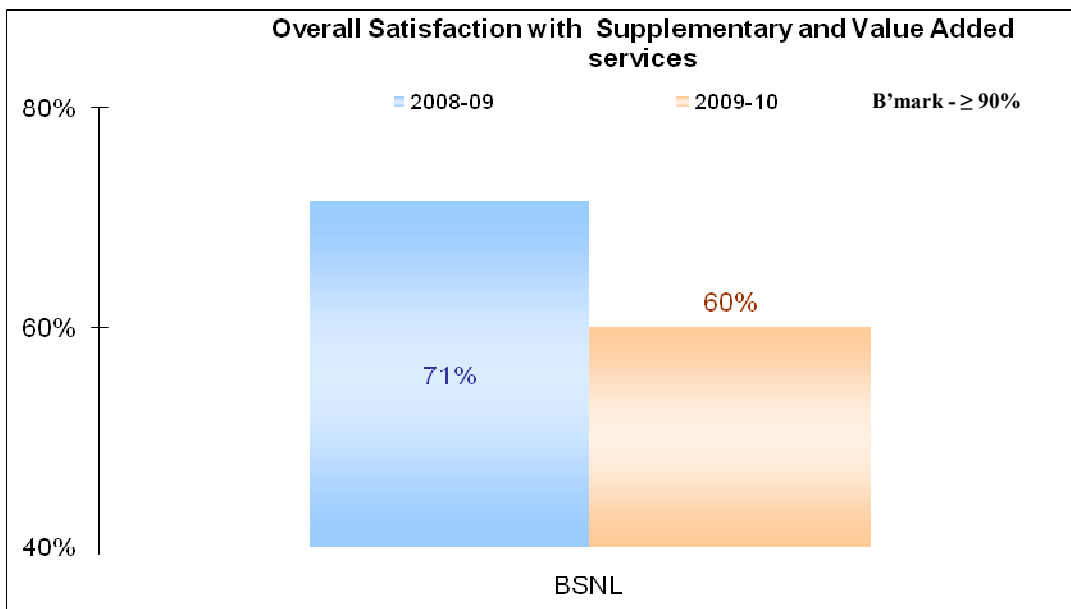
6. Overall Customer Satisfaction



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

BSNL falls short of the TRAI specified benchmark score for satisfaction with overall service quality in both 2008-09 and 2009-10.

7. Supplementary Services



In the current round of survey, for supplementary services, BSNL failed to meet the benchmark level of satisfaction (i.e. 90%).

BSNL falls short of the TRAI specified benchmark score for satisfaction with supplementary and value added services in both 2008-09 and 2009-10.

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	BSNL
Yes	73.56%
No	26.44%

The awareness of Call center number for redressing grievances (i.e. Stage 1 of the 3 stage process) was found to be 73.56% for BSNL.

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

	BSNL
Awareness about contact details of Nodal officer	10.21%
Awareness about the contact details of the appellate authority	11.26%

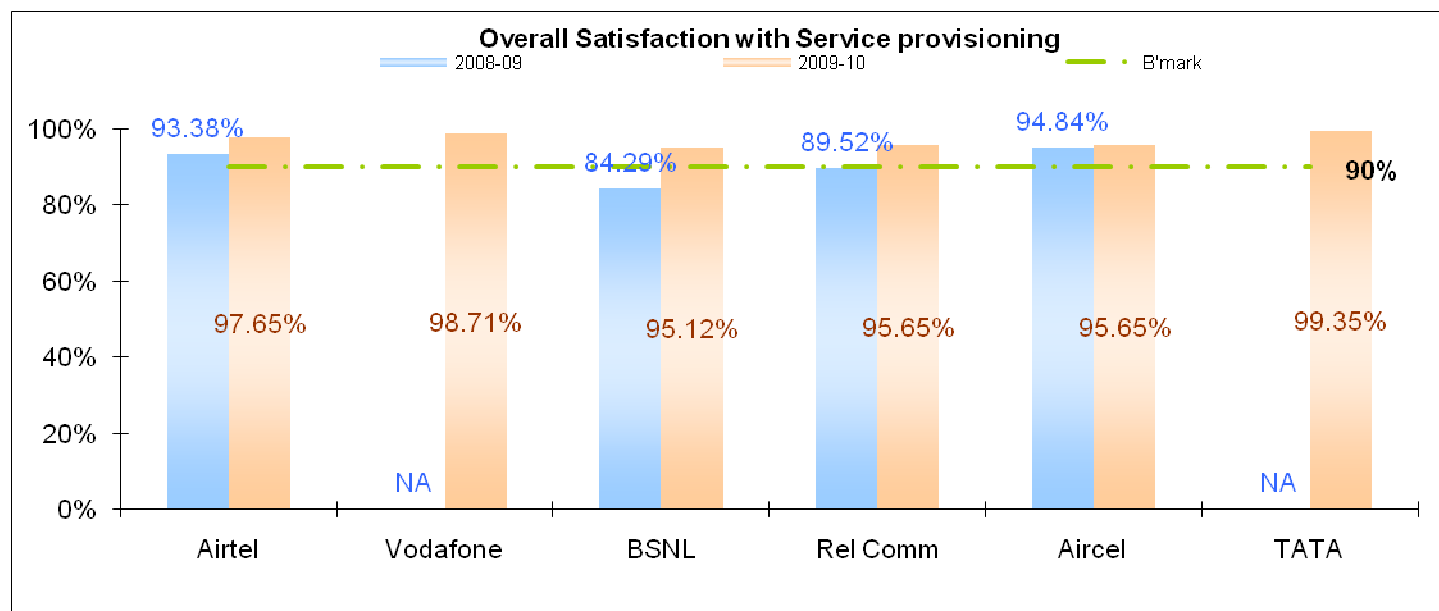
The awareness of Nodal officer and appellate authority for redressing grievances (i.e. Stage 2 of the 3 stage process) was found to be very low.

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

Satisfaction level of subscribers with various parameters of Wireless service:

Overall Performance	2009-10						
	B'mark	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Customers satisfied with provisioning of service	≥90%	97.65%	98.71%	95.12%	95.65%	95.65%	99.35%
Customers satisfied with billing performance - Prepaid	≥95%	66.00%	65.00%	64.00%	66.00%	66.00%	65.00%
Customers satisfied with billing performance - Postpaid	≥95%	64.00%	63.00%	62.00%	61.00%	61.00%	66.00%
Customers satisfied with network performance, reliability and availability	≥95%	66.00%	65.00%	64.00%	59.00%	64.00%	67.00%
Customers satisfied with maintainability	≥95%	87.23%	89.50%	85.82%	69.21%	84.46%	96.68%
Customers satisfied with supplementary and value added services	≥90%	76.31%	87.50%	94.29%	88.64%	89.66%	92.59%
Customers satisfied with help services including grievance redressal	≥90%	64.00%	63.00%	62.00%	57.00%	62.00%	64.00%
Customers satisfied with overall service quality	≥90%	94.58%	92.15%	87.62%	73.49%	88.63%	96.70%

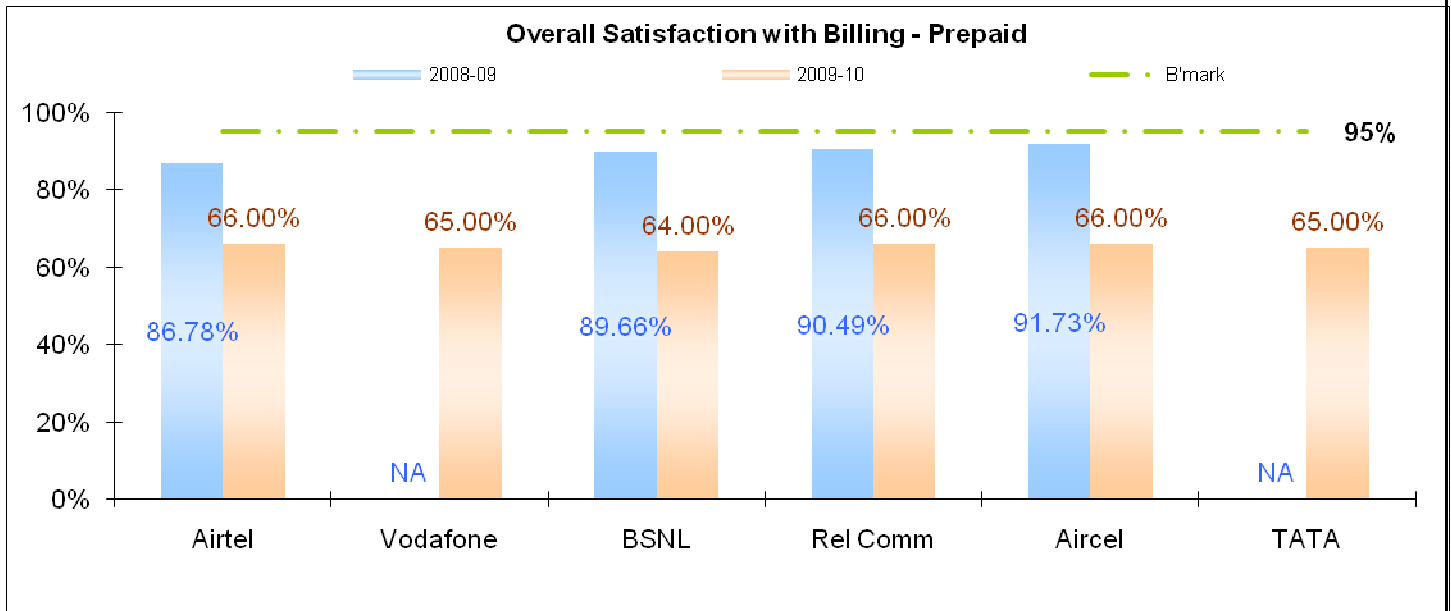
Service Provision (Benchmark – 90%)



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

Billing performance (Benchmark – 95%)

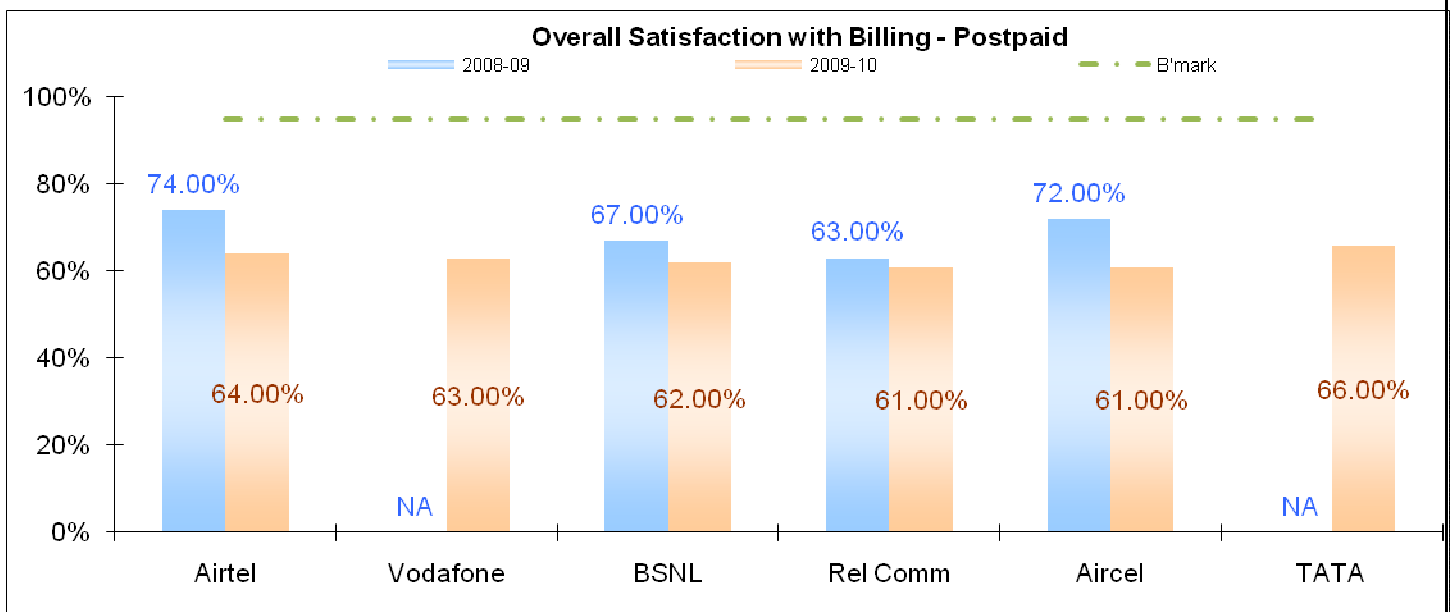
Pre-paid Subscribers



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

Airtel, BSNL, Rel Comm, Aircel fall short of the TRAI specified benchmark score for satisfaction with prepaid billing performance in both 2008-09 and 2009-10.

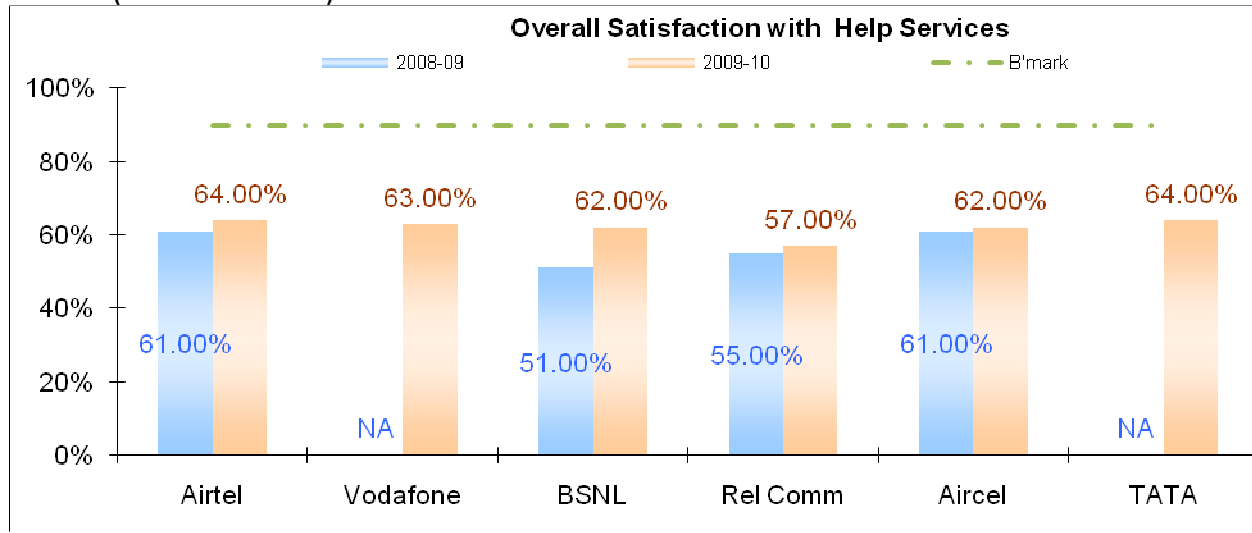
Post-paid Subscribers



In the current round of survey, in the case of post-paid subscribers, no operator meets the benchmark level of satisfaction with billing performance (i.e. 95%).

Airtel, BSNL, Rel Comm, Aircel fall short of the TRAI specified benchmark score for satisfaction with postpaid billing performance in both 2008-09 and 2009-10.

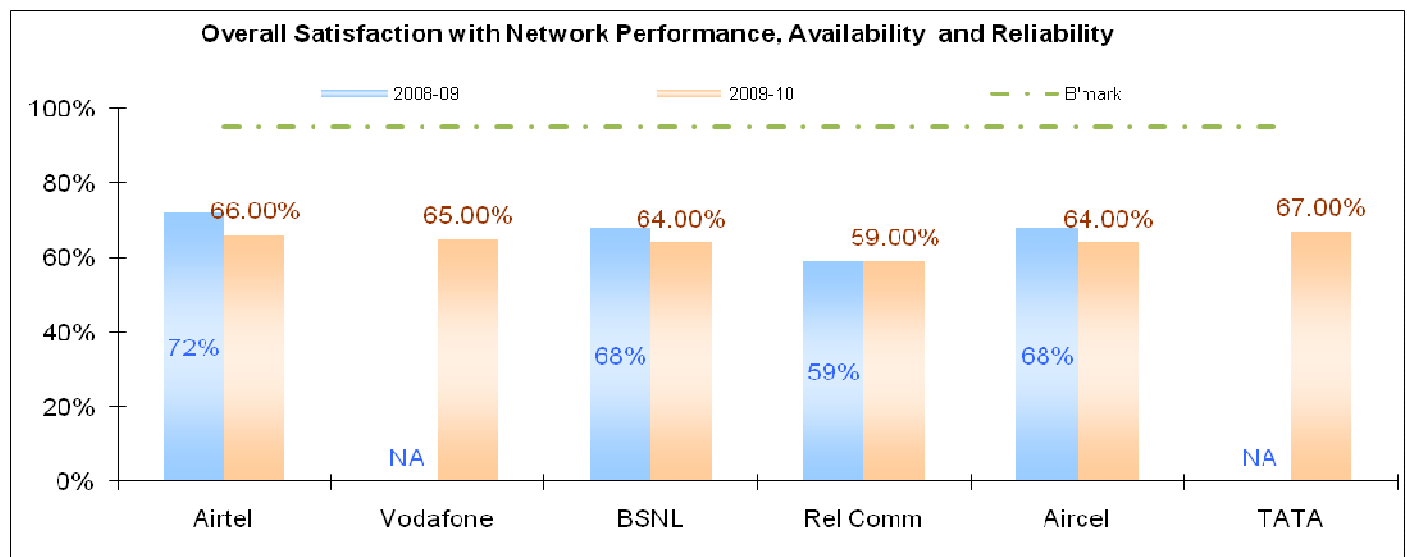
Help Services (Benchmark – 90%)



In the current round of survey, no operator meets the benchmark level of satisfaction with help services (i.e. 90%).

Airtel, BSNL, Rel Comm, Aircel fall short of the TRAI specified benchmark score for satisfaction with help services in both 2008-09 and 2009-10.

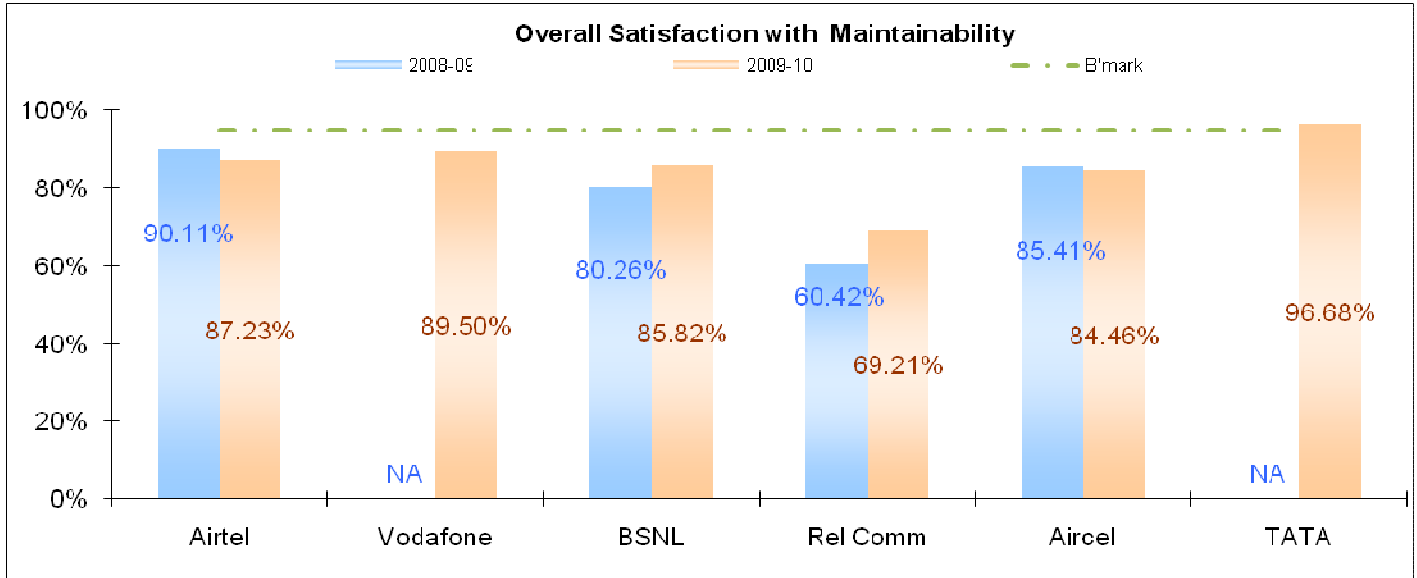
Network performance, reliability & availability (Benchmark – 95%)



In the current round of survey, no operator meets the benchmark level of satisfaction with network performance, reliability and availability (i.e. 95%).

Airtel, BSNL, Rel Comm, Aircel fall short of the TRAI specified benchmark score for satisfaction with network performance, reliability and availability in both 2008-09 and 2009-10.

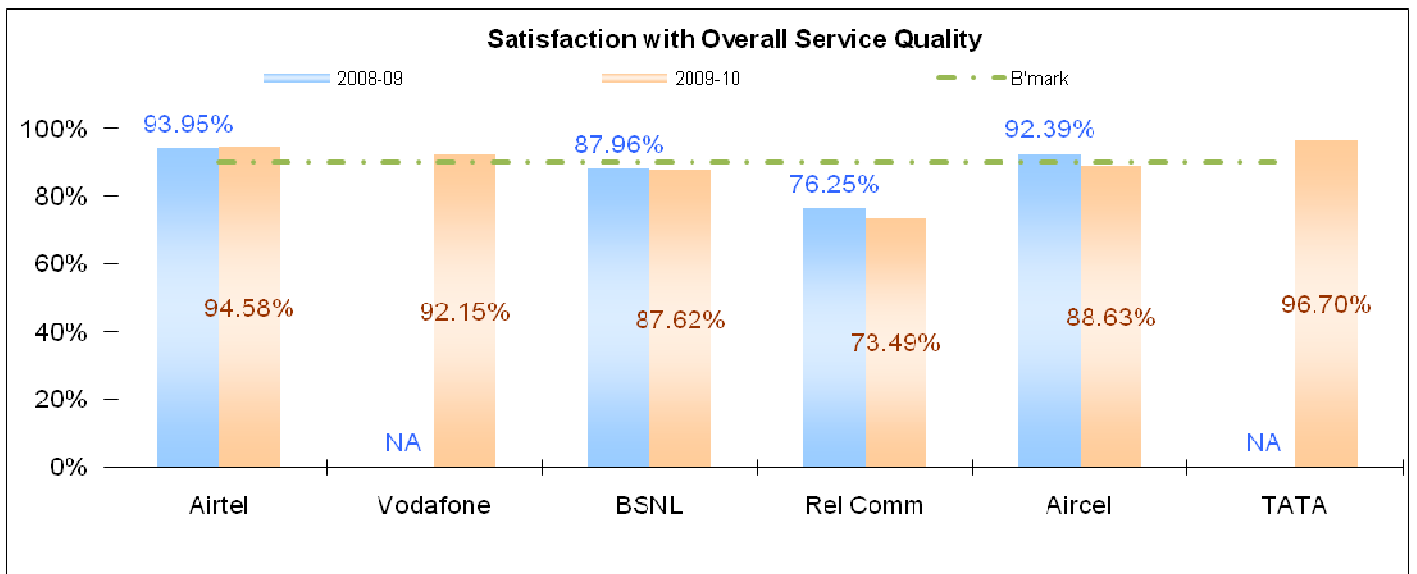
Maintainability (Benchmark – 95%)



In the current round of survey, for satisfaction with maintainability, TATA meets the benchmark level of satisfaction (i.e. 95%). Airtel, Vodafone, BSNL, Rel Comm, Aircel do not meet the benchmark score with 87.23%, 89.5%, 85.82%, 69.21%, 84.46% scores respectively.

Airtel, BSNL, Rel Comm, Aircel fall short of the TRAI specified benchmark score for satisfaction with maintainability in both 2008-09 and 2009-10.

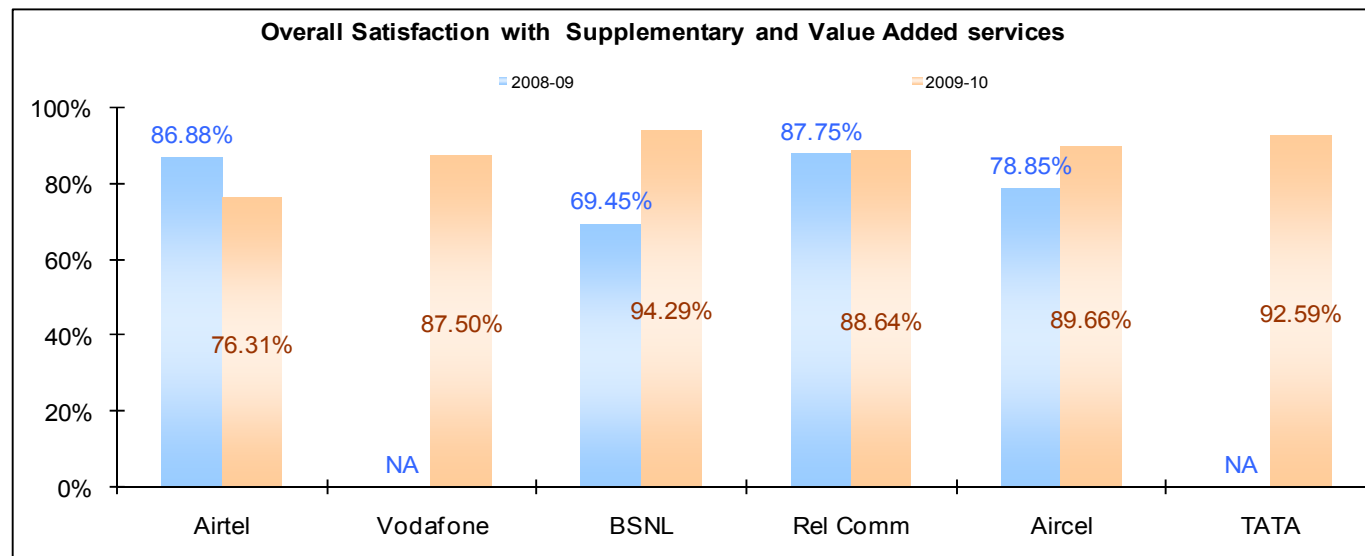
Overall level of satisfaction (Benchmark – 90%)



In the current round of survey, Airtel, Vodafone, TATA meet the benchmark for overall level of satisfaction (i.e. 90%). BSNL, Rel Comm, Aircel do not meet the benchmark score with 87.62%, 73.49%, 88.63% scores respectively.

BSNL, Rel Comm fall short of the TRAI specified benchmark score for satisfaction with overall service quality in both 2008-09 and 2009-10.

Supplementary services (Benchmark – 90%)



In the current round of survey, BSNL, TATA meet the benchmark level of satisfaction with supplementary services (i.e. 90%). Airtel, Vodafone, Rel Comm, Aircel do not meet the benchmark score with 76.31%, 87.5%, 88.64%, 89.66% scores respectively.

Airtel, Rel Comm, Aircel fall short of the TRAI specified benchmark score for satisfaction with supplementary services in both 2008-09 and 2009-10.

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

Redressal Mechanism - Stage 1: Call Center

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Awareness about call centre telephone number	72.97%	71.20%	65.40%	78.80%	72.18%	53.16%
Made any complaint to the customer care in last 12 months	11.89%	11.26%	14.65%	16.49%	15.54%	8.61%
Informed by call centre about the action taken on the complaint	86.36%	83.72%	55.17%	66.67%	80.65%	64.71%
Satisfaction with the system of complaint resolution by call centre						
Very satisfied	9.30%	0.00%	0.00%	1.61%	0.00%	0.00%
Satisfied	79.07%	90.48%	75.86%	79.03%	89.83%	79.41%
Dissatisfied	9.30%	9.52%	24.14%	11.29%	10.17%	20.59%
Very dissatisfied	2.33%	0.00%	0.00%	8.06%	0.00%	0.00%
Top-2	88.37%	90.48%	75.86%	80.64%	89.83%	79.41%
Bot-2	11.63%	9.52%	24.14%	19.35%	10.17%	20.59%

The awareness of Call center number for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 53.16% for TATA to 78.8% for Rel Comm

The percentage of consumers making any complaints to the toll free number within last 12 months is highest for Rel Comm with 16.49%

The percentage of customers informed by call centre about the action taken on the complaint is lowest for BSNL
Also, satisfaction level with complaint resolution by call center varies from 75.86% for BSNL to 90.48% for Vodafone

Redressal Mechanism – Nodal officer and Appellate Authority

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Awareness about contact details of Nodal officer	7.84%	2.36%	6.06%	3.14%	10.53%	0.76%
Awareness about the contact details of the appellate authority	8.11%	4.45%	8.84%	7.59%	11.03%	2.78%

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

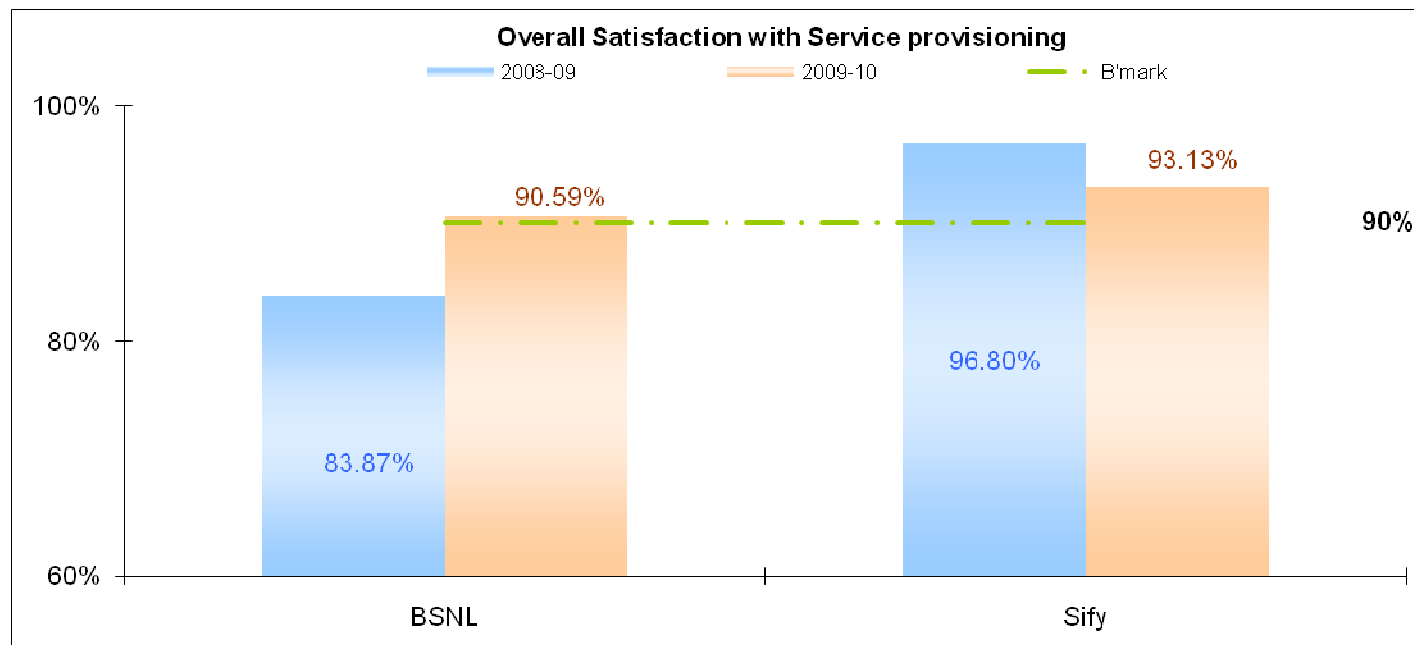
4.3 Summary of the Survey module for Broadband Operators in the Assam circle

Satisfaction level of subscribers with various parameters of Broadband service:

Overall Performance	2009-10		
	B'mark	BSNL	Sify
Customers satisfied with provisioning of service	>90%	90.59%	93.13%
Customers satisfied with billing performance - Prepaid	>90%	NA*	85.85%
Customers satisfied with billing performance - Postpaid	>90%	63.00%	NA*
Customers satisfied with network performance, reliability and availability	>85%	62.00%	59.00%
Customers satisfied with maintainability	>85%	85.07%	69.33%
Customers satisfied with supplementary and value added services	>85%	97.14%	95.46%
Customers satisfied with help services including grievance redressal	>90%	61.00%	59.00%
Customers satisfied with overall service quality	>85%	87.06%	75.19%

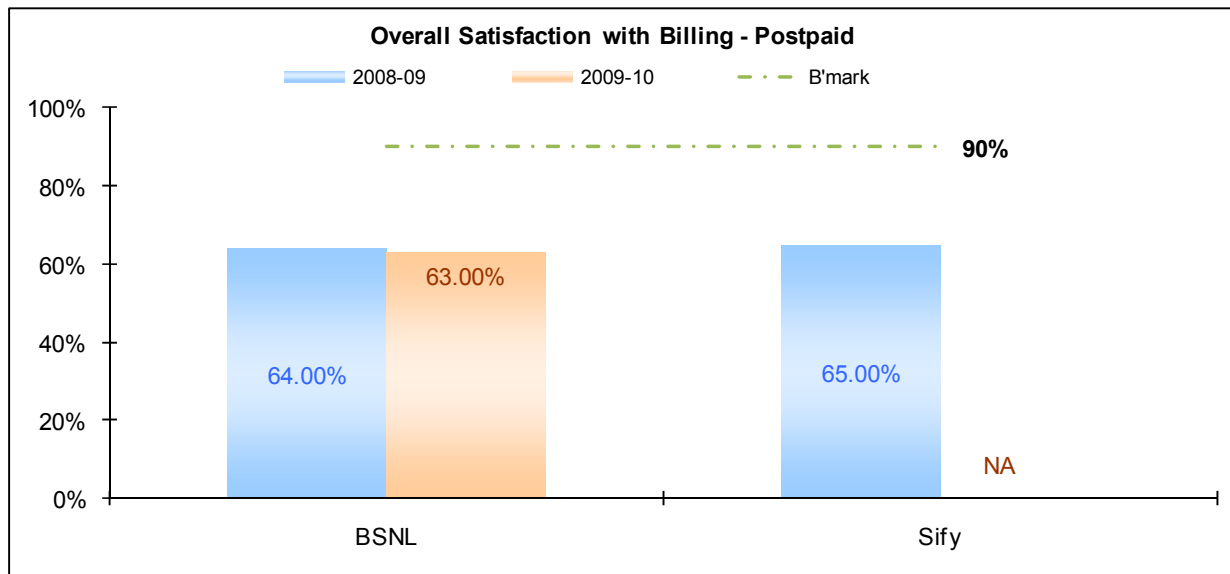
[*Note: Satisfaction level for BSNL (prepaid billing) and Sify (postpaid billing) has not been shown due to very low base.

Service Provision (Benchmark – 90%)



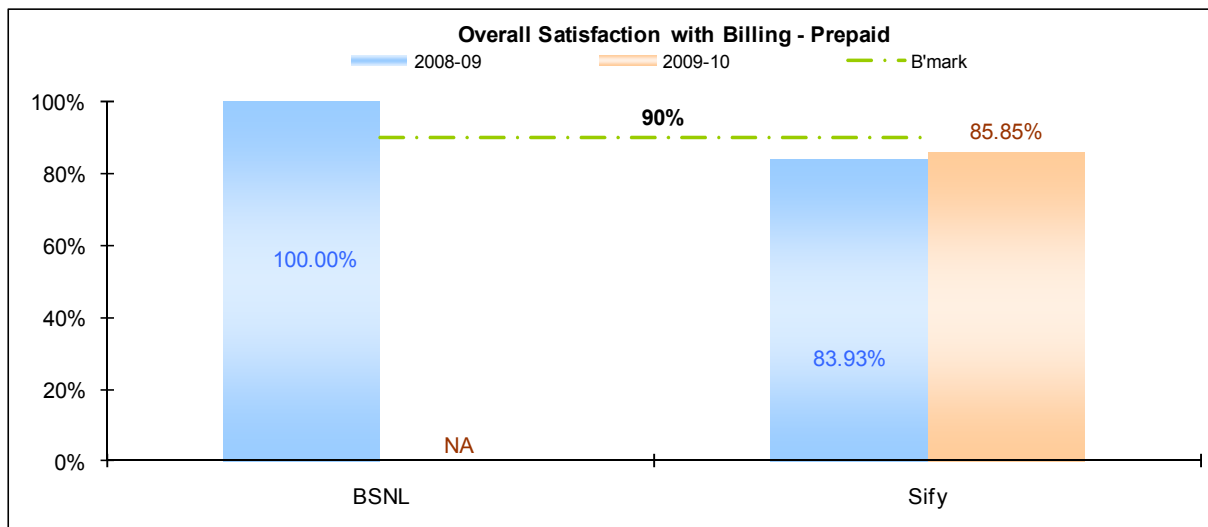
In the current round of survey, both BSNL and Sify meet the benchmark level for satisfaction with service provisioning (i.e. 90%).

Billing performance (Benchmark – 90%)



In the current round of survey, for postpaid connection, BSNL falls short of the benchmark level for satisfaction with billing performance (i.e. 90%).

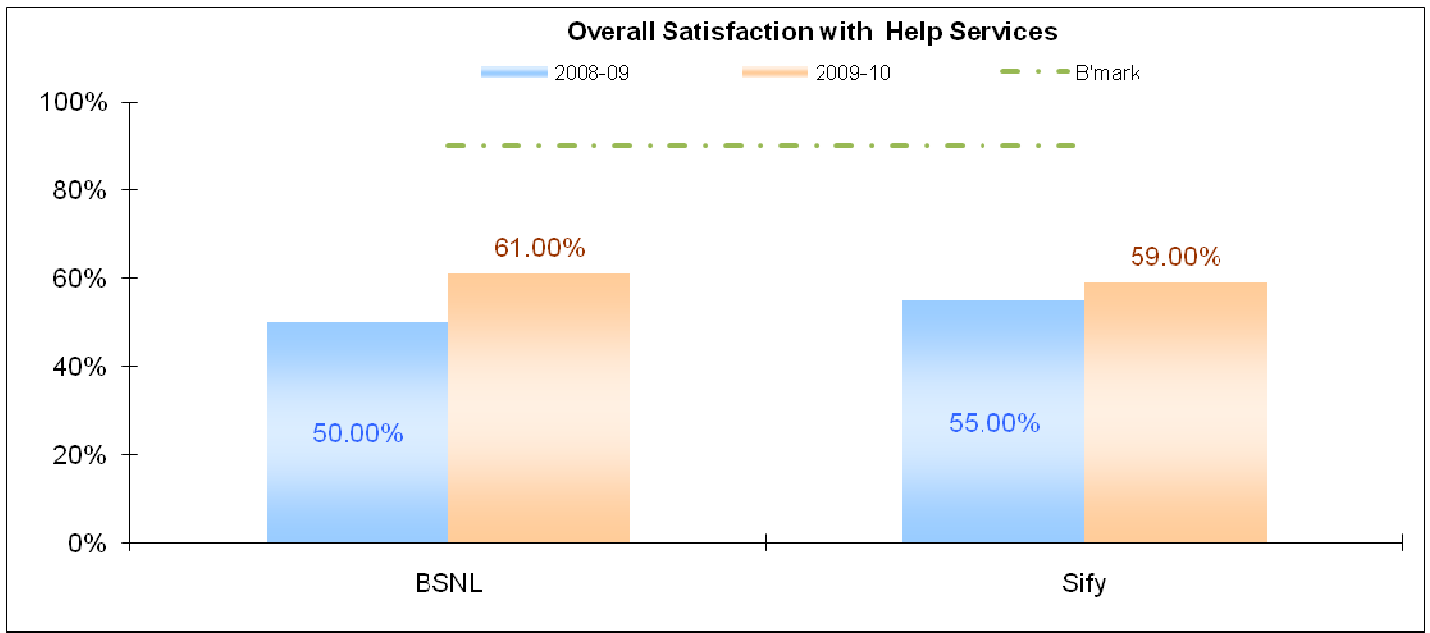
BSNL, Sify both fall short of the TRAI specified benchmark score for satisfaction with postpaid billing in both 2008-09.



In the current round of survey, for prepaid connection, Sify falls short of the benchmark level for satisfaction with prepaid billing performance (i.e. 90%).

Sify falls short of the TRAI specified benchmark score for satisfaction with prepaid billing in both 2008-09 and 2009-10.

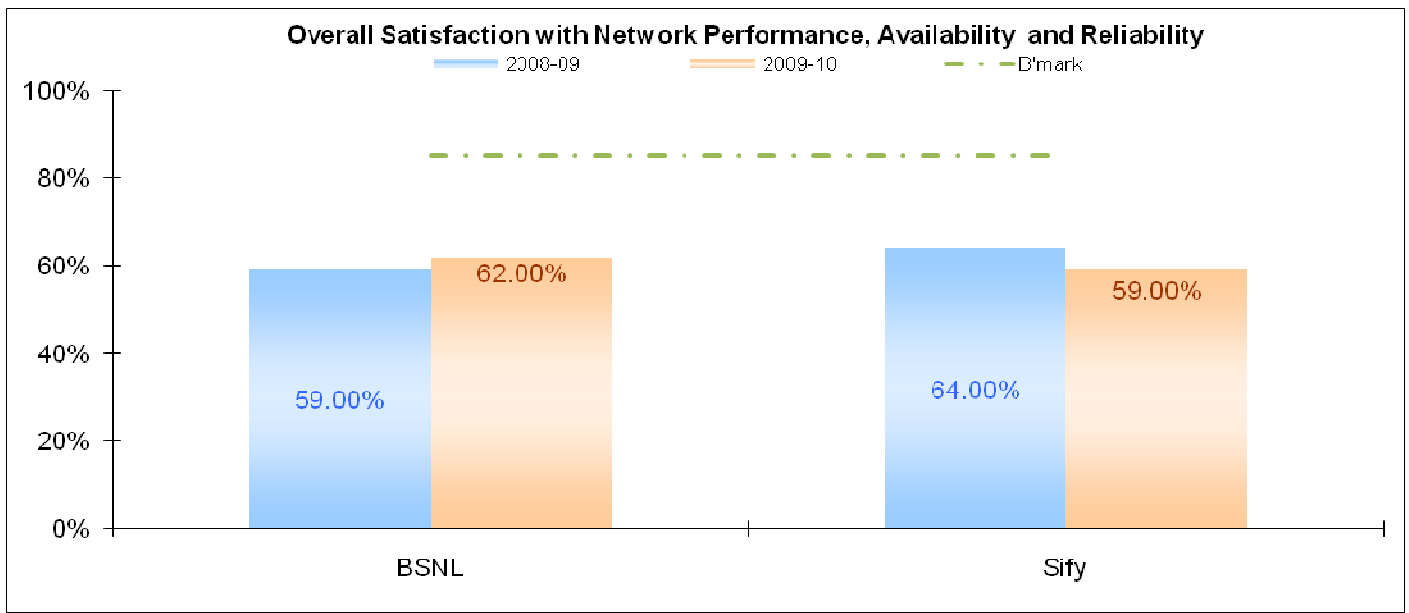
Help Services (Benchmark – 90%)



In the current round of survey, both BSNL and Sify fall short of the benchmark level for satisfaction with help services (i.e. 90%).

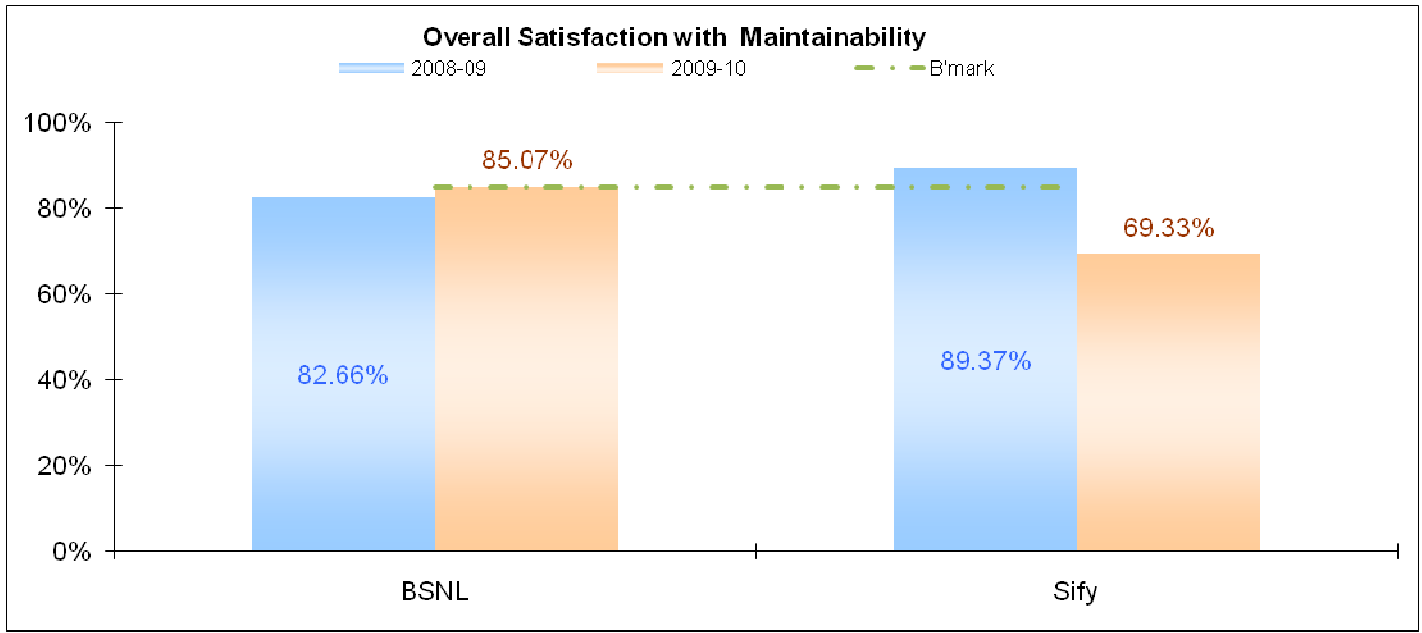
Both BSNL and Sify fell short of the TRAI specified benchmark score for satisfaction with help services in 2008-09 as well.

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



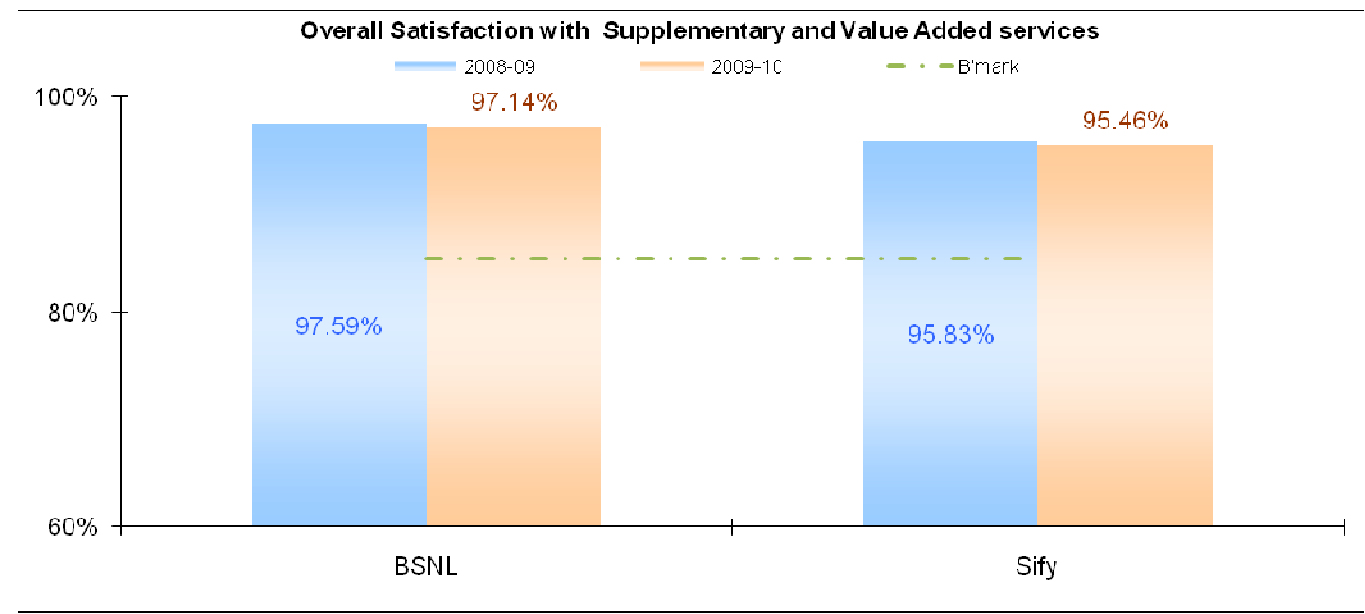
Both BSNL and Sify fall short of the TRAI specified benchmark score for satisfaction with network performance, reliability and availability (i.e. 85%) in both 2008-09 and 2009-10.

Maintainability (Benchmark - 85%)



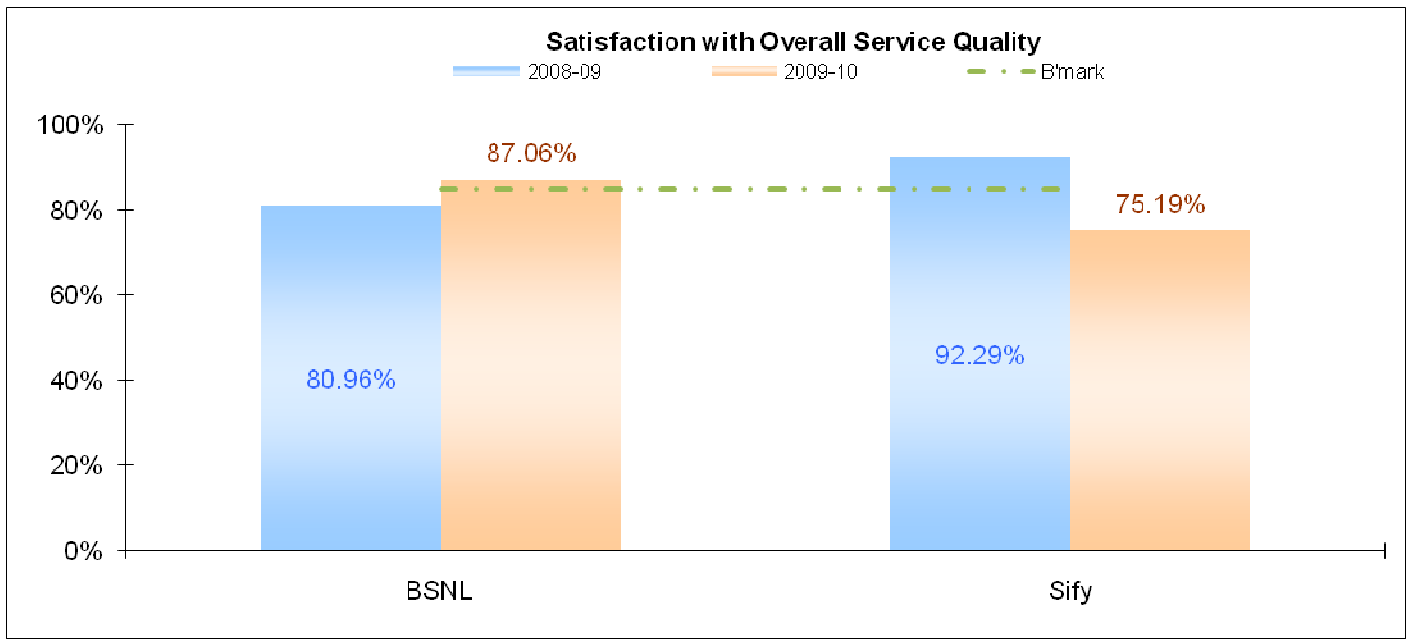
In the current round of survey, BSNL meets the benchmark level for satisfaction with maintainability (i.e. 85%). Sify does not meet the benchmark score with 69.33% score.

Supplementary Services (Benchmark - 85%)



In the current round of survey, both BSNL and Sify meet the benchmark level for satisfaction with supplementary services (i.e. 85%) quite comfortably.

Overall level of customer satisfaction (Benchmark - 85%)



In the current round of survey, BSNL meets the benchmark for overall level of customer satisfaction (i.e. 85%). Sify does not meet the benchmark score with 75.19% score.

4.3.1 Consumer Protection and Grievance Scores for the Broadband survey

Redressal Mechanism

	BSNL	Sify
Awareness about facility for measuring connection speed	49.07%	27.69%
Manual of practice provided while subscribing for new broadband connection	92.00%	86.40%

Awareness about provision for measuring connection speed varies from 27.69% for Sify to 49.07% for BSNL.

Similarly provisioning of manual of practice with new connection varies from 86.40% for Sify to 92% for BSNL.

Redressal Mechanism: Call Center

	BSNL	Sify
Awareness about call centre telephone number	66.49%	55.75%
Made any complaint to the customer care in last 12 months	19.15%	33.50%
Informed by call centre about the action taken on the complaint	56.94%	66.41%
Satisfaction with the system of complaint resolution by call centre	84.85%	69.35%

On all the parameters related to customer care, BSNL was found to be performing better than any other operator.

Redressal Mechanism – Nodal officer and Appellate Authority

	BSNL	Sify
Awareness about contact details of Nodal officer	1.86%	9.21%
Awareness about the contact details of the appellate authority	2.39%	12.28%

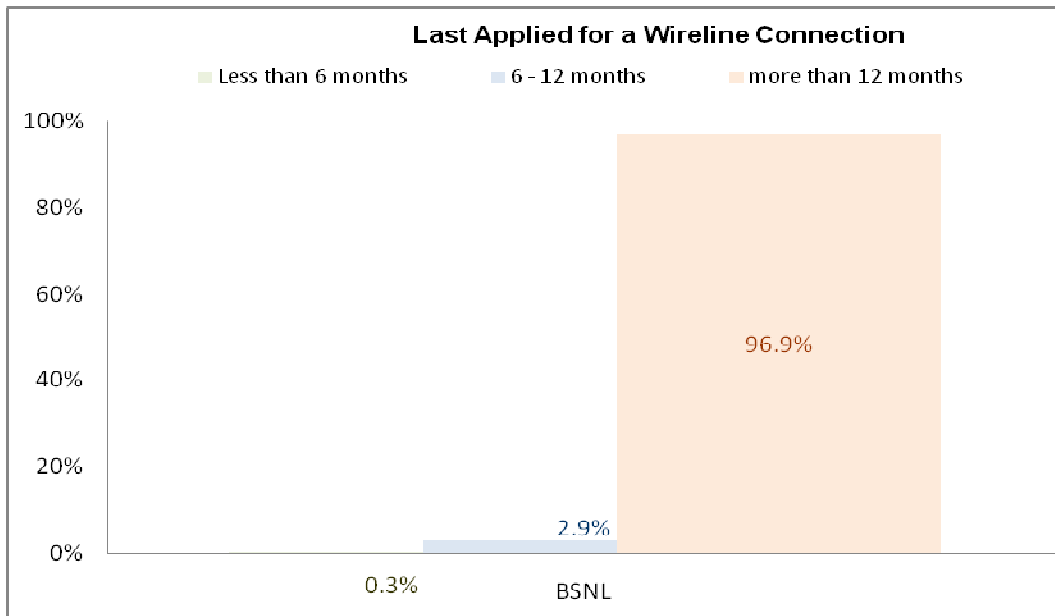
Of all the subscribers contacted across both BSNL as well as Sify, negligible percent is even aware of the existence of Nodal officer and Appellate Authority for redressal of grievances.

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.

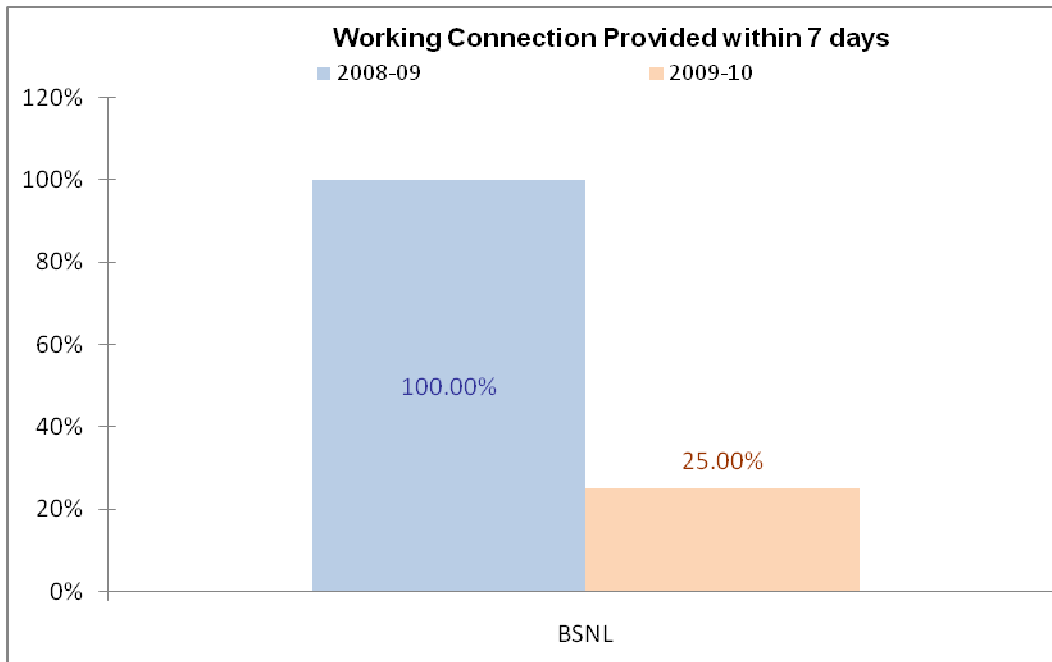
5.1.1 Service Provision sub-aspects

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 (Only BSNL in case of Assam).



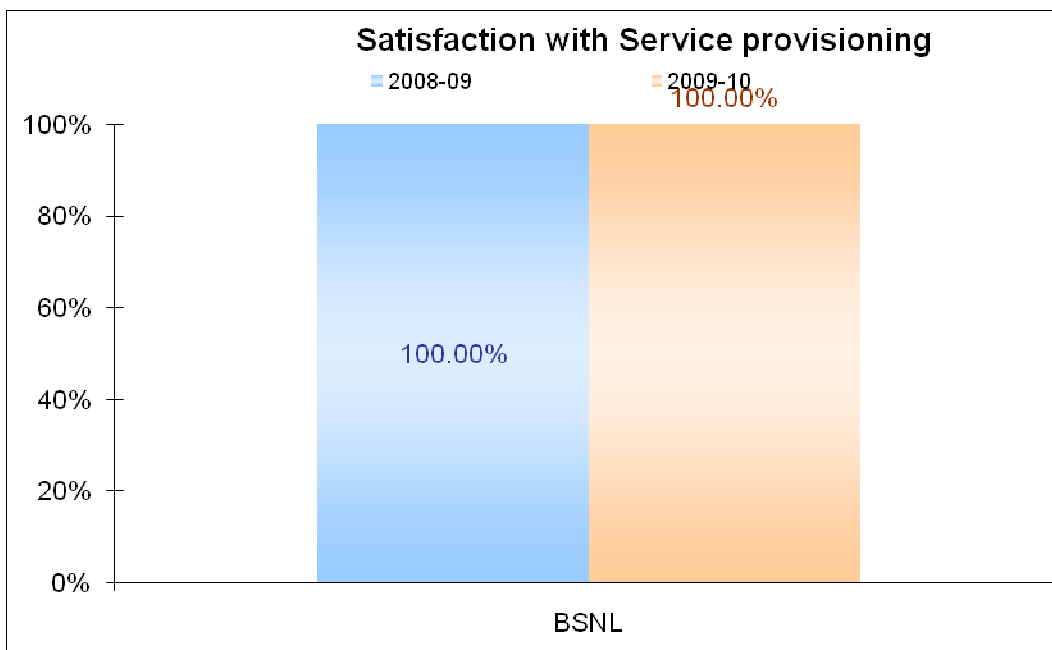
96.9% of the customers of BSNL are more than 12 months old.

b. Time taken to provide a working connection



For number of working connections provided within 7 days, BSNL's score dipped from 100% last year to only 25% this year.

Satisfaction with service provision:



For satisfaction with service provisioning, 100% of the BSNL subscribers met were found to be either very satisfied or satisfied.

	BSNL
Satisfaction with time taken for	2009-10

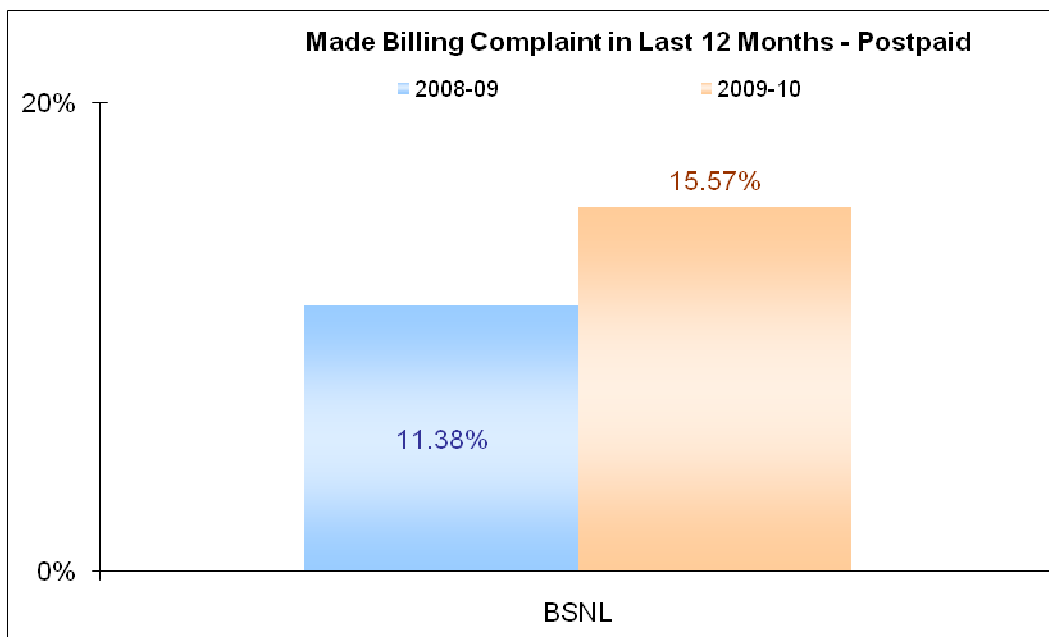
activation	
Very satisfied	33.33%
Satisfied	66.67%
Dissatisfied	0.00%
Very dissatisfied	0.00%
Top-2	100.00%
Bot-2	0.00%

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



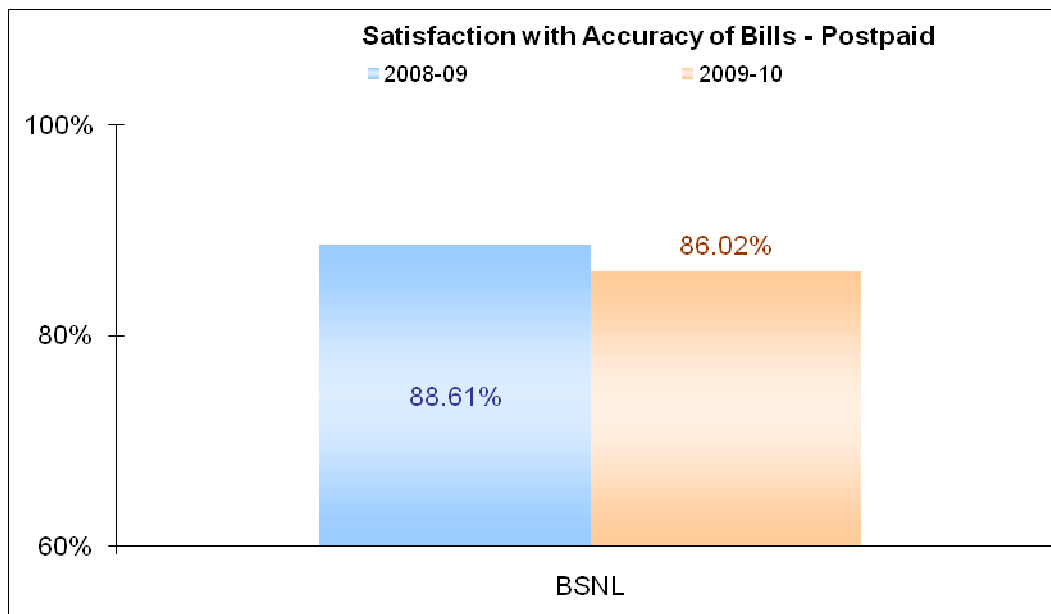
15.57% subscribers of BSNL made a billing related complaint in 2009-10. For 2008-09, this figure was 11.38%.

b. Satisfaction with various billing parameters

Satisfaction with Billing Parameters : For Postpaid customers	BSNL
Timely delivery of bills	82.32%
Accuracy of bills	86.02%
Process of resolution of billing complaints	40.68%
Clarity i.e. transparency and understandability of bills	90.91%

BSNL performed fairly well on all the parameters related to postpaid billing except process of resolution of billing complaints.

Level of satisfaction with Billing – Post paid subscribers:



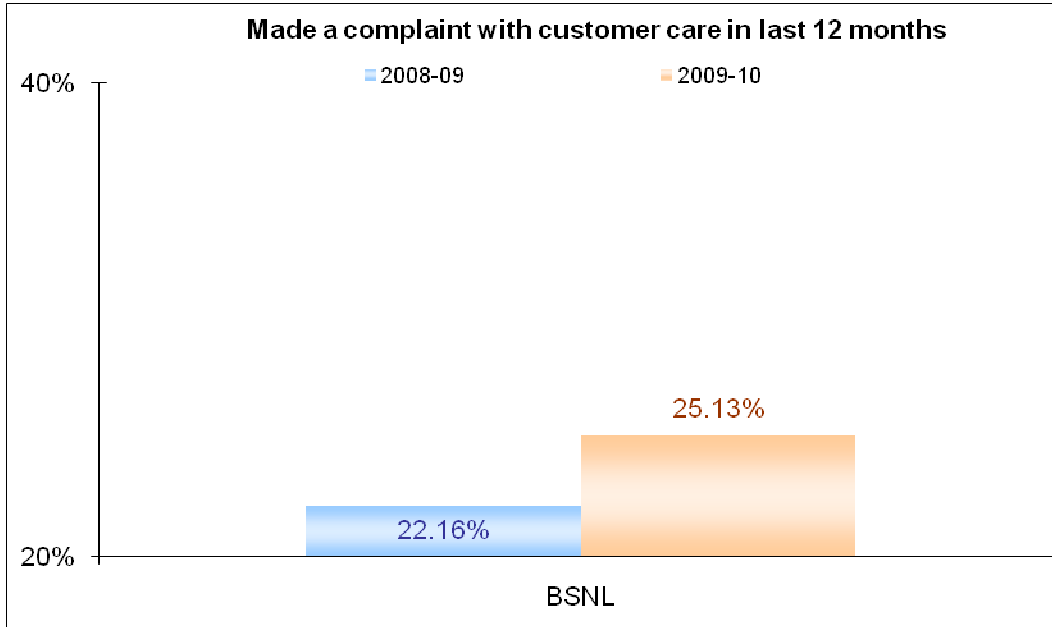
The scores of level of satisfaction have been explained in the executive summary.

Very Satisfied & Satisfied scores	BSNL
Very Satisfied	1.85%
Satisfied	84.17%
Total	86.02%

For satisfaction with Accuracy of bills for postpaid, 86.02% of BSNL subscribers claimed 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, 25.13% of the BSNL subscribers made a query/complaint to the customer care at least once.

b. Satisfaction with Help Services / Customer Care

<u>Satisfaction with help services</u>	BSNL
Ease of access of call center toll free number	62.51%
Response time to answer call by customer care executive	68.75%
Problem solving ability of customer care executive	63.54%
Time taken by customer care executive in resolving complaints	63.54%

For ease of accessing customer care, BSNL scored 62.51%. For satisfaction with problem solving ability of the customer care executive and time taken by him to resolve the complaint, BSNL scored 63.75% and 63.54% respectively.

5.1.4 Network performance, reliability and availability related sub-aspects

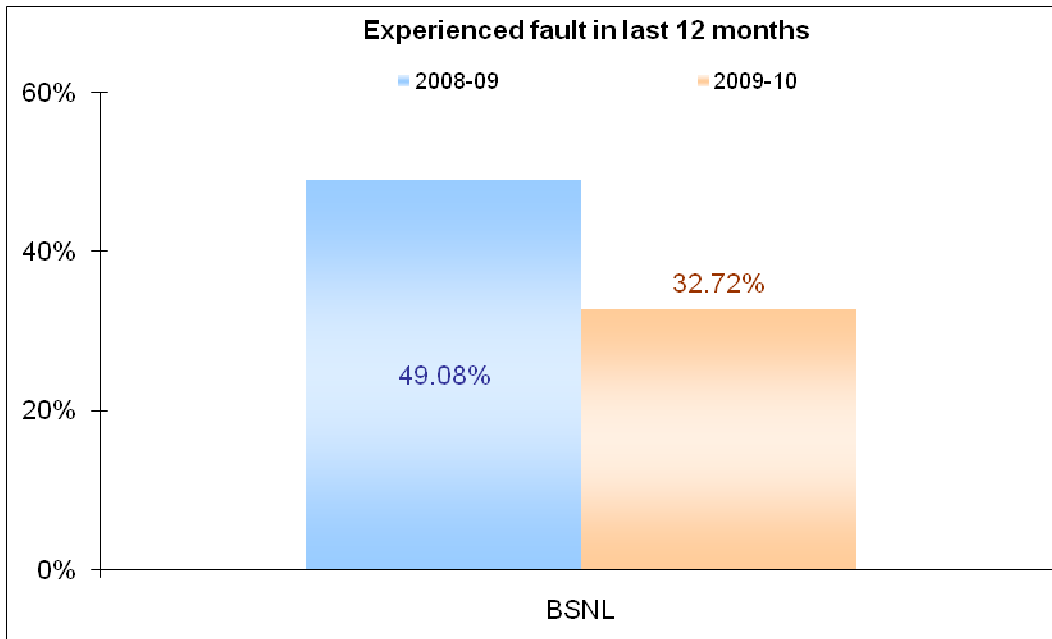
a. Satisfaction with network performance, reliability and availability

<u>Very Satisfied & Satisfied scores</u>	BSNL
Availability of working telephone (with dial tone)	84.56%
Ability to make or receive calls easily	86.02%
Voice quality	83.38%

For parameters related to network performance, reliability and availability, BSNL scored more than 80%.

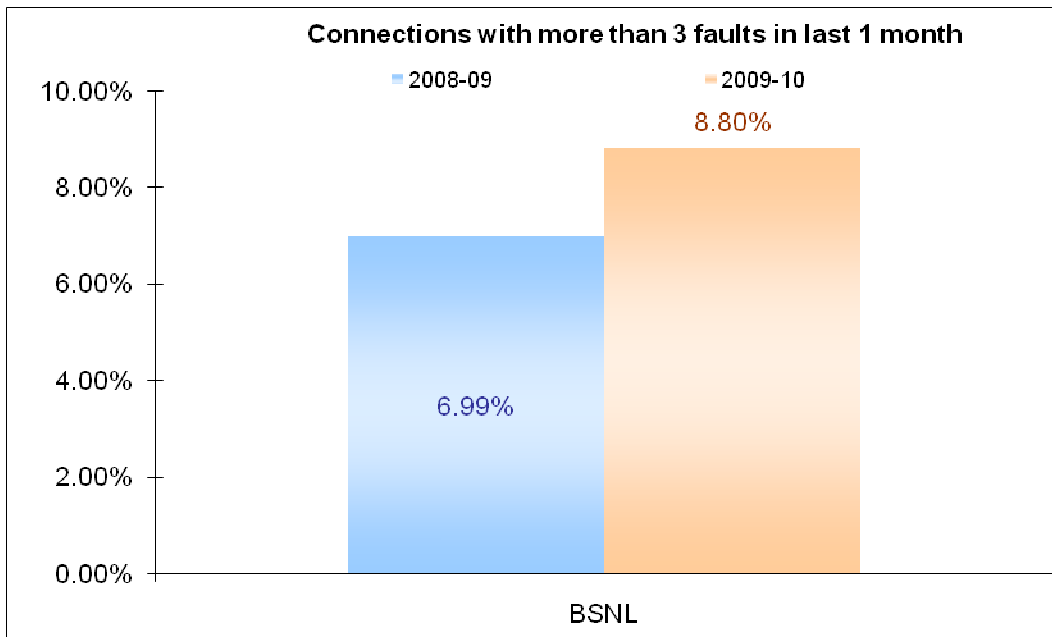
5.1.5 Maintainability related sub-aspects

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



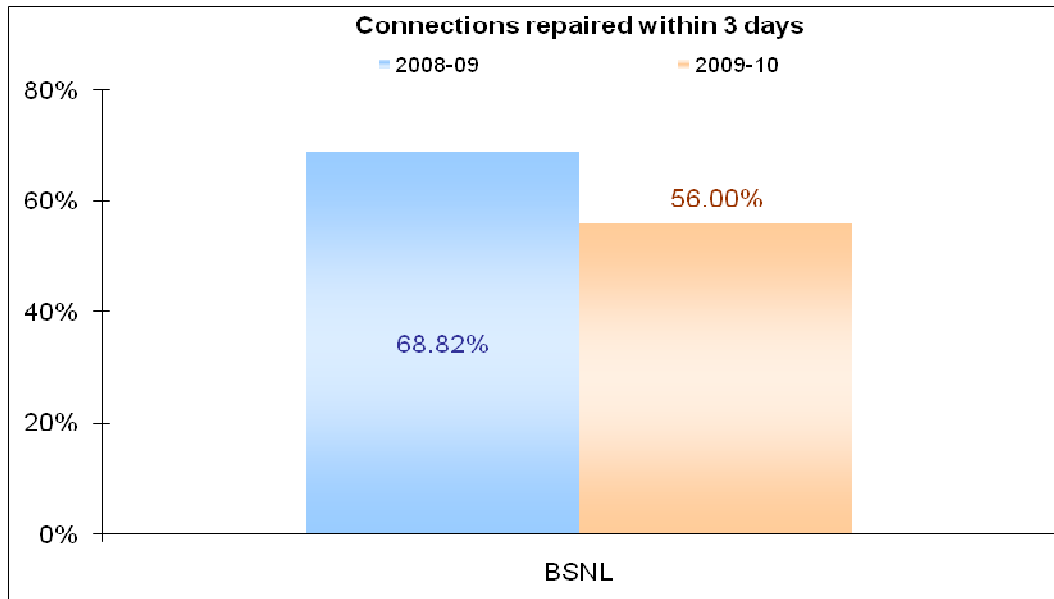
Penetration of customers who have made fault complaints was observed to have decreased as compared to last year.

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



8.8% of the BSNL subscribers faced more than 3 faults during last 1 month.

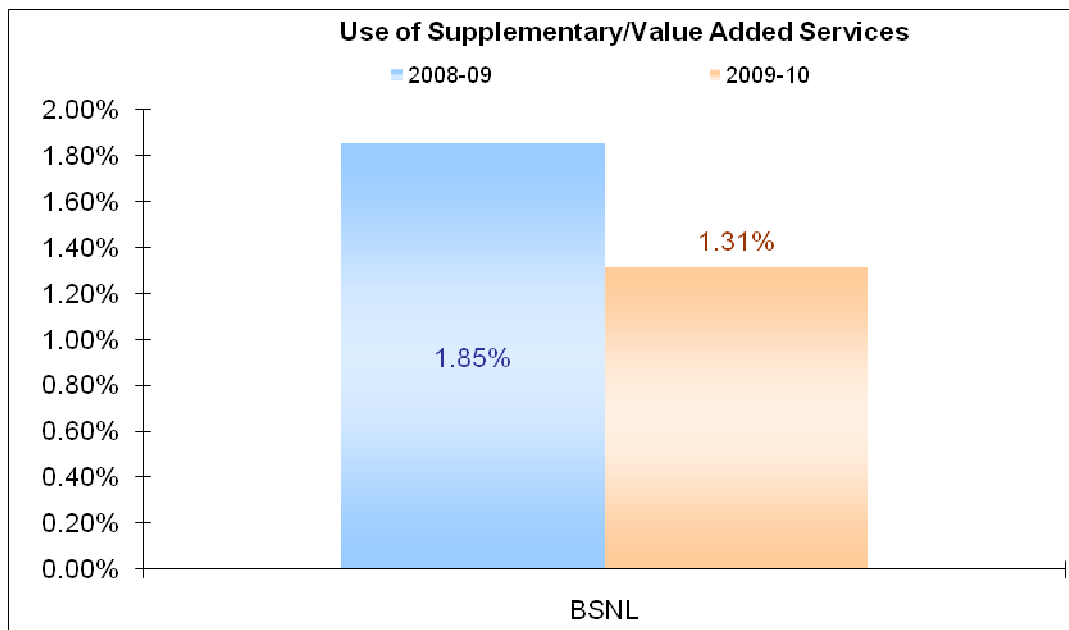
c. Time taken to repair after lodging complaint



In 56.00% of the cases where the phone became faulty complaint was resolved within 3 days.

5.1.6 Supplementary services

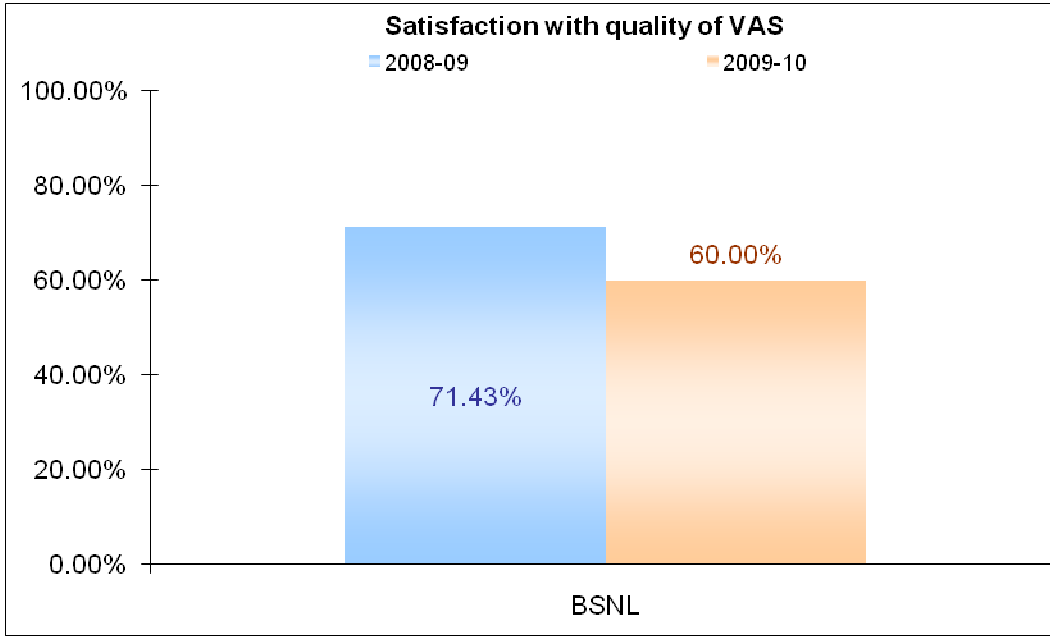
a. Percentage of subscribers opting for Supplementary Services



Usage of supplementary services was found to be very low among BSNL subscribers.

b. Satisfaction with Supplementary Services

Level of satisfaction with supplementary services



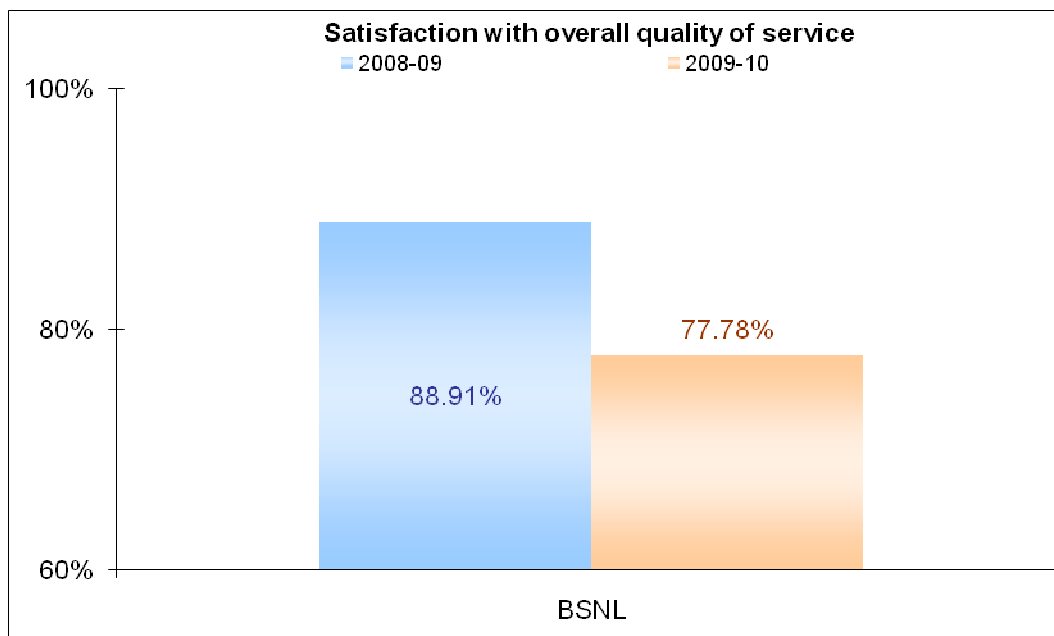
The scores of level of satisfaction have been explained in the executive summary.

Very Satisfied & Satisfied scores		BSNL
Very Satisfied		0.00%
Satisfied		60.00%
Total		60.00%

60% of BSNL subscribers who were using supplementary services claimed 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	BSNL
Very Satisfied	1.59%
Satisfied	76.19%
Total	77.78%

In the current round of survey, 77.78% of the BSNL subscribers claimed to be either satisfied or very satisfied with the service at an overall level.

5.1.8 Redressal Mechanism

	BSNL
Satisfaction with Call Center	66.13%
Satisfaction with Nodal Officer	100.00%
For new customers, provisioning of 'Manual of Practice' while taking the new connection	75.00%

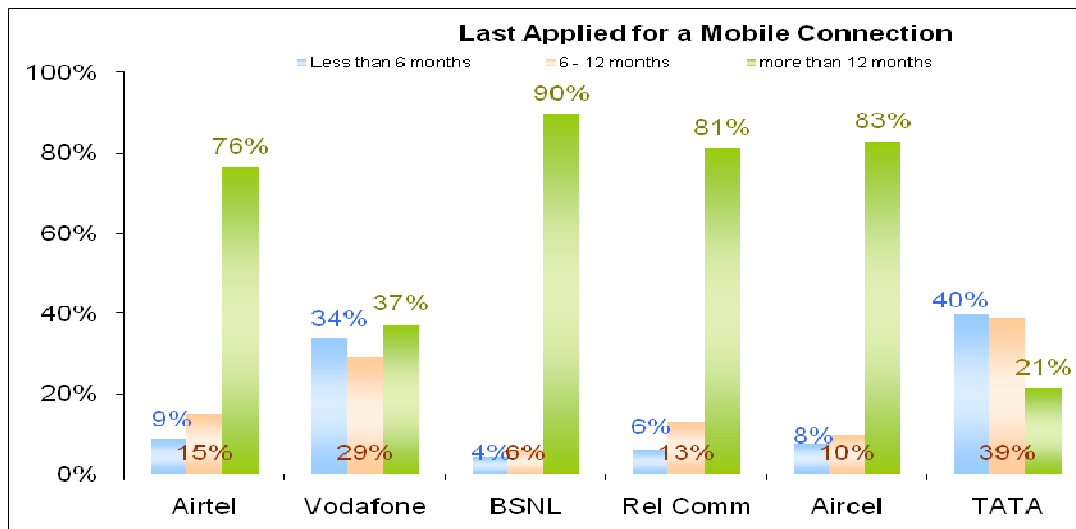
As already explained, it is observed that awareness of three stage redressal grievances mechanism for customers was found to be quite low. However among those aware of the stage and who have made a complaint, satisfaction was found to be 66.13% for call center and 100% for nodal officer.

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.

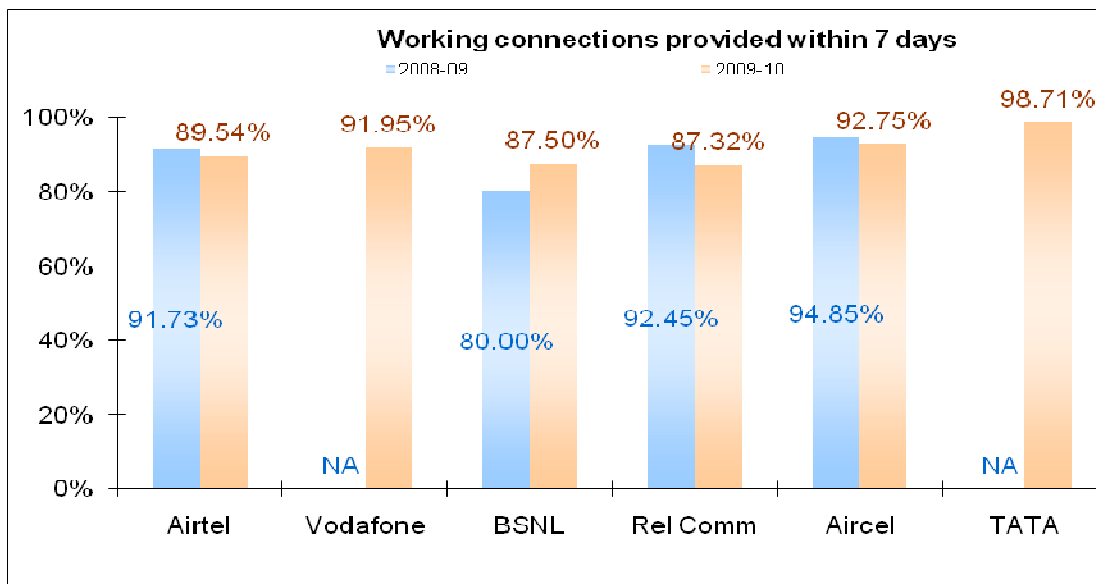
5.2.1 Service Provision

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.



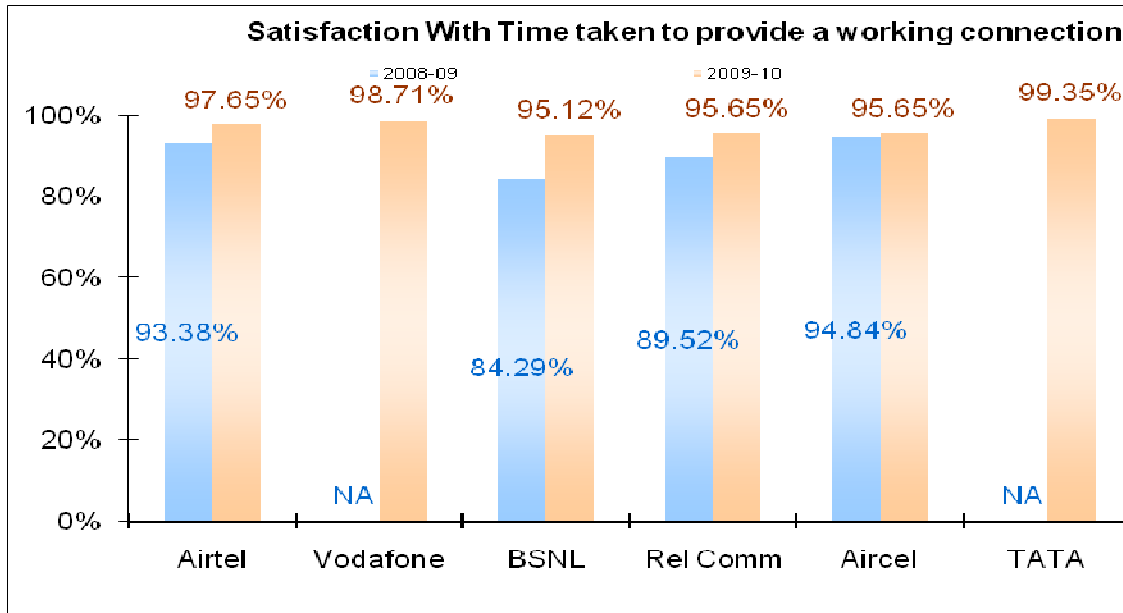
90% of the BSNL customers are more than 12 months old while 79% of the TATA customers have joined in the last 1 year.

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, TATA with 98.71% connections scored highest whereas Rel Comm with 87.32% 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	BSNL	Rel Comm	Aircel	TATA
Very Satisfied	6.50%	3.14%	4.29%	3.15%	3.28%	3.55%
Satisfied	88.08%	89.01%	83.33%	70.34%	85.35%	93.15%
Total	94.58%	92.15%	87.62%	73.49%	88.63%	96.70%

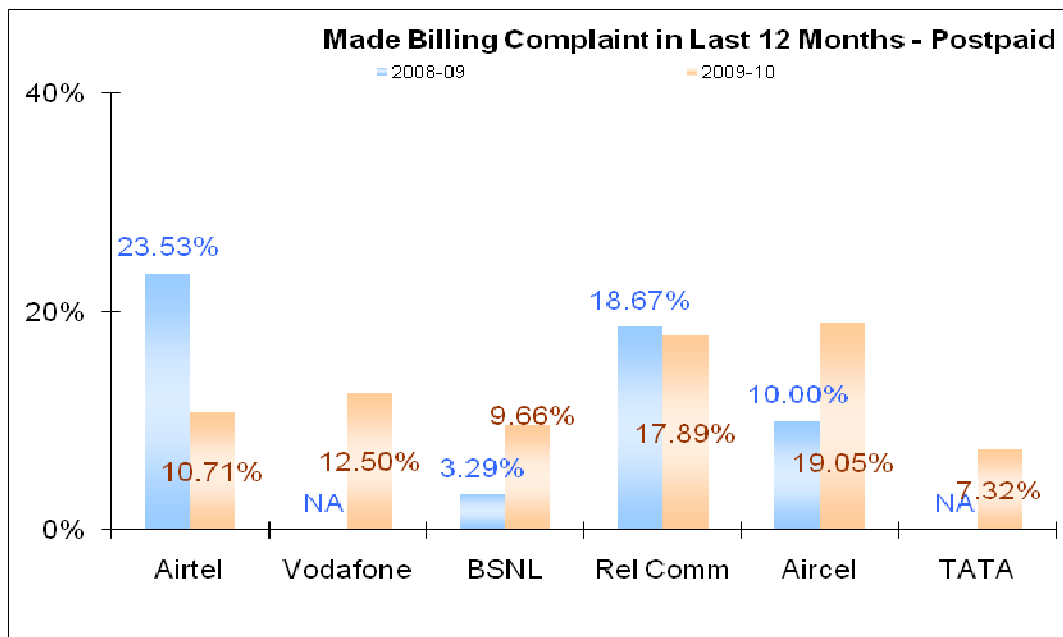
Score for level of satisfaction with service provisioning varies from 73.49% for Rel Comm to 96.7% for TATA.

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 Aircel made maximum number of billing related complaints in 2009-10. In 2008-09, maximum billing related complaints were made by Airtel subscribers.

ii. Satisfaction with various billing parameters

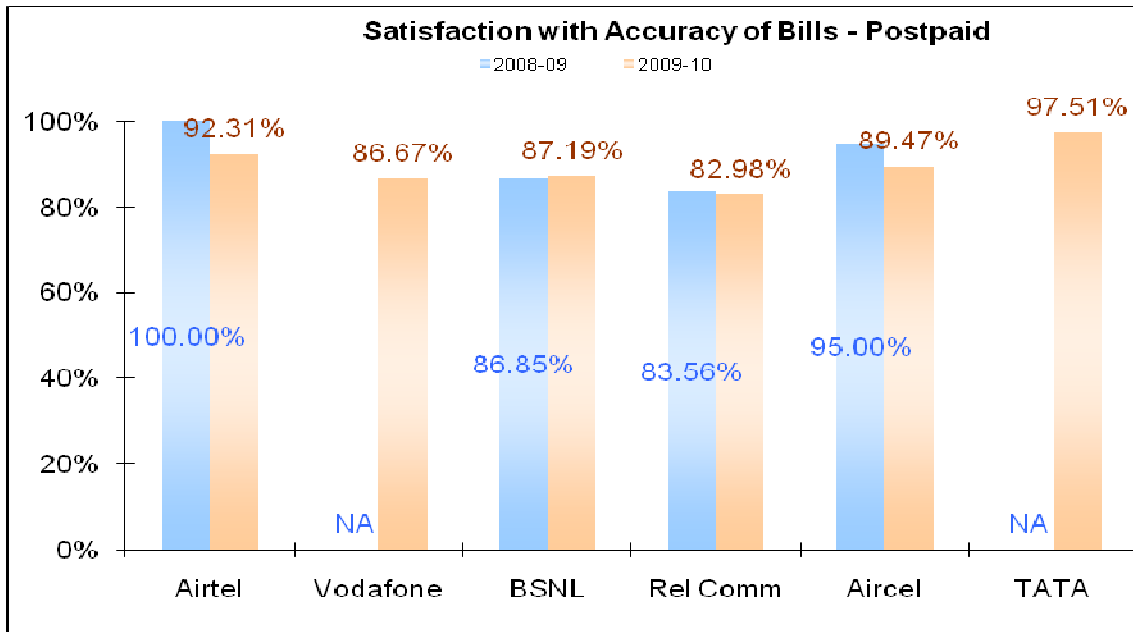
Satisfaction Level	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Timely delivery of bills	92.59%	86.67%	85.29%	87.23%	84.21%	93.83%
Accuracy of bills	92.31%	86.67%	87.19%	82.98%	89.47%	97.51%
Process of resolution of billing complaints	33.33%	100.00%	63.16%	50.00%	50.00%	72.73%
Clarity i.e. transparency and understandability of bills	91.67%	92.31%	92.27%	91.01%	83.33%	98.72%

In the current round of survey, satisfaction with timely delivery of bills for postpaid subscribers was found to be lowest for Aircel with 84.21%. The satisfaction with accuracy of bills was found to be lowest for Rel Comm.

The satisfaction with clarity of bills and resolution of billing complaints was found to be lowest for Aircel.

iii. Percentage of subscribers satisfied

Level of satisfaction with billing performance (Post paid customers)



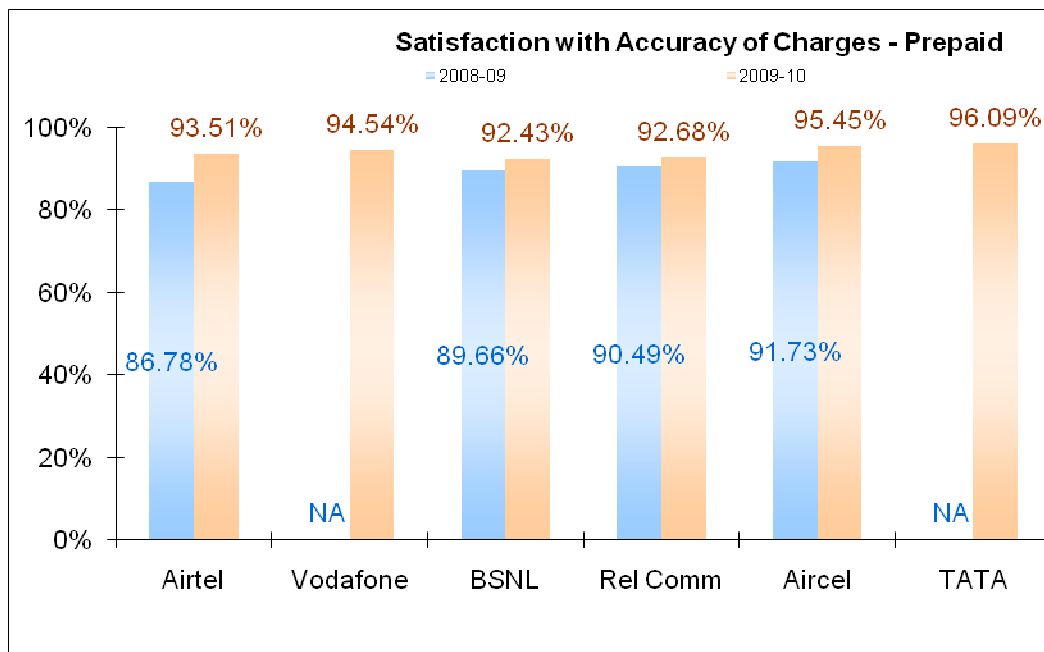
The scores of level of satisfaction have been explained in the executive summary.

Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Very Satisfied	3.85%	0.00%	0.00%	0.00%	0.00%	1.24%
Satisfied	88.46%	86.67%	87.19%	82.98%	89.47%	96.27%
Total	92.31%	86.67%	87.19%	82.98%	89.47%	97.51%

In the current round of survey, highest score was found to be for TATA with 97.51% subscribers claiming that they are either satisfied or very satisfied with postpaid billing.

c. Prepaid subscribers:

Level of satisfaction with accuracy of charges:

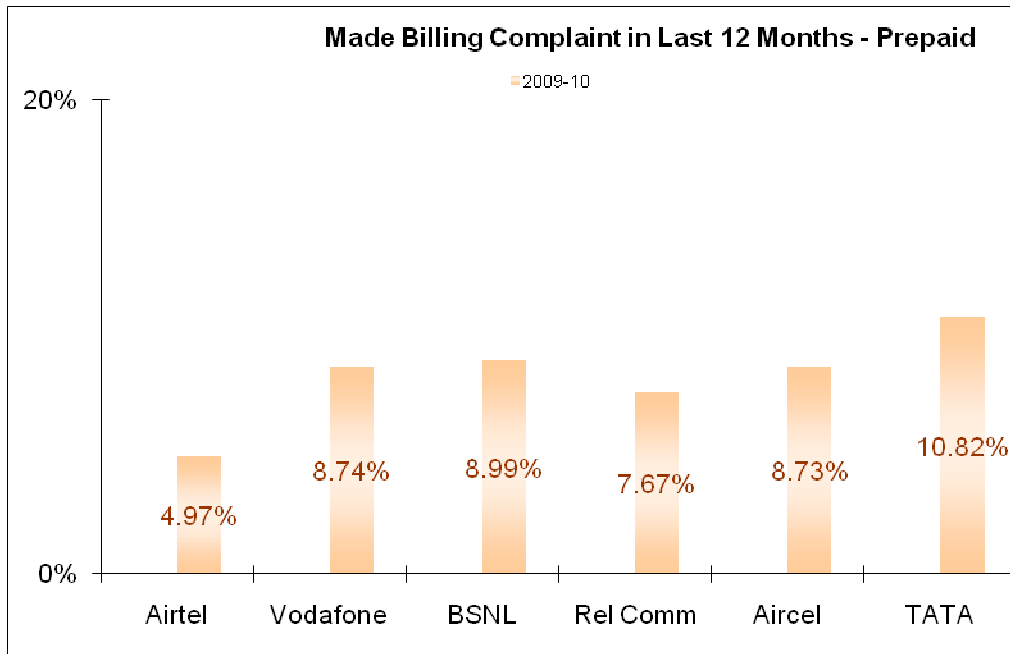


The scores of level of satisfaction have been explained in the executive summary.

Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Very Satisfied	4.72%	2.46%	1.62%	8.71%	4.01%	1.74%
Satisfied	88.79%	92.08%	90.81%	83.97%	91.44%	94.35%
Total	93.51%	94.54%	92.43%	92.68%	95.45%	96.09%

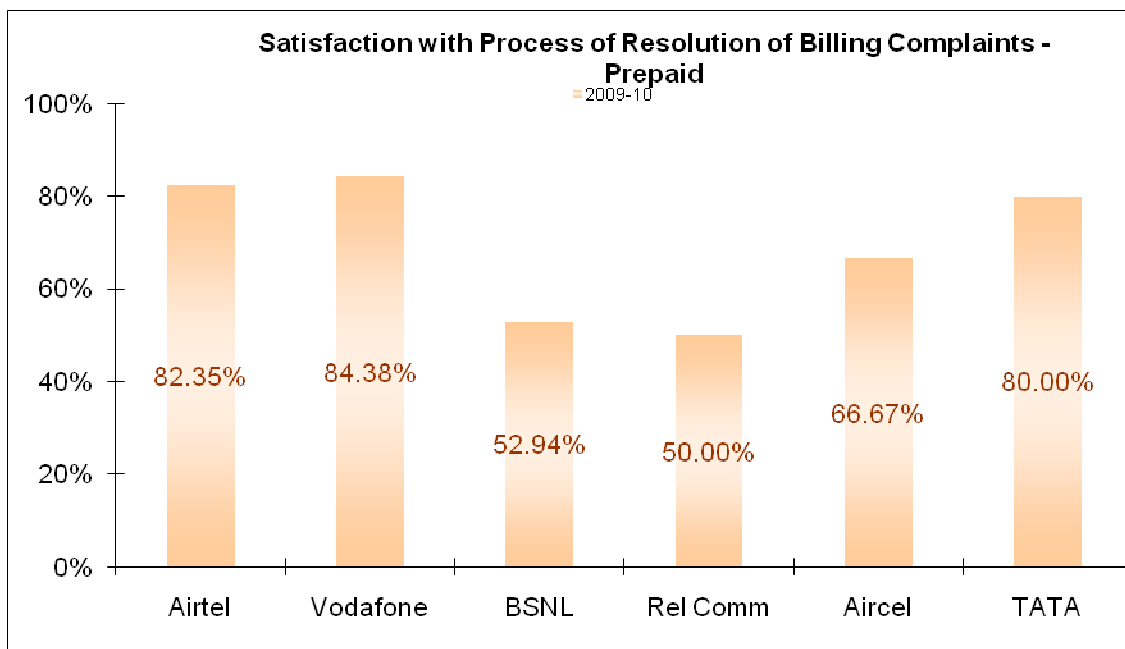
In the current round of survey, highest score was found to be for TATA with 96.09% subscribers claiming that they are either satisfied or very satisfied with prepaid billing.

Percentage of billing complaints



For billing related complaints in 2009-10 maximum score was found to be for TATA with 10.82% of its subscribers claiming to have made a billing complaint in last 12 months.

Satisfaction with process of resolution of billing complaints

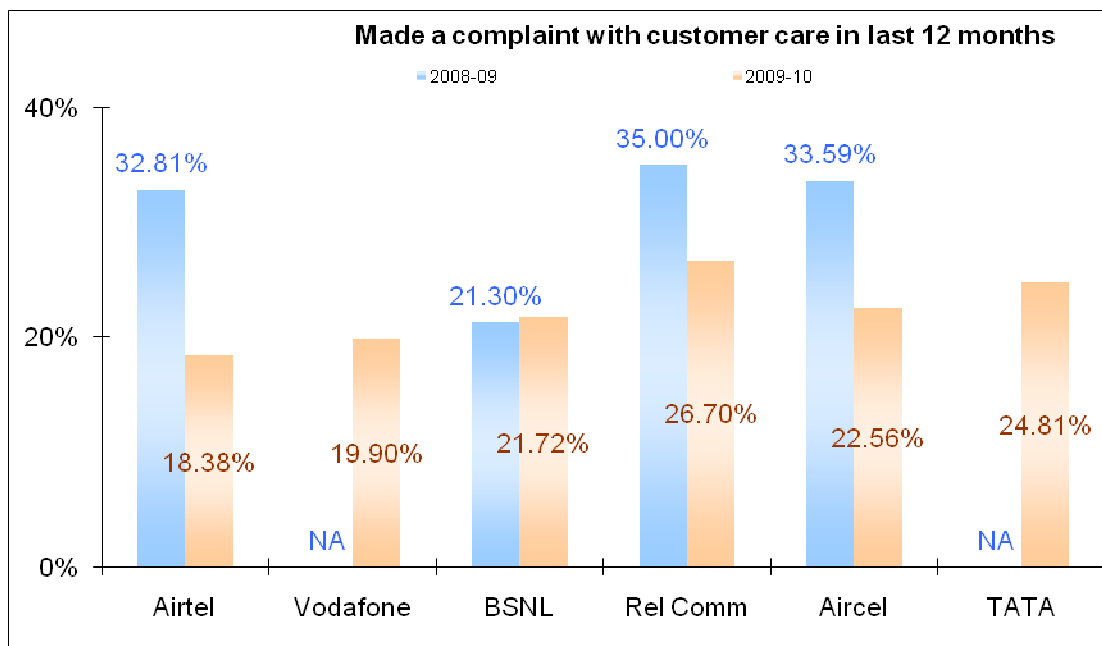


For satisfaction with process of resolution of billing complaints, maximum score was found to be for Vodafone with 84.38% of its subscribers claiming to be either satisfied or very satisfied.

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 Rel Comm subscribers and minimum calls were made by the Airtel subscribers.

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

Satisfaction with help services	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Ease of access of call center toll free number	79.41%	79.73%	78.57%	54.46%	77.52%	91.75%
Response time to answer call by customer care executive	88.23%	96.05%	85.89%	73.53%	90.00%	96.87%
Problem solving ability of customer care executive	95.59%	92.11%	89.53%	74.51%	87.78%	90.62%
Time taken by customer care executive in resolving complaints	92.64%	88.16%	87.21%	66.67%	84.44%	87.50%

For ease of accessing customer care, Rel Comm with 54.46% scored lowest.

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

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

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

5.2.4 Network Performance, Reliability & Availability:

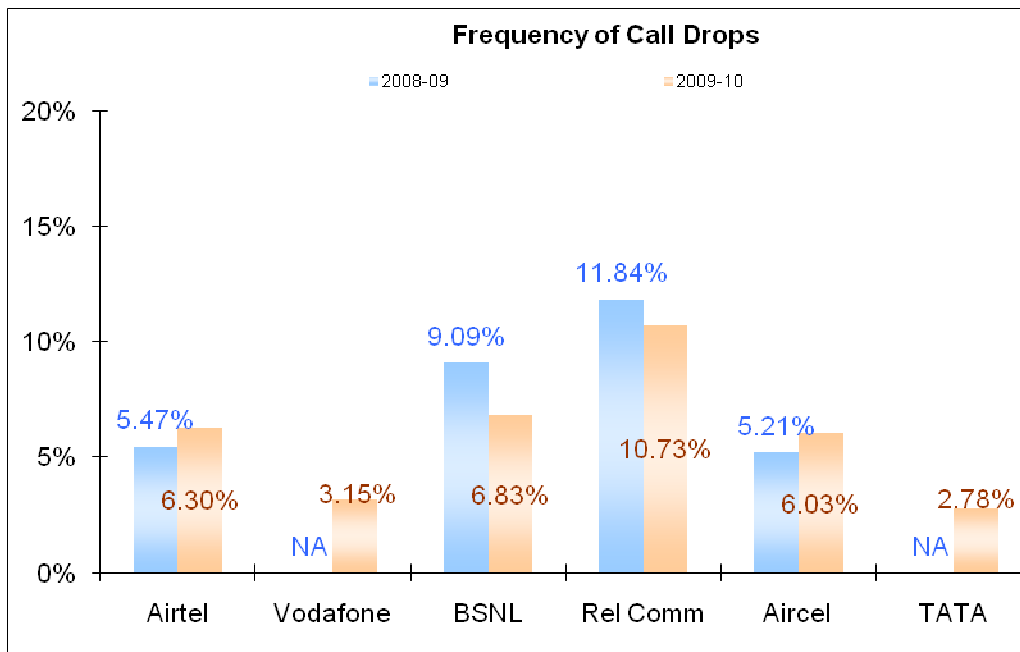
This parameter captures the level of satisfaction of subscribers with various network related parameters which includes aspects like availability of signal at all times, whether the person is easily able to make or receive calls and the voice quality of the connection.

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

Satisfaction with network related parameters	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Availability of signal	93.50%	92.39%	87.63%	77.75%	87.68%	95.44%
Ability to make or receive calls easily	90.25%	91.60%	85.57%	73.56%	83.42%	96.70%
Voice quality	94.26%	94.74%	92.66%	77.74%	90.15%	96.44%

The satisfaction with availability of signal, voice quality and ability to make or receive calls easily was found to be lowest for Rel Comm.

b. Call drop rate:



According to survey results call drops are more frequent for Rel Comm with 10.73% 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:

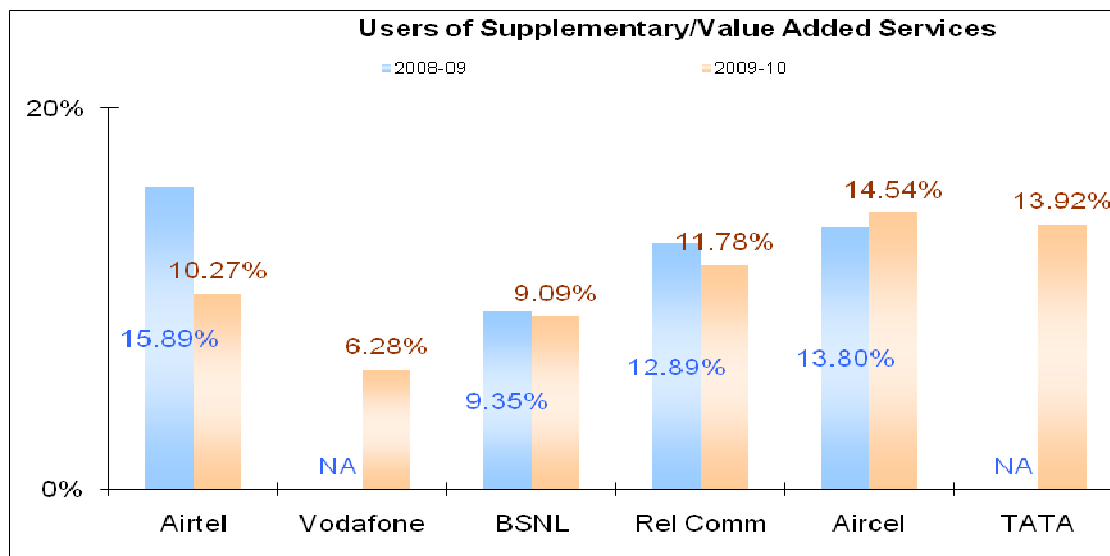
Parameter	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Frequency of Signal Problem (Never or Occasional)	94.57%	96.31%	91.41%	88.48%	94.48%	97.46%
Satisfaction with restoration of signal problems (Vary Satisfied or Satisfied)	87.23%	89.50%	85.82%	69.21%	84.46%	96.68%

The satisfaction with frequency of signal problem and restoration of signal problems was found to be highest for TATA.

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.

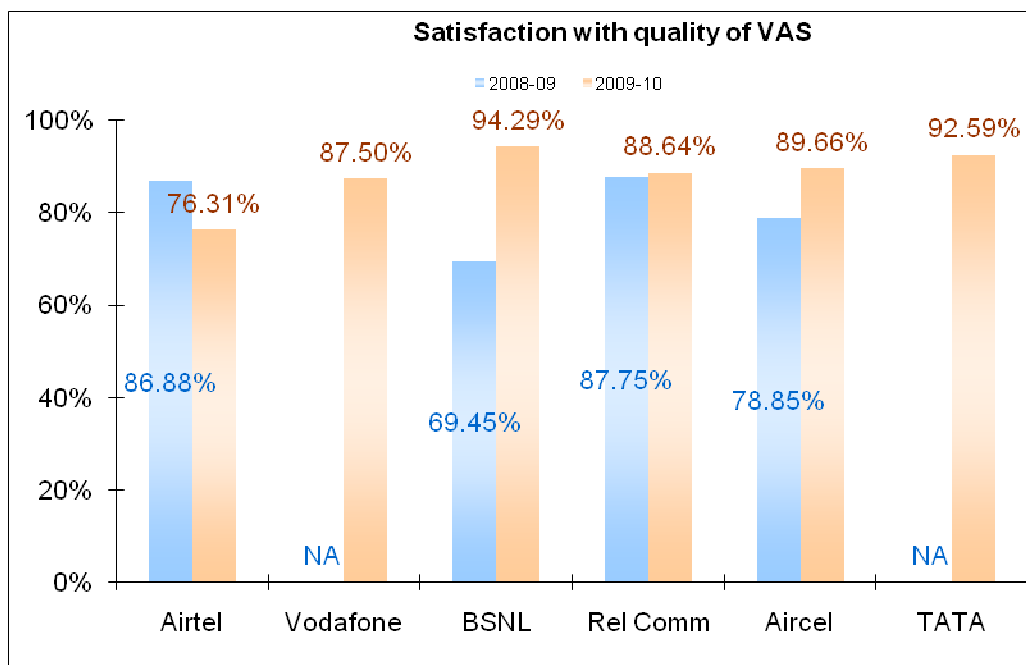
a. Percentage of subscribers opting for supplementary services:



In the year 2009-10 usage of supplementary services varies from 6.28% for Vodafone to 14.54% 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.

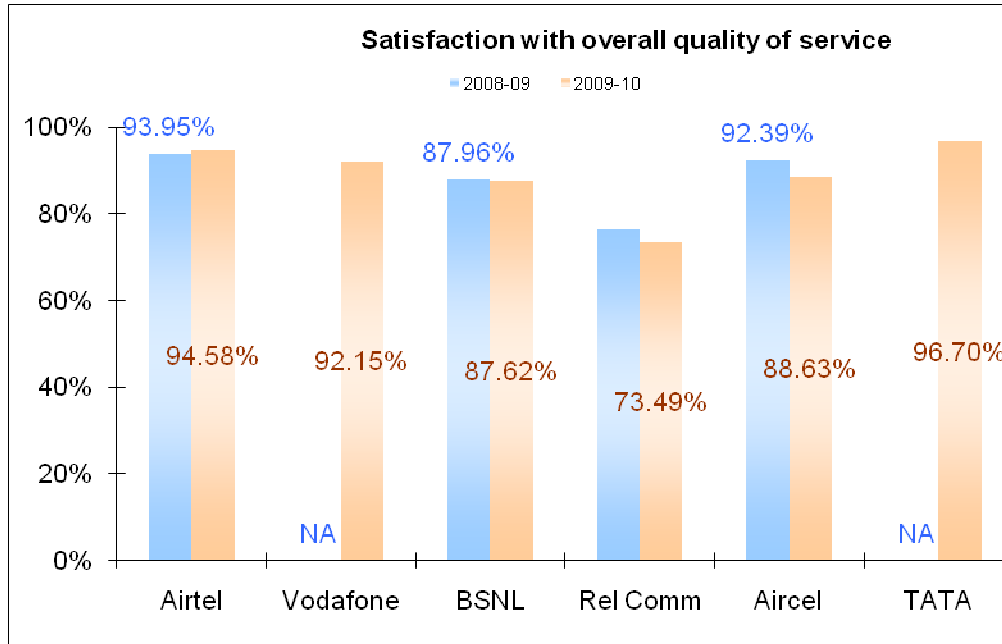
Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Very Satisfied	7.89%	0.00%	0.00%	6.82%	0.00%	0.00%
Satisfied	68.42%	87.50%	94.29%	81.82%	89.66%	92.59%
Total	76.31%	87.50%	94.29%	88.64%	89.66%	92.59%

The total satisfaction percentage is highest for BSNL with 94.29% 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.

Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Very Satisfied	6.50%	3.14%	4.29%	3.15%	3.28%	3.55%
Satisfied	88.08%	89.01%	83.33%	70.34%	85.35%	93.15%
Total	94.58%	92.15%	87.62%	73.49%	88.63%	96.70%

In the current round of survey, TATA with 96.7% scored highest for overall customer satisfaction with quality of service whereas Rel Comm with 73.49% scored lowest.

5.2.8 Three stage redressal mechanism:

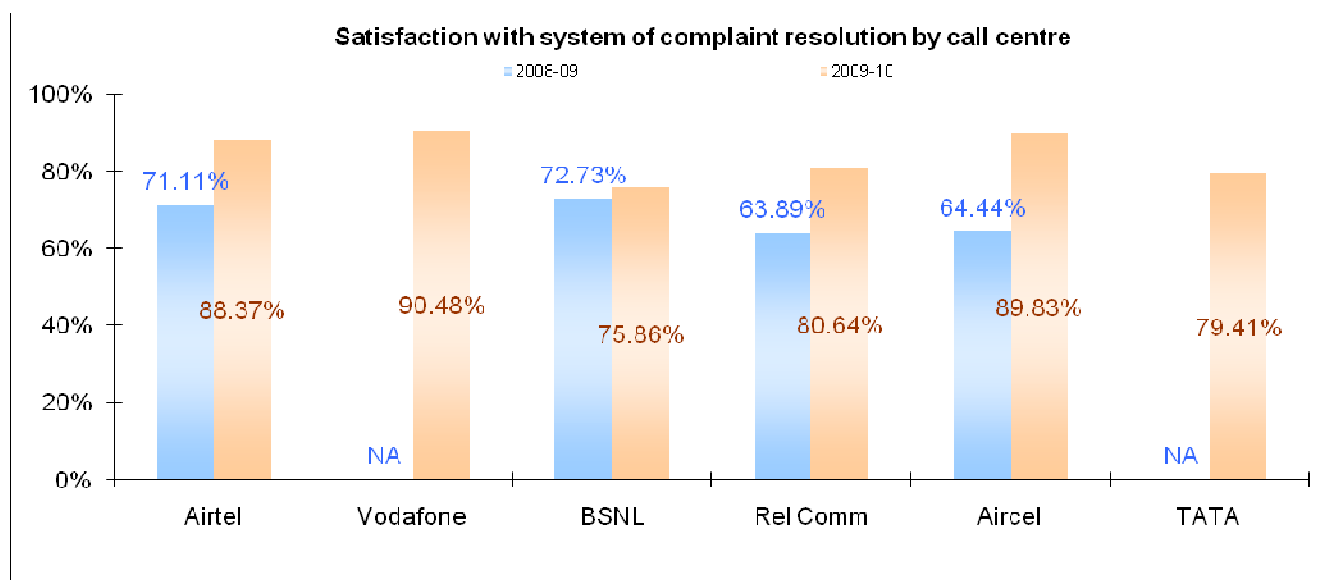
TRAI has initiated a set of regulations named as 'Telecom Consumer Protection and Redressal of Grievances Regulations – 2007'. From this round of the customer satisfaction study of subscribers, TRAI has decided to test the awareness, implementation and effectiveness of these regulations. These set up 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	BSNL	Rel Comm	Aircel	TATA
Customer Care	72.97%	71.20%	65.40%	78.80%	72.18%	53.16%
Nodal Officer	7.84%	2.36%	6.06%	3.14%	10.53%	0.76%
Appellate Authority	8.11%	4.45%	8.84%	7.59%	11.03%	2.78%

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	BSNL	Rel Comm	Aircel	TATA
Yes	11.89%	11.26%	14.65%	16.49%	15.54%	8.61%
No	88.11%	88.74%	85.35%	83.51%	84.46%	91.39%
If complaint made	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Docket number received for most of the complaints	40.91%	12.20%	19.30%	11.29%	19.67%	2.94%
No docket number received for most of the complaints	0.00%	4.88%	12.28%	9.68%	8.20%	2.94%
It was received on request	29.55%	58.54%	54.39%	48.39%	44.26%	70.59%
No docket number received even on request	29.55%	24.39%	14.04%	30.65%	27.87%	23.53%
Informed by call centre about the action taken on the complaint	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Yes	86.36%	83.72%	55.17%	66.67%	80.65%	64.71%
No	13.64%	16.28%	43.10%	33.33%	16.13%	32.35%

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 Vodafone with 90.48% and lowest for BSNL with 75.86%.

Reasons for dissatisfaction with resolution of complaints by call centre

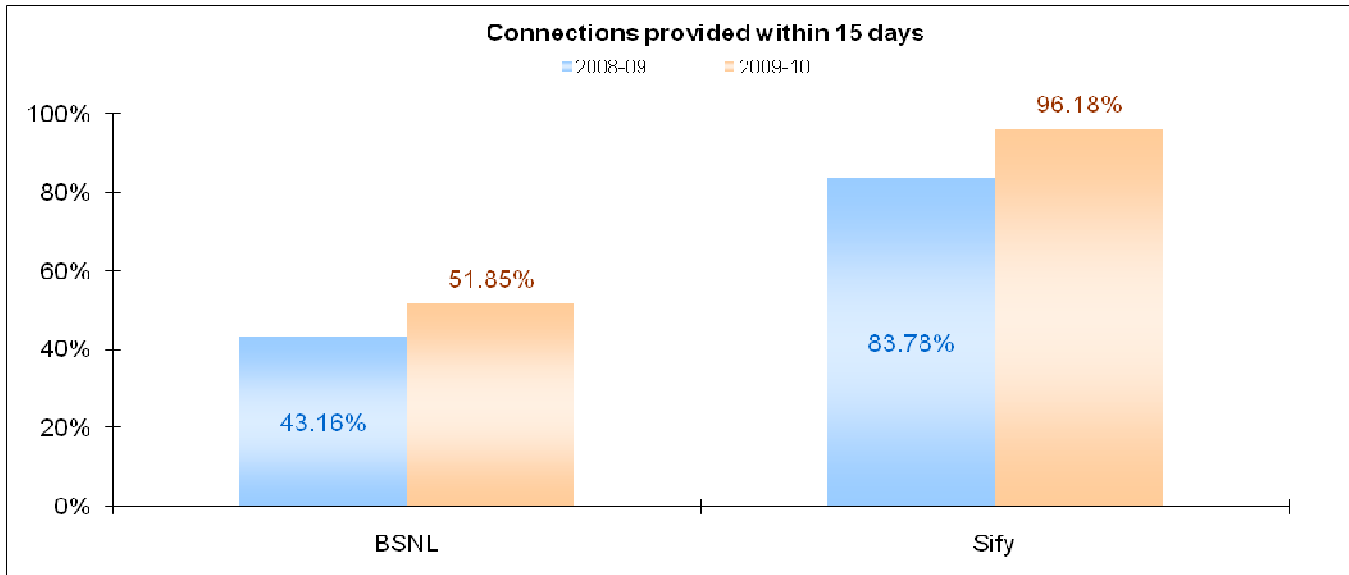
	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Reason for dissatisfaction - Call centre	2009-10					
Difficult to connect to the call center executive	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Customer care executive not polite/courteous	20.00%	0.00%	0.00%	8.33%	16.67%	14.29%
Customer care executive not equipped with adequate information	0.00%	0.00%	7.14%	8.33%	50.00%	0.00%
Time taken by call centre for redressal is too long	20.00%	75.00%	28.57%	75.00%	16.67%	57.14%
Customer care executive was unable to understand the problem	100.00%	50.00%	50.00%	58.33%	33.33%	57.14%
Others	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

For subscribers who were dissatisfied or very dissatisfied with call centre, either time taken by call center for redressal or inability of customer care executive to understand problem was the reason for all the operators except Aircel, for which it was Customer Care executive not equipped with adequate information.

5.3 Detailed Findings – Broadband Services

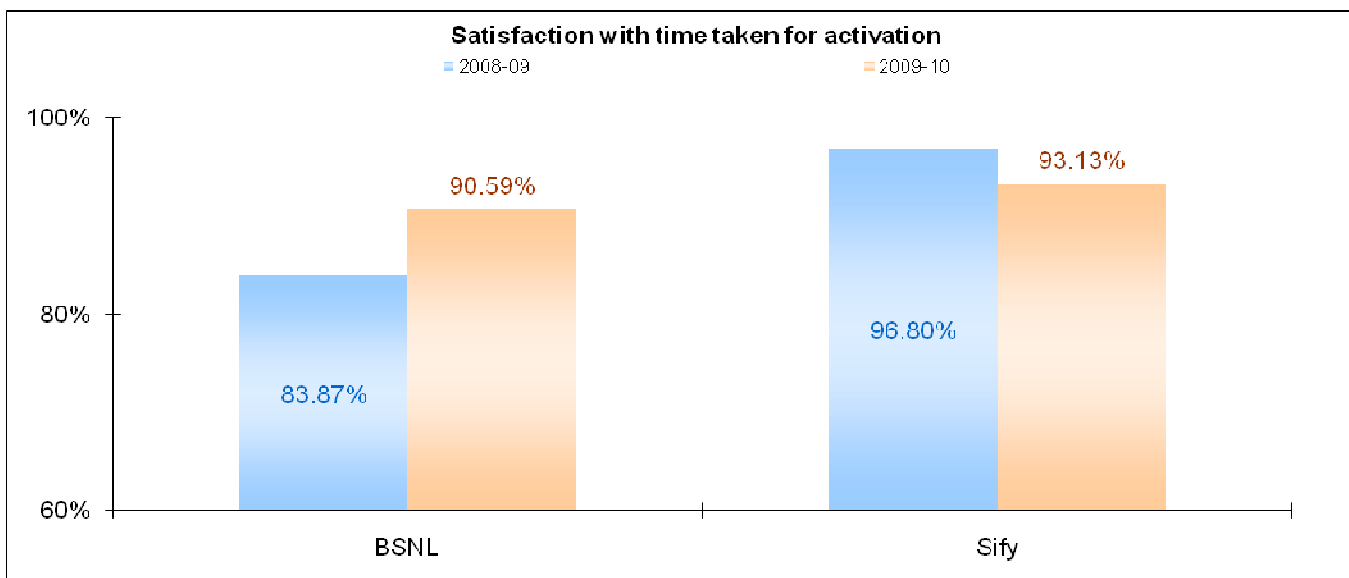
5.3.1 Service Provision:

Incidence of provision of BB connection within 15 days



For activation of new connection, BSNL scored 51.85% whereas Sify scored 96.18%.

Level of satisfaction with service provisioning:



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

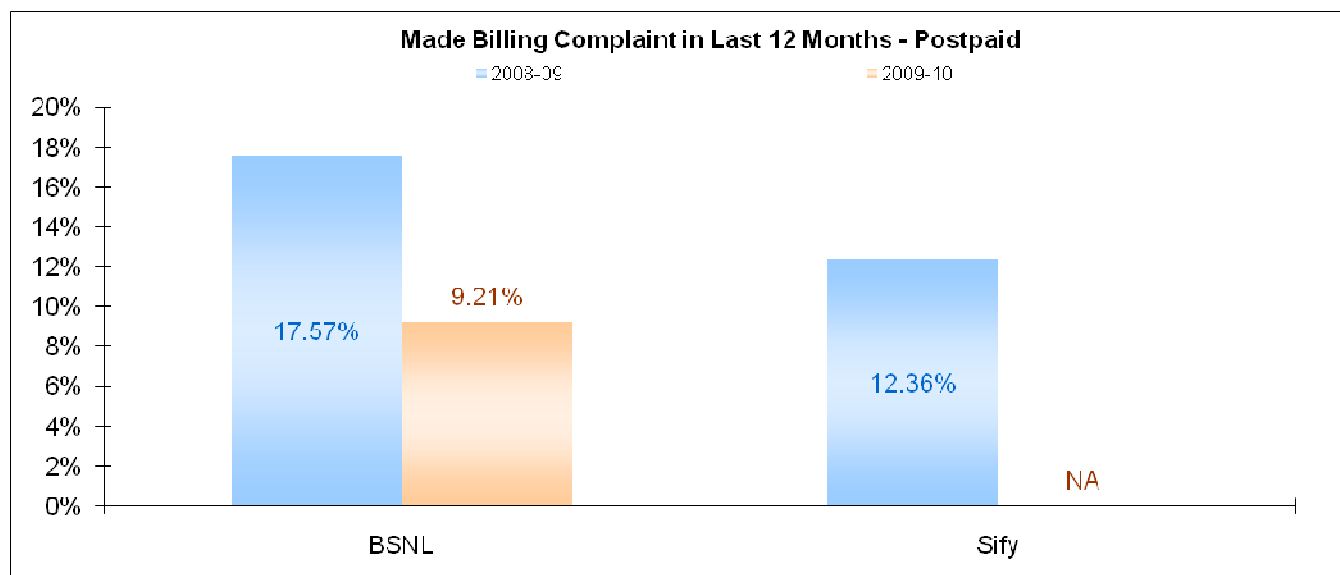
Very Satisfied & Satisfied scores:	BSNL	Sify
Very Satisfied	3.53%	3.05%
Satisfied	87.06%	90.08%
Total	90.59%	93.13%

For BSNL, 90.59% of the subscribers said that they are either “Very Satisfied” or “Satisfied” with the service provisioning. Whereas for Sify, 93.13% of the subscribers said that they are either “Very Satisfied” or “Satisfied”.

5.3.2 Billing Performance:

Postpaid:

Billing related complaints



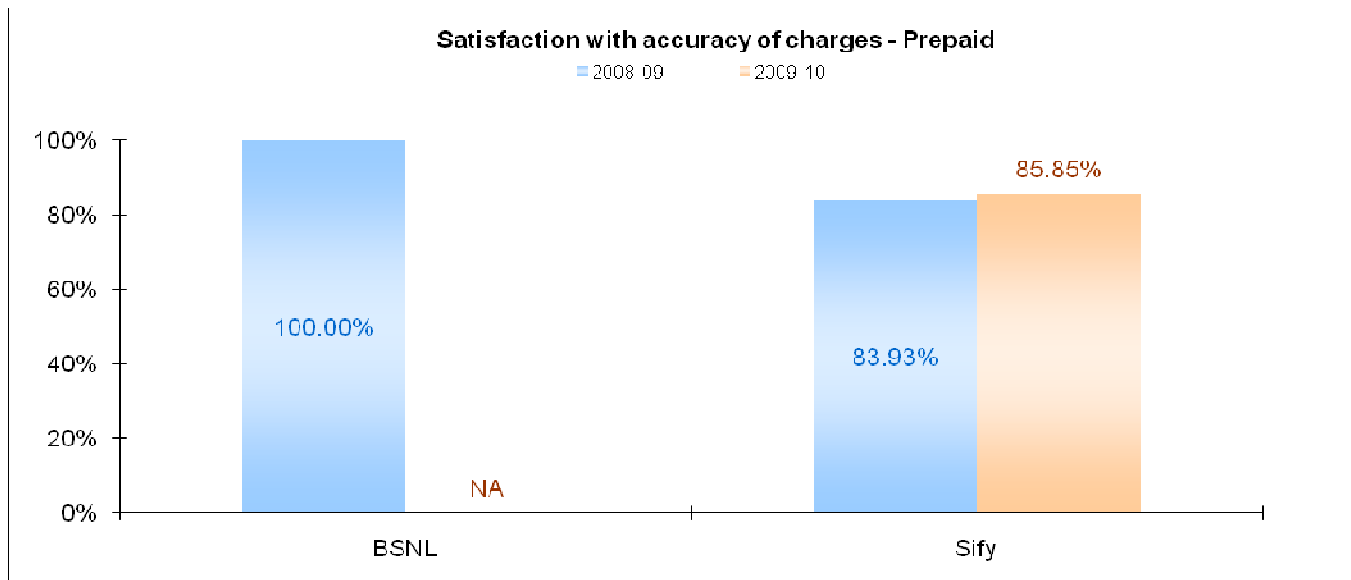
In the current round of survey, penetration of post paid subscribers making billing complaints was found to be 9.21% for BSNL. For Sify, base of postpaid subscribers was too low.

Satisfaction with Billing Parameters:	BSNL	Sify
Timely delivery of bills	81.09%	NA
Accuracy of bills	92.65%	NA
Process of resolution of billing complaints	50.00%	NA
Clarity i.e. transparency and understandability of bills	94.05%	NA

For various postpaid billing parameters, BSNL scored fairly well except for process of resolution of billing complaint.

Billing Accuracy - Prepaid

Level of satisfaction:

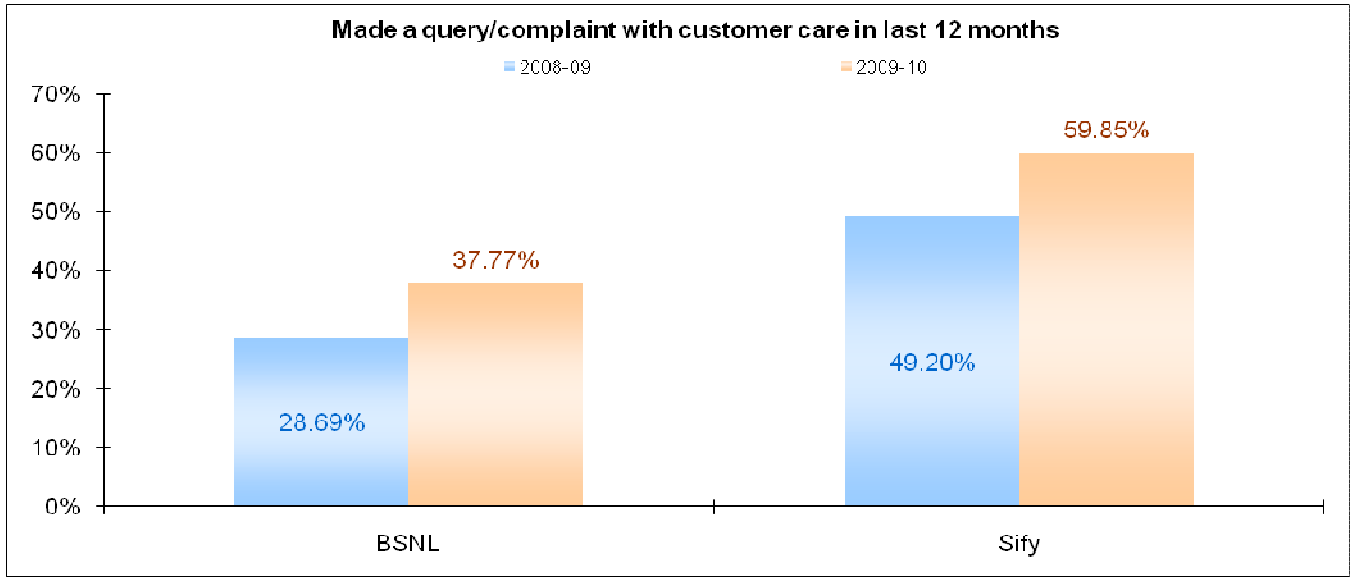


The scores of level of satisfaction have been explained in the executive summary.

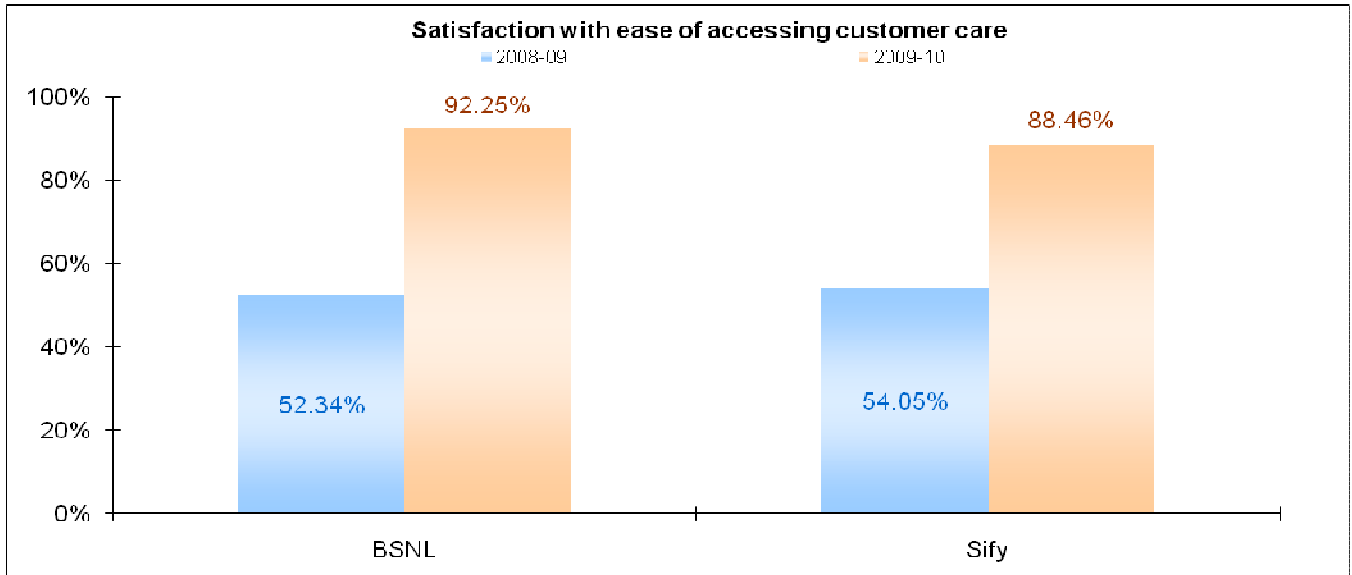
	BSNL	Sify
Very Satisfied & Satisfied scores: Accuracy of charges		
Very Satisfied	NA	1.51%
Satisfied	NA	84.34%
Total	NA	85.85%

85.85% of the Sify's prepaid subscribers claimed to be either satisfied or very satisfied with billing performance.

5.3.3 Help Services:



Number of respondents making a query to the call center in the last 12 months was found to be 37.77% for BSNL and 59.85% for Sify. For both the service providers, incidence of making query/complaint to the customer care has increased from last year.

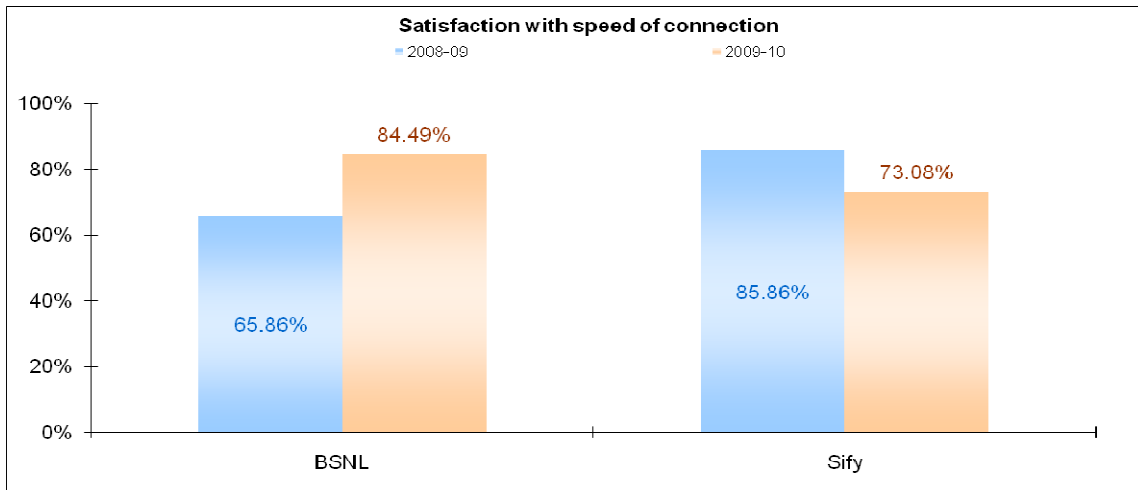


92.25% of BSNL subscribers and 88.46% of Sify subscribers were found to be satisfied with the ease of accessing customer care.

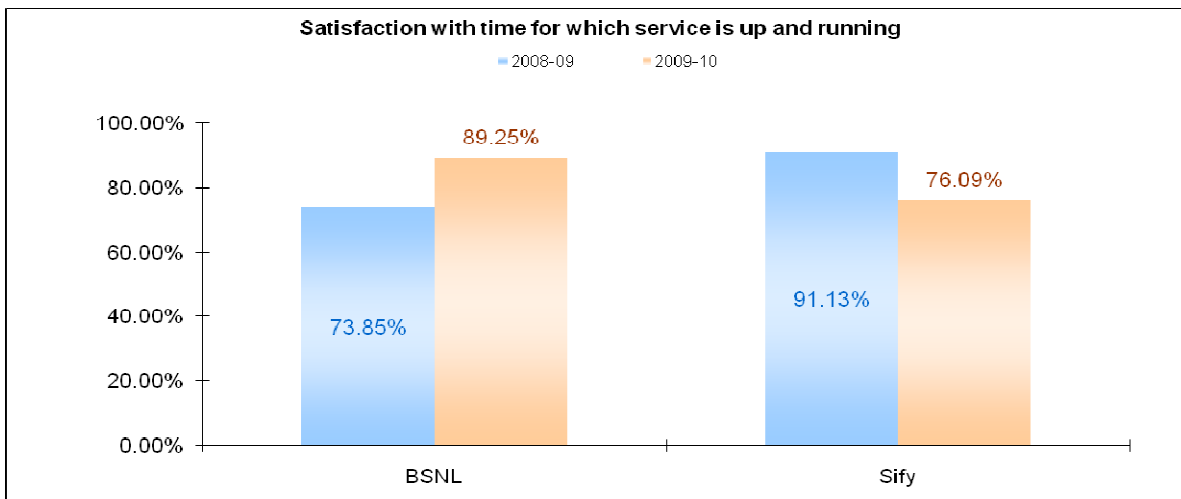
Satisfaction level with Help Services / Customer Care	BSNL	Sify
Response time to answer call by customer care executive	90.14%	82.05%
Problem solving ability of customer care executive	76.06%	72.22%
Time taken by customer care executive in resolving complaints	69.01%	67.95%

Satisfaction with all the parameters related to customer care/help services, BSNL was found to be scoring higher than Sify.

5.3.4 Network performance, reliability and availability:

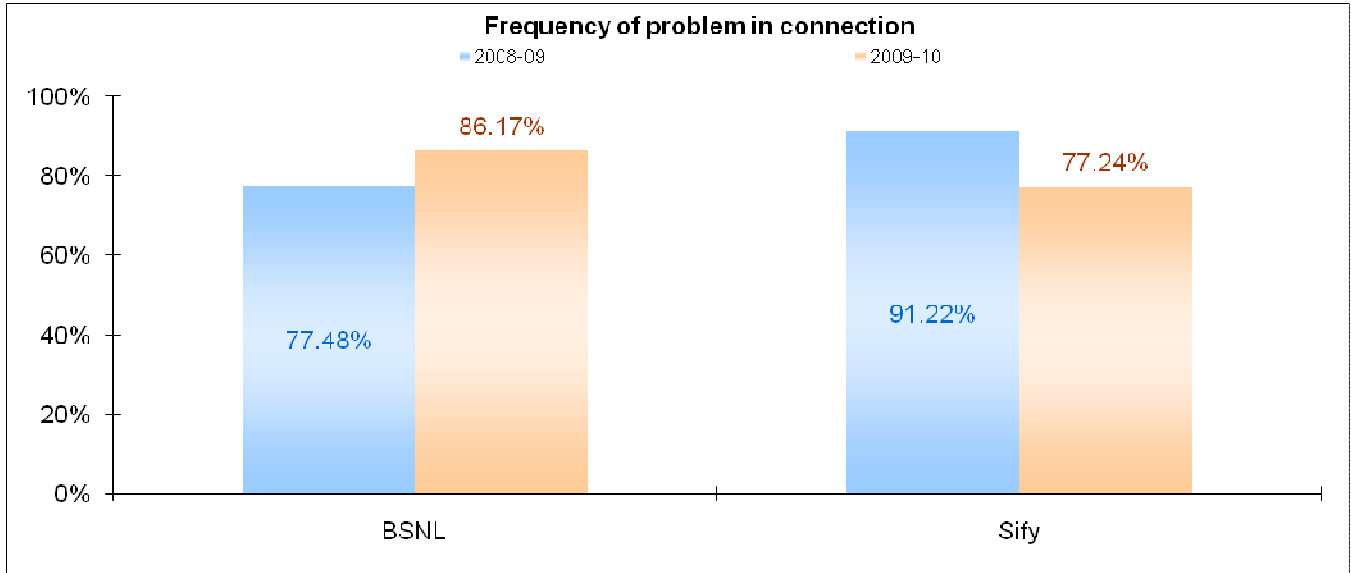


84.49% of BSNL subscribers said that they are either “Very Satisfied” or “Satisfied” with the speed of the broadband connection. Contrastingly, only 73.08% of Sify subscribers are either “Very Satisfied” or “Satisfied”.

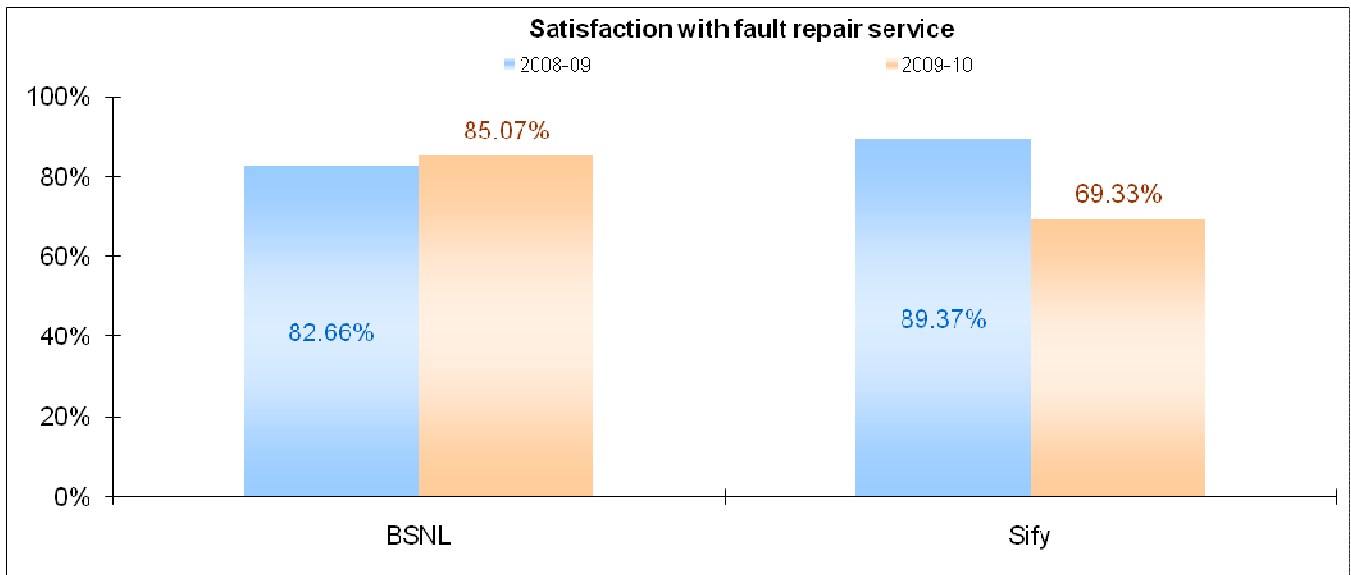


In the current round of survey, BSNL with 89.25% scored higher for satisfaction with time for which service is up and running as compared to Sify with 76.09%.

5.3.5 Maintainability:

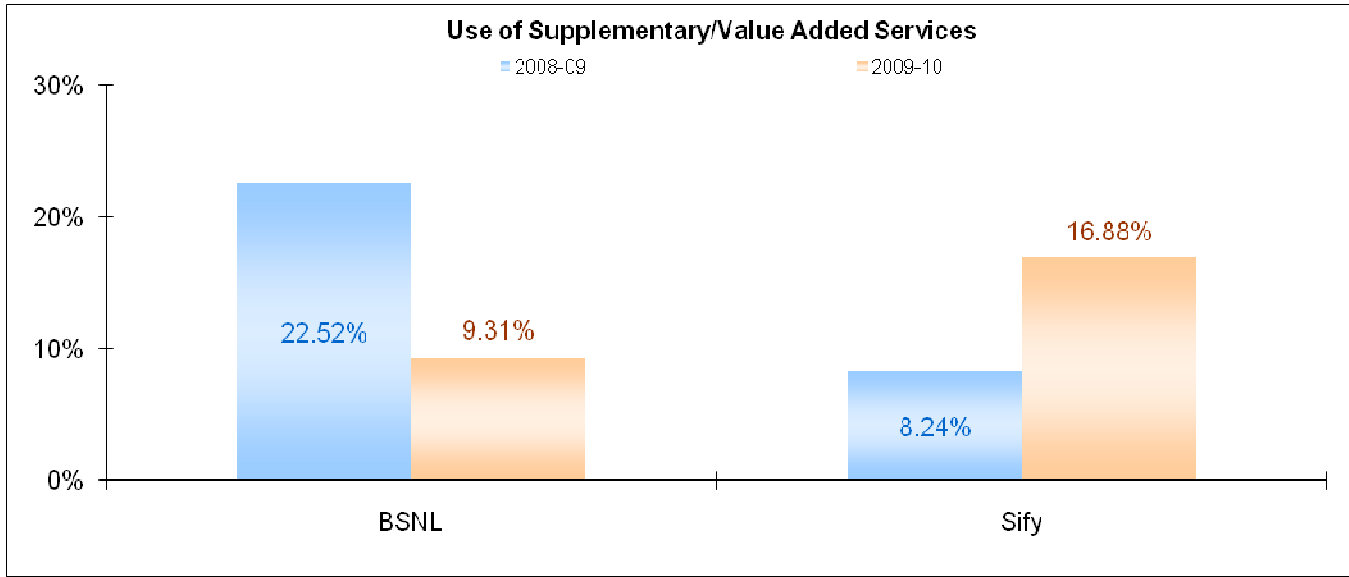


86.17% of BSNL subscribers claimed that they never or occasionally face problems with their broadband connection. Same figure was 77.24% for Sify.



For fault repair service, BSNL performed better than Sify, whereas last year it was other way round.

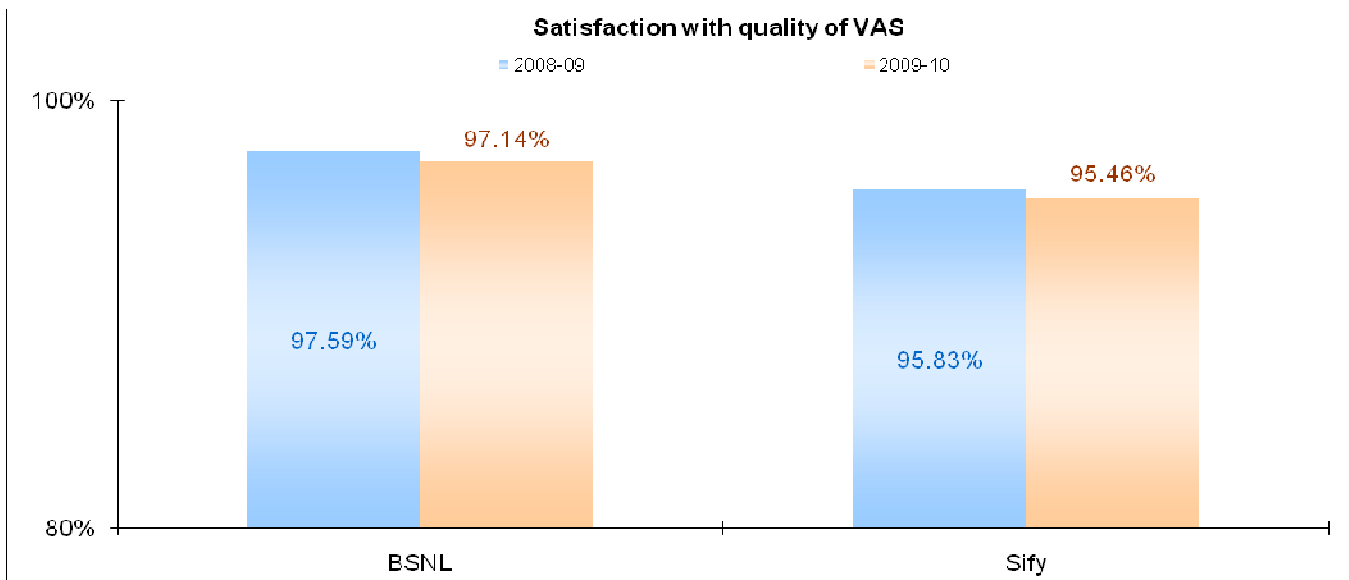
5.3.6 Supplementary Services:



Usage of supplementary/Value Added Services was found to be higher among Sify subscribers.

5.3.7 Percentage subscribers satisfied:

Level of satisfaction:



In spite of higher usage of VAS among Sify subscribers, satisfaction with VAS was found to be higher among BSNL subscribers.

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

Satisfaction level with Help Services / Customer Care	BSNL	Sify
Penetration - Complains made to customer care within last 6 months	19.15%	33.50%
Customer care informing about the action taken on the complaint	56.94%	66.41%
Resolution of complaint by customer care within 4 weeks of lodging complaint	90.14%	82.05%

Reason for dissatisfaction with customer care	BSNL	Sify
Difficult to connect call center executive	10.00%	21.05%
Customer care executive not polite/courteous	0.00%	2.63%
Customer care executive not equipped with adequate information	10.00%	13.16%
Time taken by call center for redressal of complaint is too long	60.00%	21.05%
The customer care executive was unable to understand the problem	20.00%	15.79%

6.1 Key Take Outs and Recommendations – Basic (Wireline)

Key Take outs

- ✓ It was observed that BSNL is the only operator in Assam circle offering wireline service to non-commercial users.
- ✓ 100% of the subscribers contacted during the survey were found to be satisfied with the time taken for activation.
- ✓ BSNL was also found to be performing well on accuracy and clarity of bills.
- ✓ However it needs improvement on usage as well as quality of VAS along with customer care related parameters.
- ✓ BSNL also needs to improve in resolution of billing complaints

6.2 Key Takeouts & Recommendations – Cellular Mobile (Wireless)

Key Take outs: Overall

- ✓ None of the operator was found to be meeting the TRAI benchmark for parameters related to billing performance, network performance and help services.
- ✓ For maintainability, Tata was found to be the only operator meeting the benchmark.
- ✓ Provision of new connection was the one common parameter which is one of the top 4 parameters for all the operators.
- ✓ As found across the circles, usage of VAS remains low across the operators in Assam as well.

Key Take outs: Operator Level

Airtel

- ✓ Airtel was found to be performing well on taking explicit consent from the subscriber before activating the VAS as well as communicating the charges of VAS.
- ✓ Airtel needs improvement on usage and quality of VAS.
- ✓ Airtel also needs to improve upon resolution of billing complaints

Vodafone

- ✓ Vodafone scored 100% for satisfaction with process of resolution of billing complaints.
- ✓ Vodafone was also found to be the best operator in terms of frequency of call drops as well as frequency of signal problem.
- ✓ Vodafone needs improvement on usage of VAS as well as ease of accessing call center.

BSNL

- ✓ BSNL was found to be performing well on satisfaction with voice quality as well as quality of VAS.
- ✓ For postpaid billing complaints made within last 12 months, BSNL was found to be performing above average when compared to other operators.
- ✓ On billing and information on VAS, BSNL was found to be performing poorly as compared to other operators.

Reliance Communications

- ✓ Rel Comm was found to be performing below average as compared to other operators across almost all the parameters.

- ✓ Only parameter for which Rel Comm was found to be performing above average as compared to other operators was satisfaction with quality of VAS.

Tata Teleservices

- ✓ Tata Teleservices performs above average on almost all the parameters.
- ✓ On comparison with other operators it was found that Tata is performing below average on prepaid billing complaints made within last 12 months and complaints made to customer care.

Aircel

- ✓ Frequency of call drops and signal problems were found to be the top parameters for Aircel.
- ✓ Aircel needs improvement in process of resolution of billing complaints.
- ✓ As compared to other operators, Aircel was found to be performing above average on VAS related parameters.

6.3 Key Takeouts & Recommendations – Broadband

- ✓ BSNL and Sify are the only service providers offering broadband service to non-commercial subscribers.
- ✓ Usage of VAS and problem solving through customer care turned out to be the pain point for both the operators.
- ✓ Both the operators were found to be performing quite well on satisfaction with the quality of VAS.
- ✓ On almost all the parameters, BSNL was found to be performing better than Sify.
- ✓ In spite of this BSNL needs improvement on usage of VAS, customer care and resolution of billing complaints.

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

		BSNL
Last applied for a telephone connection		2009-10
	Less than 6 months	0.26%
	6 - 12 months	2.88%
	more than 12 months	96.86%

		BSNL
Last applied for a telephone connection		2008-09
	Less than 6 months	1.06%
	6 - 12 months	0.79%
	more than 12 months	98.15%

		BSNL
Time taken to provide a working connection		2009-10
	< 3 days	0.00%
	3 - 7 days	25.00%
	6 - 15 days	8.33%
	> 15 days	66.67%
	<= 7 days	25.00%

		BSNL
Time taken to provide a working connection		2008-09
	< 3 days	85.71%
	3 - 7 days	14.29%
	6 - 15 days	0.00%
	> 15 days	0.00%
	<= 7 days	100.00%

		BSNL
Satisfaction with time taken for activation		2009-10
	Very satisfied	33.33%
	Satisfied	66.67%
	Dissatisfied	0.00%
	Very dissatisfied	0.00%
	Top-2	100.00%
	Bot-2	0.00%

		BSNL
Satisfaction with time taken for activation		2008-09
	Very satisfied	28.57%
	Satisfied	71.43%
	Dissatisfied	0.00%
	Very dissatisfied	0.00%
	Top-2	100.00%
	Bot-2	0.00%

		BSNL
Satisfaction with timely delivery of bills - Postpaid		2009-10
	Very satisfied	3.96%
	Satisfied	78.36%
	Dissatisfied	16.89%
	Very dissatisfied	0.79%
	Top-2	82.32%
	Bot-2	17.68%

		BSNL
Satisfaction with timely delivery of bills - Postpaid		2008-09
	Very satisfied	29.08%
	Satisfied	54.89%
	Dissatisfied	13.59%
	Very dissatisfied	2.45%
	Top-2	83.97%
	Bot-2	16.04%

		BSNL
Satisfaction with accuracy of bills - Postpaid		2009-10
	Very satisfied	1.85%
	Satisfied	84.17%
	Dissatisfied	13.19%
	Very dissatisfied	0.79%
	Top-2	86.02%
	Bot-2	13.98%

		BSNL
Satisfaction with accuracy of bills - Postpaid		2008-09
	Very satisfied	25.20%
	Satisfied	63.41%
	Dissatisfied	10.57%
	Very dissatisfied	0.81%
	Top-2	88.61%
	Bot-2	11.38%

		BSNL
Billing complaint in last 12 months - Postpaid		2009-10
	Yes	15.57%
	No	84.43%

		BSNL
Billing complaint in last 12 months - Postpaid		2008-09
	Yes	11.38%
	No	88.62%

		BSNL
Satisfaction with process of resolution of billing complaints - Postpaid		2009-10
	Very satisfied	0.00%
	Satisfied	40.68%
	Dissatisfied	55.93%
	Very dissatisfied	3.39%
	Top-2	40.68%
	Bot-2	59.32%

		BSNL
Satisfaction with process of resolution of billing complaints - Postpaid		2008-09
	Very satisfied	9.52%
	Satisfied	42.86%
	Dissatisfied	38.10%
	Very dissatisfied	9.52%
	Top-2	52.38%
	Bot-2	47.62%

		BSNL
Satisfaction with clarity of bills - Postpaid		2009-10
	Very satisfied	3.03%
	Satisfied	87.88%
	Dissatisfied	8.82%
	Very dissatisfied	0.28%
	Top-2	90.91%
	Bot-2	9.10%

		BSNL
Satisfaction with clarity of bills - Postpaid		2008-09
	Very satisfied	25.75%
	Satisfied	63.96%
	Dissatisfied	9.49%
	Very dissatisfied	0.81%
	Top-2	89.71%
	Bot-2	10.30%

		BSNL
Satisfaction with accuracy of charges - Prepaid		2009-10
	Very satisfied	NA
	Satisfied	NA
	Dissatisfied	NA
	Very dissatisfied	NA
	Top-2	NA
	Bot-2	NA

		BSNL
Satisfaction with accuracy of charges - Prepaid		2008-09
	Very satisfied	0.26%
	Satisfied	12.66%
	Dissatisfied	73.61%
	Very dissatisfied	13.46%
	Top-2	12.92%
	Bot-2	87.07%

		BSNL
Made complaint at the customer care		2009-10
	Yes	25.13%
	No	74.87%

		BSNL
Made complaint at the customer care		2008-09
	Yes	22.16%
	No	77.84%

		BSNL
Satisfaction with ease of accessing customer care		2009-10
	Very satisfied	3.13%
	Satisfied	59.38%
	Dissatisfied	34.38%
	Very dissatisfied	3.13%
	Top-2	62.51%
	Bot-2	37.51%

		BSNL
Satisfaction with ease of accessing customer care		2008-09
	Very satisfied	13.10%
	Satisfied	58.33%
	Dissatisfied	23.81%
	Very dissatisfied	4.76%
	Top-2	71.43%
	Bot-2	28.57%

		BSNL
satisfaction with response time to answer call		2009-10
	Very satisfied	1.04%
	Satisfied	67.71%
	Dissatisfied	29.17%
	Very dissatisfied	2.08%
	Top-2	68.75%
	Bot-2	31.25%

		BSNL
satisfaction with response time to answer call		2008-09
	Very satisfied	21.43%
	Satisfied	54.76%
	Dissatisfied	19.05%
	Very dissatisfied	4.76%
	Top-2	76.19%
	Bot-2	23.81%

		BSNL
Satisfaction with problem solving ability		2009-10
	Very satisfied	5.21%
	Satisfied	58.33%
	Dissatisfied	34.38%
	Very dissatisfied	2.08%
	Top-2	63.54%
	Bot-2	36.46%

		BSNL
Satisfaction with problem solving ability		2008-09
	Very satisfied	17.86%
	Satisfied	53.57%
	Dissatisfied	23.81%
	Very dissatisfied	4.76%
	Top-2	71.43%
	Bot-2	28.57%

		BSNL
Satisfaction with time taken to resolve complaint		2009-10
	Very satisfied	1.04%
	Satisfied	62.50%
	Dissatisfied	34.38%
	Very dissatisfied	2.08%
	Top-2	63.54%
	Bot-2	36.46%

		BSNL
Satisfaction with time taken to resolve complaint		2008-09
	Very satisfied	17.86%
	Satisfied	50.00%
	Dissatisfied	23.81%
	Very dissatisfied	8.33%
	Top-2	67.86%
	Bot-2	32.14%

		BSNL
Satisfaction with availability of working telephone		2009-10
	Very satisfied	4.19%
	Satisfied	80.37%
	Dissatisfied	15.45%
	Very dissatisfied	0.00%
	Top-2	84.56%
	Bot-2	15.45%

		BSNL
Satisfaction with availability of working telephone		2008-09
	Very satisfied	21.90%
	Satisfied	60.16%
	Dissatisfied	16.09%
	Very dissatisfied	1.85%
	Top-2	82.06%
	Bot-2	17.94%

		BSNL
Satisfaction with ability to make and receive calls		2009-10
	Very satisfied	3.96%
	Satisfied	82.06%
	Dissatisfied	13.46%
	Very dissatisfied	0.53%
	Top-2	86.02%
	Bot-2	13.99%

		BSNL
Satisfaction with ability to make and receive calls		2008-09
	Very satisfied	21.90%
	Satisfied	61.48%
	Dissatisfied	14.51%
	Very dissatisfied	2.11%
	Top-2	83.38%
	Bot-2	16.62%

		BSNL
Satisfaction with voice quality		2009-10
	Very satisfied	3.43%
	Satisfied	79.95%
	Dissatisfied	16.36%
	Very dissatisfied	0.26%
	Top-2	83.38%
	Bot-2	16.62%

		BSNL
Satisfaction with voice quality		2008-09
	Very satisfied	27.97%
	Satisfied	52.77%
	Dissatisfied	16.62%
	Very dissatisfied	2.64%
	Top-2	80.74%
	Bot-2	19.26%

		BSNL
Experienced fault in last 12 months		2009-10
	Yes	32.72%
	No	67.28%

		BSNL
Experienced fault in last 12 months		2008-09
	Yes	49.08%
	No	50.92%

		BSNL
Faults in last 1 month		2009-10
	Nil	27.20%
	1 time	25.60%
	2 - 3 times	37.60%
	> 3 times	8.80%

		BSNL
Faults in last 1 month		2008-09
	Nil	44.62%
	1 time	27.96%
	2 - 3 times	20.43%
	> 3 times	6.99%

		BSNL
Time for repairing complaint		2009-10
	1 day	19.20%
	2 - 3 days	36.80%
	4 - 7 days	15.20%
	> 7 days	24.00%
	<= 3 days	56.00%

		BSNL
Time for repairing complaint		2008-09
	1 day	14.52%
	2 - 3 days	54.30%
	4 - 7 days	20.43%
	> 7 days	10.75%
	<= 3 days	68.82%

		BSNL
Satisfaction with fault repair service		2009-10
	Very satisfied	6.50%
	Satisfied	50.41%
	Dissatisfied	39.02%
	Very dissatisfied	4.07%
	Top-2	56.91%
	Bot-2	43.09%

		BSNL
Satisfaction with fault repair service		2008-09
	Very satisfied	11.29%
	Satisfied	50.00%
	Dissatisfied	30.11%
	Very dissatisfied	8.60%
	Top-2	61.29%
	Bot-2	38.71%

		BSNL
Use of Supplementary/Value Added Services		2009-10
	Yes	1.31%
	No	98.69%

		BSNL
Use of Supplementary/Value Added Services		2008-09
	Yes	1.85%
	No	98.15%

		BSNL
Satisfaction with quality of VAS		2009-10
	Very satisfied	0.00%
	Satisfied	60.00%
	Dissatisfied	40.00%
	Very dissatisfied	0.00%
	Top-2	60.00%
	Bot-2	40.00%

		BSNL
Satisfaction with quality of VAS		2008-09
	Very satisfied	0.00%
	Satisfied	71.43%
	Dissatisfied	14.29%
	Very dissatisfied	14.29%
	Top-2	71.43%
	Bot-2	28.58%

		BSNL
Satisfaction with overall quality of telephone service		2009-10
	Very satisfied	1.59%
	Satisfied	76.19%
	Dissatisfied	21.43%
	Very dissatisfied	0.79%
	Top-2	77.78%
	Bot-2	22.22%

		BSNL
Satisfaction with overall quality of telephone service		2008-09
	Very satisfied	17.41%
	Satisfied	71.50%
	Dissatisfied	10.03%
	Very dissatisfied	1.06%
	Top-2	88.91%
	Bot-2	11.09%

	BSNL
Informed about tariff plan in writing on activation of service or within a week	BSNL
2009-10	10.21%
2008-09	0.53%
Terminated a telephone connection in last 12 months	BSNL
2009-10	0.00%
2008-09	0.26%
Time taken for termination of connection - 2009-10	BSNL
1 day	NA
2 - 3 days	NA
4 - 7 days	NA
Security money adjusted in the bill raised after termination request	BSNL
2009-10	NA
2008-09	NA
Awareness about call centre telephone number	BSNL
Yes	73.56%
No	26.44%
Made any complaint to the customer care in last 12 months	BSNL
Yes	17.02%
No	82.98%
If complaint made	BSNL
Docket number received for most of the complaints	6.15%
No docket number received for most of the complaints	38.46%
It was received on request	15.38%
No docket number received even on request	40.00%
Informed by call centre about the action taken on the complaint	BSNL
Yes	67.69%
No	30.77%

		BSNL
Satisfaction with the system of complaint resolution by call centre		2009-10
	Very satisfied	0.00%
	Satisfied	66.13%
	Dissatisfied	33.87%
	Very dissatisfied	0.00%
	Top-2	66.13%
	Bot-2	33.87%

		BSNL
Satisfaction with the system of complaint resolution by call centre		2008-09
	Very satisfied	19.70%
	Satisfied	54.55%
	Dissatisfied	21.21%
	Very dissatisfied	4.55%
	Top-2	74.25%
	Bot-2	25.76%

		BSNL
Reason for dissatisfaction		2009-10
	Difficult to connect to the call center executive	9.52%
	Customer care executive not polite/courteous	9.52%
	Customer care executive not equipped with adequate information	0.00%
	Time taken by call centre for redressal is too long	61.90%
	Customer care executive was unable to understand the problem	23.81%
	Others	0.00%

Billing/charging complaint resolved satisfactorily by call center within 4 weeks after lodging of the complaint		BSNL
	2009-10	51.61%
	2008-09	4.55%

Awareness about contact details of Nodal officer		BSNL
	Yes	10.21%
	No	89.79%

Made any complaint to the Nodal officer regarding complaints not resolved/ unsatisfactorily resolved by the call centre	BSNL
Yes	2.56%
No	97.44%

Intimated by the nodal officer about the decision taken on the complaint	BSNL
Yes	100.00%
No	0.00%

Satisfaction with the redressal of the complaint by the nodal officer	BSNL
Very satisfied	0.00%
Satisfied	100.00%
Dissatisfied	0.00%
Very dissatisfied	0.00%
Top-2	100.00%
Bot-2	0.00%

Reason for dissatisfaction	BSNL
Difficult to connect to the Nodal Officer	NA
Nodal Officer not polite/courteous	NA
Nodal Officer not equipped with adequate information	NA
Time taken by Nodal Officer for redressal is too long	NA
Nodal Officer was unable to understand the problem	NA
Others	NA

Awareness about the contact details of the appellate authority	BSNL
Yes	11.26%
No	88.74%

Filed any appeal in last 12 months	BSNL
Yes	6.98%
No	93.02%

Filed any appeal in last 12 months	BSNL
Yes	6.98%
No	93.02%

Received any acknowledgement for the complaint filed	BSNL
Yes	100.00%
No	0.00%

Any decision taken by the appellate authority within 3 months of filing the appeal	BSNL
Yes	100.00%
No	0.00%
Appeal filed recently	0.00%

Awareness about item-wise usage charge details for prepaid users	BSNL
Yes	NA
No	NA

Ever denied of request for item-wise usage charge details for prepaid connection	BSNL
Yes	NA
No	NA

Reasons for denial	BSNL
No reason provided	NA
technical problem	NA
others	NA

Manual of practice provided while subscribing for new telephone connection	BSNL
Yes	75.00%
No	8.33%

7.2 Cellular Mobile (Wireless)

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Last applied for a mobile connection	2009-10					
Less than 6 months	8.65%	33.77%	4.29%	5.76%	7.52%	39.75%
6 - 12 months	14.86%	29.06%	6.06%	13.09%	9.77%	38.99%
more than 12 months	76.49%	37.17%	89.65%	81.15%	82.71%	21.27%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Last applied for a mobile connection	2008-09					
Less than 6 months	15.89%	NA	8.31%	18.68%	12.76%	NA
6 - 12 months	15.63%	NA	9.87%	9.47%	12.50%	NA
more than 12 months	68.49%	NA	81.82%	71.84%	74.74%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Time taken to provide a working connection	2009-10					
1 day	24.42%	40.68%	25.00%	18.31%	27.54%	40.32%
2 - 3 days	52.33%	37.29%	37.50%	52.11%	50.72%	53.87%
4 - 7 days	12.79%	13.98%	25.00%	16.90%	14.49%	4.52%
more than 7 days	10.47%	8.05%	12.50%	12.68%	7.25%	1.29%
<= 7 days	89.54%	91.95%	87.50%	87.32%	92.75%	98.71%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Time taken to provide a working connection	2008-09					
1 day	9.09%	NA	14.29%	7.55%	9.28%	NA
2 - 3 days	59.50%	NA	38.57%	64.15%	61.86%	NA
4 - 7 days	23.14%	NA	27.14%	20.75%	23.71%	NA
more than 7 days	8.26%	NA	20.00%	7.55%	5.15%	NA
<= 7 days	91.73%	NA	80.00%	92.45%	94.85%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with time taken for activation	2009-10					
Very satisfied	7.06%	10.68%	7.32%	13.04%	15.94%	22.73%
Satisfied	90.59%	88.03%	87.80%	82.61%	79.71%	76.62%
Dissatisfied	2.35%	1.28%	4.88%	1.45%	2.90%	0.65%
Very dissatisfied	0.00%	0.00%	0.00%	2.90%	1.45%	0.00%
Top-2	97.65%	98.71%	95.12%	95.65%	95.65%	99.35%
Bot-2	2.35%	1.28%	4.88%	4.35%	4.35%	0.65%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with time taken for activation	2008-09					
Very satisfied	10.74%	NA	14.29%	9.52%	13.40%	NA
Satisfied	82.64%	NA	70.00%	80.00%	81.44%	NA
Dissatisfied	5.79%	NA	10.00%	10.48%	5.15%	NA
Very dissatisfied	0.83%	NA	5.71%	0.00%	0.00%	NA
Top-2	93.38%	NA	84.29%	89.52%	94.84%	NA
Bot-2	6.62%	NA	15.71%	10.48%	5.15%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with accuracy of charges - Prepaid	2009-10					
Very satisfied	4.72%	2.46%	1.62%	8.71%	4.01%	1.74%
Satisfied	88.79%	92.08%	90.81%	83.97%	91.44%	94.35%
Dissatisfied	6.49%	5.19%	7.57%	7.32%	4.55%	3.48%
Very dissatisfied	0.00%	0.27%	0.00%	0.00%	0.00%	0.43%
Top-2	93.51%	94.54%	92.43%	92.68%	95.45%	96.09%
Bot-2	6.49%	5.46%	7.57%	7.32%	4.55%	3.91%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with accuracy of charges - Prepaid	2008-09					
Very satisfied	16.67%	NA	14.66%	12.13%	12.67%	NA
Satisfied	70.11%	NA	75.00%	78.36%	79.06%	NA
Dissatisfied	12.64%	NA	9.05%	8.85%	7.44%	NA
Very dissatisfied	0.57%	NA	1.29%	0.66%	0.83%	NA
Top-2	86.78%	NA	89.66%	90.49%	91.73%	NA
Bot-2	13.21%	NA	10.34%	9.51%	8.27%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Billing complaint in last 12 months - Prepaid	2009-10					
Yes	4.97%	8.74%	8.99%	7.67%	8.73%	10.82%
No	95.03%	91.26%	91.01%	92.33%	91.27%	89.18%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Billing complaint in last 12 months - Prepaid	2008-09					
Yes	NA	NA	NA	NA	NA	NA
No	NA	NA	NA	NA	NA	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with process of resolution of billing complaints - Prepaid	2009-10					
Very satisfied	0.00%	0.00%	5.88%	0.00%	0.00%	0.00%
Satisfied	82.35%	84.38%	47.06%	50.00%	66.67%	80.00%
Dissatisfied	17.65%	12.50%	41.18%	45.45%	33.33%	20.00%
Very dissatisfied	0.00%	3.13%	5.88%	4.55%	0.00%	0.00%
Top-2	82.35%	84.38%	52.94%	50.00%	66.67%	80.00%
Bot-2	17.65%	15.63%	47.06%	50.00%	33.33%	20.00%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with timely delivery of bills - Postpaid	2009-10					
Very satisfied	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Satisfied	92.59%	86.67%	85.29%	87.23%	84.21%	93.83%
Dissatisfied	7.41%	13.33%	13.24%	11.70%	15.79%	6.17%
Very dissatisfied	0.00%	0.00%	1.47%	1.06%	0.00%	0.00%
Top-2	92.59%	86.67%	85.29%	87.23%	84.21%	93.83%
Bot-2	7.41%	13.33%	14.71%	12.76%	15.79%	6.17%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with timely delivery of bills - Postpaid	2008-09					
Very satisfied	29.41%	NA	23.03%	17.57%	19.05%	NA
Satisfied	70.59%	NA	50.66%	62.16%	71.43%	NA
Dissatisfied	0.00%	NA	22.37%	14.86%	9.52%	NA
Very dissatisfied	0.00%	NA	3.95%	5.41%	0.00%	NA
Top-2	100.00%	NA	73.69%	79.73%	90.48%	NA
Bot-2	0.00%	NA	26.32%	20.27%	9.52%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with accuracy of bills - Postpaid	2009-10					
Very satisfied	3.85%	0.00%	0.00%	0.00%	0.00%	1.24%
Satisfied	88.46%	86.67%	87.19%	82.98%	89.47%	96.27%
Dissatisfied	7.69%	13.33%	12.81%	15.96%	10.53%	2.48%
Very dissatisfied	0.00%	0.00%	0.00%	1.06%	0.00%	0.00%
Top-2	92.31%	86.67%	87.19%	82.98%	89.47%	97.51%
Bot-2	7.69%	13.33%	12.81%	17.02%	10.53%	2.48%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with accuracy of bills - Postpaid	2008-09					
Very satisfied	29.41%	NA	19.74%	12.33%	25.00%	NA
Satisfied	70.59%	NA	67.11%	71.23%	70.00%	NA
Dissatisfied	0.00%	NA	12.50%	12.33%	5.00%	NA
Very dissatisfied	0.00%	NA	0.66%	4.11%	0.00%	NA
Top-2	100.00%	NA	86.85%	83.56%	95.00%	NA
Bot-2	0.00%	NA	13.16%	16.44%	5.00%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Billing complaint in last 12 months - Postpaid	2009-10					
Yes	10.71%	12.50%	9.66%	17.89%	19.05%	7.32%
No	89.29%	87.50%	90.34%	82.11%	80.95%	92.68%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Billing complaint in last 12 months - Postpaid	2008-09					
Yes	23.53%	NA	3.29%	18.67%	10.00%	NA
No	76.47%	NA	96.71%	81.33%	90.00%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with process of resolution of billing complaints - Postpaid	2009-10					
Very satisfied	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Satisfied	33.33%	100.00%	63.16%	50.00%	50.00%	72.73%
Dissatisfied	66.67%	0.00%	36.84%	31.25%	50.00%	27.27%
Very dissatisfied	0.00%	0.00%	0.00%	18.75%	0.00%	0.00%
Top-2	33.33%	100.00%	63.16%	50.00%	50.00%	72.73%
Bot-2	66.67%	0.00%	36.84%	50.00%	50.00%	27.27%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with process of resolution of billing complaints - Postpaid	2008-09					
Very satisfied	12.50%	NA	0.00%	7.14%	50.00%	NA
Satisfied	75.00%	NA	60.00%	57.14%	0.00%	NA
Dissatisfied	12.50%	NA	40.00%	35.71%	50.00%	NA
Very dissatisfied	0.00%	NA	0.00%	0.00%	0.00%	NA
Top-2	87.50%	NA	60.00%	64.28%	50.00%	NA
Bot-2	12.50%	NA	40.00%	35.71%	50.00%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with clarity of bills - Postpaid	2009-10					
Very satisfied	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Satisfied	91.67%	92.31%	92.27%	91.01%	83.33%	98.72%
Dissatisfied	8.33%	7.69%	7.73%	7.87%	16.67%	1.28%
Very dissatisfied	0.00%	0.00%	0.00%	1.12%	0.00%	0.00%
Top-2	91.67%	92.31%	92.27%	91.01%	83.33%	98.72%
Bot-2	8.33%	7.69%	7.73%	8.99%	16.67%	1.28%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with clarity of bills - Postpaid	2008-09					
Very satisfied	18.18%	NA	14.00%	7.04%	25.00%	NA
Satisfied	78.79%	NA	74.67%	73.24%	70.00%	NA
Dissatisfied	3.03%	NA	10.00%	19.72%	5.00%	NA
Very dissatisfied	0.00%	NA	1.33%	0.00%	0.00%	NA
Top-2	96.97%	NA	88.67%	80.28%	95.00%	NA
Bot-2	3.03%	NA	11.33%	19.72%	5.00%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Made complaint at the customer care	2009-10					
Yes	18.38%	19.90%	21.72%	26.70%	22.56%	24.81%
No	81.62%	80.10%	78.28%	73.30%	77.44%	75.19%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Made complaint at the customer care	2008-09					
Yes	32.81%	NA	21.30%	35.00%	33.59%	NA
No	67.19%	NA	78.70%	65.00%	66.41%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with ease of accessing customer care	2009-10					
Very satisfied	2.94%	0.00%	3.57%	2.97%	1.12%	0.00%
Satisfied	76.47%	79.73%	75.00%	51.49%	76.40%	91.75%
Dissatisfied	19.12%	20.27%	21.43%	43.56%	21.35%	8.25%
Very dissatisfied	1.47%	0.00%	0.00%	1.98%	1.12%	0.00%
Top-2	79.41%	79.73%	78.57%	54.46%	77.52%	91.75%
Bot-2	20.59%	20.27%	21.43%	45.54%	22.47%	8.25%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with ease of accessing customer care	2008-09					
Very satisfied	19.84%	NA	8.54%	9.77%	10.24%	NA
Satisfied	51.59%	NA	26.83%	50.38%	61.42%	NA
Dissatisfied	23.81%	NA	51.22%	34.59%	27.56%	NA
Very dissatisfied	4.76%	NA	13.41%	5.26%	0.79%	NA
Top-2	71.43%	NA	35.37%	60.15%	71.66%	NA
Bot-2	28.57%	NA	64.63%	39.85%	28.35%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
satisfaction with response time to answer call	2009-10					
Very satisfied	2.94%	0.00%	1.18%	2.94%	0.00%	2.08%
Satisfied	85.29%	96.05%	84.71%	70.59%	90.00%	94.79%
Dissatisfied	11.76%	3.95%	14.12%	26.47%	10.00%	3.13%
Very dissatisfied	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Top-2	88.23%	96.05%	85.89%	73.53%	90.00%	96.87%
Bot-2	11.76%	3.95%	14.12%	26.47%	10.00%	3.13%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
satisfaction with response time to answer call	2008-09					
Very satisfied	23.02%	NA	15.85%	13.53%	17.32%	NA
Satisfied	53.97%	NA	34.15%	55.64%	62.20%	NA
Dissatisfied	15.08%	NA	39.02%	27.07%	19.69%	NA
Very dissatisfied	7.94%	NA	10.98%	3.76%	0.79%	NA
Top-2	76.99%	NA	50.00%	69.17%	79.52%	NA
Bot-2	23.02%	NA	50.00%	30.83%	20.48%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with problem solving ability	2009-10					
Very satisfied	2.94%	0.00%	1.16%	2.94%	0.00%	2.08%
Satisfied	92.65%	92.11%	88.37%	71.57%	87.78%	88.54%
Dissatisfied	4.41%	7.89%	10.47%	23.53%	12.22%	9.38%
Very dissatisfied	0.00%	0.00%	0.00%	1.96%	0.00%	0.00%
Top-2	95.59%	92.11%	89.53%	74.51%	87.78%	90.62%
Bot-2	4.41%	7.89%	10.47%	25.49%	12.22%	9.38%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with problem solving ability	2008-09					
Very satisfied	21.43%	NA	10.98%	6.77%	13.39%	NA
Satisfied	46.03%	NA	41.46%	49.62%	58.27%	NA
Dissatisfied	23.81%	NA	42.68%	39.85%	28.35%	NA
Very dissatisfied	8.73%	NA	4.88%	3.76%	0.00%	NA
Top-2	67.46%	NA	52.44%	56.39%	71.66%	NA
Bot-2	32.54%	NA	47.56%	43.61%	28.35%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with time taken to resolve complaint	2009-10					
Very satisfied	7.35%	0.00%	8.14%	3.92%	4.44%	2.08%
Satisfied	85.29%	88.16%	79.07%	62.75%	80.00%	85.42%
Dissatisfied	7.35%	11.84%	12.79%	31.37%	15.56%	12.50%
Very dissatisfied	0.00%	0.00%	0.00%	1.96%	0.00%	0.00%
Top-2	92.64%	88.16%	87.21%	66.67%	84.44%	87.50%
Bot-2	7.35%	11.84%	12.79%	33.33%	15.56%	12.50%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with time taken to resolve complaint	2008-09					
Very satisfied	19.05%	NA	12.20%	6.02%	11.02%	NA
Satisfied	48.41%	NA	39.02%	47.37%	60.63%	NA
Dissatisfied	24.60%	NA	45.12%	42.11%	27.56%	NA
Very dissatisfied	7.94%	NA	3.66%	4.51%	0.79%	NA
Top-2	67.46%	NA	51.22%	53.39%	71.65%	NA
Bot-2	32.54%	NA	48.78%	46.62%	28.35%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with availability of signals	2009-10					
Very satisfied	4.88%	1.84%	1.52%	3.40%	4.77%	3.54%
Satisfied	88.62%	90.55%	86.11%	74.35%	82.91%	91.90%
Dissatisfied	6.23%	7.35%	12.37%	21.20%	12.31%	4.56%
Very dissatisfied	0.27%	0.26%	0.00%	1.05%	0.00%	0.00%
Top-2	93.50%	92.39%	87.63%	77.75%	87.68%	95.44%
Bot-2	6.50%	7.61%	12.37%	22.25%	12.31%	4.56%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with availability of signals	2008-09					
Very satisfied	27.86%	NA	19.48%	10.79%	16.67%	NA
Satisfied	61.46%	NA	61.82%	47.37%	66.67%	NA
Dissatisfied	10.16%	NA	16.62%	36.05%	15.36%	NA
Very dissatisfied	0.52%	NA	2.08%	5.79%	1.30%	NA
Top-2	89.32%	NA	81.30%	58.16%	83.34%	NA
Bot-2	10.68%	NA	18.70%	41.84%	16.66%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with ability to make and receive calls	2009-10					
Very satisfied	4.61%	2.36%	3.54%	1.83%	4.02%	3.54%
Satisfied	85.64%	89.24%	82.03%	71.73%	79.40%	93.16%
Dissatisfied	9.76%	8.14%	14.43%	25.65%	16.58%	3.29%
Very dissatisfied	0.00%	0.26%	0.00%	0.79%	0.00%	0.00%
Top-2	90.25%	91.60%	85.57%	73.56%	83.42%	96.70%
Bot-2	9.76%	8.40%	14.43%	26.44%	16.58%	3.29%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with ability to make and receive calls	2008-09					
Very satisfied	23.82%	NA	18.96%	9.50%	17.02%	NA
Satisfied	63.87%	NA	60.26%	55.15%	70.42%	NA
Dissatisfied	12.04%	NA	17.92%	31.66%	11.26%	NA
Very dissatisfied	0.26%	NA	2.86%	3.69%	1.31%	NA
Top-2	87.69%	NA	79.22%	64.65%	87.44%	NA
Bot-2	12.30%	NA	20.78%	35.35%	12.57%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Frequency of call drops	2009-10					
Never	37.26%	52.49%	32.41%	23.04%	29.40%	48.35%
Occasionally	56.44%	44.36%	60.76%	66.23%	64.57%	48.86%
Frequently	6.30%	2.89%	6.58%	10.47%	5.78%	2.78%
Very Frequently	0.00%	0.26%	0.25%	0.26%	0.25%	0.00%
Top-2	93.70%	96.85%	93.17%	89.27%	93.97%	97.21%
Bot-2	6.30%	3.15%	6.83%	10.73%	6.03%	2.78%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Frequency of call drops	2008-09					
Never	28.65%	NA	26.49%	17.11%	23.96%	NA
Occasionally	65.89%	NA	64.42%	71.05%	70.83%	NA
Frequently	5.47%	NA	8.57%	10.26%	4.95%	NA
Very Frequently	0.00%	NA	0.52%	1.58%	0.26%	NA
Top-2	94.54%	NA	90.91%	88.16%	94.79%	NA
Bot-2	5.47%	NA	9.09%	11.84%	5.21%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with voice quality	2009-10					
Very satisfied	7.65%	5.00%	5.57%	3.66%	8.33%	6.11%
Satisfied	86.61%	89.74%	87.09%	74.08%	81.82%	90.33%
Dissatisfied	5.74%	5.00%	7.34%	21.47%	9.85%	3.56%
Very dissatisfied	0.00%	0.26%	0.00%	0.79%	0.00%	0.00%
Top-2	94.26%	94.74%	92.66%	77.74%	90.15%	96.44%
Bot-2	5.74%	5.26%	7.34%	22.26%	9.85%	3.56%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with voice quality	2008-09					
Very satisfied	32.55%	NA	28.57%	18.21%	21.88%	NA
Satisfied	57.48%	NA	58.44%	58.84%	66.67%	NA
Dissatisfied	9.45%	NA	12.47%	21.37%	11.20%	NA
Very dissatisfied	0.52%	NA	0.52%	1.58%	0.26%	NA
Top-2	90.03%	NA	87.01%	77.05%	88.55%	NA
Bot-2	9.97%	NA	12.99%	22.95%	11.46%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Frequency of signal problem	2009-10					
Never	33.97%	51.84%	33.33%	23.56%	29.15%	45.04%
Occasionally	60.60%	44.47%	58.08%	64.92%	65.33%	52.42%
Frequently	5.43%	3.42%	8.33%	10.47%	5.53%	2.04%
Very Frequently	0.00%	0.26%	0.25%	1.05%	0.00%	0.51%
Top-2	94.57%	96.31%	91.41%	88.48%	94.48%	97.46%
Bot-2	5.43%	3.68%	8.58%	11.52%	5.53%	2.55%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Frequency of signal problem	2008-09					
Never	68.75%	NA	68.31%	67.37%	77.60%	NA
Occasionally	25.52%	NA	26.75%	26.05%	19.79%	NA
Frequently	5.47%	NA	4.94%	6.32%	2.34%	NA
Very Frequently	0.26%	NA	0.00%	0.26%	0.26%	NA
Top-2	94.27%	NA	95.06%	93.42%	97.39%	NA
Bot-2	5.73%	NA	4.94%	6.58%	2.60%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with availability of signals	2009-10					
Very satisfied	5.16%	2.62%	2.78%	2.62%	5.28%	5.09%
Satisfied	76.90%	78.48%	71.21%	58.01%	69.35%	89.06%
Dissatisfied	17.66%	18.64%	26.01%	37.80%	25.13%	5.34%
Very dissatisfied	0.27%	0.26%	0.00%	1.57%	0.25%	0.51%
Top-2	82.06%	81.10%	73.99%	60.63%	74.63%	94.15%
Bot-2	17.93%	18.90%	26.01%	39.37%	25.38%	5.85%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with availability of signals	2008-09					
Very satisfied	26.30%	NA	20.52%	12.93%	16.45%	NA
Satisfied	65.10%	NA	60.52%	50.66%	70.50%	NA
Dissatisfied	8.33%	NA	18.70%	34.04%	12.53%	NA
Very dissatisfied	0.26%	NA	0.26%	2.37%	0.52%	NA
Top-2	91.40%	NA	81.04%	63.59%	86.95%	NA
Bot-2	8.59%	NA	18.96%	36.41%	13.05%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with restoration of network problem	2009-10					
Very satisfied	4.35%	2.10%	2.28%	1.58%	3.51%	3.06%
Satisfied	82.88%	87.40%	83.54%	67.63%	80.95%	93.62%
Dissatisfied	12.77%	10.24%	13.92%	29.47%	14.79%	2.81%
Very dissatisfied	0.00%	0.26%	0.25%	1.32%	0.75%	0.51%
Top-2	87.23%	89.50%	85.82%	69.21%	84.46%	96.68%
Bot-2	12.77%	10.50%	14.17%	30.79%	15.54%	3.32%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with restoration of network problem	2008-09					
Very satisfied	30.73%	NA	24.16%	11.61%	20.57%	NA
Satisfied	59.38%	NA	56.10%	48.81%	64.84%	NA
Dissatisfied	9.11%	NA	19.22%	35.36%	14.32%	NA
Very dissatisfied	0.78%	NA	0.52%	4.22%	0.26%	NA
Top-2	90.11%	NA	80.26%	60.42%	85.41%	NA
Bot-2	9.89%	NA	19.74%	39.58%	14.58%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Use of Supplementary/Value Added Services	2009-10					
Yes	10.27%	6.28%	9.09%	11.78%	14.54%	13.92%
No	89.73%	93.72%	90.91%	88.22%	85.46%	86.08%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Use of Supplementary/Value Added Services	2008-09					
Yes	15.89%	NA	9.35%	12.89%	13.80%	NA
No	84.11%	NA	90.65%	87.11%	86.20%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Explicit consent before providing chargeable VAS	2009-10					
Yes	94.74%	91.67%	80.56%	84.44%	93.10%	96.36%
No	5.26%	4.17%	16.67%	8.89%	6.90%	1.82%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Explicit consent before providing chargeable VAS	2008-09					
Yes	78.69%	NA	83.33%	89.80%	75.47%	NA
No	19.67%	NA	16.67%	10.20%	24.53%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with quality of VAS	2009-10					
Very satisfied	7.89%	0.00%	0.00%	6.82%	0.00%	0.00%
Satisfied	68.42%	87.50%	94.29%	81.82%	89.66%	92.59%
Dissatisfied	21.05%	12.50%	2.86%	9.09%	10.34%	1.85%
Very dissatisfied	2.63%	0.00%	2.86%	2.27%	0.00%	5.56%
Top-2	76.31%	87.50%	94.29%	88.64%	89.66%	92.59%
Bot-2	23.68%	12.50%	5.72%	11.36%	10.34%	7.41%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with quality of VAS	2008-09					
Very satisfied	16.39%	NA	5.56%	6.12%	5.77%	NA
Satisfied	70.49%	NA	63.89%	81.63%	73.08%	NA
Dissatisfied	8.20%	NA	25.00%	8.16%	15.38%	NA
Very dissatisfied	4.92%	NA	5.56%	4.08%	5.77%	NA
Top-2	86.88%	NA	69.45%	87.75%	78.85%	NA
Bot-2	13.12%	NA	30.56%	12.24%	21.15%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Information on telephone number for unsubscribing	2009-10					
Yes	81.58%	87.50%	80.56%	66.67%	70.69%	89.09%
No	15.79%	12.50%	11.11%	31.11%	27.59%	9.09%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Information on charges of VAS	2009-10					
Before/After the activation	94.74%	95.83%	83.33%	84.44%	81.03%	98.18%
No	5.26%	4.17%	11.11%	11.11%	17.24%	0.00%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Information on charges of VAS before renewal	2009-10					
Yes	78.95%	95.83%	69.44%	77.78%	65.52%	81.82%
No	10.53%	4.17%	19.44%	17.78%	31.03%	1.82%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with overall quality of mobile service	2009-10					
Very satisfied	6.50%	3.14%	4.29%	3.15%	3.28%	3.55%
Satisfied	88.08%	89.01%	83.33%	70.34%	85.35%	93.15%
Dissatisfied	5.42%	7.85%	12.37%	26.25%	11.36%	3.05%
Very dissatisfied	0.00%	0.00%	0.00%	0.26%	0.00%	0.25%
Top-2	94.58%	92.15%	87.62%	73.49%	88.63%	96.70%
Bot-2	5.42%	7.85%	12.37%	26.51%	11.36%	3.30%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with overall quality of mobile service	2008-09					
Very satisfied	21.32%	NA	15.71%	8.18%	12.60%	NA
Satisfied	72.63%	NA	72.25%	68.07%	79.79%	NA
Dissatisfied	5.79%	NA	11.26%	22.69%	7.09%	NA
Very dissatisfied	0.26%	NA	0.79%	1.06%	0.52%	NA
Top-2	93.95%	NA	87.96%	76.25%	92.39%	NA
Bot-2	6.05%	NA	12.05%	23.75%	7.61%	NA

Informed about tariff plan in writing on activation of service or within a week	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
2009-10	14.32%	26.18%	11.36%	9.95%	16.04%	54.68%
2008-09	21.88%	NA	10.65%	18.95%	72.14%	NA

Awareness about processing fee for talk time top-up	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
2009-10	38.38%	64.40%	23.99%	39.27%	32.08%	47.85%
2008-09	NA	NA	NA	NA	NA	NA

Awareness about abolishment of rent for national roaming	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
2009-10	12.97%	14.40%	25.76%	21.73%	10.78%	36.71%
2008-09	NA	NA	NA	NA	NA	NA

Awareness about call centre telephone number	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Yes	72.97%	71.20%	65.40%	78.80%	72.18%	53.16%
No	27.03%	28.80%	34.60%	21.20%	27.82%	46.84%

Made any complaint to the customer care in last 12 months	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Yes	11.89%	11.26%	14.65%	16.49%	15.54%	8.61%
No	88.11%	88.74%	85.35%	83.51%	84.46%	91.39%

If complaint made	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Docket number received for most of the complaints	40.91%	12.20%	19.30%	11.29%	19.67%	2.94%
No docket number received for most of the complaints	0.00%	4.88%	12.28%	9.68%	8.20%	2.94%
It was received on request	29.55%	58.54%	54.39%	48.39%	44.26%	70.59%
No docket number received even on request	29.55%	24.39%	14.04%	30.65%	27.87%	23.53%

Informed by call centre about the action taken on the complaint	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Yes	86.36%	83.72%	55.17%	66.67%	80.65%	64.71%
No	13.64%	16.28%	43.10%	33.33%	16.13%	32.35%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with the system of complaint resolution by call centre	2009-10					
Very satisfied	9.30%	0.00%	0.00%	1.61%	0.00%	0.00%
Satisfied	79.07%	90.48%	75.86%	79.03%	89.83%	79.41%
Dissatisfied	9.30%	9.52%	24.14%	11.29%	10.17%	20.59%
Very dissatisfied	2.33%	0.00%	0.00%	8.06%	0.00%	0.00%
Top-2	88.37%	90.48%	75.86%	80.64%	89.83%	79.41%
Bot-2	11.63%	9.52%	24.14%	19.35%	10.17%	20.59%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with the system of complaint resolution by call centre	2008-09					
Very satisfied	11.11%	NA	9.09%	5.56%	4.44%	NA
Satisfied	60.00%	NA	63.64%	58.33%	60.00%	NA
Dissatisfied	24.44%	NA	18.18%	27.78%	33.33%	NA
Very dissatisfied	4.44%	NA	9.09%	8.33%	2.22%	NA
Top-2	71.11%	NA	72.73%	63.89%	64.44%	NA
Bot-2	28.88%	NA	27.27%	36.11%	35.55%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Reason for dissatisfaction - Call centre	2009-10					
Difficult to connect to the call center executive	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Customer care executive not polite/courteous	20.00%	0.00%	0.00%	8.33%	16.67%	14.29%
Customer care executive not equipped with adequate information	0.00%	0.00%	7.14%	8.33%	50.00%	0.00%
Time taken by call centre for redressal is too long	20.00%	75.00%	28.57%	75.00%	16.67%	57.14%
Customer care executive was unable to understand the problem	100.00%	50.00%	50.00%	58.33%	33.33%	57.14%
Others	0.00%	0.00%	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	Vodafone	BSNL	Rel Comm	Aircel	TATA
2009-10	33.33%	40.00%	35.29%	47.62%	66.67%	28.57%
2008-09	4.35%	NA	4.55%	0.00%	2.08%	NA

Awareness about contact details of Nodal officer	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Yes	7.84%	2.36%	6.06%	3.14%	10.53%	0.76%
No	92.16%	97.64%	93.94%	96.86%	89.47%	99.24%

Made any complaint to the Nodal officer regarding complaints not resolved/unsatisfactorily resolved by the call centre	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Yes	0.00%	0.00%	0.25%	0.00%	0.00%	0.00%
No	100.00%	100.00%	99.75%	100.00%	100.00%	100.00%

Awareness about the contact details of the appellate authority	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Yes	8.11%	4.45%	8.84%	7.59%	11.03%	2.78%
No	91.89%	95.55%	91.16%	92.41%	88.97%	97.22%

Filed any appeal in last 12 months	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Yes	0.27%	0.00%	1.01%	0.00%	0.50%	0.00%
No	99.73%	100.00%	98.99%	100.00%	99.50%	100.00%

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

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

Awareness about item-wise usage charge details for prepaid users	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Yes	74.27%	77.87%	61.90%	72.82%	65.87%	83.55%
No	25.73%	22.13%	38.10%	27.18%	34.13%	16.45%

Ever denied of request for item-wise usage charge details for prepaid connection	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Yes	5.56%	1.91%	7.41%	5.57%	4.76%	1.30%
No	94.44%	98.09%	92.59%	94.43%	95.24%	98.70%

Reasons for denial	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
No reason provided	36.84%	71.43%	64.29%	25.00%	55.56%	100.00%
technical problem	47.37%	28.57%	28.57%	75.00%	44.44%	0.00%
others	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Manual of practice provided while subscribing for new mobile connection	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Yes	87.36%	72.08%	73.17%	88.89%	81.16%	93.25%
No	6.90%	23.75%	17.07%	8.33%	7.25%	2.89%

7.3 Broadband Services

	BSNL	Sify
Last applied for a broadband connection	2009-10	
Less than 6 months	5.59%	21.23%
6 - 12 months	17.29%	12.53%
more than 12 months	77.13%	66.24%

	BSNL	Sify
Time taken to provide a working connection	2009-10	
Within 15 days	51.85%	96.18%
More than 15 days	48.15%	3.82%

	BSNL	Sify
Time taken to provide a working connection	2008-09	
Within 15 days	43.16%	83.78%
More than 15 days	56.84%	16.22%

	BSNL	Sify
Satisfaction with time taken for activation	2009-10	
Very satisfied	3.53%	3.05%
Satisfied	87.06%	90.08%
Dissatisfied	7.06%	6.11%
Very dissatisfied	2.35%	0.76%
Top-2	90.59%	93.13%
Bot-2	9.41%	6.87%

	BSNL	Sify
Satisfaction with time taken for activation	2008-09	
Very satisfied	10.48%	20.53%
Satisfied	73.39%	76.27%
Dissatisfied	13.44%	2.67%
Very dissatisfied	2.69%	0.53%
Top-2	83.87%	96.80%
Bot-2	16.13%	3.20%

	BSNL	Sify
Satisfaction with timely delivery of bills - Postpaid	2009-10	
Very satisfied	0.27%	NA
Satisfied	80.82%	NA
Dissatisfied	17.81%	NA
Very dissatisfied	1.10%	NA
Top-2	81.09%	NA
Bot-2	18.91%	NA

	BSNL	Sify
Satisfaction with timely delivery of bills - Postpaid	2008-09	
Very satisfied	12.97%	8.89%
Satisfied	70.00%	81.11%
Dissatisfied	13.51%	10.00%
Very dissatisfied	3.51%	0.00%
Top-2	82.97%	90.00%
Bot-2	17.02%	10.00%

	BSNL	Sify
Satisfaction with accuracy of bills - Postpaid	2009-10	
Very satisfied	0.82%	NA
Satisfied	91.83%	NA
Dissatisfied	7.08%	NA
Very dissatisfied	0.27%	NA
Top-2	92.65%	NA
Bot-2	7.35%	NA

	BSNL	Sify
Satisfaction with accuracy of bills - Postpaid	2008-09	
Very satisfied	12.43%	7.78%
Satisfied	75.95%	82.22%
Dissatisfied	10.00%	10.00%
Very dissatisfied	1.62%	0.00%
Top-2	88.38%	90.00%
Bot-2	11.62%	10.00%

	BSNL	Sify
Billing complaint in last 12 months - Postpaid	2009-10	
Yes	9.21%	NA
No	90.79%	NA

	BSNL	Sify
Billing complaint in last 12 months - Postpaid	2008-09	
Yes	17.57%	12.36%
No	82.43%	87.64%

	BSNL	Sify
Satisfaction with process of resolution of billing complaints - Postpaid	2009-10	
Very satisfied	0.00%	NA
Satisfied	50.00%	NA
Dissatisfied	43.75%	NA
Very dissatisfied	6.25%	NA
Top-2	50.00%	NA
Bot-2	50.00%	NA

	BSNL	Sify
Satisfaction with process of resolution of billing complaints - Postpaid	2008-09	
Very satisfied	1.59%	0.00%
Satisfied	17.46%	27.27%
Dissatisfied	74.60%	72.73%
Very dissatisfied	6.35%	0.00%
Top-2	19.05%	27.27%
Bot-2	80.95%	72.73%

	BSNL	Sify
Satisfaction with clarity of bills - Postpaid	2009-10	
Very satisfied	0.57%	NA
Satisfied	93.48%	NA
Dissatisfied	5.10%	NA
Very dissatisfied	0.85%	NA
Top-2	94.05%	NA
Bot-2	5.95%	NA

	BSNL	Sify
Satisfaction with clarity of bills - Postpaid	2008-09	
Very satisfied	13.90%	6.98%
Satisfied	74.39%	81.40%
Dissatisfied	10.63%	11.63%
Very dissatisfied	1.09%	0.00%
Top-2	88.29%	88.38%
Bot-2	11.72%	11.63%

	BSNL	Sify
Satisfaction with accuracy of charges - Prepaid	2009-10	
Very satisfied	NA	1.51%
Satisfied	NA	84.34%
Dissatisfied	NA	13.55%
Very dissatisfied	NA	0.60%
Top-2	NA	85.85%
Bot-2	NA	14.15%

	BSNL	Sify
Satisfaction with accuracy of charges - Prepaid	2008-09	
Very satisfied	50.00%	3.57%
Satisfied	50.00%	80.36%
Dissatisfied	0.00%	16.07%
Very dissatisfied	0.00%	0.00%
Top-2	100.00%	83.93%
Bot-2	0.00%	16.07%

	BSNL	Sify
Made query/complaint at the customer care	2009-10	
Yes	37.77%	59.85%
No	62.23%	40.15%

	BSNL	Sify
Made query/complaint at the customer care	2008-09	
Yes	28.69%	49.20%
No	71.31%	50.80%

	BSNL	Sify
Satisfaction with ease of accessing customer care	2009-10	
Very satisfied	0.00%	0.43%
Satisfied	92.25%	88.03%
Dissatisfied	7.75%	11.11%
Very dissatisfied	0.00%	0.43%
Top-2	92.25%	88.46%
Bot-2	7.75%	11.54%

	BSNL	Sify
Satisfaction with ease of accessing customer care	2008-09	
Very satisfied	9.35%	0.00%
Satisfied	42.99%	54.05%
Dissatisfied	41.12%	43.24%
Very dissatisfied	6.54%	2.70%
Top-2	52.34%	54.05%
Bot-2	47.66%	45.94%

	BSNL	Sify
satisfaction with response time to answer call	2009-10	
Very satisfied	0.70%	1.71%
Satisfied	89.44%	80.34%
Dissatisfied	9.15%	16.67%
Very dissatisfied	0.70%	1.28%
Top-2	90.14%	82.05%
Bot-2	9.85%	17.95%

	BSNL	Sify
satisfaction with response time to answer call	2008-09	
Very satisfied	10.28%	0.54%
Satisfied	36.45%	60.54%
Dissatisfied	48.60%	37.30%
Very dissatisfied	4.67%	1.62%
Top-2	46.73%	61.08%
Bot-2	53.27%	38.92%

	BSNL	Sify
Satisfaction with problem solving ability	2009-10	
Very satisfied	1.41%	2.99%
Satisfied	74.65%	69.23%
Dissatisfied	23.94%	26.50%
Very dissatisfied	0.00%	1.28%
Top-2	76.06%	72.22%
Bot-2	23.94%	27.78%

	BSNL	Sify
Satisfaction with problem solving ability	2008-09	
Very satisfied	11.21%	1.08%
Satisfied	46.73%	71.89%
Dissatisfied	34.58%	24.86%
Very dissatisfied	7.48%	2.16%
Top-2	57.94%	72.97%
Bot-2	42.06%	27.02%

	BSNL	Sify
Satisfaction with time taken to resolve complaint	2009-10	
Very satisfied	0.00%	1.71%
Satisfied	69.01%	66.24%
Dissatisfied	30.99%	29.91%
Very dissatisfied	0.00%	2.14%
Top-2	69.01%	67.95%
Bot-2	30.99%	32.05%

	BSNL	Sify
Satisfaction with time taken to resolve complaint	2008-09	
Very satisfied	10.28%	0.54%
Satisfied	35.51%	75.68%
Dissatisfied	47.66%	21.08%
Very dissatisfied	6.54%	2.70%
Top-2	45.79%	76.22%
Bot-2	54.20%	23.78%

	BSNL	Sify
Satisfaction with speed of connection	2009-10	
Very satisfied	0.80%	4.87%
Satisfied	83.69%	68.21%
Dissatisfied	14.44%	25.90%
Very dissatisfied	1.07%	1.03%
Top-2	84.49%	73.08%
Bot-2	15.51%	26.93%

	BSNL	Sify
Satisfaction with speed of connection	2008-09	
Very satisfied	8.06%	3.73%
Satisfied	57.80%	82.13%
Dissatisfied	30.65%	12.53%
Very dissatisfied	3.49%	1.60%
Top-2	65.86%	85.86%
Bot-2	34.14%	14.13%

	BSNL	Sify
Satisfaction with time for which service is up and working	2009-10	
Very satisfied	0.81%	2.83%
Satisfied	88.44%	73.26%
Dissatisfied	10.48%	23.91%
Very dissatisfied	0.27%	0.00%
Top-2	89.25%	76.09%
Bot-2	10.75%	23.91%

	BSNL	Sify
Satisfaction with time for which service is up and working	2008-09	
Very satisfied	9.16%	4.57%
Satisfied	64.69%	86.56%
Dissatisfied	23.72%	8.06%
Very dissatisfied	2.43%	0.81%
Top-2	73.85%	91.13%
Bot-2	26.15%	8.87%

	BSNL	Sify
Frequency of problem in broadband connection	2009-10	
Never	12.77%	19.44%
Occasionally	73.40%	57.80%
Frequently	12.77%	18.67%
Very Frequently	1.06%	4.09%
Top-2	86.17%	77.24%
Bot-2	13.83%	22.76%

	BSNL	Sify
Frequency of problem in broadband connection	2008-09	
Never	17.43%	40.69%
Occasionally	60.05%	50.53%
Frequently	19.84%	7.45%
Very Frequently	2.68%	1.33%
Top-2	77.48%	91.22%
Bot-2	22.52%	8.78%

	BSNL	Sify
Satisfaction with time taken to restore connection	2009-10	
Very satisfied	1.60%	2.84%
Satisfied	83.47%	66.49%
Dissatisfied	14.93%	29.12%
Very dissatisfied	0.00%	1.55%
Top-2	85.07%	69.33%
Bot-2	14.93%	30.67%

	BSNL	Sify
Satisfaction with time taken to restore connection	2008-09	
Very satisfied	7.05%	1.60%
Satisfied	75.61%	87.77%
Dissatisfied	15.18%	7.71%
Very dissatisfied	2.17%	2.93%
Top-2	82.66%	89.37%
Bot-2	17.35%	10.64%

	BSNL	Sify
Use of Supplementary/Value Added Services	2009-10	
Yes	9.31%	16.88%
No	90.69%	83.12%

	BSNL	Sify
Use of Supplementary/Value Added Services	2008-09	
Yes	22.52%	8.24%
No	77.48%	91.76%

	BSNL	Sify
Satisfaction with quality of VAS	2009-10	
Very satisfied	0.00%	4.55%
Satisfied	97.14%	90.91%
Dissatisfied	2.86%	3.03%
Very dissatisfied	0.00%	1.52%
Top-2	97.14%	95.46%
Bot-2	2.86%	4.55%

	BSNL	Sify
Satisfaction with quality of VAS	2008-09	
Very satisfied	9.64%	20.83%
Satisfied	87.95%	75.00%
Dissatisfied	1.20%	4.17%
Very dissatisfied	1.20%	0.00%
Top-2	97.59%	95.83%
Bot-2	2.40%	4.17%

	BSNL	Sify
Satisfaction with overall quality of broadband service	2009-10	
Very satisfied	1.08%	4.13%
Satisfied	85.98%	71.06%
Dissatisfied	11.59%	20.93%
Very dissatisfied	1.35%	3.88%
Top-2	87.06%	75.19%
Bot-2	12.94%	24.81%

	BSNL	Sify
Satisfaction with overall quality of broadband service	2008-09	
Very satisfied	6.97%	5.85%
Satisfied	73.99%	86.44%
Dissatisfied	17.16%	6.38%
Very dissatisfied	1.88%	1.33%
Top-2	80.96%	92.29%
Bot-2	19.04%	7.71%

Awareness about facility for measuring connection speed	BSNL	Sify
2009-10	49.07%	27.69%
2008-09	30.65%	13.03%

Awareness about call centre telephone number	BSNL	Sify
Yes	66.49%	55.75%
No	33.51%	44.25%

Made any complaint to the customer care in last 12 months	BSNL	Sify
Yes	19.15%	33.50%
No	80.85%	66.50%

If complaint made	BSNL	Sify
Docket number received for most of the complaints	29.17%	33.59%
No docket number received for most of the complaints	65.28%	45.04%
It was received on request	4.17%	12.21%
No docket number received even on request	1.39%	9.16%

Informed by call centre about the action taken on the complaint	BSNL	Sify
Yes	56.94%	66.41%
No	43.06%	33.59%

	BSNL	Sify
Satisfaction with the system of complaint resolution by call centre	2009-10	
Very satisfied	0.00%	1.61%
Satisfied	84.85%	67.74%
Dissatisfied	15.15%	28.23%
Very dissatisfied	0.00%	2.42%
Top-2	84.85%	69.35%
Bot-2	15.15%	30.65%

	BSNL	Sify
Satisfaction with the system of complaint resolution by call centre	2008-09	
Very satisfied	2.30%	0.00%
Satisfied	36.78%	65.52%
Dissatisfied	50.57%	24.14%
Very dissatisfied	10.34%	10.34%
Top-2	39.08%	65.52%
Bot-2	60.91%	34.48%

Reason for dissatisfaction	BSNL	Sify
	2009-10	
Difficult to connect to the call center executive	10.00%	21.05%
Customer care executive not polite/courteous	0.00%	2.63%
Customer care executive not equipped with adequate information	10.00%	13.16%
Time taken by call centre for redressal is too long	60.00%	21.05%
Customer care executive was unable to understand the problem	20.00%	15.79%
Others	0.00%	5.26%

Billing/charging complaint resolved satisfactorily by call center within 4 weeks after lodging of the complaint	BSNL	Sify
2009-10	43.75%	33.33%
2008-09	13.40%	25.81%

Awareness about contact details of Nodal officer	BSNL	Sify
Yes	1.86%	9.21%
No	98.14%	90.79%

Made any complaint to the Nodal officer regarding complaints not resolved/unsatisfactorily resolved by the call centre	BSNL	Sify
Yes	14.29%	16.67%
No	85.71%	83.33%

Intimated by the nodal officer about the decision taken on the complaint	BSNL	Sify
Yes	0.00%	83.33%
No	100.00%	16.67%

Satisfaction with the redressal of the complaint by the nodal officer	BSNL	Sify
Very satisfied	0.00%	0.00%
Satisfied	100.00%	66.67%
Dissatisfied	0.00%	33.33%
Very dissatisfied	0.00%	0.00%
Top-2	100.00%	66.67%
Bot-2	0.00%	33.33%

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

Awareness about the contact details of the appellate authority	BSNL	Sify
Yes	2.39%	12.28%
No	97.61%	87.72%

Filed any appeal in last 12 months	BSNL	Sify
Yes	11.11%	29.17%
No	88.89%	70.83%

Received any acknowledgement for the complaint filed	BSNL	Sify
Yes	100.00%	92.86%
No	0.00%	7.14%

Any decision taken by the appellate authority within 3 months of filing the appeal	BSNL	Sify
Yes	100.00%	92.86%
No	0.00%	7.14%
Appeal filed recently	0.00%	0.00%

Awareness about item-wise usage charge details for prepaid users	BSNL	Sify
Yes	50.00%	72.07%
No	50.00%	27.93%

Ever denied of request for item-wise usage charge details for prepaid connection	BSNL	Sify
Yes	25.00%	2.05%
No	75.00%	97.95%

Reasons for denial	BSNL	Sify
No reason provided	0.00%	0.00%
technical problem	100.00%	66.67%
others	0.00%	0.00%

Manual of practice provided while subscribing for new broadband connection	BSNL	Sify
Yes	92.00%	86.40%
No	8.00%	13.60%

	<input type="checkbox"/> 9 Not applicable
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?	<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 (only for postpaid customers) (for pre-paid customer go to Question 11)

6. 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
7(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 Q7(a)) 7(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 subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____ _____
8. 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 10 (a))
9. 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
10(a). How satisfied are you with the clarity of the bills sent 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 Q10(a)) 10(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) _____

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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
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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)
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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
(Ask this question only if 1 OR 2 is coded in Q26(a)) 26(b) Please specify the reason(s) for your dissatisfaction (INTERVIEWER TO ASK REASONS FOR DISSATISFACTION, RECORD THE VERBATIM)	1. _____ _____ 2. _____ _____ 3. _____ _____	

H. GENERAL INFORMATION

(Ask this question only if 1 OR 2 is coded in Q1) 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?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
28. Have you terminated a Telephone Phone connection that you had in the last 12 months	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No (If no, go to Q 32)
29. If yes, please name your previous service provider?	<input type="checkbox"/> 1 Airtel	<input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 RCOM

	<input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam
30. How many days were taken for termination of your connection?	<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
31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
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.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Do not mind receiving such calls/SMS
(Ask only if yes in Q32) 33. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS	<input type="checkbox"/> 1 Continued receiving <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 4 Stopped receiving

QUESTIONNAIRE FOR ASSESSMENT 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"/> 1 Yes <input type="checkbox"/> 2 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"/> 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 Nodal Officer?	<input type="checkbox"/> 1 yes <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:** Male Female

Mobile No. _____ **Age(in years):** less than 25 25-60 more than 60

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Occupation: Service Business/self employed Student Housewife Retired

Operator: Airtel Vodafone Idea BSNL **Area:** Rural Urban
 RCOMm Aircel TATA MTNL **User Type:** Prepaid Postpaid
 Spice BPL HFCL Shyam **Type:** GSM CDMA
 RTL RISL Dishnet Others (Specify).....

State: _____ **District** _____ **Mode of interview:** Telephonic 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"/> less than 6 month <input type="checkbox"/> 6-12 month <input type="checkbox"/> 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	<input type="checkbox"/> more than 7 days <input type="checkbox"/> 4 - 7 days <input type="checkbox"/> 2-3 days <input type="checkbox"/> 1 day

completed all formalities?	
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

6. 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
7(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 Q7(a)) 7(b). Please specify the reason(s) for your dissatisfaction	<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) _____ _____
8. 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 10(a))
9. 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
10(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"/> 3 Satisfied	<input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 4 Very Satisfied
(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)	<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)	

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"/> 2 Dissatisfied
	<input type="checkbox"/> 3 Satisfied	<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	→(If no, go to Q 26(a))
	<input type="checkbox"/> 2 No	
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
<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>	<p>1. _____</p> <p>_____</p> <p>2. _____</p> <p>_____</p> <p>3. _____</p> <p>_____</p>	

H. GENERAL INFORMATION

<p>(Ask this question only if 1 OR 2 is coded in Q1) 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>	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
<p>28. Have you terminated your Mobile Phone connection in the last 12 months</p>	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (If no, go to Q 32)
<p>29. If Yes, please name your previous service provider?</p>	<input type="checkbox"/> 1 Airtel <input type="checkbox"/> 2 Vodafone <input type="checkbox"/> 3 Idea <input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 RCOMm <input type="checkbox"/> 6 Aircel <input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 9 Spice <input type="checkbox"/> 10 BPL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam <input type="checkbox"/> 13 RTL <input type="checkbox"/> 14 RISL <input type="checkbox"/> 15 Dishnet <input type="checkbox"/> 16 Others (Specify)_____
<p>30. How many days were taken by previous service provider for termination of your Mobile Phone connection?</p>	<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
<p>31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?</p>	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
<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>	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Do not mind receiving such calls/SMS
<p>(Ask only if yes in Q32) 33a. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS</p>	<input type="checkbox"/> 1 Continued receiving <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 4 Stopped receiving
<p>33b. Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry?</p>	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
<p>{Ask only if answered yes in Q 33 (b)} 33c. Please indicate the outcome of your complaint?</p>	<input type="checkbox"/> 1 Complaint was registered by the service provider <input type="checkbox"/> 2 Service provider refused to register the complaint
<p>33d Please tell me the telephone number and the company/ agency from which the unsolicited calls/ SMS</p>	_____

received? (INTERVIEWER TO RECORD VERBATIM RESPONSE IN THE SPACE PROVIDED)	_____ _____
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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"/> 1 Yes <input type="checkbox"/> 2 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"/> 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	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

lodging of the complaint?	<input type="checkbox"/> 9 Not applicable
42. 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 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 Q48)
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 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

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 dissatisfaction	<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) _____

D. HELP SERVICE

10. Did you complain or make a query in the last 12 months to the customer care/ helpdesk/ 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	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied

complaint?	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied
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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) 18. What was the broadband connection problem faced by you in last twelve months related to, please specify (MULTI CODING POSSIBLE)	<input type="checkbox"/> 1 Problem was related to my computer hardware/ software	<input type="checkbox"/> 2 Problem was related to the broadband connection 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
(Ask this question only if 1 OR 2 is coded in Q22(a)) 22(b) Please specify the reason(s) for your dissatisfaction (INTERVIEWER TO ASK REASONS FOR DISSATISFACTION, RECORD THE VERBATIM)	1. _____ _____			
	2. _____ _____			

	3. _____ _____
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**Questionnaire for
Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of
Grievances Regulations, 2007**

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
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
(Ask this question only if 1 OR 2 is coded in Q.29) 30. 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

	<p>is too long</p> <p><input type="checkbox"/> 5 Customer care executive was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p>
31. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 9 Not applicable</p>
32. Are you aware of the contact details of the Nodal Officer?	<p><input type="checkbox"/> 1 yes</p> <p><input type="checkbox"/> 2 No —————> (if no go to Q 38)</p>
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?	<p><input type="checkbox"/> 1 yes</p> <p><input type="checkbox"/> 2 No —————> (if no go to Q38)</p>
34. Can you approach your Nodal Officer easily?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
35. Did the Nodal Officer intimate you about the decision taken on your complaint?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
36. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<p><input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied</p> <p><input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied</p>
<p>(Ask this question only if 1 OR 2 is coded in Q36)</p> <p>37. Please specify the reason(s) for your dissatisfaction (MULTI CODING POSSIBLE)</p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer</p> <p><input type="checkbox"/> 2 Nodal Officer not polite/courteous</p> <p><input type="checkbox"/> 3 Nodal Officer not equipped with adequate information</p> <p><input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long</p> <p><input type="checkbox"/> 5 Nodal Officer was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p>
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?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No —————> (if no go to Q 42)</p>
39. Have you filed any appeal to the appellate authority in the prescribed form in last 6 month?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No —————> (if no go to Q 42)</p>
40. Did you receive any acknowledgement from the appellate authority?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>

<p>41. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently</p>
<p>(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?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 45)</p>
<p>43. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 45)</p>
<p>44. What were the reason(s) for denying your request?</p>	<p><input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)</p>
<p>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?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>

THANK & TERMINATE