

Assam Survey Report (Quarter 1) on

Assessment of

- (i) Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and**
- (ii) Customer Perception of Service through Survey**

Submitted to:



**TELECOM REGULATORY AUTHORITY OF INDIA
New Delhi**

Submitted on:

31st October 2011

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Preface

Telecom Regulatory Authority of India (TRAI), the regulatory watch dog for the Quality of Service (QoS) for the telecom services – Basic Telephone (Wire-line), Cellular Mobile Telephone and Broadband has commissioned this survey.

The objective of the survey was to gauge the Quality of Services on the various parameters laid down by TRAI and to assess the compliance of 'Telecom Consumer Protection and Redressal of Grievances Regulations, 2007'.

For this survey, the circles covered in East zone were Kolkata, West Bengal (including Andaman & Nicobar and Sikkim but excluding Kolkata), Bihar (including Jharkhand), Orissa, Assam and North East which included Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Manipur and Tripura. These circles have to be surveyed twice in a year.

During the survey customers of Basic Telephone (Wire-line), Cellular Mobile Telephone and Broadband Service were surveyed in urban and rural areas. For each service a structured questionnaire was used to record the feedback of the customers. The feedback of the customers was captured through face-to-face and telephonic/ email surveys.

This report presents the findings of the survey conducted in Assam circle during 1st July, 2011 and 30th September, 2011.

1. Executive summary

In the second quarter (1st July to 30th September) of 2011, the customer satisfaction survey in Assam circle was carried out.

Only one service provider in the basic wire-line (BSNL) is present in this circle. The survey was conducted across 5 cities of the Assam circle and during the survey 389 postpaid customers were covered.

In the cellular mobile segment, 8 service providers present in Assam were covered. Across 3 cities in Assam circle, 3176 cellular mobile telephone customers were surveyed, out of which 2485 were prepaid customers and 691 were post paid customers.

Both the Broadband service providers present in Assam were covered in this survey. Across the 5 cities of Assam circle, 768 customers were covered, out of which 357 were prepaid customers and 411 were post paid customers.

The following feedback was obtained from the sample of customers:

1. Satisfaction on the Quality of Service parameters as laid down by TRAI, namely...
 - Provision of service (activation/ reactivation)
 - Billing performance
 - Help services including customer grievance redressal
 - Network performance, reliability and availability
 - Maintainability
 - Supplementary and value added service
 - Overall service quality
2. Awareness of the grievance redressal mechanism set up by service providers, based on the regulations laid down by TRAI.

1.1 KEY FINDINGS OF THE SURVEY

Performance of the service providers on QoS parameters is outlined below.

1.1A Basic Telephone Service:

1.1A.1 Satisfaction with Overall Service Quality

- On an overall basis, BSNL was able to meet the benchmark, however in the rural areas it failed to meet the benchmark.

1.1A.2 Satisfaction with Provision of Service

- On an overall basis, BSNL met the benchmark for this parameter, astonishingly though it had less number of satisfied customers in rural areas.

1.1A.3 Satisfaction with Billing Performance

- BSNL was not able to meet the benchmark in any of the areas - urban or rural.

1.1A.4 Satisfaction with Help Services including Customer Grievance Redressal

- BSNL failed to meet the benchmark in both urban as well as rural areas.

1.1A.5 Satisfaction with Network Performance, Reliability & Availability

- On an overall basis, BSNL met the benchmark for this parameter. But it failed to meet this benchmark only marginally (94%) in the rural areas.

1.1A.6 Satisfaction with Maintainability

- BSNL was unable to meet the benchmark in either urban or rural areas

1.1A.7 Satisfaction with Supplementary and Value Added Services

- On an overall basis, BSNL met the benchmark for this parameter.

Assessment of Implementation & Effectiveness of Consumer Protection and Redressal of Grievances Regulations, 2007 among Basic Telephone Service Customers:

1.1A.8 Call Centre

On an overall basis:

- 63.2% of the customers were aware of the call centre number of their service provider for making complaints/queries.
- Only 12.1% of the customers made complaint on the toll free customer care number of their service provider.

- 38.3% of the customers, who had complained, said that they had received a docket number for their complaints.
- 51.1% of the customers, who had complained, said that they did not receive docket number for their complaints.
- 6.4% of the customers, who had complained, said that they received the docket number for their complaints on request.
- 4.3% of the customers, who had complained, said that the call centre refused to register their complaints.
- 46.8% of the customers, who had complained, said that the call centre did inform them about the action taken on their complaints.
- 51.1% of the customers, who had complained, said that their complaint was satisfactorily solved by the call centre within 4 weeks after lodging the complaints.

1.1A.9 Nodal Officer

- On an overall basis, only 12.9% of the customers were aware of the contact details of the nodal officer.
- In all, 40% of the customers, who were aware about the nodal officer, made a complaint to the nodal officer.
- Out of the total, 75% of the customers, who complained to nodal officer, said that nodal officer intimated them about the action taken.
- Customers, who complained to the nodal officer, were satisfied with the redressal of the complaint by the nodal officer.

1.1A.10 Appellate Authority

- On an overall basis, only 4.9% of the customers were aware about the contact details of the appellate authority.
- 63.2% of them had filed an appeal with the appellate authority in the last 6 months.
- 66.7% of the customers, who had filed an appeal with the appellate authority in the last 6 months, received an acknowledgement from the appellate authority.
- All those who filed an appeal with the appellate authority were satisfied with the decision taken on their appeal.

1.1A.11 Other Service Benchmark

- On an overall basis, 42.4% of the basic telephone service customers said that they got the “Manual of Practice” containing the terms and conditions of service, toll free number of the call centre and contact details of the nodal officer and the appellate authority for complaint redressal etc., while subscribing to the new basic telephone connection.

1.1B Cellular Mobile Telephone Service:

1.1B.1 Satisfaction with Overall Service Quality

- On an overall basis, only Vodafone was able to meet the benchmark set by the TRAI.

1.1B.2 Satisfaction with Provision of Service

- On an overall basis, all service providers met the benchmark laid down by TRAI except Rel Tel.

1.1B.3 Satisfaction with Billing Performance - Postpaid

- By and large, Airtel, BSNL, Idea, Rel Tel, TTSL and Vodafone met the benchmark laid down by TRAI.

1.1B.4 Satisfaction with Billing Performance - Prepaid

- On an overall basis, only TTSL met the benchmark laid down by TRAI.
- On the whole, 87.1% of the customers were satisfied with the prepaid billing performance.

1.1B.5 Satisfaction with Help Service including Customer Grievance Redressal

- Out of the total, none of the service providers met the benchmark laid down by TRAI.
- TTSL was the worst performer.

1.1B.6 Satisfaction with Network Performance, Reliability & Availability

- On an overall basis, none of the service providers met the benchmark laid down by TRAI.

1.1B.7 Satisfaction with Maintainability

- In all, none of the service providers were found to have met the benchmark laid down by TRAI.

1.1B.8 Satisfaction with Supplementary and Value Added Services

- On an overall basis, none of the service providers met the benchmark laid down by TRAI.
- Performance of Aircel was very poor in the rural areas.

Assessment of Implementation & Effectiveness of Consumer Protection and Redressal of Grievances Regulations, 2007 among Cellular Service Customers:

1.1B.9 Call Centre

On an overall basis:

- 78.6% of the cellular mobile customers were aware about the call centre number of their service provider to make complaints/ queries.
- 8.5% of the cellular mobile customers claimed that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- 43.9% of the cellular mobile customers, who had complained, said that they had received a docket number for their complaints.
- 26.4% of the cellular mobile customers, who had complained, said that they did not receive the docket number for their complaints.
- 4.5% of the cellular mobile customers, who had complained, said that they had received a docket numbers for their complaints on request.
- 6.7% of the cellular mobile customers, who had complained, said that they did not receive the docket numbers for their complaints even on request.
- 53.5% the cellular mobile customers, who had complained, said that they were informed about the action taken on their complaint by the call centre.
- 45.9% of the cellular mobile customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.

1.1B.10 Nodal Officer

- On an overall basis, 0.7% of the cellular mobile customers were aware of the contact details of the nodal officer.
- 21 customers had made calls to the nodal officer.
- 19 of them said that the nodal officer intimated them about the decision taken on their complaints.
- Only 5 of them were satisfied with the decision taken by the nodal officer.

1.1B.11 Appellate Authority

- Out of the 3178 customers, only 19 customers knew about the appellate authority.
- 16 of them had filed an appeal to the appellate authority.
- All of them had received acknowledgement from the appellate authority.
- In all cases, appellate authority took decision on the complaints within 3 months of filing the complaint.

1.1B.12 Other Service Benchmark

- On an overall basis, only 29.8% of the customers claimed to have got the “Manual of Practice” containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer and the appellate authority for complaint redressal etc., while subscribing to a new mobile connection. Only 12.8% of the rural customers got the Manual of Practice.

1.1C Broadband Service:

1.1C.1 Satisfaction with Overall Service Quality

- On an overall basis, BSNL and Sify were able to meet the benchmark laid down by TRAI. But BSNL failed to meet the benchmark in the urban areas.

1.1C.2 Satisfaction with Provision of Service

- On an overall basis, none of the service providers met the benchmark laid down by TRAI. Although BSNL met the benchmark in the rural areas.

1.1C.3 Satisfaction with Billing Performance - Postpaid

- On an overall basis, BSNL met the benchmark laid down by TRAI.

1.1C.4 Satisfaction with Billing Performance - Prepaid

- Sify was able to meet the benchmark laid down by TRAI.

1.1C.5 Satisfaction with Help Services

- The overall performance of both the service providers was found to be satisfactory as the two were able to meet the benchmark laid down by TRAI.

1.1C.6 Satisfaction with Network Performance, Reliability & Availability

- On an overall basis, both of the service providers were able to meet the benchmark laid down by TRAI.

1.1C.7 Satisfaction with Maintainability

- On an overall basis, none of the service providers met the benchmark laid down by TRAI.
- Only 30% of the rural customers were satisfied with the maintainability.

1.1C.8 Satisfaction with Supplementary and Value Added Services

- On an overall basis, BSNL and Sify were able to meet the benchmark laid down by TRAI.

Assessment of Implementation & Effectiveness of Consumer Protection and Redressal of Grievances Regulations, 2007 among Broadband Service Customers:

1.1C.9 Call Centre

On an overall basis:

- 84% of the broadband customers belonging to different service providers said that they were aware about the call centre number of their service provider to make complaints/queries.
- Only 46.9% of the broadband customers said that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- 33.9% of the broadband customers, who had complained, claimed that they had received a docket number for their complaints.
- 27.5% of the broadband customers, who had complained, said that they did not receive the docket numbers for their complaints. The incidence was higher among Sify customers.
- On an overall basis, 10.8% of the broadband customers, who had complained, said that they had received the docket numbers on request.
- 25.3% of the broadband customers, who had complained, said that they did not receive docket numbers even on request.
- 2.5% of the broadband customers, who had complained, said that the call centre refused to register their complaints.
- 95.8% the broadband customers, who had complained, said that they were informed about the action taken on their complaint by the call centre.
- 96.9% of the broadband customers, who had lodged complaints, said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline.
- Only 88.3% of the customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.

1.1C.10 Nodal Officer

On an overall basis:

- Only 4.3% of the broadband customers said that they were aware of the contact details of the nodal officer.
- All those customers, who were aware of the nodal officer, complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.

- 81.8% of the customers, who complained to the nodal officer, said that the nodal officer intimated them about the decision taken on their complaints.
- 84.9% of the customers, who complained to the nodal officer, were satisfied with the redressal of the complaint by the nodal officer.
- Delay in redressal of complaints was the main reason for the dissatisfaction among the customers.

1.1C.11 Appellate Authority

- On an overall basis, only 3.6% of the broadband customers said that they were aware of the contact details of the appellate authority.
- 22 out of 768 broadband customers had made an appeal to the appellate authority.
- All those customers who had filed an appeal with an appellate authority in the last 6 months received an acknowledgement from the appellate authority.
- In 19 cases, the appellate authority took decision on the appeal filed by the customers within 3 months of filing of the appeal.

1.1C.12 Other Service Benchmarks

- On an overall basis, only 35% of the customers claimed to have got the “Manual of Practice” containing the terms and conditions of service, toll free the number of call centre and the contact details of the nodal officer and appellate authority for complaint redressal etc., while subscribing to the new mobile connection.
- Higher proportion of BSNL customers received the manual of practice.

2. Introduction

2.1 Background:

The Telecom Regulatory Authority of India (TRAI) was established under the Telecom Regulatory Authority of India Act, 1997 as a statutory body. TRAI is responsible for regulating telecommunications services and matters connected therewith. Its mission is to nurture the conditions for growth of telecom, broadcasting and cable services in a manner and at a pace that enables India to play a leading role in emerging global information society.

In this regard, TRAI has passed regulations on Quality of Service (QoS) of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service for Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). These regulations are applicable to all service providers of basic wire-line, cellular mobile and broadband service, so that the service providers provide better services to their customers.

The salient features of these regulations are listed below:

- I. Each telecom operator would be required:
 1. To set up a 24x7 toll free call centre
 2. To appoint one or more nodal officer(s) in each licensed service area
 3. To appoint one or more appellate authority in each licensed service area.
- II. The information as above and also contact details of nodal officers and appellate authority to be widely publicized in national and local newspapers, sales outlets, web-sites and back side of the invoice/ bills being sent to the consumers.
- III. Each operator will be required to publish an abridged version of the “Manual of Practices” for their customers and also make available the same on their web-sites.
- IV. The call centre, nodal officers and appellate authorities would follow the time lines as given in TRAI regulations for redressal of complaints

To determine the effectiveness of implementation of the QoS regulations, TRAI has initiated the following surveys:

- (i) Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007
- (ii) Customer Perception of Service through Survey

For this survey, customers of Basic Telephone (Wire-line), Cellular Mobile Telephone and Broadband Service were surveyed in urban and rural areas. For each service a structured questionnaire was used to record the feedback of the subscribers. The feedback of the subscribers was captured through face-to-face and telephonic/ email surveys.

The survey was divided into four zones covering the following Telecom Circles/ Metro Service Areas:

North Zone: Delhi, Jammu & Kashmir, Himachal Pradesh, Punjab, Haryana, Rajasthan, Uttar Pradesh - East and Uttar Pradesh - West (including Uttarakhand). For cellular mobile telephone service the service areas of Delhi includes Ghaziabad, Faridabad, Noida and Gurgaon.

South Zone: Chennai, Andhra Pradesh, Karnataka, Tamil Nadu (excluding Chennai) and Kerala.

West Zone: Mumbai, Maharashtra (including Goa but excluding Mumbai), Gujarat and Madhya Pradesh (including Chhattisgarh).

East Zone: Kolkata, West Bengal (Including Andaman & Nicobar and Sikkim but excluding Kolkata), Bihar (including Jharkhand), Orissa, Assam and North East which includes Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Manipur and Tripura.

With regard to the aforementioned survey, Marketing and Development Research Associates (MDRA) was selected by Telecom Regulatory Authority of India (TRAI) to conduct the survey in the East zone.

3. Survey Objectives and Methodology:

3.1 Survey Objectives

This survey has the following objectives:

(1) Implementation and Effectiveness of the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 dated 4th May, 2007

TRAI through its Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 dated 4th May 2007, has specified a three-stage redressal mechanism viz. Call Centre, Nodal Officer and Appellate Authority. The regulation also insists for the publication of a Manual of Practice for handling consumer grievances by the service providers for the purpose of educating consumers and prevention of their grievances. Through this survey among consumers of basic telephone (wire-line), cellular mobile telephone and broadband service, TRAI intends to assess the implementation and effectiveness of the regulations.

(2) Customer Perception of Service

The Regulations on standards of quality of service of the basic telephone (wire-line) and cellular mobile telephone service regulations, 2009 (7 of 2009) dated 20th March, 2009 and Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) dated 6th October, 2006 provide for benchmarks of the parameters on customer perception of service to be achieved by service providers. Through this survey TRAI wants to know the customer's perception on the various quality of service parameters laid down by them.

The parameters and benchmarks relating to customer perception of service for basic telephone (wire-line), cellular mobile telephone and broadband service are given below:

(a) Basic Telephone (wire-line) Service and Cellular Mobile Telephone Service:

S. No.	Name of Parameter	Benchmark
(a)	Customers satisfied with the provision of service	≥ 90 %
(b)	Customers satisfied with the billing performance	≥ 95 %
(c)	Customers satisfied with network performance, reliability and availability	≥ 95 %
(d)	Customers satisfied with maintainability	≥ 95 %
(e)	Customers satisfied with supplementary and value added services	≥ 90 %
(f)	Customers satisfied with help services including customer grievance redressal	≥ 90 %
(g)	Customers satisfied with overall service quality	≥ 90 %

(b) Broadband Services:

S. No.	Customer perception of service	Benchmark
(i)	% satisfied with the provision of service	≥ 90 %
(ii)	% satisfied with the billing performance	≥ 90 %
(iii)	% satisfied with help services	≥ 90 %
(iv)	% satisfied with network performance, reliability and availability	≥ 85 %
(v)	% satisfied with maintainability	≥ 85 %
(vi)	% satisfied Overall customer satisfaction	≥ 85 %
(vii)	% satisfied with Customer satisfaction with offered supplementary services such as allocation of static / fixed IP addresses, email Ids etc.	≥ 85 %

The parameters of customer perception of service had taken into account the following sub-parameters:

1. Basic Telephone Service

Provision of Service

- Time taken to provide the customer with a working telephone connection
- Ease of understanding of all relevant information related to tariff plans & charges

Billing performance (Postpaid)

- Timely delivery of bills
- Accuracy and completeness of the bills
- Process of resolution of billing complaints
- Clarity of the bills in terms of transparency & understandability

Billing Performance (Prepaid)

- Charges deducted for every call i.e. amount deducted on every usage
- Resolution of billing complaints
- Ease of recharging process and transparency of recharge offers

Help Services including Customer Grievance Redressal

- Ease of access to call centre/customer care or helpline
- Ease of getting an option for talking to a customer care executive
- Response time taken to answer your call by a customer care executive
- Problem solving ability of the customer care executive(s)
- Time taken by call centre/customer care /helpline to resolve customer complaint

Network Performance, Reliability and Availability

- Availability of working telephone (dial tone)
- Ability to make or receive calls easily
- Voice quality

Maintainability

- Fault repair service

Supplementary and Value Added Services

- Quality of the supplementary services/ value added service provided

Overall Service Quality

- Overall service quality of telephone service

2. Cellular Mobile Telephone Service

Provision of Service

- Process and time taken to activate the mobile connection, after you applied and completed all formalities
- Ease of understanding of all relevant information related to tariff plans & charges

Billing Performance (Prepaid)

- Accuracy of charges for the services used such as calls, SMS, GPRS etc.
- Resolution of billing complaints
- Ease of recharging process and the transparency of recharge offer

Billing performance (Postpaid)

- Timely delivery of bills
- Clarity of the bills in terms of transparency & understandability
- Accuracy and completeness of the bills
- Process of resolution of billing complaints

Help Services including Customer Grievance Redressal

- Ease of access to call centre/customer care or helpline
- Ease of getting an option for talking to a customer care executive
- Response time taken to answer your call by a customer care executive
- Problem solving ability of the customer care executive(s)
- Time taken by call centre/customer care /helpline to resolve customer complaint

Network Performance, Reliability and Availability

- Availability of signal in customer locality
- Ability to make or receive calls easily
- Call drop during conversation
- Voice quality

Maintainability

- Availability of signal
- Restoration of network (signal) problems

Supplementary and Value Added Services

- Quality of the supplementary services / value added service provided
- Process of activating value added services or the process of unsubscribing
- Resolution of your complaint for deactivation of VAS & refund of charges levied

Overall Service Quality

- Overall quality of your mobile service

3. Broadband Service

Provision of Service

- Time taken to provide the customer with a broadband connection after registration and payment of initial deposit by the customer

Billing performance (Postpaid)

- Timely delivery of bills
- Clarity of the bills in terms of transparency & understandability
- Accuracy and completeness of the bills
- Process of resolution of billing complaints

Billing Performance (Prepaid)

- Accuracy of bills i.e. amount deducted on every usage
- Process of resolution of billing complaints

Help Services

- Ease of access to call centre/customer care or helpline
- Ease of getting an option for talking to a customer care executive
- Response time taken to answer your call by a customer care executive
- Problem solving ability of the customer care executive(s)
- Time taken by call centre/customer care /helpline to resolve customer complaint

Network Performance, Reliability and Availability

- Speed of the broadband connection
- Amount of time for which service is up and working

Maintainability

- Time taken for restoration of broadband connection

Supplementary Services

- Process of activating value added services or the process of unsubscribing
- Resolution of your complaint for deactivation of VAS & refund of charges levied

Overall Customer Satisfaction

- Overall quality of broadband service

3.1 Survey Methodology

The survey was carried out among consumers of basic telephone (wire-line), cellular mobile telephone and broadband service.

Following survey methodology was used:

- In case of basic telephone (wire-line) and cellular mobile telephone, 50% of the sample was covered through face-to-face personal interviews and the rest through telephonic interviews. However, for broadband service 50% of the sample was covered by face-to-face personal interviews, while the remaining 50% was covered through e-mail/ telephonic interviews or by developing web based application.
- In case of face-to-face personal interviews, both urban and rural areas were covered
- A set of residential and commercial areas were pre-identified before the start of the survey.
- The respondents were selected randomly for face-to-face personal and telephonic interviews.

- It was ensured that the sample size was geographically spread, covering respondents of different age groups, income levels, gender, religions, areas, users, etc.
- The identity of respondents was recorded in the questionnaires and the signatures of the customers who were surveyed through face-to-face personal interviews were taken on the survey questionnaires.
- Structured questionnaires were used to record the feedback of the respondents. These questionnaires were prepared in consultation with TRAI.
- The questionnaires were filled up using blue ballpoint pen only.
- In case of the basic telephone and broadband survey in the commercial segment, the head/manager of the IT/MIS Department or the administration or accounts executive/ manager or whoever used to take care of the basic telephone or broadband service related issues was interviewed. In case of unavailability of such persons, the CEO/ MD/ owner of the firm were interviewed.
- Only those respondents, who had attained the age of 18 years or above, were interviewed.
- Actual users of basic telephone (wire-line) service, cellular mobile telephone service and broadband service were interviewed.
- During the survey both prepaid and postpaid customers were covered. The sample size was spread as per the approximate overall actual ratio of the prepaid and post-paid customers.
- Users of both GSM technology as well as CDMA technology were covered in the survey.
- Database of subscribers was obtained from the service providers for telephonic survey.

3.2 Target Users/ Segment

Following segments were covered in the survey:

1. Residential users

- Individual Residential Homes
- Apartments/ Societies

2. Commercial users

- Corporate Clients
- IT/ Software Companies
- Call Centers
- BPO's/ KPO's
- SME (Small and medium Enterprises)

- Government offices
- Industrial Units
- Healthcare Facility Centers
- Multiplexes/ Malls
- Hotels/ Restaurants
- PCO 's
- Cyber Cafés
- Shopkeepers/ Vendors
- Universities & Schools
- Institutes- Medical Colleges/ Engineering Colleges/ Computer Training Centres
- NGO's
- Small Scale Shop-owners
- Private Practitioners -Doctors/ Architects
- Etc.

3.3 Sample Design

3.3.1 Basic Telephone (wire-line) Service:

- The sample size was evenly spread over 5% (five per cent) of the exchanges of each Basic Service Operators (BSO's) in the circle. The above stated 5% (five per cent) exchanges were spread over 10% (ten per cent) of the Short Distance Charging Areas (SDCA's). The selection of SDCA's and exchanges was done in consultation with the TRAI officials. The sample size was evenly spread through the selected exchanges.

3.3.2 Cellular Mobile Telephone Service:

- The sample for cellular mobile telephone service subscribers was evenly spread over in 10% (ten per cent) of the district headquarters of a service area where the services were commissioned. The 10% of the districts for survey were selected in consultation with the TRAI officials. The sample size was evenly spread through the selected district headquarters

3.3.3 Broadband Service:

- The sample for broadband service subscribers was evenly spread over in the areas served by 10% (ten per cent) of the Points of Presence (POPs) of each service provider in each service area. The selection of BSNL's SDCAs & exchanges and POP's (private operators) was done in consultation with the TRAI officials.

3.4 Sample Coverage and Size

3.4.1 Basic Telephone (Wire-line) Service:

BSNL: In Assam circle, there are 602 exchanges and 46 SDCAs. For the survey, 31 exchanges and 5 SDCA's were selected. During the survey, about 26 urban exchanges and 5 rural exchanges were covered

Note : Airtel, Reliance and Tata were not covered as they are yet to roll out their retails services in this circle.

Service provider	State	SDCAs covered	Sample Size
BSNL	Assam	Guwahati	384
		Tezpur	
		Silchar	
		Dibrugarh	
		Jorhat	

3.4.2 Cellular Mobile Telephone Service (including FWP):

- In all, there are 27 district headquarters in Assam. For the survey, 3 district headquarters were selected on the basis of their geographical spread. Rural areas falling within the radius 20 kms of the district headquarters were covered.
- The sample for cellular mobile telephone service subscribers was evenly spread across 10% of the selected district headquarters where the services were commissioned. During the survey 8 service providers were covered in this circle.

Geographical coverage	Cities covered
Assam	Guwahati
	Tezpur
	Shilchar

Service providers	Sample size
Aircel	384
Airtel	384
BSNL	384
Idea	384
Reliance Tel	384
S Tel	384
TTSL	384
Vodafone	384
Total	3072

3.4.3 Broadband Service:

- **BSNL:** In Assam circle, there are 602 exchanges and 46 SDCAs. For the survey, 61 exchanges and 5 SDCA's were selected. From the selected exchanges, about 39 urban exchanges and 22 rural exchanges were covered during the survey.

Service provider	State	SDCAs covered	Sample size
BSNL	Assam	Guwahati	384
		Tezpur	
		Silchar	
		Dibrugarh	
		Jorhat	

Sify: All the 10 POPs present in Assam circle were covered.

Service provider	State	Cities covered	Sample size
Sify	Assam	Guwahati	384
		Silchar	

3.5 Service Providers Covered

During the period (1st July to 30th September) of 2011, the survey was conducted in Assam circle and the following service providers were covered:

3.5.1 Basic Telephone (Wire-line) Service

1. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)

Note: Airtel, Reliance and Tata were not covered as they do not provide retail services in this circle.

3.5.2 Cellular Mobile Telephone Service

1. Aircel Limited (Referred as Aircel in the report)
2. Bharti Airtel Limited (Referred as Airtel in the report)
3. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
4. Idea Cellular Limited (Referred as Idea in the report)
5. Reliance Telecom Limited (Referred as Rel Tel in the report)
6. Tata Teleservices Limited (Referred as TTSL in the report)
7. S Tel Private Limited (Referred as S Tel in the report)
8. Vodafone Essar Mobile Services Limited ((Referred as Vodafone in the report)

3.5.3 Broadband Service

1. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
2. Sify Technologies Limited (Referred as Sify in the report)

3.6 Mode of Interview & Sample Size Covered

3.6.1 Basic Telephone Service (Wire-line)

- During the survey among basic telephone service customers, 57% of the sample was covered with the help of face-to-face interviews while the rest were conducted on telephone. For rural customers, face-to-face interviews were done.

Service providers	Face to face	Telephonic	Sample Size Achieved
BSNL	221	168	389
Overall	221	168	389

3.6.2 Cellular Mobile Service

- In the survey, 52% of the cellular mobile telephone service customers were covered with the help of face-to-face interviews while the rest were covered through telephonic interviews. For rural customers, face-to-face interviews were done.

Service providers	Face to face	Telephonic	Sample Size Achieved
Aircel	272	138	410
Airtel	274	131	405
BSNL	267	202	469
Idea	288	155	443
Reliance telecom	248	145	393
S Tel	0	247	247
TTSL	6	402	408
Vodafone	299	102	401
Overall	1654	1522	3176

3.6.3 Broadband Service

- Of all the broadband service customers, 65% of the sample had to be covered through face-to-face interviews and up to 35% through a web-based/ telephonic survey. For the web-based survey we used our proprietary web-based survey editor to host the survey on the Internet. After sending these invitations, follow up phone calls were made to drive respondents to the survey. For rural customers, face-to-face interviews were conducted.

Service providers	Face to face	Telephonic	Sample Size Achieved
BSNL	309	102	411
Sify	194	163	357
Overall	503	265	768

3.7 Customer Profile by Connection Type

3.7.1 Basic Telephone Service (Wire-line)

- Only BSNL was covered in this circle. Across 5 SDCA's of the Assam circle, 389 basic telephone service (Wire-line) postpaid customers were surveyed.

Service providers	Prepaid	Postpaid	Sample Size Achieved
BSNL (Assam)	-	389	389
Overall	-	389	389

3.7.2 Cellular Mobile Telephone Service

- A total of 8 cellular mobile telephone service providers present in the circle were covered. Across 3 cities of the Assam circle, 3176 cellular mobile service customers were surveyed. Of this sample, 2485 were prepaid subscribers and 691 were postpaid customers.

Service providers	Prepaid	Postpaid	Sample Size Achieved
Aircel	326	84	410
Airtel	333	72	405
BSNL	246	223	469
Idea	405	38	443
Reliance Telecom	351	42	393
S Tel	247	-	247
TTSL	242	166	408
Vodafone	335	66	401
Overall	2485	691	3176

NOTE: (Only 247 customers of S Tel were covered due to non-availability of additional subscribers despite maximum efforts.)

3.7.3 Broadband Service

- A total of 2 broadband service providers present in the circle were covered. Across various exchanges/ Points of Presence in the Assam circle, 768 broadband service subscribers were surveyed. Out of the total sample, 411 were postpaid customers and 357 were prepaid customers.

Service providers	Prepaid	Postpaid	Sample Size Achieved
BSNL	0	411	411
Sify	357	0	357
Overall	357	411	768

3.8 Methodology for Calculating Percentage of Customers Satisfied

To calculate the percentage of consumers satisfied on various QoS parameters a simple addition method was applied by taking in to account the sum of the customers, who were either “Very satisfied” or “Satisfied” on a particular parameter. Therefore, the proportion of the sum total of “Very Satisfied” and “Satisfied” customers was taken out from the total number of valid responses on the all questions of each of the broad parameter.

Consumers satisfied were ascertained using the following formula(s):

$$CS = (A / N) * 100$$

Where:

CS = % of satisfied customers

A = (sum total of no. of customers who were “very satisfied” on each of the broad parameter + sum total of no. of subscribers who were “satisfied” on each of the broad parameter)

N = Total sample size achieved

This implies that if all the customers are either “Very Satisfied” or “Satisfied” the operator can get a rating of 100%. On the other hand, if all the customers are “Dissatisfied” or “Very Dissatisfied”, the operator gets a score of 0%.

3.9 Questionnaires Development Process

Three types of questionnaires were developed for the customer satisfaction survey in consultation with TRAI. These questionnaires included questions on parameters of Customer Perception of Service and on Implementation & Effectiveness of Telecom Consumer Protection and Redressal of Grievances Regulations, 2007.

The questionnaires developed were for:

- Basic telephone service (wire-line)
- Cellular mobile telephone service
- Broadband service

3.10 Definition of Key Terms Used

- **Appellate Authority:** It means one or more persons appointed as appellate authority under regulation 10, by a service provider, falling in the clause (a) or clause (b) of sub-regulation (3) of the regulation.

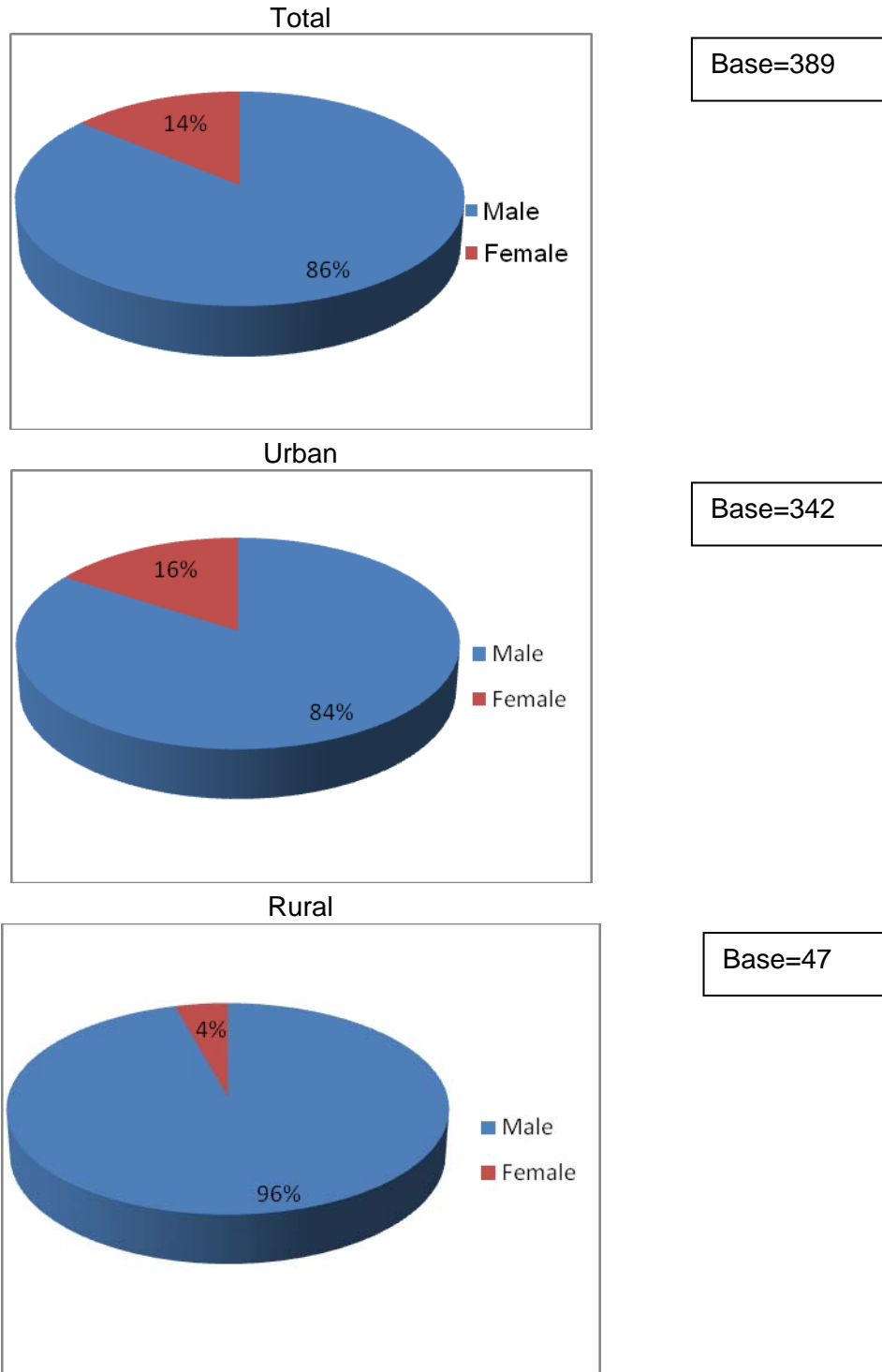
- **Basic Telephone Service (Wire-line):** It covers collection, carriage, transmission and delivery of voice or non-voice messages over licensee's Public Switched Telephone Network in the licensed service area and includes provision of all types of services except those requiring a separate license.
- **Broadband Service:** It means data connection
 - (1) Which is always on and is able to support interactive services including Internet access.
 - (2) which has the capability of the minimum download speed of 256 kilo bits per second (kbps) or such minimum download speed, as may be specified by the licensor, from time to time, to an individual subscriber from the point of presence of the service provider intending to provide broadband service where a multiple of such individual broadband connections are aggregated and the subscriber is able to access these interactive services including the internet through the said point of presence.
 - (3) In which the interactive services shall exclude and services for which a separate license is specifically required (such as real-time voice transmission) except to the extent permitted, or, as may be permitted, under internet service provider's license with internet telephony.
 - (4) Which shall include such service or download speed or features, as may be specified from time to time, by the licensor.
- **Call Centre:** Means a department or a section or a facility established under regulation 3 by the service provider, falling in clause (a) or clause (b) of the sub-regulation 3 of regulation 1 for redressal of grievances of its consumer by telephone or electronic means or by any other means.
- **Cellular Mobile Telephone Service:** Means
 - (1) Telecommunication service provided by means of a telecommunication system for the conveyance of the message through the agency of wireless telegraphy where every message that is conveyed thereby has been, or is to be, conveyed by means of a telecommunication systems which is designed or adapted to be capable of being used while in motion.
 - (2) Refers to transmission of voice or non-voice messages over licensee's network in the real time but the service do not cover the broadcasting of any messages, voice or non-voice, however, cell broadcast is permitted only to the subscribers of the service.

- (3) In respect of which the subscriber (all types, pre-paid as well as post-paid) has to be registered and authenticated at the network point of registration and approved numbering plan shall be applicable.
- **Consumer:** Means a consumer of a service provider falling in clause (a) or clause (b) of sub- regulation (3) of the regulation 1 and includes its customer and subscriber.
 - **Manual:** means the Manual of Practice for handling consumer complaints referred to in regulation 20.
 - **Nodal Officer:** means the officer appointed or designated under regulation 6 by a service provider falling in clause (a) or clause (b) of sub-regulation (3) of regulation 1.

4. Demographic Profile

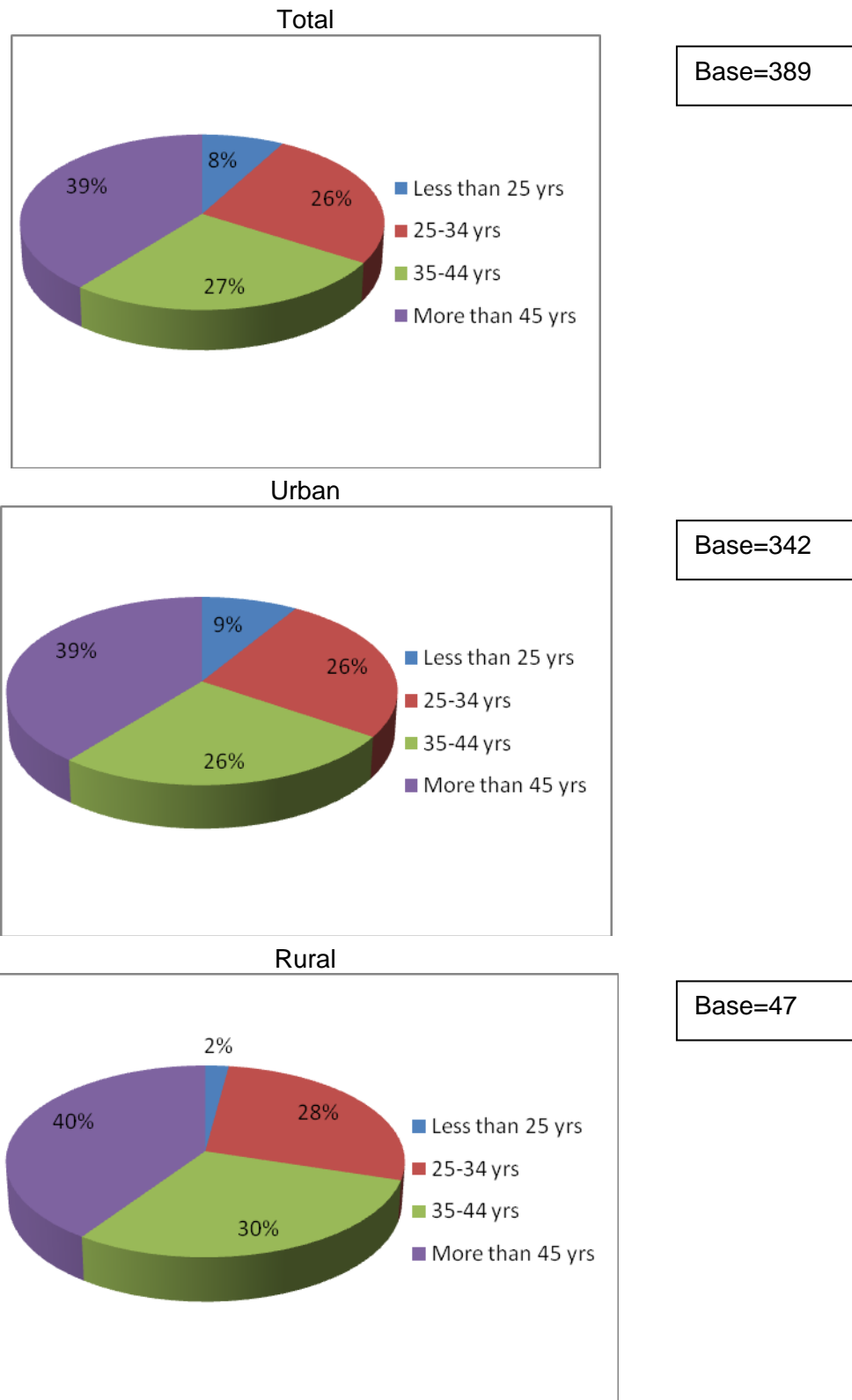
4.1 Basic Telephone Service (Wire-line)

4.1.1 Gender Profile



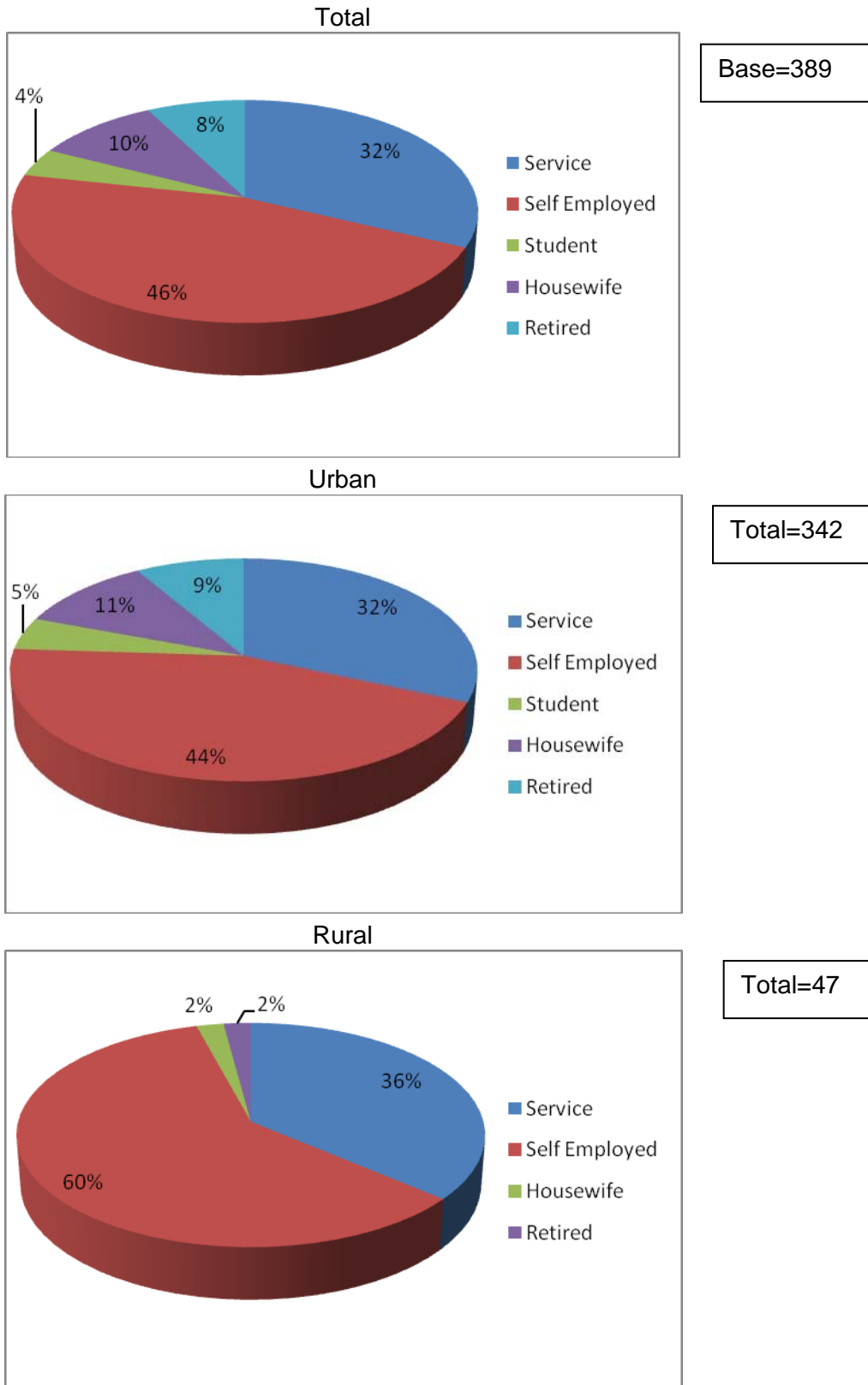
- On an overall basis, 86% of the customers were male. In urban areas there was higher a proportion of female respondents.

4.1.2 Age Profile



- Out of the total, 66% of the customers were in the age group of 35 and above.

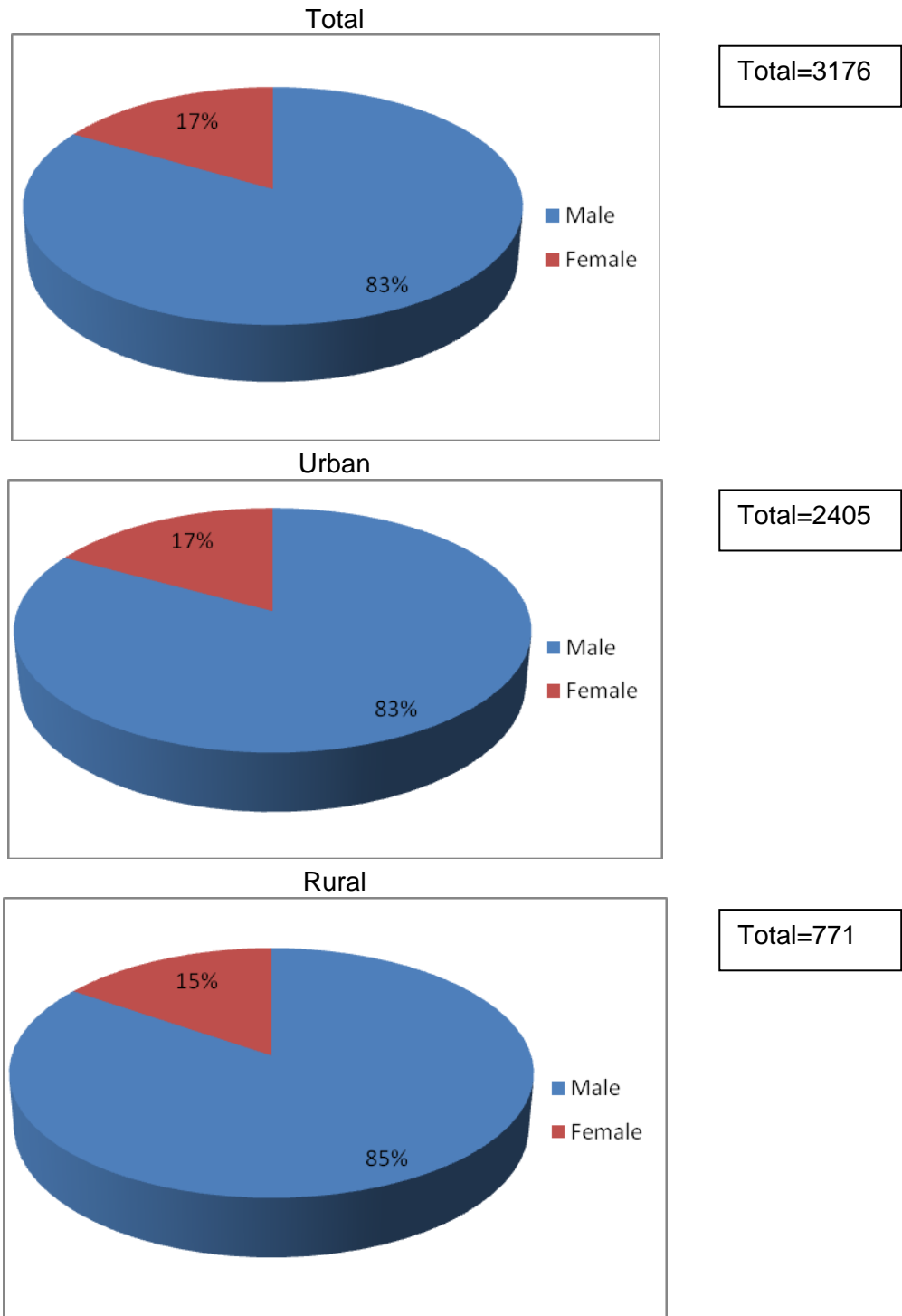
4.1.3 Occupation Profile



- In all, 78% of the customers were either in service or self employed/ businessmen.

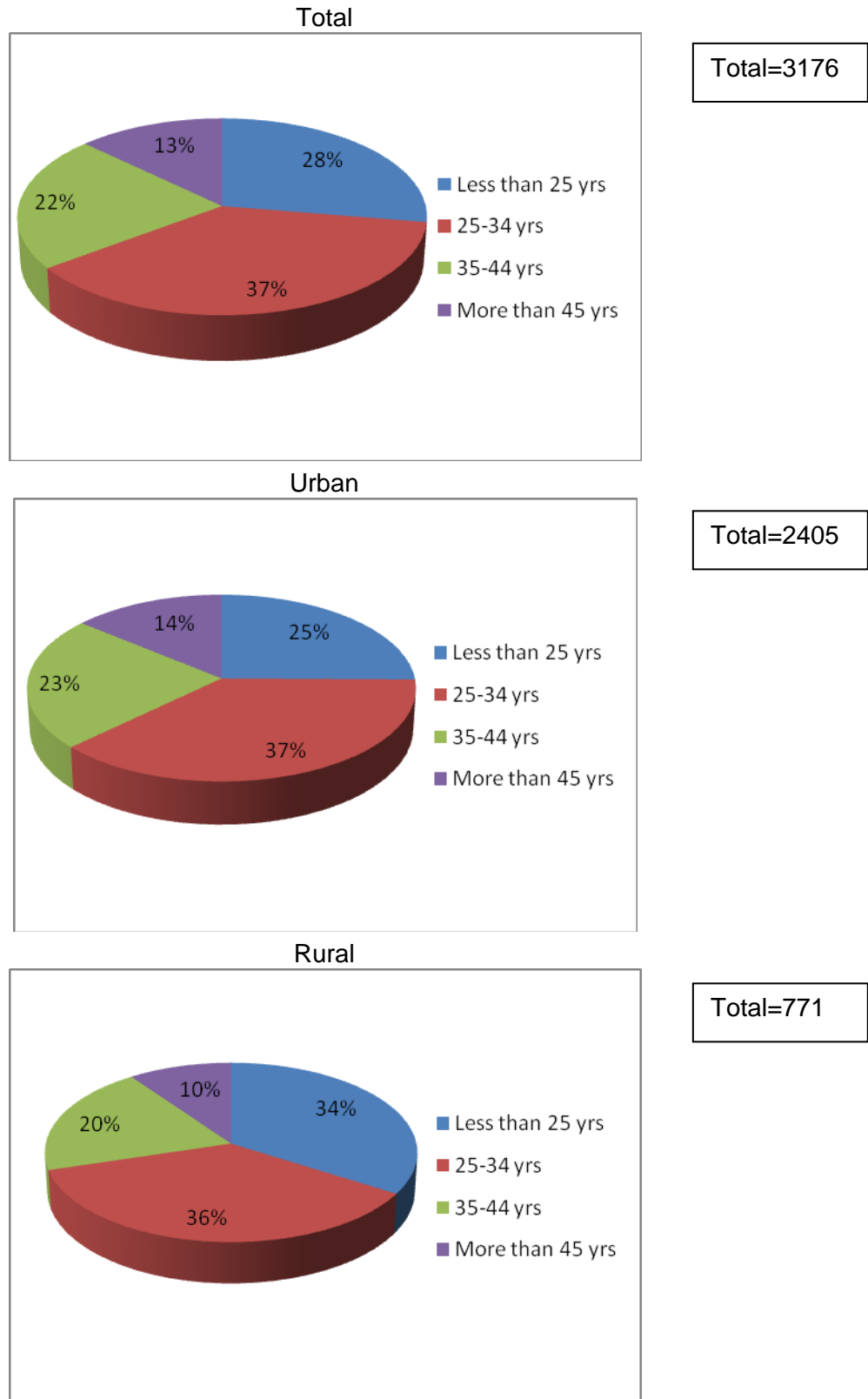
4.2 Cellular Mobile Telephone Service

4.2.1 Gender Profile



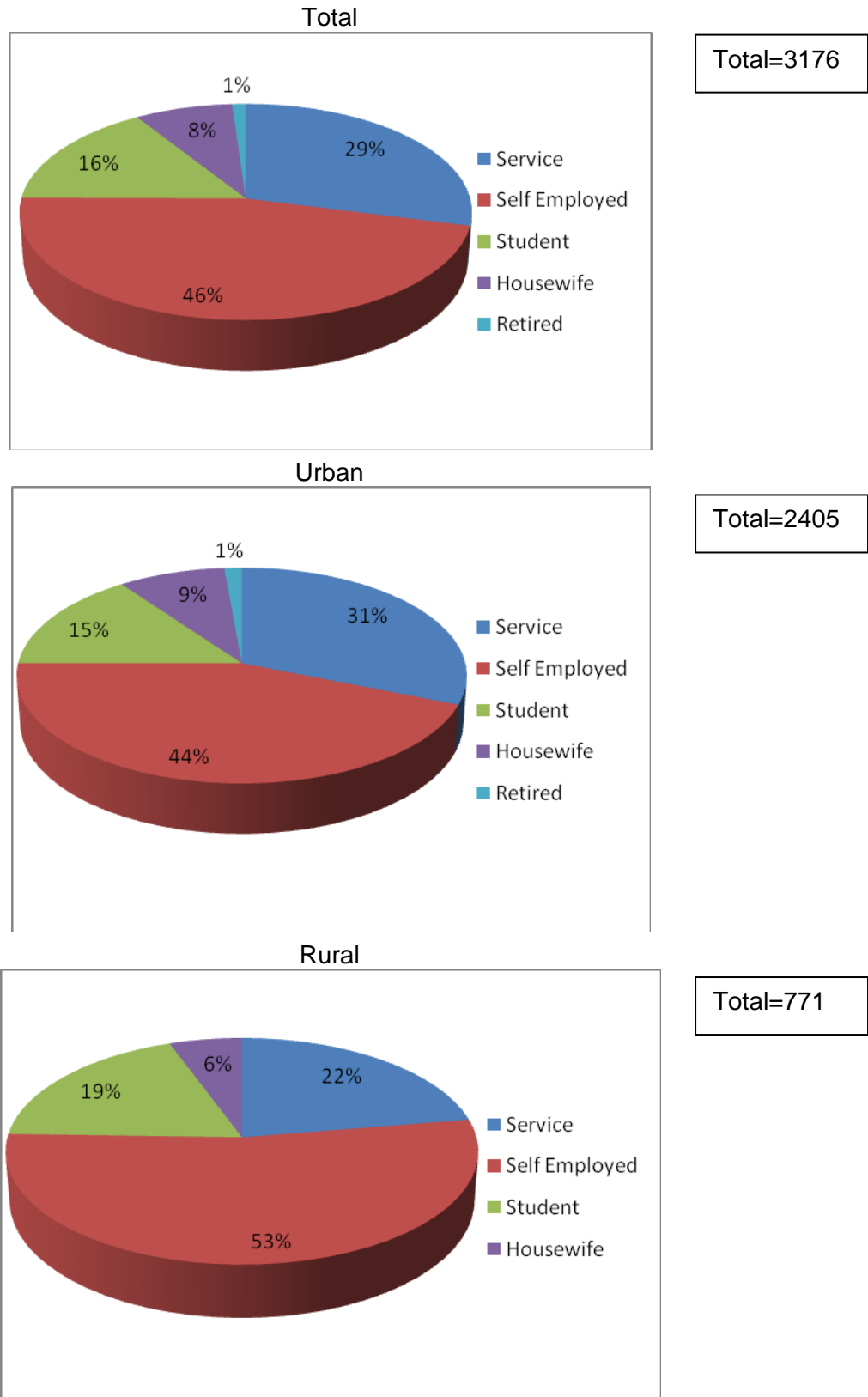
- On an overall basis, 83% of the customers were male. In urban areas there were a higher proportion of female respondents.

4.2.2 Age Profile



- On the whole, 65% of the customers were below 35 years.

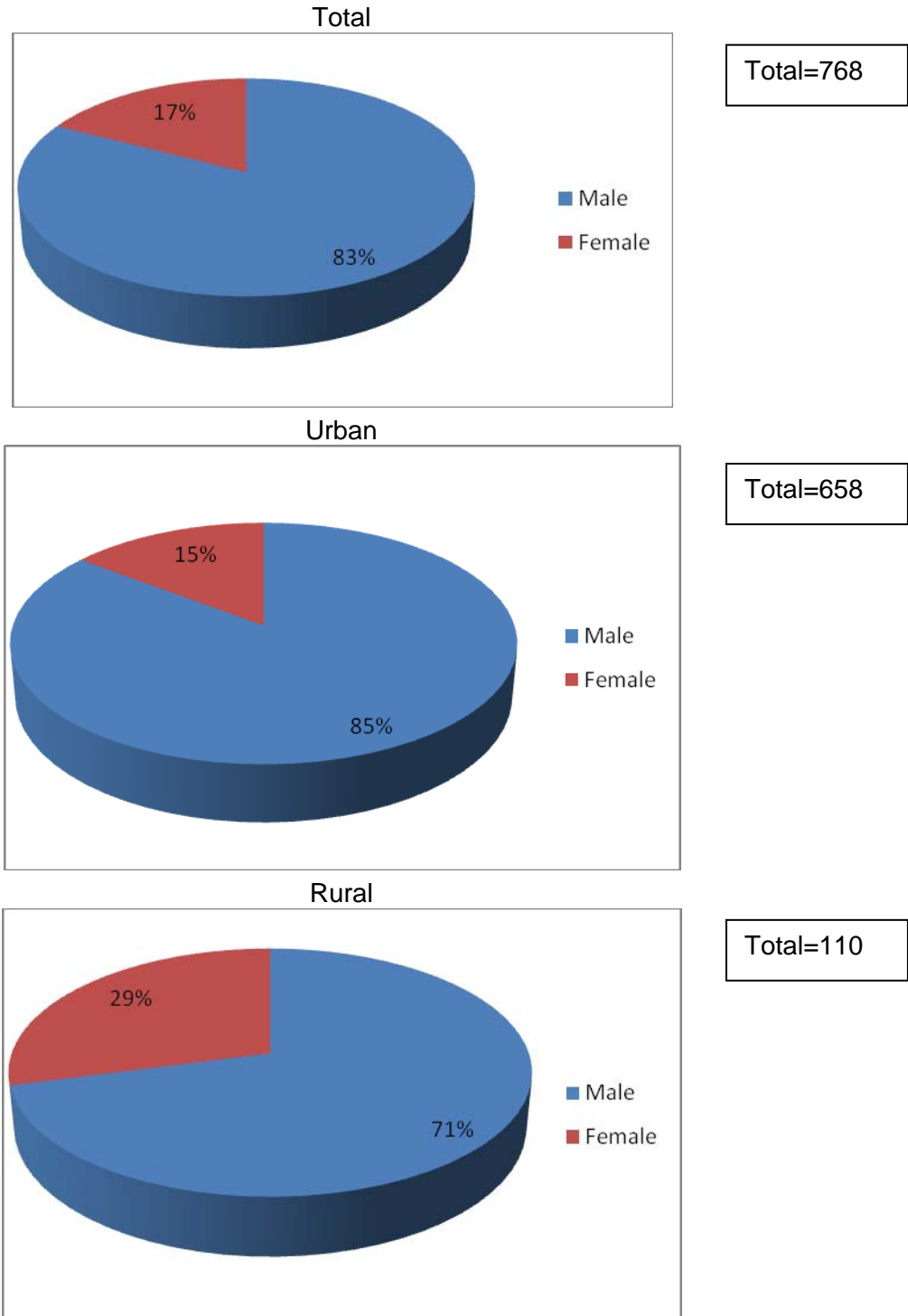
4.2.3 Occupation Profile



- On an overall basis, 75% of the customers were in service or self employed/businessmen.

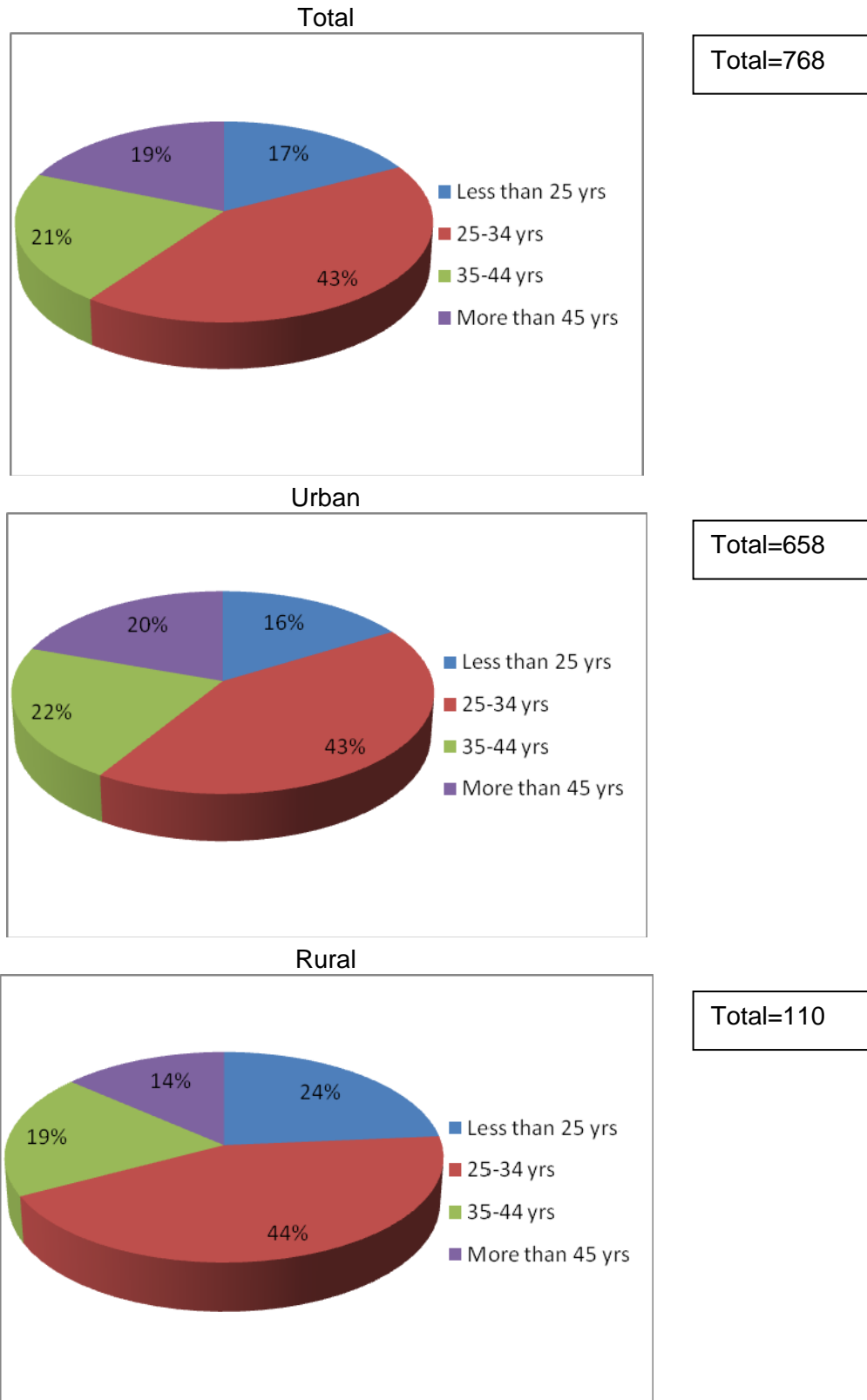
4.3 Broadband Service

4.3.1 Gender Profile



- In all, 83% of the customers were male.

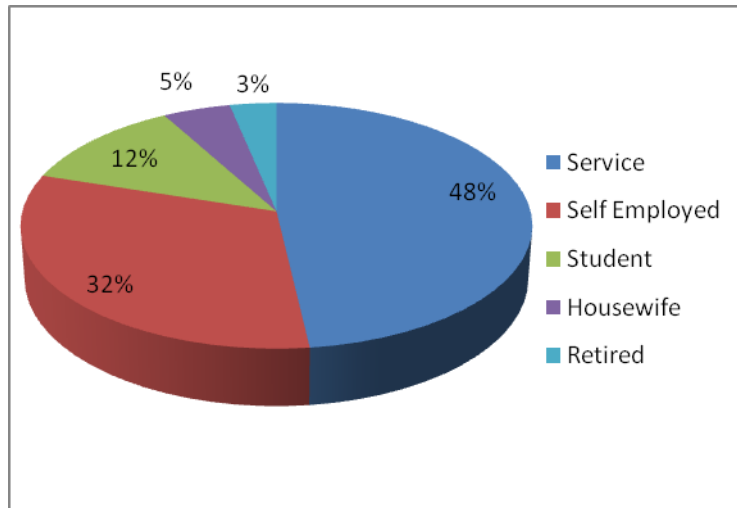
4.3.2 Age Profile



- On an overall basis, 64% of the customers were in the age group of 25-45 years.

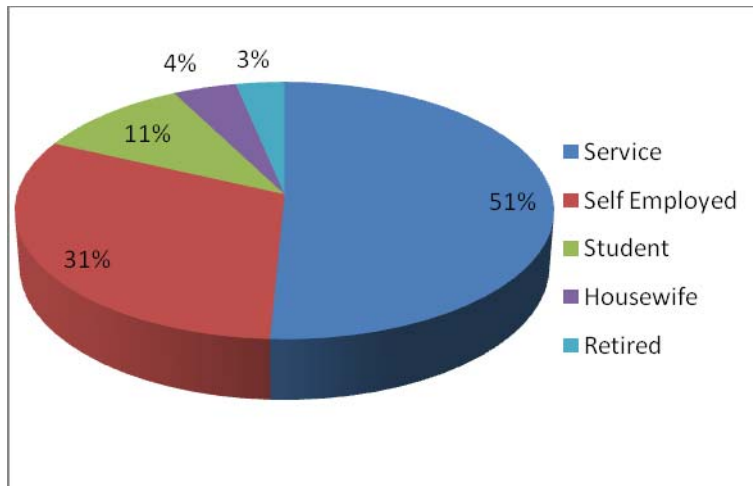
4.3.3 Occupation Profile

Total



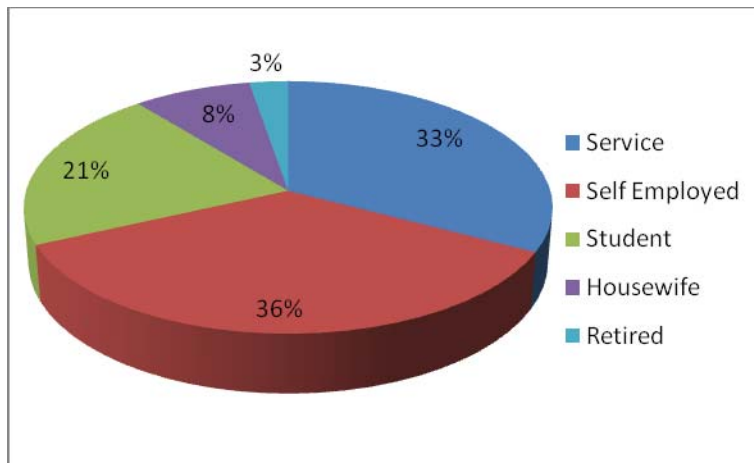
Total=768

Urban



Total=658

Rural



Total=110

- On the whole, 80% of the customers were in service or self employed/ businessmen.

5. COMPLIANCE REPORT ON THE CUSTOMER PERCEPTION OF SERVICE:

The compliance report had been presented, by using the following method:

- The percentage of customers satisfied on various QoS parameters was derived by using the methodology explained in section 3.8. According to this methodology the total percentage of satisfied customer’s i.e. very satisfied and satisfied customers on various QoS parameters was taken into account. This methodology was used to derive the percentage of the customers satisfied with QoS parameters for all the three services i.e. basic telephone, cellular mobile and broadband.

5.1 Basic Telephone Service – Assam Circle

5.1.1 The following table shows the percentage of satisfied customers on various QoS parameters.

Service providers	Base	% satisfied with provision of service	% satisfied with billing performance		%satisfied with the help services including customer grievance redressal	% satisfied with the network performance, reliability and availability	% satisfied with the maintainability	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
			Postpaid	Prepaid					
Benchmark		≥90%	≥95%	≥95%	≥90%	≥95%	≥95%	≥90%	≥90%
Assam circle									
BSNL (Total)	389	97	91	-	65	95	71	99	90
BSNL (Urban)	342	97	94	-	68	95	78	99	90
BSNL (Rural)	47	92	76	-	44	94	44	92	83

Note: Figures in green color represent those service providers, who were able to achieve the benchmarks.

- On an overall basis, BSNL met the benchmarks related to provision of service, network performance, value added services and overall quality of service.
- In rural areas, BSNL met the benchmarks related to provision of service and value added services.
- BSNL was not able to meet the benchmarks related to billing performance, help services and maintainability.
- Performance of BSNL was found to be lowest with regard to help services.

5.1.2 The following table shows the percentage of customers, who reported that their telephone fault, was repaired within 3 days.

Service providers	Base	% customers
		Benchmark: 3 days
Assam circle		
BSNL (Total)	133	72.9
BSNL (Urban)	108	79.6
BSNL (Rural)	25	44.0

- On an overall basis, 72.9% of the customers, had who experienced any kind of fault in their connection, reported that the fault was repaired within 3 days.

5.1.3 The following table shows the percentage of customers, who reported that their telephone service was terminated within 7 days on request.

Service providers	Base	% customers
		Benchmark: 7 days
Assam circle		
BSNL (Total)	14	100.0
BSNL (Urban)	13	100.0
BSNL (Rural)	1	100.0

- All the customers, who had requested for termination of their telephone service, reported that their telephone connection was terminated within 7 days.

5.1.4 The following table shows the percentage of customers, who reported that, their billing complaints were resolved by the call centre within four weeks.

Service providers	Base	% customers
		Benchmark: 4 Weeks
Assam circle		
BSNL (Total)	47	51.1
BSNL (Urban)	39	53.8
BSNL (Rural)	8	37.5

- In total, only 51.1% of the customers, who had made billing complaints, reported that their billing complaints were resolved within 4 weeks.

5.2 Cellular Mobile Telephone Service – Assam Circle

5.2.1 The following table shows the percentage of satisfied customers with various QoS parameters of customer perception of service.

Service providers	Base	% satisfied with provision of service	% satisfied with billing performance		%satisfied with the help services including customer grievance redressal	% satisfied with the network performance, reliability and availability	% satisfied with the maintainability	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
			Postpaid	Prepaid					
Benchmark		≥90%	≥95%	≥95%	≥90%	≥95%	≥95%	≥90%	≥90%
Assam circle									
Aircel (Total)	410	91	91	83	79	89	82	57	80
Aircel (Urban)	293	90	90	85	80	88	84	64	82
Aircel (Rural)	117	92	98	80	76	90	76	37	76
Airtel (Total)	405	95	95	79	78	91	84	58	83
Airtel (Urban)	280	97	95	80	78	91	85	57	82
Airtel (Rural)	125	92	96	79	77	90	83	60	86
BSNL (Total)	469	91	96	87	68	86	84	61	84
BSNL (Urban)	352	92	96	91	66	87	87	60	83
BSNL (Rural)	117	89	94	82	72	84	73	63	87
Idea (Total)	443	90	99	92	82	85	83	75	80
Idea (Urban)	327	91	99	93	84	87	85	81	83
Idea (Rural)	116	88	96	88	75	78	77	47	72
Rel Tel (Total)	393	88	95	86	71	79	74	61	71
Rel Tel (Urban)	259	88	91	93	71	75	74	71	70
Rel Tel (Rural)	134	88	100	73	71	86	76	46	74
S Tel (Total)	247	92	-	85	67	77	74	75	51
S Tel (Urban)	247	92	-	85	67	77	74	75	51
S Tel (Rural)	0	-	-	-	-	-	-	-	-
TTSL (Total)	408	98	95	97	38	92	91	88	88
TTSL (Urban)	408	98	95	97	38	92	91	88	88
TTSL (Rural)	0	-	-	-	-	-	-	0	-
Vodafone (Total)	401	92	99	89	83	90	85	70	91
Vodafone (Urban)	239	92	99	92	85	90	86	73	92
Vodafone (Rural)	162	91	100	85	80	90	84	64	88
Overall (Total)	3176	92	95	87	76	87	83	65	80
Overall (Urban)	2405	93	95	89	76	87	84	69	80
Overall (Rural)	771	90	98	81	75	87	78	53	81

Note: Figures in green color represent those service providers, who were successful in meeting the benchmarks.

- In all, 80% of the cellular service customers were satisfied with the overall quality of their service providers.
- The survey went on to reveal that a lower proportion of customers were satisfied on parameters such as value added services and help services.
- On an overall basis, Vodafone met the benchmarks on 3 out of 7 parameters, namely provision of service, billing performance (postpaid) and overall service quality.
- In total, TTSL met the benchmark on 2 out of 7 parameters, namely service provision and billing performance (both postpaid and prepaid)
- None of the service providers were able to meet the benchmark set for the help services, network performance, reliability and availability, maintainability and supplementary & value added services.

5.2.2 The following table shows the percentage of customers, who reported that, their billing complaints were resolved by call centre within four weeks.

Service providers	Base	% customer	
		Benchmark: four weeks	
Assam circle			
Aircel	Total	36	47.2
	Urban	30	50.0
	Rural	6	33.3
Airtel	Total	27	22.2
	Urban	22	13.6
	Rural	5	60.0
BSNL	Total	37	40.5
	Urban	32	37.5
	Rural	5	60.0
Idea	Total	55	70.9
	Urban	45	75.6
	Rural	10	50.0
Rel. Tel.	Total	54	35.2
	Urban	46	39.1
	Rural	8	12.5
S. Tel.	Total	30	66.7
	Urban	30	66.7
	Rural	0	0.0
TTSL	Total	10	30.0
	Urban	10	30.0
	Rural	0	0.0
Vodafone	Total	19	21.1
	Urban	16	25.0
	Rural	3	0.0
Overall	Total	269	45.9
	Urban	232	47.2
	Rural	37	37.8

- Out of the total, 45.9% of the cellular customers, who made billing complaints to the call centre, reported that their complaints were resolved within 4 weeks after they had lodged their complaints. The worst performers on this parameter were Vodafone and Airtel.

5.3 Broadband Service - Assam Circle

5.3.1 The following table shows the percentage of satisfied customers on various QoS service parameters

Service providers	Base	% satisfied with provision of service	% satisfied with billing performance		%satisfied with the help services	% satisfied with the network performance, reliability and availability	% satisfied with the maintainability	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
			Postpaid	Prepaid					
Benchmark		≥90%	≥90%	≥90%	≥90%	≥85%	≥85%	≥85%	≥85%
Assam circle									
BSNL (Total)	411	64	97	N/A	94	91	52	86	87
BSNL (Urban)	301	53	97	N/A	91	89	69	90	84
BSNL (Rural)	110	95	97	N/A	99	98	30	80	94
Sify (Total)	357	62	-	98	98	85	44	86	86
Sify (Urban)	357	62	-	98	98	85	44	86	86
Sify (Rural)	0	-	-	-	-	-	-	-	-
Overall(Total)	768	63	97	98	96	88	47	85	86
Overall (Urban)	658	58	97	98	95	87	51	87	85
Overall (Rural)	110	95	97	0.0	99	98	30	80	94

Note: Figures in green color represent those service providers, who met the benchmarks.

- On an overall basis, none of the service provider met the benchmark laid down by TRAI for maintainability and provision of service.
- In rural areas, BSNL met the benchmark set for provision of service.
- Whereas, both the service providers met the benchmarks set for the billing performance, help services, network performance, reliability and availability, supplementary & value added services and overall quality of service.

5.3.2 The following table shows the percentage of customers, who reported that, their billing complaints were resolved by call centre within four weeks.

Service providers		Base	% customer
			Benchmark: within 4 Weeks
Assam circle			
BSNL	Total	192	88.0
	Urban	106	85.8
	Rural	86	90.7
Sify	Total	168	88.7
	Urban	168	88.7
	Rural	0	0.0
Overall	Total	360	88.3
	Urban	274	87.6
	Rural	86	90.7

- On an overall basis, 88.3% of the customers, who had made complaint, reported that their complaints were resolved within 4 weeks.

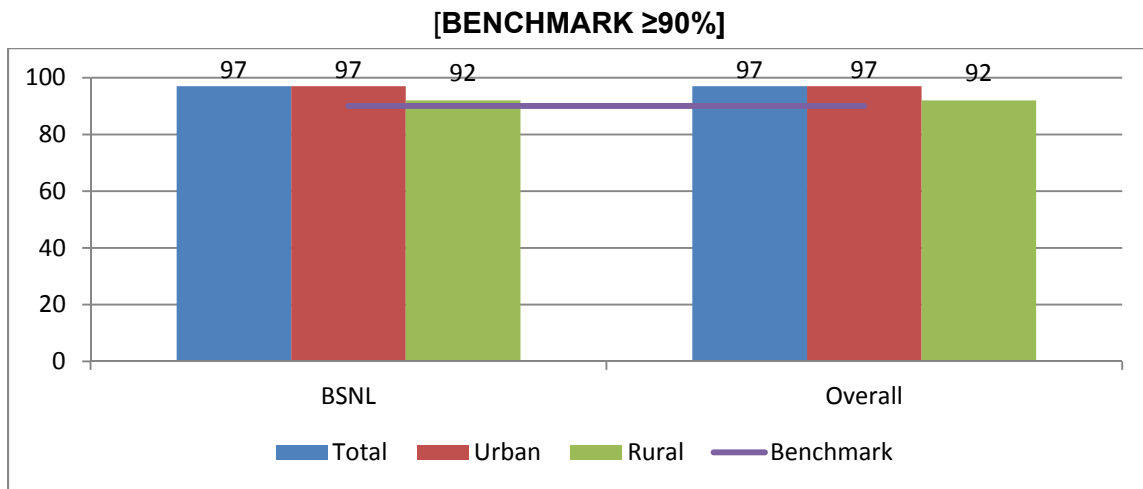
6. DETAILED REPORT:

6A.1 Basic Telephone Service (Wire-line) – Assam Circle

The survey in the Assam circle was conducted among customers of BSNL.

6A.1.1 Customer Satisfaction with Provision of Service

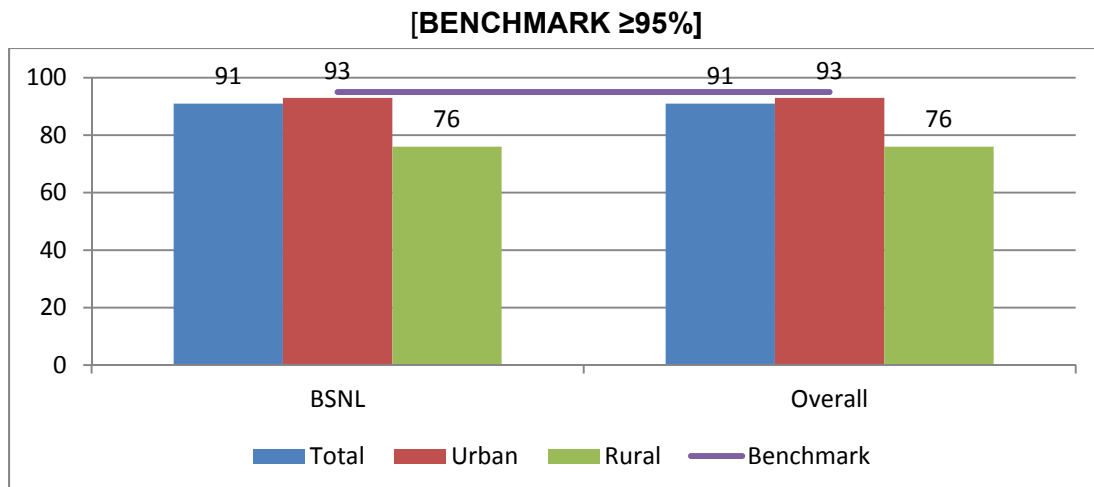
6A.1.1.1 The following graph shows the percentage of satisfied customers with provision of service.



- BSNL met the benchmark in the urban areas but failed to meet it in the rural areas.

6A.1.2 Customer Satisfaction with Billing Performance - Postpaid

6A.1.2.1 The following graph shows the percentage of satisfied customers with billing performance.



- BSNL did not meet the benchmark (95%) set by the TRAI in both urban and rural areas.

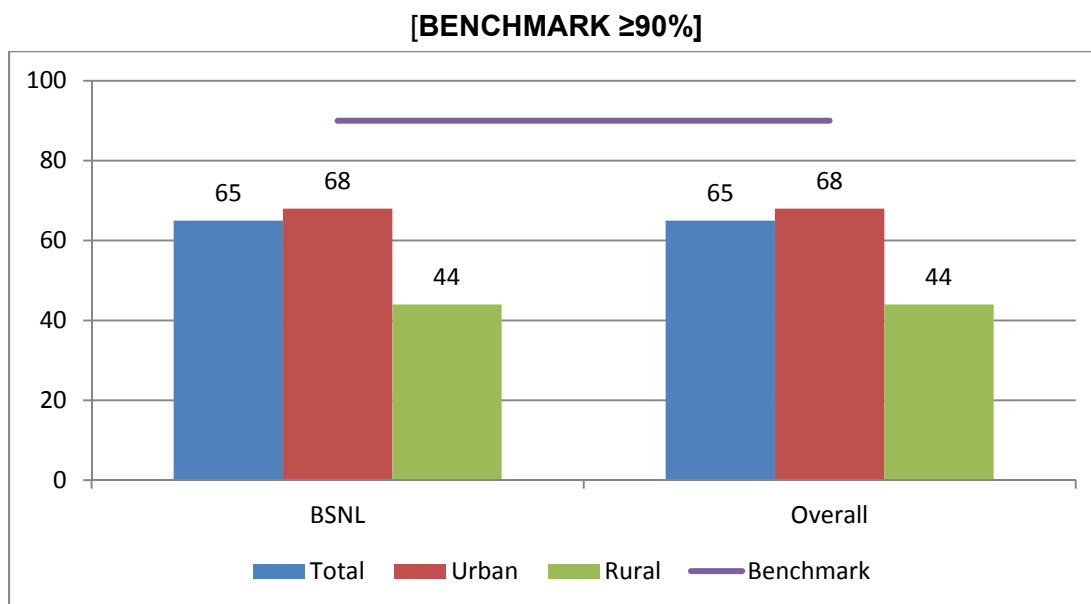
6A.1.2.2 The following table shows the percentage of satisfied customers with the sub-parameters of the billing performance.

Service providers		% postpaid customers				Base
		Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	
BSNL	Total	92.8	94.8	75.0	73.4	389
	Urban	93.6	96.2	83.6	83.7	342
	Rural	87.3	85.2	36.4	27.3	47

- Both, urban and rural customers were less satisfied with the process of resolution of the billing complaints and clarity of bills in terms of transparency and understandability.

6A.1.3 Customer Satisfaction with Help Services including Customer Grievance Redressal

6A.1.3.1 The following graph shows the percentage of customers satisfied with help services including customer grievance redressal.



- BSNL failed to meet the benchmark laid down by TRAI. Performance in the rural areas was lower (44%) than urban areas.

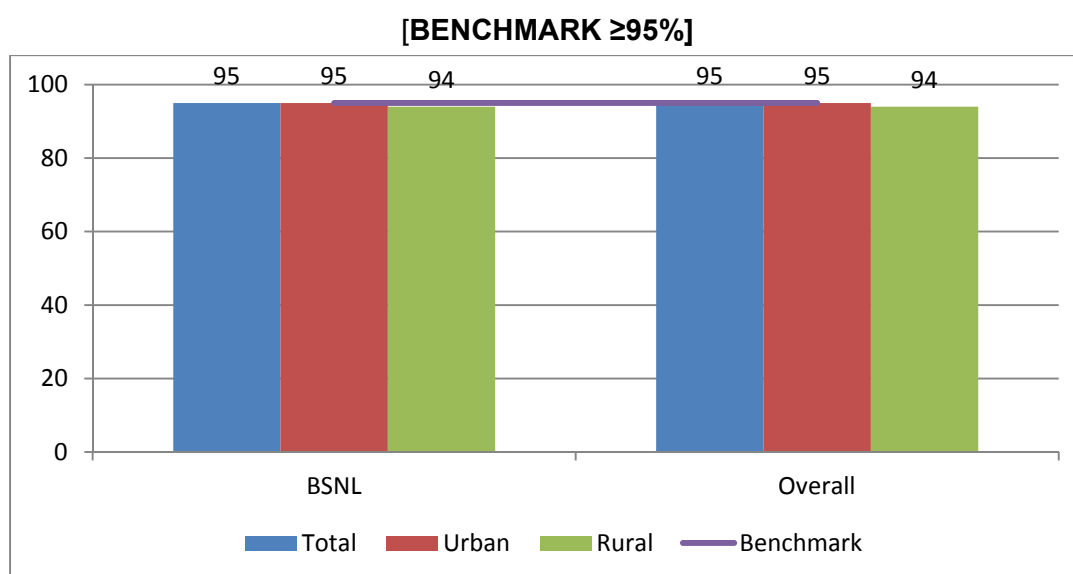
6A.1.3.2 The following table shows the percentage of customers satisfied with the sub-parameters of help services including customer grievance redressal.

Service providers		% customers					Base
		Ease of access of call centre/customer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken to answer your calls by the customer care executive	Problem solving ability of the customer care executive(s)	Time taken by call centre/customer care or helpline to resolve your complaints	
BSNL	Total	76.9	78.7	75.9	25.0	66.7	108
	Urban	81.8	83.8	81.7	21.5	71.0	93
	Rural	46.7	46.7	40.0	46.7	40.0	15

- Most of the customers were not satisfied with the problem solving ability of the customer care executive.
- Customers were also less satisfied with the time taken by call centre/ customer care/ helpline to resolve their complaints.

6A.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

6A.1.4.1 The following graph shows the percentage of satisfied customers with network performance, reliability & availability.



- On an overall basis, BSNL was able to meet the benchmark set by TRAI; however it failed marginally to meet the benchmark in the rural areas.

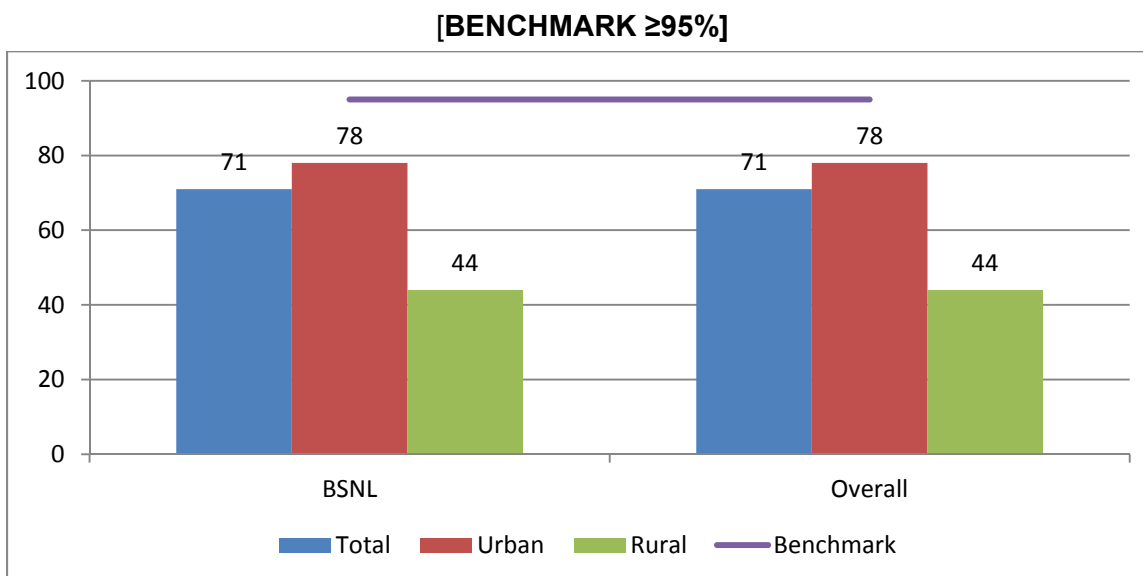
6A.1.4.2 The following table shows the percentage of customers satisfied with the sub-parameters of network performance, reliability & availability.

Service providers		% customers			Base
		Availability of working telephone (Dial tone)	Ability to make/receive calls easily	Voice quality	
BSNL	Total	95.1	95.4	94.9	389
	Urban	95.1	95.9	95.0	342
	Rural	95.7	91.5	93.7	47

- Performance of BSNL was better on all the sub-parameters of network performance, reliability & availability.

6A.1.5 Customer Satisfaction with Maintainability

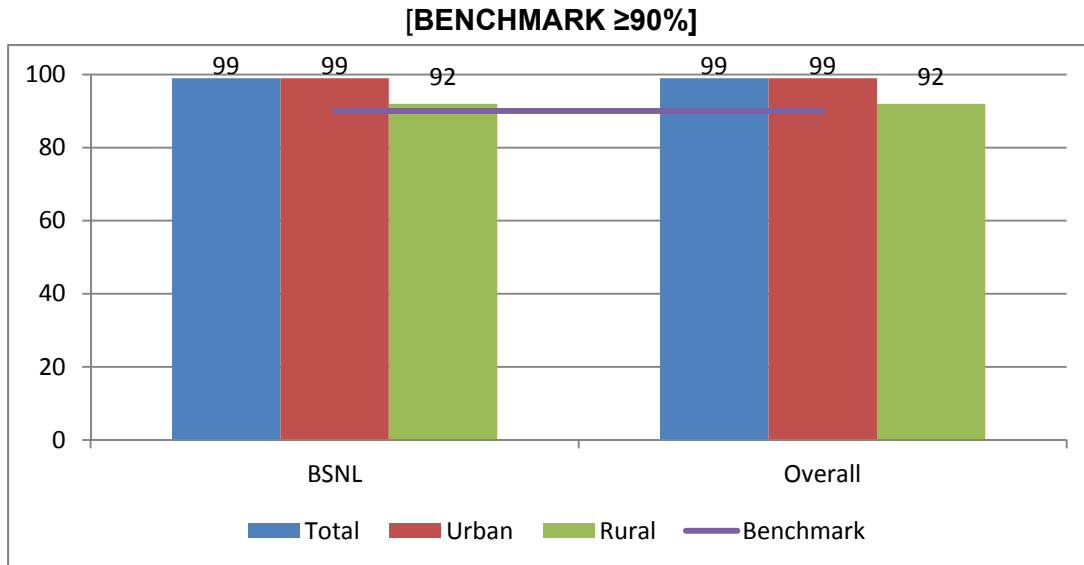
6A.1.5.1 The following graph shows the percentage of customers satisfied with maintainability.



- BSNL did not meet the benchmark laid down by TRAI. On an overall basis, only 71% of the customers were satisfied with the maintainability. Rural customers were less satisfied with this parameter.

6A.1.6 Customer Satisfaction with Supplementary and Value Added Services

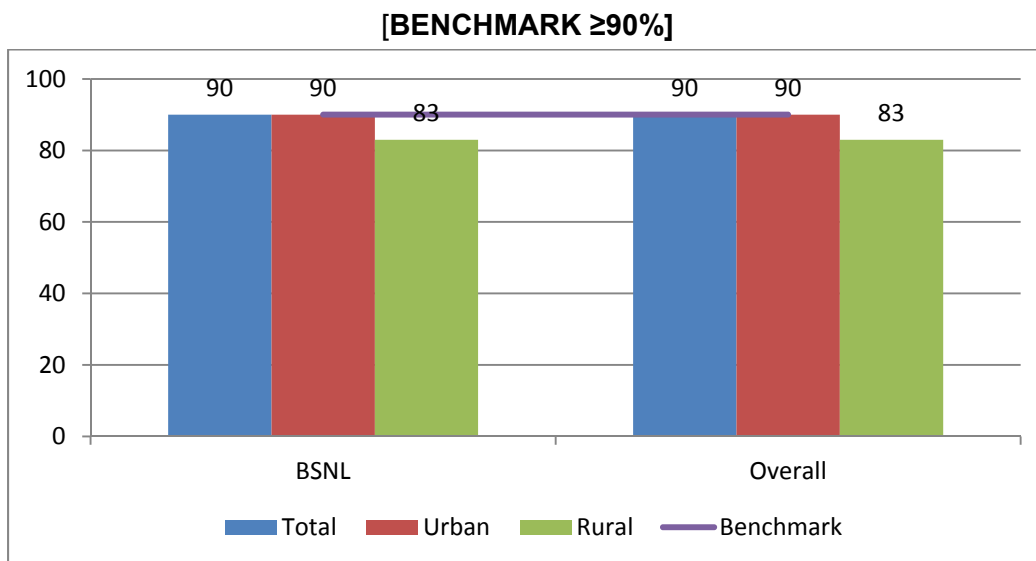
6A.1.6.1 The following graph shows the percentage of customers satisfied with supplementary and value added services.



- On an overall basis, BSNL met the benchmark laid down by TRAI.

6A.1.7 Customer Satisfaction with Overall Service Quality

6A.1.7.1 The following graph shows the percentage of customers satisfied with overall service quality.



- In total, BSNL met the benchmark laid down by TRAI. However, rural customers were less satisfied with the overall quality of service.

6A.2 Awareness of Grievance Redressal Mechanism & Experience among Basic Telephone Service customers

6A.2.1 Awareness and Experience with Call Centre

Table 6A.2.1.1 The following table shows the percentage of customers, who were aware of the call centre number of their service provider to make complaints/ queries

Service providers		% customers	Base
BSNL	Total	63.2	389
	Urban	61.4	342
	Rural	76.6	47

- Only 63.2% of the basic telephone service customers were aware about the call centre number of their service provider to make complaint/ query.

Table 6A.2.1.2 The following table shows the percentage of customers, who had made complaint within 6 months on the call centre number of their service provider

Service providers		% customers	Base
BSNL	Total	12.1	389
	Urban	11.4	342
	Rural	17.0	47

- In the last 6 months, only 12.1% of the customers had made complaint on the toll free customer care number of their service provider.

6A.2.1.3 The following table shows the percentage of customers, who received or did not receive docket numbers for their complaints.

Service providers		% customers					Base
		Complaint was registered and docket number Received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	
BSNL	Total	38.3	51.1	6.4	0.0	4.3	47
	Urban	41	46.2	7.7	0.0	5.1	39
	Rural	25	75	0.0	0.0	0.0	8

- On the whole, 38.3% of the customers, who had complained, said that they had received a docket number for their complaints.
- On an overall basis, 51.1% of the customers, who had complained, said that they did not receive docket number for their complaints.
- In all, 6.4% of the customers, who had complained, said that they received the docket number for their complaints on request.
- Out of the total, 4.3% of the customers, who had complained, said that the call centre refused to register their complaints.

6A.2.1.4 The following table shows the percentage of customers, who were informed about the action taken on their complaint by call centre.

Service providers		% customers	Base
BSNL	Total	46.8	47
	Urban	48.7	39
	Rural	37.5	8

- On an overall basis, only 46.8% customers, who had complained, said that they were informed about the action taken on their complaint by call centre.

6A.2.1.5 The following table shows the percentage of customers, who got their billing complaints resolved satisfactorily by call centre/customer care within four weeks.

Service providers		% customers	Base
BSNL	Total	51.1	47
	Urban	53.8	39
	Rural	37.5	8

- On the whole, 51.1% of the customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by call centre/ customer care within four weeks after they lodged their complaints.
- Rural customers were less satisfied with the resolution of their billing complaints by call centre/ customer care within four weeks after they lodged their complaints.

6A.2.3 Awareness and Experience of Nodal Officer

Table 6A.2.3.1 The following table shows the percentage of customers, who were aware of the contact details of the nodal officer.

Service providers		% customers	Base
BSNL	Total	12.9	389
	Urban	13.5	342
	Rural	8.5	47

- In all, only 12.9% of the customers were aware about the contact details of the nodal officer.

Table 6A.2.3.2 The following table shows the percentage of customers, who have made complaint to the Nodal Officer

Service providers		% customers	Base
BSNL	Total	40.0	50
	Urban	43.5	46
	Rural	0.0	4

- In total, 40% of the customers, who were aware of the contact details of the nodal officer, claimed to have made complain to the nodal officer.

Table 6A.2.3.3 The following table shows the percentage of customers, who were intimated by the nodal officer about the decision taken on their complaint.

Service providers		% customers	Base
BSNL	Total	75.0	20
	Urban	75.0	20
	Rural	0.0	0

- On an overall basis, 75% of the customers were intimated by the nodal officer about the decision taken on their complaints.

Table 6A.2.3.4 The following table shows the percentage of customers, who were satisfied with the redressal of the complaints by the nodal officer

Service providers		% customers	Base
BSNL	Total	100.0	20
	Urban	100.0	20
	Rural	0.0	0

- All of the customers, who complained to the nodal officer, were satisfied with the redressal of their complaint by the nodal officer.

6A.2.4 Awareness and Experience of Appellate Authority

Table 6.2.4.1 The following table shows the percentage of customers, who were aware of the contact details of the appellate authority.

Service providers		% customers	Base
BSNL	Total	4.9	389
	Urban	5.0	342
	Rural	4.3	47

- In total, only 4.9% of the customers were aware about the contact details of the appellate authority.

6A.2.4.2 Incidence of appeal being filed in the prescribed form in the last 6 months

- Only 12 customers filed an appeal with an appellate authority in the last 6 months

6A.2.4.3 Acknowledgement receipt

- 8 customers, who filed an appeal with an appellate authority in the last 6 months, received an acknowledgement from the appellate authority.
- In all the 12 cases appellate authority took a decision on the appeal within 3 months of filing the appeal.

Table 6A.2.5.1 The following table shows the percentage of the customers, who got the Manual of Practice containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing a new basic telephone connection.

Service providers		% customers	Base
BSNL	Total	42.4	389
	Urban	45.3	342
	Rural	21.3	47

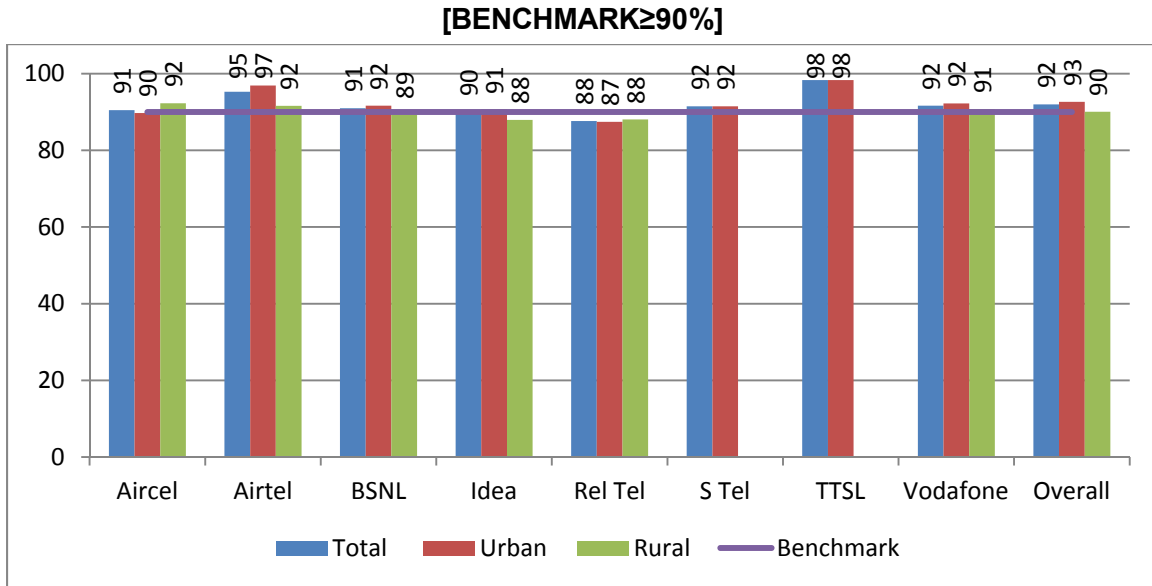
- On the whole, only 42.4% of the basic telephone service customers said that they got the “Manual of Practice” containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal.

6B.3 Cellular Mobile Telephone Service – Assam circle

The survey in the Assam circle was done among customers of 8 cellular mobile telephone service providers i.e. Aircel, Airtel, BSNL, Idea, Reliance Tel, S Tel, TTSL and Vodafone.

6B.3.1 Customer Satisfaction with Provision of Service

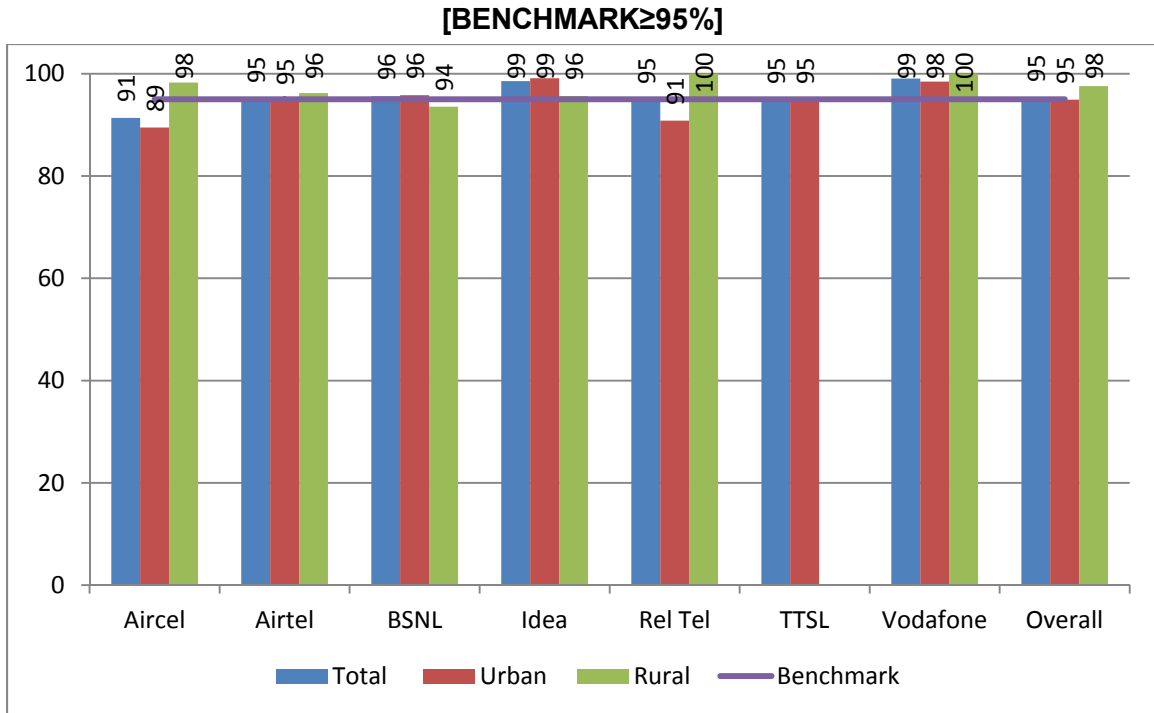
6B.3.1.1 The following graph shows the percentage of customers satisfied with provision of service.



- On an overall basis, all service providers met the benchmark laid down by TRAI except Reliance Tel.
- Performance in the rural areas was found to be poorer than in the urban areas across all the service providers except Aircel and Rel Tel.

6B.3.2a Customer Satisfaction with Billing Performance - Postpaid

6B.3.2a.1 The following graph shows the percentage of satisfied customers with billing performance.



- In total, all service providers met the benchmark laid down by TRAI except Aircel.

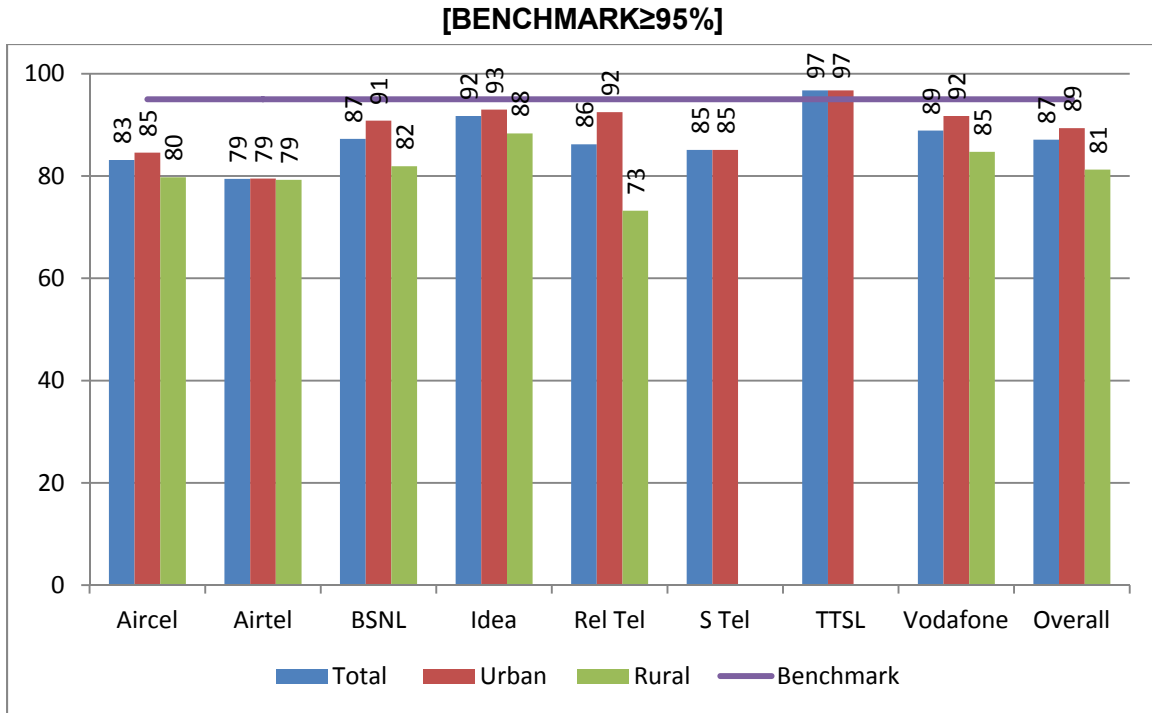
6B.3.2a.2The following table shows the percentage of postpaid customers satisfied with the sub- parameter of billing performance.

Service providers		% postpaid customers				Base
		Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	
Aircel	Total	91.6	92.9	80.0	91.6	84
	Urban	89.6	91.0	62.5	91.1	67
	Rural	100.0	100.0	100.0	94.1	17
Airtel	Total	95.9	97.2	91.3	93.1	72
	Urban	96.5	96.4	86.7	93.0	57
	Rural	93.3	100.0	100.0	93.3	15
BSNL	Total	97.3	94.6	61.5	96.9	223
	Urban	97.1	95.1	63.6	97.0	203
	Rural	100.0	90.0	50.0	95.0	20
Idea	Total	97.4	97.4	100.0	100.0	38
	Urban	100.0	96.8	100.0	100.0	31
	Rural	85.7	100.0	100.0	100.0	7
Rel. Tel.	Total	95.3	95.3	85.7	95.3	42
	Urban	91.7	91.7	75.0	91.7	24
	Rural	100.0	100.0	100.0	100.0	18
TTSL	Total	95.8	95.7	44.4	95.7	166
	Urban	95.8	95.7	44.4	95.7	166
	Rural	-	-	-	-	0
Vodafone	Total	100.0	98.5	100.0	98.5	66
	Urban	100.0	97.6	100.0	97.6	42
	Rural	100.0	100.0	100.0	100.0	24
Overall	Total	96.2	95.5	84.3	95.8	691
	Urban	95.9	95.1	79.4	95.7	590
	Rural	98.1	98.0	96.5	97.0	101

- TTSL, BSNL, and Aircel customers were less satisfied with the process of resolution of billing complaints.

6B.3.2b Customer Satisfaction with Billing Performance - Prepaid

6B.3.2b.1 The following graph shows the percentage of prepaid customers satisfied with billing performance.



- On the whole, only TTSL met the benchmark laid down by TRAI.
- Performance in the rural areas was poorer than urban areas.

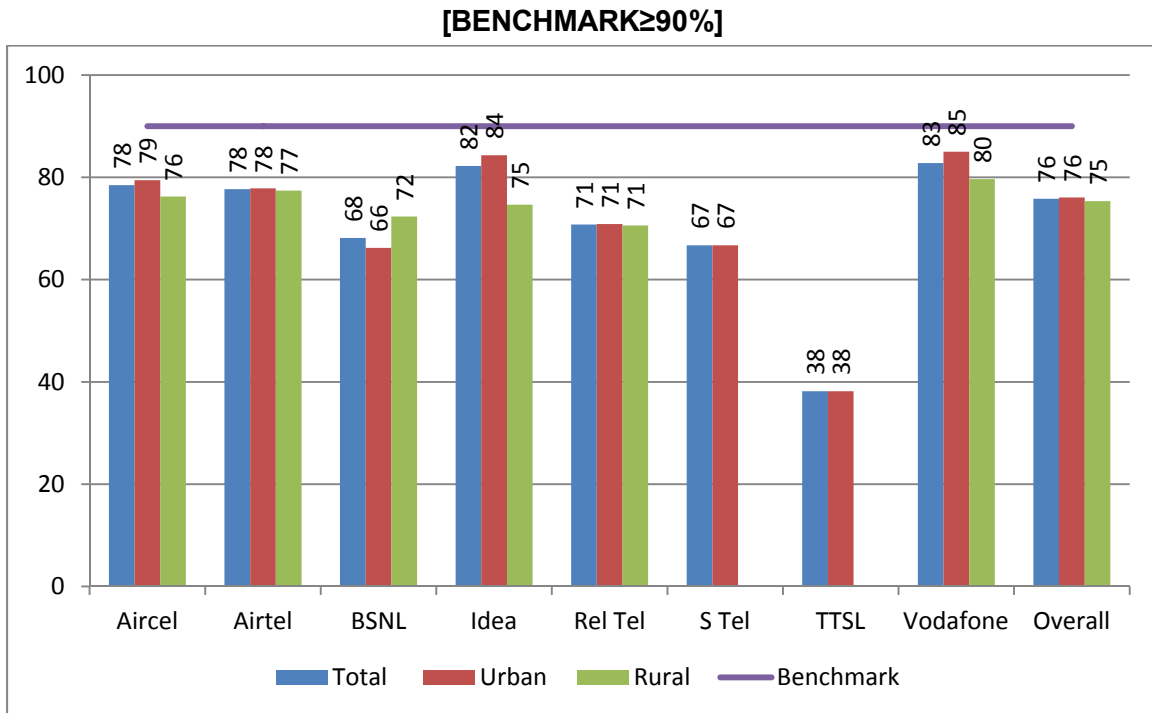
6B.3.2b.2 The following table shows the percentage of prepaid customers satisfied with the sub- parameters of billing performance.

Service providers		% prepaid customers			
		Accuracy of the charges	Processing of resolution of the billing complaints	Ease of recharging process	Base
Aircel	Total	73.0	72.3	95.1	326
	Urban	76.5	68.3	95.6	226
	Rural	65.0	84.6	94	100
Airtel	Total	67.3	60.3	95.2	333
	Urban	69.1	52.4	95	223
	Rural	63.6	76.2	95.5	110
BSNL	Total	77.6	91.7	96.3	246
	Urban	84.5	95.0	96.6	149
	Rural	67.0	87.5	95.9	97
Idea	Total	87.9	76.9	97.5	405
	Urban	90.5	76.3	97.6	296
	Rural	80.7	78.6	97.2	109
Rel Tel	Total	79.2	75.3	95.2	351
	Urban	89.8	80.8	97.5	235
	Rural	57.8	61.1	90.5	116
S. Tel	Total	99.6	0.0	70.6	247
	Urban	99.6	0.0	70.6	247
	Rural	-	-	-	0
TTSL	Total	98.8	33.3	95.5	242
	Urban	98.8	33.3	95.5	242
	Rural	-	-	-	0
Vodafone	Total	81.8	85.3	96.7	335
	Urban	87.3	88.4	96.9	197
	Rural	73.9	80.0	96.4	138
Overall	Total	82.3	75.7	93.5	2485
	Urban	87.6	74.8	93.0	1815
	Rural	68.2	77.6	94.9	670

- Process of resolution of billing complaints and inaccuracy of charges were major reasons for dissatisfaction among urban and rural customers across all the service providers.

6B.3.3 Customer Satisfaction with Help Services including Customer Grievance Redressal

6B.3.3.1 The following graph shows the percentage of customers satisfied with help services including customer grievance redressal.



- It was found that none of the service providers met the benchmark laid down by TRAI.
- TTSL was the worst performer on this parameter.

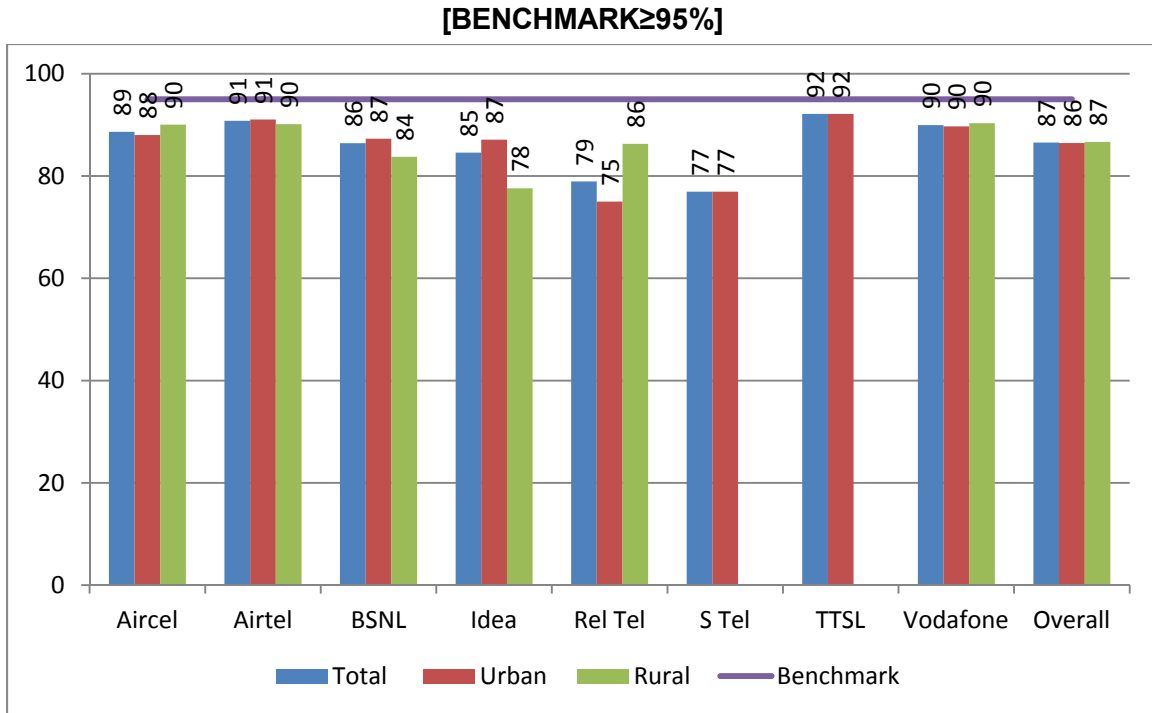
6B.3.3.2 The following table shows the percentage of customers satisfied with the sub- parameters of help services including customer grievance redressal.

Service providers		% customers					Base
		Ease of access of call centre/customer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken to answer your calls by the customer care executive	Problem solving ability of the customer care executive(s)	Time taken by call centre/customer care or helpline to resolve your complaints	
Aircel	Total	66.7	66.7	81.8	73.3	65.8	165
	Urban	84.4	86.9	81.7	76.5	67.8	115
	Rural	86.0	86.0	82.0	66.0	61.2	50
Airtel	Total	88.5	83.1	81.9	71.1	63.8	166
	Urban	87.5	84.2	82.5	70.8	64.2	120
	Rural	91.3	80.4	80.4	71.8	63.1	46
BSNL	Total	76.5	75.6	70.0	60.1	58.6	123
	Urban	73.8	71.4	69.1	60.7	56.0	84
	Rural	82.1	84.7	71.8	59.0	64.1	39
Idea	Total	86.3	86.9	85.6	80.4	71.9	153
	Urban	89.0	89.1	88.2	82.3	73.1	119
	Rural	76.4	79.4	76.4	73.5	67.6	34
Rel Tel	Total	75.2	76.3	71.7	68.8	61.9	173
	Urban	72.0	72.0	70.1	70.1	70.1	107
	Rural	80.3	83.3	74.2	66.7	48.5	66
S. Tel	Total	66.7	66.7	66.7	66.7	66.7	24
	Urban	66.7	66.7	66.7	66.7	66.7	24
	Rural	-	-	-	-	-	0
TTSL	Total	40.9	40.9	40.9	31.8	36.4	22
	Urban	40.9	40.9	40.9	31.8	36.4	22
	Rural	-	-	-	-	-	0
Vodafone	Total	88.4	86.0	83.5	82.9	73.2	164
	Urban	89.6	89.6	84.3	84.4	77.1	96
	Rural	86.7	80.8	82.3	80.9	67.6	68
Overall	Total	82.1	81.3	78.1	72.1	65.4	990
	Urban	81.3	80.8	78.1	72.9	67.2	687
	Rural	84.2	82.6	78.3	70.3	61.3	303

- On an overall basis, all the service providers performed poorly on all the sub-parameters of the billing performance.
- On the whole, time taken by the call centre for the resolution of complaints had the lowest proportion of satisfied customers.

6B.3.4 Customer Satisfaction with Network Performance, Reliability & Availability

6B.3.4.2 The following graph shows the percentage of satisfied customers with network performance, reliability & availability.



- None of the service providers met the benchmark laid down by TRAI.
- Airtel, TTSL and Vodafone performed better than other service providers.
- S Tel was the worst performer.

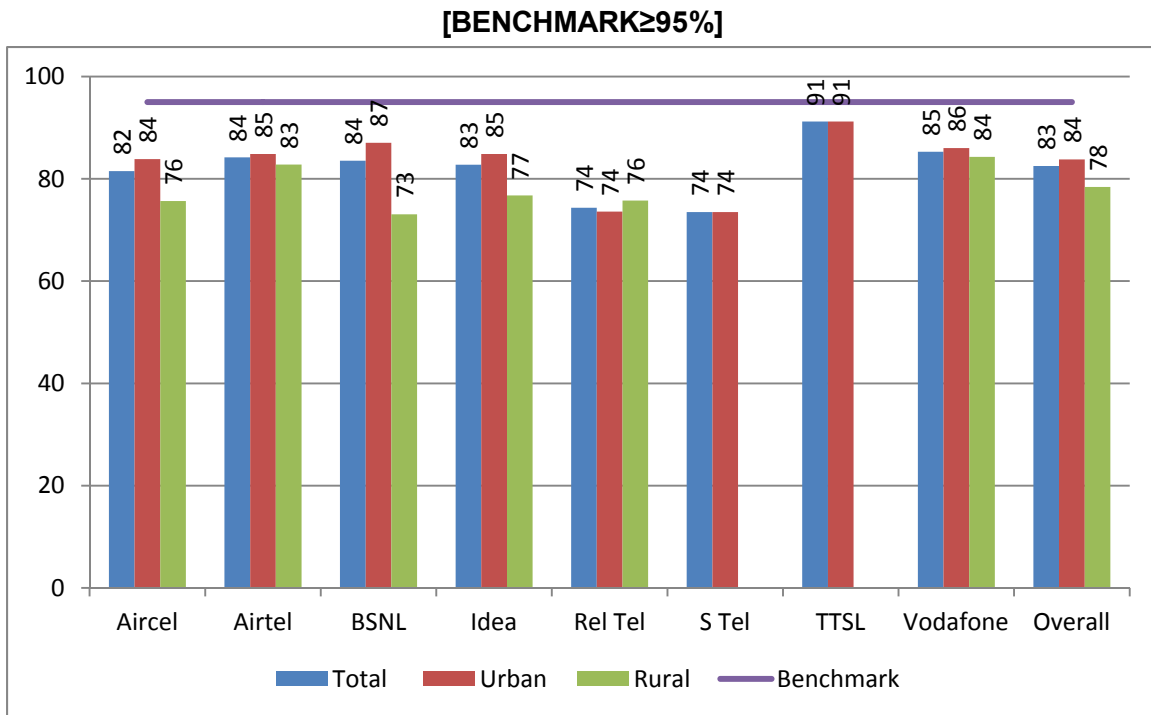
6B.3.4.3 The following table shows the percentage of customers satisfied with the sub- parameters of network performance, reliability & availability.

Service providers		% customers			
		Availability of signal of your service provider in your locality	Ability to make/receive calls easily	Voice quality	Base
Aircel	Total	89.0	88.6	88.3	410
	Urban	87.4	88.4	88.3	293
	Rural	93.2	88.9	88.1	117
Airtel	Total	91.1	90.9	90.4	405
	Urban	91.1	91.4	90.7	280
	Rural	91.2	89.6	89.6	125
BSNL	Total	86.6	86.3	86.4	469
	Urban	87.8	86.6	87.5	352
	Rural	82.9	85.5	82.9	117
Idea	Total	84.2	84.4	85.1	443
	Urban	86.3	87.5	87.5	327
	Rural	78.5	75.9	78.4	116
Rel. Tel	Total	78.7	79.7	78.4	393
	Urban	73.0	74.1	77.9	259
	Rural	89.5	90.3	79.1	134
S. Tel	Total	74.9	76.5	79.4	247
	Urban	74.9	76.5	79.4	247
	Rural	-	-	-	0
TTSL	Total	91.7	92.1	92.6	408
	Urban	91.7	92.1	92.6	408
	Rural	-	-	-	0
Vodafone	Total	89.8	88.8	91.3	401
	Urban	90.0	88.7	90.4	239
	Rural	89.5	88.9	92.6	162
Overall	Total	86.3	86.4	86.9	3176
	Urban	85.8	86.3	87.3	2405
	Rural	87.7	86.8	85.5	771

- On an overall basis, customers were less satisfied with the sub-parameters of the network performance, reliability and availability.
- TTSL and Airtel were the best performers on all the sub-parameters of the network performance, reliability and availability.
- S Tel and R Tel were the worst performer on all the sub-parameters of the network performance, reliability and availability.

6B.3.5 Customer Satisfaction with Maintainability

6B.3.5.1 The following graph shows the percentage of customers satisfied with maintainability.



- None of the service providers met the benchmark laid down by TRAI.
- TTSL was the best performer while S Tel and Rel Tel were the worst performers.

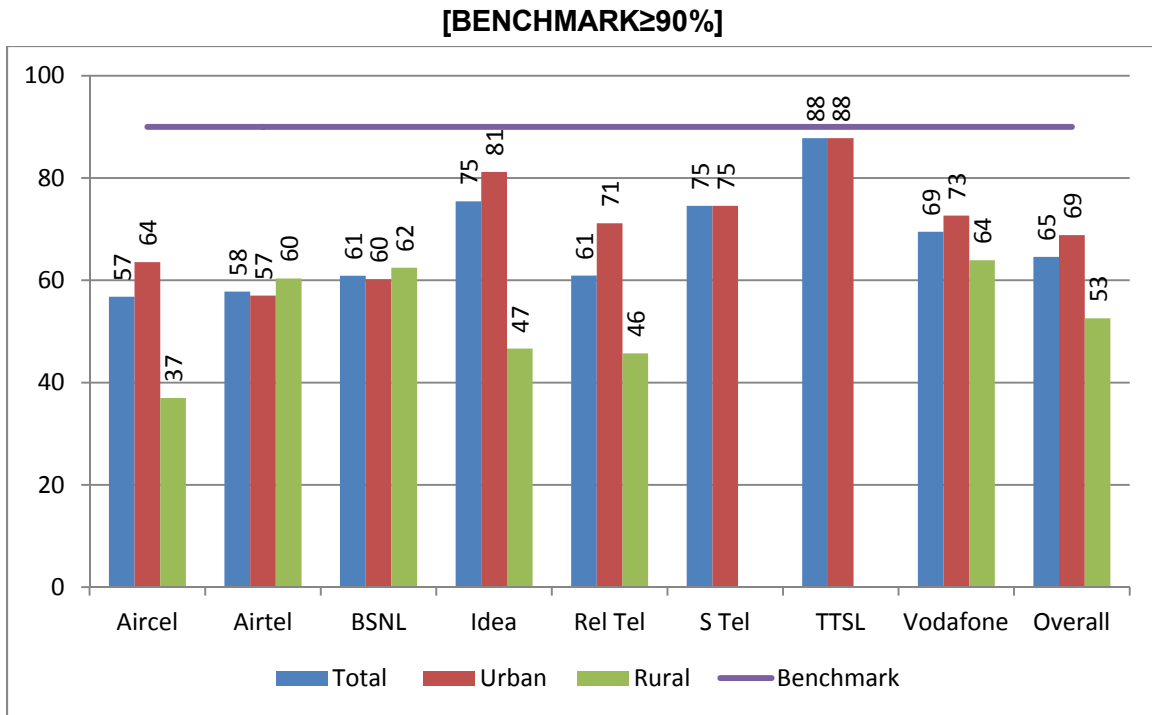
6B.3.5.2 The following table shows the percentage of customers satisfied with the sub- parameters of maintainability.

Service providers		% postpaid customers		Base
		Availability of network (signal)	Restoration of network (signal) problem	
Aircel	Total	85.4	77.6	410
	Urban	87.1	80.6	293
	Rural	81.2	70.1	117
Airtel	Total	87.2	81.2	405
	Urban	88.2	81.5	280
	Rural	84.8	80.8	125
BSNL	Total	83.1	84.0	469
	Urban	86.0	88.1	352
	Rural	74.3	71.8	117
Idea	Total	83.3	82.2	443
	Urban	85.6	84.1	327
	Rural	76.8	76.7	116
Rel. Tel	Total	76.1	72.6	393
	Urban	74.2	73.0	259
	Rural	79.8	71.7	134
S. Tel	Total	73.3	73.7	247
	Urban	73.3	73.7	247
	Rural	-	-	0
TTSL	Total	90.9	91.5	408
	Urban	90.9	91.5	408
	Rural	-	-	0
Vodafone	Total	85.8	84.8	401
	Urban	86.6	85.4	239
	Rural	84.6	84.0	162
Overall	Total	83.7	81.3	3176
	Urban	84.6	83	2405
	Rural	80.5	76.3	771

- Performance of TTSL was better than all other service providers with the sub-parameters of maintainability.
- S Tel and Rel Tel were the worst performers.

6B.3.6 Customer Satisfaction with Supplementary and Value Added Services

6B.3.6.1 The following graph shows the percentage of customers satisfied with supplementary and value added services.



- None of the service providers were able to meet the benchmark set by TRAI.
- TTSL was the best performer while Aircel, Airtel, BSNL and Rel Tel were the worst performers.

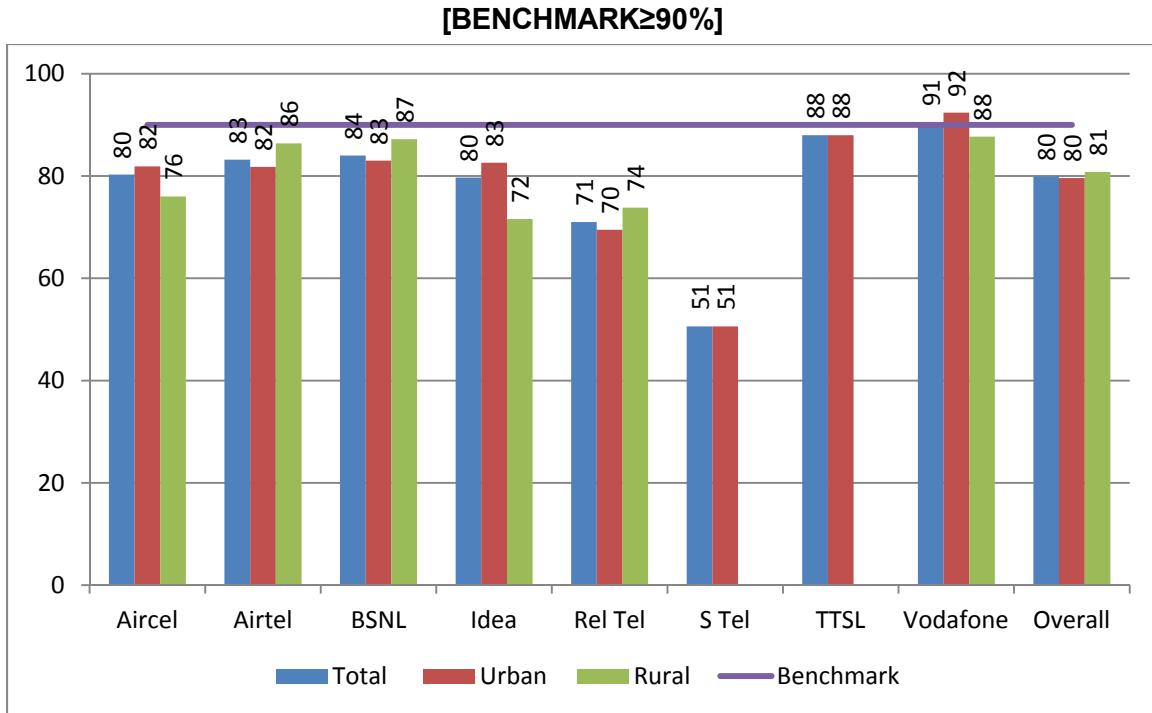
The following table shows the satisfaction level of the customers with the sub-parameters of the supplementary and value added services.

		% customers			
Service providers		Quality Of Supplementary Services	Process Of Activating VAS Or Unsubscribing	Resolution of complaints	Base
Aircel	Total	42.5	75.9	46.1	87
	Urban	53.1	78.8	51.8	66
	Rural	9.5	66.6	33.3	21
Airtel	Total	44.7	75.3	50.0	85
	Urban	44.7	78.5	40.0	65
	Rural	45.0	65.0	76.9	20
BSNL	Total	58.5	71.7	44.4	53
	Urban	65.7	71.4	34.8	35
	Rural	44.4	72.2	100	18
Idea	Total	74.6	82.6	67.9	63
	Urban	83.0	86.8	72.1	53
	Rural	30.0	60.0	50.0	10
Rel. Tel	Total	43.3	81.6	57.5	60
	Urban	60.6	84.9	68.4	33
	Rural	22.2	77.8	31.3	27
S. Tel	Total	73.9	73.9	76.9	23
	Urban	73.9	73.9	76.9	23
	Rural	0.0	0.0	0.0	0
TTSL	Total	88.9	94.4	60.0	18
	Urban	88.9	94.4	60.0	18
	Rural	0.0	0.0	0.0	0
Vodafone	Total	67.6	74.7	60.0	71
	Urban	73.4	73.3	68.8	45
	Rural	57.7	76.9	44.4	26
Overall	Total	56.5	77.4	56.4	460
	Urban	64.2	79.6	58.5	338
	Rural	35.2	71.3	50.0	122

- Customers of all service providers were less satisfied on account of quality of supplementary services and resolution of complaints.

6B.3.7 Customer Satisfied with Overall Service Quality

6B.3.7.1 The following graph shows the percentage of customers satisfied with the overall service quality



- Only Vodafone was able to meet the benchmark set by the TRAI and that too in urban areas.
- S Tel was the worst performer.

6B.4 Awareness of Grievance Redressal Mechanism & Experience among Cellular Mobile Service customers

6B.4.1 Awareness and Experience of Call Centre

Table 6B.4.1.1 The following table shows the percentage of customers, who were aware of the call centre number of their service provider to make complaint/ query.

Service providers		% customers	Base
Aircel	Total	77.3	410
	Urban	73.4	293
	Rural	87.2	117
Airtel	Total	90.6	405
	Urban	93.6	280
	Rural	84.0	125
BSNL	Total	78.0	469
	Urban	76.1	352
	Rural	83.8	117
Idea	Total	67.7	443
	Urban	72.5	327
	Rural	54.3	116
Rel. Tel	Total	83.7	393
	Urban	84.9	259
	Rural	81.3	134
S. Tel	Total	75.7	247
	Urban	75.7	247
	Rural	-	0
TTSL	Total	88.0	408
	Urban	88.0	408
	Rural	-	0
Vodafone	Total	67.8	401
	Urban	64.0	239
	Rural	73.5	162
Overall	Total	78.6	3176
	Urban	79.0	2405
	Rural	77.3	771

- In total, 78.6% of the cellular mobile customers were aware of the call centre number of their service provider to make complaints/ queries.

6B.4.1.2 The following table shows the percentage of customers, who had complained in last 6 months to the toll free call centre/customer care/help-line telephone number.

Service providers		% customers	Base
Aircel	Total	8.8	410
	Urban	10.2	293
	Rural	5.1	117
Airtel	Total	6.7	405
	Urban	7.9	280
	Rural	4.0	125
BSNL	Total	7.9	469
	Urban	9.1	352
	Rural	4.3	117
Idea	Total	12.6	443
	Urban	14.1	327
	Rural	8.6	116
Rel. Tel	Total	13.7	393
	Urban	17.8	259
	Rural	6.0	134
S. Tel	Total	12.1	247
	Urban	12.1	247
	Rural	-	0
TTSL	Total	2.5	408
	Urban	2.5	408
	Rural	-	0
Vodafone	Total	4.7	401
	Urban	6.7	239
	Rural	1.9	162
Overall	Total	8.5	3176
	Urban	9.6	2405
	Rural	4.8	771

- Only 8.5% of the cellular mobile customers claimed that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.

6B.4.1.3 The following table shows the percentage of customers, who received or did not receive the docket number for their complaints.

Service providers		% customers					Base
		Complaint was registered and docket number received	Complaint was registered and docket number not received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	
Aircel	Total	52.8	16.7	2.8	5.6	22.2	36
	Urban	56.7	20.0	3.3	3.3	16.7	30
	Rural	33.3	0.0	0.0	16.7	50.0	6
Airtel	Total	44.4	37.0	0.0	3.7	14.8	27
	Urban	40.9	36.4	0.0	4.5	18.2	22
	Rural	60.0	40.0	0.0	0.0	0.0	5
BSNL	Total	35.1	24.3	5.4	8.1	27.0	37
	Urban	34.4	25.0	0.0	9.4	31.3	32
	Rural	40.0	20.0	40.0	0.0	0.0	5
Idea	Total	48.2	21.4	14.3	12.5	3.6	56
	Urban	45.7	19.6	17.4	13.0	4.3	46
	Rural	60.0	30.0	0.0	10.0	0.0	10
Rel. Tel	Total	31.5	31.5	1.9	7.4	27.8	54
	Urban	34.8	23.9	2.2	6.5	32.6	46
	Rural	12.5	75.0	0.0	12.5	0.0	8
S. Tel	Total	66.7	0.0	0.0	3.3	30.0	30
	Urban	66.7	0.0	0.0	3.3	30.0	30
	Rural	-	-	-	-	-	0
TTSL	Total	60.0	30.0	0.0	0.0	10.0	10
	Urban	60.0	30.0	0.0	0.0	10.0	10
	Rural	-	-	-	-	-	0
Vodafone	Total	21.1	73.7	0.0	0.0	5.3	19
	Urban	18.8	81.3	0.0	0.0	0.0	16
	Rural	33.3	33.3	0.0	0.0	33.3	3
Overall	Total	43.9	26.4	4.5	6.7	18.6	269
	Urban	44.4	25.0	4.3	6.5	19.8	232
	Rural	40.5	35.1	5.4	8.1	10.8	37

- On an overall basis, 43.9% of the cellular mobile customers, who had complained, said that they had received a docket number for their complaints.
- In total, 26.4% of the cellular mobile customers, who had complained, said that they did not receive docket numbers for most of their complaints.
- On the whole, 4.5% of the cellular mobile customers, who had complained, said that had they received the docket numbers for their complaints on request.
- As a whole, 6.7% of the cellular mobile customers, who had complained, said that they did not receive the docket numbers for their complaints even on request.
- On an overall basis, 18.6% of the customers, who had complained, said that the call centre refused to register their complaints.

6B.4.1.4 The following table shows the percentage of customers, who were informed about the action taken on their complaints by the call centre.

Service providers		% customers	Base
Aircel	Total	58.3	36
	Urban	60.0	30
	Rural	50.0	6
Airtel	Total	25.9	27
	Urban	18.2	22
	Rural	60.0	5
BSNL	Total	45.9	37
	Urban	37.5	32
	Rural	100.0	5
Idea	Total	75.0	56
	Urban	78.3	46
	Rural	60.0	10
Rel. Tel	Total	46.3	54
	Urban	50.0	46
	Rural	25.0	8
S. Tel	Total	70.0	30
	Urban	70.0	30
	Rural	-	0
TTSL	Total	40.0	10
	Urban	40.0	10
	Rural	-	0
Vodafone	Total	36.8	19
	Urban	37.5	16
	Rural	33.3	3
Overall	Total	53.5	269
	Urban	53.4	232
	Rural	54.1	37

- On the whole, 53.5% of the cellular mobile customers, who had complained, said that they were informed about the action taken on their complaint by the call centre.

6B.4.1.5 The following table shows the percentage of customers, who got their billing complaints resolved satisfactorily by call centre/customer care within four weeks.

Service providers		% customers	Base
Aircel	Total	47.2	36
	Urban	50.0	30
	Rural	33.3	6
Airtel	Total	22.2	27
	Urban	13.6	22
	Rural	60.0	5
BSNL	Total	40.5	37
	Urban	37.5	32
	Rural	60.0	5
Idea	Total	70.9	56
	Urban	75.6	46
	Rural	50.0	10
Rel. Tel	Total	35.2	54
	Urban	39.1	46
	Rural	12.5	8
S. Tel	Total	66.7	30
	Urban	66.7	30
	Rural	0.0	0
TTSL	Total	30.0	10
	Urban	30.0	10
	Rural	0.0	0
Vodafone	Total	21.1	19
	Urban	25.0	16
	Rural	0.0	3
Overall	Total	45.9	269
	Urban	47.2	232
	Rural	37.8	37

- In all, 45.9% of the cellular mobile customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaint by the call centre/customer care within four weeks after they had lodged their complaint.

6B.4.2 Awareness and Experience of Nodal Officer

6B.4.2.1 The following table shows the percentage of customers, who were aware of the contact details of the nodal officer.

Service providers		% customers	Base
Aircel	Total	0.2	410
	Urban	0.3	293
	Rural	0.0	117
Airtel	Total	0.0	405
	Urban	0.0	280
	Rural	0.0	125
BSNL	Total	0.0	469
	Urban	0.0	352
	Rural	0.0	117
Idea	Total	4.1	443
	Urban	5.2	327
	Rural	0.9	116
Rel. Tel	Total	0.0	393
	Urban	0.0	259
	Rural	0.0	134
S. Tel	Total	0.8	247
	Urban	0.8	247
	Rural	-	0
TTSL	Total	0.0	408
	Urban	0.0	408
	Rural	-	0
Vodafone	Total	0.0	401
	Urban	0.0	239
	Rural	0.0	162
Overall	Total	0.7	3176
	Urban	0.8	2405
	Rural	0.1	771

- On the overall, only 0.7% of the cellular mobile customers were aware of the contact details of the nodal officer.
- In total 21 customers made complaints to the nodal officer.
- 19 of them said that they were intimidated by the nodal officer about the decision taken on their complaints.
- Only 5 of the customers were satisfied with the decision taken by the nodal officer.

6B.4.3 Awareness and Experiences with Appellate Authority

6B.4.3.1 The following table shows the percentage of customers, who were aware about the contact details of the appellate authority.

Service providers		% customers	Base
Aircel	Total	0.2	410
	Urban	0.3	293
	Rural	0.0	117
Airtel	Total	0.0	405
	Urban	0.0	280
	Rural	0.0	125
BSNL	Total	0.0	469
	Urban	0.0	352
	Rural	0.0	117
Idea	Total	3.8	443
	Urban	5.2	327
	Rural	0.0	116
Rel. Tel	Total	0.0	393
	Urban	0.0	259
	Rural	0.0	134
S. Tel	Total	0.4	247
	Urban	0.4	247
	Rural	-	0
TTSL	Total	0.0	408
	Urban	0.0	408
	Rural	-	0
Vodafone	Total	0.0	401
	Urban	0.0	239
	Rural	0.0	162
Overall	Total	0.6	3176
	Urban	0.8	2405
	Rural	0.0	771

- Out of the 3176 customers, only 19 customers knew about the appellate authority.

6B.4.4 General Information

6B.4.4.1 The following table shows the percentage of prepaid customers, who were aware that a prepaid customer can get item-wise usage charge details, on request.

Service providers		% customers	Base
Aircel	Total	29.4	326
	Urban	26.4	226
	Rural	36.0	100
Airtel	Total	18.9	333
	Urban	13.5	223
	Rural	30.0	110
BSNL	Total	27.2	246
	Urban	25.5	149
	Rural	29.9	97
Idea	Total	22.0	405
	Urban	25.3	296
	Rural	12.8	109
Rel. Tel	Total	36.2	351
	Urban	37.4	235
	Rural	33.6	116
S. Tel	Total	0.0	247
	Urban	0.0	247
	Rural	-	0
TTSL	Total	1.2	242
	Urban	1.2	242
	Rural	-	0
Vodafone	Total	33.8	335
	Urban	36.2	197
	Rural	30.4	138
Overall	Total	22.5	2485
	Urban	20.1	1815
	Rural	28.8	670

- On an overall basis, only 22.5% of the prepaid customers said that they were aware of the fact that they can get item-wise usage charge details on request. Even a higher proportion (28.8%) of the customers were aware of this fact in the rural areas.

6B.4.4.2 The following table shows the percentage of customers, who were denied item-wise usage charge details for their pre-paid connection.

Service providers		% customers	Base
Aircel	Total	31.3	96
	Urban	41.7	60
	Rural	13.9	36
Airtel	Total	23.8	63
	Urban	26.7	30
	Rural	21.2	33
BSNL	Total	19.4	67
	Urban	28.9	38
	Rural	6.9	29
Idea	Total	24.7	89
	Urban	26.7	75
	Rural	14.3	14
Rel. Tel.	Total	9.4	127
	Urban	12.5	88
	Rural	2.6	39
S. Tel.	Total	0.0	0
	Urban	0.0	0
	Rural	-	0
TTSL	Total	33.3	3
	Urban	33.3	3
	Rural	-	0
Vodafone	Total	35.4	113
	Urban	42.3	71
	Rural	23.8	42
Overall	Total	23.8	558
	Urban	29.0	365
	Rural	14.0	193

- On the whole, only 23.8% of the prepaid customers, who were aware that a prepaid customer can get item-wise usage charge details, on request, said that they were denied item-wise usage charge details.

6B.4.4.3 The following table shows the percentage of customers, who cited different reason(s) for their request for item-wise details being denied.

Service providers		% customers			Base
		No reason given	Technical problem	Others	
Aircel	Total	76.7	20.0	6.7	30
	Urban	80.0	20.0	0.0	25
	Rural	60.0	20.0	40.0	5
Airtel	Total	26.7	66.7	6.7	15
	Urban	0.0	100.0	0.0	8
	Rural	57.1	28.6	14.3	7
BSNL	Total	76.9	23.1	0.0	13
	Urban	81.8	18.2	0.0	11
	Rural	50.0	50.0	0.0	2
Idea	Total	36.4	63.6	0.0	22
	Urban	35.0	65.0	0.0	20
	Rural	50.0	50.0	0.0	2
Rel. Tel	Total	41.7	58.3	0.0	12
	Urban	45.5	54.5	0.0	11
	Rural	0.0	100.0	0.0	1
S. Tel	Total	0.0	0.0	0.0	0
	Urban	0.0	0.0	0.0	0
	Rural	-	-	-	0
TTSL	Total	100	0.0	0.0	1
	Urban	100	0.0	0.0	1
	Rural	-	-	-	0
Vodafone	Total	22.5	75.0	2.5	40
	Urban	13.3	83.3	3.3	30
	Rural	50.0	50.0	0.0	10
Overall	Total	45.1	52.6	3.0	133
	Urban	43.4	55.7	0.9	106
	Rural	51.9	37.0	11.1	27

- Out of the total, 52.6% of the prepaid customers said that “technical reason” was given for denying their request while 45.1% of the prepaid customers said that “no reason” was given for denying their request.

6B.4.4.4 The following table shows the percentage of customers, who claimed to have got the “Manual of Practice” containing the terms & conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal while subscribing a new mobile telephone connection.

Service providers		% customers	Base
Aircel	Total	22.2	410
	Urban	24.6	293
	Rural	16.2	117
Airtel	Total	32.3	405
	Urban	44.3	280
	Rural	5.6	125
BSNL	Total	23.7	469
	Urban	24.4	352
	Rural	21.4	117
Idea	Total	23.3	443
	Urban	26.9	327
	Rural	12.9	116
Rel. Tel	Total	28.2	393
	Urban	33.6	259
	Rural	17.9	134
S. Tel	Total	32.4	247
	Urban	32.4	247
	Rural	-	0
TTSL	Total	70.8	408
	Urban	70.8	408
	Rural	-	0
Vodafone	Total	8.0	401
	Urban	10.0	239
	Rural	4.9	162
Overall	Total	29.8	3176
	Urban	35.3	2405
	Rural	12.7	771

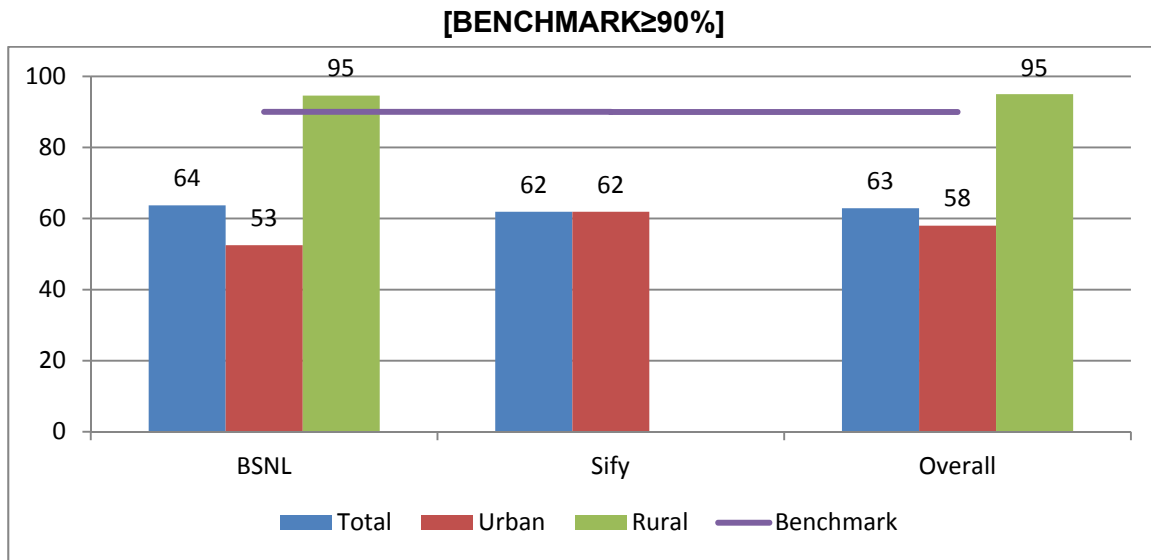
- On an overall basis, only 29.8% of the customers claimed to have got the “Manual of Practice”. Only 12.7% of the rural customers had received the same.

6C.5 Broadband Service – Assam circle

- The survey in Assam circle was done among customers of 2 broadband service providers i.e. BSNL and Sify.

6C.5.1 Customer Satisfaction with Provision of Service

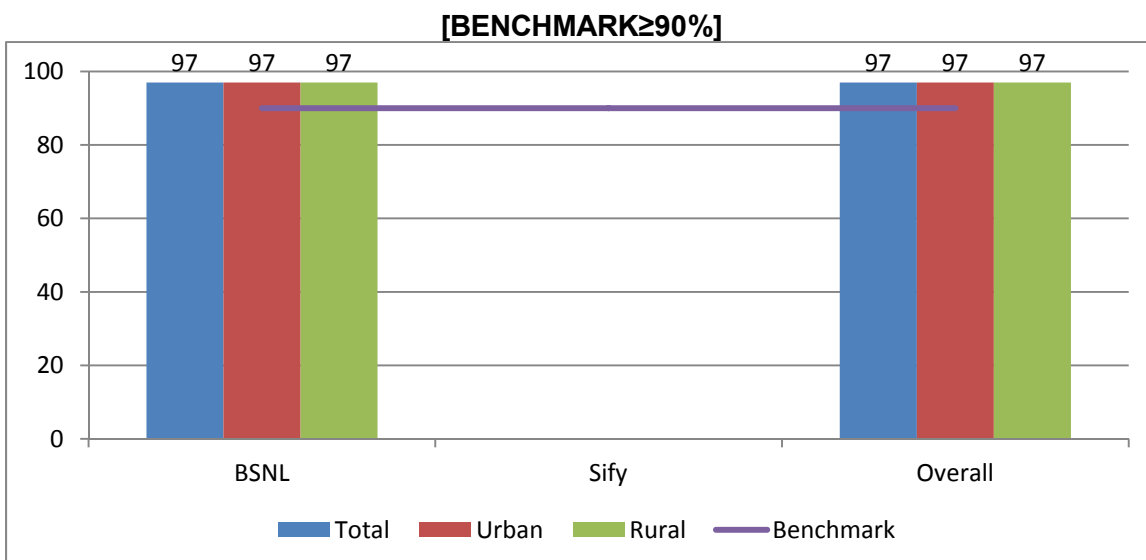
6C.5.1.1 The following graph shows the percentage of satisfied customers with respect to provision of service.



- On an overall basis, none of the service providers met the benchmark laid down by TRAI.
- BSNL met the benchmark in the rural areas while it failed to meet the benchmark in urban areas.

6C.5.2a Postpaid Customer Satisfaction with Billing Performance - Postpaid

6C.5.2a.1 The following graph shows the percentage of postpaid customers satisfied with billing performance.



- BSNL met the benchmark laid down by TRAI.

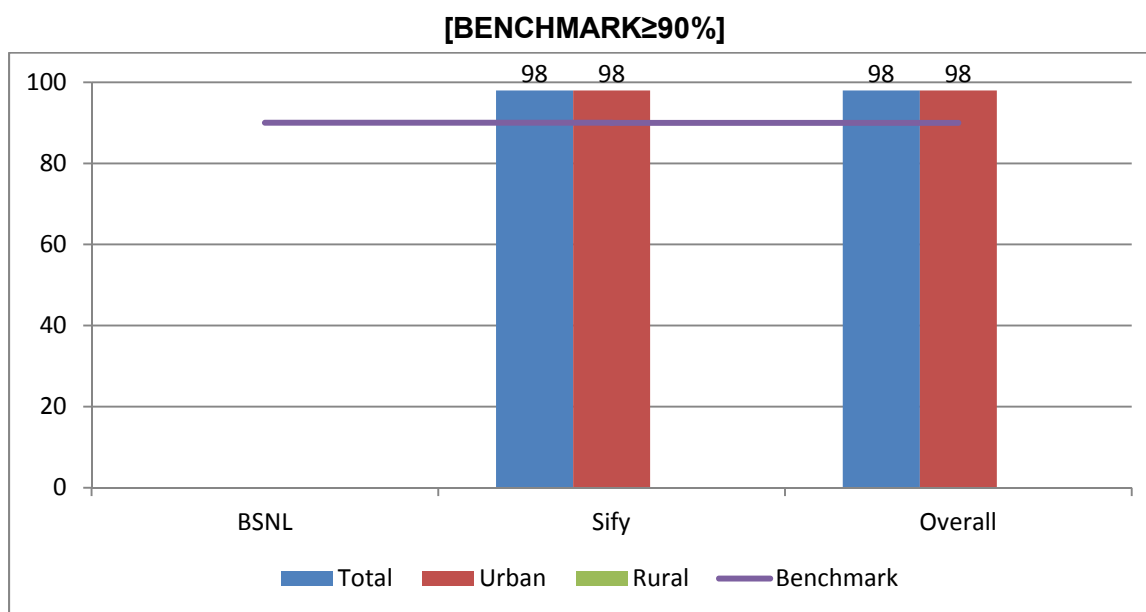
6C.5.2a.2The following table shows the percentage of postpaid customers satisfied with the sub- parameters of billing performance.

Service providers		% postpaid customers				Base
		Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	
BSNL	Total	97.1	97.8	97.5	96.8	411
	Urban	97.3	98.0	96.7	97.0	301
	Rural	96.4	97.3	98.3	96.3	110
Overall	Total	97.1	97.8	97.5	96.8	411
	Urban	97.3	98.0	96.7	97.0	301
	Rural	96.4	97.3	98.3	96.3	110

- Most of the customers were satisfied with the sub-parameters of billing performance.

6C.5.2b Customer Satisfaction with Billing Performance - Prepaid

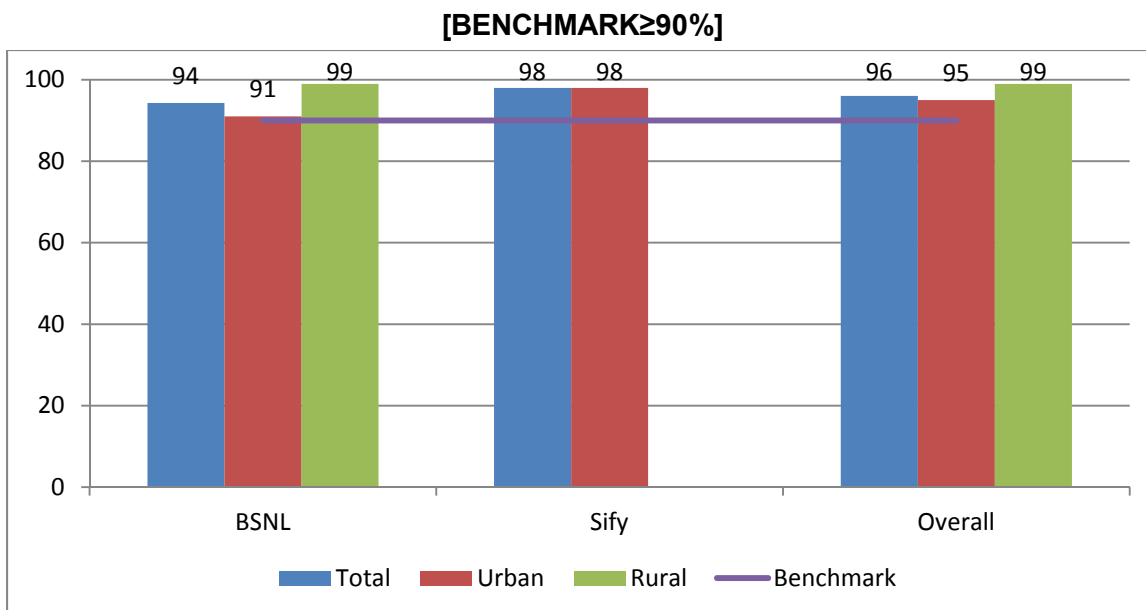
6C.5.2b.1The following graph shows the percentage of prepaid customers satisfied with billing performance.



- Sify was able to meet the benchmark laid down by TRAI.

6C.5.3 Customer Satisfaction with Help Services

6C.5.3.1 The following graph shows the percentage of satisfied customers with help services.



- Both the service providers were able to meet the benchmark laid down by TRAI.

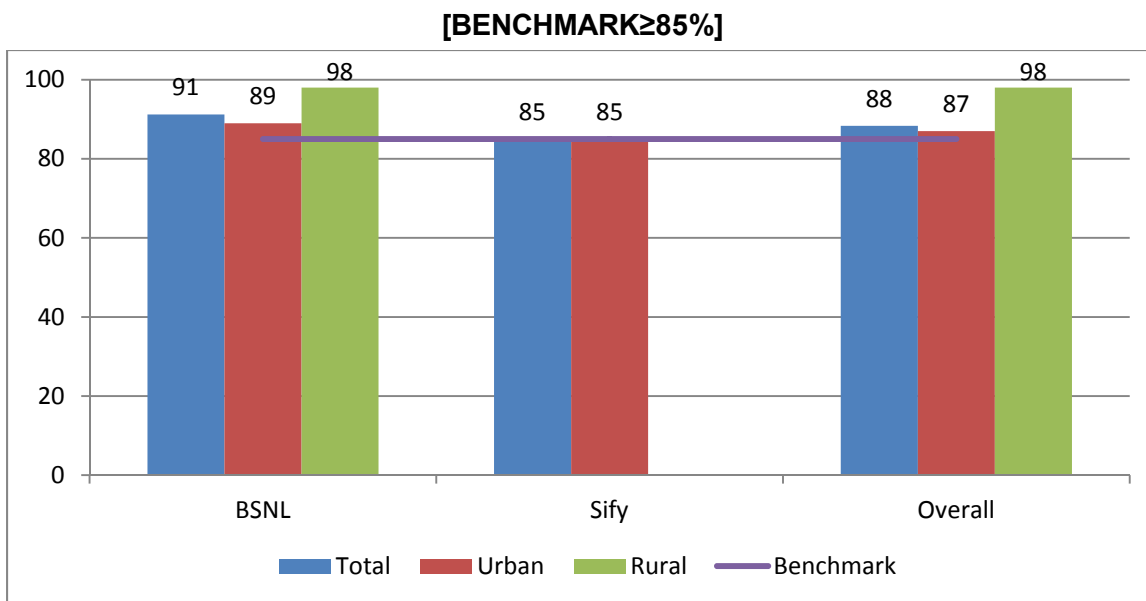
6C.5.3.3 The following table shows the percentage of customers satisfied with the sub-parameters of help services.

Service providers		% customers					Base
		Ease of access of call centre/customer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken by customer executive to answer customer calls	Problem solving ability of customer executive(s)	Time taken by call centre/customer care or helpline to resolve your complaints	
BSNL	Total	95.8	94.9	94.4	94.9	91.6	214
	Urban	94.0	92.0	91.0	91.0	86.0	123
	Rural	98.9	99.0	98.9	100.0	98.9	91
Sify	Total	97.4	98.4	98.4	97.9	97.9	191
	Urban	97.4	98.4	98.4	97.9	97.9	191
	Rural	-	-	-	-	-	0
Overall	Total	96.5	96.5	96.3	96.2	94.6	405
	Urban	95.9	95.8	95.5	95.2	93.3	314
	Rural	98.9	99.0	98.9	100.0	98.9	91

- Most of the customers were satisfied with the sub-parameters of help services.

6C.5.4 Customer Satisfaction with Network Performance, Reliability & Availability

6C.5.4.1 The following graph shows the percentage of customers satisfied with network performance, reliability & availability.



- Both the service providers were able to meet the benchmark laid down by TRAI.
- Performance of BSNL was better than Sify on this parameter

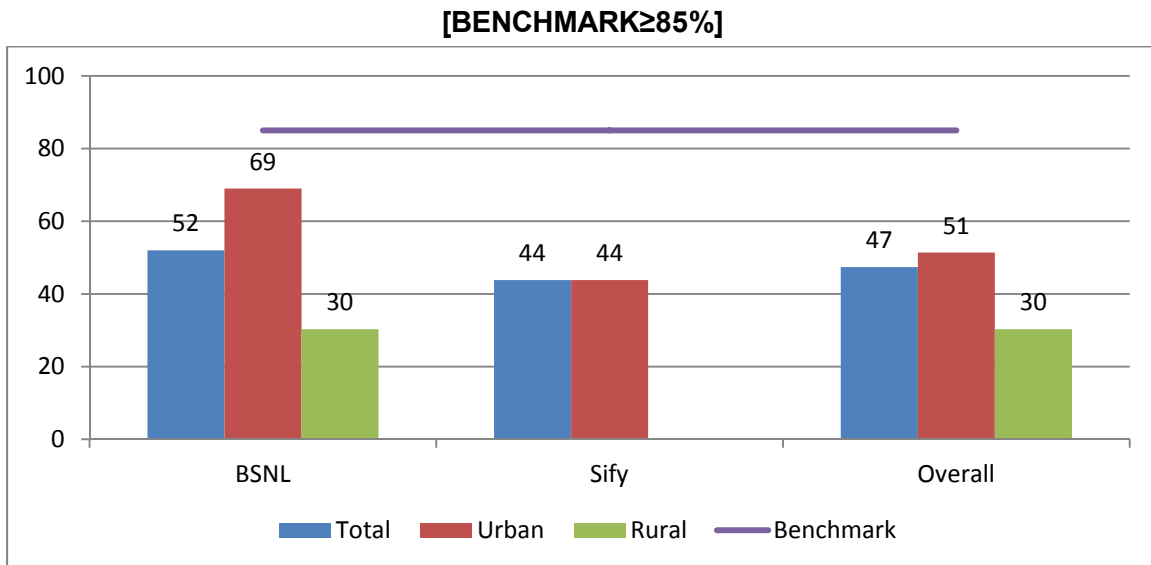
6C.5.4.3 The following table shows the percentage of customers satisfied with the sub-parameters of network performance, reliability & availability.

Service providers		% customers		Base
		Speed of broadband connection	Amount of time for which the service is up and working	
BSNL	Total	90.2	92.2	411
	Urban	87.0	90.0	301
	Rural	98.2	98.1	110
Sify	Total	85.2	84.9	357
	Urban	85.2	84.9	357
	Rural	-	-	0
Overall	Total	87.9	88.8	768
	Urban	86.1	87.2	658
	Rural	98.2	98.1	110

- Customers of Sify as compared to BSNL customers were less satisfied with the speed of the broadband connection and the time for which the service is up and working.

6C.5.5 Customer Satisfaction with Maintainability

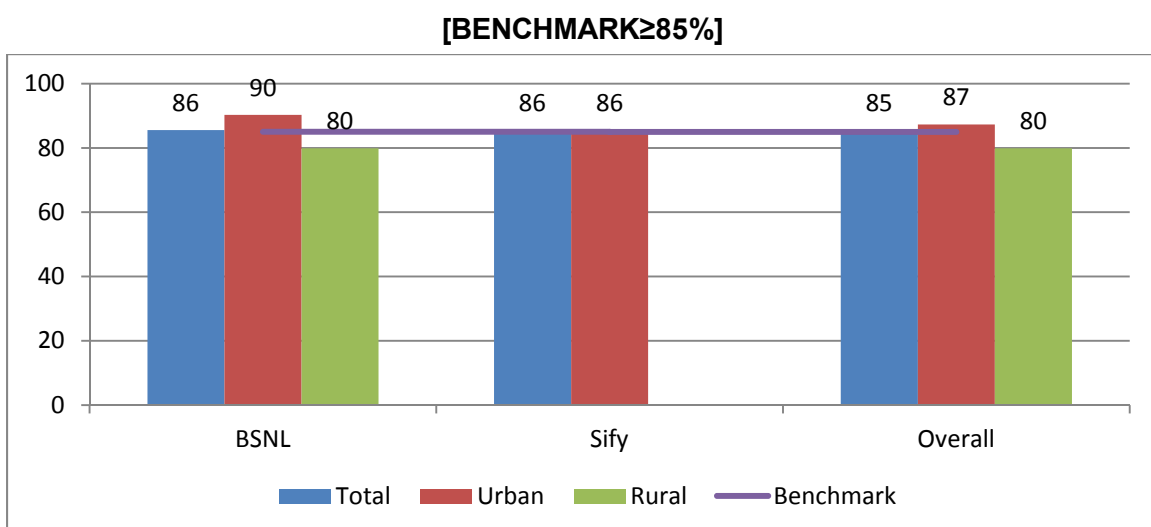
6C.5.5.1 The following graph shows the percentage of customers satisfied with maintainability.



- None of the service providers met the benchmark laid down by TRAI.
- On an overall basis, BSNL (52%) had a higher percentage of satisfied customers than Sify (44%).
- Performance of BSNL in urban areas (69%) was better than in the rural areas (30%).

6C.5.6 Customer Satisfaction with Supplementary Services

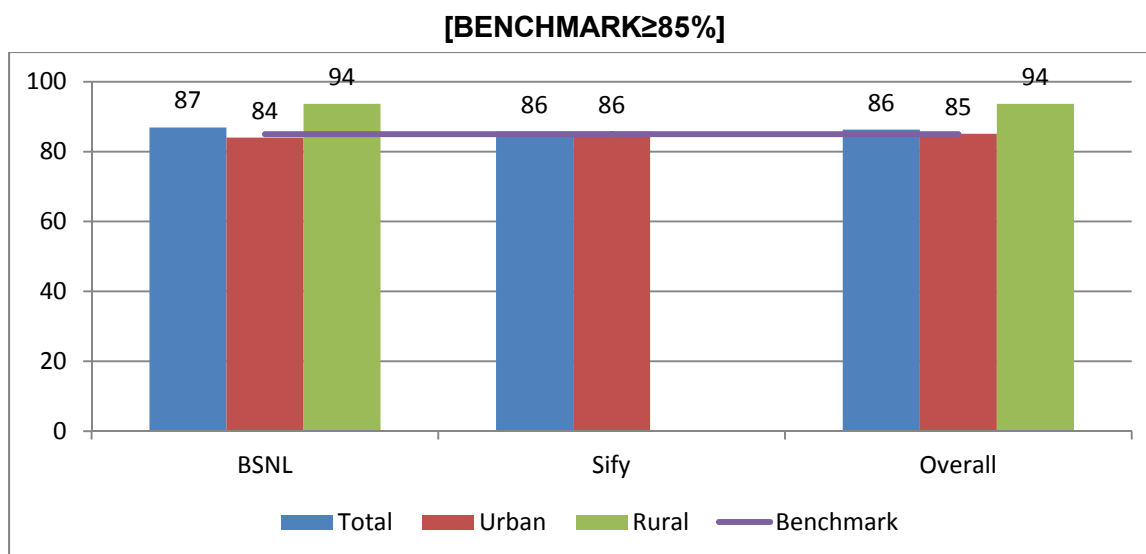
6C.5.6.1 The following graph shows the percentage of customers satisfied with supplementary services.



- Both of the service providers were able to meet the benchmark laid down by TRAI.
- In the case of BSNL, rural customers were less satisfied as compared to the urban customers.

6C.5.7 Customer Satisfaction with Overall Service Quality

6C.5.7.1 The following graph shows the percentage of customers satisfied with overall service quality.



- On an overall basis, both the service providers were able to meet the benchmark laid down by TRAI.
- However, BSNL failed marginally to meet the benchmark in the urban areas.

6C.6 Awareness of Grievance Redressal Mechanism and Experience among Broadband Service customers

6C.6.1 Awareness and Experience of Call Centre

6C.6.1.1 The following table shows the percentage of customers, who were aware of the call centre number of their service provider to make complaints/ queries.

Service providers		% customers	Base
BSNL	Total	92.2	411
	Urban	92.4	301
	Rural	91.8	110
Sify	Total	74.5	357
	Urban	74.5	357
	Rural	-	0
Overall	Total	84.0	768
	Urban	82.7	658
	Rural	91.8	110

- On an overall basis, 84% of the broadband customers said that they were aware about the call centre number of their service provider to make complaints/ queries.

6C.6.1.2 The following table shows the percentage of customers, who had complained in the last 6 months to the toll free call centre/customer care/help-line telephone number.

Service providers		% customers	Base
BSNL	Total	46.7	411
	Urban	35.2	301
	Rural	78.2	110
Sify	Total	47.1	357
	Urban	47.1	357
	Rural	-	0
Overall	Total	46.9	768
	Urban	41.6	658
	Rural	78.2	110

- On an overall basis, only 46.9% of the broadband customers said that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- Higher proportion of rural customers had complained.

6C.6.1.3 The following table shows the percentage of customers, who received or did not receive the docket number for their complaints.

Service providers		% customers					Base
		Who received the docket no. for their complaints	Who had not received the docket no. for their complaints	Who had received the docket no. on request	Who had not received the docket no. even on request	Refused to register the complaints	
BSNL	Total	34.4	20.3	13.5	29.7	2.1	192
	Urban	51.9	27.4	13.2	6.6	0.9	106
	Rural	12.8	11.6	14.0	58.1	3.5	86
Sify	Total	33.3	35.7	7.7	20.2	3.0	168
	Urban	33.3	35.7	7.7	20.2	3.0	168
	Rural	-	-	-	-	-	0
Overall	Total	33.9	27.5	10.8	25.3	2.5	360
	Urban	40.5	32.5	9.9	15.0	2.2	274
	Rural	12.8	11.6	14.0	58.1	3.5	86

- On an overall basis, 33.9% of the broadband customers, who had complained, claimed that they received the docket number for their complaints.
- In total, 27.5% of the broadband customers, who had complained, said that they did not receive the docket numbers for their complaints. The incidence was higher among BSNL customers.
- On the whole, 10.8% of the broadband customers, who had complained, said that they had received the docket numbers on request.
- In all, 25.3% of the broadband customers, who had complained said that they did not receive the docket numbers even on request.
- On the overall, 2.5% of the broadband customers, who had complained, said that the call centre refused to register their complaints.

6C.6.1.4 The following table shows the percentage of customers, who were informed about the action taken on their complaint by the call centre.

Service providers		% customers	Base
BSNL	Total	94.3	192
	Urban	91.5	106
	Rural	97.7	86
Sify	Total	97.6	168
	Urban	97.6	168
	Rural	-	0
Overall	Total	95.8	360
	Urban	95.3	274
	Rural	97.7	86

- On an overall basis, 95.8% of the broadband customers, who had complained, said that they were informed about the action taken on their complaint by the call centre.

6C.6.1.5 The following table shows the percentage of satisfied customers on account of complaint resolution.

Service providers		% customers	Base
BSNL	Total	95.8	192
	Urban	93.4	106
	Rural	98.8	86
Sify	Total	98.2	168
	Urban	98.2	168
	Rural	-	0
Overall	Total	96.9	360
	Urban	96.4	274
	Rural	98.8	86

- Out of the total, 96.9% of the broadband customers, who had lodged complaints, said that they were satisfied with the system of resolution of their complaints by the call centre/ customer care/ helpline.

6C.6.1.6 The following table shows the percentage of customers, who cited different reasons for dissatisfaction with the call centre.

Service providers		Reasons for dissatisfaction with customer care						Base
		Difficult to connect to call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not able to understand the problem	Others	
BSNL	Total	75.0	0.0	12.5	25.0	0.0	0.0	8
	Urban	71.4	0.0	14.3	28.6	0.0	0.0	7
	Rural	100.0	0.0	0.0	0.0	0.0	100.0	1
Sify	Total	66.7	0.0	0.0	33.3	0.0	0.0	3
	Urban	66.7	0.0	0.0	33.3	0.0	0.0	3
	Rural	-	-	-	-	-	-	0
Overall	Total	72.7	0.0	9.1	27.3	0.0	0.0	11
	Urban	70.0	0.0	10.0	30.0	0.0	0.0	10
	Rural	100.0	0.0	0.0	0.0	0.0	0.0	1

- The main reason for dissatisfaction with customer care was difficulty in connecting to the call centre executive.
- Time taken by call centre for redressal of complaints was also cited a reason for dissatisfaction.

6C.6.1.7 The following table shows the percentage of customers, who got their billing complaint resolved satisfactorily by the call centre/customer care within four weeks after they lodged their complaint.

Service providers		% customers	Base
BSNL	Total	88.0	192
	Urban	85.8	106
	Rural	90.7	86
Sify	Total	88.7	168
	Urban	88.7	168
	Rural	-	0
Overall	Total	88.3	360
	Urban	87.6	274
	Rural	90.7	86

- On an overall basis, 88.3% of the customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaint by the call centre/customer care within four weeks after they had lodged their complaint.

6C.6.2 Awareness and Experience of Nodal Officer

6C.6.2.1 The following table shows the percentage of customers, who were aware of the contact details of the nodal officer.

Service providers		% customers	Base
BSNL	Total	2.4	411
	Urban	0.7	301
	Rural	7.3	110
Sify	Total	6.4	357
	Urban	6.4	357
	Rural	-	0
Overall	Total	4.3	768
	Urban	3.8	658
	Rural	7.3	110

- On an overall basis, only 4.3% of the broadband customers said that they were aware of the contact details of the nodal officer.

6C.6.2.2 The following table shows the percentage of customers, who had complained to the nodal officer regarding their complaints not resolved or unsatisfactorily resolved by the call center/customer care.

Service providers		% customers	Base
BSNL	Total	100.0	10
	Urban	100.0	2
	Rural	100.0	8
Sify	Total	100.0	23
	Urban	100.0	23
	Rural	0.0	0
Overall	Total	100.0	33
	Urban	100.0	25
	Rural	100.0	8

- On the whole, all those customers, who were aware of the nodal officer, complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.

6C.6.2.3 The following table shows the percentage of customers, who were intimated by the nodal officer about the decision taken on their complaint.

Service providers		% customers	Base
BSNL	Total	60.0	10
	Urban	100.0	2
	Rural	50.0	8
Sify	Total	91.3	23
	Urban	91.3	23
	Rural	0.0	0
Overall	Total	81.8	33
	Urban	92.0	25
	Rural	50.0	8

- On an overall basis, 81.8% of the customers were intimated by the nodal officer about the decision taken on their complaints.

6C.6.2.4 The following table shows the percentage of customers satisfied with the redressal of the complaint by the nodal officer.

Service providers		% customers	Base
BSNL	Total	100.0	10
	Urban	100.0	2
	Rural	100.0	8
Sify	Total	86.9	23
	Urban	86.9	23
	Rural	-	0
Overall	Total	84.9	33
	Urban	88.0	25
	Rural	100.0	8

- Out of the total, 84.9% of the customers were satisfied with the redressal of their complaints by the nodal officer.

6C.6.3.6 The following table shows the percentage of customers, who cited different reasons for dissatisfaction with the nodal officer.

Service providers		Reasons for dissatisfaction with Nodal Officer						Base
		Difficult to connect to Nodal officer	Nodal officer not polite/courteous	Nodal officer not equipped with adequate information	Time taken by nodal officer for redressal of complaints is too long	Nodal officer not able to understand the problem	Others	
BSNL	Total	0.0	0.0	0.0	100.0	0.0	0.0	2
	Urban	0.0	0.0	0.0	0.0	0.0	0.0	0
	Rural	0.0	0.0	0.0	100.0	0.0	0.0	2
Sify	Total	33.3	0.0	0.0	66.7	0.0	0.0	3
	Urban	33.3	0.0	0.0	66.7	0.0	0.0	3
	Rural	-	-	-	-	-	-	0
Overall	Total	20.0	0.0	0.0	80.0	0.0	0.0	5
	Urban	33.3	0.0	0.0	66.7	0.0	0.0	3
	Rural	0.0	0.0	0.0	100.0	0.0	0.0	2

- On an overall basis, 80% of the BSNL customers claimed that time taken by the nodal officer for redressal of their complaints was too long and another 20% customers said that it was difficult to connect to the nodal officer.

6C.6.4 Awareness and Experience of Appellate Authority

6C.6.4.1 The following table shows the percentage of customers, who were aware of the contact details of the appellate authority.

Service providers		% customers	Base
BSNL	Total	1.9	411
	Urban	0.7	301
	Rural	5.5	110
Sify	Total	5.6	357
	Urban	5.6	357
	Rural	-	0
Overall	Total	3.6	768
	Urban	3.3	658
	Rural	5.5	110

- On an overall basis, 3.6% of the broadband customers said that they were aware of the contact details of the appellate authority.
- Awareness of the appellate authority was higher among the Sify customers.

6C.6.4.2 Incidence of appeal being filed in the prescribed form in last 6 months.

- Out of the 768 broadband customers, only 22 appealed to the appellate authority.

6C.6.4.3 Acknowledgement receipt

- All those who filed an appeal with the appellate authority in the last 6 months received an acknowledgement from the appellate authority.

6C.6.4.4 Decision of the appellate authority

- In 19 cases, appellate authority took a decision on the appeal filed by the customers within 3 months of filing of their appeal.

6C.6.5 General Information

6C.6.5.1 The following table shows the percentage of customers, who were aware that they can get item-wise usage charge details, on request.

Service providers		% prepaid customers	Base
BSNL	Total	0.0	0
	Urban	0.0	0
	Rural	0.0	0
Sify	Total	40.1	357
	Urban	40.1	357
	Rural	-	0
Overall	Total	40.1	357
	Urban	40.1	357
	Rural	0.0	0

- Out of the total, only 40.1% of the broadband customers said that they were aware of the fact that they can get item-wise usage charge details on request.

6C.6.5.2The following table shows the percentage of customers, who were denied item-wise usage charge details.

Service providers		% prepaid customers	Base
Sify	Total	88.8	143
	Urban	88.8	143
	Rural	0.0	0
Overall	Total	88.8	143
	Urban	88.8	143
	Rural	0.0	0

- On an overall basis, 88.8% of the customers said that they were denied item-wise usage charge details.

6C.6.5.4 The following table shows the percentage of the customers who got the Manual of Practice containing the terms and conditions of service, toll free number of the call centre the and contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new broadband connection.

Service providers		% customers	Base
BSNL	Total	50.4	411
	Urban	53.8	301
	Rural	40.9	110
Sify	Total	17.4	357
	Urban	17.4	357
	Rural	0.0	0
Overall	Total	35.0	768
	Urban	34.0	658
	Rural	40.9	110

- In all, only 35% of the customers claimed to have got the “Manual of Practice”. Higher number of BSNL customers had received the Manual of Practice.

7. CRITICAL ANALYSIS

- Performance of the service providers on QoS parameters is outlined below.

7.1 Basic Telephone Service

7.1.1 Overall Service Quality

- BSNL scored poorly on the overall service quality in rural areas with only 83% of the customers being satisfied with it.

7.1.2 Provision of Service:

- On the whole, 82.2% of the BSNL customers said that they were informed in writing about the complete details of the tariff plan, at the time of subscription of service or within a week of the activation of service.

7.1.3 Billing Performance - Postpaid

- In all, 75% of the customers were satisfied with the resolution of the billing complaints.
- On an overall basis, 73.4% of the customers were satisfied with the clarity of bills in terms of transparency and understandability.

7.1.4 Help Services including Customer Grievance Redressal

- Performance of BSNL was poor on this parameter as 64.6% of the customers were satisfied. Most of the customers were dissatisfied with the problem solving ability of the customer care executive(s).

7.1.5 Network Performance, Reliability & Availability

- BSNL's performance was better on this parameter as 95.1% of the customers were satisfied.

7.1.6 Satisfaction with Maintainability

- Performance of BSNL was found to be poor as 71.4% of the customers were satisfied with it

7.1.7 Supplementary and Value Added Services

- In total, 98.8%, of the customers were satisfied with the supplementary and value added services.

7.1.8 Grievance Redressal

- Only 63.2% of the customers were aware of the toll free number of the call centre
- 12.9% of the total customers were aware of the nodal officer.
- 19 customers out of 389 were aware of the contact details of the appellate authority.

7.2 Cellular Telephone Mobile Service

7.2.1 Overall Quality of Service

- Only Vodafone was able to meet the benchmark set by TRAI with a score of 90.5%.

7.2.2 Provision of Service

- Except Rel Tel (87.7%) all other service providers were able to meet the benchmark set by TRAI.

7.2.3 Billing Performance

- In the post paid category Airtel, BSNL, Idea and Vodafone were able to meet the benchmark set by TRAI.
- In the prepaid category only TTSL was able to meet the benchmark set by TRAI.

7.2.4 Help Services including Customer Grievance Redressal

- All the service providers failed to meet the benchmark set for this parameter. As per the survey's findings TTSL was the worst performer on this front.

7.2.5 Network Performance, Reliability & Availability

- None of the service providers were able to meet the benchmark set by TRAI.

7.2.6 Maintainability

- All service providers did not meet the benchmark with S Tel and Rel Tel's performance being the worst among them.

7.2.7 Supplementary and Value Added Services

- All service providers failed meet the benchmark set by TRAI.
- Aircel and Airtel were the worst performers.

7.2.8 Grievance Redressal Mechanism

- 78.6% of the customers were aware of the call centre number of their service provider.
- 8.5% of the customers actually contacted the call centre.
- Very few customers were aware about the nodal officer and the appellate authority.

7.3 Broadband Service

7.3.1 Overall Quality of Service

- On an overall basis, 86% of the customers were satisfied with the overall quality of service of BSNL and Sify.
- BSNL's urban customers were less satisfied with the quality of service.

7.3.2 Provision of Service

- On the whole, 63% of the customers were satisfied with the provision of service.

7.3.3 Billing Performance

- 97% of the customers in the case of BSNL (postpaid only) and 98% in the case of Sify (prepaid only) were satisfied with the billing performance.

7.3.4 Help Services

- In all, 96% of the customers were satisfied with the help services.

7.3.5 Network Performance, Reliability & Availability

- BSNL and Sify met the benchmark set for the network performance, reliability and availability as on the whole, 88% of the customers were satisfied with the network performance.

7.3.6 Maintainability

- Performance of BSNL and Sify was very poor on this parameter.
- On an overall basis, only 47% of the customers were satisfied with the maintainability.

7.3.7 Supplementary Services

- Both the service providers met the benchmark set by TRAI for this parameter.
- However BSNL failed to meet the benchmark in the rural areas.

7.3.8 Grievance Redressal Mechanism

- In total, of 84% of the customers were aware about the toll free number of the call centre of their service provider. A lower proportion of Sify (74.5%) customers were aware of the contact details of the same.
- Very few customers were aware about the nodal officer and the appellate authority.

8. RECOMMENDATIONS

8.1 Basic Telephone Service

8.1.1 Provision of Service

- BSNL needs to maintain its performance in urban as well as rural areas.

8.1.2 Billing Performance

- BSNL needs to improve its performance in both urban and rural areas.

8.1.3 Help Services including Customer Grievance Redressal

- There is a strong need for BSNL to improve its upon performance on this parameter in both urban and rural areas.

8.1.4 Network Performance

- BSNL needs to maintain its performance on this parameter in urban areas while it needs to improve its performance in rural areas.

8.1.5 Maintainability

- BSNL needs to improve its performance in both urban and rural areas.

8.1.6 Supplementary and Value added Services

- BSNL needs to maintain its performance in both urban and rural areas.

8.1.7 Grievance Redressal Mechanism

- BSNL should increase awareness about the call centre, nodal officer and the appellate authority among its customers through various media.

8.2 Cellular Mobile Telephone Service

8.2.1 Provision of Service

- Rel Tel needs to improve its performance in both urban and rural areas while Idea needs to improve its performance in rural areas.

8.2.2 Billing Performance

- In the case of postpaid billing, Aircel and Rel Tel need to improve their performance in urban areas while with respect to pre-paid billing, all service providers, except TTSL, need to improve their performance.

8.2.3 Help Services including Customer Grievance Redressal

- All the service providers need to improve their performance in urban as well as rural areas.

8.2.4 Network Performance

- There is a strong need for all the service providers to improve their performance with regard to network services.

8.2.5 Maintainability

- All the service providers need to improve their performance.

8.2.6 Supplementary & Value Added Services

- There is a strong need for all service providers to improve their performance.

8.2.7 Grievance Redressal Mechanism

- All the service providers should increase awareness about the call centre, nodal officer and the appellate authority among its customers through various media.

8.3 Broadband Service

8.3.1 Provision of Service

- There is a strong need for all the service providers to improve their performance

8.3.2 Billing Performance

- Both BSNL and Sify need to maintain their performance.

8.3.3 Help Services

- Both BSNL and Sify need to sustain their performance.

8.3.4. Network Performance

- Both BSNL and Sify need to uphold their performance.

8.3.5 Maintainability

- All the service providers need to improve their performance.

8.3.6 Supplementary Services

- All the service providers need to improve upon their performance in rural areas.

8.3.7 Grievance Redressal Mechanism

- All the service providers should increase awareness about the call centre, nodal officer and the appellate authority among its customers through various media.

ANNEXURE - BASIC TELEPHONE SERVICE

1(a) Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	107	282	389
	%	27.5	72.5	100.0
BSNL (Urban)	Count	95	247	342
	%	27.8	72.2	100.0
BSNL (Rural)	Count	12	35	47
	%	25.5	74.5	100.0

1(b) In case you have taken a telephone connection in the last 6 months or shifted your connection or had your connection temporarily suspended, how satisfied are you with time taken to provide working phone connection?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	103	20	83	4	0	107
	%	96.3	18.7	77.6	3.7	0.0	100.0
BSNL (Urban)	Count	92	19	73	3	0	95
	%	96.8	20.0	76.8	3.2	0.0	100.0
BSNL (Rural)	Count	11	1	10	1	0	12
	%	91.6	8.3	83.3	8.3	0.0	100.0

2. 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?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	88	19	107
	%	82.2	17.8	100.0
BSNL (Urban)	Count	77	18	95
	%	81.1	18.9	100.0
BSNL (Rural)	Count	11	1	12
	%	91.7	8.3	100.0

3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	104	23	81	3	0	107
	%	97.2	21.5	75.7	2.8	0.0	100.0
BSNL (Urban)	Count	93	22	71	2	0	95
	%	97.9	23.2	74.7	2.1	0.0	100.0
BSNL (Rural)	Count	11	1	10	1	0	12
	%	91.6	8.3	83.3	8.3	0.0	100.0

B. BILLING RELATED - ONLY FOR POSTPAID CUSTOMERS (FOR PRE-PAID CUSTOMERS GO TO Q 10 (A))

4. How satisfied are you with the time taken to deliver your bills?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	361	49	312	28	0	389
	%	92.8	12.6	80.2	7.2	0.0	100
BSNL (Urban)	Count	320	46	274	22	0	342
	%	93.6	13.5	80.1	6.4	0.0	100
BSNL (Rural)	Count	41	3	38	6	0	47
	%	87.3	6.4	80.9	12.8	0.0	100

5(a). How satisfied are you with the accuracy & completeness of the bills?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	369	44	325	19	1	389
	%	94.8	11.3	83.5	4.9	0.3	100.0
BSNL (Urban)	Count	329	42	287	12	1	342
	%	96.2	12.3	83.9	3.5	0.3	100.0
BSNL (Rural)	Count	40	2	38	7	0	47
	%	85.2	4.3	80.9	14.9	0.0	100.0

5(b). Please specify the reason(s) for your dissatisfaction.									
Service Provider		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Details like item-wise charges are not provided	Calculations are not clear	Others	Total
BSNL (Total)	Count	4	3	7	3	4	4	0	20
	%	20.0	15.0	35.0	15.0	20.0	20.0	0.0	100.0
BSNL (Urban)	Count	4	2	4	2	2	2	0	13
	%	30.8	15.4	30.8	15.4	15.4	15.4	0.0	100.0
BSNL (Rural)	Count	0	1	3	1	2	2	0	7
	%	0.0	14.3	42.9	14.3	28.6	28.6	0.0	100.0

6. Have you made any billing related complaints in the last 6 months?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	60	329	389
	%	15.4	84.6	100.0
BSNL (Urban)	Count	49	293	342
	%	14.3	85.7	100.0
BSNL (Rural)	Count	11	36	47
	%	23.4	76.6	100.0

7. How satisfied are you with the process of resolution of billing complaints?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	45	12	33	15	0	60
	%	75.0	20.0	55.0	25.0	0.0	100.0
BSNL (Urban)	Count	41	11	30	8	0	49
	%	83.6	22.4	61.2	16.3	0.0	100.0
BSNL (Rural)	Count	4	1	3	7	0	11
	%	36.4	9.1	27.3	63.6	0.0	100.0

8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	44	25	19	16	0	60
	%	73.4	41.7	31.7	26.7	0.0	100.0
BSNL (Urban)	Count	41	22	19	8	0	49
	%	83.7	44.9	38.8	16.3	0.0	100.0
BSNL (Rural)	Count	3	3	0	8	0	11
	%	27.3	27.3	0.0	72.7	0.0	100.0

9. Please specify the reason(s) for your dissatisfaction.							
Service Providers		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Others	Total
BSNL (Total)	Count	1	2	10	6	0	16
	%	6.3	12.5	62.5	37.5	0.0	100.0
BSNL (Urban)	Count	1	2	5	1	0	8
	%	12.5	25.0	62.5	12.5	0.0	100.0
BSNL (Rural)	Count	0	0	5	5	0	8
	%	0.0	0.0	62.5	62.5	0.0	100.0

C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

11. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	108	281	389
	%	27.8	72.2	100.0
BSNL (Urban)	Count	93	249	342
	%	27.2	72.8	100.0
BSNL (Rural)	Count	15	32	47
	%	31.9	68.1	100.0

12(a). How satisfied are you with the ease of access of call centre/customer care or helpline?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	83	19	64	21	4	108
	%	76.9	17.6	59.3	19.4	3.7	100.0
BSNL (Urban)	Count	76	18	58	14	3	93
	%	81.8	19.4	62.4	15.1	3.2	100.0
BSNL (Rural)	Count	7	1	6	7	1	15
	%	46.7	6.7	40.0	46.7	6.7	100.0

2(b). How satisfied are you with the ease of getting an option for "talking to a customer care executive"?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	85	44	41	20	3	108
	%	78.7	40.7	38.0	18.5	2.8	100.0
BSNL (Urban)	Count	78	43	35	12	3	93
	%	83.8	46.2	37.6	12.9	3.2	100.0
BSNL (Rural)	Count	7	1	6	8	0	15
	%	46.7	6.7	40.0	53.3	0.0	100.0

13. How satisfied are you with the response time taken to answer your call by a customer care executive?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	82	25	57	20	6	108
	%	75.9	23.1	52.8	18.5	5.6	100.0
BSNL (Urban)	Count	76	24	52	14	3	93
	%	81.7	25.8	55.9	15.1	3.2	100.0
BSNL (Rural)	Count	6	1	5	6	3	15
	%	40.0	6.7	33.3	40.0	20.0	100.0

14. How satisfied are you with the problem solving ability of the customer care executive(s)?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	27	5	22	50	31	108
	%	25.0	4.6	20.4	46.3	28.7	100.0
BSNL (Urban)	Count	20	4	16	45	28	93
	%	21.5	4.3	17.2	48.4	30.1	100.0
BSNL (Rural)	Count	7	1	6	5	3	15
	%	46.7	6.7	40.0	33.3	20.0	100.0

15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	72	26	46	26	10	108
	%	66.7	24.1	42.6	24.1	9.3	100.0
BSNL (Urban)	Count	66	25	41	22	5	93
	%	71.0	26.9	44.1	23.7	5.4	100.0
BSNL (Rural)	Count	6	1	5	4	5	15
	%	40.0	6.7	33.3	26.7	33.3	100.0

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

16. How satisfied are you with the availability of working telephone (dial tone)?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	370	77	293	18	1	389
	%	95.1	19.8	75.3	4.6	0.3	100.0
BSNL (Urban)	Count	325	72	253	16	1	342
	%	95.1	21.1	74.0	4.7	0.3	100.0
BSNL (Rural)	Count	45	5	40	2	0	47
	%	95.7	10.6	85.1	4.3	0.0	100.0

17. How satisfied are you with the ability to make or receive calls easily?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	371	51	320	17	1	389
	%	95.4	13.1	82.3	4.4	0.3	100.0
BSNL (Urban)	Count	328	50	278	13	1	342
	%	95.9	14.6	81.3	3.8	0.3	100.0
BSNL (Rural)	Count	43	1	42	4	0	47
	%	91.5	2.1	89.4	8.5	0.0	100.0

18. How satisfied are you with the voice quality?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	369	66	303	18	2	389
	%	94.9	17.0	77.9	4.6	0.5	100.0
BSNL (Urban)	Count	325	60	265	15	2	342
	%	95.0	17.5	77.5	4.4	0.6	100.0
BSNL (Rural)	Count	44	6	38	3	0	47
	%	93.7	12.8	80.9	6.4	0.0	100.0

19. How many times has your telephone connection required repair in the last 6 months?						
Service Providers		Nil	One time	2-3 times	More than 3 times	Total
BSNL (Total)	Count	256	110	21	2	389
	%	65.8	28.3	5.4	0.5	100.0
BSNL (Urban)	Count	234	88	18	2	342
	%	68.4	25.7	5.3	0.6	100.0
BSNL (Rural)	Count	22	22	3	0	47
	%	46.8	46.8	6.4	0.0	100.0

20. How long did it take generally for repairing the fault after lodging a complaint?						
Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Total
BSNL (Total)	Count	48	49	30	6	133
	%	36.1	36.8	22.6	4.5	100.0
BSNL (Urban)	Count	43	43	20	2	108
	%	39.8	39.8	18.5	1.9	100.0
BSNL (Rural)	Count	5	6	10	4	25
	%	20.0	24.0	40.0	16.0	100.0

21. How satisfied are you with the fault repair service?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	95	19	76	28	10	133
	%	71.4	14.3	57.1	21.1	7.5	100.0
BSNL (Urban)	Count	84	19	65	20	4	108
	%	77.8	17.6	60.2	18.5	3.7	100.0
BSNL (Rural)	Count	11	0	11	8	6	25
	%	44.0	0.0	44.0	32.0	24.0	100.0

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

22. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	55	334	389
	%	14.1	85.9	100.0
BSNL (Urban)	Count	51	291	342
	%	14.9	85.1	100.0
BSNL (Rural)	Count	4	43	47
	%	8.5	91.5	100.0

23. How satisfied are you with the quality of the supplementary services / value added service provided?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	54	7	47	1	0	55
	%	98.2	12.7	85.5	1.8	0.0	100.0
BSNL (Urban)	Count	50	7	43	1	0	51
	%	98.0	13.7	84.3	2.0	0.0	100.0
BSNL (Rural)	Count	4	0	4	0	0	4
	%	100.0	0.0	100.0	0.0	0.0	100.0

24(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	55	20	35	0	0	55
	%	100.0	36.4	63.6	0.0	0.0	100.0
BSNL (Urban)	Count	51	20	31	0	0	51
	%	100.0	39.2	60.8	0.0	0.0	100.0
BSNL (Rural)	Count	4	0	4	0	0	4
	%	100.0	0.0	100.0	0.0	0.0	100.0

24(b). Please tell me reasons for your dissatisfaction				
Service Providers		Not informed of charges	Activated without consent	Total
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0

25. In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	61	328	389
	%	15.7	84.3	100.0
BSNL (Urban)	Count	57	285	342
	%	16.7	83.3	100.0
BSNL (Rural)	Count	4	43	47
	%	8.5	91.5	100.0

25(a). How satisfied are you with the resolution of your complaint for deactivation of VAS?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	60	13	47	1	0	61
	%	98.3	21.3	77.0	1.6	0.0	100.0
BSNL (Urban)	Count	57	13	44	0	0	57
	%	100.0	22.8	77.2	0.0	0.0	100.0
BSNL (Rural)	Count	3	0	3	1	0	4
	%	75.0	0.0	75.0	25.0	0.0	100.0

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your telephone service?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	348	77	271	40	1	389
	%	89.5	19.8	69.7	10.3	0.3	100.0
BSNL (Urban)	Count	309	73	236	32	1	342
	%	90.3	21.3	69.0	9.4	0.3	100.0
BSNL (Rural)	Count	39	4	35	8	0	47
	%	83.0	8.5	74.5	17.0	0.0	100.0

H. GENERAL INFORMATION

27. What kind of other services are you also taking from this service provider?						
Service Providers		Broadband	Mobile	Other	None	Total
BSNL (Total)	Count	163	68	1	110	342
	%	47.7	19.9	0.3	32.2	100.0
BSNL (Urban)	Count	6	20	0	21	47
	%	12.8	42.6	0.0	44.7	100.0
BSNL (Rural)	Count	169	88	1	131	389
	%	43.4	22.6	0.3	33.7	100.0

28(a). Have you terminated a telephone connection that you had in the last 6 month?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	14	375	389
	%	3.6	96.4	100.0
BSNL (Urban)	Count	13	329	342
	%	3.8	96.2	100.0
BSNL (Rural)	Count	1	46	47
	%	2.1	97.9	100.0

28(b). If Yes, Please name your service provider?						
Service Providers		Airtel	BSNL	Reliance	Tata	Total
BSNL (Total)	Count	0	14	0	0	14
	%	0.0	100.0	0.0	0.0	100.0
BSNL (Urban)	Count	0	13	0	0	13
	%	0.0	100.0	0.0	0.0	100.0
BSNL (Rural)	Count	0	1	0	0	1
	%	0.0	100.0	0.0	0.0	100.0

29. How many days were taken for termination of your telephone connection?						
Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Total
BSNL (Total)	Count	6	6	2	0	14
	%	42.9	42.9	14.2	0.0	100.0
BSNL (Urban)	Count	5	6	2	0	13
	%	38.5	46.2	15.4	0.0	100.0
BSNL (Rural)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100.0

30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	82	307	389
	%	21.1	78.9	100.0
BSNL (Urban)	Count	73	269	342
	%	21.3	78.7	100.0
BSNL (Rural)	Count	9	38	47
	%	19.1	80.9	100.0

31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	41	348	389
	%	10.5	89.5	100.0
BSNL (Urban)	Count	39	303	342
	%	11.4	88.6	100.0
BSNL (Rural)	Count	2	45	47
	%	4.3	95.7	100.0

32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	21	20	41
	%	51.2	48.8	100.0
BSNL (Urban)	Count	21	18	39
	%	53.8	46.2	100.0
BSNL (Rural)	Count	0	2	2
	%	0.0	100.0	100.0

32(b). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?						
Service Providers		Stopped receiving	Considerable decrease	Slight decrease	No change	Total
BSNL (Total)	Count	2	19	0	0	21
	%	9.5	90.5	0.0	0.0	100.0
BSNL (Urban)	Count	2	19	0	0	21
	%	9.5	90.5	0.0	0.0	100.0
BSNL (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0

32(c). Have you made any complaint to your service provider on getting such unwanted tele-marketing calls/ SMS even after registering your telephone number?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	8	11	19
	%	42.1	57.9	100.0
BSNL (Urban)	Count	8	11	19
	%	42.1	57.9	100.0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0

32(d). If Yes, then indicate whether.....						
Service Providers		Complaint was registered by the service provider and informed about the action taken on the complaint	Complaint was registered by the service provider and did not inform about the action taken on the complaint	Service Provider refused to register the complaint	Difficult to lodge the complaint	Total
BSNL (Total)	Count	0	9	0	0	9
	%	0.0	100.0	0.0	0.0	100.0
BSNL (Urban)	Count	0	9	0	0	9
	%	0.0	100.0	0.0	0.0	100.0
BSNL (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0

33. On a scale of 1 – 10 where “10” is “Very Good” and “1” is “Very Poor”, how do you rate your service provider?												
Service Providers		1	2	3	4	5	6	7	8	9	10	Total
BSNL (Total)	Count	1	0	2	6	14	88	138	100	32	8	389
	%	0.3	0.0	0.5	1.5	3.6	22.6	35.5	25.7	8.2	2.1	100.0
BSNL (Urban)	Count	1	0	2	5	13	75	121	86	31	8	342
	%	0.3	0.0	0.6	1.5	3.8	21.9	35.4	25.1	9.1	2.3	100.0
BSNL (Rural)	Count	0	0	0	1	1	13	17	14	1	0	47
	%	0.0	0.0	0.0	2.1	2.1	27.7	36.2	29.8	2.1	0.0	100.0

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

34(a). Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query??				
Service Providers		Yes	No	Total
BSNL (Total)	Count	246	143	389
	%	63.2	36.8	100.0
BSNL (Urban)	Count	210	132	342
	%	61.4	38.6	100.0
BSNL (Rural)	Count	36	11	47
	%	76.6	23.4	100.0

34(b). Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	47	342	389
	%	12.1	87.9	100.0
BSNL (Urban)	Count	39	303	342
	%	11.4	88.6	100.0
BSNL (Rural)	Count	8	39	47
	%	17.0	83.0	100.0

35. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?							
Service Providers		Complaint was registered and docket number Received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total
BSNL (Total)	Count	18	24	3	0	2	47
	%	38.3	51.1	6.4	0.0	4.3	100.0
BSNL (Urban)	Count	16	18	3	0	2	39
	%	41.0	46.2	7.7	0.0	5.1	100.0
BSNL (Rural)	Count	2	6	0	0	0	8
	%	25.0	75.0	0.0	0.0	0.0	100.0

36. Did the Call Centre inform you about the action taken on your complaint?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	22	25	47
	%	46.8	53.2	100.0
BSNL (Urban)	Count	19	20	39
	%	48.7	51.3	100.0
BSNL (Rural)	Count	3	5	8
	%	37.5	62.5	100.0

37. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?					
Service Providers		Yes	No	Not applicable	Total
BSNL (Total)	Count	24	11	12	47
	%	51.1	23.4	25.5	100.0
BSNL (Urban)	Count	21	9	9	39
	%	53.8	23.1	23.1	100.0
BSNL (Rural)	Count	3	2	3	8
	%	37.5	25.0	37.5	100.0

38. In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	50	339	389
	%	12.9	87.1	100.0
BSNL (Urban)	Count	46	296	342
	%	13.5	86.5	100.0
BSNL (Rural)	Count	4	43	47
	%	8.5	91.5	100.0

39(a). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the Call Center/Customer Care?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	20	30	50
	%	40.0	60.0	100.0
BSNL (Urban)	Count	20	26	46
	%	43.5	56.5	100.0
BSNL (Rural)	Count	0	4	4
	%	0.0	100.0	100.0

39(b). Were you able to contact the Nodal officer without difficulty?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	18	2	20
	%	90.0	10.0	100.0
BSNL (Urban)	Count	18	2	20
	%	90.0	10.0	100.0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0

40. Did the Nodal Officer intimate you about the decision taken on your complaint?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	15	5	20
	%	75.0	25.0	100.0
BSNL (Urban)	Count	15	5	20
	%	75.0	25.0	100.0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0

41. How satisfied are you with the redressal of the complaint by the Nodal Officer?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	20	15	5	0	0	20
	%	100.0	75.0	25.0	0.0	0.0	100.0
BSNL (Urban)	Count	20	15	5	0	0	20
	%	100.0	75.0	25.0	0.0	0.0	100.0
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0

42. Please specify the reason(s) for your dissatisfaction. [MULTIPLE CODE]						
Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/courteous	Time taken by Nodal Officer for redressal of complaint is too long	Nodal Officer was unable to understand the problem	Total
BSNL (Total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0

43. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?

Service Providers		Yes	No	Total
BSNL (Total)	Count	19	370	389
	%	4.9	95.1	100.0
BSNL (Urban)	Count	17	325	342
	%	5.0	95.0	100.0
BSNL (Rural)	Count	2	45	47
	%	4.3	95.7	100.0

44. Have you filed any appeal in last 6 months?

Service Providers		Yes	No	Total
BSNL (Total)	Count	12	7	19
	%	63.2	36.8	100.0
BSNL (Urban)	Count	12	5	17
	%	70.6	29.4	100.0
BSNL (Rural)	Count	0	2	2
	%	0.0	100.0	100.0

45. Did you receive any acknowledgement?

Service Providers		Yes	No	Total
BSNL (Total)	Count	8	4	12
	%	66.7	33.3	100.0
BSNL (Urban)	Count	8	4	12
	%	66.7	33.3	100.0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0

46. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?

Service Providers		Yes	No	Appeal filed only recently	Total
BSNL (Total)	Count	12	0	0	12
	%	100.0	0.0	0.0	100.0
BSNL (Urban)	Count	12	0	0	12
	%	100.0	0.0	0.0	100.0
BSNL (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0

50. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Call Centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new telephone connection?"

Service Providers		Yes	No	Do not remember	Total
BSNL (Total)	Count	165	109	115	389
	%	42.4	28.0	29.6	100.0
BSNL (Urban)	Count	155	91	96	342
	%	45.3	26.6	28.1	100.0
BSNL (Rural)	Count	10	18	19	47
	%	21.3	38.3	40.4	100.0

ANNEXURE-CELLULAR MOBILE SERVICES

1. How satisfied are you with the process and time taken to activate the mobile connection, after you applied and completed all formalities?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	398	32	366	9	3	410
	%	97.1	7.8	89.3	2.2	0.7	100
Aircel (Urban)	Count	286	30	256	5	2	293
	%	97.6	10.2	87.4	1.7	0.7	100
Aircel (Rural)	Count	112	2	110	4	1	117
	%	95.7	1.7	94.0	3.4	0.9	100
Airtel (Total)	Count	398	47	351	5	2	405
	%	98.3	11.6	86.7	1.2	0.5	100
Airtel (Urban)	Count	276	46	230	3	1	280
	%	98.5	16.4	82.1	1.1	0.4	100
Airtel (Rural)	Count	122	1	121	2	1	125
	%	97.6	0.8	96.8	1.6	0.8	100
BSNL (Total)	Count	452	26	426	13	4	469
	%	96.3	5.5	90.8	2.8	0.9	100
BSNL (Urban)	Count	339	23	316	9	4	352
	%	96.3	6.5	89.8	2.6	1.1	100
BSNL (Rural)	Count	113	3	110	4	0	117
	%	96.6	2.6	94	3.4	0.0	100
Idea (Total)	Count	427	18	409	9	7	443
	%	96.4	4.1	92.3	2.0	1.6	100
Idea (Urban)	Count	313	17	296	8	6	327
	%	95.7	5.2	90.5	2.4	1.8	100
Idea (Rural)	Count	114	1	113	1	1	116
	%	98.3	0.9	97.4	0.9	0.9	100
Rel. Tel. (Total)	Count	370	18	352	19	4	393
	%	94.2	4.6	89.6	4.8	1.0	100
Rel. Tel. (Urban)	Count	243	16	227	13	3	259
	%	93.8	6.2	87.6	5.0	1.2	100
Rel. Tel. (Rural)	Count	127	2	125	6	1	134
	%	94.8	1.5	93.3	4.5	0.7	100
S Tel (Total)	Count	242	0	242	5	0	247
	%	98.0	0.0	98	2	0.0	100
S Tel (Urban)	Count	242	0	242	5	0	247
	%	98.0	0.0	98.0	2.0	0.0	100
TTSL (Total)	Count	406	101	305	1	1	408
	%	99.6	24.8	74.8	0.2	0.2	100
TTSL (Urban)	Count	406	101	305	1	1	408
	%	99.6	24.8	74.8	0.2	0.2	100
Vodafone (total)	Count	381	41	340	15	5	401
	%	95	10.2	84.8	3.7	1.2	100
Vodafone (urban)	Count	227	31	196	9	3	239
	%	95.0	13.0	82	3.8	1.3	100
Vodafone (rural)	Count	154	10	144	6	2	162
	%	95.1	6.2	88.9	3.7	1.2	100
Overall	Count	3074	283	2791	76	26	3176
	%	96.8	8.9	87.9	2.4	0.8	100
Overall (Urban)	Count	2332	264	2068	53	20	2405
	%	97.0	11.0	86.0	2.2	0.8	100
Overall (Rural)	Count	742	19	723	23	6	771
	%	96.3	2.5	93.8	3.0	0.8	100

2. 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?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	206	204	410
	%	50.2	49.8	100
Aircel (Urban)	Count	141	152	293
	%	48.1	51.9	100
Aircel (Rural)	Count	65	52	117
	%	55.6	44.4	100
Airtel (Total)	Count	264	141	405
	%	65.2	34.8	100
Airtel (Urban)	Count	193	87	280
	%	68.9	31.1	100
Airtel (Rural)	Count	71	54	125
	%	56.8	43.2	100
BSNL (Total)	Count	274	195	469
	%	58.4	41.6	100
BSNL (Urban)	Count	210	142	352
	%	59.7	40.3	100
BSNL (Rural)	Count	64	53	117
	%	54.7	45.3	100
Idea (Total)	Count	282	161	443
	%	63.7	36.3	100
Idea (Urban)	Count	206	121	327
	%	63.0	37.0	100
Idea (Rural)	Count	76	40	116
	%	65.5	34.5	100
Rel. Tel. (Total)	Count	168	225	393
	%	42.7	57.3	100
Rel. Tel. (Urban)	Count	109	150	259
	%	42.1	57.9	100
Rel. Tel. (Rural)	Count	59	75	134
	%	44.0	56.0	100
S Tel (Total)	Count	213	34	247
	%	86.2	13.8	100
S Tel (Urban)	Count	213	34	247
	%	86.2	13.8	100
TTSL (Total)	Count	374	34	408
	%	91.7	8.3	100
TTSL (Urban)	Count	374	34	408
	%	91.7	8.3	100
Vodafone (total)	Count	161	240	401
	%	40.1	59.9	100
Vodafone (urban)	Count	90	149	239
	%	37.7	62.3	100
Vodafone (rural)	Count	71	91	162
	%	43.8	56.2	100
Overall	Count	1942	1234	3176
	%	61.1	38.9	100
Overall (Urban)	Count	1536	869	2405
	%	63.9	36.1	100
Overall (Rural)	Count	406	365	771
	%	52.7	47.3	100

3. How satisfied are you with the ease of understanding or with provision of all relevant information related to ta plans & charges?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	344	39	305	62	4	410
	%	83.9	9.5	74.4	15.1	1.0	100
Aircel (Urban)	Count	240	33	207	50	3	293
	%	81.9	11.3	70.6	17.1	1.0	100
Aircel (Rural)	Count	104	6	98	12	1	117
	%	88.9	5.1	83.8	10.3	0.9	100
Airtel (Total)	Count	374	52	322	30	1	405
	%	92.3	12.8	79.5	7.4	0.2	100
Airtel (Urban)	Count	267	51	216	12	1	280
	%	95.3	18.2	77.1	4.3	0.4	100
Airtel (Rural)	Count	107	1	106	18	0	125
	%	85.6	0.8	84.8	14.4	0.0	100
BSNL (Total)	Count	402	40	362	63	4	469
	%	85.7	8.5	77.2	13.4	0.9	100
BSNL (Urban)	Count	306	40	266	43	3	352
	%	87.0	11.4	75.6	12.2	0.9	100
BSNL (Rural)	Count	96	0	96	20	1	117
	%	82.1	0.0	82.1	17.1	0.9	100
Idea (Total)	Count	370	15	355	67	6	443
	%	83.5	3.4	80.1	15.1	1.4	100
Idea (Urban)	Count	280	14	266	42	5	327
	%	85.6	4.3	81.3	12.8	1.5	100
Idea (Rural)	Count	90	1	89	25	1	116
	%	77.6	0.9	76.7	21.6	0.9	100
Rel. Tel. (Total)	Count	319	32	287	68	6	393
	%	81.1	8.1	73.0	17.3	1.5	100
Rel. Tel. (Urban)	Count	210	31	179	45	4	259
	%	81.1	12.0	69.1	17.4	1.5	100
Rel. Tel. (Rural)	Count	109	1	108	23	2	134
	%	81.3	0.7	80.6	17.2	1.5	100
S Tel (Total)	Count	210	0	210	35	2	247
	%	85.0	0.0	85.0	14.2	0.8	100
S Tel (Urban)	Count	210	0	210	35	2	247
	%	85.0	0.0	85.0	14.2	0.8	100
TTSL (Total)	Count	396	95	301	11	1	408
	%	97.1	23.3	73.8	2.7	0.2	100
TTSL (Urban)	Count	396	95	301	11	1	408
	%	97.1	23.3	73.8	2.7	0.2	100
Vodafone (total)	Count	354	32	322	38	9	401
	%	88.3	8.0	80.3	9.5	2.2	100
Vodafone (urban)	Count	214	27	187	20	5	239
	%	89.5	11.3	78.2	8.4	2.1	100
Vodafone (rural)	Count	140	5	135	18	4	162
	%	86.4	3.1	83.3	11.1	2.5	100
Overall	Count	2769	305	2464	374	33	3176
	%	87.2	9.6	77.6	11.8	1.0	100
Overall (Urban)	Count	2123	291	1832	258	24	2405
	%	88.3	12.1	76.2	10.7	1.0	100
Overall (Rural)	Count	646	14	632	116	9	771
	%	83.8	1.8	82.0	15.0	1.2	100

BILLING RELATED- PREPAID CUSTOMERS

4(a). How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc?

Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	238	29	209	80	8	326
	%	73.0	8.9	64.1	24.5	2.5	100
Aircel (Urban)	Count	173	24	149	49	4	226
	%	76.5	10.6	65.9	21.7	1.8	100
Aircel (Rural)	Count	65	5	60	31	4	100
	%	65.0	5.0	60.0	31.0	4.0	100
Airtel (Total)	Count	224	31	193	101	8	333
	%	67.3	9.3	58	30.3	2.4	100
Airtel (Urban)	Count	154	30	124	62	7	223
	%	69.1	13.5	55.6	27.8	3.1	100
Airtel (Rural)	Count	70	1	69	39	1	110
	%	63.6	0.9	62.7	35.5	0.9	100
BSNL (Total)	Count	191	6	185	51	4	246
	%	77.6	2.4	75.2	20.7	1.6	100
BSNL (Urban)	Count	126	6	120	23	0	149
	%	84.5	4.0	80.5	15.4	0.0	100
BSNL (Rural)	Count	65	0	65	28	4	97
	%	67.0	0.0	67.0	28.9	4.1	100
Idea (Total)	Count	356	8	348	42	7	405
	%	87.9	2.0	85.9	10.4	1.7	100
Idea (Urban)	Count	268	6	262	23	5	296
	%	90.5	2.0	88.5	7.8	1.7	100
Idea (Rural)	Count	88	2	86	19	2	109
	%	80.7	1.8	78.9	17.4	1.8	100
Rel. Tel. (Total)	Count	278	32	246	69	4	351
	%	79.2	9.1	70.1	19.7	1.1	100
Rel. Tel. (Urban)	Count	211	32	179	21	3	235
	%	89.8	13.6	76.2	8.9	1.3	100
Rel. Tel. (Rural)	Count	67	0	67	48	1	116
	%	57.8	0.0	57.8	41.4	0.9	100
S Tel (Total)	Count	246	0	246	1	0	247
	%	99.6	0.0	99.6	0.4	0.0	100
S Tel (Urban)	Count	246	0	246	1	0	247
	%	99.6	0.0	99.6	0.4	0.0	100
TTSL (Total)	Count	239	75	164	2	1	242
	%	98.8	31.0	67.8	0.8	0.4	100
TTSL (Urban)	Count	239	75	164	2	1	242
	%	98.8	31.0	67.8	0.8	0.4	100
Vodafone (total)	Count	274	31	243	54	7	335
	%	81.8	9.3	72.5	16.1	2.1	100
Vodafone (urban)	Count	172	26	146	22	3	197
	%	87.3	13.2	74.1	11.2	1.5	100
Vodafone (rural)	Count	102	5	97	32	4	138
	%	73.9	3.6	70.3	23.2	2.9	100
Overall	Count	2044	212	1834	400	39	2485
	%	82.3	8.5	73.8	16.1	1.6	100
Overall (Urban)	Count	1587	199	1390	203	23	1815
	%	87.6	11.0	76.6	11.2	1.3	100
Overall (Rural)	Count	457	13	444	197	16	670
	%	68.2	1.9	66.3	29.4	2.4	100

4(b). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Others	Total
Aircel (Total)	Count	12	12	25	43	1	88
	%	13.6	13.6	28.4	48.9	1.1	100
Aircel (Urban)	Count	9	6	18	23	0	53
	%	17.0	11.3	34.0	43.4	0.0	100
Aircel (Rural)	Count	3	6	7	20	1	35
	%	8.6	17.1	20.0	57.1	2.9	100
Airtel (Total)	Count	19	10	33	59	1	109
	%	17.4	9.2	30.3	54.1	0.9	100
Airtel (Urban)	Count	14	5	18	37	1	69
	%	20.3	7.2	26.1	53.6	1.4	100
Airtel (Rural)	Count	5	5	15	22	0	40
	%	12.5	12.5	37.5	55.0	0.0	100
BSNL (Total)	Count	6	7	32	33	2	55
	%	10.9	12.7	58.2	60.0	3.6	100
BSNL (Urban)	Count	0	4	19	14	1	23
	%	0.0	17.4	82.6	60.9	4.3	100
BSNL (Rural)	Count	6	3	13	19	1	32
	%	18.8	9.4	40.6	59.4	3.1	100
Idea (Total)	Count	10	12	20	18	1	49
	%	20.4	24.5	40.8	36.7	2.0	100
Idea (Urban)	Count	7	7	12	12	0	28
	%	25.0	25.0	42.9	42.9	0.0	100
Idea (Rural)	Count	3	5	8	6	1	21
	%	14.3	23.8	38.1	28.6	4.8	100
Rel. Tel. (Total)	Count	12	11	28	33	0	73
	%	16.4	15.1	38.4	45.2	0.0	100
Rel. Tel. (Urban)	Count	8	5	6	7	0	24
	%	33.3	20.8	25.0	29.2	0.0	100
Rel. Tel. (Rural)	Count	4	6	22	26	0	49
	%	8.2	12.2	44.9	53.1	0.0	100
S Tel (Total)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100
S Tel (Urban)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100
TTSL (Total)	Count	3	0	0	0	0	3
	%	100.0	0.0	0.0	0.0	0.0	100
TTSL (Urban)	Count	3	0	0	0	0	3
	%	100.0	0.0	0.0	0.0	0.0	100
Vodafone (total)	Count	13	8	33	31	0	61
	%	21.3	13.1	54.1	50.8	0.0	100
Vodafone (urban)	Count	6	2	13	11	0	25
	%	24.0	8.0	52.0	44.0	0.0	100
Vodafone (rural)	Count	7	6	20	20	0	36
	%	19.4	16.7	55.6	55.6	0.0	100
Overall	Count	76	60	171	217	5	439
	%	17.3	13.7	39	49.4	1.1	100
Overall (Urban)	Count	48	29	86	104	2	226
	%	21.2	12.8	38.1	46.0	0.9	100
Overall (Rural)	Count	28	31	85	113	3	213
	%	13.1	14.6	39.9	53.1	1.4	100

5(a). Have you made any complaint related to charging/credit/ waiver/ validity/ adjustments in the last 6 months?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	54	272	326
	%	16.6	83.4	100
Aircel (Urban)	Count	41	185	226
	%	18.1	81.9	100
Aircel (Rural)	Count	13	87	100
	%	13.0	87.0	100
Airtel (Total)	Count	64	269	333
	%	19.2	80.8	100
Airtel (Urban)	Count	43	180	223
	%	19.3	80.7	100
Airtel (Rural)	Count	21	89	110
	%	19.1	80.9	100
BSNL (Total)	Count	36	210	246
	%	14.6	85.4	100
BSNL (Urban)	Count	20	129	149
	%	13.4	86.6	100
BSNL (Rural)	Count	16	81	97
	%	16.5	83.5	100
Idea (Total)	Count	53	352	405
	%	13.1	86.9	100
Idea (Urban)	Count	39	257	296
	%	13.2	86.8	100
Idea (Rural)	Count	14	95	109
	%	12.8	87.2	100
Rel. Tel. (Total)	Count	65	286	351
	%	18.5	81.5	100
Rel. Tel. (Urban)	Count	47	188	235
	%	20.0	80.0	100
Rel. Tel. (Rural)	Count	18	98	116
	%	15.5	84.5	100
S Tel (Total)	Count	0	247	247
	%	0.0	100	100
S Tel (Urban)	Count	0	247	247
	%	0.0	100	100
TTSL (Total)	Count	3	239	242
	%	1.2	98.8	100
TTSL (Urban)	Count	3	239	242
	%	1.2	98.8	100
Vodafone (total)	Count	68	267	335
	%	20.3	79.7	100
Vodafone (urban)	Count	43	154	197
	%	21.8	78.2	100
Vodafone (rural)	Count	25	113	138
	%	18.1	81.9	100
Overall	Count	343	2142	2485
	%	13.8	86.2	100
Overall (Urban)	Count	236	1579	1815
	%	13.0	87.0	100
Overall (Rural)	Count	107	563	670
	%	16.0	84.0	100

5(b). How satisfied are you with the resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of such resolution of complaints?

Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	39	1	38	14	1	54
	%	72.3	1.9	70.4	25.9	1.9	100
Aircel (Urban)	Count	28	1	27	12	1	41
	%	68.3	2.4	65.9	29.3	2.4	100
Aircel (Rural)	Count	11	0	11	2	0	13
	%	84.6	0.0	84.6	15.4	0.0	100
Airtel (Total)	Count	38	1	37	23	2	63
	%	60.3	1.6	58.7	36.5	3.2	100
Airtel (Urban)	Count	22	1	21	18	2	42
	%	52.4	2.4	50.0	42.9	4.8	100
Airtel (Rural)	Count	16	0	16	5	0	21
	%	76.2	0.0	76.2	23.8	0.0	100
BSNL (Total)	Count	33	1	32	2	1	36
	%	91.7	2.8	88.9	5.6	2.8	100
BSNL (Urban)	Count	19	1	18	1	0	20
	%	95	5.0	90.0	5.0	0.0	100
BSNL (Rural)	Count	14	0	14	1	1	16
	%	87.5	0.0	87.5	6.3	6.3	100
Idea (Total)	Count	40	0	40	8	4	52
	%	76.9	0.0	76.9	15.4	7.7	100
Idea (Urban)	Count	29	0	29	6	3	38
	%	76.3	0.0	76.3	15.8	7.9	100
Idea (Rural)	Count	11	0	11	2	1	14
	%	78.6	0.0	78.6	14.3	7.1	100
Rel. Tel. (Total)	Count	49	1	48	13	3	65
	%	75.3	1.5	73.8	20.0	4.6	100
Rel. Tel. (Urban)	Count	38	1	37	7	2	47
	%	80.8	2.1	78.7	14.9	4.3	100
Rel. Tel. (Rural)	Count	11	0	11	6	1	18
	%	61.1	0.0	61.1	33.3	5.6	100
S Tel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	1	0	1	2	0	3
	%	33.3	0.0	33.3	66.7	0.0	100
TTSL (Urban)	Count	1	0	1	2	0	3
	%	33.3	0.0	33.3	66.7	0.0	100
Vodafone (total)	Count	58	3	55	8	2	68
	%	85.3	4.4	80.9	11.8	2.9	100
Vodafone (urban)	Count	38	3	35	4	1	43
	%	88.4	7.0	81.4	9.3	2.3	100
Vodafone (rural)	Count	20	0	20	4	1	25
	%	80.0	0.0	80.0	16.0	4.0	100
Overall	Count	260	7	253	70	13	343
	%	75.7	2.1	73.6	20.5	3.8	100
Overall (Urban)	Count	177	7	170	50	9	236
	%	74.8	3.0	71.8	21.4	3.8	100
Overall (Rural)	Count	83	0	83	20	4	107
	%	77.6	0.0	77.6	18.7	3.7	100

5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	309	38	271	14	2	325
	%	95.1	11.7	83.4	4.3	0.6	100
Aircel (Urban)	Count	216	31	185	9	1	226
	%	95.6	13.7	81.9	4.0	0.4	100
Aircel (Rural)	Count	93	7	86	5	1	99
	%	94.0	7.1	86.9	5.1	1.0	100
Airtel (Total)	Count	317	36	281	14	2	333
	%	95.2	10.8	84.4	4.2	0.6	100
Airtel (Urban)	Count	212	36	176	9	2	223
	%	95.0	16.1	78.9	4.0	0.9	100
Airtel (Rural)	Count	105	0	105	5	0	110
	%	95.5	0.0	95.5	4.5	0.0	100
BSNL (Total)	Count	237	6	231	8	1	246
	%	96.3	2.4	93.9	3.3	0.4	100
BSNL (Urban)	Count	144	2	142	5	0	149
	%	96.6	1.3	95.3	3.4	0.0	100
BSNL (Rural)	Count	93	4	89	3	1	97
	%	95.9	4.1	91.8	3.1	1.0	100
Idea (Total)	Count	395	15	380	5	5	405
	%	97.5	3.7	93.8	1.2	1.2	100
Idea (Urban)	Count	289	14	275	4	3	296
	%	97.6	4.7	92.9	1.4	1.0	100
Idea (Rural)	Count	106	1	105	1	2	109
	%	97.2	0.9	96.3	0.9	1.8	100
Rel. Tel. (Total)	Count	334	41	293	16	1	351
	%	95.2	11.7	83.5	4.6	0.3	100
Rel. Tel. (Urban)	Count	229	39	190	6	0	235
	%	97.5	16.6	80.9	2.6	0.0	100
Rel. Tel. (Rural)	Count	105	2	103	10	1	116
	%	90.5	1.7	88.8	8.6	0.9	100
S Tel (Total)	Count	175	0	175	55	17	247
	%	70.6	0.0	70.6	22.4	6.9	100
S Tel (Urban)	Count	175	0	175	55	17	247
	%	70.6	0.0	70.6	22.4	6.9	100
TTSL (Total)	Count	231	67	164	10	1	242
	%	95.5	27.7	67.8	4.1	0.4	100
TTSL (Urban)	Count	231	67	164	10	1	242
	%	95.5	27.7	67.8	4.1	0.4	100
Vodafone (total)	Count	324	37	287	8	3	335
	%	96.7	11.0	85.7	2.4	0.9	100
Vodafone (urban)	Count	191	28	163	5	1	197
	%	96.9	14.2	82.7	2.5	0.5	100
Vodafone (rural)	Count	133	9	124	3	2	138
	%	96.4	6.5	89.9	2.2	1.4	100
Overall	Count	2322	240	2082	130	32	2484
	%	93.5	9.7	83.8	5.2	1.3	100
Overall (Urban)	Count	1687	217	1470	103	25	1815
	%	93	12	81	5.7	1.4	100
Overall (Rural)	Count	635	23	612	27	7	669
	%	94.9	3.4	91.5	4.0	1.0	100

5(d). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Lack of complete information about the offer	Charges/Services not as per the offer	Delay in activation of recharge	Non availability of all denomination recharge coupon	Others	Total
Aircel (Total)	Count	7	2	1	4	2	16
	%	43.8	12.5	6.3	25	12.5	100
Aircel (Urban)	Count	5	2	1	1	1	10
	%	50.0	20.0	10.0	10.0	10.0	100
Aircel (Rural)	Count	2	0	0	3	1	6
	%	33.3	0.0	0.0	50.0	16.7	100
Airtel (Total)	Count	3	3	4	6	3	15
	%	20.0	20.0	26.7	40.0	20.0	100
Airtel (Urban)	Count	2	3	3	3	2	10
	%	20.0	30.0	30.0	30.0	20.0	100
Airtel (Rural)	Count	1	0	1	3	1	5
	%	20.0	0.0	20.0	60.0	20.0	100
BSNL (Total)	Count	1	3	4	1	0	9
	%	11.1	33.3	44.4	11.1	0.0	100
BSNL (Urban)	Count	1	1	3	0	0	5
	%	20.0	20.0	60.0	0.0	0.0	100
BSNL (Rural)	Count	0	2	1	1	0	4
	%	0.0	50.0	25.0	25.0	0.0	100
Idea (Total)	Count	5	2	1	3	0	10
	%	50.0	20.0	10.0	30.0	0.0	100
Idea (Urban)	Count	4	2	0	1	0	7
	%	57.1	28.6	0.0	14.3	0.0	100
Idea (Rural)	Count	1	0	1	2	0	3
	%	33.3	0.0	33.3	66.7	0.0	100
Rel. Tel. (Total)	Count	7	4	4	3	2	16
	%	43.8	25.0	25.0	18.8	12.5	100
Rel. Tel. (Urban)	Count	4	2	0	0	0	6
	%	66.7	33.3	0.0	0.0	0.0	100
Rel. Tel. (Rural)	Count	3	2	4	3	2	10
	%	30.0	20.0	40.0	30.0	20.0	100
S Tel (Total)	Count	66	1	0	5	0	72
	%	91.7	1.4	0.0	6.9	0.0	100
S Tel (Urban)	Count	66	1	0	5	0	72
	%	91.7	1.4	0.0	6.9	0.0	100
TTSL (Total)	Count	11	0	0	0	0	11
	%	100.0	0.0	0.0	0.0	0.0	100
TTSL (Urban)	Count	11	0	0	0	0	11
	%	100.0	0.0	0.0	0.0	0.0	100
Vodafone (total)	Count	6	2	0	3	0	11
	%	54.5	18.2	0.0	27.3	0.0	100
Vodafone (urban)	Count	4	0	0	2	0	6
	%	66.7	0.0	0.0	33.3	0.0	100
Vodafone (rural)	Count	2	2	0	1	0	5
	%	40.0	40.0	0.0	20.0	0.0	100
Overall	Count	107	17	14	26	7	162
	%	66.3	10.6	8.8	15.6	4.4	100
Overall (Urban)	Count	98	11	7	12	3	128
	%	76.4	8.7	5.5	9.4	2.4	100
Overall (Rural)	Count	9	6	7	14	4	34
	%	26.5	17.7	20.6	41.2	11.8	100

5(e). Did you get information regarding call duration, amount deducted for call and balance in the account after every call?

Service Providers		Yes	No	Total
Aircel (Total)	Count	297	29	326
	%	91.1	8.9	100
Aircel (Urban)	Count	209	17	226
	%	92.5	7.5	100
Aircel (Rural)	Count	88	12	100
	%	88.0	12.0	100
Airtel (Total)	Count	327	6	333
	%	98.2	1.8	100
Airtel (Urban)	Count	219	4	223
	%	98.2	1.8	100
Airtel (Rural)	Count	108	2	110
	%	98.2	1.8	100
BSNL (Total)	Count	234	12	246
	%	95.1	4.9	100
BSNL (Urban)	Count	143	6	149
	%	96.0	4.0	100
BSNL (Rural)	Count	91	6	97
	%	93.8	6.2	100
Idea (Total)	Count	393	12	405
	%	97.0	3.0	100
Idea (Urban)	Count	288	8	296
	%	97.3	2.7	100
Idea (Rural)	Count	105	4	109
	%	96.3	3.7	100
Rel. Tel. (Total)	Count	330	21	351
	%	94.0	6.0	100
Rel. Tel. (Urban)	Count	218	17	235
	%	92.8	7.2	100
Rel. Tel. (Rural)	Count	112	4	116
	%	96.6	3.4	100
S Tel (Total)	Count	244	3	247
	%	98.8	1.2	100
S Tel (Urban)	Count	244	3	247
	%	98.8	1.2	100
TTSL (Total)	Count	238	4	242
	%	98.3	1.7	100
TTSL (Urban)	Count	238	4	242
	%	98.3	1.7	100
Vodafone (total)	Count	288	47	335
	%	86.0	14.0	100
Vodafone (urban)	Count	165	32	197
	%	83.8	16.2	100
Vodafone (rural)	Count	123	15	138
	%	89.1	10.9	100
Overall	Count	2349	134	2483
	%	94.6	5.4	100
Overall (Urban)	Count	1722	91	1813
	%	95.0	5	100
Overall (Rural)	Count	627	43	670
	%	93.6	6.4	100

BILLING RELATED-POSTPAID CUSTOMERS

6. How satisfied are you with the time taken to deliver your bills?

Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	77	6	71	6	1	84
	%	91.6	7.1	84.5	7.1	1.2	100
Aircel (Urban)	Count	60	5	55	6	1	67
	%	89.6	7.5	82.1	9	1.5	100
Aircel (Rural)	Count	17	1	16	0	0	17
	%	100	5.9	94.1	0.0	0.0	100
Airtel (Total)	Count	69	12	57	3	0	72
	%	95.9	16.7	79.2	4.2	0.0	100
Airtel (Urban)	Count	55	12	43	2	0	57
	%	96.5	21.1	75.4	3.5	0.0	100
Airtel (Rural)	Count	14	0	14	1	0	15
	%	93.3	0.0	93.3	6.7	0.0	100
BSNL (Total)	Count	217	19	198	6	0	223
	%	97.3	8.5	88.8	2.7	0.0	100
BSNL (Urban)	Count	197	18	179	6	0	203
	%	97.1	8.9	88.2	3	0.0	100
BSNL (Rural)	Count	20	1	19	0	0	20
	%	100.0	5.0	95.0	0.0	0.0	100
Idea (Total)	Count	37	6	31	1	0	38
	%	97.4	15.8	81.6	2.6	0.0	100
Idea (Urban)	Count	31	6	25	0	0	31
	%	100.0	19.4	80.6	0.0	0.0	100
Idea (Rural)	Count	6	0	6	1	0	7
	%	85.7	0.0	85.7	14.3	0.0	100
Rel. Tel. (Total)	Count	40	1	39	2	0	42
	%	95.3	2.4	92.9	4.8	0.0	100
Rel. Tel. (Urban)	Count	22	0	22	2	0	24
	%	91.7	0.0	91.7	8.3	0.0	100
Rel. Tel. (Rural)	Count	18	1	17	0	0	18
	%	100.0	5.6	94.4	0.0	0.0	100
S Tel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	159	23	136	5	2	166
	%	95.8	13.9	81.9	3.0	1.2	100
TTSL (Urban)	Count	159	23	136	5	2	166
	%	95.8	13.9	81.9	3.0	1.2	100
Vodafone (total)	Count	66	1	65	0	0	66
	%	100.0	1.5	98.5	0.0	0.0	100
Vodafone (urban)	Count	42	0	42	0	0	42
	%	100.0	0.0	100	0.0	0.0	100
Vodafone (rural)	Count	24	1	23	0	0	24
	%	100.0	4.2	95.8	0.0	0.0	100
Overall	Count	665	68	597	23	3	691
	%	96.2	9.8	86.4	3.3	0.4	100
Overall (Urban)	Count	566	64	502	21	3	590
	%	95.9	10.8	85.1	3.5	0.5	100
Overall (Rural)	Count	99	4	95	2	0	101
	%	98.1	4.0	94.1	2.0	0.0	100

7(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	77	17	60	7	0	84
	%	91.6	20.2	71.4	8.3	0.0	100
Aircel (Urban)	Count	61	17	44	6	0	67
	%	91.1	25.4	65.7	9.0	0.0	100
Aircel (Rural)	Count	16	0	16	1	0	17
	%	94.1	0.0	94.1	5.9	0.0	100
Airtel (Total)	Count	67	11	56	5	0	72
	%	93.1	15.3	77.8	6.9	0.0	100
Airtel (Urban)	Count	53	11	42	4	0	57
	%	93.0	19.3	73.7	7.0	0.0	100
Airtel (Rural)	Count	14	0	14	1	0	15
	%	93.3	0.0	93.3	6.7	0.0	100
BSNL (Total)	Count	216	12	204	7	0	223
	%	96.9	5.4	91.5	3.1	0.0	100
BSNL (Urban)	Count	197	11	186	6	0	203
	%	97.0	5.4	91.6	3.0	0.0	100
BSNL (Rural)	Count	19	1	18	1	0	20
	%	95.0	5.0	90.0	5.0	0.0	100
Idea (Total)	Count	38	9	29	0	0	38
	%	100.0	23.7	76.3	0.0	0.0	100
Idea (Urban)	Count	31	9	22	0	0	31
	%	100.0	29.0	71.0	0.0	0.0	100
Idea (Rural)	Count	7	0	7	0	0	7
	%	100.0	0.0	100	0.0	0.0	100
Rel. Tel. (Total)	Count	40	1	39	1	1	42
	%	95.3	2.4	92.9	2.4	2.4	100
Rel. Tel. (Urban)	Count	22	1	21	1	1	24
	%	91.7	4.2	87.5	4.2	4.2	100
Rel. Tel. (Rural)	Count	18	0	18	0	0	18
	%	100.0	0.0	100.0	0.0	0.0	100
S Tel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	159	20	139	6	1	166
	%	95.7	12.0	83.7	3.6	0.6	100
TTSL (Urban)	Count	159	20	139	6	1	166
	%	95.7	12.0	83.7	3.6	0.6	100
Vodafone (total)	Count	65	1	64	1	0	66
	%	98.5	1.5	97.0	1.5	0.0	100
Vodafone (urban)	Count	41	0	41	1	0	42
	%	97.6	0.0	97.6	2.4	0.0	100
Vodafone (rural)	Count	24	1	23	0	0	24
	%	100.0	4.2	95.8	0.0	0.0	100
Overall	Count	662	71	591	27	2	691
	%	95.8	10.2	85.6	3.9	0.3	100
Overall (Urban)	Count	564	69	495	24	2	590
	%	95.7	11.7	84	4.1	0.3	100
Overall (Rural)	Count	98	2	96	3	0	101
	%	97.0	2.0	95.0	3.0	0.0	100

7(b). Please specify the reason(s) for your dissatisfaction.					
Service Providers		Difficult to read the bill	Item-wise charges like total minutes of usage of local, STD, ISD calls not given	Calculation not clear	Total
Aircel (Total)	Count	6	1	0	7
	%	85.7	14.3	0.0	100
Aircel (Urban)	Count	6	0	0	6
	%	100.0	0.0	0.0	100
Aircel (Rural)	Count	0	1	0	1
	%	0.0	100.0	0.0	100
Airtel (Total)	Count	2	3	0	5
	%	40.0	60.0	0.0	100
Airtel (Urban)	Count	2	2	0	4
	%	50.0	50.0	0.0	100
Airtel (Rural)	Count	0	1	0	1
	%	0.0	100.0	0.0	100
BSNL (Total)	Count	4	1	3	7
	%	57.1	14.3	42.9	100
BSNL (Urban)	Count	4	1	2	6
	%	66.7	16.7	33.3	100
BSNL (Rural)	Count	0	0	1	1
	%	0.0	0.0	100.0	100
Idea (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Idea (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Idea (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Rel. Tel. (Total)	Count	0	2	0	2
	%	0.0	100.0	0.0	100
Rel. Tel. (Urban)	Count	0	2	0	2
	%	0.0	100.0	0.0	100
Rel. Tel. (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
S Tel (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
TTSL (Total)	Count	6	1	0	7
	%	85.7	14.3	0.0	100
TTSL (Urban)	Count	6	1	0	7
	%	85.7	14.3	0.0	100
Vodafone (total)	Count	1	0	0	1
	%	100.0	0.0	0.0	100
Vodafone (urban)	Count	1	0	0	1
	%	100.0	0.0	0.0	100
Vodafone (rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Overall	Count	19	8	3	29
	%	65.5	27.6	10.3	100
Overall (Urban)	Count	19	6	2	26
	%	73.1	23.1	7.7	100
Overall (Rural)	Count	0	2	1	3
	%	0.0	66.7	33.3	100

8(a). How satisfied are you with the accuracy & completeness of the bills?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	78	12	66	6	0	84
	%	92.9	14.3	78.6	7.1	0.0	100
Aircel (Urban)	Count	61	12	49	6	0	67
	%	91.0	17.9	73.1	9.0	0.0	100
Aircel (Rural)	Count	17	0	17	0	0	17
	%	100.0	0.0	100.0	0.0	0.0	100
Airtel (Total)	Count	70	11	59	2	0	72
	%	97.2	15.3	81.9	2.8	0.0	100
Airtel (Urban)	Count	55	10	45	2	0	57
	%	96.4	17.5	78.9	3.5	0.0	100
Airtel (Rural)	Count	15	1	14	0	0	15
	%	100.0	6.7	93.3	0.0	0.0	100
BSNL (Total)	Count	211	12	199	11	1	223
	%	94.6	5.4	89.2	4.9	0.4	100
BSNL (Urban)	Count	193	11	182	9	1	203
	%	95.1	5.4	89.7	4.4	0.5	100
BSNL (Rural)	Count	18	1	17	2	0	20
	%	90.0	5.0	85.0	10.0	0.0	100
Idea (Total)	Count	37	2	35	1	0	38
	%	97.4	5.3	92.1	2.6	0.0	100
Idea (Urban)	Count	30	2	28	1	0	31
	%	96.8	6.5	90.3	3.2	0.0	100
Idea (Rural)	Count	7	0	7	0	0	7
	%	100.0	0.0	100.0	0.0	0.0	100
Rel. Tel. (Total)	Count	40	1	39	2	0	42
	%	95.3	2.4	92.9	4.8	0.0	100
Rel. Tel. (Urban)	Count	22	0	22	2	0	24
	%	91.7	0.0	91.7	8.3	0.0	100
Rel. Tel. (Rural)	Count	18	1	17	0	0	18
	%	100.0	5.6	94.4	0.0	0.0	100
S Tel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	159	17	142	7	0	166
	%	95.7	10.2	85.5	4.2	0.0	100
TTSL (Urban)	Count	159	17	142	7	0	166
	%	95.7	10.2	85.5	4.2	0.0	100
Vodafone (total)	Count	65	1	64	1	0	66
	%	98.5	1.5	97	1.5	0.0	100
Vodafone (urban)	Count	41	1	40	1	0	42
	%	97.6	2.4	95.2	2.4	0.0	100
Vodafone (rural)	Count	24	0	24	0	0	24
	%	100.0	0.0	100	0.0	0.0	100
Overall	Count	660	56	604	30	1	691
	%	95.5	8.1	87.4	4.3	0.1	100
Overall (Urban)	Count	561	53	508	28	1	590
	%	95.1	9	86.1	4.7	0.2	100
Overall (Rural)	Count	99	3	96	2	0	101
	%	98.0	3.0	95.0	2.0	0.0	100

8(b). Please specify the reason(s) for your dissatisfaction							
Service Providers		Charges not as per tariff plan subscribed	Calculations are not clear	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Total
Aircel (Total)	Count	4	2	0	0	0	6
	%	66.7	33.3	0.0	0.0	0.0	100
Aircel (Urban)	Count	4	2	0	0	0	6
	%	66.7	33.3	0.0	0.0	0.0	100
Aircel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Total)	Count	2	0	0	0	0	2
	%	100	0.0	0.0	0.0	0.0	100
Airtel (Urban)	Count	2	0	0	0	0	2
	%	100	0.0	0.0	0.0	0.0	100
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Total)	Count	4	2	2	3	5	12
	%	33.3	16.7	16.7	25	41.7	100
BSNL (Urban)	Count	4	2	1	2	4	10
	%	40	20	10	20	40	100
BSNL (Rural)	Count	0	0	1	1	1	2
	%	0.0	0.0	50	50	50	100
Idea (Total)	Count	0	0	1	1	0	1
	%	0.0	0.0	100.0	100.0	0.0	100
Idea (Urban)	Count	0	0	1	1	0	1
	%	0.0	0.0	100.0	100.0	0.0	100
Idea (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel. Tel. (Total)	Count	0	2	1	1	0	2
	%	0.0	100.0	50.0	50.0	0.0	100
Rel. Tel. (Urban)	Count	0	2	1	1	0	2
	%	0.0	100.0	50.0	50.0	0.0	100
Rel. Tel. (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	4	0	1	2	0	7
	%	57.1	0.0	14.3	28.6	0.0	100
TTSL (Urban)	Count	4	0	1	2	0	7
	%	57.1	0.0	14.3	28.6	0.0	100
Vodafone (total)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100
Vodafone (urban)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100
Vodafone (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Overall	Count	15	6	5	7	5	31
	%	48.4	19.4	16.1	22.6	16.1	100
Overall (Urban)	Count	15	6	4	6	4	29
	%	51.7	20.7	13.8	20.7	13.8	100
Overall (Rural)	Count	0	0	1	1	1	2
	%	0.0	0.0	50.0	50.0	50.0	100

9(a). Have you made any billing related complaints in the last 6 months?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	15	69	84
	%	17.9	82.1	100
Aircel (Urban)	Count	8	59	67
	%	11.9	88.1	100
Aircel (Rural)	Count	7	10	17
	%	41.2	58.8	100
Airtel (Total)	Count	23	49	72
	%	31.9	68.1	100
Airtel (Urban)	Count	15	42	57
	%	26.3	73.7	100
Airtel (Rural)	Count	8	7	15
	%	53.3	46.7	100
BSNL (Total)	Count	13	210	223
	%	5.8	94.2	100
BSNL (Urban)	Count	11	192	203
	%	5.4	94.6	100
BSNL (Rural)	Count	2	18	20
	%	10.0	90.0	100
Idea (Total)	Count	23	15	38
	%	60.5	39.5	100
Idea (Urban)	Count	21	10	31
	%	67.7	32.3	100
Idea (Rural)	Count	2	5	7
	%	28.6	71.4	100
Rel. Tel. (Total)	Count	7	35	42
	%	16.7	83.3	100
Rel. Tel. (Urban)	Count	4	20	24
	%	16.7	83.3	100
Rel. Tel. (Rural)	Count	3	15	18
	%	16.7	83.3	100
S Tel (Total)	Count	0	0	0
	%	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
TTSL (Total)	Count	9	157	166
	%	5.4	94.6	100
TTSL (Urban)	Count	9	157	166
	%	5.4	94.6	100
Vodafone (total)	Count	12	54	66
	%	18.2	81.8	100
Vodafone (urban)	Count	5	37	42
	%	11.9	88.1	100
Vodafone (rural)	Count	7	17	24
	%	29.2	70.8	100
Overall	Count	102	589	691
	%	14.7	85.3	100
Overall (Urban)	Count	73	517	590
	%	12.3	87.7	100
Overall (Rural)	Count	29	72	101
	%	28.7	71.3	100

9(b). How satisfied are you with the process of resolution of billing complaints?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	12	1	11	2	1	15
	%	80.0	6.7	73.3	13.3	6.7	100
Aircel (Urban)	Count	5	1	4	2	1	8
	%	62.5	12.5	50.0	25.0	12.5	100
Aircel (Rural)	Count	7	0	7	0	0	7
	%	100.0	0.0	100.0	0.0	0.0	100
Airtel (Total)	Count	21	1	20	2	0	23
	%	91.3	4.3	87.0	8.7	0.0	100
Airtel (Urban)	Count	13	0	13	2	0	15
	%	86.7	0.0	86.7	13.3	0.0	100
Airtel (Rural)	Count	8	1	7	0	0	8
	%	100.0	12.5	87.5	0.0	0.0	100
BSNL (Total)	Count	8	0	8	5	0	13
	%	61.5	0	61.5	38.5	0	100
BSNL (Urban)	Count	7	0	7	4	0	11
	%	63.6	0.0	63.6	36.4	0.0	100
BSNL (Rural)	Count	1	0	1	1	0	2
	%	50.0	0.0	50.0	50.0	0.0	100
Idea (Total)	Count	23	4	19	0	0	23
	%	100.0	17.4	82.6	0.0	0.0	100
Idea (Urban)	Count	21	4	17	0	0	21
	%	100.0	19.0	81.0	0.0	0.0	100
Idea (Rural)	Count	2	0	2	0	0	2
	%	100.0	0.0	100.0	0.0	0.0	100
Rel. Tel. (Total)	Count	6	0	6	1	0	7
	%	85.7	0.0	85.7	14.3	0.0	100
Rel. Tel. (Urban)	Count	3	0	3	1	0	4
	%	75.0	0.0	75.0	25.0	0.0	100
Rel. Tel. (Rural)	Count	3	0	3	0	0	3
	%	100.0	0.0	100.0	0.0	0.0	100
S Tel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	4	0	4	5	0	9
	%	44.4	0.0	44.4	55.6	0.0	100
TTSL (Urban)	Count	4	0	4	5	0	9
	%	44.4	0.0	44.4	55.6	0.0	100
Vodafone (total)	Count	12	0	12	0	0	12
	%	100.0	0.0	100.0	0.0	0.0	100
Vodafone (urban)	Count	5	0	5	0	0	5
	%	100.0	0.0	100.0	0.0	0.0	100
Vodafone (rural)	Count	7	0	7	0	0	7
	%	100.0	0.0	100.0	0.0	0.0	100
Overall	Count	86	6	80	15	1	102
	%	84.3	5.9	78.4	14.7	1.0	100
Overall (Urban)	Count	58	5	53	14	1	73
	%	79.4	6.8	72.6	19.2	1.4	100
Overall (Rural)	Count	28	1	27	1	0	29
	%	96.5	3.4	93.1	3.4	0.0	100

HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	165	245	410
	%	40.2	59.8	100
Aircel (Urban)	Count	115	178	293
	%	39.2	60.8	100
Aircel (Rural)	Count	50	67	117
	%	42.7	57.3	100
Airtel (Total)	Count	166	239	405
	%	41.0	59.0	100
Airtel (Urban)	Count	120	160	280
	%	42.9	57.1	100
Airtel (Rural)	Count	46	79	125
	%	36.8	63.2	100
BSNL (Total)	Count	123	346	469
	%	26.2	73.8	100
BSNL (Urban)	Count	84	268	352
	%	23.9	76.1	100
BSNL (Rural)	Count	39	78	117
	%	33.3	66.7	100
Idea (Total)	Count	153	290	443
	%	34.5	65.5	100
Idea (Urban)	Count	119	208	327
	%	36.4	63.6	100
Idea (Rural)	Count	34	82	116
	%	29.3	70.7	100
Rel. Tel. (Total)	Count	173	220	393
	%	44.0	56.0	100
Rel. Tel. (Urban)	Count	107	152	259
	%	41.3	58.7	100
Rel. Tel. (Rural)	Count	66	68	134
	%	49.3	50.7	100
S Tel (Total)	Count	24	223	247
	%	9.7	90.3	100
S Tel (Urban)	Count	24	223	247
	%	9.7	90.3	100
TTSL (Total)	Count	22	386	408
	%	5.4	94.6	100
TTSL (Urban)	Count	22	386	408
	%	5.4	94.6	100
Vodafone (total)	Count	164	237	401
	%	40.9	59.1	100
Vodafone (urban)	Count	96	143	239
	%	40.2	59.8	100
Vodafone (rural)	Count	68	94	162
	%	42.0	58	100
Overall	Count	990	2186	3176
	%	31.2	68.8	100
Overall (Urban)	Count	687	1718	2405
	%	28.6	71.4	100
Overall (Rural)	Count	303	468	771
	%	39.3	60.7	100

11. How satisfied are you with the ease of access of call centre/customer care or helpline?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	140	2	138	19	6	165
	%	84.8	1.2	83.6	11.5	3.6	100
Aircel (Urban)	Count	97	1	96	16	2	115
	%	84.4	0.9	83.5	13.9	1.7	100
Aircel (Rural)	Count	43	1	42	3	4	50
	%	86.0	2.0	84.0	6.0	8.0	100
Airtel (Total)	Count	147	3	144	12	7	166
	%	88.5	1.8	86.7	7.2	4.2	100
Airtel (Urban)	Count	105	2	103	8	7	120
	%	87.5	1.7	85.8	6.7	5.8	100
Airtel (Rural)	Count	42	1	41	4	0	46
	%	91.3	2.2	89.1	8.7	0.0	100
BSNL (Total)	Count	94	4	90	25	4	123
	%	76.5	3.3	73.2	20.3	3.3	100
BSNL (Urban)	Count	62	3	59	18	4	84
	%	73.8	3.6	70.2	21.4	4.8	100
BSNL (Rural)	Count	32	1	31	7	0	39
	%	82.1	2.6	79.5	17.9	0.0	100
Idea (Total)	Count	132	7	125	16	5	153
	%	86.3	4.6	81.7	10.5	3.3	100
Idea (Urban)	Count	106	6	100	9	4	119
	%	89.0	5.0	84.0	7.6	3.4	100
Idea (Rural)	Count	26	1	25	7	1	34
	%	76.4	2.9	73.5	20.6	2.9	100
Rel. Tel. (Total)	Count	130	2	128	36	7	173
	%	75.2	1.2	74.0	20.8	4.0	100
Rel. Tel. (Urban)	Count	77	2	75	25	5	107
	%	72	1.9	70.1	23.4	4.7	100
Rel. Tel. (Rural)	Count	53	0	53	11	2	66
	%	80.3	0.0	80.3	16.7	3.0	100
S Tel (Total)	Count	16	0	16	5	3	24
	%	66.7	0.0	66.7	20.8	12.5	100
S Tel (Urban)	Count	16	0	16	5	3	24
	%	66.7	0.0	66.7	20.8	12.5	100
TTSL (Total)	Count	9	0	9	11	2	22
	%	40.9	0.0	40.9	50.0	9.1	100
TTSL (Urban)	Count	9	0	9	11	2	22
	%	40.9	0.0	40.9	50.0	9.1	100
Vodafone (total)	Count	145	9	136	14	5	164
	%	88.4	5.5	82.9	8.5	3	100
Vodafone (urban)	Count	86	7	79	8	2	96
	%	89.6	7.3	82.3	8.3	2.1	100
Vodafone (rural)	Count	59	2	57	6	3	68
	%	86.7	2.9	83.8	8.8	4.4	100
Overall	Count	813	27	786	138	39	990
	%	82.1	2.7	79.4	13.9	3.9	100
Overall (Urban)	Count	558	21	537	100	29	687
	%	81.3	3.1	78.2	14.6	4.2	100
Overall (Rural)	Count	255	6	249	38	10	303
	%	84.2	2.0	82.2	12.5	3.3	100

12. How satisfied are you with the ease of getting an option for "talking to a customer care executive"?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	143	4	139	18	4	165
	%	86.6	2.4	84.2	10.9	2.4	100
Aircel (Urban)	Count	100	2	98	14	1	115
	%	86.9	1.7	85.2	12.2	0.9	100
Aircel (Rural)	Count	43	2	41	4	3	50
	%	86.0	4.0	82.0	8.0	6.0	100
Airtel (Total)	Count	138	3	135	20	8	166
	%	83.1	1.8	81.3	12.0	4.8	100
Airtel (Urban)	Count	101	3	98	12	7	120
	%	84.2	2.5	81.7	10.0	5.8	100
Airtel (Rural)	Count	37	0	37	8	1	46
	%	80.4	0.0	80.4	17.4	2.2	100
BSNL (Total)	Count	93	3	90	24	6	123
	%	75.6	2.4	73.2	19.5	4.9	100
BSNL (Urban)	Count	60	2	58	19	5	84
	%	71.4	2.4	69	22.6	6.0	100
BSNL (Rural)	Count	33	1	32	5	1	39
	%	84.7	2.6	82.1	12.8	2.6	100
Idea (Total)	Count	133	12	121	14	6	153
	%	86.9	7.8	79.1	9.2	3.9	100
Idea (Urban)	Count	106	12	94	8	5	119
	%	89.1	10.1	79	6.7	4.2	100
Idea (Rural)	Count	27	0	27	6	1	34
	%	79.4	0.0	79.4	17.6	2.9	100
Rel. Tel. (Total)	Count	132	3	129	33	8	173
	%	76.3	1.7	74.6	19.1	4.6	100
Rel. Tel. (Urban)	Count	77	3	74	24	6	107
	%	72	2.8	69.2	22.4	5.6	100
Rel. Tel. (Rural)	Count	55	0	55	9	2	66
	%	83.3	0.0	83.3	13.6	3	100
S Tel (Total)	Count	16	0	16	5	3	24
	%	66.7	0.0	66.7	20.8	12.5	100
S Tel (Urban)	Count	16	0	16	5	3	24
	%	66.7	0.0	66.7	20.8	12.5	100
TTSL (Total)	Count	9	0	9	12	1	22
	%	40.9	0.0	40.9	54.5	4.5	100
TTSL (Urban)	Count	9	0	9	12	1	22
	%	40.9	0.0	40.9	54.5	4.5	100
Vodafone (total)	Count	141	9	132	18	5	164
	%	86	5.5	80.5	11.0	3.0	100
Vodafone (urban)	Count	86	7	79	8	2	96
	%	89.6	7.3	82.3	8.3	2.1	100
Vodafone (rural)	Count	55	2	53	10	3	68
	%	80.8	2.9	77.9	14.7	4.4	100
Overall	Count	805	34	771	144	41	990
	%	81.3	3.4	77.9	14.5	4.1	100
Overall (Urban)	Count	555	29	526	102	30	687
	%	80.8	4.2	76.6	14.8	4.4	100
Overall (Rural)	Count	250	5	245	42	11	303
	%	82.6	1.7	80.9	13.9	3.6	100

13. How satisfied are you with the response time taken to answer your call by a customer care executive?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	135	8	127	23	7	165
	%	81.8	4.8	77	13.9	4.2	100
Aircel (Urban)	Count	94	3	91	18	3	115
	%	81.7	2.6	79.1	15.7	2.6	100
Aircel (Rural)	Count	41	5	36	5	4	50
	%	82.0	10.0	72.0	10.0	8.0	100
Airtel (Total)	Count	136	3	133	20	10	166
	%	81.9	1.8	80.1	12.0	6.0	100
Airtel (Urban)	Count	99	3	96	12	9	120
	%	82.5	2.5	80.0	10.0	7.5	100
Airtel (Rural)	Count	37	0	37	8	1	46
	%	80.4	0.0	80.4	17.4	2.2	100
BSNL (Total)	Count	86	4	82	28	9	123
	%	70	3.3	66.7	22.8	7.3	100
BSNL (Urban)	Count	58	1	57	19	7	84
	%	69.1	1.2	67.9	22.6	8.3	100
BSNL (Rural)	Count	28	3	25	9	2	39
	%	71.8	7.7	64.1	23.1	5.1	100
Idea (Total)	Count	131	12	119	17	5	153
	%	85.6	7.8	77.8	11.1	3.3	100
Idea (Urban)	Count	105	11	94	10	4	119
	%	88.2	9.2	79	8.4	3.4	100
Idea (Rural)	Count	26	1	25	7	1	34
	%	76.4	2.9	73.5	20.6	2.9	100
Rel. Tel. (Total)	Count	124	4	120	40	9	173
	%	71.7	2.3	69.4	23.1	5.2	100
Rel. Tel. (Urban)	Count	75	3	72	25	7	107
	%	70.1	2.8	67.3	23.4	6.5	100
Rel. Tel. (Rural)	Count	49	1	48	15	2	66
	%	74.2	1.5	72.7	22.7	3.0	100
S Tel (Total)	Count	16	0	16	5	3	24
	%	66.7	0.0	66.7	20.8	12.5	100
S Tel (Urban)	Count	16	0	16	5	3	24
	%	66.7	0.0	66.7	20.8	12.5	100
TTSL (Total)	Count	9	0	9	13	0	22
	%	40.9	0.0	40.9	59.1	0.0	100
TTSL (Urban)	Count	9	0	9	13	0	22
	%	40.9	0.0	40.9	59.1	0.0	100
Vodafone (total)	Count	137	10	127	21	6	164
	%	83.5	6.1	77.4	12.8	3.7	100
Vodafone (urban)	Count	81	8	73	12	3	96
	%	84.3	8.3	76.0	12.5	3.1	100
Vodafone (rural)	Count	56	2	54	9	3	68
	%	82.3	2.9	79.4	13.2	4.4	100
Overall	Count	774	41	733	167	49	990
	%	78.1	4.1	74	16.9	4.9	100
Overall (Urban)	Count	537	29	508	114	36	687
	%	78.1	4.2	73.9	16.6	5.2	100
Overall (Rural)	Count	237	12	225	53	13	303
	%	78.3	4	74.3	17.5	4.3	100

14. How satisfied are you with the problem solving ability of the customer care executive(s)?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	121	7	114	38	6	165
	%	73.3	4.2	69.1	23	3.6	100
Aircel (Urban)	Count	88	6	82	23	4	115
	%	76.5	5.2	71.3	20	3.5	100
Aircel (Rural)	Count	33	1	32	15	2	50
	%	66.0	2.0	64.0	30.0	4.0	100
Airtel (Total)	Count	118	2	116	38	10	166
	%	71.1	1.2	69.9	22.9	6.0	100
Airtel (Urban)	Count	85	1	84	27	8	120
	%	70.8	0.8	70	22.5	6.7	100
Airtel (Rural)	Count	33	1	32	11	2	46
	%	71.8	2.2	69.6	23.9	4.3	100
BSNL (Total)	Count	74	2	72	41	8	123
	%	60.1	1.6	58.5	33.3	6.5	100
BSNL (Urban)	Count	51	1	50	25	8	84
	%	60.7	1.2	59.5	29.8	9.5	100
BSNL (Rural)	Count	23	1	22	16	0	39
	%	59.0	2.6	56.4	41.0	0.0	100
Idea (Total)	Count	123	11	112	24	6	153
	%	80.4	7.2	73.2	15.7	3.9	100
Idea (Urban)	Count	98	11	87	16	5	119
	%	82.3	9.2	73.1	13.4	4.2	100
Idea (Rural)	Count	25	0	25	8	1	34
	%	73.5	0.0	73.5	23.5	2.9	100
Rel. Tel. (Total)	Count	119	5	114	45	9	173
	%	68.8	2.9	65.9	26.0	5.2	100
Rel. Tel. (Urban)	Count	75	4	71	26	6	107
	%	70.1	3.7	66.4	24.3	5.6	100
Rel. Tel. (Rural)	Count	44	1	43	19	3	66
	%	66.7	1.5	65.2	28.8	4.5	100
S Tel (Total)	Count	16	0	16	5	3	24
	%	66.7	0.0	66.7	20.8	12.5	100
S Tel (Urban)	Count	16	0	16	5	3	24
	%	66.7	0.0	66.7	20.8	12.5	100
TTSL (Total)	Count	7	0	7	15	0	22
	%	31.8	0.0	31.8	68.2	0.0	100
TTSL (Urban)	Count	7	0	7	15	0	22
	%	31.8	0.0	31.8	68.2	0.0	100
Vodafone (total)	Count	136	9	127	22	6	164
	%	82.9	5.5	77.4	13.4	3.7	100
Vodafone (urban)	Count	81	6	75	12	3	96
	%	84.4	6.3	78.1	12.5	3.1	100
Vodafone (rural)	Count	55	3	52	10	3	68
	%	80.9	4.4	76.5	14.7	4.4	100
Overall	Count	714	36	678	228	48	990
	%	72.1	3.6	68.5	23	4.8	100
Overall (Urban)	Count	501	29	472	149	37	687
	%	72.9	4.2	68.7	21.7	5.4	100
Overall (Rural)	Count	213	7	206	79	11	303
	%	70.3	2.3	68	26.1	3.6	100

15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	108	4	105	50	6	165
	%	65.8	2.4	63.4	30.5	3.7	100
Aircel (Urban)	Count	78	2	77	33	4	115
	%	67.8	1.7	66.1	28.7	3.5	100
Aircel (Rural)	Count	30	2	29	17	2	50
	%	61.2	4.1	57.1	34.7	4.1	100
Airtel (Total)	Count	106	3	103	48	12	166
	%	63.8	1.8	62	28.9	7.2	100
Airtel (Urban)	Count	77	2	75	33	10	120
	%	64.2	1.7	62.5	27.5	8.3	100
Airtel (Rural)	Count	29	1	28	15	2	46
	%	63.1	2.2	60.9	32.6	4.3	100
BSNL (Total)	Count	72	5	67	42	9	123
	%	58.6	4.1	54.5	34.1	7.3	100
BSNL (Urban)	Count	47	3	44	28	9	84
	%	56	3.6	52.4	33.3	10.7	100
BSNL (Rural)	Count	25	2	23	14	0	39
	%	64.1	5.1	59	35.9	0.0	100
Idea (Total)	Count	110	11	99	37	6	153
	%	71.9	7.2	64.7	24.2	3.9	100
Idea (Urban)	Count	87	10	77	28	4	119
	%	73.1	8.4	64.7	23.5	3.4	100
Idea (Rural)	Count	23	1	22	9	2	34
	%	67.6	2.9	64.7	26.5	5.9	100
Rel. Tel. (Total)	Count	107	2	105	55	11	173
	%	61.9	1.2	60.7	31.8	6.4	100
Rel. Tel. (Urban)	Count	75	2	73	26	6	107
	%	70.1	1.9	68.2	24.3	5.6	100
Rel. Tel. (Rural)	Count	32	0	32	29	5	66
	%	48.5	0.0	48.5	43.9	7.6	100
S Tel (Total)	Count	16	0	16	5	3	24
	%	66.7	0.0	66.7	20.8	12.5	100
S Tel (Urban)	Count	16	0	16	5	3	24
	%	66.7	0.0	66.7	20.8	12.5	100
TTSL (Total)	Count	8	0	8	14	0	22
	%	36.4	0.0	36.4	63.6	0.0	100
TTSL (Urban)	Count	8	0	8	14	0	22
	%	36.4	0.0	36.4	63.6	0.0	100
Vodafone (total)	Count	120	11	109	38	6	164
	%	73.2	6.7	66.5	23.2	3.7	100
Vodafone (urban)	Count	74	8	66	19	3	96
	%	77.1	8.3	68.8	19.8	3.1	100
Vodafone (rural)	Count	46	3	43	19	3	68
	%	67.6	4.4	63.2	27.9	4.4	100
Overall (Total)	Count	648	36	612	289	53	990
	%	65.4	3.6	61.8	29.2	5.4	100
Overall (Urban)	Count	463	27	436	186	39	687
	%	67.2	3.9	63.3	27.1	5.7	100
Overall (Rural)	Count	185	9	176	103	14	303
	%	61.3	3	58.3	34.1	4.6	100

NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

16. How satisfied are you with the availability of signal of your service provider in your locality?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	365	51	314	36	9	410
	%	89	12.4	76.6	8.8	2.2	100
Aircel (Urban)	Count	256	44	212	32	5	293
	%	87.4	15.0	72.4	10.9	1.7	100
Aircel (Rural)	Count	109	7	102	4	4	117
	%	93.2	6.0	87.2	3.4	3.4	100
Airtel (Total)	Count	369	56	313	32	4	405
	%	91.1	13.8	77.3	7.9	1.0	100
Airtel (Urban)	Count	255	51	204	23	2	280
	%	91.1	18.2	72.9	8.2	0.7	100
Airtel (Rural)	Count	114	5	109	9	2	125
	%	91.2	4.0	87.2	7.2	1.6	100
BSNL (Total)	Count	406	38	368	59	4	469
	%	86.6	8.1	78.5	12.6	0.9	100
BSNL (Urban)	Count	309	34	275	39	4	352
	%	87.8	9.7	78.1	11.1	1.1	100
BSNL (Rural)	Count	97	4	93	20	0	117
	%	82.9	3.4	79.5	17.1	0.0	100
Idea (Total)	Count	373	12	361	58	12	443
	%	84.2	2.7	81.5	13.1	2.7	100
Idea (Urban)	Count	282	11	271	36	9	327
	%	86.3	3.4	82.9	11.0	2.8	100
Idea (Rural)	Count	91	1	90	22	3	116
	%	78.5	0.9	77.6	19.0	2.6	100
Rel. Tel. (Total)	Count	309	23	286	75	9	393
	%	78.7	5.9	72.8	19.1	2.3	100
Rel. Tel. (Urban)	Count	189	20	169	62	8	259
	%	73	7.7	65.3	23.9	3.1	100
Rel. Tel. (Rural)	Count	120	3	117	13	1	134
	%	89.5	2.2	87.3	9.7	0.7	100
S Tel (Total)	Count	185	0	185	57	5	247
	%	74.9	0.0	74.9	23.1	2.0	100
S Tel (Urban)	Count	185	0	185	57	5	247
	%	74.9	0.0	74.9	23.1	2.0	100
TTSL (Total)	Count	374	84	290	32	2	408
	%	91.7	20.6	71.1	7.8	0.5	100
TTSL (Urban)	Count	374	84	290	32	2	408
	%	91.7	20.6	71.1	7.8	0.5	100
Vodafone (total)	Count	360	44	316	34	7	401
	%	89.8	11.0	78.8	8.5	1.7	100
Vodafone (urban)	Count	215	38	177	20	4	239
	%	90	15.9	74.1	8.4	1.7	100
Vodafone (rural)	Count	145	6	139	14	3	162
	%	89.5	3.7	85.8	8.6	1.9	100
Overall	Count	2741	308	2433	383	52	3176
	%	86.3	9.7	76.6	12.1	1.6	100
Overall (Urban)	Count	2065	282	1783	301	39	2405
	%	85.8	11.7	74.1	12.5	1.6	100
Overall (Rural)	Count	676	26	650	82	13	771
	%	87.7	3.4	84.3	10.6	1.7	100

17. How satisfied are you with the ability to make or receive calls easily?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	363	40	323	38	9	410
	%	88.6	9.8	78.8	9.3	2.2	100
Aircel (Urban)	Count	259	35	224	28	6	293
	%	88.4	11.9	76.5	9.6	2.0	100
Aircel (Rural)	Count	104	5	99	10	3	117
	%	88.9	4.3	84.6	8.5	2.6	100
Airtel (Total)	Count	368	51	317	34	3	405
	%	90.9	12.6	78.3	8.4	0.7	100
Airtel (Urban)	Count	256	48	208	22	2	280
	%	91.4	17.1	74.3	7.9	0.7	100
Airtel (Rural)	Count	112	3	109	12	1	125
	%	89.6	2.4	87.2	9.6	0.8	100
BSNL (Total)	Count	405	34	371	60	4	469
	%	86.3	7.2	79.1	12.8	0.9	100
BSNL (Urban)	Count	305	30	275	43	4	352
	%	86.6	8.5	78.1	12.2	1.1	100
BSNL (Rural)	Count	100	4	96	17	0	117
	%	85.5	3.4	82.1	14.5	0.0	100
Idea (Total)	Count	374	17	357	59	10	443
	%	84.4	3.8	80.6	13.3	2.3	100
Idea (Urban)	Count	286	16	270	34	7	327
	%	87.5	4.9	82.6	10.4	2.1	100
Idea (Rural)	Count	88	1	87	25	3	116
	%	75.9	0.9	75.0	21.6	2.6	100
Rel. Tel. (Total)	Count	313	25	288	71	9	393
	%	79.7	6.4	73.3	18.1	2.3	100
Rel. Tel. (Urban)	Count	192	21	171	61	6	259
	%	74.1	8.1	66.0	23.6	2.3	100
Rel. Tel. (Rural)	Count	121	4	117	10	3	134
	%	90.3	3.0	87.3	7.5	2.2	100
S Tel (Total)	Count	189	0	189	53	5	247
	%	76.5	0.0	76.5	21.5	2.0	100
S Tel (Urban)	Count	189	0	189	53	5	247
	%	76.5	0.0	76.5	21.5	2.0	100
TTSL (Total)	Count	376	78	298	31	1	408
	%	92.1	19.1	73.0	7.6	0.2	100
TTSL (Urban)	Count	376	78	298	31	1	408
	%	92.1	19.1	73.0	7.6	0.2	100
Vodafone (total)	Count	356	41	315	37	8	401
	%	88.8	10.2	78.6	9.2	2.0	100
Vodafone (urban)	Count	212	34	178	22	5	239
	%	88.7	14.2	74.5	9.2	2.1	100
Vodafone (rural)	Count	144	7	137	15	3	162
	%	88.9	4.3	84.6	9.3	1.9	100
Overall	Count	2744	286	2458	383	49	3176
	%	86.4	9.0	77.4	12.1	1.5	100
Overall (Urban)	Count	2075	262	1813	294	36	2405
	%	86.3	10.9	75.4	12.2	1.5	100
Overall (Rural)	Count	669	24	645	89	13	771
	%	86.8	3.1	83.7	11.5	1.7	100

18. How often does your call drop during conversation?						
Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
Aircel (Total)	Count	13	57	220	120	410
	%	3.2	13.9	53.7	29.3	100
Aircel (Urban)	Count	9	41	136	107	293
	%	3.1	14.0	46.4	36.5	100
Aircel (Rural)	Count	4	16	84	13	117
	%	3.4	13.7	71.8	11.1	100
Airtel (Total)	Count	7	60	206	132	405
	%	1.7	14.8	50.9	32.6	100
Airtel (Urban)	Count	3	46	120	111	280
	%	1.1	16.4	42.9	39.6	100
Airtel (Rural)	Count	4	14	86	21	125
	%	3.2	11.2	68.8	16.8	100
BSNL (Total)	Count	8	52	258	151	469
	%	1.7	11.1	55.0	32.2	100
BSNL (Urban)	Count	5	36	178	133	352
	%	1.4	10.2	50.6	37.8	100
BSNL (Rural)	Count	3	16	80	18	117
	%	2.6	13.7	68.4	15.4	100
Idea (Total)	Count	11	59	294	79	443
	%	2.5	13.3	66.4	17.8	100
Idea (Urban)	Count	8	37	217	65	327
	%	2.4	11.3	66.4	19.9	100
Idea (Rural)	Count	3	22	77	14	116
	%	2.6	19.0	66.4	12.1	100
Rel. Tel. (Total)	Count	17	64	237	75	393
	%	4.3	16.3	60.3	19.1	100
Rel. Tel. (Urban)	Count	12	46	131	70	259
	%	4.6	17.8	50.6	27.0	100
Rel. Tel. (Rural)	Count	5	18	106	5	134
	%	3.7	13.4	79.1	3.7	100
S Tel (Total)	Count	5	49	107	86	247
	%	2.0	19.8	43.3	34.8	100
S Tel (Urban)	Count	5	49	107	86	247
	%	2.0	19.8	43.3	34.8	100
TTSL (Total)	Count	2	31	173	202	408
	%	0.5	7.6	42.4	49.5	100
TTSL (Urban)	Count	2	31	173	202	408
	%	0.5	7.6	42.4	49.5	100
Vodafone (total)	Count	5	39	253	104	401
	%	1.2	9.7	63.1	25.9	100
Vodafone (urban)	Count	1	23	130	85	239
	%	0.4	9.6	54.4	35.6	100
Vodafone (rural)	Count	4	16	123	19	162
	%	2.5	9.9	75.9	11.7	100
Overall	Count	68	411	1748	949	3176
	%	2.1	12.9	55.0	29.9	100
Overall (Urban)	Count	45	309	1192	859	2405
	%	1.9	12.8	49.6	35.7	100
Overall (Rural)	Count	23	102	556	90	771
	%	3.0	13.2	72.1	11.7	100

19. How satisfied are you with the voice quality?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	362	7	355	35	13	410
	%	88.3	1.7	86.6	8.5	3.2	100
Aircel (Urban)	Count	259	6	253	25	9	293
	%	88.3	2.0	86.3	8.5	3.1	100
Aircel (Rural)	Count	103	1	102	10	4	117
	%	88.1	0.9	87.2	8.5	3.4	100
Airtel (Total)	Count	366	8	358	34	5	405
	%	90.4	2.0	88.4	8.4	1.2	100
Airtel (Urban)	Count	254	4	250	23	3	280
	%	90.7	1.4	89.3	8.2	1.1	100
Airtel (Rural)	Count	112	4	108	11	2	125
	%	89.6	3.2	86.4	8.8	1.6	100
BSNL (Total)	Count	405	21	384	61	3	469
	%	86.4	4.5	81.9	13.0	0.6	100
BSNL (Urban)	Count	308	17	291	41	3	352
	%	87.5	4.8	82.7	11.6	0.9	100
BSNL (Rural)	Count	97	4	93	20	0	117
	%	82.9	3.4	79.5	17.1	0.0	100
Idea (Total)	Count	377	13	364	54	12	443
	%	85.1	2.9	82.2	12.2	2.7	100
Idea (Urban)	Count	286	13	273	33	8	327
	%	87.5	4.0	83.5	10.1	2.4	100
Idea (Rural)	Count	91	0	91	21	4	116
	%	78.4	0.0	78.4	18.1	3.4	100
Rel. Tel. (Total)	Count	308	5	303	73	12	393
	%	78.4	1.3	77.1	18.6	3.1	100
Rel. Tel. (Urban)	Count	202	4	198	49	8	259
	%	77.9	1.5	76.4	18.9	3.1	100
Rel. Tel. (Rural)	Count	106	1	105	24	4	134
	%	79.1	0.7	78.4	17.9	3.0	100
S Tel (Total)	Count	196	0	196	48	3	247
	%	79.4	0.0	79.4	19.4	1.2	100
S Tel (Urban)	Count	196	0	196	48	3	247
	%	79.4	0.0	79.4	19.4	1.2	100
TTSL (Total)	Count	378	1	377	28	2	408
	%	92.6	0.2	92.4	6.9	0.5	100
TTSL (Urban)	Count	378	1	377	28	2	408
	%	92.6	0.2	92.4	6.9	0.5	100
Vodafone (total)	Count	366	8	358	30	5	401
	%	91.3	2.0	89.3	7.5	1.2	100
Vodafone (urban)	Count	216	6	210	22	1	239
	%	90.4	2.5	87.9	9.2	0.4	100
Vodafone (rural)	Count	150	2	148	8	4	162
	%	92.6	1.2	91.4	4.9	2.5	100
Overall	Count	2758	63	2695	363	55	3176
	%	86.9	2.0	84.9	11.4	1.7	100
Overall (Urban)	Count	2099	51	2048	269	37	2405
	%	87.3	2.1	85.2	11.2	1.5	100
Overall (Rural)	Count	659	12	647	94	18	771
	%	85.5	1.6	83.9	12.2	2.3	100

20. How often do you face signal problems?						
Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
Aircel (Total)	Count	15	64	208	123	410
	%	3.7	15.6	50.7	30.0	100
Aircel (Urban)	Count	10	42	134	107	293
	%	3.4	14.3	45.7	36.5	100
Aircel (Rural)	Count	5	22	74	16	117
	%	4.3	18.8	63.2	13.7	100
Airtel (Total)	Count	6	73	199	127	405
	%	1.5	18	49.1	31.4	100
Airtel (Urban)	Count	2	53	116	109	280
	%	0.7	18.9	41.4	38.9	100
Airtel (Rural)	Count	4	20	83	18	125
	%	3.2	16	66.4	14.4	100
BSNL (Total)	Count	7	55	234	173	469
	%	1.5	11.7	49.9	36.9	100
BSNL (Urban)	Count	4	35	157	156	352
	%	1.1	9.9	44.6	44.3	100
BSNL (Rural)	Count	3	20	77	17	117
	%	2.6	17.1	65.8	14.5	100
Idea (Total)	Count	11	66	257	109	443
	%	2.5	14.9	58	24.6	100
Idea (Urban)	Count	7	43	192	85	327
	%	2.1	13.1	58.7	26.0	100
Idea (Rural)	Count	4	23	65	24	116
	%	3.4	19.8	56.0	20.7	100
Rel. Tel. (Total)	Count	13	70	228	82	393
	%	3.3	17.8	58.0	20.9	100
Rel. Tel. (Urban)	Count	9	44	129	77	259
	%	3.5	17.0	49.8	29.7	100
Rel. Tel. (Rural)	Count	4	26	99	5	134
	%	3.0	19.4	73.9	3.7	100
S Tel (Total)	Count	5	46	82	114	247
	%	2.0	18.6	33.2	46.2	100
S Tel (Urban)	Count	5	46	82	114	247
	%	2.0	18.6	33.2	46.2	100
TTSL (Total)	Count	1	23	179	205	408
	%	0.2	5.6	43.9	50.2	100
TTSL (Urban)	Count	1	23	179	205	408
	%	0.2	5.6	43.9	50.2	100
Vodafone (total)	Count	5	38	263	95	401
	%	1.2	9.5	65.6	23.7	100
Vodafone (urban)	Count	1	21	141	76	239
	%	0.4	8.8	59.0	31.8	100
Vodafone (rural)	Count	4	17	122	19	162
	%	2.5	10.5	75.3	11.7	100
Overall	Count	63	435	1650	1028	3176
	%	2.0	13.7	52	32.4	100
Overall (Urban)	Count	39	307	1130	929	2405
	%	1.6	12.8	47	38.6	100
Overall (Rural)	Count	24	128	520	99	771
	%	3.1	16.6	67.4	12.8	100

21. How satisfied are you with the availability of signal in your area?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	350	47	303	49	11	410
	%	85.4	11.5	73.9	12.0	2.7	100
Aircel (Urban)	Count	255	43	212	31	7	293
	%	87.1	14.7	72.4	10.6	2.4	100
Aircel (Rural)	Count	95	4	91	18	4	117
	%	81.2	3.4	77.8	15.4	3.4	100
Airtel (Total)	Count	353	51	302	48	4	405
	%	87.2	12.6	74.6	11.9	1.0	100
Airtel (Urban)	Count	247	51	196	31	2	280
	%	88.2	18.2	70.0	11.1	0.7	100
Airtel (Rural)	Count	106	0	106	17	2	125
	%	84.8	0.0	84.8	13.6	1.6	100
BSNL (Total)	Count	390	31	359	75	4	469
	%	83.1	6.6	76.5	16.0	0.9	100
BSNL (Urban)	Count	303	29	274	45	4	352
	%	86.0	8.2	77.8	12.8	1.1	100
BSNL (Rural)	Count	87	2	85	30	0	117
	%	74.3	1.7	72.6	25.6	0.0	100
Idea (Total)	Count	369	7	362	63	11	443
	%	83.3	1.6	81.7	14.2	2.5	100
Idea (Urban)	Count	280	6	274	40	7	327
	%	85.6	1.8	83.8	12.2	2.1	100
Idea (Rural)	Count	89	1	88	23	4	116
	%	76.8	0.9	75.9	19.8	3.4	100
Rel. Tel. (Total)	Count	299	26	273	79	15	393
	%	76.1	6.6	69.5	20.1	3.8	100
Rel. Tel. (Urban)	Count	192	25	167	56	11	259
	%	74.2	9.7	64.5	21.6	4.2	100
Rel. Tel. (Rural)	Count	107	1	106	23	4	134
	%	79.8	0.7	79.1	17.2	3.0	100
S Tel (Total)	Count	181	0	181	61	5	247
	%	73.3	0.0	73.3	24.7	2.0	100
S Tel (Urban)	Count	181	0	181	61	5	247
	%	73.3	0.0	73.3	24.7	2.0	100
TTSL (Total)	Count	371	87	284	36	1	408
	%	90.9	21.3	69.6	8.8	0.2	100
TTSL (Urban)	Count	371	87	284	36	1	408
	%	90.9	21.3	69.6	8.8	0.2	100
Vodafone (total)	Count	344	30	314	53	4	401
	%	85.8	7.5	78.3	13.2	1.0	100
Vodafone (urban)	Count	207	27	180	31	1	239
	%	86.6	11.3	75.3	13.0	0.4	100
Vodafone (rural)	Count	137	3	134	22	3	162
	%	84.6	1.9	82.7	13.6	1.9	100
Overall	Count	2657	279	2378	464	55	3176
	%	83.7	8.8	74.9	14.6	1.7	100
Overall (Urban)	Count	2036	268	1768	331	38	2405
	%	84.6	11.1	73.5	13.8	1.6	100
Overall (Rural)	Count	621	11	610	133	17	771
	%	80.5	1.4	79.1	17.3	2.2	100

22. How satisfied are you with the restoration of network (signal) problems?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	318	47	271	82	10	410
	%	77.6	11.5	66.1	20.0	2.4	100
Aircel (Urban)	Count	236	40	196	51	6	293
	%	80.6	13.7	66.9	17.4	2.0	100
Aircel (Rural)	Count	82	7	75	31	4	117
	%	70.1	6.0	64.1	26.5	3.4	100
Airtel (Total)	Count	329	43	286	72	4	405
	%	81.2	10.6	70.6	17.8	1.0	100
Airtel (Urban)	Count	228	43	185	49	3	280
	%	81.5	15.4	66.1	17.5	1.1	100
Airtel (Rural)	Count	101	0	101	23	1	125
	%	80.8	0.0	80.8	18.4	0.8	100
BSNL (Total)	Count	394	28	366	64	11	469
	%	84	6.0	78.0	13.6	2.3	100
BSNL (Urban)	Count	310	26	284	33	9	352
	%	88.1	7.4	80.7	9.4	2.6	100
BSNL (Rural)	Count	84	2	82	31	2	117
	%	71.8	1.7	70.1	26.5	1.7	100
Idea (Total)	Count	364	12	352	68	11	443
	%	82.2	2.7	79.5	15.3	2.5	100
Idea (Urban)	Count	275	9	266	45	7	327
	%	84.1	2.8	81.3	13.8	2.1	100
Idea (Rural)	Count	89	3	86	23	4	116
	%	76.7	2.6	74.1	19.8	3.4	100
Rel. Tel. (Total)	Count	285	25	260	93	15	393
	%	72.6	6.4	66.2	23.7	3.8	100
Rel. Tel. (Urban)	Count	189	21	168	60	10	259
	%	73.0	8.1	64.9	23.2	3.9	100
Rel. Tel. (Rural)	Count	96	4	92	33	5	134
	%	71.7	3.0	68.7	24.6	3.7	100
S Tel (Total)	Count	182	0	182	58	7	247
	%	73.7	0.0	73.7	23.5	2.8	100
S Tel (Urban)	Count	182	0	182	58	7	247
	%	73.7	0.0	73.7	23.5	2.8	100
TTSL (Total)	Count	373	81	292	31	4	408
	%	91.5	19.9	71.6	7.6	1.0	100
TTSL (Urban)	Count	373	81	292	31	4	408
	%	91.5	19.9	71.6	7.6	1.0	100
Vodafone (total)	Count	340	29	311	56	5	401
	%	84.8	7.2	77.6	14.0	1.2	100
Vodafone (urban)	Count	204	25	179	31	4	239
	%	85.4	10.5	74.9	13.0	1.7	100
Vodafone (rural)	Count	136	4	132	25	1	162
	%	84.0	2.5	81.5	15.4	0.6	100
Overall	Count	2585	265	2320	524	67	3176
	%	81.3	8.3	73.0	16.5	2.1	100
Overall (Urban)	Count	1997	245	1752	358	50	2405
	%	83.0	10.2	72.8	14.9	2.1	100
Overall (Rural)	Count	588	20	568	166	17	771
	%	76.3	2.6	73.7	21.5	2.2	100

SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

23. Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?

Service Providers		Yes	No	Total
Aircel (Total)	Count	87	323	410
	%	21.2	78.8	100
Aircel (Urban)	Count	66	227	293
	%	22.5	77.5	100
Aircel (Rural)	Count	21	96	117
	%	17.9	82.1	100
Airtel (Total)	Count	85	320	405
	%	21.0	79.0	100
Airtel (Urban)	Count	65	215	280
	%	23.2	76.8	100
Airtel (Rural)	Count	20	105	125
	%	16.0	84.0	100
BSNL (Total)	Count	53	416	469
	%	11.3	88.7	100
BSNL (Urban)	Count	35	317	352
	%	9.9	90.1	100
BSNL (Rural)	Count	18	99	117
	%	15.4	84.6	100
Idea (Total)	Count	63	380	443
	%	14.2	85.8	100
Idea (Urban)	Count	53	274	327
	%	16.2	83.8	100
Idea (Rural)	Count	10	106	116
	%	8.6	91.4	100
Rel. Tel. (Total)	Count	60	333	393
	%	15.3	84.7	100
Rel. Tel. (Urban)	Count	33	226	259
	%	12.7	87.3	100
Rel. Tel. (Rural)	Count	27	107	134
	%	20.1	79.9	100
S Tel (Total)	Count	23	224	247
	%	9.3	90.7	100
S Tel (Urban)	Count	23	224	247
	%	9.3	90.7	100
TTSL (Total)	Count	18	390	408
	%	4.4	95.6	100
TTSL (Urban)	Count	18	390	408
	%	4.4	95.6	100
Vodafone (total)	Count	71	330	401
	%	17.7	82.3	100
Vodafone (urban)	Count	45	194	239
	%	18.8	81.2	100
Vodafone (rural)	Count	26	136	162
	%	16.0	84.0	100
Overall	Count	460	2716	3176
	%	14.5	85.5	100
Overall (Urban)	Count	338	2067	2405
	%	14.1	85.9	100
Overall (Rural)	Count	122	649	771
	%	15.8	84.2	100

24. How satisfied are you with the quality of the supplementary services / value added service provided?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	37	5	32	46	4	87
	%	42.5	5.7	36.8	52.9	4.6	100
Aircel (Urban)	Count	35	5	30	30	1	66
	%	53.1	7.6	45.5	45.5	1.5	100
Aircel (Rural)	Count	2	0	2	16	3	21
	%	9.5	0.0	9.5	76.2	14.3	100
Airtel (Total)	Count	38	5	33	45	2	85
	%	44.7	5.9	38.8	52.9	2.4	100
Airtel (Urban)	Count	29	4	25	35	1	65
	%	44.7	6.2	38.5	53.8	1.5	100
Airtel (Rural)	Count	9	1	8	10	1	20
	%	45.0	5.0	40.0	50.0	5.0	100
BSNL (Total)	Count	31	0	31	19	3	53
	%	58.5	0.0	58.5	35.8	5.7	100
BSNL (Urban)	Count	23	0	23	10	2	35
	%	65.7	0.0	65.7	28.6	5.7	100
BSNL (Rural)	Count	8	0	8	9	1	18
	%	44.4	0.0	44.4	50	5.6	100
Idea (Total)	Count	47	7	40	13	3	63
	%	74.6	11.1	63.5	20.6	4.8	100
Idea (Urban)	Count	44	7	37	7	2	53
	%	83.0	13.2	69.8	13.2	3.8	100
Idea (Rural)	Count	3	0	3	6	1	10
	%	30.0	0.0	30.0	60.0	10.0	100
Rel. Tel. (Total)	Count	26	3	23	29	5	60
	%	43.3	5.0	38.3	48.3	8.3	100
Rel. Tel. (Urban)	Count	20	3	17	11	2	33
	%	60.6	9.1	51.5	33.3	6.1	100
Rel. Tel. (Rural)	Count	6	0	6	18	3	27
	%	22.2	0.0	22.2	66.7	11.1	100
S Tel (Total)	Count	17	0	17	6	0	23
	%	73.9	0.0	73.9	26.1	0.0	100
S Tel (Urban)	Count	17	0	17	6	0	23
	%	73.9	0.0	73.9	26.1	0.0	100
TTSL (Total)	Count	16	0	16	2	0	18
	%	88.9	0.0	88.9	11.1	0.0	100
TTSL (Urban)	Count	16	0	16	2	0	18
	%	88.9	0.0	88.9	11.1	0.0	100
Vodafone (total)	Count	48	3	45	19	4	71
	%	67.6	4.2	63.4	26.8	5.6	100
Vodafone (urban)	Count	33	3	30	10	2	45
	%	73.4	6.7	66.7	22.2	4.4	100
Vodafone (rural)	Count	15	0	15	9	2	26
	%	57.7	0.0	57.7	34.6	7.7	100
Overall	Count	260	23	237	179	21	460
	%	56.5	5.0	51.5	38.9	4.6	100
Overall (Urban)	Count	217	22	195	111	10	338
	%	64.2	6.5	57.7	32.8	3.0	100
Overall (Rural)	Count	43	1	42	68	11	122
	%	35.2	0.8	34.4	55.7	9.0	100

25(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	66	32	34	15	6	87
	%	75.9	36.8	39.1	17.2	6.9	100
Aircel (Urban)	Count	52	20	32	12	2	66
	%	78.8	30.3	48.5	18.2	3	100
Aircel (Rural)	Count	14	12	2	3	4	21
	%	66.6	57.1	9.5	14.3	19	100
Airtel (Total)	Count	64	28	36	14	7	85
	%	75.3	32.9	42.4	16.5	8.2	100
Airtel (Urban)	Count	51	21	30	8	6	65
	%	78.5	32.3	46.2	12.3	9.2	100
Airtel (Rural)	Count	13	7	6	6	1	20
	%	65.0	35.0	30.0	30.0	5.0	100
BSNL (Total)	Count	38	9	29	13	2	53
	%	71.7	17.0	54.7	24.5	3.8	100
BSNL (Urban)	Count	25	2	23	10	0	35
	%	71.4	5.7	65.7	28.6	0.0	100
BSNL (Rural)	Count	13	7	6	3	2	18
	%	72.2	38.9	33.3	16.7	11.1	100
Idea (Total)	Count	52	17	35	6	5	63
	%	82.6	27.0	55.6	9.5	7.9	100
Idea (Urban)	Count	46	14	32	5	2	53
	%	86.8	26.4	60.4	9.4	3.8	100
Idea (Rural)	Count	6	3	3	1	3	10
	%	60.0	30.0	30.0	10.0	30.0	100
Rel. Tel. (Total)	Count	49	23	26	6	5	60
	%	81.6	38.3	43.3	10.0	8.3	100
Rel. Tel. (Urban)	Count	28	9	19	5	0	33
	%	84.9	27.3	57.6	15.2	0.0	100
Rel. Tel. (Rural)	Count	21	14	7	1	5	27
	%	77.8	51.9	25.9	3.7	18.5	100
S Tel (Total)	Count	17	0	17	6	0	23
	%	73.9	0.0	73.9	26.1	0.0	100
S Tel (Urban)	Count	17	0	17	6	0	23
	%	73.9	0.0	73.9	26.1	0.0	100
TTSL (Total)	Count	17	0	17	1	0	18
	%	94.4	0.0	94.4	5.6	0.0	100
TTSL (Urban)	Count	17	0	17	1	0	18
	%	94.4	0.0	94.4	5.6	0.0	100
Vodafone (total)	Count	53	8	45	15	3	71
	%	74.7	11.3	63.4	21.1	4.2	100
Vodafone (urban)	Count	33	2	31	11	1	45
	%	73.3	4.4	68.9	24.4	2.2	100
Vodafone (rural)	Count	20	6	14	4	2	26
	%	76.9	23.1	53.8	15.4	7.7	100
Overall	Count	356	117	239	76	28	460
	%	77.4	25.4	52.0	16.5	6.1	100
Overall (Urban)	Count	269	68	201	58	11	338
	%	79.6	20.1	59.5	17.2	3.3	100
Overall (Rural)	Count	87	49	38	18	17	122
	%	71.3	40.2	31.1	14.8	13.9	100

25(b). Please tell me the reasons for your dissatisfaction.						
Service Providers		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Others	Total
Aircel (Total)	Count	5	8	8	3	21
	%	23.8	38.1	38.1	14.3	100
Aircel (Urban)	Count	3	7	5	2	14
	%	21.4	50	35.7	14.3	100
Aircel (Rural)	Count	2	1	3	1	7
	%	28.6	14.3	42.9	14.3	100
Airtel (Total)	Count	6	7	9	2	21
	%	28.6	33.3	42.9	9.5	100
Airtel (Urban)	Count	5	5	5	1	14
	%	35.7	35.7	35.7	7.1	100
Airtel (Rural)	Count	1	2	4	1	7
	%	14.3	28.6	57.1	14.3	100
BSNL (Total)	Count	6	6	5	0	15
	%	40.0	40.0	33.3	0.0	100
BSNL (Urban)	Count	4	4	3	0	10
	%	40.0	40.0	30.0	0.0	100
BSNL (Rural)	Count	2	2	2	0	5
	%	40.0	40.0	40.0	0.0	100
Idea (Total)	Count	3	3	5	2	11
	%	27.3	27.3	45.5	18.2	100
Idea (Urban)	Count	3	3	3	0	7
	%	42.9	42.9	42.9	0.0	100
Idea (Rural)	Count	0	0	2	2	4
	%	0.0	0.0	50.0	50.0	100
Rel. Tel. (Total)	Count	4	5	2	0	11
	%	36.4	45.5	18.2	0.0	100
Rel. Tel. (Urban)	Count	3	2	0	0	5
	%	60.0	40.0	0.0	0.0	100
Rel. Tel. (Rural)	Count	1	3	2	0	6
	%	16.7	50.0	33.3	0.0	100
S Tel (Total)	Count	0	3	3	0	6
	%	0.0	50.0	50.0	0.0	100
S Tel (Urban)	Count	0	3	3	0	6
	%	0.0	50.0	50.0	0.0	100
TTSL (Total)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100
TTSL (Urban)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100
Vodafone (total)	Count	6	9	4	1	17
	%	35.3	52.9	23.5	5.9	100
Vodafone (urban)	Count	5	6	3	0	12
	%	41.7	50.0	25.0	0.0	100
Vodafone (rural)	Count	1	3	1	1	5
	%	20.0	60.0	20.0	20.0	100
Overall	Count	31	41	36	8	104
	%	30.1	39.8	35	7.8	100
Overall (Urban)	Count	24	30	22	3	70
	%	34.8	43.5	31.9	4.3	100
Overall (Rural)	Count	7	11	14	5	34
	%	20.6	32.4	41.2	14.7	100

26. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	84	326	410
	%	20.5	79.5	100
Aircel (Urban)	Count	61	232	293
	%	20.8	79.2	100
Aircel (Rural)	Count	23	94	117
	%	19.7	80.3	100
Airtel (Total)	Count	87	318	405
	%	21.5	78.5	100
Airtel (Urban)	Count	65	215	280
	%	23.2	76.8	100
Airtel (Rural)	Count	22	103	125
	%	17.6	82.4	100
BSNL (Total)	Count	52	417	469
	%	11.1	88.9	100
BSNL (Urban)	Count	40	312	352
	%	11.4	88.6	100
BSNL (Rural)	Count	12	105	117
	%	10.3	89.7	100
Idea (Total)	Count	80	363	443
	%	18.1	81.9	100
Idea (Urban)	Count	65	262	327
	%	19.9	80.1	100
Idea (Rural)	Count	15	101	116
	%	12.9	87.1	100
Rel. Tel. (Total)	Count	82	311	393
	%	20.9	79.1	100
Rel. Tel. (Urban)	Count	51	208	259
	%	19.7	80.3	100
Rel. Tel. (Rural)	Count	31	103	134
	%	23.1	76.9	100
S Tel (Total)	Count	17	230	247
	%	6.9	93.1	100
S Tel (Urban)	Count	17	230	247
	%	6.9	93.1	100
TTSL (Total)	Count	7	401	408
	%	1.7	98.3	100
TTSL (Urban)	Count	7	401	408
	%	1.7	98.3	100
Vodafone (total)	Count	40	361	401
	%	10.0	90.0	100
Vodafone (urban)	Count	25	214	239
	%	10.5	89.5	100
Vodafone (rural)	Count	15	147	162
	%	9.3	90.7	100
Overall	Count	449	2727	3176
	%	14.1	85.9	100
Overall (Urban)	Count	331	2074	2405
	%	13.8	86.2	100
Overall (Rural)	Count	118	653	771
	%	15.3	84.7	100

27. Have you complained to your service provider for deactivation of such services and refund of charges levied?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	39	45	84
	%	46.4	53.6	100
Aircel (Urban)	Count	27	34	61
	%	44.3	55.7	100
Aircel (Rural)	Count	12	11	23
	%	52.2	47.8	100
Airtel (Total)	Count	48	40	88
	%	54.5	45.5	100
Airtel (Urban)	Count	35	31	66
	%	53.0	47.0	100
Airtel (Rural)	Count	13	9	22
	%	59.1	40.9	100
BSNL (Total)	Count	27	25	52
	%	51.9	48.1	100
BSNL (Urban)	Count	23	17	40
	%	57.5	42.5	100
BSNL (Rural)	Count	4	8	12
	%	33.3	66.7	100
Idea (Total)	Count	53	27	80
	%	66.3	33.8	100
Idea (Urban)	Count	43	22	65
	%	66.2	33.8	100
Idea (Rural)	Count	10	5	15
	%	66.7	33.3	100
Rel. Tel. (Total)	Count	54	28	82
	%	65.9	34.1	100
Rel. Tel. (Urban)	Count	38	13	51
	%	74.5	25.5	100
Rel. Tel. (Rural)	Count	16	15	31
	%	51.6	48.4	100
S Tel (Total)	Count	13	4	17
	%	76.5	23.5	100
S Tel (Urban)	Count	13	4	17
	%	76.5	23.5	100
TTSL (Total)	Count	5	2	7
	%	71.4	28.6	100
TTSL (Urban)	Count	5	2	7
	%	71.4	28.6	100
Vodafone (total)	Count	25	15	40
	%	62.5	37.5	100
Vodafone (urban)	Count	16	9	25
	%	64.0	36.0	100
Vodafone (rural)	Count	9	6	15
	%	60.0	40.0	100
Overall	Count	264	185	449
	%	58.7	41.3	100
Overall (Urban)	Count	200	131	331
	%	60.2	39.8	100
Overall (Rural)	Count	64	54	118
	%	54.2	45.8	100

28(a). What difficulties have you faced while deactivating of such services and refund of charges levied?						
Service Providers		None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Total
Aircel (Total)	Count	18	18	3	0	39
	%	46.2	46.2	7.7	0.0	100
Aircel (Urban)	Count	14	12	1	0	27
	%	51.9	44.4	3.7	0.0	100
Aircel (Rural)	Count	4	6	2	0	12
	%	33.3	50	16.7	0.0	100
Airtel (Total)	Count	24	16	5	3	48
	%	50.0	33.3	10.4	6.3	100
Airtel (Urban)	Count	14	15	3	3	35
	%	40.0	42.9	8.6	8.6	100
Airtel (Rural)	Count	10	1	2	0	13
	%	76.9	7.7	15.4	0.0	100
BSNL (Total)	Count	12	13	2	0	27
	%	44.4	48.1	7.4	0.0	100
BSNL (Urban)	Count	8	13	2	0	23
	%	34.8	56.5	8.7	0.0	100
BSNL (Rural)	Count	4	0	0	0	4
	%	100.0	0.0	0.0	0.0	100
Idea (Total)	Count	36	13	3	1	53
	%	67.9	24.5	5.7	1.9	100
Idea (Urban)	Count	31	8	3	1	43
	%	72.1	18.6	7	2.3	100
Idea (Rural)	Count	5	5	0	0	10
	%	50.0	50.0	0.0	0.0	100
Rel. Tel. (Total)	Count	31	15	5	3	54
	%	57.4	27.8	9.3	5.6	100
Rel. Tel. (Urban)	Count	26	10	2	0	38
	%	68.4	26.3	5.3	0.0	100
Rel. Tel. (Rural)	Count	5	5	3	3	16
	%	31.3	31.3	18.8	18.8	100
S Tel (Total)	Count	10	3	0	0	13
	%	76.9	23.1	0.0	0.0	100
S Tel (Urban)	Count	10	3	0	0	13
	%	76.9	23.1	0.0	0.0	100
TTSL (Total)	Count	3	2	0	0	5
	%	60.0	40.0	0.0	0.0	100
TTSL (Urban)	Count	3	2	0	0	5
	%	60.0	40.0	0.0	0.0	100
Vodafone (total)	Count	15	10	0	0	25
	%	60.0	40.0	0.0	0.0	100
Vodafone (urban)	Count	11	5	0	0	16
	%	68.8	31.3	0.0	0.0	100
Vodafone (rural)	Count	4	5	0	0	9
	%	44.4	55.6	0.0	0.0	100
Overall	Count	149	90	18	7	264
	%	56.4	34.1	6.8	2.7	100
Overall (Urban)	Count	117	68	11	4	200
	%	58.5	34.0	5.5	2.0	100
Overall (Rural)	Count	32	22	7	3	64
	%	50.0	34.4	10.9	4.7	100

28(b). How satisfied are you with the resolution of your complaint for deactivation of VAS and refund of charges levied?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	18	2	16	16	5	39
	%	46.1	5.1	41	41	12.8	100
Aircel (Urban)	Count	14	2	12	11	2	27
	%	51.8	7.4	44.4	40.7	7.4	100
Aircel (Rural)	Count	4	0	4	5	3	12
	%	33.3	0.0	33.3	41.7	25.0	100
Airtel (Total)	Count	24	2	22	20	4	48
	%	50.0	4.2	45.8	41.7	8.3	100
Airtel (Urban)	Count	14	1	13	18	3	35
	%	40.0	2.9	37.1	51.4	8.6	100
Airtel (Rural)	Count	10	1	9	2	1	13
	%	76.9	7.7	69.2	15.4	7.7	100
BSNL (Total)	Count	12	0	12	14	1	27
	%	44.4	0.0	44.4	51.9	3.7	100
BSNL (Urban)	Count	8	0	8	14	1	23
	%	34.8	0.0	34.8	60.9	4.3	100
BSNL (Rural)	Count	4	0	4	0	0	4
	%	100.0	0.0	100.0	0.0	0.0	100
Idea (Total)	Count	36	4	32	10	7	53
	%	67.9	7.5	60.4	18.9	13.2	100
Idea (Urban)	Count	31	4	27	6	6	43
	%	72.1	9.3	62.8	14.0	14.0	100
Idea (Rural)	Count	5	0	5	4	1	10
	%	50.0	0.0	50.0	40.0	10.0	100
Rel. Tel. (Total)	Count	31	3	28	19	4	54
	%	57.5	5.6	51.9	35.2	7.4	100
Rel. Tel. (Urban)	Count	26	3	23	10	2	38
	%	68.4	7.9	60.5	26.3	5.3	100
Rel. Tel. (Rural)	Count	5	0	5	9	2	16
	%	31.3	0.0	31.3	56.3	12.5	100
S Tel (Total)	Count	10	0	10	3	0	13
	%	76.9	0.0	76.9	23.1	0.0	100
S Tel (Urban)	Count	10	0	10	3	0	13
	%	76.9	0.0	76.9	23.1	0.0	100
TTSL (Total)	Count	3	0	3	2	0	5
	%	60.0	0.0	60.0	40.0	0.0	100
TTSL (Urban)	Count	3	0	3	2	0	5
	%	60.0	0.0	60.0	40.0	0.0	100
Vodafone (total)	Count	15	1	14	5	5	25
	%	60.0	4.0	56.0	20.0	20.0	100
Vodafone (urban)	Count	11	0	11	2	3	16
	%	68.8	0.0	68.8	12.5	18.8	100
Vodafone (rural)	Count	4	1	3	3	2	9
	%	44.4	11.1	33.3	33.3	22.2	100
Overall	Count	149	12	137	89	26	264
	%	56.4	4.5	51.9	33.7	9.8	100
Overall (Urban)	Count	117	10	107	66	17	200
	%	58.5	5.0	53.5	33	8.5	100
Overall (Rural)	Count	32	2	30	23	9	64
	%	50.0	3.1	46.9	35.9	14.1	100

OVERALL CUSTOMER SATISFACTION

29(a). How satisfied are you with the overall quality of your mobile service?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	329	43	286	70	11	410
	%	80.3	10.5	69.8	17.1	2.7	100
Aircel (Urban)	Count	240	39	201	45	8	293
	%	81.9	13.3	68.6	15.4	2.7	100
Aircel (Rural)	Count	89	4	85	25	3	117
	%	76.0	3.4	72.6	21.4	2.6	100
Airtel (Total)	Count	337	40	297	59	9	405
	%	83.2	9.9	73.3	14.6	2.2	100
Airtel (Urban)	Count	229	39	190	44	7	280
	%	81.8	13.9	67.9	15.7	2.5	100
Airtel (Rural)	Count	108	1	107	15	2	125
	%	86.4	0.8	85.6	12	1.6	100
BSNL (Total)	Count	394	34	360	64	11	469
	%	84.0	7.2	76.8	13.6	2.3	100
BSNL (Urban)	Count	292	32	260	50	10	352
	%	83.0	9.1	73.9	14.2	2.8	100
BSNL (Rural)	Count	102	2	100	14	1	117
	%	87.2	1.7	85.5	12	0.9	100
Idea (Total)	Count	353	15	338	82	8	443
	%	79.7	3.4	76.3	18.5	1.8	100
Idea (Urban)	Count	270	14	256	53	4	327
	%	82.6	4.3	78.3	16.2	1.2	100
Idea (Rural)	Count	83	1	82	29	4	116
	%	71.6	0.9	70.7	25	3.4	100
Rel. Tel. (Total)	Count	279	23	256	101	13	393
	%	71.0	5.9	65.1	25.7	3.3	100
Rel. Tel. (Urban)	Count	180	22	158	68	11	259
	%	69.5	8.5	61	26.3	4.2	100
Rel. Tel. (Rural)	Count	99	1	98	33	2	134
	%	73.8	0.7	73.1	24.6	1.5	100
S Tel (Total)	Count	125	3	122	109	13	247
	%	50.6	1.2	49.4	44.1	5.3	100
S Tel (Urban)	Count	125	3	122	109	13	247
	%	50.6	1.2	49.4	44.1	5.3	100
TTSL (Total)	Count	359	73	286	46	3	408
	%	88.0	17.9	70.1	11.3	0.7	100
TTSL (Urban)	Count	359	73	286	46	3	408
	%	88.0	17.9	70.1	11.3	0.7	100
Vodafone (total)	Count	363	40	323	38	0	401
	%	90.5	10	80.5	9.5	0.0	100
Vodafone (urban)	Count	221	34	187	18	0	239
	%	92.4	14.2	78.2	7.5	0.0	100
Vodafone (rural)	Count	142	6	136	20	0	162
	%	87.7	3.7	84	12.3	0.0	100
Overall	Count	2539	271	2268	569	68	3176
	%	79.9	8.5	71.4	17.9	2.1	100
Overall (Urban)	Count	1916	256	1660	433	56	2405
	%	79.6	10.6	69.1	18.0	2.3	100
Overall (Rural)	Count	623	15	608	136	12	771
	%	80.8	1.9	78.9	17.6	1.6	100

GENERAL INFORMATION

30. What kind of other services are you also taking from this service provider?						
Service Providers		Broadband	Wireline	Other	None	Total
Aircel (Total)	Count	0	0	6	404	410
	%	0.0	0.0	1.5	98.5	100
Aircel (Urban)	Count	0	0	6	287	293
	%	0.0	0.0	2	98	100
Aircel (Rural)	Count	0	0	0	117	117
	%	0.0	0.0	0.0	100.0	100
Airtel (Total)	Count	0	0	0	405	405
	%	0.0	0.0	0.0	100.0	100
Airtel (Urban)	Count	0	0	0	280	280
	%	0.0	0.0	0.0	100.0	100
Airtel (Rural)	Count	0	0	0	125	125
	%	0.0	0.0	0.0	100.0	100
BSNL (Total)	Count	4	16	2	447	469
	%	0.9	3.4	0.4	95.3	100
BSNL (Urban)	Count	4	14	1	333	352
	%	1.1	4	0.3	94.6	100
BSNL (Rural)	Count	0	2	1	114	117
	%	0.0	1.7	0.9	97.4	100
Idea (Total)	Count	0	0	3	440	443
	%	0.0	0.0	0.7	99.3	100
Idea (Urban)	Count	0	0	2	325	327
	%	0.0	0.0	0.6	99.4	100
Idea (Rural)	Count	0	0	1	115	116
	%	0.0	0.0	0.9	99.1	100
Rel. Tel. (Total)	Count	0	0	2	391	393
	%	0.0	0.0	0.5	99.5	100
Rel. Tel. (Urban)	Count	0	0	0	259	259
	%	0.0	0.0	0.0	100.0	100
Rel. Tel. (Rural)	Count	0	0	2	132	134
	%	0.0	0.0	1.5	98.5	100
S Tel (Total)	Count	0	0	1	246	247
	%	0.0	0.0	0.4	99.6	100
S Tel (Urban)	Count	0	0	1	246	247
	%	0.0	0.0	0.4	99.6	100
TTSL (Total)	Count	0	0	5	403	408
	%	0.0	0.0	1.2	98.8	100
TTSL (Urban)	Count	0	0	5	403	408
	%	0.0	0.0	1.2	98.8	100
Vodafone (total)	Count	0	0	0	401	401
	%	0.0	0.0	0.0	100.0	100
Vodafone (urban)	Count	0	0	0	239	239
	%	0.0	0.0	0.0	100.0	100
Vodafone (rural)	Count	0	0	0	162	162
	%	0.0	0.0	0.0	100.0	100
Overall	Count	4	16	19	3137	3176
	%	0.1	0.5	0.6	98.8	100
Overall (Urban)	Count	4	14	15	2372	2405
	%	0.2	0.6	0.6	98.6	100
Overall (Rural)	Count	0	2	4	765	771
	%	0.0	0.3	0.5	99.2	100

31. Are you aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS?

Service Providers		Yes	No	Total
Aircel (Total)	Count	74	336	410
	%	18.0	82.0	100
Aircel (Urban)	Count	60	233	293
	%	20.5	79.5	100
Aircel (Rural)	Count	14	103	117
	%	12.0	88.0	100
Airtel (Total)	Count	73	332	405
	%	18.0	82.0	100
Airtel (Urban)	Count	63	217	280
	%	22.5	77.5	100
Airtel (Rural)	Count	10	115	125
	%	8.0	92.0	100
BSNL (Total)	Count	47	422	469
	%	10.0	90.0	100
BSNL (Urban)	Count	38	314	352
	%	10.8	89.2	100
BSNL (Rural)	Count	9	108	117
	%	7.7	92.3	100
Idea (Total)	Count	41	402	443
	%	9.3	90.7	100
Idea (Urban)	Count	37	290	327
	%	11.3	88.7	100
Idea (Rural)	Count	4	112	116
	%	3.4	96.6	100
Rel. Tel. (Total)	Count	61	332	393
	%	15.5	84.5	100
Rel. Tel. (Urban)	Count	57	202	259
	%	22.0	78.0	100
Rel. Tel. (Rural)	Count	4	130	134
	%	3.0	97.0	100
S Tel (Total)	Count	0	247	247
	%	0.0	100	100
S Tel (Urban)	Count	0	247	247
	%	0.0	100	100
TTSL (Total)	Count	107	301	408
	%	26.2	73.8	100
TTSL (Urban)	Count	107	301	408
	%	26.2	73.8	100
Vodafone (total)	Count	15	386	401
	%	3.7	96.3	100
Vodafone (urban)	Count	9	230	239
	%	3.8	96.2	100
Vodafone (rural)	Count	6	156	162
	%	3.7	96.3	100
Overall	Count	418	2758	3176
	%	13.2	86.8	100
Overall (Urban)	Count	371	2034	2405
	%	15.4	84.6	100
Overall (Rural)	Count	47	724	771
	%	6.1	93.9	100

32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	14	60	74
	%	18.9	81.1	100
Aircel (Urban)	Count	8	52	60
	%	13.3	86.7	100
Aircel (Rural)	Count	6	8	14
	%	42.9	57.1	100
Airtel (Total)	Count	15	58	73
	%	20.5	79.5	100
Airtel (Urban)	Count	8	55	63
	%	12.7	87.3	100
Airtel (Rural)	Count	7	3	10
	%	70.0	30.0	100
BSNL (Total)	Count	7	40	47
	%	14.9	85.1	100
BSNL (Urban)	Count	3	35	38
	%	7.9	92.1	100
BSNL (Rural)	Count	4	5	9
	%	44.4	55.6	100
Idea (Total)	Count	24	17	41
	%	58.5	41.5	100
Idea (Urban)	Count	23	14	37
	%	62.2	37.8	100
Idea (Rural)	Count	1	3	4
	%	25.0	75.0	100
Rel. Tel. (Total)	Count	22	39	61
	%	36.1	63.9	100
Rel. Tel. (Urban)	Count	21	36	57
	%	36.8	63.2	100
Rel. Tel. (Rural)	Count	1	3	4
	%	25.0	75.0	100
S Tel (Total)	Count	0	0	0
	%	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
TTSL (Total)	Count	9	98	107
	%	8.4	91.6	100
TTSL (Urban)	Count	9	98	107
	%	8.4	91.6	100
Vodafone (total)	Count	6	9	15
	%	40.0	60.0	100
Vodafone (urban)	Count	2	7	9
	%	22.2	77.8	100
Vodafone (rural)	Count	4	2	6
	%	66.7	33.3	100
Overall	Count	97	321	418
	%	23.2	76.8	100
Overall (Urban)	Count	74	297	371
	%	19.9	80.1	100
Overall (Rural)	Count	23	24	47
	%	48.9	51.1	100

33(a). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?						
Service Providers		No change	Slight decrease	Considerable decrease	Stopped receiving	Total
Aircel (Total)	Count	3	1	1	9	14
	%	21.4	7.1	7.1	64.3	100
Aircel (Urban)	Count	3	1	1	3	8
	%	37.5	12.5	12.5	37.5	100
Aircel (Rural)	Count	0	0	0	6	6
	%	0.0	0.0	0.0	100.0	100
Airtel (Total)	Count	1	11	2	1	15
	%	6.7	73.3	13.3	6.7	100
Airtel (Urban)	Count	1	4	2	1	8
	%	12.5	50.0	25.0	12.5	100
Airtel (Rural)	Count	0	7	0	0	7
	%	0.0	100.0	0.0	0.0	100
BSNL (Total)	Count	2	3	2	0	7
	%	28.6	42.9	28.6	0.0	100
BSNL (Urban)	Count	2	0	1	0	3
	%	66.7	0.0	33.3	0.0	100
BSNL (Rural)	Count	0	3	1	0	4
	%	0.0	75.0	25.0	0.0	100
Idea (Total)	Count	1	9	11	3	24
	%	4.2	37.5	45.8	12.5	100
Idea (Urban)	Count	1	8	11	3	23
	%	4.3	34.8	47.8	13.0	100
Idea (Rural)	Count	0	1	0	0	1
	%	0.0	100.0	0.0	0.0	100
Rel. Tel. (Total)	Count	10	2	0	10	22
	%	45.5	9.1	0.0	45.5	100
Rel. Tel. (Urban)	Count	10	1	0	10	21
	%	47.6	4.8	0.0	47.6	100
Rel. Tel. (Rural)	Count	0	1	0	0	1
	%	0.0	100.0	0.0	0.0	100
S Tel (Total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	2	0	0	7	9
	%	22.2	0.0	0.0	77.8	100
TTSL (Urban)	Count	2	0	0	7	9
	%	22.2	0.0	0.0	77.8	100
Vodafone (total)	Count	1	2	1	2	6
	%	16.7	33.3	16.7	33.3	100
Vodafone (urban)	Count	1	0	0	1	2
	%	50.0	0.0	0.0	50.0	100
Vodafone (rural)	Count	0	2	1	1	4
	%	0.0	50.0	25.0	25.0	100
Overall	Count	20	28	17	32	97
	%	20.6	28.9	17.5	33.0	100
Overall (Urban)	Count	20	14	15	25	74
	%	27.0	18.9	20.3	33.8	100
Overall (Rural)	Count	0	14	2	7	23
	%	0.0	60.9	8.7	30.4	100

33(b). Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?

Service Providers		Yes	No	Total
Aircel (Total)	Count	2	3	5
	%	40.0	60.0	100
Aircel (Urban)	Count	2	3	5
	%	40.0	60.0	100
Aircel (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Airtel (Total)	Count	5	9	14
	%	35.7	64.3	100
Airtel (Urban)	Count	3	4	7
	%	42.9	57.1	100
Airtel (Rural)	Count	2	5	7
	%	28.6	71.4	100
BSNL (Total)	Count	2	5	7
	%	28.6	71.4	100
BSNL (Urban)	Count	0	3	3
	%	0.0	100.0	100
BSNL (Rural)	Count	2	2	4
	%	50.0	50.0	100
Idea (Total)	Count	17	4	21
	%	81.0	19.0	100
Idea (Urban)	Count	16	4	20
	%	80.0	20.0	100
Idea (Rural)	Count	1	0	1
	%	100.0	0.0	100
Rel. Tel. (Total)	Count	3	9	12
	%	25.0	75.0	100
Rel. Tel. (Urban)	Count	3	8	11
	%	27.3	72.7	100
Rel. Tel. (Rural)	Count	0	1	1
	%	0.0	100.0	100
S Tel (Total)	Count	0	0	0
	%	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
TTSL (Total)	Count	0	2	2
	%	0.0	100.0	100
TTSL (Urban)	Count	0	2	2
	%	0.0	100.0	100
Vodafone (total)	Count	1	3	4
	%	25.0	75.0	100
Vodafone (urban)	Count	0	1	1
	%	0.0	100.0	100
Vodafone (rural)	Count	1	2	3
	%	33.3	66.7	100
Overall	Count	30	35	65
	%	46.2	53.8	100
Overall (Urban)	Count	24	25	49
	%	49.0	51.0	100
Overall (Rural)	Count	6	10	16
	%	37.5	62.5	100

33(c). If Yes, then indicate whether.....						
Service Providers		Complaint was registered by the service provider and informed about the action taken on the complaint	Complaint was registered by the service provider and did not inform about the action taken on the complaint	Service Provider refused to register the complaint	Difficult to lodge the complaint	Total
Aircel (Total)	Count	0	0	1	1	2
	%	0.0	0.0	50.0	50.0	100
Aircel (Urban)	Count	0	0	1	1	2
	%	0.0	0.0	50.0	50.0	100
Aircel (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Airtel (Total)	Count	0	4	1	0	5
	%	0.0	80.0	20.0	0.0	100
Airtel (Urban)	Count	0	3	0	0	3
	%	0.0	100.0	0.0	0.0	100
Airtel (Rural)	Count	0	1	1	0	2
	%	0.0	50.0	50.0	0.0	100
BSNL (Total)	Count	0	2	0	0	2
	%	0.0	100.0	0.0	0.0	100
BSNL (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
BSNL (Rural)	Count	0	2	0	0	2
	%	0.0	100.0	0.0	0.0	100
Idea (Total)	Count	2	5	9	1	17
	%	11.8	29.4	52.9	5.9	100
Idea (Urban)	Count	2	4	9	1	16
	%	12.5	25.0	56.3	6.3	100
Idea (Rural)	Count	0	1	0	0	1
	%	0.0	100.0	0.0	0.0	100
Rel. Tel. (Total)	Count	2	0	1	0	3
	%	66.7	0.0	33.3	0.0	100
Rel. Tel. (Urban)	Count	2	0	1	0	3
	%	66.7	0.0	33.3	0.0	100
Rel. Tel. (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
S Tel (Total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
TTSL (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Vodafone (total)	Count	0	0	0	1	1
	%	0.0	0.0	0.0	100.0	100
Vodafone (urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Vodafone (rural)	Count	0	0	0	1	1
	%	0.0	0.0	0.0	100.0	100
Overall	Count	4	11	12	3	30
	%	13.3	36.7	40.0	10.0	100
Overall (Urban)	Count	4	7	11	2	24
	%	16.7	29.2	45.8	8.3	100
Overall (Rural)	Count	0	4	1	1	6
	%	0.0	66.7	16.7	16.7	100

34(a). Are you aware of the facility by which you can change your service provider without changing your mobile number?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	147	263	410
	%	35.9	64.1	100
Aircel (Urban)	Count	94	199	293
	%	32.1	67.9	100
Aircel (Rural)	Count	53	64	117
	%	45.3	54.7	100
Airtel (Total)	Count	166	239	405
	%	41.0	59.0	100
Airtel (Urban)	Count	120	160	280
	%	42.9	57.1	100
Airtel (Rural)	Count	46	79	125
	%	36.8	63.2	100
BSNL (Total)	Count	169	300	469
	%	36.0	64.0	100
BSNL (Urban)	Count	130	222	352
	%	36.9	63.1	100
BSNL (Rural)	Count	39	78	117
	%	33.3	66.7	100
Idea (Total)	Count	114	329	443
	%	25.7	74.3	100
Idea (Urban)	Count	98	229	327
	%	30.0	70.0	100
Idea (Rural)	Count	16	100	116
	%	13.8	86.2	100
Rel. Tel. (Total)	Count	154	239	393
	%	39.2	60.8	100
Rel. Tel. (Urban)	Count	100	159	259
	%	38.6	61.4	100
Rel. Tel. (Rural)	Count	54	80	134
	%	40.3	59.7	100
S Tel (Total)	Count	65	182	247
	%	26.3	73.7	100
S Tel (Urban)	Count	65	182	247
	%	26.3	73.7	100
TTSL (Total)	Count	74	334	408
	%	18.1	81.9	100
TTSL (Urban)	Count	74	334	408
	%	18.1	81.9	100
Vodafone (total)	Count	117	284	401
	%	29.2	70.8	100
Vodafone (urban)	Count	72	167	239
	%	30.1	69.9	100
Vodafone (rural)	Count	45	117	162
	%	27.8	72.2	100
Overall	Count	1006	2170	3176
	%	31.7	68.3	100
Overall (Urban)	Count	753	1652	2405
	%	31.3	68.7	100
Overall (Rural)	Count	253	518	771
	%	32.8	67.2	100

34(b). Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider?

Service Providers		Yes	No	Total
Aircel (Total)	Count	16	131	147
	%	10.9	89.1	100
Aircel (Urban)	Count	10	84	94
	%	10.6	89.4	100
Aircel (Rural)	Count	6	47	53
	%	11.3	88.7	100
Airtel (Total)	Count	35	131	166
	%	21.1	78.9	100
Airtel (Urban)	Count	23	97	120
	%	19.2	80.8	100
Airtel (Rural)	Count	12	34	46
	%	26.1	73.9	100
BSNL (Total)	Count	7	162	169
	%	4.1	95.9	100
BSNL (Urban)	Count	3	127	130
	%	2.3	97.7	100
BSNL (Rural)	Count	4	35	39
	%	10.3	89.7	100
Idea (Total)	Count	23	91	114
	%	20.2	79.8	100
Idea (Urban)	Count	20	78	98
	%	20.4	79.6	100
Idea (Rural)	Count	3	13	16
	%	18.8	81.3	100
Rel. Tel. (Total)	Count	14	140	154
	%	9.1	90.9	100
Rel. Tel. (Urban)	Count	4	96	100
	%	4.0	96.0	100
Rel. Tel. (Rural)	Count	10	44	54
	%	18.5	81.5	100
S Tel (Total)	Count	2	63	65
	%	3.1	96.9	100
S Tel (Urban)	Count	2	63	65
	%	3.1	96.9	100
TTSL (Total)	Count	1	73	74
	%	1.4	98.6	100
TTSL (Urban)	Count	1	73	74
	%	1.4	98.6	100
Vodafone (total)	Count	6	111	117
	%	5.1	94.9	100
Vodafone (urban)	Count	2	70	72
	%	2.8	97.2	100
Vodafone (rural)	Count	4	41	45
	%	8.9	91.1	100
Overall	Count	104	902	1006
	%	10.3	89.7	100
Overall (Urban)	Count	65	688	753
	%	8.6	91.4	100
Overall (Rural)	Count	39	214	253
	%	15.4	84.6	100

34(c). When did you get 'Unique Porting Code' from your existing service provider?						
Service Providers		Within 5 min	After 5 to 10 min	After 10 min	Never	Total
Aircel (Total)	Count	4	2	4	6	16
	%	25.0	12.5	25.0	37.5	100
Aircel (Urban)	Count	3	1	3	3	10
	%	30.0	10.0	30.0	30.0	100
Aircel (Rural)	Count	1	1	1	3	6
	%	16.7	16.7	16.7	50.0	100
Airtel (Total)	Count	1	7	18	9	35
	%	2.9	20.0	51.4	25.7	100
Airtel (Urban)	Count	1	4	13	5	23
	%	4.3	17.4	56.5	21.7	100
Airtel (Rural)	Count	0	3	5	4	12
	%	0.0	25.0	41.7	33.3	100
BSNL (Total)	Count	2	3	1	1	7
	%	28.6	42.9	14.3	14.3	100
BSNL (Urban)	Count	2	0	0	1	3
	%	66.7	0.0	0.0	33.3	100
BSNL (Rural)	Count	0	3	1	0	4
	%	0.0	75	25	0.0	100
Idea (Total)	Count	10	12	1	0	23
	%	43.5	52.2	4.3	0.0	100
Idea (Urban)	Count	10	10	0	0	20
	%	50.0	50.0	0.0	0.0	100
Idea (Rural)	Count	0	2	1	0	3
	%	0.0	66.7	33.3	0.0	100
Rel. Tel. (Total)	Count	2	5	2	5	14
	%	14.3	35.7	14.3	35.7	100
Rel. Tel. (Urban)	Count	1	2	1	0	4
	%	25	50	25	0.0	100
Rel. Tel. (Rural)	Count	1	3	1	5	10
	%	10.0	30.0	10.0	50.0	100
S Tel (Total)	Count	0	2	0	0	2
	%	0.0	100.0	0.0	0.0	100
S Tel (Urban)	Count	0	2	0	0	2
	%	0.0	100.0	0.0	0.0	100
TTSL (Total)	Count	0	0	1	0	1
	%	0.0	0.0	100.0	0.0	100
TTSL (Urban)	Count	0	0	1	0	1
	%	0.0	0.0	100.0	0.0	100
Vodafone (total)	Count	1	1	3	1	6
	%	16.7	16.7	50	16.7	100
Vodafone (urban)	Count	1	1	0	0	2
	%	50	50	0.0	0.0	100
Vodafone (rural)	Count	0	0	3	1	4
	%	0.0	0.0	75.0	25.0	100
Overall	Count	20	32	30	22	104
	%	19.2	30.8	28.8	21.2	100
Overall (Urban)	Count	18	20	18	9	65
	%	27.7	30.8	27.7	13.8	100
Overall (Rural)	Count	2	12	12	13	39
	%	5.1	30.8	30.8	33.3	100

34(d). If you have utilized the service of MNP (Mobile Number Portability), are you satisfied with its entire process?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	15	9	6	1	0	16
	%	93.8	56.3	37.5	6.3	0.0	100
Aircel (Urban)	Count	10	7	3	0	0	10
	%	100.0	70.0	30.0	0.0	0.0	100
Aircel (Rural)	Count	5	2	3	1	0	6
	%	83.3	33.3	50.0	16.7	0.0	100
Airtel (Total)	Count	35	26	9	0	0	35
	%	100.0	74.3	25.7	0.0	0.0	100
Airtel (Urban)	Count	23	18	5	0	0	23
	%	100.0	78.3	21.7	0.0	0.0	100
Airtel (Rural)	Count	12	8	4	0	0	12
	%	100.0	66.7	33.3	0.0	0.0	100
BSNL (Total)	Count	6	3	3	1	0	7
	%	85.8	42.9	42.9	14.3	0.0	100
BSNL (Urban)	Count	3	2	1	0	0	3
	%	100.0	66.7	33.3	0.0	0.0	100
BSNL (Rural)	Count	3	1	2	1	0	4
	%	75.0	25.0	50.0	25.0	0.0	100
Idea (Total)	Count	16	16	0	3	4	23
	%	69.6	69.6	0.0	13.0	17.4	100
Idea (Urban)	Count	14	14	0	3	3	20
	%	70.0	70.0	0.0	15.0	15.0	100
Idea (Rural)	Count	2	2	0	0	1	3
	%	66.7	66.7	0.0	0.0	33.3	100
Rel. Tel. (Total)	Count	14	9	5	0	0	14
	%	100.0	64.3	35.7	0.0	0.0	100
Rel. Tel. (Urban)	Count	4	4	0	0	0	4
	%	100.0	100.0	0.0	0.0	0.0	100
Rel. Tel. (Rural)	Count	10	5	5	0	0	10
	%	100.0	50.0	50.0	0.0	0.0	100
S Tel (Total)	Count	2	2	0	0	0	2
	%	100.0	100.0	0.0	0.0	0.0	100
S Tel (Urban)	Count	2	2	0	0	0	2
	%	100.0	100.0	0.0	0.0	0.0	100
TTSL (Total)	Count	1	1	0	0	0	1
	%	100.0	100.0	0.0	0.0	0.0	100
TTSL (Urban)	Count	1	1	0	0	0	1
	%	100.0	100.0	0.0	0.0	0.0	100
Vodafone (total)	Count	5	5	0	1	0	6
	%	83.3	83.3	0.0	16.7	0.0	100
Vodafone (urban)	Count	2	2	0	0	0	2
	%	100.0	100.0	0.0	0.0	0.0	100
Vodafone (rural)	Count	3	3	0	1	0	4
	%	75.0	75.0	0.0	25.0	0.0	100
Overall	Count	75	4	71	23	6	104
	%	72.1	3.8	68.3	22.1	5.8	100
Overall (Urban)	Count	53	3	50	9	3	65
	%	81.5	4.6	76.9	13.8	4.6	100
Overall (Rural)	Count	22	1	21	14	3	39
	%	56.4	2.6	53.8	35.9	7.7	100

35. On a scale of 1 – 10 where “10” is “Very Good” and “1” is “Very Poor”, how do you rate your service provider?												
Service Providers		1	2	3	4	5	6	7	8	9	10	Total
Aircel (Total)	Count	0	1	1	11	32	99	80	137	38	11	410
	%	0.0	0.2	0.2	2.7	7.8	24.1	19.5	33.4	9.3	2.7	100
Aircel (Urban)	Count	0	1	1	10	24	51	57	108	32	9	293
	%	0.0	0.3	0.3	3.4	8.2	17.4	19.5	36.9	10.9	3.1	100
Aircel (Rural)	Count	0	0	0	1	8	48	23	29	6	2	117
	%	0.0	0.0	0.0	0.9	6.8	41	19.7	24.8	5.1	1.7	100
Airtel (Total)	Count	0	0	4	12	51	93	70	122	45	8	405
	%	0.0	0.0	1	3	12.6	23	17.3	30.1	11.1	2.0	100
Airtel (Urban)	Count	0	0	4	11	40	53	45	84	37	6	280
	%	0.0	0.0	1.4	3.9	14.3	18.9	16.1	30	13.2	2.1	100
Airtel (Rural)	Count	0	0	0	1	11	40	25	38	8	2	125
	%	0.0	0.0	0.0	0.8	8.8	32	20	30.4	6.4	1.6	100
BSNL (Total)	Count	0	0	4	16	24	49	65	214	80	17	469
	%	0.0	0.0	0.9	3.4	5.1	10.4	13.9	45.6	17.1	3.6	100
BSNL (Urban)	Count	0	0	3	14	21	35	41	150	72	16	352
	%	0.0	0.0	0.9	4.0	6.0	9.9	11.6	42.6	20.5	4.5	100
BSNL (Rural)	Count	0	0	1	2	3	14	24	64	8	1	117
	%	0.0	0.0	0.9	1.7	2.6	12	20.5	54.7	6.8	0.9	100
Idea (Total)	Count	1	1	5	12	39	105	95	127	46	12	443
	%	0.2	0.2	1.1	2.7	8.8	23.7	21.4	28.7	10.4	2.7	100
Idea (Urban)	Count	1	1	3	9	28	68	78	91	38	10	327
	%	0.3	0.3	0.9	2.8	8.6	20.8	23.9	27.8	11.6	3.1	100
Idea (Rural)	Count	0	0	2	3	11	37	17	36	8	2	116
	%	0.0	0.0	1.7	2.6	9.5	31.9	14.7	31	6.9	1.7	100
Rel. Tel. (Total)	Count	1	0	4	14	50	124	64	103	25	8	393
	%	0.3	0.0	1	3.6	12.7	31.6	16.3	26.2	6.4	2.0	100
Rel. Tel. (Urban)	Count	1	0	4	14	39	48	41	80	24	8	259
	%	0.4	0.0	1.5	5.4	15.1	18.5	15.8	30.9	9.3	3.1	100
Rel. Tel. (Rural)	Count	0	0	0	0	11	76	23	23	1	0	134
	%	0.0	0.0	0.0	0.0	8.2	56.7	17.2	17.2	0.7	0.0	100
S Tel (Total)	Count	0	1	1	33	54	41	22	45	34	16	247
	%	0.0	0.4	0.4	13.4	21.9	16.6	8.9	18.2	13.8	6.5	100
S Tel (Urban)	Count	0	1	1	33	54	41	22	45	34	16	247
	%	0.0	0.4	0.4	13.4	21.9	16.6	8.9	18.2	13.8	6.5	100
TTSL (Total)	Count	1	0	2	21	71	32	76	126	69	10	408
	%	0.2	0.0	0.5	5.1	17.4	7.8	18.6	30.9	16.9	2.5	100
TTSL (Urban)	Count	1	0	2	21	71	32	76	126	69	10	408
	%	0.2	0.0	0.5	5.1	17.4	7.8	18.6	30.9	16.9	2.5	100
Vodafone (total)	Count	0	1	2	5	37	154	83	90	18	11	401
	%	0.0	0.2	0.5	1.2	9.2	38.4	20.7	22.4	4.5	2.7	100
Vodafone (urban)	Count	0	1	0	3	19	92	50	52	14	8	239
	%	0.0	0.4	0.0	1.3	7.9	38.5	20.9	21.8	5.9	3.3	100
Vodafone (rural)	Count	0	0	2	2	18	62	33	38	4	3	162
	%	0.0	0.0	1.2	1.2	11.1	38.3	20.4	23.5	2.5	1.9	100
Overall	Count	3	4	23	124	358	697	555	964	355	93	3176
	%	0.1	0.1	0.7	3.9	11.3	21.9	17.5	30.4	11.2	2.9	100
Overall (Urban)	Count	3	4	18	115	296	420	410	736	320	83	2405
	%	0.1	0.2	0.7	4.8	12.3	17.5	17	30.6	13.3	3.5	100
Overall (Rural)	Count	0	0	5	9	62	277	145	228	35	10	771
	%	0.0	0.0	0.6	1.2	8	35.9	18.8	29.6	4.5	1.3	100

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36. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	317	93	410
	%	77.3	22.7	100
Aircel (Urban)	Count	215	78	293
	%	73.4	26.6	100
Aircel (Rural)	Count	102	15	117
	%	87.2	12.8	100
Airtel (Total)	Count	367	38	405
	%	90.6	9.4	100
Airtel (Urban)	Count	262	18	280
	%	93.6	6.4	100
Airtel (Rural)	Count	105	20	125
	%	84.0	16.0	100
BSNL (Total)	Count	366	103	469
	%	78.0	22.0	100
BSNL (Urban)	Count	268	84	352
	%	76.1	23.9	100
BSNL (Rural)	Count	98	19	117
	%	83.8	16.2	100
Idea (Total)	Count	300	143	443
	%	67.7	32.3	100
Idea (Urban)	Count	237	90	327
	%	72.5	27.5	100
Idea (Rural)	Count	63	53	116
	%	54.3	45.7	100
Rel. Tel. (Total)	Count	329	64	393
	%	83.7	16.3	100
Rel. Tel. (Urban)	Count	220	39	259
	%	84.9	15.1	100
Rel. Tel. (Rural)	Count	109	25	134
	%	81.3	18.7	100
S Tel (Total)	Count	187	60	247
	%	75.7	24.3	100
S Tel (Urban)	Count	187	60	247
	%	75.7	24.3	100
TTSL (Total)	Count	359	49	408
	%	88.0	12.0	100
TTSL (Urban)	Count	359	49	408
	%	88.0	12.0	100
Vodafone (total)	Count	272	129	401
	%	67.8	32.2	100
Vodafone (urban)	Count	153	86	239
	%	64.0	36.0	100
Vodafone (rural)	Count	119	43	162
	%	73.5	26.5	100
Overall	Count	2497	679	3176
	%	78.6	21.4	100
Overall (Urban)	Count	1901	504	2405
	%	79.0	21.0	100
Overall (Rural)	Count	596	175	771
	%	77.3	22.7	100

37. Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	36	374	410
	%	8.8	91.2	100
Aircel (Urban)	Count	30	263	293
	%	10.2	89.8	100
Aircel (Rural)	Count	6	111	117
	%	5.1	94.9	100
Airtel (Total)	Count	27	378	405
	%	6.7	93.3	100
Airtel (Urban)	Count	22	258	280
	%	7.9	92.1	100
Airtel (Rural)	Count	5	120	125
	%	4.0	96.0	100
BSNL (Total)	Count	37	432	469
	%	7.9	92.1	100
BSNL (Urban)	Count	32	320	352
	%	9.1	90.9	100
BSNL (Rural)	Count	5	112	117
	%	4.3	95.7	100
Idea (Total)	Count	56	387	443
	%	12.6	87.4	100
Idea (Urban)	Count	46	281	327
	%	14.1	85.9	100
Idea (Rural)	Count	10	106	116
	%	8.6	91.4	100
Rel. Tel. (Total)	Count	54	339	393
	%	13.7	86.3	100
Rel. Tel. (Urban)	Count	46	213	259
	%	17.8	82.2	100
Rel. Tel. (Rural)	Count	8	126	134
	%	6.0	94.0	100
S Tel (Total)	Count	30	217	247
	%	12.1	87.9	100
S Tel (Urban)	Count	30	217	247
	%	12.1	87.9	100
TTSL (Total)	Count	10	398	408
	%	2.5	97.5	100
TTSL (Urban)	Count	10	398	408
	%	2.5	97.5	100
Vodafone (total)	Count	19	382	401
	%	4.7	95.3	100
Vodafone (urban)	Count	16	223	239
	%	6.7	93.3	100
Vodafone (rural)	Count	3	159	162
	%	1.9	98.1	100
Overall	Count	269	2907	3176
	%	8.5	91.5	100
Overall (Urban)	Count	232	2173	2405
	%	9.6	90.4	100
Overall (Rural)	Count	37	734	771
	%	4.8	95.2	100

38. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?

Service Providers		Complaint was registered and docket number received	Complaint was registered and docket number not received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total
Aircel (Total)	Count	19	6	1	2	8	36
	%	52.8	16.7	2.8	5.6	22.2	100
Aircel (Urban)	Count	17	6	1	1	5	30
	%	56.7	20.0	3.3	3.3	16.7	100
Aircel (Rural)	Count	2	0	0	1	3	6
	%	33.3	0.0	0.0	16.7	50.0	100
Airtel (Total)	Count	12	10	0	1	4	27
	%	44.4	37.0	0.0	3.7	14.8	100
Airtel (Urban)	Count	9	8	0	1	4	22
	%	40.9	36.4	0.0	4.5	18.2	100
Airtel (Rural)	Count	3	2	0	0	0	5
	%	60.0	40.0	0.0	0.0	0.0	100
BSNL (Total)	Count	13	9	2	3	10	37
	%	35.1	24.3	5.4	8.1	27.0	100
BSNL (Urban)	Count	11	8	0	3	10	32
	%	34.4	25.0	0.0	9.4	31.3	100
BSNL (Rural)	Count	2	1	2	0	0	5
	%	40.0	20.0	40.0	0.0	0.0	100
Idea (Total)	Count	27	12	8	7	2	56
	%	48.2	21.4	14.3	12.5	3.6	100
Idea (Urban)	Count	21	9	8	6	2	46
	%	45.7	19.6	17.4	13.0	4.3	100
Idea (Rural)	Count	6	3	0	1	0	10
	%	60.0	30.0	0.0	10.0	0.0	100
Rel. Tel. (Total)	Count	17	17	1	4	15	54
	%	31.5	31.5	1.9	7.4	27.8	100
Rel. Tel. (Urban)	Count	16	11	1	3	15	46
	%	34.8	23.9	2.2	6.5	32.6	100
Rel. Tel. (Rural)	Count	1	6	0	1	0	8
	%	12.5	75	0.0	12.5	0.0	100
S Tel (Total)	Count	20	0	0	1	9	30
	%	66.7	0.0	0.0	3.3	30.0	100
S Tel (Urban)	Count	20	0	0	1	9	30
	%	66.7	0.0	0.0	3.3	30.0	100
TTSL (Total)	Count	6	3	0	0	1	10
	%	60.0	30.0	0.0	0.0	10.0	100
TTSL (Urban)	Count	6	3	0	0	1	10
	%	60.0	30.0	0.0	0.0	10.0	100
Vodafone (total)	Count	4	14	0	0	1	19
	%	21.1	73.7	0.0	0.0	5.3	100
Vodafone (urban)	Count	3	13	0	0	0	16
	%	18.8	81.3	0.0	0.0	0.0	100
Vodafone (rural)	Count	1	1	0	0	1	3
	%	33.3	33.3	0.0	0.0	33.3	100
Overall	Count	118	71	12	18	50	269
	%	43.9	26.4	4.5	6.7	18.6	100
Overall (Urban)	Count	103	58	10	15	46	232
	%	44.4	25.0	4.3	6.5	19.8	100
Overall (Rural)	Count	15	13	2	3	4	37
	%	40.5	35.1	5.4	8.1	10.8	100

39. Did the Call Centre inform you about the action taken on your complaint?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	21	15	36
	%	58.3	41.7	100
Aircel (Urban)	Count	18	12	30
	%	60.0	40.0	100
Aircel (Rural)	Count	3	3	6
	%	50.0	50.0	100
Airtel (Total)	Count	7	20	27
	%	25.9	74.1	100
Airtel (Urban)	Count	4	18	22
	%	18.2	81.8	100
Airtel (Rural)	Count	3	2	5
	%	60.0	40.0	100
BSNL (Total)	Count	17	20	37
	%	45.9	54.1	100
BSNL (Urban)	Count	12	20	32
	%	37.5	62.5	100
BSNL (Rural)	Count	5	0	5
	%	100	0.0	100
Idea (Total)	Count	42	14	56
	%	75.0	25.0	100
Idea (Urban)	Count	36	10	46
	%	78.3	21.7	100
Idea (Rural)	Count	6	4	10
	%	60.0	40.0	100
Rel. Tel. (Total)	Count	25	29	54
	%	46.3	53.7	100
Rel. Tel. (Urban)	Count	23	23	46
	%	50.0	50.0	100
Rel. Tel. (Rural)	Count	2	6	8
	%	25.0	75.0	100
S Tel (Total)	Count	21	9	30
	%	70.0	30.0	100
S Tel (Urban)	Count	21	9	30
	%	70.0	30.0	100
TTSL (Total)	Count	4	6	10
	%	40.0	60.0	100
TTSL (Urban)	Count	4	6	10
	%	40.0	60.0	100
Vodafone (total)	Count	7	12	19
	%	36.8	63.2	100
Vodafone (urban)	Count	6	10	16
	%	37.5	62.5	100
Vodafone (rural)	Count	1	2	3
	%	33.3	66.7	100
Overall	Count	144	125	269
	%	53.5	46.5	100
Overall (Urban)	Count	124	108	232
	%	53.4	46.6	100
Overall (Rural)	Count	20	17	37
	%	54.1	45.9	100

40. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?

Service Providers		Yes	No	Not applicable	Total
Aircel (Total)	Count	17	14	5	36
	%	47.2	38.9	13.9	100
Aircel (Urban)	Count	15	12	3	30
	%	50.0	40.0	10.0	100
Aircel (Rural)	Count	2	2	2	6
	%	33.3	33.3	33.3	100
Airtel (Total)	Count	6	13	8	27
	%	22.2	48.1	29.6	100
Airtel (Urban)	Count	3	13	6	22
	%	13.6	59.1	27.3	100
Airtel (Rural)	Count	3	0	2	5
	%	60.0	0.0	40.0	100
BSNL (Total)	Count	15	17	5	37
	%	40.5	45.9	13.5	100
BSNL (Urban)	Count	12	17	3	32
	%	37.5	53.1	9.4	100
BSNL (Rural)	Count	3	0	2	5
	%	60.0	0.0	40.0	100
Idea (Total)	Count	39	12	4	55
	%	70.9	21.8	7.3	100
Idea (Urban)	Count	34	8	3	45
	%	75.6	17.8	6.7	100
Idea (Rural)	Count	5	4	1	10
	%	50.0	40.0	10.0	100
Rel. Tel. (Total)	Count	19	18	17	54
	%	35.2	33.3	31.5	100
Rel. Tel. (Urban)	Count	18	15	13	46
	%	39.1	32.6	28.3	100
Rel. Tel. (Rural)	Count	1	3	4	8
	%	12.5	37.5	50.0	100
S Tel (Total)	Count	20	9	1	30
	%	66.7	30.0	3.3	100
S Tel (Urban)	Count	20	9	1	30
	%	66.7	30.0	3.3	100
TTSL (Total)	Count	3	7	0	10
	%	30.0	70.0	0.0	100
TTSL (Urban)	Count	3	7	0	10
	%	30.0	70.0	0.0	100
Vodafone (total)	Count	4	7	8	19
	%	21.1	36.8	42.1	100
Vodafone (urban)	Count	4	5	7	16
	%	25.0	31.3	43.8	100
Vodafone (rural)	Count	0	2	1	3
	%	0.0	66.7	33.3	100
Overall	Count	124	97	48	269
	%	45.9	36.2	17.9	100
Overall (Urban)	Count	110	86	36	232
	%	47.2	37.2	15.6	100
Overall (Rural)	Count	14	11	12	37
	%	37.8	29.7	32.4	100

41. In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?

Service Providers		Yes	No	Total
Aircel (Total)	Count	1	409	410
	%	0.2	99.8	100
Aircel (Urban)	Count	1	292	293
	%	0.3	99.7	100
Aircel (Rural)	Count	0	117	117
	%	0.0	100.0	100
Airtel (Total)	Count	0	405	405
	%	0.0	100.0	100
Airtel (Urban)	Count	0	280	280
	%	0.0	100.0	100
Airtel (Rural)	Count	0	125	125
	%	0.0	100.0	100
BSNL (Total)	Count	0	469	469
	%	0.0	100.0	100
BSNL (Urban)	Count	0	352	352
	%	0.0	100.0	100
BSNL (Rural)	Count	0	117	117
	%	0.0	100.0	100
Idea (Total)	Count	18	425	443
	%	4.1	95.9	100
Idea (Urban)	Count	17	310	327
	%	5.2	94.8	100
Idea (Rural)	Count	1	115	116
	%	0.9	99.1	100
Rel. Tel. (Total)	Count	0	393	393
	%	0.0	100.0	100
Rel. Tel. (Urban)	Count	0	259	259
	%	0.0	100.0	100
Rel. Tel. (Rural)	Count	0	134	134
	%	0.0	100.0	100
S Tel (Total)	Count	2	245	247
	%	0.8	99.2	100
S Tel (Urban)	Count	2	245	247
	%	0.8	99.2	100
TTSL (Total)	Count	0	408	408
	%	0.0	100.0	100
TTSL (Urban)	Count	0	408	408
	%	0.0	100.0	100
Vodafone (total)	Count	0	401	401
	%	0.0	100.0	100
Vodafone (urban)	Count	0	239	239
	%	0.0	100.0	100
Vodafone (rural)	Count	0	162	162
	%	0.0	100.0	100
Overall	Count	21	3155	3176
	%	0.7	99.3	100
Overall (Urban)	Count	20	2385	2405
	%	0.8	99.2	100
Overall (Rural)	Count	1	770	771
	%	0.1	99.9	100

42(a). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the Call Center/Customer Care?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	1	0	1
	%	100.0	0.0	100
Aircel (Urban)	Count	1	0	1
	%	100.0	0.0	100
Aircel (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Airtel (Total)	Count	0	0	0
	%	0.0	0.0	0.0
Airtel (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Airtel (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Idea (Total)	Count	18	0	18
	%	100.0	0.0	100
Idea (Urban)	Count	17	0	17
	%	100.0	0.0	100
Idea (Rural)	Count	1	0	1
	%	100.0	0.0	100
Rel. Tel. (Total)	Count	0	0	0
	%	0.0	0.0	0.0
Rel. Tel. (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Rel. Tel. (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
S Tel (Total)	Count	2	0	2
	%	100.0	0.0	100
S Tel (Urban)	Count	2	0	2
	%	100.0	0.0	100
TTSL (Total)	Count	0	0	0
	%	0.0	0.0	0.0
TTSL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Vodafone (total)	Count	0	0	0
	%	0.0	0.0	0.0
Vodafone (urban)	Count	0	0	0
	%	0.0	0.0	0.0
Vodafone (rural)	Count	0	0	0
	%	0.0	0.0	0.0
Overall	Count	21	0	21
	%	100.0	0.0	100
Overall (Urban)	Count	20	0	20
	%	100.0	0.0	100
Overall (Rural)	Count	1	0	1
	%	100.0	0.0	100

42(b). Were you able to contact the Nodal officer without difficulty?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	1	0	1
	%	100.0	0.0	100
Aircel (Urban)	Count	1	0	1
	%	100.0	0.0	100
Aircel (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Airtel (Total)	Count	0	0	0
	%	0.0	0.0	0.0
Airtel (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Airtel (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Idea (Total)	Count	17	1	18
	%	94.4	5.6	100
Idea (Urban)	Count	17	0	17
	%	100.0	0.0	100
Idea (Rural)	Count	0	1	1
	%	0.0	100.0	100
Rel. Tel. (Total)	Count	0	0	0
	%	0.0	0.0	0.0
Rel. Tel. (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Rel. Tel. (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
S Tel (Total)	Count	2	0	2
	%	100.0	0.0	100
S Tel (Urban)	Count	2	0	2
	%	100.0	0.0	100
TTSL (Total)	Count	0	0	0
	%	0.0	0.0	0.0
TTSL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Vodafone (total)	Count	0	0	0
	%	0.0	0.0	0.0
Vodafone (urban)	Count	0	0	0
	%	0.0	0.0	0.0
Vodafone (rural)	Count	0	0	0
	%	0.0	0.0	0.0
Overall	Count	20	1	21
	%	95.2	4.8	100
Overall (Urban)	Count	20	0	20
	%	100.0	0.0	100
Overall (Rural)	Count	0	1	1
	%	0.0	100.0	100

43. Did the Nodal Officer intimate you about the decision taken on your complaint?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	1	0	1
	%	100.0	0.0	100
Aircel (Urban)	Count	1	0	1
	%	100.0	0.0	100
Aircel (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Airtel (Total)	Count	0	0	0
	%	0.0	0.0	0.0
Airtel (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Airtel (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Idea (Total)	Count	17	1	18
	%	94.4	5.6	100
Idea (Urban)	Count	17	0	17
	%	100.0	0.0	100
Idea (Rural)	Count	0	1	1
	%	0.0	100.0	100
Rel. Tel. (Total)	Count	0	0	0
	%	0.0	0.0	0.0
Rel. Tel. (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Rel. Tel. (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
S Tel (Total)	Count	1	1	2
	%	50.0	50.0	100
S Tel (Urban)	Count	1	1	2
	%	50.0	50.0	100
TTSL (Total)	Count	0	0	0
	%	0.0	0.0	0.0
TTSL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Vodafone (total)	Count	0	0	0
	%	0.0	0.0	0.0
Vodafone (urban)	Count	0	0	0
	%	0.0	0.0	0.0
Vodafone (rural)	Count	0	0	0
	%	0.0	0.0	0.0
Overall	Count	19	2	21
	%	90.5	9.5	100
Overall (Urban)	Count	19	1	20
	%	95.0	5.0	100
Overall (Rural)	Count	0	1	1
	%	0.0	100.0	100

44. How satisfied are you with the redressal of the complaint by the Nodal Officer?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100.0	100
Aircel (Urban)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100.0	100
Aircel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	4	2	2	0	14	18
	%	22.2	11.1	11.1	0.0	77.8	100
Idea (Urban)	Count	3	2	1	0	14	17
	%	17.7	11.8	5.9	0.0	82.4	100
Idea (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
Rel. Tel. (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel. Tel. (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel. Tel. (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Total)	Count	1	1	0	1	0	2
	%	50.0	50.0	0.0	50.0	0.0	100
S Tel (Urban)	Count	1	1	0	1	0	2
	%	50.0	50.0	0.0	50.0	0.0	100
TTSL (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Vodafone (total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Vodafone (urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Vodafone (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Overall	Count	5	3	2	1	15	21
	%	24.8	14.3	9.5	4.8	71.4	100
Overall (Urban)	Count	4	3	1	1	15	20
	%	20.0	15.0	5.0	5.0	75.0	100
Overall (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100

45. Please specify the reason(s) for your dissatisfaction.							
Service Providers		Difficult to connect to Nodal Officer	Nodal officer not polite/courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaint is too long	Nodal Officer was unable to understand the problem	Total
Aircel (Total)	Count	0	0	1	0	0	1
	%	0.0	0.0	100.0	0.0	0.0	100
Aircel (Urban)	Count	0	0	1	0	0	1
	%	0.0	0.0	100.0	0.0	0.0	100
Aircel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	0	0	14	0	0	14
	%	0.0	0.0	100.0	0.0	0.0	100
Idea (Urban)	Count	0	0	14	0	0	14
	%	0.0	0.0	100.0	0.0	0.0	100
Idea (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel. Tel. (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel. Tel. (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel. Tel. (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Total)	Count	0	0	1	0	0	1
	%	0.0	0.0	100.0	0.0	0.0	100
S Tel (Urban)	Count	0	0	1	0	0	1
	%	0.0	0.0	100.0	0.0	0.0	100
TTSL (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Vodafone (total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Vodafone (urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Vodafone (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Overall	Count	0	0	16	0	0	16
	%	0.0	0.0	100.0	0.0	0.0	100
Overall (Urban)	Count	0	0	16	0	0	16
	%	0.0	0.0	100.0	0.0	0.0	100
Overall (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0

46. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?

Service Providers		Yes	No	Total
Aircel (Total)	Count	1	409	410
	%	0.2	99.8	100
Aircel (Urban)	Count	1	292	293
	%	0.3	99.7	100
Aircel (Rural)	Count	0	117	117
	%	0.0	100.0	100
Airtel (Total)	Count	0	405	405
	%	0.0	100.0	100
Airtel (Urban)	Count	0	280	280
	%	0.0	100.0	100
Airtel (Rural)	Count	0	125	125
	%	0.0	100.0	100
BSNL (Total)	Count	0	469	469
	%	0.0	100.0	100
BSNL (Urban)	Count	0	352	352
	%	0.0	100.0	100
BSNL (Rural)	Count	0	117	117
	%	0.0	100.0	100
Idea (Total)	Count	17	426	443
	%	3.8	96.2	100
Idea (Urban)	Count	17	310	327
	%	5.2	94.8	100
Idea (Rural)	Count	0	116	116
	%	0.0	100.0	100
Rel. Tel. (Total)	Count	0	393	393
	%	0.0	100.0	100
Rel. Tel. (Urban)	Count	0	259	259
	%	0.0	100.0	100
Rel. Tel. (Rural)	Count	0	134	134
	%	0.0	100.0	100
S Tel (Total)	Count	1	246	247
	%	0.4	99.6	100
S Tel (Urban)	Count	1	246	247
	%	0.4	99.6	100
TTSL (Total)	Count	0	408	408
	%	0.0	100.0	100
TTSL (Urban)	Count	0	408	408
	%	0.0	100.0	100
Vodafone (total)	Count	0	401	401
	%	0.0	100.0	100
Vodafone (urban)	Count	0	239	239
	%	0.0	100.0	100
Vodafone (rural)	Count	0	162	162
	%	0.0	100.0	100
Overall	Count	19	3157	3176
	%	0.6	99.4	100
Overall (Urban)	Count	19	2386	2405
	%	0.8	99.2	100
Overall (Rural)	Count	0	771	771
	%	0.0	100.0	100

47. Have you filed any appeal in last 6 months?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	0	1	1
	%	0.0	100.0	100
Aircel (Urban)	Count	0	1	1
	%	0.0	100.0	100
Aircel (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Airtel (Total)	Count	0	0	0
	%	0.0	0.0	0.0
Airtel (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Airtel (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Idea (Total)	Count	16	1	17
	%	94.1	5.9	100
Idea (Urban)	Count	16	1	17
	%	94.1	5.9	100
Idea (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Rel. Tel. (Total)	Count	0	0	0
	%	0.0	0.0	0.0
Rel. Tel. (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Rel. Tel. (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
S Tel (Total)	Count	0	1	1
	%	0.0	100.0	100
S Tel (Urban)	Count	0	1	1
	%	0.0	100.0	100
TTSL (Total)	Count	0	0	0
	%	0.0	0.0	0.0
TTSL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Vodafone (total)	Count	0	0	0
	%	0.0	0.0	0.0
Vodafone (urban)	Count	0	0	0
	%	0.0	0.0	0.0
Vodafone (rural)	Count	0	0	0
	%	0.0	0.0	0.0
Overall	Count	16	3	19
	%	84.2	15.8	100
Overall (Urban)	Count	16	3	19
	%	84.2	15.8	100
Overall (Rural)	Count	0	0	0
	%	0.0	0.0	0.0

48. Did you receive any acknowledgement?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	0	0	0
	%	0.0	0.0	0.0
Aircel (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Aircel (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Airtel (Total)	Count	0	0	0
	%	0.0	0.0	0.0
Airtel (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Airtel (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Idea (Total)	Count	16	0	16
	%	100.0	0.0	100
Idea (Urban)	Count	16	0	16
	%	100.0	0.0	100
Idea (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Rel. Tel. (Total)	Count	0	0	0
	%	0.0	0.0	0.0
Rel. Tel. (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Rel. Tel. (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
S Tel (Total)	Count	0	0	0
	%	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
TTSL (Total)	Count	0	0	0
	%	0.0	0.0	0.0
TTSL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Vodafone (total)	Count	0	0	0
	%	0.0	0.0	0.0
Vodafone (urban)	Count	0	0	0
	%	0.0	0.0	0.0
Vodafone (rural)	Count	0	0	0
	%	0.0	0.0	0.0
Overall	Count	16	0	16
	%	100.0	0.0	100
Overall (Urban)	Count	16	0	16
	%	100.0	0.0	100
Overall (Rural)	Count	0	0	0
	%	0.0	0.0	0.0

49. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?					
Service Providers		Yes	No	Appeal filed only recently	Total
Aircel (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Aircel (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Aircel (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Airtel (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Airtel (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Airtel (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
BSNL (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Idea (Total)	Count	16	0	0	16
	%	100.0	0.0	0.0	100
Idea (Urban)	Count	16	0	0	16
	%	100.0	0.0	0.0	100
Idea (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Rel. Tel. (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Rel. Tel. (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Rel. Tel. (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
S Tel (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
TTSL (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
TTSL (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Vodafone (total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Vodafone (urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Vodafone (rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Overall	Count	16	0	0	16
	%	100.0	0.0	0.0	100
Overall (Urban)	Count	16	0	0	16
	%	100.0	0.0	0.0	100
Overall (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0

50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	96	230	326
	%	29.4	70.6	100
Aircel (Urban)	Count	60	166	226
	%	26.4	73.6	100
Aircel (Rural)	Count	36	64	100
	%	36.0	64.0	100
Airtel (Total)	Count	63	270	333
	%	18.9	81.1	100
Airtel (Urban)	Count	30	193	223
	%	13.5	86.5	100
Airtel (Rural)	Count	33	77	110
	%	30.0	70.0	100
BSNL (Total)	Count	67	179	246
	%	27.2	72.8	100
BSNL (Urban)	Count	38	111	149
	%	25.5	74.5	100
BSNL (Rural)	Count	29	68	97
	%	29.9	70.1	100
Idea (Total)	Count	89	316	405
	%	22.0	78.0	100
Idea (Urban)	Count	75	221	296
	%	25.3	74.7	100
Idea (Rural)	Count	14	95	109
	%	12.8	87.2	100
Rel. Tel. (Total)	Count	127	224	351
	%	36.2	63.8	100
Rel. Tel. (Urban)	Count	88	147	235
	%	37.4	62.6	100
Rel. Tel. (Rural)	Count	39	77	116
	%	33.6	66.4	100
S Tel (Total)	Count	0	245	245
	%	0.0	100.0	100
S Tel (Urban)	Count	0	245	245
	%	0.0	100.0	100
TTSL (Total)	Count	3	239	242
	%	1.2	98.8	100
TTSL (Urban)	Count	3	239	242
	%	1.2	98.8	100
Vodafone (total)	Count	113	221	334
	%	33.8	66.2	100
Vodafone (urban)	Count	71	125	196
	%	36.2	63.8	100
Vodafone (rural)	Count	42	96	138
	%	30.4	69.6	100
Overall	Count	560	1925	2485
	%	22.5	77.5	100
Overall (Urban)	Count	367	1448	1815
	%	20.1	79.9	100
Overall (Rural)	Count	193	477	670
	%	28.8	71.2	100

51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	30	66	96
	%	31.3	68.8	100
Aircel (Urban)	Count	25	35	60
	%	41.7	58.3	100
Aircel (Rural)	Count	5	31	36
	%	13.9	86.1	100
Airtel (Total)	Count	15	48	63
	%	23.8	76.2	100
Airtel (Urban)	Count	8	22	30
	%	26.7	73.3	100
Airtel (Rural)	Count	7	26	33
	%	21.2	78.8	100
BSNL (Total)	Count	13	54	67
	%	19.4	80.6	100
BSNL (Urban)	Count	11	27	38
	%	28.9	71.1	100
BSNL (Rural)	Count	2	27	29
	%	6.9	93.1	100
Idea (Total)	Count	22	67	89
	%	24.7	75.3	100
Idea (Urban)	Count	20	55	75
	%	26.7	73.3	100
Idea (Rural)	Count	2	12	14
	%	14.3	85.7	100
Rel. Tel. (Total)	Count	12	115	127
	%	9.4	90.6	100
Rel. Tel. (Urban)	Count	11	77	88
	%	12.5	87.5	100
Rel. Tel. (Rural)	Count	1	38	39
	%	2.6	97.4	100
S Tel (Total)	Count	0	0	0
	%	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
TTSL (Total)	Count	1	2	3
	%	33.3	66.7	100
TTSL (Urban)	Count	1	2	3
	%	33.3	66.7	100
Vodafone (total)	Count	40	73	113
	%	35.4	64.6	100
Vodafone (urban)	Count	30	41	71
	%	42.3	57.7	100
Vodafone (rural)	Count	10	32	42
	%	23.8	76.2	100
Overall	Count	133	425	558
	%	23.8	76.2	100
Overall (Urban)	Count	106	259	365
	%	29.0	71.0	100
Overall (Rural)	Count	27	166	193
	%	14.0	86.0	100

52. What were the reason(s) for denying your request?					
Service Providers		No reasons given	Technical problem	Others	Total
Aircel (Total)	Count	23	6	2	30
	%	76.7	20	6.7	100
Aircel (Urban)	Count	20	5	0	25
	%	80.0	20.0	0.0	100
Aircel (Rural)	Count	3	1	2	5
	%	60.0	20.0	40.0	100
Airtel (Total)	Count	4	10	1	15
	%	26.7	66.7	6.7	100
Airtel (Urban)	Count	0	8	0	8
	%	0.0	100	0.0	100
Airtel (Rural)	Count	4	2	1	7
	%	57.1	28.6	14.3	100
BSNL (Total)	Count	10	3	0	13
	%	76.9	23.1	0.0	100
BSNL (Urban)	Count	9	2	0	11
	%	81.8	18.2	0.0	100
BSNL (Rural)	Count	1	1	0	2
	%	50.0	50.0	0.0	100
Idea (Total)	Count	8	14	0	22
	%	36.4	63.6	0.0	100
Idea (Urban)	Count	7	13	0	20
	%	35.0	65.0	0.0	100
Idea (Rural)	Count	1	1	0	2
	%	50.0	50.0	0.0	100
Rel. Tel. (Total)	Count	5	7	0	12
	%	41.7	58.3	0.0	100
Rel. Tel. (Urban)	Count	5	6	0	11
	%	45.5	54.5	0.0	100
Rel. Tel. (Rural)	Count	0	1	0	1
	%	0.0	100	0.0	100
S Tel (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
TTSL (Total)	Count	1	0	0	1
	%	100.0	0.0	0.0	100
TTSL (Urban)	Count	1	0	0	1
	%	100.0	0.0	0.0	100
Vodafone (total)	Count	9	30	1	40
	%	22.5	75.0	2.5	100
Vodafone (urban)	Count	4	25	1	30
	%	13.3	83.3	3.3	100
Vodafone (rural)	Count	5	5	0	10
	%	50.0	50.0	0.0	100
Overall	Count	60	70	4	133
	%	45.1	52.6	3.0	100
Overall (Urban)	Count	46	59	1	106
	%	43.4	55.7	0.9	100
Overall (Rural)	Count	14	10	3	27
	%	51.9	37.0	11.1	100

53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Call Centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new telephone connection?

Service Providers		Yes	No	Do not remember	Total
Aircel (Total)	Count	91	113	206	410
	%	22.2	27.6	50.2	100
Aircel (Urban)	Count	72	84	137	293
	%	24.6	28.7	46.8	100
Aircel (Rural)	Count	19	29	69	117
	%	16.2	24.8	59.0	100
Airtel (Total)	Count	131	143	131	405
	%	32.3	35.3	32.3	100
Airtel (Urban)	Count	124	75	81	280
	%	44.3	26.8	28.9	100
Airtel (Rural)	Count	7	68	50	125
	%	5.6	54.4	40.0	100
BSNL (Total)	Count	111	164	194	469
	%	23.7	35.0	41.4	100
BSNL (Urban)	Count	86	121	145	352
	%	24.4	34.4	41.2	100
BSNL (Rural)	Count	25	43	49	117
	%	21.4	36.8	41.9	100
Idea (Total)	Count	103	183	157	443
	%	23.3	41.3	35.4	100
Idea (Urban)	Count	88	126	113	327
	%	26.9	38.5	34.6	100
Idea (Rural)	Count	15	57	44	116
	%	12.9	49.1	37.9	100
Rel. Tel. (Total)	Count	111	80	202	393
	%	28.2	20.4	51.4	100
Rel. Tel. (Urban)	Count	87	44	128	259
	%	33.6	17.0	49.4	100
Rel. Tel. (Rural)	Count	24	36	74	134
	%	17.9	26.9	55.2	100
S Tel (Total)	Count	80	69	98	247
	%	32.4	27.9	39.7	100
S Tel (Urban)	Count	80	69	98	247
	%	32.4	27.9	39.7	100
TTSL (Total)	Count	289	47	72	408
	%	70.8	11.5	17.6	100
TTSL (Urban)	Count	289	47	72	408
	%	70.8	11.5	17.6	100
Vodafone (total)	Count	32	98	271	401
	%	8.0	24.4	67.6	100
Vodafone (urban)	Count	24	56	159	239
	%	10.0	23.4	66.5	100
Vodafone (rural)	Count	8	42	112	162
	%	4.9	25.9	69.1	100
Overall	Count	948	897	1331	3176
	%	29.8	28.2	41.9	100
Overall (Urban)	Count	850	622	933	2405
	%	35.3	25.9	38.8	100
Overall (Rural)	Count	98	275	398	771
	%	12.7	35.7	51.6	100

ANNEXURE BROADBAND SERVICES

1(a) When did you last apply for a broadband connection?					
Service Providers		More than 7 to 15 days ago	More than 15 to 30 days ago	More than 30 days ago	Total
BSNL (Total)	Count	140	106	165	411
	%	34.1	25.8	40.1	100.0
BSNL (Urban)	Count	63	33	14	110
	%	57.3	30.0	12.7	100.0
BSNL (Rural)	Count	77	73	151	301
	%	25.6	24.3	50.2	100.0
Sify (Total)	Count	126	71	160	357
	%	35.3	19.9	44.8	100.0
Sify (Urban)	Count	126	71	160	357
	%	35.3	19.9	44.8	100.0
Overall	Count	266	177	325	768
	%	34.6	23.0	42.3	100.0
Overall (Urban)	Count	189	104	174	467
	%	40.5	22.3	37.3	100.0
Overall (Rural)	Count	77	73	151	301
	%	25.6	24.3	50.2	100.0

1(b) After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?				
Service Providers		Within 7 working days	More than 7 working days	Total
BSNL (Total)	Count	328	83	411
	%	79.8	20.2	100.0
BSNL (Urban)	Count	81	29	110
	%	73.6	26.4	100.0
BSNL (Rural)	Count	247	54	301
	%	82.1	17.9	100.0
Sify (Total)	Count	300	57	357
	%	84.0	16.0	100.0
Sify (Urban)	Count	300	57	357
	%	84.0	16.0	100.0
Overall	Count	628	140	768
	%	81.8	18.2	100.0
Overall (Urban)	Count	381	86	467
	%	81.6	18.4	100.0
Overall (Rural)	Count	247	54	301
	%	82.1	17.9	100.0

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?

Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	262	67	195	124	25	411
	%	63.7	16.3	47.4	30.2	6.1	100.0
BSNL (Urban)	Count	104	30	74	6	0	110
	%	94.6	27.3	67.3	5.5	0.0	100.0
BSNL (Rural)	Count	158	37	121	118	25	301
	%	52.5	12.3	40.2	39.2	8.3	100.0
Sify (Total)	Count	221	115	106	136	0	357
	%	61.9	32.2	29.7	38.1	0.0	100.0
Sify (Urban)	Count	221	115	106	136	0	357
	%	61.9	32.2	29.7	38.1	0.0	100.0
Overall	Count	483	182	301	260	25	768
	%	62.9	23.7	39.2	33.9	3.3	100.0
Overall (Urban)	Count	325	145	180	142	0	467
	%	69.5	31.0	38.5	30.4	0.0	100.0
Overall (Rural)	Count	158	37	121	118	25	301
	%	52.5	12.3	40.2	39.2	8.3	100.0

3. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?

Service Providers		Within 24 hrs	2-3 days	4-7 days	more than 7 days	Not Applicable	Total
BSNL (Total)	Count	83	139	36	23	130	411
	%	20.2	33.8	8.8	5.6	31.6	100.0
BSNL (Urban)	Count	42	50	10	3	5	110
	%	38.2	45.5	9.1	2.7	4.5	100.0
BSNL (Rural)	Count	41	89	26	20	125	301
	%	13.6	29.6	8.6	6.6	41.5	100.0
Sify (Total)	Count	114	109	11	7	116	357
	%	31.9	30.5	3.1	2.0	32.5	100.0
Sify (Urban)	Count	114	109	11	7	116	357
	%	31.9	30.5	3.1	2.0	32.5	100.0
Overall	Count	197	248	47	30	246	768
	%	25.7	32.3	6.1	3.9	32.0	100.0
Overall (Urban)	Count	156	159	21	10	121	467
	%	33.4	34.0	4.5	2.1	25.9	100.0
Overall (Rural)	Count	41	89	26	20	125	301
	%	13.6	29.6	8.6	6.6	41.5	100.0

B. BILLING RELATED - ONLY FOR POSTPAID CUSTOMERS (FOR PREPAID CUSTOMERS GO TO Q9(A))

4. How satisfied are you with the timely delivery of bills?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	399	124	275	11	1	411
	%	97.1	30.2	66.9	2.7	0.2	100.0
BSNL (Urban)	Count	106	52	54	4	0	110
	%	96.4	47.3	49.1	3.6	0.0	100.0
BSNL (Rural)	Count	293	72	221	7	1	301
	%	97.3	23.9	73.4	2.3	0.3	100.0
Sify (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Sify (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Overall	Count	399	124	275	11	1	411
	%	97.1	30.2	66.9	2.7	0.2	100.0
Overall (Urban)	Count	106	52	54	4	0	110
	%	96.4	47.3	49.1	3.6	0.0	100.0
Overall (Rural)	Count	293	72	221	7	1	301
	%	97.3	23.9	73.4	2.3	0.3	100.0

5(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	398	120	278	12	1	411
	%	96.8	29.2	67.6	2.9	0.2	100.0
BSNL (Urban)	Count	106	49	57	4	0	110
	%	96.3	44.5	51.8	3.6	0.0	100.0
BSNL (Rural)	Count	292	71	221	8	1	301
	%	97.0	23.6	73.4	2.7	0.3	100.0
Sify (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Sify (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Overall	Count	398	120	278	12	1	411
	%	96.8	29.2	67.6	2.9	0.2	100.0
Overall (Urban)	Count	106	49	57	4	0	110
	%	96.3	44.5	51.8	3.6	0.0	100.0
Overall (Rural)	Count	292	71	221	8	1	301
	%	97.0	23.6	73.4	2.7	0.3	100.0

5(b). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Difficult to read the bills	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage not given	Others	Total
BSNL (Total)	Count	2	4	4	4	0	13
	%	15.4	30.8	30.8	30.8	0.0	100.0
BSNL (Urban)	Count	0	2	2	0	0	4
	%	0.0	50.0	50.0	0.0	0.0	100.0
BSNL (Rural)	Count	2	2	2	4	0	9
	%	22.2	22.2	22.2	44.4	0.0	100.0
Sify (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Sify (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Overall	Count	2	4	4	4	0	13
	%	15.4	30.8	30.8	30.8	0.0	100.0
Overall (Urban)	Count	0	2	2	0	0	4
	%	0.0	50.0	50.0	0.0	0.0	100.0
Overall (Rural)	Count	2	2	2	4	0	9
	%	22.2	22.2	22.2	44.4	0.0	100.0

6(a). How satisfied are you with the accuracy & completeness of the bills?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	402	122	280	8	1	411
	%	97.8	29.7	68.1	1.9	0.2	100.0
BSNL (Urban)	Count	107	46	61	2	1	110
	%	97.3	41.8	55.5	1.8	0.9	100.0
BSNL (Rural)	Count	295	76	219	6	0	301
	%	98.0	25.2	72.8	2.0	0	100.0
Sify (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Sify (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Overall	Count	402	122	280	8	1	411
	%	97.8	29.7	68.1	1.9	0.2	100.0
Overall (Urban)	Count	107	46	61	2	1	110
	%	97.3	41.8	55.5	1.8	0.9	100.0
Overall (Rural)	Count	295	76	219	6	0	301
	%	98.0	25.2	72.8	2.0	0.0	100.0

6(b). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for services not used	Others	Total
BSNL (Total)	Count	4	1	3	2	0	9
	%	44.4	11.1	33.3	22.2	0.0	100.0
BSNL (Urban)	Count	2	0	0	1	0	3
	%	66.7	0.0	0.0	33.3	0.0	100.0
BSNL (Rural)	Count	2	1	3	1	0	6
	%	33.3	16.7	50.0	16.7	0.0	100.0
Sify (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Sify (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Overall	Count	4	1	3	2	0	9
	%	44.4	11.1	33.3	22.2	0.0	100.0
Overall (Urban)	Count	2	0	0	1	0	3
	%	66.7	0.0	0.0	33.3	0.0	100.0
Overall (Rural)	Count	2	1	3	1	0	6
	%	33.3	16.7	50.0	16.7	0.0	100.0

7. Have you made any billing related complaints in the last 6 months?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	118	293	411
	%	28.7	71.3	100.0
BSNL (Urban)	Count	58	52	110
	%	52.7	47.3	100.0
BSNL (Rural)	Count	60	241	301
	%	19.9	80.1	100.0
Sify (Total)	Count	0	0	0
	%	0.0	0.0	0.0
Sify (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Overall	Count	118	293	411
	%	28.7	71.3	100.0
Overall (Urban)	Count	58	52	110
	%	52.7	47.3	100.0
Overall (Rural)	Count	60	241	301
	%	19.9	80.1	100.0

8. How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	115	92	23	3	0	118
	%	97.5	78.0	19.5	2.5	0.0	100.0
BSNL (Urban)	Count	57	49	8	1	0	58
	%	98.3	84.5	13.8	1.7	0.0	100.0
BSNL (Rural)	Count	58	43	15	2	0	60
	%	96.7	71.7	25.0	3.3	0.0	100.0
Sify (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Sify (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Overall	Count	115	92	23	3	0	118
	%	97.5	78.0	19.5	2.5	0.0	100.0
Overall (Urban)	Count	57	49	8	1	0	58
	%	98.3	84.5	13.8	1.7	0.0	100.0
Overall (Rural)	Count	58	43	15	2	0	60
	%	96.7	71.7	25.0	3.3	0.0	100.0

BILLING RELATED - ONLY FOR PREPAID CUSTOMERS

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Sify (Total)	Count	349	103	246	6	2	357
	%	97.8	28.9	68.9	1.7	0.6	100.0
Sify (Urban)	Count	349	103	246	6	2	357
	%	97.8	28.9	68.9	1.7	0.6	100.0
Overall	Count	349	103	246	6	2	357
	%	97.8	28.9	68.9	1.7	0.6	100.0
Overall (Urban)	Count	349	103	246	6	2	357
	%	97.8	28.9	68.9	1.7	0.6	100.0
Overall (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0

9(b). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for services not used	Others	Total
BSNL (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Sify (Total)	Count	0	1	5	3	0	9
	%	0.0	12.5	62.5	37.5	0.0	100.0
Sify (Urban)	Count	0	1	5	3	0	9
	%	0.0	12.5	62.5	37.5	0.0	100.0
Overall	Count	0	1	5	3	0	9
	%	0.0	12.5	62.5	37.5	0.0	100.0
Overall (Urban)	Count	0	1	5	3	0	9
	%	0.0	12.5	62.5	37.5	0.0	100.0
Overall (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0

9(c). Have you made any complaint related to charging/ credit/waiver/validity/adjustments in the last 6 months?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Sify (Total)	Count	170	186	356
	%	47.8	52.2	100.0
Sify (Urban)	Count	170	186	356
	%	47.8	52.2	100.0
Overall	Count	170	186	356
	%	47.8	52.2	100.0
Overall (Urban)	Count	170	186	356
	%	47.8	52.2	100.0
Overall (Rural)	Count	0	0	0
	%	0.0	0.0	0.0

9(d). How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Sify (Total)	Count	169	64	105	0	1	170
	%	99.4	37.6	61.8	0.0	0.6	100.0
Sify (Urban)	Count	169	64	105	0	1	170
	%	99.4	37.6	61.8	0.0	0.6	100.0
Overall	Count	169	64	105	0	1	170
	%	99.4	37.6	61.8	0.0	0.6	100.0
Overall (Urban)	Count	169	64	105	0	1	170
	%	99.4	37.6	61.8	0.0	0.6	100.0
Overall (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0

HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	214	197	411
	%	52.1	47.9	100.0
BSNL (Urban)	Count	91	19	110
	%	82.7	17.3	100.0
BSNL (Rural)	Count	123	178	301
	%	40.9	59.1	100.0
Sify (Total)	Count	191	166	357
	%	53.5	46.5	100.0
Sify (Urban)	Count	191	166	357
	%	53.5	46.5	100.0
Overall	Count	405	363	768
	%	52.7	47.3	100.0
Overall (Urban)	Count	282	185	467
	%	60.4	39.6	100.0
Overall (Rural)	Count	123	178	301
	%	40.9	59.1	100.0

11(a). How satisfied are you with the ease of access of call centre/customer care or helpline?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	205	115	90	8	1	214
	%	95.8	53.7	42.1	3.7	0.5	100.0
BSNL (Urban)	Count	90	61	29	1	0	91
	%	98.9	67.0	31.9	1.1	0.0	100.0
BSNL (Rural)	Count	115	54	61	7	1	123
	%	93.5	43.9	49.6	5.7	0.8	100.0
Sify (Total)	Count	186	103	83	2	3	191
	%	97.4	53.9	43.5	1.0	1.6	100.0
Sify (Urban)	Count	186	103	83	2	3	191
	%	97.4	53.9	43.5	1.0	1.6	100.0
Overall	Count	391	218	173	10	4	405
	%	96.5	53.8	42.7	2.5	1.0	100.0
Overall (Urban)	Count	276	164	112	3	3	282
	%	97.9	58.2	39.7	1.1	1.1	100.0
Overall (Rural)	Count	115	54	61	7	1	123
	%	93.5	43.9	49.6	5.7	0.8	100.0

11(b). How satisfied are you with the ease of getting an option for "talking to a customer care executive"?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	203	87	116	11	0	214
	%	94.9	40.7	54.2	5.1	0.0	100.0
BSNL (Urban)	Count	90	45	45	1	0	91
	%	99.0	49.5	49.5	1.1	0.0	100.0
BSNL (Rural)	Count	113	42	71	10	0	123
	%	91.8	34.1	57.7	8.1	0.0	100.0
Sify (Total)	Count	188	101	87	1	2	191
	%	98.4	52.9	45.5	0.5	1.0	100.0
Sify (Urban)	Count	188	101	87	1	2	191
	%	98.4	52.9	45.5	0.5	1.0	100.0
Overall	Count	391	188	203	12	2	405
	%	96.5	46.4	50.1	3.0	0.5	100.0
Overall (Urban)	Count	278	146	132	2	2	282
	%	98.6	51.8	46.8	0.7	0.7	100.0
Overall (Rural)	Count	113	42	71	10	0	123
	%	91.8	34.1	57.7	8.1	0.0	100.0

12. How satisfied are you with the response time taken to answer your call by a customer care executive?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	202	94	108	11	1	214
	%	94.4	43.9	50.5	5.1	0.5	100.0
BSNL (Urban)	Count	90	48	42	1	0	91
	%	98.9	52.7	46.2	1.1	0.0	100.0
BSNL (Rural)	Count	112	46	66	10	1	123
	%	91.1	37.4	53.7	8.1	0.8	100.0
Sify (Total)	Count	188	102	86	1	2	191
	%	98.4	53.4	45.0	0.5	1.0	100.0
Sify (Urban)	Count	188	102	86	1	2	191
	%	98.4	53.4	45.0	0.5	1.0	100.0
Overall	Count	390	196	194	12	3	405
	%	96.3	48.4	47.9	3.0	0.7	100.0
Overall (Urban)	Count	278	150	128	2	2	282
	%	98.6	53.2	45.4	0.7	0.7	100.0
Overall (Rural)	Count	112	46	66	10	1	123
	%	91.1	37.4	53.7	8.1	0.8	100.0

13. How satisfied are you with the problem solving ability of the customer care executive(s)?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	203	87	116	9	2	214
	%	94.9	40.7	54.2	4.2	0.9	100.0
BSNL (Urban)	Count	91	43	48	0	0	91
	%	100.0	47.3	52.7	0.0	0.0	100.0
BSNL (Rural)	Count	112	44	68	9	2	123
	%	91.1	35.8	55.3	7.3	1.6	100.0
Sify (Total)	Count	187	108	79	2	2	191
	%	97.9	56.5	41.4	1.0	1.0	100.0
Sify (Urban)	Count	187	108	79	2	2	191
	%	97.9	56.5	41.4	1.0	1.0	100.0
Overall	Count	390	195	195	11	4	405
	%	96.2	48.1	48.1	2.7	1.0	100.0
Overall (Urban)	Count	278	151	127	2	2	282
	%	98.5	53.5	45.0	0.7	0.7	100.0
Overall (Rural)	Count	112	44	68	9	2	123
	%	91.1	35.8	55.3	7.3	1.6	100.0

14. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	196	96	100	17	1	214
	%	91.6	44.9	46.7	7.9	0.5	100.0
BSNL (Urban)	Count	90	50	40	1	0	91
	%	98.9	54.9	44.0	1.1	0.0	100.0
BSNL (Rural)	Count	106	46	60	16	1	123
	%	86.2	37.4	48.8	13.0	0.8	100.0
Sify (Total)	Count	187	77	110	2	2	191
	%	97.9	40.3	57.6	1.0	1.0	100.0
Sify (Urban)	Count	187	77	110	2	2	191
	%	97.9	40.3	57.6	1.0	1.0	100.0
Overall	Count	383	173	210	19	3	405
	%	94.6	42.7	51.9	4.7	0.7	100.0
Overall (Urban)	Count	277	127	150	3	2	282
	%	98.2	45.0	53.2	1.1	0.7	100.0
Overall (Rural)	Count	106	46	60	16	1	123
	%	86.2	37.4	48.8	13.0	0.8	100.0

NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

15. How satisfied are you with the speed of Broadband connection?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	371	130	241	37	3	411
	%	90.2	31.6	58.6	9.0	0.7	100.0
BSNL (Urban)	Count	108	56	52	2	0	110
	%	98.2	50.9	47.3	1.8	0.0	100.0
BSNL (Rural)	Count	263	74	189	35	3	301
	%	87.4	24.6	62.8	11.6	1.0	100.0
Sify (Total)	Count	304	96	208	38	15	357
	%	85.2	26.9	58.3	10.6	4.2	100.0
Sify (Urban)	Count	304	96	208	38	15	357
	%	85.2	26.9	58.3	10.6	4.2	100.0
Overall	Count	675	226	449	75	18	768
	%	87.9	29.4	58.5	9.8	2.3	100.0
Overall (Urban)	Count	412	152	260	40	15	467
	%	88.2	32.5	55.7	8.6	3.2	100.0
Overall (Rural)	Count	263	74	189	35	3	301
	%	87.4	24.6	62.8	11.6	1.0	100.0

16. How satisfied are you with the amount of time for which service is up and working?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	379	136	243	30	2	411
	%	92.2	33.1	59.1	7.3	0.5	100.0
BSNL (Urban)	Count	108	48	60	2	0	110
	%	98.1	43.6	54.5	1.8	0.0	100.0
BSNL (Rural)	Count	271	88	183	28	2	301
	%	90.0	29.2	60.8	9.3	0.7	100.0
Sify (Total)	Count	303	110	193	39	15	357
	%	84.9	30.8	54.1	10.9	4.2	100.0
Sify (Urban)	Count	303	110	193	39	15	357
	%	84.9	30.8	54.1	10.9	4.2	100.0
Overall	Count	682	246	436	69	17	768
	%	88.8	32.0	56.8	9.0	2.2	100.0
Overall (Urban)	Count	411	158	253	41	15	467
	%	88.0	33.8	54.2	8.8	3.2	100.0
Overall (Rural)	Count	271	88	183	28	2	301
	%	90.0	29.2	60.8	9.3	0.7	100.0

MAINTAINABILITY (FAULT REPAIR)

17. How often do you face a problem with your Broadband connection?						
Service Providers		Never	Occasionally	Frequently	Very frequently	Total
BSNL (Total)	Count	146	190	28	47	411
	%	35.5	46.2	6.8	11.4	100.0
BSNL (Urban)	Count	17	60	4	29	110
	%	15.5	54.5	3.6	26.4	100.0
BSNL (Rural)	Count	129	130	24	18	301
	%	42.9	43.2	8.0	6.0	100.0
Sify (Total)	Count	157	104	46	50	357
	%	44.0	29.1	12.9	14.0	100.0
Sify (Urban)	Count	157	104	46	50	357
	%	44.0	29.1	12.9	14.0	100.0
Overall	Count	303	294	74	97	768
	%	39.5	38.3	9.6	12.6	100.0
Overall (Urban)	Count	174	164	50	79	467
	%	37.3	35.1	10.7	16.9	100.0
Overall (Rural)	Count	129	130	24	18	301
	%	42.9	43.2	8.0	6.0	100.0

18. What was the broadband connection problem faced by you in last 6 months related to, please specify?				
Service Providers		Problem was related to my computer hardware/ software	Problem was related to the broadband connection& modem provided by service provider	Total
BSNL (Total)	Count	26	49	75
	%	34.7	65.3	100.0
BSNL (Urban)	Count	13	20	33
	%	39.4	60.6	100.0
BSNL (Rural)	Count	13	29	42
	%	31.0	69.0	100.0
Sify (Total)	Count	29	67	96
	%	30.2	69.8	100.0
Sify (Urban)	Count	29	67	96
	%	30.2	69.8	100.0
Overall	Count	55	116	171
	%	32.2	67.8	100.0
Overall (Urban)	Count	42	87	129
	%	32.6	67.4	100.0
Overall (Rural)	Count	13	29	42
	%	31.0	69.0	100.0

19. How satisfied are you with the time taken for restoration of broadband connection?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	39	0	39	18	18	75
	%	52.0	0.0	52.0	24.0	24.0	100.0
BSNL (Urban)	Count	10	0	10	7	16	33
	%	30.3	0.0	30.3	21.2	48.5	100.0
BSNL (Rural)	Count	29	0	29	11	2	42
	%	69.0	0.0	69.0	26.2	4.8	100.0
Sify (Total)	Count	42	6	36	42	12	96
	%	43.8	6.3	37.5	43.8	12.5	100.0
Sify (Urban)	Count	42	6	36	42	12	96
	%	43.8	6.3	37.5	43.8	12.5	100.0
Overall	Count	81	6	75	60	30	171
	%	47.4	3.5	43.9	35.1	17.5	100.0
Overall (Urban)	Count	52	6	46	49	28	129
	%	40.4	4.7	35.7	38.0	21.7	100.0
Overall (Rural)	Count	29	0	29	11	2	42
	%	69.0	0.0	69.0	26.2	4.8	100.0

20(a). Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.				
Service Providers		Yes	No	Total
BSNL (Total)	Count	192	219	411
	%	46.7	53.3	100.0
BSNL (Urban)	Count	86	24	110
	%	78.2	21.8	100.0
BSNL (Rural)	Count	106	195	301
	%	35.2	64.8	100.0
Sify (Total)	Count	169	188	357
	%	47.3	52.7	100.0
Sify (Urban)	Count	169	188	357
	%	47.3	52.7	100.0
Overall	Count	361	407	768
	%	47.0	53.0	100.0
Overall (Urban)	Count	255	212	467
	%	54.6	45.4	100.0
Overall (Rural)	Count	106	195	301
	%	35.2	64.8	100.0

20(b). How satisfied are you with the process of activating value added services or the process of unsubscribing?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	140	47	93	24	28	192
	%	72.9	24.5	48.4	12.5	14.6	100.0
BSNL (Urban)	Count	53	13	40	12	21	86
	%	61.6	15.1	46.5	14.0	24.4	100.0
BSNL (Rural)	Count	87	34	53	12	7	106
	%	82.1	32.1	50.0	11.3	6.6	100.0
Sify (Total)	Count	124	38	86	33	12	169
	%	73.4	22.5	50.9	19.5	7.1	100.0
Sify (Urban)	Count	124	38	86	33	12	169
	%	73.4	22.5	50.9	19.5	7.1	100.0
Overall	Count	264	85	179	57	40	361
	%	73.1	23.5	49.6	15.8	11.1	100.0
Overall (Urban)	Count	177	51	126	45	33	255
	%	69.4	20.0	49.4	17.6	12.9	100.0
Overall (Rural)	Count	87	34	53	12	7	106
	%	82.1	32.1	50.0	11.3	6.6	100.0

20(c). Please tell me the reasons for your dissatisfaction.						
Service Providers		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Others	Total
BSNL (Total)	Count	23	5	24	0	52
	%	44.2	9.6	46.2	0.0	100.0
BSNL (Urban)	Count	18	2	13	0	33
	%	54.5	6.1	39.4	0.0	100.0
BSNL (Rural)	Count	5	3	11	0	19
	%	26.3	15.8	57.9	0.0	100.0
Sify (Total)	Count	21	6	18	0	45
	%	46.7	13.3	40.0	0.0	100.0
Sify (Urban)	Count	21	6	18	0	45
	%	46.7	13.3	40.0	0.0	100.0
Overall	Count	44	11	42	0	97
	%	45.4	11.3	43.3	0.0	100.0
Overall (Urban)	Count	39	8	31	0	78
	%	50.0	10.3	39.7	0.0	100.0
Overall (Rural)	Count	5	3	11	0	19
	%	26.3	15.8	57.9	0.0	100.0

21(a). In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider? (such as static/fixe IP addresses, email-ids, antivirus packages, etc)				
Service Providers		Yes	No	Total
BSNL (Total)	Count	200	211	411
	%	48.7	51.3	100.0
BSNL (Urban)	Count	86	24	110
	%	78.2	21.8	100.0
BSNL (Rural)	Count	114	187	301
	%	37.9	62.1	100.0
Sify (Total)	Count	178	179	357
	%	49.9	50.1	100.0
Sify (Urban)	Count	178	179	357
	%	49.9	50.1	100.0
Overall	Count	378	390	768
	%	49.2	50.8	100.0
Overall (Urban)	Count	264	203	467
	%	56.5	43.5	100.0
Overall (Rural)	Count	114	187	301
	%	37.9	62.1	100.0

21(b). Have you complained to your service provider for deactivation of such services and refund of charges levied?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	169	31	200
	%	84.5	15.5	100.0
BSNL (Urban)	Count	78	8	86
	%	90.7	9.3	100.0
BSNL (Rural)	Count	91	23	114
	%	79.8	20.2	100.0
Sify (Total)	Count	155	23	178
	%	87.1	12.9	100.0
Sify (Urban)	Count	155	23	178
	%	87.1	12.9	100.0
Overall	Count	324	54	378
	%	85.7	14.3	100.0
Overall (Urban)	Count	233	31	264
	%	88.3	11.7	100.0
Overall (Rural)	Count	91	23	114
	%	79.8	20.2	100.0

21(c). What difficulties you have faced while deactivating of such services and refund of charges levied?							
Service Providers		None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Others	Total
BSNL (Total)	Count	2	18	20	36	2	78
	%	2.6	23.1	25.6	46.2	2.6	100.0
BSNL (Urban)	Count	5	34	37	15	0	91
	%	5.5	37.4	40.7	16.5	0.0	100.0
BSNL (Rural)	Count	7	52	57	51	2	169
	%	4.1	30.8	33.7	30.2	1.2	100.0
Sify (Total)	Count	24	37	43	49	3	155
	%	15.5	23.9	27.7	31.6	1.9	100.0
Sify (Urban)	Count	24	37	43	49	3	155
	%	15.5	23.9	27.7	31.6	1.9	100.0
Overall	Count	26	55	63	85	5	233
	%	11.2	23.6	27.0	36.5	2.1	100.0
Overall (Urban)	Count	5	34	37	15	0	91
	%	5.5	37.4	40.7	16.5	0.0	100.0
Overall (Rural)	Count	31	89	100	100	5	324
	%	9.6	27.5	30.9	30.9	1.5	100.0

22. How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	169	92	77	0	0	169
	%	100.0	54.4	45.6	0.0	0.0	100.0
BSNL (Urban)	Count	78	44	34	0	0	78
	%	100.0	56.4	43.6	0.0	0.0	100.0
BSNL (Rural)	Count	91	48	43	0	0	91
	%	100.0	52.7	47.3	0.0	0.0	100.0
Sify (Total)	Count	153	75	78	1	1	155
	%	98.7	48.4	50.3	0.6	0.6	100.0
Sify (Urban)	Count	153	75	78	1	1	155
	%	98.7	48.4	50.3	0.6	0.6	100.0
Overall	Count	322	155	167	1	1	324
	%	99.3	47.8	51.5	0.3	0.3	100.0
Overall (Urban)	Count	231	112	119	1	1	233
	%	99.2	48.1	51.1	0.4	0.4	100.0
Overall (Rural)	Count	91	43	48	0	0	91
	%	100.0	47.3	52.7	0.0	0.0	100.0

OVERALL CUSTOMER SATISFACTION

23(a). How satisfied are you with the overall quality of your Broadband service?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	357	108	249	49	5	411
	%	86.9	26.3	60.6	11.9	1.2	100.0
BSNL (Urban)	Count	103	41	62	7	0	110
	%	93.7	37.3	56.4	6.4	0.0	100.0
BSNL (Rural)	Count	254	67	187	42	5	301
	%	84.4	22.3	62.1	14.0	1.7	100.0
Sify (Total)	Count	306	95	211	37	14	357
	%	85.7	26.6	59.1	10.4	3.9	100.0
Sify (Urban)	Count	306	95	211	37	14	357
	%	85.7	26.6	59.1	10.4	3.9	100.0
Overall	Count	663	203	460	86	19	768
	%	86.3	26.4	59.9	11.2	2.5	100.0
Overall (Urban)	Count	409	136	273	44	14	467
	%	87.6	29.1	58.5	9.4	3.0	100.0
Overall (Rural)	Count	254	67	187	42	5	301
	%	84.4	22.3	62.1	14.0	1.7	100.0

24. How many persons in your house/ organization are using this Broadband connection?		
Service Providers		No. of persons (Average Numbers)
BSNL (Total)	Count	411
	avg. no. of persons	2.5
BSNL (Urban)	Count	110
	avg. no. of persons	2.8
BSNL (Rural)	Count	301
	avg. no. of persons	2.4
Sify (Total)	Count	357
	avg. no. of persons	2.6
Sify (Urban)	Count	357
	avg. no. of persons	2.6
Overall	Count	768
	avg. no. of persons	2.6
Overall (Urban)	Count	467
	avg. no. of persons	2.7
Overall (Rural)	Count	301
	avg. no. of persons	2.4

24(a). What kind of other services are you also taking from this service provider?						
Service Providers		Wire-line	Mobile	Other	None	Total
BSNL (Total)	Count	113	42	72	184	411
	%	27.5	10.2	17.5	44.8	100.0
BSNL (Urban)	Count	13	13	3	81	110
	%	11.8	11.8	2.7	73.6	100.0
BSNL (Rural)	Count	100	29	69	103	301
	%	33.2	9.6	22.9	34.2	100.0
Sify (Total)	Count	0	0	138	219	357
	%	0.0	0.0	38.7	61.3	100.0
Sify (Urban)	Count	0	0	138	219	357
	%	0.0	0.0	38.7	61.3	100.0
Overall	Count	113	42	210	403	768
	%	14.7	5.5	27.3	52.5	100.0
Overall (Urban)	Count	13	13	141	300	467
	%	2.8	2.8	30.2	64.2	100.0
Overall (Rural)	Count	100	29	69	103	301
	%	33.2	9.6	22.9	34.2	100.0

25. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	254	157	411
	%	61.8	38.2	100.0
BSNL (Urban)	Count	94	16	110
	%	85.5	14.5	100.0
BSNL (Rural)	Count	160	141	301
	%	53.2	46.8	100.0
Sify (Total)	Count	200	157	357
	%	56.0	44.0	100.0
Sify (Urban)	Count	200	157	357
	%	56.0	44.0	100.0
Overall	Count	454	314	768
	%	59.1	40.9	100.0
Overall (Urban)	Count	294	173	467
	%	63.0	37.0	100.0
Overall (Rural)	Count	160	141	301
	%	53.2	46.8	100.0

26. On a scale of 1-10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?												
Service Providers		1	2	3	4	5	6	7	8	9	10	Total
BSNL (Total)	Count	0	0	3	15	25	60	98	141	66	3	411
	%	0.0	0.0	0.7	3.6	6.1	14.6	23.8	34.3	16.1	0.7	100.0
BSNL (Urban)	Count	0	0	0	0	4	18	33	46	8	1	110
	%	0.0	0.0	0.0	0.0	3.6	16.4	30.0	41.8	7.3	0.9	100.0
BSNL (Rural)	Count	0	0	3	15	21	42	65	95	58	2	301
	%	0.0	0.0	1.0	5.0	7.0	14.0	21.6	31.6	19.3	0.7	100.0
Sify (Total)	Count	2	5	13	19	12	30	78	101	91	6	357
	%	0.6	1.4	3.6	5.3	3.4	8.4	21.8	28.3	25.5	1.7	100.0
Sify (Urban)	Count	2	5	13	19	12	30	78	101	91	6	357
	%	0.6	1.4	3.6	5.3	3.4	8.4	21.8	28.3	25.5	1.7	100.0
Overall	Count	2	5	16	34	37	90	176	242	157	9	768
	%	0.3	0.7	2.1	4.4	4.8	11.7	22.9	31.5	20.4	1.2	100.0
Overall (Urban)	Count	2	5	13	19	16	48	111	147	99	7	467
	%	0.4	1.1	2.8	4.1	3.4	10.3	23.8	31.5	21.2	1.5	100.0
Overall (Rural)	Count	0	0	3	15	21	42	65	95	58	2	301
	%	0.0	0.0	1.0	5.0	7.0	14.0	21.6	31.6	19.3	0.7	100.0

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

27. Are you aware of the call centre telephone number of your broadband service provider for making complaints/ query?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	379	32	411
	%	92.2	7.8	100.0
BSNL (Urban)	Count	101	9	110
	%	91.8	8.2	100.0
BSNL (Rural)	Count	278	23	301
	%	92.4	7.6	100.0
Sify (Total)	Count	266	91	357
	%	74.5	25.5	100.0
Sify (Urban)	Count	266	91	357
	%	74.5	25.5	100.0
Overall	Count	645	123	768
	%	84.0	16.0	100.0
Overall (Urban)	Count	367	100	467
	%	78.6	21.4	100.0
Overall (Rural)	Count	278	23	301
	%	92.4	7.6	100.0

28. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	192	219	411
	%	46.7	53.3	100.0
BSNL (Urban)	Count	86	24	110
	%	78.2	21.8	100.0
BSNL (Rural)	Count	106	195	301
	%	35.2	64.8	100.0
Sify (Total)	Count	168	189	357
	%	47.1	52.9	100.0
Sify (Urban)	Count	168	189	357
	%	47.1	52.9	100.0
Overall	Count	360	408	768
	%	46.9	53.1	100.0
Overall (Urban)	Count	254	213	467
	%	54.4	45.6	100.0
Overall (Rural)	Count	106	195	301
	%	35.2	64.8	100.0

29. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?							
Service Providers		Complaint was registered and docket number received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total
BSNL (Total)	Count	66	39	26	57	4	192
	%	34.4	20.3	13.5	29.7	2.1	100.0
BSNL (Urban)	Count	11	10	12	50	3	86
	%	12.8	11.6	14.0	58.1	3.5	100.0
BSNL (Rural)	Count	55	29	14	7	1	106
	%	51.9	27.4	13.2	6.6	0.9	100.0
Sify (Total)	Count	56	60	13	34	5	168
	%	33.3	35.7	7.7	20.2	3.0	100.0
Sify (Urban)	Count	56	60	13	34	5	168
	%	33.3	35.7	7.7	20.2	3.0	100.0
Overall	Count	122	99	39	91	9	360
	%	33.9	27.5	10.8	25.3	2.5	100.0
Overall (Urban)	Count	67	70	25	84	8	254
	%	26.4	27.6	9.8	33.1	3.1	100.0
Overall (Rural)	Count	55	29	14	7	1	106
	%	51.9	27.4	13.2	6.6	0.9	100.0

30. Did the Call Centre inform you about the action taken on your complaint?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	181	11	192
	%	94.3	5.7	100.0
BSNL (Urban)	Count	84	2	86
	%	97.7	2.3	100.0
BSNL (Rural)	Count	97	9	106
	%	91.5	8.5	100.0
Sify (Total)	Count	164	4	168
	%	97.6	2.4	100.0
Sify (Urban)	Count	164	4	168
	%	97.6	2.4	100.0
Overall	Count	345	15	360
	%	95.8	4.2	100.0
Overall (Urban)	Count	248	6	254
	%	97.6	2.4	100.0
Overall (Rural)	Count	97	9	106
	%	91.5	8.5	100.0

31. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	184	49	135	7	1	192
	%	95.8	25.5	70.3	3.6	0.5	100.0
BSNL (Urban)	Count	85	31	54	1	0	86
	%	98.8	36.0	62.8	1.2	0.0	100.0
BSNL (Rural)	Count	99	18	81	6	1	106
	%	93.4	17.0	76.4	5.7	0.9	100.0
Sify (Total)	Count	165	66	99	3	0	168
	%	98.2	39.3	58.9	1.8	0.0	100.0
Sify (Urban)	Count	165	66	99	3	0	168
	%	98.2	39.3	58.9	1.8	0.0	100.0
Overall	Count	349	115	234	10	1	360
	%	96.9	31.9	65.0	2.8	0.3	100.0
Overall (Urban)	Count	250	97	153	4	0	254
	%	98.4	38.2	60.2	1.6	0.0	100.0
Overall (Rural)	Count	99	18	81	6	1	106
	%	93.4	17.0	76.4	5.7	0.9	100.0

32. Please specify the reason(s) for your dissatisfaction							
Service Providers		Difficult to connect to call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaint is too long	Customer care executive was unable to understand the Problem	Total
BSNL (Total)	Count	6	0	1	2	0	8
	%	75.0	0.0	12.5	25.0	0.0	100.0
BSNL (Urban)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100.0
BSNL (Rural)	Count	5	0	1	2	0	7
	%	71.4	0.0	14.3	28.6	0.0	100.0
Sify (Total)	Count	2	0	0	1	0	3
	%	66.7	0.0	0.0	33.3	0.0	100.0
Sify (Urban)	Count	2	0	0	1	0	3
	%	66.7	0.0	0.0	33.3	0.0	100.0
Overall	Count	8	0	1	3	0	11
	%	72.7	0.0	9.1	27.3	0.0	100.0
Overall (Urban)	Count	3	0	0	1	0	4
	%	75.0	0.0	0.0	25.0	0.0	100.0
Overall (Rural)	Count	5	0	1	2	0	7
	%	71.4	0.0	14.3	28.6	0.0	100.0

33. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?					
Service Providers		Yes	No	Not applicable	Total
BSNL (Total)	Count	169	11	12	192
	%	88.0	5.7	6.3	100.0
BSNL (Urban)	Count	78	2	6	86
	%	90.7	2.3	7.0	100.0
BSNL (Rural)	Count	91	9	6	106
	%	85.8	8.5	5.7	100.0
Sify (Total)	Count	149	12	7	168
	%	88.7	7.1	4.2	100.0
Sify (Urban)	Count	149	12	7	168
	%	88.7	7.1	4.2	100.0
Overall	Count	318	23	19	360
	%	88.3	6.4	5.3	100.0
Overall (Urban)	Count	227	14	13	254
	%	89.4	5.5	5.1	100.0
Overall (Rural)	Count	91	9	6	106
	%	85.8	8.5	5.7	100.0

34(a). In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	10	401	411
	%	2.4	97.6	100.0
BSNL (Urban)	Count	8	102	110
	%	7.3	92.7	100.0
BSNL (Rural)	Count	2	299	301
	%	0.7	99.3	100.0
Sify (Total)	Count	23	334	357
	%	6.4	93.6	100.0
Sify (Urban)	Count	23	334	357
	%	6.4	93.6	100.0
Overall	Count	33	735	768
	%	4.3	95.7	100.0
Overall (Urban)	Count	31	436	467
	%	6.6	93.4	100.0
Overall (Rural)	Count	2	299	301
	%	0.7	99.3	100.0

34(b). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	10	0	10
	%	100.0	0.0	100.0
BSNL (Urban)	Count	8	0	8
	%	100.0	0.0	100.0
BSNL (Rural)	Count	2	0	2
	%	100.0	0.0	100.0
Sify (Total)	Count	23	0	23
	%	100.0	0.0	100.0
Sify (Urban)	Count	23	0	23
	%	100.0	0.0	100.0
Overall	Count	33	0	33
	%	100.0	0.0	100.0
Overall (Urban)	Count	31	0	31
	%	100.0	0.0	100.0
Overall (Rural)	Count	2	0	2
	%	100.0	0.0	100.0

34(c). Were you able to contact to the Nodal officer without difficulty?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	7	3	10
	%	70.0	30.0	100.0
BSNL (Urban)	Count	5	3	8
	%	62.5	37.5	100.0
BSNL (Rural)	Count	2	0	2
	%	100.0	0.0	100.0
Sify (Total)	Count	21	2	23
	%	91.3	8.7	100.0
Sify (Urban)	Count	21	2	23
	%	91.3	8.7	100.0
Overall	Count	28	5	33
	%	84.8	15.2	100.0
Overall (Urban)	Count	26	5	31
	%	83.9	16.1	100.0
Overall (Rural)	Count	2	0	2
	%	100.0	0.0	100.0

35. Did the Nodal Officer intimate you about the decision taken on your complaint?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	6	4	10
	%	60.0	40.0	100.0
BSNL (Urban)	Count	4	4	8
	%	50.0	50.0	100.0
BSNL (Rural)	Count	2	0	2
	%	100.0	0.0	100.0
Sify (Total)	Count	21	2	23
	%	91.3	8.7	100.0
Sify (Urban)	Count	21	2	23
	%	91.3	8.7	100.0
Overall	Count	27	6	33
	%	81.8	18.2	100.0
Overall (Urban)	Count	25	6	31
	%	80.6	19.4	100.0
Overall (Rural)	Count	2	0	2
	%	100.0	0.0	100.0

36(a). How satisfied are you with the redressal of the complaint by the Nodal Officer?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	8	0	8	2	0	10
	%	80.0	0.0	80.0	20.0	0.0	100.0
BSNL (Urban)	Count	6	0	6	2	0	8
	%	75.0	0.0	75.0	25.0	0.0	100.0
BSNL (Rural)	Count	2	0	2	0	0	2
	%	100.0	0.0	100.0	0.0	0.0	100.0
Sify (Total)	Count	20	9	11	1	2	23
	%	86.9	39.1	47.8	4.3	8.7	100.0
Sify (Urban)	Count	20	9	11	1	2	23
	%	86.9	39.1	47.8	4.3	8.7	100.0
Overall	Count	28	9	19	3	2	33
	%	84.9	27.3	57.6	9.1	6.1	100.0
Overall (Urban)	Count	26	9	17	3	2	31
	%	83.8	29.0	54.8	9.7	6.5	100.0
Overall (Rural)	Count	2	0	2	0	0	2
	%	100.0	0.0	100.0	0.0	0.0	100.0

36(b). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaint is too long	Nodal Officer was unable to understand the problem	Total
BSNL (Total)	Count	0	0	0	2	0	2
	%	0.0	0.0	0.0	100.0	0.0	100.0
BSNL (Urban)	Count	0	0	0	2	0	2
	%	0.0	0.0	0.0	100.0	0.0	100.0
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Sify (Total)	Count	1	0	0	2	0	3
	%	33.3	0.0	0.0	66.7	0.0	100.0
Sify (Urban)	Count	1	0	0	2	0	3
	%	33.3	0.0	0.0	66.7	0.0	100.0
Overall	Count	1	0	0	4	0	5
	%	20.0	0.0	0.0	80.0	0.0	100.0
Overall (Urban)	Count	1	0	0	4	0	5
	%	20.0	0.0	0.0	80.0	0.0	100.0
Overall (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0

37. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	8	403	411
	%	1.9	98.1	100.0
BSNL (Urban)	Count	6	104	110
	%	5.5	94.5	100.0
BSNL (Rural)	Count	2	299	301
	%	0.7	99.3	100.0
Sify (Total)	Count	20	337	357
	%	5.6	94.4	100.0
Sify (Urban)	Count	20	337	357
	%	5.6	94.4	100.0
Overall	Count	28	740	768
	%	3.6	96.4	100.0
Overall (Urban)	Count	26	441	467
	%	5.6	94.4	100.0
Overall (Rural)	Count	2	299	301
	%	0.7	99.3	100.0

38. Have you filed any appeal in the last 6 months?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	5	3	8
	%	62.5	37.5	100.0
BSNL (Urban)	Count	4	2	6
	%	66.7	33.3	100.0
BSNL (Rural)	Count	1	1	2
	%	50.0	50.0	100.0
Sify (Total)	Count	17	3	20
	%	85.0	15.0	100.0
Sify (Urban)	Count	17	3	20
	%	85.0	15.0	100.0
Overall	Count	22	6	28
	%	78.6	21.4	100.0
Overall (Urban)	Count	21	5	26
	%	80.8	19.2	100.0
Overall (Rural)	Count	1	1	2
	%	50.0	50.0	100.0

39. Did you receive any acknowledgement?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	5	0	5
	%	100.0	0.0	100.0
BSNL (Urban)	Count	4	0	4
	%	100.0	0.0	100.0
BSNL (Rural)	Count	1	0	1
	%	100.0	0.0	100.0
Sify (Total)	Count	17	0	17
	%	100.0	0.0	100.0
Sify (Urban)	Count	17	0	17
	%	100.0	0.0	100.0
Overall	Count	22	0	22
	%	100.0	0.0	100.0
Overall (Urban)	Count	21	0	21
	%	100.0	0.0	100.0
Overall (Rural)	Count	1	0	1
	%	100.0	0.0	100.0

40. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?					
Service Providers		Yes	No	Appeal file d only recently	Total
BSNL (Total)	Count	3	1	1	5
	%	60.0	20.0	20.0	100.0
BSNL (Urban)	Count	2	1	1	4
	%	50.0	25.0	25.0	100.0
BSNL (Rural)	Count	1	0	0	1
	%	100.0	0.0	0.0	100.0
Sify (Total)	Count	16	0	1	17
	%	94.1	0.0	5.9	100.0
Sify (Urban)	Count	16	0	1	17
	%	94.1	0.0	5.9	100.0
Overall	Count	19	1	2	22
	%	86.4	4.5	9.1	100.0
Overall (Urban)	Count	18	1	2	21
	%	85.7	4.8	9.5	100.0
Overall (Rural)	Count	1	0	0	1
	%	100.0	0.0	0.0	100.0

41. Are you aware that a prepaid customer can get item wise usage charge details for your prepaid connection?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Sify (Total)	Count	143	214	357
	%	40.1	59.9	100.0
Sify (Urban)	Count	143	214	357
	%	40.1	59.9	100.0
Overall	Count	143	214	357
	%	40.1	59.9	100.0
Overall (Urban)	Count	143	214	357
	%	40.1	59.9	100.0
Overall (Rural)	Count	0	0	0
	%	0.0	0.0	0.0

42. Have you been denied of request for item wise usage charge details for your prepaid connection?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Sify (Total)	Count	127	16	143
	%	88.8	11.2	100.0
Sify (Urban)	Count	127	16	143
	%	88.8	11.2	100.0
Overall	Count	127	16	143
	%	88.8	11.2	100.0
Overall (Urban)	Count	127	16	143
	%	88.8	11.2	100.0
Overall (Rural)	Count	0	0	0
	%	0.0	0.0	0.0

43. What were the reason(s) for denying your request?					
Service Providers		No reasons given	Technical problem	Others	Total
BSNL (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Sify (Total)	Count	58	63	6	127
	%	45.7	49.6	4.7	100.0
Sify (Urban)	Count	58	63	6	127
	%	45.7	49.6	4.7	100.0
Overall	Count	58	63	6	127
	%	45.7	49.6	4.7	100.0
Overall (Urban)	Count	58	63	6	127
	%	45.7	49.6	4.7	100.0
Overall (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0

44. Have you been provided the manual of practice, containing the terms and conditions of service, toll free numbers of call centre and contact details of the Nodal officer and appellate authority for complaints redressal etc., while subscribing the new broadband connection?					
Service Providers		Yes	No	Do not remember	Total
BSNL (Total)	Count	207	80	124	411
	%	50.4	19.5	30.2	100.0
BSNL (Urban)	Count	45	34	31	110
	%	40.9	30.9	28.2	100.0
BSNL (Rural)	Count	162	46	93	301
	%	53.8	15.3	30.9	100.0
Sify (Total)	Count	62	147	148	357
	%	17.4	41.2	41.5	100.0
Sify (Urban)	Count	62	147	148	357
	%	17.4	41.2	41.5	100.0
Overall	Count	269	227	272	768
	%	35.0	29.6	35.4	100.0
Overall (Urban)	Count	107	181	179	467
	%	22.9	38.8	38.3	100.0
Overall (Rural)	Count	162	46	93	301
	%	53.8	15.3	30.9	100.0

Date of Interview:

D	D	M	M	Y	Y	Y	Y

S. No

B	W						
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Circle : [1] Assam [2] Rest of North East [3] Bihar & Jharkhand
[4] Rest of West Bengal [5] Orissa [6] Kolkata

CUSTOMER SATISFACTION SURVEY – BASIC WIRE-LINE (LANDLINE) QUESTIONNAIRE

Good morning/ afternoon/ evening. I am from **MDRA**, a reputed market research and consulting company. We are currently doing a customer satisfaction survey on behalf of **TRAI (Telecom Regulatory Authority of India)**, a body set up by the **Government of India**, to assess the satisfaction of customers with the services provided by their service providers. This survey will help TRAI to take necessary action, so that customers like you get better services in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN. ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.

COULD YOU PLEASE SIGN HERE. WE ARE TAKING YOUR SIGNATURE TO ESTABLISH THAT SOMEONE HAS ACTUALLY TAKEN YOUR FEEDBACK AND NOT SOMEONE ELSE'S: _____

[QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID]

S1.1. Which basic wire-line (Landline) service provider are you using currently? [SINGLE RESPONSE]
[1] Airtel [2] BSNL [3] Reliance [4] Tata

[IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE THE INTERVIEW]

S1.2. Name: _____

S1.3. Record Gender: [1] Male [2] Female

S1.4. Age (in years): [1] Less than 25 [2] 25 - 34 [3] 35 - 44 [4] More than 45

S1.5. Please tell me your occupation:
[1] Service [2] Business/Self Employed [3] Student [4] Housewife [5] Retired
STD Code Phone Number

S1.6. Telephone Number (With STD Code):

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S1.7. Record Usage Type: [1] Residential [2] Commercial

S1.8. Record Area: [1] Rural [2] Urban

S1.9. Connection Type: [1] Postpaid [2] Prepaid

S1.10. Record State/UT/City: [1] Andaman & Nicobar [2] Arunachal Pradesh [3] Assam [4] Bihar
[5] Jharkhand [6] Kolkata [7] Manipur [8] Meghalaya
[9] Mizoram [10] Nagaland [11] Orissa [12] Sikkim
[13] Tripura [14] West Bengal

S1.11. Record District Name: _____

S1.12. Address: _____

S1.13. Record Name of SDCA: _____

S1.14. Record Name of Exchange: _____

S1.15. Record Mode of interview: [1] Telephonic [2] Face-to-face

A. SERVICE PROVISION			
1(a)	Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?	[1] Yes	[2] No <i>[SKIP TO SECTION B]</i>
1 (b)	In case you have taken a telephone connection in the last 6 months or shifted your connection or had your connection temporarily suspended, how satisfied are you with time taken to provide working phone connection?	[4] Very satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
2	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?	[1] Yes	[2] No
3	How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	[4] Very satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
B. BILLING RELATED - ONLY FOR POSTPAID CUSTOMERS (FOR PRE-PAID CUSTOMERS GO TO Q 10 (A))			
4	How satisfied are you with the time taken to deliver your bills?	[4] Very satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
5(a)	How satisfied are you with the accuracy & completeness of the bills?	[4] Very satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
5(b)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q5(A)]</i> Please specify the reason(s) for your dissatisfaction. <i>[MULTIPLE CODE]</i>	[1] Charges not as per tariff plan subscribed [2] Tariff plan changed without information [3] Charged for value added services not subscribed [4] Charged for calls/services not made/used [5] Details like item-wise charges are not provided [6] Calculations are not clear [7] Others (please specify _____)	
6	Have you made any billing related complaints in the last 6 months?	[1] Yes	[2] No <i>[IF NO, GO TO Q 8]</i>
7	How satisfied are you with the process of resolution of billing complaints?	[4] Very satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
8	How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?	[4] Very satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
9	<i>(ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q 8)</i> Please specify the reason(s) for your dissatisfaction. <i>[MULTIPLE CODE]</i>	[1] Difficult to read the bill [2] Difficult to understand the language [3] Calculations not clear [4] Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given [5] Others (please specify _____)	
ONLY FOR PREPAID CUSTOMERS			
10 (a)	How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage?	[4] Very satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied

10 (b)	<p>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q10(A)]</p> <p>Please specify the reason(s) for your dissatisfaction.</p> <p>[MULTIPLE CODE]</p>	<p>[1] Charges not as per tariff plan subscribed</p> <p>[2] Tariff plan changed without information</p> <p>[3] Charged for value added services not subscribed</p> <p>[4] Charged for calls/services not made/used</p> <p>[5] Others (please specify _____)</p>
10 (c)	<p>Have you made any complaint related to charging/credit/waiver/validity/adjustments in the last 6 months?</p>	<p>[1] Yes [2] No [IF NO, GO TO Q10(E)]</p>
10 (d)	<p>How satisfied are you with the resolution of such billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
10 (e)	<p>How satisfied are you with the ease of recharging process and the transparency of recharge offer?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
10 (f)	<p>[ASK Q 10(F) ONLY IF 1 OR 2 IS CODED IN Q 10 (E)]</p> <p>Please specify the reason(s) for your dissatisfaction.</p> <p>[MULTIPLE CODE]</p>	<p>[1] Lack of complete information about the offer</p> <p>[2] Charges/Services not as per the offer</p> <p>[3] Delay in activation of recharge</p> <p>[4] Non availability of all denomination recharge coupons</p> <p>[5] Others (please specify _____)</p>
C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL		
11	<p>In the last 6 months, have you contacted customer care/helpline/ call centre of your service provider?</p>	<p>[1] Yes [2] No [IF NO, GO TO Q16]</p>
12(a)	<p>How satisfied are you with the ease of access of call centre/customer care or helpline?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
12(b)	<p>How satisfied are you with the ease of getting an option for “talking to a customer care executive”?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
13	<p>How satisfied are you with the response time taken to answer your call by a customer care executive?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
14	<p>How satisfied are you with the problem solving ability of the customer care executive(s)?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
15	<p>How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY		
16	<p>How satisfied are you with the availability of working telephone (dial tone)?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
17	<p>How satisfied are you with the ability to make or receive calls easily?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
18	<p>How satisfied are you with the voice quality?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>

30	Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?	[1] Yes [2] No
31	Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?	[1] Yes [2] No <i>[IF NO, GO TO Q33]</i>
32(a)	Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	[1] Yes [2] No <i>[IF NO, GO TO Q33]</i>
32(b)	Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?	[4] Stopped receiving [3] Considerable decrease [2] Slight decrease [1] No change
32(c)	<i>[ASK Q32(C) ONLY IF 3 OR 2 OR 1 CODED IN Q 32 (B)]</i> Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?	[1] Yes [2] No <i>[IF NO, GO TO Q33]</i>
32(d)	If Yes, then indicate whether.....	[1] Complaint was registered by the service provider and informed about the action taken on the complaint [2] Complaint was registered by the service provider and did not inform about the action taken on the complaint [3] Service Provider refused to register the complaint [4] Difficult to lodge the complaint
33	On a scale of 1 – 10 where “10” is “Very Good” and “1” is “Very Poor”, how do you rate your service provider?	
QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007		
34(a)	Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?	[1] Yes [2] No
34(b)	Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?	[1] Yes [2] No <i>[IF NO, GO TO Q38]</i>
35	With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? <i>(SINGLE CODE)</i>	[1] Complaint was registered and docket number received [2] Complaint was registered and docket number not received [3] Complaint was registered and docket number provided on request [4] Complaint was registered and docket number not provided even on request [5] Refused to register the complaint
36	Did the Call Centre inform you about the action taken on your complaint?	[1] Yes [2] No
37	Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	[1] Yes [2] No [3] Not Applicable
38	In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?	[1] Yes [2] No <i>[IF NO, GO TO Q43]</i>
39(a)	Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the Call Center/Customer Care?	[1] Yes [2] No <i>[IF NO, GO TO Q43]</i>

39(b)	Were you able to contact the Nodal officer without difficulty?	[1] Yes [2] No
40	Did the Nodal Officer intimate you about the decision taken on your complaint?	[1] Yes [2] No
41	How satisfied are you with the redressal of the complaint by the Nodal Officer?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
42	<p>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q41]</p> <p>Please specify the reason(s) for your dissatisfaction.</p> <p>[MULTIPLE CODE]</p>	<p>[1] Difficult to connect to the Nodal Officer</p> <p>[2] Nodal Officer not polite/courteous</p> <p>[3] Nodal Officer not equipped with adequate information</p> <p>[4] Time taken by Nodal Officer for redressal of complaint is too long</p> <p>[5] Nodal Officer was unable to understand the problem</p> <p>[6] Others (please specify _____)</p>
43	In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?	[1] Yes [2] No [IF NO, GO TO Q47]
44	Have you filed any appeal in last 6 months?	[1] Yes [2] No [IF NO, GO TO Q47]
45	Did you receive any acknowledgement?	[1] Yes [2] No
46	Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	[1] Yes recently [2] No [3] Appeal filed only
[Q47 TO Q49 ARE FOR PREPAID CUSTOMERS ONLY]		
47	Are you aware that a prepaid customer can get item-wise usage charge details, on request?	[1] Yes [2] No [IF NO, GO TO Q50]
48	Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	[1] Yes [2] No [IF NO, GO TO Q50]
49	What were the reason(s) for denying your request? [MULTIPLE CODE]	[1] No reason given [2] Technical problem [3] Others (specify _____)
50	Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Call Centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new telephone connection?"	[1] Yes [2] No [3] Do not remember

Name of the interviewer : _____ Date: _____

Name of the scrutinizer : _____ Date: _____

Back-check done by : _____ Date of back-check: _____

Name of Operation Manager : _____

Date of Interview:

D	D	M	M	Y	Y	Y	Y

 S. No

C	M						

Circle : [1] Assam [2] Rest of North East [3] Bihar & Jharkhand
 [4] Rest of West Bengal [5] Orissa [6] Kolkata

CUSTOMER SATISFACTION SURVEY - CELLULAR MOBILE TELEPHONE QUESTIONNAIRE

Good morning/ afternoon/ evening. I am from **MDRA**, a reputed market research and consulting company. We are currently doing a customer satisfaction survey on behalf of **TRAI (Telecom Regulatory Authority of India)**, a body set up by the **Government of India**, to assess the satisfaction of customers with the services provided by their service providers. This survey will help TRAI to take necessary action, so that customers like you get better services in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

**THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN.
 ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.**

COULD YOU PLEASE SIGN HERE. WE ARE TAKING YOUR SIGNATURE TO ESTABLISH THAT SOMEONE HAS ACTUALLY TAKEN YOUR FEEDBACK AND NOT SOMEONE ELSE'S: _____

[QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID]

S1.1. Which mobile phone or fixed wireless phone (FWP) service provider are you using currently?
 [1] Aircel [2] Airtel [3] BSNL [4] Cheers Mobile
 [5] Idea [6] Loop Mobile [7] MTS [8] Reliance Comm.
 [9] Reliance Telecom [10] S Tel [11] Tata [12] Uninor
 [13] Videocon [14] Vodafone

S1.2. Name: _____

S1.3. Record Gender: [1] Male [2] Female

S1.4. Age (in years): [1] Less than 25 [2] 25-34 [3] 35-44 [4] More than 45

S1.5. Please tell me your occupation:
 [1] Service [2] Business/Self Employed [3] Student [4] Housewife [5] Retired

S1.6. Mobile/ Fixed Wireless Phone (FWP) Number:

0									
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S1.7. Record Usage Type: [1] Residential [2] Commercial

S1.8. Record Area: [1] Rural [2] Urban

S1.9. Connection Type: [1] Postpaid [2] Prepaid

S1.10. Type: [1] GSM [2] CDMA

S1.11. Record State/UT/City: [1] Andaman & Nicobar [2] Arunachal Pradesh [3] Assam [4] Bihar
 [5] Jharkhand [6] Kolkata [7] Manipur [8] Meghalaya
 [9] Mizoram [10] Nagaland [11] Orissa [12] Sikkim
 [13] Tripura [14] West Bengal

S1.12. Record District Name: _____

S1.13. Address: _____

S1.14. Record Mode of interview: [1] Telephonic [2] Face-to-face

A. SERVICE PROVISION			
1	How satisfied are you with the process and time taken to activate the mobile connection, after you applied and completed all formalities?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
2	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?	[1] Yes	[2] No
3	How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
B. BILLING RELATED - PREPAID CUSTOMERS (FOR POST-PAID CUSTOMERS GO TO Q 6)			
4(a)	How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc.?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
4(b)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q4(a)]</i> Please specify the reason(s) for your dissatisfaction. <i>[MULTIPLE CODE]</i>	[1] Charges not as per tariff plan subscribed [2] Tariff plan changed without information [3] Charged for value added services not subscribed [4] Charged for calls/services not made/used [5] Others (please specify _____)	
5(a)	Have you made any complaint related to charging/credit/ waiver/ validity/ adjustments in the last 6 months?	[1] Yes	[2] No <i>[IF NO, GO TO Q 5(c)]</i>
5(b)	How satisfied are you with the resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of such resolution of complaints?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
5(c)	How satisfied are you with the ease of recharging process and the transparency of recharge offer?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
5(d)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q 5(c)]</i> Please specify the reason(s) for your dissatisfaction. <i>[MULTIPLE CODE]</i>	[1] Lack of complete information about the offer [2] Charges/Services not as per the offer [3] Delay in activation of recharge [4] Non availability of all denomination recharge coupon [5] Others (please specify _____)	
5(e)	Did you get information regarding call duration, amount deducted for call and balance in the account after every call?	[1] Yes	[2] No
C. BILLING RELATED - POSTPAID CUSTOMERS			
6	How satisfied are you with the time taken to deliver your bills?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
7(a)	How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
7(b)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN 7(a)]</i> Please specify the reason(s) for your dissatisfaction. <i>[MULTIPLE CODE]</i>	[1] Difficult to read the bill [2] Difficult to understand the language [3] Calculation not clear [4] Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given [5] Others (please specify _____)	

8(a)	How satisfied are you with the accuracy & completeness of the bills?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
8(b)	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q8(a)] Please specify the reason(s) for your dissatisfaction. [MULTIPLE CODE]	[1] Charges not as per tariff plan subscribed [2] Tariff plan changed without information [3] Charged for value added services not subscribed [4] Charged for calls/services not made/used [5] Calculations are not clear [6] Others (please specify _____)	
9(a)	Have you made any billing related complaints in the last 6 months?	[1] Yes [2] No	[IF NO, GO TO Q10]
9(b)	How satisfied are you with the process of resolution of billing complaints?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
D. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL			
10	In the last 6 months, have you contacted customer care/helpline/ call centre of your service provider?	[1] Yes [2] No	[IF NO, GO TO Q16]
11	How satisfied are you with the ease of access of call centre/customer care or helpline?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
12	How satisfied are you with the ease of getting an option for “talking to a customer care executive”?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
13	How satisfied are you with the response time taken to answer your call by a customer care executive?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
14	How satisfied are you with the problem solving ability of the customer care executive(s)?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
15	How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY			
16	How satisfied are you with the availability of signal of your service provider in your locality?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
17	How satisfied are you with the ability to make or receive calls easily?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
18	How often does your call drop during conversation?	[4] Never [2] Frequently	[3] Occasionally [1] Very Frequently
19	How satisfied are you with the voice quality?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied

F. MAINTAINABILITY (FAULT REPAIR)			
20	How often do you face signal problems?	[4] Never [2] Frequently	[3] Occasionally [1] Very Frequently
21	How satisfied are you with the availability of signal in your area?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
22	How satisfied are you with the restoration of network (signal) problems?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
G. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES			
23	Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?	[1] Yes	[2] No [IF NO, GO TO Q26]
24	How satisfied are you with the quality of the supplementary services / value added service provided?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
25(a)	How satisfied are you with the process of activating value added services or the process of unsubscribing?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
25(b)	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q25(a)] Please tell me the reasons for your dissatisfaction. [MULTIPLE CODE]	[1] Not informed of charges [2] Activated without consent [3] Not informed about toll free number for unsubscribing [4] Others (please specify _____)	
26	In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	[1] Yes	[2] No [IF NO, GO TO Q29(a)]
27	Have you complained to your service provider for deactivation of such services and refund of charges levied?	[1] Yes	[2] No [IF NO, GO TO Q29(a)]
28(a)	What difficulties have you faced while deactivating of such services and refund of charges levied?	[1] None [2] Delay in deactivation resulting in repeat complaints [3] Customer care refused to register the complaint [4] Not aware of whom to contact [5] Others (please specify) _____	
28(b)	How satisfied are you with the resolution of your complaint for deactivation of VAS and refund of charges levied?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
H. OVERALL CUSTOMER SATISFACTION			
29(a)	How satisfied are you with the overall quality of your mobile service?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
29(b)	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q29(a)] Please specify the reason(s) for your dissatisfaction	1. _____ 2. _____ 3. _____	

I. GENERAL INFORMATION	
30	What kind of other services are you also taking from this service provider? [1] Broadband [2] Wireline [3] Other, Specify _____ [4] None
31	Are you aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS? [1] Yes [2] No [IF NO, GO TO Q34(a)]
32	Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS? [1] Yes [2] No [IF NO, GO TO Q34(a)]
33(a)	Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering? [4] Stopped receiving [3] Considerable decrease [2] Slight decrease [1] No change
33(b)	[ASK THIS QUESTION ONLY IF 3 OR 2 OR 1 CODED IN Q 33 (A)] Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number? [1] Yes [2] No [IF NO, GO TO Q34(a)]
33(c)	If Yes, then indicate whether..... [1] Complaint was registered by the service provider and informed about the action taken on the complaint [2] Complaint was registered by the service provider and did not inform about the action taken on the complaint [3] Service Provider refused to register the complaint [4] Difficult to lodge the complaint
34(a)	Are you aware of facility by which you can change your service provider without changing your mobile number? [1] Yes [2] No [IF NO, GO TO Q35]
34(b)	Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider? [1] Yes [2] No [IF NO, GO TO Q35]
34(c)	When did you get 'Unique Porting Code' from your existing service provider? [1] Within 5 min [2] After 5 to 10 min [3] After 10 min [4] Never
34(d)	If you have utilized the service of MNP (Mobile Number Portability), are you satisfied with its entire process? [4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
35	On a scale of 1 – 10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?
QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007	
36	Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query? [1] Yes [2] No
37	Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number? [1] Yes [2] No [IF NO, GO TO Q41]
38	With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (SINGLE CODE) [1] Complaint was registered and docket number received [2] Complaint was registered and docket number not received [3] Complaint was registered and docket number provided on request [4] Complaint was registered and docket number not provided even on request [5] Refused to register the complaint

39	Did the Call Centre inform you about the action taken on your complaint?	[1] Yes	[2] No
40	Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	[1] Yes	[2] No [3] Not Applicable
41	In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?	[1] Yes	[2] No [IF NO, GO TO Q46]
42(a)	Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the Call Center/Customer Care?	[1] Yes	[2] No [IF NO, GO TO Q46]
42(b)	Were you able to contact the Nodal officer without difficulty?	[1] Yes	[2] No
43	Did the Nodal Officer intimate you about the decision taken on your complaint?	[1] Yes	[2] No
44	How satisfied are you with the redressal of the complaint by the Nodal Officer?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied	
45	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q44 ELSE GO TO Q46] Please specify the reason(s) for your dissatisfaction. [MULTIPLE CODE]	[1] Difficult to connect to the Nodal Officer [2] Nodal Officer not polite/courteous [3] Nodal Officer not equipped with adequate information [4] Time taken by Nodal Officer for redressal of complaint is too long [5] Nodal Officer was unable to understand the problem [6] Others (please specify _____)	
46	In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?	[1] Yes	[2] No [IF NO, GO TO Q50]
47	Have you filed any appeal in last 6 months?	[1] Yes	[2] No [IF NO, GO TO Q50]
48	Did you receive any acknowledgement?	[1] Yes	[2] No
49	Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	[1] Yes	[2] No [3] Appeal filed only recently
[Q50 TO Q52 ARE FOR PREPAID CUSTOMERS ONLY]			
50	Are you aware that a prepaid customer can get item-wise usage charge details, on request?	[1] Yes	[2] No [IF NO, GO TO Q53]
51	Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	[1] Yes	[2] No [IF NO, GO TO Q53]
52	What were the reason(s) for denying your request? [MULTIPLE CODE]	[1] No reason given [2] Technical problem [3] Others (specify _____)	
53	Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Call Centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new telephone connection?	[1] Yes	[2] No [3] Do not remember

Name of the interviewer : _____ Date : _____

Name of the scrutinizer : _____ Date : _____

Back-check done by : _____ Date of back-check: _____

Name of Operation Manager : _____



Date of Interview:

D	D	M	M	Y	Y	Y	Y

 S. No

B	B						
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- Circle : [1] Assam [2] Rest of North East [3] Bihar & Jharkhand
 [4] Rest of West Bengal [5] Orissa [6] Kolkata

CUSTOMER SATISFACTION SURVEY – BROADBAND QUESTIONNAIRE

Good morning/ afternoon/ evening. I am from **MDRA**, a reputed market research and consulting company. We are currently doing a customer satisfaction survey on behalf of **TRAI (Telecom Regulatory Authority of India)**, a body set up by the **Government of India**, to assess the satisfaction of customers with the services provided by their service providers. This survey will help TRAI to take necessary action, so that customers like you get better services in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

**THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN.
 ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.**

COULD YOU PLEASE SIGN HERE. WE ARE TAKING YOUR SIGNATURE TO ESTABLISH THAT SOMEONE HAS ACTUALLY TAKEN YOUR FEEDBACK AND NOT SOMEONE ELSE'S: _____

[QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID]

- S1.1. Which broadband service provider are you using currently? [SINGLE RESPONSE]**
 [1] Airtel [2] Alliance [3] BSNL [4] Hughes [5] Ortel
 [6] Reliance [7] Sify [8] Tata Com [9] Tikona

[IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE THE INTERVIEW]

S1.2. Name: _____

- S1.3. Record Gender:** [1] Male [2] Female

- S1.4. Age (in years):** [1] Less than 25 [2] 25 - 34 [3] 35 - 44 [4] More than 45

- S1.5. Please tell me your occupation:**
 [1] Service [2] Business/Self Employed [3] Student [4] Housewife [5] Retired

S1.6. Telephone Number (With STD Code):

STD Code	Phone Number
----------	--------------

S1.7. E-mail: _____

- S1.8. Record Usage Type:** [1] Residential [2] Commercial

- S1.9. Record Area:** [1] Rural [2] Urban

- S1.10. Connection Type:** [1] Postpaid [2] Prepaid

- S1.11. Record State/UT:** [1] Andaman & Nicobar [2] Arunachal Pradesh [3] Assam [4] Bihar
 [5] Jharkhand [6] Kolkata [7] Manipur [8] Meghalaya
 [9] Mizoram [10] Nagaland [11] Orissa [12] Sikkim
 [13] Tripura [14] West Bengal

S1.12. Record District Name: _____

S1.13. Address: _____

S1.14. Record Name of SDCA [IN CASE OF BSNL]: _____

S1.15. Record Name of Exchange [IN CASE OF BSNL]: _____

S1.16. Record Name of the POP [IN CASE OF PRIVATE SERVICE PROVIDER]: _____

- S1.17. Record Mode of interview:** [1] Face-to-face [2] Email [3] Web/ Online

A. SERVICE PROVISION		
1(a)	When did you last apply for a broadband connection?	[1] More than 7 to 15 days ago [2] More than 15 to 30 days ago [3] More than 30 days ago
1 (b)	After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?	[1] Within 7 working days [2] More than 7 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?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
3	In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?	[1] Within 24 hrs [2] 2-3 days [3] 4-7 days [4] more than 7 days [5] Not Applicable
B. BILLING RELATED - ONLY FOR POSTPAID CUSTOMERS (FOR PREPAID CUSTOMERS GO TO Q9(A))		
4	How satisfied are you with the timely delivery of bills?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
5(a)	How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
5(b)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q5(A)]</i> Please specify the reason(s) for your dissatisfaction. <i>[MULTIPLE CODE]</i>	[1] Difficult to read the bills [2] Difficult to understand the language [3] Calculations not clear [4] Item-wise charges like total minutes of usage not given [5] Others (please specify _____)
6(a)	How satisfied are you with the accuracy & completeness of the bills?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
6(b)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q6(A)]</i> Please specify the reason(s) for your dissatisfaction. <i>[MULTIPLE CODE]</i>	[1] Charges not as per tariff plan subscribed [2] Tariff plan changed without information [3] Charged for value added services not subscribed [4] Charged for services not used [5] Others (please specify _____)
7	Have you made any billing related complaints in the last 6 months?	[1] Yes [2] No <i>[IF NO, GO TO Q 10]</i>
8	How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
BILLING RELATED - ONLY FOR PREPAID CUSTOMERS		
9 (a)	How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
9 (b)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q9(A)]</i> Please specify the reason(s) for your dissatisfaction. <i>[MULTIPLE CODE]</i>	[1] Charges not as per tariff plan subscribed [2] Tariff plan changed without information [3] Charged for value added services not subscribed [4] Charged for services not used [5] Others (please specify _____)

9 (c)	Have you made any complaint related to charging/credit/waiver/validity/adjustments in the last 6 months?	[1] Yes	[2] No [IF NO, GO TO Q 10]
9 (d)	How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL			
10	In the last 6 months, have you contacted customer care/helpline/ call centre of your service provider?	[1] Yes	[2] No [IF NO, GO TO Q 15]
11(a)	How satisfied are you with the ease of access of call centre/customer care or helpline?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
11(b)	How satisfied are you with the ease of getting an option for “talking to a customer care executive”?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
12	How satisfied are you with the response time taken to answer your call by a customer care executive?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
13	How satisfied are you with the problem solving ability of the customer care executive(s)?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
14	How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY			
15	How satisfied are you with the speed of Broadband connection?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
16	How satisfied are you with the amount of time for which service is up and working?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
E. MAINTAINABILITY (FAULT REPAIR)			
17	How often do you face a problem with your Broadband connection?	[1] Never [3] Frequently	[2] Occasionally [4] Very frequently [IF CODED 1 AND 2 GO TO Q 20(A), SECTION F.]
18	[ASK THIS QUESTION ONLY IF 3 OR 4 IS CODED IN Q17] What was the broadband connection problem faced by you in last 6 months related to, please specify?	[1] Problem was related to my computer hardware/software [2] Problem was related to the broadband connection& modem provided by service provider	
19	How satisfied are you with the time taken for restoration of broadband connection?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES			
20(a)	Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.	[1] Yes	[2] No [IF NO, GO TO Q21A]
20(b)	How satisfied are you with the process of activating value added services or the process of unsubscribing?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
20(c)	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN 20(B)] Please tell me the reasons for your dissatisfaction.	[1] Not informed of charges [2] Activated without consent [3] Not informed about toll free number for unsubscribing [4] Others, (specify _____)	

21(a)	In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider? (such as static/fixed IP addresses, email-ids, antivirus packages, etc)	[1] Yes	[2] No [IF NO, GO TO Q23A]
21(b)	Have you complained to your service provider for deactivation of such services and refund of charges levied?	[1] Yes	[2] No [IF NO, GO TO Q23A]
21(c)	What difficulties you have faced while deactivating of such services and refund of charges levied?	[1] None [2] Delay in deactivation resulting in repeat complaints [3] Customer care refused to register the complaint [4] Not aware of whom to contact [5] Others (please specify_____)	
22	How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
G.	OVERALL CUSTOMER SATISFACTION		
23(a)	How satisfied are you with the overall quality of your Broadband service?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
23(b)	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q23(A)] Please specify the reason(s) for your dissatisfaction	1. _____ _____ 2. _____ _____ 3. _____ _____	
H.	GENERAL INFORMATION		
24	How many persons in your house/ organization are using this Broadband connection?		
24(a)	What kind of other services are you also taking from this service provider?	[1] Wireline [3] Other, Specify_____	[2] Mobile [4] None
25	Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	[1] Yes	[2] No
26	On a scale of 1-10 where “10” is “Very Good” and “1” is “Very Poor”, how do you rate your service provider?		
QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007			
27	Are you aware of the call centre telephone number of your broadband service provider for making complaints/ query?	[1] Yes	[2] No
28	Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?	[1] Yes	[2] No [IF NO, GO TO Q34A]

29	<p>With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?</p> <p>[SINGLE CODE]</p>	<p>[1] Complaint was registered and docket number received</p> <p>[2] Complaint was registered and docket number not received</p> <p>[3] Complaint was registered and docket number provided on request</p> <p>[4] Complaint was registered and docket number not provided even on request</p> <p>[5] Refused to register the complaint</p>
30	<p>Did the Call Centre inform you about the action taken on your complaint?</p>	<p>[1] Yes [2] No</p>
31	<p>How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
32	<p>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q 31]</p> <p>Please specify the reason(s) for your dissatisfaction.</p> <p>[MULTIPLE CODE]</p>	<p>[1] Difficult to connect to call centre executive</p> <p>[2] Customer care executive not polite/courteous</p> <p>[3] Customer care executive not equipped with adequate information</p> <p>[4] Time taken by call centre for redressal of complaint is too long</p> <p>[5] Customer care executive was unable to understand the problem</p> <p>[6] Others (please specify _____)</p>
33	<p>Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?</p>	<p>[1] Yes [2] No [3] Not Applicable</p>
34(a)	<p>In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?</p>	<p>[1] Yes [2] No [IF NO, GO TO Q37]</p>
34(b)	<p>Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?</p>	<p>[1] Yes [2] No [IF NO, GO TO Q37]</p>
34(c)	<p>Were you able to contact to the Nodal officer without difficulty?</p>	<p>[1] Yes [2] No</p>
35	<p>Did the Nodal Officer intimate you about the decision taken on your complaint?</p>	<p>[1] Yes [2] No</p>
36(a)	<p>How satisfied are you with the redressal of the complaint by the Nodal Officer?</p>	<p>[4] Very Satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
36(b)	<p>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q36(A)]</p> <p>Please specify the reason(s) for your dissatisfaction.</p> <p>[MULTIPLE CODE]</p>	<p>[1] Difficult to connect to the Nodal Officer</p> <p>[2] Nodal Officer not polite/courteous</p> <p>[3] Nodal Officer not equipped with adequate information</p> <p>[4] Time taken by Nodal Officer for redressal of complaint is too long</p> <p>[5] Nodal Officer was unable to understand the problem</p> <p>[6] Others (please specify _____)</p>

37	In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?	[1] Yes	[2] No [IF NO, GO TO Q41]
38	Have you filed any appeal in last 6 months?	[1] Yes	[2] No [IF NO, GO TO Q41]
39	Did you receive any acknowledgement?	[1] Yes	[2] No
40	Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	[1] Yes	[2] No [3] Appeal filed only recently
(Q41 TO Q43 ARE FOR PREPAID CUSTOMERS ONLY)			
41	Are you aware that a prepaid customer can get item-wise usage charge details, on request?	[1] Yes	[2] No [IF NO, GO TO Q44]
42	Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	[1] Yes	[2] No [IF NO, GO TO Q44]
43	What were the reason(s) for denying your request?	[1] No reason given	[2] Technical problem [3] Others (specify _____)
44	Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new broadband connection?"	[1] Yes	[2] No [3] Do not remember

Name of the interviewer : _____ Date: _____

Name of the scrutinizer : _____ Date: _____

Back-check done by : _____ Date of back-check: _____

Name of Operation Manager : _____