

# Telecom Regulatory Authority of India

New Delhi



## Report on Assessment of

1. Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and
2. Customer Perception of Service through Survey  
(Circle - Chennai)

April – June 2012



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## **Preface**

TRAI, the regulatory body of Government of India for the Quality of Service for the telecom services – Basic (Wireline), Cellular Mobile (Wireless) and Broadband has commissioned this study with the objective of measuring Quality of Services under the parameters as per the published notifications.

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

The Study for various circles within the Zones, due to the sheer scale of data collection, have been distributed across various quarterly periods. Spectrum Planning (India) Limited conducted Survey in Chennai, Kerala and Tamil Nadu circles in period April – June 2012. The present report details the **Quality of Services** findings for **Chennai Circle for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services**.

## **Executive Summary**

Provision of world class telecommunication infrastructure and information is the key to rapid economic and social development of the country. While expansion in number of subscribers and growth of tele-density are important quantitative goals in this sector, it is important to pay attention to the Quality of Service to consumers through regulatory mechanism.

In pursuance of these objectives Telecom Regulatory Authority of India (TRAI), decided to assess the:

1. Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007
2. Customer Perception of Service through Survey

for wireline, mobile and broadband services in all the circle of the various zones in India. For Southern Zone covering the states of Andhra Pradesh, Karnataka, Tamil Nadu, Chennai and Kerala **TRAI** commissioned M/s **Spectrum Planning (India) Limited, (SPIL) New Delhi** to carry out this study in four quarters.

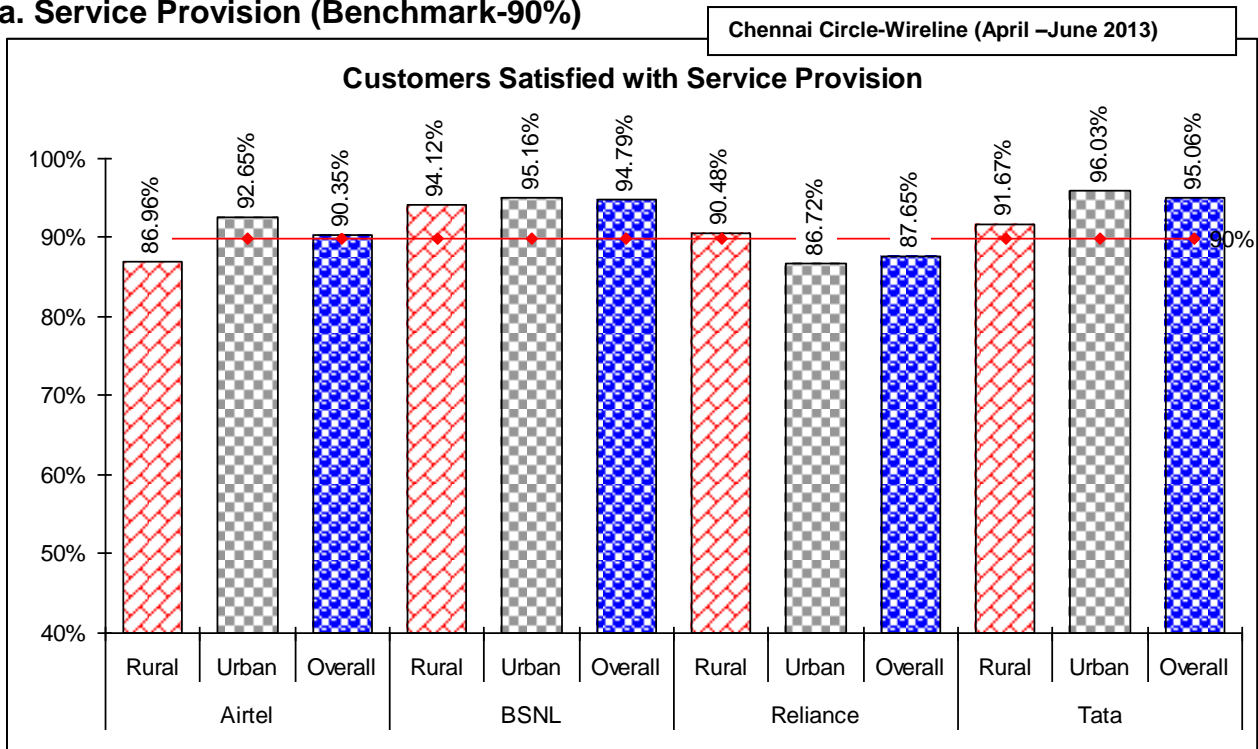
This report pertains to second quarter of **Chennai Circle** for which detailed field study was carried out by SPIL team during the period April –June 2012 .by contacting various categories of respondent as per terms of reference. The feedback pertained to subscribers' perception of quality of services being provided by their respective service provider on eight select parameters of quality of service. This feedback was obtained through a structured questionnaires approved by TRAI. The active respondents list was obtained in advance from service providers. Respondents were selected from across all service providers currently operational in the respective circles.

The detailed responses obtained from field were fed into computerized format and have been cleaned after validation, collated, tabulated, analyzed and findings of the study have been summarized in the form of following report containing various tables and graphs.

## 1. Summary of the Survey Module for Basic Wireline

Wireline Operator		Airtel			BSNL			Reliance			Tata		
Overall Performance→	Area→/ Benchmark↓	Rural	Urban	Overall	Rural	Urban	Overall	Rural	Urban	Overall	Rural	Urban	Overall
Customers satisfied with provisioning of service	≥ 90%	86.96%	92.65%	90.35%	94.12%	95.16%	94.79%	90.48%	86.72%	87.65%	91.67%	96.03%	95.06%
Customers satisfied with billing performance- Postpaid	≥ 95%	90.73%	96.03%	95.00%	95.29%	95.29%	95.29%	91.98%	93.91%	93.62%	92.62%	91.33%	91.52%
Customers satisfied with billing performance- Prepaid	≥ 95%	85.37%	95.77%	91.96%	NA	NA	NA	84.21%	96.19%	93.01%	83.33%	90.35%	87.78%
Customers satisfied with network performance, reliability and availability	≥ 95%	90.92%	95.03%	94.21%	96.04%	96.25%	96.18%	89.88%	95.80%	94.87%	87.85%	96.11%	94.71%
Customers satisfied with maintainability	≥ 95%	94.05%	97.65%	96.46%	93.75%	97.22%	95.59%	89.13%	96.71%	95.50%	92.42%	95.77%	95.14%
Customers satisfied with supplementary and value added services	≥ 90%	81.82%	92.16%	89.96%	84.62%	92.56%	91.16%	84.62%	87.85%	87.50%	82.86%	87.05%	86.40%
Customers satisfied with help services including grievance redressal	≥ 90%	88.57%	92.04%	91.31%	91.52%	93.11%	92.61%	88.86%	91.76%	91.31%	88.23%	93.42%	92.51%
Customers satisfied with overall service quality	≥ 90%	92.96%	96.27%	95.61%	93.60%	94.50%	94.23%	87.50%	95.91%	94.59%	87.85%	92.59%	91.79%

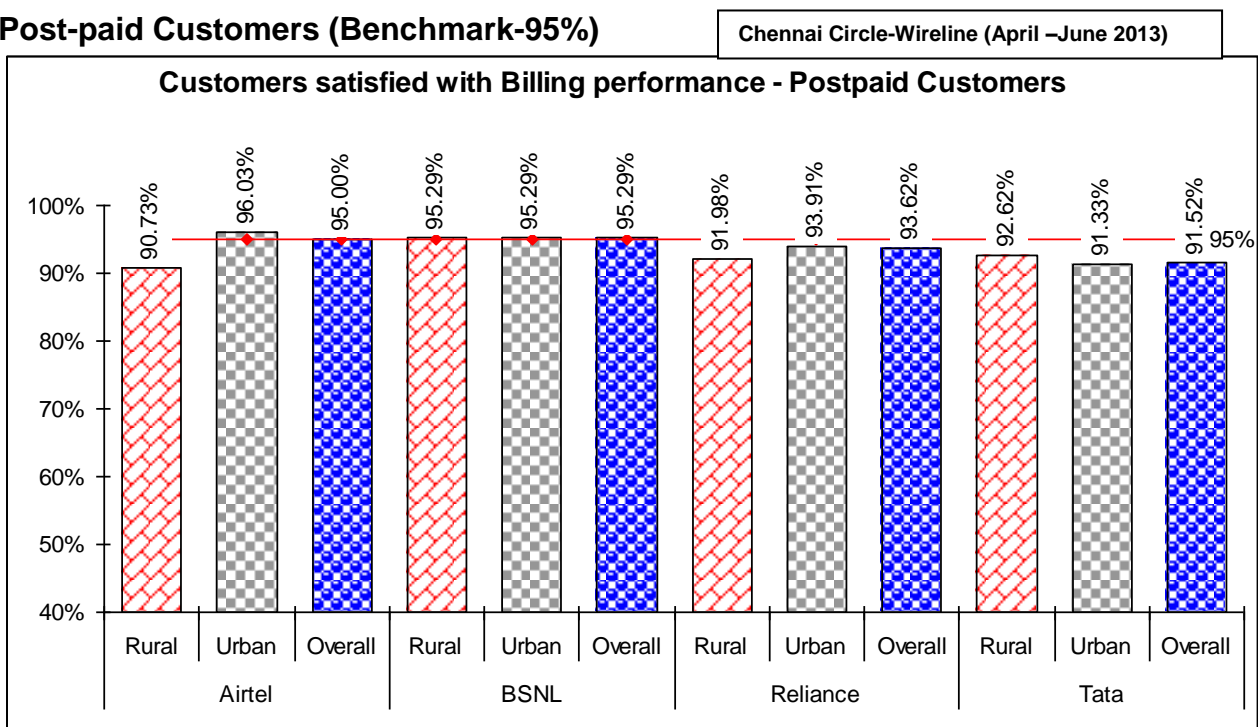
**a. Service Provision (Benchmark-90%)**



Out of the four basic wire line operators, all except Reliance were able to achieve benchmark level of satisfaction of 90% in the present round of survey with respect to provisioning of services.

**b. Billing Performance**

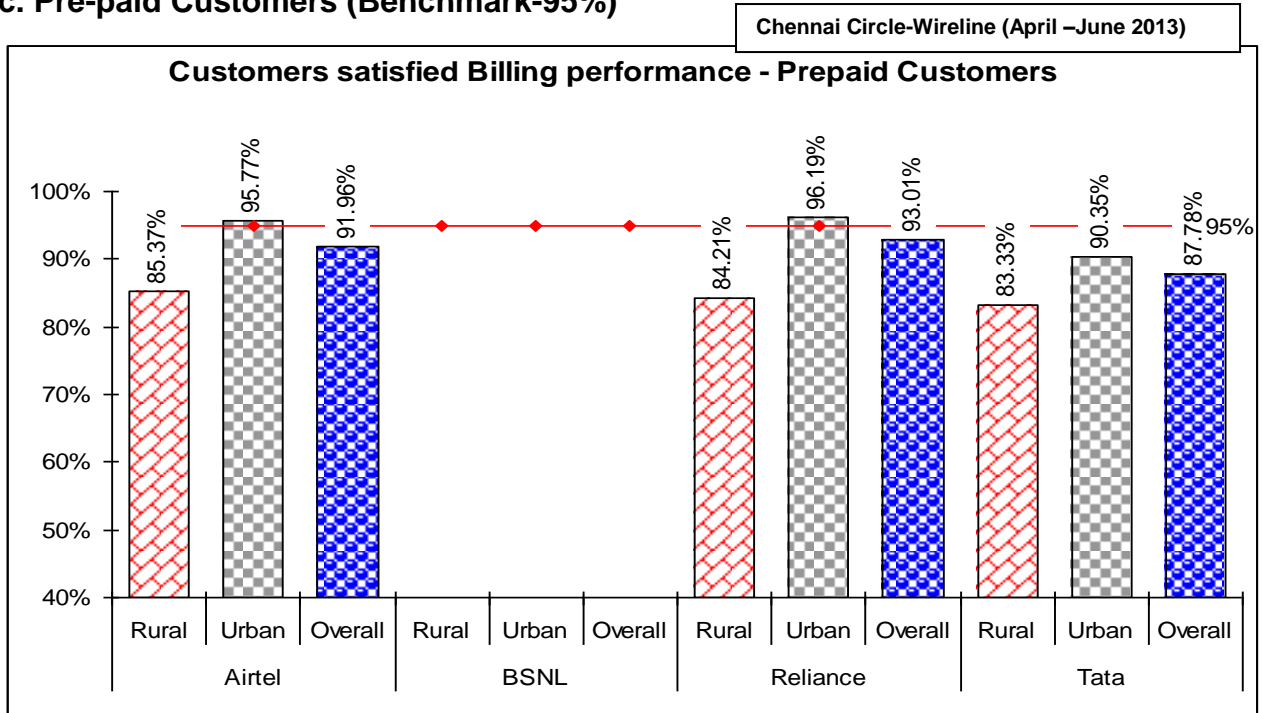
**Post-paid Customers (Benchmark-95%)**



In billing performance two (Airtel and BSNL) operators could achieve the benchmark satisfaction level of 95% for post paid customers in the present round of survey.

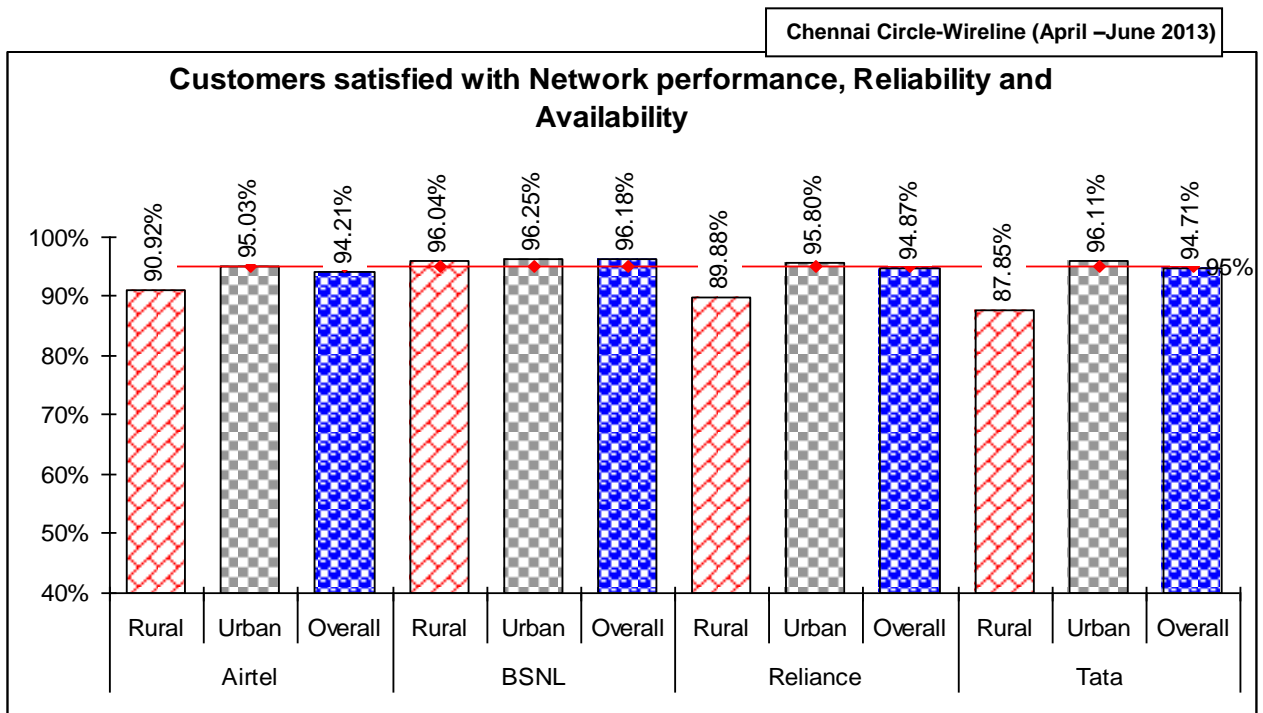


**c. Pre-paid Customers (Benchmark-95%)**



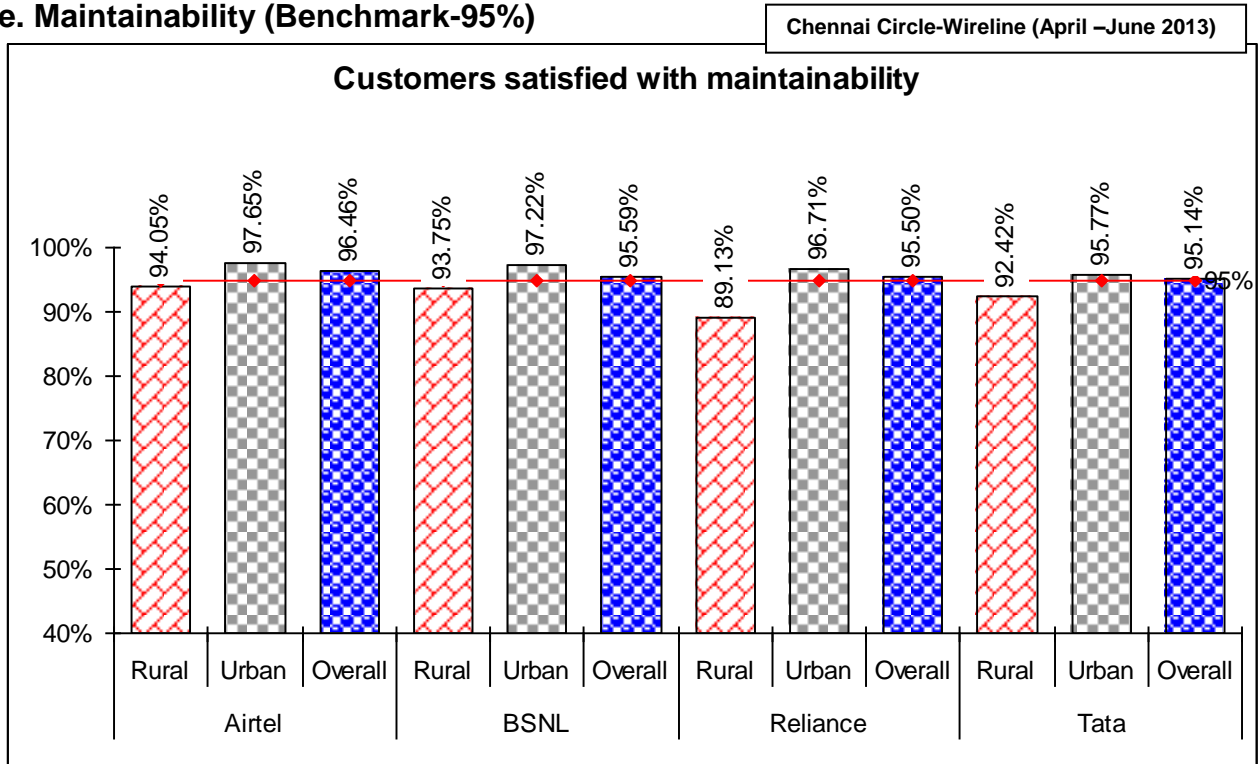
In pre-paid customer services, only Airtel & Reliance in urban areas could achieve the benchmark while the billing performance of other service operators in the circle is below the benchmark level of 95% in the present round of survey.

**d. Network Performance, Reliability and Availability (Benchmark-95%)**



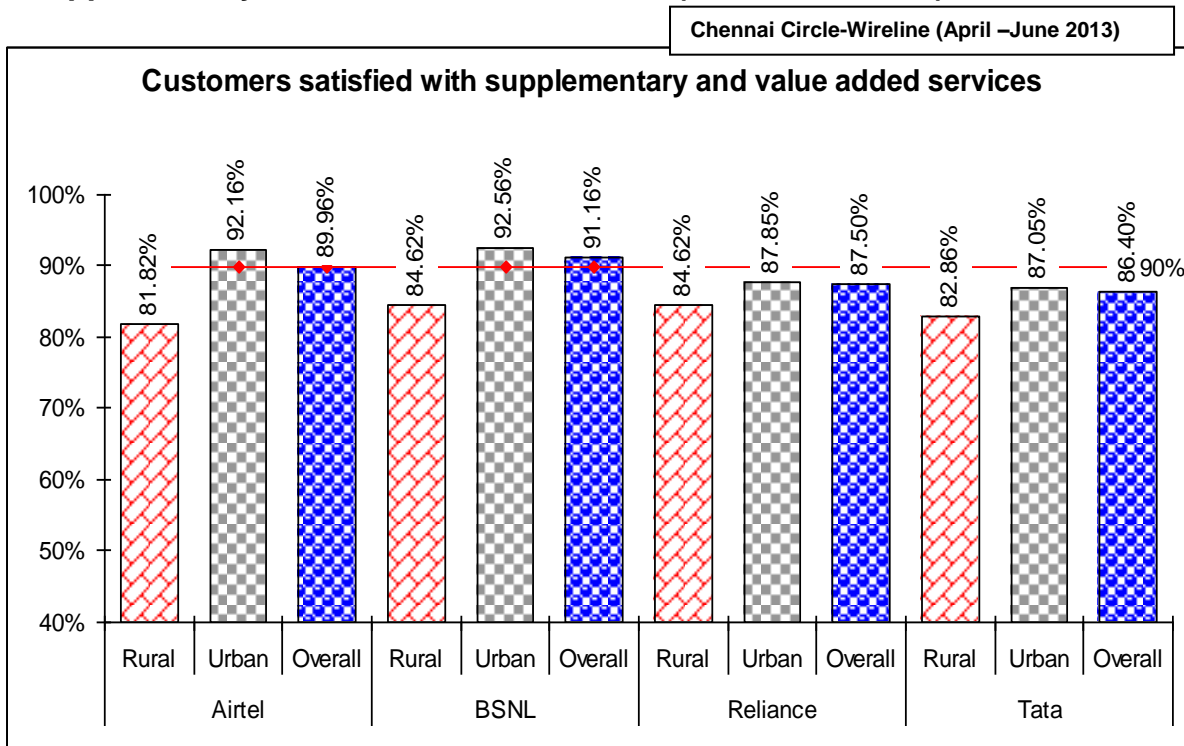
In terms of network performance, reliability and availability of services, only BSNL overall, Reliance & TATA in urban areas could achieve the benchmark satisfaction level of 95% in the present round of survey.

**e. Maintainability (Benchmark-95%)**



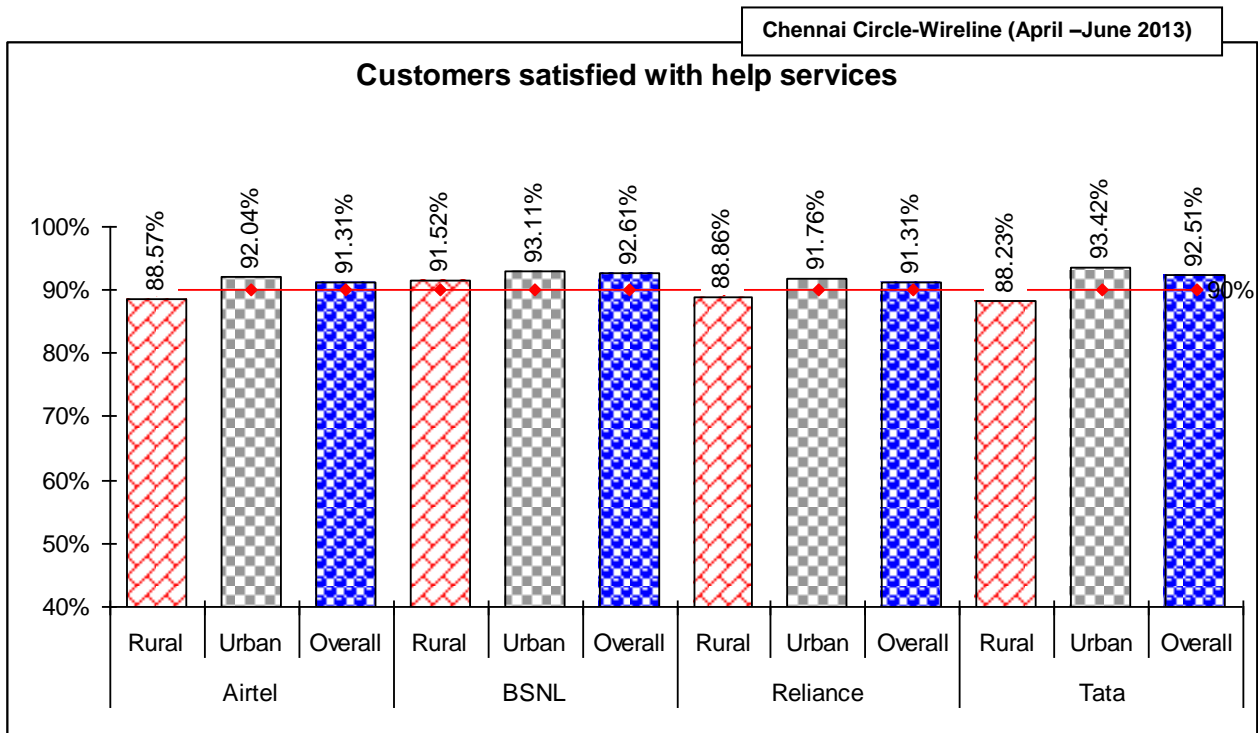
Benchmark satisfaction level of 95 % with respect to Customer satisfaction on maintainability has been achieved by all the operators in the present round of survey.

**f. Supplementary and Value Added Services (Benchmark-90%)**



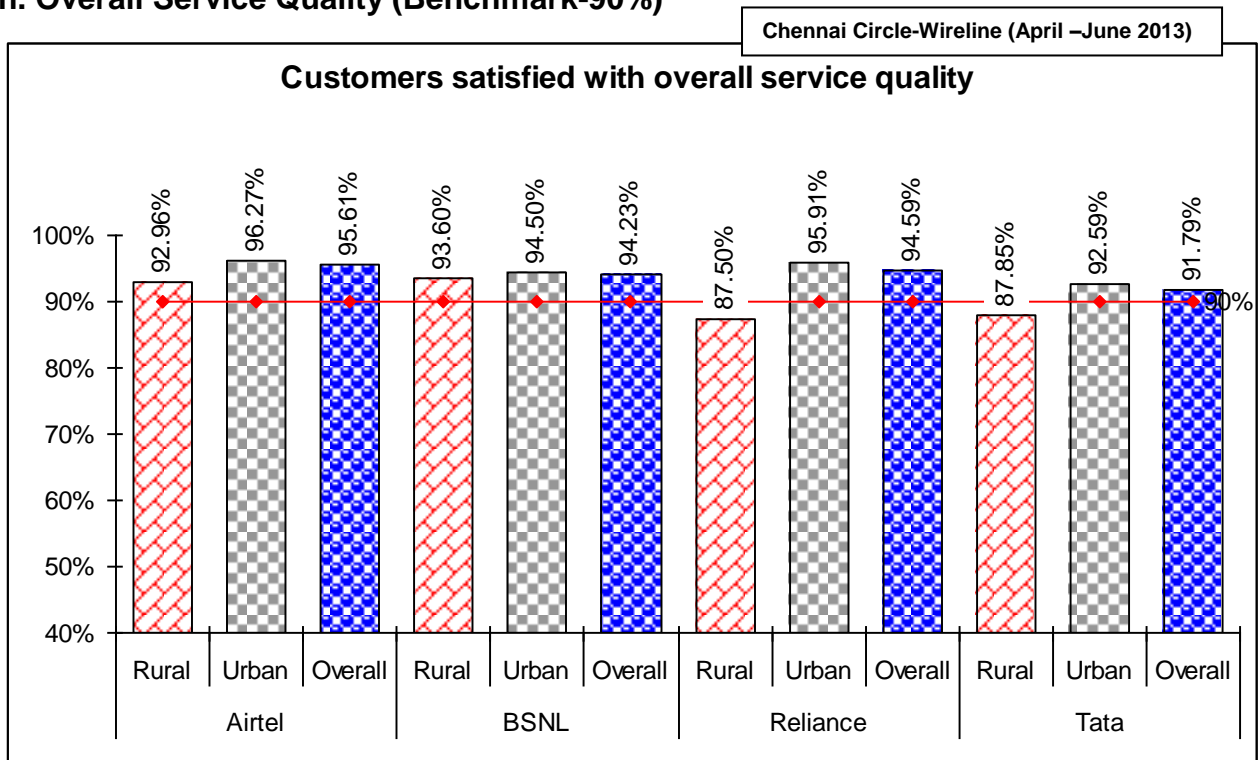
In terms of customer satisfaction with respect to supplementary and value added services, only two operators (Airtel and BSNL) could achieve benchmark satisfaction level of 90% in the present round of survey.

**g. Help Services Including Grievance Redressal (Benchmark-90%)**



Benchmark satisfaction level of 90% could be achieved by all of the service providers with respect to help services including grievance redressal in the present round of survey.

**h. Overall Service Quality (Benchmark-90%)**



The overall service quality of all operators in the circle has been above the benchmark satisfaction level of 90% in the present round of survey.

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

Wireline Operator	Area	Awareness of the	
		Customer Care	Appellate Authority
Airtel	Rural	95.77%	7.04%
	Urban	96.50%	4.66%
	<b>Overall</b>	96.36%	5.14%
BSNL	Rural	96.95%	4.57%
	Urban	96.38%	3.62%
	<b>Overall</b>	96.55%	3.91%
Reliance	Rural	94.05%	2.38%
	Urban	99.23%	3.54%
	<b>Overall</b>	98.41%	3.36%
Tata	Rural	98.34%	3.31%
	Urban	98.43%	3.93%
	<b>Overall</b>	98.41%	3.82%

## 1.2 Key Takeouts & Recommendations – Basic Wireline

### Key Takeouts: Overall

There are only 4 Operators present in Chennai providing Basic Wireline services. All four Operators are providing Wireline services in rural areas as well as urban areas.

### Key Takeouts: Service Parameters

#### Customers Satisfied With Provisioning Of Service

Tata in urban and BSNL in rural areas have maximum satisfied customers for 'provisioning of services' parameter and are much above the average performance on this parameter. Airtel in rural and Reliance in urban areas have least satisfied customers on this parameter.

#### Customers Satisfied With Billing Performance-Postpaid

For post-paid services, BSNL in rural and Airtel in urban areas scored maximum satisfaction from customers on billing performance parameter whereas Airtel's rural and Tata's urban customers had least satisfied customers.

#### Customers Satisfied With Billing Performance-Prepaid

Airtel's rural and Reliance urban billing performance for pre-paid customers is rated best amongst all wireline service providers while Tata (having least satisfied customers both in rural & urban areas) need improvement w.r.t. performance on pre-paid billing.

#### Customers Satisfied With Network Performance, Reliability and Availability

The network performance, reliability and availability of service are maximum for BSNL for both in rural & urban areas while that of Tata is least in rural areas.

### **Customers Satisfied With Maintainability**

Airtel in both urban and rural areas scored highest on account this parameter. Reliance in rural and TATA in urban areas scored least on this parameter.

### **Customers Satisfied With Supplementary and Value Added Services**

Among the 4 Operators of Wireline services in Chennai, BSNL has topped overall in providing supplementary & value-added services whereas Airtel in rural areas and Tata in urban areas are lagging behind on this parameter in comparison to all other Operators.

### **Customers Satisfied With Help Services Including Grievance Redressal**

Help services including grievance redressal is wanting in rural areas by all operators except BSNL while services of Tata and BSNL on this aspect are quite appreciated by its customers in urban areas.

### **Customers Satisfied With Overall Service Quality**

It can be concluded that Overall quality service performance as perceived by customers is below average for Tata only, and is above average for all other Basic Wireline services.

### **Key Takeouts: Operator Level**

#### **Airtel**

Airtel is rated as best performance in terms of maintainability in urban areas, however, needs further improvement in overall performance to achieve Benchmark levels, especially on pre-paid billing performance, network reliability & performance and supplementary services including VAS.

#### **BSNL**

BSNL performance has been best among all operators in terms of network performance, reliability & availability where it scored highest. Its services overall performance has crossed Benchmark levels on all parameters, making it a preferred service provider.

#### **Reliance**

Reliance wire-line has scored more than Benchmark level in terms of maintainability and help services including grievance redressal. On all other parameters, significant improvements are required for achieving the Benchmark levels.

#### **Tata**

Tata's performance has been good in terms of service provisioning while it needs to further improve its performance in rural areas in Chennai circle.

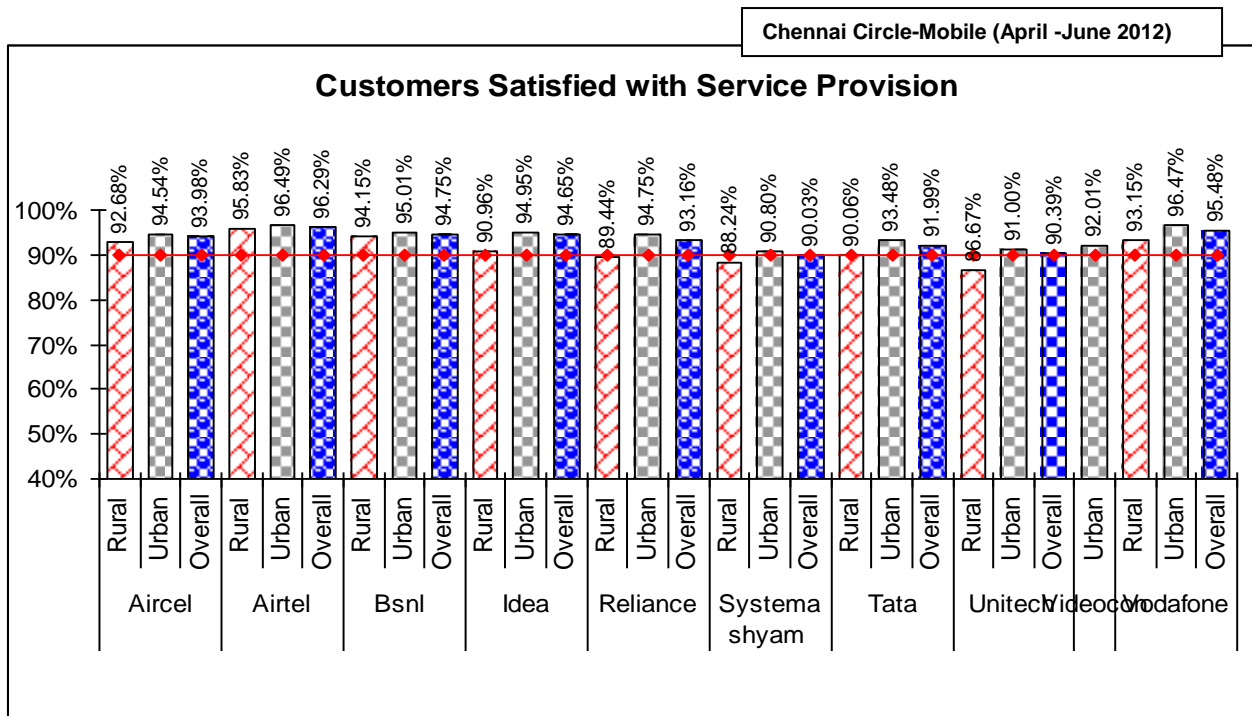
## 2.0 Summary of the Survey Module for Cellular Mobile

Mobile Operator	Overall Performance → Area ↓/ Benchmark →	Customers satisfied with							
		Provisioning of service	Billing performance-Prepaid	Billing performance-Postpaid	Network performance, reliability and availability	Maintainability	Supplementary and value added services	Help services including grievance redressal	Overall service quality
		≥ 90%	≥ 95%	≥ 95%	≥ 95%	≥ 95%	≥ 90%	≥ 90%	≥ 90%
Aircel	Rural	92.68%	90.80%	95.09%	95.79%	94.11%	86.84%	92.18%	92.52%
	Urban	94.54%	95.50%	95.99%	98.00%	97.22%	90.94%	95.52%	95.87%
	<b>Overall</b>	93.98%	93.83%	95.83%	97.34%	96.24%	90.08%	94.53%	94.87%
Airtel	Rural	95.83%	92.02%	91.12%	96.60%	93.44%	91.23%	92.58%	91.05%
	Urban	96.49%	96.22%	95.30%	98.34%	95.43%	95.30%	95.92%	96.03%
	<b>Overall</b>	96.29%	94.64%	94.60%	97.82%	94.83%	94.40%	94.96%	94.53%
Bsnl	Rural	94.15%	91.50%	94.21%	96.00%	96.36%	91.01%	92.18%	91.38%
	Urban	95.01%	95.50%	95.73%	96.84%	95.20%	95.57%	91.56%	93.61%
	<b>Overall</b>	94.75%	93.90%	95.50%	96.58%	95.55%	94.57%	91.75%	92.94%
Idea	Rural	90.96%	90.00%	81.25%	95.48%	93.30%	86.96%	87.84%	87.95%
	Urban	94.95%	93.82%	90.57%	96.09%	95.38%	90.75%	90.11%	90.31%
	<b>Overall</b>	94.65%	93.53%	89.34%	96.04%	95.21%	90.48%	89.94%	90.13%
Reliance	Rural	89.44%	91.36%	93.33%	93.94%	87.65%	87.06%	89.13%	85.40%
	Urban	94.75%	93.17%	93.87%	96.28%	96.06%	90.43%	93.76%	91.77%
	<b>Overall</b>	93.16%	92.55%	93.75%	95.58%	93.45%	89.73%	92.40%	89.86%
Systema shyam	Rural	88.24%	86.91%	NA	90.40%	89.41%	84.62%	86.36%	85.14%
	Urban	90.80%	90.44%	NA	92.53%	92.82%	88.20%	91.16%	87.33%
	<b>Overall</b>	90.03%	89.37%	NA	91.89%	91.86%	87.50%	89.76%	86.67%
Tata	Rural	90.06%	87.99%	91.13%	89.05%	87.60%	84.93%	89.33%	86.96%
	Urban	93.48%	95.28%	95.77%	95.41%	95.56%	87.78%	92.54%	91.76%
	<b>Overall</b>	91.99%	93.09%	93.93%	93.51%	93.14%	87.24%	91.58%	90.32%
Unitech	Rural	86.67%	91.84%	NA	89.33%	90.59%	82.05%	81.97%	82.67%
	Urban	91.00%	93.25%	NA	90.73%	89.94%	85.57%	87.73%	89.05%

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	<b>Overall</b>	90.39%	89.46%	NA	90.53%	90.03%	85.25%	86.94%	88.15%
<b>Videocon</b>	Urban	92.01%	91.05%	NA	91.18%	91.70%	87.56%	89.21%	87.28%
<b>Vodafone</b>	Rural	93.15%	90.76%	94.64%	95.48%	93.09%	90.80%	89.68%	92.83%
	Urban	96.47%	95.38%	96.41%	98.00%	95.04%	92.27%	93.82%	93.61%
	<b>Overall</b>	95.48%	93.24%	96.13%	97.25%	94.47%	92.02%	92.62%	93.38%

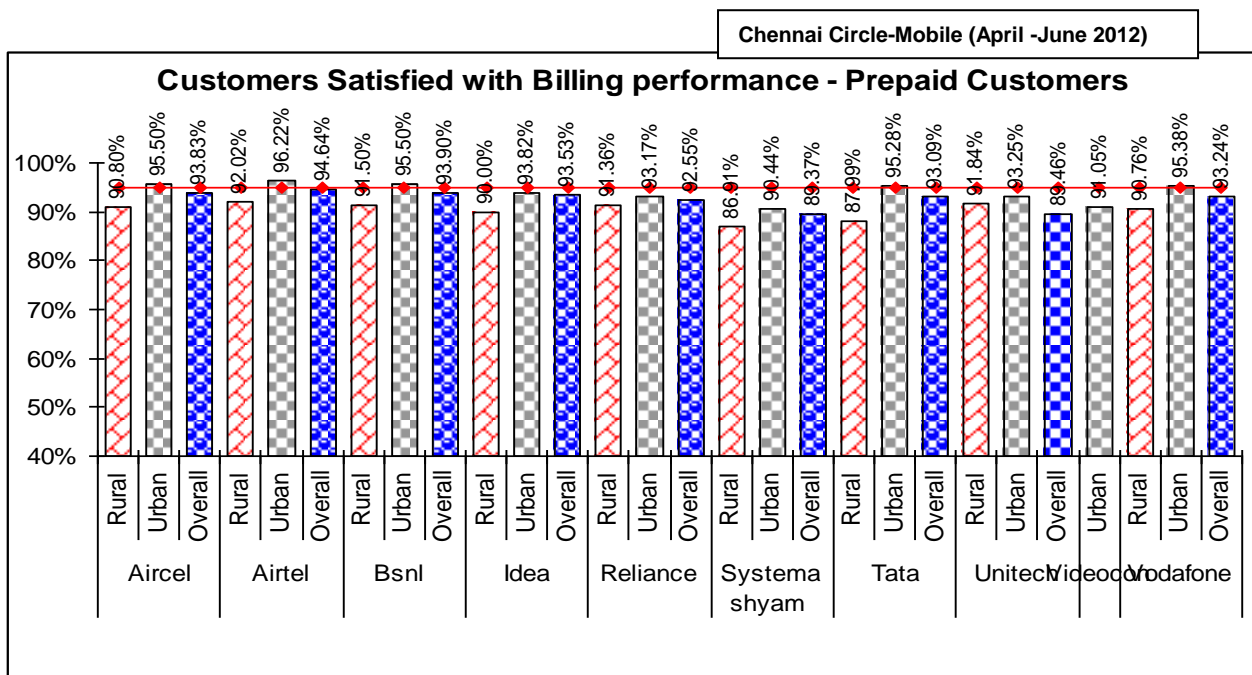
**a. Service Provision (Benchmark-90%)**



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

**b. Billing Performance**

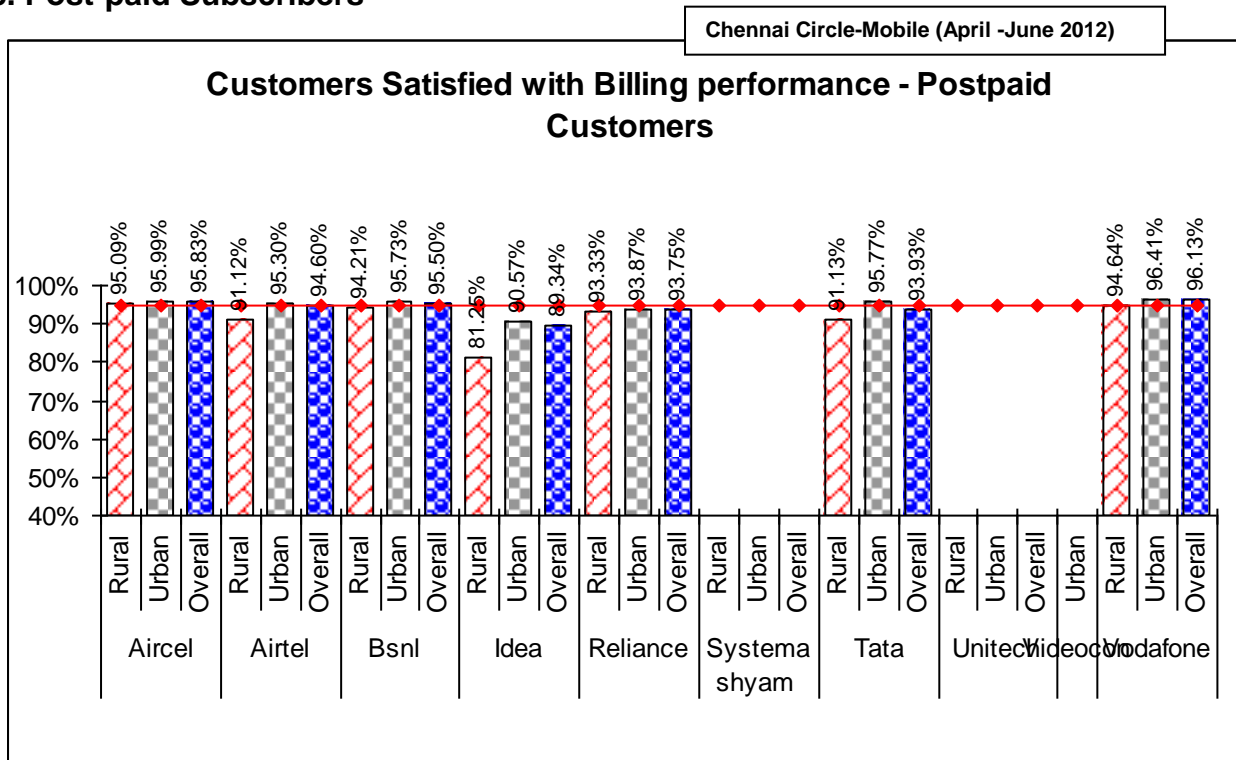
**Pre-paid Subscribers**



None of operators meet the benchmark level of satisfaction (i.e. 95%) with respect to billing performance of pre-paid subscribers.

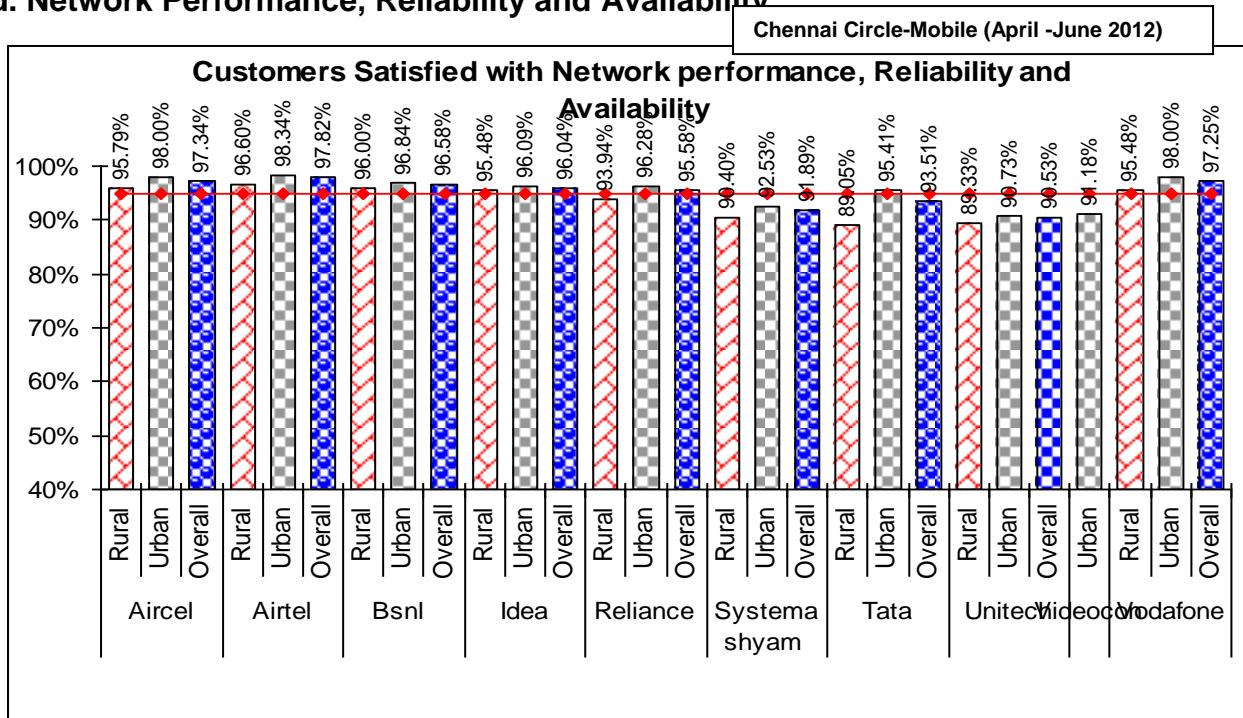


**c. Post-paid Subscribers**



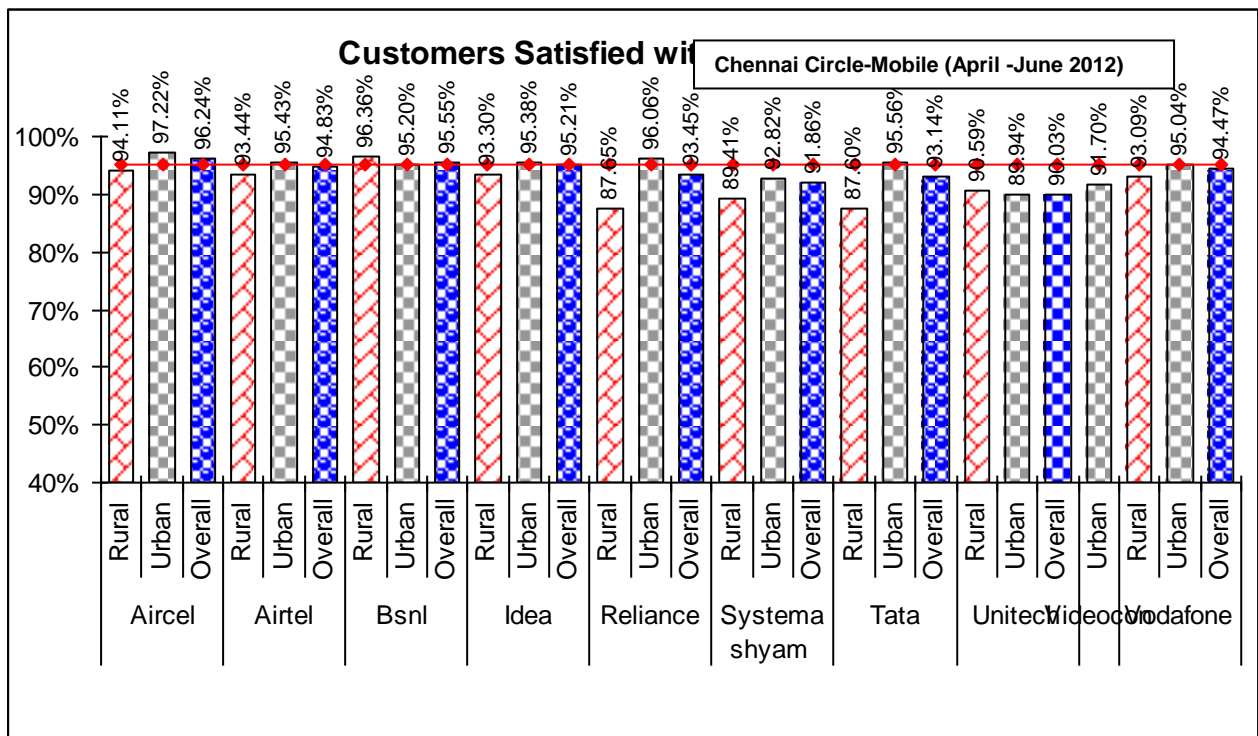
Aircel, BSNL and Vodafone could achieve the benchmark level of satisfaction (i.e. 95%) with respect to billing performance of post-paid subscribers.

**d. Network Performance, Reliability and Availability**



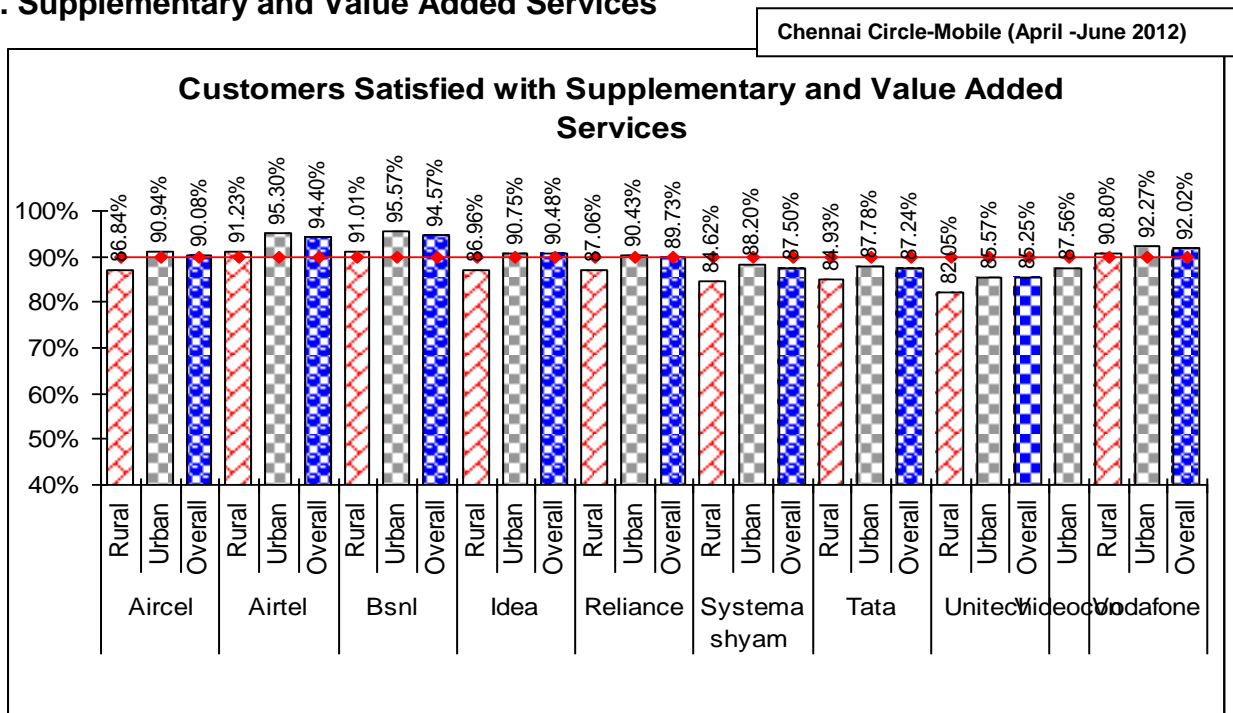
In the present round of survey, all operators except Systema Shyam, Tata, United and Videocon meet the benchmark level of satisfaction with respect to Network Performance, Reliability and Availability (i.e. 95%).

**e. Maintainability**



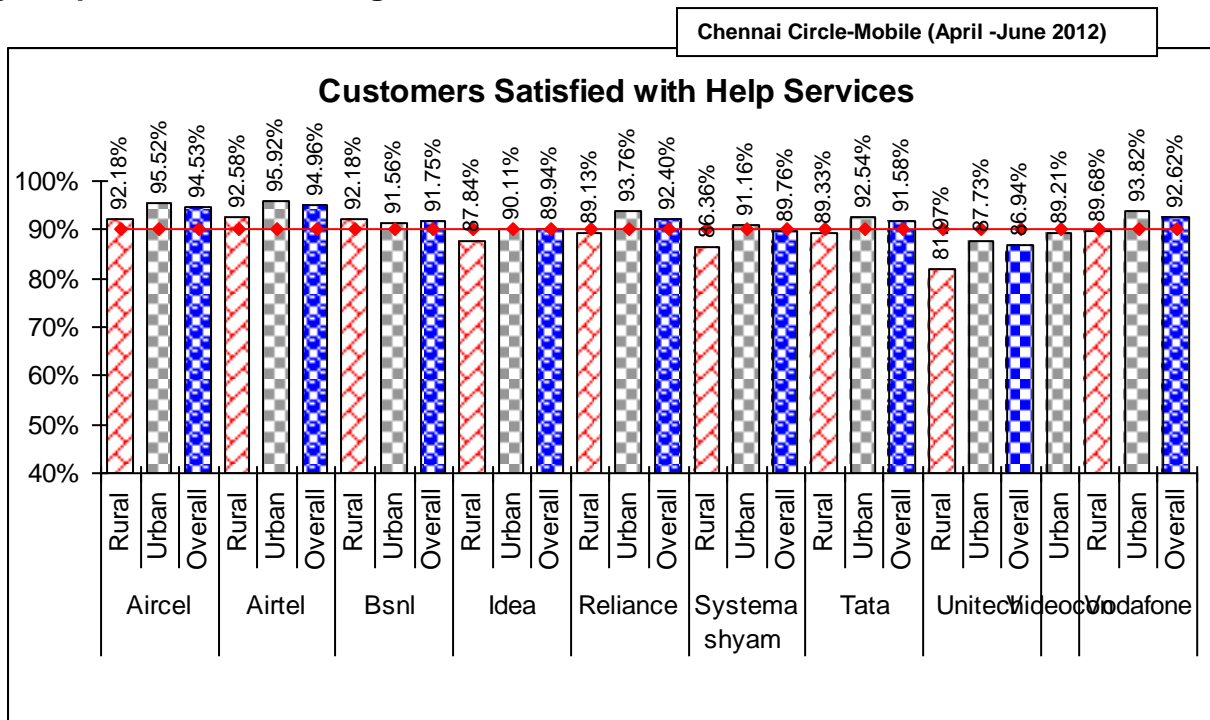
In the present round of survey, only Aircel, BSNL and Idea could meet the benchmark level of satisfaction with respect to maintainability (i.e. 95%).

**f. Supplementary and Value Added Services**



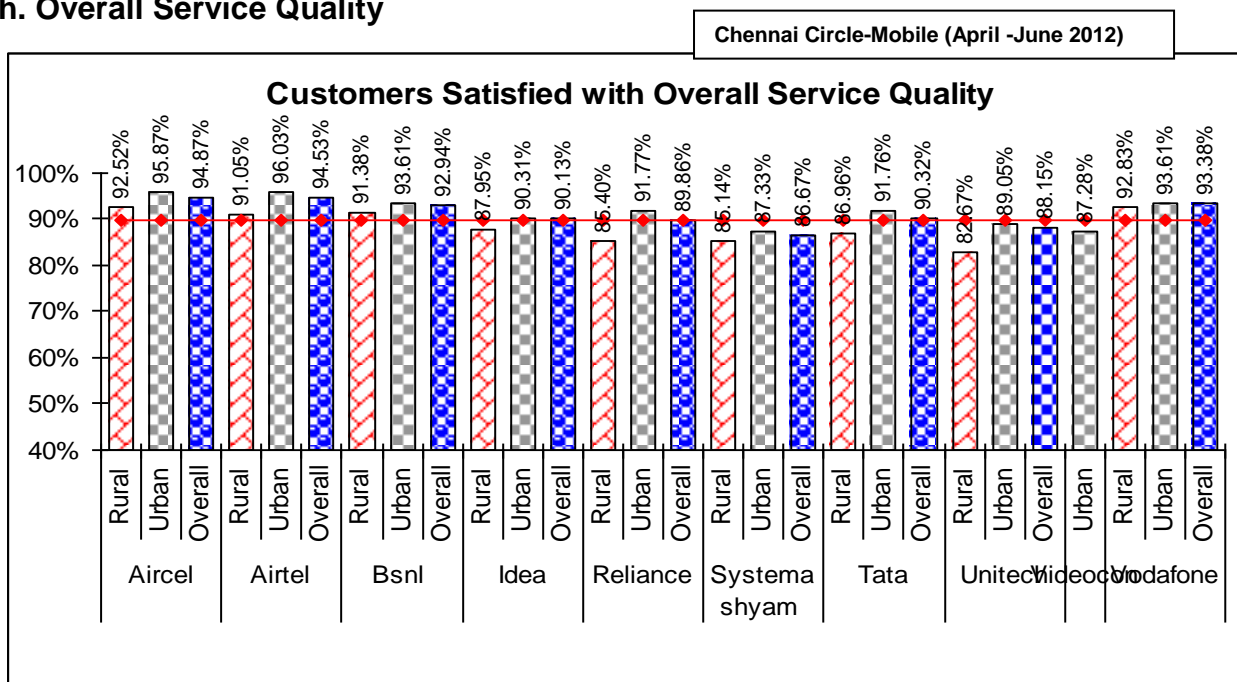
Supplementary and Value Added Services being provided by Aircel, Airtel, BSNL, Idea and Vodafone only met the benchmark satisfaction level of 90 % in the present round of survey.

**g. Help Services Including Grievance Redressal**



Help services including Grievance redressal being provided by Aircel, Airtel, BSNL, Reliance, Tata and Vodafone only could meet the benchmark satisfaction level of 90 % in the present round of survey.

**h. Overall Service Quality**



The customer satisfaction with respect to overall quality of service provided by all operators except Reliance, Systema Shyam, Unitech and Videocon met the benchmark level of 90 % in the present round of survey.

## 2.1 Consumer Protection and Grievance Redressal for the Cellular Mobile

Mobile Operator	Area	Awareness About	
		Customer Care	Appellate Authority
Aircel	Rural	92.21%	3.12%
	Urban	96.54%	2.53%
	<b>Overall</b>	95.24%	2.71%
Airtel	Rural	93.83%	2.47%
	Urban	97.62%	4.37%
	<b>Overall</b>	96.48%	3.80%
Bsnl	Rural	95.38%	3.08%
	Urban	98.14%	2.93%
	<b>Overall</b>	97.30%	2.97%
Idea	Rural	93.98%	2.41%
	Urban	95.36%	1.61%
	<b>Overall</b>	95.25%	1.68%
Reliance	Rural	90.37%	4.35%
	Urban	94.42%	2.92%
	<b>Overall</b>	93.21%	3.35%
Systema shyam	Rural	92.26%	3.41%
	Urban	93.60%	2.67%
	<b>Overall</b>	93.20%	2.89%
Tata	Rural	91.30%	4.35%
	Urban	95.21%	1.73%
	<b>Overall</b>	94.04%	2.51%
Unitech	Rural	91.33%	3.33%
	Urban	92.95%	1.08%
	<b>Overall</b>	92.72%	1.40%
Videocon	Urban	88.02%	1.02%
Vodafone	Rural	90.34%	2.49%
	Urban	92.54%	1.73%
	<b>Overall</b>	91.88%	1.96%

## 2.2 Key Takeouts& Recommendations – Cellular Mobile

### Key Takeouts: Overall

Out of the ten Operators present in Chennai, all Operators have their presence both in Rural and Urban areas except Videocon having presence in urban areas only.

### Key Takeouts: Service Parameters

#### Customers Satisfied With Provisioning Of Service

Airtel's overall performance both in rural as well as urban areas has scored maximum satisfaction of customers. Unitech & Systema Shyam have least satisfied customers for Service Provisions.

### **Customers Satisfied With Billing Performance-Prepaid**

For prepaid customers, billing performance is best displayed by Airtel in both rural and urban areas. Unitech & Systema Shyam performance is least satisfactory for prepaid customers in urban & rural areas amongst the ten Operators present in Chennai circle.

### **Customers Satisfied With Billing Performance-Postpaid**

For billing related postpaid customers, Vodafone is found to be the best performer in urban and Aircel is best in rural areas. Idea both in rural and urban areas has least satisfied postpaid customers w.r.t. billing related issues.

### **Customers Satisfied With Network Performance, Reliability and Availability**

Maximum customers are satisfied with Airtel's performance, reliability and availability of network in urban and rural areas. Out of ten Operators in Chennai, Unitech & Tata in rural and Unitech only in urban areas has the least satisfied customers for their network performance, reliability and availability.

### **Customers Satisfied With Maintainability**

BSNL in rural areas and Aircel in urban areas have demonstrated the strongest maintainability of signals whereas Tata & Reliance in rural and Unitech in urban area have poorest maintainability of signals. Only BSNL's performance in rural area is above Benchmark level whereas in urban areas, all operators except three operators (Systema Shyam, Unitech and Videocon) have above Benchmark performance on maintainability.

### **Customers Satisfied With Supplementary and Value Added Services**

Airtel & BSNL both in urban and rural area top the satisfaction levels amongst customers w.r.t. supplementary services and VAS. Customer satisfaction with supplementary & value added services in both rural and urban areas is least with Unitech.

### **Customers Satisfied With Help Services Including Grievance Redressal**

Aircel, Airtel and BSNL scored maximum in rural areas. Aircel and Airtel scored highest in urban areas. Unitech customers are least satisfied both in rural and urban areas on account of help services including grievance redressal.

### **Customers Satisfied With Overall Service Quality**

The best Operator as perceived by Customers for overall service quality in rural sectors is Aircel and in urban sector is Airtel. The least score is of Videocon & Systema Shyam in urban areas and Unitech's in rural areas.

## **Key Takeouts: Operator Level**

### **Aircel**

Overall Aircel performance has been above average as perceived by Customers since its performance on 6 out of 7 parameters has been above average in rural areas, however its overall performance (on 6 parameters out of 7 above Benchmark level) have shown considerable improvements due to better performance in urban areas. Customer perception about its billing performance post paid is best in rural area while maintainability is best in urban areas.

### **Airtel**

Airtel has been adjudged as best overall in provisioning of services, Billing performance-pre-paid, network performance, reliability & availability and supplementary & VAS. Its performance is either above or minutely below Benchmark level on all parameters.

### **BSNL**

BSNL reported best performance on maintainability in rural and VAS in urban areas. BSNL needs to improve its Billing performance both for pre-paid and post-paid customers in rural areas (performance below Benchmark level). Performance on all other parameters both in rural and urban areas are above Benchmark levels.

### **Idea**

Idea is below average performer in rural area terms of all parameters except network performance, reliability & availability as well as maintainability in comparison to all Operators. In urban areas, Idea has performed above Benchmark level on all parameters except on Billing performance (both pre- and post-paid)

### **Reliance**

Reliance performance on all parameters is below Benchmark level in rural area. Contrarily, its performance in urban area is above Benchmark levels on all parameters except Billing performance (both pre- and post-paid). It needs efforts to upgrade its performances in rural area.

### **Systema Shyam**

Considering performance on various parameters evaluated, Systema Shyam has scored above average only for help services including grievance redressal, otherwise it has shown its performance on all parameters below Benchmark level and also below average for both in rural and urban area.

### **Tata**

Its performance on all parameters in rural area is below average or average and below Benchmark level or at par. In urban area, on all other parameters except VAS, Tata has performed above Benchmark level

### **Unitech**

Barring Unitech's performance on service provisioning in urban area to be above Benchmark level, its performance on all parameters in both rural and urban area is below average and below Benchmark levels.

### **Videocon**

Videocon provides cellular services in urban area only in Chennai circle. Besides its performance on service provisioning in urban area to be above Benchmark level, its performance on all parameters in urban area is below average and below Benchmark levels.

### **Vodafone**

Vodafone performance in rural area is moderate showing 4 parameters above Benchmark and other 4 parameters below Benchmark levels whereas in urban area, Vodafone performance is above Benchmark and above average in comparison to all ten Operators present in Chennai circle on all parameters.

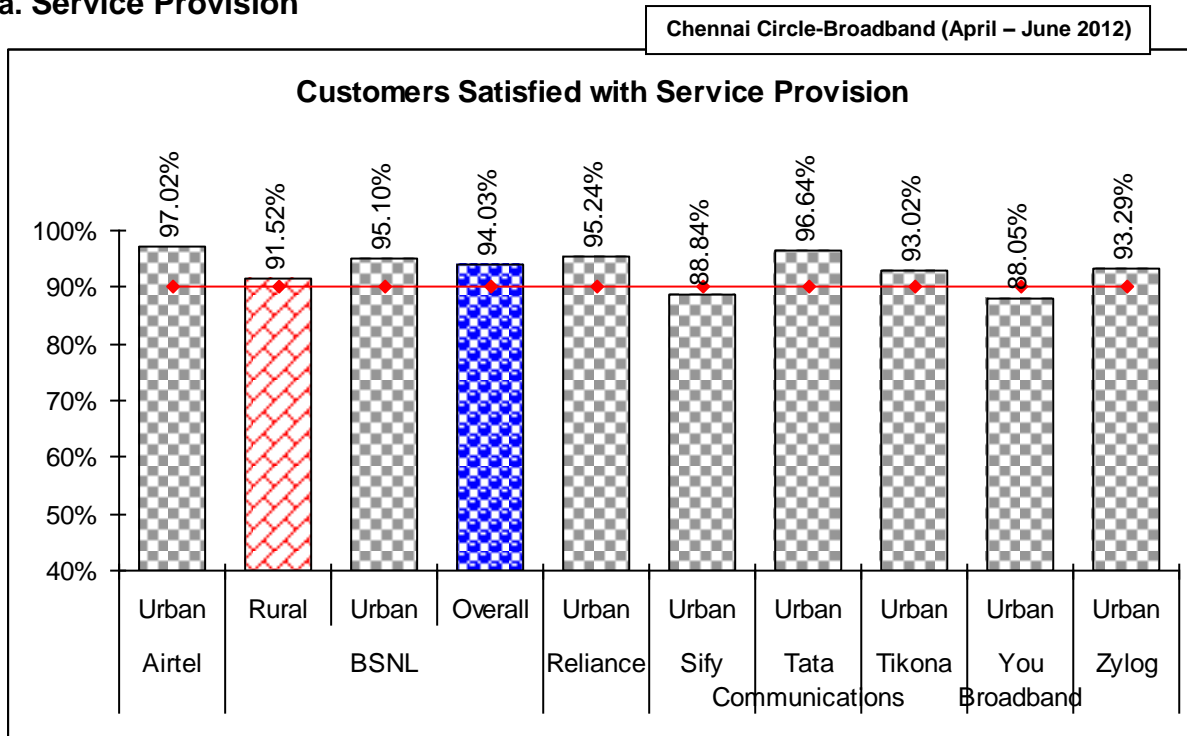
### 3.0 Summary of the Survey Module for Broadband

#### Satisfaction Level of Subscribers with Various Parameters of Broadband Service:

Broadband Operator	Overall Performance → Area↓/Benchmark →	Customers Satisfied with							
		Provisioning of service	Billing performance- Postpaid	Billing performance- Prepaid	Network performance, reliability and availability	Maintainability	Supplementary and value added services	Help services	Overall service quality
		≥ 90%	>90%	> 90%	>85%	> 85%	>85%	> 90%	> 85%
Airtel	Urban	97.02%	96.52%	NA	92.64%	93.39%	84.21%	93.02%	90.78%
BSNL	Rural	91.52%	93.11%	94.74%	86.52%	81.52%	83.33%	85.31%	84.85%
	Urban	95.10%	96.19%	96.88%	93.48%	89.87%	87.27%	91.18%	88.39%
	<b>Overall</b>	<b>94.03%</b>	<b>95.27%</b>	<b>96.08%</b>	<b>91.40%</b>	<b>87.38%</b>	<b>86.89%</b>	<b>89.27%</b>	<b>87.33%</b>
Reliance	Urban	95.24%	95.17%	NA	87.96%	88.42%	86.11%	92.43%	89.73%
Sify	Urban	88.84%	NA	88.18%	80.47%	82.51%	84.48%	88.34%	82.88%
Tata Communications	Urban	96.64%	94.66%	97.02%	88.30%	89.14%	80.00%	90.53%	88.35%
Tikona	Urban	93.02%	88.57%	NA	84.68%	82.17%	74.42%	84.18%	83.33%
You Broadband	Urban	88.05%	NA	86.90%	80.63%	79.60%	75.76%	86.16%	82.07%
Zylog	Urban	93.29%	NA	95.24%	87.79%	82.20%	81.82%	87.06%	84.53%

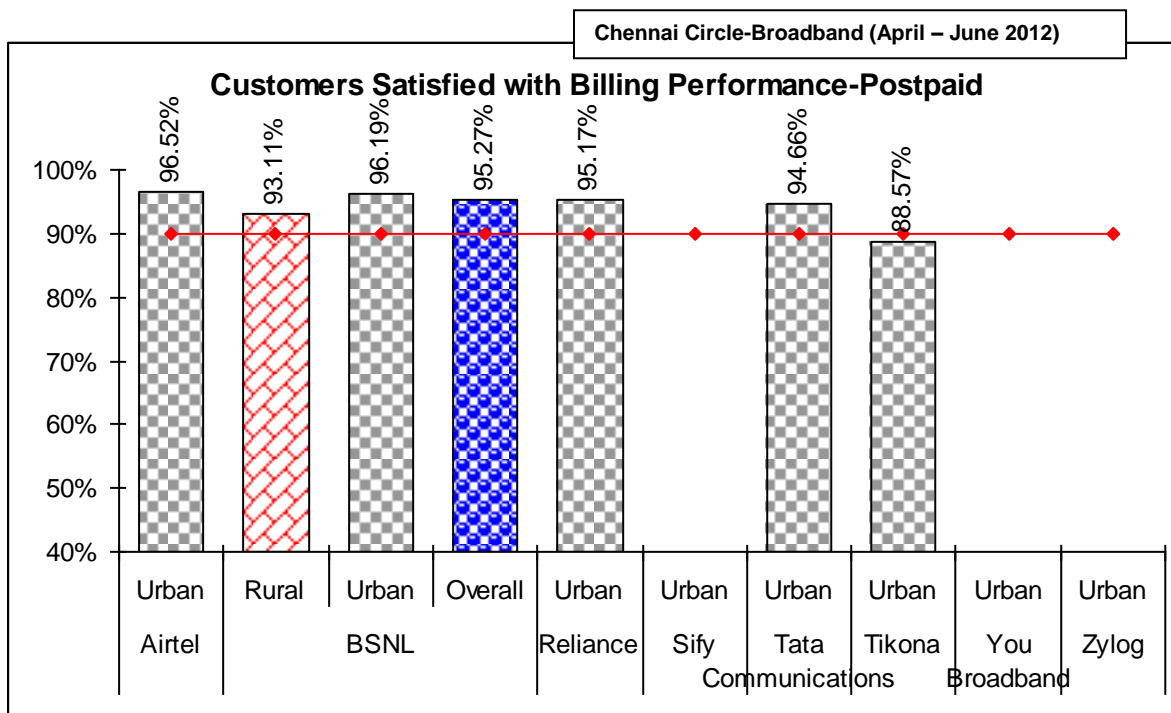


**a. Service Provision**



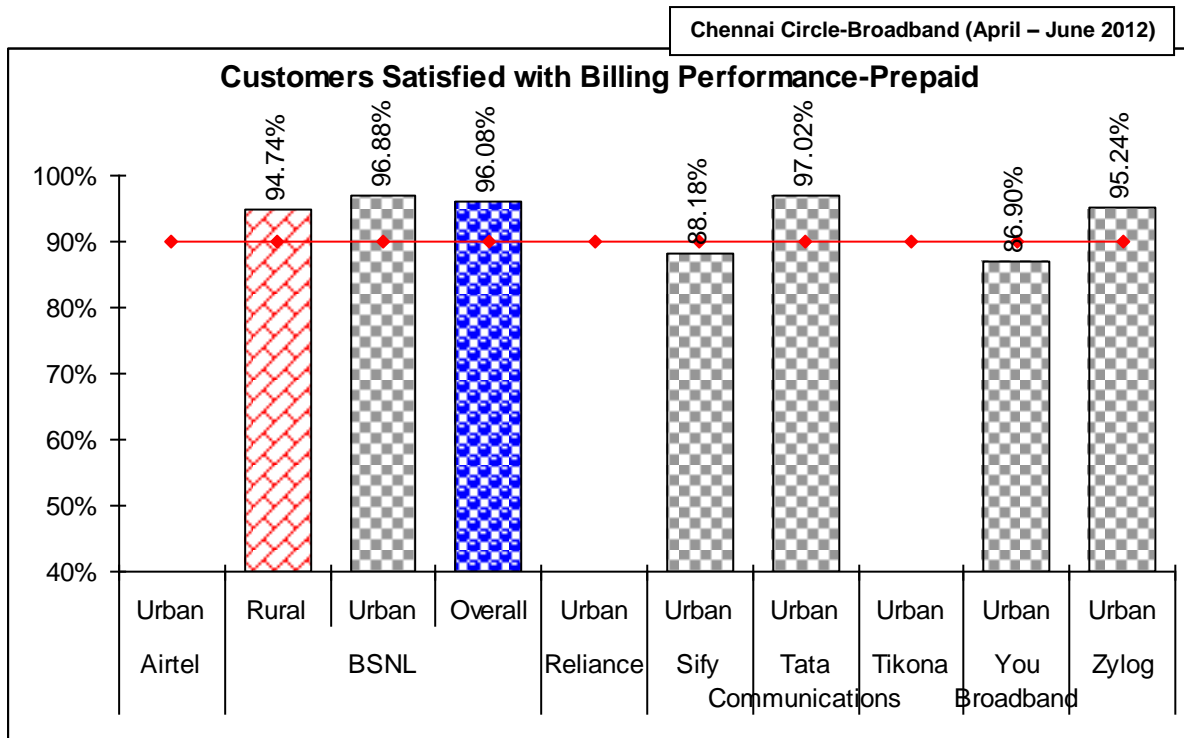
The benchmark satisfaction level with respect to service provision could be achieved by all the service providers except Sify and You Broadband in the present round of survey.

**b. Customers Satisfied With Billing Performance-Postpaid**



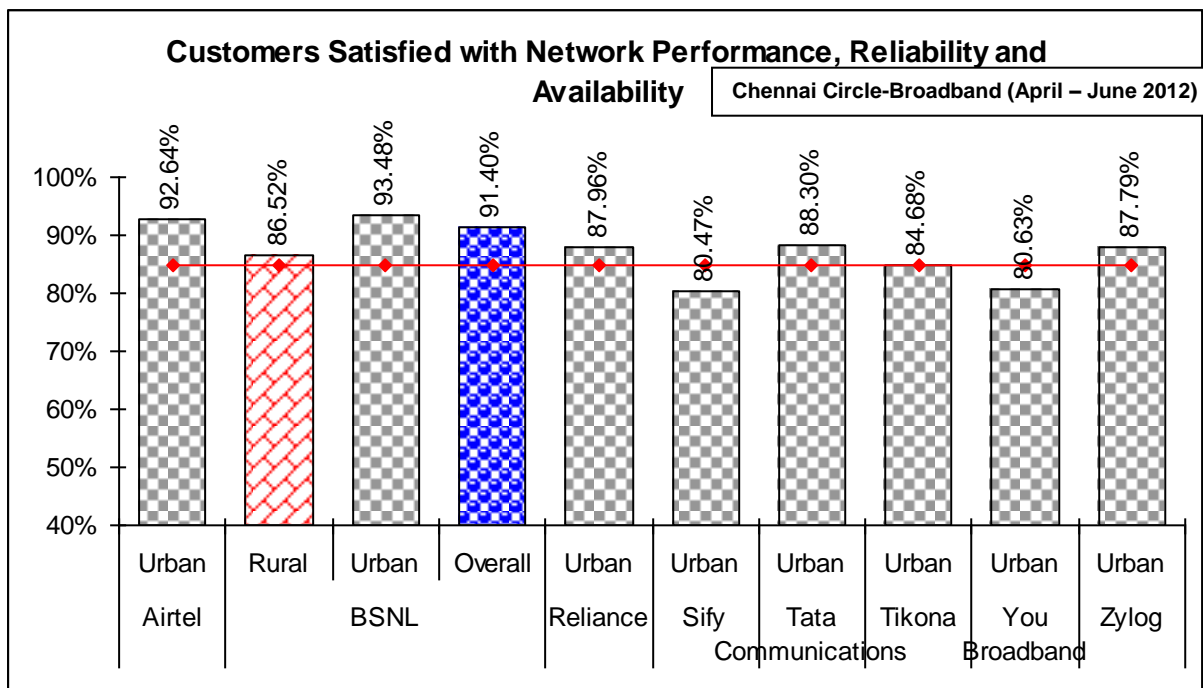
In terms of billing performance of post paid customers, the benchmark satisfaction level of 90% could be met by all service providers except Tikona.

**c. Customers Satisfied With Billing Performance-Prepaid**



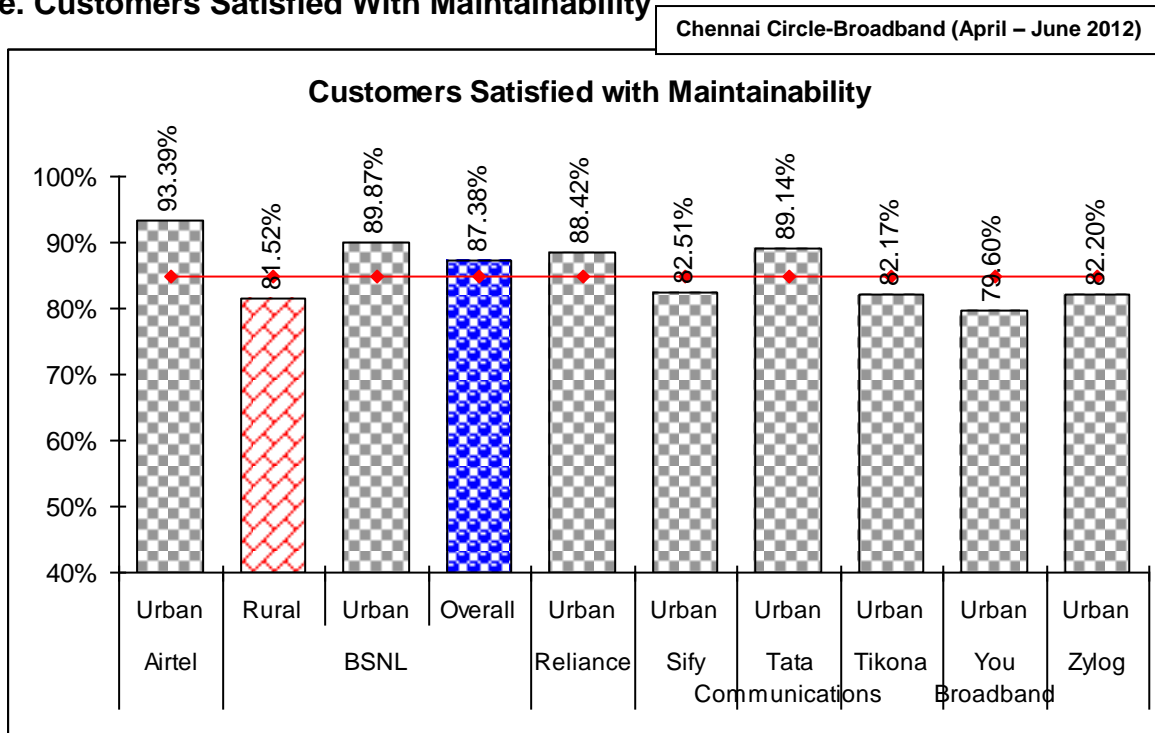
In terms of billing performance of pre paid customers, the benchmark satisfaction level of 90% could be met by all service providers except Sify and You Broadband.

**d. Customers Satisfied With Network Performance, Reliability and Availability**



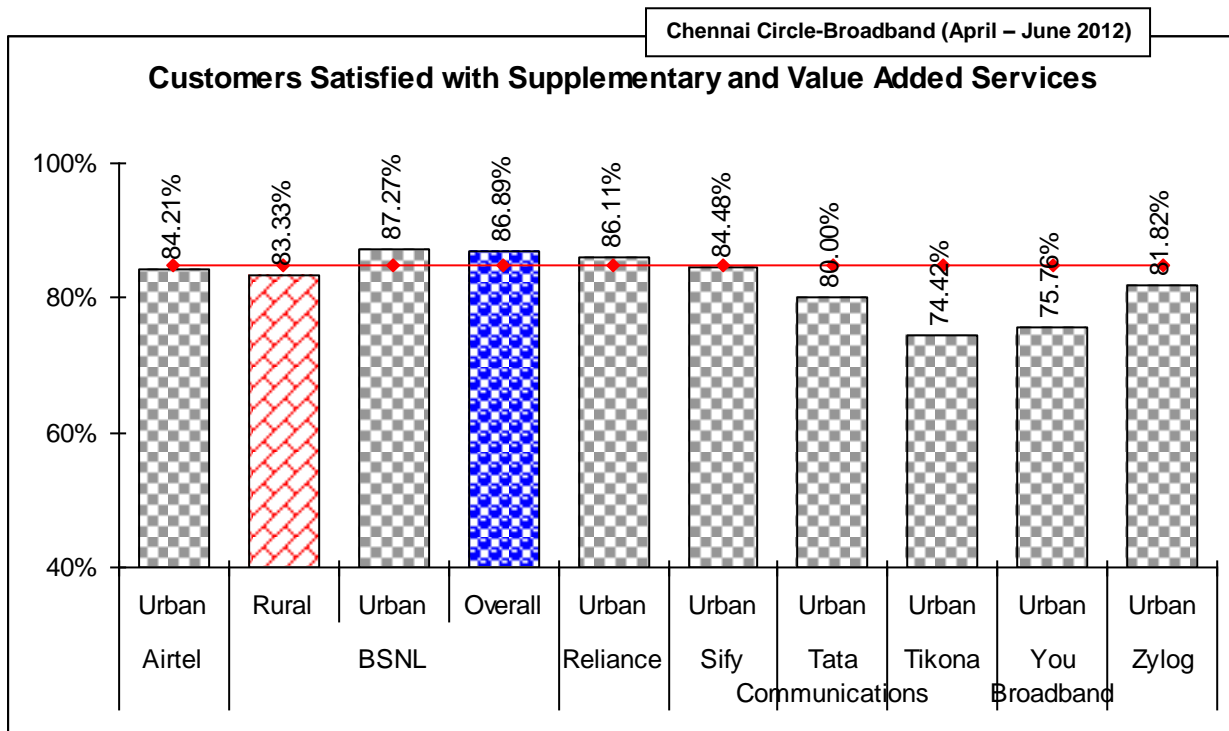
The benchmark satisfaction level of 85% could be met by all the service providers except Sify, Tikona and You Broadband with respect to Network Performance, Reliability and Availability in the present round of survey.

**e. Customers Satisfied With Maintainability**



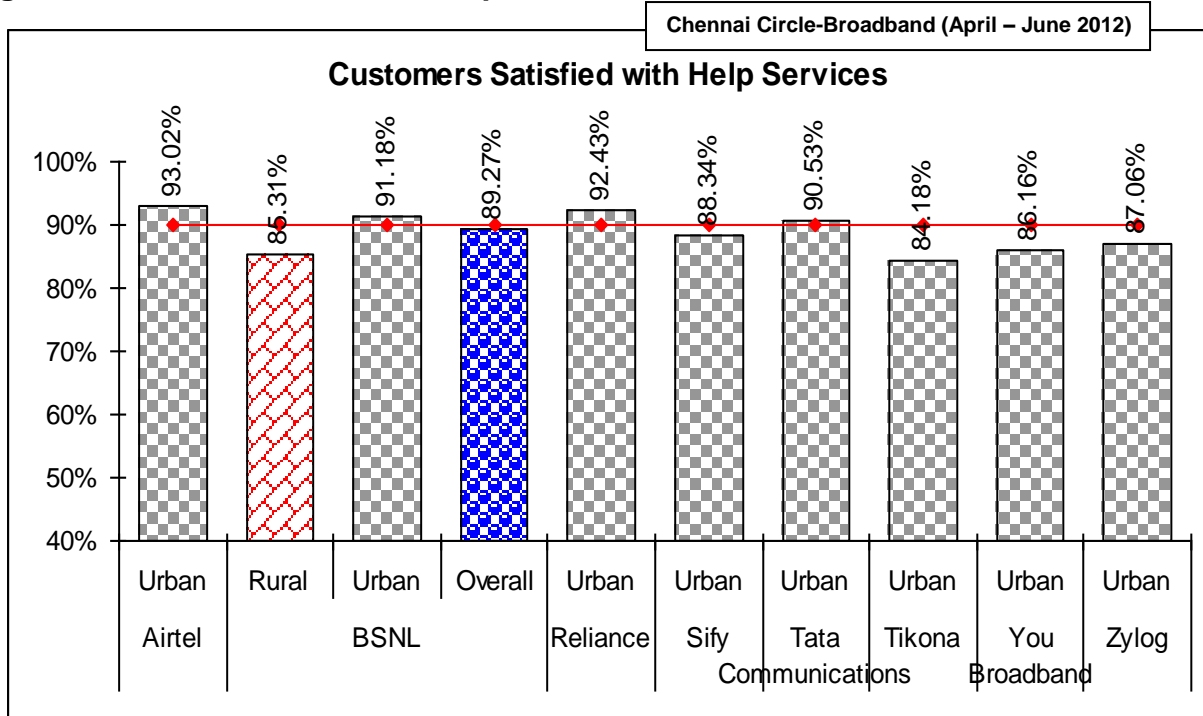
With respect to maintainability, the benchmark satisfaction level could be achieved by Airtel, BSNL, Reliance and Tata Communications in the present round of survey.

**f. Customers Satisfied With Supplementary and Value Added Services**



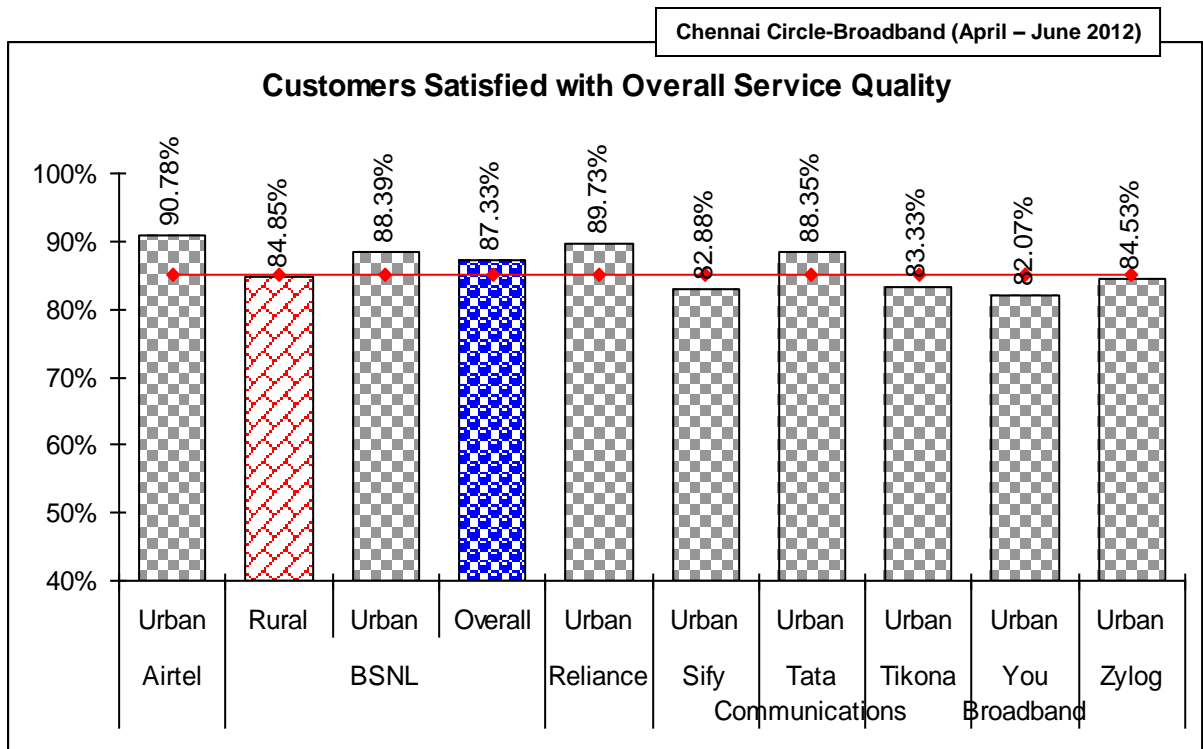
The benchmark satisfaction level of 85% could be met by two service providers (BSNL and Reliance) only in terms of supplementary and value added services in the present round of survey.

**g. Customers Satisfied With Help Services**



Airtel, BSNL, Reliance and Tata Communications only could meet the benchmark satisfaction level of 90% for help services in the present round of survey.

**h. Customers Satisfied With Overall Service Quality**



The benchmark satisfaction level of 85% was achieved by Airtel, BSNL, Reliance and Tata Communications only with respect to overall service quality.

### 3.1 Consumer Protection and Grievance Redressal for the Broadband

Operator	Area	Awareness about	
		Customer Care Number	Appellate Authority
		Yes	Yes
Airtel	Urban	93.30%	2.33%
BSNL	Rural	84.55%	0.91%
	Urban	94.45%	3.10%
	<b>Overall</b>	91.49%	2.44%
Reliance	Urban	90.57%	1.77%
Sify	Urban	89.02%	1.30%
Tata Communications	Urban	91.80%	1.96%
Tikona	Urban	87.99%	1.58%
You Broadband	Urban	90.01%	1.59%
Zylog	Urban	91.43%	1.49%

### 3.2 Key Takeouts & Recommendations – Broadband

#### Key Takeouts: Overall

There are eight Operators present in Chennai providing Broadband services. Some of the Operators could manage to achieve Bench Mark level in some of the parameters. Only BSNL provides Broadband services to its customers in rural areas.

#### Key Takeouts: Service Parameters

##### Customers Satisfied With Provisioning Of Service

Airtel is most active in provisioning of services. Except Sify and You Broadband, all other operators achieved performance above Benchmark level in terms of provisioning of services of broadband services.

##### Customers Satisfied With Billing Performance-Postpaid

Tikona has scored the least in postpaid billing whereas Airtel is best performer amongst all eight Operators for broadband on this aspect. All Operators except Tikona have performed above Benchmark level on Post-paid Billing performance.

##### Customers Satisfied With Billing Performance-Prepaid

Tata Communication is the best performer on prepaid billing amongst all eight Operators for broadband services in Chennai. Sify and You Broadband could not achieve Benchmark level whereas all other operators are above Benchmark level.

##### Customers Satisfied With Network Performance, Reliability and Availability

Sify's performance is least satisfactory in urban areas while BSNL is best in urban areas. Only three (Sify, Tikona and You Broadband) out of eight operators could not perform above Benchmark level.

### **Customers Satisfied With Maintainability**

Maximum customers are satisfied with Airtel broadband connections maintainability while Customers are least satisfied with You Broadband on this aspect.

### **Customers Satisfied With Supplementary and Value Added Services**

Supplementary and value-added services are being best provided by BSNL in urban areas followed by Reliance, Tikona in urban areas needs maximum attention for improvement in VAS and supplementary broadband services

### **Customers Satisfied With Help Services**

Airtel provides best help service whereas Tikona has least satisfied customers with its help services.

### **Customers Satisfied With Overall Service Quality.**

The perception of customers about overall broadband service quality is best for Airtel while overall service quality of You Broadband & Sify is perceived to be poor.

## **Key Takeouts: Operator Level**

### **Airtel**

Airtel was found to be best performer as compared to other Operators on most of the parameters and has achieved performance beyond Benchmark levels in broadband services all parameters except VAS.

### **BSNL**

Overall BSNL is an above average performer and its performance is beyond Benchmark levels on all parameters. BSNL is only Broadband service provider in rural areas of Chennai circle.

### **Reliance**

Overall Reliance is an above average performer and its performance is beyond Benchmark levels on all parameters.

### **TATA**

TATA has performed above average (beyond Benchmark) on most of the parameters but needs to specifically improve its supplementary & value added services.

### **Sify**

Sify performance is below average and its customers are least satisfied towards its network performance, reliability & availability among all operators. It also needs to improve upon overall service to achieve Benchmark level performance.

### **Tikona**

Tikona is operational only in urban areas with below average performance on all parameters. It needs to specifically address its post paid billing performance, supplementary & VAS and help services in which it is least scorer among all operators.

### **You Broadband**

You Broadband is operational only in urban areas with below average and below Benchmark level performance on all parameters. You Broadband has to address issues of performance on all parameters since customers are least satisfied on almost all parameters as compared to all other operators in the circle.

### **Zylog**

Zylog is operational only in urban areas with moderate performance on some of the parameters and below average performance on rest of the parameters. It has to improve its Supplementary & VAS services performance, Maintainability, help services and overall service quality to achieve Benchmark levels in these parameters also..

## **1.0 Background**

The Framework for consumer protection is to “Lay down the standards of quality of service to be provided by the Operator and ensure the quality of service and conduct periodical survey of such service provided by the Operator so as to protect interest of the consumers of telecommunication service

TRAI is the regulatory body whereas TDSAT is the body responsible for settlement of telecom disputes. The individual consumer complaints do not come under the purview of either TRAI or TDSAT. Considering the fact that individual consumers can not seek redressal from TRAI or TDSAT, TRAI has taken number of steps to issue various directions, regulations and orders as measures to protect the interest of the consumers.

In May 2007, TRAI passed a regulation titled, “**Telecom Consumers Protection and Redressal of Grievances Regulations, 2007**”.

These regulations are applicable to (i) all Access Service Providers (including BSNL and MTNL) providing basic, cellular mobile telephone and broadband services; and (ii) all Internet Service Providers (ISPs) providing broadband services, whose turnover in any preceding financial year exceed rupees five crores or whose total number of Broadband subscribers in any preceding financial year exceed ten thousand numbers, as the case may be.

The main objective of these regulations is to lay down the norms for the Operator of Basic service (Wireline), Cellular Mobile and Broadband services in order to handle the complaints of aggrieved consumers. The salient features of these regulations are listed below:

I. Each Telecom Operators would be required:

1. To set up 24x7 Toll Free Call Centre
2. To appoint one or more Nodal Officer 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 newspaper, sales outlets, web-site and back side of their Invoice/ Bills being sent to consumers.

III. Each Operators will be required to publish abridged version of “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 the complaints.

TRAI, vide the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009, has laid down the 'Quality of Service' parameters applicable to the basic telephone service (wireline) and cellular mobile telephone service.

TRAI vide its Quality of Service of Broadband Service Regulations, 2006, has laid down the 'Quality of Service' parameters applicable to the broadband services.

These Regulations are applicable to all the Internet Service providers, Basic Service providers, Unified Access Service Providers and Cellular Mobile Telecom Service Providers, including BSNL and MTNL, providing broadband services.

These regulations have also laid down the benchmarks for the parameter on customer perception of service to be achieved by service providers. The customer perception of service is to be assessed through customer satisfaction survey.

TRAI in pursuance of the above objective to assess the quality of telecom services periodically, had awarded the study **for conducting a customer satisfaction survey** to ascertain:

- (i) the Implementation and Effectiveness of the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and
- (ii) the customer perception of the service, in terms of the benchmarks specified in the "The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, and the Quality of Service of Broadband Service Regulations, 2006 on zonal basis (East zone, West Zone, North Zone and South Zone) namely.

The Zones comprise following Telecom Circle/Metro Service Areas:

**North Zone:** Delhi, Jammu & Kashmir, Himachal Pradesh, Punjab, Haryana, Rajasthan, Uttar Pradesh-East and Uttar Pradesh-West (including Uttarakhand). For the cellular mobile telephone service the service area 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 and excluding Mumbai), Gujarat and Madhya Pradesh (including Chattisgarh).

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

The present report is based on the Survey (April –June 2012 ) in the telecom circle of Chennai.

## **2.0 Objective of the Study**

To Assess the:

1. Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007
2. Customer Perception of Service through Survey

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

## **3.0 Approach and Methodology**

Approach for the study was to conduct primary survey through structured questionnaires by contacting respondents in person or via telephone and subsequently analyzing (various category of consumer wise, service provider wise, circle wise and overall for south zone) the responses for benchmarking the different parameters to be evaluated.

### **3.1 Assessment Parameters**

Detailed list of assessment parameters were prepared in consultation with the officials of TRAI.

#### **Basic Telephone Service (wireline) and Cellular Mobile Telephone Service**

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

#### **Broadband Service:**

<b>S.No.</b>	<b>Name of Parameter</b>
(a)	Customers satisfied with the provision of service
(b)	Customers satisfied with the billing performance
(c)	Customers satisfied with help services
(d)	Customers satisfied with network performance, reliability and availability
(e)	Customers satisfied with maintainability
(f)	Overall customer satisfaction Level
(g)	Customer satisfaction with offered supplementary services such as allocation of static / fixed IP addresses, email Ids etc.

### 3.2 Sample Plan

- The sample for basic telephone service (wireline) subscribers was evenly spread over in 5% (five per cent) of the exchanges of each BSO in the circle. These 5% (five per cent) exchanges were evenly spread over 10% (ten per cent) of SDCA's with each BSO. The 5% (five per cent) exchanges were covered both in urban and rural categories.
- The sample for cellular mobile telephone service subscribers was evenly spread over in 10% (ten per cent) of district headquarters of a service area where the services are commissioned.
- The sample for broadband service subscribers was evenly spread over in the areas served by 10% (ten per cent) of the Points of Presence (POP) of each service provider in each service area.
- Sample size has been determined for confidence level of 95% (ninety five per cent) and with a confidence interval of 3% (three per cent) for Metro & Category A Circles and 4% (four per cent) for Category B Circles, in each of the service area and for each of the service provider (licensee).

#### 3.2.1 Sample Size: Target vs Achievement

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

##### Wireline:

Name of Operator	Sample Size Target			Sample Size Achieved		
	Rural	Urban	Total	Rural	Urban	Total
Airtel	320	747	1067	213*	858	1071
BSNL	320	747	1067	328	746	1074
Reliance	320	747	1067	168*	904	1072
Tata Teleservices	320	747	1067	181*	891	1072
<b>Total</b>	1280	2988	4268	890	3399	4289
*Very few customers in rural areas						

**Mobile:**

Mobile Operator	Sample Size Target			Sample Size Achieved		
	Rural	Urban	Total	Rural	Urban	Grand Total
<b>Aircel</b>	320	747	<b>1067</b>	321	751	<b>1072</b>
<b>Airtel</b>	320	747	<b>1067</b>	324	755	<b>1079</b>
<b>Bsnl</b>	320	747	<b>1067</b>	325	751	<b>1076</b>
<b>Idea</b>	320	747	<b>1067</b>	83	991	<b>1074</b>
<b>Reliance</b>	320	747	<b>1067</b>	322	753	<b>1075</b>
<b>Systema shyam</b>	320	747	<b>1067</b>	323	750	<b>1073</b>
<b>Tata</b>	320	747	<b>1067</b>	322	752	<b>1074</b>
<b>Unitech</b>	320	747	<b>1067</b>	150	922	<b>1072</b>
<b>Videocon</b>	320	747	<b>1067</b>	-	1077	<b>1077</b>
<b>Vodafone</b>	320	747	<b>1067</b>	321	751	<b>1072</b>
<b>Grand Total</b>	3200	7470	<b>10670</b>	2491	8253	<b>10744</b>

**Broadband:**

Name of Operator	Sample Size-Target			Sample Size-Achieved		
	Rural	Urban	Total	Rural	Urban	Total
Airtel	320	747	<b>1067</b>	-	1074	1074
BSNL	320	747	<b>1067</b>	330	775	1105
Reliance	320	747	<b>1067</b>	-	1071	1071
Sify	320	747	<b>1067</b>	-	1075	1075
TATA	320	747	<b>1067</b>	-	1073	1073
Tikona	320	747	<b>1067</b>	-	1074	1074
You Broadband	320	747	<b>1067</b>	-	1071	1071
Zylog	320	747	<b>1067</b>	-	1073	1073
Grand Total	2560	5976	<b>8536</b>	330	8286	8616
-Customers only in urban areas						

**3.2.1.1 District/SSA, SDCA and Mode of Interview wise Distribution of Sample**

**Wireline:**

		Operator→	BSNL		
		Area→	Rural	Urban	
Sl.No.	District/SSA	Mode of Interview→	Personal	Personal	Telephonic
		SDCA↓			
1	Central Area	Chennai	-	155	157
2	South East	Chennai	-	30	32
3	South West	Chennai	-	123	125
4	West	Chennai	-	61	63
5	Thiruvallur	Thiruvallur	165	-	-
6	Kanchipuram	Kanchipuram	163	-	-
<b>Total of each column</b>			<b>328</b>	<b>369</b>	<b>377</b>
<b>Total survey of each operator done</b>			<b>1074</b>		
<b>Total Planned for survey</b>			<b>1067</b>		

**Report: Assessment of Implementation and Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Chennai Circle**

Sl.No.	District/SSA	Operator→	Airtel			Reliance			Tata Teleservices			Grand Total
		Area→	Rural	Urban		Rural	Urban		Rural	Urban		
		Mode of Interview→ SDCA↓	Personal	Personal	Telephonic	Personal	Personal	Telephonic	Personal	Personal	Telephonic	
1	Chennai	Chennai	213	433	425	168	450	454	181	439	452	3215
<b>Total of each column</b>			<b>213</b>	<b>433</b>	<b>425</b>	<b>168</b>	<b>450</b>	<b>454</b>	<b>181</b>	<b>439</b>	<b>452</b>	<b>3215</b>
<b>Total survey of each operator done</b>			<b>1071</b>			<b>1072</b>			<b>1072</b>			<b>3215</b>
<b>Total Planned for survey</b>			<b>1067</b>			<b>1067</b>			<b>1067</b>			<b>3201</b>

**Mobile:**

Sl.No.	Operator→	Aircel			Airtel			BSNL		
	Area→	Rural	Urban		Rural	Urban		Rural	Urban	
	Mode of Interview→ District↓	Personal	Personal	Telephonic	Personal	Personal	Telephonic	Personal	Personal	Telephonic
1	Chennai	214	250	251	215	256	249	-	376	375
2	Thiruvallur	107	124	126	109	127	123	325	-	-
<b>Total of each column</b>		<b>321</b>	<b>374</b>	<b>377</b>	<b>324</b>	<b>383</b>	<b>372</b>	<b>325</b>	<b>376</b>	<b>375</b>
<b>Total survey of each operator</b>		<b>1072</b>			<b>1079</b>			<b>1076</b>		
<b>Total Planned for survey</b>		<b>1067</b>			<b>1067</b>			<b>1067</b>		

**Report: Assessment of Implementation and Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Chennai Circle**

Operator→		Idea			Reliance			Systema Shyam		
Area→		Rural	Urban		Rural	Urban		Rural	Urban	
Sl.No.	Mode of Interview→	Personal	Personal	Telephonic	Personal	Personal	Telephonic	Personal	Personal	Telephonic
	District↓									
1	Chennai	-	319	347	214	261	253	310	342	372
2	Thiruvallur	82	152	174	108	123	116	13	19	17
<b>Total of each column</b>		82	471	521	322	384	369	323	361	389
<b>Total survey of each operator</b>		<b>1074</b>			<b>1075</b>			<b>1073</b>		
<b>Total Planned for survey</b>		<b>1067</b>			<b>1067</b>			<b>1067</b>		

Operator→		Tata Teleservices			Unitech			Videocon		
Area→		Rural	Urban		Rural	Urban		Rural	Urban	
Sl.No.	Mode of Interview→	Personal	Personal	Telephonic	Personal	Personal	Telephonic	Personal	Personal	Telephonic
	District↓									
1	Chennai	221	253	269	-	453	448	-	532	545
2	Thiruvallur	101	109	121	150	9	12	-	-	-
<b>Total of each column</b>		322	362	390	150	462	460	-	532	545
<b>Total survey of each operator</b>		<b>1074</b>			<b>1072</b>			<b>1077</b>		
<b>Total Planned for survey</b>		<b>1067</b>			<b>1067</b>			<b>1067</b>		

Operator→		Vodafone		
Area→		Rural	Urban	
Sl.No.	Mode of Interview→	Personal	Personal	Telephonic
	District↓			
1	Chennai	257	313	322
2	Thiruvallur	64	65	51
<b>Total of each column</b>		321	378	373
<b>Total survey of each operator</b>		<b>1072</b>		
<b>Total Planned for survey</b>		<b>1067</b>		



**Broadband**

Sl. No.	District	Operator→	BSNL		
		Area→	Rural	Urban	
		Mode of Interview→	Personal	Personal	Telephonic
		SDCA↓			
	Central Area		-	149	156
	North Peripheral		-	92	94
	West		-	141	143
	Thiruvallur		164	-	-
	Kanchipuram		166	-	-
	<b>Total of each column</b>		330	382	393
	<b>Total Survey of Each Operator</b>			<b>1105</b>	
	<b>Total Planned for Survey</b>			<b>1067</b>	

SI.No	District	SDCA	Airtel		Reliance		Sify		TATA	
			Personal	Telephonic	Personal	Telephonic	Personal	Telephonic	Personal	Telephonic
1	Chennai	Chennai	533	541	537	534	537	538	532	541
Total of each column			533	541	537	534	537	538	532	541
Total Survey of Each Operator			1074		1071		1075		1073	
Total Planned for Survey			1067		1067		1067		1067	
			Tikona		You Broadband		Zylog			
			Urban		Urban		Urban			
SI.No	District	SDCA	Personal	Telephonic	Personal	Telephonic	Personal	Telephonic		
			Mode of Interview	Mode of Interview	Mode of Interview	Mode of Interview	Mode of Interview	Mode of Interview	Mode of Interview	Mode of Interview
1	Chennai	Chennai	536	538	539	532	542	531		
Total of each column			536	538	539	532	542	531		
Total Survey of Each Operator			1074		1071		1073			
Total Planned for Survey			1067		1067		1067			

### **3.2.2 Sampling Frame**

- Sampling frame was prepared with the help of service providers with above mentioned sampling plan using Random number table or computerized random number generating techniques
- At the smallest level of stratum, simple random sampling technique was followed for catching the respondents

### **3.2.3 Questionnaire(s) Canvassed**

- The schedules/questionnaires for conducting the survey for customers of Wireline, Wireless and Broadband services were prepared and finalized, in consultation with TRAI, before the start of survey
- The questionnaire covered all the provisions particularly in respect of awareness about whom to contact, Call Centres, Nodal Officers, appellate authority, Manual of Practice including usage details to Pre-paid mobile connections, the customer perception of service provided by basic telephone service (wireline), cellular mobile telephone service and broadband service providers as per the benchmarks for the parameters relating to customer perception of service in quality of service Regulations

### 3.3 Computation of Level of Customer Satisfaction and Benchmarking

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

% of satisfied consumers is ascertained using the following formula:

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

Where CS=% of satisfied consumers

A = (sum total of no. of subscribers 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

- Broad parameters and benchmarks to assess the customer perception on quality of Basic service (Wireline), Cellular Mobile and Broadband services are listed below:

#### Basic Telephone Service (wireline) 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 %

**Broadband Service:**

<b>S.No.</b>	<b>Name of Parameter</b>	<b>Benchmark</b>
(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 %

- Entire tabulation plan was finalized in consultation with officials of TRAI

**4.0 Definition of key terms**

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

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

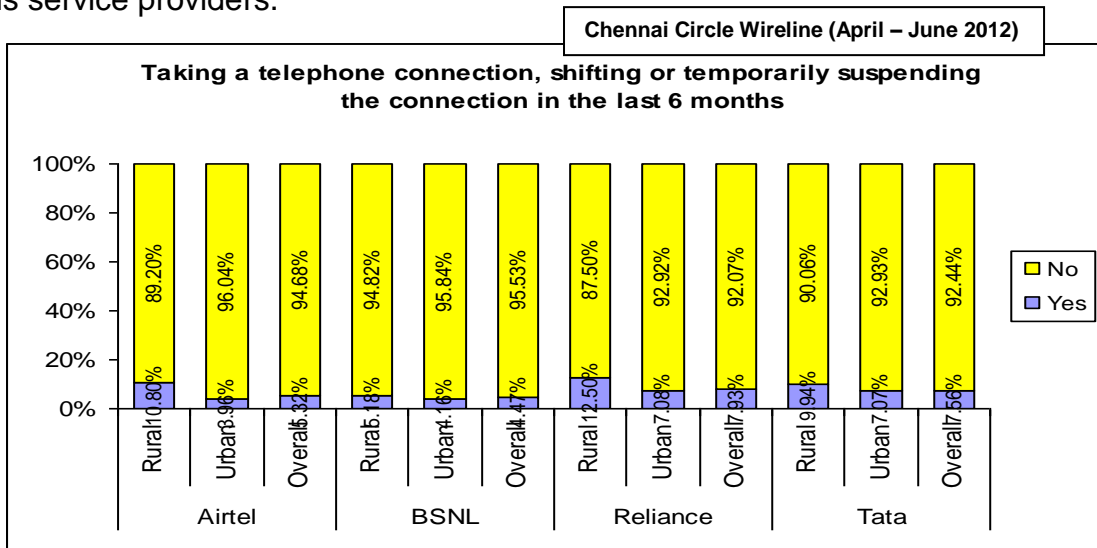
**Broadband service** – Broadband’ is defined in the Broadband Policy 2004 as “An always on data connection that is able to support interactive services including Internet access and has the capability of the minimum download speed of 256 kilo bits per second (kbps) to an individual subscriber from the Point of Presence (POP) of the service provider intending to provide Broadband service where multiple such individual Broadband connections are aggregated and the subscriber is able to access these interactive services including the Internet through this POP.

5.1 Detailed Findings – Basic Wireline

5.1.1 Service Provision sub-aspects

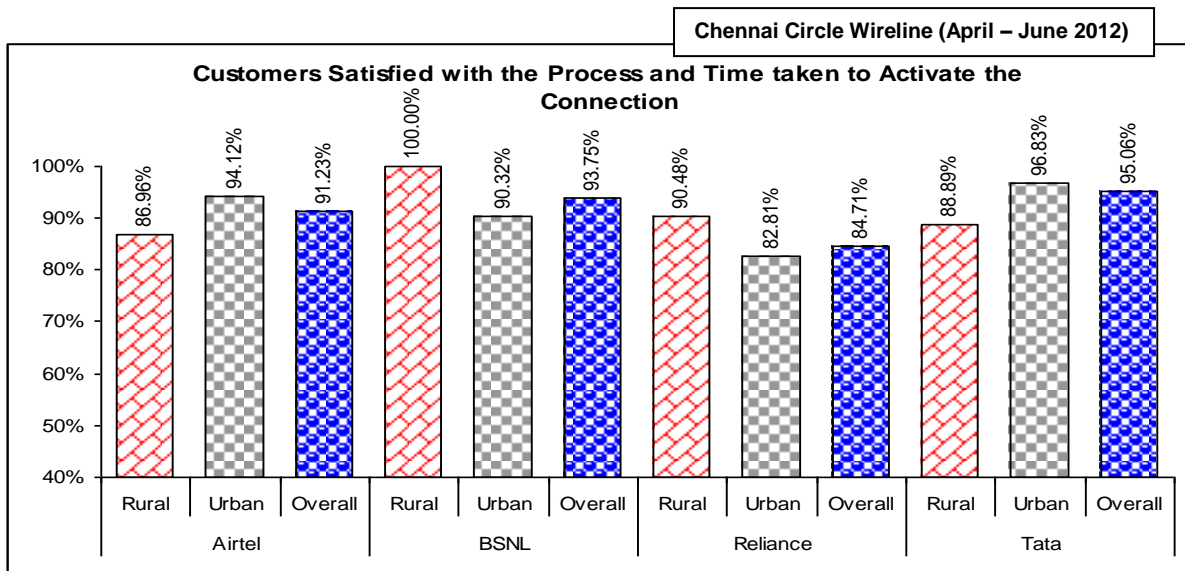
a. Taking a Telephone Connection, Shifting or Temporarily Suspending the Connection in the Last 6 Months

This aspect seeks to assess the recency of applying for a new wireline phone connection /shifting /had got temporary suspension of connection with respect to subscribers for various service providers.



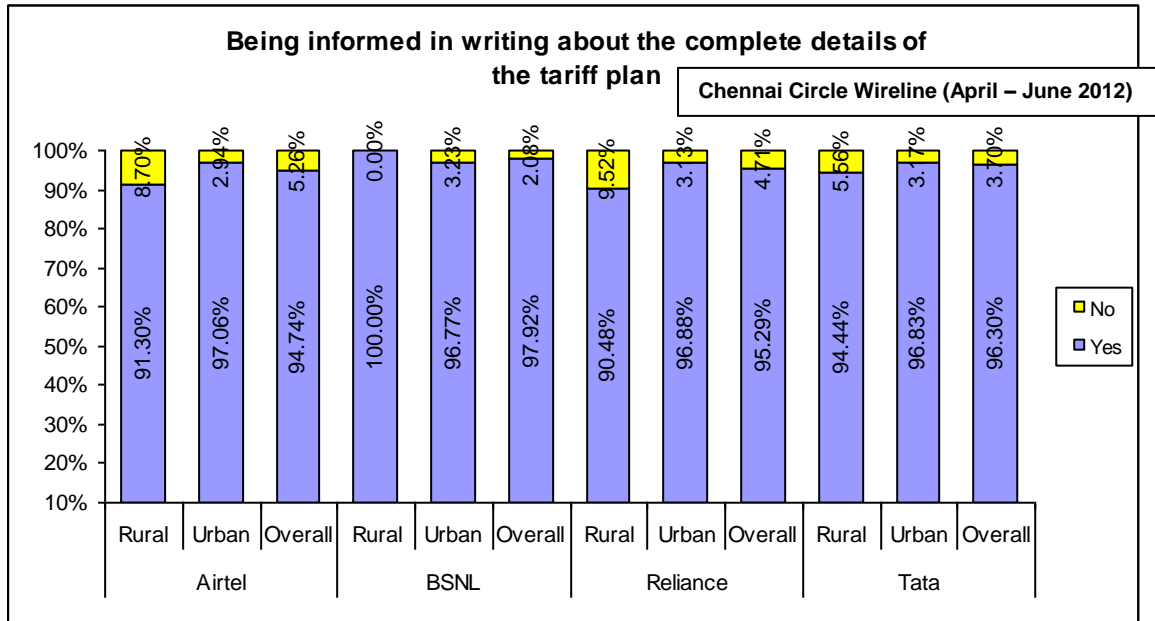
Reliance Rural (13%) and Airtel Rural (11%) subscribers had recently taken a telephone connection or shifted/temporarily suspended their connection, in the present round of survey. All other service providers had these figures below 10%.

b. Satisfaction with the Process and Time Taken To Activate the Connection



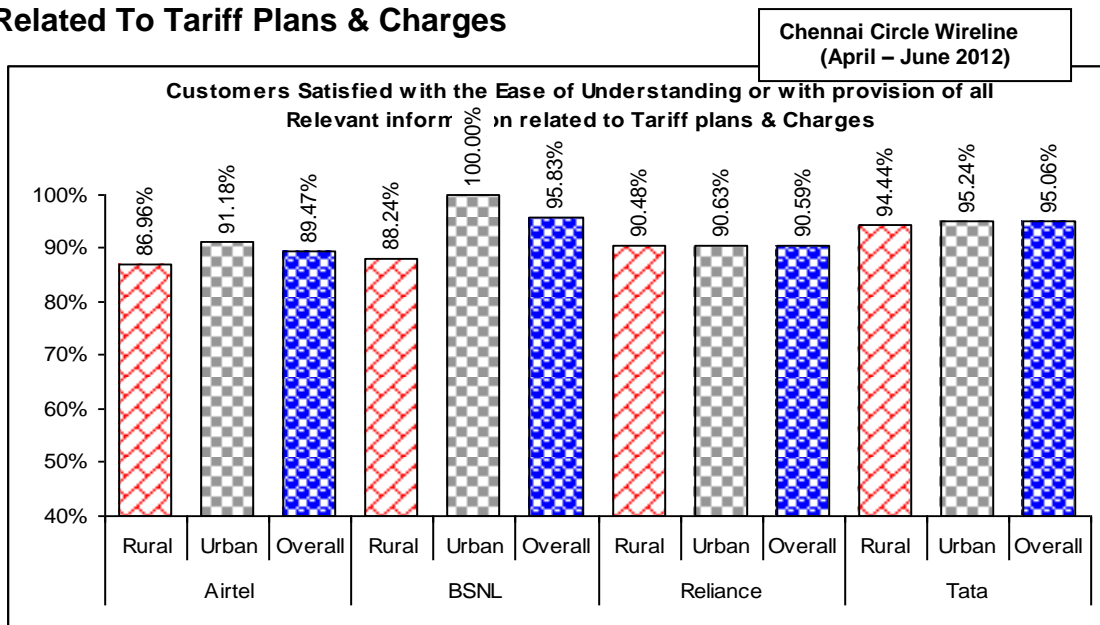
Satisfaction level with respect to the process and time taken to activate the connection has been highest for Tata (95%), followed by BSNL (94%).

**c. Being Informed In Writing, at the Time of Subscription of Service or Within a Week of Activation of Service the Complete Details of the Tariff Plan**



98%(BSNL), 96% (Tata), 95% (Reliance), and 95% (Airtel) subscribers have confirmed that they have been informed in writing at the time of subscription of service or within a week of activation of service the complete details of the Tariff Plan.

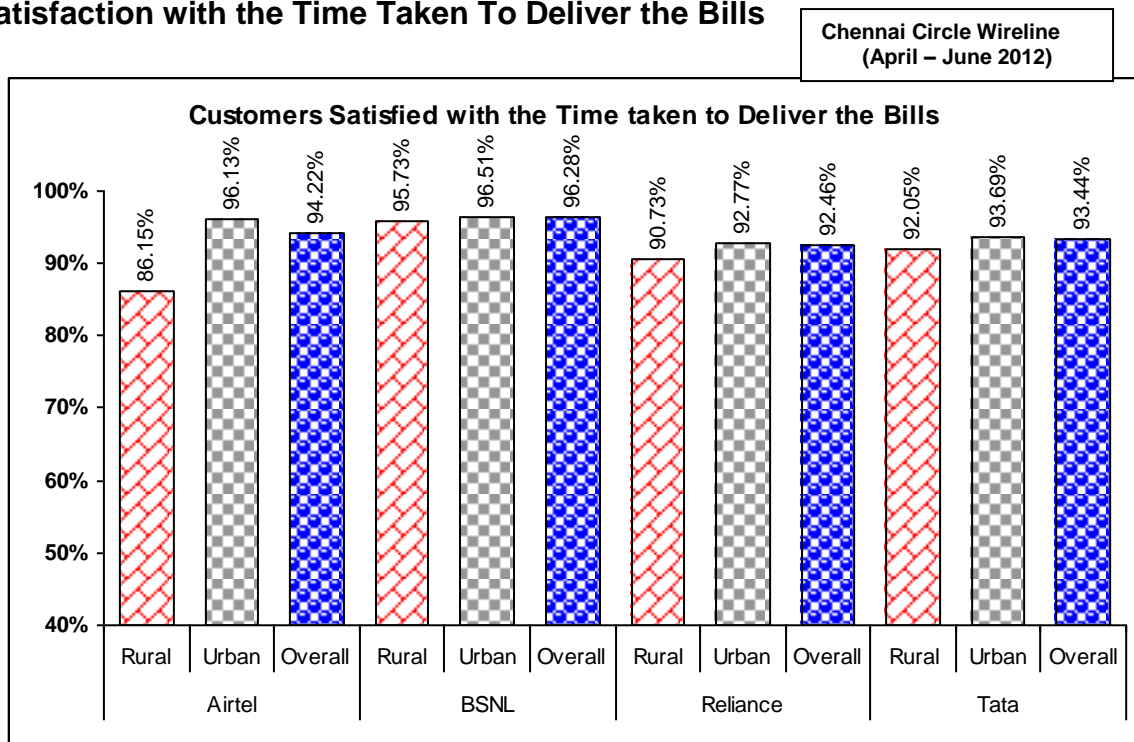
**d. The Ease of Understanding or With Provision of All Relevant Information Related To Tariff Plans & Charges**



The majority of subscribers of all operators are either very satisfied or satisfied with the ease of understanding / provisions of all related information related to tariff plans & charges. Satisfaction levels were BSNL (96%), Tata (95%), Reliance (91%), and Airtel (89%).

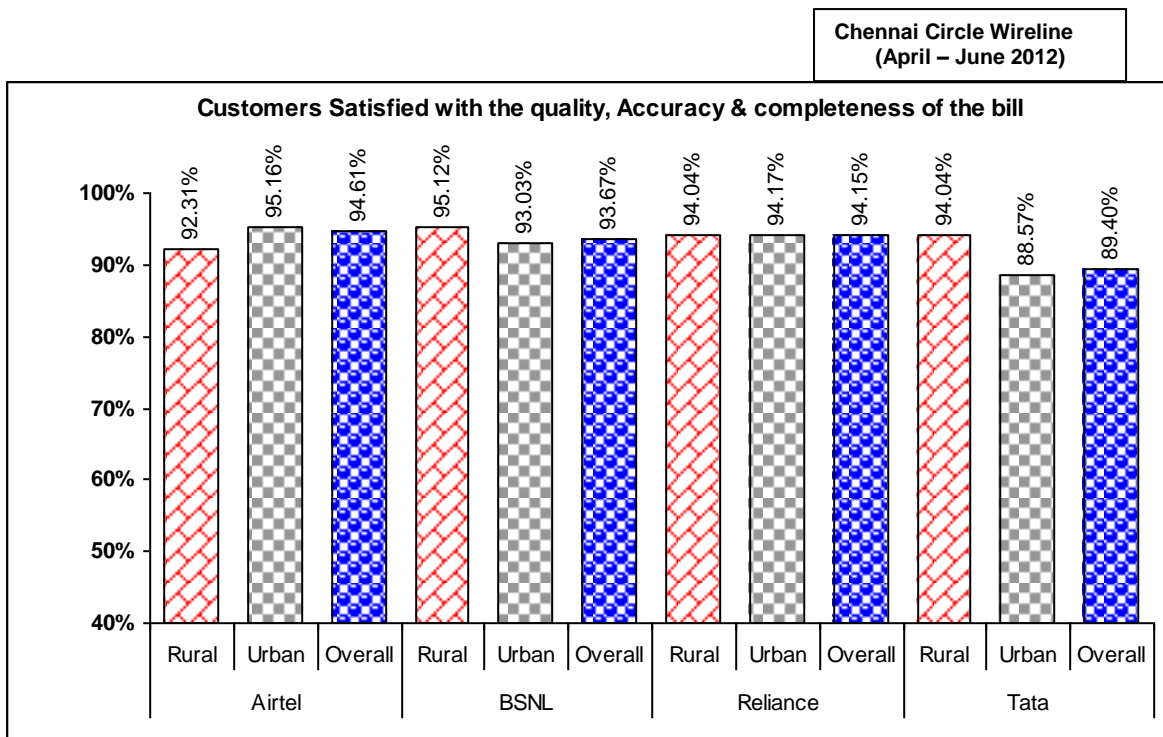
5.1.2 Billing Related sub-aspects

a. Satisfaction with the Time Taken To Deliver the Bills



Over 92% of subscribers of all operators are either very satisfied or satisfied with the time taken for delivery of their bills. Satisfaction level was highest for BSNL (96%),

b. Satisfaction with the Quality, Accuracy & Completeness of the Bills



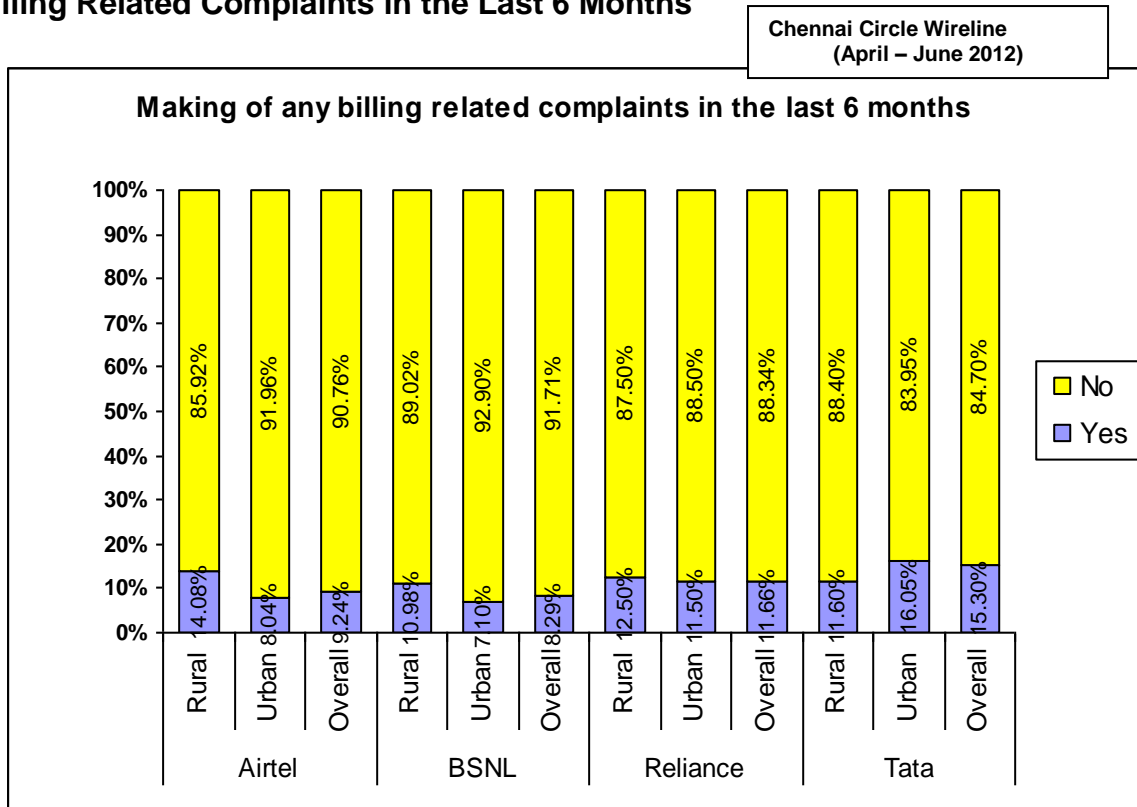
Over 93% of subscribers of all operators are either very satisfied or satisfied with the quality, accuracy and completeness of their bills except Tata customers (89%).



**c. The Reason(s) for Dissatisfaction with the Quality, Accuracy & Completeness of the Bills**

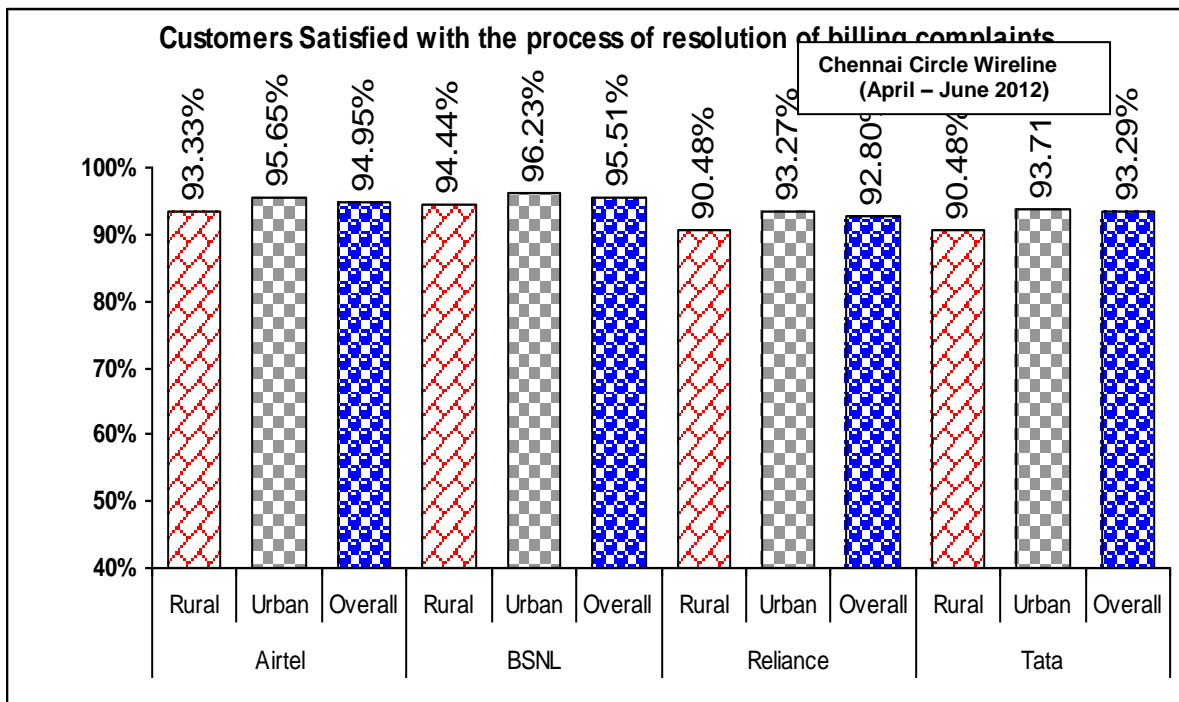
Wireline Operator	Area	Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Details like item-wise charges are not provided	Calculations are not clear	Others (please specify)
<b>Airtel</b>	Rural	33.33%	6.67%	13.33%	6.67%	26.67%	6.67%	6.67%
	Urban	35.00%	15.00%	7.50%	0.00%	40.00%	2.50%	0.00%
	<b>Overall</b>	34.55%	12.73%	9.09%	1.82%	36.36%	3.64%	1.82%
<b>BSNL</b>	Rural	25.00%	18.75%	6.25%	6.25%	37.50%	6.25%	0.00%
	Urban	38.46%	15.38%	1.92%	1.92%	36.54%	3.85%	1.92%
	<b>Overall</b>	35.29%	16.18%	2.94%	2.94%	36.76%	4.41%	1.47%
<b>Reliance</b>	Rural	44.44%	22.22%	0.00%	11.11%	22.22%	0.00%	0.00%
	Urban	20.00%	10.00%	2.00%	4.00%	52.00%	4.00%	8.00%
	<b>Overall</b>	23.73%	11.86%	1.69%	5.08%	47.46%	3.39%	6.78%
<b>Tata</b>	Rural	44.44%	11.11%	0.00%	0.00%	44.44%	0.00%	0.00%
	Urban	19.79%	16.67%	4.17%	5.21%	44.79%	6.25%	3.13%
	<b>Overall</b>	21.90%	16.19%	3.81%	4.76%	44.76%	5.71%	2.86%

**d. Billing Related Complaints in the Last 6 Months**



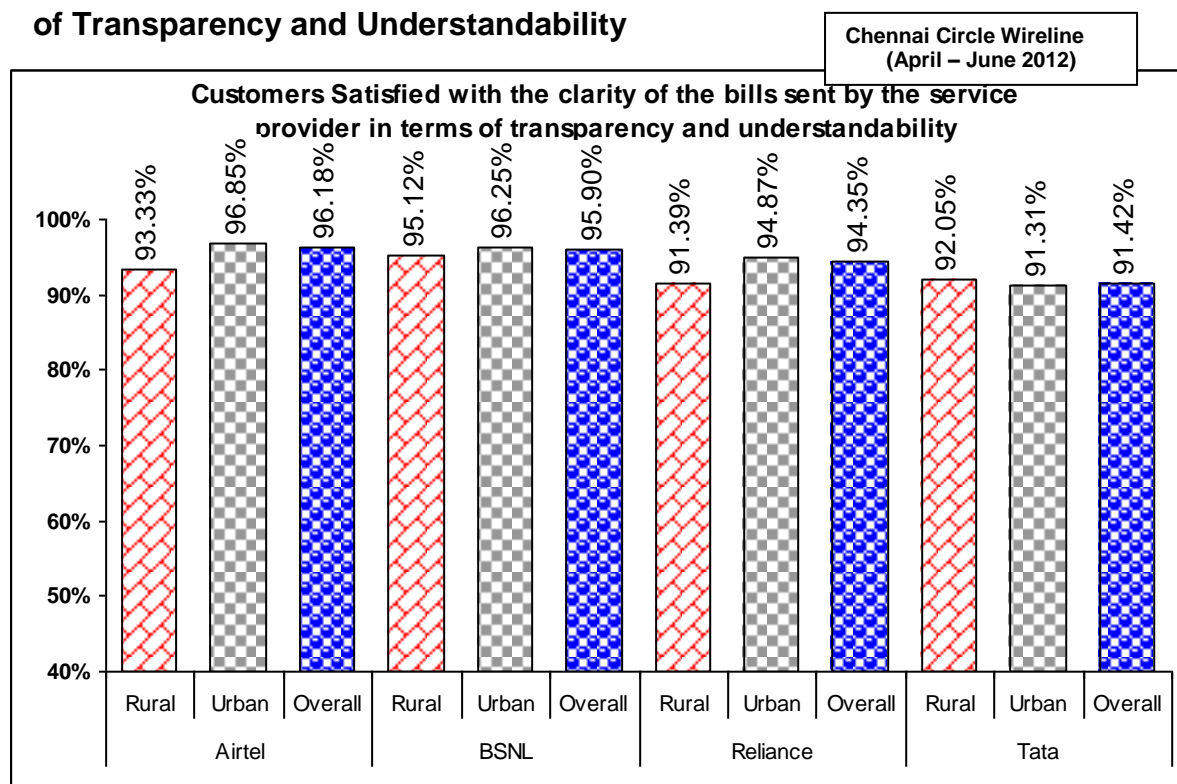
Only 8% of BSNL, 9% of Airtel, 12% of Reliance and, 15 % of Tata subscribers had made billing related complaints in the last six months.

**c.Satisfaction with the Process of Resolution of Billing Complaints**



Over 92 % of subscribers of all operators are either very satisfied or satisfied with the process of resolution of their billing complaints.

f. Satisfaction with the Clarity of the Bills Sent By the Service Provider in Terms of Transparency and Understandability



Over 91 % of subscribers of all operators are either very satisfied or satisfied with the Clarity of bills sent by respective service providers in terms of transparency and Understandability. The satisfaction levels were Airtel and BSNL (96%), Reliance (94%) and Tata (91%).

**Prepaid Customers**

a. Satisfaction with the charges deducted for every call i.e. amount deducted on every usage

Wireline Operator	Area	Average
Airtel	Rural	88.89%
	Urban	96.88%
	<b>Overall</b>	94.00%
BSNL	Rural	NA
	Urban	NA
	<b>Overall</b>	NA
Reliance	Rural	88.24%
	Urban	97.87%
	<b>Overall</b>	95.31%
Tata	Rural	86.67%
	Urban	92.16%
	<b>Overall</b>	90.12%

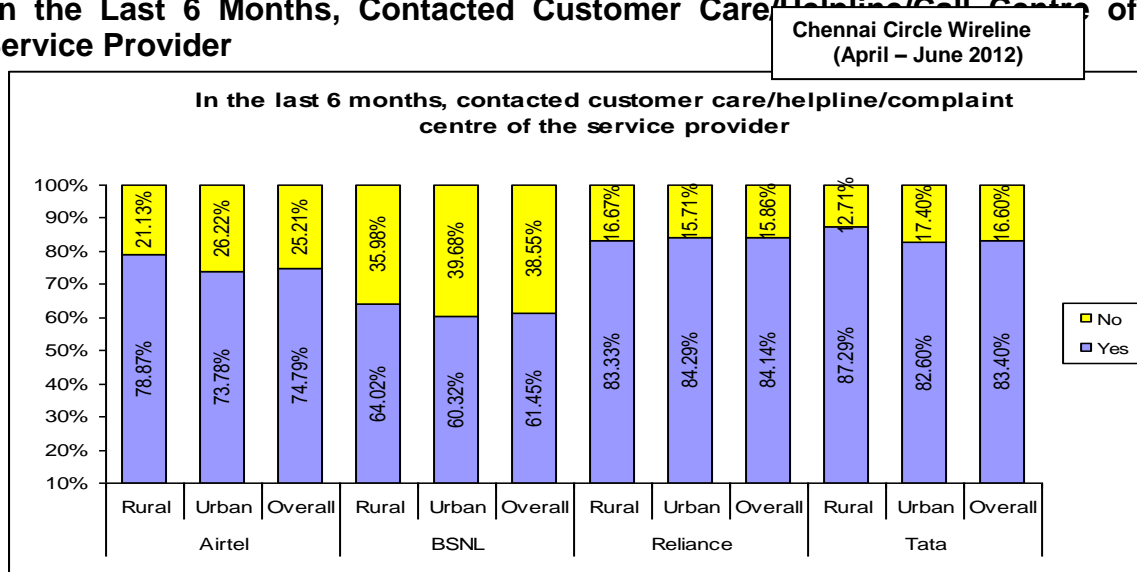
**b. The reason for dissatisfaction**

Wireline Operator	Area	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
<b>Airtel</b>	Rural	50.00%	0.00%	0.00%	50.00%	0.00%
	Urban	0.00%	100.00%	0.00%	0.00%	0.00%
	<b>Overall</b>	33.33%	33.33%	0.00%	33.33%	0.00%
<b>BSNL</b>	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA	NA
<b>Reliance</b>	Rural	0.00%	50.00%	50.00%	0.00%	0.00%
	Urban	0.00%	100.00%	0.00%	0.00%	0.00%
	<b>Overall</b>	0.00%	66.67%	33.33%	0.00%	0.00%
<b>Tata</b>	Rural	25.00%	25.00%	25.00%	25.00%	0.00%
	Urban	25.00%	25.00%	25.00%	0.00%	25.00%
	<b>Overall</b>	25.00%	25.00%	25.00%	12.50%	12.50%

### 5.1.3 Help Services Related Sub-Aspects

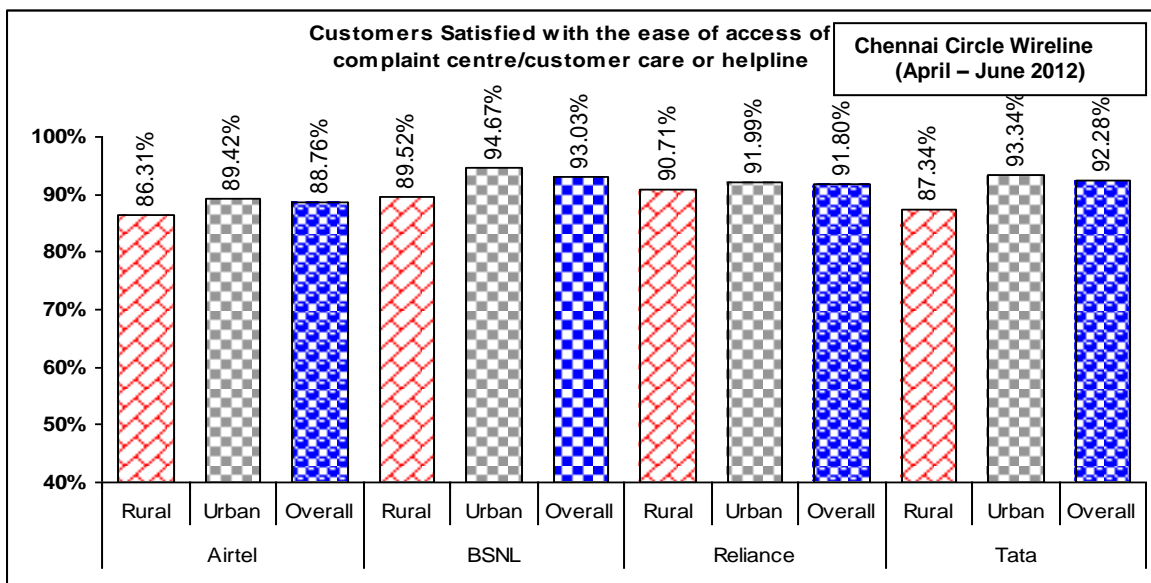
This parameter captures the satisfaction of subscribers on various sub-parameters of help services. This includes the ease of connecting to call center, problem solving ability of the customer care executive, time taken for resolution of complaint, etc.

#### a. In the Last 6 Months, Contacted Customer Care/ Helpline/Call Centre of the Service Provider



About 61% overall BSNL to 84% Reliance subscribers across all operators have contacted customer care /helpline/call centre of their respective service provider in the last six months.

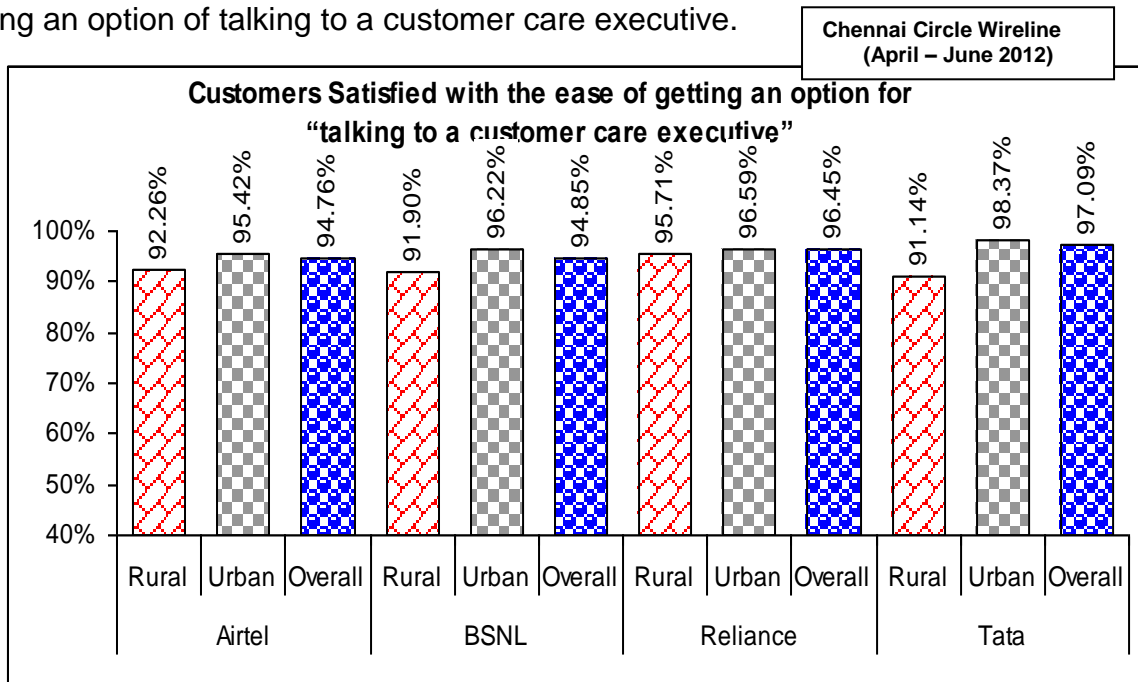
#### b. Satisfaction with the Ease of Access of Call Centre/Customer Care or Helpline



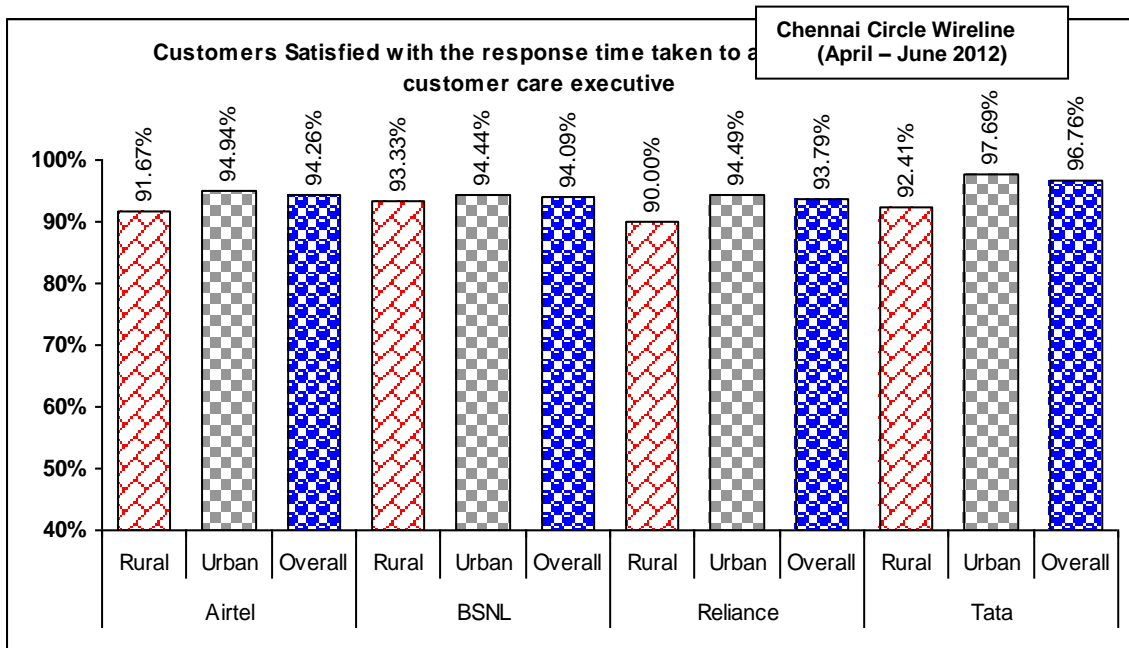
Among subscribers who have contacted their respective call centre/customer care/helpline, over 88% subscribers of all operators are either very satisfied or satisfied with ease of access. The satisfaction levels were BSNL (93%), Tata & Reliance (92%) and Airtel (89%).

**c. Satisfaction with the Ease of Getting an Option for “Talking To a Customer Care Executive”**

Over 94% subscribers have expressed either very satisfied or satisfied with ease of getting an option of talking to a customer care executive.

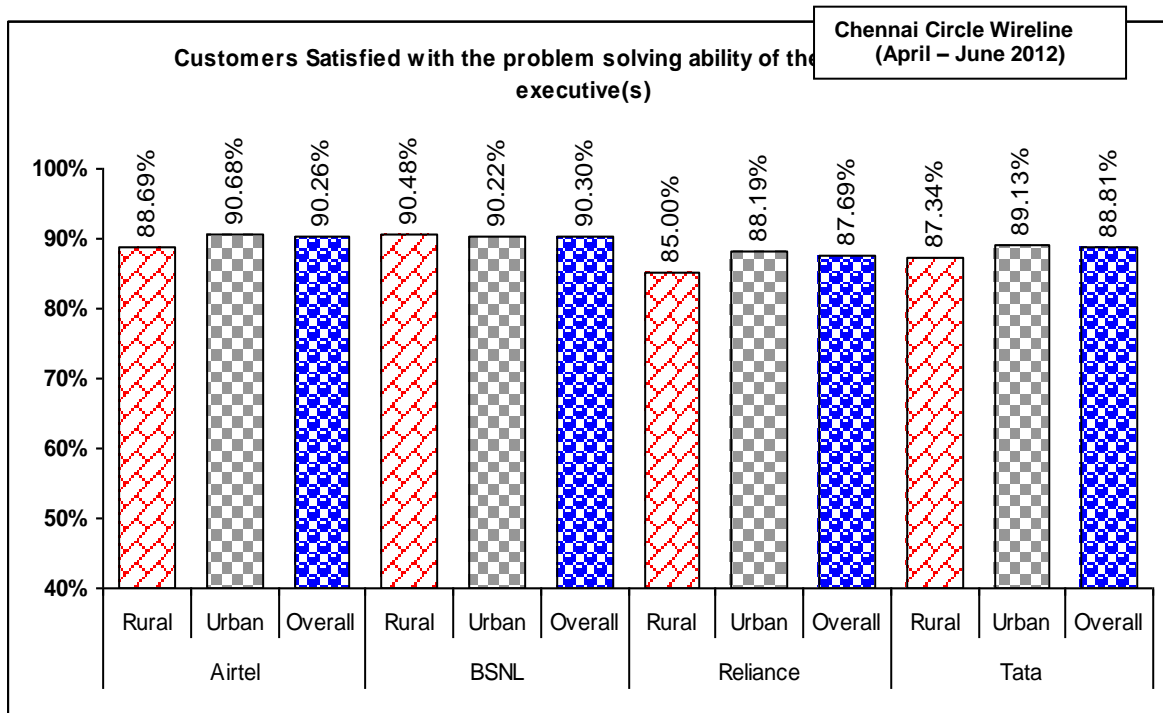


**c. Satisfaction with the Response Time Taken To Answer Call by a Customer Care Executive**



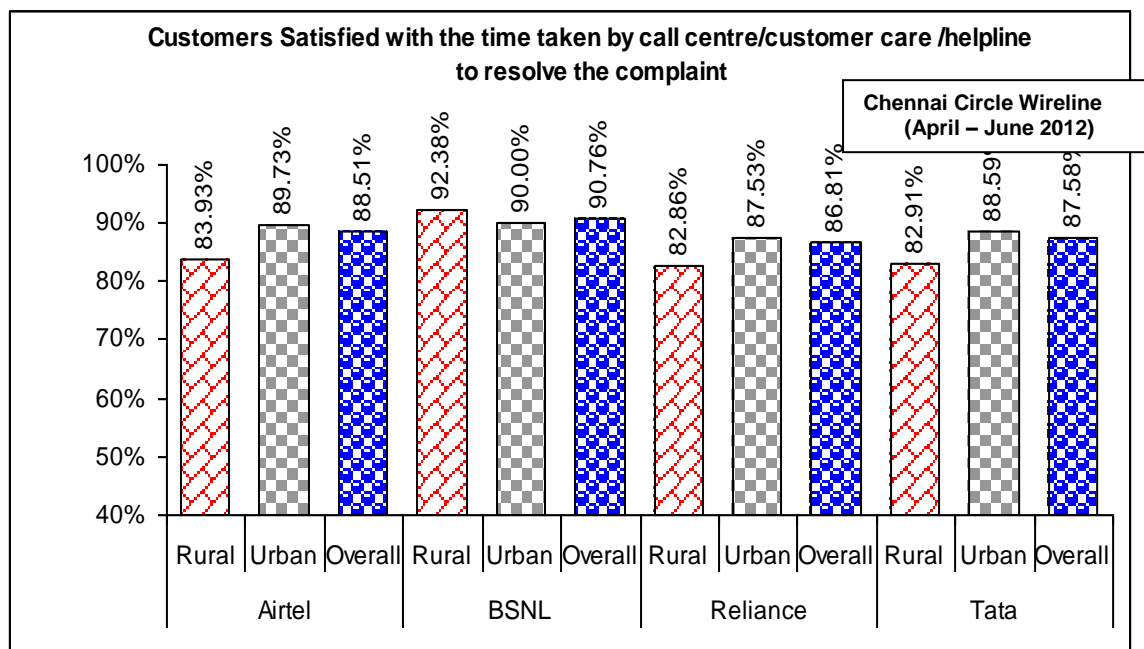
The satisfaction levels of subscribers is over 93% with respect to response time taken by a customer care executive to answer the call.

**d. Satisfaction with Problem Solving Ability of the Customer Care Executive(s)**



The satisfaction levels of subscribers across all operators have been over 87% with respect to the problem solving ability of customer care executive.

**f. Satisfaction with the Time Taken by Call Centre/Customer Care /Helpline to Resolve the Complaint**



The satisfaction levels of subscribers across all operators has been around 86% and above with respect to the time taken by customer care executive to resolve a complaint.

#### 5.1.4 Network Performance, Reliability and Availability Related Sub-Aspects

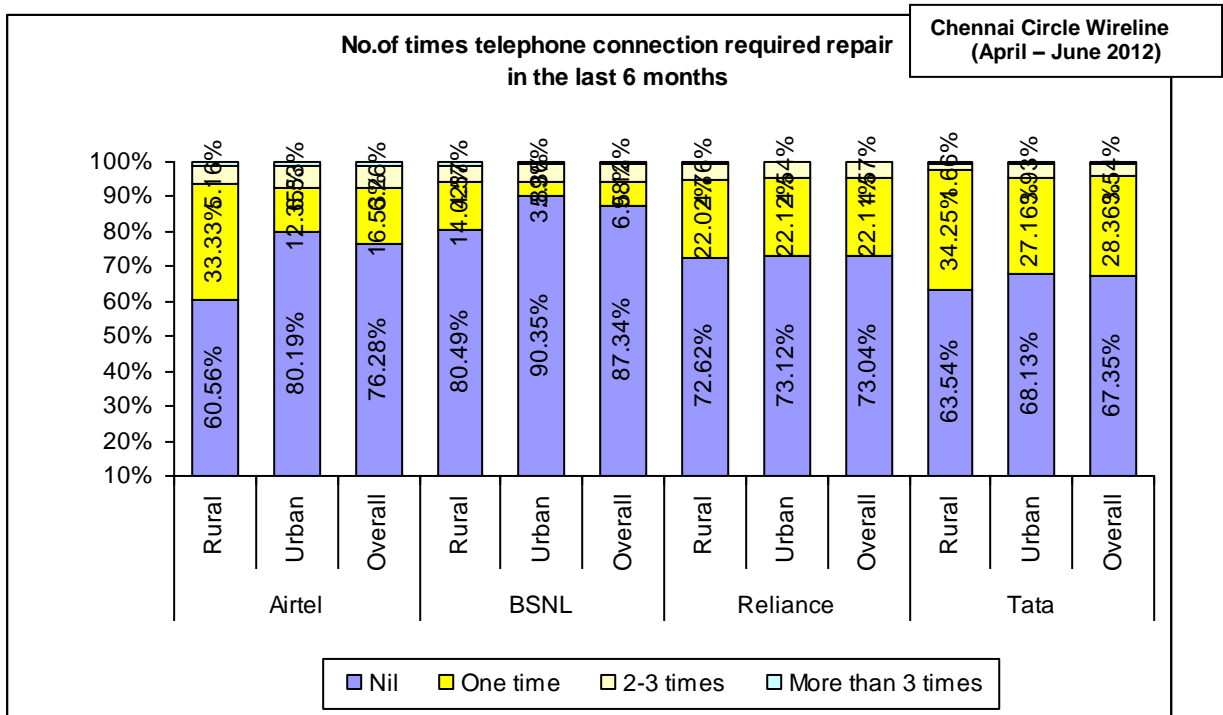
Wireline Operator	Area	Satisfaction with the		
		Availability of working telephone (dial tone)	Ability to make or receive calls easily	Voice quality
Airtel	Rural	84.51%	92.96%	95.31%
	Urban	94.87%	94.87%	95.34%
	<b>Overall</b>	92.81%	94.49%	95.33%
BSNL	Rural	96.95%	95.43%	95.73%
	Urban	96.92%	96.25%	95.58%
	<b>Overall</b>	96.93%	96.00%	95.62%
Reliance	Rural	88.69%	86.90%	94.05%
	Urban	96.46%	94.14%	96.79%
	<b>Overall</b>	95.24%	93.00%	96.36%
Tata	Rural	84.53%	87.85%	91.16%
	Urban	96.30%	96.75%	95.29%
	<b>Overall</b>	94.31%	95.24%	94.59%

BSNL has scored highest (96%) in terms of subscriber's satisfaction with the ability to make or receive calls easily followed by Reliance, Tata and BSNL. In terms of availability of working telephone (dial tone), the score of BSNL (97%), has been the highest followed by Reliance (95%), Tata (94%) and Airtel (93%), while voice quality variation has been marginally different with the best customer satisfaction in Reliance (96%) and least in Tata (95%).



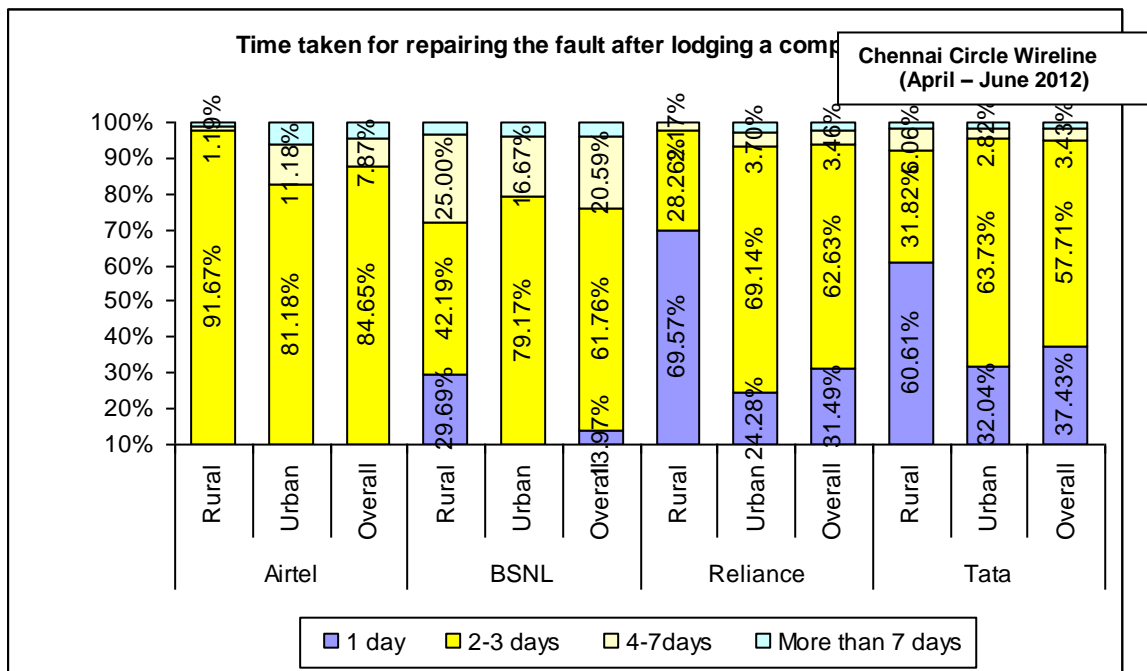
### 5.1.5 Maintainability Related Sub-Aspects

#### a. No. of Times Telephone Connection Required Repair in the Last 6 Months



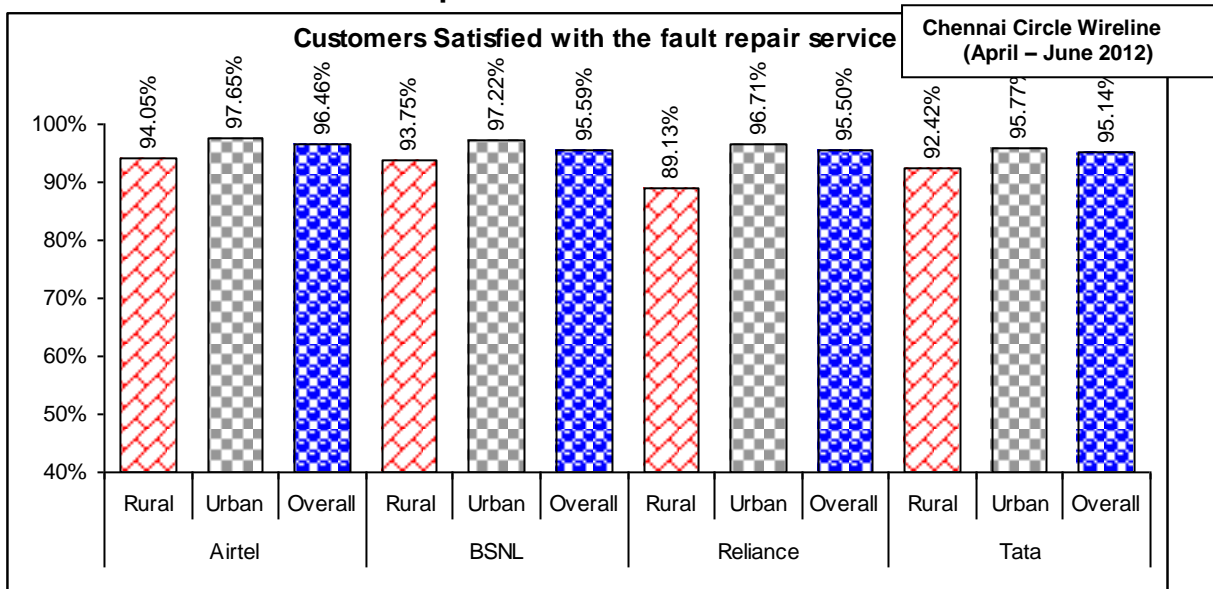
Around 87% of BSNL, 76% of Airtel, 73% of Reliance and 67% of Tata, subscribers did not get their telephone connections repaired even once in last six months.

#### b. Time Taken For Repairing the Fault after Lodging a Complaint



Of those who got their telephones repaired, more than 96% of Tata and Reliance subscribers got their telephones repaired in just 2 to 3 days whereas almost 16% of Airtel and 24% of BSNL complainants got them repaired in more than 4 days.

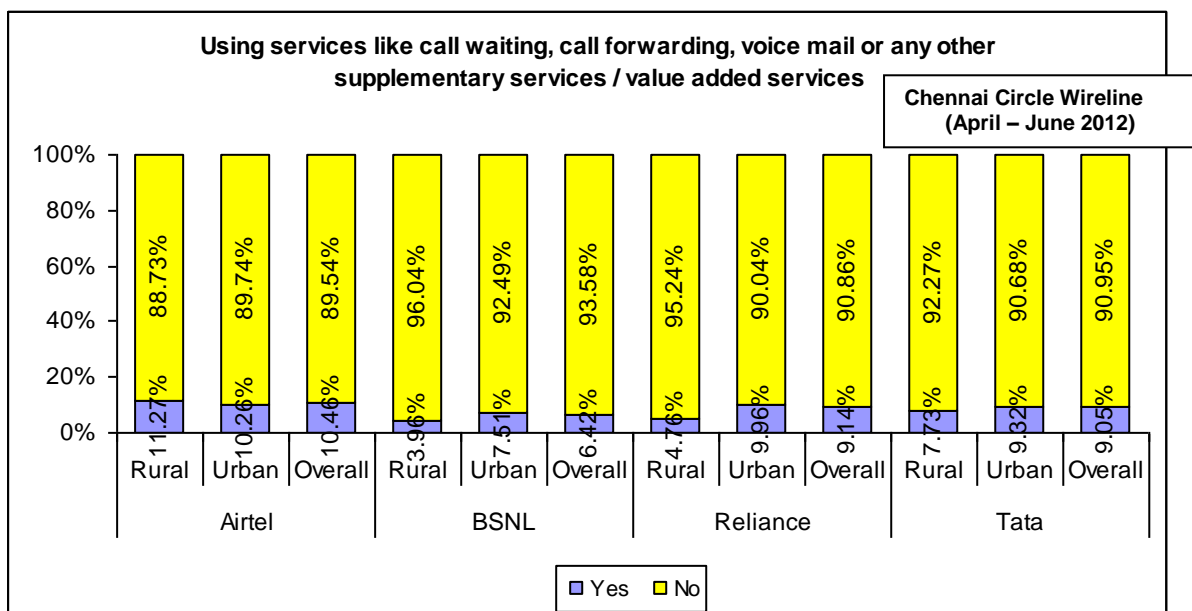
**c. Satisfaction with the Fault Repair Service**



Majority of subscribers of all operators have expressed either being very satisfied or satisfied with the fault repair services of their respective operators, with satisfaction level of almost 95% or above.

**5.1.6 Supplementary Services**

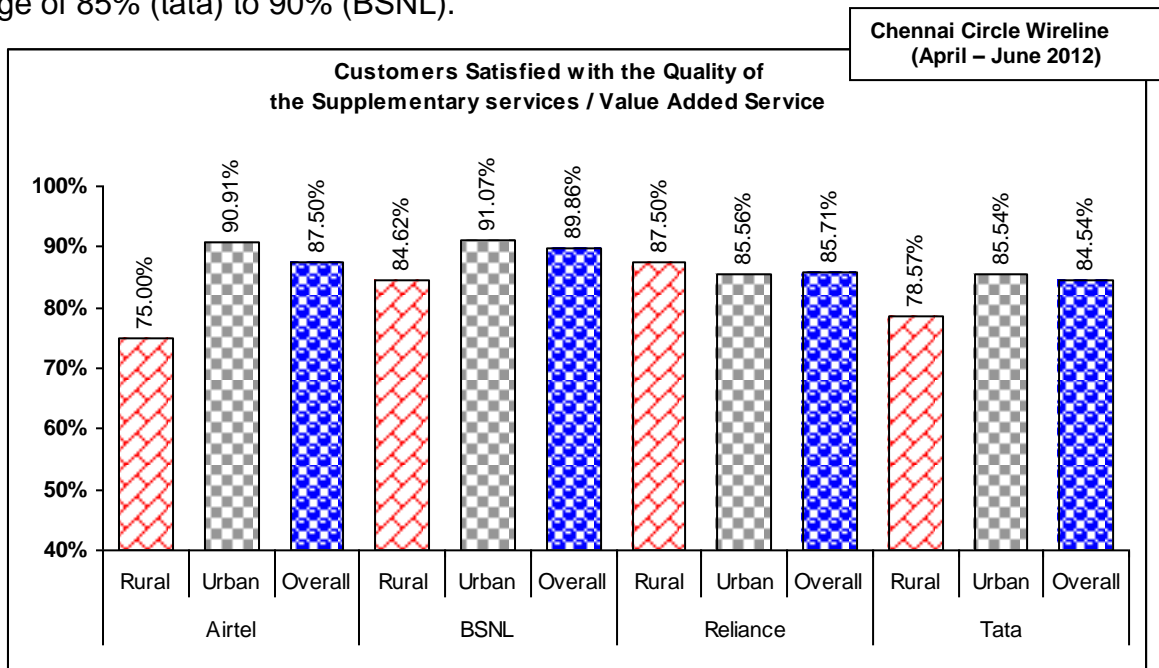
**a. Using Services Like Call Waiting, Call Forwarding, Voice Mail Or Any Other Supplementary Services / Value Added Services.**



Majority of subscribers from over 90% (Airtel) to 94% (BSNL) have not used services like call waiting call forwarding, voice mail or other supplementary services / value added services.

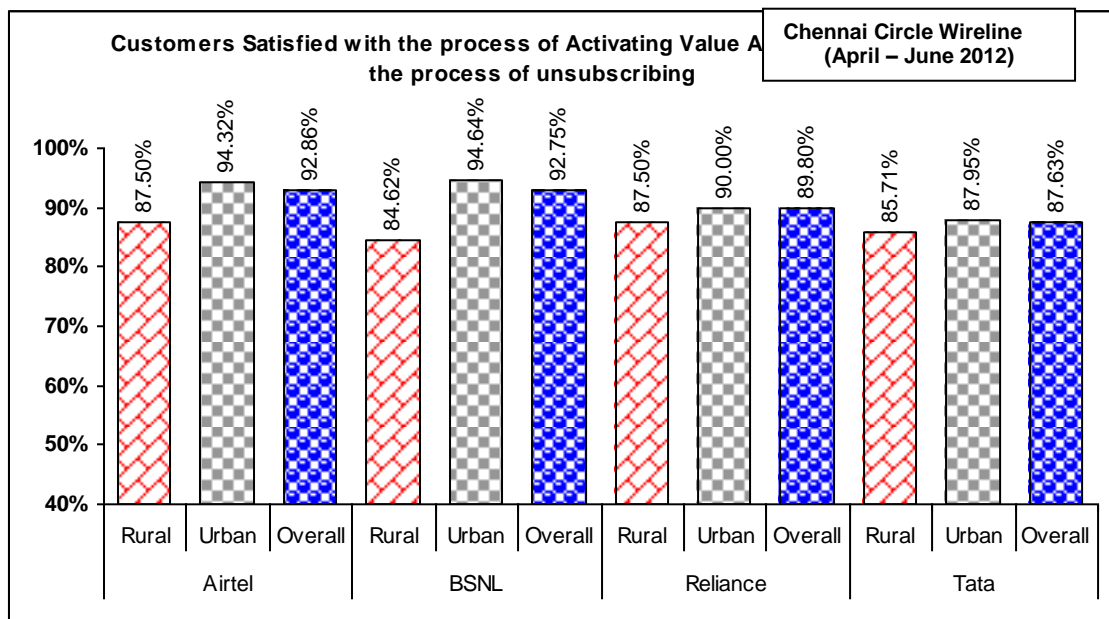
**b. Satisfaction with the Quality of the Supplementary Services / Value Added Service**

Among those who have used value added services, satisfaction levels have been in the range of 85% (tata) to 90% (BSNL).

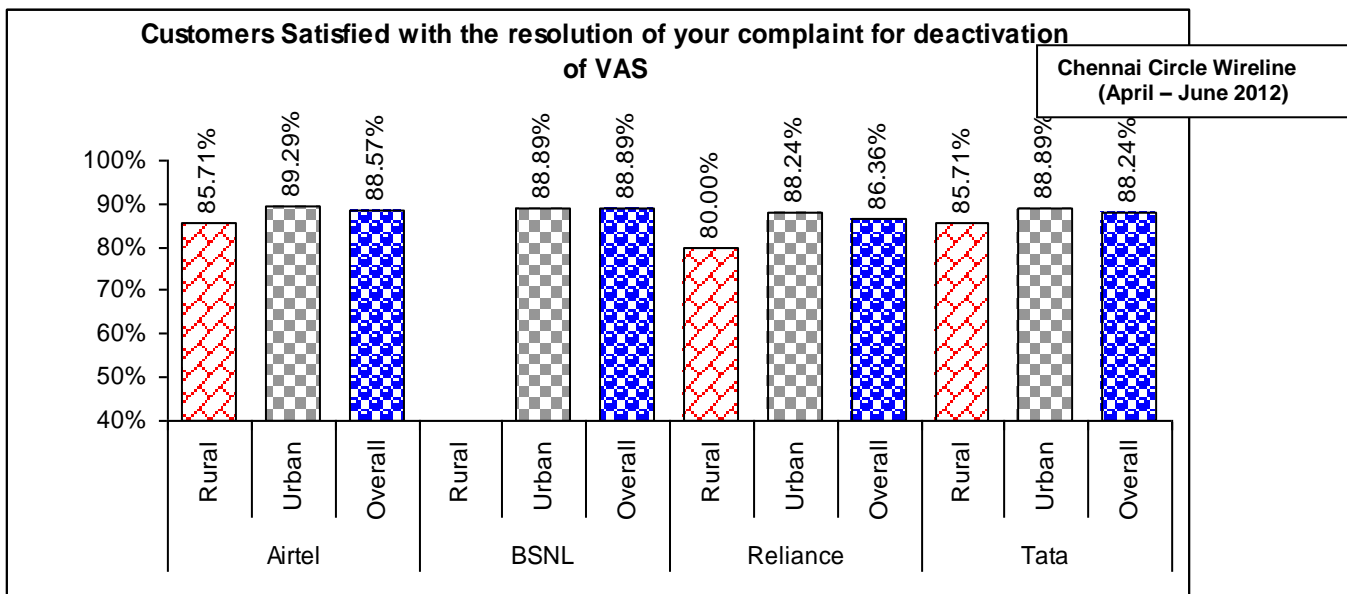


**c. Satisfaction with the Process of Activating Value Added Services or the Process of Unsubscribing**

Satisfaction levels of subscribers have varied from 88 % (TATA) to 93% (Airtel) with the process of activating value added services or the process of unsubscribing



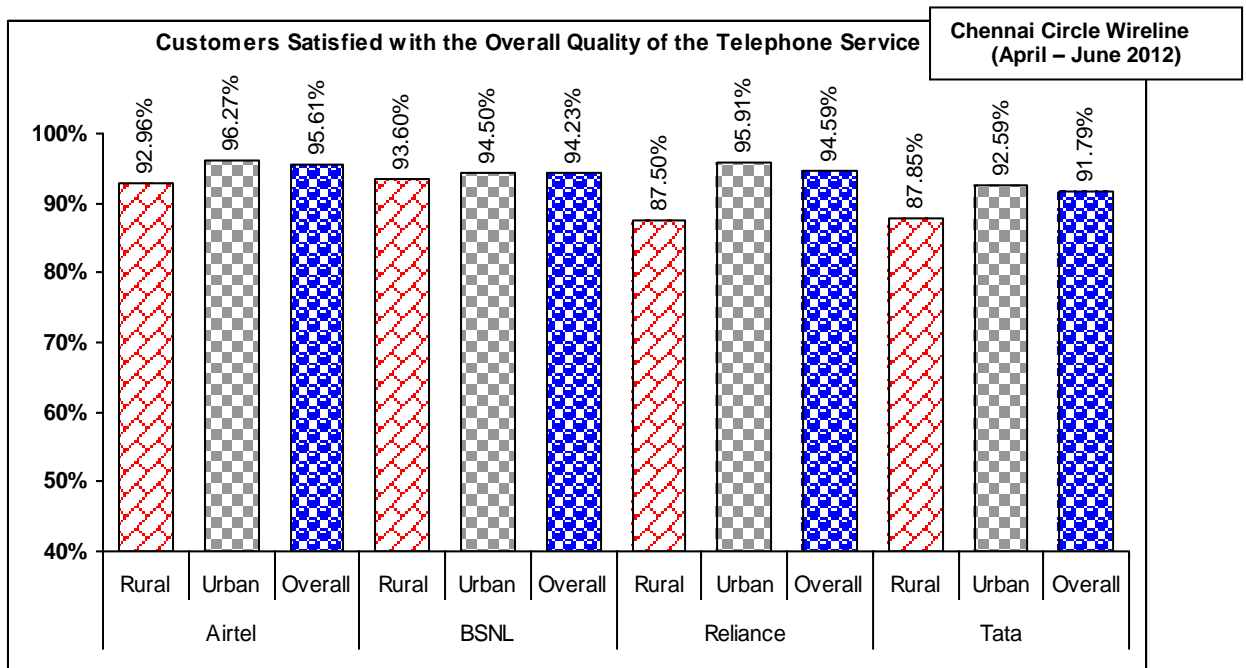
**d. Satisfaction with the Resolution of the Complaint for Deactivation of VAS**



Among those who had a complaint of deactivation of value added services, satisfaction levels have been over 88% for all service providers except 86% for Reliance.

**5.1.7 Overall Customer Satisfaction**

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



Subscribers of all service providers have expressed as being either very satisfied or satisfied with the overall quality of their telephone services with satisfaction levels ranging from 92 % (Tata) to 96 % (Airtel).

### 5.1.8 Redressal Mechanism

TRAI has initiated a set of regulations named as 'Telecom Consumer Protection and Redressal of Grievances Regulations – 2007'. These set of regulations are basically a three step mechanism through which a customer can solve his / her query. Given below are the findings related to this three stage redressal mechanism across subscribers of various service providers.

Wireline Operator	Area	Awareness of the	
		Customer Care	Appellate Authority
<b>Airtel</b>	Rural	95.77%	7.04%
	Urban	96.50%	4.66%
	<b>Overall</b>	96.36%	5.14%
<b>BSNL</b>	Rural	96.95%	4.57%
	Urban	96.38%	3.62%
	<b>Overall</b>	96.55%	3.91%
<b>Reliance</b>	Rural	94.05%	2.38%
	Urban	99.23%	3.54%
	<b>Overall</b>	98.41%	3.36%
<b>Tata</b>	Rural	98.34%	3.31%
	Urban	98.43%	3.93%
	<b>Overall</b>	98.41%	3.82%

Mostly subscribers across all operators are aware of availability of customer care services as pointed by present survey findings in which 98% (Tata & Reliance) and 97% (BSNL & Airtel) have confirmed this aspect, while awareness of Nodal officers and Appellate Authority has been low.

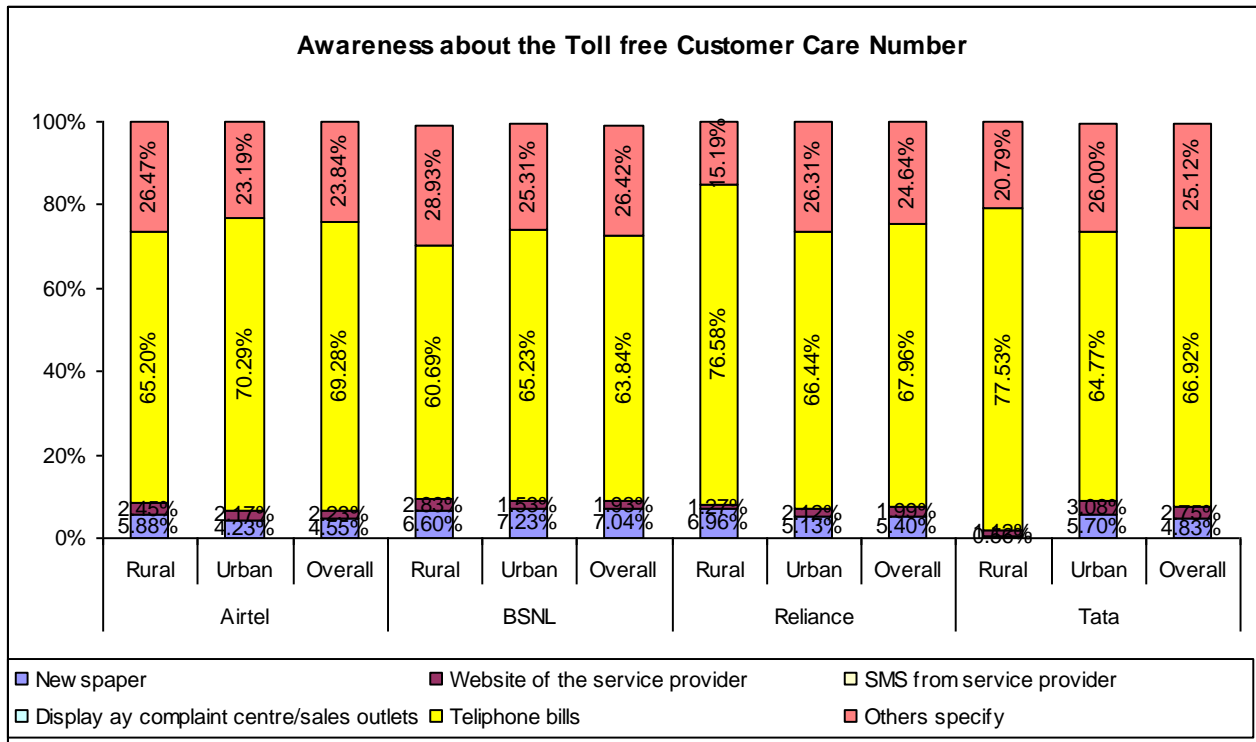
At the next stage, subscribers who have made a complaint in the last six months to their respective call centre/customer care/helpline numbers, most of these complaints were registered and docket number was received (57 to 61 %) by subscribers across various operators. As can be observed from detailed analysis below in the present round of survey many subscribers opined that docket number was not issued / provided (21 to 25 %), received after making request (11 to 13 %) while few opined that it was not provided even on request.

The subscribers 57% (Airtel & BSNL) to around 70% (Reliance & Tata) were informed by call centre about action taken by call centre on their complaint. The resolution of complaint has been satisfactory by all operators.

**Report on Assessment of Implementation & Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Chennai Circle**

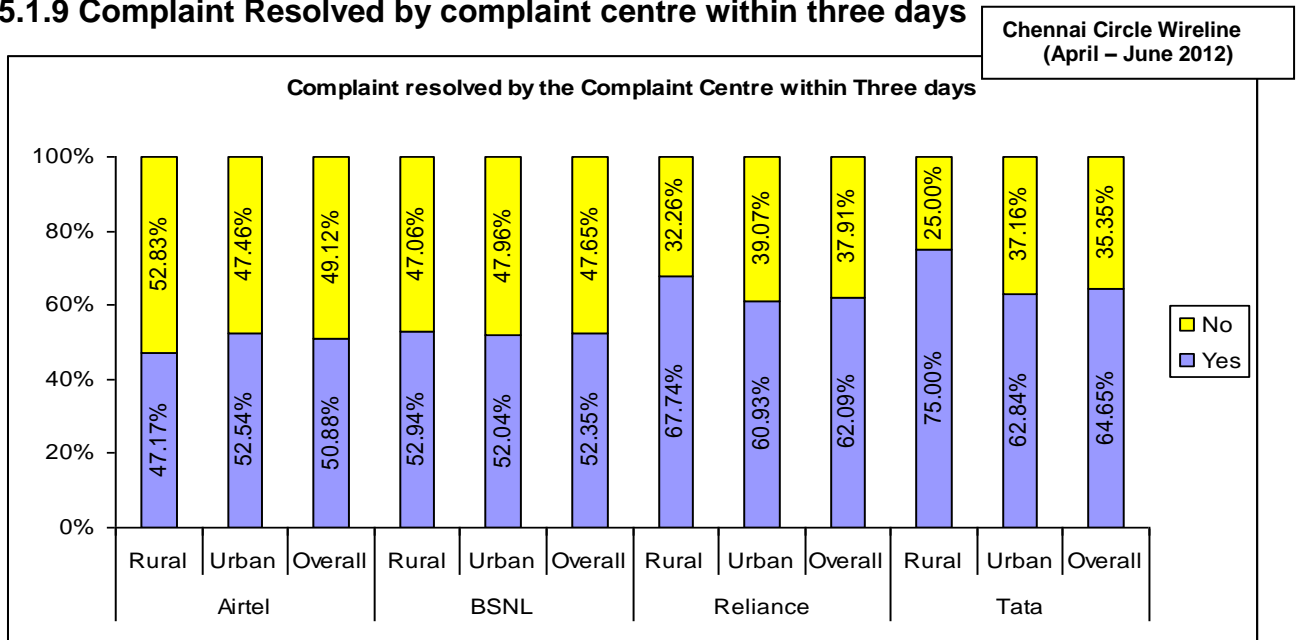
Wireline Operator	Area	Making complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number		With respect to complaint made to the call centre, the most applicable cases				Informing by the Call Centre about the action taken on the complaint		Resolving of complaint satisfactorily by call centre/ customer care within four weeks after lodging of the complaint	
		Yes	No	Docket number received for most of the complaints	No Docket number received for most of the complaints	It was received on request	No docket number received even on request	Yes	No	Yes	No
Airtel	Rural	24.88%	75.12%	58.49%	20.75%	16.98%	1.89%	58.49%	41.51%	77.36%	20.75%
	Urban	13.75%	86.25%	62.71%	22.03%	11.86%	2.54%	55.93%	44.07%	79.66%	18.64%
	<b>Overall</b>	15.97%	84.03%	61.40%	21.64%	13.45%	2.34%	56.73%	43.27%	78.95%	19.30%
BSNL	Rural	15.55%	84.45%	56.86%	31.37%	7.84%	3.92%	56.86%	43.14%	72.55%	23.53%
	Urban	13.14%	86.86%	57.14%	23.47%	16.33%	3.06%	57.14%	42.86%	73.47%	14.29%
	<b>Overall</b>	13.87%	86.13%	57.05%	26.17%	13.42%	3.36%	57.05%	42.95%	73.15%	17.45%
Reliance	Rural	18.45%	81.55%	58.06%	22.58%	12.90%	0.00%	64.52%	35.48%	58.06%	29.03%
	Urban	16.70%	83.30%	60.93%	25.83%	10.60%	1.99%	70.20%	29.80%	78.15%	17.88%
	<b>Overall</b>	16.98%	83.02%	60.44%	25.27%	10.99%	1.65%	69.23%	30.77%	74.73%	19.78%
Tata	Rural	17.68%	82.32%	56.25%	28.13%	12.50%	3.13%	75.00%	25.00%	68.75%	21.88%
	Urban	20.54%	79.46%	59.02%	24.04%	12.57%	2.73%	72.13%	27.87%	76.50%	19.67%
	<b>Overall</b>	20.06%	79.94%	58.60%	24.65%	12.56%	2.79%	72.56%	27.44%	75.35%	20.00%

5.1.9 Sources of Awareness about Toll free customer Care Number



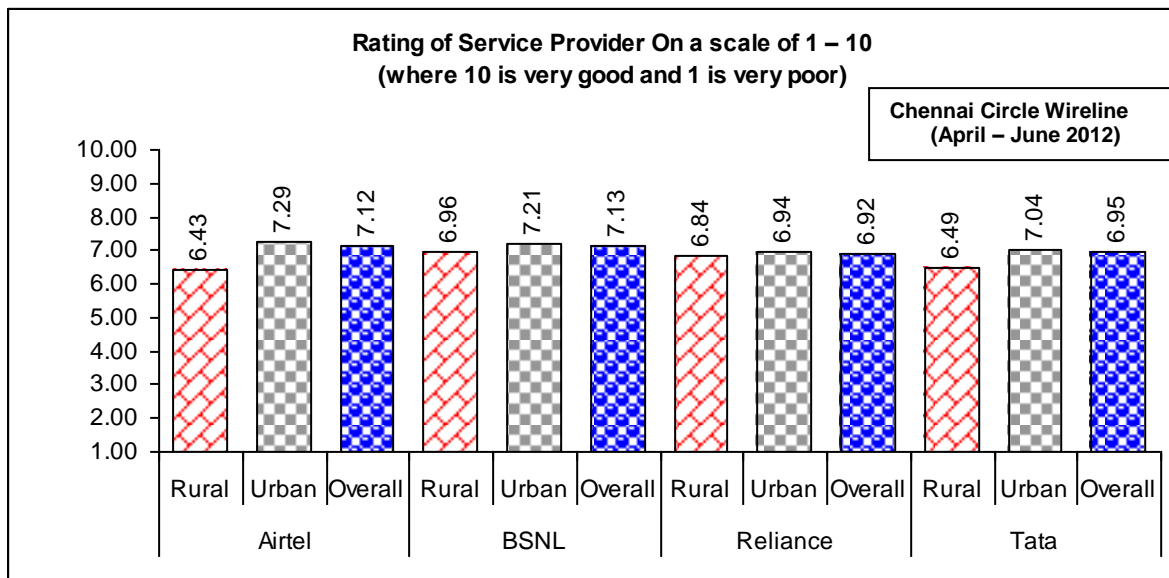
Most of the customers noticed the Customer Care/ Help line number from their Bills followed by information gained from News Papers.

5.1.9 Complaint Resolved by complaint centre within three days



For rural areas, complaints were resolved within three days for 47% (Airtel) to 75% (Tata) subscribers whereas such complaints were resolved within three days for only 53% (Airtel) to 63% (Tata) urban customers.

5.1.10 Rating of Service Provider on a Scale of 1 – 10 Where 10 Is Very Good and 1 Is Very Poor



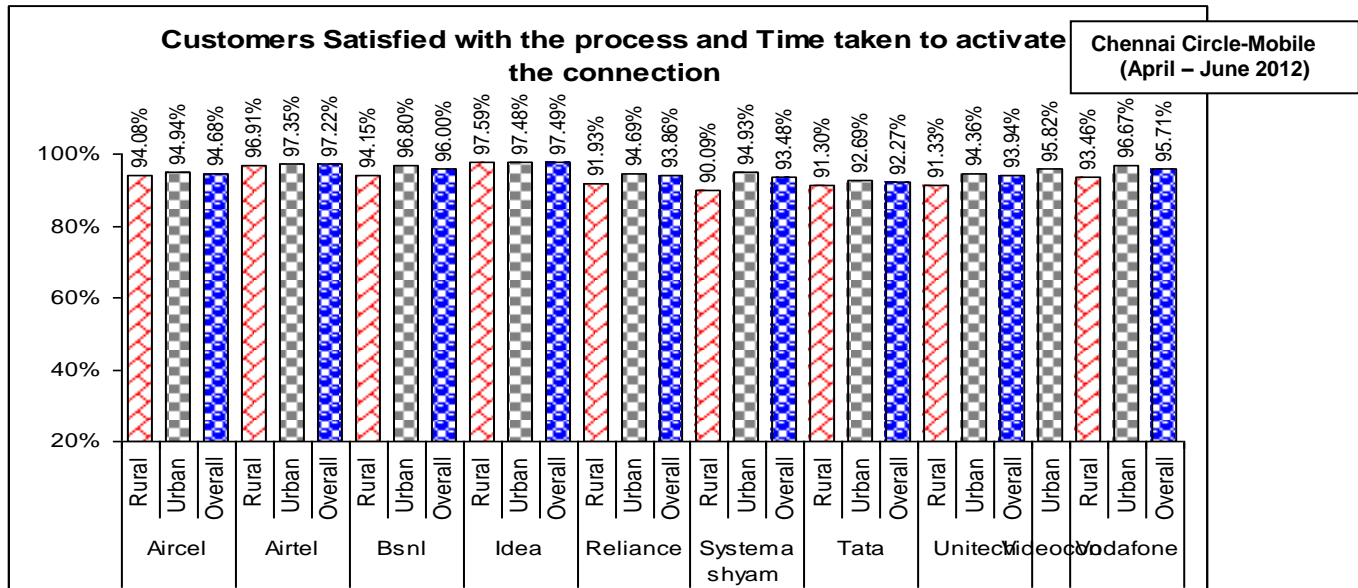
All service operators have been rated good i.e. above 6, with Airtel– Urban services getting highest score of 7.3, with a minimum rating of 6.4 for Airtel Rural



## 5.2 Detailed Findings – Cellular Mobile Services

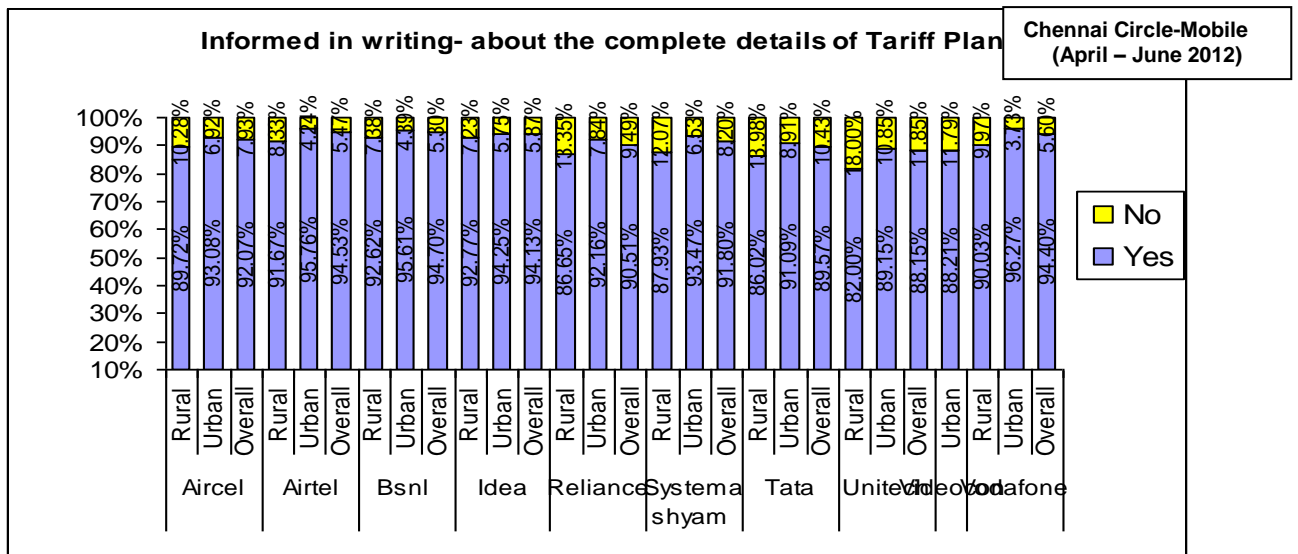
### 5.2.1 Service Provision

#### 1. Satisfaction with the Process and Time Taken To Activate the Connection



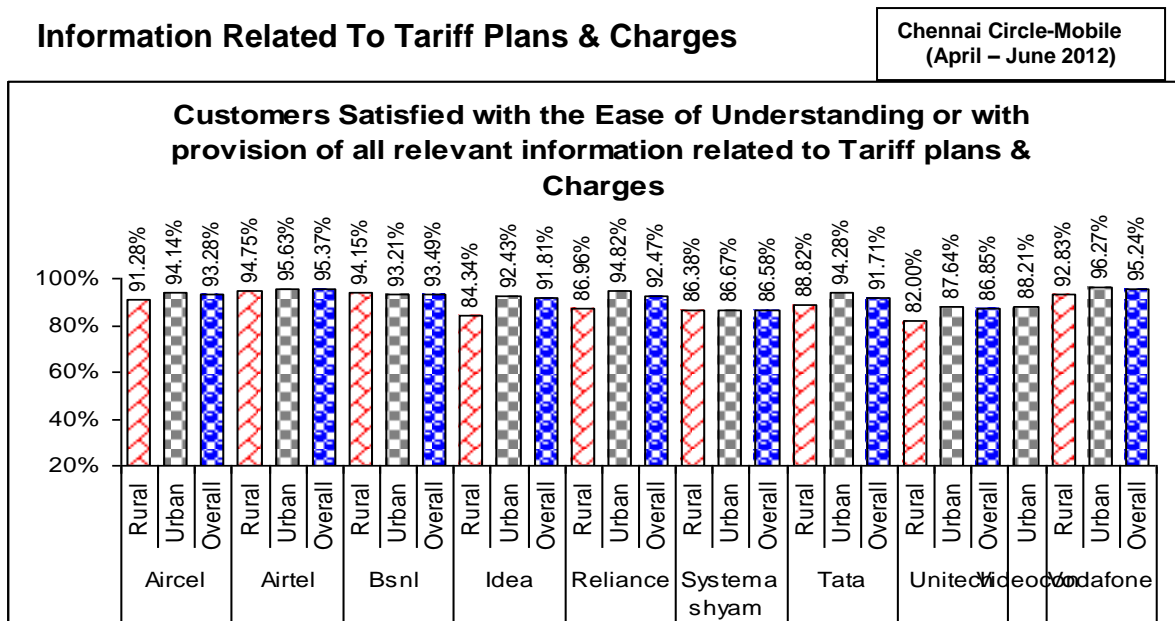
Idea rural as well as urban Customers are most satisfied (98%) with the process and time taken to activate a connection as compared to other service providers where least satisfaction level was only 90% for rural services (Systema Shyam) and 93 % for urban services (Tata) in this round of survey on this parameter of performance.

#### 2. Informed In Writing, At the Time of Subscription of Service or Within a Week of Activation of Service, the Complete Details of Tariff Plan



Majority of customers, 82% of rural (Unitech) to 96% of urban customers (Airtel) are informed in writing about the complete details of tariff plan as per findings of the present round of survey.

**3. Satisfaction with the Ease of Understanding or With Provision of All Relevant Information Related To Tariff Plans & Charges**

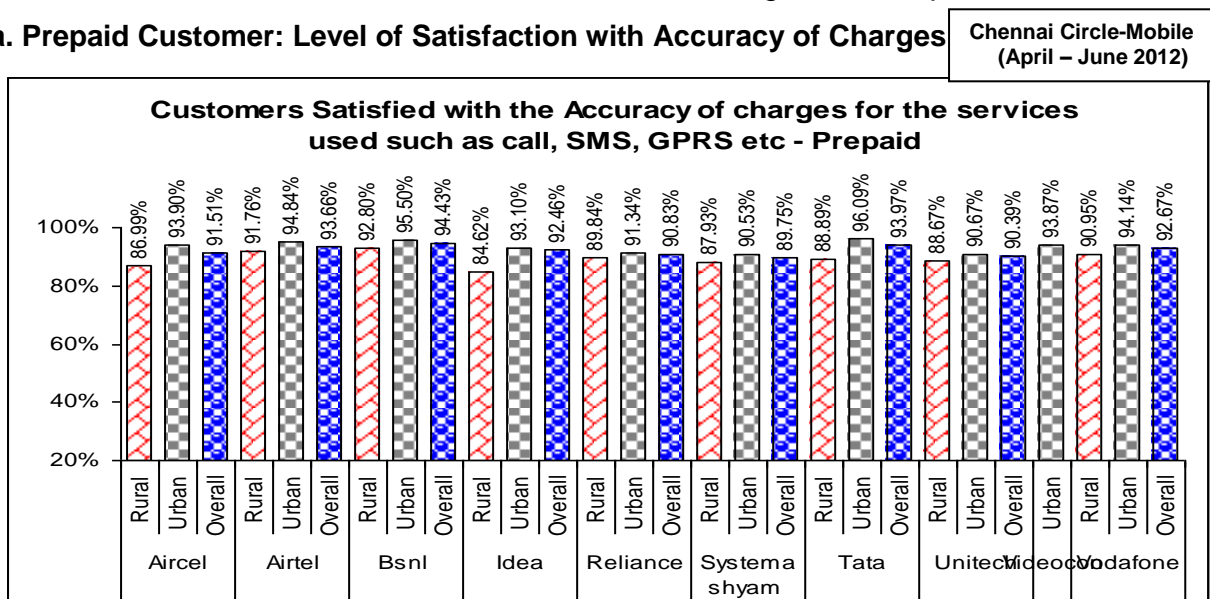


The satisfactions levels of subscribers varied from 82 % in case of rural Unitech customers to 96% in case of Vodafone urban customers with respect to ease of understanding or with provision of all relevant information related to tariff plan and charges.

**5.2.2 Billing Aspects**

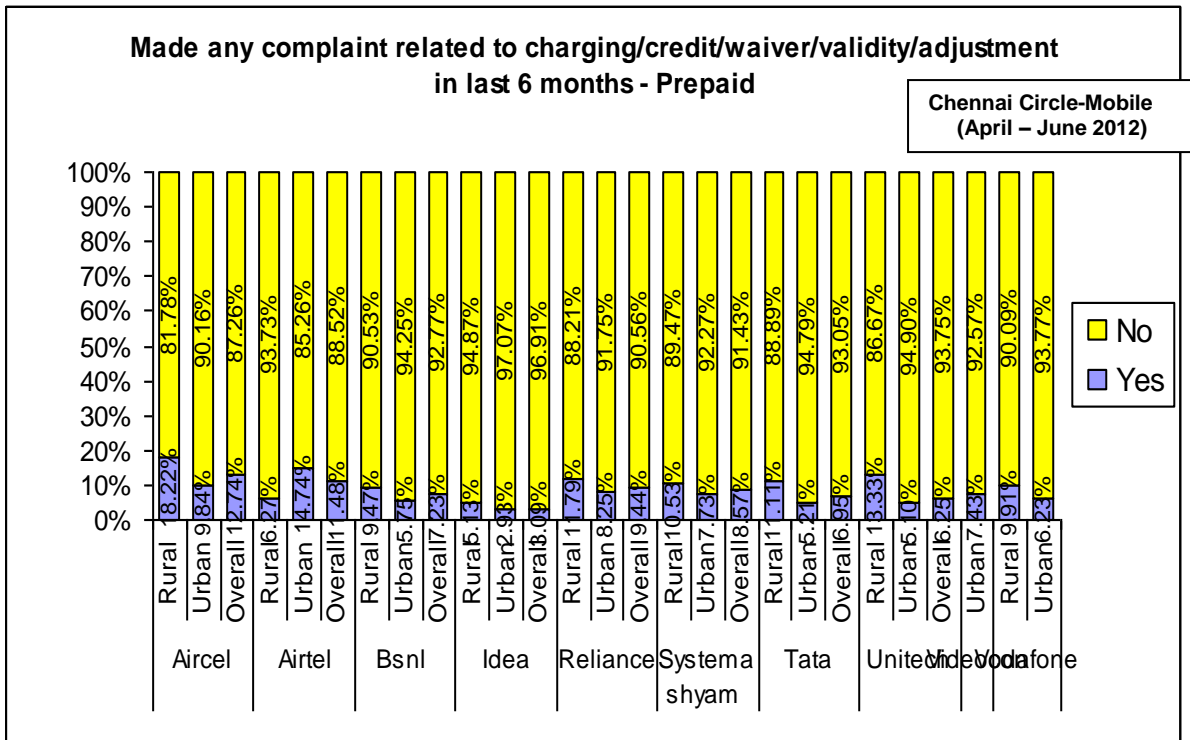
This aspect captures the level of satisfaction of subscribers on various billing related aspects such as timeliness, accuracy, clarity, billing complaints resolution, etc. It also finds out the reasons for dissatisfaction of various billing related aspects.

**a. Prepaid Customer: Level of Satisfaction with Accuracy of Charges**



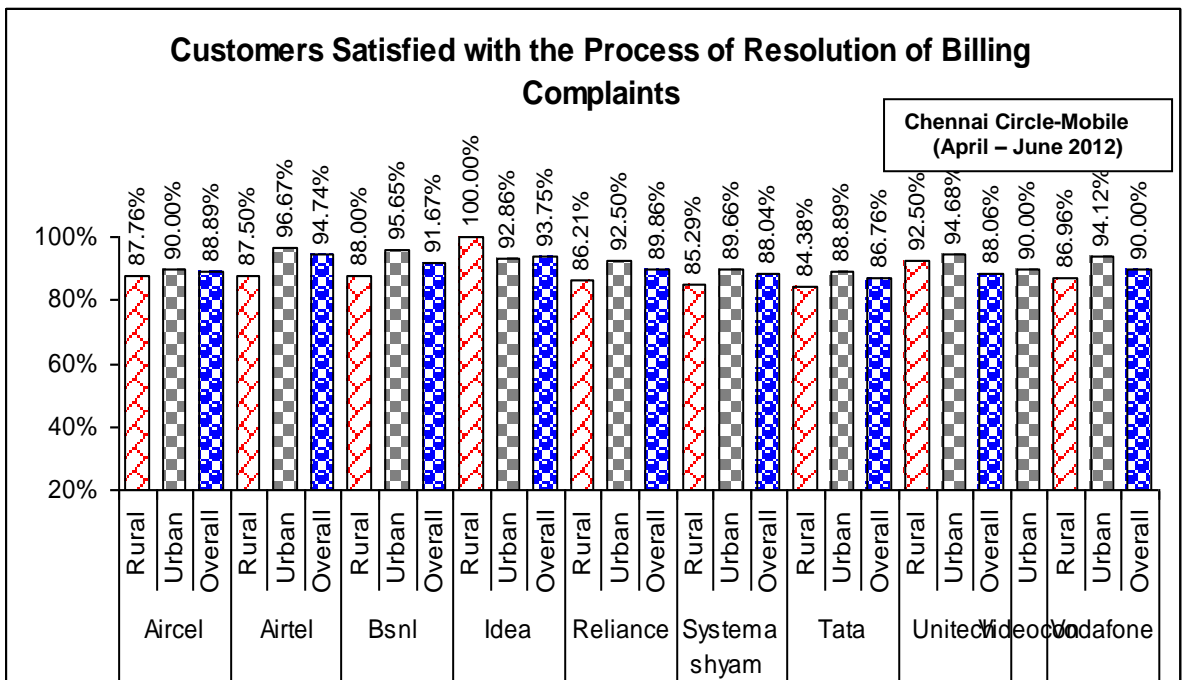
The satisfaction levels of subscribers with respect to accuracy of charges for services used varied from 85 % in case of Idea rural to 96 % in case of urban Tata customers during the present round of survey.

**b. Percentage of Billing Complaints**



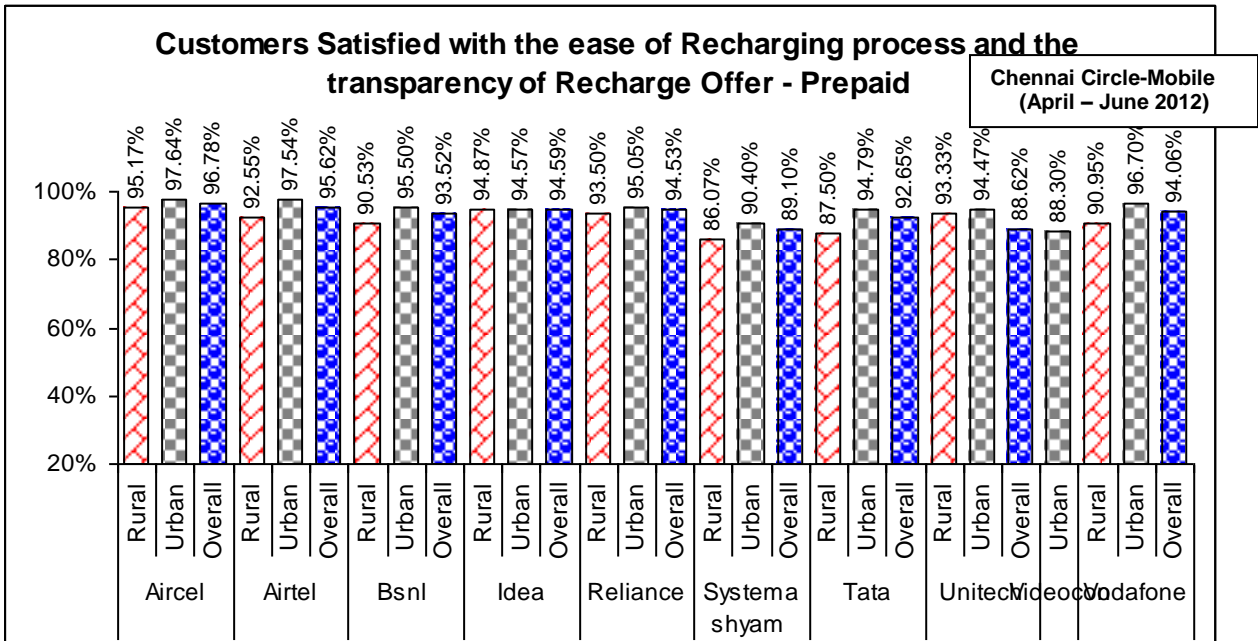
The majority of billing complaints have been from Aircel rural subscribers (18%) while the least have been of Idea urban (3%) during the present round of survey.

**c. Satisfaction with the Process of Resolution of Billing Complaints**



The satisfaction level in terms of process of resolution of complaints has been FULL (100%) for Idea rural customers while least satisfaction level of 84% was for Tata rural customers in the present round of survey.

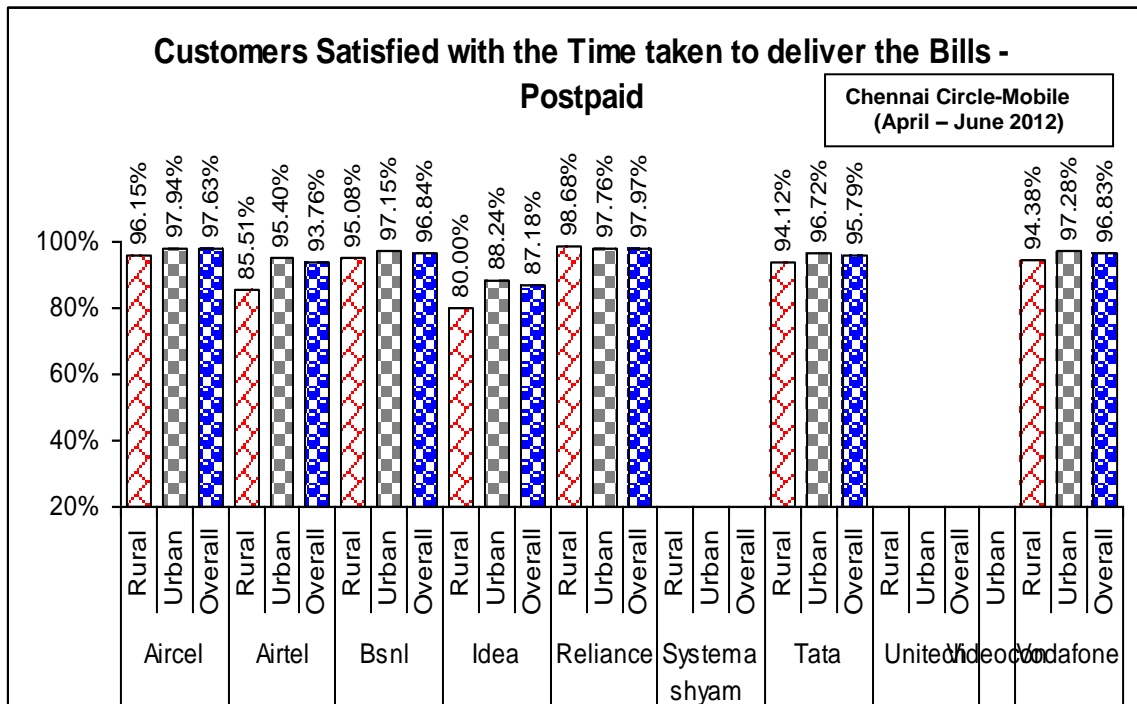
**d. Satisfaction with the Ease of Recharging Process and the Transparency of Recharge Offer**



The satisfaction level of subscribers with the ease of recharging process was in the range of 92% to 96% for all operators except for Systema Shyam & Unitech subscribers at 88 to 89 % in the present round of survey.

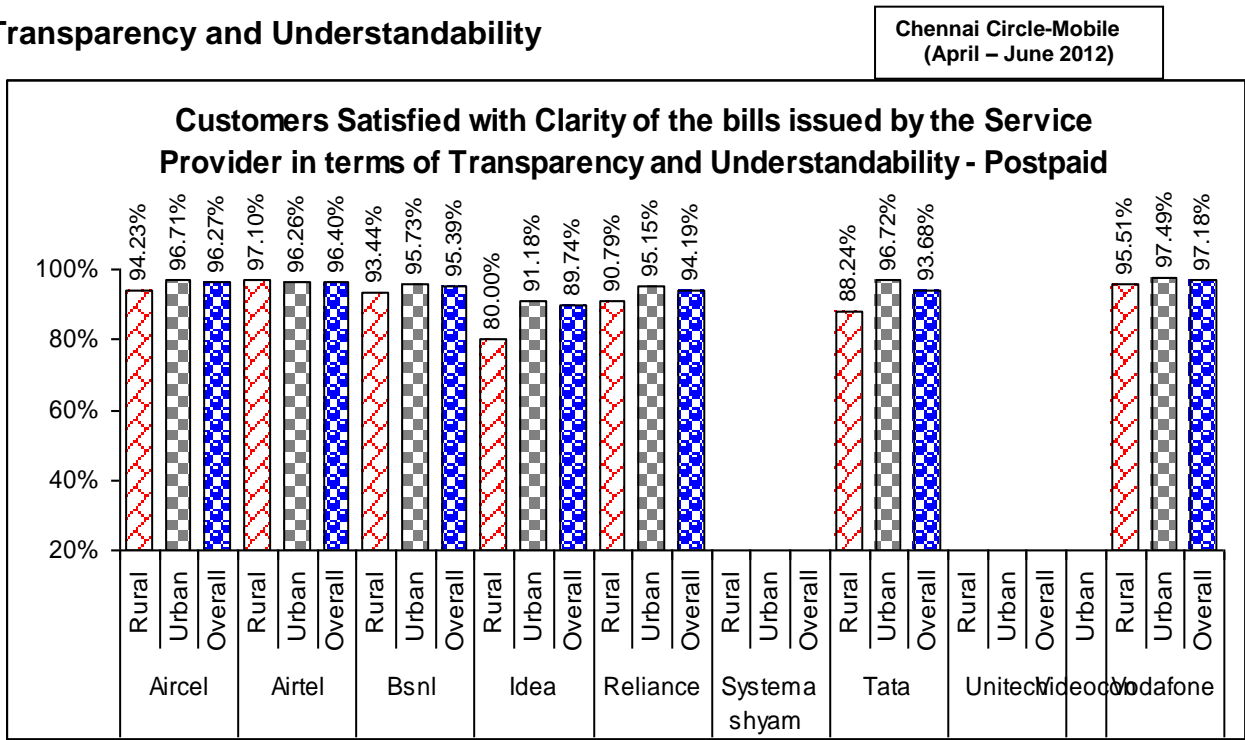
**b. Postpaid Customers**

**Satisfaction with the Time Taken To Deliver the Bills**



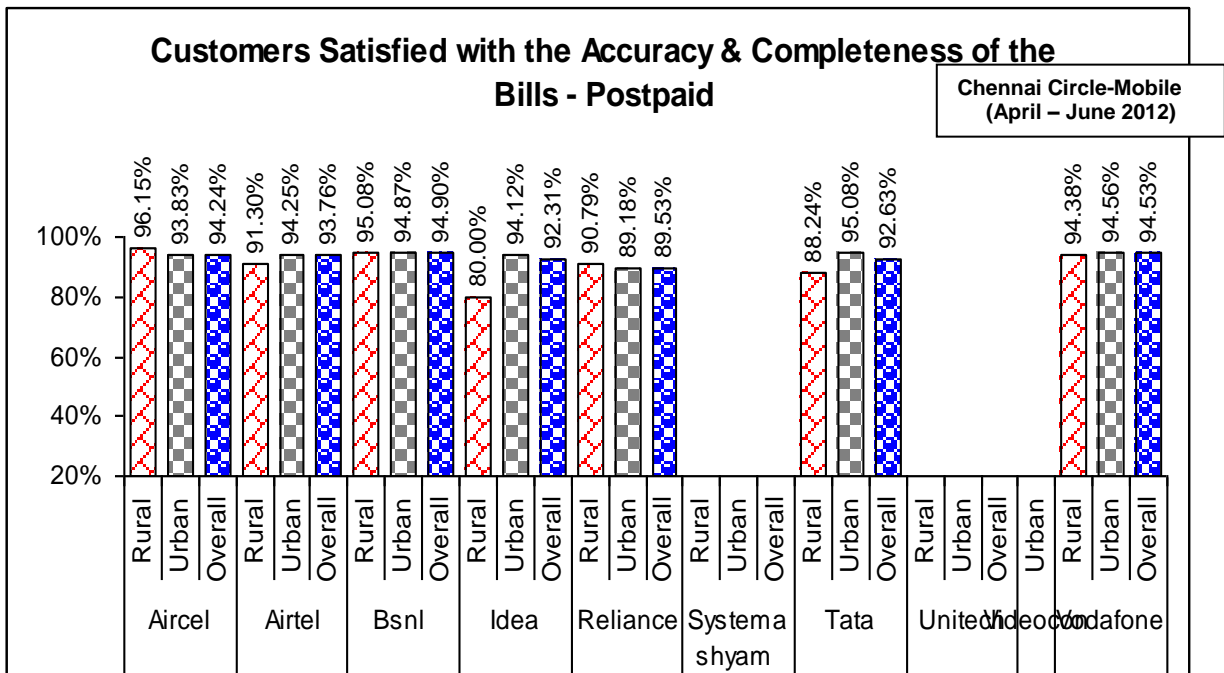
The satisfaction level of subscribers with respect to time taken to deliver the bills has been 93% to 98% for all service providers except that for Idea at 87% only.

**Satisfaction with the Clarity of the Bills Issued By the Service Provider In Terms Of Transparency and Understandability**



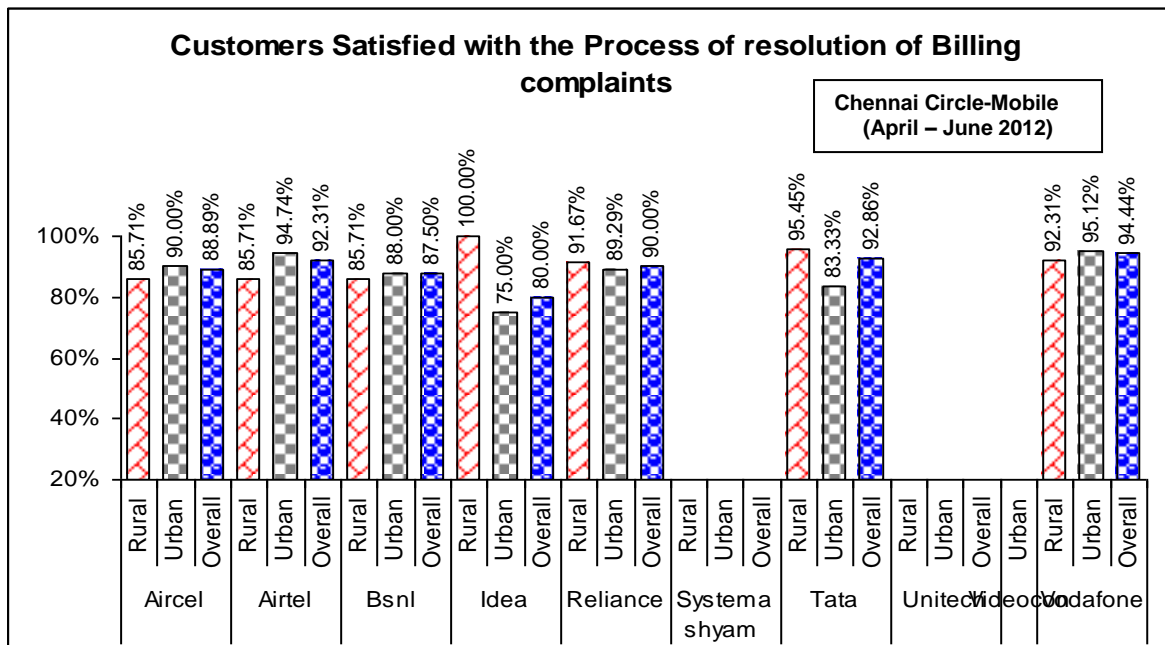
Satisfaction level of subscribers with respect to the clarity of bills in terms of transparency and understanding as per present survey findings varied from 97% to 93% for all service providers except that for Idea being 89%.

**Satisfaction with the Accuracy & Completeness of the Bills**



BSNL scored highest at almost 95% satisfaction level of subscribers with respect to accuracy and completeness of bills while Reliance scored lowest on this account at 90%.

**Satisfaction with the Process of Resolution of Billing Complaints**

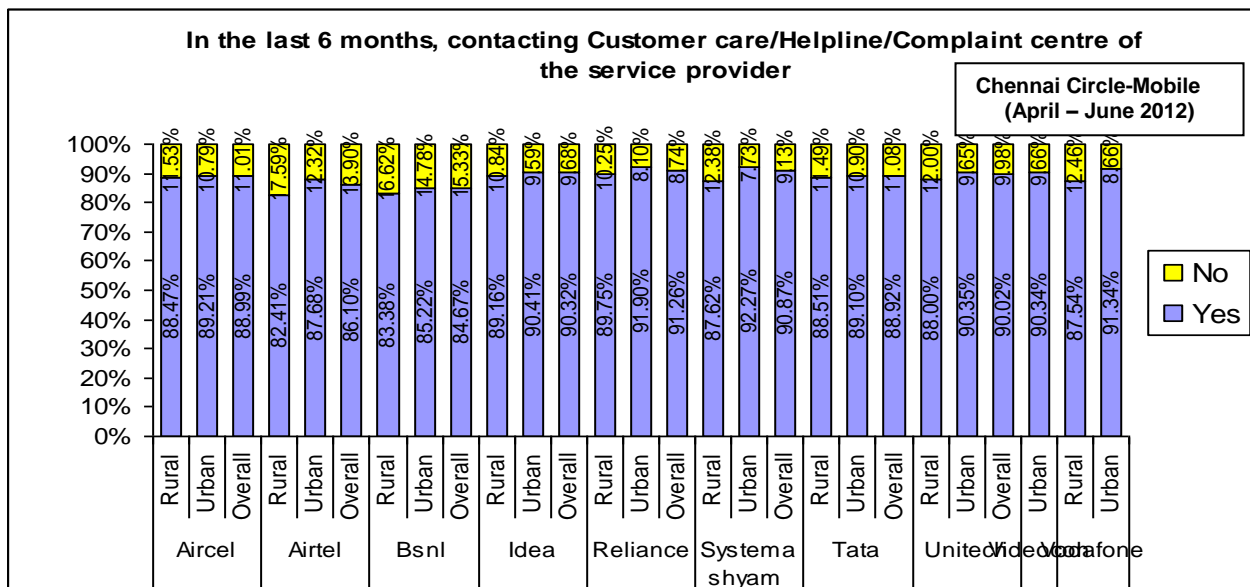


The satisfaction level in terms of process & resolution of billing complaints was highest at 94% for Vodafone while it was least for Idea at 80%.

**5.2.3 Help Services**

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

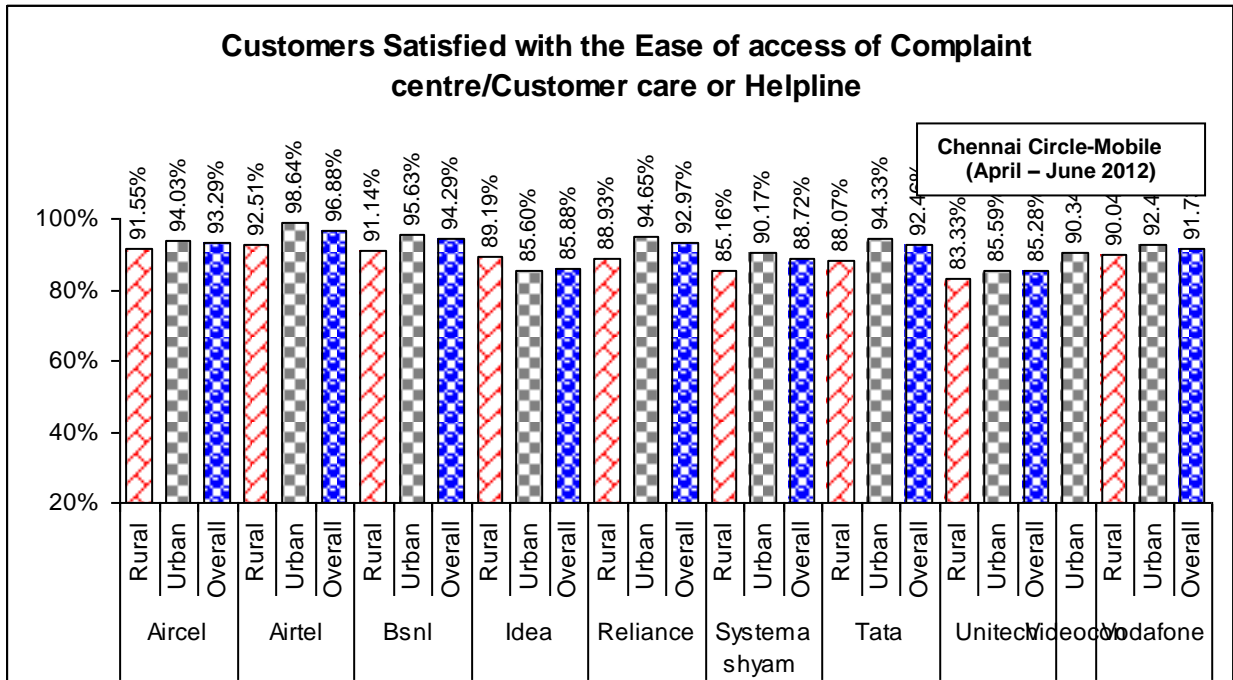
**a. In The Last 6 Months, Contacting Customer Care/Helpline/Call Centre Of The Service Provider**



82% of Airtel rural subscribers to 92% of Relaince urban subscribers had contacted Customer Care/Helpline/Call Centre of the Service Provider during last six months.

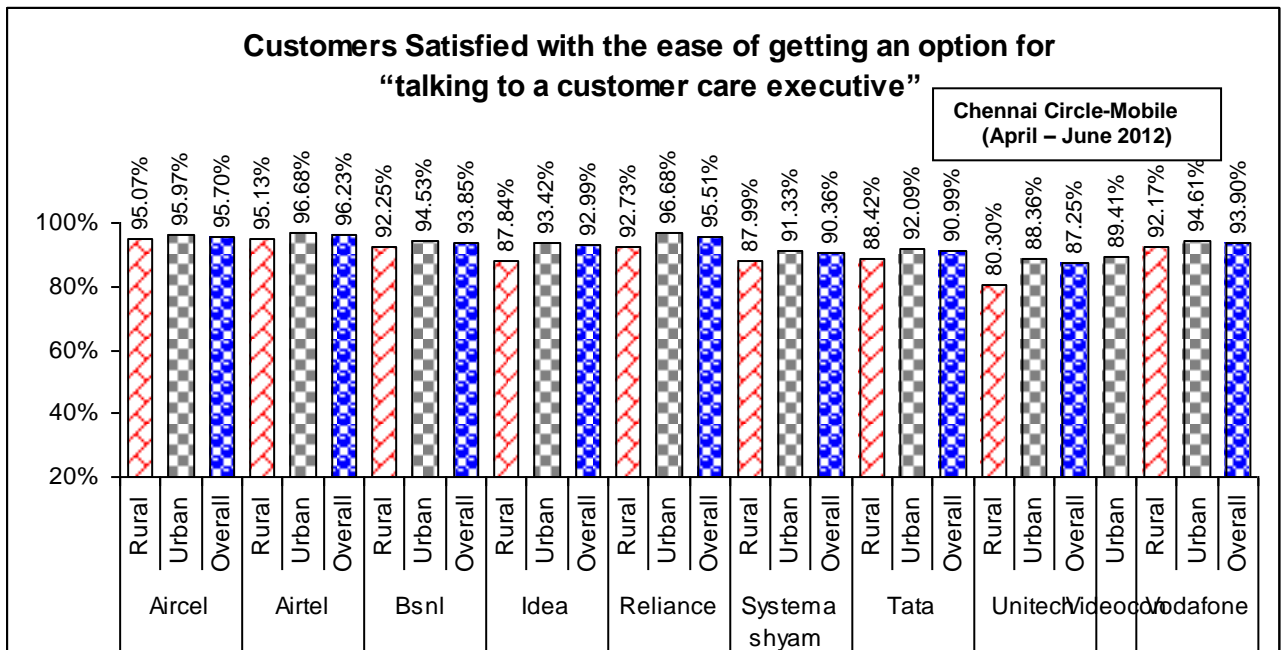
**b. Level of Satisfaction on Various Sub-Parameters of Help Services**

**B1. Satisfaction with the Ease of Access of Call Centre/Customer Care or Helpline**



The satisfaction levels in terms of ease of access of call centres/customer care/helpline has been above 91% upto almost 97% for all Service providers except Idea, Unitech and Systema Shyam at 83% to 88% in the present round of survey.

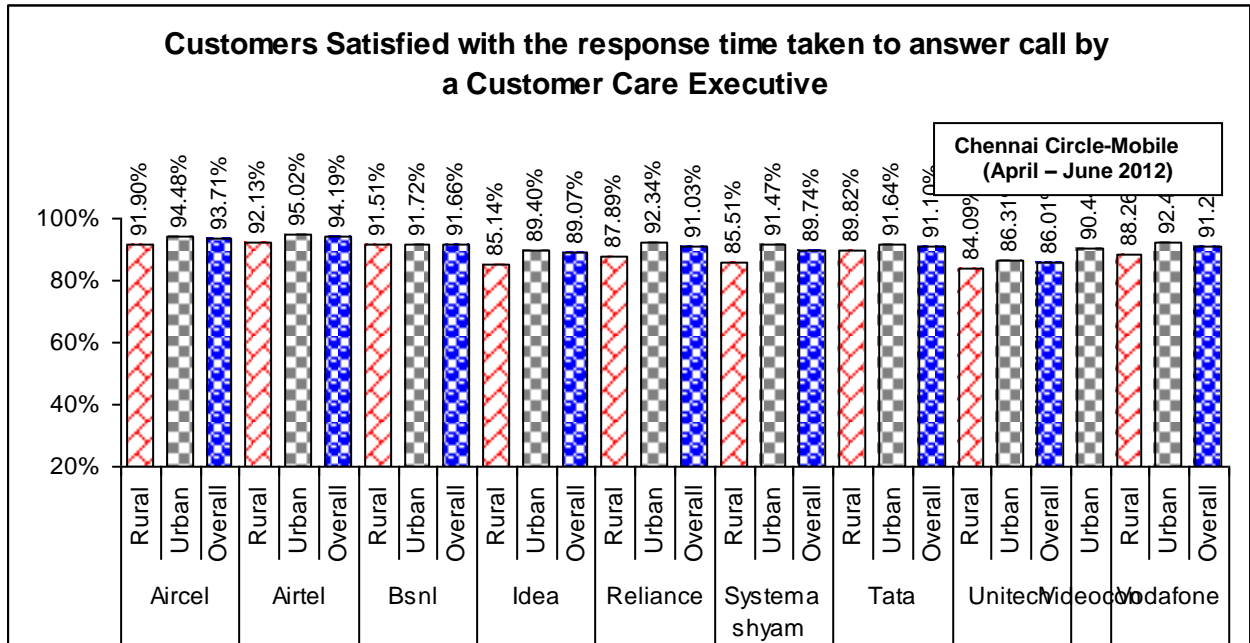
**b2 Satisfaction with the Ease of Getting an Option for “Talking to a Customer Care Executive”**



Satisfaction levels in terms of ease of talking to a customer care executive has been highest for Aircel at 96%, and least for Unitech at 87% in this round of survey.

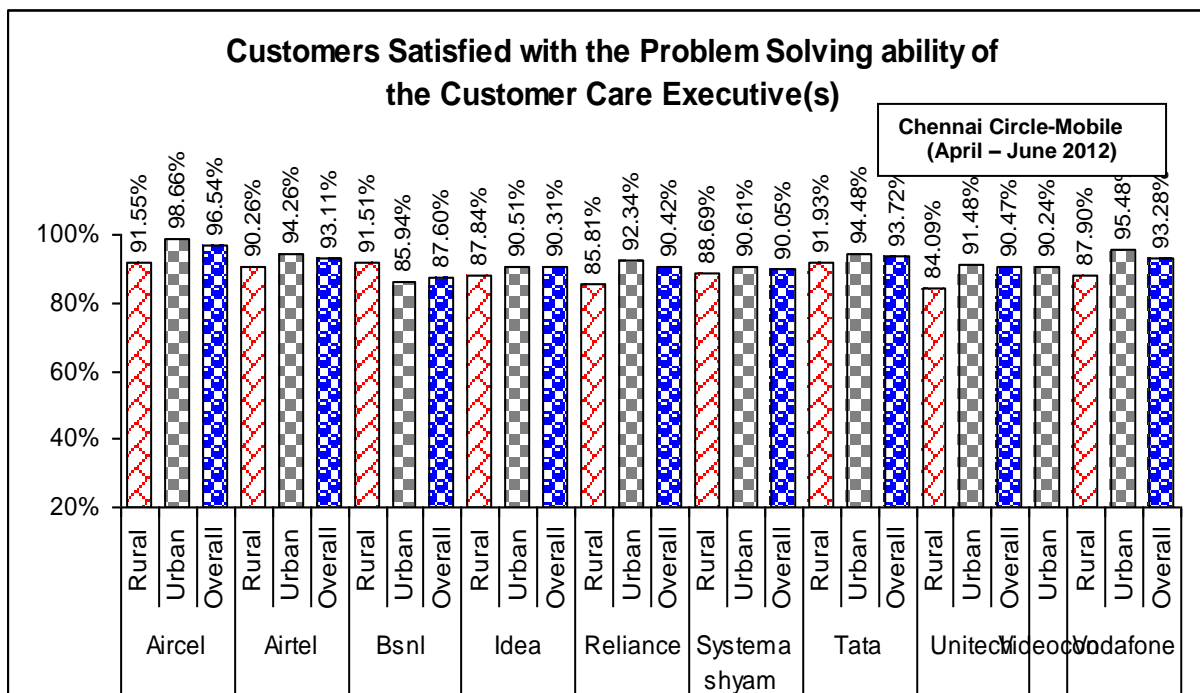


**b3 Satisfaction with the Response Time Taken to Answer Call by a Customer Care Executive**



In terms of response time taken to answer a call by a customer care executive, the satisfaction levels has been highest at 94 % for Aircel and least for Unitech at 86%.

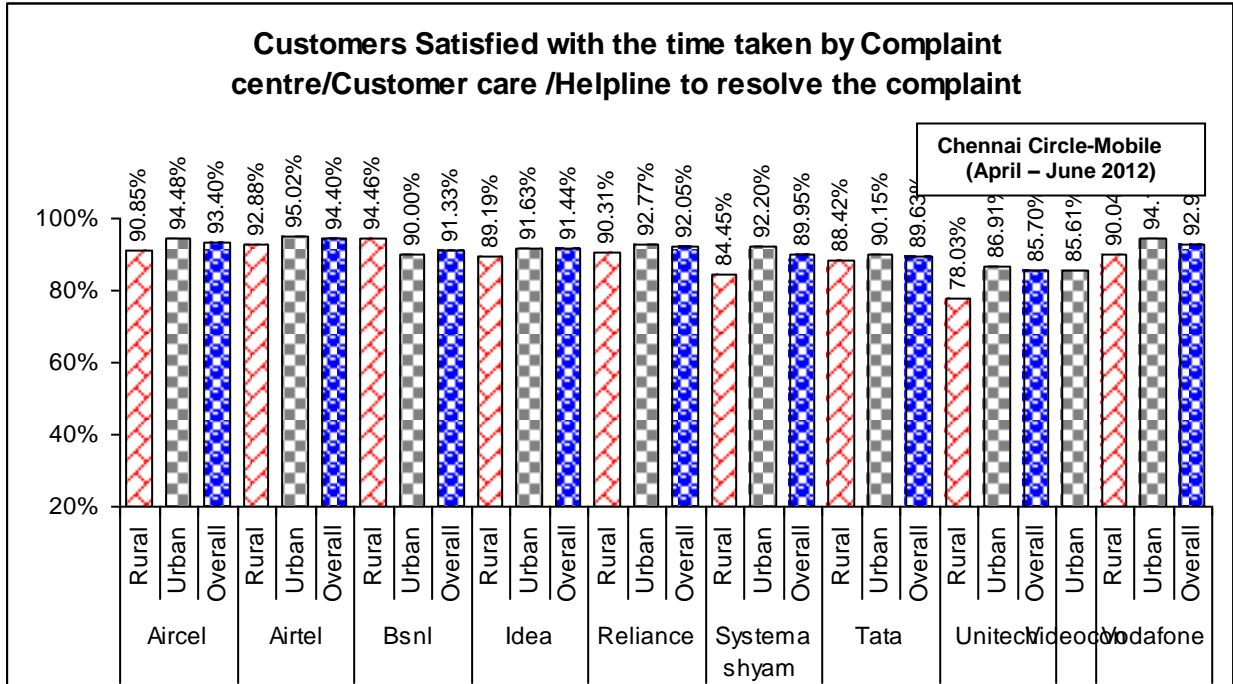
**b4 Satisfaction with the Problem Solving Ability of the Customer Care Executive(s)**



In terms of problem solving ability of customer care executive, subscriber's satisfaction has been highest for Aircel at 97% and is least for BSNL at 88 % in the present round of survey.



**b5 Satisfaction with the Time Taken by Call Centre/Customer Care /Helpline to Resolve the Complaint**



The satisfaction levels of subscribers has been highest for Airtel urban customers at 95 % towards time taken by call centre /customer care executive to resolve a complaint and is least for Unitech rural customers at 78%.

#### 5.2.4 Network Performance, Reliability & Availability

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

##### Level of Satisfaction on Various Sub-Aspects of Network Related Parameters:

Mobile Operator	Area	Satisfaction with			
		The availability of signal of your service provider in your locality	The ability to make or receive calls easily	Call dropping during conversation	The voice quality
Aircel	Rural	96.26%	96.26%	95.95%	94.70%
	Urban	98.00%	97.07%	98.80%	98.14%
	<b>Overall</b>	97.48%	96.83%	97.95%	97.11%
Airtel	Rural	93.83%	97.53%	97.84%	97.22%
	Urban	97.09%	98.81%	99.21%	98.28%
	<b>Overall</b>	96.11%	98.42%	98.80%	97.96%
Bsnl	Rural	95.08%	97.23%	98.46%	93.23%
	Urban	96.40%	97.74%	96.40%	96.80%
	<b>Overall</b>	96.00%	97.58%	97.03%	95.72%
Idea	Rural	91.57%	97.59%	97.59%	95.18%
	Urban	96.06%	93.84%	98.39%	96.06%
	<b>Overall</b>	95.72%	94.13%	98.32%	96.00%
Reliance	Rural	92.24%	92.55%	95.03%	95.96%
	Urban	94.29%	95.09%	98.41%	97.34%
	<b>Overall</b>	93.67%	94.33%	97.40%	96.93%
Systema shyam	Rural	83.90%	89.47%	95.36%	92.88%
	Urban	89.20%	87.73%	97.73%	95.47%
	<b>Overall</b>	87.60%	88.26%	97.02%	94.69%
Tata	Rural	86.34%	85.40%	90.37%	94.10%
	Urban	95.35%	89.36%	98.01%	98.94%
	<b>Overall</b>	92.64%	88.18%	95.72%	97.49%
Unitech	Rural	86.67%	83.33%	99.33%	88.00%
	Urban	91.54%	84.60%	98.37%	88.39%
	<b>Overall</b>	90.86%	84.42%	98.51%	88.34%
<b>Videocon</b>	Urban	90.44%	87.56%	98.51%	88.21%
<b>Vodafone</b>	Rural	96.88%	93.77%	95.95%	95.33%
	Urban	95.47%	98.40%	99.20%	98.93%
	<b>Overall</b>	95.90%	97.01%	98.23%	97.85%

### 5.2.5 Maintainability

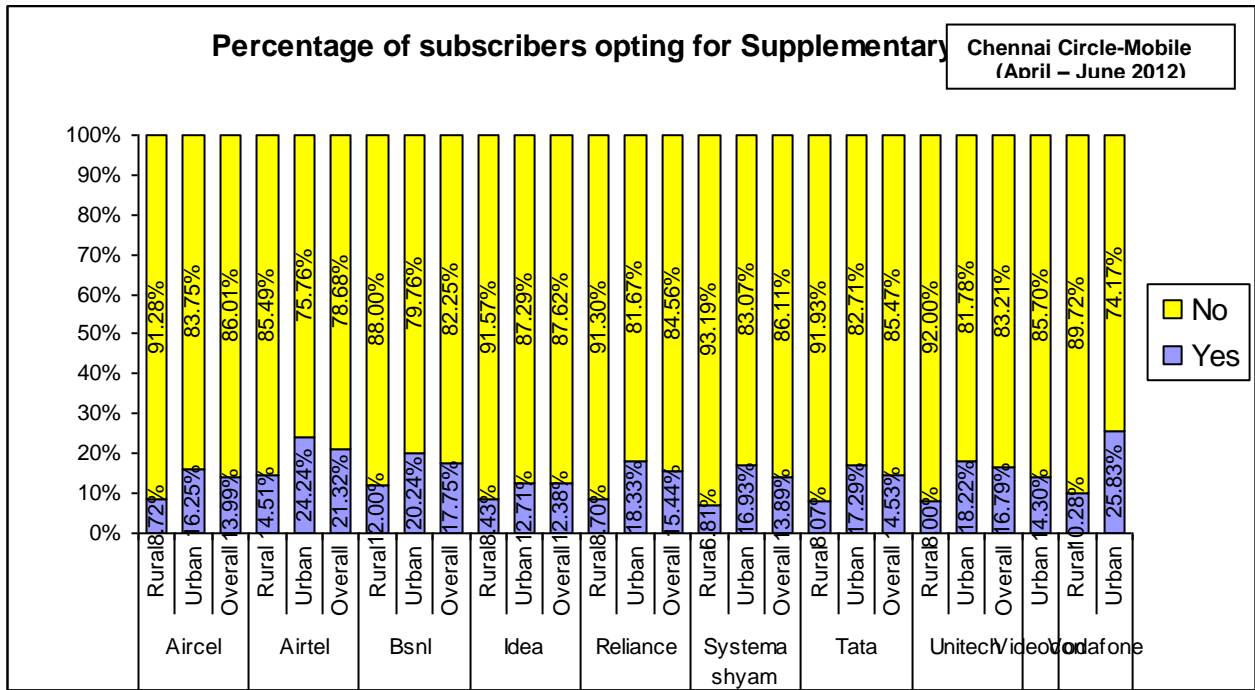
This aspect deals with the incidence of signal outages that the subscribers face with their telephone connections. It measures the level of satisfaction of users with the signal availability and the time taken for restoration of signal problems.

#### Level of satisfaction on various sub parameters of maintainability

Mobile Operator	Area	Frequency of facing signal problems	Satisfaction with the availability of signal	Satisfaction with the restoration of network (signal) problems
Aircel	Rural	94.70%	94.70%	89.77%
	Urban	98.27%	96.80%	91.36%
	<b>Overall</b>	97.20%	96.18%	90.53%
Airtel	Rural	96.91%	91.36%	86.96%
	Urban	94.30%	96.69%	94.70%
	<b>Overall</b>	95.09%	95.09%	92.04%
Bsnl	Rural	98.77%	94.46%	91.89%
	Urban	94.14%	96.14%	96.12%
	<b>Overall</b>	95.54%	95.63%	95.00%
Idea	Rural	100.00%	90.36%	82.14%
	Urban	97.98%	92.73%	95.74%
	<b>Overall</b>	98.14%	92.55%	93.49%
Reliance	Rural	84.47%	91.30%	86.24%
	Urban	97.34%	95.75%	91.67%
	<b>Overall</b>	93.49%	94.42%	89.53%
Systema shyam	Rural	93.19%	87.00%	81.13%
	Urban	95.87%	91.20%	89.01%
	<b>Overall</b>	95.06%	89.93%	87.76%
Tata	Rural	87.27%	89.13%	84.43%
	Urban	97.47%	95.35%	90.48%
	<b>Overall</b>	94.41%	93.48%	88.50%
Unitech	Rural	98.00%	86.00%	80.00%
	Urban	90.89%	91.65%	81.63%
	<b>Overall</b>	91.88%	90.86%	81.44%
Videocon	Urban	93.69%	92.39%	82.65%
Vodafone	Rural	97.20%	89.72%	89.55%
	Urban	97.20%	93.48%	93.07%
	<b>Overall</b>	97.20%	92.35%	92.28%

5.2.6 Supplementary Services

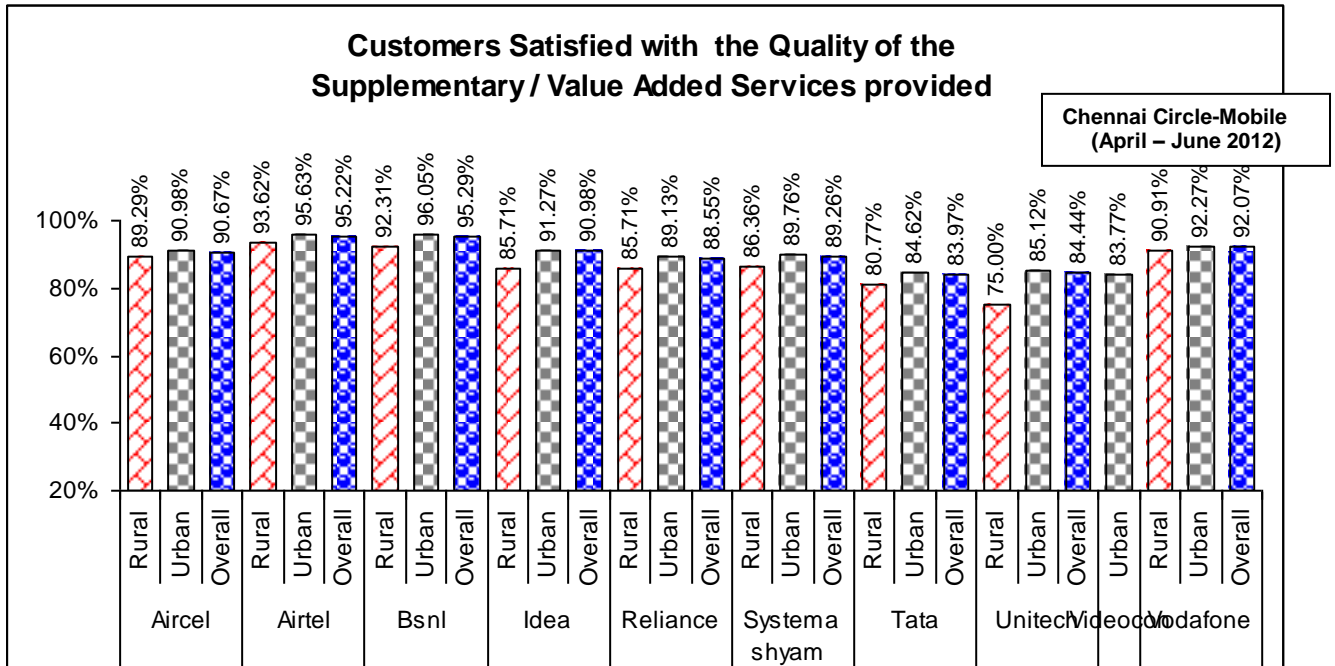
A. Percentage of Subscribers Opting For Supplementary Services



Majority of subscribers have not opted for supplementary services as per findings of this round of survey.

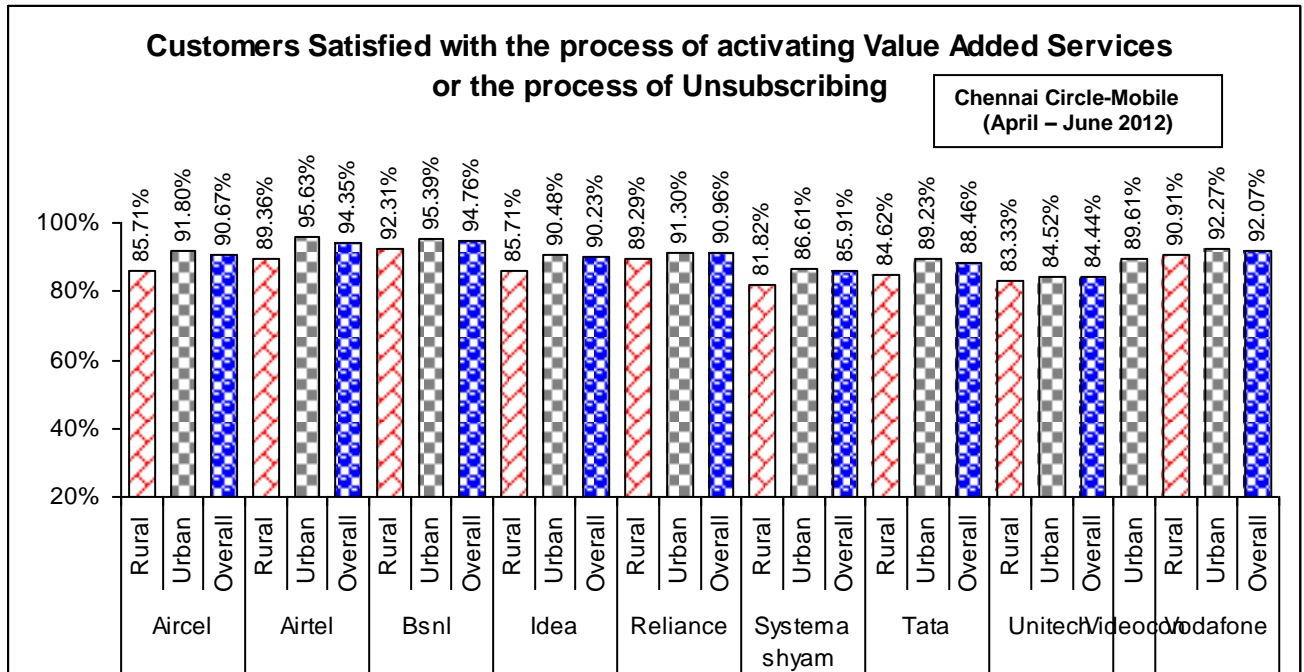
b. Percentage of Subscribers Satisfied With Supplementary Services

B1. Satisfaction with the Quality of the Supplementary / Value Added Services provided



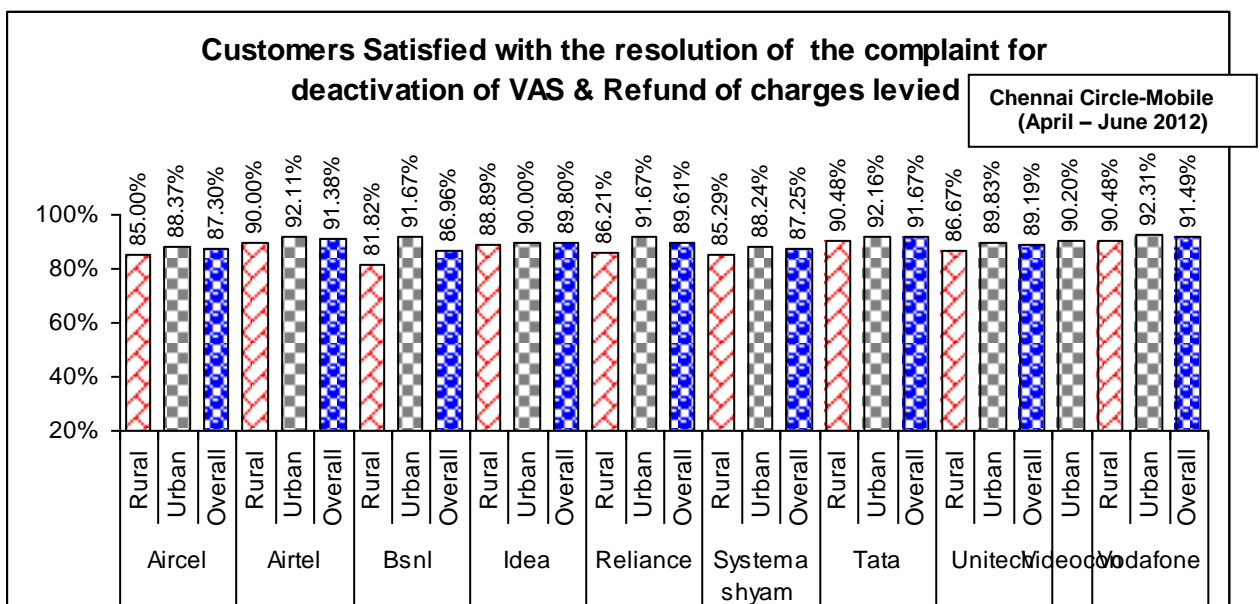
Among subscribers who have opted for supplementary/value added services, satisfaction level has been the highest at 96% (Airtel urban) and least at 75% (Unitech rural).

**b2. Satisfaction with the Process of Activating Value Added Services or the Process of Unsubscribing**



The satisfaction levels of subscribers with respect to the process of activation of value added services or unsubscribing has been highest for Airtel urban customers at 96% and least at 82 % for Systema Shyam rural customers.

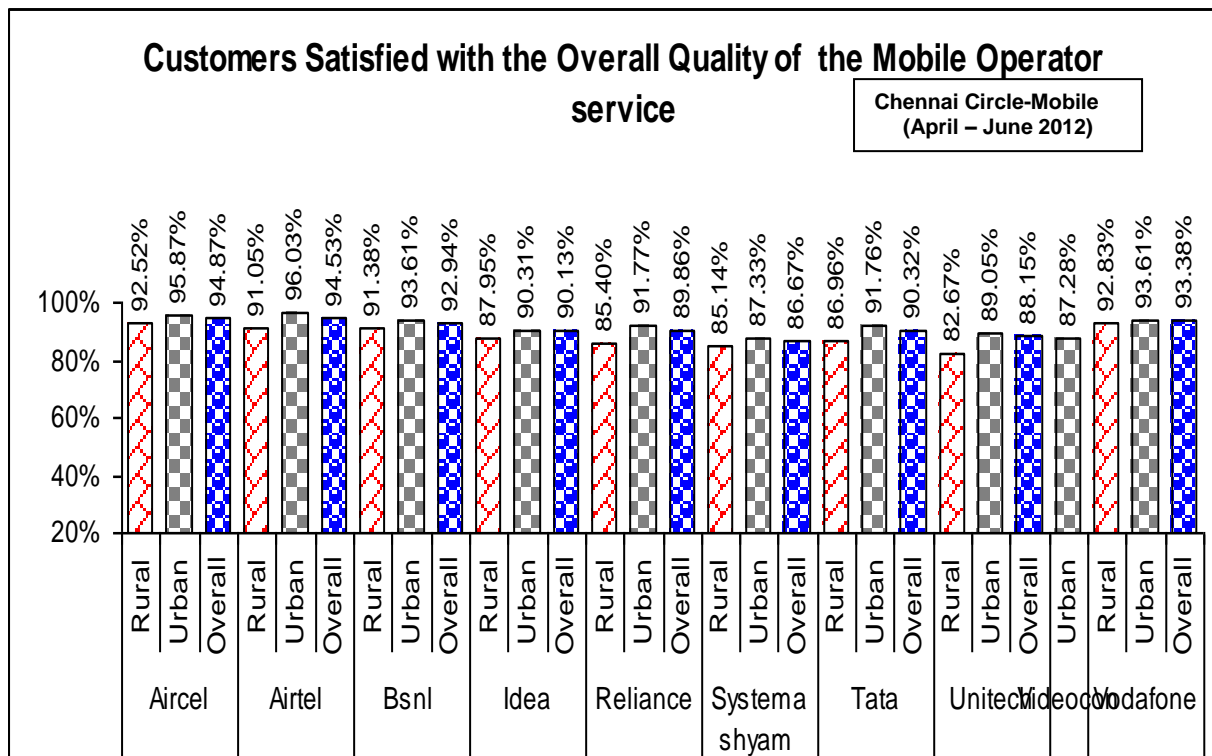
**b3. Satisfaction with the resolution of the complaint for deactivation of VAS & refund of charges levied**



Satisfaction level has been highest at 92% (Vodafone urban), while it has been least at 82% (BSNL rural customers) in terms of resolution of the complaint for deactivation of VAS & refund of charges levied.

### 5.2.7 Overall Percentage of Subscribers Satisfied

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



The overall satisfaction level of subscribers has been highest at 95% for Aircel, while the least satisfaction with overall quality of service has been that of Systema Shyam at 87%.

### 5.2.8 Three Stage Redressal Mechanism

TRAI has initiated a set of regulations named as 'Telecom Consumer Protection and Redressal of Grievances Regulations – 2007'. These set up regulations are basically a three step mechanism through which a customer can solve his / her query. Given below are the findings related to this three stage redressal mechanism across subscribers of various service providers.

Mobile Operator	Area	Awareness About	
		Customer Care	Appellate Authority
Aircel	Rural	92.21%	3.12%
	Urban	96.54%	2.53%
	<b>Overall</b>	95.24%	2.71%
Airtel	Rural	93.83%	2.47%
	Urban	97.62%	4.37%
	<b>Overall</b>	96.48%	3.80%
Bsnl	Rural	95.38%	3.08%
	Urban	98.14%	2.93%
	<b>Overall</b>	97.30%	2.97%
Idea	Rural	93.98%	2.41%
	Urban	95.36%	1.61%
	<b>Overall</b>	95.25%	1.68%
Reliance	Rural	90.37%	4.35%
	Urban	94.42%	2.92%
	<b>Overall</b>	93.21%	3.35%
Systema shyam	Rural	92.26%	3.41%
	Urban	93.60%	2.67%
	<b>Overall</b>	93.20%	2.89%
Tata	Rural	91.30%	4.35%
	Urban	95.21%	1.73%
	<b>Overall</b>	94.04%	2.51%
Unitech	Rural	91.33%	3.33%
	Urban	92.95%	1.08%
	<b>Overall</b>	92.72%	1.40%
Videocon	Urban	88.02%	1.02%
Vodafone	Rural	90.34%	2.49%
	Urban	92.54%	1.73%
	<b>Overall</b>	91.88%	1.96%

As can be noticed from above analysis, majority subscribers (97% of BSNL to 92% of Vodafone) in both rural and urban sector are aware of customer care services of their respective operators, but are hardly aware of nodal officer and appellate authority.

As a next stage, around 5% of Idea subscribers to 14% of Aircel subscribers have made a complaint in the last six months to their respective call centre/customer care/helpline numbers. 50% to 62% of these complaints were registered and docket number was received by subscribers across various operators. As can be observed from detailed analysis below in the present round of survey not many subscribers (10% to 16%) opined that docket number was not issued /provided. Very few opined on docket no. not provided even on request. Also there were negligible responses on refusal to register a complaint and 50% to 60% of subscribers are informed by respective call centres about action taken on the complaint.

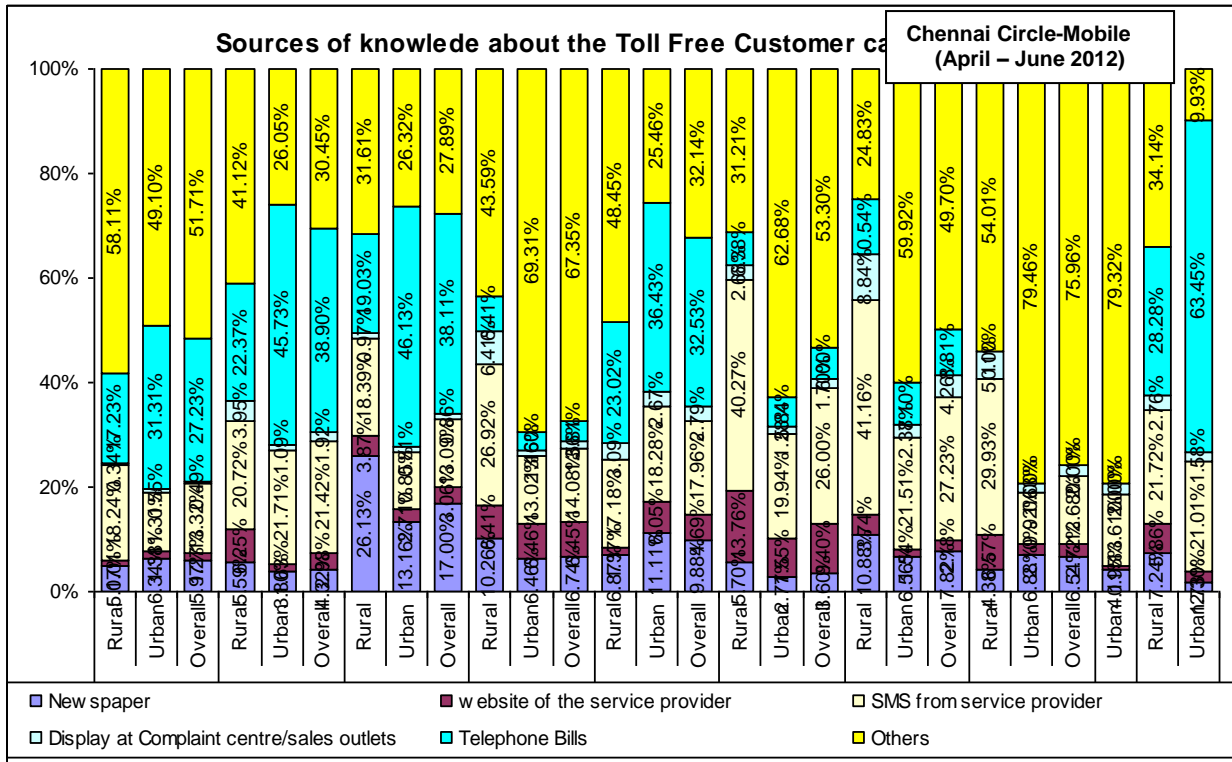
Mobile Operator	Area	Making complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number		With respect to complaint made to the call centre, the most applicable cases					Informing by the Call Centre about the action taken on the complaint	
		Yes	No	Complaint was 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	Yes	No
Aircel	Rural	18.38%	81.62%	50.85%	37.29%	11.86%	0.00%	0.00%	54.24%	45.76%
	Urban	11.72%	88.28%	65.91%	17.05%	12.50%	4.55%	0.00%	57.95%	42.05%
	<b>Overall</b>	13.71%	86.29%	59.86%	25.17%	12.24%	2.72%	0.00%	56.46%	43.54%
Airtel	Rural	8.64%	91.36%	60.71%	21.43%	17.86%	0.00%	0.00%	67.86%	32.14%
	Urban	12.58%	87.42%	62.11%	22.11%	13.68%	0.00%	2.11%	56.84%	43.16%
	<b>Overall</b>	11.40%	88.60%	61.79%	21.95%	14.63%	0.00%	1.63%	59.35%	40.65%
Bsnl	Rural	11.38%	88.62%	62.16%	24.32%	13.51%	0.00%	0.00%	48.65%	51.35%
	Urban	8.39%	91.61%	58.73%	28.57%	11.11%	1.59%	0.00%	58.73%	41.27%
	<b>Overall</b>	9.29%	90.71%	60.00%	27.00%	12.00%	1.00%	0.00%	55.00%	45.00%



**Report on Assessment of Implementation & Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Chennai Circle**

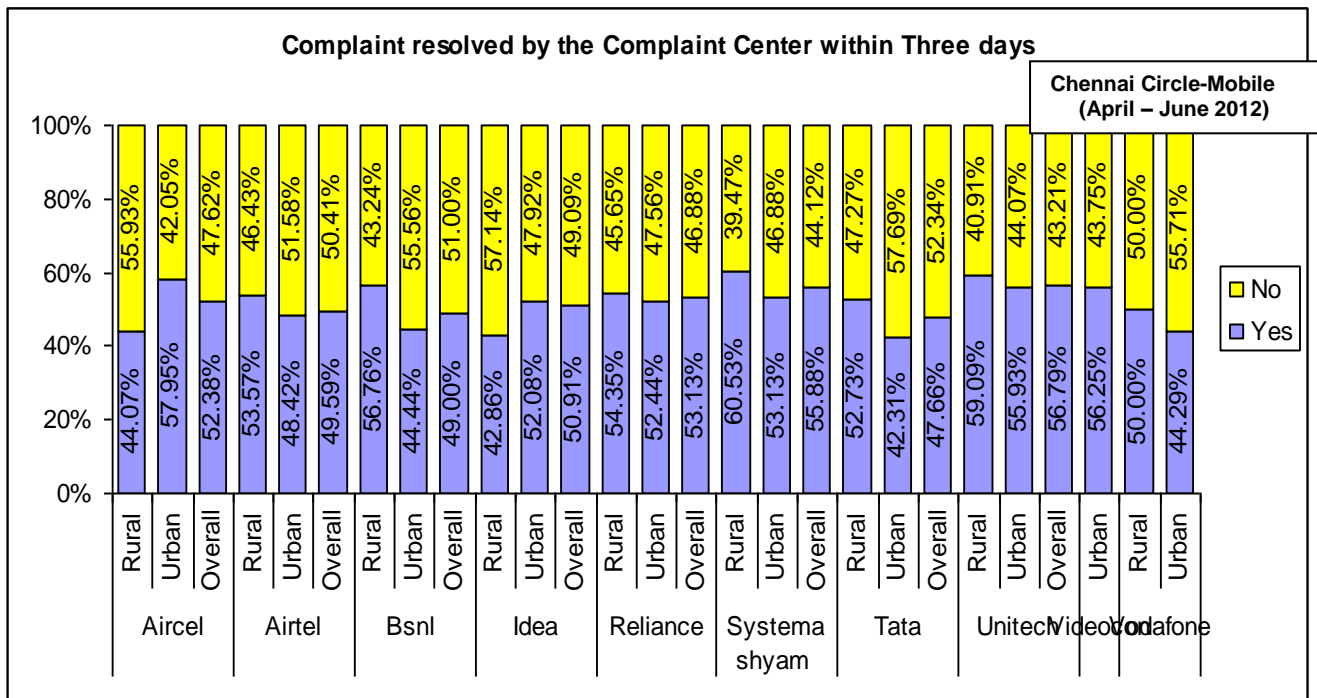
<b>Idea</b>	Rural	8.43%	91.57%	28.57%	42.86%	28.57%	0.00%	0.00%	28.57%	71.43%
	Urban	4.84%	95.16%	58.33%	29.17%	8.33%	4.17%	0.00%	58.33%	41.67%
	<b>Overall</b>	5.12%	94.88%	54.55%	30.91%	10.91%	3.64%	0.00%	54.55%	45.45%
<b>Reliance</b>	Rural	14.29%	85.71%	56.52%	26.09%	17.39%	0.00%	0.00%	58.70%	41.30%
	Urban	10.89%	89.11%	57.32%	29.27%	12.20%	1.22%	0.00%	57.32%	42.68%
	<b>Overall</b>	11.91%	88.09%	57.03%	28.13%	14.06%	0.78%	0.00%	57.81%	42.19%
<b>Systema shyam</b>	Rural	11.76%	88.24%	63.16%	23.68%	13.16%	0.00%	0.00%	52.63%	47.37%
	Urban	8.53%	91.47%	54.69%	26.56%	17.19%	1.56%	0.00%	50.00%	50.00%
	<b>Overall</b>	9.51%	90.49%	57.84%	25.49%	15.69%	0.98%	0.00%	50.98%	49.02%
<b>Tata</b>	Rural	17.08%	82.92%	54.55%	30.91%	14.55%	0.00%	0.00%	54.55%	45.45%
	Urban	6.91%	93.09%	53.85%	28.85%	17.31%	0.00%	0.00%	53.85%	46.15%
	<b>Overall</b>	9.96%	90.04%	54.21%	29.91%	15.89%	0.00%	0.00%	54.21%	45.79%
<b>Unitech</b>	Rural	14.67%	85.33%	50.00%	31.82%	13.64%	0.00%	4.55%	59.09%	40.91%
	Urban	6.40%	93.60%	64.41%	25.42%	6.78%	1.69%	1.69%	62.71%	37.29%
	<b>Overall</b>	7.56%	92.44%	60.49%	27.16%	8.64%	1.23%	2.47%	61.73%	38.27%
<b>Videocon</b>	Urban	8.91%	91.09%	62.50%	25.00%	10.42%	0.00%	2.08%	63.54%	36.46%
<b>Vodafone</b>	Rural	12.46%	87.54%	57.50%	32.50%	10.00%	0.00%	0.00%	47.50%	52.50%
	Urban	9.32%	90.68%	45.71%	28.57%	20.00%	4.29%	1.43%	57.14%	42.86%
	<b>Overall</b>	10.26%	89.74%	50.00%	30.00%	16.36%	2.73%	0.91%	53.64%	46.36%

### 5.2.9 Sources of Knowledge about the Toll free Customer Care Number



For majority of the customer the source of knowledge about the toll free Customer Care number is other sources like message on recharge coupons, retailers.

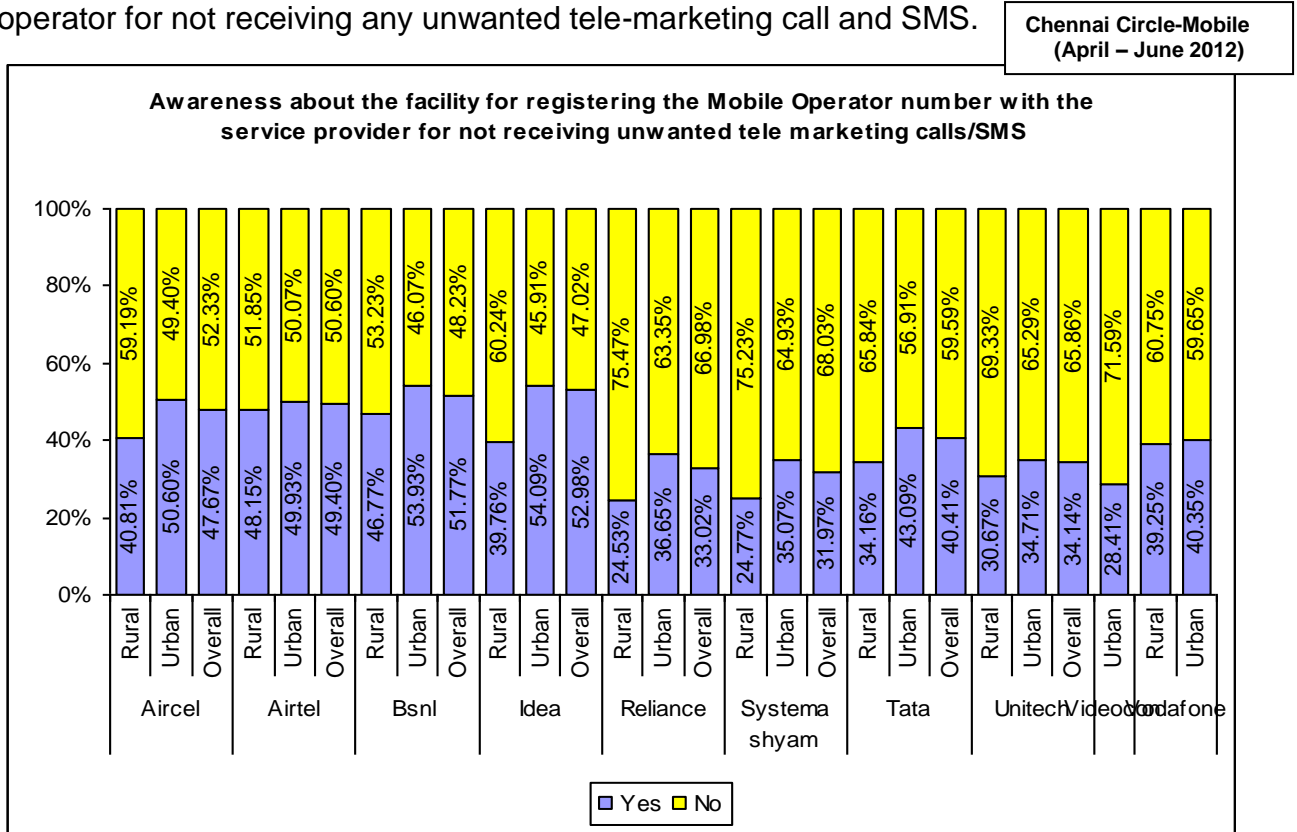
### 5.2.10 Complaint resolved by the Complaint Center within Three days



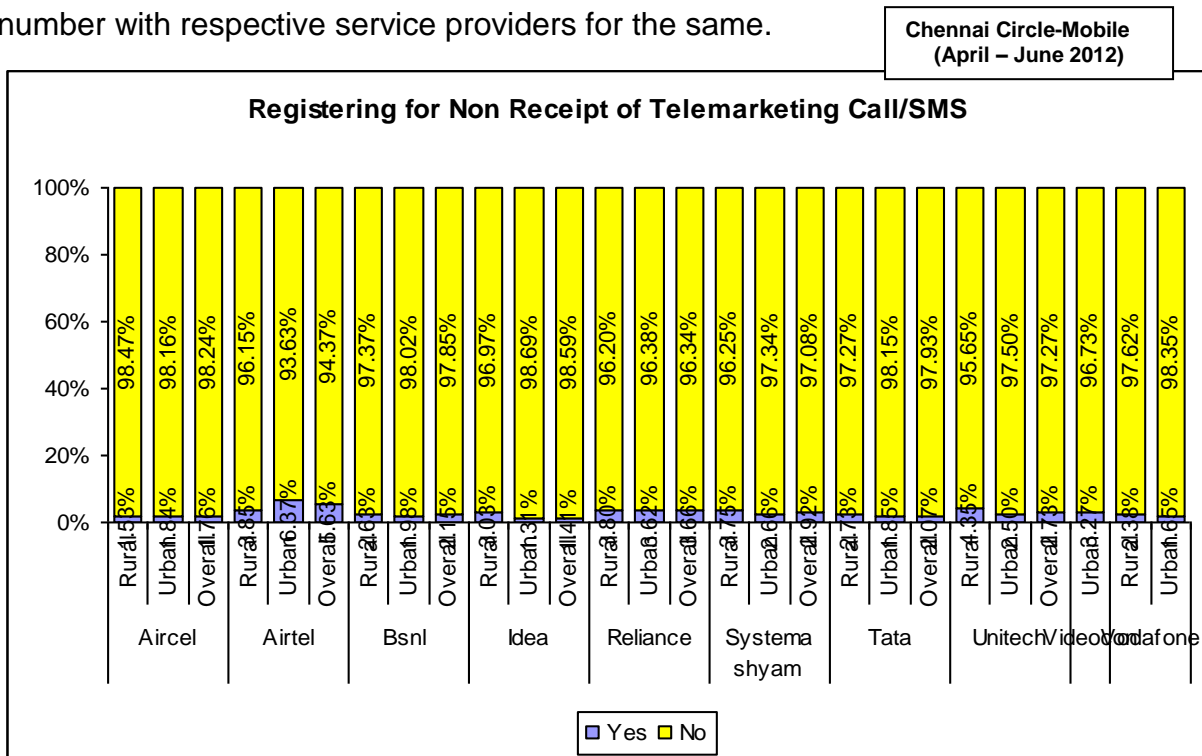
Ranging from 42% (Tata urban) customers to 61% (Systema Shyam rural) customers got their complaints resolved within three days.

### 5.2.9 Registering for Non Receipt of Telemarketing Call/SMS

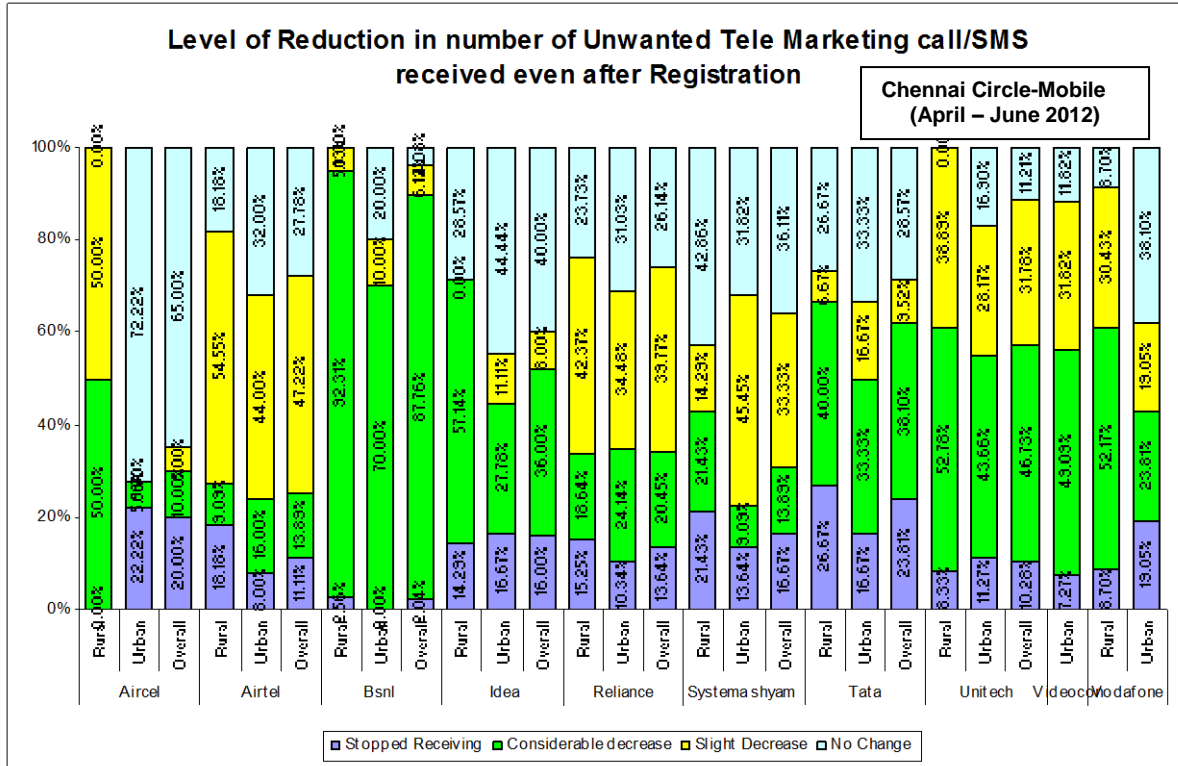
Stage I: In the present round of survey about 32% of Systema Shyam subscribers to 53% of Idea subscribers are aware of registering their mobile number with respective service operator for not receiving any unwanted tele-marketing call and SMS.



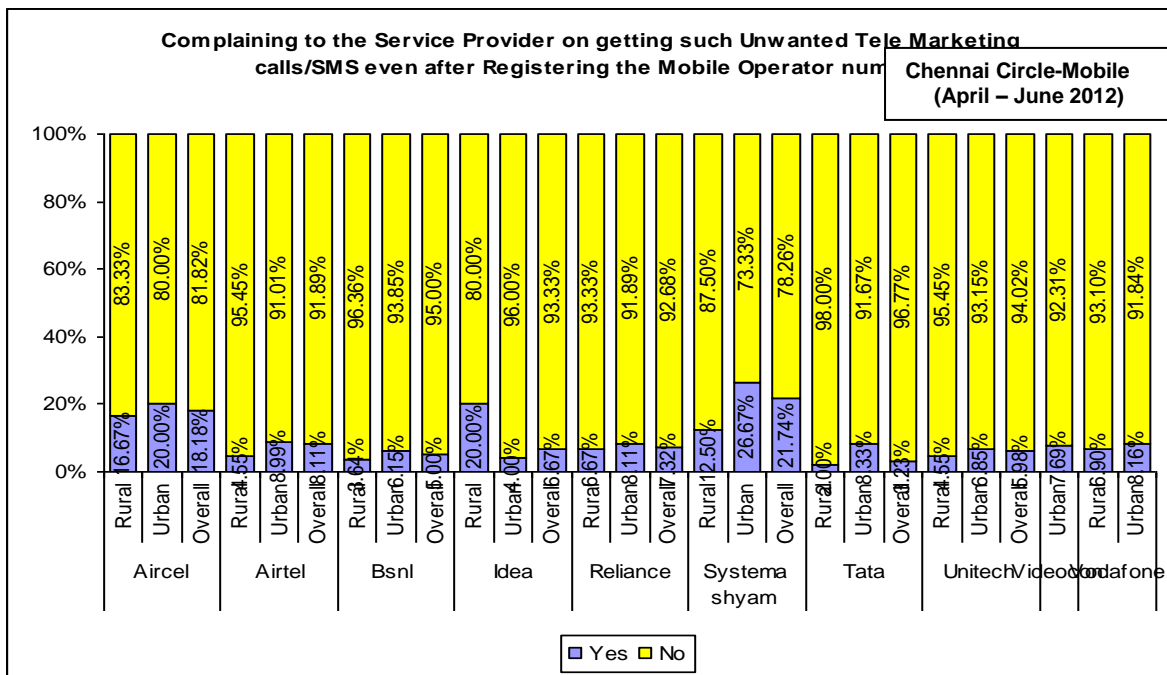
Very few subscribers (maximum 6% of Airtel subscribers) have registered their mobile number with respective service providers for the same.



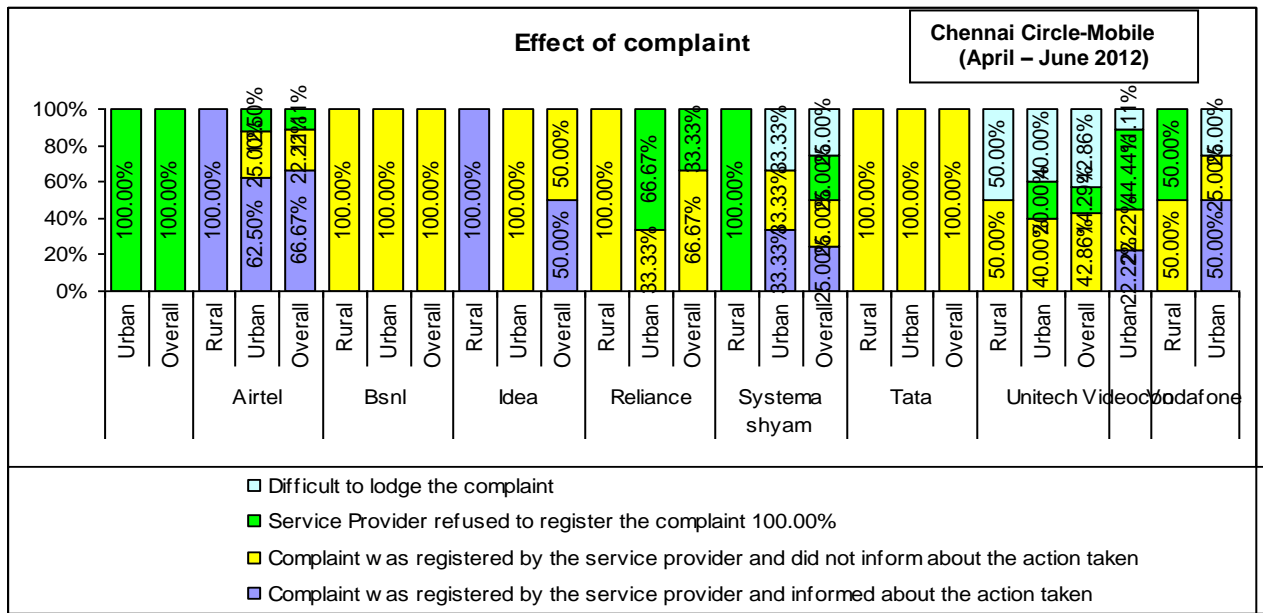
**Stage II:** In spite of registering, overall 65% of Aircel and around 3% of BSNL subscribers are still receiving the unwanted calls.



**Stage III:** At the next stage of process, around 22 % of Systema Shyam (maximum) and a minimum 3% of Tata Communications subscribers have made complaints to respective service providers on getting unwanted tele marketing call/SMS even after registering their mobile numbers.

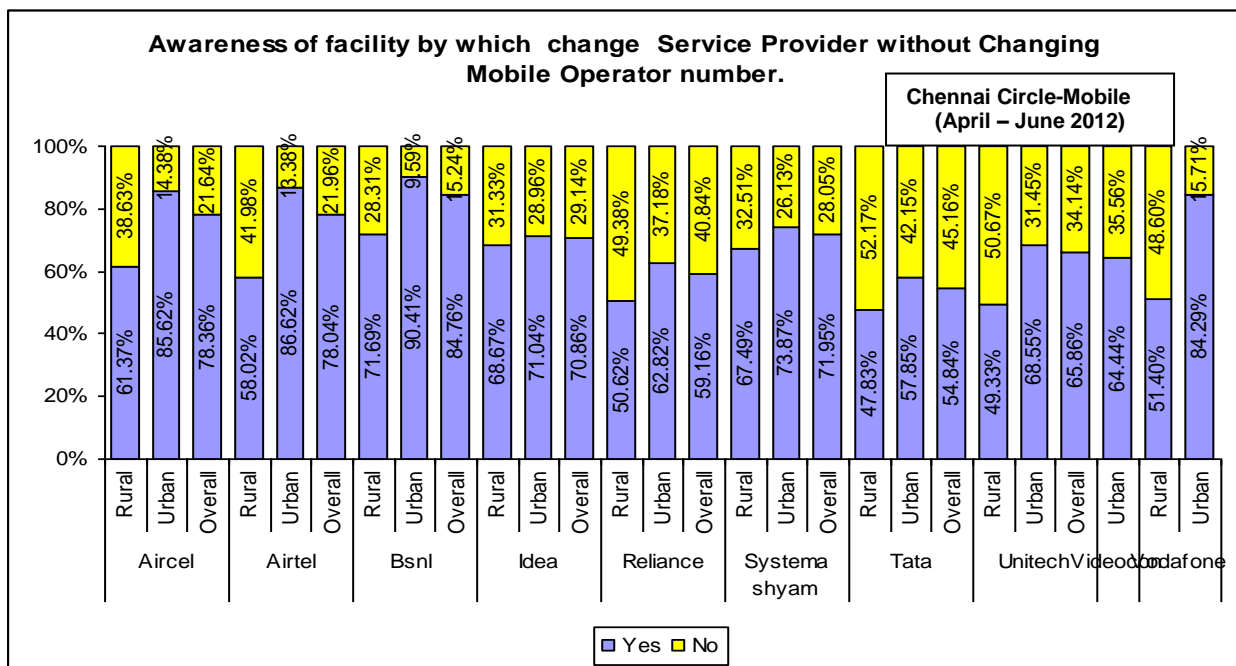


Stage IV : Having made attempts to make complaints to service providers about receiving unwanted calls, reaction of each service provider had been different as per this round of survey. Aircel completely refused to register the complaints again. BSNL and Tata registered the complaints but did not inform about the action taken. Other service providers had mixed response to customers' complaints and few customers found it difficult also to even register the complaints with these service providers.

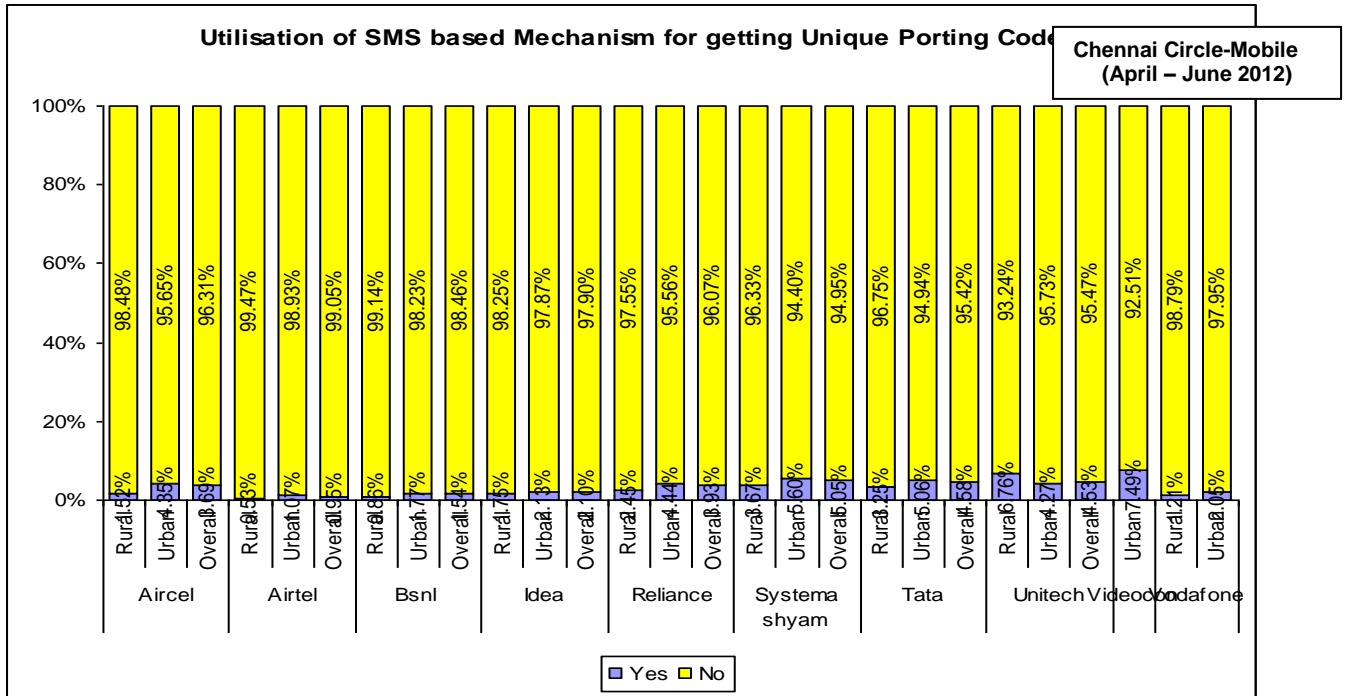


**5.2.10 Mobile Number Portability**

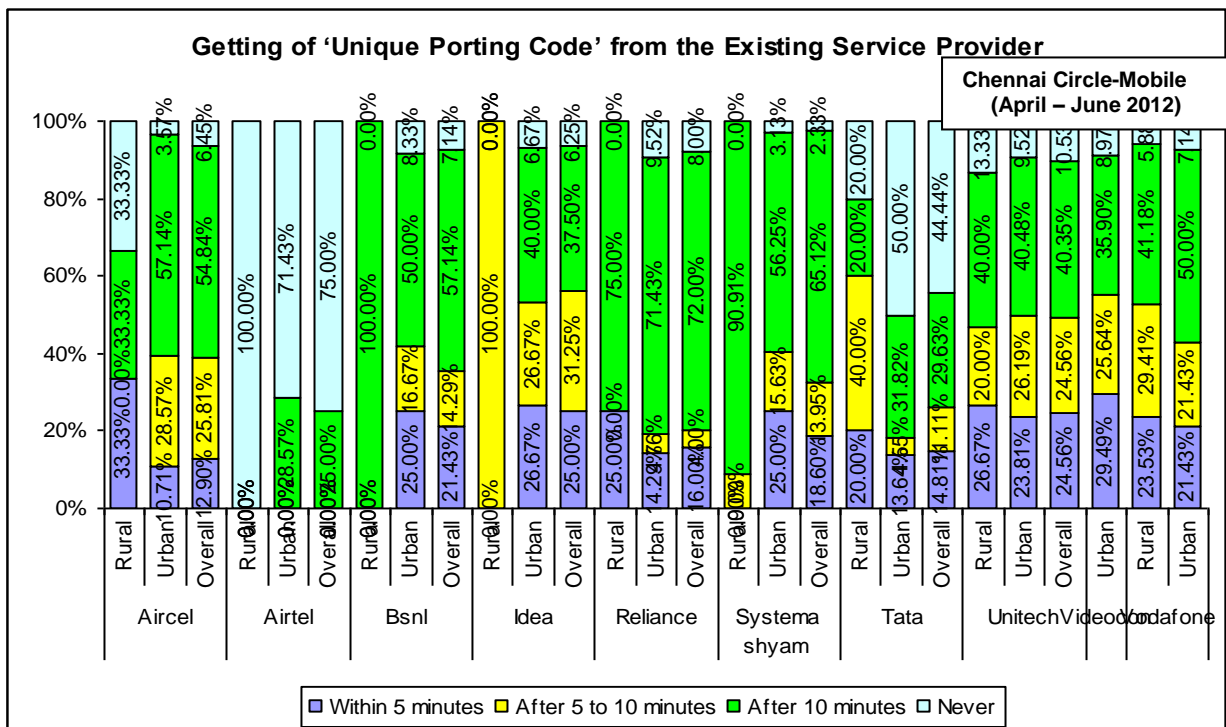
54% to 85% of subscribers from across all operators are aware of the facility by which they can change service provider without changing their mobile number.



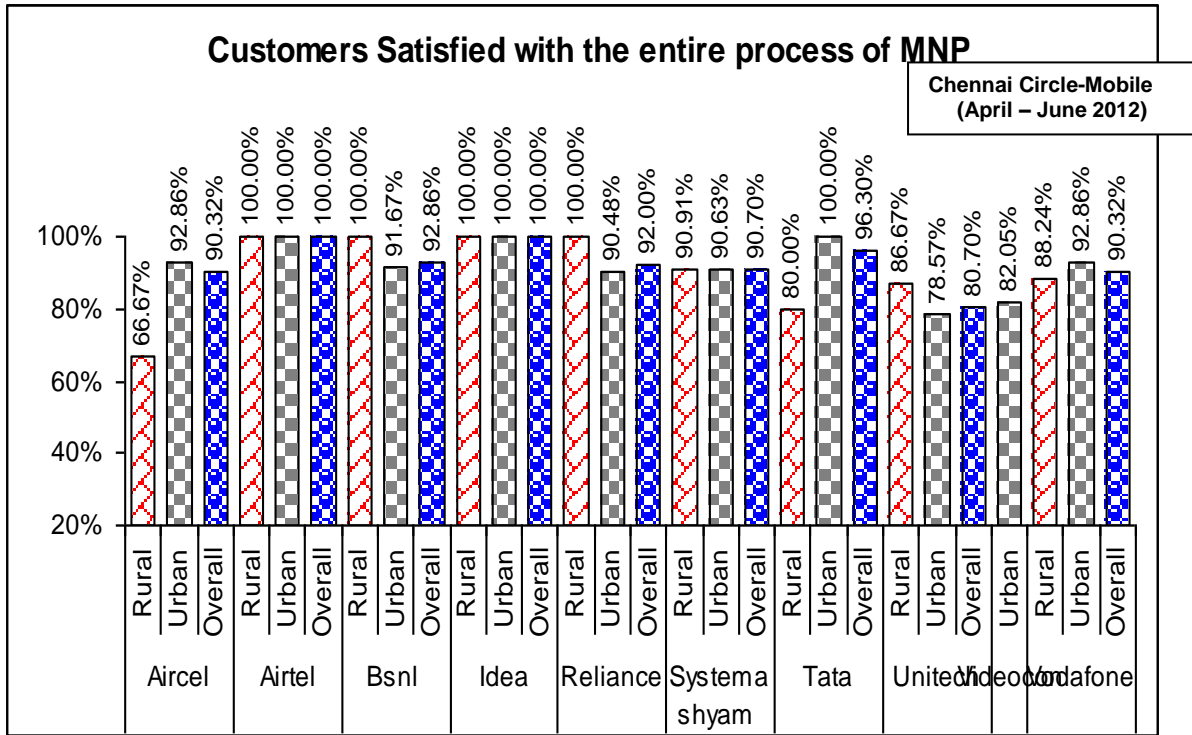
Among these almost 1% (Airtel) to 7 % (Videocon) subscribers have utilized SMS based mechanism for getting unique porting code.



Considering subscribers who utilised SMS based mechanism for MNP, 3% (Aircel) to 25% (Idea) received Unique Porting Code within 5 minutes. 4% (Reliance) to 31% (Idea) received Porting Code within 5 to 10 minutes. 25% (Airtel) to 72% (Reliance) received Porting Code after 10 minutes and 2% (Systema Shyam) to 75% (Airtel) customers never received their Porting Code after sending sms.

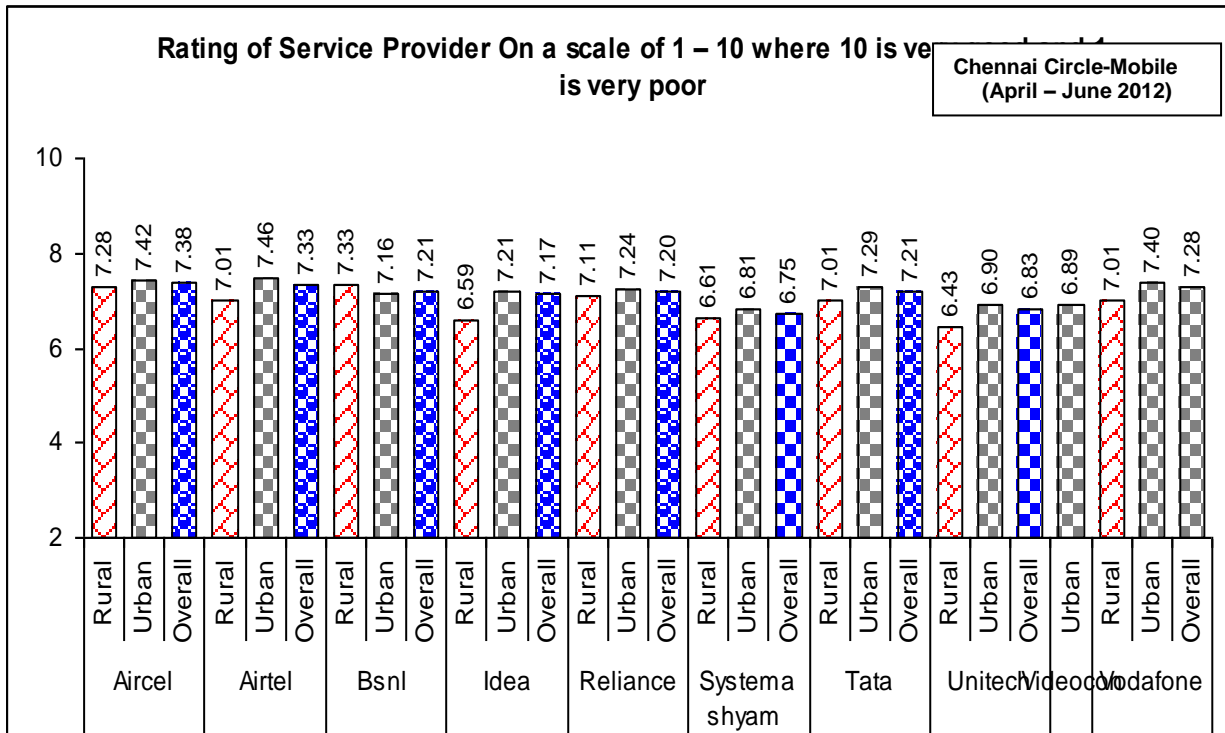


Airtel & Idea both urban/rural subscribers have the highest level (100%) of satisfaction whereas the same for Aircel rural subscribers is the least (67%).



**5.2.11 Overall Rating**

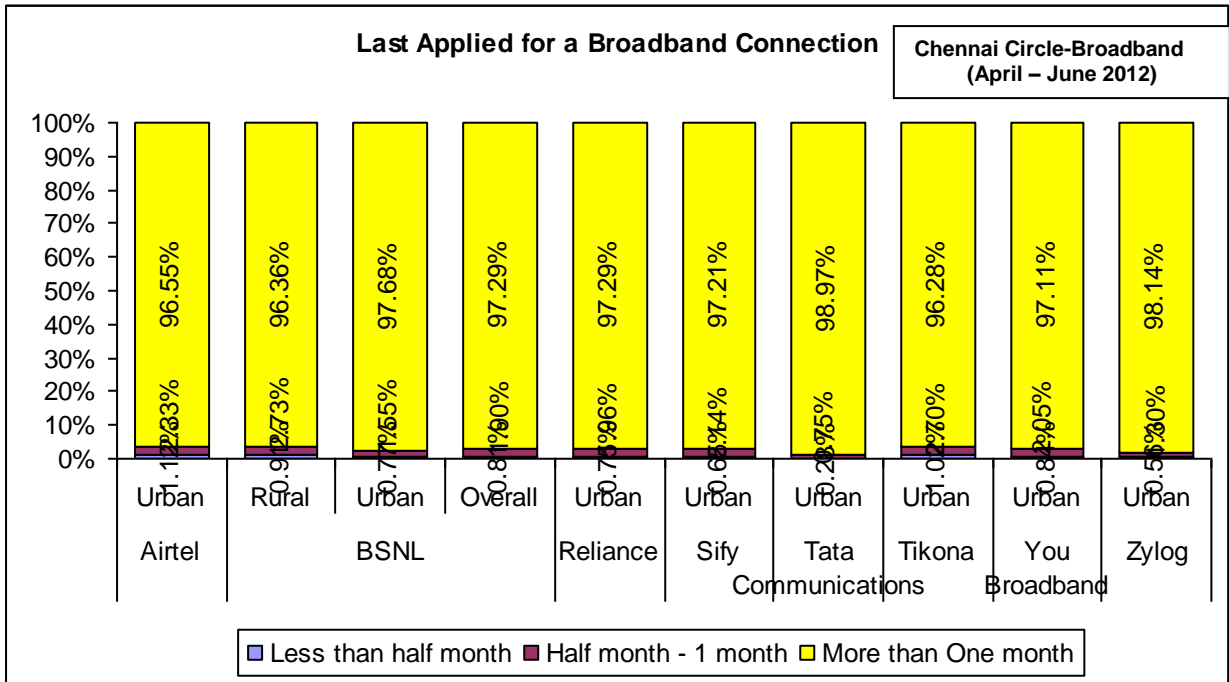
Based on weighted average of rating of various service providers, Aircel scored highest (7.3) and the least score was obtained by Systema Shyam (6.7).



### 5.3 Detailed Findings –Broadband Services.

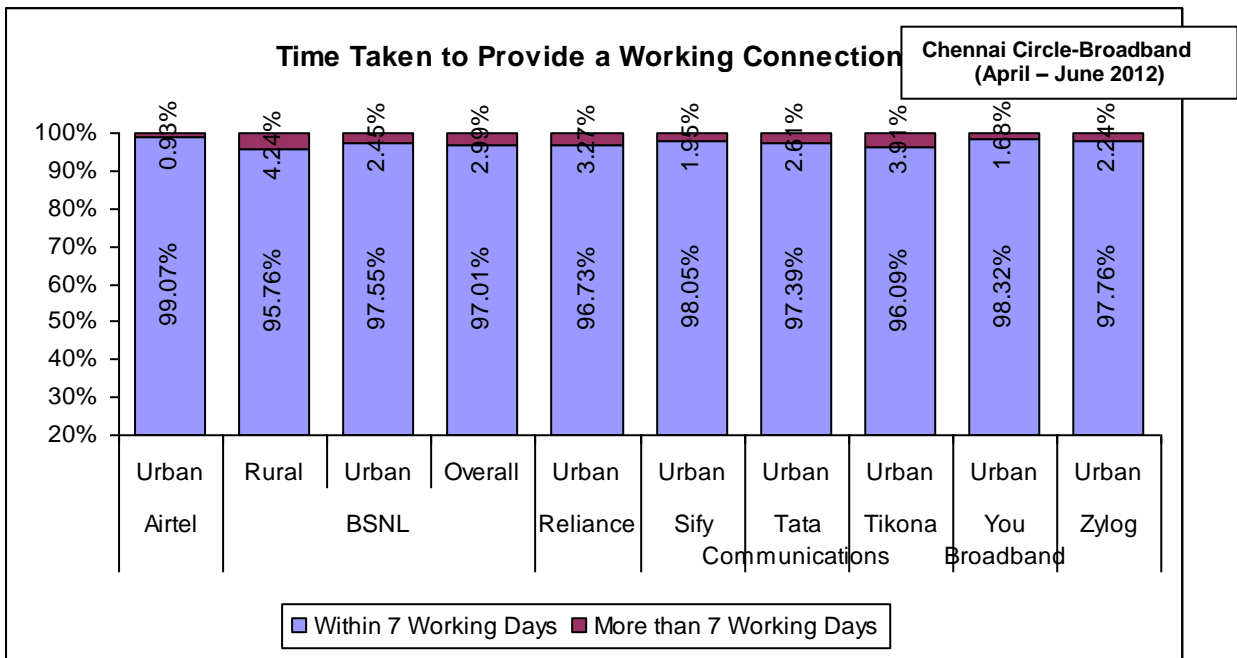
#### 5.3.1 Service Provision

##### a. Last Applied for Broadband Connection



Over 96% of subscribers from across all operators had last applied for broadband connection more than a month ago in the present round of survey.

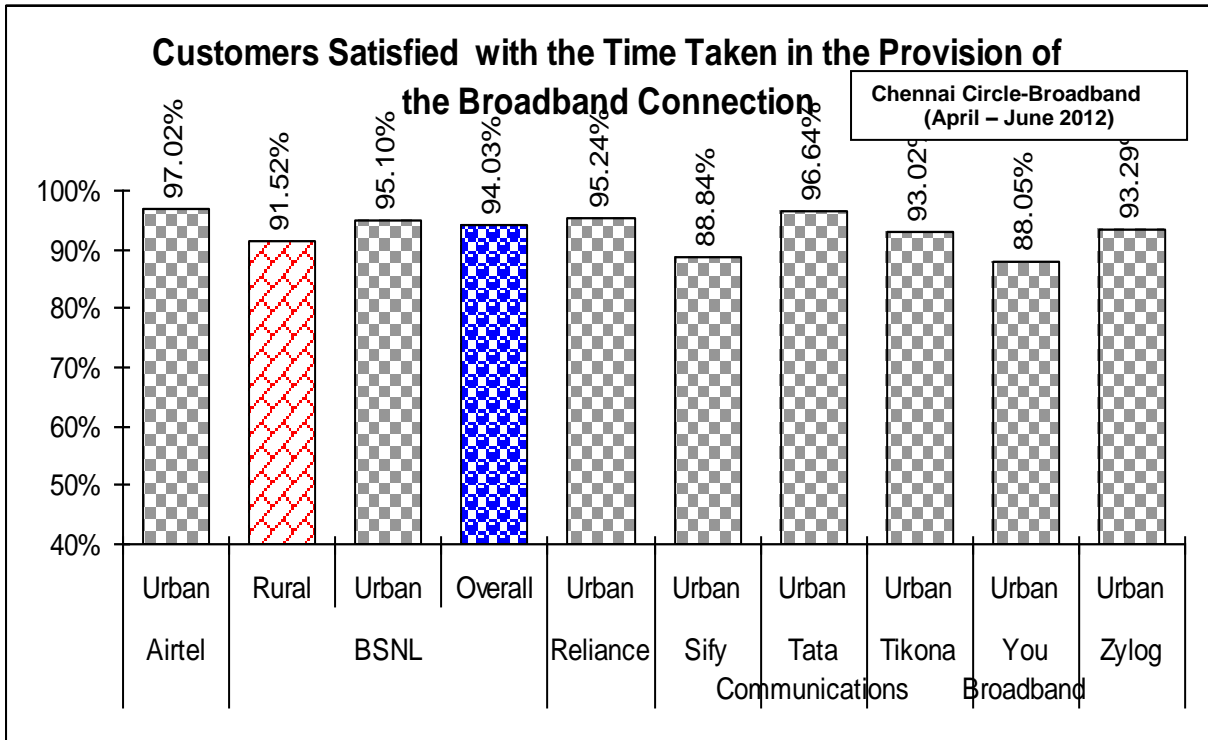
##### b. Time Taken to Activate the Service



All operators have activated the service for majority (more than 95%) of their subscribers within 7 days

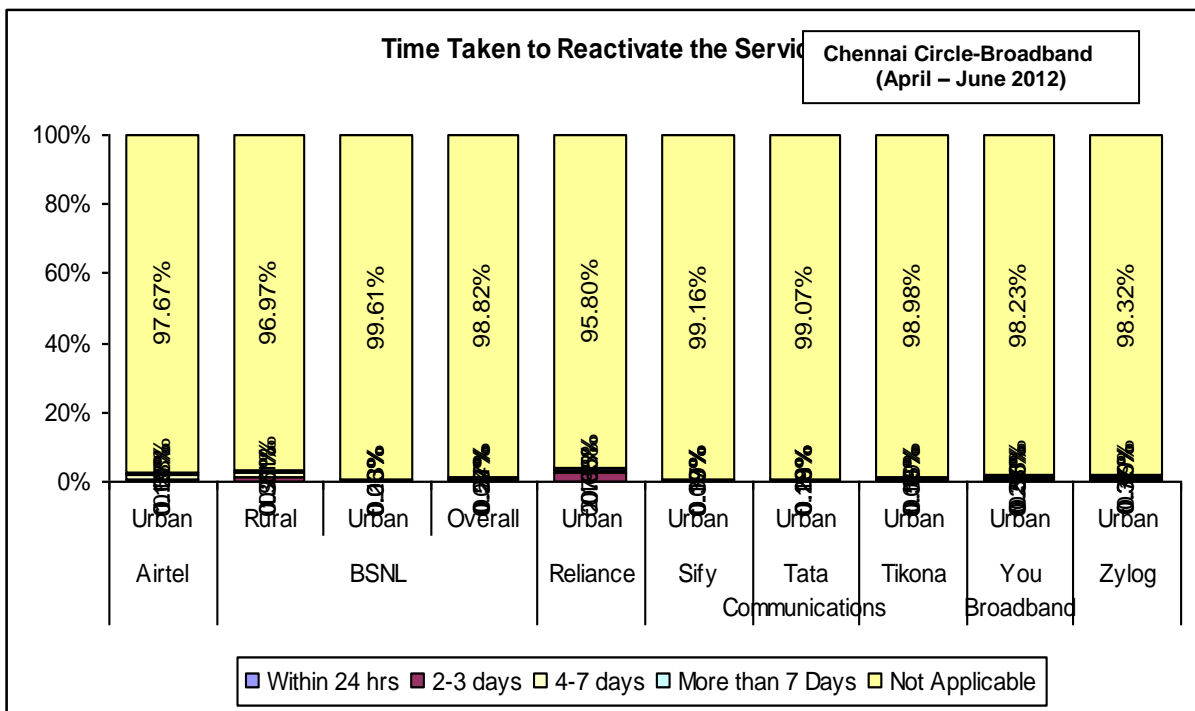


**c. Satisfaction with the Time Taken In the Provision of the Broadband Connection**



Overall satisfaction levels of subscribers varied from 97% (Airtel) to 88% (You Broadband) in provisioning of their broad band connection.

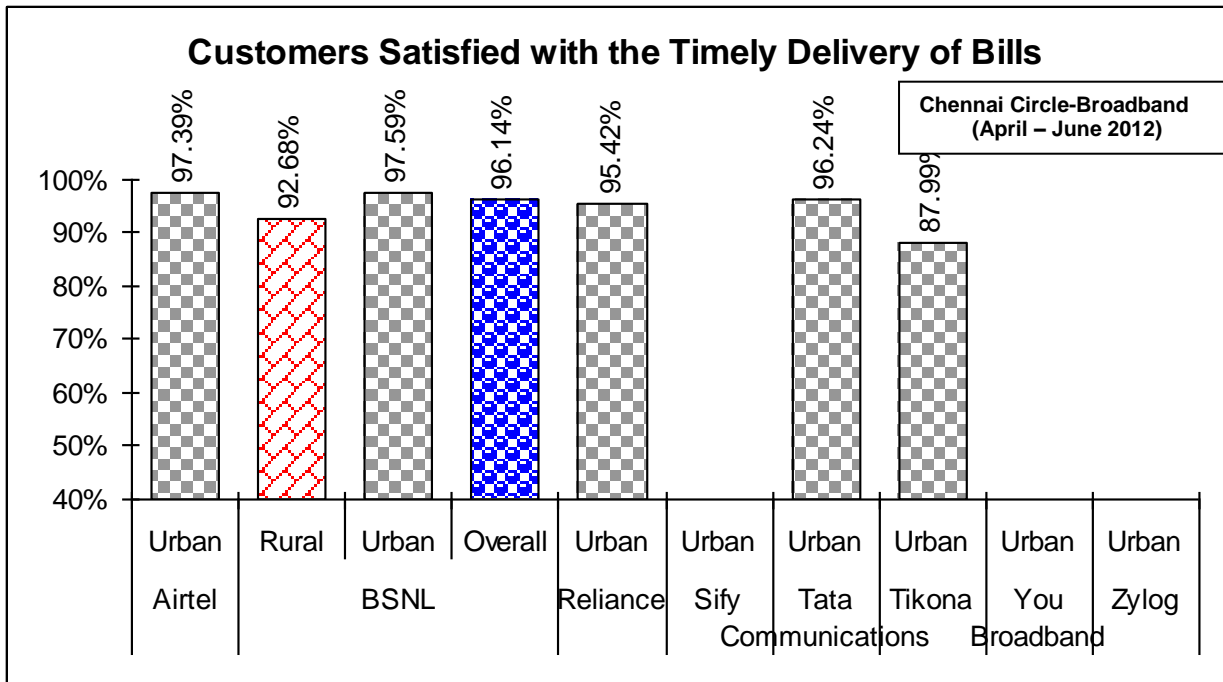
**d. Time Taken to Reactivate the Service**



The connection was never disconnected in recent period for majority of subscribers across all operators.

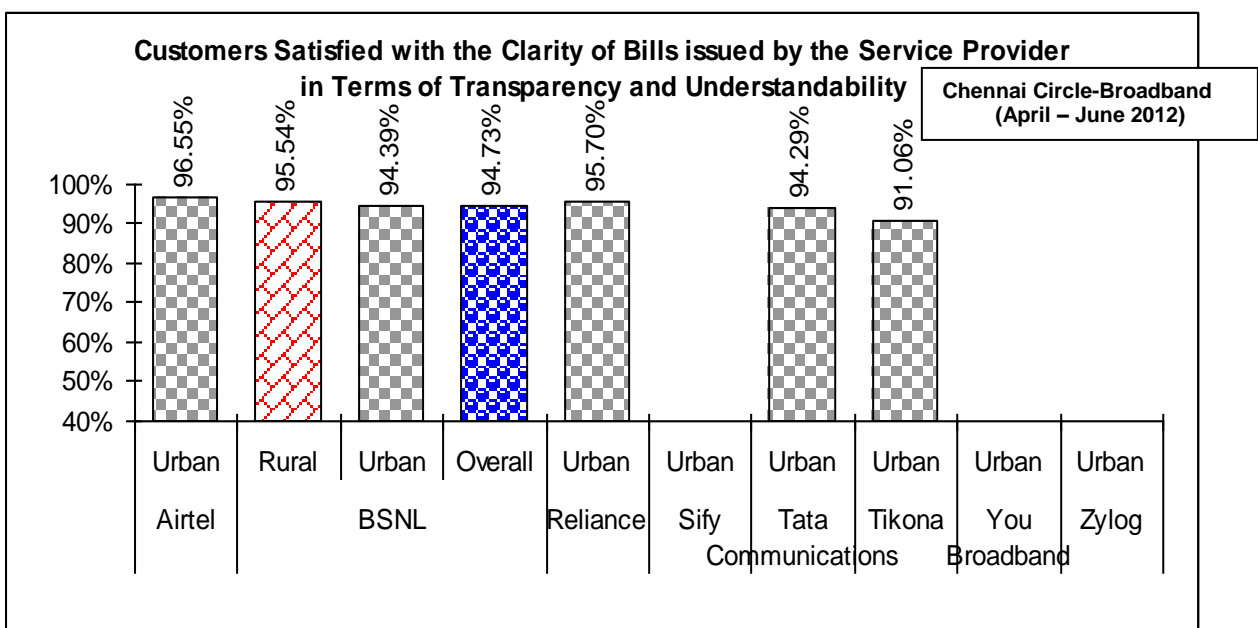
### 5.3.2 Billing Performance

#### Post Paid Customers: a. Satisfaction with the timely Delivery of Bills



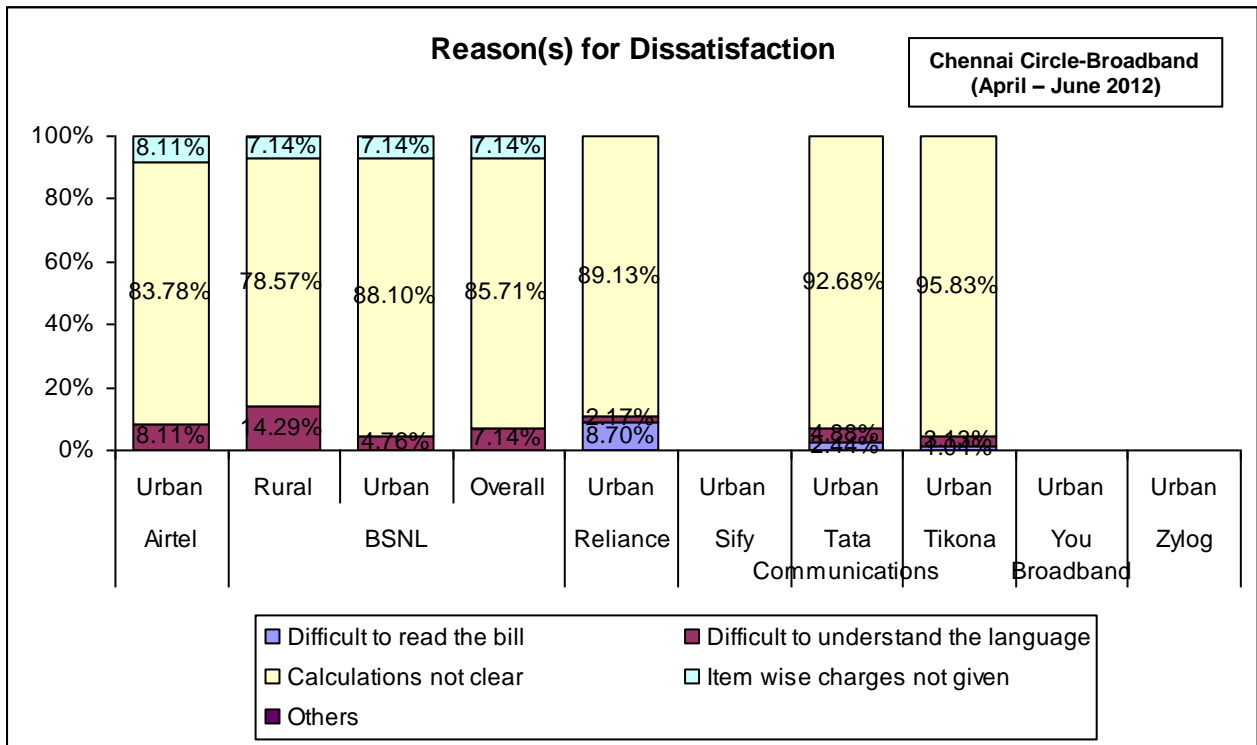
The satisfaction levels of subscribers ranged from 97% (Airtel) to almost 88% (Tikona) in terms of timely delivery of bills.

#### b. Satisfaction with the Clarity of the Bills Issued By the Service Provider In Terms of Transparency and Understandability



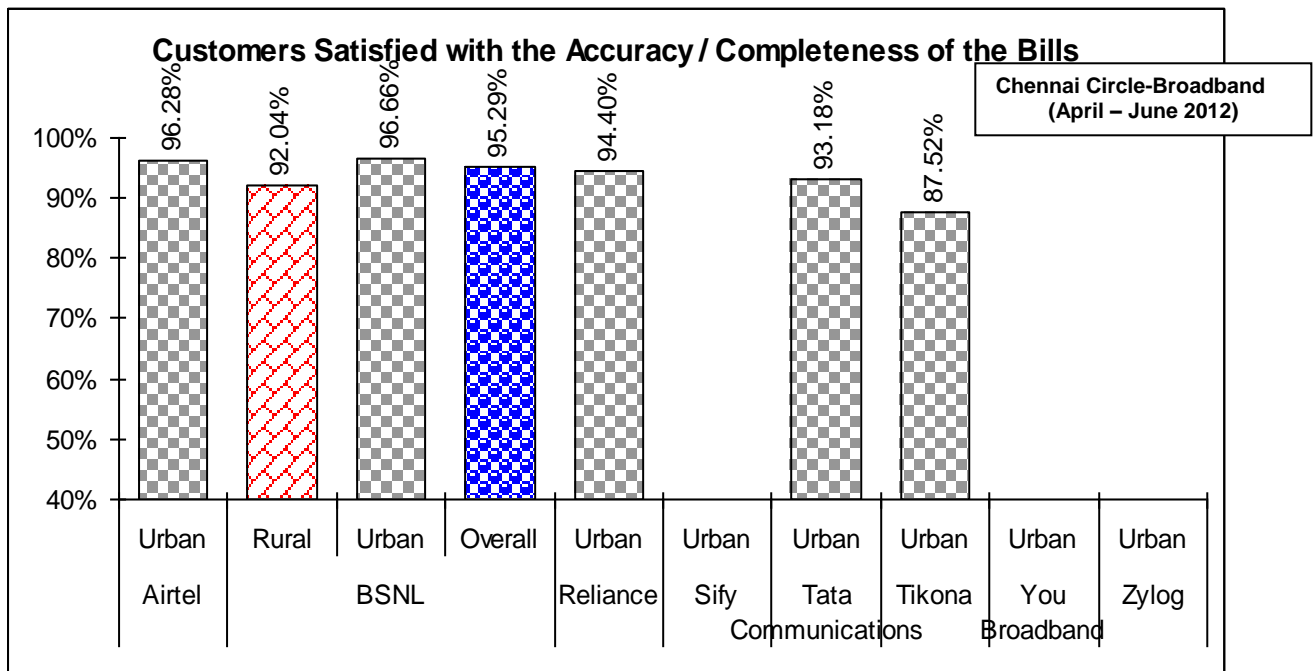
Airtel Subscribers Satisfaction level was highest at 97%, while Tikona's was lowest at 91% in terms of clarity of bills when it came to transparency and understandability.

**c. The Reason(S) For Dissatisfaction with the Delivery of Bills**



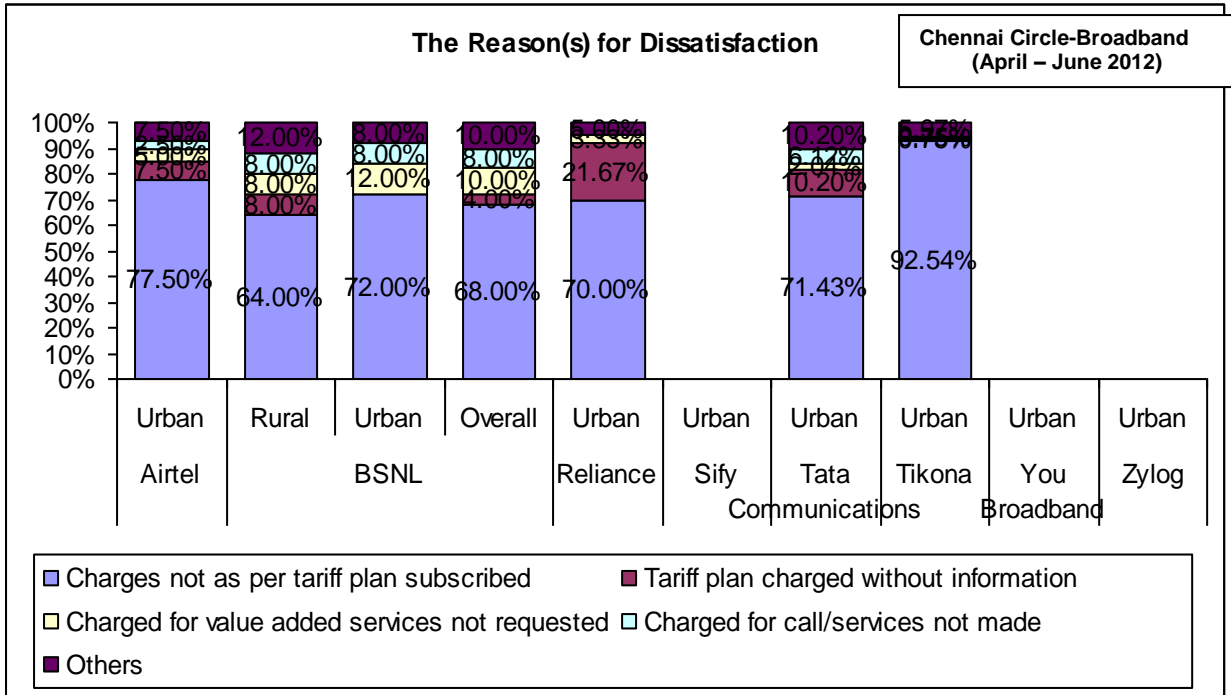
The major reason of dissatisfaction of subscribers in this round of survey was due to “calculations not clear”.

**d. Satisfaction with the Accuracy / Completeness of the Bills**



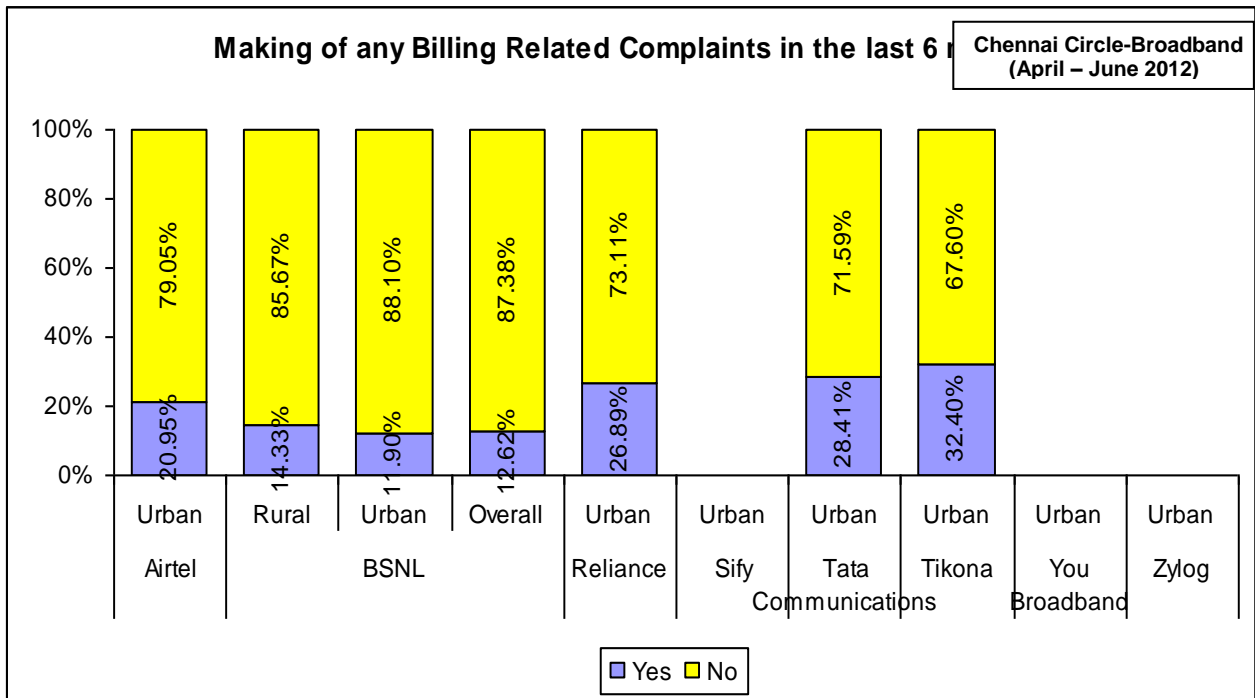
Tikona scored lowest subscribers satisfaction level of 88%, while Airtel scored highest at 96% in terms of accuracy/completeness of bills.

**e. The Reason(S) For Dissatisfaction with the Accuracy and Completeness of Bills**



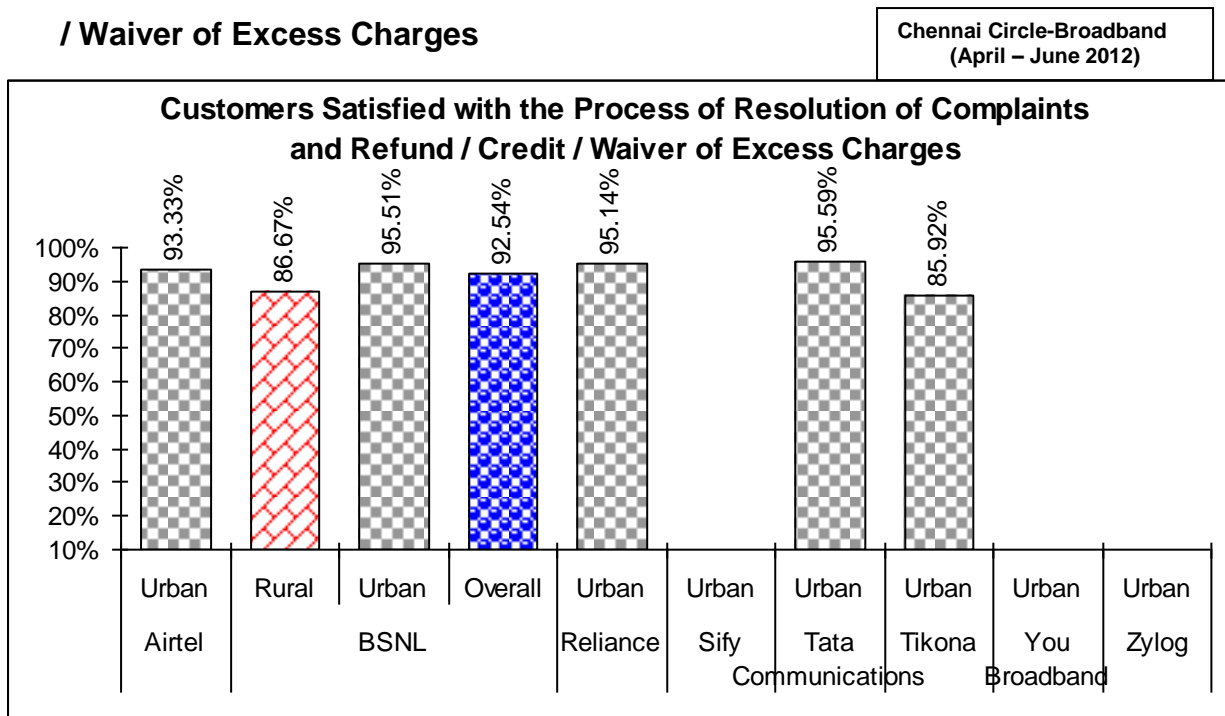
The two major reasons which emerged for dissatisfaction with respect to accuracy and completeness of bills, were 1) Charges not as per Tariff plan subscribed 2) Tariff plan charged without information and

**f. Making of Any Billing Related Complaints in Last 6 Months**



Over 67% subscribers across all operators have not made any billing related complaints in the last six months.

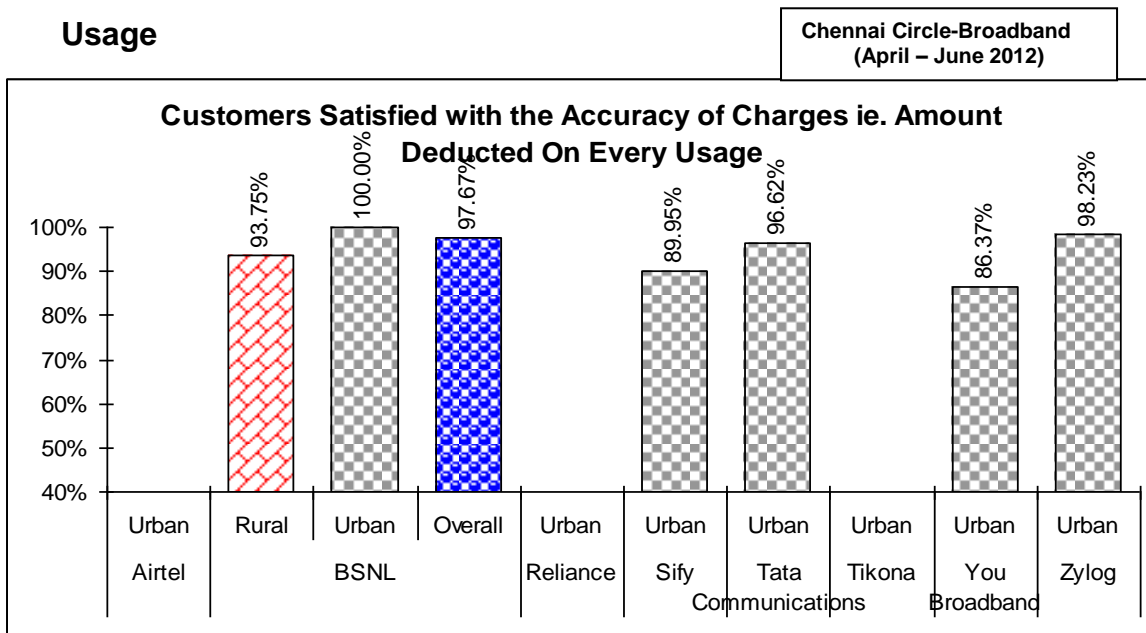
**g. Satisfaction with the Process of Resolution of Complaints and Refund / Credit / Waiver of Excess Charges**



The satisfaction level of subscribers was highest with overall Tata Communications 96% and least for Tikona (86%), in terms of process of resolution of complaints and refund of excess charges if levied.

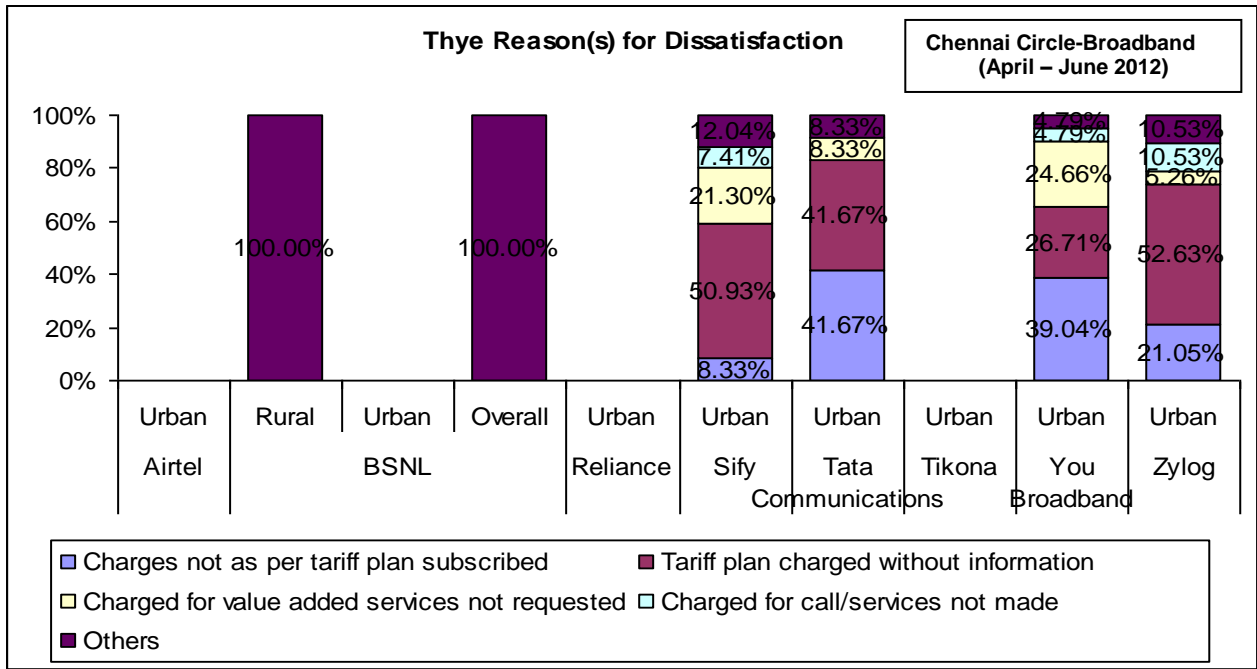
**Prepaid Customers**

**h. Satisfaction with the Accuracy of Charges i.e. Amount Deducted on Every Usage**



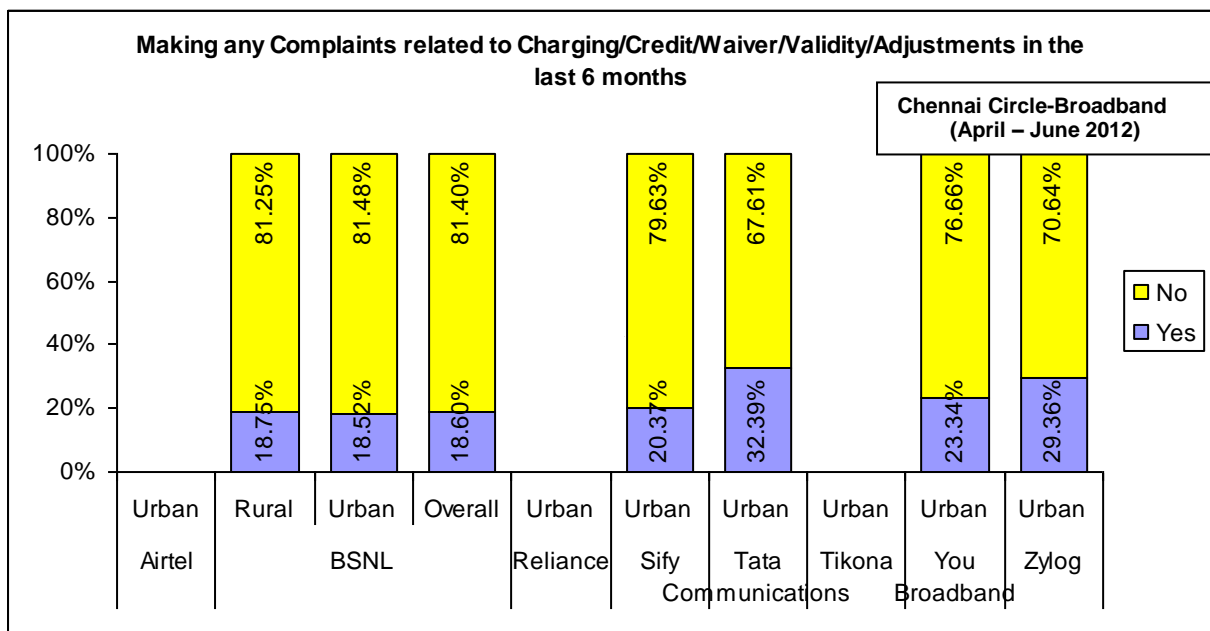
Over 98% Zylog customers (maximum) and almost 90% Sify customers (minimum) are satisfied with accuracy of charges being deducted on every usage by the operators.

**i. The Reason for Dissatisfaction with the Accuracy of Charges i.e. Amount Deducted on Every Usage**



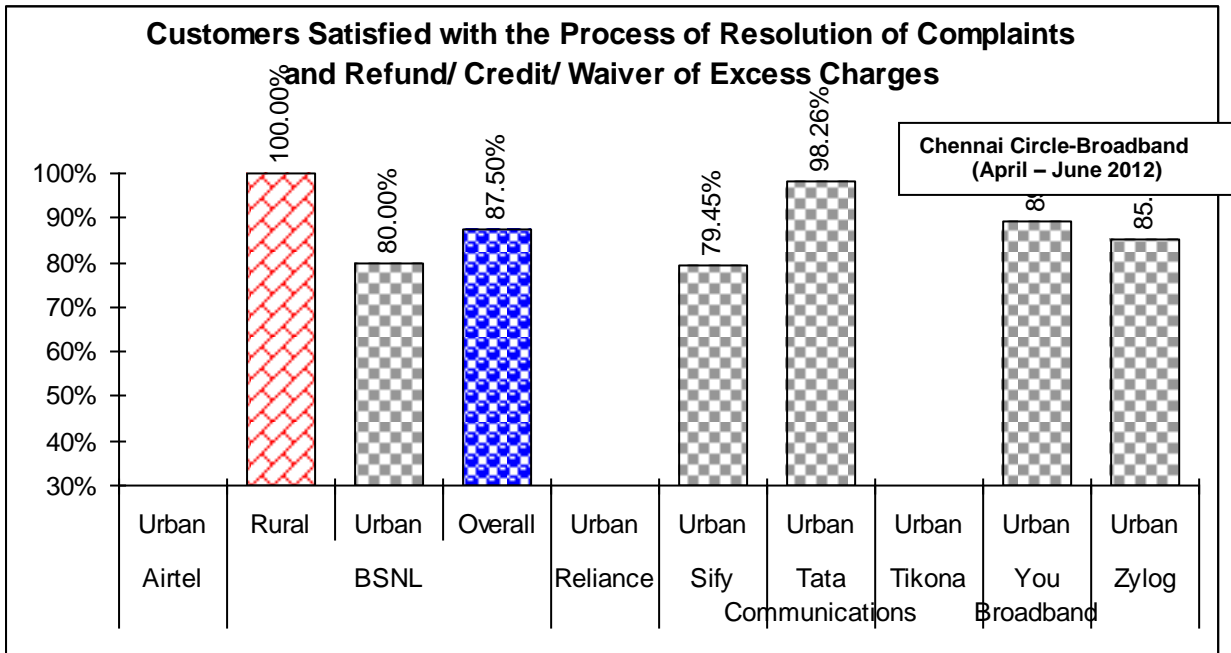
The two major reasons for dissatisfaction amongst subscribers across various operators in terms of accuracy of charges deducted are 1) Tariff plan changed without information 2) Charges not as per tariff plan and

**j. Making of Any Complaints Related to Charging/ Credit/ Waiver/ Validity/ Adjustments in Last 6 Months**



Over 67% subscribers of all operators had not made complaints related to adjustments in last six months

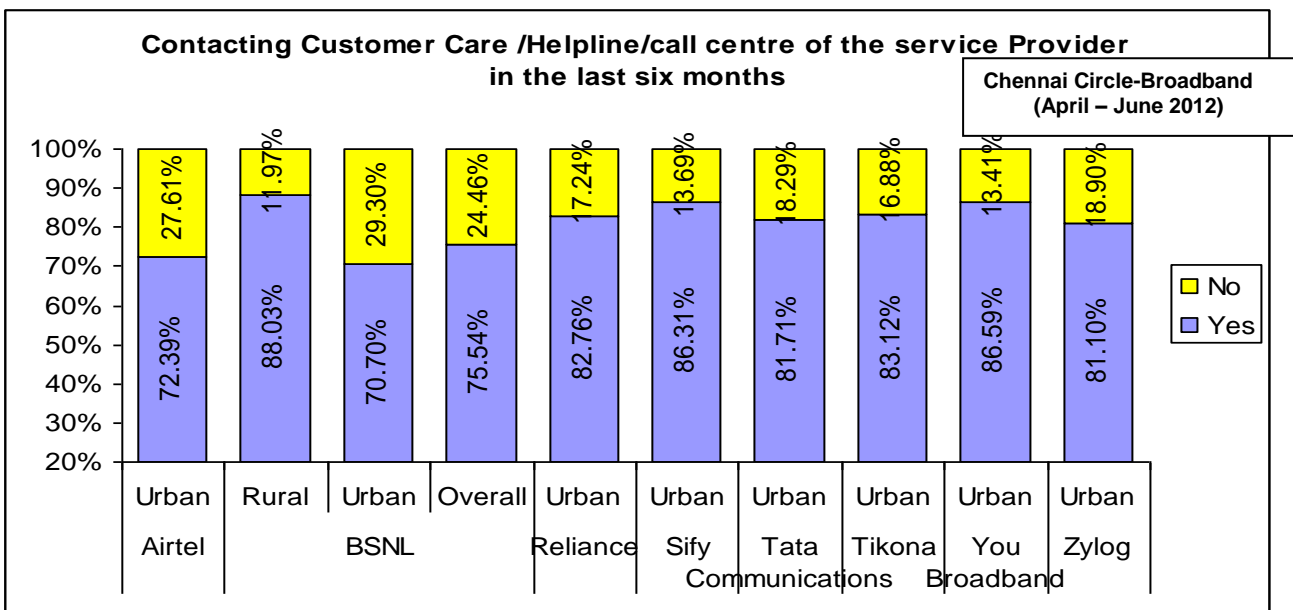
**k. Satisfaction with the Process of Resolution of Complaints and Refund/ Credit/ Waiver of Excess Charges**



The satisfaction level of over 79% has been reported by subscribers of all operators with the process of resolution of complaints and refund of excess charges upon resolution of their complaints

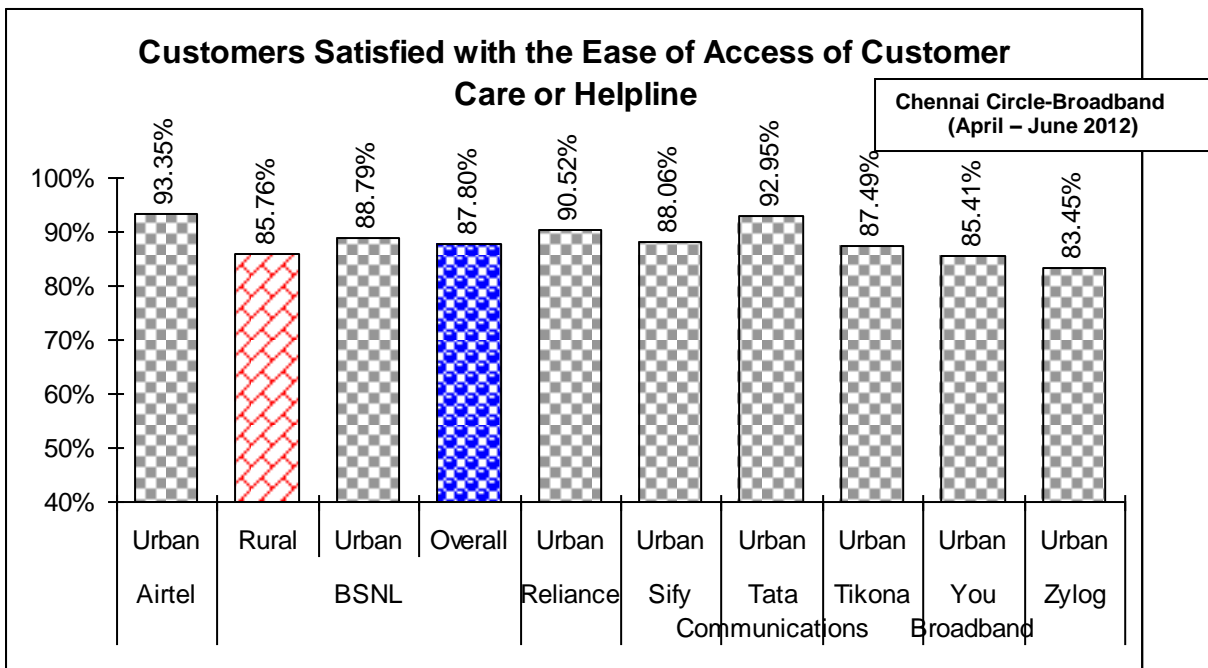
**5.3.3 Help Services**

**a. Contacting Customer Care/ Helpline/ Call Centre of the Service Provider, in Last 6 Months**



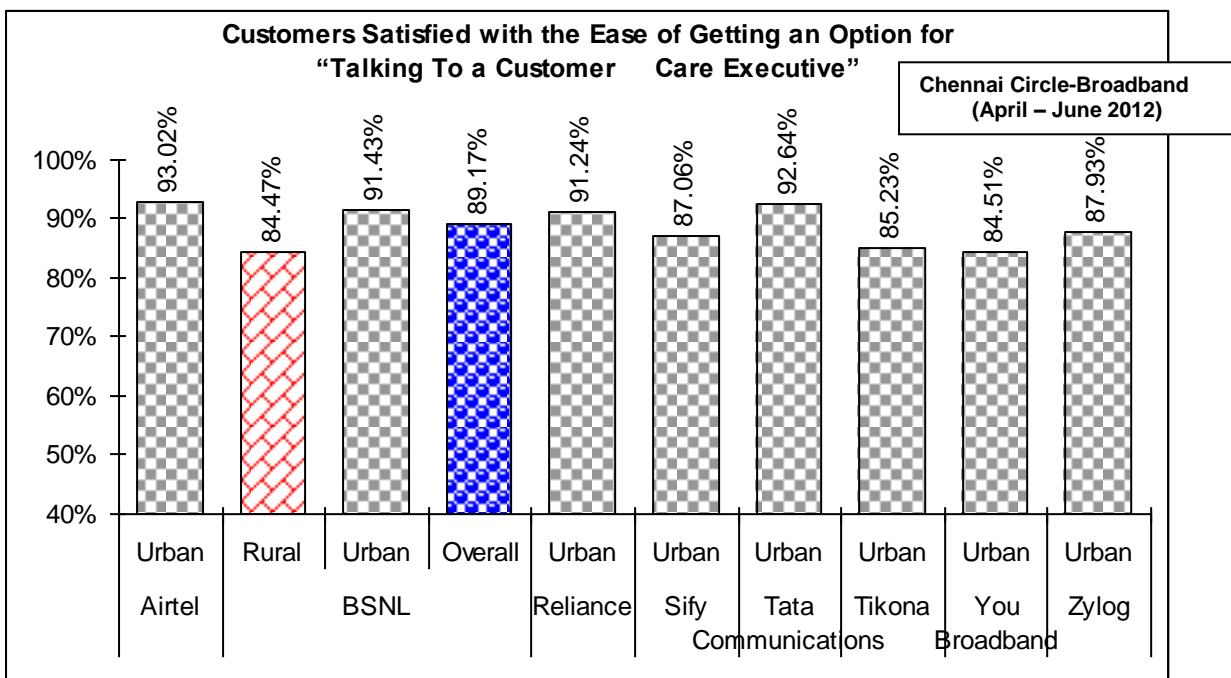
Almost 70% to 88% subscribers across all operators have contacted their respective operator's customer care/ help lines during the last six months.

**b. Satisfaction with the Ease of Access of Customer Care or Helpline**



The satisfaction level of subscribers across all operators has been over 83% in terms of ease of access of customer care/helpline numbers as most of them expressed very satisfied and satisfied

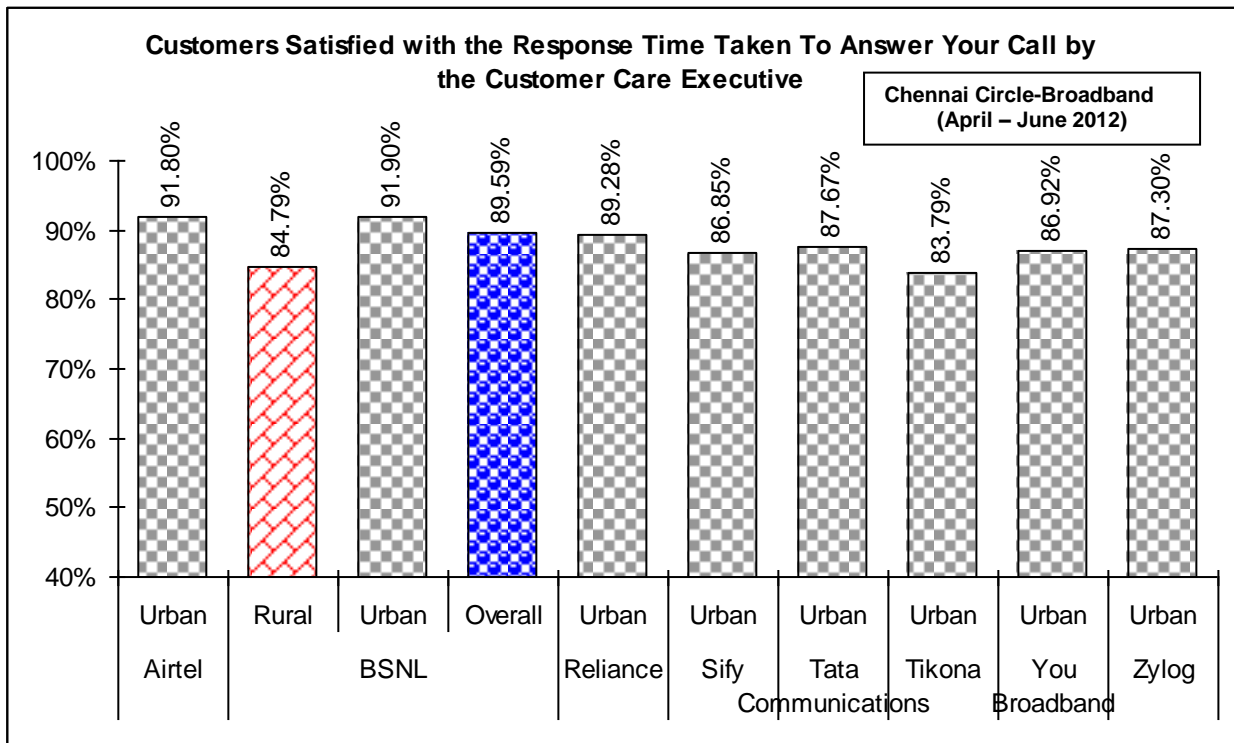
**c. Satisfaction with the Ease of Getting an Option for “Talking To a Customer Care Executive”**



Subscribers have expressed either being very satisfied or satisfied with the ease of getting an option for talking to a customer care executive. The satisfaction level of Airtel subscribers is 93% while that of You Broadband subscribers is 85 %.

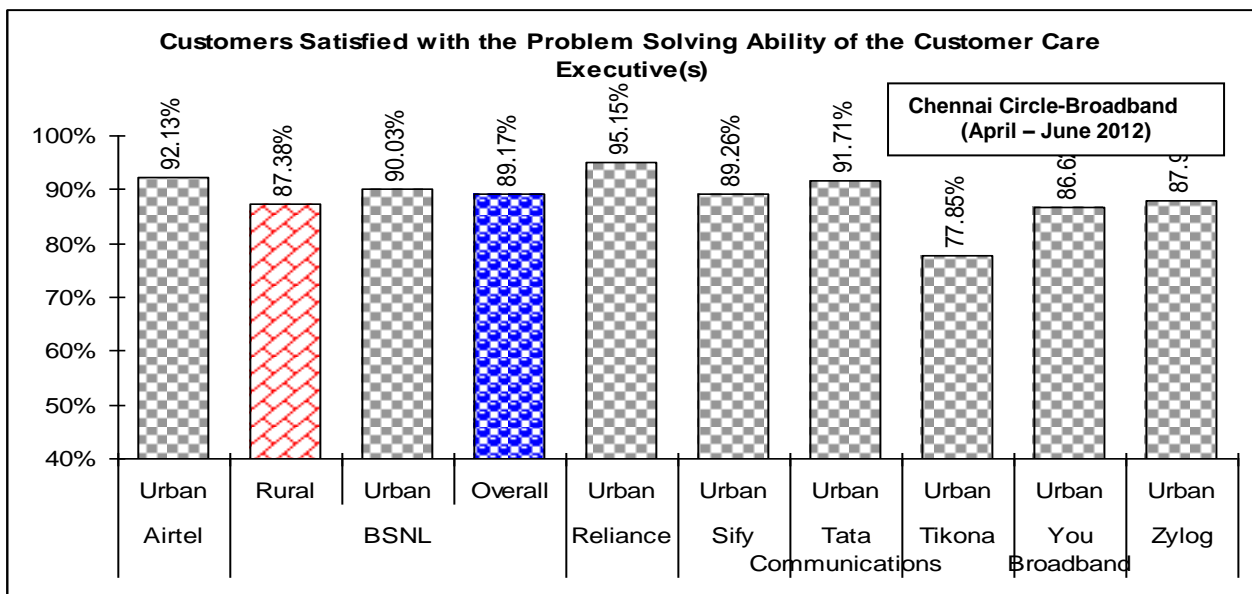


**d. Satisfaction with the Response Time Taken To Answer Your Call by the Customer Care Executive**



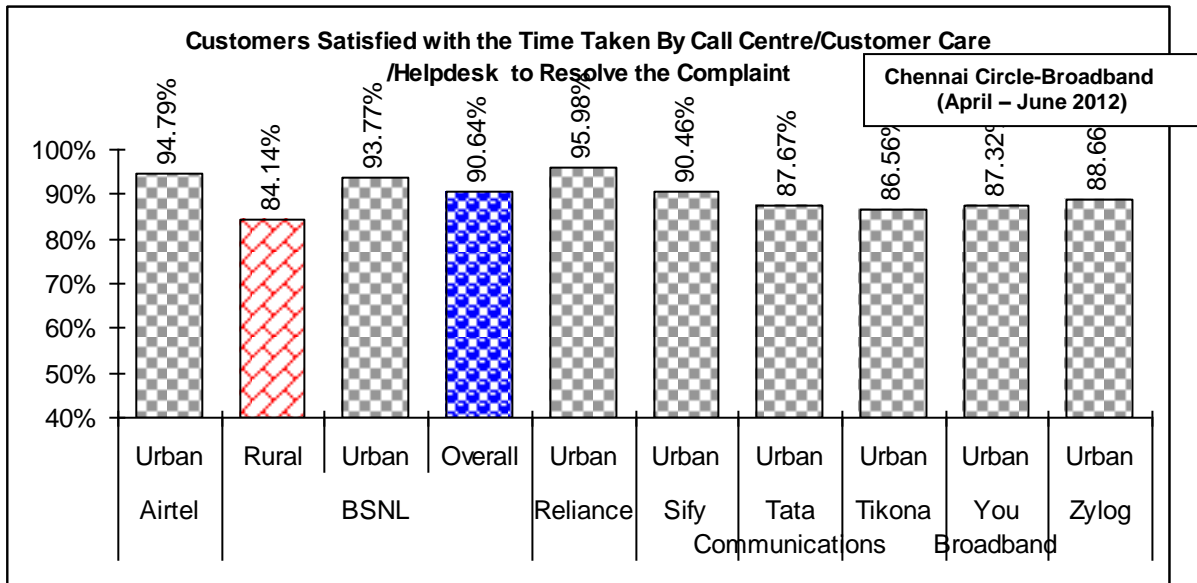
Majority of subscribers across all operators have opined either very satisfied or satisfied with response time taken to answer the call by customer care executive. The overall satisfaction of all subscribers is over 84%.

**e. Satisfaction with the Problem Solving Ability of the Customer Care Executive(s)**



Majority of subscribers across all operators have opined either very satisfied or satisfied with problem solving ability of customer care executive. The overall satisfaction of all subscribers is above 78 %.

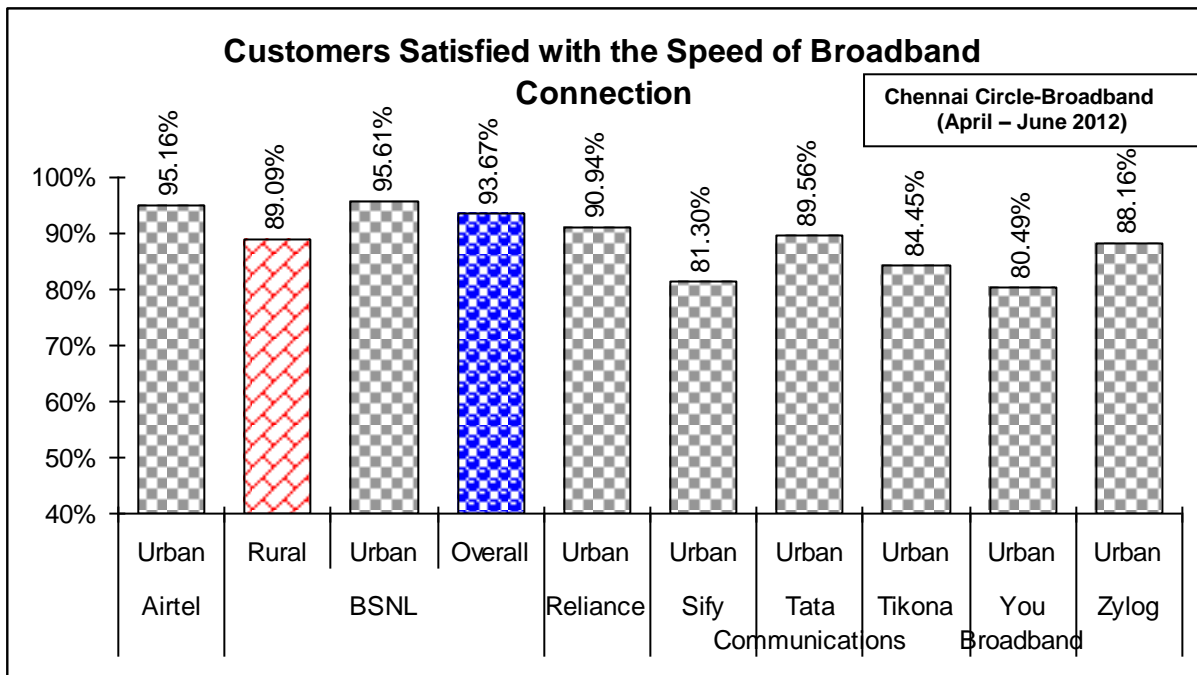
**f. Satisfaction with the Time Taken By Call Centre/Customer Care /Helpdesk to Resolve the Complaint**



Majority of subscribers across all operators have opined either very satisfied or satisfied with time taken by customer care executive to resolve the complaint. The overall satisfaction of all subscribers is over 87%.

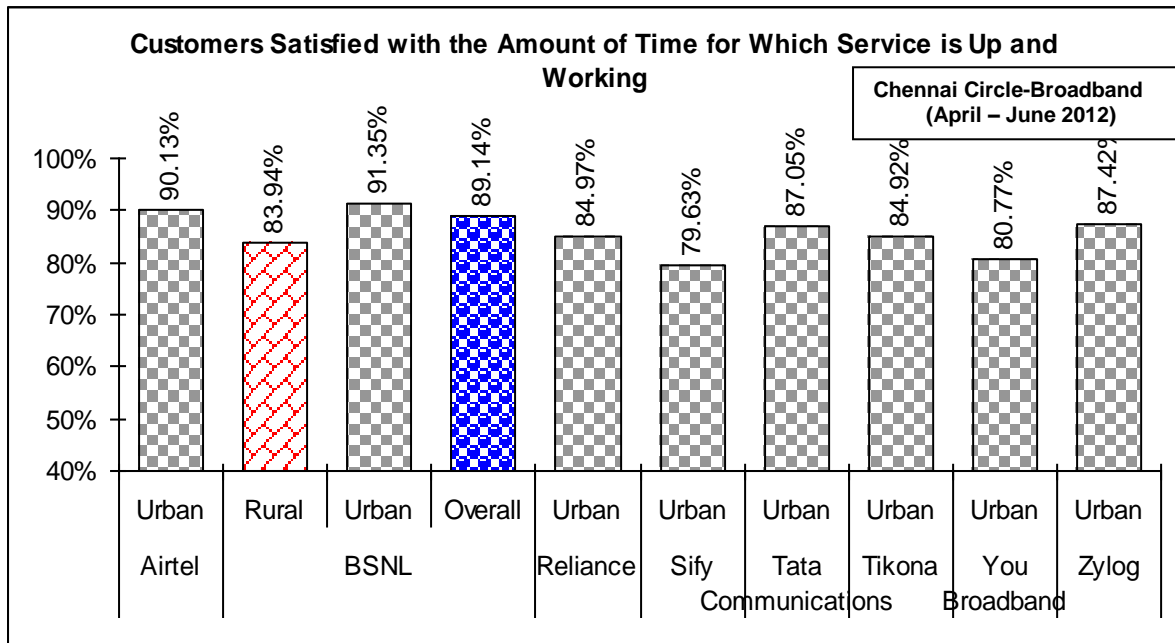
**5.3.4 Network Performance, Reliability and Availability**

**a. Satisfaction with the Speed of Broadband Connection**



Almost all subscribers across every operator are either very satisfied or satisfied with speed of their broad band connection. The overall satisfaction of all subscribers is above 80%.

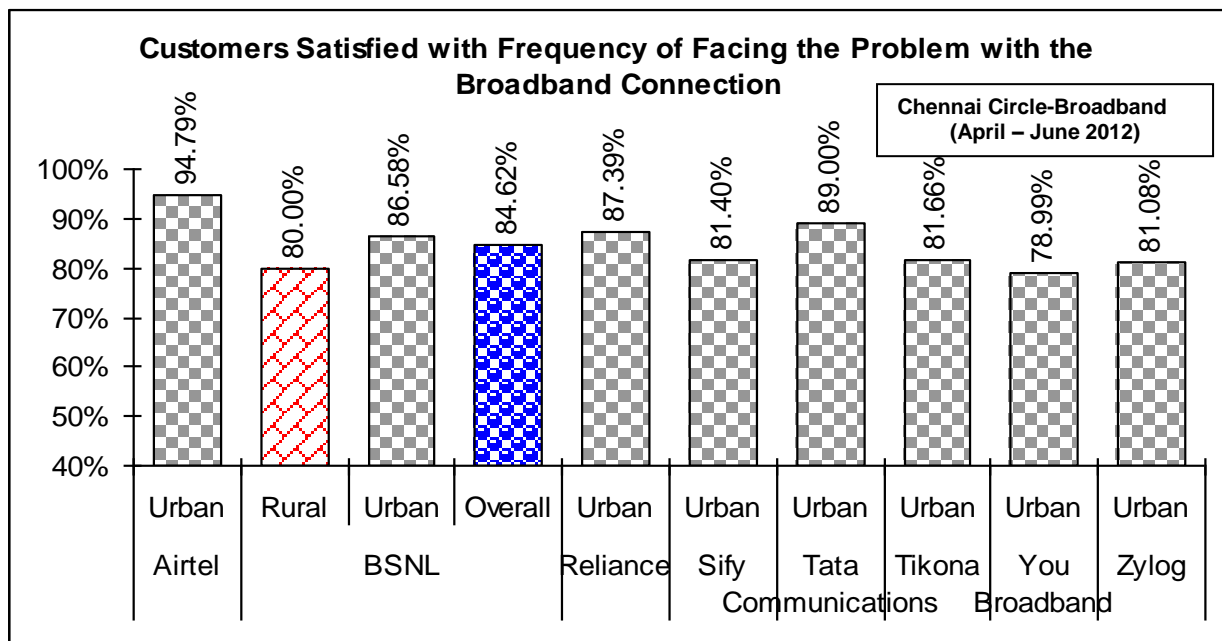
**b. Satisfaction with the Amount of Time for Which Service Is Up and Working**



Majority of subscribers across all operators have opined either very satisfied or satisfied with the amount of time for which service is up and working. The overall satisfaction of all subscribers is over 80 % across all operators in the present round of survey.

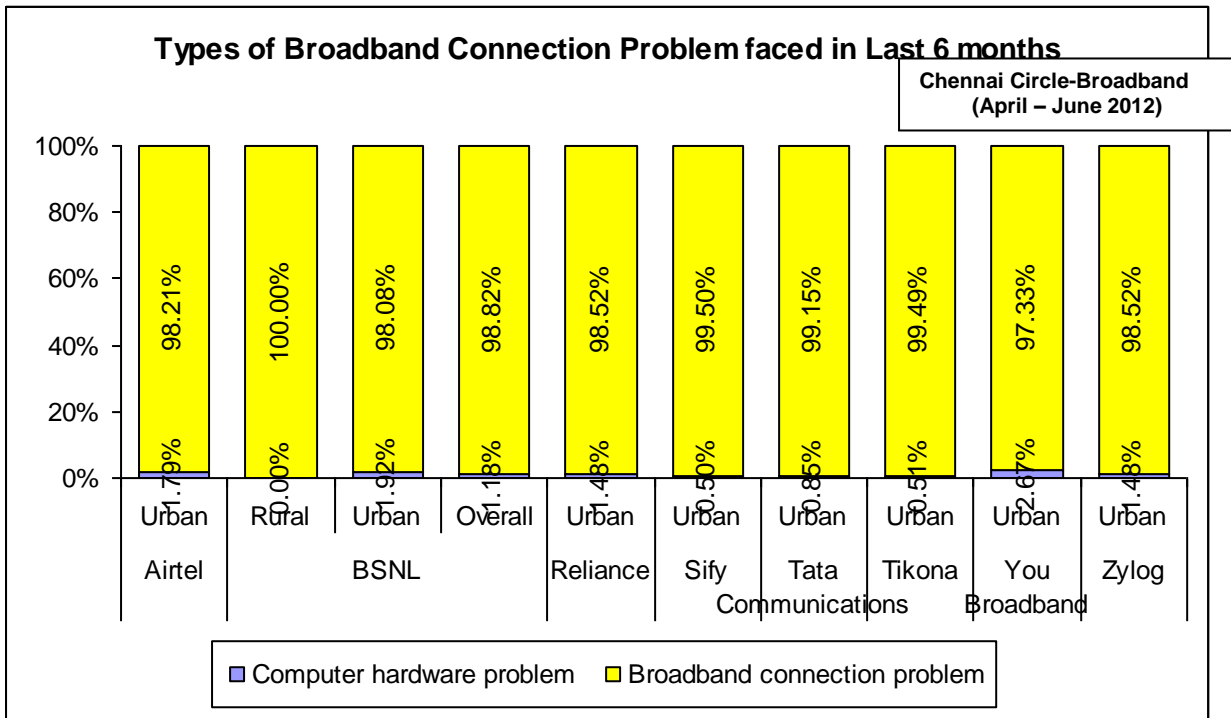
**5.3.5 Maintainability**

**a. Frequency of Facing the Problem with the Broadband Connection**



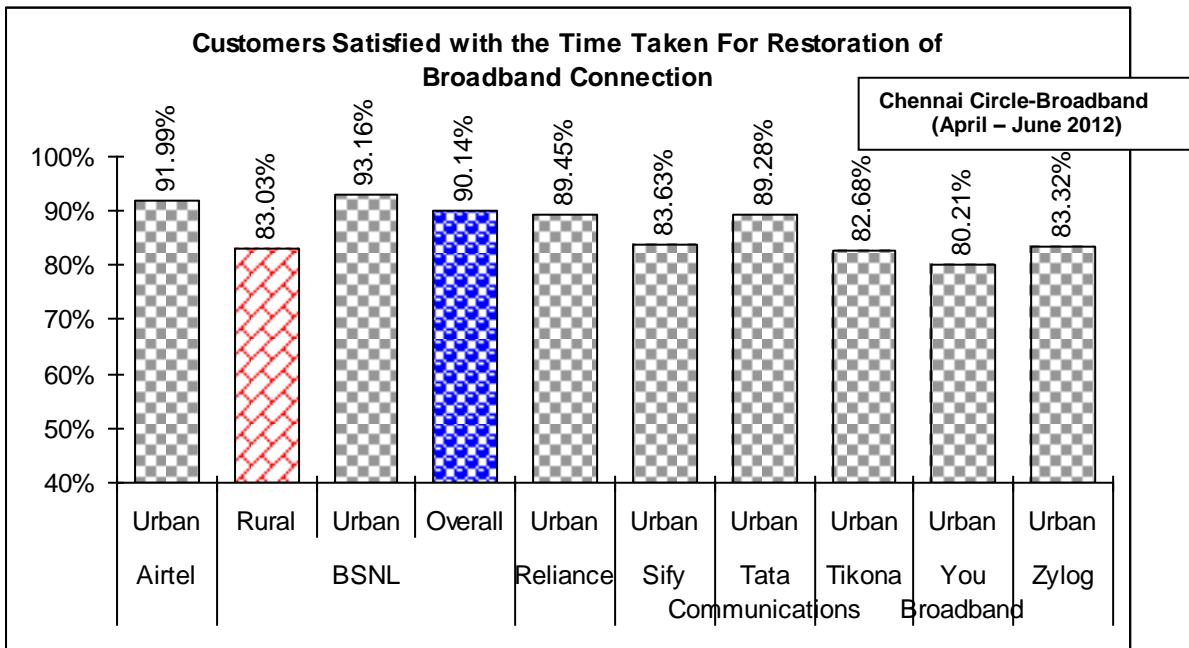
Majority of subscribers across all operators have opined either never or occasionally facing the problem with their broadband connection. The overall satisfaction of all subscribers is over 79%.

**b. Types of Broadband Connection Problem Faced In Last 6 Months**



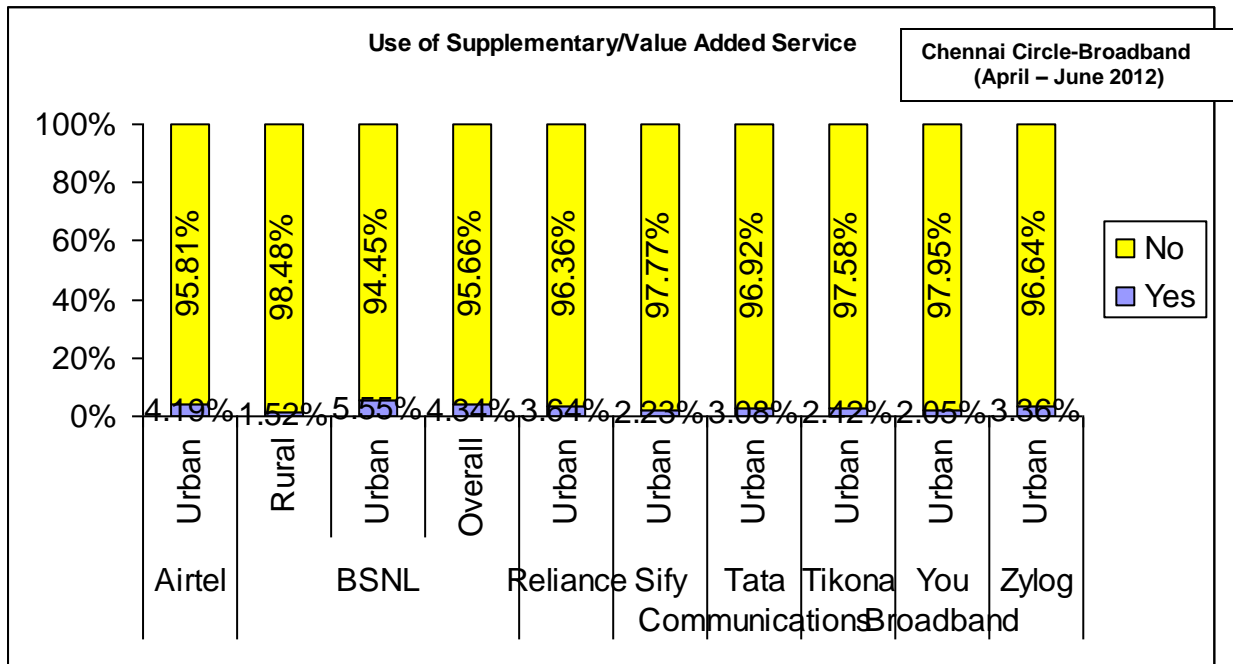
All subscribers across all operators attributed the reason as “broadband connection & modem problem” as the problem faced during last six months.

**c. Satisfaction with the Time Taken For Restoration of Broadband Connection**



Almost all subscribers across every operator are either very satisfied or satisfied with time taken for restoration of their broad band connection. The overall satisfaction of all subscribers is over 80%.

### 5.3.6 Supplementary Services



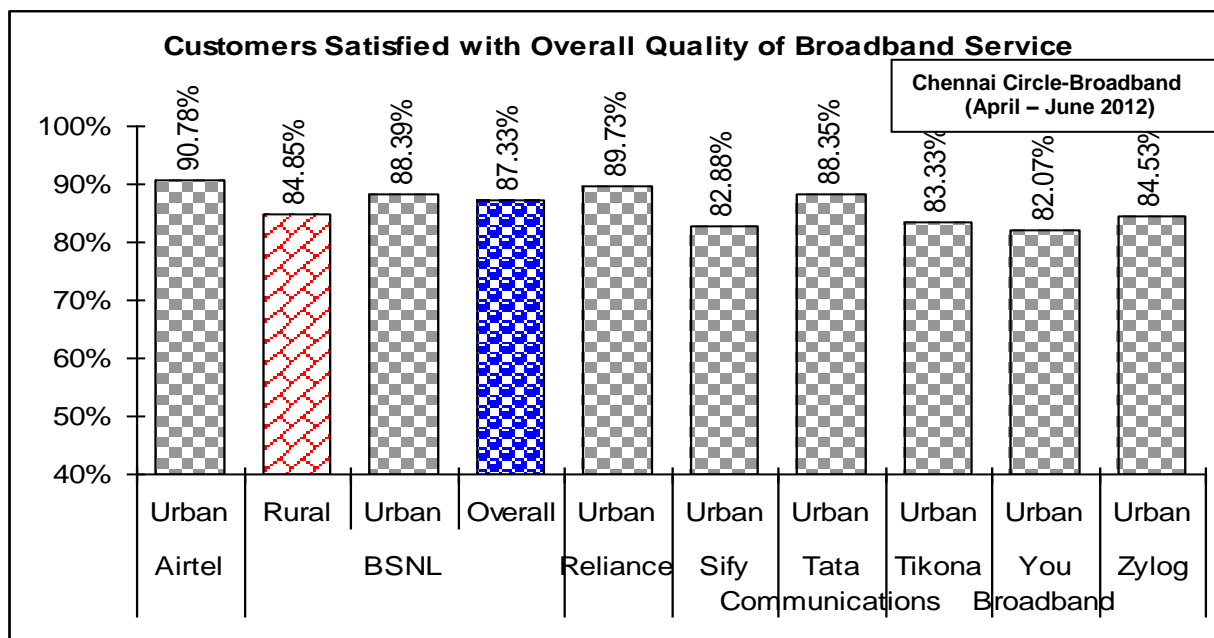
The supplementary services/value added service is not being used by over 94% subscribers.

From among those who use these services, around 88% (BSNL) to 75% (Sify) subscribers were satisfied with the process of activating value added services or the process of unsubscribing.

Of those who were not satisfied 40% (You Broadband) to 67% (Tikona) subscribers gave the reason as not being informed of charges by respective operators, while 13% (BSNL) to 57% (Tata) customers informed that operator activated without consent, and 11% (Sify) to 40% (You Broadband) subscribers were not informed about toll free number for unsubscribing.

Operator	Area	Use of Supplementary/Value Added Services	Satisfaction with the process of Activating Value Added Services or the process of Unsubscribing	Reason for Dissatisfaction			
		Yes		Not informed of Charges	Activated without consent	Not informed about toll free number for unsubscribing	Any other reason
Airtel	Urban	4.19%	84.44%	57.14%	14.29%	14.29%	14.29%
BSNL	Rural	1.52%	80.00%	66.67%	33.33%	0.00%	0.00%
	Urban	5.55%	88.37%	40.00%	0.00%	60.00%	0.00%
	Overall	4.34%	87.50%	50.00%	12.50%	37.50%	0.00%
Reliance	Urban	3.64%	79.49%	0.00%	15.38%	0.00%	84.62%
Sify	Urban	2.23%	75.00%	55.56%	33.33%	11.11%	0.00%
Tata Communications	Urban	3.08%	78.79%	42.86%	57.14%	0.00%	0.00%
Tikona	Urban	2.42%	76.92%	66.67%	16.67%	16.67%	0.00%
You Broadband	Urban	2.05%	77.27%	40.00%	0.00%	40.00%	20.00%
Zylog	Urban	3.36%	80.56%	42.86%	42.86%	0.00%	14.29%

### 5.3.7 Satisfaction with Overall Quality of Broadband Service



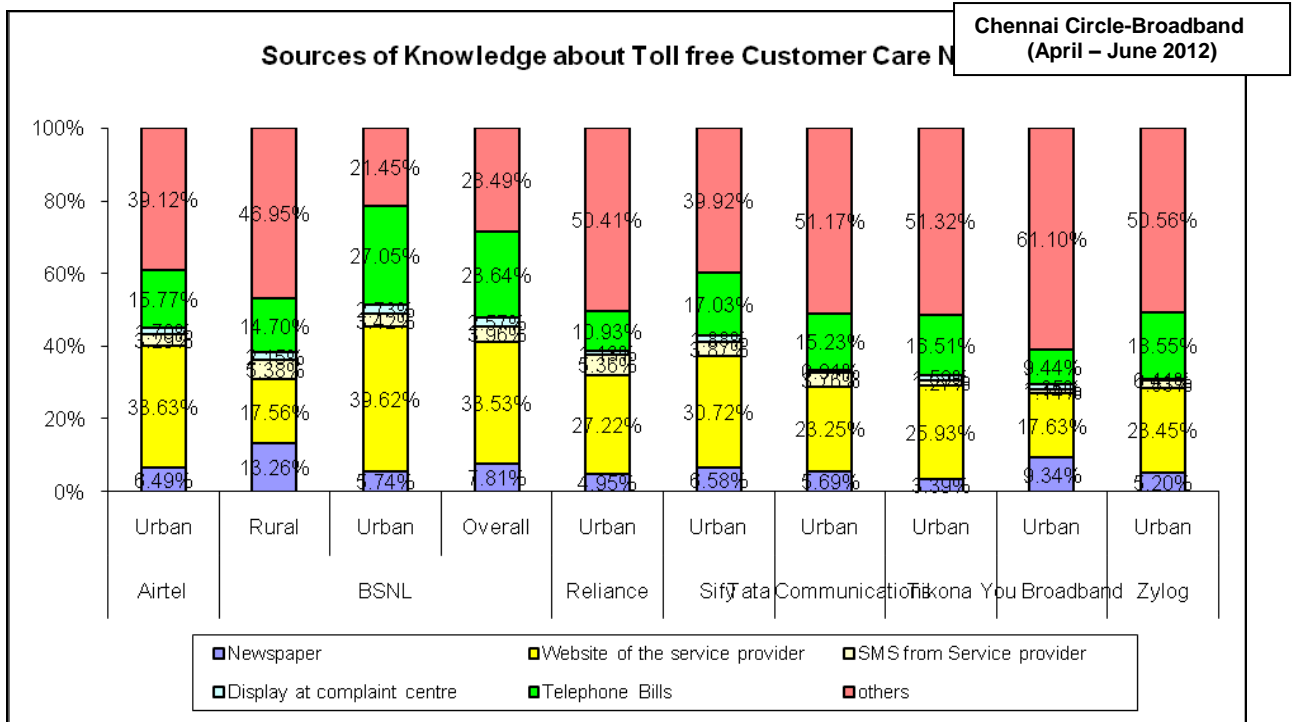
Majority of subscribers have opined that they are either very satisfied or satisfied with the overall quality of their broadband service with highest satisfaction level of 91% (Airtel) and a level of 82% (You Broadband).

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

Operator	Area	Awareness about	
		Customer Care Number	Appellate Authority
		Yes	Yes
Airtel	Urban	93.30%	2.33%
BSNL	Rural	84.55%	0.91%
	Urban	94.45%	3.10%
	Overall	91.49%	2.44%
Reliance	Urban	90.57%	1.77%
Sify	Urban	89.02%	1.30%
Tata Communications	Urban	91.80%	1.96%
Tikona	Urban	87.99%	1.58%
You Broadband	Urban	90.01%	1.59%
Zylog	Urban	91.43%	1.49%

As can be noticed from above analysis, majority subscribers in both rural and urban sector are aware of customer care services of their respective operators, but few are aware of nodal officer and appellate authority.

**5.2.9 Sources of Knowledge about the Toll free Customer Care Number**



The most important source of information about toll-free number is others like retailer display, friends etc followed by service provider web-site, next source is the Bill itself. Few get toll free number from News papers/sms from service provider.

As a next stage, around 15% of BSNL to 88 % of Sify subscribers have made a complaint in the last six months to their respective call centre/customer care/helpline numbers. Over 73 to 95 % of these complaints were registered and docket number was received by subscribers across various operators. As can be observed from detailed analysis below in the present round of survey 4% to 22% subscribers opined that docket number was not issued .Few opined that it was provided on request/not provided even on request.

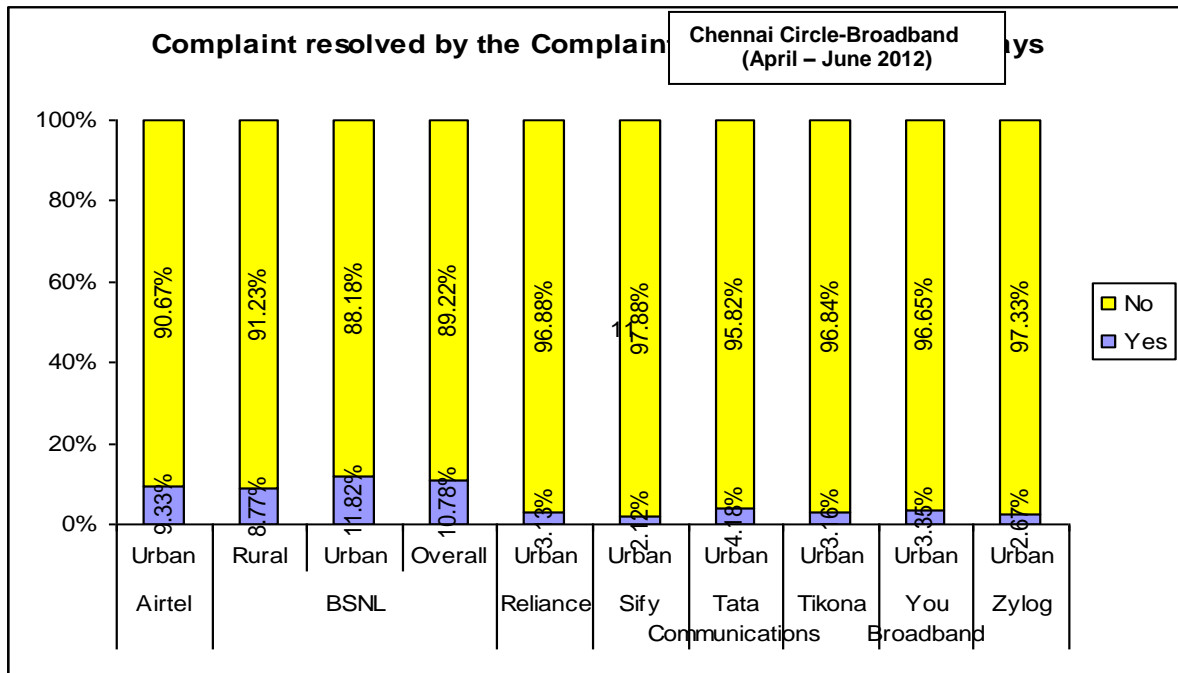
Also 58% Tata to 100% Airtel subscribers opined that they were informed by call centre about action being taken on their complaint.



**Report on Assessment of Implementation & Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Chennai Circle**

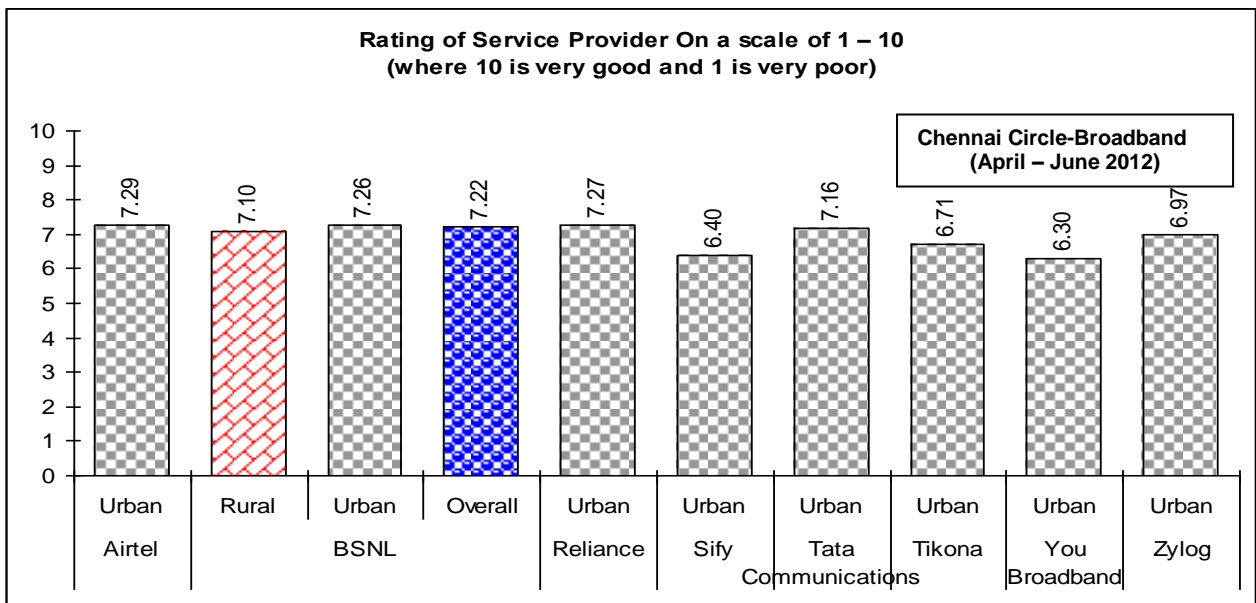
Operator	Area	Made any complaint to the customer care in last 6 months	With respect to complaint made to the call centre, the most applicable cases					Informed by call centre about the action taken on the complaint
		Yes	Docket number received	No Docket number received	It was received on request	No docket number received even on request	Refused to Register the Complaint	Yes
Airtel	Urban	20.95%	92.00%	7.11%	0.89%	0.00%	0.00%	100.00%
BSNL	Rural	17.27%	89.47%	10.53%	0.00%	0.00%	0.00%	97.06%
	Urban	14.19%	93.64%	2.73%	2.73%	0.91%	0.00%	97.38%
	<b>Overall</b>	15.11%	92.22%	5.39%	1.80%	0.60%	0.00%	85.42%
Reliance	Urban	26.89%	93.06%	6.60%	0.00%	0.35%	0.00%	95.09%
Sify	Urban	87.91%	89.95%	9.42%	0.11%	0.11%	0.42%	93.03%
Tata Communications	Urban	46.78%	91.24%	4.18%	3.78%	0.20%	0.60%	57.52%
Tikona	Urban	32.40%	73.28%	22.13%	3.74%	0.57%	0.29%	84.34%
You Broadband	Urban	86.37%	94.81%	3.68%	0.86%	0.32%	0.32%	80.27%
Zylog	Urban	83.69%	90.53%	8.35%	0.56%	0.22%	0.33%	62.52%

5.2.10 Complaint resolved by the Complaint Center within Three days



Above analysis indicates that mostly complaints resolving took more than three days by all operators.complaint centres.

5.3.11 Rating of Service Provider On a scale of 1 – 10 (where 10 is very good and 1 is very poor)



All major operators have received good ratings by respective subscribers, a score of above 6 on a scale of 1 to 10, highest score being that of Airtel (7.29) and least rating being given to You Broadband (6.30).

## **6.1 Key Takeouts & Recommendations – Basic Wireline**

### **Key Takeouts: Overall**

There are only 4 Operators present in Chennai providing Basic Wireline services. All four Operators are providing Wireline services in rural areas as well as urban areas.

### **Key Takeouts: Service Parameters**

#### **Customers Satisfied With Provisioning Of Service**

Tata in urban and BSNL in rural areas have maximum satisfied customers for 'provisioning of services' parameter and are much above the average performance on this parameter. Airtel in rural and Reliance in urban areas have least satisfied customers on this parameter.

#### **Customers Satisfied With Billing Performance-Postpaid**

For post-paid services, BSNL in rural and Airtel in urban areas scored maximum satisfaction from customers on billing performance parameter whereas Airtel's rural and Tata's urban customers had least satisfied customers.

#### **Customers Satisfied With Billing Performance-Prepaid**

Airtel's rural and Reliance urban billing performance for pre-paid customers is rated best amongst all wireline service providers while Tata (having least satisfied customers both in rural & urban areas) need improvement w.r.t. performance on pre-paid billing.

#### **Customers Satisfied With Network Performance, Reliability and Availability**

The network performance, reliability and availability of service are maximum for BSNL for both in rural & urban areas while that of Tata is least in rural areas.

#### **Customers Satisfied With Maintainability**

Airtel in both urban and rural areas scored highest on account this parameter. Reliance in rural and TATA in urban areas scored least on this parameter.

#### **Customers Satisfied With Supplementary and Value Added Services**

Among the 4 Operators of Wireline services in Chennai, BSNL has topped overall in providing supplementary & value-added services whereas Airtel in rural areas and Tata in urban areas are lagging behind on this parameter in comparison to all other Operators.

#### **Customers Satisfied With Help Services Including Grievance Redressal**

Help services including grievance redressal is wanting in rural areas by all operators except BSNL while services of Tata and BSNL on this aspect are quite appreciated by its customers in urban areas.

## **Customers Satisfied With Overall Service Quality**

It can be concluded that Overall quality service performance as perceived by customers is below average for Tata only, and is above average for all other Basic Wireline services.

### **Key Takeouts: Operator Level**

#### **Airtel**

Airtel is rated as best performance in terms of maintainability in urban areas, however, needs further improvement in overall performance to achieve Benchmark levels, especially on pre-paid billing performance, network reliability & performance and supplementary services including VAS.

#### **BSNL**

BSNL performance has been best among all operators in terms of network performance, reliability & availability where it scored highest. Its services overall performance has crossed Benchmark levels on all parameters, making it a preferred service provider.

#### **Reliance**

Reliance wire-line has scored more than Benchmark level in terms of maintainability and help services including grievance redressal. On all other parameters, significant improvements are required for achieving the Benchmark levels.

#### **Tata**

Tata's performance has been good in terms of service provisioning while it needs to further improve its performance in rural areas in Chennai circle.

## **6.2 Key Takeouts& Recommendations – Cellular Mobile**

### **Key Takeouts: Overall**

Out of the ten Operators present in Chennai, all Operators have their presence both in Rural and Urban areas except Videocon having presence in urban areas only.

### **Key Takeouts: Service Parameters**

#### **Customers Satisfied With Provisioning Of Service**

Airtel's overall performance both in rural as well as urban areas has scored maximum satisfaction of customers. Unitech & Systema Shyam have least satisfied customers for Service Provisions.

#### **Customers Satisfied With Billing Performance-Prepaid**

For prepaid customers, billing performance is best displayed by Airtel in both rural and urban areas. Unitech & Systema Shyam performance is least satisfactory for prepaid customers in urban & rural areas amongst the ten Operators present in Chennai circle.

#### **Customers Satisfied With Billing Performance-Postpaid**

For billing related postpaid customers, Vodafone is found to be the best performer in urban and Aircel is best in rural areas. Idea both in rural and urban areas has least satisfied postpaid customers w.r.t. billing related issues.

#### **Customers Satisfied With Network Performance, Reliability and Availability**

Maximum customers are satisfied with Airtel's performance, reliability and availability of network in urban and rural areas. Out of ten Operators in Chennai, Unitech & Tata in rural and Unitech only in urban areas has the least satisfied customers for their network performance, reliability and availability.

#### **Customers Satisfied With Maintainability**

BSNL in rural areas and Aircel in urban areas have demonstrated the strongest maintainability of signals whereas Tata & Reliance in rural and Unitech in urban area have poorest maintainability of signals. Only BSNL's performance in rural area is above Benchmark level whereas in urban areas, all operators except three operators (Systema Shyam, Unitech and Videocon) have above Benchmark performance on maintainability.

#### **Customers Satisfied With Supplementary and Value Added Services**

Airtel & BSNL both in urban and rural area top the satisfaction levels amongst customers w.r.t. supplementary services and VAS. Customer satisfaction with supplementary & value added services in both rural and urban areas is least with Unitech.

### **Customers Satisfied With Help Services Including Grievance Redressal**

Aircel, Airtel and BSNL scored maximum in rural areas. Aircel and Airtel scored highest in urban areas. Unitech customers are least satisfied both in rural and urban areas on account of help services including grievance redressal.

### **Customers Satisfied With Overall Service Quality**

The best Operator as perceived by Customers for overall service quality in rural sectors is Aircel and in urban sector is Airtel. The least score is of Videocon & Systema Shyam in urban areas and Unitech's in rural areas.

### **Key Takeouts: Operator Level**

#### **Aircel**

Overall Aircel performance has been above average as perceived by Customers since its performance on 6 out of 7 parameters has been above average in rural areas, however its overall performance (on 6 parameters out of 7 above Benchmark level) have shown considerable improvements due to better performance in urban areas. Customer perception about its billing performance post paid is best in rural area while maintainability is best in urban areas.

#### **Airtel**

Airtel has been adjudged as best overall in provisioning of services, Billing performance-pre-paid, network performance, reliability & availability and supplementary & VAS. Its performance is either above or minutely below Benchmark level on all parameters.

#### **BSNL**

BSNL reported best performance on maintainability in rural and VAS in urban areas. BSNL needs to improve its Billing performance both for pre-paid and post-paid customers in rural areas (performance below Benchmark level). Performance on all other parameters both in rural and urban areas are above Benchmark levels.

#### **Idea**

Idea is below average performer in rural area terms of all parameters except network performance, reliability & availability as well as maintainability in comparison to all Operators. In urban areas, Idea has performed above Benchmark level on all parameters except on Billing performance (both pre- and post-paid)

### **Reliance**

Reliance performance on all parameters is below Benchmark level in rural area. Contrarily, its performance in urban area is above Benchmark levels on all parameters except Billing performance (both pre- and post-paid). It needs efforts to upgrade its performances in rural area.

### **Systema Shyam**

Considering performance on various parameters evaluated, Systema Shyam has scored above average only for help services including grievance redressal, otherwise it has shown its performance on all parameters below Benchmark level and also below average for both in rural and urban area.

### **Tata**

Its performance on all parameters in rural area is below average or average and below Benchmark level or at par. In urban area, on all other parameters except VAS, Tata has performed above Benchmark level

### **Unitech**

Barring Unitech's performance on service provisioning in urban area to be above Benchmark level, its performance on all parameters in both rural and urban area is below average and below Benchmark levels.

### **Videocon**

Videocon provides cellular services in urban area only in Chennai circle. Besides its performance on service provisioning in urban area to be above Benchmark level, its performance on all parameters in urban area is below average and below Benchmark levels.

### **Vodafone**

Vodafone performance in rural area is moderate showing 4 parameters above Benchmark and other 4 parameters below Benchmark levels whereas in urban area, Vodafone performance is above Benchmark and above average in comparison to all ten Operators present in Chennai circle on all parameters.

### **6.3 Key Takeouts & Recommendations – Broadband**

#### **Key Takeouts: Overall**

There are eight Operators present in Chennai providing Broadband services. Some of the Operators could manage to achieve Bench Mark level in some of the parameters. Only BSNL provides Broadband services to its customers in rural areas.

#### **Key Takeouts: Service Parameters**

##### **Customers Satisfied With Provisioning Of Service**

Airtel is most active in provisioning of services. Except Sify and You Broadband, all other operators achieved performance above Benchmark level in terms of provisioning of services of broadband services.

##### **Customers Satisfied With Billing Performance-Postpaid**

Tikona has scored the least in postpaid billing whereas Airtel is best performer amongst all eight Operators for broadband on this aspect. All Operators except Tikona have performed above Benchmark level on Post-paid Billing performance.

##### **Customers Satisfied With Billing Performance-Prepaid**

Tata Communication is the best performer on prepaid billing amongst all eight Operators for broadband services in Chennai. Sify and You Broadband could not achieve Benchmark level whereas all other operators are above Benchmark level.

##### **Customers Satisfied With Network Performance, Reliability and Availability**

Sify's performance is least satisfactory in urban areas while BSNL is best in urban areas. Only three (Sify, Tikona and You Broadband) out of eight operators could not perform above Benchmark level.

##### **Customers Satisfied With Maintainability**

Maximum customers are satisfied with Airtel broadband connections maintainability while Customers are least satisfied with You Broadband on this aspect.

##### **Customers Satisfied With Supplementary and Value Added Services**

Supplementary and value-added services are being best provided by BSNL in urban areas followed by Reliance, Tikona in urban areas needs maximum attention for improvement in VAS and supplementary broadband services

##### **Customers Satisfied With Help Services**

Airtel provides best help service whereas Tikona has least satisfied customers with its help services.



## **Customers Satisfied With Overall Service Quality.**

The perception of customers about overall broadband service quality is best for Airtel while overall service quality of You Broadband & Sify is perceived to be poor.

### **Key Takeouts: Operator Level**

#### **Airtel**

Airtel was found to be best performer as compared to other Operators on most of the parameters and has achieved performance beyond Benchmark levels in broadband services all parameters except VAS.

#### **BSNL**

Overall BSNL is an above average performer and its performance is beyond Benchmark levels on all parameters. BSNL is only Broadband service provider in rural areas of Chennai circle.

#### **Reliance**

Overall Reliance is an above average performer and its performance is beyond Benchmark levels on all parameters.

#### **TATA**

TATA has performed above average (beyond Benchmark) on most of the parameters but needs to specifically improve its supplementary & value added services.

#### **Sify**

Sify performance is below average and its customers are least satisfied towards its network performance, reliability & availability among all operators. It also needs to improve upon overall service to achieve Benchmark level performance.

#### **Tikona**

Tikona is operational only in urban areas with below average performance on all parameters. It needs to specifically address its post paid billing performance, supplementary & VAS and help services in which it is least scorer among all operators.

## **You Broadband**

You Broadband is operational only in urban areas with below average and below Benchmark level performance on all parameters. You Broadband has to address issues of performance on all parameters since customers are least satisfied on almost all parameters as compared to all other operators in the circle.

## **Zylog**

Zylog is operational only in urban areas with moderate performance on some of the parameters and below average performance on rest of the parameters. It has to improve its Supplementary & VAS services performance, Maintainability, help services and overall service quality to achieve Benchmark levels in these parameters also..

## 7.0 Annexure (Question wise Responses)

### 7.1 Basic Service (Wireline)

#### A. Service Provision

#### 1. Taking a telephone connection, shifting or temporarily suspending the connection in the last 6 months

Wireline Operator	Area	Yes	No
Airtel	Rural	10.80%	89.20%
	Urban	3.96%	96.04%
	<b>Overall</b>	5.32%	94.68%
BSNL	Rural	5.18%	94.82%
	Urban	4.16%	95.84%
	<b>Overall</b>	4.47%	95.53%
Reliance	Rural	12.50%	87.50%
	Urban	7.08%	92.92%
	<b>Overall</b>	7.93%	92.07%
Tata	Rural	9.94%	90.06%
	Urban	7.07%	92.93%
	<b>Overall</b>	7.56%	92.44%

#### 1b. Satisfaction with the time taken to provide working phone connection

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	4.35%	82.61%	8.70%	4.35%	86.96%	13.04%
	Urban	11.76%	82.35%	5.88%	0.00%	94.12%	5.88%
	<b>Overall</b>	8.77%	82.46%	7.02%	1.75%	91.23%	8.77%
BSNL	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	3.23%	87.10%	6.45%	3.23%	90.32%	9.68%
	<b>Overall</b>	2.08%	91.67%	4.17%	2.08%	93.75%	6.25%
Reliance	Rural	0.00%	90.48%	4.76%	4.76%	90.48%	9.52%
	Urban	4.69%	78.13%	14.06%	3.13%	82.81%	17.19%
	<b>Overall</b>	3.53%	81.18%	11.76%	3.53%	84.71%	15.29%
Tata	Rural	0.00%	88.89%	11.11%	0.00%	88.89%	11.11%
	Urban	3.17%	93.65%	3.17%	0.00%	96.83%	3.17%
	<b>Overall</b>	2.47%	92.59%	4.94%	0.00%	95.06%	4.94%

**3. Being informed in writing, at the time of subscription of service or within a week of activation of service the complete details of the tariff plan**

Wireline Operator	Area	Yes	No
Airtel	Rural	91.30%	8.70%
	Urban	97.06%	2.94%
	<b>Overall</b>	94.74%	5.26%
BSNL	Rural	100.00%	0.00%
	Urban	96.77%	3.23%
	<b>Overall</b>	97.92%	2.08%
Reliance	Rural	90.48%	9.52%
	Urban	96.88%	3.13%
	<b>Overall</b>	95.29%	4.71%
Tata	Rural	94.44%	5.56%
	Urban	96.83%	3.17%
	<b>Overall</b>	96.30%	3.70%

**3. The ease of understanding or with provision of all relevant information related to tariff plans & charges**

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	8.70%	78.26%	13.04%	0.00%	86.96%	13.04%
	Urban	5.88%	85.29%	8.82%	0.00%	91.18%	8.82%
	<b>Overall</b>	7.02%	82.46%	10.53%	0.00%	89.47%	10.53%
BSNL	Rural	11.76%	76.47%	11.76%	0.00%	88.24%	11.76%
	Urban	9.68%	90.32%	0.00%	0.00%	100.00%	0.00%
	<b>Overall</b>	10.42%	85.42%	4.17%	0.00%	95.83%	4.17%
Reliance	Rural	0.00%	90.48%	4.76%	4.76%	90.48%	9.52%
	Urban	4.69%	85.94%	6.25%	3.13%	90.63%	9.38%
	<b>Overall</b>	3.53%	87.06%	5.88%	3.53%	90.59%	9.41%
Tata	Rural	5.56%	88.89%	5.56%	0.00%	94.44%	5.56%
	Urban	1.59%	93.65%	3.17%	1.59%	95.24%	4.76%
	<b>Overall</b>	2.47%	92.59%	3.70%	1.23%	95.06%	4.94%

## B. Billing Related-Postpaid Customer

### 4. Satisfaction with the time taken to deliver the bills

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	25.64%	60.51%	10.77%	3.08%	86.15%	13.85%
	Urban	12.35%	83.78%	2.91%	0.97%	96.13%	3.87%
	<b>Overall</b>	14.89%	79.33%	4.41%	1.37%	94.22%	5.78%
BSNL	Rural	10.67%	85.06%	2.74%	1.52%	95.73%	4.27%
	Urban	11.13%	85.39%	3.08%	0.40%	96.51%	3.49%
	<b>Overall</b>	10.99%	85.29%	2.98%	0.74%	96.28%	3.72%
Reliance	Rural	21.19%	69.54%	5.96%	3.31%	90.73%	9.27%
	Urban	8.98%	83.78%	5.37%	1.87%	92.77%	7.23%
	<b>Overall</b>	10.81%	81.65%	5.46%	2.08%	92.46%	7.54%
Tata	Rural	25.83%	66.23%	5.30%	2.65%	92.05%	7.95%
	Urban	7.74%	85.95%	4.40%	1.90%	93.69%	6.31%
	<b>Overall</b>	10.49%	82.95%	4.54%	2.02%	93.44%	6.56%

### 5(a) Satisfaction with the quality, Accuracy & completeness of the bills

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	8.72%	83.59%	4.62%	3.08%	92.31%	7.69%
	Urban	13.20%	81.96%	1.82%	3.03%	95.16%	4.84%
	<b>Overall</b>	12.34%	82.27%	2.35%	3.04%	94.61%	5.39%
BSNL	Rural	13.11%	82.01%	1.83%	3.05%	95.12%	4.88%
	Urban	8.58%	84.45%	3.08%	3.89%	93.03%	6.97%
	<b>Overall</b>	9.96%	83.71%	2.70%	3.63%	93.67%	6.33%
Reliance	Rural	12.58%	81.46%	1.99%	3.97%	94.04%	5.96%
	Urban	5.37%	88.80%	4.32%	1.52%	94.17%	5.83%
	<b>Overall</b>	6.45%	87.70%	3.97%	1.88%	94.15%	5.85%
Tata	Rural	11.92%	82.12%	3.31%	2.65%	94.04%	5.96%
	Urban	6.19%	82.38%	8.21%	3.21%	88.57%	11.43%
	<b>Overall</b>	7.06%	82.34%	7.47%	3.13%	89.40%	10.60%

**5(b) The reason(s) for dissatisfaction**

Wireline Operator	Area	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 (please specify)
Airtel	Rural	33.33%	6.67%	13.33%	6.67%	26.67%	6.67%	6.67%
	Urban	35.00%	15.00%	7.50%	0.00%	40.00%	2.50%	0.00%
	<b>Overall</b>	34.55%	12.73%	9.09%	1.82%	36.36%	3.64%	1.82%
BSNL	Rural	25.00%	18.75%	6.25%	6.25%	37.50%	6.25%	0.00%
	Urban	38.46%	15.38%	1.92%	1.92%	36.54%	3.85%	1.92%
	<b>Overall</b>	35.29%	16.18%	2.94%	2.94%	36.76%	4.41%	1.47%
Reliance	Rural	44.44%	22.22%	0.00%	11.11%	22.22%	0.00%	0.00%
	Urban	20.00%	10.00%	2.00%	4.00%	52.00%	4.00%	8.00%
	<b>Overall</b>	23.73%	11.86%	1.69%	5.08%	47.46%	3.39%	6.78%
Tata	Rural	44.44%	11.11%	0.00%	0.00%	44.44%	0.00%	0.00%
	Urban	19.79%	16.67%	4.17%	5.21%	44.79%	6.25%	3.13%
	<b>Overall</b>	21.90%	16.19%	3.81%	4.76%	44.76%	5.71%	2.86%

**6. Making of any billing related complaints in the last 6 months**

Wireline Operator	Area	Yes	No
Airtel	Rural	14.08%	85.92%
	Urban	8.04%	91.96%
	<b>Overall</b>	9.24%	90.76%
BSNL	Rural	10.98%	89.02%
	Urban	7.10%	92.90%
	<b>Overall</b>	8.29%	91.71%
Reliance	Rural	12.50%	87.50%
	Urban	11.50%	88.50%
	<b>Overall</b>	11.66%	88.34%
Tata	Rural	11.60%	88.40%
	Urban	16.05%	83.95%
	<b>Overall</b>	15.30%	84.70%

**7. Satisfaction with the process of resolution of billing complaints**

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	26.67%	66.67%	3.33%	3.33%	93.33%	6.67%
	Urban	20.29%	75.36%	2.90%	1.45%	95.65%	4.35%
	<b>Overall</b>	22.22%	72.73%	3.03%	2.02%	94.95%	5.05%
BSNL	Rural	16.67%	77.78%	2.78%	2.78%	94.44%	5.56%
	Urban	20.75%	75.47%	1.89%	1.89%	96.23%	3.77%
	<b>Overall</b>	19.10%	76.40%	2.25%	2.25%	95.51%	4.49%
Reliance	Rural	23.81%	66.67%	4.76%	4.76%	90.48%	9.52%
	Urban	22.12%	71.15%	3.85%	2.88%	93.27%	6.73%
	<b>Overall</b>	22.40%	70.40%	4.00%	3.20%	92.80%	7.20%
Tata	Rural	4.76%	85.71%	4.76%	4.76%	90.48%	9.52%
	Urban	23.78%	69.93%	4.20%	2.10%	93.71%	6.29%
	<b>Overall</b>	21.34%	71.95%	4.27%	2.44%	93.29%	6.71%

**8. Satisfaction with the clarity of the bills sent by the service provider in terms of transparency and understandability**

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	7.18%	86.15%	4.62%	2.05%	93.33%	6.67%
	Urban	14.16%	82.69%	1.09%	2.06%	96.85%	3.15%
	<b>Overall</b>	12.83%	83.35%	1.76%	2.06%	96.18%	3.82%
BSNL	Rural	11.28%	83.84%	2.74%	2.13%	95.12%	4.88%
	Urban	8.85%	87.40%	1.07%	2.68%	96.25%	3.75%
	<b>Overall</b>	9.59%	86.31%	1.58%	2.51%	95.90%	4.10%
Reliance	Rural	8.61%	82.78%	5.30%	3.31%	91.39%	8.61%
	Urban	3.97%	90.90%	4.08%	1.05%	94.87%	5.13%
	<b>Overall</b>	4.66%	89.68%	4.27%	1.39%	94.35%	5.65%
Tata	Rural	8.61%	83.44%	5.96%	1.99%	92.05%	7.95%
	Urban	5.83%	85.48%	6.19%	2.50%	91.31%	8.69%
	<b>Overall</b>	6.26%	85.17%	6.16%	2.42%	91.42%	8.58%

## 9. Reason(s) for dissatisfaction

Wireline Operator	Area	Difficult to read the Bills	Difficult to understand the Language	Calculations not clear	Item wise charges like total minuts of usage of local,STD,ISD calls and charges thereon not given	Others
Airtel	Rural	7.69%	23.08%	7.69%	61.54%	0.00%
	Urban	15.38%	7.69%	11.54%	65.38%	0.00%
	<b>Overall</b>	12.82%	12.82%	10.26%	64.10%	0.00%
BSNL	Rural	0.00%	12.50%	6.25%	81.25%	0.00%
	Urban	14.29%	3.57%	7.14%	75.00%	0.00%
	<b>Overall</b>	9.09%	6.82%	6.82%	77.27%	0.00%
Reliance	Rural	0.00%	15.38%	15.38%	69.23%	0.00%
	Urban	2.27%	6.82%	13.64%	77.27%	0.00%
	<b>Overall</b>	1.75%	8.77%	14.04%	75.44%	0.00%
Tata	Rural	8.33%	16.67%	0.00%	75.00%	0.00%
	Urban	4.11%	8.22%	10.96%	76.71%	0.00%
	<b>Overall</b>	4.71%	9.41%	9.41%	76.47%	0.00%

## 10(a) Satisfaction with the charges deducted for every call i.e. amount deducted on every usage

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	5.56%	83.33%	5.56%	5.56%	88.89%	11.11%
	Urban	6.25%	90.63%	3.13%	0.00%	96.88%	3.13%
	<b>Overall</b>	6.00%	88.00%	4.00%	2.00%	94.00%	6.00%
BSNL	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA	NA	NA
Reliance	Rural	5.88%	82.35%	5.88%	5.88%	88.24%	11.76%
	Urban	8.51%	89.36%	2.13%	0.00%	97.87%	2.13%
	<b>Overall</b>	7.81%	87.50%	3.13%	1.56%	95.31%	4.69%
Tata	Rural	6.67%	80.00%	3.33%	10.00%	86.67%	13.33%
	Urban	3.92%	88.24%	3.92%	3.92%	92.16%	7.84%
	<b>Overall</b>	4.94%	85.19%	3.70%	6.17%	90.12%	9.88%



**10(b) Reason(s) for dissatisfaction**

Wireline Operator	Area	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
Airtel	Rural	50.00%	0.00%	0.00%	50.00%	0.00%
	Urban	0.00%	100.00%	0.00%	0.00%	0.00%
	<b>Overall</b>	33.33%	33.33%	0.00%	33.33%	0.00%
BSNL	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA	NA
Reliance	Rural	0.00%	50.00%	50.00%	0.00%	0.00%
	Urban	0.00%	100.00%	0.00%	0.00%	0.00%
	<b>Overall</b>	0.00%	66.67%	33.33%	0.00%	0.00%
Tata	Rural	25.00%	25.00%	25.00%	25.00%	0.00%
	Urban	25.00%	25.00%	25.00%	0.00%	25.00%
	<b>Overall</b>	25.00%	25.00%	25.00%	12.50%	12.50%

**10(c) Made any complaint related to charging/credit/waiver/validity/adjustment in last 6 months**

Wireline Operator	Area	Yes	No
Airtel	Rural	21.88%	78.13%
	Urban	24.00%	76.00%
	<b>Overall</b>	NA	NA
BSNL	Rural	NA	NA
	Urban	NA	NA
	<b>Overall</b>	23.53%	76.47%
Reliance	Rural	23.40%	76.60%
	Urban	23.44%	76.56%
	<b>Overall</b>	20.00%	80.00%
Tata	Rural	24.00%	76.00%
	Urban	22.50%	77.50%
	<b>Overall</b>	21.88%	78.13%

**10(d) Satisfaction with the resolution of the complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints**

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	20.00%	60.00%	20.00%	0.00%	80.00%	20.00%
	Urban	14.29%	71.43%	14.29%	0.00%	85.71%	14.29%
	<b>Overall</b>	16.67%	66.67%	16.67%	0.00%	83.33%	16.67%
BSNL	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA	NA	NA
Reliance	Rural	0.00%	75.00%	25.00%	0.00%	75.00%	25.00%
	Urban	18.18%	72.73%	9.09%	0.00%	90.91%	9.09%
	<b>Overall</b>	13.33%	73.33%	13.33%	0.00%	86.67%	13.33%
Tata	Rural	16.67%	50.00%	16.67%	16.67%	66.67%	33.33%
	Urban	8.33%	83.33%	8.33%	0.00%	91.67%	8.33%
	<b>Overall</b>	11.11%	72.22%	11.11%	5.56%	83.33%	16.67%

**10(e) Satisfaction with the ease of recharging process and the transparency of recharge offer**

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	22.22%	61.11%	11.11%	5.56%	83.33%	16.67%
	Urban	18.75%	78.13%	3.13%	0.00%	96.88%	3.13%
	<b>Overall</b>	20.00%	72.00%	6.00%	2.00%	92.00%	8.00%
BSNL	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA	NA	NA
Reliance	Rural	5.88%	76.47%	11.76%	5.88%	82.35%	17.65%
	Urban	17.02%	78.72%	2.13%	2.13%	95.74%	4.26%
	<b>Overall</b>	14.06%	78.13%	4.69%	3.13%	92.19%	7.81%
Tata	Rural	6.67%	76.67%	13.33%	3.33%	83.33%	16.67%
	Urban	11.76%	76.47%	7.84%	3.92%	88.24%	11.76%
	<b>Overall</b>	9.88%	76.54%	9.88%	3.70%	86.42%	13.58%

**10(f) The reason(s) for dissatisfaction**

Wireline Operator	Area	Lack of Complete Information about the offer	Charges/services not as per the offer	Delay in activation of recharge	Non-availability of all denominations recharge coupons	Others
Airtel	Rural	33.33%	0.00%	33.33%	33.33%	0.00%
	Urban	0.00%	100.00%	0.00%	0.00%	0.00%
	<b>Overall</b>	25.00%	25.00%	25.00%	25.00%	0.00%
BSNL	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA	NA
Reliance	Rural	33.33%	33.33%	0.00%	33.33%	0.00%
	Urban	50.00%	0.00%	50.00%	0.00%	0.00%
	<b>Overall</b>	40.00%	20.00%	20.00%	20.00%	0.00%
Tata	Rural	20.00%	40.00%	20.00%	20.00%	0.00%
	Urban	33.33%	33.33%	16.67%	16.67%	0.00%
	<b>Overall</b>	27.27%	36.36%	18.18%	18.18%	0.00%

**D. Help Services/Customer Care Including Customer Grievance Redressal**

**11. In the last 6 months, contacted customer care/helpline/call centre of the service provider**

Wireline Operator	Area	Yes	No
Airtel	Rural	78.87%	21.13%
	Urban	73.78%	26.22%
	<b>Overall</b>	74.79%	25.21%
BSNL	Rural	64.02%	35.98%
	Urban	60.32%	39.68%
	<b>Overall</b>	61.45%	38.55%
Reliance	Rural	83.33%	16.67%
	Urban	84.29%	15.71%
	<b>Overall</b>	84.14%	15.86%
Tata	Rural	87.29%	12.71%
	Urban	82.60%	17.40%
	<b>Overall</b>	83.40%	16.60%

**12(a) Satisfaction with the ease of access of call centre/customer care or helpline**

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	17.86%	68.45%	9.52%	4.17%	86.31%	13.69%
	Urban	4.74%	84.68%	8.85%	1.74%	89.42%	10.58%
	<b>Overall</b>	7.49%	81.27%	8.99%	2.25%	88.76%	11.24%
BSNL	Rural	6.19%	83.33%	7.14%	3.33%	89.52%	10.48%
	Urban	3.78%	90.89%	3.78%	1.56%	94.67%	5.33%
	<b>Overall</b>	4.55%	88.48%	4.85%	2.12%	93.03%	6.97%
Reliance	Rural	6.43%	84.29%	6.43%	2.86%	90.71%	9.29%
	Urban	4.33%	87.66%	6.17%	1.84%	91.99%	8.01%
	<b>Overall</b>	4.66%	87.14%	6.21%	2.00%	91.80%	8.20%
Tata	Rural	13.92%	73.42%	8.23%	4.43%	87.34%	12.66%
	Urban	5.43%	87.91%	4.89%	1.77%	93.34%	6.66%
	<b>Overall</b>	6.94%	85.35%	5.48%	2.24%	92.28%	7.72%

**12(b) Satisfaction with the ease of getting an option for “talking to a customer care executive”**

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	4.17%	88.10%	4.76%	2.98%	92.26%	7.74%
	Urban	3.48%	91.94%	3.32%	1.26%	95.42%	4.58%
	<b>Overall</b>	3.62%	91.14%	3.62%	1.62%	94.76%	5.24%
BSNL	Rural	11.90%	80.00%	4.76%	3.33%	91.90%	8.10%
	Urban	3.11%	93.11%	2.22%	1.56%	96.22%	3.78%
	<b>Overall</b>	5.91%	88.94%	3.03%	2.12%	94.85%	5.15%
Reliance	Rural	5.00%	90.71%	2.14%	2.14%	95.71%	4.29%
	Urban	5.77%	90.81%	2.10%	1.31%	96.59%	3.41%
	<b>Overall</b>	5.65%	90.80%	2.11%	1.44%	96.45%	3.55%
Tata	Rural	11.39%	79.75%	3.16%	5.70%	91.14%	8.86%
	Urban	9.65%	88.72%	0.95%	0.68%	98.37%	1.63%
	<b>Overall</b>	9.96%	87.14%	1.34%	1.57%	97.09%	2.91%

**13. Satisfaction with the response time taken to answer call by a customer care executive**

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	5.95%	85.71%	5.95%	2.38%	91.67%	8.33%
	Urban	4.42%	90.52%	3.79%	1.26%	94.94%	5.06%
	<b>Overall</b>	4.74%	89.51%	4.24%	1.50%	94.26%	5.74%
BSNL	Rural	4.76%	88.57%	4.29%	2.38%	93.33%	6.67%
	Urban	2.89%	91.56%	3.78%	1.78%	94.44%	5.56%
	<b>Overall</b>	3.48%	90.61%	3.94%	1.97%	94.09%	5.91%
Reliance	Rural	5.00%	85.00%	9.29%	0.71%	90.00%	10.00%
	Urban	11.02%	83.46%	4.33%	1.18%	94.49%	5.51%
	<b>Overall</b>	10.09%	83.70%	5.10%	1.11%	93.79%	6.21%
Tata	Rural	9.49%	82.91%	4.43%	3.16%	92.41%	7.59%
	Urban	3.13%	94.57%	1.77%	0.54%	97.69%	2.31%
	<b>Overall</b>	4.25%	92.51%	2.24%	1.01%	96.76%	3.24%

**14. Satisfaction with the problem solving ability of the customer care executive(s)**

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	17.26%	71.43%	9.52%	1.79%	88.69%	11.31%
	Urban	5.53%	85.15%	8.06%	1.26%	90.68%	9.32%
	<b>Overall</b>	7.99%	82.27%	8.36%	1.37%	90.26%	9.74%
BSNL	Rural	18.10%	72.38%	8.10%	1.43%	90.48%	9.52%
	Urban	2.22%	88.00%	7.78%	2.00%	90.22%	9.78%
	<b>Overall</b>	7.27%	83.03%	7.88%	1.82%	90.30%	9.70%
Reliance	Rural	5.00%	80.00%	14.29%	0.71%	85.00%	15.00%
	Urban	14.57%	73.62%	11.02%	0.79%	88.19%	11.81%
	<b>Overall</b>	13.08%	74.61%	11.53%	0.78%	87.69%	12.31%
Tata	Rural	10.13%	77.22%	9.49%	3.16%	87.34%	12.66%
	Urban	2.85%	86.28%	9.78%	1.09%	89.13%	10.87%
	<b>Overall</b>	4.14%	84.68%	9.73%	1.45%	88.81%	11.19%

**15. Satisfaction with the time taken by call centre/customer care /helpline to resolve the complaint**

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	9.52%	74.40%	11.90%	4.17%	83.93%	16.07%
	Urban	7.74%	81.99%	7.27%	3.00%	89.73%	10.27%
	<b>Overall</b>	8.11%	80.40%	8.24%	3.25%	88.51%	11.49%
BSNL	Rural	3.81%	88.57%	5.71%	1.90%	92.38%	7.62%
	Urban	2.00%	88.00%	7.78%	2.22%	90.00%	10.00%
	<b>Overall</b>	2.58%	88.18%	7.12%	2.12%	90.76%	9.24%
Reliance	Rural	5.71%	77.14%	13.57%	3.57%	82.86%	17.14%
	Urban	11.55%	75.98%	10.37%	2.10%	87.53%	12.47%
	<b>Overall</b>	10.64%	76.16%	10.86%	2.33%	86.81%	13.19%
Tata	Rural	5.70%	77.22%	12.03%	5.06%	82.91%	17.09%
	Urban	6.52%	82.07%	9.51%	1.90%	88.59%	11.41%
	<b>Overall</b>	6.38%	81.21%	9.96%	2.46%	87.58%	12.42%

**16. Satisfaction with the availability of working telephone (dial tone)**

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	38.50%	46.01%	11.74%	3.76%	84.51%	15.49%
	Urban	43.01%	51.86%	4.08%	1.05%	94.87%	5.13%
	<b>Overall</b>	42.11%	50.70%	5.60%	1.59%	92.81%	7.19%
BSNL	Rural	29.27%	67.68%	1.52%	1.52%	96.95%	3.05%
	Urban	32.31%	64.61%	2.41%	0.67%	96.92%	3.08%
	<b>Overall</b>	31.38%	65.55%	2.14%	0.93%	96.93%	3.07%
Reliance	Rural	9.52%	79.17%	7.74%	3.57%	88.69%	11.31%
	Urban	34.51%	61.95%	2.10%	1.44%	96.46%	3.54%
	<b>Overall</b>	30.60%	64.65%	2.99%	1.77%	95.24%	4.76%
Tata	Rural	19.89%	64.64%	9.39%	6.08%	84.53%	15.47%
	Urban	28.28%	68.01%	2.47%	1.23%	96.30%	3.70%
	<b>Overall</b>	26.87%	67.44%	3.64%	2.05%	94.31%	5.69%

### 17. Satisfaction with the ability to make or receive calls easily

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	35.68%	57.28%	3.76%	3.29%	92.96%	7.04%
	Urban	27.39%	67.48%	3.38%	1.75%	94.87%	5.13%
	<b>Overall</b>	29.04%	65.45%	3.45%	2.05%	94.49%	5.51%
BSNL	Rural	16.46%	78.96%	2.74%	1.83%	95.43%	4.57%
	Urban	22.12%	74.13%	3.08%	0.67%	96.25%	3.75%
	<b>Overall</b>	20.39%	75.61%	2.98%	1.02%	96.00%	4.00%
Reliance	Rural	13.10%	73.81%	11.90%	1.19%	86.90%	13.10%
	Urban	28.76%	65.38%	5.31%	0.55%	94.14%	5.86%
	<b>Overall</b>	26.31%	66.70%	6.34%	0.65%	93.00%	7.00%
Tata	Rural	17.68%	70.17%	11.05%	1.10%	87.85%	12.15%
	Urban	30.75%	65.99%	2.47%	0.79%	96.75%	3.25%
	<b>Overall</b>	28.54%	66.70%	3.92%	0.84%	95.24%	4.76%

### 18. Satisfaction with the voice quality

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	52.11%	43.19%	3.76%	0.94%	95.31%	4.69%
	Urban	37.18%	58.16%	3.26%	1.40%	95.34%	4.66%
	<b>Overall</b>	40.15%	55.18%	3.36%	1.31%	95.33%	4.67%
BSNL	Rural	28.66%	67.07%	1.52%	2.74%	95.73%	4.27%
	Urban	19.97%	75.60%	2.01%	2.41%	95.58%	4.42%
	<b>Overall</b>	22.63%	73.00%	1.86%	2.51%	95.62%	4.38%
Reliance	Rural	14.29%	79.76%	2.98%	2.98%	94.05%	5.95%
	Urban	30.09%	66.70%	1.22%	1.99%	96.79%	3.21%
	<b>Overall</b>	27.61%	68.75%	1.49%	2.15%	96.36%	3.64%
Tata	Rural	18.23%	72.93%	7.18%	1.66%	91.16%	8.84%
	Urban	23.68%	71.60%	1.80%	2.92%	95.29%	4.71%
	<b>Overall</b>	22.76%	71.83%	2.71%	2.71%	94.59%	5.41%

### 19. No. of times telephone connection required repair in the last 6 months

Wireline Operator	Area	Nil	One time	2-3 times	More than 3 times
Airtel	Rural	60.56%	33.33%	5.16%	0.94%
	Urban	80.19%	12.35%	6.53%	0.93%
	<b>Overall</b>	76.28%	16.53%	6.26%	0.93%
BSNL	Rural	80.49%	14.02%	4.57%	0.91%
	Urban	90.35%	3.89%	5.36%	0.40%
	<b>Overall</b>	87.34%	6.98%	5.12%	0.56%
Reliance	Rural	72.62%	22.02%	4.76%	0.60%
	Urban	73.12%	22.12%	4.54%	0.22%
	<b>Overall</b>	73.04%	22.11%	4.57%	0.28%
Tata	Rural	63.54%	34.25%	1.66%	0.55%
	Urban	68.13%	27.16%	3.93%	0.79%
	<b>Overall</b>	67.35%	28.36%	3.54%	0.75%

## 20. Time taken for repairing the fault after lodging a complaint

Wireline Operator	Area	1 day	2-3 days	4-7days	More than 7 days
Airtel	Rural	5.95%	91.67%	1.19%	1.19%
	Urban	1.76%	81.18%	11.18%	5.88%
	<b>Overall</b>	3.15%	84.65%	7.87%	4.33%
BSNL	Rural	29.69%	42.19%	25.00%	3.13%
	Urban	0.00%	79.17%	16.67%	4.17%
	<b>Overall</b>	13.97%	61.76%	20.59%	3.68%
Reliance	Rural	69.57%	28.26%	2.17%	0.00%
	Urban	24.28%	69.14%	3.70%	2.88%
	<b>Overall</b>	31.49%	62.63%	3.46%	2.42%
Tata	Rural	60.61%	31.82%	6.06%	1.52%
	Urban	32.04%	63.73%	2.82%	1.41%
	<b>Overall</b>	37.43%	57.71%	3.43%	1.43%

## 21. Satisfaction with the fault repair service

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	22.62%	71.43%	4.76%	1.19%	94.05%	5.95%
	Urban	18.82%	78.82%	1.76%	0.59%	97.65%	2.35%
	<b>Overall</b>	20.08%	76.38%	2.76%	0.79%	96.46%	3.54%
BSNL	Rural	4.69%	89.06%	3.13%	3.13%	93.75%	6.25%
	Urban	20.83%	76.39%	2.78%	0.00%	97.22%	2.78%
	<b>Overall</b>	13.24%	82.35%	2.94%	1.47%	95.59%	4.41%
Reliance	Rural	13.04%	76.09%	8.70%	2.17%	89.13%	10.87%
	Urban	26.75%	69.96%	2.88%	0.41%	96.71%	3.29%
	<b>Overall</b>	24.57%	70.93%	3.81%	0.69%	95.50%	4.50%
Tata	Rural	1.52%	90.91%	4.55%	3.03%	92.42%	7.58%
	Urban	18.66%	77.11%	3.17%	1.06%	95.77%	4.23%
	<b>Overall</b>	15.43%	79.71%	3.43%	1.43%	95.14%	4.86%

## G. Supplementary Services and Value Added Services

### 22. Using services like call waiting, call forwarding, voice mail or any other supplementary services / value added services

Wireline Operator	Area	Yes	No
Airtel	Rural	11.27%	88.73%
	Urban	10.26%	89.74%
	<b>Overall</b>	10.46%	89.54%
BSNL	Rural	3.96%	96.04%
	Urban	7.51%	92.49%
	<b>Overall</b>	6.42%	93.58%
Reliance	Rural	4.76%	95.24%
	Urban	9.96%	90.04%
	<b>Overall</b>	9.14%	90.86%
Tata	Rural	7.73%	92.27%
	Urban	9.32%	90.68%
	<b>Overall</b>	9.05%	90.95%

**23. Satisfaction with the quality of the supplementary services / value added service provided**

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	8.33%	66.67%	16.67%	8.33%	75.00%	25.00%
	Urban	7.95%	82.95%	0.00%	9.09%	90.91%	9.09%
	<b>Overall</b>	8.04%	79.46%	3.57%	8.93%	87.50%	12.50%
BSNL	Rural	7.69%	76.92%	7.69%	7.69%	84.62%	15.38%
	Urban	7.14%	83.93%	1.79%	7.14%	91.07%	8.93%
	<b>Overall</b>	7.25%	82.61%	2.90%	7.25%	89.86%	10.14%
Reliance	Rural	0.00%	87.50%	12.50%	0.00%	87.50%	12.50%
	Urban	7.78%	77.78%	7.78%	6.67%	85.56%	14.44%
	<b>Overall</b>	7.14%	78.57%	8.16%	6.12%	85.71%	14.29%
Tata	Rural	0.00%	78.57%	14.29%	7.14%	78.57%	21.43%
	Urban	13.25%	72.29%	12.05%	2.41%	85.54%	14.46%
	<b>Overall</b>	11.34%	73.20%	12.37%	3.09%	84.54%	15.46%

**24(a) Satisfaction with the process of activating value added services or the process of unsubscribing**

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	0.00%	87.50%	4.17%	8.33%	87.50%	12.50%
	Urban	9.09%	85.23%	3.41%	2.27%	94.32%	5.68%
	<b>Overall</b>	7.14%	85.71%	3.57%	3.57%	92.86%	7.14%
BSNL	Rural	15.38%	69.23%	15.38%	0.00%	84.62%	15.38%
	Urban	0.00%	94.64%	0.00%	5.36%	94.64%	5.36%
	<b>Overall</b>	2.90%	89.86%	2.90%	4.35%	92.75%	7.25%
Reliance	Rural	25.00%	62.50%	12.50%	0.00%	87.50%	12.50%
	Urban	6.67%	83.33%	8.89%	1.11%	90.00%	10.00%
	<b>Overall</b>	8.16%	81.63%	9.18%	1.02%	89.80%	10.20%
Tata	Rural	7.14%	78.57%	7.14%	7.14%	85.71%	14.29%
	Urban	13.25%	74.70%	9.64%	2.41%	87.95%	12.05%
	<b>Overall</b>	12.37%	75.26%	9.28%	3.09%	87.63%	12.37%

**24(b) The reasons for dissatisfaction**

Wireline Operator	Area	Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	other reasons
Airtel	Rural	66.67%	33.33%	0.00%	0.00%
	Urban	40.00%	40.00%	0.00%	20.00%
	<b>Overall</b>	50.00%	37.50%	0.00%	12.50%
BSNL	Rural	50.00%	0.00%	50.00%	0.00%
	Urban	66.67%	0.00%	33.33%	0.00%
	<b>Overall</b>	60.00%	0.00%	40.00%	0.00%
Reliance	Rural	100.00%	0.00%	0.00%	0.00%
	Urban	66.67%	11.11%	22.22%	0.00%
	<b>Overall</b>	70.00%	10.00%	20.00%	0.00%
Tata	Rural	100.00%	0.00%	0.00%	0.00%
	Urban	60.00%	30.00%	10.00%	0.00%
	<b>Overall</b>	66.67%	25.00%	8.33%	0.00%



**25. In last 6 months facing the problem of unauthorized activation of VAS by the service provider**

Wireline Operator	Area	Yes	No
Airtel	Rural	3.29%	96.71%
	Urban	3.26%	96.74%
	<b>Overall</b>	3.27%	96.73%
BSNL	Rural	0.00%	100.00%
	Urban	1.21%	98.79%
	<b>Overall</b>	0.84%	99.16%
Reliance	Rural	5.95%	94.05%
	Urban	3.76%	96.24%
	<b>Overall</b>	4.10%	95.90%
Tata	Rural	3.87%	96.13%
	Urban	3.03%	96.97%
	<b>Overall</b>	3.17%	96.83%

**25(a) Satisfaction with the resolution of your complaint for deactivation of VAS**

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	14.29%	71.43%	14.29%	0.00%	85.71%	14.29%
	Urban	7.14%	82.14%	7.14%	3.57%	89.29%	10.71%
	<b>Overall</b>	8.57%	80.00%	8.57%	2.86%	88.57%	11.43%
BSNL	Rural	NA	NA	NA	NA	NA	NA
	Urban	0.00%	88.89%	11.11%	0.00%	88.89%	11.11%
	<b>Overall</b>	0.00%	88.89%	11.11%	0.00%	88.89%	11.11%
Reliance	Rural	10.00%	70.00%	20.00%	0.00%	80.00%	20.00%
	Urban	11.76%	76.47%	8.82%	2.94%	88.24%	11.76%
	<b>Overall</b>	11.36%	75.00%	11.36%	2.27%	86.36%	13.64%
Tata	Rural	0.00%	85.71%	14.29%	0.00%	85.71%	14.29%
	Urban	11.11%	77.78%	7.41%	3.70%	88.89%	11.11%
	<b>Overall</b>	8.82%	79.41%	8.82%	2.94%	88.24%	11.76%

**26(a) Satisfaction with the overall quality of the telephone service**

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	10.33%	82.63%	5.63%	1.41%	92.96%	7.04%
	Urban	11.42%	84.85%	2.68%	1.05%	96.27%	3.73%
	<b>Overall</b>	11.20%	84.41%	3.27%	1.12%	95.61%	4.39%
BSNL	Rural	9.45%	84.15%	5.79%	0.61%	93.60%	6.40%
	Urban	7.10%	87.40%	4.69%	0.80%	94.50%	5.50%
	<b>Overall</b>	7.82%	86.41%	5.03%	0.74%	94.23%	5.77%
Reliance	Rural	4.76%	82.74%	11.90%	0.60%	87.50%	12.50%
	Urban	8.96%	86.95%	3.21%	0.88%	95.91%	4.09%
	<b>Overall</b>	8.30%	86.29%	4.57%	0.84%	94.59%	5.41%
Tata	Rural	8.29%	79.56%	11.05%	1.10%	87.85%	12.15%
	Urban	7.07%	85.52%	5.95%	1.46%	92.59%	7.41%
	<b>Overall</b>	7.28%	84.51%	6.81%	1.40%	91.79%	8.21%

## 26(b) Reason(s) for dissatisfaction

Operator	Area	Billing Problem	Customer Care Service problem	Maintainability Problem	Network Problem	Value Added Service Problem
Airtel	Rural	13.33%	46.67%	13.33%	20.00%	6.67%
	Urban	15.63%	28.13%	12.50%	40.63%	3.13%
	<b>Overall</b>	14.89%	34.04%	12.77%	34.04%	4.26%
BSNL	Rural	9.52%	38.10%	14.29%	38.10%	0.00%
	Urban	7.32%	29.27%	7.32%	53.66%	2.44%
	<b>Overall</b>	8.06%	32.26%	9.68%	48.39%	1.61%
Reliance	Rural	9.09%	9.09%	9.09%	54.55%	18.18%
	Urban	10.81%	27.03%	0.00%	54.05%	8.11%
	<b>Overall</b>	10.42%	22.92%	2.08%	54.17%	10.42%
TATA	Rural	6.67%	53.33%	6.67%	26.67%	6.67%
	Urban	18.18%	24.24%	9.09%	43.94%	4.55%
	<b>Overall</b>	16.05%	29.63%	8.64%	40.74%	4.94%

## 27. Other services being taken by this service provider

Wireline Operator	Area	Broadband	Mobile	Others	None
Airtel	Rural	3.76%	5.63%	0.00%	90.61%
	Urban	3.26%	2.80%	0.00%	93.94%
	<b>Overall</b>	3.36%	3.36%	0.00%	93.28%
BSNL	Rural	8.84%	2.74%	0.00%	88.41%
	Urban	4.69%	5.36%	0.00%	89.95%
	<b>Overall</b>	5.96%	4.56%	0.00%	89.48%
Reliance	Rural	8.33%	16.07%	0.00%	75.60%
	Urban	5.31%	4.76%	0.00%	89.93%
	<b>Overall</b>	5.78%	6.53%	0.00%	87.69%
Tata	Rural	32.04%	29.28%	0.00%	38.67%
	Urban	8.64%	10.10%	0.00%	81.26%
	<b>Overall</b>	12.59%	13.34%	0.00%	74.07%

## 28(a) Terminating a Telephone connection in the last 6 months

Wireline Operator	Area	Yes	No
Airtel	Rural	1.41%	98.59%
	Urban	1.40%	98.60%
	<b>Overall</b>	1.40%	98.60%
BSNL	Rural	1.22%	98.78%
	Urban	1.61%	98.39%
	<b>Overall</b>	1.49%	98.51%
Reliance	Rural	2.38%	97.62%
	Urban	1.44%	98.56%
	<b>Overall</b>	1.59%	98.41%
Tata	Rural	2.76%	97.24%
	Urban	0.34%	99.66%
	<b>Overall</b>	0.75%	99.25%

**28(b) Name of previous service provider**

Wireline Operator	Area	Airtel	BSNL	Reliance	Tata
Airtel	Rural	0.00%	33.33%	33.33%	33.33%
	Urban	0.00%	33.33%	25.00%	41.67%
	<b>Overall</b>	0.00%	33.33%	26.67%	40.00%
BSNL	Rural	75.00%	25.00%	0.00%	0.00%
	Urban	33.33%	0.00%	25.00%	41.67%
	<b>Overall</b>	43.75%	6.25%	18.75%	31.25%
Reliance	Rural	0.00%	100.00%	0.00%	0.00%
	Urban	7.69%	92.31%	0.00%	0.00%
	<b>Overall</b>	5.88%	94.12%	0.00%	0.00%
Tata	Rural	100.00%	0.00%	0.00%	0.00%
	Urban	0.00%	100.00%	0.00%	0.00%
	<b>Overall</b>	62.50%	37.50%	0.00%	0.00%

**29. Number of days taken for termination of the connection**

Wireline Operator	Area	1 Day	2-3 days	4-7days	More than 7 days
Airtel	Rural	0.00%	66.67%	0.00%	33.33%
	Urban	16.67%	75.00%	8.33%	0.00%
	<b>Overall</b>	13.33%	73.33%	6.67%	6.67%
BSNL	Rural	25.00%	25.00%	50.00%	0.00%
	Urban	0.00%	83.33%	16.67%	0.00%
	<b>Overall</b>	6.25%	68.75%	25.00%	0.00%
Reliance	Rural	0.00%	0.00%	0.00%	100.00%
	Urban	0.00%	7.69%	7.69%	84.62%
	<b>Overall</b>	0.00%	5.88%	5.88%	88.24%
Tata	Rural	0.00%	0.00%	0.00%	100.00%
	Urban	0.00%	0.00%	0.00%	100.00%
	<b>Overall</b>	0.00%	0.00%	0.00%	100.00%

**30. Awareness that in case your fault was not repaired within 3 days, the customer is entitled for rent rebate**

Wireline Operator	Area	Yes	No
Airtel	Rural	8.12%	91.88%
	Urban	10.00%	90.00%
	<b>Overall</b>	9.62%	90.38%
BSNL	Rural	7.36%	92.64%
	Urban	5.22%	94.78%
	<b>Overall</b>	5.86%	94.14%
Reliance	Rural	10.16%	89.84%
	Urban	13.00%	87.00%
	<b>Overall</b>	12.55%	87.45%
Tata	Rural	13.13%	86.88%
	Urban	9.06%	90.94%
	<b>Overall</b>	9.72%	90.28%

**31. Awareness about the facility for registering the telephone number with the service provider for not receiving unwanted tele marketing calls/SMS**

Wireline Operator	Area	Yes	No
Airtel	Rural	7.98%	92.02%
	Urban	7.69%	92.31%
	<b>Overall</b>	7.75%	92.25%
BSNL	Rural	6.71%	93.29%
	Urban	6.03%	93.97%
	<b>Overall</b>	6.24%	93.76%
Reliance	Rural	2.38%	97.62%
	Urban	3.87%	96.13%
	<b>Overall</b>	3.64%	96.36%
Tata	Rural	15.47%	84.53%
	Urban	1.01%	98.99%
	<b>Overall</b>	3.45%	96.55%

**32(a) Registering of Wireline number with the service provider for not receiving any unwanted tele marketing calls/SMS**

Wireline Operator	Area	Yes	No
Airtel	Rural	0.94%	99.06%
	Urban	0.12%	99.88%
	<b>Overall</b>	0.28%	99.72%
BSNL	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	<b>Overall</b>	0.00%	100.00%
Reliance	Rural	1.19%	98.81%
	Urban	0.33%	99.67%
	<b>Overall</b>	0.47%	99.53%
Tata	Rural	1.10%	98.90%
	Urban	0.11%	99.89%
	<b>Overall</b>	0.28%	99.72%

**32(b) Level of reduction in number of unwanted tele marketing call/SMS received even after registering**

Wireline Operator	Area	Stopped Receiving	Considerable decrease	Slight Decrease	No Change
Airtel	Rural	0.00%	0.00%	100.00%	0.00%
	Urban	0.00%	0.00%	100.00%	0.00%
	<b>Overall</b>	0.00%	0.00%	100.00%	0.00%
BSNL	Rural	NA	NA	NA	NA
	Urban	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA
Reliance	Rural	0.00%	0.00%	50.00%	50.00%
	Urban	33.33%	0.00%	0.00%	66.67%
	<b>Overall</b>	20.00%	0.00%	20.00%	60.00%
Tata	Rural	0.00%	50.00%	0.00%	50.00%
	Urban	0.00%	100.00%	0.00%	0.00%
	<b>Overall</b>	0.00%	66.67%	0.00%	33.33%

**32(c) Complaining to the service provider on getting such unwanted tele marketing calls/SMS even after registering the Wireline number**

Wireline Operator	Area	Yes	No
Airtel	Rural	100.00%	0.00%
	Urban	100.00%	0.00%
	<b>Overall</b>	100.00%	0.00%
BSNL	Rural	NA	NA
	Urban	NA	NA
	<b>Overall</b>	NA	NA
Reliance	Rural	0.00%	100.00%
	Urban	100.00%	0.00%
	<b>Overall</b>	50.00%	50.00%
Tata	Rural	0.00%	100.00%
	Urban	100.00%	0.00%
	<b>Overall</b>	50.00%	50.00%

**32(d) Effect of complaint**

Wireline Operator	Area	Complaint was registered by the service provider and informed about the action taken	Complaint was registered by the service provider and did not inform about the action taken	Service Provider refused to register the complaint	Difficult to lodge the complaint
Airtel	Rural	50.00%	0.00%	0.00%	50.00%
	Urban	0.00%	100.00%	0.00%	0.00%
	<b>Overall</b>	33.33%	33.33%	0.00%	33.33%
BSNL	Rural	NA	NA	NA	NA
	Urban	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA
Reliance	Rural	NA	NA	NA	NA
	Urban	100.00%	0.00%	0.00%	0.00%
	<b>Overall</b>	100.00%	0.00%	0.00%	0.00%
Tata	Rural	NA	NA	NA	NA
	Urban	0.00%	100.00%	0.00%	0.00%
	<b>Overall</b>	0.00%	100.00%	0.00%	0.00%

**33. Rating of Service Provider on a scale of 1 – 10 where 10 is very good and 1 is very poor**

Wireline Operator	Area	Average
Airtel	Rural	<b>6.43</b>
	Urban	<b>7.29</b>
	<b>Overall</b>	<b>7.12</b>
BSNL	Rural	<b>6.96</b>
	Urban	<b>7.21</b>
	<b>Overall</b>	<b>7.13</b>
Reliance	Rural	<b>6.84</b>
	Urban	<b>6.94</b>
	<b>Overall</b>	<b>6.92</b>
Tata	Rural	<b>6.49</b>
	Urban	<b>7.04</b>
	<b>Overall</b>	<b>6.95</b>

**34(a) Awareness of the call centre telephone number of the telecom service provider for making complaints**

Wireline Operator	Area	Yes	No
Airtel	Rural	95.77%	4.23%
	Urban	96.50%	3.50%
	<b>Overall</b>	96.36%	3.64%
BSNL	Rural	96.95%	3.05%
	Urban	96.38%	3.62%
	<b>Overall</b>	96.55%	3.45%
Reliance	Rural	94.05%	5.95%
	Urban	99.23%	0.77%
	<b>Overall</b>	98.41%	1.59%
Tata	Rural	98.34%	1.66%
	Urban	98.43%	1.57%
	<b>Overall</b>	98.41%	1.59%

**34(b) Awareness about toll free customer Care number**

Wireline Operator	Area	Newspaper	Website of the service provider	SMS from service provider	Display ay complaint centre/sales outlets	Telephone bills	Others specify
Airtel	Rural	5.88%	2.45%			65.20%	26.47%
	Urban	4.23%	2.17%			70.29%	23.19%
	<b>Overall</b>	4.55%	2.23%			69.28%	23.84%
BSNL	Rural	6.60%	2.83%			60.69%	28.93%
	Urban	7.23%	1.53%			65.23%	25.31%
	<b>Overall</b>	7.04%	1.93%			63.84%	26.42%
Reliance	Rural	6.96%	1.27%			76.58%	15.19%
	Urban	5.13%	2.12%			66.44%	26.31%
	<b>Overall</b>	5.40%	1.99%			67.96%	24.64%
Tata	Rural	0.56%	1.12%			77.53%	20.79%
	Urban	5.70%	3.08%			64.77%	26.00%
	<b>Overall</b>	4.83%	2.75%			66.92%	25.12%

**35. Making complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number**

Wireline Operator	Area	Yes	No
Airtel	Rural	24.88%	75.12%
	Urban	13.75%	86.25%
	<b>Overall</b>	15.97%	84.03%
BSNL	Rural	15.55%	84.45%
	Urban	13.14%	86.86%
	<b>Overall</b>	13.87%	86.13%
Reliance	Rural	18.45%	81.55%
	Urban	16.70%	83.30%
	<b>Overall</b>	16.98%	83.02%
Tata	Rural	17.68%	82.32%
	Urban	20.54%	79.46%
	<b>Overall</b>	20.06%	79.94%

**36. With respect to complaint made to the call centre, the most applicable cases**

Wireline Operator	Area	Docket number received for most of the complaints	No Docket number received for most of the complaints	It was received on request	No docket number received even on request	Refused to register the complaint
Airtel	Rural	58.49%	20.75%	16.98%	1.89%	1.89%
	Urban	62.71%	22.03%	11.86%	2.54%	0.85%
	<b>Overall</b>	61.40%	21.64%	13.45%	2.34%	1.17%
BSNL	Rural	56.86%	31.37%	7.84%	3.92%	0.00%
	Urban	57.14%	23.47%	16.33%	3.06%	0.00%
	<b>Overall</b>	57.05%	26.17%	13.42%	3.36%	0.00%
Reliance	Rural	58.06%	22.58%	12.90%	0.00%	6.45%
	Urban	60.93%	25.83%	10.60%	1.99%	0.66%
	<b>Overall</b>	60.44%	25.27%	10.99%	1.65%	1.65%
Tata	Rural	56.25%	28.13%	12.50%	3.13%	0.00%
	Urban	59.02%	24.04%	12.57%	2.73%	1.64%
	<b>Overall</b>	58.60%	24.65%	12.56%	2.79%	1.40%

**37. Complaint Centre inform you through SMS about the docket Number, Date of Complaint Registration, Time of Complaint Registration and the time within which your complaint will be resolved**

Wireline Operator	Area	Yes	No
Airtel	Rural	7.55%	92.45%
	Urban	10.17%	89.83%
	<b>Overall</b>	9.36%	90.64%
BSNL	Rural	1.96%	98.04%
	Urban	2.04%	97.96%
	<b>Overall</b>	2.01%	97.99%
Reliance	Rural	16.13%	83.87%
	Urban	6.62%	93.38%
	<b>Overall</b>	8.24%	91.76%
Tata	Rural	0.00%	100.00%
	Urban	4.37%	95.63%
	<b>Overall</b>	3.72%	96.28%

**38. Complaint Centre inform you about the action taken on your complaint through SMS or through other means**

Wireline Operator	Area	Yes	No
Airtel	Rural	58.49%	41.51%
	Urban	55.93%	44.07%
	<b>Overall</b>	56.73%	43.27%
BSNL	Rural	56.86%	43.14%
	Urban	57.14%	42.86%
	<b>Overall</b>	57.05%	42.95%
Reliance	Rural	64.52%	35.48%
	Urban	70.20%	29.80%
	<b>Overall</b>	69.23%	30.77%
Tata	Rural	75.00%	25.00%
	Urban	72.13%	27.87%
	<b>Overall</b>	72.56%	27.44%

**39(a) Complaint resolved by the complaint centre within Three days**

Wireline Operator	Area	Yes	No
Airtel	Rural	47.17%	52.83%
	Urban	52.54%	47.46%
	<b>Overall</b>	50.88%	49.12%
BSNL	Rural	52.94%	47.06%
	Urban	52.04%	47.96%
	<b>Overall</b>	52.35%	47.65%
Reliance	Rural	67.74%	32.26%
	Urban	60.93%	39.07%
	<b>Overall</b>	62.09%	37.91%
Tata	Rural	75.00%	25.00%
	Urban	62.84%	37.16%
	<b>Overall</b>	64.65%	35.35%

**40. Resolving of complaint satisfactorily by call centre/ customer care within four weeks after lodging of the complaint**

Wireline Operator	Area	Yes	No	Not Applicable
Airtel	Rural	77.36%	20.75%	1.89%
	Urban	79.66%	18.64%	1.69%
	<b>Overall</b>	78.95%	19.30%	1.75%
BSNL	Rural	72.55%	23.53%	3.92%
	Urban	73.47%	14.29%	12.24%
	<b>Overall</b>	73.15%	17.45%	9.40%
Reliance	Rural	58.06%	29.03%	12.90%
	Urban	78.15%	17.88%	3.97%
	<b>Overall</b>	74.73%	19.78%	5.49%
Tata	Rural	68.75%	21.88%	9.38%
	Urban	76.50%	19.67%	3.83%
	<b>Overall</b>	75.35%	20.00%	4.65%

**41. Awareness of the contact details of the appellate authority for filing of appeals**

Wireline	Area	Yes	No
Airtel	Rural	7.04%	92.96%
	Urban	4.66%	95.34%
	<b>Overall</b>	5.14%	94.86%
BSNL	Rural	4.57%	95.43%
	Urban	3.62%	96.38%
	<b>Overall</b>	3.91%	96.09%
Reliance	Rural	2.38%	97.62%
	Urban	3.54%	96.46%
	<b>Overall</b>	3.36%	96.64%
Tata	Rural	3.31%	96.69%
	Urban	3.93%	96.07%
	<b>Overall</b>	3.82%	96.18%



#### 42. Sources of Knowledge about the contact details of the appellate authority

Wireline Operator	Area	Newspaper	Website of the service provider	Display ay complaint centre/sales outlets	Telephone bills	Others specify
Airtel	Rural	0.00%	53.33%	6.67%	0.00%	40.00%
	Urban	0.00%	50.00%	10.00%	5.00%	35.00%
	<b>Overall</b>	0.00%	50.91%	9.09%	3.64%	36.36%
BSNL	Rural	0.00%	60.00%	0.00%	6.67%	33.33%
	Urban	0.00%	51.85%	7.41%	7.41%	33.33%
	<b>Overall</b>	0.00%	54.76%	4.76%	7.14%	33.33%
Reliance	Rural	0.00%	25.00%	25.00%	0.00%	50.00%
	Urban	0.00%	46.88%	9.38%	3.13%	40.63%
	<b>Overall</b>	0.00%	44.44%	11.11%	2.78%	41.67%
Tata	Rural	0.00%	33.33%	16.67%	16.67%	33.33%
	Urban	0.00%	48.57%	17.14%	0.00%	34.29%
	<b>Overall</b>	0.00%	46.34%	17.07%	2.44%	34.15%

#### 43. Filing of any appeal in last 6 months

Wireline	Area	Yes	No
Airtel	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	<b>Overall</b>	0.00%	100.00%
BSNL	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	<b>Overall</b>	0.00%	100.00%
Reliance	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	<b>Overall</b>	0.00%	100.00%
Tata	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	<b>Overall</b>	0.00%	100.00%

#### 44. Sources of file appeal to the appellate authority

Wireline	Area	E-mail	Fax	Letter	In person	Other
Airtel	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA	NA
BSNL	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA	NA
Reliance	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA	NA
Tata	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA	NA

**45. Receive unique appeal number within three days from the appellate authority**

Wireline	Area	Yes	No
Airtel	Rural	NA	NA
	Urban	NA	NA
	<b>Overall</b>	NA	NA
BSNL	Rural	NA	NA
	Urban	NA	NA
	<b>Overall</b>	NA	NA
Reliance	Rural	NA	NA
	Urban	NA	NA
	<b>Overall</b>	NA	NA
Tata	Rural	NA	NA
	Urban	NA	NA
	<b>Overall</b>	NA	NA

**46. Taking a decision upon the appeal by the Appellate Authority within 39 days of filing the appeal**

Wireline	Area	Yes	No	Appeal filed only recently
Airtel	Rural	NA	NA	NA
	Urban	NA	NA	NA
	<b>Overall</b>	NA	NA	NA
BSNL	Rural	NA	NA	NA
	Urban	NA	NA	NA
	<b>Overall</b>	NA	NA	NA
Reliance	Rural	NA	NA	NA
	Urban	NA	NA	NA
	<b>Overall</b>	NA	NA	NA
Tata	Rural	NA	NA	NA
	Urban	NA	NA	NA
	<b>Overall</b>	NA	NA	NA

**47. Awareness that a prepaid customer can get item-wise usage charge details, on request**

Wireline	Area	Yes	No
Airtel	Rural	16.67%	83.33%
	Urban	18.75%	81.25%
	<b>Overall</b>	18.00%	82.00%
BSNL	Rural	NA	NA
	Urban	NA	NA
	<b>Overall</b>	NA	NA
Reliance	Rural	11.76%	88.24%
	Urban	19.15%	80.85%
	<b>Overall</b>	17.19%	82.81%
Tata	Rural	20.00%	80.00%
	Urban	19.61%	80.39%
	<b>Overall</b>	19.75%	80.25%

**48. Denial of the request for item-wise usage charge details for the prepaid connection**

Wireline	Area	Yes	No
Airtel	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	<b>Overall</b>	0.00%	100.00%
BSNL	Rural	NA	NA
	Urban	NA	NA
	<b>Overall</b>	NA	NA
Reliance	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	<b>Overall</b>	0.00%	100.00%
Tata	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	<b>Overall</b>	0.00%	100.00%

**49. The reason(s) for denial of the request**

Wireline	Area	No reason	Technical Problem	Others
Airtel	Rural	NA	NA	NA
	Urban	NA	NA	NA
	<b>Overall</b>	NA	NA	NA
BSNL	Rural	NA	NA	NA
	Urban	NA	NA	NA
	<b>Overall</b>	NA	NA	NA
Reliance	Rural	NA	NA	NA
	Urban	NA	NA	NA
	<b>Overall</b>	NA	NA	NA
Tata	Rural	NA	NA	NA
	Urban	NA	NA	NA
	<b>Overall</b>	NA	NA	NA

**50. Manual of Practice provided by the operator while subscribing the new mobile telephone connection**

Wireline	Area	Yes	No
Airtel	Rural	100.00%	0.00%
	Urban	100.00%	0.00%
	<b>Overall</b>	100.00%	0.00%
BSNL	Rural	100.00%	0.00%
	Urban	100.00%	0.00%
	<b>Overall</b>	100.00%	0.00%
Reliance	Rural	100.00%	0.00%
	Urban	100.00%	0.00%
	<b>Overall</b>	100.00%	0.00%
Tata	Rural	100.00%	0.00%
	Urban	100.00%	0.00%
	<b>Overall</b>	100.00%	0.00%

## 7.2 Cellular Mobile (Wireless)

### A. Service Provision

#### 1. Satisfaction with the process and time taken to activate the connection

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	13.08%	81.00%	5.92%	0.00%	94.08%	5.92%
	Urban	25.43%	69.51%	3.60%	1.46%	94.94%	5.06%
	<b>Overall</b>	21.74%	72.95%	4.29%	1.03%	94.68%	5.32%
Airtel	Rural	8.33%	88.58%	2.78%	0.31%	96.91%	3.09%
	Urban	16.56%	80.79%	1.32%	1.32%	97.35%	2.65%
	<b>Overall</b>	14.09%	83.13%	1.76%	1.02%	97.22%	2.78%
Bsnl	Rural	8.00%	86.15%	5.54%	0.31%	94.15%	5.85%
	Urban	17.18%	79.63%	2.66%	0.53%	96.80%	3.20%
	<b>Overall</b>	14.41%	81.60%	3.53%	0.46%	96.00%	4.00%
Idea	Rural	12.05%	85.54%	1.20%	1.20%	97.59%	2.41%
	Urban	10.80%	86.68%	1.72%	0.81%	97.48%	2.52%
	<b>Overall</b>	10.89%	86.59%	1.68%	0.84%	97.49%	2.51%
Reliance	Rural	19.25%	72.67%	6.52%	1.55%	91.93%	8.07%
	Urban	13.55%	81.14%	4.52%	0.80%	94.69%	5.31%
	<b>Overall</b>	15.26%	78.60%	5.12%	1.02%	93.86%	6.14%
Systema shyam	Rural	7.12%	82.97%	8.98%	0.93%	90.09%	9.91%
	Urban	15.47%	79.47%	3.60%	1.47%	94.93%	5.07%
	<b>Overall</b>	12.95%	80.52%	5.22%	1.30%	93.48%	6.52%
Tata	Rural	22.05%	69.25%	4.35%	4.35%	91.30%	8.70%
	Urban	17.95%	74.73%	5.32%	1.99%	92.69%	7.31%
	<b>Overall</b>	19.18%	73.09%	5.03%	2.70%	92.27%	7.73%
Unitech	Rural	20.67%	70.67%	7.33%	1.33%	91.33%	8.67%
	Urban	10.95%	83.41%	4.88%	0.76%	94.36%	5.64%
	<b>Overall</b>	12.31%	81.62%	5.22%	0.84%	93.94%	6.06%
Videocon	Urban	14.02%	81.80%	3.34%	0.84%	95.82%	4.18%
Vodafone	Rural	14.64%	78.82%	5.92%	0.62%	93.46%	6.54%
	Urban	8.12%	88.55%	2.93%	0.40%	96.67%	3.33%
	<b>Overall</b>	10.07%	85.63%	3.82%	0.47%	95.71%	4.29%

**2. Informed in writing, at the time of subscription of service or within a week of activation of service, the complete details of tariff plan**

<b>Mobile Operator</b>	<b>Area</b>	<b>Yes</b>	<b>No</b>
<b>Aircel</b>	Rural	89.72%	10.28%
	Urban	93.08%	6.92%
	<b>Overall</b>	92.07%	7.93%
<b>Airtel</b>	Rural	91.67%	8.33%
	Urban	95.76%	4.24%
	<b>Overall</b>	94.53%	5.47%
<b>Bsnl</b>	Rural	92.62%	7.38%
	Urban	95.61%	4.39%
	<b>Overall</b>	94.70%	5.30%
<b>Idea</b>	Rural	92.77%	7.23%
	Urban	94.25%	5.75%
	<b>Overall</b>	94.13%	5.87%
<b>Reliance</b>	Rural	86.65%	13.35%
	Urban	92.16%	7.84%
	<b>Overall</b>	90.51%	9.49%
<b>Systema shyam</b>	Rural	87.93%	12.07%
	Urban	93.47%	6.53%
	<b>Overall</b>	91.80%	8.20%
<b>Tata</b>	Rural	86.02%	13.98%
	Urban	91.09%	8.91%
	<b>Overall</b>	89.57%	10.43%
<b>Unitech</b>	Rural	82.00%	18.00%
	Urban	89.15%	10.85%
	<b>Overall</b>	88.15%	11.85%
<b>Videocon</b>	Urban	88.21%	11.79%
<b>Vodafone</b>	Rural	90.03%	9.97%
	Urban	96.27%	3.73%
	<b>Overall</b>	94.40%	5.60%

**3. The ease of understanding or with provision of all relevant information related to tariff plans & charges**

<b>Mobile Operator</b>	<b>Area</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Left-2</b>	<b>Right-2</b>
<b>Aircel</b>	Rural	9.97%	81.31%	7.79%	0.93%	91.28%	8.72%
	Urban	15.85%	78.30%	5.46%	0.40%	94.14%	5.86%
	<b>Overall</b>	14.09%	79.20%	6.16%	0.56%	93.28%	6.72%
<b>Airtel</b>	Rural	26.54%	68.21%	1.54%	3.70%	94.75%	5.25%
	Urban	10.20%	85.43%	2.38%	1.99%	95.63%	4.37%
	<b>Overall</b>	15.11%	80.26%	2.13%	2.50%	95.37%	4.63%
<b>Bsni</b>	Rural	0.31%	93.85%	5.54%	0.31%	94.15%	5.85%
	Urban	5.86%	87.35%	6.26%	0.53%	93.21%	6.79%
	<b>Overall</b>	4.18%	89.31%	6.04%	0.46%	93.49%	6.51%
<b>Idea</b>	Rural	3.61%	80.72%	15.66%	0.00%	84.34%	15.66%
	Urban	3.53%	88.90%	5.45%	2.12%	92.43%	7.57%
	<b>Overall</b>	3.54%	88.27%	6.24%	1.96%	91.81%	8.19%
<b>Reliance</b>	Rural	23.91%	63.04%	7.14%	5.90%	86.96%	13.04%
	Urban	12.62%	82.20%	4.12%	1.06%	94.82%	5.18%
	<b>Overall</b>	16.00%	76.47%	5.02%	2.51%	92.47%	7.53%
<b>Systema shyam</b>	Rural	7.74%	78.64%	13.31%	0.31%	86.38%	13.62%
	Urban	2.93%	83.73%	13.07%	0.27%	86.67%	13.33%
	<b>Overall</b>	4.38%	82.20%	13.14%	0.28%	86.58%	13.42%
<b>Tata</b>	Rural	13.04%	75.78%	9.63%	1.55%	88.82%	11.18%
	Urban	2.39%	91.89%	5.19%	0.53%	94.28%	5.72%
	<b>Overall</b>	5.59%	86.13%	7.45%	0.84%	91.71%	8.29%
<b>Unitech</b>	Rural	11.33%	70.67%	16.67%	1.33%	82.00%	18.00%
	Urban	9.87%	77.77%	12.04%	0.33%	87.64%	12.36%
	<b>Overall</b>	10.07%	76.77%	12.69%	0.47%	86.85%	13.15%
<b>Videocon</b>	Urban	5.39%	82.82%	11.33%	0.46%	88.21%	11.79%
<b>Vodafone</b>	Rural	11.53%	81.31%	6.23%	0.93%	92.83%	7.17%
	Urban	4.53%	91.74%	3.33%	0.40%	96.27%	3.73%
	<b>Overall</b>	6.62%	88.62%	4.20%	0.56%	95.24%	4.76%

**B. Billing Related-Prepaid Customer**

**4(a) Satisfaction with the accuracy of charges for the services used such as call, SMS, GPRS etc.**

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	13.75%	73.23%	11.52%	1.49%	86.99%	13.01%
	Urban	7.87%	86.02%	5.51%	0.59%	93.90%	6.10%
	<b>Overall</b>	9.91%	81.60%	7.59%	0.90%	91.51%	8.49%
Airtel	Rural	9.80%	81.96%	7.45%	0.78%	91.76%	8.24%
	Urban	26.29%	68.55%	4.18%	0.98%	94.84%	5.16%
	<b>Overall</b>	19.94%	73.72%	5.44%	0.91%	93.66%	6.34%
Bsnl	Rural	4.17%	88.64%	6.06%	1.14%	92.80%	7.20%
	Urban	15.00%	80.50%	2.50%	2.00%	95.50%	4.50%
	<b>Overall</b>	10.69%	83.73%	3.92%	1.66%	94.43%	5.57%
Idea	Rural	10.26%	74.36%	14.10%	1.28%	84.62%	15.38%
	Urban	10.66%	82.45%	6.06%	0.84%	93.10%	6.90%
	<b>Overall</b>	10.63%	81.84%	6.67%	0.87%	92.46%	7.54%
Reliance	Rural	17.89%	71.95%	7.32%	2.85%	89.84%	10.16%
	Urban	13.81%	77.53%	7.84%	0.82%	91.34%	8.66%
	<b>Overall</b>	15.18%	75.65%	7.66%	1.50%	90.83%	9.17%
Systema shyam	Rural	14.24%	73.68%	10.22%	1.86%	87.93%	12.07%
	Urban	15.60%	74.93%	8.67%	0.80%	90.53%	9.47%
	<b>Overall</b>	15.19%	74.56%	9.13%	1.12%	89.75%	10.25%
Tata	Rural	23.61%	65.28%	9.38%	1.74%	88.89%	11.11%
	Urban	16.21%	79.88%	2.60%	1.30%	96.09%	3.91%
	<b>Overall</b>	18.39%	75.59%	4.60%	1.43%	93.97%	6.03%
Unitech	Rural	16.00%	72.67%	8.67%	2.67%	88.67%	11.33%
	Urban	9.54%	81.13%	8.13%	1.19%	90.67%	9.33%
	<b>Overall</b>	10.45%	79.94%	8.21%	1.40%	90.39%	9.61%
Videocon	Urban	10.49%	83.38%	4.74%	1.39%	93.87%	6.13%
Vodafone	Rural	14.66%	76.29%	6.03%	3.02%	90.95%	9.05%
	Urban	2.56%	91.58%	4.76%	1.10%	94.14%	5.86%
	<b>Overall</b>	8.12%	84.55%	5.35%	1.98%	92.67%	7.33%

**4(b) Reason(s) for dissatisfaction**

<b>Mobile Operator</b>	<b>Area</b>	<b>Charges not as per tariff plan subscribed</b>	<b>Tariff plan changed without information</b>	<b>Charged for value added services not subscribed</b>	<b>Charged for calls/services not made/used</b>	<b>Others</b>
<b>Aircel</b>	Rural	17.14%	42.86%	31.43%	8.57%	0.00%
	Urban	41.94%	16.13%	12.90%	22.58%	6.45%
	<b>Overall</b>	28.79%	30.30%	22.73%	15.15%	3.03%
<b>Airtel</b>	Rural	4.76%	33.33%	47.62%	4.76%	9.52%
	Urban	14.29%	23.81%	28.57%	23.81%	9.52%
	<b>Overall</b>	9.52%	28.57%	38.10%	14.29%	9.52%
<b>Bsni</b>	Rural	26.32%	21.05%	42.11%	10.53%	0.00%
	Urban	22.22%	16.67%	38.89%	22.22%	0.00%
	<b>Overall</b>	24.32%	18.92%	40.54%	16.22%	0.00%
<b>Idea</b>	Rural	33.33%	33.33%	16.67%	8.33%	8.33%
	Urban	10.61%	21.21%	43.94%	19.70%	4.55%
	<b>Overall</b>	14.10%	23.08%	39.74%	17.95%	5.13%
<b>Reliance</b>	Rural	40.00%	8.00%	16.00%	16.00%	20.00%
	Urban	7.14%	19.05%	33.33%	26.19%	14.29%
	<b>Overall</b>	19.40%	14.93%	26.87%	22.39%	16.42%
<b>Systema shyam</b>	Rural	41.03%	5.13%	33.33%	15.38%	5.13%
	Urban	28.17%	26.76%	21.13%	14.08%	9.86%
	<b>Overall</b>	32.73%	19.09%	25.45%	14.55%	8.18%
<b>Tata</b>	Rural	15.63%	12.50%	56.25%	6.25%	9.38%
	Urban	25.93%	14.81%	22.22%	25.93%	11.11%
	<b>Overall</b>	20.34%	13.56%	40.68%	15.25%	10.17%
<b>Unitech</b>	Rural	17.65%	11.76%	52.94%	5.88%	11.76%
	Urban	40.70%	24.42%	18.60%	12.79%	3.49%
	<b>Overall</b>	36.89%	22.33%	24.27%	11.65%	4.85%
<b>Videocon</b>	Urban	40.91%	27.27%	10.61%	16.67%	4.55%
<b>Vodafone</b>	Rural	33.33%	14.29%	33.33%	19.05%	0.00%
	Urban	56.25%	18.75%	6.25%	18.75%	0.00%
	<b>Overall</b>	43.24%	16.22%	21.62%	18.92%	0.00%



**5(a) Made any complaint related to charging/credit/waiver/validity/adjustment in last 6 months**

<b>Mobile Operator</b>	<b>Area</b>	<b>Yes</b>	<b>No</b>
<b>Aircel</b>	Rural	18.22%	81.78%
	Urban	9.84%	90.16%
	<b>Overall</b>	12.74%	87.26%
<b>Airtel</b>	Rural	6.27%	93.73%
	Urban	14.74%	85.26%
	<b>Overall</b>	11.48%	88.52%
<b>Bsni</b>	Rural	9.47%	90.53%
	Urban	5.75%	94.25%
	<b>Overall</b>	7.23%	92.77%
<b>Idea</b>	Rural	5.13%	94.87%
	Urban	2.93%	97.07%
	<b>Overall</b>	3.09%	96.91%
<b>Reliance</b>	Rural	11.79%	88.21%
	Urban	8.25%	91.75%
	<b>Overall</b>	9.44%	90.56%
<b>Systema shyam</b>	Rural	10.53%	89.47%
	Urban	7.73%	92.27%
	<b>Overall</b>	8.57%	91.43%
<b>Tata</b>	Rural	11.11%	88.89%
	Urban	5.21%	94.79%
	<b>Overall</b>	6.95%	93.05%
<b>Unitech</b>	Rural	13.33%	86.67%
	Urban	5.10%	94.90%
	<b>Overall</b>	6.25%	93.75%
<b>Videocon</b>	Urban	7.43%	92.57%
<b>Vodafone</b>	Rural	9.91%	90.09%
	Urban	6.23%	93.77%
	<b>Overall</b>	7.92%	92.08%

**5(b) Satisfaction with the resolution of the complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints**

<b>Mobile Operator</b>	<b>Area</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Left-2</b>	<b>Right-2</b>
<b>Aircel</b>	Rural	20.41%	67.35%	6.12%	6.12%	87.76%	12.24%
	Urban	16.00%	74.00%	8.00%	2.00%	90.00%	10.00%
	<b>Overall</b>	18.18%	70.71%	7.07%	4.04%	88.89%	11.11%
<b>Airtel</b>	Rural	0.00%	87.50%	6.25%	6.25%	87.50%	12.50%
	Urban	25.00%	71.67%	3.33%	0.00%	96.67%	3.33%
	<b>Overall</b>	19.74%	75.00%	3.95%	1.32%	94.74%	5.26%
<b>Bsnl</b>	Rural	0.00%	88.00%	12.00%	0.00%	88.00%	12.00%
	Urban	13.04%	82.61%	4.35%	0.00%	95.65%	4.35%
	<b>Overall</b>	6.25%	85.42%	8.33%	0.00%	91.67%	8.33%
<b>Idea</b>	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	10.71%	82.14%	3.57%	3.57%	92.86%	7.14%
	<b>Overall</b>	9.38%	84.38%	3.13%	3.13%	93.75%	6.25%
<b>Reliance</b>	Rural	44.83%	41.38%	10.34%	3.45%	86.21%	13.79%
	Urban	32.50%	60.00%	7.50%	0.00%	92.50%	7.50%
	<b>Overall</b>	37.68%	52.17%	8.70%	1.45%	89.86%	10.14%
<b>Systema shyam</b>	Rural	0.00%	85.29%	8.82%	5.88%	85.29%	14.71%
	Urban	22.41%	67.24%	6.90%	3.45%	89.66%	10.34%
	<b>Overall</b>	14.13%	73.91%	7.61%	4.35%	88.04%	11.96%
<b>Tata</b>	Rural	3.13%	81.25%	12.50%	3.13%	84.38%	15.63%
	Urban	25.00%	63.89%	11.11%	0.00%	88.89%	11.11%
	<b>Overall</b>	14.71%	72.06%	11.76%	1.47%	86.76%	13.24%
<b>Unitech</b>	Rural	5.00%	87.50%	2.50%	5.00%	92.50%	7.50%
	Urban	6.38%	88.30%	5.32%	0.00%	94.68%	5.32%
	<b>Overall</b>	11.94%	76.12%	8.96%	2.99%	88.06%	11.94%
<b>Videocon</b>	Urban	18.75%	71.25%	7.50%	2.50%	90.00%	10.00%
<b>Vodafone</b>	Rural	17.39%	69.57%	8.70%	4.35%	86.96%	13.04%
	Urban	0.00%	94.12%	0.00%	5.88%	94.12%	5.88%
	<b>Overall</b>	10.00%	80.00%	5.00%	5.00%	90.00%	10.00%

5(c) Satisfaction with the ease of recharging process and the transparency of recharge offer

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	2.97%	92.19%	1.12%	3.72%	95.17%	4.83%
	Urban	2.95%	94.69%	0.79%	1.57%	97.64%	2.36%
	<b>Overall</b>	2.96%	93.82%	0.90%	2.32%	96.78%	3.22%
Airtel	Rural	22.35%	70.20%	5.49%	1.96%	92.55%	7.45%
	Urban	15.97%	81.57%	1.72%	0.74%	97.54%	2.46%
	<b>Overall</b>	18.43%	77.19%	3.17%	1.21%	95.62%	4.38%
Bsnl	Rural	12.50%	78.03%	8.33%	1.14%	90.53%	9.47%
	Urban	19.00%	76.50%	3.25%	1.25%	95.50%	4.50%
	<b>Overall</b>	16.42%	77.11%	5.27%	1.20%	93.52%	6.48%
Idea	Rural	7.69%	87.18%	3.85%	1.28%	94.87%	5.13%
	Urban	4.60%	89.97%	4.70%	0.73%	94.57%	5.43%
	<b>Overall</b>	4.83%	89.76%	4.64%	0.77%	94.59%	5.41%
Reliance	Rural	8.54%	84.96%	4.47%	2.03%	93.50%	6.50%
	Urban	14.23%	80.82%	2.68%	2.27%	95.05%	4.95%
	<b>Overall</b>	12.31%	82.22%	3.28%	2.19%	94.53%	5.47%
Systema shyam	Rural	3.72%	82.35%	11.76%	2.17%	86.07%	13.93%
	Urban	4.80%	85.60%	9.20%	0.40%	90.40%	9.60%
	<b>Overall</b>	4.47%	84.62%	9.97%	0.93%	89.10%	10.90%
Tata	Rural	6.94%	80.56%	12.50%	0.00%	87.50%	12.50%
	Urban	5.07%	89.73%	4.34%	0.87%	94.79%	5.21%
	<b>Overall</b>	5.62%	87.03%	6.74%	0.61%	92.65%	7.35%
Unitech	Rural	2.33%	91.00%	5.67%	1.00%	93.33%	6.67%
	Urban	4.39%	90.08%	5.10%	0.43%	94.47%	5.53%
	<b>Overall</b>	8.21%	80.41%	10.35%	1.03%	88.62%	11.38%
Videocon	Urban	8.08%	80.22%	10.58%	1.11%	88.30%	11.70%
Vodafone	Rural	2.59%	88.36%	7.76%	1.29%	90.95%	9.05%
	Urban	3.30%	93.41%	2.20%	1.10%	96.70%	3.30%
	<b>Overall</b>	2.97%	91.09%	4.75%	1.19%	94.06%	5.94%

**5(d) The reason(s) for dissatisfaction**

<b>Mobile Operator</b>	<b>Area</b>	<b>Lack of Complete Information about the offer</b>	<b>Charges/services not as per the offer</b>	<b>Delay in activation of recharge</b>	<b>Non-availability of all denominations recharge coupons</b>	<b>Others</b>
<b>Aircel</b>	Rural	7.69%	61.54%	30.77%	0.00%	0.00%
	Urban	41.67%	41.67%	16.67%	0.00%	0.00%
	<b>Overall</b>	24.00%	52.00%	24.00%	0.00%	0.00%
<b>Airtel</b>	Rural	52.63%	26.32%	5.26%	15.79%	0.00%
	Urban	20.00%	30.00%	10.00%	40.00%	0.00%
	<b>Overall</b>	41.38%	27.59%	6.90%	24.14%	0.00%
<b>Bsni</b>	Rural	24.00%	64.00%	8.00%	0.00%	4.00%
	Urban	27.78%	38.89%	11.11%	16.67%	5.56%
	<b>Overall</b>	25.58%	53.49%	9.30%	6.98%	4.65%
<b>Idea</b>	Rural	25.00%	0.00%	50.00%	25.00%	0.00%
	Urban	40.38%	32.69%	15.38%	7.69%	3.85%
	<b>Overall</b>	39.29%	30.36%	17.86%	8.93%	3.57%
<b>Reliance</b>	Rural	18.75%	50.00%	18.75%	6.25%	6.25%
	Urban	16.67%	41.67%	20.83%	12.50%	8.33%
	<b>Overall</b>	17.50%	45.00%	20.00%	10.00%	7.50%
<b>Systema shyam</b>	Rural	22.22%	57.78%	11.11%	2.22%	6.67%
	Urban	34.72%	43.06%	22.22%	0.00%	0.00%
	<b>Overall</b>	29.91%	48.72%	17.95%	0.85%	2.56%
<b>Tata</b>	Rural	47.22%	44.44%	5.56%	2.78%	0.00%
	Urban	41.67%	19.44%	13.89%	8.33%	16.67%
	<b>Overall</b>	44.44%	31.94%	9.72%	5.56%	8.33%
<b>Unitech</b>	Rural	5.00%	65.00%	15.00%	10.00%	5.00%
	Urban	32.35%	52.94%	11.76%	1.96%	0.98%
	<b>Overall</b>	27.87%	54.92%	12.30%	3.28%	1.64%
<b>Videocon</b>	Urban	16.67%	62.70%	15.08%	3.97%	1.59%
<b>Vodafone</b>	Rural	71.43%	19.05%	9.52%	0.00%	0.00%
	Urban	11.11%	44.44%	22.22%	11.11%	11.11%
	<b>Overall</b>	53.33%	26.67%	13.33%	3.33%	3.33%

**5(e) Getting information regarding call duration, amount deducted for call and balance in the account after every call**

<b>Mobile Operator</b>	<b>Area</b>	<b>Yes</b>	<b>No</b>
<b>Aircel</b>	Rural	87.73%	12.27%
	Urban	88.58%	11.42%
	<b>Overall</b>	88.29%	11.71%
<b>Airtel</b>	Rural	90.98%	9.02%
	Urban	92.14%	7.86%
	<b>Overall</b>	91.69%	8.31%
<b>Bsnl</b>	Rural	90.91%	9.09%
	Urban	92.50%	7.50%
	<b>Overall</b>	91.87%	8.13%
<b>Idea</b>	Rural	92.31%	7.69%
	Urban	88.92%	11.08%
	<b>Overall</b>	89.18%	10.82%
<b>Reliance</b>	Rural	87.80%	12.20%
	Urban	90.31%	9.69%
	<b>Overall</b>	89.47%	10.53%
<b>Systema shyam</b>	Rural	83.90%	16.10%
	Urban	89.87%	10.13%
	<b>Overall</b>	88.07%	11.93%
<b>Tata</b>	Rural	82.99%	17.01%
	Urban	89.44%	10.56%
	<b>Overall</b>	87.54%	12.46%
<b>Unitech</b>	Rural	81.33%	18.67%
	Urban	91.11%	8.89%
	<b>Overall</b>	89.74%	10.26%
<b>Videocon</b>	Urban	89.88%	10.12%
<b>Vodafone</b>	Rural	88.36%	11.64%
	Urban	90.84%	9.16%
	<b>Overall</b>	89.70%	10.30%

**C. Billing Related-Postpaid Customers**

**6. Satisfaction with the time taken to deliver the bills**

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	7.69%	88.46%	1.92%	1.92%	96.15%	3.85%
	Urban	19.75%	78.19%	1.65%	0.41%	97.94%	2.06%
	<b>Overall</b>	17.63%	80.00%	1.69%	0.68%	97.63%	2.37%
Airtel	Rural	21.74%	63.77%	14.49%	0.00%	85.51%	14.49%
	Urban	10.92%	84.48%	4.31%	0.29%	95.40%	4.60%
	<b>Overall</b>	12.71%	81.06%	6.00%	0.24%	93.76%	6.24%
Bsnl	Rural	6.56%	88.52%	0.00%	4.92%	95.08%	4.92%
	Urban	3.13%	94.02%	1.71%	1.14%	97.15%	2.85%
	<b>Overall</b>	3.64%	93.20%	1.46%	1.70%	96.84%	3.16%
Idea	Rural	20.00%	60.00%	20.00%	0.00%	80.00%	20.00%
	Urban	5.88%	82.35%	5.88%	5.88%	88.24%	11.76%
	<b>Overall</b>	7.69%	79.49%	7.69%	5.13%	87.18%	12.82%
Reliance	Rural	36.84%	61.84%	0.00%	1.32%	98.68%	1.32%
	Urban	28.73%	69.03%	1.49%	0.75%	97.76%	2.24%
	<b>Overall</b>	30.52%	67.44%	1.16%	0.87%	97.97%	2.03%
Systema shyam	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA	NA	NA
Tata	Rural	8.82%	85.29%	5.88%	0.00%	94.12%	5.88%
	Urban	6.56%	90.16%	3.28%	0.00%	96.72%	3.28%
	<b>Overall</b>	7.37%	88.42%	4.21%	0.00%	95.79%	4.21%
Unitech	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA	NA	NA
Videocon	Urban	NA	NA	NA	NA	NA	NA
Vodafone	Rural	15.73%	78.65%	4.49%	1.12%	94.38%	5.62%
	Urban	2.93%	94.35%	2.72%	0.00%	97.28%	2.72%
	<b>Overall</b>	4.94%	91.89%	3.00%	0.18%	96.83%	3.17%

**7(a) Satisfaction with the clarity of the bills issued by the service provider in terms of transparency and understandability**

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	7.69%	86.54%	1.92%	3.85%	94.23%	5.77%
	Urban	25.10%	71.60%	1.65%	1.65%	96.71%	3.29%
	<b>Overall</b>	22.03%	74.24%	1.69%	2.03%	96.27%	3.73%
Airtel	Rural	66.67%	30.43%	1.45%	1.45%	97.10%	2.90%
	Urban	25.57%	70.69%	2.30%	1.44%	96.26%	3.74%
	<b>Overall</b>	32.37%	64.03%	2.16%	1.44%	96.40%	3.60%
Bsnl	Rural	8.20%	85.25%	4.92%	1.64%	93.44%	6.56%
	Urban	6.84%	88.89%	3.99%	0.28%	95.73%	4.27%
	<b>Overall</b>	7.04%	88.35%	4.13%	0.49%	95.39%	4.61%
Idea	Rural	20.00%	60.00%	0.00%	20.00%	80.00%	20.00%
	Urban	5.88%	85.29%	5.88%	2.94%	91.18%	8.82%
	<b>Overall</b>	7.69%	82.05%	5.13%	5.13%	89.74%	10.26%
Reliance	Rural	38.16%	52.63%	6.58%	2.63%	90.79%	9.21%
	Urban	38.06%	57.09%	2.99%	1.87%	95.15%	4.85%
	<b>Overall</b>	38.08%	56.10%	3.78%	2.03%	94.19%	5.81%
Systema shyam	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA	NA	NA
Tata	Rural	8.82%	79.41%	11.76%	0.00%	88.24%	11.76%
	Urban	4.92%	91.80%	3.28%	0.00%	96.72%	3.28%
	<b>Overall</b>	6.32%	87.37%	6.32%	0.00%	93.68%	6.32%
Unitech	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA	NA	NA
Videocon	Urban	NA	NA	NA	NA	NA	NA
Vodafone	Rural	17.98%	77.53%	3.37%	1.12%	95.51%	4.49%
	Urban	1.46%	96.03%	2.30%	0.21%	97.49%	2.51%
	<b>Overall</b>	4.06%	93.12%	2.47%	0.35%	97.18%	2.82%

**7(b) The reason(s) for your dissatisfaction**

<b>Mobile Operator</b>	<b>Area</b>	<b>Difficult to read the bill</b>	<b>Difficult to understand the language</b>	<b>Calculations not clear</b>	<b>Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given</b>	<b>Others</b>
<b>Aircel</b>	Rural	0.00%	0.00%	33.33%	33.33%	33.33%
	Urban	0.00%	12.50%	37.50%	12.50%	37.50%
	<b>Overall</b>	0.00%	9.09%	36.36%	18.18%	36.36%
<b>Airtel</b>	Rural	0.00%	0.00%	0.00%	50.00%	50.00%
	Urban	0.00%	15.38%	7.69%	23.08%	53.85%
	<b>Overall</b>	0.00%	13.33%	6.67%	26.67%	53.33%
<b>Bsnl</b>	Rural	0.00%	0.00%	75.00%	0.00%	25.00%
	Urban	6.25%	31.25%	18.75%	37.50%	6.25%
	<b>Overall</b>	9.52%	23.81%	28.57%	28.57%	9.52%
<b>Idea</b>	Rural	75.00%	0.00%	25.00%	0.00%	0.00%
	Urban	57.14%	14.29%	0.00%	28.57%	0.00%
	<b>Overall</b>	55.56%	11.11%	11.11%	22.22%	0.00%
<b>Reliance</b>	Rural	46.15%	38.46%	0.00%	7.69%	7.69%
	Urban	35.00%	10.00%	0.00%	25.00%	30.00%
	<b>Overall</b>	0.00%	35.00%	0.00%	30.00%	35.00%
<b>Systema shyam</b>	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA	NA
<b>Tata</b>	Rural	0.00%	66.67%	0.00%	0.00%	33.33%
	Urban	0.00%	50.00%	0.00%	0.00%	50.00%
	<b>Overall</b>	0.00%	60.00%	0.00%	0.00%	40.00%
<b>Unitech</b>	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA	NA
<b>Videocon</b>	Urban	NA	NA	NA	NA	NA
<b>Vodafone</b>	Rural	0.00%	50.00%	0.00%	0.00%	50.00%
	Urban	0.00%	25.00%	0.00%	16.67%	58.33%
	<b>Overall</b>	0.00%	31.25%	0.00%	12.50%	56.25%



**8(a) Satisfaction with the accuracy & completeness of the bills**

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	9.62%	86.54%	3.85%	0.00%	96.15%	3.85%
	Urban	28.81%	65.02%	1.65%	4.53%	93.83%	6.17%
	<b>Overall</b>	25.42%	68.81%	2.03%	3.73%	94.24%	5.76%
Airtel	Rural	21.74%	69.57%	4.35%	4.35%	91.30%	8.70%
	Urban	9.20%	85.06%	2.59%	3.16%	94.25%	5.75%
	<b>Overall</b>	11.27%	82.49%	2.88%	3.36%	93.76%	6.24%
Bsnl	Rural	6.56%	88.52%	3.28%	1.64%	95.08%	4.92%
	Urban	9.97%	84.90%	3.13%	1.99%	94.87%	5.13%
	<b>Overall</b>	9.47%	85.44%	3.16%	1.94%	94.90%	5.10%
Idea	Rural	0.00%	80.00%	20.00%	0.00%	80.00%	20.00%
	Urban	5.88%	88.24%	2.94%	2.94%	94.12%	5.88%
	<b>Overall</b>	5.13%	87.18%	5.13%	2.56%	92.31%	7.69%
Reliance	Rural	19.74%	71.05%	9.21%	0.00%	90.79%	9.21%
	Urban	27.24%	61.94%	3.73%	7.09%	89.18%	10.82%
	<b>Overall</b>	25.58%	63.95%	4.94%	5.52%	89.53%	10.47%
Systema shyam	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA	NA	NA
Tata	Rural	47.06%	41.18%	5.88%	5.88%	88.24%	11.76%
	Urban	26.23%	68.85%	3.28%	1.64%	95.08%	4.92%
	<b>Overall</b>	33.68%	58.95%	4.21%	3.16%	92.63%	7.37%
Unitech	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA	NA	NA
Videocon	Urban	NA	NA	NA	NA	NA	NA
Vodafone	Rural	7.87%	86.52%	5.62%	0.00%	94.38%	5.62%
	Urban	0.42%	94.14%	5.02%	0.42%	94.56%	5.44%
	<b>Overall</b>	1.59%	92.95%	5.11%	0.35%	94.53%	5.47%

**8(b) The reason(s) for dissatisfaction**

<b>Mobile Operator</b>	<b>Area</b>	<b>Charges not as per tariff plan subscribed</b>	<b>Tariff Plan changed without information</b>	<b>Charged for value added services not subscribed</b>	<b>Charged for calls/services not made/used</b>	<b>Calculations are not clear</b>	<b>Others</b>
<b>Aircel</b>	Rural	50.00%	0.00%	0.00%	50.00%	0.00%	0.00%
	Urban	20.00%	20.00%	26.67%	20.00%	6.67%	6.67%
	<b>Overall</b>	23.53%	17.65%	23.53%	23.53%	5.88%	5.88%
<b>Airtel</b>	Rural	0.00%	16.67%	33.33%	50.00%	0.00%	0.00%
	Urban	15.00%	5.00%	0.00%	70.00%	10.00%	0.00%
	<b>Overall</b>	11.54%	7.69%	7.69%	65.38%	7.69%	0.00%
<b>Bsni</b>	Rural	66.67%	0.00%	0.00%	33.33%	0.00%	0.00%
	Urban	33.33%	22.22%	16.67%	16.67%	5.56%	5.56%
	<b>Overall</b>	38.10%	19.05%	14.29%	19.05%	4.76%	4.76%
<b>Idea</b>	Rural	0.00%	0.00%	0.00%	100%	0.00%	0.00%
	Urban	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
	<b>Overall</b>	0.00%	66.67%	0.00%	33.33%	0.00%	0.00%
<b>Reliance</b>	Rural	0.00%	71.43%	0.00%	28.57%	0.00%	0.00%
	Urban	51.72%	20.69%	24.14%	3.45%	0.00%	0.00%
	<b>Overall</b>	41.67%	30.56%	19.44%	8.33%	0.00%	0.00%
<b>Systema shyam</b>	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA	NA	NA
<b>Tata</b>	Rural	0.00%	0.00%	50.00%	25.00%	0.00%	25.00%
	Urban	33.33%	0.00%	0.00%	33.33%	33.33%	0.00%
	<b>Overall</b>	14.29%	0.00%	28.57%	28.57%	14.29%	14.29%
<b>Unitech</b>	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA	NA	NA
<b>Videocon</b>	Urban	NA	NA	NA	NA	NA	NA
<b>Vodafone</b>	Rural	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	Urban	34.62%	30.77%	11.54%	23.08%	0.00%	0.00%
	<b>Overall</b>	45.16%	25.81%	9.68%	19.35%	0.00%	0.00%

**9(a) Making of any billing related complaints in the last 6 months**

Mobile Operator	Area	Yes	No
Aircel	Rural	13.46%	86.54%
	Urban	8.23%	91.77%
	<b>Overall</b>	9.15%	90.85%
Airtel	Rural	10.14%	89.86%
	Urban	5.46%	94.54%
	<b>Overall</b>	6.24%	93.76%
Bsnl	Rural	11.48%	88.52%
	Urban	7.12%	92.88%
	<b>Overall</b>	7.77%	92.23%
Idea	Rural	20.00%	80.00%
	Urban	11.76%	88.24%
	<b>Overall</b>	12.82%	87.18%
Reliance	Rural	15.79%	84.21%
	Urban	10.45%	89.55%
	<b>Overall</b>	11.63%	88.37%
Systema shyam	Rural	NA	NA
	Urban	NA	NA
	<b>Overall</b>	NA	NA
Tata	Rural	64.71%	35.29%
	Urban	9.84%	90.16%
	<b>Overall</b>	29.47%	70.53%
Unitech	Rural	NA	NA
	Urban	NA	NA
	<b>Overall</b>	NA	NA
Videocon	Urban	NA	NA
Vodafone	Rural	14.61%	85.39%
	Urban	8.58%	91.42%
	<b>Overall</b>	9.52%	90.48%

**9(b) Satisfaction with the process of resolution of billing complaints**

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	0.00%	85.71%	14.29%	0.00%	85.71%	14.29%
	Urban	15.00%	75.00%	10.00%	0.00%	90.00%	10.00%
	<b>Overall</b>	11.11%	77.78%	11.11%	0.00%	88.89%	11.11%
Airtel	Rural	0.00%	85.71%	14.29%	0.00%	85.71%	14.29%
	Urban	0.00%	94.74%	5.26%	0.00%	94.74%	5.26%
	<b>Overall</b>	0.00%	92.31%	7.69%	0.00%	92.31%	7.69%
Bsnl	Rural	0.00%	85.71%	14.29%	0.00%	85.71%	14.29%
	Urban	0.00%	88.00%	12.00%	0.00%	88.00%	12.00%
	<b>Overall</b>	0.00%	87.50%	12.50%	0.00%	87.50%	12.50%
Idea	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	0.00%	75.00%	25.00%	0.00%	75.00%	25.00%
	<b>Overall</b>	0.00%	80.00%	20.00%	0.00%	80.00%	20.00%
Reliance	Rural	25.00%	66.67%	8.33%	0.00%	91.67%	8.33%
	Urban	0.00%	89.29%	10.71%	0.00%	89.29%	10.71%
	<b>Overall</b>	7.50%	82.50%	10.00%	0.00%	90.00%	10.00%
Systema shyam	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA	NA	NA
Tata	Rural	0.00%	95.45%	4.55%	0.00%	95.45%	4.55%
	Urban	0.00%	83.33%	16.67%	0.00%	83.33%	16.67%
	<b>Overall</b>	0.00%	92.86%	7.14%	0.00%	92.86%	7.14%
Unitech	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA	NA	NA
Videocon	Urban	NA	NA	NA	NA	NA	NA
Vodafone	Rural	23.08%	69.23%	7.69%	0.00%	92.31%	7.69%
	Urban	0.00%	95.12%	4.88%	0.00%	95.12%	4.88%
	<b>Overall</b>	5.56%	88.89%	5.56%	0.00%	94.44%	5.56%

**D. Help Services/Customer Care Including Customer Grievance Redressal**

**10. In the last 6 months, contacted customer care/helpline/call centre of the service provider**

<b>Mobile Operator</b>	<b>Area</b>	<b>Yes</b>	<b>No</b>
<b>Aircel</b>	Rural	88.47%	11.53%
	Urban	89.21%	10.79%
	<b>Overall</b>	88.99%	11.01%
<b>Airtel</b>	Rural	82.41%	17.59%
	Urban	87.68%	12.32%
	<b>Overall</b>	86.10%	13.90%
<b>Bsnl</b>	Rural	83.38%	16.62%
	Urban	85.22%	14.78%
	<b>Overall</b>	84.67%	15.33%
<b>Idea</b>	Rural	89.16%	10.84%
	Urban	90.41%	9.59%
	<b>Overall</b>	90.32%	9.68%
<b>Reliance</b>	Rural	89.75%	10.25%
	Urban	91.90%	8.10%
	<b>Overall</b>	91.26%	8.74%
<b>Systema shyam</b>	Rural	87.62%	12.38%
	Urban	92.27%	7.73%
	<b>Overall</b>	90.87%	9.13%
<b>Tata</b>	Rural	88.51%	11.49%
	Urban	89.10%	10.90%
	<b>Overall</b>	88.92%	11.08%
<b>Unitech</b>	Rural	88.00%	12.00%
	Urban	90.35%	9.65%
	<b>Overall</b>	90.02%	9.98%
<b>Videocon</b>	Urban	90.34%	9.66%
<b>Vodafone</b>	Rural	87.54%	12.46%
	Urban	91.34%	8.66%
	<b>Overall</b>	90.21%	9.79%

**11. Satisfaction with the ease of access of call centre/customer care or helpline**

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	4.58%	86.97%	6.69%	1.76%	91.55%	8.45%
	Urban	22.99%	71.04%	5.82%	0.15%	94.03%	5.97%
	<b>Overall</b>	17.51%	75.79%	6.08%	0.63%	93.29%	6.71%
Airtel	Rural	8.61%	83.90%	5.99%	1.50%	92.51%	7.49%
	Urban	3.02%	95.62%	1.06%	0.30%	98.64%	1.36%
	<b>Overall</b>	4.63%	92.25%	2.48%	0.65%	96.88%	3.12%
Bsnl	Rural	1.48%	89.67%	8.12%	0.74%	91.14%	8.86%
	Urban	6.56%	89.06%	2.97%	1.41%	95.63%	4.38%
	<b>Overall</b>	5.05%	89.24%	4.50%	1.21%	94.29%	5.71%
Idea	Rural	20.27%	68.92%	10.81%	0.00%	89.19%	10.81%
	Urban	19.08%	66.52%	2.46%	11.94%	85.60%	14.40%
	<b>Overall</b>	19.18%	66.70%	3.09%	11.03%	85.88%	14.12%
Reliance	Rural	18.34%	70.59%	7.27%	3.81%	88.93%	11.07%
	Urban	4.05%	90.61%	3.76%	1.59%	94.65%	5.35%
	<b>Overall</b>	8.26%	84.71%	4.79%	2.24%	92.97%	7.03%
Systema shyam	Rural	5.65%	79.51%	14.84%	0.00%	85.16%	14.84%
	Urban	3.18%	86.99%	9.39%	0.43%	90.17%	9.83%
	<b>Overall</b>	3.90%	84.82%	10.97%	0.31%	88.72%	11.28%
Tata	Rural	6.67%	81.40%	10.53%	1.40%	88.07%	11.93%
	Urban	2.39%	91.94%	5.22%	0.45%	94.33%	5.67%
	<b>Overall</b>	3.66%	88.80%	6.81%	0.73%	92.46%	7.54%
Unitech	Rural	4.55%	78.79%	15.91%	0.76%	83.33%	16.67%
	Urban	8.52%	77.07%	9.48%	4.92%	85.59%	14.41%
	<b>Overall</b>	7.98%	77.31%	10.36%	4.35%	85.28%	14.72%
Videocon	Urban	7.61%	82.73%	8.63%	1.03%	90.34%	9.66%
Vodafone	Rural	12.10%	77.94%	9.25%	0.71%	90.04%	9.96%
	Urban	4.37%	88.05%	7.29%	0.29%	92.42%	7.58%
	<b>Overall</b>	6.62%	85.11%	7.86%	0.41%	91.73%	8.27%

**12. Satisfaction with the ease of getting an option for “talking to a customer care executive**

<b>Mobile Operator</b>	<b>Area</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Left-2</b>	<b>Right-2</b>
<b>Aircel</b>	Rural	21.83%	73.24%	3.87%	1.06%	95.07%	4.93%
	Urban	18.66%	77.31%	3.88%	0.15%	95.97%	4.03%
	<b>Overall</b>	19.60%	76.10%	3.88%	0.42%	95.70%	4.30%
<b>Airtel</b>	Rural	22.85%	72.28%	4.87%	0.00%	95.13%	4.87%
	Urban	14.50%	82.18%	2.87%	0.45%	96.68%	3.32%
	<b>Overall</b>	16.90%	79.33%	3.44%	0.32%	96.23%	3.77%
<b>Bsnl</b>	Rural	1.11%	91.14%	7.75%	0.00%	92.25%	7.75%
	Urban	9.53%	85.00%	4.06%	1.41%	94.53%	5.47%
	<b>Overall</b>	7.03%	86.83%	5.16%	0.99%	93.85%	6.15%
<b>Idea</b>	Rural	20.27%	67.57%	12.16%	0.00%	87.84%	12.16%
	Urban	16.85%	76.56%	5.69%	0.89%	93.42%	6.58%
	<b>Overall</b>	17.11%	75.88%	6.19%	0.82%	92.99%	7.01%
<b>Reliance</b>	Rural	23.53%	69.20%	4.15%	3.11%	92.73%	7.27%
	Urban	8.67%	88.01%	2.46%	0.87%	96.68%	3.32%
	<b>Overall</b>	13.05%	82.47%	2.96%	1.53%	95.51%	4.49%
<b>Systema shyam</b>	Rural	4.95%	83.04%	11.66%	0.35%	87.99%	12.01%
	Urban	6.07%	85.26%	7.95%	0.72%	91.33%	8.67%
	<b>Overall</b>	5.74%	84.62%	9.03%	0.62%	90.36%	9.64%
<b>Tata</b>	Rural	9.82%	78.60%	10.88%	0.70%	88.42%	11.58%
	Urban	5.37%	86.72%	7.31%	0.60%	92.09%	7.91%
	<b>Overall</b>	6.70%	84.29%	8.38%	0.63%	90.99%	9.01%
<b>Unitech</b>	Rural	6.82%	73.48%	17.42%	2.27%	80.30%	19.70%
	Urban	12.48%	75.87%	3.00%	8.64%	88.36%	11.64%
	<b>Overall</b>	11.71%	75.54%	4.97%	7.77%	87.25%	12.75%
<b>Videocon</b>	Urban	11.61%	77.80%	7.91%	2.67%	89.41%	10.59%
<b>Vodafone</b>	Rural	8.54%	83.63%	6.76%	1.07%	92.17%	7.83%
	Urban	18.22%	76.38%	4.81%	0.58%	94.61%	5.39%
	<b>Overall</b>	15.41%	78.49%	5.38%	0.72%	93.90%	6.10%

**13. Satisfaction with the response time taken to answer call by a customer care executive**

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	16.55%	75.35%	6.69%	1.41%	91.90%	8.10%
	Urban	15.67%	78.81%	3.73%	1.79%	94.48%	5.52%
	<b>Overall</b>	15.93%	77.78%	4.61%	1.68%	93.71%	6.29%
Airtel	Rural	14.23%	77.90%	6.37%	1.50%	92.13%	7.87%
	Urban	5.59%	89.43%	4.68%	0.30%	95.02%	4.98%
	<b>Overall</b>	8.07%	86.11%	5.17%	0.65%	94.19%	5.81%
Bsnl	Rural	0.74%	90.77%	7.75%	0.74%	91.51%	8.49%
	Urban	5.16%	86.56%	6.41%	1.88%	91.72%	8.28%
	<b>Overall</b>	3.84%	87.82%	6.81%	1.54%	91.66%	8.34%
Idea	Rural	13.51%	71.62%	10.81%	4.05%	85.14%	14.86%
	Urban	7.70%	81.70%	9.93%	0.67%	89.40%	10.60%
	<b>Overall</b>	8.14%	80.93%	10.00%	0.93%	89.07%	10.93%
Reliance	Rural	11.07%	76.82%	9.34%	2.77%	87.89%	12.11%
	Urban	9.10%	83.24%	7.23%	0.43%	92.34%	7.66%
	<b>Overall</b>	9.68%	81.35%	7.85%	1.12%	91.03%	8.97%
Systema shyam	Rural	5.30%	80.21%	14.49%	0.00%	85.51%	14.49%
	Urban	9.68%	81.79%	8.38%	0.14%	91.47%	8.53%
	<b>Overall</b>	8.41%	81.33%	10.15%	0.10%	89.74%	10.26%
Tata	Rural	7.72%	82.11%	10.18%	0.00%	89.82%	10.18%
	Urban	7.16%	84.48%	8.21%	0.15%	91.64%	8.36%
	<b>Overall</b>	7.33%	83.77%	8.80%	0.10%	91.10%	8.90%
Unitech	Rural	5.30%	78.79%	14.39%	1.52%	84.09%	15.91%
	Urban	9.60%	76.71%	13.21%	0.48%	86.31%	13.69%
	<b>Overall</b>	9.02%	76.99%	13.37%	0.62%	86.01%	13.99%
Videocon	Urban	9.04%	81.40%	8.84%	0.72%	90.44%	9.56%
Vodafone	Rural	5.34%	82.92%	11.39%	0.36%	88.26%	11.74%
	Urban	9.62%	82.80%	6.71%	0.87%	92.42%	7.58%
	<b>Overall</b>	8.38%	82.83%	8.07%	0.72%	91.21%	8.79%



**14. Satisfaction with the problem solving ability of the customer care executive(s)**

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	30.28%	61.27%	3.87%	4.58%	91.55%	8.45%
	Urban	12.24%	86.42%	1.04%	0.30%	98.66%	1.34%
	<b>Overall</b>	17.61%	78.93%	1.89%	1.57%	96.54%	3.46%
Airtel	Rural	19.10%	71.16%	9.74%	0.00%	90.26%	9.74%
	Urban	13.75%	80.51%	5.14%	0.60%	94.26%	5.74%
	<b>Overall</b>	15.29%	77.83%	6.46%	0.43%	93.11%	6.89%
Bsnl	Rural	0.74%	90.77%	8.49%	0.00%	91.51%	8.49%
	Urban	6.56%	79.38%	14.06%	0.00%	85.94%	14.06%
	<b>Overall</b>	4.83%	82.77%	12.40%	0.00%	87.60%	12.40%
Idea	Rural	14.86%	72.97%	10.81%	1.35%	87.84%	12.16%
	Urban	11.72%	78.79%	8.59%	0.89%	90.51%	9.49%
	<b>Overall</b>	11.96%	78.35%	8.76%	0.93%	90.31%	9.69%
Reliance	Rural	9.34%	76.47%	13.49%	0.69%	85.81%	14.19%
	Urban	6.21%	86.13%	4.91%	2.75%	92.34%	7.66%
	<b>Overall</b>	7.14%	83.28%	7.44%	2.14%	90.42%	9.58%
Systema shyam	Rural	7.42%	81.27%	9.54%	1.77%	88.69%	11.31%
	Urban	3.90%	86.71%	8.24%	1.16%	90.61%	9.39%
	<b>Overall</b>	4.92%	85.13%	8.62%	1.33%	90.05%	9.95%
Tata	Rural	5.96%	85.96%	6.32%	1.75%	91.93%	8.07%
	Urban	4.33%	90.15%	4.48%	1.04%	94.48%	5.52%
	<b>Overall</b>	4.82%	88.90%	5.03%	1.26%	93.72%	6.28%
Unitech	Rural	3.79%	80.30%	15.91%	0.00%	84.09%	15.91%
	Urban	12.48%	78.99%	7.20%	1.32%	91.48%	8.52%
	<b>Overall</b>	11.30%	79.17%	8.39%	1.14%	90.47%	9.53%
Videocon	Urban	11.31%	78.93%	8.74%	1.03%	90.24%	9.76%
Vodafone	Rural	7.83%	80.07%	10.68%	1.42%	87.90%	12.10%
	Urban	18.51%	76.97%	4.08%	0.44%	95.48%	4.52%
	<b>Overall</b>	15.41%	77.87%	6.00%	0.72%	93.28%	6.72%

**15. Satisfaction with the time taken by call centre/customer care /helpline to resolve your complaint**

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	16.90%	73.94%	6.34%	2.82%	90.85%	9.15%
	Urban	13.13%	81.34%	5.07%	0.45%	94.48%	5.52%
	<b>Overall</b>	14.26%	79.14%	5.45%	1.15%	93.40%	6.60%
Airtel	Rural	16.48%	76.40%	6.37%	0.75%	92.88%	7.12%
	Urban	6.95%	88.07%	2.87%	2.11%	95.02%	4.98%
	<b>Overall</b>	9.69%	84.71%	3.88%	1.72%	94.40%	5.60%
Bsnl	Rural	0.37%	94.10%	4.43%	1.11%	94.46%	5.54%
	Urban	6.09%	83.91%	10.00%	0.00%	90.00%	10.00%
	<b>Overall</b>	4.39%	86.94%	8.34%	0.33%	91.33%	8.67%
Idea	Rural	8.11%	81.08%	5.41%	5.41%	89.19%	10.81%
	Urban	6.92%	84.71%	7.92%	0.45%	91.63%	8.37%
	<b>Overall</b>	7.01%	84.43%	7.73%	0.82%	91.44%	8.56%
Reliance	Rural	14.88%	75.43%	9.00%	0.69%	90.31%	9.69%
	Urban	6.50%	86.27%	5.64%	1.59%	92.77%	7.23%
	<b>Overall</b>	8.97%	83.08%	6.63%	1.33%	92.05%	7.95%
Systema shyam	Rural	3.53%	80.92%	15.55%	0.00%	84.45%	15.55%
	Urban	8.96%	83.24%	6.79%	1.01%	92.20%	7.80%
	<b>Overall</b>	7.38%	82.56%	9.33%	0.72%	89.95%	10.05%
Tata	Rural	8.42%	80.00%	11.58%	0.00%	88.42%	11.58%
	Urban	7.31%	82.84%	8.96%	0.90%	90.15%	9.85%
	<b>Overall</b>	7.64%	81.99%	9.74%	0.63%	89.63%	10.37%
Unitech	Rural	12.88%	65.15%	21.21%	0.76%	78.03%	21.97%
	Urban	18.01%	68.91%	12.12%	0.96%	86.91%	13.09%
	<b>Overall</b>	17.31%	68.39%	13.37%	0.93%	85.70%	14.30%
Videocon	Urban	17.16%	68.45%	13.67%	0.72%	85.61%	14.39%
Vodafone	Rural	12.10%	77.94%	9.25%	0.71%	90.04%	9.96%
	Urban	15.31%	78.86%	5.39%	0.44%	94.17%	5.83%
	<b>Overall</b>	14.37%	78.59%	6.51%	0.52%	92.97%	7.03%

**E. Network Performance, Reliability and Availability**

**16. Satisfaction with the availability of signal of your service provider in the locality**

<b>Mobile Operator</b>	<b>Area</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Left-2</b>	<b>Right-2</b>
<b>Aircel</b>	Rural	34.89%	61.37%	3.12%	0.62%	96.26%	3.74%
	Urban	22.64%	75.37%	1.73%	0.27%	98.00%	2.00%
	<b>Overall</b>	26.31%	71.18%	2.15%	0.37%	97.48%	2.52%
<b>Airtel</b>	Rural	9.88%	83.95%	6.17%	0.00%	93.83%	6.17%
	Urban	16.95%	80.13%	2.78%	0.13%	97.09%	2.91%
	<b>Overall</b>	14.83%	81.28%	3.80%	0.09%	96.11%	3.89%
<b>Bsnl</b>	Rural	1.23%	93.85%	4.62%	0.31%	95.08%	4.92%
	Urban	27.30%	69.11%	3.60%	0.00%	96.40%	3.60%
	<b>Overall</b>	19.42%	76.58%	3.90%	0.09%	96.00%	4.00%
<b>Idea</b>	Rural	21.69%	69.88%	8.43%	0.00%	91.57%	8.43%
	Urban	28.46%	67.61%	3.73%	0.20%	96.06%	3.94%
	<b>Overall</b>	27.93%	67.78%	4.10%	0.19%	95.72%	4.28%
<b>Reliance</b>	Rural	24.53%	67.70%	4.66%	3.11%	92.24%	7.76%
	Urban	28.02%	66.27%	5.44%	0.27%	94.29%	5.71%
	<b>Overall</b>	26.98%	66.70%	5.21%	1.12%	93.67%	6.33%
<b>Systema shyam</b>	Rural	6.19%	77.71%	15.79%	0.31%	83.90%	16.10%
	Urban	16.67%	72.53%	10.67%	0.13%	89.20%	10.80%
	<b>Overall</b>	13.51%	74.09%	12.21%	0.19%	87.60%	12.40%
<b>Tata</b>	Rural	13.35%	72.98%	13.35%	0.31%	86.34%	13.66%
	Urban	17.82%	77.53%	4.39%	0.27%	95.35%	4.65%
	<b>Overall</b>	16.48%	76.16%	7.08%	0.28%	92.64%	7.36%
<b>Unitech</b>	Rural	10.00%	76.67%	13.33%	0.00%	86.67%	13.33%
	Urban	11.71%	79.83%	8.13%	0.33%	91.54%	8.46%
	<b>Overall</b>	11.47%	79.38%	8.86%	0.28%	90.86%	9.14%
<b>Videocon</b>	Urban	11.61%	78.83%	9.29%	0.28%	90.44%	9.56%
<b>Vodafone</b>	Rural	10.59%	86.29%	2.18%	0.93%	96.88%	3.12%
	Urban	12.12%	83.36%	4.13%	0.40%	95.47%	4.53%
	<b>Overall</b>	11.66%	84.24%	3.54%	0.56%	95.90%	4.10%

**17. Satisfaction with the ability to make or receive calls easily**

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	20.87%	75.39%	2.49%	1.25%	96.26%	3.74%
	Urban	51.53%	45.54%	2.40%	0.53%	97.07%	2.93%
	<b>Overall</b>	42.35%	54.48%	2.43%	0.75%	96.83%	3.17%
Airtel	Rural	28.09%	69.44%	1.54%	0.93%	97.53%	2.47%
	Urban	29.27%	69.54%	0.93%	0.26%	98.81%	1.19%
	<b>Overall</b>	28.92%	69.51%	1.11%	0.46%	98.42%	1.58%
Bsnl	Rural	0.00%	97.23%	2.46%	0.31%	97.23%	2.77%
	Urban	49.00%	48.74%	2.26%	0.00%	97.74%	2.26%
	<b>Overall</b>	34.20%	63.38%	2.32%	0.09%	97.58%	2.42%
Idea	Rural	36.14%	61.45%	2.41%	0.00%	97.59%	2.41%
	Urban	30.27%	63.57%	6.16%	0.00%	93.84%	6.16%
	<b>Overall</b>	30.73%	63.41%	5.87%	0.00%	94.13%	5.87%
Reliance	Rural	22.05%	70.50%	6.21%	1.24%	92.55%	7.45%
	Urban	29.08%	66.00%	3.59%	1.33%	95.09%	4.91%
	<b>Overall</b>	26.98%	67.35%	4.37%	1.30%	94.33%	5.67%
Systema shyam	Rural	13.31%	76.16%	8.36%	2.17%	89.47%	10.53%
	Urban	14.27%	73.47%	11.20%	1.07%	87.73%	12.27%
	<b>Overall</b>	13.98%	74.28%	10.34%	1.40%	88.26%	11.74%
Tata	Rural	21.43%	63.98%	11.49%	3.11%	85.40%	14.60%
	Urban	14.63%	74.73%	9.31%	1.33%	89.36%	10.64%
	<b>Overall</b>	16.67%	71.51%	9.96%	1.86%	88.18%	11.82%
Unitech	Rural	13.33%	70.00%	16.67%	0.00%	83.33%	16.67%
	Urban	20.17%	64.43%	14.97%	0.43%	84.60%	15.40%
	<b>Overall</b>	19.22%	65.21%	15.21%	0.37%	84.42%	15.58%
Videocon	Urban	19.31%	68.25%	12.16%	0.28%	87.56%	12.44%
Vodafone	Rural	13.08%	80.69%	5.92%	0.31%	93.77%	6.23%
	Urban	23.17%	75.23%	1.46%	0.13%	98.40%	1.60%
	<b>Overall</b>	20.15%	76.87%	2.80%	0.19%	97.01%	2.99%

**18. Satisfaction with call dropping during conversation**

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	53.27%	42.68%	1.87%	2.18%	95.95%	4.05%
	Urban	63.91%	34.89%	1.07%	0.13%	98.80%	1.20%
	<b>Overall</b>	60.73%	37.22%	1.31%	0.75%	97.95%	2.05%
Airtel	Rural	72.84%	25.00%	1.23%	0.93%	97.84%	2.16%
	Urban	76.16%	23.05%	0.26%	0.53%	99.21%	0.79%
	<b>Overall</b>	75.16%	23.63%	0.56%	0.65%	98.80%	1.20%
Bsnl	Rural	76.92%	21.54%	1.23%	0.31%	98.46%	1.54%
	Urban	60.59%	35.82%	2.53%	1.07%	96.40%	3.60%
	<b>Overall</b>	65.52%	31.51%	2.14%	0.84%	97.03%	2.97%
Idea	Rural	73.49%	24.10%	2.41%	0.00%	97.59%	2.41%
	Urban	84.66%	13.72%	1.21%	0.40%	98.39%	1.61%
	<b>Overall</b>	83.80%	14.53%	1.30%	0.37%	98.32%	1.68%
Reliance	Rural	72.36%	22.67%	4.66%	0.31%	95.03%	4.97%
	Urban	77.42%	20.98%	1.33%	0.27%	98.41%	1.59%
	<b>Overall</b>	75.91%	21.49%	2.33%	0.28%	97.40%	2.60%
Systema shyam	Rural	73.68%	21.67%	4.64%	0.00%	95.36%	4.64%
	Urban	72.80%	24.93%	0.93%	1.33%	97.73%	2.27%
	<b>Overall</b>	73.07%	23.95%	2.05%	0.93%	97.02%	2.98%
Tata	Rural	56.21%	34.16%	9.32%	0.31%	90.37%	9.63%
	Urban	73.40%	24.60%	0.93%	1.06%	98.01%	1.99%
	<b>Overall</b>	68.25%	27.47%	3.45%	0.84%	95.72%	4.28%
Unitech	Rural	78.00%	21.33%	0.67%	0.00%	99.33%	0.67%
	Urban	82.75%	15.62%	1.30%	0.33%	98.37%	1.63%
	<b>Overall</b>	82.09%	16.42%	1.21%	0.28%	98.51%	1.49%
Videocon	Urban	82.36%	16.16%	1.39%	0.09%	98.51%	1.49%
Vodafone	Rural	67.91%	28.04%	2.49%	1.56%	95.95%	4.05%
	Urban	78.16%	21.04%	0.53%	0.27%	99.20%	0.80%
	<b>Overall</b>	75.09%	23.13%	1.12%	0.65%	98.23%	1.77%

**19. Satisfaction with the voice quality**

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	21.50%	73.21%	3.74%	1.56%	94.70%	5.30%
	Urban	18.51%	79.63%	1.33%	0.53%	98.14%	1.86%
	<b>Overall</b>	19.40%	77.71%	2.05%	0.84%	97.11%	2.89%
Airtel	Rural	15.12%	82.10%	1.54%	1.23%	97.22%	2.78%
	Urban	37.35%	60.93%	0.40%	1.32%	98.28%	1.72%
	<b>Overall</b>	30.68%	67.28%	0.74%	1.30%	97.96%	2.04%
Bsnl	Rural	29.23%	64.00%	6.77%	0.00%	93.23%	6.77%
	Urban	44.34%	52.46%	0.93%	2.26%	96.80%	3.20%
	<b>Overall</b>	39.78%	55.95%	2.70%	1.58%	95.72%	4.28%
Idea	Rural	15.66%	79.52%	3.61%	1.20%	95.18%	4.82%
	Urban	13.12%	82.95%	1.31%	2.62%	96.06%	3.94%
	<b>Overall</b>	13.31%	82.68%	1.49%	2.51%	96.00%	4.00%
Reliance	Rural	38.20%	57.76%	2.48%	1.55%	95.96%	4.04%
	Urban	50.73%	46.61%	0.53%	2.12%	97.34%	2.66%
	<b>Overall</b>	46.98%	49.95%	1.12%	1.95%	96.93%	3.07%
Systema shyam	Rural	14.24%	78.64%	6.19%	0.93%	92.88%	7.12%
	Urban	14.80%	80.67%	2.40%	2.13%	95.47%	4.53%
	<b>Overall</b>	14.63%	80.06%	3.54%	1.77%	94.69%	5.31%
Tata	Rural	16.46%	77.64%	3.11%	2.80%	94.10%	5.90%
	Urban	7.45%	91.49%	1.06%	0.00%	98.94%	1.06%
	<b>Overall</b>	10.15%	87.34%	1.68%	0.84%	97.49%	2.51%
Unitech	Rural	32.67%	55.33%	11.33%	0.67%	88.00%	12.00%
	Urban	17.79%	70.61%	11.06%	0.54%	88.39%	11.61%
	<b>Overall</b>	19.87%	68.47%	11.10%	0.56%	88.34%	11.66%
Videocon	Urban	19.78%	68.43%	11.23%	0.56%	88.21%	11.79%
Vodafone	Rural	35.51%	59.81%	2.49%	2.18%	95.33%	4.67%
	Urban	34.62%	64.31%	0.53%	0.53%	98.93%	1.07%
	<b>Overall</b>	34.89%	62.97%	1.12%	1.03%	97.85%	2.15%

## F. Maintainability

### 20. Frequency of facing signal problems

Mobile Operator	Area	Never	Occasionally	Frequently	Very Frequently	Left 2	Right 2
Aircel	Rural	72.59%	22.12%	3.12%	2.18%	94.70%	5.30%
	Urban	89.21%	9.05%	1.60%	0.13%	98.27%	1.73%
	<b>Overall</b>	84.24%	12.97%	2.05%	0.75%	97.20%	2.80%
Airtel	Rural	78.70%	18.21%	2.47%	0.62%	96.91%	3.09%
	Urban	82.52%	11.79%	3.05%	2.65%	94.30%	5.70%
	<b>Overall</b>	81.37%	13.72%	2.87%	2.04%	95.09%	4.91%
Bsnl	Rural	88.62%	10.15%	0.92%	0.31%	98.77%	1.23%
	Urban	86.28%	7.86%	3.33%	2.53%	94.14%	5.86%
	<b>Overall</b>	86.99%	8.55%	2.60%	1.86%	95.54%	4.46%
Idea	Rural	66.27%	33.73%	0.00%	0.00%	100.00%	0.00%
	Urban	85.77%	12.21%	1.21%	0.81%	97.98%	2.02%
	<b>Overall</b>	84.26%	13.87%	1.12%	0.74%	98.14%	1.86%
Reliance	Rural	66.15%	18.32%	9.32%	6.21%	84.47%	15.53%
	Urban	77.69%	19.65%	1.59%	1.06%	97.34%	2.66%
	<b>Overall</b>	74.23%	19.26%	3.91%	2.60%	93.49%	6.51%
Systema shyam	Rural	83.59%	9.60%	6.50%	0.31%	93.19%	6.81%
	Urban	62.40%	33.47%	4.13%	0.00%	95.87%	4.13%
	<b>Overall</b>	68.78%	26.28%	4.85%	0.09%	95.06%	4.94%
Tata	Rural	62.11%	25.16%	12.73%	0.00%	87.27%	12.73%
	Urban	66.49%	30.98%	1.06%	1.46%	97.47%	2.53%
	<b>Overall</b>	65.18%	29.24%	4.56%	1.02%	94.41%	5.59%
Unitech	Rural	73.33%	24.67%	2.00%	0.00%	98.00%	2.00%
	Urban	68.11%	22.78%	8.89%	0.22%	90.89%	9.11%
	<b>Overall</b>	68.84%	23.04%	7.93%	0.19%	91.88%	8.12%
Videocon	Urban	70.57%	23.12%	6.22%	0.09%	93.69%	6.31%
Vodafone	Rural	79.13%	18.07%	2.18%	0.62%	97.20%	2.80%
	Urban	69.24%	27.96%	2.00%	0.80%	97.20%	2.80%
	<b>Overall</b>	72.20%	25.00%	2.05%	0.75%	97.20%	2.80%

**21. Satisfaction with the availability of signal**

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	24.61%	70.09%	2.49%	2.80%	94.70%	5.30%
	Urban	44.87%	51.93%	2.40%	0.80%	96.80%	3.20%
	<b>Overall</b>	38.81%	57.37%	2.43%	1.40%	96.18%	3.82%
Airtel	Rural	32.10%	59.26%	8.02%	0.62%	91.36%	8.64%
	Urban	26.75%	69.93%	2.52%	0.79%	96.69%	3.31%
	<b>Overall</b>	28.36%	66.73%	4.17%	0.74%	95.09%	4.91%
Bsnl	Rural	2.46%	92.00%	4.00%	1.54%	94.46%	5.54%
	Urban	22.77%	73.37%	1.73%	2.13%	96.14%	3.86%
	<b>Overall</b>	16.64%	79.00%	2.42%	1.95%	95.63%	4.37%
Idea	Rural	22.89%	67.47%	6.02%	3.61%	90.36%	9.64%
	Urban	16.25%	76.49%	6.66%	0.61%	92.73%	7.27%
	<b>Overall</b>	16.76%	75.79%	6.61%	0.84%	92.55%	7.45%
Reliance	Rural	20.50%	70.81%	4.97%	3.73%	91.30%	8.70%
	Urban	28.02%	67.73%	2.92%	1.33%	95.75%	4.25%
	<b>Overall</b>	25.77%	68.65%	3.53%	2.05%	94.42%	5.58%
Systema shyam	Rural	26.01%	60.99%	12.69%	0.31%	87.00%	13.00%
	Urban	16.27%	74.93%	7.20%	1.60%	91.20%	8.80%
	<b>Overall</b>	19.20%	70.74%	8.85%	1.21%	89.93%	10.07%
Tata	Rural	37.89%	51.24%	10.25%	0.62%	89.13%	10.87%
	Urban	18.35%	76.99%	2.79%	1.86%	95.35%	4.65%
	<b>Overall</b>	24.21%	69.27%	5.03%	1.49%	93.48%	6.52%
Unitech	Rural	11.33%	74.67%	14.00%	0.00%	86.00%	14.00%
	Urban	20.39%	71.26%	7.92%	0.43%	91.65%	8.35%
	<b>Overall</b>	19.12%	71.74%	8.77%	0.37%	90.86%	9.14%
Videocon	Urban	19.22%	73.17%	7.24%	0.37%	92.39%	7.61%
Vodafone	Rural	14.64%	75.08%	9.03%	1.25%	89.72%	10.28%
	Urban	10.12%	83.36%	5.59%	0.93%	93.48%	6.52%
	<b>Overall</b>	11.47%	80.88%	6.62%	1.03%	92.35%	7.65%



**22. Satisfaction with the restoration of network (signal) problems**

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	4.55%	85.23%	3.41%	6.82%	89.77%	10.23%
	Urban	7.41%	83.95%	6.17%	2.47%	91.36%	8.64%
	<b>Overall</b>	5.92%	84.62%	4.73%	4.73%	90.53%	9.47%
Airtel	Rural	1.45%	85.51%	11.59%	1.45%	86.96%	13.04%
	Urban	7.58%	87.12%	4.55%	0.76%	94.70%	5.30%
	<b>Overall</b>	5.47%	86.57%	6.97%	1.00%	92.04%	7.96%
Bsnl	Rural	16.22%	75.68%	8.11%	0.00%	91.89%	8.11%
	Urban	17.48%	78.64%	3.88%	0.00%	96.12%	3.88%
	<b>Overall</b>	17.14%	77.86%	5.00%	0.00%	95.00%	5.00%
Idea	Rural	21.43%	60.71%	14.29%	3.57%	82.14%	17.86%
	Urban	27.66%	68.09%	4.26%	0.00%	95.74%	4.26%
	<b>Overall</b>	26.63%	66.86%	5.92%	0.59%	93.49%	6.51%
Reliance	Rural	11.01%	75.23%	8.26%	5.50%	86.24%	13.76%
	Urban	10.12%	81.55%	8.33%	0.00%	91.67%	8.33%
	<b>Overall</b>	10.47%	79.06%	8.30%	2.17%	89.53%	10.47%
Systema shyam	Rural	0.00%	81.13%	18.87%	0.00%	81.13%	18.87%
	Urban	2.84%	86.17%	6.03%	4.96%	89.01%	10.99%
	<b>Overall</b>	2.39%	85.37%	8.06%	4.18%	87.76%	12.24%
Tata	Rural	9.02%	75.41%	13.11%	2.46%	84.43%	15.57%
	Urban	30.95%	59.52%	5.95%	3.57%	90.48%	9.52%
	<b>Overall</b>	23.80%	64.71%	8.29%	3.21%	88.50%	11.50%
Unitech	Rural	37.50%	42.50%	20.00%	0.00%	80.00%	20.00%
	Urban	17.35%	64.29%	17.01%	1.36%	81.63%	18.37%
	<b>Overall</b>	19.76%	61.68%	17.37%	1.20%	81.44%	18.56%
Videocon	Urban	10.41%	72.24%	16.09%	1.26%	82.65%	17.35%
Vodafone	Rural	5.97%	83.58%	5.97%	4.48%	89.55%	10.45%
	Urban	5.63%	87.45%	5.19%	1.73%	93.07%	6.93%
	<b>Overall</b>	5.70%	86.58%	5.37%	2.35%	92.28%	7.72%

**G. Supplementary Services and Value Added Services**

**23. Subscription 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 last 6 months**

<b>Mobile Operator</b>	<b>Area</b>	<b>Yes</b>	<b>No</b>
<b>Aircel</b>	Rural	8.72%	91.28%
	Urban	16.25%	83.75%
	<b>Overall</b>	13.99%	86.01%
<b>Airtel</b>	Rural	14.51%	85.49%
	Urban	24.24%	75.76%
	<b>Overall</b>	21.32%	78.68%
<b>Bsnl</b>	Rural	12.00%	88.00%
	Urban	20.24%	79.76%
	<b>Overall</b>	17.75%	82.25%
<b>Idea</b>	Rural	8.43%	91.57%
	Urban	12.71%	87.29%
	<b>Overall</b>	12.38%	87.62%
<b>Reliance</b>	Rural	8.70%	91.30%
	Urban	18.33%	81.67%
	<b>Overall</b>	15.44%	84.56%
<b>Systema shyam</b>	Rural	6.81%	93.19%
	Urban	16.93%	83.07%
	<b>Overall</b>	13.89%	86.11%
<b>Tata</b>	Rural	8.07%	91.93%
	Urban	17.29%	82.71%
	<b>Overall</b>	14.53%	85.47%
<b>Unitech</b>	Rural	8.00%	92.00%
	Urban	18.22%	81.78%
	<b>Overall</b>	16.79%	83.21%
<b>Videocon</b>	Urban	14.30%	85.70%
<b>Vodafone</b>	Rural	10.28%	89.72%
	Urban	25.83%	74.17%
	<b>Overall</b>	21.18%	78.82%

**24. Satisfaction with the quality of the Supplementary / value added services provided**

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	14.29%	75.00%	10.71%	0.00%	89.29%	10.71%
	Urban	32.79%	58.20%	8.20%	0.82%	90.98%	9.02%
	<b>Overall</b>	29.33%	61.33%	8.67%	0.67%	90.67%	9.33%
Airtel	Rural	8.51%	85.11%	4.26%	2.13%	93.62%	6.38%
	Urban	8.20%	87.43%	4.37%	0.00%	95.63%	4.37%
	<b>Overall</b>	8.26%	86.96%	4.35%	0.43%	95.22%	4.78%
Bsnl	Rural	2.56%	89.74%	7.69%	0.00%	92.31%	7.69%
	Urban	21.05%	75.00%	3.95%	0.00%	96.05%	3.95%
	<b>Overall</b>	17.28%	78.01%	4.71%	0.00%	95.29%	4.71%
Idea	Rural	28.57%	57.14%	14.29%	0.00%	85.71%	14.29%
	Urban	24.60%	66.67%	7.14%	1.59%	91.27%	8.73%
	<b>Overall</b>	24.81%	66.17%	7.52%	1.50%	90.98%	9.02%
Reliance	Rural	10.71%	75.00%	14.29%	0.00%	85.71%	14.29%
	Urban	4.35%	84.78%	6.52%	4.35%	89.13%	10.87%
	<b>Overall</b>	5.42%	83.13%	7.83%	3.61%	88.55%	11.45%
Systema shyam	Rural	4.55%	81.82%	13.64%	0.00%	86.36%	13.64%
	Urban	1.57%	88.19%	3.94%	6.30%	89.76%	10.24%
	<b>Overall</b>	2.01%	87.25%	5.37%	5.37%	89.26%	10.74%
Tata	Rural	11.54%	69.23%	15.38%	3.85%	80.77%	19.23%
	Urban	9.23%	75.38%	8.46%	6.92%	84.62%	15.38%
	<b>Overall</b>	9.62%	74.36%	9.62%	6.41%	83.97%	16.03%
Unitech	Rural	0.00%	75.00%	25.00%	0.00%	75.00%	25.00%
	Urban	8.93%	76.19%	13.69%	1.19%	85.12%	14.88%
	<b>Overall</b>	8.33%	76.11%	14.44%	1.11%	84.44%	15.56%
Videocon	Urban	10.39%	73.38%	14.94%	1.30%	83.77%	16.23%
Vodafone	Rural	9.09%	81.82%	6.06%	3.03%	90.91%	9.09%
	Urban	4.12%	88.14%	7.22%	0.52%	92.27%	7.73%
	<b>Overall</b>	4.85%	87.22%	7.05%	0.88%	92.07%	7.93%

**25(a) Satisfaction with the process of activating value added services or the process of unsubscribing**

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	10.71%	75.00%	10.71%	3.57%	85.71%	14.29%
	Urban	33.61%	58.20%	4.10%	4.10%	91.80%	8.20%
	<b>Overall</b>	29.33%	61.33%	5.33%	4.00%	90.67%	9.33%
Airtel	Rural	14.89%	74.47%	8.51%	2.13%	89.36%	10.64%
	Urban	8.74%	86.89%	4.37%	0.00%	95.63%	4.37%
	<b>Overall</b>	10.00%	84.35%	5.22%	0.43%	94.35%	5.65%
Bsnl	Rural	0.00%	92.31%	7.69%	0.00%	92.31%	7.69%
	Urban	22.37%	73.03%	4.61%	0.00%	95.39%	4.61%
	<b>Overall</b>	17.80%	76.96%	5.24%	0.00%	94.76%	5.24%
Idea	Rural	28.57%	57.14%	14.29%	0.00%	85.71%	14.29%
	Urban	30.16%	60.32%	8.73%	0.79%	90.48%	9.52%
	<b>Overall</b>	30.08%	60.15%	9.02%	0.75%	90.23%	9.77%
Reliance	Rural	17.86%	71.43%	7.14%	3.57%	89.29%	10.71%
	Urban	2.17%	89.13%	8.70%	0.00%	91.30%	8.70%
	<b>Overall</b>	4.82%	86.14%	8.43%	0.60%	90.96%	9.04%
Systema shyam	Rural	13.64%	68.18%	18.18%	0.00%	81.82%	18.18%
	Urban	4.72%	81.89%	11.81%	1.57%	86.61%	13.39%
	<b>Overall</b>	6.04%	79.87%	12.75%	1.34%	85.91%	14.09%
Tata	Rural	23.08%	61.54%	15.38%	0.00%	84.62%	15.38%
	Urban	10.00%	79.23%	9.23%	1.54%	89.23%	10.77%
	<b>Overall</b>	12.18%	76.28%	10.26%	1.28%	88.46%	11.54%
Unitech	Rural	8.33%	75.00%	16.67%	0.00%	83.33%	16.67%
	Urban	22.62%	61.90%	14.88%	0.60%	84.52%	15.48%
	<b>Overall</b>	21.67%	62.78%	15.00%	0.56%	84.44%	15.56%
Videocon	Urban	20.13%	69.48%	8.44%	1.95%	89.61%	10.39%
Vodafone	Rural	18.18%	72.73%	6.06%	3.03%	90.91%	9.09%
	Urban	10.82%	81.44%	7.22%	0.52%	92.27%	7.73%
	<b>Overall</b>	11.89%	80.18%	7.05%	0.88%	92.07%	7.93%

**25(b) The reasons for dissatisfaction**

<b>Mobile Operator</b>	<b>Area</b>	<b>Not Informed of Charges</b>	<b>Activated Without consent</b>	<b>Not informed about toll free number for unsubscribing</b>	<b>Other reasons</b>
<b>Aircel</b>	Rural	25.00%	50.00%	0.00%	25.00%
	Urban	40.00%	50.00%	0.00%	10.00%
	<b>Overall</b>	35.71%	50.00%	0.00%	14.29%
<b>Airtel</b>	Rural	20.00%	80.00%	0.00%	0.00%
	Urban	37.50%	50.00%	0.00%	12.50%
	<b>Overall</b>	30.77%	61.54%	0.00%	7.69%
<b>Bsnl</b>	Rural	66.67%	0.00%	33.33%	0.00%
	Urban	42.86%	57.14%	0.00%	0.00%
	<b>Overall</b>	50.00%	40.00%	10.00%	0.00%
<b>Idea</b>	Rural	0.00%	100.00%	0.00%	0.00%
	Urban	25.00%	41.67%	33.33%	0.00%
	<b>Overall</b>	23.08%	46.15%	30.77%	0.00%
<b>Reliance</b>	Rural	66.67%	0.00%	0.00%	33.33%
	Urban	0.00%	50.00%	16.67%	33.33%
	<b>Overall</b>	13.33%	40.00%	13.33%	33.33%
<b>Systema shyam</b>	Rural	0.00%	50.00%	50.00%	0.00%
	Urban	5.88%	70.59%	11.76%	11.76%
	<b>Overall</b>	4.76%	66.67%	19.05%	9.52%
<b>Tata</b>	Rural	50.00%	50.00%	0.00%	0.00%
	Urban	21.43%	42.86%	21.43%	14.29%
	<b>Overall</b>	27.78%	44.44%	16.67%	11.11%
<b>Unitech</b>	Rural	50.00%	0.00%	50.00%	0.00%
	Urban	38.46%	23.08%	26.92%	11.54%
	<b>Overall</b>	39.29%	21.43%	28.57%	10.71%
<b>Videocon</b>	Urban	25.00%	25.00%	25.00%	25.00%
<b>Vodafone</b>	Rural	33.33%	33.33%	33.33%	0.00%
	Urban	26.67%	33.33%	26.67%	13.33%
	<b>Overall</b>	27.78%	33.33%	27.78%	11.11%

**26. In last 6 months facing the problem of unauthorized activation of VAS by the service provider**

Mobile Operator	Area	Yes	No
Aircel	Rural	7.79%	92.21%
	Urban	6.79%	93.21%
	<b>Overall</b>	7.09%	92.91%
Airtel	Rural	6.79%	93.21%
	Urban	5.43%	94.57%
	<b>Overall</b>	5.84%	94.16%
Bsnl	Rural	4.00%	96.00%
	Urban	1.73%	98.27%
	<b>Overall</b>	2.42%	97.58%
Idea	Rural	13.25%	86.75%
	Urban	4.74%	95.26%
	<b>Overall</b>	5.40%	94.60%
Reliance	Rural	10.56%	89.44%
	Urban	7.30%	92.70%
	<b>Overall</b>	8.28%	91.72%
Systema shyam	Rural	13.31%	86.69%
	Urban	10.27%	89.73%
	<b>Overall</b>	11.18%	88.82%
Tata	Rural	8.07%	91.93%
	Urban	7.71%	92.29%
	<b>Overall</b>	7.82%	92.18%
Unitech	Rural	12.67%	87.33%
	Urban	7.92%	92.08%
	<b>Overall</b>	8.58%	91.42%
Videocon	Urban	11.42%	88.58%
Vodafone	Rural	7.48%	92.52%
	Urban	3.86%	96.14%
	<b>Overall</b>	4.94%	95.06%

**27. Complaining to the service provider for deactivation of such services and refund of charges levied**

<b>Mobile Operator</b>	<b>Area</b>	<b>Yes</b>	<b>No</b>
<b>Aircel</b>	Rural	80.00%	20.00%
	Urban	84.31%	15.69%
	<b>Overall</b>	82.89%	17.11%
<b>Airtel</b>	Rural	90.91%	9.09%
	Urban	92.68%	7.32%
	<b>Overall</b>	92.06%	7.94%
<b>Bsnl</b>	Rural	84.62%	15.38%
	Urban	92.31%	7.69%
	<b>Overall</b>	88.46%	11.54%
<b>Idea</b>	Rural	81.82%	18.18%
	Urban	85.11%	14.89%
	<b>Overall</b>	84.48%	15.52%
<b>Reliance</b>	Rural	85.29%	14.71%
	Urban	87.27%	12.73%
	<b>Overall</b>	86.52%	13.48%
<b>Systema shyam</b>	Rural	79.07%	20.93%
	Urban	88.31%	11.69%
	<b>Overall</b>	85.00%	15.00%
<b>Tata</b>	Rural	80.77%	19.23%
	Urban	87.93%	12.07%
	<b>Overall</b>	85.71%	14.29%
<b>Unitech</b>	Rural	78.95%	21.05%
	Urban	80.82%	19.18%
	<b>Overall</b>	80.43%	19.57%
<b>Videocon</b>	Urban	82.93%	17.07%
<b>Vodafone</b>	Rural	87.50%	12.50%
	Urban	89.66%	10.34%
	<b>Overall</b>	88.68%	11.32%

**28(a) Difficulties faced while deactivating of such services and refund of charges levied**

<b>Mobile Operator</b>	<b>Area</b>	<b>None</b>	<b>Delay in deactivation resulting in repeat complaints</b>	<b>Customer care refused to register the complaint</b>	<b>Not aware of whom to contact</b>	<b>Others</b>
<b>Aircel</b>	Rural	65.00%	10.00%	25.00%	0.00%	0.00%
	Urban	74.42%	23.26%	0.00%	2.33%	0.00%
	<b>Overall</b>	71.43%	19.05%	7.94%	1.59%	0.00%
<b>Airtel</b>	Rural	45.00%	15.00%	25.00%	15.00%	0.00%
	Urban	42.11%	23.68%	28.95%	2.63%	2.63%
	<b>Overall</b>	43.10%	20.69%	27.59%	6.90%	1.72%
<b>Bsnl</b>	Rural	9.09%	90.91%	0.00%	0.00%	0.00%
	Urban	0.00%	50.00%	50.00%	0.00%	0.00%
	<b>Overall</b>	4.35%	69.57%	26.09%	0.00%	0.00%
<b>Idea</b>	Rural	22.22%	22.22%	33.33%	11.11%	11.11%
	Urban	2.50%	32.50%	42.50%	12.50%	10.00%
	<b>Overall</b>	6.12%	30.61%	40.82%	12.24%	10.20%
<b>Reliance</b>	Rural	20.69%	10.34%	31.03%	37.93%	0.00%
	Urban	27.08%	35.42%	29.17%	8.33%	0.00%
	<b>Overall</b>	24.68%	25.97%	29.87%	19.48%	0.00%
<b>Systema shyam</b>	Rural	17.65%	55.88%	20.59%	5.88%	0.00%
	Urban	11.76%	45.59%	30.88%	7.35%	4.41%
	<b>Overall</b>	13.73%	49.02%	27.45%	6.86%	2.94%
<b>Tata</b>	Rural	52.38%	19.05%	4.76%	23.81%	0.00%
	Urban	88.24%	5.88%	0.00%	5.88%	0.00%
	<b>Overall</b>	77.78%	9.72%	1.39%	11.11%	0.00%
<b>Unitech</b>	Rural	13.33%	20.00%	13.33%	53.33%	0.00%
	Urban	18.64%	15.25%	23.73%	42.37%	0.00%
	<b>Overall</b>	17.57%	16.22%	21.62%	44.59%	0.00%
<b>Videocon</b>	Urban	14.71%	16.67%	24.51%	42.16%	1.96%
<b>Vodafone</b>	Rural	19.05%	14.29%	33.33%	33.33%	0.00%
	Urban	30.77%	53.85%	11.54%	3.85%	0.00%
	<b>Overall</b>	25.53%	36.17%	21.28%	17.02%	0.00%



**28(b) Satisfaction with the resolution of the complaint for deactivation of VAS & refund of charges levied**

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	15.00%	70.00%	15.00%	0.00%	85.00%	15.00%
	Urban	0.00%	88.37%	11.63%	0.00%	88.37%	11.63%
	<b>Overall</b>	4.76%	82.54%	12.70%	0.00%	87.30%	12.70%
Airtel	Rural	10.00%	80.00%	10.00%	0.00%	90.00%	10.00%
	Urban	7.89%	84.21%	7.89%	0.00%	92.11%	7.89%
	<b>Overall</b>	8.62%	82.76%	8.62%	0.00%	91.38%	8.62%
Bsnl	Rural	9.09%	72.73%	18.18%	0.00%	81.82%	18.18%
	Urban	0.00%	91.67%	8.33%	0.00%	91.67%	8.33%
	<b>Overall</b>	4.35%	82.61%	13.04%	0.00%	86.96%	13.04%
Idea	Rural	11.11%	77.78%	11.11%	0.00%	88.89%	11.11%
	Urban	10.00%	80.00%	10.00%	0.00%	90.00%	10.00%
	<b>Overall</b>	10.20%	79.59%	10.20%	0.00%	89.80%	10.20%
Reliance	Rural	37.93%	48.28%	13.79%	0.00%	86.21%	13.79%
	Urban	8.33%	83.33%	6.25%	2.08%	91.67%	8.33%
	<b>Overall</b>	19.48%	70.13%	9.09%	1.30%	89.61%	10.39%
Systema shyam	Rural	5.88%	79.41%	14.71%	0.00%	85.29%	14.71%
	Urban	2.94%	85.29%	11.76%	0.00%	88.24%	11.76%
	<b>Overall</b>	3.92%	83.33%	12.75%	0.00%	87.25%	12.75%
Tata	Rural	9.52%	80.95%	0.00%	9.52%	90.48%	9.52%
	Urban	0.00%	92.16%	7.84%	0.00%	92.16%	7.84%
	<b>Overall</b>	2.78%	88.89%	5.56%	2.78%	91.67%	8.33%
Unitech	Rural	33.33%	53.33%	13.33%	0.00%	86.67%	13.33%
	Urban	28.81%	61.02%	6.78%	3.39%	89.83%	10.17%
	<b>Overall</b>	29.73%	59.46%	8.11%	2.70%	89.19%	10.81%
Videocon	Urban	33.33%	56.86%	7.84%	1.96%	90.20%	9.80%
Vodafone	Rural	38.10%	52.38%	9.52%	0.00%	90.48%	9.52%
	Urban	0.00%	92.31%	7.69%	0.00%	92.31%	7.69%
	<b>Overall</b>	17.02%	74.47%	8.51%	0.00%	91.49%	8.51%

**29(a) Satisfaction with the overall quality of your mobile service**

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	7.17%	85.36%	6.23%	1.25%	92.52%	7.48%
	Urban	14.11%	81.76%	2.80%	1.33%	95.87%	4.13%
	<b>Overall</b>	12.03%	82.84%	3.82%	1.31%	94.87%	5.13%
Airtel	Rural	22.22%	68.83%	7.41%	1.54%	91.05%	8.95%
	Urban	19.60%	76.42%	3.97%	0.00%	96.03%	3.97%
	<b>Overall</b>	20.39%	74.14%	5.00%	0.46%	94.53%	5.47%
Bsnl	Rural	12.31%	79.08%	7.69%	0.92%	91.38%	8.62%
	Urban	24.50%	69.11%	5.73%	0.67%	93.61%	6.39%
	<b>Overall</b>	20.82%	72.12%	6.32%	0.74%	92.94%	7.06%
Idea	Rural	16.87%	71.08%	12.05%	0.00%	87.95%	12.05%
	Urban	9.89%	80.42%	8.88%	0.81%	90.31%	9.69%
	<b>Overall</b>	10.43%	79.70%	9.12%	0.74%	90.13%	9.87%
Reliance	Rural	14.91%	70.50%	14.60%	0.00%	85.40%	14.60%
	Urban	13.68%	78.09%	8.23%	0.00%	91.77%	8.23%
	<b>Overall</b>	14.05%	75.81%	10.14%	0.00%	89.86%	10.14%
Systema shyam	Rural	5.88%	79.26%	13.00%	1.86%	85.14%	14.86%
	Urban	1.73%	85.60%	11.07%	1.60%	87.33%	12.67%
	<b>Overall</b>	2.98%	83.69%	11.65%	1.68%	86.67%	13.33%
Tata	Rural	6.83%	80.12%	10.87%	2.17%	86.96%	13.04%
	Urban	6.38%	85.37%	6.65%	1.60%	91.76%	8.24%
	<b>Overall</b>	6.52%	83.80%	7.91%	1.77%	90.32%	9.68%
Unitech	Rural	6.67%	76.00%	13.33%	4.00%	82.67%	17.33%
	Urban	3.80%	85.25%	6.62%	4.34%	89.05%	10.95%
	<b>Overall</b>	4.20%	83.96%	7.56%	4.29%	88.15%	11.85%
Videocon	Urban	3.81%	83.47%	9.38%	3.34%	87.28%	12.72%
Vodafone	Rural	11.84%	81.00%	5.61%	1.56%	92.83%	7.17%
	Urban	0.00%	93.61%	3.99%	2.40%	93.61%	6.39%
	<b>Overall</b>	3.54%	89.83%	4.48%	2.15%	93.38%	6.62%

### 29(b) Reason(s) for Dissatisfaction

Operator	Billing Problem	Network Problem	Unauthorized activation of VAS	Voice Problem	Customer Care problem
Aircel	55.17%	17.24%	6.90%	6.90%	13.79%
Airtel	37.04%	33.33%	3.70%	3.70%	22.22%
Bsnl	23.53%	41.18%	5.88%	2.94%	26.47%
Idea	2.33%	3.49%	4.65%	0.00%	89.53%
Reliance	30.16%	33.33%	14.29%	0.00%	22.22%
Systema shyam	15.79%	56.58%	18.42%	3.95%	5.26%
Tata	30.77%	35.90%	7.69%	5.13%	20.51%
Unitech	17.91%	13.43%	7.46%	1.49%	59.70%
Videocon	44.44%	40.00%	8.89%	0.00%	6.67%
Vodafone	21.43%	39.29%	3.57%	14.29%	21.43%

## H. General Information

### 30. Other telecom services being used

Mobile Operator	Area	Broadband	Wireline	Other	None
Aircel	Rural	0.00%	0.00%	2.49%	97.51%
	Urban	0.00%	0.00%	2.26%	97.74%
	<b>Overall</b>	0.00%	0.00%	2.33%	97.67%
Airtel	Rural	3.09%	2.16%	29.94%	64.81%
	Urban	5.17%	2.38%	24.50%	67.95%
	<b>Overall</b>	4.54%	2.32%	26.14%	67.01%
Bsnl	Rural	6.77%	5.23%	6.15%	81.85%
	Urban	4.26%	3.73%	20.64%	71.37%
	<b>Overall</b>	5.02%	4.18%	16.26%	74.54%
Idea	Rural	0.00%	0.00%	14.46%	85.54%
	Urban	0.00%	0.00%	16.04%	83.96%
	<b>Overall</b>	0.00%	0.00%	15.92%	84.08%
Reliance	Rural	7.45%	4.97%	15.22%	72.36%
	Urban	6.51%	4.78%	0.13%	88.58%
	<b>Overall</b>	6.79%	4.84%	4.65%	83.72%
Systema shyam	Rural	0.00%	0.00%	0.00%	100.00%
	Urban	0.00%	0.00%	0.00%	100.00%
	<b>Overall</b>	0.00%	0.00%	0.00%	100.00%
Tata	Rural	4.97%	3.42%	2.17%	89.44%
	Urban	7.85%	3.59%	2.26%	86.30%
	<b>Overall</b>	6.98%	3.54%	2.23%	87.24%
Unitech	Rural	0.00%	0.00%	0.67%	99.33%
	Urban	0.00%	0.00%	0.00%	100.00%
	<b>Overall</b>	0.00%	0.00%	0.09%	99.91%
Videocon	Urban	0.00%	0.00%	0.00%	100.00%
Vodafone	Rural	0.00%	0.00%	3.12%	96.88%
	Urban	0.00%	0.00%	3.06%	96.94%
	<b>Overall</b>	0.00%	0.00%	3.08%	96.92%

**31. Awareness about the facility for registering the mobile number with the service provider for not receiving unwanted tele marketing calls/SMS**

<b>Mobile Operator</b>	<b>Area</b>	<b>Yes</b>	<b>No</b>
<b>Aircel</b>	Rural	40.81%	59.19%
	Urban	50.60%	49.40%
	<b>Overall</b>	47.67%	52.33%
<b>Airtel</b>	Rural	48.15%	51.85%
	Urban	49.93%	50.07%
	<b>Overall</b>	49.40%	50.60%
<b>Bsnl</b>	Rural	46.77%	53.23%
	Urban	53.93%	46.07%
	<b>Overall</b>	51.77%	48.23%
<b>Idea</b>	Rural	39.76%	60.24%
	Urban	54.09%	45.91%
	<b>Overall</b>	52.98%	47.02%
<b>Reliance</b>	Rural	24.53%	75.47%
	Urban	36.65%	63.35%
	<b>Overall</b>	33.02%	66.98%
<b>Systema shyam</b>	Rural	24.77%	75.23%
	Urban	35.07%	64.93%
	<b>Overall</b>	31.97%	68.03%
<b>Tata</b>	Rural	34.16%	65.84%
	Urban	43.09%	56.91%
	<b>Overall</b>	40.41%	59.59%
<b>Unitech</b>	Rural	30.67%	69.33%
	Urban	34.71%	65.29%
	<b>Overall</b>	34.14%	65.86%
<b>Videocon</b>	Urban	28.41%	71.59%
<b>Vodafone</b>	Rural	39.25%	60.75%
	Urban	40.35%	59.65%
	<b>Overall</b>	40.02%	59.98%

**32. Registering of mobile number with the service provider for not receiving any unwanted tele marketing calls/SMS**

<b>Mobile Operator</b>	<b>Area</b>	<b>Yes</b>	<b>No</b>
<b>Aircel</b>	Rural	1.53%	98.47%
	Urban	1.84%	98.16%
	<b>Overall</b>	1.76%	98.24%
<b>Airtel</b>	Rural	3.85%	96.15%
	Urban	6.37%	93.63%
	<b>Overall</b>	5.63%	94.37%
<b>Bsnl</b>	Rural	2.63%	97.37%
	Urban	1.98%	98.02%
	<b>Overall</b>	2.15%	97.85%
<b>Idea</b>	Rural	3.03%	96.97%
	Urban	1.31%	98.69%
	<b>Overall</b>	1.41%	98.59%
<b>Reliance</b>	Rural	3.80%	96.20%
	Urban	3.62%	96.38%
	<b>Overall</b>	3.66%	96.34%
<b>Systema shyam</b>	Rural	3.75%	96.25%
	Urban	2.66%	97.34%
	<b>Overall</b>	2.92%	97.08%
<b>Tata</b>	Rural	2.73%	97.27%
	Urban	1.85%	98.15%
	<b>Overall</b>	2.07%	97.93%
<b>Unitech</b>	Rural	4.35%	95.65%
	Urban	2.50%	97.50%
	<b>Overall</b>	2.73%	97.27%
<b>Videocon</b>	Urban	3.27%	96.73%
<b>Vodafone</b>	Rural	2.38%	97.62%
	Urban	1.65%	98.35%
	<b>Overall</b>	1.86%	98.14%

**33(a) Level of reduction in number of unwanted tele marketing call/SMS received even after registering**

Mobile Operator	Area	Stopped Receiving	Considerable decrease	Slight Decrease	No Change
Aircel	Rural	0.00%	50.00%	50.00%	0.00%
	Urban	22.22%	5.56%	0.00%	72.22%
	<b>Overall</b>	20.00%	10.00%	5.00%	65.00%
Airtel	Rural	18.18%	9.09%	54.55%	18.18%
	Urban	8.00%	16.00%	44.00%	32.00%
	<b>Overall</b>	11.11%	13.89%	47.22%	27.78%
Bsnl	Rural	2.56%	92.31%	5.13%	0.00%
	Urban	0.00%	70.00%	10.00%	20.00%
	<b>Overall</b>	2.04%	87.76%	6.12%	4.08%
Idea	Rural	14.29%	57.14%	0.00%	28.57%
	Urban	16.67%	27.78%	11.11%	44.44%
	<b>Overall</b>	16.00%	36.00%	8.00%	40.00%
Reliance	Rural	15.25%	18.64%	42.37%	23.73%
	Urban	10.34%	24.14%	34.48%	31.03%
	<b>Overall</b>	13.64%	20.45%	39.77%	26.14%
Systema shyam	Rural	21.43%	21.43%	14.29%	42.86%
	Urban	13.64%	9.09%	45.45%	31.82%
	<b>Overall</b>	16.67%	13.89%	33.33%	36.11%
Tata	Rural	26.67%	40.00%	6.67%	26.67%
	Urban	16.67%	33.33%	16.67%	33.33%
	<b>Overall</b>	23.81%	38.10%	9.52%	28.57%
Unitech	Rural	8.33%	52.78%	38.89%	0.00%
	Urban	11.27%	43.66%	28.17%	16.90%
	<b>Overall</b>	10.28%	46.73%	31.78%	11.21%
Videocon	Urban	7.27%	49.09%	31.82%	11.82%
Vodafone	Rural	8.70%	52.17%	30.43%	8.70%
	Urban	19.05%	23.81%	19.05%	38.10%
	<b>Overall</b>	13.64%	38.64%	25.00%	22.73%

**33(b) Complaining to the service provider on getting such unwanted tele marketing calls/SMS even after registering the mobile number**

Mobile Operator	Area	Yes	No
Aircel	Rural	16.67%	83.33%
	Urban	20.00%	80.00%
	<b>Overall</b>	18.18%	81.82%
Airtel	Rural	4.55%	95.45%
	Urban	8.99%	91.01%
	<b>Overall</b>	8.11%	91.89%
Bsnl	Rural	3.64%	96.36%
	Urban	6.15%	93.85%
	<b>Overall</b>	5.00%	95.00%
Idea	Rural	20.00%	80.00%
	Urban	4.00%	96.00%
	<b>Overall</b>	6.67%	93.33%
Reliance	Rural	6.67%	93.33%
	Urban	8.11%	91.89%
	<b>Overall</b>	7.32%	92.68%
Systema shyam	Rural	12.50%	87.50%
	Urban	26.67%	73.33%
	<b>Overall</b>	21.74%	78.26%
Tata	Rural	2.00%	98.00%
	Urban	8.33%	91.67%
	<b>Overall</b>	3.23%	96.77%
Unitech	Rural	4.55%	95.45%
	Urban	6.85%	93.15%
	<b>Overall</b>	5.98%	94.02%
Videocon	Urban	7.69%	92.31%
Vodafone	Rural	6.90%	93.10%
	Urban	8.16%	91.84%
	<b>Overall</b>	7.69%	92.31%

**33(c) Effect of complaint**

<b>Mobile Operator</b>	<b>Area</b>	<b>Complaint was registered by the service provider and informed about the action taken</b>	<b>Complaint was registered by the service provider and did not inform about the action taken</b>	<b>Service Provider refused to register the complaint</b>	<b>Difficult to lodge the complaint</b>
<b>Aircel</b>	Rural			100.00%	
	Urban			100.00%	
	<b>Overall</b>			100.00%	
<b>Airtel</b>	Rural	100.00%			
	Urban	62.50%	25.00%	12.50%	
	<b>Overall</b>	66.67%	22.22%	11.11%	
<b>Bsnl</b>	Rural		100.00%		
	Urban		100.00%		
	<b>Overall</b>		100.00%		
<b>Idea</b>	Rural	100.00%			
	Urban		100.00%		
	<b>Overall</b>	50.00%	50.00%		
<b>Reliance</b>	Rural		100.00%		
	Urban		33.33%	66.67%	
	<b>Overall</b>		66.67%	33.33%	
<b>Systema shyam</b>	Rural			100.00%	
	Urban	33.33%	33.33%		33.33%
	<b>Overall</b>	25.00%	25.00%	25.00%	25.00%
<b>Tata</b>	Rural		100.00%		
	Urban		100.00%		
	<b>Overall</b>		100.00%		
<b>Unitech</b>	Rural		50.00%		50.00%
	Urban		40.00%	20.00%	40.00%
	<b>Overall</b>		42.86%	14.29%	42.86%
<b>Videocon</b>	Urban	22.22%	22.22%	44.44%	11.11%
<b>Vodafone</b>	Rural		50.00%	50.00%	
	Urban	50.00%	25.00%		25.00%
	<b>Overall</b>	33.33%	33.33%	16.67%	16.67%



**34(a) Are you aware of facility by which you can change your service provider without changing your mobile number**

<b>Mobile Operator</b>	<b>Area</b>	<b>Yes</b>	<b>No</b>
<b>Aircel</b>	Rural	61.37%	38.63%
	Urban	85.62%	14.38%
	<b>Overall</b>	<b>78.36%</b>	<b>21.64%</b>
<b>Airtel</b>	Rural	58.02%	41.98%
	Urban	86.62%	13.38%
	<b>Overall</b>	<b>78.04%</b>	<b>21.96%</b>
<b>Bsni</b>	Rural	71.69%	28.31%
	Urban	90.41%	9.59%
	<b>Overall</b>	<b>84.76%</b>	<b>15.24%</b>
<b>Idea</b>	Rural	68.67%	31.33%
	Urban	71.04%	28.96%
	<b>Overall</b>	<b>70.86%</b>	<b>29.14%</b>
<b>Reliance</b>	Rural	50.62%	49.38%
	Urban	62.82%	37.18%
	<b>Overall</b>	<b>59.16%</b>	<b>40.84%</b>
<b>Systema shyam</b>	Rural	67.49%	32.51%
	Urban	73.87%	26.13%
	<b>Overall</b>	<b>71.95%</b>	<b>28.05%</b>
<b>Tata</b>	Rural	47.83%	52.17%
	Urban	57.85%	42.15%
	<b>Overall</b>	<b>54.84%</b>	<b>45.16%</b>
<b>Unitech</b>	Rural	49.33%	50.67%
	Urban	68.55%	31.45%
	<b>Overall</b>	<b>65.86%</b>	<b>34.14%</b>
<b>Videocon</b>	Urban	64.44%	35.56%
<b>Vodafone</b>	Rural	51.40%	48.60%
	Urban	84.29%	15.71%
	<b>Overall</b>	<b>74.44%</b>	<b>25.56%</b>

**34(b) Utilization of SMS based mechanism for getting unique porting code**

Mobile Operator	Area	Yes	No
Aircel	Rural	1.52%	98.48%
	Urban	4.35%	95.65%
	<b>Overall</b>	3.69%	96.31%
Airtel	Rural	0.53%	99.47%
	Urban	1.07%	98.93%
	<b>Overall</b>	0.95%	99.05%
Bsnl	Rural	0.86%	99.14%
	Urban	1.77%	98.23%
	<b>Overall</b>	1.54%	98.46%
Idea	Rural	1.75%	98.25%
	Urban	2.13%	97.87%
	<b>Overall</b>	2.10%	97.90%
Reliance	Rural	2.45%	97.55%
	Urban	4.44%	95.56%
	<b>Overall</b>	3.93%	96.07%
Systema shyam	Rural	3.67%	96.33%
	Urban	5.60%	94.40%
	<b>Overall</b>	5.05%	94.95%
Tata	Rural	3.25%	96.75%
	Urban	5.06%	94.94%
	<b>Overall</b>	4.58%	95.42%
Unitech	Rural	6.76%	93.24%
	Urban	4.27%	95.73%
	<b>Overall</b>	4.53%	95.47%
Videocon	Urban	7.49%	92.51%
Vodafone	Rural	1.21%	98.79%
	Urban	2.05%	97.95%
	<b>Overall</b>	1.88%	98.12%

**34(c) Getting of 'Unique Porting Code' from the existing service provider**

Mobile Operator	Area	Within 5 minutes	After 5 to 10 minutes	After 10 minutes	Never
Aircel	Rural	33.33%	0.00%	33.33%	33.33%
	Urban	10.71%	28.57%	57.14%	3.57%
	<b>Overall</b>	12.90%	25.81%	54.84%	6.45%
Airtel	Rural	0.00%	0.00%	0.00%	100.00%
	Urban	0.00%	0.00%	28.57%	71.43%
	<b>Overall</b>	0.00%	0.00%	25.00%	75.00%
Bsnl	Rural	0.00%	0.00%	100.00%	0.00%
	Urban	25.00%	16.67%	50.00%	8.33%
	<b>Overall</b>	21.43%	14.29%	57.14%	7.14%
Idea	Rural	0.00%	100.00%	0.00%	0.00%
	Urban	26.67%	26.67%	40.00%	6.67%
	<b>Overall</b>	25.00%	31.25%	37.50%	6.25%
Reliance	Rural	25.00%	0.00%	75.00%	0.00%
	Urban	14.29%	4.76%	71.43%	9.52%
	<b>Overall</b>	16.00%	4.00%	72.00%	8.00%
Systema shyam	Rural	0.00%	9.09%	90.91%	0.00%
	Urban	25.00%	15.63%	56.25%	3.13%
	<b>Overall</b>	18.60%	13.95%	65.12%	2.33%
Tata	Rural	20.00%	40.00%	20.00%	20.00%
	Urban	13.64%	4.55%	31.82%	50.00%
	<b>Overall</b>	14.81%	11.11%	29.63%	44.44%
Unitech	Rural	26.67%	20.00%	40.00%	13.33%
	Urban	23.81%	26.19%	40.48%	9.52%
	<b>Overall</b>	24.56%	24.56%	40.35%	10.53%
Videocon	Urban	29.49%	25.64%	35.90%	8.97%
Vodafone	Rural	23.53%	29.41%	41.18%	5.88%
	Urban	21.43%	21.43%	50.00%	7.14%
	<b>Overall</b>	22.58%	25.81%	45.16%	6.45%

**34(d) Satisfaction with the entire process of MNP**

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	66.67%	0.00%	33.33%	0.00%	66.67%	33.33%
	Urban	28.57%	64.29%	7.14%	0.00%	92.86%	7.14%
	<b>Overall</b>	32.26%	58.06%	9.68%	0.00%	90.32%	9.68%
Airtel	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	71.43%	28.57%	0.00%	0.00%	100.00%	0.00%
	<b>Overall</b>	62.50%	37.50%	0.00%	0.00%	100.00%	0.00%
Bsnl	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	25.00%	66.67%	8.33%	0.00%	91.67%	8.33%
	<b>Overall</b>	21.43%	71.43%	7.14%	0.00%	92.86%	7.14%
Idea	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	46.67%	53.33%	0.00%	0.00%	100.00%	0.00%
	<b>Overall</b>	43.75%	56.25%	0.00%	0.00%	100.00%	0.00%
Reliance	Rural	25.00%	75.00%	0.00%	0.00%	100.00%	0.00%
	Urban	9.52%	80.95%	4.76%	4.76%	90.48%	9.52%
	<b>Overall</b>	12.00%	80.00%	4.00%	4.00%	92.00%	8.00%
Systema shyam	Rural	9.09%	81.82%	9.09%	0.00%	90.91%	9.09%
	Urban	9.38%	81.25%	3.13%	6.25%	90.63%	9.38%
	<b>Overall</b>	9.30%	81.40%	4.65%	4.65%	90.70%	9.30%
Tata	Rural	20.00%	60.00%	20.00%	0.00%	80.00%	20.00%
	Urban	9.09%	90.91%	0.00%	0.00%	100.00%	0.00%
	<b>Overall</b>	11.11%	85.19%	3.70%	0.00%	96.30%	3.70%
Unitech	Rural	53.33%	33.33%	6.67%	6.67%	86.67%	13.33%
	Urban	38.10%	40.48%	19.05%	2.38%	78.57%	21.43%
	<b>Overall</b>	42.11%	38.60%	15.79%	3.51%	80.70%	19.30%
Videocon	Urban	39.74%	42.31%	14.10%	3.85%	82.05%	17.95%
Vodafone	Rural	35.29%	52.94%	11.76%	0.00%	88.24%	11.76%
	Urban	7.14%	85.71%	7.14%	0.00%	92.86%	7.14%
	<b>Overall</b>	22.58%	67.74%	9.68%	0.00%	90.32%	9.68%

**35. Rating of Service Provider On a scale of 1 – 10 where 10 is very good and 1 is very poor**

<b>Mobile Operator</b>	<b>Area</b>	<b>Average rate</b>
<b>Aircel</b>	Rural	<b>7.28</b>
	Urban	<b>7.42</b>
	<b>Overall</b>	<b>7.38</b>
<b>Airtel</b>	Rural	<b>7.01</b>
	Urban	<b>7.46</b>
	<b>Overall</b>	<b>7.33</b>
<b>Bsnl</b>	Rural	<b>7.33</b>
	Urban	<b>7.16</b>
	<b>Overall</b>	<b>7.21</b>
<b>Idea</b>	Rural	<b>6.59</b>
	Urban	<b>7.21</b>
	<b>Overall</b>	<b>7.17</b>
<b>Reliance</b>	Rural	<b>7.11</b>
	Urban	<b>7.24</b>
	<b>Overall</b>	<b>7.20</b>
<b>Systema shyam</b>	Rural	<b>6.61</b>
	Urban	<b>6.81</b>
	<b>Overall</b>	<b>6.75</b>
<b>Tata</b>	Rural	<b>7.01</b>
	Urban	<b>7.29</b>
	<b>Overall</b>	<b>7.21</b>
<b>Unitech</b>	Rural	<b>6.43</b>
	Urban	<b>6.90</b>
	<b>Overall</b>	<b>6.83</b>
<b>Videocon</b>	Urban	<b>6.89</b>
<b>Vodafone</b>	Rural	<b>7.01</b>
	Urban	<b>7.40</b>
	<b>Overall</b>	<b>7.28</b>

**36. Awareness of the call centre telephone number of the telecom service provider for making complaints**

<b>Mobile Operator</b>	<b>Area</b>	<b>Yes</b>	<b>No</b>
<b>Aircel</b>	Rural	92.21%	7.79%
	Urban	96.54%	3.46%
	<b>Overall</b>	95.24%	4.76%
<b>Airtel</b>	Rural	93.83%	6.17%
	Urban	97.62%	2.38%
	<b>Overall</b>	96.48%	3.52%
<b>Bsnl</b>	Rural	95.38%	4.62%
	Urban	98.14%	1.86%
	<b>Overall</b>	97.30%	2.70%
<b>Idea</b>	Rural	93.98%	6.02%
	Urban	95.36%	4.64%
	<b>Overall</b>	95.25%	4.75%
<b>Reliance</b>	Rural	90.37%	9.63%
	Urban	94.42%	5.58%
	<b>Overall</b>	93.21%	6.79%
<b>Systema shyam</b>	Rural	92.26%	7.74%
	Urban	93.60%	6.40%
	<b>Overall</b>	93.20%	6.80%
<b>Tata</b>	Rural	91.30%	8.70%
	Urban	95.21%	4.79%
	<b>Overall</b>	94.04%	5.96%
<b>Unitech</b>	Rural	91.33%	8.67%
	Urban	92.95%	7.05%
	<b>Overall</b>	92.72%	7.28%
<b>Videocon</b>	Urban	88.02%	11.98%
<b>Vodafone</b>	Rural	90.34%	9.66%
	Urban	92.54%	7.46%
	<b>Overall</b>	91.88%	8.12%

**37. Awareness about the toll free customer care number**

Mobile Operator	Area	Newspaper	website of the service provider	SMS from service provider	Display at Complaint centre/sales outlets	Telephone Bills	Others
Aircel	Rural	5.07%	1.01%	18.24%	0.34%	17.23%	58.11%
	Urban	6.34%	1.38%	11.31%	0.55%	31.31%	49.10%
	<b>Overall</b>	5.97%	1.27%	13.32%	0.49%	27.23%	51.71%
Airtel	Rural	5.59%	6.25%	20.72%	3.95%	22.37%	41.12%
	Urban	3.80%	1.63%	21.71%	1.09%	45.73%	26.05%
	<b>Overall</b>	4.32%	2.98%	21.42%	1.92%	38.90%	30.45%
Bsnl	Rural	26.13%	3.87%	18.39%	0.97%	19.03%	31.61%
	Urban	13.16%	2.71%	10.85%	0.81%	46.13%	26.32%
	<b>Overall</b>	17.00%	3.06%	13.09%	0.86%	38.11%	27.89%
Idea	Rural	10.26%	6.41%	26.92%	6.41%	6.41%	43.59%
	Urban	6.46%	6.46%	13.02%	1.16%	3.60%	69.31%
	<b>Overall</b>	6.74%	6.45%	14.08%	1.56%	3.81%	67.35%
Reliance	Rural	6.87%	1.37%	17.18%	3.09%	23.02%	48.45%
	Urban	11.11%	6.05%	18.28%	2.67%	36.43%	25.46%
	<b>Overall</b>	9.88%	4.69%	17.96%	2.79%	32.53%	32.14%
Systema shyam	Rural	5.70%	13.76%	40.27%	2.68%	6.38%	31.21%
	Urban	2.71%	7.55%	19.94%	1.28%	5.84%	62.68%
	<b>Overall</b>	3.60%	9.40%	26.00%	1.70%	6.00%	53.30%
Tata	Rural	10.88%	3.74%	41.16%	8.84%	10.54%	24.83%
	Urban	6.56%	1.54%	21.51%	2.37%	8.10%	59.92%
	<b>Overall</b>	7.82%	2.18%	27.23%	4.26%	8.81%	49.70%
Unitech	Rural	4.38%	6.57%	29.93%	5.11%	0.00%	54.01%
	Urban	6.88%	2.10%	9.92%	1.63%	0.00%	79.46%
	<b>Overall</b>	6.54%	2.72%	12.68%	2.11%	0.00%	75.96%
Videocon	Urban	4.11%	0.95%	13.61%	2.00%	0.00%	79.32%
Vodafone	Rural	7.24%	5.86%	21.72%	2.76%	28.28%	34.14%
	Urban	1.73%	2.30%	21.01%	1.58%	63.45%	9.93%
	<b>Overall</b>	3.35%	3.35%	21.22%	1.93%	53.10%	17.06%

**38. Made any complaint within last 6 months**

Mobile Operator	Area	Yes	No
Aircel	Rural	18.38%	81.62%
	Urban	11.72%	88.28%
	<b>Overall</b>	13.71%	86.29%
Airtel	Rural	8.64%	91.36%
	Urban	12.58%	87.42%
	<b>Overall</b>	11.40%	88.60%
Bsnl	Rural	11.38%	88.62%
	Urban	8.39%	91.61%
	<b>Overall</b>	9.29%	90.71%
Idea	Rural	8.43%	91.57%
	Urban	4.84%	95.16%
	<b>Overall</b>	5.12%	94.88%
Reliance	Rural	14.29%	85.71%
	Urban	10.89%	89.11%
	<b>Overall</b>	11.91%	88.09%
Systema shyam	Rural	11.76%	88.24%
	Urban	8.53%	91.47%
	<b>Overall</b>	9.51%	90.49%
Tata	Rural	17.08%	82.92%
	Urban	6.91%	93.09%
	<b>Overall</b>	9.96%	90.04%
Unitech	Rural	14.67%	85.33%
	Urban	6.40%	93.60%
	<b>Overall</b>	7.56%	92.44%
Videocon	Urban	8.91%	91.09%
Vodafone	Rural	12.46%	87.54%
	Urban	9.32%	90.68%
	<b>Overall</b>	10.26%	89.74%



**39. After lodging a complaint**

<b>Mobile Operator</b>	<b>Area</b>	<b>Complaint was registered and Docket number received</b>	<b>Complaint was registered and Docket number not received</b>	<b>Complaint was registered and Docket number provided on request</b>	<b>Complaint was registered and docket number not provided even on request</b>	<b>Refused to register the complaint</b>
<b>Aircel</b>	Rural	50.85%	37.29%	11.86%	0.00%	0.00%
	Urban	65.91%	17.05%	12.50%	4.55%	0.00%
	<b>Overall</b>	59.86%	25.17%	12.24%	2.72%	0.00%
<b>Airtel</b>	Rural	60.71%	21.43%	17.86%	0.00%	0.00%
	Urban	62.11%	22.11%	13.68%	0.00%	2.11%
	<b>Overall</b>	61.79%	21.95%	14.63%	0.00%	1.63%
<b>Bsnl</b>	Rural	62.16%	24.32%	13.51%	0.00%	0.00%
	Urban	58.73%	28.57%	11.11%	1.59%	0.00%
	<b>Overall</b>	60.00%	27.00%	12.00%	1.00%	0.00%
<b>Idea</b>	Rural	28.57%	42.86%	28.57%	0.00%	0.00%
	Urban	58.33%	29.17%	8.33%	4.17%	0.00%
	<b>Overall</b>	54.55%	30.91%	10.91%	3.64%	0.00%
<b>Reliance</b>	Rural	56.52%	26.09%	17.39%	0.00%	0.00%
	Urban	57.32%	29.27%	12.20%	1.22%	0.00%
	<b>Overall</b>	57.03%	28.13%	14.06%	0.78%	0.00%
<b>Systema shyam</b>	Rural	63.16%	23.68%	13.16%	0.00%	0.00%
	Urban	54.69%	26.56%	17.19%	1.56%	0.00%
	<b>Overall</b>	57.84%	25.49%	15.69%	0.98%	0.00%
<b>Tata</b>	Rural	54.55%	30.91%	14.55%	0.00%	0.00%
	Urban	53.85%	28.85%	17.31%	0.00%	0.00%
	<b>Overall</b>	54.21%	29.91%	15.89%	0.00%	0.00%
<b>Unitech</b>	Rural	50.00%	31.82%	13.64%	0.00%	4.55%
	Urban	64.41%	25.42%	6.78%	1.69%	1.69%
	<b>Overall</b>	60.49%	27.16%	8.64%	1.23%	2.47%
<b>Videocon</b>	Urban	62.50%	25.00%	10.42%	0.00%	2.08%
<b>Vodafone</b>	Rural	57.50%	32.50%	10.00%	0.00%	0.00%
	Urban	45.71%	28.57%	20.00%	4.29%	1.43%
	<b>Overall</b>	50.00%	30.00%	16.36%	2.73%	0.91%

**40. Complaint center inform you through SMS about docket number,date of complaint registration**

<b>Mobile Operator</b>	<b>Area</b>	<b>Yes</b>	<b>No</b>
<b>Aircel</b>	Rural	42.37%	57.63%
	Urban	54.55%	45.45%
	<b>Overall</b>	49.66%	50.34%
<b>Airtel</b>	Rural	57.14%	42.86%
	Urban	50.54%	49.46%
	<b>Overall</b>	52.07%	47.93%
<b>Bsnl</b>	Rural	54.05%	45.95%
	Urban	52.38%	47.62%
	<b>Overall</b>	53.00%	47.00%
<b>Idea</b>	Rural	14.29%	85.71%
	Urban	50.00%	50.00%
	<b>Overall</b>	45.45%	54.55%
<b>Reliance</b>	Rural	50.00%	50.00%
	Urban	50.00%	50.00%
	<b>Overall</b>	50.00%	50.00%
<b>Systema shyam</b>	Rural	52.63%	47.37%
	Urban	46.88%	53.13%
	<b>Overall</b>	49.02%	50.98%
<b>Tata</b>	Rural	45.45%	54.55%
	Urban	48.08%	51.92%
	<b>Overall</b>	46.73%	53.27%
<b>Unitech</b>	Rural	52.38%	47.62%
	Urban	56.90%	43.10%
	<b>Overall</b>	55.70%	44.30%
<b>Videocon</b>	Urban	61.70%	38.30%
<b>Vodafone</b>	Rural	40.00%	60.00%
	Urban	55.07%	44.93%
	<b>Overall</b>	49.54%	50.46%

**41. Informing by the Call Centre about the action taken on the complaint**

<b>Mobile Operator</b>	<b>Area</b>	<b>Yes</b>	<b>No</b>
<b>Aircel</b>	Rural	54.24%	45.76%
	Urban	57.95%	42.05%
	<b>Overall</b>	56.46%	43.54%
<b>Airtel</b>	Rural	67.86%	32.14%
	Urban	56.84%	43.16%
	<b>Overall</b>	59.35%	40.65%
<b>Bsnl</b>	Rural	48.65%	51.35%
	Urban	58.73%	41.27%
	<b>Overall</b>	55.00%	45.00%
<b>Idea</b>	Rural	28.57%	71.43%
	Urban	58.33%	41.67%
	<b>Overall</b>	54.55%	45.45%
<b>Reliance</b>	Rural	58.70%	41.30%
	Urban	57.32%	42.68%
	<b>Overall</b>	57.81%	42.19%
<b>Systema shyam</b>	Rural	52.63%	47.37%
	Urban	50.00%	50.00%
	<b>Overall</b>	50.98%	49.02%
<b>Tata</b>	Rural	54.55%	45.45%
	Urban	53.85%	46.15%
	<b>Overall</b>	54.21%	45.79%
<b>Unitech</b>	Rural	59.09%	40.91%
	Urban	62.71%	37.29%
	<b>Overall</b>	61.73%	38.27%
<b>Videocon</b>	Urban	63.54%	36.46%
<b>Vodafone</b>	Rural	47.50%	52.50%
	Urban	57.14%	42.86%
	<b>Overall</b>	53.64%	46.36%

**42(a) Was your complaint resolved by the complaint center within three days**

<b>Mobile Operator</b>	<b>Area</b>	<b>Yes</b>	<b>No</b>
<b>Aircel</b>	Rural	44.07%	55.93%
	Urban	57.95%	42.05%
	<b>Overall</b>	52.38%	47.62%
<b>Airtel</b>	Rural	53.57%	46.43%
	Urban	48.42%	51.58%
	<b>Overall</b>	49.59%	50.41%
<b>Bsnl</b>	Rural	56.76%	43.24%
	Urban	44.44%	55.56%
	<b>Overall</b>	49.00%	51.00%
<b>Idea</b>	Rural	42.86%	57.14%
	Urban	52.08%	47.92%
	<b>Overall</b>	50.91%	49.09%
<b>Reliance</b>	Rural	54.35%	45.65%
	Urban	52.44%	47.56%
	<b>Overall</b>	53.13%	46.88%
<b>Systema shyam</b>	Rural	60.53%	39.47%
	Urban	53.13%	46.88%
	<b>Overall</b>	55.88%	44.12%
<b>Tata</b>	Rural	52.73%	47.27%
	Urban	42.31%	57.69%
	<b>Overall</b>	47.66%	52.34%
<b>Unitech</b>	Rural	59.09%	40.91%
	Urban	55.93%	44.07%
	<b>Overall</b>	56.79%	43.21%
<b>Videocon</b>	Urban	56.25%	43.75%
<b>Vodafone</b>	Rural	50.00%	50.00%
	Urban	44.29%	55.71%
	<b>Overall</b>	46.36%	53.64%

**43. Satisfactorily resolving of billing/charging complaint by call centre/ customer care within four weeks after lodging of the complaint**

<b>Mobile Operator</b>	<b>Area</b>	<b>Yes</b>	<b>No</b>	<b>Not Applicable</b>
<b>Aircel</b>	Rural	67.80%	27.12%	5.08%
	Urban	57.95%	21.59%	20.45%
	<b>Overall</b>	61.90%	23.81%	14.29%
<b>Airtel</b>	Rural	50.00%	32.14%	17.86%
	Urban	58.95%	24.21%	16.84%
	<b>Overall</b>	56.91%	26.02%	17.07%
<b>Bsnl</b>	Rural	59.46%	27.03%	13.51%
	Urban	53.97%	22.22%	23.81%
	<b>Overall</b>	56.00%	24.00%	20.00%
<b>Idea</b>	Rural	42.86%	28.57%	28.57%
	Urban	43.75%	22.92%	33.33%
	<b>Overall</b>	43.64%	23.64%	32.73%
<b>Reliance</b>	Rural	56.52%	32.61%	10.87%
	Urban	50.00%	32.93%	17.07%
	<b>Overall</b>	52.34%	32.81%	14.84%
<b>Systema shyam</b>	Rural	47.37%	42.11%	10.53%
	Urban	59.38%	31.25%	9.38%
	<b>Overall</b>	54.90%	35.29%	9.80%
<b>Tata</b>	Rural	63.64%	34.55%	1.82%
	Urban	48.08%	32.69%	19.23%
	<b>Overall</b>	56.07%	33.64%	10.28%
<b>Unitech</b>	Rural	77.27%	13.64%	9.09%
	Urban	55.93%	23.73%	20.34%
	<b>Overall</b>	61.73%	20.99%	17.28%
<b>Videocon</b>	Urban	62.50%	20.83%	16.67%
<b>Vodafone</b>	Rural	70.00%	20.00%	10.00%
	Urban	65.71%	17.14%	17.14%
	<b>Overall</b>	67.27%	18.18%	14.55%

**44. Awareness of the contact details of the appellate authority for filing of appeals**

Mobile Operator	Area	Yes	No
Aircel	Rural	3.12%	96.88%
	Urban	2.53%	97.47%
	<b>Overall</b>	2.71%	97.29%
Airtel	Rural	2.47%	97.53%
	Urban	4.37%	95.63%
	<b>Overall</b>	3.80%	96.20%
Bsnl	Rural	3.08%	96.92%
	Urban	2.93%	97.07%
	<b>Overall</b>	2.97%	97.03%
Idea	Rural	2.41%	97.59%
	Urban	1.61%	98.39%
	<b>Overall</b>	1.68%	98.32%
Reliance	Rural	4.35%	95.65%
	Urban	2.92%	97.08%
	<b>Overall</b>	3.35%	96.65%
Systema shyam	Rural	3.41%	96.59%
	Urban	2.67%	97.33%
	<b>Overall</b>	2.89%	97.11%
Tata	Rural	4.35%	95.65%
	Urban	1.73%	98.27%
	<b>Overall</b>	2.51%	97.49%
Unitech	Rural	3.33%	96.67%
	Urban	1.08%	98.92%
	<b>Overall</b>	1.40%	98.60%
Videocon	Urban	1.02%	98.98%
Vodafone	Rural	2.49%	97.51%
	Urban	1.73%	98.27%
	<b>Overall</b>	1.96%	98.04%

**45. Sources of Awareness about the toll free customer care number**

Mobile Operator	Area	Newspaper	website of the service provider	Display at complaint Centres/sales outlets	Telephone bills	Others
Aircel	Rural		50.00%		10.00%	10.00%
	Urban		21.05%		10.53%	31.58%
	<b>Overall</b>		31.03%		10.34%	24.14%
Airtel	Rural		37.50%		0.00%	25.00%
	Urban		51.52%		3.03%	18.18%
	<b>Overall</b>		48.78%		2.44%	19.51%
Bsnl	Rural		50.00%		10.00%	20.00%
	Urban		63.64%		4.55%	22.73%
	<b>Overall</b>		59.38%		6.25%	21.88%
Idea	Rural		50.00%		0.00%	50.00%
	Urban		56.25%		0.00%	18.75%
	<b>Overall</b>		55.56%		0.00%	22.22%
Reliance	Rural		71.43%		7.14%	14.29%
	Urban		72.73%		0.00%	18.18%
	<b>Overall</b>		72.22%		2.78%	16.67%
Systema shyam	Rural		54.55%		9.09%	18.18%
	Urban		60.00%		0.00%	15.00%
	<b>Overall</b>		58.06%		3.23%	16.13%
Tata	Rural		71.43%		7.14%	21.43%
	Urban		46.15%		0.00%	15.38%
	<b>Overall</b>		59.26%		3.70%	18.52%
Unitech	Rural		80.00%		0.00%	20.00%
	Urban		60.00%		0.00%	30.00%
	<b>Overall</b>		66.67%		0.00%	26.67%
Videocon	Urban		54.55%		9.09%	18.18%
Vodafone	Rural		75.00%		0.00%	0.00%
	Urban		46.15%		7.69%	30.77%
	<b>Overall</b>		57.14%		4.76%	19.05%

**46. Filing of any appeal in last 6 months**

<b>Mobile Operator</b>	<b>Area</b>	<b>Yes</b>	<b>No</b>
<b>Aircel</b>	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	<b>Overall</b>	0.00%	100.00%
<b>Airtel</b>	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	<b>Overall</b>	0.00%	100.00%
<b>Bsnl</b>	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	<b>Overall</b>	0.00%	100.00%
<b>Idea</b>	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	<b>Overall</b>	0.00%	100.00%
<b>Reliance</b>	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	<b>Overall</b>	0.00%	100.00%
<b>Systema shyam</b>	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	<b>Overall</b>	0.00%	100.00%
<b>Tata</b>	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	<b>Overall</b>	0.00%	100.00%
<b>Unitech</b>	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	<b>Overall</b>	0.00%	100.00%
<b>Videocon</b>	Urban	0.00%	100.00%
<b>Vodafone</b>	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	<b>Overall</b>	0.00%	100.00%



**47. File your appeal to the appelete authority**

Mobile Operator	Area	Email	Fax	Letter( post/courier)	In-person(self)	Others
Aircel	Urban	NA	NA	NA	NA	NA
Airtel	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA
Bsnl	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA
Idea	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA
Reliance	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA
Systema shyam	Urban	NA	NA	NA	NA	NA
Tata Teleservice	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA
Videocon	Urban	NA	NA	NA	NA	NA
Vodafone	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA
Grand Total		NA	NA	NA	NA	NA

**48. Receive unique appeal number within 3 days after filed an appeal**

Mobile Operator	Area	Yes	No	Total
<b>Aircel</b>	Urban	NA	NA	NA
<b>Airtel</b>	Rural	NA	NA	NA
	Urban	NA	NA	NA
	<b>Overall</b>	NA	NA	NA
<b>Bsnl</b>	Rural	NA	NA	NA
	Urban	NA	NA	NA
	<b>Overall</b>	NA	NA	NA
<b>Idea</b>	Rural	NA	NA	NA
	Urban	NA	NA	NA
	<b>Overall</b>	NA	NA	NA
<b>Reliance</b>	Rural	NA	NA	NA
	Urban	NA	NA	NA
	<b>Overall</b>	NA	NA	NA
<b>Systema shyam</b>	Urban	NA	NA	NA
<b>Tata Teleservice</b>	Rural	NA	NA	NA
	Urban	NA	NA	NA
	<b>Overall</b>	NA	NA	NA
<b>Videocon</b>	Urban	NA	NA	NA
<b>Vodafone</b>	Rural	NA	NA	NA
	Urban	NA	NA	NA
	<b>Overall</b>	NA	NA	NA
<b>Grand Total</b>		NA	NA	NA

**49. Taking a decision upon the appeal by the Appellate Authority within 39 days of filing the appeal**

Mobile Operator	Area	Yes	No	Appeal filed only recently	Total
Aircel	Urban	NA	NA	NA	NA
Airtel	Rural	NA	NA	NA	NA
	Urban	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA
Bsnl	Rural	NA	NA	NA	NA
	Urban	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA
Idea	Rural	NA	NA	NA	NA
	Urban	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA
Reliance	Rural	NA	NA	NA	NA
	Urban	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA
Systema shyam	Urban	NA	NA	NA	NA
Tata Teleservice	Rural	NA	NA	NA	NA
	Urban	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA
Videocon	Urban	NA	NA	NA	NA
Vodafone	Rural	NA	NA	NA	NA
	Urban	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA
<b>Grand Total</b>		NA	NA	NA	NA

**50. Awareness about prepaid customer can get item-wise usage charge details, on request**

Mobile Operator	Area	Yes	No
Aircel	Rural	2.60%	97.40%
	Urban	6.50%	93.50%
	<b>Overall</b>	5.15%	94.85%
Airtel	Rural	3.14%	96.86%
	Urban	7.13%	92.87%
	<b>Overall</b>	5.59%	94.41%
Bsnl	Rural	4.55%	95.45%
	Urban	7.75%	92.25%
	<b>Overall</b>	6.48%	93.52%
Idea	Rural	3.85%	96.15%
	Urban	5.02%	94.98%
	<b>Overall</b>	4.93%	95.07%
Reliance	Rural	4.47%	95.53%
	Urban	6.19%	93.81%
	<b>Overall</b>	5.61%	94.39%
Systema shyam	Rural	3.10%	96.90%
	Urban	4.40%	95.60%
	<b>Overall</b>	4.01%	95.99%
Tata	Rural	5.56%	94.44%

	Urban	6.80%	93.20%
	<b>Overall</b>	6.44%	93.56%
<b>Unitech</b>	Rural	4.00%	96.00%
	Urban	4.56%	95.44%
	<b>Overall</b>	4.48%	95.52%
<b>Videocon</b>	Urban	6.59%	93.41%
<b>Vodafone</b>	Rural	3.02%	96.98%
	Urban	5.49%	94.51%
	<b>Overall</b>	4.36%	95.64%

**51. Denial of the request for item-wise usage charge details for the prepaid connection**

<b>Mobile Operator</b>	<b>Area</b>	<b>Yes</b>	<b>No</b>
<b>Aircel</b>	Rural	0.37%	99.63%
	Urban	2.56%	97.44%
	<b>Overall</b>	1.80%	98.20%
<b>Airtel</b>	Rural	0.78%	99.22%
	Urban	1.97%	98.03%
	<b>Overall</b>	1.51%	98.49%
<b>Bsnl</b>	Rural	0.76%	99.24%
	Urban	4.50%	95.50%
	<b>Overall</b>	3.01%	96.99%
<b>Idea</b>	Rural	0.00%	100.00%
	Urban	1.46%	98.54%
	<b>Overall</b>	1.35%	98.65%
<b>Reliance</b>	Rural	2.03%	97.97%
	Urban	1.03%	98.97%
	<b>Overall</b>	1.37%	98.63%
<b>Systema shyam</b>	Rural	0.31%	99.69%
	Urban	3.47%	96.53%
	<b>Overall</b>	2.52%	97.48%
<b>Tata</b>	Rural	1.74%	98.26%
	Urban	1.45%	98.55%
	<b>Overall</b>	1.53%	98.47%
<b>Unitech</b>	Rural	2.67%	97.33%
	Urban	2.28%	97.72%
	<b>Overall</b>	2.33%	97.67%
<b>Videocon</b>	Urban	3.81%	96.19%
<b>Vodafone</b>	Rural	0.86%	99.14%
	Urban	0.73%	99.27%
	<b>Overall</b>	0.79%	99.21%

**52. The reason(s) for denial of the request**

<b>Mobile Operator</b>	<b>Area</b>	<b>No reason</b>	<b>Technical Problem</b>	<b>Others</b>
<b>Aircel</b>	Rural	0.00%	100.00%	0.00%
	Urban	38.46%	61.54%	0.00%
	<b>Overall</b>	35.71%	64.29%	0.00%
<b>Airtel</b>	Rural	0.00%	0.00%	100.00%
	Urban	37.50%	25.00%	37.50%
	<b>Overall</b>	30.00%	20.00%	50.00%
<b>Bsnl</b>	Rural	50.00%	50.00%	0.00%
	Urban	0.00%	88.89%	11.11%
	<b>Overall</b>	5.00%	85.00%	10.00%
<b>Idea</b>	Rural	NA	NA	NA
	Urban	38.46%	53.85%	7.69%
	<b>Overall</b>	38.46%	53.85%	7.69%
<b>Reliance</b>	Rural	100.00%	0.00%	0.00%
	Urban	40.00%	60.00%	0.00%
	<b>Overall</b>	70.00%	30.00%	0.00%
<b>Systema shyam</b>	Rural	NA	NA	NA
	Urban	80.77%	19.23%	0.00%
	<b>Overall</b>	80.77%	19.23%	0.00%
<b>Tata</b>	Rural	60.00%	20.00%	20.00%
	Urban	33.33%	66.67%	0.00%
	<b>Overall</b>	42.86%	50.00%	7.14%
<b>Unitech</b>	Rural	25.00%	75.00%	0.00%
	Urban	75.00%	20.00%	5.00%
	<b>Overall</b>	66.67%	29.17%	4.17%
<b>Videocon</b>	Urban	65.85%	31.71%	2.44%
<b>Vodafone</b>	Rural	100.00%	0.00%	0.00%
	Urban	50.00%	50.00%	0.00%
	<b>Overall</b>	75.00%	25.00%	0.00%

**53. Manual of Practice provided by the operator while subscribing the new mobile telephone connection**

<b>Mobile Operator</b>	<b>Area</b>	<b>Yes</b>	<b>No</b>
<b>Aircel</b>	Rural	96.88%	3.12%
	Urban	98.40%	1.60%
	<b>Overall</b>	97.95%	2.05%
<b>Airtel</b>	Rural	98.15%	1.85%
	Urban	99.60%	0.40%
	<b>Overall</b>	99.17%	0.83%
<b>Bsnl</b>	Rural	99.38%	0.62%
	Urban	99.87%	0.13%
	<b>Overall</b>	99.72%	0.28%
<b>Idea</b>	Rural	97.59%	2.41%
	Urban	99.19%	0.81%
	<b>Overall</b>	99.07%	0.93%
<b>Reliance</b>	Rural	97.20%	2.80%
	Urban	98.41%	1.59%
	<b>Overall</b>	98.05%	1.95%
<b>Systema shyam</b>	Rural	96.59%	3.41%
	Urban	98.00%	2.00%
	<b>Overall</b>	97.58%	2.42%
<b>Tata</b>	Rural	98.45%	1.55%
	Urban	97.87%	2.13%
	<b>Overall</b>	98.04%	1.96%
<b>Unitech</b>	Rural	94.00%	6.00%
	Urban	97.83%	2.17%
	<b>Overall</b>	97.29%	2.71%
<b>Videocon</b>	Urban	95.54%	4.46%
<b>Vodafone</b>	Rural	98.75%	1.25%
	Urban	98.27%	1.73%
	<b>Overall</b>	98.41%	1.59%

### 7.3 Broadband Services

#### A .Service Provision

##### 1(a) Last applied for a broadband connection

Broadband Operator	Area	Less than half month	Half month - 1 month	More than One month
Airtel	Urban	1.12%	2.33%	96.55%
BSNL	Rural	0.91%	2.73%	96.36%
	Urban	0.77%	1.55%	97.68%
	<b>Overall</b>	0.81%	1.90%	97.29%
Reliance	Urban	0.75%	1.96%	97.29%
Sify	Urban	0.65%	2.14%	97.21%
Tata Communications	Urban	0.28%	0.75%	98.97%
Tikona	Urban	1.02%	2.70%	96.28%
You Broadband	Urban	0.84%	2.05%	97.11%
Zylog	Urban	0.56%	1.30%	98.14%

##### 1(b) Time taken to provide a working connection

Broadband Operator	Area	Within 7 Working Days	More than 7 Working Days
Airtel	Urban	99.07%	0.93%
BSNL	Rural	95.76%	4.24%
	Urban	97.55%	2.45%
	<b>Overall</b>	97.01%	2.99%
Reliance	Urban	96.73%	3.27%
Sify	Urban	98.05%	1.95%
Tata Communications	Urban	97.39%	2.61%
Tikona	Urban	96.09%	3.91%
You Broadband	Urban	98.32%	1.68%
Zylog	Urban	97.76%	2.24%

#### 2. Satisfaction with time taken for activation

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	1.68%	95.34%	2.61%	0.37%	97.02%	2.98%
BSNL	Rural	3.64%	87.88%	6.97%	1.52%	91.52%	8.48%
	Urban	3.48%	91.61%	4.65%	0.26%	95.10%	4.90%
	<b>Overall</b>	3.53%	90.50%	5.34%	0.63%	94.03%	5.97%
Reliance	Urban	4.48%	90.76%	4.11%	0.65%	95.24%	4.76%
Sify	Urban	3.07%	85.77%	9.40%	1.77%	88.84%	11.16%
Tata Communications	Urban	4.94%	91.71%	2.89%	0.47%	96.64%	3.36%
Tikona	Urban	2.23%	90.78%	6.61%	0.37%	93.02%	6.98%
You Broadband	Urban	1.12%	86.93%	11.39%	0.56%	88.05%	11.95%
Zylog	Urban	2.14%	91.15%	6.24%	0.47%	93.29%	6.71%

### 3. Time taken for Reactivate service

Broadband Operator	Area	Within 24 hrs	2-3 days	4-7 days	More than 7 Days	Not Applicable
Airtel	Urban	0.19%	0.19%	1.68%	0.28%	97.67%
BSNL	Rural	0.30%	0.91%	1.21%	0.61%	96.97%
	Urban	0.00%	0.00%	0.26%	0.13%	99.61%
	<b>Overall</b>	0.09%	0.27%	0.54%	0.27%	98.82%
Reliance	Urban	0.19%	2.71%	0.65%	0.65%	95.80%
Sify	Urban	0.09%	0.19%	0.37%	0.19%	99.16%
Tata Communications	Urban	0.19%	0.28%	0.28%	0.19%	99.07%
Tikona	Urban	0.09%	0.19%	0.56%	0.19%	98.98%
You Broadband	Urban	0.28%	0.37%	0.56%	0.56%	98.23%
Zylog	Urban	0.37%	0.37%	0.75%	0.19%	98.32%

### B. Billing Related-Postpaid Customer

#### 4. Satisfaction with timely delivery of bills –Postpaid

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	1.40%	96.00%	2.42%	0.19%	97.39%	2.61%
BSNL	Rural	2.55%	90.13%	7.32%	0.00%	92.68%	7.32%
	Urban	1.74%	95.86%	2.14%	0.27%	97.59%	2.41%
	<b>Overall</b>	1.98%	94.16%	3.67%	0.19%	96.14%	3.86%
Reliance	Urban	4.01%	91.41%	4.58%	0.00%	95.42%	4.58%
Sify	Urban	NA	NA	NA	NA	NA	NA
Tata Communications	Urban	2.37%	93.87%	3.48%	0.28%	96.24%	3.76%
Tikona	Urban	2.05%	85.94%	11.64%	0.37%	87.99%	12.01%
You Broadband	Urban	NA	NA	NA	NA	NA	NA
Zylog	Urban	NA	NA	NA	NA	NA	NA

#### 5(a) Satisfaction with Clarity of Bills

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	2.70%	93.85%	2.61%	0.84%	96.55%	3.45%
BSNL	Rural	7.32%	88.22%	4.14%	0.32%	95.54%	4.46%
	Urban	0.40%	93.98%	5.08%	0.53%	94.39%	5.61%
	<b>Overall</b>	2.45%	92.28%	4.80%	0.47%	94.73%	5.27%
Reliance	Urban	18.11%	77.59%	3.36%	0.93%	95.70%	4.30%
Sify	Urban	NA	NA	NA	NA	NA	NA
Tata Communications	Urban	1.95%	92.34%	5.29%	0.42%	94.29%	5.71%
Tikona	Urban	2.89%	88.18%	8.10%	0.84%	91.06%	8.94%
You Broadband	Urban	NA	NA	NA	NA	NA	NA
Zylog	Urban	NA	NA	NA	NA	NA	NA

### 5(b) Reason for Dissatisfaction

Broadband Operator	Area	Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item wise charges not given	Others
Airtel	Urban		8.11%	83.78%	8.11%	
BSNL	Rural		14.29%	78.57%	7.14%	
	Urban		4.76%	88.10%	7.14%	
	<b>Overall</b>		7.14%	85.71%	7.14%	
Reliance	Urban	8.70%	2.17%	89.13%		
Sify	Urban	NA	NA	NA	NA	NA
Tata Communications	Urban	2.44%	4.88%	92.68%		
Tikona	Urban	1.04%	3.13%	95.83%		
You Broadband	Urban	NA	NA	NA	NA	NA
Zylog	Urban	NA	NA	NA	NA	NA

### 6(a) Satisfaction with accuracy/completeness of bills - Postpaid

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	5.40%	90.88%	2.33%	1.40%	96.28%	3.72%
BSNL	Rural	7.01%	85.03%	7.64%	0.32%	92.04%	7.96%
	Urban	4.55%	92.11%	2.27%	1.07%	96.66%	3.34%
	<b>Overall</b>	5.27%	90.02%	3.86%	0.85%	95.29%	4.71%
Reliance	Urban	5.51%	88.89%	4.67%	0.93%	94.40%	5.60%
Sify	Urban	NA	NA	NA	NA	NA	NA
Tata Communications	Urban	5.01%	88.16%	5.43%	1.39%	93.18%	6.82%
Tikona	Urban	1.58%	85.94%	11.36%	1.12%	87.52%	12.48%
You Broadband	Urban	NA	NA	NA	NA	NA	NA
Zylog	Urban	NA	NA	NA	NA	NA	NA

### 6(b) Reason for Dissatisfaction

Broadband Operator	Area	Charges not as per tariff plan subscribed	Tariff plan charged without information	Charged for value added services not requested	Charged for call/services not made	Others
Airtel	Urban	77.50%	7.50%	5.00%	2.50%	7.50%
BSNL	Rural	64.00%	8.00%	8.00%	8.00%	12.00%
	Urban	72.00%		12.00%	8.00%	8.00%
	<b>Overall</b>	68.00%	4.00%	10.00%	8.00%	10.00%
Reliance	Urban	70.00%	21.67%	3.33%		5.00%
Sify	Urban	NA	NA	NA	NA	NA
Tata Communications	Urban	71.43%	10.20%	2.04%	6.12%	10.20%
Tikona	Urban	92.54%		0.75%	0.75%	5.97%
You Broadband	Urban	NA	NA	NA	NA	NA
Zylog	Urban	NA	NA	NA	NA	NA



## 7. Billing complaint in last 6 months - Postpaid

Broadband Operator	Area	Yes	No
Airtel	Urban	20.95%	79.05%
BSNL	Rural	14.33%	85.67%
	Urban	11.90%	88.10%
	<b>Overall</b>	12.62%	87.38%
Reliance	Urban	26.89%	73.11%
Sify	Urban	NA	NA
Tata Communications	Urban	28.41%	71.59%
Tikona	Urban	32.40%	67.60%
You Broadband	Urban	NA	NA
Zylog	Urban	NA	NA

## 8. Satisfaction with process of resolution of billing complaint- Postpaid

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	4.44%	88.89%	4.89%	1.78%	93.33%	6.67%
BSNL	Rural	15.56%	71.11%	13.33%	0.00%	86.67%	13.33%
	Urban	12.36%	83.15%	4.49%	0.00%	95.51%	4.49%
	<b>Overall</b>	13.43%	79.10%	7.46%	0.00%	92.54%	7.46%
Reliance	Urban	6.94%	88.19%	4.17%	0.69%	95.14%	4.86%
Sify	Urban	NA	NA	NA	NA	NA	NA
Tata Communications	Urban	1.96%	93.63%	2.94%	1.47%	95.59%	4.41%
Tikona	Urban	1.72%	84.20%	12.64%	1.44%	85.92%	14.08%
You Broadband	Urban	NA	NA	NA	NA	NA	NA
Zylog	Urban	NA	NA	NA	NA	NA	NA

## C Billing Related to Prepaid customers

### 9(a) Satisfaction with accuracy of charges - Prepaid

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	NA	NA	NA	NA	NA	NA
BSNL	Rural	12.50%	81.25%	6.25%	0.00%	93.75%	6.25%
	Urban	7.41%	92.59%	0.00%	0.00%	100.00%	0.00%
	<b>Overall</b>	9.30%	88.37%	2.33%	0.00%	97.67%	2.33%
Reliance	Urban	NA	NA	NA	NA	NA	NA
Sify	Urban	1.49%	88.47%	8.37%	1.67%	89.95%	10.05%
Tata Communications	Urban	5.63%	90.99%	2.54%	0.85%	96.62%	3.38%
Tikona	Urban	NA	NA	NA	NA	NA	NA
You Broadband	Urban	1.40%	84.97%	10.18%	3.45%	86.37%	13.63%
Zylog	Urban	1.49%	96.74%	1.21%	0.56%	98.23%	1.77%

### 9(b) Reasons for Dissatisfaction

Broadband Operator	Area	Charges not as per tariff plan subscribed	Tariff plan charged without information	Charged for value added services not requested	Charged for call/services not made	Others
Airtel	Urban	NA	NA	NA	NA	NA
BSNL	Rural					100.00%
	Urban					
	<b>Overall</b>					100.00%
Reliance	Urban	NA	NA	NA	NA	NA
Sify	Urban	8.33%	50.93%	21.30%	7.41%	12.04%
Tata Communications	Urban	41.67%	41.67%	8.33%		8.33%
Tikona	Urban	NA	NA	NA	NA	NA
You Broadband	Urban	39.04%	26.71%	24.66%	4.79%	4.79%
Zylog	Urban	21.05%	52.63%	5.26%	10.53%	10.53%

### 9(c) Made query/complaint at the customer care in the Last 6 Months

Broadband Operator	Area	Yes	No
Airtel	Urban	NA	NA
BSNL	Rural	18.75%	81.25%
	Urban	18.52%	81.48%
	<b>Overall</b>	18.60%	81.40%
Reliance	Urban	NA	NA
Sify	Urban	20.37%	79.63%
Tata Communications	Urban	32.39%	67.61%
Tikona	Urban	NA	NA
You Broadband	Urban	23.34%	76.66%
Zylog	Urban	29.36%	70.64%

### 9(d) satisfaction with the process of Resolution of Complaint

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	NA	NA	NA	NA	NA	NA
BSNL	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	0.00%	80.00%	20.00%	0.00%	80.00%	20.00%
	<b>Overall</b>	0.00%	87.50%	12.50%	0.00%	87.50%	12.50%
Reliance	Urban	NA	NA	NA	NA	NA	NA
Sify	Urban	11.42%	68.04%	18.26%	2.28%	79.45%	20.55%
Tata Communications	Urban	13.91%	84.35%	0.87%	0.87%	98.26%	1.74%
Tikona	Urban	NA	NA	NA	NA	NA	NA
You Broadband	Urban	12.80%	76.40%	7.60%	3.20%	89.20%	10.80%
Zylog	Urban	8.57%	76.51%	12.70%	2.22%	85.08%	14.92%

## D Help Services

### 10. Made query/complaint at the customer care in the last 6 months

Broadband Operator	Area	Yes	No
Airtel	Urban	72.39%	27.61%
BSNL	Rural	88.03%	11.97%
	Urban	70.70%	29.30%
	<b>Overall</b>	<b>75.54%</b>	<b>24.46%</b>
Reliance	Urban	82.76%	17.24%
Sify	Urban	86.31%	13.69%
Tata Communications	Urban	81.71%	18.29%
Tikona	Urban	83.12%	16.88%
You Broadband	Urban	86.59%	13.41%
Zylog	Urban	81.10%	18.90%

### 11(a) Satisfaction with ease of accessing customer care or helpline

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	2.33%	91.02%	4.66%	2.00%	93.35%	6.65%
BSNL	Rural	1.94%	83.82%	11.65%	2.59%	85.76%	14.24%
	Urban	2.65%	86.14%	9.97%	1.25%	88.79%	11.21%
	<b>Overall</b>	<b>2.42%</b>	<b>85.38%</b>	<b>10.52%</b>	<b>1.68%</b>	<b>87.80%</b>	<b>12.20%</b>
Reliance	Urban	2.27%	88.25%	8.66%	0.82%	90.52%	9.48%
Sify	Urban	2.91%	85.16%	11.23%	0.70%	88.06%	11.94%
Tata Communications	Urban	3.63%	89.33%	6.42%	0.62%	92.95%	7.05%
Tikona	Urban	4.62%	82.87%	11.28%	1.23%	87.49%	12.51%
You Broadband	Urban	1.61%	83.80%	12.98%	1.61%	85.41%	14.59%
Zylog	Urban	3.85%	79.60%	11.76%	4.79%	83.45%	16.55%

### 11(b) Satisfaction with Ease of getting an option for "talking to a Customer Care Executive"

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	6.10%	86.92%	6.32%	0.67%	93.02%	6.98%
BSNL	Rural	4.53%	79.94%	13.92%	1.62%	84.47%	15.53%
	Urban	2.49%	88.94%	8.57%	0.00%	91.43%	8.57%
	<b>Overall</b>	<b>3.15%</b>	<b>86.01%</b>	<b>10.30%</b>	<b>0.53%</b>	<b>89.17%</b>	<b>10.83%</b>
Reliance	Urban	2.37%	88.87%	6.91%	1.86%	91.24%	8.76%
Sify	Urban	4.21%	82.85%	10.03%	2.91%	87.06%	12.94%
Tata Communications	Urban	5.18%	87.46%	6.22%	1.14%	92.64%	7.36%
Tikona	Urban	5.64%	79.59%	13.74%	1.03%	85.23%	14.77%
You Broadband	Urban	3.62%	80.89%	14.19%	1.31%	84.51%	15.49%
Zylog	Urban	3.75%	84.18%	10.93%	1.14%	87.93%	12.07%

## 12. Satisfaction with response time to answer call

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	4.32%	87.47%	7.32%	0.89%	91.80%	8.20%
BSNL	Rural	10.36%	74.43%	12.62%	2.59%	84.79%	15.21%
	Urban	10.59%	81.31%	7.79%	0.31%	91.90%	8.10%
	<b>Overall</b>	10.52%	79.07%	9.36%	1.05%	89.59%	10.41%
Reliance	Urban	6.70%	82.58%	10.00%	0.72%	89.28%	10.72%
Sify	Urban	8.53%	78.31%	10.74%	2.41%	86.85%	13.15%
Tata Communications	Urban	11.81%	75.85%	12.12%	0.21%	87.67%	12.33%
Tikona	Urban	6.77%	77.03%	12.51%	3.69%	83.79%	16.21%
You Broadband	Urban	5.23%	81.69%	11.97%	1.11%	86.92%	13.08%
Zylog	Urban	5.41%	81.89%	10.61%	2.08%	87.30%	12.70%

## 13. Satisfaction with problem solving ability of the Customer care Executives

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	8.76%	83.37%	6.98%	0.89%	92.13%	7.87%
BSNL	Rural	9.39%	77.99%	11.65%	0.97%	87.38%	12.62%
	Urban	11.21%	78.82%	9.35%	0.62%	90.03%	9.97%
	<b>Overall</b>	10.62%	78.55%	10.09%	0.74%	89.17%	10.83%
Reliance	Urban	1.96%	93.20%	4.12%	0.72%	95.15%	4.85%
Sify	Urban	5.02%	84.24%	9.44%	1.31%	89.26%	10.74%
Tata Communications	Urban	6.32%	85.39%	6.84%	1.45%	91.71%	8.29%
Tikona	Urban	15.90%	61.95%	20.82%	1.33%	77.85%	22.15%
You Broadband	Urban	6.64%	79.98%	12.07%	1.31%	86.62%	13.38%
Zylog	Urban	5.10%	82.83%	9.89%	2.19%	87.93%	12.07%

## 14. Satisfaction with time taken to resolve complaint

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	11.20%	83.59%	3.66%	1.55%	94.79%	5.21%
BSNL	Rural	12.62%	71.52%	14.24%	1.62%	84.14%	15.86%
	Urban	10.90%	82.87%	5.45%	0.78%	93.77%	6.23%
	<b>Overall</b>	11.46%	79.18%	8.31%	1.05%	90.64%	9.36%
Reliance	Urban	2.99%	92.99%	3.30%	0.72%	95.98%	4.02%
Sify	Urban	5.32%	85.14%	8.33%	1.20%	90.46%	9.54%
Tata Communications	Urban	8.08%	79.59%	11.30%	1.04%	87.67%	12.33%
Tikona	Urban	15.28%	71.28%	12.82%	0.62%	86.56%	13.44%
You Broadband	Urban	6.64%	80.68%	11.57%	1.11%	87.32%	12.68%
Zylog	Urban	6.24%	82.41%	9.99%	1.35%	88.66%	11.34%

## E. Network Performance, Reliability and Availability

### 15. Satisfaction with speed of broadband connection

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	8.38%	86.78%	4.28%	0.56%	95.16%	4.84%
BSNL	Rural	11.21%	77.88%	9.70%	1.21%	89.09%	10.91%
	Urban	4.65%	90.97%	2.84%	1.55%	95.61%	4.39%
	<b>Overall</b>	6.61%	87.06%	4.89%	1.45%	93.67%	6.33%
Reliance	Urban	5.98%	84.97%	7.19%	1.87%	90.94%	9.06%
Sify	Urban	6.14%	75.16%	17.95%	0.74%	81.30%	18.70%
Tata Communications	Urban	5.68%	83.88%	9.13%	1.30%	89.56%	10.44%
Tikona	Urban	5.40%	79.05%	13.69%	1.86%	84.45%	15.55%
You Broadband	Urban	3.64%	76.84%	18.39%	1.12%	80.49%	19.51%
Zylog	Urban	4.94%	83.22%	10.53%	1.30%	88.16%	11.84%

### 16. Satisfaction with time for which service is up and Working

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	4.00%	86.13%	9.40%	0.47%	90.13%	9.87%
BSNL	Rural	5.76%	78.18%	13.94%	2.12%	83.94%	16.06%
	Urban	4.00%	87.35%	8.13%	0.52%	91.35%	8.65%
	<b>Overall</b>	4.52%	84.62%	9.86%	1.00%	89.14%	10.86%
Reliance	Urban	2.43%	82.54%	12.79%	2.24%	84.97%	15.03%
Sify	Urban	2.05%	77.58%	18.79%	1.58%	79.63%	20.37%
Tata Communications	Urban	4.38%	82.67%	11.28%	1.68%	87.05%	12.95%
Tikona	Urban	3.26%	81.66%	14.34%	0.74%	84.92%	15.08%
You Broadband	Urban	3.08%	77.68%	18.86%	0.37%	80.77%	19.23%
Zylog	Urban	5.13%	82.29%	11.74%	0.84%	87.42%	12.58%

## F. Maintainability

### 17. Frequency of problem in broadband connection

Broadband Operator	Area	Never	Occasionally	Frequently	Very Frequently
Airtel	Urban	4.10%	90.69%	4.38%	0.84%
BSNL	Rural	2.42%	77.58%	17.88%	2.12%
	Urban	3.61%	82.97%	12.39%	1.03%
	<b>Overall</b>	3.26%	81.36%	14.03%	1.36%
Reliance	Urban	4.76%	82.63%	8.03%	4.58%
Sify	Urban	1.49%	79.91%	17.21%	1.40%
Tata Communications	Urban	2.14%	86.86%	9.79%	1.21%
Tikona	Urban	2.14%	79.52%	16.85%	1.49%
You Broadband	Urban	2.15%	76.84%	20.17%	0.84%
Zylog	Urban	2.24%	78.84%	17.43%	1.49%

### 18. Broadband connection problem faced in the last 6 months

Broadband Operator	Area	Computer hardware problem	Broadband connection problem
Airtel	Urban	1.79%	98.21%
BSNL	Rural	0.00%	100.00%
	Urban	1.92%	98.08%
	<b>Overall</b>	1.18%	98.82%
Reliance	Urban	1.48%	98.52%
Sify	Urban	0.50%	99.50%
Tata Communications	Urban	0.85%	99.15%
Tikona	Urban	0.51%	99.49%
You Broadband	Urban	2.67%	97.33%
Zylog	Urban	1.48%	98.52%

### 19. Satisfaction with time taken to restore connection

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	6.61%	85.38%	6.89%	1.12%	91.99%	8.01%
BSNL	Rural	1.82%	81.21%	15.15%	1.82%	83.03%	16.97%
	Urban	4.90%	88.26%	5.03%	1.81%	93.16%	6.84%
	<b>Overall</b>	3.98%	86.15%	8.05%	1.81%	90.14%	9.86%
Reliance	Urban	2.15%	87.30%	8.31%	2.24%	89.45%	10.55%
Sify	Urban	2.14%	81.49%	15.26%	1.12%	83.63%	16.37%
Tata Communications	Urban	6.90%	82.39%	9.23%	1.49%	89.28%	10.72%
Tikona	Urban	2.42%	80.26%	16.01%	1.30%	82.68%	17.32%
You Broadband	Urban	2.71%	77.50%	18.11%	1.68%	80.21%	19.79%
Zylog	Urban	3.36%	79.96%	14.26%	2.42%	83.32%	16.68%

## G. Supplementary Services

### 20(a) Use of Supplementary/Value Added Services

Broadband Operator	Area	Yes	No
Airtel	Urban	4.19%	95.81%
BSNL	Rural	1.52%	98.48%
	Urban	5.55%	94.45%
	<b>Overall</b>	4.34%	95.66%
Reliance	Urban	3.64%	96.36%
Sify	Urban	2.23%	97.77%
Tata Communications	Urban	3.08%	96.92%
Tikona	Urban	2.42%	97.58%
You Broadband	Urban	2.05%	97.95%
Zylog	Urban	3.36%	96.64%

**20(b) Satisfaction with the process of Activating Value Added Services or the process of Unsubscribing**

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	20.00%	64.44%	11.11%	4.44%	84.44%	15.56%
BSNL	Rural	0.00%	80.00%	20.00%	0.00%	80.00%	20.00%
	Urban	16.28%	72.09%	6.98%	4.65%	88.37%	11.63%
	<b>Overall</b>	14.58%	72.92%	8.33%	4.17%	87.50%	12.50%
Reliance	Urban	10.26%	69.23%	20.51%	0.00%	79.49%	20.51%
Sify	Urban	4.17%	70.83%	25.00%	0.00%	75.00%	25.00%
Tata Communications	Urban	27.27%	51.52%	15.15%	6.06%	78.79%	21.21%
Tikona	Urban	15.38%	61.54%	19.23%	3.85%	76.92%	23.08%
You Broadband	Urban	13.64%	63.64%	13.64%	9.09%	77.27%	22.73%
Zylog	Urban	16.67%	63.89%	11.11%	8.33%	80.56%	19.44%

**20(c) Reason for Dissatisfaction**

Broadband Operator	Area	Not informed of Charges	Activated without consent	Not informed about toll free number for unsubscribing	Any other reason
Airtel	Urban	57.14%	14.29%	14.29%	14.29%
BSNL	Rural	66.67%	33.33%	0.00%	0.00%
	Urban	40.00%	0.00%	60.00%	0.00%
	<b>Overall</b>	50.00%	12.50%	37.50%	0.00%
Reliance	Urban	0.00%	15.38%	0.00%	84.62%
Sify	Urban	55.56%	33.33%	11.11%	0.00%
Tata Communications	Urban	42.86%	57.14%	0.00%	0.00%
Tikona	Urban	66.67%	16.67%	16.67%	0.00%
You Broadband	Urban	40.00%	0.00%	40.00%	20.00%
Zylog	Urban	42.86%	42.86%	0.00%	14.29%

**21(a) Facing any problem of unauthorized activation of VAS**

Broadband Operator	Area	Yes	No
Airtel	Urban	1.30%	98.70%
BSNL	Rural	1.52%	98.48%
	Urban	2.06%	97.94%
	<b>Overall</b>	1.90%	98.10%
Reliance	Urban	3.64%	96.36%
Sify	Urban	4.00%	96.00%
Tata Communications	Urban	1.68%	98.32%
Tikona	Urban	2.05%	97.95%
You Broadband	Urban	1.21%	98.79%
Zylog	Urban	3.26%	96.74%

**21(b) Complaint made for the deactivation of VAS and refund of Charge Levied**

Broadband Operator	Area	Yes	No
Airtel	Urban	85.71%	14.29%
BSNL	Rural	20.00%	80.00%
	Urban	75.00%	25.00%
	<b>Overall</b>	61.90%	38.10%
Reliance	Urban	84.62%	15.38%
Sify	Urban	79.07%	20.93%
Tata Communications	Urban	66.67%	33.33%
Tikona	Urban	77.27%	22.73%
You Broadband	Urban	84.62%	15.38%
Zylog	Urban	85.71%	14.29%

**21(c) Difficulties faced while deactivating services**

Broadband Operator	Area	None	Delay in Deactivation resulting in repeat complaint	Customer care refused to register the complaint	Not aware of whom to be contacted	Others
Airtel	Urban	16.67%	33.33%	25.00%	25.00%	0.00%
BSNL	Rural	0.00%	100.00%	0.00%	0.00%	0.00%
	Urban	25.00%	25.00%	25.00%	25.00%	0.00%
	<b>Overall</b>	23.08%	30.77%	23.08%	23.08%	0.00%
Reliance	Urban	54.55%	42.42%	3.03%	0.00%	0.00%
Sify	Urban	0.00%	67.65%	20.59%	11.76%	0.00%
Tata Communications	Urban	41.67%	16.67%	25.00%	16.67%	0.00%
Tikona	Urban	5.88%	29.41%	29.41%	29.41%	5.88%
You Broadband	Urban	9.09%	45.45%	18.18%	27.27%	0.00%
Zylog	Urban	6.67%	56.67%	20.00%	13.33%	3.33%

**22. Satisfaction of resolution of Complaint for deactivation of VAS & refund of Charges levied**

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	8.33%	75.00%	16.67%	0.00%	83.33%	16.67%
BSNL	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	8.33%	75.00%	8.33%	8.33%	83.33%	16.67%
	<b>Overall</b>	7.69%	76.92%	7.69%	7.69%	84.62%	15.38%
Reliance	Urban	54.55%	39.39%	6.06%	0.00%	93.94%	6.06%
Sify	Urban	2.94%	88.24%	8.82%	0.00%	91.18%	8.82%
Tata Communications	Urban	8.33%	75.00%	8.33%	8.33%	83.33%	16.67%
Tikona	Urban	5.88%	64.71%	23.53%	5.88%	70.59%	29.41%
You Broadband	Urban	9.09%	63.64%	18.18%	9.09%	72.73%	27.27%
Zylog	Urban	6.67%	76.67%	13.33%	3.33%	83.33%	16.67%



**G. Overall Customer Satisfaction**

**23(a) Satisfaction with Overall Quality of Broadband Service**

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
<b>Airtel</b>	Urban	0.37%	90.41%	8.66%	0.56%	90.78%	9.22%
<b>BSNL</b>	Rural	0.30%	84.55%	14.24%	0.91%	84.85%	15.15%
	Urban	1.16%	87.23%	10.84%	0.77%	88.39%	11.61%
	<b>Overall</b>	0.90%	86.43%	11.86%	0.81%	87.33%	12.67%
<b>Reliance</b>	Urban	0.84%	88.89%	9.43%	0.84%	89.73%	10.27%
<b>Sify</b>	Urban	2.33%	80.56%	16.19%	0.93%	82.88%	17.12%
<b>Tata Communications</b>	Urban	0.47%	87.88%	10.81%	0.84%	88.35%	11.65%
<b>Tikona</b>	Urban	2.33%	81.01%	16.29%	0.37%	83.33%	16.67%
<b>You Broadband</b>	Urban	0.75%	81.33%	16.25%	1.68%	82.07%	17.93%
<b>Zylog</b>	Urban	2.42%	82.11%	14.35%	1.12%	84.53%	15.47%

**23 (b) Reasons for Dissatisfaction**

Operator	Area	Billing Problem	Customer Care Problem	Maintainability Problem	Network Problem	Value Added Service Problem
Airtel	Urban	31.37%	41.18%	13.73%	9.80%	3.92%
BSNL	Rural	18.52%	33.33%	25.93%	18.52%	3.70%
	Urban	22.86%	22.86%	37.14%	14.29%	2.86%
	<b>Overall</b>	20.97%	27.42%	32.26%	16.13%	3.23%
Reliance	Urban	27.38%	10.71%	28.57%	28.57%	4.76%
Sify	Urban	35.59%	20.34%	18.64%	22.03%	3.39%
Tata Communications	Urban	25.00%	16.07%	17.86%	39.29%	1.79%
Tikona	Urban	33.08%	10.77%	9.23%	43.85%	3.08%
You Broadband	Urban	10.32%	15.08%	9.52%	63.49%	1.59%
Zylog	Urban	6.30%	36.22%	18.11%	33.86%	5.51%

## H. General

### 24(a) No. of Persons using broadband connections in Home

Broadband Operator	Area	Average Number
Airtel	Urban	3
BSNL	Rural	2
	Urban	3
	<b>Overall</b>	<b>2</b>
Reliance	Urban	2
Sify	Urban	2
Tata Communications	Urban	2
Tikona	Urban	2
You Broadband	Urban	2
Zylog	Urban	2

### 24(b) Other telecom services taking from service provider

Broadband Operator	Area	Mobile	Wireline	Others	None
Airtel	Urban	45.53%	14.71%	4.93%	34.82%
BSNL	Rural	26.67%	4.85%	2.73%	65.76%
	Urban	22.84%	4.90%	1.81%	70.45%
	<b>Overall</b>	<b>23.98%</b>	<b>4.89%</b>	<b>2.08%</b>	<b>69.05%</b>
Reliance	Urban	20.17%	8.96%	2.89%	67.97%
Sify	Urban	0.00%	0.00%	0.00%	100.00%
Tata Communications	Urban	12.21%	5.22%	1.77%	80.80%
Tikona	Urban	0.00%	0.00%	0.00%	100.00%
You Broadband	Urban	0.00%	0.00%	0.00%	100.00%
Zylog	Urban	0.00%	0.00%	0.00%	100.00%

### 25. Awareness about the knowledge of measuring the broadband connection

Broadband Operator	Area	Yes	No
Airtel	Urban	91.53%	8.47%
BSNL	Rural	72.12%	27.88%
	Urban	95.74%	4.26%
	<b>Overall</b>	<b>88.69%</b>	<b>11.31%</b>
Reliance	Urban	92.62%	7.38%
Sify	Urban	89.49%	10.51%
Tata Communications	Urban	87.05%	12.95%
Tikona	Urban	86.41%	13.59%
You Broadband	Urban	84.31%	15.69%
Zylog	Urban	89.75%	10.25%

## 26. Rate the service provider

Broadband Operator	Area	Weighted Average
Airtel	Urban	7.29
BSNL	Rural	7.10
	Urban	7.26
	<b>Overall</b>	7.22
Reliance	Urban	7.27
Sify	Urban	6.40
Tata Communications	Urban	7.16
Tikona	Urban	6.71
You Broadband	Urban	6.30
Zylog	Urban	6.97

## 27. Awareness about call centre telephone number

Broadband Operator	Area	Yes	No
Airtel	Urban	93.30%	6.70%
BSNL	Rural	84.55%	15.45%
	Urban	94.45%	5.55%
	<b>Overall</b>	91.49%	8.51%
Reliance	Urban	90.57%	9.43%
Sify	Urban	89.02%	10.98%
Tata Communications	Urban	91.80%	8.20%
Tikona	Urban	87.99%	12.01%
You Broadband	Urban	90.01%	9.99%
Zylog	Urban	91.43%	8.57%

## 28. Sources of knowledge about toll free customer care number

Operator	Area	Newspaper	Website of the service provider	SMS from Service provider	Display at complaint centre	Telephone Bills	others
Airtel	Urban	6.49%	33.63%	3.29%	1.70%	15.77%	39.12%
BSNL	Rural	13.26%	17.56%	5.38%	2.15%	14.70%	46.95%
	Urban	5.74%	39.62%	3.42%	2.73%	27.05%	21.45%
	<b>Overall</b>	7.81%	33.53%	3.96%	2.57%	23.64%	28.49%
Reliance	Urban	4.95%	27.22%	5.36%	1.13%	10.93%	50.41%
Sify	Urban	6.58%	30.72%	3.87%	1.88%	17.03%	39.92%
Tata Communications	Urban	5.69%	23.25%	3.76%	0.91%	15.23%	51.17%
Tikona	Urban	3.39%	25.93%	1.27%	1.59%	16.51%	51.32%
You Broadband	Urban	9.34%	17.63%	1.14%	1.35%	9.44%	61.10%
Zylog	Urban	5.20%	23.45%	1.83%	0.41%	18.55%	50.56%
<b>Grand Total</b>		6.19%	26.97%	3.07%	1.45%	15.93%	46.39%

### 29. Made any complaint to the customer care in last 6 months

Broadband Operator	Area	Yes	No
Airtel	Urban	20.95%	79.05%
BSNL	Rural	17.27%	82.73%
	Urban	14.19%	85.81%
	<b>Overall</b>	15.11%	84.89%
Reliance	Urban	26.89%	73.11%
Sify	Urban	87.91%	12.09%
Tata Communications	Urban	46.78%	53.22%
Tikona	Urban	32.40%	67.60%
You Broadband	Urban	86.37%	13.63%
Zylog	Urban	83.69%	16.31%

### 30. If complaint Made

Broadband Operator	Area	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
Airtel	Urban	92.00%	7.11%	0.89%	0.00%	0.00%
BSNL	Rural	89.47%	10.53%	0.00%	0.00%	0.00%
	Urban	93.64%	2.73%	2.73%	0.91%	0.00%
	<b>Overall</b>	92.22%	5.39%	1.80%	0.60%	0.00%
Reliance	Urban	93.06%	6.60%	0.00%	0.35%	0.00%
Sify	Urban	89.95%	9.42%	0.11%	0.11%	0.42%
Tata Communications	Urban	91.24%	4.18%	3.78%	0.20%	0.60%
Tikona	Urban	73.28%	22.13%	3.74%	0.57%	0.29%
You Broadband	Urban	94.81%	3.68%	0.86%	0.32%	0.32%
Zylog	Urban	90.53%	8.35%	0.56%	0.22%	0.33%

### 31. Informed by complaint centre through SMS about the docket number,date of complaint,time etc

Broadband Operator	Area	Yes	No
Airtel	Urban	100.00%	0.00%
BSNL	Rural	100.00%	0.00%
	Urban	85.71%	14.29%
	<b>Overall</b>	92.31%	7.69%
Reliance	Urban	95.00%	5.00%
Sify	Urban	98.90%	1.10%
Tata Communications	Urban	97.56%	2.44%
Tikona	Urban	97.83%	2.17%
You Broadband	Urban	93.33%	6.67%
Zylog	Urban	97.56%	2.44%

**32. . Informed by complaint centre through SMS about the action taken on the complaint**

Broadband Operator	Area	Yes	No
Airtel	Urban	27.78%	72.22%
BSNL	Rural	16.67%	83.33%
	Urban	28.57%	71.43%
	<b>Overall</b>	23.08%	76.92%
Reliance	Urban	5.00%	95.00%
Sify	Urban	13.19%	86.81%
Tata Communications	Urban	92.68%	7.32%
Tikona	Urban	3.26%	96.74%
You Broadband	Urban	2.22%	97.78%
Zylog	Urban	6.10%	93.90%

**33. Complaint Resolved by the complaint centre within three days**

Broadband Operator	Area	Yes	No
Airtel	Urban	9.33%	90.67%
BSNL	Rural	8.77%	91.23%
	Urban	11.82%	88.18%
	<b>Overall</b>	10.78%	89.22%
Reliance	Urban	3.13%	96.88%
Sify	Urban	2.12%	97.88%
Tata Communications	Urban	4.18%	95.82%
Tikona	Urban	3.16%	96.84%
You Broadband	Urban	3.35%	96.65%
Zylog	Urban	2.67%	97.33%

**34. Billing/charging complaint resolved satisfactory by call centre within 4 weeks after lodging of the complaint**

Broadband Operator	Area	Yes	No	Not Applicable
Airtel	Urban	18.81%	2.14%	79.05%
BSNL	Rural	14.85%	2.42%	82.73%
	Urban	13.03%	1.16%	85.81%
	<b>Overall</b>	13.57%	1.54%	84.89%
Reliance	Urban	20.54%	6.35%	73.11%
Sify	Urban	72.37%	15.53%	12.09%
Tata Communications	Urban	37.37%	9.41%	53.22%
Tikona	Urban	23.46%	8.94%	67.60%
You Broadband	Urban	74.79%	11.58%	13.63%
Zylog	Urban	68.50%	15.19%	16.31%

**35. Awareness about the contact details of the appellate authority**

Broadband Operator	Area	Yes	No
Airtel	Urban	2.33%	97.67%
BSNL	Rural	0.91%	99.09%
	Urban	3.10%	96.90%
	<b>Overall</b>	2.44%	97.56%
Reliance	Urban	1.77%	98.23%
Sify	Urban	1.30%	98.70%
Tata Communications	Urban	1.96%	98.04%
Tikona	Urban	1.58%	98.42%
You Broadband	Urban	1.59%	98.41%
Zylog	Urban	1.49%	98.51%

**36. Sources of the contact details of the appellate authority**

Broadband Operator	Area	Sources of contact details				
		Newspaper	Website of the service provider	Display at complaint centre/sales outlets	Telephone bills	Other
Airtel	Urban	12.00%	64.00%	20.00%	4.00%	0.00%
BSNL	Rural	0.00%	100.00%	0.00%	0.00%	0.00%
	Urban	20.83%	62.50%	16.67%	0.00%	0.00%
	<b>Overall</b>	18.52%	66.67%	14.81%	0.00%	0.00%
Reliance	Urban	15.79%	57.89%	26.32%	0.00%	0.00%
Sify	Urban	21.43%	71.43%	7.14%	0.00%	0.00%
Tata Communications	Urban	23.81%	71.43%	4.76%	0.00%	0.00%
Tikona	Urban	17.65%	64.71%	11.76%	5.88%	0.00%
You Broadband	Urban	5.88%	94.12%	0.00%	0.00%	0.00%
Zylog	Urban	6.25%	56.25%	18.75%	18.75%	0.00%

**37. Filed any Appeal in last 6 months**

Broadband Operator	Area	Yes	No
Airtel	Urban	0	100.00%
BSNL	Rural	0	100.00%
	Urban	0	100.00%
	<b>Overall</b>	0	100.00%
Reliance	Urban	0	100.00%
Sify	Urban	0	100.00%
Tata Communications	Urban	0	100.00%
Tikona	Urban	0	100.00%
You Broadband	Urban	0	100.00%
Zylog	Urban	0	100.00%

**38. Sources of filing appeal to the appellate authority**

Broadband Operator	Area	E-mail	Fax	Letter(post/courier)	In person(self)	Others
Airtel	Urban	NA	NA	NA	NA	NA
BSNL	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	<b>Overall</b>	NA	NA	NA	NA	NA
Reliance	Urban	NA	NA	NA	NA	NA
Sify	Urban	NA	NA	NA	NA	NA
Tata Communications	Urban	NA	NA	NA	NA	NA
Tikona	Urban	NA	NA	NA	NA	NA
You Broadband	Urban	NA	NA	NA	NA	NA
Zylog	Urban	NA	NA	NA	NA	NA

**39. Receive unique appeal number within three days from the appellate authority**

Broadband Operator	Area	Yes	No
Airtel	Urban	NA	NA
BSNL	Rural	NA	NA
	Urban	NA	NA
	<b>Overall</b>	NA	NA
Reliance	Urban	NA	NA
Sify	Urban	NA	NA
Tata Communications	Urban	NA	NA
Tikona	Urban	NA	NA
You Broadband	Urban	NA	NA
Zylog	Urban	NA	NA

**40. Taking a decision upon the appeal by the Appellate Authority within 39 days of filing the appeal**

Broadband Operator	Area	Yes	No	Not Applicable
Airtel	Urban	NA	NA	NA
BSNL	Rural	NA	NA	NA
	Urban	NA	NA	NA
	<b>Overall</b>	NA	NA	NA
Reliance	Urban	NA	NA	NA
Sify	Urban	NA	NA	NA
Tata Communications	Urban	NA	NA	NA
Tikona	Urban	NA	NA	NA
You Broadband	Urban	NA	NA	NA
Zylog	Urban	NA	NA	NA



#### 41. Awareness about item-wise usage charge details for prepaid users

Broadband Operator	Area	Yes	No
Airtel	Urban	NA	NA
BSNL	Rural	37.50%	62.50%
	Urban	48.15%	51.85%
	<b>Overall</b>	44.19%	55.81%
Reliance	Urban	NA	NA
Sify	Urban	16.09%	83.91%
Tata Communications	Urban	14.37%	85.63%
Tikona	Urban	NA	NA
You Broadband	Urban	15.03%	84.97%
Zylog	Urban	14.26%	85.74%

#### 42. Ever denied of request for item-wise usage charge details for prepaid connection

Broadband Operator	Area	Yes	No
Airtel	Urban	NA	NA
BSNL	Rural	16.67%	83.33%
	Urban	7.69%	92.31%
	<b>Overall</b>	10.53%	89.47%
Reliance	Urban	NA	NA
Sify	Urban	6.36%	93.64%
Tata Communications	Urban	9.80%	90.20%
Tikona	Urban	NA	NA
You Broadband	Urban	7.45%	92.55%
Zylog	Urban	11.11%	88.89%

#### 43. Reasons for denial

Broadband Operator	Area	No Reason Given	Technical Problem	Others
Airtel	Urban	NA	NA	NA
BSNL	Rural	0.00%	100.00%	0.00%
	Urban	0.00%	100.00%	0.00%
	<b>Overall</b>	0.00%	100.00%	0.00%
Reliance	Urban	NA	NA	NA
Sify	Urban	27.27%	54.55%	18.18%
Tata Communications	Urban	0.00%	80.00%	20.00%
Tikona	Urban	NA	NA	NA
You Broadband	Urban	25.00%	58.33%	16.67%
Zylog	Urban	23.53%	70.59%	5.88%

**44. Manual of practice provided while subscribing for new broadband connection**

<b>Broadband Operator</b>	<b>Area</b>	<b>Yes</b>	<b>No</b>
<b>Airtel</b>	Urban	95.62%	4.38%
<b>BSNL</b>	Rural	95.15%	4.85%
	Urban	96.65%	3.35%
	<b>Overall</b>	96.20%	3.80%
<b>Reliance</b>	Urban	91.50%	8.50%
<b>Sify</b>	Urban	93.21%	6.79%
<b>Tata Communications</b>	Urban	94.97%	5.03%
<b>Tikona</b>	Urban	92.55%	7.45%
<b>You Broadband</b>	Urban	90.57%	9.43%
<b>Zylog</b>	Urban	90.96%	9.04%

## 7.4 Questionnaire – Wireline Survey

### SURVEY OF Basic Service (WIRELINE) Year 2010-2011

1.1 Operator: 02 Airtel 05 BSNL 15 Rel Com 22 TATA

Date: \_\_\_\_\_

1.2 Name: \_\_\_\_\_  
Female

1.3 Gender: 1 Male 2

1.4 Tel:  
34

1.5 Age (in years): 1 less than 25 2 25-

STD Code Telephone Number

3 35-44 4 More than  
45

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

1.7 Usage Type: 1 Residential 2 Commercial 1.8 Area: 1 Rural 2  
Urban

1.9 User Type: 1 Postpaid 2 Prepaid

1.10 State: 1 Andhra Pradesh 2 Karnataka 3 Tamil Nadu 4 Chennai 5  
Kerala

1.11 District \_\_\_\_\_ Address: \_\_\_\_\_

1.12 Circle: 1 Andhra Pradesh 2 Karnataka 3 Tamil Nadu 4 Chennai 5  
Kerala

1.13 Name of SDCA (only for surveyor): .....

1.14 Name of Exchange (only for surveyor).....

1.15 Mode of Interview: 1 Telephonic 2 In-person

Signature of Subscriber

## QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

### 1. SERVICE PROVISION

1. Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months? 1 Yes 2 No

(If No Skip to Section B)

1(b). In case you have taken a telephone connection in the last 6 months, how satisfied are you with time taken to provide working phone connection? 4 Very Satisfied 3 Satisfied 2 Dissatisfied 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  3 Satisfied  
 2 Dissatisfied  1 Very Dissatisfied

**2. BILLING RELATED (only for POSTPAID customers) (for pre-paid customer go to Question 10)**

4. How satisfied are you with the time taken to deliver your bills?  4 Very Satisfied  3 Satisfied  
 2 Dissatisfied  1 Very Dissatisfied

5.(a) How satisfied are you with the quality of your bills? Accuracy & completeness of the bills?  4 Very Satisfied  3 Satisfied  
 2 Dissatisfied  1 Very Dissatisfied  
(Ask Q 5(b) only if 1 OR 2 is coded)

(Ask this question only if 1 OR 2 is coded in Q5(a))  1 Charges not as per tariff plan subscribed

5.(b) Please specify the reason(s) for your Dissatisfaction. (multiple code)  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 last 6 months?  1 Yes  
 2 No → (If no, go to Q 8)

7. How satisfied are you with the process of Resolution of billing complaints?  4 Very Satisfied  3 Satisfied  
 2 Dissatisfied  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  3 Satisfied  
 2 Dissatisfied  1 Very Dissatisfied  
(Ask Q 9 only if 1 OR 2 is coded)

(Ask this question only if 1 OR 2 is coded in Q8)  1 Difficult to read the bill

9. Please specify the reason(s) for your dissatisfaction. (multiple code)
- 2 Difficult to understand the language
- 3 Calculations not clear
- 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given
- 5 Others(please specify)\_\_\_\_\_
- 

For Prepaid Customers only

- 10.(a) How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage?  4 Very Satisfied  3 Satisfied  
 2 Dissatisfied  1 Very Dissatisfied

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

- 1 Charges not as per tariff plan subscribed
- 2 Tariff plan changed without information
- 10(b) Please specify the reason(s) for your dissatisfaction. (Multiple Code)
- 3 Charged for value added services not subscribed
- 4 Charged for calls/services not made/used
- 5 Others (please specify)\_\_\_\_\_
- 

- 10(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(e))

10(d). 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?  4 Very Satisfied  3 Satisfied  
 2 Dissatisfied  1 Very Dissatisfied

10(e). How satisfied are you with the ease of recharging process and the transparency of recharge offer?  4 Very Satisfied  3 Satisfied  
 2 Dissatisfied  1 Very Dissatisfied

(Ask Q 10(f) only if 1 OR 2 is coded)

(Ask this Question only if 1 OR 2 is coded in Q10(e))

1 Lack of complete information about the offer

2 Charges/Services not as per the offer

10(f). Please specify the reason(s) for your dissatisfaction.

(Multiple Code)

3 Delay in activation of recharge

4 Non availability of all denomination recharge coupons

5 Others(please specify)\_\_\_\_\_

---

### **3. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL**

11. In the last 6 months, have you contacted customer care/ helpline/Complaint Centre of your service provider?  1 Yes  
 2 No → (If no, go to Q 16)

12(a). How satisfied are you with the ease of access of Complaint centre/ customer care or helpline?  4 Very Satisfied  3 Satisfied  
 2 Dissatisfied  1 Very Dissatisfied

12(b). How satisfied are you with the ease of getting an option for “talking to a customer care executive”?  4 Very Satisfied  3 Satisfied  
 2 Dissatisfied  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  3 Satisfied  
 2 Dissatisfied  1 Very Dissatisfied

14. How satisfied are you with the problem solving ability of the customer care executive(s)?  4 Very Satisfied  3 Satisfied  
 2 Dissatisfied  1 Very Dissatisfied
15. How satisfied are you with the time taken by Complaint centre/ customer care/ helpline to resolve your complaint?  4 Very Satisfied  3 Satisfied  
 2 Dissatisfied  1 Very Dissatisfied

#### **4. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY**

16. How satisfied are you with the availability of working telephone (dial tone)?  4 Very Satisfied  3 Satisfied  
 2 Dissatisfied  1 Very Dissatisfied
17. How satisfied are you with the ability to make or receive calls easily?  4 Very Satisfied  3 Satisfied  
 2 Dissatisfied  1 Very Dissatisfied
18. How satisfied are you with the voice quality?  4 Very Satisfied  3 Satisfied  
 2 Dissatisfied  1 Very Dissatisfied

#### **E. MAINTAINABILITY (FAULT REPAIR)**

19. How many times has your telephone connection required repair in the last 6 months?  4 Nil  3 One time  
 2 2-3 times  1 More than 3 times  
(If '4', go to Q 22)
20. How long did it take generally for repairing the fault after lodging a complaint?  4 1 day  3 2-3 days  
 2 4-7 days  1 More than 7 days
21. How satisfied are you with the fault repair service?  4 Very Satisfied  3 Satisfied  
 2 Dissatisfied  1 Very Dissatisfied

#### **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?

1 Yes

2 No → (If no, go to Q 25)

23. How satisfied are you with the quality of the supplementary services / value added service provided?

4 Very Satisfied  3 Satisfied

2 Dissatisfied  1 Very Dissatisfied

24(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?

4 Very Satisfied  3 Satisfied

2 Dissatisfied  1 Very Dissatisfied

1 Not informed of charges

(Ask this Question only if 1 OR 2 is coded in Q24(a))

2 Activated without consent

24(b). Please tell me the reasons for your dissatisfaction?

3 Not informed about toll free number for unsubscribing

4 If any other reasons, please specify

25. In the 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 Q 26(a))

(Ask only If Yes in Q25)

4 Very Satisfied  3 Satisfied

25(a). How satisfied are you with the resolution of your complaint for deactivation of VAS?

2 Dissatisfied  1 Very Dissatisfied

#### G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your telephone service?

4 Very Satisfied  3 Satisfied

2 Dissatisfied  1 Very Dissatisfied

(Ask Q 26(b) only if 1 OR 2 is coded)



(Ask this question only if 1 OR 2 is coded in Q26(a))

1. \_\_\_\_\_

26(b) Please specify the reason(s) for your dissatisfaction

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

3. \_\_\_\_\_

\_\_\_\_\_

#### H. GENERAL INFORMATION


27. What kind of other services are you also taking from this service provider?

1 Broadband       2 Mobile

3 Others       4 None

28(a). Have you terminated a Telephone connection that you had in the last 6 months?

1 Yes

2 No       (If no, go to Q 30)

28(b). If yes, please name your previous service provider?

2 Airtel       5 BSNL       15 Rel Com

22 TATA       26 Vodafone

29. How many days were taken for termination of your connection?

4 1 day       3 2-3 days

2 4 - 7 days       1 more than 7 days

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

32.(a) Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?  1 Yes

2 No → (If no, go to Q 33)

(Ask only if Yes in Q 32(a))

4 Stopped receiving  3 Considerable decrease

32.(b) Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?

2 Slight decrease  1 No change

(If '4' go to Q.33))

(Ask only if 3 OR 2 OR 1 coded in Q 32(b))

1 Yes

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?

2 No → (If No, go to Q 33)

(Ask only if Yes in Q 32(c))

1 Complaint was registered by the service Provider and informed about the action taken

32.(d) If Yes, please indicate whether -

2 Complaint was registered by the service provider and did not inform about the action taken

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 toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?  1 Yes

2 No

- 34(b). How did you come to know about the toll free customer care number? *[MULTIPLE CODE]*
- [1] Newspaper
  - [2] Website of the service provider
  - [3] SMS from service provider
  - [4] Display at complaint centres/ sales outlets
  - [5] Telephone bills
  - [6] Other, specify \_\_\_\_\_

35. Have you made any complaint within last six (6) months to the toll free Complaint Centre/Customer Care/Helpline telephone number?
- [1] Yes                      [2] No    *[IF NO, GO TO Q 41]*

36. With respect to complaint made by you to the complaint 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

***[ASK THIS QUESTION ONLY IF 4 OR 3 OR 2***

***OR 1 CODED IN Q 36)]***

37. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?       1 Yes                       2 No
38. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?       1 Yes                       2 No
39. Was your complaint resolved by the complaint centre within three (3) days?       1 Yes                       2 No
40. Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four (4) weeks after lodging of the complaint?       1 Yes                       2 No       3 Not Applicable

41. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, 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]
42. How did you come to know about the contact details of the Appellate Authority? [MULTIPLE CODE]
- [1] Newspaper
  - [2] Website of the service provider
  - [3] Display at complaint centres/ sales outlets
  - [4] Telephone bills
  - [5] Other, specify \_\_\_\_\_
43. Have you filed any appeal in last six (6) months? [1] Yes [2] No [IF NO, GO TO Q47]
44. How did you file your appeal to the Appellate Authority?
- [1] E-mail
  - [2] Fax
  - [3] Letter (post/ courier)
  - [4] In person (self)
  - [5] Other, specify \_\_\_\_\_
45. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it? [1] Yes [2] No
46. Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal? [1] Yes [2] No [3] Appeal filed only recently
- (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
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 Q 50)
49. What were the reason(s) for denying your request?
- [1] No reason given
  - [2] Technical problem
  - [3] Others (please specify)

50. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Complaint centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new telephone connection?"  1 Yes  2 No

Name of the interviewer: \_\_\_\_\_ Date: \_\_\_\_\_

Name of the scrutinizer: \_\_\_\_\_ Date: \_\_\_\_\_

Back-check done by: \_\_\_\_\_ Date of back check: \_\_\_\_\_

Name of Operation Manager: \_\_\_\_\_

**Thank You**

**Mobile :-**

**SURVEY OF Cellular Mobile Telephone Service Year 2010-2011**

1.1 Operator: 01 Aircel 02 Airtel 05 BSNL 07 Dishnet 12 Idea 15 Rel Comm

17 Systema Shyam 20 Spice 22 TATA 24 Unitech 25 Videocon 26 Vodafone

1.2 Name: \_\_\_\_\_ 1.3 Gender: 1 Male 2 Female

1.4 Mobile No./ Fixed wireless No. / Tele. No.:

1.5 Age (in years): 1 less than 25 2 25-34 3 35-44 4 More than 45 Signature of Subscriber

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

1.7 Usage Type: 1 Residential 2 Commercial 1.8 Area: 1 Rural 2 Urban

1.9 User Type: 1 Postpaid 2 Prepaid

1.10 State: 1 Andhra Pradesh 2 Karnataka 3 Tamil Nadu 4 Chennai 5 Kerala

Circle: 1 Andhra Pradesh 2 Karnataka 3 Tamil Nadu 4 Chennai 5 Kerala

District: \_\_\_\_\_ Address: \_\_\_\_\_

1.11 Mode of Interview: 1 Telephonic 2 In-person

**QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY**

**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 3 Satisfied 2 Dissatisfied 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 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied

**B. BILLING RELATED – PREPAID CUSTOMER**

- 4(a). How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc.?
- 4 Very Satisfied       3 Satisfied  
 2 Dissatisfied       1 Very Dissatisfied  
(Ask Q 4(b) only if 1 OR 2 is coded)

(Ask this question only if 1 OR 2 is coded in Q4(a))  1 charges not as per tariff plan subscribed

- 4(b) Please specify the reason(s) for your dissatisfaction. (multiple code)
- 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/adjustment in last 6 months?
- 1 Yes  
 2 No      —————> (If No, go to Q 5(c))

- 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       3 Satisfied  
 2 Dissatisfied       1 Very Dissatisfied

- 5(c) How satisfied are you with the ease of recharging process and the transparency of recharge offer?
- 4 Very Satisfied       3 Satisfied  
 2 Dissatisfied       1 Very Dissatisfied  
(Ask Q 5(d) only if 1 OR 2 is coded)

(Ask this question only if 1 OR 2 is coded in Q5(c))  1 Lack of complete information about the offer

- 5(d) Please specify the reason(s) for your dissatisfaction? (Multiple Code)
- 2 Charges/Services not as per the offer  
 3 Delay in activation of recharge  
 4 Non availability of all denomination recharge coupons  
 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 CUSTOMER**

6. How satisfied are you with the time taken to deliver your bills?  4 Very Satisfied  3 Satisfied  
 2 Dissatisfied  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  3 Satisfied  
 2 Dissatisfied  1 Very Dissatisfied  
(Ask Q 7(b) only if 1 OR 2 is coded)

(Ask this question only if 1 OR 2 is coded in Q7(a))  1 Difficult to read the bill

2 Difficult to understand the language

7(b). Please specify the reason(s) for your dissatisfaction (multiple code)

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)

- 8(a). How satisfied are you with the accuracy & completeness of the bills?  4 Very Satisfied  3 Satisfied  
 2 Dissatisfied  1 Very Dissatisfied  
(Ask Q 8(b) only if 1 OR 2 is coded)



(Ask this question only if 1 OR 2 is coded in Q8(a))

1 Charges not as per tariff plan subscribed

8(b). Please specify the reason(s) for your dissatisfaction. (multiple code)

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 Q 10)

9(b). How satisfied are you with the process of resolution of billing complaints?

4 Very Satisfied

3 Satisfied

2 Dissatisfied

1 Very Dissatisfied

**D. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL**

10. In the last 6 months, have you contacted customer care/helpline/Complaint centre of your service provider?

1 Yes

2 No → (If no, go to Q 16)

11. How satisfied are you with the ease of access of Complaint centre/customer care or helpline?

4 Very Satisfied

3 Satisfied

2 Dissatisfied

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

3 Satisfied

2 Dissatisfied

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

3 Satisfied

2 Dissatisfied

1 Very Dissatisfied

14. How satisfied are you with the problem solving ability of the customer care executive(s)?

<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied

15. How satisfied are you with the time taken by complaint centre/customer care /helpline to resolve your complaint?

<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 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?

<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied

17. How satisfied are you with the ability to make or receive calls easily?

<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied

18. How often does your call drops during conversation?

<input type="checkbox"/> 4 Never	<input type="checkbox"/> 3 Occasionally
<input type="checkbox"/> 2 Frequently	<input type="checkbox"/> 1 Very Frequently

19. How satisfied are you with the voice quality?

<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied

**F. MAINTAINABILITY**

20. How often do you face signal problems?

<input type="checkbox"/> 4 Never	<input type="checkbox"/> 3 Occasionally
<input type="checkbox"/> 2 Frequently	<input type="checkbox"/> 1 Very Frequently

21. How satisfied are with the availability of signal in your area?

<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied

22. How satisfied are you with the restoration of network (signal) problems?  4 Very Satisfied  3 Satisfied  
 2 Dissatisfied  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 Q 26)

24. How satisfied are you with the quality of the Supplementary / value added services provided?  4 Very Satisfied  3 Satisfied  
 2 Dissatisfied  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  3 Satisfied  
 2 Dissatisfied  1 Very Dissatisfied  
(Ask Q 25(b) only if 1 OR 2 is coded)

(Ask this question only if 1 OR 2 is coded in Q25(a))  1 Not informed of charges

- 25(b). Please tell me the reasons for your dissatisfaction.  2 Activated without consent  
 3 Not informed about toll free number for unsubscribing  
 4 If any other reasons, 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 Q 29(a))

ASK IF YES IN Q26

- 1 Yes  
27. Have you complained to your service provider for deactivation of such services and refund of charges levied?  2 No → (If no, go to Q 29(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 & refund of charges levied?
- 4 Very Satisfied
  - 3 Satisfied
  - 2 Dissatisfied
  - 1 Very Dissatisfied

**H. OVERALL CUSTOMER SATISFACTION**

- 29(a). How satisfied are you with the overall quality of your mobile service?
- 4 Very Satisfied
  - 3 Satisfied
  - 2 Dissatisfied
  - 1 Very Dissatisfied

(Ask this question only if 1 OR 2 is coded in Q29(a))

29(b) Please specify the reason(s) for your Dissatisfaction

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**I. GENERAL INFORMATION**

30. What kind of other telecom services are you using?
- 1 Broadband
  - 2 Wire line
  - 3 Others
  - 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

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 Q 34(a))

(Ask only if Yes in Q 32)  4 Stopped receiving

33(a). Is there a significant reduction in number of unwanted tele marketing call/SMS received even after registering?  3 Considerable decrease  2 Slight decrease  1 No change

(If '4' go to Q 34(a))

(Ask only if 3 OR 2 OR 1 coded in Q 33 (a)) 33(b). Have you made any complaint to your service provider on getting such unwanted tele marketing calls/SMS even after registering your mobile number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 34 (a))
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(Ask only if Yes in Q 33 (b))

33(c). If Yes, please indicate the following -  1 Complaint was registered by the service provider and informed about the action taken  2 Complaint was registered by the service provider and did not inform about the action taken  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 Q 35)

34(b). Have you utilized SMS based mechanism for getting unique porting code?  1 Yes  2 No → (If no, go to Q 35)

- 34(c). If yes, when did you get 'Unique Porting Code' from your existing service provider?
- 1 Within 5 minutes
- 2 After 5 to 10 minutes
- 3 After 10 minutes
- 4 Never
- 34(d). If you have utilized the service of MNP, 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 toll free customer care number of complaint centre of your telecom service provider for making complaints/query?
- 1 Yes
- 2 No
37. How did you come to know about the toll free customer care number? *[MULTIPLE CODE]*
- [1] Newspaper
- [2] Website of the service provider
- [3] SMS from service provider
- [4] Display at complaint centres/ sales outlets
- [5] Telephone bills
- [6] Other, specify \_\_\_\_\_
38. Have you made any complaint within last six (6) months to the toll free Complaint Centre/Customer Care/Helpline telephone number?
- [1] Yes      [2] No      *[IF NO, GO TO Q 44]*

39. With respect to complaint made by you to the complaint 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

**[ASK THIS QUESTION ONLY IF 4 OR 3 OR 2**

**OR 1 CODED IN Q 39)]**

40. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?  1 Yes  2 No
41. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?  1 Yes  2 No
42. Was your complaint resolved by the complaint centre within three (3) days?  1 Yes  2 No
43. Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four (4) weeks after lodging of the complaint?  1 Yes  2 No  3 Not Applicable
44. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, 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]**
45. How did you come to know about the contact details of the Appellate Authority? **[MULTIPLE CODE]**
- [1] Newspaper
  - [2] Website of the service provider
  - [3] Display at complaint centres/ sales outlets
  - [4] Telephone bills
  - [5] Other, specify \_\_\_\_\_
46. Have you filed any appeal in last six (6) months?  1 Yes  2 No **[IF NO, GO TO Q50]**

47. How did you file your appeal to the Appellate Authority?  
[1] E-mail  
[2] Fax  
[3] Letter (post/ courier)  
[4] In person (self)  
[5] Other, specify \_\_\_\_\_
48. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it? [1] Yes [2] No
49. Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal? [1] Yes recently [2] No [3] Appeal filed only

(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
51. Have you been denied of your request for item-wise usage charge details for your prepaid connection? [1] Yes [2] No → (if no go to Q 53)
52. What were the reason(s) for denying your request?  
[1] No reason given  
[2] Technical problem  
[3] Others (please specify)
53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Complaint centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new mobile telephone connection?" [1] Yes [2] No

Name of the interviewer: \_\_\_\_\_ Date: \_\_\_\_\_  
Name of the scrutinizer: \_\_\_\_\_ Date: \_\_\_\_\_  
Back-check done by: \_\_\_\_\_ Date of back check: \_\_\_\_\_  
Name of field officer: \_\_\_\_\_

**Thank You**



**SURVEY OF Broadband Service Year 2010-2011**

**1.1 Operator:** 02 Airtel 03 Asia Net 04 Beam Cables 05 BSNL 06 Data Infosys 08 D-Vois 09 Hathway

10 HCL Infinet 11 Hughes 13 Indusind 14 Ortel 15 Reliance 16 Sify 18 Southern

19 Spectra Net 21 TATA 23 Tikona 27 You Broadband 28 Zylog

**1.2 Name:** \_\_\_\_\_ **1.3 Gender:** 1 Male 2 Female

**1.4 Telephone No.:** \_\_\_\_\_ **1.5 Age (in years):** 1 less than 25 2 25-60 3 more than 60

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**1.6 Usage Type:** 1 Residential 2 Commercial

**1.7 Area:** 1 Rural 2 Urban **1.8 User Type:** 1 Prepaid 2 Postpaid

**1.9 E-mail ID**

**1.10 State:** 1 Andhra Pradesh 2 Karnataka 3 Tamil Nadu 4 Chennai 5 Kerala

**Circle** 1 Andhra Pradesh 2 Karnataka 3 Tamil Nadu 4 Chennai 5 Kerala

**District**

**Address:** \_\_\_\_\_

**1.11 Name of SDCA:** \_\_\_\_\_ **Name of Exchange:** \_\_\_\_\_ **Name of POP:** \_\_\_\_\_

**1.12 Mode of Interview:** 1 Telephonic 2 In-person 3 E-Mail 4 Web / Online

\_\_\_\_\_  
Signature of Subscriber

**QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY**

**A. SERVICE PROVISION**

**1(a). When did you last apply for a broadband connection?** 1 less than half month 2 half month - 1 month 3 more than 1 month

**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 day  
 5 Not Applicable

**B. BILLING RELATED - POSTPAID CUSTOMER**

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

(Ask Q 5(b) only if 1 OR 2 is coded)

- (Ask this question only if 1 OR 2 is coded in Q5(a))  1 Difficult to read the bill

- 5(b) Please specify the reason(s) for your dissatisfaction. (multiple code)
- 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)

- 6(a). How satisfied are you with the accuracy / completeness of the bills?
- 4 Very Satisfied       3 Satisfied  
 2 Dissatisfied       1 Very Dissatisfied

(Ask Q 6(b) only if 1 OR 2 is coded)

(Ask this question only if 1 OR 2 is coded in Q6(a))  1 Charges not as per tariff plan subscribed

6(b). Please specify the reason(s) for your dissatisfaction. (multiple code)

2 Tariff plan changed without information

3 Charged for value added services not requested

4 Charged for calls / services not made / used

5 Others (please specify)

7. Have you made any billing related complaints in last 6 months?  1 Yes

2 No  $\longrightarrow$  (If no, go to Q 9(a))

8. How satisfied are you with the process of resolution of complaints and refund / credit / waiver of excess charges on account of such resolution of complaints?

4 Very Satisfied

3 Satisfied

2 Dissatisfied

1 Very Dissatisfied

**C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY**

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?

4 Very Satisfied

3 Satisfied

2 Dissatisfied

1 Very Dissatisfied

(Ask Q 9(b) only if 1 OR 2 is coded)

(Ask this question only if 1 OR 2 is coded in Q9(a))

1 Charges not as per tariff plan subscribed

9(b) Please specify the reason(s) for your Dissatisfaction

2 Tariff plan changed without information

3 Charged for value added services not requested

4 Charged for calls/services not made/used

5 Others (please specify) \_\_\_\_\_

9(c). Have you made any complaints related to charging/ credit/ waiver/ validity/ adjustments in 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 refund/ credit/ waiver of excess charges on account of such resolution of complaints?  4 Very Satisfied  3 Satisfied  
 2 Dissatisfied  1 Very Dissatisfied

**D. HELP SERVICE**

10. In the last 6 months, have you contacted customer care/ helpline/ Complaint 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 customer care or helpline?  4 Very Satisfied  3 Satisfied  
 2 Dissatisfied  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  3 Satisfied  
 2 Dissatisfied  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  3 Satisfied  
 2 Dissatisfied  1 Very Dissatisfied

13. How satisfied are you with the problem solving ability of the customer care executive(s)?  4 Very Satisfied  3 Satisfied  
 2 Dissatisfied  1 Very Dissatisfied

14. How satisfied are you with the time taken by Complaint Centre/customer care /helpdesk to resolve your complaint?  4 Very Satisfied  3 Satisfied  
 2 Dissatisfied  1 Very Dissatisfied

**E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILIT**

15. How satisfied are you with the speed of Broadband connection?  4 Very Satisfied  3 Satisfied  
 2 Dissatisfied  1 Very Dissatisfied

16. How satisfied are you with the amount of time for which service is up and working?  4 Very Satisfied  3 Satisfied

2 Dissatisfied  1 Very Dissatisfied

#### F. MAINTAINABILITY

17. How often do you face a problem with your Broadband connection?  4 Never  3 Occasionally

2 Frequently  1 Very Frequently

If '4' go to Q.20(a)

(Ask if response to Q17 is Frequently/Very Frequently)  1 Problem was related to my computer hardware/software

18. What was the broadband connection problem faced by you in last 6 months related to, please specify  2 Problem was related to the broadband connection and modem provided by the service provider.

19. How satisfied are you with the time taken for restoration of Broadband connection?  4 Very Satisfied  3 Satisfied

2 Dissatisfied  1 Very Dissatisfied

#### G. SUPPLEMENTARY 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 Q 21(a))

20(b). How satisfied are you with the process of activating value added services or the process of unsubscribing?  4 Very Satisfied  3 Satisfied

2 Dissatisfied  1 Very Dissatisfied

(Ask this question only if 1 OR 2 is coded in Q20(b))  1 Not informed of charges

2 Activated without consent

20(c). Please tell me the reasons for your dissatisfaction?

3 Not informed about toll free number for unsubscribing

4 If any other reasons, please 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 Q 23(a))

(Ask if Yes in Q 21(a))

1 Yes

21(b). Have you complained to your service provider for deactivation of such services and refund of charges levied?

2 No → (If no, go to Q 23(a))

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 be contacted

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

3 Satisfied

2 Dissatisfied

1 Very Dissatisfied

**G. OVERALL CUSTOMER SATISFACTION**

23(a). How satisfied are you with the overall quality of your Broadband service?

4 Very Satisfied

3 Satisfied

2 Dissatisfied

1 Very Dissatisfied

(Ask this question only if 1 OR 2 is coded in Q23(a))

23.(b) Please specify the reason(s) for your Dissatisfaction

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**H. GENERAL**

24(a). How many persons in your house are using this Broadband connection?

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24(b). What kind of other telecom services are you also taking from your service provider?

- 1 Mobile
- 2 Wireline
- 3 Others
- 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?

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

27. Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?  1 Yes  2 No
28. How did you come to know about the toll free customer care number? *[MULTIPLE CODE]*
- 1 Newspaper
  - 2 Website of the service provider
  - 3 SMS from service provider
  - 4 Display at complaint centres/ sales outlets
  - 5 Telephone bills
  - 6 Other, specify \_\_\_\_\_
29. Have you made any complaint within last six (6) months to the toll free Complaint Centre/Customer Care/ Helpline telephone number?  1 Yes  2 No *[IF NO, GO TO Q 35]*
30. With respect to complaint made by you to the complaint 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
- [ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 30]*
31. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?  1 Yes  2 No
32. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?  1 Yes  2 No
- 33 Was your complaint resolved by the complaint centre within three (3) days?  1 Yes  2 No



34. Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four (4) weeks after lodging of the complaint?  1 Yes  2 No  3 Not Applicable
35. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, 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]*
36. How did you come to know about the contact details of the Appellate Authority? *[MULTIPLE CODE]*
- 1 Newspaper
  - 2 Website of the service provider
  - 3 Display at complaint centres/ sales outlets
  - 4 Telephone bills
  - 5 Other, specify \_\_\_\_\_
37. Have you filed any appeal in last six (6) months?  1 Yes  2 No *[IF NO, GO TO Q41]*
38. How did you file your appeal to the Appellate Authority?
- 1 E-mail
  - 2 Fax
  - 3 Letter (post/ courier)
  - 4 In person (self)
  - 5 Other, specify \_\_\_\_\_
39. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?  1 Yes  2 No
40. Did the appellate authority take a decision upon your appeal within 39 days 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
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 Q 44)

43. What were the reason(s) for denying your request?  1 No reason given
- 2 Technical problem
- 3 Others (please specify)

44. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Complaint Centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new Broadband connection?"  1 Yes  2 No

Name of the interviewer: \_\_\_\_\_ Date: \_\_\_\_\_

Name of the scrutinizer: \_\_\_\_\_ Date: \_\_\_\_\_

Back-check done by: \_\_\_\_\_ Date of back check: \_\_\_\_\_

Name of field officer: \_\_\_\_\_

**Thank You**