
Quality of Service Assessment

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

Assessment of:

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

July - September 2009



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Preface

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

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

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

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

The Survey and Audit modules for various circles within the Zones, due to the sheer scale of data collection, have been distributed across various quarterly periods. IMRB International conducted Survey in Orissa, Tamilnadu and Chennai circles and Audit module was conducted across Orissa, Tamilnadu, Chennai, Haryana and Delhi circles in the period of July – September 2009. The present report details the **Quality of Services** survey module findings for the **Chennai Circle for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services**.

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1.0 Background

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

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

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

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

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

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

The present report highlights the findings for the Survey module for Chennai circle that was covered in the Quarter 3 (July – September 2009). The primary data collection from the end users of Basic (Wireline), Cellular Mobile (Wireless) and broadband services was undertaken by IMRB International during the period of July 2009 – September 2009.



The study is being conducted broadly in two modules:

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



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

2.0 Objectives

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

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



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

3.0 Study methodology

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



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

3.1 Subjective survey methodology

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

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

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

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

The questionnaire is divided into two broad segments viz.

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

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

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

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

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

3.2 Data analysis methodology

The satisfaction scores have been represented in two ways:-

Weighted satisfaction scores

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

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

Where:

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

N=Total sample size achieved

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

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

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

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

3.3 Sampling Plan

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

Wireline:

Name of the Operator	Sample Size
Airtel	997
BSNL	1056
Rel Comm	1038
TATA	1009

Wireless:

Name of the Operator	Sample Size
Airtel	1108
Vodafone	1011
BSNL	1130
Rel Comm	1166
Aircel	1062
TATA	1007
MTS	1012

Broadband:

Name of the Operator	Sample Size
Airtel	1069
BSNL	1108
Rel Comm	1049
VSNL	1027
Sify	1146
You Telecom	292
Hathway	281

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

Wireline:

Name of the Operator	Total	Male	Female
Airtel	997	81%	19%
BSNL	1056	74%	26%
Rel Comm	1038	78%	22%
TATA	1009	72%	28%

Name of the Operator	Total	< 25 years	25-60 years	> 60 years
Airtel	997	11%	85%	2%
BSNL	1056	11%	82%	6%
Rel Comm	1038	10%	85%	3%
TATA	1009	11%	84%	3%

Wireless:

Name of the Operator	Total	Male	Female
Airtel	1108	72%	28%
Vodafone	1011	68%	32%
BSNL	1130	75%	25%
Rel Comm	1166	77%	23%
Aircel	1062	79%	21%
TATA	1007	87%	13%
MTS	1012	62%	38%

Name of the Operator	Total	< 25 years	25-60 years	> 60 years
Airtel	1108	18%	80%	2%
Vodafone	1011	17%	80%	2%
BSNL	1130	15%	85%	0%
Rel Comm	1166	22%	76%	1%
Aircel	1062	30%	69%	1%
TATA	1007	8%	90%	2%
MTS	1012	32%	67%	0%

Broadband:

Name of the Operator	Total	Male	Female
Airtel	1069	68%	31%
BSNL	1108	75%	25%
Rel Comm	1049	70%	29%
VSNL	1027	76%	24%
Sify	1146	72%	27%
You Telecom	292	78%	21%
Hathway	281	79%	20%

Name of the Operator	Total	< 25 years	25-60 years	> 60 years
Airtel	1069	21%	75%	3%
BSNL	1108	27%	70%	2%
Rel Comm	1049	10%	86%	3%
VSNL	1027	17%	81%	2%
Sify	1146	23%	74%	2%
You Telecom	292	17%	79%	2%
Hathway	281	16%	83%	0%

The respondents for the Basic (Wireline) survey module were contacted in the following BSNL exchanges in the Chennai circle. The list includes only 20 exchanges. However, respondents lying under many more exchanges were part of the survey (5% of total exchanges spread across 10% of Short Distance Charging Areas (SDCA)).

Name of the Exchange	Name of the Exchange
BSNL Urban Exchange - Chennai	
Club house road	Puzhal
North T.Nagar	Porur
Adyar	Nelson mkm. Rd
Thorappakkam	Medavakkam
Mogappair	Zamin pallavaram
Ennore	Pallikarani
Broadway	Athipedu
Ayanavaram	Edayarpakkam
Purasawakkam	

3.4 Definition of key terms

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

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

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

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

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

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

4.0 Executive Summary

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

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

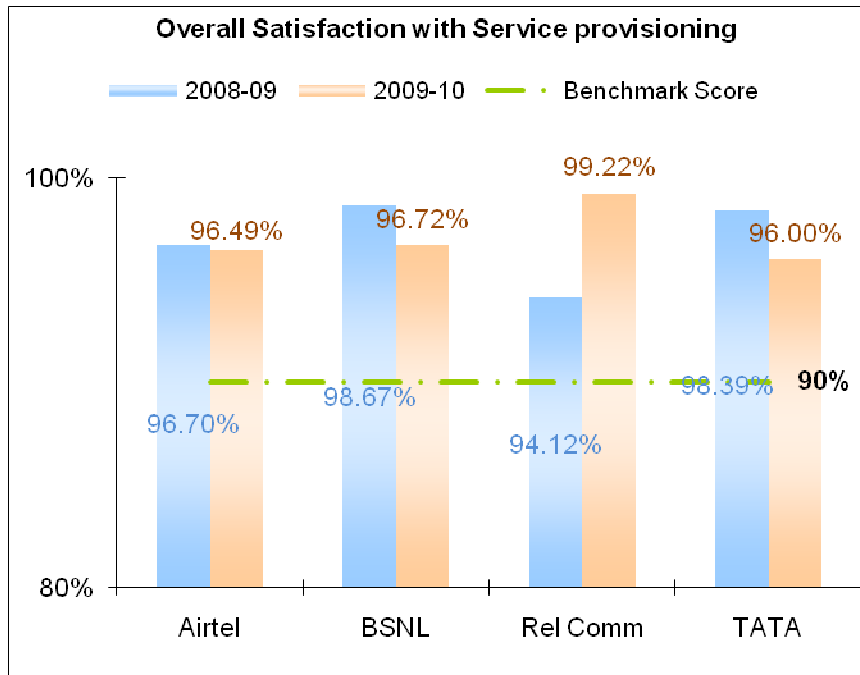
Legend	
Score Range	Cell color
Maximum	
Minimum	

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

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

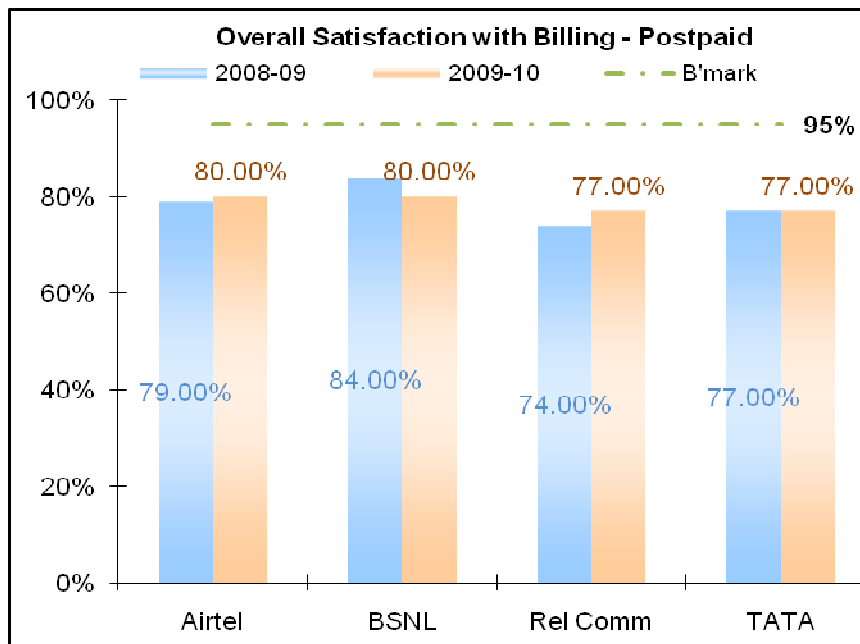
	2009-10				
	B'mark	Airtel	BSNL	Rel Comm	TATA
Overall Performance					
Customers satisfied with provisioning of service	≥90%	96.49%	96.72%	99.22%	96.00%
Customers satisfied with billing performance - Prepaid	≥95%	99.10%	100.00%	97.68%	97.07%
Customers satisfied with billing performance - Postpaid	≥95%	78.00%	79.00%	77.00%	77.00%
Customers satisfied with network performance, reliability and availability	≥95%	80.00%	80.00%	77.00%	77.00%
Customers satisfied with maintainability	≥95%	85.29%	77.16%	71.43%	76.11%
Customers satisfied with supplementary and value added services	≥90%	94.00%	86.66%	91.49%	95.37%
Customers satisfied with help services including grievance redressal	≥90%	68.00%	66.00%	68.00%	65.00%
Customers satisfied with overall service quality	≥90%	90.94%	94.28%	94.07%	94.36%

1. Service Provision



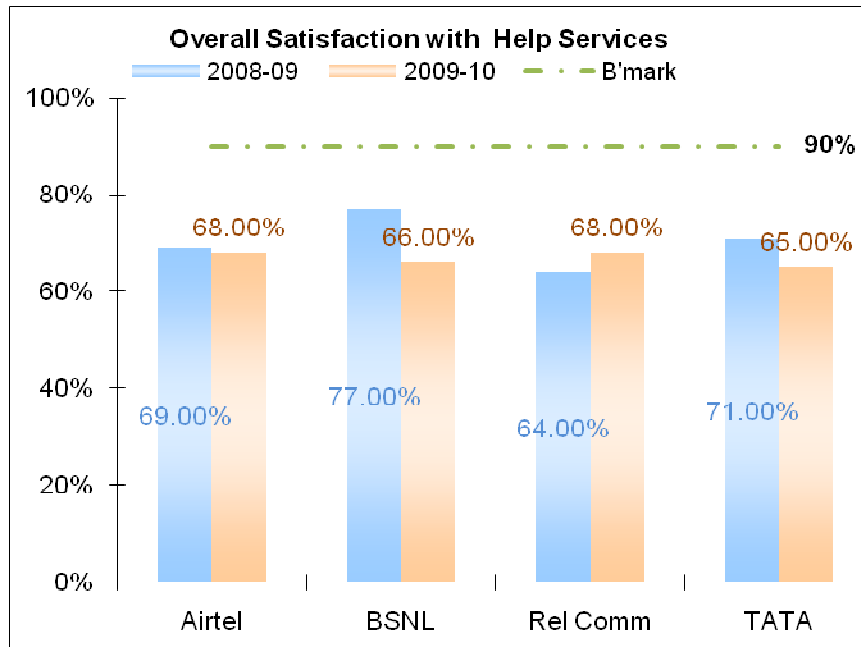
In the current round of survey, all operators meet the benchmark level of satisfaction with service provisioning (i.e. 90%)

2 Billing Parameter – Postpaid subscribers



In the current round of survey, no operator meets the benchmark level of satisfaction with billing parameter (i.e. 90%). Airtel, BSNL, Rel Comm, TATA fall short of the TRAI specified benchmark score for satisfaction with billing performance in both 2008-09 and 2009-10.

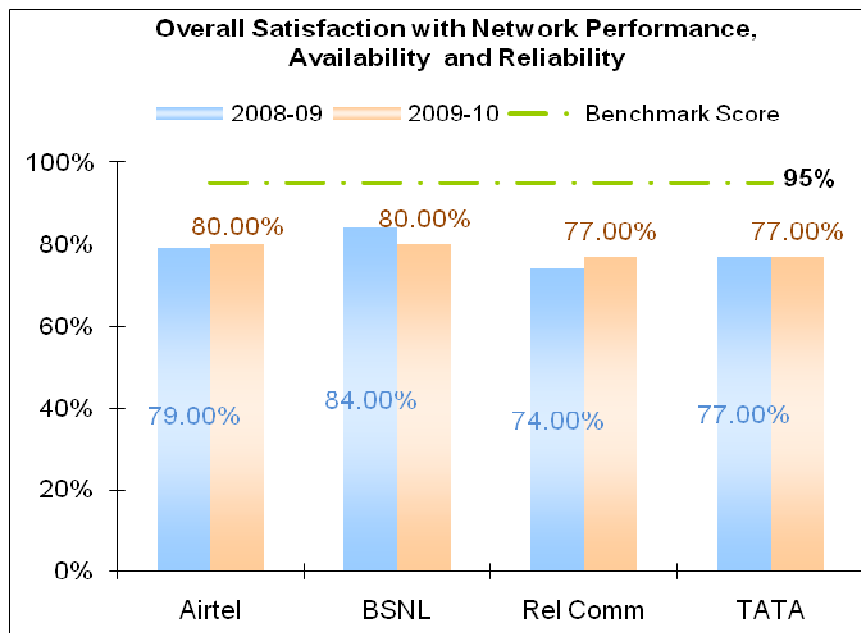
3. Help Services



In the current round of survey, Airtel, Rel Comm subscribers have maximum satisfaction with help services whereas TATA has the lowest score.

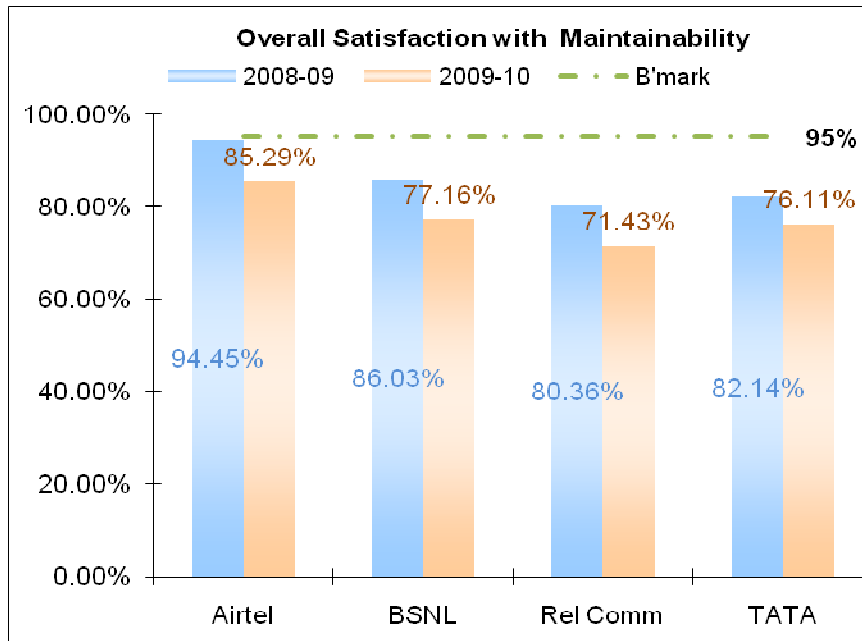
Airtel, BSNL, Rel Comm, TATA fall short of the TRAI specified benchmark score for satisfaction with help services in both 2008-09 and 2009-10.

4. Network Performance, Reliability and Availability



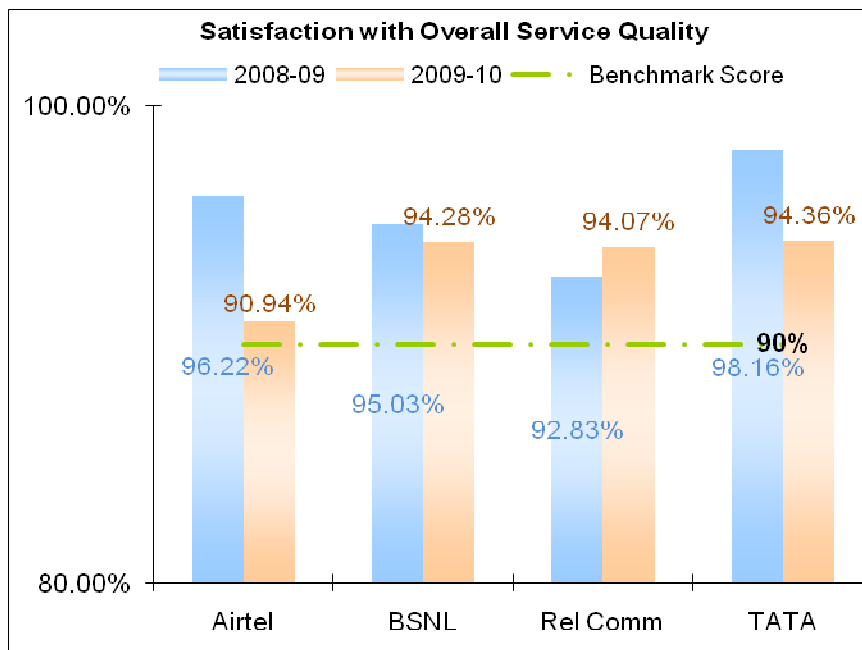
In the current round of survey, no operator meets the benchmark level of satisfaction with Network Performance, Reliability and Availability (i.e. 95%).

5. Maintainability



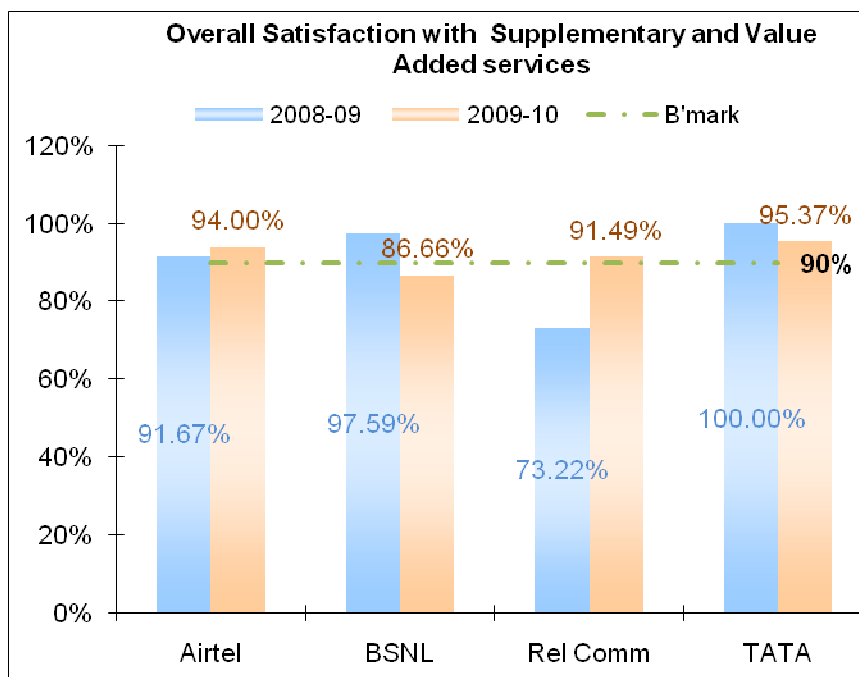
In the current round of survey, no operator meets the benchmark level of satisfaction with maintainability (i.e. 95%). Airtel, BSNL, Rel Comm, TATA fall short of the TRAI specified benchmark score for satisfaction with maintainability in both 2008-09 and 2009-10.

6. Overall Customer Satisfaction



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

7. Supplementary Services



In the current round of survey, for supplementary services, Airtel, Rel Comm, TATA meet the benchmark level of satisfaction (i.e. 90%). BSNL does not meet the benchmark score with 86.66% score.

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

1. Redressal Mechanism - Stage 1: Call Center

Awareness about call centre telephone number	Airtel	BSNL	Rel Comm	TATA
Yes	63.79%	60.98%	62.33%	63.13%
No	33.70%	36.93%	35.55%	35.28%

The awareness of Call center number for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 60.98% for BSNL to 63.79% for Airtel

Made any complaint to the customer care in last 12 months	Airtel	BSNL	Rel Comm	TATA
Yes	10.53%	7.67%	12.72%	12.69%
No	87.16%	89.11%	83.91%	83.94%

Maximum Minimum

The percentage of consumers making any complaints to the toll free number within last 12 months is highest for Rel Comm. Also, satisfaction level with complaint resolution by call center varies from 56% for BSNL to 73.77% for Rel Comm

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

	Airtel	BSNL	Rel Comm	TATA
Awareness about contact details of Nodal officer	18.76%	17.71%	22.64%	14.57%
Awareness about the contact details of the appellate authority	17.35%	18.75%	23.80%	16.95%

Maximum Minimum

The awareness of Nodal officer and Appellate authority for redressing grievances (i.e. Stage 2 of the 3 stage process) is highest for Rel Comm and lowest for Tata.

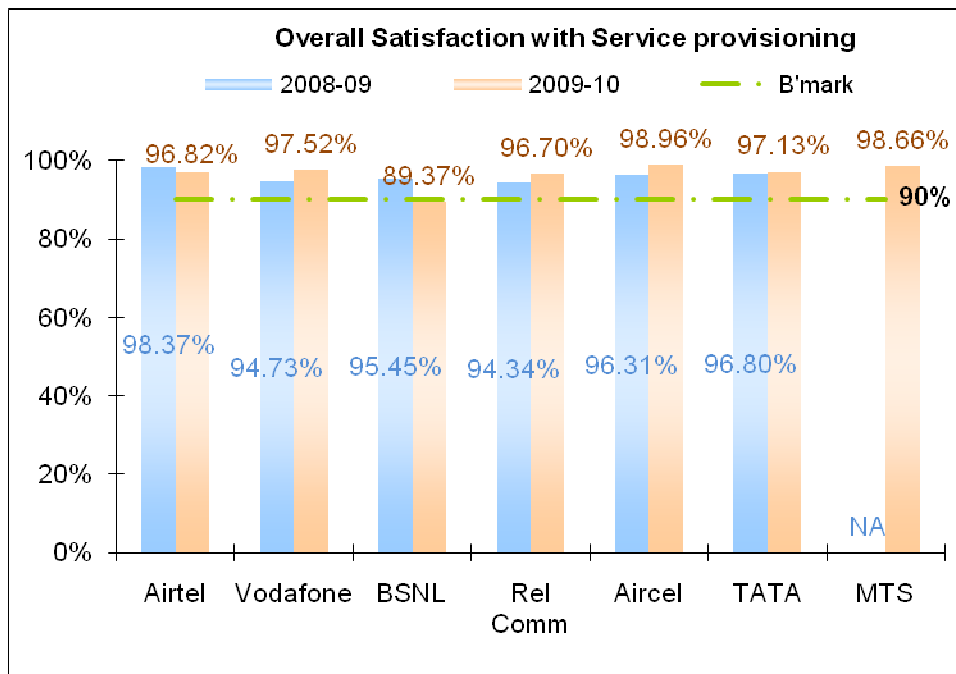
4.2 Summary of the Survey module for Cellular Mobile (Wireless) Operators in the Chennai circle

Satisfaction level of subscribers with various parameters of Wireless service:

	2009-10							
Overall Performance	B'mark	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Customers satisfied with provisioning of service	≥90%	96.82%	97.52%	89.37%	96.70%	98.96%	97.13%	98.66%
Customers satisfied with billing performance - Prepaid	≥95%	79.00%	80.00%	78.00%	79.00%	79.00%	80.00%	85.00%
Customers satisfied with billing performance - Postpaid	≥95%	70.00%	73.00%	78.00%	72.00%	75.00%	91.00%	73.00%
Customers satisfied with network performance, reliability and availability	≥95%	81.00%	80.00%	72.00%	78.00%	79.00%	78.00%	73.00%
Customers satisfied with maintainability	≥95%	96.69%	95.00%	87.88%	96.23%	95.87%	93.11%	93.59%
Customers satisfied with supplementary and value added services	≥90%	92.97%	91.04%	84.62%	85.87%	94.44%	83.88%	100.00%
Customers satisfied with help services including grievance redressal	≥90%	67.00%	64.00%	63.00%	68.00%	67.00%	67.00%	66.00%
Customers satisfied with overall service quality	≥90%	94.51%	96.00%	89.89%	97.40%	96.17%	96.00%	96.52%

■ Not meeting the benchmark

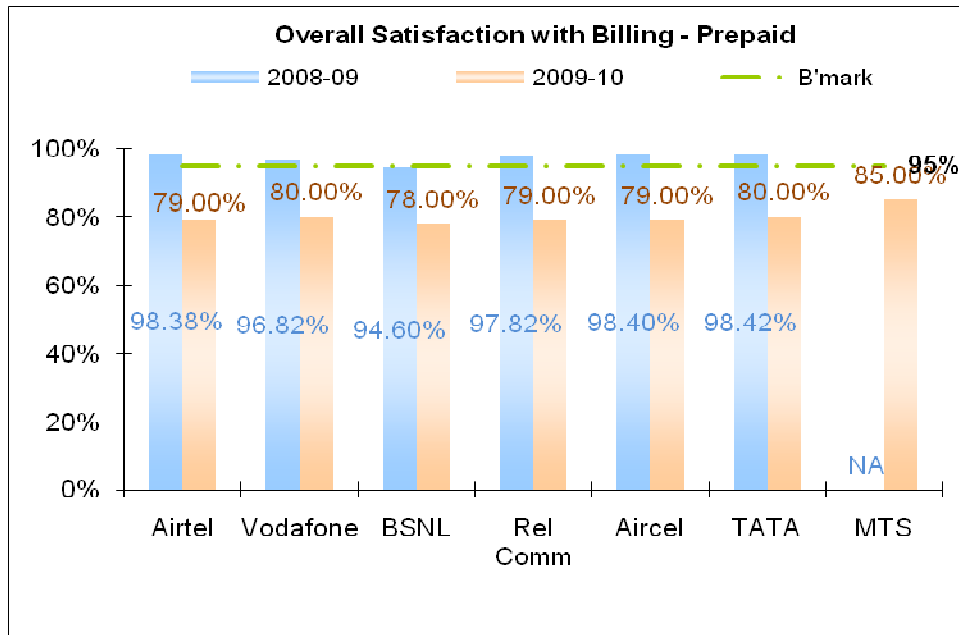
Service Provision (Benchmark – 90%)



In the current round of survey, Airtel, Vodafone, Rel Comm, Aircel, TATA, MTS meet the benchmark level of satisfaction with service provisioning (i.e. 90%). BSNL does not meet the benchmark score with 89.37% score.

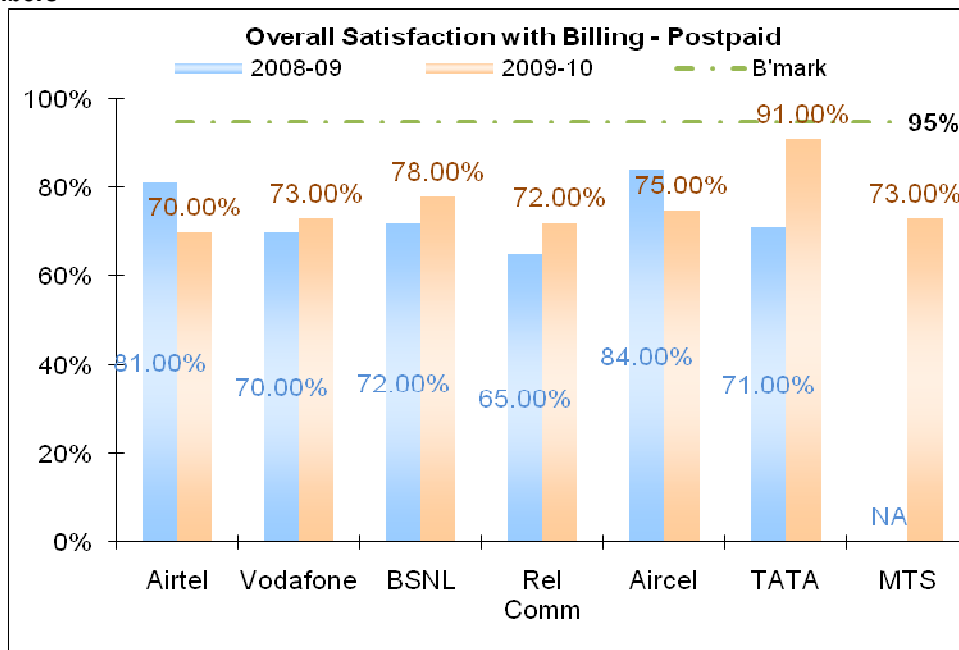
Billing performance (Benchmark – 95%)

Pre-paid Subscribers



In the current round of survey, no operator meets the benchmark level of satisfaction with prepaid billing performance (i.e. 95%). BSNL falls short of the TRAI specified benchmark score for satisfaction with prepaid billing performance in both 2008-09 and 2009-10.

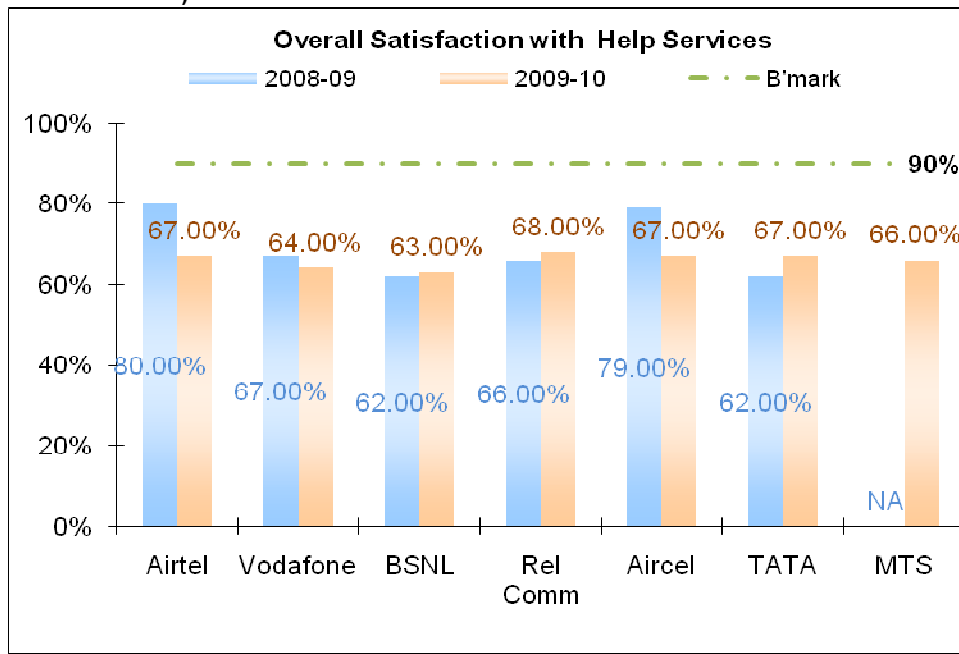
Post-paid Subscribers



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

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

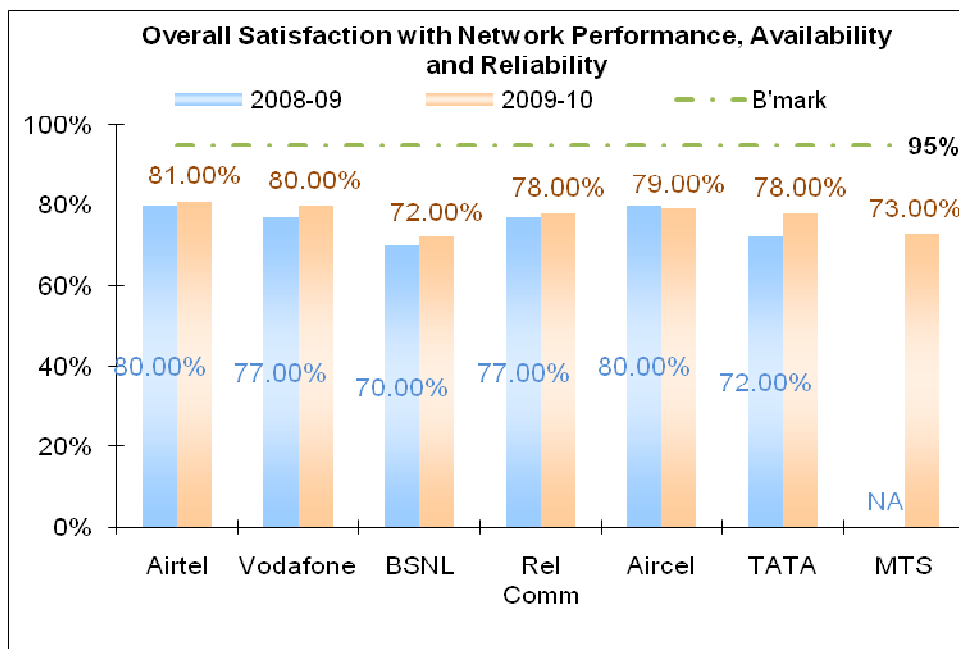
Help Services (Benchmark – 90%)



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

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

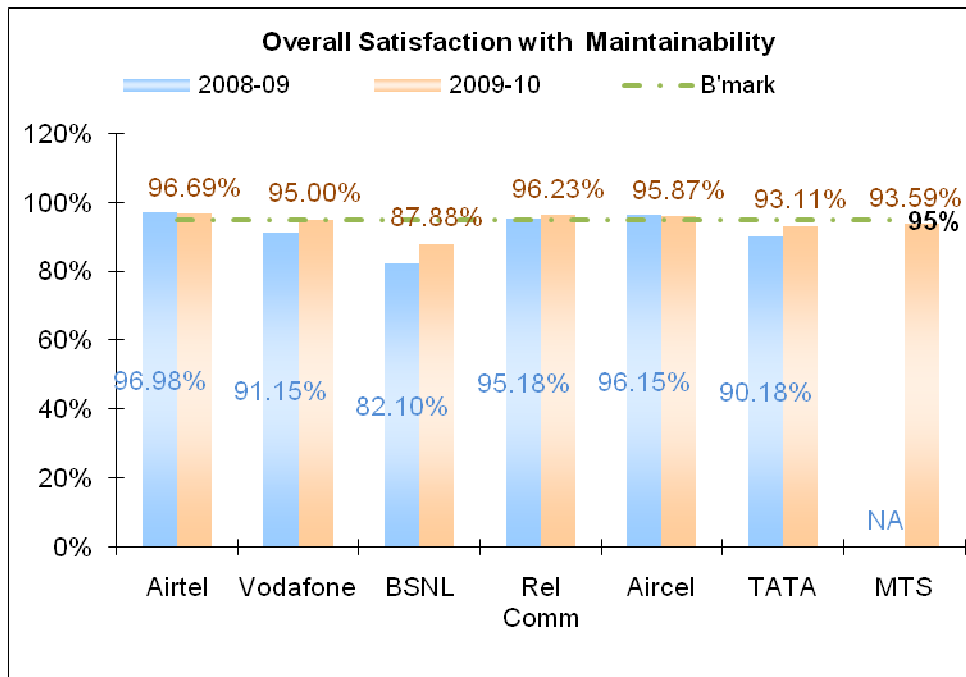
Network performance, reliability & availability (Benchmark – 95%)



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

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

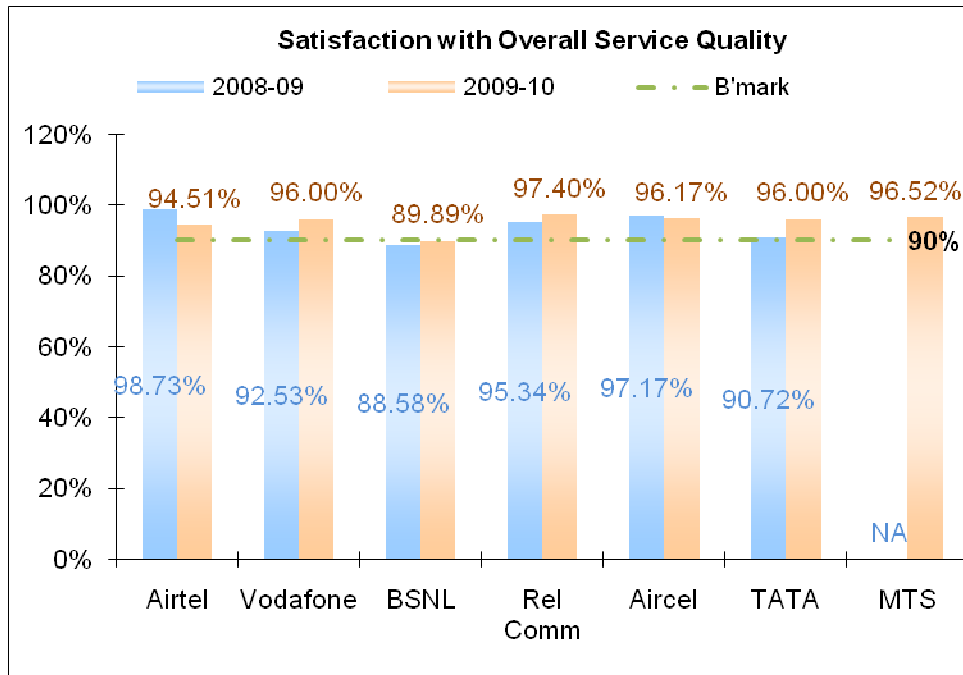
Maintainability (Benchmark – 95%)



In the current round of survey, for satisfaction with maintainability, Airtel, Vodafone, Rel Comm, Aircel meet the benchmark level of satisfaction (i.e. 95%).

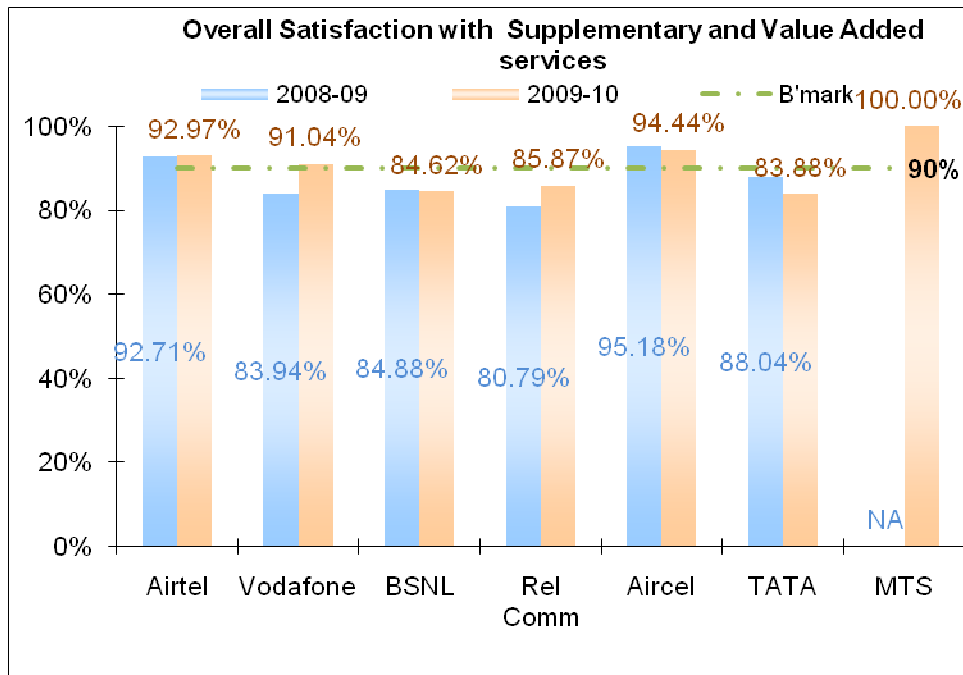
BSNL, TATA, MTS do not meet the benchmark score with 87.88%, 93.11%, 93.59% scores respectively. BSNL, TATA fall short of the TRAI specified benchmark score for satisfaction with maintainability in both 2008-09 and 2009-10.

Overall level of satisfaction (Benchmark – 90%)



In the current round of survey, Airtel, Vodafone, Rel Comm, Aircel, TATA, MTS meet the benchmark for overall level of satisfaction (i.e. 90%). BSNL does not meet the benchmark score with 89.89% score. BSNL falls short of the TRAI specified benchmark score for satisfaction with overall service quality in both 2008-09 and 2009-10.

Supplementary services (Benchmark – 90%)



In the current round of survey, Airtel, Vodafone, Aircel, MTS meet the benchmark level of satisfaction with supplementary services (i.e. 90%). BSNL, Rel Comm, TATA do not meet the benchmark score with 84.62%, 85.87%, 83.88% scores respectively.

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

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

Redressal Mechanism - Stage 1: Call Center

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Awareness about call centre telephone number	52.80%	58.46%	49.29%	56.17%	57.34%	58.19%	64.62%
Made any complaint to the customer care in last 12 months	7.85%	8.11%	6.64%	5.66%	7.91%	13.11%	8.10%
Informed by call centre about the action taken on the complaint	47.13%	70.73%	66.67%	68.18%	67.86%	83.33%	65.85%
Satisfaction with the system of complaint resolution by call centre	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Very satisfied	13.24%	18.06%	10.00%	26.42%	16.67%	47.11%	10.39%
Satisfied	45.59%	65.28%	50.00%	47.17%	55.56%	30.58%	64.94%
Dissatisfied	27.94%	11.11%	25.71%	18.87%	20.83%	11.57%	23.38%
Very dissatisfied	13.24%	5.56%	14.29%	7.55%	6.94%	10.74%	1.30%
Top-2	58.83%	83.34%	60.00%	73.59%	72.23%	77.69%	75.33%
Bot-2	41.18%	16.67%	40.00%	26.42%	27.77%	22.31%	24.68%

Maximum Minimum

The awareness of Call center number for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 49.29% for BSNL to 64.62% for MTS

The percentage of consumers making any complaints to the toll free number within last 12 months is highest for TATA with 13.11%

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

Also, satisfaction level with complaint resolution by call center varies from 58.83% for Airtel to 83.34% for Vodafone

Redressal Mechanism – Nodal officer and Appellate Authority

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Awareness about contact details of Nodal officer	14.53%	17.01%	15.75%	17.41%	16.95%	15.69%	24.60%
Awareness about the contact details of the appellate authority	15.34%	17.41%	16.11%	17.24%	19.30%	18.87%	26.38%

Maximum
 Minimum

Of all the subscribers contacted across all the service providers, a low percent of subscribers are even aware of the contact details of Nodal officer and Appellate Authority for redressal of grievances.

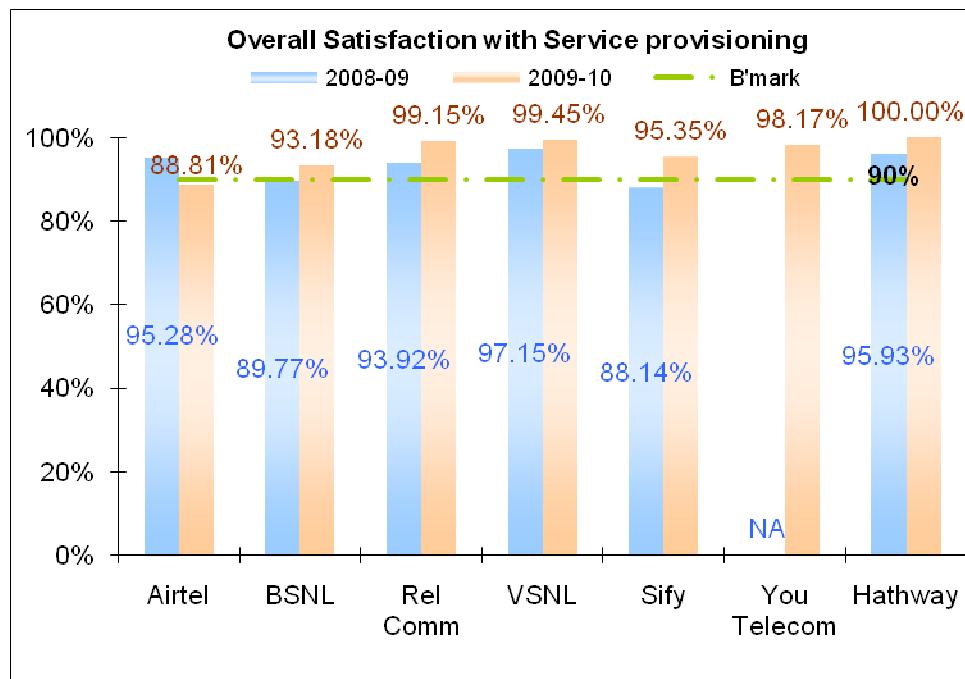
4.3 Summary of the Survey module for Broadband Operators in the Chennai circle

Satisfaction level of subscribers with various parameters of Broadband service:

	2009-10							
Overall Performance	B'mark	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Customers satisfied with provisioning of service	>90%	88.81%	93.18%	99.15%	99.45%	95.35%	98.17%	100.00%
Customers satisfied with billing performance - Prepaid	>90%	98.34%	100.00%	100.00%	99.47%	96.66%	93.25%	100.00%
Customers satisfied with billing performance - Postpaid	>90%	71.00%	73.00%	71.00%	67.00%	68.00%	72.00%	66.00%
Customers satisfied with network performance, reliability and availability	>85%	70.00%	70.00%	68.00%	66.00%	64.00%	80.00%	66.00%
Customers satisfied with maintainability	>85%	88.27%	87.50%	90.48%	85.58%	90.34%	87.10%	89.25%
Customers satisfied with supplementary and value added services	>85%	87.35%	78.78%	82.23%	82.15%	70.27%	66.67%	80.00%
Customers satisfied with help services including grievance redressal	>90%	67.00%	60.00%	61.00%	58.00%	57.00%	69.00%	62.00%
Customers satisfied with overall service quality	>85%	93.72%	92.16%	96.36%	95.19%	91.21%	95.81%	96.44%

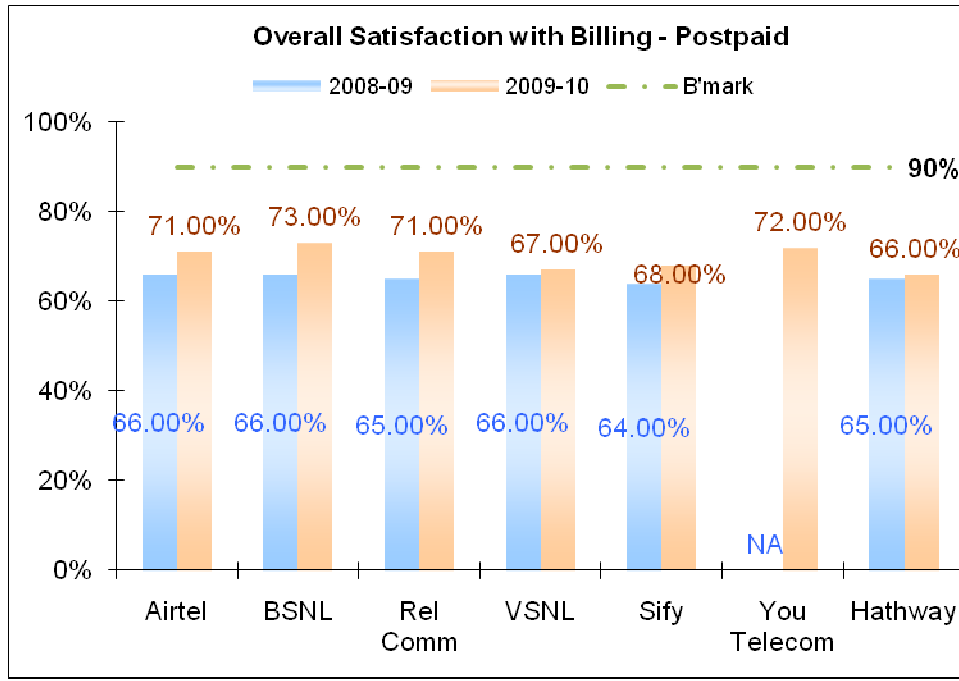
■ Not meeting the benchmark

Service Provision (Benchmark – 90%)



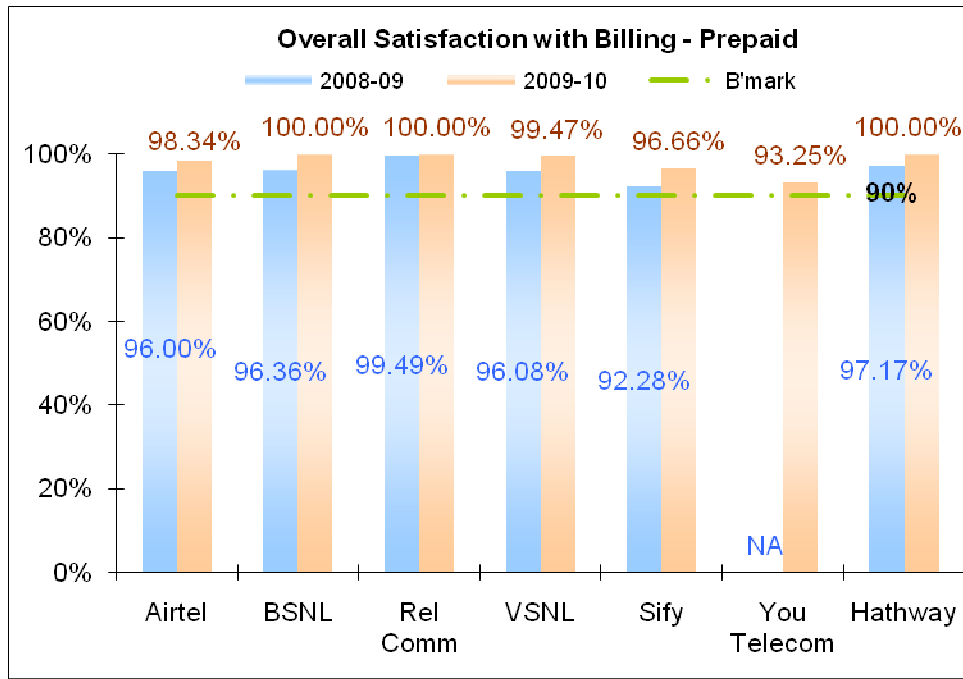
In the current round of survey, BSNL, Rel Comm, VSNL, Sify, You Telecom, Hathway meet the benchmark level for satisfaction with service provisioning (i.e. 90%). Airtel does not meet the benchmark score with 88.81% score.

Billing performance (Benchmark – 90%)



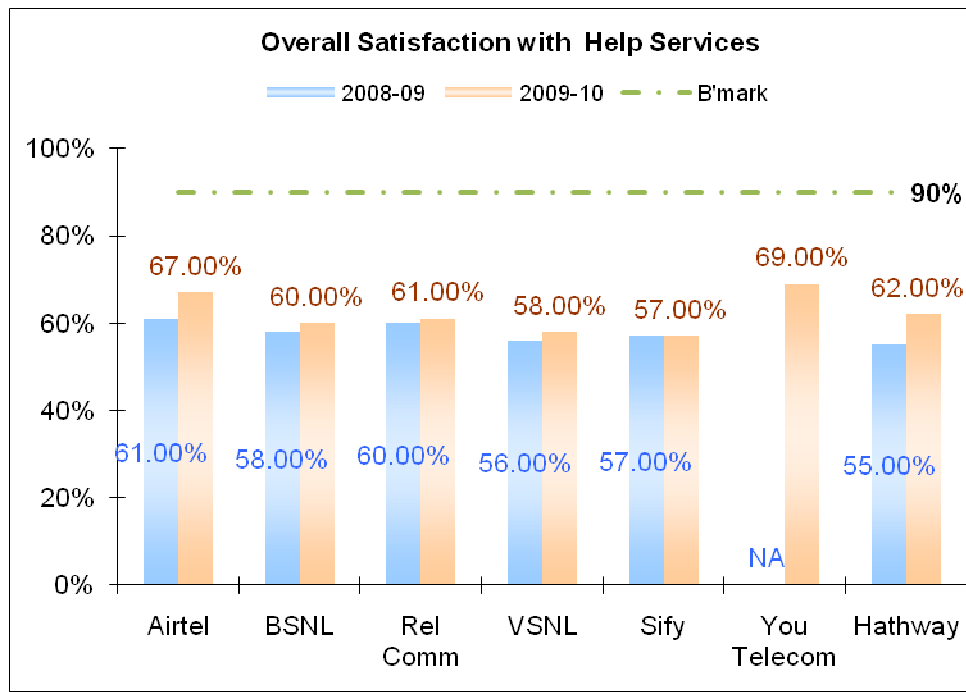
In the current round of survey, for postpaid connection, no operator meets the benchmark level for satisfaction with billing performance (i.e. 90%).

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



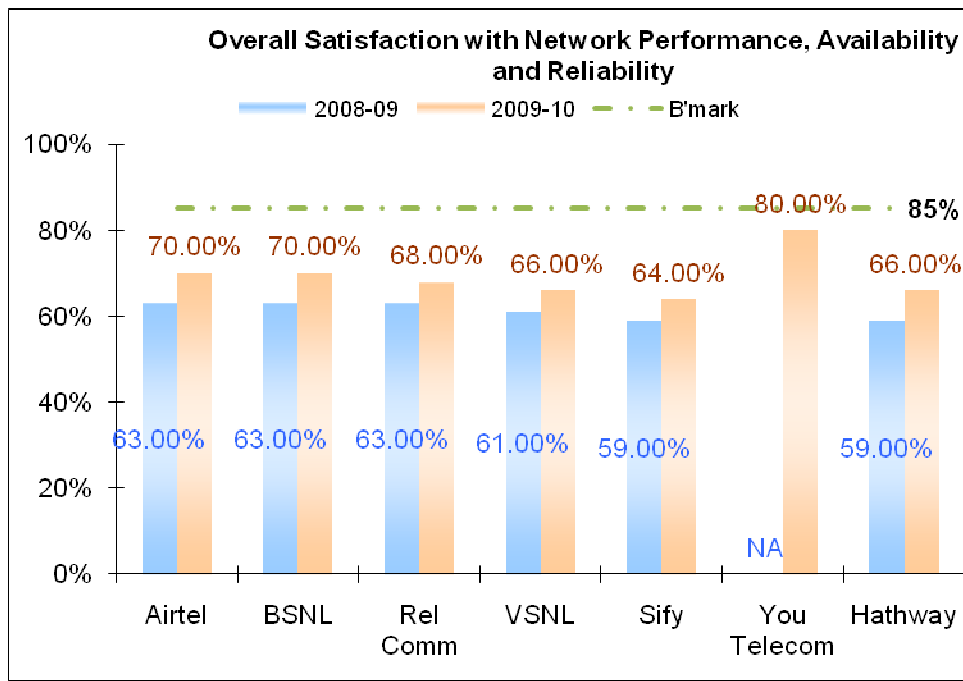
In the current round of survey, for prepaid connection, all operators meet the benchmark level for satisfaction with billing performance (i.e. 90%).

Help Services (Benchmark – 90%)



In the current round of survey, no operator meets the benchmark level for satisfaction with help services (i.e. 90%). Airtel, BSNL, Rel Comm, VSNL, Sify, Hathway fall short of the TRAI specified benchmark score for satisfaction with help services in both 2008-09 and 2009-10.

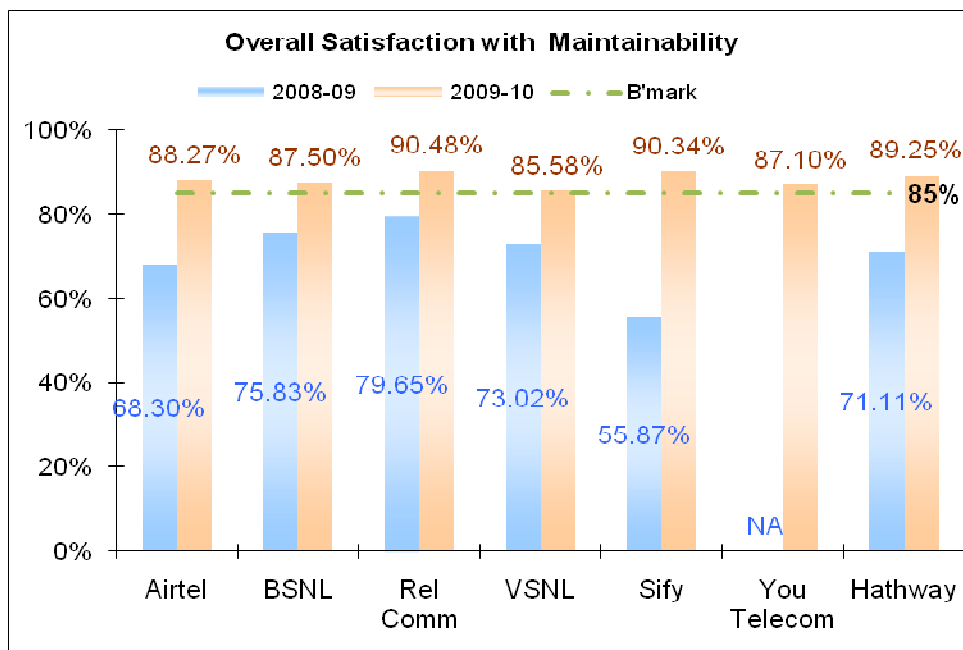
Level of satisfaction with network performance, reliability and availability (Benchmark – 85%)



In the current round of survey, no operator meets the benchmark level for satisfaction with network performance, reliability and availability (i.e. 85%).

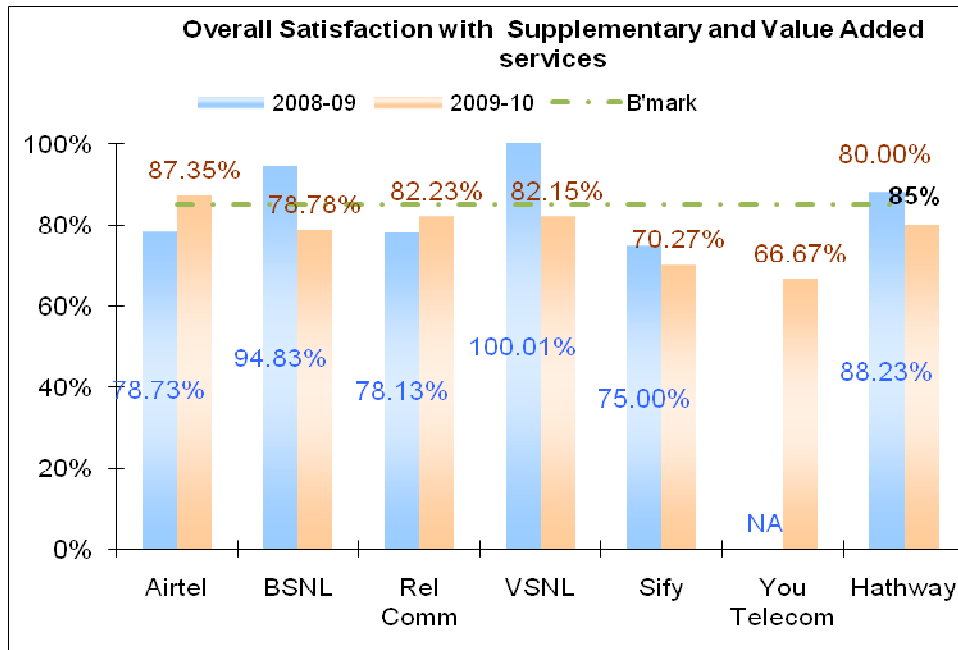
Airtel, BSNL, Rel Comm, VSNL, Sify, Hathway fall short of the TRAI specified benchmark score for satisfaction with network performance, reliability and availability in both 2008-09 and 2009-10.

Maintainability (Benchmark - 85%)



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

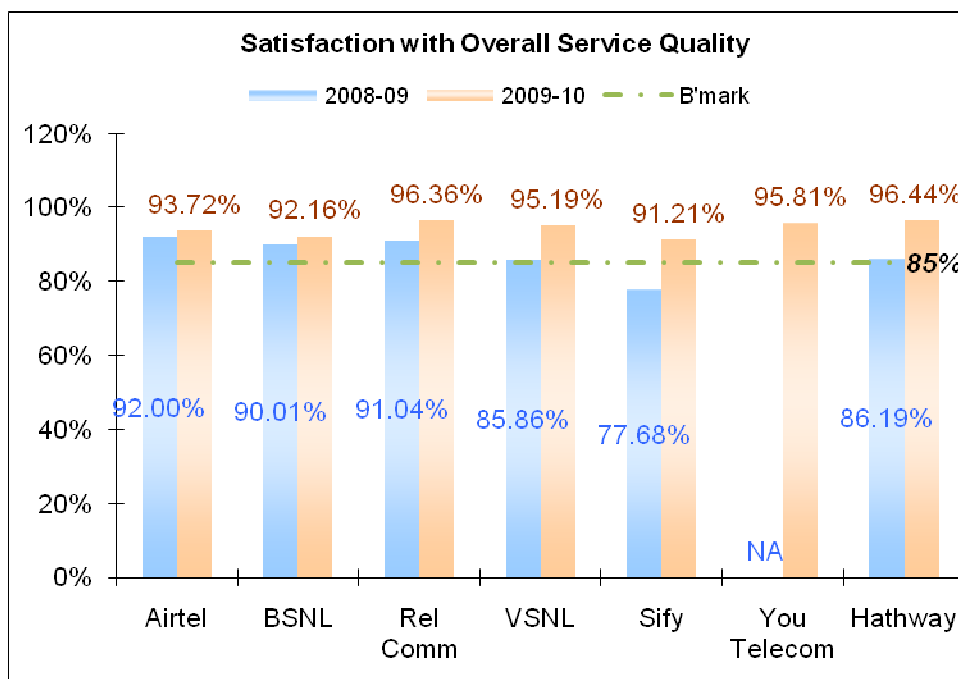
Supplementary Services (Benchmark - 85%)



In the current round of survey, Airtel meets the benchmark level for satisfaction with supplementary services (i.e. 85%). BSNL, Rel Comm, VSNL, Sify, You Telecom, Hathway do not meet the benchmark score with 78.78%, 82.23%, 82.15%, 70.27%, 66.67%, 80% scores respectively.

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

Overall level of customer satisfaction (Benchmark - 85%)



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

4.3.1 Consumer Protection and Grievance Scores for the Broadband survey

Redressal Mechanism

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Awareness about facility for measuring connection speed	32.91%	42.95%	43.47%	44.18%	32.30%	56.55%	11.74%
Manual of practice provided while subscribing for new broadband connection	59.34%	67.35%	79.22%	89.84%	58.66%	62.00%	10.00%

Awareness about provision for measuring connection speed varies from 11.74% for Hathway to 56.55% for You Telecom. Similarly provisioning of manual of practice with new connection varies 10% for Hathway to 89.84% for VSNL.

Redressal Mechanism: Call Center

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Awareness about call centre telephone number	40.97%	49.04%	56.91%	55.91%	51.93%	80.34%	35.59%
Made any complaint to the customer care in last 12 months	13.50%	17.62%	19.13%	16.68%	9.04%	30.31%	17.39%
Informed by call centre about the action taken on the complaint	75.81%	75.71%	86.17%	81.01%	76.84%	92.86%	76.60%
Satisfaction with the system of complaint resolution by call centre	74.20%	68.00%	52.66%	68.15%	68.82%	77.38%	80.85%

The awareness of Call center number for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from Hathway with 35.59% to You Telecom with 80.34%

The Percentage of consumers making any complaints to the toll free number within last 12 months is highest for You Telecom with 30.31%.

The percentage of customers informed by call centre about the action taken on the complaint is lowest for BSNL. Also, satisfaction level with complaint resolution by call center varies from Rel Comm with 52.66% to Hathway with 80.85%.

Redressal Mechanism – Nodal officer and Appellate Authority

■ Maximum ■ Minimum	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Awareness about contact details of Nodal officer	18.23%	19.53%	21.05%	6.43%	7.36%	5.52%	10.68%
Awareness about the contact details of the appellate authority	17.95%	23.02%	21.39%	8.09%	6.73%	1.72%	7.86%

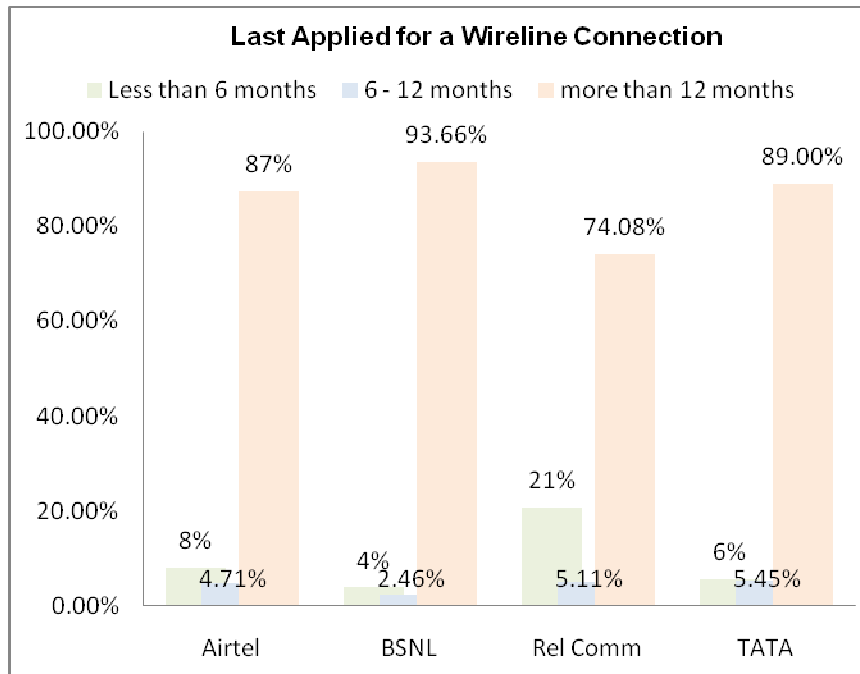
Of all the subscribers contacted across all the service providers, negligible percent is even aware of the existence of Nodal officer and Appellate Authority for redressal of grievances. BSNL and Rel Comm subscribers are comparatively having more awareness than other service providers.

5.1 Detailed Findings – Basic Wireline

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

5.1.1 Service Provision sub-aspects

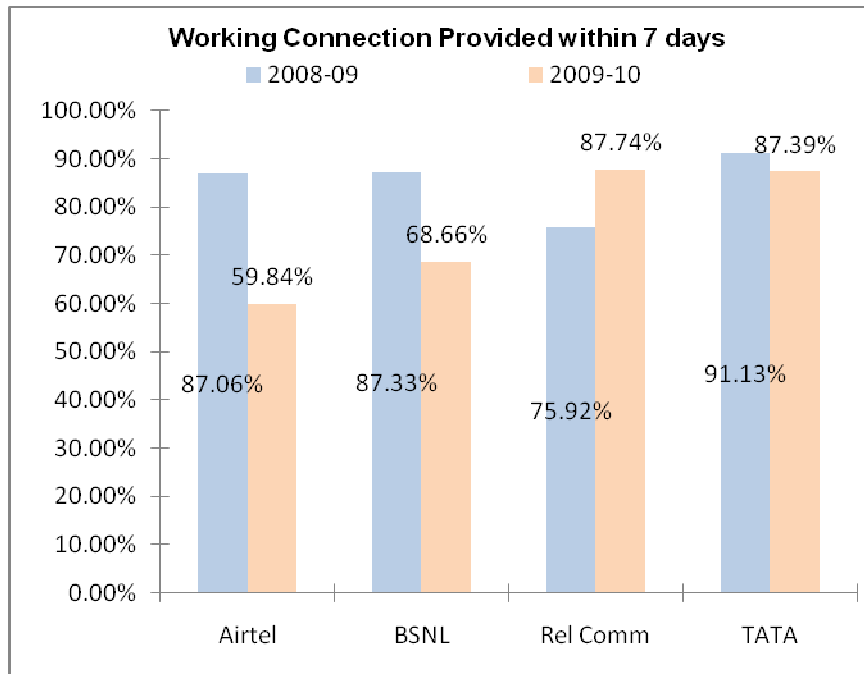
a. Last application for a phone connection: This aspect seeks to find out the time elapsed since applying for a new wireline phone connection of subscribers for various service providers.



In last 6 months, maximum subscribers have applied for Rel Comm with 20.81% connection. Whereas minimum connections applied for during the same period were for BSNL with 3.88%.

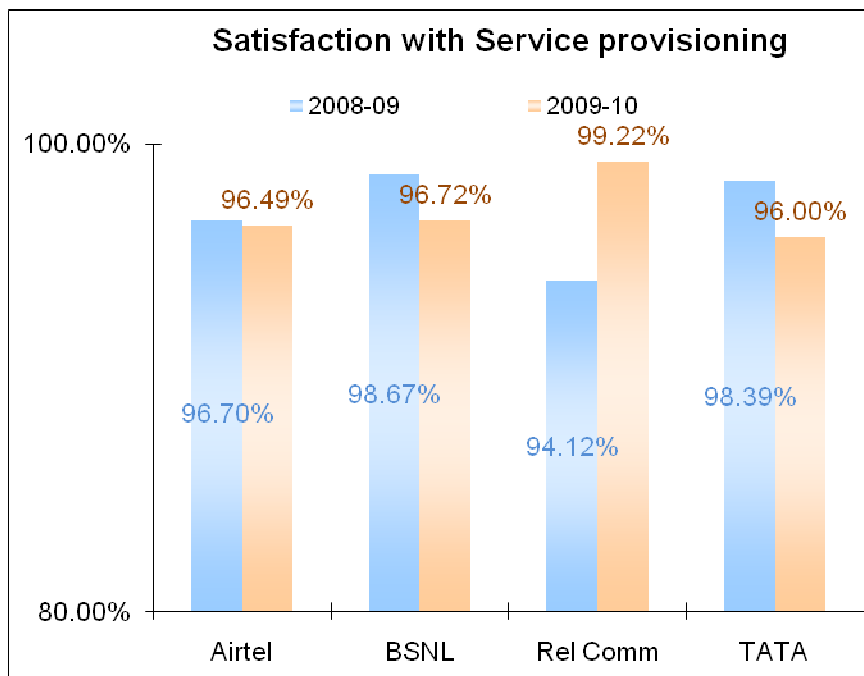
Same figure for the period of 6-12 months was found to be maximum for TATA with 5.45% and minimum for BSNL with 2.46%.

b. Time taken to provide a working connection



For number of working connections provided within 7 days, Rel Comm with 87.74% scored highest whereas Airtel with 59.84% scored lowest.

Satisfaction with service provision:



For satisfaction with service provisioning, Rel Comm with 99.22% scored highest whereas TATA with 96% scored lowest.

Airtel	BSNL	Rel Comm	TATA
--------	------	----------	------

Satisfaction with time taken for activation	2009-10			
	Very satisfied	35.09%	49.18%	79.30%
Satisfied	61.40%	47.54%	19.92%	40.00%
Dissatisfied	0.00%	3.28%	0.39%	3.00%
Very dissatisfied	3.51%	0.00%	0.39%	1.00%
Top-2	96.49%	96.72%	99.22%	96.00%
Bot-2	3.51%	3.28%	0.78%	4.00%

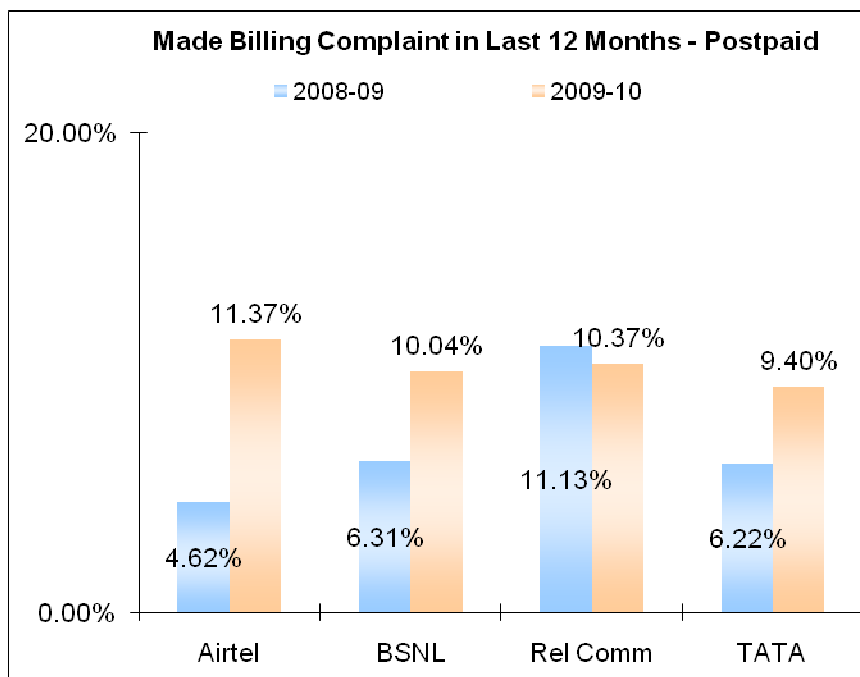
■ Maximum ■ Minimum

5.1.2 Billing Related sub-aspects

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

Post-paid Subscribers

a. Percentage of Billing Complaints



Subscribers of Airtel with 11.37% made maximum number of billing related complaints in 2009-10. For 2008-09, maximum billing complaints were made for Rel Comm with 11.13%.

b. Satisfaction with various billing parameters

Satisfaction with Billing Parameters : For Postpaid customers	Airtel	BSNL	Rel Comm	TATA
Timely delivery of bills	98.11%	96.21%	98.23%	96.79%
Accuracy of bills	95.86%	97.72%	97.45%	97.18%
Process of resolution of billing complaints	75.30%	73.47%	74.65%	65.62%
Clarity i.e. transparency and understandability of bills	94.59%	96.39%	97.28%	96.02%

Maximum Minimum

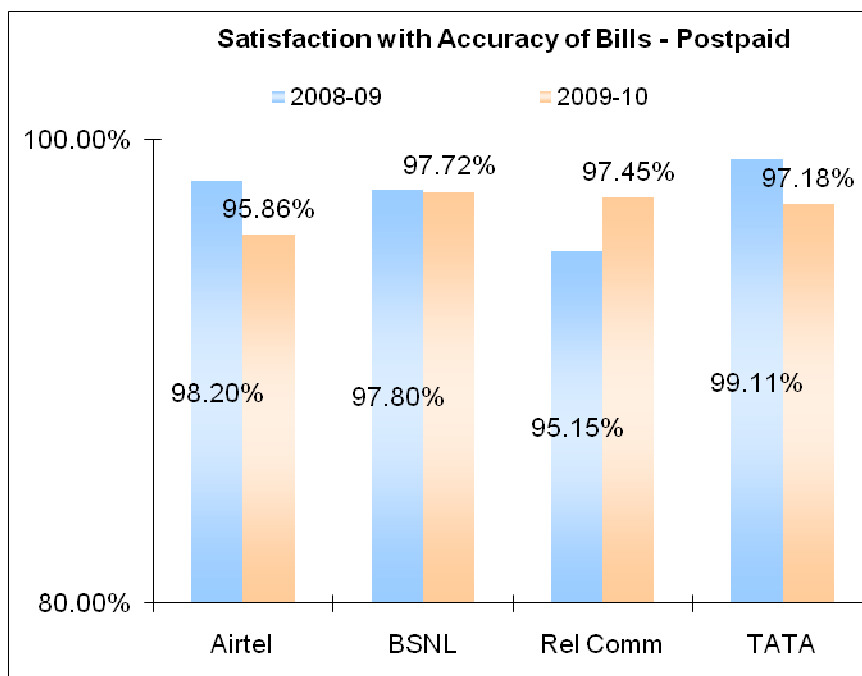
Satisfaction with timely delivery of bills for postpaid subscribers was found to be lowest for BSNL with 96.21%.

Satisfaction with accuracy of bills was found to be lowest for Airtel.

Satisfaction with clarity of bills was found to be lowest for Airtel.

For satisfaction with resolution of billing complaints, TATA with 65.62% scored lowest.

Level of satisfaction with Billing – Post paid subscribers:



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

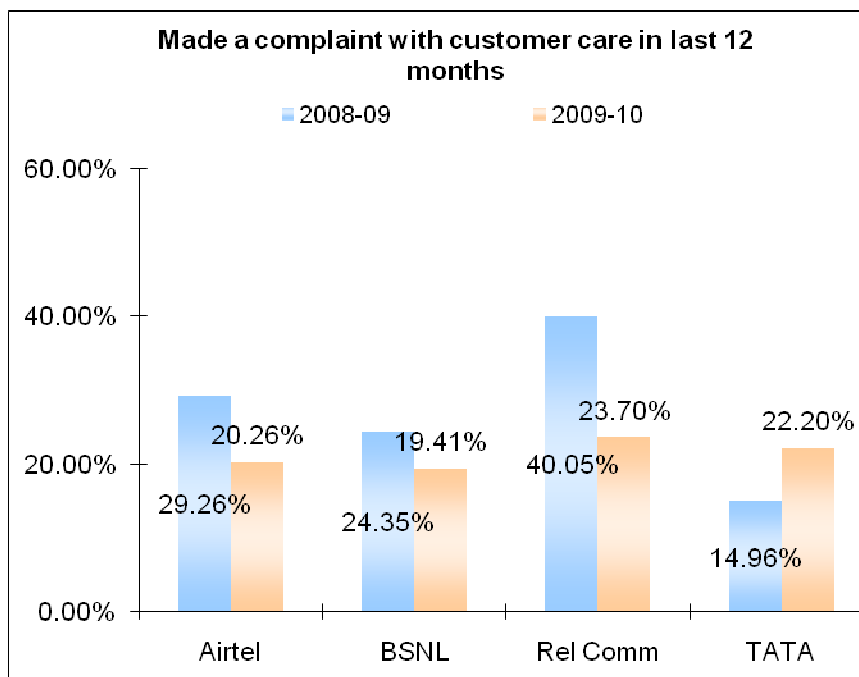
Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	TATA
Very Satisfied	48.40%	49.51%	38.59%	37.98%
Satisfied	47.46%	48.21%	58.86%	59.20%
Total	95.86%	97.72%	97.45%	97.18%

Maximum Minimum

Maximum score for satisfaction with Accuracy of bills for postpaid was found to be for BSNL with 97.72% of its subscribers claiming to be either satisfied or very satisfied.

5.1.3 Help Services Related sub-aspects

a. Percentage of subscribers making Query in last 12 months



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

b. Satisfaction with Help Services / Customer Care

Satisfaction with help services	Airtel	BSNL	Rel Comm	TATA
Ease of access of call center toll free number	90.91%	83.25%	87.35%	83.04%
Response time to answer call by customer care executive	76.12%	79.21%	86.53%	81.08%
Problem solving ability of customer care executive	87.43%	78.32%	84.43%	77.27%
Time taken by customer care executive in resolving complaints	86.88%	79.40%	82.04%	77.52%

■ Maximum ■ Minimum

For ease of accessing customer care, TATA with 83.04% scored lowest. For satisfaction with problem solving ability of the customer care executive, TATA scored lowest whereas Airtel scored highest.

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

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

5.1.4 Network performance, reliability and availability related sub-aspects

a. Satisfaction with network performance, reliability and availability

Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	TATA
Availability of working telephone (with dial tone)	98.11%	97.27%	96.82%	95.96%
Ability to make or receive calls easily	98.32%	98.15%	97.01%	96.75%
Voice quality	97.00%	96.59%	95.81%	96.84%

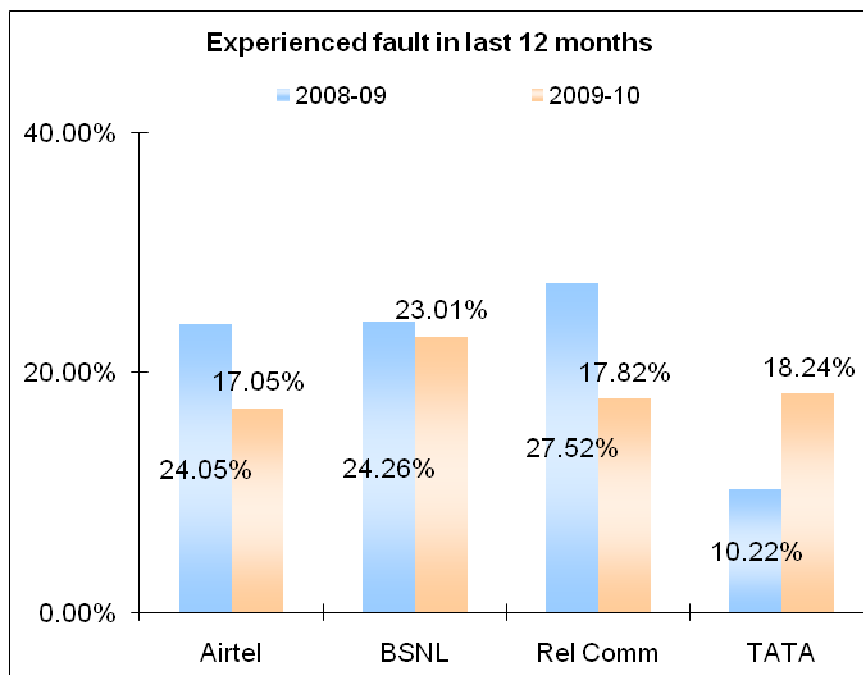
Maximum Minimum

The satisfaction with availability of working telephone (with dial tone) was found to be lowest for TATA. The satisfaction with voice quality was found to be highest for Airtel.

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

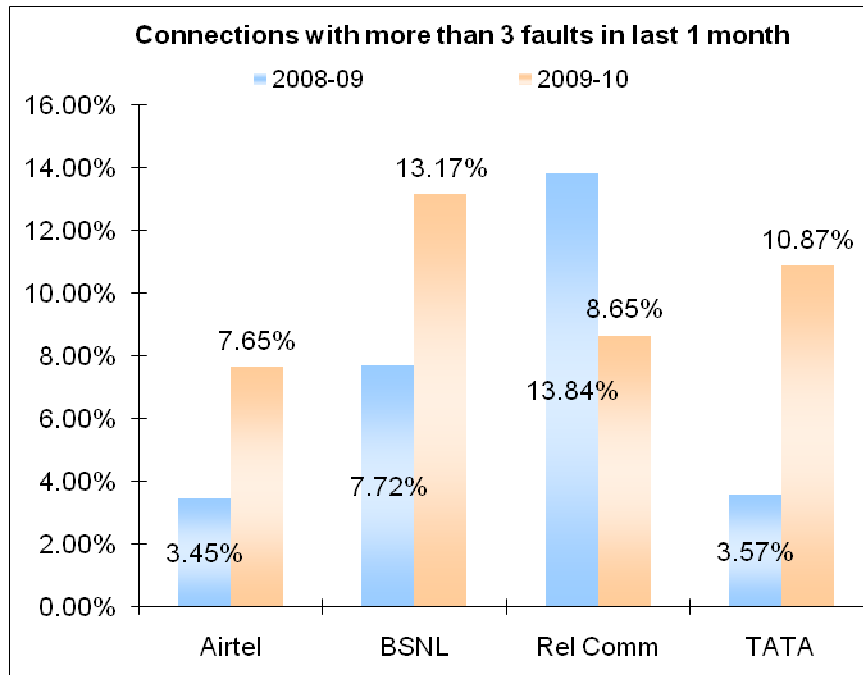
5.1.5 Maintainability related sub-aspects

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



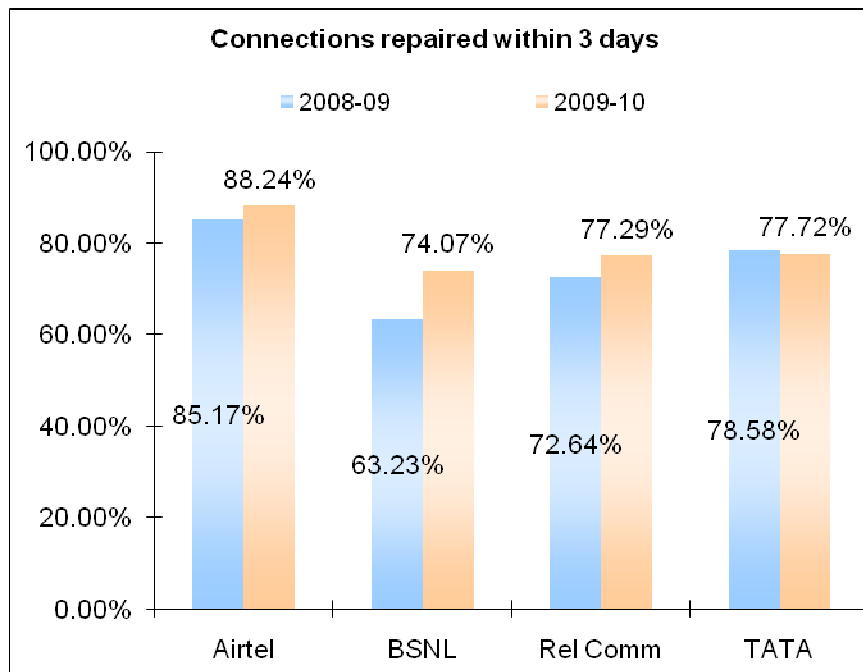
Penetration of customers who have made fault complaints was observed to be highest for BSNL with 23.01% of the subscribers claiming that they have made a complaint in last 12 months

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



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

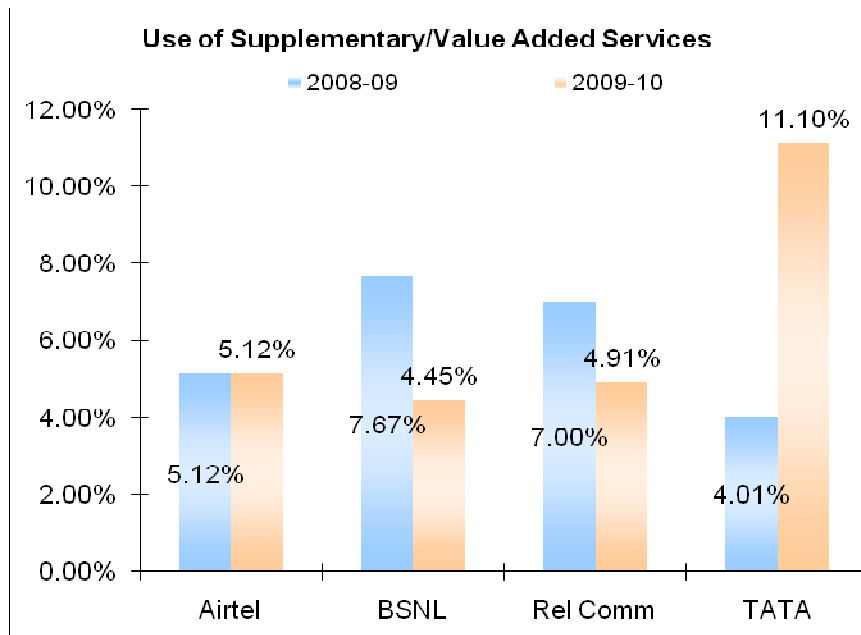
c. Time taken to repair after lodging complaint



Percentage of connections repaired within 3 days varies from BSNL with 74.07% to Airtel with 88.24%.

5.1.6 Supplementary services

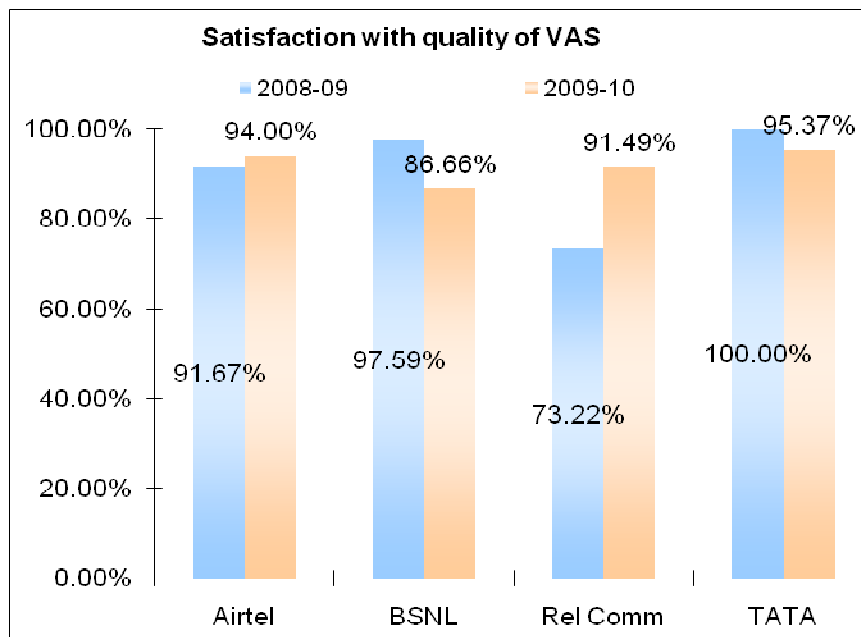
a. Percentage of subscribers opting for Supplementary Services



Usage of supplementary services is lowest among BSNL subscribers.

b. Satisfaction with Supplementary Services

Level of satisfaction with supplementary services



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

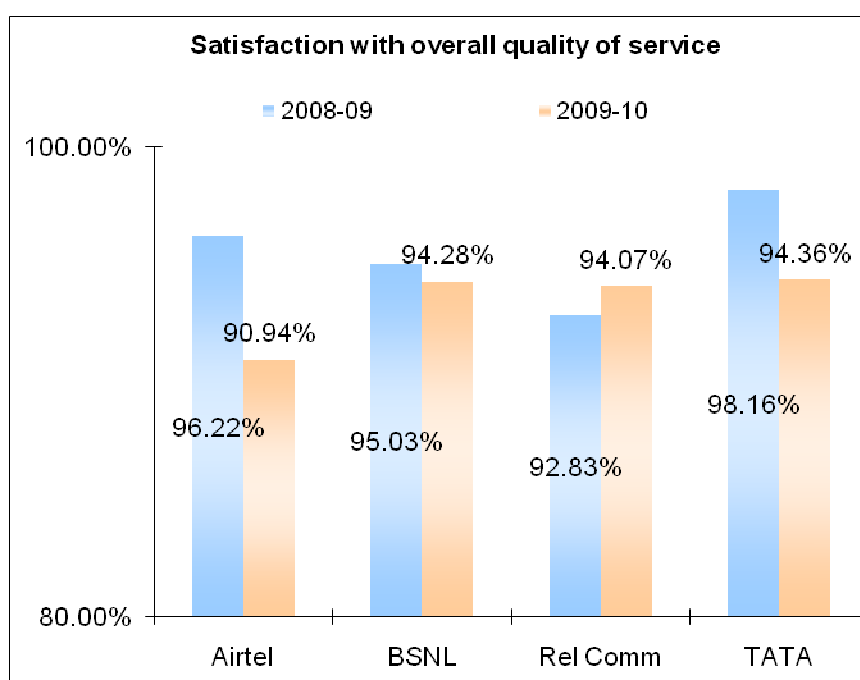
Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	TATA
Very Satisfied	24.00%	44.44%	48.94%	9.26%
Satisfied	70.00%	42.22%	42.55%	86.11%
Total	94.00%	86.66%	91.49%	95.37%

Maximum Minimum

The total satisfaction percentage is highest for TATA with 95.37% of subscribers who were using supplementary services claiming that they are either satisfied or very satisfied with supplementary services provided.

5.1.7 Overall Customer Satisfaction

Level of satisfaction with Quality of Service (Overall):



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

Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	TATA
Very Satisfied	25.89%	26.06%	24.81%	20.13%
Satisfied	65.05%	68.22%	69.26%	74.23%
Total	90.94%	94.28%	94.07%	94.36%

Maximum Minimum

In the current round of survey, TATA with 94.36% scored highest for overall customer satisfaction with quality of service whereas Airtel with 90.94% scored lowest.

5.1.8 Redressal Mechanism

Satisfaction Scores	Airtel	BSNL	Rel Comm	TATA
Call Center	71.64%	56.00%	73.77%	72.73%
Nodal Officer	15.00%	28.57%	54.54%	60.00%
For new customers, provisioning of 'Manual of Practice' while taking the new connection	33.86%	28.36%	46.47%	41.44%

Maximum
 Minimum

In the current round of survey, Rel Comm with 73.77% scored highest for overall customer satisfaction with call center redressal mechanism whereas BSNL with 56% scored lowest.

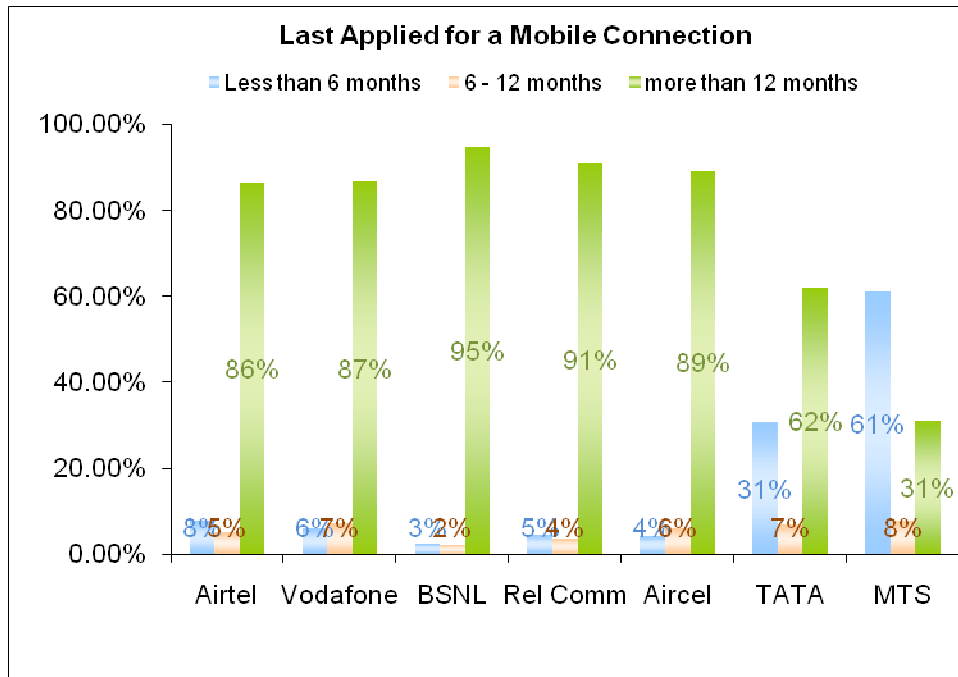
In the current round of survey, Tata with 60% scored highest for overall customer satisfaction with nodal officer redressal mechanism whereas Airtel with 15% scored lowest.

5.2 Detailed Findings – Cellular Mobile Services

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

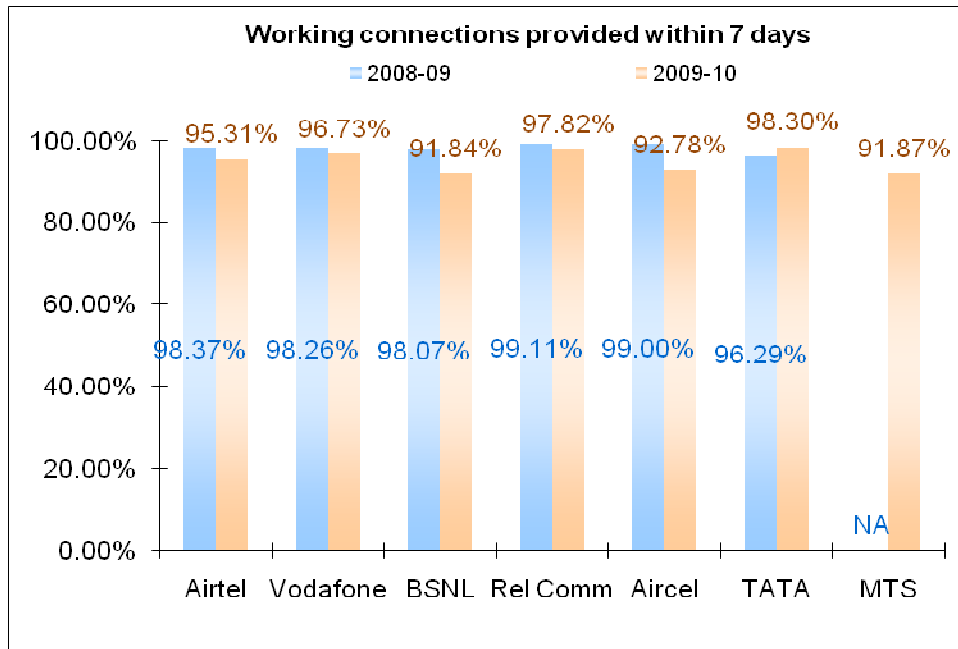
5.2.1 Service Provision

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



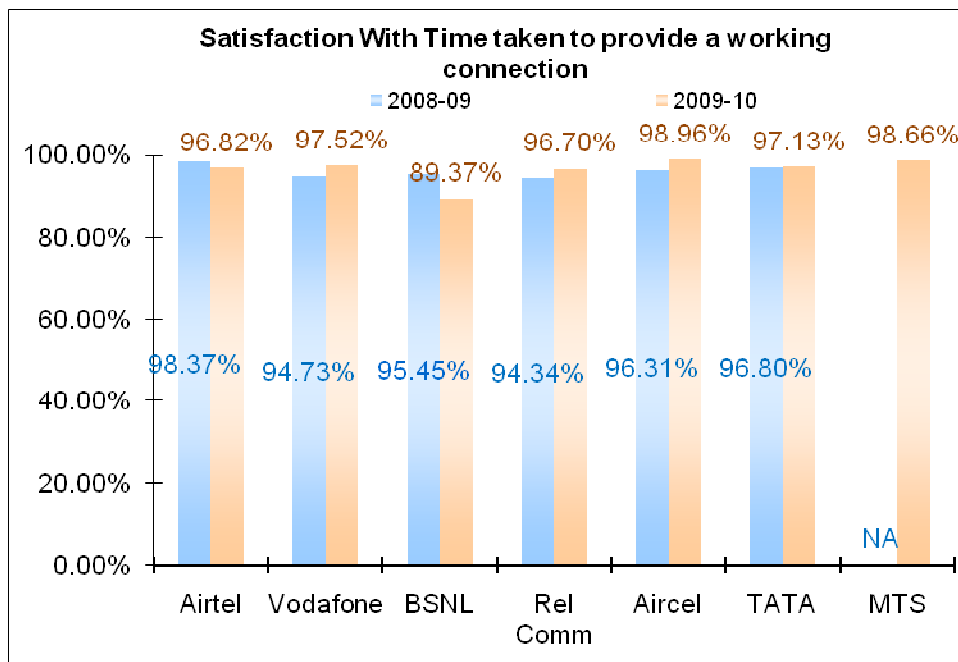
As expected, for MTS, more than 60% of its subscribers have opted for the connection in the last 6 months and more than 90% in the last 12 months.

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



For proportion of connections activated within 7 days, TATA with 98.3% connections scored highest whereas BSNL with 91.84% connections scored lowest.

c. Satisfaction with service provision:



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

Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Very Satisfied	38.37%	40.84%	25.67%	35.16%	34.93%	43.70%	30.05%
Satisfied	56.14%	55.16%	64.22%	62.24%	61.24%	52.30%	66.47%
Total	94.51%	96.00%	89.89%	97.40%	96.17%	96.00%	96.52%

Maximum Minimum

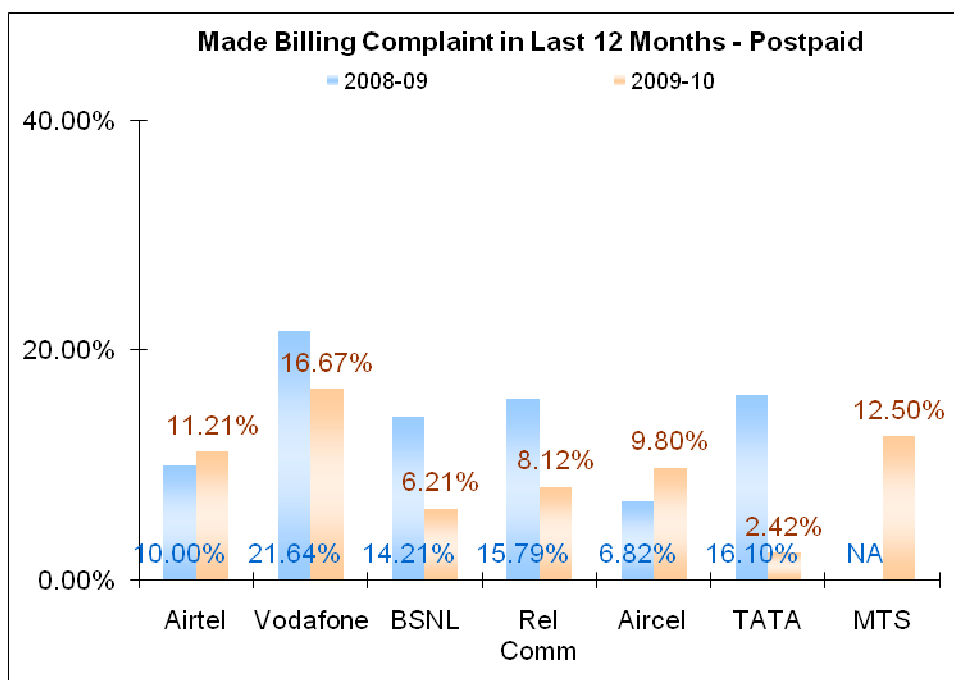
Score for level of satisfaction with service provisioning varies from 89.89% for BSNL to 97.4% for Rel Comm.

5.2.2 Billing Aspects

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

a. Postpaid subscribers:

i. Percentage of billing complaints



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

ii. Satisfaction with various billing parameters

Satisfaction Level	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Timely delivery of bills	90.42%	92.86%	96.30%	95.51%	95.70%	96.43%	100.00%
Accuracy of bills	90.11%	95.58%	96.28%	96.08%	93.55%	95.88%	92.31%

Process of resolution of billing complaints	50.00%	76.93%	72.73%	74.07%	80.00%	33.33%	66.66%
Clarity i.e. transparency and understandability of bills	83.34%	87.88%	91.72%	95.79%	84.34%	97.11%	83.34%

Maximum Minimum

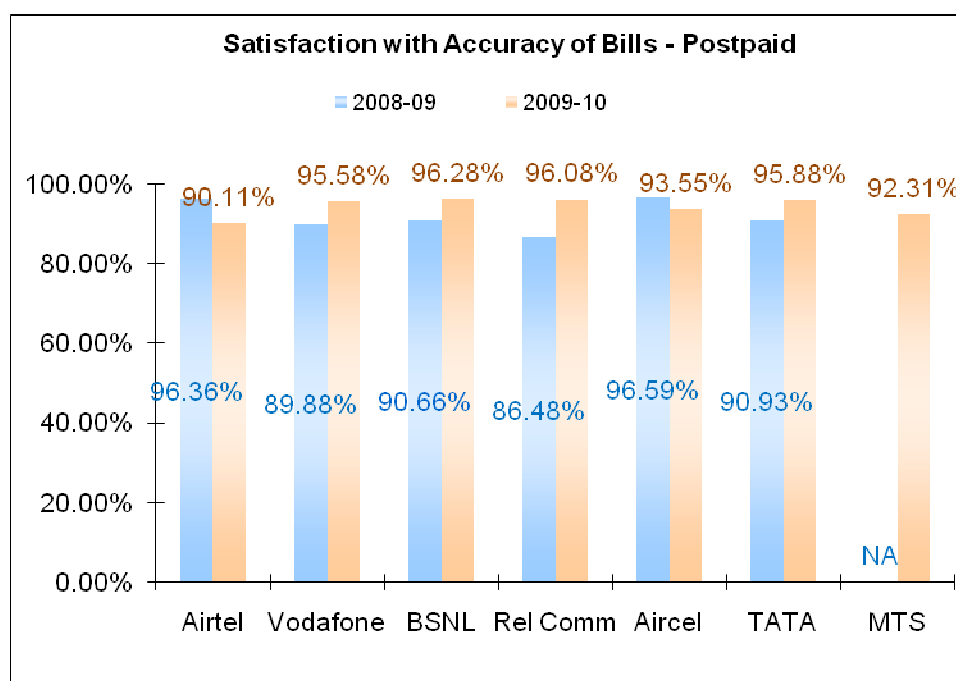
In the current round of survey, satisfaction with timely delivery of bills for postpaid subscribers was found to be lowest for Airtel with 90.42%. The satisfaction with accuracy of bills was found to be lowest for Airtel.

The satisfaction with clarity of bills was found to be lowest for Airtel.

For satisfaction with resolution of billing complaints, TATA scored lowest.

iii. Percentage of subscribers satisfied

Level of satisfaction with billing performance (Post paid customers)



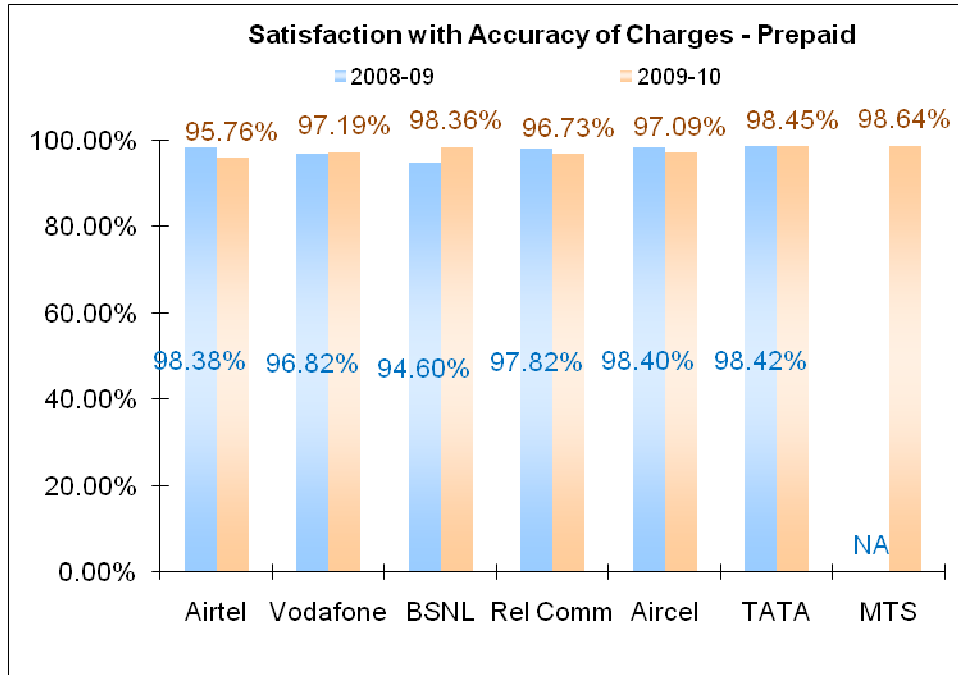
The scores of level of satisfaction have been explained in the executive summary.

Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Very Satisfied	28.57%	33.82%	42.24%	22.36%	36.56%	77.84%	23.08%
Satisfied	61.54%	61.76%	54.04%	73.72%	56.99%	18.04%	69.23%
Total	90.11%	95.58%	96.28%	96.08%	93.55%	95.88%	92.31%

In the current round of survey, highest score was found to be for **BSNL** with 96.28% subscribers claiming that they are either satisfied or very satisfied with postpaid billing.

c. Prepaid subscribers:

Level of satisfaction with accuracy of charges:



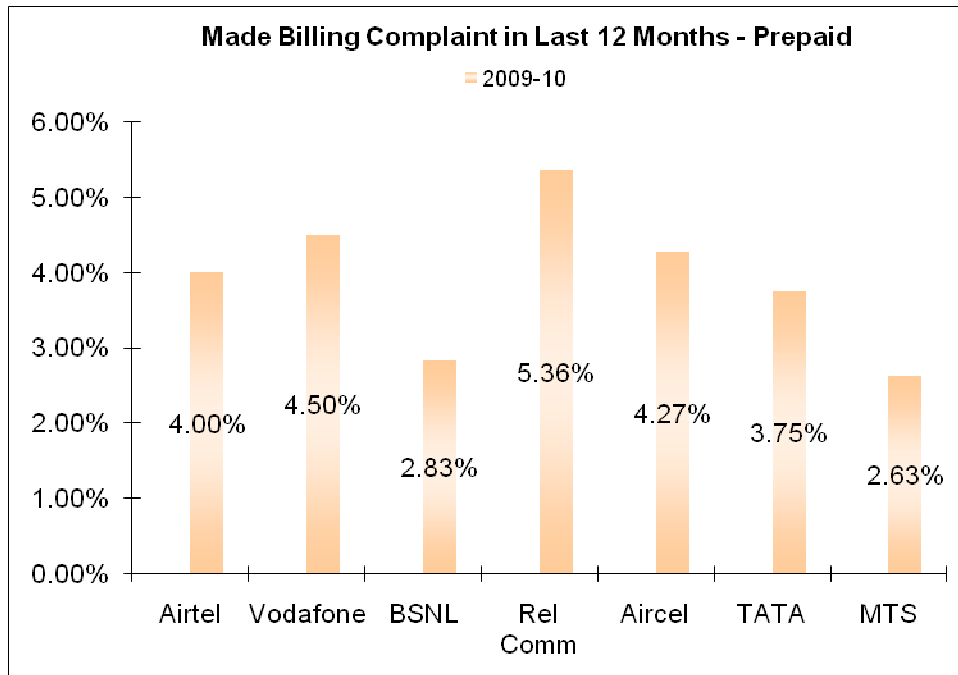
The scores of level of satisfaction have been explained in the executive summary.

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Very Satisfied & Satisfied scores							
Very Satisfied	43.48%	46.18%	37.27%	44.91%	43.38%	45.09%	58.09%
Satisfied	52.28%	51.01%	61.09%	51.82%	53.71%	53.36%	40.55%
Total	95.76%	97.19%	98.36%	96.73%	97.09%	98.45%	98.64%

Maximum Minimum

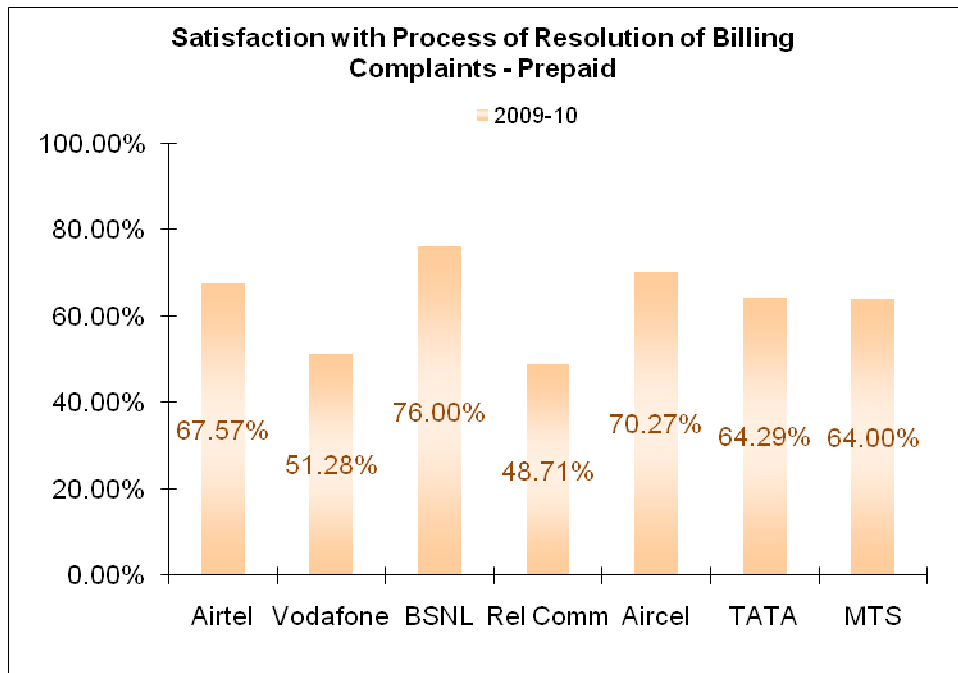
In the current round of survey, highest score was found to be for MTS with 98.64% subscribers claiming that they are either satisfied or very satisfied with prepaid billing.

Percentage of billing complaints



For billing related complaints in 2009-10 maximum score was found to be for Rel Comm with 5.36% of its subscribers claiming to have made a billing complaint in last 12 months.

Satisfaction with process of resolution of billing complaints

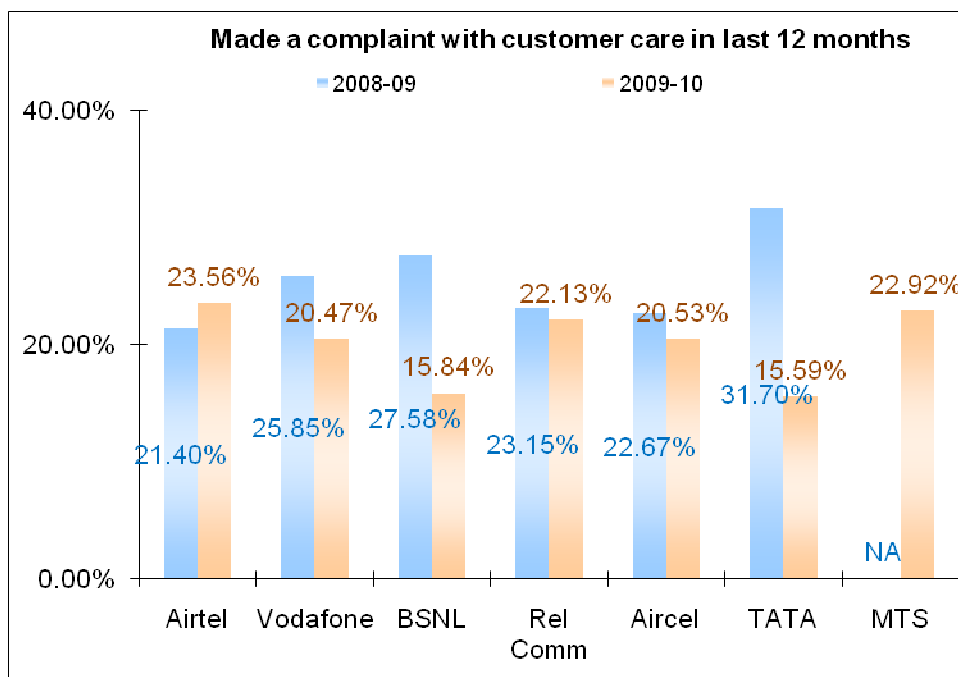


For satisfaction with process of resolution of billing complaints, maximum score was found to be for BSNL with 76% of its subscribers claiming to be either satisfied or very satisfied.

5.2.3 Help Services

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

a. Contacted customer care in last 12 months



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

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

Satisfaction with help services	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Ease of access of call center toll free number	84.52%	84.16%	84.62%	93.63%	85.24%	82.35%	93.10%
Response time to answer call by customer care executive	85.26%	77.83%	80.95%	90.40%	82.86%	86.93%	93.11%
Problem solving ability of customer care executive	86.64%	79.50%	83.23%	90.28%	85.16%	85.52%	91.38%
Time taken by customer care executive in resolving complaints	87.10%	80.00%	82.04%	89.47%	85.36%	86.09%	91.38%

■ Maximum ■ Minimum

For ease of accessing customer care, TATA with 82.35% scored lowest.

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

The satisfaction with time taken by customer care executive in resolving complaints was found to be lowest for Vodafone. For satisfaction with problem solving ability of the customer care executive, Vodafone scored lowest whereas MTS scored highest.

5.2.4 Network Performance, Reliability & Availability:

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

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

Satisfaction with network related parameters	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Availability of signal	93.83%	93.06%	82.23%	94.99%	93.93%	90.25%	92.36%
Ability to make or receive calls easily	96.25%	97.09%	89.05%	97.13%	96.57%	93.48%	93.74%
Voice quality	97.16%	96.50%	91.28%	97.13%	96.76%	94.39%	92.34%

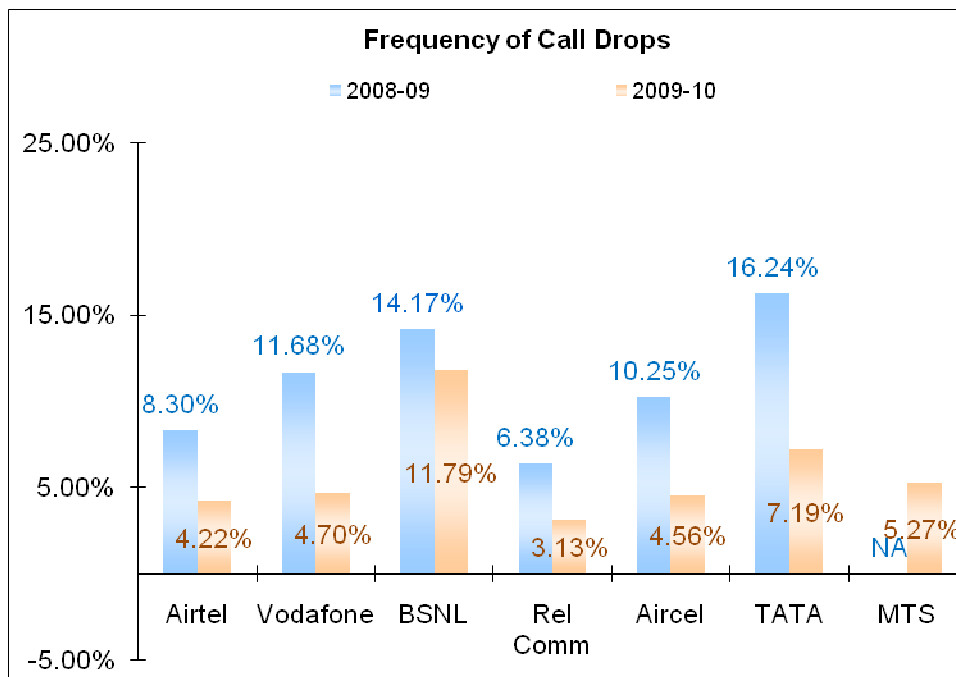
Maximum Minimum

The satisfaction with availability of signal was found to be lowest for BSNL.

The satisfaction with ability to make or receive calls easily was found to be lowest for BSNL.

The satisfaction with voice quality was found to be lowest for BSNL.

c. Call drop rate:



According to survey results call drops are more frequent for BSNL with 11.79% of subscribers claiming that they experience frequent or very frequent call drops.

5.2.5 Maintainability:

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

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

Parameter	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Frequency of Signal Problem (Never or Occasional)	94.42%	94.17%	85.15%	96.08%	93.36%	90.56%	92.83%
Satisfaction with restoration of signal problems (Vary Satisfied or Satisfied)	96.69%	95.00%	87.88%	96.23%	95.87%	93.11%	93.59%

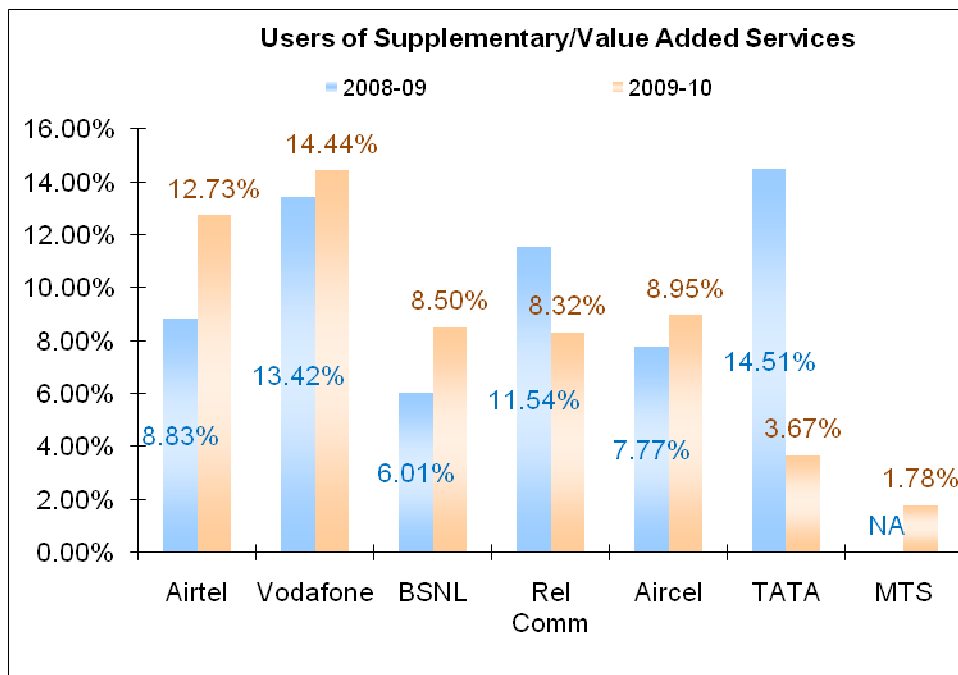
Maximum Minimum

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

5.2.6 Supplementary services:

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

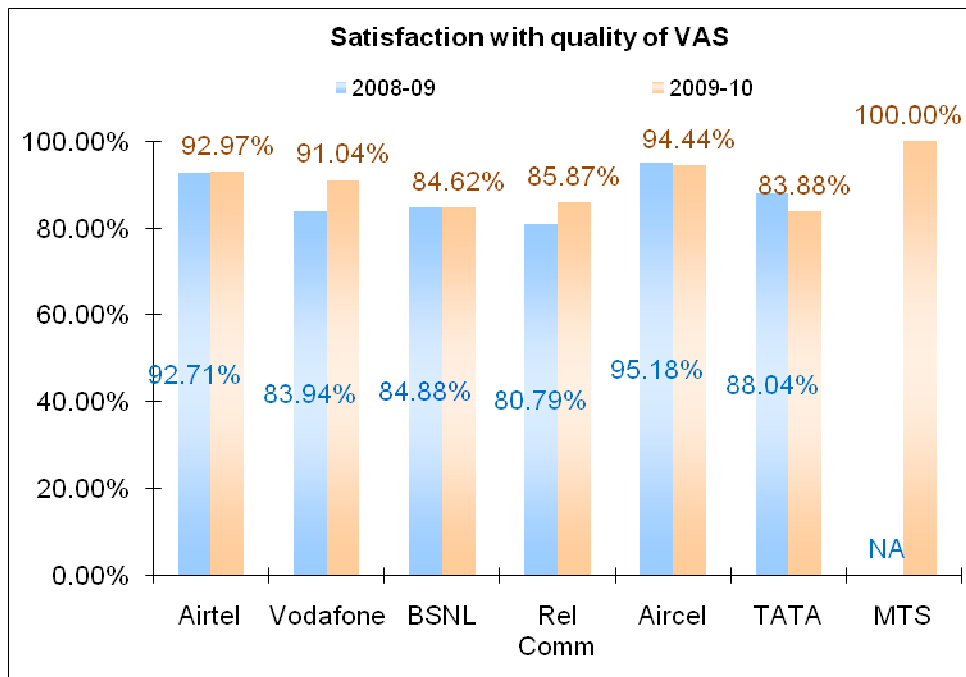
a. Percentage of subscribers opting for supplementary services:



In the year 2009-10 usage of supplementary services varies from 1.78% for MTS to 14.44% for Vodafone.

b. Percentage of subscribers satisfied with supplementary services:

Level of satisfaction with supplementary services:



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

Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Very Satisfied	40.63%	25.37%	29.67%	26.09%	21.11%	3.23%	25.00%
Satisfied	52.34%	65.67%	54.95%	59.78%	73.33%	80.65%	75.00%
Total	92.97%	91.04%	84.62%	85.87%	94.44%	83.88%	100.00%

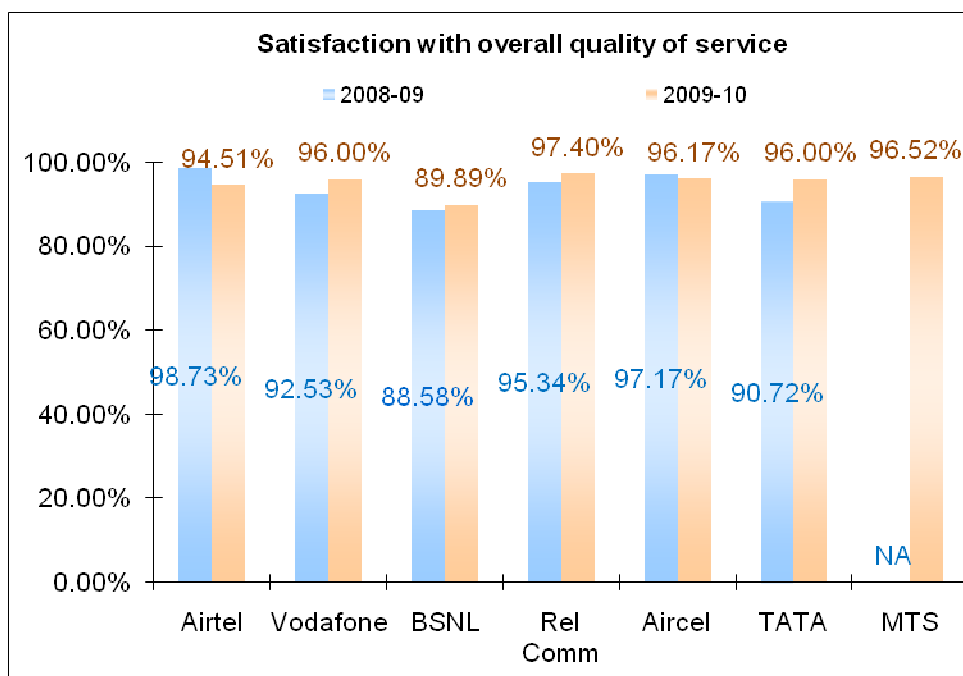
■ Maximum ■ Minimum

The total satisfaction percentage is highest for MTS with 100% of subscribers who were using supplementary services claiming that they are either satisfied or very satisfied with supplementary services provided.

5.2.7 Overall percentage of subscribers satisfied:

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

Level of satisfaction with Quality of services (Overall):



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

Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Very Satisfied	38.37%	40.84%	25.67%	35.16%	34.93%	43.70%	30.05%
Satisfied	56.14%	55.16%	64.22%	62.24%	61.24%	52.30%	66.47%
Total	94.51%	96.00%	89.89%	97.40%	96.17%	96.00%	96.52%

In the current round of survey, Rel Comm with 97.4% scored highest for overall customer satisfaction with quality of service whereas BSNL with 89.89% scored lowest.

5.2.8 Three stage redressal mechanism:

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

Awareness about contact details of:	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Customer Care	52.80%	58.46%	49.29%	56.17%	57.34%	58.19%	64.62%
Nodal Officer	14.53%	17.01%	15.75%	17.41%	16.95%	15.69%	24.60%
Appellate Authority	15.34%	17.41%	16.11%	17.24%	19.30%	18.87%	26.38%

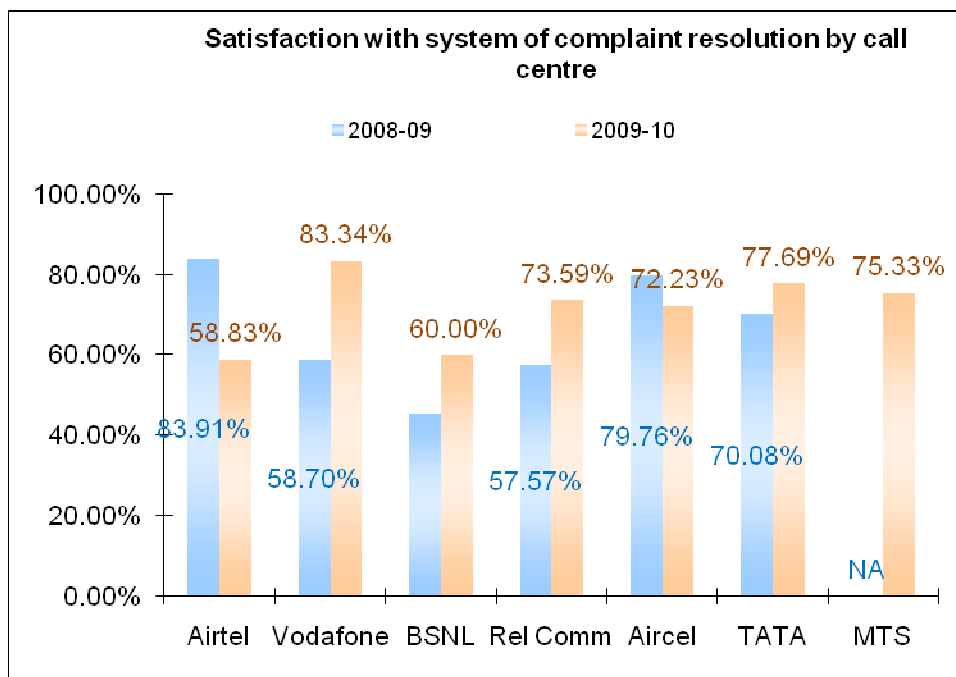
Maximum Minimum

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

Made any complaint to the customer care in last 12 months	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Yes	7.85%	8.11%	6.64%	5.66%	7.91%	13.11%	8.10%
No	84.75%	84.57%	87.79%	87.74%	86.72%	81.93%	84.39%
If complaint made	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Docket number received for most of the complaints	18.39%	20.73%	21.33%	19.70%	15.48%	14.39%	6.10%
No docket number received for most of the complaints	44.83%	51.22%	49.33%	36.36%	40.48%	21.21%	32.93%
It was received on request	19.54%	9.76%	6.67%	12.12%	26.19%	9.09%	18.29%
No docket number received even on request	2.30%	8.54%	5.33%	9.09%	5.95%	2.27%	34.15%
Informed by call centre about the action taken on the complaint	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Yes	47.13%	70.73%	66.67%	68.18%	67.86%	83.33%	65.85%
No	32.18%	20.73%	25.33%	18.18%	17.86%	9.85%	31.71%

Maximum Minimum

Level of satisfaction with resolution of complaints by call centre



Level of satisfaction with resolution of complaints (for those customers who had made complaint in last 12 months) is observed to be highest for Vodafone with 83.34% and lowest for Airtel with 58.83%.

Reasons for dissatisfaction with resolution of complaints by call centre

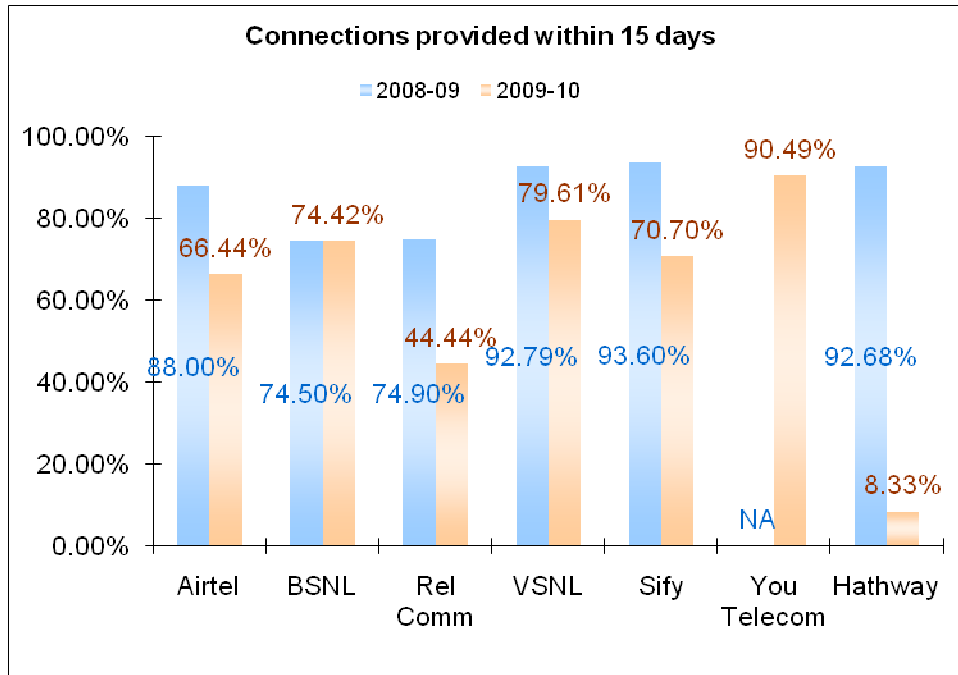
	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Reason for dissatisfaction - Call Centre	2009-10						
Difficult to connect to the call center executive	25.00%	41.67%	60.71%	35.71%	35.00%	22.22%	47.37%
Customer care executive not polite/courteous	25.00%	33.33%	17.86%	14.29%	10.00%	14.81%	10.53%
Customer care executive not equipped with adequate information	14.29%	8.33%	25.00%	7.14%	35.00%	11.11%	0.00%
Time taken by call centre for redressal is too long	14.29%	0.00%	35.71%	14.29%	20.00%	22.22%	57.89%
Customer care executive was unable to understand the problem	3.57%	8.33%	7.14%	14.29%	15.00%	7.41%	0.00%
Others	0.00%	0.00%	0.00%	0.00%	5.00%	0.00%	0.00%

■ Maximum ■ Minimum

5.3 Detailed Findings – Broadband Services

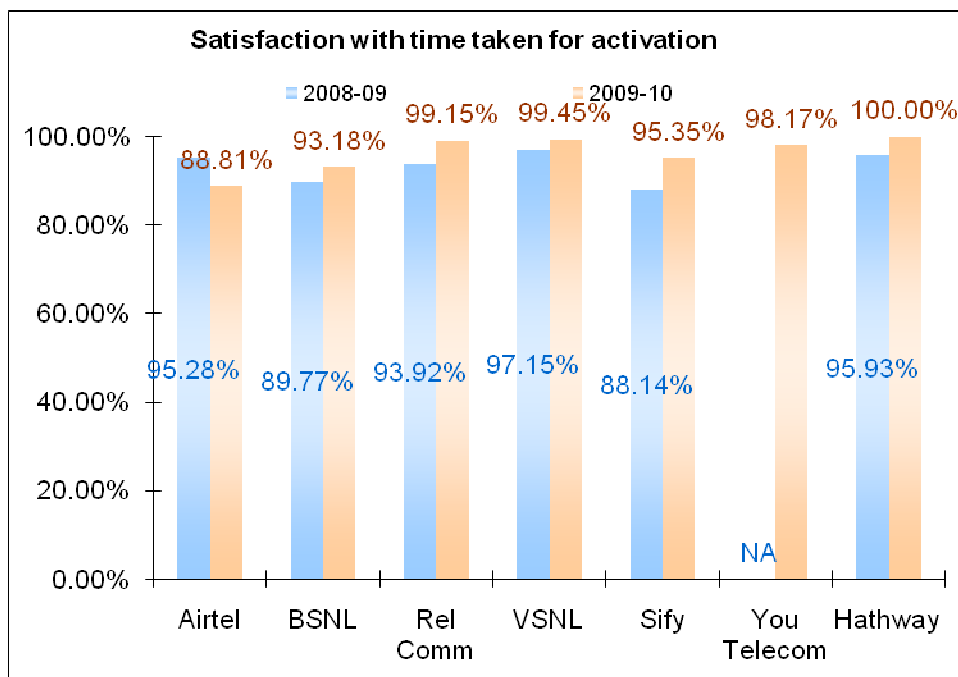
5.3.1 Service Provision:

Incidence of provision of BB connection within 15 days



For activation of new connection, You Telecom with 90.49% scored maximum whereas Hathway with 8.33% scored minimum.

Level of satisfaction with service provisioning:



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

Very Satisfied & Satisfied scores:	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Very Satisfied	31.47%	25.57%	46.59%	3.28%	31.71%	63.74%	0.00%
Satisfied	57.34%	67.61%	52.56%	96.17%	63.64%	34.43%	100.00%
Total	88.81%	93.18%	99.15%	99.45%	95.35%	98.17%	100.00%

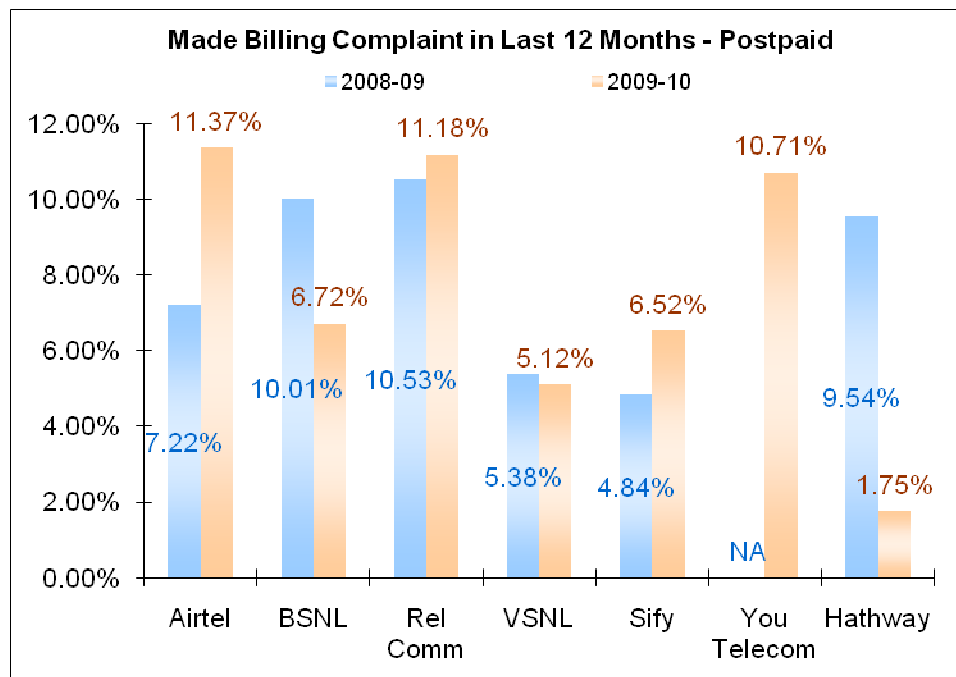
Maximum Minimum

Hathway with 100% of the subscribers saying that they are either “Very Satisfied” or “Satisfied” with the service provisioning scored highest. Whereas Airtel with 88.81% of the subscribers saying that they are either “Very Satisfied” or “Satisfied”, scored lowest.

5.3.2 Billing Performance:

Postpaid:

Billing related complaints



In the current round of survey, penetration of post paid subscribers making billing complaints varies from Hathway with 1.75% to Airtel with 11.37%

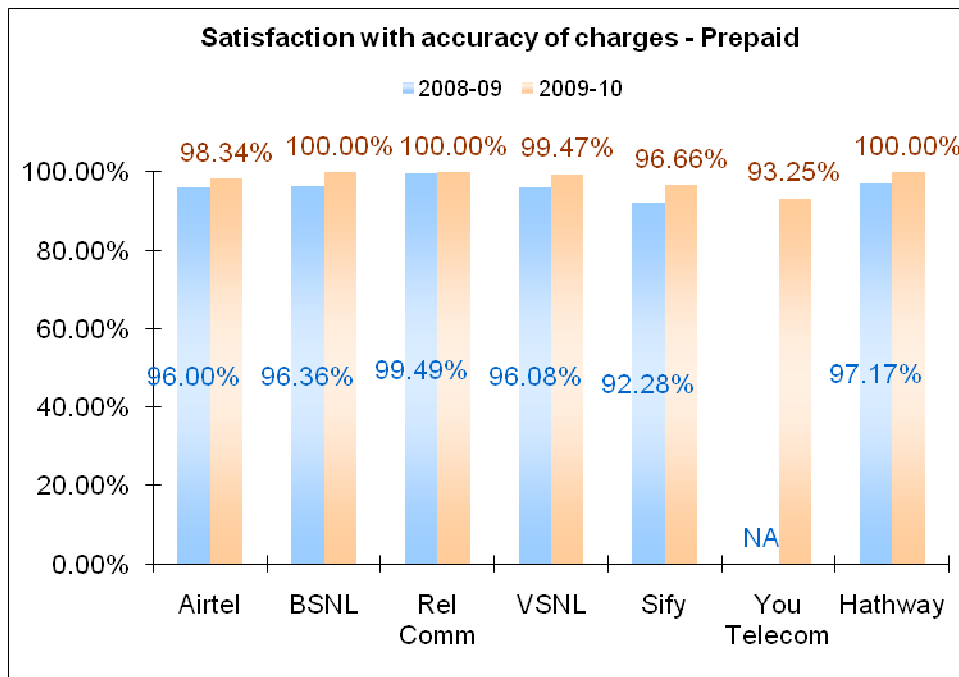
Satisfaction with Billing Parameters:	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Timely delivery of bills	96.97%	97.14%	96.95%	97.45%	98.10%	92.86%	98.69%
Accuracy of bills	97.54%	97.58%	97.64%	97.91%	98.65%	100.00%	98.69%

Process of resolution of billing complaints	79.61%	73.85%	84.62%	62.50%	82.61%	66.66%	25.00%
Clarity i.e. transparency and understandability of bills	97.47%	97.43%	98.51%	97.52%	98.88%	96.43%	98.66%

The satisfaction with accuracy of bills was found to be lowest for Airtel.
 The satisfaction with clarity of bills was found to be lowest for You Telecom
 Level of satisfaction with timely delivery of bills is lowest for You Telecom with 92.86%.
 Hathway scored lowest for resolution of billing complaints.

Billing Accuracy - Prepaid

Level of satisfaction:



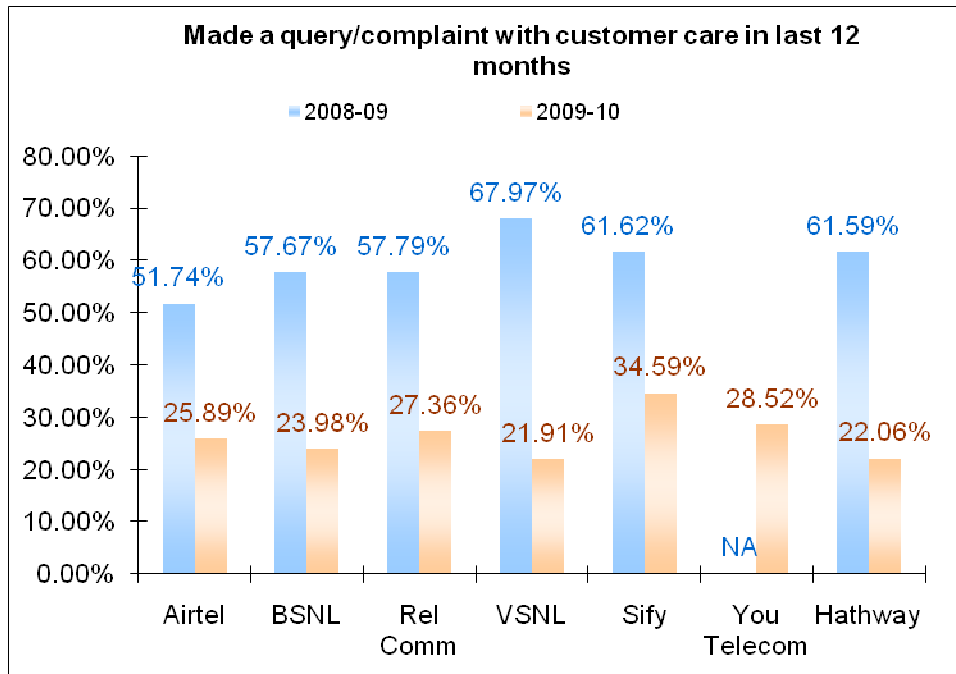
The scores of level of satisfaction have been explained in the executive summary.

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Very Satisfied & Satisfied scores: Accuracy of charges							
Very Satisfied	16.67%	16.67%	43.11%	1.59%	10.98%	52.38%	4.35%
Satisfied	81.67%	83.33%	56.89%	97.88%	85.68%	40.87%	95.65%
Total	98.34%	100.00%	100.00%	99.47%	96.66%	93.25%	100.00%

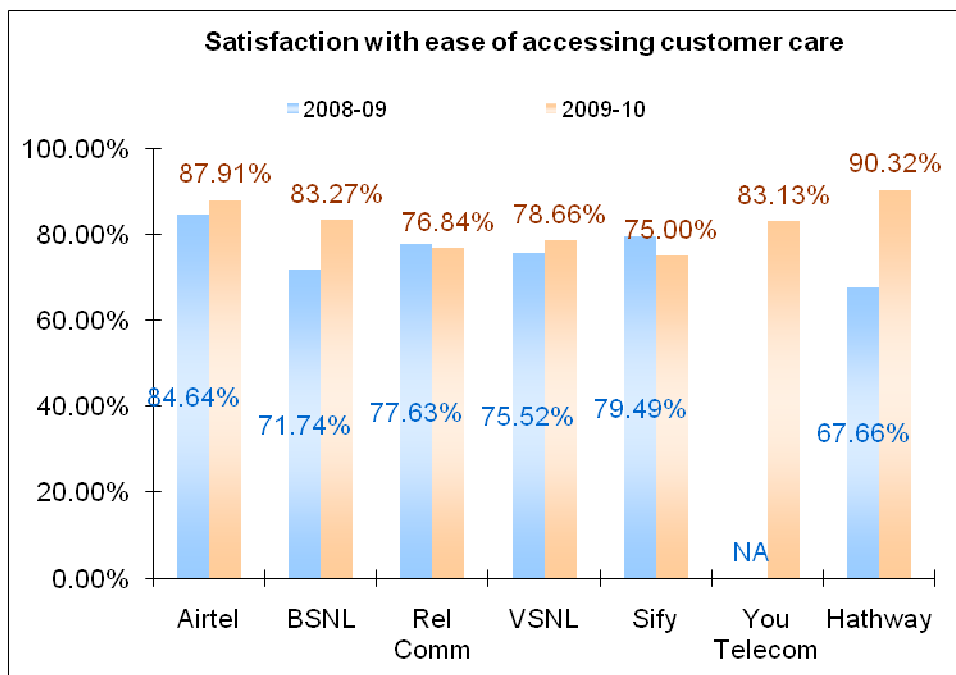
Maximum Minimum

BSNL, Rel Comm, Hathway with 100% of the prepaid subscribers claiming to be either satisfied or very satisfied with billing performance scored highest.

5.3.3 Help Services:



Number of respondents making a query to the call center in the last 12 months varied from 21.91% for VSNL to 34.59% for Sify



90.32% of Hathway subscribers claim that it is difficult to access the call center.

Satisfaction level with Help Services / Customer Care	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Response time to answer call by customer care executive	87.92%	79.01%	84.91%	79.01%	76.24%	85.55%	90.32%
Problem solving ability of customer care executive	83.33%	71.87%	83.16%	78.67%	76.24%	83.13%	87.10%
Time taken by customer care executive in resolving complaints	85.44%	74.42%	82.80%	78.67%	76.32%	79.52%	87.10%

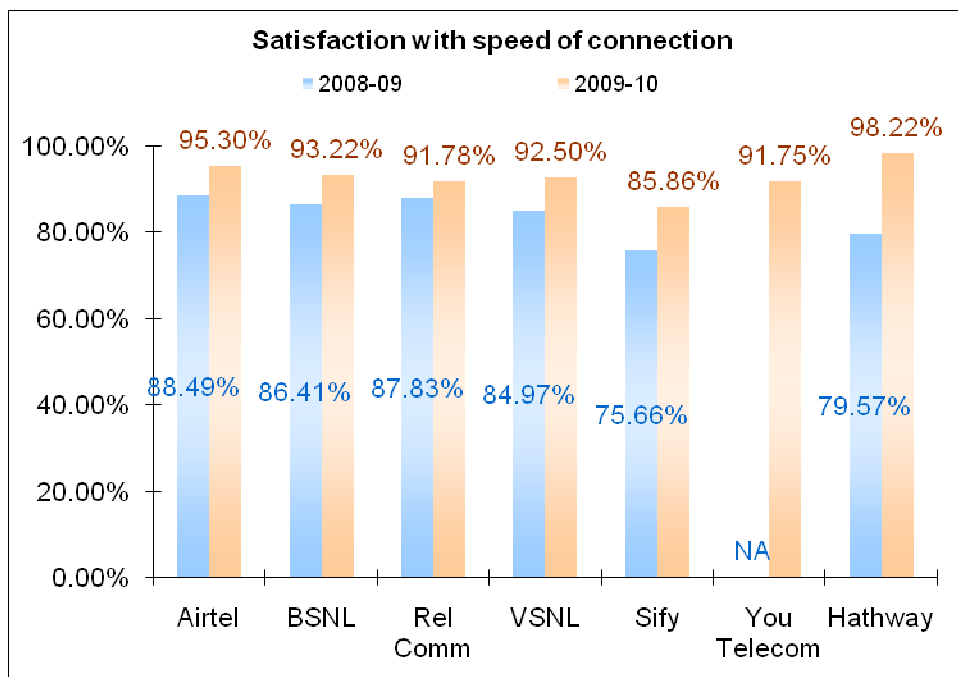
Maximum Minimum

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

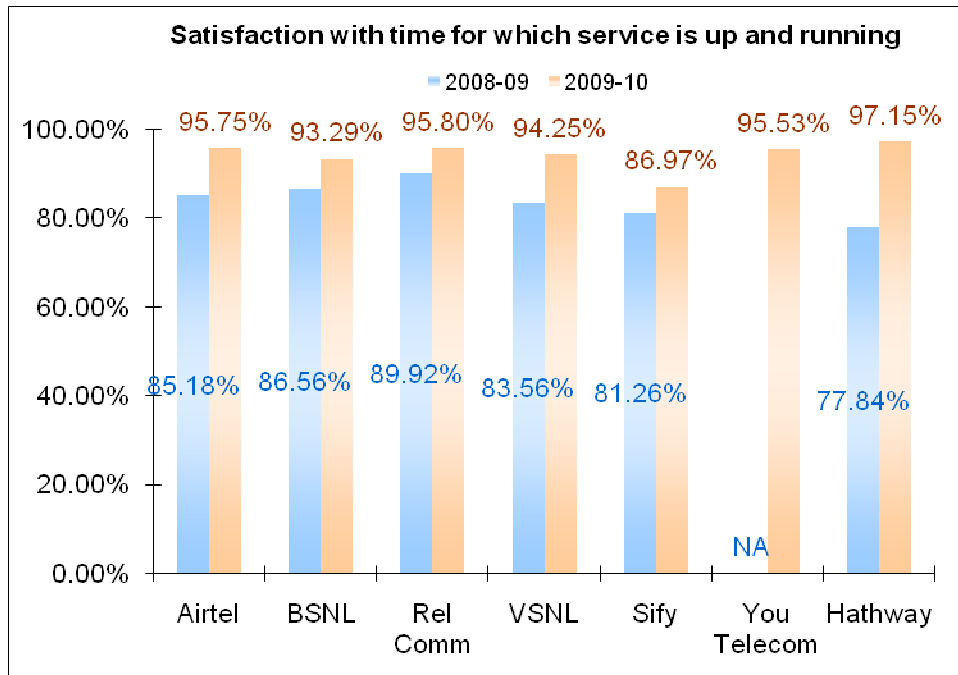
The satisfaction with problem solving ability of customer care executive was found to be highest for Hathway.

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

5.3.4 Network performance, reliability and availability:

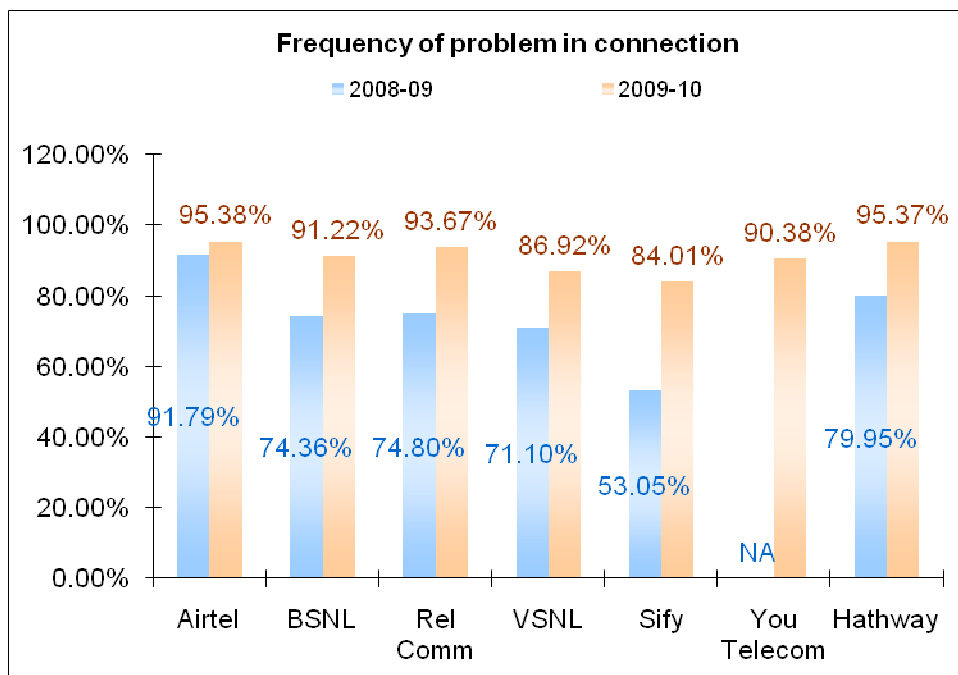


98.22% of Hathway subscribers said that they are either “Very Satisfied” or “Satisfied” with the speed of the broadband connection. Contrastingly, only 85.86% of Sify subscribers are either “Very Satisfied” or “Satisfied”.

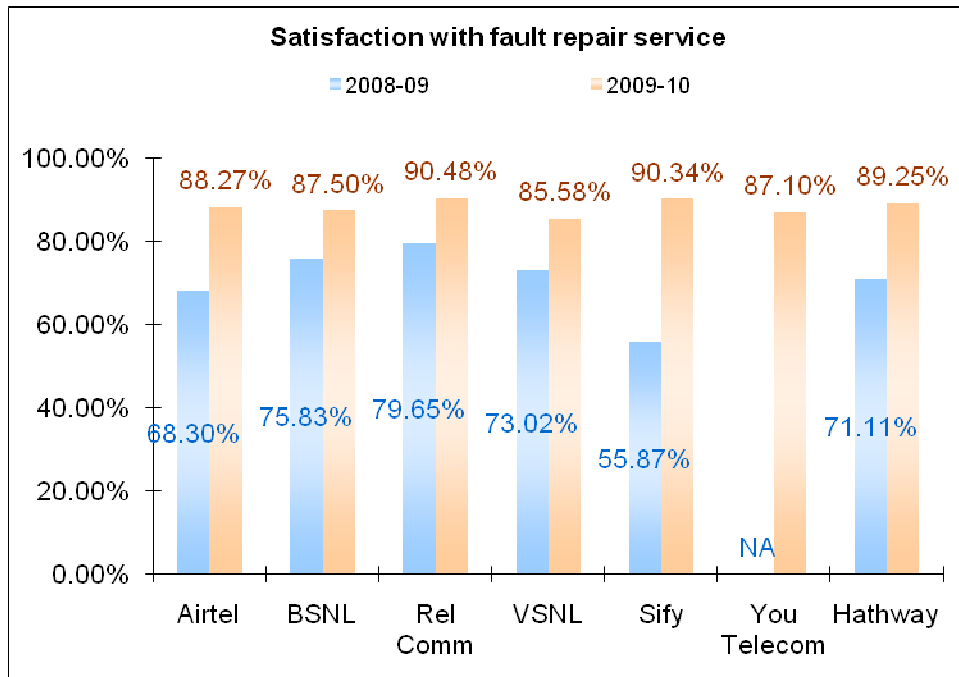


In the current round of survey, Hathway with 97.15% scored highest for satisfaction with time for which service is up and running whereas Sify with 86.97% scored lowest.

5.3.5 Maintainability:

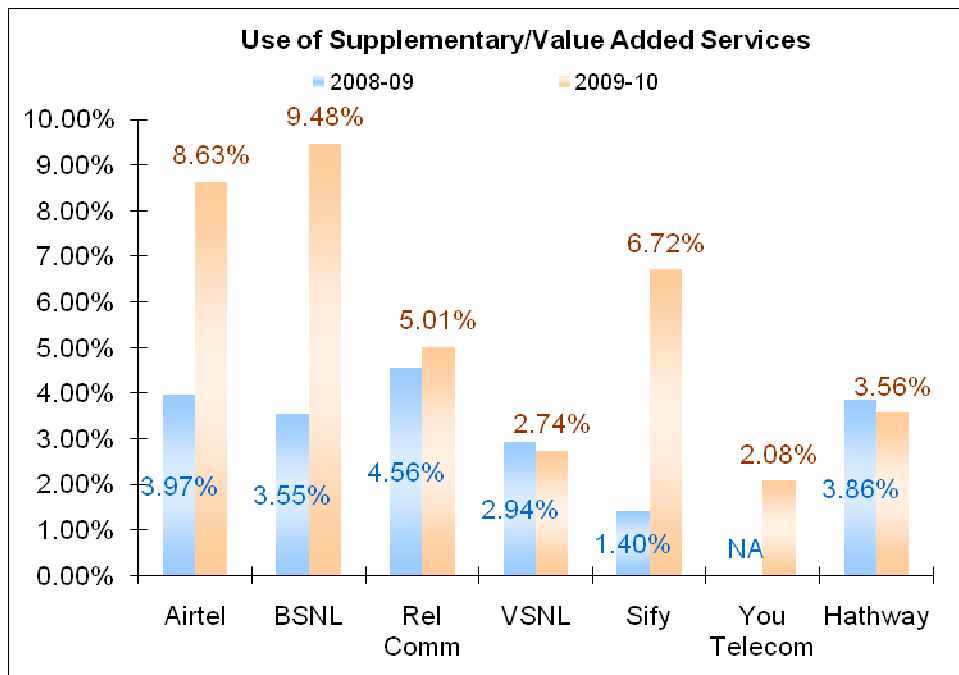


95.38% of Airtel subscribers claimed that they face frequent problems with their broadband connection.



In the current round of survey, Rel Comm with 90.48% scored highest on satisfaction with time taken to restore the connection whereas VSNL with 85.58% scored lowest.

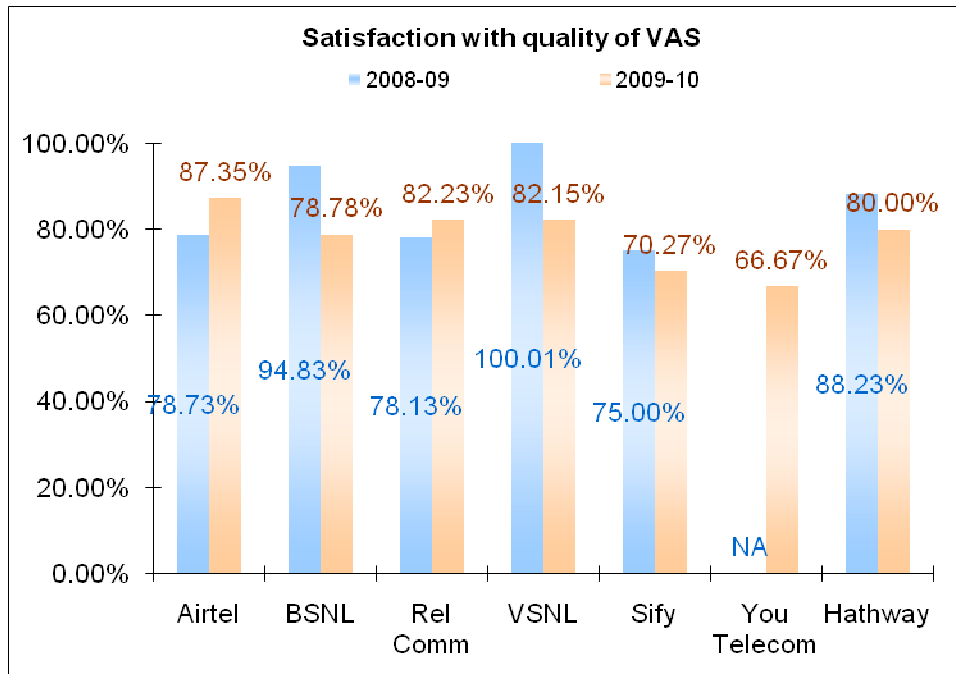
5.3.6 Supplementary Services:



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

5.3.7 Percentage subscribers satisfied:

Level of satisfaction:



In the current round of survey, for satisfaction with supplementary services Airtel with 87.35% scored highest whereas You Telecom with 66.67% scored least.

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

Maximum Minimum

Satisfaction level with Help Services / Customer Care	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Penetration - Complains made to customer care within last 6 months	13.50%	17.62%	19.13%	16.68%	9.04%	30.31%	17.39%
Customer care informing about the action taken on the complaint	75.81%	75.71%	86.17%	81.01%	76.84%	92.86%	76.60%
Resolution of complaint by customer care within 4 weeks of lodging complaint	87.92%	79.01%	84.91%	79.01%	76.24%	85.55%	90.32%

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

Reason for dissatisfaction with customer care	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Difficult to connect call center executive	37.50%	32.14%	60.67%	34.00%	58.62%	0.00%	66.67%
Customer care executive not polite/courteous	15.63%	12.50%	22.47%	4.00%	20.69%	0.00%	11.11%
Customer care executive not equipped with adequate information	3.13%	25.00%	38.20%	46.00%	6.90%	15.79%	11.11%
Time taken by call center for redressal of complaint is too long	31.25%	32.14%	34.83%	42.00%	31.03%	31.58%	77.78%
The customer care executive was unable to understand the problem	3.13%	7.14%	11.24%	2.00%	3.45%	0.00%	0.00%

■ Maximum
 ■ Minimum

6.1 Key Take Outs and Recommendations – Basic (Wireline)

Key Take outs: Overall Level

- ✓ There is a need to improve the satisfaction level of subscribers with respect to 'Help Services', 'Billing performance- Postpaid' 'Maintainability' and 'Network performance' of service providers. These are four areas where service providers are performing relatively poor as far as satisfaction level of customers is concerned
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. Service providers should advertise the 3-stage process detailing about contact details of Nodal officer and Appellate authority in national and regional dailies on a periodic basis.
- ✓ Amongst the reasons for dissatisfaction with call centre services most of the problem lies with time taken to resolve the complaint and difficulty to connect to the customer care executive.

Key Take outs: Operator Wise

BSNL

- ✓ The overall satisfaction level on all the parameters for BSNL subscribers (94.28%) was observed to be one of the best service providers in Chennai circle
- ✓ BSNL should try to improve upon the time taken to repair faults as 26% of the subscribers claim that their fault was not resolved within three days
- ✓ BSNL in Chennai should look at improving its performance on subscriber satisfaction level with supplementary and value added services which were observed to be relatively less with scores of other service providers.
- ✓ It needs to improve significantly on billing performance for prepaid customers. However it should be noted that the penetration of prepaid connections is very low for BSNL.
- ✓ Incidence of subscribers who have subscribed for supplementary services was found to be relatively low as compared to users of Cellular Mobile Service

Tata Teleservices

- ✓ Tata is best performing service provider on most of the parameter of Basic (wireline)services
- ✓ Tata needs to focus more on improving its performance on subscriber satisfaction level with help services for which it is having lowest customer satisfaction
- ✓ TATA in Chennai also needs to improve its performance on the parameter of subscribers satisfaction level with process of resolution of billing complaints - Postpaid which was observed to be lowest amongst all service providers
- ✓ Customer satisfaction with ease of accessing customer care, time taken by executive to resolve complaint and problem solving ability is lowest for Tata

Airtel

- ✓ Considering the overall satisfaction scores on various parameters for consumer perception of services, Airtel in Chennai circle needs to improve upon Help Services (Customer Care) and prepaid Billing performance.
- ✓ The time taken for providing a working connection should be made more robust as only 59.84% of total subscribers claim to have been provided a working connection within the TRAI stipulated benchmark of 7 days

Reliance Communications

- ✓ Like Tata, Reliance communication needs to focus more on improving its performance on subscriber satisfaction level with help services and process of resolution of complaints – Postpaid
- ✓ Reliance needs to improve its satisfaction of customers with voice quality and fault repair service for which it is scoring lowest satisfaction amongst all service providers

6.2 Key Takeouts & Recommendations – Cellular Mobile (Wireless)

Key Take outs: Overall

- ✓ Across all service providers there is a need to improve the satisfaction level of subscribers with respect to 'Help Services', 'Billing performance-Postpaid & Prepaid' and 'Network performance' parameters
- ✓ At an overall level Airtel, Vodafone and Airtel were found to be best performing with relatively better score across all the parameters
- ✓ As in other circles and services, there is a need to improve the satisfaction level of subscribers with respect to 'Help Services' and 'billing performance' of service providers.
- ✓ BSNL were found to be performing relatively poor on most of the aspects as far as satisfaction level is concerned

Key Take outs: Operator Level

Airtel

- ✓ The service providers does relatively well and has scored below 70% only on one parameter i.e. Help services as far as satisfaction level of subscribers is concerned.
- ✓ Customer satisfaction with good voice quality is highest for Airtel with 97.16% of subscribers satisfied or very satisfied with the service
- ✓ Airtel should look at improving its performance on satisfaction with timely delivery of bills and accuracy of bills - Postpaid.in Chennai

BSNL

- ✓ Across all the 7 parameters, BSNL could meet the benchmark for even a single parameter, when the "Quality of Service" is looked from the consumer survey.
- ✓ Customer satisfaction with time taken for activation of service and availability of signals is lowest for BSNL when compared to other service providers in circle. Also frequency of signal problems is highest for BSNL.
- ✓ As with other operators BSNL needs to improve its performance on call centre significantly as less than 50% of the subscribers were not aware of the call centre number. Also it scores lowest in satisfaction scores with complaint resolution from call centre.

Tata Teleservices

- ✓ The percentage of consumers for satisfaction with resolution of billing complaints, Tata scored lowest with only 33.33% satisfied customers
- ✓ For ease of accessing customer care, Tata with 82.35% scored lowest..
- ✓ Tata needs to improve its customer satisfaction with quality of VAS in Chennai circle scoring lowest satisfaction scores compared to other operators

Airtel

- ✓ Airtel is one of the best performing service provider in the Chennai circle.

- ✓ Aircel is scoring low in customer use of supplementary and value added service with only 8.95% of subscribers claiming to use these services.
- ✓ Also, Aircel needs to improve its performance on network related and help services parameters where it is scoring low compared to its performance on other parameters.

Vodafone

- ✓ The service providers does relatively well and has scored below 70% only on one parameter i.e. Help services as far as satisfaction level of subscribers is concerned.
- ✓ The satisfaction with response time to answer call, time taken by customer care executive in resolving complaints was found to be lowest for Vodafone.
- ✓ Also for satisfaction with problem solving ability of the customer care executive, Vodafone scored lowest amongst all service providers.
- ✓ Vodafone should look at improving its performance on billing complaints – Postpaid service in Chennai

Reliance Communications

- ✓ Reliance communication scored highest in the customer satisfaction with overall service quality with 97.4% score.
- ✓ The service providers do not meet benchmark on Billing performance, Help services and Network performance where their satisfaction level scores were observed to be below benchmark scores.
- ✓ The customer satisfaction with good voice quality for Reliance and Airtel is highest amongst all service providers in Chennai circle
- ✓ Reliance communication has to improve its billing services with maximum number of subscribers for reliance having complaints with their prepaid charging

MTS

- ✓ The service providers do not meet benchmark on Billing performance, Help services and Network performance where their satisfaction level scores were observed to be below benchmark scores.
- ✓ MTS is scoring lowest in customer use of supplementary and value added service with only 1.78% of subscribers claiming to use these services.
MTS has performed better than other service providers in customer satisfaction with help services sub parameters where it is scoring highest on all parameters.

6.3 Key Takeouts & Recommendations – Broadband

Key Take outs: Overall

- ✓ Across all the 7 parameters, most of the service providers could meet the satisfaction benchmark for billing performance postpaid, network performance, supplementary services and help services when the “Quality of Service” is looked from the consumer survey.
- ✓ Importantly satisfaction levels have remained low for help services and grievance redressal parameter when compared with the performance of service providers on other parameters.
- ✓ You Telecom and Hathway have got very limited service in Chennai circle provided to retail customers
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’, “Network performance” and “Postpaid billing” of service providers. These are three areas where service providers are performing relatively poor as far as satisfaction level of customers is concerned.

Key Take outs: Operator Level

Airtel

- ✓ Airtel is the only operator not meeting the benchmark on customer satisfaction with provision of service within TRAI specified 15 days.
- ✓ Also, there is a need to improve performance on billing parameter – postpaid, network related parameters and help services in Chennai circle.
- ✓ The satisfaction with accuracy of bills was found to be lowest for Airtel

BSNL

- ✓ BSNL has performed better than some of the big private service providers in Chennai for e.g. Airtel and Sify on most of the parameters.
- ✓ BSNL should concentrate on improving help services as it scores are low on all the sub aspects of help services like ease of access of call centre, response time to answer call by customer care executive etc

SIFY

- ✓ Most of Sify customers are prepaid and only a negligible proportion of its subscribers were found to be post paid (corporate customers).
- ✓ As far as overall satisfaction level is concerned Sify is performing poor than other service providers in Chennai circle
- ✓ The satisfaction with response time to answer call by customer care executive was found to be lowest for Sify.

VSNL

- ✓ Number of respondents making a query to the call center in the last 12 months was lowest for VSNL with 21.91%
- ✓ Like all the service providers VSNL should also concentrate on improving its help services as it is scoring low for satisfaction level on various sub aspects of help services.
- ✓ Also maintainability of network also needs improvement with scoring lowest on the customer satisfaction score amongst other service providers

Reliance Communications (RCOM), You Telecom and Hathaway

- ✓ Reliance is one of the best performing service providers in Chennai circle which has above 80% satisfaction scores on most of the parameters.
- ✓ You telecom and Hathaway are perhaps not having much service as compared to other service providers in the circle
- ✓ Hathaway should work towards improving billing and network performance as only 66% of its subscribers claim to be satisfied with their service
- ✓ Customer care availability has been a concern area for both You telecom and Hathaway with 90.32% of Hathaway subscribers claim that it is difficult to access the call center

7.0 Annexure (Question wise Responses)

7.1 Basic (Wireline)

	Airtel	BSNL	Rel Comm	TATA
Last applied for a telephone connection	2009-10			
Less than 6 months	8.02%	3.88%	20.81%	5.55%
6 - 12 months	4.71%	2.46%	5.11%	5.45%
more than 12 months	87.26%	93.66%	74.08%	89.00%

	Airtel	BSNL	Rel Comm	TATA
Last applied for a telephone connection	2008-09			
Less than 6 months	21.49%	10.08%	29.85%	33.58%
6 - 12 months	11.07%	3.30%	14.00%	11.68%
more than 12 months	67.44%	86.62%	56.14%	54.74%

	Airtel	BSNL	Rel Comm	TATA
Time taken to provide a working connection	2009-10			
< 3 days	40.94%	35.82%	71.75%	65.77%
3 - 7 days	18.90%	32.84%	15.99%	21.62%
6 - 15 days	3.94%	8.96%	2.97%	1.80%
> 15 days	25.20%	10.45%	6.69%	1.80%
<= 7 days	59.84%	68.66%	87.74%	87.39%

	Airtel	BSNL	Rel Comm	TATA
Time taken to provide a working connection	2008-09			
< 3 days	41.37%	36.00%	38.38%	16.13%
3 - 7 days	45.69%	51.33%	37.54%	75.00%
6 - 15 days	7.87%	6.67%	15.69%	4.84%
> 15 days	5.08%	6.00%	8.40%	4.03%
<= 7 days	87.06%	87.33%	75.92%	91.13%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with time taken for activation	2009-10			
Very satisfied	35.09%	49.18%	79.30%	56.00%
Satisfied	61.40%	47.54%	19.92%	40.00%
Dissatisfied	0.00%	3.28%	0.39%	3.00%
Very dissatisfied	3.51%	0.00%	0.39%	1.00%
Top-2	96.49%	96.72%	99.22%	96.00%

Bot-2	3.51%	3.28%	0.78%	4.00%
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	Airtel	BSNL	Rel Comm	TATA
Satisfaction with time taken for activation	2008-09			
Very satisfied	27.92%	42.67%	24.93%	55.65%
Satisfied	68.78%	56.00%	69.19%	42.74%
Dissatisfied	2.79%	0.67%	4.76%	0.81%
Very dissatisfied	0.51%	0.67%	1.12%	0.81%
Top-2	96.70%	98.67%	94.12%	98.39%
Bot-2	3.30%	1.34%	5.88%	1.62%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with timely delivery of bills - Postpaid	2009-10			
Very satisfied	49.73%	48.82%	40.50%	39.56%
Satisfied	48.38%	47.39%	57.73%	57.23%
Dissatisfied	1.62%	3.07%	1.62%	2.77%
Very dissatisfied	0.27%	0.72%	0.15%	0.44%
Top-2	98.11%	96.21%	98.23%	96.79%
Bot-2	1.89%	3.79%	1.77%	3.21%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with timely delivery of bills - Postpaid	2008-09			
Very satisfied	39.30%	55.03%	24.68%	24.89%
Satisfied	59.25%	43.24%	70.90%	74.22%
Dissatisfied	1.37%	1.55%	3.57%	0.89%
Very dissatisfied	0.09%	0.18%	0.86%	0.00%
Top-2	98.55%	98.27%	95.58%	99.11%
Bot-2	1.46%	1.73%	4.43%	0.89%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with accuracy of bills - Postpaid	2009-10			
Very satisfied	48.40%	49.51%	38.59%	37.98%
Satisfied	47.46%	48.21%	58.86%	59.20%
Dissatisfied	0.94%	1.84%	2.55%	2.23%
Very dissatisfied	3.21%	0.43%	0.00%	0.59%

Top-2	95.86%	97.72%	97.45%	97.18%
Bot-2	4.15%	2.27%	2.55%	2.82%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with accuracy of bills - Postpaid	2008-09			
Very satisfied	39.04%	52.83%	24.39%	24.89%
Satisfied	59.16%	44.97%	70.76%	74.22%
Dissatisfied	1.54%	2.10%	3.85%	0.89%
Very dissatisfied	0.26%	0.09%	1.00%	0.00%
Top-2	98.20%	97.80%	95.15%	99.11%
Bot-2	1.80%	2.19%	4.85%	0.89%

	Airtel	BSNL	Rel Comm	TATA
Billing complaint in last 12 months - Postpaid	2009-10			
Yes	11.37%	10.04%	10.37%	9.40%
No	84.75%	86.95%	87.46%	88.18%

	Airtel	BSNL	Rel Comm	TATA
Billing complaint in last 12 months - Postpaid	2008-09			
Yes	4.62%	6.31%	11.13%	6.22%
No	95.38%	93.69%	88.87%	93.78%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with process of resolution of billing complaints - Postpaid	2009-10			
Very satisfied	17.65%	29.59%	33.80%	20.31%
Satisfied	57.65%	43.88%	40.85%	45.31%
Dissatisfied	18.82%	18.37%	19.72%	26.56%
Very dissatisfied	5.88%	8.16%	5.63%	7.81%
Top-2	75.30%	73.47%	74.65%	65.62%
Bot-2	24.70%	26.53%	25.35%	34.37%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with process of resolution of billing complaints - Postpaid	2008-09			

Very satisfied	12.96%	23.19%	14.10%	14.29%
Satisfied	74.07%	56.52%	57.69%	78.57%
Dissatisfied	11.11%	18.84%	21.79%	7.14%
Very dissatisfied	1.85%	1.45%	6.41%	0.00%
Top-2	87.03%	79.71%	71.79%	92.86%
Bot-2	12.96%	20.29%	28.20%	7.14%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with clarity of bills - Postpaid	2009-10			
Very satisfied	29.06%	31.20%	25.59%	27.48%
Satisfied	65.53%	65.19%	71.69%	68.54%
Dissatisfied	4.42%	2.56%	2.03%	3.15%
Very dissatisfied	1.00%	1.05%	0.68%	0.83%
Top-2	94.59%	96.39%	97.28%	96.02%
Bot-2	5.42%	3.61%	2.71%	3.98%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with clarity of bills - Postpaid	2008-09			
Very satisfied	40.16%	51.89%	32.32%	38.74%
Satisfied	58.72%	46.45%	63.87%	60.36%
Dissatisfied	1.04%	1.39%	3.20%	0.90%
Very dissatisfied	0.09%	0.28%	0.61%	0.00%
Top-2	98.88%	98.34%	96.19%	99.10%
Bot-2	1.13%	1.67%	3.81%	0.90%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with accuracy of charges - Prepaid	2009-10			
Very satisfied	0.00%	0.00%	0.58%	0.65%
Satisfied	0.90%	0.00%	1.74%	2.28%
Dissatisfied	34.98%	45.00%	43.90%	44.30%
Very dissatisfied	34.98%	35.00%	31.69%	33.22%
Top-2	0.90%	0.00%	2.32%	2.93%
Bot-2	69.96%	80.00%	75.59%	77.52%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with accuracy of charges - Prepaid	2008-09			

Very satisfied	0.26%	37.04%	0.74%	0.00%
Satisfied	11.40%	11.90%	8.58%	18.81%
Dissatisfied	67.36%	29.56%	65.20%	62.38%
Very dissatisfied	20.98%	21.50%	25.49%	18.81%
Top-2	11.66%	48.94%	9.32%	18.81%
Bot-2	88.34%	51.06%	90.69%	81.19%

		Airtel	BSNL	Rel Comm	TATA
Made complaint at the customer care		2009-10			
Yes		20.26%	19.41%	23.70%	22.20%
No		78.34%	80.49%	70.91%	77.11%

		Airtel	BSNL	Rel Comm	TATA
Made complaint at the customer care		2008-09			
Yes		29.26%	24.35%	40.05%	14.96%
No		70.74%	75.65%	59.95%	85.04%

		Airtel	BSNL	Rel Comm	TATA
Satisfaction with ease of accessing customer care		2009-10			
Very satisfied		26.77%	32.02%	22.86%	21.43%
Satisfied		64.14%	51.23%	64.49%	61.61%
Dissatisfied		6.06%	11.33%	10.20%	12.50%
Very dissatisfied		3.03%	5.42%	2.45%	4.46%
Top-2		90.91%	83.25%	87.35%	83.04%
Bot-2		9.09%	16.75%	12.65%	16.96%

		Airtel	BSNL	Rel Comm	TATA
Satisfaction with ease of accessing customer care		2008-09			
Very satisfied		12.99%	42.86%	10.74%	19.51%
Satisfied		81.64%	48.72%	74.54%	73.17%
Dissatisfied		4.52%	6.23%	9.82%	4.88%
Very dissatisfied		0.85%	2.20%	4.91%	2.44%
Top-2		94.63%	91.58%	85.28%	92.68%
Bot-2		5.37%	8.43%	14.73%	7.32%

Airtel	BSNL	Rel Comm	TATA
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satisfaction with response time to answer call	2009-10			
	Very satisfied	25.37%	31.19%	24.49%
Satisfied	50.75%	48.02%	62.04%	57.21%
Dissatisfied	15.42%	14.36%	11.02%	13.96%
Very dissatisfied	8.46%	6.44%	2.45%	4.95%
Top-2	76.12%	79.21%	86.53%	81.08%
Bot-2	23.88%	20.80%	13.47%	18.91%

satisfaction with response time to answer call	Airtel	BSNL	Rel Comm	TATA
	2008-09			
Very satisfied	15.82%	41.03%	14.11%	24.39%
Satisfied	78.25%	52.01%	71.78%	68.29%
Dissatisfied	4.80%	4.76%	9.20%	4.88%
Very dissatisfied	1.13%	2.20%	4.91%	2.44%
Top-2	94.07%	93.04%	85.89%	92.68%
Bot-2	5.93%	6.96%	14.11%	7.32%

Satisfaction with problem solving ability	Airtel	BSNL	Rel Comm	TATA
	2009-10			
Very satisfied	32.24%	31.03%	25.82%	23.18%
Satisfied	55.19%	47.29%	58.61%	54.09%
Dissatisfied	8.20%	13.79%	12.30%	17.27%
Very dissatisfied	4.37%	7.88%	3.28%	5.45%
Top-2	87.43%	78.32%	84.43%	77.27%
Bot-2	12.57%	21.67%	15.58%	22.72%

Satisfaction with problem solving ability	Airtel	BSNL	Rel Comm	TATA
	2008-09			
Very satisfied	16.10%	43.59%	15.34%	34.15%
Satisfied	78.53%	48.72%	66.26%	53.66%
Dissatisfied	4.24%	5.13%	13.19%	7.32%
Very dissatisfied	1.13%	2.56%	5.21%	4.88%
Top-2	94.63%	92.31%	81.60%	87.81%
Bot-2	5.37%	7.69%	18.40%	12.20%

Airtel	BSNL	Rel Comm	TATA
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Satisfaction with time taken to resolve complaint	2009-10			
	Very satisfied	33.33%	33.17%	23.67%
Satisfied	53.55%	46.23%	58.37%	54.13%
Dissatisfied	8.20%	12.06%	13.47%	17.43%
Very dissatisfied	4.92%	8.54%	4.49%	5.05%
Top-2	86.88%	79.40%	82.04%	77.52%
Bot-2	13.12%	20.60%	17.96%	22.48%

Satisfaction with time taken to resolve complaint	Airtel	BSNL	Rel Comm	TATA
	2008-09			
Very satisfied	17.23%	49.45%	15.95%	36.59%
Satisfied	77.97%	42.49%	66.26%	51.22%
Dissatisfied	3.67%	5.86%	11.66%	7.32%
Very dissatisfied	1.13%	2.20%	6.13%	4.88%
Top-2	95.20%	91.94%	82.21%	87.81%
Bot-2	4.80%	8.06%	17.79%	12.20%

Satisfaction with availability of working telephone	Airtel	BSNL	Rel Comm	TATA
	2009-10			
Very satisfied	39.73%	43.63%	34.36%	35.56%
Satisfied	58.38%	53.64%	62.46%	60.40%
Dissatisfied	1.16%	2.04%	2.28%	3.03%
Very dissatisfied	0.74%	0.68%	0.89%	1.01%
Top-2	98.11%	97.27%	96.82%	95.96%
Bot-2	1.90%	2.72%	3.17%	4.04%

Satisfaction with availability of working telephone	Airtel	BSNL	Rel Comm	TATA
	2008-09			
Very satisfied	37.60%	52.90%	26.66%	27.37%
Satisfied	60.58%	43.71%	65.97%	67.52%
Dissatisfied	1.82%	2.32%	6.02%	4.74%
Very dissatisfied	0.00%	1.07%	1.35%	0.36%
Top-2	98.18%	96.61%	92.63%	94.89%
Bot-2	1.82%	3.39%	7.37%	5.10%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with ability to make and receive calls	2009-10			
Very satisfied	41.96%	43.23%	34.29%	35.37%
Satisfied	56.36%	54.92%	62.72%	61.38%
Dissatisfied	1.05%	1.36%	2.39%	2.34%
Very dissatisfied	0.63%	0.49%	0.60%	0.91%
Top-2	98.32%	98.15%	97.01%	96.75%
Bot-2	1.68%	1.85%	2.99%	3.25%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with ability to make and receive calls	2008-09			
Very satisfied	37.60%	56.47%	32.19%	46.72%
Satisfied	61.16%	41.66%	61.18%	50.36%
Dissatisfied	1.07%	1.34%	5.77%	2.19%
Very dissatisfied	0.17%	0.54%	0.86%	0.73%
Top-2	98.76%	98.13%	93.37%	97.08%
Bot-2	1.24%	1.88%	6.63%	2.92%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with voice quality	2009-10			
Very satisfied	43.95%	47.32%	36.45%	36.11%
Satisfied	53.05%	49.27%	59.36%	60.73%
Dissatisfied	2.48%	2.73%	3.19%	2.24%
Very dissatisfied	0.52%	0.68%	1.00%	0.92%
Top-2	97.00%	96.59%	95.81%	96.84%
Bot-2	3.00%	3.41%	4.19%	3.16%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with voice quality	2008-09			
Very satisfied	39.59%	56.29%	31.33%	29.93%
Satisfied	58.18%	39.43%	61.55%	65.33%
Dissatisfied	1.98%	2.32%	6.02%	3.65%
Very dissatisfied	0.25%	1.96%	1.11%	1.09%
Top-2	97.77%	95.72%	92.88%	95.26%
Bot-2	2.23%	4.28%	7.13%	4.74%

	Airtel	BSNL	Rel Comm	TATA
Experienced fault in last 12 months	2009-10			
Yes	17.05%	23.01%	17.82%	18.24%
No	82.35%	76.42%	81.02%	80.67%

	Airtel	BSNL	Rel Comm	TATA
Experienced fault in last 12 months	2008-09			
Yes	24.05%	24.26%	27.52%	10.22%
No	75.95%	75.74%	72.48%	89.78%

	Airtel	BSNL	Rel Comm	TATA
Faults in last 1 month	2009-10			
Nil	4.12%	6.17%	5.41%	3.80%
1 time	52.94%	37.04%	44.86%	51.09%
2 - 3 times	35.29%	41.98%	36.76%	33.70%
> 3 times	7.65%	13.17%	8.65%	10.87%

	Airtel	BSNL	Rel Comm	TATA
Faults in last 1 month	2008-09			
Nil	23.10%	28.31%	12.50%	32.14%
1 time	37.59%	44.49%	30.80%	42.86%
2 - 3 times	35.86%	19.49%	42.86%	21.43%
> 3 times	3.45%	7.72%	13.84%	3.57%

	Airtel	BSNL	Rel Comm	TATA
Time for repairing complaint	2009-10			
1 day	67.65%	41.15%	44.86%	43.48%
2 - 3 days	20.59%	32.92%	32.43%	34.24%
4 - 7 days	4.12%	10.70%	5.95%	11.41%
> 7 days	6.47%	11.93%	10.27%	8.70%
<= 3 days	88.24%	74.07%	77.29%	77.72%

	Airtel	BSNL	Rel Comm	TATA
Time for repairing complaint	2008-09			
1 day	41.38%	27.57%	30.94%	39.29%
2 - 3 days	43.79%	35.66%	41.70%	39.29%
4 - 7 days	8.97%	25.74%	10.31%	10.71%

> 7 days	5.86%	11.03%	17.04%	10.71%
<= 3 days	85.17%	63.23%	72.64%	78.58%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with fault repair service	2009-10			
Very satisfied	25.29%	18.97%	27.43%	16.11%
Satisfied	60.00%	58.19%	44.00%	60.00%
Dissatisfied	9.41%	15.52%	21.14%	15.00%
Very dissatisfied	5.29%	7.33%	7.43%	8.89%
Top-2	85.29%	77.16%	71.43%	76.11%
Bot-2	14.70%	22.85%	28.57%	23.89%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with fault repair service	2008-09			
Very satisfied	26.39%	40.07%	19.63%	35.71%
Satisfied	68.06%	45.96%	60.73%	46.43%
Dissatisfied	4.86%	6.99%	12.33%	10.71%
Very dissatisfied	0.69%	6.99%	7.31%	7.14%
Top-2	94.45%	86.03%	80.36%	82.14%
Bot-2	5.55%	13.98%	19.64%	17.85%

	Airtel	BSNL	Rel Comm	TATA
Use of Supplementary/Value Added Services	2009-10			
Yes	5.12%	4.45%	4.91%	11.10%
No	91.68%	94.32%	93.93%	87.71%

	Airtel	BSNL	Rel Comm	TATA
Use of Supplementary/Value Added Services	2008-09			
Yes	5.12%	7.67%	7.00%	4.01%
No	94.88%	92.33%	93.00%	95.99%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with quality of VAS	2009-10			
Very satisfied	24.00%	44.44%	48.94%	9.26%
Satisfied	70.00%	42.22%	42.55%	86.11%
Dissatisfied	4.00%	11.11%	6.38%	3.70%

Very dissatisfied	2.00%	2.22%	2.13%	0.93%
Top-2	94.00%	86.66%	91.49%	95.37%
Bot-2	6.00%	13.33%	8.51%	4.63%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with quality of VAS	2008-09			
Very satisfied	46.67%	65.06%	5.36%	36.36%
Satisfied	45.00%	32.53%	67.86%	63.64%
Dissatisfied	6.67%	2.41%	25.00%	0.00%
Very dissatisfied	1.67%	0.00%	1.79%	0.00%
Top-2	91.67%	97.59%	73.22%	100.00%
Bot-2	8.34%	2.41%	26.79%	0.00%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with overall quality of telephone service	2009-10			
Very satisfied	25.89%	26.06%	24.81%	20.13%
Satisfied	65.05%	68.22%	69.26%	74.23%
Dissatisfied	6.90%	4.24%	4.64%	4.42%
Very dissatisfied	2.16%	1.48%	1.29%	1.22%
Top-2	90.94%	94.28%	94.07%	94.36%
Bot-2	9.06%	5.72%	5.93%	5.64%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with overall quality of telephone service	2008-09			
Very satisfied	37.48%	43.40%	27.74%	36.03%
Satisfied	58.74%	51.63%	65.09%	62.13%
Dissatisfied	2.94%	3.25%	5.14%	1.10%
Very dissatisfied	0.84%	1.72%	2.03%	0.74%
Top-2	96.22%	95.03%	92.83%	98.16%
Bot-2	3.78%	4.97%	7.17%	1.84%

Informed about tariff plan in writing on activation of service or within a week	Airtel	BSNL	Rel Comm	TATA
2009-10	40.62%	45.64%	41.62%	45.59%
2008-09	58.50%	71.92%	60.71%	50.76%

Terminated a telephone connection in last 12 months	Airtel	BSNL	Rel Comm	TATA
2009-10	2.81%	2.18%	4.62%	2.87%
2008-09	5.54%	0.71%	11.06%	1.82%

Time taken for termination of connection - 2009-10	Airtel	BSNL	Rel Comm	TATA
1 day	17.86%	17.39%	6.25%	6.90%
2 - 3 days	25.00%	4.35%	10.42%	24.14%
4 - 7 days	21.43%	26.09%	12.50%	24.14%

Security money adjusted in the bill raised after termination request	Airtel	BSNL	Rel Comm	TATA
2009-10	17.86%	17.39%	50.00%	27.59%
2008-09	26.87%	37.50%	51.11%	20.00%

Awareness about call centre telephone number	Airtel	BSNL	Rel Comm	TATA
Yes	63.79%	60.98%	62.33%	63.13%
No	33.70%	36.93%	35.55%	35.28%

Made any complaint to the customer care in last 12 months	Airtel	BSNL	Rel Comm	TATA
Yes	10.53%	7.67%	12.72%	12.69%
No	87.16%	89.11%	83.91%	83.94%

If complaint made	Airtel	BSNL	Rel Comm	TATA
Docket number received for most of the complaints	16.19%	7.41%	15.15%	31.25%
No docket number received for most of the complaints	7.62%	13.58%	14.39%	25.78%
It was received on request	38.10%	48.15%	20.45%	25.00%
No docket number received even on request	30.48%	19.75%	12.88%	10.94%

Informed by call centre about the action taken on the complaint	Airtel	BSNL	Rel Comm	TATA
Yes	55.24%	58.02%	74.24%	73.44%
No	33.33%	35.80%	18.94%	19.53%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with the system of complaint resolution by call centre	2009-10			
Very satisfied	19.40%	8.00%	8.20%	9.92%
Satisfied	52.24%	48.00%	65.57%	62.81%
Dissatisfied	19.40%	24.00%	22.95%	20.66%
Very dissatisfied	8.96%	20.00%	3.28%	6.61%
Top-2	71.64%	56.00%	73.77%	72.73%
Bot-2	28.36%	44.00%	26.23%	27.27%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with the system of complaint resolution by call centre	2008-09			
Very satisfied	8.90%	43.33%	2.80%	9.09%
Satisfied	84.93%	23.33%	79.02%	72.73%
Dissatisfied	4.11%	11.67%	11.19%	9.09%
Very dissatisfied	2.05%	21.67%	6.99%	9.09%
Top-2	93.83%	66.66%	81.82%	81.82%
Bot-2	6.16%	33.34%	18.18%	18.18%

	Airtel	BSNL	Rel Comm	TATA
Reason for dissatisfaction - Call Centre	2009-10			
Difficult to connect to the call center executive	31.58%	30.30%	43.75%	27.27%
Customer care executive not polite/courteous	42.11%	30.30%	21.88%	9.09%
Customer care executive not equipped with adequate information	36.84%	27.27%	15.63%	18.18%
Time taken by call centre for redressal is too long	21.05%	15.15%	31.25%	42.42%
Customer care executive was unable to understand the problem	21.05%	6.06%	9.38%	24.24%
Others	0.00%	0.00%	0.00%	0.00%

	Airtel	BSNL	Rel Comm	TATA
Billing/charging complaint resolved satisfactorily by call center within 4 weeks after lodging of the complaint				
2009-10	25.71%	16.05%	46.21%	35.16%
2008-09	19.18%	57.38%	17.81%	45.45%

Awareness about contact details of Nodal officer	Airtel	BSNL	Rel Comm	TATA
Yes	18.76%	17.71%	22.64%	14.57%
No	79.34%	79.17%	74.57%	82.76%

Made any complaint to the Nodal officer regarding complaints not resolved/ unsatisfactorily resolved by the call centre	Airtel	BSNL	Rel Comm	TATA
Yes	19.25%	4.81%	4.68%	6.80%
No	80.75%	95.19%	95.32%	93.20%

Intimated by the nodal officer about the decision taken on the complaint	Airtel	BSNL	Rel Comm	TATA
Yes	58.33%	66.67%	100.00%	70.00%
No	41.67%	33.33%	0.00%	30.00%

Satisfaction with the redressal of the complaint by the nodal officer	Airtel	BSNL	Rel Comm	TATA
Very satisfied	5.00%	0.00%	18.18%	0.00%
Satisfied	10.00%	28.57%	36.36%	60.00%
Dissatisfied	60.00%	14.29%	36.36%	20.00%
Very dissatisfied	25.00%	57.14%	9.09%	20.00%
Top-2	15.00%	28.57%	54.54%	60.00%
Bot-2	85.00%	71.43%	45.45%	40.00%

Reason for dissatisfaction - Nodal Officer	Airtel	BSNL	Rel Comm	TATA
Difficult to connect to the Nodal Officer	5.88%	60.00%	40.00%	50.00%
Nodal Officer not polite/courteous	17.65%	40.00%	40.00%	50.00%
Nodal Officer not equipped with adequate information	11.76%	40.00%	40.00%	50.00%
Time taken by Nodal Officer for redressal is too long	17.65%	20.00%	20.00%	50.00%
Nodal Officer was unable to understand the problem	17.65%	20.00%	20.00%	50.00%
Others	0.00%	0.00%	0.00%	0.00%

Awareness about the contact details of the appellate authority	Airtel	BSNL	Rel Comm	TATA
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Yes	17.35%	18.75%	23.80%	16.95%
No	80.34%	79.83%	75.43%	82.06%
Filed any appeal in last 12 months				
	Airtel	BSNL	Rel Comm	TATA
Yes	13.29%	6.06%	7.29%	8.19%
No	86.13%	91.41%	90.69%	90.64%

Filed any appeal in last 12 months				
	Airtel	BSNL	Rel Comm	TATA
Yes	13.29%	6.06%	7.29%	8.19%
No	86.13%	91.41%	90.69%	90.64%

Received any acknowledgement for the complaint filed				
	Airtel	BSNL	Rel Comm	TATA
Yes	73.91%	41.67%	66.67%	28.57%
No	26.09%	58.33%	33.33%	71.43%

Any decision taken by the appellate authority within 3 months of filing the appeal				
	Airtel	BSNL	Rel Comm	TATA
Yes	13.04%	50.00%	55.56%	42.86%
No	60.87%	25.00%	16.67%	35.71%
Appeal filed recently	0.00%	25.00%	5.56%	0.00%

Awareness about item-wise usage charge details for prepaid users				
	Airtel	BSNL	Rel Comm	TATA
Yes	52.47%	58.33%	58.43%	47.23%
No	36.32%	31.67%	37.21%	43.32%

Ever denied of request for item-wise usage charge details for prepaid connection				
	Airtel	BSNL	Rel Comm	TATA
Yes	8.52%	3.33%	1.16%	2.61%
No	77.13%	83.33%	89.53%	79.48%

Manual of practice provided while subscribing for new telephone connection				
	Airtel	BSNL	Rel Comm	TATA
Yes	33.86%	28.36%	46.47%	41.44%
No	24.41%	31.34%	29.74%	19.82%

7.2 Cellular Mobile (Wireless)

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Last applied for a mobile connection	2009-10						
Less than 6 months	7.94%	6.13%	2.57%	4.63%	4.33%	30.78%	61.17%
6 - 12 months	5.23%	7.22%	2.30%	3.77%	6.03%	6.95%	7.71%
more than 12 months	86.28%	86.55%	94.69%	90.74%	89.17%	61.87%	31.03%

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Last applied for a mobile connection	2008-09						
Less than 6 months	20.40%	25.13%	21.16%	18.58%	17.18%	24.58%	NA
6 - 12 months	13.66%	16.46%	14.20%	6.89%	11.24%	13.92%	NA
more than 12 months	65.94%	58.41%	64.64%	74.53%	71.57%	61.50%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Time taken to provide a working connection	2009-10						
1 day	85.94%	82.79%	71.43%	82.61%	81.44%	83.48%	89.50%
2 - 3 days	7.03%	9.84%	20.41%	13.04%	8.25%	14.25%	2.22%
4 - 7 days	2.34%	4.10%	0.00%	2.17%	3.09%	0.57%	0.15%
more than 7 days	4.69%	3.28%	8.16%	2.17%	7.22%	1.71%	8.14%
<= 7 days	95.31%	96.73%	91.84%	97.82%	92.78%	98.30%	91.87%

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Time taken to provide a working connection	2008-09						
1 day	74.93%	75.11%	70.60%	80.95%	71.76%	43.50%	NA
2 - 3 days	21.53%	19.87%	24.89%	15.18%	22.92%	44.83%	NA
4 - 7 days	1.91%	3.28%	2.58%	2.98%	4.32%	7.96%	NA
more than 7 days	1.63%	1.75%	1.93%	0.89%	1.00%	3.71%	NA
<= 7 days	98.37%	98.26%	98.07%	99.11%	99.00%	96.29%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Satisfaction with time taken for activation	2009-10						
Very satisfied	59.52%	61.98%	40.43%	57.14%	54.17%	58.05%	71.41%
Satisfied	37.30%	35.54%	48.94%	39.56%	44.79%	39.08%	27.25%
Dissatisfied	1.59%	2.48%	8.51%	3.30%	1.04%	2.01%	1.05%

Very dissatisfied	1.59%	0.00%	2.13%	0.00%	0.00%	0.86%	0.30%
Top-2	96.82%	97.52%	89.37%	96.70%	98.96%	97.13%	98.66%
Bot-2	3.18%	2.48%	10.64%	3.30%	1.04%	2.87%	1.35%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with time taken for activation	2008-09						
Very satisfied	47.96%	46.27%	49.78%	52.08%	48.99%	21.47%	NA
Satisfied	50.41%	48.46%	45.67%	42.26%	47.32%	75.33%	NA
Dissatisfied	1.63%	4.17%	4.33%	5.65%	3.69%	3.20%	NA
Very dissatisfied	0.00%	1.10%	0.22%	0.00%	0.00%	0.00%	NA
Top-2	98.37%	94.73%	95.45%	94.34%	96.31%	96.80%	NA
Bot-2	1.63%	5.27%	4.55%	5.65%	3.69%	3.20%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with accuracy of charges - Prepaid	2009-10						
Very satisfied	43.48%	46.18%	37.27%	44.91%	43.38%	45.09%	58.09%
Satisfied	52.28%	51.01%	61.09%	51.82%	53.71%	53.36%	40.55%
Dissatisfied	3.73%	1.91%	1.31%	2.39%	2.69%	1.03%	1.37%
Very dissatisfied	0.52%	0.90%	0.33%	0.88%	0.22%	0.52%	0.00%
Top-2	95.76%	97.19%	98.36%	96.73%	97.09%	98.45%	98.64%
Bot-2	4.25%	2.81%	1.64%	3.27%	2.91%	1.55%	1.37%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with accuracy of charges - Prepaid	2008-09						
Very satisfied	42.76%	46.24%	40.03%	49.49%	45.09%	46.83%	NA
Satisfied	55.62%	50.58%	54.57%	48.33%	53.31%	51.59%	NA
Dissatisfied	0.81%	2.43%	3.34%	1.92%	0.80%	1.59%	NA
Very dissatisfied	0.81%	0.74%	2.07%	0.26%	0.80%	0.00%	NA
Top-2	98.38%	96.82%	94.60%	97.82%	98.40%	98.42%	NA
Bot-2	1.62%	3.17%	5.41%	2.18%	1.60%	1.59%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Billing complaint in last 12 months - Prepaid	2009-10						
Yes	4.00%	4.50%	2.83%	5.36%	4.27%	3.75%	2.63%

No	93.61%	92.07%	94.44%	91.11%	93.33%	94.50%	95.45%
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	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Billing complaint in last 12 months - Prepaid	2008-09						
Yes	NA	NA	NA	NA	NA	NA	NA
No	NA	NA	NA	NA	NA	NA	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with process of resolution of billing complaints - Prepaid	2009-10						
Very satisfied	37.84%	20.51%	28.00%	15.38%	24.32%	17.86%	32.00%
Satisfied	29.73%	30.77%	48.00%	33.33%	45.95%	46.43%	32.00%
Dissatisfied	24.32%	35.90%	20.00%	35.90%	24.32%	28.57%	32.00%
Very dissatisfied	8.11%	12.82%	4.00%	15.38%	5.41%	7.14%	4.00%
Top-2	67.57%	51.28%	76.00%	48.71%	70.27%	64.29%	64.00%
Bot-2	32.43%	48.72%	24.00%	51.28%	29.73%	35.71%	36.00%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with timely delivery of bills - Postpaid	2009-10						
Very satisfied	30.85%	34.29%	43.83%	21.26%	43.01%	78.06%	35.71%
Satisfied	59.57%	58.57%	52.47%	74.25%	52.69%	18.37%	64.29%
Dissatisfied	8.51%	4.29%	3.70%	2.69%	4.30%	2.04%	0.00%
Very dissatisfied	1.06%	2.86%	0.00%	1.80%	0.00%	1.53%	0.00%
Top-2	90.42%	92.86%	96.30%	95.51%	95.70%	96.43%	100.00%
Bot-2	9.57%	7.15%	3.70%	4.49%	4.30%	3.57%	0.00%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with timely delivery of bills - Postpaid	2008-09						
Very satisfied	46.36%	28.65%	27.57%	11.56%	55.68%	21.93%	NA
Satisfied	52.73%	63.16%	62.16%	79.63%	44.32%	71.00%	NA
Dissatisfied	0.91%	7.02%	8.11%	7.52%	0.00%	6.03%	NA
Very dissatisfied	0.00%	1.17%	2.16%	1.28%	0.00%	1.04%	NA
Top-2	99.09%	91.81%	89.73%	91.19%	100.00%	92.93%	NA

Bot-2	0.91%	8.19%	10.27%	8.80%	0.00%	7.07%	NA
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	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with accuracy of bills - Postpaid	2009-10						
Very satisfied	28.57%	33.82%	42.24%	22.36%	36.56%	77.84%	23.08%
Satisfied	61.54%	61.76%	54.04%	73.72%	56.99%	18.04%	69.23%
Dissatisfied	8.79%	2.94%	3.73%	3.63%	5.38%	2.58%	7.69%
Very dissatisfied	1.10%	1.47%	0.00%	0.30%	1.08%	1.55%	0.00%
Top-2	90.11%	95.58%	96.28%	96.08%	93.55%	95.88%	92.31%
Bot-2	9.89%	4.41%	3.73%	3.93%	6.46%	4.13%	7.69%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with accuracy of bills - Postpaid	2008-09						
Very satisfied	47.27%	29.76%	31.87%	11.67%	52.27%	23.35%	NA
Satisfied	49.09%	60.12%	58.79%	74.81%	44.32%	67.58%	NA
Dissatisfied	2.73%	6.55%	8.79%	11.11%	2.27%	7.92%	NA
Very dissatisfied	0.91%	3.57%	0.55%	2.41%	1.14%	1.15%	NA
Top-2	96.36%	89.88%	90.66%	86.48%	96.59%	90.93%	NA
Bot-2	3.64%	10.12%	9.34%	13.52%	3.41%	9.07%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Billing complaint in last 12 months - Postpaid	2009-10						
Yes	11.21%	16.67%	6.21%	8.12%	9.80%	2.42%	12.50%
No	73.83%	70.51%	84.75%	88.70%	79.41%	91.79%	45.83%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Billing complaint in last 12 months - Postpaid	2008-09						
Yes	10.00%	21.64%	14.21%	15.79%	6.82%	16.10%	NA
No	90.00%	78.36%	85.79%	84.21%	93.18%	83.90%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with process of resolution of billing complaints - Postpaid	2009-10						

Very satisfied	41.67%	23.08%	0.00%	40.74%	30.00%	0.00%	33.33%
Satisfied	8.33%	53.85%	72.73%	33.33%	50.00%	33.33%	33.33%
Dissatisfied	41.67%	7.69%	27.27%	7.41%	20.00%	66.67%	0.00%
Very dissatisfied	8.33%	15.38%	0.00%	18.52%	0.00%	0.00%	33.33%
Top-2	50.00%	76.93%	72.73%	74.07%	80.00%	33.33%	66.66%
Bot-2	50.00%	23.07%	27.27%	25.93%	20.00%	66.67%	33.33%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with process of resolution of billing complaints - Postpaid	2008-09						
Very satisfied	27.27%	5.41%	7.41%	1.18%	83.33%	2.30%	NA
Satisfied	54.55%	40.54%	74.07%	43.53%	16.67%	63.61%	NA
Dissatisfied	18.18%	32.43%	11.11%	41.18%	0.00%	28.20%	NA
Very dissatisfied	0.00%	21.62%	7.41%	14.12%	0.00%	5.90%	NA
Top-2	81.82%	45.95%	81.48%	44.71%	100.00%	65.91%	NA
Bot-2	18.18%	54.05%	18.52%	55.30%	0.00%	34.10%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with clarity of bills - Postpaid	2009-10						
Very satisfied	15.48%	25.76%	35.03%	22.99%	26.51%	82.66%	41.67%
Satisfied	67.86%	62.12%	56.69%	72.80%	57.83%	14.45%	41.67%
Dissatisfied	11.90%	7.58%	7.64%	3.07%	10.84%	1.73%	8.33%
Very dissatisfied	4.76%	4.55%	0.64%	1.15%	4.82%	1.16%	8.33%
Top-2	83.34%	87.88%	91.72%	95.79%	84.34%	97.11%	83.34%
Bot-2	16.66%	12.13%	8.28%	4.22%	15.66%	2.89%	16.66%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with clarity of bills - Postpaid	2008-09						
Very satisfied	45.87%	24.26%	22.28%	8.52%	54.02%	23.35%	NA
Satisfied	49.54%	60.95%	68.48%	78.89%	39.08%	69.48%	NA
Dissatisfied	4.59%	13.02%	8.15%	10.74%	6.90%	6.54%	NA
Very dissatisfied	0.00%	1.78%	1.09%	1.85%	0.00%	0.63%	NA
Top-2	95.41%	85.21%	90.76%	87.41%	93.10%	92.83%	NA
Bot-2	4.59%	14.80%	9.24%	12.59%	6.90%	7.17%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Made complaint at the customer care	2009-10						
Yes	23.56%	20.47%	15.84%	22.13%	20.53%	15.59%	22.92%
No	75.72%	79.23%	83.63%	77.02%	78.81%	84.11%	76.68%

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Made complaint at the customer care	2008-09						
Yes	21.40%	25.85%	27.58%	23.15%	22.67%	31.70%	NA
No	78.60%	74.15%	72.42%	76.85%	77.33%	68.30%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Satisfaction with ease of accessing customer care	2009-10						
Very satisfied	18.65%	17.33%	13.02%	13.55%	22.38%	20.26%	8.62%
Satisfied	65.87%	66.83%	71.60%	80.08%	62.86%	62.09%	84.48%
Dissatisfied	12.70%	9.41%	12.43%	4.78%	11.90%	11.11%	5.60%
Very dissatisfied	2.78%	6.44%	2.96%	1.59%	2.86%	6.54%	1.29%
Top-2	84.52%	84.16%	84.62%	93.63%	85.24%	82.35%	93.10%
Bot-2	15.48%	15.85%	15.39%	6.37%	14.76%	17.65%	6.89%

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Satisfaction with ease of accessing customer care	2008-09						
Very satisfied	47.86%	28.37%	17.62%	29.13%	43.95%	14.86%	NA
Satisfied	47.01%	44.29%	62.28%	47.90%	48.39%	63.35%	NA
Dissatisfied	3.85%	21.45%	19.11%	17.80%	7.66%	18.04%	NA
Very dissatisfied	1.28%	5.88%	0.99%	5.18%	0.00%	3.75%	NA
Top-2	94.87%	72.66%	79.90%	77.03%	92.34%	78.21%	NA
Bot-2	5.13%	27.33%	20.10%	22.98%	7.66%	21.79%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
satisfaction with response time to answer call	2009-10						
Very satisfied	19.92%	17.24%	14.88%	12.80%	20.00%	20.92%	6.90%
Satisfied	65.34%	60.59%	66.07%	77.60%	62.86%	66.01%	86.21%
Dissatisfied	11.95%	14.29%	14.88%	7.20%	13.81%	6.54%	6.03%
Very dissatisfied	2.79%	7.88%	4.17%	2.40%	3.33%	6.54%	0.86%
Top-2	85.26%	77.83%	80.95%	90.40%	82.86%	86.93%	93.11%

Bot-2	14.74%	22.17%	19.05%	9.60%	17.14%	13.08%	6.89%
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	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
satisfaction with response time to answer call	2008-09						
Very satisfied	47.44%	31.23%	17.12%	29.13%	47.98%	22.83%	NA
Satisfied	45.73%	45.96%	62.53%	45.63%	43.15%	50.29%	NA
Dissatisfied	3.42%	17.19%	18.36%	18.77%	6.45%	23.12%	NA
Very dissatisfied	3.42%	5.61%	1.99%	6.47%	2.42%	3.76%	NA
Top-2	93.17%	77.19%	79.65%	74.76%	91.13%	73.12%	NA
Bot-2	6.84%	22.80%	20.35%	25.24%	8.87%	26.88%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with problem solving ability	2009-10						
Very satisfied	23.48%	19.50%	15.57%	16.19%	23.92%	20.39%	8.62%
Satisfied	63.16%	60.00%	67.66%	74.09%	61.24%	65.13%	82.76%
Dissatisfied	9.72%	14.00%	12.57%	6.07%	10.05%	8.55%	7.76%
Very dissatisfied	3.64%	6.50%	4.19%	3.64%	4.78%	5.92%	0.86%
Top-2	86.64%	79.50%	83.23%	90.28%	85.16%	85.52%	91.38%
Bot-2	13.36%	20.50%	16.76%	9.71%	14.83%	14.47%	8.62%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with problem solving ability	2008-09						
Very satisfied	51.71%	31.10%	16.29%	30.42%	47.18%	16.37%	NA
Satisfied	41.03%	44.88%	47.62%	43.69%	43.15%	55.70%	NA
Dissatisfied	3.85%	19.08%	33.08%	19.74%	6.85%	23.25%	NA
Very dissatisfied	3.42%	4.95%	3.01%	6.15%	2.82%	4.68%	NA
Top-2	92.74%	75.98%	63.91%	74.11%	90.33%	72.07%	NA
Bot-2	7.27%	24.03%	36.09%	25.89%	9.67%	27.93%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with time taken to resolve complaint	2009-10						
Very satisfied	26.21%	23.50%	15.57%	19.43%	23.90%	23.84%	8.62%
Satisfied	60.89%	56.50%	66.47%	70.04%	61.46%	62.25%	82.76%
Dissatisfied	9.27%	12.50%	13.77%	7.29%	9.76%	6.62%	7.76%

Very dissatisfied	3.63%	7.50%	4.19%	3.24%	4.88%	7.28%	0.86%
Top-2	87.10%	80.00%	82.04%	89.47%	85.36%	86.09%	91.38%
Bot-2	12.90%	20.00%	17.96%	10.53%	14.64%	13.90%	8.62%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with time taken to resolve complaint	2008-09						
Very satisfied	51.71%	35.59%	19.18%	31.37%	54.25%	20.24%	NA
Satisfied	40.17%	40.93%	42.97%	44.12%	36.84%	53.03%	NA
Dissatisfied	4.70%	18.86%	35.29%	18.63%	6.88%	21.86%	NA
Very dissatisfied	3.42%	4.63%	2.56%	5.88%	2.02%	4.87%	NA
Top-2	91.88%	76.52%	62.15%	75.49%	91.09%	73.27%	NA
Bot-2	8.12%	23.49%	37.85%	24.51%	8.90%	26.73%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with availability of signals	2009-10						
Very satisfied	47.10%	43.41%	29.07%	36.32%	41.23%	42.29%	29.00%
Satisfied	46.73%	49.65%	53.16%	58.67%	52.70%	47.96%	63.36%
Dissatisfied	5.63%	5.35%	15.91%	4.49%	5.31%	6.97%	6.75%
Very dissatisfied	0.54%	1.59%	1.87%	0.52%	0.76%	2.79%	0.89%
Top-2	93.83%	93.06%	82.23%	94.99%	93.93%	90.25%	92.36%
Bot-2	6.17%	6.94%	17.78%	5.01%	6.07%	9.76%	7.64%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with availability of signals	2008-09						
Very satisfied	39.34%	37.10%	21.53%	29.11%	41.72%	22.74%	NA
Satisfied	57.10%	53.05%	56.87%	64.07%	51.69%	65.59%	NA
Dissatisfied	2.09%	6.81%	19.07%	5.78%	4.85%	10.26%	NA
Very dissatisfied	1.46%	3.05%	2.53%	1.05%	1.74%	1.41%	NA
Top-2	96.44%	90.15%	78.40%	93.18%	93.41%	88.33%	NA
Bot-2	3.55%	9.86%	21.60%	6.83%	6.59%	11.67%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with ability to make and receive calls	2009-10						
Very satisfied	45.66%	45.44%	30.19%	36.77%	40.68%	42.28%	27.44%

Satisfied	50.59%	51.65%	58.86%	60.36%	55.89%	51.20%	66.30%
Dissatisfied	3.65%	1.81%	9.53%	2.60%	3.14%	4.91%	5.57%
Very dissatisfied	0.09%	1.10%	1.42%	0.26%	0.29%	1.60%	0.70%
Top-2	96.25%	97.09%	89.05%	97.13%	96.57%	93.48%	93.74%
Bot-2	3.74%	2.91%	10.95%	2.86%	3.43%	6.51%	6.27%

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Satisfaction with ability to make and receive calls	2008-09						
Very satisfied	46.35%	45.08%	35.83%	39.31%	47.53%	28.11%	NA
Satisfied	52.28%	47.43%	47.70%	56.86%	49.18%	63.85%	NA
Dissatisfied	0.91%	5.87%	15.03%	3.38%	2.83%	7.54%	NA
Very dissatisfied	0.46%	1.63%	1.44%	0.45%	0.46%	0.50%	NA
Top-2	98.63%	92.51%	83.53%	96.17%	96.71%	91.96%	NA
Bot-2	1.37%	7.50%	16.47%	3.83%	3.29%	8.04%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Frequency of call drops	2009-10						
Never	59.49%	57.96%	41.79%	50.70%	56.13%	53.55%	32.60%
Occasionally	36.30%	37.34%	46.43%	46.17%	39.32%	39.26%	62.13%
Frequently	4.22%	4.00%	10.00%	2.70%	3.80%	5.89%	4.67%
Very Frequently	0.00%	0.70%	1.79%	0.43%	0.76%	1.30%	0.60%
Top-2	95.79%	95.30%	88.22%	96.87%	95.45%	92.81%	94.73%
Bot-2	4.22%	4.70%	11.79%	3.13%	4.56%	7.19%	5.27%

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Frequency of call drops	2008-09						
Never	54.42%	49.78%	38.17%	62.34%	56.08%	57.32%	NA
Occasionally	37.28%	38.54%	47.66%	31.28%	33.67%	26.43%	NA
Frequently	3.74%	7.82%	10.05%	4.95%	5.95%	14.33%	NA
Very Frequently	4.56%	3.86%	4.12%	1.43%	4.30%	1.91%	NA
Top-2	91.70%	88.32%	85.83%	93.62%	89.75%	83.75%	NA
Bot-2	8.30%	11.68%	14.17%	6.38%	10.25%	16.24%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Satisfaction with voice quality	2009-10						
Very satisfied	51.92%	49.85%	34.11%	40.61%	44.90%	46.39%	27.76%
Satisfied	45.24%	46.65%	57.17%	56.52%	51.86%	48.00%	64.58%

Dissatisfied	2.66%	3.00%	7.21%	2.70%	2.67%	4.61%	6.97%
Very dissatisfied	0.18%	0.50%	1.51%	0.17%	0.57%	1.00%	0.70%
Top-2	97.16%	96.50%	91.28%	97.13%	96.76%	94.39%	92.34%
Bot-2	2.84%	3.50%	8.72%	2.87%	3.24%	5.61%	7.67%

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Satisfaction with voice quality	2008-09						
Very satisfied	48.08%	44.66%	35.69%	38.71%	46.94%	30.48%	NA
Satisfied	49.45%	48.79%	48.83%	57.61%	49.50%	62.88%	NA
Dissatisfied	1.09%	4.48%	13.76%	2.33%	1.74%	5.64%	NA
Very dissatisfied	1.37%	2.06%	1.72%	1.35%	1.83%	1.00%	NA
Top-2	97.53%	93.45%	84.52%	96.32%	96.44%	93.36%	NA
Bot-2	2.46%	6.54%	15.48%	3.68%	3.57%	6.64%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Frequency of signal problem	2009-10						
Never	48.19%	51.02%	33.61%	45.04%	47.41%	48.19%	31.34%
Occasionally	46.23%	43.15%	51.54%	51.04%	45.95%	42.37%	61.49%
Frequently	5.12%	4.60%	12.05%	3.22%	5.66%	7.13%	6.67%
Very Frequently	0.47%	1.23%	2.81%	0.70%	0.98%	2.31%	0.50%
Top-2	94.42%	94.17%	85.15%	96.08%	93.36%	90.56%	92.83%
Bot-2	5.59%	5.83%	14.86%	3.92%	6.64%	9.44%	7.17%

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Frequency of signal problem	2008-09						
Never	50.18%	43.79%	33.10%	60.03%	51.65%	56.02%	NA
Occasionally	45.08%	43.97%	49.61%	34.56%	41.59%	26.23%	NA
Frequently	3.64%	9.62%	12.72%	4.58%	4.94%	15.42%	NA
Very Frequently	1.09%	2.61%	4.57%	0.83%	1.83%	2.33%	NA
Top-2	95.26%	87.76%	82.71%	94.59%	93.24%	82.25%	NA
Bot-2	4.73%	12.23%	17.29%	5.41%	6.77%	17.75%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Satisfaction with availability of signals	2009-10						
Very satisfied	58.13%	57.27%	40.04%	47.70%	51.71%	52.40%	31.34%
Satisfied	38.54%	37.01%	47.15%	47.70%	43.05%	39.88%	61.89%
Dissatisfied	2.87%	4.41%	10.77%	3.82%	4.57%	5.71%	6.17%

Very dissatisfied	0.46%	1.30%	2.05%	0.78%	0.67%	2.00%	0.60%
Top-2	96.67%	94.28%	87.19%	95.40%	94.76%	92.28%	93.23%
Bot-2	3.33%	5.71%	12.82%	4.60%	5.24%	7.71%	6.77%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with availability of signals	2008-09						
Very satisfied	48.63%	45.50%	32.07%	40.20%	49.68%	30.40%	NA
Satisfied	48.91%	45.32%	49.02%	55.22%	46.20%	60.29%	NA
Dissatisfied	1.55%	7.21%	16.67%	4.21%	3.29%	8.40%	NA
Very dissatisfied	0.91%	1.98%	2.25%	0.38%	0.82%	0.91%	NA
Top-2	97.54%	90.82%	81.09%	95.42%	95.88%	90.69%	NA
Bot-2	2.46%	9.19%	18.92%	4.59%	4.11%	9.31%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with restoration of network problem	2009-10						
Very satisfied	58.56%	56.67%	37.56%	47.06%	52.02%	52.68%	29.63%
Satisfied	38.13%	38.33%	50.32%	49.17%	43.85%	40.43%	63.96%
Dissatisfied	2.93%	3.85%	10.30%	3.24%	3.34%	4.76%	5.91%
Very dissatisfied	0.38%	1.15%	1.82%	0.53%	0.79%	2.13%	0.50%
Top-2	96.69%	95.00%	87.88%	96.23%	95.87%	93.11%	93.59%
Bot-2	3.31%	5.00%	12.12%	3.77%	4.13%	6.89%	6.41%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with restoration of network problem	2008-09						
Very satisfied	43.82%	39.93%	21.92%	32.38%	45.92%	29.60%	NA
Satisfied	53.16%	51.22%	60.18%	62.80%	50.23%	60.58%	NA
Dissatisfied	1.92%	6.68%	15.36%	4.37%	3.02%	8.82%	NA
Very dissatisfied	1.10%	2.17%	2.54%	0.45%	0.82%	1.01%	NA
Top-2	96.98%	91.15%	82.10%	95.18%	96.15%	90.18%	NA
Bot-2	3.02%	8.85%	17.90%	4.82%	3.84%	9.83%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Use of Supplementary/Value Added Services	2009-10						
Yes	12.73%	14.44%	8.50%	8.32%	8.95%	3.67%	1.78%

No	86.46%	85.16%	91.06%	90.82%	90.11%	95.73%	97.63%
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	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Use of Supplementary/Value Added Services	2008-09						
Yes	8.83%	13.42%	6.01%	11.54%	7.77%	14.51%	NA
No	91.17%	86.58%	93.99%	88.46%	92.23%	85.49%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Explicit consent before providing chargeable VAS	2009-10						
Yes	63.83%	64.38%	68.75%	74.23%	72.63%	67.57%	88.89%
No	22.70%	21.23%	15.63%	20.62%	15.79%	18.92%	0.00%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Explicit consent before providing chargeable VAS	2008-09						
Yes	86.32%	85.71%	81.40%	79.61%	91.46%	87.54%	NA
No	13.68%	14.29%	18.60%	20.39%	8.54%	12.46%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with quality of VAS	2009-10						
Very satisfied	40.63%	25.37%	29.67%	26.09%	21.11%	3.23%	25.00%
Satisfied	52.34%	65.67%	54.95%	59.78%	73.33%	80.65%	75.00%
Dissatisfied	3.13%	5.97%	9.89%	10.87%	5.56%	9.68%	0.00%
Very dissatisfied	3.91%	2.99%	5.49%	3.26%	0.00%	6.45%	0.00%
Top-2	92.97%	91.04%	84.62%	85.87%	94.44%	83.88%	100.00%
Bot-2	7.04%	8.96%	15.38%	14.13%	5.56%	16.13%	0.00%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with quality of VAS	2008-09						
Very satisfied	29.17%	25.55%	16.28%	7.28%	33.73%	6.31%	NA
Satisfied	63.54%	58.39%	68.60%	73.51%	61.45%	81.73%	NA
Dissatisfied	6.25%	10.95%	11.63%	17.22%	3.61%	11.30%	NA
Very dissatisfied	1.04%	5.11%	3.49%	1.99%	1.20%	0.66%	NA
Top-2	92.71%	83.94%	84.88%	80.79%	95.18%	88.04%	NA
Bot-2	7.29%	16.06%	15.12%	19.21%	4.81%	11.96%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Information on telephone number for unsubscribing	2009-10						
Yes	49.65%	42.47%	53.13%	62.89%	54.74%	56.76%	61.11%
No	36.17%	39.04%	30.21%	31.96%	31.58%	27.03%	27.78%

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Information on telephone number for unsubscribing	2008-09						
Yes	NA	NA	NA	NA	NA	NA	NA
No	NA	NA	NA	NA	NA	NA	NA

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Information on charges of VAS	2009-10						
Both before and after the activation	56.74%	54.11%	62.50%	75.26%	64.21%	70.27%	61.11%
Only after the activation	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Only before the activation	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
No	20.57%	26.03%	19.79%	9.28%	16.84%	8.11%	22.22%

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Information on charges of VAS	2008-09						
Both before and after the activation	NA	NA	NA	NA	NA	NA	NA
Only after the activation	NA	NA	NA	NA	NA	NA	NA
Only before the activation	NA	NA	NA	NA	NA	NA	NA
No	NA	NA	NA	NA	NA	NA	NA

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Information on charges of VAS before renewal	2009-10						
Yes	44.68%	47.26%	57.29%	64.95%	61.05%	59.46%	55.56%
No	31.21%	30.82%	23.96%	19.59%	17.89%	18.92%	22.22%

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Information on charges of VAS before renewal	2008-09						
Yes	NA	NA	NA	NA	NA	NA	NA
No	NA	NA	NA	NA	NA	NA	NA

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Satisfaction with overall quality of mobile service	2009-10						
Very satisfied	38.37%	40.84%	25.67%	35.16%	34.93%	43.70%	30.05%
Satisfied	56.14%	55.16%	64.22%	62.24%	61.24%	52.30%	66.47%
Dissatisfied	4.40%	2.60%	8.86%	2.17%	2.87%	3.10%	3.28%
Very dissatisfied	1.10%	1.40%	1.25%	0.43%	0.96%	0.90%	0.20%
Top-2	94.51%	96.00%	89.89%	97.40%	96.17%	96.00%	96.52%
Bot-2	5.50%	4.00%	10.11%	2.60%	3.83%	4.00%	3.48%

	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
Satisfaction with overall quality of mobile service	2008-09						
Very satisfied	45.54%	46.67%	32.31%	37.79%	45.25%	19.82%	NA
Satisfied	53.19%	45.86%	56.27%	57.55%	51.92%	70.90%	NA
Dissatisfied	1.09%	5.86%	9.82%	4.06%	2.65%	8.05%	NA
Very dissatisfied	0.18%	1.62%	1.60%	0.60%	0.18%	1.24%	NA
Top-2	98.73%	92.53%	88.58%	95.34%	97.17%	90.72%	NA
Bot-2	1.27%	7.48%	11.42%	4.66%	2.83%	9.29%	NA

Informed about tariff plan in writing on activation of service or within a week	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
2009-10	35.65%	36.70%	32.21%	44.85%	37.85%	29.29%	61.17%
2008-09	32.29%	29.75%	24.40%	29.78%	32.99%	24.42%	NA

Awareness about processing fee for talk time top-up	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
2009-10	15.70%	16.72%	14.07%	16.72%	17.80%	14.40%	8.89%
2008-09	NA	NA	NA	NA	NA	NA	NA

Awareness about abolishment of rent for national roaming	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS
2009-10	14.71%	17.51%	15.40%	16.12%	16.01%	16.78%	12.75%
2008-09	NA	NA	NA	NA	NA	NA	NA

Awareness about call centre telephone number	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	MTS

Yes	52.80%	58.46%	49.29%	56.17%	57.34%	58.19%	64.62%
No	43.32%	38.97%	48.85%	42.02%	40.11%	40.22%	34.78%

Made any complaint to the customer care in last 12 months	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Yes	7.85%	8.11%	6.64%	5.66%	7.91%	13.11%	8.10%
No	84.75%	84.57%	87.79%	87.74%	86.72%	81.93%	84.39%

If complaint made	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Docket number received for most of the complaints	18.39%	20.73%	21.33%	19.70%	15.48%	14.39%	6.10%
No docket number received for most of the complaints	44.83%	51.22%	49.33%	36.36%	40.48%	21.21%	32.93%
It was received on request	19.54%	9.76%	6.67%	12.12%	26.19%	9.09%	18.29%
No docket number received even on request	2.30%	8.54%	5.33%	9.09%	5.95%	2.27%	34.15%

Informed by call centre about the action taken on the complaint	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Yes	47.13%	70.73%	66.67%	68.18%	67.86%	83.33%	65.85%
No	32.18%	20.73%	25.33%	18.18%	17.86%	9.85%	31.71%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with the system of complaint resolution by call centre	2009-10						
Very satisfied	13.24%	18.06%	10.00%	26.42%	16.67%	47.11%	10.39%
Satisfied	45.59%	65.28%	50.00%	47.17%	55.56%	30.58%	64.94%
Dissatisfied	27.94%	11.11%	25.71%	18.87%	20.83%	11.57%	23.38%
Very dissatisfied	13.24%	5.56%	14.29%	7.55%	6.94%	10.74%	1.30%
Top-2	58.83%	83.34%	60.00%	73.59%	72.23%	77.69%	75.33%
Bot-2	41.18%	16.67%	40.00%	26.42%	27.77%	22.31%	24.68%

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Satisfaction with the system of complaint resolution by call centre	2008-09						
Very satisfied	47.13%	33.70%	20.00%	21.21%	54.76%	6.97%	NA
Satisfied	36.78%	25.00%	25.26%	36.36%	25.00%	63.11%	NA
Dissatisfied	9.20%	22.83%	46.32%	34.85%	16.67%	24.59%	NA

Very dissatisfied	6.90%	18.48%	8.42%	7.58%	3.57%	5.33%	NA
Top-2	83.91%	58.70%	45.26%	57.57%	79.76%	70.08%	NA
Bot-2	16.10%	41.31%	54.74%	42.43%	20.24%	29.92%	NA

	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Reason for dissatisfaction - Call Centre	2009-10						
Difficult to connect to the call center executive	25.00%	41.67%	60.71%	35.71%	35.00%	22.22%	47.37%
Customer care executive not polite/courteous	25.00%	33.33%	17.86%	14.29%	10.00%	14.81%	10.53%
Customer care executive not equipped with adequate information	14.29%	8.33%	25.00%	7.14%	35.00%	11.11%	0.00%
Time taken by call centre for redressal is too long	14.29%	0.00%	35.71%	14.29%	20.00%	22.22%	57.89%
Customer care executive was unable to understand the problem	3.57%	8.33%	7.14%	14.29%	15.00%	7.41%	0.00%
Others	0.00%	0.00%	0.00%	0.00%	5.00%	0.00%	0.00%

Billing/charging complaint resolved satisfactorily by call center within 4 weeks after lodging of the complaint	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
2009-10	19.54%	20.73%	20.00%	30.30%	29.76%	20.45%	51.22%
2008-09	55.21%	33.65%	29.13%	33.77%	50.53%	16.15%	NA

Awareness about contact details of Nodal officer	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Yes	14.53%	17.01%	15.75%	17.41%	16.95%	15.69%	24.60%
No	82.13%	81.01%	83.27%	81.56%	81.45%	83.02%	74.90%

Made any complaint to the Nodal officer regarding complaints not resolved/ unsatisfactorily resolved by the call centre	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Yes	11.80%	7.56%	3.37%	4.43%	8.33%	5.06%	2.41%
No	88.20%	92.44%	96.07%	95.57%	91.67%	94.94%	97.59%

Intimated by the nodal officer about the decision taken on the complaint	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
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Yes	47.37%	53.85%	50.00%	66.67%	60.00%	50.00%	66.67%
No	52.63%	46.15%	50.00%	33.33%	33.33%	50.00%	16.67%

Satisfaction with the redressal of the complaint by the nodal officer	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Very satisfied	6.25%	18.18%	0.00%	11.11%	15.38%	28.57%	33.33%
Satisfied	50.00%	45.45%	16.67%	33.33%	46.15%	28.57%	33.33%
Dissatisfied	12.50%	18.18%	50.00%	55.56%	30.77%	42.86%	33.33%
Very dissatisfied	31.25%	18.18%	33.33%	0.00%	7.69%	0.00%	0.00%
Top-2	56.25%	63.63%	16.67%	44.44%	61.53%	57.14%	66.66%
Bot-2	43.75%	36.36%	83.33%	55.56%	38.46%	42.86%	33.33%

Reason for dissatisfaction - Nodal Officer	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Difficult to connect to the Nodal Officer	14.29%	0.00%	40.00%	0.00%	20.00%	33.33%	50.00%
Nodal Officer not polite/courteous	14.29%	0.00%	20.00%	40.00%	0.00%	33.33%	0.00%
Nodal Officer not equipped with adequate information	14.29%	50.00%	40.00%	20.00%	0.00%	0.00%	0.00%
Time taken by Nodal Officer for redressal is too long	0.00%	25.00%	40.00%	20.00%	0.00%	0.00%	0.00%
Nodal Officer was unable to understand the problem	0.00%	25.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Others	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Awareness about the contact details of the appellate authority	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Yes	15.34%	17.41%	16.11%	17.24%	19.30%	18.87%	26.38%
No	83.57%	81.80%	82.65%	81.82%	80.04%	80.34%	73.02%

Filed any appeal in last 12 months	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Yes	12.94%	3.41%	2.20%	2.99%	6.83%	2.63%	4.12%
No	85.88%	96.02%	97.25%	94.53%	93.17%	95.79%	95.88%

Received any acknowledgement for the complaint filed	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Yes	31.82%	66.67%	75.00%	50.00%	35.71%	80.00%	45.45%
No	54.55%	33.33%	25.00%	33.33%	57.14%	20.00%	36.36%

Any decision taken by the appellate authority within 3 months of filing the appeal	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Yes	40.91%	33.33%	75.00%	50.00%	71.43%	40.00%	72.73%
No	45.45%	66.67%	25.00%	16.67%	21.43%	40.00%	9.09%
Appeal filed recently	0.00%	0.00%	0.00%	16.67%	0.00%	0.00%	0.00%

Awareness about item-wise usage charge details for prepaid users	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Yes	46.25%	52.63%	44.81%	52.01%	50.94%	56.63%	61.54%
No	50.95%	43.94%	52.36%	45.07%	46.46%	40.25%	29.66%

Ever denied of request for item-wise usage charge details for prepaid connection	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Yes	3.60%	2.14%	1.26%	0.97%	1.88%	1.38%	0.51%
No	87.11%	89.92%	91.82%	90.62%	89.38%	90.50%	85.53%

Reasons for denial	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
No reason provided	8.33%	10.00%	0.00%	0.00%	11.11%	9.09%	40.00%
technical problem	50.00%	15.00%	25.00%	25.00%	44.44%	54.55%	20.00%
others	13.89%	40.00%	16.67%	12.50%	16.67%	9.09%	0.00%

Manual of practice provided while subscribing for new mobile connection	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	MTS
Yes	31.51%	40.00%	36.36%	45.92%	44.55%	53.42%	73.03%
No	29.45%	31.11%	29.09%	26.53%	24.55%	20.53%	21.38%

7.3 Broadband Services

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Last applied for a broadband connection	2009-10						
Less than 6 months	9.26%	11.46%	24.02%	25.71%	29.67%	91.44%	2.14%
6 - 12 months	5.52%	5.51%	10.30%	10.03%	11.17%	2.74%	6.41%
more than 12 months	85.22%	83.03%	65.68%	64.26%	59.16%	5.82%	91.46%

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

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Time taken to provide a working connection	2009-10						
Within 15 days	66.44%	74.42%	44.44%	79.61%	70.70%	90.49%	8.33%
More than 15 days	33.56%	25.58%	55.56%	20.39%	29.30%	9.51%	91.67%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Time taken to provide a working connection	2008-09						
Within 15 days	88.00%	74.50%	74.90%	92.79%	93.60%	NA	92.68%
More than 15 days	12.00%	25.50%	25.10%	7.21%	6.40%	NA	7.32%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with time taken for activation	2009-10						
Very satisfied	31.47%	25.57%	46.59%	3.28%	31.71%	63.74%	0.00%
Satisfied	57.34%	67.61%	52.56%	96.17%	63.64%	34.43%	100.00%
Dissatisfied	9.79%	3.41%	0.57%	0.27%	2.22%	1.10%	0.00%
Very dissatisfied	1.40%	3.41%	0.28%	0.27%	2.44%	0.73%	0.00%
Top-2	88.81%	93.18%	99.15%	99.45%	95.35%	98.17%	100.00%
Bot-2	11.19%	6.82%	0.85%	0.54%	4.66%	1.83%	0.00%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with time taken for activation	2008-09						
Very satisfied	1.32%	2.16%	1.27%	1.51%	0.62%	NA	8.13%
Satisfied	93.96%	87.61%	92.65%	95.64%	87.52%	NA	87.80%
Dissatisfied	4.47%	9.86%	5.83%	2.58%	11.54%	NA	3.96%
Very dissatisfied	0.25%	0.36%	0.25%	0.27%	0.31%	NA	0.10%
Top-2	95.28%	89.77%	93.92%	97.15%	88.14%	NA	95.93%

Bot-2	4.72%	10.22%	6.08%	2.85%	11.85%	NA	4.06%
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	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with timely delivery of bills - Postpaid	2009-10						
Very satisfied	18.04%	22.73%	15.28%	5.35%	5.98%	17.86%	0.88%
Satisfied	78.93%	74.41%	81.67%	92.10%	92.12%	75.00%	97.81%
Dissatisfied	2.72%	1.88%	2.94%	1.70%	1.63%	7.14%	1.32%
Very dissatisfied	0.30%	0.99%	0.12%	0.85%	0.27%	0.00%	0.00%
Top-2	96.97%	97.14%	96.95%	97.45%	98.10%	92.86%	98.69%
Bot-2	3.02%	2.87%	3.06%	2.55%	1.90%	7.14%	1.32%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with timely delivery of bills - Postpaid	2008-09						
Very satisfied	1.27%	2.63%	1.87%	1.27%	1.61%	NA	0.58%
Satisfied	95.58%	93.55%	90.32%	94.62%	82.26%	NA	94.80%
Dissatisfied	2.97%	3.50%	7.81%	4.11%	14.52%	NA	4.05%
Very dissatisfied	0.17%	0.31%	0.00%	0.00%	1.61%	NA	0.58%
Top-2	96.85%	96.18%	92.19%	95.89%	83.87%	NA	95.38%
Bot-2	3.14%	3.81%	7.81%	4.11%	16.13%	NA	4.63%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with accuracy of bills - Postpaid	2009-10						
Very satisfied	17.85%	22.91%	15.82%	5.64%	5.91%	25.00%	0.88%
Satisfied	79.69%	74.67%	81.82%	92.27%	92.74%	75.00%	97.81%
Dissatisfied	2.26%	2.01%	2.24%	1.60%	1.34%	0.00%	1.32%
Very dissatisfied	0.21%	0.40%	0.12%	0.49%	0.00%	0.00%	0.00%
Top-2	97.54%	97.58%	97.64%	97.91%	98.65%	100.00%	98.69%
Bot-2	2.47%	2.41%	2.36%	2.09%	1.34%	0.00%	1.32%

Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
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Satisfaction with accuracy of bills - Postpaid	2008-09						
	Very satisfied	1.45%	2.70%	2.05%	1.99%	1.89%	NA
Satisfied	94.70%	92.66%	92.14%	94.59%	94.34%	NA	95.52%
Dissatisfied	3.68%	4.27%	5.64%	3.41%	1.89%	NA	2.99%
Very dissatisfied	0.17%	0.38%	0.17%	0.00%	1.89%	NA	0.90%
Top-2	96.15%	95.36%	94.19%	96.58%	96.23%	NA	96.12%
Bot-2	3.85%	4.65%	5.81%	3.41%	3.78%	NA	3.89%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Billing complaint in last 12 months - Postpaid	2009-10						
Yes	11.37%	6.72%	11.18%	5.12%	6.52%	10.71%	1.75%
No	88.63%	93.28%	88.82%	94.88%	93.48%	89.29%	98.25%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Billing complaint in last 12 months - Postpaid	2008-09						
Yes	7.22%	10.01%	10.53%	5.38%	4.84%	NA	9.54%
No	92.78%	89.99%	89.47%	94.62%	95.16%	NA	90.46%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with process of resolution of billing complaints - Postpaid	2009-10						
Very satisfied	24.27%	21.54%	13.19%	12.50%	43.48%	33.33%	0.00%
Satisfied	55.34%	52.31%	71.43%	50.00%	39.13%	33.33%	25.00%
Dissatisfied	18.45%	26.15%	14.29%	22.50%	17.39%	0.00%	75.00%
Very dissatisfied	1.94%	0.00%	1.10%	15.00%	0.00%	33.33%	0.00%
Top-2	79.61%	73.85%	84.62%	62.50%	82.61%	66.66%	25.00%
Bot-2	20.39%	26.15%	15.39%	37.50%	17.39%	33.33%	75.00%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with process of resolution of billing complaints - Postpaid	2008-09						

Very satisfied	0.00%	0.65%	1.85%	3.23%	0.00%	NA	9.38%
Satisfied	63.86%	77.27%	51.85%	45.16%	66.67%	NA	56.25%
Dissatisfied	33.73%	18.83%	38.89%	45.16%	33.33%	NA	25.00%
Very dissatisfied	2.41%	3.25%	7.41%	6.45%	0.00%	NA	9.38%
Top-2	63.86%	77.92%	53.70%	48.39%	66.67%	NA	65.63%
Bot-2	36.14%	22.08%	46.30%	51.61%	33.33%	NA	34.38%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with clarity of bills - Postpaid	2009-10						
Very satisfied	13.73%	22.51%	15.63%	5.95%	4.75%	21.43%	0.45%
Satisfied	83.74%	74.92%	82.88%	91.57%	94.13%	75.00%	98.21%
Dissatisfied	2.43%	2.47%	1.36%	1.86%	0.84%	3.57%	0.89%
Very dissatisfied	0.11%	0.10%	0.12%	0.62%	0.28%	0.00%	0.45%
Top-2	97.47%	97.43%	98.51%	97.52%	98.88%	96.43%	98.66%
Bot-2	2.54%	2.57%	1.48%	2.48%	1.12%	3.57%	1.34%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with clarity of bills - Postpaid	2008-09						
Very satisfied	0.88%	1.48%	2.08%	2.95%	0.00%	NA	1.65%
Satisfied	96.84%	96.71%	94.72%	95.13%	100.00%	NA	94.72%
Dissatisfied	2.19%	1.61%	3.02%	1.62%	0.00%	NA	2.31%
Very dissatisfied	0.09%	0.19%	0.19%	0.29%	0.00%	NA	1.32%
Top-2	97.72%	98.19%	96.80%	98.08%	100.00%	NA	96.37%
Bot-2	2.28%	1.80%	3.21%	1.91%	0.00%	NA	3.63%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with accuracy of charges - Prepaid	2009-10						
Very satisfied	16.67%	16.67%	43.11%	1.59%	10.98%	52.38%	4.35%
Satisfied	81.67%	83.33%	56.89%	97.88%	85.68%	40.87%	95.65%
Dissatisfied	1.67%	0.00%	0.00%	0.53%	2.41%	5.16%	0.00%
Very dissatisfied	0.00%	0.00%	0.00%	0.00%	0.94%	1.59%	0.00%
Top-2	98.34%	100.00%	100.00%	99.47%	96.66%	93.25%	100.00%
Bot-2	1.67%	0.00%	0.00%	0.53%	3.35%	6.75%	0.00%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with accuracy of charges - Prepaid	2008-09						
Very satisfied	8.00%	7.27%	0.00%	0.00%	0.18%	NA	0.67%
Satisfied	88.00%	89.09%	99.49%	96.08%	92.10%	NA	96.50%
Dissatisfied	4.00%	3.64%	0.51%	3.66%	7.72%	NA	2.00%
Very dissatisfied	0.00%	0.00%	0.00%	0.26%	0.00%	NA	0.83%
Top-2	96.00%	96.36%	99.49%	96.08%	92.28%	NA	97.17%
Bot-2	4.00%	3.64%	0.51%	3.92%	7.72%	NA	2.83%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Made query/complaint at the customer care	2009-10						
Yes	25.89%	23.98%	27.36%	21.91%	34.59%	28.52%	22.06%
No	74.11%	76.02%	72.64%	78.09%	65.41%	71.48%	77.94%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Made query/complaint at the customer care	2008-09						
Yes	51.74%	57.67%	57.79%	67.97%	61.62%	NA	61.59%
No	48.26%	42.33%	42.21%	32.03%	38.38%	NA	38.41%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with ease of accessing customer care	2009-10						
Very satisfied	19.05%	12.93%	8.77%	6.22%	4.69%	27.71%	0.00%
Satisfied	68.86%	70.34%	68.07%	72.44%	70.31%	55.42%	90.32%
Dissatisfied	10.99%	13.31%	14.04%	13.78%	16.67%	7.23%	9.68%
Very dissatisfied	1.10%	3.42%	9.12%	7.56%	8.33%	9.64%	0.00%
Top-2	87.91%	83.27%	76.84%	78.66%	75.00%	83.13%	90.32%
Bot-2	12.09%	16.73%	23.16%	21.34%	25.00%	16.87%	9.68%

Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
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Satisfaction with ease of accessing customer care	2008-09						
	Very satisfied	0.48%	0.52%	0.88%	0.52%	1.77%	NA
Satisfied	84.16%	71.22%	76.75%	75.00%	77.72%	NA	67.16%
Dissatisfied	14.40%	21.27%	16.67%	19.63%	17.97%	NA	26.40%
Very dissatisfied	0.96%	6.99%	5.70%	4.84%	2.53%	NA	5.94%
Top-2	84.64%	71.74%	77.63%	75.52%	79.49%	NA	67.66%
Bot-2	15.36%	28.26%	22.37%	24.47%	20.50%	NA	32.34%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
satisfaction with response time to answer call	2009-10						
	Very satisfied	18.32%	13.74%	8.42%	5.80%	4.44%	28.92%
Satisfied	69.60%	65.27%	76.49%	73.21%	71.80%	56.63%	90.32%
Dissatisfied	10.99%	16.41%	14.74%	13.39%	15.40%	9.64%	9.68%
Very dissatisfied	1.10%	4.58%	0.35%	7.59%	8.36%	4.82%	0.00%
Top-2	87.92%	79.01%	84.91%	79.01%	76.24%	85.55%	90.32%
Bot-2	12.09%	20.99%	15.09%	20.98%	23.76%	14.46%	9.68%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
satisfaction with response time to answer call	2008-09						
	Very satisfied	2.56%	2.40%	11.62%	2.88%	13.16%	NA
Satisfied	81.44%	75.50%	67.98%	69.76%	55.70%	NA	65.51%
Dissatisfied	14.56%	15.75%	14.47%	22.25%	27.34%	NA	27.23%
Very dissatisfied	1.44%	6.36%	5.92%	5.10%	3.80%	NA	5.78%
Top-2	84.00%	77.90%	79.60%	72.64%	68.86%	NA	67.00%
Bot-2	16.00%	22.11%	20.39%	27.35%	31.14%	NA	33.01%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with problem solving ability	2009-10						
	Very satisfied	19.63%	12.55%	8.42%	5.78%	4.70%	34.94%
Satisfied	63.70%	59.32%	74.74%	72.89%	71.54%	48.19%	87.10%
Dissatisfied	15.19%	21.29%	15.79%	13.78%	15.14%	12.05%	12.90%
Very dissatisfied	1.48%	6.84%	1.05%	7.56%	8.62%	4.82%	0.00%

Top-2	83.33%	71.87%	83.16%	78.67%	76.24%	83.13%	87.10%
Bot-2	16.67%	28.13%	16.84%	21.34%	23.76%	16.87%	12.90%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with problem solving ability	2008-09						
Very satisfied	1.12%	2.40%	6.36%	1.83%	5.06%	NA	0.99%
Satisfied	81.76%	77.48%	73.03%	70.94%	60.25%	NA	67.99%
Dissatisfied	14.56%	14.91%	15.13%	22.25%	29.37%	NA	25.41%
Very dissatisfied	2.56%	5.21%	5.48%	4.97%	5.32%	NA	5.61%
Top-2	82.88%	79.88%	79.39%	72.77%	65.31%	NA	68.98%
Bot-2	17.12%	20.12%	20.61%	27.22%	34.69%	NA	31.02%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with time taken to resolve complaint	2009-10						
Very satisfied	19.40%	14.50%	9.82%	5.78%	4.74%	32.53%	0.00%
Satisfied	66.04%	59.92%	72.98%	72.89%	71.58%	46.99%	87.10%
Dissatisfied	13.43%	19.08%	15.44%	13.78%	15.26%	13.25%	12.90%
Very dissatisfied	1.12%	6.49%	1.75%	7.56%	8.42%	7.23%	0.00%
Top-2	85.44%	74.42%	82.80%	78.67%	76.32%	79.52%	87.10%
Bot-2	14.55%	25.57%	17.19%	21.34%	23.68%	20.48%	12.90%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with time taken to resolve complaint	2008-09						
Very satisfied	0.96%	2.71%	8.11%	1.96%	8.86%	NA	1.16%
Satisfied	81.76%	77.48%	71.71%	70.81%	55.70%	NA	67.33%
Dissatisfied	14.56%	14.60%	14.04%	22.38%	30.13%	NA	26.07%
Very dissatisfied	2.72%	5.21%	6.14%	4.84%	5.32%	NA	5.45%
Top-2	82.72%	80.19%	79.82%	72.77%	64.56%	NA	68.49%
Bot-2	17.28%	19.81%	20.18%	27.22%	35.45%	NA	31.52%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with speed of connection	2009-10						

Very satisfied	15.54%	17.81%	9.93%	7.30%	8.46%	47.42%	1.42%
Satisfied	79.76%	75.41%	81.85%	85.20%	77.40%	44.33%	96.80%
Dissatisfied	4.05%	5.15%	7.64%	5.26%	9.95%	5.50%	1.78%
Very dissatisfied	0.66%	1.63%	0.57%	2.24%	4.19%	2.75%	0.00%
Top-2	95.30%	93.22%	91.78%	92.50%	85.86%	91.75%	98.22%
Bot-2	4.71%	6.78%	8.21%	7.50%	14.14%	8.25%	1.78%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with speed of connection	2008-09						
Very satisfied	1.74%	2.16%	1.52%	1.87%	0.31%	NA	0.61%
Satisfied	86.75%	84.25%	86.31%	83.10%	75.35%	NA	78.96%
Dissatisfied	11.18%	12.99%	8.62%	12.90%	23.09%	NA	18.60%
Very dissatisfied	0.33%	0.60%	3.55%	2.14%	1.25%	NA	1.83%
Top-2	88.49%	86.41%	87.83%	84.97%	75.66%	NA	79.57%
Bot-2	11.51%	13.59%	12.17%	15.04%	24.34%	NA	20.43%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with time for which service is up and working	2009-10						
Very satisfied	16.92%	18.95%	10.52%	7.60%	9.51%	47.08%	1.78%
Satisfied	78.83%	74.34%	85.28%	86.65%	77.46%	48.45%	95.37%
Dissatisfied	3.40%	4.53%	3.82%	4.09%	8.80%	3.44%	2.49%
Very dissatisfied	0.85%	2.18%	0.38%	1.66%	4.23%	1.03%	0.36%
Top-2	95.75%	93.29%	95.80%	94.25%	86.97%	95.53%	97.15%
Bot-2	4.25%	6.71%	4.20%	5.75%	13.03%	4.47%	2.85%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with time for which service is up and working	2008-09						
Very satisfied	2.44%	5.66%	2.58%	3.13%	0.16%	NA	0.95%
Satisfied	82.74%	80.90%	87.34%	80.43%	81.10%	NA	76.89%
Dissatisfied	14.42%	12.54%	7.49%	13.89%	17.64%	NA	20.27%
Very dissatisfied	0.41%	0.90%	2.58%	2.54%	1.10%	NA	1.89%
Top-2	85.18%	86.56%	89.92%	83.56%	81.26%	NA	77.84%
Bot-2	14.83%	13.44%	10.07%	16.43%	18.74%	NA	22.16%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Frequency of problem in broadband connection	2009-10						
Never	40.15%	33.88%	22.15%	21.85%	15.91%	55.33%	14.23%
Occasionally	55.23%	57.34%	71.52%	65.07%	68.10%	35.05%	81.14%
Frequently	4.24%	7.16%	6.33%	11.90%	12.21%	8.59%	4.27%
Very Frequently	0.38%	1.63%	0.00%	1.17%	3.78%	1.03%	0.36%
Top-2	95.38%	91.22%	93.67%	86.92%	84.01%	90.38%	95.37%
Bot-2	4.62%	8.79%	6.33%	13.07%	15.99%	9.62%	4.63%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Frequency of problem in broadband connection	2008-09						
Never	45.02%	38.15%	43.28%	16.34%	4.85%	NA	37.93%
Occasionally	46.77%	36.21%	31.52%	54.76%	48.20%	NA	42.02%
Frequently	6.72%	13.91%	22.22%	23.70%	37.09%	NA	15.95%
Very Frequently	1.49%	11.73%	2.97%	5.21%	9.86%	NA	4.09%
Top-2	91.79%	74.36%	74.80%	71.10%	53.05%	NA	79.95%
Bot-2	8.21%	25.64%	25.19%	28.91%	46.95%	NA	20.04%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with time taken to restore connection	2009-10						
Very satisfied	21.15%	13.94%	17.47%	8.59%	8.12%	42.58%	2.15%
Satisfied	67.12%	73.56%	73.01%	76.99%	82.22%	44.52%	87.10%
Dissatisfied	8.73%	9.34%	6.39%	10.53%	7.79%	10.97%	9.68%
Very dissatisfied	3.00%	3.16%	3.13%	3.89%	1.87%	1.94%	1.08%
Top-2	88.27%	87.50%	90.48%	85.58%	90.34%	87.10%	89.25%
Bot-2	11.73%	12.50%	9.52%	14.42%	9.66%	12.91%	10.76%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with time taken to restore connection	2008-09						

Very satisfied	1.28%	6.71%	5.82%	5.85%	0.22%	NA	6.08%
Satisfied	67.02%	69.12%	73.83%	67.17%	55.65%	NA	65.03%
Dissatisfied	30.74%	22.92%	17.61%	23.62%	42.83%	NA	26.55%
Very dissatisfied	0.96%	1.25%	2.75%	3.36%	1.30%	NA	2.34%
Top-2	68.30%	75.83%	79.65%	73.02%	55.87%	NA	71.11%
Bot-2	31.70%	24.17%	20.36%	26.98%	44.13%	NA	28.89%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Use of Supplementary/Value Added Services	2009-10						
Yes	8.63%	9.48%	5.01%	2.74%	6.72%	2.08%	3.56%
No	91.37%	90.52%	94.99%	97.26%	93.28%	97.92%	96.44%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Use of Supplementary/Value Added Services	2008-09						
Yes	3.97%	3.55%	4.56%	2.94%	1.40%	NA	3.86%
No	96.03%	96.45%	95.44%	97.06%	98.60%	NA	96.14%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with quality of VAS	2009-10						
Very satisfied	33.33%	31.31%	35.56%	17.86%	37.84%	50.00%	10.00%
Satisfied	54.02%	47.47%	46.67%	64.29%	32.43%	16.67%	70.00%
Dissatisfied	12.64%	10.10%	17.78%	14.29%	28.38%	16.67%	20.00%
Very dissatisfied	0.00%	11.11%	0.00%	3.57%	1.35%	16.67%	0.00%
Top-2	87.35%	78.78%	82.23%	82.15%	70.27%	66.67%	80.00%
Bot-2	12.64%	21.21%	17.78%	17.86%	29.73%	33.34%	20.00%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with quality of VAS	2008-09						
Very satisfied	2.13%	0.00%	3.13%	9.38%	0.00%	NA	2.94%
Satisfied	76.60%	94.83%	75.00%	90.63%	75.00%	NA	85.29%
Dissatisfied	17.02%	5.17%	21.88%	0.00%	25.00%	NA	11.76%
Very dissatisfied	4.26%	0.00%	0.00%	0.00%	0.00%	NA	0.00%

Top-2	78.73%	94.83%	78.13%	100.01%	75.00%	NA	88.23%
Bot-2	21.28%	5.17%	21.88%	0.00%	25.00%	NA	11.76%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with overall quality of broadband service	2009-10						
Very satisfied	15.41%	18.34%	16.28%	4.61%	9.93%	54.20%	1.07%
Satisfied	78.31%	73.82%	80.08%	90.58%	81.28%	41.61%	95.37%
Dissatisfied	5.23%	6.36%	3.07%	4.02%	7.29%	3.15%	2.85%
Very dissatisfied	1.05%	1.47%	0.57%	0.79%	1.49%	1.05%	0.71%
Top-2	93.72%	92.16%	96.36%	95.19%	91.21%	95.81%	96.44%
Bot-2	6.28%	7.83%	3.64%	4.81%	8.78%	4.20%	3.56%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with overall quality of broadband service	2008-09						
Very satisfied	7.83%	5.32%	1.56%	5.05%	4.25%	NA	2.86%
Satisfied	84.17%	84.69%	89.48%	80.81%	73.43%	NA	83.33%
Dissatisfied	6.50%	8.41%	6.62%	10.45%	17.61%	NA	11.35%
Very dissatisfied	1.50%	1.57%	2.34%	3.69%	4.72%	NA	2.45%
Top-2	92.00%	90.01%	91.04%	85.86%	77.68%	NA	86.19%
Bot-2	8.00%	9.98%	8.96%	14.14%	22.33%	NA	13.80%

Awareness about facility for measuring connection speed	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
2009-10	32.91%	42.95%	43.47%	44.18%	32.30%	56.55%	11.74%
2008-09	33.69%	42.27%	45.88%	35.59%	40.25%	0.00%	51.02%

Awareness about call centre telephone number	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Yes	40.97%	49.04%	56.91%	55.91%	51.93%	80.34%	35.59%
No	59.04%	50.96%	43.09%	44.09%	48.07%	19.66%	64.41%

Made any complaint to the customer care in last 12 months	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Yes	13.50%	17.62%	19.13%	16.68%	9.04%	30.31%	17.39%

No	86.50%	82.38%	80.87%	83.32%	90.96%	69.69%	82.61%
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If complaint made	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Docket number received for most of the complaints	31.78%	24.68%	29.01%	38.19%	34.41%	18.18%	54.17%
No docket number received for most of the complaints	17.83%	24.68%	25.93%	27.78%	20.43%	9.09%	35.42%
It was received on request	41.09%	32.91%	34.57%	22.92%	31.18%	45.45%	8.33%
No docket number received even on request	9.30%	17.72%	10.49%	11.11%	13.98%	27.27%	2.08%

Informed by call centre about the action taken on the complaint	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Yes	75.81%	75.71%	86.17%	81.01%	76.84%	92.86%	76.60%
No	24.19%	24.29%	13.83%	18.99%	23.16%	7.14%	23.40%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with the system of complaint resolution by call centre	2009-10						
Very satisfied	9.68%	3.43%	4.26%	1.91%	3.23%	41.67%	2.13%
Satisfied	64.52%	64.57%	48.40%	66.24%	65.59%	35.71%	78.72%
Dissatisfied	20.97%	24.00%	42.55%	25.48%	27.96%	17.86%	19.15%
Very dissatisfied	4.84%	8.00%	4.79%	6.37%	3.23%	4.76%	0.00%
Top-2	74.20%	68.00%	52.66%	68.15%	68.82%	77.38%	80.85%
Bot-2	25.81%	32.00%	47.34%	31.85%	31.19%	22.62%	19.15%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Satisfaction with the system of complaint resolution by call centre	2008-09						
Very satisfied	0.81%	0.49%	1.34%	1.37%	0.00%	NA	0.93%
Satisfied	84.62%	74.27%	82.14%	65.75%	62.75%	NA	74.14%
Dissatisfied	12.15%	17.23%	14.29%	23.09%	30.87%	NA	18.69%
Very dissatisfied	2.43%	8.01%	2.23%	9.78%	6.38%	NA	6.23%
Top-2	85.43%	74.76%	83.48%	67.12%	62.75%	NA	75.07%
Bot-2	14.58%	25.24%	16.52%	32.87%	37.25%	NA	24.92%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Reason for dissatisfaction	2009-10						
Difficult to connect to the call center executive	37.50%	32.14%	60.67%	34.00%	58.62%	0.00%	66.67%
Customer care executive not polite/courteous	15.63%	12.50%	22.47%	4.00%	20.69%	0.00%	11.11%
Customer care executive not equipped with adequate information	3.13%	25.00%	38.20%	46.00%	6.90%	15.79%	11.11%
Time taken by call centre for redressal is too long	31.25%	32.14%	34.83%	42.00%	31.03%	31.58%	77.78%
Customer care executive was unable to understand the problem	3.13%	7.14%	11.24%	2.00%	3.45%	0.00%	0.00%
Others	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Billing/charging complaint resolved satisfactorily by call center within 4 weeks after lodging of the complaint	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
2009-10	43.85%	30.81%	28.04%	32.32%	44.12%	3.45%	62.50%
2008-09	7.75%	11.79%	14.16%	9.69%	1.89%	0.00%	16.71%

Awareness about contact details of Nodal officer	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Yes	18.23%	19.53%	21.05%	6.43%	7.36%	5.52%	10.68%
No	81.77%	80.47%	78.95%	93.57%	92.64%	94.48%	89.32%

Made any complaint to the Nodal officer regarding complaints not resolved/unsatisfactorily resolved by the call centre	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Yes	12.44%	14.15%	9.68%	18.18%	25.97%	18.75%	23.33%
No	87.56%	85.85%	90.32%	81.82%	74.03%	81.25%	76.67%

Intimated by the nodal officer about the decision taken on the complaint	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Yes	79.17%	63.33%	66.67%	58.33%	75.00%	66.67%	100.00%
No	16.67%	36.67%	33.33%	25.00%	20.00%	33.33%	0.00%

Satisfaction with the redressal of the complaint by the nodal officer	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
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Very satisfied	17.39%	3.57%	15.00%	0.00%	0.00%	0.00%	14.29%
Satisfied	56.52%	50.00%	30.00%	60.00%	68.42%	33.33%	57.14%
Dissatisfied	21.74%	28.57%	35.00%	30.00%	15.79%	66.67%	14.29%
Very dissatisfied	4.35%	17.86%	20.00%	10.00%	15.79%	0.00%	14.29%
Top-2	73.91%	53.57%	45.00%	60.00%	68.42%	33.33%	71.43%
Bot-2	26.09%	46.43%	55.00%	40.00%	31.58%	66.67%	28.58%

Reason for dissatisfaction	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Difficult to connect to the Nodal Officer	33.33%	38.46%	81.82%	50.00%	33.33%	0.00%	50.00%
Nodal Officer not polite/courteous	0.00%	23.08%	81.82%	25.00%	0.00%	0.00%	0.00%
Nodal Officer not equipped with adequate information	0.00%	46.15%	81.82%	50.00%	33.33%	0.00%	0.00%
Time taken by Nodal Officer for redressal is too long	50.00%	38.46%	72.73%	75.00%	0.00%	50.00%	50.00%
Nodal Officer was unable to understand the problem	16.67%	15.38%	54.55%	25.00%	16.67%	0.00%	0.00%
Others	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Awareness about the contact details of the appellate authority	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Yes	17.95%	23.02%	21.39%	8.09%	6.73%	1.72%	7.86%
No	82.05%	76.98%	78.61%	91.91%	93.27%	98.28%	92.14%

Filed any appeal in last 12 months	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Yes	14.81%	11.86%	9.82%	31.33%	12.99%	0.00%	40.91%
No	85.19%	88.14%	90.18%	68.67%	87.01%	100.00%	59.09%

Received any acknowledgement for the complaint filed	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Yes	64.29%	53.33%	72.73%	76.92%	60.00%	NA	88.89%
No	35.71%	46.67%	27.27%	23.08%	40.00%	NA	11.11%

Any decision taken by the appellate authority within 3 months of filing the appeal	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Yes	81.48%	62.50%	52.38%	80.77%	62.50%	NA	77.78%
No	18.52%	33.33%	42.86%	19.23%	37.50%	NA	22.22%

Appeal filed recently	0.00%	4.17%	4.76%	0.00%	0.00%	NA	0.00%
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Awareness about item-wise usage charge details for prepaid users	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Yes	66.04%	81.58%	79.10%	38.82%	51.50%	65.74%	67.50%
No	33.96%	18.42%	20.90%	61.18%	48.50%	34.26%	32.50%

Ever denied of request for item-wise usage charge details for prepaid connection	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Yes	0.00%	1.35%	1.73%	1.18%	0.14%	0.00%	0.00%
No	100.00%	98.65%	98.27%	98.82%	99.86%	100.00%	100.00%

Manual of practice provided while subscribing for new broadband connection	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway
Yes	59.34%	67.35%	79.22%	89.84%	58.66%	62.00%	10.00%
No	40.66%	32.65%	20.78%	10.16%	41.34%	38.00%	90.00%

(multiple code)	<input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____ _____
7. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 9 (a))
8. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
9(a). How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q9(a)) 9(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify) _____ _____

For Prepaid Customers only

10. How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
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C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

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

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

16. How satisfied are you with the availability of working telephone (dial tone)?	<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 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

E. MAINTAINABILITY (FAULT REPAIR)

19. Have you experienced fault in your telephone connection in the last 12 months?	<input type="checkbox"/> 1 Yes	
	<input type="checkbox"/> 2 No	(If no, go to Q 23)
20. How many time your telephone became faulty in the last one month.	<input type="checkbox"/> 4 Nil	<input type="checkbox"/> 3 One time
	<input type="checkbox"/> 2 2-3 times	<input type="checkbox"/> 1 More than 3 times
21. How long did it take generally for repairing the fault after lodging complaint?	<input type="checkbox"/> 4 1 day	<input type="checkbox"/> 3 2-3 days
	<input type="checkbox"/> 2 4 - 7 days	<input type="checkbox"/> 1 more than 7 days
22. How satisfied are you with the fault repair service?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

25(a). How satisfied are you with the overall quality of your telephone service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q25(a)) 25(b) Please specify the reason(s) for your dissatisfaction	1. _____ _____ 2. _____ _____ 3. _____ _____

H. GENERAL INFORMATION

(Ask this question only if 1 OR 2 is coded in Q1) 26. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	<input type="checkbox"/> 2 Yes <input type="checkbox"/> 1 No
27. Have you terminated a Telephone Phone connection that you had in the last 12 months	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (If no, go to Q 31)
28. If yes, please name your previous service provider?	<input type="checkbox"/> 1 Airtel <input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 Rel Com <input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam
29. How many days were taken for termination of your connection?	<input type="checkbox"/> 4 1 day <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 1 more than 7 days
30. Did your service provider adjust your security deposit in the bill raised after you requested for termination?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
31. Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Do not mind receiving such calls/SMS
(Ask only if yes in Q31) 32.(a) Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS	<input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 Continued receiving

<p>(Ask only if 3 or 2 or 1 coded in Q32 (a))</p> <p>32.(b) Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p>
<p>32.(c) If Yes, please indicate the following -</p>	<p><input type="checkbox"/> 1 Yes, complaint was registered by the service provider</p> <p><input type="checkbox"/> 2 Service Provider refused to register the complaint</p> <p><input type="checkbox"/> 3 The telephone number and the company/ agency from which the unsolicited calls/ SMS received _____ (please specify)</p>

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

<p>33. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p>
<p>34. Have you made any complaint within last 12 months to the toll free Call Centre/customer care/ Helpline telephone number?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 40)</p>
<p>35. With respect to complaint made by you to call centre, please specify which of these applied the most to you. ?</p>	<p><input type="checkbox"/> 4 Docket number received for most of the complaints</p> <p><input type="checkbox"/> 3 No Docket number received for most of the complaints</p> <p><input type="checkbox"/> 2 It was received on request</p> <p><input type="checkbox"/> 1 No docket number received even on request</p>
<p>36. Did the Call Centre inform you about the action taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>37. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>(Ask this question only if 1 OR 2 is coded in Q.37)</p> <p>38. Please specify the reason(s) for your dissatisfaction. (multiple code)</p>	<p><input type="checkbox"/> 1 Difficult to connect to the call centre executive</p> <p><input type="checkbox"/> 2 Customer care executive not polite/courteous</p> <p><input type="checkbox"/> 3 Customer care executive not equipped with adequate information</p> <p><input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long</p> <p><input type="checkbox"/> 5 Customer care executive was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p>

39. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Not applicable
40. In case the complaint has not been resolved by the call centre, you can contact next level called as Nodal Officer. Are you aware of the contact detail of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 45)
41. Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 45)
42. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
43. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q43) 44. Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
45. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 49)
46. Have you filed any appeal in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 49)
47. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
48. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently

(Q49 to Q51 are for prepaid customers only)	
49. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
50. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 52)
51. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
If coded 1 and 2 in Q.1.	
52. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new telephone connection?"	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

Name of the interviewer: _____ Date: _____

Name of the scrutinizer: _____ Date: _____

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

Name of field officer: _____

SURVEY OF Cellular Mobile Telephone Service Year 2009-2010

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

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

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

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

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

Address: _____

Signature of Subscriber _____

Date : _____

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1. When did you last apply for mobile phone connection?	<input type="checkbox"/> 1 less than 6 month <input type="checkbox"/> 2 6-12 month <input type="checkbox"/> 3 more than 12 month (If more than 12 month, go to Q 4)
2. How much time was taken to get the working connection (activation) after you applied and completed all formalities?	<input type="checkbox"/> 4 One day <input type="checkbox"/> 3 2-3 day <input type="checkbox"/> 2 4-7 day <input type="checkbox"/> 1 More than 7 day
3. How satisfied are you with the time taken to activate the mobile connection, after you applied and completed all formalities?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
4. 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?	<input type="checkbox"/> 4 Within 24 hrs. <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 2 4-7 days <input type="checkbox"/> 1 More than 7 day <input type="checkbox"/> 0 Not Applicable

B. BILLING RELATED – PREPAID CUSTOMER

5(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify)
5(c) Have you made any complaint related to charging /credit /waiver /validity/adjustment in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
5 (d) How satisfied are you with the process of resolution of complaints relating to charging?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

C. BILLING RELATED – POSTPAID CUSTOMER

6. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied
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	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
7(a). How satisfied are you with the accuracy of the bills?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q7(a))	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed	
7(b). Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 2 Tariff plan changed without information	
	<input type="checkbox"/> 3 Charged for value added services not subscribed	
	<input type="checkbox"/> 4 Charged for calls/services not made/used	
	<input type="checkbox"/> 5 Others (please specify) _____	

8. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> 1 Yes	
	<input type="checkbox"/> 2 No	—————▶ (If no, go to Q 10(a))
9. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
10(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q10(a))	<input type="checkbox"/> 1 Difficult to read the bill	
10(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 2 Difficult to understand the language	
	<input type="checkbox"/> 3 Calculations not clear	
	<input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	
	<input type="checkbox"/> 5 Others (please specify)	

D. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

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

	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 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 call 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 your mobile handset faces problem of signal?	<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 you with the availability of network (signal)?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
22. Are you satisfied with the restoration of network (signal) problems?	<input type="checkbox"/> 4 Very satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very dissatisfied

G. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

23. Do you use value added services like roaming, ring tone, GPRS, e-mail, voice mail or any other such services	<input type="checkbox"/> 1 Yes	
	<input type="checkbox"/> 2 No	→ (If no, go to Q 29(a))
24. Did the service provider have your explicit consent before providing the chargeable value added service such as ring tone, e-mail/GPRS, voice mail etc.	<input type="checkbox"/> 1 Yes	
	<input type="checkbox"/> 2 No	
25. How satisfied are you with the quality of the	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied

supplementary / value added services provided?	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
26 Have you been informed the telephone numbers / toll free codes for unsubscribing the value added service (VAS), after activation of VAS or before renewal / recharging of VAS ?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
27 Have you been informed of the charges of value added services before its activation and immediately after its activation?	<input type="checkbox"/> 1 Yes before and after activation	<input type="checkbox"/> 2 Yes only after activation
	<input type="checkbox"/> 3 Yes only before activation	<input type="checkbox"/> 4 No in both cases
28 Have you been informed of the charges for value added services in advance of its renewal / recharging?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No

G. OVERALL CUSTOMER SATISFACTION

29(a).How satisfied are you with the overall quality of your mobile service?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q29(a))	1. _____	
29(b) Please specify the reason(s) for your dissatisfaction	_____	
	2. _____	

	3. _____	

H. GENERAL INFORMATION

(Ask this question only if 1 OR 2 is coded in Q1)	<input type="checkbox"/> 1 Yes
30. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	<input type="checkbox"/> 2 No
31. If at any time you had terminated your mobile connection, how many days, it took for the termination?	<input type="checkbox"/> 4 1 day
	<input type="checkbox"/> 3 2-3 days
	<input type="checkbox"/> 2 4 - 7 days
	<input type="checkbox"/> 1 more than 7 days
32. Are you aware that the processing fee applicable for exclusive Talk Time Top-up shall not exceed Rs. 2/- per Top-up as per existing TRAI orders?	<input type="checkbox"/> 1 Yes
	<input type="checkbox"/> 2 No

33. Are you aware that in Cellular Mobile, the rental for National Roaming Service has been abolished by TRAI and not applicable currently?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
34. Did your service provider adjust your security deposit in the bill raised after you requested for termination?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
35. Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Do not mind receiving such calls/SMS
(Ask only if yes in Q35) 36. (a) Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS	<input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 Continued receiving
(Ask only if 3 or 2 or 1 coded in Q36 (a)) 36.(b) Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
36.(c) If Yes, please indicate the following -	<input type="checkbox"/> 1 Yes, complaint was registered by the service provider <input type="checkbox"/> 2 Service Provider refused to register the complaint <input type="checkbox"/> 3 The telephone number and the company/ agency from which the unsolicited calls/ SMS received _____ (please specify)

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37. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
38. Have you made any complaint within last 12 months to the toll free Call Centre/customer care/ Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 44)
39. With respect to complaint made by you to call centre, please specify which of these applied the most to you?	<input type="checkbox"/> 4 Docket number received for most of the complaints <input type="checkbox"/> 3 No Docket number received for most of the complaints

	<input type="checkbox"/> It was received on request <input type="checkbox"/> No docket number received even on request
40. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No
41. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q.41) 42. Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> Difficult to connect to the call centre executive <input type="checkbox"/> Customer care executive not polite/courteous <input type="checkbox"/> Customer care executive not equipped with adequate information <input type="checkbox"/> Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> Customer care executive was unable to understand the problem <input type="checkbox"/> Others (please specify)
43. Was your billing/charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable
44. In case the complaint has not been resolved by the call centre, you can contact next level called as Nodal Officer. Are you aware of the contact detail of the Nodal Officer?	<input type="checkbox"/> yes <input type="checkbox"/> No → (if no go to Q 49)
45. Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> yes <input type="checkbox"/> No → (if no go to Q 49)
46. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No
47. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q47)	<input type="checkbox"/> Difficult to connect to the Nodal Officer

<p>48. Please specify the reason(s) for your dissatisfaction. (multiple code)</p>	<p><input type="checkbox"/> 2 Nodal Officer not polite/courteous</p> <p><input type="checkbox"/> 3 Nodal Officer not equipped with adequate information</p> <p><input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long</p> <p><input type="checkbox"/> 5 Nodal Officer was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p>
<p>49. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 53)</p>
<p>50. Have you filed any appeal in last 12 months?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 53)</p>
<p>51. Did you receive any acknowledgement?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>52. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Appeal filed only recently</p>
<p>(Q53 to Q55 are for prepaid customers only)</p>	
<p>53. Are you aware that a prepaid customer can get item-wise usage charge details, on request?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>54. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 56)</p>
<p>55. What were the reason(s) for denying your request?</p>	<p><input type="checkbox"/> 1 No reason given</p> <p><input type="checkbox"/> 2 technical problem</p> <p><input type="checkbox"/> 3 Others (please specify)</p>
<p>If coded 1 and 2 in Q.1.</p>	
<p>56. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new mobile telephone connection?"</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>

Name of the interviewer: _____ Date: _____

connection get activated?	<input type="checkbox"/> 2 More than 15 working Days
2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 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?	<input type="checkbox"/> 4 Within 24 hrs. <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 2 4-7 days <input type="checkbox"/> 1 More than 7 days <input type="checkbox"/> 0 Not Applicable

B. BILLING RELATED - POSTPAID CUSTOMER

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

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q9(a))	<input type="checkbox"/> 1 charges not as per tariff plan subscribed	
9(b) Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 2 tariff plan changed without information	
	<input type="checkbox"/> 3 charged for value added services not requested charged for calls/services not made/used	<input type="checkbox"/> 4
	<input type="checkbox"/> 5 Others (please specify) _____	

D. HELP SERVICE

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

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

F. MAINTAINABILITY

17. How often do you face a problem with your Broadband connection?	<input type="checkbox"/> 4 Never	<input type="checkbox"/> 3 Occasionally
	<input type="checkbox"/> 2 Frequently	<input type="checkbox"/> 1 Very Frequently

(Ask if response to Q17 is Frequently/Very Frequently) 18. What was the broadband connection problem faced by you in last twelve months related to, please specify	<input type="checkbox"/> 1 Problem was related to my computer hardware/ software
	<input type="checkbox"/> 2 Problem was related to the broadband connection and modem provided by the service provider.
19. How satisfied are you with the time taken for restoration of Broadband connection?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

G. SUPPLEMENTARY SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

22(a). How satisfied are you with the overall quality of your Broadband service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q22(a)) 22(b) Please specify the reason(s) for your dissatisfaction	1. _____ _____ 2. _____ _____ 3. _____ _____

H. GENERAL

23. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
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**QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF
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24. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
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25. Have you made any complaint within last 12 months to the toll free Call Centre/customer care/Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 31)
26. With respect to complaint made by you to call centre, please specify which of these applied the most to you. ?	<input type="checkbox"/> 4 Docket number received for most of the complaints <input type="checkbox"/> 3 No Docket number received for most of the complaints <input type="checkbox"/> 2 It was received on request <input type="checkbox"/> 1 No docket number received even on request
27. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
28. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
<p>(Ask this question only if 1 OR 2 is coded in Q.37)</p> 29. Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
30. Was your billing/charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Not applicable
31. In case the complaint has not been resolved by the call centre, you can contact next level called as Nodal Officer. Are you aware of the contact detail of the Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q36)
32. Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 36)
33. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

34. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q34) 35. Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
36. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (if no go to Q 40)
37. Have you filed any appeal in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (if no go to Q 40)
38. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
39. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
(Q40 to Q42 are for prepaid customers only)	
40. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
41. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 43)
42. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
If coded 1 and 2 in Q.1.	
43. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

etc., while subscribing the new Broadband connection?"	
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Name of the interviewer: _____ Date: _____

Name of the scrutinizer: _____ Date: _____

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

Name of field officer: _____

Thank You