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## Quality of Service Assessment

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

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#### Assessment of:

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

**Report - March 2009**

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

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# Preface

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

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

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

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

The Survey and Audit modules for various circles within the Zones, due to the sheer scale of data collection, have been distributed across various quarterly periods. IMRB International conducted Survey and Audit modules across Assam, North East, Orissa, Andhra Pradesh and Kerala circles in the period of October 2008 to February 2009. The present report details the **Quality of Services** survey module findings for the **North East 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 January 2008 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 North East circle that was covered in the Quarter 4 (October – December 2008). The primary data collection from the end users of Basic (Wireline), Cellular Mobile (Wireless) and broadband services was undertaken by IMRB International during the period of October 2008 – February 2008.



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



***This report highlights the Survey Module findings for North East circle for Cellular Mobile (Wireless) 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 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. Some interviews were also conducted telephonically in order to obtain better productivity

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	<ul style="list-style-type: none"> <li>- Time taken to get a new phone connection</li> <li>- Time taken for shifting of connection</li> <li>- Time taken for re-activation of services</li> </ul>	<ul style="list-style-type: none"> <li>- Time taken for activation of connection</li> <li>- Time taken for re-activation of services</li> </ul>	<ul style="list-style-type: none"> <li>- Time taken to get a broadband connection</li> <li>- Time taken for re-activation of services</li> </ul>
Network performance, reliability & availability	<ul style="list-style-type: none"> <li>- Phone working &amp; always available</li> <li>- Make &amp; receive calls easily</li> <li>- Getting clear voice quality of phone</li> </ul>	<ul style="list-style-type: none"> <li>- Phone working &amp; always available</li> <li>- Make &amp; receive calls easily</li> <li>- Getting clear voice quality of phone</li> </ul>	<ul style="list-style-type: none"> <li>- Speed of broadband connection</li> <li>- Service uptime</li> </ul>
Maintainability	<ul style="list-style-type: none"> <li>- Quality of fault repair service</li> </ul>	<ul style="list-style-type: none"> <li>- Availability of network</li> <li>- Restoration of network problems</li> </ul>	<ul style="list-style-type: none"> <li>- Time taken for restoration of connection</li> </ul>
Help services	<ul style="list-style-type: none"> <li>- Ease of access to helpline numbers</li> <li>- Response of the customer care executive</li> <li>- Problem solving ability of the executive</li> <li>- Time taken by executive to resolve complaint</li> </ul>	<ul style="list-style-type: none"> <li>- Ease of access to helpline numbers</li> <li>- Response of the customer care executive</li> <li>- Problem solving ability of the executive</li> <li>- Time taken by executive to resolve complaint</li> </ul>	<ul style="list-style-type: none"> <li>- Ease of access to helpline numbers</li> <li>- Response of the customer care executive</li> <li>- Problem solving ability of the executive</li> <li>- Time taken by executive to resolve complaint</li> </ul>
Billing	<ul style="list-style-type: none"> <li>- Timely delivery of bills</li> <li>- Accuracy of bill</li> <li>- Clarity of bill</li> <li>- Accuracy of charges deducted (for prepaid)</li> <li>- Redressal mechanism</li> </ul>	<ul style="list-style-type: none"> <li>- Timely delivery of bills</li> <li>- Accuracy of bill</li> <li>- Clarity of bill</li> <li>- Accuracy of charges deducted (for prepaid)</li> <li>- Redressal mechanism</li> </ul>	<ul style="list-style-type: none"> <li>- Timely delivery of bills</li> <li>- Accuracy of bill</li> <li>- Clarity of bill</li> <li>- Accuracy of charges deducted (for prepaid)</li> <li>- Redressal mechanism</li> </ul>
Supplementary services	<ul style="list-style-type: none"> <li>- Quality of supplementary services provided</li> </ul>	<ul style="list-style-type: none"> <li>- Quality of supplementary services provided</li> </ul>	<ul style="list-style-type: none"> <li>- Quality of supplementary services provided</li> </ul>
Overall satisfaction	<ul style="list-style-type: none"> <li>- Overall rating of performance</li> </ul>	<ul style="list-style-type: none"> <li>- Overall rating of performance</li> </ul>	<ul style="list-style-type: none"> <li>- Overall rating of performance</li> </ul>

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

- a. Awareness of the three stage redressal mechanism
- b. Awareness of the stages of the redressal mechanism
- c. Ease of access to the various stages
- d. 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

The following samples were achieved for all the three services in the North East circle:

	Name of Service Provider	Sample Size	Sample Size achieved
BASIC WIRELINE	BSNL (NE1*)	384	384
	BSNL (NE2**)	384	387
WIRELESS	Bharti Airtel Limited	384	399
	BSNL NE 1	384	382
	BSNL NE 2	384	384
	Aircel	384	397
	Reliance GSM (RTL)	384	391
BROADBAND	Sify	165	168
	BSNL	384	383

\*NE 1 comprises of Meghalaya, Tripura and Mizoram

\*\* NE 2 comprises of Nagaland, Arunachal Pradesh and Manipur

#### Basic (Wireline) Services

For Basic (Wireline) Services, gender distribution across the respondents of the service providers in North East circle was as under:-

Gender Distribution	Total	BSNL - NE1	BSNL - NE2
Total	771	387	384
Male	82.0%	80.9%	83.1%
Female	18.0%	19.1%	16.9%

The age distribution for the respondents of Basic (Wireline) survey module for North East circle for various service providers was as under:-

Age Distribution	Operator		
	Total	BSNL - NE1	BSNL - NE2
Total	771	387	384
< 25 years	6.5%	5.9%	7.0%
25-60 years	87.2%	87.3%	87.0%
> 60 years	6.4%	6.7%	6.0%

The respondents for the Basic (Wireline) survey module were contacted in the following exchanges in the North East circle. The list includes only 21 exchanges. However, respondents lying under many more exchanges were part of the survey. Hence the Wireline sample has representation from all the states in NE 1 and NE 2.

Name of the Exchange	
Bilkhawthlir	OCB 283 exchane, Agartala
Kolasib	Mohanpur
Thingdawl	Forest Colony (Meghalaya- NE-I)
Dimapur, Dhansiripar Anrax	Rynjah (Meghalaya-NE-I)
Dimapur Ranghpahar RSU	Mawklot (Meghalaya-NE-I)
Dimapur Signal Basthi RSU	SMIT (Meghalaya-NE-I)
Telephone Exchange Tenga	Umshing (Meghalaya-NE-I)
Kimin	Kalyanpur
Bhalukpang	
Hiyangthang	
Yurembam	
Imphal Main Exchange	
Ananda Nagar	

The Wireline sample exchanges were scattered across all the regions of NE 1 and NE 2.

### Cellular Mobile (Wireless) Services

The following samples were achieved for all Cellular Mobile (Wireless) service providers in the North East circle:

Gender Distribution	Operator - North East Circle					
	Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
Total	1,953	399	397	391	382	384
Male	75.6%	71.9%	75.8%	74.2%	79.6%	76.6%
Female	24.4%	28.1%	24.2%	25.8%	20.4%	23.4%

Age- Wise Distribution	Operator - North East Circle					
	Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
Total	1,953	399	397	391	382	384
Less than 25	23.6%	26.8%	34.0%	28.1%	17.8%	10.4%
25-60	73.6%	70.9%	64.0%	70.3%	79.8%	83.3%
More than 60	2.9%	2.3%	2.0%	1.5%	2.4%	6.3%

## Broadband Services

For Broadband Services, gender distribution across the respondents of the service providers in North East circle was as under:-

Gender Distribution	Operator - North East Circle		
	Total	BSNL	Sify
Total	551	383	168
Male	79.3%	73.1%	93.5%
Female	20.7%	26.9%	6.5%

Age- Wise Distribution	Operator - North East Circle		
	Total	BSNL	Sify
Total	551	383	168
Less than 25	26.5%	33.4%	10.7%
25-60	72.4%	65.3%	88.7%
More than 60	1.1%	1.3%	0.6%

### 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. The scores on percentage of consumers satisfied are given in the detailed findings.

Legend	
Score Range (For level of satisfaction)	Cell color
Score less or equal to 60%	
Score between 60% and 69%	
Score greater than or equal to 70%	

### 4.1 Summary of the Survey module for Basic (Wireline) Operators in the North East circle

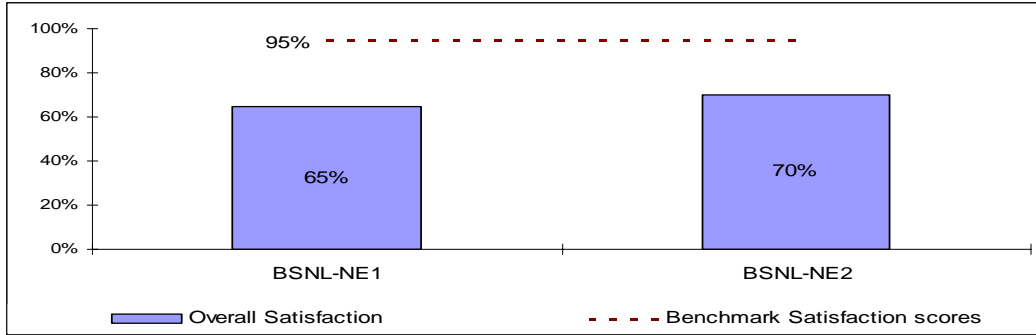
S. N.	Customer Perception of Services	Benchmark	BSNL-NE1	BSNL-NE2
1	% subscribers satisfied with the provision of service	>95%	65%	70%
2	% subscribers satisfied with the billing performance (Post paid customers)	>90%	71%	51%
3	% subscribers satisfied with the billing performance (Pre paid customers)		Very few prepaid subscribers	
4	% subscribers satisfied with help services	>90%	62%	52%
5	% subscribers satisfied with network performance, reliability and availability	>95%	68%	63%
6	% subscribers satisfied with maintainability	>95%	59%	56%
7	Overall customer satisfaction	>95%	69%	65%
8	% subscribers satisfied with offered supplementary services	>95%	Incidence of people who have subscribed for supplementary services is observed to be low	

\*NE 1 comprises of Meghalaya, Tripura and Mizoram

\*\* NE 2 comprises of Nagaland, Arunachal Pradesh and Manipur

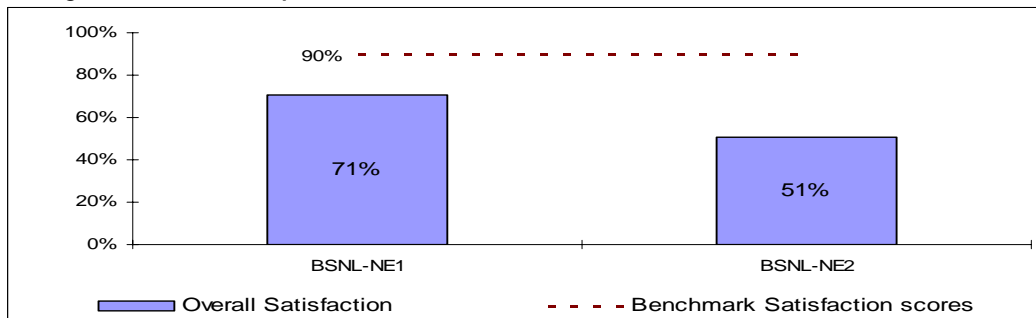
BSNL is the only operator present in North Eastern states of India. In all of the measures of satisfaction none of the operators meet the TRAI benchmark which is set with respect to the corresponding parameter. In general, scores in North East I i.e. are observed to be better than the scores obtained in NE II

### Service Provision



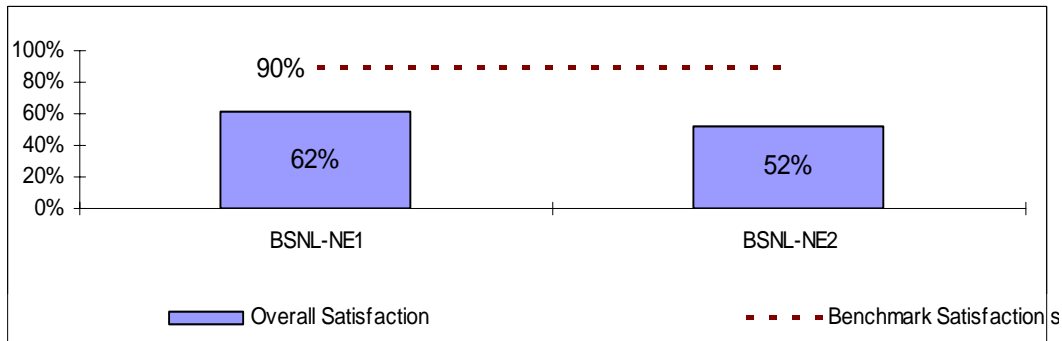
As far as service provisioning is concerned BSNL does relatively well in NE 2 with satisfaction level score of 70%. Its score in NE1 is 65%

### Billing Parameter – Postpaid subscribers



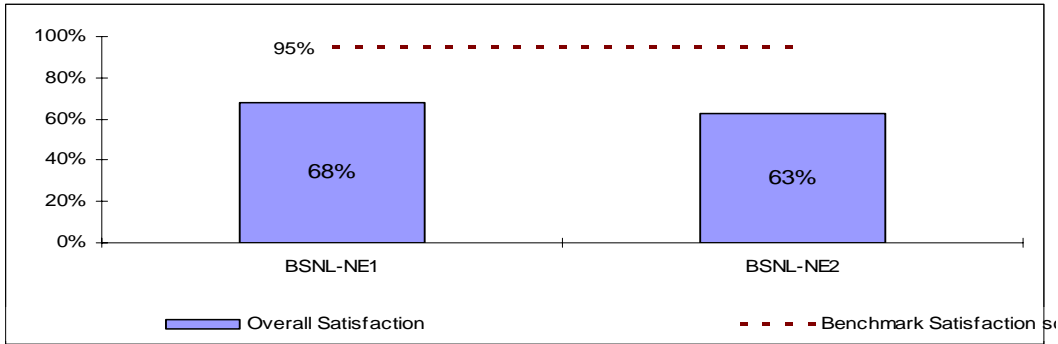
Satisfaction level score on billing parameters is observed to be significantly higher in NE1 (71%) when compared to the score in NE 2 (51%)

### Help Services



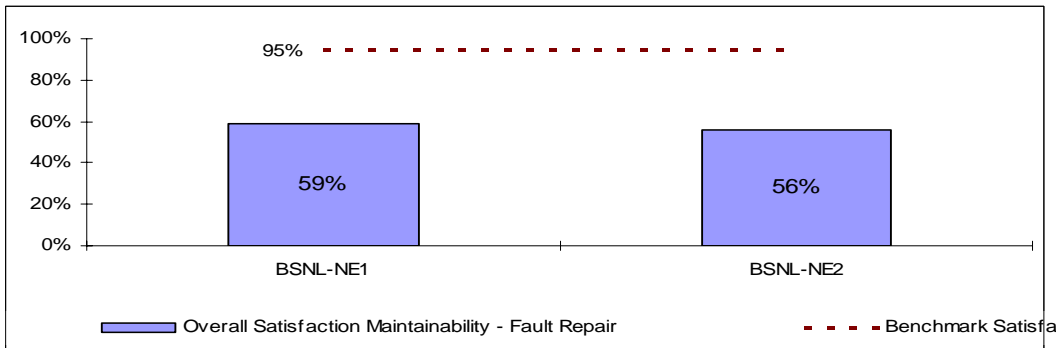
As in case with satisfaction level with billing parameters BSNL does better in NE1 (at 62%) when compared to its score in NE2 (at 52%)

### Network Performance, Reliability and Availability



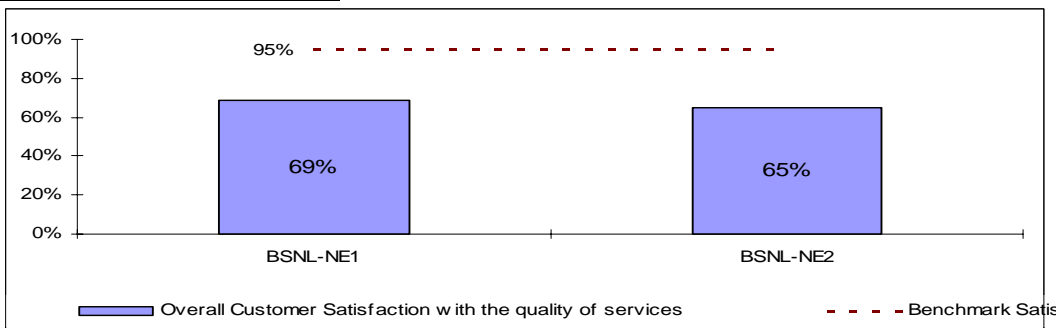
BSNL scores on satisfaction level with Network performance are observed to be 68% and 63% in NE1 and NE2 respectively.

### 5. Maintainability



BSNL scores on satisfaction level with Maintainability are observed to be 59% and 56% in NE1 and NE2 respectively.

### Overall Customer Satisfaction



When it comes to overall customer satisfaction, the satisfaction level is marginally higher in NE1 at 69% for BSNL



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

##### Redressal Mechanism – Basic (Wireline)

S. N.	Sub-parameter	BSNL-NE1	BSNL-NE2
1	Awareness of three stage grievance mechanism	27%	21%
2	For new customers, provisioning of 'Manual of Practice' while taking the new connection	2%	1%

The awareness of three stage grievance mechanism is low for BSNL in both NE1 (27%) and NE 2 (21%).

##### Redressal Mechanism - Stage 1: Call Center

S. N.	Sub-parameter	BSNL-NE1	BSNL-NE2
1	Awareness of Call center for redressing grievances	26%	18%
2	Penetration of consumers made any complaints to the toll free number within last 6 months	18%	8%
3	Call center informing about the action taken on complaints	51%	42%
4	Resolution of complaint by customer care within 4 weeks of lodging complaint	0%	10%
5	% subscribers satisfied with the complain resolution by call center	60%	54%

The awareness of Call center for redressing grievances (i.e. Stage 1 of the 3 stage process) is observed to 26% in NE 1 and 18% in NE 2.

The Percentage of consumers making any complaints to the toll free number within last 6 months is 18% for BSNL in NE 1 and 8% in NE 2.

As far as responsiveness of call center for informing about the action taken on the complaints is concerned, the scores in NE1 and NE2 are observed to be 51% and 42% respectively.

In NE 1 BSNL, none of the subscribers who had made complaint in last 6 months, found their complaints resolved by customer care within 4 weeks of lodging the complaint whereas in NE 2 the in 10% of cases complaint was resolved in 4 weeks. Also satisfaction level resolution of billing complaints is observed to be 60% and 54% in NE1 and NE2 respectively.

##### Redressal Mechanism - Stage 2 and 3: Nodal Officer and Appellate authority

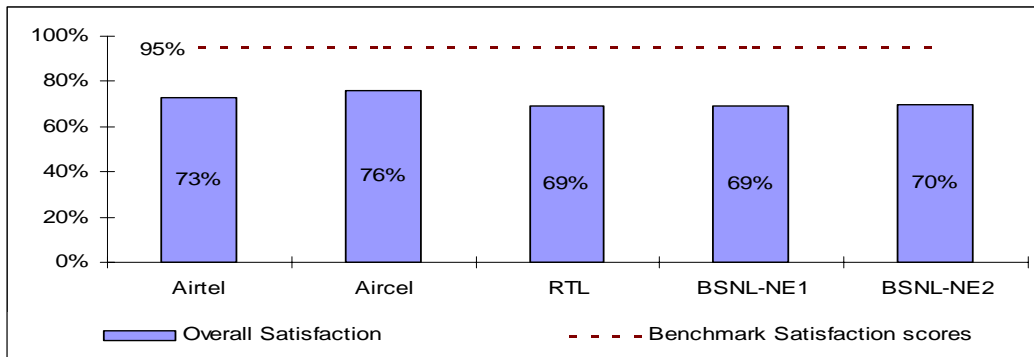
The awareness of Nodal officer and Appellate authority for redressing grievances (i.e. Stage 2 of the 3 stage process) is observed to be negligible both in NE 1 and NE 2 for BSNL

## 4.2 Summary of the Survey module for Cellular Mobile (Wireless) Operators in the North East circle

S. N.	Customer Perception of Services	B'mark	Airtel	Aircel	RTL	BSNL-NE1	BSNL-NE2
1	%age subscribers satisfied with the provision of service	>95%	73%	76%	69%	69%	70%
2	%age subscribers satisfied with the billing performance (postpaid)	>90%	64%	63%	65%	70%	60%
3	%age subscribers satisfied with the billing performance (prepaid)	>90%	72%	73%	74%	70%	63%
4	%age subscribers satisfied with help services	>90%	61%	65%	48%	52%	56%
5	%age subscribers satisfied with network performance, reliability and availability	>95%	75%	71%	59%	65%	61%
6	%age subscribers satisfied with maintainability	>95%	78%	72%	60%	68%	55%
7	Overall customer satisfaction	>95%	76%	72%	57%	70%	63%
8	%age subscribers satisfied with offered supplementary services	>95%	74%	60%	71%	62%	62%

The survey results for the Cellular Mobile (Wireless) operators in the North East circle clearly show that Help Services, Network performance and Billing performance are the areas where service providers have scored relatively less as compared to other parameters. In all of the measures of satisfaction none of the operators meet the TRAI benchmark which is set with respect to the corresponding parameter.

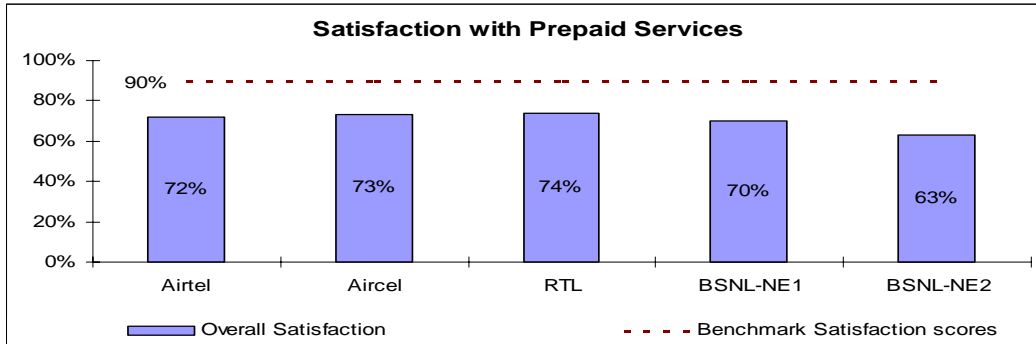
### Service Provision (Benchmark – 95%)



Level of satisfaction with service provision is highest for Aircel at 76% followed closely by Airtel at 73%. Relatively low scores are observed for BSNL NE 1 (69%) and RTL (69%)

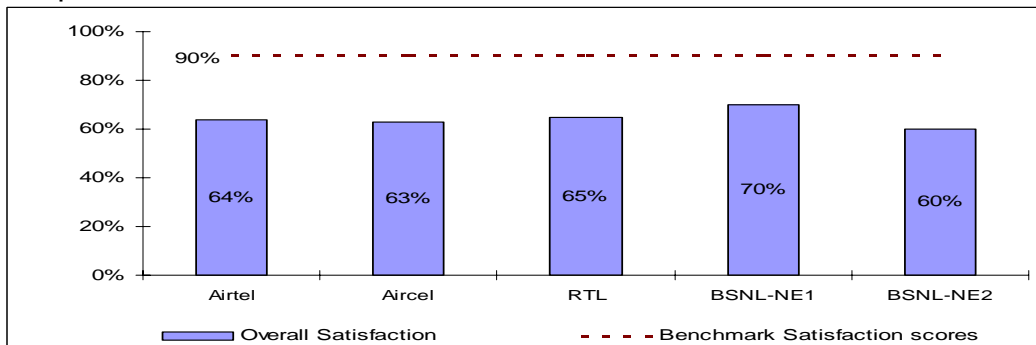
**Billing performance (Benchmark – 90%)**

**Pre-paid Subscribers**



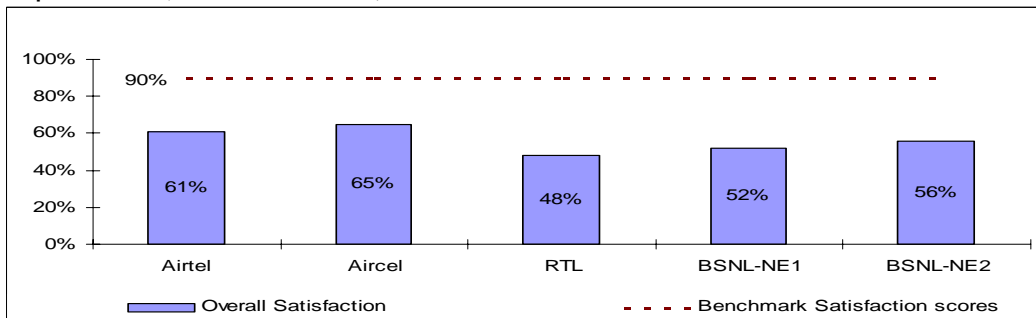
Level of satisfaction with billing parameters for prepaid customers is highest for RTL at 74% followed closely by Aircel and Airtel at 73% and 72% respectively. Lowest score is observed for BSNL in NE 2

**Post-paid Subscribers**



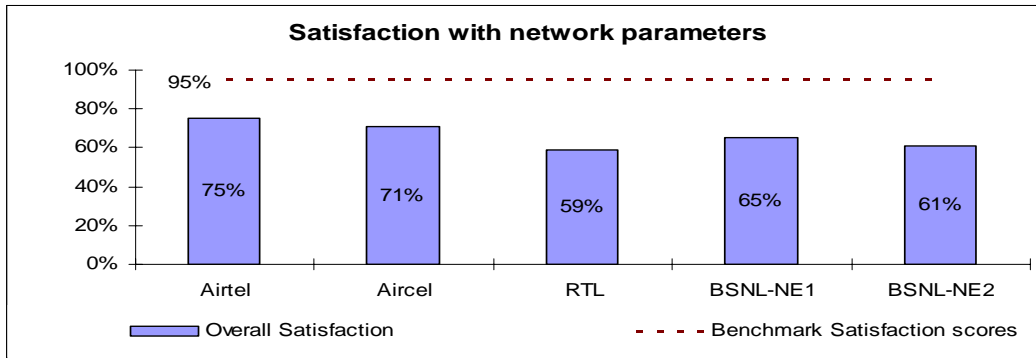
Level of satisfaction with billing parameters for postpaid customers is highest for BSNL in NE1 at 70% followed closely by RTL, Airtel and Aircel. Lowest score is observed for BSNL in NE 2 at 60%

**Help Services (Benchmark – 90%)**



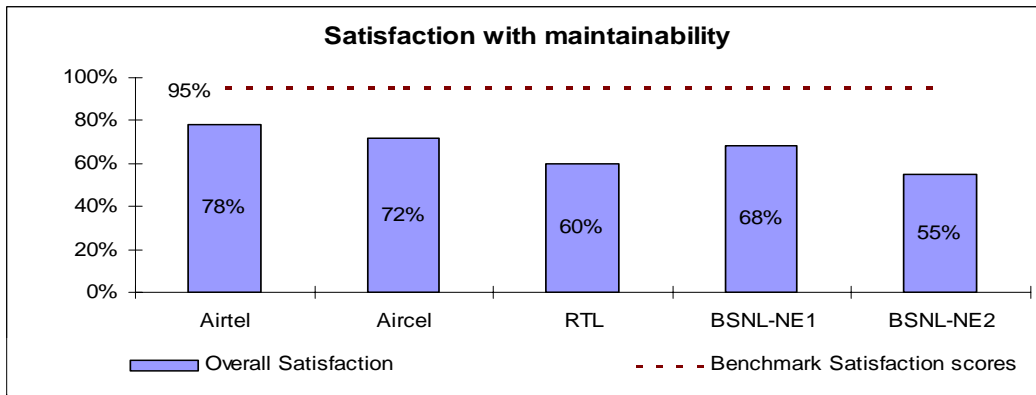
Satisfaction level with help services is highest amongst Aircel subscribers at 65% followed closely by Airtel subscribers at 61% and it is the lowest for RTL subscribers at 48%.

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



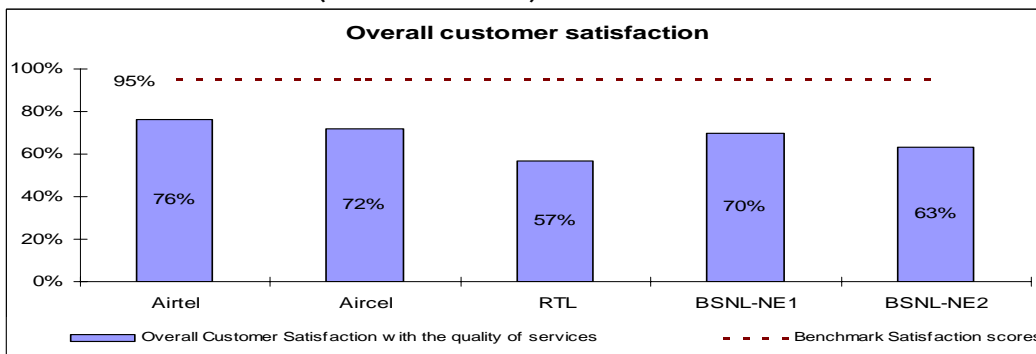
The level of satisfaction with network related parameters is the highest amongst Airtel subscribers at 75% followed closely by Aircel 71%. It is the lowest for RTL subscribers at 59% which could be a result of increased levels of network related problems faced by these subscribers.

**Maintainability (Benchmark – 95%)**



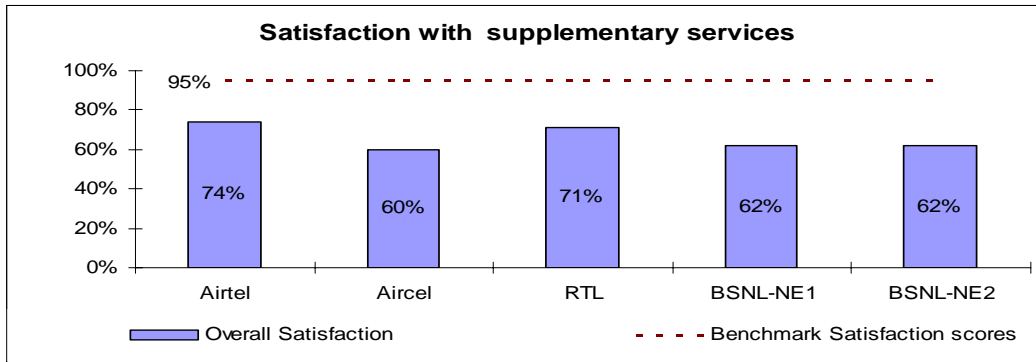
The level of satisfaction scores with maintainability of all service providers fall short with respect to TRAI benchmark of 95%. It is the better amongst Airtel & Aircel subscribers at 78% and 72% respectively. As observed across network related parameters, BSNL and RTL lag behind other service providers.

**Overall level of satisfaction (Benchmark – 95%)**



The scores for Airtel & Aircel subscribers are observed to be 76% and 72%. The overall level of satisfaction is the lowest among RTL subscribers at a meager 57%.

**Supplementary services (Benchmark – 95%)**



Satisfaction with quality of supplementary services is the highest for Airtel subscribers at 74% followed by RTL at 71%. Aircel, BSNL NE1 and BSNL NE2 lag behind in this aspect with the level subscriber satisfaction of 60% and 62% respectively.

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

**Redressal Mechanism**

S. N.	Sub-parameter	Airtel	Aircel	RTL	BSNL-NE1	BSNL-NE2
1	Awareness of three stage grievance mechanism	15%	21%	12%	10%	18%
2	For pre-paid customers, awareness about item-wise call charge details on request	18%	17%	17%	4%	16%
3	If aware (for pre-paid customers), ever denied of item wise usage charge details for pre-paid connection	3%	2%	27%	43%	6%
4	For new customers, provisioning of 'Manual of Practice' while taking the new connection	17%	16%	20%	9%	8%

The awareness of three stage grievance mechanism is observed to be low across the subscribers of all the service providers. It is maximum for Aircel at 21% and lowest for BSNL NE1 at 10%

As far as awareness of item-wise call charges details among pre-paid customers is concerned, 18% of Airtel subscribers (Highest) are aware that they can get item-wise call charge details on request closely followed by Aircel, RTL and BSNL NE 2 at 17%, 17% and 16% respectively. Whereas only 4% (lowest) of BSNL NE 1 subscribers are aware of getting item-wise call charge details on request.

Among the pre-paid subscribers who are aware of item wise usage charge details, 43% of the BSNL NE1 and 27% of RTL pre-paid subscribers were denied of item-wise bill for the pre-paid connection. For all the other service providers this number ranges from 2% to 6%.

As far as provisioning of 'Manual of Practice' for new customers is concerned, 20% of new RTL subscribers have been handed over 'Manual of Practice' while taking the new connection. The number is quite low for BSNL both in NE 1 and NE 2 circles



**Redressal Mechanism - Stage 1: Call Center**

S. N.	Sub-parameter	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
1	Awareness of Call center for redressing grievances	15%	21%	10%	10%	18%
2	Penetration of consumers made any complaints to the toll free number within last 6 months	3%	4%	5%	3%	1%

The awareness of Call center for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 21% (Aircel) to 10% (RTL and BSNL NE1) for all the service providers.

The Percentage of consumers making any complaints to the toll free number within last 6 months is observed to be very low for all the operators. The reason for the same may be low awareness of the call centre mechanism

**Redressal Mechanism - Nodal Officer and Appellate Authority (Stage 2 and Stage 3)**

The awareness of Nodal officer and Appellate tribunal for redressing grievances (i.e. Stage 2 of the 3 stage process) is negligible across all the service providers in NE circle

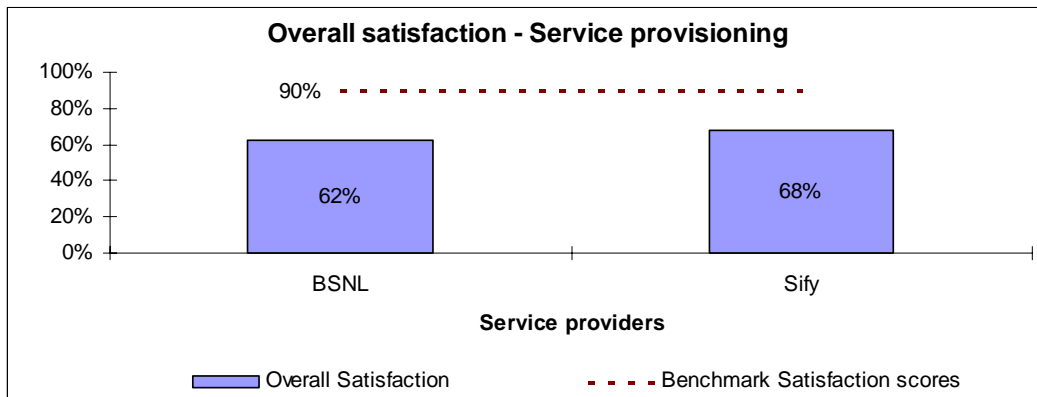
### 4.3 Summary of the Survey module for Broadband Operators in the North East circle

Satisfaction level of subscribers with various parameters of Broadband service:

S. N.	Customer Perception of Services	B'mark	BSNL	Sify
1	% subscribers satisfied with the provision of service	>90%	62%	68%
2	% subscribers satisfied with the billing performance (Prepaid customers)	>90%	Very few prepaid customers	67%
3	% subscribers satisfied with the Billing performance (Postpaid customers)	>90%	64%	63%
4	% subscribers satisfied with help services	>85%	51%	50%
5	% subscribers satisfied with network performance, reliability and availability	>85%	61%	61%
6	% subscribers satisfied with maintainability	>85%	65%	66%
7	Overall level of customer satisfaction	>85%	62%	67%
8	% subscribers satisfied with offered supplementary services	>85%	72%	71%

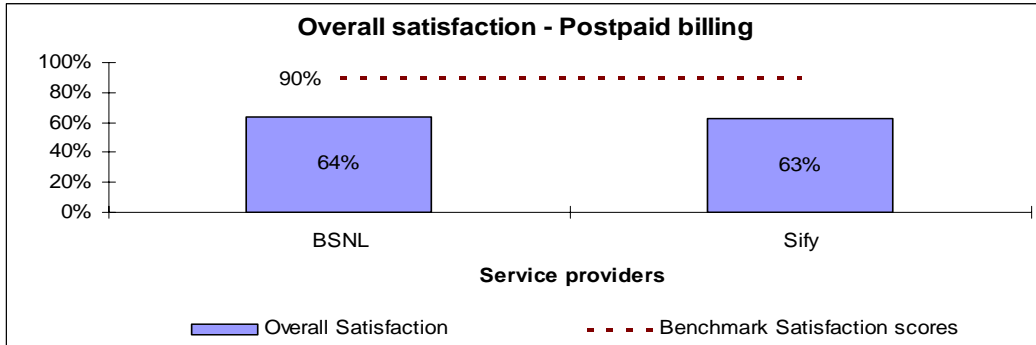
BSNL and Sify are the only operators present in NE circle. Also it should be noted that penetration of Broadband was found to be low. Service providers provide services only in the key cities in North east circle

#### Service Provision (Benchmark – 90%)



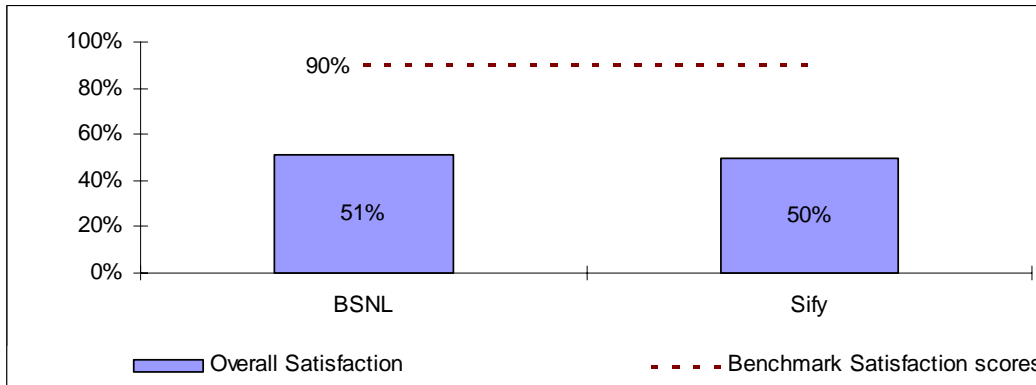
Sify (at 68%) scores relatively better on satisfaction level with service provisioning as compared to BSNL at 62%

### Billing performance (Benchmark – 90%)



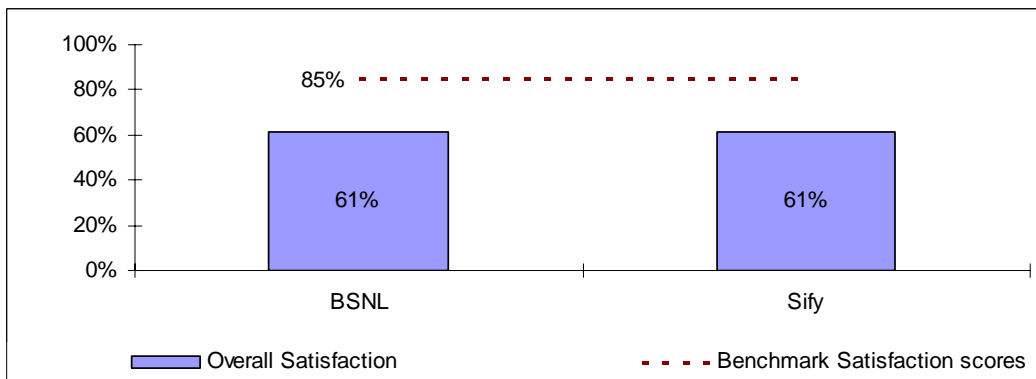
As far as satisfaction level with postpaid billing is concerned both BSNL and Sify subscribers are performing below average with scores of 64% and 63% respectively. For prepaid subscribers satisfaction level for Sify subscribers was observed to be 67%

### Help Services (Benchmark – 90%)



Marginal difference is observed in scores on satisfaction level obtained for BSNL and Sify

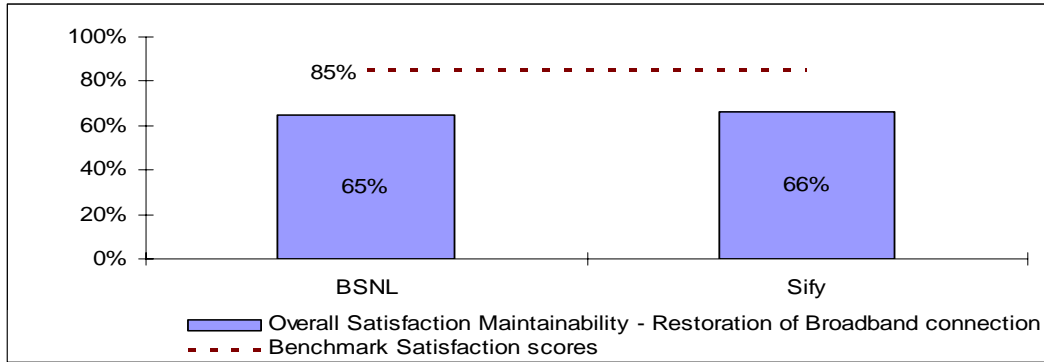
### Level of satisfaction with network performance, reliability and availability (Benchmark – 85%)



Both BSNL and Sify score equal i.e. 61% on satisfaction level with network performance

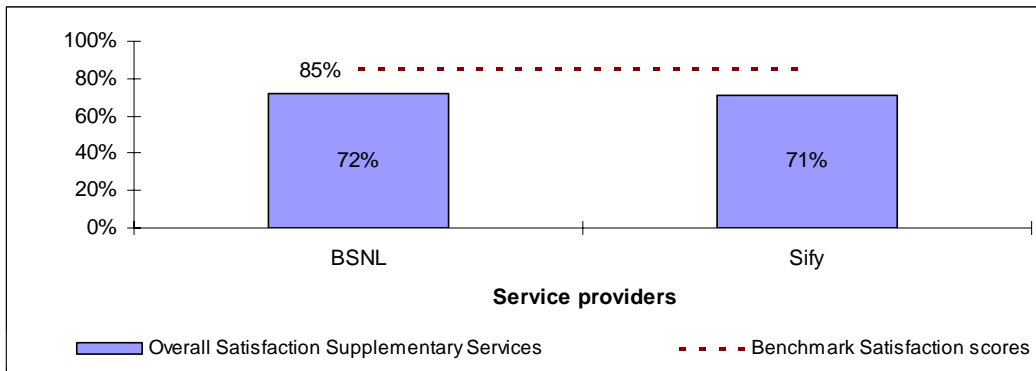


### Maintainability (Benchmark - 85%)



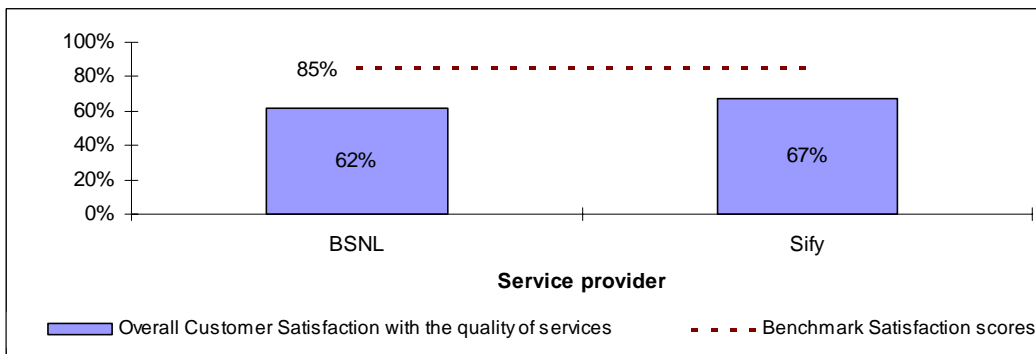
As far as satisfaction level with maintainability of network is concerned Sify (at 66%) is marginally above BSNL which has scored 65%

### Supplementary Services (Benchmark - 85%)



As far as satisfaction level with use of supplementary services is concerned BSNL is marginally ahead of Sify at 72%

### Overall level of customer satisfaction (Benchmark - 85%)



Sify leads on overall satisfaction with Quality of services with a score of 67%

### 4.3.1 Consumer Protection and Grievance Scores for the Broadband survey

#### Redressal Mechanism

S. N.	Sub-parameters	BSNL	Sify
1	Awareness of three stage grievance mechanism	31%	24%
2	For pre-paid customers, awareness about item-wise call charge details on request	Very few prepaid subscribers	21%
3	If aware (for pre-paid customers), ever denied of item wise usage charge details for pre-paid connection		0%
4	For new customers, provisioning of 'Manual of Practice' while taking the new connection	38%	37%

The awareness of three stage redressal mechanism for BSNL broadband subscribers was found to be 31% and 24% for BSNL and Sify respectively.

38% of the new customers for BSNL claimed that they were provided with Manual for practice whereas number of such customers is 37% for Sify

#### Stage 1: Call Center

S. No	Sub-parameter	BSNL	Sify
1	Awareness of Call center for redressing grievances	34%	23%
2	Penetration of consumers made any complaints to the toll free number within last 6 months	14%	10%
3	Call center informing about the action taken on complaints	30%	47%
4	Resolution of complaint by customer care within 4 weeks of lodging complaint	6%	12%
5	Percentage satisfied with the complain resolution by call center	50%	38%

34% of BSNL subscribers and 23% of Sify subscribers are aware of the presence of Call center in North East.

14% of the total BSNL subscribers who are aware of the call center have lodged a complaint regarding their services whereas only 10% of such subscribers claimed to have made a complaint.

However, in only 30% of the cases, the subscribers of Hathaway have been notified by the call center about the action taken on their complaints. For Sify the score is relatively better at 47%.

However, only 6% of the BSNL subscribers and 12% of Sify subscribers say that their complaint was resolved within four weeks.

Also percentage subscribers satisfied with resolution of complaints by BSNL and Sify are observed to be 50% and 38% respectively.

### Stage 2: Nodal Officer

S. N.	Sub-parameter	BSNL	Sify
1	Awareness of Nodal officer for redressing grievances	13%	14%
2	Awareness of contact details of Nodal officer	8%	13%

The awareness of the existence of nodal officer as a second level of resolution of complaints is abysmally low amongst subscribers with only 13% and 14% subscribers for BSNL and Sify respectively claiming to be aware of such a mechanism.

### Stage 3: Appellate Authority

S. N.	Sub-parameter	BSNL	Sify
1	Awareness of Appellate authority for redressing grievances	10%	10%
2	Awareness of contact details of Appellate authority for filing of appeals on complaints	8%	9%

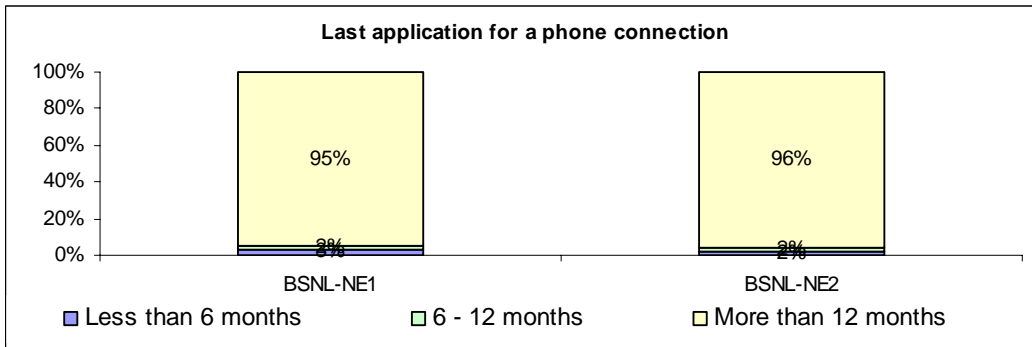
The awareness of the existence of appellate authority as a third level of resolution of complaints is abysmally low amongst subscribers with 10% subscribers for BSNL and Sify claiming to be aware of such a mechanism.

## 5.1 Detailed Findings – Basic Wireline

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

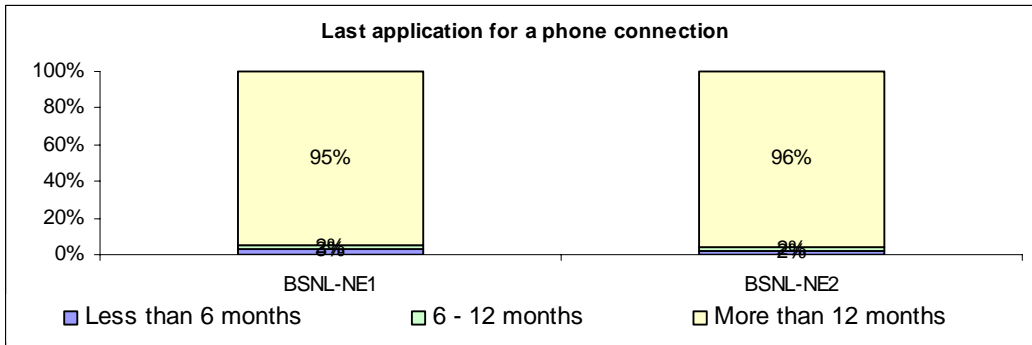
### 5.1.1 Service Provision sub-aspects

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



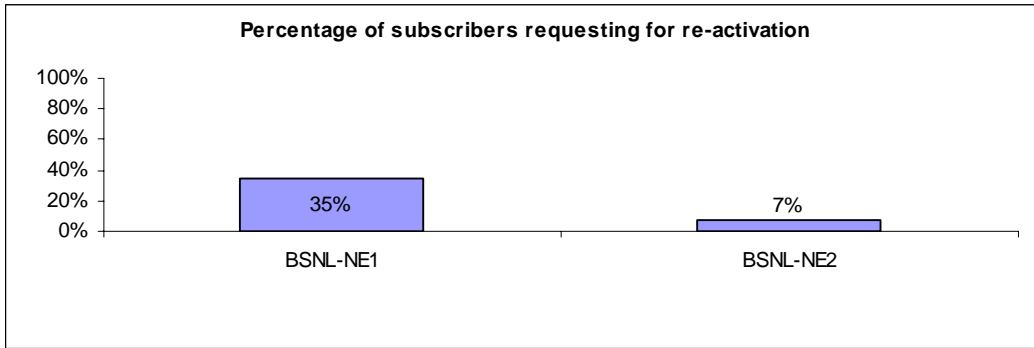
Less than 5% of total customers met for BSNL in NE 2 circle claimed to have applied for a new connection in last 6 months

### b. Request for shifting the connection



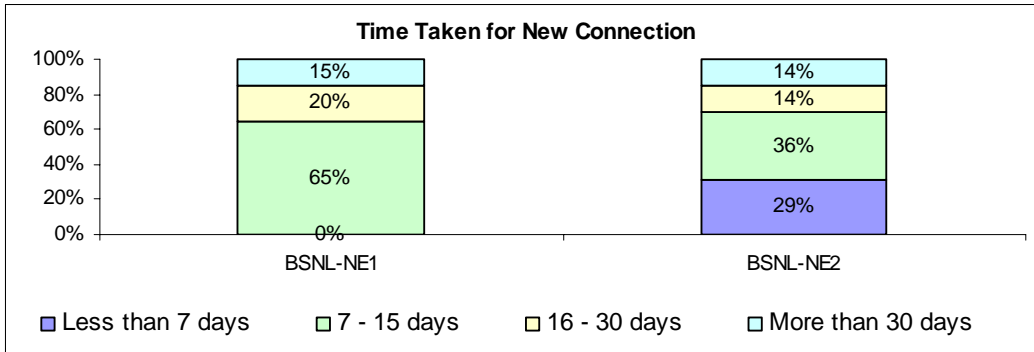
As expected, the Percentage for the request for shifting the Wireline connection is quite low in both the circles for BSNL

**c. Requisition for re-activation, if the connection is temporarily deactivated**



The percentage of requisition for re-activation, if the connection is temporarily deactivated is observed to be 35% and 7% for BSNL in NE1 and NE2 respectively.

**d. 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.



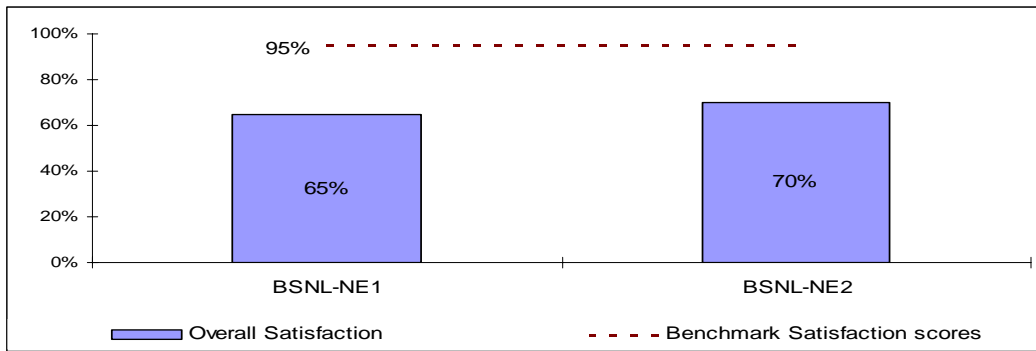
None of the BSNL subscribers who had applied for new connections in last six months claimed that the connection was provided to them within the time period stipulated by TRAI. Also approximately 15% of subscribers in NE1 and NE 2 claimed that connection was provided in more than 30 days which is way beyond TRAI specified guidelines.

**Satisfaction on sub-aspects of service provision:**

Satisfaction with Service Provision	BSNL-NE1	BSNL-NE2
Satisfaction with new connection	58%	62%
Satisfaction with shifting	69%	72%
Satisfaction with re-activation	65%	73%
Overall Satisfaction	65%	70%

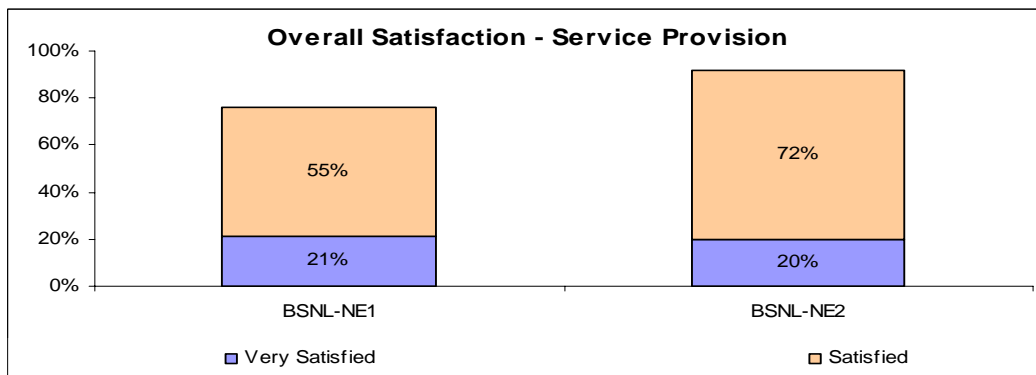
In general, BSNL is doing relatively better in NE2 on all the sub aspects of service provisioning.

**Overall Satisfaction with service provisioning**



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

Overall Very Satisfied & Satisfied scores	BSNL-NE1	BSNL-NE2
Very Satisfied	21%	20%
Satisfied	55%	72%
<b>Total</b>	<b>76%</b>	<b>92%</b>



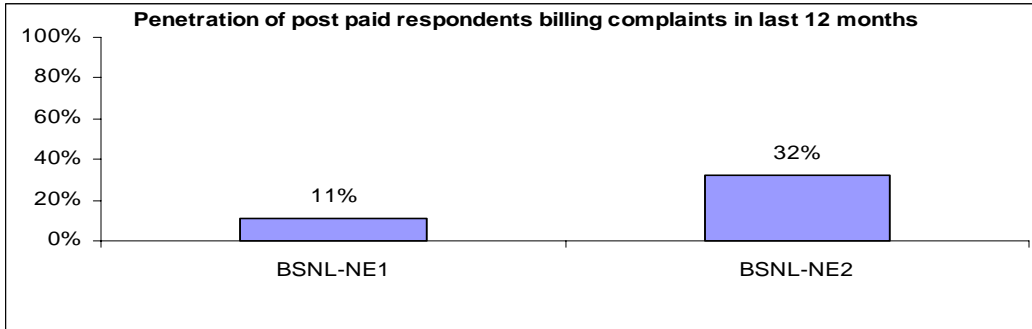
The top two box score for BSNL in NE1 and NE2 is observed to be 76% and 92% respectively.

### 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



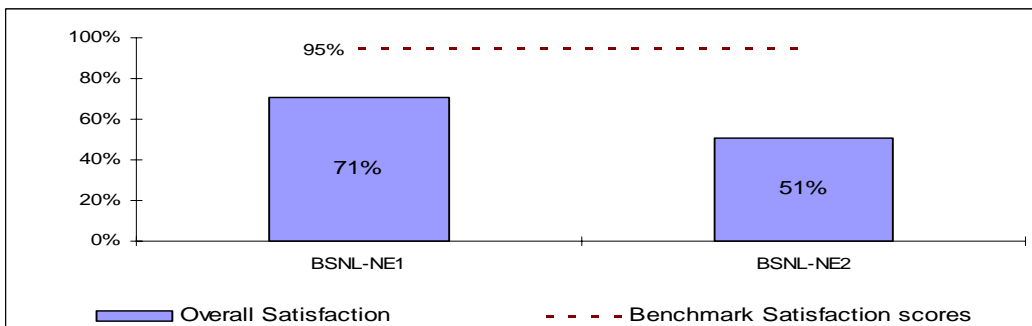
The Percentage of postpaid subscribers making billing complaints is low for BSNL in NE 1 at 11% in comparison to NE2.

##### b. Satisfaction with various billing parameters

Satisfaction with Billing Parameters		
For Postpaid customers -	BSNL-NE1	BSNL-NE2
Timely delivery of bills	67%	48%
Accuracy of bills	72%	56%
Process of resolution of billing complaints	52%	36%
Clarity i.e. transparency and understandability of bills	77%	54%
Overall Satisfaction	71%	51%

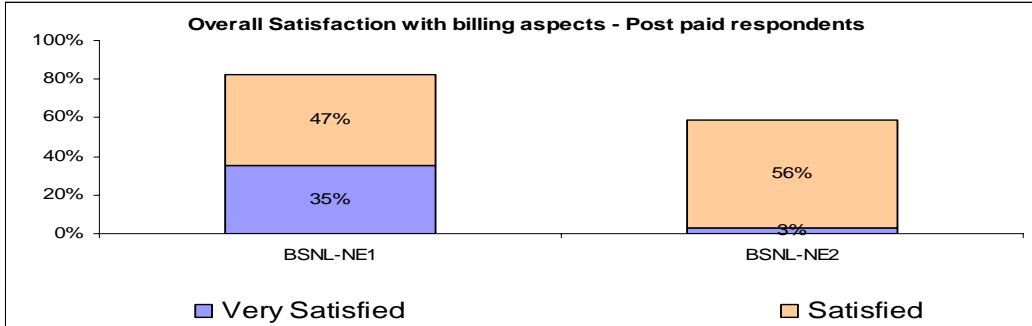
BSNL achieves below average (<60%) satisfaction level on all the sub aspects of billing complaints in NE2 circle. Also process of resolution of billing complaints which requires immediate attention by the operator in both NE1 and NE2 with scores being 52% and 36% respectively

#### Level of satisfaction with Billing – Post paid subscribers:

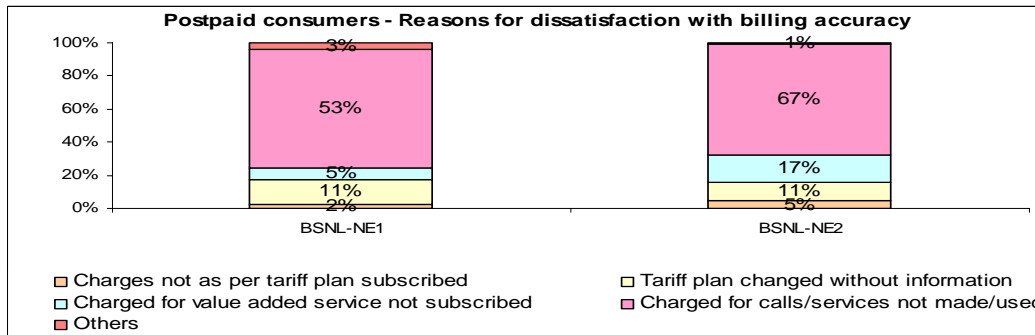


The scores of level of satisfaction have been explained in the executive summary.

<u>Overall Very Satisfied &amp; Satisfied scores</u>	BSNL-NE1	BSNL-NE2
Very Satisfied	35%	3%
Satisfied	47%	56%
<b>Total</b>	<b>82%</b>	<b>59%</b>



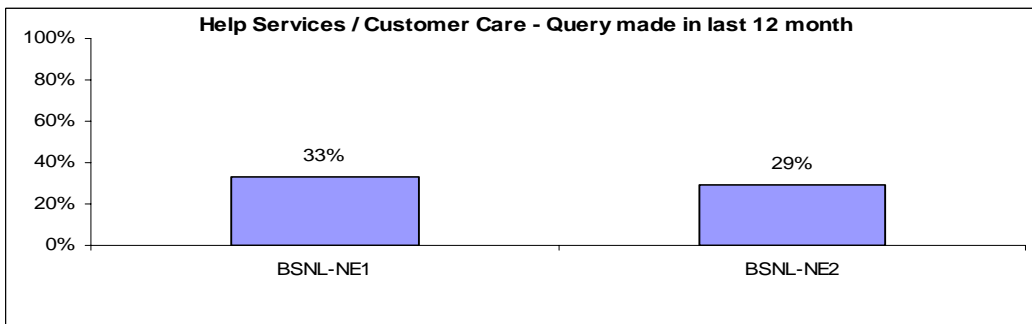
The top two box score on satisfaction with post paid billing is only 59% in NE 2



Charges for calls not made is the main reason for dissatisfaction with billing accuracy among BSNL subscribers in both NE1 and NE 2 circle

### 5.1.3 Help Services Related sub-aspects

#### a. Percentage of subscribers making Query in last 12 months



Penetration of subscribers making complaint through customer care is observed to be 33% and 29% in NE 1 and NE 2 for BSNL

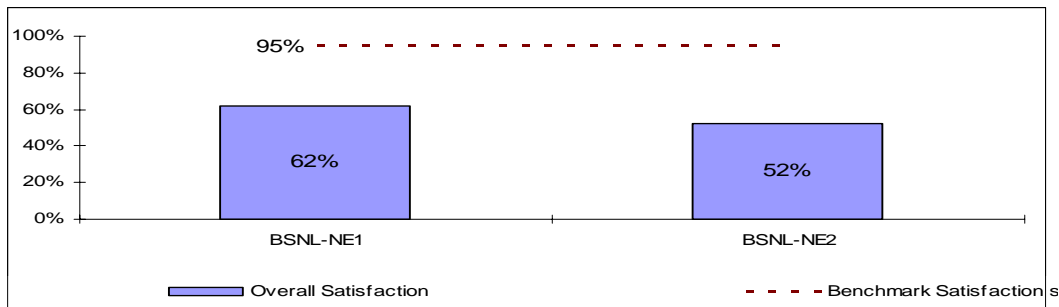


**b. Satisfaction with Help Services / Customer Care**

<u>Satisfaction with Help Services / Customer Care</u>		
	BSNL-NE1	BSNL-NE2
Ease of access of call center toll free number	62%	54%
Response time to answer call by customer care executive	63%	52%
Problem solving ability of customer care executive	62%	51%
Time taken by customer care executive in resolving complaints	61%	51%
Overall Satisfaction	62%	52%

Almost all the sub aspects under help service have satisfaction scores less than 65% in NE1. Scores in NE 2 on all the sub aspects are observed to be poor.

Level of satisfaction with Help services:



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

<u>Overall Very Satisfied &amp; Satisfied scores</u>	BSNL-NE1	BSNL-NE2
Very Satisfied	25%	3%
Satisfied	40%	54%
<b>Total</b>	<b>65%</b>	<b>57%</b>

The top two box score for help services in NE 2 is observed to be really low at 57%. Also only 3% of subscribers claimed to be very satisfied as compared to 25% very satisfied subscribers in NE1 circle.

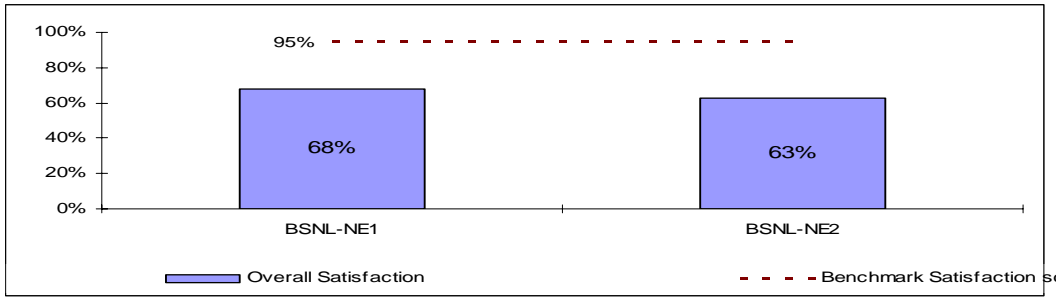
**5.1.4 Network performance, reliability and availability related sub-aspects**

**a. Satisfaction with network performance, reliability and availability**

A.4	<u>Network Performance, Reliability and Availability</u>		
	<u>Satisfaction Scores</u>		
		BSNL-NE1	BSNL-NE2
	Availability of working telephone (with dial tone)	68%	60%
	Ability to make or receive calls easily	66%	63%
	Voice quality	71%	64%
	Overall Satisfaction	68%	63%

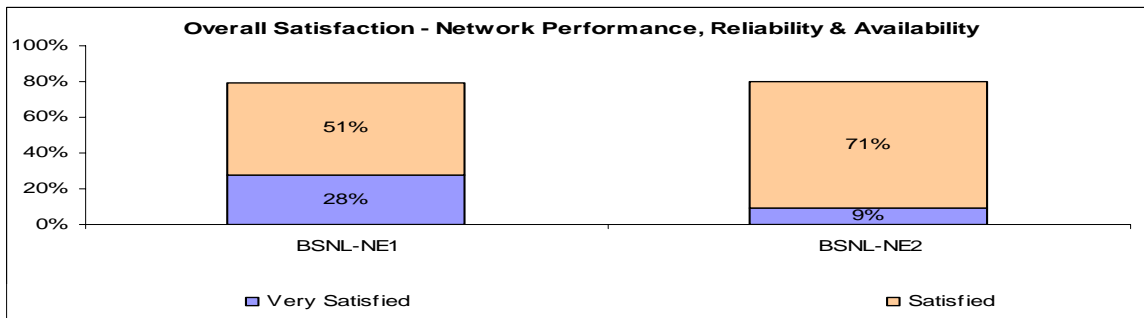
As far as scores on satisfaction level with sub aspects of network performance is concerned scores remain below 70% for all the parameters except for voice quality in NE1

**Level of satisfaction with Network performance:**



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

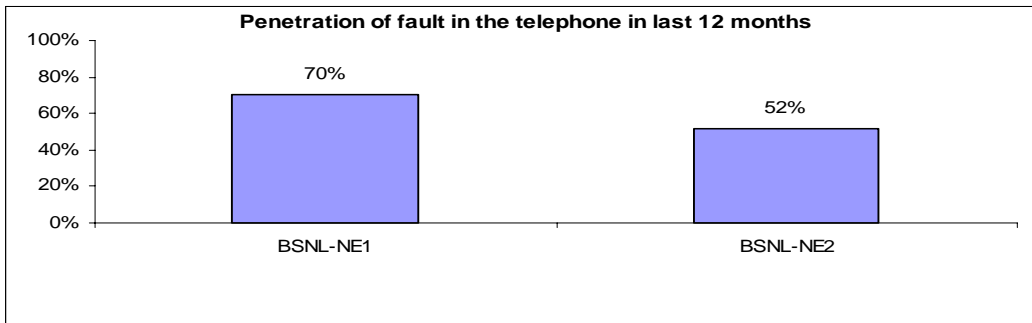
<u>Overall Very Satisfied &amp; Satisfied scores</u>	BSNL-NE1	BSNL-NE2
Very Satisfied	28%	9%
Satisfied	51%	71%
<b>Total</b>	<b>79%</b>	<b>80%</b>



Only 9% of BSNL subscribers in NE 2 circle are very satisfied with network performance as compared to 28% BSNL subscribers in NE 1

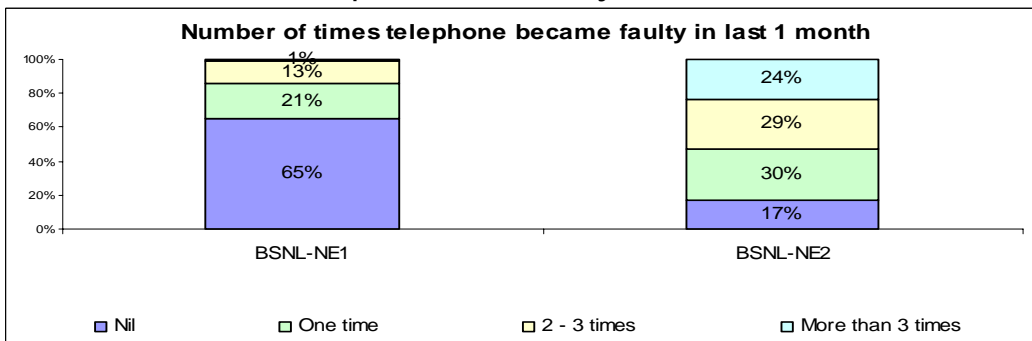
### 5.1.5 Maintainability related sub-aspects

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



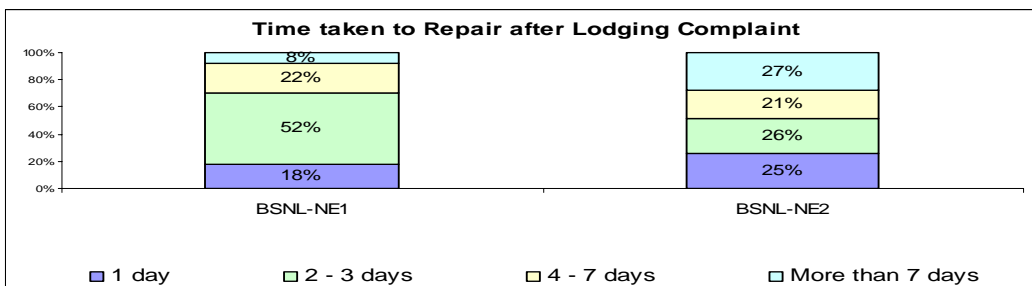
The chart above clearly shows penetration of fault in the telephone in last 12 months is really high among BSNL subscribers in both NE1 and NE 2 circle.

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



More than 80% of BSNL subscribers in NE2 circle claimed that their telephone became faulty in last one month

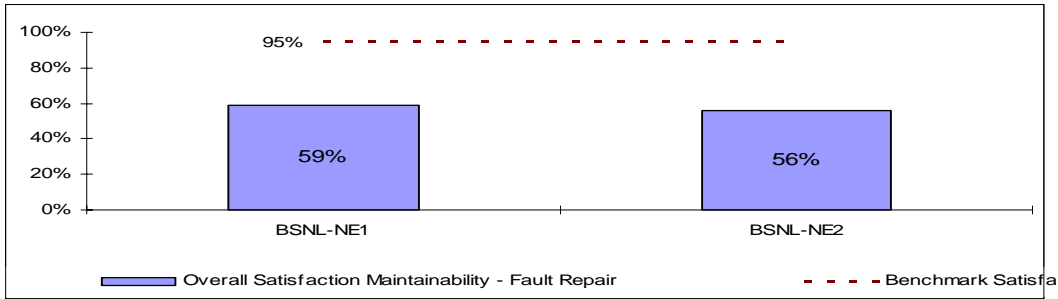
#### c. Time taken to repair after lodging complaint



More than 25% of subscribers who had experienced fault in last one month claimed that the fault was not repaired within the time period stipulated by TRAI

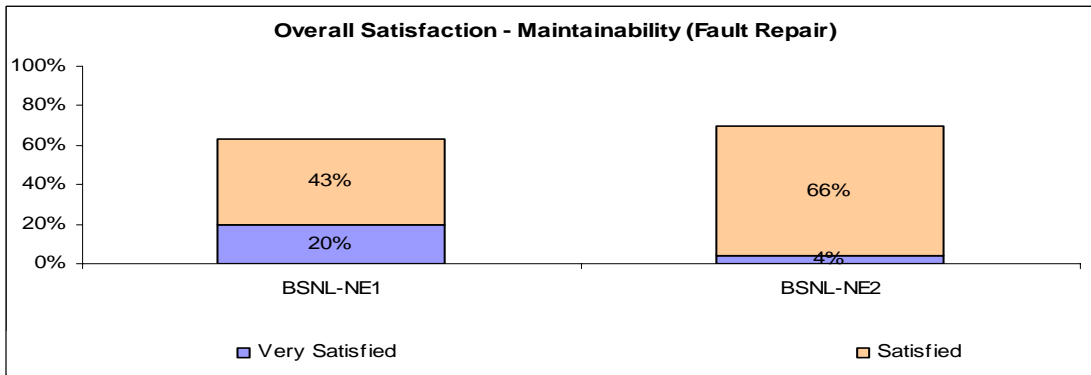
**d. Satisfaction with Maintainability parameters**

Level of satisfaction with Maintainability:



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

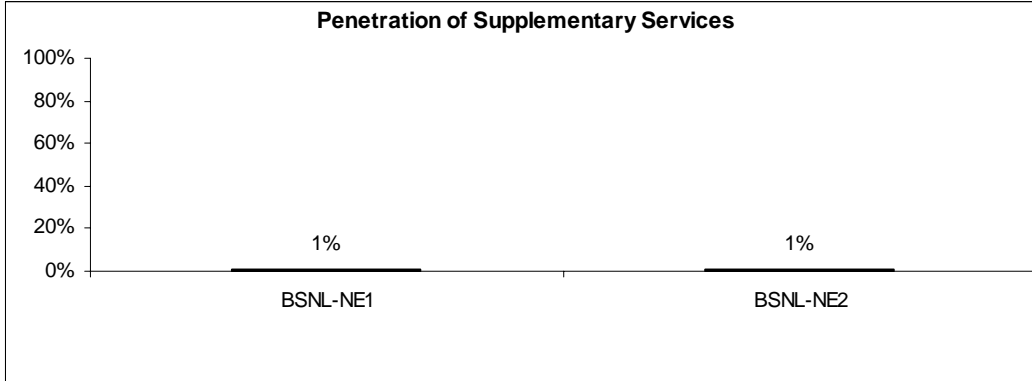
<u>Overall Very Satisfied &amp; Satisfied scores</u>	BSNL-NE1	BSNL-NE2
Very Satisfied	20%	4%
Satisfied	43%	66%
<b>Total</b>	<b>63%</b>	<b>70%</b>



Only 4% of BSNL subscribers in NE 2 circle are very satisfied with maintainability as compared to 20% BSNL subscribers in NE 1

### 5.1.6 Supplementary services

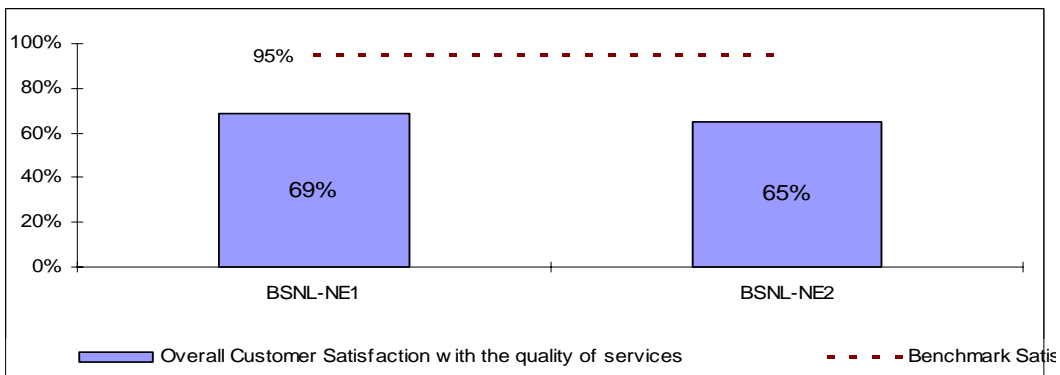
#### a. Percentage of subscribers opting for Supplementary Services



The penetration of supplementary services in both NE 1 and NE 2

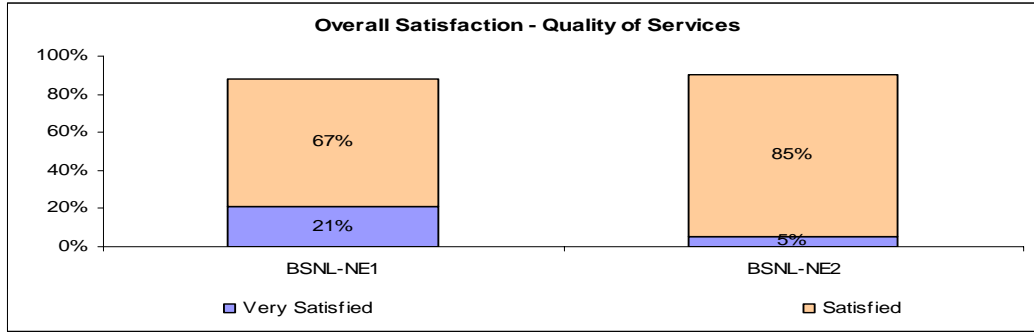
### 5.1.7 Overall Customer Satisfaction

Level of satisfaction with Quality of Service (Overall):



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

<u>Overall Very Satisfied &amp; Satisfied scores</u>	BSNL-NE1	BSNL-NE2
Very Satisfied	21%	5%
Satisfied	67%	85%
<b>Total</b>	<b>88%</b>	<b>90%</b>



Only 5% of BSNL subscribers in NE 2 circle are very satisfied with overall Quality of Services (QoS) as compared to 21% BSNL subscribers in NE 1

### 5.1.8 Redressal Mechanism

Stage 1: Customer Care		
	BSNL-NE1	BSNL-NE2
Penetration - Complains made to customer care within last 6 months	18%	8%
Customer care informing about the action taken on the complaint	51%	42%
Resolution of complaint by customer care within 4 weeks of lodging complaint	0%	10%
If lodged a complaint, provisioning of docket number:		
- No docket number received even on request	25%	45%
- No docket number received for most of the complaints	20%	32%
- Docket number received for most of the complaints	55%	23%

The table given above depicts that percentage of people making complaints to customer care has remained low for all the service providers in North East circle. 45% of BSNL subscribers in NE 2, who had made complaint through customer care, claimed that no docket number was provided to them on request.

If dissatisfied with call center's complain resolution, reasons for dissatisfaction:-	BSNL-NE1	BSNL-NE2
Difficult to connect call center executive	41%	36%
Customer care executive not polite/courteous	14%	0%
Customer care executive not equipped with adequate information	0%	27%
Time taken by call center for redressal of complaint is too long	27%	18%
The customer care executive was unable to understand the problem	14%	0%
Others	0%	9%

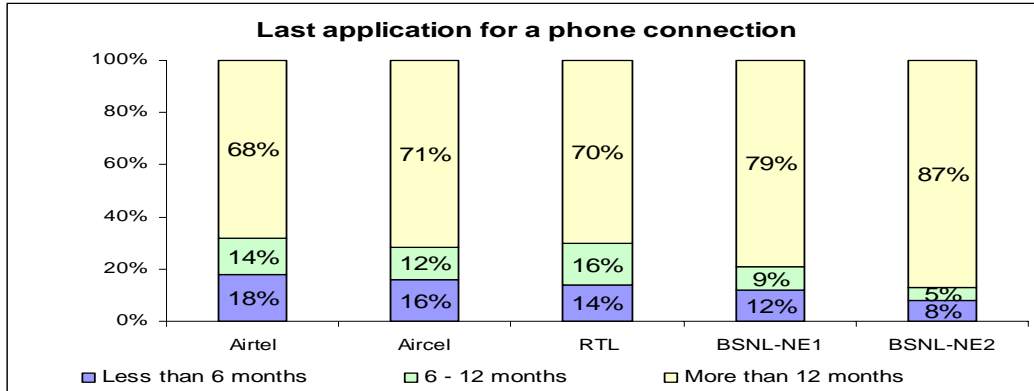
For customers who were not satisfied with call centre performance difficulty to connect to the customer care executive and Time taken to connect to customer care executive emerged as main pain points

## 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.

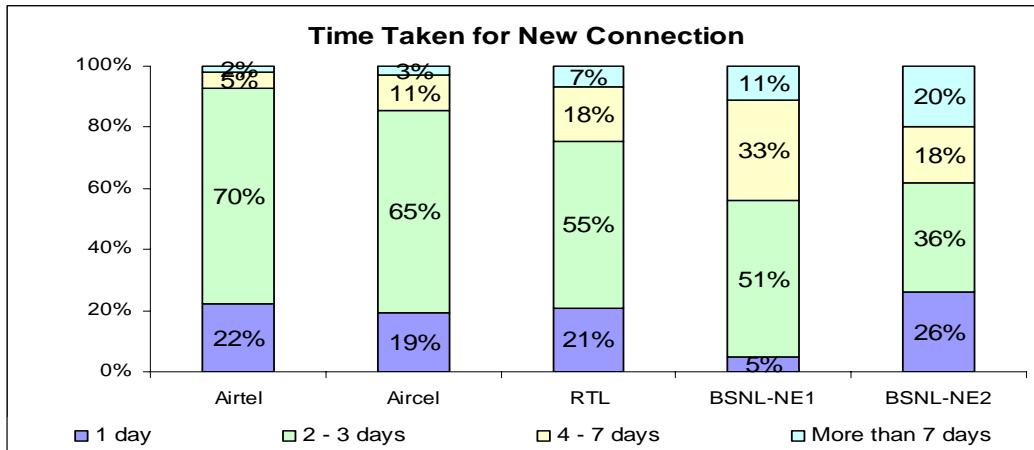
### 5.2.1 Service Provision

**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.



More than 10% of Airtel, Aircel, RTL and BSNL NE1 subscribers contacted for the purpose of this survey have taken their connection in the last 6 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.



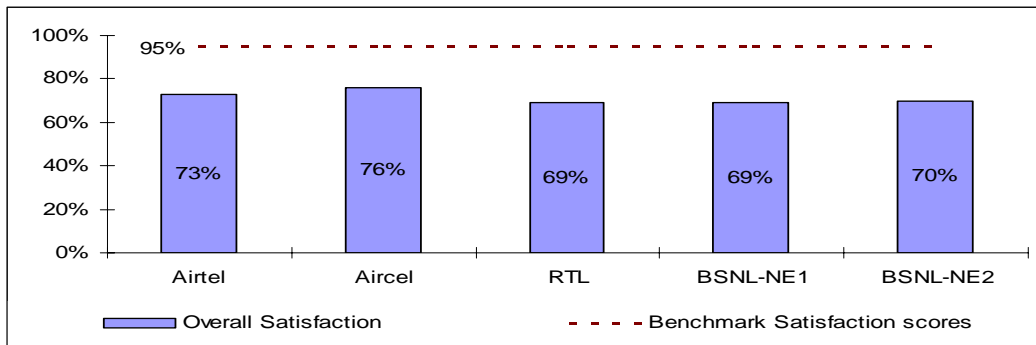
RTL and BSNL need to improve their performance on time taken to activate a new connection as more than 25% of their subscribers claimed that the connection was activated in more than 4 days

**c. Satisfaction on sub-aspects of service provision:**

<b>Satisfaction with Service Provision</b>	<b>Airtel</b>	<b>Aircel</b>	<b>RTL</b>	<b>BSNL-NE1</b>	<b>BSNL-NE2</b>
Satisfaction with time taken to provide new connection	74%	74%	68%	70%	65%
Satisfaction with re-activation	70%	79%	71%	68%	74%
Overall Satisfaction	73%	76%	69%	69%	70%

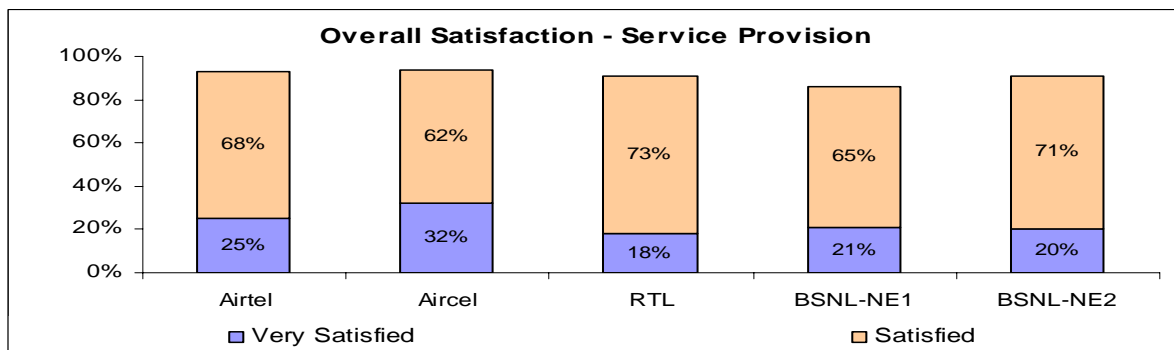
RTL and BSNL need to improve on their scores on satisfaction level with service provisioning.

**Level of satisfaction with service provisioning:**



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

<b>Overall Very Satisfied &amp; Satisfied scores</b>	<b>Airtel</b>	<b>Aircel</b>	<b>RTL</b>	<b>BSNL-NE1</b>	<b>BSNL-NE2</b>
Very Satisfied	25%	32%	18%	21%	20%
Satisfied	68%	62%	73%	65%	71%
<b>Total</b>	<b>93%</b>	<b>94%</b>	<b>91%</b>	<b>86%</b>	<b>91%</b>



Aircel leads the pack in overall subscribers satisfied with 94% subscribers followed closely by other operators apart from BSNL in NE 1 which scores the lowest at 86%

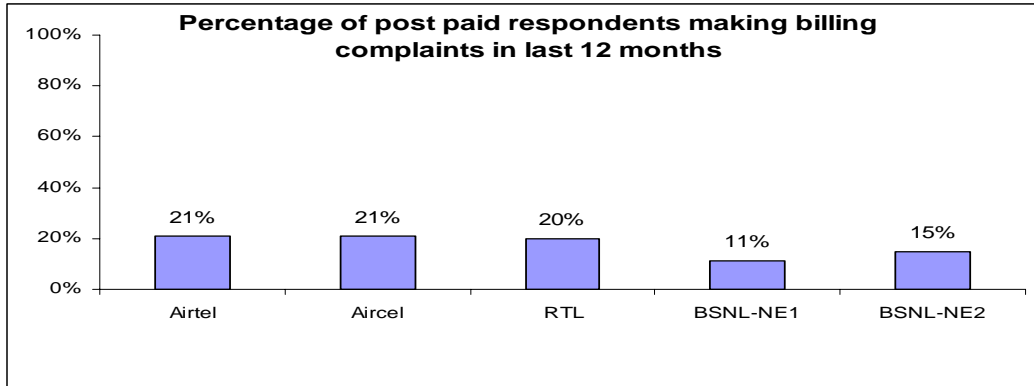


### 5.2.2 Billing Aspects

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



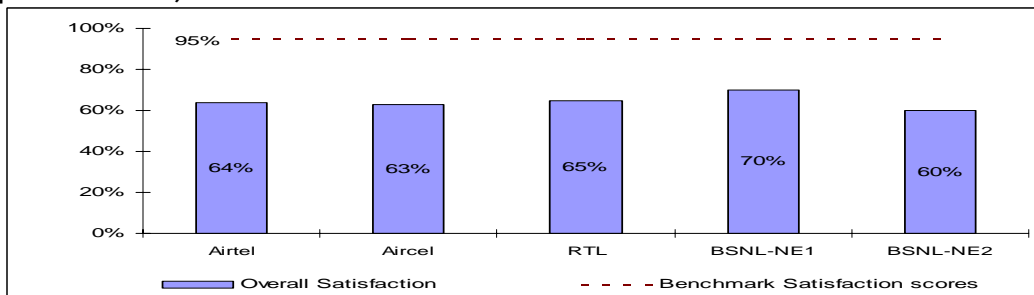
The Percentage of postpaid subscribers making billing complaints is quite low across all the operators. Maximum percentage is observed for Airtel and Aircel at 21% whereas lowest is for BSNL NE1 at 11%

##### ii. Satisfaction with various billing parameters

<u>Satisfaction with Billing Parameters</u>					
For Postpaid customers -	Airtel	Aircel	RTL	BSNL-NE1	BSNL-NE2
Timely delivery of bills	68%	65%	71%	72%	59%
Accuracy of bills	64%	59%	63%	71%	62%
Process of resolution of billing complaints	44%	58%	30%	40%	47%
Clarity i.e. transparency and understandability of bills	63%	65%	69%	70%	62%
Overall Satisfaction	64%	63%	65%	70%	60%

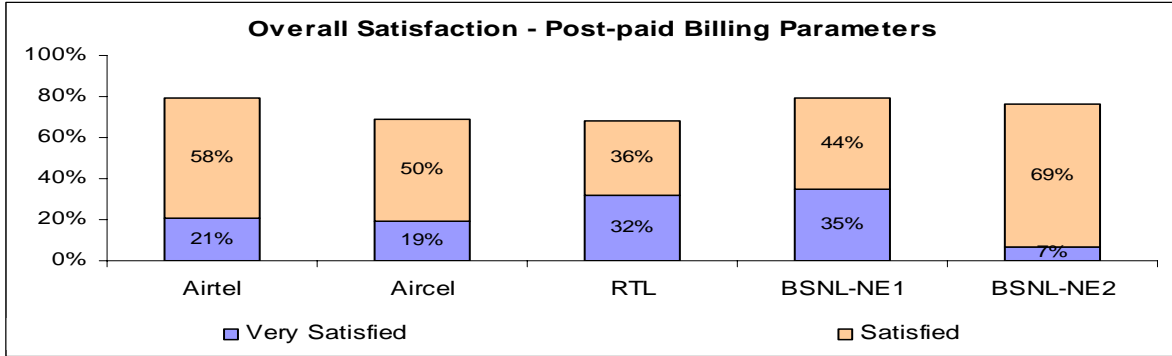
Generally, subscribers across most of the service providers have low levels of satisfaction with the process of resolution of complaints by various service providers, with RTL being the lowest at 30%.

##### iv. 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.

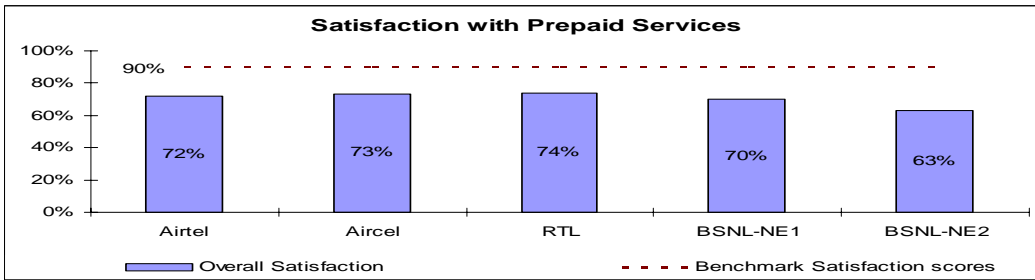
Overall Very Satisfied & Satisfied scores	Airtel	Aircel	RTL	BSNL-NE1	BSNL-NE2
Very Satisfied	21%	19%	32%	35%	7%
Satisfied	58%	50%	36%	44%	69%
<b>Total</b>	<b>79%</b>	<b>69%</b>	<b>68%</b>	<b>79%</b>	<b>76%</b>



The top two box score is highest for Airtel and BSNL at 79% for post paid billing satisfaction, whereas Aircel and RTL score relatively low at 69% and 68% respectively

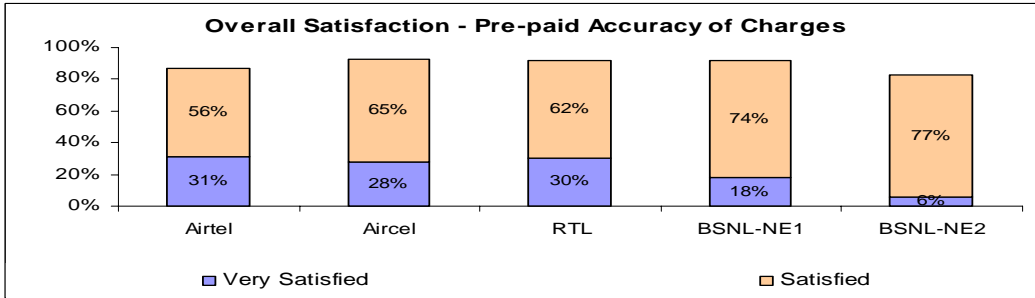
**c. Prepaid subscribers:**

Level of satisfaction with billing parameters (Prepaid customers):



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

Overall Very Satisfied & Satisfied scores	Airtel	Aircel	RTL	BSNL-NE1	BSNL-NE2
Very Satisfied	31%	28%	30%	18%	6%
Satisfied	56%	65%	62%	74%	77%
<b>Total</b>	<b>87%</b>	<b>93%</b>	<b>92%</b>	<b>92%</b>	<b>83%</b>

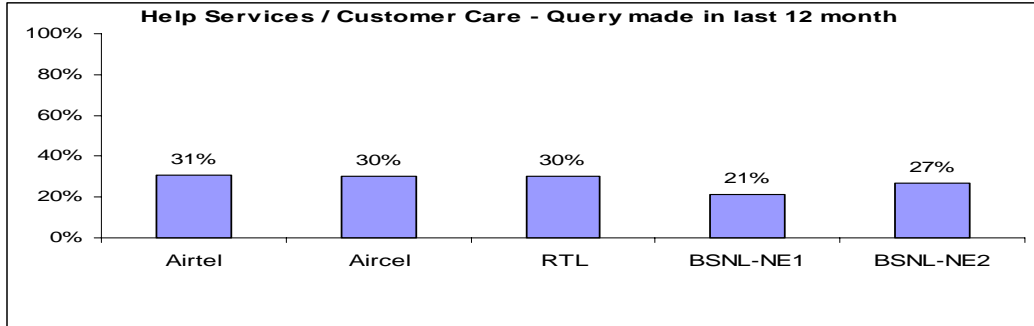


The top two box score is highest for Aircel at 93% for pre paid billing satisfaction, whereas Airtel and BSNL NE2 score relatively low at 87% and 83% respectively

### 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



Percentage of customers who have contacted customer care in the last 12 months is maximum for Airtel at 31% followed closely by Aircel and RTL at 30%.

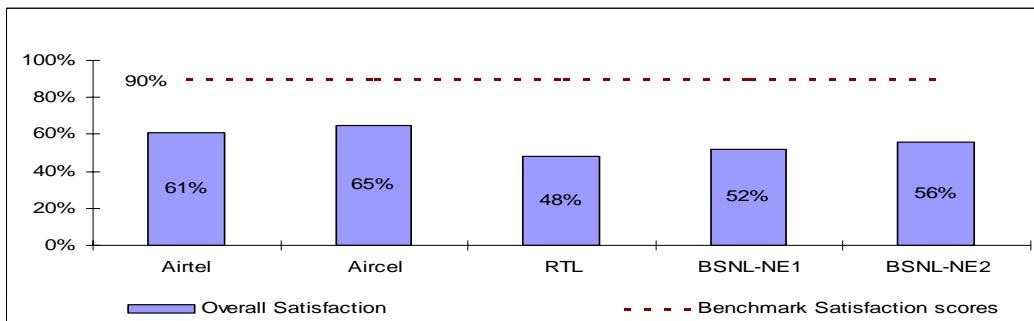
#### b. Level of satisfaction on various sub-aspects of help services

Satisfaction with Help Services / Customer Care					
	Airtel	Aircel	RTL	BSNL-NE1	BSNL-NE2
Ease of access of call center toll free number	62%	61%	45%	50%	54%
Response time to answer call by customer care executive	62%	65%	52%	55%	56%
Problem solving ability of customer care executive	62%	68%	48%	50%	57%
Time taken by customer care executive in resolving complaints	59%	67%	47%	52%	57%
Overall Satisfaction	61%	65%	48%	52%	56%

RTL and BSNL perform poorly on all the sub aspect of help services. Also Airtel needs improvement on Time taken by executive in resolving the complaint

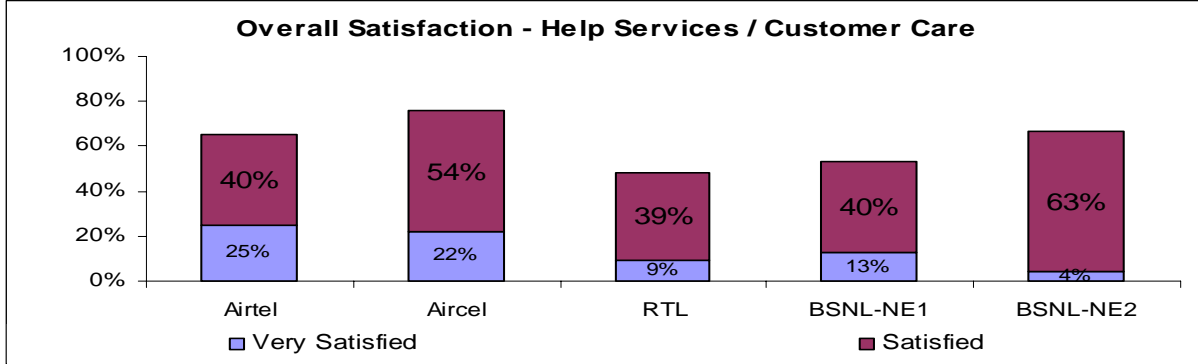
#### c. Percentage of subscribers satisfied

Level of satisfaction:



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

<b>Overall Very Satisfied &amp; Satisfied scores</b>	<b>Airtel</b>	<b>Aircel</b>	<b>RTL</b>	<b>BSNL-NE1</b>	<b>BSNL-NE2</b>
Very Satisfied	25%	22%	9%	13%	4%
Satisfied	40%	54%	39%	40%	63%
<b>Total</b>	<b>65%</b>	<b>76%</b>	<b>48%</b>	<b>53%</b>	<b>67%</b>



RTL and BSNL need to take immediate actions to improve the customer care services in NE circle as top two box scores remain very low as compared to Airtel and Aircel

#### 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.

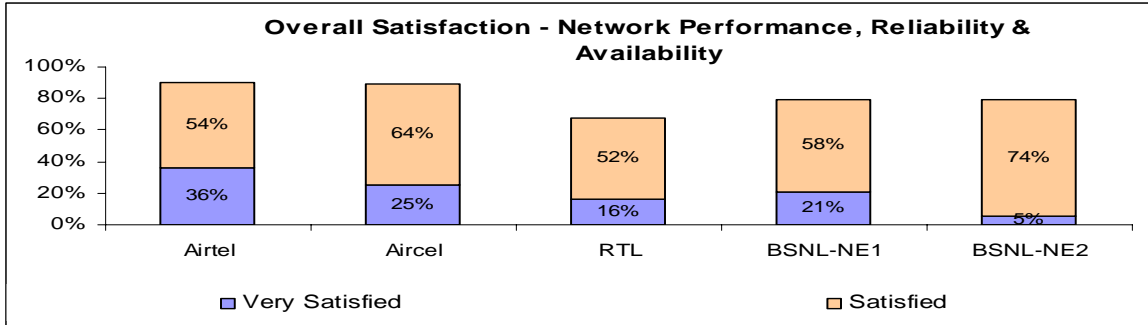
##### a. Level of satisfaction on various sub-aspects of network related parameters

<b>Network Performance, Reliability and Availability</b>					
<b>Satisfaction Scores</b>	<b>Airtel</b>	<b>Aircel</b>	<b>RTL</b>	<b>BSNL-NE1</b>	<b>BSNL-NE2</b>
Availability of signal	75%	71%	59%	66%	60%
Ability to make or receive calls easily	73%	69%	55%	59%	61%
Voice quality	77%	74%	63%	72%	62%
Overall Satisfaction	75%	71%	59%	65%	61%

Airtel and Aircel perform better on all sub aspects of network performance. RTL needs to take action to improve its performance on this aspect

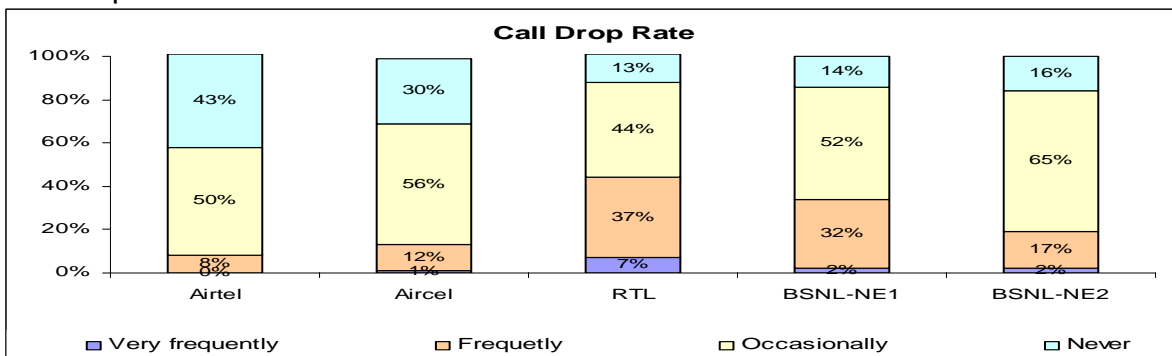
##### b. Percentage of subscribers satisfied with network related parameters

<b>Overall Very Satisfied &amp; Satisfied scores</b>	<b>Airtel</b>	<b>Aircel</b>	<b>RTL</b>	<b>BSNL-NE1</b>	<b>BSNL-NE2</b>
Very Satisfied	36%	25%	16%	21%	5%
Satisfied	54%	64%	52%	58%	74%
<b>Total</b>	<b>90%</b>	<b>89%</b>	<b>67%</b>	<b>79%</b>	<b>79%</b>



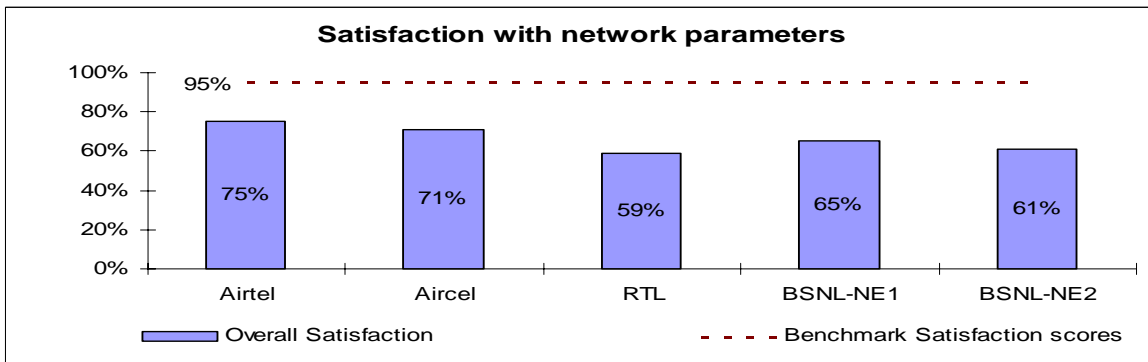
36% and 25% of subscribers met for Airtel and Aircel claim to be very satisfied with network performance in North East followed. BSNL and RTL need to improve their scores on this aspect

c. Call drop rate:



According to survey results call drops are more frequent for RTL and BSNL NE 1 with 44% and 34% of subscribers claiming that they experience frequent call drops. BSNL NE 2 also performs poorly as 19% of its subscribers claim the same.

Level of satisfaction:



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

### 5.2.5 Maintainability:

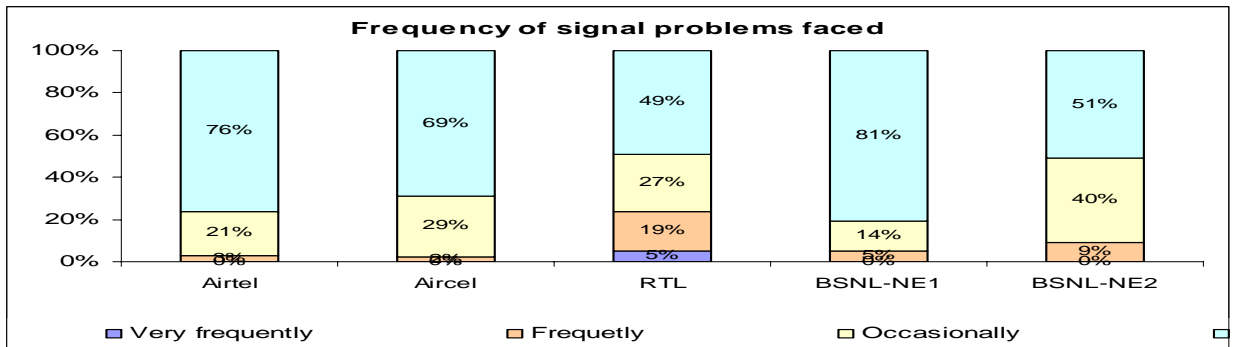
This aspect deals with the incidence of signal outages that the subscribers face with their telephone connections. It measures the level of satisfaction of users with the signal availability and the time taken for restoration of signal problems.

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

Maintainability (Fault Repair)	Airtel	Aircel	RTL	BSNL-NE1	BSNL-NE2
Satisfaction - Maintainability	Airtel	Aircel	RTL	BSNL-NE1	BSNL-NE2
Availability of signal	78%	72%	58%	69%	55%
Restoration of signal problems	77%	72%	62%	68%	56%
Overall Satisfaction Maintainability -	78%	72%	60%	68%	55%

BSNL NE 2 scores lowest on various sub aspects of maintainability with satisfaction level of less than 60% observed on all the sub aspects

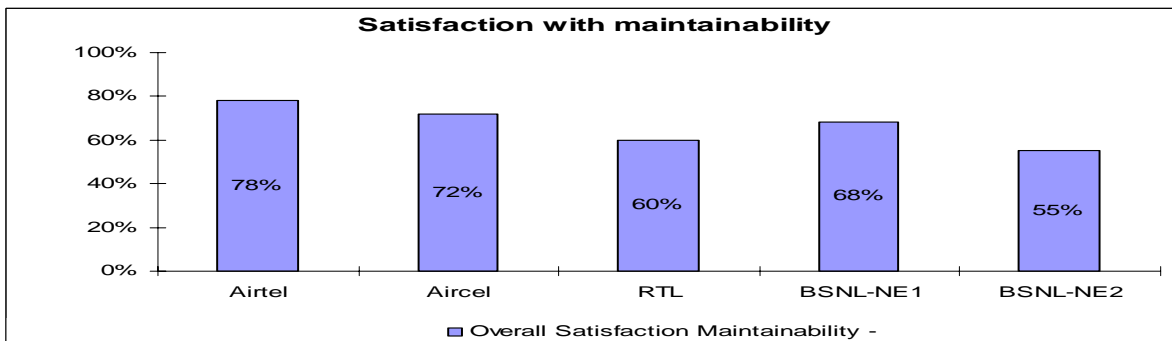
#### b. Frequency of signal problems faced:



24% of RTL customers claim that they face frequent signal problems

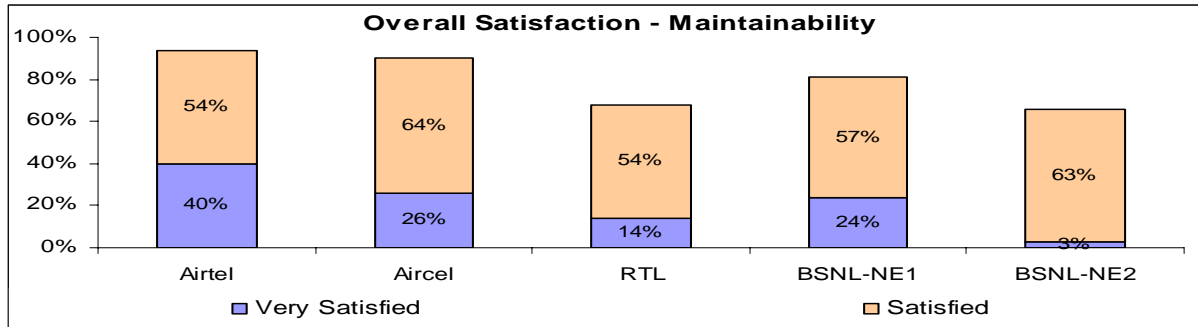
#### c. Percentage of subscribers satisfied with maintainability

Level of satisfaction with maintainability:



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

<u>Overall Very Satisfied &amp; Satisfied scores</u>	Airtel	Aircel	RTL	BSNL-NE1	BSNL-NE2
Very Satisfied	40%	26%	14%	24%	3%
Satisfied	54%	64%	54%	57%	63%
<b>Total</b>	<b>94%</b>	<b>90%</b>	<b>68%</b>	<b>83%</b>	<b>66%</b>

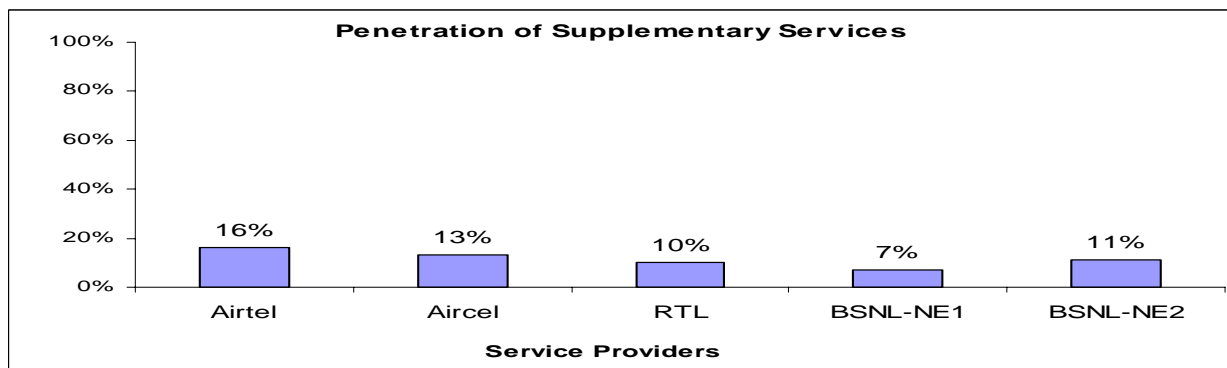


Airtel and Aircel at 94% and 90% emerge as top two service providers on subscriber satisfaction with maintainability. BSNL NE2 and RTL perform poorly with top two box score observed to less than 70%

### 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.

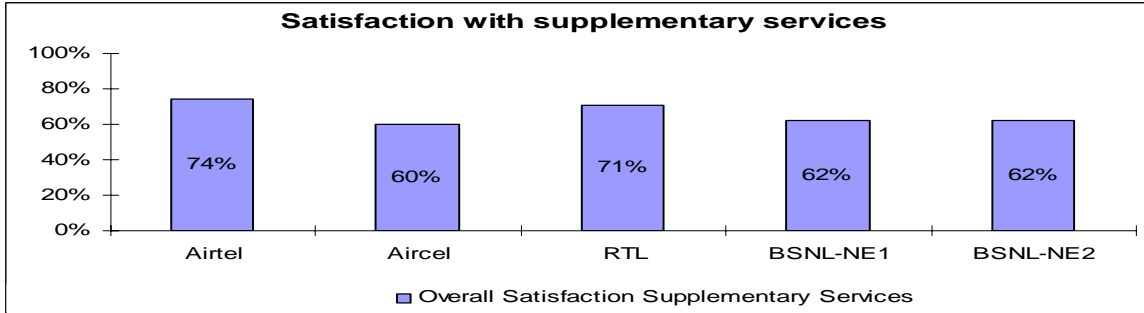
#### a. Percentage of subscribers opting for supplementary services:



The Percentage of subscribers using supplementary services such as call forwarding, call divert, voice mail, etc. is quite low for all service providers. The number drops down to 7% for BSNL NE1. The major usage of supplementary services could be among the higher strata of society and also the professionals' category.

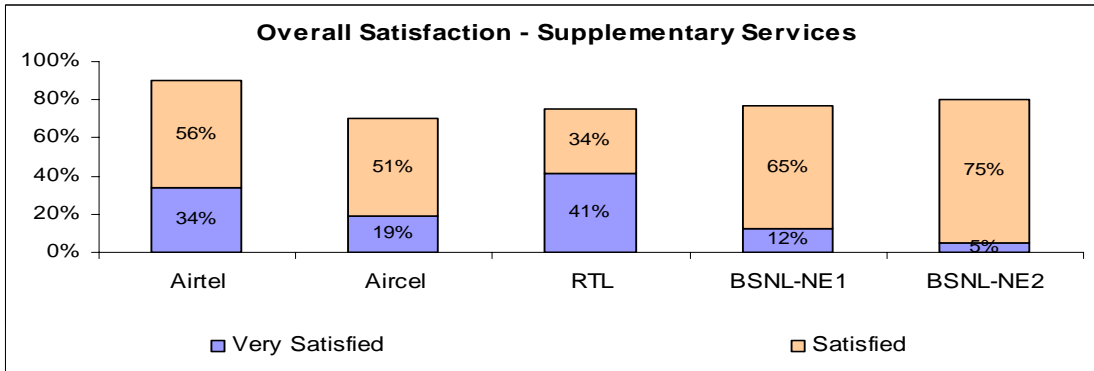
**b. Percentage of subscribers satisfied with supplementary services:**

Level of satisfaction with supplementary services:



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

<u>Overall Very Satisfied &amp; Satisfied scores</u>	Airtel	Aircel	RTL	BSNL-NE1	BSNL-NE2
Very Satisfied	34%	19%	41%	12%	5%
Satisfied	56%	51%	34%	65%	75%
<b>Total</b>	<b>90%</b>	<b>70%</b>	<b>75%</b>	<b>77%</b>	<b>80%</b>



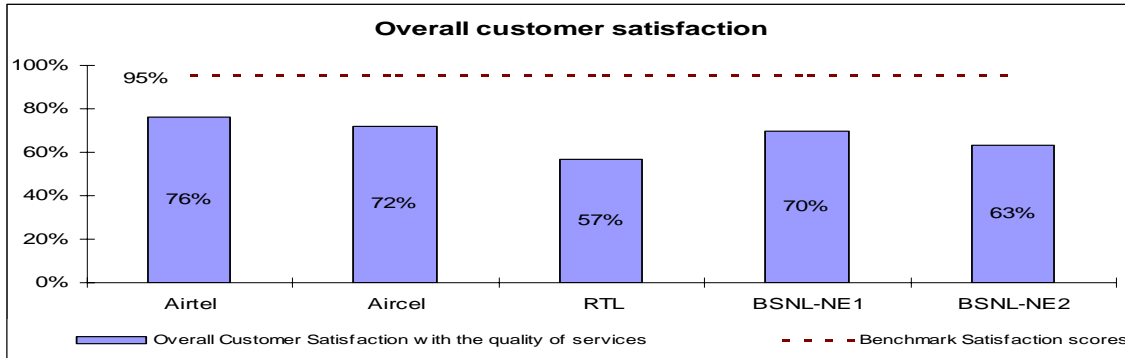
Airtel emerges out as clear leader with way ahead of other operators on top two box score on supplementary services.



### 5.2.7 Overall percentage of subscribers satisfied:

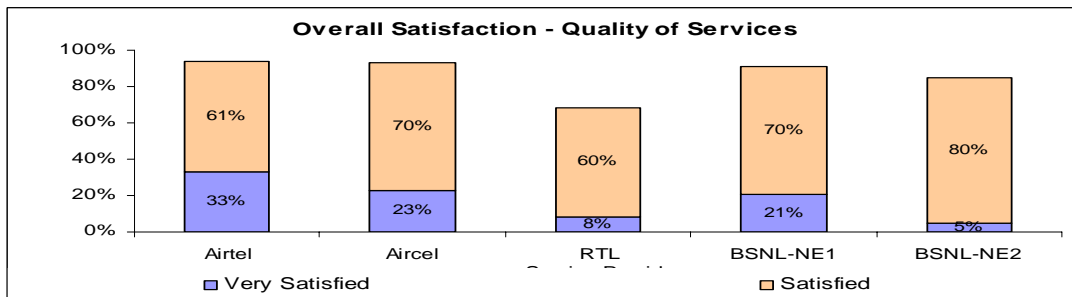
This parameter measures the overall satisfaction of mobile phone users with their respective service providers taking into account the performance of the service provider on various aspects of mobile phone services.

Level of satisfaction with Quality of services (Overall):



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

Overall Very Satisfied & Satisfied scores	Airtel	Aircel	RTL	BSNL-NE1	BSNL-NE2
Very Satisfied	33%	23%	8%	21%	5%
Satisfied	61%	70%	60%	70%	80%
<b>Total</b>	<b>94%</b>	<b>93%</b>	<b>68%</b>	<b>91%</b>	<b>85%</b>



More than 90% of subscribers for Airtel and Aircel claim that they are either satisfied or very satisfied with overall quality of services

### 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.

#### Call Center:

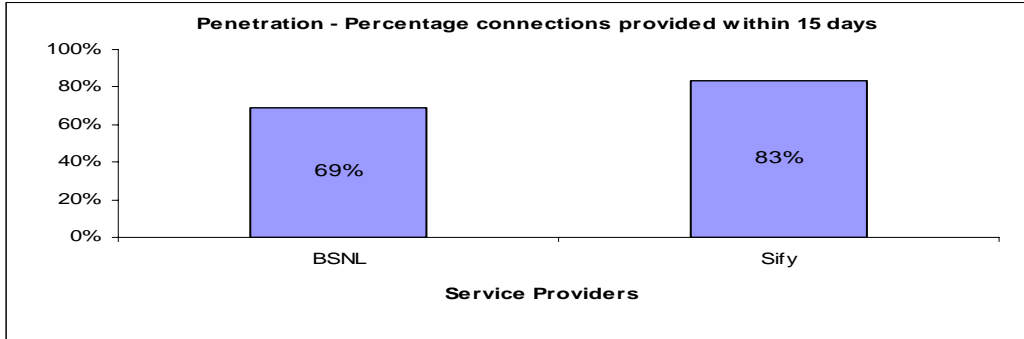
Stage 1: Customer Care					
	Airtel	Aircel	RTL	BSNL-NE1	BSNL-NE2
Percentage - Complaints made to customer care within last 6 months					
Made complain to the customer care within last 6 months	3%	4%	5%	3%	1%

The table depicts that the Percentage of customers who have made complain to the customer care has remained low for all the service providers.

### 5.3 Detailed Findings – Broadband Services

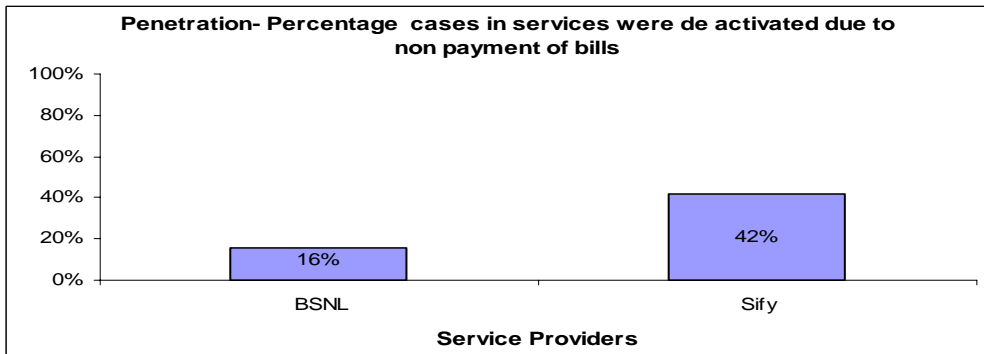
#### 5.3.1 Service Provision:

Incidence of provision of BB connection within 15 days



Sify leads the way with 83% of the subscribers saying that they were provided a working connection within 15 days.

Cases in which services de-activated

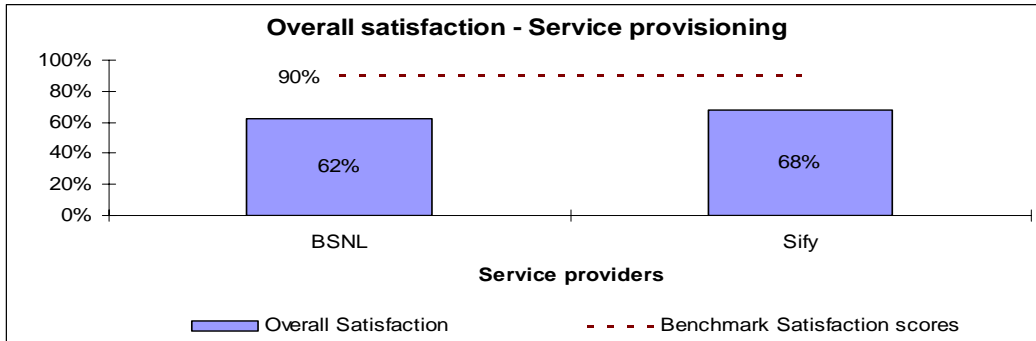


Significant 42% of Sify subscribers claim that their services were deactivated due to non-payment of bills.

Satisfaction level with Service Provision	BSNL	Sify
Satisfaction with time taken to provide a new connection	62%	70%
Satisfaction with time taken time taken to reactivate the service	63%	62%
Overall Satisfaction	62%	68%

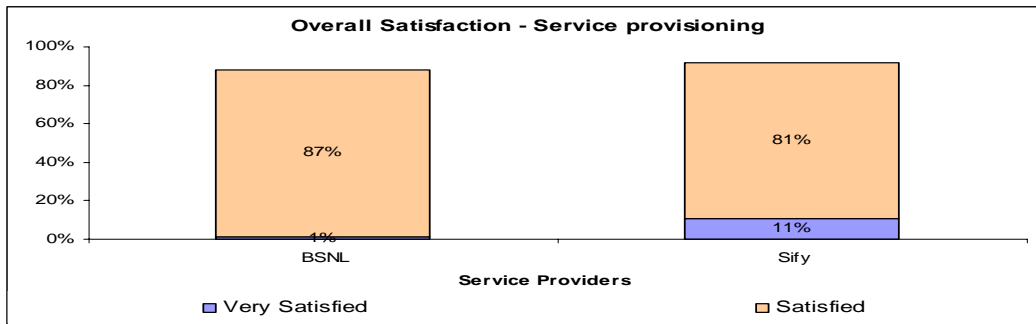
Sify does well on satisfaction level on time taken to activate a new connection with satisfaction level score observed to be 70%

**Level of satisfaction:**



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

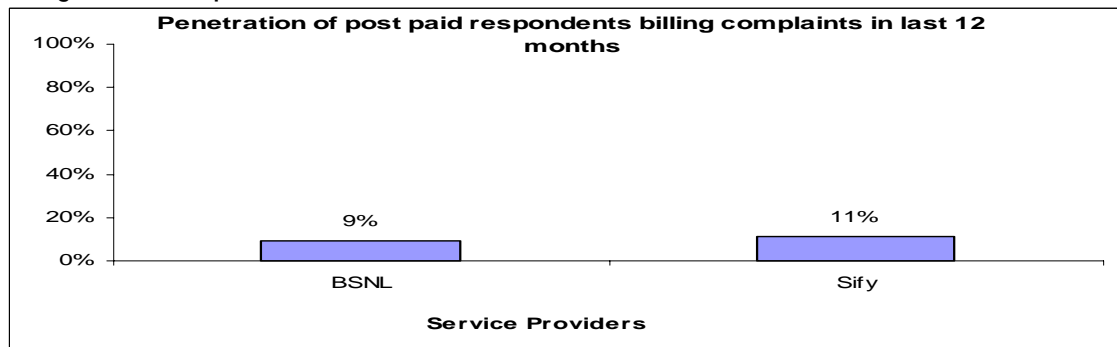
Overall Very Satisfied & Satisfied scores for service provisioning	BSNL	Sify
Very Satisfied	1%	11%
Satisfied	87%	81%
<b>Total</b>	<b>88%</b>	<b>82%</b>



Significant 11% of Sify subscribers claim to be very satisfied with time taken to activate a new connection

**5.3.2 Billing Performance:**

**Billing related complaints**

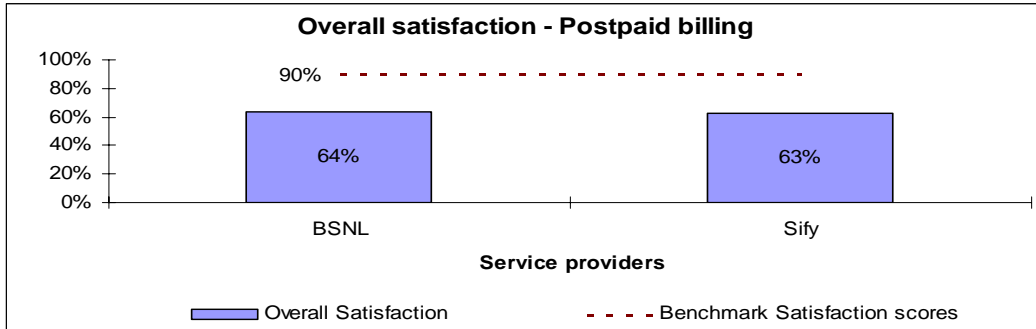


11% of Sify subscribers claim that they have made a billing complaint in the last 12 months. However, only 9% of BSNL subscribers say that they have made a billing complaint in the last 12 months.

Satisfaction with Billing Parameters - Post paid customers	BSNL	Sify
Timely delivery of bills	61%	64%
Accuracy of bills	66%	65%
Process of resolution of billing complaints	45%	42%
Clarity i.e. transparency and understandability of bills	66%	64%
Overall Satisfaction	64%	63%

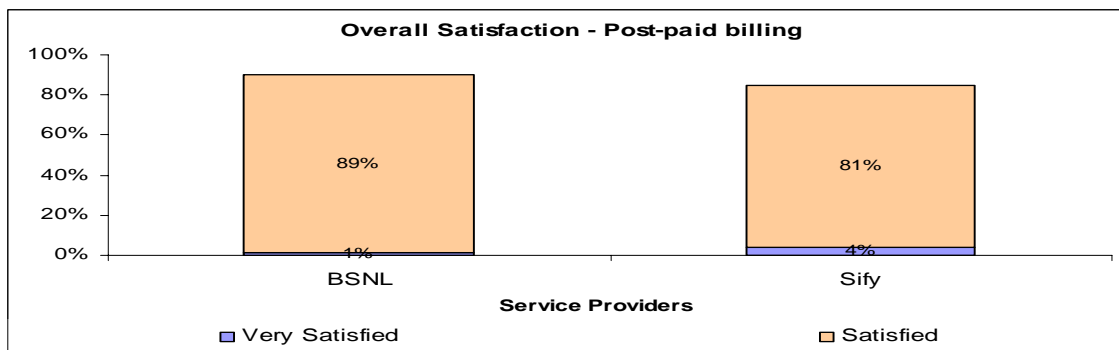
Process of resolution of billing complaints emerges out as pain point for both Sify and BSNL

**Level of satisfaction:**



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

Overall Very Satisfied & Satisfied scores with post paid billing	BSNL	Sify
Very Satisfied	1%	4%
Satisfied	89%	81%
<b>Total</b>	<b>90%</b>	<b>85%</b>

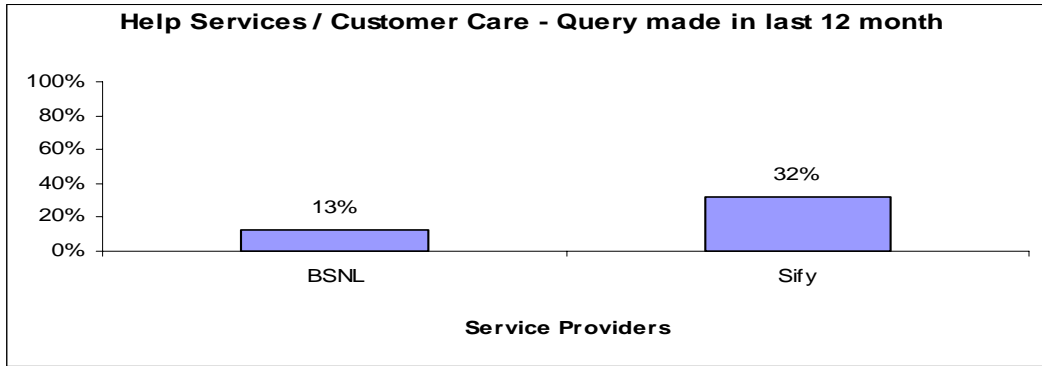


As high as 90% BSNL subscribers say that they are satisfied with the various billing aspects as compared to 85% of such subscribers for Sify

**Satisfaction with Billing Parameters – Prepaid customers**

Only Sify was observed to have prepaid customers in NE circle. Service providers score on level of satisfaction was recorded to be 67%, whereas top 2 box score went as high as 95%

### 5.3.3 Help Services:

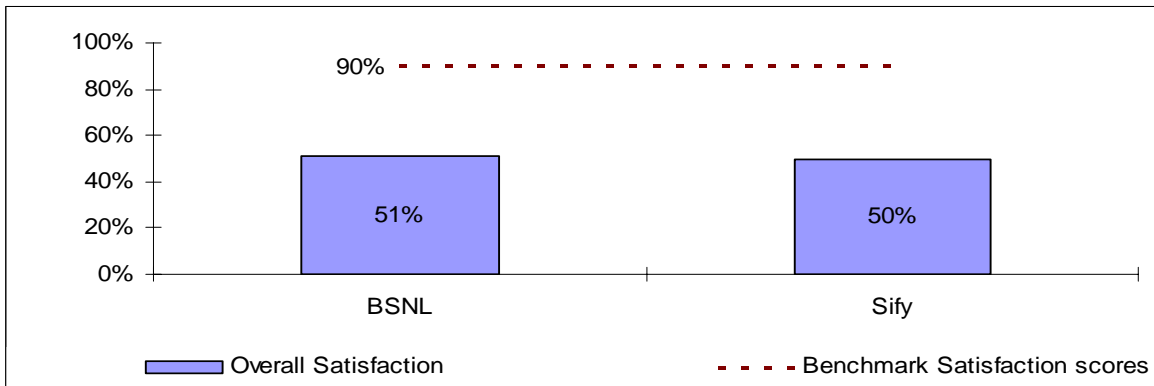


Almost 1/3rd of Sify subscribers claim to have made a query to the call center in the last 12 months

<u>Satisfaction level with Help Services / Customer Care</u>	BSNL	Sify
Ease of access of call center toll free number	41%	51%
Response time to answer call by customer care executive	51%	51%
Problem solving ability of customer care executive	59%	50%
Time taken by customer care executive in resolving complaints	53%	48%
Overall Satisfaction	51%	50%

Satisfaction with help services is the low across all sub-aspects for both the operators.

Level of satisfaction:



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

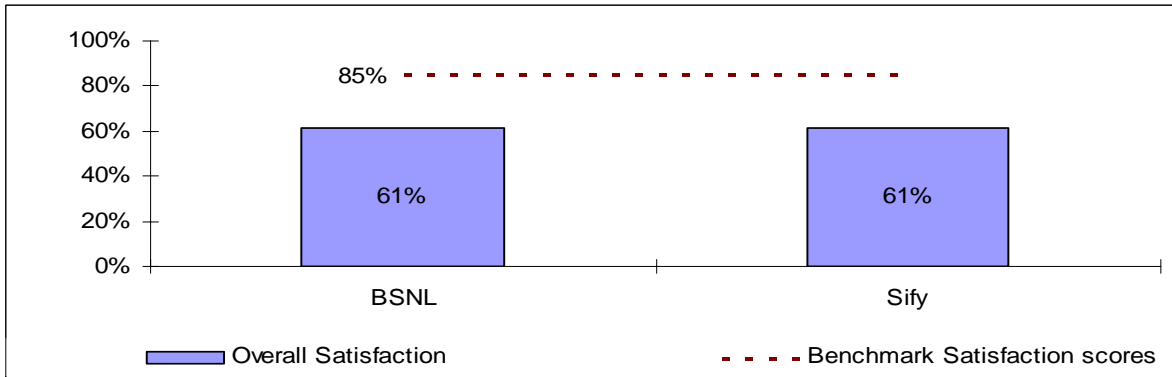
<u>Overall Very Satisfied &amp; Satisfied scores with customer care</u>	BSNL	Sify
Very Satisfied	3%	2%
Satisfied	54%	52%
<b>Total</b>	<b>57%</b>	<b>54%</b>

### 5.3.4 Network performance, reliability and availability:

Satisfaction level with Network Performance, Reliability and Availability	BSNL	Sify
Speed of broadband connection	57%	60%
Time for which the service is up and working	64%	62%
Overall Satisfaction	61%	61%

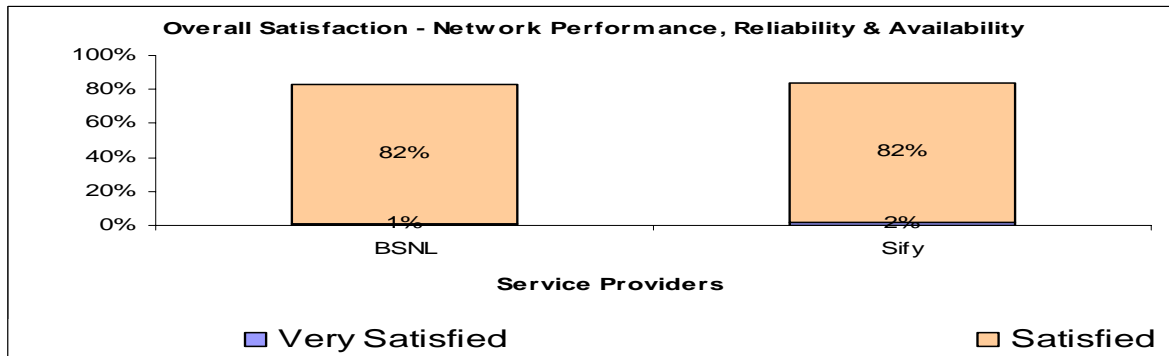
Level of satisfaction with speed of broadband connection is observed to be poor for BSNL (57%) in NE circle

Level of satisfaction:



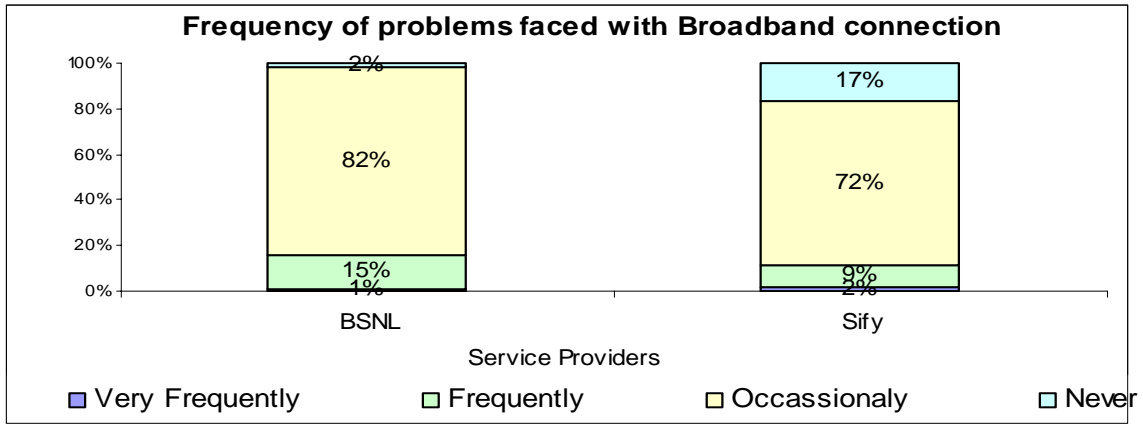
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied with Network performance	BSNL	Sify
Very Satisfied	1%	2%
Satisfied	82%	82%
<b>Total</b>	<b>83%</b>	<b>84%</b>

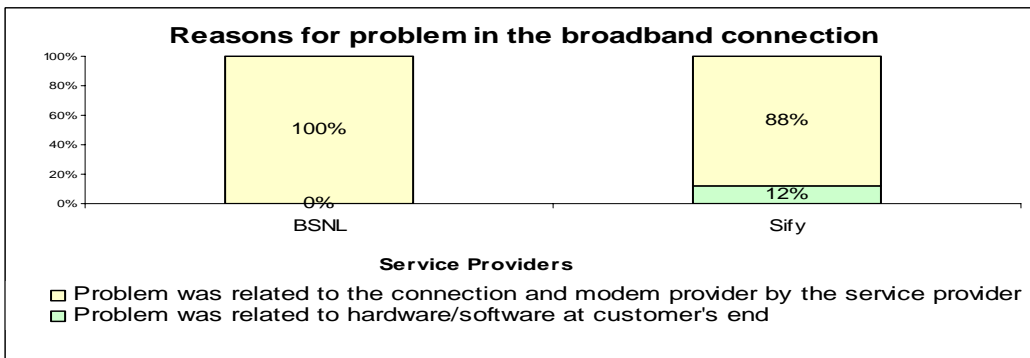


More than 80% of subscribers for BSNL and Sify claim to be satisfied or very satisfied with network performance.

### 5.3.5 Maintainability:

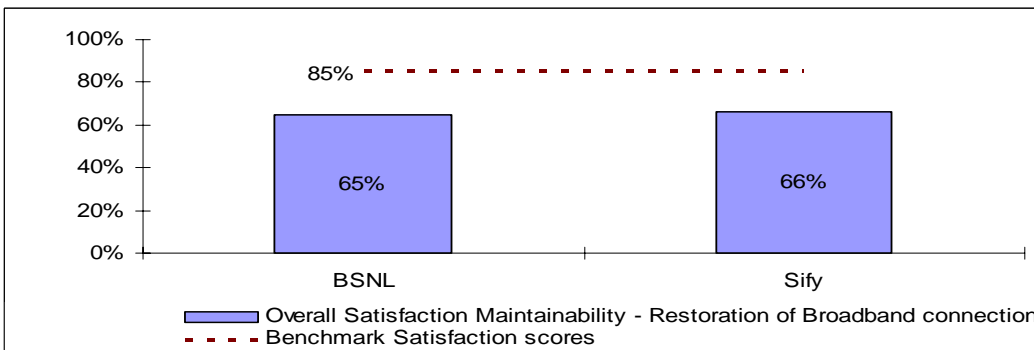


16% of subscribers for BSNL and 11% of subscribers for Sify claim that they face frequent problems with Broadband connection



More subscribers (for BSNL as high as 100% subscribers) say that the problem was related to the connection and modem which was provided by the service provider. The major source of problem could be faults that come in modems from time to time.

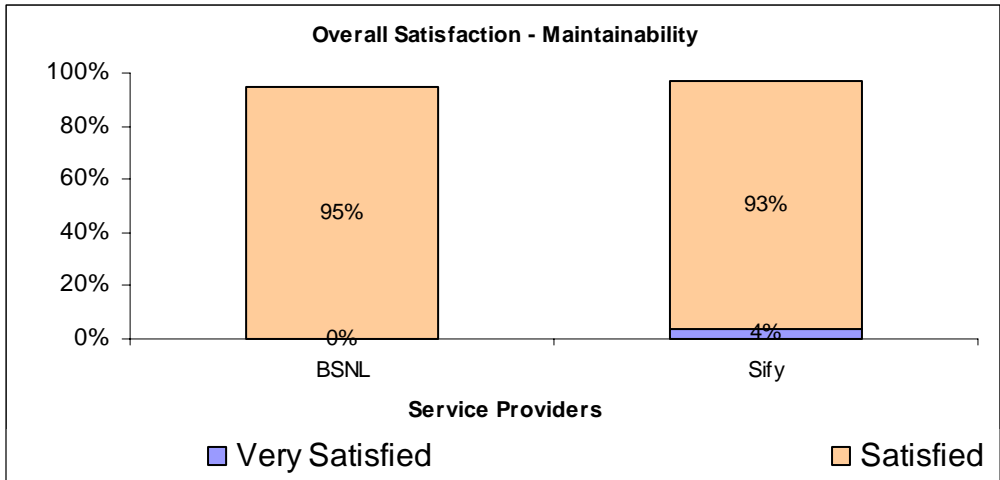
### Level of satisfaction:



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

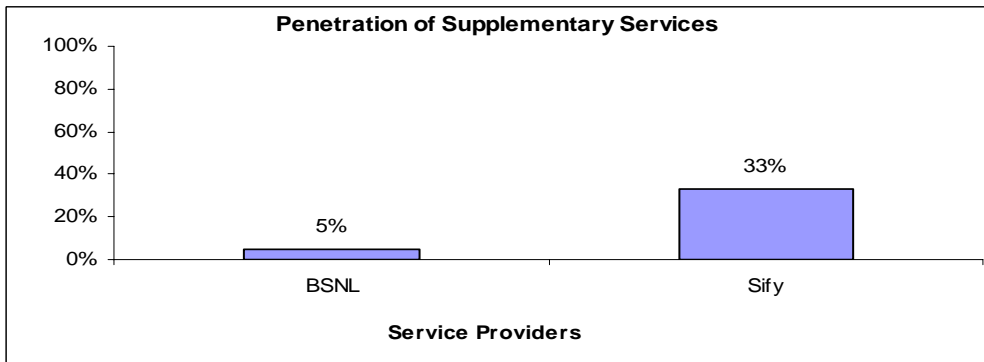


Overall Very Satisfied & Satisfied scores with Maintainability	BSNL	Sify
Very Satisfied	0%	4%
Satisfied	95%	93%
<b>Total</b>	<b>95%</b>	<b>97%</b>



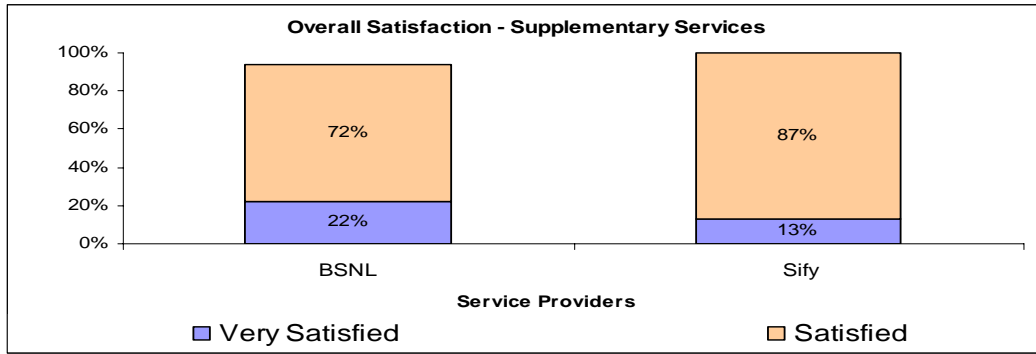
97% and 95% of Sify and BSNL subscribers claim to be either “satisfied” or “very satisfied” with maintainability.

### 5.3.6 Supplementary Services:



The percentage of subscribers making use of supplementary services provided is quite low for BSNL at 5%

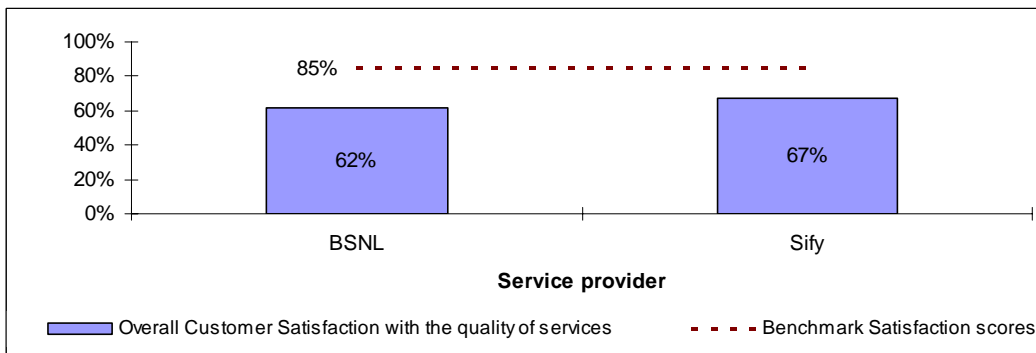
Overall Very Satisfied & Satisfied scores with Supplementary services	BSNL	Sify
Very Satisfied	22%	13%
Satisfied	72%	87%
<b>Total</b>	<b>94%</b>	<b>100%</b>



100% subscribers for Sify claim that they are either satisfied or very satisfied with supplementary services.

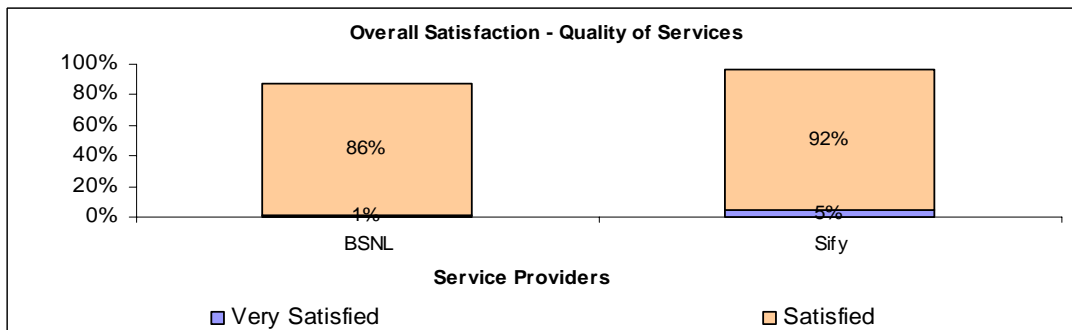
### 5.3.7 Percentage subscribers satisfied:

Level of satisfaction:



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

Overall Very Satisfied & Satisfied scores	BSNL	Sify
Very Satisfied	1%	5%
Satisfied	86%	92%
<b>Total</b>	<b>87%</b>	<b>97%</b>



Sify leads the way on top two box score for overall satisfaction with Quality of Services

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

Stage 1: Customer Care	BSNL	Sify
Penetration - Complains made to customer care within last 6 months	14%	10%
Customer care informing about the action taken on the complaint	30%	47%
Resolution of complaint by customer care within 4 weeks of lodging complaint	6%	12%
If lodged a complaint, provisioning of docket number:		
- No docket number received even on request	64%	71%
- No docket number received for most of the complaints	11%	0%
- Docket number received for most of the complaints	25%	29%

In cases where complaint was lodged to the customer care executive only in 6% cases for BSNL and in 12% cases for Sify the complaint was resolved within the time period stipulated by TRAI.

Reasons for dissatisfaction with call centre complaint resolution :-	BSNL	Sify
Difficult to connect call center executive	31%	91%
Customer care executive not polite/courteous	38%	0%
Customer care executive not equipped with adequate information	3%	45%
Time taken by call center for redressal of complaint is too long	38%	55%
The customer care executive was unable to understand the problem	0%	36%

For all the service providers, the major reason for dissatisfaction of subscribers is the time taken by the call center for redressal of complaints. For Sify pain point is the inadequacy of information with the customer care executive and difficulty in connecting to customer care executive

## 6.1 Key Take Outs and Recommendations – Basic (Wireline)

### Key Take outs: BSNL

- ✓ Across all the 7 parameters BSNL could not meet the benchmark for even a single parameter, when the “Quality of Service” is looked from the consumer survey both in NE1 and NE 2
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’ and ‘Maintainability’ of service providers. These are two areas where service provider is 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. BSNL should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies on a periodic basis.
- ✓ The complaint resolution area by Call Center executive is another identified pain point across the service providers. Most of the problem lies with either connecting to the executive or the executive not being able to resolve the complaint of subscribers.
- ✓ In NE2 BSNL needs to improve its fault maintenance as more that 80% of subscribers claimed that they have experienced fault in last one months. Also fault repair services need improvement in NE 2 as more than 25% of subscribers who had made a fault complaint claimed that it took more than 7 days to repair the complaint.

## **6.2 Key Takeouts & Recommendations – Cellular Mobile (Wireless)**

### **Key Take outs: Overall**

- ✓ Across all the 7 parameters, none of the service providers could meet the benchmark for even a single parameter, when the “Quality of Service” is looked from the consumer survey.
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’ and ‘Network performance’ of service providers
- ✓ Aircel and Airtel emerge to be a little ahead of all the service providers across most of the parameters followed closely behind by Airtel
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. Service providers should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies on a periodic basis.
- ✓ The complaint resolution area by Call Center executive is another identified pain point across the service providers. Most of the problem lies with either the executive not being able to resolve the complaint of subscribers or the time taken to respond to the customer’s call

### **Key Take outs: Operator Level**

#### **Airtel & Aircel**

- ✓ Aircel & Airtel are relatively performing better amongst all operators in the North East circle across all the parameters
- ✓ Aircel and Airtel need to look at their billing performance for postpaid subscribers, as satisfaction level scores are observed to be relatively low when compared to scores on other parameters
- ✓ Aircel should work towards improving its performance on supplementary services as satisfaction level score is observed to be 60%. However it should be noted that incidence of use of supplementary services is also found to be low in North East circle.

#### **BSNL**

- ✓ BSNL does not perform well on help services, network performance & maintainability and service provisioning aspect.
- ✓ Both in NE1 and NE2 significant number of BSNL subscribers claimed that the new connection was activated in more than seven days which has impacted service providers score on satisfaction level with service provisioning
- ✓ BSNL should look to improve process of resolution of billing complaints as it has scored relatively low on this aspect. Also, it should look at improving problem solving ability of its customer care executives in North East circle

- ✓ BSNL in NE 2 has scored lowest on various sub aspects of maintainability with satisfaction level of less than 60% observed on all the sub aspects. Hence service provider should look towards improving its performance on this aspect as well
- ✓ According to survey results call drops are more frequent for BSNL in NE 1 with 34% of subscribers claiming that they experience frequent call drops. Even in NE 2 the percentage is significant with 19% subscribers claiming the same

### **Reliance Telecom (RTL)**

- ✓ RTL is perhaps the poorest performing operator in NE circle with overall satisfaction level score observed to be below 60%
- ✓ Service provider should look at improving its performance on help services, maintainability of network, and billing performance.

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

### **Key Take outs: Overall**

- ✓ Across all the 7 parameters, none of the service providers could meet the benchmark for even a single parameter, when the “Quality of Service” is looked from the consumer survey.
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’ and maintainability of the network of service providers. These are two 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. TRAI, in addition to empowering CAGs (Consumer Advocacy Groups), should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies. Also, the service providers should be instructed to highlight the presence of “Nodal Officer” & “Appellate Authority” as a means to get resolution of complaints

### **Key Take outs: Operator Level**

#### **BSNL**

- ✓ BSNL should also look towards improving satisfaction level on network by increasing satisfaction level with speed of broadband available to customers
- ✓ In help services it should look at improving the accessibility to call centre and time taken to connect to the executive and train its executives to be polite
- ✓ BSNL is also look at improving satisfaction level on service provisioning as its counterpart Sify is performing relatively better on the same
- ✓ BSNL should take proactive steps to make the consumers aware of the three stage redressal mechanism

#### **Sify**

- ✓ Sify was observed to be providing services only in key cities in North east circle.
- ✓ Help services and Maintainability of network have been identified as two key pain points for the operator
- ✓ In help services Sify should look at improving the accessibility to call centre, and time taken to connect to the executive. Also its should look at training its help services executives by providing more information.

## 7.0 Annexure (Question wise Responses)

### 7.1 Basic (Wireline)

Gender of Respondent

			Operator		
			Total	BSNL - NE1	BSNL - NE2
	Total	Count	771	387	384
		Percentage	100.0%	100.0%	100.0%
GENDER	Answering Base	Count	771	387	384
	Male	Count	632	313	319
		Percentage	82.0%	80.9%	83.1%
	Female	Count	139	74	65
		Percentage	18.0%	19.1%	16.9%
	Not specified	Count	0	0	0
Percentage		0.0%	0.0%	0.0%	

Age of Respondent

			Operator		
			Total	BSNL - NE1	BSNL - NE2
	Total	Count	771	387	384
		Percentage	100.0%	100.0%	100.0%
AGE	Answering Base	Count	771	387	384
	< 25	Count	50	23	27
		Percentage	6.5%	5.9%	7.0%
	25-60	Count	672	338	334
		Percentage	87.2%	87.3%	87.0%
	> 60	Count	49	26	23
		Percentage	6.4%	6.7%	6.0%
	Not specified	Count	0	0	0
Percentage		0.0%	0.0%	0.0%	

Usage Type

			Operator		
			Total	BSNL - NE1	BSNL - NE2
	Total	Count	771	387	384
		Percentage	100.0%	100.0%	100.0%
TYPE	Answering Base	Count	771	387	384
	Residential	Count	661	358	303
		Percentage	85.7%	92.5%	78.9%
Commercial	Count	110	29	81	



		<b>Percentage</b>	14.3%	7.5%	21.1%
	<b>Not specified</b>	<b>Count</b>	0	0	0
		<b>Percentage</b>	0.0%	0.0%	0.0%

**Area**

			<b>Operator</b>		
			<b>Total</b>	<b>BSNL - NE1</b>	<b>BSNL - NE2</b>
	<b>Total</b>	<b>Count</b>	771	387	384
		<b>Percentage</b>	100.0%	100.0%	100.0%
<b>AREA</b>	<b>Answering Base</b>	<b>Count</b>	771	387	384
		<b>Percentage</b>			
	<b>Rural</b>	<b>Count</b>	110	41	69
		<b>Percentage</b>	14.3%	10.6%	18.0%
	<b>Urban</b>	<b>Count</b>	661	346	315
		<b>Percentage</b>	85.7%	89.4%	82.0%
<b>Not specified</b>	<b>Count</b>	0	0	0	
	<b>Percentage</b>	0.0%	0.0%	0.0%	

**User Type**

			<b>Operator</b>		
			<b>Total</b>	<b>BSNL - NE1</b>	<b>BSNL - NE2</b>
	<b>Total</b>	<b>Count</b>	771	387	384
		<b>Percentage</b>	100.0%	100.0%	100.0%
<b>USER_TYPE</b>	<b>Answering Base</b>	<b>Count</b>	771	387	384
		<b>Percentage</b>			
	<b>Postpaid</b>	<b>Count</b>	763	381	382
		<b>Percentage</b>	99.0%	98.4%	99.5%
	<b>Prepaid</b>	<b>Count</b>	8	6	2
		<b>Percentage</b>	1.0%	1.6%	0.5%
<b>Not specified</b>	<b>Count</b>	0	0	0	
	<b>Percentage</b>	0.0%	0.0%	0.0%	

**Q 1. Last application for a phone connection**

			<b>Operator</b>		
			<b>Total</b>	<b>BSNL - NE1</b>	<b>BSNL - NE2</b>
	<b>Total</b>	<b>Count</b>	771	387	384
		<b>Percentage</b>	100.0%	100.0%	100.0%
<b>Q1</b>	<b>Answering Base</b>	<b>Count</b>	771	387	384
		<b>Percentage</b>			
	<b>&lt; 6 months</b>	<b>Count</b>	20	13	7
		<b>Percentage</b>	2.6%	3.4%	1.8%
	<b>6-12 months</b>	<b>Count</b>	14	7	7
		<b>Percentage</b>	1.8%	1.8%	1.8%
<b>&gt; 12 months</b>	<b>Count</b>	737	367	370	
	<b>Percentage</b>	95.6%	94.8%	96.4%	

	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%

**Q 2. Time taken to get connection**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
	Total	Count	771	387	384
		Percentage	100.0%	100.0%	100.0%
Q2	Answering Base	Count	34	20	14
		> 30 days	Count	5	3
		Percentage	14.7%	15.0%	14.3%
	16-30 days	Count	6	4	2
		Percentage	17.6%	20.0%	14.3%
	7-15 days	Count	18	13	5
		Percentage	52.9%	65.0%	35.7%
	<7 days	Count	4	0	4
		Percentage	11.8%	0.0%	28.6%
	Not specified	Count	1	0	1
Percentage		2.9%	0.0%	7.1%	

**Q 3. Satisfaction with time taken to get the telephonic connection**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
	Total	Count	771	387	384
		Percentage	100.0%	100.0%	100.0%
Q3	Answering Base	Count	33	20	13
		Percentage	4.3%	5.2%	3.4%
	Not specified	Count	738	367	371
		Percentage	95.7%	94.8%	96.6%
	Very Satisfied	Count	2	1	1
		Percentage	6.1%	5.0%	7.7%
	Satisfied	Count	24	14	10
		Percentage	72.7%	70.0%	76.9%
	Dissatisfied	Count	5	4	1
		Percentage	15.2%	20.0%	7.7%
Very Dissatisfied	Count	2	1	1	
	Percentage	6.1%	5.0%	7.7%	

**Q 4. Satisfaction with time taken to shift the telephonic connection**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
	Total	Count	771	387	384



		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	43	17	26
		Percentage	5.6%	4.4%	6.8%
	Not specified	Count	728	370	358
		Percentage	94.4%	95.6%	93.2%
Q4	Very Satisfied	Count	9	3	6
		Percentage	20.9%	17.6%	23.1%
	Satisfied	Count	31	13	18
		Percentage	72.1%	76.5%	69.2%
	Dissatisfied	Count	2	0	2
		Percentage	4.7%	0.0%	7.7%
	Very Dissatisfied	Count	1	1	0
		Percentage	2.3%	5.9%	0.0%

**Q 5. Satisfaction with time taken to reactivate the telephonic connection**

		Operator			
		Total	BSNL - NE1	BSNL - NE2	
	Total	Count	771	387	384
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	161	136	25
		Percentage	20.9%	35.1%	6.5%
	Not specified	Count	610	251	359
		Percentage	79.1%	64.9%	93.5%
Q5	Very Satisfied	Count	39	33	6
		Percentage	24.2%	24.3%	24.0%
	Satisfied	Count	86	68	18
		Percentage	53.4%	50.0%	72.0%
	Dissatisfied	Count	31	30	1
		Percentage	19.3%	22.1%	4.0%
	Very Dissatisfied	Count	5	5	0
		Percentage	3.1%	3.7%	0.0%

**Q 6. Satisfaction with timely delivery of bills**

		Operator			
		Total	BSNL - NE1	BSNL - NE2	
	Total	Count	771	387	384
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	759	381	378
		Percentage	98.4%	98.4%	98.4%
	Not specified	Count	12	6	6
		Percentage	1.6%	1.6%	1.6%
Q6	Very Satisfied	Count	141	126	15
		Percentage	18.6%	33.1%	4.0%
	Satisfied	Count	334	151	183

		<b>Percentage</b>	44.0%	39.6%	48.4%
<b>Dissatisfied</b>		<b>Count</b>	224	88	136
		<b>Percentage</b>	29.5%	23.1%	36.0%
<b>Very Dissatisfied</b>		<b>Count</b>	60	16	44
		<b>Percentage</b>	7.9%	4.2%	11.6%

**Q 7a. Satisfaction with accuracy of bills**

			<b>Operator</b>		
			<b>Total</b>	<b>BSNL - NE1</b>	<b>BSNL - NE2</b>
	<b>Total</b>	<b>Count</b>	771	387	384
		<b>Percentage</b>	100.0%	100.0%	100.0%
<b>Q7A</b>	<b>Answering Base</b>	<b>Count</b>	757	381	376
		<b>Percentage</b>	98.2%	98.4%	97.9%
	<b>Not specified</b>	<b>Count</b>	14	6	8
		<b>Percentage</b>	1.8%	1.6%	2.1%
	<b>Very Satisfied</b>	<b>Count</b>	141	128	13
		<b>Percentage</b>	18.6%	33.6%	3.5%
	<b>Satisfied</b>	<b>Count</b>	437	189	248
		<b>Percentage</b>	57.7%	49.6%	66.0%
	<b>Dissatisfied</b>	<b>Count</b>	158	58	100
		<b>Percentage</b>	20.9%	15.2%	26.6%
<b>Very Dissatisfied</b>	<b>Count</b>	21	6	15	
	<b>Percentage</b>	2.8%	1.6%	4.0%	

**Q 7b. Reasons for dissatisfaction**

			<b>Operator</b>		
			<b>Total</b>	<b>BSNL - NE1</b>	<b>BSNL - NE2</b>
<b>Q 7b. Reasons for dissatisfaction</b>	<b>Total</b>	<b>Count</b>	179	64	115
		<b>Percentage</b>	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	155	47	108
		<b>Percentage</b>			
	<b>Charges not as per tariff plan subscribed</b>	<b>Count</b>	7	1	6
		<b>Percentage</b>	4.5%	2.1%	5.6%
	<b>Tariff plan changed without information</b>	<b>Count</b>	20	7	13
		<b>Percentage</b>	12.9%	14.9%	12.0%
	<b>Charged for value added services not subscribed</b>	<b>Count</b>	22	3	19
		<b>Percentage</b>	14.2%	6.4%	17.6%
<b>Charged for calls/services not made/used</b>	<b>Count</b>	111	34	77	
	<b>Percentage</b>	71.6%	72.3%	71.3%	
<b>Others</b>	<b>Count</b>	3	2	1	
	<b>Percentage</b>	1.9%	4.3%	0.9%	

**Q 8. Billing related complaints made**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
Q8	Total	Count	771	387	384
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	763	381	382
		Yes	Count	166	43
		Percentage	21.8%	11.3%	32.2%
	No	Count	597	338	259
		Percentage	78.2%	88.7%	67.8%
	Not specified	Count	0	0	0
Percentage		0.0%	0.0%	0.0%	

**Q 9. Satisfaction with resolution process of billing complaints**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
	Total	Count	166	43	123
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	165	43	122
		Percentage	99.4%	100.0%	99.2%
	Not specified	Count	1	0	1
		Percentage	0.6%	0.0%	0.8%
Q9	Very Satisfied	Count	4	4	0
		Percentage	2.4%	9.3%	0.0%
	Satisfied	Count	49	21	28
		Percentage	29.7%	48.8%	23.0%
	Dissatisfied	Count	89	12	77
		Percentage	53.9%	27.9%	63.1%
	Very Dissatisfied	Count	23	6	17
		Percentage	13.9%	14.0%	13.9%

**Q 10a. Satisfaction with clarity of bills**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
	Total	Count	771	387	384
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	739	379	360
		Percentage	95.8%	97.9%	93.8%
	Not specified	Count	32	8	24
		Percentage	4.2%	2.1%	6.3%
Q10A	Very Satisfied	Count	157	151	6
		Percentage	21.2%	39.8%	1.7%
	Satisfied	Count	429	197	232

		<b>Percentage</b>	58.1%	52.0%	64.4%
<b>Dissatisfied</b>		<b>Count</b>	131	28	103
		<b>Percentage</b>	17.7%	7.4%	28.6%
<b>Very Dissatisfied</b>		<b>Count</b>	22	3	19
		<b>Percentage</b>	3.0%	0.8%	5.3%

**Q 10b. Reasons for dissatisfaction**

			<b>Operator</b>		
			<b>Total</b>	<b>BSNL - NE1</b>	<b>BSNL - NE2</b>
	<b>Total</b>	<b>Count</b>	153	31	122
		<b>Percentage</b>	100.0%	100.0%	100.0%
<b>Q 10b. Reasons for dissatisfaction</b>	<b>Answering Base</b>	<b>Count</b>	146	28	118
	<b>Difficult to read the bill</b>	<b>Count</b>	9	4	5
		<b>Percentage</b>	6.2%	14.3%	4.2%
	<b>Difficult to understand the language</b>	<b>Count</b>	13	2	11
		<b>Percentage</b>	8.9%	7.1%	9.3%
	<b>Calculations not clear</b>	<b>Count</b>	81	21	60
		<b>Percentage</b>	55.5%	75.0%	50.8%
	<b>Item-wise charges not given</b>	<b>Count</b>	42	2	40
		<b>Percentage</b>	28.8%	7.1%	33.9%
	<b>Others</b>	<b>Count</b>	10	0	10
<b>Percentage</b>		6.8%	0.0%	8.5%	

**Q 11. Accuracy of charges deducted**

			<b>Operator</b>		
			<b>Total</b>	<b>BSNL - NE1</b>	<b>BSNL - NE2</b>
	<b>Total</b>	<b>Count</b>	771	387	384
		<b>Percentage</b>	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	763	387	376
		<b>Percentage</b>	99.0%	100.0%	97.9%
	<b>Not specified</b>	<b>Count</b>	8	0	8
		<b>Percentage</b>	1.0%	0.0%	2.1%
<b>Q11</b>	<b>Very Satisfied</b>	<b>Count</b>	102	99	3
		<b>Percentage</b>	13.4%	25.6%	0.8%
	<b>Satisfied</b>	<b>Count</b>	524	250	274
		<b>Percentage</b>	68.7%	64.6%	72.9%
	<b>Dissatisfied</b>	<b>Count</b>	125	34	91
		<b>Percentage</b>	16.4%	8.8%	24.2%
	<b>Very Dissatisfied</b>	<b>Count</b>	12	4	8
		<b>Percentage</b>	1.6%	1.0%	2.1%

**Q 12. Complaints made to customer care**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
Q12	Total	Count	771	387	384
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	771	387	384
		Percentage			
	Yes	Count	237	127	110
		Percentage	30.7%	32.8%	28.6%
	No	Count	534	260	274
		Percentage	69.3%	67.2%	71.4%
Not specified	Count	0	0	0	
	Percentage	0.0%	0.0%	0.0%	

**Q 13. Satisfaction with ease of access of number**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
	Total	Count	237	127	110
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	237	127	110
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
Q13	Very Satisfied	Count	32	29	3
		Percentage	13.5%	22.8%	2.7%
	Satisfied	Count	118	56	62
		Percentage	49.8%	44.1%	56.4%
	Dissatisfied	Count	82	38	44
		Percentage	34.6%	29.9%	40.0%
	Very Dissatisfied	Count	5	4	1
		Percentage	2.1%	3.1%	0.9%

**Q 14. Satisfaction with response time**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
	Total	Count	237	127	110
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	237	127	110
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
Q14	Very Satisfied	Count	34	31	3
		Percentage	14.3%	24.4%	2.7%
	Satisfied	Count	112	53	59
		Percentage	47.3%	41.7%	53.6%

	Dissatisfied	Count	84	40	44
		Percentage	35.4%	31.5%	40.0%
Very Dissatisfied	Very Dissatisfied	Count	7	3	4
		Percentage	3.0%	2.4%	3.6%

**Q 15. Satisfaction with problem solving ability of CC executive**

		Operator			
		Total	BSNL - NE1	BSNL - NE2	
	Total	Count	237	127	110
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	236	127	109
		Percentage	99.6%	100.0%	99.1%
	Not specified	Count	1	0	1
		Percentage	0.4%	0.0%	0.9%
Q15	Very Satisfied	Count	36	33	3
		Percentage	15.3%	26.0%	2.8%
	Satisfied	Count	107	48	59
		Percentage	45.3%	37.8%	54.1%
	Dissatisfied	Count	82	42	40
		Percentage	34.7%	33.1%	36.7%
	Very Dissatisfied	Count	11	4	7
		Percentage	4.7%	3.1%	6.4%

**Q 16. Satisfaction with time taken by CC executive to solve problem**

		Operator			
		Total	BSNL - NE1	BSNL - NE2	
	Total	Count	237	127	110
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	237	127	110
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
Q16	Very Satisfied	Count	37	33	4
		Percentage	15.6%	26.0%	3.6%
	Satisfied	Count	103	46	57
		Percentage	43.5%	36.2%	51.8%
	Dissatisfied	Count	84	42	42
		Percentage	35.4%	33.1%	38.2%
	Very Dissatisfied	Count	13	6	7
		Percentage	5.5%	4.7%	6.4%

**Q 17. Satisfaction with availability of working phone**

		Operator





			Total	BSNL - NE1	BSNL - NE2
	Total	Count	771	387	384
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	765	387	378
		Percentage	99.2%	100.0%	98.4%
	Not specified	Count	6	0	6
		Percentage	0.8%	0.0%	1.6%
Q17	Very Satisfied	Count	139	119	20
		Percentage	18.2%	30.7%	5.3%
	Satisfied	Count	446	177	269
		Percentage	58.3%	45.7%	71.2%
	Dissatisfied	Count	160	77	83
		Percentage	20.9%	19.9%	22.0%
	Very Dissatisfied	Count	20	14	6
		Percentage	2.6%	3.6%	1.6%

**Q 18. Satisfaction with ease of making / receiving calls**

			Total	Operator	
				BSNL - NE1	BSNL - NE2
	Total	Count	771	387	384
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	765	387	378
		Percentage	99.2%	100.0%	98.4%
	Not specified	Count	6	0	6
		Percentage	0.8%	0.0%	1.6%
Q18	Very Satisfied	Count	119	83	36
		Percentage	15.6%	21.4%	9.5%
	Satisfied	Count	491	219	272
		Percentage	64.2%	56.6%	72.0%
	Dissatisfied	Count	144	77	67
		Percentage	18.8%	19.9%	17.7%
	Very Dissatisfied	Count	11	8	3
		Percentage	1.4%	2.1%	0.8%

**Q 19. Satisfaction with voice quality**

			Total	Operator	
				BSNL - NE1	BSNL - NE2
	Total	Count	771	387	384
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	764	387	377
		Percentage	99.1%	100.0%	98.2%
	Not specified	Count	7	0	7
		Percentage	0.9%	0.0%	1.8%
Q19	Very	Count	168	124	44

	<b>Satisfied</b>	<b>Percentage</b>	22.0%	32.0%	11.7%
	<b>Satisfied</b>	<b>Count</b>	460	195	265
		<b>Percentage</b>	60.2%	50.4%	70.3%
	<b>Dissatisfied</b>	<b>Count</b>	126	61	65
		<b>Percentage</b>	16.5%	15.8%	17.2%
	<b>Very Dissatisfied</b>	<b>Count</b>	10	7	3
		<b>Percentage</b>	1.3%	1.8%	0.8%

**Q 20. Experienced faulty in last 12 months**

			<b>Operator</b>		
			<b>Total</b>	<b>BSNL - NE1</b>	<b>BSNL - NE2</b>
<b>Q20</b>	<b>Total</b>	<b>Count</b>	771	387	384
		<b>Percentage</b>	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	771	387	384
		<b>Yes</b>	<b>Count</b>	468	270
		<b>Percentage</b>	60.7%	69.8%	51.6%
	<b>No</b>	<b>Count</b>	303	117	186
		<b>Percentage</b>	39.3%	30.2%	48.4%
	<b>Not specified</b>	<b>Count</b>	0	0	0
<b>Percentage</b>		0.0%	0.0%	0.0%	

**Q 21. Number of times fault faced in last month**

			<b>Operator</b>		
			<b>Total</b>	<b>BSNL - NE1</b>	<b>BSNL - NE2</b>
<b>Q21</b>	<b>Total</b>	<b>Count</b>	468	270	198
		<b>Percentage</b>	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	468	270	198
		<b>More than 3 times</b>	<b>Count</b>	50	2
	<b>Percentage</b>		10.7%	0.7%	24.2%
	<b>2-3 times</b>	<b>Count</b>	91	34	57
		<b>Percentage</b>	19.4%	12.6%	28.8%
	<b>One time</b>	<b>Count</b>	117	58	59
		<b>Percentage</b>	25.0%	21.5%	29.8%
	<b>Nil</b>	<b>Count</b>	210	176	34
		<b>Percentage</b>	44.9%	65.2%	17.2%
	<b>Not specified</b>	<b>Count</b>	0	0	0
<b>Percentage</b>		0.0%	0.0%	0.0%	

**Q 22. Time taken for repairing fault**

			<b>Operator</b>		
			<b>Total</b>	<b>BSNL - NE1</b>	<b>BSNL - NE2</b>
	<b>Total</b>	<b>Count</b>	468	270	198

		Percentage	100.0%	100.0%	100.0%
Q22	Answering Base	Count	468	270	198
		Percentage	100.0%	100.0%	100.0%
	More than 7 days	Count	76	22	54
		Percentage	16.2%	8.1%	27.3%
	4 - 7 days	Count	102	60	42
		Percentage	21.8%	22.2%	21.2%
	2-3 days	Count	192	140	52
		Percentage	41.0%	51.9%	26.3%
	1 day	Count	98	48	50
		Percentage	20.9%	17.8%	25.3%
Not specified	Count	0	0	0	
	Percentage	0.0%	0.0%	0.0%	

**Q 23. Satisfaction with fault repair service**

			Operator		
		Total	BSNL - NE1	BSNL - NE2	
	Total	Count	468	270	198
		Percentage	100.0%	100.0%	100.0%
Q23	Answering Base	Count	468	270	198
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
	Very Satisfied	Count	62	54	8
		Percentage	13.2%	20.0%	4.0%
	Satisfied	Count	247	117	130
		Percentage	52.8%	43.3%	65.7%
	Dissatisfied	Count	130	82	48
		Percentage	27.8%	30.4%	24.2%
Very Dissatisfied	Count	29	17	12	
	Percentage	6.2%	6.3%	6.1%	

**Q 24. Use service like call waiting/forwarding**

			Operator		
		Total	BSNL - NE1	BSNL - NE2	
	Total	Count	771	387	384
		Percentage	100.0%	100.0%	100.0%
Q24	Answering Base	Count	771	387	384
		Percentage	100.0%	100.0%	100.0%
	Yes	Count	7	3	4
		Percentage	0.9%	0.8%	1.0%
	No	Count	764	384	380
		Percentage	99.1%	99.2%	99.0%
Not specified	Count	0	0	0	
	Percentage	0.0%	0.0%	0.0%	

**Q 25. Satisfaction with supplementary services**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
Q25	Total	Count	7	3	4
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	6	3	3
		Percentage	85.7%	100.0%	75.0%
	Not specified	Count	1	0	1
		Percentage	14.3%	0.0%	25.0%
	Very Satisfied	Count	2	2	0
		Percentage	33.3%	66.7%	0.0%
	Dissatisfied	Count	3	1	2
		Percentage	50.0%	33.3%	66.7%
	Very Dissatisfied	Count	1	0	1
		Percentage	16.7%	0.0%	33.3%

**Q 26a. Satisfaction with overall quality of telephone services**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
	Total	Count	771	387	384
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	750	386	364
		Percentage	97.3%	99.7%	94.8%
	Not specified	Count	21	1	20
		Percentage	2.7%	0.3%	5.2%
Q26A	Very Satisfied	Count	99	81	18
		Percentage	13.2%	21.0%	4.9%
	Satisfied	Count	571	260	311
		Percentage	76.1%	67.4%	85.4%
	Dissatisfied	Count	71	39	32
		Percentage	9.5%	10.1%	8.8%
	Very Dissatisfied	Count	9	6	3
		Percentage	1.2%	1.6%	0.8%

**Q 27. Information about tariff plan within a week of taking connection**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
Q27	Total	Count	771	387	384
		Percentage	100.0%	100.0%	100.0%
	Answering Base Yes	Count	771	387	384
		Count	23	17	6
		Percentage	3.0%	4.4%	1.6%
		Percentage			

	<b>No</b>	<b>Count</b>	364	248	116
		<b>Percentage</b>	47.2%	64.1%	30.2%
	<b>Not specified</b>	<b>Count</b>	384	122	262
		<b>Percentage</b>	49.8%	31.5%	68.2%

**Q 28. Terminated a phone connection in last 12 months**

		<b>Operator</b>			
		<b>Total</b>	<b>BSNL - NE1</b>	<b>BSNL - NE2</b>	
<b>Q28</b>	<b>Total</b>	<b>Count</b>	771	387	384
		<b>Percentage</b>	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	771	387	384
		<b>Yes</b>	<b>Count</b>	4	2
		<b>Percentage</b>	0.5%	0.5%	0.5%
	<b>No</b>	<b>Count</b>	767	385	382
		<b>Percentage</b>	99.5%	99.5%	99.5%
	<b>Not specified</b>	<b>Count</b>	0	0	0
		<b>Percentage</b>	0.0%	0.0%	0.0%

**Q 29. Previous service provider**

		<b>Operator</b>			
		<b>Total</b>	<b>BSNL - NE1</b>	<b>BSNL - NE2</b>	
<b>Q29</b>	<b>Total</b>	<b>Count</b>	4	2	2
		<b>Percentage</b>	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	4	2	2
		<b>Airtel</b>	<b>Count</b>	0	0
	<b>Percentage</b>		0.0%	0.0%	0.0%
	<b>BSNL</b>	<b>Count</b>	4	2	2
		<b>Percentage</b>	100.0%	100.0%	100.0%
	<b>Rel Com</b>	<b>Count</b>	0	0	0
		<b>Percentage</b>	0.0%	0.0%	0.0%
	<b>TATA</b>	<b>Count</b>	0	0	0
		<b>Percentage</b>	0.0%	0.0%	0.0%
	<b>MTNL</b>	<b>Count</b>	0	0	0
		<b>Percentage</b>	0.0%	0.0%	0.0%
	<b>HFCL</b>	<b>Count</b>	0	0	0
		<b>Percentage</b>	0.0%	0.0%	0.0%
	<b>Shyam</b>	<b>Count</b>	0	0	0
		<b>Percentage</b>	0.0%	0.0%	0.0%

**Q 30. Days taken for termination of services**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
Q30	Total	Count	4	2	2
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	4	2	2
		More than 7 days	Count	1	1
	4 - 7 days	Percentage	25.0%	50.0%	0.0%
		Count	1	0	1
	2-3 days	Percentage	25.0%	0.0%	50.0%
		Count	0	0	0
	1 day	Percentage	0.0%	0.0%	0.0%
		Count	1	0	1
Not specified	Percentage	25.0%	0.0%	50.0%	
	Count	1	1	0	
	Percentage	25.0%	50.0%	0.0%	

**Q 31. Adjustment of security deposit in last bill done by service provider**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
Q31	Total	Count	4	2	2
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	4	2	2
		Yes	Count	3	2
	No	Percentage	75.0%	100.0%	50.0%
		Count	1	0	1
	Not specified	Percentage	25.0%	0.0%	50.0%
		Count	0	0	0
		Percentage	0.0%	0.0%	0.0%

**Q 32. Registered number on Do Not Call registry**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
Q32	Total	Count	771	387	384
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	771	387	384
		Yes	Count	3	1
	No	Percentage	0.4%	0.3%	0.5%
		Count	693	326	367
	Do not	Percentage	89.9%	84.2%	95.6%
		Count	70	60	10

	mind receiving such calls/SMS	Percentage	9.1%	15.5%	2.6%
	Not specified	Count	5	0	5
		Percentage	0.6%	0.0%	1.3%

**Q 33. Still receiving unsolicited calls**

		Operator			
		Total	BSNL - NE1	BSNL - NE2	
	Total	Count	3	1	2
		Percentage	100.0%	100.0%	100.0%
Q33	Answering Base	Count	3	1	2
		Percentage	100.0%	100.0%	100.0%
	Continued receiving	Count	1	1	0
		Percentage	33.3%	100.0%	0.0%
	Slight decrease	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
	Considerable decrease	Count	1	0	1
		Percentage	33.3%	0.0%	50.0%
	Stopped receiving	Count	1	0	1
		Percentage	33.3%	0.0%	50.0%
Not specified	Count	0	0	0	
	Percentage	0.0%	0.0%	0.0%	

**Q 34. Aware of the 3 stage grievance redressal mechanism**

		Operator			
		Total	BSNL - NE1	BSNL - NE2	
	Total	Count	771	387	384
		Percentage	100.0%	100.0%	100.0%
Q34	Answering Base	Count	771	387	384
		Percentage	100.0%	100.0%	100.0%
	Yes	Count	182	103	79
		Percentage	23.6%	26.6%	20.6%
	No	Count	587	284	303
		Percentage	76.1%	73.4%	78.9%
Not specified	Count	2	0	2	
	Percentage	0.3%	0.0%	0.5%	

**Q 35. Which stage aware of**

		Operator			
		Total	BSNL - NE1	BSNL - NE2	
	Total	Count	771	387	384
		Percentage	100.0%	100.0%	100.0%
Q 35. Which	Answering Base	Count	763	382	381

stage aware of	Call Centre	Count	170	100	70
		Percentage	22.3%	26.2%	18.4%
	Nodal Officer	Count	18	11	7
		Percentage	2.4%	2.9%	1.8%
	Appellate Authority	Count	19	5	14
		Percentage	2.5%	1.3%	3.7%
	None of these	Count	578	280	298
		Percentage	75.8%	73.3%	78.2%

**Q 36. made complaints within last 6 months**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
	Total	Count	771	387	384
		Percentage	100.0%	100.0%	100.0%
Q36	Answering Base	Count	771	387	384
		Yes	Count	100	69
		Percentage	13.0%	17.8%	8.1%
	No	Count	671	318	353
		Percentage	87.0%	82.2%	91.9%
	Not specified	Count	0	0	0
Percentage		0.0%	0.0%	0.0%	

**Q 37. Docket number**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
Q37	Total	Count	100	69	31
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	100	69	31
		No docket number received even on request	Count	31	17
	Percentage		31.0%	24.6%	45.2%
	No docket number received for most of the complaints	Count	24	14	10
		Percentage	24.0%	20.3%	32.3%
	Docket number received for most of the complaints	Count	45	38	7
		Percentage	45.0%	55.1%	22.6%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%



**Q 38. Information given by call center**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
Q38	Total	Count	100	69	31
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	100	69	31
		Yes	Count	48	35
		Percentage	48.0%	50.7%	41.9%
	No	Count	52	34	18
		Percentage	52.0%	49.3%	58.1%
	Not specified	Count	0	0	0
Percentage		0.0%	0.0%	0.0%	

**Q 39. Satisfaction with information given by call centre executive**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
	Total	Count	100	69	31
		Percentage	100.0%	100.0%	100.0%
Q39	Answering Base	Count	100	69	31
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
	Very Satisfied	Count	10	10	0
		Percentage	10.0%	14.5%	0.0%
	Satisfied	Count	57	37	20
		Percentage	57.0%	53.6%	64.5%
	Dissatisfied	Count	31	21	10
		Percentage	31.0%	30.4%	32.3%
Very Dissatisfied	Count	2	1	1	
	Percentage	2.0%	1.4%	3.2%	

**Q 40. Reasons for dissatisfaction**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
	Total	Count	33	22	11
		Percentage	100.0%	100.0%	100.0%
Q 40. Reasons for dissatisfaction	Answering Base	Count	29	19	10
	Difficult to connect to the call centre executive	Count	13	9	4
		Percentage	44.8%	47.4%	40.0%
	Customer care executive not polite/courteous	Count	3	3	0
		Percentage	10.3%	15.8%	0.0%
Customer care	Count	3	0	3	

executive not equipped with adequate informat	Percentage	10.3%	0.0%	30.0%
	Count	8	6	2
Time taken by call centre for redressal of complaint is long	Percentage	27.6%	31.6%	20.0%
	Count	3	3	0
Customer care executive was unable to understand the problem	Percentage	10.3%	15.8%	0.0%
	Count	1	0	1
Others	Percentage	3.4%	0.0%	10.0%
	Count			

**Q 41. Billing complaint solved within 4 weeks by CC executive**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
Q41	Total	Count	100	69	31
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	100	69	31
		Percentage			
	Yes	Count	3	0	3
		Percentage	3.0%	0.0%	9.7%
	No	Count	18	5	13
		Percentage	18.0%	7.2%	41.9%
	Not Applicable	Count	79	64	15
		Percentage	79.0%	92.8%	48.4%

**Q 42. Awareness of contact details of nodal officer**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
Q42	Total	Count	771	387	384
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	771	387	384
		Percentage			
	Yes	Count	7	3	4
		Percentage	0.9%	0.8%	1.0%
	No	Count	764	384	380
		Percentage	99.1%	99.2%	99.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%

**Q 43. Made a complaint to nodal officer**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
	Total	Count	7	3	4

		Percentage	100.0%	100.0%	100.0%
Q43	Answering Base	Count	7	3	4
	Yes	Count	3	0	3
		Percentage	42.9%	0.0%	75.0%
	No	Count	4	3	1
		Percentage	57.1%	100.0%	25.0%
	Not specified	Count	0	0	0
Percentage		0.0%	0.0%	0.0%	

**Q 44. Nodal officer can be approached easily**

			Operator	
			Total	BSNL - NE2
Q44	Total	Count	3	3
		Percentage	100.0%	100.0%
	Answering Base	Count	3	3
		Yes	Count	2
	Percentage		66.7%	66.7%
	No	Count	1	1
		Percentage	33.3%	33.3%
	Not specified	Count	0	0
Percentage		0.0%	0.0%	

**Q 45. Decision on complaint intimated by Nodal officer**

			Operator	
			Total	BSNL - NE2
Q45	Total	Count	3	3
		Percentage	100.0%	100.0%
	Answering Base	Count	3	3
		Yes	Count	2
	Percentage		66.7%	66.7%
	No	Count	1	1
		Percentage	33.3%	33.3%
	Not specified	Count	0	0
Percentage		0.0%	0.0%	

**Q 46. Satisfaction with redressal of complaint by nodal officer**

			Operator	
			Total	BSNL - NE2
	Total	Count	3	3
		Percentage	100.0%	100.0%
	Answering	Count	3	3

	<b>Base</b>	<b>Percentage</b>	100.0%	100.0%
	<b>Not specified</b>	<b>Count</b>	0	0
		<b>Percentage</b>	0.0%	0.0%
<b>Q46</b>	<b>Very Satisfied</b>	<b>Count</b>	1	1
		<b>Percentage</b>	33.3%	33.3%
	<b>Satisfied</b>	<b>Count</b>	2	2
		<b>Percentage</b>	66.7%	66.7%

**Q 48. Awareness of contact details of appellate authority**

				<b>Operator</b>	
		<b>Total</b>		<b>BSNL - NE1</b>	<b>BSNL - NE2</b>
	<b>Total</b>	<b>Count</b>	771	387	384
		<b>Percentage</b>	100.0%	100.0%	100.0%
<b>Q48</b>	<b>Answering Base</b>	<b>Count</b>	771	387	384
		<b>Yes</b>	<b>Count</b>	12	2
		<b>Percentage</b>	1.6%	0.5%	2.6%
	<b>No</b>	<b>Count</b>	759	385	374
		<b>Percentage</b>	98.4%	99.5%	97.4%
	<b>Not specified</b>	<b>Count</b>	0	0	0
<b>Percentage</b>		0.0%	0.0%	0.0%	

**Q 49. Filed complaints in last 6 months**

				<b>Operator</b>	
		<b>Total</b>		<b>BSNL - NE1</b>	<b>BSNL - NE2</b>
	<b>Total</b>	<b>Count</b>	12	2	10
		<b>Percentage</b>	100.0%	100.0%	100.0%
<b>Q49</b>	<b>Answering Base</b>	<b>Count</b>	12	2	10
		<b>Yes</b>	<b>Count</b>	3	0
		<b>Percentage</b>	25.0%	0.0%	30.0%
	<b>No</b>	<b>Count</b>	9	2	7
		<b>Percentage</b>	75.0%	100.0%	70.0%
	<b>Not specified</b>	<b>Count</b>	0	0	0
<b>Percentage</b>		0.0%	0.0%	0.0%	

**Q 50. Acknowledgement received**

				<b>Operator</b>	
		<b>Total</b>		<b>BSNL - NE2</b>	
	<b>Total</b>	<b>Count</b>	3	3	
		<b>Percentage</b>	100.0%	100.0%	
<b>Q50</b>	<b>Answering Base</b>	<b>Count</b>	3	3	
		<b>Yes</b>	<b>Count</b>	1	1
		<b>Percentage</b>	33.3%	33.3%	

	<b>No</b>	<b>Count</b>	2	2
		<b>Percentage</b>	66.7%	66.7%
	<b>Not specified</b>	<b>Count</b>	0	0
		<b>Percentage</b>	0.0%	0.0%

**Q 51. Decision taken by appellate authority within 3 months**

				<b>Operator</b>	
		<b>Total</b>		<b>BSNL - NE2</b>	
<b>Q51</b>	<b>Total</b>	<b>Count</b>	3	3	
		<b>Percentage</b>	100.0%	100.0%	
	<b>Answering Base</b>	<b>Count</b>	3	3	
		<b>Yes</b>	<b>Count</b>	2	2
		<b>Percentage</b>	66.7%	66.7%	
	<b>No</b>	<b>Count</b>	0	0	
		<b>Percentage</b>	0.0%	0.0%	
	<b>Appeal filed only recently</b>	<b>Count</b>	1	1	
<b>Percentage</b>		33.3%	33.3%		

**Q 52. Aware of item wise usage charge details**

				<b>Operator</b>		
		<b>Total</b>		<b>BSNL - NE1</b>	<b>BSNL - NE2</b>	
<b>Q52</b>	<b>Total</b>	<b>Count</b>	8	6	2	
		<b>Percentage</b>	100.0%	100.0%	100.0%	
	<b>Answering Base</b>	<b>Count</b>	8	6	2	
		<b>Yes</b>	<b>Count</b>	1	0	1
	<b>Percentage</b>		12.5%	0.0%	50.0%	
	<b>No</b>	<b>Count</b>	5	5	0	
		<b>Percentage</b>	62.5%	83.3%	0.0%	
	<b>Not specified</b>	<b>Count</b>	2	1	1	
<b>Percentage</b>		25.0%	16.7%	50.0%		

**Q 53. Denied request of item wise usage charge details**

				<b>Operator</b>		
		<b>Total</b>		<b>BSNL - NE1</b>	<b>BSNL - NE2</b>	
<b>Q53</b>	<b>Total</b>	<b>Count</b>	8	6	2	
		<b>Percentage</b>	100.0%	100.0%	100.0%	
	<b>Answering Base</b>	<b>Count</b>	1	0	1	
		<b>Yes</b>	<b>Count</b>	0	0	0
	<b>Percentage</b>		0.0%	0.0%	0.0%	
	<b>No</b>	<b>Count</b>	1	0	1	
<b>Percentage</b>		100.0%	0.0%	100.0%		

	<b>Not specified</b>	<b>Count</b>	0	0	0
		<b>Percentage</b>	0.0%	0.0%	0.0%

**Q 55. Manual of practice provided**

			Operator		
			Total	BSNL - NE1	BSNL - NE2
	<b>Total</b>	<b>Count</b>	771	387	384
		<b>Percentage</b>	100.0%	100.0%	100.0%
<b>Q55</b>	<b>Answering Base</b>	<b>Count</b>	771	387	384
	<b>Yes</b>	<b>Count</b>	9	6	3
		<b>Percentage</b>	1.2%	1.6%	0.8%
	<b>No</b>	<b>Count</b>	253	250	3
		<b>Percentage</b>	32.8%	64.6%	0.8%
	<b>Not specified</b>	<b>Count</b>	509	131	378
<b>Percentage</b>		66.0%	33.9%	98.4%	

## 7.2 Cellular Mobile (Wireless)

### Gender of Respondent

			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
GEN	Total	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Male	Count	1,476	287	301	290	304	294
		Percentage	75.6%	71.9%	75.8%	74.2%	79.6%	76.6%
	Female	Count	477	112	96	101	78	90
		Percentage	24.4%	28.1%	24.2%	25.8%	20.4%	23.4%

### Age of Respondent

			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
AGE	Total	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Less than 25	Count	460	107	135	110	68	40
		Percentage	23.6%	26.8%	34.0%	28.1%	17.8%	10.4%
	25-60	Count	1,437	283	254	275	305	320
		Percentage	73.6%	70.9%	64.0%	70.3%	79.8%	83.3%
	More than 60	Count	56	9	8	6	9	24
		Percentage	2.9%	2.3%	2.0%	1.5%	2.4%	6.3%

### Occupation of Respondent

			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
OCC	Total	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Service	Count	450	79	48	66	115	142
		Percentage	23.0%	19.8%	12.1%	16.9%	30.1%	37.0%
	Business/self employed	Count	1,009	217	215	217	185	175
		Percentage	51.7%	54.4%	54.2%	55.5%	48.4%	45.6%
	Student	Count	243	56	75	58	37	17
		Percentage	12.4%	14.0%	18.9%	14.8%	9.7%	4.4%
	Housewife	Count	175	30	43	33	38	31
		Percentage	9.0%	7.5%	10.8%	8.4%	9.9%	8.1%
	Retired	Count	22	4	5	3	5	5
		Percentage	1.1%	1.0%	1.3%	0.8%	1.3%	1.3%

	Unemployed	Count	54	13	11	14	2	14
		Percentage	2.8%	3.3%	2.8%	3.6%	0.5%	3.6%

**Area**

		Operator						
		Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2	
	Total	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AREA	Answering Base	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Rural	Count	120	37	23	34	6	20
		Percentage	6.1%	9.3%	5.8%	8.7%	1.6%	5.2%
	Urban	Count	1,833	362	374	357	376	364
		Percentage	93.9%	90.7%	94.2%	91.3%	98.4%	94.8%

**User Type**

		Operator						
		Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2	
	Total	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
U_TYPE	Answering Base	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Prepaid	Count	1,495	370	378	336	199	212
		Percentage	76.5%	92.7%	95.2%	85.9%	52.1%	55.2%
	Postpaid	Count	458	29	19	55	183	172
		Percentage	23.5%	7.3%	4.8%	14.1%	47.9%	44.8%

**Type**

		Operator						
		Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2	
	Total	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
TYPE	Answering Base	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	GSM	Count	1,913	389	394	378	375	377
		Percentage	98.0%	97.5%	99.2%	96.7%	98.2%	98.2%
	CDMA	Count	40	10	3	13	7	7
		Percentage	2.0%	2.5%	0.8%	3.3%	1.8%	1.8%

**Q 1. Last application for a phone connection**

		Operator						
		Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2	
	Total	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



Q1	Answering Base	Count	1,953	399	397	391	382	384
	Less than 6 month	Count	270	73	65	55	47	30
		Percentage	13.8%	18.3%	16.4%	14.1%	12.3%	7.8%
	6-12 month	Count	223	55	49	64	35	20
		Percentage	11.4%	13.8%	12.3%	16.4%	9.2%	5.2%
	More than 12 month	Count	1,460	271	283	272	300	334
Percentage		74.8%	67.9%	71.3%	69.6%	78.5%	87.0%	

**Q 2. Time taken to get connection**

		Operator						
		Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2	
Q2	Total	Count	493	128	114	119	82	50
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	493	128	114	119	82	50
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	More than 7 days	Count	33	3	3	8	9	10
		Percentage	6.7%	2.3%	2.6%	6.7%	11.0%	20.0%
	4 - 7 days	Count	77	7	13	21	27	9
		Percentage	15.6%	5.5%	11.4%	17.6%	32.9%	18.0%
	2-3 days	Count	289	90	74	65	42	18
		Percentage	58.6%	70.3%	64.9%	54.6%	51.2%	36.0%
1 day	Count	92	28	22	25	4	13	
	Percentage	18.7%	21.9%	19.3%	21.0%	4.9%	26.0%	
Not specified	Count	2	0	2	0	0	0	
	Percentage	0.4%	0.0%	1.8%	0.0%	0.0%	0.0%	

**Q 3. Satisfaction with time taken for activation of mobile connection**

		Operator						
		Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2	
Q3	Total	Count	493	128	114	119	82	50
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	486	128	109	118	82	49
		Percentage	98.6%	100.0%	95.6%	99.2%	100.0%	98.0%
	Not specified	Count	7	0	5	1	0	1
		Percentage	1.4%	0.0%	4.4%	0.8%	0.0%	2.0%
Very Satisfied	Count	109	34	33	19	20	3	
	Percentage	22.4%	26.6%	30.3%	16.1%	24.4%	6.1%	
Satisfied	Count	332	88	68	85	50	41	
	Percentage	68.3%	68.8%	62.4%	72.0%	61.0%	83.7%	
Dissatisfied	Count	42	5	8	12	12	5	
	Percentage	8.6%	3.9%	7.3%	10.2%	14.6%	10.2%	
Very Dissatisfied	Count	3	1	0	2	0	0	
	Percentage	0.6%	0.8%	0.0%	1.7%	0.0%	0.0%	

**Q 4. Satisfaction with time taken for re-activation**

			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	293	33	48	69	86	57
		Percentage	15.0%	8.3%	12.1%	17.6%	22.5%	14.8%
	Not specified	Count	1,660	366	349	322	296	327
		Percentage	85.0%	91.7%	87.9%	82.4%	77.5%	85.2%
Q4	Very Satisfied	Count	73	7	18	14	16	18
		Percentage	24.9%	21.2%	37.5%	20.3%	18.6%	31.6%
	Satisfied	Count	197	22	30	51	60	34
		Percentage	67.2%	66.7%	62.5%	73.9%	69.8%	59.6%
	Dissatisfied	Count	20	4	0	4	7	5
		Percentage	6.8%	12.1%	0.0%	5.8%	8.1%	8.8%
	Very Dissatisfied	Count	3	0	0	0	3	0
		Percentage	1.0%	0.0%	0.0%	0.0%	3.5%	0.0%

**Q 5a. Satisfaction with accuracy of charges**

			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	1,495	370	378	336	199	212
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,490	370	376	334	199	211
		Percentage	99.7%	100.0%	99.5%	99.4%	100.0%	99.5%
	Not specified	Count	5	0	2	2	0	1
		Percentage	0.3%	0.0%	0.5%	0.6%	0.0%	0.5%
Q5A	Very Satisfied	Count	366	113	105	100	36	12
		Percentage	24.6%	30.5%	27.9%	29.9%	18.1%	5.7%
	Satisfied	Count	971	209	244	207	148	163
		Percentage	65.2%	56.5%	64.9%	62.0%	74.4%	77.3%
	Dissatisfied	Count	147	45	26	27	15	34
		Percentage	9.9%	12.2%	6.9%	8.1%	7.5%	16.1%
	Very Dissatisfied	Count	6	3	1	0	0	2
		Percentage	0.4%	0.8%	0.3%	0.0%	0.0%	0.9%

**Q 5b. Reasons for dissatisfaction**

			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	153	48	27	27	15	36
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 5b. Reasons for dissatisf	Answering Base	Count	132	35	24	26	11	36

action								
Charges not as per tariff plan subscribed	Count	26	12	2	0	3	9	
	Percentage	19.7%	34.3%	8.3%	0.0%	27.3%	25.0%	
Tariff plan changed without information	Count	21	5	5	7	0	4	
	Percentage	15.9%	14.3%	20.8%	26.9%	0.0%	11.1%	
Charged for value added services not requested	Count	28	7	11	5	0	5	
	Percentage	21.2%	20.0%	45.8%	19.2%	0.0%	13.9%	
Charged for calls/services not made/used	Count	58	11	9	13	7	18	
	Percentage	43.9%	31.4%	37.5%	50.0%	63.6%	50.0%	
Others	Count	4	1	0	1	1	1	
	Percentage	3.0%	2.9%	0.0%	3.8%	9.1%	2.8%	

Q 6. Satisfaction with timely delivery of bills								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	458	29	19	55	183	172
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	455	29	18	55	182	171
		Percentage	99.3%	100.0%	94.7%	100.0%	99.5%	99.4%
	Not specified	Count	3	0	1	0	1	1
		Percentage	0.7%	0.0%	5.3%	0.0%	0.5%	0.6%
Q6	Very Satisfied	Count	116	7	4	22	71	12
		Percentage	25.5%	24.1%	22.2%	40.0%	39.0%	7.0%
	Satisfied	Count	231	18	9	19	72	113
		Percentage	50.8%	62.1%	50.0%	34.5%	39.6%	66.1%
	Dissatisfied	Count	97	2	5	13	36	41
		Percentage	21.3%	6.9%	27.8%	23.6%	19.8%	24.0%
Very Dissatisfied	Count	11	2	0	1	3	5	

	<b>Percentage</b>	2.4%	6.9%	0.0%	1.8%	1.6%	2.9%
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Q 7a. Satisfaction with accuracy of bills								
		Operator						
		Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2	
	<b>Total</b>	<b>Count</b>	458	29	19	55	183	172
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	456	29	18	55	182	172
		<b>Percentage</b>	99.6%	100.0%	94.7%	100.0%	99.5%	100.0%
	<b>Not specified</b>	<b>Count</b>	2	0	1	0	1	0
		<b>Percentage</b>	0.4%	0.0%	5.3%	0.0%	0.5%	0.0%
Q7A	<b>Very Satisfied</b>	<b>Count</b>	104	7	3	15	66	13
		<b>Percentage</b>	22.8%	24.1%	16.7%	27.3%	36.3%	7.6%
	<b>Satisfied</b>	<b>Count</b>	249	15	8	21	82	123
		<b>Percentage</b>	54.6%	51.7%	44.4%	38.2%	45.1%	71.5%
	<b>Dissatisfied</b>	<b>Count</b>	89	5	7	17	27	33
		<b>Percentage</b>	19.5%	17.2%	38.9%	30.9%	14.8%	19.2%
	<b>Very Dissatisfied</b>	<b>Count</b>	14	2	0	2	7	3
		<b>Percentage</b>	3.1%	6.9%	0.0%	3.6%	3.8%	1.7%

Q 7b. Reasons for dissatisfaction								
		Operator						
		Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2	
	<b>Total</b>	<b>Count</b>	103	7	7	19	34	36
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 7b. Reasons for dissatisfaction	<b>Answering Base</b>	<b>Count</b>	85	4	6	14	27	34
		<b>Percentage</b>						
	<b>Charges not as per tariff plan subscribed</b>	<b>Count</b>	16	1	2	1	4	8
		<b>Percentage</b>	18.8%	25.0%	33.3%	7.1%	14.8%	23.5%
	<b>Tariff plan changed without information</b>	<b>Count</b>	13	1	1	4	3	4
		<b>Percentage</b>	15.3%	25.0%	16.7%	28.6%	11.1%	11.8%

Charged for value added services not subscribed	Count	9	0	1	1	1	6
	Percentage	10.6%	0.0%	16.7%	7.1%	3.7%	17.6%
Charged for calls/services not made/used	Count	54	2	2	9	19	22
	Percentage	63.5%	50.0%	33.3%	64.3%	70.4%	64.7%
Others	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q 8. Billing related complaints made in last 12 months								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	458	29	19	55	183	172
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q8	Answering Base Yes	Count	458	29	19	55	183	172
		Count	66	6	4	11	20	25
	Percentage	14.4%	20.7%	21.1%	20.0%	10.9%	14.5%	
	No	Count	392	23	15	44	163	147
Percentage		85.6%	79.3%	78.9%	80.0%	89.1%	85.5%	

Q 9. Satisfaction with process of resolutions of these complaints								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	66	6	4	11	20	25
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	66	6	4	11	20	25
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Q9	Very Satisfied	Count	5	1	0	1	1	2
		Percentage	7.6%	16.7%	0.0%	9.1%	5.0%	8.0%
	Satisfied	Count	20	2	3	0	7	8
		Percentage	30.3%	33.3%	75.0%	0.0%	35.0%	32.0%
	Dissatisfied	Count	29	1	1	7	7	13
		Percentage						

	ed	Percentage	43.9%	16.7%	25.0%	63.6%	35.0%	52.0%
		Count	12	2	0	3	5	2
Very Dissatisfied		Percentage	18.2%	33.3%	0.0%	27.3%	25.0%	8.0%
		Count						

Q 10a. Satisfaction with clarity of bills								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	458	29	19	55	183	172
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	448	26	18	53	183	168
		Percentage	97.8%	89.7%	94.7%	96.4%	100.0%	97.7%
	Not specified	Count	10	3	1	2	0	4
		Percentage	2.2%	10.3%	5.3%	3.6%	0.0%	2.3%
Q10A	Very Satisfied	Count	95	4	4	18	58	11
		Percentage	21.2%	15.4%	22.2%	34.0%	31.7%	6.5%
	Satisfied	Count	261	17	9	22	88	125
		Percentage	58.3%	65.4%	50.0%	41.5%	48.1%	74.4%
	Dissatisfied	Count	84	3	5	11	35	30
		Percentage	18.8%	11.5%	27.8%	20.8%	19.1%	17.9%
	Very Dissatisfied	Count	8	2	0	2	2	2
		Percentage	1.8%	7.7%	0.0%	3.8%	1.1%	1.2%

Q 10b. Reasons for dissatisfaction								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	92	5	5	13	37	32
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 10b. Reasons for dissatisfaction	Answering Base	Count	68	1	4	8	26	29
		Percentage						
	Difficult to read the bill	Count	5	0	0	2	2	1
		Percentage	7.4%	0.0%	0.0%	25.0%	7.7%	3.4%
Difficult to understand the	Count	11	0	0	4	4	3	
	Percentage							

language	Percentage	16.2%	0.0%	0.0%	50.0%	15.4%	10.3%
	Count	38	0	1	0	18	19
Calculations not clear	Percentage	55.9%	0.0%	25.0%	0.0%	69.2%	65.5%
	Count	22	1	3	3	3	12
Item-wise charges not given	Percentage	32.4%	100.0%	75.0%	37.5%	11.5%	41.4%
	Count	0	0	0	0	0	0
Others	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Count	0	0	0	0	0	0

Q 11. Complaints made to customer care								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
Q11	Total	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base Yes	Count	1,953	399	397	391	382	384
		Percentage	544	123	120	116	81	104
	No	Count	1,409	276	277	275	301	280
		Percentage	72.1%	69.2%	69.8%	70.3%	78.8%	72.9%

Q 12. Satisfaction with ease of access of number								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	544	123	120	116	81	104
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	543	123	119	116	81	104
		Percentage	99.8%	100.0%	99.2%	100.0%	100.0%	100.0%
	Not specified	Count	1	0	1	0	0	0
		Percentage	0.2%	0.0%	0.8%	0.0%	0.0%	0.0%
Q12	Very Satisfied	Count	77	30	24	12	8	3
		Percentage	14.2%	24.4%	20.2%	10.3%	9.9%	2.9%
	Satisfied	Count	244	53	56	37	34	64
		Percentage	44.9%	43.1%	47.1%	31.9%	42.0%	61.5%
	Dissatisfied	Count	174	32	35	46	30	31
		Percentage	32.0%	26.0%	29.4%	39.7%	37.0%	29.8%

Very Dissatisfied	Count	48	8	4	21	9	6
	Percentage	8.8%	6.5%	3.4%	18.1%	11.1%	5.8%

Q 13. Satisfaction with response time								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	544	123	120	116	81	104
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	543	123	119	116	81	104
		Percentage	99.8%	100.0%	99.2%	100.0%	100.0%	100.0%
	Not specified	Count	1	0	1	0	0	0
		Percentage	0.2%	0.0%	0.8%	0.0%	0.0%	0.0%
Q13	Very Satisfied	Count	84	32	25	10	13	4
		Percentage	15.5%	26.0%	21.0%	8.6%	16.0%	3.8%
	Satisfied	Count	270	50	64	57	34	65
		Percentage	49.7%	40.7%	53.8%	49.1%	42.0%	62.5%
	Dissatisfied	Count	158	34	29	36	26	33
		Percentage	29.1%	27.6%	24.4%	31.0%	32.1%	31.7%
Very Dissatisfied	Count	31	7	1	13	8	2	
	Percentage	5.7%	5.7%	0.8%	11.2%	9.9%	1.9%	

Q 14. Satisfaction with problem solving ability of CC executive								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	544	123	120	116	81	104
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	543	123	119	116	81	104
		Percentage	99.8%	100.0%	99.2%	100.0%	100.0%	100.0%
	Not specified	Count	1	0	1	0	0	0
		Percentage	0.2%	0.0%	0.8%	0.0%	0.0%	0.0%
Q14	Very Satisfied	Count	82	32	28	9	10	3
		Percentage	15.1%	26.0%	23.5%	7.8%	12.3%	2.9%
	Satisfied	Count	261	49	70	45	28	69
		Percentage	48.1%	39.8%	58.8%	38.8%	34.6%	66.3%



Dissatisfied	Count	170	36	20	49	35	30
	Percentage	31.3%	29.3%	16.8%	42.2%	43.2%	28.8%
Very Dissatisfied	Count	30	6	1	13	8	2
	Percentage	5.5%	4.9%	0.8%	11.2%	9.9%	1.9%

Q 15. Satisfaction with time taken by CC executive to solve problem								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	544	123	120	116	81	104
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	543	123	119	116	81	104
		Percentage	99.8%	100.0%	99.2%	100.0%	100.0%	100.0%
	Not specified	Count	1	0	1	0	0	0
		Percentage	0.2%	0.0%	0.8%	0.0%	0.0%	0.0%
Q15	Very Satisfied	Count	82	29	27	10	10	6
		Percentage	15.1%	23.6%	22.7%	8.6%	12.3%	5.8%
	Satisfied	Count	257	45	69	44	34	65
		Percentage	47.3%	36.6%	58.0%	37.9%	42.0%	62.5%
	Dissatisfied	Count	168	42	21	47	28	30
		Percentage	30.9%	34.1%	17.6%	40.5%	34.6%	28.8%
Very Dissatisfied	Count	36	7	2	15	9	3	
	Percentage	6.6%	5.7%	1.7%	12.9%	11.1%	2.9%	

Q16. Satisfaction with availability of signal								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,952	399	397	390	382	384
		Percentage	99.9%	100.0%	100.0%	99.7%	100.0%	100.0%
	Not specified	Count	1	0	0	1	0	0
		Percentage	0.1%	0.0%	0.0%	0.3%	0.0%	0.0%
Q16	Very Satisfied	Count	432	152	108	67	87	18
		Percentage	22.1%	38.1%	27.2%	17.2%	22.8%	4.7%

<b>Satisfied</b>	<b>Count</b>	1,098	199	237	183	207	272
	<b>Percentage</b>	56.3%	49.9%	59.7%	46.9%	54.2%	70.8%
<b>Dissatisfied</b>	<b>Count</b>	388	48	50	120	80	90
	<b>Percentage</b>	19.9%	12.0%	12.6%	30.8%	20.9%	23.4%
<b>Very Dissatisfied</b>	<b>Count</b>	34	0	2	20	8	4
	<b>Percentage</b>	1.7%	0.0%	0.5%	5.1%	2.1%	1.0%

<b>Q17. Satisfaction with ease of making / receiving calls</b>								
		<b>Operator</b>						
		<b>Total</b>	<b>Airtel</b>	<b>Aircel</b>	<b>RTL</b>	<b>BSNL - NE1</b>	<b>BSNL - NE2</b>	
	<b>Total</b>	<b>Count</b>	1,953	399	397	391	382	384
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	1,952	399	396	391	382	384
		<b>Percentage</b>	99.9%	100.0%	99.7%	100.0%	100.0%	100.0%
	<b>Not specified</b>	<b>Count</b>	1	0	1	0	0	0
		<b>Percentage</b>	0.1%	0.0%	0.3%	0.0%	0.0%	0.0%
<b>Q17</b>	<b>Very Satisfied</b>	<b>Count</b>	322	124	83	45	47	23
		<b>Percentage</b>	16.5%	31.1%	21.0%	11.5%	12.3%	6.0%
	<b>Satisfied</b>	<b>Count</b>	1,186	232	265	196	219	274
		<b>Percentage</b>	60.8%	58.1%	66.9%	50.1%	57.3%	71.4%
	<b>Dissatisfied</b>	<b>Count</b>	378	41	45	116	94	82
		<b>Percentage</b>	19.4%	10.3%	11.4%	29.7%	24.6%	21.4%
<b>Very Dissatisfied</b>	<b>Count</b>	66	2	3	34	22	5	
	<b>Percentage</b>	3.4%	0.5%	0.8%	8.7%	5.8%	1.3%	

<b>Q18. Rate of call drop</b>								
		<b>Operator</b>						
		<b>Total</b>	<b>Airtel</b>	<b>Aircel</b>	<b>RTL</b>	<b>BSNL - NE1</b>	<b>BSNL - NE2</b>	
	<b>Total</b>	<b>Count</b>	1,953	399	397	391	382	384
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Q18</b>	<b>Answering Base</b>	<b>Count</b>	1,953	399	397	391	382	384
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	<b>Very Frequently</b>	<b>Count</b>	45	0	5	27	7	6
<b>Percentage</b>		2.3%	0.0%	1.3%	6.9%	1.8%	1.6%	
	<b>Frequently</b>	<b>Count</b>	414	31	49	143	124	67



	<b>Percentage</b>	21.2%	7.8%	12.3%	36.6%	32.5%	17.4%
<b>Occasionally</b>	<b>Count</b>	1,037	198	221	171	199	248
	<b>Percentage</b>	53.1%	49.6%	55.7%	43.7%	52.1%	64.6%
<b>Never</b>	<b>Count</b>	455	170	121	50	52	62
	<b>Percentage</b>	23.3%	42.6%	30.5%	12.8%	13.6%	16.1%
<b>Not specified</b>	<b>Count</b>	2	0	1	0	0	1
	<b>Percentage</b>	0.1%	0.0%	0.3%	0.0%	0.0%	0.3%

Q19. Satisfaction with voice quality								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	<b>Total</b>	<b>Count</b>	1,953	399	397	391	382	384
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	1,949	399	394	390	382	384
		<b>Percentage</b>	99.8%	100.0%	99.2%	99.7%	100.0%	100.0%
	<b>Not specified</b>	<b>Count</b>	4	0	3	1	0	0
		<b>Percentage</b>	0.2%	0.0%	0.8%	0.3%	0.0%	0.0%
<b>Q19</b>	<b>Very Satisfied</b>	<b>Count</b>	451	157	109	70	101	14
		<b>Percentage</b>	23.1%	39.3%	27.7%	17.9%	26.4%	3.6%
	<b>Satisfied</b>	<b>Count</b>	1,236	213	258	226	238	301
		<b>Percentage</b>	63.4%	53.4%	65.5%	57.9%	62.3%	78.4%
	<b>Dissatisfied</b>	<b>Count</b>	244	29	27	79	42	67
		<b>Percentage</b>	12.5%	7.3%	6.9%	20.3%	11.0%	17.4%
<b>Very Dissatisfied</b>	<b>Count</b>	18	0	0	15	1	2	
	<b>Percentage</b>	0.9%	0.0%	0.0%	3.8%	0.3%	0.5%	

Q20. Problems of signal faced								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	<b>Total</b>	<b>Count</b>	1,953	399	397	391	382	384
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Q20</b>	<b>Answering Base</b>	<b>Count</b>	1,953	399	397	391	382	384
		<b>Very Dissatisfied</b>	<b>Count</b>	23	1	1	19	1
		<b>Percentage</b>	1.2%	0.3%	0.3%	4.9%	0.3%	0.3%

Dissatisfied	Count	147	11	7	74	19	36
	Percentage	7.5%	2.8%	1.8%	18.9%	5.0%	9.4%
Satisfied	Count	512	84	116	106	54	152
	Percentage	26.2%	21.1%	29.2%	27.1%	14.1%	39.6%
Very Satisfied	Count	1,270	303	273	191	308	195
	Percentage	65.0%	75.9%	68.8%	48.8%	80.6%	50.8%
Not specified	Count	1	0	0	1	0	0
	Percentage	0.1%	0.0%	0.0%	0.3%	0.0%	0.0%

Q21. Satisfaction with availability of network								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,950	399	397	390	382	382
		Percentage	99.8%	100.0%	100.0%	99.7%	100.0%	99.5%
	Not specified	Count	3	0	0	1	0	2
		Percentage	0.2%	0.0%	0.0%	0.3%	0.0%	0.5%
Q21	Very Satisfied	Count	433	168	108	55	94	8
		Percentage	22.2%	42.1%	27.2%	14.1%	24.6%	2.1%
	Satisfied	Count	1,107	204	248	195	219	241
		Percentage	56.8%	51.1%	62.5%	50.0%	57.3%	63.1%
	Dissatisfied	Count	382	27	39	125	66	125
		Percentage	19.6%	6.8%	9.8%	32.1%	17.3%	32.7%
Very Dissatisfied	Count	28	0	2	15	3	8	
	Percentage	1.4%	0.0%	0.5%	3.8%	0.8%	2.1%	

Q22. Satisfaction with restoration of network problems								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,949	399	396	390	382	382
		Percentage	99.8%	100.0%	99.7%	99.7%	100.0%	99.5%
	Not specified	Count	4	0	1	1	0	2
		Percentage	0.2%	0.0%	0.3%	0.3%	0.0%	0.5%

		Percentage	0.2%	0.0%	0.3%	0.3%	0.0%	0.5%
Q22	Very Satisfied	Count	409	149	100	57	90	13
		Percentage	21.0%	37.3%	25.3%	14.6%	23.6%	3.4%
	Satisfied	Count	1,166	226	256	226	219	239
		Percentage	59.8%	56.6%	64.6%	57.9%	57.3%	62.6%
	Dissatisfied	Count	354	24	38	97	71	124
		Percentage	18.2%	6.0%	9.6%	24.9%	18.6%	32.5%
	Very Dissatisfied	Count	20	0	2	10	2	6
		Percentage	1.0%	0.0%	0.5%	2.6%	0.5%	1.6%

Q23. Value added services used								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
Q23	Total	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base Yes	Count	1,953	399	397	391	382	384
		Percentage	11.4%	15.5%	13.4%	10.5%	6.8%	10.7%
	No	Count	1,730	337	344	350	356	343
		Percentage	88.6%	84.5%	86.6%	89.5%	93.2%	89.3%

Q24. Explicit consent taken before providing chargeable value added services								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
Q24	Total	Count	223	62	53	41	26	41
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base Yes	Count	223	62	53	41	26	41
		Percentage	75.8%	83.9%	67.9%	70.7%	69.2%	82.9%
	No	Count	54	10	17	12	8	7
		Percentage	24.2%	16.1%	32.1%	29.3%	30.8%	17.1%

Q25. Satisfaction with value added services								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	223	62	53	41	26	41

		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	222	62	53	41	26	40
		<b>Percentage</b>	99.6%	100.0%	100.0%	100.0%	100.0%	97.6%
	<b>Not specified</b>	<b>Count</b>	1	0	0	0	0	1
		<b>Percentage</b>	0.4%	0.0%	0.0%	0.0%	0.0%	2.4%
<b>Q25</b>	<b>Very Satisfied</b>	<b>Count</b>	53	21	10	17	3	2
		<b>Percentage</b>	23.9%	33.9%	18.9%	41.5%	11.5%	5.0%
	<b>Satisfied</b>	<b>Count</b>	123	35	27	14	17	30
		<b>Percentage</b>	55.4%	56.5%	50.9%	34.1%	65.4%	75.0%
	<b>Dissatisfied</b>	<b>Count</b>	38	5	12	8	5	8
		<b>Percentage</b>	17.1%	8.1%	22.6%	19.5%	19.2%	20.0%
<b>Very Dissatisfied</b>	<b>Count</b>	8	1	4	2	1	0	
	<b>Percentage</b>	3.6%	1.6%	7.5%	4.9%	3.8%	0.0%	

<b>Q26a. Satisfaction with overall quality</b>								
			<b>Operator</b>					
			<b>Total</b>	<b>Airtel</b>	<b>Aircel</b>	<b>RTL</b>	<b>BSNL - NE1</b>	<b>BSNL - NE2</b>
	<b>Total</b>	<b>Count</b>	1,953	399	397	391	382	384
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	1,936	398	396	384	382	376
		<b>Percentage</b>	99.1%	99.7%	99.7%	98.2%	100.0%	97.9%
	<b>Not specified</b>	<b>Count</b>	17	1	1	7	0	8
		<b>Percentage</b>	0.9%	0.3%	0.3%	1.8%	0.0%	2.1%
<b>Q26A</b>	<b>Very Satisfied</b>	<b>Count</b>	353	131	90	32	81	19
		<b>Percentage</b>	18.2%	32.9%	22.7%	8.3%	21.2%	5.1%
	<b>Satisfied</b>	<b>Count</b>	1,318	244	277	229	269	299
		<b>Percentage</b>	68.1%	61.3%	69.9%	59.6%	70.4%	79.5%
	<b>Dissatisfied</b>	<b>Count</b>	229	21	26	101	26	55
		<b>Percentage</b>	11.8%	5.3%	6.6%	26.3%	6.8%	14.6%
<b>Very Dissatisfied</b>	<b>Count</b>	36	2	3	22	6	3	
	<b>Percentage</b>	1.9%	0.5%	0.8%	5.7%	1.6%	0.8%	

<b>Q27. Informed in writing about tariff plan</b>		
		<b>Operator</b>

			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q27	Answering Base	Count	1,953	399	397	391	382	384
		Yes	Count	414	90	74	125	97
		Percentage	21.2%	22.6%	18.6%	32.0%	25.4%	7.3%
	No	Count	1,156	234	217	226	258	221
		Percentage	59.2%	58.6%	54.7%	57.8%	67.5%	57.6%
	Not specified	Count	383	75	106	40	27	135
Percentage		19.6%	18.8%	26.7%	10.2%	7.1%	35.2%	

Q28. Mobile connection terminated in last 12 months								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q28	Answering Base	Count	1,953	399	397	391	382	384
		Yes	Count	48	16	8	13	10
		Percentage	2.5%	4.0%	2.0%	3.3%	2.6%	0.3%
	No	Count	1,905	383	389	378	372	383
Percentage		97.5%	96.0%	98.0%	96.7%	97.4%	99.7%	

Q29. Previous service provider								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	48	16	8	13	10	1
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q29	Answering Base	Count	48	16	8	13	10	1
		Airtel	Count	11	1	1	5	4
		Percentage	22.9%	6.3%	12.5%	38.5%	40.0%	0.0%
	Vodafone	Count	2	0	0	1	1	0
		Percentage	4.2%	0.0%	0.0%	7.7%	10.0%	0.0%
	Idea	Count	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	BSNL	Count	17	7	3	3	3	1
		Percentage	35.4%	43.8%	37.5%	23.1%	30.0%	100.0%
	Rel Comm	Count	1	0	0	0	1	0
		Percentage	2.1%	0.0%	0.0%	0.0%	10.0%	0.0%

Aircel	Count	2	2	0	0	0	0
	Percentage	4.2%	12.5%	0.0%	0.0%	0.0%	0.0%
TATA	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
MTNL	Count	1	0	0	0	1	0
	Percentage	2.1%	0.0%	0.0%	0.0%	10.0%	0.0%
Spice	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BPL	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
HFCL	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Shyam	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
RTL	Count	14	6	4	4	0	0
	Percentage	29.2%	37.5%	50.0%	30.8%	0.0%	0.0%
RISL	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Dishnet	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Others	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q30. Time taken for termination of connection								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
Q30	Total	Count	48	16	8	13	10	1
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	48	16	8	13	10	1
		Percentage						
	More than 7 days	Count	16	6	4	3	3	0
		Percentage	33.3%	37.5%	50.0%	23.1%	30.0%	0.0%
	4 - 7 days	Count	8	3	2	1	2	0
		Percentage	16.7%	18.8%	25.0%	7.7%	20.0%	0.0%
	2-3 days	Count	11	5	1	4	1	0
		Percentage	22.9%	31.3%	12.5%	30.8%	10.0%	0.0%
	1 day	Count	11	2	1	4	3	1
		Percentage	22.9%	12.5%	12.5%	30.8%	30.0%	100.0%
	Not specified	Count	2	0	0	1	1	0
		Percentage	4.2%	0.0%	0.0%	7.7%	10.0%	0.0%



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Q31. Security deposit adjusted in the bill raised after termination								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
Q31	Total	Count	48	16	8	13	10	1
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base Yes	Count	48	16	8	13	10	1
		Count	16	5	4	5	2	0
	No	Percentage	33.3%	31.3%	50.0%	38.5%	20.0%	0.0%
		Count	31	11	4	8	7	1
	Not specified	Percentage	64.6%	68.8%	50.0%	61.5%	70.0%	100.0%
		Count	1	0	0	0	1	0
		Percentage	2.1%	0.0%	0.0%	0.0%	10.0%	0.0%

Q32. Number registered on Do Not Call (DNC registry)								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q32	Answering Base Yes	Count	1,953	399	397	391	382	384
		Count	16	4	1	1	4	6
	No	Percentage	0.8%	1.0%	0.3%	0.3%	1.0%	1.6%
		Count	1,845	373	364	379	364	365
	Do not mind receiving such calls/SMS	Percentage	94.5%	93.5%	91.7%	96.9%	95.3%	95.1%
		Count	84	20	32	9	12	11
	Not specified	Percentage	4.3%	5.0%	8.1%	2.3%	3.1%	2.9%
		Count	8	2	0	2	2	2
		Percentage	0.4%	0.5%	0.0%	0.5%	0.5%	0.5%

Q33a. Still receive unsolicited material								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	16	4	1	1	4	6
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



Q33a	Answering Base	Count	16	4	1	1	4	6
	Continued receiving	Count	9	0	1	0	4	4
		Percentage	56.3%	0.0%	100.0%	0.0%	100.0%	66.7%
	Slight decrease	Count	3	3	0	0	0	0
		Percentage	18.8%	75.0%	0.0%	0.0%	0.0%	0.0%
	Considerable decrease	Count	2	0	0	1	0	1
		Percentage	12.5%	0.0%	0.0%	100.0%	0.0%	16.7%
	Stopped receiving	Count	2	1	0	0	0	1
Percentage		12.5%	25.0%	0.0%	0.0%	0.0%	16.7%	

Q33b. Complained to service provider

			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	16	4	1	1	4	6
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q33b	Answering Base	Count	16	4	1	1	4	6
		Yes	Count	2	1	0	0	1
	Percentage	12.5%	25.0%	0.0%	0.0%	25.0%	0.0%	
	No	Count	9	0	1	1	3	4
		Percentage	56.3%	0.0%	100.0%	100.0%	75.0%	66.7%
	Not specified	Count	5	3	0	0	0	2
Percentage		31.3%	75.0%	0.0%	0.0%	0.0%	33.3%	

Q33c. Outcome of complaint

			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	16	4	1	1	4	6
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q33c	Answering Base	Count	2	1	0	0	1	0
		Complaint registered by service provider	Count	2	1	0	0	1
	Percentage	100.0%	100.0%	0.0%	0.0%	100.0%	0.0%	
	Service Provider refused to register complaint	Count	0	0	0	0	0	0

	<b>Percentage</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
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Q 34. Aware of the 3 stage grievance redressal mechanism								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
Q34	Total	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,953	399	397	391	382	384
		Yes	Count	295	59	84	46	38
		Percentage	15.1%	14.8%	21.2%	11.8%	9.9%	17.7%
	No	Count	1,656	339	313	345	344	315
		Percentage	84.8%	85.0%	78.8%	88.2%	90.1%	82.0%
	Not specified	Count	2	1	0	0	0	1
Percentage		0.1%	0.3%	0.0%	0.0%	0.0%	0.3%	

Q 35. Which stage aware of								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q35. Which stage aware of	Answering Base	Count	1,949	397	397	391	381	383
		Call Centre	Count	290	61	83	40	38
		Percentage	14.9%	15.4%	20.9%	10.2%	10.0%	17.8%
	Nodal Officer	Count	88	18	12	34	9	15
		Percentage	4.5%	4.5%	3.0%	8.7%	2.4%	3.9%
	Appellate Authority	Count	14	2	1	7	0	4
		Percentage	0.7%	0.5%	0.3%	1.8%	0.0%	1.0%
	None of these	Count	1,557	316	301	310	334	296
		Percentage	79.9%	79.6%	75.8%	79.3%	87.7%	77.3%

Q 36. made complaints within last 6 months								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

<b>Q36</b>	<b>Answering Base</b>	<b>Count</b>	1,953	399	397	391	382	384
	<b>Yes</b>	<b>Count</b>	61	12	16	18	12	3
		<b>Percentage</b>	3.1%	3.0%	4.0%	4.6%	3.1%	0.8%
	<b>No</b>	<b>Count</b>	1,892	387	381	373	370	381
<b>Percentage</b>		96.9%	97.0%	96.0%	95.4%	96.9%	99.2%	

<b>Q 37. Docket number</b>								
			<b>Operator</b>					
			<b>Total</b>	<b>Airtel</b>	<b>Aircel</b>	<b>RTL</b>	<b>BSNL - NE1</b>	<b>BSNL - NE2</b>
	<b>Total</b>	<b>Count</b>	61	12	16	18	12	3
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Q37</b>	<b>Answering Base</b>	<b>Count</b>	61	12	16	18	12	3
	<b>No docket number received even on request</b>	<b>Count</b>	21	3	4	8	5	1
		<b>Percentage</b>	34.4%	25.0%	25.0%	44.4%	41.7%	33.3%
	<b>No docket number received for most of the complaints</b>	<b>Count</b>	22	4	8	6	2	2
		<b>Percentage</b>	36.1%	33.3%	50.0%	33.3%	16.7%	66.7%
	<b>Docket number received for most of the complaints</b>	<b>Count</b>	18	5	4	4	5	0
<b>Percentage</b>		29.5%	41.7%	25.0%	22.2%	41.7%	0.0%	

<b>Q 38. Information given by call center</b>								
			<b>Operator</b>					
			<b>Total</b>	<b>Airtel</b>	<b>Aircel</b>	<b>RTL</b>	<b>BSNL - NE1</b>	<b>BSNL - NE2</b>
	<b>Total</b>	<b>Count</b>	61	12	16	18	12	3
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Q38</b>	<b>Answering Base</b>	<b>Count</b>	61	12	16	18	12	3
	<b>Yes</b>	<b>Count</b>	29	4	10	5	8	2
		<b>Percentage</b>	47.5%	33.3%	62.5%	27.8%	66.7%	66.7%
	<b>No</b>	<b>Count</b>	32	8	6	13	4	1
<b>Percentage</b>		52.5%	66.7%	37.5%	72.2%	33.3%	33.3%	

Q 39. Satisfaction with call centre								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	61	12	16	18	12	3
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	58	11	15	17	12	3
		Percentage	95.1%	91.7%	93.8%	94.4%	100.0%	100.0%
	Not specified	Count	3	1	1	1	0	0
		Percentage	4.9%	8.3%	6.3%	5.6%	0.0%	0.0%
Q39	Very Satisfied	Count	4	0	0	3	1	0
		Percentage	6.9%	0.0%	0.0%	17.6%	8.3%	0.0%
	Satisfied	Count	35	7	12	6	7	3
		Percentage	60.3%	63.6%	80.0%	35.3%	58.3%	100.0%
	Dissatisfied	Count	17	4	3	8	2	0
		Percentage	29.3%	36.4%	20.0%	47.1%	16.7%	0.0%
Very Dissatisfied	Count	2	0	0	0	2	0	
	Percentage	3.4%	0.0%	0.0%	0.0%	16.7%	0.0%	

Q 40. Reasons for dissatisfaction							
			Operator				
			Total	Airtel	Aircel	RTL	BSNL - NE1
	Total	Count	19	4	3	8	4
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q 40. Reasons for dissatisfaction	Answering Base	Count	15	1	3	7	4
		Percentage					
	Difficult to connect to the call centre executive	Count	4	0	0	2	2
		Percentage	26.7%	0.0%	0.0%	28.6%	50.0%
	Customer care executive not polite/courteous	Count	4	0	0	3	1
		Percentage	26.7%	0.0%	0.0%	42.9%	25.0%
Customer care executive	Count	4	1	1	2	0	

not equipped with adequate information	Percentage	26.7%	100.0%	33.3%	28.6%	0.0%
	Count	1	0	0	1	0
Time taken by call centre for redressal of complaint is long	Percentage	6.7%	0.0%	0.0%	14.3%	0.0%
	Count	2	0	0	1	1
Customer care executive was unable to understand the problem	Percentage	13.3%	0.0%	0.0%	14.3%	25.0%
	Count	2	0	2	0	0
Others	Percentage	13.3%	0.0%	66.7%	0.0%	0.0%
	Count	2	0	2	0	0

Q 41. Billing complaint solved within 4 weeks by CC executive								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	61	12	16	18	12	3
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q41	Answering Base	Count	61	12	16	18	12	3
		Yes	Count	3	0	2	0	1
		Percentage	4.9%	0.0%	12.5%	0.0%	8.3%	0.0%
	No	Count	15	1	4	6	3	1
		Percentage	24.6%	8.3%	25.0%	33.3%	25.0%	33.3%
	Not Applicable	Count	43	11	10	12	8	2
Percentage		70.5%	91.7%	62.5%	66.7%	66.7%	66.7%	

Q 42. Awareness of contact details of nodal officer								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q42	Answering Base	Count	1,953	399	397	391	382	384



<b>Yes</b>	<b>Count</b>	19	5	5	3	5	1
	<b>Percentage</b>	1.0%	1.3%	1.3%	0.8%	1.3%	0.3%
<b>No</b>	<b>Count</b>	1,934	394	392	388	377	383
	<b>Percentage</b>	99.0%	98.7%	98.7%	99.2%	98.7%	99.7%

<b>Q 43. Made a complaint to nodal officer</b>								
			<b>Operator</b>					
			<b>Total</b>	<b>Airtel</b>	<b>Aircel</b>	<b>RTL</b>	<b>BSNL - NE1</b>	<b>BSNL - NE2</b>
	<b>Total</b>	<b>Count</b>	19	5	5	3	5	1
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Q43</b>	<b>Answering Base</b>	<b>Count</b>	19	5	5	3	5	1
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	<b>Yes</b>	<b>Count</b>	3	1	0	1	0	1
		<b>Percentage</b>	15.8%	20.0%	0.0%	33.3%	0.0%	100.0%
	<b>No</b>	<b>Count</b>	16	4	5	2	5	0
		<b>Percentage</b>	84.2%	80.0%	100.0%	66.7%	100.0%	0.0%

<b>Q 44. Nodal officer can be approached easily</b>						
			<b>Operator</b>			
			<b>Total</b>	<b>Airtel</b>	<b>RTL</b>	<b>BSNL - NE2</b>
	<b>Total</b>	<b>Count</b>	3	1	1	1
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%
<b>Q44</b>	<b>Answering Base</b>	<b>Count</b>	3	1	1	1
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%
	<b>Yes</b>	<b>Count</b>	1	1	0	0
		<b>Percentage</b>	33.3%	100.0%	0.0%	0.0%
	<b>No</b>	<b>Count</b>	2	0	1	1
		<b>Percentage</b>	66.7%	0.0%	100.0%	100.0%

<b>Q 45. Decision on complaint intimated by Nodal officer</b>						
			<b>Operator</b>			
			<b>Total</b>	<b>Airtel</b>	<b>RTL</b>	<b>BSNL - NE2</b>
	<b>Total</b>	<b>Count</b>	3	1	1	1
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%
<b>Q45</b>	<b>Answering Base</b>	<b>Count</b>	3	1	1	1
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%
	<b>Yes</b>	<b>Count</b>	2	1	1	0
		<b>Percentage</b>	66.7%	100.0%	100.0%	0.0%
	<b>No</b>	<b>Count</b>	1	0	0	1
		<b>Percentage</b>	33.3%	0.0%	0.0%	100.0%

Q 46. Satisfaction with redressal of complaint by nodal officer						
			Operator			
			Total	Airtel	RTL	BSNL - NE2
	Total	Count	3	1	1	1
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3	1	1	1
		Percentage	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%
Q46	Satisfied	Count	1	0	0	1
		Percentage	33.3%	0.0%	0.0%	100.0%
	Dissatisfied	Count	1	0	1	0
		Percentage	33.3%	0.0%	100.0%	0.0%
	Very Dissatisfied	Count	1	1	0	0
		Percentage	33.3%	100.0%	0.0%	0.0%

Q 47. Reasons for dissatisfaction					
			Operator		
			Total	Airtel	RTL
	Total	Count	2	1	1
		Percentage	100.0%	100.0%	100.0%
Q 47. Reasons for dissatisfaction	Answering Base	Count	1	0	1
		Percentage	100.0%	0.0%	100.0%
	Difficult to connect to the Nodal Officer	Count	1	0	1
		Percentage	100.0%	0.0%	100.0%
	Nodal Officer not polite/courteous	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
	Nodal Officer not equipped with adequate information	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%



		<b>Percentage</b>	0.0%	0.0%	0.0%
<b>Time taken by Nodal Off. for redressal of complaint is long</b>	<b>Count</b>		0	0	0
	<b>Percentage</b>		0.0%	0.0%	0.0%
<b>Nodal Officer was unable to understand the problem</b>	<b>Count</b>		0	0	0
	<b>Percentage</b>		0.0%	0.0%	0.0%
<b>Others</b>	<b>Count</b>		0	0	0
	<b>Percentage</b>		0.0%	0.0%	0.0%

Q 48. Awareness of contact details of appellate authority								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	<b>Total</b>	<b>Count</b>	1,953	399	397	391	382	384
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Q48</b>	<b>Answering Base</b>	<b>Count</b>	1,953	399	397	391	382	384
		<b>Yes</b>	<b>Count</b>	28	7	3	9	4
		<b>Percentage</b>	1.4%	1.8%	0.8%	2.3%	1.0%	1.3%
	<b>No</b>	<b>Count</b>	1,925	392	394	382	378	379
	<b>Percentage</b>	98.6%	98.2%	99.2%	97.7%	99.0%	98.7%	

Q 49. Filed complaints in last 6 months								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	<b>Total</b>	<b>Count</b>	28	7	3	9	4	5
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Q49</b>	<b>Answering Base</b>	<b>Count</b>	28	7	3	9	4	5
		<b>Yes</b>	<b>Count</b>	2	0	0	2	0
		<b>Percentage</b>	7.1%	0.0%	0.0%	22.2%	0.0%	0.0%
	<b>No</b>	<b>Count</b>	26	7	3	7	4	5
	<b>Percentage</b>	92.9%	100.0%	100.0%	77.8%	100.0%	100.0%	

Q 50. Acknowledgement received				
			Operator	
			Total	RTL
	Total	Count	2	2
		Percentage	100.0%	100.0%
Q50	Answering Base Yes	Count	2	2
		Percentage	100.0%	100.0%
	No	Count	0	0
		Percentage	0.0%	0.0%

Q 51. Decision taken by appellate authority within 3 months				
			Operator	
			Total	RTL
	Total	Count	2	2
		Percentage	100.0%	100.0%
Q51	Answering Base Yes	Count	2	2
		Percentage	50.0%	50.0%
	No	Count	1	1
		Percentage	50.0%	50.0%
	Appeal Filed only Recently	Count	0	0
		Percentage	0.0%	0.0%

Q 52. Aware of item wise usage charge details								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	1,495	370	378	336	199	212
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q52	Answering Base Yes	Count	1,495	370	378	336	199	212
		Percentage	15.2%	18.1%	16.9%	16.7%	3.5%	15.6%
	No	Count	1,262	303	311	278	191	179
		Percentage	84.4%	81.9%	82.3%	82.7%	96.0%	84.4%
	Not specified	Count	6	0	3	2	1	0
		Percentage	0.4%	0.0%	0.8%	0.6%	0.5%	0.0%

Q 53. Denied request of item wise usage charge details								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	1,495	370	378	336	199	212
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q53	Answering Base	Count	227	67	64	56	7	33
		Percentage						
	Yes	Count	23	2	1	15	3	2
		Percentage	10.1%	3.0%	1.6%	26.8%	42.9%	6.1%
	No	Count	204	65	63	41	4	31
		Percentage	89.9%	97.0%	98.4%	73.2%	57.1%	93.9%

Q 54. Reasons for denying request								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	23	2	1	15	3	2
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 54. Reasons for denying request	Answering Base	Count	16	2	1	9	2	2
		Percentage						
	No reason given	Count	4	1	0	0	1	2
		Percentage	25.0%	50.0%	0.0%	0.0%	50.0%	100.0%
	Technical problem	Count	11	1	1	8	1	0
		Percentage	68.8%	50.0%	100.0%	88.9%	50.0%	0.0%
	Others	Count	1	0	0	1	0	0
		Percentage	6.3%	0.0%	0.0%	11.1%	0.0%	0.0%

Q 55. Manual of practice provided								
			Operator					
			Total	Airtel	Aircel	RTL	BSNL - NE1	BSNL - NE2
	Total	Count	1,953	399	397	391	382	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q55	Answering Base	Count	1,953	399	397	391	382	384
		Percentage						
	Yes	Count	279	66	65	80	36	32
		Percentage	14.3%	16.5%	16.4%	20.5%	9.4%	8.3%
	No	Count	761	87	96	185	177	216
		Percentage	39.0%	21.8%	24.2%	47.3%	46.3%	56.3%
Not specified	Count	913	246	236	126	169	136	
	Percentage	46.7%	61.7%	59.4%	32.2%	44.2%	35.4%	



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### 7.3 Broadband Services

Gender					
				Operator	
				Total	BSNL
GEN	Total	Count	551	383	168
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	551	383	168
		Male	Count	437	280
		Percentage	79.3%	73.1%	93.5%
	Female	Count	114	103	11
Percentage		20.7%	26.9%	6.5%	

Age					
				Operator	
				Total	BSNL
AGE	Total	Count	551	383	168
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	551	383	168
		Less than 25	Count	146	128
		Percentage	26.5%	33.4%	10.7%
	25-60	Count	399	250	149
Percentage		72.4%	65.3%	88.7%	
More than 60	Count	6	5	1	
	Percentage	1.1%	1.3%	0.6%	

Usage Type					
				Operator	
				Total	BSNL
USG_TYPE	Total	Count	551	383	168
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	551	383	168
		Residential	Count	476	351
		Percentage	86.4%	91.6%	74.4%
	Commercial	Count	75	32	43
Percentage		13.6%	8.4%	25.6%	
Not specified	Count	0	0	0	
	Percentage				

	<b>Percentage</b>	0.0%	0.0%	0.0%
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Area					
			Operator		
			Total	BSNL	Sify
AREA	Total	Count	551	383	168
		Percentage	100.0%	100.0%	100.0%
	Answering Base Rural	Count	551	383	168
		Count	6	3	3
	Urban	Count	545	380	165
		Percentage	98.9%	99.2%	98.2%

User Type					
			Operator		
			Total	BSNL	Sify
USR_TYPE	Total	Count	551	383	168
		Percentage	100.0%	100.0%	100.0%
	Answering Base Prepaid	Count	551	383	168
		Count	135	3	132
	Postpaid	Count	416	380	36
		Percentage	75.5%	99.2%	21.4%

Q1. Number of days in getting BB connection activated					
			Operator		
			Total	BSNL	Sify
Q1	Total	Count	551	383	168
		Percentage	100.0%	100.0%	100.0%
	Answering Base Within 15 working days	Count	551	383	168
		Count	405	265	140
	> 15 working Days	Count	146	118	28
		Percentage	73.5%	69.2%	83.3%
		Percentage	26.5%	30.8%	16.7%

<b>Q2. Satisfaction with time taken in getting BB connection activated</b>					
			<b>Operator</b>		
			<b>Total</b>	<b>BSNL</b>	<b>Sify</b>
	<b>Total</b>	<b>Count</b>	551	383	168
		<b>Percentage</b>	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	551	383	168
		<b>Percentage</b>	100.0%	100.0%	100.0%
	<b>Not specified</b>	<b>Count</b>	0	0	0
		<b>Percentage</b>	0.0%	0.0%	0.0%
<b>Q2</b>	<b>Very Satisfied</b>	<b>Count</b>	28	5	23
		<b>Percentage</b>	5.1%	1.3%	13.7%
	<b>Satisfied</b>	<b>Count</b>	472	333	139
		<b>Percentage</b>	85.7%	86.9%	82.7%
	<b>Dissatisfied</b>	<b>Count</b>	41	35	6
		<b>Percentage</b>	7.4%	9.1%	3.6%
	<b>Very Dissatisfied</b>	<b>Count</b>	10	10	0
		<b>Percentage</b>	1.8%	2.6%	0.0%

<b>Q3. Satisfaction with time taken in getting BB connection re-activated</b>					
			<b>Operator</b>		
			<b>Total</b>	<b>BSNL</b>	<b>Sify</b>
	<b>Total</b>	<b>Count</b>	551	383	168
		<b>Percentage</b>	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	134	63	71
		<b>Percentage</b>	24.3%	16.4%	42.3%
	<b>Not specified</b>	<b>Count</b>	417	320	97
		<b>Percentage</b>	75.7%	83.6%	57.7%
<b>Q3</b>	<b>Very Satisfied</b>	<b>Count</b>	3	0	3
		<b>Percentage</b>	2.2%	0.0%	4.2%
	<b>Satisfied</b>	<b>Count</b>	112	57	55
		<b>Percentage</b>	83.6%	90.5%	77.5%
	<b>Dissatisfied</b>	<b>Count</b>	19	6	13
		<b>Percentage</b>	14.2%	9.5%	18.3%

Q4. Satisfaction with timely delivery of bills					
			Operator		
			Total	BSNL	Sify
	Total	Count	416	380	36
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	400	364	36
		Percentage	96.2%	95.8%	100.0%
	Not specified	Count	16	16	0
		Percentage	3.8%	4.2%	0.0%
Q4	Very Satisfied	Count	7	6	1
		Percentage	1.8%	1.6%	2.8%
	Satisfied	Count	327	296	31
		Percentage	81.8%	81.3%	86.1%
	Dissatisfied	Count	64	60	4
		Percentage	16.0%	16.5%	11.1%
	Very Dissatisfied	Count	2	2	0
		Percentage	0.5%	0.5%	0.0%

Q5a. Satisfaction with accuracy of bills					
			Operator		
			Total	BSNL	Sify
	Total	Count	416	380	36
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	400	364	36
		Percentage	96.2%	95.8%	100.0%
	Not specified	Count	16	16	0
		Percentage	3.8%	4.2%	0.0%
Q5A	Very Satisfied	Count	8	5	3
		Percentage	2.0%	1.4%	8.3%
	Satisfied	Count	373	345	28
		Percentage	93.3%	94.8%	77.8%
	Dissatisfied	Count	19	14	5
		Percentage	4.8%	3.8%	13.9%



Q5b. Reasons for dissatisfaction					
			Operator		
			Total	BSNL	Sify
	Total	Count	19	14	5
		Percentage	100.0%	100.0%	100.0%
Q5b. Reasons for dissatisfaction	Answering Base	Count	18	13	5
	Charges not as per tariff plan subscribed	Count	6	2	4
		Percentage	33.3%	15.4%	80.0%
	Tariff plan changed without information	Count	1	0	1
		Percentage	5.6%	0.0%	20.0%
	Charged for value added services not requested	Count	1	0	1
		Percentage	5.6%	0.0%	20.0%
	Charged for calls/services not made/used	Count	10	10	0
		Percentage	55.6%	76.9%	0.0%
	Others	Count	1	1	0
Percentage		5.6%	7.7%	0.0%	

Q6. Billing related complaints made in last 12 months					
			Operator		
			Total	BSNL	Sify
	Total	Count	416	380	36
		Percentage	100.0%	100.0%	100.0%
Q6	Answering Base	Count	416	380	36
	Yes	Count	37	33	4
		Percentage	8.9%	8.7%	11.1%
	No	Count	379	347	32
		Percentage	91.1%	91.3%	88.9%

Q7. Satisfaction with process of resolution of billing complaints					
			Operator		
			Total	BSNL	Sify
	Total	Count	37	33	4
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	37	33	4
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
Q7	Satisfied	Count	15	14	1
		Percentage	40.5%	42.4%	25.0%
	Dissatisfied	Count	20	17	3
		Percentage	54.1%	51.5%	75.0%
	Very Dissatisfied	Count	2	2	0
		Percentage	5.4%	6.1%	0.0%

Q8a. Satisfaction with Clarity of bills					
			Operator		
			Total	BSNL	Sify
	Total	Count	416	380	36
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	398	362	36
		Percentage	95.7%	95.3%	100.0%
	Not specified	Count	18	18	0
		Percentage	4.3%	4.7%	0.0%
Q8A	Very Satisfied	Count	6	5	1
		Percentage	1.5%	1.4%	2.8%
	Satisfied	Count	377	346	31
		Percentage	94.7%	95.6%	86.1%
	Dissatisfied	Count	15	11	4
		Percentage	3.8%	3.0%	11.1%

Q8b. Reasons for dissatisfaction					
			Operator		
			Total	BSNL	Sify
	Total	Count	15	11	4
		Percentage	100.0%	100.0%	100.0%

		e			
<b>Q8b. Reasons for dissatisfaction</b>	<b>Answering Base</b>	<b>Count</b>	14	10	4
	<b>Difficult to read the bill</b>	<b>Count</b>	1	1	0
		<b>Percentage</b>	7.1%	10.0%	0.0%
	<b>Difficult to understand the language</b>	<b>Count</b>	1	0	1
		<b>Percentage</b>	7.1%	0.0%	25.0%
	<b>Calculations not clear</b>	<b>Count</b>	10	7	3
		<b>Percentage</b>	71.4%	70.0%	75.0%
	<b>Item-wise charges not given</b>	<b>Count</b>	5	4	1
		<b>Percentage</b>	35.7%	40.0%	25.0%
	<b>Others</b>	<b>Count</b>	0	0	0
		<b>Percentage</b>	0.0%	0.0%	0.0%

<b>Q9a. Satisfaction with accuracy of charges</b>					
			<b>Operator</b>		
			<b>Total</b>	<b>BSNL</b>	<b>Sify</b>
	<b>Total</b>	<b>Count</b>	135	3	132
		<b>Percentage</b>	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	134	3	131
		<b>Percentage</b>	99.3%	100.0%	99.2%
	<b>Not specified</b>	<b>Count</b>	1	0	1
		<b>Percentage</b>	0.7%	0.0%	0.8%
<b>Q9A</b>	<b>Very Satisfied</b>	<b>Count</b>	8	0	8
		<b>Percentage</b>	6.0%	0.0%	6.1%
	<b>Satisfied</b>	<b>Count</b>	120	3	117
		<b>Percentage</b>	89.6%	100.0%	89.3%
	<b>Dissatisfied</b>	<b>Count</b>	6	0	6
		<b>Percentage</b>	4.5%	0.0%	4.6%

Q9b. Reasons for dissatisfaction				
			Total	Operator Sify
	Total	Count	6	6
		Percentage	100.0%	100.0%
Q9b. Reasons for dissatisfaction	Answering Base	Count	6	6
		Percentage	100.0%	100.0%
	charges not as per tariff plan subscribed	Count	6	6
		Percentage	100.0%	100.0%
	tariff plan changed without information	Count	1	1
		Percentage	16.7%	16.7%
	charged for value added services not requested	Count	1	1
		Percentage	16.7%	16.7%
	charged for calls/services not made/used	Count	0	0
		Percentage	0.0%	0.0%
	Others	Count	0	0
		Percentage	0.0%	0.0%

Q10. Complaint made to customer care					
			Total	Operator	
				BSNL	Sify
	Total	Count	551	383	168
		Percentage	100.0%	100.0%	100.0%
Q10	Answering Base	Count	551	383	168
		Percentage	100.0%	100.0%	100.0%
	Yes	Count	104	51	53
		Percentage	18.9%	13.3%	31.5%
	No	Count	447	332	115
		Percentage	81.1%	86.7%	68.5%

Q11. Satisfaction with ease of access of number					
			Total	Operator	
				BSNL	Sify
	Total	Count	104	51	53
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	104	51	53
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%



		<b>Percentage</b>	0.0%	0.0%	0.0%
<b>Q11</b>	<b>Very Satisfied</b>	<b>Count</b>	3	2	1
		<b>Percentage</b>	2.9%	3.9%	1.9%
	<b>Satisfied</b>	<b>Count</b>	45	16	29
		<b>Percentage</b>	43.3%	31.4%	54.7%
	<b>Dissatisfied</b>	<b>Count</b>	45	25	20
		<b>Percentage</b>	43.3%	49.0%	37.7%
	<b>Very Dissatisfied</b>	<b>Count</b>	11	8	3
		<b>Percentage</b>	10.6%	15.7%	5.7%

<b>Q12. Satisfaction with response time</b>					
			<b>Operator</b>		
			<b>Total</b>	<b>BSNL</b>	<b>Sify</b>
	<b>Total</b>	<b>Count</b>	104	51	53
		<b>Percentage</b>	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	104	51	53
		<b>Percentage</b>	100.0%	100.0%	100.0%
	<b>Not specified</b>	<b>Count</b>	0	0	0
		<b>Percentage</b>	0.0%	0.0%	0.0%
<b>Q12</b>	<b>Very Satisfied</b>	<b>Count</b>	3	2	1
		<b>Percentage</b>	2.9%	3.9%	1.9%
	<b>Satisfied</b>	<b>Count</b>	56	27	29
		<b>Percentage</b>	53.8%	52.9%	54.7%
	<b>Dissatisfied</b>	<b>Count</b>	38	18	20
		<b>Percentage</b>	36.5%	35.3%	37.7%
	<b>Very Dissatisfied</b>	<b>Count</b>	7	4	3
		<b>Percentage</b>	6.7%	7.8%	5.7%

<b>Q13. Satisfaction with problem solving ability of CC executive</b>					
			<b>Operator</b>		
			<b>Total</b>	<b>BSNL</b>	<b>Sify</b>
	<b>Total</b>	<b>Count</b>	104	51	53
		<b>Percentage</b>	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	104	51	53
		<b>Percentage</b>	100.0%	100.0%	100.0%

	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
Q13	Very Satisfied	Count	2	1	1
		Percentage	1.9%	2.0%	1.9%
	Satisfied	Count	67	40	27
		Percentage	64.4%	78.4%	50.9%
	Dissatisfied	Count	31	8	23
		Percentage	29.8%	15.7%	43.4%
Very Dissatisfied	Count	4	2	2	
	Percentage	3.8%	3.9%	3.8%	

Q14. Satisfaction with time taken by CC executive to solve problem					
			Operator		
			Total	BSNL	Sify
	Total	Count	104	51	53
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	104	51	53
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
Q14	Very Satisfied	Count	3	2	1
		Percentage	2.9%	3.9%	1.9%
	Satisfied	Count	53	28	25
		Percentage	51.0%	54.9%	47.2%
	Dissatisfied	Count	43	19	24
		Percentage	41.3%	37.3%	45.3%
Very Dissatisfied	Count	5	2	3	
	Percentage	4.8%	3.9%	5.7%	

Q15. Satisfaction with speed of BB connection					
			Operator		
			Total	BSNL	Sify
	Total	Count	551	383	168
		Percentage	100.0%	100.0%	100.0%
	Answering	Count	551	383	168

	g Base	Percentage	100.0%	100.0%	100.0%
		Not specified	Count	0	0
		Percentage	0.0%	0.0%	0.0%
Q15	Very Satisfied	Count	7	4	3
		Percentage	1.3%	1.0%	1.8%
	Satisfied	Count	407	273	134
		Percentage	73.9%	71.3%	79.8%
	Dissatisfied	Count	128	101	27
		Percentage	23.2%	26.4%	16.1%
	Very Dissatisfied	Count	9	5	4
		Percentage	1.6%	1.3%	2.4%

Q16. Satisfaction with amount of time service is up & working					
		Operator			
		Total	BSNL	Sify	
	Total	Count	551	383	168
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	549	382	167
		Percentage	99.6%	99.7%	99.4%
	Not specified	Count	2	1	1
		Percentage	0.4%	0.3%	0.6%
Q16	Very Satisfied	Count	6	2	4
		Percentage	1.1%	0.5%	2.4%
	Satisfied	Count	493	351	142
		Percentage	89.8%	91.9%	85.0%
	Dissatisfied	Count	44	27	17
		Percentage	8.0%	7.1%	10.2%
	Very Dissatisfied	Count	6	2	4
		Percentage	1.1%	0.5%	2.4%

Q17. Problems faced with BB connection					
			Operator		
			Total	BSNL	Sify
	Total	Count	551	383	168
		Percentage	100.0%	100.0%	100.0%
Q17	Answering Base	Count	551	383	168
	Very frequently	Count	7	4	3
		Percentage	1.3%	1.0%	1.8%
	Frequently	Count	72	57	15
		Percentage	13.1%	14.9%	8.9%
	Occasionally	Count	436	315	121
		Percentage	79.1%	82.2%	72.0%
	Never	Count	36	7	29
Percentage		6.5%	1.8%	17.3%	

Q18. What sort of problems					
			Operator		
			Total	BSNL	Sify
	Total	Count	79	61	18
		Percentage	100.0%	100.0%	100.0%
Q18	Answering Base	Count	77	60	17
	Problem was related to my computer hardware / software	Count	2	0	2
		Percentage	2.6%	0.0%	11.8%
	Problem was related to the broadband connection	Count	75	60	15
		Percentage	97.4%	100.0%	88.2%

Q19. Satisfaction with time taken for restoration of BB connection					
			Operator		
			Total	BSNL	Sify
	Total	Count	551	383	168
		Percentage	100.0%	100.0%	100.0%
	Answering	Count	548	381	167



	g Base	Percentage	99.5%	99.5%	99.4%
		Count	3	2	1
	Not specified	Percentage	0.5%	0.5%	0.6%
		Count	7	1	6
Q19	Very Satisfied	Percentage	1.3%	0.3%	3.6%
		Count	517	362	155
	Satisfied	Percentage	94.3%	95.0%	92.8%
		Count	22	17	5
	Dissatisfied	Percentage	4.0%	4.5%	3.0%
		Count	2	1	1
	Very Dissatisfied	Percentage	0.4%	0.3%	0.6%
		Count			

Q20. Value added services used					
			Operator		
			Total	BSNL	Sify
	Total	Count	551	383	168
		Percentage	100.0%	100.0%	100.0%
Q20	Answering Base	Count	551	383	168
		Percentage			
	Yes	Count	73	18	55
		Percentage	13.2%	4.7%	32.7%
	No	Count	478	365	113
		Percentage	86.8%	95.3%	67.3%

Q21. Satisfaction with Value added services					
			Operator		
			Total	BSNL	Sify
	Total	Count	73	18	55
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	73	18	55
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
Q21	Very Satisfied	Count	11	4	7
		Percentage	15.1%	22.2%	12.7%
	Satisfied	Count	61	13	48
		Percentage	83.6%	72.2%	87.3%

		e			
	Dissatisfied	Count	1	1	0
		Percentage	1.4%	5.6%	0.0%

Q22a. Satisfaction with overall quality of BB connection					
				Operator	
				Total	Sify
	Total	Count	551	383	168
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	550	382	168
		Percentage	99.8%	99.7%	100.0%
	Not specified	Count	1	1	0
		Percentage	0.2%	0.3%	0.0%
Q22A	Very Satisfied	Count	13	5	8
		Percentage	2.4%	1.3%	4.8%
	Satisfied	Count	482	327	155
		Percentage	87.6%	85.6%	92.3%
	Dissatisfied	Count	50	46	4
		Percentage	9.1%	12.0%	2.4%
	Very Dissatisfied	Count	5	4	1
		Percentage	0.9%	1.0%	0.6%

Q23. Aware of the facility that measures BB connection speed					
				Operator	
				Total	Sify
	Total	Count	551	383	168
		Percentage	100.0%	100.0%	100.0%
Q23	Answering Base	Count	551	383	168
		Percentage	100.0%	100.0%	100.0%
	Yes	Count	118	69	49
		Percentage	21.4%	18.0%	29.2%
No	Count	433	314	119	
	Percentage	78.6%	82.0%	70.8%	

Q24. Aware of the three stage grievance redressal mechanism					
			Operator		
			Total	BSNL	Sify
	Total	Count	551	383	168
		Percentage	100.0%	100.0%	100.0%
Q24	Answering Base Yes	Count	551	383	168
		Count	161	120	41
	Percentage	29.2%	31.3%	24.4%	
	No	Count	390	263	127
Percentage		70.8%	68.7%	75.6%	

Q25. Which stage aware of					
			Operator		
			Total	BSNL	Sify
	Total	Count	551	383	168
		Percentage	100.0%	100.0%	100.0%
Q25. Which stage aware of	Call Centre	Count	171	132	39
		Percentage	31.0%	34.5%	23.2%
	Nodal Officer	Count	72	49	23
		Percentage	13.1%	12.8%	13.7%
	Appellate Authority	Count	55	39	16
		Percentage	10.0%	10.2%	9.5%
	None of these	Count	365	238	127
		Percentage	66.2%	62.1%	75.6%

Q26. Made complaints within last 6 months					
			Operator		
			Total	BSNL	Sify
	Total	Count	551	383	168
		Percentage	100.0%	100.0%	100.0%
Q26	Answering Base Yes	Count	551	383	168
		Count	70	53	17
	Percentage	12.7%	13.8%	10.1%	
	No	Count	481	330	151
Percentage		87.3%	86.2%	89.9%	

Q27. Docket Number					
			Operator		
			Total	BSNL	Sify
	Total	Count	70	53	17
		Percentage	100.0%	100.0%	100.0%
Q27	Answering Base	Count	70	53	17
		No docket number received even on request	Count	46	34
		Percentage	65.7%	64.2%	70.6%
	No docket number received for most of the complaints	Count	6	6	0
		Percentage	8.6%	11.3%	0.0%
	Docket number received for most of the complaints	Count	18	13	5
Percentage		25.7%	24.5%	29.4%	

Q28. Information given by call center					
			Operator		
			Total	BSNL	Sify
	Total	Count	70	53	17
		Percentage	100.0%	100.0%	100.0%
Q28	Answering Base	Count	70	53	17
		Yes	Count	24	16
		Percentage	34.3%	30.2%	47.1%
	No	Count	46	37	9
Percentage		65.7%	69.8%	52.9%	

Q29. Satisfaction with Information given by call center executive					
			Operator		
			Total	BSNL	Sify
	Total	Count	70	53	17
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	69	53	16
		Percentage	98.6%	100.0%	94.1%

	Not specified	Count	1	0	1
		Percentage	1.4%	0.0%	5.9%
Q29	Very Satisfied	Count	3	3	0
		Percentage	4.3%	5.7%	0.0%
	Satisfied	Count	26	21	5
		Percentage	37.7%	39.6%	31.3%
	Dissatisfied	Count	37	29	8
		Percentage	53.6%	54.7%	50.0%
Very Dissatisfied	Count	3	0	3	
	Percentage	4.3%	0.0%	18.8%	

Q30. Reasons for dissatisfaction					
			Operator		
			Total	BSNL	Sify
	Total	Count	40	29	11
		Percentage	100.0%	100.0%	100.0%
Q30. Reasons for dissatisfaction	Answering Base	Count	34	23	11
	Difficult to connect to the call centre executive	Count	19	9	10
		Percentage	55.9%	39.1%	90.9%
	Customer care executive not polite/courteous	Count	11	11	0
		Percentage	32.4%	47.8%	0.0%
	Cust. care executive not equipped with adequate information	Count	6	1	5
		Percentage	17.6%	4.3%	45.5%
Time taken by call centre for redressal of compl. is too long	Count	17	11	6	

		<b>Percentage</b>	50.0%	47.8%	54.5%
	<b>Customer care executive was unable to understand problem</b>	<b>Count</b>	4	0	4
		<b>Percentage</b>	11.8%	0.0%	36.4%
	<b>Others</b>	<b>Count</b>	0	0	0
		<b>Percentage</b>	0.0%	0.0%	0.0%

**Q31. Billing complaint solved within 4 weeks by CC executive**

		<b>Operator</b>			
		<b>Total</b>	<b>BSNL</b>	<b>Sify</b>	
	<b>Total</b>	<b>Count</b>	70	53	17
		<b>Percentage</b>	100.0%	100.0%	100.0%
<b>Q31</b>	<b>Answering Base</b>	<b>Count</b>	70	53	17
		<b>Yes</b>	<b>Count</b>	5	3
		<b>Percentage</b>	7.1%	5.7%	11.8%
	<b>No</b>	<b>Count</b>	14	3	11
		<b>Percentage</b>	20.0%	5.7%	64.7%
	<b>NA</b>	<b>Count</b>	51	47	4
<b>Percentage</b>		72.9%	88.7%	23.5%	

**Q32. Awareness of contact details of nodal officer**

		<b>Operator</b>			
		<b>Total</b>	<b>BSNL</b>	<b>Sify</b>	
	<b>Total</b>	<b>Count</b>	551	383	168
		<b>Percentage</b>	100.0%	100.0%	100.0%
<b>Q32</b>	<b>Answering Base</b>	<b>Count</b>	551	383	168
		<b>Yes</b>	<b>Count</b>	51	30
		<b>Percentage</b>	9.3%	7.8%	12.5%
	<b>No</b>	<b>Count</b>	500	353	147
<b>Percentage</b>		90.7%	92.2%	87.5%	

**Q33. Made a complaint to nodal officer**

		<b>Operator</b>			
		<b>Total</b>	<b>BSNL</b>	<b>Sify</b>	
	<b>Total</b>	<b>Count</b>	51	30	21
		<b>Percentage</b>	100.0%	100.0%	100.0%
<b>Q33</b>	<b>Answerin</b>	<b>Count</b>	51	30	21

	<b>g Base</b>				
	<b>Yes</b>	<b>Count</b>	1	0	1
		<b>Percentage</b>	2.0%	0.0%	4.8%
	<b>No</b>	<b>Count</b>	50	30	20
		<b>Percentage</b>	98.0%	100.0%	95.2%

<b>Q34. Nodal officer can be approached easily</b>				
			<b>Operator</b>	
			<b>Total</b>	<b>Sify</b>
	<b>Total</b>	<b>Count</b>	1	1
		<b>Percentage</b>	100.0%	100.0%
<b>Q34</b>	<b>Answering Base</b>	<b>Count</b>	1	1
		<b>Percentage</b>	100.0%	100.0%
	<b>Yes</b>	<b>Count</b>	1	1
		<b>Percentage</b>	100.0%	100.0%
<b>No</b>	<b>Count</b>	0	0	
	<b>Percentage</b>	0.0%	0.0%	

<b>Q35. Decision on complaint intimated by Nodal officer</b>				
			<b>Operator</b>	
			<b>Total</b>	<b>Sify</b>
	<b>Total</b>	<b>Count</b>	1	1
		<b>Percentage</b>	100.0%	100.0%
<b>Q35</b>	<b>Answering Base</b>	<b>Count</b>	1	1
		<b>Percentage</b>	100.0%	100.0%
	<b>Yes</b>	<b>Count</b>	1	1
		<b>Percentage</b>	100.0%	100.0%
<b>No</b>	<b>Count</b>	0	0	
	<b>Percentage</b>	0.0%	0.0%	

<b>Q36. Satisfaction with redressal of complaint by nodal officer</b>				
			<b>Operator</b>	
			<b>Total</b>	<b>Sify</b>
	<b>Total</b>	<b>Count</b>	1	1
		<b>Percentage</b>	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	1	1
		<b>Percentage</b>	100.0%	100.0%
	<b>Not specified</b>	<b>Count</b>	0	0
		<b>Percentage</b>	0.0%	0.0%
<b>Q36</b>	<b>Dissatisfied</b>	<b>Count</b>	1	1

	<b>Percentage</b>	100.0%	100.0%
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Q37. Reasons for dissatisfaction				
			Total	Operator Sify
Q37. Reasons for dissatisfaction	Total	Count	1	1
		Percentage	100.0%	100.0%
	Answering Base	Count	1	1
	Difficult to connect to the Nodal Officer	Count	1	1
		Percentage	100.0%	100.0%
	Nodal Officer not polite/courteous	Count	0	0
		Percentage	0.0%	0.0%
	Nodal Officer not equipped with adequate information	Count	0	0
		Percentage	0.0%	0.0%
	Time taken by Nodal Officer for redressal of comp. is too long	Count	1	1
		Percentage	100.0%	100.0%
	Nodal Officer was unable to understand the problem	Count	0	0
		Percentage	0.0%	0.0%
	Others	Count	0	0
Percentage		0.0%	0.0%	

Q38. Aware of contact details of appellate authority





			Operator		
			Total	BSNL	Sify
Q38	Total	Count	551	383	168
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	551	383	168
		Yes	Count	45	30
		Percentage	8.2%	7.8%	8.9%
	No	Count	506	353	153
Percentage		91.8%	92.2%	91.1%	

**Q39. Filed complaint in last 6 months**

			Operator		
			Total	BSNL	Sify
Q39	Total	Count	45	30	15
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	45	30	15
		Yes	Count	0	0
		Percentage	0.0%	0.0%	0.0%
	No	Count	45	30	15
Percentage		100.0%	100.0%	100.0%	

**Q42. Aware of item wise usage charge details**

			Operator		
			Total	BSNL	Sify
Q42	Total	Count	551	383	168
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	420	261	159
		Yes	Count	44	10
		Percentage	10.5%	3.8%	21.4%
	No	Count	376	251	125
Percentage		89.5%	96.2%	78.6%	

**Q43. Denied request of item wise usage charge details**

			Operator		
			Total	BSNL	Sify
Q43	Total	Count	551	383	168
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	46	12	34
		Yes	Count	0	0

		<b>Percentage</b>	0.0%	0.0%	0.0%
	<b>No</b>	<b>Count</b>	46	12	34
		<b>Percentage</b>	100.0%	100.0%	100.0%

<b>Q45. Manual of practice provided</b>					
			<b>Operator</b>		
			<b>Total</b>	<b>BSNL</b>	<b>Sify</b>
	<b>Total</b>	<b>Count</b>	551	383	168
		<b>Percentage</b>	100.0%	100.0%	100.0%
<b>Q45</b>	<b>Answering Base</b>	<b>Count</b>	230	65	165
		<b>Percentage</b>			
	<b>Yes</b>	<b>Count</b>	86	25	61
		<b>Percentage</b>	37.4%	38.5%	37.0%
	<b>No</b>	<b>Count</b>	144	40	104
		<b>Percentage</b>	62.6%	61.5%	63.0%

## Questionnaire – Wireline Survey

**Name:** \_\_\_\_\_ **Gender:**  1 Male  2 Female

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

STD Code	Telephone Number

**Usage Type :**  1 Residential  2 Commercial

**Area:**  1 Rural  2 Urban

**Operator:**  1 Airtel  4 BSNL  5 RCOM **User Type:**  1 Postpaid  2 Prepaid

7 TATA  8 MTNL  11 HFCL  12 Shyam

**State:** \_\_\_\_\_ **District** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Name of SDCA (only for surveyor):** ..... **Mode of Interview:**  1 Telephonic  2 In-person

**Name of Exchange (only for surveyor):** .....

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

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

### QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

**A. SERVICE PROVISION**

1. When did you last apply for a phone connection?	<input type="checkbox"/> 1 Less than 6 months <input type="checkbox"/> 2 6-12 months <input type="checkbox"/> 3 More than 12 months → <b>(If &gt;12 month, go to Q 4)</b>
2. How much time was taken to get the telephone connection installed and activated after you applied for it?	<input type="checkbox"/> 1 More than 30 days <input type="checkbox"/> 2 16-30 days <input type="checkbox"/> 3 7-15 days <input type="checkbox"/> 4 Less than 7 days
3. How satisfied are you with time taken to provide working phone connection?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
4. How satisfied are you with the time taken for shifting of telephone, in case you had sought shifting of telephone in the last six months?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 9 Not applicable
5. In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 9 Not applicable

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

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

**For Prepaid Customers only**

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

**C. HELP SERVICES/CUSTOMER CARE**

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

**D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY**

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

**E. MAINTAINABILITY (FAULT REPAIR)**

20. Have you experienced fault in your telephone connection in the last 12 months?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No	—————→ (If no, go to Q 24)
21. How many time your telephone became faulty in the last one month.	<input type="checkbox"/> 1 More than 3 times	<input type="checkbox"/> 2 2-3 times	<input type="checkbox"/> 3 One time <input type="checkbox"/> 4 Nil

22. How long did it take generally for repairing the fault after lodging complaint?	<input type="checkbox"/> 1 more than 7 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 4 1 day
23. How satisfied are you with the fault repair service?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied

**F. SUPPLEMENTARY SERVICES**

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

**G. OVERALL CUSTOMER SATISFACTION**

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

**H. GENERAL INFORMATION**

(Ask this question only if 1 OR 2 is coded in Q1)  27. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
28. Have you terminated a Telephone Phone connection that you had in the last 12 months	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      (If no, go to Q 32)
29. If yes, please name your previous service provider?	<input type="checkbox"/> 1 Airtel <input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 RCOM <input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam



30. How many days were taken for termination of your connection?	<input type="checkbox"/> 1 more than 7 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 4 1 day
31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32. Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Do not mind receiving such calls/SMS
<b>(Ask only if yes in Q32)</b>  33. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS	<input type="checkbox"/> 1 Continued receiving <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 4 Stopped receiving

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

34. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
35. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of? <b>(MULTI CODING POSSIBLE)</b>	<input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer <input type="checkbox"/> 3 Appellate Authority <input type="checkbox"/> 4 None of these
36. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      → (if no go to Q 42)
37. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.	<input type="checkbox"/> 1 No docket number received even on request <input type="checkbox"/> 2 No docket number received for most of the complaints <input type="checkbox"/> 3 Docket number received for most of the complaints
38. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No



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



	<p>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>
48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 52)</p>
49. Have you filed any appeal to the appellate authority in the prescribed form in last 6 month?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 52)</p>
50. Did you receive any acknowledgement from the appellate authority?	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p>
51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Appeal filed only recently</p>
<b>(Q52 to Q54 are for prepaid customers only)</b>	
52. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p>
53. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No      (if no go to Q 55)</p>
54. What were the reason(s) for denying your request?	<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>
<b>For new customers only(Subscribed in last 6 months)</b>	
55. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p>

**THANK & TERMINATE**

## Questionnaire - Cellular mobile telephone service

Name: \_\_\_\_\_ Gender:  Male  Female

Mobile No. \_\_\_\_\_ Age(in years):  less than 25  25-60  more than 60

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Occupation:  Service  Business/self employed  Student  Housewife  Retired

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

State: \_\_\_\_\_ District \_\_\_\_\_ Mode of interview:  Telephonic  In-person

Address: \_\_\_\_\_

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

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

### A. SERVICE PROVISION

1. When did you last apply for mobile phone connection?	<input type="checkbox"/> less than 6 month <input type="checkbox"/> 6-12 month <input type="checkbox"/> more than 12 month → (If more than 12 month, go to Q 4)
2. How much time was taken to get the working connection (activation) after you applied and completed all formalities?	<input type="checkbox"/> more than 7 days <input type="checkbox"/> 4 - 7 days <input type="checkbox"/> 2-3 days <input type="checkbox"/> 1 day
3. How satisfied are you with the time taken to activate the mobile connection, after you applied and completed all formalities?	<input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied
4. In case your connection was temporarily suspended due to non-payment of bills, how satisfied are you with the time taken to reactivate service after you made the payment?	<input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied <input type="checkbox"/> 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"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied
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<p><b>(Ask this question only if 1 OR 2 is coded in Q5(a))</b></p> <p>5(b) Please specify the reason(s) for your dissatisfaction <b>(MULTI CODING POSSIBLE)</b></p>	<p><input type="checkbox"/> 1 charges not as per tariff plan subscribed</p> <p><input type="checkbox"/> 2 tariff plan changed without information</p> <p><input type="checkbox"/> 3 charged for value added services not requested      <input type="checkbox"/> 4 charged for calls/services not made/used</p> <p><input type="checkbox"/> 5 Others (please specify)</p>
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**C. BILLING RELATED – POSTPAID CUSTOMER**

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

your dissatisfaction(MULTI CODING POSSIBLE)	<input type="checkbox"/> 3 Calculations not clear
	<input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given
	<input type="checkbox"/> 5 Others (please specify)

**D. HELP SERVICES/CUSTOMER CARE**

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

**E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY**

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

**F. MAINTAINABILITY**

20. How often your mobile handset faces	<input type="checkbox"/> 1 Very Frequently	<input type="checkbox"/> 2 Frequently
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problem of signal?	<input type="checkbox"/> 3 Occasionally	<input type="checkbox"/> 4 Never
21. How satisfied are you with the availability of network (signal)?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied
	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied
22. How satisfied are you with the restoration of network (signal) problems?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied
	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied

**G. SUPPLEMENTARY SERVICES/VALUE ADDED SERVICES**

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

**G. OVERALL CUSTOMER SATISFACTION**

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

**H. GENERAL INFORMATION**

<b>(Ask this question only if 1 OR 2 is coded in Q1)</b>	<input type="checkbox"/> 1 Yes
27. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	<input type="checkbox"/> 2 No
28. Have you terminated your Mobile Phone connection in the last 12 months	<input type="checkbox"/> 1 Yes



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

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

34. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
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for redressal of your grievances?	
35. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of? <b>(MULTI CODING POSSIBLE)</b>	<input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer <input type="checkbox"/> 3 Appellate Authority <input type="checkbox"/> 4 None of these
36. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      —————> <b>(if no go to Q 42)</b>
37. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.	<input type="checkbox"/> 1 No docket number received even on request <input type="checkbox"/> 2 No docket number received for most of the complaints <input type="checkbox"/> 3 Docket number received for most of the complaints
38. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
39. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q.39)</b> 40. Please specify the reason(s) for your dissatisfaction <b>(MULTI CODING POSSIBLE)</b>	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
41. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 9 Not applicable
42. Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No      —————> <b>(if no go to Q 48)</b>
43. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or	<input type="checkbox"/> 1 yes

unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> No → (if no go to Q48)
44. Can you approach your Nodal Officer easily?	<input type="checkbox"/> Yes <input type="checkbox"/> No
45. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No
46. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q46)</b> 47. Please specify the reason(s) for your dissatisfaction <b>(MULTI CODING POSSIBLE)</b>	<input type="checkbox"/> Difficult to connect to the Nodal Officer <input type="checkbox"/> Nodal Officer not polite/courteous <input type="checkbox"/> Nodal Officer not equipped with adequate information <input type="checkbox"/> time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> Nodal Officer was unable to understand the problem <input type="checkbox"/> Others (please specify)
48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<input type="checkbox"/> Yes <input type="checkbox"/> No → (if no go to Q 52)
49. Have you filed any appeal to the appellate authority in the prescribed form in last 6 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No → (if no go to Q 52)
50. Did you receive any acknowledgement from the appellate authority?	<input type="checkbox"/> Yes <input type="checkbox"/> No
51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Appeal filed only recently
<b>(Q52 to Q54 are for prepaid customers only)</b> 52. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> Yes <input type="checkbox"/> No
53. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> Yes <input type="checkbox"/> No (if no go to Q 55)
54. What were the reason(s) for denying your	<input type="checkbox"/> No reason given



request?	<input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
<b>For new customers only(Subscribed in last 6 months)</b>  55. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

***THANK & TERMINATE***

## Questionnaire - Broadband service

**Name:** \_\_\_\_\_ **Gender:**  Male  Female  
**Tel:** \_\_\_\_\_ **Age (in years):**  less than 25  25-60  more than 60  
 \_\_\_\_\_ **Usage Type :**  Residential  Commercial

**E-mail ID**  
 \_\_\_\_\_

**Operator:**  Airtel  BSNL  RCOM  MTNL **Area:**  Rural  Urban  
 HFCL  VSNL  Sify  Asianet **User Type:**  Prepaid  Postpaid  
 Ortel  You Telcom  Hathway  Others \_\_\_\_\_

**State:** \_\_\_\_\_ **District** \_\_\_\_\_

**Mode of interview:**  Telephonic  In-person  e-mail  Web/online

**Address:** \_\_\_\_\_

**Name of SDCA (only for surveyor):** .....

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

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

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

## QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

### A. SERVICE PROVISION

1. After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?	<input type="checkbox"/> Within 15 working days <input type="checkbox"/> 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"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied
3. In case your connection was temporarily suspended due to non-payment of bills, how satisfied are you with the time taken to reactivate service after you made the	<input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied



payment?	<input type="checkbox"/> 9 Not applicable
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**B. BILLING RELATED - POSTPAID CUSTOMER**

4. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
5(a). How satisfied are you with the accuracy of the bills?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q5(a))</b> 5(b) Please specify the reason(s) for your dissatisfaction <b>(MULTI CODING POSSIBLE)</b>	<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 <b>—————▶ (If no, go to Q 8(a))</b>
7. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
8(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q8(a))</b> 8(b) Please specify the reason(s) for your dissatisfaction <b>(MULTI CODING POSSIBLE)</b>	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify)

**C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY**

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded</b>	<input type="checkbox"/> 1 charges not as per tariff plan subscribed



<p><b>in Q9(a))</b></p> <p>9(b) Please specify the reason(s) for your dissatisfaction</p>	<p><input type="checkbox"/> 2 tariff plan changed without information</p> <p><input type="checkbox"/> 3 charged for value added services not requested      <input type="checkbox"/> 4 charged for calls/services not made/used</p> <p><input type="checkbox"/> 5 Others (please specify) _____</p>
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**D. HELP SERVICE**

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

**E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY**

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

**F. MAINTAINABILITY**

<p>17. How often do you face a problem with your Broadband connection?</p>	<p><input type="checkbox"/> 1 Very Frequently    <input type="checkbox"/> 2 Frequently</p> <p><input type="checkbox"/> 3 Occasionally        <input type="checkbox"/> 4 Never</p>
<p><b>(Ask if response to Q17 is Frequently/Very Frequently)</b></p> <p>18. What was the broadband connection problem faced by you in last twelve months related to, please specify<b>(MULTI CODING POSSIBLE)</b></p>	<p><input type="checkbox"/> 1 Problem was related to my computer hardware/ software</p> <p><input type="checkbox"/> 2 Problem was related to the broadband connection and modem provided by the service provider.</p>
<p>19. How satisfied are you with the time taken for</p>	<p><input type="checkbox"/> 1 Very Dissatisfied    <input type="checkbox"/> 2 Dissatisfied</p>

restoration of Broadband connection?	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied
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**G. SUPPLEMENTARY SERVICES**

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

**H. OVERALL CUSTOMER SATISFACTION**

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

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

**H. GENERAL**

23. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	<input type="checkbox"/> 1 Yes
	<input type="checkbox"/> 2 No
24. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?	<input type="checkbox"/> 1 Yes
	<input type="checkbox"/> 2 No
25. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of? (MULTI CODING POSSIBLE)	<input type="checkbox"/> 1 Call Centre
	<input type="checkbox"/> 2 Nodal Officer
	<input type="checkbox"/> 3 Appellate Authority
	<input type="checkbox"/> 4 None of these

<p>26. Have you made any complaint within last 6 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 32)</p>
<p>27. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.</p>	<p><input type="checkbox"/> 1 No docket number received even on request</p> <p><input type="checkbox"/> 2 No docket number received for most of the complaints</p> <p><input type="checkbox"/> 3 Docket number received for most of the complaints</p>
<p>28. 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>29. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?</p>	<p><input type="checkbox"/> 1 Very Dissatisfied      <input type="checkbox"/> 2 Dissatisfied</p> <p><input type="checkbox"/> 3 Satisfied      <input type="checkbox"/> 4 Very Satisfied</p>
<p><b>(Ask this question only if 1 OR 2 is coded in Q.29)</b></p> <p>30. Please specify the reason(s) for your dissatisfaction</p> <p><b>(MULTI CODING POSSIBLE)</b></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>
<p>31. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 9 Not applicable</p>
<p>32. Are you aware of the contact details of the Nodal Officer?</p>	<p><input type="checkbox"/> 1 yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 38)</p>
<p>33. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?</p>	<p><input type="checkbox"/> 1 yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q38)</p>
<p>34. Can you approach your Nodal Officer easily?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p>
<p>35. Did the Nodal Officer intimate you about the decision taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p>
<p>36. How satisfied are you with the redressal of the complaint by the Nodal Officer?</p>	<p><input type="checkbox"/> 1 Very Dissatisfied      <input type="checkbox"/> 2 Dissatisfied</p> <p><input type="checkbox"/> 3 Satisfied      <input type="checkbox"/> 4 Very Satisfied</p>

<p><b>(Ask this question only if 1 OR 2 is coded in Q36)</b></p> <p>37. Please specify the reason(s) for your dissatisfaction</p> <p><b>(MULTI CODING POSSIBLE)</b></p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer</p> <p><input type="checkbox"/> 2 Nodal Officer not polite/courteous</p> <p><input type="checkbox"/> 3 Nodal Officer not equipped with adequate information</p> <p><input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long</p> <p><input type="checkbox"/> 5 Nodal Officer was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p>
<p>38. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 42)</p>
<p>39. Have you filed any appeal to the appellate authority in the prescribed form in last 6 month?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 42)</p>
<p>40. Did you receive any acknowledgement from the appellate authority?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p>
<p>41. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Appeal filed only recently</p>
<p><b>(Q42 to Q44 are for prepaid customers only)</b></p>	
<p>42. Are you aware that a prepaid customer can get item-wise usage charge details, on request?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No      (if no go to Q 45)</p>
<p>43. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No      (if no go to Q 45)</p>
<p>44. What were the reason(s) for denying your request?</p>	<p><input type="checkbox"/> 1 No reason given</p> <p><input type="checkbox"/> 2 technical problem</p> <p><input type="checkbox"/> 3 Others (please specify)</p>
<p><b>For new customers only(Subscribed in last 6 months)</b></p> <p>45. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p>

**THANK & TERMINATE**



