
Quality of Service Assessment

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

Assessment of: _____

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

January - March 2010



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 in Andhra Pradesh, Kolkata and West Bengal circles and Audit module was conducted across Andhra Pradesh, Kolkata, West Bengal, Uttar Pradesh (East) and Uttar Pradesh (West) circles in the period of January – March 2010. The present report details the **Quality of Services** survey module findings for the **Kolkata Circle for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services**.

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1.0 Background

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

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

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

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

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

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

The present report highlights the findings for the Survey module for Kolkata circle that was covered in the Quarter 1 (January – March) 2010. 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 January 2010 – March 2010.



The study is being conducted broadly in two modules:

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



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

2.0 Objectives

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

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



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

3.0 Study methodology

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



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

3.1 Subjective survey methodology

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

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

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

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

The questionnaire is divided into two broad segments viz.

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

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

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

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

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

3.2 Data analysis methodology

The satisfaction scores have been represented in two ways:-

Weighted satisfaction scores

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

If a parameter is having 3 sub-parameters the overall score is calculated as below:

(Respondents giving Top2 score for parameter 1 + Respondents giving top2 score for parameter 2 + Respondents giving top2 score for parameter 3)

(Answering base for parameter 1 + answering base for parameter 2 + answering base for parameter 3)

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

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

3.3 Sampling Plan

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

Wireline:

Name of the Operator	Sample Size	Sample Size Achieved
Airtel	1067	890
BSNL	1067	1097
Rel Comm	1067	1048
TATA	1067	956

Wireless:

Name of the Operator	Sample Size	Sample Size Achieved
Airtel	1067	1096
Vodafone	1067	1102
Idea	1067	1118
Aircel	1067	1134
MTS	1067	1079
Reliance GSM	1067	1104
Reliance CDMA	1067	1091
TATA GSM	1067	1171
TATA CDMA	1067	1021
BSNL GSM	1067	1116

Broadband:

Name of the Operator	Sample Size	Sample Size Achieved
Airtel	1067	965
BSNL	1067	1081
Rel Comm	1067	897
VSNL	1067	1060
Sify	1067	501

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

Wireline:

Gender wise break up			
Name of the Operator	Total	Male	Female
Airtel	890	583	307
BSNL	1097	761	336
Rel Comm	1048	909	139
TATA	956	748	208

Age wise break up				
Name of the Operator	Total	< 25 years	25-60 years	> 60 years
Airtel	890	81	705	104
BSNL	1097	80	786	231
Rel Comm	1048	89	897	62
TATA	956	84	781	91

Wireless:

Gender wise break up			
Name of the Operator	Total	Male	Female
Airtel	1096	897	199
Vodafone	1102	861	241
Idea	1118	913	205
Aircel	1134	946	188
MTS	1079	939	140
Reliance GSM	1104	948	156
Reliance CDMA	1091	887	204
TATA GSM	1171	990	181
TATA CDMA	1021	788	233
BSNL GSM	1116	893	223

Age wise break up				
Name of the Operator	Total	< 25 years	25-60 years	> 60 years
Airtel	1096	275	786	35
Vodafone	1102	259	798	45
Idea	1118	427	679	12
Aircel	1134	604	521	9
MTS	1079	260	798	21
Reliance GSM	1104	591	501	12
Reliance CDMA	1091	214	853	24
TATA GSM	1171	437	721	13
TATA CDMA	1021	237	751	33
BSNL GSM	1116	245	811	60

Broadband:

Gender wise break up			
Name of the Operator	Total	Male	Female
Airtel	965	749	216
BSNL	1081	915	166
Rel Comm	897	785	112
VSNL	1060	858	202
Sify	501	397	104

Age wise break up				
Name of the Operator	Total	< 25 years	25-60 years	> 60 years
Airtel	965	189	710	66
BSNL	1081	223	768	90
Rel Comm	897	107	729	61
VSNL	1060	108	838	114
Sify	501	99	385	17

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

Name of the Exchange
Alipur OCB-M
Chetla ROU
Baghbazar MAIN
Behala Main
Madhyamgram ROU
Shibpore OCB Main
Botanical Garden ROU
Jadavpur-II OCB Main
Dum-Dum-II OCB Main
Teretta Bazar OCB Main

Definition of key terms

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

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

Broadband service – Broadband' is defined in the Broadband Policy 2004 as "An always on data connection that is able to support interactive services including Internet access and has the capability of the minimum download speed of 256 kilo bits per second (kbps) to an individual subscriber from the Point of Presence (POP) of the service provider intending

to provide Broadband service where multiple such individual Broadband connections are aggregated and the subscriber is able to access these interactive services including the Internet through this POP. The 2 interactive services will exclude any services for which a separate license is specifically required, for example, real-time voice transmission, except to the extent that it is presently permitted under ISP license with Internet Telephony”.

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

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

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

4.0 Executive Summary

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

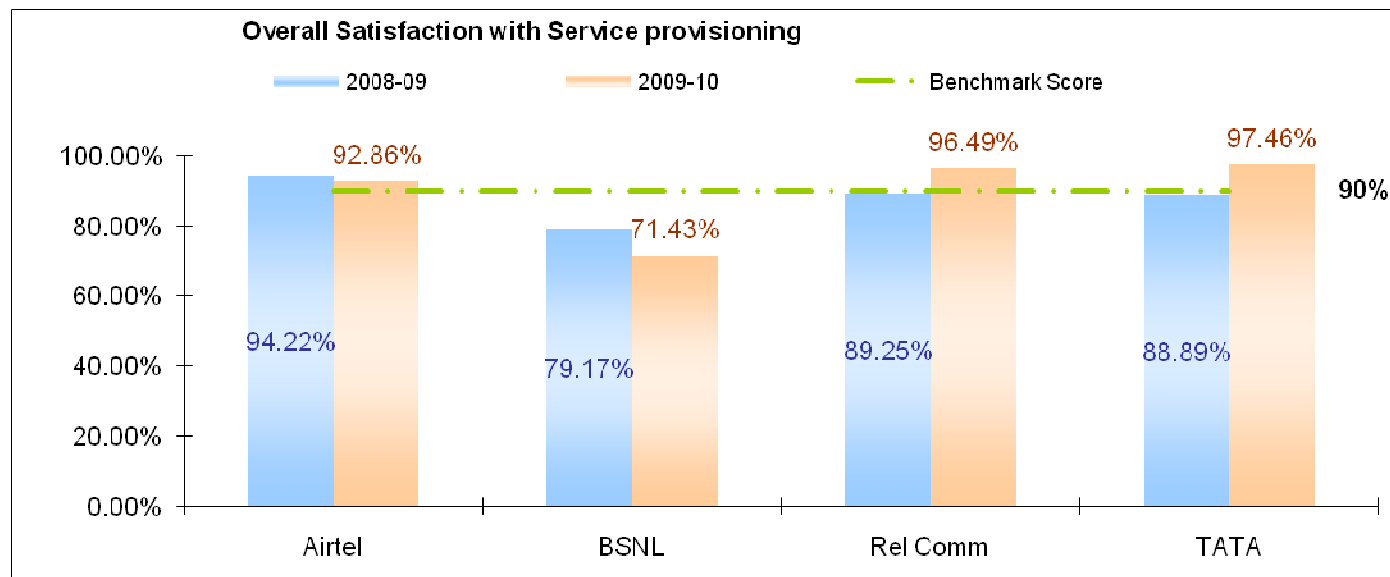
Legend	
Score Range (For level of satisfaction)	Cell color
Parameter meeting the benchmark	
Parameter not meeting the benchmark	

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

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

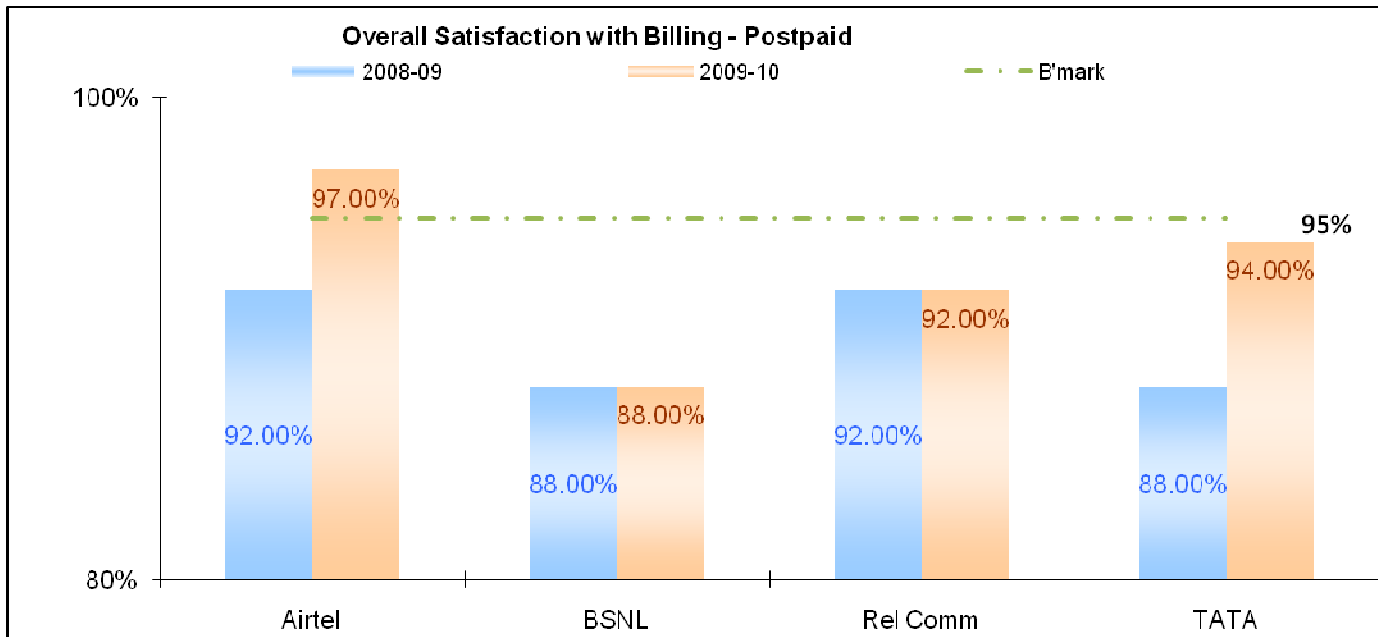
Overall Performance	2009-10				
	B'mark	Airtel	BSNL	Rel Comm	TATA
Customers satisfied with provisioning of service	≥90%	92.86%	71.43%	96.49%	97.46%
Customers satisfied with billing performance - Prepaid	≥95%	100.00%	100.00%	95.75%	96.65%
Customers satisfied with billing performance - Postpaid	≥95%	95.00%	88.00%	93.00%	92.00%
Customers satisfied with network performance, reliability and availability	≥95%	97.00%	88.00%	92.00%	94.00%
Customers satisfied with maintainability	≥95%	88.56%	71.09%	69.06%	85.10%
Customers satisfied with supplementary and value added services	≥90%	89.16%	75.00%	87.50%	86.37%
Customers satisfied with help services including grievance redressal	≥90%	89.00%	71.00%	77.00%	82.00%
Customers satisfied with overall service quality	≥90%	95.02%	91.46%	87.61%	90.29%

1. Service Provision



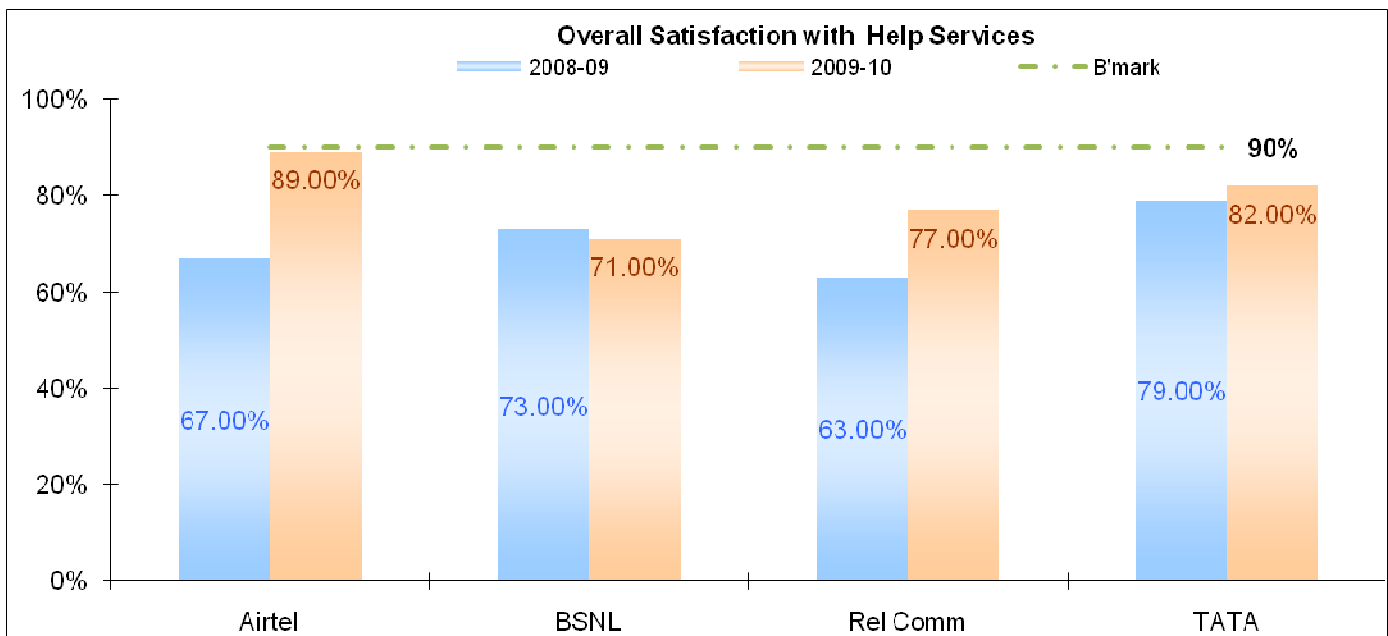
In the current round of survey, Airtel, Rel Comm, TATA meet the benchmark level of satisfaction with service provisioning (i.e. 90%) BSNL does not meet the benchmark score with 71.43% score.

2 Billing Parameter – Postpaid subscribers



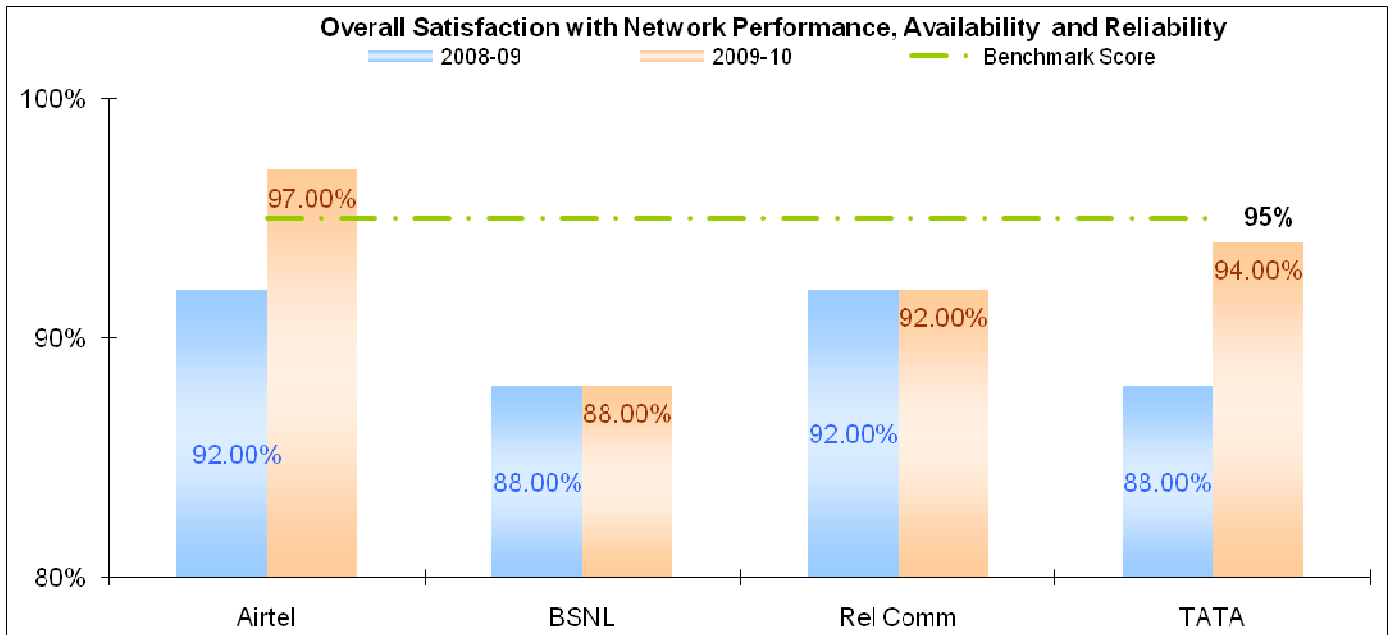
In the current round of survey, Airtel meets the benchmark level of satisfaction with billing parameter (i.e. 95%). BSNL, Rel Comm, TATA do not meet the benchmark score with 88%, 93%, 92% scores respectively.

3. Help Services



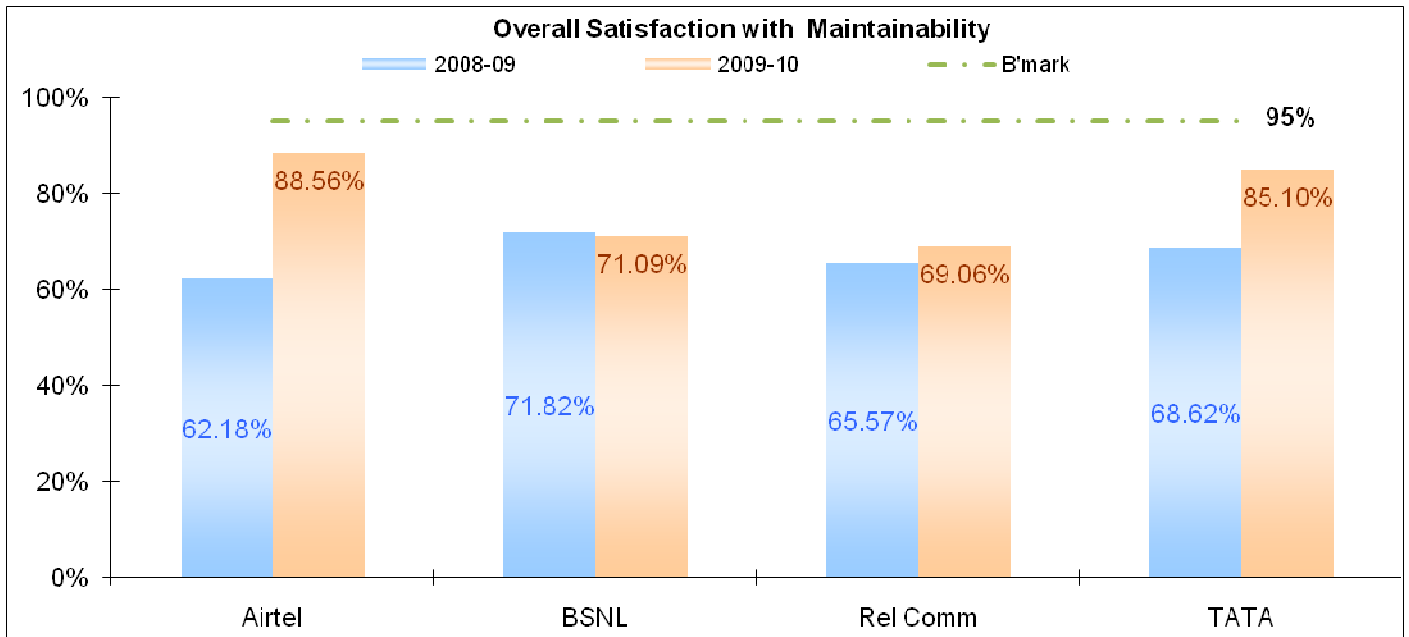
In the current round of survey, Airtel subscribers have maximum satisfaction with help services. Whereas BSNL has the lowest score.

4. Network Performance, Reliability and Availability



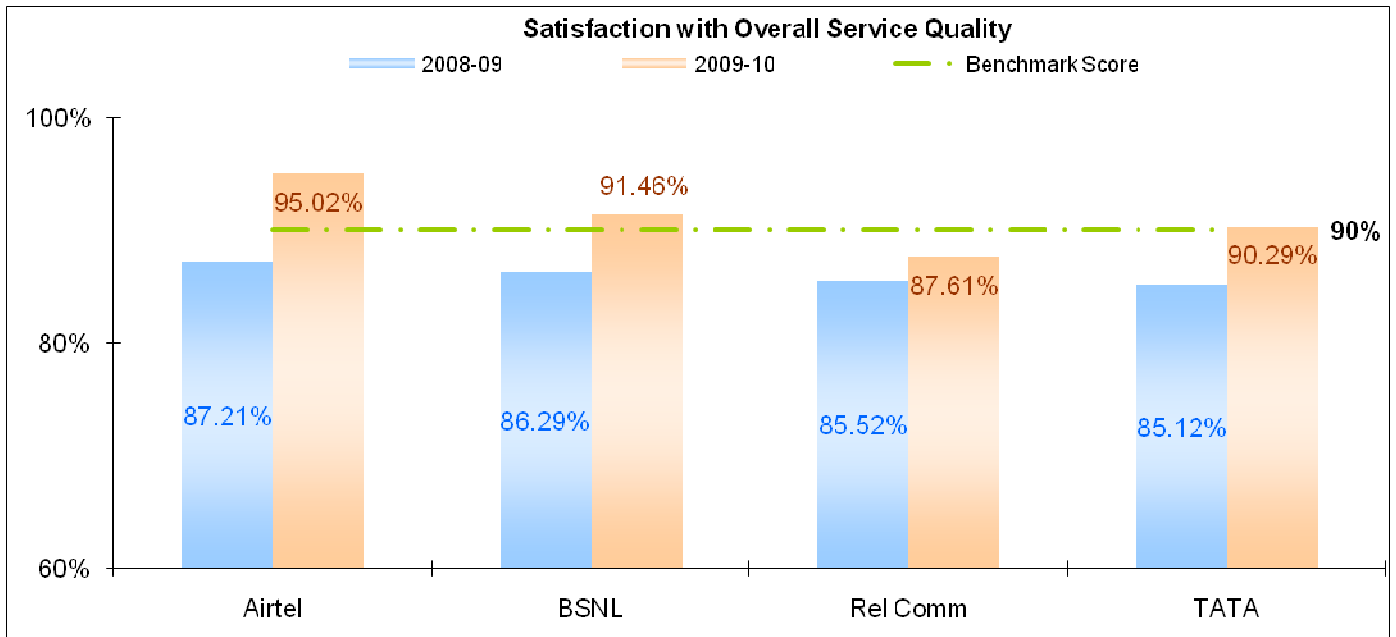
In the current round of survey, Airtel meets the benchmark level of satisfaction with Network Performance, Reliability and Availability (i.e. 95%). BSNL, Rel Comm, TATA do not meet the benchmark score with 88%, 92%, 94% scores respectively.

5. Maintainability



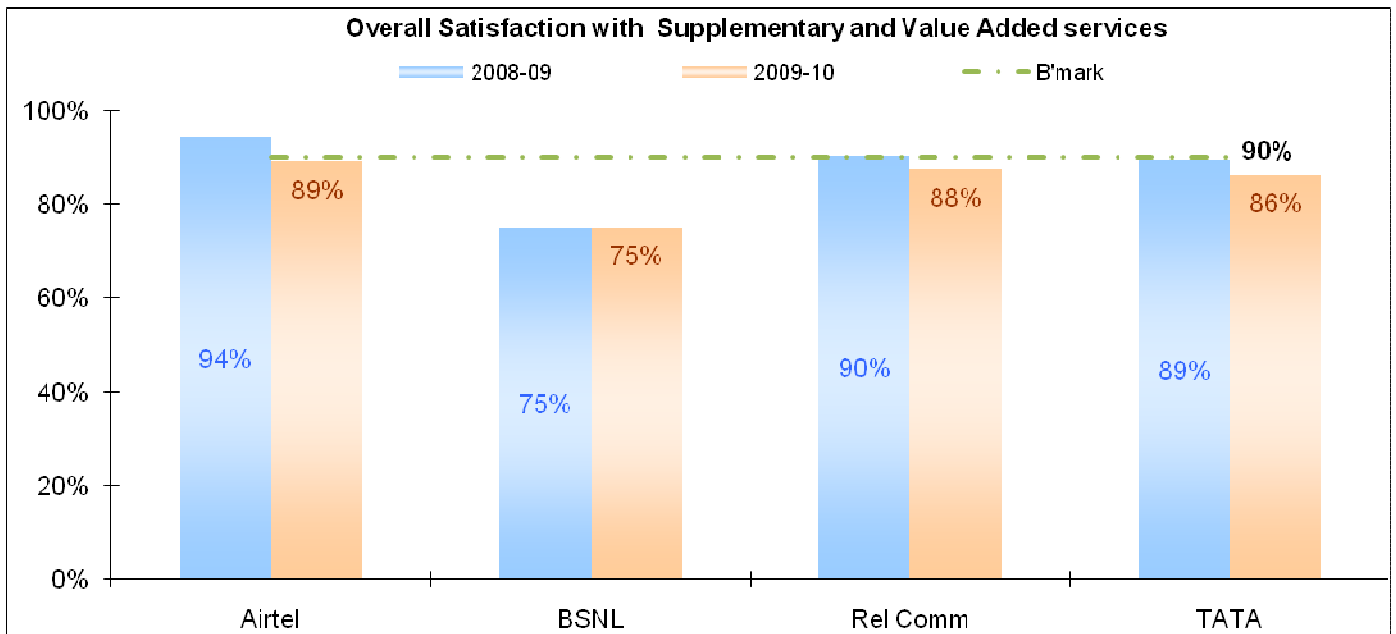
In the current round of survey, no operator meets the benchmark level of satisfaction with maintainability (i.e. 95%).

6. Overall Customer Satisfaction



In the current round of survey, for Overall customer Satisfaction Airtel, BSNL, TATA meet the benchmark level (i.e. 90%). Rel Comm does not meet the benchmark score with 87.61% score.

7. Supplementary Services



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

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

1. Redressal Mechanism - Stage 1: Call Center

Awareness about call centre telephone number	Airtel	BSNL	Rel Comm	TATA
Yes	83.37%	70.65%	85.69%	85.15%
No	15.73%	28.44%	14.22%	14.02%

The awareness of Call center number for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 70.65% for BSNL to 85.69% for Rel Comm.

The Percentage of consumers making any complaints to the toll free number within last 12 months is highest for Airtel. Also, Satisfaction level with complaint resolution by call center varies from 71.43% for Rel Comm to 88.05% for Airtel.

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

	Airtel	BSNL	Rel Comm	TATA
Awareness about contact details of Nodal officer	8.76%	6.20%	4.39%	5.44%
Awareness about the contact details of the appellate authority	4.61%	3.74%	1.62%	1.78%

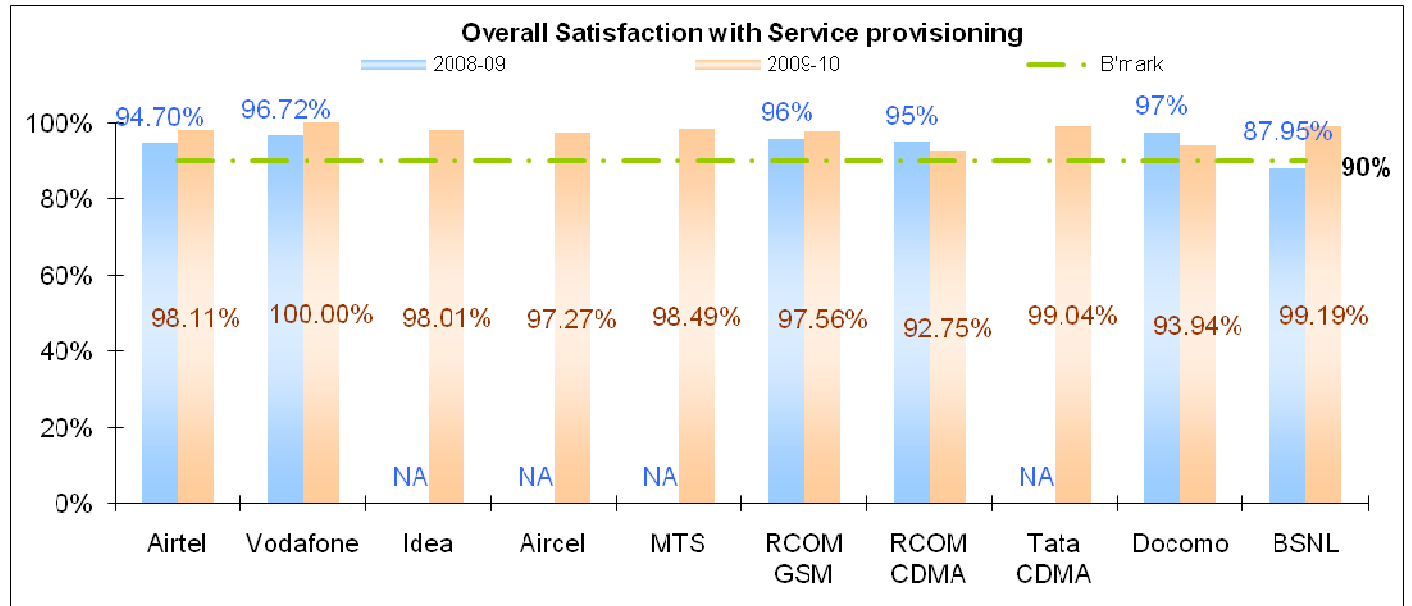
The awareness of Nodal officer and appellate authority for redressing grievances (i.e. Stage 2 of the 3 stage process) is very low for all the service

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

Overall Performance	2009-10										
	B'mark	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Customers satisfied with provisioning of service	≥90%	98.11%	100.00%	98.01%	97.27%	98.49%	97.56%	92.75%	99.04%	93.94%	99.19%
Customers satisfied with billing performance - Prepaid	≥95%	92.00%	93.00%	94.00%	91.00%	94.00%	87.00%	85.00%	94.00%	89.00%	91.00%
Customers satisfied with billing performance - Postpaid	≥95%	95.00%	94.00%	100.00%	81.00%	100.00%	20.00%	94.00%	88.00%	92.00%	82.00%
Customers satisfied with network performance, reliability and availability	≥95%	97.00%	97.00%	84.00%	86.00%	85.00%	74.00%	93.00%	91.00%	92.00%	76.00%
Customers satisfied with maintainability	≥95%	96.15%	95.90%	79.86%	83.29%	82.16%	78.71%	91.73%	88.68%	91.26%	76.40%
Customers satisfied with supplementary and value added services	≥90%	91.43%	87.90%	74.36%	81.22%	78.18%	85.30%	89.95%	93.83%	88.68%	91.87%
Customers satisfied with help services including grievance redressal	≥90%	86.00%	85.00%	76.00%	83.00%	84.00%	82.00%	84.00%	90.00%	87.00%	80.00%

Customers satisfied with overall service quality	≥90%	96.15%	95.61%	81.42%	84.19%	83.54%	74.23%	87.84%	90.40%	91.93%	75.88%
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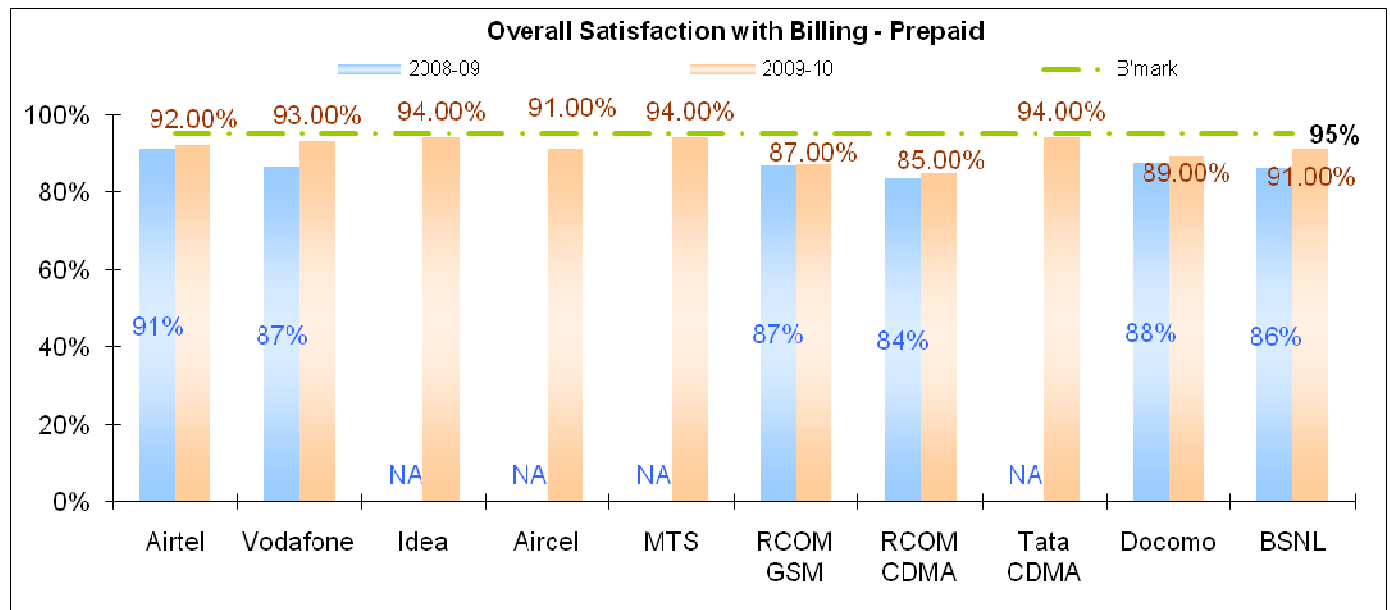
Service Provision (Benchmark – 90%)



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

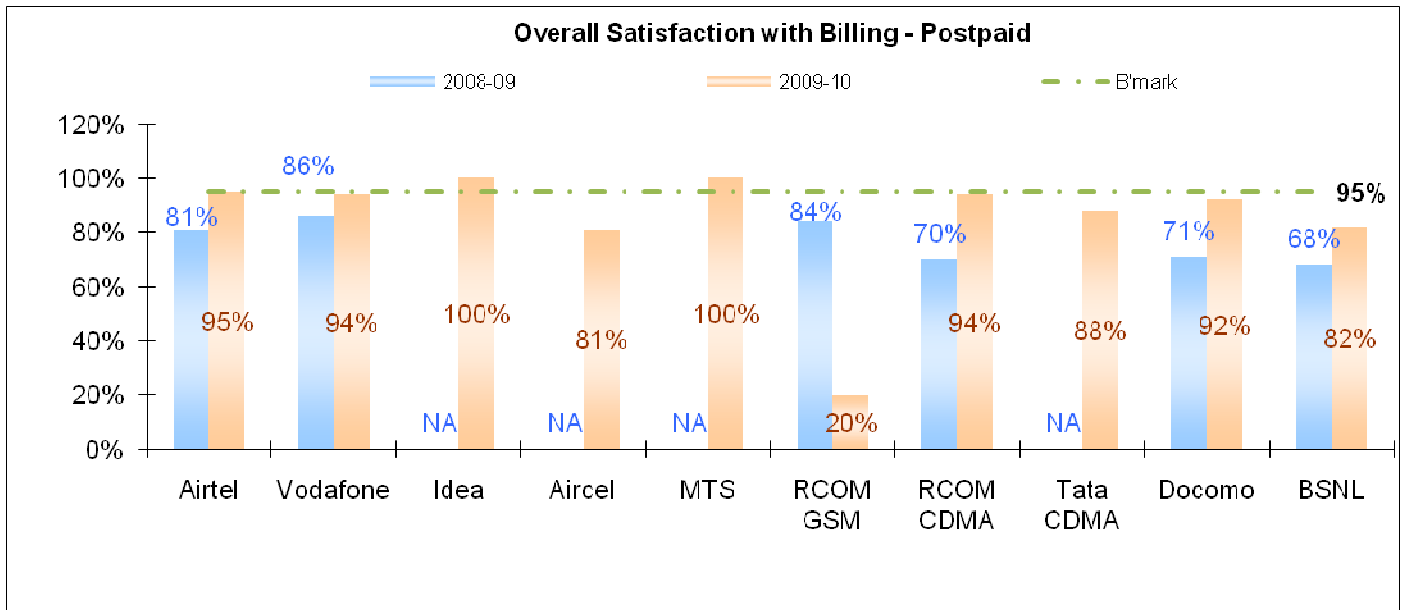
Billing performance (Benchmark – 95%)

Pre-paid Subscribers



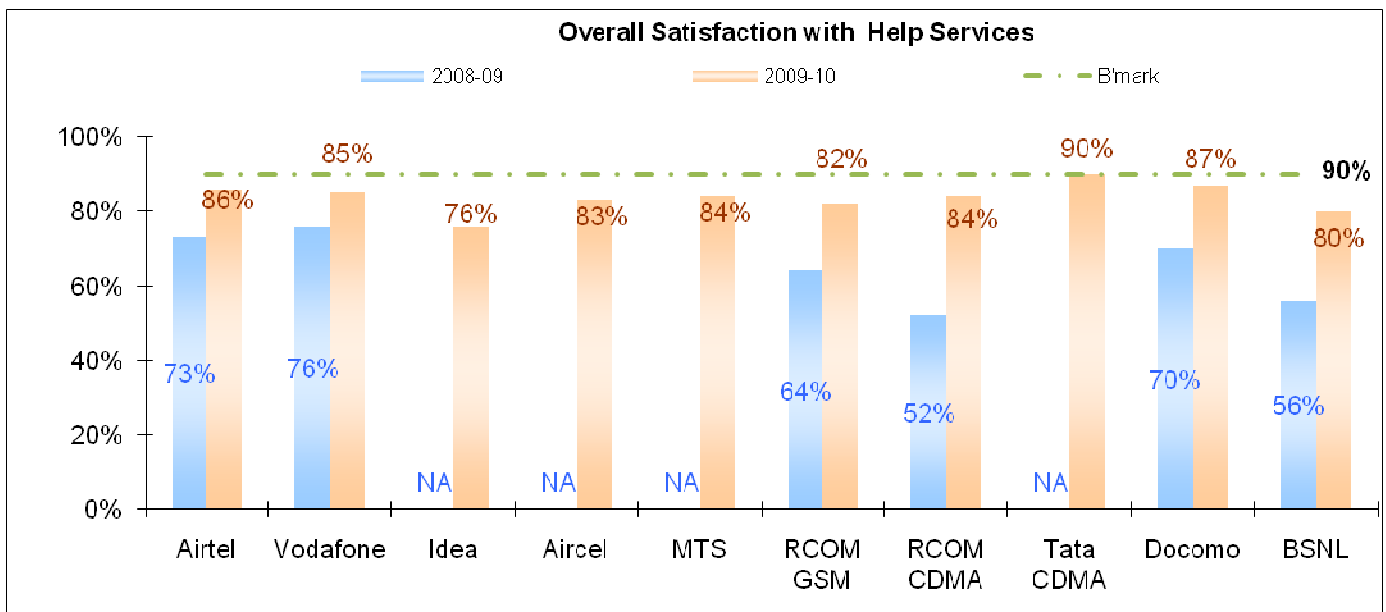
In the current round of survey, no operator meets the benchmark level of satisfaction with prepaid billing performance (i.e. 95%).

Post-paid Subscribers



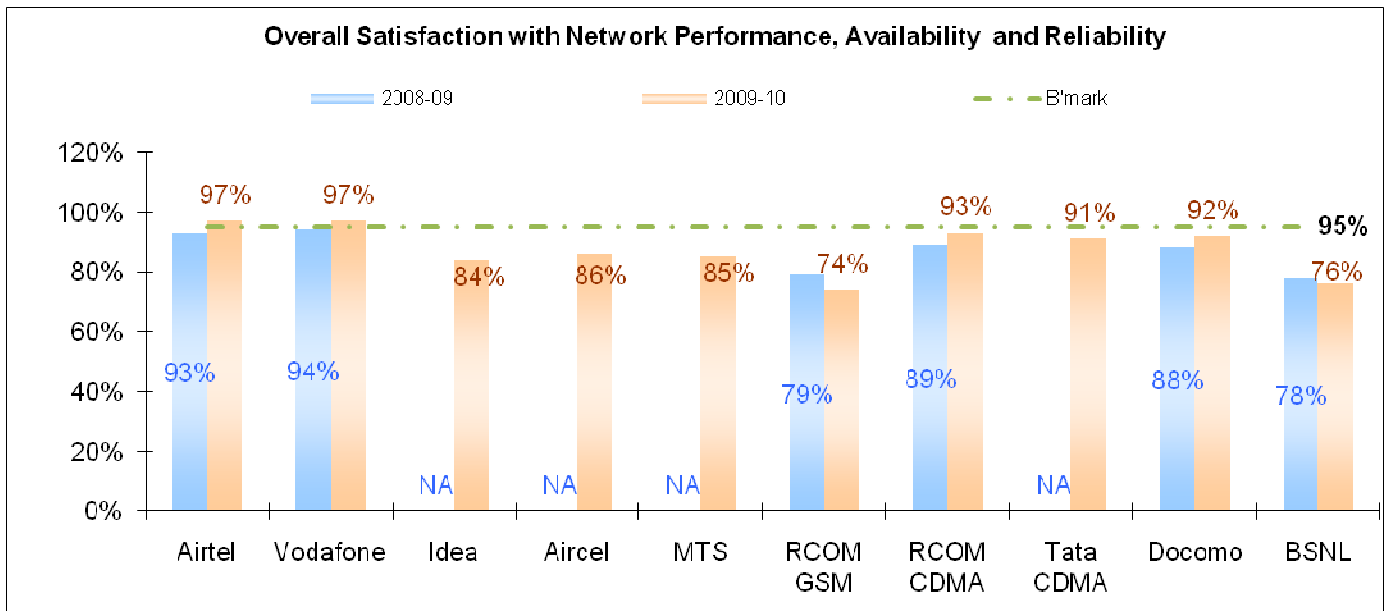
In the current round of survey, in the case of post-paid subscribers, Airtel, Idea, MTS meet the benchmark level of satisfaction with billing performance (i.e. 95%). Vodafone, Aircel, RCOM GSM, RCOM CDMA, Tata CDMA, DoCoMo, BSNL do not meet the benchmark score with 94%, 81%, 20%, 94%, 88%, 92%, 82% scores respectively.

Help Services (Benchmark – 90%)



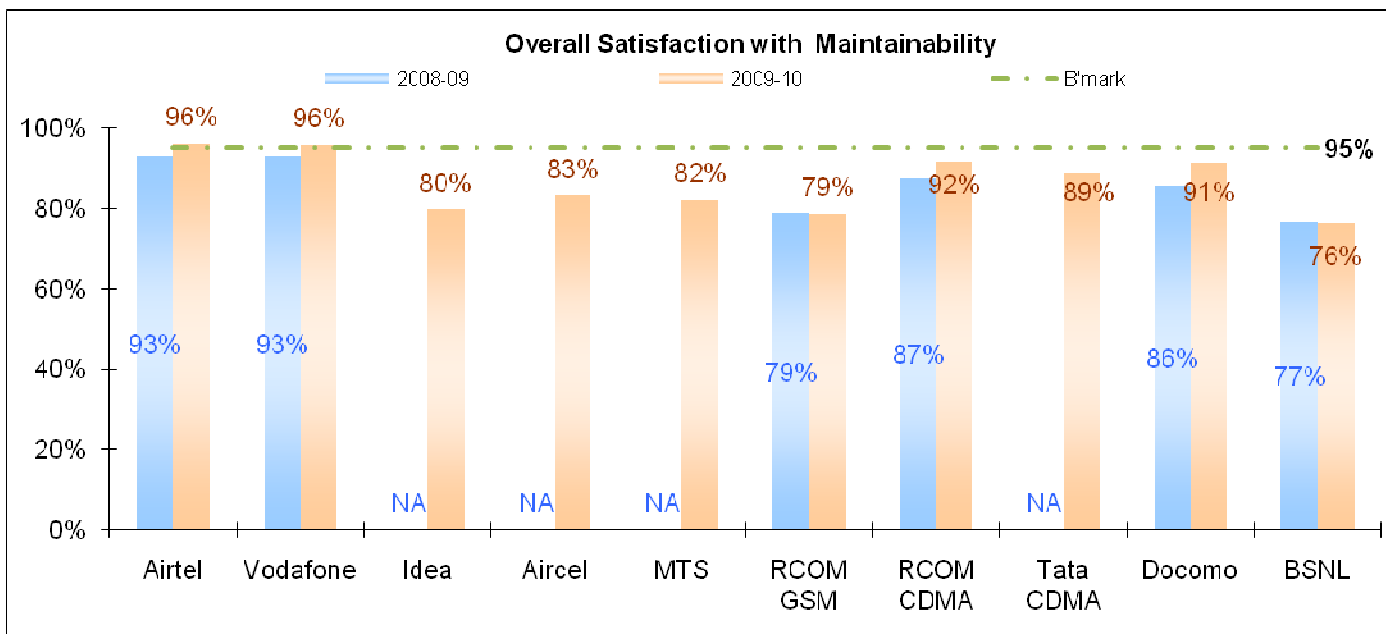
In the current round of survey, Tata CDMA meets the benchmark level of satisfaction with help services (i.e. 90%). Airtel, Vodafone, Idea, Aircel, MTS, RCOM GSM, RCOM CDMA, DoCoMo, BSNL do not meet the benchmark score with 86%, 85%, 76%, 83%, 84%, 82%, 84%, 87%, 80% scores respectively.

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



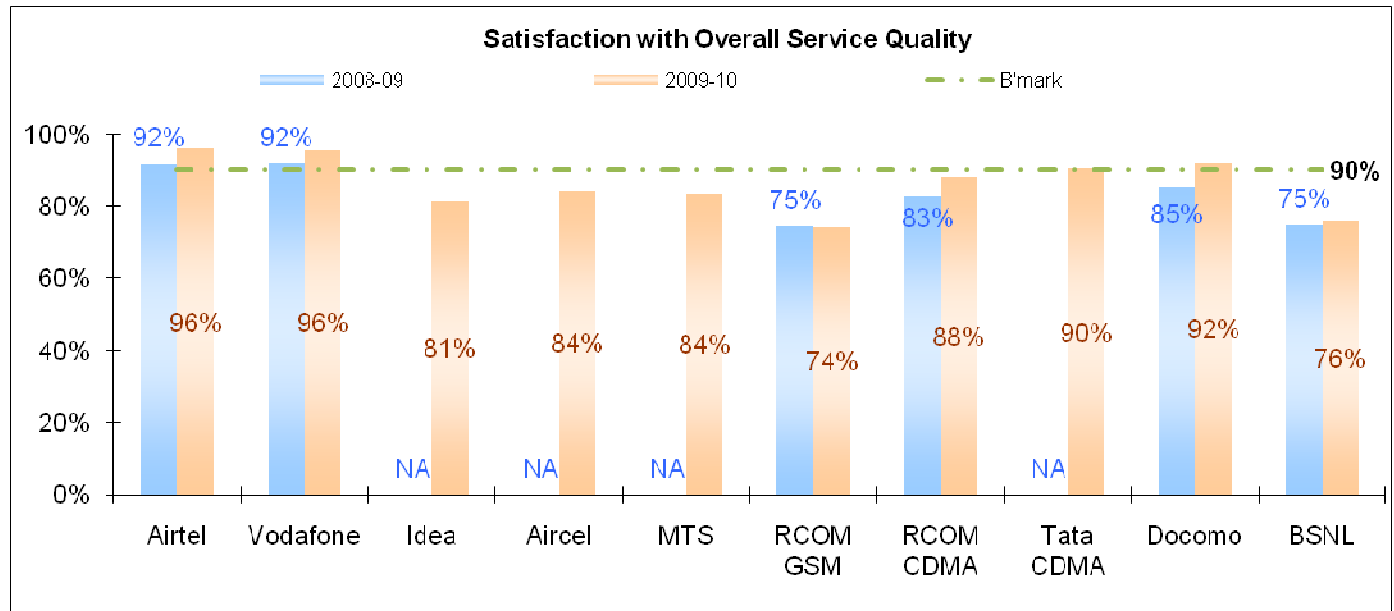
In the current round of survey, Airtel, Vodafone meet the benchmark level of satisfaction with network performance, reliability and availability (i.e. 95%). Idea, Aircel, MTS, RCOM GSM, RCOM CDMA, Tata CDMA, DoCoMo, BSNL do not meet the benchmark score with 84%, 86%, 85%, 74%, 93%, 91%, 92%, 76% scores respectively.

Maintainability (Benchmark – 95%)



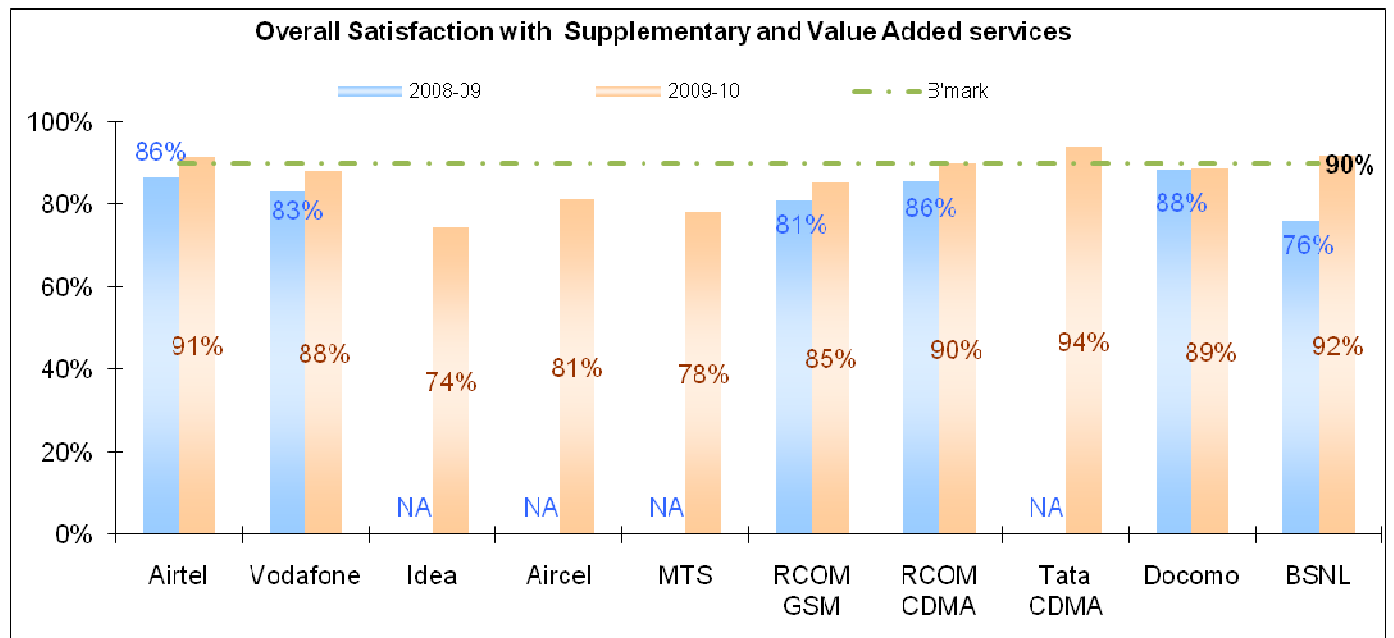
In the current round of survey, for satisfaction with maintainability, Airtel, Vodafone meet the benchmark level of satisfaction (i.e. 95%). Idea, Aircel, MTS, RCOM GSM, RCOM CDMA, Tata CDMA, DoCoMo, BSNL do not meet the benchmark score with 79.86%, 83.29%, 82.16%, 78.71%, 91.73%, 88.68%, 91.26%, 76.4% scores respectively.

Overall level of satisfaction (Benchmark – 90%)



In the current round of survey, Airtel, Vodafone, Tata CDMA, DoCoMo meet the benchmark for overall level of satisfaction (i.e. 90%). Idea, Aircel, MTS, RCOM GSM, RCOM CDMA, BSNL do not meet the benchmark score with 81.42%, 84.19%, 83.54%, 74.23%, 87.84%, 75.88% scores respectively.

Supplementary services (Benchmark – 90%)



In the current round of survey, Airtel, Tata CDMA, BSNL meet the benchmark level of satisfaction with supplementary services (i.e. 90%). Vodafone, Idea, Aircel, MTS, RCOM GSM, RCOM CDMA, DoCoMo do not meet the benchmark score with 87.9%, 74.36%, 81.22%, 78.18%, 85.3%, 89.95%, 88.68% scores respectively.

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

Redressal Mechanism - Stage 1: Call Center

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Awareness about call centre telephone number	88.87%	87.21%	59.21%	86.42%	84.62%	91.30%	91.75%	78.39%	91.77%	88.98%
Made any complaint to the customer care in last 12 months	39.96%	39.11%	23.35%	40.74%	40.22%	52.45%	47.85%	31.34%	44.66%	40.59%
Informed by call centre about the action taken on the complaint	86.87%	87.56%	79.15%	79.22%	53.61%	91.49%	86.51%	50.14%	84.36%	87.83%
Satisfaction with the system of complaint resolution by call centre										
Very satisfied	2.29%	2.80%	1.16%	1.54%	0.93%	2.61%	2.32%	0.54%	4.84%	1.11%
Satisfied	84.40%	85.98%	71.81%	81.50%	83.64%	81.74%	80.31%	83.92%	80.00%	81.11%
Dissatisfied	6.42%	4.91%	22.39%	13.00%	14.02%	12.17%	11.00%	12.26%	6.81%	10.44%
Very dissatisfied	6.88%	6.31%	4.63%	3.96%	1.40%	3.48%	6.37%	3.27%	8.35%	7.33%
Top-2	86.69%	88.78%	72.97%	83.04%	84.57%	84.35%	82.63%	84.46%	84.84%	82.22%
Bot-2	13.30%	11.22%	27.02%	16.96%	15.42%	15.65%	17.37%	15.53%	15.16%	17.77%

The awareness of Call center number for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 59.21% for Idea to 91.77% for DoCoMo

The percentage of consumers making any complaints to the toll free number within last 12 months is highest for RCOM GSM with 52.45%

The percentage of customers informed by call centre about the action taken on the complaint is lowest for Tata CDMA
Also, satisfaction level with complaint resolution by call center varies from 72.97% for Idea to 88.78% for Vodafone

Redressal Mechanism – Nodal officer and Appellate Authority

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Awareness about contact details of Nodal officer	2.37%	2.81%	1.16%	1.68%	0.56%	3.26%	2.29%	1.79%	2.94%	3.67%
Awareness about the contact details of the appellate authority	1.37%	1.54%	0.54%	0.71%	0.56%	0.36%	1.28%	0.94%	0.69%	2.33%

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

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

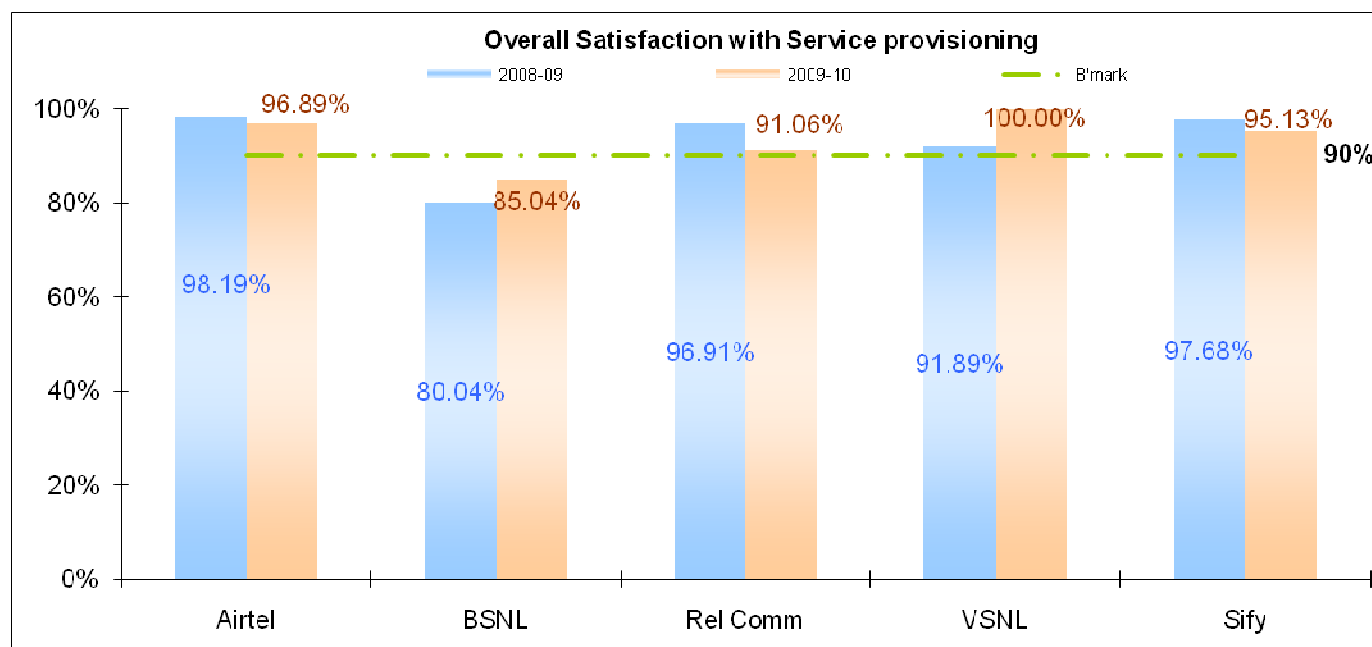
Satisfaction level of subscribers with various parameters of Broadband service:

Overall Performance	2009-10					
	B'mark	Airtel	BSNL	Rel Comm	VSNL	Sify
Customers satisfied with provisioning of service	>90%	96.89%	85.04%	91.06%	100.00%	95.13%

Customers satisfied with billing performance - Prepaid	>90%	88.89%	94.12%	95.23%	93.72%	90.18%
Customers satisfied with billing performance - Postpaid	>90%	95.00%	90.00%	92.00%	94.00%	91.00%
Customers satisfied with network performance, reliability and availability	>85%	94.00%	79.00%	83.00%	88.00%	71.00%
Customers satisfied with maintainability	>85%	83.46%	74.04%	82.48%	85.03%	74.39%
Customers satisfied with supplementary and value added services	>85%	89.16%	75.00%	80.00%	66.67%	84.85%
Customers satisfied with help services including grievance redressal	>90%	82.00%	71.00%	76.00%	77.00%	66.00%
Customers satisfied with overall service quality	>85%	92.32%	79.48%	82.57%	82.68%	64.57%

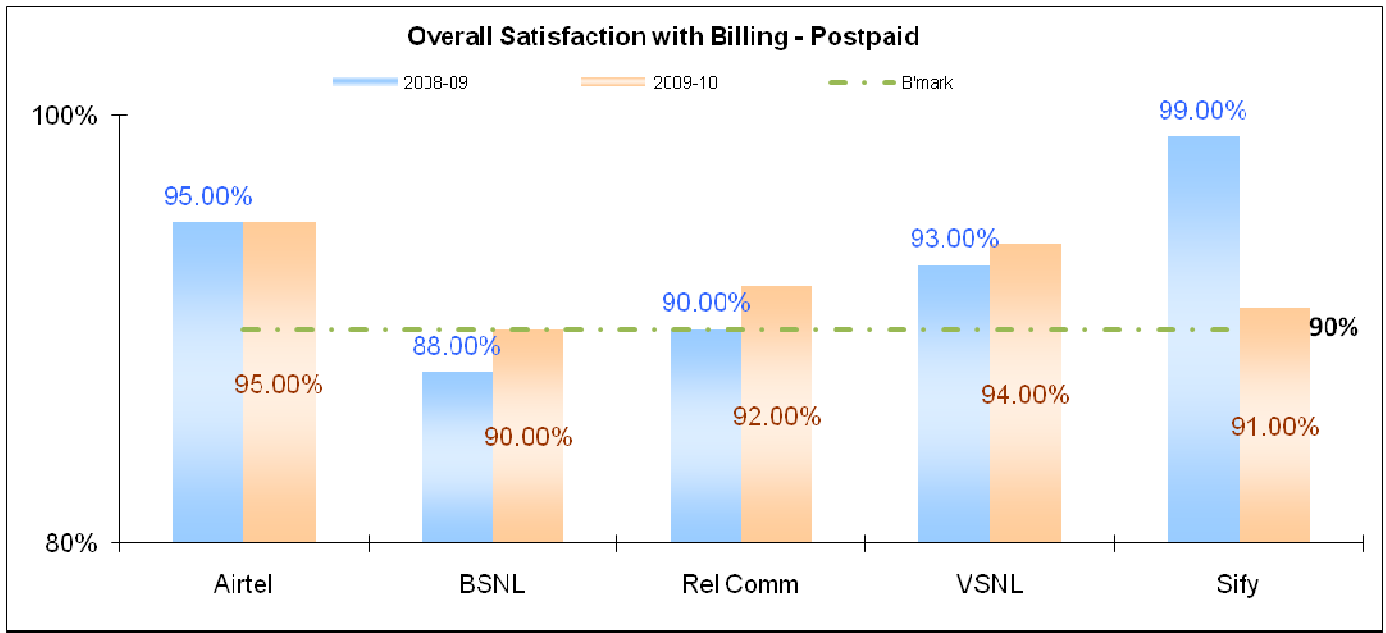
[*Note: Satisfaction level for BSNL (prepaid billing) is calculated on a low base as service provider has limited number of prepaid customers for Broadband service. Similarly for Sify, satisfaction level for postpaid billing is calculated on a low base owing to the fact that only corporate customers are provided post paid connections by the operator]

Service Provision (Benchmark – 90%)

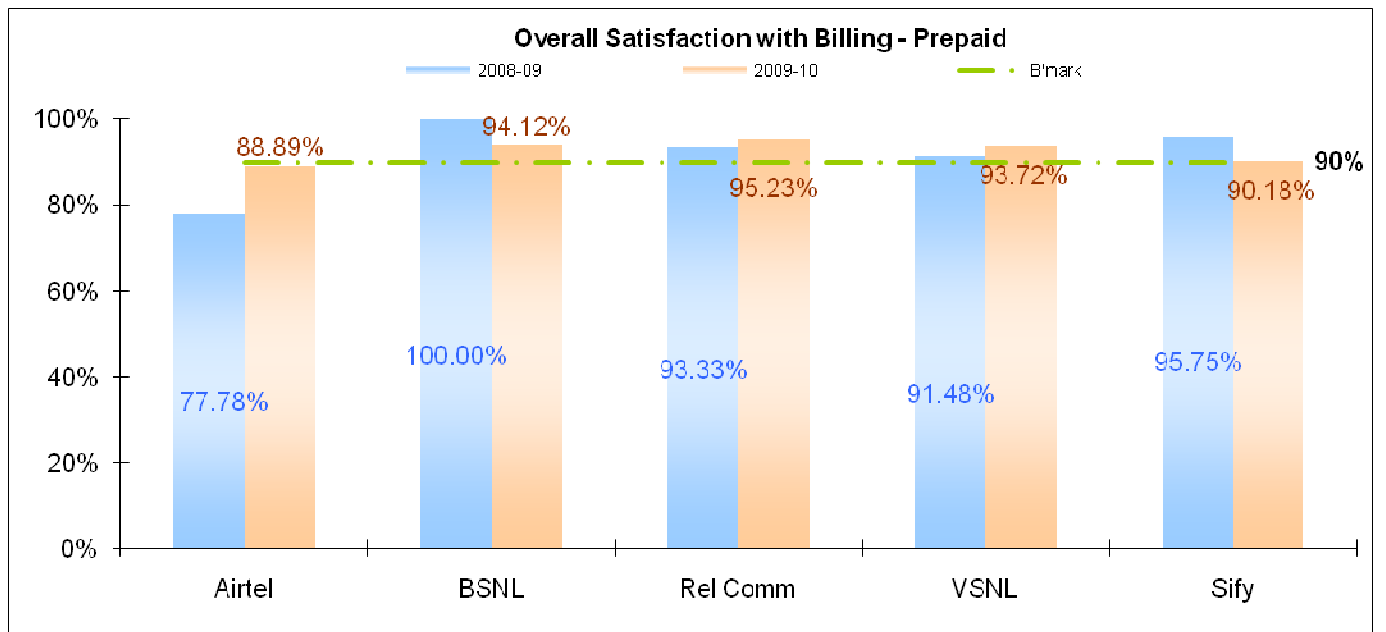


In the current round of survey, Airtel, Rel Comm, VSNL, Sify meet the benchmark level for satisfaction with service provisioning (i.e. 90%). BSNL does not meet the benchmark score with 85.04% score.

Billing performance (Benchmark – 90%)

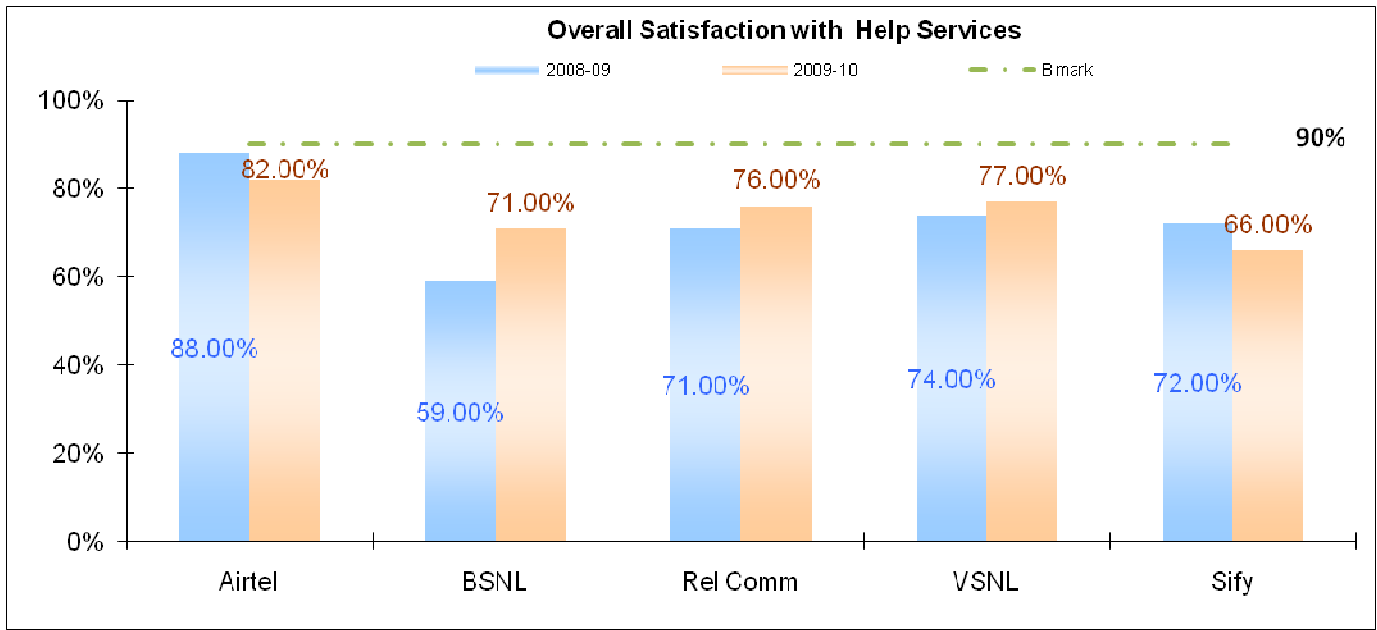


In the current round of survey, for postpaid connection, all operators meet the benchmark level for satisfaction with billing performance (i.e. 90%).



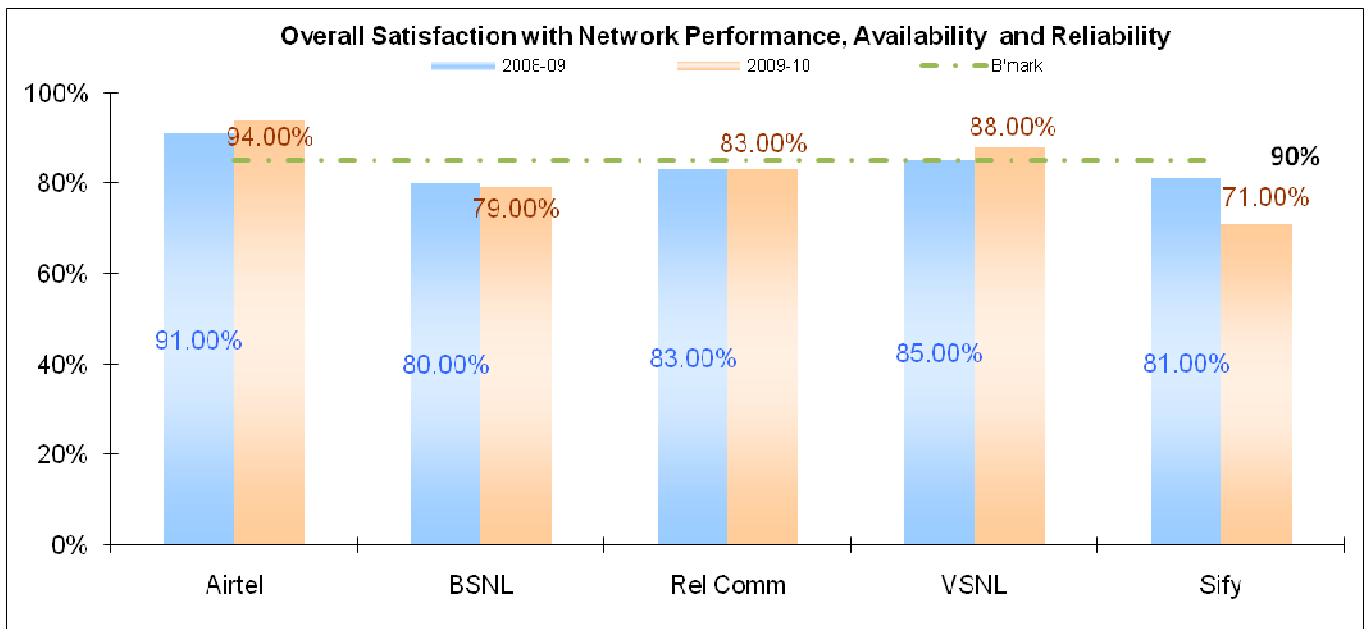
In the current round of survey, for prepaid connection, BSNL, Rel Comm, VSNL, Sify meet the benchmark level for satisfaction with billing performance (i.e. 90%). Airtel does not meet the benchmark score with 88.89% score.

Help Services (Benchmark – 90%)



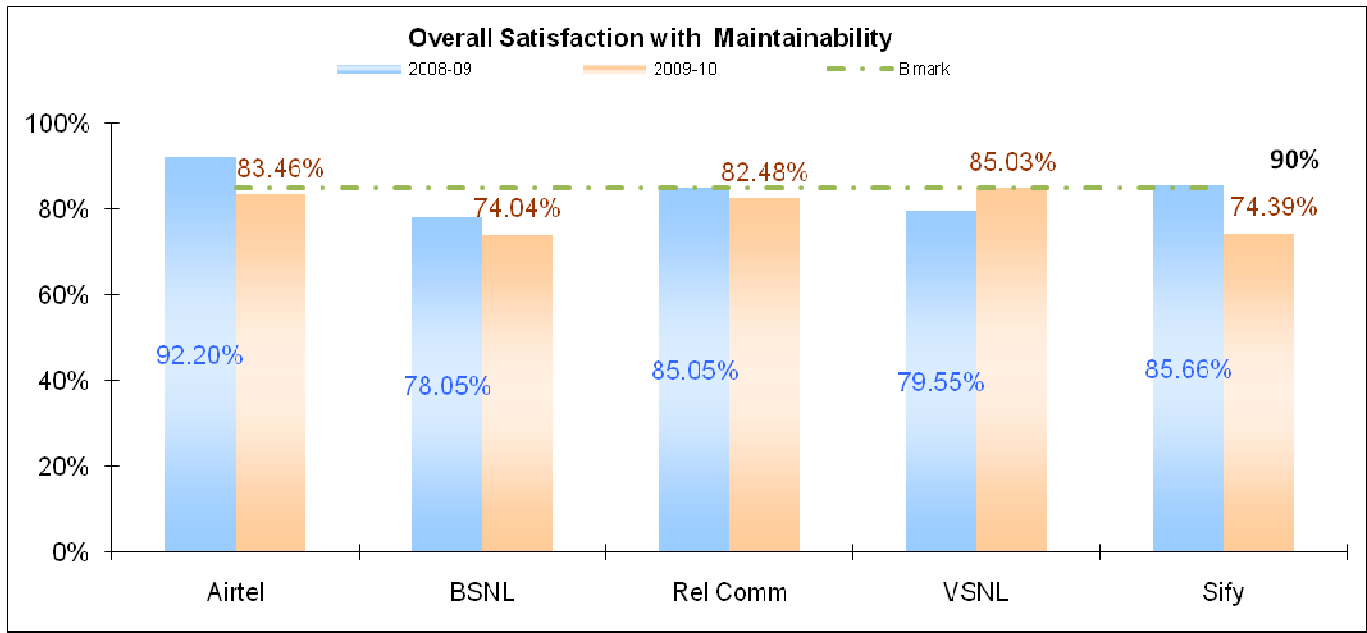
In the current round of survey, no operator meets the benchmark level for satisfaction with help services (i.e. 90%).

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



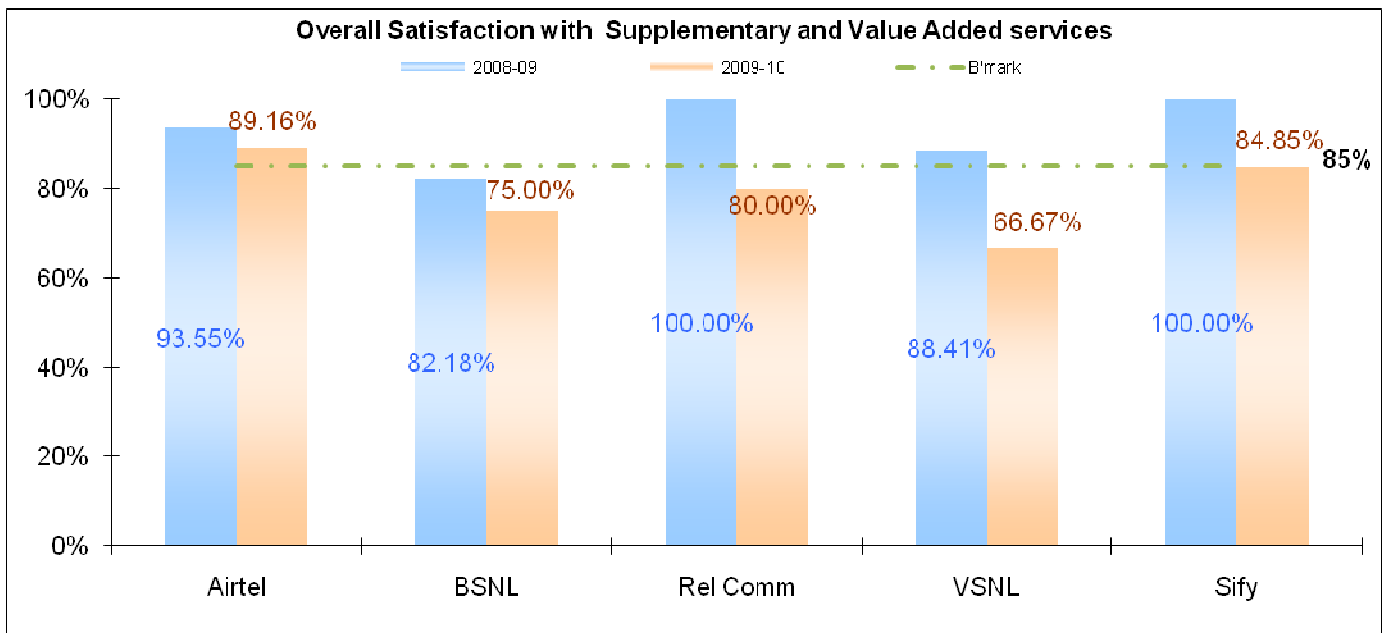
In the current round of survey, Airtel, VSNL meet the benchmark level for satisfaction with network performance, reliability and availability (i.e. 85%). BSNL, Rel Comm, Sify do not meet the benchmark score with 79%, 83%, 71% scores respectively.

Maintainability (Benchmark - 85%)

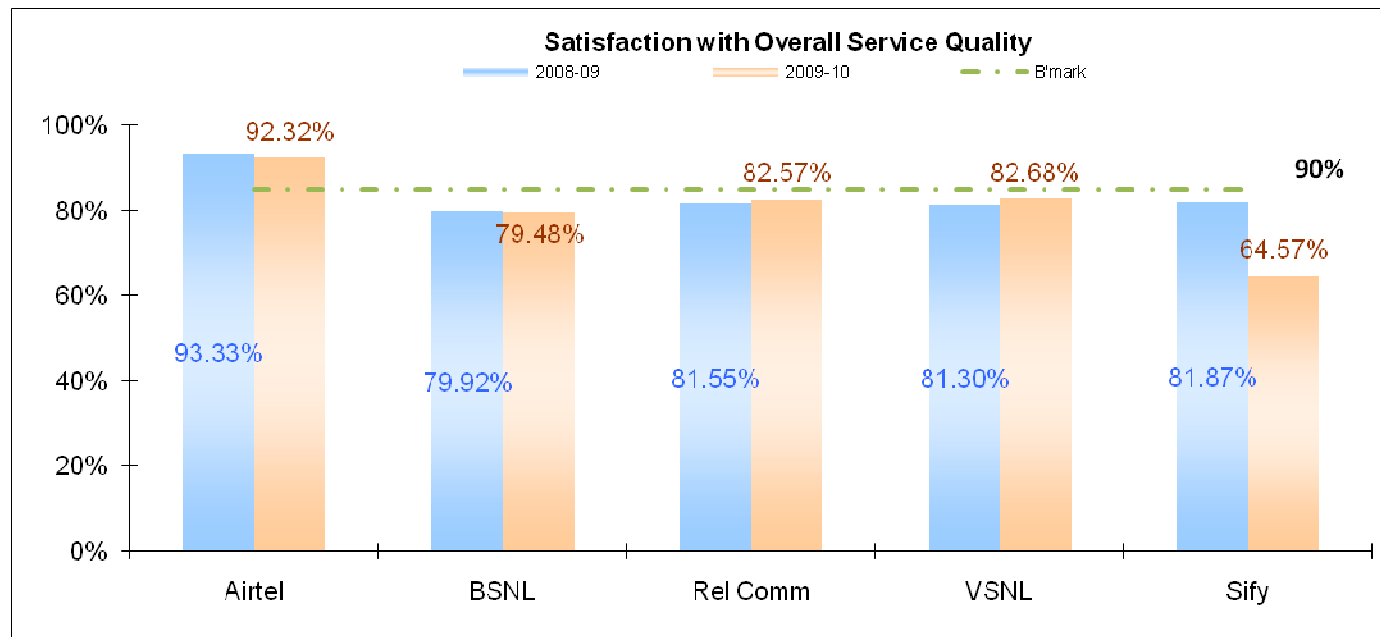


In the current round of survey, VSNL meets the benchmark level for satisfaction with maintainability (i.e. 85%). Airtel, BSNL, Rel Comm, Sify do not meet the benchmark score with 83.46%, 74.04%, 82.48%, 74.39% scores respectively.

Supplementary Services (Benchmark - 85%)



In the current round of survey, Airtel meets the benchmark level for satisfaction with supplementary services (i.e. 85%). BSNL, Rel Comm, VSNL, Sify do not meet the benchmark score with 75%, 80%, 66.67%, 84.85% scores respectively.

Overall level of customer satisfaction (Benchmark - 85%)

In the current round of survey, Airtel meets the benchmark for overall level of customer satisfaction (i.e. 85%). BSNL, Rel Comm, VSNL, Sify do not meet the benchmark score with 79.48%, 82.57%, 82.68%, 64.57% scores respectively.

4.3.1 Consumer Protection and Grievance Scores for the Broadband survey**Redressal Mechanism**

	Airtel	BSNL	Rel Comm	VSNL	Sify
Awareness about facility for measuring connection speed	54.14%	62.40%	43.78%	41.33%	36.62%
Manual of practice provided while subscribing for new broadband connection	67.10%	57.41%	50.00%	28.57%	18.93%

Awareness about provision for measuring connection speed varies from 36.62% for Sify to 62.4% for BSNL. Similarly provisioning of manual of practice with new connection varies 18.93% for Sify to 67.1% for Airtel.

Redressal Mechanism: Call Center

	Airtel	BSNL	Rel Comm	VSNL	Sify
Awareness about call centre telephone number	79.17%	91.21%	89.41%	90.00%	66.87%
Made any complaint to the customer care in last 12 months	36.79%	63.09%	67.00%	62.36%	37.92%

Informed by call centre about the action taken on the complaint	71.89%	77.96%	77.40%	70.68%	55.74%
Satisfaction with the system of complaint resolution by call centre	78.90%	71.33%	75.62%	79.04%	61.17%

The awareness of Call center number for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from Sify with 66.87% to BSNL with 91.21%. The Percentage of consumers making any complaints to the toll free number within last 12 months is highest for Rel Comm with 67%. The percentage of customers informed by call centre about the action taken on the complaint is lowest for Sify. Also, satisfaction level with complaint resolution by call center varies from Sify with 61.17% to VSNL with 79.04%.

Redressal Mechanism – Nodal officer and Appellate Authority

	Airtel	BSNL	Rel Comm	VSNL	Sify
Awareness about contact details of Nodal officer	25.18%	10.64%	11.04%	12.83%	5.59%
Awareness about the contact details of the appellate authority	18.13%	5.00%	4.57%	9.34%	2.99%

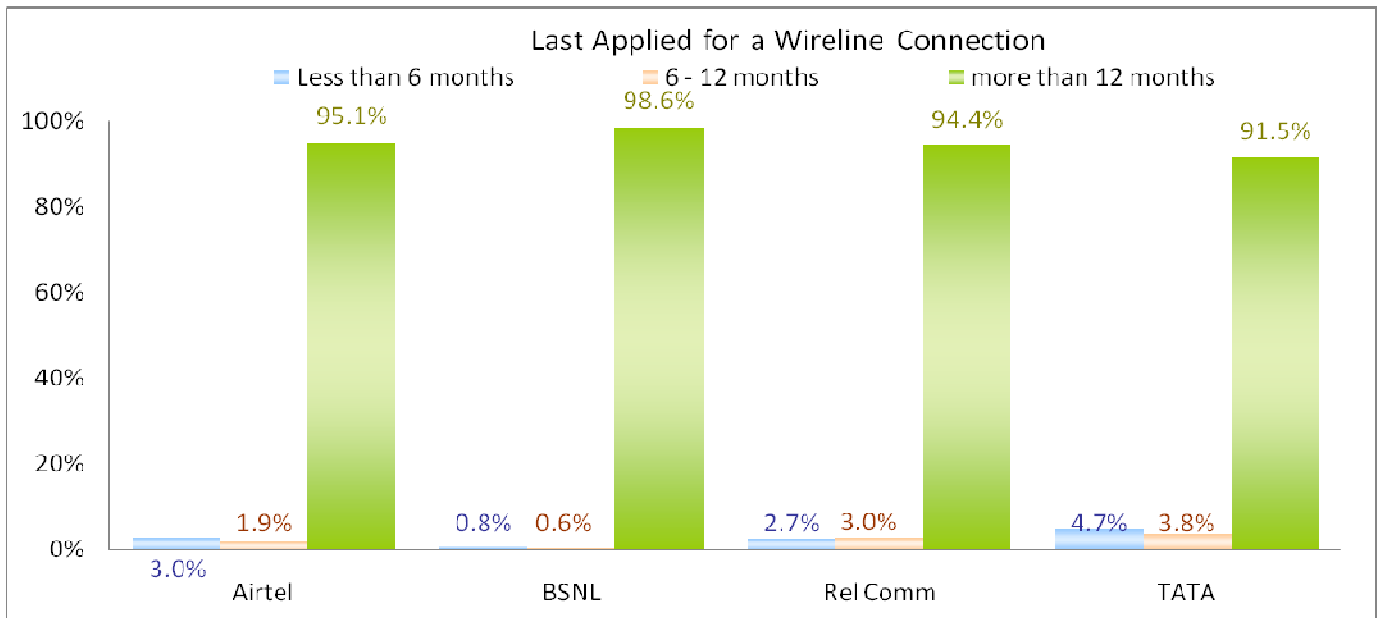
Of all the subscribers contacted across all the service providers, very few subscribers are even aware of the existence of Nodal officer and Appellate Authority for redressal of grievances except for Airtel.

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.

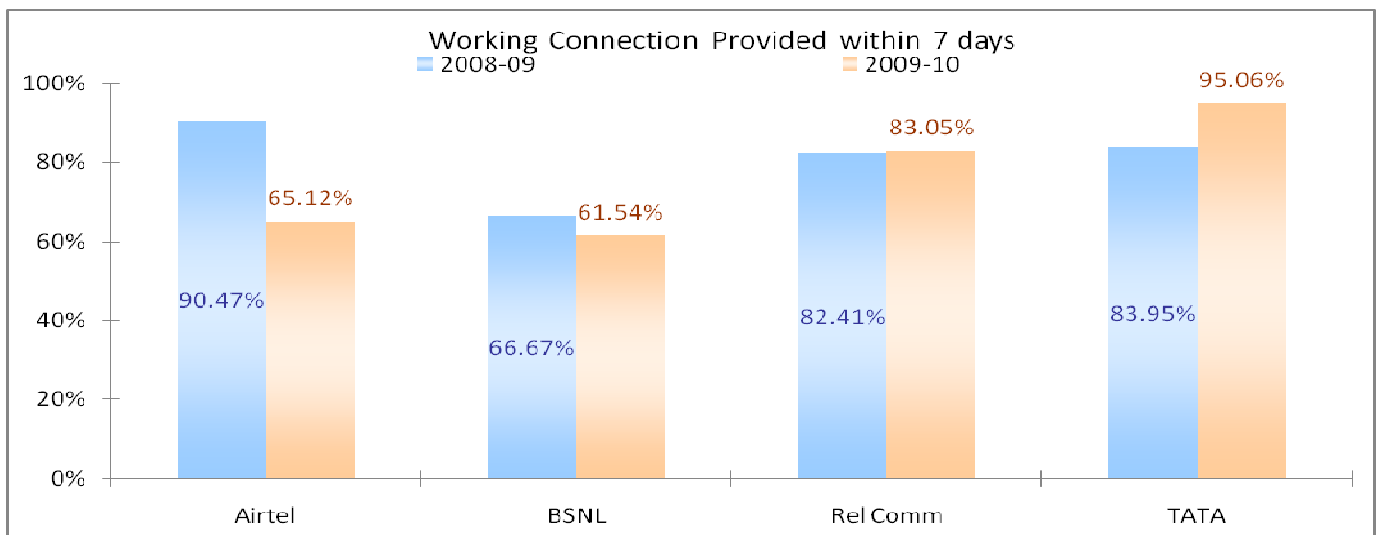
5.1.1 Service Provision sub-aspects

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.



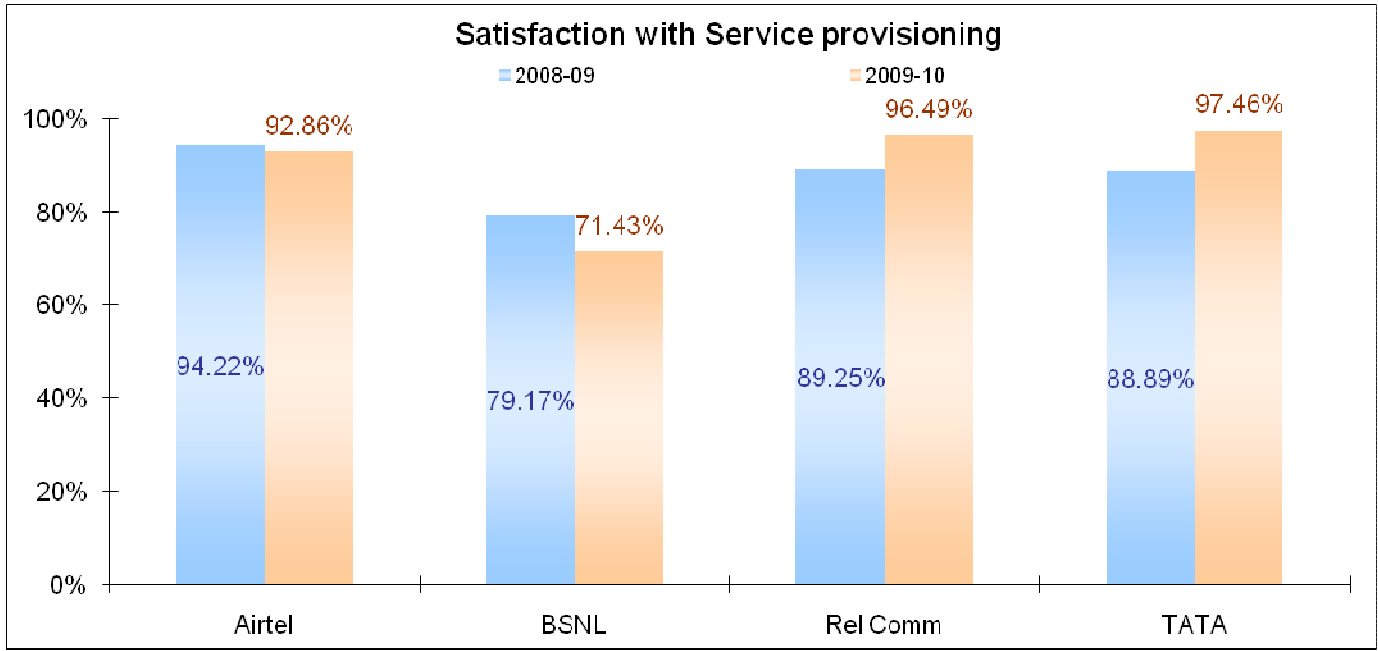
In last 6 months, maximum subscribers have applied for TATA with 4.71% connection. Whereas minimum connections applied for during the same period were for BSNL with 0.82%. Same figure for the period of 6-12 months was found to be maximum for TATA with 3.77% and minimum for BSNL with 0.55%.

b. Time taken to provide a working connection



For number of working connections provided within 7 days, TATA with 95.06% scored highest. Whereas BSNL with 61.54% scored lowest.

Satisfaction with service provision:



For satisfaction with service provisioning, TATA with 97.46% scored highest. Whereas BSNL with 71.43% scored lowest.

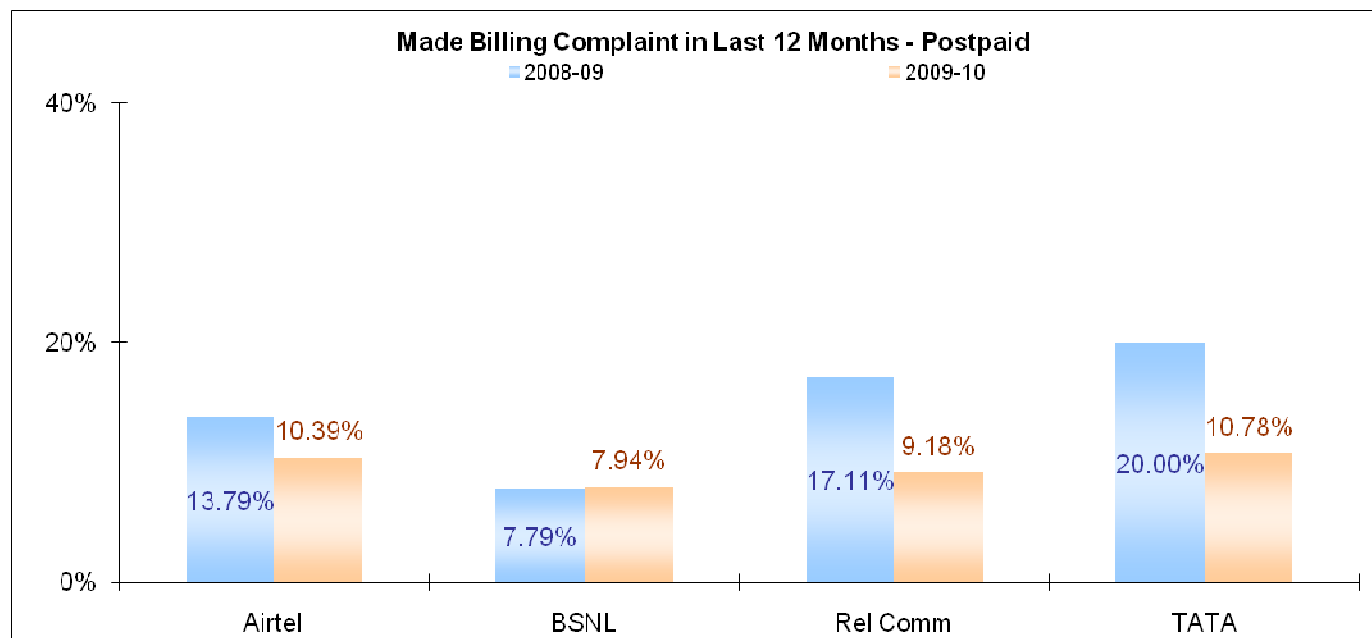
	Airtel	BSNL	Rel Comm	TATA
Satisfaction with time taken for activation	2009-10			
Very satisfied	19.05%	21.43%	21.05%	22.78%
Satisfied	73.81%	50.00%	75.44%	74.68%
Dissatisfied	4.76%	28.57%	3.51%	1.27%
Very dissatisfied	2.38%	0.00%	0.00%	1.27%
Top-2	92.86%	71.43%	96.49%	97.46%
Bot-2	7.14%	28.57%	3.51%	2.54%

5.1.2 Billing Related sub-aspects

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

Post-paid Subscribers

a. Percentage of Billing Complaints



Subscribers of TATA with 10.78% made maximum number of billing related complaints in 2009-10. For 2008-09, maximum billing complaints were made for TATA with 20%.

b. Satisfaction with various billing parameters

Satisfaction with Billing Parameters : For Postpaid customers	Airtel	BSNL	Rel Comm	TATA
Timely delivery of bills	96.38%	88.03%	93.93%	95.06%
Accuracy of bills	95.05%	88.81%	93.10%	93.51%
Process of resolution of billing complaints	56.75%	31.77%	42.19%	31.03%
Clarity i.e. transparency and understandability of bills	97.55%	91.44%	95.83%	94.51%

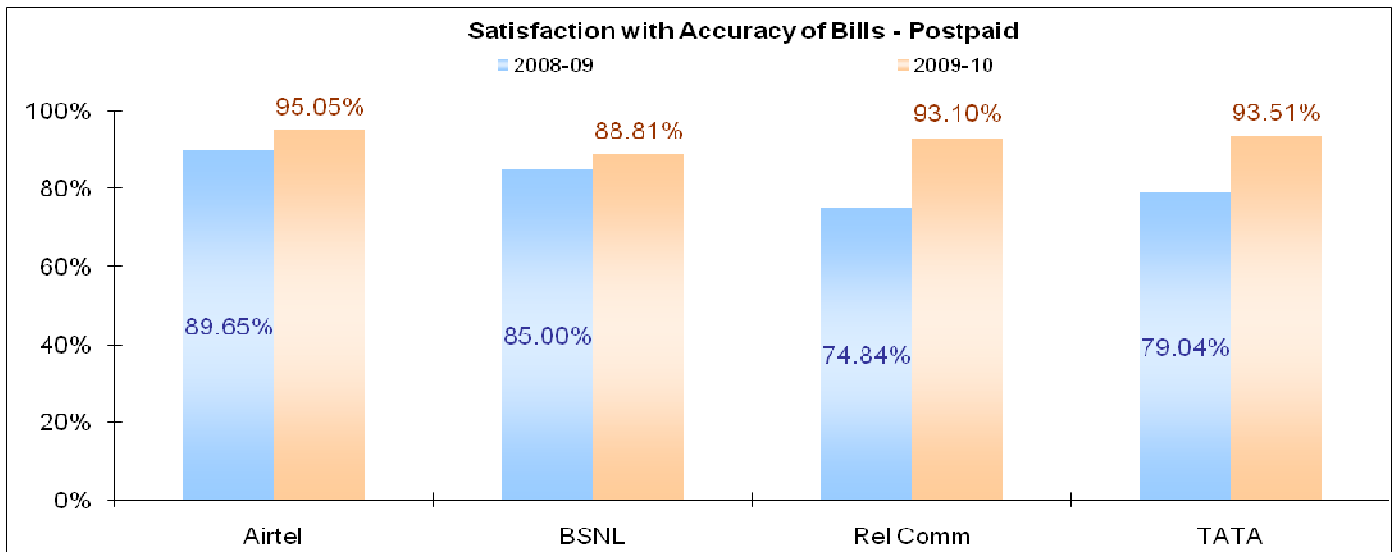
Satisfaction with timely delivery of bills for postpaid subscribers was found to be lowest for BSNL with 88.03%.

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

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

For satisfaction with resolution of billing complaints, TATA with 31.03% scored lowest.

Level of satisfaction with Billing – Post paid subscribers:



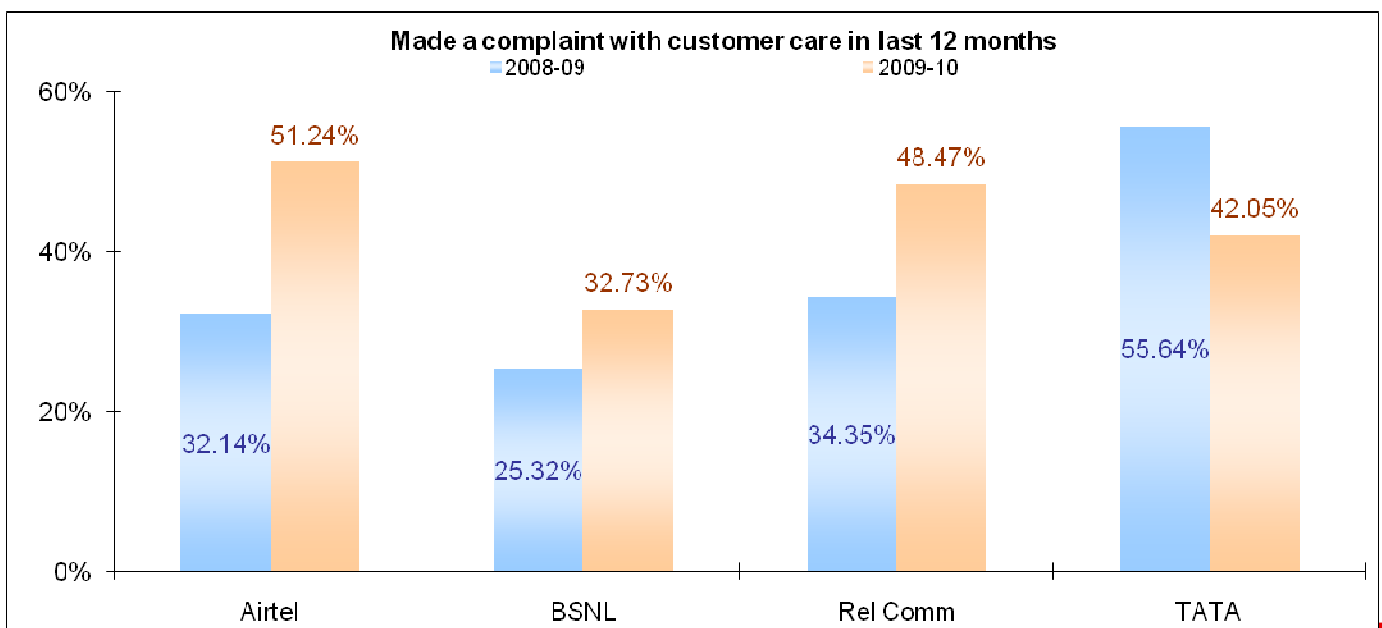
The scores of level of satisfaction have been explained in the executive summary.

Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	TATA
Very Satisfied	26.33%	12.49%	4.32%	12.98%
Satisfied	68.72%	76.32%	88.78%	80.53%
Total	95.05%	88.81%	93.10%	93.51%

Maximum score for satisfaction with Accuracy of bills for postpaid was found to be for Airtel with 95.05% of its subscribers claiming to be either satisfied or very satisfied.

5.1.3 Help Services Related sub-aspects

a. Percentage of subscribers making Query in last 12 months



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

b. Satisfaction with Help Services / Customer Care

<u>Satisfaction with help services</u>	Airtel	BSNL	Rel Comm	TATA
Ease of access of call center toll free number	91.01%	77.72%	85.80%	86.32%
Response time to answer call by customer care executive	90.79%	76.60%	82.64%	86.82%
Problem solving ability of customer care executive	87.06%	65.46%	73.77%	79.80%
Time taken by customer care executive in resolving complaints	87.72%	64.90%	72.79%	78.85%

For ease of accessing customer care, BSNL with 77.72% scored lowest. For satisfaction with problem solving ability of the customer care executive, BSNL scored lowest whereas Airtel scored highest.

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

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

5.1.4 Network performance, reliability and availability related sub-aspects

a. Satisfaction with network performance, reliability and availability

<u>Very Satisfied & Satisfied scores</u>	Airtel	BSNL	Rel Comm	TATA
Availability of working telephone (with dial tone)	97.08%	87.67%	92.81%	93.98%
Ability to make or receive calls easily	96.96%	90.49%	92.05%	94.39%
Voice quality	95.72%	86.30%	91.38%	92.18%

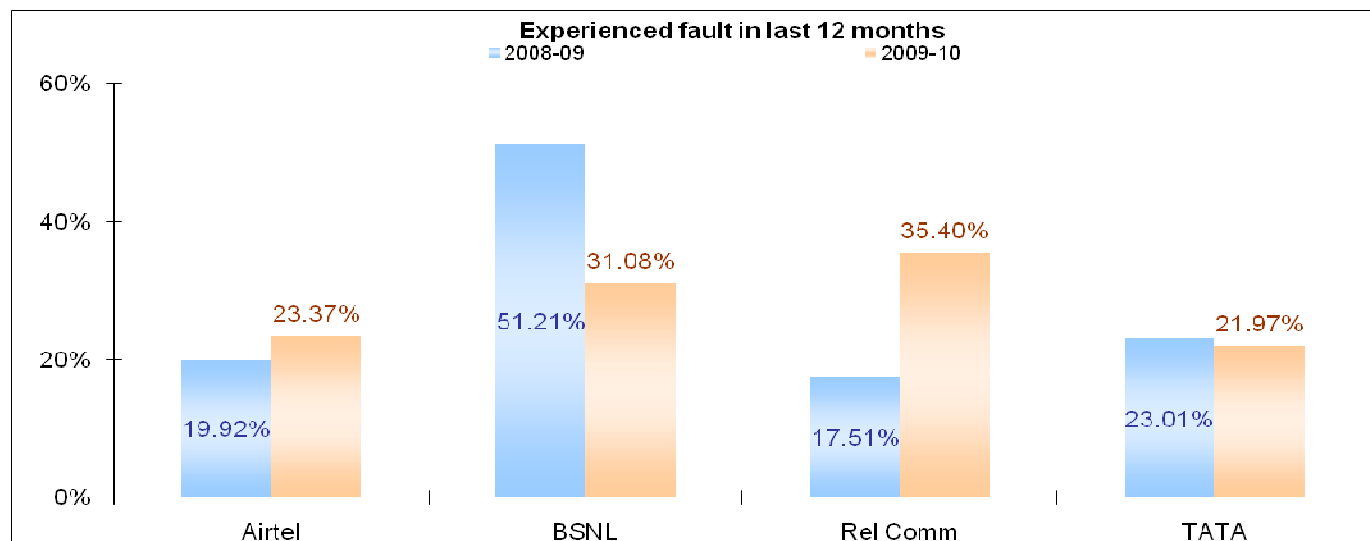
The satisfaction with availability of working telephone (with dial tone) was found to be lowest for BSNL.

The satisfaction with voice quality was found to be highest for Airtel.

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

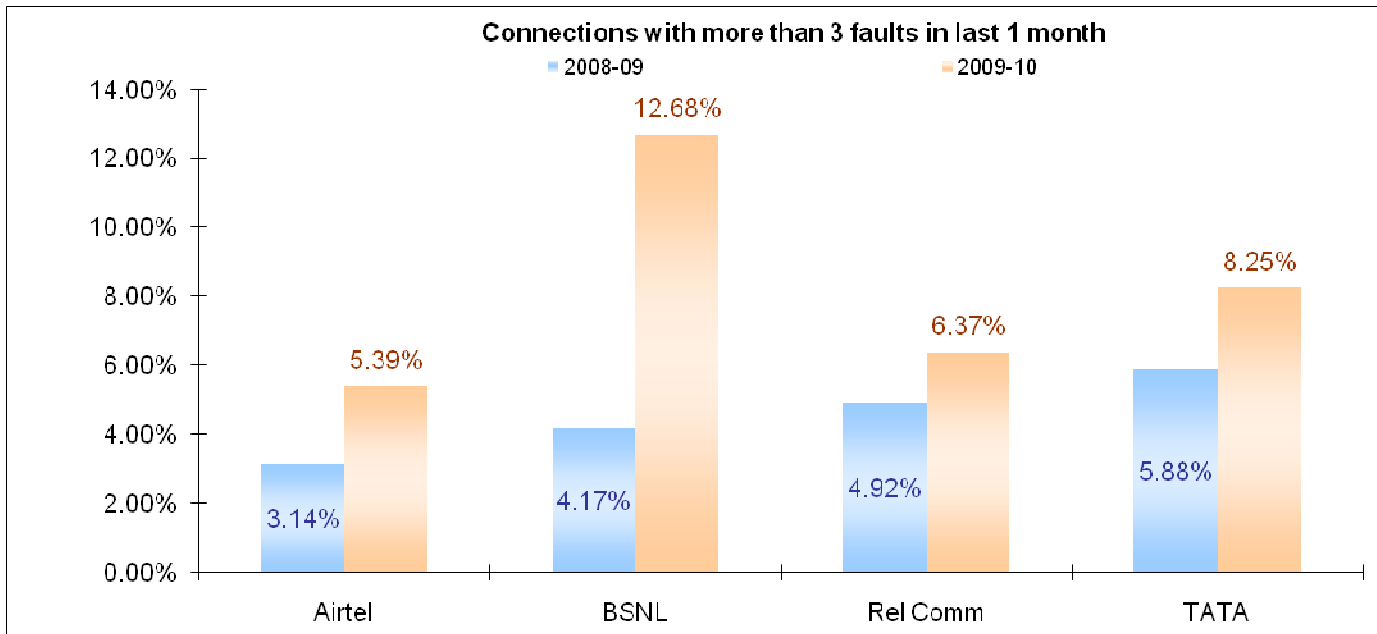
5.1.5 Maintainability related sub-aspects

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



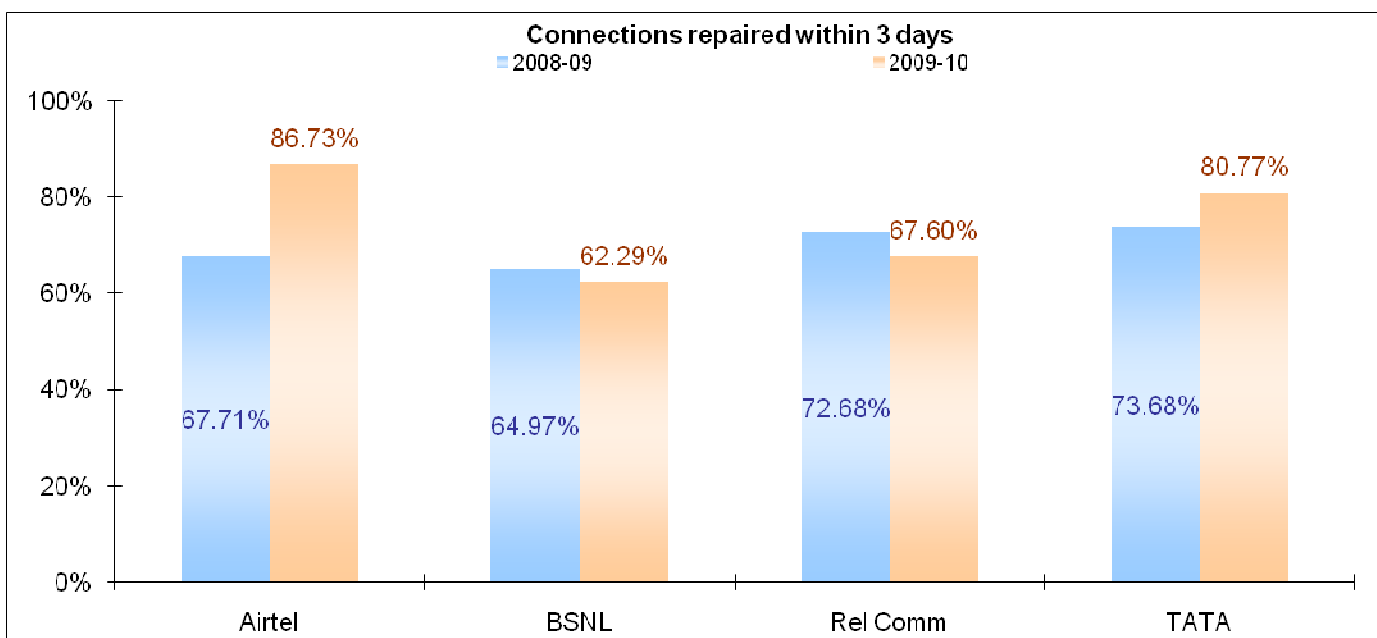
Penetration of customers who have made fault complaints was observed to be highest for Rel Comm with 35.4% of the subscribers claiming that they have made a complaint in last 12 months

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



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

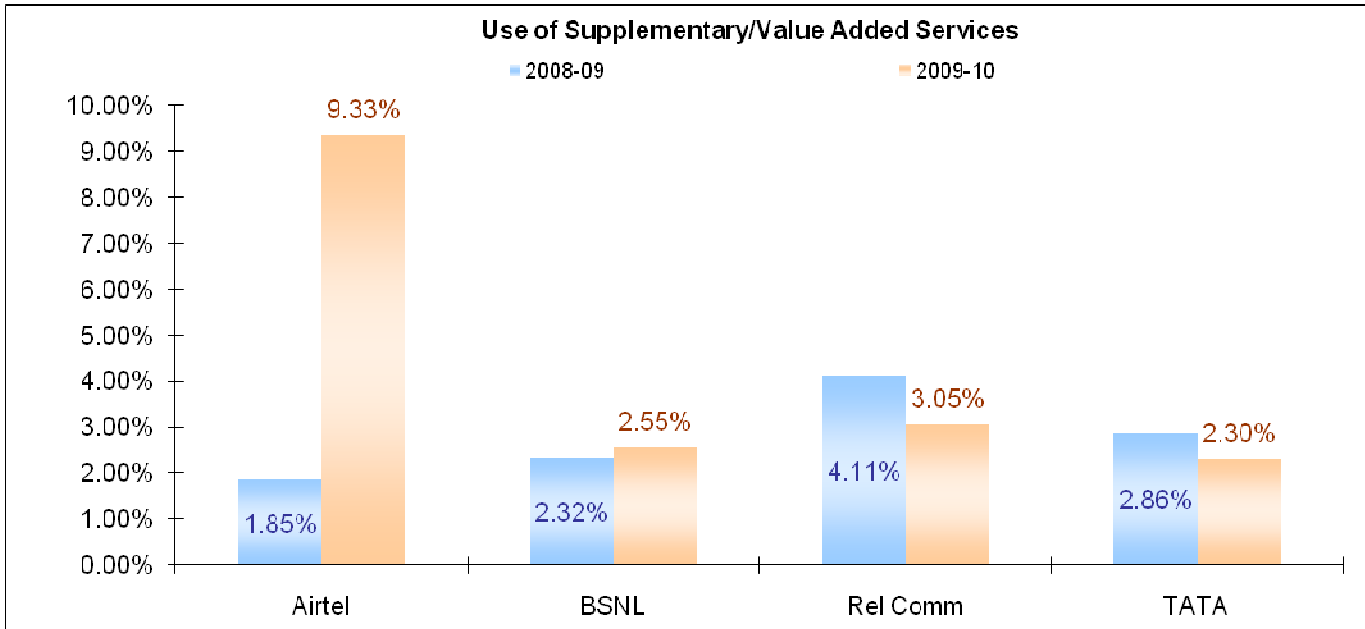
c. Time taken to repair after lodging complaint



Percentage of connections repaired within 3 days varies from BSNL with 62.29% to Airtel with 86.73%.

5.1.6 Supplementary services

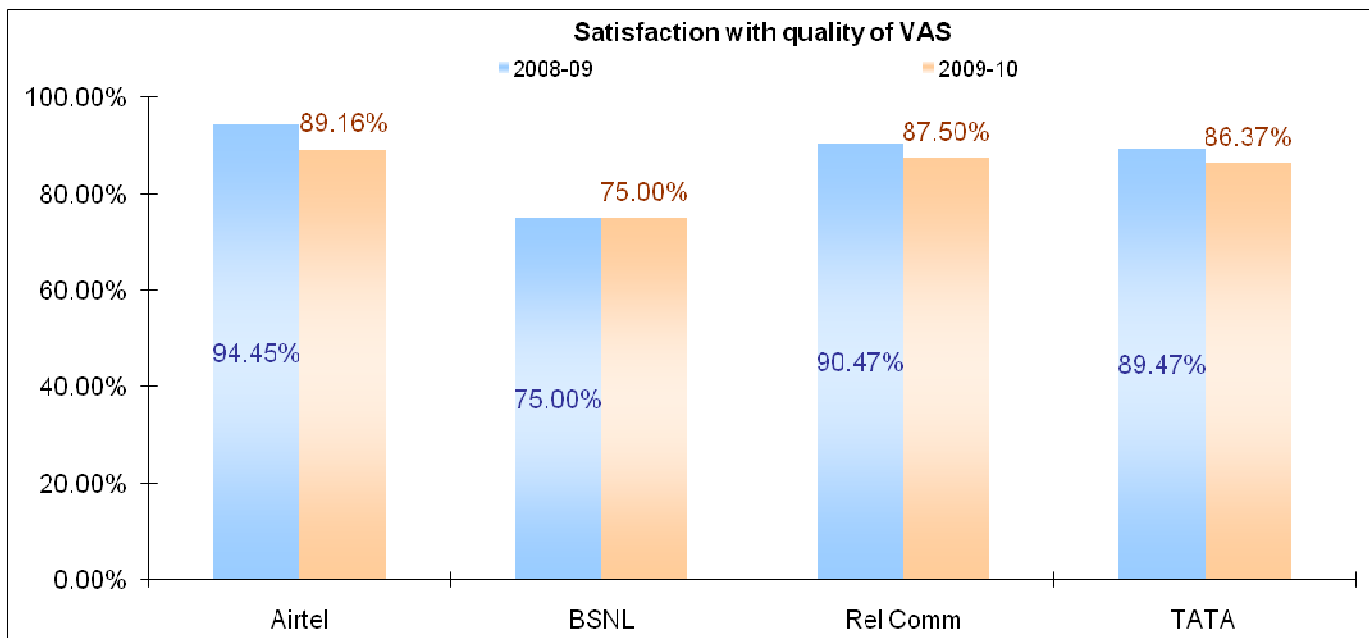
a. Percentage of subscribers opting for Supplementary Services



Usage of supplementary services is lowest among TATA subscribers.

b. Satisfaction with Supplementary Services

Level of satisfaction with supplementary services



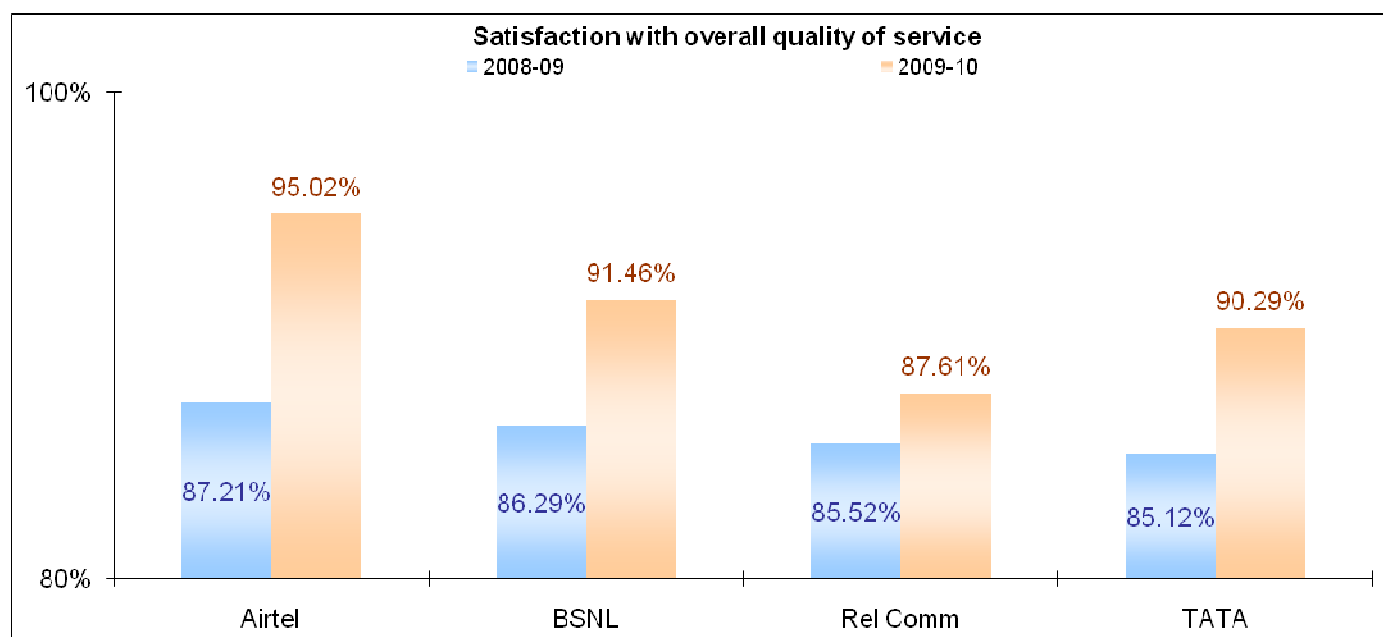
The scores of level of satisfaction have been explained in the executive summary.

Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	TATA
Very Satisfied	14.46%	0.00%	0.00%	4.55%
Satisfied	74.70%	75.00%	87.50%	81.82%
Total	89.16%	75.00%	87.50%	86.37%

The total satisfaction percentage is highest for Airtel with 89.16% of subscribers who were using supplementary services claiming that they are either satisfied or very satisfied with supplementary services provided.

5.1.7 Overall Customer Satisfaction

Level of satisfaction with Quality of Service (Overall):



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

Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	TATA
Very Satisfied	22.99%	7.02%	6.00%	12.57%
Satisfied	72.03%	84.44%	81.61%	77.72%
Total	95.02%	91.46%	87.61%	90.29%

In the current round of survey, Airtel with 95.02% scored highest for overall customer satisfaction with quality of service whereas Rel Comm with 87.61% scored lowest.

5.1.8 Redressal Mechanism

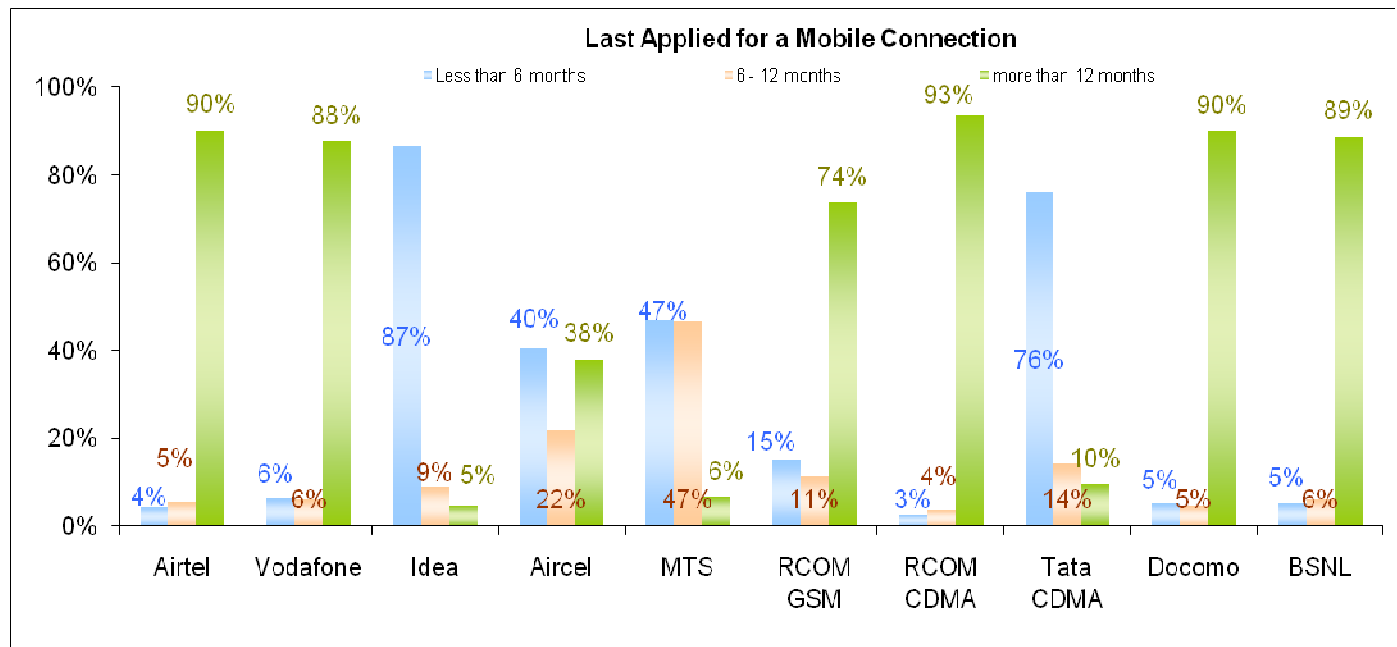
Satisfaction Scores	Airtel	BSNL	Rel Comm	TATA
Call Center	88.05%	72.53%	71.43%	80.06%
Nodal Officer	60.00%	45.45%	0.00%	66.67%
For new customers, provisioning of 'Manual of Practice' while taking the new connection	61.11%	62.50%	53.66%	63.08%

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.

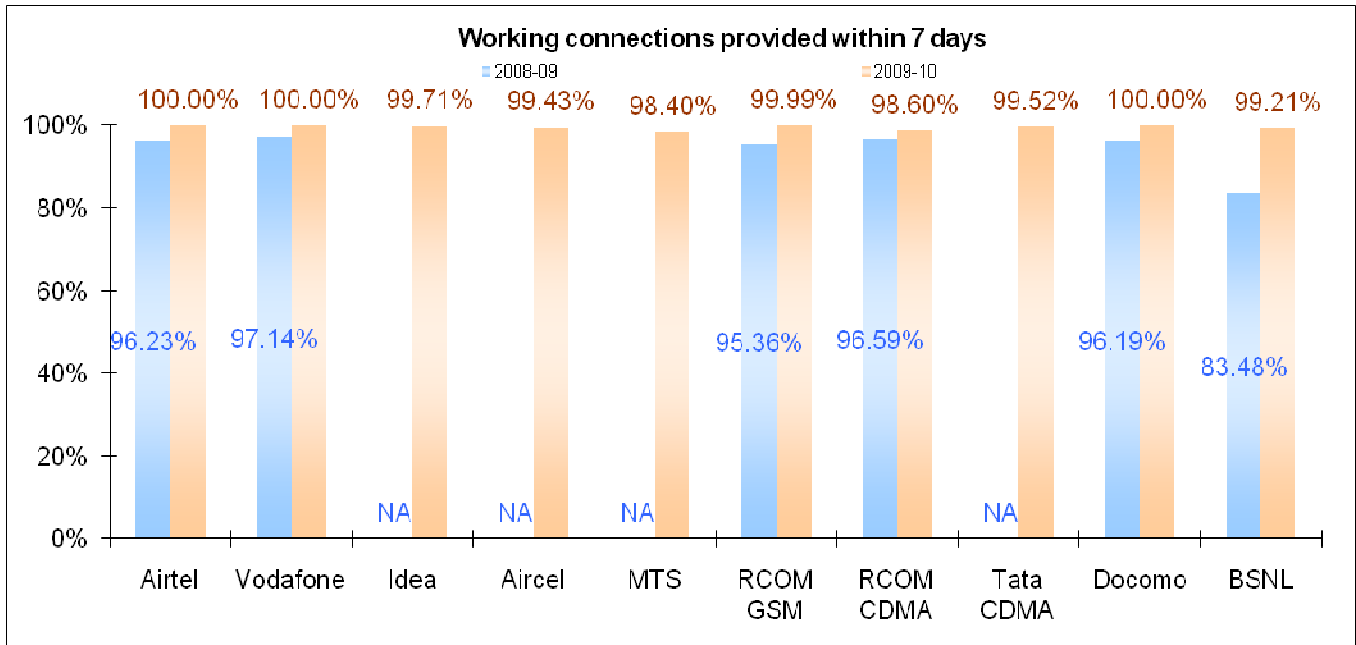
5.2.1 Service Provision

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.



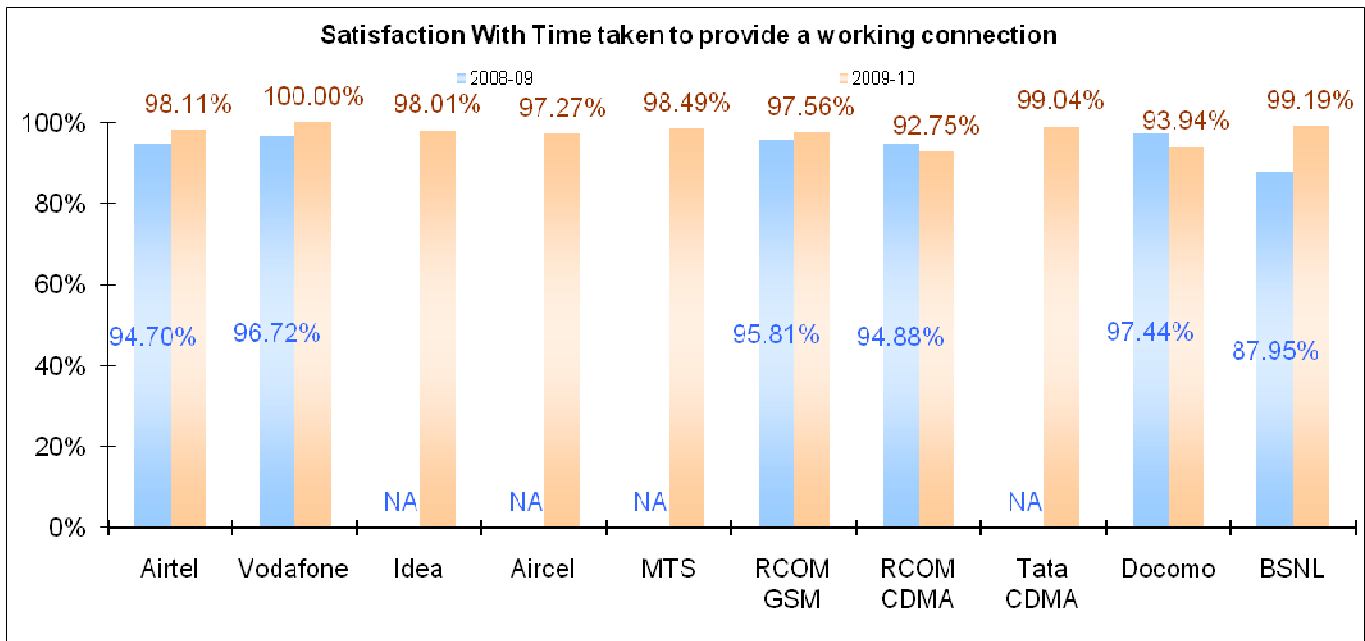
Proportion of less than 6 months old subscribers was found to be highest for Idea. For 6-12 months and more than 12 months old subscribers, proportion of subscribers was highest for MTS and RCOM CDMA respectively.

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



For proportion of connections activated within 7 days, Airtel, Vodafone, DoCoMo with 100% connections scored highest whereas MTS with 98.4% connections scored lowest.

c. Satisfaction with service provision:



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

Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Very Satisfied	13.17%	13.42%	6.46%	4.95%	2.98%	5.81%	6.26%	6.77%	7.97%	6.66%
Satisfied	82.98%	82.19%	74.96%	79.24%	80.56%	68.42%	81.58%	83.63%	83.96%	69.22%
Total	96.15%	95.61%	81.42%	84.19%	83.54%	74.23%	87.84%	90.40%	91.93%	75.88%

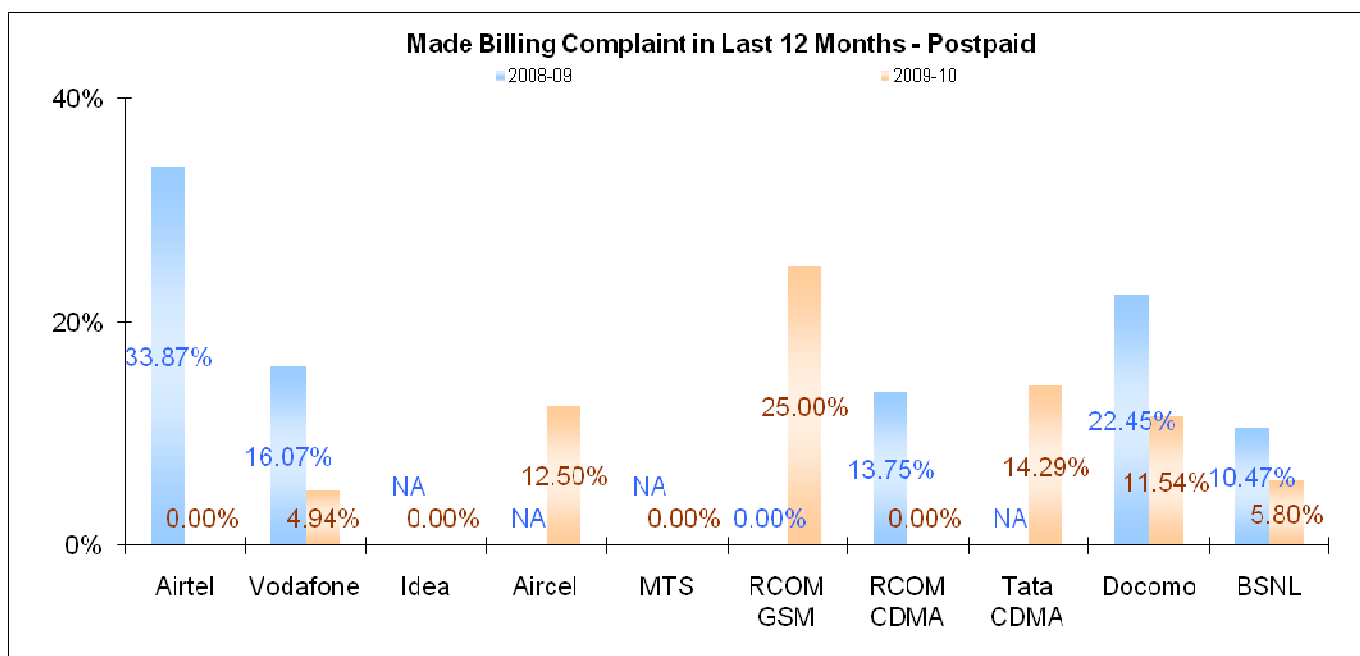
Score for level of satisfaction with service provisioning varies from 74.23% for RCOM GSM to 96.15% for Airtel.

5.2.2 Billing Aspects

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

a. Postpaid subscribers:

i. Percentage of billing complaints



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

ii. Satisfaction with various billing parameters

Satisfaction Level	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Timely delivery of bills	100.00%	97.14%	100.00%	85.71%	100.00%	50.00%	94.73%	100.00%	92.00%	82.76%
Accuracy of bills	89.19%	91.30%	100.00%	85.71%	100.00%	0.00%	91.67%	83.33%	92.00%	82.46%
Process of resolution of billing	NA	66.67%	NA	0.00%	NA	0.00%	NA	0.00%	66.67%	0.00%

complaints										
Clarity i.e. transparency and understandability of bills	96.97%	95.24%	100.00%	83.33%	100.00%	0.00%	94.12%	100.00%	95.65%	85.72%

In the current round of survey, satisfaction with timely delivery of bills for postpaid subscribers was found to be lowest for RCOM GSM with 50%

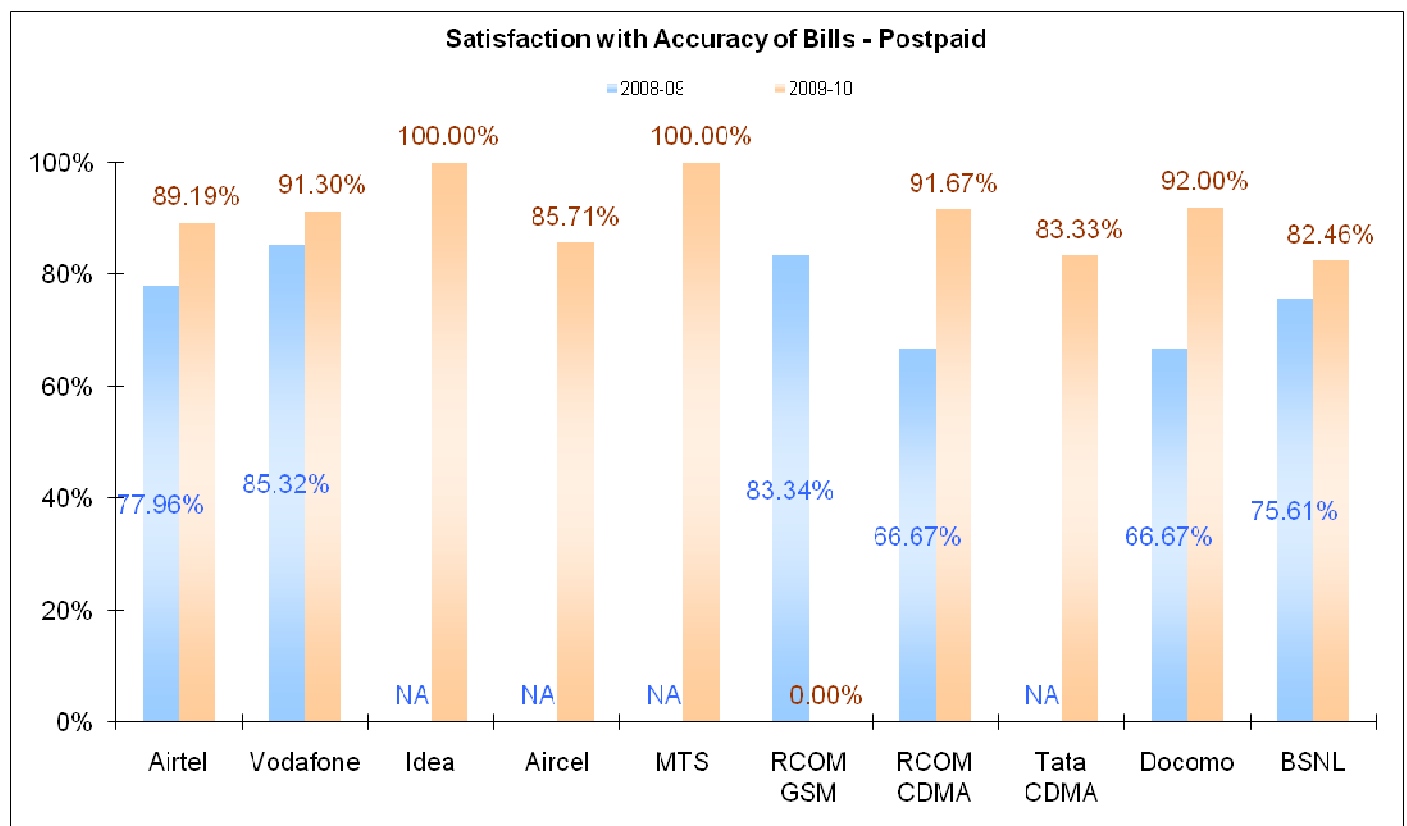
The satisfaction with accuracy of bills was found to be lowest for RCOM GSM.

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

For satisfaction with resolution of billing complaints, Airtel, RCOM GSM, Tata CDMA, BSNL scored lowest.

iii. Percentage of subscribers satisfied

Level of satisfaction with billing performance (Post paid customers)



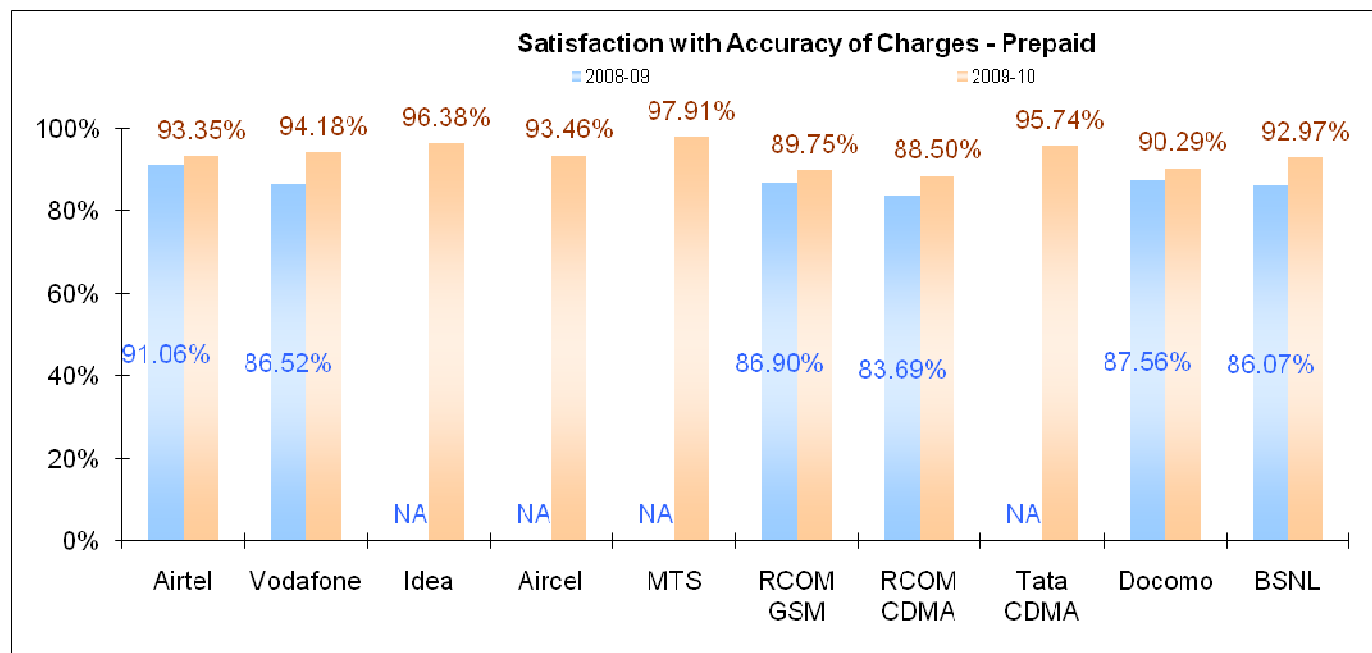
The scores of level of satisfaction have been explained in the executive summary.

	Airtel	Vodafone	Idea	Airtel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Very Satisfied & Satisfied scores										
Very Satisfied	16.22%	18.84%	0.00%	0.00%	0.00%	0.00%	5.56%	0.00%	4.00%	14.04%
Satisfied	72.97%	72.46%	100.00%	85.71%	100.00%	0.00%	86.11%	83.33%	88.00%	68.42%
Total	89.19%	91.30%	100.00%	85.71%	100.00%	0.00%	91.67%	83.33%	92.00%	82.46%

In the current round of survey, highest score was found to be for Idea, MTS with 100% subscribers claiming that they are either satisfied or very satisfied with postpaid billing.

c. Prepaid subscribers:

Level of satisfaction with accuracy of charges:

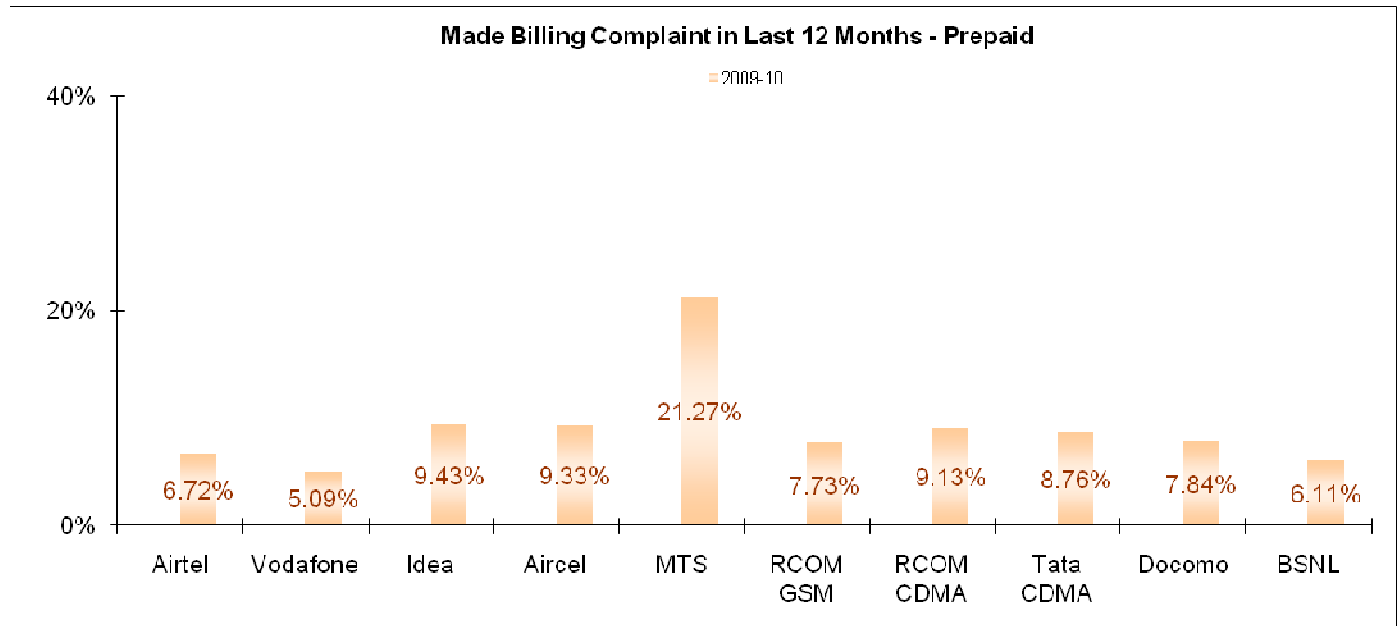


The scores of level of satisfaction have been explained in the executive summary.

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Very Satisfied & Satisfied scores										
Very Satisfied	13.69%	13.33%	5.16%	6.46%	4.45%	8.60%	8.33%	6.42%	9.91%	7.89%
Satisfied	79.66%	80.85%	91.22%	87.00%	93.46%	81.15%	80.17%	89.32%	80.38%	85.08%
Total	93.35%	94.18%	96.38%	93.46%	97.91%	89.75%	88.50%	95.74%	90.29%	92.97%

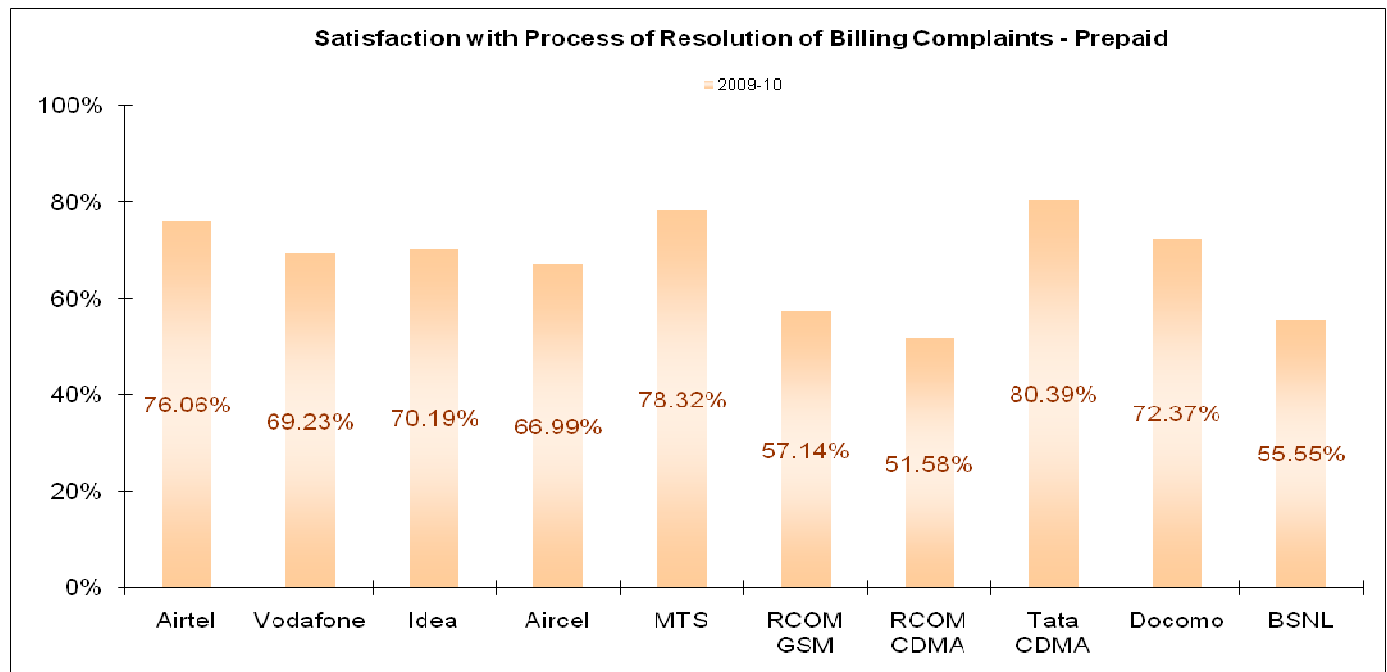
In the current round of survey, highest score was found to be for MTS with 97.91% subscribers claiming that they are either satisfied or very satisfied with prepaid billing.

Percentage of billing complaints



For billing related complaints in 2009-10 maximum score was found to be for MTS with 21.27% of its subscribers claiming to have made a billing complaint in last 12 months.

Satisfaction with process of resolution of billing complaints

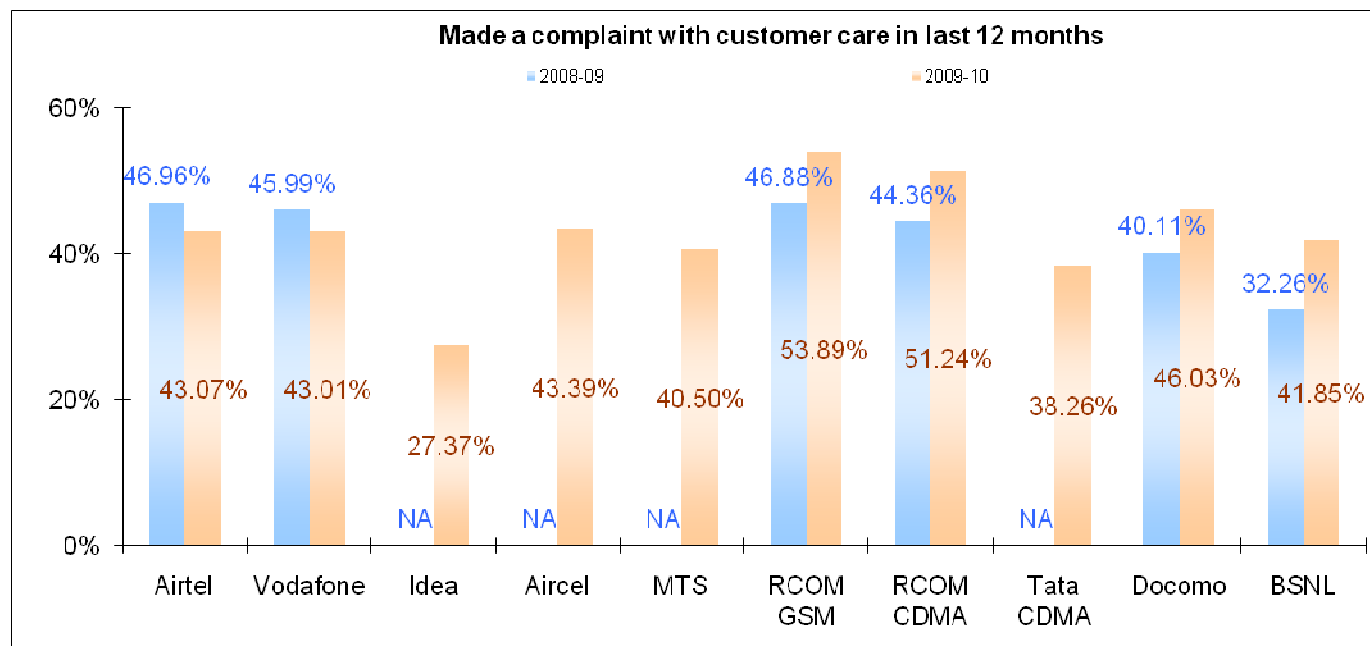


For satisfaction with process of resolution of billing complaints, maximum score was found to be for Tata CDMA with 80.39% of its subscribers claiming to be either satisfied or very satisfied.

5.2.3 Help Services

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

a. Contacted customer care in last 12 months



During last 12 months, maximum queries/complaints to the customer care has been made by RCOM GSM subscribers and minimum calls were made by the Idea subscribers.

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

Satisfaction with help services	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Ease of access of call center toll free number	92.15%	89.45%	79.08%	86.36%	87.59%	86.55%	88.15%	92.39%	93.39%	88.85%
Response time to answer call by customer care executive	87.26%	85.62%	77.15%	83.75%	86.40%	81.18%	87.43%	93.03%	90.58%	82.07%
Problem solving ability of customer care executive	80.89%	79.50%	75.49%	81.23%	81.61%	79.52%	80.51%	88.57%	82.23%	73.65%
Time taken by customer care executive in resolving complaints	81.32%	80.34%	75.50%	80.21%	80.92%	79.52%	80.51%	88.79%	82.62%	73.21%

For ease of accessing customer care, Idea with 79.08% scored lowest.

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

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

For satisfaction with problem solving ability of the customer care executive, BSNL scored lowest whereas Tata CDMA scored highest.

5.2.4 Network Performance, Reliability & Availability:

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

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

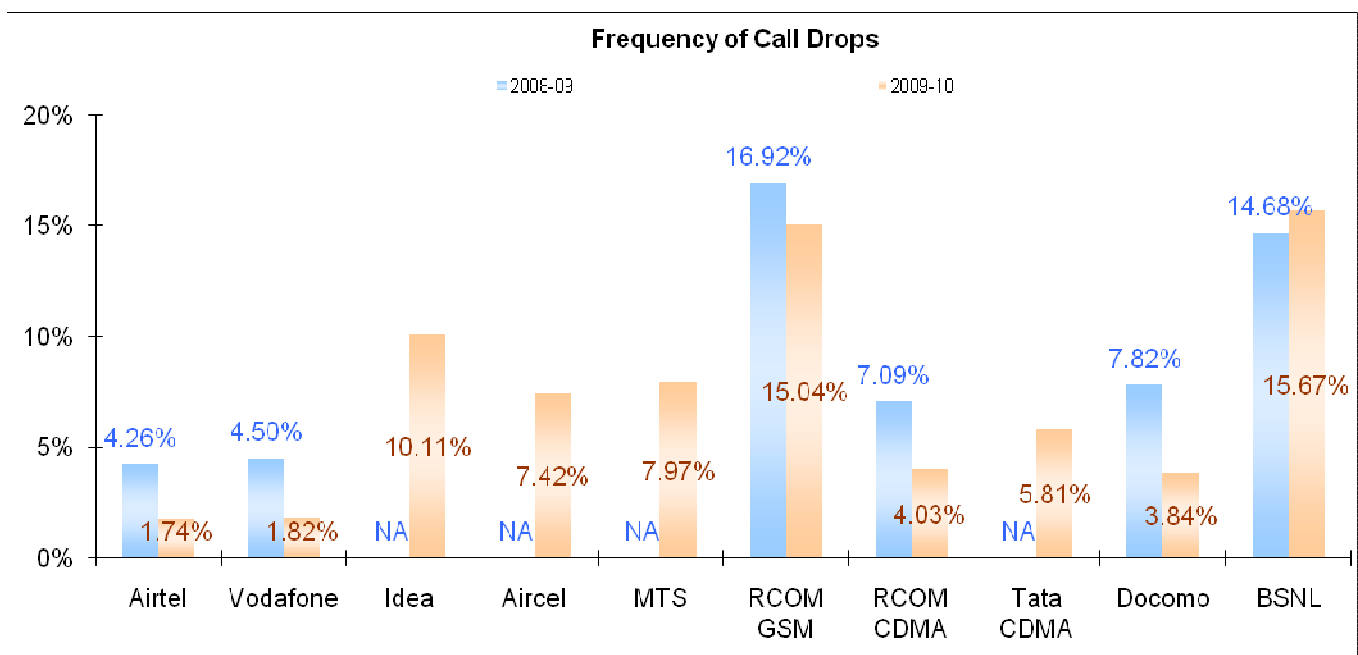
Satisfaction with network related parameters	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Availability of signal	96.52%	96.82%	81.91%	84.92%	84.99%	73.59%	92.20%	89.03%	92.84%	74.17%
Ability to make or receive calls easily	97.44%	97.63%	83.71%	86.32%	85.62%	74.68%	93.30%	92.05%	92.94%	75.36%
Voice quality	95.89%	96.99%	86.58%	86.25%	84.42%	74.98%	92.65%	93.07%	91.34%	77.16%

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

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

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

c. Call drop rate:



According to survey results call drops are more frequent for BSNL with 15.67% of subscribers claiming that they experience frequent or very frequent call drops.

5.2.5 Maintainability:

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

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

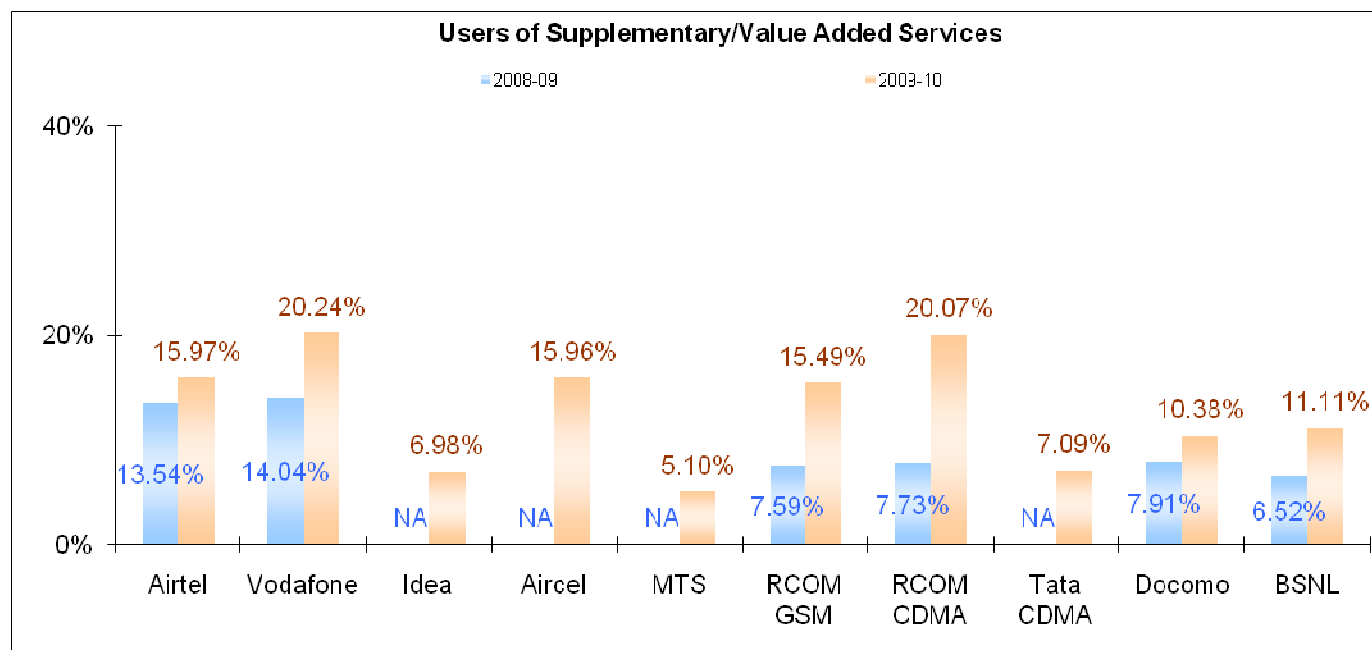
Parameter	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Frequency of Signal Problem (Never or Occasional)	98.54%	98.19%	87.39%	93.19%	91.01%	91.18%	96.70%	92.74%	96.96%	87.59%
Satisfaction with restoration of signal problems (Vary Satisfied or Satisfied)	96.15%	95.90%	79.86%	83.29%	82.16%	78.71%	91.73%	88.68%	91.26%	76.40%

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

5.2.6 Supplementary services:

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

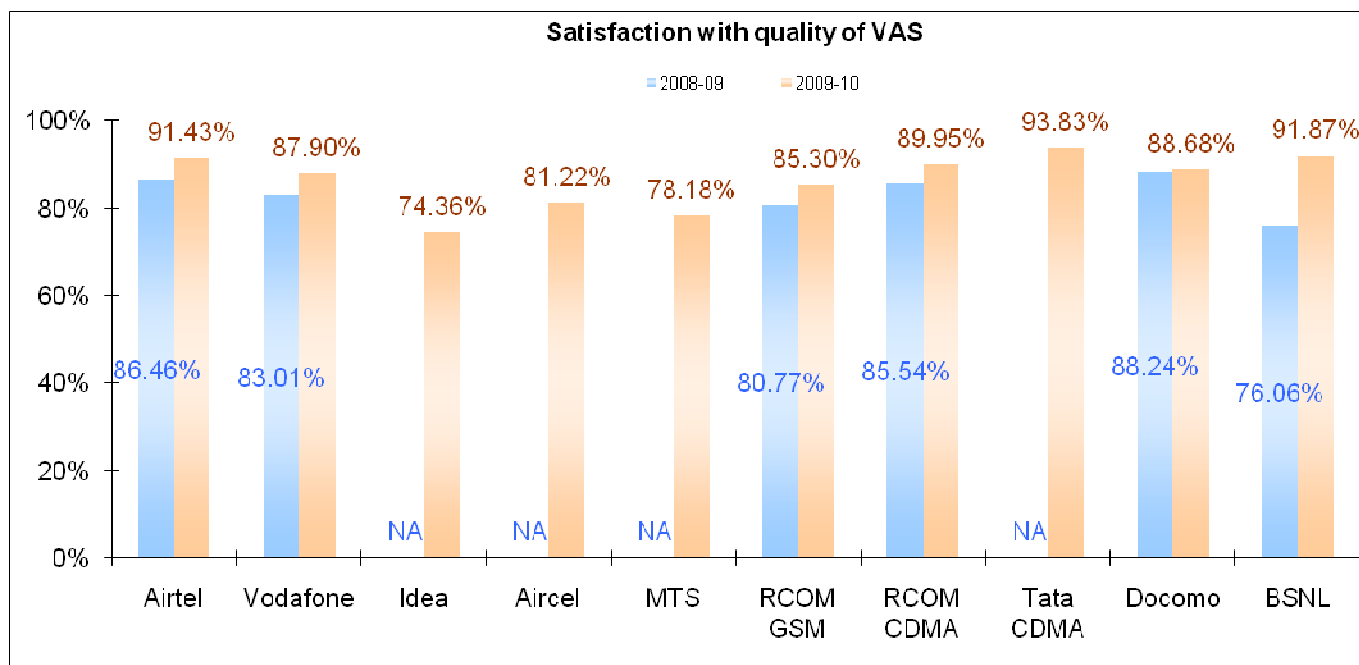
a. Percentage of subscribers opting for supplementary services:



In the year 2009-10 usage of supplementary services varies from 5.1% for MTS to 20.24% for Vodafone.

b. Percentage of subscribers satisfied with supplementary services:

Level of satisfaction with supplementary services:



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

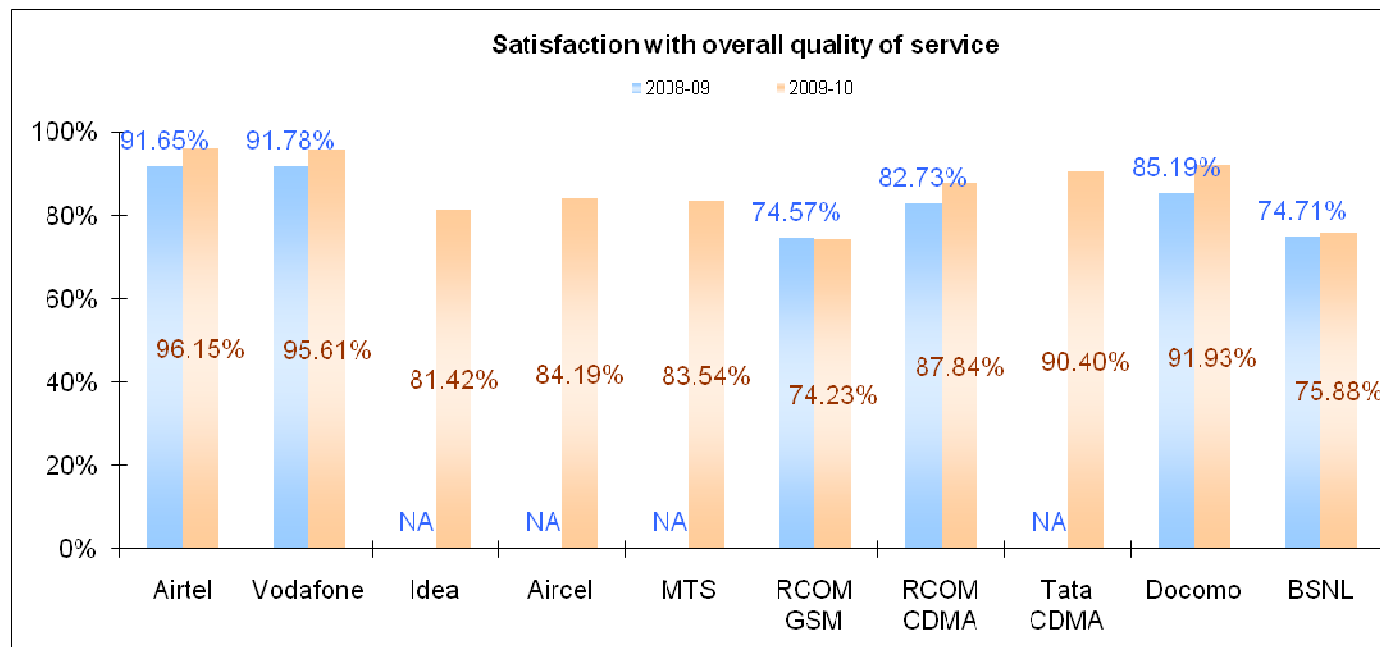
	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Very Satisfied & Satisfied scores										
Very Satisfied	3.43%	4.04%	1.28%	2.21%	1.82%	1.18%	1.37%	4.94%	1.89%	1.63%
Satisfied	88.00%	83.86%	73.08%	79.01%	76.36%	84.12%	88.58%	88.89%	86.79%	90.24%
Total	91.43%	87.90%	74.36%	81.22%	78.18%	85.30%	89.95%	93.83%	88.68%	91.87%

The total satisfaction percentage is highest for Tata CDMA with 93.83% of subscribers who were using supplementary services claiming that they are either satisfied or very satisfied with supplementary services provided.

5.2.7 Overall percentage of subscribers satisfied:

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

Level of satisfaction with Quality of services (Overall):



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

Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Very Satisfied	13.17%	13.42%	6.46%	4.95%	2.98%	5.81%	6.26%	6.77%	7.97%	6.66%
Satisfied	82.98%	82.19%	74.96%	79.24%	80.56%	68.42%	81.58%	83.63%	83.96%	69.22%
Total	96.15%	95.61%	81.42%	84.19%	83.54%	74.23%	87.84%	90.40%	91.93%	75.88%

In the current round of survey, Airtel with 96.15% scored highest for overall customer satisfaction with quality of service whereas RCOM GSM with 74.23% scored lowest.

5.2.8 Three stage redressal mechanism:

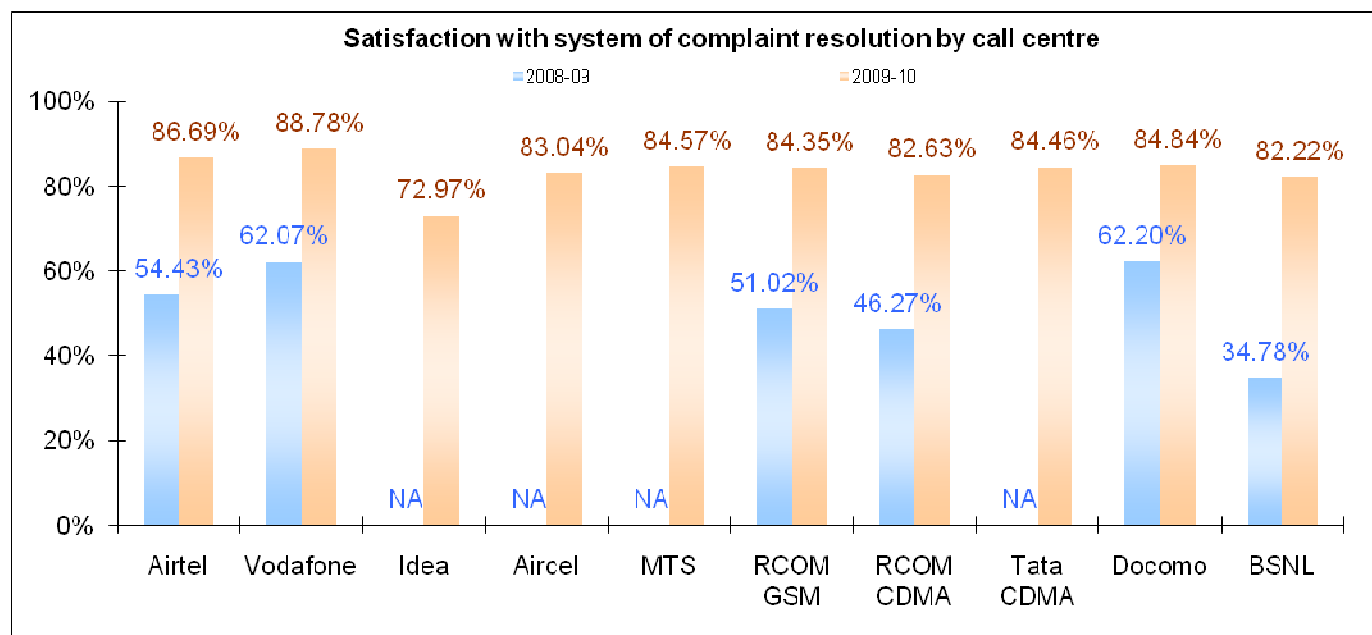
TRAI has initiated a set of regulations named as ‘Telecom Consumer Protection and Redressal of Grievances Regulations – 2007’. From this round of the customer satisfaction study of subscribers, TRAI has decided to test the awareness, implementation and effectiveness of these regulations. These set up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

Awareness about contact details of:	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Customer Care	88.87%	87.21%	59.21%	86.42%	84.62%	91.30%	91.75%	78.39%	91.77%	88.98%
Nodal Officer	2.37%	2.81%	1.16%	1.68%	0.56%	3.26%	2.29%	1.79%	2.94%	3.67%
Appellate Authority	1.37%	1.54%	0.54%	0.71%	0.56%	0.36%	1.28%	0.94%	0.69%	2.33%

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

Made any complaint to the customer care in last 12 months	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Yes	39.96%	39.11%	23.35%	40.74%	40.22%	52.45%	47.85%	31.34%	44.66%	40.59%
No	60.04%	60.89%	76.65%	59.26%	59.78%	47.55%	52.15%	68.66%	55.34%	59.41%
If complaint made	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Docket number received for most of the complaints	3.72%	3.55%	9.24%	5.06%	14.81%	3.66%	2.75%	12.39%	2.74%	4.66%
No docket number received for most of the complaints	12.09%	12.77%	14.46%	5.06%	8.98%	9.52%	6.47%	3.38%	7.76%	10.02%
It was received on request	67.91%	65.25%	58.23%	80.92%	63.83%	79.30%	80.39%	78.03%	76.48%	72.73%
No docket number received even on request	16.28%	18.44%	18.07%	8.97%	12.38%	7.51%	10.39%	6.20%	13.01%	12.59%
Informed by call centre about the action taken on the complaint	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Yes	86.87%	87.56%	79.15%	79.22%	53.61%	91.49%	86.51%	50.14%	84.36%	87.83%
No	13.13%	12.44%	20.85%	20.78%	46.39%	8.51%	13.49%	49.86%	15.64%	12.17%

Level of satisfaction with resolution of complaints by call centre



Level of satisfaction with resolution of complaints (for those customers who had made complaint in last 12 months) is observed to be highest for Vodafone with 88.78% and lowest for Idea with 72.97%.

Reasons for dissatisfaction with resolution of complaints by call centre

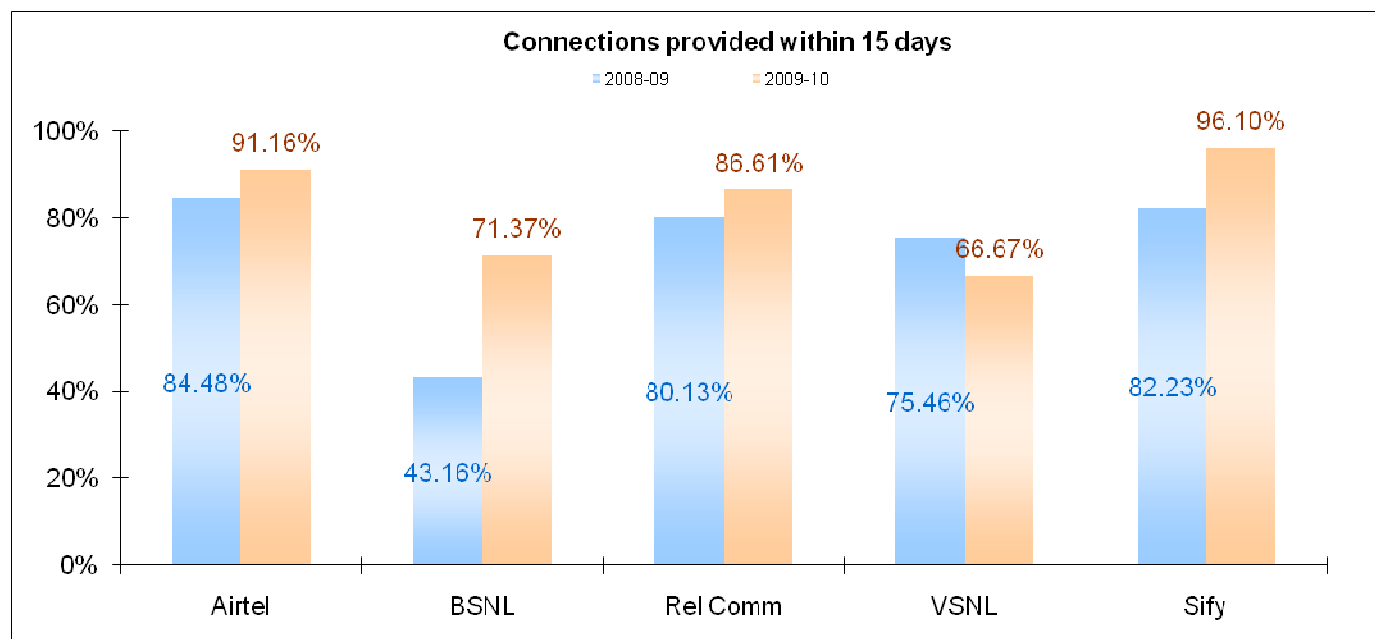
	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Reason for dissatisfaction - Call centre	2009-10									
Difficult to connect to the call center executive	29.31%	25.00%	38.57%	35.06%	24.24%	50.00%	28.89%	36.84%	21.74%	26.25%
Customer care executive not polite/courteous	18.97%	22.92%	5.71%	14.29%	13.64%	17.78%	14.44%	21.05%	8.70%	12.50%
Customer care executive not equipped with adequate information	18.97%	25.00%	15.71%	18.18%	31.82%	23.33%	16.67%	22.81%	17.39%	33.75%
Time taken by call centre for redressal is too long	22.41%	41.67%	10.00%	37.66%	22.73%	61.11%	40.00%	17.54%	28.99%	50.00%
Customer care executive was unable to understand the problem	31.03%	31.25%	44.29%	38.96%	46.97%	24.44%	17.78%	50.88%	23.19%	30.00%
Others	36.21%	25.00%	10.00%	11.69%	9.09%	11.11%	35.56%	14.04%	33.33%	21.25%

For subscribers who were dissatisfied or very dissatisfied with call centre, inability of executive in understanding the problem and Time taken to resolve the complaint emerged out as two pain points.

5.3 Detailed Findings – Broadband Services

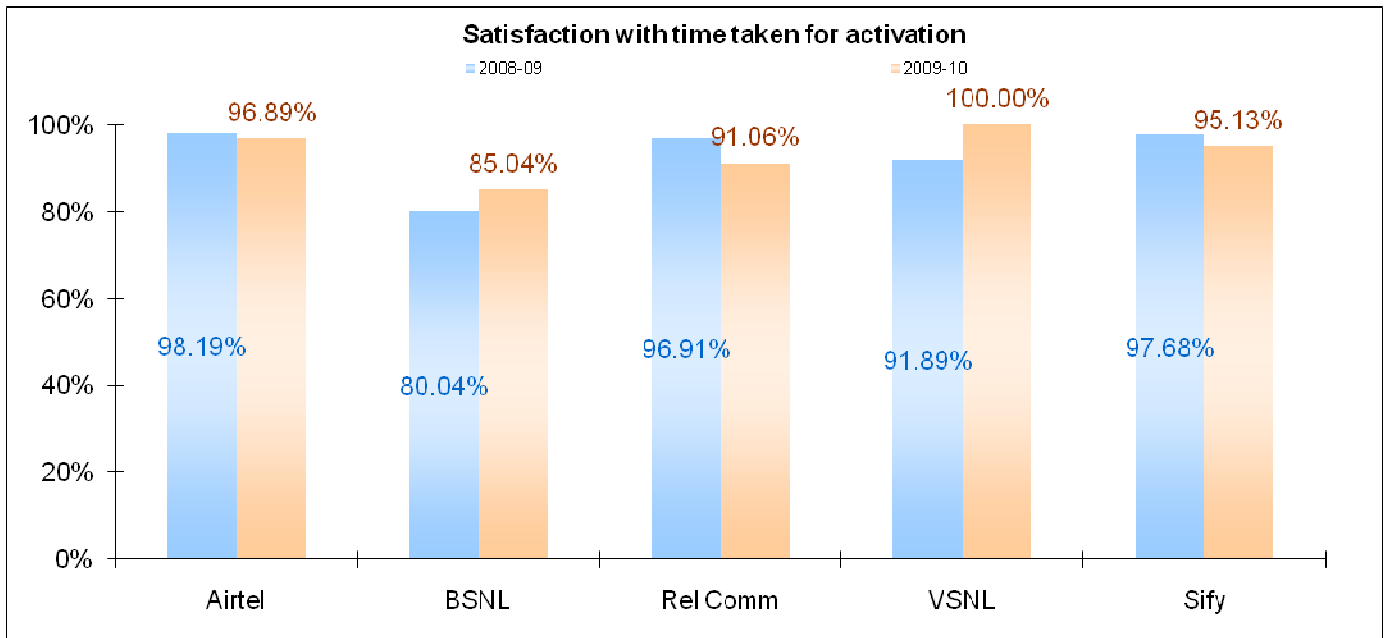
5.3.1 Service Provision:

Incidence of provision of BB connection within 15 days



For activation of new connection, Sify with 96.1% scored maximum whereas VSNL with 66.67% scored minimum.

Level of satisfaction with service provisioning:



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

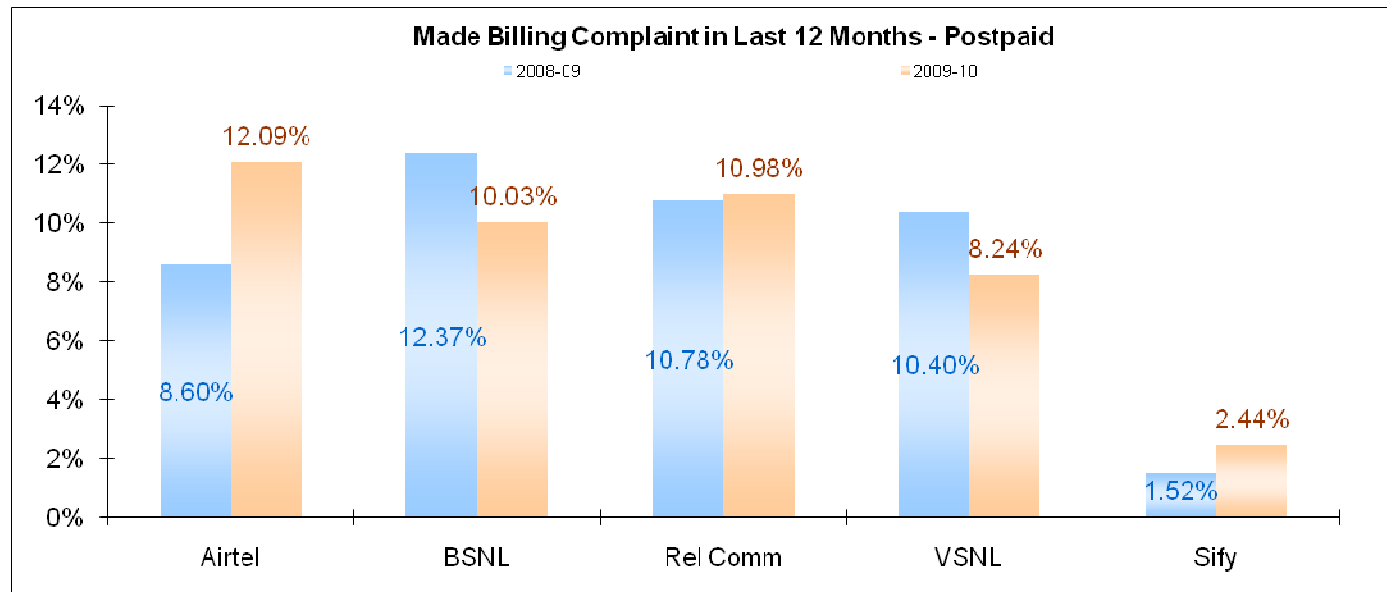
	Airtel	BSNL	Rel Comm	VSNL	Sify
Very Satisfied & Satisfied scores:					
Very Satisfied	28.28%	2.56%	9.76%	8.33%	5.37%
Satisfied	68.61%	82.48%	81.30%	91.67%	89.76%
Total	96.89%	85.04%	91.06%	100.00%	95.13%

VSNL with 100% of the subscribers saying that they are either “Very Satisfied” or “Satisfied” with the service provisioning scored highest. Whereas BSNL with 85.04% of the subscribers saying that they are either “Very Satisfied” or “Satisfied”, scored lowest.

5.3.2 Billing Performance:

Postpaid:

Billing related complaints

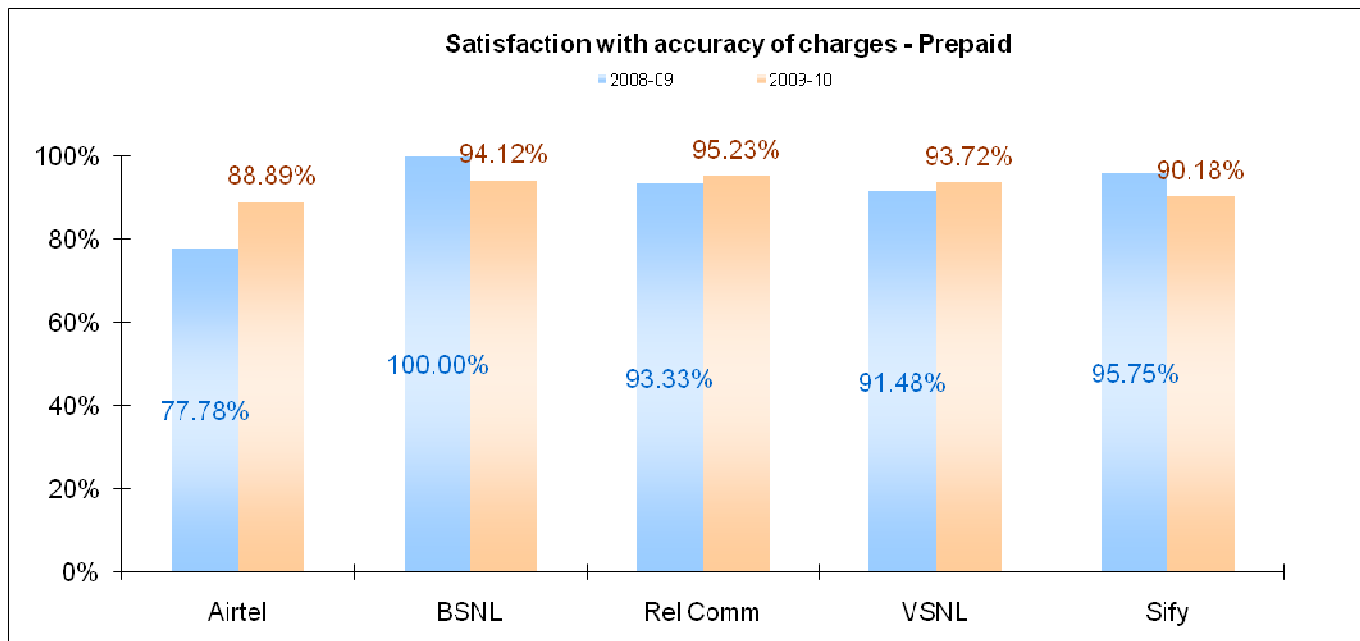


In the current round of survey, penetration of post paid subscribers making billing complaints varies from Sify with 2.44% to Airtel with 12.09%

Satisfaction with Billing Parameters:	Airtel	BSNL	Rel Comm	VSNL	Sify
Timely delivery of bills	95.74%	85.94%	91.85%	93.82%	95.00%
Accuracy of bills	95.63%	93.15%	94.27%	95.00%	85.00%
Process of resolution of billing complaints	65.42%	45.19%	40.91%	39.29%	0.00%
Clarity i.e. transparency and understandability of bills	95.64%	94.26%	95.17%	97.01%	94.87%

The satisfaction with accuracy of bills was found to be lowest for Sify. The satisfaction with clarity of bills was found to be lowest for BSNL. Level of satisfaction with timely delivery of bills is lowest for BSNL with 85.94%. Sify scored lowest for resolution of billing complaints.

Billing Accuracy - Prepaid
Level of satisfaction:

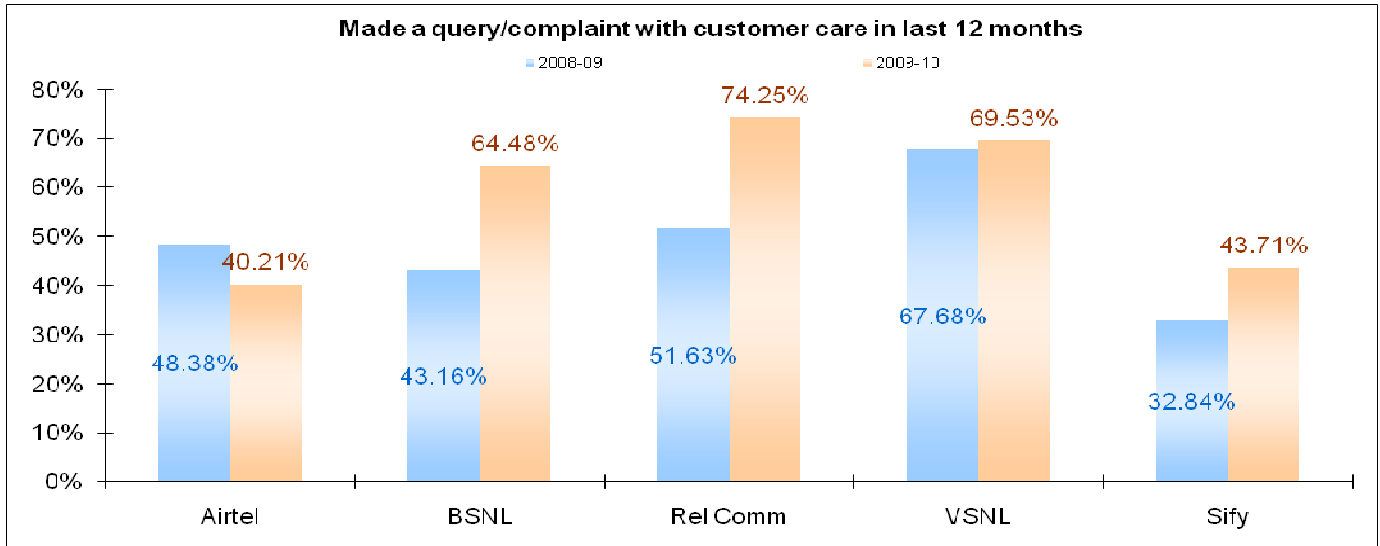


The scores of level of satisfaction have been explained in the executive summary.

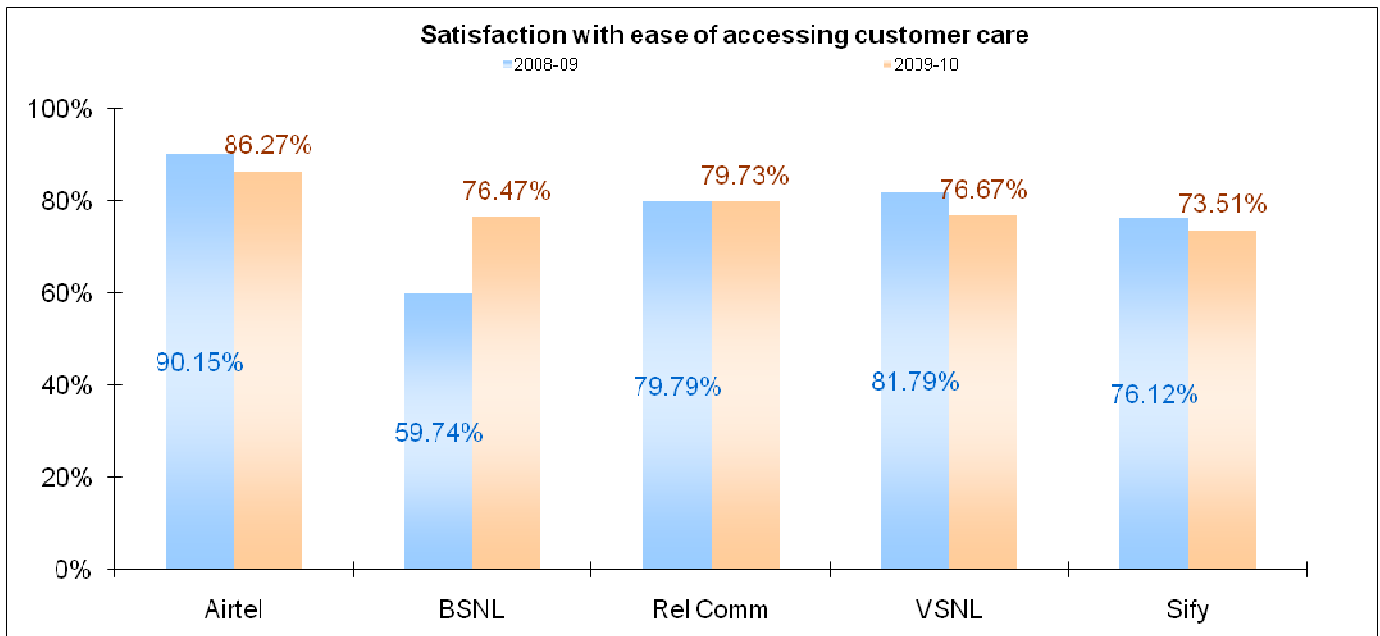
Very Satisfied & Satisfied scores: Accuracy of charges	Airtel	BSNL	Rel Comm	VSNL	Sify
Very Satisfied	22.22%	14.71%	9.52%	14.92%	1.75%
Satisfied	66.67%	79.41%	85.71%	78.80%	88.43%
Total	88.89%	94.12%	95.23%	93.72%	90.18%

Rel Comm with 95.23% of the prepaid subscribers claiming to be either satisfied or very satisfied with billing performance scored highest.

5.3.3 Help Services:



Number of respondents making a query to the call center in the last 12 months varied from 40.21% for Airtel to 74.25% for Rel Comm



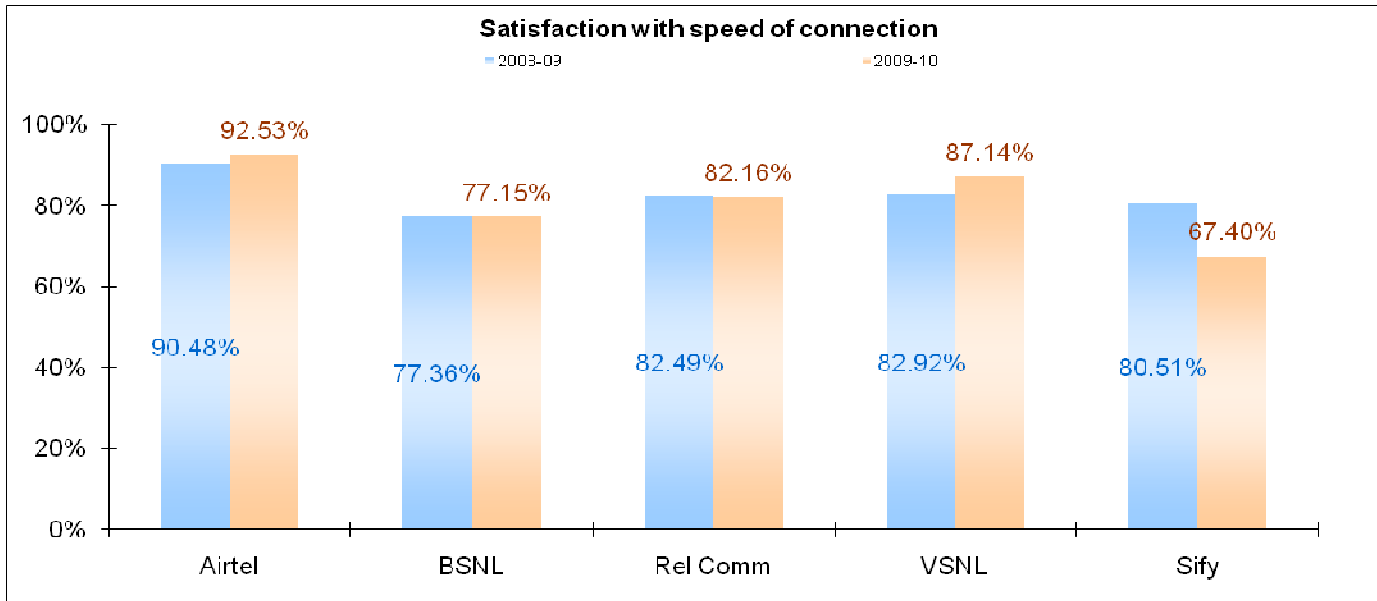
86.27% of Airtel subscribers claim that it is difficult to access the call center.

Satisfaction level with Help Services / Customer Care	Airtel	BSNL	Rel Comm	VSNL	Sify
Response time to answer call by customer care executive	85.75%	76.58%	80.79%	78.83%	67.12%
Problem solving ability of customer care executive	82.73%	69.73%	73.88%	75.58%	66.35%

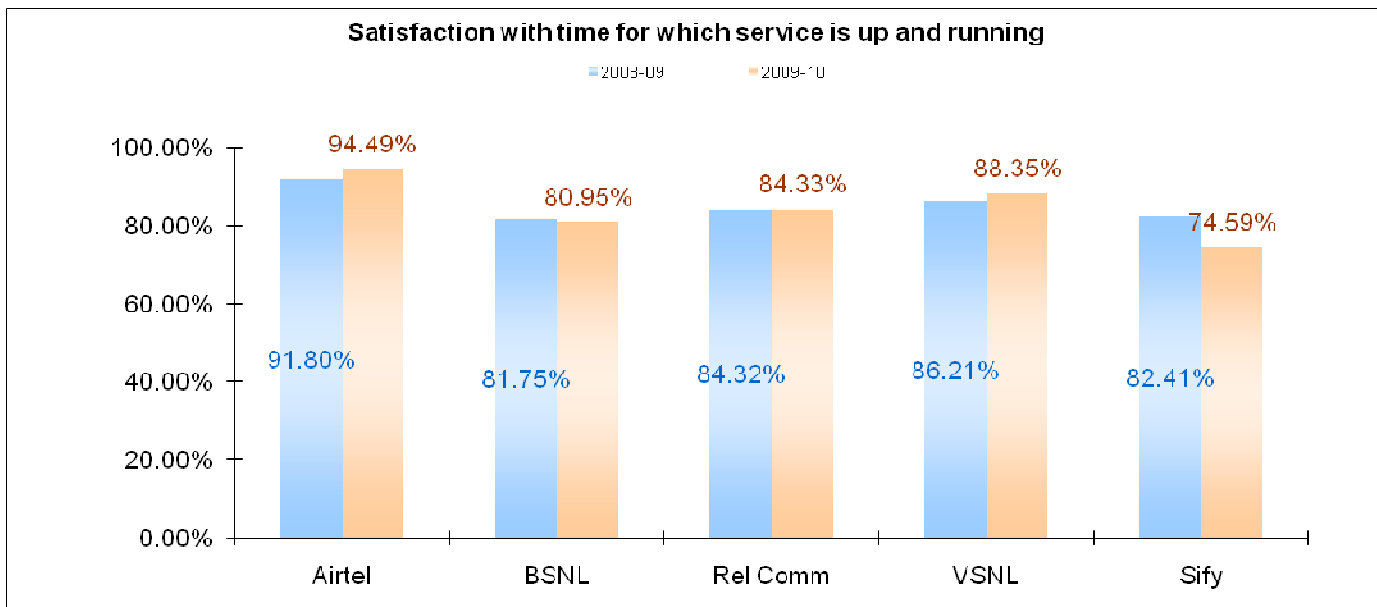
Time taken by customer care executive in resolving complaints	81.96%	62.41%	71.78%	73.68%	60.83%
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The satisfaction with response time to answer call by customer care executive was found to be lowest for Sify.
 The satisfaction with problem solving ability of customer care executive was found to be highest for Airtel.
 The satisfaction with time taken by customer care executive in resolving complaints was found to be lowest for Sify.

5.3.4 Network performance, reliability and availability:

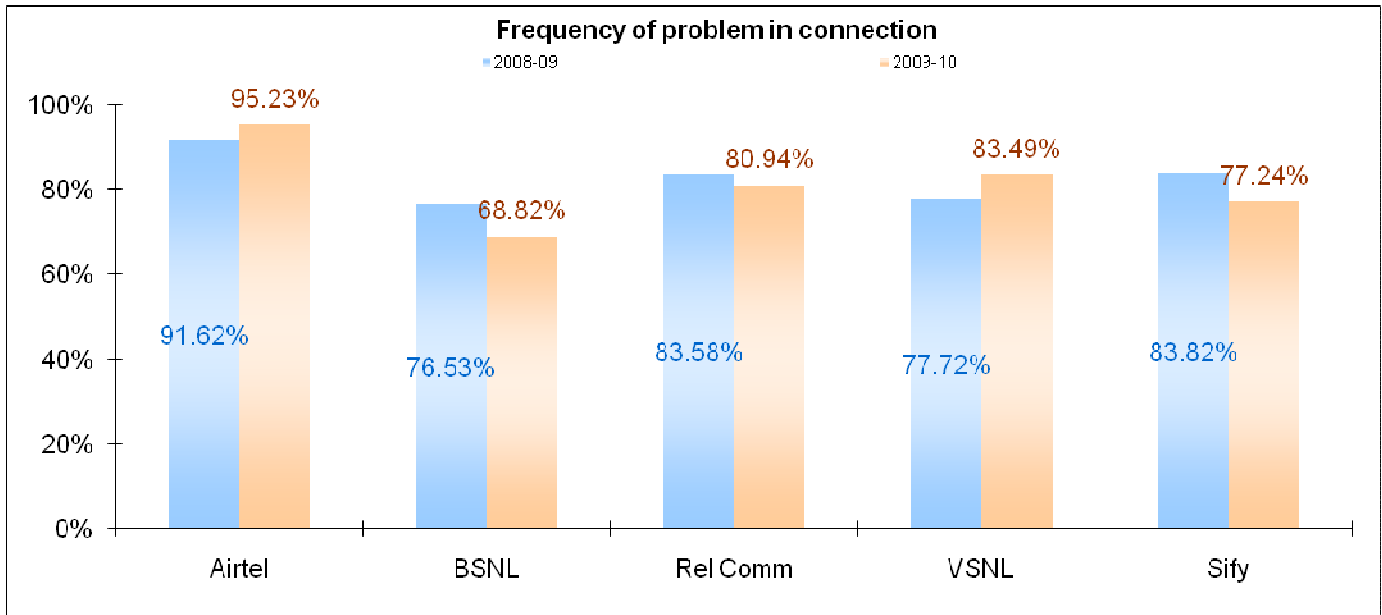


92.53% of Airtel subscribers said that they are either “Very Satisfied” or “Satisfied” with the speed of the broadband connection. Contrastingly, only 67.4% of Sify subscribers are either “Very Satisfied” or “Satisfied”.

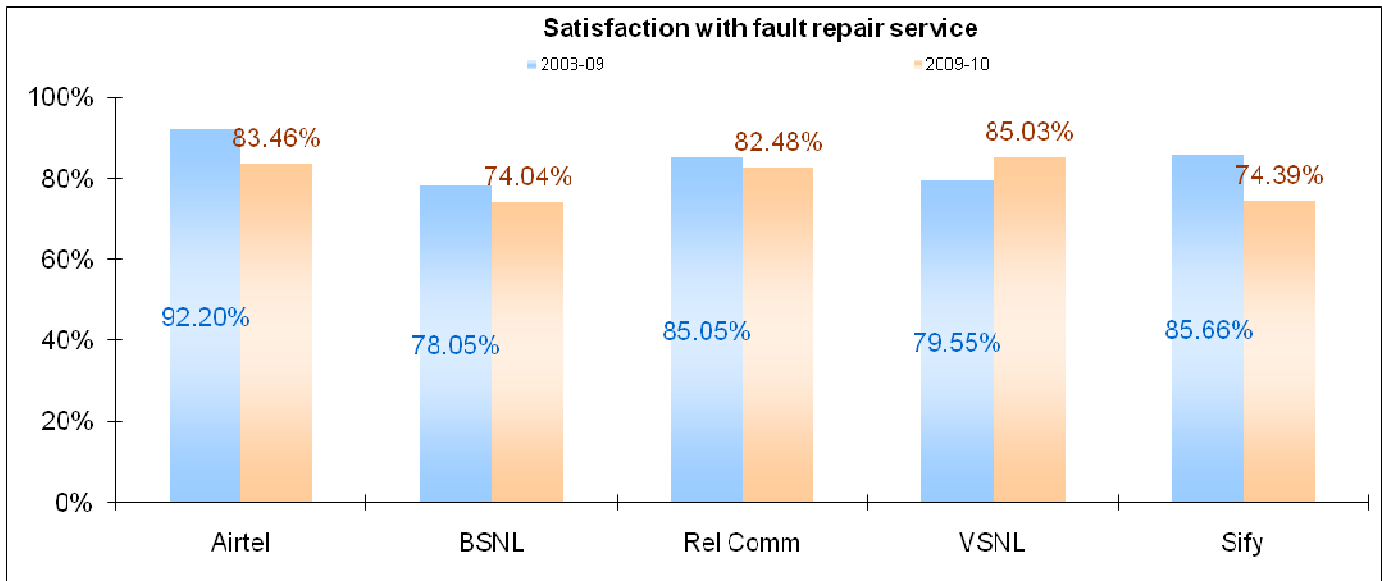


In the current round of survey, Airtel with 94.49% scored highest for satisfaction with time for which service is up and running whereas Sify with 74.59% scored lowest.

5.3.5 Maintainability:

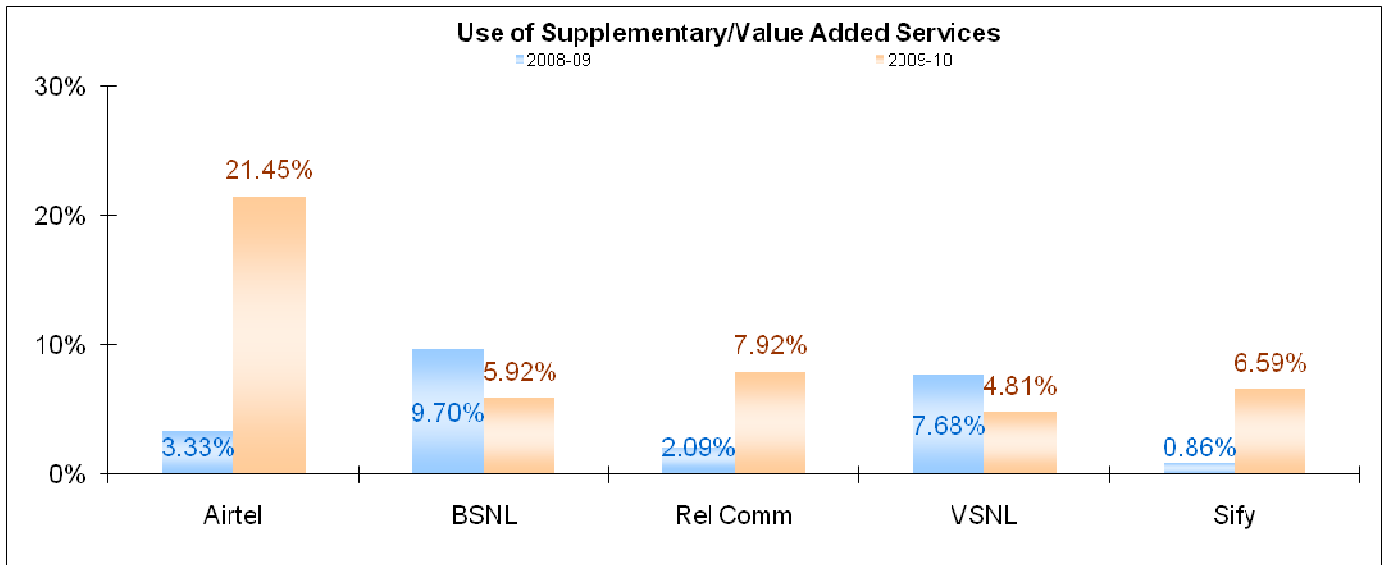


95.23% of Airtel subscribers claimed that they occasionally or never face problems with their broadband connection.



In the current round of survey, VSNL with 85.03% scored highest on satisfaction with time taken to restore the connection whereas BSNL with 74.04% scored lowest.

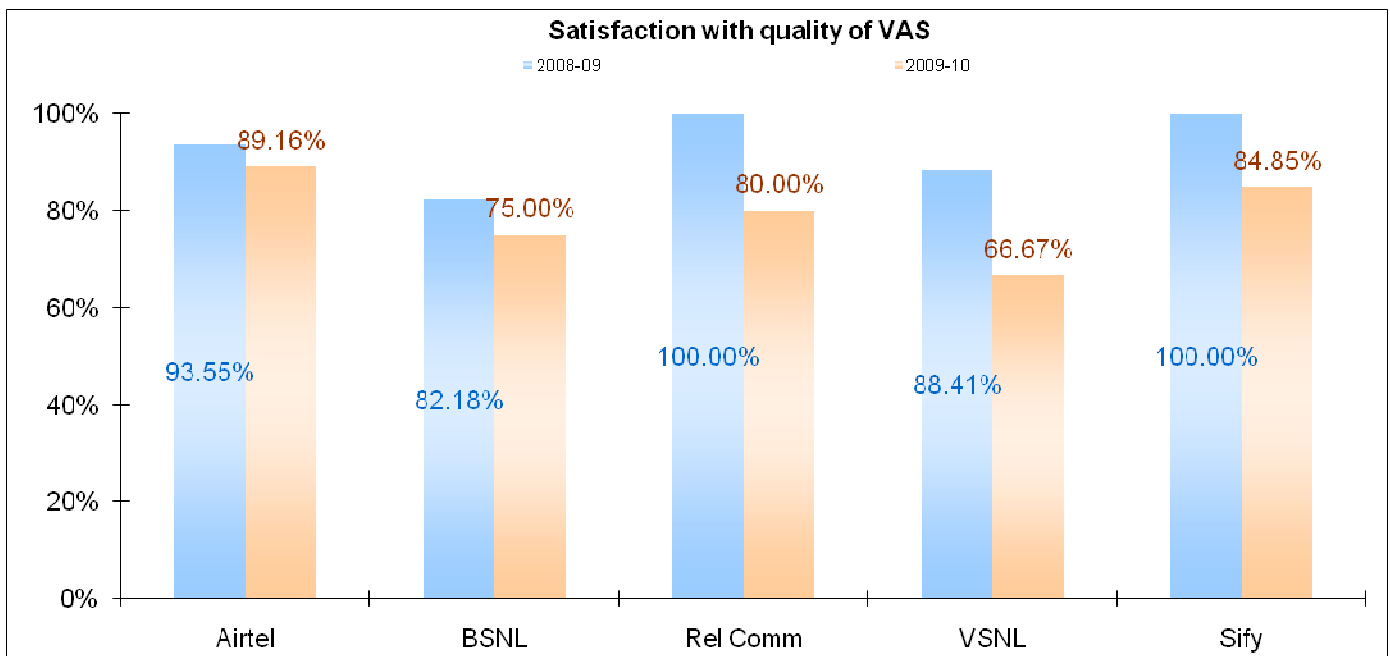
5.3.6 Supplementary Services:



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

5.3.7 Percentage subscribers satisfied:

Level of satisfaction:



In the current round of survey, for satisfaction with supplementary services Airtel with 89.16% scored highest whereas VSNL with 66.67% scored least.

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

Satisfaction level with Help Services / Customer Care	Airtel	BSNL	Rel Comm	VSNL	Sify
Penetration - Complains made to customer care within last 6 months	36.79%	63.09%	67.00%	62.36%	37.92%
Customer care informing about the action taken on the complaint	71.89%	77.96%	77.40%	70.68%	55.74%
Resolution of complaint by customer care within 4 weeks of lodging complaint	85.75%	76.58%	80.79%	78.83%	67.12%

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

Reason for dissatisfaction with customer care	Airtel	BSNL	Rel Comm	VSNL	Sify
Difficult to connect call center executive	9.59%	11.40%	2.74%	5.19%	26.03%
Customer care executive not polite/courteous	6.85%	13.99%	11.64%	11.11%	5.48%
Customer care executive not equipped with adequate information	15.07%	15.03%	21.23%	13.33%	39.73%
Time taken by call center for redressal of complaint is too long	52.05%	60.10%	56.16%	49.63%	46.58%
The customer care executive was unable to understand the problem	10.96%	19.17%	26.71%	11.11%	20.55%

6.1 Key Take Outs and Recommendations – Basic (Wireline)

Key Take outs: Overall Level

- ✓ It was observed that BSNL is the major operator in Kolkata circle. TATA was observed to have limited presence only in key areas and cities and caters only to corporate clientele.
- ✓ Also as expected penetration of prepaid subscribers was observed to be low in Kolkata circle for Wireline services.
- ✓ 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 ‘billing performance for post paid customers’ and “Maintainability” of network of various service providers. These are three areas where service providers are performing relatively poor as far as satisfaction level of customers is concerned.
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. Service providers should advertise the 3-stage process detailing about 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 time taken to resolve the complaint or the executive not being able to resolve the complaint of subscribers. The satisfaction levels for complaint resolution by call centre are observed to be less than 50% for all the three service providers

Key Take outs: Operator Wise

BSNL (Kolkata)

- ✓ The overall satisfaction level on all the parameters for BSNL subscribers (54%) was observed to be low when compared to its performance in Metro circles
- ✓ The customer care problem resolution mechanism should be made more robust as satisfaction levels on various sub parameters like time taken to resolve complain, capability of customer care officer etc
- ✓ BSNL in Bihar should look at improving its performance on timely delivery of bills as subscriber satisfaction level was observed to be only 50% for the same. Also, the service provider’s score on network performance was observed to be relatively less with scores of less than 60 % across all the sub parameters on satisfaction level.
- ✓ Faults and Fault repair also emerged as one of the key problems as more than 50% of the subscribers met claimed that they have experience faults in last one month.
- ✓ Incidence of subscribers who have subscribed for supplementary services was found to be relatively low as compared to users of Broadband and Cellular Mobile Service

Tata Teleservices

- ✓ TATA teleservices has limited presence in Kolkata circle and caters primarily to corporate customers.
- ✓ Although at an overall level it is observed that TATA is doing better than BSNL in Kolkata circle but the reason for the same is largely the low subscriber base (Only in key cities) and hence low sample size covered.
- ✓ Although TATA teleservices is doing relatively better on call centre performance, it also needs to improve its performance on the parameter as subscribers satisfaction level was observed to be significantly below the TRAI specified benchmark.

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.
- ✓ Also, when compared to subscriber satisfaction level observed in metro circles it was found that satisfaction levels in Kolkata are low across all the parameters.
- ✓ At an overall level TATA and Airtel were found to be best performing with relatively better score across all the parameters
- ✓ As in other circles and services, there is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’ and ‘billing performance’ of service providers especially for postpaid subscribers.
- ✓ Airtel and BSNL were found to be performing relatively poor on most of the aspects as far as satisfaction level is concerned
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. Service providers should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies on a periodic basis.

Key Take outs: Operator Level

Airtel

- ✓ The service providers does relatively well and has scored below 60% only on one parameter i.e. Help services as far as satisfaction level of subscribers is concerned.
- ✓ Also when compared to other operators in the circle Airtel is performing relatively better on network performance with subscriber satisfaction level of 65% and Top two box score of 67%.
- ✓ Airtel should look at improving its performance on the process of resolution of billing complaints by call centre (sub parameter of call centre performance) where service provider’s satisfaction level was observed to be below 40%.

BSNL

- ✓ BSNL does not perform well on help services, network performance, maintainability and supplementary services as subscriber satisfaction level scores have remained below 55% on all these parameters.
- ✓ However, the service provider seems to be doing relatively well on billing performance (for prepaid customers), where top two box score was observed to be 86%.
- ✓ A significant proportion (>30%) of BSNL subscribers met claimed that they experience frequent call drops.
- ✓ As with other operators BSNL needs to improve its performance on call centre significantly as it is scoring below 50% on most of the sub aspects as far as subscriber satisfaction level is concerned.

Tata Teleservices

- ✓ Tata Teleservices performs next to Airtel on overall satisfaction level at a score 65%.
- ✓ As far as performance on call centre related aspects is concerned, it is doing better than other operators with scores of over 60% satisfaction level on most of the parameters.

Airtel

- ✓ During survey it was learnt that the service provider has only prepaid subscribers in the circle.
- ✓ Airtel scores the lowest on overall satisfaction with subscriber satisfaction level of 44% and top two box score of 41%. Importantly more than 51% of its subscribers claimed that they experience frequent call drops.

- ✓ Also, Aircel needs to improve its performance on network related parameters where it is scoring lowest on all the sub parameters.

Reliance Communications and RTL

- ✓ Both the service providers do not perform well on Maintainability, Help services and Network performance where their satisfaction level scores were observed to be below 60%.
- ✓ Also, a significant proportion (>20%) of the subscribers met for both the service providers claimed that they experience frequent call drops.
- ✓ At an overall level RTL is perhaps the 4th best performing service provider followed by RCOM which can be said to be performing marginally better than RTL.

6.3 Key Takeouts & Recommendations – Broadband

Key Take outs: Overall

- ✓ During the survey it was observed that there are only two major service providers operating in the circle i.e. BSNL and Sify (presence in primary cities). Reliance communications provides broadband connection in the circle but only to its internal customer i.e. Reliance Telecommunications Ltd (RTL)
- ✓ 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.
- ✓ Importantly satisfaction levels have remained low for most of the parameters when compared with the performance of service providers in metro circles.
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’, “Network performance” 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 (Kolkata)

- ✓ When compared with Sify which performs well on service provisioning (with satisfaction level score of 78%, BSNL is doing relatively poor. But the prime reason for same can be that the service provider is providing service in entire circle whereas Sify has limited presence in prime cities.
- ✓ Also, there is a need to improve performance on network related parameters as more than 35% of subscribers in both Kolkata claimed that they face frequent problems with Broadband connections.
- ✓ BSNL(Bihar) does relatively better on maintainability of network with subscriber satisfaction level of 61% and top two box score of 83%

SIFY

- ✓ Most of Sify customers are prepaid and only a negligible proportion of its subscribers were found to be post paid (corporate customers).
- ✓ As far as overall satisfaction level is concerned Sify is performing poor at 48%
- ✓ Also, there is a need to improve performance on network related parameters (satisfaction level score 54%) as more than 40% of subscribers in Kolkata claimed that they face frequent problems with Broadband connections.

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

	Airtel	BSNL	Rel Comm	TATA
Last applied for a telephone connection	2009-10			
Less than 6 months	3.03%	0.82%	2.67%	4.71%
6 - 12 months	1.91%	0.55%	2.96%	3.77%
more than 12 months	95.06%	98.63%	94.37%	91.53%

	Airtel	BSNL	Rel Comm	TATA
Last applied for a telephone connection	2008-09			
Less than 6 months	16.22%	0.74%	16.17%	13.68%
6 - 12 months	19.30%	1.48%	13.21%	10.68%
more than 12 months	64.48%	97.77%	70.62%	75.64%

	Airtel	BSNL	Rel Comm	TATA
Time taken to provide a working connection	2009-10			
< 3 days	44.19%	30.77%	49.15%	51.85%
3 - 7 days	20.93%	30.77%	33.90%	43.21%
6 - 15 days	2.33%	7.69%	10.17%	1.23%
> 15 days	32.56%	30.77%	6.78%	3.70%
<= 7 days	65.12%	61.54%	83.05%	95.06%

	Airtel	BSNL	Rel Comm	TATA
Time taken to provide a working connection	2008-09			
< 3 days	68.50%	37.50%	57.33%	60.49%
3 - 7 days	21.97%	29.17%	25.08%	23.46%
6 - 15 days	6.65%	20.83%	12.70%	13.58%
> 15 days	2.89%	12.50%	4.89%	2.47%
<= 7 days	90.47%	66.67%	82.41%	83.95%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with time taken for activation	2009-10			
Very satisfied	19.05%	21.43%	21.05%	22.78%
Satisfied	73.81%	50.00%	75.44%	74.68%
Dissatisfied	4.76%	28.57%	3.51%	1.27%
Very dissatisfied	2.38%	0.00%	0.00%	1.27%
Top-2	92.86%	71.43%	96.49%	97.46%
Bot-2	7.14%	28.57%	3.51%	2.54%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with time taken for activation	2008-09			
Very satisfied	9.54%	0.00%	9.12%	12.35%

Satisfied	84.68%	79.17%	80.13%	76.54%
Dissatisfied	5.20%	12.50%	10.10%	9.88%
Very dissatisfied	0.58%	8.33%	0.65%	1.23%
Top-2	94.22%	79.17%	89.25%	88.89%
Bot-2	5.78%	20.83%	10.75%	11.11%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with timely delivery of bills - Postpaid	2009-10			
Very satisfied	27.42%	15.81%	4.74%	13.69%
Satisfied	68.96%	72.22%	89.19%	81.37%
Dissatisfied	3.02%	9.17%	5.63%	4.94%
Very dissatisfied	0.60%	2.81%	0.44%	0.00%
Top-2	96.38%	88.03%	93.93%	95.06%
Bot-2	3.62%	11.98%	6.07%	4.94%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with timely delivery of bills - Postpaid	2008-09			
Very satisfied	2.96%	5.00%	4.70%	7.62%
Satisfied	92.12%	78.46%	82.89%	85.71%
Dissatisfied	4.93%	13.46%	11.74%	6.67%
Very dissatisfied	0.00%	3.08%	0.67%	0.00%
Top-2	95.08%	83.46%	87.59%	93.33%
Bot-2	4.93%	16.54%	12.41%	6.67%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with accuracy of bills - Postpaid	2009-10			
Very satisfied	26.33%	12.49%	4.32%	12.98%
Satisfied	68.72%	76.32%	88.78%	80.53%
Dissatisfied	4.59%	8.88%	6.19%	6.11%
Very dissatisfied	0.36%	2.31%	0.72%	0.38%
Top-2	95.05%	88.81%	93.10%	93.51%
Bot-2	4.95%	11.19%	6.91%	6.49%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with accuracy of bills - Postpaid	2008-09			
Very satisfied	2.46%	4.33%	3.36%	9.52%
Satisfied	87.19%	80.67%	71.48%	69.52%
Dissatisfied	7.88%	13.08%	21.48%	20.00%
Very dissatisfied	2.46%	1.92%	3.69%	0.95%
Top-2	89.65%	85.00%	74.84%	79.04%
Bot-2	10.34%	15.00%	25.17%	20.95%

	Airtel	BSNL	Rel Comm	TATA
Billing complaint in last 12 months - Postpaid	2009-10			
Yes	10.39%	7.94%	9.18%	10.78%
No	89.61%	92.06%	90.82%	89.22%

	Airtel	BSNL	Rel Comm	TATA
Billing complaint in last 12 months - Postpaid	2008-09			
Yes	13.79%	7.79%	17.11%	20.00%
No	86.21%	92.21%	82.89%	80.00%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with process of resolution of billing complaints - Postpaid	2009-10			
Very satisfied	2.70%	1.18%	1.56%	0.00%
Satisfied	54.05%	30.59%	40.63%	31.03%
Dissatisfied	39.19%	56.47%	51.56%	55.17%
Very dissatisfied	4.05%	11.76%	6.25%	13.79%
Top-2	56.75%	31.77%	42.19%	31.03%
Bot-2	43.24%	68.23%	57.81%	68.96%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with process of resolution of billing complaints - Postpaid	2008-09			
Very satisfied	3.57%	2.47%	1.96%	4.76%
Satisfied	57.14%	44.44%	35.29%	61.90%
Dissatisfied	35.71%	37.04%	47.06%	33.33%
Very dissatisfied	3.57%	16.05%	15.69%	0.00%
Top-2	60.71%	46.91%	37.25%	66.66%
Bot-2	39.28%	53.09%	62.75%	33.33%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with clarity of bills - Postpaid	2009-10			
Very satisfied	24.60%	12.42%	4.46%	13.73%
Satisfied	72.95%	79.02%	91.37%	80.78%
Dissatisfied	2.08%	7.41%	3.88%	4.71%
Very dissatisfied	0.37%	1.15%	0.29%	0.78%
Top-2	97.55%	91.44%	95.83%	94.51%
Bot-2	2.45%	8.56%	4.17%	5.49%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with clarity of bills - Postpaid	2008-09			
Very satisfied	2.06%	4.73%	3.15%	9.09%
Satisfied	88.66%	84.76%	80.77%	72.73%

Dissatisfied	8.76%	8.49%	13.99%	16.16%
Very dissatisfied	0.52%	2.03%	2.10%	2.02%
Top-2	90.72%	89.49%	83.92%	81.82%
Bot-2	9.28%	10.52%	16.09%	18.18%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with accuracy of charges - Prepaid	2009-10			
Very satisfied	29.41%	0.00%	11.25%	17.86%
Satisfied	70.59%	100.00%	84.50%	78.79%
Dissatisfied	0.00%	0.00%	3.95%	3.03%
Very dissatisfied	0.00%	0.00%	0.30%	0.32%
Top-2	100.00%	100.00%	95.75%	96.65%
Bot-2	0.00%	0.00%	4.25%	3.35%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with accuracy of charges - Prepaid	2008-09			
Very satisfied	2.52%	18.92%	2.31%	2.87%
Satisfied	88.61%	70.27%	88.60%	84.20%
Dissatisfied	8.34%	10.81%	8.01%	12.21%
Very dissatisfied	0.53%	0.00%	1.09%	0.72%
Top-2	91.13%	89.19%	90.91%	87.07%
Bot-2	8.87%	10.81%	9.10%	12.93%

	Airtel	BSNL	Rel Comm	TATA
Made complaint at the customer care	2009-10			
Yes	51.24%	32.73%	48.47%	42.05%
No	48.76%	67.27%	51.53%	57.95%

	Airtel	BSNL	Rel Comm	TATA
Made complaint at the customer care	2008-09			
Yes	32.14%	25.32%	34.35%	55.64%
No	67.86%	74.68%	65.65%	44.36%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with ease of accessing customer care	2009-10			
Very satisfied	19.96%	6.13%	1.97%	10.20%
Satisfied	71.05%	71.59%	83.83%	76.12%
Dissatisfied	8.11%	18.38%	13.21%	12.44%
Very dissatisfied	0.88%	3.90%	0.99%	1.24%
Top-2	91.01%	77.72%	85.80%	86.32%
Bot-2	8.99%	22.28%	14.20%	13.68%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with ease of accessing customer care	2008-09			
Very satisfied	2.88%	2.93%	2.23%	2.70%
Satisfied	67.41%	70.33%	59.05%	77.30%
Dissatisfied	26.20%	21.61%	35.38%	17.57%
Very dissatisfied	3.51%	5.13%	3.34%	2.43%
Top-2	70.29%	73.26%	61.28%	80.00%
Bot-2	29.71%	26.74%	38.72%	20.00%

	Airtel	BSNL	Rel Comm	TATA
satisfaction with response time to answer call	2009-10			
Very satisfied	21.93%	5.85%	2.56%	12.94%
Satisfied	68.86%	70.75%	80.08%	73.88%
Dissatisfied	8.11%	19.50%	16.17%	12.94%
Very dissatisfied	1.10%	3.90%	1.18%	0.25%
Top-2	90.79%	76.60%	82.64%	86.82%
Bot-2	9.21%	23.40%	17.35%	13.19%

	Airtel	BSNL	Rel Comm	TATA
satisfaction with response time to answer call	2008-09			
Very satisfied	3.19%	2.20%	2.51%	1.62%
Satisfied	65.18%	71.79%	63.51%	81.35%
Dissatisfied	30.03%	21.61%	30.92%	13.78%
Very dissatisfied	1.60%	4.40%	3.06%	3.24%
Top-2	68.37%	73.99%	66.02%	82.97%
Bot-2	31.63%	26.01%	33.98%	17.02%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with problem solving ability	2009-10			
Very satisfied	22.59%	6.41%	1.78%	11.97%
Satisfied	64.47%	59.05%	71.99%	67.83%
Dissatisfied	11.18%	30.36%	19.92%	13.47%
Very dissatisfied	1.75%	4.18%	6.31%	6.73%
Top-2	87.06%	65.46%	73.77%	79.80%
Bot-2	12.93%	34.54%	26.23%	20.20%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with problem solving ability	2008-09			
Very satisfied	3.83%	2.20%	2.23%	1.62%
Satisfied	61.66%	71.79%	61.28%	77.57%
Dissatisfied	32.59%	19.78%	32.31%	17.84%
Very dissatisfied	1.92%	6.23%	4.18%	2.97%

Top-2	65.49%	73.99%	63.51%	79.19%
Bot-2	34.51%	26.01%	36.49%	20.81%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with time taken to resolve complaint	2009-10			
Very satisfied	22.81%	7.24%	1.78%	11.19%
Satisfied	64.91%	57.66%	71.01%	67.66%
Dissatisfied	10.31%	30.36%	21.10%	15.17%
Very dissatisfied	1.97%	4.74%	6.11%	5.97%
Top-2	87.72%	64.90%	72.79%	78.85%
Bot-2	12.28%	35.10%	27.21%	21.14%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with time taken to resolve complaint	2008-09			
Very satisfied	3.19%	2.20%	1.67%	1.35%
Satisfied	61.98%	67.40%	60.45%	76.22%
Dissatisfied	32.91%	23.81%	33.15%	19.46%
Very dissatisfied	1.92%	6.59%	4.74%	2.97%
Top-2	65.17%	69.60%	62.12%	77.57%
Bot-2	34.83%	30.40%	37.89%	22.43%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with availability of working telephone	2009-10			
Very satisfied	27.11%	11.05%	6.51%	16.24%
Satisfied	69.97%	76.62%	86.30%	77.74%
Dissatisfied	2.92%	11.14%	6.80%	5.59%
Very dissatisfied	0.00%	1.19%	0.38%	0.42%
Top-2	97.08%	87.67%	92.81%	93.98%
Bot-2	2.92%	12.33%	7.18%	6.01%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with availability of working telephone	2008-09			
Very satisfied	5.54%	4.27%	5.07%	3.91%
Satisfied	86.65%	81.73%	86.60%	84.81%
Dissatisfied	7.39%	12.99%	8.23%	11.13%
Very dissatisfied	0.41%	1.02%	0.10%	0.15%
Top-2	92.19%	86.00%	91.67%	88.72%
Bot-2	7.80%	14.01%	8.33%	11.28%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with ability to make and receive calls	2009-10			
Very satisfied	27.48%	10.51%	6.99%	16.91%

Satisfied	69.48%	79.98%	85.06%	77.48%
Dissatisfied	2.93%	8.32%	7.57%	5.18%
Very dissatisfied	0.11%	1.19%	0.38%	0.42%
Top-2	96.96%	90.49%	92.05%	94.39%
Bot-2	3.04%	9.51%	7.95%	5.60%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with ability to make and receive calls	2008-09			
Very satisfied	5.65%	4.55%	4.98%	3.01%
Satisfied	86.45%	85.90%	86.89%	85.26%
Dissatisfied	7.49%	8.81%	7.85%	11.28%
Very dissatisfied	0.41%	0.74%	0.29%	0.45%
Top-2	92.10%	90.45%	91.87%	88.27%
Bot-2	7.90%	9.55%	8.14%	11.73%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with voice quality	2009-10			
Very satisfied	27.78%	12.33%	5.94%	15.54%
Satisfied	67.94%	73.97%	85.44%	76.64%
Dissatisfied	3.71%	11.60%	7.66%	7.08%
Very dissatisfied	0.56%	2.10%	0.96%	0.74%
Top-2	95.72%	86.30%	91.38%	92.18%
Bot-2	4.27%	13.70%	8.62%	7.82%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with voice quality	2008-09			
Very satisfied	6.37%	3.99%	5.65%	2.86%
Satisfied	85.93%	83.30%	86.32%	84.81%
Dissatisfied	7.60%	11.78%	7.75%	11.28%
Very dissatisfied	0.10%	0.93%	0.29%	1.05%
Top-2	92.30%	87.29%	91.97%	87.67%
Bot-2	7.70%	12.71%	8.04%	12.33%

	Airtel	BSNL	Rel Comm	TATA
Experienced fault in last 12 months	2009-10			
Yes	23.37%	31.08%	35.40%	21.97%
No	76.63%	68.92%	64.60%	78.03%

	Airtel	BSNL	Rel Comm	TATA
Experienced fault in last 12 months	2008-09			
Yes	19.92%	51.21%	17.51%	23.01%
No	80.08%	48.79%	82.49%	76.99%

	Airtel	BSNL	Rel Comm	TATA
Faults in last 1 month	2009-10			
Nil	59.80%	38.35%	51.25%	30.58%
1 time	24.51%	24.48%	30.75%	41.26%
2 - 3 times	10.29%	24.48%	11.63%	19.90%
> 3 times	5.39%	12.68%	6.37%	8.25%

	Airtel	BSNL	Rel Comm	TATA
Faults in last 1 month	2008-09			
Nil	49.74%	66.06%	51.91%	51.63%
1 time	31.41%	20.69%	27.32%	24.18%
2 - 3 times	15.71%	9.07%	15.85%	18.30%
> 3 times	3.14%	4.17%	4.92%	5.88%

	Airtel	BSNL	Rel Comm	TATA
Time for repairing complaint	2009-10			
1 day	61.22%	18.86%	21.23%	30.77%
2 - 3 days	25.51%	43.43%	46.37%	50.00%
4 - 7 days	4.08%	18.52%	11.17%	12.02%
> 7 days	9.18%	19.19%	21.23%	7.21%
<= 3 days	86.73%	62.29%	67.60%	80.77%

	Airtel	BSNL	Rel Comm	TATA
Time for repairing complaint	2008-09			
1 day	31.25%	19.60%	22.95%	33.55%
2 - 3 days	36.46%	45.37%	49.73%	40.13%
4 - 7 days	8.85%	20.15%	16.94%	13.82%
> 7 days	23.44%	14.88%	10.38%	12.50%
<= 3 days	67.71%	64.97%	72.68%	73.68%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with fault repair service	2009-10			
Very satisfied	27.86%	5.10%	3.59%	15.87%
Satisfied	60.70%	65.99%	65.47%	69.23%
Dissatisfied	8.96%	19.73%	23.48%	13.46%
Very dissatisfied	2.49%	9.18%	7.46%	1.44%
Top-2	88.56%	71.09%	69.06%	85.10%
Bot-2	11.45%	28.91%	30.94%	14.90%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with fault repair service	2008-09			
Very satisfied	5.70%	3.09%	4.37%	2.61%

Satisfied	56.48%	68.73%	61.20%	66.01%
Dissatisfied	32.12%	22.00%	29.51%	26.80%
Very dissatisfied	5.70%	6.18%	4.92%	4.58%
Top-2	62.18%	71.82%	65.57%	68.62%
Bot-2	37.82%	28.18%	34.43%	31.38%

	Airtel	BSNL	Rel Comm	TATA
Use of Supplementary/Value Added Services	2009-10			
Yes	9.33%	2.55%	3.05%	2.30%
No	90.67%	97.45%	96.95%	97.70%

	Airtel	BSNL	Rel Comm	TATA
Use of Supplementary/Value Added Services	2008-09			
Yes	1.85%	2.32%	4.11%	2.86%
No	98.15%	97.68%	95.89%	97.14%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with quality of VAS	2009-10			
Very satisfied	14.46%	0.00%	0.00%	4.55%
Satisfied	74.70%	75.00%	87.50%	81.82%
Dissatisfied	10.84%	21.43%	12.50%	13.64%
Very dissatisfied	0.00%	3.57%	0.00%	0.00%
Top-2	89.16%	75.00%	87.50%	86.37%
Bot-2	10.84%	25.00%	12.50%	13.64%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with quality of VAS	2008-09			
Very satisfied	16.67%	12.50%	4.76%	5.26%
Satisfied	77.78%	62.50%	85.71%	84.21%
Dissatisfied	5.56%	25.00%	7.14%	10.53%
Very dissatisfied	0.00%	0.00%	2.38%	0.00%
Top-2	94.45%	75.00%	90.47%	89.47%
Bot-2	5.56%	25.00%	9.52%	10.53%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with overall quality of telephone service	2009-10			
Very satisfied	22.99%	7.02%	6.00%	12.57%
Satisfied	72.03%	84.44%	81.61%	77.72%
Dissatisfied	4.64%	7.02%	11.04%	9.29%
Very dissatisfied	0.34%	1.52%	1.36%	0.42%
Top-2	95.02%	91.46%	87.61%	90.29%
Bot-2	4.98%	8.54%	12.40%	9.71%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with overall quality of telephone service	2008-09			
Very satisfied	5.46%	2.61%	4.60%	2.11%
Satisfied	81.75%	83.68%	80.92%	83.01%
Dissatisfied	11.86%	12.97%	13.52%	14.14%
Very dissatisfied	0.93%	0.75%	0.96%	0.75%
Top-2	87.21%	86.29%	85.52%	85.12%
Bot-2	12.79%	13.72%	14.48%	14.89%

	Airtel	BSNL	Rel Comm	TATA
Informed about tariff plan in writing on activation of service or within a week	Airtel	BSNL	Rel Comm	TATA
2009-10	4.61%	1.55%	30.63%	11.19%
2008-09	17.04%	1.40%	15.65%	9.57%

	Airtel	BSNL	Rel Comm	TATA
Terminated a telephone connection in last 12 months				
2009-10	4.27%	0.91%	2.29%	3.66%
2008-09	6.67%	0.83%	4.59%	6.47%

	Airtel	BSNL	Rel Comm	TATA
Time taken for termination of connection - 2009-10				
1 day	46.43%	11.11%	4.76%	16.00%
2 - 3 days	39.29%	33.33%	66.67%	56.00%
4 - 7 days	10.71%	11.11%	14.29%	16.00%

	Airtel	BSNL	Rel Comm	TATA
Security money adjusted in the bill raised after termination request				
2009-10	54.55%	30.00%	50.00%	35.29%
2008-09	40.00%	11.11%	16.67%	30.95%

	Airtel	BSNL	Rel Comm	TATA
Awareness about call centre telephone number				
Yes	83.37%	70.65%	85.69%	85.15%
No	15.73%	28.44%	14.22%	14.02%

	Airtel	BSNL	Rel Comm	TATA
Made any complaint to the customer care in last 12 months				
Yes	48.31%	29.90%	47.04%	41.63%
No	51.69%	70.10%	52.96%	58.37%

	Airtel	BSNL	Rel Comm	TATA
If complaint made				
Docket number received for most of the complaints	63.98%	73.68%	21.65%	31.82%
No docket number received for most of the complaints	15.40%	4.02%	48.45%	43.94%
It was received on request	18.25%	19.20%	20.62%	19.70%
No docket number received even on request	2.37%	3.10%	9.28%	4.55%

Informed by call centre about the action taken on the complaint	Airtel	BSNL	Rel Comm	TATA
Yes	78.61%	84.11%	60.04%	75.19%
No	21.39%	15.89%	39.96%	24.81%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with the system of complaint resolution by call centre	2009-10			
Very satisfied	14.05%	0.62%	1.02%	8.70%
Satisfied	74.00%	71.91%	70.41%	71.36%
Dissatisfied	10.30%	21.91%	23.47%	14.07%
Very dissatisfied	1.64%	5.56%	5.10%	5.88%
Top-2	88.05%	72.53%	71.43%	80.06%
Bot-2	11.94%	27.47%	28.57%	19.95%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with the system of complaint resolution by call centre	2008-09			
Very satisfied	1.79%	5.95%	1.92%	3.17%
Satisfied	57.14%	66.67%	48.08%	49.21%
Dissatisfied	35.71%	19.64%	40.38%	34.92%
Very dissatisfied	5.36%	7.74%	9.62%	12.70%
Top-2	58.93%	72.62%	50.00%	52.38%
Bot-2	41.07%	27.38%	50.00%	47.62%

	Airtel	BSNL	Rel Comm	TATA
Reason for dissatisfaction	2009-10			
Difficult to connect to the call center executive	11.76%	35.96%	11.43%	30.77%
Customer care executive not polite/courteous	9.80%	28.09%	9.29%	24.36%
Customer care executive not equipped with adequate information	9.80%	28.09%	19.29%	14.10%
Time taken by call centre for redressal is too long	39.22%	58.43%	36.43%	33.33%
Customer care executive was unable to understand the problem	21.57%	38.20%	53.57%	21.79%
Others	0.00%	0.00%	0.00%	0.00%

Billing/charging complaint resolved satisfactorily by call center within 4 weeks after lodging of the complaint	Airtel	BSNL	Rel Comm	TATA
2009-10	32.00%	20.13%	41.67%	27.40%
2008-09	7.02%	11.18%	7.41%	4.76%

Awareness about contact details of Nodal officer	Airtel	BSNL	Rel Comm	TATA
Yes	8.76%	6.20%	4.39%	5.44%
No	91.24%	93.80%	95.61%	94.56%

Made any complaint to the Nodal officer regarding complaints not resolved/ unsatisfactorily resolved by the call centre	Airtel	BSNL	Rel Comm	TATA
Yes	6.41%	16.18%	4.35%	5.77%
No	93.59%	83.82%	95.65%	94.23%

Intimated by the nodal officer about the decision taken on the complaint	Airtel	BSNL	Rel Comm	TATA
Yes	40.00%	54.55%	50.00%	66.67%
No	60.00%	45.45%	50.00%	33.33%

Satisfaction with the redressal of the complaint by the nodal officer	Airtel	BSNL	Rel Comm	TATA
Very satisfied	0.00%	9.09%	0.00%	0.00%
Satisfied	60.00%	36.36%	0.00%	66.67%
Dissatisfied	40.00%	18.18%	100.00%	33.33%
Very dissatisfied	0.00%	36.36%	0.00%	0.00%
Top-2	60.00%	45.45%	0.00%	66.67%
Bot-2	40.00%	54.54%	100.00%	33.33%

Reason for dissatisfaction	Airtel	BSNL	Rel Comm	TATA
Difficult to connect to the Nodal Officer	0.00%	66.67%	50.00%	0.00%
Nodal Officer not polite/courteous	0.00%	33.33%	0.00%	0.00%
Nodal Officer not equipped with adequate information	0.00%	16.67%	0.00%	0.00%
Time taken by Nodal Officer for redressal is too long	50.00%	33.33%	50.00%	0.00%
Nodal Officer was unable to understand the problem	50.00%	0.00%	50.00%	0.00%
Others	0.00%	16.67%	0.00%	0.00%

Awareness about the contact details of the appellate authority	Airtel	BSNL	Rel Comm	TATA
Yes	4.61%	3.74%	1.62%	1.78%
No	95.39%	96.26%	98.38%	98.22%

Filed any appeal in last 12 months	Airtel	BSNL	Rel Comm	TATA
Yes	0.00%	0.00%	0.00%	0.00%
No	100.00%	100.00%	100.00%	100.00%

Filed any appeal in last 12 months	Airtel	BSNL	Rel Comm	TATA
Yes	0.00%	0.00%	0.00%	0.00%

No	100.00%	100.00%	100.00%	100.00%
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Awareness about item-wise usage charge details for prepaid users	Airtel	BSNL	Rel Comm	TATA
Yes	7.89%	45.45%	27.83%	33.08%
No	92.11%	54.55%	72.17%	66.92%

Ever denied of request for item-wise usage charge details for prepaid connection	Airtel	BSNL	Rel Comm	TATA
Yes	0.00%	0.00%	0.31%	0.75%
No	100.00%	100.00%	99.69%	99.25%

Manual of practice provided while subscribing for new telephone connection	Airtel	BSNL	Rel Comm	TATA
Yes	61.11%	62.50%	53.66%	63.08%
No	38.89%	37.50%	46.34%	36.92%

7.2 Cellular Mobile (Wireless)

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Last applied for a mobile connection	2009-10									
Less than 6 months	4.38%	6.26%	86.58%	40.39%	46.80%	14.95%	2.66%	76.17%	5.29%	5.20%
6 - 12 months	5.47%	5.99%	8.86%	21.69%	46.71%	11.32%	3.85%	14.26%	4.60%	6.09%
more than 12 months	90.15%	87.75%	4.56%	37.92%	6.49%	73.73%	93.49%	9.56%	90.11%	88.71%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Last applied for a mobile connection	2008-09									
Less than 6 months	12.41%	12.69%	NA	NA	NA	11.91%	7.18%	NA	11.04%	16.53%
6 - 12 months	11.37%	9.90%	NA	NA	NA	7.11%	8.91%	NA	11.22%	13.58%
more than 12 months	76.22%	77.41%	NA	NA	NA	80.98%	83.91%	NA	77.74%	69.88%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Time taken to provide a working connection	2009-10									
1 day	88.79%	86.15%	90.57%	85.55%	81.09%	80.34%	76.06%	87.20%	82.83%	88.10%
2 - 3 days	10.28%	10.77%	8.39%	12.88%	15.42%	19.31%	21.13%	11.37%	11.11%	10.32%
4 - 7 days	0.93%	3.08%	0.75%	1.00%	1.89%	0.34%	1.41%	0.95%	6.06%	0.79%

more than 7 days	0.00%	0.00%	0.28%	0.57%	1.59%	0.00%	1.41%	0.47%	0.00%	0.79%
<= 7 days	100.00%	100.00%	99.71%	99.43%	98.40%	99.99%	98.60%	99.52%	100.00%	99.21%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Time taken to provide a working connection	2008-09									
1 day	75.85%	75.10%	NA	NA	NA	60.31%	75.57%	NA	70.34%	49.25%
2 - 3 days	16.98%	19.59%	NA	NA	NA	30.41%	14.77%	NA	19.07%	21.62%
4 - 7 days	3.40%	2.45%	NA	NA	NA	4.64%	6.25%	NA	6.78%	12.61%
more than 7 days	3.77%	2.86%	NA	NA	NA	4.64%	3.41%	NA	3.81%	16.52%
<= 7 days	96.23%	97.14%	NA	NA	NA	95.36%	96.59%	NA	96.19%	83.48%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Satisfaction with time taken for activation	2009-10									
Very satisfied	24.53%	14.84%	13.04%	9.34%	4.52%	10.10%	10.14%	9.76%	15.15%	8.87%
Satisfied	73.58%	85.16%	84.97%	87.93%	93.97%	87.46%	82.61%	89.28%	78.79%	90.32%
Dissatisfied	1.89%	0.00%	1.52%	2.59%	1.31%	2.44%	7.25%	0.77%	6.06%	0.81%
Very dissatisfied	0.00%	0.00%	0.48%	0.14%	0.20%	0.00%	0.00%	0.19%	0.00%	0.00%
Top-2	98.11%	100.00%	98.01%	97.27%	98.49%	97.56%	92.75%	99.04%	93.94%	99.19%
Bot-2	1.89%	0.00%	2.00%	2.73%	1.51%	2.44%	7.25%	0.96%	6.06%	0.81%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Satisfaction with time taken for activation	2008-09									
Very satisfied	14.02%	16.39%	NA	NA	NA	5.76%	14.20%	NA	6.84%	9.64%
Satisfied	80.68%	80.33%	NA	NA	NA	90.05%	80.68%	NA	90.60%	78.31%
Dissatisfied	4.92%	3.28%	NA	NA	NA	3.66%	3.98%	NA	2.14%	9.94%
Very dissatisfied	0.38%	0.00%	NA	NA	NA	0.52%	1.14%	NA	0.43%	2.11%
Top-2	94.70%	96.72%	NA	NA	NA	95.81%	94.88%	NA	97.44%	87.95%
Bot-2	5.30%	3.28%	NA	NA	NA	4.18%	5.12%	NA	2.57%	12.05%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Satisfaction with accuracy of charges - Prepaid	2009-10									
Very satisfied	13.69%	13.33%	5.16%	6.46%	4.45%	8.60%	8.33%	6.42%	9.91%	7.89%
Satisfied	79.66%	80.85%	91.22%	87.00%	93.46%	81.15%	80.17%	89.32%	80.38%	85.08%
Dissatisfied	6.37%	5.43%	3.26%	5.83%	1.90%	9.52%	10.44%	3.82%	8.49%	6.26%
Very dissatisfied	0.29%	0.39%	0.36%	0.72%	0.19%	0.73%	1.05%	0.43%	1.21%	0.77%
Top-2	93.35%	94.18%	96.38%	93.46%	97.91%	89.75%	88.50%	95.74%	90.29%	92.97%
Bot-2	6.66%	5.82%	3.62%	6.55%	2.09%	10.25%	11.49%	4.25%	9.70%	7.03%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
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Satisfaction with accuracy of charges - Prepaid	2008-09									
	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Very satisfied	3.68%	3.52%	NA	NA	NA	2.13%	2.17%	NA	3.69%	2.77%
Satisfied	87.38%	83.00%	NA	NA	NA	84.77%	81.52%	NA	83.87%	83.30%
Dissatisfied	8.56%	11.87%	NA	NA	NA	10.86%	14.13%	NA	11.76%	12.45%
Very dissatisfied	0.37%	1.61%	NA	NA	NA	2.23%	2.17%	NA	0.68%	1.49%
Top-2	91.06%	86.52%	NA	NA	NA	86.90%	83.69%	NA	87.56%	86.07%
Bot-2	8.93%	13.48%	NA	NA	NA	13.09%	16.30%	NA	12.44%	13.94%

Billing complaint in last 12 months - Prepaid	2009-10									
	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Yes	6.72%	5.09%	9.43%	9.33%	21.27%	7.73%	9.13%	8.76%	7.84%	6.11%
No	93.28%	94.91%	90.57%	90.67%	78.73%	92.27%	90.87%	91.24%	92.16%	93.89%

Billing complaint in last 12 months - Prepaid	2008-09									
	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Yes	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
No	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Satisfaction with process of resolution of billing complaints - Prepaid	2009-10									
	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Very satisfied	12.68%	3.85%	0.96%	1.94%	2.21%	10.71%	2.11%	1.96%	6.58%	3.17%
Satisfied	63.38%	65.38%	69.23%	65.05%	76.11%	46.43%	49.47%	78.43%	65.79%	52.38%
Dissatisfied	23.94%	25.00%	27.88%	29.13%	18.58%	41.67%	42.11%	18.63%	25.00%	36.51%
Very dissatisfied	0.00%	5.77%	1.92%	3.88%	3.10%	1.19%	6.32%	0.98%	2.63%	7.94%
Top-2	76.06%	69.23%	70.19%	66.99%	78.32%	57.14%	51.58%	80.39%	72.37%	55.55%
Bot-2	23.94%	30.77%	29.80%	33.01%	21.68%	42.86%	48.43%	19.61%	27.63%	44.45%

Satisfaction with timely delivery of bills - Postpaid	2009-10									
	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Very satisfied	18.42%	21.43%	50.00%	0.00%	0.00%	0.00%	7.89%	0.00%	4.00%	13.79%
Satisfied	81.58%	75.71%	50.00%	85.71%	100.00%	50.00%	86.84%	100.00%	88.00%	68.97%
Dissatisfied	0.00%	2.86%	0.00%	14.29%	0.00%	0.00%	2.63%	0.00%	8.00%	17.24%
Very dissatisfied	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	2.63%	0.00%	0.00%	0.00%
Top-2	100.00%	97.14%	100.00%	85.71%	100.00%	50.00%	94.73%	100.00%	92.00%	82.76%
Bot-2	0.00%	2.86%	0.00%	14.29%	0.00%	50.00%	5.26%	0.00%	8.00%	17.24%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM	RCOM	Tata	DoCoMo	BSNL
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						GSM	CDMA	CDMA		
Satisfaction with timely delivery of bills - Postpaid	2008-09									
Very satisfied	5.00%	9.09%	NA	NA	NA	16.67%	5.41%	NA	0.00%	3.01%
Satisfied	91.67%	85.45%	NA	NA	NA	83.33%	68.92%	NA	77.78%	57.83%
Dissatisfied	3.33%	5.45%	NA	NA	NA	0.00%	25.68%	NA	20.00%	27.11%
Very dissatisfied	0.00%	0.00%	NA	NA	NA	0.00%	0.00%	NA	2.22%	12.05%
Top-2	96.67%	94.54%	NA	NA	NA	100.00%	74.33%	NA	77.78%	60.84%
Bot-2	3.33%	5.45%	NA	NA	NA	0.00%	25.68%	NA	22.22%	39.16%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Satisfaction with accuracy of bills - Postpaid	2009-10									
Very satisfied	16.22%	18.84%	0.00%	0.00%	0.00%	0.00%	5.56%	0.00%	4.00%	14.04%
Satisfied	72.97%	72.46%	100.00%	85.71%	100.00%	0.00%	86.11%	83.33%	88.00%	68.42%
Dissatisfied	10.81%	8.70%	0.00%	14.29%	0.00%	100.00%	8.33%	16.67%	8.00%	17.54%
Very dissatisfied	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Top-2	89.19%	91.30%	100.00%	85.71%	100.00%	0.00%	91.67%	83.33%	92.00%	82.46%
Bot-2	10.81%	8.70%	0.00%	14.29%	0.00%	100.00%	8.33%	16.67%	8.00%	17.54%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Satisfaction with accuracy of bills - Postpaid	2008-09									
Very satisfied	8.47%	8.26%	NA	NA	NA	16.67%	5.56%	NA	0.00%	3.66%
Satisfied	69.49%	77.06%	NA	NA	NA	66.67%	61.11%	NA	66.67%	71.95%
Dissatisfied	18.64%	12.84%	NA	NA	NA	16.67%	30.56%	NA	33.33%	21.34%
Very dissatisfied	3.39%	1.83%	NA	NA	NA	0.00%	2.78%	NA	0.00%	3.05%
Top-2	77.96%	85.32%	NA	NA	NA	83.34%	66.67%	NA	66.67%	75.61%
Bot-2	22.03%	14.67%	NA	NA	NA	16.67%	33.34%	NA	33.33%	24.39%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Billing complaint in last 12 months - Postpaid	2009-10									
Yes	0.00%	4.94%	0.00%	12.50%	0.00%	25.00%	0.00%	14.29%	11.54%	5.80%
No	100.00%	95.06%	100.00%	87.50%	100.00%	75.00%	100.00%	85.71%	88.46%	94.20%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Billing complaint in last 12 months - Postpaid	2008-09									
Yes	33.87%	16.07%	NA	NA	NA	0.00%	13.75%	NA	22.45%	10.47%
No	66.13%	83.93%	NA	NA	NA	100.00%	86.25%	NA	77.55%	89.53%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Satisfaction with process of resolution of billing complaints - Postpaid	2009-10									
Very satisfied	NA	0.00%	NA	0.00%	NA	0.00%	NA	0.00%	0.00%	0.00%
Satisfied	NA	66.67%	NA	0.00%	NA	0.00%	NA	0.00%	66.67%	0.00%
Dissatisfied	NA	33.33%	NA	100.00%	NA	100.00%	NA	100.00%	33.33%	50.00%
Very dissatisfied	NA	0.00%	NA	0.00%	NA	0.00%	NA	0.00%	0.00%	50.00%
Top-2	NA	66.67%	NA	0.00%	NA	0.00%	NA	0.00%	66.67%	0.00%
Bot-2	NA	33.33%	NA	100.00%	NA	100.00%	NA	100.00%	33.33%	100.00%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Satisfaction with process of resolution of billing complaints - Postpaid	2008-09									
Very satisfied	0.00%	5.88%	NA	NA	NA	NA	0.00%	NA	0.00%	0.00%
Satisfied	50.00%	52.94%	NA	NA	NA	NA	36.36%	NA	40.00%	23.53%
Dissatisfied	50.00%	41.18%	NA	NA	NA	NA	45.45%	NA	40.00%	52.94%
Very dissatisfied	0.00%	0.00%	NA	NA	NA	NA	18.18%	NA	20.00%	23.53%
Top-2	50.00%	58.82%	NA	NA	NA	NA	36.36%	NA	40.00%	23.53%
Bot-2	50.00%	41.18%	NA	NA	NA	NA	63.63%	NA	60.00%	76.47%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Satisfaction with clarity of bills - Postpaid	2009-10									
Very satisfied	12.12%	11.11%	0.00%	0.00%	0.00%	0.00%	5.88%	0.00%	4.35%	14.29%
Satisfied	84.85%	84.13%	100.00%	83.33%	100.00%	0.00%	88.24%	100.00%	91.30%	71.43%
Dissatisfied	3.03%	4.76%	0.00%	16.67%	0.00%	100.00%	5.88%	0.00%	4.35%	10.71%
Very dissatisfied	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.57%
Top-2	96.97%	95.24%	100.00%	83.33%	100.00%	0.00%	94.12%	100.00%	95.65%	85.72%
Bot-2	3.03%	4.76%	0.00%	16.67%	0.00%	100.00%	5.88%	0.00%	4.35%	14.28%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Satisfaction with clarity of bills - Postpaid	2008-09									
Very satisfied	5.26%	4.81%	NA	NA	NA	14.29%	5.33%	NA	2.17%	3.16%
Satisfied	73.68%	78.85%	NA	NA	NA	57.14%	68.00%	NA	73.91%	67.72%
Dissatisfied	17.54%	16.35%	NA	NA	NA	28.57%	25.33%	NA	19.57%	25.95%
Very dissatisfied	3.51%	0.00%	NA	NA	NA	0.00%	1.33%	NA	4.35%	3.16%
Top-2	78.94%	83.66%	NA	NA	NA	71.43%	73.33%	NA	76.08%	70.88%
Bot-2	21.05%	16.35%	NA	NA	NA	28.57%	26.66%	NA	23.92%	29.11%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
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Made complaint at the customer care	2009-10									
Yes	43.07%	43.01%	27.37%	43.39%	40.50%	53.89%	51.24%	38.26%	46.03%	41.85%
No	56.93%	56.99%	72.63%	56.61%	59.50%	46.11%	48.76%	61.74%	53.97%	58.15%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Made complaint at the customer care	2008-09									
Yes	46.96%	45.99%	NA	NA	NA	46.88%	44.36%	NA	40.11%	32.26%
No	53.04%	54.01%	NA	NA	NA	53.12%	55.64%	NA	59.89%	67.74%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Satisfaction with ease of accessing customer care	2009-10									
Very satisfied	3.40%	2.74%	1.63%	1.02%	1.38%	2.35%	2.15%	0.89%	4.48%	2.15%
Satisfied	88.75%	86.71%	77.45%	85.34%	86.21%	84.20%	86.00%	91.50%	88.91%	86.70%
Dissatisfied	7.43%	9.28%	19.28%	13.03%	11.95%	12.77%	11.31%	6.71%	6.61%	9.87%
Very dissatisfied	0.42%	1.27%	1.63%	0.61%	0.46%	0.67%	0.54%	0.89%	0.00%	1.29%
Top-2	92.15%	89.45%	79.08%	86.36%	87.59%	86.55%	88.15%	92.39%	93.39%	88.85%
Bot-2	7.85%	10.55%	20.91%	13.64%	12.41%	13.44%	11.85%	7.60%	6.61%	11.16%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Satisfaction with ease of accessing customer care	2008-09									
Very satisfied	2.78%	2.35%	NA	NA	NA	1.03%	1.02%	NA	1.61%	0.56%
Satisfied	68.65%	69.80%	NA	NA	NA	70.64%	41.39%	NA	64.91%	51.94%
Dissatisfied	26.35%	25.10%	NA	NA	NA	25.46%	51.84%	NA	30.05%	41.94%
Very dissatisfied	2.23%	2.75%	NA	NA	NA	2.87%	5.74%	NA	3.44%	5.56%
Top-2	71.43%	72.15%	NA	NA	NA	71.67%	42.41%	NA	66.52%	52.50%
Bot-2	28.58%	27.85%	NA	NA	NA	28.33%	57.58%	NA	33.49%	47.50%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
satisfaction with response time to answer call	2009-10									
Very satisfied	2.55%	2.96%	1.32%	2.06%	1.84%	2.03%	2.00%	0.67%	4.71%	2.59%
Satisfied	84.71%	82.66%	75.83%	81.69%	84.56%	79.15%	85.43%	92.36%	85.87%	79.48%
Dissatisfied	10.83%	12.68%	21.19%	15.43%	13.13%	17.97%	11.84%	6.52%	8.99%	15.98%
Very dissatisfied	1.91%	1.69%	1.66%	0.82%	0.46%	0.85%	0.73%	0.45%	0.43%	1.94%
Top-2	87.26%	85.62%	77.15%	83.75%	86.40%	81.18%	87.43%	93.03%	90.58%	82.07%
Bot-2	12.74%	14.37%	22.85%	16.25%	13.59%	18.82%	12.57%	6.97%	9.42%	17.92%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
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satisfaction with response time to answer call	2008-09									
	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Very satisfied	2.78%	2.16%	NA	NA	NA	1.23%	1.23%	NA	1.83%	0.56%
Satisfied	72.91%	77.84%	NA	NA	NA	68.38%	53.69%	NA	72.02%	60.83%
Dissatisfied	22.63%	17.84%	NA	NA	NA	27.52%	39.75%	NA	22.94%	33.61%
Very dissatisfied	1.67%	2.16%	NA	NA	NA	2.87%	5.33%	NA	3.21%	5.00%
Top-2	75.69%	80.00%	NA	NA	NA	69.61%	54.92%	NA	73.85%	61.39%
Bot-2	24.30%	20.00%	NA	NA	NA	30.39%	45.08%	NA	26.15%	38.61%

Satisfaction with problem solving ability	2009-10									
	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Very satisfied	4.88%	2.54%	3.97%	5.15%	2.07%	5.58%	4.19%	4.04%	9.21%	6.48%
Satisfied	76.01%	76.96%	71.52%	76.08%	79.54%	73.94%	76.32%	84.53%	73.02%	67.17%
Dissatisfied	10.19%	13.32%	21.19%	14.64%	16.55%	16.41%	13.48%	8.52%	10.06%	19.87%
Very dissatisfied	8.92%	7.19%	3.31%	4.12%	1.84%	4.06%	6.01%	2.91%	7.71%	6.48%
Top-2	80.89%	79.50%	75.49%	81.23%	81.61%	79.52%	80.51%	88.57%	82.23%	73.65%
Bot-2	19.11%	20.51%	24.50%	18.76%	18.39%	20.47%	19.49%	11.43%	17.77%	26.35%

Satisfaction with problem solving ability	2008-09									
	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Very satisfied	2.60%	2.16%	NA	NA	NA	1.64%	1.23%	NA	1.61%	0.83%
Satisfied	72.73%	75.29%	NA	NA	NA	59.14%	55.94%	NA	67.66%	58.06%
Dissatisfied	22.08%	20.39%	NA	NA	NA	35.52%	37.30%	NA	27.29%	35.83%
Very dissatisfied	2.60%	2.16%	NA	NA	NA	3.70%	5.53%	NA	3.44%	5.28%
Top-2	75.33%	77.45%	NA	NA	NA	60.78%	57.17%	NA	69.27%	58.89%
Bot-2	24.68%	22.55%	NA	NA	NA	39.22%	42.83%	NA	30.73%	41.11%

Satisfaction with time taken to resolve complaint	2009-10									
	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Very satisfied	3.61%	3.38%	2.32%	2.27%	1.38%	3.55%	3.46%	3.14%	6.44%	3.02%
Satisfied	77.71%	76.96%	73.18%	77.94%	79.54%	75.97%	77.05%	85.65%	76.18%	70.19%
Dissatisfied	9.55%	12.26%	21.52%	15.88%	17.01%	16.41%	13.48%	8.07%	9.87%	20.09%
Very dissatisfied	9.13%	7.40%	2.98%	3.92%	2.07%	4.06%	6.01%	3.14%	7.51%	6.70%
Top-2	81.32%	80.34%	75.50%	80.21%	80.92%	79.52%	80.51%	88.79%	82.62%	73.21%
Bot-2	18.68%	19.66%	24.50%	19.80%	19.08%	20.47%	19.49%	11.21%	17.38%	26.79%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
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Satisfaction with time taken to resolve complaint	2008-09									
	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Very satisfied	2.04%	2.16%	NA	NA	NA	1.44%	0.82%	NA	1.61%	1.11%
Satisfied	71.61%	73.53%	NA	NA	NA	56.88%	53.89%	NA	68.35%	55.83%
Dissatisfied	23.56%	22.16%	NA	NA	NA	36.76%	39.14%	NA	26.61%	37.22%
Very dissatisfied	2.78%	2.16%	NA	NA	NA	4.93%	6.15%	NA	3.44%	5.83%
Top-2	73.65%	75.69%	NA	NA	NA	58.32%	54.71%	NA	69.96%	56.94%
Bot-2	26.34%	24.32%	NA	NA	NA	41.69%	45.29%	NA	30.05%	43.05%

Satisfaction with availability of signals	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
	2009-10									
Very satisfied	18.46%	17.26%	10.56%	6.61%	3.80%	7.80%	11.01%	5.48%	12.55%	8.79%
Satisfied	78.06%	79.56%	71.35%	78.31%	81.19%	65.79%	81.19%	83.55%	80.29%	65.38%
Dissatisfied	3.11%	2.72%	16.29%	14.46%	14.46%	25.59%	7.61%	10.20%	6.96%	23.05%
Very dissatisfied	0.37%	0.45%	1.79%	0.62%	0.56%	0.82%	0.18%	0.77%	0.20%	2.78%
Top-2	96.52%	96.82%	81.91%	84.92%	84.99%	73.59%	92.20%	89.03%	92.84%	74.17%
Bot-2	3.48%	3.17%	18.08%	15.08%	15.02%	26.41%	7.79%	10.97%	7.16%	25.83%

Satisfaction with availability of signals	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
	2008-09									
Very satisfied	7.99%	9.27%	NA	NA	NA	1.83%	5.09%	NA	3.68%	2.86%
Satisfied	83.33%	82.99%	NA	NA	NA	72.33%	79.09%	NA	80.29%	69.53%
Dissatisfied	8.07%	7.20%	NA	NA	NA	21.52%	14.91%	NA	14.83%	24.49%
Very dissatisfied	0.61%	0.54%	NA	NA	NA	4.32%	0.91%	NA	1.20%	3.13%
Top-2	91.32%	92.26%	NA	NA	NA	74.16%	84.18%	NA	83.97%	72.39%
Bot-2	8.68%	7.74%	NA	NA	NA	25.84%	15.82%	NA	16.03%	27.62%

Satisfaction with ability to make and receive calls	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
	2009-10									
Very satisfied	18.21%	17.45%	12.98%	7.68%	4.08%	8.35%	11.94%	6.76%	13.43%	8.99%
Satisfied	79.23%	80.18%	70.73%	78.64%	81.54%	66.33%	81.36%	85.29%	79.51%	66.37%
Dissatisfied	2.56%	2.18%	15.04%	13.15%	14.01%	24.77%	6.61%	7.61%	6.76%	22.66%
Very dissatisfied	0.00%	0.18%	1.25%	0.53%	0.37%	0.54%	0.09%	0.34%	0.29%	1.98%
Top-2	97.44%	97.63%	83.71%	86.32%	85.62%	74.68%	93.30%	92.05%	92.94%	75.36%
Bot-2	2.56%	2.36%	16.29%	13.68%	14.38%	25.31%	6.70%	7.95%	7.05%	24.64%

Satisfaction with ability to make	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
	2008-09									

and receive calls										
Very satisfied	8.51%	9.55%	NA	NA	NA	1.92%	5.55%	NA	3.96%	3.22%
Satisfied	84.97%	85.59%	NA	NA	NA	77.31%	84.82%	NA	85.44%	74.15%
Dissatisfied	6.43%	4.77%	NA	NA	NA	17.31%	9.36%	NA	10.05%	20.48%
Very dissatisfied	0.09%	0.09%	NA	NA	NA	3.46%	0.27%	NA	0.55%	2.15%
Top-2	93.48%	95.14%	NA	NA	NA	79.23%	90.37%	NA	89.40%	77.37%
Bot-2	6.52%	4.86%	NA	NA	NA	20.77%	9.63%	NA	10.60%	22.63%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Frequency of call drops	2009-10									
Never	65.45%	66.03%	42.93%	43.42%	27.43%	43.94%	53.76%	38.17%	55.75%	38.11%
Occasionally	32.82%	32.15%	46.96%	49.16%	64.60%	41.02%	42.20%	56.02%	40.41%	46.22%
Frequently	1.65%	1.64%	8.77%	7.24%	7.78%	14.49%	3.94%	5.47%	3.74%	13.60%
Very Frequently	0.09%	0.18%	1.34%	0.18%	0.19%	0.55%	0.09%	0.34%	0.10%	2.07%
Top-2	98.27%	98.18%	89.89%	92.58%	92.03%	84.96%	95.96%	94.19%	96.16%	84.33%
Bot-2	1.74%	1.82%	10.11%	7.42%	7.97%	15.04%	4.03%	5.81%	3.84%	15.67%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Frequency of call drops	2008-09									
Never	68.52%	65.50%	NA	NA	NA	37.69%	61.09%	NA	55.11%	45.39%
Occasionally	27.22%	30.00%	NA	NA	NA	45.38%	31.82%	NA	37.07%	39.93%
Frequently	3.74%	3.78%	NA	NA	NA	14.13%	6.36%	NA	6.90%	12.98%
Very Frequently	0.52%	0.72%	NA	NA	NA	2.79%	0.73%	NA	0.92%	1.70%
Top-2	95.74%	95.50%	NA	NA	NA	83.07%	92.91%	NA	92.18%	85.32%
Bot-2	4.26%	4.50%	NA	NA	NA	16.92%	7.09%	NA	7.82%	14.68%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Satisfaction with voice quality	2009-10									
Very satisfied	21.32%	18.41%	17.17%	10.12%	5.66%	9.10%	12.21%	7.87%	15.63%	10.52%
Satisfied	74.57%	78.58%	69.41%	76.13%	78.76%	65.88%	80.44%	85.20%	75.71%	66.64%
Dissatisfied	3.93%	2.83%	11.99%	12.51%	15.21%	22.47%	6.89%	6.50%	8.36%	19.33%
Very dissatisfied	0.18%	0.18%	1.43%	1.24%	0.37%	2.55%	0.46%	0.43%	0.29%	3.51%
Top-2	95.89%	96.99%	86.58%	86.25%	84.42%	74.98%	92.65%	93.07%	91.34%	77.16%
Bot-2	4.11%	3.01%	13.42%	13.75%	15.58%	25.02%	7.35%	6.93%	8.65%	22.84%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Satisfaction with voice quality	2008-09									
Very satisfied	8.36%	10.75%	NA	NA	NA	3.01%	7.92%	NA	4.78%	4.30%
Satisfied	86.68%	84.64%	NA	NA	NA	81.67%	84.62%	NA	86.02%	81.02%
Dissatisfied	4.96%	4.43%	NA	NA	NA	14.26%	7.10%	NA	8.74%	13.88%
Very dissatisfied	0.00%	0.18%	NA	NA	NA	1.07%	0.36%	NA	0.46%	0.81%

Top-2	95.04%	95.39%	NA	NA	NA	84.68%	92.54%	NA	90.80%	85.32%
Bot-2	4.96%	4.61%	NA	NA	NA	15.33%	7.46%	NA	9.20%	14.69%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Frequency of signal problem	2009-10									
Never	66.58%	66.58%	40.52%	46.86%	27.62%	47.41%	56.07%	37.01%	55.98%	44.69%
Occasionally	31.96%	31.61%	46.87%	46.33%	63.39%	43.77%	40.63%	55.73%	40.98%	42.90%
Frequently	1.19%	1.73%	11.18%	6.37%	8.80%	8.01%	3.03%	6.84%	2.94%	10.88%
Very Frequently	0.27%	0.09%	1.43%	0.44%	0.19%	0.82%	0.28%	0.43%	0.10%	1.53%
Top-2	98.54%	98.19%	87.39%	93.19%	91.01%	91.18%	96.70%	92.74%	96.96%	87.59%
Bot-2	1.46%	1.82%	12.61%	6.81%	8.99%	8.83%	3.31%	7.27%	3.04%	12.41%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Frequency of signal problem	2008-09									
Never	68.70%	68.02%	NA	NA	NA	40.10%	60.64%	NA	53.17%	47.85%
Occasionally	26.96%	28.11%	NA	NA	NA	43.85%	32.55%	NA	40.57%	38.46%
Frequently	4.17%	3.24%	NA	NA	NA	14.52%	6.00%	NA	5.70%	12.16%
Very Frequently	0.17%	0.63%	NA	NA	NA	1.54%	0.82%	NA	0.55%	1.52%
Top-2	95.66%	96.13%	NA	NA	NA	83.95%	93.19%	NA	93.74%	86.31%
Bot-2	4.34%	3.87%	NA	NA	NA	16.06%	6.82%	NA	6.25%	13.68%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Satisfaction with availability of signals	2009-10									
Very satisfied	18.21%	17.20%	14.23%	8.83%	4.83%	9.80%	11.59%	7.10%	13.94%	11.06%
Satisfied	76.76%	78.71%	66.07%	74.56%	77.25%	68.33%	79.67%	81.61%	76.64%	64.12%
Dissatisfied	4.94%	3.91%	17.37%	15.37%	17.46%	20.15%	8.37%	10.95%	9.03%	21.76%
Very dissatisfied	0.09%	0.18%	2.33%	1.24%	0.46%	1.72%	0.37%	0.34%	0.39%	3.06%
Top-2	94.97%	95.91%	80.30%	83.39%	82.08%	78.13%	91.26%	88.71%	90.58%	75.18%
Bot-2	5.03%	4.09%	19.70%	16.61%	17.92%	21.87%	8.74%	11.29%	9.42%	24.82%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Satisfaction with availability of signals	2008-09									
Very satisfied	7.48%	8.91%	NA	NA	NA	1.55%	4.91%	NA	3.32%	3.14%
Satisfied	85.81%	84.61%	NA	NA	NA	76.48%	82.44%	NA	81.20%	71.12%
Dissatisfied	6.35%	5.94%	NA	NA	NA	19.46%	11.83%	NA	15.02%	23.95%
Very dissatisfied	0.35%	0.54%	NA	NA	NA	2.52%	0.82%	NA	0.46%	1.79%
Top-2	93.29%	93.52%	NA	NA	NA	78.03%	87.35%	NA	84.52%	74.26%
Bot-2	6.70%	6.48%	NA	NA	NA	21.98%	12.65%	NA	15.48%	25.74%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
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Satisfaction with restoration of network problem	2009-10									
	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Very satisfied	17.49%	15.95%	13.61%	8.58%	4.00%	9.37%	10.85%	6.26%	12.77%	10.63%
Satisfied	78.66%	79.95%	66.25%	74.71%	78.16%	69.34%	80.88%	82.42%	78.49%	65.77%
Dissatisfied	3.75%	3.83%	17.73%	15.65%	17.47%	19.47%	8.00%	11.06%	8.35%	20.63%
Very dissatisfied	0.09%	0.27%	2.42%	1.06%	0.37%	1.82%	0.28%	0.26%	0.39%	2.97%
Top-2	96.15%	95.90%	79.86%	83.29%	82.16%	78.71%	91.73%	88.68%	91.26%	76.40%
Bot-2	3.84%	4.10%	20.15%	16.71%	17.84%	21.29%	8.28%	11.32%	8.74%	23.60%

Satisfaction with restoration of network problem	2008-09									
	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Very satisfied	6.35%	7.39%	NA	NA	NA	1.45%	3.92%	NA	2.77%	2.78%
Satisfied	86.51%	85.66%	NA	NA	NA	77.35%	83.52%	NA	82.73%	73.99%
Dissatisfied	6.70%	6.31%	NA	NA	NA	18.68%	11.75%	NA	14.04%	21.35%
Very dissatisfied	0.44%	0.63%	NA	NA	NA	2.52%	0.82%	NA	0.46%	1.88%
Top-2	92.86%	93.05%	NA	NA	NA	78.80%	87.44%	NA	85.50%	76.77%
Bot-2	7.14%	6.94%	NA	NA	NA	21.20%	12.57%	NA	14.50%	23.23%

Use of Supplementary/Value Added Services	2009-10									
	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Yes	15.97%	20.24%	6.98%	15.96%	5.10%	15.49%	20.07%	7.09%	10.38%	11.11%
No	84.03%	79.76%	93.02%	84.04%	94.90%	84.51%	79.93%	92.91%	89.62%	88.89%

Use of Supplementary/Value Added Services	2008-09									
	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Yes	13.54%	14.04%	NA	NA	NA	7.59%	7.73%	NA	7.91%	6.52%
No	86.46%	85.96%	NA	NA	NA	92.41%	92.27%	NA	92.09%	93.48%

Explicit consent before providing chargeable VAS	2009-10									
	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Yes	92.57%	90.58%	64.10%	77.90%	54.55%	85.29%	89.04%	81.71%	88.68%	86.99%
No	7.43%	9.42%	35.90%	22.10%	45.45%	14.71%	10.96%	18.29%	11.32%	13.01%

Explicit consent before providing chargeable VAS	2008-09									
	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL

Yes	80.00%	79.08%	NA	NA	NA	74.68%	77.11%	NA	80.00%	79.10%
No	20.00%	20.92%	NA	NA	NA	25.32%	22.89%	NA	20.00%	20.90%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Satisfaction with quality of VAS										
2009-10										
Very satisfied	3.43%	4.04%	1.28%	2.21%	1.82%	1.18%	1.37%	4.94%	1.89%	1.63%
Satisfied	88.00%	83.86%	73.08%	79.01%	76.36%	84.12%	88.58%	88.89%	86.79%	90.24%
Dissatisfied	6.86%	8.52%	16.67%	16.57%	16.36%	11.18%	7.76%	6.17%	9.43%	8.13%
Very dissatisfied	1.71%	3.59%	8.97%	2.21%	5.45%	3.53%	2.28%	0.00%	1.89%	0.00%
Top-2	91.43%	87.90%	74.36%	81.22%	78.18%	85.30%	89.95%	93.83%	88.68%	91.87%
Bot-2	8.57%	12.11%	25.64%	18.78%	21.81%	14.71%	10.04%	6.17%	11.32%	8.13%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Satisfaction with quality of VAS										
2008-09										
Very satisfied	3.23%	5.23%	NA	NA	NA	0.00%	2.41%	NA	3.53%	1.41%
Satisfied	83.23%	77.78%	NA	NA	NA	80.77%	83.13%	NA	84.71%	74.65%
Dissatisfied	9.68%	14.38%	NA	NA	NA	15.38%	9.64%	NA	10.59%	12.68%
Very dissatisfied	3.87%	2.61%	NA	NA	NA	3.85%	4.82%	NA	1.18%	11.27%
Top-2	86.46%	83.01%	NA	NA	NA	80.77%	85.54%	NA	88.24%	76.06%
Bot-2	13.55%	16.99%	NA	NA	NA	19.23%	14.46%	NA	11.77%	23.95%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Information on telephone number for unsubscribing										
2009-10										
Yes	76.57%	75.34%	45.33%	67.98%	65.45%	78.95%	77.63%	50.00%	73.58%	72.36%
No	23.43%	24.66%	54.67%	32.02%	34.55%	21.05%	22.37%	50.00%	26.42%	27.64%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Information on telephone number for unsubscribing										
2008-09										
Yes	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
No	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Information on charges of VAS										
2009-10										
Both before and after the activation	69.54%	70.40%	52.00%	63.07%	72.73%	73.10%	74.31%	55.13%	68.87%	61.79%
Only after the activation	29.89%	27.80%	48.00%	36.93%	27.27%	26.32%	25.69%	44.87%	31.13%	38.21%
Only before the activation	0.57%	1.35%	0.00%	0.00%	0.00%	0.58%	0.00%	0.00%	0.00%	0.00%
No	0.00%	0.45%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Information on charges of VAS before renewal	2009-10									
Yes	56.73%	65.58%	38.36%	59.09%	57.41%	64.50%	70.75%	56.00%	61.54%	50.00%
No	43.27%	34.42%	61.64%	40.91%	42.59%	35.50%	29.25%	44.00%	38.46%	50.00%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Satisfaction with overall quality of mobile service	2009-10									
Very satisfied	13.17%	13.42%	6.46%	4.95%	2.98%	5.81%	6.26%	6.77%	7.97%	6.66%
Satisfied	82.98%	82.19%	74.96%	79.24%	80.56%	68.42%	81.58%	83.63%	83.96%	69.22%
Dissatisfied	3.84%	4.29%	17.59%	15.02%	16.28%	24.86%	11.79%	9.00%	7.87%	22.68%
Very dissatisfied	0.00%	0.09%	0.99%	0.80%	0.19%	0.91%	0.37%	0.60%	0.20%	1.44%
Top-2	96.15%	95.61%	81.42%	84.19%	83.54%	74.23%	87.84%	90.40%	91.93%	75.88%
Bot-2	3.84%	4.38%	18.58%	15.82%	16.47%	25.77%	12.16%	9.60%	8.07%	24.12%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Satisfaction with overall quality of mobile service	2008-09									
Very satisfied	5.48%	6.32%	NA	NA	NA	2.60%	4.18%	NA	4.51%	2.78%
Satisfied	86.17%	85.46%	NA	NA	NA	71.97%	78.55%	NA	80.68%	71.93%
Dissatisfied	8.09%	7.77%	NA	NA	NA	22.35%	16.36%	NA	14.17%	23.59%
Very dissatisfied	0.26%	0.45%	NA	NA	NA	3.08%	0.91%	NA	0.64%	1.70%
Top-2	91.65%	91.78%	NA	NA	NA	74.57%	82.73%	NA	85.19%	74.71%
Bot-2	8.35%	8.22%	NA	NA	NA	25.43%	17.27%	NA	14.81%	25.29%

Informed about tariff plan in writing on activation of service or within a week	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
2009-10	70.09%	59.59%	48.75%	58.02%	50.84%	75.89%	58.51%	56.27%	56.00%	61.22%
2008-09	9.65%	10.03%	NA	NA	NA	13.73%	8.20%	NA	9.90%	9.42%

Awareness about processing fee for talk time top-up	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
2009-10	19.09%	14.64%	6.92%	11.60%	4.18%	13.30%	15.44%	11.17%	15.27%	19.62%
2008-09	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Awareness about abolishment of rent for national roaming	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
2009-10	28.94%	26.99%	10.20%	18.52%	8.59%	21.46%	27.47%	15.43%	24.85%	25.14%
2008-09	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Awareness about call centre telephone number	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Yes	88.87%	87.21%	59.21%	86.42%	84.62%	91.30%	91.75%	78.39%	91.77%	88.98%
No	11.13%	12.79%	40.79%	13.58%	15.38%	8.70%	8.25%	21.61%	8.23%	11.02%

Made any complaint to the customer care in last 12 months	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Yes	39.96%	39.11%	23.35%	40.74%	40.22%	52.45%	47.85%	31.34%	44.66%	40.59%
No	60.04%	60.89%	76.65%	59.26%	59.78%	47.55%	52.15%	68.66%	55.34%	59.41%

If complaint made	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Docket number received for most of the complaints	3.72%	3.55%	9.24%	5.06%	14.81%	3.66%	2.75%	12.39%	2.74%	4.66%
No docket number received for most of the complaints	12.09%	12.77%	14.46%	5.06%	8.98%	9.52%	6.47%	3.38%	7.76%	10.02%
It was received on request	67.91%	65.25%	58.23%	80.92%	63.83%	79.30%	80.39%	78.03%	76.48%	72.73%
No docket number received even on request	16.28%	18.44%	18.07%	8.97%	12.38%	7.51%	10.39%	6.20%	13.01%	12.59%

Informed by call centre about the action taken on the complaint	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Yes	86.87%	87.56%	79.15%	79.22%	53.61%	91.49%	86.51%	50.14%	84.36%	87.83%
No	13.13%	12.44%	20.85%	20.78%	46.39%	8.51%	13.49%	49.86%	15.64%	12.17%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Satisfaction with the system of complaint resolution by call centre	2009-10									
Very satisfied	2.29%	2.80%	1.16%	1.54%	0.93%	2.61%	2.32%	0.54%	4.84%	1.11%
Satisfied	84.40%	85.98%	71.81%	81.50%	83.64%	81.74%	80.31%	83.92%	80.00%	81.11%
Dissatisfied	6.42%	4.91%	22.39%	13.00%	14.02%	12.17%	11.00%	12.26%	6.81%	10.44%
Very dissatisfied	6.88%	6.31%	4.63%	3.96%	1.40%	3.48%	6.37%	3.27%	8.35%	7.33%
Top-2	86.69%	88.78%	72.97%	83.04%	84.57%	84.35%	82.63%	84.46%	84.84%	82.22%
Bot-2	13.30%	11.22%	27.02%	16.96%	15.42%	15.65%	17.37%	15.53%	15.16%	17.77%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Satisfaction with the system of complaint resolution by call centre	2008-09									
Very satisfied	3.80%	4.60%	NA	NA	NA	0.68%	2.99%	NA	2.44%	1.45%
Satisfied	50.63%	57.47%	NA	NA	NA	50.34%	43.28%	NA	59.76%	33.33%
Dissatisfied	32.91%	29.89%	NA	NA	NA	39.46%	44.78%	NA	36.59%	47.83%
Very dissatisfied	12.66%	8.05%	NA	NA	NA	9.52%	8.96%	NA	1.22%	17.39%

Top-2	54.43%	62.07%	NA	NA	NA	51.02%	46.27%	NA	62.20%	34.78%
Bot-2	45.57%	37.94%	NA	NA	NA	48.98%	53.74%	NA	37.81%	65.22%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Reason for dissatisfaction - Call centre	2009-10									
Difficult to connect to the call center executive	29.31%	25.00%	38.57%	35.06%	24.24%	50.00%	28.89%	36.84%	21.74%	26.25%
Customer care executive not polite/courteous	18.97%	22.92%	5.71%	14.29%	13.64%	17.78%	14.44%	21.05%	8.70%	12.50%
Customer care executive not equipped with adequate information	18.97%	25.00%	15.71%	18.18%	31.82%	23.33%	16.67%	22.81%	17.39%	33.75%
Time taken by call centre for redressal is too long	22.41%	41.67%	10.00%	37.66%	22.73%	61.11%	40.00%	17.54%	28.99%	50.00%
Customer care executive was unable to understand the problem	31.03%	31.25%	44.29%	38.96%	46.97%	24.44%	17.78%	50.88%	23.19%	30.00%
Others	36.21%	25.00%	10.00%	11.69%	9.09%	11.11%	35.56%	14.04%	33.33%	21.25%

	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Billing/charging complaint resolved satisfactorily by call center within 4 weeks after lodging of the complaint										
2009-10	3.66%	4.60%	12.79%	9.59%	3.85%	9.88%	17.86%	11.54%	6.25%	7.59%
2008-09	8.70%	8.51%	NA	NA	NA	1.89%	4.11%	NA	3.41%	6.58%

Awareness about contact details of Nodal officer	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Yes	2.37%	2.81%	1.16%	1.68%	0.56%	3.26%	2.29%	1.79%	2.94%	3.67%
No	97.63%	97.19%	98.84%	98.32%	99.44%	96.74%	97.71%	98.21%	97.06%	96.33%

Made any complaint to the Nodal officer regarding complaints not resolved/ unsatisfactorily resolved by the call centre	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Yes	7.69%	9.68%	0.00%	0.00%	33.33%	8.33%	8.00%	0.00%	3.33%	9.76%
No	92.31%	90.32%	100.00%	100.00%	66.67%	91.67%	92.00%	100.00%	96.67%	90.24%

Intimated by the nodal officer about the decision taken on the complaint	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Yes	0.00%	100.00%	NA	NA	50.00%	33.33%	50.00%	NA	0.00%	25.00%
No	100.00%	0.00%	NA	NA	50.00%	66.67%	50.00%	#REF!	100.00%	75.00%

Satisfaction with the redressal of the complaint by the nodal officer	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Very satisfied	0.00%	66.67%	NA	NA	0.00%	0.00%	0.00%	NA	0.00%	0.00%
Satisfied	100.00%	33.33%	NA	NA	100.00%	33.33%	100.00%	NA	0.00%	0.00%
Dissatisfied	0.00%	0.00%	NA	NA	0.00%	33.33%	0.00%	NA	100.00%	75.00%
Very dissatisfied	0.00%	0.00%	NA	NA	0.00%	33.33%	0.00%	NA	0.00%	25.00%
Top-2	100.00%	100.00%	NA	NA	100.00%	33.33%	100.00%	NA	0.00%	0.00%
Bot-2	0.00%	0.00%	NA	NA	0.00%	66.66%	0.00%	NA	100.00%	100.00%

Reason for dissatisfaction - Nodal officer	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Difficult to connect to the Nodal Officer	NA	NA	NA	NA	NA	100.00%	NA	NA	0.00%	25.00%
Nodal Officer not polite/courteous	NA	NA	NA	NA	NA	50.00%	NA	NA	0.00%	50.00%
Nodal Officer not equipped with adequate information	NA	NA	NA	NA	NA	50.00%	NA	NA	0.00%	0.00%
Time taken by Nodal Officer for redressal is too long	NA	NA	NA	NA	NA	50.00%	NA	NA	0.00%	0.00%
Nodal Officer was unable to understand the problem	NA	NA	NA	NA	NA	0.00%	NA	NA	0.00%	0.00%
Others	NA	NA	NA	NA	NA	0.00%	NA	NA	0.00%	0.00%

Awareness about the contact details of the appellate authority	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Yes	1.37%	1.54%	0.54%	0.71%	0.56%	0.36%	1.28%	0.94%	0.69%	2.33%
No	98.63%	98.46%	99.46%	99.29%	99.44%	99.64%	98.72%	99.06%	99.31%	97.67%

Filed any appeal in last 12 months	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Yes	6.67%	11.76%	16.67%	0.00%	16.67%	50.00%	0.00%	9.09%	0.00%	3.85%
No	93.33%	88.24%	83.33%	100.00%	83.33%	50.00%	100.00%	90.91%	100.00%	96.15%

Received any acknowledgement for the complaint filed	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Yes	100.00%	0.00%	0.00%	NA	100.00%	50.00%	NA	0.00%	NA	100.00%
No	0.00%	100.00%	100.00%	NA	0.00%	50.00%	NA	100.00%	NA	0.00%

Any decision taken by the appellate authority within 3 months of filing the appeal	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Yes	100.00%	50.00%	100.00%	NA	100.00%	0.00%	NA	0.00%	NA	100.00%
No	0.00%	50.00%	0.00%	NA	0.00%	100.00%	NA	100.00%	NA	0.00%
Appeal filed recently	0.00%	0.00%	0.00%	NA	0.00%	0.00%	NA	0.00%	NA	0.00%

Awareness about item-wise usage charge details for prepaid users	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
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Yes	23.47%	20.28%	16.50%	17.32%	5.23%	18.25%	26.20%	16.61%	30.37%	28.85%
No	76.53%	79.72%	83.50%	82.68%	94.77%	81.75%	73.80%	83.39%	69.63%	71.15%

Ever denied of request for item-wise usage charge details for prepaid connection	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Yes	1.04%	3.43%	3.32%	1.69%	1.49%	1.55%	1.71%	6.62%	0.80%	2.20%
No	98.96%	96.57%	96.68%	98.31%	98.51%	98.45%	98.29%	93.38%	99.20%	97.80%

Reasons for denial	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
No reason provided	9.09%	11.43%	10.81%	15.79%	0.00%	0.00%	0.00%	1.30%	0.00%	0.00%
technical problem	72.73%	80.00%	83.78%	73.68%	68.75%	47.06%	72.22%	94.81%	50.00%	78.26%
others	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Manual of practice provided while subscribing for new mobile connection	Airtel	Vodafone	Idea	Aircel	MTS	RCOM GSM	RCOM CDMA	Tata CDMA	DoCoMo	BSNL
Yes	71.29%	73.55%	66.48%	73.58%	90.85%	76.26%	70.77%	75.41%	80.00%	66.67%
No	28.71%	26.45%	33.52%	26.42%	9.15%	23.74%	29.23%	24.59%	20.00%	33.33%

7.3 Broadband Services

	Airtel	BSNL	Rel Comm	VSNL	Sify
Last applied for a broadband connection	2009-10				
Less than 6 months	42.28%	10.64%	5.24%	1.13%	29.14%
6 - 12 months	14.82%	11.38%	8.81%	1.13%	11.98%
more than 12 months	42.90%	77.98%	85.95%	97.74%	58.88%

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

	Airtel	BSNL	Rel Comm	VSNL	Sify
Time taken to provide a working connection	2009-10				
Within 15 days	91.16%	71.37%	86.61%	66.67%	96.10%
More than 15 days	8.84%	28.63%	13.39%	33.33%	3.90%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Time taken to provide a working connection	2008-09				
Within 15 days	84.48%	43.16%	80.13%	75.46%	82.23%

More than 15 days	15.52%	56.84%	19.87%	24.54%	17.77%
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	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with time taken for activation	2009-10				
Very satisfied	28.28%	2.56%	9.76%	8.33%	5.37%
Satisfied	68.61%	82.48%	81.30%	91.67%	89.76%
Dissatisfied	2.19%	14.53%	8.94%	0.00%	3.90%
Very dissatisfied	0.91%	0.43%	0.00%	0.00%	0.98%
Top-2	96.89%	85.04%	91.06%	100.00%	95.13%
Bot-2	3.10%	14.96%	8.94%	0.00%	4.88%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with time taken for activation	2008-09				
Very satisfied	2.57%	3.33%	2.90%	5.51%	1.72%
Satisfied	95.62%	76.71%	94.01%	86.38%	95.96%
Dissatisfied	1.81%	16.73%	2.99%	7.14%	2.21%
Very dissatisfied	0.00%	3.23%	0.09%	0.97%	0.12%
Top-2	98.19%	80.04%	96.91%	91.89%	97.68%
Bot-2	1.81%	19.96%	3.08%	8.11%	2.33%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with timely delivery of bills - Postpaid	2009-10				
Very satisfied	23.72%	3.18%	18.23%	22.35%	2.50%
Satisfied	72.02%	82.76%	73.62%	71.47%	92.50%
Dissatisfied	3.39%	13.20%	7.34%	5.00%	5.00%
Very dissatisfied	0.87%	0.87%	0.80%	1.18%	0.00%
Top-2	95.74%	85.94%	91.85%	93.82%	95.00%
Bot-2	4.26%	14.07%	8.14%	6.18%	5.00%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with timely delivery of bills - Postpaid	2008-09				
Very satisfied	0.58%	1.71%	0.28%	1.77%	0.51%
Satisfied	96.04%	86.87%	91.75%	92.04%	98.48%
Dissatisfied	3.19%	9.13%	7.59%	5.53%	0.51%
Very dissatisfied	0.19%	2.28%	0.37%	0.66%	0.51%
Top-2	96.62%	88.58%	92.03%	93.81%	98.99%
Bot-2	3.38%	11.41%	7.96%	6.19%	1.02%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with accuracy of bills - Postpaid	2009-10				
Very satisfied	22.65%	3.09%	17.75%	20.88%	2.50%
Satisfied	72.98%	90.06%	76.52%	74.12%	82.50%
Dissatisfied	3.28%	6.08%	5.38%	4.71%	15.00%

Very dissatisfied	1.09%	0.77%	0.34%	0.29%	0.00%
Top-2	95.63%	93.15%	94.27%	95.00%	85.00%
Bot-2	4.37%	6.85%	5.72%	5.00%	15.00%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with accuracy of bills - Postpaid					
2008-09					
Very satisfied	0.48%	2.10%	0.47%	1.11%	0.51%
Satisfied	93.91%	88.91%	89.60%	92.92%	98.48%
Dissatisfied	5.22%	7.17%	9.56%	5.31%	1.02%
Very dissatisfied	0.39%	1.82%	0.37%	0.66%	0.00%
Top-2	94.39%	91.01%	90.07%	94.03%	98.99%
Bot-2	5.61%	8.99%	9.93%	5.97%	1.02%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Billing complaint in last 12 months - Postpaid					
2009-10					
Yes	12.09%	10.03%	10.98%	8.24%	2.44%
No	87.91%	89.97%	89.02%	91.76%	97.56%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Billing complaint in last 12 months - Postpaid					
2008-09					
Yes	8.60%	12.37%	10.78%	10.40%	1.52%
No	91.40%	87.63%	89.22%	89.60%	98.48%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with process of resolution of billing complaints - Postpaid					
2009-10					
Very satisfied	6.54%	0.96%	2.27%	0.00%	0.00%
Satisfied	58.88%	44.23%	38.64%	39.29%	0.00%
Dissatisfied	26.17%	49.04%	54.55%	50.00%	100.00%
Very dissatisfied	8.41%	5.77%	4.55%	10.71%	0.00%
Top-2	65.42%	45.19%	40.91%	39.29%	0.00%
Bot-2	34.58%	54.81%	59.10%	60.71%	100.00%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with process of resolution of billing complaints - Postpaid					
2008-09					
Very satisfied	1.15%	0.78%	0.00%	2.13%	0.00%
Satisfied	55.17%	35.94%	26.13%	53.19%	33.33%
Dissatisfied	41.38%	48.44%	70.27%	36.17%	33.33%
Very dissatisfied	2.30%	14.84%	3.60%	8.51%	33.33%
Top-2	56.32%	36.72%	26.13%	55.32%	33.33%
Bot-2	43.68%	63.28%	73.87%	44.68%	66.66%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with clarity of bills - Postpaid	2009-10				
Very satisfied	17.36%	1.65%	17.15%	17.91%	0.00%
Satisfied	78.28%	92.61%	78.02%	79.10%	94.87%
Dissatisfied	3.82%	5.44%	4.14%	2.69%	2.56%
Very dissatisfied	0.55%	0.29%	0.69%	0.30%	2.56%
Top-2	95.64%	94.26%	95.17%	97.01%	94.87%
Bot-2	4.37%	5.73%	4.83%	2.99%	5.12%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with clarity of bills - Postpaid	2008-09				
Very satisfied	0.59%	1.25%	0.38%	2.24%	0.00%
Satisfied	95.89%	89.52%	95.14%	93.50%	98.96%
Dissatisfied	3.32%	7.98%	4.29%	4.04%	0.52%
Very dissatisfied	0.20%	1.25%	0.19%	0.22%	0.52%
Top-2	96.48%	90.77%	95.52%	95.74%	98.96%
Bot-2	3.52%	9.23%	4.48%	4.26%	1.04%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with accuracy of charges - Prepaid	2009-10				
Very satisfied	22.22%	14.71%	9.52%	14.92%	1.75%
Satisfied	66.67%	79.41%	85.71%	78.80%	88.43%
Dissatisfied	11.11%	5.88%	4.76%	4.88%	9.61%
Very dissatisfied	0.00%	0.00%	0.00%	1.39%	0.22%
Top-2	88.89%	94.12%	95.23%	93.72%	90.18%
Bot-2	11.11%	5.88%	4.76%	6.27%	9.83%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with accuracy of charges - Prepaid	2008-09				
Very satisfied	0.00%	3.23%	3.33%	1.07%	0.00%
Satisfied	77.78%	96.77%	90.00%	90.41%	95.75%
Dissatisfied	22.22%	0.00%	6.67%	8.32%	3.92%
Very dissatisfied	0.00%	0.00%	0.00%	0.21%	0.33%
Top-2	77.78%	100.00%	93.33%	91.48%	95.75%
Bot-2	22.22%	0.00%	6.67%	8.53%	4.25%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Made query/complaint at the customer care	2009-10				
Yes	40.21%	64.48%	74.25%	69.53%	43.71%
No	59.79%	35.52%	25.75%	30.47%	56.29%
	Airtel	BSNL	Rel Comm	VSNL	Sify

Made query/complaint at the customer care		2008-09				
Yes	48.38%	43.16%	51.63%	67.68%	32.84%	
No	51.62%	56.84%	48.37%	32.32%	67.16%	

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with ease of accessing customer care					
2009-10					
Very satisfied	10.62%	0.43%	13.81%	11.13%	2.28%
Satisfied	75.65%	76.04%	65.92%	65.54%	71.23%
Dissatisfied	10.88%	21.95%	16.97%	17.77%	23.74%
Very dissatisfied	2.85%	1.58%	3.30%	5.56%	2.74%
Top-2	86.27%	76.47%	79.73%	76.67%	73.51%
Bot-2	13.73%	23.53%	20.27%	23.33%	26.48%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with ease of accessing customer care					
2008-09					
Very satisfied	0.98%	1.28%	0.18%	1.12%	0.75%
Satisfied	89.17%	58.46%	79.61%	80.67%	75.37%
Dissatisfied	9.45%	34.69%	19.33%	16.45%	23.51%
Very dissatisfied	0.39%	5.57%	0.88%	1.76%	0.37%
Top-2	90.15%	59.74%	79.79%	81.79%	76.12%
Bot-2	9.84%	40.26%	20.21%	18.21%	23.88%

	Airtel	BSNL	Rel Comm	VSNL	Sify
satisfaction with response time to answer call					
2009-10					
Very satisfied	11.66%	0.86%	15.17%	14.52%	2.28%
Satisfied	74.09%	75.72%	65.62%	64.31%	64.84%
Dissatisfied	11.14%	21.70%	15.62%	17.91%	29.68%
Very dissatisfied	3.11%	1.72%	3.60%	3.26%	3.20%
Top-2	85.75%	76.58%	80.79%	78.83%	67.12%
Bot-2	14.25%	23.42%	19.22%	21.17%	32.88%

	Airtel	BSNL	Rel Comm	VSNL	Sify
satisfaction with response time to answer call					
2008-09					
Very satisfied	1.18%	1.28%	0.18%	0.96%	0.75%
Satisfied	91.14%	59.31%	76.27%	75.40%	78.73%
Dissatisfied	7.28%	33.19%	21.97%	20.29%	20.52%
Very dissatisfied	0.39%	6.21%	1.58%	3.35%	0.00%
Top-2	92.32%	60.59%	76.45%	76.36%	79.48%
Bot-2	7.67%	39.40%	23.55%	23.64%	20.52%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with problem solving ability					
2009-10					

Very satisfied	14.43%	0.43%	15.17%	15.74%	2.76%
Satisfied	68.30%	69.30%	58.71%	59.84%	63.59%
Dissatisfied	12.63%	25.97%	20.87%	20.35%	30.41%
Very dissatisfied	4.64%	4.30%	5.26%	4.07%	3.23%
Top-2	82.73%	69.73%	73.88%	75.58%	66.35%
Bot-2	17.27%	30.27%	26.13%	24.42%	33.64%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with problem solving ability	2008-09				
Very satisfied	1.57%	1.71%	0.18%	0.96%	0.75%
Satisfied	85.43%	58.67%	66.26%	73.16%	70.15%
Dissatisfied	12.40%	33.83%	32.34%	21.88%	29.10%
Very dissatisfied	0.59%	5.78%	1.23%	3.99%	0.00%
Top-2	87.00%	60.38%	66.44%	74.12%	70.90%
Bot-2	12.99%	39.61%	33.57%	25.87%	29.10%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with time taken to resolve complaint	2009-10				
Very satisfied	14.43%	0.43%	15.47%	16.69%	3.23%
Satisfied	67.53%	61.98%	56.31%	56.99%	57.60%
Dissatisfied	13.66%	33.29%	23.42%	22.25%	35.02%
Very dissatisfied	4.38%	4.30%	4.80%	4.07%	4.15%
Top-2	81.96%	62.41%	71.78%	73.68%	60.83%
Bot-2	18.04%	37.59%	28.22%	26.32%	39.17%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with time taken to resolve complaint	2008-09				
Very satisfied	1.38%	1.50%	0.18%	0.64%	0.75%
Satisfied	84.45%	58.67%	64.85%	67.57%	64.93%
Dissatisfied	13.78%	34.26%	33.57%	26.84%	33.58%
Very dissatisfied	0.39%	5.57%	1.41%	4.95%	0.75%
Top-2	85.83%	60.17%	65.03%	68.21%	65.68%
Bot-2	14.17%	39.83%	34.98%	31.79%	34.33%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with speed of connection	2009-10				
Very satisfied	19.11%	2.31%	12.82%	16.35%	2.00%
Satisfied	73.42%	74.84%	69.34%	70.79%	65.40%
Dissatisfied	6.33%	21.37%	15.94%	11.15%	30.00%
Very dissatisfied	1.14%	1.48%	1.90%	1.70%	2.60%
Top-2	92.53%	77.15%	82.16%	87.14%	67.40%

	Bot-2	7.47%	22.85%	17.84%	12.85%	32.60%
	Airtel	BSNL	Rel Comm	VSNL	Sify	
Satisfaction with speed of connection						
2008-09						
Very satisfied	0.86%	2.68%	1.09%	1.95%	0.61%	
Satisfied	89.62%	74.68%	81.40%	80.97%	79.90%	
Dissatisfied	9.14%	19.96%	16.70%	15.35%	18.63%	
Very dissatisfied	0.38%	2.68%	0.82%	1.73%	0.86%	
Top-2	90.48%	77.36%	82.49%	82.92%	80.51%	
Bot-2	9.52%	22.64%	17.52%	17.08%	19.49%	

	Airtel	BSNL	Rel Comm	VSNL	Sify	
Satisfaction with time for which service is up and working						
2009-10						
Very satisfied	20.40%	2.50%	13.33%	16.76%	1.61%	
Satisfied	74.09%	78.45%	71.00%	71.59%	72.98%	
Dissatisfied	4.47%	18.22%	14.00%	9.94%	23.99%	
Very dissatisfied	1.04%	0.83%	1.68%	1.70%	1.41%	
Top-2	94.49%	80.95%	84.33%	88.35%	74.59%	
Bot-2	5.51%	19.05%	15.68%	11.64%	25.40%	

	Airtel	BSNL	Rel Comm	VSNL	Sify	
Satisfaction with time for which service is up and working						
2008-09						
Very satisfied	0.95%	1.86%	0.64%	1.41%	0.98%	
Satisfied	90.85%	79.89%	83.68%	84.80%	81.43%	
Dissatisfied	7.91%	15.83%	15.03%	12.81%	17.10%	
Very dissatisfied	0.29%	2.42%	0.64%	0.98%	0.49%	
Top-2	91.80%	81.75%	84.32%	86.21%	82.41%	
Bot-2	8.20%	18.25%	15.67%	13.79%	17.59%	

	Airtel	BSNL	Rel Comm	VSNL	Sify	
Frequency of problem in broadband connection						
2009-10						
Never	62.28%	22.66%	39.91%	40.94%	13.97%	
Occasionally	32.95%	46.16%	41.03%	42.55%	63.27%	
Frequently	4.15%	29.42%	16.72%	14.81%	20.76%	
Very Frequently	0.62%	1.76%	2.34%	1.70%	2.00%	
Top-2	95.23%	68.82%	80.94%	83.49%	77.24%	
Bot-2	4.77%	31.18%	19.06%	16.51%	22.76%	

	Airtel	BSNL	Rel Comm	VSNL	Sify	
Frequency of problem in broadband connection						
2008-09						
Never	30.70%	27.82%	27.77%	20.86%	25.61%	

Occasionally	60.92%	48.71%	55.81%	56.86%	58.21%
Frequently	7.82%	18.95%	15.06%	17.95%	13.24%
Very Frequently	0.57%	4.53%	1.36%	4.32%	2.94%
Top-2	91.62%	76.53%	83.58%	77.72%	83.82%
Bot-2	8.39%	23.48%	16.42%	22.27%	16.18%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with time taken to restore connection	2009-10				
Very satisfied	9.96%	2.47%	7.83%	6.64%	1.81%
Satisfied	73.50%	71.57%	74.65%	78.39%	72.58%
Dissatisfied	12.22%	24.38%	15.98%	13.93%	23.99%
Very dissatisfied	4.32%	1.58%	1.54%	1.04%	1.61%
Top-2	83.46%	74.04%	82.48%	85.03%	74.39%
Bot-2	16.54%	25.96%	17.52%	14.97%	25.60%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with time taken to restore connection	2008-09				
Very satisfied	3.46%	1.77%	2.12%	1.20%	0.49%
Satisfied	88.74%	76.28%	82.93%	78.35%	85.17%
Dissatisfied	7.31%	19.44%	14.21%	17.95%	13.23%
Very dissatisfied	0.48%	2.51%	0.74%	2.50%	1.11%
Top-2	92.20%	78.05%	85.05%	79.55%	85.66%
Bot-2	7.79%	21.95%	14.95%	20.45%	14.34%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Use of Supplementary/Value Added Services	2009-10				
Yes	21.45%	5.92%	7.92%	4.81%	6.59%
No	78.55%	94.08%	92.08%	95.19%	93.41%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Use of Supplementary/Value Added Services	2008-09				
Yes	3.33%	9.70%	2.09%	7.68%	0.86%
No	96.67%	90.30%	97.91%	92.32%	99.14%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with quality of VAS	2009-10				
Very satisfied	20.69%	0.00%	5.00%	13.73%	0.00%
Satisfied	68.47%	75.00%	75.00%	52.94%	84.85%
Dissatisfied	6.40%	9.38%	11.67%	13.73%	6.06%
Very dissatisfied	4.43%	15.63%	8.33%	19.61%	9.09%
Top-2	89.16%	75.00%	80.00%	66.67%	84.85%

Bot-2	10.83%	25.01%	20.00%	33.34%	15.15%
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	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with quality of VAS					
2008-09					
Very satisfied	0.00%	0.99%	5.26%	0.00%	0.00%
Satisfied	93.55%	81.19%	94.74%	88.41%	100.00%
Dissatisfied	6.45%	14.85%	0.00%	10.14%	0.00%
Very dissatisfied	0.00%	2.97%	0.00%	1.45%	0.00%
Top-2	93.55%	82.18%	100.00%	88.41%	100.00%
Bot-2	6.45%	17.82%	0.00%	11.59%	0.00%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with overall quality of broadband service					
2009-10					
Very satisfied	15.35%	2.69%	8.94%	11.16%	1.21%
Satisfied	76.97%	76.79%	73.63%	71.52%	63.36%
Dissatisfied	4.94%	18.11%	13.97%	12.49%	30.97%
Very dissatisfied	2.73%	2.41%	3.46%	4.82%	4.45%
Top-2	92.32%	79.48%	82.57%	82.68%	64.57%
Bot-2	7.67%	20.52%	17.43%	17.31%	35.42%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with overall quality of broadband service					
2008-09					
Very satisfied	1.90%	2.68%	0.73%	1.84%	0.74%
Satisfied	91.43%	77.24%	80.82%	79.46%	81.13%
Dissatisfied	6.19%	17.76%	16.64%	17.19%	16.30%
Very dissatisfied	0.48%	2.31%	1.82%	1.51%	1.84%
Top-2	93.33%	79.92%	81.55%	81.30%	81.87%
Bot-2	6.67%	20.07%	18.46%	18.70%	18.14%

Awareness about facility for measuring connection speed	Airtel	BSNL	Rel Comm	VSNL	Sify
2009-10	54.14%	62.40%	43.78%	41.33%	36.62%
2008-09	55.81%	50.28%	52.09%	41.30%	62.01%

Awareness about call centre telephone number	Airtel	BSNL	Rel Comm	VSNL	Sify
Yes	79.17%	91.21%	89.41%	90.00%	66.87%
No	20.83%	8.79%	10.59%	10.00%	33.13%

Made any complaint to the customer care in last 12 months	Airtel	BSNL	Rel Comm	VSNL	Sify
Yes	36.79%	63.09%	67.00%	62.36%	37.92%
No	63.21%	36.91%	33.00%	37.64%	62.08%

If complaint made	Airtel	BSNL	Rel Comm	VSNL	Sify
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Docket number received for most of the complaints	43.30%	34.36%	59.20%	43.42%	31.58%
No docket number received for most of the complaints	17.66%	13.95%	6.35%	14.22%	48.95%
It was received on request	33.05%	48.46%	30.77%	39.33%	11.58%
No docket number received even on request	5.98%	3.23%	3.68%	3.03%	7.89%

Informed by call centre about the action taken on the complaint	Airtel	BSNL	Rel Comm	VSNL	Sify
Yes	71.89%	77.96%	77.40%	70.68%	55.74%
No	28.11%	22.04%	22.60%	29.32%	44.26%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with the system of complaint resolution by call centre	2009-10				
Very satisfied	8.67%	0.30%	10.68%	9.32%	1.06%
Satisfied	70.23%	71.03%	64.94%	69.72%	60.11%
Dissatisfied	17.05%	23.77%	19.37%	17.24%	29.79%
Very dissatisfied	4.05%	4.90%	5.01%	3.73%	9.04%
Top-2	78.90%	71.33%	75.62%	79.04%	61.17%
Bot-2	21.10%	28.67%	24.38%	20.97%	38.83%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Satisfaction with the system of complaint resolution by call centre	2008-09				
Very satisfied	1.06%	0.42%	0.00%	0.95%	0.79%
Satisfied	85.11%	51.88%	65.26%	65.51%	65.35%
Dissatisfied	13.48%	41.00%	34.14%	25.95%	33.86%
Very dissatisfied	0.35%	6.69%	0.60%	7.59%	0.00%
Top-2	86.17%	52.30%	65.26%	66.46%	66.14%
Bot-2	13.83%	47.69%	34.74%	33.54%	33.86%

	Airtel	BSNL	Rel Comm	VSNL	Sify
Reason for dissatisfaction	2009-10				
Difficult to connect to the call center executive	9.59%	11.40%	2.74%	5.19%	26.03%
Customer care executive not polite/courteous	6.85%	13.99%	11.64%	11.11%	5.48%
Customer care executive not equipped with adequate information	15.07%	15.03%	21.23%	13.33%	39.73%
Time taken by call centre for redressal is too long	52.05%	60.10%	56.16%	49.63%	46.58%
Customer care executive was unable to understand the problem	10.96%	19.17%	26.71%	11.11%	20.55%
Others	8.22%	8.81%	6.16%	0.74%	16.44%

Billing/charging complaint resolved satisfactorily by call center within 4 weeks after lodging of the complaint	Airtel	BSNL	Rel Comm	VSNL	Sify
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2009-10	50.00%	26.19%	19.08%	16.12%	27.27%
2008-09	1.39%	8.73%	1.76%	7.17%	0.68%

Awareness about contact details of Nodal officer	Airtel	BSNL	Rel Comm	VSNL	Sify
Yes	25.18%	10.64%	11.04%	12.83%	5.59%
No	74.82%	89.36%	88.96%	87.17%	94.41%

Made any complaint to the Nodal officer regarding complaints not resolved/ unsatisfactorily resolved by the call centre	Airtel	BSNL	Rel Comm	VSNL	Sify
Yes	16.87%	21.74%	25.25%	21.32%	7.14%
No	83.13%	78.26%	74.75%	78.68%	92.86%

Intimated by the nodal officer about the decision taken on the complaint	Airtel	BSNL	Rel Comm	VSNL	Sify
Yes	24.39%	64.00%	68.00%	62.07%	0.00%
No	75.61%	36.00%	32.00%	37.93%	100.00%

Satisfaction with the redressal of the complaint by the nodal officer	Airtel	BSNL	Rel Comm	VSNL	Sify
Very satisfied	2.50%	0.00%	8.00%	0.00%	0.00%
Satisfied	25.00%	66.67%	40.00%	48.00%	0.00%
Dissatisfied	72.50%	29.17%	28.00%	40.00%	100.00%
Very dissatisfied	0.00%	4.17%	24.00%	12.00%	0.00%
Top-2	27.50%	66.67%	48.00%	48.00%	0.00%
Bot-2	72.50%	33.34%	52.00%	52.00%	100.00%

Reason for dissatisfaction	Airtel	BSNL	Rel Comm	VSNL	Sify
Difficult to connect to the Nodal Officer	6.90%	0.00%	30.77%	0.00%	0.00%
Nodal Officer not polite/courteous	0.00%	0.00%	15.38%	0.00%	0.00%
Nodal Officer not equipped with adequate information	3.45%	12.50%	30.77%	7.69%	0.00%
Time taken by Nodal Officer for redressal is too long	86.21%	25.00%	15.38%	23.08%	0.00%
Nodal Officer was unable to understand the problem	0.00%	12.50%	0.00%	7.69%	0.00%
Others	3.45%	12.50%	15.38%	0.00%	100.00%

Awareness about the contact details of the appellate authority	Airtel	BSNL	Rel Comm	VSNL	Sify
Yes	18.13%	5.00%	4.57%	9.34%	2.99%
No	81.87%	95.00%	95.43%	90.66%	97.01%

Filed any appeal in last 12 months	Airtel	BSNL	Rel Comm	VSNL	Sify
Yes	2.29%	5.56%	7.32%	6.06%	6.67%
No	97.71%	94.44%	92.68%	93.94%	93.33%

Received any acknowledgement for the complaint filed	Airtel	BSNL	Rel Comm	VSNL	Sify
Yes	25.00%	33.33%	66.67%	66.67%	0.00%
No	75.00%	66.67%	33.33%	33.33%	100.00%

Any decision taken by the appellate authority within 3 months of filing the appeal	Airtel	BSNL	Rel Comm	VSNL	Sify
Yes	0.00%	0.00%	33.33%	33.33%	0.00%
No	25.00%	100.00%	66.67%	50.00%	100.00%
Appeal filed recently	75.00%	0.00%	0.00%	16.67%	0.00%

Awareness about item-wise usage charge details for prepaid users	Airtel	BSNL	Rel Comm	VSNL	Sify
Yes	47.06%	25.93%	38.10%	49.86%	17.11%
No	52.94%	74.07%	61.90%	50.14%	82.89%

Ever denied of request for item-wise usage charge details for prepaid connection	Airtel	BSNL	Rel Comm	VSNL	Sify
Yes	0.00%	7.14%	0.00%	17.14%	0.22%
No	100.00%	92.86%	100.00%	82.86%	99.78%

Reasons for denial	Airtel	BSNL	Rel Comm	VSNL	Sify
No reason provided	NA	0.00%	NA	0.83%	100.00%
technical problem	NA	0.00%	NA	88.43%	0.00%
others	NA	0.00%	NA	0.00%	0.00%

Manual of practice provided while subscribing for new broadband connection	Airtel	BSNL	Rel Comm	VSNL	Sify
Yes	67.10%	57.41%	50.00%	28.57%	18.93%
No	32.90%	42.59%	50.00%	71.43%	81.07%

Questionnaire – Wireline Survey

Name: _____ Gender: Male Female

Tel: _____ Age(in years): less than 25 25-60 more than 60

Usage

STD Code	Telephone Number

 Type : Residential Commercial

Area: Rural Urban

Operator: Airtel BSNL RCOM User Type: Postpaid Prepaid

TATA MTNL HFCL Shyam

State: _____ District _____

Address: _____

Name of SDCA (only for surveyor): Mode of Interview: Telephonic 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"/> Less than 6 months <input type="checkbox"/> 6-12 months <input type="checkbox"/> More than 12 months → <p style="text-align: center;">(If >12 month, go to Q 4)</p>
2. How much time was taken to get the telephone connection installed and activated after you applied for it?	<input type="checkbox"/> More than 30 days <input type="checkbox"/> 16-30 days <input type="checkbox"/> 7-15 days <input type="checkbox"/> Less than 7 days
3. How satisfied are you with time taken to provide working phone connection?	<input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> 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"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied <input type="checkbox"/> Not applicable

<p>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?</p>	<p><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</p>
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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>(Ask this question only if 1 OR 2 is coded in Q7(a)) 7(b) Please specify the reason(s) for your dissatisfaction (MULTI CODING POSSIBLE)</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 —————> (If no, go to Q 10 (a))</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>(Ask this question only if 1 OR 2 is coded in Q10(a)) 10(b) Please specify the reason(s) for your</p>	<p><input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language</p>

dissatisfaction(MULTI CODING POSSIBLE)

3 Calculations not clear

4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given

5 Others (please specify) _____

For Prepaid Customers only

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)
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21. How many time your telephone became faulty in the last one month.	<input type="checkbox"/> 1 More than 3 times	<input type="checkbox"/> 2 2-3 times
	<input type="checkbox"/> 3 One time	<input type="checkbox"/> 4 Nil
22. How long did it take generally for repairing the fault after lodging complaint?	<input type="checkbox"/> 1 more than 7 days	<input type="checkbox"/> 2 4 - 7 days
	<input type="checkbox"/> 3 2-3 days	<input type="checkbox"/> 4 1 day
23. How satisfied are you with the fault repair service?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied
	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied

F. SUPPLEMENTARY SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

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

H. GENERAL INFORMATION

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

28. Have you terminated a Telephone Phone connection that you had in the last 12 months	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (If no, go to Q 32)
29. If yes, please name your previous service provider?	<input type="checkbox"/> 1 Airtel <input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 RCOM <input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam
30. How many days were taken for termination of your connection?	<input type="checkbox"/> 1 more than 7 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 4 1 day
31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32. Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Do not mind receiving such calls/SMS
(Ask only if yes in Q32) 33. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS	<input type="checkbox"/> 1 Continued receiving <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 4 Stopped receiving

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

34. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
35. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of? (MULTI CODING POSSIBLE)	<input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer <input type="checkbox"/> 3 Appellate Authority <input type="checkbox"/> 4 None of these
36. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?	<input type="checkbox"/> 1 Yes

	<input type="checkbox"/> 2 No → (if no go to Q 42)
37. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.	<input type="checkbox"/> 1 No docket number received even on request <input type="checkbox"/> 2 No docket number received for most of the complaints <input type="checkbox"/> 3 Docket number received for most of the complaints
38. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
39. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
(Ask this question only if 1 OR 2 is coded in Q.39) 40. Please specify the reason(s) for your dissatisfaction(MULTI CODING POSSIBLE)	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
41. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 9 Not applicable
42. Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 48)
43. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 48)

44. Can you approach your Nodal Officer easily?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
45. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
46. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
(Ask this question only if 1 OR 2 is coded in Q46) 47. Please specify the reason(s) for your dissatisfaction (MULTI CODING POSSIBLE)	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (if no go to Q 52)
49. Have you filed any appeal to the appellate authority in the prescribed form in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (if no go to Q 52)
50. Did you receive any acknowledgement from the appellate authority?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
(Q52 to Q54 are for prepaid customers only)	
52. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
53. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 55)
54. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given

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

THANK & TERMINATE

Questionnaire - Cellular mobile telephone service

Name: _____ **Gender:** Male Female

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

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Occupation: Service Business/self employed Student Housewife Retired

Operator: Airtel Vodafone Idea BSNL **Area:** Rural Urban

RCOMm Aircel TATA MTNL **User Type:** Prepaid Postpaid

Spice BPL HFCL Shyam **Type:** GSM CDMA

RTL RISL Dishnet Others (Specify).....

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

Address: _____

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

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

A. SERVICE PROVISION

1. When did you last apply for mobile phone connection?	<input type="checkbox"/> less than 6 month <input type="checkbox"/> 6-12 month <input type="checkbox"/> more than 12 month → (If more than 12 month, go to Q 4)
2. How much time was taken to get the working connection (activation) after you applied and 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	<input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied

made the payment?	<input type="checkbox"/> 9 Not applicable
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B. BILLING RELATED – PREPAID CUSTOMER

5(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b) Please specify the reason(s) for your dissatisfaction (MULTI CODING POSSIBLE)	<input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify)

C. BILLING RELATED – POSTPAID CUSTOMER

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

10(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
(Ask this question only if 1 OR 2 is coded in Q10(a)) 10(b) Please specify the reason(s) for your dissatisfaction (MULTI CODING POSSIBLE)	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify)

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

G. SUPPLEMENTARY SERVICES/VALUE ADDED SERVICES

23. Do you use value added services like roaming, ring tone, GPRS, e-mail, voice mail or any other such services	<input type="checkbox"/> 1 Yes	<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
(Ask this question only if 1 OR 2 is coded in Q26(a))	1. _____	
26(b) Please specify the reason(s) for your dissatisfaction(INTERVIEWER TO ASK REASONS FOR	_____	

DISSATISFACTION, RECORD THE VERBATIM)	2. _____

	3. _____

H. GENERAL INFORMATION

<p>(Ask this question only if 1 OR 2 is coded in Q1) 27. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?</p>	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
28. Have you terminated your Mobile Phone connection 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"/> 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
<p>(Ask only if yes in Q32) 33a. Do you still receive unsolicited commercial</p>	<input type="checkbox"/> 1 Continued receiving <input type="checkbox"/> 2 Slight decrease

calls/SMS and whether there is any change in the frequency of such calls /SMS	<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
{Ask only if answered yes in Q 33 (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? (INTERVIEWER TO RECORD VERBATIM RESPONSE IN THE SPACE PROVIDED)	_____ _____ _____

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

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

<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>(Ask this question only if 1 OR 2 is coded in Q.39)</p> <p>40. Please specify the reason(s) for your dissatisfaction(MULTI CODING POSSIBLE)</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 → (if no go to Q 48)</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 → (if no go to Q48)</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>(Ask this question only if 1 OR 2 is coded in Q46)</p> <p>47. Please specify the reason(s) for your</p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous</p>

dissatisfaction(MULTI CODING POSSIBLE)	<input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52)
49. Have you filed any appeal to the appellate authority in the prescribed form in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52)
50. Did you receive any acknowledgement from the appellate authority?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
(Q52 to Q54 are for prepaid customers only)	
52. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
53. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 55)
54. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
For new customers only(Subscribed in last 6 months)	
55. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

THANK & TERMINATE

Questionnaire - Broadband service

Name: _____

Gender: 1 Male 2 Female

Tel: _____

Age (in years): 1 less than 25 2 25-60 3 more than 60

Usage

--	--	--	--	--	--	--	--	--	--

Type : 1 Residential 2 Commercial

E-mail ID

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Airtel

Operator: 1 4 BSNL 5

RCOM

8 MTNL

Area: 1 Rural

2 Urban

11 HFCL

21 VSNL

22 Sify

23 Asianet

User Type: 1 Prepaid 2 Postpaid

24 Ortel

25 You Telecom

26 Hathway

27 Others _____

State: _____ **District** _____

Mode of interview: 1 Telephonic 2 In-person 3 e-mail 4 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"/> 1 Within 15 working days <input type="checkbox"/> 2 More than 15 working Days
2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied

<p>3. In case your connection was temporarily suspended due to non-payment of bills, how satisfied are you with the time taken to reactivate service after you made the payment?</p>	<p><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</p>
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B. BILLING RELATED - POSTPAID CUSTOMER

<p>4. 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>5(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>(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b) Please specify the reason(s) for your dissatisfaction(MULTI CODING POSSIBLE)</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 requested <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify)</p>
<p>6. Have you made any billing related complaints in last 12 months?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If no, go to Q 8(a))</p>
<p>7. 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>8(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 <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied</p>
<p>(Ask this question only if 1 OR 2 is coded in Q8(a)) 8(b) Please specify the reason(s) for your dissatisfaction(MULTI CODING POSSIBLE)</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>

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

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

D. HELP SERVICE

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

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES

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

H. OVERALL CUSTOMER SATISFACTION

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

H. GENERAL

23. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
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Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007

24. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
25. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of? (MULTI CODING POSSIBLE)	<input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer <input type="checkbox"/> 3 Appellate Authority <input type="checkbox"/> 4 None of these
26. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (if no go to Q 32)
27. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.	<input type="checkbox"/> 1 No docket number received even on request <input type="checkbox"/> 2 No docket number received for most of the complaints <input type="checkbox"/> 3 Docket number received for most of the complaints
28. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
29. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<p>(Ask this question only if 1 OR 2 is coded in Q.29)</p> <p>30. Please specify the reason(s) for your dissatisfaction</p> <p>(MULTI CODING POSSIBLE)</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)
31. 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

32. Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 38)
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?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q38)
34. Can you approach your Nodal Officer easily?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
35. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
36. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
(Ask this question only if 1 OR 2 is coded in Q36) 37. Please specify the reason(s) for your dissatisfaction (MULTI CODING POSSIBLE)	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
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?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 42)
39. Have you filed any appeal to the appellate authority in the prescribed form in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 42)
40. Did you receive any acknowledgement from the appellate authority?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
41. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently

<p>(Q42 to Q44 are for prepaid customers only)</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>For new customers only(Subscribed in last 6 months)</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