
Quality of Service Assessment

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

Assessment of:

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

October - December 2009



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

By: **eTech Group@IMRB,**

A specialist unit of IMRB International

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 Karnataka, Assam and North East circles and Audits were conducted across Karnataka, Assam, North East, Punjab and Rajasthan circles in the period of October – December 2009. The present report details the **Quality of Services** survey module findings for the **Karnataka 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 Karnataka circle that was covered in the Quarter 4 (October – December 2009). The primary data collection from the end users of Basic (Wireline), Cellular Mobile (Wireless) and broadband services was undertaken by IMRB International during the period of October 2009 – December 2009.



The study is being conducted broadly in two modules:

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



This report highlights the Survey Module findings for Karnataka circle for Basic (Wireline), Cellular Mobile (Wireless) & 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 captured on a four-point Likert scale.

3.1 Subjective survey methodology

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

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

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

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

The questionnaire is divided into two broad segments viz.

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

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

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

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

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

3.2 Data analysis methodology

The satisfaction scores have been represented in two ways:-

Weighted satisfaction scores

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

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

Where:

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

N=Total sample size achieved

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

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

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

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

3.3 Sampling Plan

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

Wireline:

Name of the Operator	Sample Size	Sample Size Achieved
Airtel	1067	1635
BSNL	1067	1748
Rel Comm	1067	799
TATA	1067	1318

Wireless:

Name of the Operator	Sample Size	Sample Size Achieved
Airtel	1067	1342
Vodafone	1067	1257
Idea	1067	1252
Aircel	1067	1122
BSNL GSM	1067	1174
Reliance GSM	1067	1147
Reliance CDMA	1067	1091
DoCoMo	1067	1474
TATA CDMA	1067	910

Broadband:

Name of the Operator	Sample Size	Sample Size Achieved
Airtel	1067	969
BSNL	1067	963
Rel Comm	810	920
VSNL	570	610
Sify	1067	857
You Telecom	750	665
Hathway	1067	1168
Spectra Net	481	373

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

Wireline:

Name of the Operator	Total	Male	Female
Airtel	1635	1504	131
BSNL	1748	1446	302
Rel Comm	799	563	236
TATA	1318	984	334

Name of the Operator	Total	< 25 years	25-60 years	> 60 years
Airtel	1635	313	1316	6
BSNL	1748	241	1441	66
Rel Comm	799	163	629	7
TATA	1318	240	1064	14

Wireless:

Name of the Operator	Total	Male	Female
Airtel	1342	1154	188
Vodafone	1257	1093	164
Idea	1252	1084	168
Aircel	1122	1019	103
BSNL GSM	1174	1001	173
Reliance GSM	1147	995	152
Reliance CDMA	1091	913	178
DoCoMo	1474	1315	159
TATA CDMA	910	776	134

Name of the Operator	Total	< 25 years	25-60 years	> 60 years
Airtel	1342	441	884	17
Vodafone	1257	523	723	11
Idea	1252	533	709	10
Aircel	1122	553	569	0
BSNL GSM	1174	303	861	10
Reliance GSM	1147	469	675	3
Reliance CDMA	1091	248	828	15
DoCoMo	1474	653	812	9
TATA CDMA	910	261	641	8

Broadband:

Name of the Operator	Total	Male	Female
Airtel	969	794	175
BSNL	963	895	68
Rel Comm	920	802	118
VSNL	610	532	78
Sify	857	686	171
You Telecom	665	535	130
Hathway	1168	942	226
Spectra Net	373	304	69

Name of the Operator	Total	< 25 years	25-60 years	> 60 years
Airtel	969	297	657	15
BSNL	963	517	439	7
Rel Comm	920	238	668	14
VSNL	610	121	482	7
Sify	857	175	678	4
You Telecom	665	138	514	13
Hathway	1168	178	987	3
Spectra Net	373	63	306	4

The respondents for the Basic (Wireline) survey module were contacted in areas covered by various BSNL exchanges in the Karnataka circle. The below list includes only 24 such exchanges. However, respondents lying under many more exchanges were part of the survey (5% of total exchanges spread across 10% of Short Distance Charging Areas (SDCA)).

Name of the Exchange	Name of the Exchange
CENTRAL IV (AVENUE RD)	VINAAYAKANAGAR
BAGLUR	AZAMNAGAR
MALLESHWARAM	KATTI
RAJAJINAGAR	SB NAGAR
JAYANAGAR	BIDAR
ULSOOR	KAMTHANA
HSR LAYOUT	BIDAR G GUNJ
BELGAUM OCB	KEDRIYA V BIDAR
HIREBAGEWADI	NAUBAD
BHAGYA NAGAR	BAGDALA
VODGAON	BELLARY MAIN
CENTRAL IV (AVENUE RD)	VINAAYAKANAGAR

3.4 Definition of key terms

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

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

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

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

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

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

4.0 Executive Summary

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

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

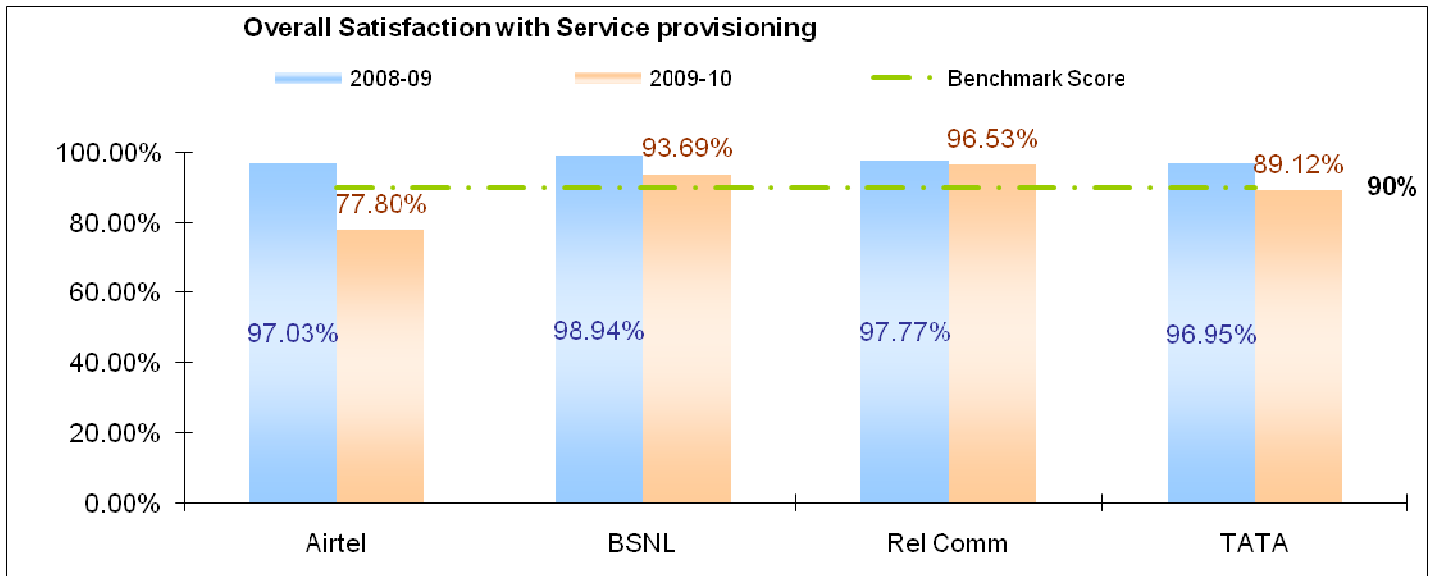
Maximum
 Minimum

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

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

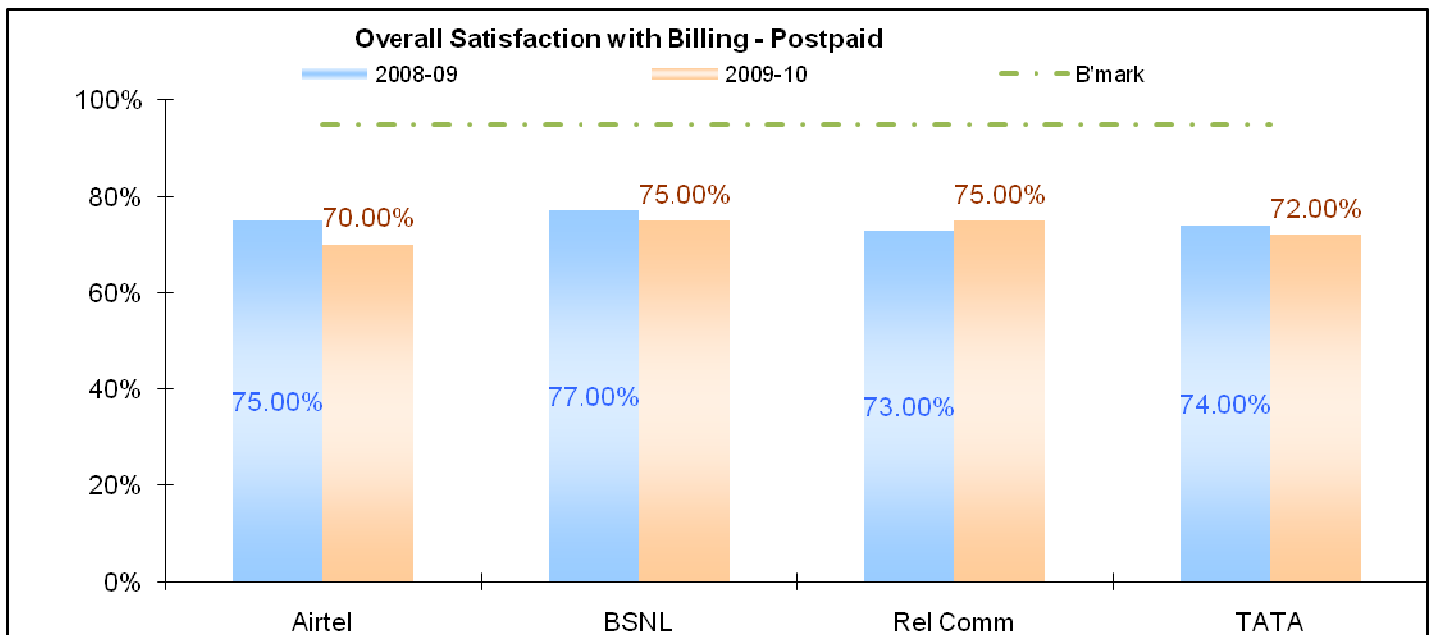
	2009-10				
	B'mark	Airtel	BSNL	Rel Comm	TATA
Overall Performance					
Customers satisfied with provisioning of service	≥90%	77.80%	93.69%	96.53%	89.12%
Customers satisfied with billing performance - Prepaid	≥95%	13.57%	20.45%	14.77%	5.96%
Customers satisfied with billing performance - Postpaid	≥95%	77.00%	75.00%	70.00%	72.00%
Customers satisfied with network performance, reliability and availability	≥95%	70.00%	75.00%	75.00%	72.00%
Customers satisfied with maintainability	≥95%	87.45%	81.92%	83.64%	81.20%
Customers satisfied with supplementary and value added services	≥90%	91.05%	84.21%	97.83%	92.14%
Customers satisfied with help services including grievance redressal	≥90%	74.00%	67.00%	68.00%	64.00%
Customers satisfied with overall service quality	≥90%	98.22%	96.67%	96.22%	98.54%

1. Service Provision



In the current round of survey, BSNL, Rel Comm meet the benchmark level of satisfaction with service provisioning (i.e. 90%) Airtel, TATA do not meet the benchmark score with 77.8%, 89.12% scores respectively.

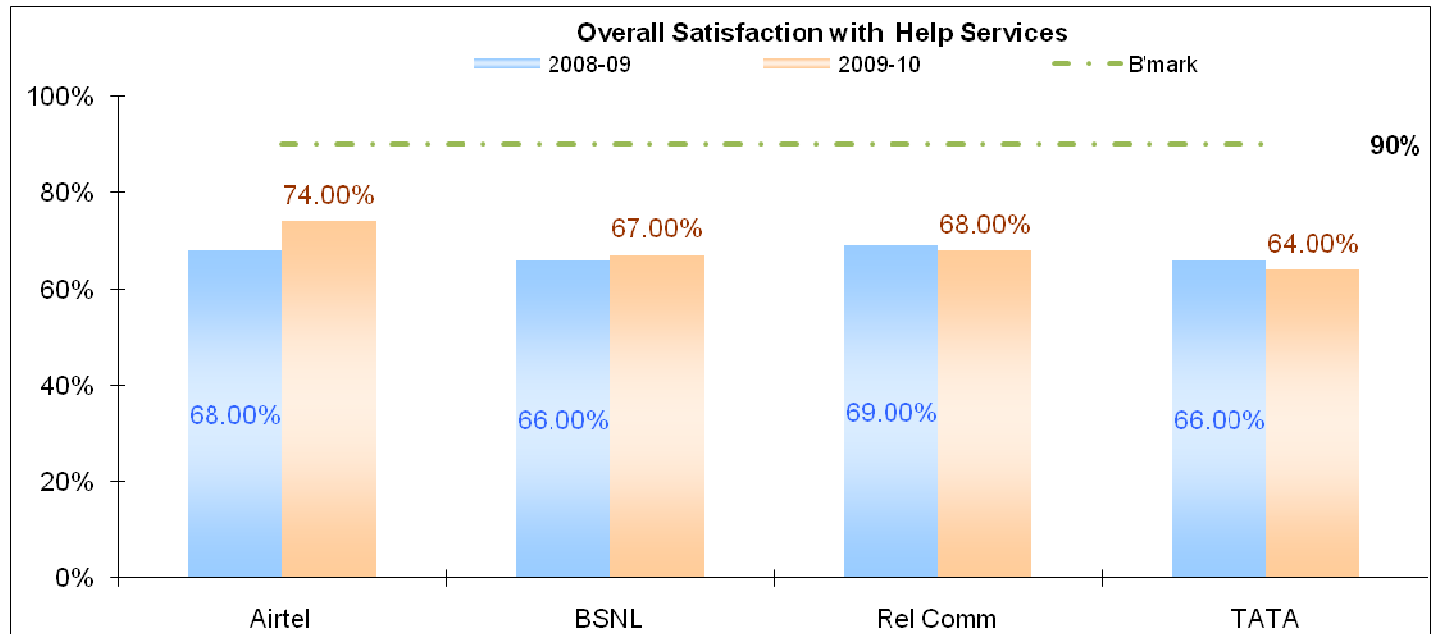
2 Billing Parameter – Postpaid subscribers



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

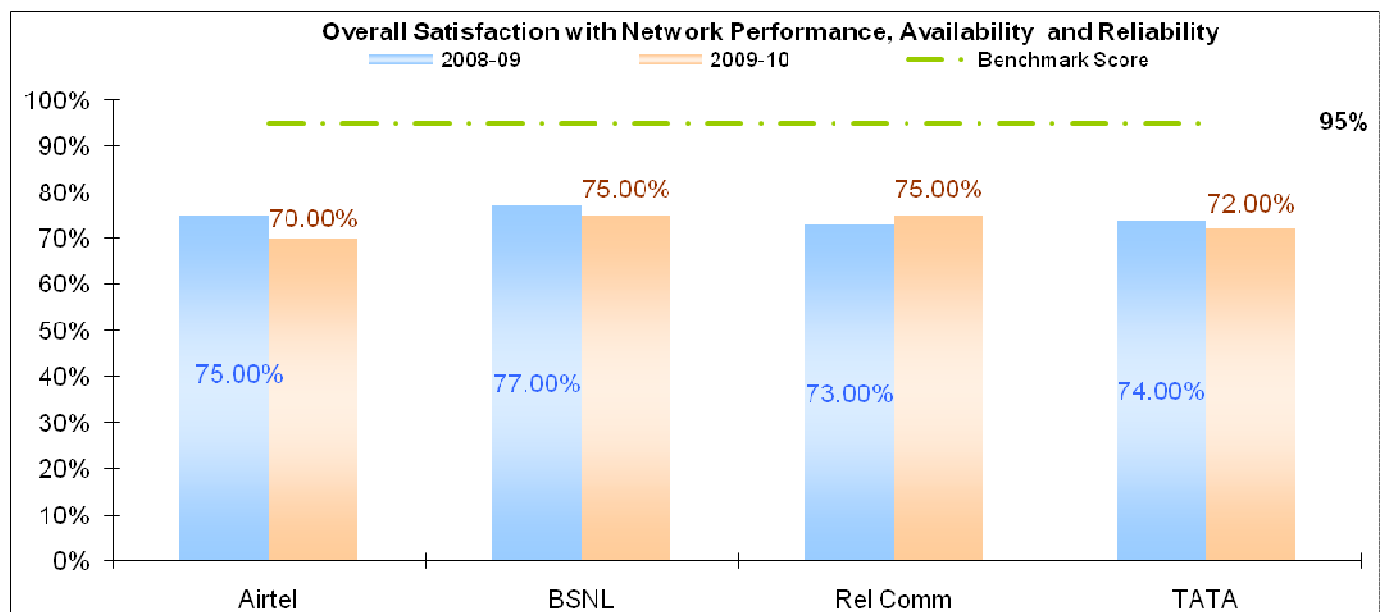
Airtel, BSNL, Rel Comm, TATA fall short of the TRAI specified benchmark score for satisfaction with billing performance in both 2008-09 and 2009-10.

3. Help Services



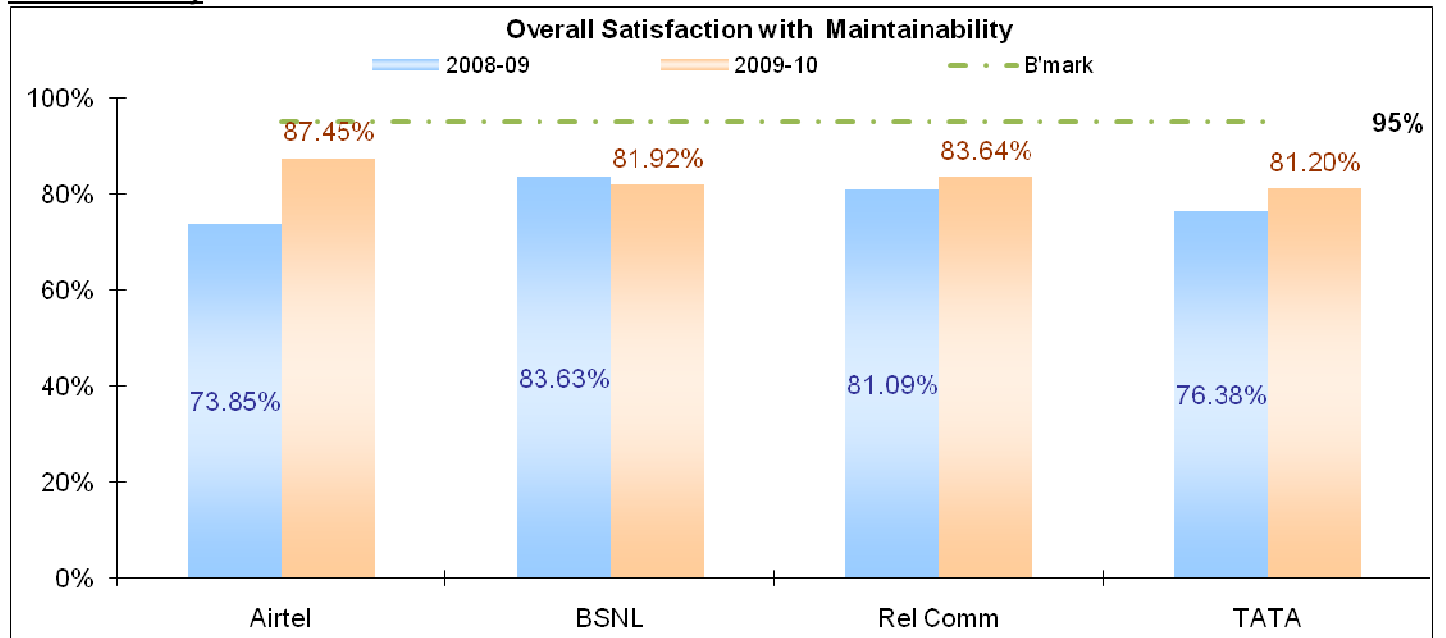
In the current round of survey, Airtel subscribers have maximum satisfaction with help services. Airtel, BSNL, Rel Comm, TATA fall short of the TRAI specified benchmark score for satisfaction with help services in both 2008-09 and 2009-10.

4. Network Performance, Reliability and Availability



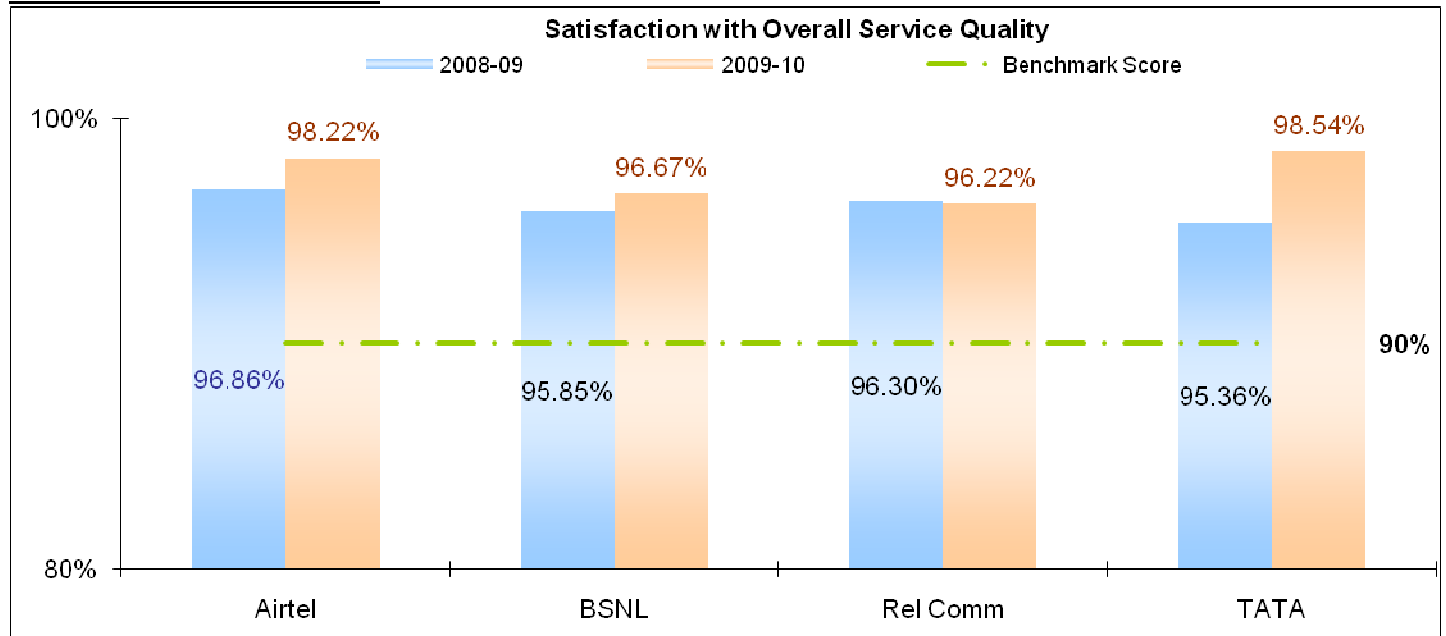
In the current round of survey, no operator meets the benchmark level of satisfaction with Network Performance, Reliability and Availability (i.e. 95%).

5. Maintainability



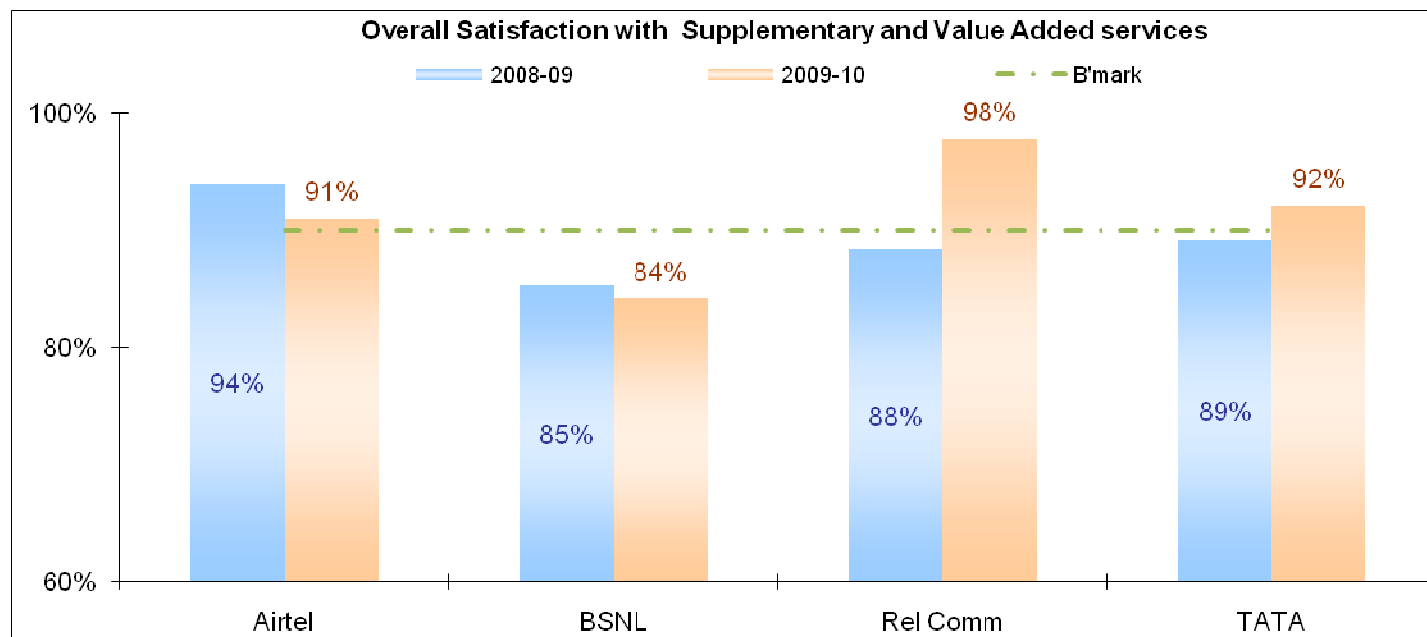
In the current round of survey, no operator meets the benchmark level of satisfaction with maintainability (i.e. 95%). Airtel, BSNL, Rel Comm, TATA fall short of the TRAI specified benchmark score for satisfaction with maintainability in both 2008-09 and 2009-10.

6. Overall Customer Satisfaction



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

7. Supplementary Services



In the current round of survey, for supplementary services, Airtel, Rel Comm, TATA meet the benchmark level of satisfaction (i.e. 90%). BSNL does not meet the benchmark score with 84.21% score.

BSNL falls short of the TRAI specified benchmark score for satisfaction with supplementary and value added services in both 2008-09 and 2009-10.

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	55.78%	56.98%	81.60%	79.59%
No	43.61%	41.99%	17.52%	19.50%

Maximum Minimum

The awareness of Call center number for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 55.78% for Airtel to 81.6% for Rel Comm

The Percentage of consumers making any complaints to the toll free number within last 12 months is highest for Rel Comm Also, Satisfaction level with complaint resolution by call center varies from 81.35% for TATA to 86.49% for BSNL.

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

	Airtel	BSNL	Rel Comm	TATA
Awareness about contact details of Nodal officer	40.43%	8.70%	15.02%	21.02%
Awareness about the contact details of the appellate authority	44.59%	5.21%	16.52%	21.32%

Maximum
 Minimum

The awareness of Nodal officer and appellate authority for redressing grievances (i.e. Stage 2 of the 3 stage process) was found to be low for BSNL but was significantly high for Airtel.

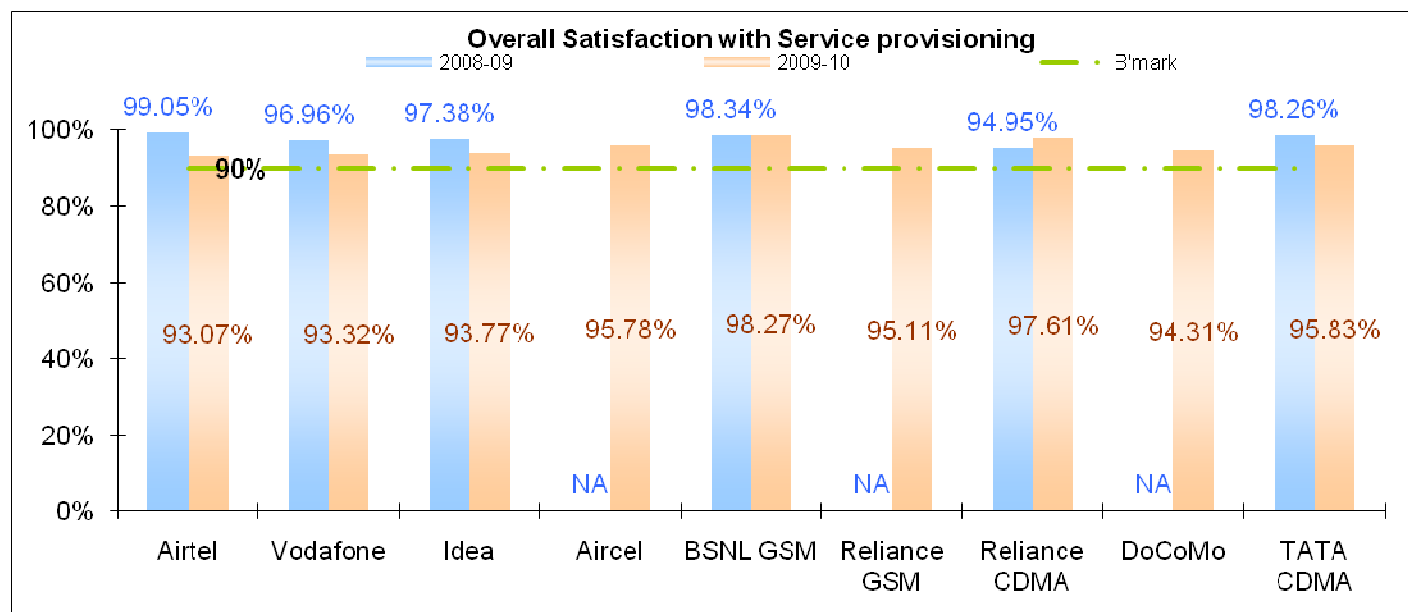
4.2 Summary of the Survey module for Cellular Mobile (Wireless) Operators in the Karnataka circle

Satisfaction level of subscribers with various parameters of Wireless service:

Overall Performance	2009-10									
	B'mark	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Customers satisfied with provisioning of service	≥90%	93.07%	93.32%	93.77%	95.78%	98.27%	95.11%	97.61%	94.31%	95.83%
Customers satisfied with billing performance – Prepaid	≥95%	74.00%	73.00%	71.00%	75.00%	74.00%	73.00%	70.00%	73.00%	72.00%
Customers satisfied with billing performance – Postpaid	≥95%	63.00%	66.00%	62.00%	67.00%	71.00%	82.00%	63.00%	58.00%	56.00%
Customers satisfied with network performance, reliability and availability	≥95%	75.00%	73.00%	71.00%	69.00%	73.00%	72.00%	73.00%	69.00%	73.00%
Customers satisfied with maintainability	≥95%	94.39%	91.78%	86.38%	79.91%	89.23%	86.89%	91.16%	80.61%	88.71%
Customers satisfied with supplementary and value added services	≥90%	91.28%	94.59%	89.09%	84.58%	92.22%	92.78%	86.57%	91.31%	90.26%
Customers satisfied with help services including grievance redressal	≥90%	70.00%	67.00%	66.00%	66.00%	69.00%	65.00%	66.00%	65.00%	69.00%
Customers satisfied with overall service quality	≥90%	94.99%	95.24%	92.49%	89.94%	94.68%	94.26%	95.37%	91.11%	94.59%

Not meeting the benchmark

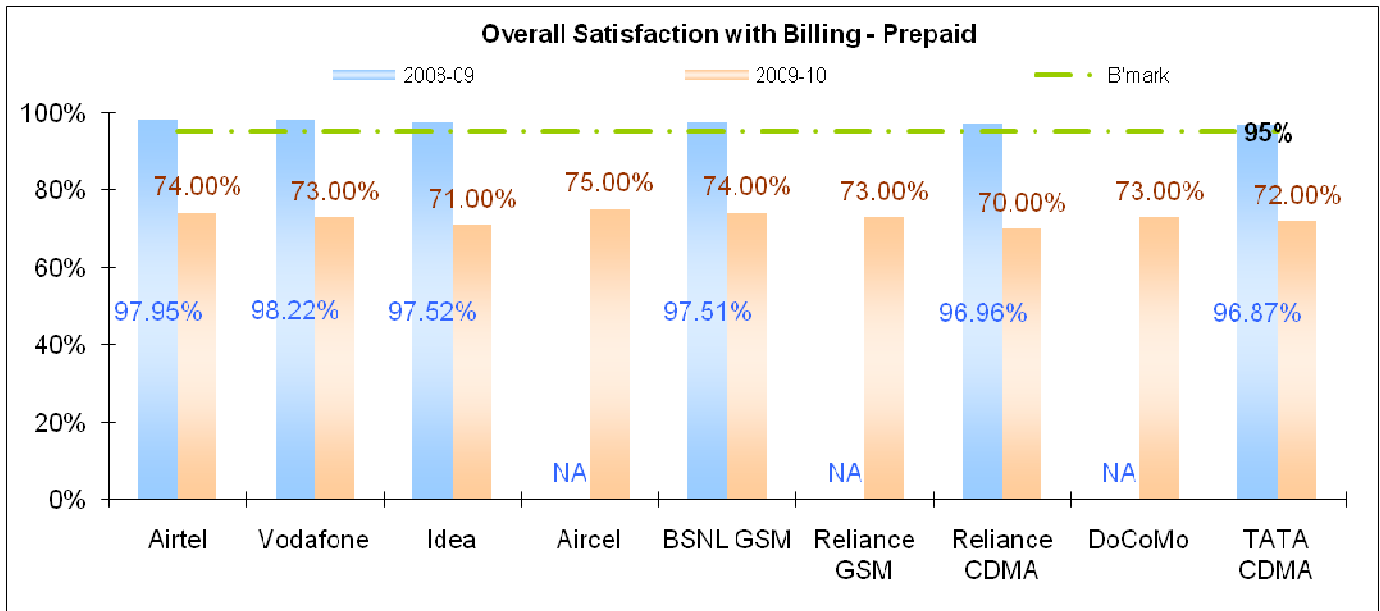
Service Provision (Benchmark – 90%)



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

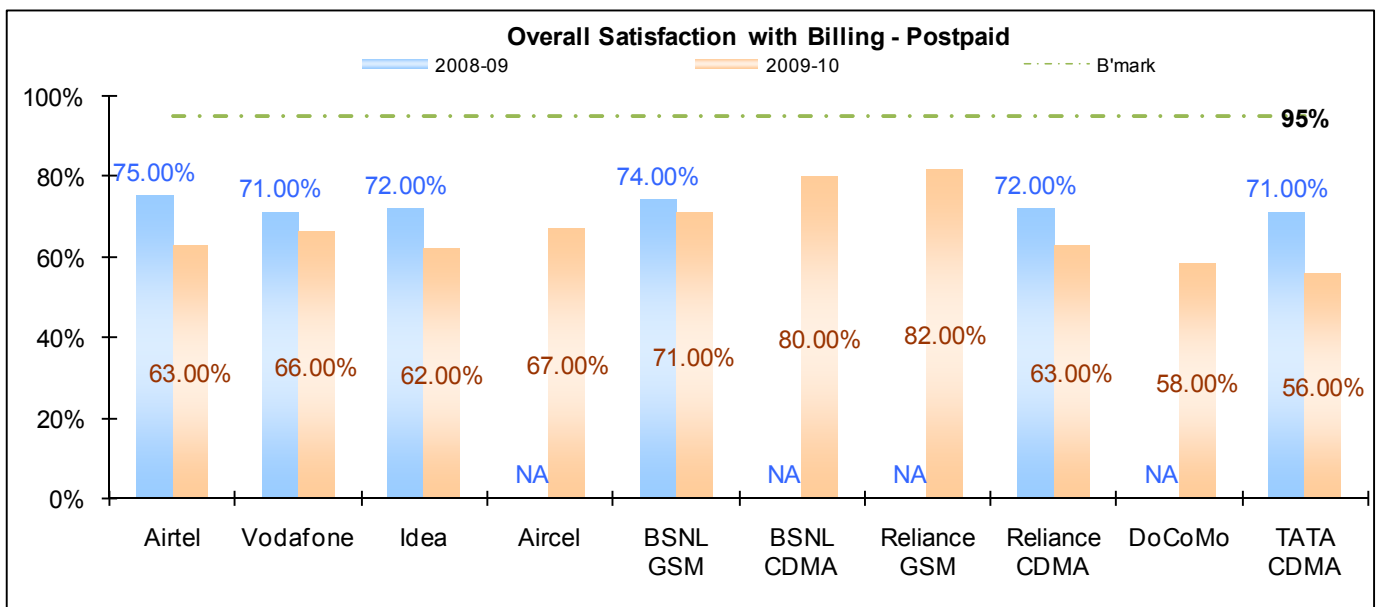
Billing performance (Benchmark – 95%)

Pre-paid Subscribers



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

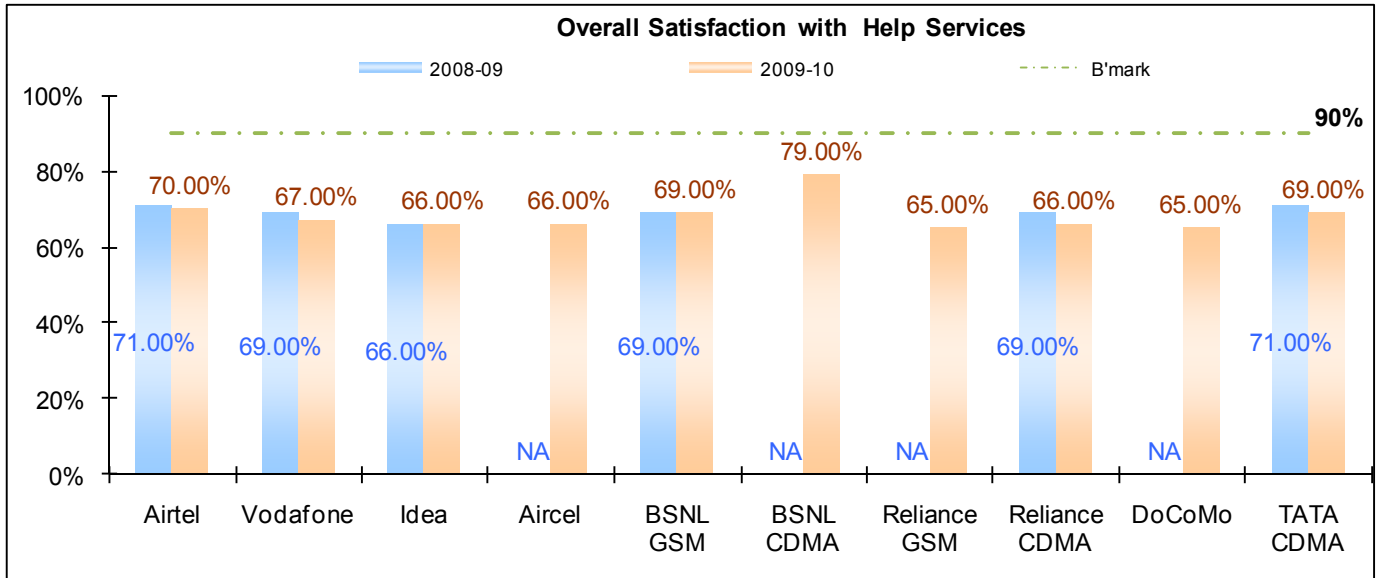
Post-paid Subscribers



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

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

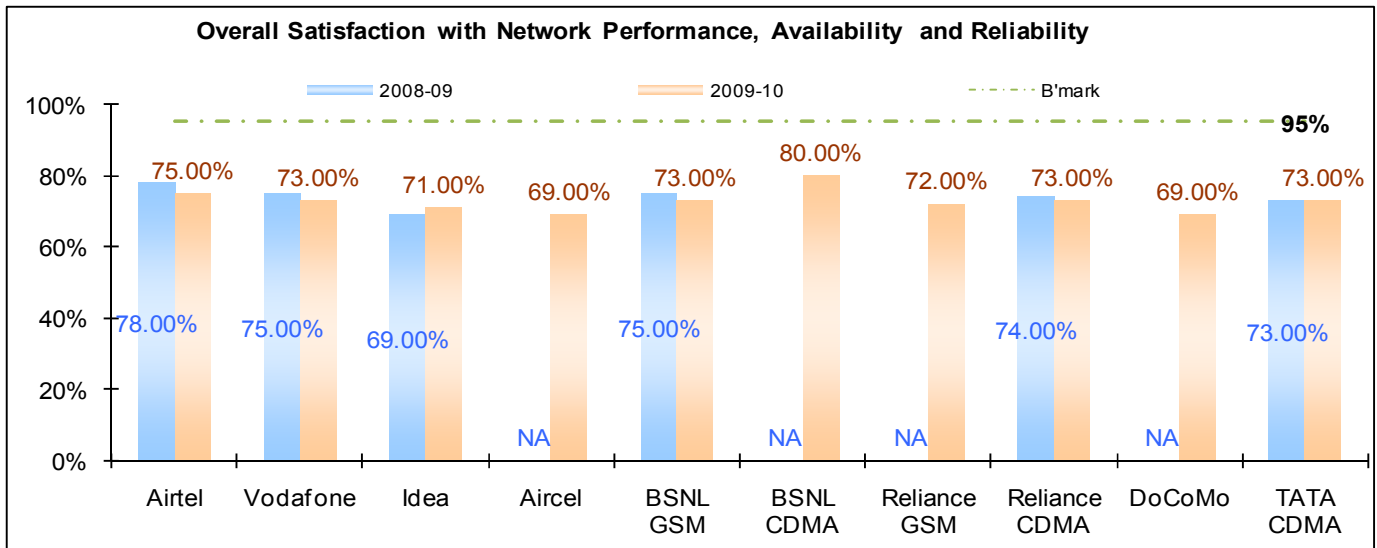
Help Services (Benchmark – 90%)



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

Airtel, Vodafone, Idea, BSNL GSM, Reliance CDMA, TATA CDMA fall short of the TRAI specified benchmark score for satisfaction with help services in both 2008-09 and 2009-10.

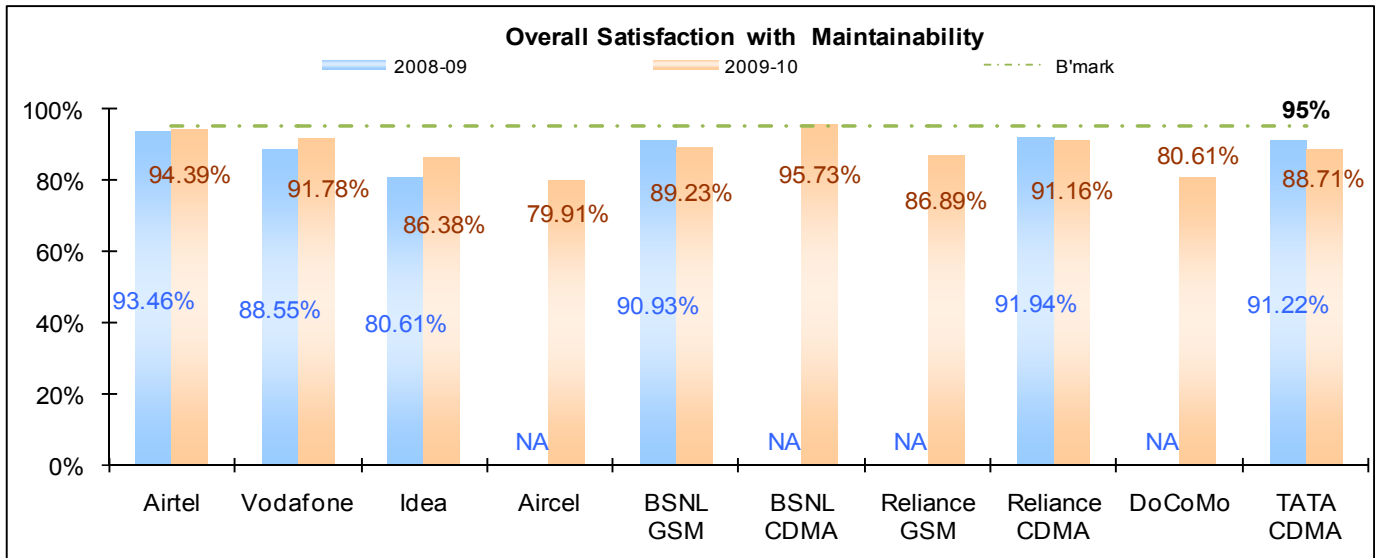
Network performance, reliability & availability (Benchmark – 95%)



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

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

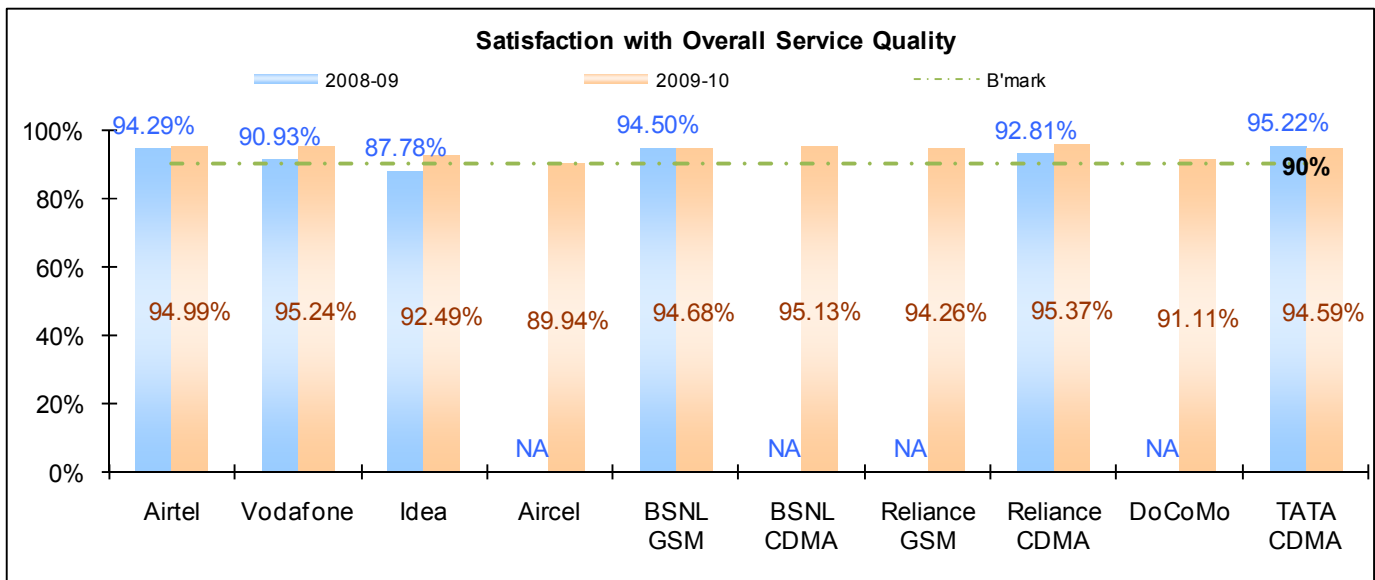
Maintainability (Benchmark – 95%)



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

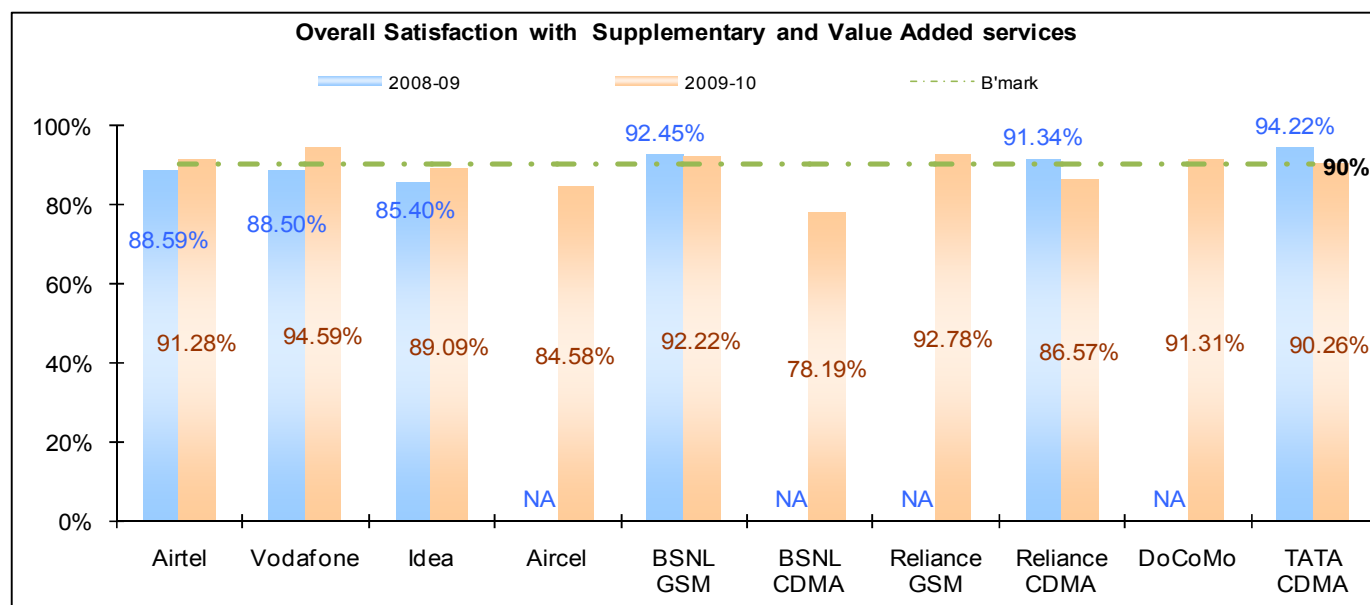
Airtel, Vodafone, Idea, BSNL GSM, Reliance CDMA, TATA CDMA fall short of the TRAI specified benchmark score for satisfaction with maintainability in both 2008-09 and 2009-10.

Overall level of satisfaction (Benchmark – 90%)



In the current round of survey, Airtel, Vodafone, Idea, BSNL GSM, Reliance GSM, Reliance CDMA, DoCoMo, TATA CDMA meet the benchmark for overall level of satisfaction (i.e. 90%). Aircel does not meet the benchmark score with 89.94% score.

Supplementary services (Benchmark – 90%)



In the current round of survey, Airtel, Vodafone, BSNL GSM, Reliance GSM, DoCoMo, TATA CDMA meet the benchmark level of satisfaction with supplementary services (i.e. 90%). Idea, Aircel, Reliance CDMA do not meet the benchmark score with 89.09%, 84.58%, 86.57% scores respectively.

Idea falls short of the TRAI specified benchmark score for satisfaction with supplementary services in both 2008-09 and 2009-10.

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

Redressal Mechanism - Stage 1: Call Center

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Awareness about call centre telephone number	56.71%	59.11%	57.11%	58.47%	55.79%	56.15%	53.71%	53.80%	52.42%
Made any complaint to the customer care in last 12 months	15.42%	13.76%	14.30%	12.12%	14.74%	10.03%	15.12%	11.67%	13.19%
Informed by call centre about the action taken on the complaint	88.41%	85.55%	82.12%	86.76%	82.66%	84.35%	86.06%	79.65%	70.83%
Satisfaction with the system of complaint resolution by call centre									
Very satisfied	14.72%	7.98%	9.41%	27.13%	12.27%	10.28%	15.48%	18.01%	33.63%
Satisfied	71.07%	76.69%	74.12%	62.02%	77.91%	82.24%	73.55%	60.87%	55.75%
Dissatisfied	11.17%	14.11%	13.53%	10.85%	8.59%	6.54%	8.39%	18.63%	9.73%
Very dissatisfied	3.05%	1.23%	2.94%	0.00%	1.23%	0.93%	2.58%	2.48%	0.88%
Top-2	85.79%	84.67%	83.53%	89.15%	90.18%	92.52%	89.03%	78.88%	89.38%
Bot-2	14.22%	15.34%	16.47%	10.85%	9.82%	7.47%	10.97%	21.11%	10.61%

The awareness of Call center number for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 52.42% for TATA CDMA to 59.11% for Vodafone

The percentage of consumers making any complaints to the toll free number within last 12 months is highest for Airtel with 15.42%

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 78.88% for DoCoMo to 92.52% for Reliance GSM

Redressal Mechanism – Nodal officer and Appellate Authority

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Awareness about contact details of Nodal officer	5.44%	5.73%	5.67%	7.75%	6.22%	7.76%	5.41%	4.21%	3.19%
Awareness about the contact details of the appellate authority	4.92%	4.14%	5.27%	7.13%	5.62%	6.63%	4.49%	4.41%	4.84%

Of all the subscribers contacted across all the service providers, only a small percent of subscribers are aware of the existence of Nodal officer and Appellate Authority for redressal of grievances.

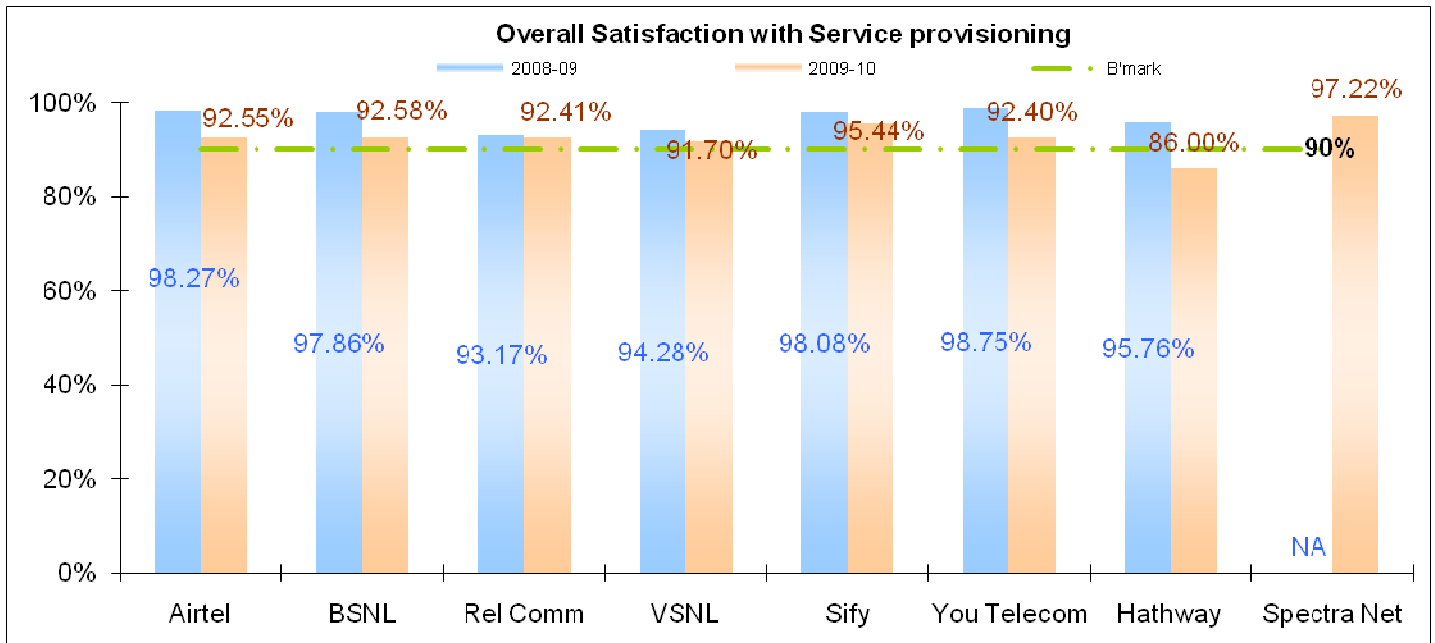
4.3 Summary of the Survey module for Broadband Operators in the Karnataka circle

Satisfaction level of subscribers with various parameters of Broadband service:

Overall Performance	2009-10								
	B'mark	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Customers satisfied with provisioning of service	>90%	92.55%	92.58%	92.41%	91.70%	95.44%	92.40%	86.00%	97.22%
Customers satisfied with billing performance - Prepaid	>90%	95.40%	95.12%	86.67%	86.05%	86.71%	91.60%	71.46%	81.25%
Customers satisfied with billing performance - Postpaid	>90%	74.00%	73.00%	65.00%	73.00%	72.00%	73.00%	67.00%	70.00%
Customers satisfied with network performance, reliability and availability	>85%	74.00%	73.00%	65.00%	77.00%	63.00%	73.00%	65.00%	65.00%
Customers satisfied with maintainability	>85%	94.06%	91.72%	83.36%	96.82%	83.25%	89.51%	77.12%	76.32%
Customers satisfied with supplementary and value added services	>85%	95.60%	95.65%	92.91%	96.53%	94.84%	67.63%	69.57%	53.52%
Customers satisfied with help services including grievance redressal	>90%	72.00%	67.00%	57.00%	76.00%	56.00%	68.00%	59.00%	60.00%
Customers satisfied with overall service quality	>85%	96.21%	94.55%	87.13%	98.07%	88.62%	75.46%	73.77%	64.29%

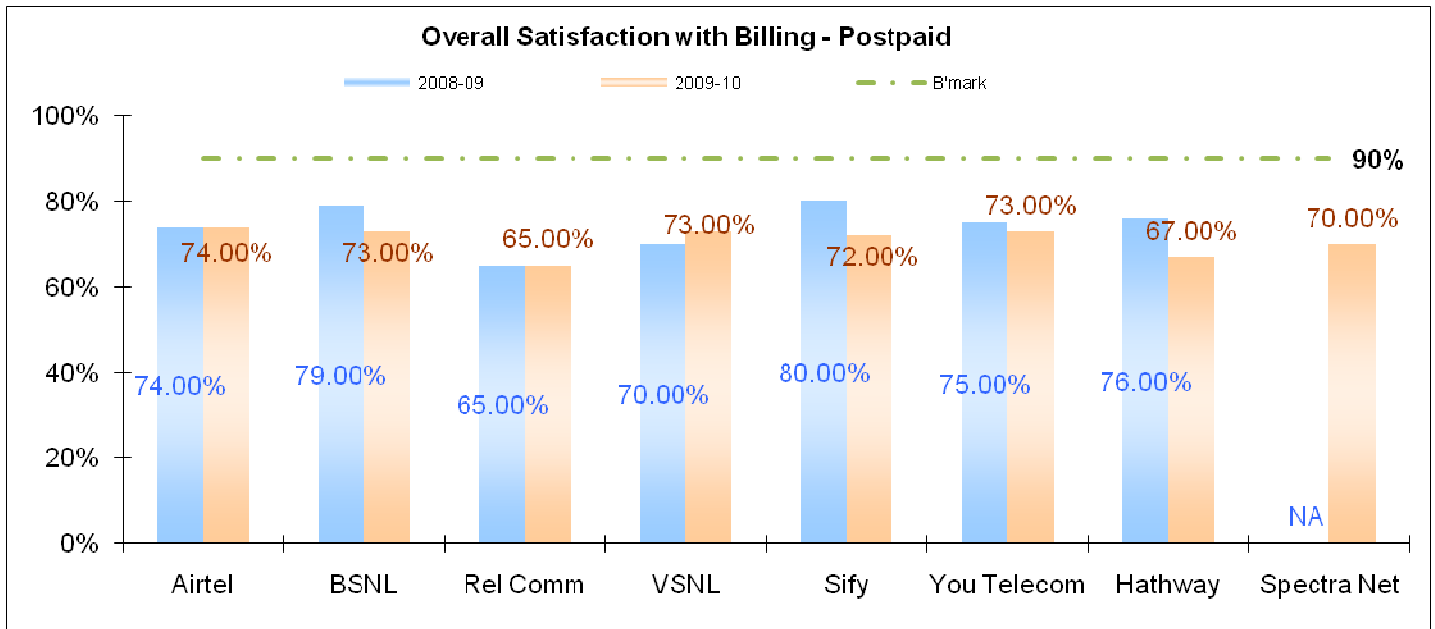
None of the operators of broadband service meet the TRAI benchmark for satisfaction with postpaid billing performance, network performance, reliability & availability and help services.

Service Provision (Benchmark – 90%)



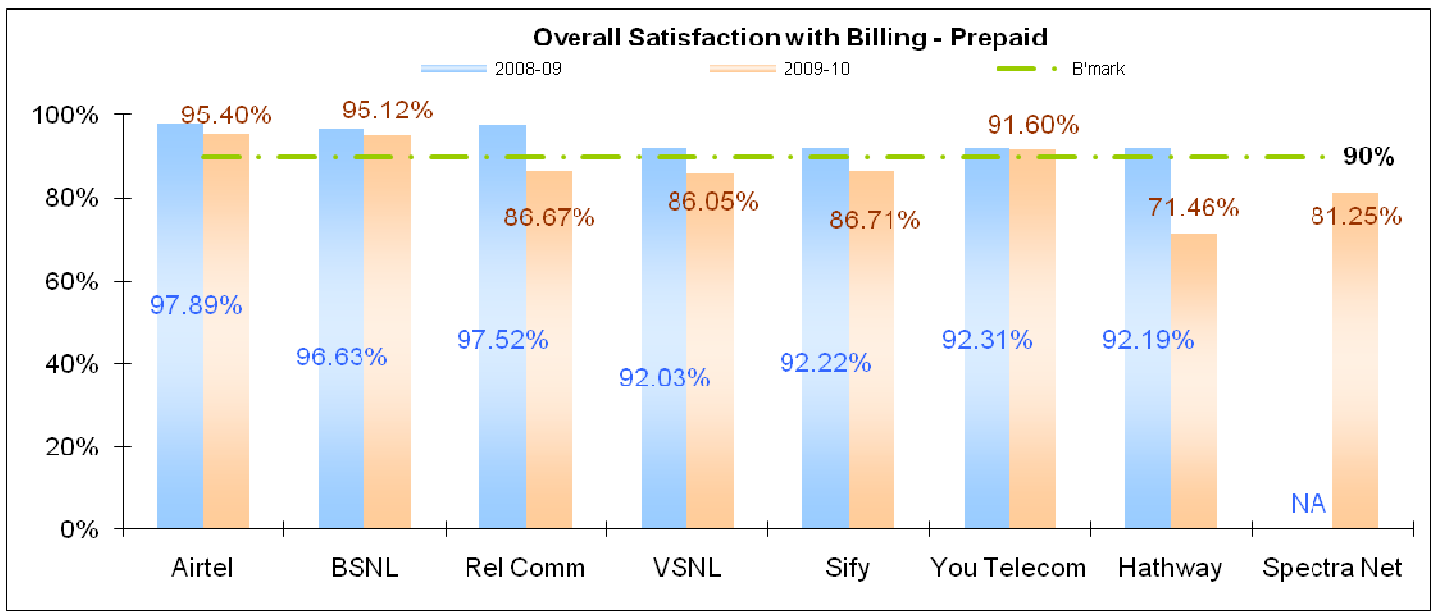
In the current round of survey, Airtel, BSNL, Rel Comm, VSNL, Sify, You Telecom, Spectra Net meet the benchmark level for satisfaction with service provisioning (i.e. 90%). Hathway does not meet the benchmark score with 86% score.

Billing performance ■ Maximum ■ Minimum



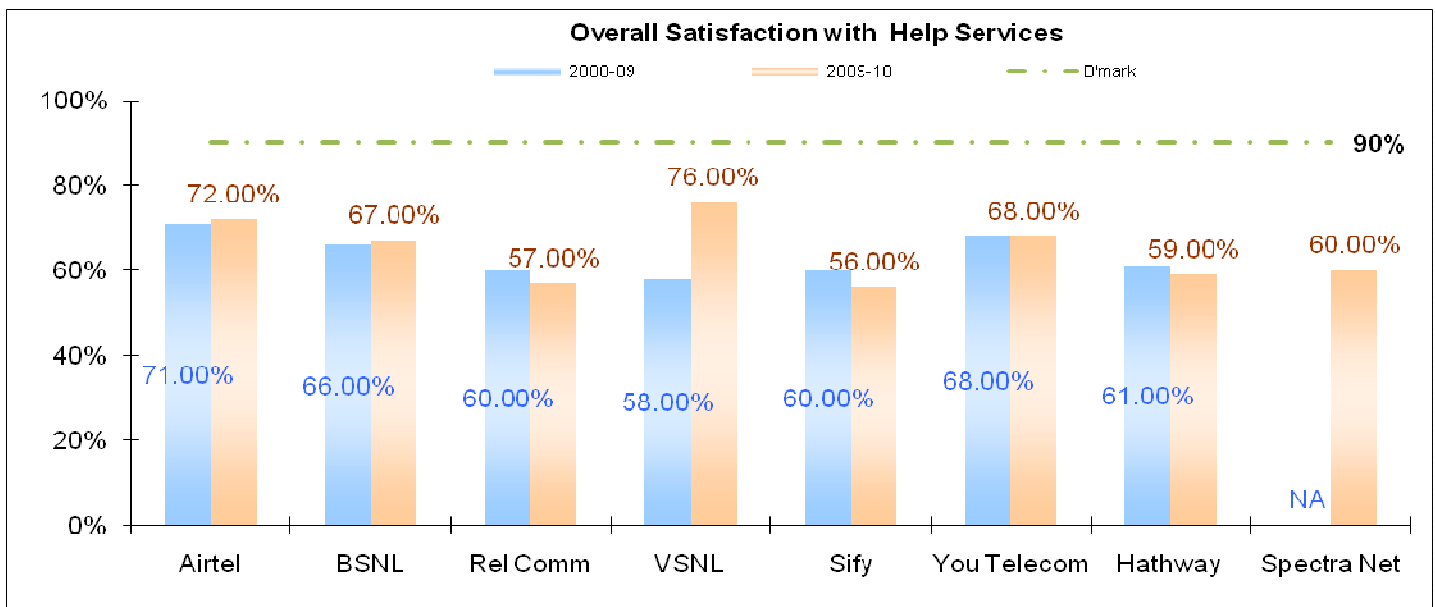
In the current round of survey, for postpaid connection, no operator meets the benchmark level for satisfaction with billing performance (i.e. 90%).

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



In the current round of survey, for prepaid connection, Airtel, BSNL, You Telecom meet the benchmark level for satisfaction with billing performance (i.e. 90%). Rel Comm, VSNL, Sify, Hathway, Spectra Net do not meet the benchmark score with 86.67%, 86.05%, 86.71%, 71.46%, 81.25% scores respectively.

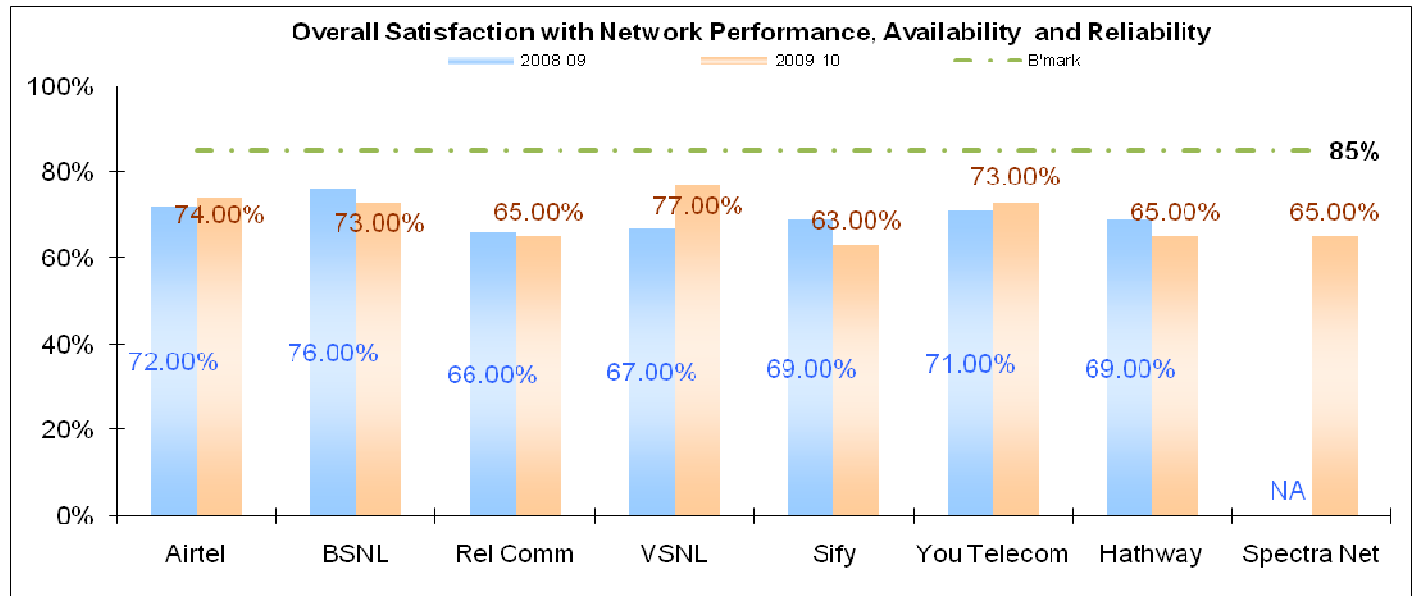
Help Services (Benchmark – 90%)



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

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

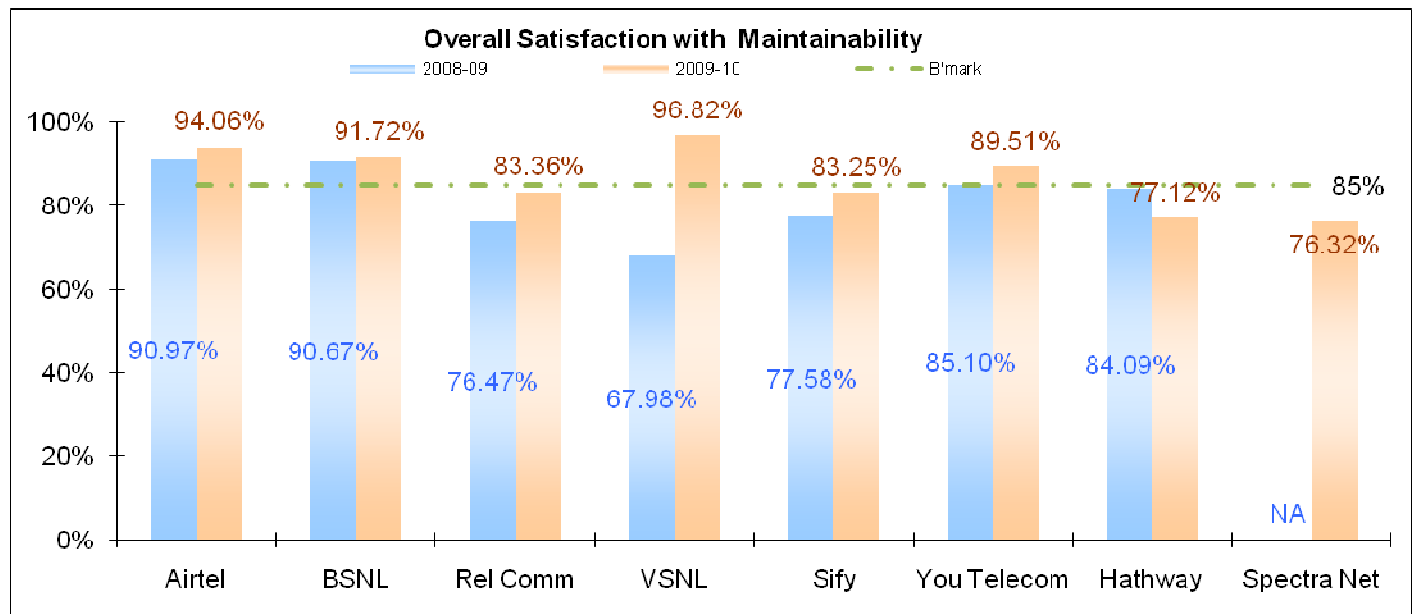
Level of satisfaction with network performance, reliability and availability (Benchmark – 85%)



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

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

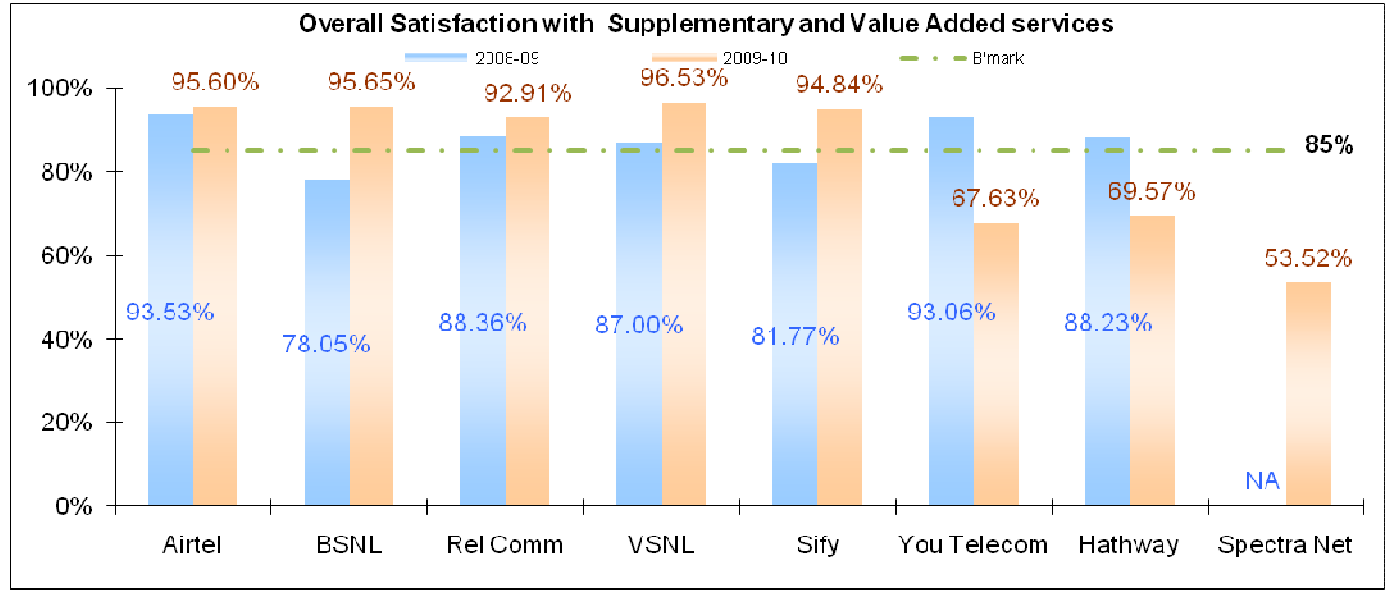
Maintainability (Benchmark - 85%)



In the current round of survey, Airtel, BSNL, VSNL, You Telecom meet the benchmark level for satisfaction with maintainability (i.e. 85%). Rel Comm, Sify, Hathway, Spectra Net do not meet the benchmark score with 83.36%, 83.25%, 77.12%, 76.32% scores respectively.

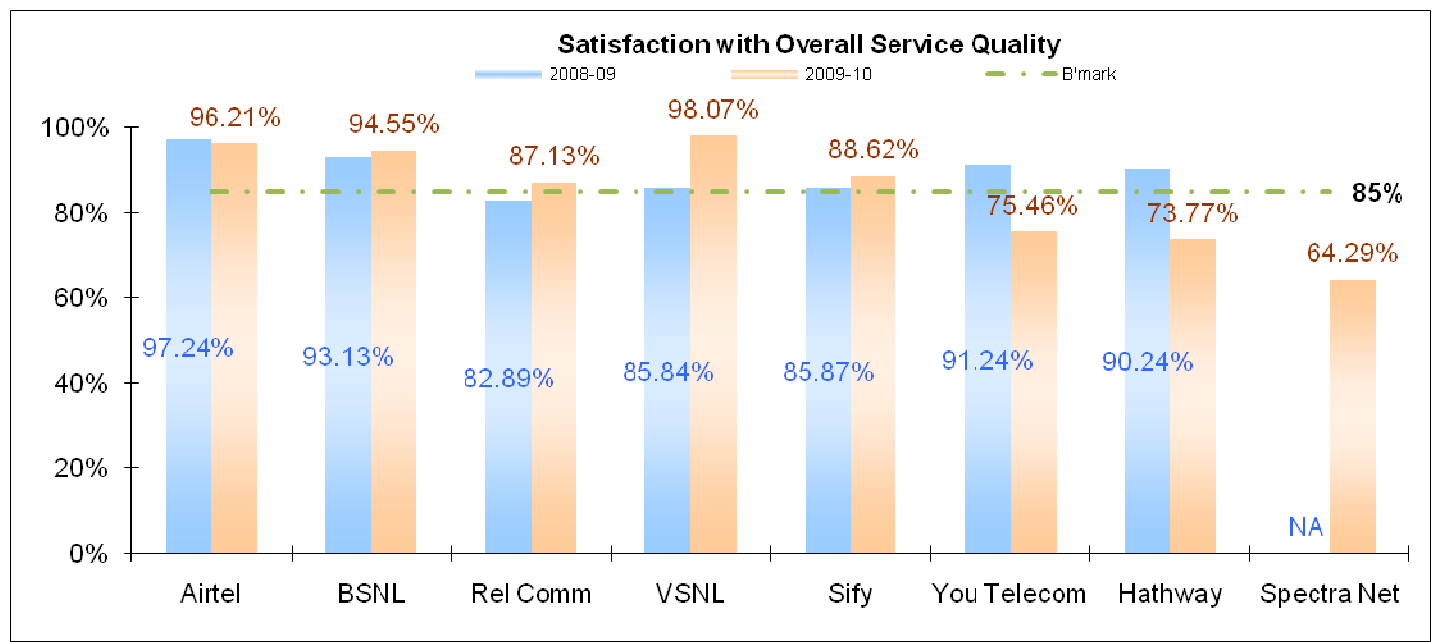
Rel Comm, Sify, Hathway fall short of the TRAI specified benchmark score for satisfaction with maintainability in both 2008-09 and 2009-10.

Supplementary Services (Benchmark - 85%)



In the current round of survey, Airtel, BSNL, Rel Comm, VSNL, Sify meet the benchmark level for satisfaction with supplementary services (i.e. 85%). You Telecom, Hathway, Spectra Net do not meet the benchmark score with 67.63%, 69.57%, 53.52% scores respectively.

Overall level of customer satisfaction (Benchmark - 85%)



In the current round of survey, Airtel, BSNL, Rel Comm, VSNL, Sify meet the benchmark for overall level of customer satisfaction (i.e. 85%). You Telecom, Hathway, Spectra Net do not meet the benchmark score with 75.46%, 73.77%, 64.29% scores respectively.

4.3.1 Consumer Protection and Grievance Scores for the Broadband survey

Redressal Mechanism

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Awareness about facility for measuring connection speed	66.70%	57.16%	41.64%	49.58%	39.07%	71.12%	84.53%	64.59%
Manual of practice provided while subscribing for new broadband connection	71.09%	86.28%	47.57%	83.73%	59.26%	57.76%	78.33%	54.72%

Awareness about provision for measuring connection speed varies from 39.07% for Sify to 84.53% for Hathway.

Similarly provisioning of manual of practice with new connection varies 47.57% for Rel Comm to 86.28% for BSNL.

Redressal Mechanism: Call Center

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Awareness about call centre telephone number	72.17%	61.64%	88.85%	67.33%	87.50%	81.21%	79.98%	75.34%
Made any complaint to the customer care in last 12 months	10.84%	11.21%	46.52%	11.31%	41.54%	21.05%	43.41%	26.27%
Informed by call centre about the action taken on the complaint	95.24%	90.74%	86.35%	63.08%	89.17%	91.37%	98.02%	93.88%
Satisfaction with the system of complaint resolution by call centre	85.43%	78.71%	68.63%	93.75%	63.49%	68.34%	76.44%	61.22%

Maximum Minimum

The awareness of Call center number for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from BSNL with 61.64% to Rel Comm with 88.85%

The Percentage of consumers making any complaints to the toll free number within last 12 months is highest for Rel Comm with 46.52%.

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

Also, satisfaction level with complaint resolution by call center varies from Spectra Net with 61.22% to VSNL with 93.75%.

Redressal Mechanism – Nodal officer and Appellate Authority

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Awareness about contact details of Nodal officer	20.12%	16.41%	13.04%	16.39%	13.30%	42.56%	33.90%	41.55%
Awareness about the contact details of the appellate authority	16.62%	14.12%	5.98%	12.79%	7.12%	21.50%	24.14%	37.27%

Maximum Minimum

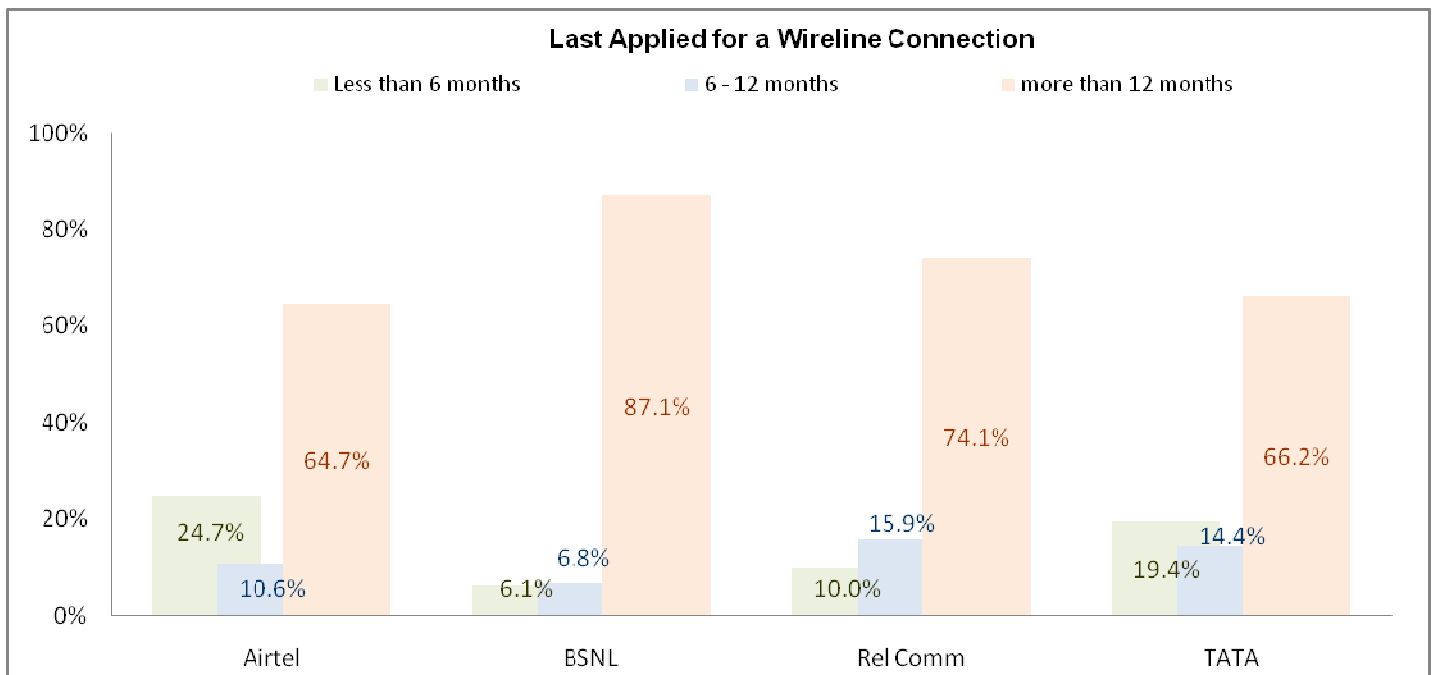
Of all the subscribers contacted across all the service providers, small percentage is aware of the existence of Nodal officer and Appellate Authority for redressal of grievances.

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.

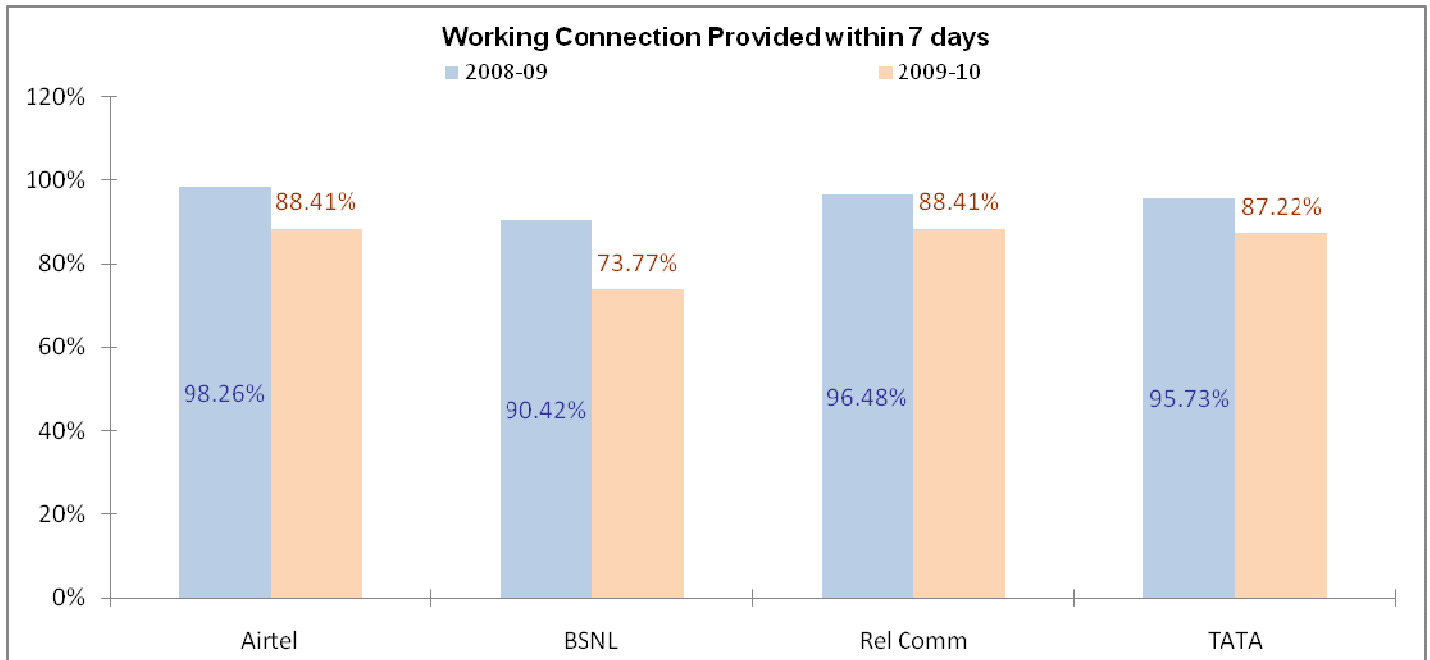
5.1.1 Service Provision sub-aspects

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.



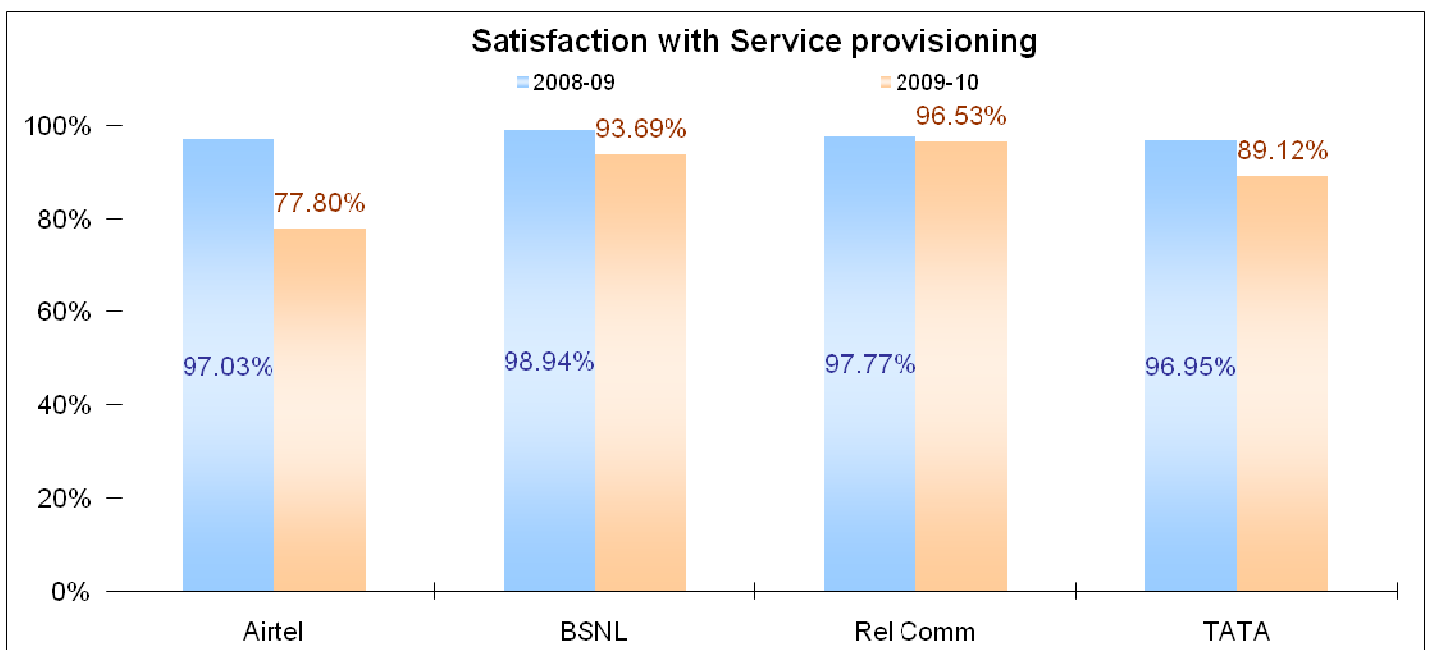
For Airtel, 1/4th of the subscribers opted for it in the last 6 months. Almost 90% of BSNL subscribers are more than a year old.

b. Time taken to provide a working connection



For number of working connections provided within 7 days, Airtel with 88.41% scored highest. Whereas BSNL with 73.77% scored lowest.

Satisfaction with service provision:



For satisfaction with service provisioning, Rel Comm with 96.53% scored highest. Whereas Airtel with 77.8% scored lowest.

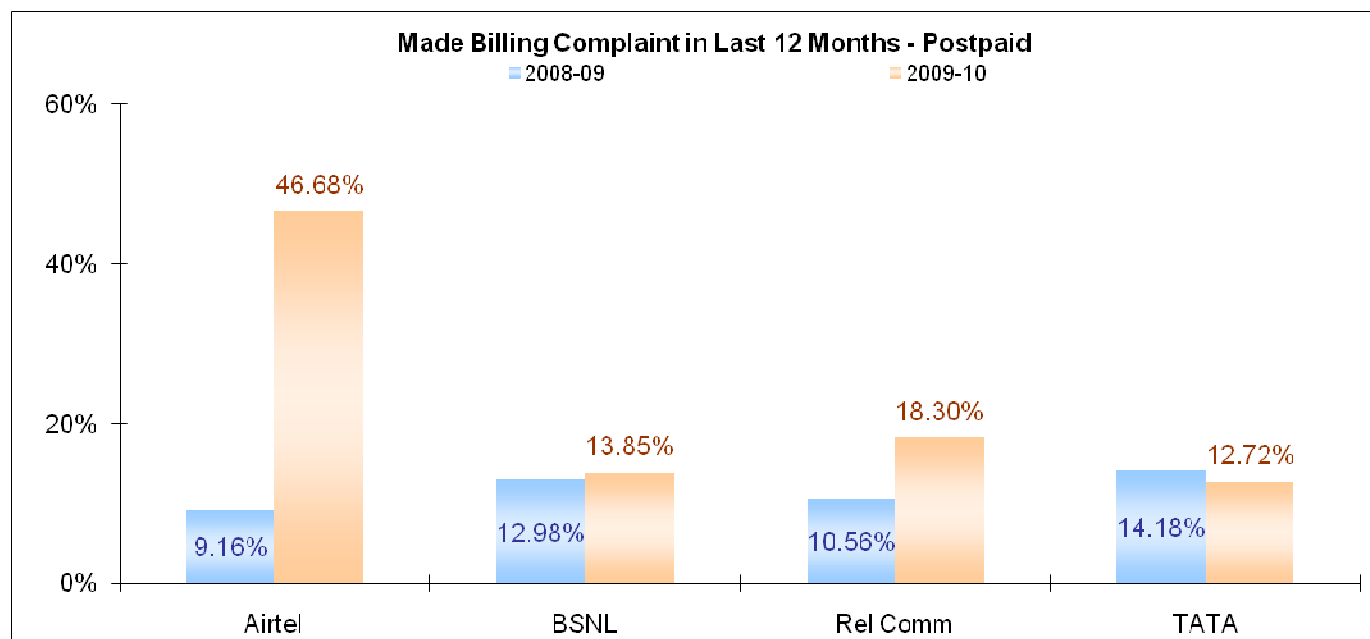
	Airtel	BSNL	Rel Comm	TATA
Satisfaction with time taken for activation	2009-10			
Very satisfied	42.66%	24.77%	34.65%	39.35%
Satisfied	35.14%	68.92%	61.88%	49.77%
Dissatisfied	9.97%	5.41%	0.50%	2.78%
Very dissatisfied	12.24%	0.90%	2.97%	8.10%
Top-2	77.80%	93.69%	96.53%	89.12%
Bot-2	22.21%	6.31%	3.47%	10.88%

5.1.2 Billing Related sub-aspects

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

Post-paid Subscribers

a. Percentage of Billing Complaints



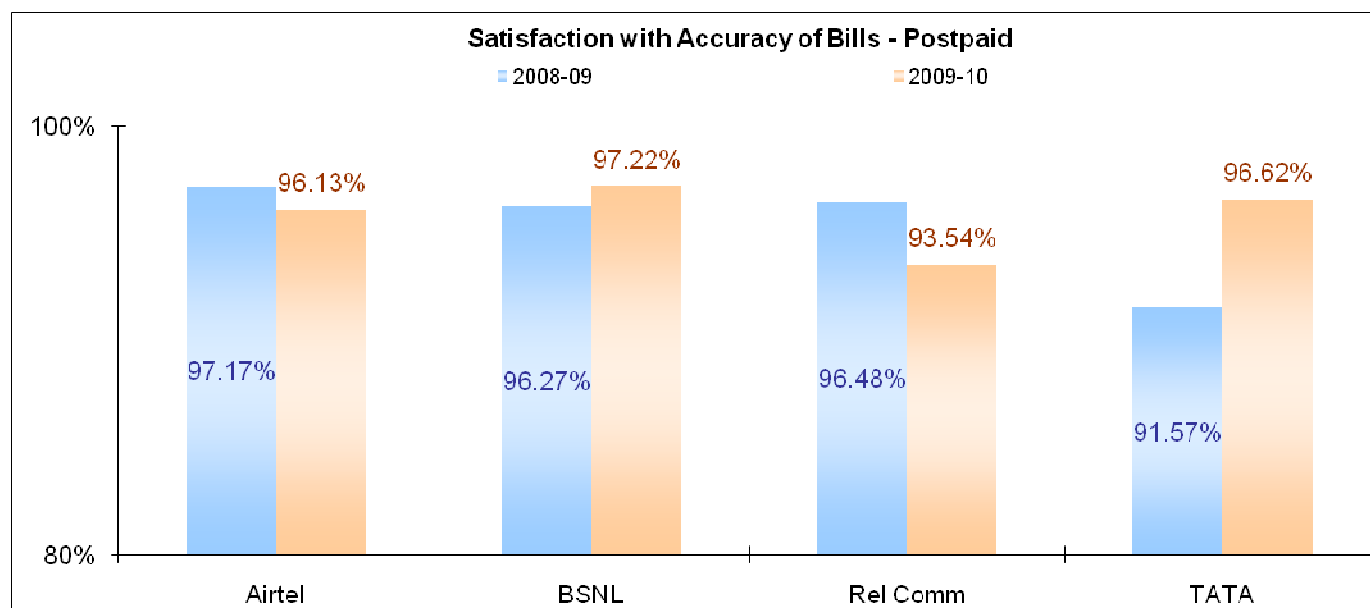
Subscribers of Airtel with 46.68% made maximum number of billing related complaints in 2009-10. For 2008-09, maximum billing complaints were made for TATA with 14.18%.

b. Satisfaction with various billing parameters

Satisfaction with Billing Parameters : For Postpaid customers	Airtel	BSNL	Rel Comm	TATA
Timely delivery of bills	95.83%	97.30%	93.58%	94.10%
Accuracy of bills	96.13%	97.22%	93.54%	96.62%
Process of resolution of billing complaints	94.55%	80.08%	82.45%	76.36%
Clarity i.e. transparency and understandability of bills	96.97%	97.08%	95.33%	97.89%

Satisfaction with timely delivery of bills for postpaid subscribers was found to be lowest for Rel Comm with 93.58%. Satisfaction with accuracy of bills was found to be lowest for Rel Comm. Satisfaction with clarity of bills was found to be lowest for Rel Comm. For satisfaction with resolution of billing complaints, TATA with 76.36% scored lowest.

Level of satisfaction with Billing – Post paid subscribers:



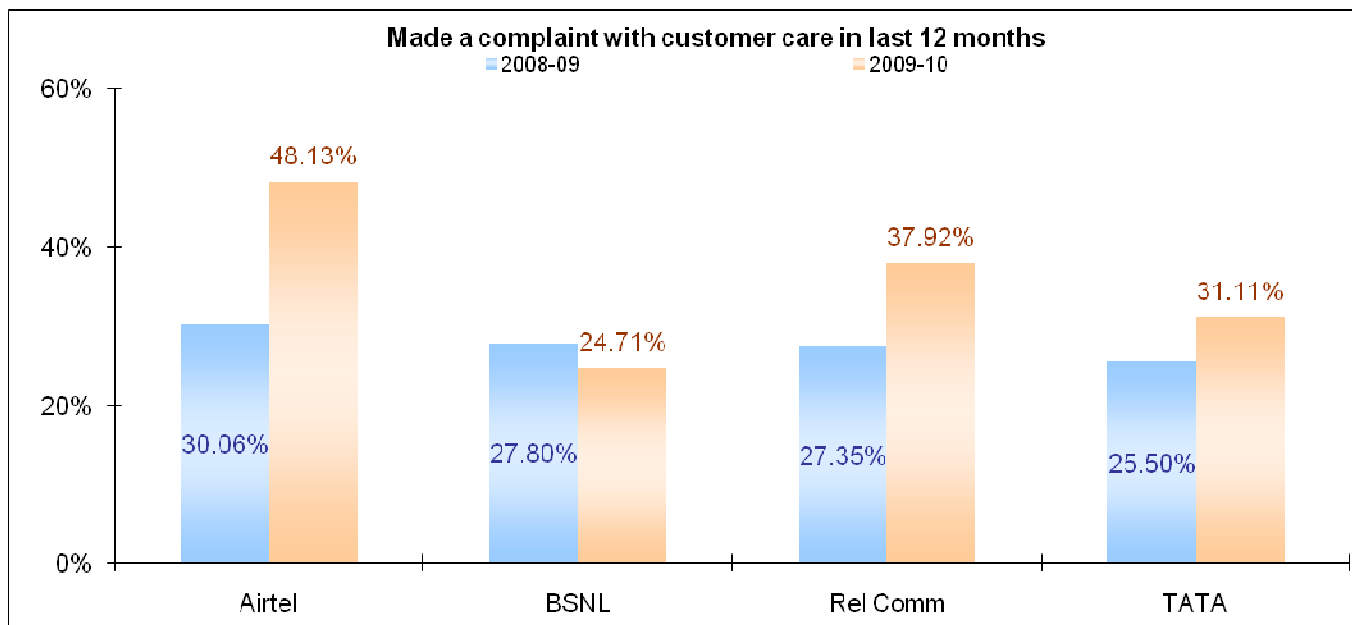
The scores of level of satisfaction have been explained in the executive summary.

Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	TATA
Very Satisfied	54.71%	34.69%	18.26%	26.64%
Satisfied	41.42%	62.53%	75.28%	69.98%
Total	96.13%	97.22%	93.54%	96.62%

Maximum score for satisfaction with Accuracy of bills for postpaid was found to be for BSNL with 97.22% of its subscribers claiming to be either satisfied or very satisfied.

5.1.3 Help Services Related sub-aspects

a. Percentage of subscribers making Query in last 12 months



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

b. Satisfaction with Help Services / Customer Care

Satisfaction with help services	Airtel	BSNL	Rel Comm	TATA
Ease of access of call center toll free number	89.69%	88.37%	92.41%	85.61%
Response time to answer call by customer care executive	88.66%	87.50%	87.75%	78.78%
Problem solving ability of customer care executive	87.25%	84.73%	82.45%	74.08%
Time taken by customer care executive in resolving complaints	88.03%	85.55%	87.41%	80.73%

For ease of accessing customer care, TATA with 85.61% scored lowest. For satisfaction with problem solving ability of the customer care executive, TATA scored lowest whereas Airtel scored highest.

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

5.1.4 Network performance, reliability and availability related sub-aspects

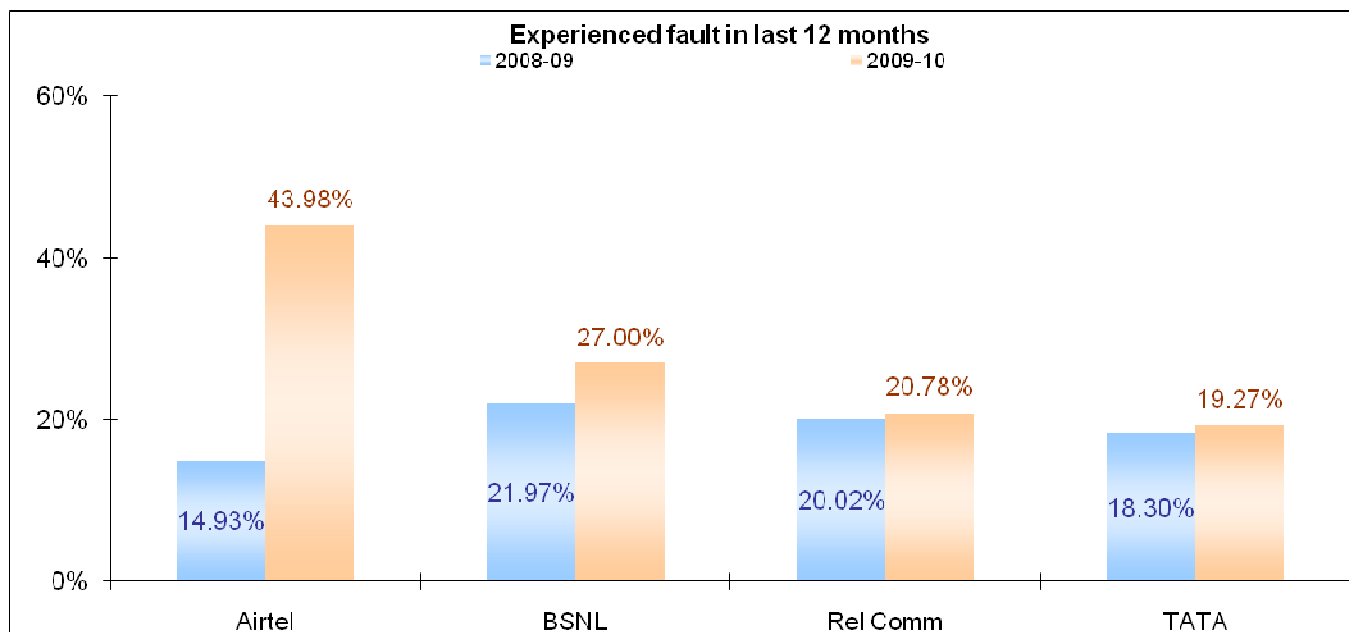
a. Satisfaction with network performance, reliability and availability

Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	TATA
Availability of working telephone (with dial tone)	87.31%	96.73%	96.49%	91.52%
Ability to make or receive calls easily	86.75%	96.84%	95.61%	92.18%
Voice quality	88.05%	95.87%	96.22%	92.86%

The satisfaction with availability of working telephone (with dial tone) was found to be lowest for Airtel. The satisfaction with voice quality was found to be highest for Rel Comm. In the current round of survey, BSNL scored highest for satisfaction with ability to make and receive calls.

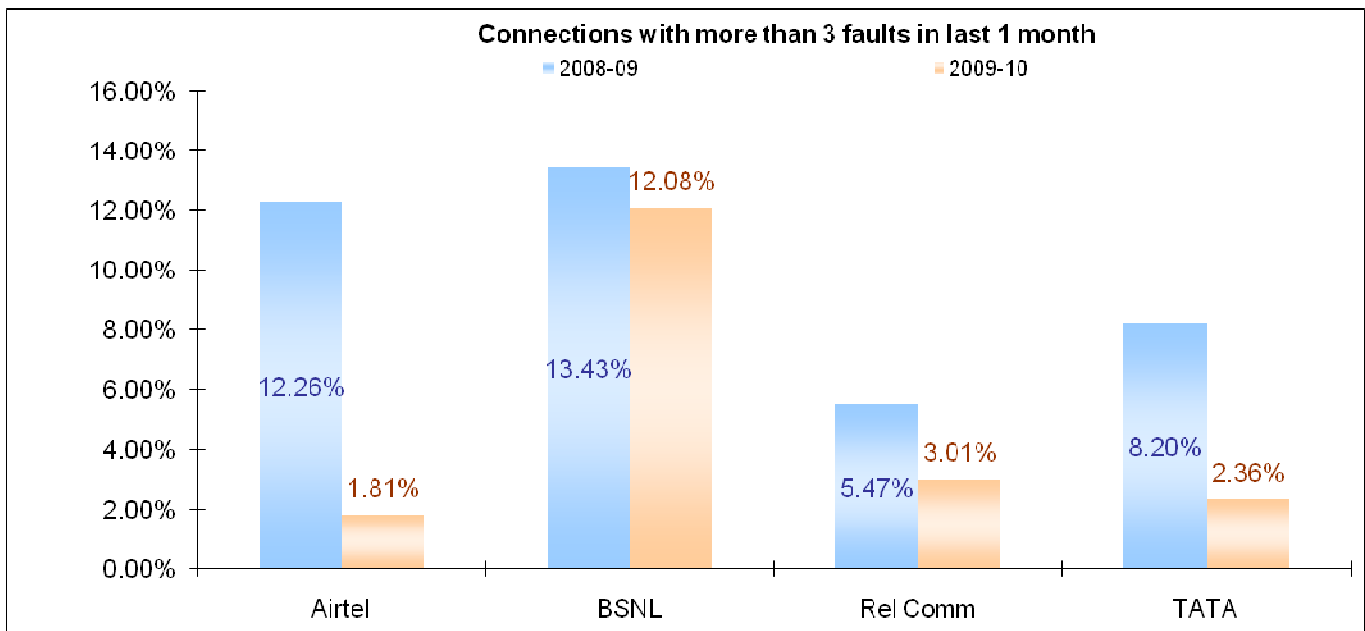
5.1.5 Maintainability related sub-aspects

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



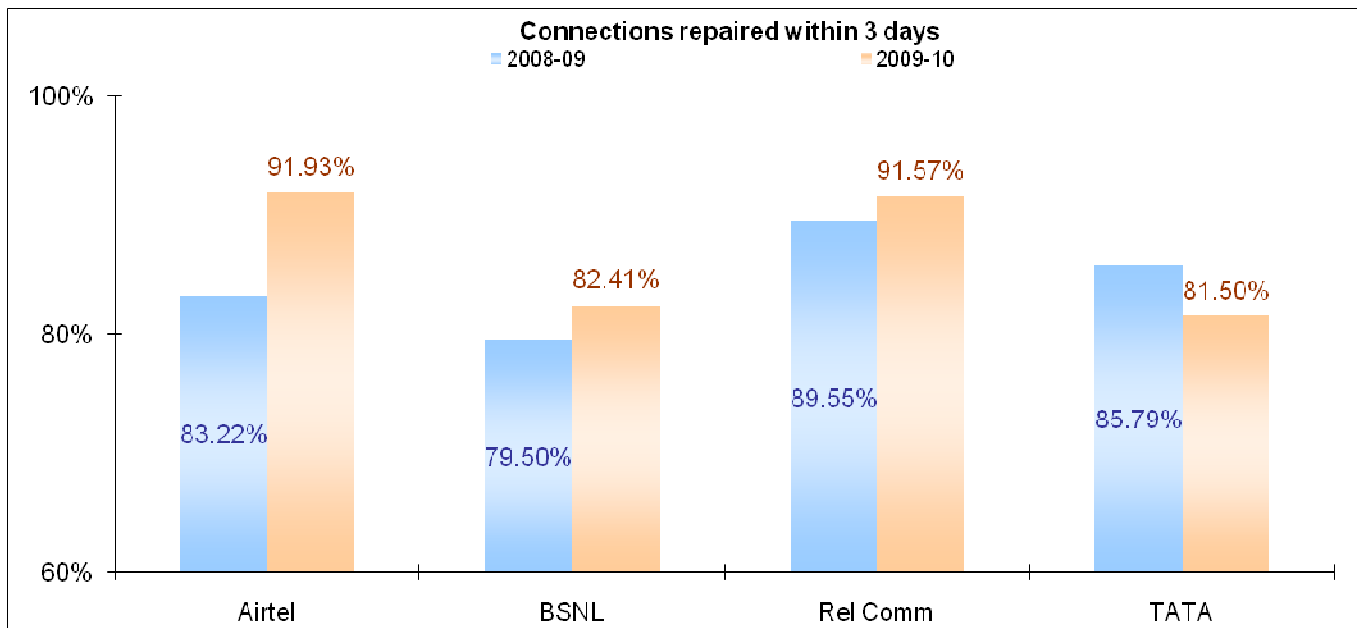
Penetration of customers who have made fault complaints was observed to be highest for Airtel with 43.98% of the subscribers claiming that they have made a complaint in last 12 months

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.

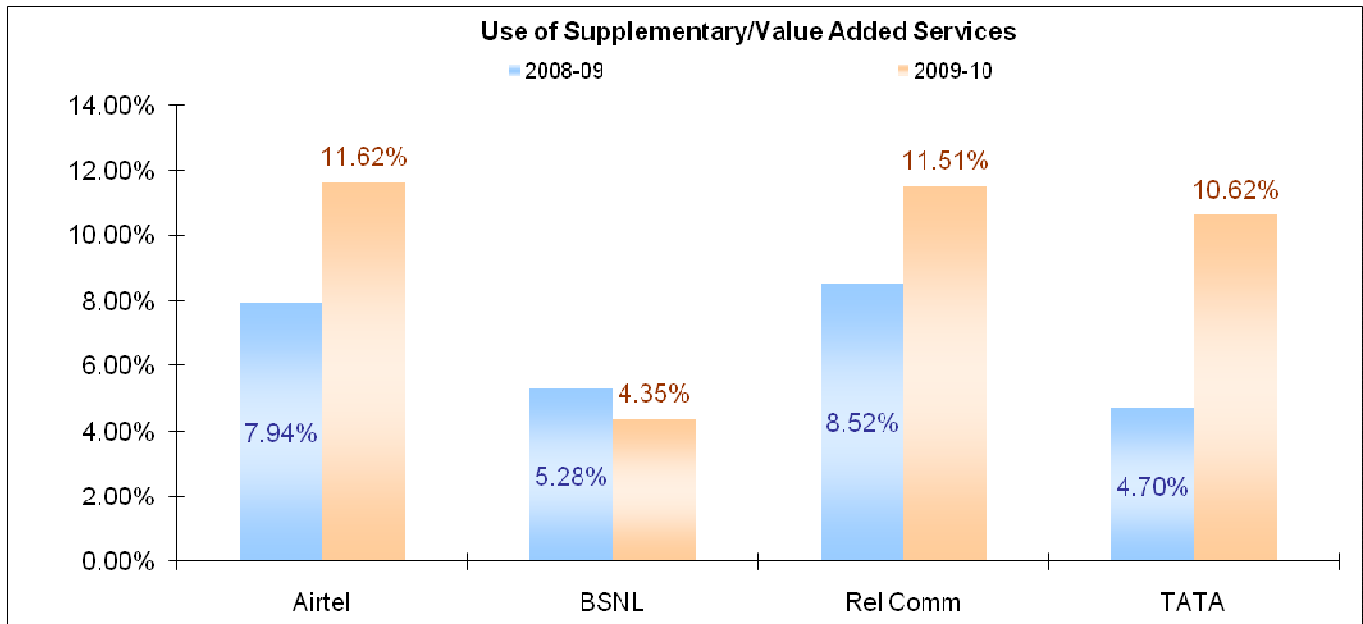
c. Time taken to repair after lodging complaint



Percentage of connections repaired within 3 days varies from TATA with 81.5% to Airtel with 91.93%.

5.1.6 Supplementary services

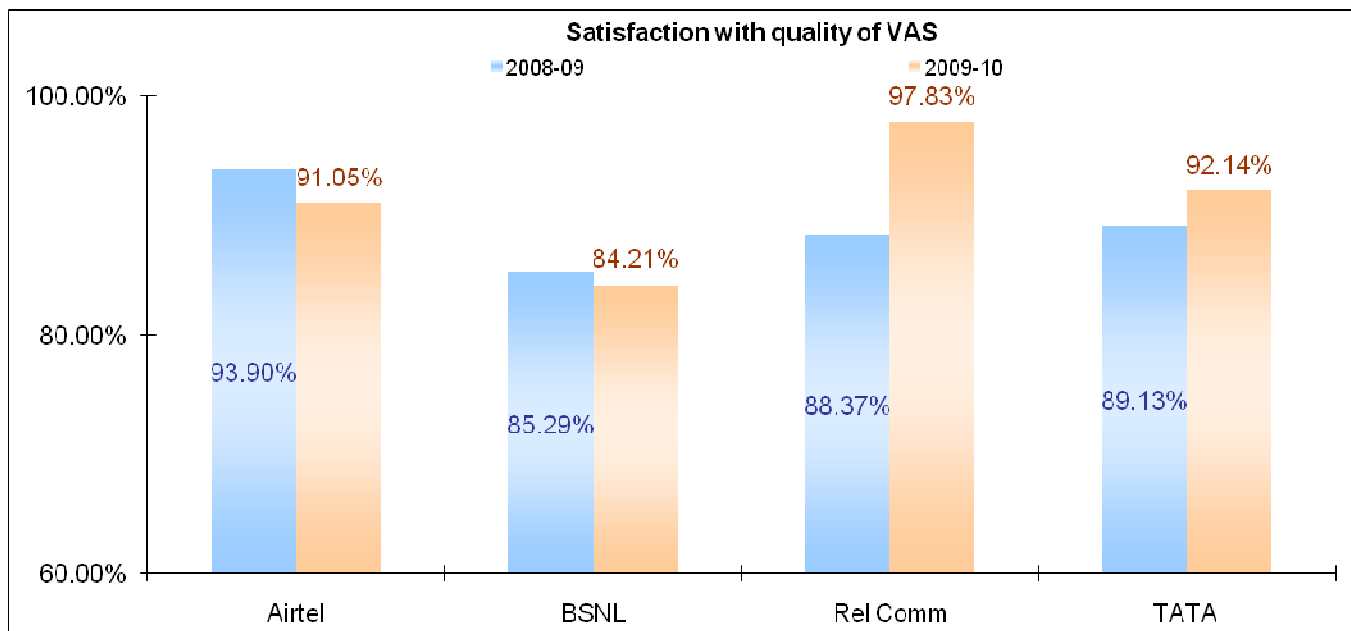
a. Percentage of subscribers opting for Supplementary Services



Usage of supplementary services is lowest among BSNL subscribers.

b. Satisfaction with Supplementary Services

Level of satisfaction with supplementary services



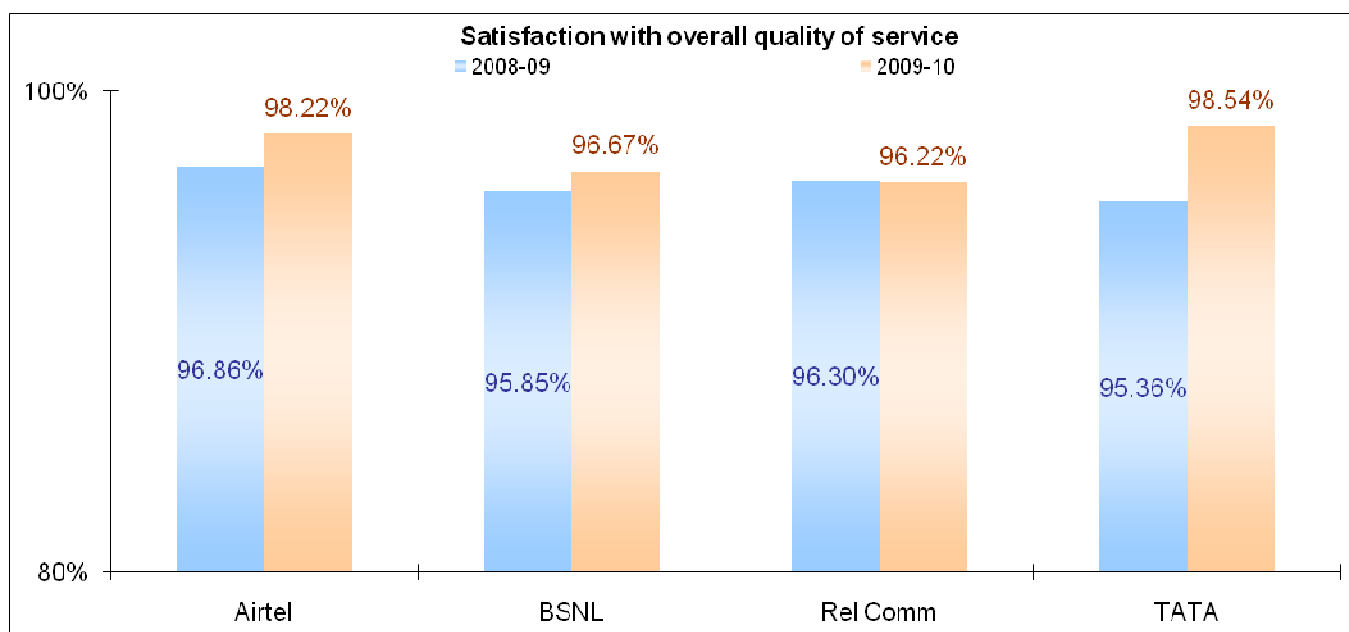
The scores of level of satisfaction have been explained in the executive summary.

Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	TATA
Very Satisfied	46.84%	6.58%	22.83%	26.43%
Satisfied	44.21%	77.63%	75.00%	65.71%
Total	91.05%	84.21%	97.83%	92.14%

The total satisfaction percentage is highest for Rel Comm with 97.83% 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	23.57%	29.73%	30.14%	27.07%
Satisfied	74.65%	66.94%	66.08%	71.47%
Total	98.22%	96.67%	96.22%	98.54%

In the current round of survey, TATA with 98.54% scored highest for overall customer satisfaction with quality of service whereas Rel Comm with 96.22% scored lowest.

5.1.8 Redressal Mechanism

Satisfaction Scores	Airtel	BSNL	Rel Comm	TATA
Call Center	86.14%	86.49%	85.49%	81.35%
Nodal Officer	56.56%	84.85%	78.38%	66.31%
For new customers, provisioning of 'Manual of Practice' while taking the new connection	49.65%	64.89%	47.83%	45.07%

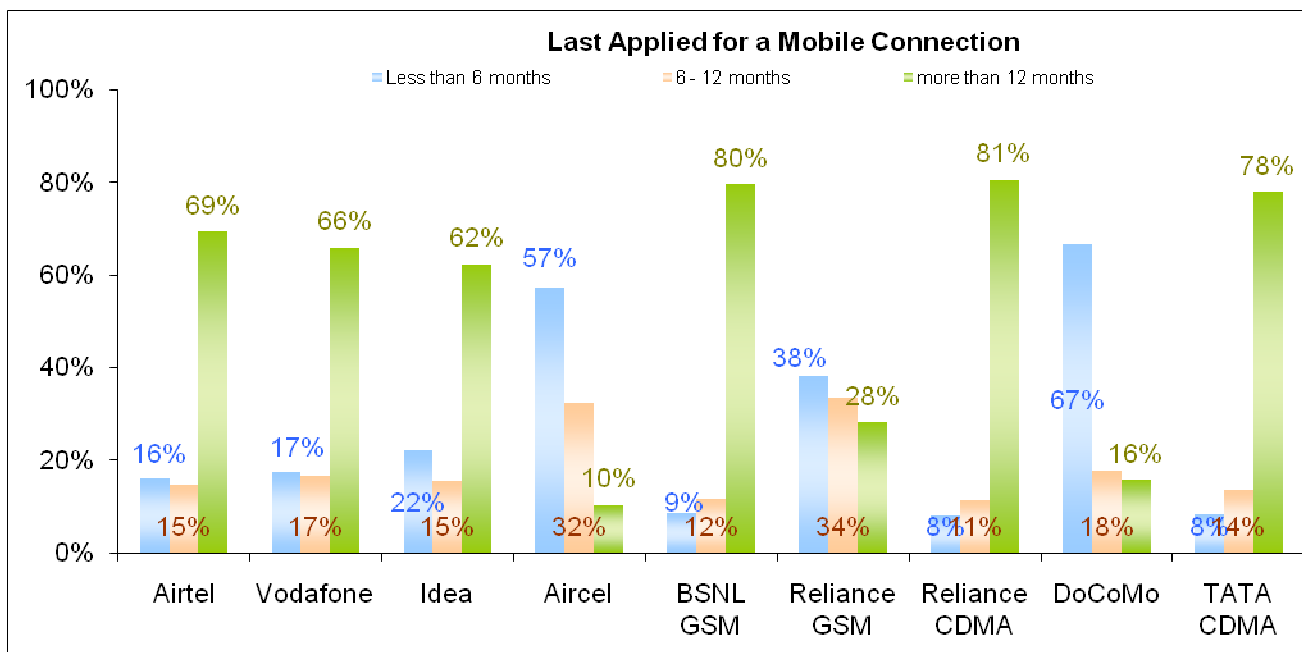
It is observed that awareness of three stage redressal grievances mechanism for customers is significant across subscribers of all service providers.

5.2 Detailed Findings – Cellular Mobile Services

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

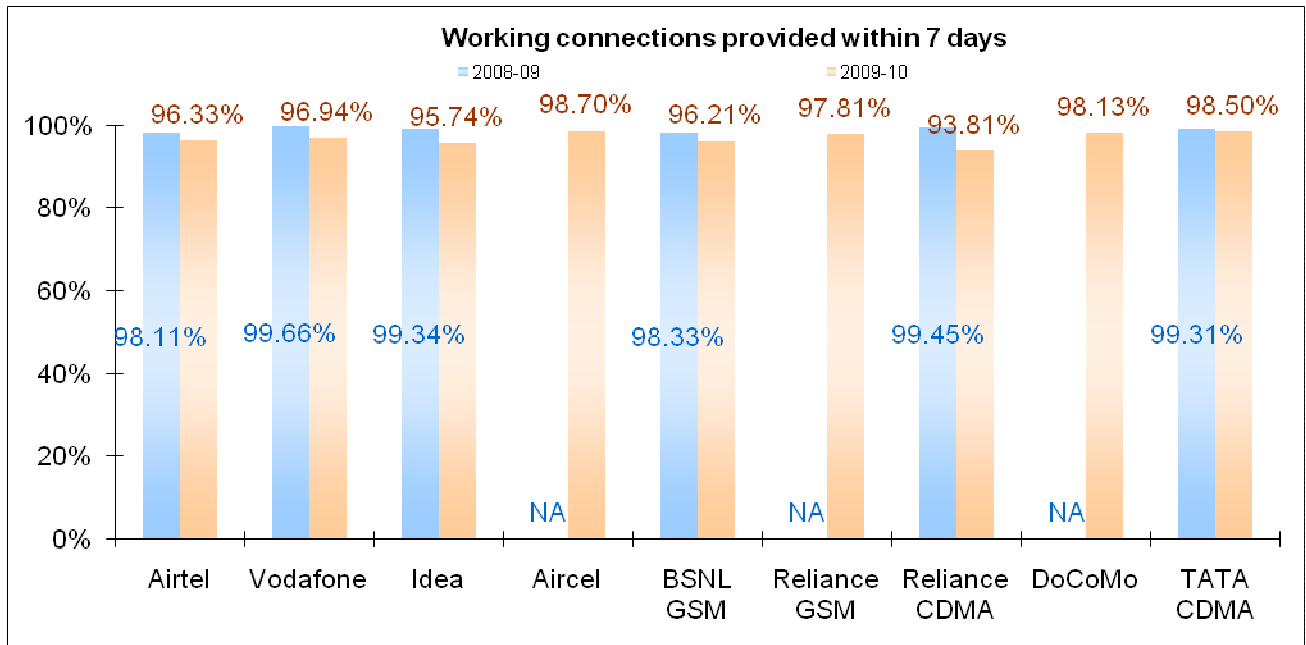
5.2.1 Service Provision

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



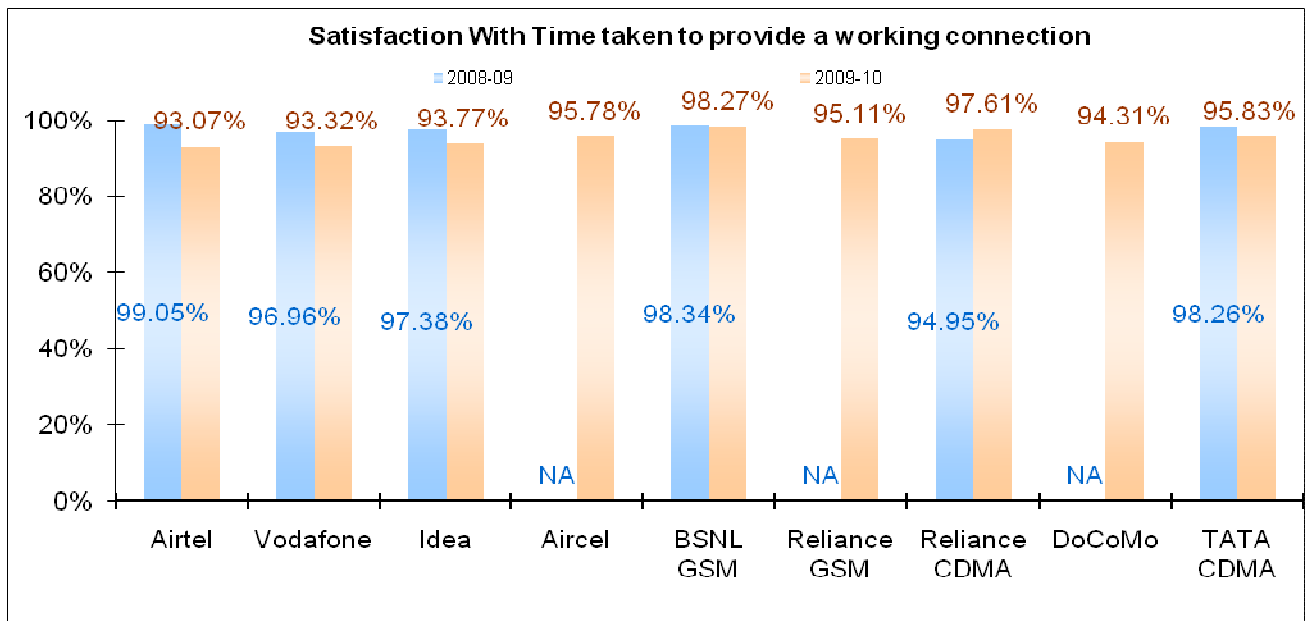
As expected, more than 2/3rd of DoCoMo's subscribers have come in last 6 months. BSNL GSM, Reliance CDMA and TATA CDMA have around 80% of their subscribers more than a year old.

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, Aircel with 98.7% connections scored highest whereas Reliance CDMA with 93.81% 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	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Very Satisfied	27.45%	20.70%	19.27%	21.67%	22.83%	22.59%	19.54%	20.21%	21.19%
Satisfied	67.54%	74.54%	73.22%	68.27%	71.85%	71.67%	75.83%	70.90%	73.40%
Total	94.99%	95.24%	92.49%	89.94%	94.68%	94.26%	95.37%	91.11%	94.59%

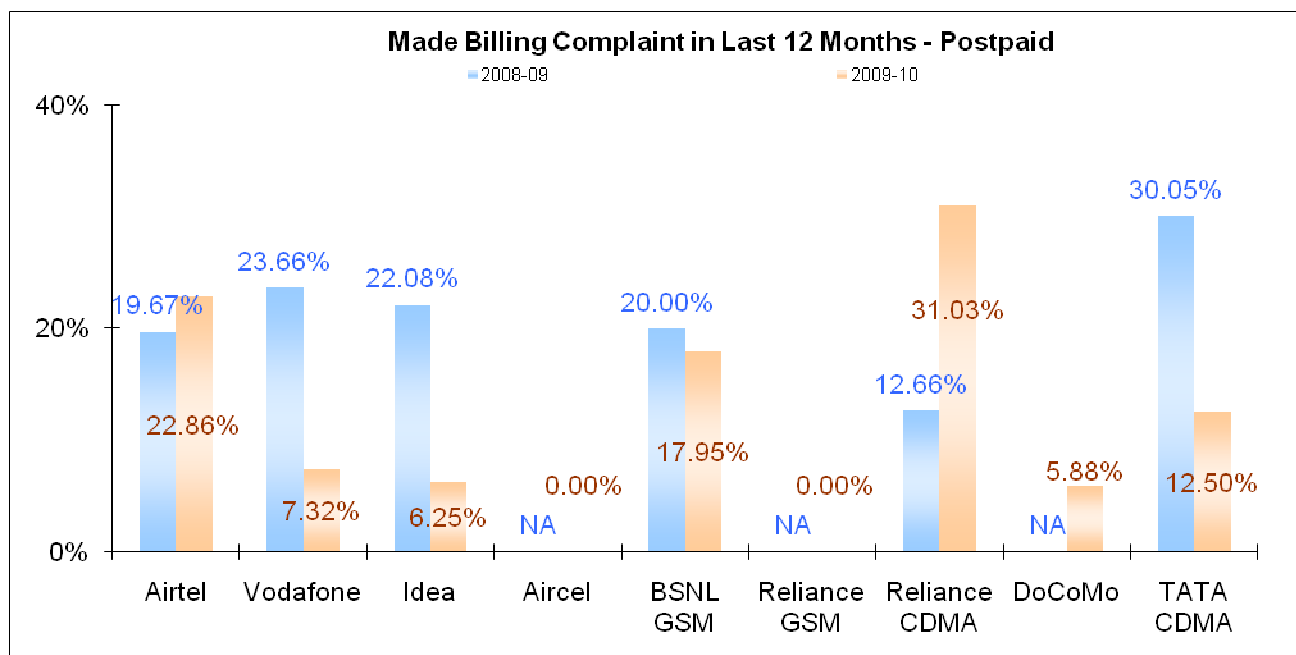
Score for level of satisfaction with service provisioning varies from 89.94% for Aircel to 95.37% for Reliance CDMA.

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 Reliance CDMA made maximum number of billing related complaints in 2009-10. In 2008-09, maximum billing related complaints were made by TATA CDMA subscribers.

ii. Satisfaction with various billing parameters

Satisfaction Level	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Timely delivery of bills	75.00%	88.24%	86.67%	66.66%	90.00%	84.62%	79.17%	77.78%	66.66%
Accuracy of bills	67.86%	82.15%	84.61%	50.00%	85.72%	84.61%	69.56%	100.00%	66.67%
Process of resolution of billing complaints	14.29%	33.33%	0.00%	NA	66.67%	NA	44.44%	0.00%	0.00%
Clarity i.e. transparency and understandability of bills	76.67%	92.60%	92.85%	100.00%	92.30%	100.00%	76.19%	66.67%	60.00%

In the current round of survey, satisfaction with timely delivery of bills for postpaid subscribers was found to be lowest for Airtel with 66.66%

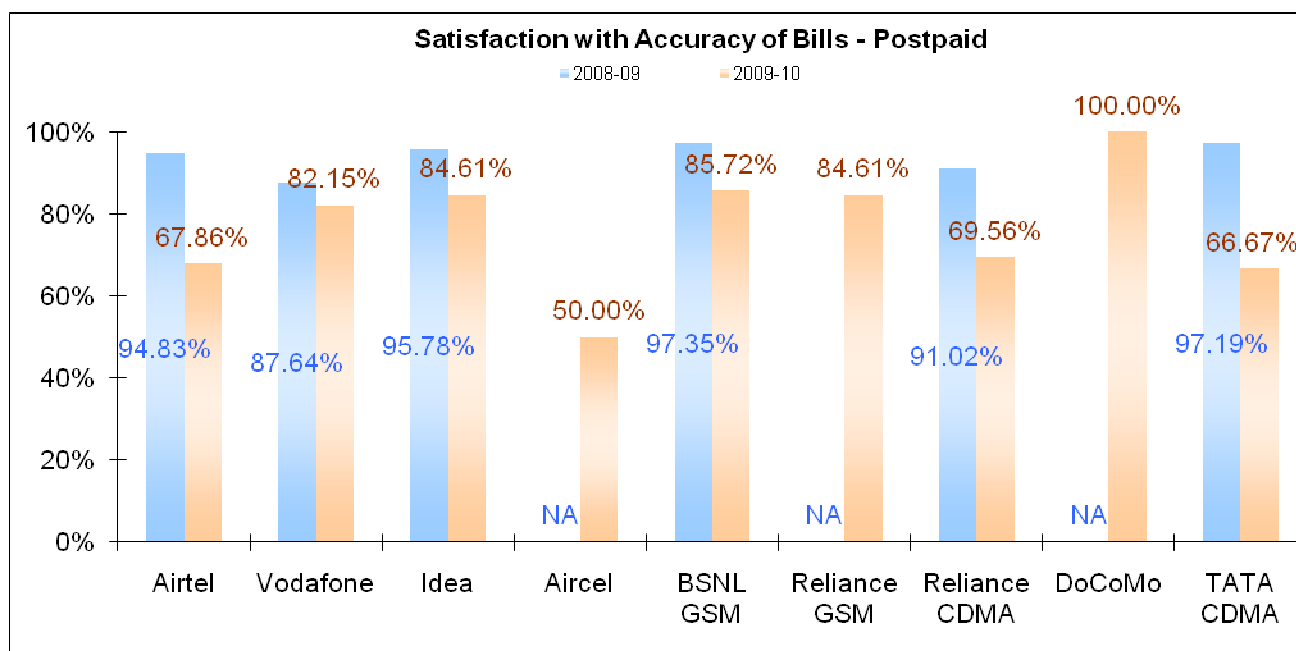
The satisfaction with accuracy of bills was found to be lowest for Airtel.

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

For satisfaction with resolution of billing complaints, Idea, DoCoMo, TATA CDMA scored the lowest.

iii. Percentage of subscribers satisfied

Level of satisfaction with billing performance (Post paid customers)



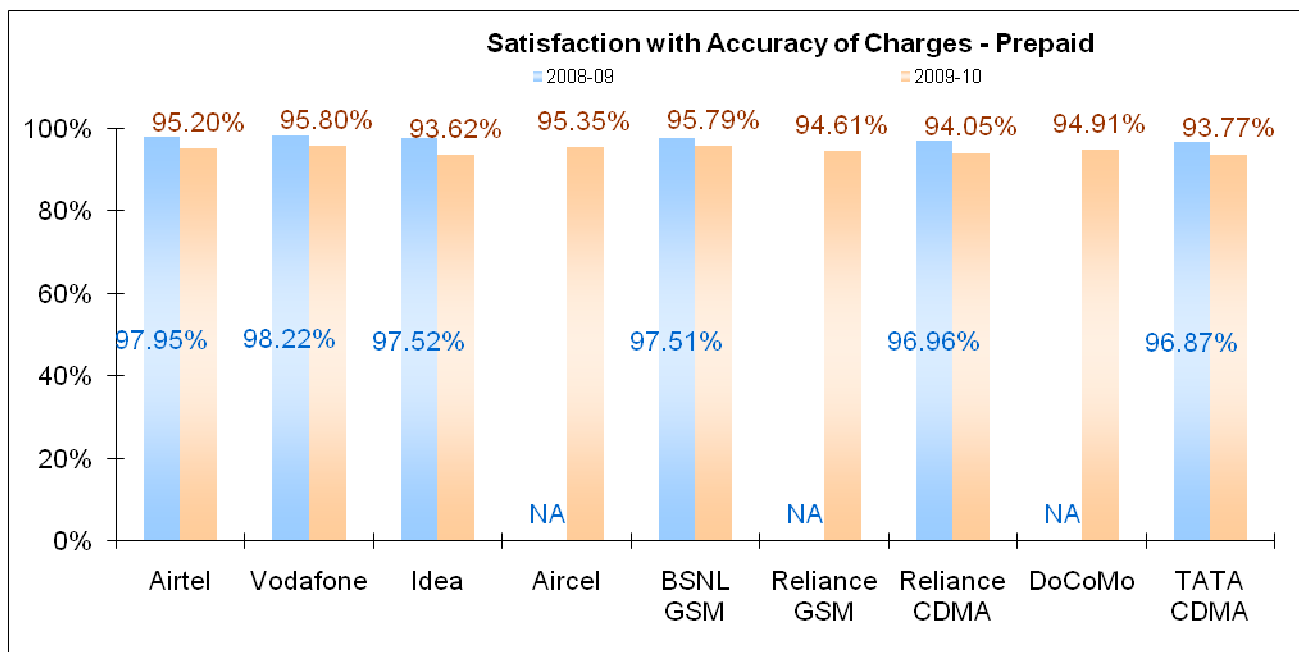
The scores of level of satisfaction have been explained in the executive summary.

Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Very Satisfied	21.43%	14.29%	7.69%	50.00%	17.86%	46.15%	17.39%	33.33%	0.00%
Satisfied	46.43%	67.86%	76.92%	0.00%	67.86%	38.46%	52.17%	66.67%	66.67%
Total	67.86%	82.15%	84.61%	50.00%	85.72%	84.61%	69.56%	100.00%	66.67%

In the current round of survey, highest score was found to be for DoCoMo 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:

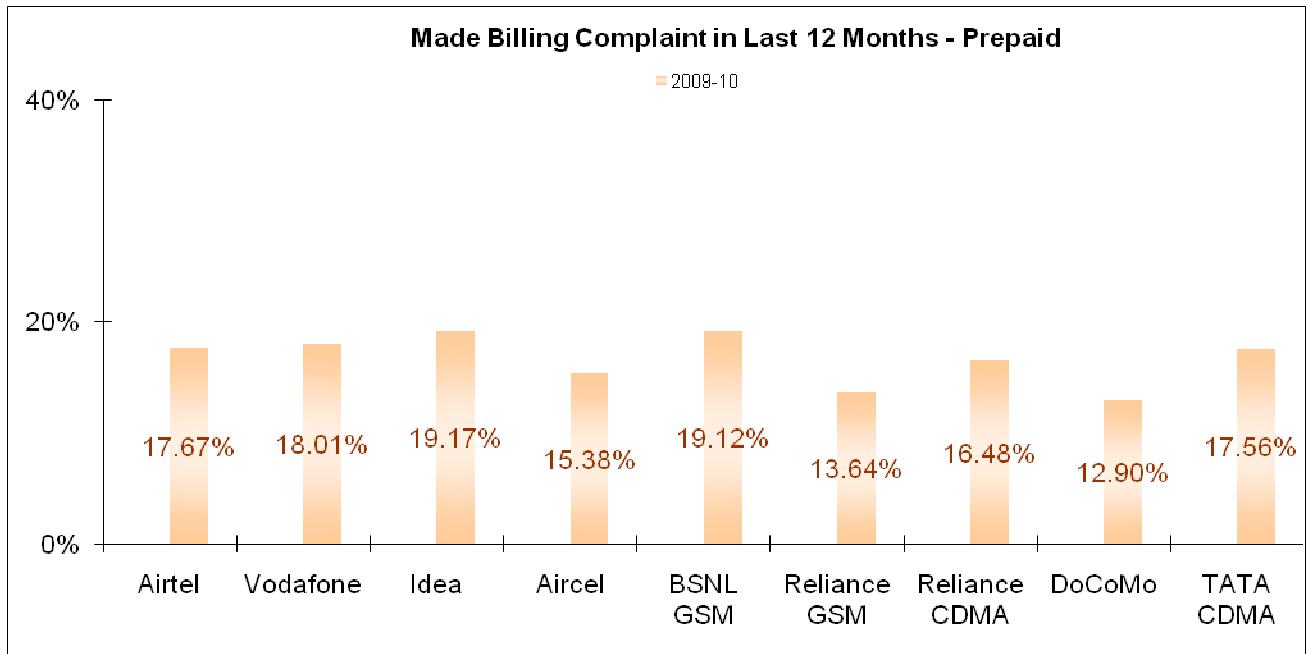


The scores of level of satisfaction have been explained in the executive summary.

Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Very Satisfied	27.91%	24.10%	25.02%	32.36%	29.72%	26.15%	19.10%	27.94%	25.74%
Satisfied	67.29%	71.70%	68.60%	62.99%	66.07%	68.46%	74.95%	66.97%	68.03%
Total	95.20%	95.80%	93.62%	95.35%	95.79%	94.61%	94.05%	94.91%	93.77%

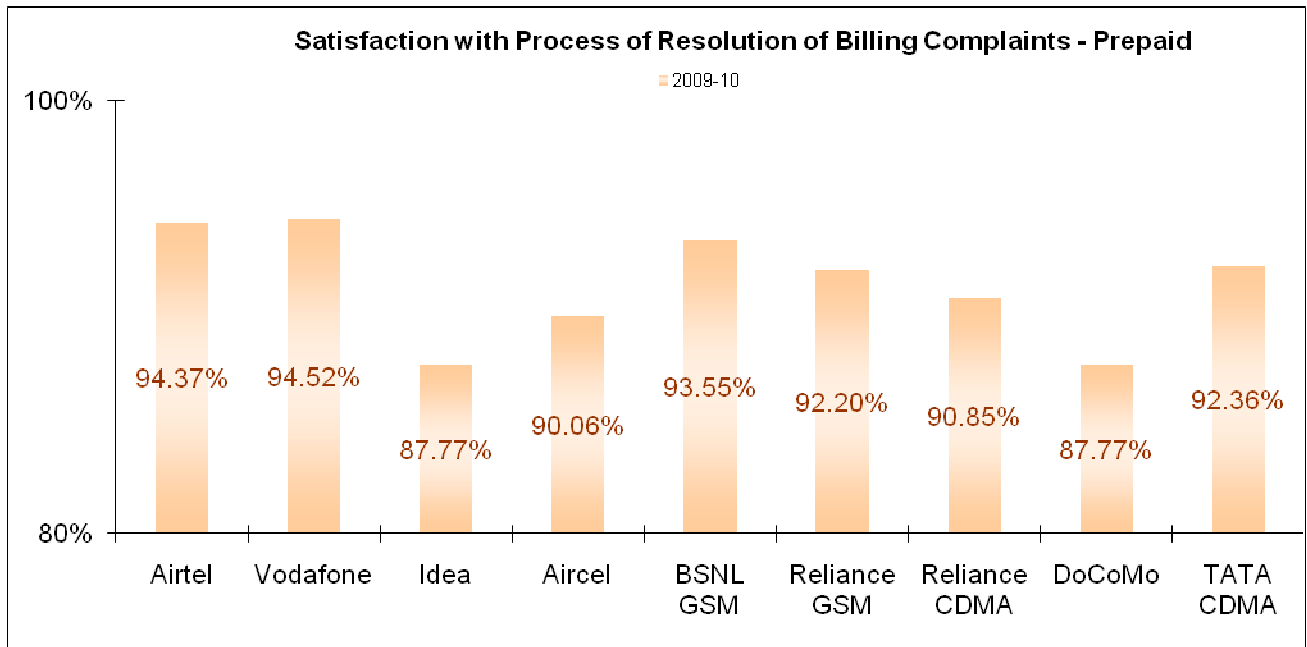
In the current round of survey, highest score was found to be for Vodafone with 95.8% subscribers claiming that they are either satisfied or very satisfied with prepaid billing.

Percentage of billing complaints



For billing related complaints in 2009-10 maximum score was found to be for Idea with 19.17% of its subscribers claiming to have made a billing complaint in last 12 months.

Satisfaction with process of resolution of billing complaints

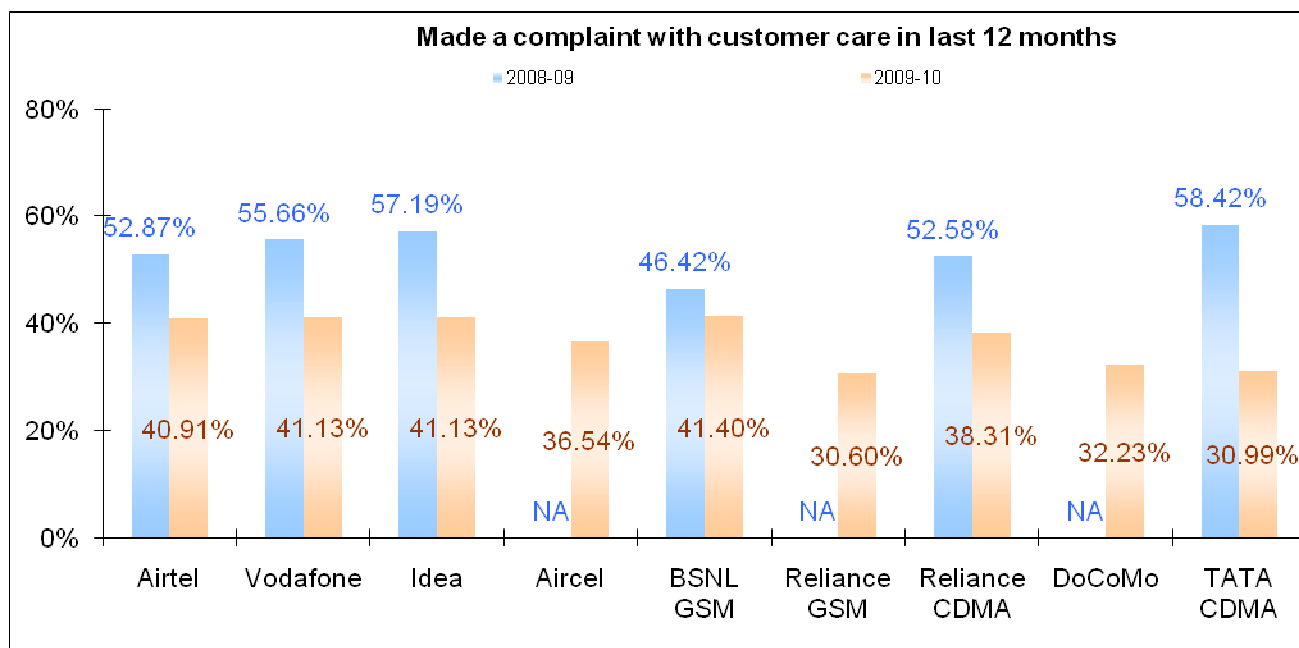


For satisfaction with process of resolution of billing complaints, maximum score was found to be for Vodafone with 94.52% of its subscribers claiming to be either satisfied or very satisfied.

5.2.3 Help Services

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

a. Contacted customer care in last 12 months



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

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

Satisfaction with help services	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Ease of access of call center toll free number	90.53%	88.97%	85.24%	86.55%	88.28%	88.61%	85.89%	85.23%	91.13%
Response time to answer call by customer care executive	90.49%	89.15%	85.77%	85.78%	89.71%	88.00%	85.75%	86.74%	90.75%
Problem solving ability of customer care executive	91.43%	88.18%	81.32%	79.75%	88.45%	83.19%	82.45%	81.40%	86.84%
Time taken by customer care executive in resolving complaints	89.25%	87.74%	80.70%	77.45%	87.86%	80.86%	82.08%	77.85%	85.11%

For ease of accessing customer care, DoCoMo with 85.23% scored lowest.

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

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

For satisfaction with problem solving ability of the customer care executive, Aircel scored lowest whereas Airtel 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

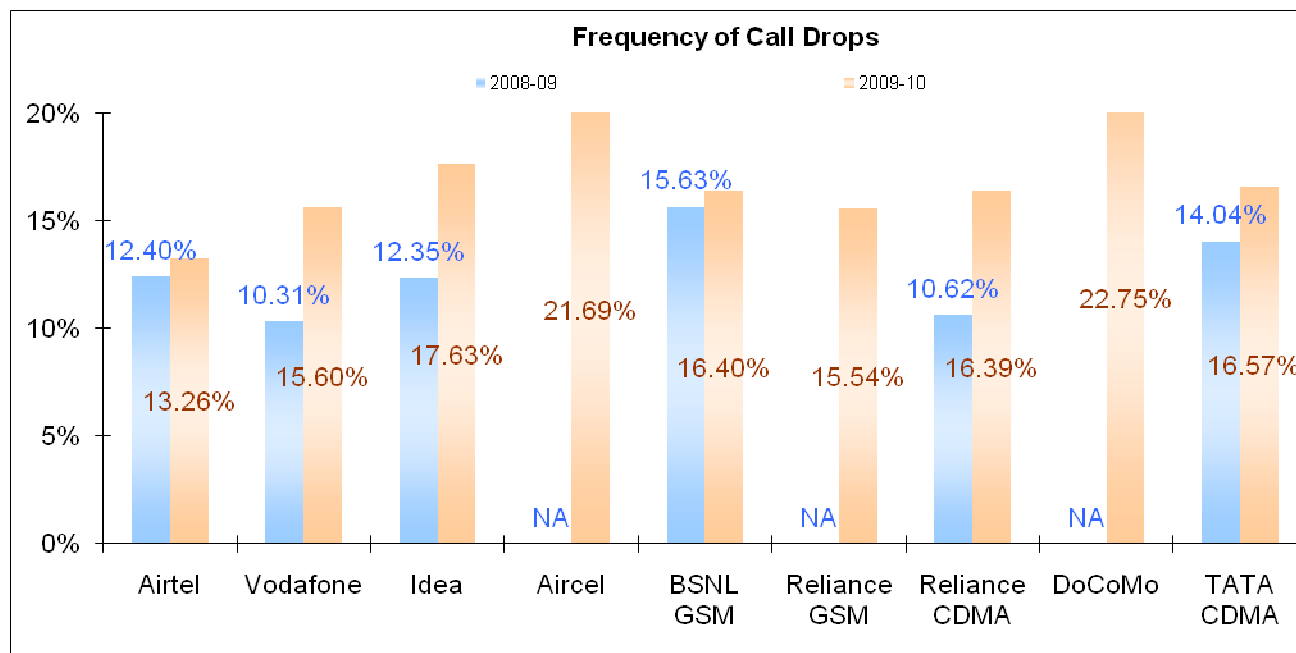
Satisfaction with network related parameters	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Availability of signal	92.22%	91.48%	87.02%	79.66%	87.20%	88.40%	93.39%	80.12%	89.55%
Ability to make or receive calls easily	95.96%	93.48%	90.11%	85.65%	91.53%	90.23%	95.04%	83.89%	92.60%
Voice quality	95.63%	93.39%	88.71%	85.24%	92.05%	90.63%	92.65%	85.90%	91.06%

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

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

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

c. Call drop rate:



According to survey results call drops are more frequent for DoCoMo with 22.75% 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:

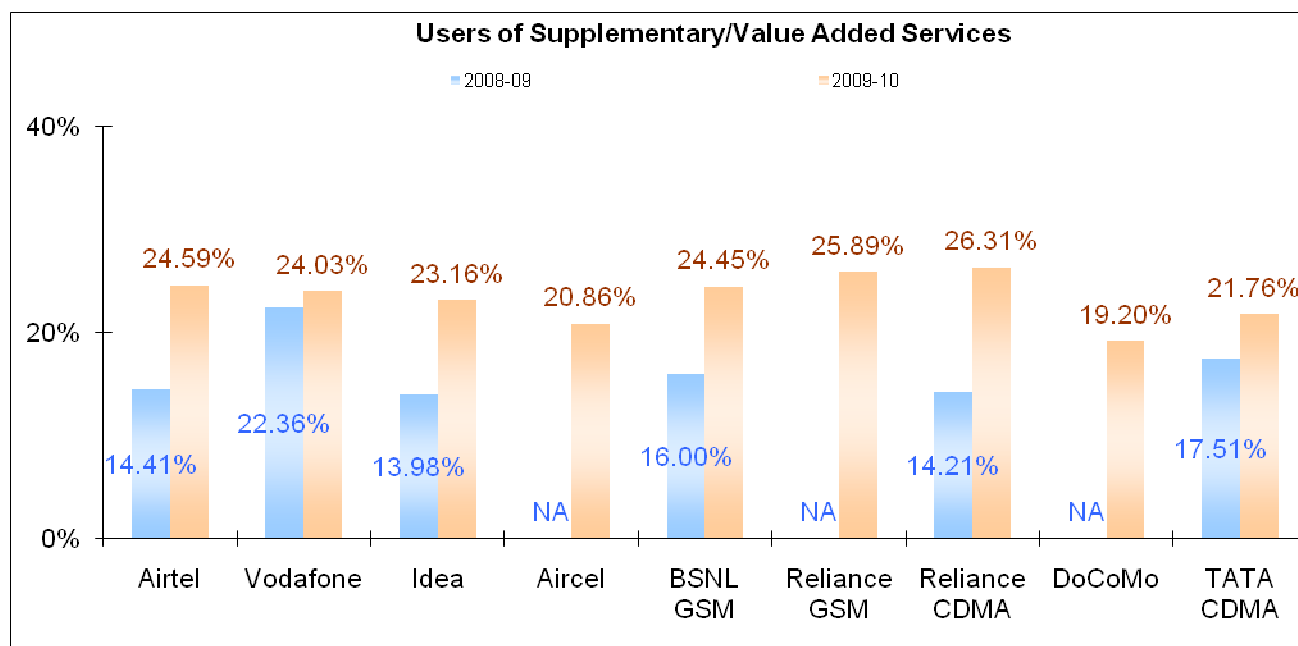
Parameter	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Frequency of Signal Problem (Never or Occasional)	85.99%	86.09%	83.68%	76.38%	82.24%	83.77%	83.90%	75.13%	85.11%
Satisfaction with restoration of signal problems (Very Satisfied or Satisfied)	94.39%	91.78%	86.38%	79.91%	89.23%	86.89%	91.16%	80.61%	88.71%

The satisfaction with frequency of signal problem was found to be highest for Vodafone.
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.

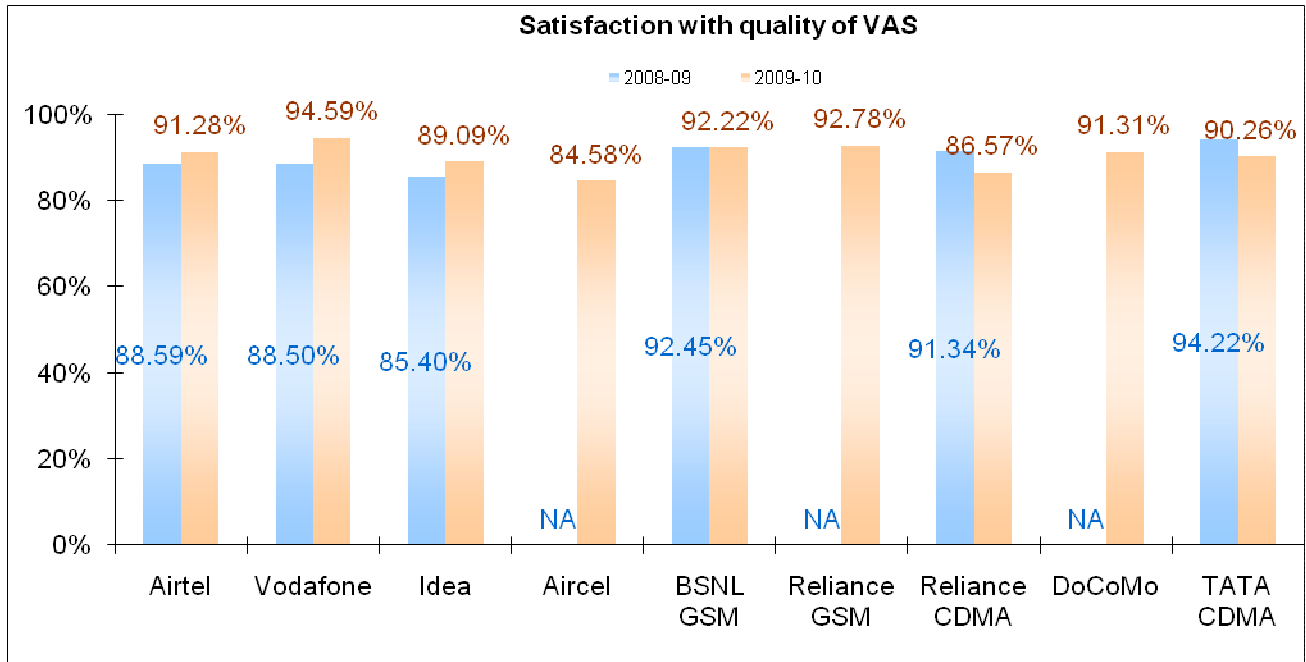
a. Percentage of subscribers opting for supplementary services:



In the year 2009-10 usage of supplementary services varies from 19.2% for DoCoMo to 26.31% for Reliance CDMA.

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.

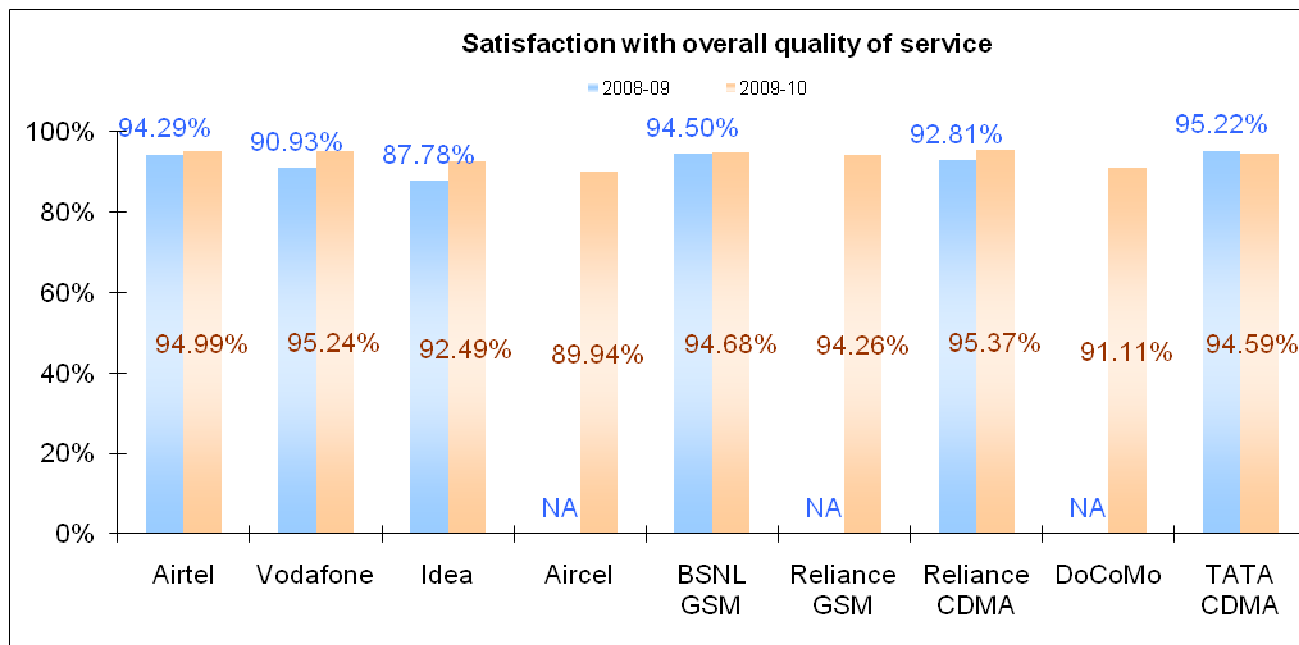
	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Very Satisfied & Satisfied scores									
Very Satisfied	20.56%	16.89%	24.30%	8.41%	18.37%	16.49%	14.84%	23.19%	14.36%
Satisfied	70.72%	77.70%	64.79%	76.17%	73.85%	76.29%	71.73%	68.12%	75.90%
Total	91.28%	94.59%	89.09%	84.58%	92.22%	92.78%	86.57%	91.31%	90.26%

The total satisfaction percentage is highest for Vodafone with 94.59% 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	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Very Satisfied	27.45%	20.70%	19.27%	21.67%	22.83%	22.59%	19.54%	20.21%	21.19%
Satisfied	67.54%	74.54%	73.22%	68.27%	71.85%	71.67%	75.83%	70.90%	73.40%
Total	94.99%	95.24%	92.49%	89.94%	94.68%	94.26%	95.37%	91.11%	94.59%

In the current round of survey, Reliance CDMA with 95.37% scored highest for overall customer satisfaction with quality of service whereas Aircel with 89.94% scored lowest.

5.2.8 Three stage redressal mechanism:

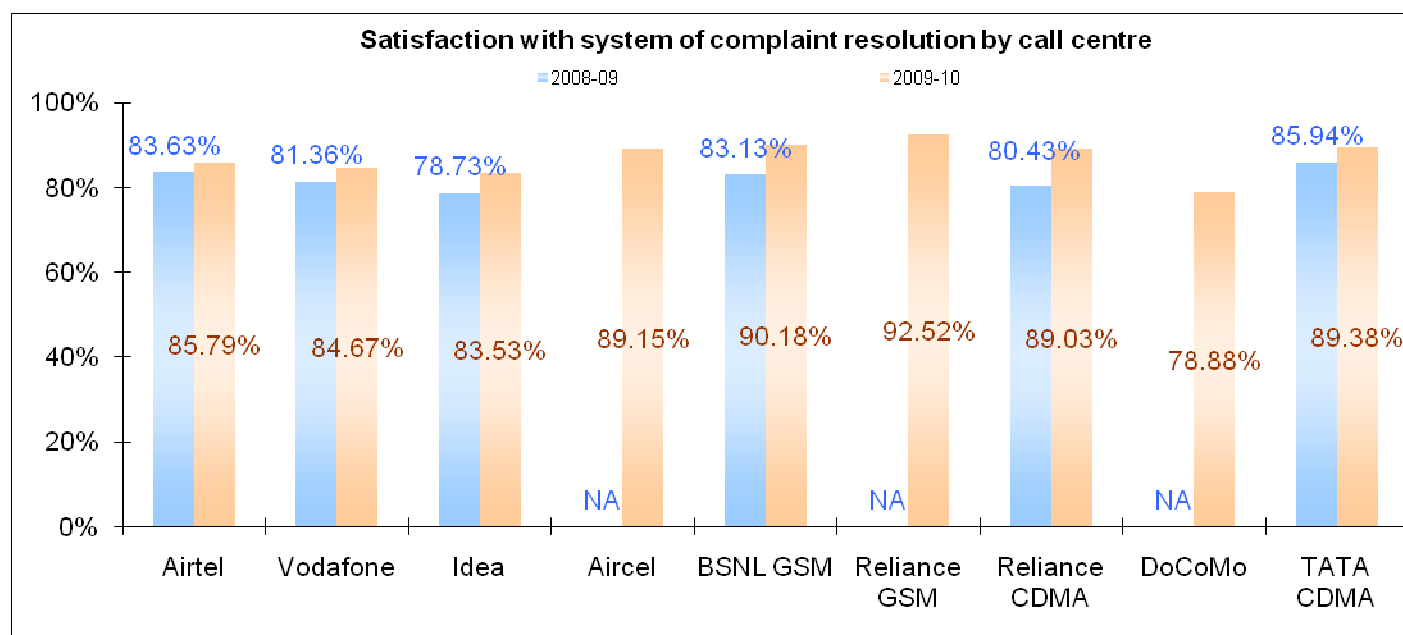
TRAI has initiated a set of regulations named as ‘Telecom Consumer Protection and Redressal of Grievances Regulations – 2007’. From this round of the customer satisfaction study of subscribers, TRAI has decided to test the awareness, implementation and effectiveness of these regulations. These set up 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	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Customer Care	56.71%	59.11%	57.11%	58.47%	55.79%	56.15%	53.71%	53.80%	52.42%
Nodal Officer	5.44%	5.73%	5.67%	7.75%	6.22%	7.76%	5.41%	4.21%	3.19%
Appellate Authority	4.92%	4.14%	5.27%	7.13%	5.62%	6.63%	4.49%	4.41%	4.84%

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	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Yes	15.42%	13.76%	14.30%	12.12%	14.74%	10.03%	15.12%	11.67%	13.19%
No	84.58%	86.24%	85.70%	87.88%	85.26%	89.97%	84.88%	88.33%	86.81%
If complaint made	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Docket number received for most of the complaints	34.22%	33.12%	26.09%	24.43%	34.62%	36.45%	36.77%	40.49%	20.35%
No docket number received for most of the complaints	27.27%	19.11%	31.68%	38.93%	23.72%	23.36%	21.94%	15.95%	53.98%
It was received on request	35.83%	43.31%	40.37%	36.64%	37.82%	40.19%	38.06%	41.72%	24.78%
No docket number received even on request	2.67%	4.46%	1.86%	0.00%	3.85%	0.00%	3.23%	1.84%	0.88%
Informed by call centre about the action taken on the complaint	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Yes	88.41%	85.55%	82.12%	86.76%	82.66%	84.35%	86.06%	79.65%	70.83%
No	6.28%	9.25%	11.73%	11.03%	10.98%	10.43%	9.70%	15.12%	25.00%

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 Reliance GSM with 92.52% and lowest for DoCoMo with 78.88%.

Reasons for dissatisfaction with resolution of complaints by call centre

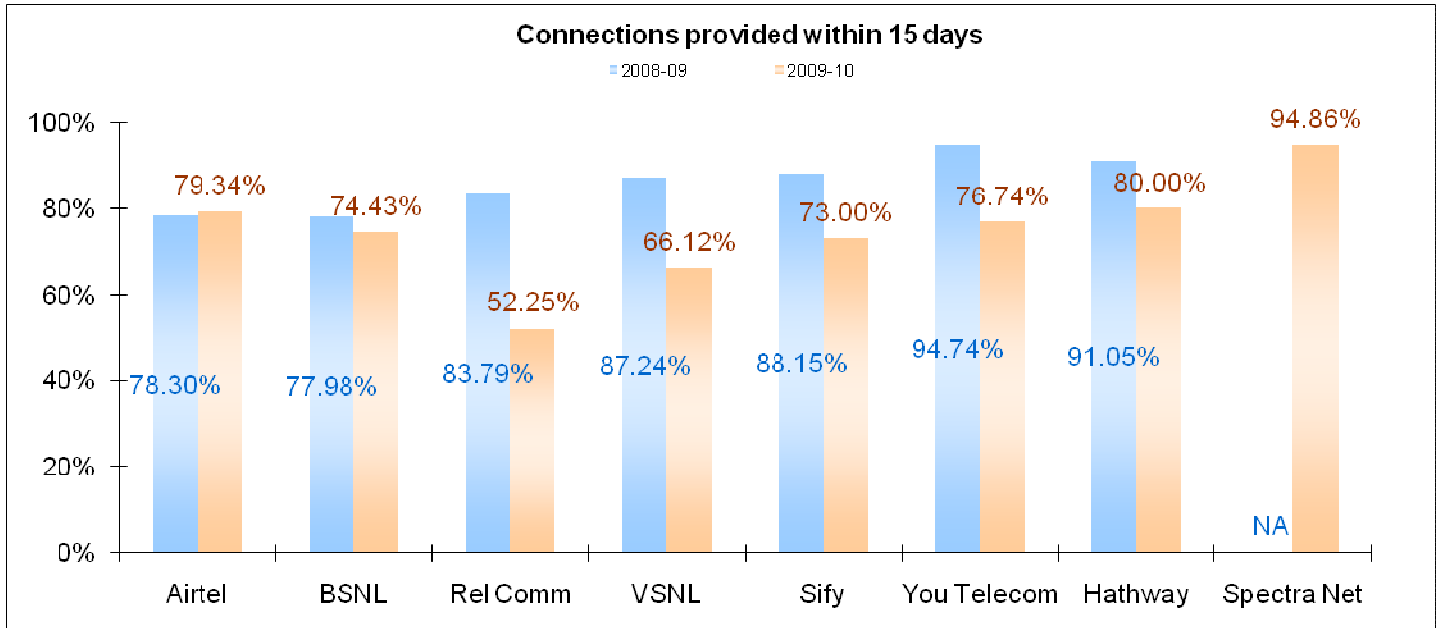
	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Reason for dissatisfaction - Call centre	2009-10								
Difficult to connect to the call center executive	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Customer care executive not polite/courteous	10.71%	12.00%	0.00%	0.00%	6.25%	0.00%	11.76%	8.82%	0.00%
Customer care executive not equipped with adequate information	21.43%	16.00%	28.57%	28.57%	18.75%	25.00%	35.29%	29.41%	25.00%
Time taken by call centre for redressal is too long	17.86%	24.00%	42.86%	28.57%	31.25%	37.50%	29.41%	26.47%	33.33%
Customer care executive was unable to understand the problem	3.57%	12.00%	10.71%	0.00%	0.00%	0.00%	0.00%	5.88%	16.67%
Others	3.57%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

For subscribers who were dissatisfied or very dissatisfied with call centre customer executive not equipped with adequate information and time taken to resolve the complaint emerged out as two pain points.

5.3 Detailed Findings – Broadband Services

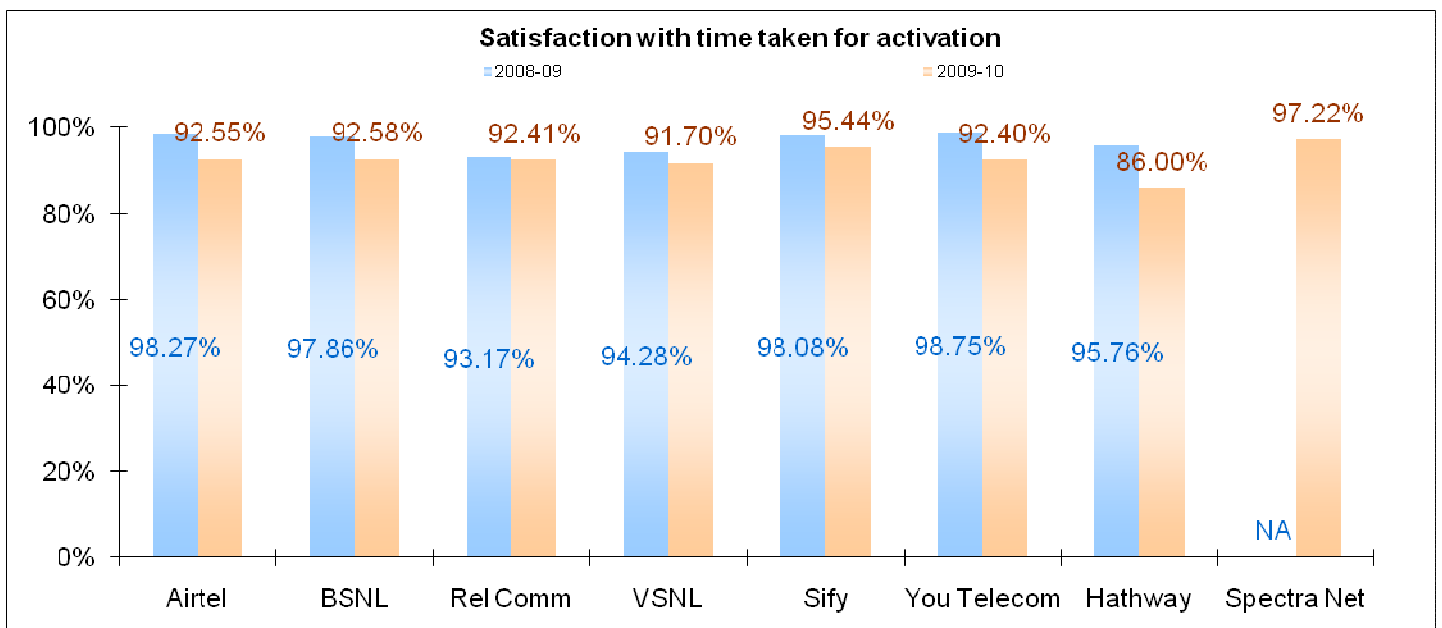
5.3.1 Service Provision:

Incidence of provision of BB connection within 15 days



For activation of new connection, Spectra Net with 94.86% scored maximum whereas Rel Comm with 52.25% scored minimum.

Level of satisfaction with service provisioning:



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

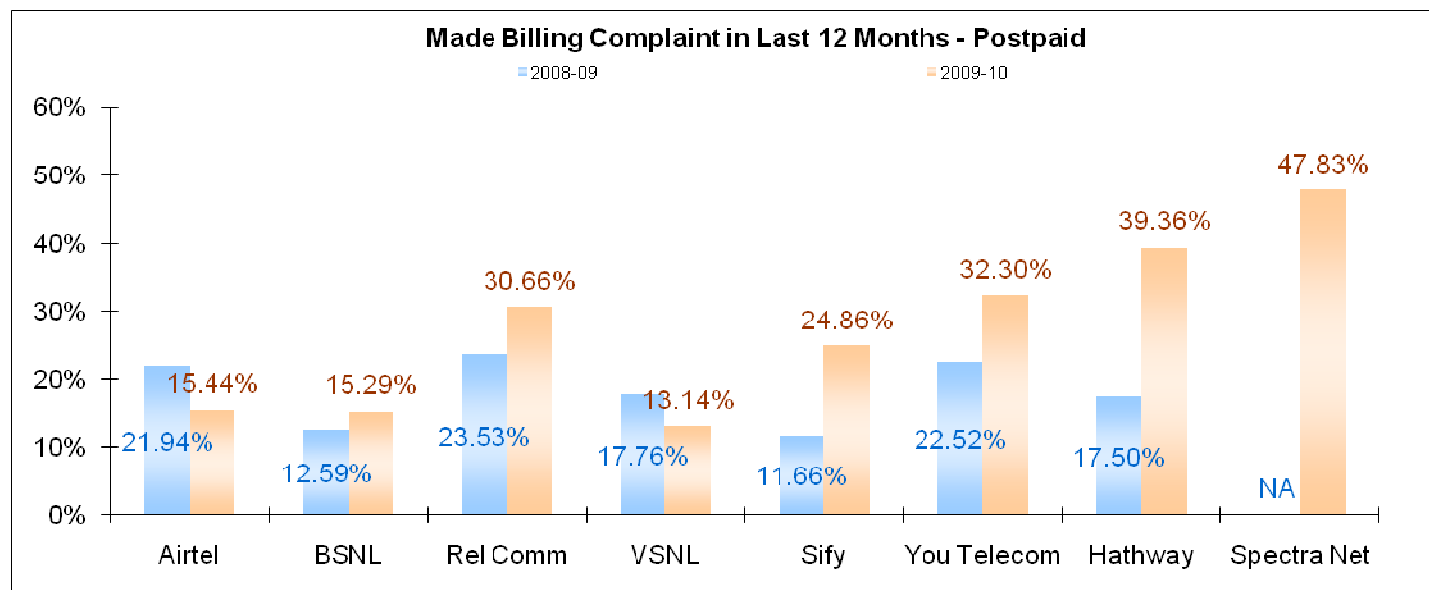
Very Satisfied & Satisfied scores:	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Very Satisfied	16.50%	9.21%	2.83%	11.20%	0.76%	10.53%	3.20%	2.78%
Satisfied	76.05%	83.37%	89.58%	80.50%	94.68%	81.87%	82.80%	94.44%
Total	92.55%	92.58%	92.41%	91.70%	95.44%	92.40%	86.00%	97.22%

Spectra Net with 97.22% of the subscribers saying that they are either “Very Satisfied” or “Satisfied” with the service provisioning scored highest. Whereas Hathway with 86% 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 VSNL with 13.14% to Spectra Net with 47.83%

Satisfaction with Billing Parameters:	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Timely delivery of bills	97.34%	97.57%	91.80%	96.40%	99.45%	93.88%	88.11%	89.48%
Accuracy of bills	96.99%	96.59%	91.99%	96.95%	98.33%	91.50%	83.95%	91.31%
Process of resolution of billing complaints	84.50%	87.21%	62.74%	96.61%	97.67%	85.34%	78.08%	85.19%
Clarity i.e. transparency and understandability of bills	96.82%	96.98%	92.85%	98.20%	98.84%	96.62%	93.51%	97.37%

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

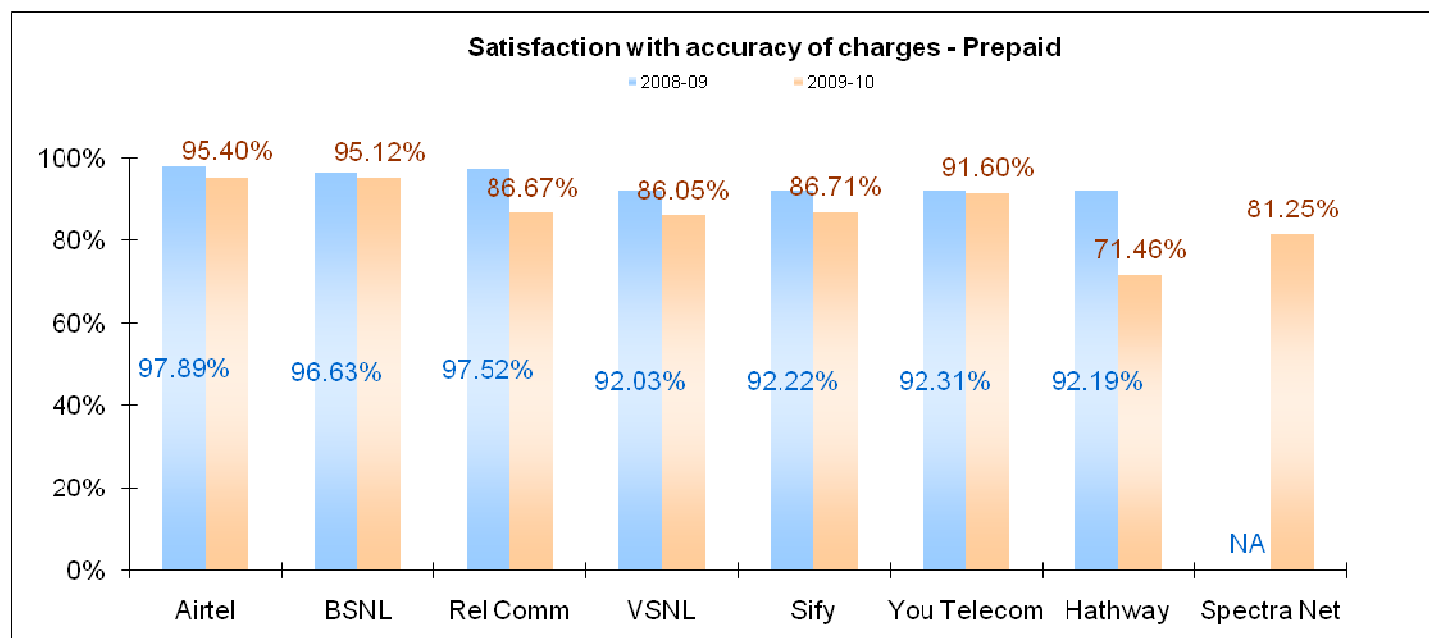
The satisfaction with clarity of bills was found to be lowest for Rel Comm

Level of satisfaction with timely delivery of bills is lowest for Hathway with 88.11%.

Rel Comm scored lowest for resolution of billing complaints.

Billing Accuracy - Prepaid

Level of satisfaction:

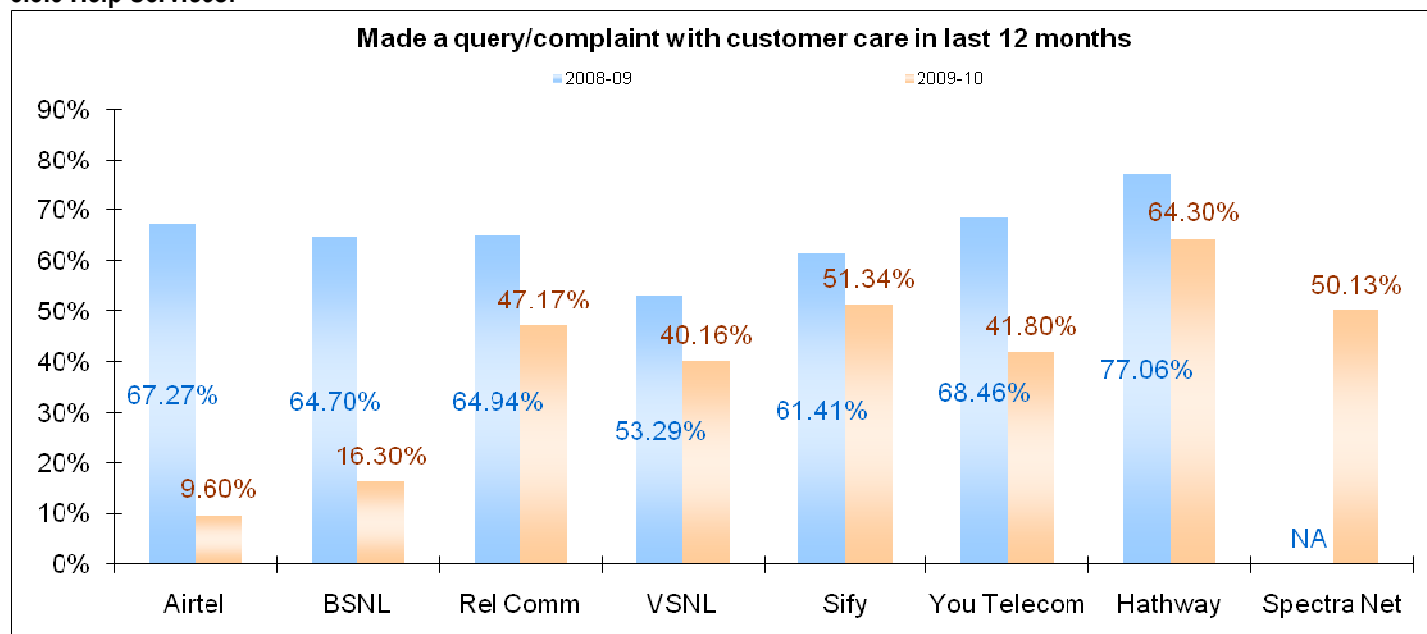


The scores of level of satisfaction have been explained in the executive summary.

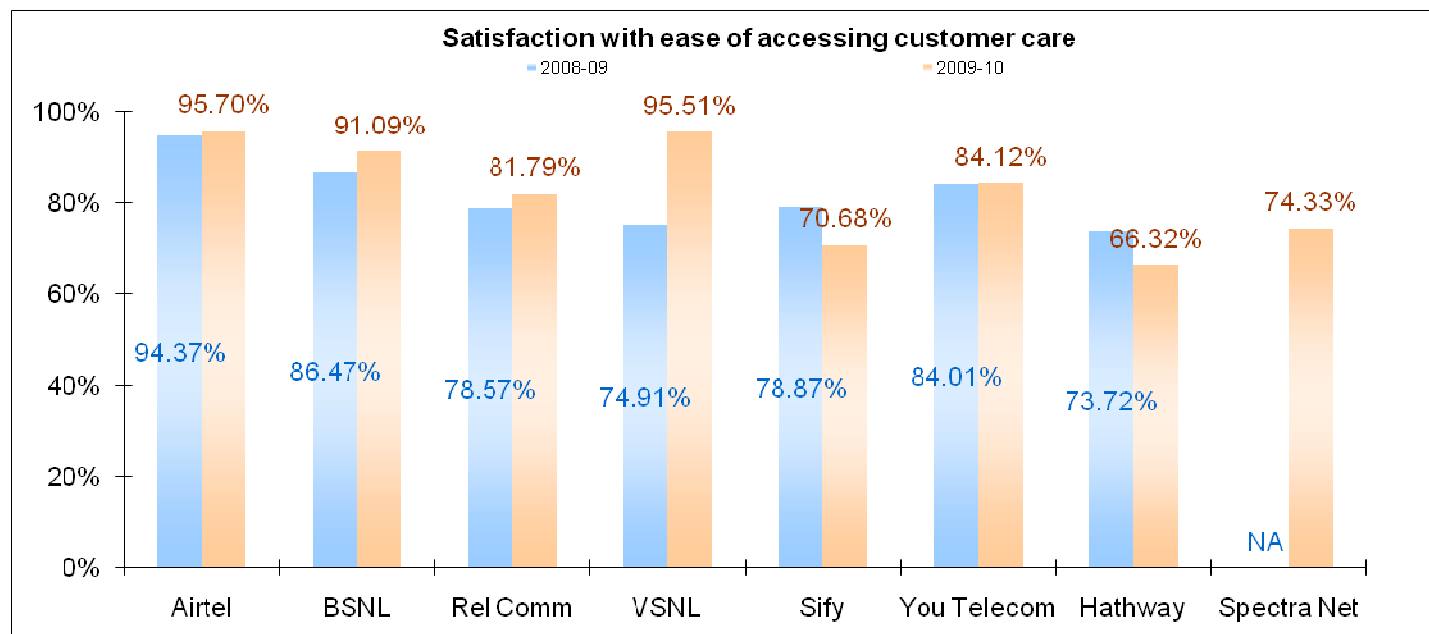
Very Satisfied & Satisfied scores: Accuracy of charges	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Very Satisfied	25.29%	21.95%	16.67%	23.26%	4.23%	5.34%	4.06%	12.89%
Satisfied	70.11%	73.17%	70.00%	62.79%	82.48%	86.26%	67.40%	68.36%
Total	95.40%	95.12%	86.67%	86.05%	86.71%	91.60%	71.46%	81.25%

Airtel with 95.4% 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 9.6% for Airtel to 64.3% for Hathway



95.7% of Airtel subscribers claim that it is difficult to access the call center.

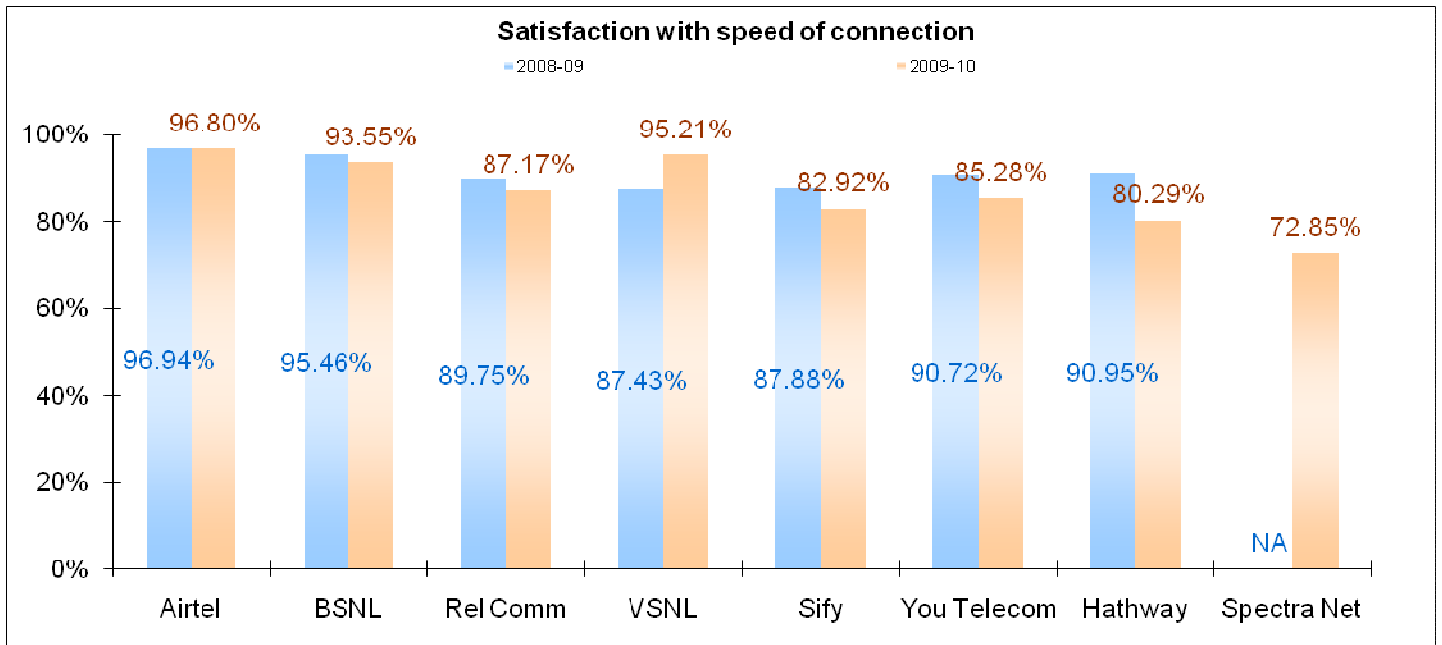
Satisfaction level with Help Services / Customer Care	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Response time to answer call by customer care executive	93.55%	85.25%	70.51%	93.86%	65.68%	80.94%	67.91%	77.00%
Problem solving ability of customer care executive	93.55%	83.44%	74.60%	95.91%	68.11%	85.20%	68.57%	70.05%
Time taken by customer care executive in resolving complaints	95.70%	84.08%	74.20%	94.69%	69.41%	84.73%	68.62%	70.59%

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

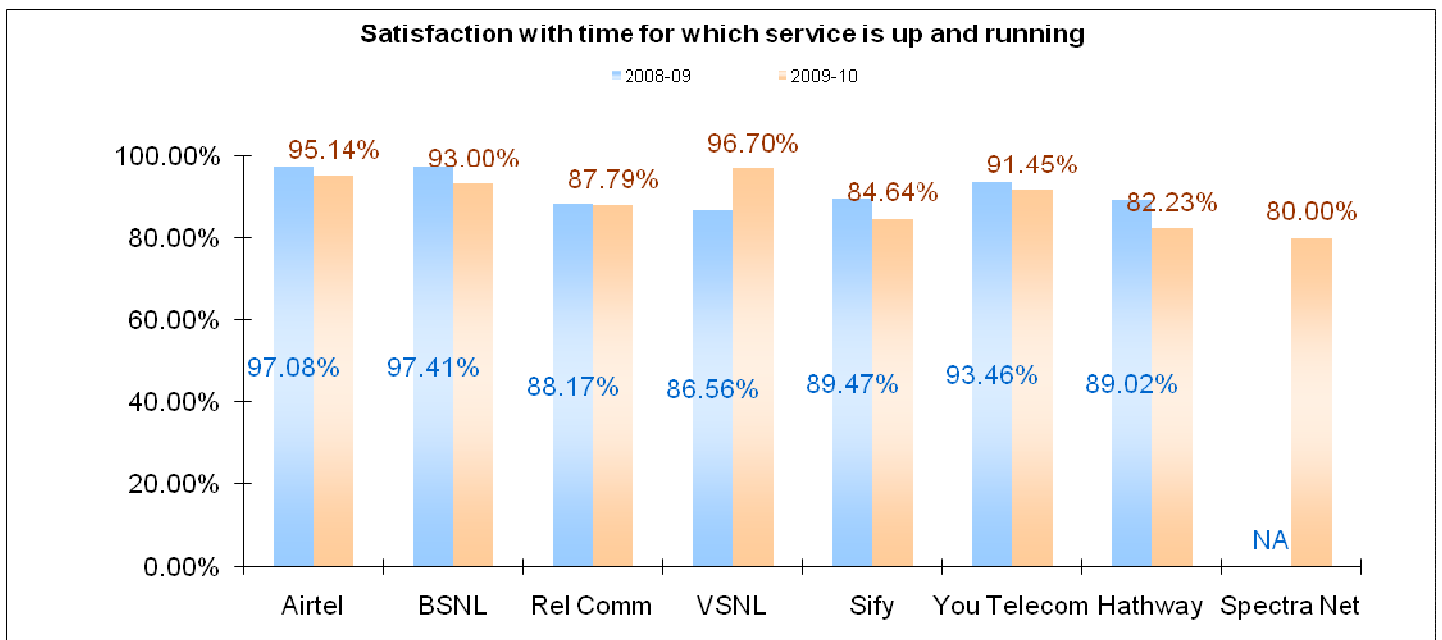
The satisfaction with problem solving ability of customer care executive was found to be highest for VSNL.

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

5.3.4 Network performance, reliability and availability:

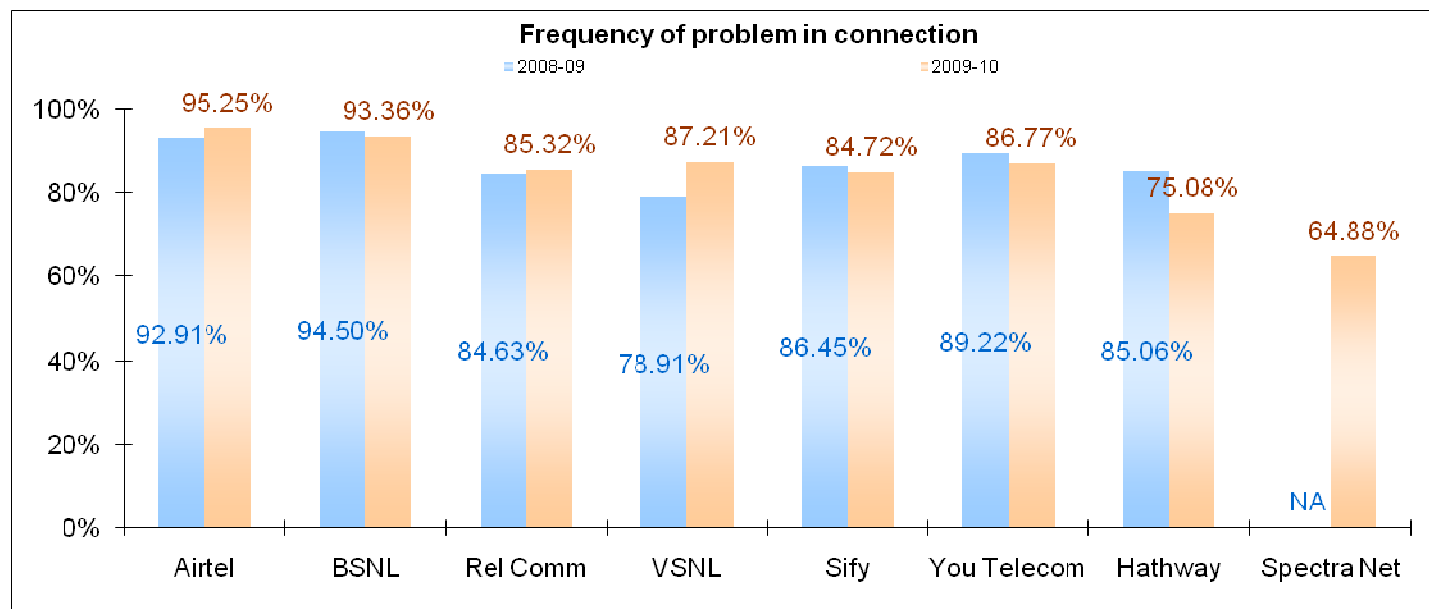


96.8% of Airtel subscribers said that they are either “Very Satisfied” or “Satisfied” with the speed of the broadband connection. Contrastingly, only 72.85% of Spectra Net subscribers are either “Very Satisfied” or “Satisfied”.

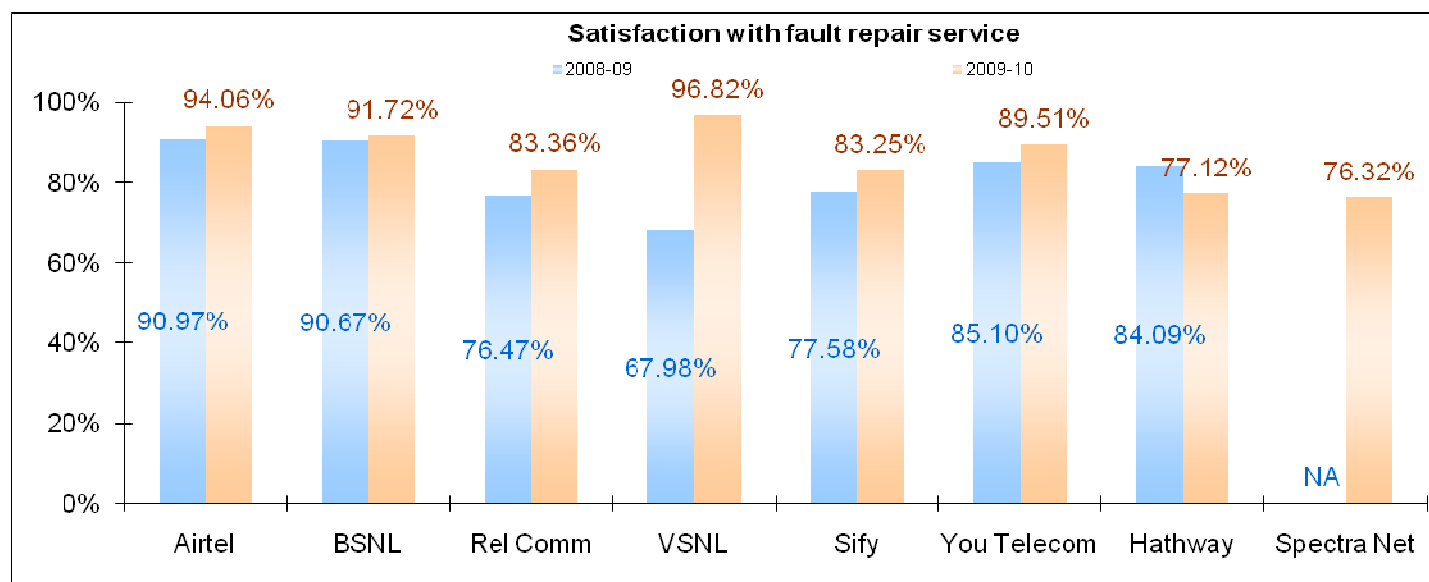


In the current round of survey, VSNL with 96.7% scored highest for satisfaction with time for which service is up and running whereas Spectra net with 80% scored lowest.

5.3.5 Maintainability:

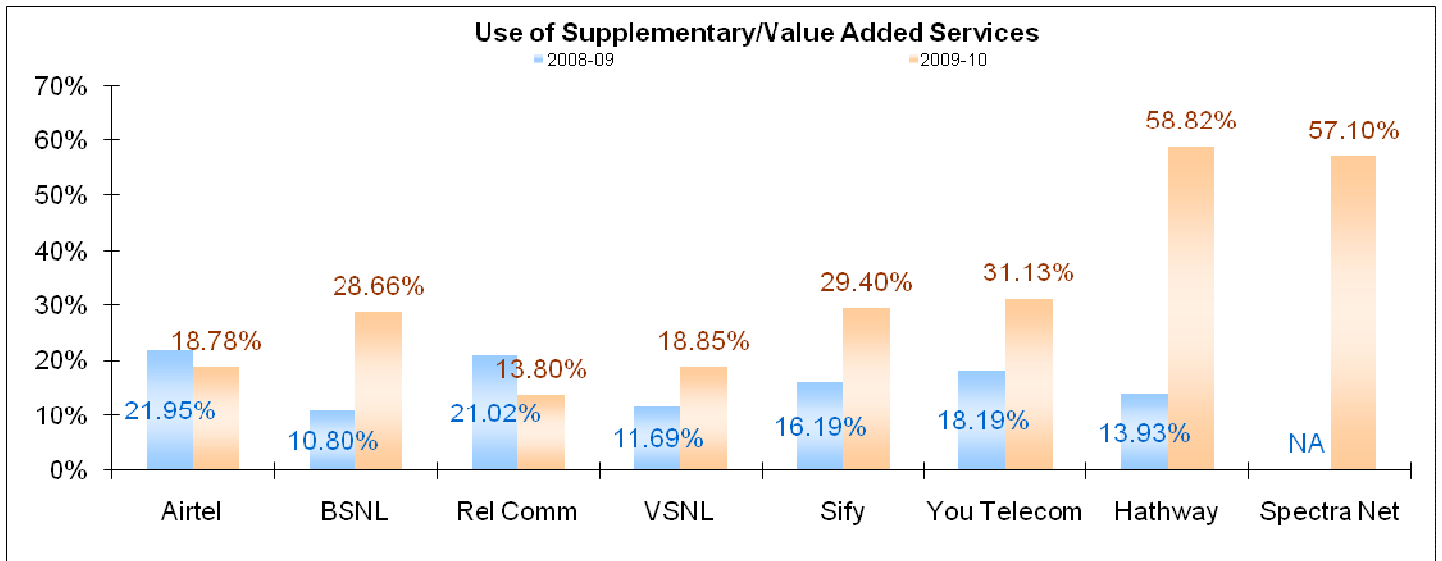


95.25% of Airtel subscribers claimed that they face frequent problems with their broadband connection.



In the current round of survey, VSNL with 96.82% scored highest on satisfaction with time taken to restore the connection whereas Spectra Net with 76.32% scored lowest.

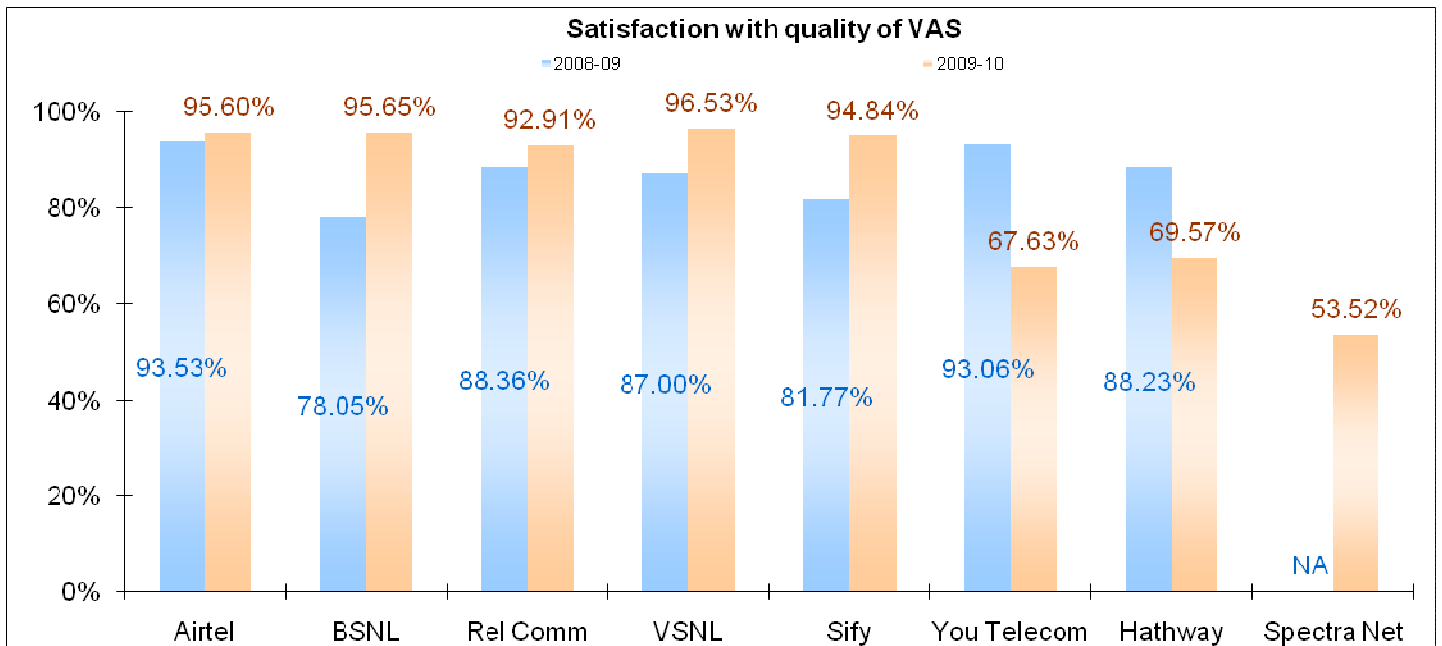
5.3.6 Supplementary Services:



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

5.3.7 Percentage subscribers satisfied:

Level of satisfaction:



In the current round of survey, for satisfaction with supplementary services VSNL with 96.53% scored highest whereas Spectra Net with 53.52% 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	You Telecom	Hathway	Spectra Net
Penetration - Complains made to customer care within last 6 months	10.84%	11.21%	46.52%	11.31%	41.54%	21.05%	43.41%	26.27%
Customer care informing about the action taken on the complaint	95.24%	90.74%	86.35%	63.08%	89.17%	91.37%	98.02%	93.88%
Resolution of complaint by customer care within 4 weeks of lodging complaint	93.55%	85.25%	70.51%	93.86%	65.68%	80.94%	67.91%	77.00%

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

Reason for dissatisfaction with customer care	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Difficult to connect call center executive	40.00%	34.78%	10.53%	25.00%	41.54%	50.00%	16.81%	71.05%
Customer care executive not polite/courteous	26.67%	8.70%	5.26%	0.00%	3.85%	11.36%	2.52%	0.00%
Customer care executive not equipped with adequate information	26.67%	30.43%	15.79%	25.00%	34.62%	2.27%	19.33%	0.00%
Time taken by call center for redressal of complaint is too long	13.33%	30.43%	43.61%	50.00%	61.54%	13.64%	26.89%	2.63%
The customer care executive was unable to understand the problem	13.33%	13.04%	6.77%	25.00%	10.00%	27.27%	61.34%	5.26%

6.1 Key Take Outs and Recommendations – Basic (Wireline)

Key Take outs: Overall Level

- ✓ All the four wireline operators were found to be performing poorly on satisfaction with accuracy of charges (prepaid) and usage of value added services.
- ✓ All the operators except Airtel need improvement on resolution of postpaid complaints.

Key Take outs: Operator Wise

Airtel

- ✓ Airtel was found to be performing well on all the parameters related to postpaid billing
- ✓ In spite of performing poorly on usage of VAS, Airtel was found to be better than any other wireline operator in Karnataka circle.
- ✓ Airtel needs to improve upon time taken for activation and satisfaction with ability to make and receive calls where other operators are performing relatively better.
- ✓ Airtel has relatively high instances of billing and other complaints made by its customers.

BSNL

- ✓ BSNL was found to be performing well on parameters related to accuracy, clarity and delivery of postpaid bills.
- ✓ BSNL needs to improve usage and satisfaction with VAS along with process of resolution of postpaid billing complaints.

Rel Comm

- ✓ Rel Comm was found to be performing well on network related parameters.
- ✓ On parameters related to billing, Rel Comm was found to be performing poorer as compared to other operators.
- ✓ Rel Comm has performed well on usage and satisfaction of VAS as compared to other operators.

Tata

- ✓ In spite of performing well on delivery of postpaid bills, Tata was found to be below average when compared to other operators.
- ✓ TATA is performing well on accuracy and clarity of bills.
- ✓ Tata also needs improvement in problem solving ability of its customer care executives.

6.2 Key Takeouts & Recommendations – Cellular Mobile (Wireless)

Key Take outs: Overall

- ✓ It was found that activation of new connection and prepaid billing is the strength of almost all the operators whereas VAS related parameters came out to be the weakest point of almost all the operators.
- ✓ For almost all the operators, process of resolution of postpaid billing complaints also needs to be improved.

Key Take outs: Operator Level

Airtel

- ✓ For network and VAS related parameters, Airtel was found to be performing better than other operators.
- ✓ Also, for complaints made in last 1 year, Airtel was found to be on a lower side as compared to other operators.
- ✓ Airtel needs to improve on the clarity and accuracy of bills.

Vodafone

- ✓ When compared to other operators, Vodafone was found to be performing well on parameters related to network quality.
- ✓ Satisfaction with accuracy of charges was found to be one of the strengths of Vodafone, but when compared to other operators, it is still on a lower side.
- ✓ Vodafone has also relatively performed well on satisfaction with Quality of VAS

Idea

- ✓ On almost all the parameters, Idea was found to be performing average, when compared to other operators.
- ✓ However for usage of VAS, Idea was found to be above average in spite of usage of VAS being a weak point of all the operators.

Aircel

- ✓ For parameters related to customer care and network quality, Aircel was found to be performing quite poorly as compared to other operators.
- ✓ For billing complaints made in last 12 months, Aircel was found to be performing above average when compared to other operators.

BSNL GSM

- ✓ When compared to other operators, BSNL GSM was found to be performing quite well on parameters related to activation and billing.
- ✓ However for parameters related to customer care and network, BSNL GSM's performance was average.

Reliance GSM

- ✓ For parameters related to customer care, Reliance GSM performed below average as compared to other operators.
- ✓ For network related parameters, its performance was found to be average.

Reliance CDMA

- ✓ Reliance CDMA needs to improve on parameters related to customer care.
- ✓ When compared to other operators, Reliance CDMA's performance on availability of signals and usage of VAS was found to be better.

DoCoMo

- ✓ DoCoMo needs to improve on almost all the parameters.
- ✓ DoCoMo performed better as compared to other operators on complaints made in last 12 months which can be attributed to recent entry of DoCoMo in the Indian telecom market.

Tata CDMA

- ✓ Tata CDMA performed average on parameters related to customer care and network quality.
- ✓ For communicating charges of VAS, Tata CDMA performed better as compared to other operators.

6.3 Key Takeouts & Recommendations – Broadband

Key Take outs: Overall

- ✓ Customer care related parameters and usage of VAS came out to be the pain point for most of the service providers.
- ✓ Almost all the operators were found to be performing well on clarity, accuracy and delivery of postpaid bills.

Key Take outs: Operator Level

Airtel

- ✓ Airtel was found to be performing well on all the parameters related to postpaid billing except resolution of billing complaints.
- ✓ However for satisfaction with clarity of bills, when compared with other service providers, Airtel's performance was found to be average.
- ✓ Airtel also scored well on the speed of connection.
- ✓ Airtel needs improvement in usage of VAS which is also the only parameter where Airtel's performance was found to be below average as compared to other service providers.
- ✓ Airtel performed relatively well on number of complaints made.

BSNL

- ✓ When compared to other service providers, BSNL was found to be performing fairly well on almost all the parameters.
- ✓ However BSNL still needs improvement on customer care related parameters and usage of VAS.

Rel Comm

- ✓ As in case of other service providers, Rel Comm was also found to be performing poorly on usage of VAS
- ✓ However for satisfaction with quality of VAS, Rel Comm's performance was found to be much better.
- ✓ Satisfaction with clarity of postpaid bills was found to be one of the top 4 parameters for Rel Comm, but when compared to other operators, Rel Comm's score seemed to be quite low.

VSNL

- ✓ When compared with other service providers, VSNL was found to be performing relatively better on all the parameters except usage of VAS and activation of connection.
- ✓ For satisfaction with time for which service is up and working and satisfaction with time taken to restore connection VSNL score highest among all the operators.
- ✓ VSNL also needs to focus upon complaints made by its customers which were on a higher side

Sify

- ✓ Top 4 parameters for Sify were all related to postpaid billing and on all these parameters, Sify's score was above the average score when compared to other operators.

- ✓ For all the parameters related to customer care and problem resolution, Sify's score was found to be below average when compared to other service providers.

You Telecom

- ✓ When compared to other service providers, performance of You Telecom was found to be average on all the parameters.
- ✓ You Telecom also need improvement on usage and satisfaction with VAS.

Hathway

- ✓ When compared to other service providers, Hathway was found to be performing below average on almost all the parameters.
- ✓ In spite of low usage of VAS across the service providers, Hathway was found to be above average when compared to other service providers.

Spectra Net

- ✓ Spectra net was found to be performing relatively poor when compared to other service providers on customer care and network related parameters
- ✓ Spectra net scored highest across the service providers, for satisfaction with activation of connection.

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	24.71%	6.12%	10.01%	19.42%
6 - 12 months	10.64%	6.75%	15.89%	14.42%
more than 12 months	64.65%	87.13%	74.09%	66.16%

	Airtel	BSNL	Rel Comm	TATA
Last applied for a telephone connection	2008-09			
Less than 6 months	19.09%	3.34%	11.99%	7.30%
6 - 12 months	13.80%	3.96%	10.80%	9.50%
more than 12 months	67.11%	92.70%	77.21%	83.20%

	Airtel	BSNL	Rel Comm	TATA
Time taken to provide a working connection	2009-10			
< 3 days	43.25%	36.44%	35.75%	42.60%
3 - 7 days	45.16%	37.33%	52.66%	44.62%
6 - 15 days	6.92%	14.22%	3.38%	7.85%
> 15 days	4.15%	11.11%	5.80%	4.26%
<= 7 days	88.41%	73.77%	88.41%	87.22%

	Airtel	BSNL	Rel Comm	TATA
Time taken to provide a working connection	2008-09			
< 3 days	79.07%	64.89%	82.38%	79.88%
3 - 7 days	19.19%	25.53%	14.10%	15.85%
6 - 15 days	0.87%	7.45%	2.64%	4.27%
> 15 days	0.87%	2.13%	0.88%	0.00%
<= 7 days	98.26%	90.42%	96.48%	95.73%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with time taken for activation	2009-10			
Very satisfied	42.66%	24.77%	34.65%	39.35%
Satisfied	35.14%	68.92%	61.88%	49.77%
Dissatisfied	9.97%	5.41%	0.50%	2.78%
Very dissatisfied	12.24%	0.90%	2.97%	8.10%
Top-2	77.80%	93.69%	96.53%	89.12%
Bot-2	22.21%	6.31%	3.47%	10.88%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with time taken for activation	2008-09			

Very satisfied	35.01%	38.30%	44.64%	45.12%
Satisfied	62.02%	60.64%	53.13%	51.83%
Dissatisfied	2.97%	1.06%	2.23%	3.05%
Very dissatisfied	0.00%	0.00%	0.00%	0.00%
Top-2	97.03%	98.94%	97.77%	96.95%
Bot-2	2.97%	1.06%	2.23%	3.05%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with timely delivery of bills - Postpaid	2009-10			
Very satisfied	18.13%	23.42%	14.45%	17.34%
Satisfied	77.70%	73.88%	79.13%	76.76%
Dissatisfied	2.16%	2.52%	5.94%	5.20%
Very dissatisfied	2.01%	0.18%	0.48%	0.69%
Top-2	95.83%	97.30%	93.58%	94.10%
Bot-2	4.17%	2.70%	6.42%	5.89%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with timely delivery of bills - Postpaid	2008-09			
Very satisfied	31.81%	39.17%	28.87%	34.48%
Satisfied	65.77%	56.53%	69.72%	60.54%
Dissatisfied	2.02%	3.73%	1.41%	4.21%
Very dissatisfied	0.40%	0.57%	0.00%	0.77%
Top-2	97.58%	95.70%	98.59%	95.02%
Bot-2	2.42%	4.30%	1.41%	4.98%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with accuracy of bills - Postpaid	2009-10			
Very satisfied	54.71%	34.69%	18.26%	26.64%
Satisfied	41.42%	62.53%	75.28%	69.98%
Dissatisfied	2.55%	2.48%	6.14%	2.92%
Very dissatisfied	1.31%	0.30%	0.32%	0.47%
Top-2	96.13%	97.22%	93.54%	96.62%
Bot-2	3.86%	2.78%	6.46%	3.39%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with accuracy of bills - Postpaid	2008-09			
Very satisfied	39.62%	41.20%	44.37%	38.70%
Satisfied	57.55%	55.07%	52.11%	52.87%
Dissatisfied	2.43%	3.24%	3.52%	7.28%
Very dissatisfied	0.40%	0.49%	0.00%	1.15%
Top-2	97.17%	96.27%	96.48%	91.57%
Bot-2	2.83%	3.73%	3.52%	8.43%

	Airtel	BSNL	Rel Comm	TATA
Billing complaint in last 12 months - Postpaid	2009-10			
Yes	46.68%	13.85%	18.30%	12.72%
No	53.32%	86.15%	81.70%	87.28%

	Airtel	BSNL	Rel Comm	TATA
Billing complaint in last 12 months - Postpaid	2008-09			
Yes	9.16%	12.98%	10.56%	14.18%
No	90.84%	87.02%	89.44%	85.82%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with process of resolution of billing complaints - Postpaid	2009-10			
Very satisfied	67.77%	4.66%	30.70%	20.00%
Satisfied	26.78%	75.42%	51.75%	56.36%
Dissatisfied	3.80%	17.37%	17.54%	20.91%
Very dissatisfied	1.65%	2.54%	0.00%	2.73%
Top-2	94.55%	80.08%	82.45%	76.36%
Bot-2	5.45%	19.91%	17.54%	23.64%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with process of resolution of billing complaints - Postpaid	2008-09			
Very satisfied	14.29%	17.68%	6.67%	13.16%
Satisfied	55.71%	60.98%	73.33%	60.53%
Dissatisfied	28.57%	17.68%	13.33%	21.05%
Very dissatisfied	1.43%	3.66%	6.67%	5.26%
Top-2	70.00%	78.66%	80.00%	73.69%
Bot-2	30.00%	21.34%	20.00%	26.31%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with clarity of bills - Postpaid	2009-10			
Very satisfied	24.65%	33.96%	17.55%	19.53%
Satisfied	72.32%	63.12%	77.78%	78.36%
Dissatisfied	2.33%	2.61%	4.51%	1.87%
Very dissatisfied	0.70%	0.30%	0.16%	0.23%
Top-2	96.97%	97.08%	95.33%	97.89%
Bot-2	3.03%	2.91%	4.67%	2.10%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with clarity of bills - Postpaid	2008-09			
Very satisfied	22.60%	32.48%	32.37%	27.41%
Satisfied	73.88%	64.14%	63.31%	65.25%
Dissatisfied	3.38%	2.71%	2.88%	6.56%
Very dissatisfied	0.14%	0.66%	1.44%	0.77%
Top-2	96.48%	96.62%	95.68%	92.66%
Bot-2	3.52%	3.37%	4.32%	7.33%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with accuracy of charges - Prepaid	2009-10			
Very satisfied	12.98%	0.00%	0.57%	2.65%
Satisfied	0.59%	20.45%	14.20%	3.31%
Dissatisfied	71.98%	56.82%	74.43%	79.03%
Very dissatisfied	11.50%	11.36%	8.52%	11.26%
Top-2	13.57%	20.45%	14.77%	5.96%
Bot-2	83.48%	68.18%	82.95%	90.29%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with accuracy of charges - Prepaid	2008-09			
Very satisfied	0.69%	0.10%	0.62%	0.11%
Satisfied	3.03%	3.06%	2.49%	2.93%
Dissatisfied	78.62%	76.94%	79.94%	79.37%
Very dissatisfied	17.66%	19.90%	16.94%	17.59%
Top-2	3.72%	3.16%	3.11%	3.04%
Bot-2	96.28%	96.84%	96.88%	96.96%

	Airtel	BSNL	Rel Comm	TATA
Made complaint at the customer care	2009-10			
Yes	48.13%	24.71%	37.92%	31.11%
No	51.87%	75.29%	62.08%	68.89%

	Airtel	BSNL	Rel Comm	TATA
Made complaint at the customer care	2008-09			
Yes	30.06%	27.80%	27.35%	25.50%
No	69.94%	72.20%	72.65%	74.50%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with ease of accessing customer care	2009-10			
Very satisfied	13.23%	14.65%	19.14%	16.59%
Satisfied	76.46%	73.72%	73.27%	69.02%

Dissatisfied	5.22%	10.23%	6.60%	7.56%
Very dissatisfied	5.09%	1.40%	0.99%	6.83%
Top-2	89.69%	88.37%	92.41%	85.61%
Bot-2	10.31%	11.63%	7.59%	14.39%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with ease of accessing customer care	2008-09			
Very satisfied	18.73%	15.64%	14.18%	10.59%
Satisfied	70.79%	71.51%	76.00%	79.22%
Dissatisfied	9.21%	10.61%	9.09%	9.41%
Very dissatisfied	1.27%	2.23%	0.73%	0.78%
Top-2	89.52%	87.15%	90.18%	89.81%
Bot-2	10.48%	12.84%	9.82%	10.19%

	Airtel	BSNL	Rel Comm	TATA
satisfaction with response time to answer call	2009-10			
Very satisfied	64.84%	19.44%	21.52%	17.07%
Satisfied	23.82%	68.06%	66.23%	61.71%
Dissatisfied	9.17%	11.11%	9.60%	11.22%
Very dissatisfied	2.17%	1.39%	2.65%	10.00%
Top-2	88.66%	87.50%	87.75%	78.78%
Bot-2	11.34%	12.50%	12.25%	21.22%

	Airtel	BSNL	Rel Comm	TATA
satisfaction with response time to answer call	2008-09			
Very satisfied	20.63%	16.20%	23.27%	15.29%
Satisfied	68.25%	70.95%	64.00%	70.98%
Dissatisfied	8.89%	10.06%	10.91%	10.98%
Very dissatisfied	2.22%	2.79%	1.82%	2.75%
Top-2	88.88%	87.15%	87.27%	86.27%
Bot-2	11.11%	12.85%	12.73%	13.73%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with problem solving ability	2009-10			
Very satisfied	7.53%	15.05%	18.21%	19.56%
Satisfied	79.72%	69.68%	64.24%	54.52%
Dissatisfied	7.14%	13.89%	16.89%	16.38%
Very dissatisfied	5.61%	1.39%	0.66%	9.54%
Top-2	87.25%	84.73%	82.45%	74.08%
Bot-2	12.75%	15.28%	17.55%	25.92%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with problem solving ability	2008-09			
Very satisfied	25.08%	22.07%	28.73%	20.00%
Satisfied	63.81%	66.20%	60.36%	66.67%
Dissatisfied	8.57%	9.50%	8.36%	10.98%
Very dissatisfied	2.54%	2.23%	2.55%	2.35%
Top-2	88.89%	88.27%	89.09%	86.67%
Bot-2	11.11%	11.73%	10.91%	13.33%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with time taken to resolve complaint	2009-10			
Very satisfied	69.43%	16.55%	24.83%	31.46%
Satisfied	18.60%	69.00%	62.58%	49.27%
Dissatisfied	10.19%	13.05%	12.25%	12.93%
Very dissatisfied	1.78%	1.40%	0.33%	6.34%
Top-2	88.03%	85.55%	87.41%	80.73%
Bot-2	11.97%	14.45%	12.58%	19.27%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with time taken to resolve complaint	2008-09			
Very satisfied	14.24%	8.83%	11.92%	7.44%
Satisfied	75.08%	76.07%	80.00%	77.69%
Dissatisfied	8.74%	13.68%	6.92%	13.64%
Very dissatisfied	1.94%	1.42%	1.15%	1.24%
Top-2	89.32%	84.90%	91.92%	85.13%
Bot-2	10.68%	15.10%	8.07%	14.88%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with availability of working telephone	2009-10			
Very satisfied	19.30%	21.56%	26.01%	17.19%
Satisfied	68.01%	75.17%	70.48%	74.33%
Dissatisfied	2.88%	2.75%	3.27%	2.29%
Very dissatisfied	9.80%	0.52%	0.25%	6.19%
Top-2	87.31%	96.73%	96.49%	91.52%
Bot-2	12.68%	3.27%	3.52%	8.48%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with availability of working telephone	2008-09			
Very satisfied	24.69%	26.11%	16.60%	18.63%
Satisfied	70.26%	70.38%	77.60%	77.14%
Dissatisfied	4.58%	3.20%	5.10%	3.63%

Very dissatisfied	0.48%	0.31%	0.70%	0.60%
Top-2	94.95%	96.49%	94.20%	95.77%
Bot-2	5.06%	3.51%	5.80%	4.23%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with ability to make and receive calls	2009-10			
Very satisfied	47.36%	32.80%	33.17%	31.21%
Satisfied	39.39%	64.04%	62.44%	60.97%
Dissatisfied	10.06%	2.70%	4.40%	4.60%
Very dissatisfied	3.19%	0.46%	0.00%	3.22%
Top-2	86.75%	96.84%	95.61%	92.18%
Bot-2	13.25%	3.16%	4.40%	7.82%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with ability to make and receive calls	2008-09			
Very satisfied	37.17%	40.50%	29.84%	32.57%
Satisfied	55.99%	55.76%	61.98%	61.02%
Dissatisfied	6.08%	3.27%	7.39%	6.01%
Very dissatisfied	0.76%	0.47%	0.80%	0.40%
Top-2	93.16%	96.26%	91.82%	93.59%
Bot-2	6.84%	3.74%	8.19%	6.41%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with voice quality	2009-10			
Very satisfied	25.06%	32.82%	30.94%	33.00%
Satisfied	62.99%	63.05%	65.28%	59.86%
Dissatisfied	4.11%	3.74%	3.52%	4.14%
Very dissatisfied	7.84%	0.40%	0.25%	2.99%
Top-2	88.05%	95.87%	96.22%	92.86%
Bot-2	11.95%	4.14%	3.77%	7.13%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with voice quality	2008-09			
Very satisfied	33.97%	40.80%	31.51%	31.39%
Satisfied	59.30%	53.51%	62.71%	62.99%
Dissatisfied	5.41%	4.76%	4.59%	5.02%
Very dissatisfied	1.33%	0.94%	1.20%	0.60%
Top-2	93.27%	94.31%	94.22%	94.38%
Bot-2	6.74%	5.70%	5.79%	5.62%

	Airtel	BSNL	Rel Comm	TATA
Experienced fault in last 12 months	2009-10			
Yes	43.98%	27.00%	20.78%	19.27%
No	56.02%	73.00%	79.22%	80.73%

	Airtel	BSNL	Rel Comm	TATA
Experienced fault in last 12 months	2008-09			
Yes	14.93%	21.97%	20.02%	18.30%
No	85.07%	78.03%	79.98%	81.70%

	Airtel	BSNL	Rel Comm	TATA
Faults in last 1 month	2009-10			
Nil	1.81%	4.66%	0.00%	3.54%
1 time	85.95%	48.31%	67.47%	58.27%
2 - 3 times	10.15%	34.53%	29.52%	35.83%
> 3 times	1.81%	12.08%	3.01%	2.36%

	Airtel	BSNL	Rel Comm	TATA
Faults in last 1 month	2008-09			
Nil	3.23%	3.89%	2.99%	2.73%
1 time	53.55%	50.18%	62.19%	55.74%
2 - 3 times	30.97%	32.51%	29.35%	33.33%
> 3 times	12.26%	13.43%	5.47%	8.20%

	Airtel	BSNL	Rel Comm	TATA
Time for repairing complaint	2009-10			
1 day	69.68%	37.92%	31.93%	39.37%
2 - 3 days	22.25%	44.49%	59.64%	42.13%
4 - 7 days	5.15%	9.11%	6.63%	4.72%
> 7 days	2.78%	7.42%	1.81%	12.20%
<= 3 days	91.93%	82.41%	91.57%	81.50%

	Airtel	BSNL	Rel Comm	TATA
Time for repairing complaint	2008-09			
1 day	36.77%	34.98%	44.28%	42.62%
2 - 3 days	46.45%	44.52%	45.27%	43.17%
4 - 7 days	9.03%	12.37%	7.46%	8.20%
> 7 days	7.74%	8.13%	2.99%	6.01%
<= 3 days	83.22%	79.50%	89.55%	85.79%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with fault repair service	2009-10			
Very satisfied	11.72%	5.96%	11.52%	20.40%
Satisfied	75.73%	75.96%	72.12%	60.80%
Dissatisfied	3.49%	15.11%	15.76%	11.60%
Very dissatisfied	9.07%	2.98%	0.61%	7.20%
Top-2	87.45%	81.92%	83.64%	81.20%
Bot-2	12.56%	18.09%	16.37%	18.80%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with fault repair service	2008-09			
Very satisfied	9.80%	13.88%	9.45%	12.64%
Satisfied	64.05%	69.75%	71.64%	63.74%
Dissatisfied	18.95%	12.81%	13.43%	19.23%
Very dissatisfied	7.19%	3.56%	5.47%	4.40%
Top-2	73.85%	83.63%	81.09%	76.38%
Bot-2	26.14%	16.37%	18.90%	23.63%

	Airtel	BSNL	Rel Comm	TATA
Use of Supplementary/Value Added Services	2009-10			
Yes	11.62%	4.35%	11.51%	10.62%
No	88.38%	95.65%	88.49%	89.38%

	Airtel	BSNL	Rel Comm	TATA
Use of Supplementary/Value Added Services	2008-09			
Yes	7.94%	5.28%	8.52%	4.70%
No	92.06%	94.72%	91.48%	95.30%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with quality of VAS	2009-10			
Very satisfied	46.84%	6.58%	22.83%	26.43%
Satisfied	44.21%	77.63%	75.00%	65.71%
Dissatisfied	6.84%	10.53%	2.17%	5.00%
Very dissatisfied	2.11%	5.26%	0.00%	2.86%
Top-2	91.05%	84.21%	97.83%	92.14%
Bot-2	8.95%	15.79%	2.17%	7.86%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with quality of VAS	2008-09			
Very satisfied	23.17%	33.82%	12.79%	15.22%
Satisfied	70.73%	51.47%	75.58%	73.91%

Dissatisfied	3.66%	14.71%	10.47%	8.70%
Very dissatisfied	2.44%	0.00%	1.16%	2.17%
Top-2	93.90%	85.29%	88.37%	89.13%
Bot-2	6.10%	14.71%	11.63%	10.87%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with overall quality of telephone service	2009-10			
Very satisfied	23.57%	29.73%	30.14%	27.07%
Satisfied	74.65%	66.94%	66.08%	71.47%
Dissatisfied	1.29%	2.65%	3.53%	1.00%
Very dissatisfied	0.49%	0.69%	0.25%	0.46%
Top-2	98.22%	96.67%	96.22%	98.54%
Bot-2	1.78%	3.34%	3.78%	1.46%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with overall quality of telephone service	2008-09			
Very satisfied	23.43%	31.19%	21.00%	21.62%
Satisfied	73.43%	64.66%	75.30%	73.74%
Dissatisfied	2.47%	3.68%	2.70%	4.24%
Very dissatisfied	0.66%	0.47%	1.00%	0.40%
Top-2	96.86%	95.85%	96.30%	95.36%
Bot-2	3.13%	4.15%	3.70%	4.64%

	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	48.81%	38.27%	33.42%	54.86%
2008-09	41.68%	38.59%	40.24%	40.30%

	Airtel	BSNL	Rel Comm	TATA
Terminated a telephone connection in last 12 months				
2009-10	2.81%	0.57%	3.25%	3.72%
2008-09	2.08%	0.78%	2.48%	1.10%

Time taken for termination of connection - 2009-10	Airtel	BSNL	Rel Comm	TATA
1 day	2.17%	10.00%	26.92%	20.41%
2 - 3 days	60.87%	30.00%	53.85%	34.69%
4 - 7 days	6.52%	20.00%	3.85%	16.33%

	Airtel	BSNL	Rel Comm	TATA
Security money adjusted in the bill raised after termination request				
2009-10	73.91%	40.00%	76.92%	46.94%
2008-09	66.67%	40.00%	52.00%	36.36%

Awareness about call centre telephone number	Airtel	BSNL	Rel Comm	TATA
Yes	55.78%	56.98%	81.60%	79.59%
No	43.61%	41.99%	17.52%	19.50%

Made any complaint to the customer care in last 12 months	Airtel	BSNL	Rel Comm	TATA
Yes	8.50%	8.47%	16.52%	14.64%
No	91.50%	91.53%	83.48%	85.36%

If complaint made	Airtel	BSNL	Rel Comm	TATA
Docket number received for most of the complaints	14.39%	2.03%	1.52%	6.74%
No docket number received for most of the complaints	9.35%	27.70%	4.55%	5.18%
It was received on request	33.09%	30.41%	81.82%	51.81%
No docket number received even on request	21.58%	35.81%	12.12%	27.98%

Informed by call centre about the action taken on the complaint	Airtel	BSNL	Rel Comm	TATA
Yes	97.12%	92.57%	96.97%	95.85%
No	2.88%	7.43%	2.27%	4.15%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with the system of complaint resolution by call centre	2009-10			
Very satisfied	40.88%	16.22%	9.92%	17.10%
Satisfied	45.26%	70.27%	75.57%	64.25%
Dissatisfied	9.49%	12.16%	12.21%	11.40%
Very dissatisfied	4.38%	1.35%	2.29%	7.25%
Top-2	86.14%	86.49%	85.49%	81.35%
Bot-2	13.87%	13.51%	14.50%	18.65%

	Airtel	BSNL	Rel Comm	TATA
Satisfaction with the system of complaint resolution by call centre	2008-09			
Very satisfied	1.37%	7.35%	2.00%	8.20%
Satisfied	65.75%	55.88%	78.00%	68.85%
Dissatisfied	32.88%	30.88%	18.00%	21.31%
Very dissatisfied	0.00%	5.88%	2.00%	1.64%
Top-2	67.12%	63.23%	80.00%	77.05%
Bot-2	32.88%	36.76%	20.00%	22.95%

	Airtel	BSNL	Rel Comm	TATA
Reason for dissatisfaction	2009-10			
Difficult to connect to the call center executive	10.53%	25.00%	42.11%	33.33%
Customer care executive not polite/courteous	10.53%	5.00%	31.58%	2.78%
Customer care executive not equipped with adequate information	21.05%	15.00%	42.11%	16.67%
Time taken by call centre for redressal is too long	26.32%	35.00%	57.89%	41.67%
Customer care executive was unable to understand the problem	21.05%	25.00%	5.26%	25.00%
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	61.32%	61.61%	52.38%	60.20%
2008-09	48.00%	45.71%	35.19%	41.94%

Awareness about contact details of Nodal officer	Airtel	BSNL	Rel Comm	TATA
Yes	40.43%	8.70%	15.02%	21.02%
No	59.57%	91.30%	84.98%	78.98%

Made any complaint to the Nodal officer regarding complaints not resolved/ unsatisfactorily resolved by the call centre	Airtel	BSNL	Rel Comm	TATA
Yes	18.61%	21.71%	30.83%	33.94%
No	81.39%	78.29%	69.17%	66.06%

Intimated by the nodal officer about the decision taken on the complaint	Airtel	BSNL	Rel Comm	TATA
Yes	58.54%	87.88%	94.59%	70.21%
No	41.46%	12.12%	5.41%	29.79%

Satisfaction with the redressal of the complaint by the nodal officer	Airtel	BSNL	Rel Comm	TATA
Very satisfied	33.61%	18.18%	21.62%	40.22%
Satisfied	22.95%	66.67%	56.76%	26.09%
Dissatisfied	16.39%	6.06%	10.81%	14.13%
Very dissatisfied	27.05%	9.09%	10.81%	19.57%
Top-2	56.56%	84.85%	78.38%	66.31%
Bot-2	43.44%	15.15%	21.62%	33.70%

Reason for dissatisfaction	Airtel	BSNL	Rel Comm	TATA
Difficult to connect to the Nodal Officer	1.89%	0.00%	0.00%	6.45%
Nodal Officer not polite/courteous	18.87%	20.00%	12.50%	12.90%
Nodal Officer not equipped with adequate information	24.53%	20.00%	12.50%	25.81%
Time taken by Nodal Officer for redressal is too long	32.08%	40.00%	50.00%	32.26%
Nodal Officer was unable to understand the problem	7.55%	0.00%	0.00%	6.45%
Others	3.77%	0.00%	25.00%	3.23%

Awareness about the contact details of the appellate authority	Airtel	BSNL	Rel Comm	TATA
Yes	44.59%	5.21%	16.52%	21.32%
No	55.41%	94.79%	83.48%	78.68%
Filed any appeal in last 12 months	Airtel	BSNL	Rel Comm	TATA
Yes	22.77%	16.48%	7.58%	29.54%
No	77.23%	83.52%	92.42%	70.46%

Filed any appeal in last 12 months	Airtel	BSNL	Rel Comm	TATA
Yes	22.77%	16.48%	7.58%	29.54%
No	77.23%	83.52%	92.42%	70.46%

Received any acknowledgement for the complaint filed	Airtel	BSNL	Rel Comm	TATA
Yes	57.23%	66.67%	50.00%	59.04%
No	42.77%	33.33%	50.00%	40.96%

Any decision taken by the appellate authority within 3 months of filing the appeal	Airtel	BSNL	Rel Comm	TATA
Yes	19.88%	66.67%	20.00%	24.10%
No	25.90%	6.67%	70.00%	12.05%
Appeal filed recently	54.22%	20.00%	10.00%	63.86%

Awareness about item-wise usage charge details for prepaid users	Airtel	BSNL	Rel Comm	TATA
Yes	60.77%	25.00%	47.73%	61.15%
No	32.45%	59.09%	47.73%	35.54%

Ever denied of request for item-wise usage charge details for prepaid connection	Airtel	BSNL	Rel Comm	TATA
Yes	27.43%	9.09%	3.41%	9.93%
No	65.78%	75.00%	92.05%	86.75%

Reasons for denial	Airtel	BSNL	Rel Comm	TATA
No reason provided	NA	NA	NA	NA
technical problem	NA	NA	NA	NA
others	NA	NA	NA	NA

Manual of practice provided while subscribing for new telephone connection	Airtel	BSNL	Rel Comm	TATA
Yes	49.65%	64.89%	47.83%	45.07%
No	44.64%	16.89%	16.43%	24.89%

7.2 Cellular Mobile (Wireless)

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Last applied for a mobile connection	2009-10								
Less than 6 months	16.10%	17.42%	22.28%	57.31%	8.69%	38.19%	8.07%	66.62%	8.46%
6 - 12 months	14.61%	16.71%	15.42%	32.35%	11.67%	33.57%	11.37%	17.64%	13.63%
more than 12 months	69.30%	65.87%	62.30%	10.34%	79.64%	28.25%	80.57%	15.74%	77.91%

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Last applied for a mobile connection	2008-09								
Less than 6 months	11.49%	13.70%	17.42%	NA	6.06%	NA	7.42%	NA	8.37%
6 - 12 months	12.87%	15.03%	12.99%	NA	6.06%	NA	9.32%	NA	19.60%
more than 12 months	75.63%	71.27%	69.59%	NA	87.87%	NA	83.26%	NA	72.03%

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Time taken to provide a working connection	2009-10								
1 day	73.59%	74.06%	70.21%	79.60%	68.78%	71.13%	62.86%	77.41%	72.00%
2 - 3 days	19.32%	21.23%	24.04%	17.70%	25.74%	24.73%	25.24%	19.51%	23.00%
4 - 7 days	3.42%	1.65%	1.49%	1.40%	1.69%	1.95%	5.71%	1.21%	3.50%
more than 7 days	3.67%	3.07%	4.26%	1.30%	3.80%	2.19%	6.19%	1.86%	1.50%
<= 7 days	96.33%	96.94%	95.74%	98.70%	96.21%	97.81%	93.81%	98.13%	98.50%

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Time taken to provide a working connection	2008-09								
1 day	86.75%	82.15%	85.62%	NA	74.17%	NA	75.56%	NA	59.66%
2 - 3 days	10.41%	16.16%	11.76%	NA	20.83%	NA	21.67%	NA	38.62%
4 - 7 days	0.95%	1.35%	1.96%	NA	3.33%	NA	2.22%	NA	1.03%

more than 7 days	1.89%	0.34%	0.65%	NA	1.67%	NA	0.56%	NA	0.69%
<= 7 days	98.11%	99.66%	99.34%	NA	98.33%	NA	99.45%	NA	99.31%

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with time taken for activation	2009-10								
Very satisfied	20.05%	18.38%	24.46%	35.58%	21.55%	29.01%	15.71%	30.65%	25.52%
Satisfied	73.02%	74.94%	69.31%	60.20%	76.72%	66.10%	81.90%	63.66%	70.31%
Dissatisfied	6.19%	5.97%	4.72%	3.92%	1.72%	4.65%	0.95%	4.55%	4.17%
Very dissatisfied	0.74%	0.72%	1.50%	0.30%	0.00%	0.24%	1.43%	1.14%	0.00%
Top-2	93.07%	93.32%	93.77%	95.78%	98.27%	95.11%	97.61%	94.31%	95.83%
Bot-2	6.93%	6.69%	6.22%	4.22%	1.72%	4.89%	2.38%	5.69%	4.17%

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with time taken for activation	2008-09								
Very satisfied	46.33%	46.62%	39.54%	NA	39.17%	NA	36.52%	NA	27.08%
Satisfied	52.72%	50.34%	57.84%	NA	59.17%	NA	58.43%	NA	71.18%
Dissatisfied	0.96%	3.04%	2.61%	NA	0.83%	NA	3.93%	NA	1.74%
Very dissatisfied	0.00%	0.00%	0.00%	NA	0.83%	NA	1.12%	NA	0.00%
Top-2	99.05%	96.96%	97.38%	NA	98.34%	NA	94.95%	NA	98.26%
Bot-2	0.96%	3.04%	2.61%	NA	1.66%	NA	5.05%	NA	1.74%

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with accuracy of charges - Prepaid	2009-10								
Very satisfied	27.91%	24.10%	25.02%	32.36%	29.72%	26.15%	19.10%	27.94%	25.74%
Satisfied	67.29%	71.70%	68.60%	62.99%	66.07%	68.46%	74.95%	66.97%	68.03%
Dissatisfied	4.50%	3.95%	5.64%	4.56%	4.12%	5.12%	5.57%	5.02%	6.01%
Very dissatisfied	0.31%	0.25%	0.74%	0.09%	0.09%	0.27%	0.38%	0.07%	0.23%
Top-2	95.20%	95.80%	93.62%	95.35%	95.79%	94.61%	94.05%	94.91%	93.77%
Bot-2	4.81%	4.20%	6.38%	4.65%	4.21%	5.39%	5.95%	5.09%	6.24%

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with accuracy of charges - Prepaid	2008-09								
Very satisfied	39.25%	40.78%	38.06%	NA	37.51%	NA	31.60%	NA	36.96%
Satisfied	58.70%	57.44%	59.46%	NA	60.00%	NA	65.36%	NA	59.91%
Dissatisfied	1.71%	1.47%	2.26%	NA	2.25%	NA	2.54%	NA	3.13%
Very dissatisfied	0.34%	0.31%	0.22%	NA	0.24%	NA	0.49%	NA	0.00%
Top-2	97.95%	98.22%	97.52%	NA	97.51%	NA	96.96%	NA	96.87%

	Bot-2	2.05%	1.78%	2.48%	NA	2.49%	NA	3.03%	NA	3.13%
	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA	
Billing complaint in last 12 months - Prepaid	2009-10									
Yes	17.67%	18.01%	19.17%	15.38%	19.12%	13.64%	16.48%	12.90%	17.56%	
No	82.33%	81.99%	80.83%	84.62%	80.88%	86.36%	83.52%	87.10%	82.44%	

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA	
Billing complaint in last 12 months - Prepaid	2008-09									
Yes	NA	NA	NA	NA	NA	NA	NA	NA	NA	
No	NA	NA	NA	NA	NA	NA	NA	NA	NA	

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA	
Satisfaction with process of resolution of billing complaints - Prepaid	2009-10									
Very satisfied	13.85%	13.24%	8.02%	20.47%	15.67%	5.19%	9.71%	10.11%	10.83%	
Satisfied	80.52%	81.28%	79.75%	69.59%	77.88%	87.01%	81.14%	77.66%	81.53%	
Dissatisfied	5.63%	5.48%	10.97%	9.94%	5.99%	6.49%	8.00%	9.57%	7.64%	
Very dissatisfied	0.00%	0.00%	1.27%	0.00%	0.46%	1.30%	1.14%	2.66%	0.00%	
Top-2	94.37%	94.52%	87.77%	90.06%	93.55%	92.20%	90.85%	87.77%	92.36%	
Bot-2	5.63%	5.48%	12.24%	9.94%	6.45%	7.79%	9.14%	12.23%	7.64%	

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA	
Satisfaction with process of resolution of billing complaints - Prepaid	2008-09									
Very satisfied	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Satisfied	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Dissatisfied	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Very dissatisfied	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Top-2	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Bot-2	NA	NA	NA	NA	NA	NA	NA	NA	NA	

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with timely delivery of bills - Postpaid	2009-10								
Very satisfied	17.86%	17.65%	0.00%	33.33%	33.33%	53.85%	25.00%	11.11%	8.33%
Satisfied	57.14%	70.59%	86.67%	33.33%	56.67%	30.77%	54.17%	66.67%	58.33%
Dissatisfied	25.00%	11.76%	13.33%	33.33%	10.00%	15.38%	20.83%	11.11%	33.33%
Very dissatisfied	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	11.11%	0.00%
Top-2	75.00%	88.24%	86.67%	66.66%	90.00%	84.62%	79.17%	77.78%	66.66%
Bot-2	25.00%	11.76%	13.33%	33.33%	10.00%	15.38%	20.83%	22.22%	33.33%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with timely delivery of bills - Postpaid	2008-09								
Very satisfied	36.21%	25.27%	18.06%	NA	25.00%	NA	26.92%	NA	16.76%
Satisfied	57.76%	64.84%	77.78%	NA	72.37%	NA	65.38%	NA	81.01%
Dissatisfied	4.31%	9.89%	2.78%	NA	2.63%	NA	5.13%	NA	2.23%
Very dissatisfied	1.72%	0.00%	1.39%	NA	0.00%	NA	2.56%	NA	0.00%
Top-2	93.97%	90.11%	95.84%	NA	97.37%	NA	92.30%	NA	97.77%
Bot-2	6.03%	9.89%	4.17%	NA	2.63%	NA	7.69%	NA	2.23%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with accuracy of bills - Postpaid	2009-10								
Very satisfied	21.43%	14.29%	7.69%	50.00%	17.86%	46.15%	17.39%	33.33%	0.00%
Satisfied	46.43%	67.86%	76.92%	0.00%	67.86%	38.46%	52.17%	66.67%	66.67%
Dissatisfied	32.14%	17.86%	15.38%	50.00%	14.29%	15.38%	26.09%	0.00%	33.33%
Very dissatisfied	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	4.35%	0.00%	0.00%
Top-2	67.86%	82.15%	84.61%	50.00%	85.72%	84.61%	69.56%	100.00%	66.67%
Bot-2	32.14%	17.86%	15.38%	50.00%	14.29%	15.38%	30.44%	0.00%	33.33%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with accuracy of bills - Postpaid	2008-09								
Very satisfied	41.38%	30.34%	28.17%	NA	35.10%	NA	38.46%	NA	21.91%
Satisfied	53.45%	57.30%	67.61%	NA	62.25%	NA	52.56%	NA	75.28%
Dissatisfied	2.59%	12.36%	4.23%	NA	2.65%	NA	7.69%	NA	2.81%
Very dissatisfied	2.59%	0.00%	0.00%	NA	0.00%	NA	1.28%	NA	0.00%
Top-2	94.83%	87.64%	95.78%	NA	97.35%	NA	91.02%	NA	97.19%

	Bot-2	5.18%	12.36%	4.23%	NA	2.65%	NA	8.97%	NA	2.81%
	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA	
Billing complaint in last 12 months - Postpaid	2009-10									
Yes	22.86%	7.32%	6.25%	0.00%	17.95%	0.00%	31.03%	5.88%	12.50%	
No	77.14%	92.68%	93.75%	100.00%	82.05%	100.00%	68.97%	94.12%	87.50%	

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA	
Billing complaint in last 12 months - Postpaid	2008-09									
Yes	19.67%	23.66%	22.08%	NA	20.00%	NA	12.66%	NA	30.05%	
No	80.33%	76.34%	77.92%	NA	80.00%	NA	87.34%	NA	69.95%	

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA	
Satisfaction with process of resolution of billing complaints - Postpaid	2009-10									
Very satisfied	14.29%	0.00%	0.00%	NA	0.00%	NA	11.11%	0.00%	0.00%	
Satisfied	0.00%	33.33%	0.00%	NA	66.67%	NA	33.33%	0.00%	0.00%	
Dissatisfied	85.71%	66.67%	0.00%	NA	33.33%	NA	55.56%	100.00%	100.00%	
Very dissatisfied	0.00%	0.00%	100.00%	NA	0.00%	NA	0.00%	0.00%	0.00%	
Top-2	14.29%	33.33%	0.00%	NA	66.67%	NA	44.44%	0.00%	0.00%	
Bot-2	85.71%	66.67%	100.00%	NA	33.33%	NA	55.56%	100.00%	100.00%	

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA	
Satisfaction with process of resolution of billing complaints - Postpaid	2008-09									
Very satisfied	25.00%	22.73%	30.77%	NA	9.68%	NA	0.00%	NA	5.45%	
Satisfied	45.83%	59.09%	61.54%	NA	74.19%	NA	40.00%	NA	90.91%	
Dissatisfied	16.67%	9.09%	7.69%	NA	12.90%	NA	50.00%	NA	3.64%	
Very dissatisfied	12.50%	9.09%	0.00%	NA	3.23%	NA	10.00%	NA	0.00%	
Top-2	70.83%	81.82%	92.31%	NA	83.87%	NA	40.00%	NA	96.36%	
Bot-2	29.17%	18.18%	7.69%	NA	16.13%	NA	60.00%	NA	3.64%	

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with clarity of bills - Postpaid	2009-10								
Very satisfied	20.00%	7.41%	7.14%	0.00%	26.92%	66.67%	14.29%	0.00%	10.00%
Satisfied	56.67%	85.19%	85.71%	100.00%	65.38%	33.33%	61.90%	66.67%	50.00%
Dissatisfied	23.33%	7.41%	0.00%	0.00%	7.69%	0.00%	23.81%	16.67%	40.00%
Very dissatisfied	0.00%	0.00%	7.14%	0.00%	0.00%	0.00%	0.00%	16.67%	0.00%
Top-2	76.67%	92.60%	92.85%	100.00%	92.30%	100.00%	76.19%	66.67%	60.00%
Bot-2	23.33%	7.41%	7.14%	0.00%	7.69%	0.00%	23.81%	33.34%	40.00%

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with clarity of bills - Postpaid	2008-09								
Very satisfied	24.79%	15.56%	15.94%	NA	23.68%	NA	24.36%	NA	11.73%
Satisfied	70.94%	75.56%	81.16%	NA	73.03%	NA	67.95%	NA	86.59%
Dissatisfied	4.27%	7.78%	2.90%	NA	3.29%	NA	6.41%	NA	1.68%
Very dissatisfied	0.00%	1.11%	0.00%	NA	0.00%	NA	1.28%	NA	0.00%
Top-2	95.73%	91.12%	97.10%	NA	96.71%	NA	92.31%	NA	98.32%
Bot-2	4.27%	8.89%	2.90%	NA	3.29%	NA	7.69%	NA	1.68%

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Made complaint at the customer care	2009-10								
Yes	40.91%	41.13%	41.13%	36.54%	41.40%	30.60%	38.31%	32.23%	30.99%
No	59.09%	58.87%	58.87%	63.46%	58.60%	69.40%	61.69%	67.77%	69.01%

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Made complaint at the customer care	2008-09								
Yes	52.87%	55.66%	57.19%	NA	46.42%	NA	52.58%	NA	58.42%
No	47.13%	44.34%	42.81%	NA	53.58%	NA	47.42%	NA	41.58%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with ease of accessing customer care	2009-10								
Very satisfied	15.12%	11.99%	13.40%	13.20%	16.26%	13.11%	10.29%	9.70%	15.60%
Satisfied	75.41%	76.98%	71.84%	73.35%	72.02%	75.50%	75.60%	75.53%	75.53%
Dissatisfied	8.93%	10.64%	12.43%	12.47%	11.32%	10.54%	12.68%	13.50%	8.51%
Very dissatisfied	0.55%	0.39%	2.33%	0.98%	0.41%	0.85%	1.44%	1.27%	0.35%
Top-2	90.53%	88.97%	85.24%	86.55%	88.28%	88.61%	85.89%	85.23%	91.13%
Bot-2	9.48%	11.03%	14.76%	13.45%	11.73%	11.39%	14.12%	14.77%	8.86%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with ease of accessing customer care	2008-09								
Very satisfied	16.74%	12.33%	11.21%	NA	14.16%	NA	14.14%	NA	10.59%
Satisfied	72.20%	68.66%	69.83%	NA	72.53%	NA	71.03%	NA	83.55%
Dissatisfied	10.33%	16.27%	16.38%	NA	12.45%	NA	12.24%	NA	5.70%
Very dissatisfied	0.73%	2.74%	2.59%	NA	0.86%	NA	2.59%	NA	0.16%
Top-2	88.94%	80.99%	81.04%	NA	86.69%	NA	85.17%	NA	94.14%
Bot-2	11.06%	19.01%	18.97%	NA	13.31%	NA	14.83%	NA	5.86%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
satisfaction with response time to answer call	2009-10								
Very satisfied	24.86%	17.44%	20.66%	22.30%	26.75%	17.43%	19.32%	16.42%	20.64%
Satisfied	65.63%	71.71%	65.11%	63.48%	62.96%	70.57%	66.43%	70.32%	70.11%
Dissatisfied	8.59%	10.27%	12.87%	13.48%	10.29%	11.43%	12.56%	12.00%	8.90%
Very dissatisfied	0.91%	0.58%	1.36%	0.74%	0.00%	0.57%	1.69%	1.26%	0.36%
Top-2	90.49%	89.15%	85.77%	85.78%	89.71%	88.00%	85.75%	86.74%	90.75%
Bot-2	9.50%	10.85%	14.23%	14.22%	10.29%	12.00%	14.25%	13.26%	9.26%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
satisfaction with response time to answer call	2008-09								
Very satisfied	32.31%	29.97%	24.31%	NA	25.97%	NA	27.76%	NA	30.13%
Satisfied	56.91%	56.16%	59.66%	NA	60.30%	NA	58.97%	NA	60.42%
Dissatisfied	10.04%	11.30%	12.24%	NA	11.80%	NA	10.69%	NA	8.63%
Very dissatisfied	0.73%	2.57%	3.79%	NA	1.93%	NA	2.59%	NA	0.81%
Top-2	89.22%	86.13%	83.97%	NA	86.27%	NA	86.73%	NA	90.55%

Bot-2	10.77%	13.87%	16.03%	NA	13.73%	NA	13.28%	NA	9.44%
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	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with problem solving ability	2009-10								
Very satisfied	18.98%	18.02%	15.76%	20.24%	18.97%	14.81%	13.70%	11.21%	14.95%
Satisfied	72.45%	70.16%	65.56%	59.51%	69.48%	68.38%	68.75%	70.19%	71.89%
Dissatisfied	8.21%	11.24%	16.73%	19.02%	11.34%	16.24%	15.63%	17.34%	12.46%
Very dissatisfied	0.36%	0.58%	1.95%	1.22%	0.21%	0.57%	1.92%	1.27%	0.71%
Top-2	91.43%	88.18%	81.32%	79.75%	88.45%	83.19%	82.45%	81.40%	86.84%
Bot-2	8.57%	11.82%	18.68%	20.24%	11.55%	16.81%	17.55%	18.61%	13.17%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with problem solving ability	2008-09								
Very satisfied	28.13%	25.68%	20.52%	NA	24.46%	NA	27.24%	NA	21.86%
Satisfied	61.08%	60.45%	61.38%	NA	63.95%	NA	59.14%	NA	69.17%
Dissatisfied	9.77%	11.82%	15.34%	NA	10.09%	NA	11.03%	NA	8.65%
Very dissatisfied	1.02%	2.05%	2.76%	NA	1.50%	NA	2.59%	NA	0.33%
Top-2	89.21%	86.13%	81.90%	NA	88.41%	NA	86.38%	0.00%	91.03%
Bot-2	10.79%	13.87%	18.10%	NA	11.59%	NA	13.62%	0.00%	8.98%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with time taken to resolve complaint	2009-10								
Very satisfied	19.67%	13.81%	14.62%	16.91%	18.93%	10.57%	13.80%	13.08%	15.25%
Satisfied	69.58%	73.93%	66.08%	60.54%	68.93%	70.29%	68.28%	64.77%	69.86%
Dissatisfied	10.38%	11.09%	17.35%	20.83%	11.32%	18.29%	16.22%	20.25%	14.18%
Very dissatisfied	0.36%	1.17%	1.95%	1.72%	0.82%	0.86%	1.69%	1.90%	0.71%
Top-2	89.25%	87.74%	80.70%	77.45%	87.86%	80.86%	82.08%	77.85%	85.11%
Bot-2	10.74%	12.26%	19.30%	22.55%	12.14%	19.15%	17.91%	22.15%	14.89%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with time taken to resolve complaint	2008-09								
Very satisfied	26.82%	27.57%	23.62%	NA	22.75%	NA	23.45%	NA	21.82%
Satisfied	64.14%	60.10%	59.48%	NA	66.95%	NA	65.86%	NA	73.29%
Dissatisfied	6.56%	10.10%	14.31%	NA	9.01%	NA	8.10%	NA	4.72%
Very dissatisfied	2.48%	2.23%	2.59%	NA	1.29%	NA	2.59%	NA	0.16%
Top-2	90.96%	87.67%	83.10%	NA	89.70%	NA	89.31%	NA	95.11%
Bot-2	9.04%	12.33%	16.90%	NA	10.30%	NA	10.69%	NA	4.88%

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with availability of signals	2009-10								
Very satisfied	24.83%	20.86%	19.87%	20.52%	24.15%	24.96%	20.55%	18.25%	26.07%
Satisfied	67.39%	70.62%	67.15%	59.14%	63.05%	63.44%	72.84%	61.87%	63.48%
Dissatisfied	6.73%	7.88%	11.46%	19.18%	11.09%	10.65%	5.87%	17.10%	9.68%
Very dissatisfied	1.05%	0.64%	1.52%	1.16%	1.71%	0.96%	0.73%	2.78%	0.77%
Top-2	92.22%	91.48%	87.02%	79.66%	87.20%	88.40%	93.39%	80.12%	89.55%
Bot-2	7.78%	8.52%	12.98%	20.34%	12.80%	11.61%	6.60%	19.88%	10.45%

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with availability of signals	2008-09								
Very satisfied	36.55%	25.98%	21.36%	NA	26.64%	NA	24.89%	NA	19.24%
Satisfied	57.47%	63.65%	61.91%	NA	66.50%	NA	67.60%	NA	75.90%
Dissatisfied	4.90%	9.32%	13.19%	NA	5.17%	NA	6.15%	NA	4.67%
Very dissatisfied	1.07%	1.05%	3.54%	NA	1.69%	NA	1.36%	NA	0.19%
Top-2	94.02%	89.63%	83.27%	NA	93.14%	NA	92.49%	NA	95.14%
Bot-2	5.97%	10.37%	16.73%	NA	6.86%	NA	7.51%	NA	4.86%

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with ability to make and receive calls	2009-10								
Very satisfied	35.63%	32.86%	28.40%	29.41%	34.39%	35.08%	30.58%	30.66%	30.83%
Satisfied	60.33%	60.62%	61.71%	56.24%	57.14%	55.15%	64.46%	53.23%	61.77%
Dissatisfied	3.59%	6.21%	8.77%	13.10%	7.27%	8.81%	4.32%	14.21%	6.85%
Very dissatisfied	0.45%	0.32%	1.13%	1.25%	1.20%	0.96%	0.64%	1.90%	0.55%
Top-2	95.96%	93.48%	90.11%	85.65%	91.53%	90.23%	95.04%	83.89%	92.60%
Bot-2	4.04%	6.53%	9.90%	14.35%	8.47%	9.77%	4.96%	16.11%	7.40%

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with ability to make and receive calls	2008-09								
Very satisfied	43.30%	39.30%	29.72%	NA	36.18%	NA	33.12%	NA	30.64%
Satisfied	50.50%	51.19%	54.82%	NA	56.76%	NA	59.37%	NA	62.13%
Dissatisfied	4.37%	8.37%	11.52%	NA	5.77%	NA	6.33%	NA	6.95%
Very dissatisfied	1.84%	1.14%	3.94%	NA	1.29%	NA	1.18%	NA	0.29%
Top-2	93.80%	90.49%	84.54%	NA	92.94%	NA	92.49%	NA	92.77%
Bot-2	6.21%	9.51%	15.46%	NA	7.06%	NA	7.51%	NA	7.24%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Frequency of call drops	2009-10								
Never	39.11%	37.12%	35.19%	23.40%	34.94%	32.66%	36.94%	25.68%	36.91%
Occasionally	47.63%	47.28%	47.18%	54.91%	48.67%	51.80%	46.67%	51.57%	46.52%
Frequently	12.66%	15.20%	16.10%	20.61%	15.54%	15.01%	15.09%	21.25%	16.35%
Very Frequently	0.60%	0.40%	1.53%	1.08%	0.86%	0.53%	1.30%	1.50%	0.22%
Top-2	86.74%	84.40%	82.37%	78.31%	83.61%	84.46%	83.61%	77.25%	83.43%
Bot-2	13.26%	15.60%	17.63%	21.69%	16.40%	15.54%	16.39%	22.75%	16.57%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Frequency of call drops	2008-09								
Never	48.19%	44.66%	39.33%	NA	43.18%	NA	41.11%	NA	42.88%
Occasionally	39.41%	45.04%	48.32%	NA	41.19%	NA	48.28%	NA	43.08%
Frequently	11.01%	7.54%	9.88%	NA	12.94%	NA	9.17%	NA	13.18%
Very Frequently	1.39%	2.77%	2.47%	NA	2.69%	NA	1.45%	NA	0.86%
Top-2	87.60%	89.70%	87.65%	NA	84.37%	NA	89.39%	NA	85.96%
Bot-2	12.40%	10.31%	12.35%	NA	15.63%	NA	10.62%	NA	14.04%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with voice quality	2009-10								
Very satisfied	32.40%	25.42%	25.38%	20.84%	27.72%	25.39%	24.66%	26.34%	27.04%
Satisfied	63.23%	67.97%	63.33%	64.40%	64.33%	65.24%	67.99%	59.56%	64.02%
Dissatisfied	4.07%	6.53%	10.17%	13.42%	7.53%	8.93%	6.99%	12.53%	8.50%
Very dissatisfied	0.30%	0.08%	1.12%	1.34%	0.43%	0.44%	0.37%	1.57%	0.44%
Top-2	95.63%	93.39%	88.71%	85.24%	92.05%	90.63%	92.65%	85.90%	91.06%
Bot-2	4.37%	6.61%	11.29%	14.76%	7.96%	9.37%	7.36%	14.10%	8.94%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with voice quality	2008-09								
Very satisfied	41.09%	39.30%	30.94%	NA	36.25%	NA	32.13%	NA	26.95%
Satisfied	51.92%	51.38%	52.71%	NA	55.18%	NA	59.28%	NA	67.24%
Dissatisfied	5.84%	7.23%	13.30%	NA	7.27%	NA	7.51%	NA	5.43%
Very dissatisfied	1.15%	2.09%	3.05%	NA	1.29%	NA	1.09%	NA	0.38%
Top-2	93.01%	90.68%	83.65%	NA	91.43%	NA	91.41%	NA	94.19%
Bot-2	6.99%	9.32%	16.35%	NA	8.56%	NA	8.60%	NA	5.81%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Frequency of signal problem	2009-10								
Never	35.88%	31.49%	27.04%	19.66%	30.57%	27.98%	31.65%	21.26%	30.87%
Occasionally	50.11%	54.60%	56.64%	56.72%	51.67%	55.79%	52.25%	53.87%	54.24%
Frequently	12.43%	13.27%	15.20%	21.91%	14.86%	15.00%	15.18%	22.21%	14.55%
Very Frequently	1.57%	0.64%	1.12%	1.71%	2.90%	1.23%	0.92%	2.65%	0.33%
Top-2	85.99%	86.09%	83.68%	76.38%	82.24%	83.77%	83.90%	75.13%	85.11%
Bot-2	14.00%	13.91%	16.32%	23.62%	17.76%	16.23%	16.10%	24.86%	14.88%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Frequency of signal problem	2008-09								
Never	48.62%	38.76%	32.91%	NA	39.28%	NA	38.71%	NA	31.78%
Occasionally	38.85%	45.33%	46.90%	NA	42.87%	NA	48.78%	NA	55.85%
Frequently	9.69%	12.48%	16.06%	NA	15.05%	NA	10.61%	NA	10.56%
Very Frequently	2.85%	3.43%	4.14%	NA	2.79%	NA	1.90%	NA	1.81%
Top-2	87.47%	84.09%	79.81%	NA	82.15%	NA	87.49%	NA	87.63%
Bot-2	12.54%	15.91%	20.20%	NA	17.84%	NA	12.51%	NA	12.37%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with availability of signals	2009-10								
Very satisfied	25.82%	20.14%	17.77%	22.50%	21.89%	22.62%	19.76%	20.82%	21.44%
Satisfied	68.04%	69.82%	68.45%	56.53%	67.21%	62.97%	71.05%	58.78%	66.74%
Dissatisfied	5.54%	9.47%	12.09%	19.33%	9.37%	13.19%	8.64%	17.55%	11.05%
Very dissatisfied	0.60%	0.56%	1.68%	1.63%	1.53%	1.22%	0.55%	2.86%	0.77%
Top-2	93.86%	89.96%	86.22%	79.03%	89.10%	85.59%	90.81%	79.60%	88.18%
Bot-2	6.14%	10.03%	13.77%	20.96%	10.90%	14.41%	9.19%	20.41%	11.82%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with availability of signals	2008-09								
Very satisfied	39.22%	31.59%	24.02%	NA	29.18%	NA	29.62%	NA	24.48%
Satisfied	53.26%	54.52%	54.33%	NA	59.46%	NA	60.14%	NA	65.52%
Dissatisfied	6.14%	11.51%	17.13%	NA	9.66%	NA	8.61%	NA	9.62%
Very dissatisfied	1.38%	2.38%	4.53%	NA	1.69%	NA	1.63%	NA	0.38%
Top-2	92.48%	86.11%	78.35%	NA	88.64%	NA	89.76%	NA	90.00%
Bot-2	7.52%	13.89%	21.66%	NA	11.35%	NA	10.24%	NA	10.00%

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with restoration of network problem	2009-10								
Very satisfied	31.74%	24.90%	20.67%	24.48%	27.69%	25.70%	21.55%	24.64%	26.58%
Satisfied	62.65%	66.88%	65.71%	55.43%	61.54%	61.19%	69.61%	55.97%	62.13%
Dissatisfied	4.49%	7.58%	11.94%	18.12%	9.32%	11.80%	7.92%	17.00%	10.74%
Very dissatisfied	1.12%	0.64%	1.68%	1.97%	1.45%	1.31%	0.92%	2.39%	0.55%
Top-2	94.39%	91.78%	86.38%	79.91%	89.23%	86.89%	91.16%	80.61%	88.71%
Bot-2	5.61%	8.22%	13.62%	20.09%	10.77%	13.11%	8.84%	19.39%	11.29%

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with restoration of network problem	2008-09								
Very satisfied	40.31%	33.40%	25.22%	NA	30.01%	NA	32.07%	NA	26.02%
Satisfied	53.15%	55.15%	55.39%	NA	60.92%	NA	59.87%	NA	65.20%
Dissatisfied	5.62%	10.02%	15.92%	NA	7.38%	NA	6.43%	NA	8.29%
Very dissatisfied	0.92%	1.43%	3.46%	NA	1.69%	NA	1.63%	NA	0.48%
Top-2	93.46%	88.55%	80.61%	NA	90.93%	NA	91.94%	NA	91.22%
Bot-2	6.54%	11.45%	19.38%	NA	9.07%	NA	8.06%	NA	8.77%

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Use of Supplementary/Value Added Services	2009-10								
Yes	24.59%	24.03%	23.16%	20.86%	24.45%	25.89%	26.31%	19.20%	21.76%
No	75.41%	75.97%	76.84%	79.14%	75.55%	74.11%	73.69%	80.80%	78.24%

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Use of Supplementary/Value Added Services	2008-09								
Yes	14.41%	22.36%	13.98%	NA	16.00%	NA	14.21%	NA	17.51%
No	85.59%	77.64%	86.02%	NA	84.00%	NA	85.79%	NA	82.49%

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Explicit consent before providing chargeable VAS	2009-10								
Yes	70.00%	55.96%	65.86%	65.81%	66.90%	46.80%	54.36%	58.30%	51.52%
No	28.48%	39.74%	31.03%	32.05%	31.71%	52.53%	44.25%	38.87%	47.47%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Explicit consent before providing chargeable VAS	2008-09								
Yes	64.71%	55.56%	59.86%	NA	55.63%	NA	57.05%	NA	52.17%
No	35.29%	44.44%	40.14%	NA	44.38%	NA	42.95%	NA	47.83%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with quality of VAS	2009-10								
Very satisfied	20.56%	16.89%	24.30%	8.41%	18.37%	16.49%	14.84%	23.19%	14.36%
Satisfied	70.72%	77.70%	64.79%	76.17%	73.85%	76.29%	71.73%	68.12%	75.90%
Dissatisfied	7.48%	5.41%	10.21%	14.02%	7.42%	7.22%	11.31%	6.52%	8.21%
Very dissatisfied	1.25%	0.00%	0.70%	1.40%	0.35%	0.00%	2.12%	2.17%	1.54%
Top-2	91.28%	94.59%	89.09%	84.58%	92.22%	92.78%	86.57%	91.31%	90.26%
Bot-2	8.73%	5.41%	10.91%	15.42%	7.77%	7.22%	13.43%	8.69%	9.75%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with quality of VAS	2008-09								
Very satisfied	18.48%	24.78%	17.52%	NA	24.53%	NA	20.67%	NA	14.45%
Satisfied	70.11%	63.72%	67.88%	NA	67.92%	NA	70.67%	NA	79.77%
Dissatisfied	9.24%	8.85%	13.87%	NA	6.29%	NA	7.33%	NA	5.20%
Very dissatisfied	2.17%	2.65%	0.73%	NA	1.26%	NA	1.33%	NA	0.58%
Top-2	88.59%	88.50%	85.40%	NA	92.45%	NA	91.34%	NA	94.22%
Bot-2	11.41%	11.50%	14.60%	NA	7.55%	NA	8.66%	NA	5.78%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Information on telephone number for unsubscribing	2009-10								
Yes	34.55%	32.78%	40.34%	39.74%	35.89%	21.89%	30.31%	32.51%	26.77%
No	64.24%	65.56%	56.90%	57.69%	60.98%	77.10%	68.29%	63.96%	70.71%

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

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Information on charges of VAS	2009-10								
Before/ After the activation	51.82%	46.69%	55.86%	59.83%	54.01%	46.80%	62.02%	49.12%	55.56%
No	46.97%	49.67%	40.69%	38.03%	44.25%	52.86%	37.28%	48.41%	43.43%

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Information on charges of VAS	2008-09								
Before/ After the activation	NA	NA	NA	NA	NA	NA	NA	NA	NA
No	NA	NA	NA	NA	NA	NA	NA	NA	NA

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Information on charges of VAS before renewal	2009-10								
Yes	56.97%	46.69%	56.55%	62.82%	55.40%	47.14%	46.34%	53.00%	57.58%
No	41.52%	48.68%	39.31%	33.33%	41.11%	51.18%	50.52%	42.76%	39.39%

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Information on charges of VAS before renewal	2008-09								
Yes	NA	NA	NA	NA	NA	NA	NA	NA	NA
No	NA	NA	NA	NA	NA	NA	NA	NA	NA

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with overall quality of mobile service	2009-10								
Very satisfied	27.45%	20.70%	19.27%	21.67%	22.83%	22.59%	19.54%	20.21%	21.19%
Satisfied	67.54%	74.54%	73.22%	68.27%	71.85%	71.67%	75.83%	70.90%	73.40%
Dissatisfied	4.86%	4.61%	6.86%	9.07%	4.89%	5.21%	3.89%	7.45%	4.86%
Very dissatisfied	0.15%	0.16%	0.65%	1.00%	0.43%	0.53%	0.74%	1.45%	0.55%
Top-2	94.99%	95.24%	92.49%	89.94%	94.68%	94.26%	95.37%	91.11%	94.59%
Bot-2	5.01%	4.77%	7.51%	10.07%	5.32%	5.74%	4.63%	8.90%	5.41%

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with overall quality of mobile service	2008-09								
Very satisfied	25.23%	20.73%	14.02%	NA	19.18%	NA	17.49%	NA	11.27%
Satisfied	69.06%	70.20%	73.76%	NA	75.32%	NA	75.32%	NA	83.95%

Dissatisfied	5.17%	8.00%	10.74%	NA	4.20%	NA	5.83%	NA	4.20%
Very dissatisfied	0.54%	1.06%	1.49%	NA	1.30%	NA	1.37%	NA	0.57%
Top-2	94.29%	90.93%	87.78%	NA	94.50%	NA	92.81%	NA	95.22%
Bot-2	5.71%	9.06%	12.23%	NA	5.50%	NA	7.20%	NA	4.77%

Informed about tariff plan in writing on activation of service or within a week	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
2009-10	27.05%	26.97%	28.91%	30.30%	30.92%	29.56%	27.50%	27.41%	26.26%
2008-09	36.96%	44.53%	47.44%	NA	41.79%	NA	45.20%	NA	38.15%

Awareness about processing fee for talk time top-up	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
2009-10	9.02%	11.46%	10.54%	9.71%	10.90%	9.59%	10.36%	10.45%	5.82%
2008-09	NA	NA	NA	NA	NA	NA	NA	NA	NA

Awareness about abolishment of rent for national roaming	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
2009-10	16.17%	17.42%	16.29%	17.38%	18.40%	14.65%	12.74%	16.28%	9.78%
2008-09	NA	NA	NA	NA	NA	NA	NA	NA	NA

Awareness about call centre telephone number	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Yes	56.71%	59.11%	57.11%	58.47%	55.79%	56.15%	53.71%	53.80%	52.42%
No	43.29%	40.89%	42.89%	41.53%	44.21%	43.85%	46.29%	46.20%	47.58%

Made any complaint to the customer care in last 12 months	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Yes	15.42%	13.76%	14.30%	12.12%	14.74%	10.03%	15.12%	11.67%	13.19%
No	84.58%	86.24%	85.70%	87.88%	85.26%	89.97%	84.88%	88.33%	86.81%

If complaint made	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Docket number received for most of the complaints	34.22%	33.12%	26.09%	24.43%	34.62%	36.45%	36.77%	40.49%	20.35%
No docket number received for most of the complaints	27.27%	19.11%	31.68%	38.93%	23.72%	23.36%	21.94%	15.95%	53.98%
It was received on request	35.83%	43.31%	40.37%	36.64%	37.82%	40.19%	38.06%	41.72%	24.78%
No docket number received even on request	2.67%	4.46%	1.86%	0.00%	3.85%	0.00%	3.23%	1.84%	0.88%

Informed by call centre about the action taken on the complaint	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Yes	88.41%	85.55%	82.12%	86.76%	82.66%	84.35%	86.06%	79.65%	70.83%
No	6.28%	9.25%	11.73%	11.03%	10.98%	10.43%	9.70%	15.12%	25.00%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with the system of complaint resolution by call centre	2009-10								
Very satisfied	14.72%	7.98%	9.41%	27.13%	12.27%	10.28%	15.48%	18.01%	33.63%
Satisfied	71.07%	76.69%	74.12%	62.02%	77.91%	82.24%	73.55%	60.87%	55.75%
Dissatisfied	11.17%	14.11%	13.53%	10.85%	8.59%	6.54%	8.39%	18.63%	9.73%
Very dissatisfied	3.05%	1.23%	2.94%	0.00%	1.23%	0.93%	2.58%	2.48%	0.88%
Top-2	85.79%	84.67%	83.53%	89.15%	90.18%	92.52%	89.03%	78.88%	89.38%
Bot-2	14.22%	15.34%	16.47%	10.85%	9.82%	7.47%	10.97%	21.11%	10.61%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Satisfaction with the system of complaint resolution by call centre	2008-09								
Very satisfied	14.66%	10.17%	4.26%	NA	14.46%	NA	5.43%	NA	5.47%
Satisfied	68.97%	71.19%	74.47%	NA	68.67%	NA	75.00%	NA	80.47%
Dissatisfied	15.52%	18.64%	19.15%	NA	12.05%	NA	15.22%	NA	13.28%
Very dissatisfied	0.86%	0.00%	2.13%	NA	4.82%	NA	4.35%	NA	0.78%
Top-2	83.63%	81.36%	78.73%	NA	83.13%	NA	80.43%	NA	85.94%
Bot-2	16.38%	18.64%	21.28%	NA	16.87%	NA	19.57%	NA	14.06%

	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Reason for dissatisfaction - Call centre	2009-10								
Difficult to connect to the call center executive	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Customer care executive not polite/courteous	10.71%	12.00%	0.00%	0.00%	6.25%	0.00%	11.76%	8.82%	0.00%
Customer care executive not equipped with adequate information	21.43%	16.00%	28.57%	28.57%	18.75%	25.00%	35.29%	29.41%	25.00%
Time taken by call centre for redressal is too long	17.86%	24.00%	42.86%	28.57%	31.25%	37.50%	29.41%	26.47%	33.33%
Customer care executive was unable to understand the problem	3.57%	12.00%	10.71%	0.00%	0.00%	0.00%	0.00%	5.88%	16.67%
Others	3.57%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Billing/charging complaint resolved satisfactorily by call center within 4 weeks after lodging of the complaint									
2009-10	74.38%	65.18%	49.15%	72.92%	69.44%	70.49%	65.22%	56.73%	58.70%
2008-09	21.37%	25.42%	21.83%	NA	36.14%	NA	#REF!	NA	21.05%

Awareness about contact details of Nodal officer	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Yes	5.44%	5.73%	5.67%	7.75%	6.22%	7.76%	5.41%	4.21%	3.19%
No	94.56%	94.27%	94.33%	92.25%	93.78%	92.24%	94.59%	95.79%	96.81%

Made any complaint to the Nodal officer regarding complaints not resolved/ unsatisfactorily resolved by the call centre	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Yes	1.86%	1.51%	2.00%	3.57%	1.53%	3.84%	1.74%	0.68%	1.76%
No	98.14%	98.49%	98.00%	96.43%	98.47%	96.16%	98.26%	99.32%	98.24%

Intimated by the nodal officer about the decision taken on the complaint	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Yes	76.00%	73.68%	80.00%	100.00%	72.22%	95.45%	73.68%	30.00%	93.75%
No	24.00%	26.32%	20.00%	0.00%	27.78%	4.55%	26.32%	70.00%	0.00%

Satisfaction with the redressal of the complaint by the nodal officer	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Very satisfied	32.00%	21.05%	16.00%	25.00%	27.78%	9.09%	26.32%	10.00%	33.33%
Satisfied	56.00%	57.89%	72.00%	7.50%	61.11%	9.09%	63.16%	40.00%	60.00%
Dissatisfied	12.00%	10.53%	8.00%	0.00%	11.11%	4.55%	10.53%	30.00%	0.00%
Very dissatisfied	0.00%	10.53%	4.00%	67.50%	0.00%	77.27%	0.00%	20.00%	6.67%
Top-2	88.00%	78.94%	88.00%	32.50%	88.89%	18.18%	89.48%	50.00%	93.33%
Bot-2	12.00%	21.06%	12.00%	67.50%	11.11%	81.82%	10.53%	50.00%	6.67%

Reason for dissatisfaction - Nodal officer	Airtel	Vodafone	Idea	Airtel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Difficult to connect to the Nodal Officer	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Nodal Officer not polite/courteous	0.00%	25.00%	0.00%	0.00%	0.00%	2.78%	0.00%	0.00%	0.00%
Nodal Officer not equipped with adequate information	33.33%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	20.00%	100.00%
Time taken by Nodal Officer for redressal is too long	33.33%	50.00%	66.67%	22.22%	50.00%	97.22%	50.00%	60.00%	0.00%
Nodal Officer was unable to understand the problem	0.00%	25.00%	33.33%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%

Others	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Awareness about the contact details of the appellate authority	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Yes	4.92%	4.14%	5.27%	7.13%	5.62%	6.63%	4.49%	4.41%	4.84%
No	95.08%	95.86%	94.73%	92.87%	94.38%	93.37%	95.51%	95.59%	95.16%
Filed any appeal in last 12 months	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Yes	0.82%	1.27%	1.68%	3.12%	0.77%	3.40%	0.73%	1.02%	0.88%
No	99.18%	98.73%	98.32%	96.88%	99.23%	96.60%	99.27%	98.98%	99.12%
Received any acknowledgement for the complaint filed	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Yes	54.55%	81.25%	66.67%	94.29%	77.78%	92.31%	100.00%	53.33%	87.50%
No	45.45%	18.75%	33.33%	5.71%	22.22%	7.69%	0.00%	46.67%	12.50%
Any decision taken by the appellate authority within 3 months of filing the appeal	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Yes	36.36%	18.75%	33.33%	82.86%	22.22%	92.31%	37.50%	33.33%	62.50%
No	54.55%	56.25%	61.90%	17.14%	55.56%	5.13%	37.50%	60.00%	37.50%
Appeal filed recently	0.00%	6.25%	0.00%	0.00%	22.22%	0.00%	0.00%	6.67%	0.00%
Awareness about item-wise usage charge details for prepaid users	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Yes	35.35%	35.86%	37.94%	42.27%	38.41%	36.76%	32.11%	32.40%	36.91%
No	64.65%	64.14%	62.06%	57.73%	61.59%	63.24%	67.89%	67.60%	63.09%
Ever denied of request for item-wise usage charge details for prepaid connection	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Yes	8.03%	7.89%	8.41%	7.37%	9.16%	6.38%	6.78%	8.44%	7.94%
No	91.97%	92.11%	91.59%	92.63%	90.84%	93.62%	93.22%	91.56%	92.06%
Reasons for denial	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
No reason provided	13.33%	17.71%	8.65%	15.85%	8.65%	8.33%	13.89%	13.01%	5.63%
technical problem	59.05%	56.25%	54.81%	57.32%	43.27%	56.94%	55.56%	54.47%	42.25%
others	18.10%	18.75%	25.00%	26.83%	37.50%	27.78%	25.00%	24.39%	50.70%
Manual of practice provided while subscribing for new mobile connection	Airtel	Vodafone	Idea	Aircel	BSNL GSM	Reliance GSM	Reliance CDMA	DoCoMo	TATA CDMA
Yes	69.17%	73.66%	78.18%	82.11%	79.50%	86.63%	77.83%	79.55%	75.12%
No	28.64%	23.78%	20.55%	14.61%	18.41%	11.91%	21.23%	17.07%	22.39%

7.3 Broadband Services

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Last applied for a broadband connection	2009-10							
Less than 6 months	13.42%	20.25%	44.78%	13.28%	15.17%	14.14%	8.13%	36.46%
6 - 12 months	24.66%	26.58%	33.91%	26.89%	17.50%	13.23%	13.70%	21.72%
more than 12 months	61.92%	53.17%	21.30%	59.84%	67.33%	72.63%	78.17%	41.82%

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

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Time taken to provide a working connection	2009-10							
Within 15 days	79.34%	74.43%	52.25%	66.12%	73.00%	76.74%	80.00%	94.86%
More than 15 days	20.66%	25.57%	47.75%	33.88%	27.00%	23.26%	20.00%	5.14%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Time taken to provide a working connection	2008-09							
Within 15 days	78.30%	77.98%	83.79%	87.24%	88.15%	94.74%	91.05%	0.00%
More than 15 days	21.70%	22.02%	16.21%	12.76%	11.85%	5.26%	8.95%	0.00%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with time taken for activation	2009-10							
Very satisfied	16.50%	9.21%	2.83%	11.20%	0.76%	10.53%	3.20%	2.78%
Satisfied	76.05%	83.37%	89.58%	80.50%	94.68%	81.87%	82.80%	94.44%
Dissatisfied	2.59%	2.47%	4.76%	3.32%	2.66%	4.09%	10.80%	0.93%
Very dissatisfied	4.85%	4.94%	2.83%	4.98%	1.90%	3.51%	3.20%	1.85%
Top-2	92.55%	92.58%	92.41%	91.70%	95.44%	92.40%	86.00%	97.22%
Bot-2	7.44%	7.41%	7.59%	8.30%	4.56%	7.60%	14.00%	2.78%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with time taken for activation	2008-09							
Very satisfied	27.44%	52.36%	12.35%	20.73%	41.90%	32.67%	39.49%	NA
Satisfied	70.83%	45.50%	80.82%	73.55%	56.18%	66.08%	56.27%	NA
Dissatisfied	1.49%	1.71%	6.39%	4.88%	1.31%	0.75%	3.20%	NA
Very dissatisfied	0.24%	0.43%	0.44%	0.84%	0.61%	0.50%	1.04%	NA

Top-2	98.27%	97.86%	93.17%	94.28%	98.08%	98.75%	95.76%	NA
Bot-2	1.73%	2.14%	6.83%	5.72%	1.92%	1.25%	4.24%	NA

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with timely delivery of bills - Postpaid	2009-10							
Very satisfied	17.69%	23.15%	5.08%	19.46%	13.81%	6.12%	10.27%	14.04%
Satisfied	79.65%	74.42%	86.72%	76.94%	85.64%	87.76%	77.84%	75.44%
Dissatisfied	2.43%	2.43%	6.70%	3.06%	0.00%	5.10%	8.11%	9.65%
Very dissatisfied	0.23%	0.00%	1.50%	0.54%	0.55%	1.02%	3.78%	0.88%
Top-2	97.34%	97.57%	91.80%	96.40%	99.45%	93.88%	88.11%	89.48%
Bot-2	2.66%	2.43%	8.20%	3.60%	0.55%	6.12%	11.89%	10.53%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with timely delivery of bills - Postpaid	2008-09							
Very satisfied	33.60%	45.85%	13.08%	19.95%	65.03%	25.87%	47.39%	NA
Satisfied	64.52%	52.57%	72.31%	72.79%	32.94%	69.15%	45.64%	NA
Dissatisfied	1.79%	1.31%	12.69%	6.74%	1.87%	4.64%	6.39%	NA
Very dissatisfied	0.09%	0.28%	1.92%	0.53%	0.17%	0.33%	0.58%	NA
Top-2	98.12%	98.42%	85.39%	92.74%	97.97%	95.02%	93.03%	NA
Bot-2	1.88%	1.59%	14.61%	7.27%	2.04%	4.97%	6.97%	NA

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with accuracy of bills - Postpaid	2009-10							
Very satisfied	41.20%	29.70%	10.90%	34.70%	27.22%	60.57%	28.34%	28.70%
Satisfied	55.79%	66.89%	81.09%	62.25%	71.11%	30.93%	55.61%	62.61%
Dissatisfied	2.89%	3.08%	6.38%	2.86%	1.67%	6.96%	12.30%	6.96%
Very dissatisfied	0.12%	0.33%	1.62%	0.18%	0.00%	1.55%	3.74%	1.74%
Top-2	96.99%	96.59%	91.99%	96.95%	98.33%	91.50%	83.95%	91.31%
Bot-2	3.01%	3.41%	8.00%	3.04%	1.67%	8.51%	16.04%	8.70%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with accuracy of bills - Postpaid	2008-09							
Very satisfied	22.35%	39.52%	11.91%	19.18%	26.32%	33.00%	38.93%	NA
Satisfied	75.40%	58.62%	78.49%	74.07%	70.97%	62.19%	55.36%	NA
Dissatisfied	1.89%	1.68%	8.83%	6.08%	2.21%	4.48%	5.01%	NA
Very dissatisfied	0.36%	0.19%	0.77%	0.66%	0.51%	0.33%	0.70%	NA
Top-2	97.75%	98.14%	90.40%	93.25%	97.29%	95.19%	94.29%	NA
Bot-2	2.25%	1.87%	9.60%	6.74%	2.72%	4.81%	5.71%	NA

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Billing complaint in last 12 months - Postpaid	2009-10							
Yes	15.44%	15.29%	30.66%	13.14%	24.86%	32.30%	39.36%	47.83%
No	84.56%	84.71%	69.34%	86.86%	75.14%	67.70%	60.64%	52.17%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Billing complaint in last 12 months - Postpaid	2008-09							
Yes	21.94%	12.59%	23.53%	17.76%	11.66%	22.52%	17.50%	NA
No	78.06%	87.41%	76.47%	82.24%	88.34%	77.48%	82.50%	NA

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with process of resolution of billing complaints - Postpaid	2009-10							
Very satisfied	14.73%	17.29%	4.18%	16.95%	18.60%	9.48%	5.48%	7.41%
Satisfied	69.77%	69.92%	58.56%	79.66%	79.07%	75.86%	72.60%	77.78%
Dissatisfied	13.18%	11.28%	31.18%	3.39%	0.00%	12.93%	21.92%	14.81%
Very dissatisfied	2.33%	1.50%	6.08%	0.00%	2.33%	1.72%	0.00%	0.00%
Top-2	84.50%	87.21%	62.74%	96.61%	97.67%	85.34%	78.08%	85.19%
Bot-2	15.51%	12.78%	37.26%	3.39%	2.33%	14.65%	21.92%	14.81%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with process of resolution of billing complaints - Postpaid	2008-09							
Very satisfied	33.20%	14.93%	9.29%	1.50%	32.35%	0.00%	10.67%	NA
Satisfied	61.41%	71.64%	55.74%	58.65%	50.00%	81.34%	50.00%	NA
Dissatisfied	5.39%	11.94%	32.24%	36.09%	16.18%	17.91%	34.00%	NA
Very dissatisfied	0.00%	1.49%	2.73%	3.76%	1.47%	0.75%	5.33%	NA
Top-2	94.61%	86.57%	65.03%	60.15%	82.35%	81.34%	60.67%	NA
Bot-2	5.39%	13.43%	34.97%	39.85%	17.65%	18.66%	39.33%	NA

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with clarity of bills - Postpaid	2009-10							
Very satisfied	21.97%	17.02%	4.60%	14.54%	13.29%	19.74%	11.35%	15.79%
Satisfied	74.85%	79.96%	88.25%	83.66%	85.55%	76.88%	82.16%	81.58%
Dissatisfied	2.94%	2.80%	6.00%	1.44%	0.58%	1.56%	3.24%	1.75%
Very dissatisfied	0.24%	0.22%	1.15%	0.36%	0.58%	1.82%	3.24%	0.88%
Top-2	96.82%	96.98%	92.85%	98.20%	98.84%	96.62%	93.51%	97.37%
Bot-2	3.18%	3.02%	7.15%	1.80%	1.16%	3.38%	6.48%	2.63%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with clarity of bills - Postpaid	2008-09							
Very satisfied	12.10%	34.21%	6.55%	18.85%	43.78%	37.15%	32.24%	NA
Satisfied	86.02%	64.58%	83.70%	73.66%	52.81%	59.20%	62.62%	NA
Dissatisfied	1.88%	1.21%	8.47%	6.82%	2.90%	3.65%	4.56%	NA
Very dissatisfied	0.00%	0.00%	1.28%	0.67%	0.51%	0.00%	0.58%	NA
Top-2	98.12%	98.79%	90.25%	92.51%	96.59%	96.35%	94.86%	NA
Bot-2	1.88%	1.21%	9.75%	7.49%	3.41%	3.65%	5.14%	NA

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with accuracy of charges - Prepaid	2009-10							
Very satisfied	25.29%	21.95%	16.67%	23.26%	4.23%	5.34%	4.06%	12.89%
Satisfied	70.11%	73.17%	70.00%	62.79%	82.48%	86.26%	67.40%	68.36%
Dissatisfied	4.60%	4.88%	13.33%	4.65%	12.08%	7.63%	26.88%	17.97%
Very dissatisfied	0.00%	0.00%	0.00%	9.30%	1.21%	0.76%	1.67%	0.78%
Top-2	95.40%	95.12%	86.67%	86.05%	86.71%	91.60%	71.46%	81.25%
Bot-2	4.60%	4.88%	13.33%	13.95%	13.29%	8.39%	28.55%	18.75%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with accuracy of charges - Prepaid	2008-09							
Very satisfied	16.90%	25.84%	15.70%	9.97%	11.21%	10.77%	5.47%	NA
Satisfied	80.99%	70.79%	81.82%	82.06%	81.01%	81.54%	86.72%	NA
Dissatisfied	2.11%	3.37%	2.48%	7.31%	7.23%	7.18%	6.77%	NA
Very dissatisfied	0.00%	0.00%	0.00%	0.66%	0.54%	0.51%	1.04%	NA
Top-2	97.89%	96.63%	97.52%	92.03%	92.22%	92.31%	92.19%	NA
Bot-2	2.11%	3.37%	2.48%	7.97%	7.77%	7.69%	7.81%	NA

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Made query/complaint at the customer care	2009-10							
Yes	9.60%	16.30%	47.17%	40.16%	51.34%	41.80%	64.30%	50.13%
No	90.40%	83.70%	52.83%	59.84%	48.66%	58.20%	35.70%	49.87%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Made query/complaint at the customer care	2008-09							
Yes	67.27%	64.70%	64.94%	53.29%	61.41%	68.46%	77.06%	NA
No	32.73%	35.30%	35.06%	46.71%	38.59%	31.54%	22.94%	NA

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with ease of accessing customer care	2009-10							
Very satisfied	21.51%	8.92%	2.76%	22.86%	3.18%	6.50%	3.60%	7.49%
Satisfied	74.19%	82.17%	79.03%	72.65%	67.50%	77.62%	62.72%	66.84%
Dissatisfied	4.30%	8.28%	12.67%	3.27%	24.55%	14.44%	31.03%	24.60%
Very dissatisfied	0.00%	0.64%	5.53%	1.22%	4.77%	1.44%	2.66%	1.07%
Top-2	95.70%	91.09%	81.79%	95.51%	70.68%	84.12%	66.32%	74.33%
Bot-2	4.30%	8.92%	18.20%	4.49%	29.32%	15.88%	33.69%	25.67%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with ease of accessing customer care	2008-09							
Very satisfied	16.53%	8.62%	6.97%	13.43%	4.26%	20.77%	8.20%	NA
Satisfied	77.84%	77.85%	71.60%	61.48%	74.61%	63.24%	65.52%	NA
Dissatisfied	5.16%	12.60%	19.39%	17.84%	17.45%	15.07%	23.36%	NA
Very dissatisfied	0.47%	0.93%	2.04%	7.24%	3.69%	0.92%	2.91%	NA
Top-2	94.37%	86.47%	78.57%	74.91%	78.87%	84.01%	73.72%	NA
Bot-2	5.63%	13.53%	21.43%	25.08%	21.14%	15.99%	26.27%	NA

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
satisfaction with response time to answer call	2009-10							
Very satisfied	31.18%	20.51%	4.38%	34.84%	7.27%	43.17%	15.31%	18.18%
Satisfied	62.37%	64.74%	66.13%	59.02%	58.41%	37.77%	52.60%	58.82%
Dissatisfied	6.45%	14.10%	23.04%	4.51%	28.86%	15.83%	28.36%	20.86%
Very dissatisfied	0.00%	0.64%	6.45%	1.64%	5.45%	3.24%	3.73%	2.14%
Top-2	93.55%	85.25%	70.51%	93.86%	65.68%	80.94%	67.91%	77.00%
Bot-2	6.45%	14.74%	29.49%	6.15%	34.31%	19.07%	32.09%	23.00%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
satisfaction with response time to answer call	2008-09							
Very satisfied	23.59%	17.93%	14.94%	10.41%	17.87%	28.99%	21.50%	NA
Satisfied	72.42%	59.89%	57.56%	59.08%	45.82%	52.48%	54.62%	NA
Dissatisfied	3.64%	21.25%	23.94%	21.34%	32.77%	16.88%	19.63%	NA
Very dissatisfied	0.35%	0.93%	3.57%	9.17%	3.55%	1.65%	4.26%	NA
Top-2	96.01%	77.82%	72.50%	69.49%	63.69%	81.47%	76.12%	NA
Bot-2	3.99%	22.18%	27.51%	30.51%	36.32%	18.53%	23.89%	NA

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with problem solving ability	2009-10							
Very satisfied	24.73%	22.93%	4.16%	43.67%	6.61%	19.86%	12.25%	12.83%
Satisfied	68.82%	60.51%	70.44%	52.24%	61.50%	65.34%	56.32%	57.22%
Dissatisfied	6.45%	15.92%	18.94%	3.27%	26.88%	12.27%	24.90%	27.27%
Very dissatisfied	0.00%	0.64%	6.47%	0.82%	5.01%	2.53%	6.52%	2.67%
Top-2	93.55%	83.44%	74.60%	95.91%	68.11%	85.20%	68.57%	70.05%
Bot-2	6.45%	16.56%	25.41%	4.09%	31.89%	14.80%	31.42%	29.94%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with problem solving ability	2008-09							
Very satisfied	16.07%	13.00%	8.50%	15.52%	8.94%	17.22%	14.85%	NA
Satisfied	79.52%	75.60%	66.67%	56.26%	67.52%	65.75%	62.41%	NA
Dissatisfied	4.05%	11.01%	22.28%	18.52%	20.00%	14.84%	17.76%	NA
Very dissatisfied	0.36%	0.40%	2.55%	9.70%	3.55%	2.20%	4.98%	NA
Top-2	95.59%	88.60%	75.17%	71.78%	76.46%	82.97%	77.26%	NA
Bot-2	4.41%	11.41%	24.83%	28.22%	23.55%	17.04%	22.74%	NA

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with time taken to resolve complaint	2009-10							
Very satisfied	26.88%	25.48%	4.38%	45.71%	7.31%	42.91%	18.42%	17.11%
Satisfied	68.82%	58.60%	69.82%	48.98%	62.10%	41.82%	50.20%	53.48%
Dissatisfied	4.30%	14.65%	19.12%	4.49%	25.34%	13.09%	25.37%	27.81%
Very dissatisfied	0.00%	1.27%	6.68%	0.82%	5.25%	2.18%	6.01%	1.60%
Top-2	95.70%	84.08%	74.20%	94.69%	69.41%	84.73%	68.62%	70.59%
Bot-2	4.30%	15.92%	25.80%	5.31%	30.59%	15.27%	31.38%	29.41%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with time taken to resolve complaint	2008-09							
Very satisfied	22.63%	14.99%	8.16%	13.58%	6.81%	31.68%	10.70%	NA
Satisfied	73.39%	77.45%	65.14%	58.73%	75.04%	54.40%	69.37%	NA
Dissatisfied	3.63%	7.03%	23.98%	17.99%	14.61%	11.54%	14.64%	NA
Very dissatisfied	0.35%	0.53%	2.72%	9.70%	3.55%	2.38%	5.30%	NA
Top-2	96.02%	92.44%	73.30%	72.31%	81.85%	86.08%	80.07%	NA
Bot-2	3.98%	7.56%	26.70%	27.69%	18.16%	13.92%	19.94%	NA

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with speed of connection	2009-10							
Very satisfied	16.86%	20.63%	6.81%	21.45%	6.90%	6.07%	10.11%	17.20%
Satisfied	79.94%	72.92%	80.36%	73.76%	76.02%	79.21%	70.18%	55.65%
Dissatisfied	2.79%	5.42%	11.61%	2.97%	14.62%	13.20%	18.08%	24.73%
Very dissatisfied	0.41%	1.04%	1.23%	1.82%	2.46%	1.52%	1.63%	2.42%
Top-2	96.80%	93.55%	87.17%	95.21%	82.92%	85.28%	80.29%	72.85%
Bot-2	3.20%	6.46%	12.84%	4.79%	17.08%	14.72%	19.71%	27.15%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with speed of connection	2008-09							
Very satisfied	16.37%	28.45%	6.84%	18.01%	21.01%	22.93%	13.77%	NA
Satisfied	80.57%	67.01%	82.91%	69.42%	66.87%	67.79%	77.18%	NA
Dissatisfied	2.83%	4.20%	9.04%	9.66%	10.90%	7.77%	8.09%	NA
Very dissatisfied	0.24%	0.34%	1.21%	2.91%	1.22%	1.50%	0.96%	NA
Top-2	96.94%	95.46%	89.75%	87.43%	87.88%	90.72%	90.95%	NA
Bot-2	3.07%	4.54%	10.25%	12.57%	12.12%	9.27%	9.05%	NA

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with time for which service is up and working	2009-10							
Very satisfied	38.47%	30.62%	12.65%	49.01%	10.17%	58.17%	22.06%	26.76%
Satisfied	56.67%	62.38%	75.14%	47.69%	74.47%	33.28%	60.17%	53.24%
Dissatisfied	4.34%	6.48%	10.86%	1.82%	13.36%	6.56%	15.11%	18.11%
Very dissatisfied	0.52%	0.52%	1.34%	1.49%	2.01%	1.98%	2.66%	1.89%
Top-2	95.14%	93.00%	87.79%	96.70%	84.64%	91.45%	82.23%	80.00%
Bot-2	4.86%	7.00%	12.20%	3.31%	15.37%	8.54%	17.77%	20.00%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with time for which service is up and working	2008-09							
Very satisfied	22.87%	35.86%	14.36%	14.68%	16.40%	23.99%	19.53%	NA
Satisfied	74.21%	61.55%	73.81%	71.88%	73.07%	69.47%	69.49%	NA
Dissatisfied	2.68%	2.33%	10.72%	10.98%	9.21%	5.65%	9.77%	NA
Very dissatisfied	0.24%	0.26%	1.10%	2.46%	1.32%	0.88%	1.21%	NA
Top-2	97.08%	97.41%	88.17%	86.56%	89.47%	93.46%	89.02%	NA
Bot-2	2.92%	2.59%	11.82%	13.44%	10.53%	6.53%	10.98%	NA

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Frequency of problem in broadband connection	2009-10							
Never	37.87%	25.34%	27.93%	28.85%	23.69%	22.11%	13.44%	8.58%
Occasionally	57.38%	68.02%	57.39%	58.36%	61.03%	64.66%	61.64%	56.30%
Frequently	4.64%	5.61%	10.22%	11.80%	12.14%	11.13%	23.03%	31.90%
Very Frequently	0.10%	1.04%	4.46%	0.98%	3.15%	2.11%	1.88%	3.22%
Top-2	95.25%	93.36%	85.32%	87.21%	84.72%	86.77%	75.08%	64.88%
Bot-2	4.74%	6.65%	14.68%	12.78%	15.29%	13.24%	24.91%	35.12%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Frequency of problem in broadband connection	2008-09							
Never	60.05%	57.73%	40.60%	42.09%	48.60%	33.71%	51.81%	NA
Occasionally	32.86%	36.77%	44.03%	36.82%	37.85%	55.51%	33.25%	NA
Frequently	6.70%	5.15%	11.39%	12.43%	10.75%	9.40%	11.89%	NA
Very Frequently	0.39%	0.34%	3.98%	8.66%	2.80%	1.38%	3.05%	NA
Top-2	92.91%	94.50%	84.63%	78.91%	86.45%	89.22%	85.06%	NA
Bot-2	7.09%	5.49%	15.37%	21.09%	13.55%	10.78%	14.94%	NA

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with time taken to restore connection	2009-10							
Very satisfied	9.62%	11.51%	4.75%	19.44%	6.75%	7.98%	4.35%	6.13%
Satisfied	84.44%	80.21%	78.61%	77.38%	76.50%	81.53%	72.77%	70.19%
Dissatisfied	5.34%	7.25%	13.58%	1.50%	14.63%	7.98%	19.94%	21.17%
Very dissatisfied	0.59%	1.04%	3.06%	1.68%	2.13%	2.50%	2.94%	2.51%
Top-2	94.06%	91.72%	83.36%	96.82%	83.25%	89.51%	77.12%	76.32%
Bot-2	5.93%	8.29%	16.64%	3.18%	16.76%	10.48%	22.88%	23.68%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with time taken to restore connection	2008-09							
Very satisfied	11.30%	26.38%	7.09%	17.75%	12.75%	37.37%	11.48%	NA
Satisfied	79.67%	64.29%	69.38%	50.23%	64.83%	47.73%	72.61%	NA
Dissatisfied	7.27%	6.95%	21.97%	25.95%	15.69%	13.13%	14.00%	NA
Very dissatisfied	1.77%	2.38%	1.56%	6.07%	6.74%	1.77%	1.91%	NA
Top-2	90.97%	90.67%	76.47%	67.98%	77.58%	85.10%	84.09%	NA
Bot-2	9.04%	9.33%	23.53%	32.02%	22.43%	14.90%	15.91%	NA

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Use of Supplementary/Value Added Services	2009-10							
Yes	18.78%	28.66%	13.80%	18.85%	29.40%	31.13%	58.82%	57.10%
No	81.22%	71.34%	86.20%	81.15%	70.60%	68.87%	41.18%	42.90%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Use of Supplementary/Value Added Services	2008-09							
Yes	21.95%	10.80%	21.02%	11.69%	16.19%	18.19%	13.93%	NA
No	78.05%	89.20%	78.98%	88.31%	83.81%	81.81%	86.07%	NA

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with quality of VAS	2009-10							
Very satisfied	17.03%	11.59%	14.96%	8.70%	6.35%	9.18%	4.80%	6.57%
Satisfied	78.57%	84.06%	77.95%	87.83%	88.49%	58.45%	64.77%	46.95%
Dissatisfied	3.30%	3.99%	5.51%	3.48%	5.16%	31.88%	29.11%	43.19%
Very dissatisfied	1.10%	0.36%	1.57%	0.00%	0.00%	0.48%	1.31%	3.29%
Top-2	95.60%	95.65%	92.91%	96.53%	94.84%	67.63%	69.57%	53.52%
Bot-2	4.40%	4.35%	7.08%	3.48%	5.16%	32.36%	30.42%	46.48%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with quality of VAS	2008-09							
Very satisfied	16.91%	7.32%	11.11%	17.89%	19.34%	7.64%	5.88%	NA
Satisfied	76.62%	70.73%	77.25%	69.11%	62.43%	85.42%	82.35%	NA
Dissatisfied	4.32%	8.13%	7.94%	4.07%	4.42%	4.17%	5.29%	NA
Very dissatisfied	2.16%	13.82%	3.70%	8.94%	13.81%	2.78%	6.47%	NA
Top-2	93.53%	78.05%	88.36%	87.00%	81.77%	93.06%	88.23%	NA
Bot-2	6.48%	21.95%	11.64%	13.01%	18.23%	6.95%	11.76%	NA

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with overall quality of broadband service	2009-10							
Very satisfied	20.43%	23.32%	12.41%	24.69%	12.71%	10.74%	10.74%	15.43%
Satisfied	75.78%	71.23%	74.72%	73.38%	75.91%	64.72%	63.03%	48.86%
Dissatisfied	3.35%	4.92%	10.14%	0.70%	9.44%	20.71%	23.50%	25.14%
Very dissatisfied	0.43%	0.53%	2.73%	1.23%	1.94%	3.83%	2.73%	10.57%
Top-2	96.21%	94.55%	87.13%	98.07%	88.62%	75.46%	73.77%	64.29%
Bot-2	3.78%	5.45%	12.87%	1.93%	11.38%	24.54%	26.23%	35.71%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with overall quality of broadband service	2008-09							
Very satisfied	13.49%	26.61%	6.40%	13.58%	18.48%	21.03%	11.05%	NA
Satisfied	83.75%	66.52%	76.49%	72.26%	67.39%	70.21%	79.19%	NA
Dissatisfied	1.58%	3.69%	12.91%	8.77%	10.46%	7.13%	7.82%	NA
Very dissatisfied	1.18%	3.18%	4.19%	5.38%	3.66%	1.63%	1.94%	NA
Top-2	97.24%	93.13%	82.89%	85.84%	85.87%	91.24%	90.24%	NA
Bot-2	2.76%	6.87%	17.10%	14.15%	14.12%	8.76%	9.76%	NA

Awareness about facility for measuring connection speed	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
2009-10	66.70%	57.16%	41.64%	49.58%	39.07%	71.12%	84.53%	64.59%
2008-09	59.75%	69.24%	55.36%	61.28%	65.82%	74.47%	59.98%	0.00%

Awareness about call centre telephone number	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Yes	72.17%	61.64%	88.85%	67.33%	87.50%	81.21%	79.98%	75.34%
No	27.83%	38.36%	11.15%	32.67%	12.50%	18.79%	20.02%	24.66%

Made any complaint to the customer care in last 12 months	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Yes	10.84%	11.21%	46.52%	11.31%	41.54%	21.05%	43.41%	26.27%
No	89.16%	88.79%	53.48%	88.69%	58.46%	78.95%	56.59%	73.73%

If complaint made	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Docket number received for most of the complaints	9.09%	16.50%	2.45%	23.88%	6.71%	9.09%	6.75%	4.05%
No docket number received for most of the complaints	12.12%	13.59%	3.68%	35.82%	5.25%	10.61%	12.03%	9.46%
It was received on request	44.44%	32.04%	83.82%	31.34%	63.56%	45.45%	65.19%	22.97%
No docket number received even on request	34.34%	37.86%	10.05%	8.96%	24.49%	34.85%	16.03%	63.51%

Informed by call centre about the action taken on the complaint	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Yes	95.24%	90.74%	86.35%	63.08%	89.17%	91.37%	98.02%	93.88%
No	4.76%	9.26%	13.65%	36.92%	10.83%	8.63%	1.98%	6.12%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with the system of complaint resolution by call centre	2009-10							
Very satisfied	15.53%	7.41%	4.48%	14.06%	1.97%	8.63%	5.94%	1.02%
Satisfied	69.90%	71.30%	64.15%	79.69%	61.52%	59.71%	70.50%	60.20%

Dissatisfied	12.62%	19.44%	23.58%	4.69%	26.69%	28.06%	21.78%	26.53%
Very dissatisfied	1.94%	1.85%	7.78%	1.56%	9.83%	3.60%	1.78%	12.24%
Top-2	85.43%	78.71%	68.63%	93.75%	63.49%	68.34%	76.44%	61.22%
Bot-2	14.56%	21.29%	31.36%	6.25%	36.52%	31.66%	23.56%	38.77%

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Satisfaction with the system of complaint resolution by call centre	2008-09							
Very satisfied	9.46%	20.61%	1.89%	0.92%	1.17%	5.48%	0.36%	NA
Satisfied	84.46%	63.36%	70.94%	62.88%	64.98%	76.03%	64.49%	NA
Dissatisfied	6.08%	12.98%	20.00%	27.61%	31.52%	16.78%	28.99%	NA
Very dissatisfied	0.00%	3.05%	7.17%	8.59%	2.33%	1.71%	6.16%	NA
Top-2	93.92%	83.97%	72.83%	63.80%	66.15%	81.51%	64.85%	NA
Bot-2	6.08%	16.03%	27.17%	36.20%	33.85%	18.49%	35.15%	NA

	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Reason for dissatisfaction	2009-10							
Difficult to connect to the call center executive	40.00%	34.78%	10.53%	25.00%	41.54%	50.00%	16.81%	71.05%
Customer care executive not polite/courteous	26.67%	8.70%	5.26%	0.00%	3.85%	11.36%	2.52%	0.00%
Customer care executive not equipped with adequate information	26.67%	30.43%	15.79%	25.00%	34.62%	2.27%	19.33%	0.00%
Time taken by call centre for redressal is too long	13.33%	30.43%	43.61%	50.00%	61.54%	13.64%	26.89%	2.63%
Customer care executive was unable to understand the problem	13.33%	13.04%	6.77%	25.00%	10.00%	27.27%	61.34%	5.26%
Others	6.67%	4.35%	9.77%	25.00%	7.69%	6.82%	1.68%	21.05%

Billing/charging complaint resolved satisfactorily by call center within 4 weeks after lodging of the complaint	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
2009-10	55.42%	61.90%	79.75%	52.17%	14.04%	55.96%	66.52%	19.40%
2008-09	47.30%	54.14%	24.81%	41.21%	30.50%	12.97%	39.71%	0.00%

Awareness about contact details of Nodal officer	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Yes	20.12%	16.41%	13.04%	16.39%	13.30%	42.56%	33.90%	41.55%
No	79.88%	83.59%	86.96%	83.61%	86.70%	57.44%	66.10%	58.45%

Made any complaint to the Nodal officer regarding complaints not resolved/unsatisfactorily resolved by the call centre	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Yes	9.23%	14.56%	10.00%	6.00%	5.26%	4.24%	14.39%	0.00%
No	90.77%	85.44%	90.00%	94.00%	94.74%	95.76%	85.61%	100.00%

Intimated by the nodal officer about the decision taken on the complaint	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Yes	38.89%	82.61%	66.67%	50.00%	33.33%	75.00%	84.21%	NA
No	61.11%	17.39%	33.33%	50.00%	66.67%	25.00%	15.79%	NA

Satisfaction with the redressal of the complaint by the nodal officer	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Very satisfied	0.00%	0.00%	0.00%	33.33%	0.00%	16.67%	5.56%	NA
Satisfied	75.00%	73.91%	20.00%	66.67%	20.00%	41.67%	72.22%	NA
Dissatisfied	25.00%	21.74%	50.00%	0.00%	60.00%	25.00%	18.52%	NA
Very dissatisfied	0.00%	4.35%	30.00%	0.00%	20.00%	16.67%	3.70%	NA
Top-2	75.00%	73.91%	20.00%	100.00%	20.00%	58.34%	77.78%	NA
Bot-2	25.00%	26.09%	80.00%	0.00%	80.00%	41.67%	22.22%	NA

Reason for dissatisfaction	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Difficult to connect to the Nodal Officer	0.00%	16.67%	25.00%	NA	50.00%	20.00%	75.00%	NA
Nodal Officer not polite/courteous	33.33%	50.00%	0.00%	NA	25.00%	40.00%	0.00%	NA
Nodal Officer not equipped with adequate information	0.00%	0.00%	0.00%	NA	0.00%	0.00%	16.67%	NA
Time taken by Nodal Officer for redressal is too long	0.00%	16.67%	37.50%	NA	25.00%	20.00%	33.33%	NA
Nodal Officer was unable to understand the problem	0.00%	16.67%	0.00%	NA	0.00%	0.00%	25.00%	NA
Others/DK/CS	66.67%	0.00%	37.50%	NA	0.00%	20.00%	0.00%	NA

Awareness about the contact details of the appellate authority	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Yes	16.62%	14.12%	5.98%	12.79%	7.12%	21.50%	24.14%	37.27%
No	83.38%	85.88%	94.02%	87.21%	92.88%	78.50%	75.86%	62.73%

Filed any appeal in last 12 months	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Yes	2.48%	13.97%	5.45%	5.13%	3.28%	8.39%	5.32%	1.44%
No	97.52%	86.03%	94.55%	94.87%	96.72%	91.61%	94.68%	98.56%

Received any acknowledgement for the complaint filed	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Yes	100.00%	63.16%	100.00%	75.00%	50.00%	83.33%	66.67%	50.00%
No	0.00%	36.84%	0.00%	25.00%	50.00%	16.67%	33.33%	50.00%

Any decision taken by the appellate authority within 3 months of filing the appeal	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Yes	33.33%	72.22%	50.00%	50.00%	50.00%	83.33%	20.00%	0.00%
No	66.67%	22.22%	50.00%	50.00%	50.00%	16.67%	73.33%	50.00%

Appeal filed recently	0.00%	5.56%	0.00%	0.00%	0.00%	0.00%	6.67%	50.00%
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Awareness about item-wise usage charge details for prepaid users	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Yes	55.06%	53.06%	64.00%	62.22%	57.12%	81.53%	68.82%	65.61%
No	44.94%	46.94%	36.00%	37.78%	42.88%	18.47%	31.18%	34.39%

Ever denied of request for item-wise usage charge details for prepaid connection	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Yes	5.95%	12.77%	8.00%	4.44%	2.11%	20.24%	22.83%	29.37%
No	94.05%	87.23%	92.00%	95.56%	97.89%	79.76%	77.17%	70.63%

Reasons for denial	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
No reason provided	40.00%	33.33%	50.00%	0.00%	61.54%	2.00%	8.72%	2.70%
technical problem	40.00%	50.00%	0.00%	100.00%	15.38%	64.00%	85.32%	51.35%
others	20.00%	16.67%	50.00%	0.00%	0.00%	32.00%	5.05%	43.24%

Manual of practice provided while subscribing for new broadband connection	Airtel	BSNL	Rel Comm	VSNL	Sify	You Telecom	Hathway	Spectra Net
Yes	71.09%	86.28%	47.57%	83.73%	59.26%	57.76%	78.33%	54.72%
No	28.91%	13.72%	52.43%	16.27%	40.74%	42.24%	21.67%	45.28%

<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 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>

For Prepaid Customers only

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

C. HELP SERVICES/CUSTOMER CARE

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

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

E. MAINTAINABILITY (FAULT REPAIR)

20. Have you experienced fault in your telephone connection in the last 12 months?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No	—————▶ (If no, go to Q 24)
21. How many times 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	<input type="checkbox"/> 1 more than 7 days	<input type="checkbox"/> 2 4 - 7 days

connection?	<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)	<input type="checkbox"/> 1 Continued receiving	<input type="checkbox"/> 2 Slight decrease
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"/> 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

<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</p> <p><input type="checkbox"/> 2 Customer care executive not polite/courteous</p> <p><input type="checkbox"/> 3 Customer care executive not equipped with adequate information</p> <p><input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long</p> <p><input type="checkbox"/> 5 Customer care executive was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p>
<p>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</p> <p><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</p> <p><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</p> <p><input type="checkbox"/> 2 No —————> (if no go to Q 48)</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</p> <p><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 dissatisfaction(MULTI CODING POSSIBLE)</p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer</p> <p><input type="checkbox"/> 2 Nodal Officer not polite/courteous</p> <p><input type="checkbox"/> 3 Nodal Officer not equipped with adequate information</p> <p><input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long</p> <p><input type="checkbox"/> 5 Nodal Officer was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p>
<p>48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved</p>	<p><input type="checkbox"/> 1 Yes</p>

or unsatisfactorily resolved by Nodal Officer?	<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	<input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied

with the time taken to reactivate service after you 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))	<input type="checkbox"/> 1 Difficult to read the bill

10(b) Please specify the reason(s) for your dissatisfaction(MULTI CODING POSSIBLE)	<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)) 26(b) Please specify the reason(s) for your dissatisfaction (INTERVIEWER TO ASK REASONS FOR DISSATISFACTION, RECORD THE VERBATIM)	1. _____ _____ 2. _____ _____ 3. _____ _____	

H. GENERAL INFORMATION

(Ask this question only if 1 OR 2 is coded in Q1) 27. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
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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 R Comm <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
(Ask only if yes in Q32) 33a. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS	<input type="checkbox"/> 1 Continued receiving <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 4 Stopped receiving
33b. Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
{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 FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007

<p>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?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>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)</p>	<p><input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer <input type="checkbox"/> 3 Appellate Authority <input type="checkbox"/> 4 None of these</p>
<p>36. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (if no go to Q 42)</p>
<p>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.</p>	<p><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</p>
<p>38. Did the Call Centre inform you about the action taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>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) 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>

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 Q48)
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 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

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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?	<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
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B. BILLING RELATED - POSTPAID CUSTOMER

4. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
5(a). How satisfied are you with the accuracy of the bills?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
(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)
6. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 8(a))
7. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
8(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
(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)	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify)

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
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<p>(Ask this question only if 1 OR 2 is coded in Q9(a))</p> <p>9(b) Please specify the reason(s) for your dissatisfaction</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) _____

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 <p style="text-align: right;">—————▶ (If no, go to Q 15)</p>
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
<p>(Ask if response to Q17 is Frequently/Very Frequently)</p> <p>18. What was the broadband connection problem faced by you in last twelve months related to, please specify(MULTI CODING POSSIBLE)</p>	<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. _____ _____	

Questionnaire for

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

H. GENERAL

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

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

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

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