Quality of Service Assessment

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

Assessment of:

I. Customer Perception of service

II. Implementation & Effectiveness of Telecom Consumer Protection & Redressal of Grievance Regulations, 2007

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

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Preface

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

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

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

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

The Survey and Audit modules for various circles within the Zones, due the sheer scale of data collection, have been distributed across various quarterly periods. IMRB International conducted Survey and Audit modules across Kolkata and Chennai circles in the period of January – May 2008. **The present report details the Quality of Services survey module findings for the Kolkata circle for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services.**

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1.0 **Background**

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

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

IMRB has been engaged by TRAI for a period of 12 months starting January 2008 to assess the quality of services being provided by Basic (Wireline), Cellular Mobile (Wireless) and Broadband service providers.

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

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

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

The present report highlights the findings for the Survey module for Kolkata circle that was covered in the Quarter 1 (Jan – March 2008). The primary data collection from the end users of Basic (Wireline), Cellular Mobile (Wireless) and broadband services was undertaken by IMRB International during the period of February 2008 – May 2008.

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

This report highlights the Survey Module findings for Kolkata circle for Cellular Mobile (Wireless) services

2.0 Objectives

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

1. Assess the satisfaction with Quality of Services (QoS) provided by Basic (Wireline), Cellular Mobile (Wireless) and broadband service providers on the 'Quality of Service' parameters laid down by TRAI*.

2. Assess the compliance of the service providers and the satisfaction of the subscribers of Basic (Wireline), Cellular Mobile (Wireless) and broadband services with 'Telecom Consumer Protection and Redressal of Grievances Regulations – 2007'.

3. To compare the findings against the Quality of Service benchmarks notified by TRAI and **identify the critical areas for improvement for the telecom service providers**.

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

* This report presents the Survey findings for Kolkata circle for Basic (Wireline), Cellular Mobile (Wireless) and broadband services.

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3.0 Study methodology

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

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

3.1 Subjective survey methodology

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

The sample for basic (wireline) services was evenly spread over 5% of the exchanges in 10% of the total SDCAs in that particular circle. The sample for cellular mobile (wireless) service was evenly spread over 10% of the district headquarters of a service area. In this quarter, since the only service areas to be covered were Kolkata and Chennai, the sample was distributed across the city. 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 Consumers 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 shifting of connection - Time taken for re-activation of services	- Time taken for activation of connection - Time taken for re-activation of services	- Time taken to get a broadband connection - Time taken for re-activation of services
Network performance, reliability & availability	- Phone working & always available - Make & receive calls easily - Getting clear voice quality of phone	- Phone working & always available - 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 of the customer care executive - Problem solving ability of the executive - Time taken by executive to resolve complaint	- Ease of access to helpline numbers - Response of the customer care executive - Problem solving ability of the executive - Time taken by executive to resolve complaint	- Ease of access to helpline numbers - Response of the customer care executive - Problem solving ability of the executive - Time taken by executive to resolve complaint
Billing	- Timely delivery of bills - Accuracy of bill - Clarity of bill - Accuracy of charges deducted (for prepaid) - Redressal mechanism	- Timely delivery of bills - Accuracy of bill - Clarity of bill - Accuracy of charges deducted (for prepaid) - Redressal mechanism	- Timely delivery of bills - Accuracy of bill - Clarity of bill - Accuracy of charges deducted (for prepaid) - Redressal mechanism
Supplementary services	- Quality of supplementary services provided	- Quality of supplementary services provided	- Quality of supplementary services provided
Overall satisfaction	- Overall rating of performance	- Overall rating of performance	- Overall rating of performance

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

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

3.2 Data analysis methodology

The satisfaction scores have been represented in two ways:-

Weighted satisfaction scores

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

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

Overall weighted satisfaction score = {(Mean score-1)/3} X100

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.

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3.3 Sampling Plan

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

	Name of Service Provider	Sample Size	Sample Size achieved
BASIC WIRELINE	Bharti Airtel Limited	970	974
	BSNL	1067	1078
	Tata Teleservices	200	665
	Reliance Communication	970	1045
	Total	**3207**	**3762**
WIRELESS	Bharti Airtel Limited	1067	1152
	Hutch Vodafone	1067	1111
	BSNL	1067	1119
	Reliance CDMA (RCOM)	1067	1100
	Tata Teleservices	1067	1087
	Reliance GSM (RTL)	1067	1041
	Total	**6402**	**6610**
BROADBAND	Bharti Airtel Limited	1067	1050
	BSNL	1067	1082
	Reliance Communication	1067	1102
	VSNL	1067	925
	Sify	1067	816
	Total	**5335**	**4975**

(a) Basic (Wireline) Services

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

Gender Distribution		Operator - Kolkata Circle			
		Airtel	BSNL	RCOM	TATA
Total	3762	974	1078	1045	665
Male	87%	92%	76%	91%	90%
Female	13%	8%	24%	9%	10%

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

Age Distribution		Operator			
	Total	Airtel	BSNL	RCOM	TATA
Count	3,762	974	1,078	1,045	665
Answering Base	3,747	969	1,078	1,038	662
< 25 years	12%	14%	7%	13%	13%
25-60 years	79%	83%	69%	83%	82%
> 60 years	10%	3%	24%	4%	5%

The respondents for the Basic (Wireline) survey module were contacted in the following exchanges in the Kolkata circle. The list includes only 20 exchanges. However, respondents lying under many more exchanges were part of the survey.

Name of the Exchange	Name of the Exchange
1. Chitta EWSD-M (2268/2269/2270/2271/2272)	11. Jadavpur – II (2412, 2413)
2. Picnic Garden ROU (2344)	12. Dumdum – OCB-M 2529 / 2559
3. Circus EWSD-M (2280/2281/2282)	13. Salt Lake- M 2358/2334/2337 RSU 2359/2321
4. Tel Bhavan – M (2210/2616/2242/2243/2248)	14. Bagbazar –M 2543/2554/2555
5. Alipur OCB – M (2448/2449)	15. Barasat OCB Main 2584
6. Behala-I (2458,2468,2478)	16. Panihati OCB – M 2563/3-9
7. Garden Reach (2469-1/7) (2469-0, 8/9)	17. Andul ROU (2669-6/9)
8. Dhakuria (2415)	18. Uluberia (2661/0-2)
9. Kalighat (2474/ 2475 / 2476)	19. Chandannagar North ROU (683/685)
10. Baruipur ROU (2433-9)	20. Uttarpara OCB (2664)

(b) Cellular Mobile (Wireless) Services

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

Gender Distribution	Operator - Kolkata Circle					
	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	1152	1111	1119	1100	1087	1041
Male	88%	87%	76%	90%	90%	88%
Female	12%	13%	24%	10%	10%	12%

Age Distribution	Operator - Kolkata Circle					
	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	1152	1111	1119	1100	1087	1041
Less Than 25 years	29%	24%	14%	20%	25%	20%
25 – 60 years	69%	74%	81%	79%	73%	79%
More than 60 years	2%	3%	5%	1%	2%	1%

Occupation of Respondents	Operator - Kolkata Circle					
	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	1152	1111	1119	1100	1087	1041
Service	18%	21%	23%	18%	21%	25%
Business/self employed	62%	63%	61%	70%	61%	59%
Student	13%	9%	7%	6%	11%	11%
Housewife	6%	4%	5%	5%	5%	5%
Retired	1%	2%	3%	1%	1%	1%

(c) Broadband Services

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

Gender Distribution	Operator				
	Airtel	BSNL	RCOM	VSNL	Sify
Total	1050	1082	1102	925	816
Male	85%	83%	87%	84%	89%
Female	15%	17%	13%	16%	11%

Age- Wise Distribution	Airtel	BSNL	RCOM	VSNL	Sify
Total	1,032	1,082	1,101	925	812
Less Than 25	6%	15%	6%	5%	12%
25 - 60	94%	83%	94%	93%	88%
More than 60	1%	3%	1%	2%	0%

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.

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4.0 Executive Summary

The cells within the tables in the summary section have been color coded to show the gradation within the satisfaction scores. The satisfaction scores in various ranges have been color coded in the following manner. The scores here represent the level of satisfaction of consumers. The scores on percentage of consumers satisfied are given in the detailed findings.

Legend	
Score Range	Cell color
Score less or equal to 60%	
Score between 60% and 69%	
Score greater than or equal to 70%	

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

S.N.	Circle - Kolkata	Benchmark	Airtel	BSNL	RCOM	TATA
1	% satisfied with the provision of service	>95%	68%	65%	66%	68%
2a	% satisfied with the billing performance (Postpaid customers)	>90%	64%	62%	60%	64%
2b	% satisfied with the billing performance (Prepaid customers)	>90%	66%	87%	64%	63%
3	% satisfied with help services	>90%	56%	57%	54%	60%
4	% satisfied with network performance, reliability and availability	>95%	66%	64%	66%	64%
5	% satisfied with maintainability	>95%	54%	56%	55%	56%
6	% satisfied Overall customer satisfaction	>95%	64%	63%	63%	62%
7	Customer satisfaction with offered supplementary services % satisfied	>95%	70%	63%	64%	65%

In all of the measures of satisfaction none of the operators meet the TRAI benchmark which is set with respect to the corresponding parameter. In general, the scores of Airtel and BSNL are better than the other two service providers.

1. Service Provision
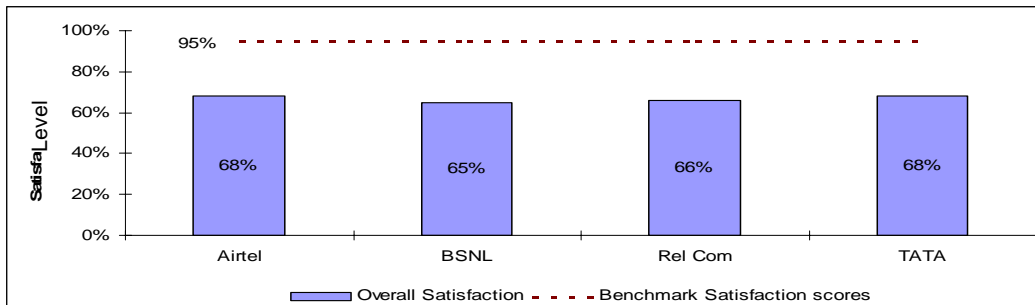
All the service providers are way below the benchmark level of satisfaction (i.e. 95%). Relatively there isn't much difference among the satisfaction level of various service providers. The score variation on this parameter is just 2%.

2a. Billing Parameter – Postpaid subscribers
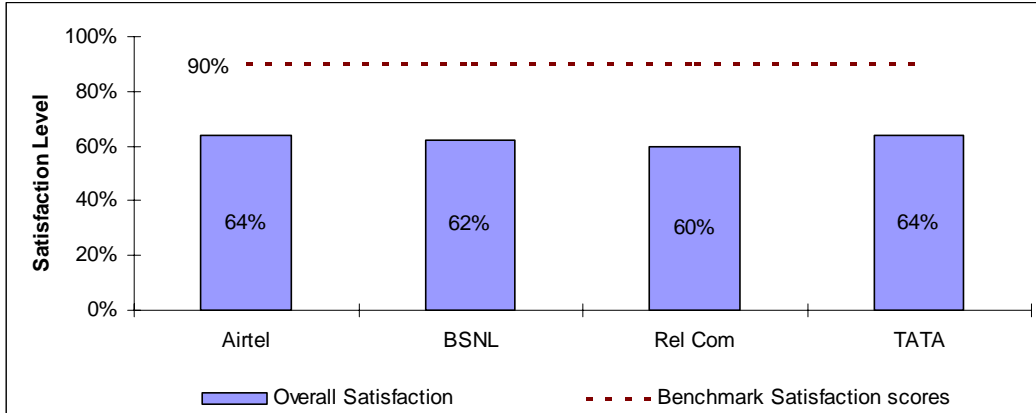
All the service providers are way below the benchmark level of satisfaction (i.e. 90%). Among the operators, Airtel and 'Tata Teleservices' satisfaction level on this parameter for postpaid subscribers at 64% is faring marginally better than other operators. Reliance Communications score at 60% is relatively lower among other operators.

2b. Billing Parameter – Prepaid subscribers
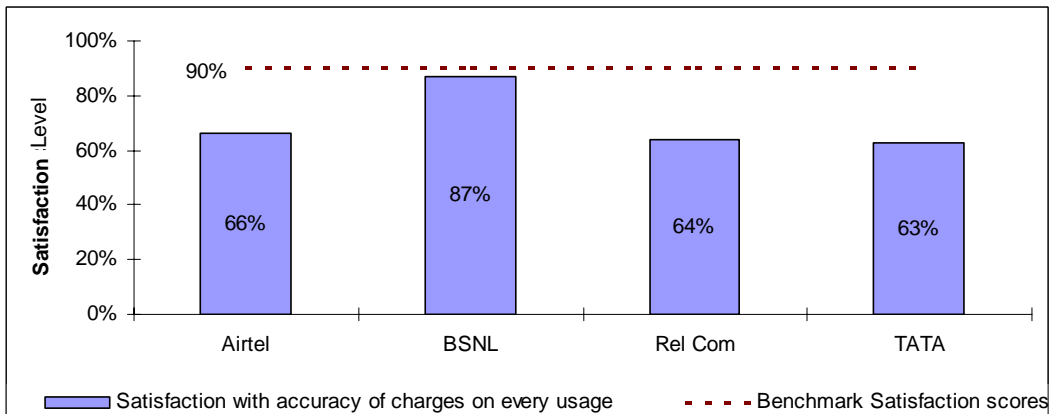
None of the operators have met the benchmark levels (i.e. 90%) for this parameter as well. However, BSNL's satisfaction levels for prepaid subscribers are quite close to benchmark satisfaction level (87%). All the other operators are way below the level of BSNL. The satisfaction levels for other operators are varying from 63% to 66%.

3. Help Services
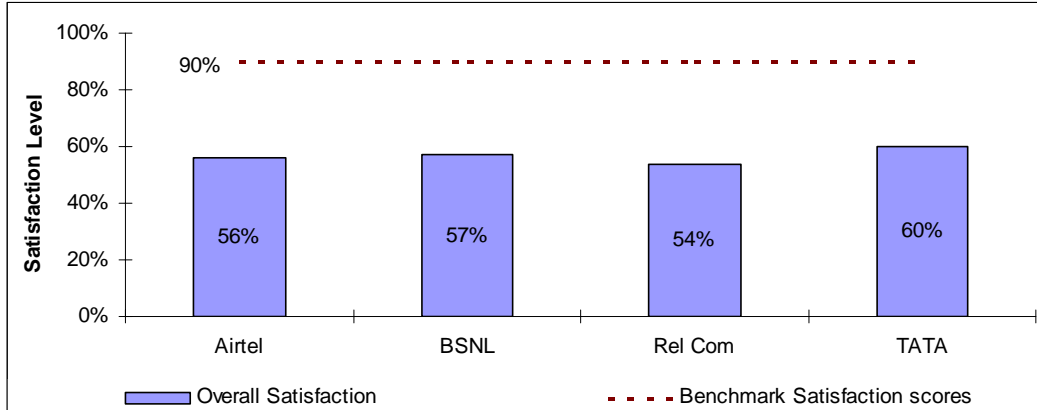
The survey results for the wireline operators in the Kolkata circle clearly show that Help Services has come out as one of the pain points across all the wireline operators. Just one operator, 'Tata Teleservices' satisfaction level has touched 60% in comparison with the benchmark score of 90%. The satisfaction level of Help services for Reliance Communications is relatively lower at 54% when compared with the score of other operators.

4. Network Performance, Reliability and availability
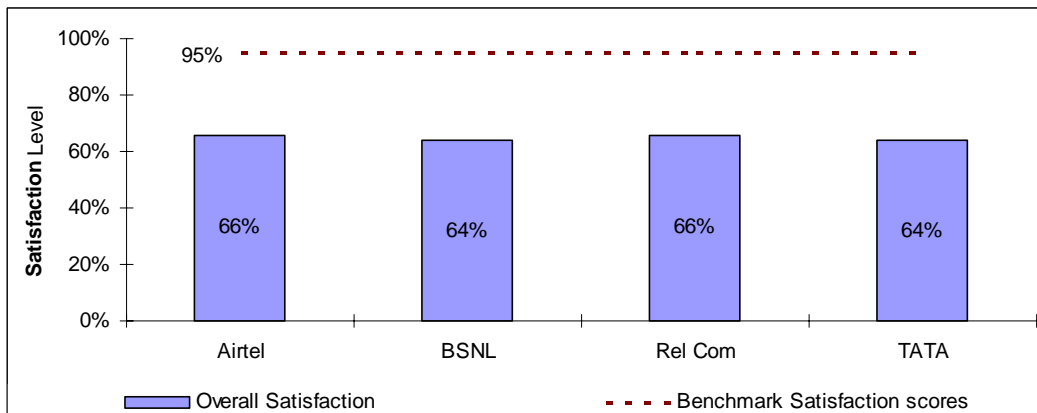
All the service providers are way below the benchmark level of satisfaction (i.e. 95%) for Network Performance parameters. Relatively there isn't much difference among the satisfaction level of various service providers that varies from 64% for BSNL and Tata Teleservices to 66% for Airtel and Reliance Communications.

5. Maintainability
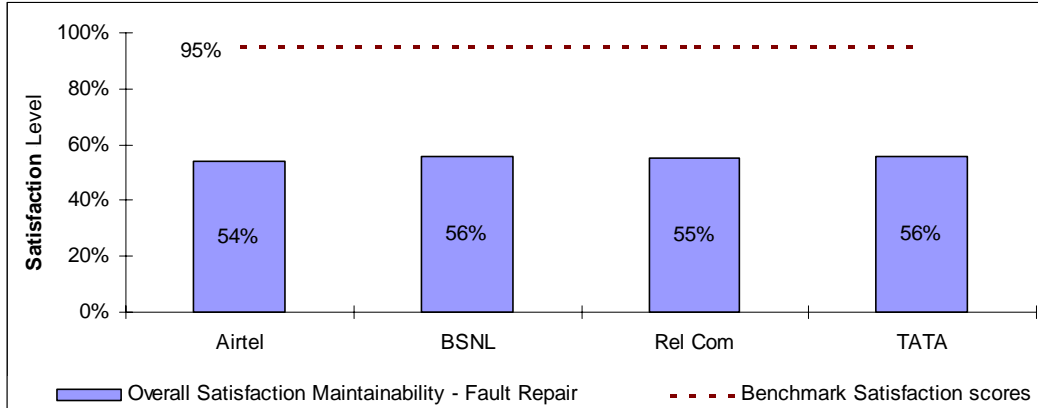
The survey results for the wireline operators in the Kolkata circle points out Maintainability parameter as one of the pain points across all the wireline operators. The relatively better score among the service providers is for BSNL and Tata Teleservices at 56% which is way below the benchmark level of 95%.

6. Overall Customer Satisfaction
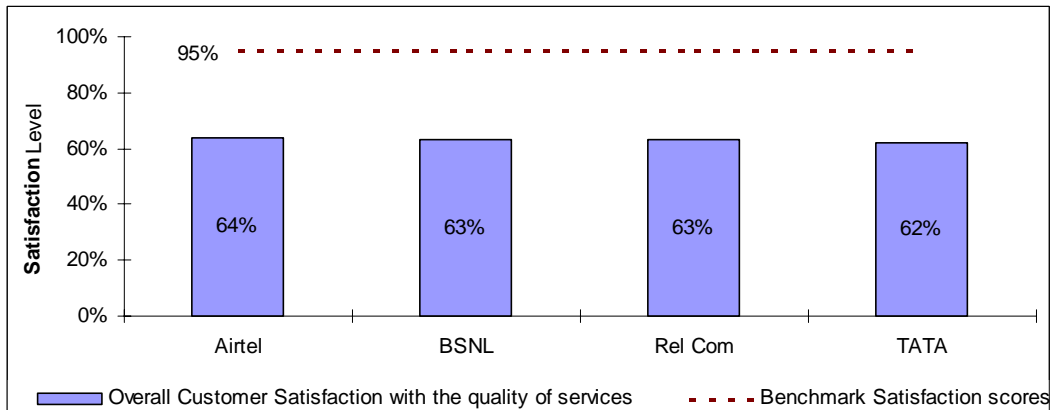
When it comes to overall customer satisfaction, the satisfaction level varies from 64% for Airtel to 62% for Tata Teleservices for the wireline services for the Kolkata circle. These scores are much below the benchmark level of 95%.

7. Supplementary Services
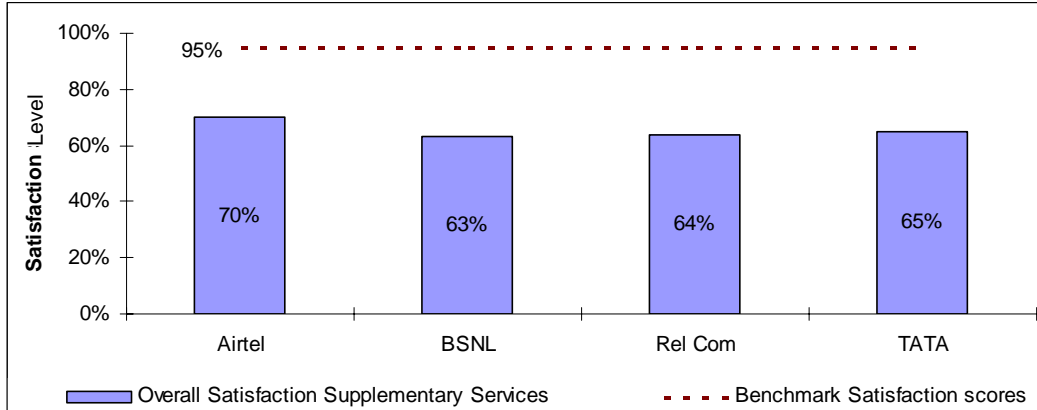
The satisfaction level for Airtel, at 70% for the Supplementary services are closer to benchmark level of 95%, when compared with the score of other service providers.   All the other operators are way below the satisfaction level of Airtel. BSNL has relatively low score at 63% when compared with other service providers. Satisfaction level for R Com and Tata Teleservices are 64% and 65% respectively.

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

1. Redressal Mechanism – Basic (Wireline)

S. N.	Sub-parameter	Airtel	BSNL	RCOM	TATA
1	Awareness of three stage grievance mechanism	6%	8%	7%	5%
2	For pre-paid customers, awareness about item-wise call charge details on request	17%	24%	18%	11%
3	If aware (for pre-paid customers), ever denied of item-wise usage charge details for pre-paid connection	3%	0%	1%	10%
4	For new customers, provisioning of 'Manual of Practice' while taking the new connection	13%	2%	12%	9%

The awareness of three stage grievance mechanism is abysmally low across the subscribers of all the service providers. For Tata Teleservices, the awareness of three stage grievance mechanism is just 5%. Among all the operators, though the absolute score for BSNL subscribers is low, its subscribers are marginally better aware than the subscribers of other operators.

As far as awareness of item-wise call charges details among pre-paid customers is concerned, 24% BSNL subscribers are better aware of getting item-wise call charge details on request. Only 11% Tata Teleservices subscribers are aware of getting item-wise call charge details on request.

Among the pre-paid subscribers who are aware of item wise usage charge details, no one from the BSNL subscriber aware pre-paid subscriber base was ever denied of item-wise bill for the pre-paid connection. For Tata Teleservices, from the subscribers aware of item-wise usage charge details (for pre-paid connection) as high as 10% were denied of item-wise bill.

As far as provisioning of 'Manual of Practice' for new customers is concerned, 13% Airtel new subscribers have been handed over 'Manual of Practice' while taking the new connection.

The provisioning of 'Manual of Practice' while taking the new connection is low across all service providers. It is just 2% for BSNL subscribers.

2. Redressal Mechanism - Stage 1: Call Center

S. N.	Sub-parameter	Airtel	BSNL	RCOM	TATA
1	Awareness of Call center for redressing grievances	38%	31%	36%	33%
2	Percentage of consumers making any complaints to the toll free number within last 6 months	6%	16%	5%	9%
3	Call center informing about the action taken on complaints	56%	59%	63%	56%
4	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	7%	11%	7%	5%
5	Level of satisfaction with the complain resolution by call center	52%	57%	47%	48%

The awareness of Call center for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 31% for BSNL subscribers to 38% for Airtel subscribers.

The Percentage of consumers making any complaints to the toll free number within last 6 months is 16% for BSNL subscribers whereas it is just 5% for Reliance Communications customers.

As far as responsiveness of call center for informing about the action taken on the complaints is concerned, 63% Reliance Communications subscribers were informed about the action taken on their complaints. For Tata Teleservices wireline operations, 56% of the subscribers were informed about the action taken on their complaints.

The complain resolution by customer care within 4 weeks of lodging complaint is low across all the service providers. For BSNL, 11% subscribers (from the answering base of the question) found their complaints resolved by customer care within 4 weeks of lodging the complaint whereas for Tata Teleservices, only 5% (from the answering base of the question) of the subscribers found their complaints resolved within 4 weeks of lodging the complaint.

The level of satisfaction with the complain resolution by call center is also low across all the service providers. The score varies from 47% for Reliance Communications to 52% for Airtel.

3. Redressal Mechanism - Stage 2: Nodal Officer

S. N.	Sub-parameter	Airtel	BSNL	RCOM	TATA
1	Awareness of Nodal officer for redressing grievances	2%	7%	3%	5%
2	Awareness of contact details of Nodal officer	1%	3%	1%	2%

The awareness of Nodal officer for redressing grievances (i.e. Stage 2 of the 3 stage process) is very low and it varies from 2% for Airtel subscribers to 7% for BSNL subscribers.

As far as awareness of contact details of Nodal Officer is concerned, 3% BSNL subscribers (from the answering base i.e. from those who were aware of the existence of Nodal Officer) were aware of his/her contact details. Similarly for Reliance just 1% subscribers were aware of the existence of Nodal Officer contact details.

4. Redressal Mechanism - Stage 3: Appellate Authority

S. N.	Sub-parameter	Airtel	BSNL	RCOM	TATA
1	Awareness of Appellate authority for redressing grievances	1%	4%	1%	2%

The awareness of the Appellate authority for redressing grievances (i.e. Stage 3 of the 3 stage process) is very low and it varies from 1% for Airtel and Reliance Communication subscribers to 4% for BSNL subscribers.

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

The survey results for the Cellular Mobile (Wireless) operators in the Kolkata circle clearly show that Help Services and Billing performance parameters are the pain points across all the Cellular Mobile (Wireless) operators.

S. No.	Customer Perception of Services	Benchmark	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
1	% satisfied with the provision of service	>95%	70%	72%	65%	69%	70%	67%
2 a	% satisfied with the billing performance (Postpaid customers)	>90%	62%	64%	55%	58%	56%	NA*
2 b	% satisfied with the billing performance (Prepaid customers)	>90%	65%	63%	62%	61%	64%	62%
3	% satisfied with help services	>90%	58%	59%	51%	49%	56%	54%
4	% satisfied with network performance, reliability and availability	>95%	67%	68%	60%	65%	64%	60%
5	% satisfied with maintainability	>95%	67%	67%	59%	64%	63%	59%
6	Overall customer satisfaction	>95%	66%	66%	59%	62%	63%	58%
7	Customer satisfaction with offered supplementary services % satisfied	>95%	62%	62%	55%	61%	64%	59%

*NA – Not Applicable as very few customer met for RTL were found to be postpaid customers.

In all of the measures of satisfaction none of the operators meet the TRAI benchmark which is set with respect to the corresponding parameter. Generally scores across all the parameters suggest that Airtel & Vodafone subscribers are relatively more satisfied than the subscribers of other service providers. Also, BSNL lags behind all other service providers on almost all of the satisfaction measures.

(a) Service Provision (Benchmark – 95%)
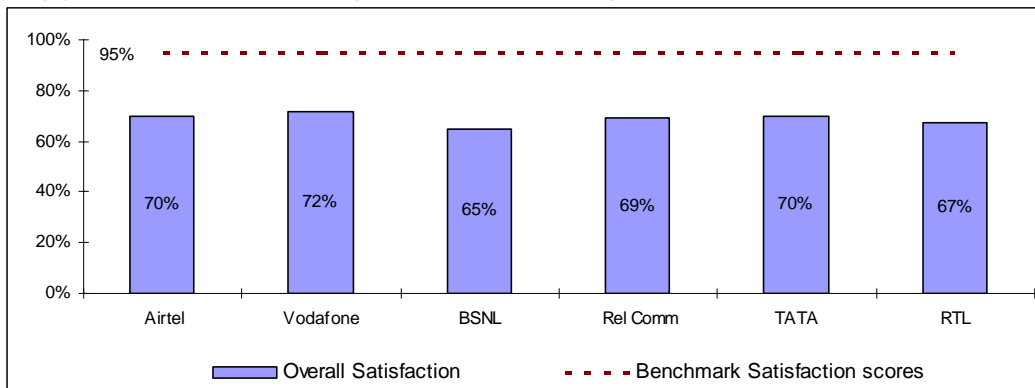
Level of satisfaction with service provision is highest amongst Vodafone subscribers at 72% but still it is way below the TRAI specified benchmark of 95%. Airtel & TATA follow close behind at 70%. BSNL subscribers' satisfaction level is the lowest at 65% for this parameter.

(b) Billing performance (Benchmark – 90%)

Postpaid Subscribers
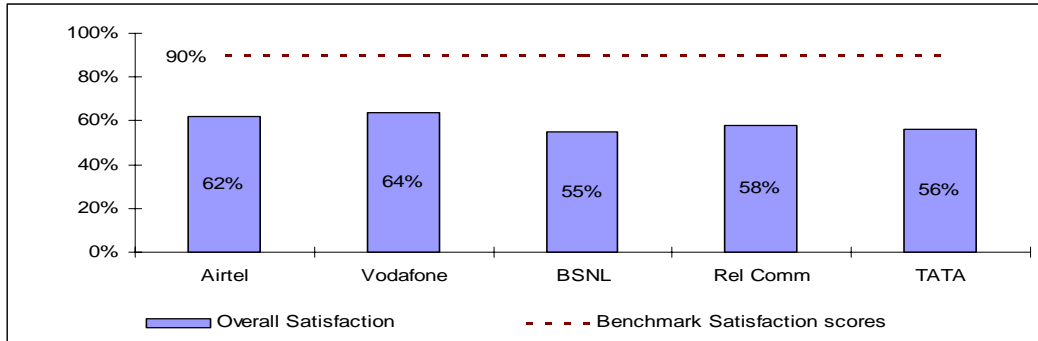
Prepaid Subscribers
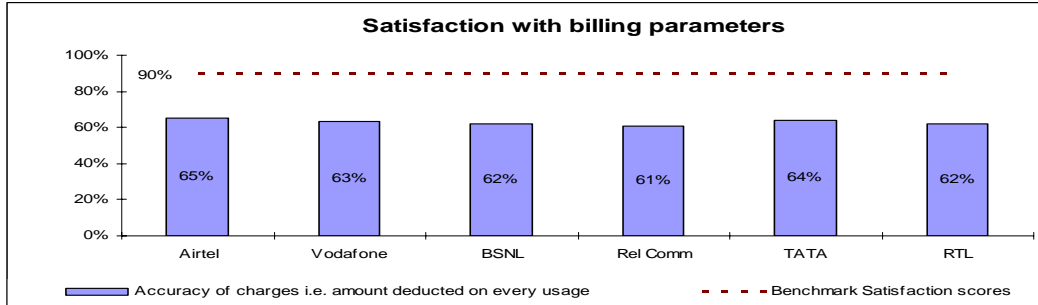
On an overall basis, the satisfaction level of prepaid subscribers is relatively more than that of the postpaid subscribers but the satisfaction levels are way below the TRAI benchmark set at 90%. Vodafone postpaid subscribers have the highest level of satisfaction at 64% whereas Airtel prepaid subscribers are the most satisfied at 65%. Postpaid subscribers of BSNL have the lowest level of satisfaction at 55% whereas RCOM users are the least satisfied amongst prepaid users.

(c) Help Services (Benchmark – 90%)
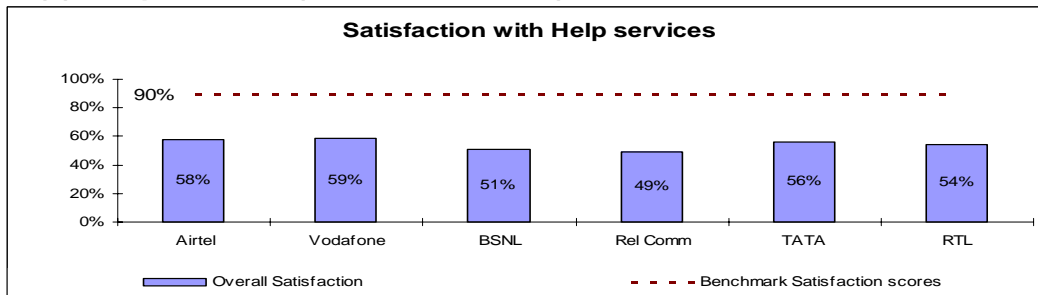
The satisfaction level of subscribers for all service providers ranges from 49% to 59% which is way below the TRAI benchmark of 90%. Satisfaction level with help services is highest amongst Vodafone subscribers at 59% followed closely by Airtel subscribers at 58% and it is the lowest for RCOM subscribers at 49%.

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

Satisfaction with network parameters
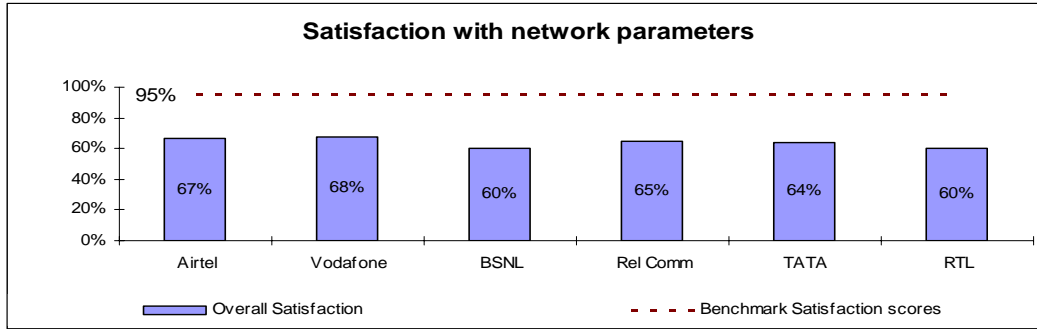
The level of satisfaction with network related parameters is the highest amongst Vodafone subscribers at 68% followed closely by Airtel subscribers at 67%. It is the lowest for BSNL and RTL subscribers at 60% which could be a result of increased levels of network related problems faced by these subscribers. For this parameter also, all the service providers fall way below the TRAI specified benchmark of 95%.

(e) Maintainability (Benchmark – 95%)

Satisfaction with maintainability
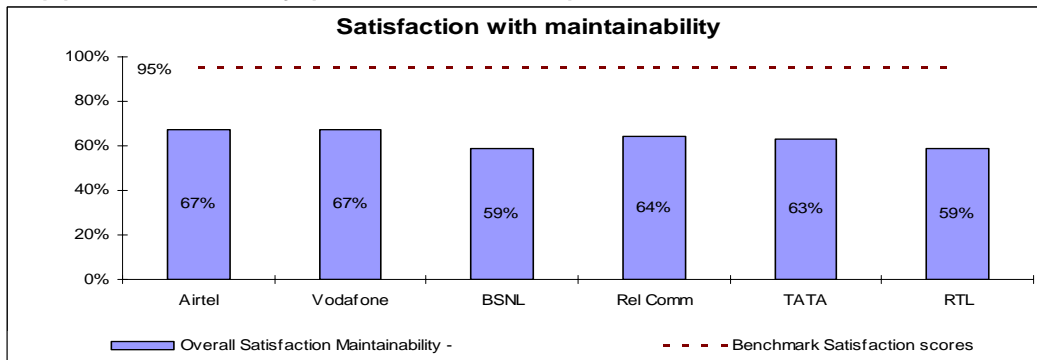
The level of satisfaction scores with maintainability of all service providers fall short by quite a huge margin with respect to TRAI benchmark of 95%. It is the highest amongst Vodafone & Airtel subscribers at 67%. As observed across network related parameters, BSNL and RTL lag behind other service providers in this parameter too with a satisfaction level of only 59%.

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

Overall customer satisfaction
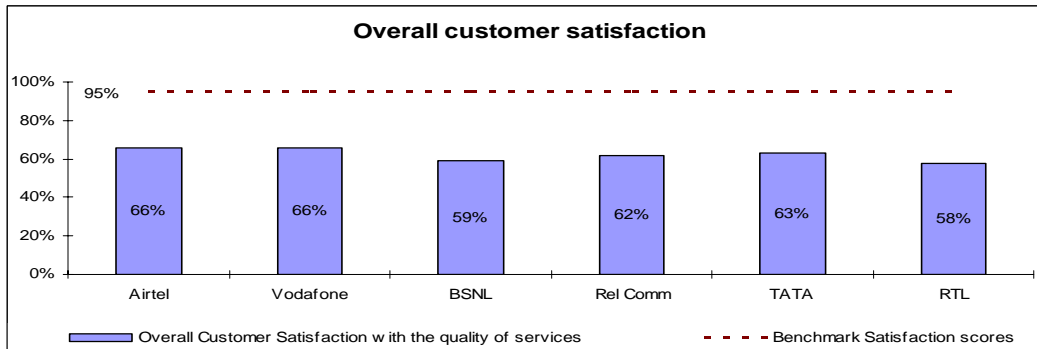
The TRAI benchmark with overall level of satisfaction is 95%. However, none of operators come even close to matching it. The highest scores are observed amongst Vodafone & Airtel

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subscribers at 66%. The overall level of satisfaction is the lowest across RTL subscribers at a meager 58%.

(g) Supplementary services (Benchmark – 95%)

Satisfaction with supplementary services
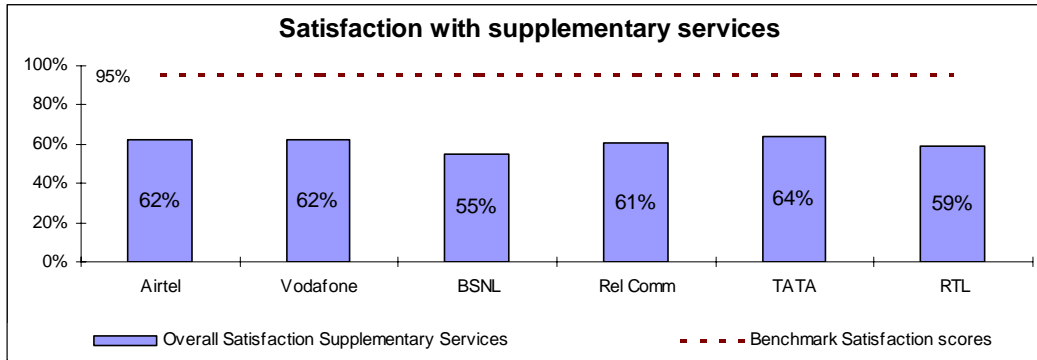
Satisfaction with quality of supplementary services is the highest for TATA subscribers at 64% followed by Vodafone & Airtel at 62%. BSNL lags behind in this aspect also with the level subscriber satisfaction of 55% only. The scores for all the operators are nowhere close to the TRAI benchmark of 95%.

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

Redressal Mechanism

S. N.	Sub-parameter	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
1	Awareness of three stage grievance mechanism	8%	8%	9%	8%	8%	8%
2	For pre-paid customers, awareness about item-wise call charge details on request	22%	27%	22%	20%	23%	11%
3	If aware (for pre-paid customers), ever denied of item-wise usage charge details for pre-paid connection	4%	4%	4%	8%	5%	3%
4	For new customers, provisioning of 'Manual of Practice' while taking the new connection	12%	14%	11%	11%	18%	24%

The awareness of three stage grievance mechanism is abysmally low across the subscribers of all the service providers. For all the service providers, only 8% to 9% of the total subscribers claim that they are aware of the three stage redressal mechanism.

As far as awareness of item-wise call charges details among pre-paid customers is concerned, 27% Vodafone subscribers are aware that they can get item-wise call charge details on request. Only 11% RTL subscribers are aware of getting item-wise call charge details on request.

Among the pre-paid subscribers who are aware of item wise usage charge details, 8% of the RCOM pre-paid subscribers were denied of item-wise bill for the pre-paid connection. For all the other service providers this number ranges from 3% to 5%.

As far as provisioning of 'Manual of Practice' for new customers is concerned, 24% new RTL subscribers have been handed over 'Manual of Practice' while taking the new connection. The number is quite low for RCOM & BSNL with only 11% new subscribers being handed the 'Manual of Practice' at the time of taking the connection

Redressal Mechanism - Stage 1: Call Center

S. N.	Sub-parameter	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
1	Awareness of Call center for redressing grievances	40%	38%	36%	35%	36%	27%
2	Percentage of consumers made any complaints to the toll free number within last 6 months	8%	8%	7%	7%	8%	15%
3	Call center informing about the action taken on complaints	46%	54%	39%	43%	63%	73%
4	Resolution of complaint by customer care within 4 weeks of lodging complaint	9%	9%	7%	4%	3%	2%
5	Percentage satisfied with the complaint resolution by call center	49%	53%	40%	47%	54%	47%

The awareness of Call center for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 27% for RTL subscribers to 40% for Airtel subscribers. Except for RTL, more than one-third subscribers of all other service providers are aware of the call center services.

The Percentage of consumers making any complaints to the toll free number within last 6 months is highest for RTL with 15% subscribers. This goes in line with the fact the level of satisfaction for RTL subscribers is generally quite low on almost all the parameters. Interestingly, in-spite of BSNL getting relatively low level of satisfaction scores, their subscribers do not make many complaints to the call center. This can be attributed to the fact the penetration of BSNL is mostly amongst lower income and lower level of education groups. It can also be due to the fact that the call center for BSNL is not efficient to resolve complaints of people.

As far as responsiveness of call center for informing about the action taken on the complaints is concerned, 73% RTL subscribers were informed about the action taken on complaints. For TATA, 63% of the subscribers were informed about the action taken on complaints. Only 4 out of every 10 BSNL subscribers who lodge a complaint in the call center claim that they were informed about the action taken.

The complain resolution by customer care within 4 weeks of lodging complaint is low across all the service providers. For RTL it is the lowest at 2%. Only 9% of Airtel & Vodafone subscribers (who have lodged a complaint) claim that their queries have been resolved within 4 weeks.

Redressal Mechanism - Stage 2: Nodal Officer

S. N.	Sub-parameter	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
1	Awareness of Nodal officer for redressing grievances	2%	3%	3%	1%	3%	5%
2	Awareness of contact details of Nodal officer	2%	1%	2%	1%	1%	1%

The awareness of Nodal officer for redressing grievances (i.e. Stage 2 of the 3 stage process) is very low and it varies from 1% for RCOM subscribers to 5% for RTL subscribers.

As far as awareness of contact details of Nodal Officer is concerned, only 1% to 2% of all the subscribers are aware of the same.

Redressal Mechanism - Stage 3: Appellate Authority

Of all the subscribers contacted across all the service providers, none of them is even aware of the Appellate Authority.

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

Satisfaction level of subscribers with various parameters of Broadband service:

S. N.	Customer Perception of Services	Benchmark	Airtel	BSNL	RCOM	VSNL	Sify
1	% satisfied with the provision of service	>90%	67%	60%	67%	65%	66%
2a	% satisfied with the billing performance (Prepaid customers)	>90%	59%	68%	66%	64%	65%
2b	% satisfied with the billing performance (Postpaid customers)	>90%	65%	62%	63%	65%	66%
3	% satisfied with help services	>90%	63%	52%	57%	58%	58%
4	% satisfied with network performance, reliability and availability	>85%	64%	60%	61%	62%	61%
5	% satisfied with maintainability	>85%	65%	59%	62%	59%	62%
6	% satisfied Overall customer satisfaction	>85%	65%	60%	60%	61%	60%
7	% satisfied with customer satisfaction with offered supplementary services such as allocation of static / fixed IP addresses, email ids etc.	>85%	65%	60%	68%	62%	67%

None of the operators of broadband service meet the TRAI benchmark on any of the parameters. Relatively amongst all operators the performance of Airtel is marginally better than other operators while the performance of BSNL is relatively the weakest.

a. Service Provision (Benchmark – 90%)
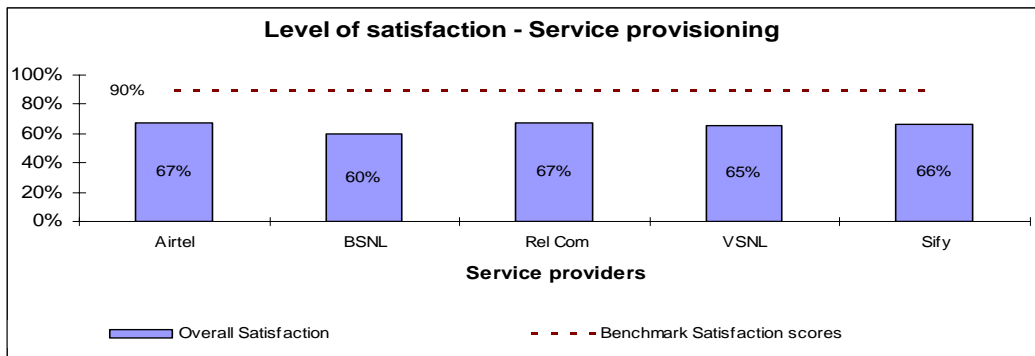
Airtel & RCOM lead the way with subscriber level of satisfaction at 67% for service provision aspect followed closely by Sify at 66% and VSNL at 65%. However, all of them fall way below the TRAI benchmark of 90% on this parameter. BSNL has the lowest level of subscriber satisfaction at 60%.

b. Billing performance (Benchmark – 90%)

Level of satisfaction - Billing performance (postpaid customers)

	Airtel	BSNL	Rel Com	VSNL	Sify
Overall Satisfaction	65%	62%	63%	65%	66%

Benchmark Satisfaction scores — 90%

Level of satisfaction - Billing performance (Prepaid customers)

	Airtel	BSNL	Rel Com	VSNL	Sify
Accuracy of charges i.e. amount deducted on every usage	59%	68%	66%	64%	65%

Benchmark Satisfaction scores — 90%
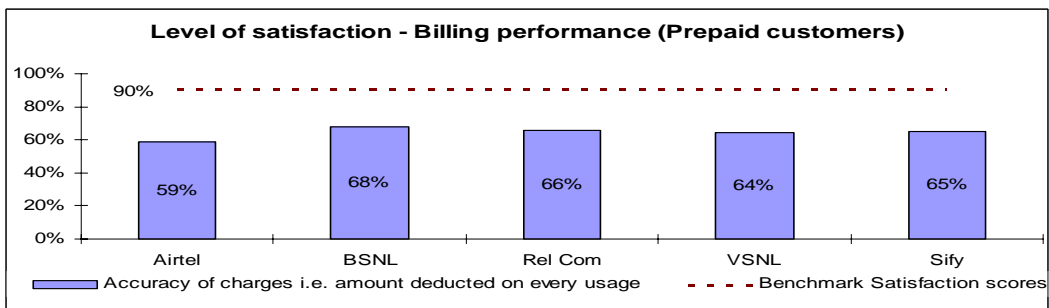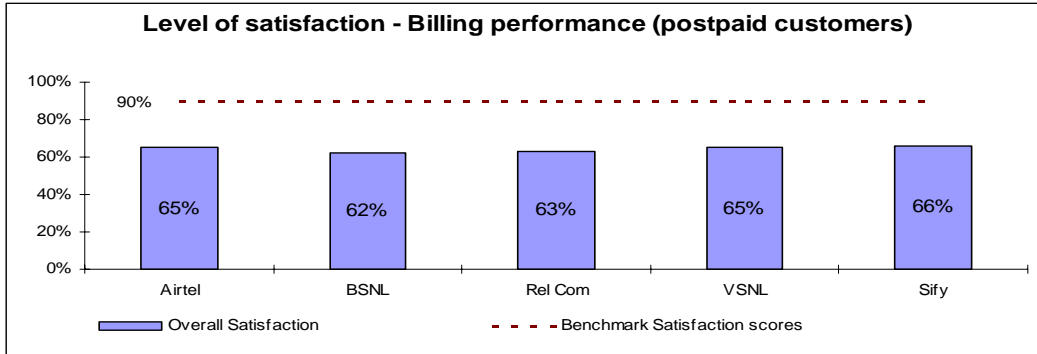
Sify leads the way on % satisfaction with billing performance for postpaid subscribers with a satisfaction level of 66% while BSNL outshines other operators on billing performance for prepaid customers with a satisfaction level of 68%. However, all the operators fall way below the TRAI benchmark of 90%. The satisfaction levels of postpaid subscribers for all services range from 62% to 66% while for prepaid subscribers the same ranges from 59% to 68%.

c. Help Services (Benchmark – 90%)

Level of satisfaction with help services

	Airtel	BSNL	Rel Com	VSNL	Sify
Overall Satisfaction	63%	52%	57%	58%	58%

Benchmark Satisfaction scores — 90%
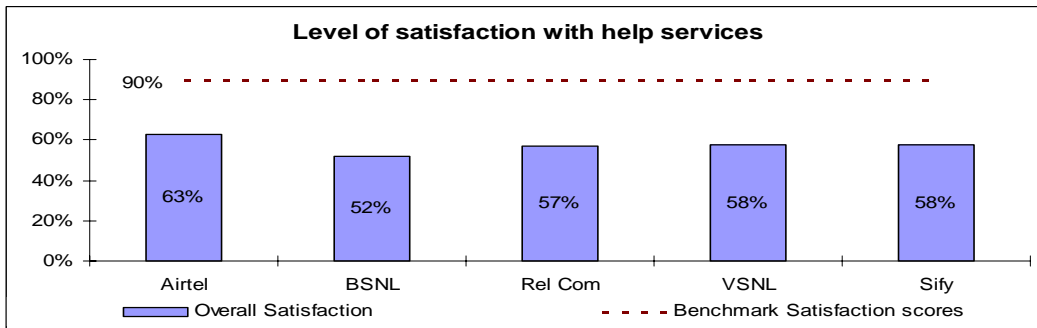
Satisfaction level of subscribers with help services is quite low especially for BSNL which has the lowest score with a satisfaction level of 52% only. Airtel leads the way with respect to the satisfaction level with help services with a score of 63% which shows that the quality of help services provided by various service providers is way below acceptable limits.

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

Level of satisfaction with network performance, reliability & availability

Operator	Airtel	BSNL	Rel Com	VSNL	Sify
Overall Satisfaction	64%	60%	61%	62%	61%

Benchmark: 85%

Legend: Overall Satisfaction — Benchmark Satisfaction scores
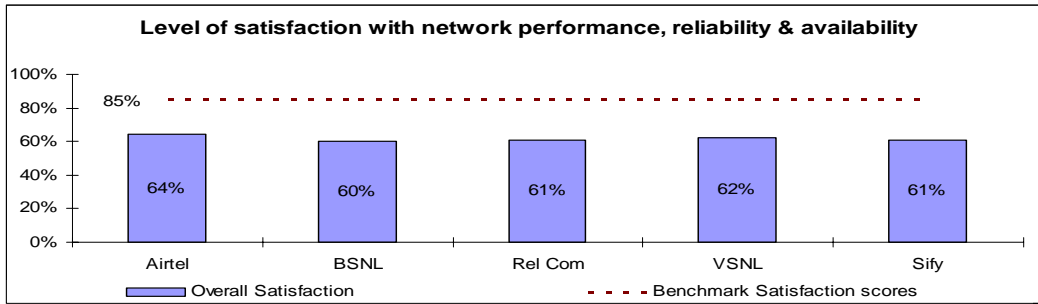
All the operators lie in the range of 60% to 64% on this parameter way below the benchmark figure of 85%. For providing quality broadband service, there is a definite need for improvement for all the operators on this aspect.

e. Maintainability (Benchmark - 85%)

Level of satisfaction - Maintainability

Operator	Airtel	BSNL	Rel Com	VSNL	Sify
Overall Satisfaction Maintainability	65%	59%	62%	59%	62%

Benchmark: 85%

Legend: Overall Satisfaction Maintainability - Restoration of Broadband connection — Benchmark Satisfaction scores
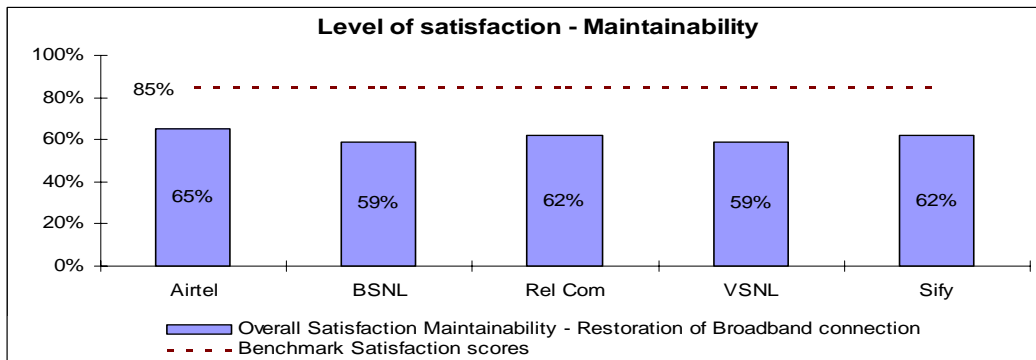
The scores range from 59% to 65% on this parameter. BSNL & VSNL are lagging behind other operators at 59% satisfaction level while Airtel leads the pack with a subscriber satisfaction level of 65%. However, as observed with other parameters, the satisfaction level scores across this parameter too fall way below the TRAI benchmark of 85%

f. Supplementary Services (Benchmark - 85%)

Level of satisfaction - Supplementary services

Operator	Airtel	BSNL	Rel Com	VSNL	Sify
Overall Satisfaction Supplementary Services	65%	60%	68%	62%	67%

Benchmark: 85%

Legend: Overall Satisfaction Supplementary Services — Benchmark Satisfaction scores
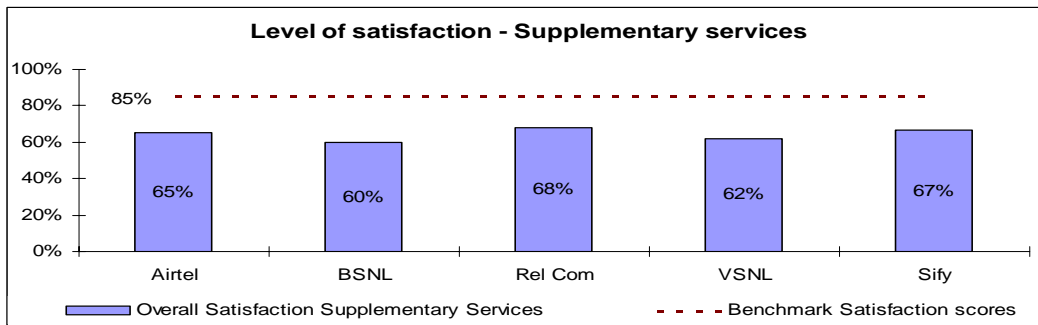
RCOM leads the way with a subscriber satisfaction level of 68% with supplementary services offered. However BSNL lags other operators in this regards with a satisfaction of 60%. The scores across this parameter too do not anywhere near to attaining the TRAI benchmark of 85%.

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g. Overall level of customer satisfaction (Benchmark - 85%)
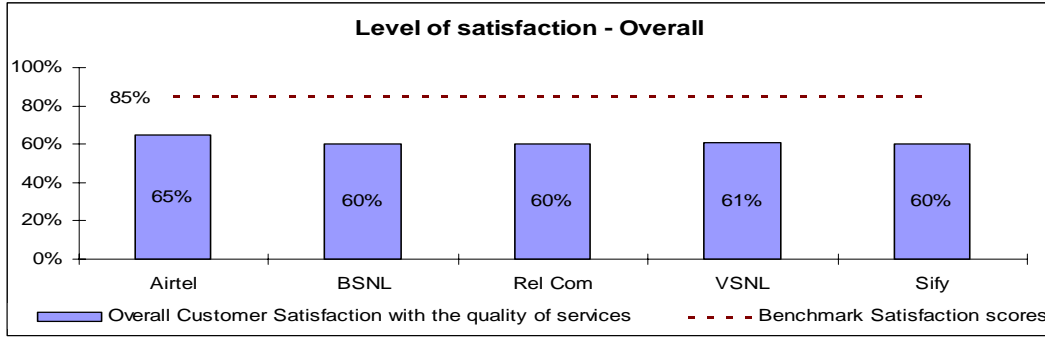
Most of the operators have an overall satisfaction level of either 60% or 61%. Airtel leads the way with a score of 65% which also falls way below the TRAI benchmark of 65%.

4.3.1 Consumer Protection and Grievance Scores for the Broadband survey

Redressal Mechanism

S. N.	Sub-parameters	Airtel	BSNL	RCOM	VSNL	Sify
1	Awareness of three stage grievance mechanism	5%	17%	4%	9%	4%
2	Provision of Manual of Practice containing terms and conditions of service, grievance redressal mechanism etc	31%	23%	9%	22%	8%
3	For pre-paid customers, awareness about item-wise call charge details on request	4%	7%	2%	12%	14%
4	If aware (for pre-paid customers), ever denied of item-wise usage charge details for pre-paid connection	0%	0%	0%	0%	0%

The awareness of three stage redressal mechanism is the highest amongst BSNL subscribers with more than one out of every six subscribers being aware of the three stage redressal mechanism. RCOM & Sify subscribers lag way behind BSNL subscribers with an awareness level of only 4%.

More than 3 out of every 10 Airtel subscribers were given the manual of practice while taking a broadband connection. Only 8% of the Sify subscribers were provided with the manual of practice at the time of taking the connection.

The awareness of item-wise call charge details is the lowest amongst Airtel subscribers at a level of only 4%. One out of every 7 Sify subscribers is aware of the fact that item-wise call charge details can be obtained on request from the service provider.

None of the subscribers across all the operators were denied item-wise call usage details.

Stage 1: Call Center

S. N.	Sub-parameter	Airtel	BSNL	RCOM	VSNL	Sify
1	Awareness of Call center for redressing grievances	19%	45%	18%	38%	8%
2	Percentage of consumers made any complaints to the toll free number within last 6 months	27%	23%	31%	35%	18%
3	Call center informing about the action taken on complaints	94%	62%	89%	81%	80%
4	Resolution of complaint by customer care within 4 weeks of lodging complaint	1%	9%	2%	7%	1%
5	Percentage satisfied with the complaint resolution by call center	62%	49%	55%	53%	56%

Only 8% of Sify subscribers are aware of the presence of Call center. BSNL leads the way with 45% of its subscribers being aware of the call center. VSNL follows with 38% awareness level. Astonishingly only 18% RCOM & 19% Airtel subscribers are aware of the presence of call center for broadband service.

35% of the total VSNL subscribers who are aware of the call center have lodged a complaint regarding their services. Only 18% of the Sify subscribers, who are aware, have lodged a complaint with the call center. BSNL also performs well on this aspect with only 23% subscribers lodging a complaint with the call center.

However, in only 62% of the cases, the subscribers of BSNL have been notified by the call center about the action taken on their complaints. BSNL needs to look into this aspect in order to further improve the satisfaction levels of subscribers. 94% of the Airtel subscribers who have lodged a complaint with the call center have been notified about the action taken.

However, only 1% of the Airtel subscribers say that their complaint was resolved within four weeks. BSNL performs the best on this aspect, but the scores are very low with only 1 out of every 11 subscribers saying that their complaint was resolved with 4 weeks.

Half of the subscribers who have lodged a complaint with the call center are not satisfied with the complaint resolution process. All the operators perform poorly on this aspect with Airtel being relatively better with 62% of the subscribers saying that they are satisfied with the complaint resolution process of the call center.

Stage 2: Nodal Officer

S. N.	Sub-parameter	Airtel	BSNL	RCOM	VSNL	Sify
1	Awareness of Nodal officer for redressing grievances	2%	5%	1%	2%	3%
2	Percentage of consumers made any complaints to the Nodal officer for unresolved complaints from Call center	12%	8%	12%	19%	11%

The awareness of the existence as a second level of resolution of complaints is abysmally low amongst subscribers with only 1% to 5% of all the subscribers across various service providers saying that they are aware of the nodal officer. As low as 1% RCOM and as high as 5% BSNL

subscribers say that they are aware of the nodal officer. The operators should proactively tell the consumers about the same. A maximum of only 2 to 3 subscribers across all service providers have lodged a complaint with the Nodal officer.

Stage 3: Appellate Authority

S. N.	Sub-parameter	Airtel	BSNL	RCOM	VSNL	Sify
1	Awareness of Appellate authority for redressing grievances	1%	2%	1%	2%	1%

Only 1% - 2% of all the subscribers across various service providers are aware of the appellate authority.

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.

Last application for a phone connection

Service Provider	Less than 6 months	6 - 12 months	More than 12 months
Airtel	16%	19%	64%
BSNL	1%	1%	98%
Rel Com	16%	13%	71%
TATA	14%	11%	76%
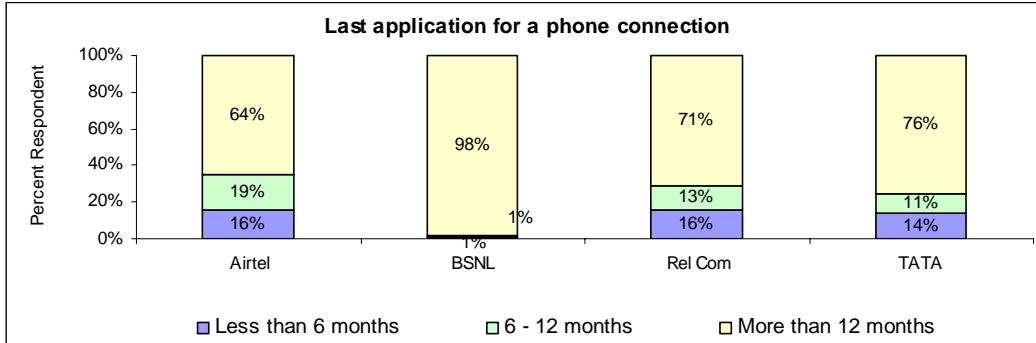
16% of the total subscribers for Airtel and Reliance Communications contacted took the connection in less than 6 months from the time the survey was conducted. Whopping 98% of the BSNL subscribers contacted for wireline services in the Kolkata circle were having telephone connection older than 12 months.

b. Request for shifting the connection

Penetration of the request for shifting the connection

Service Providers	Percent Respondent
Airtel	3%
BSNL	4%
Rel Com	4%
TATA	4%
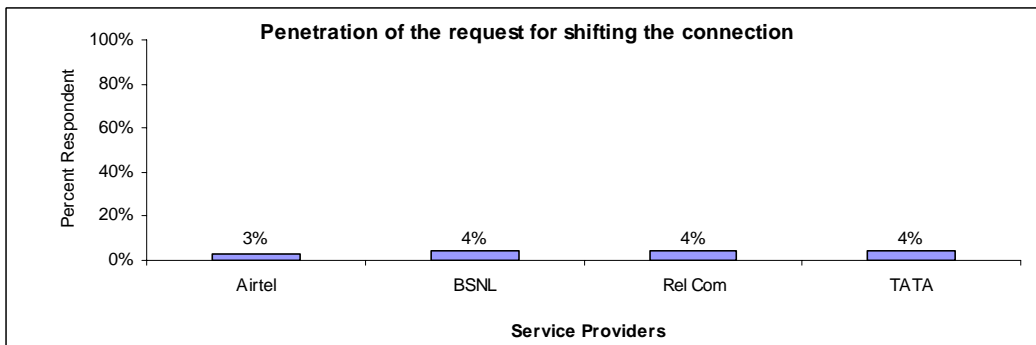
As expected, the Percentage for the request for shifting the wireline connection is quite low for BSNL, R Com and Tata Teleservices at 4% whereas it is just 3% for Airtel wireline services.

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

Penetration - Requisition for re-activation, if temporarily deactivated
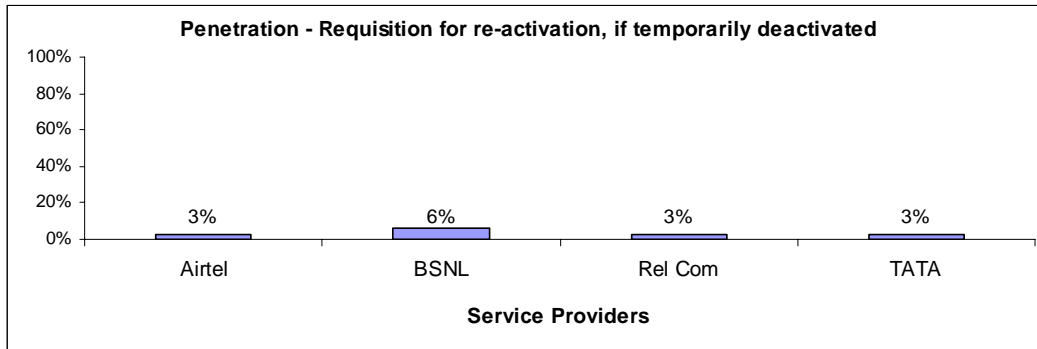
The percentage of requisition for re-activation, if the connection is temporarily deactivated is quite low for all the services providers. For BSNL, it is 6% whereas for all the other three service providers, it is just 3%.

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

Time Taken for New Connection
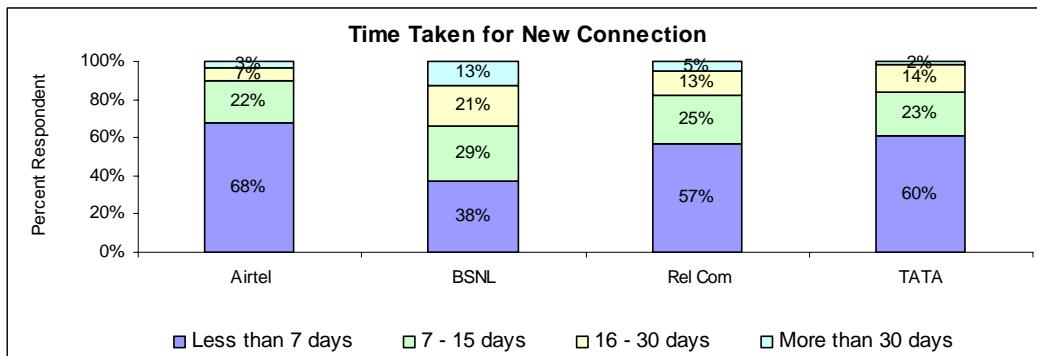
68% Airtel subscribers claim that their new connection was activated less than 7 days of applying for it. However, only 38% of the BSNL subscribers claim that their connection was activated within less than 7 days. Also, as many as 13% of the BSNL subscribers say that for getting an activated connection they had to wait more than 30 days.

e. Satisfaction on sub-aspects of service provision:

Satisfaction with Service Provision	Airtel	BSNL	RCOM	TATA
Satisfaction with new connection	68%	57%	66%	67%
Satisfaction with shifting	75%	67%	63%	76%
Satisfaction with re-activation	68%	67%	66%	67%

In general, Airtel and Tata Teleservices have scored better than BSNL and Reliance Communications on satisfaction with sub-aspects of service provision. Satisfaction with shifting for Tata Teleservices and Airtel at 76% and 75% respectively is high in comparison to BSNL and R Com.

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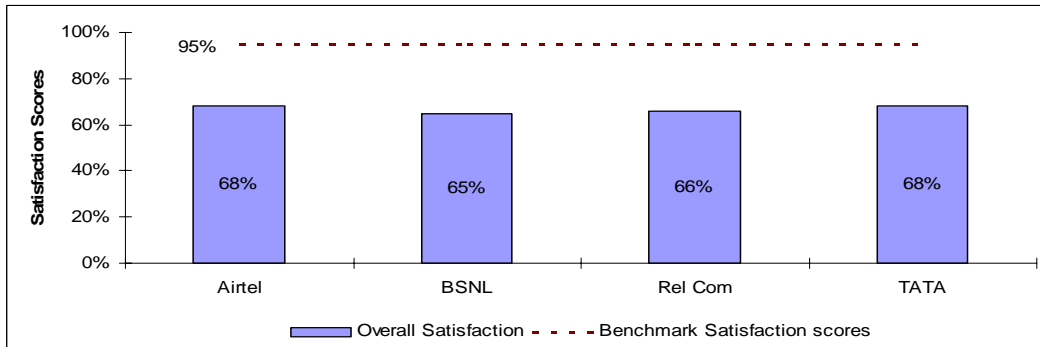
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	RCOM	TATA
Very Satisfied	11%	18%	11%	15%
Satisfied	83%	65%	76%	75%
Total Score	94%	83%	87%	90%
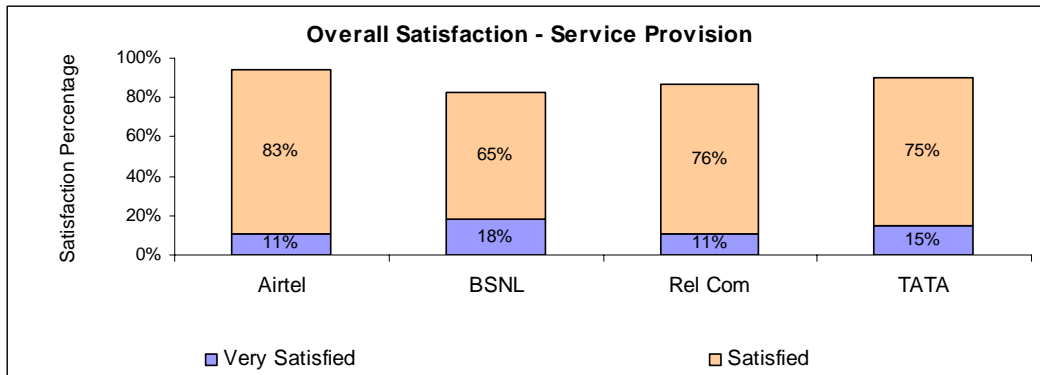
As is the case with the level of satisfaction, Airtel also leads the pack in overall subscribers satisfied with 94% subscribers claiming that they are either "Very Satisfied" or "Satisfied". Interestingly, 18% of the BSNL subscribers were 'Very Satisfied', as far as overall satisfaction score on service provision is concerned.

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5.1.2 Billing Related sub-aspects

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

Post-paid Subscribers

a. Percentage of Billing Complaints
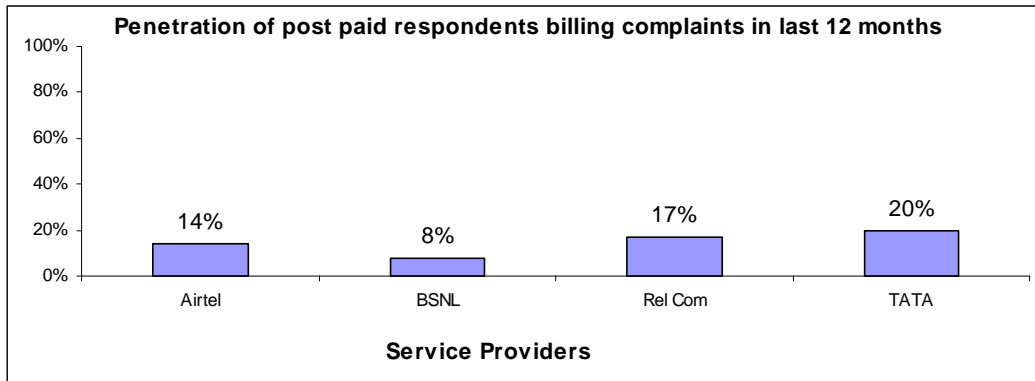
The Percentage of postpaid subscribers making billing complaints is low for BSNL at 8% in comparison with other service providers. The Percentage of postpaid subscribers making billing complaints for Tata Teleservices is relatively high at 20%.

b. Satisfaction with various billing parameters

Satisfaction with Billing Parameters				
For Postpaid customers -	Airtel	BSNL	RCOM	TATA
Timely delivery of bills	66%	62%	64%	67%
Accuracy of bills	63%	62%	58%	63%
Process of resolution of billing complaints	54%	44%	41%	57%
Clarity i.e. transparency and understandability of bills	64%	64%	62%	63%

As far as timely delivery of bills is concerned, all the service providers have scored between 67% (for Tata Teleservices) and 62% (for BSNL). Process of resolution of billing complaints is the pain point across all the operators for postpaid customers. The score varies from 41% for Reliance Communications to 57% for Tata Teleservices.
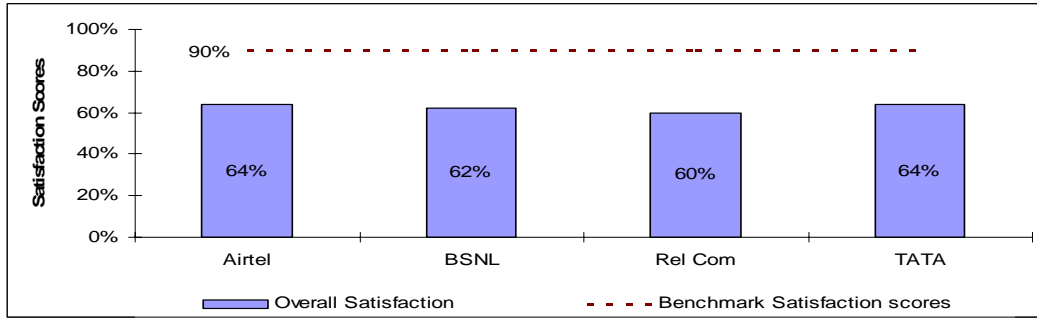
Level of satisfaction:

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

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	RCOM	TATA
Very Satisfied	3%	5%	4%	8%
Satisfied	88%	80%	76%	75%
Total	91%	85%	80%	83%
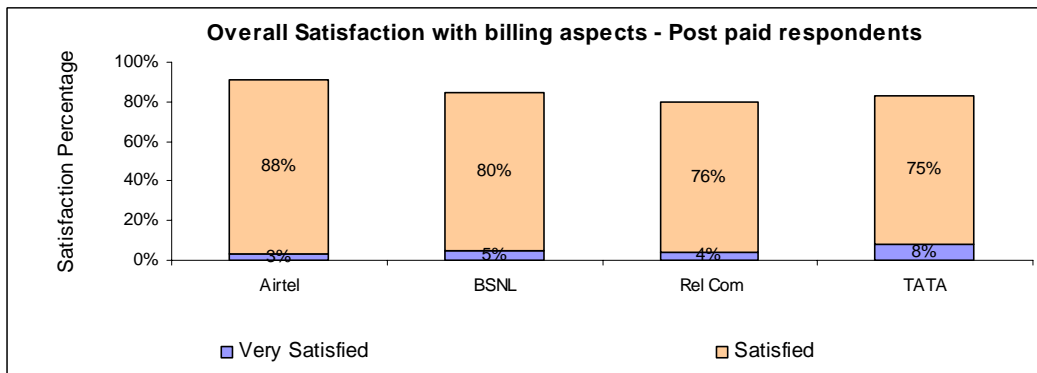
For billing related parameters, 8% of Tata Teleservices postpaid customers are very satisfied with the service whereas for Airtel 3% postpaid customers are very satisfied. 91% postpaid customers are either very satisfied or satisfied with the Airtel where as 80% postpaid customers are either very satisfied or satisfied with the Reliance Communications.

c. Reasons for dissatisfaction – postpaid respondents
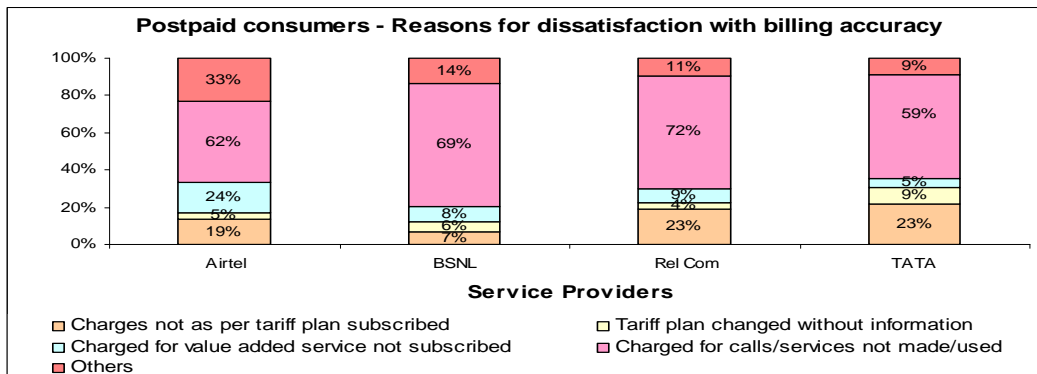
For postpaid customers, the major reason for dissatisfaction is coming out as 'Charged for calls/services not made/use'. 72% of the dissatisfied customers from Reliance Communication consider 'Charged for calls/services not made/use' as major reason for dissatisfaction whereas 59% Tata Teleservices postpaid customers consider it as major reason for dissatisfaction.

Pre-paid Subscribers

a. Satisfaction with Billing Parameter

For Prepaid customers -	Airtel	BSNL	RCOM	TATA
Satisfaction with accuracy of charges on every usage	66%	87%	64%	63%

For pre-paid customers, satisfaction with accuracy of charges on every usage is considerably high among BSNL customers at 87%. The satisfaction score is just 63% for Tata Teleservices.
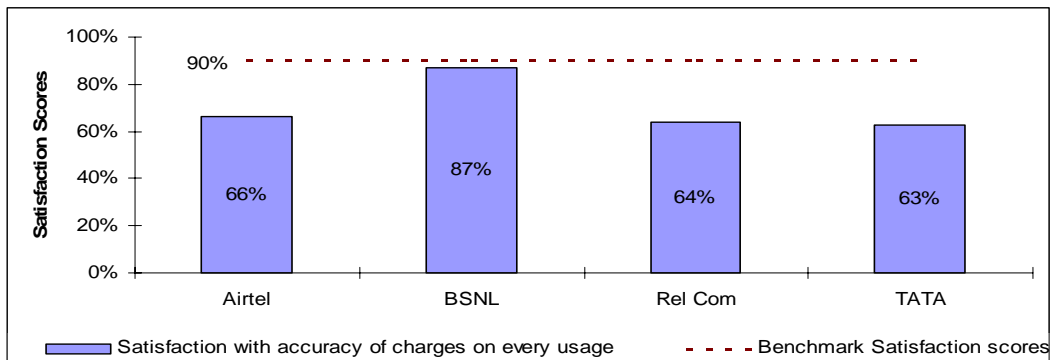
Level of satisfaction:

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

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	RCOM	TATA
Very Satisfied	10%	77%	10%	7%
Satisfied	79%	9%	73%	77%
Total	89%	86%	83%	84%
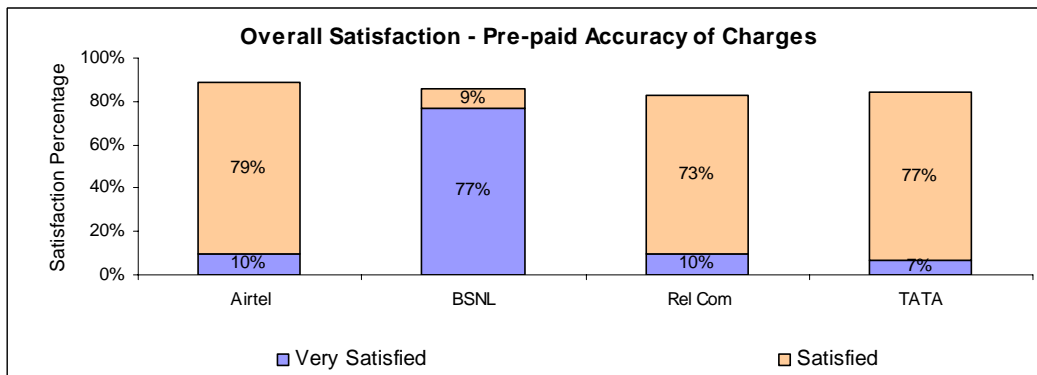
For prepaid customers, whopping 77% of BSNL customers are very satisfied with the service whereas for other operators, 'very satisfied' score is either 10% or less. The percentage of very satisfied or satisfied score for BSNL is 86% whereas it is 84% for Tata Teleservices.

5.1.3   Help Services Related sub-aspects

a.   Percentage of subscribers making Query in last 12 months

Help Services / Customer Care - Query made in last 12 month

Airtel: 32%
BSNL: 25%
Rel Com: 34%
TATA: 56%

Service Providers

As far as Customer Care services are concerned, 56% of the Tata Teleservices respondents have made query in the last 12 months. 25% BSNL customers have made query in the last 12 months. For Reliance Communication and Airtel the Percentage of making query to Customer Care is 34% and 32% respectively.

b.   Satisfaction with Help Services / Customer Care

Satisfaction with Help Services / Customer Care	Airtel	BSNL	RCOM	TATA
Ease of access of call center toll free number	57%	57%	53%	60%
Response time to answer call by customer care executive	57%	57%	55%	60%
Problem solving ability of customer care executive	56%	57%	54%	59%
Time taken by customer care executive in resolving complaints	55%	55%	53%	59%
Overall Satisfaction	56%	57%	54%	60%

Almost all the sub aspects under help service have satisfaction scores less than 60% for all the operators. Among the operators, Reliance Communication score on help service are less when compared with other service providers.

As far as ease of access of call center toll free number is concerned, satisfaction score varies from 53% (for RCOM) to 60% (for Tata Teleservices). The satisfaction score for response time to answer call by customer care executive is also less and varies from 55% for RCOM to 60% for Tata Teleservices.
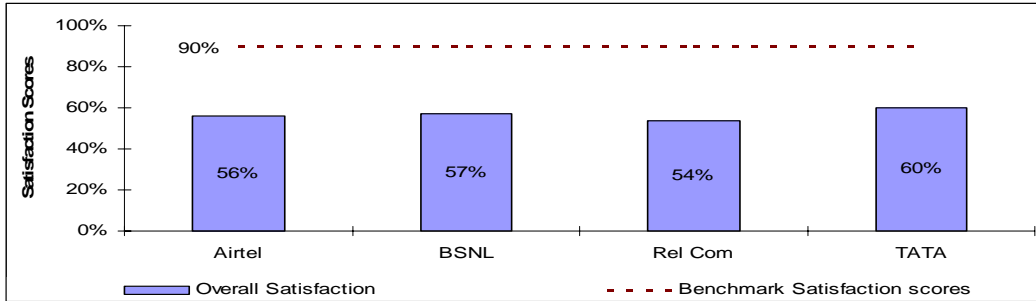
Level of satisfaction:

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

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	RCOM	TATA
Very Satisfied	3%	2%	2%	2%
Satisfied	64%	70%	61%	78%
Total	67%	72%	63%	80%
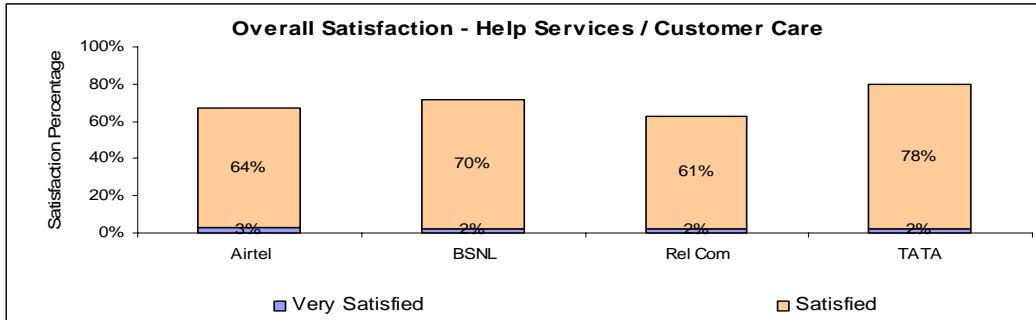
For Help Services / Customer Care overall satisfaction, 80% of Tata Teleservices customers are either Very Satisfied or Satisfied whereas the total satisfied customers for Reliance Communication is only 63%. For BSNL 72% of the wireline customers are either Very Satisfied or Satisfied.

5.1.4   Network performance, reliability and availability related sub-aspects

a.   Satisfaction with network performance, reliability and availability

Network Performance, Reliability and Availability				
Satisfaction Scores	Airtel	BSNL	RCOM	TATA
Availability of working telephone (with dial tone)	66%	63%	66%	64%
Ability to make or receive calls easily	66%	65%	66%	64%
Voice quality	66%	63%	66%	63%

There is less difference between the satisfaction scores for Network performance, reliability and availability sub-aspects among all the operators. In general, the scores vary from 63% to 66%. The satisfaction with availability of working telephone (with dial tone) is 63% for BSNL whereas it is 66% for Airtel and RCOM. The score for voice quality varies from 63% for BSNL and Tata Teleservices whereas it is 66% for Airtel and RCOM.

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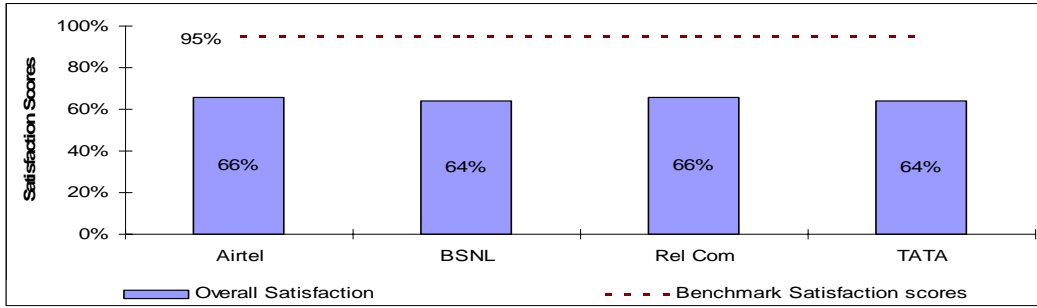
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	RCOM	TATA
Very Satisfied	6%	4%	5%	3%
Satisfied	86%	84%	87%	85%
Total	92%	88%	92%	88%
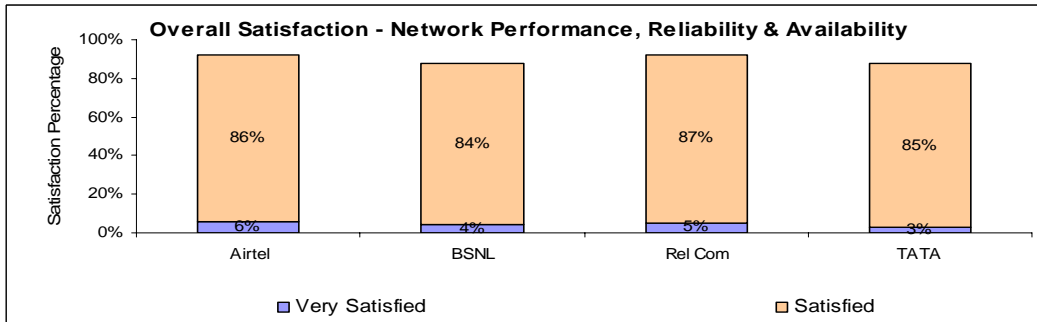
The top 2 box satisfaction score of Airtel & RCOM is the maximum at 92% for network related parameters. 88% of BSNL & TATA subscribers have stated that they are either "satisfied" or "very satisfied" with the network services provided by their respective service providers.

5.1.5 Maintainability related sub-aspects

a. Percentage subscribers experiencing fault in the telephone in last 12 months
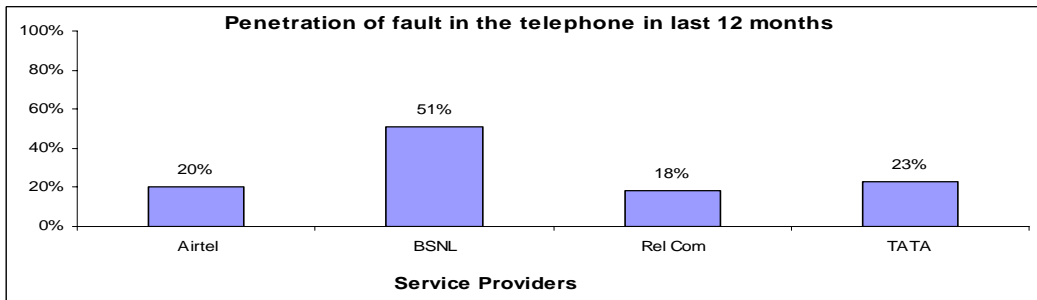
The chart above clearly shows penetration of fault in the telephone in last 12 months is maximum among BSNL customers at 51%. Reliance Communications customers at 18% has less fault penetration in comparison to other operators. Airtel and Tata Teleservices have 20% and 23% fault penetration respectively.

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

Number of times telephone became faulty in last 1 month
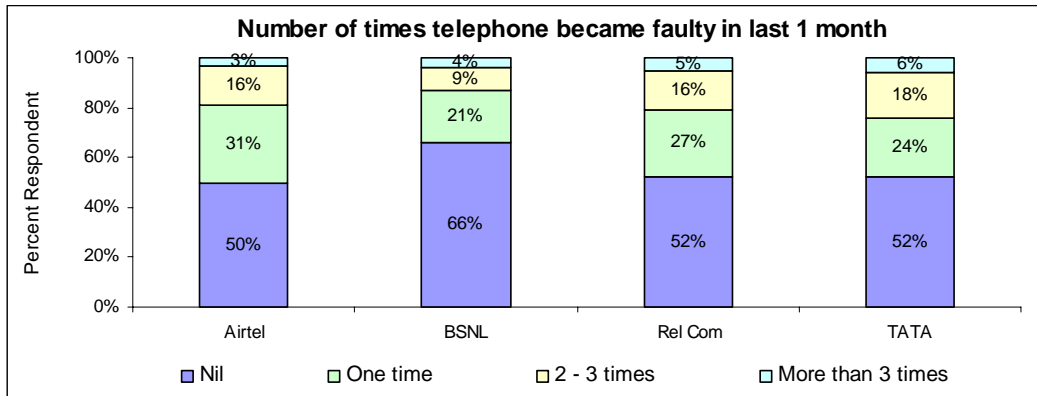
When it comes to comparing number of times the subscriber's telephone became faulty out of the base of the subscriber who have faced any problem in their connection in the last 12 months, 50% of Airtel customer have faced problem one or more time in last 1 month. Almost 2/3rd of BSNL subscribers have not faced a problem in their telephone line.

c. Time taken to repair after lodging complaint

Time taken to Repair after Lodging Complaint
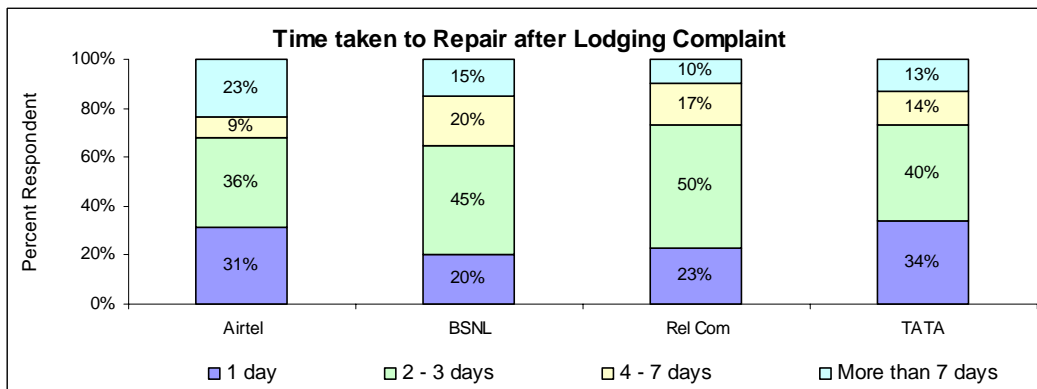
As far as time taken to repair is concerned, 31% of the Airtel customers from the customers who faced problem in last 12 months got their telephone repaired within 1 day of lodging the complaint. 23% of the Airtel subscribers got their telephone repaired after 7 days. For BSNL, 15% of the customers got their telephone repaired more than 7 days after lodging the complaint.

d. Satisfaction with Maintainability parameters

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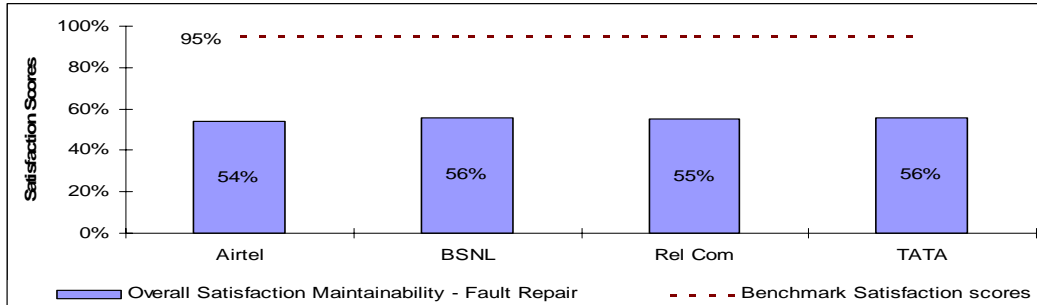
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	RCOM	TATA
Very Satisfied	6%	3%	4%	3%
Satisfied	56%	69%	61%	66%
Total	62%	72%	65%	69%
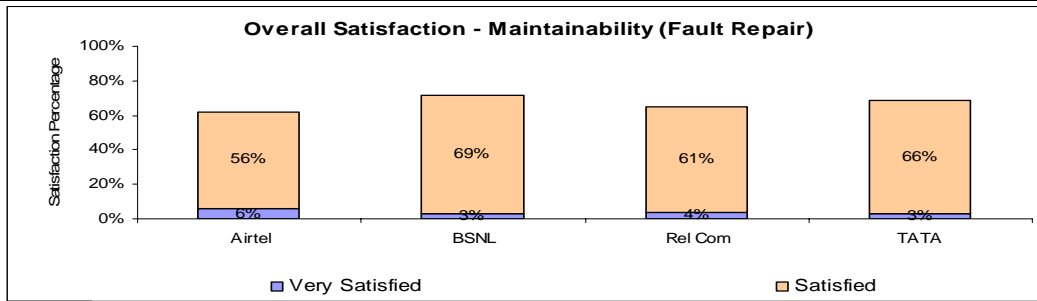
As far as percentage of total satisfied subscribers with the maintainability aspects is concerned, 72% of BSNL subscribers are either 'Very Satisfied' or 'Satisfied' with it whereas the percentage of total satisfied subscribers for Airtel is just 62%.

5.1.6 Supplementary services

a. Percentage of subscribers opting for Supplementary Services
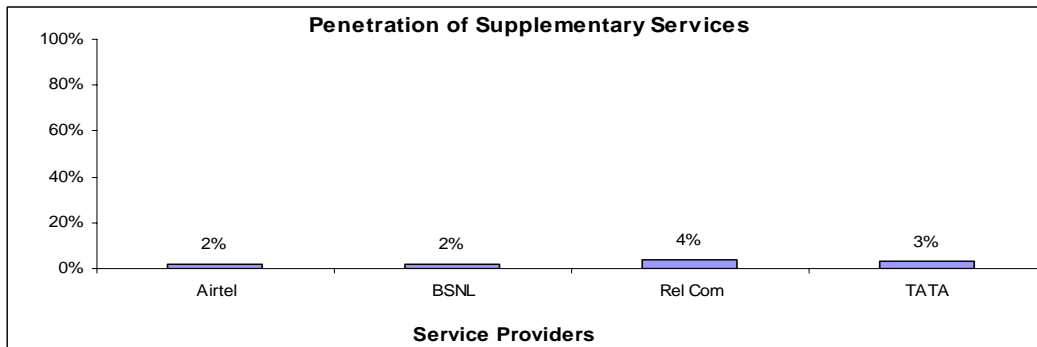
The penetration of supplementary services is quite low across all the service providers. Among the services provider it is highest for RCOM at 4% whereas it is just 2% in case of BSNL subscribers.

b. Satisfaction with Supplementary Services
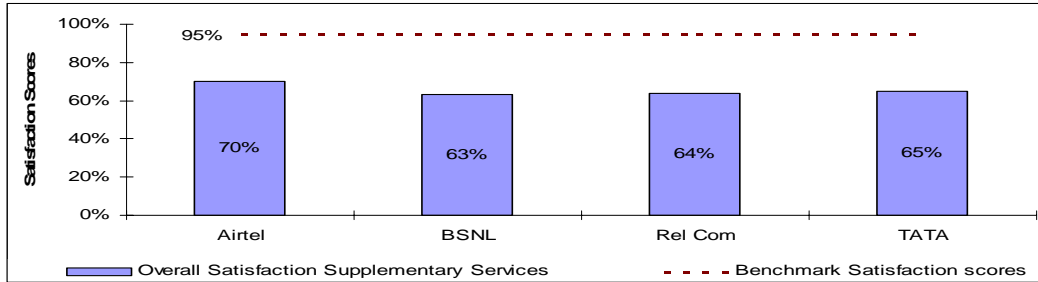
Level of satisfaction:

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

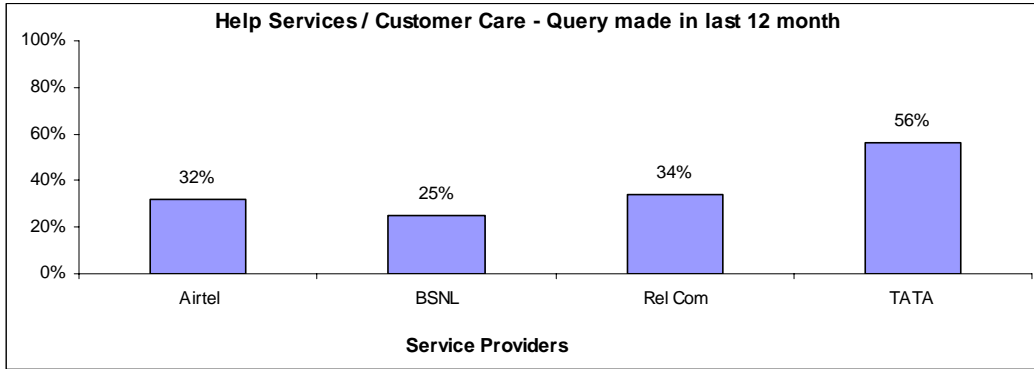| Overall Very Satisfied & Satisfied scores	Airtel	BSNL	RCOM	TATA
Very Satisfied	17%	13%	5%	5%
Satisfied	78%	63%	86%	84%
Total	95%	76%	91%	89%
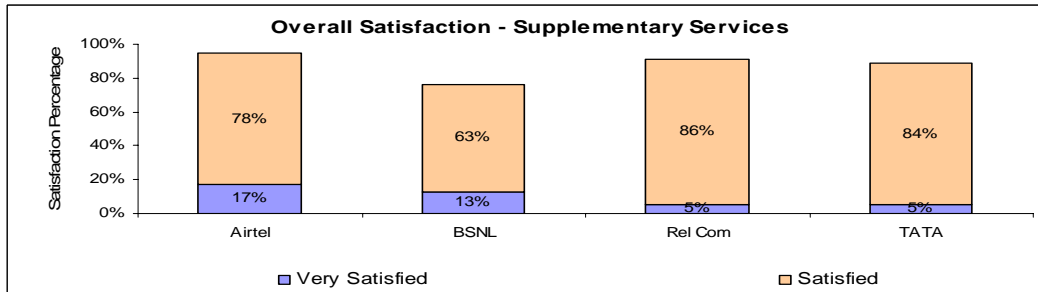
The satisfaction percentage for supplementary services is quite high across all the users of the service. The total satisfaction percentage is 95% for Airtel subscribers whereas it is 76% for BSNL subscribers. RCOM and Tata Teleservices have total satisfaction percentage at 91% and 89% respectively.

5.1.7   Overall Customer Satisfaction

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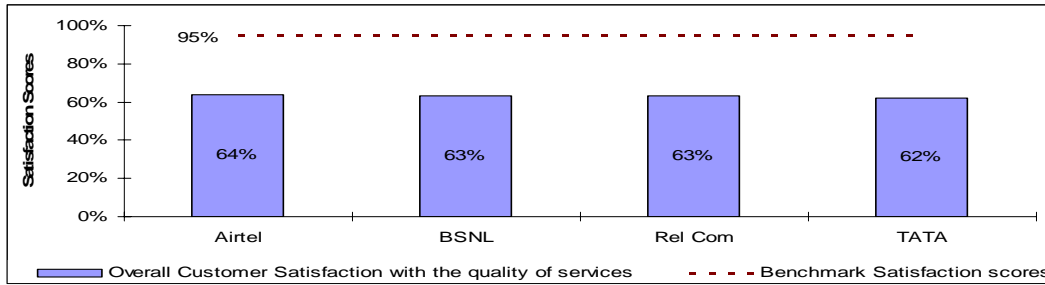
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	RCOM	TATA
Very Satisfied	5%	3%	5%	2%
Satisfied	82%	84%	81%	83%
Total	**87%**	**87%**	**86%**	**85%**
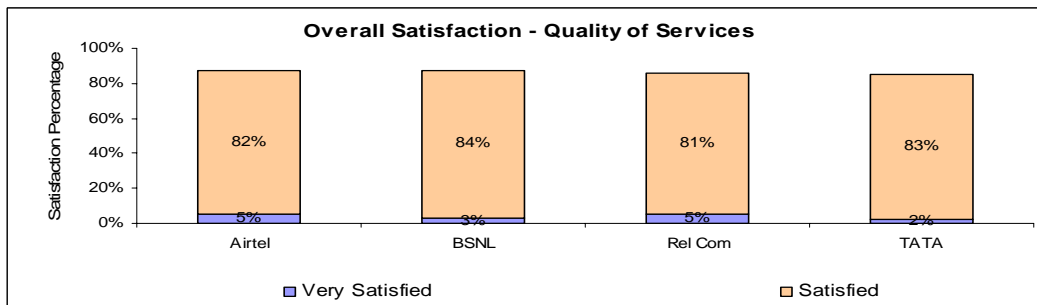
As far as overall customer satisfaction with the 'Quality of Services' is concerned, 'Very Satisfied' percentage varies from 2% for Tata Teleservices to 5% for Airtel. The total satisfaction percentage of Airtel is 87% where as it is 85% for Tata Teleservices. For BSNL, the overall satisfaction level score at 87% is just next to Airtel. BSNL is faring better than Reliance Communication and Tata Teleservices as far as overall satisfaction with the Quality of Services is concerned.

5.1.8   Redressal Mechanism

Awareness of Grievance Redressal Mechanism	Airtel	BSNL	RCOM	TATA
Awareness of three stage grievance redressal mechanism	6%	8%	7%	5%
Awareness of the names of following stages of grievance redressal set up by service provider				
Call Center	38%	31%	36%	33%
Nodal Officer	2%	7%	3%	5%
Appellate Authority	1%	4%	1%	2%
For new customers, provisioning of 'Manual of Practice' while taking the new connection	13%	2%	12%	9%

It is observed that the awareness of three stage redressal mechanism has remained abysmally low among the subscribers of all the service providers. Also, approximately one third of the people met were aware about the call centre as a medium to redress there grievances with the service provider. As expected, awareness about nodal officer and appellate tribunal is extremely low for all the service providers.

Awareness parameters				
For Pre-paid Customers	Airtel	BSNL	RCOM	TATA
For pre-paid customers, awareness about getting item-wise call charge details on request	17%	24%	18%	11%
If aware, ever denied of item-wise usage charge details for pre-paid connection	3%	0%	1%	10%

All the service providers have scored low on awareness about getting itemized call charge (for prepaid customers). For BSNL100% of the customers who were aware about getting itemized call charge details were never denied of the same.

Stage 1: Customer Care	Airtel	BSNL	RCOM	TATA
Percentage - Complains made to customer care within last 6 months	6%	16%	5%	9%
Customer care informing about the action taken on the complaint	56%	59%	63%	56%
Resolution of complaint by customer care within 4 weeks of lodging complaint	7%	11%	7%	5%
If lodged a complaint, provisioning of docket number:				
- No docket number received even on request	14%	8%	26%	8%
- No docket number received for most of the complaints	21%	5%	20%	21%
- Docket number received for most of the complaints	65%	88%	54%	71%

The table given above depicts that percentage of people making complaints to customer care has remained low for all the service providers in Kolkata circle. Also, for all the service providers more than 50% the customers who have made complaint in the past three months were informed about the action taken by the customer care officer. But, the time taken to resolve a complaint was more than the benchmark provided by TRAI in almost 90% of the cases for all the service providers.

Satisfaction with complaint resolution by call center	Airtel	BSNL	RCOM	TATA
Satisfaction with the resolution of complaints by call center	52%	57%	47%	48%

Satisfaction with the resolution of compalints by Call Center
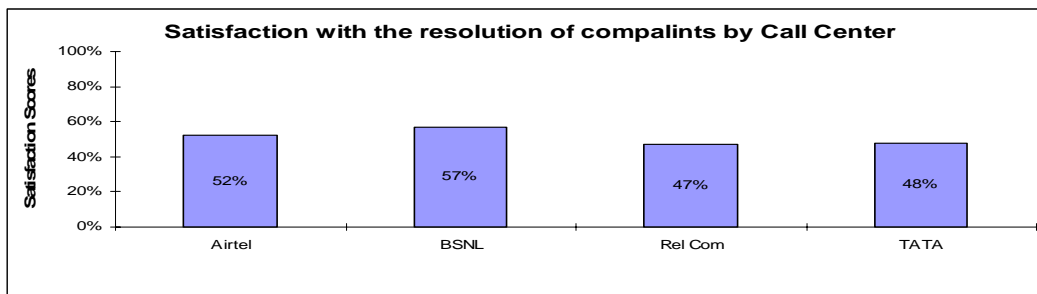
Satisfaction levels with the resolution of complaints by the call center are above 50% for BSNL and Airtel, whereas it was marginally below 50% for Reliance Communication and Tata Teleservices.

If dissatisfied with call center's complaint resolution, reasons for dissatisfaction:-	Airtel	BSNL	RCOM	TATA
Difficult to connect call center executive	13%	39%	35%	10%
Customer care executive not polite/courteous	17%	9%	19%	7%
Customer care executive not equipped with adequate information	30%	22%	46%	20%
Time taken by call center for redressal of complaint is too long	43%	48%	31%	40%
The customer care executive was unable to understand the problem	22%	13%	12%	33%
Others	22%	9%	12%	10%

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	RCOM	TATA
Very Satisfied	2%	6%	2%	3%
Satisfied	57%	67%	48%	49%
Total	59%	73%	50%	52%
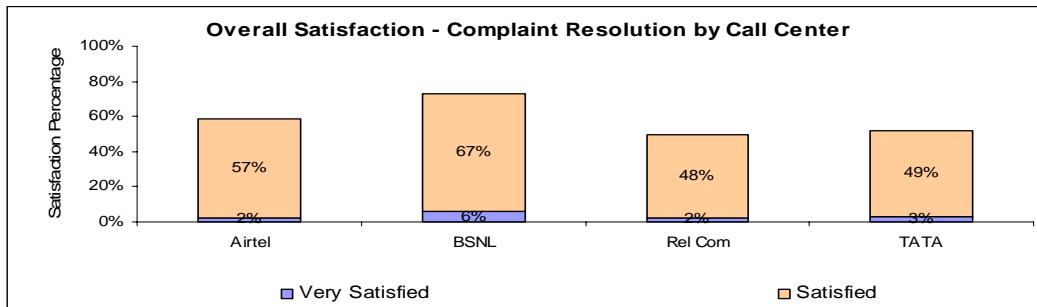
The chart depicts that 73% of the BSNL subscribers who had made complaint in the last 6 months were satisfied with the resolution of complaints. For Airtel, Reliance and TATA the same was 59, 50 and 52% respectively.

Of total number of subscribers who were dissatisfied with the resolution of complaint by customer care more that 40% of the customers of Airtel, BSNL and Tata Teleservices felt that the time taken for redressal was too long. A significant portion of such subscribers also felt that the customer care executive was not equipped with adequate information.

Stage 2: Nodal Officer	Airtel	BSNL	RCOM	TATA
Awareness of the contact details of the Nodal Officer	1%	3%	1%	2%

The chart above depicts that awareness about nodal officers remain abysmally low for all the service providers. Less than 4% of the total subscribers met were aware that such a mechanism exists for redressing grievances. Importantly out of the people aware, the % age of those making complaint to the nodal officer was insignificant.

Stage 3: Appellate Authority	Airtel	BSNL	RCOM	TATA
Awareness of the contact details of the Appellate Authority	2%	2%	1%	1%

Quite as expected awareness about appellate authority as a mechanism for redressal of consumer grievances is really below 3% for all the service providers. The % age levels of those making complaint is 0% for all the service providers in Kolkata circle

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

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

Last application for a phone connection
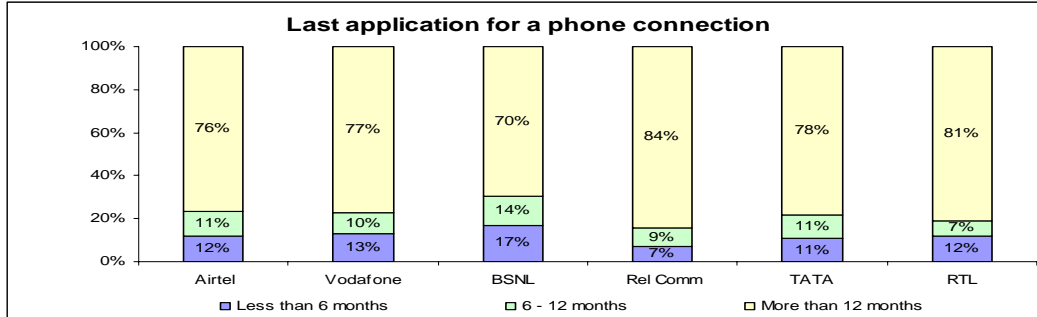
More than 3 out of every 10 BSNL subscribers contacted for the purpose of this survey have taken their connection in the last 12 months. 84% of the RCOM subscribers have taken their connections more than a year ago.

<u>b. Time taken for activation of new connection:</u> 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.

Time Taken for Activation of New Connection
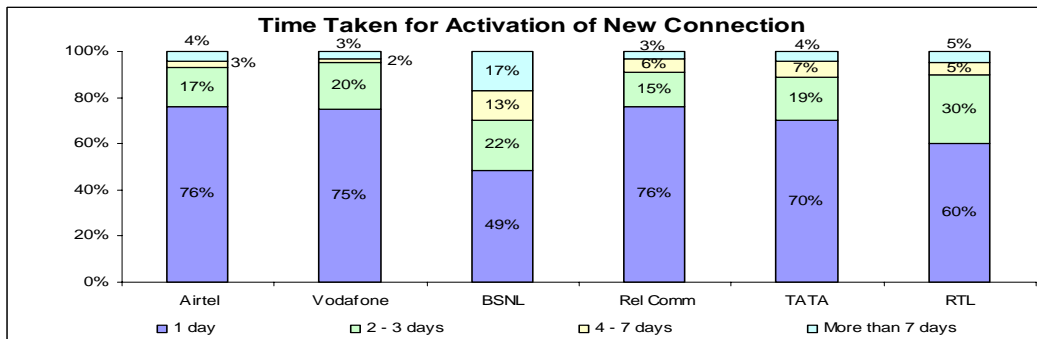
3 out of every 4 Airtel, Vodafone & RCOM subscribers claim that their new connection was activated within 1 day of applying for it. However, only 49% of the BSNL subscribers claim that their connection was activated within one day. Also, as many as 17% of the BSNL subscribers say that for getting an activated connection they had to wait more than 7 days.

c. Satisfaction on sub-aspects of service provision:

Satisfaction with Service Provision	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Satisfaction with time taken to provide activated connection	69%	71%	65%	69%	68%	67%
Satisfaction with re-activation	74%	76%	67%	70%	77%	65%

Satisfaction of Vodafone subscribers with the time taken to get an activated connection is the highest at 71%, while BSNL lags behind other operators with a satisfaction level of only 65%. Satisfaction with time taken for re-activation of service is the highest for TATA users at 77% followed closely by Vodafone subscribers at 76%. It is the lowest for RTL users at 65%.

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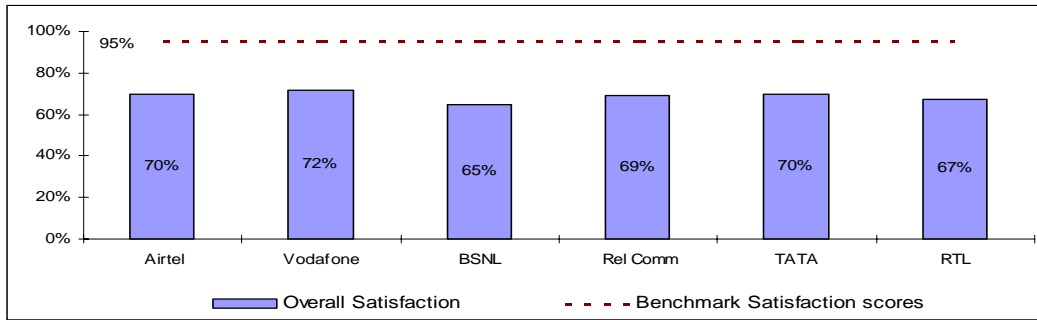
The scores of level of satisfaction have been explained in the executive summary.

Overall subscribers satisfied	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Very Satisfied	18%	20%	11%	17%	14%	8%
Satisfied	76%	77%	77%	75%	82%	86%
Total Score	94%	97%	88%	92%	96%	94%
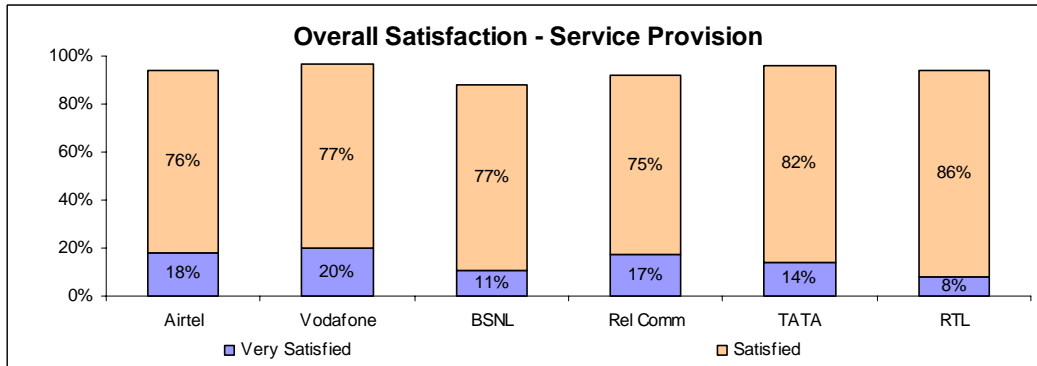
As is the case with the level of satisfaction, Vodafone also leads the pack in overall subscribers satisfied with 97% subscribers claiming that they are either "Very Satisfied" or "Satisfied". TATA follows closely behind at 96%. Only 8 out of every 9 BSNL subscribers claim that they are either "Very Satisfied" or "Satisfied" with service provisioning aspect.

5.2.2 Billing Aspects

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

a. Postpaid subscribers:

i. Percentage of billing complaints
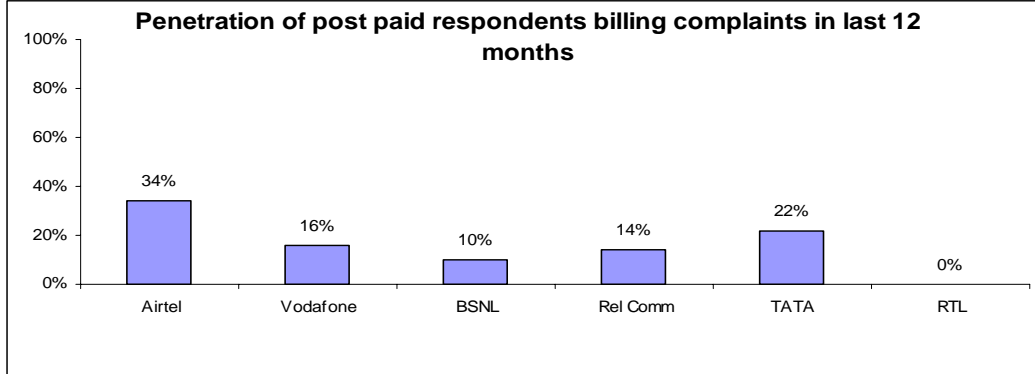
The Percentage of postpaid subscribers making billing complaints is quite low across all the operators except for Airtel for which one out of every three subscribers have lodged a billing complaint. Only 1 out of every ten BSNL postpaid subscribers has lodged a billing complaint in the last 12 months.

ii. Satisfaction with various billing parameters

Satisfaction with Billing Parameters	Airtel	Vodafone	BSNL	RCOM	TATA
Timely delivery of bills	67%	68%	51%	60%	59%
Accuracy of bills	61%	64%	59%	56%	56%
Process of resolution of billing complaints	50%	55%	33%	39%	40%
Clarity i.e. transparency and understandability of bills	60%	63%	57%	59%	58%
Overall Satisfaction	62%	64%	55%	58%	56%

RTL leads the way in almost all the billing related sub- aspects. Level of satisfaction of RTL subscribers is at 72% with the timely delivery of bills. However, level of satisfaction of BSNL subscribers is at a lowly 51% only.

RTL also is ahead in terms of level of satisfaction with the accuracy of bills with a satisfaction level of 67% followed by Vodafone at 64%. RCOM & TATA lag behind other operators on this aspect with a satisfaction level of only 56%.

Generally, subscribers across all service providers have abysmally low levels of satisfaction with the process of resolution of complaints by various service providers, with BSNL being the lowest at 33%. RCOM & TATA also do not fare too well as they are at a level of 39% & 40% respectively. Level of satisfaction of Vodafone subscribers is the highest at 55%.

iii Percentage of subscribers satisfied
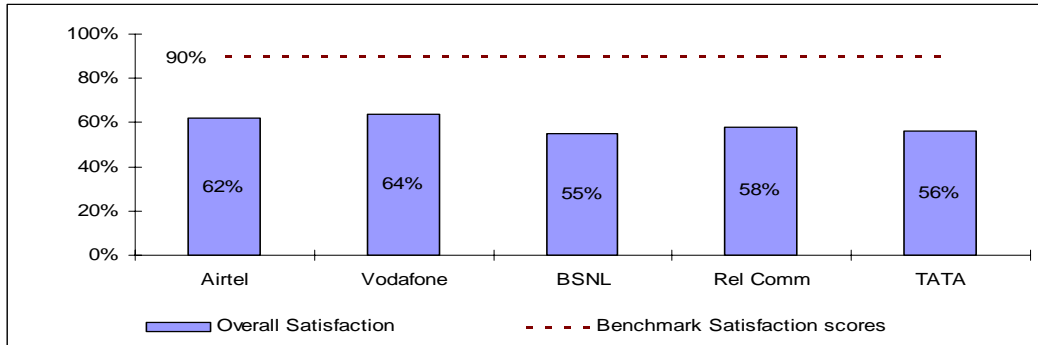
Level of satisfaction:

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

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Very Satisfied	6%	7%	3%	5%	1%	16%
Satisfied	76%	79%	64%	65%	71%	68%
Total Score	**82%**	**86%**	**67%**	**70%**	**72%**	**84%**
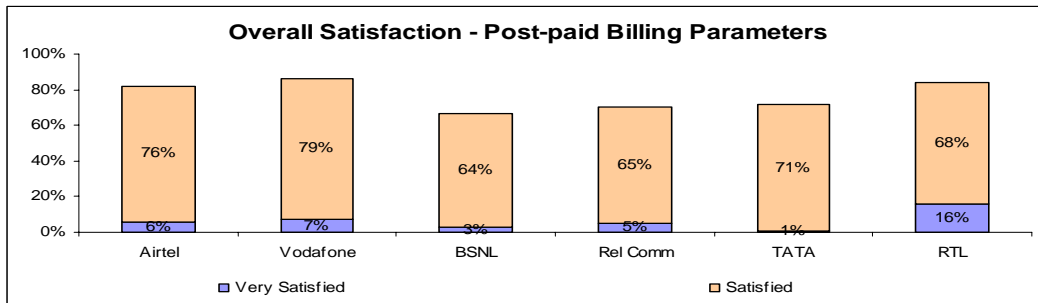
86% of the postpaid subscribers of Vodafone state that they are either "satisfied" or "Very satisfied" with the billing related aspects on an overall basis, followed closely behind by RTL subscribers at 84%. Only 67% of the BSNL subscribers claim to be either "satisfied" or "Very satisfied" with the billing parameters.

Interestingly, with as many as 33% of BSNL subscribers claiming that they are either "dissatisfied" or "Very dissatisfied", it can be seen that there is not a high incidence of these subscribers registering a complaint with billing related aspects. This can be due to the lack of awareness of these subscribers on how to tackle billing related issues i.e. awareness of the call center for registering their complaints. This can be attributed to the fact that most of the lower strata of people are using BSNL phone services.

c. Prepaid subscribers:

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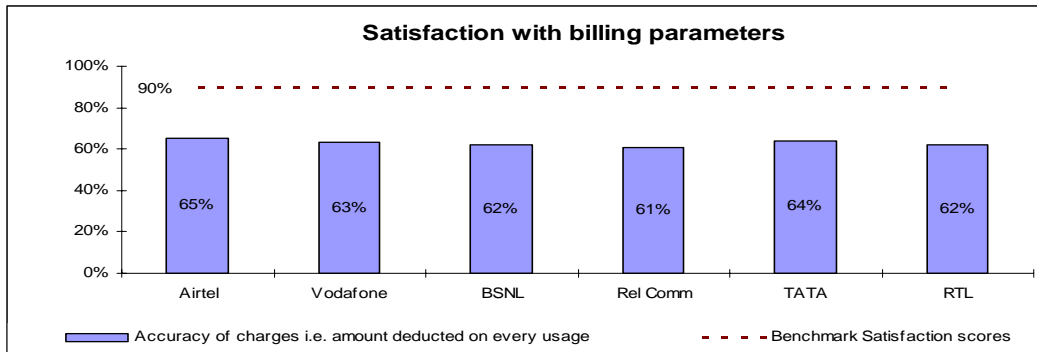
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Very Satisfied	4%	4%	3%	2%	4%	2%
Satisfied	87%	83%	83%	82%	84%	85%
Total Score	91%	87%	86%	84%	88%	87%
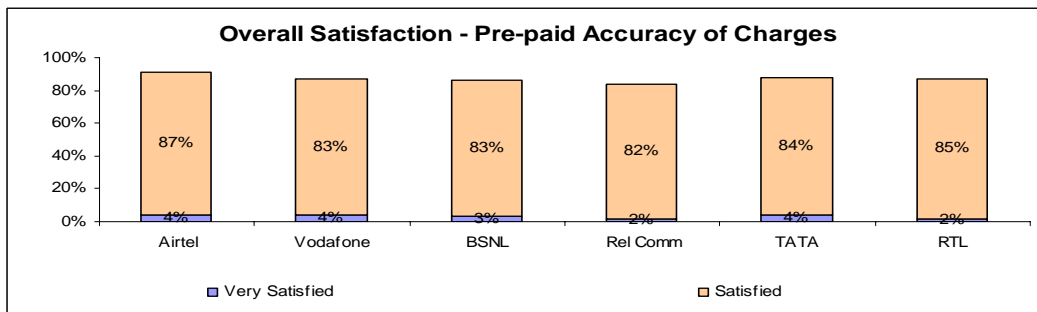
For prepaid subscribers, Airtel has the maximum number of subscribers with 91% of them saying that they are either "satisfied" or "very satisfied" with accuracy of charges levied. RCOM subscribers are the least satisfied with only 84% of them saying they are either "satisfied" or "very satisfied" with accuracy of charges levied.

Reasons of dissatisfaction with billing accuracy:

IMRB
international
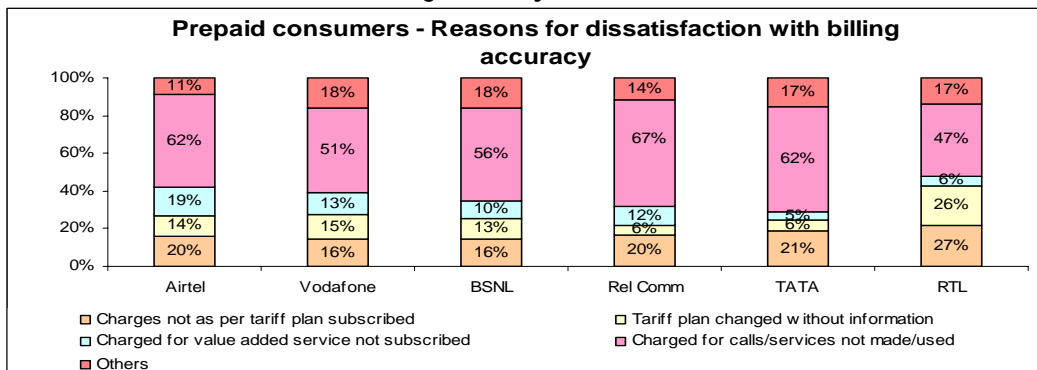
As seen with postpaid services, the major reason of dissatisfaction for prepaid subscribers is the fact that they claim that they are being charged for calls / services which they have not made / used. Also, almost 2 out of every ten prepaid subscribers of all the service providers who are dissatisfied with billing claim that the charges levied on them are not as per the tariff plan.

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

Help Services / Customer Care - Query made in last 12 month

	Airtel	Vodafone	BSNL	Rel Comm	TATA	RTL
	47%	46%	32%	44%	40%	47%
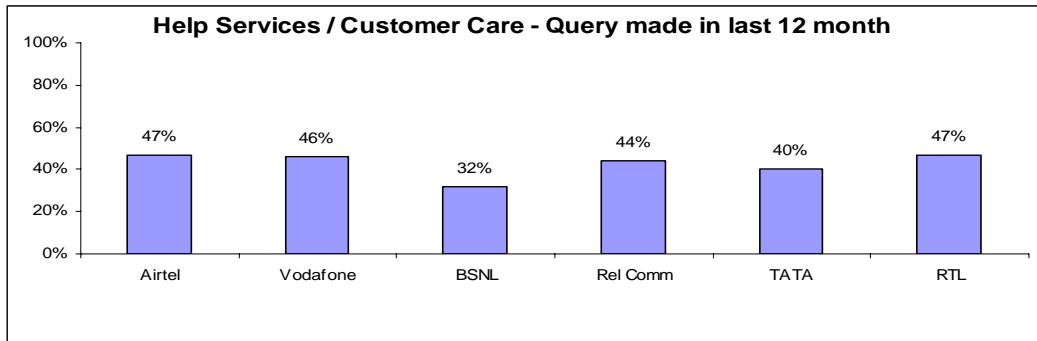
Only one out of every three BSNL subscribers in the Kolkata circle has made a query to the call center in the last 12 months. 47% subscribers of RTL & Airtel say that they have contacted the call center for help services in the last 12 months.

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

Satisfaction with Help Services / Customer Care	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Ease of access of call center toll free number	57%	57%	49%	46%	55%	57%
Response time to answer call by customer care executive	59%	60%	52%	50%	57%	56%
Problem solving ability of customer care executive	58%	59%	51%	51%	56%	53%
Time taken by customer care executive in resolving complaints	58%	59%	51%	50%	56%	52%

On various sub-aspects of help services, the satisfaction level of Vodafone subscribers is the highest while for RCOM it is the lowest. However, the level of satisfaction is way below acceptable limits for all the sub-aspects of help services.

On ease of access to the toll free number of the service provider, Vodafone, Airtel & RTL have the same level of subscriber satisfaction at 57%. RCOM at a lowly 46% has the least level of subscriber satisfaction.

Vodafone experiences the highest level of subscriber satisfaction of 60% for the time taken to get to the customer care executive. This can be due to the fact that the penetration of Vodafone in the

IMRB
international

Kolkata & eastern circles is not that much which effectively results in less load on their call center. RCOM subscribers are the least satisfied having a satisfaction level of 50% only.

RCOM & BSNL subscribers' level of satisfaction is at a lowly 51% with the problem solving ability of the call center executive. Vodafone leads the way at 59% satisfaction level followed closely by Airtel at 58%.

Satisfaction level with time taken to resolve complaint by the call center executive is the lowest for RCOM subscribers at 50%. Vodafone is ahead of the pack at 59% satisfaction level followed closely by Airtel at 58%.

c. Percentage of subscribers satisfied
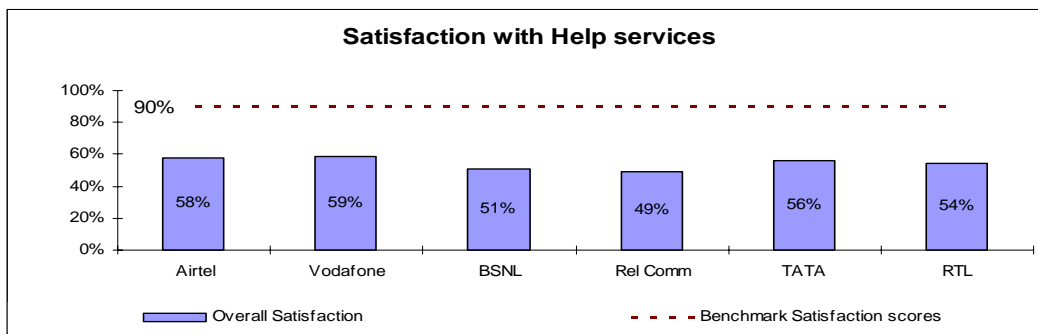
Level of satisfaction:

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

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Very Satisfied	3%	2%	1%	1%	2%	1%
Satisfied	71%	74%	57%	51%	68%	64%
Total Score	74%	76%	58%	52%	70%	65%
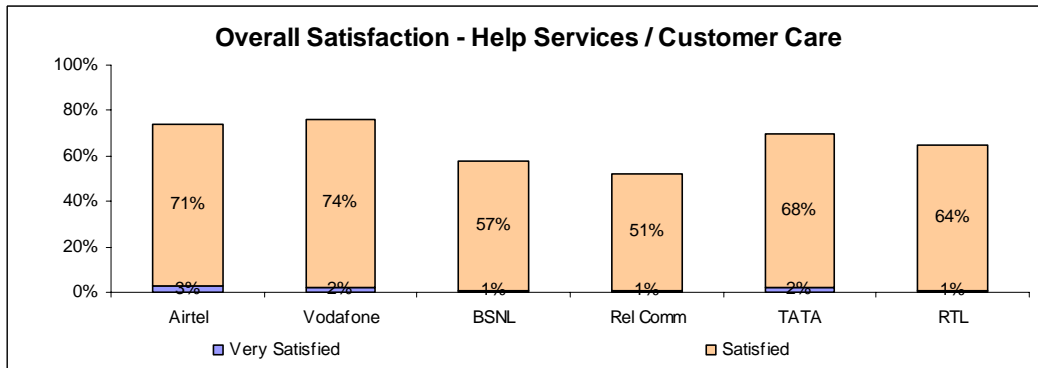
More than 3 out of every four subscribers of Vodafone who have contacted the customer care services in the last 12 months claim to be either "satisfied" or "very satisfied". As seen across the various sub-aspects of help services, only 1 out of every two RCOM subscribers have stated as being either "satisfied" or "very satisfied" with the help services provided by them.

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

Network Performance, Reliability and Availability	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Availability of signal	66%	67%	57%	63%	62%	57%
Ability to make or receive calls easily	67%	68%	59%	65%	64%	59%
Voice quality	68%	69%	63%	67%	65%	62%

Level of satisfaction with network related parameters of Vodafone is the highest in the Kolkata circle. The level of satisfaction of Vodafone subscribers is closely matched by Airtel subscribers. Level of satisfaction of RTL and BSNL subscribers is the lowest across all the sub-aspects of network related parameters.

b. Percentage of subscribers satisfied with network related parameters

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Very Satisfied	8%	10%	3%	6%	4%	2%
Satisfied	85%	84%	75%	83%	84%	77%
Total Score	93%	94%	78%	89%	88%	79%
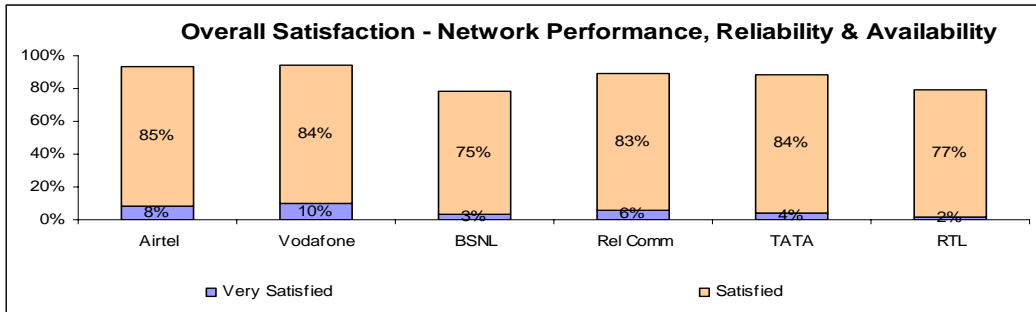
One out of every ten Vodafone subscribers is very satisfied with the network related aspects. At an overall level 94% of its subscribers are either "Satisfied" or "Very Satisfied" with network related aspects of Vodafone. It is closely followed by Airtel with 93% subscribers saying that they are satisfied with the network services provided by Airtel. BSNL & RTL lag behind other operators with satisfaction levels of only 78% & 79% respectively.

c. Call drop rate:
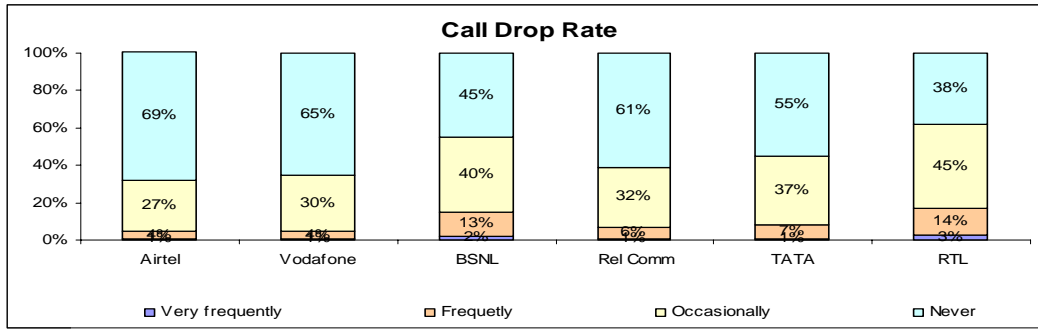
Almost 7 out of 10 Airtel subscribers contacted in the survey in Kolkata circle have never experienced call drops. However, this is not the case for RTL. As high as 62% subscribers of RTL contacted in this survey have experienced call drops. The only saving grace is that 45% of these say that they have occasionally experienced call drops. 13% BSNL & 14% RTL subscribers say that they frequently experience call drops.

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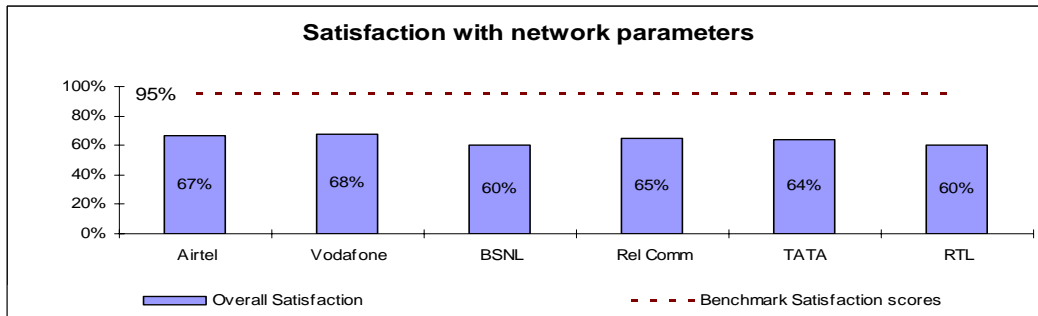
The scores of level of satisfaction have been explained in the executive summary.

5.2.5 Maintainability:

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

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

Satisfaction - Maintainability	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Availability of signal	67%	67%	59%	64%	62%	59%
Restoration of signal problems	66%	67%	59%	64%	63%	59%

Vodafone and Airtel subscribers' level of satisfaction with availability of signal is the highest amongst all operators at 67%. As seen with other parameters BSNL and RTL bring up the rear in this aspect too with the level of satisfaction of subscribers at 59% only.

BSNL & RTL do not score well on time taken for restoration of signal problems also, with subscribers having only a 59% level of satisfaction. Vodafone is marginally ahead of Airtel (66%) at 67% level of subscriber satisfaction.

b. Frequency of signal problems faced:
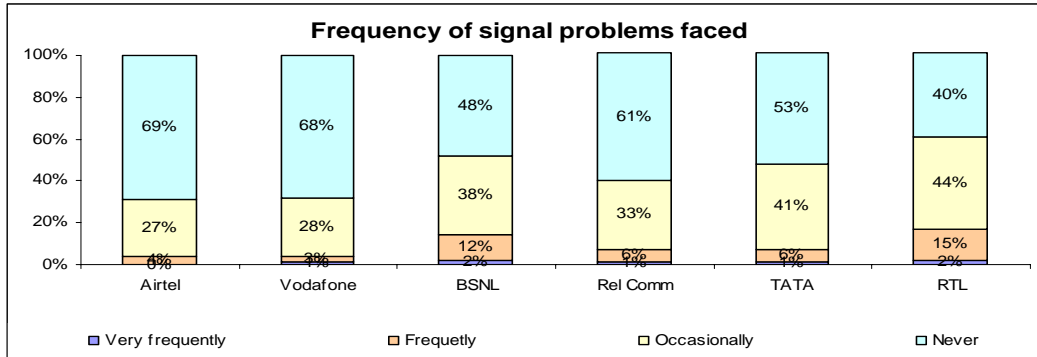
As justified by low scores on maintainability aspects of BSNL & RTL, 60% of RTL & 52% of BSNL subscribers have experienced signal problems at one time or the other. Interestingly, 17% of RTL and 14% of BSNL subscribers say that they face signal problems either "frequently" or "very frequently".

c. Percentage of subscribers satisfied with maintainability

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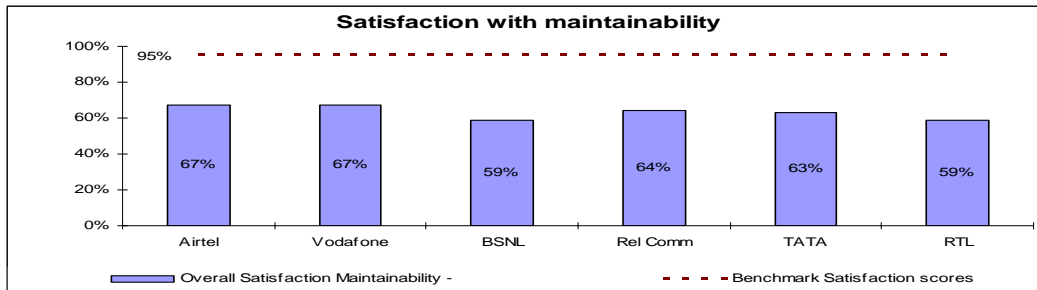
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Very Satisfied	7%	8%	3%	4%	3%	2%
Satisfied	86%	85%	73%	83%	82%	77%
Total Score	93%	93%	76%	87%	85%	79%
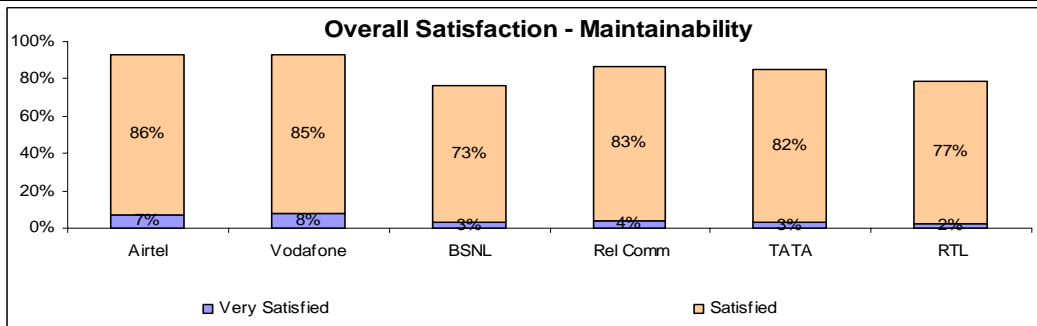
Vodafone and Airtel at 93% lead the way on subscriber satisfaction with maintainability. As usual for the Kolkata circle, BSNL brings up the rear with only 3 out of every four subscribers that they are either "satisfied" or "very satisfied" with the maintainability aspects.

5.2.6 Supplementary services:

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

a. Percentage of subscribers opting for supplementary services:
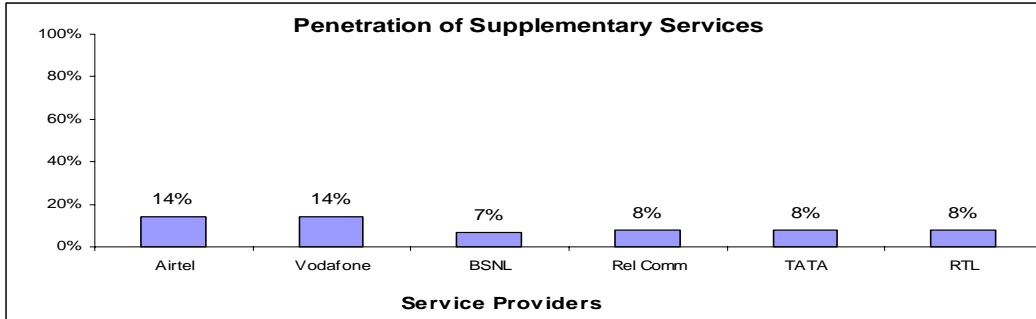
The Percentage of subscribers using supplementary services such as call forwarding, call divert, voice mail, etc. is quite low for all service providers. Only one of out of every seven users of Vodafone & Airtel have subscribed for supplementary services. The number drops down to 7% for BSNL and 8% for the rest of the operators. The major usage of supplementary services could be among the higher strata of society and also the professionals' category.

b. Percentage of subscribers satisfied with supplementary services:
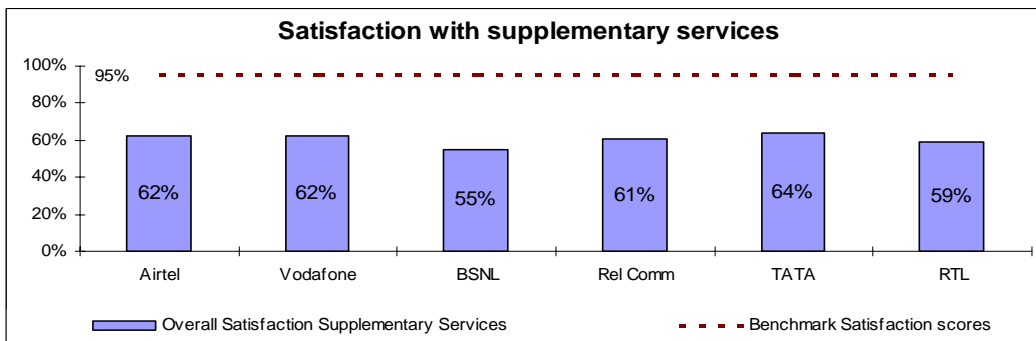
Level of satisfaction:

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

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Very Satisfied	3%	5%	1%	2%	4%	0%
Satisfied	83%	78%	75%	83%	85%	81%
Total score	86%	83%	76%	85%	89%	81%

Overall Satisfaction - Supplementary Services
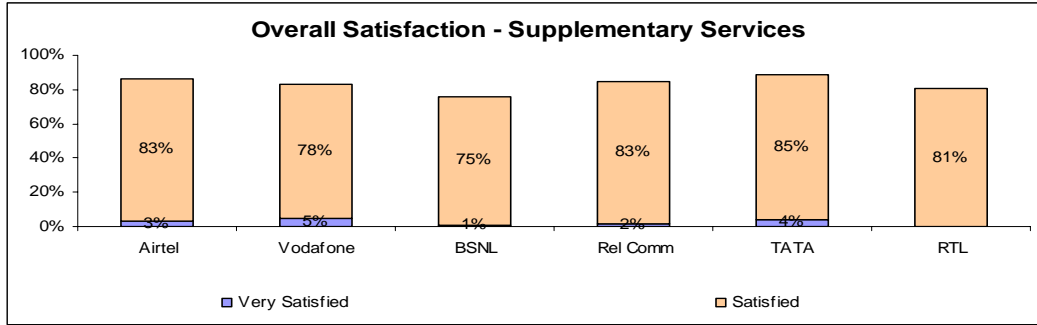
Interestingly, none of the RTL subscribers is "very satisfied" with quality of supplementary services provided. Also, TATA emerges as the surprise leader on this aspect with 89% of its subscribers saying that they are either "satisfied" or "very satisfied" with the supplementary services provided. BSNL is lagging in this aspect too, with only 76% of the subscribers being either "satisfied" or "very satisfied".

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:
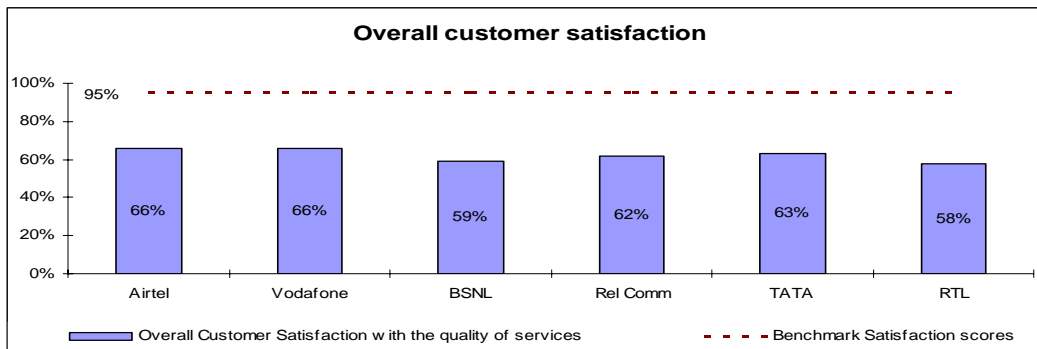
Overall customer satisfaction

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

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Very Satisfied	5%	6%	3%	4%	5%	3%
Satisfied	86%	85%	72%	79%	81%	72%
Total Score	91%	91%	75%	83%	86%	75%

Only 3 out of every 4 BSNL & RTL subscribers have stated their satisfaction level as either "satisfied" or "very satisfied" on the overall performance of their service providers. Airtel and Vodafone score the highest with more than 9 out of every ten subscribers stating their satisfaction as either "satisfied" or "very satisfied".

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.

a. Call Center:

Stage 1: Customer Care	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Made complain to the customer care within last 6 months	8%	8%	7%	7%	8%	15%
If lodged a complaint, provisioning of docket number:						
- No docket number received even on request	28%	30%	31%	41%	30%	41%
- No docket number received for most of the complaints	45%	47%	49%	40%	40%	26%
- Docket number received for most of the complaints	27%	24%	20%	19%	30%	32%

The table depicts that the Percentage of customers who have made complain to the customer care has remained low for all the service providers in the circle. Also, of those who made complaint more than 40% of the subscribers did not receive any docket number. A significant portion of the subscribers who had made complaint to customer care claim that docket number was not provided to them even on request.

b. Reasons for dissatisfaction with call center:

Reasons for dissatisfaction	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Difficult to connect call center executive	36%	12%	29%	42%	3%	10%
Customer care executive not polite/courteous	19%	27%	11%	31%	16%	6%
Customer care executive not equipped with adequate information	42%	45%	29%	44%	45%	39%
Time taken by call center for redressal of complaint is too long	17%	6%	29%	25%	32%	31%
The customer care executive was unable to understand the problem	19%	27%	33%	22%	23%	14%

Out of the total number of subscribers who were dissatisfied with the resolution of complaint by customer care more than one third of such subscribers for Airtel, RCOM and BSNL claimed that it was difficult to connect to the call centre executive. For those subscribers who were able to connect to the call centre executive there was a feeling that customer care executive was not equipped with adequate information to answer his queries.

5.3 Detailed Findings – Broadband Services

5.3.1 Service Provision:

Incidence of provision of BB connection within 15 days
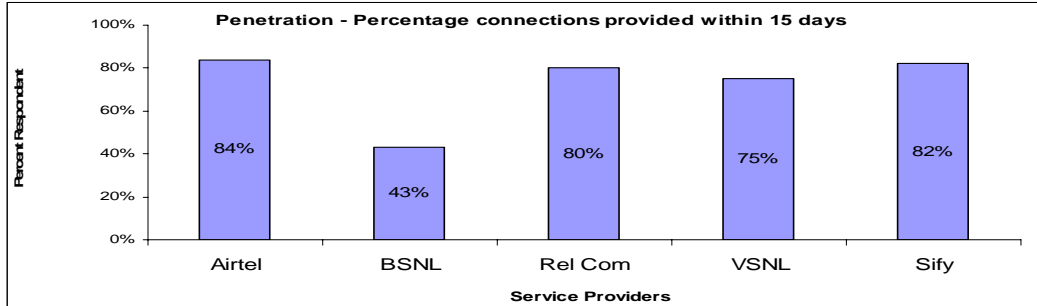
Only 43% of the BSNL subscribers were provided a working connection within 15 of applying for the same. This can be due to the fact that there is a huge demand for BSNL connections and there are not enough technical people to cater to the same. Airtel leads the way with 84% of the subscribers saying that they were provided a working within 15 days. RCOM, VSNL & Sify also perform relatively well on this aspect with scores of 80%, 75% & 82% respectively.

Cases in which services de-activated
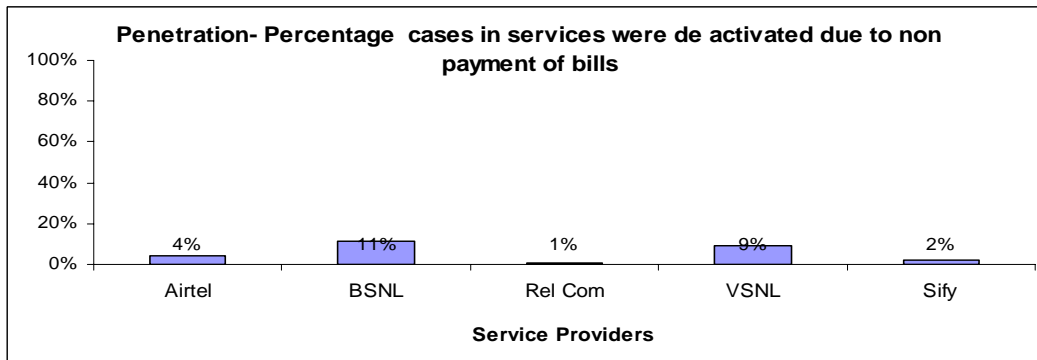
Only 1% RCOM & 2% Sify claim that their services were deactivated due to non-payment of bills. However, one out of every 9 BSNL subscribers say that their service was deactivated due to non payment of bills.

Satisfaction with Service Provision	Airtel	BSNL	RCOM	VSNL	Sify
Satisfaction with time taken to provide a new connection	67%	60%	67%	65%	66%
Satisfaction with time taken time taken to reactivate the service	60%	61%	63%	55%	67%

Airtel leads the way with 67% subscriber satisfaction level with the time taken to provide a new connection after submitting a request. This can also be seen from the fact that 84% of the subscribers requesting for a new connection claim that the connection was provided to them within 15 days of the request of the same. There is no major variation in the scores for this aspect across all the operators as they range from 60% to 67%.

Sify subscribers relatively have the highest level of subscriber satisfaction at 67% with the time taken to reactivate their services after deactivation. VSNL subscribers are least satisfied with a satisfaction level of only 55%.

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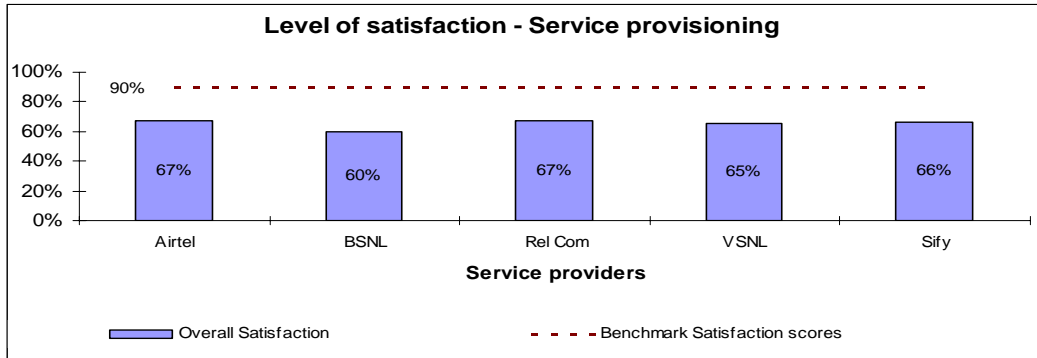
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	RCOM	VSNL	Sify
Very Satisfied	3%	4%	3%	6%	2%
Satisfied	95%	76%	94%	84%	96%
Total Score	98%	80%	97%	90%	98%
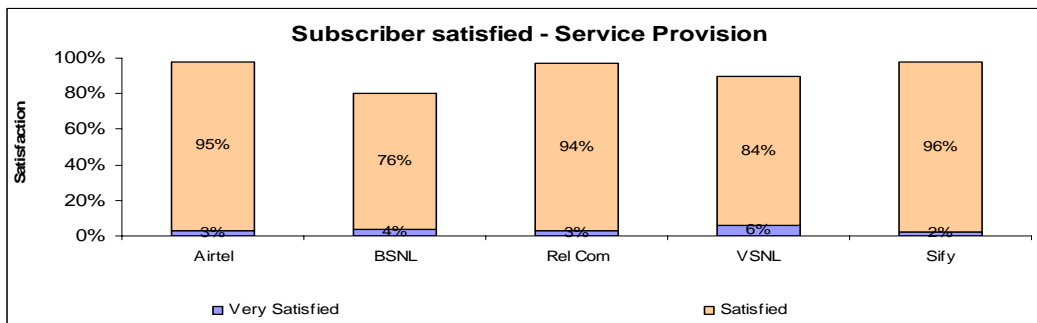
98% subscribers of Airtel & Sify say that they are either "Very Satisfied" or "Satisfied" with the service provision. Contrastingly, only 80% of BSNL subscribers say that they are either "Very Satisfied" or "Satisfied". 97% of RCOM subscribers say that they are either "Very Satisfied" or "Satisfied" with this aspect.

5.3.2 Billing Performance:

Billing related complaints
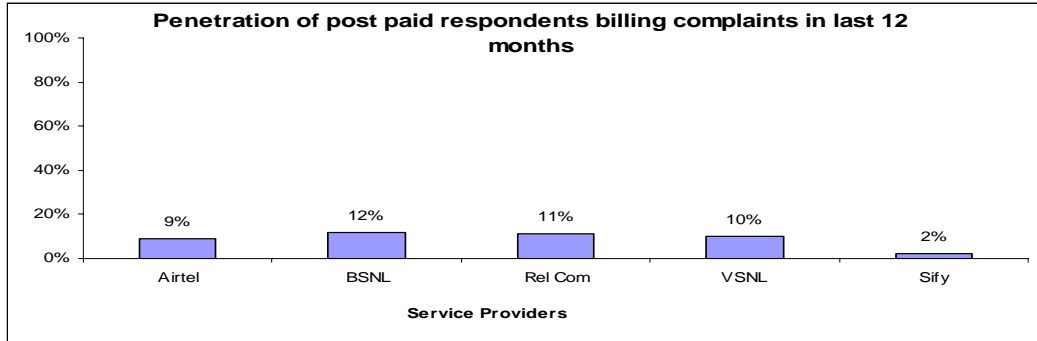
12% of BSNL subscribers claim that they have made a billing complaint in the last 12 months. However, only 2% of Sify subscribers say that they have made a billing complaint in the last 12 months. For other operators the range varies from 9% to 11%.

Satisfaction with Billing Parameters - For Postpaid customers	Airtel	BSNL	RCOM	VSNL	Sify
Timely delivery of bills	66%	63%	64%	65%	66%
Accuracy of bills	65%	64%	63%	65%	66%
Process of resolution of billing complaints	52%	41%	41%	50%	33%
Clarity i.e. transparency and understandability of bills	66%	64%	65%	66%	66%

The level of satisfaction with timely delivery of bills and accuracy of bills across all operators does not have much variation with the scores ranging from 63% to 66%. Similar is the case with the clarity of bill aspect with the scores ranging from 64% to 66% for all operators. However, the level of satisfaction with the process of resolution of billing complaints is abysmally low across all the operators. Sify has a score of only 33% which is the worst across this aspect. The highest level of satisfaction is of Airtel subscribers at a lowly 52% only.

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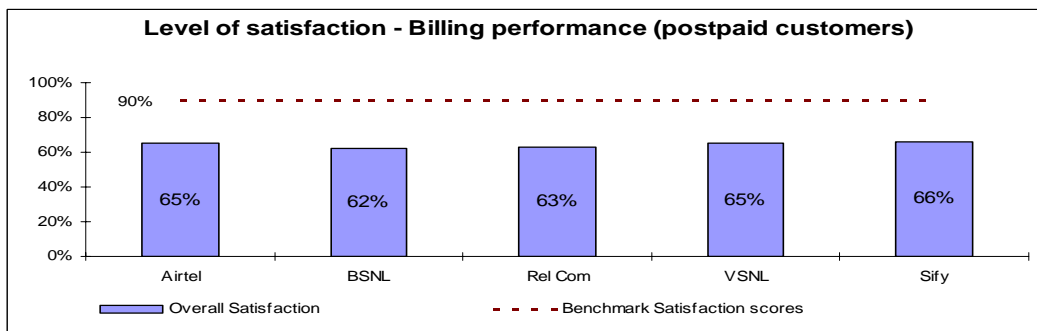
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	RCOM	VSNL	Sify
Very Satisfied	1%	2%	0%	2%	0%
Satisfied	94%	86%	90%	91%	98%
Total Score	95%	88%	90%	93%	98%
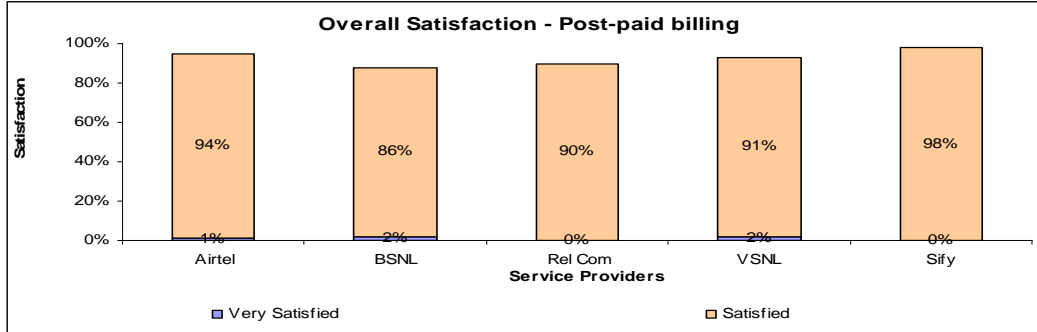
Interestingly, as high as 98% of Sify subscribers say that they are satisfied with the various billing aspects. However, none of them has said that they are very satisfied. 95% of Airtel subscribers say that they are either "Very Satisfied" or "Satisfied" with billing performance. The lowest score relatively has been observed for BSNL with 88% of the subscribers saying that they are either "Very Satisfied" or "Satisfied" with the billing related aspects.

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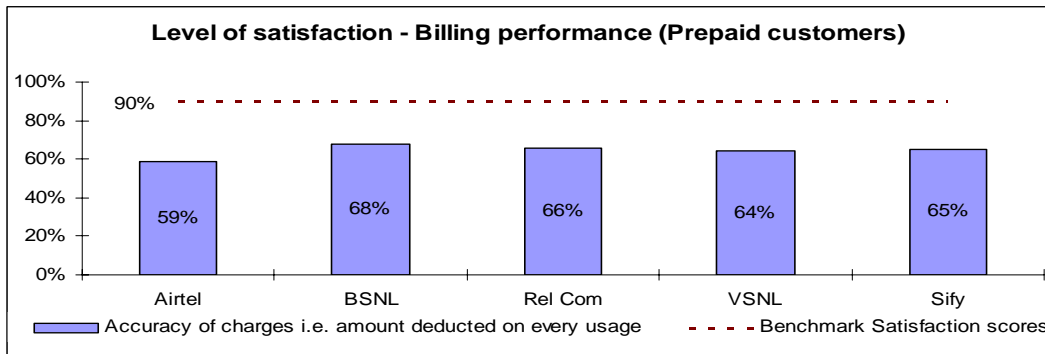
The scores of level of satisfaction have been explained in the executive summary.

Satisfaction with Billing Parameters - For Prepaid customers	Airtel	BSNL	RCOM	VSNL	Sify
Accuracy of charges i.e. amount deducted on every usage	59%	68%	66%	64%	65%

For prepaid subscribers, Airtel scores the lowest on the accuracy of charges deducted on every usage with a subscriber satisfaction level of only 59%. BSNL performs the best across this aspect with a satisfaction level of 68%.

5.3.3 Help Services:
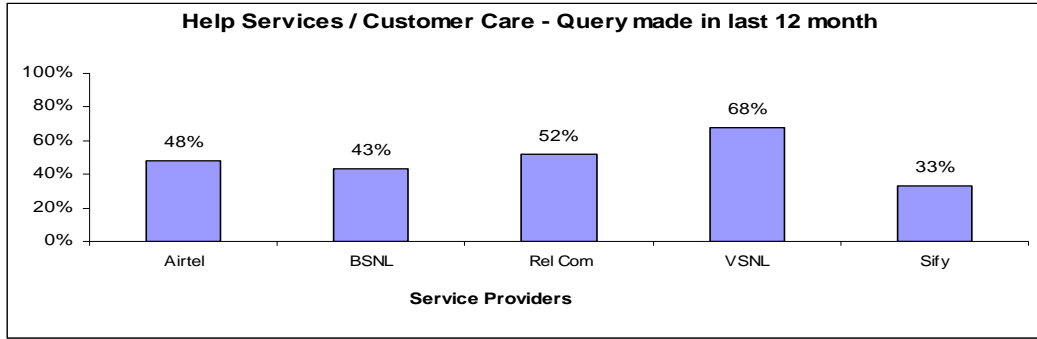
More than two-thirds of VSNL subscribers claim to have made a query to the call center in the last 12 months. Interestingly, only one-third of the Sify subscribers claim to have used the call center services in the last 12 months. For BSNL, 43% of the subscribers have contacted the customer care for query resolution in the last 12 months.

Satisfaction with Help Services / Customer Care	Airtel	BSNL	RCOM	VSNL	Sify
Ease of access of call center toll free number	64%	52%	60%	60%	59%
Response time to answer call by customer care executive	64%	52%	58%	58%	60%
Problem solving ability of customer care executive	63%	52%	55%	57%	57%
Time taken by customer care executive in resolving complaints	62%	52%	55%	55%	55%

Satisfaction with help services is the lowest across all sub-aspects for BSNL at only 52% level of satisfaction. Level of satisfaction of Airtel subscribers is the highest across all sub-aspects. The major problem of subscribers is with the time taken by the customer care executive to resolve their complaints. Also, the subscribers are not too happy with the problem solving ability of the customer care executive.

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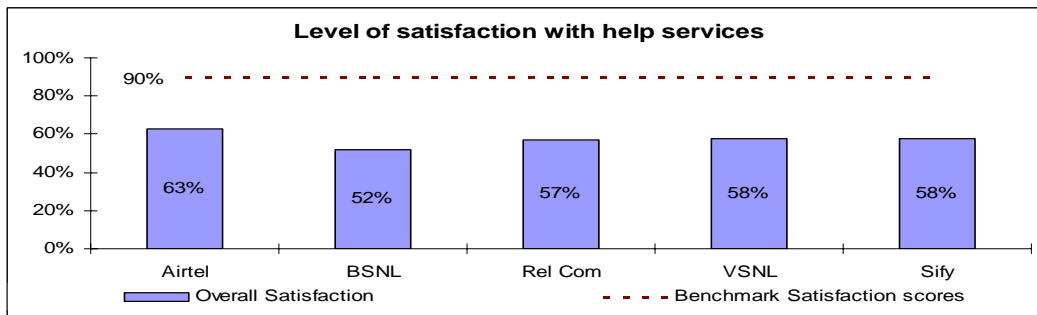
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	RCOM	VSNL	Sify
Very Satisfied	1%	1%	0%	1%	1%
Satisfied	88%	59%	72%	74%	72%
Total Score	89%	60%	72%	75%	73%
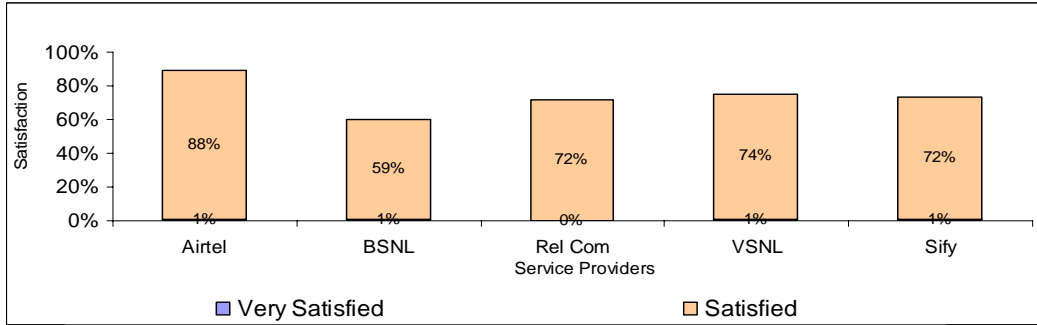
Only 6 out of every 10 BSNL subscribers say that they are either "satisfied" or "very satisfied" with the help services provided by the operator. 8 out of every 9 subscribers of Airtel claim to be either "satisfied" or "very satisfied" with the help services. Interestingly, none of the RCOM subscribers say that they are "very satisfied" with the help services provided.

5.3.4 Network performance, reliability and availability:

Network Performance, Reliability and Availability- Satisfaction Scores	Airtel	BSNL	RCOM	VSNL	Sify
Speed of broadband connection	64%	59%	61%	61%	60%
Time for which the service is up and working	64%	60%	61%	62%	61%

Level of satisfaction with speed of broadband connection varies slightly across all operators with BSNL bring up the rear at 59% and Airtel leading with 64% satisfaction level.

Similarly, there is a marginal difference in satisfaction level with the time for which the service is up with scores of operators again ranging from 60% to 64%.

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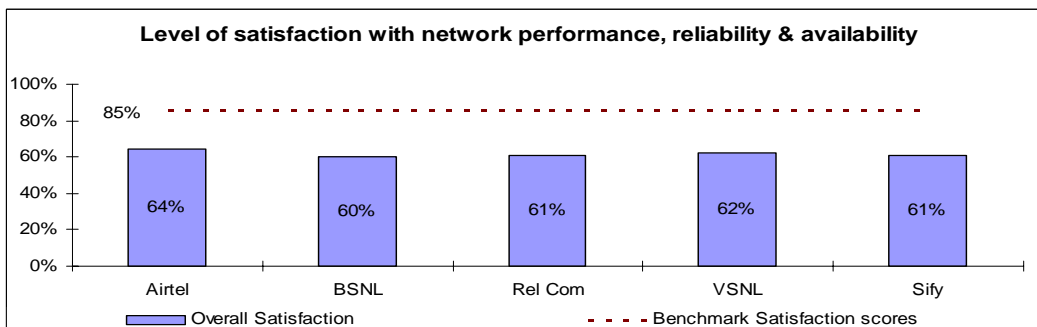
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	RCOM	VSNL	Sify
Very Satisfied	1%	2%	1%	2%	1%
Satisfied	90%	77%	83%	83%	81%
Total Score	91%	79%	84%	85%	82%

Overall Satisfaction - Network Performance, Reliability & Availability
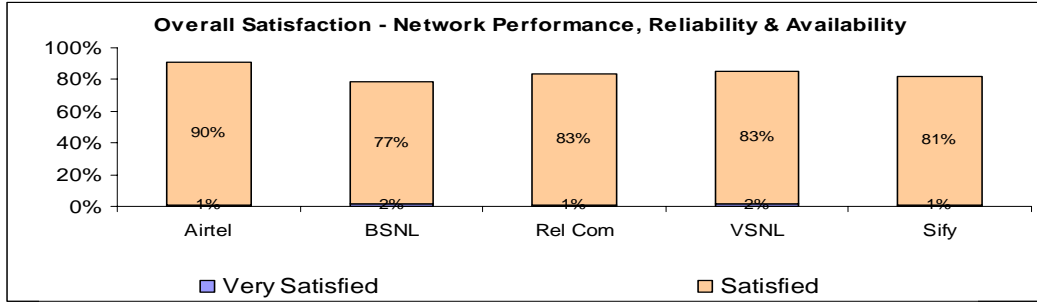
More than 9 out of every 10 Airtel subscribers claim to either "satisfied" or "very satisfied" with network performance, reliability and availability. Only 79% of BSNL subscribers are "satisfied" or "very satisfied" with the network related parameters. The percentage subscriber satisfaction for other operators range from 82% to 85%.

5.3.5 Maintainability:

Frequency of problems faced with Broadband connection
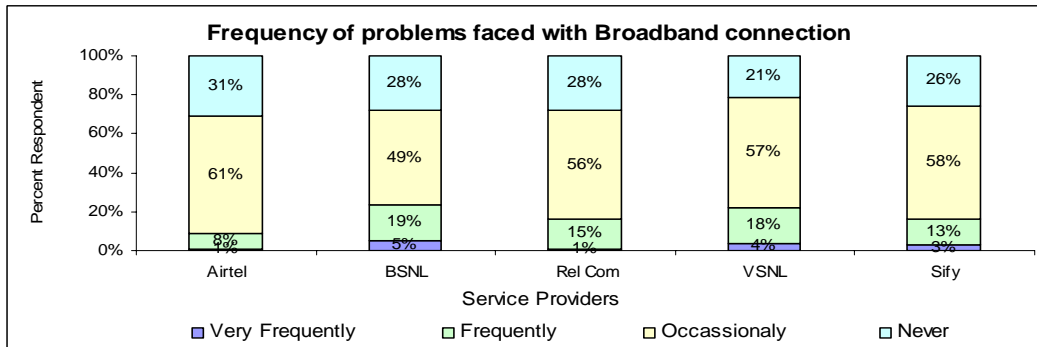
More than 90% of Airtel subscribers claim that they either "never" or "occasionally" face a problem with their broadband connection. 19% BSNL & 18% VSNL subscribers say that they frequently face a problem with their broadband connection.

Reasons for problem in the broadband connection
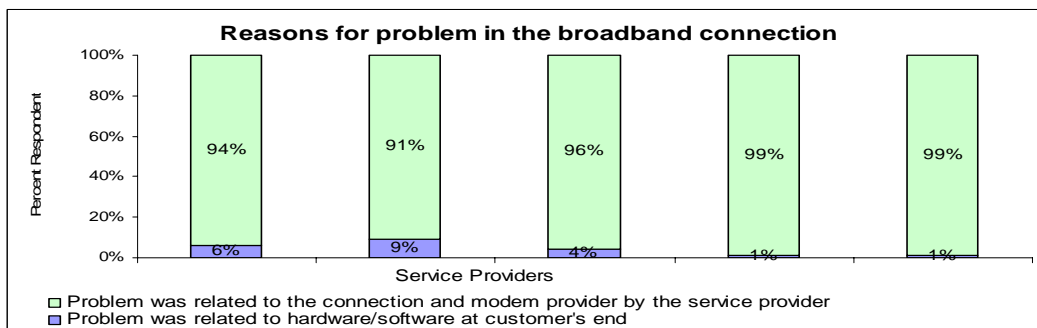
More than 90% of the subscribers of all service providers (and in some cases as high as 99% subscribers) say that the problem was related to the connection and modem which was provided by the service provider. The major source of problem could be faults that come in modems from time to time.

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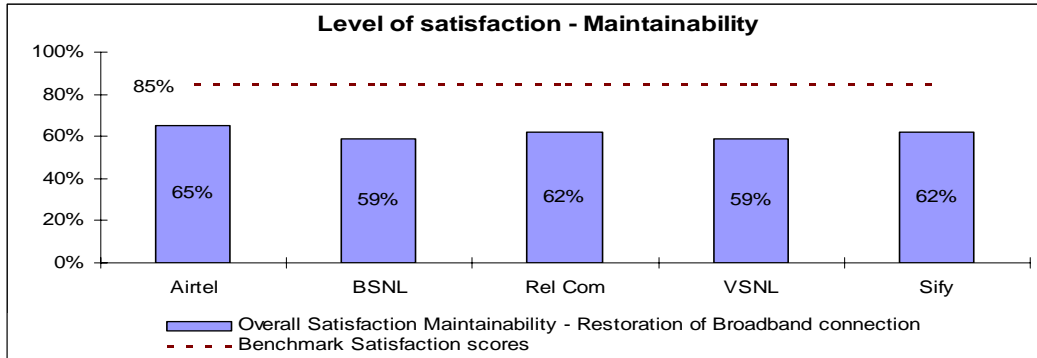
The scores of level of satisfaction have been explained in the executive summary.

Maintainability-Overall Very Satisfied & Satisfied scores	Airtel	BSNL	RCOM	VSNL	Sify
Very Satisfied	3%	2%	2%	1%	0%
Satisfied	89%	76%	83%	78%	85%
Total Score	92%	78%	85%	79%	85%
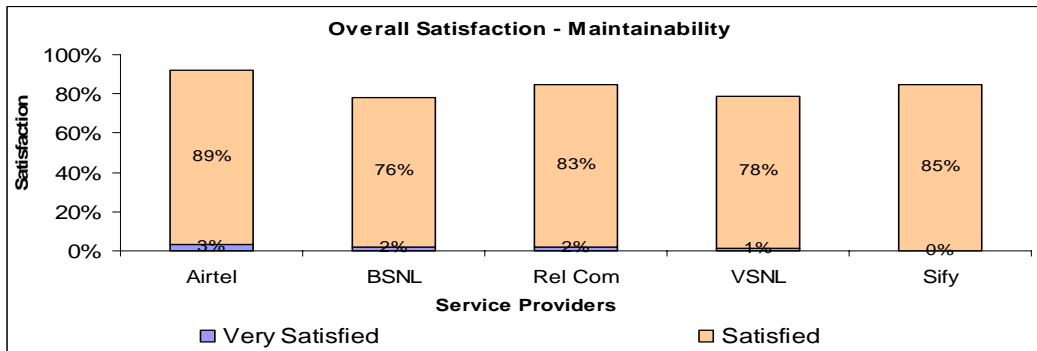
92% Airtel subscribers claim to be either "satisfied" or "very satisfied" with maintainability. Only 78% BSNL and 79% VSNL subscribers say that they are either "satisfied" or "very satisfied" with maintainability. RCOM & Sify have a percentage subscriber satisfaction of 85% with this aspect.

5.3.6 Supplementary Services:
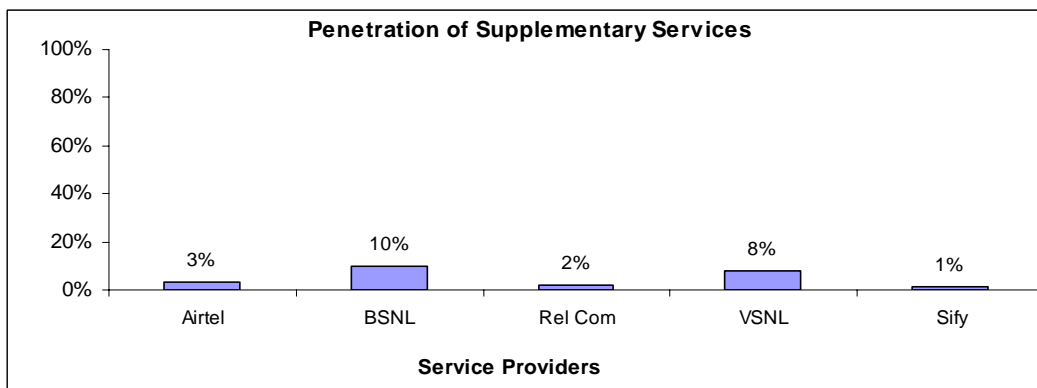
The percentage of subscribers making use of supplementary services provided is quite low across all the operators. 1 out of every 10 BSNL broadband subscribers have subscribed to its supplementary services. Only 1% to 3% of Sify, RCOM & Airtel subscribers have subscribed to supplementary services.

5.3.7 Percentage subscribers satisfied:
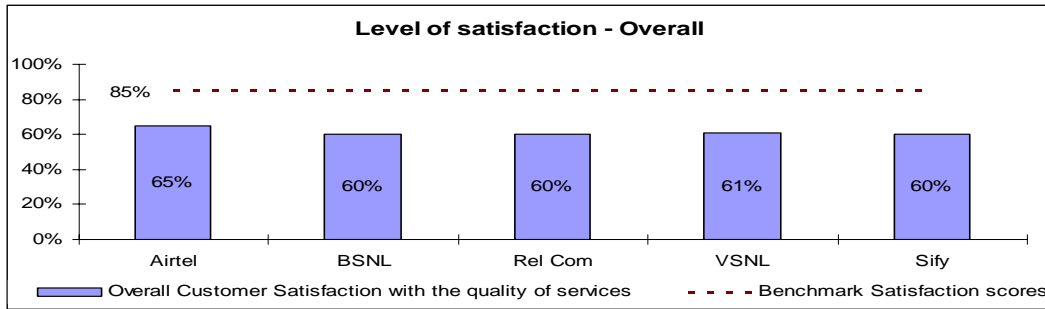
Level of satisfaction:

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

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	RCOM	VSNL	Sify
Very Satisfied	2%	3%	1%	2%	1%
Satisfied	91%	77%	81%	79%	81%
Total Score	93%	80%	82%	81%	82%
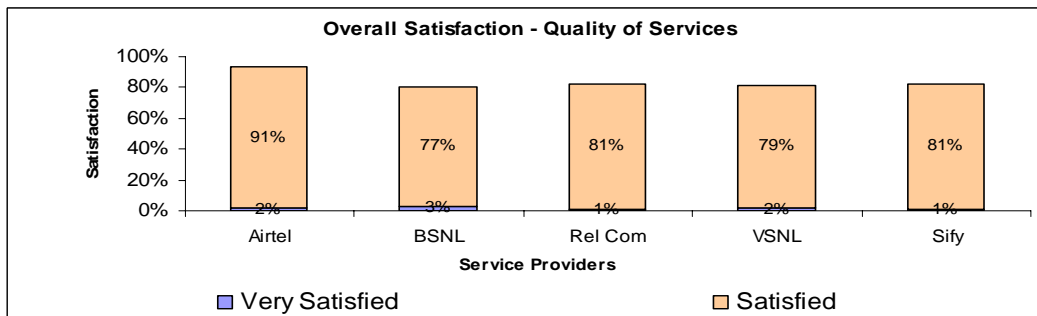
Airtel leads the way with 93% of the subscribers saying that they are either "satisfied" or "very satisfied" with the quality of broadband service provided. All other service providers have a percentage subscriber satisfaction ranging from 80% to 82%.

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

Stage 1: Customer Care	Airtel	BSNL	RCOM	VSNL	Sify
If lodged a complaint, provisioning of docket number:					
- No docket number received even on request	4%	8%	7%	5%	34%
- No docket number received for most of the complaints	5%	12%	5%	3%	18%
- Docket number received for most of the complaints	92%	80%	88%	91%	47%

All the operators provide docket number for most of the complaints except for Sify in which more than 50% subscribers say that for most of the complaints they are not provided docket numbers and in some of the cases (as high as 34% claim) even on asking they are not provided docket numbers.

Reasons for dissatisfaction with call centre complaint resolution :-	Airtel	BSNL	RCOM	VSNL	Sify
Difficult to connect call center executive	8%	21%	2%	9%	7%
Customer care executive not polite/courteous	0%	12%	3%	5%	0%
Customer care executive not equipped with adequate information	23%	46%	13%	30%	19%
Time taken by call center for redressal of complaint is too long	62%	44%	23%	38%	28%
The customer care executive was unable to understand the problem	8%	22%	3%	19%	9%
Others	5%	7%	2%	5%	2%

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

6.1 Key Take Outs and Recommendations – Basic (Wireline)

Key Take outs: Overall Level

- ✓ There is a need to check on satisfaction with respect to 'Help Services' and 'Maintainability'
- ✓ The awareness of 3-stage grievance redressal mechanism is abysmally low. All services providers should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies at regular intervals in compliance with the TRAI mandate.
- ✓ The activity of provisioning of 'Manual of Practice' (MoPs) while taking the new connection is very less prevalent across all the service providers. TRAI should ask for the number of copies of MoPs disbursed by the service provider and it should be looked in coordination with the new connections added.
- ✓ The complaint resolution area by Call Center executive is another identified pain point across the service providers.
- ✓ Across all the 7 parameters, none of the service providers could meet the benchmark for even a single parameter, when the "Quality of Service" is looked from the consumer survey.

Key Take outs: Operator Wise

<u>Airtel</u>
- ✓ Considering the overall satisfaction scores on various parameters for consumer perception of services, Airtel in Kolkata circle needs to improve upon Help Services (Customer Care) and Maintainability parameters.
- ✓ It should also start making prepaid wireline customers aware about the availability of item-wise call charge details as only 17% of the pre-paid customers were aware of item-wise bill for prepaid connection.
- ✓ In almost 1/3rd of the cases Airtel activated new connection after 7 days. It should look forward to reduce the activation time.
- ✓ In the billing related parameter, it should look forward to improving the process of resolution of billing complaints
- ✓ In the Maintainability parameters, it should strive for reducing the response time to repair after lodging the complaint. (23% of the respondents claimed that Airtel took more than 7 days to repair after lodging the complaint)
- ✓ The overall customer satisfaction score for 'Quality of Service' is just 64%. The effort should be to create perception of "responsible" services so that overall score can meet the benchmark score.

BSNL

- ✓ It has considerable difference between the satisfaction score of prepaid connections (87% satisfaction score) and the score of postpaid connection (62% score)
- ✓ Just 2% of BSNL's subscribers who took connection within last 1 year were provided with 'Manual of Practice' while taking the new connection
- ✓ In the Maintainability parameters, it should strive for reducing the response time to repair after lodging the complaint.
- ✓ In order to improve its services, it should look for improving new connection service provisioning services.
- ✓ In the billing related parameter, it should look forward to improving the process of resolution of billing complaints especially for postpaid customers (it has satisfaction score of only 44%)
- ✓ 69% of dissatisfied subscribers have pointed to "charged for calls / services not made / used" as their main reason for dissatisfaction. Hence, this reason is highlighted as major contributor to dissatisfaction for billing parameters.

Reliance Communications

- ✓ Reliance Communications has prepaid customers as more satisfied (at 64%) than postpaid customers (60%).
- ✓ In the billing parameters, accuracy of bills for postpaid customers is the major pain point for the RCOM subscribers.
- ✓ It should ensure that docket number is provided whenever the subscriber is calling the customer care. 20% of the subscriber who called the customer care did not get the docket number for the complaints they registered.
- ✓ In the grievance redressal mechanism, awareness of item-wise bill for prepaid customers and provisioning of Manual of Practice are the areas where it should focus more.
- ✓ With the stage 1 of redressal mechanism, only 7% subscribers claimed that the complaint was resolved within 4 weeks. Hence, this is one of the areas were significant improvement is required.
- ✓ 72% of subscribers who are dissatisfied have pointed to "charged for calls / services not made / used". Hence, this reason is highlighted as major contributor to dissatisfaction for billing parameters.
- ✓ There is a considerable scope of improvement in the supplementary services as the current satisfaction score of 64% is quite below the benchmark

Tata Teleservices

- ✓ Tata Teleservices, besides having low satisfaction score on Help Services and Maintainability has low satisfaction score on overall 'Quality of Services' at 62%.
- ✓ In the billing related parameter, it should look forward to improving the process of resolution of billing complaints as the satisfaction score with this parameter is only 57%

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- ✓ It should ensure that docket number is provided whenever the subscriber is calling the customer care. 21% of the subscriber who called the customer care did not get the docket number for the complaints they registered.
- ✓ 59% of the subscribers who are dissatisfied have pointed to "charged for calls / services not made / used". Hence, this reason is highlighted as major contributor to dissatisfaction for billing parameters.
- ✓ The awareness of 3-stage grievance redressal mechanism is quite low at 5%. TRAI should ensure spreading awareness by advertising or hiring professional media agency as this problem is uniformly present across the subscribers of all the service providers.
- ✓ In the grievance redressal mechanism, provisioning of Manual of Practice should be its key focus area. It has just 9% penetration for provisioning of Manual of Practice among the new connection added by it.

6.2 Key Takeouts & Recommendations – Cellular Mobile (Wireless)

Key Take outs: Overall

- ✓ Across all the 7 parameters, none of the service providers could meet the benchmark for even a single parameter, when the "Quality of Service" is looked from the consumer survey.
- ✓ There is a need to improve the satisfaction level of subscribers with respect to 'Help Services' and 'billing performance' of service providers
- ✓ The awareness of 3-stage grievance redressal mechanism is abysmally low. All services providers should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies at regular intervals in compliance with the TRAI mandate.
- ✓ The complaint resolution area by Call Center executive is another identified pain point across the service providers. Most of the problem lies with either connecting to the executive or the executive not being able to resolve the complaint of subscribers
- ✓ The activity of provisioning of 'Manual of Practice' (MoP) while taking the new connection is less prevalent across all the service providers. TRAI should ask for the number of copies of MoP disbursed by the service provider and it should be looked in coordination with the new connections added.

Key Take outs: Operator Level

Airtel
- ✓ Considering the overall satisfaction scores on various parameters for consumer perception of services, Airtel in Kolkata circle needs to improve upon Help Services (Customer Care). It should concentrate on reducing the wait time of subscribers to connect to the call center executive and training the executive so as he / she is equipped to handle various types of client queries
- ✓ It should also start making prepaid Cellular Mobile (Wireless) customers aware about the availability of item-wise call charge details as only 22% of the pre-paid customers were aware of item-wise bill for prepaid connection.
- ✓ In the billing related parameter, it should look forward to bringing more clarity on the charges levied for various services so that this results in less number of complaints being registered
- ✓ This will in turn help in getting to the call center executive easily and would also enable the executive to solve the queries of customers more thoroughly
- ✓ The overall customer satisfaction score for 'Quality of Service' is just 66%. The effort should be to create perception of "responsible" services so that overall score can meet the benchmark score.

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Vodafone
- ✓ Taking into account the various parameters of overall satisfaction, Vodafone is relatively the best performing operator in Kolkata circle. However, with an overall satisfaction level of 66% it falls well below the TRAI benchmark of 95%
- ✓ In order to improve the satisfaction level further, Vodafone should concentrate on improving 'Help Services' and the billing performance especially by bring in clarity in calculations in the bills. This would result in subscribers moving from the 'satisfied' category to the 'very satisfied' category.

BSNL
- ✓ As seen across other operators, BSNL also does not perform well on help services & billing parameters. However, BSNL performance across other parameters is not too good either.
- ✓ Just 11% of BSNL's subscribers who took connection within last 1 year were provided with 'Manual of Practice' while taking the new connection
- ✓ 31% of the BSNL subscribers say that they did not receive a docket number while lodging a complaint. BSNL should look into this aspect and make it mandatory to provide every complainant a docket number.
- ✓ Only 39% of BSNL's subscribers who had lodged a complaint were informed by the care center about the action taken on their complaint
- ✓ BSNL should also look to improve its network services as the call drop rate for subscribers in the Kolkata is quite high. This can be done by increasing the strength of installed BTS' or installing new BTS'.

Reliance Communications
- ✓ Reliance Communications has prepaid customers as more satisfied (at 61%) than postpaid customers (58%).
- ✓ RCOM is the poorest performing of all operators with respect to the 'help services' provided by them to their subscribers
- ✓ Just 11% of RCOM subscribers who took connection within last 1 year were provided with 'Manual of Practice' while taking the new connection
- ✓ With the stage 1 of redressal mechanism, only 4% subscribers claimed that the complaint was resolved within 4 weeks. Hence, this is one of the areas were significant improvement is required.
- ✓ Two out of every three subscribers who are dissatisfied have pointed to "charged for calls / services not made / used". Hence, this reason is highlighted as major contributor to dissatisfaction for billing parameters.

Tata Teleservices
- ✓ Tata Teleservices, besides having low satisfaction score on Help Services also has low level of satisfaction on billing parameter especially for postpaid subscribers
- ✓ With the stage 1 of redressal mechanism, only 3% subscribers claimed that the complaint was resolved within 4 weeks. Hence, this is one of the areas were significant improvement is required.

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- ✓ TATA should also look at improving the quality of signal in Kolkata circle as just less than 50% of the subscribers say that they face signal problems

RTL

- ✓ RTL is relatively the weakest performing operator in the Kolkata circle with an overall subscriber satisfaction level of 58%
- ✓ The problems that need to be taken care of with immediate effect is the improvement of 'help services' provided and also improving the maintainability aspect of the service
- ✓ With the stage 1 of redressal mechanism, only 3% subscribers claimed that the complaint was resolved within 4 weeks. Hence, this is one of the areas were significant improvement is required.
- ✓ 41% of the RTL subscribers say that they were not provided by the docket number even on requesting for the same. This aspect needs to be looked on an urgent basis as it goes against the directive of TRAI.
- ✓ RTL should look to spread awareness amongst prepaid subscribers about the availability of item-wise call charges details as it is abysmally low at 11% only.

6.3 Key Takeouts & Recommendations – Broadband

Key Take outs: Overall

- ✓ Across all the 7 parameters, none of the service providers could meet the benchmark for even a single parameter, when the "Quality of Service" is looked from the consumer survey.
- ✓ There is a need to improve the satisfaction level of subscribers with respect to 'Help Services' and 'billing performance' of service providers
- ✓ The awareness of 3-stage grievance redressal mechanism is abysmally low. All services providers should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies at regular intervals in compliance with the TRAI mandate.
- ✓ The complaint resolution area by Call Center executive is another identified pain point across the service providers. Most of the problem lies with either connecting to the executive or the executive not being able to resolve the complaint of subscribers. Also the time taken to resolve the complaints in more than 90% of the cases exceeds more than 4 weeks.
- ✓ The activity of provisioning of 'Manual of Practice' (MoPs) while taking the new connection is less prevalent across all the service providers. TRAI should ask for the number of copies of MoPs disbursed by the service provider and it should be looked in coordination with the new connections added.

Key Take outs: Operator Level

Airtel
- ✓ As compared to other service providers Airtel is the best performing service provider in the Kolkata circle.
- ✓ Considering the overall satisfaction scores on various parameters for consumer perception of services, Airtel in Kolkata circle needs to improve upon all the aspects especially the billing performance for pre-paid customers.
- ✓ Airtel should take proactive steps to make the consumers aware of the three stage redressal mechanism
- ✓ Also the awareness of prepaid customers for getting item-wise usage details is very low. Airtel needs to improve on this aspect.

BSNL
- ✓ BSNL is relatively the weakest amongst all operators in the Kolkata circle.
- ✓ BSNL needs to improve upon all the aspects. It especially needs to concentrate on maintainability and help services related aspects

RCOM, VSNL & SIFY

- ✓ RCOM & SIFY have scored abysmally low on provision of manual of practice. Immediate steps needs to be taken to address this issue.
- ✓ Awareness of call center is extremely low amongst SIFY subscribers, RCOM does not fare too well either with very few of its subscribers knowing about the call center services.
- ✓ Clarity of bills has emerged as the major concern with billing performance amongst the subscribers. All the three service providers should improve upon this aspect as their subscriber base is bound to improve over a period of time.

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7.0 Annexure

7.1 Basic (Wireline)

Q 1. Last application for a phone connection

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	3,762	974	1,078	1,045	665
< 6 months	Count	426	158	8	169	91
	Percentage	11.3%	16.2%	0.7%	16.2%	13.7%
6-12 months	Count	413	188	16	138	71
	Percentage	11.0%	19.3%	1.5%	13.2%	10.7%
> 12 months	Count	2,923	628	1,054	738	503
	Percentage	77.7%	64.5%	97.8%	70.6%	75.6%

Q 2. Time taken to get connection

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	839	346	24	307	162
> 30 days	Count	32	10	3	15	4
	Percentage	3.8%	2.9%	12.5%	4.9%	2.5%
16-30 days	Count	89	23	5	39	22
	Percentage	10.6%	6.6%	20.8%	12.7%	13.6%
7-15 days	Count	198	76	7	77	38
	Percentage	23.6%	22.0%	29.2%	25.1%	23.5%
<7 days	Count	520	237	9	176	98
	Percentage	62.0%	68.5%	37.5%	57.3%	60.5%

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

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	**Count**	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	**Count**	839	346	24	307	162
	Percentage	22.3%	35.5%	2.2%	29.4%	24.4%
Not specified	**Count**	2,923	628	1,054	738	503
	Percentage	77.7%	64.5%	97.8%	70.6%	75.6%
Very Satisfied	**Count**	81	33	0	28	20
	Percentage	9.7%	9.5%	0.0%	9.1%	12.3%
Satisfied	**Count**	682	293	19	246	124
	Percentage	81.3%	84.7%	79.2%	80.1%	76.5%
Dissatisfied	**Count**	68	18	3	31	16
	Percentage	8.1%	5.2%	12.5%	10.1%	9.9%
Very Dissatisfied	**Count**	8	2	2	2	2
	Percentage	1.0%	0.6%	8.3%	0.7%	1.2%

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

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	**Count**	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	**Count**	139	28	48	39	24
	Percentage	3.7%	2.9%	4.5%	3.7%	3.6%
Not specified	**Count**	3,623	946	1,030	1,006	641
	Percentage	96.3%	97.1%	95.5%	96.3%	96.4%
Very Satisfied	**Count**	33	8	12	6	7
	Percentage	23.7%	28.6%	25.0%	15.4%	29.2%
Satisfied	**Count**	88	19	27	25	17
	Percentage	63.3%	67.9%	56.3%	64.1%	70.8%
Dissatisfied	**Count**	14	1	7	6	0
	Percentage	10.1%	3.6%	14.6%	15.4%	0.0%
Very Dissatisfied	**Count**	4	0	2	2	0
	Percentage	2.9%	0.0%	4.2%	5.1%	0.0%

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

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	149	29	64	34	22
	Percentage	4.0%	3.0%	5.9%	3.3%	3.3%
Not specified	Count	3,613	945	1,014	1,011	643
	Percentage	96.0%	97.0%	94.1%	96.7%	96.7%
Very Satisfied	Count	27	4	12	7	4
	Percentage	18.1%	13.8%	18.8%	20.6%	18.2%
Satisfied	Count	99	22	43	19	15
	Percentage	66.4%	75.9%	67.2%	55.9%	68.2%
Dissatisfied	Count	20	3	7	8	2
	Percentage	13.4%	10.3%	10.9%	23.5%	9.1%
Very Dissatisfied	Count	3	0	2	0	1
	Percentage	2.0%	0.0%	3.1%	0.0%	4.5%

Q 6. Satisfaction with timely delivery of bills

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	1,646	203	1,040	298	105
	Percentage	43.8%	20.8%	96.5%	28.5%	15.8%
Not specified	Count	2,116	771	38	747	560
	Percentage	56.2%	79.2%	3.5%	71.5%	84.2%
Very Satisfied	Count	80	6	52	14	8
	Percentage	4.9%	3.0%	5.0%	4.7%	7.6%
Satisfied	Count	1,340	187	816	247	90
	Percentage	81.4%	92.1%	78.5%	82.9%	85.7%
Dissatisfied	Count	192	10	140	35	7
	Percentage	11.7%	4.9%	13.5%	11.7%	6.7%
Very Dissatisfied	Count	34	0	32	2	0
	Percentage	2.1%	0.0%	3.1%	0.7%	0.0%

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Q 7a. Satisfaction with accuracy of bills

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	**Count**	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	**Count**	1,646	203	1,040	298	105
	Percentage	43.8%	20.8%	96.5%	28.5%	15.8%
Not specified	**Count**	2,116	771	38	747	560
	Percentage	56.2%	79.2%	3.5%	71.5%	84.2%
Very Satisfied	**Count**	70	5	45	10	10
	Percentage	4.3%	2.5%	4.3%	3.4%	9.5%
Satisfied	**Count**	1,302	177	839	213	73
	Percentage	79.1%	87.2%	80.7%	71.5%	69.5%
Dissatisfied	**Count**	237	16	136	64	21
	Percentage	14.4%	7.9%	13.1%	21.5%	20.0%
Very Dissatisfied	**Count**	37	5	20	11	1
	Percentage	2.2%	2.5%	1.9%	3.7%	1.0%

Q 7b. Reasons for dissatisfaction

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	**Count**	274	21	156	75	22
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	**Count**	256	20	146	70	20
Charges not as per tariff plan subscribed	**Count**	37	4	11	17	5
	Percentage	14.5%	20.0%	7.5%	24.3%	25.0%
Tariff plan changed without information	**Count**	15	1	9	3	2
	Percentage	5.9%	5.0%	6.2%	4.3%	10.0%
Charged for value added services not subscribed	**Count**	26	5	13	7	1
	Percentage	10.2%	25.0%	8.9%	10.0%	5.0%
Charged for calls/services not made/used	**Count**	188	13	108	54	13
	Percentage	73.4%	65.0%	74.0%	77.1%	65.0%
Others	**Count**	39	7	22	8	2
	Percentage	15.2%	35.0%	15.1%	11.4%	10.0%

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Q 8. Billing related complaints made

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	1,646	203	1,040	298	105
Yes	Count	181	28	81	51	21
	Percentage	11.0%	13.8%	7.8%	17.1%	20.0%
No	Count	1,465	175	959	247	84
	Percentage	89.0%	86.2%	92.2%	82.9%	80.0%

Q 9. Satisfaction with resolution process of billing complaints

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	181	28	81	51	21
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	181	28	81	51	21
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	5	1	2	1	1
	Percentage	2.8%	3.6%	2.5%	2.0%	4.8%
Satisfied	Count	83	16	36	18	13
	Percentage	45.9%	57.1%	44.4%	35.3%	61.9%
Dissatisfied	Count	71	10	30	24	7
	Percentage	39.2%	35.7%	37.0%	47.1%	33.3%
Very Dissatisfied	Count	22	1	13	8	0
	Percentage	12.2%	3.6%	16.0%	15.7%	0.0%

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Q 10a. Satisfaction with clarity of bills

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	1,616	194	1,037	286	99
	Percentage	43.0%	19.9%	96.2%	27.4%	14.9%
Not specified	Count	2,146	780	41	759	566
	Percentage	57.0%	80.1%	3.8%	72.6%	85.1%
Very Satisfied	Count	71	4	49	9	9
	Percentage	4.4%	2.1%	4.7%	3.1%	9.1%
Satisfied	Count	1,354	172	879	231	72
	Percentage	83.8%	88.7%	84.8%	80.8%	72.7%
Dissatisfied	Count	161	17	88	40	16
	Percentage	10.0%	8.8%	8.5%	14.0%	16.2%
Very Dissatisfied	Count	30	1	21	6	2
	Percentage	1.9%	0.5%	2.0%	2.1%	2.0%

Q 10b. Reasons for dissatisfaction

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	191	18	109	46	18
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	175	18	104	39	14
Difficult to read the bill	Count	19	6	8	3	2
	Percentage	10.9%	33.3%	7.7%	7.7%	14.3%
Difficult to understand the language	Count	18	1	10	3	4
	Percentage	10.3%	5.6%	9.6%	7.7%	28.6%
Calculations not clear	Count	100	10	55	29	6
	Percentage	57.1%	55.6%	52.9%	74.4%	42.9%
Item-wise charges not given	Count	87	4	59	17	7
	Percentage	49.7%	22.2%	56.7%	43.6%	50.0%
Others	Count	12	2	7	3	0
	Percentage	6.9%	11.1%	6.7%	7.7%	0.0%

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Q 11. Accuracy of charges deducted

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	3,329	862	922	921	624
	Percentage	88.5%	88.5%	85.5%	88.1%	93.8%
Not specified	Count	433	112	156	124	41
	Percentage	11.5%	11.5%	14.5%	11.9%	6.2%
Very Satisfied	Count	927	83	706	94	44
	Percentage	27.8%	9.6%	76.6%	10.2%	7.1%
Satisfied	Count	1,925	685	85	676	479
	Percentage	57.8%	79.5%	9.2%	73.4%	76.8%
Dissatisfied	Count	395	77	105	126	87
	Percentage	11.9%	8.9%	11.4%	13.7%	13.9%
Very Dissatisfied	Count	82	17	26	25	14
	Percentage	2.5%	2.0%	2.8%	2.7%	2.2%

Q 12. Complaints made to customer care

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	3,762	974	1,078	1,045	665
Yes	Count	1,315	313	273	359	370
	Percentage	35.0%	32.1%	25.3%	34.4%	55.6%
No	Count	2,447	661	805	686	295
	Percentage	65.0%	67.9%	74.7%	65.6%	44.4%

Q 13. Satisfaction with ease of access of number

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	1,315	313	273	359	370
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	1,315	313	273	359	370
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	35	9	8	8	10
	Percentage	2.7%	2.9%	2.9%	2.2%	2.7%
Satisfied	Count	901	211	192	212	286
	Percentage	68.5%	67.4%	70.3%	59.1%	77.3%
Dissatisfied	Count	333	82	59	127	65
	Percentage	25.3%	26.2%	21.6%	35.4%	17.6%
Very Dissatisfied	Count	46	11	14	12	9
	Percentage	3.5%	3.5%	5.1%	3.3%	2.4%

Q 14. Satisfaction with response time

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	1,315	313	273	359	370
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	1,315	313	273	359	370
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	31	10	6	9	6
	Percentage	2.4%	3.2%	2.2%	2.5%	1.6%
Satisfied	Count	929	204	196	228	301
	Percentage	70.6%	65.2%	71.8%	63.5%	81.4%
Dissatisfied	Count	315	94	59	111	51
	Percentage	24.0%	30.0%	21.6%	30.9%	13.8%
Very Dissatisfied	Count	40	5	12	11	12
	Percentage	3.0%	1.6%	4.4%	3.1%	3.2%

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Q 15. Satisfaction with problem solving ability of CC executive

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	1,315	313	273	359	370
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	1,315	313	273	359	370
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	32	12	6	8	6
	Percentage	2.4%	3.8%	2.2%	2.2%	1.6%
Satisfied	Count	896	193	196	220	287
	Percentage	68.1%	61.7%	71.8%	61.3%	77.6%
Dissatisfied	Count	338	102	54	116	66
	Percentage	25.7%	32.6%	19.8%	32.3%	17.8%
Very Dissatisfied	Count	49	6	17	15	11
	Percentage	3.7%	1.9%	6.2%	4.2%	3.0%

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

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	1,315	313	273	359	370
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	1,315	313	273	359	370
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	27	10	6	6	5
	Percentage	2.1%	3.2%	2.2%	1.7%	1.4%
Satisfied	Count	877	194	184	217	282
	Percentage	66.7%	62.0%	67.4%	60.4%	76.2%
Dissatisfied	Count	359	103	65	119	72
	Percentage	27.3%	32.9%	23.8%	33.1%	19.5%
Very Dissatisfied	Count	52	6	18	17	11
	Percentage	4.0%	1.9%	6.6%	4.7%	3.0%

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Q 17. Satisfaction with availability of working phone

Circle - Kolkata

			Operator			
		Total	**Airtel**	**BSNL**	**RCOM**	**TATA**
Total	**Count**	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	**Count**	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	**Count**	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	**Count**	179	54	46	53	26
	Percentage	4.8%	5.5%	4.3%	5.1%	3.9%
Satisfied	**Count**	3,194	844	881	905	564
	Percentage	84.9%	86.7%	81.7%	86.6%	84.8%
Dissatisfied	**Count**	372	72	140	86	74
	Percentage	9.9%	7.4%	13.0%	8.2%	11.1%
Very Dissatisfied	**Count**	17	4	11	1	1
	Percentage	0.5%	0.4%	1.0%	0.1%	0.2%

Q 18. Satisfaction with ease of making / receiving calls

Circle - Kolkata

			Operator			
		Total	**Airtel**	**BSNL**	**RCOM**	**TATA**
Total	**Count**	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	**Count**	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	**Count**	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	**Count**	176	55	49	52	20
	Percentage	4.7%	5.6%	4.5%	5.0%	3.0%
Satisfied	**Count**	3,243	842	926	908	567
	Percentage	86.2%	86.4%	85.9%	86.9%	85.3%
Dissatisfied	**Count**	325	73	95	82	75
	Percentage	8.6%	7.5%	8.8%	7.8%	11.3%
Very Dissatisfied	**Count**	18	4	8	3	3
	Percentage	0.5%	0.4%	0.7%	0.3%	0.5%

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Q 19. Satisfaction with voice quality

Circle - Kolkata

		Operator				
		Total	Airtel	BSNL	RCOM	TATA
Total	**Count**	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	**Count**	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	**Count**	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	**Count**	183	62	43	59	19
	Percentage	4.9%	6.4%	4.0%	5.6%	2.9%
Satisfied	**Count**	3,201	837	898	902	564
	Percentage	85.1%	85.9%	83.3%	86.3%	84.8%
Dissatisfied	**Count**	357	74	127	81	75
	Percentage	9.5%	7.6%	11.8%	7.8%	11.3%
Very Dissatisfied	**Count**	21	1	10	3	7
	Percentage	0.6%	0.1%	0.9%	0.3%	1.1%

Q 20. Experienced faulty in last 12 months

Circle - Kolkata

		Operator				
		Total	Airtel	BSNL	RCOM	TATA
Total	**Count**	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	**Count**	3,762	974	1,078	1,045	665
Yes	**Count**	1,082	194	552	183	153
	Percentage	28.8%	19.9%	51.2%	17.5%	23.0%
No	**Count**	2,680	780	526	862	512
	Percentage	71.2%	80.1%	48.8%	82.5%	77.0%

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Q 21. Number of times fault faced in last month

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	1,082	194	552	183	153
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	1,078	191	551	183	153
More than 3 times	Count	47	6	23	9	9
	Percentage	4.4%	3.1%	4.2%	4.9%	5.9%
2-3 times	Count	137	30	50	29	28
	Percentage	12.7%	15.7%	9.1%	15.8%	18.3%
One time	Count	261	60	114	50	37
	Percentage	24.2%	31.4%	20.7%	27.3%	24.2%
Nil	Count	633	95	364	95	79
	Percentage	58.7%	49.7%	66.1%	51.9%	51.6%

Q 22. Time taken for repairing fault

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	1,082	194	552	183	153
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	1,078	192	551	183	152
More than 7 days	Count	165	45	82	19	19
	Percentage	15.3%	23.4%	14.9%	10.4%	12.5%
4 - 7 days	Count	180	17	111	31	21
	Percentage	16.7%	8.9%	20.1%	16.9%	13.8%
2-3 days	Count	472	70	250	91	61
	Percentage	43.8%	36.5%	45.4%	49.7%	40.1%
1 day	Count	261	60	108	42	51
	Percentage	24.2%	31.3%	19.6%	23.0%	33.6%

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Q 23. Satisfaction with fault repair service

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	**Count**	1,082	194	552	183	153
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	**Count**	1,079	193	550	183	153
	Percentage	99.7%	99.5%	99.6%	100.0%	100.0%
Not specified	**Count**	3	1	2	0	0
	Percentage	0.3%	0.5%	0.4%	0.0%	0.0%
Very Satisfied	**Count**	40	11	17	8	4
	Percentage	3.7%	5.7%	3.1%	4.4%	2.6%
Satisfied	**Count**	700	109	378	112	101
	Percentage	64.9%	56.5%	68.7%	61.2%	66.0%
Dissatisfied	**Count**	278	62	121	54	41
	Percentage	25.8%	32.1%	22.0%	29.5%	26.8%
Very Dissatisfied	**Count**	61	11	34	9	7
	Percentage	5.7%	5.7%	6.2%	4.9%	4.6%

Q 24. Use service like call waiting/forwarding

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	**Count**	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	**Count**	3,762	974	1,078	1,045	665
Yes	**Count**	105	18	25	43	19
	Percentage	2.8%	1.8%	2.3%	4.1%	2.9%
No	**Count**	3,657	956	1,053	1,002	646
	Percentage	97.2%	98.2%	97.7%	95.9%	97.1%

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Q 25. Satisfaction with supplementary services

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	105	18	25	43	19
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	103	18	24	42	19
	Percentage	98.1%	100.0%	96.0%	97.7%	100.0%
Not specified	Count	2	0	1	1	0
	Percentage	1.9%	0.0%	4.0%	2.3%	0.0%
Very Satisfied	Count	9	3	3	2	1
	Percentage	8.7%	16.7%	12.5%	4.8%	5.3%
Satisfied	Count	81	14	15	36	16
	Percentage	78.6%	77.8%	62.5%	85.7%	84.2%
Dissatisfied	Count	12	1	6	3	2
	Percentage	11.7%	5.6%	25.0%	7.1%	10.5%
Very Dissatisfied	Count	1	0	0	1	0
	Percentage	1.0%	0.0%	0.0%	2.4%	0.0%

Q 26a. Satisfaction with overall quality of telephone services

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	3,750	970	1,072	1,043	665
	Percentage	99.7%	99.6%	99.4%	99.8%	100.0%
Not specified	Count	12	4	6	2	0
	Percentage	0.3%	0.4%	0.6%	0.2%	0.0%
Very Satisfied	Count	143	53	28	48	14
	Percentage	3.8%	5.5%	2.6%	4.6%	2.1%
Satisfied	Count	3,086	793	897	844	552
	Percentage	82.3%	81.8%	83.7%	80.9%	83.0%
Dissatisfied	Count	489	115	139	141	94
	Percentage	13.0%	11.9%	13.0%	13.5%	14.1%
Very Dissatisfied	Count	32	9	8	10	5
	Percentage	0.9%	0.9%	0.7%	1.0%	0.8%

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

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	2,895	716	926	741	512
Yes	Count	300	122	13	116	49
	Percentage	10.4%	17.0%	1.4%	15.7%	9.6%
No	Count	2,595	594	913	625	463
	Percentage	89.6%	83.0%	98.6%	84.3%	90.4%

Q 28. Terminated a phone connection in last 12 months

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	3,762	974	1,078	1,045	665
Yes	Count	165	65	9	48	43
	Percentage	4.4%	6.7%	0.8%	4.6%	6.5%
No	Count	3,597	909	1,069	997	622
	Percentage	95.6%	93.3%	99.2%	95.4%	93.5%

Q 29. Previous service provider

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	165	65	9	48	43
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	163	65	9	48	41
Airtel	Count	36	14	2	8	12
	Percentage	22.1%	21.5%	22.2%	16.7%	29.3%
BSNL	Count	44	13	6	16	9
	Percentage	27.0%	20.0%	66.7%	33.3%	22.0%
RCOM	Count	34	17	1	9	7
	Percentage	20.9%	26.2%	11.1%	18.8%	17.1%
TATA	Count	49	21	0	15	13
	Percentage	30.1%	32.3%	0.0%	31.3%	31.7%
MTNL	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
HFCL	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Shyam	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%

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Q 30. Days taken for termination of services

Circle - Kolkata

		Operator				
		Total	Airtel	BSNL	RCOM	TATA
Total	**Count**	165	65	9	48	43
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	**Count**	161	63	9	48	41
More than 7 days	**Count**	46	20	1	11	14
	Percentage	28.6%	31.7%	11.1%	22.9%	34.1%
4 - 7 days	**Count**	33	10	3	11	9
	Percentage	20.5%	15.9%	33.3%	22.9%	22.0%
2-3 days	**Count**	55	26	3	17	9
	Percentage	34.2%	41.3%	33.3%	35.4%	22.0%
1 day	**Count**	27	7	2	9	9
	Percentage	16.8%	11.1%	22.2%	18.8%	22.0%

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

Circle - Kolkata

		Operator				
		Total	Airtel	BSNL	RCOM	TATA
Total	**Count**	165	65	9	48	43
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	**Count**	164	65	9	48	42
Yes	**Count**	48	26	1	8	13
	Percentage	29.3%	40.0%	11.1%	16.7%	31.0%
No	**Count**	116	39	8	40	29
	Percentage	70.7%	60.0%	88.9%	83.3%	69.0%

Q 32. Registered number on Do Not Call registry

Circle - Kolkata

		Operator				
		Total	Airtel	BSNL	RCOM	TATA
Total	**Count**	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	**Count**	3,734	968	1,072	1,036	658
Yes	**Count**	13	5	1	4	3
	Percentage	0.3%	0.5%	0.1%	0.4%	0.5%
No	**Count**	3,542	914	1,017	977	634
	Percentage	94.9%	94.4%	94.9%	94.3%	96.4%
Do not mind receiving such calls/SMS	**Count**	179	49	54	55	21
	Percentage	4.8%	5.1%	5.0%	5.3%	3.2%

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Q 33. Still receiving unsolicited calls

Circle - Kolkata

		Operator				
		Total	Airtel	BSNL	RCOM	TATA
Total	**Count**	13	5	1	4	3
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	**Count**	12	5	1	3	3
Continued receiving	**Count**	3	2	0	1	0
	Percentage	25.0%	40.0%	0.0%	33.3%	0.0%
Slight decrease	**Count**	2	1	0	1	0
	Percentage	16.7%	20.0%	0.0%	33.3%	0.0%
Considerable decrease	**Count**	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Stopped receiving	**Count**	7	2	1	1	3
	Percentage	58.3%	40.0%	100.0%	33.3%	100.0%

Q 34. Aware of the 3 stage grievance redressal mechanism

Circle - Kolkata

		Operator				
		Total	Airtel	BSNL	RCOM	TATA
Total	**Count**	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	**Count**	3,762	974	1,078	1,045	665
Yes	**Count**	252	57	83	77	35
	Percentage	6.7%	5.9%	7.7%	7.4%	5.3%
No	**Count**	3,510	917	995	968	630
	Percentage	93.3%	94.1%	92.3%	92.6%	94.7%

Q 35. Which stage aware of

Circle - Kolkata

		Operator				
		Total	Airtel	BSNL	RCOM	TATA
Total	**Count**	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	**Count**	3,762	974	1,078	1,045	665
Call Centre	**Count**	1,304	371	337	376	220
	Percentage	34.7%	38.1%	31.3%	36.0%	33.1%
Nodal Officer	**Count**	152	22	72	27	31
	Percentage	4.0%	2.3%	6.7%	2.6%	4.7%
Appellate Authority	**Count**	77	13	41	11	12
	Percentage	2.0%	1.3%	3.8%	1.1%	1.8%
None of these	**Count**	2,421	596	734	657	434
	Percentage	64.4%	61.2%	68.1%	62.9%	65.3%

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Q 36. Made complaints within last 6 months

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	3,762	974	1,078	1,045	665
Yes	Count	344	57	170	54	63
	Percentage	9.1%	5.9%	15.8%	5.2%	9.5%
No	Count	3,418	917	908	991	602
	Percentage	90.9%	94.1%	84.2%	94.8%	90.5%

Q 37. Docket number

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	344	57	170	54	63
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	342	57	169	54	62
No docket number received even on request	Count	40	8	13	14	5
	Percentage	11.7%	14.0%	7.7%	25.9%	8.1%
No docket number received for most of the complaints	Count	44	12	8	11	13
	Percentage	12.9%	21.1%	4.7%	20.4%	21.0%
Docket number received for most of the complaints	Count	258	37	148	29	44
	Percentage	75.4%	64.9%	87.6%	53.7%	71.0%

Q 38. Information given by call center

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	344	57	170	54	63
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	344	57	170	54	63
Yes	Count	201	32	100	34	35
	Percentage	58.4%	56.1%	58.8%	63.0%	55.6%
No	Count	143	25	70	20	28
	Percentage	41.6%	43.9%	41.2%	37.0%	44.4%

IMRB
international

Q 39. Satisfaction with clarity of bills

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	344	57	170	54	63
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	339	56	168	52	63
	Percentage	98.5%	98.2%	98.8%	96.3%	100.0%
Not specified	Count	5	1	2	2	0
	Percentage	1.5%	1.8%	1.2%	3.7%	0.0%
Very Satisfied	Count	14	1	10	1	2
	Percentage	4.1%	1.8%	6.0%	1.9%	3.2%
Satisfied	Count	200	32	112	25	31
	Percentage	59.0%	57.1%	66.7%	48.1%	49.2%
Dissatisfied	Count	96	20	33	21	22
	Percentage	28.3%	35.7%	19.6%	40.4%	34.9%
Very Dissatisfied	Count	29	3	13	5	8
	Percentage	8.6%	5.4%	7.7%	9.6%	12.7%

Q 40. Reasons for dissatisfaction

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	125	23	46	26	30
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	118	23	45	24	26
Difficult to connect to the call centre executive	Count	33	3	18	9	3
	Percentage	28.0%	13.0%	40.0%	37.5%	11.5%
Customer care executive not polite/courteous	Count	15	4	4	5	2
	Percentage	12.7%	17.4%	8.9%	20.8%	7.7%
Customer care executive not equipped with adequate informat	Count	35	7	10	12	6
	Percentage	29.7%	30.4%	22.2%	50.0%	23.1%
Time taken by call centre for redressal of complaint is long	Count	52	10	22	8	12
	Percentage	44.1%	43.5%	48.9%	33.3%	46.2%
Customer care executive was unable to understand the problem	Count	24	5	6	3	10
	Percentage	20.3%	21.7%	13.3%	12.5%	38.5%
Others	Count	15	5	4	3	3
	Percentage	12.7%	21.7%	8.9%	12.5%	11.5%

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

Circle - Kolkata

		Operator				
		Total	**Airtel**	**BSNL**	**RCOM**	**TATA**
Total	**Count**	344	57	170	54	63
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	**Count**	344	57	170	54	63
Yes	**Count**	30	4	19	4	3
	Percentage	8.7%	7.0%	11.2%	7.4%	4.8%
No	**Count**	139	27	64	29	19
	Percentage	40.4%	47.4%	37.6%	53.7%	30.2%
Not Applicable	**Count**	175	26	87	21	41
	Percentage	50.9%	45.6%	51.2%	38.9%	65.1%

Q 42. Awareness of contact details of nodal officer

Circle - Kolkata

		Operator				
		Total	**Airtel**	**BSNL**	**RCOM**	**TATA**
Total	**Count**	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	**Count**	3,762	974	1,078	1,045	665
Yes	**Count**	57	11	27	9	10
	Percentage	1.5%	1.1%	2.5%	0.9%	1.5%
No	**Count**	3,705	963	1,051	1,036	655
	Percentage	98.5%	98.9%	97.5%	99.1%	98.5%

Q 43. Made a complaint to nodal officer

Circle - Kolkata

		Operator				
		Total	**Airtel**	**BSNL**	**RCOM**	**TATA**
Total	**Count**	57	11	27	9	10
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	**Count**	57	11	27	9	10
Yes	**Count**	6	0	4	1	1
	Percentage	10.5%	0.0%	14.8%	11.1%	10.0%
No	**Count**	51	11	23	8	9
	Percentage	89.5%	100.0%	85.2%	88.9%	90.0%

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Q 44. Nodal officer can be approached easily

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	6	0	4	1	1
	Percentage	100.0%	0.0%	100.0%	100.0%	100.0%
Answering Base	Count	6	0	4	1	1
Yes	Count	3	0	2	0	1
	Percentage	50.0%	0.0%	50.0%	0.0%	100.0%
No	Count	3	0	2	1	0
	Percentage	50.0%	0.0%	50.0%	100.0%	0.0%

Q 45. Decision on complaint intimated by Nodal officer

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	6	0	4	1	1
	Percentage	100.0%	0.0%	100.0%	100.0%	100.0%
Answering Base	Count	6	0	4	1	1
Yes	Count	1	0	1	0	0
	Percentage	16.7%	0.0%	25.0%	0.0%	0.0%
No	Count	5	0	3	1	1
	Percentage	83.3%	0.0%	75.0%	100.0%	100.0%

Q 46. Satisfaction with redressal of complaint by nodal officer

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	6	0	4	1	1
	Percentage	100.0%	0.0%	100.0%	100.0%	100.0%
Answering Base	Count	6	0	4	1	1
	Percentage	100.0%	0.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Satisfied	Count	1	0	1	0	0
	Percentage	16.7%	0.0%	25.0%	0.0%	0.0%
Dissatisfied	Count	3	0	2	0	1
	Percentage	50.0%	0.0%	50.0%	0.0%	100.0%
Very Dissatisfied	Count	2	0	1	1	0
	Percentage	33.3%	0.0%	25.0%	100.0%	0.0%

Q 47. Reasons for dissatisfaction

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	**Count**	5	0	3	1	1
	Percentage	100.0%	0.0%	100.0%	100.0%	100.0%
Answering Base	**Count**	5	0	3	1	1
Difficult to connect to the Nodal Officer	**Count**	2	0	2	0	0
	Percentage	40.0%	0.0%	66.7%	0.0%	0.0%
Nodal Officer not polite/courteous	**Count**	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Nodal Officer not equipped with adequate information	**Count**	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Time taken by Nodal Off. for redressal of complaint is long	**Count**	1	0	1	0	0
	Percentage	20.0%	0.0%	33.3%	0.0%	0.0%
Nodal Officer was unable to understand the problem	**Count**	2	0	0	1	1
	Percentage	40.0%	0.0%	0.0%	100.0%	100.0%
Others	**Count**	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%

Q 48. Awareness of contact details of appellate authority

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	**Count**	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	**Count**	3,762	974	1,078	1,045	665
Yes	**Count**	51	17	19	9	6
	Percentage	1.4%	1.7%	1.8%	0.9%	0.9%
No	**Count**	3,711	957	1,059	1,036	659
	Percentage	98.6%	98.3%	98.2%	99.1%	99.1%

Q 49. Filed complaints in last 6 months

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	**Count**	51	17	19	9	6
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	**Count**	51	17	19	9	6
Yes	**Count**	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
No	**Count**	51	17	19	9	6
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%

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Q 50. Acknowledgement received

Circle - Kolkata

		Operator				
		Total	Airtel	BSNL	RCOM	TATA
Total	**Count**	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Answering Base	**Count**	0	0	0	0	0
Yes	**Count**	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
No	**Count**	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%

Q 51. Decision taken by appellate authority within 3 months

Circle - Kolkata

		Operator				
		Total	Airtel	BSNL	RCOM	TATA
Total	**Count**	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Answering Base	**Count**	0	0	0	0	0
Yes	**Count**	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
No	**Count**	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Appeal filed only recently	**Count**	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%

Q 52. Aware of item wise usage charge details

Circle - Kolkata

		Operator				
		Total	Airtel	BSNL	RCOM	TATA
Total	**Count**	2,116	771	38	747	560
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	**Count**	2,113	771	38	747	557
Yes	**Count**	338	131	9	134	64
	Percentage	16.0%	17.0%	23.7%	17.9%	11.5%
No	**Count**	1,775	640	29	613	493
	Percentage	84.0%	83.0%	76.3%	82.1%	88.5%

Q 53. Denied request of item wise usage charge details

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	2,116	771	38	747	560
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	326	126	8	134	58
Yes	Count	12	4	0	2	6
	Percentage	3.7%	3.2%	0.0%	1.5%	10.3%
No	Count	314	122	8	132	52
	Percentage	96.3%	96.8%	100.0%	98.5%	89.7%

Q 54. Reasons for denying request

Circle - Kolkata

			Operator		
		Total	Airtel	RCOM	TATA
Total	Count	12	4	2	6
	Percentage	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	8	2	2	4
No reason given	Count	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%
Technical problem	Count	4	1	0	3
	Percentage	50.0%	50.0%	0.0%	75.0%
Others	Count	4	1	2	1
	Percentage	50.0%	50.0%	100.0%	25.0%

Q 55. Manual of practice provided

Circle - Kolkata

			Operator			
		Total	Airtel	BSNL	RCOM	TATA
Total	Count	3,762	974	1,078	1,045	665
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	3,197	812	1,031	877	477
Yes	Count	279	108	20	108	43
	Percentage	8.7%	13.3%	1.9%	12.3%	9.0%
No	Count	2,918	704	1,011	769	434
	Percentage	91.3%	86.7%	98.1%	87.7%	91.0%

7.2 Cellular Mobile (Wireless)

7.2.1 Service Provision

Service Provision	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Percentage - New Connection (within 12 months)	23%	23%	31%	16%	22%	19%
Last applied for New Connection						
Less than 6 months	12%	13%	17%	7%	11%	12%
6 - 12 months	11%	10%	14%	9%	11%	7%
More than 12 months	76%	77%	70%	84%	78%	81%
Time taken for New Connection						
1 day	76%	75%	49%	76%	70%	60%
2 - 3 days	17%	20%	22%	15%	19%	30%
4 - 7 days	3%	2%	13%	6%	7%	5%
More than 7 days	4%	3%	17%	3%	4%	5%

7.2.2.a. Billing Related Complaints – Prepaid subscribers

Accuracy of billing	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Charges not as per tariff plan subscribed	20%	16%	16%	20%	21%	27%
Tariff plan changed without information	14%	15%	13%	6%	6%	26%
Charged for value added service not subscribed	19%	13%	10%	12%	5%	6%
Charged for calls/services not made/used	62%	51%	56%	67%	62%	47%
Others	11%	18%	18%	14%	17%	17%

7.2.2.b. Billing Related Complaints – Post-paid subscribers

Accuracy of billing	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Charges not as per tariff plan subscribed	31%	13%	8%	0%	7%	0%
Tariff plan changed without information	15%	6%	5%	4%	7%	0%
Charged for value added service not subscribed	31%	19%	5%	21%	20%	0%
Charged for calls/services not made/used	69%	88%	78%	75%	67%	100%
Others	0%	0%	15%	8%	0%	0%

Clarity of billing	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Difficulty in reading bill	17%	0%	9%	0%	0%	0%
Difficulty in understanding language	17%	24%	15%	40%	18%	50%
Calculations not clear	58%	47%	43%	35%	27%	0%
Item wise charges not given	50%	29%	52%	35%	55%	50%
Others	8%	6%	2%	0%	9%	0%

7.2.3 Network Performance, Reliability & Availability

Call Drop rate	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Very frequently	1%	1%	2%	1%	1%	3%
Frequently	4%	4%	13%	6%	7%	14%
Occasionally	27%	30%	40%	32%	37%	45%
Never	69%	65%	45%	61%	55%	38%

7.2.4 Maintainability

Frequency of problems faced	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Very frequently	0%	1%	2%	1%	1%	2%
Frequently	4%	3%	12%	6%	6%	15%
Occasionally	27%	28%	38%	33%	41%	44%
Never	69%	68%	48%	61%	53%	40%

7.2.5 Supplementary Services

Supplementary Services	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Percentage of supplementary services	14%	14%	7%	8%	8%	8%
Consent taken by service provider	80%	79%	79%	77%	80%	75%

7.2.6 General Information

General Information	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Information on complete details about tariff plan 1 week after activation of service	10%	10%	9%	8%	10%	14%
Whether terminated mobile phone connection in the last 12 months	2%	4%	2%	2%	1%	1%
If terminated, number of days taken for terminating connection						
More than 7 days	30%	24%	22%	19%	11%	42%
4 - 7 days	15%	8%	17%	29%	78%	25%
2 - 3 days	20%	24%	22%	29%	0%	25%
1 day	35%	45%	39%	24%	11%	8%
If terminated, adjustment of security deposit in the last bill	27%	14%	17%	14%	20%	9%

	Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Registration for DNC (Do Not Call) for disallowing commercial calls / SMSes	1%	3%	1%	1%	1%	3%
Still receive unsolicited messages						
Continued receiving	25%	38%	0%	20%	0%	7%
Slightly decrease	13%	4%	20%	0%	29%	4%
Considerable decrease	13%	12%	0%	20%	0%	0%
Stopped receiving	50%	46%	80%	60%	71%	89%

7.2.7 Question wise count & percentage

Q 1. Last application for a phone connection		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,152	1,111	1,119	1,100	1,087	1,041
Answering Base	Count	1,152	1,111	1,119	1,100	1,087	1,041
Less than 6 month	Count	143	141	185	79	120	124
	Percentage	12.4%	12.7%	16.5%	7.2%	11.0%	11.9%
6-12 month	Count	131	110	152	98	122	74
	Percentage	11.4%	9.9%	13.6%	8.9%	11.2%	7.1%
More than 12 month	Count	878	860	782	923	845	843
	Percentage	76.2%	77.4%	69.9%	83.9%	77.7%	81.0%

Q 2. Time taken to get connection		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	274	251	337	177	242	198
Answering Base	Count	265	245	333	176	236	194
More than 7 days	Count	10	7	55	6	9	9
	Percentage	3.8%	2.9%	16.5%	3.4%	3.8%	4.6%
4 - 7 days	Count	9	6	42	11	16	9
	Percentage	3.4%	2.4%	12.6%	6.3%	6.8%	4.6%
2-3 days	Count	45	48	72	26	45	59
	Percentage	17.0%	19.6%	21.6%	14.8%	19.1%	30.4%
1 day	Count	201	184	164	133	166	117
	Percentage	75.8%	75.1%	49.2%	75.6%	70.3%	60.3%

Q 3. Satisfaction with time taken for activation of mobile connection		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	274	251	337	177	242	198
Answering Base	Count	264	244	332	176	234	191
	Percentage	96.4%	97.2%	98.5%	99.4%	96.7%	96.5%
Not specified	Count	10	7	5	1	8	7
	Percentage	3.6%	2.8%	1.5%	0.6%	3.3%	3.5%
Very Satisfied	Count	37	40	32	25	16	11
	Percentage	14.0%	16.4%	9.6%	14.2%	6.8%	5.8%
Satisfied	Count	213	196	260	142	212	172
	Percentage	80.7%	80.3%	78.3%	80.7%	90.6%	90.1%
Dissatisfied	Count	13	8	33	7	5	7
	Percentage	4.9%	3.3%	9.9%	4.0%	2.1%	3.7%
Very Dissatisfied	Count	1	0	7	2	1	1
	Percentage	0.4%	0.0%	2.1%	1.1%	0.4%	0.5%

Q 4. Satisfaction with time taken for re-activation		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,152	1,111	1,119	1,100	1,087	1,041
Answering Base	Count	64	85	58	56	56	32
	Percentage	5.6%	7.7%	5.2%	5.1%	5.2%	3.1%
Not specified	Count	1,088	1,026	1,061	1,044	1,031	1,009
	Percentage	94.4%	92.3%	94.8%	94.9%	94.8%	96.9%
Very Satisfied	Count	21	27	11	15	24	6
	Percentage	32.8%	31.8%	19.0%	26.8%	42.9%	18.8%
Satisfied	Count	37	56	39	32	26	20
	Percentage	57.8%	65.9%	67.2%	57.1%	46.4%	62.5%
Dissatisfied	Count	5	2	5	8	5	4
	Percentage	7.8%	2.4%	8.6%	14.3%	8.9%	12.5%
Very Dissatisfied	Count	1	0	3	1	1	2
	Percentage	1.6%	0.0%	5.2%	1.8%	1.8%	6.3%

Q 5a. Satisfaction with accuracy of charges		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,090	999	947	1,020	1,038	1,034
Answering Base	Count	1,086	994	940	1,012	1,029	1,031
	Percentage	99.6%	99.5%	99.3%	99.2%	99.1%	99.7%
Not specified	Count	4	5	7	8	9	3
	Percentage	0.4%	0.5%	0.7%	0.8%	0.9%	0.3%
Very Satisfied	Count	40	35	26	22	38	22
	Percentage	3.7%	3.5%	2.8%	2.2%	3.7%	2.1%
Satisfied	Count	949	825	783	825	863	874
	Percentage	87.4%	83.0%	83.3%	81.5%	83.9%	84.8%
Dissatisfied	Count	93	118	117	143	121	112
	Percentage	8.6%	11.9%	12.4%	14.1%	11.8%	10.9%
Very Dissatisfied	Count	4	16	14	22	7	23
	Percentage	0.4%	1.6%	1.5%	2.2%	0.7%	2.2%

Q 5b. Reasons for dissatisfaction		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	97	134	131	165	128	135
Answering Base	Count	97	134	131	165	128	135
Charges not as per tariff plan subscribed	Count	19	21	21	33	27	36
	Percentage	19.6%	15.7%	16.0%	20.0%	21.1%	26.7%
Tariff plan changed without information	Count	14	20	17	10	8	35
	Percentage	14.4%	14.9%	13.0%	6.1%	6.3%	25.9%
Charged for value added services not requested	Count	18	17	13	19	7	8
	Percentage	18.6%	12.7%	9.9%	11.5%	5.5%	5.9%
Charged for calls/services not made/used	Count	60	69	74	110	79	64
	Percentage	61.9%	51.5%	56.5%	66.7%	61.7%	47.4%
Others	Count	11	24	23	23	22	23
	Percentage	11.3%	17.9%	17.6%	13.9%	17.2%	17.0%

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Q 6. Satisfaction with timely delivery of bills		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	62	112	172	80	49	7
Answering Base	Count	60	110	166	74	45	6
	Percentage	96.8%	98.2%	96.5%	92.5%	91.8%	85.7%
Not specified	Count	2	2	6	6	4	1
	Percentage	3.2%	1.8%	3.5%	7.5%	8.2%	14.3%
Very Satisfied	Count	3	10	5	4	0	1
	Percentage	5.0%	9.1%	3.0%	5.4%	0.0%	16.7%
Satisfied	Count	55	94	96	51	35	5
	Percentage	91.7%	85.5%	57.8%	68.9%	77.8%	83.3%
Dissatisfied	Count	2	6	45	19	9	0
	Percentage	3.3%	5.5%	27.1%	25.7%	20.0%	0.0%
Very Dissatisfied	Count	0	0	20	0	1	0
	Percentage	0.0%	0.0%	12.0%	0.0%	2.2%	0.0%

Q 7a. Satisfaction with accuracy of bills		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	62	112	172	80	49	7
Answering Base	Count	59	109	164	72	45	6
	Percentage	95.2%	97.3%	95.3%	90.0%	91.8%	85.7%
Not specified	Count	3	3	8	8	4	1
	Percentage	4.8%	2.7%	4.7%	10.0%	8.2%	14.3%
Very Satisfied	Count	5	9	6	4	0	1
	Percentage	8.5%	8.3%	3.7%	5.6%	0.0%	16.7%
Satisfied	Count	41	84	118	44	30	4
	Percentage	69.5%	77.1%	72.0%	61.1%	66.7%	66.7%
Dissatisfied	Count	11	14	35	22	15	1
	Percentage	18.6%	12.8%	21.3%	30.6%	33.3%	16.7%
Very Dissatisfied	Count	2	2	5	2	0	0
	Percentage	3.4%	1.8%	3.0%	2.8%	0.0%	0.0%

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Q 7b. Reasons for dissatisfaction		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	13	16	40	24	15	1
Answering Base	Count	13	16	40	24	15	1
Charges not as per tariff plan subscribed	Count	4	2	3	0	1	0
	Percentage	30.8%	12.5%	7.5%	0.0%	6.7%	0.0%
Tariff plan changed without information	Count	2	1	2	1	1	0
	Percentage	15.4%	6.3%	5.0%	4.2%	6.7%	0.0%
Charged for value added services not subscribed	Count	4	3	2	5	3	0
	Percentage	30.8%	18.8%	5.0%	20.8%	20.0%	0.0%
Charged for calls/services not made/used	Count	9	14	31	18	10	1
	Percentage	69.2%	87.5%	77.5%	75.0%	66.7%	100.0%
Others	Count	0	0	6	2	0	0
	Percentage	0.0%	0.0%	15.0%	8.3%	0.0%	0.0%

Q 8. Billing related complaints made in last 12 months		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	62	112	172	80	49	7
Answering Base	Count	62	112	172	80	49	7
Yes	Count	21	18	18	11	11	0
	Percentage	33.9%	16.1%	10.5%	13.8%	22.4%	0.0%
No	Count	41	94	154	69	38	7
	Percentage	66.1%	83.9%	89.5%	86.3%	77.6%	100.0%

Q 9. Satisfaction with process of resolutions of theses complaints		Airtel	Vodafone	BSNL	RCOM	TATA
Total	Count	21	18	18	11	11
Answering Base	Count	18	17	17	11	10
	Percentage	85.7%	94.4%	94.4%	100.0%	90.9%
Not specified	Count	3	1	1	0	1
	Percentage	14.3%	5.6%	5.6%	0.0%	9.1%
Very Satisfied	Count	0	1	0	0	0
	Percentage	0.0%	5.9%	0.0%	0.0%	0.0%
Satisfied	Count	9	9	4	4	4
	Percentage	50.0%	52.9%	23.5%	36.4%	40.0%
Dissatisfied	Count	9	7	9	5	4
	Percentage	50.0%	41.2%	52.9%	45.5%	40.0%
Very Dissatisfied	Count	0	0	4	2	2
	Percentage	0.0%	0.0%	23.5%	18.2%	20.0%

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Q 10a. Satisfaction with clarity of bills		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	62	112	172	80	49	7
Answering Base	Count	57	104	158	75	46	7
	Percentage	91.9%	92.9%	91.9%	93.8%	93.9%	100.0%
Not specified	Count	5	8	14	5	3	0
	Percentage	8.1%	7.1%	8.1%	6.3%	6.1%	0.0%
Very Satisfied	Count	3	5	5	4	1	1
	Percentage	5.3%	4.8%	3.2%	5.3%	2.2%	14.3%
Satisfied	Count	42	82	107	51	34	4
	Percentage	73.7%	78.8%	67.7%	68.0%	73.9%	57.1%
Dissatisfied	Count	10	17	41	19	9	2
	Percentage	17.5%	16.3%	25.9%	25.3%	19.6%	28.6%
Very Dissatisfied	Count	2	0	5	1	2	0
	Percentage	3.5%	0.0%	3.2%	1.3%	4.3%	0.0%

Q 10b. Reasons for dissatisfaction		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	12	17	46	20	11	2
Answering Base	Count	12	17	46	20	11	2
Difficult to read the bill	Count	2	0	4	0	0	0
	Percentage	16.7%	0.0%	8.7%	0.0%	0.0%	0.0%
Difficult to understand the language	Count	2	4	7	8	2	1
	Percentage	16.7%	23.5%	15.2%	40.0%	18.2%	50.0%
Calculations not clear	Count	7	8	20	7	3	0
	Percentage	58.3%	47.1%	43.5%	35.0%	27.3%	0.0%
Item-wise charges not given	Count	6	5	24	7	6	1
	Percentage	50.0%	29.4%	52.2%	35.0%	54.5%	50.0%
Others	Count	1	1	1	0	1	0
	Percentage	8.3%	5.9%	2.2%	0.0%	9.1%	0.0%
Q 11. Complaints made to customer care		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,152	1,111	1,119	1,100	1,087	1,041
Answering Base	Count	1,152	1,111	1,119	1,100	1,087	1,041
Yes	Count	541	511	361	488	436	488
	Percentage	47.0%	46.0%	32.3%	44.4%	40.1%	46.9%
No	Count	611	600	758	612	651	553
	Percentage	53.0%	54.0%	67.7%	55.6%	59.9%	53.1%

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Q 13. Satisfaction with response time		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	541	511	361	488	436	488
Answering Base	Count	539	510	360	488	436	487
	Percentage	99.6%	99.8%	99.7%	100.0%	100.0%	99.8%
Not specified	Count	2	1	1	0	0	1
	Percentage	0.4%	0.2%	0.3%	0.0%	0.0%	0.2%
Very Satisfied	Count	15	11	2	6	8	6
	Percentage	2.8%	2.2%	0.6%	1.2%	1.8%	1.2%
Satisfied	Count	393	397	219	262	314	333
	Percentage	72.9%	77.8%	60.8%	53.7%	72.0%	68.4%
Dissatisfied	Count	122	91	121	194	100	134
	Percentage	22.6%	17.8%	33.6%	39.8%	22.9%	27.5%
Very Dissatisfied	Count	9	11	18	26	14	14
	Percentage	1.7%	2.2%	5.0%	5.3%	3.2%	2.9%

Q 14. Satisfaction with problem solving ability of CC executive		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	541	511	361	488	436	488
Answering Base	Count	539	510	360	488	436	487
	Percentage	99.6%	99.8%	99.7%	100.0%	100.0%	99.8%
Not specified	Count	2	1	1	0	0	1
	Percentage	0.4%	0.2%	0.3%	0.0%	0.0%	0.2%
Very Satisfied	Count	14	11	3	6	7	8
	Percentage	2.6%	2.2%	0.8%	1.2%	1.6%	1.6%
Satisfied	Count	392	384	209	273	295	288
	Percentage	72.7%	75.3%	58.1%	55.9%	67.7%	59.1%
Dissatisfied	Count	119	104	129	182	119	173
	Percentage	22.1%	20.4%	35.8%	37.3%	27.3%	35.5%
Very Dissatisfied	Count	14	11	19	27	15	18
	Percentage	2.6%	2.2%	5.3%	5.5%	3.4%	3.7%

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Q 15. Satisfaction with time taken by CC executive to solve problem		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	541	511	361	488	436	488
Answering Base	Count	539	510	360	488	436	487
	Percentage	99.6%	99.8%	99.7%	100.0%	100.0%	99.8%
Not specified	Count	2	1	1	0	0	1
	Percentage	0.4%	0.2%	0.3%	0.0%	0.0%	0.2%
Very Satisfied	Count	11	11	4	4	7	7
	Percentage	2.0%	2.2%	1.1%	0.8%	1.6%	1.4%
Satisfied	Count	386	375	201	263	298	277
	Percentage	71.6%	73.5%	55.8%	53.9%	68.3%	56.9%
Dissatisfied	Count	127	113	134	191	116	179
	Percentage	23.6%	22.2%	37.2%	39.1%	26.6%	36.8%
Very Dissatisfied	Count	15	11	21	30	15	24
	Percentage	2.8%	2.2%	5.8%	6.1%	3.4%	4.9%

Q16. Satisfaction with availability of signal		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,152	1,111	1,119	1,100	1,087	1,041
Answering Base	Count	1,152	1,111	1,119	1,100	1,086	1,041
	Percentage	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%
Not specified	Count	0	0	0	0	1	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%
Very Satisfied	Count	92	103	32	56	40	19
	Percentage	8.0%	9.3%	2.9%	5.1%	3.7%	1.8%
Satisfied	Count	960	922	778	870	872	753
	Percentage	83.3%	83.0%	69.5%	79.1%	80.3%	72.3%
Dissatisfied	Count	93	80	274	164	161	224
	Percentage	8.1%	7.2%	24.5%	14.9%	14.8%	21.5%
Very Dissatisfied	Count	7	6	35	10	13	45
	Percentage	0.6%	0.5%	3.1%	0.9%	1.2%	4.3%

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Q17. Satisfaction with ease of making / receiving calls		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,152	1,111	1,119	1,100	1,087	1,041
Answering Base	Count	1,151	1,110	1,118	1,100	1,085	1,040
	Percentage	99.9%	99.9%	99.9%	100.0%	99.8%	99.9%
Not specified	Count	1	1	1	0	2	1
	Percentage	0.1%	0.1%	0.1%	0.0%	0.2%	0.1%
Very Satisfied	Count	98	106	36	61	43	20
	Percentage	8.5%	9.5%	3.2%	5.5%	4.0%	1.9%
Satisfied	Count	978	950	829	933	927	804
	Percentage	85.0%	85.6%	74.2%	84.8%	85.4%	77.3%
Dissatisfied	Count	74	53	229	103	109	180
	Percentage	6.4%	4.8%	20.5%	9.4%	10.0%	17.3%
Very Dissatisfied	Count	1	1	24	3	6	36
	Percentage	0.1%	0.1%	2.1%	0.3%	0.6%	3.5%

Q18. Rate of call drop		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,152	1,111	1,119	1,100	1,087	1,041
Answering Base	Count	1,150	1,110	1,117	1,100	1,087	1,040
Very Frequently	Count	6	8	19	8	10	29
	Percentage	0.5%	0.7%	1.7%	0.7%	0.9%	2.8%
Frequently	Count	43	42	145	70	75	147
	Percentage	3.7%	3.8%	13.0%	6.4%	6.9%	14.1%
Occasionally	Count	313	333	446	350	403	472
	Percentage	27.2%	30.0%	39.9%	31.8%	37.1%	45.4%
Never	Count	788	727	507	672	599	392
	Percentage	68.5%	65.5%	45.4%	61.1%	55.1%	37.7%

Q19. Satisfaction with voice quality		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,152	1,111	1,119	1,100	1,087	1,041
Answering Base	Count	1,149	1,107	1,117	1,099	1,087	1,031
	Percentage	99.7%	99.6%	99.8%	99.9%	100.0%	99.0%
Not specified	Count	3	4	2	1	0	10
	Percentage	0.3%	0.4%	0.2%	0.1%	0.0%	1.0%
Very Satisfied	Count	96	119	48	87	52	31
	Percentage	8.4%	10.7%	4.3%	7.9%	4.8%	3.0%
Satisfied	Count	996	937	905	930	935	842
	Percentage	86.7%	84.6%	81.0%	84.6%	86.0%	81.7%
Dissatisfied	Count	57	49	155	78	95	147
	Percentage	5.0%	4.4%	13.9%	7.1%	8.7%	14.3%
Very Dissatisfied	Count	0	2	9	4	5	11
	Percentage	0.0%	0.2%	0.8%	0.4%	0.5%	1.1%

Q20. Problems of signal faced		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,152	1,111	1,119	1,100	1,087	1,041
Answering Base	Count	1,150	1,110	1,118	1,100	1,087	1,040
Very Dissatisfied	Count	2	7	17	9	6	16
	Percentage	0.2%	0.6%	1.5%	0.8%	0.6%	1.5%
Dissatisfied	Count	48	36	136	66	62	151
	Percentage	4.2%	3.2%	12.2%	6.0%	5.7%	14.5%
Satisfied	Count	310	312	430	358	441	456
	Percentage	27.0%	28.1%	38.5%	32.5%	40.6%	43.8%
Very Satisfied	Count	790	755	535	667	578	417
	Percentage	68.7%	68.0%	47.9%	60.6%	53.2%	40.1%

Q21. Satisfaction with availability of network		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,152	1,111	1,119	1,100	1,087	1,041
Answering Base	Count	1,149	1,111	1,115	1,099	1,085	1,033
	Percentage	99.7%	100.0%	99.6%	99.9%	99.8%	99.2%
Not specified	Count	3	0	4	1	2	8
	Percentage	0.3%	0.0%	0.4%	0.1%	0.2%	0.8%
Very Satisfied	Count	86	99	35	54	36	16
	Percentage	7.5%	8.9%	3.1%	4.9%	3.3%	1.5%
Satisfied	Count	986	940	793	906	881	790
	Percentage	85.8%	84.6%	71.1%	82.4%	81.2%	76.5%
Dissatisfied	Count	73	66	267	130	163	201
	Percentage	6.4%	5.9%	23.9%	11.8%	15.0%	19.5%
Very Dissatisfied	Count	4	6	20	9	5	26
	Percentage	0.3%	0.5%	1.8%	0.8%	0.5%	2.5%

Q22. Satisfaction with restoration of network problems		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,152	1,111	1,119	1,100	1,087	1,041
Answering Base	Count	1,149	1,109	1,115	1,098	1,083	1,033
	Percentage	99.7%	99.8%	99.6%	99.8%	99.6%	99.2%
Not specified	Count	3	2	4	2	4	8
	Percentage	0.3%	0.2%	0.4%	0.2%	0.4%	0.8%
Very Satisfied	Count	73	82	31	43	30	15
	Percentage	6.4%	7.4%	2.8%	3.9%	2.8%	1.5%
Satisfied	Count	994	950	825	917	896	799
	Percentage	86.5%	85.7%	74.0%	83.5%	82.7%	77.3%
Dissatisfied	Count	77	70	238	129	152	193
	Percentage	6.7%	6.3%	21.3%	11.7%	14.0%	18.7%
Very Dissatisfied	Count	5	7	21	9	5	26
	Percentage	0.4%	0.6%	1.9%	0.8%	0.5%	2.5%

Q23. Value added services used		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,152	1,111	1,119	1,100	1,087	1,041
Answering Base	Count	1,152	1,111	1,119	1,100	1,087	1,041
Yes	Count	156	156	73	85	86	79
	Percentage	13.5%	14.0%	6.5%	7.7%	7.9%	7.6%
No	Count	996	955	1,046	1,015	1,001	962
	Percentage	86.5%	86.0%	93.5%	92.3%	92.1%	92.4%

Q24. Explicit consent taken before providing chargeable value added services		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	156	156	73	85	86	79
Answering Base	Count	155	153	67	83	85	79
Yes	Count	124	121	53	64	68	59
	Percentage	80.0%	79.1%	79.1%	77.1%	80.0%	74.7%
No	Count	31	32	14	19	17	20
	Percentage	20.0%	20.9%	20.9%	22.9%	20.0%	25.3%

Q25. Satisfaction with value added services		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	156	156	73	85	86	79
Answering Base	Count	155	153	71	83	85	78
	Percentage	99.4%	98.1%	97.3%	97.6%	98.8%	98.7%
Not specified	Count	1	3	2	2	1	1
	Percentage	0.6%	1.9%	2.7%	2.4%	1.2%	1.3%
Very Satisfied	Count	5	8	1	2	3	0
	Percentage	3.2%	5.2%	1.4%	2.4%	3.5%	0.0%
Satisfied	Count	129	119	53	69	72	63
	Percentage	83.2%	77.8%	74.6%	83.1%	84.7%	80.8%
Dissatisfied	Count	15	22	9	8	9	12
	Percentage	9.7%	14.4%	12.7%	9.6%	10.6%	15.4%
Very Dissatisfied	Count	6	4	8	4	1	3
	Percentage	3.9%	2.6%	11.3%	4.8%	1.2%	3.8%

Q26a. Satisfaction with overall quality		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,152	1,111	1,119	1,100	1,087	1,041
Answering Base	Count	1,150	1,107	1,115	1,100	1,087	1,038
	Percentage	99.8%	99.6%	99.6%	100.0%	100.0%	99.7%
Not specified	Count	2	4	4	0	0	3
	Percentage	0.2%	0.4%	0.4%	0.0%	0.0%	0.3%
Very Satisfied	Count	63	70	31	46	49	27
	Percentage	5.5%	6.3%	2.8%	4.2%	4.5%	2.6%
Satisfied	Count	991	946	802	864	877	747
	Percentage	86.2%	85.5%	71.9%	78.5%	80.7%	72.0%
Dissatisfied	Count	93	86	263	180	154	232
	Percentage	8.1%	7.8%	23.6%	16.4%	14.2%	22.4%
Very Dissatisfied	Count	3	5	19	10	7	32
	Percentage	0.3%	0.5%	1.7%	0.9%	0.6%	3.1%

Q27. Informed in writing about tariff plan		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,152	1,111	1,119	1,100	1,087	1,041
Answering Base	Count	964	927	892	793	808	517
Yes	Count	93	93	84	65	80	71
	Percentage	9.6%	10.0%	9.4%	8.2%	9.9%	13.7%
No	Count	871	834	808	728	728	446
	Percentage	90.4%	90.0%	90.6%	91.8%	90.1%	86.3%

Q28. Mobile connection terminated in last 12 months		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,152	1,111	1,119	1,100	1,087	1,041
Answering Base	Count	1,152	1,111	1,119	1,100	1,087	1,041
Yes	Count	23	40	27	22	10	13
	Percentage	2.0%	3.6%	2.4%	2.0%	0.9%	1.2%
No	Count	1,129	1,071	1,092	1,078	1,077	1,028
	Percentage	98.0%	96.4%	97.6%	98.0%	99.1%	98.8%

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Q29. Previous service provider		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	23	40	27	22	10	13
Answering Base	Count	23	40	27	22	10	13
Airtel	Count	4	15	7	7	4	3
	Percentage	17.4%	37.5%	25.9%	31.8%	40.0%	23.1%
Vodafone	Count	7	8	9	2	3	2
	Percentage	30.4%	20.0%	33.3%	9.1%	30.0%	15.4%
BSNL	Count	1	0	6	4	1	5
	Percentage	4.3%	0.0%	22.2%	18.2%	10.0%	38.5%
RCOM	Count	8	7	2	6	0	1
	Percentage	34.8%	17.5%	7.4%	27.3%	0.0%	7.7%
Aircel	Count	0	1	0	0	0	0
	Percentage	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%
TATA	Count	2	3	1	1	2	0
	Percentage	8.7%	7.5%	3.7%	4.5%	20.0%	0.0%
MTNL	Count	1	1	0	0	0	0
	Percentage	4.3%	2.5%	0.0%	0.0%	0.0%	0.0%
Shyam	Count	0	1	0	0	0	0
	Percentage	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%
RTL	Count	0	4	2	2	0	2
	Percentage	0.0%	10.0%	7.4%	9.1%	0.0%	15.4%

Q30. Time taken for termination of connection		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	23	40	27	22	10	13
Answering Base	Count	20	38	23	21	9	12
More than 7 days	Count	6	9	5	4	1	5
	Percentage	30.0%	23.7%	21.7%	19.0%	11.1%	41.7%
4 - 7 days	Count	3	3	4	6	7	3
	Percentage	15.0%	7.9%	17.4%	28.6%	77.8%	25.0%
2-3 days	Count	4	9	5	6	0	3
	Percentage	20.0%	23.7%	21.7%	28.6%	0.0%	25.0%
1 day	Count	7	17	9	5	1	1
	Percentage	35.0%	44.7%	39.1%	23.8%	11.1%	8.3%

Q31. Security deposit adjusted in the bill raised after termination		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	23	40	27	22	10	13
Answering Base	Count	22	37	23	21	10	11
Yes	Count	6	5	4	3	2	1
	Percentage	27.3%	13.5%	17.4%	14.3%	20.0%	9.1%
No	Count	16	32	19	18	8	10
	Percentage	72.7%	86.5%	82.6%	85.7%	80.0%	90.9%

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Q32. Number registered on Do Not Call (DNC registry)		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,152	1,111	1,119	1,100	1,087	1,041
Answering Base	Count	1,135	1,096	1,100	1,084	1,066	1,027
Yes	Count	9	30	9	8	9	29
	Percentage	0.8%	2.7%	0.8%	0.7%	0.8%	2.8%
No	Count	1,050	987	1,003	1,001	972	888
	Percentage	92.5%	90.1%	91.2%	92.3%	91.2%	86.5%
Do not mind receiving such calls/SMS	Count	76	79	88	75	85	110
	Percentage	6.7%	7.2%	8.0%	6.9%	8.0%	10.7%

Q33. Still receive unsolicited material		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	9	30	9	8	9	29
Answering Base	Count	8	26	5	5	7	27
Continued receiving	Count	2	10	0	1	0	2
	Percentage	25.0%	38.5%	0.0%	20.0%	0.0%	7.4%
Slight decrease	Count	1	1	1	0	2	1
	Percentage	12.5%	3.8%	20.0%	0.0%	28.6%	3.7%
Considerable decrease	Count	1	3	0	1	0	0
	Percentage	12.5%	11.5%	0.0%	20.0%	0.0%	0.0%
Stopped receiving	Count	4	12	4	3	5	24
	Percentage	50.0%	46.2%	80.0%	60.0%	71.4%	88.9%

Q 34. Aware of the 3 stage grievance redressal mechanism		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,152	1,111	1,119	1,100	1,087	1,041
Answering Base	Count	1,152	1,111	1,119	1,100	1,087	1,041
Yes	Count	94	89	102	83	86	87
	Percentage	8.2%	8.0%	9.1%	7.5%	7.9%	8.4%
No	Count	1,058	1,022	1,017	1,017	1,001	954
	Percentage	91.8%	92.0%	90.9%	92.5%	92.1%	91.6%

Q 35. Which stage aware of		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,152	1,111	1,119	1,100	0	1,087
Answering Base	Count	966	902	1,021	980	0	946
Call Centre	Count	385	340	372	344	0	338
	Percentage	39.9%	37.7%	36.4%	35.1%	0.0%	35.7%
Nodal Officer	Count	21	30	29	13	0	27
	Percentage	2.2%	3.3%	2.8%	1.3%	0.0%	2.9%
Appellate Authority	Count	1	0	4	1	0	3
	Percentage	0.1%	0.0%	0.4%	0.1%	0.0%	0.3%
None of these	Count	559	532	616	622	0	578
	Percentage	57.9%	59.0%	60.3%	63.5%	0.0%	61.1%

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Q 36. made complaints within last 6 months		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,152	1,111	1,119	1,100	1,087	1,041
Answering Base	Count	1,152	1,111	1,119	1,100	1,087	1,041
Yes	Count	88	90	75	73	87	156
	Percentage	7.6%	8.1%	6.7%	6.6%	8.0%	15.0%
No	Count	1,064	1,021	1,044	1,027	1,000	885
	Percentage	92.4%	91.9%	93.3%	93.4%	92.0%	85.0%

Q 37. Docket number		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	88	90	75	73	87	156
Answering Base	Count	86	88	70	68	86	151
No docket number received even on request	Count	24	26	22	28	26	62
	Percentage	27.9%	29.5%	31.4%	41.2%	30.2%	41.1%
No docket number received for most of the complaints	Count	39	41	34	27	34	40
	Percentage	45.3%	46.6%	48.6%	39.7%	39.5%	26.5%
Docket number received for most of the complaints	Count	23	21	14	13	26	49
	Percentage	26.7%	23.9%	20.0%	19.1%	30.2%	32.5%

Q 38. Information given by call center		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	88	90	75	73	87	156
Answering Base	Count	82	89	71	69	84	154
Yes	Count	38	48	28	30	53	112
	Percentage	46.3%	53.9%	39.4%	43.5%	63.1%	72.7%
No	Count	44	41	43	39	31	42
	Percentage	53.7%	46.1%	60.6%	56.5%	36.9%	27.3%

Q 39. Satisfaction with clarity of bills		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	88	90	75	73	87	156
Answering Base	Count	79	87	69	67	82	147
	Percentage	89.8%	96.7%	92.0%	91.8%	94.3%	94.2%
Not specified	Count	9	3	6	6	5	9
	Percentage	10.2%	3.3%	8.0%	8.2%	5.7%	5.8%
Very Satisfied	Count	3	4	1	2	2	1
	Percentage	3.8%	4.6%	1.4%	3.0%	2.4%	0.7%
Satisfied	Count	40	50	23	29	49	74
	Percentage	50.6%	57.5%	33.3%	43.3%	59.8%	50.3%
Dissatisfied	Count	26	26	33	30	30	58
	Percentage	32.9%	29.9%	47.8%	44.8%	36.6%	39.5%
Very Dissatisfied	Count	10	7	12	6	1	14
	Percentage	12.7%	8.0%	17.4%	9.0%	1.2%	9.5%

Q 40. Reasons for dissatisfaction		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	36	33	45	36	31	72
Answering Base	Count	36	33	45	36	31	72
Difficult to connect to the call centre executive	Count	13	4	13	15	1	7
	Percentage	36.1%	12.1%	28.9%	41.7%	3.2%	9.7%
Customer care executive not polite/courteous	Count	7	9	5	11	5	4
	Percentage	19.4%	27.3%	11.1%	30.6%	16.1%	5.6%
Customer care executive not equipped with adequate information	Count	15	15	13	16	14	28
	Percentage	41.7%	45.5%	28.9%	44.4%	45.2%	38.9%
Time taken by call centre for redressal of complaint is long	Count	6	2	13	9	10	22
	Percentage	16.7%	6.1%	28.9%	25.0%	32.3%	30.6%
Customer care executive was unable to understand the problem	Count	7	9	15	8	7	10
	Percentage	19.4%	27.3%	33.3%	22.2%	22.6%	13.9%
Others	Count	0	5	2	0	1	18
	Percentage	0.0%	15.2%	4.4%	0.0%	3.2%	25.0%

Q 41. Billing complaint solved within 4 weeks by CC executive		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	88	90	75	73	87	156
Answering Base	Count	88	90	75	73	87	156
Yes	Count	8	7	5	3	3	2
	Percentage	9.1%	7.8%	6.7%	4.1%	3.4%	1.3%
No	Count	29	26	26	21	22	28
	Percentage	33.0%	28.9%	34.7%	28.8%	25.3%	17.9%
Not Applicable	Count	51	57	44	49	62	126
	Percentage	58.0%	63.3%	58.7%	67.1%	71.3%	80.8%

Q 42. Awareness of contact details of nodal officer		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,152	1,111	1,119	1,100	1,087	1,041
Answering Base	Count	1,152	1,111	1,119	1,100	1,087	1,041
Yes	Count	22	12	24	16	12	8
	Percentage	1.9%	1.1%	2.1%	1.5%	1.1%	0.8%
No	Count	1,130	1,099	1,095	1,084	1,075	1,033
	Percentage	98.1%	98.9%	97.9%	98.5%	98.9%	99.2%

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Q 43. Made a complaint to nodal officer		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	22	12	24	16	12	8
Answering Base	Count	22	12	24	16	12	8
Yes	Count	2	1	0	2	0	0
	Percentage	9.1%	8.3%	0.0%	12.5%	0.0%	0.0%
No	Count	20	11	24	14	12	8
	Percentage	90.9%	91.7%	100.0%	87.5%	100.0%	100.0%

Q 44. Nodal officer can be approached easily		Airtel	Vodafone	BSNL	RCOM	TATA
Total	Count	2	1	0	2	0
Answering Base	Count	2	1	0	2	0
Yes	Count	1	0	0	1	0
	Percentage	50.0%	0.0%	0.0%	50.0%	0.0%
No	Count	1	1	0	1	0
	Percentage	50.0%	100.0%	0.0%	50.0%	0.0%

Q 45. Decision on complaint intimated by Nodal officer		Airtel	Vodafone	BSNL	RCOM	TATA
Total	Count	2	1	0	2	0
Answering Base	Count	2	1	0	1	0
Yes	Count	0	0	0	1	0
	Percentage	0.0%	0.0%	0.0%	100.0%	0.0%
No	Count	2	1	0	0	0
	Percentage	100.0%	100.0%	0.0%	0.0%	0.0%

Q 46. Satisfaction with redressal of complaint by nodal officer		Airtel	Vodafone	BSNL	RCOM	TATA
Total	Count	2	1	0	2	0
Answering Base	Count	2	1	0	1	0
	Percentage	100.0%	100.0%	0.0%	50.0%	0.0%
Not specified	Count	0	0	0	1	0
	Percentage	0.0%	0.0%	0.0%	50.0%	0.0%
Very Satisfied	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Satisfied	Count	1	0	0	1	0
	Percentage	50.0%	0.0%	0.0%	100.0%	0.0%
Dissatisfied	Count	1	0	0	0	0
	Percentage	50.0%	0.0%	0.0%	0.0%	0.0%
Very Dissatisfied	Count	0	1	0	0	0
	Percentage	0.0%	100.0%	0.0%	0.0%	0.0%

Q 47. Reasons for dissatisfaction		Airtel	Vodafone	BSNL	RCOM
Total	Count	1	1	0	0
Answering Base	Count	1	1	0	0
Difficult to connect to the Nodal Officer	Count	0	1	0	0
	Percentage	0.0%	100.0%	0.0%	0.0%
Nodal Officer not polite/courteous	Count	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%
Nodal Officer not equipped with adequate information	Count	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%
Time taken by Nodal Off. for redressal of complaint is long	Count	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%
Nodal Officer was unable to understand the problem	Count	1	0	0	0
	Percentage	100.0%	0.0%	0.0%	0.0%
Others	Count	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%

Q 48. Awareness of contact details of appellate authority		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,152	1,111	1,119	1,100	1,087	1,041
Answering Base	Count	1,152	1,111	1,119	1,100	1,087	1,041
Yes	Count	18	9	10	11	4	4
	Percentage	1.6%	0.8%	0.9%	1.0%	0.4%	0.4%
No	Count	1,134	1,102	1,109	1,089	1,083	1,037
	Percentage	98.4%	99.2%	99.1%	99.0%	99.6%	99.6%

Q 49. Filed complaints in last 6 months		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	18	9	10	11	4	4
Answering Base	Count	18	9	10	11	4	4
Yes	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No	Count	18	9	10	11	4	4
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Q 52. Aware of item wise usage charge details		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,090	999	947	1,020	1,038	1,034
Answering Base	Count	1,090	998	947	1,020	1,037	1,034
Yes	Count	236	274	210	202	235	115
	Percentage	21.7%	27.5%	22.2%	19.8%	22.7%	11.1%
No	Count	854	724	737	818	802	919
	Percentage	78.3%	72.5%	77.8%	80.2%	77.3%	88.9%

Q 53. Denied request of item wise usage charge details		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,090	999	947	1,020	1,038	1,034
Answering Base	Count	236	274	210	202	235	115
Yes	Count	10	11	8	16	12	3
	Percentage	4.2%	4.0%	3.8%	7.9%	5.1%	2.6%
No	Count	226	263	202	186	223	112
	Percentage	95.8%	96.0%	96.2%	92.1%	94.9%	97.4%

Q 54. Reasons for denying request		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	10	11	8	16	12	3
Answering Base	Count	10	11	8	16	12	3
No reason given	Count	4	9	4	8	8	1
	Percentage	40.0%	81.8%	50.0%	50.0%	66.7%	33.3%
Technical problem	Count	5	2	4	7	4	2
	Percentage	50.0%	18.2%	50.0%	43.8%	33.3%	66.7%
Others	Count	1	0	0	1	0	0
	Percentage	10.0%	0.0%	0.0%	6.3%	0.0%	0.0%

Q 55. Manual of practice provided		Airtel	Vodafone	BSNL	RCOM	TATA	RTL
Total	Count	1,152	1,111	1,119	1,100	1,087	1,041
Answering Base	Count	846	832	894	727	819	470
Yes	Count	105	115	96	81	147	111
	Percentage	12.4%	13.8%	10.7%	11.1%	17.9%	23.6%
No	Count	741	717	798	646	672	359
	Percentage	87.6%	86.2%	89.3%	88.9%	82.1%	76.4%

7.3 Broadband Services

7.3.1 Service Provision

Service Provision	Airtel	BSNL	RCOM	VSNL	Sify
Percentage - Activation of connections within 15 working days	84%	43%	80%	75%	82%
Percentage - Deactivation of connection due to nonpayment of bills	4%	11%	1%	9%	2%

7.3.2 Billing

For Post-paid connections					
Billing Related Complaints	Airtel	BSNL	RCOM	VSNL	Sify
Percentage of post paid respondents made billing complaints in last 12 months	9%	12%	11%	10%	2%

Reasons for dissatisfaction with accuracy of bills	Airtel	BSNL	RCOM	VSNL	Sify
Charges not as per tariff plan subscribed	31%	16%	10%	11%	50%
Tariff plan changed without information	10%	10%	4%	4%	0%
Charged for value added service not subscribed	5%	11%	8%	0%	0%
Charged for calls/services not made/used	69%	65%	60%	56%	50%
Others	2%	11%	16%	30%	0%

Reasons for dissatisfaction with clarity of bills	Airtel	BSNL	RCOM	VSNL	Sify
Difficult to read the bill	22%	7%	21%	5%	0%
Difficult to understand the language	0%	3%	6%	5%	0%
Calculations not clear	61%	57%	60%	42%	50%
Item wise charges not given	17%	30%	15%	37%	50%
Others	6%	7%	0%	5%	0%

7.3.3 Help Services

Help services/Customer care	Airtel	BSNL	RCOM	VSNL	Sify
Percentage - Query made to customer care in last 12 months	48%	43%	52%	68%	33%

7.3.4 Maintainability

Maintainability					
Frequency of problem faced with Broadband connection	Airtel	BSNL	RCOm	VSNL	Sify
Very Frequently	1%	5%	1%	4%	3%
Frequently	8%	19%	15%	18%	13%
Occasionally	61%	49%	56%	57%	58%
Never	31%	28%	28%	21%	26%
Reasons for problem faced in BB connection (only for customers who face frequent problems)					
Problem was related to hardware/software at customer's end	6%	9%	4%	1%	1%
Problem was related to the connection and modem provider by the service provider	94%	91%	96%	99%	99%

7.3.4 Supplementary Services

Supplementary Services	Airtel	BSNL	RCOM	VSNL	Sify
Percentage of supplementary services	3%	10%	2%	8%	1%

7.3.5 General Information

General Information	Airtel	BSNL	RCOM	VSNL	Sify
Awareness about the facility for measuring broadband connection speed provided by the service provider	56%	50%	52%	41%	62%

7.3.5 Question wise response

Q1. Number of days in getting BB connection activated		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	4,975	1,050	1,082	1,102	925	816
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	4,975	1,050	1,082	1,102	925	816
Within 15 working days	Count	3,606	887	467	883	698	671
	Percentage	72.5%	84.5%	43.2%	80.1%	75.5%	82.2%
> 15 working Days	Count	1,369	163	615	219	227	145
	Percentage	27.5%	15.5%	56.8%	19.9%	24.5%	17.8%

Q2. Satisfaction with time taken in getting BB connection activated		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	4,975	1,050	1,082	1,102	925	816
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	4,975	1,050	1,082	1,102	925	816
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	160	27	36	32	51	14
	Percentage	3.2%	2.6%	3.3%	2.9%	5.5%	1.7%
Satisfied	Count	4,452	1,004	830	1,036	799	783
	Percentage	89.5%	95.6%	76.7%	94.0%	86.4%	96.0%
Dissatisfied	Count	317	19	181	33	66	18
	Percentage	6.4%	1.8%	16.7%	3.0%	7.1%	2.2%
Very Dissatisfied	Count	46	0	35	1	9	1
	Percentage	0.9%	0.0%	3.2%	0.1%	1.0%	0.1%

Q3. Satisfaction with time taken in getting BB connection re-activated		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	4,975	1,050	1,082	1,102	925	816
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	258	38	115	9	80	16
	Percentage	5.2%	3.6%	10.6%	0.8%	8.6%	2.0%
Not specified	Count	4,717	1,012	967	1,093	845	800
	Percentage	94.8%	96.4%	89.4%	99.2%	91.4%	98.0%
Very Satisfied	Count	21	2	9	2	6	2
	Percentage	8.1%	5.3%	7.8%	22.2%	7.5%	12.5%
Satisfied	Count	167	26	78	4	47	12
	Percentage	64.7%	68.4%	67.8%	44.4%	58.8%	75.0%
Dissatisfied	Count	61	10	26	3	20	2
	Percentage	23.6%	26.3%	22.6%	33.3%	25.0%	12.5%
Very Dissatisfied	Count	9	0	2	0	7	0
	Percentage	3.5%	0.0%	1.7%	0.0%	8.8%	0.0%

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Q4. Satisfaction with timely delivery of bills		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	3,802	1,035	1,051	1,067	452	197
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	3,802	1,035	1,051	1,067	452	197
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	36	6	18	3	8	1
	Percentage	0.9%	0.6%	1.7%	0.3%	1.8%	0.5%
Satisfied	Count	3,496	994	913	979	416	194
	Percentage	92.0%	96.0%	86.9%	91.8%	92.0%	98.5%
Dissatisfied	Count	236	33	96	81	25	1
	Percentage	6.2%	3.2%	9.1%	7.6%	5.5%	0.5%
Very Dissatisfied	Count	34	2	24	4	3	1
	Percentage	0.9%	0.2%	2.3%	0.4%	0.7%	0.5%

Q5a. Satisfaction with accuracy of bills		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	3,802	1,035	1,051	1,067	452	197
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	3,797	1,035	1,046	1,067	452	197
	Percentage	99.9%	100.0%	99.5%	100.0%	100.0%	100.0%
Not specified	Count	5	0	5	0	0	0
	Percentage	0.1%	0.0%	0.5%	0.0%	0.0%	0.0%
Very Satisfied	Count	38	5	22	5	5	1
	Percentage	1.0%	0.5%	2.1%	0.5%	1.1%	0.5%
Satisfied	Count	3,472	972	930	956	420	194
	Percentage	91.4%	93.9%	88.9%	89.6%	92.9%	98.5%
Dissatisfied	Count	257	54	75	102	24	2
	Percentage	6.8%	5.2%	7.2%	9.6%	5.3%	1.0%
Very Dissatisfied	Count	30	4	19	4	3	0
	Percentage	0.8%	0.4%	1.8%	0.4%	0.7%	0.0%

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Q5b. Reasons for dissatisfaction							
		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	287	58	94	106	27	2
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	258	54	83	93	26	2
Charges not as per tariff plan subscribed	Count	48	18	15	11	3	1
	Percentage	18.6%	33.3%	18.1%	11.8%	11.5%	50.0%
Tariff plan changed without information	Count	20	6	9	4	1	0
	Percentage	7.8%	11.1%	10.8%	4.3%	3.8%	0.0%
Charged for value added services not requested	Count	21	3	10	8	0	0
	Percentage	8.1%	5.6%	12.0%	8.6%	0.0%	0.0%
Charged for calls/services not made/used	Count	181	40	61	64	15	1
	Percentage	70.2%	74.1%	73.5%	68.8%	57.7%	50.0%
Others	Count	36	1	10	17	8	0
	Percentage	14.0%	1.9%	12.0%	18.3%	30.8%	0.0%

Q6. Billing related complaints made in last 12 months							
		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	3,802	1,035	1,051	1,067	452	197
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	3,802	1,035	1,051	1,067	452	197
Yes	Count	384	89	130	115	47	3
	Percentage	10.1%	8.6%	12.4%	10.8%	10.4%	1.5%
No	Count	3,418	946	921	952	405	194
	Percentage	89.9%	91.4%	87.6%	89.2%	89.6%	98.5%

Q7. Satisfaction with process of resolution of billing complaints							
		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	384	89	130	115	47	3
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	376	87	128	111	47	3
	Percentage	97.9%	97.8%	98.5%	96.5%	100.0%	100.0%
Not specified	Count	8	2	2	4	0	0
	Percentage	2.1%	2.2%	1.5%	3.5%	0.0%	0.0%
Very Satisfied	Count	3	1	1	0	1	0
	Percentage	0.8%	1.1%	0.8%	0.0%	2.1%	0.0%
Satisfied	Count	149	48	46	29	25	1
	Percentage	39.6%	55.2%	35.9%	26.1%	53.2%	33.3%
Dissatisfied	Count	194	36	62	78	17	1
	Percentage	51.6%	41.4%	48.4%	70.3%	36.2%	33.3%
Very Dissatisfied	Count	30	2	19	4	4	1
	Percentage	8.0%	2.3%	14.8%	3.6%	8.5%	33.3%

Q8a. Satisfaction with Clarity of bills		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	3,802	1,035	1,051	1,067	452	197
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	3,751	1,023	1,040	1,050	446	192
	Percentage	98.7%	98.8%	99.0%	98.4%	98.7%	97.5%
Not specified	Count	51	12	11	17	6	5
	Percentage	1.3%	1.2%	1.0%	1.6%	1.3%	2.5%
Very Satisfied	Count	33	6	13	4	10	0
	Percentage	0.9%	0.6%	1.3%	0.4%	2.2%	0.0%
Satisfied	Count	3,518	981	931	999	417	190
	Percentage	93.8%	95.9%	89.5%	95.1%	93.5%	99.0%
Dissatisfied	Count	181	34	83	45	18	1
	Percentage	4.8%	3.3%	8.0%	4.3%	4.0%	0.5%
Very Dissatisfied	Count	19	2	13	2	1	1
	Percentage	0.5%	0.2%	1.3%	0.2%	0.2%	0.5%

Q8b. Reasons for dissatisfaction		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	200	36	96	47	19	2
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	189	35	88	46	18	2
Difficult to read the bill	Count	26	8	7	10	1	0
	Percentage	13.8%	22.9%	8.0%	21.7%	5.6%	0.0%
Difficult to understand the language	Count	7	0	3	3	1	0
	Percentage	3.7%	0.0%	3.4%	6.5%	5.6%	0.0%
Calculations not clear	Count	114	22	55	28	8	1
	Percentage	60.3%	62.9%	62.5%	60.9%	44.4%	50.0%
Item-wise charges not given	Count	50	6	29	7	7	1
	Percentage	26.5%	17.1%	33.0%	15.2%	38.9%	50.0%
Others	Count	10	2	7	0	1	0
	Percentage	5.3%	5.7%	8.0%	0.0%	5.6%	0.0%

Q9a. Satisfaction with accuracy of charges		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	1,173	15	31	35	473	619
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	1,151	9	31	30	469	612
	Percentage	98.1%	60.0%	100.0%	85.7%	99.2%	98.9%
Not specified	Count	22	6	0	5	4	7
	Percentage	1.9%	40.0%	0.0%	14.3%	0.8%	1.1%
Very Satisfied	Count	7	0	1	1	5	0
	Percentage	0.6%	0.0%	3.2%	3.3%	1.1%	0.0%
Satisfied	Count	1,074	7	30	27	424	586
	Percentage	93.3%	77.8%	96.8%	90.0%	90.4%	95.8%
Dissatisfied	Count	67	2	0	2	39	24
	Percentage	5.8%	22.2%	0.0%	6.7%	8.3%	3.9%
Very Dissatisfied	Count	3	0	0	0	1	2
	Percentage	0.3%	0.0%	0.0%	0.0%	0.2%	0.3%

Q9b. Reasons for dissatisfaction		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	70	2	0	2	40	26
	Percentage	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%
Answering Base	Count	47	2	0	1	21	23
charges not as per tariff plan subscribed	Count	3	0	0	0	1	2
	Percentage	6.4%	0.0%	0.0%	0.0%	4.8%	8.7%
tariff plan changed without information	Count	3	0	0	0	0	3
	Percentage	6.4%	0.0%	0.0%	0.0%	0.0%	13.0%
charged for value added services not requested	Count	1	0	0	0	0	1
	Percentage	2.1%	0.0%	0.0%	0.0%	0.0%	4.3%
charged for calls/services not made/used	Count	27	2	0	0	10	15
	Percentage	57.4%	100.0%	0.0%	0.0%	47.6%	65.2%
Others	Count	14	0	0	1	10	3
	Percentage	29.8%	0.0%	0.0%	100.0%	47.6%	13.0%

Q10. Complaint made to customer care		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	4,975	1,050	1,082	1,102	925	816
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	4,975	1,050	1,082	1,102	925	816
Yes	Count	2,438	508	467	569	626	268
	Percentage	49.0%	48.4%	43.2%	51.6%	67.7%	32.8%
No	Count	2,537	542	615	533	299	548
	Percentage	51.0%	51.6%	56.8%	48.4%	32.3%	67.2%

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Q11. Satisfaction with ease of access of number		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	2,438	508	467	569	626	268
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	2,438	508	467	569	626	268
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	21	5	6	1	7	2
	Percentage	0.9%	1.0%	1.3%	0.2%	1.1%	0.7%
Satisfied	Count	1,886	453	273	453	505	202
	Percentage	77.4%	89.2%	58.5%	79.6%	80.7%	75.4%
Dissatisfied	Count	486	48	162	110	103	63
	Percentage	19.9%	9.4%	34.7%	19.3%	16.5%	23.5%
Very Dissatisfied	Count	45	2	26	5	11	1
	Percentage	1.8%	0.4%	5.6%	0.9%	1.8%	0.4%

Q12. Satisfaction with response time		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	2,438	508	467	569	626	268
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	2,438	508	467	569	626	268
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	21	6	6	1	6	2
	Percentage	0.9%	1.2%	1.3%	0.2%	1.0%	0.7%
Satisfied	Count	1,857	463	277	434	472	211
	Percentage	76.2%	91.1%	59.3%	76.3%	75.4%	78.7%
Dissatisfied	Count	499	37	155	125	127	55
	Percentage	20.5%	7.3%	33.2%	22.0%	20.3%	20.5%
Very Dissatisfied	Count	61	2	29	9	21	0
	Percentage	2.5%	0.4%	6.2%	1.6%	3.4%	0.0%

Q13. Satisfaction with problem solving ability of CC executive		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	2,438	508	467	569	626	268
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	2,438	508	467	569	626	268
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	25	8	8	1	6	2
	Percentage	1.0%	1.6%	1.7%	0.2%	1.0%	0.7%
Satisfied	Count	1,731	434	274	377	458	188
	Percentage	71.0%	85.4%	58.7%	66.3%	73.2%	70.1%
Dissatisfied	Count	620	63	158	184	137	78
	Percentage	25.4%	12.4%	33.8%	32.3%	21.9%	29.1%
Very Dissatisfied	Count	62	3	27	7	25	0
	Percentage	2.5%	0.6%	5.8%	1.2%	4.0%	0.0%

Q14. Satisfaction with time taken by CC executive to solve problem		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	2,438	508	467	569	626	268
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	2,438	508	467	569	626	268
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	21	7	7	1	4	2
	Percentage	0.9%	1.4%	1.5%	0.2%	0.6%	0.7%
Satisfied	Count	1,669	429	274	369	423	174
	Percentage	68.5%	84.4%	58.7%	64.9%	67.6%	64.9%
Dissatisfied	Count	679	70	160	191	168	90
	Percentage	27.9%	13.8%	34.3%	33.6%	26.8%	33.6%
Very Dissatisfied	Count	69	2	26	8	31	2
	Percentage	2.8%	0.4%	5.6%	1.4%	5.0%	0.7%

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Q15. Satisfaction with speed of BB connection		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	4,975	1,050	1,082	1,102	925	816
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	4,975	1,050	1,082	1,102	925	816
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	73	9	29	12	18	5
	Percentage	1.5%	0.9%	2.7%	1.1%	1.9%	0.6%
Satisfied	Count	4,047	941	808	897	749	652
	Percentage	81.3%	89.6%	74.7%	81.4%	81.0%	79.9%
Dissatisfied	Count	790	96	216	184	142	152
	Percentage	15.9%	9.1%	20.0%	16.7%	15.4%	18.6%
Very Dissatisfied	Count	65	4	29	9	16	7
	Percentage	1.3%	0.4%	2.7%	0.8%	1.7%	0.9%

Q16. Satisfaction with amount of time service is up & working		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	4,975	1,050	1,082	1,102	925	816
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	4,948	1,049	1,074	1,091	921	813
	Percentage	99.5%	99.9%	99.3%	99.0%	99.6%	99.6%
Not specified	Count	27	1	8	11	4	3
	Percentage	0.5%	0.1%	0.7%	1.0%	0.4%	0.4%
Very Satisfied	Count	58	10	20	7	13	8
	Percentage	1.2%	1.0%	1.9%	0.6%	1.4%	1.0%
Satisfied	Count	4,167	953	858	913	781	662
	Percentage	84.2%	90.8%	79.9%	83.7%	84.8%	81.4%
Dissatisfied	Count	674	83	170	164	118	139
	Percentage	13.6%	7.9%	15.8%	15.0%	12.8%	17.1%
Very Dissatisfied	Count	49	3	26	7	9	4
	Percentage	1.0%	0.3%	2.4%	0.6%	1.0%	0.5%

Q17. Problems faced with BB connection		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	4,975	1,050	1,082	1,102	925	816
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	4,974	1,049	1,082	1,102	925	816
Very frequently	Count	134	6	49	15	40	24
	Percentage	2.7%	0.6%	4.5%	1.4%	4.3%	2.9%
Frequently	Count	727	82	205	166	166	108
	Percentage	14.6%	7.8%	18.9%	15.1%	17.9%	13.2%
Occasionally	Count	2,782	639	527	615	526	475
	Percentage	55.9%	60.9%	48.7%	55.8%	56.9%	58.2%
Never	Count	1,331	322	301	306	193	209
	Percentage	26.8%	30.7%	27.8%	27.8%	20.9%	25.6%

Q18. What sort of problems		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	861	88	254	181	206	132
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	807	80	246	164	202	115
Problem was related to my computer hardware / software	Count	37	5	21	7	3	1
	Percentage	4.6%	6.3%	8.5%	4.3%	1.5%	0.9%
Problem was related to the broadband connection	Count	770	75	225	157	199	114
	Percentage	95.4%	93.8%	91.5%	95.7%	98.5%	99.1%

Q19. Satisfaction with time taken for restoration of BB connection		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	4,975	1,050	1,082	1,102	925	816
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	4,926	1,039	1,075	1,084	919	809
	Percentage	99.0%	99.0%	99.4%	98.4%	99.4%	99.1%
Not specified	Count	49	11	7	18	6	7
	Percentage	1.0%	1.0%	0.6%	1.6%	0.6%	0.9%
Very Satisfied	Count	93	36	19	23	11	4
	Percentage	1.9%	3.5%	1.8%	2.1%	1.2%	0.5%
Satisfied	Count	4,050	922	820	899	720	689
	Percentage	82.2%	88.7%	76.3%	82.9%	78.3%	85.2%
Dissatisfied	Count	711	76	209	154	165	107
	Percentage	14.4%	7.3%	19.4%	14.2%	18.0%	13.2%
Very Dissatisfied	Count	72	5	27	8	23	9
	Percentage	1.5%	0.5%	2.5%	0.7%	2.5%	1.1%

Q20. Value added services used		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	4,975	1,050	1,082	1,102	925	816
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	4,975	1,050	1,082	1,102	925	816
Yes	Count	241	35	105	23	71	7
	Percentage	4.8%	3.3%	9.7%	2.1%	7.7%	0.9%
No	Count	4,734	1,015	977	1,079	854	809
	Percentage	95.2%	96.7%	90.3%	97.9%	92.3%	99.1%

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Q21. Satisfaction with Value added services		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	241	35	105	23	71	7
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	227	31	101	19	69	7
	Percentage	94.2%	88.6%	96.2%	82.6%	97.2%	100.0%
Not specified	Count	14	4	4	4	2	0
	Percentage	5.8%	11.4%	3.8%	17.4%	2.8%	0.0%
Very Satisfied	Count	2	0	1	1	0	0
	Percentage	0.9%	0.0%	1.0%	5.3%	0.0%	0.0%
Satisfied	Count	197	29	82	18	61	7
	Percentage	86.8%	93.5%	81.2%	94.7%	88.4%	100.0%
Dissatisfied	Count	24	2	15	0	7	0
	Percentage	10.6%	6.5%	14.9%	0.0%	10.1%	0.0%
Very Dissatisfied	Count	4	0	3	0	1	0
	Percentage	1.8%	0.0%	3.0%	0.0%	1.4%	0.0%

Q22a. Satisfaction with overall quality of BB connection		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	4,975	1,050	1,082	1,102	925	816
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	4,972	1,050	1,081	1,100	925	816
	Percentage	99.9%	100.0%	99.9%	99.8%	100.0%	100.0%
Not specified	Count	3	0	1	2	0	0
	Percentage	0.1%	0.0%	0.1%	0.2%	0.0%	0.0%
Very Satisfied	Count	80	20	29	8	17	6
	Percentage	1.6%	1.9%	2.7%	0.7%	1.8%	0.7%
Satisfied	Count	4,081	960	835	889	735	662
	Percentage	82.1%	91.4%	77.2%	80.8%	79.5%	81.1%
Dissatisfied	Count	732	65	192	183	159	133
	Percentage	14.7%	6.2%	17.8%	16.6%	17.2%	16.3%
Very Dissatisfied	Count	79	5	25	20	14	15
	Percentage	1.6%	0.5%	2.3%	1.8%	1.5%	1.8%

Q23. Aware of the facility that measures BB connection speed		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	4,975	1,050	1,082	1,102	925	816
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	4,975	1,050	1,082	1,102	925	816
Yes	Count	2,592	586	544	574	382	506
	Percentage	52.1%	55.8%	50.3%	52.1%	41.3%	62.0%
No	Count	2,383	464	538	528	543	310
	Percentage	47.9%	44.2%	49.7%	47.9%	58.7%	38.0%

Q24. Aware of the three stage grievance redressal mechanism		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	4,975	1,050	1,082	1,102	925	816
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	4,975	1,050	1,082	1,102	925	816
Yes	Count	396	52	180	48	87	29
	Percentage	8.0%	5.0%	16.6%	4.4%	9.4%	3.6%
No	Count	4,579	998	902	1,054	838	787
	Percentage	92.0%	95.0%	83.4%	95.6%	90.6%	96.4%

Q25. Which stage aware of		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	4,975	1,050	1,082	1,102	925	816
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	1,370	211	515	208	356	80
Call Centre	Count	1,308	202	492	202	350	62
	Percentage	95.5%	95.7%	95.5%	97.1%	98.3%	77.5%
Nodal Officer	Count	128	17	53	13	21	24
	Percentage	9.3%	8.1%	10.3%	6.3%	5.9%	30.0%
Appellate Authority	Count	67	8	26	8	15	10
	Percentage	4.9%	3.8%	5.0%	3.8%	4.2%	12.5%
None of these	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q26. Made complaints within last 6 months		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	4,975	1,050	1,082	1,102	925	816
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	4,975	1,050	1,082	1,102	925	816
Yes	Count	1,347	287	252	341	321	146
	Percentage	27.1%	27.3%	23.3%	30.9%	34.7%	17.9%
No	Count	3,628	763	830	761	604	670
	Percentage	72.9%	72.7%	76.7%	69.1%	65.3%	82.1%

Q27. Docket Number		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	1,347	287	252	341	321	146
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	1,338	280	251	341	320	146
No docket number received even on request	Count	121	10	21	23	17	50
	Percentage	9.0%	3.6%	8.4%	6.7%	5.3%	34.2%
No docket number received for most of the complaints	Count	99	13	30	18	11	27
	Percentage	7.4%	4.6%	12.0%	5.3%	3.4%	18.5%
Docket number received for most of the complaints	Count	1,118	257	200	300	292	69
	Percentage	83.6%	91.8%	79.7%	88.0%	91.3%	47.3%

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Q28. Information given by call center		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	1,347	287	252	341	321	146
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	1,342	284	252	341	319	146
Yes	Count	1,100	266	156	303	258	117
	Percentage	82.0%	93.7%	61.9%	88.9%	80.9%	80.1%
No	Count	242	18	96	38	61	29
	Percentage	18.0%	6.3%	38.1%	11.1%	19.1%	19.9%

Q29. Satisfaction with Information given by call center executive		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	1,347	287	252	341	321	146
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	1,295	282	239	331	316	127
	Percentage	96.1%	98.3%	94.8%	97.1%	98.4%	87.0%
Not specified	Count	52	5	13	10	5	19
	Percentage	3.9%	1.7%	5.2%	2.9%	1.6%	13.0%
Very Satisfied	Count	8	3	1	0	3	1
	Percentage	0.6%	1.1%	0.4%	0.0%	0.9%	0.8%
Satisfied	Count	870	240	124	216	207	83
	Percentage	67.2%	85.1%	51.9%	65.3%	65.5%	65.4%
Dissatisfied	Count	374	38	98	113	82	43
	Percentage	28.9%	13.5%	41.0%	34.1%	25.9%	33.9%
Very Dissatisfied	Count	43	1	16	2	24	0
	Percentage	3.3%	0.4%	6.7%	0.6%	7.6%	0.0%

Q30. Reasons for dissatisfaction		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	417	39	114	115	106	43
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	278	33	109	39	76	21
Difficult to connect to the call centre executive	Count	42	3	24	2	10	3
	Percentage	15.1%	9.1%	22.0%	5.1%	13.2%	14.3%
Customer care executive not polite/courteous	Count	23	0	14	4	5	0
	Percentage	8.3%	0.0%	12.8%	10.3%	6.6%	0.0%
Cust. care executive not equipped with adequate information	Count	117	9	53	15	32	8
	Percentage	42.1%	27.3%	48.6%	38.5%	42.1%	38.1%
Time taken by call centre for redressal of compl. is too lon	Count	152	24	50	26	40	12
	Percentage	54.7%	72.7%	45.9%	66.7%	52.6%	57.1%
Customer care executive was unable to understand problem	Count	55	3	25	3	20	4
	Percentage	19.8%	9.1%	22.9%	7.7%	26.3%	19.0%
Others	Count	18	2	8	2	5	1
	Percentage	6.5%	6.1%	7.3%	5.1%	6.6%	4.8%

Q31. Billing complaint solved within 4 weeks by CC executive		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	1,347	287	252	341	321	146
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	1,347	287	252	341	321	146
Yes	Count	56	4	22	6	23	1
	Percentage	4.2%	1.4%	8.7%	1.8%	7.2%	0.7%
No	Count	293	27	89	95	55	27
	Percentage	21.8%	9.4%	35.3%	27.9%	17.1%	18.5%
NA	Count	998	256	141	240	243	118
	Percentage	74.1%	89.2%	56.0%	70.4%	75.7%	80.8%

Q32. Awareness of contact details of nodal officer		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	4,975	1,050	1,082	1,102	925	816
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	4,975	1,050	1,082	1,102	925	816
Yes	Count	119	17	50	17	26	9
	Percentage	2.4%	1.6%	4.6%	1.5%	2.8%	1.1%
No	Count	4,856	1,033	1,032	1,085	899	807
	Percentage	97.6%	98.4%	95.4%	98.5%	97.2%	98.9%

Q33. Made a complaint to nodal officer		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	119	17	50	17	26	9
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	119	17	50	17	26	9
Yes	Count	14	2	4	2	5	1
	Percentage	11.8%	11.8%	8.0%	11.8%	19.2%	11.1%
No	Count	105	15	46	15	21	8
	Percentage	88.2%	88.2%	92.0%	88.2%	80.8%	88.9%

Q34. Nodal officer can be approached easily		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	14	2	4	2	5	1
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	14	2	4	2	5	1
Yes	Count	10	2	2	0	5	1
	Percentage	71.4%	100.0%	50.0%	0.0%	100.0%	100.0%
No	Count	4	0	2	2	0	0
	Percentage	28.6%	0.0%	50.0%	100.0%	0.0%	0.0%

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Q35. Decision on complaint intimated by Nodal officer		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	14	2	4	2	5	1
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	14	2	4	2	5	1
Yes	Count	10	1	4	0	4	1
	Percentage	71.4%	50.0%	100.0%	0.0%	80.0%	100.0%
No	Count	4	1	0	2	1	0
	Percentage	28.6%	50.0%	0.0%	100.0%	20.0%	0.0%

Q36. Satisfaction with redressal of complaint by nodal officer		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	14	2	4	2	5	1
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	14	2	4	2	5	1
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Satisfied	Count	8	1	3	0	4	0
	Percentage	57.1%	50.0%	75.0%	0.0%	80.0%	0.0%
Dissatisfied	Count	5	1	1	1	1	1
	Percentage	35.7%	50.0%	25.0%	50.0%	20.0%	100.0%
Very Dissatisfied	Count	1	0	0	1	0	0
	Percentage	7.1%	0.0%	0.0%	50.0%	0.0%	0.0%

Q37. Reasons for dissatisfaction		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	6	1	1	2	1	1
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	6	1	1	2	1	1
Difficult to connect to the Nodal Officer	Count	3	0	0	2	1	0
	Percentage	50.0%	0.0%	0.0%	100.0%	100.0%	0.0%
Nodal Officer not polite/courteous	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Nodal Officer not equipped with adequate information	Count	2	0	1	1	0	0
	Percentage	33.3%	0.0%	100.0%	50.0%	0.0%	0.0%
Time taken by Nodal Off for redressal of comp. is too long	Count	4	1	0	1	1	1
	Percentage	66.7%	100.0%	0.0%	50.0%	100.0%	100.0%
Nodal Officer was unable to understand the problem	Count	1	1	0	0	0	0
	Percentage	16.7%	100.0%	0.0%	0.0%	0.0%	0.0%
Others	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q38. Aware of contact details of appellate authority		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	4,975	1,050	1,082	1,102	925	816
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	4,975	1,050	1,082	1,102	925	816
Yes	Count	92	14	35	12	19	12
	Percentage	1.8%	1.3%	3.2%	1.1%	2.1%	1.5%
No	Count	4,883	1,036	1,047	1,090	906	804
	Percentage	98.2%	98.7%	96.8%	98.9%	97.9%	98.5%

Q39. Filed complaint in last 6 months		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	92	14	35	12	19	12
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	92	14	35	12	19	12
Yes	Count	3	0	1	0	1	1
	Percentage	3.3%	0.0%	2.9%	0.0%	5.3%	8.3%
No	Count	89	14	34	12	18	11
	Percentage	96.7%	100.0%	97.1%	100.0%	94.7%	91.7%

Q40. Acknowledgement received		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	3	0	1	0	1	1
	Percentage	100.0%	0.0%	100.0%	0.0%	100.0%	100.0%
Answering Base	Count	3	0	1	0	1	1
Yes	Count	2	0	0	0	1	1
	Percentage	66.7%	0.0%	0.0%	0.0%	100.0%	100.0%
No	Count	1	0	1	0	0	0
	Percentage	33.3%	0.0%	100.0%	0.0%	0.0%	0.0%

Q41. Decision taken by appellate authority with 3 months		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	3	0	1	0	1	1
	Percentage	100.0%	0.0%	100.0%	0.0%	100.0%	100.0%
Answering Base	Count	3	0	1	0	1	1
Yes	Count	1	0	0	0	0	1
	Percentage	33.3%	0.0%	0.0%	0.0%	0.0%	100.0%
No	Count	2	0	1	0	1	0
	Percentage	66.7%	0.0%	100.0%	0.0%	100.0%	0.0%
Appeal filed only recently	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q42. Aware of item wise usage charge details		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	4,975	1,050	1,082	1,102	925	816
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	3,950	381	1,082	877	862	748
Yes	Count	318	16	78	18	102	104
	Percentage	8.1%	4.2%	7.2%	2.1%	11.8%	13.9%
No	Count	3,632	365	1,004	859	760	644
	Percentage	91.9%	95.8%	92.8%	97.9%	88.2%	86.1%

Q43. Denied request of item wise usage charge details		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	4,975	1,050	1,082	1,102	925	816
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	4,754	1,050	1,081	1,010	797	816
Yes	Count	2	0	1	0	1	0
	Percentage	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%
No	Count	4,752	1,050	1,080	1,010	796	816
	Percentage	100.0%	100.0%	99.9%	100.0%	99.9%	100.0%

Q44. Reasons for denying request		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	2	0	1	0	1	0
	Percentage	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%
Answering Base	Count	2	0	1	0	1	0
No reason given	Count	1	0	1	0	0	0
	Percentage	50.0%	0.0%	100.0%	0.0%	0.0%	0.0%
technical problem	Count	1	0	0	0	1	0
	Percentage	50.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Others	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q45. Manual of practice provided		Total	Airtel	BSNL	RCOM	VSNL	Sify
Total	Count	4,975	1,050	1,082	1,102	925	816
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	3,777	424	1,068	831	732	722
Yes	Count	668	131	246	72	163	56
	Percentage	17.7%	30.9%	23.0%	8.7%	22.3%	7.8%
No	Count	3,109	293	822	759	569	666
	Percentage	82.3%	69.1%	77.0%	91.3%	77.7%	92.2%

Questionnaire – Wireline Survey

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

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

STD Code	Telephone Number

Usage Type : ☐1 Residential ☐2 Commercial

Area: ☐1 Rural   ☐2 Urban

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

☐7 TATA   ☐8 MTNL   ☐11 HFCL   ☐12 Shyam

State: _____**District**_____

Address: _____

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

Name of Exchange (only for surveyor)…………

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

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

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

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

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

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

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For Prepaid Customers only

11. How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 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?	1 Yes 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?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 4 Very Satisfied
14. How satisfied are you with the response time taken to answer your call by a customer care executive?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 4 Very Satisfied
15. How satisfied are you with the problem solving ability of the customer care executive(s)?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 4 Very Satisfied
16. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 4 Very Satisfied

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

E. MAINTAINABILITY (FAULT REPAIR)

20. Have you experienced fault in your telephone connection in the last 12 months?	1 Yes 2 No ⟶ **(If no, go to Q 24)**
21. How many time your telephone became faulty in the last one month.	1 More than 3 times 2 2-3 times 3 One time 4 Nil

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

F. SUPPLEMENTARY SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your telephone service?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 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 **(INTERVIWER 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?	1 Yes 2 No
28. Have you terminated a Telephone Phone connection that you had in the last 12 months	1 Yes 2 No **(If no, go to Q 32)**
29. If yes, please name your previous service provider?	1 Airtel 4 BSNL 5 RCOM 7 TATA 8 MTNL 11 HFCL 12 Shyam

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30. How many days were taken for termination of your connection?	1 more than 7 days 2 4 - 7 days 3 2-3 days 4 1 day
31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?	1 Yes 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.	1 Yes 2 No 3 Do not mind receiving such calls/SMS
(Ask only if yes in Q32) 33. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS	1 Continued receiving 2 Slight decrease 3 Considerable decrease 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?	1 Yes 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)**	1 Call Centre 2 Nodal Officer 3 Appellate Authority 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?	1 Yes 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.	1 No docket number received even on request 2 No docket number received for most of the complaints 3 Docket number received for most of the complaints
38. Did the Call Centre inform you about the action taken on your complaint?	1 Yes 2 No

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Quality of Service – Survey module report for Kolkata Circle

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

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	long 5 Nodal Officer was unable to understand the problem 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?	1 Yes 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?	1 Yes 2 No ⟶ **(if no go to Q 52)**
50. Did you receive any acknowledgement from the appellate authority?	1 Yes　　　2 No
51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	1 Yes　　　2 No 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?	1 Yes　　　2 No
53. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	1 Yes　　　2 No　　**(if no go to Q 55)**
54. What were the reason(s) for denying your request?	1　No reason given 2　technical problem 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?	1 Yes　　　2 No

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SURVEY OF CELLULAR MOBILE TELEPHONE SERVICE

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

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

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

Operator: ☐1 Airtel   ☐2 Vodafone ☐3 Idea   ☐4 BSNL   **Area:**   ☐1 Rural   ☐2 Urban

☐5 RCOMm ☐6 Aircel   ☐7 TATA ☐8 MTNL **User Type:** ☐1 Prepaid   ☐2 Postpaid

☐9 Spice   ☐10 BPL   ☐11 HFCL ☐12 Shyam   **Type:**   ☐1 GSM   ☐2 CDMA

☐13 RTL   ☐14 RISL   ☐15 Dishnet ☐16 Others (Specify)……….

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

Address: _____

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

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

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1. When did you last apply for mobile phone connection?	☐1 less than 6 month ☐2 6-12 month ☐3 more than 12 month ⟶ **(If more than 12 month, go to Q 4)**
2. How much time was taken to get the working connection (activation) after you applied and completed all formalities?	☐1 more than 7 days ☐2 4 - 7 days ☐3 2-3 days ☐4 1 day
3. How satisfied are you with the time taken to activate the mobile connection, after you applied and completed all formalities?	☐1 Very Dissatisfied ☐2 Dissatisfied ☐3 Satisfied ☐4 Very Satisfied
4. In case your connection was temporarily suspended due to non-payment of bills, how satisfied are you with the time taken to reactivate service after you made the payment?	☐1 Very Dissatisfied ☐2 Dissatisfied ☐3 Satisfied ☐4 Very Satisfied ☐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?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 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)**	1 charges not as per tariff plan subscribed 2 tariff plan changed without information 3 charged for value added services not requested 4 charged for calls/services not made/used 5 Others (please specify)

C. BILLING RELATED – POSTPAID CUSTOMER

6. How satisfied are you with the timely delivery of bills?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 4 Very Satisfied
7(a). How satisfied are you with the accuracy of the bills?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 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	1 Charges not as per tariff plan subscribed 2 Tariff plan changed without information 3 Charged for value added services not subscribed 4 Charged for calls/services not made/used 5 Others (please specify) _____ _____
8. Have you made any billing related complaints in last 12 months?	1 Yes 2 No ⟶ **(If no, go to Q 10(a))**
9. How satisfied are you with the process of resolution of billing complaints?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 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?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 4 Very Satisfied

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(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)**	1 Difficult to read the bill 2 Difficult to understand the language 3 Calculations not clear 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given 5 Others (please specify)

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?	1 Yes 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?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 4 Very Satisfied
13. How satisfied are you with the response time taken to answer your call by a customer care executive?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 4 Very Satisfied
14. How satisfied are you with the problem solving ability of the customer care executive(s)?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 4 Very Satisfied
15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 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?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 4 Very Satisfied
17. How satisfied are you with the ability to make or receive calls easily?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 4 Very Satisfied
18. How often do your calls drop during conversation?	1 Very Frequently 2 Frequently 3 Occasionally 4 Never
19. How satisfied are you with the voice quality?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 4 Very Satisfied

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F. MAINTAINABILITY

20. How often your mobile handset faces problem of signal?	☐1 Very Frequently ☐2 Frequently ☐3 Occasionally ☐4 Never
21. How satisfied are you with the availability of network (signal)?	☐1 Very Dissatisfied ☐2 Dissatisfied ☐3 Satisfied ☐4 Very Satisfied
22. How satisfied are you with the restoration of network (signal) problems?	☐1 Very Dissatisfied ☐2 Dissatisfied ☐3 Satisfied ☐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	☐1 Yes ☐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.	☐1 Yes ☐2 No
25. How satisfied are you with the quality of the supplementary / value added services provided?	☐1 Very Dissatisfied ☐2 Dissatisfied ☐3 Satisfied ☐4 Very Satisfied

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your mobile service?	☐1 Very Dissatisfied ☐2 Dissatisfied ☐3 Satisfied ☐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**(INTERVIWER 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?	☐1 Yes ☐2 No

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28. Have you terminated your Mobile Phone connection in the last 12 months	1 Yes 2 No **(If no, go to Q 32)**
29. If Yes, please name your previous service provider?	1 Airtel 2 Vodafone 3 Idea 4 BSNL 5 RCOMm 6 Aircel 7 TATA 8 MTNL 9 Spice 10 BPL 11 HFCL 12 Shyam 13 RTL 14 RISL 15 Dishnet 16 Others (Specify)_____
30. How many days were taken by previous service provider for termination of your Mobile Phone connection?	1 more than 7 days 2 4 - 7 days 3 2-3 days 4 1 day
31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?	1 Yes 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?	1 Yes 2 No 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	1 Continued receiving 2 Slight decrease 3 Considerable decrease 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?	1 Yes 2 No
{Ask only if answered yes in Q 33 (b)} 33c. Please indicate the outcome of your complaint**?**	1 Complaint was registered by the service provider 2 Service provider refused to register the complaint
33d Please tell me the telephone number and the company/ agency from which the unsolicited calls/ SMS received? **(INTERVIEWER TO RECORD VERBATIM RESPONSE IN THE SPACE PROVIDED)**	_____ _____ _____

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

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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?	☐1 Yes ☐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)**	☐1 Call Centre ☐2 Nodal Officer ☐3 Appellate Authority ☐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?	☐1 Yes ☐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.	☐1 No docket number received even on request ☐2 No docket number received for most of the complaints ☐3 Docket number received for most of the complaints
38. Did the Call Centre inform you about the action taken on your complaint?	☐1 Yes ☐2 No
39. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	☐1 Very Dissatisfied ☐2 Dissatisfied ☐3 Satisfied ☐4 Very Satisfied
(Ask this question only if 1 OR 2 is coded in Q.39) 40. Please specify the reason(s) for your dissatisfaction**(MULTI CODING POSSIBLE)**	☐1 Difficult to connect to the call centre executive ☐2 Customer care executive not polite/courteous ☐3 Customer care executive not equipped with adequate information ☐4 Time taken by call centre for redressal of complaint is too long ☐5 Customer care executive was unable to understand the problem ☐6 Others (please specify)
41. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	☐1 Yes ☐2 No ☐9 Not applicable
42. Are you aware of the contact details of the Nodal Officer?	☐1 yes ☐2 No ⟶ **(if no go to Q 48)**

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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?	☐1 yes ☐2 No ⟶ **(if no go to Q48)**
44. Can you approach your Nodal Officer easily?	☐1 Yes ☐2 No
45. Did the Nodal Officer intimate you about the decision taken on your complaint?	☐1 Yes ☐2 No
46. How satisfied are you with the redressal of the complaint by the Nodal Officer?	☐1 Very Dissatisfied ☐2 Dissatisfied ☐3 Satisfied ☐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)**	☐1 Difficult to connect to the Nodal Officer ☐2 Nodal Officer not polite/courteous ☐3 Nodal Officer not equipped with adequate information ☐4 time taken by Nodal Officer for redressal of complaint is too long ☐5 Nodal Officer was unable to understand the problem ☐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?	☐1 Yes ☐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?	☐1 Yes ☐2 No ⟶ **(if no go to Q 52)**
50. Did you receive any acknowledgement from the appellate authority?	☐1 Yes ☐2 No
51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	☐1 Yes ☐2 No ☐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?	☐1 Yes ☐2 No
53. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	☐1 Yes ☐2 No **(if no go to Q 55)**

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54. What were the reason(s) for denying your request?	1 No reason given 2 technical problem 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?	1 Yes 2 No

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BROADBAND SERVICE

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

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

Usage Type : ☐1 Residential ☐2 Commercial

E-mail ID

Operator: ☐1 Airtel   ☐4 BSNL ☐5 RCOM   ☐8 MTNL   **Area:** ☐1 Rural   ☐2 Urban

☐11 HFCL   ☐21 VSNL ☐22 Sify   ☐23 Asianet   **User Type:** ☐1 Prepaid ☐2 Postpaid

☐24 Ortel   ☐25 You Telcom ☐26 Hathway ☐27 Others_____

State: _____ **District**_____

Mode of interview: ☐1 Telephonic ☐2 In-person ☐3 **e-**mail   ☐4 Web/online

Address: _____

Name of SDCA (only for surveyor): ………………………..
 Name of POP (only for surveyor)……………………..

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

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

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1. After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?	☐1 Within 15 working days ☐2 More than 15 working Days
2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?	☐1 Very Dissatisfied ☐2 Dissatisfied ☐3 Satisfied ☐4 Very Satisfied
3. In case your connection was temporarily suspended due to non-payment of bills, how satisfied are you with the time taken to reactivate service after you made the	☐1 Very Dissatisfied ☐2 Dissatisfied ☐3 Satisfied ☐4 Very Satisfied

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payment?	9 Not applicable

B. BILLING RELATED - POSTPAID CUSTOMER

4. How satisfied are you with the timely delivery of bills?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 4 Very Satisfied
5(a). How satisfied are you with the accuracy of the bills?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 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)**	1 Charges not as per tariff plan subscribed 2 Tariff plan changed without information 3 Charged for value added services not requested 4 Charged for calls/services not made/used 5 Others (please specify)
6. Have you made any billing related complaints in last 12 months?	1 Yes 2 No ⟶ **(If no, go to Q 8(a))**
7. How satisfied are you with the process of resolution of billing complaints?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 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?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 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)**	1 Difficult to read the bill 2 Difficult to understand the language 3 Calculations not clear 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given 5 Others (please specify)

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?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 4 Very Satisfied
(Ask this question only if 1 OR 2 is coded	1 charges not as per tariff plan subscribed

in Q9(a)) 9(b) Please specify the reason(s) for your dissatisfaction	2 tariff plan changed without information 3 charged for value added services not requested 4 charged for calls/services not made/used 5 Others (please specify) _____

D. HELP SERVICE

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

15. How satisfied are you with the speed of Broadband connection?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 4 Very Satisfied
16. How satisfied are you with the amount of time for which service is up and working?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 4 Very Satisfied

F. MAINTAINABILITY

17. How often do you face a problem with your Broadband connection?	1 Very Frequently 2 Frequently 3 Occasionally 4 Never
(Ask if response to Q17 is Frequently/Very Frequently) 18. What was the broadband connection problem faced by you in last twelve months related to, please specify**(MULTI CODING POSSIBLE)**	1 Problem was related to my computer hardware/ software 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	1 Very Dissatisfied 2 Dissatisfied

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restoration of Broadband connection?	3 Satisfied	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	1 Yes 2 No ➔ **(If no, go to Q 22(a)**
21. How satisfied are you with the quality of such supplementary services provided?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 4 Very Satisfied

H. OVERALL CUSTOMER SATISFACTION

22(a). How satisfied are you with the overall quality of your Broadband service?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 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**(INTERVIWER 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?	1 Yes 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?	1 Yes 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)**	1 Call Centre 2 Nodal Officer 3 Appellate Authority 4 None of these

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26. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?	1 Yes 2 No ⟶ **(if no go to Q 32)**
27. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.	1 No docket number received even on request 2 No docket number received for most of the complaints 3 Docket number received for most of the complaints
28. Did the Call Centre inform you about the action taken on your complaint?	1 Yes 2 No
29. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 4 Very Satisfied
(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)**	1 Difficult to connect to the call centre executive 2 Customer care executive not polite/courteous 3 Customer care executive not equipped with adequate information 4 Time taken by call centre for redressal of complaint is too long 5 Customer care executive was unable to understand the problem 6 Others (please specify)
31. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	1 Yes 2 No 9 Not applicable
32. Are you aware of the contact details of the Nodal Officer?	1 yes 2 No ⟶ **(if no go to Q 38)**
33. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	1 yes 2 No ⟶ **(if no go to Q38)**
34. Can you approach your Nodal Officer easily?	1 Yes 2 No
35. Did the Nodal Officer intimate you about the decision taken on your complaint?	1 Yes 2 No
36. How satisfied are you with the redressal of the complaint by the Nodal Officer?	1 Very Dissatisfied 2 Dissatisfied 3 Satisfied 4 Very Satisfied

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

THANK & TERMINATE

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