
Quality of Service Assessment

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

Assessment of:

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

March 2009



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

By: **eTechnology Group@IMRB**

A specialist unit of IMRB International

Preface

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

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

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

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

The Survey and Audit modules for various circles within the Zones, due to the sheer scale of data collection, have been distributed across various quarterly periods. IMRB International conducted Survey module across Assam, North East I & II, Orissa, Andhra Pradesh and Kerala circles while the Audit module apart from these five circles was also conducted across Jammu & Kashmir, Himachal Pradesh, Rajasthan and UP (West) circles in the period of October 2008 – February 2009. The present report details the **Quality of Services** survey module findings for the **Orissa circle for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services**.

Table of contents

| | <u>Page no.</u> |
|--|-----------------|
| 1.0 Background | 4 |
| 2.0 Objectives | 5 |
| 3.0 Study methodology..... | 6 |
| 3.1 Subjective survey methodology | 6 |
| 3.2 Data analysis methodology..... | 9 |
| 3.3 Sampling Plan | 10 |
| 3.4 Definition of key terms | 12 |
| 4.0 Executive Summary | 13 |
| 4.1 Summary of the Survey module for Basic (Wireline) Operators in the Orissa circle | 13 |
| 4.1.2 Consumer Protection and Grievance Scores for the Basic (Wireline) survey..... | 13 |
| 4.2 Summary of the Survey module for Cellular Mobile (Wireless) Operators in the Orissa circle | 15 |
| 4.2.1 Consumer Protection and Grievance Scores for the Cellular Mobile (Wireless) survey | 19 |
| 4.3 Summary of the Survey module for Broadband Operators in the Orissa circle..... | 21 |
| 4.3.1 Consumer Protection and Grievance Scores for the Broadband survey..... | 23 |
| 5.1 Detailed Findings – Basic Wireline..... | 25 |
| 5.2 Detailed Findings – Cellular Mobile Services | 30 |
| 5.3 Detailed Findings – Broadband Services..... | 43 |
| 6.1 Key Take Outs and Recommendations – Basic (Wireline) | 52 |
| 6.2 Key Takeouts & Recommendations – Cellular Mobile (Wireless)..... | 53 |
| 6.3 Key Takeouts & Recommendations – Broadband | 55 |
| 7.0 Annexure (Question wise Responses)..... | 56 |
| 7.1 Basic (Wireline) | 56 |
| 7.2 Cellular Mobile (Wireless) | 73 |
| 7.3 Broadband Services | 95 |
| Questionnaire – Wireline Survey | 109 |
| Questionnaire - Cellular mobile telephone service | 116 |
| Questionnaire - Broadband service..... | 124 |

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 Orissa circle that was covered in the period October 2008 - February 2009. The primary data collection from the end users of Basic (Wireline), Cellular Mobile (Wireless) and broadband services was undertaken by IMRB International during the period of October 2008 – February 2009.



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



This report highlights the Survey Module findings for Orissa 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

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 was Orissa, 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 consumer's protection and redressal of grievances regulations, 2007'. This module entailed 22 questions which probed the consumers exhaustively on the three stage redressal mechanism.

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

| Subjective QoS parameter | Satisfaction with basic wireline on: | Satisfaction with cellular services on: | Satisfaction with Broadband services on: |
|---|---|---|---|
| Service provision | - Time taken to get a new phone connection - Time taken for 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):

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

Where:

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

N=Total sample size achieved

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

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

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

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

3.3 Sampling Plan

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

| | Name of Service Provider | Sample Size | Sample Size achieved |
|-----------------------|--------------------------|-------------|----------------------|
| BASIC WIRELINE | BSNL | 384 | 381 |
| WIRELESS | Hutch Vodafone | 384 | 381 |
| | BSNL | 384 | 389 |
| | Aircel | 384 | 385 |
| | Reliance CDMA | 384 | 398 |
| | Tata Teleservices | 384 | 412 |
| | Reliance GSM | 384 | 397 |
| | Bharti Airtel Limited | 384 | 397 |
| BROADBAND | BSNL | 384 | 385 |
| | Ortel | 384 | 369 |

Basic (Wireline) Services

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

| Gender Distribution | Operator - Orissa Circle |
|---------------------|--------------------------|
| | BSNL |
| Total | 381 |
| Male | 68.5% |
| Female | 31.5% |

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

| Age Distribution | Operator |
|------------------|----------|
| | BSNL |
| | 381 |
| < 25 years | 10% |
| 25-60 years | 81% |
| > 60 years | 9% |

The respondents for the Basic (Wireline) survey module were contacted in the following exchanges in the Orissa 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 |
|----------------------|------------------------|
| Lathikata | Sergarh |
| Bichun (Dudu) | Balasure Main Exchange |
| Kuarmunda | Goshala |
| Udit Nagar | MCL. Jagruti Vihar |
| Gurunthi | Chiplima |
| Golanthara | Rengali |
| Berhampur | Sambalpur |
| Balipada Anrax | Boulpur |
| Dura Anrax | OCB (Cuttack) Main |
| Remuna RSU | Salipur Exchange |
| Biramitrapur | Indipur |
| Balgopalpur RSU | Mandara |
| Rajnilagiri | Karmul |

Cellular Mobile (Wireless) Services

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

| Gender Wise Break Up | Total | Operator | | | | | | |
|----------------------|-------|----------|----------|------|------|--------|------|-----|
| | | Airtel | Vodafone | BSNL | RCOM | Aircel | TATA | RTL |
| Total | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| Male | 95% | 92% | 98% | 94% | 95% | 97% | 93% | 93% |
| Female | 5% | 8% | 2% | 6% | 5% | 3% | 7% | 7% |

| Age Wise Break Up | Total | Operator | | | | | | |
|-------------------|-------|----------|----------|------|------|--------|------|-----|
| | | Airtel | Vodafone | BSNL | RCOM | Aircel | TATA | RTL |
| Total | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| Less than 25 | 21% | 23% | 23% | 12% | 19% | 24% | 19% | 26% |
| 25-60 | 78% | 76% | 77% | 86% | 80% | 76% | 80% | 73% |
| More than 60 | 1% | 1% | 0% | 2% | 1% | 0% | 1% | 1% |

Broadband Services

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

| Gender Distribution | Operator | |
|------------------------|----------|-------|
| | BSNL | Ortel |
| Total | 385 | 369 |
| Male | 92% | 93% |
| Female | 8% | 7% |
| Age- Wise Distribution | Operator | |
| | BSNL | Ortel |
| Total | 385 | 369 |
| Less than 25 | 15.6% | 17.9% |
| 25-60 | 83.6% | 81.8% |
| More than 60 | 0.8% | 0.3% |

3.4 Definition of key terms

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

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

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

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

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

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

4.0 Executive Summary

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

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

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

| S. N. | Customer Perception of Services | Benchmark | BSNL |
|-------|--|-----------|------|
| 1 | % subscribers satisfied with the provision of service | >95% | 71% |
| 2 | % subscribers satisfied with the billing performance (Post paid customers) | >90% | 77% |
| 3 | % subscribers satisfied with help services | >90% | 64% |
| 4 | % subscribers satisfied with network performance, reliability and availability | >95% | 73% |
| 5 | % subscribers satisfied with maintainability | >95% | 59% |
| 6 | Overall customer satisfaction | >95% | 71% |
| 7 | % subscribers satisfied with offered supplementary services | >95% | 79% |

In all of the measures of satisfaction BSNL fails to meet the TRAI benchmark which is set with respect to the corresponding parameter. In general, the scores of BSNL range from 59% to 79% on all the parameters.

For service provisioning, BSNL scores 71% while for postpaid subscribers' satisfaction with billing services, it scores 77% respectively. The relatively lower satisfaction scores are observed for maintainability (59%) and satisfaction level with help services (64%). The highest satisfaction scores for BSNL have been observed for the offered supplementary services with level of satisfaction at 79%. Level of subscriber satisfaction with network performance, reliability and availability stands at 73% while the overall customer satisfaction is at 71% way below the TRAI benchmark of 95%.

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

1. Redressal Mechanism – Basic (Wireline)

| S. N. | Sub-parameter | BSNL |
|-------|---|------|
| 1 | Awareness of three stage grievance mechanism | 6% |
| 2 | For new customers, provisioning of 'Manual of Practice' while taking the new connection | 2% |

The awareness of three stage grievance mechanism is low across the subscribers of BSNL at 6%. Out of all the new customers only 2% claim to have been provided the manual of practice.

2. Redressal Mechanism - Stage 1: Call Center

| S. N. | Sub-parameter | BSNL |
|-------|--|------|
| 1 | Awareness of Call center for redressing grievances | 93% |
| 2 | Percentage of consumers made any complaints to the toll free number within last 6 months | 29% |
| 3 | Call center informing about the action taken on complaints | 77% |
| 4 | Resolution of complaint by customer care within 4 weeks of lodging complaint | 6% |
| 5 | % subscribers satisfied with the complaint resolution by call center | 61% |

The awareness of Call center for redressing grievances (i.e. Stage 1 of the 3 stage process) is 93% for BSNL. The Percentage of consumers making any complaints to the toll free number within last 6 months is 29% for BSNL out of which 77% claim to have been informed by the call center about the action taken on their complaints. However, only 6% of the subscribers who have made complaints claim that their complaints were resolved within 4 weeks. 61% subscribers claim to be satisfied with the resolution of the complaints.

3. Redressal Mechanism - Stage 2: Nodal Officer

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

The awareness of Nodal officer for redressing grievances (i.e. Stage 2 of the 3 stage process) is very low at 5% for BSNL with only 3% of total being aware of the contact details of the nodal officer. Only 1 subscriber out of the total contacted made a complaint to the nodal officer.

4. Redressal Mechanism - Stage 3: Appellate Authority

| S. N. | Sub-parameter | BSNL |
|-------|---|------|
| 1 | Awareness of Appellate authority for redressing grievances | 3% |
| 2 | Awareness of contact details of Appellate authority for filing of appeals on complaints | 3% |

The awareness of the Appellate authority for redressing grievances (i.e. Stage 3 of the 3 stage process) stands at 3%. None of the BSNL subscribers contacted in the survey made a complaint to the appellate authority.

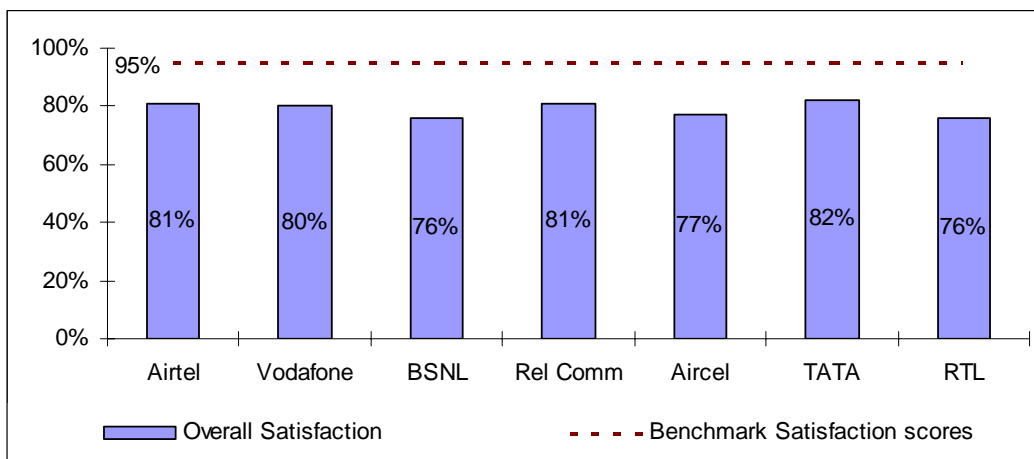
4.2 Summary of the Survey module for Cellular Mobile (Wireless) Operators in the Orissa circle

The survey results for the Cellular Mobile (Wireless) operators in the Orissa circle clearly show that Help Services and Supplementary services are two areas where most service providers have scored relatively less as compared to other parameters

| S. N. | Customer Perception of Services | B'mark | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
|-------|---|--------|--------|---------------------------|------|----------|---------------------------|------|-----|
| 1 | %age subscribers satisfied with the provision of service | >95% | 81% | 80% | 76% | 81% | 77% | 82% | 76% |
| 2 | %age subscribers satisfied with the billing performance (postpaid) | >90% | 79% | Number of subscribers low | 72% | 71% | Number of subscribers low | | |
| 3 | %age subscribers satisfied with the billing performance (prepaid) | >90% | 74% | 79% | 78% | 78% | 79% | 80% | 78% |
| 4 | %age subscribers satisfied with help services | >90% | 62% | 63% | 55% | 61% | 60% | 60% | 54% |
| 5 | %age subscribers satisfied with network performance, reliability and availability | >95% | 79% | 72% | 75% | 76% | 73% | 77% | 64% |
| 6 | %age subscribers satisfied with maintainability | >95% | 76% | 69% | 74% | 75% | 71% | 76% | 60% |
| 7 | Overall customer satisfaction | >95% | 72% | 70% | 73% | 73% | 71% | 75% | 63% |
| 8 | %age subscribers satisfied with offered supplementary services | >95% | 67% | 71% | 67% | 68% | 67% | 76% | 63% |

In all of the measures of satisfaction none of the operators meet the TRAI benchmark which is set with respect to the corresponding parameter.

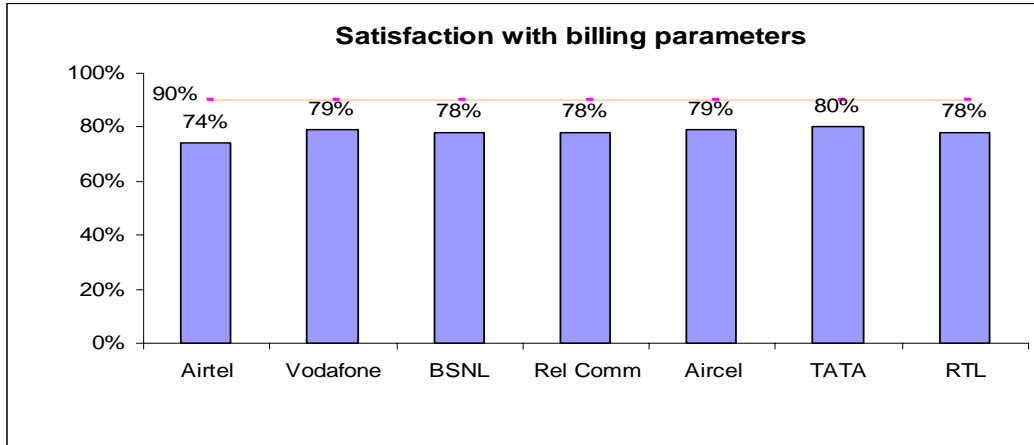
Service Provision (Benchmark – 95%)



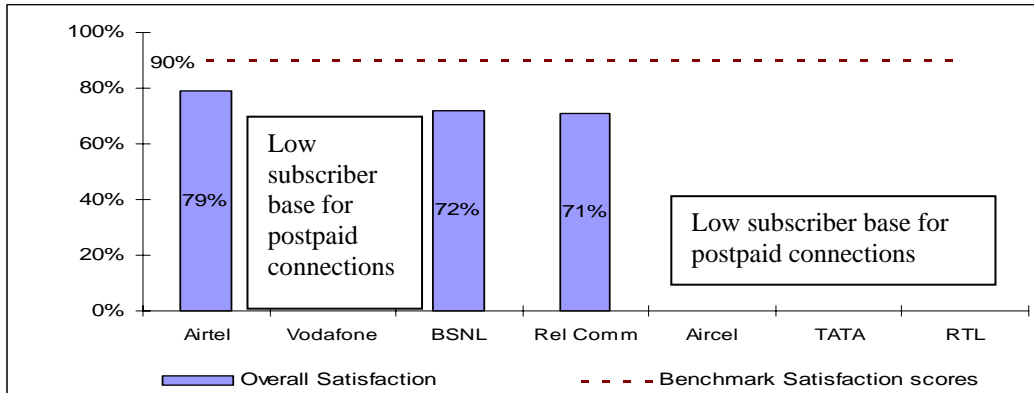
Level of satisfaction with service provision is highest amongst TATA subscribers at 82% followed closely by Airtel and RCOM at 81% and Vodafone at 80%. All the service providers are way below the TRAI specified benchmark of 95%. BSNL and RTL score the lowest on this parameter at 76%.

Billing performance (Benchmark – 90%)

Pre-paid Subscribers

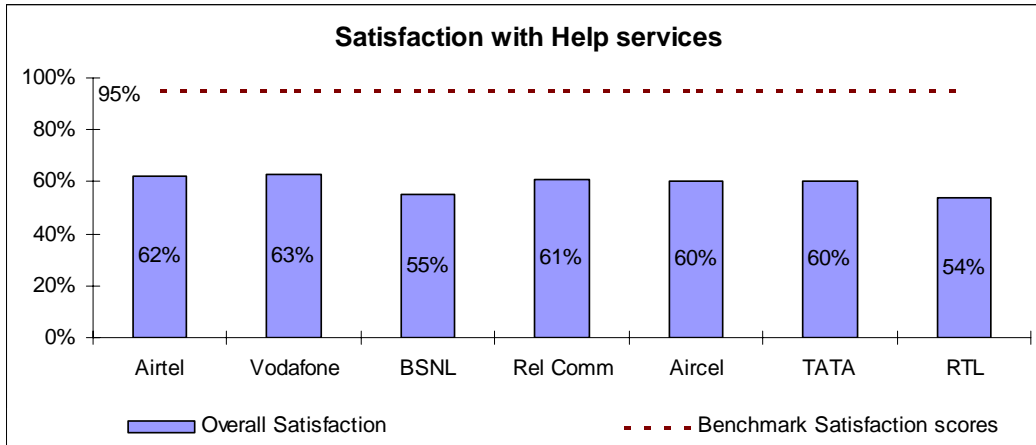


Post-paid Subscribers



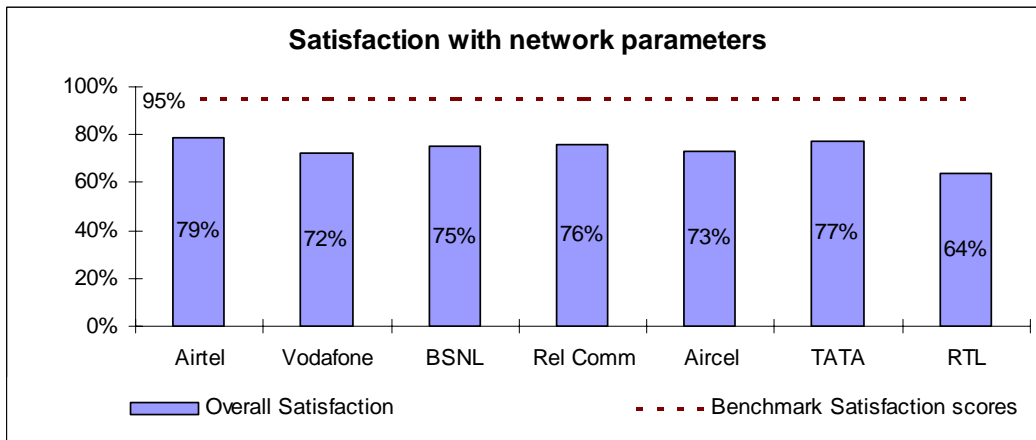
On an overall basis, the satisfaction level of prepaid subscribers is relatively more than that of the postpaid subscribers except for Airtel subscribers. The penetration of postpaid subscribers for Vodafone, Aircel, TATA and RTL is quite low across the Orissa circle. The satisfaction levels for both prepaid and postpaid subscribers are way below the TRAI benchmark set at 90%. TATA prepaid subscribers have the highest level of satisfaction at 80% followed closely by Vodafone and Aircel at 79%. Airtel relatively has the lowest prepaid subscriber satisfaction level with billing services at 74%. For postpaid subscribers Airtel leads the way with 79% followed by BSNL at 72% and RCOM at 71%.

Help Services (Benchmark – 90%)



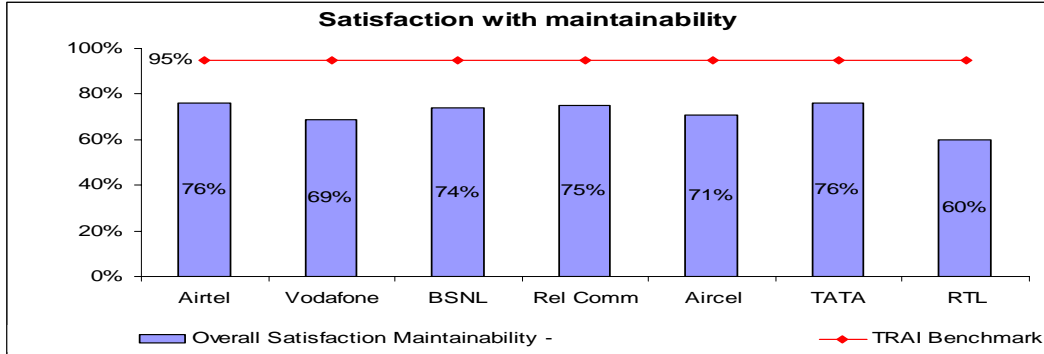
Satisfaction level with help services is the lowest when compared with other parameters across all the operators. All the operators fall way below the TRAI benchmark of 90%. The satisfaction level is highest amongst Vodafone subscribers at 63% followed closely by Airtel subscribers at 62% and it is the lowest for RTL subscribers at 54%.

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



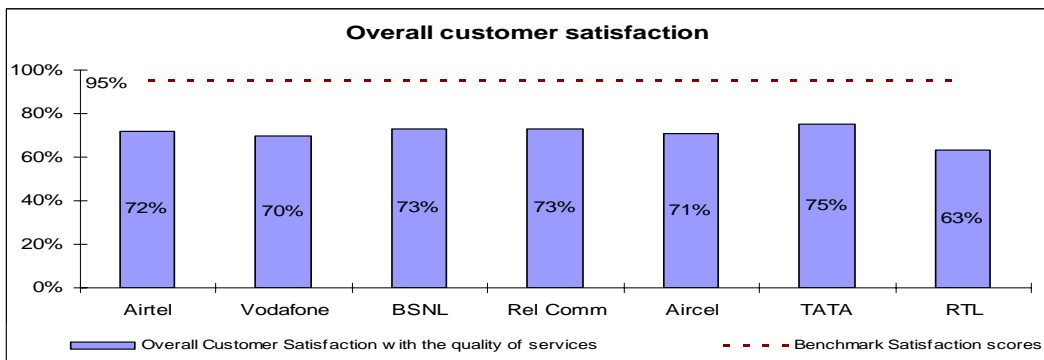
The level of satisfaction with network related parameters is the highest amongst Airtel subscribers at 79% followed by TATA and RCOM subscribers at 77% and 76% respectively. BSNL has a subscriber satisfaction level of 75%. It is the lowest for RTL subscribers at 64% which could be a result of increased levels of network related problems faced by these subscribers. All the operators fall short of meeting the TRAI benchmark of 95%.

Maintainability (Benchmark – 95%)



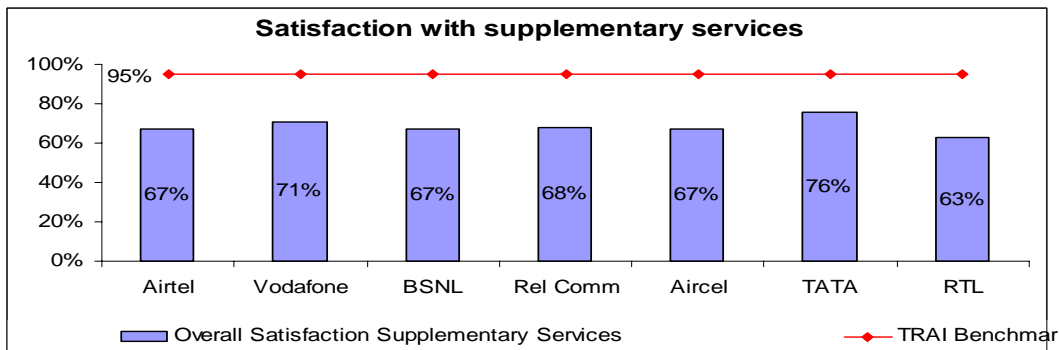
The level of satisfaction scores with maintainability of all service providers fall short with respect to TRAI benchmark of 95%. It is the highest amongst Airtel and TATA subscribers at 76%. As observed across network related parameters, RTL lags behind other service providers in this parameter too with a satisfaction level of only 60%. BSNL has a satisfaction level of 74% on this parameter.

Overall level of satisfaction (Benchmark – 95%)



The highest scores are observed for TATA subscribers at 75%. The overall level of satisfaction is the lowest across RTL subscribers at a meager 63%. BSNL and RCOM follow closely behind TATA with a subscriber satisfaction level of 73%

Supplementary services (Benchmark – 95%)



Satisfaction with quality of supplementary services is the highest for TATA subscribers at 76% followed by Vodafone at 71%. RTL lags behind in this aspect also with the level of subscriber satisfaction at 63%.

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

Redressal Mechanism

| S. N. | Sub-parameter | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
|-------|--|--------|----------|------|----------|--------|------|-----|
| 1 | Awareness of three stage grievance mechanism | 5% | 4% | 7% | 4% | 5% | 3% | 5% |
| 2 | For pre-paid customers, awareness about item-wise call charge details on request | 30% | 31% | 24% | 31% | 31% | 28% | 24% |
| 3 | If aware (for pre-paid customers), ever denied of item wise usage charge details for pre-paid connection | 4% | 8% | 9% | 4% | 6% | 4% | 12% |
| 4 | For new customers, provisioning of 'Manual of Practice' while taking the new connection | 6% | 64% | 2% | 7% | 11% | 10% | 7% |

The awareness of three stage grievance mechanism is observed to be low across the subscribers of all the service providers. It is maximum for BSNL at 7% and lowest for TATA at 3%

As far as awareness of item-wise call charges details among pre-paid customers is concerned, 31% of RCOM, Vodafone and Aircel subscribers are aware that they can get item-wise call charge details on request whereas only 24% of BSNL and 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, 12% of the RTL pre-paid subscribers were denied of item-wise bill for the pre-paid connection. As high as 9% BSNL and 8% Vodafone subscribers were also denied this request. For all the other service providers this number ranges from 4% to 6%.

As far as provisioning of 'Manual of Practice' for new customers is concerned, 64% of new Vodafone subscribers have been handed over 'Manual of Practice' while taking the new connection. A prime reason for this could be that Vodafone has recently started its services in the circle. The number is quite low for all other service providers and it ranges from 2% for BSNL to 11% for Aircel.

Redressal Mechanism - Stage 1: Call Center

| S. N. | Sub-parameter | Airtel | Vodafone | BSNL | RCOM | Aircel | TATA | RTL |
|-------|--|--------|----------|------|------|--------|------|-----|
| 1 | Awareness of Call center for redressing grievances | 94% | 95% | 93% | 95% | 97% | 98% | 93% |
| 2 | Percentage of consumers made any complaints to the toll free number within last 6 months | 23% | 11% | 11% | 18% | 19% | 13% | 23% |
| 3 | Call center informing about the action taken on complaints | 80% | 78% | 71% | 89% | 80% | 77% | 73% |
| 4 | Resolution of complaint by customer care within 4 weeks of lodging complaint | 11% | 12% | 5% | 4% | 4% | 6% | 5% |
| 5 | Percentage satisfied with the complain resolution by call center | 62% | 60% | 48% | 58% | 56% | 58% | 52% |

The awareness of Call center for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 93% to 98% for all the service providers. The percentage of consumers making any complaints to the toll free number within last 6 months is highest for Airtel and RTL at 23%.

As far as responsiveness of call center for informing about the action taken on the complaints is concerned, 89% of RCOM subscribers were informed about the action taken on complaints. BSNL scores the lowest on this aspect at 71%.

The complaint resolution by customer care within 4 weeks of lodging complaint is low across all the service providers. RCOM and Aircel score the lowest at 4%.

Redressal Mechanism - Stage 2: Nodal Officer

| S. N. | Sub-parameter | Airtel | Vodafone | BSNL | RCOM | Aircel | TATA | RTL |
|-------|---|--------|----------|------|------|--------|------|-----|
| 1 | % Subscribers aware of the Nodal officer | 5% | 2% | 3% | 2% | 1% | 1% | 5% |
| 2 | Awareness of contact details of Nodal officer | 1% | 1% | 2% | 1% | 2% | 2% | 1% |

The awareness of Nodal officer for redressing grievances (i.e. Stage 2 of the 3 stage process) is very low across all the service providers. It ranges from 1% to 5% for all the operators.

Awareness of contact details of Nodal Officer is observed to be low across subscribers for all the service providers. It varies from 1% to 2%.

Redressal Mechanism - Stage 3: Appellate Authority

| S. N. | Sub-parameter | Airtel | Vodafone | BSNL | RCOM | Aircel | TATA | RTL |
|-------|--|--------|----------|------|------|--------|------|-----|
| 1 | Awareness of Appellate authority for redressing grievances | 0% | 0% | 0% | 1% | 0% | 0% | 0% |

Of all the subscribers contacted across all the service providers, negligible percent is even aware of the Appellate Authority.

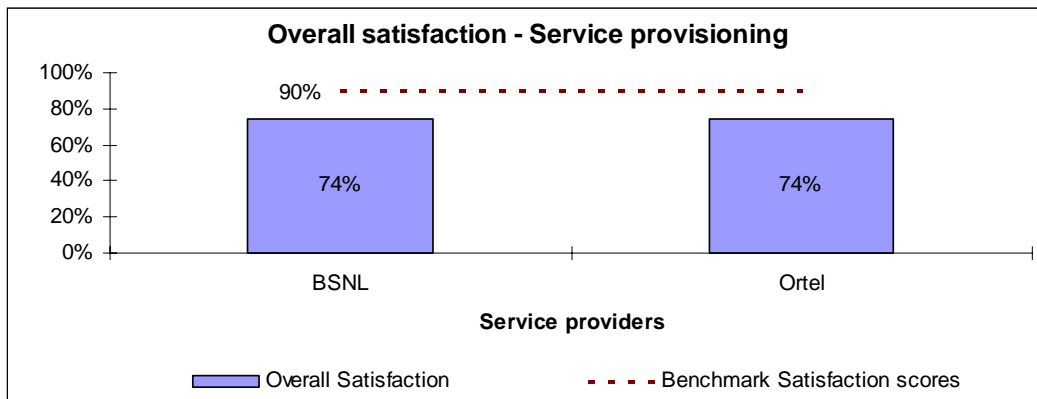
4.3 Summary of the Survey module for Broadband Operators in the Orissa circle

Satisfaction level of subscribers with various parameters of Broadband service:

| S. N. | Customer Perception of Services | B'mark | BSNL | Ortel |
|-------|--|--------|------|-------|
| 1 | % subscribers satisfied with the provision of service | >90% | 74% | 74% |
| 2 | % subscribers satisfied with the Billing performance (Postpaid customers) | >90% | 76% | 74% |
| 3 | % subscribers satisfied with help services | >85% | 53% | 58% |
| 4 | % subscribers satisfied with network performance, reliability and availability | >85% | 66% | 67% |
| 5 | % subscribers satisfied with maintainability | >85% | 62% | 63% |
| 6 | Overall level of customer satisfaction | >85% | 65% | 66% |
| 7 | % subscribers satisfied with offered supplementary services | >85% | 67% | 67% |

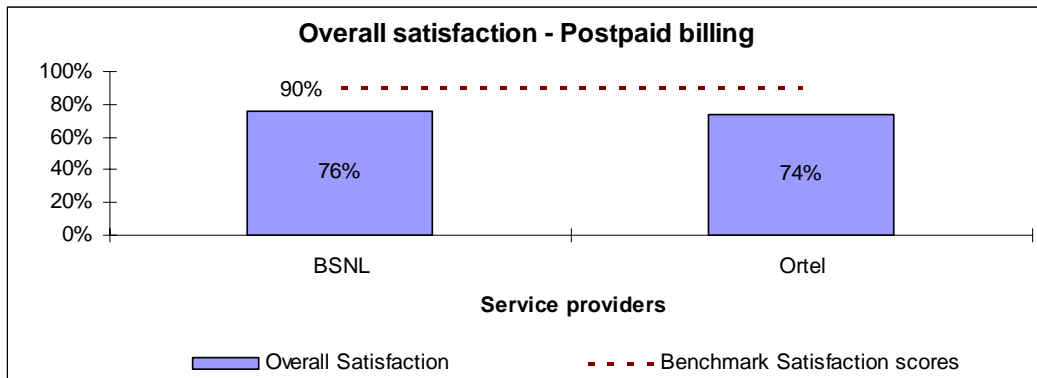
Both operators of broadband service in the Orissa circle do not meet the TRAI benchmark on any of the parameters. There is not much difference in the performance of the two operators operating in the circle.

Service Provision (Benchmark – 90%)



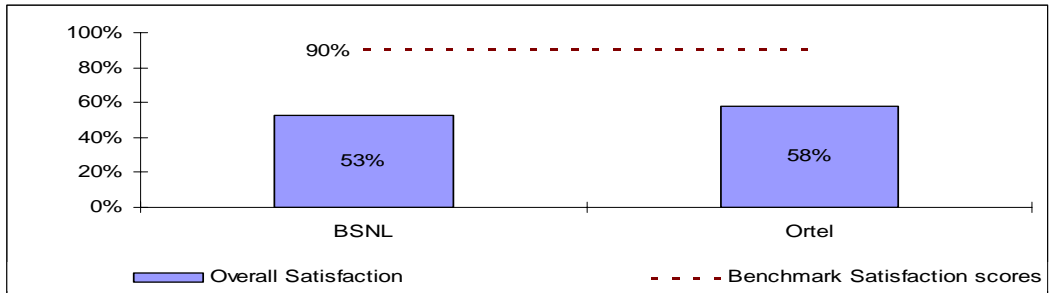
Both the operators have a subscriber level of satisfaction at 74% for service provisioning aspect which is way below the TRAI benchmark of 90%.

Billing performance (Benchmark – 90%)



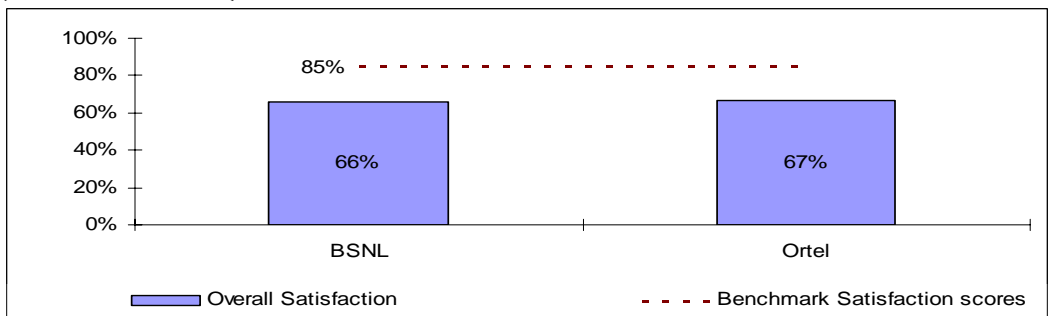
BSNL leads the way on % satisfaction with billing performance for postpaid subscribers with a satisfaction level of 76% while Ortel scores and 74% on this parameter. The base for prepaid subscribers is quite low for both the operators

Help Services (Benchmark – 90%)



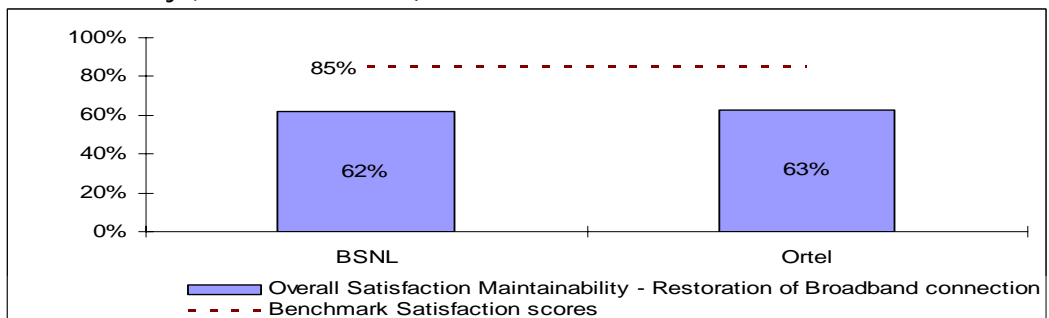
Satisfaction level of subscribers with help services is quite low for both operators. Ortel scores 58% on this while BSNL lags behind at 53% level of subscriber satisfaction.

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



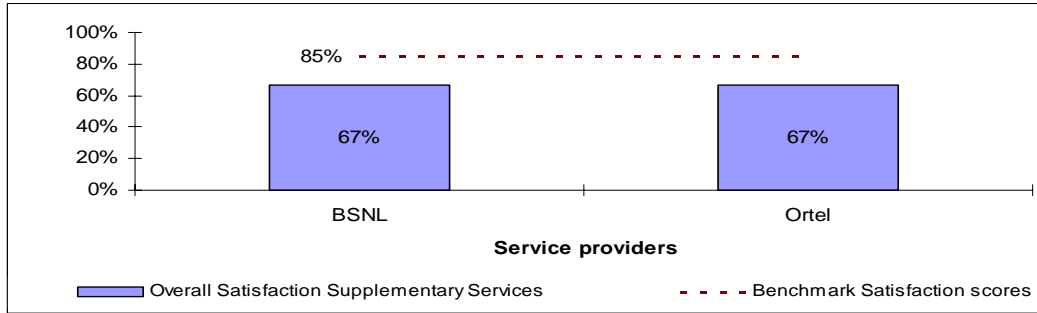
BSNL scores 66% while Ortel 67% on this parameter which is way below the benchmark figures of 85%. For providing quality broadband service, there is a definite need for improvement for both the operators on this aspect.

Maintainability (Benchmark - 85%)



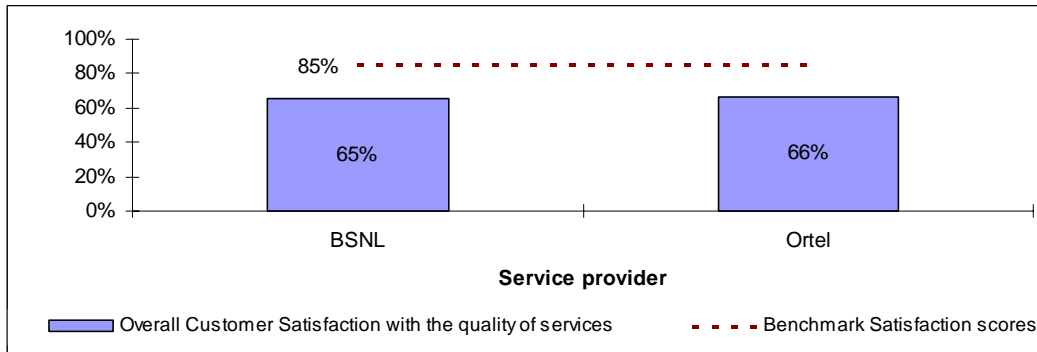
The scores for maintainability are 62% for BSNL and 63% for Ortel which are way below the TRAI benchmark of 85%.

Supplementary Services (Benchmark - 85%)



On the supplementary services provided both the operators have a subscriber satisfaction level of 67%.

Overall level of customer satisfaction (Benchmark - 85%)



None of the operators is meeting the benchmark on overall level of satisfaction. Ortel just edges ahead of BSNL which is at 65% with a subscriber satisfaction level of 66%.

4.3.1 Consumer Protection and Grievance Scores for the Broadband survey

Redressal Mechanism

| S. N. | Sub-parameters | BSNL | Ortel |
|-------|---|------|-------|
| 1 | Awareness of three stage grievance mechanism | 9% | 4% |
| 2 | Provision of Manual of Practice containing terms and conditions of service, grievance redressal mechanism etc | 48% | 57% |
| 3 | For pre-paid customers, awareness about item-wise call charge details on request | 17% | 17% |
| 4 | If aware (for pre-paid customers), ever denied of item wise usage charge details for pre-paid connection | 5% | 6% |

The awareness of three stage redressal mechanism is 9% for BSNL and 4% for Ortel. 57% of the Ortel subscribers have been provided with Manual of Practice on taking a new connection while 48% of BSNL subscribers claim that they were provided the same. The awareness of item-wise call charge details is the same for both the operators at a level of only 17%. 5% of BSNL and 6% of Ortel prepaid subscribers were denied item wise usage details by the operator.

Stage 1: Call Center

| S. N. | Sub-parameter | BSNL | Ortel |
|-------|---|------|-------|
| 1 | Awareness of Call center for redressing grievances | 94% | 98% |
| 2 | Penetration of consumers made any complaints to the toll free number within last 6 months | 21% | 32% |
| 3 | Call center informing about the action taken on complaints | 73% | 77% |
| 4 | Resolution of complaint by customer care within 4 weeks of lodging complaint | 11% | 7% |
| 5 | Percentage satisfied with the complain resolution by call center | 49% | 53% |

98% of Ortel and 94% of BSNL subscribers are aware of the presence of Call center in Orissa. 32% of the total Ortel subscribers who are aware of the call center have lodged a complaint regarding their services. Only 21% of the BSNL subscribers, who are aware, have lodged a complaint with the call center. However, in only 73% of the cases of BSNL and 77% for Ortel were the subscribers notified by the call center about the action taken on their complaints. However, only 7% of the Ortel and 11% of BSNL subscribers say that their complaint was resolved within four weeks. More than half of the subscribers of BSNL who have lodged a complaint with the call center are not satisfied with the complaint resolution process. Ortel also performs poorly on this aspect with a score of only 53%.

Stage 2: Nodal Officer

| S. N. | Sub-parameter | BSNL | Ortel |
|-------|--|------|-------|
| 1 | Awareness of Nodal officer for redressing grievances | 9% | 4% |
| 2 | Awareness of contact details of Nodal officer | 5% | 2% |

The awareness of the existence as a second level of resolution of complaints is abysmally low amongst subscribers with 4% Ortel and 9% BSNL subscribers saying that they are aware of the nodal officer. As low as 2% Ortel and as high as 5% of BSNL subscribers say that they are aware of the contact details 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 | BSNL | Ortel |
|-------|---|------|-------|
| 1 | Awareness of Appellate authority for redressing grievances | 7% | 3% |
| 2 | Awareness of contact details of Appellate authority for filing of appeals on complaints | 5% | 1% |

Only 3% Ortel and 7% BSNL subscribers are aware of the appellate authority. Only 1% Ortel and 5% BSNL subscribers are aware of the contact details of the nodal officer.

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. 97% of the total subscribers for BSNL took the connection more than 12 months before the time the survey was conducted.

b. Request for shifting the connection

As expected, the Percentage for the request for shifting the wireline connection is quite low at 11% for BSNL.

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

The percentage of requisition for re-activation, if the connection is temporarily deactivated is also quite low for BSNL at 20%

Satisfaction on sub-aspects of service provision:

| <u>Satisfaction with Service Provision</u> | BSNL |
|---|-------------|
| Satisfaction with new connection | 67% |
| Satisfaction with shifting | 77% |
| Satisfaction with re-activation | 68% |
| Overall Satisfaction | 71% |

The satisfaction scores on various sub-aspects of service provisioning range from 67% to 77% for BSNL.

Overall Satisfaction with service provisioning

| <u>Overall Very Satisfied & Satisfied scores</u> | BSNL |
|---|-------------|
| Very Satisfied | 35% |
| Satisfied | 45% |
| Percentage subscribers satisfied | 80% |

8 out of every 10 subscribers claim to be either satisfied or very satisfied with the service provisioning aspect of BSNL.

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 14%

b. Satisfaction with various billing parameters

| For Postpaid customers - | BSNL |
|--|------|
| Timely delivery of bills | 77% |
| Accuracy of bills | 77% |
| Process of resolution of billing complaints | 47% |
| Clarity i.e. transparency and understandability of bills | 82% |
| Overall Satisfaction | 77% |

As far as timely delivery and accuracy of bills is concerned, BSNL scores 77% while for the process of resolution of billing complaints the satisfaction level of subscribers is quite low at 47%. In terms of clarity of bills, BSNL performs better with a subscriber satisfaction level of 82%

Level of satisfaction with Billing – Post paid subscribers:

| Overall Very Satisfied & Satisfied scores | BSNL |
|---|------|
| Very Satisfied | 46% |
| Satisfied | 43% |
| Percentage subscribers satisfied | 89% |

Interestingly for BSNL as high as 46% subscribers claim that they are very satisfied with billing performance.

5.1.3 Help Services Related sub-aspects

a. Percentage of subscribers making Query in last 12 months

As far as Customer Care services are concerned, 54% of BSNL respondents have made query in the last 12 months.

b. Satisfaction with Help Services / Customer Care

| Satisfaction with Help Services / Customer Care | BSNL |
|---|------|
| Ease of access of call center toll free number | 68% |
| Response time to answer call by customer care executive | 66% |
| Problem solving ability of customer care executive | 64% |
| Time taken by customer care executive in resolving complaints | 59% |
| Overall Satisfaction | 64% |

All the sub aspects under help service have satisfaction scores less than 70% for BSNL. Time taken by the customer care executive is the major pain of subscribers with BSNL with a subscriber satisfaction level of 59%.

Level of satisfaction with Help services:

| Overall Very Satisfied & Satisfied scores | BSNL |
|---|------|
| Very Satisfied | 22% |
| Satisfied | 54% |
| Percentage subscribers satisfied | 76% |

For Help Services / Customer Care, 76% of subscribers met for BSNL claim that they are either “Very Satisfied” or “Satisfied” with the Help services provided.

5.1.4 Network performance, reliability and availability related sub-aspects

a. Satisfaction with network performance, reliability and availability

| Network Performance, Reliability and Availability | BSNL |
|--|------|
| Availability of working telephone (with dial tone) | 73% |
| Ability to make or receive calls easily | 76% |
| Voice quality | 71% |
| Overall Satisfaction | 73% |

BSNL scores low in satisfaction with voice quality with a score of 71%. The level of satisfaction stands at 73% for availability of working telephone and at 76% for ability to make or receive calls easily.

Level of satisfaction with Network performance:

| Overall Very Satisfied & Satisfied scores | BSNL |
|---|------|
| Very Satisfied | 38% |
| Satisfied | 47% |
| Percentage subscribers satisfied | 85% |

The top 2 box satisfaction score of BSNL is 85% for network related parameters.

5.1.5 Maintainability related sub-aspects

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

48% of BSNL subscribers claim that they have experienced a fault in their connection in the last 12 months.

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

| Maintainability (Fault Repair) | BSNL |
|---|------|
| Penetration of fault in the telephone in last 12 months | 48% |
| Number of times telephone became faulty | |
| Nil | 38% |
| One time | 27% |
| 2 - 3 times | 21% |
| More than 3 times | 14% |
| Time taken in repairing fault | |
| 1 day | 19% |
| 2 - 3 days | 46% |
| 4 - 7 days | 19% |
| More than 7 days | 16% |

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, 35% of customers have faced problem more than one time in last 1 month.

c. Time taken to repair after lodging complaint

As far as time taken to repair is concerned, 19% of the customers who faced problem in last 12 months got their telephone repaired within 1 day of lodging the complaint while 16% of the subscribers got their telephone repaired after 7 days.

d. Satisfaction with Maintainability parameters

Level of satisfaction with Maintainability:

| <u>Overall Very Satisfied & Satisfied scores</u> | BSNL |
|--|------|
| Very Satisfied | 18% |
| Satisfied | 49% |
| Percentage subscribers satisfied | 67% |

As far as percentage of total satisfied subscribers with the maintainability aspects is concerned, 67% of subscribers are either 'Very Satisfied' or 'Satisfied' with it.

5.1.6 Supplementary services

a. Percentage of subscribers opting for Supplementary Services

The penetration of supplementary services is quite low for BSNL at 7%.

b. Satisfaction with Supplementary Services

Level of satisfaction with supplementary services

| <u>Overall Very Satisfied & Satisfied scores</u> | BSNL |
|--|------|
| Very Satisfied | 41% |
| Satisfied | 56% |
| Percentage subscribers satisfied | 97% |

The total satisfaction percentage is 97% for BSNL subscribers.

5.1.7 Overall Customer Satisfaction

Level of satisfaction with Quality of Service (Overall):

| <u>Overall Very Satisfied & Satisfied scores</u> | BSNL |
|--|------|
| Very Satisfied | 28% |
| Satisfied | 60% |
| Percentage subscribers satisfied | 88% |

As far as overall customer satisfaction with the 'Quality of Services' is concerned, 88% of subscribers for BSNL claim that they are either satisfied for very satisfied with Quality of service. Interestingly, only 28% of subscribers for BSNL claim that they are very satisfied with QoS.

5.1.8 Redressal Mechanism

| Awareness of Grievance Redressal Mechanism | BSNL |
|--|------|
| Awareness of three stage grievance redressal mechanism | 6% |
| Awareness of the names of following stages of grievance redressal set up by service provider | |
| Call Center | 93% |
| Nodal Officer | 5% |
| Appellate Authority | 3% |
| For new customers, provisioning of 'Manual of Practice' while taking the new connection | 2% |

It is observed that the awareness of three stage redressal mechanism is quite low among the subscribers at 6%. Also, more than 90% of the people met were aware about the call centre as a medium to redress their grievances with the service provider. As expected, awareness about nodal officer and appellate tribunal is extremely low.

| Stage 1: Customer Care | BSNL |
|--|------|
| Penetration - Complains made to customer care within last 6 months | 29% |
| Customer care informing about the action taken on the complaint | 77% |
| Resolution of complaint by customer care within 4 weeks of lodging complaint | 6% |
| If lodged a complaint, provisioning of docket number: | |
| - No docket number received even on request | 25% |
| - No docket number received for most of the complaints | 50% |
| - Docket number received for most of the complaints | 25% |

The table given above depicts that percentage of people making complaints to customer care is 29% in Orissa circle. Also 77% the customers who have made complaint in the past three months were informed about the action taken by the customer care officer but only 6% claim that their complaints were resolved within 4 weeks.

Satisfaction level with the resolution of complaints by the call center is 61% for BSNL.

| Overall Very Satisfied & Satisfied scores | BSNL |
|---|------|
| Very Satisfied | 17% |
| Satisfied | 57% |
| Percentage subscribers satisfied | 74% |

As high as 74% of subscribers who had made complaint in the past six months were satisfied with the resolution of complaints by call centre

| If dissatisfied with call center's complain resolution, reasons for dissatisfaction:- | BSNL |
|---|------|
| Difficult to connect call center executive | 7% |
| Customer care executive not polite/courteous | 4% |
| Customer care executive not equipped with adequate information | 14% |
| Time taken by call center for redressal of complaint is too long | 57% |
| The customer care executive was unable to understand the problem | 18% |
| Others | 4% |

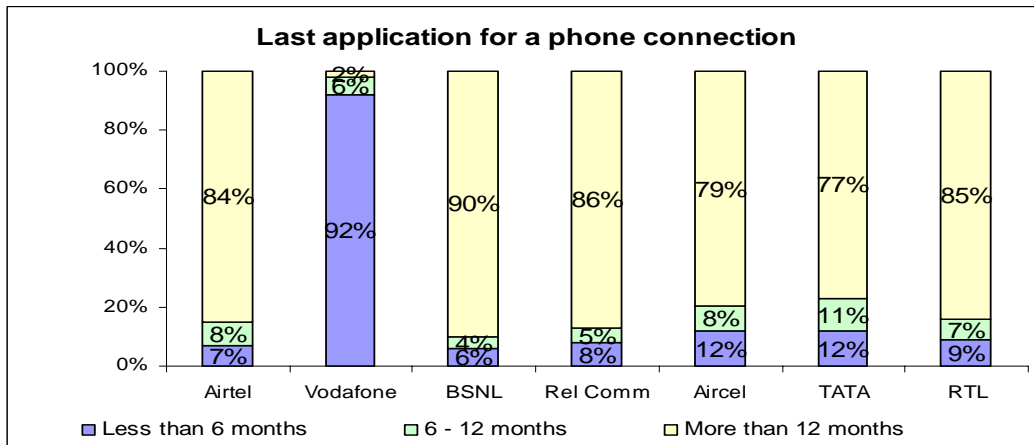
The major pain point for people with the call center is the time taken for redressal with as many as 57% subscribers claiming that it to be major reason of dissatisfaction.

5.2 Detailed Findings – Cellular Mobile Services

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

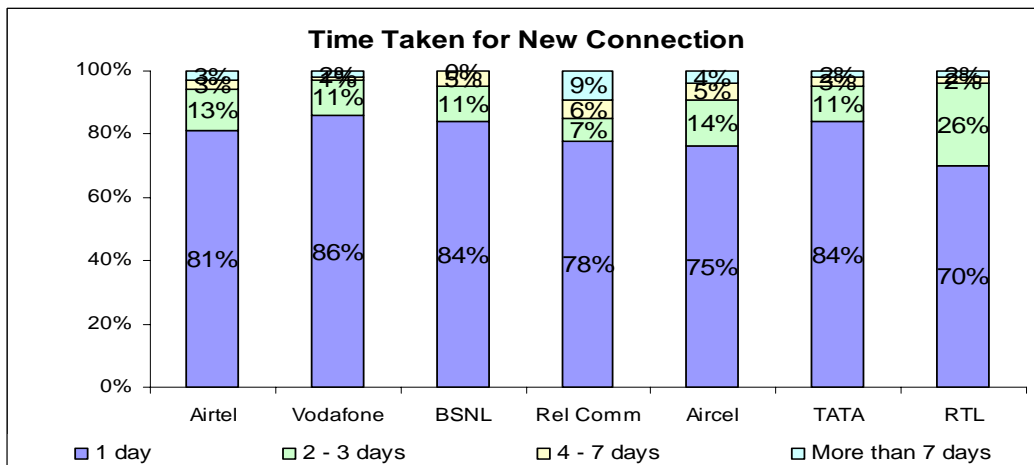
5.2.1 Service Provision

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



More than 9 out of every 10 Vodafone subscribers contacted for the purpose of this survey have taken their connection in the last 6 months. This is so because Vodafone have recently started providing their services in the circle.

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



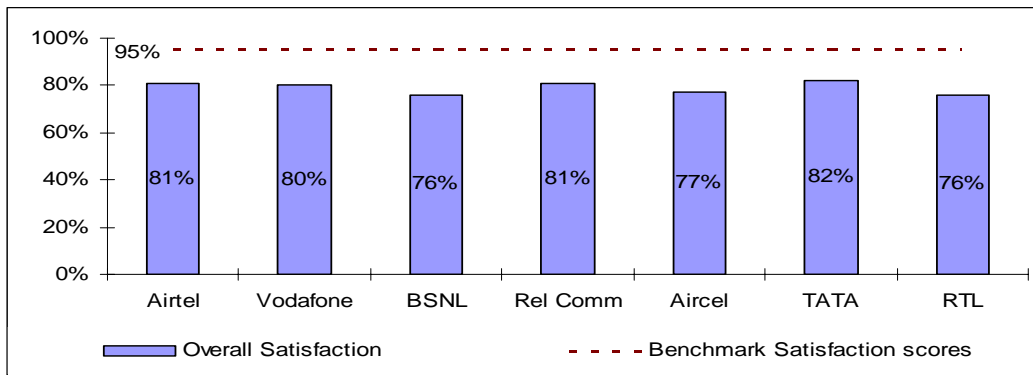
70% or more subscribers across all operators claim to have been provided a connection within one day of registering for it. As high as 9% RCOM subscribers claim that their connection was activated after 7 days of applying for it.

c. Satisfaction on sub-aspects of service provision:

| Satisfaction with Service Provision | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
|--|---------------|-----------------|-------------|-----------------|---------------|-------------|------------|
| Satisfaction with time taken to provide new connection | 82% | 81% | 77% | 81% | 78% | 83% | 78% |
| Satisfaction with re-activation | 76% | 77% | 74% | 76% | 70% | 71% | 67% |
| Overall Satisfaction | 81% | 80% | 76% | 81% | 77% | 82% | 76% |

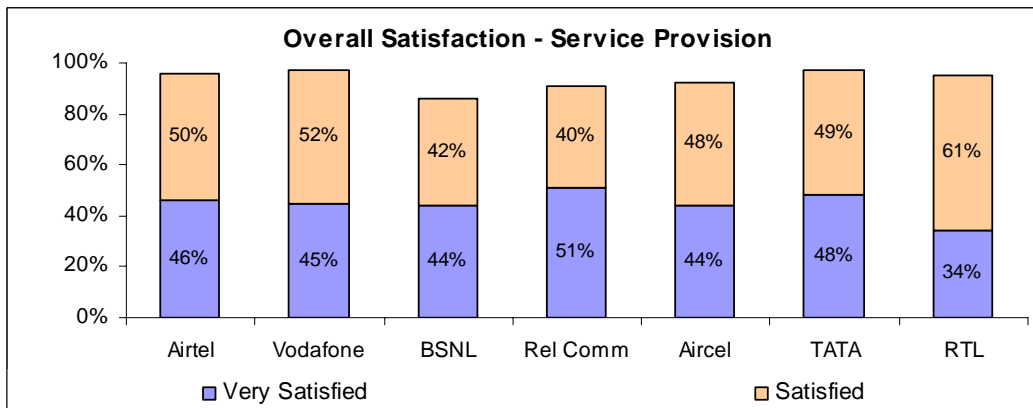
Satisfaction level of subscribers of all the service providers is more than 75% with the time taken to get an activated connection. Satisfaction with time taken for re-activation of service is the highest for Vodafone users at 77% followed closely by Airtel subscribers at 76%. RTL scores the lowest on this aspect with a satisfaction of only 67%.

Level of satisfaction with service provisioning:



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

| Overall Very Satisfied & Satisfied scores | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
|--|---------------|-----------------|-------------|-----------------|---------------|-------------|------------|
| Very Satisfied | 46% | 45% | 44% | 51% | 44% | 48% | 34% |
| Satisfied | 50% | 52% | 42% | 40% | 48% | 49% | 61% |
| Percentage subscribers satisfied | 96% | 97% | 86% | 91% | 92% | 97% | 95% |



Vodafone and TATA lead the pack in overall subscribers satisfied with 97% subscribers claiming that they are either “Very Satisfied” or “Satisfied”. Other service providers are following up closely with scores being lowest for BSNL at 86%.

5.2.2 Billing Aspects

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

Postpaid subscribers:

i. Percentage of billing complaints

| For Post-paid subscribers | Airtel | Vodafone | BSNL | RCOM | Aircel | TATA | RTL |
|---|--------|---------------------|------|------|---------------------|------|-----|
| Percentage of post paid respondents made billing complaints in last 12 months | 26% | Low subscriber base | 8% | 27% | Low Subscriber base | | |

The Percentage of postpaid subscribers making billing complaints is quite low for BSNL at only 8%. Maximum complaints are received from RCOM subscribers at 27% and Airtel at 26%.

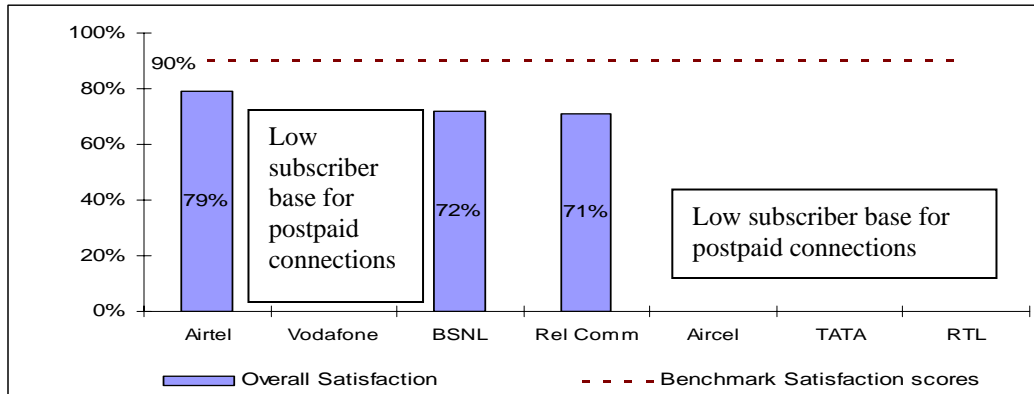
ii. Satisfaction with various billing parameters

| <u>Satisfaction with Billing Parameters</u> | Airtel | BSNL | Rel Comm |
|--|--------|------|----------|
| Timely delivery of bills | 88% | 77% | 73% |
| Accuracy of bills | 78% | 68% | 72% |
| Process of resolution of billing complaints | 61% | 67% | 38% |
| Clarity i.e. transparency and understandability of bills | 75% | 71% | 78% |
| Overall Satisfaction | 79% | 72% | 71% |

Generally, subscribers across most of the service providers have low levels of satisfaction with the process of resolution of complaints by various service providers, with RCOM being the lowest at 38%. Airtel does quite well on timely delivery of bills with a subscriber satisfaction level of 88%.

iii. Percentage of subscribers satisfied

Level of satisfaction with billing performance (Post paid customers)



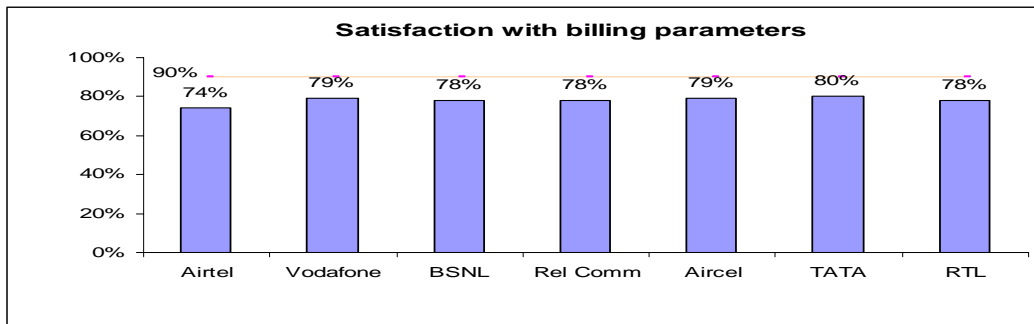
The scores of level of satisfaction have been explained in the executive summary.

| Overall Very Satisfied & Satisfied scores | Airtel | BSNL | Rel Comm |
|--|---------------|-------------|-----------------|
| Very Satisfied | 47% | 35% | 40% |
| Satisfied | 43% | 47% | 39% |
| Percentage subscribers satisfied | 90% | 82% | 79% |

The top two box score is highest for Airtel at 90% for post paid billing satisfaction, whereas RCOM score relatively low at 79%

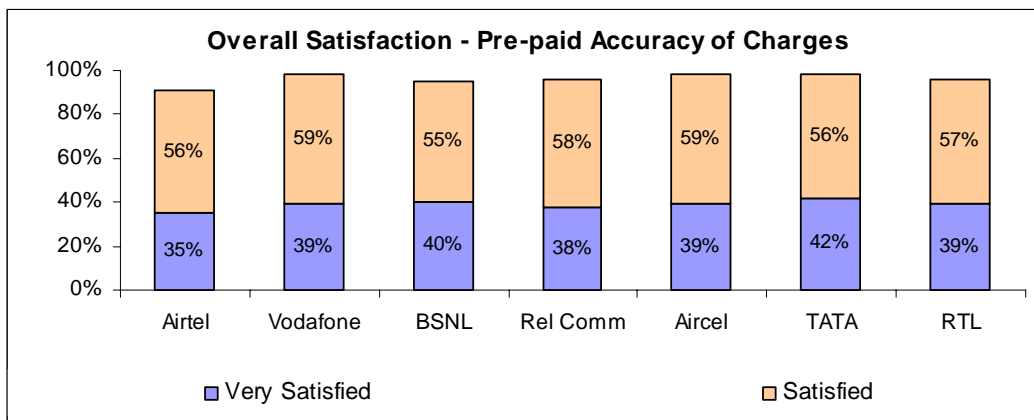
Prepaid subscribers:

Level of satisfaction with billing parameters (Prepaid customers):



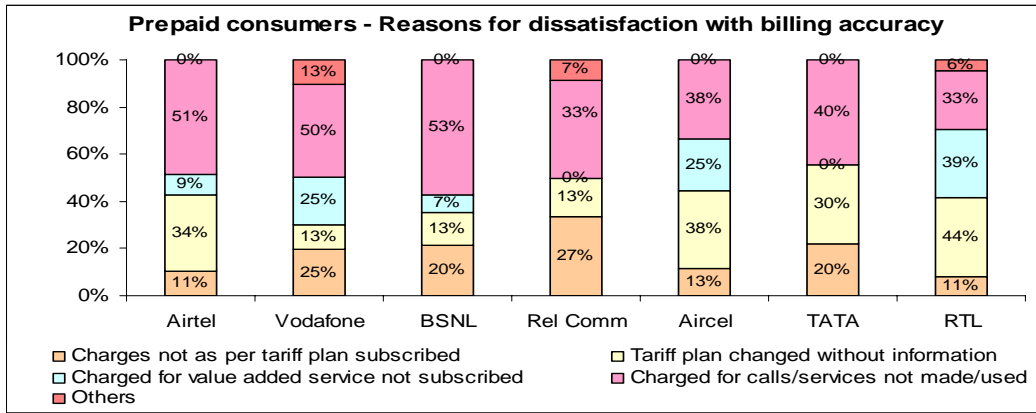
The scores of level of satisfaction have been explained in the executive summary.

| Overall Very Satisfied & Satisfied scores | Airtel | Vodafone | BSNL | RCOM | Aircel | TATA | RTL |
|--|---------------|-----------------|-------------|-------------|---------------|-------------|------------|
| Very Satisfied | 35% | 39% | 40% | 38% | 39% | 42% | 39% |
| Satisfied | 56% | 59% | 55% | 58% | 59% | 56% | 57% |
| Percentage subscribers satisfied | 91% | 98% | 95% | 96% | 98% | 98% | 96% |



For prepaid subscribers, 98% of Vodafone, Aircel and TATA claim that they are either "satisfied" or "very satisfied" with accuracy of charges levied. In general it is observed that prepaid subscribers claim to be more satisfied than post paid subscribers in Orissa circle when it comes to billing (except in the case of Airtel).

Reasons of dissatisfaction with billing accuracy:

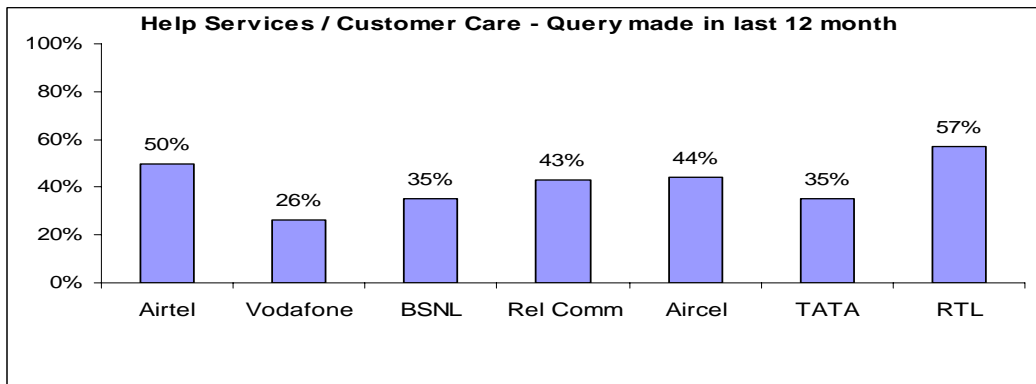


The major reason of dissatisfaction for prepaid subscribers is the fact that they claim that they are being charged for calls / services which they have not made / used. Also for RTL quite a few claim that they are charged for Value Added Services that they have not used and their tariff plan has been changed without prior information.

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



Penetration of customers who have contacted customer care in the last 12 months is maximum for RTL at 57% and lowest for Vodafone at 26% (it could be because the operator has recently started its services in the circle)

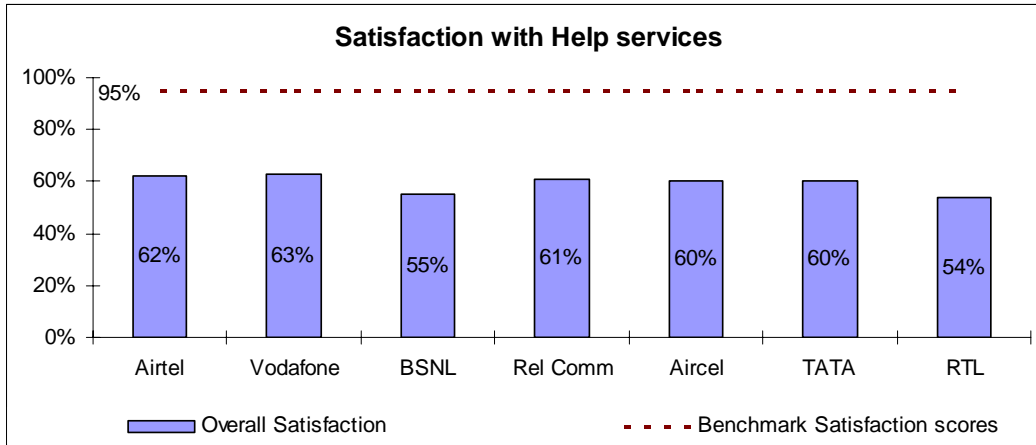
b. Level of satisfaction on various sub-aspects of help services

| Satisfaction with Help Services / Customer Care | Airtel | Vodafone | BSNL | RCOM | Aircel | TATA | RTL |
|---|--------|----------|------|------|--------|------|-----|
| Ease of access of call center toll free number | 62% | 62% | 54% | 61% | 58% | 59% | 52% |
| Response time to answer call by customer care executive | 63% | 63% | 56% | 61% | 60% | 62% | 54% |
| Problem solving ability of customer care executive | 63% | 64% | 56% | 63% | 61% | 60% | 55% |
| Time taken by customer care executive in resolving complaints | 61% | 62% | 54% | 60% | 61% | 61% | 55% |
| Overall Satisfaction | 62% | 63% | 55% | 61% | 60% | 60% | 54% |

It is observed that BSNL and RTL are performing relatively poorly than other service providers on various sub aspects of help services. Generally higher scores have been observed for Airtel, Vodafone and RCOM subscribers.

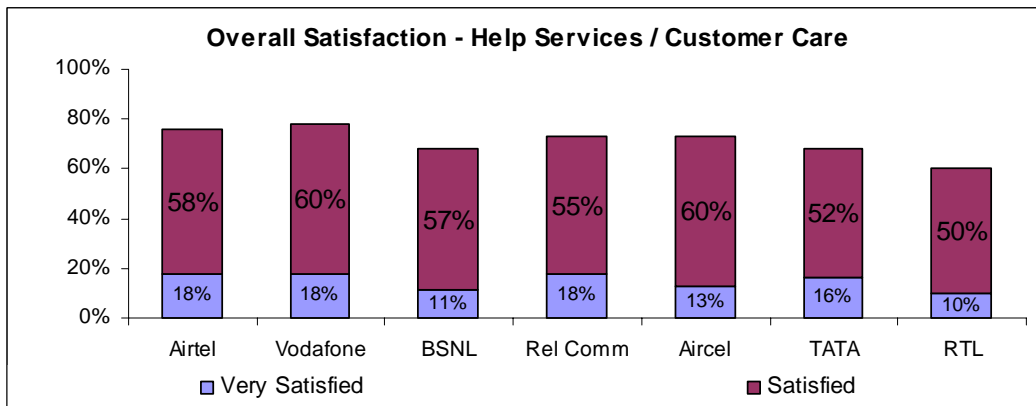
c. Percentage of subscribers satisfied

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 | Aircel | TATA | RTL |
|---|--------|----------|------|------|--------|------|-----|
| Very Satisfied | 18% | 18% | 11% | 18% | 13% | 16% | 10% |
| Satisfied | 58% | 60% | 57% | 55% | 60% | 52% | 50% |
| Percentage subscribers satisfied | 76% | 78% | 68% | 73% | 73% | 68% | 60% |



Vodafone has the highest top two box score of 78% followed closely by Airtel at 76%. RTL, BSNL and TATA perform relatively poorly on this aspect with 60%, 68% and 68% of their subscribers claiming to be either "Satisfied" or "Very Satisfied" on this aspect.

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.

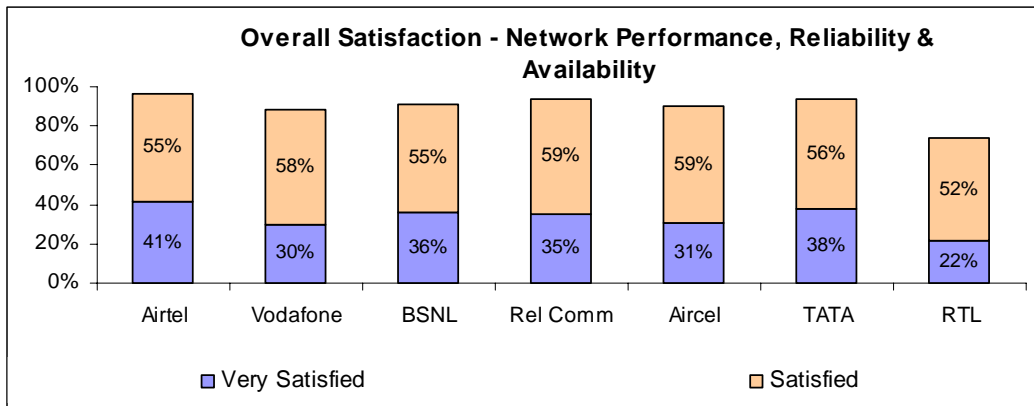
a. Level of satisfaction on various sub-aspects of network related parameters

| Network Performance, Reliability and Availability | Airtel | Vodafone | BSNL | RCOM | Aircel | TATA | RTL |
|---|--------|----------|------|------|--------|------|-----|
| Availability of signal | 79% | 70% | 74% | 74% | 71% | 76% | 60% |
| Ability to make or receive calls easily | 80% | 73% | 76% | 77% | 74% | 78% | 64% |
| Voice quality | 79% | 74% | 76% | 79% | 75% | 77% | 66% |
| Overall Satisfaction | 79% | 72% | 75% | 76% | 73% | 77% | 64% |

Airtel is observed to be doing better than other operators in Orissa circle on Network performance. Level of satisfaction of RTL subscribers is the lowest across all the sub-aspects of network related parameters.

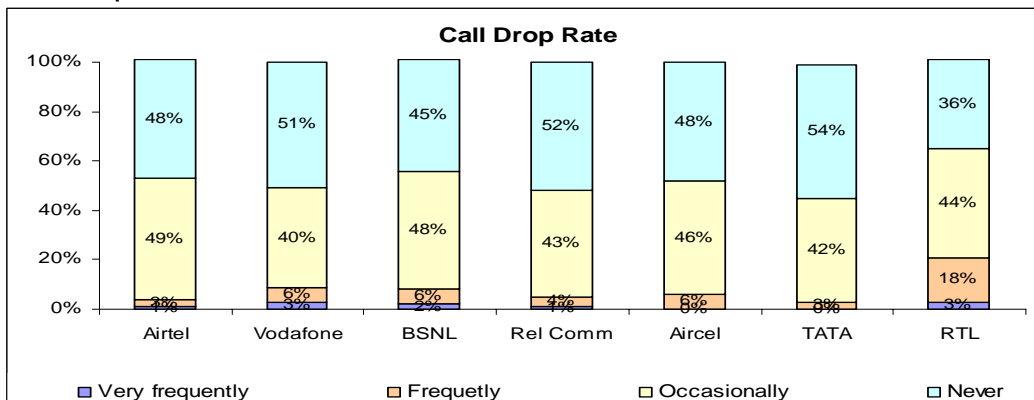
b. Percentage of subscribers satisfied with network related parameters

| Overall Very Satisfied & Satisfied scores | Airtel | Vodafone | BSNL | RCOM | Aircel | TATA | RTL |
|---|--------|----------|------|------|--------|------|-----|
| Very Satisfied | 41% | 30% | 36% | 35% | 31% | 38% | 22% |
| Satisfied | 55% | 58% | 55% | 59% | 59% | 56% | 52% |
| Percentage subscribers satisfied | 96% | 88% | 91% | 94% | 90% | 94% | 74% |



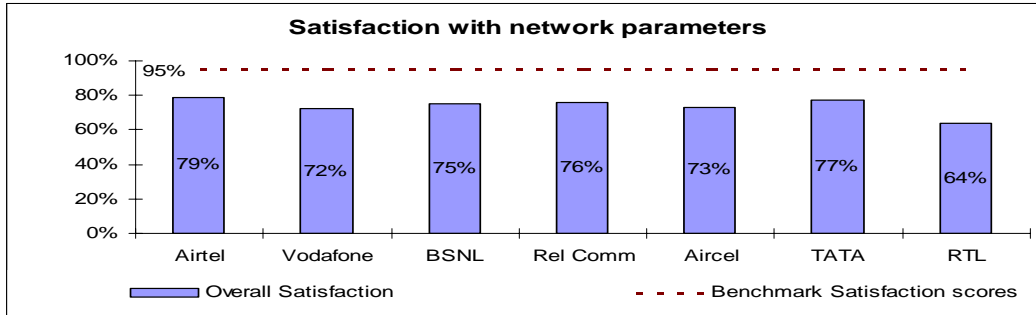
As high as 41% subscribers met for Airtel claim to be very satisfied with network performance in Orissa followed closely by TATA at 38%. Overall top two box score is lowest for RTL at 74%

c. Call drop rate:



According to survey results call drops are more frequent for RTL with 18% of subscribers claiming that they experience frequent call drops. More than 50% of Vodafone, RCOM and TATA subscribers claim that they never experienced call drops.

Level of satisfaction:



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

5.2.5 Maintainability:

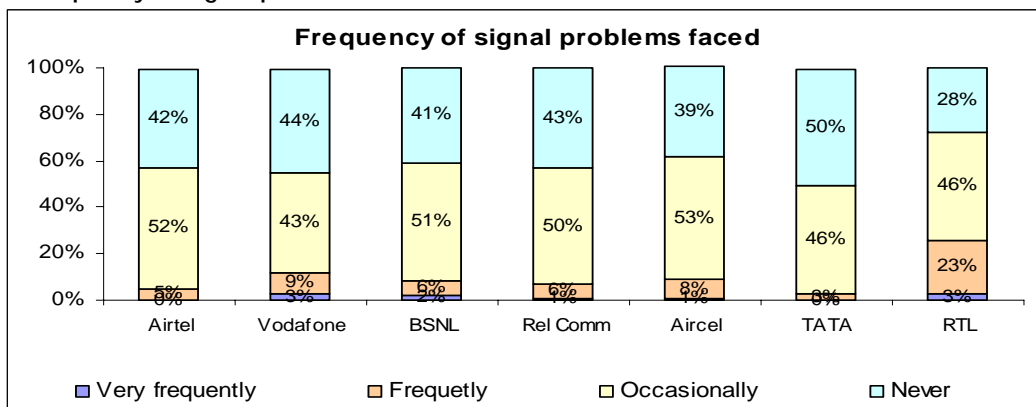
This aspect deals with the incidence of signal outages that the subscribers face with their telephone connections. It measures the level of satisfaction of users with the signal availability and the time taken for restoration of signal problems.

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

| Satisfaction - Maintainability | Airtel | Vodafone | BSNL | RCOM | Aircel | TATA | RTL |
|--|--------|----------|------|------|--------|------|-----|
| Availability of signal | 77% | 68% | 74% | 75% | 71% | 76% | 61% |
| Restoration of signal problems | 76% | 69% | 74% | 75% | 71% | 76% | 60% |
| Overall Satisfaction Maintainability - | 76% | 69% | 74% | 75% | 71% | 76% | 60% |

RTL scores lowest on various sub aspects of maintainability with satisfaction level of 61% and 60% for availability of signal and restoration of signal problems respectively

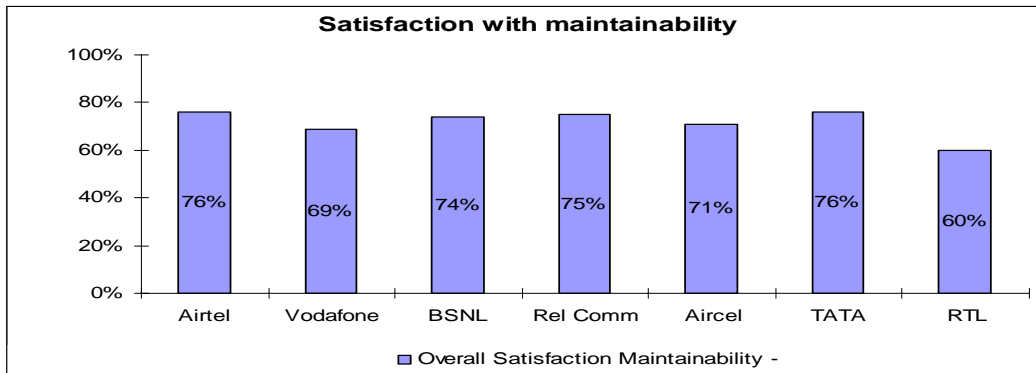
b. Frequency of signal problems faced:



As justified by low scores on maintainability aspects of RTL, 72% of its subscribers have experienced signal problems at one time or the other with 23% of them saying that they face signal problems frequently.

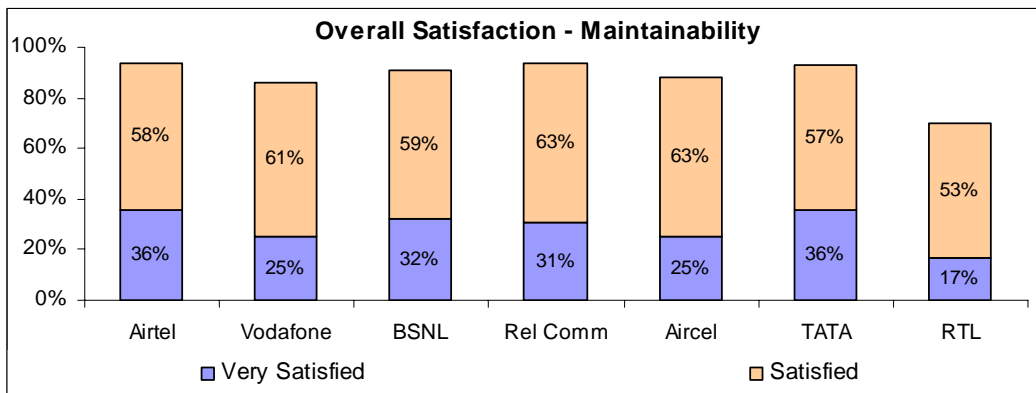
c. Percentage of subscribers satisfied with maintainability

Level of satisfaction with maintainability:



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

| Overall Very Satisfied & Satisfied scores | Airtel | Vodafone | BSNL | RCOM | Aircel | TATA | RTL |
|---|--------|----------|------|------|--------|------|-----|
| Very Satisfied | 36% | 25% | 32% | 31% | 25% | 36% | 17% |
| Satisfied | 58% | 61% | 59% | 63% | 63% | 57% | 53% |
| Percentage subscribers satisfied | 94% | 86% | 91% | 94% | 88% | 93% | 70% |

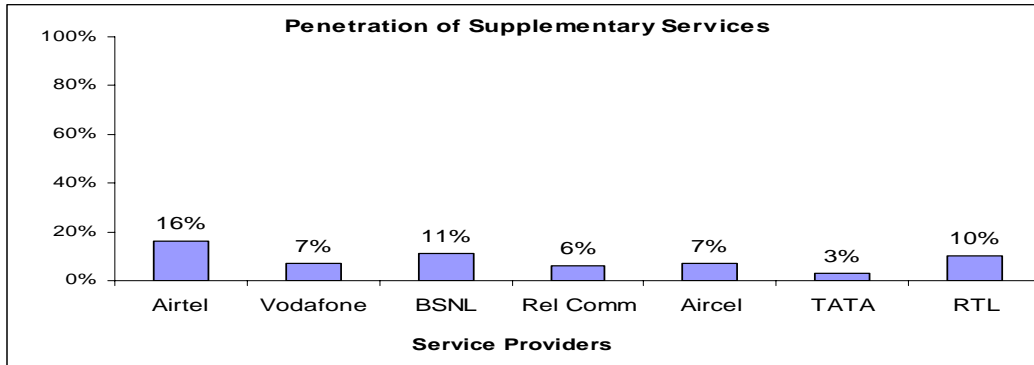


Airtel and RCOM at 94% emerge as top two service providers on subscriber satisfaction with maintainability. RTL brings up the rear with only 70% subscribers claiming that they are either "satisfied" or "very satisfied" with the maintainability aspects.

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.

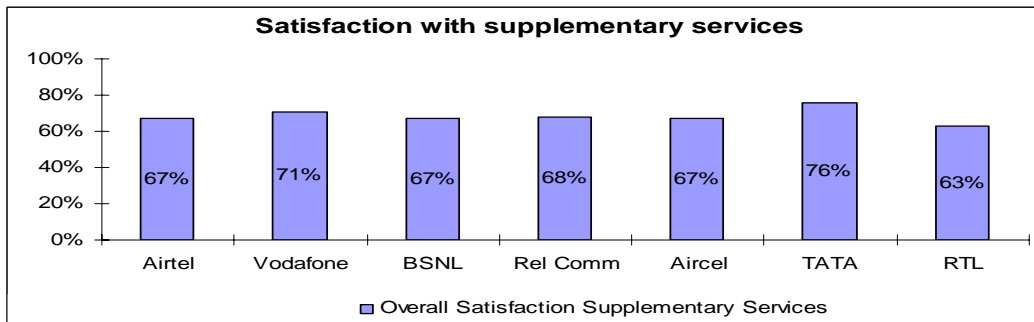
a. Percentage of subscribers opting for supplementary services:



The Percentage of subscribers using supplementary services such as call forwarding, call divert, voice mail, etc. is quite low for all service providers. 16% of Airtel subscribers make use of supplementary services while this number drops down to 3% for TATA and 6% for RCOM. The major usage of supplementary services could be among the higher strata of society and also the professionals' category.

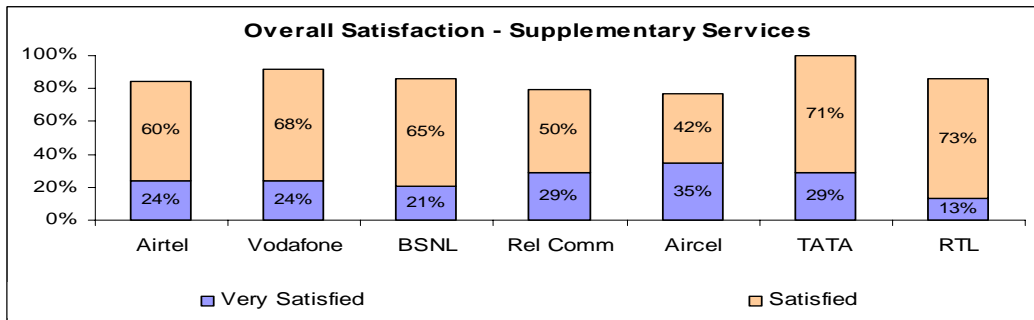
b. Percentage of subscribers satisfied with supplementary services:

Level of satisfaction with supplementary services:



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

| Overall Very Satisfied & Satisfied scores | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
|---|--------|----------|------|----------|--------|------|-----|
| Very Satisfied | 24% | 24% | 21% | 29% | 35% | 29% | 13% |
| Satisfied | 60% | 68% | 65% | 50% | 42% | 71% | 73% |
| Percentage subscribers satisfied | 84% | 92% | 86% | 79% | 77% | 100% | 86% |

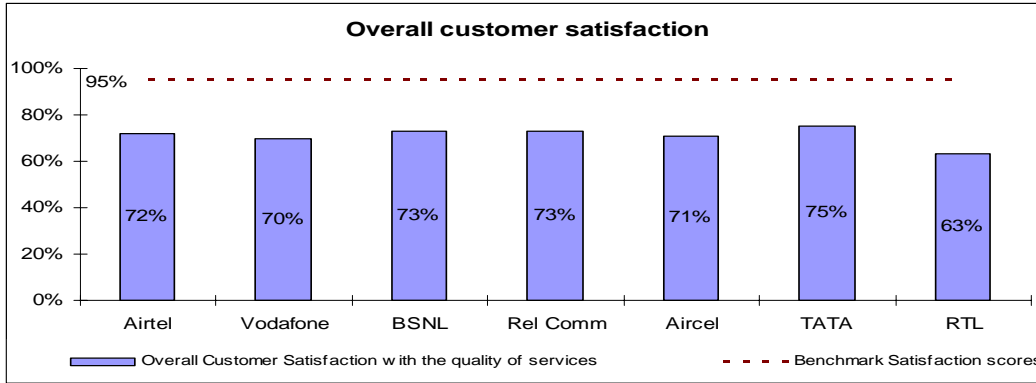


Interestingly, all the TATA subscribers are satisfied with quality of supplementary services provided. Aircel lags behind on this aspect with only 77% of its subscribers saying that they are either "satisfied" or "very satisfied" with the supplementary services provided.

5.2.7 Overall percentage of subscribers satisfied:

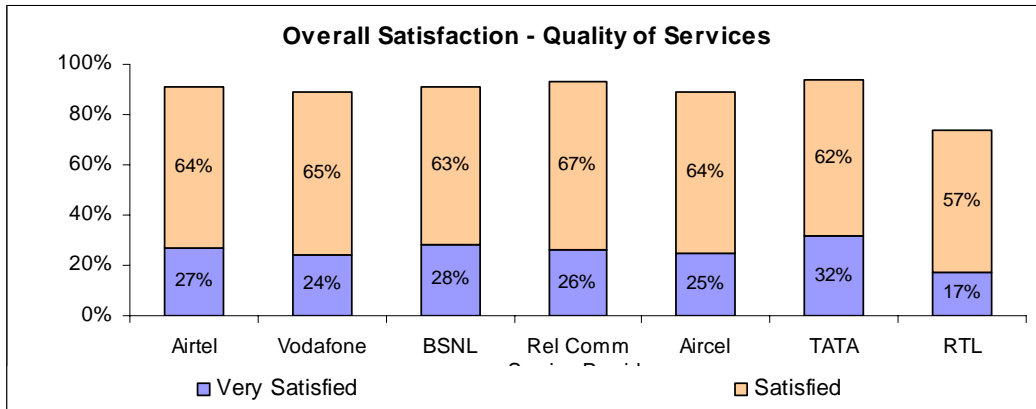
This parameter measures the overall satisfaction of mobile phone users with their respective service providers taking into account the performance of the service provider on various aspects of mobile phone services.

Level of satisfaction with Quality of services (Overall):



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

| Overall Very Satisfied & Satisfied scores | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
|--|---------------|-----------------|-------------|-----------------|---------------|-------------|------------|
| Very Satisfied | 27% | 24% | 28% | 26% | 25% | 32% | 17% |
| Satisfied | 64% | 65% | 63% | 67% | 64% | 62% | 57% |
| Percentage subscribers satisfied | 91% | 89% | 91% | 93% | 89% | 85% | 74% |



Only 74% of RTL subscribers claim to be either “satisfied” or “very satisfied” with the quality of services provided. RCOM leads the way on overall satisfaction with 93% of its subscribers claiming to be either satisfied or very satisfied with overall quality of services

5.2.8 Three stage redressal mechanism:

TRAI has initiated a set of regulations named as ‘Telecom Consumer Protection and Redressal of Grievances Regulations – 2007’. From this round of the customer satisfaction study of subscribers, TRAI has decided to test the awareness, implementation and effectiveness of these regulations. These set up regulations are basically a three step mechanism through which a customer can solve

his / her query. Given below are the findings related to this three stage redressal mechanism across subscribers of various service providers.

a. Call Center:

| Awareness of Grievance Redressal Mechanism | Airtel | Vodafone | BSNL | RCOM | Aircel | TATA | RTL |
|--|--------|----------|------|------|--------|------|-----|
| Awareness of three stage grievance redressal mechanism | 5% | 4% | 7% | 4% | 5% | 3% | 5% |
| Awareness of the names of following stages of grievance redressal set up by service provider | | | | | | | |
| Call Center | 94% | 95% | 93% | 95% | 97% | 98% | 93% |
| Nodal Officer | 5% | 2% | 3% | 2% | 1% | 1% | 5% |
| Appellate Authority | 0% | 0% | 0% | 1% | 0% | 0% | 0% |

The table depicts that the Percentage of customers aware of three stage redressal grievance mechanism is quite low across all service providers with the scores ranging from 3% for TATA to 7% for BSNL. However, when we asked about the call center separately; more than 90% of subscribers across all operators claim to be aware of it with the scores ranging from 93% to 98%. The awareness about the nodal officer as expected is quite low across all operators with only 1% to 5% of the subscribers claiming that they aware of such an entity. The awareness of appellate authority is almost negligible.

| For Pre-paid Customers | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
|--|--------|----------|------|----------|--------|------|-----|
| For pre-paid customers, awareness about getting item-wise call charge details on request | 30% | 31% | 24% | 31% | 31% | 28% | 24% |
| If aware, ever denied of item wise usage charge details for pre-paid connection | 4% | 8% | 9% | 4% | 6% | 4% | 12% |
| Reasons for denial of item-wise usage request (for pre-paid connection) | | | | | | | |
| No reasons given | 40% | 44% | 13% | 20% | 29% | 25% | 36% |
| Technical problem | 60% | 56% | 75% | 80% | 57% | 75% | 64% |
| Others | 0% | 0% | 13% | 0% | 0% | 0% | 0% |
| For new customers, provisioning of 'Manual of Practice' while taking the new connection | 6% | 64% | 2% | 7% | 11% | 10% | 7% |

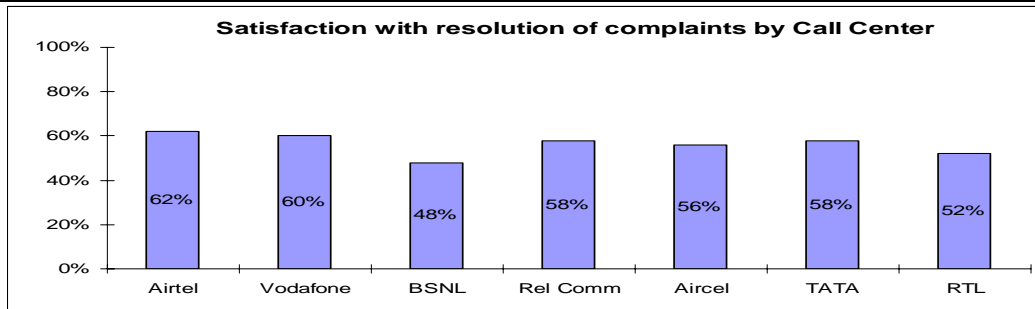
The awareness about getting item wise call details ranges from 24% to 31% across all the operators. As high as 12% RTL subscribers claim that they have denied the item wise usage details by the operator. Airtel, RCOM and Vodafone have the lowest denial rate at 4%. Mostly the operators claimed that due to technical problems they will not be able to give item wise usage details. Vodafone leads the way with 64% of its new subscribers claiming that they have been provided a “manual of practice” on taking a new connection. BSNL performs relatively poorly on this parameter with only 2% of its subscribers claiming that they have been provided with a manual of practice.

| Stage 1: Customer Care | Airtel | Vodafone | BSNL | RCOM | Aircel | TATA | RTL |
|--|--------|----------|------|------|--------|------|-----|
| Percentage - Complaints made to customer care within last 6 months | | | | | | | |
| Made complain to the customer care within last 6 months | 23% | 11% | 11% | 18% | 19% | 13% | 23% |
| If lodged a complaint, provisioning of docket number: | | | | | | | |
| - No docket number received even on request | 28% | 24% | 29% | 16% | 28% | 29% | 24% |
| - No docket number received for most of the complaints | 41% | 51% | 45% | 43% | 43% | 38% | 57% |
| - Docket number received for most of the complaints | 31% | 24% | 26% | 41% | 29% | 33% | 19% |
| Customer care informing about the action taken on the complaint | 80% | 78% | 71% | 89% | 80% | 77% | 73% |
| Resolution of complaint by customer care within 4 weeks of lodging complaint | 11% | 12% | 5% | 4% | 4% | 6% | 5% |

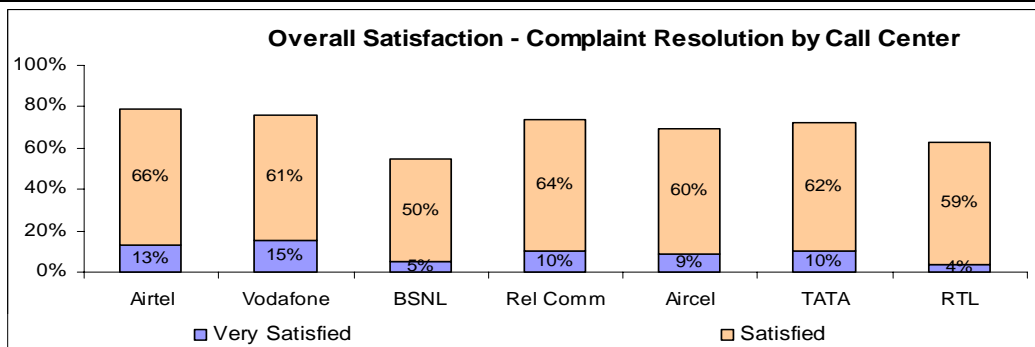


Only 11% BSNL and Vodafone subscribers claim that they made a complaint to the call center. This number is quite high for Airtel and RTL at 23%. However, as high as 29% subscribers for TATA and BSNL claim that they have not been provided with a docket number even when they have requested for the same. In only 71% of the cases did the BSNL customer care told its complainants about the action taken on their complaints. Also, only 4% RCOM and Aircel and 5% BSNL and RTL complainants claim that their complaints were resolved within 4 weeks.

| Satisfaction with complaint resolution by call center | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
|---|--------|----------|------|----------|--------|------|-----|
| Satisfaction with the resolution of complaints by call center | 62% | 60% | 48% | 58% | 56% | 58% | 52% |



| Overall Very Satisfied & Satisfied scores | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
|---|--------|----------|------|----------|--------|------|-----|
| Very Satisfied | 13% | 15% | 5% | 10% | 9% | 10% | 4% |
| Satisfied | 66% | 61% | 50% | 64% | 60% | 62% | 59% |
| Percentage subscribers satisfied | 79% | 76% | 55% | 74% | 69% | 72% | 63% |



Only 55% BSNL subscribers claim to be either “satisfied” or “very satisfied” with the complaint resolution process of the call center. Airtel leads the pack with a subscriber satisfaction percentage of 79%.

b. Reasons for dissatisfaction with call center:

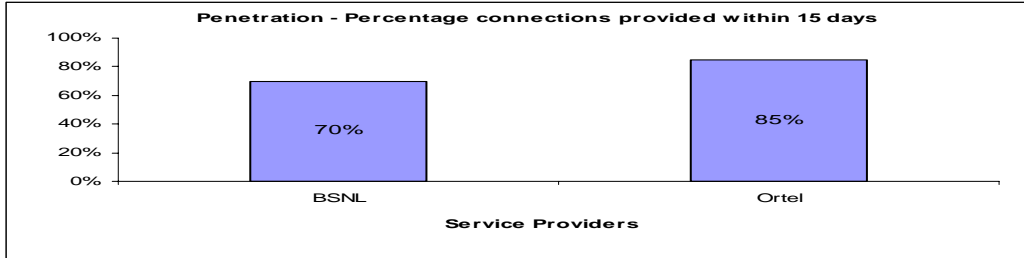
| If dissatisfied with call center's complaint resolution, reasons for dissatisfaction:- | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
|--|--------|----------|------|----------|--------|------|-----|
| Difficult to connect call center executive | 40% | 40% | 21% | 33% | 39% | 33% | 36% |
| Customer care executive not polite/courteous | 20% | 20% | 16% | 22% | 26% | 13% | 27% |
| Customer care executive not equipped with adequate information | 15% | 10% | 16% | 0% | 35% | 20% | 36% |
| Time taken by call center for redressal of complaint is too long | 45% | 70% | 32% | 28% | 17% | 47% | 33% |
| The customer care executive was unable to understand the problem | 20% | 10% | 37% | 22% | 13% | 33% | 24% |

The major reason for dissatisfaction of subscribers is the time taken by the call center for redressal of their problems. Also, quite a few of the subscribers also claim that it is difficult to connect to the call center executives

5.3 Detailed Findings – Broadband Services

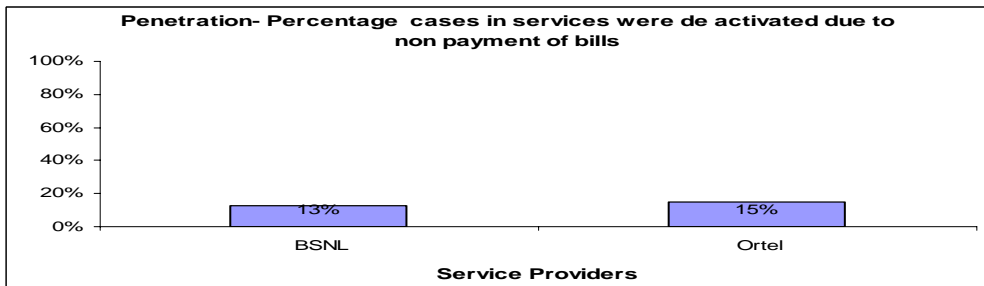
5.3.1 Service Provision:

Incidence of provision of BB connection within 15 days



Ortel leads the way with 85% of the subscribers saying that they were provided a working connection within 15 days. BSNL scores 70% on this aspect.

Cases in which services de-activated

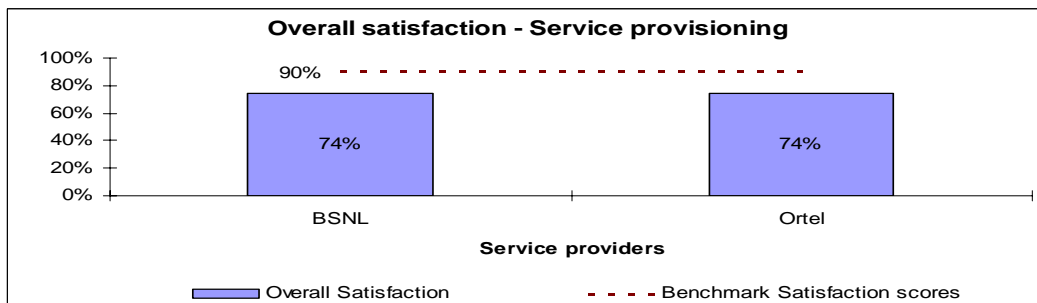


13% BSNL and 15% Ortel subscribers claim that their services were deactivated due to non-payment of bills.

| Satisfaction level with Service Provision | BSNL | Ortel |
|---|------|-------|
| Satisfaction with time taken to provide a new connection | 75% | 76% |
| Satisfaction with time taken time taken to reactivate the service | 67% | 63% |
| Overall Satisfaction | 74% | 74% |

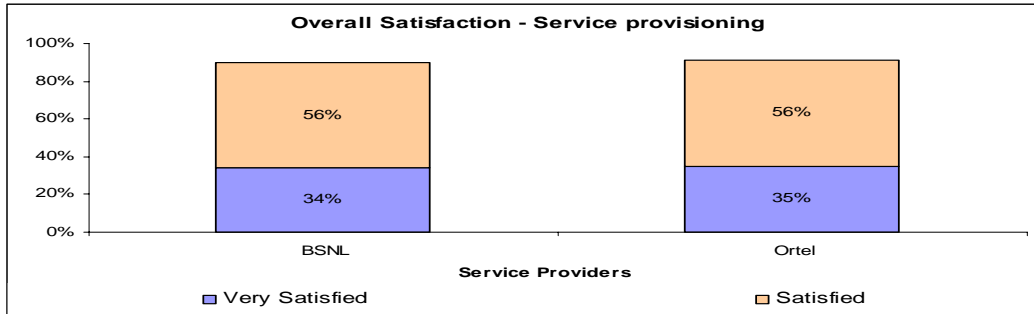
Ortel has 76% while BSNL 75% subscriber satisfaction level with the time taken to provide a new connection after submitting a request. BSNL subscribers relatively have the higher level of subscriber satisfaction at 67% with the time taken to reactivate their services after deactivation.

Level of satisfaction:



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

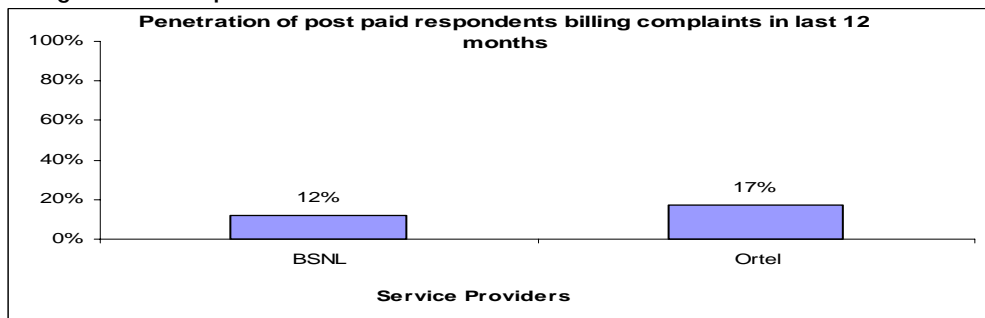
| Overall Very Satisfied & Satisfied scores for service provisioning | BSNL | Ortel |
|--|------|-------|
| Very Satisfied | 34% | 35% |
| Satisfied | 56% | 56% |
| Percentage subscribers satisfied | 90% | 91% |



90% subscribers of BSNL and 91% of Ortel say that they are either “Very Satisfied” or “Satisfied” with the service provision.

5.3.2 Billing Performance:

Billing related complaints

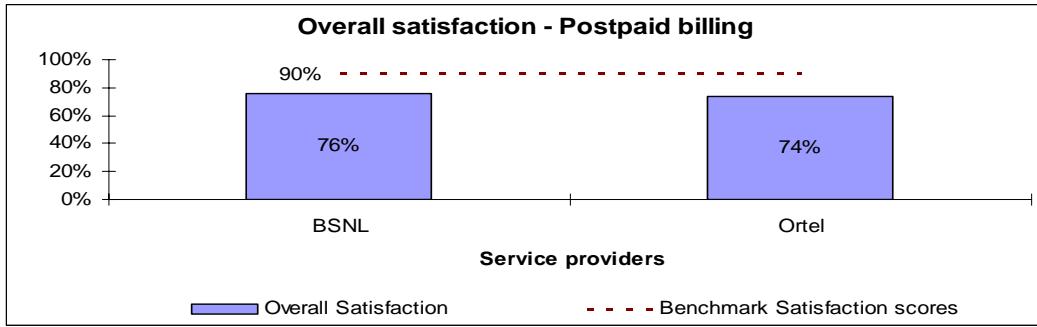


12% BSNL subscribers claim that they have made a billing complaint in the last 12 months. However, Ortel performs relatively poorly than BSNL on this aspect with 17% of its subscribers claiming that they have made a billing complaint in the last 12 months.

| Satisfaction with Billing Parameters - Post paid customers | BSNL | Ortel |
|--|------|-------|
| Timely delivery of bills | 77% | 76% |
| Accuracy of bills | 78% | 75% |
| Process of resolution of billing complaints | 46% | 53% |
| Clarity i.e. transparency and understandability of bills | 78% | 75% |
| Overall Satisfaction | 76% | 74% |

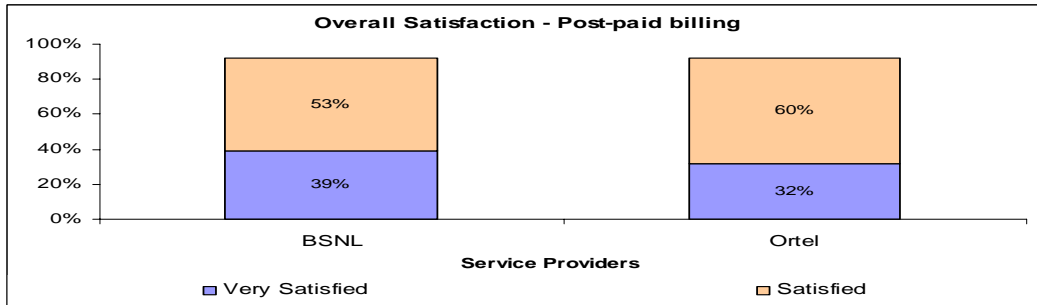
The level of satisfaction with timely delivery of bills does not have much variation across both the operators. However, BSNL has relatively better subscriber satisfaction level with accuracy and transparency of bills while Ortel scores better on process of resolution of billing complaints. However, the scores for post paid billing satisfaction are being pulled down with process of resolution of billing complaints with BSNL scoring 46% and Ortel 53%.

Level of satisfaction:



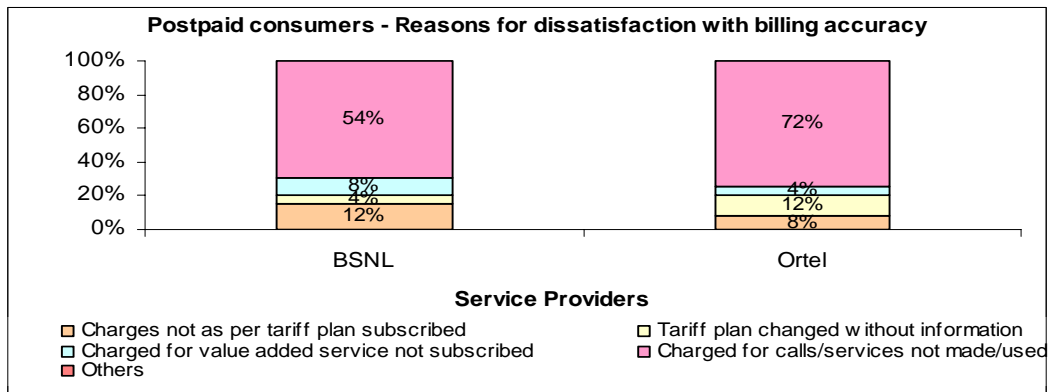
The scores of level of satisfaction have been explained in the executive summary.

| Overall Very Satisfied & Satisfied scores with post paid billing | BSNL | Ortel |
|--|------|-------|
| Very Satisfied | 39% | 32% |
| Satisfied | 53% | 60% |
| Percentage subscribers satisfied | 92% | 92% |



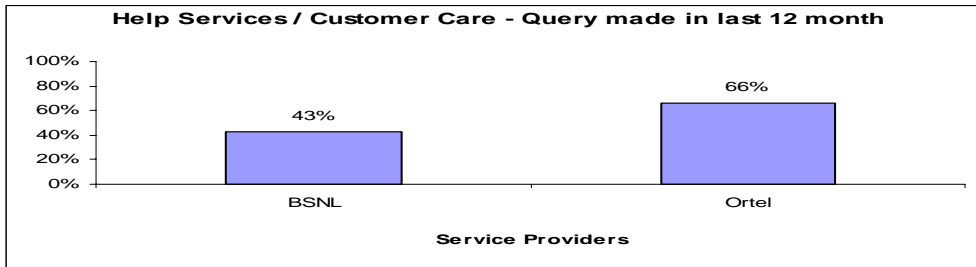
Interestingly, both BSNL and Ortel have 92% subscribers satisfied with post paid billing. However, 39% of BSNL subscribers claim to be “very satisfied” as compared to 32% for Ortel.

Billing Accuracy



The prime driver for dissatisfaction is the fact that the subscribers claim that they have charged for services that they have not used.

5.3.3 Help Services:

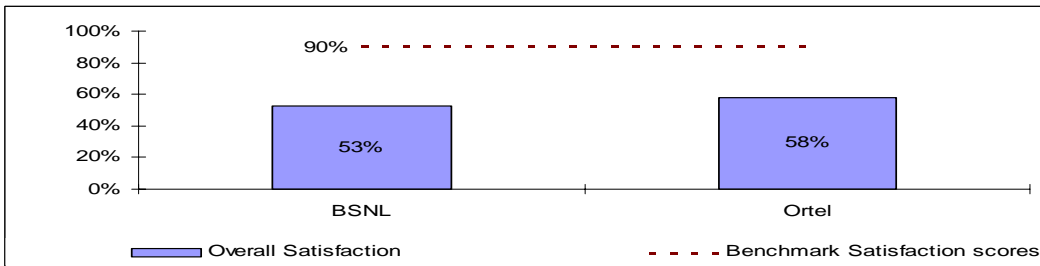


Just less than two-thirds of Ortel subscribers claim to have made a query to the call center in the last 12 months. For BSNL only 43% of the subscribers have contacted the customer care for query resolution in the last 12 months.

| Satisfaction level with Help Services / Customer Care | BSNL | Ortel |
|---|------|-------|
| Ease of access of call center toll free number | 53% | 60% |
| Response time to answer call by customer care executive | 55% | 58% |
| Problem solving ability of customer care executive | 52% | 59% |
| Time taken by customer care executive in resolving complaints | 51% | 56% |
| Overall Satisfaction | 53% | 58% |

Satisfaction with help services is the low across all sub-aspects for both the operators. Ortel's subscribers' level of satisfaction is relatively higher 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 with customer care | BSNL | Ortel |
|--|------|-------|
| Very Satisfied | 7% | 9% |
| Satisfied | 56% | 63% |
| Percentage subscribers satisfied | 63% | 72% |

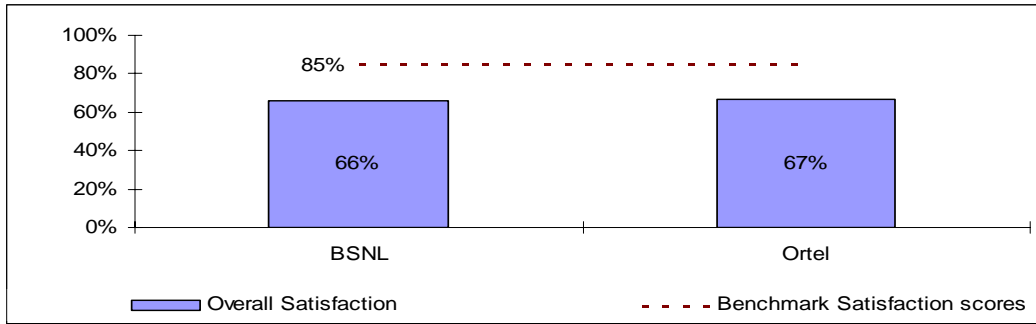
72% of Ortel's subscribers claim that they are either satisfied or very satisfied with help services. However, BSNL scores only 63% on this aspect.

5.3.4 Network performance, reliability and availability:

| Satisfaction level with Network Performance, Reliability and Availability | BSNL | Ortel |
|---|------|-------|
| Speed of broadband connection | 65% | 67% |
| Time for which the service is up and working | 68% | 68% |
| Overall Satisfaction | 66% | 67% |

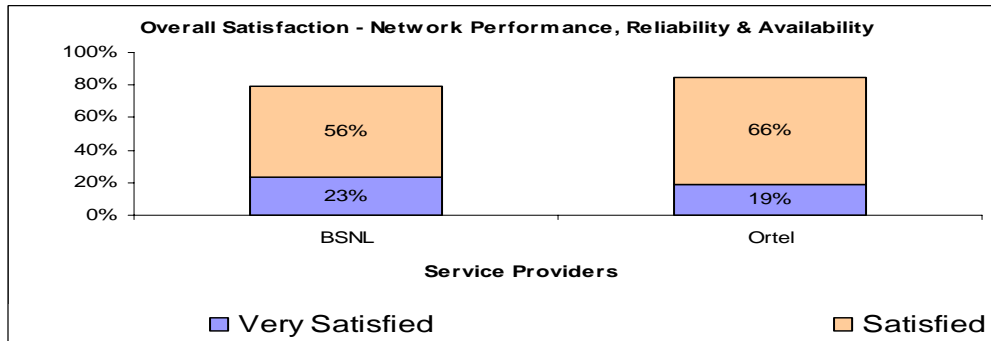
Level of satisfaction with speed of broadband connection varies slightly across both operators with BSNL scoring 65% and Ortel 67%. Both the operators score 68% on satisfaction with the time for which the service is up and running.

Level of satisfaction:



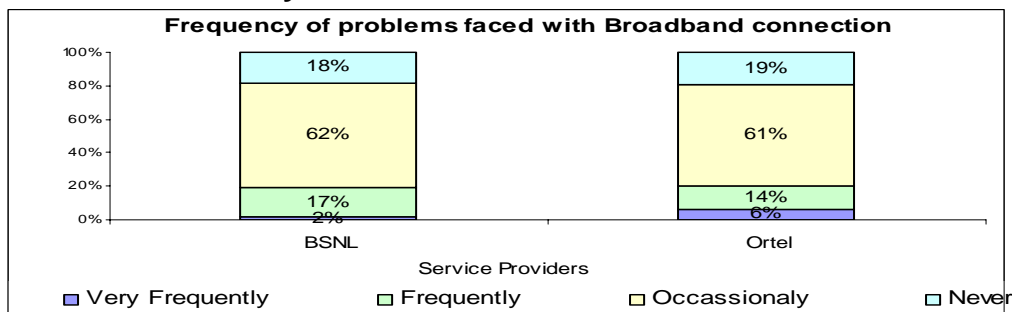
The scores of level of satisfaction have been explained in the executive summary.

| Overall Very Satisfied & Satisfied with Network performance | BSNL | Ortel |
|---|------|-------|
| Very Satisfied | 23% | 19% |
| Satisfied | 56% | 66% |
| Percentage subscribers satisfied | 79% | 85% |

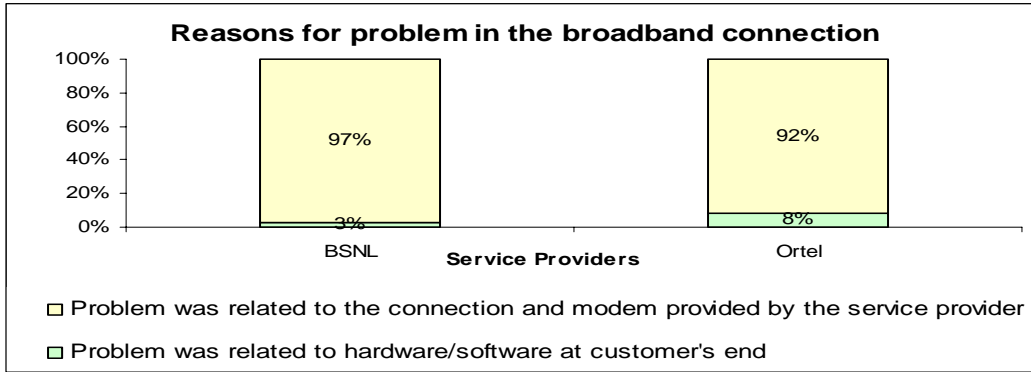


85% of the subscribers met for Airtel claim to either be "satisfied" or "very satisfied" with network performance, reliability and availability. Only 79% of BSNL subscribers are "satisfied" or "very satisfied" with the network related parameters. However, BSNL has 23% of its subscribers who are very satisfied as compared to Ortel's 19%.

5.3.5 Maintainability:

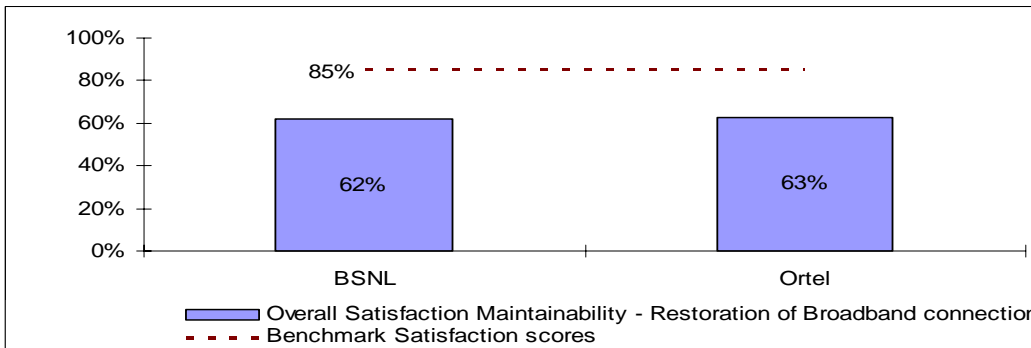


80% of subscribers across both operators claim that they either "never" or "occasionally" face a problem with their broadband connection. 17% BSNL & 14% of Ortel subscribers say that they frequently face a problem with their broadband connection.



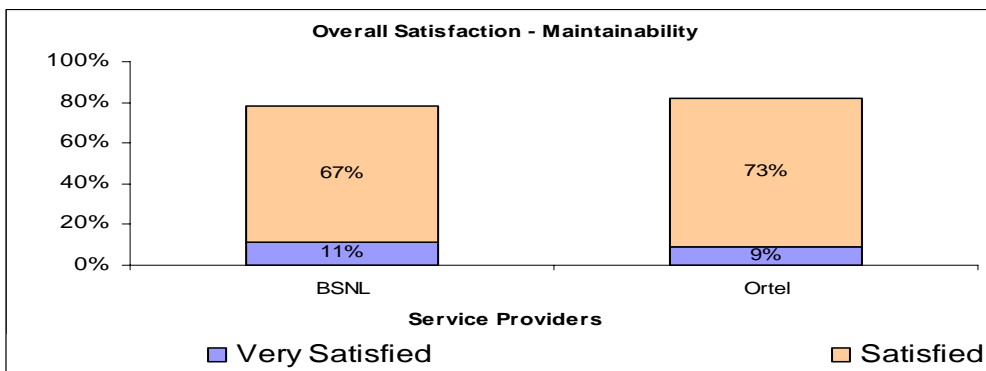
More than 90% of the subscribers of both the service providers say that the problem was related to the connection and modem which was provided by the service provider. The major source of problem could be faults that come in modems from time to time.

Level of satisfaction:



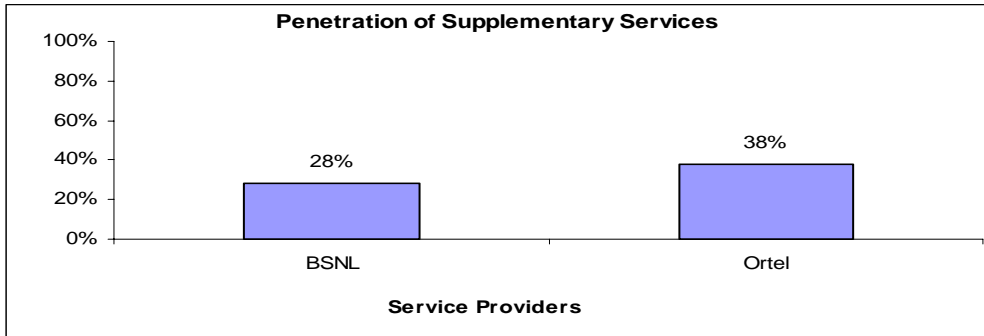
The scores of level of satisfaction have been explained in the executive summary.

| Overall Very Satisfied & Satisfied scores with Maintainability | BSNL | Ortel |
|--|------|-------|
| Very Satisfied | 11% | 9% |
| Satisfied | 67% | 73% |
| Percentage subscribers satisfied | 78% | 82% |



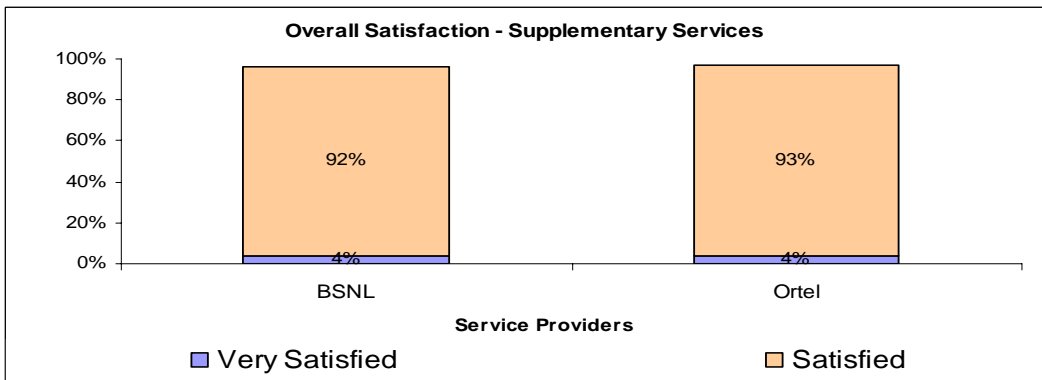
82% of Ortel subscribers claim to be either "satisfied" or "very satisfied" with maintainability while BSNL scores 78% on the same.

5.3.6 Supplementary Services:



The percentage of subscribers making use of supplementary services provided is 38% for Ortel and 28% for BSNL.

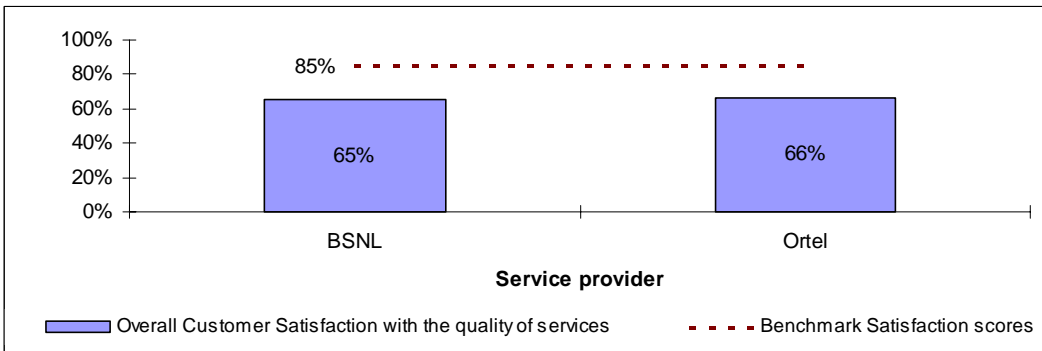
| Overall Very Satisfied & Satisfied scores with Supplementary services | BSNL | Ortel |
|---|------|-------|
| Very Satisfied | 4% | 4% |
| Satisfied | 92% | 93% |
| Percentage subscribers satisfied | 96% | 97% |



97% subscribers for Ortel and 96% for BSNL claim that they are either satisfied or very satisfied with supplementary services.

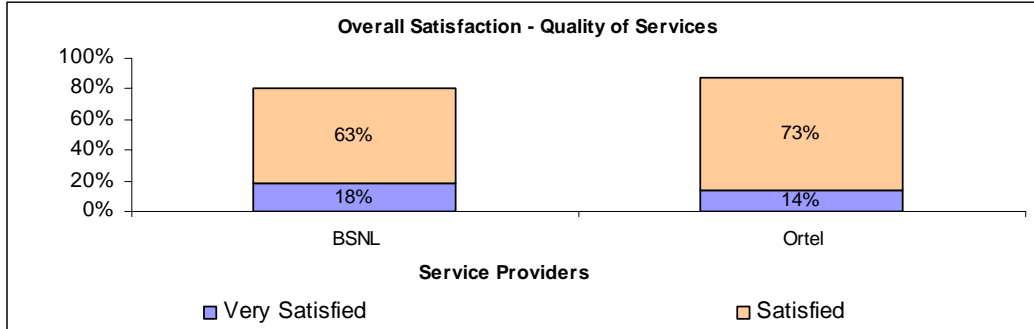
5.3.7 Percentage subscribers satisfied:

Level of satisfaction:



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

| Overall Very Satisfied & Satisfied scores | BSNL | Ortel |
|---|------|-------|
| Very Satisfied | 18% | 14% |
| Satisfied | 63% | 73% |
| Percentage subscribers satisfied | 81% | 87% |



Ortel leads the way with 87% of the subscribers saying that they are either “satisfied” or “very satisfied” with the quality of broadband service provided. BSNL has a percentage subscriber satisfaction of 81%.

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

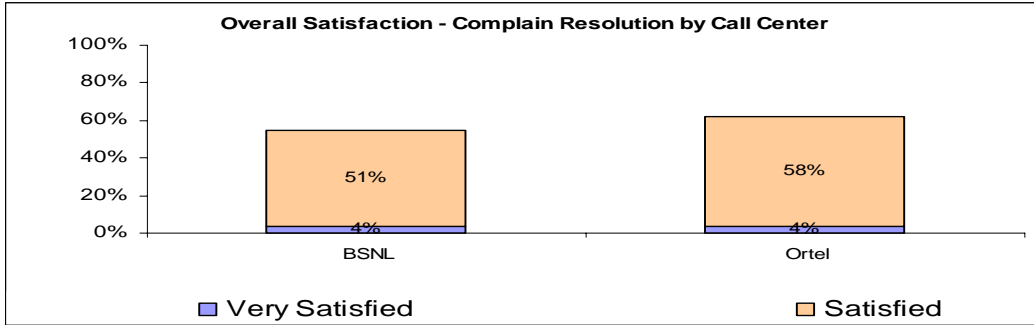
| Awareness of Grievance Redressal Mechanism | BSNL | Ortel |
|--|------|-------|
| Awareness of three stage grievance redressal mechanism | 9% | 4% |
| Awareness of the names of following stages of grievance redressal set up by service provider | | |
| Call Center | 94% | 98% |
| Nodal Officer | 9% | 4% |
| Appellate Authority | 7% | 3% |

The awareness of three stage redressal mechanism is 9% for BSNL while it is only 4% for Ortel. 98% subscribers for Ortel are aware of the call center while 94% BSNL subscribers are aware of it. The awareness of Nodal officer is 9% for BSNL and 4% for Ortel while the awareness of appellate authority is 7% for BSNL and 3% for Ortel.

| Stage 1: Customer Care | BSNL | Ortel |
|--|------|-------|
| Penetration - Complains made to customer care within last 6 months | 21% | 32% |
| Customer care informing about the action taken on the complaint | 73% | 77% |
| Resolution of complaint by customer care within 4 weeks of lodging complaint | 11% | 7% |
| If lodged a complaint, provisioning of docket number: | | |
| - No docket number received even on request | 27% | 24% |
| - No docket number received for most of the complaints | 35% | 23% |
| - Docket number received for most of the complaints | 38% | 53% |

For BSNL, only 38% of the subscribers claim that a docket number is provided for most of the complaints. However for BSNL 27% and Ortel 24% no docket number is provided even on request.

| Overall Very Satisfied & Satisfied scores with Complaint resolution by call centre | BSNL | Ortel |
|--|------|-------|
| Very Satisfied | 4% | 4% |
| Satisfied | 51% | 58% |
| Percentage subscribers satisfied | 55% | 62% |



62% of Ortel subscribers claim that they are satisfied with the complaints resolution process of the call center while for BSNL the percentage subscribers satisfied are only 55%.

| Reasons for dissatisfaction with call centre complaint resolution :- | BSNL | Ortel |
|--|------|-------|
| Difficult to connect call center executive | 19% | 16% |
| Customer care executive not polite/courteous | 8% | 27% |
| Customer care executive not equipped with adequate information | 19% | 36% |
| Time taken by call center for redressal of complaint is too long | 42% | 33% |
| The customer care executive was unable to understand the problem | 14% | 20% |
| Others | 3% | 0% |

For BSNL, the major reason for dissatisfaction of subscribers is the time taken by the call center for redressal of complaints. For Ortel the major 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 (BSNL)

- ✓ Across all the 7 parameters, BSNL could meet the benchmark for even a single parameter, when the “Quality of Service” is looked from the consumer survey.
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’ and ‘maintainability’. These are two areas where BSNL is performing relatively poorly as far as satisfaction level of customers is concerned
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. Service provider should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies on a periodic basis.
- ✓ Provisioning of MoP for new customers is only at a level of 2% for BSNL. The operator should ensure that it should provide “Manual of Practice” to all its new subscribers
- ✓ The complaint resolution area by Call Center executive is another identified pain point across the service providers.

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 ‘supplementary services’ of service providers
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. Service providers should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies on a periodic basis.
- ✓ The complaint resolution area by Call Center executive is another identified pain point across the service providers. Most of the problem lies with either the executive not being able to resolve the complaint of subscribers or the time taken to respond to the customer’s call

Key Take outs: Operator Level

Airtel & TATA

- ✓ TATA & Airtel are relatively performing better amongst all operators in the Orissa circle across most of the parameters
- ✓ Airtel needs to look at their billing performance for prepaid subscribers. If the same is improved, it can result in higher satisfaction ratings. TATA needs to increase the satisfaction level with help services offered in order to further increase satisfaction ratings
- ✓ Airtel is the best performing operator in the circle in terms of postpaid subscriber satisfaction level with billing performance and also complaint resolution by the call center

Vodafone

- ✓ Taking into account that Vodafone has recently entered the circle, it performs quite well across most of the parameters.
- ✓ Amongst all the operators it has the subscriber satisfaction level with Help Services. However the satisfaction ratings with help services offered is quite low in absolute terms at only 63%
- ✓ Also, Vodafone leads the pack in provisioning of “Manual of Practice” to new customers with a score of 64%

BSNL

- ✓ BSNL does not perform well on help services & supplementary services offered
- ✓ In the Orissa circle, relatively BSNL does not lag far behind other service providers
- ✓ In order to further increase subscriber satisfaction level, BSNL should foremost look at improving the help services it is offering
- ✓ Also, only 2% of its new customer have been provided the “Manual of Practice”

Reliance Communications

- ✓ RCOM performs quite well in terms of provisioning of service
- ✓ However, RCOM performs relatively poorly than other operators on postpaid subscriber satisfaction with billing performance
- ✓ Also, only 7% of its new customers have been provided the “Manual of Practice”
- ✓ Also, as high as 9% of its subscribers have been denied item wise usage details

Aircel

- ✓ Aircel needs to get its act together on the help services offered parameter where the subscriber satisfaction level is only at a level of 60%
- ✓ Aircel relatively performs quite well on prepaid subscriber satisfaction level with billing performance
- ✓ Only 4% of Aircel subscribers who have launched a complaint in the call center claim that their complaint was resolved within 4 weeks

RTL

- ✓ In the Orissa circle, the performance of RTL is the poorest amongst all service providers
- ✓ RTL lags behind all the operators on almost all the parameters
- ✓ The two critical that need to be addressed immediately are help services offered and maintainability

6.3 Key Takeouts & Recommendations – Broadband

Key Take outs: BSNL & Ortel

- ✓ 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.
- ✓ Relatively, the satisfaction level for Broadband services are observed to be lower than that for Basic (Wireline) and Cellular mobile services in Orissa circle. Hence it is believed that there is a greater need to improve quality of service offered by service providers
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’ and maintainability of the network of service providers. These are two areas where service providers are performing relatively poor as far as satisfaction level of customers is concerned. Importantly, process of resolution of billing complaints has also emerged as a pain point across all the service providers in Orissa circle for Broadband service
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. TRAI, in addition to empowering CAGs (Consumer Advocacy Groups), should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies. Also, the service providers should be instructed to highlight the presence of “Nodal Officer” & “Appellate Authority” as a means to get resolution of complaints

7.0 Annexure (Question wise Responses)

7.1 Basic (Wireline)

Q 1. Last application for a phone connection

| | | | Operator | |
|-------------|----------------|------------|----------|--------|
| | | | Total | BSNL |
| Q1 | Total | Count | 381 | 381 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 381 | 381 |
| | | Percentage | | |
| | < 6 months | Count | 6 | 6 |
| | | Percentage | 1.6% | 1.6% |
| | 6-12 months | Count | 4 | 4 |
| | | Percentage | 1.0% | 1.0% |
| > 12 months | Count | 371 | 371 | |
| | Percentage | 97.4% | 97.4% | |

Q 2. Time taken to get connection

| | | | Operator | |
|-----------|----------------|------------|----------|--------|
| | | | Total | BSNL |
| Q2 | Total | Count | 381 | 381 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 10 | 10 |
| | | Percentage | | |
| | > 30 days | Count | 4 | 4 |
| | | Percentage | 40.0% | 40.0% |
| | 16-30 days | Count | 3 | 3 |
| | | Percentage | 30.0% | 30.0% |
| 7-15 days | Count | 0 | 0 | |
| | Percentage | 0.0% | 0.0% | |
| <7 days | Count | 3 | 3 | |
| | Percentage | 30.0% | 30.0% | |

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

| | | | Total | Operator |
|----|----------------|------------|--------|----------|
| | | | Total | BSNL |
| Q3 | Total | Count | 381 | 381 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 10 | 10 |
| | | Percentage | 2.6% | 2.6% |
| | Not specified | Count | 371 | 371 |
| | | Percentage | 97.4% | 97.4% |
| | Very Satisfied | Count | 2 | 2 |
| | | Percentage | 20.0% | 20.0% |
| | Satisfied | Count | 6 | 6 |
| | | Percentage | 60.0% | 60.0% |
| | Dissatisfied | Count | 2 | 2 |
| | | Percentage | 20.0% | 20.0% |

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

| | | | Operator | |
|----|----------------|------------|----------|--------|
| | | | Total | BSNL |
| | Total | Count | 381 | 381 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 42 | 42 |
| | | Percentage | 11.0% | 11.0% |
| | Not specified | Count | 339 | 339 |
| | | Percentage | 89.0% | 89.0% |
| Q4 | Very Satisfied | Count | 18 | 18 |
| | | Percentage | 42.9% | 42.9% |
| | Satisfied | Count | 19 | 19 |
| | | Percentage | 45.2% | 45.2% |
| | Dissatisfied | Count | 5 | 5 |
| | | Percentage | 11.9% | 11.9% |

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

| | | | Operator | |
|-------------------|----------------|------------|----------|--------|
| | | | Total | BSNL |
| | Total | Count | 381 | 381 |
| | | Percentage | 100.0% | 100.0% |
| Q5 | Answering Base | Count | 78 | 78 |
| | | Percentage | 20.5% | 20.5% |
| | Not specified | Count | 303 | 303 |
| | | Percentage | 79.5% | 79.5% |
| | Very Satisfied | Count | 25 | 25 |
| | | Percentage | 32.1% | 32.1% |
| | Satisfied | Count | 34 | 34 |
| | | Percentage | 43.6% | 43.6% |
| | Dissatisfied | Count | 15 | 15 |
| | | Percentage | 19.2% | 19.2% |
| Very Dissatisfied | Count | 4 | 4 | |
| | Percentage | 5.1% | 5.1% | |

Q 6. Satisfaction with timely delivery of bills

| | | | Operator | |
|----|----------------|------------|----------|--------|
| | | | Total | BSNL |
| | Total | Count | 381 | 381 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 375 | 375 |
| | | Percentage | 98.4% | 98.4% |
| | Not specified | Count | 6 | 6 |
| | | Percentage | 1.6% | 1.6% |
| Q6 | Very Satisfied | Count | 184 | 184 |
| | | Percentage | 49.1% | 49.1% |
| | Satisfied | Count | 139 | 139 |
| | | Percentage | 37.1% | 37.1% |

| | | | |
|-------------------|------------|------|------|
| Dissatisfied | Count | 34 | 34 |
| | Percentage | 9.1% | 9.1% |
| Very Dissatisfied | Count | 18 | 18 |
| | Percentage | 4.8% | 4.8% |

Q 7a. Satisfaction with accuracy of bills

| | | | | Operator | |
|-----|-------------------|------------|--------|----------|------|
| | | | | Total | BSNL |
| | Total | Count | 381 | 381 | |
| | | Percentage | 100.0% | 100.0% | |
| | Answering Base | Count | 375 | 375 | |
| | | Percentage | 98.4% | 98.4% | |
| | Not specified | Count | 6 | 6 | |
| | | Percentage | 1.6% | 1.6% | |
| Q7A | Very Satisfied | Count | 166 | 166 | |
| | | Percentage | 44.3% | 44.3% | |
| | Satisfied | Count | 171 | 171 | |
| | | Percentage | 45.6% | 45.6% | |
| | Dissatisfied | Count | 25 | 25 | |
| | | Percentage | 6.7% | 6.7% | |
| | Very Dissatisfied | Count | 13 | 13 | |
| | | Percentage | 3.5% | 3.5% | |

Q 7b. Reasons for dissatisfaction

| | | | Operator | |
|-----------------------------------|---|---|----------|--------|
| | | | Total | BSNL |
| Q 7b. Reasons for dissatisfaction | Total | Count | 38 | 38 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 36 | 36 |
| | | Charges not as per tariff plan subscribed | Count | 4 |
| | Tariff plan changed without information | Percentage | 11.1% | 11.1% |
| | | Count | 2 | 2 |
| | Charged for value added services not subscribed | Percentage | 5.6% | 5.6% |
| | | Count | 0 | 0 |
| | Charged for calls/services not made/used | Percentage | 0.0% | 0.0% |
| | | Count | 29 | 29 |
| | Others | Percentage | 80.6% | 80.6% |
| | | Count | 1 | 1 |
| | | Percentage | 2.8% | 2.8% |
| | | Count | | |

Q 8. Billing related complaints made

| | | | | Operator | |
|----|----------------|------------|--------|----------|------|
| | | | | Total | BSNL |
| | Total | Count | 381 | 381 | |
| | | Percentage | 100.0% | 100.0% | |
| Q8 | Answering Base | Count | 375 | 375 | |
| | | Yes | Count | 53 | 53 |

| | | | | |
|--|-----------|-------------------|-------|-------|
| | | Percentage | 14.1% | 14.1% |
| | No | Count | 322 | 322 |
| | | Percentage | 85.9% | 85.9% |

Q 9. Satisfaction with resolution process of billing complaints

| | | Operator | | |
|-----------|--------------------------|-------------------|-------------|--------|
| | | Total | BSNL | |
| | Total | Count | 53 | 53 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 53 | 53 |
| | | Percentage | 100.0% | 100.0% |
| | Not specified | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |
| Q9 | Very Satisfied | Count | 7 | 7 |
| | | Percentage | 13.2% | 13.2% |
| | Satisfied | Count | 18 | 18 |
| | | Percentage | 34.0% | 34.0% |
| | Dissatisfied | Count | 18 | 18 |
| | | Percentage | 34.0% | 34.0% |
| | Very Dissatisfied | Count | 10 | 10 |
| | | Percentage | 18.9% | 18.9% |

Q 10a. Satisfaction with clarity of bills

| | | Operator | | |
|-------------|--------------------------|-------------------|-------------|--------|
| | | Total | BSNL | |
| | Total | Count | 381 | 381 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 375 | 375 |
| | | Percentage | 98.4% | 98.4% |
| | Not specified | Count | 6 | 6 |
| | | Percentage | 1.6% | 1.6% |
| Q10A | Very Satisfied | Count | 186 | 186 |
| | | Percentage | 49.6% | 49.6% |
| | Satisfied | Count | 173 | 173 |
| | | Percentage | 46.1% | 46.1% |
| | Dissatisfied | Count | 13 | 13 |
| | | Percentage | 3.5% | 3.5% |
| | Very Dissatisfied | Count | 3 | 3 |
| | | Percentage | 0.8% | 0.8% |

Q 10b. Reasons for dissatisfaction

| | | | Operator | |
|---|-----------------------------------|-------------------|-----------------|-------------|
| | | | Total | BSNL |
| | Total | Count | 16 | 16 |
| | | Percentage | 100.0% | 100.0% |
| Q 10b. Reasons for dissatisfaction | Answering Base | Count | 13 | 13 |
| | Difficult to read the bill | Count | 4 | 4 |

| | | | | |
|--|---|-------------------|-------|-------|
| | | Percentage | 30.8% | 30.8% |
| | Difficult to understand the language | Count | 1 | 1 |
| | | Percentage | 7.7% | 7.7% |
| | Calculations not clear | Count | 2 | 2 |
| | | Percentage | 15.4% | 15.4% |
| | Item-wise charges not given | Count | 6 | 6 |
| | | Percentage | 46.2% | 46.2% |
| | Others | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |

Q 11. Accuracy of charges deducted

| | | | | Operator | |
|------------|--------------------------|-------------------|--------|-----------------|-------------|
| | | | | Total | BSNL |
| | Total | Count | 381 | 381 | |
| | | Percentage | 100.0% | 100.0% | |
| | Answering Base | Count | 225 | 225 | |
| | | Percentage | 59.1% | 59.1% | |
| | Not specified | Count | 156 | 156 | |
| | | Percentage | 40.9% | 40.9% | |
| Q11 | Very Satisfied | Count | 78 | 78 | |
| | | Percentage | 34.7% | 34.7% | |
| | Satisfied | Count | 109 | 109 | |
| | | Percentage | 48.4% | 48.4% | |
| | Dissatisfied | Count | 35 | 35 | |
| | | Percentage | 15.6% | 15.6% | |
| | Very Dissatisfied | Count | 3 | 3 | |
| | | Percentage | 1.3% | 1.3% | |

Q 12. Complaints made to customer care

| | | | | Operator | |
|------------|-----------------------|-------------------|--------|-----------------|-------------|
| | | | | Total | BSNL |
| | Total | Count | 381 | 381 | |
| | | Percentage | 100.0% | 100.0% | |
| Q12 | Answering Base | Count | 381 | 381 | |
| | | Percentage | 100.0% | 100.0% | |
| | Yes | Count | 204 | 204 | |
| | | Percentage | 53.5% | 53.5% | |
| | No | Count | 177 | 177 | |
| | | Percentage | 46.5% | 46.5% | |

Q 13. Satisfaction with ease of access of number

| | | | | Operator | |
|--|-----------------------|-------------------|--------|-----------------|-------------|
| | | | | Total | BSNL |
| | Total | Count | 204 | 204 | |
| | | Percentage | 100.0% | 100.0% | |
| | Answering Base | Count | 204 | 204 | |
| | | Percentage | 100.0% | 100.0% | |

| | | | | |
|-------------------|----------------|------------|-------|-------|
| Q13 | Not specified | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |
| | Very Satisfied | Count | 52 | 52 |
| | | Percentage | 25.5% | 25.5% |
| | Satisfied | Count | 113 | 113 |
| | | Percentage | 55.4% | 55.4% |
| | Dissatisfied | Count | 32 | 32 |
| | | Percentage | 15.7% | 15.7% |
| Very Dissatisfied | Count | 7 | 7 | |
| | Percentage | 3.4% | 3.4% | |

Q 14. Satisfaction with response time

| | | Operator | | |
|-------------------|----------------|------------|--------|--------|
| | | Total | BSNL | |
| | Total | Count | 204 | 204 |
| | | Percentage | 100.0% | 100.0% |
| Q14 | Answering Base | Count | 204 | 204 |
| | | Percentage | 100.0% | 100.0% |
| | Not specified | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |
| | Very Satisfied | Count | 48 | 48 |
| | | Percentage | 23.5% | 23.5% |
| | Satisfied | Count | 113 | 113 |
| | | Percentage | 55.4% | 55.4% |
| Dissatisfied | Count | 35 | 35 | |
| | Percentage | 17.2% | 17.2% | |
| Very Dissatisfied | Count | 8 | 8 | |
| | Percentage | 3.9% | 3.9% | |

Q 15. Satisfaction with problem solving ability of CC executive

| | | Operator | | |
|-----|-------------------|------------|--------|--------|
| | | Total | BSNL | |
| | Total | Count | 204 | 204 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 204 | 204 |
| | | Percentage | 100.0% | 100.0% |
| | Not specified | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |
| Q15 | Very Satisfied | Count | 43 | 43 |
| | | Percentage | 21.1% | 21.1% |
| | Satisfied | Count | 112 | 112 |
| | | Percentage | 54.9% | 54.9% |
| | Dissatisfied | Count | 36 | 36 |
| | | Percentage | 17.6% | 17.6% |
| | Very Dissatisfied | Count | 13 | 13 |
| | | Percentage | 6.4% | 6.4% |

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

| | | | Operator | |
|-----|-------------------|------------|----------|--------|
| | | | Total | BSNL |
| | Total | Count | 204 | 204 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 204 | 204 |
| | | Percentage | 100.0% | 100.0% |
| | Not specified | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |
| Q16 | Very Satisfied | Count | 37 | 37 |
| | | Percentage | 18.1% | 18.1% |
| | Satisfied | Count | 106 | 106 |
| | | Percentage | 52.0% | 52.0% |
| | Dissatisfied | Count | 37 | 37 |
| | | Percentage | 18.1% | 18.1% |
| | Very Dissatisfied | Count | 24 | 24 |
| | | Percentage | 11.8% | 11.8% |

Q 17. Satisfaction with availability of working phone

| | | | Operator | |
|-----|-------------------|------------|----------|--------|
| | | | Total | BSNL |
| | Total | Count | 381 | 381 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 381 | 381 |
| | | Percentage | 100.0% | 100.0% |
| | Not specified | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |
| Q17 | Very Satisfied | Count | 145 | 145 |
| | | Percentage | 38.1% | 38.1% |
| | Satisfied | Count | 180 | 180 |
| | | Percentage | 47.2% | 47.2% |
| | Dissatisfied | Count | 37 | 37 |
| | | Percentage | 9.7% | 9.7% |
| | Very Dissatisfied | Count | 19 | 19 |
| | | Percentage | 5.0% | 5.0% |

Q 18. Satisfaction with ease of making / receiving calls

| | | | Operator | |
|-----|----------------|------------|----------|--------|
| | | | Total | BSNL |
| | Total | Count | 381 | 381 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 381 | 381 |
| | | Percentage | 100.0% | 100.0% |
| | Not specified | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |
| Q18 | Very Satisfied | Count | 158 | 158 |
| | | Percentage | 41.5% | 41.5% |

| | | | |
|--------------------------|-------------------|-------|-------|
| Satisfied | Count | 178 | 178 |
| | Percentage | 46.7% | 46.7% |
| Dissatisfied | Count | 38 | 38 |
| | Percentage | 10.0% | 10.0% |
| Very Dissatisfied | Count | 7 | 7 |
| | Percentage | 1.8% | 1.8% |

Q 19. Satisfaction with voice quality

| | | | | Operator | |
|------------|--------------------------|-------------------|--------|-----------------|-------------|
| | | | | Total | BSNL |
| | Total | Count | 381 | 381 | |
| | | Percentage | 100.0% | 100.0% | |
| | Answering Base | Count | 381 | 381 | |
| | | Percentage | 100.0% | 100.0% | |
| | Not specified | Count | 0 | 0 | |
| | | Percentage | 0.0% | 0.0% | |
| Q19 | Very Satisfied | Count | 134 | 134 | |
| | | Percentage | 35.2% | 35.2% | |
| | Satisfied | Count | 183 | 183 | |
| | | Percentage | 48.0% | 48.0% | |
| | Dissatisfied | Count | 48 | 48 | |
| | | Percentage | 12.6% | 12.6% | |
| | Very Dissatisfied | Count | 16 | 16 | |
| | | Percentage | 4.2% | 4.2% | |

Q 20. Experienced faulty in last 12 months

| | | | | Operator | |
|------------|-----------------------|-------------------|--------|-----------------|-------------|
| | | | | Total | BSNL |
| | Total | Count | 381 | 381 | |
| | | Percentage | 100.0% | 100.0% | |
| Q20 | Answering Base | Count | 381 | 381 | |
| | | Percentage | 100.0% | 100.0% | |
| | Yes | Count | 184 | 184 | |
| | | Percentage | 48.3% | 48.3% | |
| | No | Count | 197 | 197 | |
| | | Percentage | 51.7% | 51.7% | |

Q 21. Number of times fault faced in last month

| | | | | Operator | |
|------------|--------------------------|-------------------|--------|-----------------|-------------|
| | | | | Total | BSNL |
| | Total | Count | 184 | 184 | |
| | | Percentage | 100.0% | 100.0% | |
| Q21 | Answering Base | Count | 184 | 184 | |
| | | Percentage | 100.0% | 100.0% | |
| | More than 3 times | Count | 25 | 25 | |
| | | Percentage | 13.6% | 13.6% | |
| | 2-3 times | Count | 39 | 39 | |
| | | Percentage | 21.2% | 21.2% | |
| | One time | Count | 50 | 50 | |

| | | | | |
|--|-----|-------------------|-------|-------|
| | | Percentage | 27.2% | 27.2% |
| | Nil | Count | 70 | 70 |
| | | Percentage | 38.0% | 38.0% |

Q 22. Time taken for repairing fault

| | | | | Operator | |
|-----|-------------------------|-------------------|--------|-----------------|-------------|
| | | | | Total | BSNL |
| Q22 | Total | Count | 184 | 184 | |
| | | Percentage | 100.0% | 100.0% | |
| | Answering Base | Count | 184 | 184 | |
| | | Percentage | 100.0% | 100.0% | |
| | More than 7 days | Count | 29 | 29 | |
| | | Percentage | 15.8% | 15.8% | |
| | 4 - 7 days | Count | 35 | 35 | |
| | | Percentage | 19.0% | 19.0% | |
| | 2-3 days | Count | 84 | 84 | |
| | | Percentage | 45.7% | 45.7% | |
| | 1 day | Count | 35 | 35 | |
| | | Percentage | 19.0% | 19.0% | |
| | 8 | Count | 1 | 1 | |
| | | Percentage | 0.5% | 0.5% | |

Q 23. Satisfaction with fault repair service

| | | | | Operator | |
|-----|--------------------------|-------------------|--------|-----------------|-------------|
| | | | | Total | BSNL |
| Q23 | Total | Count | 184 | 184 | |
| | | Percentage | 100.0% | 100.0% | |
| | Answering Base | Count | 183 | 183 | |
| | | Percentage | 99.5% | 99.5% | |
| | Not specified | Count | 1 | 1 | |
| | | Percentage | 0.5% | 0.5% | |
| | Very Satisfied | Count | 33 | 33 | |
| | | Percentage | 18.0% | 18.0% | |
| | Satisfied | Count | 90 | 90 | |
| | | Percentage | 49.2% | 49.2% | |
| | Dissatisfied | Count | 47 | 47 | |
| | | Percentage | 25.7% | 25.7% | |
| | Very Dissatisfied | Count | 13 | 13 | |
| | | Percentage | 7.1% | 7.1% | |

Q 24. Use service like call waiting/forwarding

| | | | | Operator | |
|------------|-----------------------|-------------------|--------|-----------------|-------------|
| | | | | Total | BSNL |
| Q24 | Total | Count | 381 | 381 | |
| | | Percentage | 100.0% | 100.0% | |
| | Answering Base | Count | 381 | 381 | |
| | | Percentage | 100.0% | 100.0% | |
| Yes | Count | 27 | 27 | | |
| | Percentage | 7.1% | 7.1% | | |

| | | | | |
|--|----|------------|-------|-------|
| | No | Count | 354 | 354 |
| | | Percentage | 92.9% | 92.9% |

Q 25. Satisfaction with supplementary services

| | | | | Operator | |
|-----|----------------|------------|--------|----------|------|
| | | | | Total | BSNL |
| | Total | Count | 27 | 27 | |
| | | Percentage | 100.0% | 100.0% | |
| | Answering Base | Count | 27 | 27 | |
| | | Percentage | 100.0% | 100.0% | |
| | Not specified | Count | 0 | 0 | |
| | | Percentage | 0.0% | 0.0% | |
| Q25 | Very Satisfied | Count | 11 | 11 | |
| | | Percentage | 40.7% | 40.7% | |
| | Satisfied | Count | 15 | 15 | |
| | | Percentage | 55.6% | 55.6% | |
| | Dissatisfied | Count | 1 | 1 | |
| | | Percentage | 3.7% | 3.7% | |

Q 26a. Satisfaction with overall quality of telephone services

| | | | | Operator | |
|-------------------|----------------|------------|--------|----------|------|
| | | | | Total | BSNL |
| | Total | Count | 381 | 381 | |
| | | Percentage | 100.0% | 100.0% | |
| | Answering Base | Count | 381 | 381 | |
| | | Percentage | 100.0% | 100.0% | |
| | Not specified | Count | 0 | 0 | |
| | | Percentage | 0.0% | 0.0% | |
| Q26A | Very Satisfied | Count | 105 | 105 | |
| | | Percentage | 27.6% | 27.6% | |
| | Satisfied | Count | 227 | 227 | |
| | | Percentage | 59.6% | 59.6% | |
| | Dissatisfied | Count | 38 | 38 | |
| | | Percentage | 10.0% | 10.0% | |
| Very Dissatisfied | Count | 11 | 11 | | |
| | Percentage | 2.9% | 2.9% | | |

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

| | | | | Operator | |
|-----|----------------|------------|--------|----------|------|
| | | | | Total | BSNL |
| | Total | Count | 381 | 381 | |
| | | Percentage | 100.0% | 100.0% | |
| Q27 | Answering Base | Count | 381 | 381 | |
| | | Percentage | 100.0% | 100.0% | |
| | Yes | Count | 63 | 63 | |
| | | Percentage | 16.5% | 16.5% | |
| No | Count | 318 | 318 | | |
| | Percentage | 83.5% | 83.5% | | |

Q 28. Terminated a phone connection in last 12 months

| | | | Operator | |
|------------|----------------|------------|----------|--------|
| | | | Total | BSNL |
| Q28 | Total | Count | 381 | 381 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 381 | 381 |
| | | Yes | Count | 2 |
| | | Percentage | 0.5% | 0.5% |
| | No | Count | 379 | 379 |
| Percentage | | 99.5% | 99.5% | |

Q 29. Previous service provider

| | | | Operator | |
|-----|----------------|------------|----------|--------|
| | | | Total | BSNL |
| Q29 | Total | Count | 2 | 2 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 2 | 2 |
| | | Airtel | Count | 0 |
| | Percentage | | 0.0% | 0.0% |
| | BSNL | Count | 2 | 2 |
| | | Percentage | 100.0% | 100.0% |
| | Rel Com | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |
| | TATA | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |
| | MTNL | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |
| | HFCL | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |
| | Shyam | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |

Q 30. Days taken for termination of services

| | | | Operator | |
|------------|----------------|------------------|----------|--------|
| | | | Total | BSNL |
| Q30 | Total | Count | 2 | 2 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 2 | 2 |
| | | More than 7 days | Count | 1 |
| | Percentage | | 50.0% | 50.0% |
| | 4 - 7 days | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |
| | 2-3 days | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |
| | 1 day | Count | 1 | 1 |
| Percentage | | 50.0% | 50.0% | |

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

| | | | Operator | |
|------------|----------------|------------|----------|--------|
| | | | Total | BSNL |
| Q31 | Total | Count | 2 | 2 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 2 | 2 |
| | | Yes | Count | 2 |
| | | Percentage | 100.0% | 100.0% |
| | No | Count | 0 | 0 |
| Percentage | | 0.0% | 0.0% | |

Q 32. Registered number on Do Not Call registry

| | | | Operator | |
|-----|--------------------------------------|------------|----------|--------|
| | | | Total | BSNL |
| Q32 | Total | Count | 381 | 381 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 381 | 381 |
| | | Yes | Count | 3 |
| | | Percentage | 0.8% | 0.8% |
| | No | Count | 365 | 365 |
| | | Percentage | 95.8% | 95.8% |
| | Do not mind receiving such calls/SMS | Count | 13 | 13 |
| | | Percentage | 3.4% | 3.4% |

Q 33. Still receiving unsolicited calls

| | | | Operator | |
|-----|-----------------------|---------------------|----------|--------|
| | | | Total | BSNL |
| Q33 | Total | Count | 3 | 3 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 3 | 3 |
| | | Continued receiving | Count | 0 |
| | | Percentage | 0.0% | 0.0% |
| | Slight decrease | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |
| | Considerable decrease | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |
| | Stopped receiving | Count | 3 | 3 |
| | | Percentage | 100.0% | 100.0% |

Q 34. Aware of the 3 stage grievance redressal mechanism

| | | | Operator | |
|-----|----------------|------------|----------|--------|
| | | | Total | BSNL |
| Q34 | Total | Count | 381 | 381 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 381 | 381 |
| | | Yes | Count | 22 |
| | Percentage | 5.8% | 5.8% | |

| | | | | |
|--|-----------|-------------------|-------|-------|
| | No | Count | 359 | 359 |
| | | Percentage | 94.2% | 94.2% |

Q 35. Which stage aware of

| | | | Operator | |
|-----------------------------------|----------------------------|-------------------|-----------------|-------------|
| | | | Total | BSNL |
| Q 35. Which stage aware of | Total | Count | 381 | 381 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 367 | 367 |
| | | Percentage | 96.5% | 96.5% |
| | Call Centre | Count | 354 | 354 |
| | | Percentage | 96.5% | 96.5% |
| | Nodal Officer | Count | 18 | 18 |
| | | Percentage | 4.9% | 4.9% |
| | Appellate Authority | Count | 10 | 10 |
| | | Percentage | 2.7% | 2.7% |
| | None of these | Count | 12 | 12 |
| | | Percentage | 3.3% | 3.3% |

Q 36. made complaints within last 6 months

| | | | Operator | |
|------------|-----------------------|-------------------|-----------------|-------------|
| | | | Total | BSNL |
| | Total | Count | 381 | 381 |
| | | Percentage | 100.0% | 100.0% |
| Q36 | Answering Base | Count | 381 | 381 |
| | | Percentage | 100.0% | 100.0% |
| | Yes | Count | 109 | 109 |
| | | Percentage | 28.6% | 28.6% |
| | No | Count | 272 | 272 |
| | | Percentage | 71.4% | 71.4% |

Q 37. Docket number

| | | | Operator | |
|------------|---|-------------------|-----------------|-------------|
| | | | Total | BSNL |
| Q37 | Total | Count | 109 | 109 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 109 | 109 |
| | | Percentage | 100.0% | 100.0% |
| | No docket number received even on request | Count | 27 | 27 |
| | | Percentage | 24.8% | 24.8% |
| | No docket number received for most of the complaints | Count | 54 | 54 |
| | | Percentage | 49.5% | 49.5% |
| | Docket number received for most of the complaints | Count | 27 | 27 |
| | | Percentage | 24.8% | 24.8% |
| | 8 | Count | 1 | 1 |
| | | Percentage | 0.9% | 0.9% |

Q 38. Information given by call center

| | | | Operator | |
|------------|----------------|------------|----------|--------|
| | | | Total | BSNL |
| Q38 | Total | Count | 109 | 109 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 109 | 109 |
| | | Yes | Count | 84 |
| | | Percentage | 77.1% | 77.1% |
| | No | Count | 25 | 25 |
| Percentage | | 22.9% | 22.9% | |

Q 39. Satisfaction with clarity of bills

| | | | Operator | |
|-----|-------------------|------------|----------|--------|
| | | | Total | BSNL |
| | Total | Count | 109 | 109 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 109 | 109 |
| | | Percentage | 100.0% | 100.0% |
| | Not specified | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |
| Q39 | Very Satisfied | Count | 19 | 19 |
| | | Percentage | 17.4% | 17.4% |
| | Satisfied | Count | 62 | 62 |
| | | Percentage | 56.9% | 56.9% |
| | Dissatisfied | Count | 18 | 18 |
| | | Percentage | 16.5% | 16.5% |
| | Very Dissatisfied | Count | 10 | 10 |
| | | Percentage | 9.2% | 9.2% |

Q 40. Reasons for dissatisfaction

| | | | Operator | |
|-----------------------------------|--|------------|----------|--------|
| | | | Total | BSNL |
| | Total | Count | 28 | 28 |
| | | Percentage | 100.0% | 100.0% |
| Q 40. Reasons for dissatisfaction | Answering Base | Count | 25 | 25 |
| | Difficult to connect to the call centre executive | Count | 2 | 2 |
| | | Percentage | 8.0% | 8.0% |
| | Customer care executive not polite/courteous | Count | 1 | 1 |
| | | Percentage | 4.0% | 4.0% |
| | Customer care executive not equipped with adequate information | Count | 4 | 4 |
| | | Percentage | 16.0% | 16.0% |
| | Time taken by call centre for redressal of complaint is long | Count | 16 | 16 |
| | | Percentage | 64.0% | 64.0% |
| | Customer care executive was unable to understand the problem | Count | 5 | 5 |
| | | Percentage | 20.0% | 20.0% |
| | Others | Count | 1 | 1 |
| Percentage | | 4.0% | 4.0% | |

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

| | | | Operator | |
|------------|----------------|------------|----------|--------|
| | | | Total | BSNL |
| Q41 | Total | Count | 109 | 109 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 109 | 109 |
| | | Yes | Count | 6 |
| | Percentage | | 5.5% | 5.5% |
| | No | Count | 45 | 45 |
| | | Percentage | 41.3% | 41.3% |
| | Not Applicable | Count | 58 | 58 |
| Percentage | | 53.2% | 53.2% | |

Q 42. Awareness of contact details of nodal officer

| | | | Operator | |
|------------|----------------|------------|----------|--------|
| | | | Total | BSNL |
| | Total | Count | 381 | 381 |
| | | Percentage | 100.0% | 100.0% |
| Q42 | Answering Base | Count | 381 | 381 |
| | | Yes | Count | 10 |
| | Percentage | | 2.6% | 2.6% |
| | No | Count | 371 | 371 |
| Percentage | | 97.4% | 97.4% | |

Q 43. Made a complaint to nodal officer

| | | | Operator | |
|------------|----------------|------------|----------|--------|
| | | | Total | BSNL |
| | Total | Count | 10 | 10 |
| | | Percentage | 100.0% | 100.0% |
| Q43 | Answering Base | Count | 10 | 10 |
| | | Yes | Count | 1 |
| | Percentage | | 10.0% | 10.0% |
| | No | Count | 9 | 9 |
| Percentage | | 90.0% | 90.0% | |

Q 44. Nodal officer can be approached easily

| | | | Operator | |
|------------|----------------|------------|----------|--------|
| | | | Total | BSNL |
| | Total | Count | 1 | 1 |
| | | Percentage | 100.0% | 100.0% |
| Q44 | Answering Base | Count | 1 | 1 |
| | | Yes | Count | 1 |
| | Percentage | | 100.0% | 100.0% |
| | No | Count | 0 | 0 |
| Percentage | | 0.0% | 0.0% | |

Q 45. Decision on complaint intimated by Nodal officer

| | | | Operator | |
|-----|----------------|------------|----------|--------|
| | | | Total | BSNL |
| Q45 | Total | Count | 1 | 1 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 1 | 1 |
| | | Percentage | 100.0% | 100.0% |
| | Yes | Count | 1 | 1 |
| | | Percentage | 100.0% | 100.0% |
| No | Count | 0 | 0 | |
| | Percentage | 0.0% | 0.0% | |

Q 46. Satisfaction with redressal of complaint by nodal officer

| | | | Operator | |
|-----|----------------|------------|----------|--------|
| | | | Total | BSNL |
| | Total | Count | 1 | 1 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 1 | 1 |
| | | Percentage | 100.0% | 100.0% |
| | Not specified | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |
| Q46 | Very Satisfied | Count | 1 | 1 |
| | | Percentage | 100.0% | 100.0% |

Q 48. Awareness of contact details of appellate authority

| | | | Operator | |
|-----|----------------|------------|----------|--------|
| | | | Total | BSNL |
| | Total | Count | 381 | 381 |
| | | Percentage | 100.0% | 100.0% |
| Q48 | Answering Base | Count | 381 | 381 |
| | | Percentage | 100.0% | 100.0% |
| | Yes | Count | 10 | 10 |
| | | Percentage | 2.6% | 2.6% |
| | No | Count | 371 | 371 |
| | | Percentage | 97.4% | 97.4% |

Q 49. Filed complaints in last 6 months

| | | | Operator | |
|-----|----------------|------------|----------|--------|
| | | | Total | BSNL |
| Q49 | Total | Count | 10 | 10 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 10 | 10 |
| | | Percentage | 100.0% | 100.0% |
| | Yes | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |
| No | Count | 10 | 10 | |
| | Percentage | 100.0% | 100.0% | |

Q 52. Aware of item wise usage charge details

| | | | Operator | |
|------------|----------------|------------|----------|--------|
| | | | Total | BSNL |
| Q52 | Total | Count | 6 | 6 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 6 | 6 |
| | | Yes | Count | 0 |
| | | Percentage | 0.0% | 0.0% |
| | No | Count | 6 | 6 |
| Percentage | | 100.0% | 100.0% | |

Q 53. Denied request of item wise usage charge details

| | | | Operator | |
|------------|----------------|------------|----------|--------|
| | | | Total | BSNL |
| Q53 | Total | Count | 6 | 6 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 0 | 0 |
| | | Yes | Count | 0 |
| | | Percentage | 0.0% | 0.0% |
| | No | Count | 0 | 0 |
| Percentage | | 0.0% | 0.0% | |

Q 55. Manual of practice provided

| | | | Operator | |
|-----|----------------|------------|----------|--------|
| | | | Total | BSNL |
| Q55 | Total | Count | 381 | 381 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 381 | 381 |
| | | Yes | Count | 7 |
| | | Percentage | 1.8% | 1.8% |
| | No | Count | 124 | 124 |
| | | Percentage | 32.5% | 32.5% |
| | Not Specified | Count | 250 | 250 |
| | | Percentage | 65.6% | 65.6% |

7.2 Cellular Mobile (Wireless)

Q 1. Last application for a phone connection

| | | | Operator | | | | | | | |
|--------------------|-------------------|------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| Q1 | Total | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Less than 6 month | Count | 566 | 29 | 349 | 22 | 33 | 48 | 50 | 35 |
| | | Percentage | 20.5% | 7.3% | 91.6% | 5.7% | 8.3% | 12.5% | 12.1% | 8.8% |
| | 6-12 month | Count | 195 | 33 | 23 | 16 | 21 | 32 | 44 | 26 |
| | | Percentage | 7.1% | 8.3% | 6.0% | 4.1% | 5.3% | 8.3% | 10.7% | 6.5% |
| More than 12 month | Count | 1,998 | 335 | 9 | 351 | 344 | 305 | 318 | 336 | |
| | Percentage | 72.4% | 84.4% | 2.4% | 90.2% | 86.4% | 79.2% | 77.2% | 84.6% | |

Q 2. Time taken to get connection

| | | | Operator | | | | | | | |
|---------------|------------------|------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 761 | 62 | 372 | 38 | 54 | 80 | 94 | 61 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q2 | Answering Base | Count | 761 | 62 | 372 | 38 | 54 | 80 | 94 | 61 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | More than 7 days | Count | 19 | 2 | 6 | 0 | 5 | 3 | 2 | 1 |
| | | Percentage | 2.5% | 3.2% | 1.6% | 0.0% | 9.3% | 3.8% | 2.1% | 1.6% |
| | 4 - 7 days | Count | 19 | 2 | 4 | 2 | 3 | 4 | 3 | 1 |
| | | Percentage | 2.5% | 3.2% | 1.1% | 5.3% | 5.6% | 5.0% | 3.2% | 1.6% |
| | 2-3 days | Count | 93 | 8 | 40 | 4 | 4 | 11 | 10 | 16 |
| | | Percentage | 12.2% | 12.9% | 10.8% | 10.5% | 7.4% | 13.8% | 10.6% | 26.2% |
| 1 day | Count | 627 | 50 | 321 | 32 | 42 | 60 | 79 | 43 | |
| | Percentage | 82.4% | 80.6% | 86.3% | 84.2% | 77.8% | 75.0% | 84.0% | 70.5% | |
| Not Specified | Count | 3 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | |
| | Percentage | 0.4% | 0.0% | 0.3% | 0.0% | 0.0% | 2.5% | 0.0% | 0.0% | |

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

| | | | Operator | | | | | | | |
|----|----------------|------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 761 | 62 | 372 | 38 | 54 | 80 | 94 | 61 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q3 | Answering Base | Count | 757 | 62 | 371 | 37 | 54 | 78 | 94 | 61 |
| | | Percentage | 99.5% | 100.0% | 99.7% | 97.4% | 100.0% | 97.5% | 100.0% | 100.0% |
| | Not specified | Count | 4 | 0 | 1 | 1 | 0 | 2 | 0 | 0 |
| | | Percentage | 0.5% | 0.0% | 0.3% | 2.6% | 0.0% | 2.5% | 0.0% | 0.0% |
| | Very Satisfied | Count | 345 | 30 | 168 | 16 | 28 | 34 | 46 | 23 |
| | | Percentage | 45.6% | 48.4% | 45.3% | 43.2% | 51.9% | 43.6% | 48.9% | 37.7% |
| | Satisfied | Count | 383 | 30 | 192 | 17 | 22 | 39 | 47 | 36 |
| | | Percentage | 50.6% | 48.4% | 51.8% | 45.9% | 40.7% | 50.0% | 50.0% | 59.0% |

| | | | | | | | | | | |
|-------------------|--------------|------------|------|------|------|------|------|------|------|------|
| | Dissatisfied | Count | 23 | 2 | 9 | 3 | 4 | 2 | 1 | 2 |
| | | Percentage | 3.0% | 3.2% | 2.4% | 8.1% | 7.4% | 2.6% | 1.1% | 3.3% |
| Very Dissatisfied | | Count | 6 | 0 | 2 | 1 | 0 | 3 | 0 | 0 |
| | | Percentage | 0.8% | 0.0% | 0.5% | 2.7% | 0.0% | 3.8% | 0.0% | 0.0% |

Q 4. Satisfaction with time taken for re-activation

| | | Operator | | | | | | | | |
|----|-------------------|------------|--------|----------|--------|----------|--------|--------|--------|--------|
| | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL | |
| Q4 | Total | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 81 | 14 | 13 | 13 | 11 | 9 | 8 | 13 |
| | | Percentage | 2.9% | 3.5% | 3.4% | 3.3% | 2.8% | 2.3% | 1.9% | 3.3% |
| | Not specified | Count | 2,678 | 383 | 368 | 376 | 387 | 376 | 404 | 384 |
| | | Percentage | 97.1% | 96.5% | 96.6% | 96.7% | 97.2% | 97.7% | 98.1% | 96.7% |
| | Very Satisfied | Count | 30 | 5 | 5 | 6 | 5 | 4 | 3 | 2 |
| | | Percentage | 37.0% | 35.7% | 38.5% | 46.2% | 45.5% | 44.4% | 37.5% | 15.4% |
| | Satisfied | Count | 38 | 8 | 7 | 4 | 4 | 3 | 3 | 9 |
| | | Percentage | 46.9% | 57.1% | 53.8% | 30.8% | 36.4% | 33.3% | 37.5% | 69.2% |
| | Dissatisfied | Count | 12 | 1 | 1 | 3 | 2 | 1 | 2 | 2 |
| | | Percentage | 14.8% | 7.1% | 7.7% | 23.1% | 18.2% | 11.1% | 25.0% | 15.4% |
| | Very Dissatisfied | Count | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| | | Percentage | 1.2% | 0.0% | 0.0% | 0.0% | 0.0% | 11.1% | 0.0% | 0.0% |

Q 5a. Satisfaction with accuracy of charges

| | | Operator | | | | | | | | |
|-----|-------------------|------------|--------|----------|--------|----------|--------|--------|--------|--------|
| | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL | |
| Q5A | Total | Count | 2,661 | 373 | 375 | 364 | 372 | 384 | 401 | 392 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 2,661 | 373 | 375 | 364 | 372 | 384 | 401 | 392 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Not specified | Count | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Very Satisfied | Count | 1,034 | 130 | 147 | 147 | 141 | 150 | 168 | 151 |
| | | Percentage | 38.9% | 34.9% | 39.2% | 40.4% | 37.9% | 39.1% | 41.9% | 38.5% |
| | Satisfied | Count | 1,518 | 208 | 220 | 202 | 216 | 226 | 223 | 223 |
| | | Percentage | 57.0% | 55.8% | 58.7% | 55.5% | 58.1% | 58.9% | 55.6% | 56.9% |
| | Dissatisfied | Count | 81 | 22 | 6 | 11 | 13 | 6 | 7 | 16 |
| | | Percentage | 3.0% | 5.9% | 1.6% | 3.0% | 3.5% | 1.6% | 1.7% | 4.1% |
| | Very Dissatisfied | Count | 28 | 13 | 2 | 4 | 2 | 2 | 3 | 2 |
| | | Percentage | 1.1% | 3.5% | 0.5% | 1.1% | 0.5% | 0.5% | 0.7% | 0.5% |

Q 5b. Reasons for dissatisfaction

| | | Operator | | | | | | | | |
|-------|------------|----------|--------|----------|--------|----------|--------|--------|--------|--|
| | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL | |
| Total | Count | 109 | 35 | 8 | 15 | 15 | 8 | 10 | 18 | |
| | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | |

| Q 5b. Reasons for dissatisfaction | Answering Base | Count | 102 | 35 | 8 | 14 | 12 | 7 | 8 | 18 |
|--|---|------------|-------|-------|-------|-------|-------|-------|-------|-------|
| | Charges not as per tariff plan subscribed | Count | Count | 18 | 4 | 2 | 3 | 4 | 1 | 2 |
| Percentage | | Percentage | 17.6% | 11.4% | 25.0% | 21.4% | 33.3% | 14.3% | 25.0% | 11.1% |
| Tariff plan changed without information | Count | Count | 31 | 12 | 1 | 2 | 2 | 3 | 3 | 8 |
| | Percentage | Percentage | 30.4% | 34.3% | 12.5% | 14.3% | 16.7% | 42.9% | 37.5% | 44.4% |
| Charged for value added services not requested | Count | Count | 15 | 3 | 2 | 1 | 0 | 2 | 0 | 7 |
| | Percentage | Percentage | 14.7% | 8.6% | 25.0% | 7.1% | 0.0% | 28.6% | 0.0% | 38.9% |
| Charged for calls/services not made/used | Count | Count | 48 | 18 | 4 | 8 | 5 | 3 | 4 | 6 |
| | Percentage | Percentage | 47.1% | 51.4% | 50.0% | 57.1% | 41.7% | 42.9% | 50.0% | 33.3% |
| Others | Count | Count | 3 | 0 | 1 | 0 | 1 | 0 | 0 | 1 |
| | Percentage | Percentage | 2.9% | 0.0% | 12.5% | 0.0% | 8.3% | 0.0% | 0.0% | 5.6% |

Q 6. Satisfaction with timely delivery of bills

| | | Operator | | | | | | | | |
|----|-------------------|------------|--------|----------|--------|----------|--------|--------|--------|--------|
| | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL | |
| | Total | Count | 98 | 24 | 6 | 25 | 26 | 1 | 11 | 5 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 97 | 24 | 6 | 25 | 26 | 1 | 11 | 4 |
| | | Percentage | 99.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Not specified | Count | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | | Percentage | 1.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Q6 | Very Satisfied | Count | 52 | 15 | 1 | 12 | 13 | 1 | 8 | 2 |
| | | Percentage | 53.6% | 62.5% | 16.7% | 48.0% | 50.0% | 100.0% | 72.7% | 50.0% |
| | Satisfied | Count | 29 | 9 | 2 | 10 | 6 | 0 | 2 | 0 |
| | | Percentage | 29.9% | 37.5% | 33.3% | 40.0% | 23.1% | 0.0% | 18.2% | 0.0% |
| | Dissatisfied | Count | 12 | 0 | 2 | 2 | 6 | 0 | 1 | 1 |
| | | Percentage | 12.4% | 0.0% | 33.3% | 8.0% | 23.1% | 0.0% | 9.1% | 25.0% |
| | Very Dissatisfied | Count | 4 | 0 | 1 | 1 | 1 | 0 | 0 | 1 |
| | | Percentage | 4.1% | 0.0% | 16.7% | 4.0% | 3.8% | 0.0% | 0.0% | 25.0% |

Q 7a. Satisfaction with accuracy of bills

| | | Operator | | | | | | | | |
|-----|----------------|------------|--------|----------|--------|----------|--------|--------|--------|--------|
| | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL | |
| | Total | Count | 98 | 24 | 6 | 25 | 26 | 1 | 11 | 5 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 96 | 23 | 6 | 25 | 26 | 1 | 11 | 4 |
| | | Percentage | 98.0% | 95.8% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Not specified | Count | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| | | Percentage | 2.0% | 4.2% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Q7A | Very Satisfied | Count | 44 | 11 | 2 | 9 | 11 | 1 | 7 | 3 |
| | | Percentage | 45.8% | 47.8% | 33.3% | 36.0% | 42.3% | 100.0% | 63.6% | 75.0% |
| | Satisfied | Count | 34 | 9 | 4 | 8 | 10 | 0 | 3 | 0 |
| | | Percentage | 35.4% | 39.1% | 66.7% | 32.0% | 38.5% | 0.0% | 27.3% | 0.0% |

| | | | | | | | | | | |
|-------------------|--------------|------------|-------|-------|------|-------|-------|------|------|-------|
| | Dissatisfied | Count | 15 | 3 | 0 | 8 | 3 | 0 | 1 | 0 |
| | | Percentage | 15.6% | 13.0% | 0.0% | 32.0% | 11.5% | 0.0% | 9.1% | 0.0% |
| Very Dissatisfied | | Count | 3 | 0 | 0 | 0 | 2 | 0 | 0 | 1 |
| | | Percentage | 3.1% | 0.0% | 0.0% | 0.0% | 7.7% | 0.0% | 0.0% | 25.0% |

Q 7b. Reasons for dissatisfaction

| | | Operator | | | | | | |
|-----------------------------------|---|------------|--------|--------|----------|--------|--------|--------|
| | | Total | Airtel | BSNL | Rel Comm | TATA | RTL | |
| Q 7b. Reasons for dissatisfaction | Total | Count | 18 | 3 | 8 | 5 | 1 | 1 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 16 | 2 | 8 | 5 | 0 | 1 |
| | Charges not as per tariff plan subscribed | Count | 4 | 0 | 1 | 2 | 0 | 1 |
| | | Percentage | 25.0% | 0.0% | 12.5% | 40.0% | 0.0% | 100.0% |
| | Tariff plan changed without information | Count | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Charged for value added services not subscribed | Count | 2 | 2 | 0 | 0 | 0 | 0 |
| | | Percentage | 12.5% | 100.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Charged for calls/services not made/used | Count | 10 | 2 | 6 | 2 | 0 | 0 |
| | Percentage | 62.5% | 100.0% | 75.0% | 40.0% | 0.0% | 0.0% | |
| Others | Count | 2 | 0 | 1 | 1 | 0 | 0 | |
| | Percentage | 12.5% | 0.0% | 12.5% | 20.0% | 0.0% | 0.0% | |

Q 8. Billing related complaints made in last 12 months

| | | Operator | | | | | | | | |
|----|----------------|------------|--------|----------|--------|----------|--------|--------|--------|--------|
| | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL | |
| | Total | Count | 98 | 24 | 6 | 25 | 26 | 1 | 11 | 5 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q8 | Answering Base | Count | 97 | 23 | 6 | 25 | 26 | 1 | 11 | 5 |
| | Yes | Count | 19 | 6 | 0 | 2 | 7 | 0 | 2 | 2 |
| | | Percentage | 19.6% | 26.1% | 0.0% | 8.0% | 26.9% | 0.0% | 18.2% | 40.0% |
| | No | Count | 78 | 17 | 6 | 23 | 19 | 1 | 9 | 3 |
| | Percentage | 80.4% | 73.9% | 100.0% | 92.0% | 73.1% | 100.0% | 81.8% | 60.0% | |

Q 9. Satisfaction with process of resolutions of these complaints

| | | Operator | | | | | | |
|----------------|------------|------------|--------|--------|----------|--------|--------|--------|
| | | Total | Airtel | BSNL | Rel Comm | TATA | RTL | |
| | Total | Count | 19 | 6 | 2 | 7 | 2 | 2 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Answering Base | Count | 19 | 6 | 2 | 7 | 2 | 2 | |
| | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | |
| Not specified | Count | 0 | 0 | 0 | 0 | 0 | 0 | |

| | | | | | | | | |
|------------|-------------------|------------|-------|-------|-------|-------|-------|-------|
| Q9 | Very Satisfied | Percentage | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | | Count | 2 | 1 | 1 | 0 | 0 | 0 |
| | Satisfied | Percentage | 10.5% | 16.7% | 50.0% | 0.0% | 0.0% | 0.0% |
| | | Count | 6 | 3 | 0 | 2 | 1 | 0 |
| | Dissatisfied | Percentage | 31.6% | 50.0% | 0.0% | 28.6% | 50.0% | 0.0% |
| | | Count | 9 | 2 | 1 | 4 | 1 | 1 |
| | Very Dissatisfied | Percentage | 47.4% | 33.3% | 50.0% | 57.1% | 50.0% | 50.0% |
| | | Count | 2 | 0 | 0 | 1 | 0 | 1 |
| Percentage | 10.5% | 0.0% | 0.0% | 14.3% | 0.0% | 50.0% | | |

Q 10a. Satisfaction with clarity of bills

| | | | Operator | | | | | | | |
|------|-------------------|------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 98 | 24 | 6 | 25 | 26 | 1 | 11 | 5 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 97 | 23 | 6 | 25 | 26 | 1 | 11 | 5 |
| | | Percentage | 99.0% | 95.8% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Not specified | Count | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Percentage | 1.0% | 4.2% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Q10A | Very Satisfied | Count | 31 | 9 | 2 | 5 | 10 | 1 | 4 | 0 |
| | | Percentage | 32.0% | 39.1% | 33.3% | 20.0% | 38.5% | 100.0% | 36.4% | 0.0% |
| | Satisfied | Count | 58 | 12 | 4 | 18 | 15 | 0 | 6 | 3 |
| | | Percentage | 59.8% | 52.2% | 66.7% | 72.0% | 57.7% | 0.0% | 54.5% | 60.0% |
| | Dissatisfied | Count | 7 | 1 | 0 | 2 | 1 | 0 | 1 | 2 |
| | | Percentage | 7.2% | 4.3% | 0.0% | 8.0% | 3.8% | 0.0% | 9.1% | 40.0% |
| | Very Dissatisfied | Count | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Percentage | 1.0% | 4.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

Q 10b. Reasons for dissatisfaction

| | | | Operator | | | | | |
|------------------------------------|--------------------------------------|------------|----------|--------|--------|----------|--------|--------|
| | | | Total | Airtel | BSNL | Rel Comm | TATA | RTL |
| | Total | Count | 8 | 2 | 2 | 1 | 1 | 2 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q 10b. Reasons for dissatisfaction | Answering Base | Count | 6 | 1 | 2 | 1 | 0 | 2 |
| | | Percentage | 75.0% | 50.0% | 100.0% | 100.0% | 0.0% | 100.0% |
| | Difficult to read the bill | Count | 1 | 0 | 1 | 0 | 0 | 0 |
| | | Percentage | 16.7% | 0.0% | 50.0% | 0.0% | 0.0% | 0.0% |
| | Difficult to understand the language | Count | 2 | 0 | 0 | 0 | 0 | 2 |
| | | Percentage | 33.3% | 0.0% | 0.0% | 0.0% | 0.0% | 100.0% |

| | | | | | | | |
|-----------------------------|------------|-------|--------|--------|--------|------|------|
| Calculations not clear | Count | 4 | 1 | 2 | 1 | 0 | 0 |
| | Percentage | 66.7% | 100.0% | 100.0% | 100.0% | 0.0% | 0.0% |
| Item-wise charges not given | Count | 1 | 0 | 1 | 0 | 0 | 0 |
| | Percentage | 16.7% | 0.0% | 50.0% | 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% |

Q 11. Complaints made to customer care

| | | | Operator | | | | | | | |
|-----|--------------------|------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| Q11 | Total | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Answering Base Yes | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 41.5% | 50.4% | 26.0% | 34.7% | 42.7% | 43.6% | 35.4% | 56.9% |
| | No | Count | 1,615 | 197 | 282 | 254 | 228 | 217 | 266 | 171 |
| | | Percentage | 58.5% | 49.6% | 74.0% | 65.3% | 57.3% | 56.4% | 64.6% | 43.1% |

Q 12. Satisfaction with ease of access of number

| | | | Operator | | | | | | | |
|-------------------|----------------|------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 1,144 | 200 | 99 | 135 | 170 | 168 | 146 | 226 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 1,144 | 200 | 99 | 135 | 170 | 168 | 146 | 226 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Not specified | Count | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Q12 | Very Satisfied | Count | 148 | 34 | 15 | 15 | 28 | 18 | 22 | 16 |
| | | Percentage | 12.9% | 17.0% | 15.2% | 11.1% | 16.5% | 10.7% | 15.1% | 7.1% |
| | Satisfied | Count | 612 | 114 | 61 | 70 | 92 | 97 | 69 | 109 |
| | | Percentage | 53.5% | 57.0% | 61.6% | 51.9% | 54.1% | 57.7% | 47.3% | 48.2% |
| | Dissatisfied | Count | 311 | 41 | 17 | 32 | 41 | 43 | 53 | 84 |
| | | Percentage | 27.2% | 20.5% | 17.2% | 23.7% | 24.1% | 25.6% | 36.3% | 37.2% |
| Very Dissatisfied | Count | 73 | 11 | 6 | 18 | 9 | 10 | 2 | 17 | |
| | Percentage | 6.4% | 5.5% | 6.1% | 13.3% | 5.3% | 6.0% | 1.4% | 7.5% | |

Q 13. Satisfaction with response time

| | | | Operator | | | | | | | |
|--|----------------|------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 1,144 | 200 | 99 | 135 | 170 | 168 | 146 | 226 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 1,144 | 200 | 99 | 135 | 170 | 168 | 146 | 226 |

| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
|-----|-------------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|
| | Not specified | Count | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Q13 | Very Satisfied | Count | 166 | 35 | 18 | 12 | 32 | 24 | 27 | 18 |
| | | Percentage | 14.5% | 17.5% | 18.2% | 8.9% | 18.8% | 14.3% | 18.5% | 8.0% |
| | Satisfied | Count | 643 | 119 | 59 | 83 | 89 | 98 | 74 | 121 |
| | | Percentage | 56.2% | 59.5% | 59.6% | 61.5% | 52.4% | 58.3% | 50.7% | 53.5% |
| | Dissatisfied | Count | 261 | 34 | 16 | 25 | 39 | 36 | 41 | 70 |
| | | Percentage | 22.8% | 17.0% | 16.2% | 18.5% | 22.9% | 21.4% | 28.1% | 31.0% |
| | Very Dissatisfied | Count | 74 | 12 | 6 | 15 | 10 | 10 | 4 | 17 |
| | | Percentage | 6.5% | 6.0% | 6.1% | 11.1% | 5.9% | 6.0% | 2.7% | 7.5% |

Q 14. Satisfaction with problem solving ability of CC executive

| | | | Operator | | | | | | | |
|-----|-------------------|------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 1,144 | 200 | 99 | 135 | 170 | 168 | 146 | 226 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 1,144 | 200 | 99 | 135 | 170 | 168 | 146 | 226 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Not specified | Count | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Q14 | Very Satisfied | Count | 173 | 38 | 19 | 15 | 30 | 23 | 20 | 28 |
| | | Percentage | 15.1% | 19.0% | 19.2% | 11.1% | 17.6% | 13.7% | 13.7% | 12.4% |
| | Satisfied | Count | 652 | 114 | 59 | 79 | 102 | 104 | 83 | 111 |
| | | Percentage | 57.0% | 57.0% | 59.6% | 58.5% | 60.0% | 61.9% | 56.8% | 49.1% |
| | Dissatisfied | Count | 235 | 35 | 14 | 23 | 27 | 28 | 38 | 70 |
| | | Percentage | 20.5% | 17.5% | 14.1% | 17.0% | 15.9% | 16.7% | 26.0% | 31.0% |
| | Very Dissatisfied | Count | 84 | 13 | 7 | 18 | 11 | 13 | 5 | 17 |
| | | Percentage | 7.3% | 6.5% | 7.1% | 13.3% | 6.5% | 7.7% | 3.4% | 7.5% |

Q 15. Satisfaction with time taken by CC executive to solve problem

| | | | Operator | | | | | | | |
|-----|----------------|------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 1,144 | 200 | 99 | 135 | 170 | 168 | 146 | 226 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 1,144 | 200 | 99 | 135 | 170 | 168 | 146 | 226 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Not specified | Count | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Q15 | Very Satisfied | Count | 174 | 34 | 18 | 15 | 29 | 23 | 26 | 29 |
| | | Percentage | 15.2% | 17.0% | 18.2% | 11.1% | 17.1% | 13.7% | 17.8% | 12.8% |
| | Satisfied | Count | 619 | 113 | 58 | 75 | 90 | 101 | 75 | 107 |

| | | | | | | | | | | |
|--|--------------------------|-------------------|-------|-------|-------|-------|-------|-------|-------|-------|
| | | Percentage | 54.1% | 56.5% | 58.6% | 55.6% | 52.9% | 60.1% | 51.4% | 47.3% |
| | Dissatisfied | Count | 263 | 39 | 15 | 25 | 38 | 35 | 40 | 71 |
| | | Percentage | 23.0% | 19.5% | 15.2% | 18.5% | 22.4% | 20.8% | 27.4% | 31.4% |
| | Very Dissatisfied | Count | 88 | 14 | 8 | 20 | 13 | 9 | 5 | 19 |
| | | Percentage | 7.7% | 7.0% | 8.1% | 14.8% | 7.6% | 5.4% | 3.4% | 8.4% |

Q16. Satisfaction with availability of signal

| | | | Operator | | | | | | | |
|--------------------------|-----------------------|-------------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Not specified | Count | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Q16 | Very Satisfied | Count | 861 | 163 | 106 | 138 | 122 | 107 | 147 | 78 |
| | | Percentage | 31.2% | 41.1% | 27.8% | 35.5% | 30.7% | 27.8% | 35.7% | 19.6% |
| | Satisfied | Count | 1,528 | 218 | 220 | 205 | 241 | 224 | 232 | 188 |
| | | Percentage | 55.4% | 54.9% | 57.7% | 52.7% | 60.6% | 58.2% | 56.3% | 47.4% |
| | Dissatisfied | Count | 307 | 13 | 44 | 35 | 30 | 46 | 30 | 109 |
| | | Percentage | 11.1% | 3.3% | 11.5% | 9.0% | 7.5% | 11.9% | 7.3% | 27.5% |
| Very Dissatisfied | Count | 63 | 3 | 11 | 11 | 5 | 8 | 3 | 22 | |
| | Percentage | 2.3% | 0.8% | 2.9% | 2.8% | 1.3% | 2.1% | 0.7% | 5.5% | |

Q17. Satisfaction with ease of making / receiving calls

| | | | Operator | | | | | | | |
|--------------------------|-----------------------|-------------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 2,757 | 397 | 381 | 389 | 396 | 385 | 412 | 397 |
| | | Percentage | 99.9% | 100.0% | 100.0% | 100.0% | 99.5% | 100.0% | 100.0% | 100.0% |
| | Not specified | Count | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 |
| | | Percentage | 0.1% | 0.0% | 0.0% | 0.0% | 0.5% | 0.0% | 0.0% | 0.0% |
| Q17 | Very Satisfied | Count | 934 | 168 | 115 | 145 | 142 | 118 | 161 | 85 |
| | | Percentage | 33.9% | 42.3% | 30.2% | 37.3% | 35.9% | 30.6% | 39.1% | 21.4% |
| | Satisfied | Count | 1,571 | 216 | 231 | 213 | 239 | 232 | 229 | 211 |
| | | Percentage | 57.0% | 54.4% | 60.6% | 54.8% | 60.4% | 60.3% | 55.6% | 53.1% |
| | Dissatisfied | Count | 219 | 11 | 27 | 26 | 14 | 31 | 20 | 90 |
| | | Percentage | 7.9% | 2.8% | 7.1% | 6.7% | 3.5% | 8.1% | 4.9% | 22.7% |
| Very Dissatisfied | Count | 33 | 2 | 8 | 5 | 1 | 4 | 2 | 11 | |
| | Percentage | 1.2% | 0.5% | 2.1% | 1.3% | 0.3% | 1.0% | 0.5% | 2.8% | |

| Q18. Rate of call drop | | | | | | | | | | |
|------------------------|----------------|-----------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Operator | | | | | | | |
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q18 | Answering Base | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Very Frequently | Count | 35 | 2 | 11 | 6 | 3 | 1 | 1 |
| | | Percentage | 1.3% | 0.5% | 2.9% | 1.5% | 0.8% | 0.3% | 0.2% | 2.8% |
| | Frequently | Count | 183 | 13 | 23 | 22 | 16 | 25 | 14 | 70 |
| | | Percentage | 6.6% | 3.3% | 6.0% | 5.7% | 4.0% | 6.5% | 3.4% | 17.6% |
| | Occasionally | Count | 1,229 | 193 | 154 | 186 | 173 | 176 | 173 | 174 |
| | | Percentage | 44.5% | 48.6% | 40.4% | 47.8% | 43.5% | 45.7% | 42.0% | 43.8% |
| | Never | Count | 1,312 | 189 | 193 | 175 | 206 | 183 | 224 | 142 |
| Percentage | | 47.6% | 47.6% | 50.7% | 45.0% | 51.8% | 47.5% | 54.4% | 35.8% | |

| Q19. Satisfaction with voice quality | | | | | | | | | | |
|--------------------------------------|-------------------|------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Operator | | | | | | | |
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 2,757 | 397 | 381 | 389 | 397 | 384 | 412 | 397 |
| | | Percentage | 99.9% | 100.0% | 100.0% | 100.0% | 99.7% | 99.7% | 100.0% | 100.0% |
| | Not specified | Count | 2 | 0 | 0 | 0 | 1 | 1 | 0 | 0 |
| | | Percentage | 0.1% | 0.0% | 0.0% | 0.0% | 0.3% | 0.3% | 0.0% | 0.0% |
| Q19 | Very Satisfied | Count | 969 | 162 | 127 | 138 | 158 | 131 | 159 | 94 |
| | | Percentage | 35.1% | 40.8% | 33.3% | 35.5% | 39.8% | 34.1% | 38.6% | 23.7% |
| | Satisfied | Count | 1,550 | 217 | 217 | 225 | 225 | 223 | 228 | 215 |
| | | Percentage | 56.2% | 54.7% | 57.0% | 57.8% | 56.7% | 58.1% | 55.3% | 54.2% |
| | Dissatisfied | Count | 205 | 17 | 26 | 22 | 13 | 26 | 22 | 79 |
| | | Percentage | 7.4% | 4.3% | 6.8% | 5.7% | 3.3% | 6.8% | 5.3% | 19.9% |
| | Very Dissatisfied | Count | 33 | 1 | 11 | 4 | 1 | 4 | 3 | 9 |
| | | Percentage | 1.2% | 0.3% | 2.9% | 1.0% | 0.3% | 1.0% | 0.7% | 2.3% |

| Q20. Problems of signal faced | | | | | | | | | | |
|-------------------------------|----------------|-------------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Operator | | | | | | | |
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q20 | Answering Base | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Very Dissatisfied | Count | 40 | 1 | 12 | 6 | 4 | 2 | 2 |

| | | | | | | | | | |
|-----------------------|-------------------|-------|-------|-------|-------|-------|-------|-------|-------|
| | Percentage | 1.4% | 0.3% | 3.1% | 1.5% | 1.0% | 0.5% | 0.5% | 3.3% |
| Dissatisfied | Count | 239 | 21 | 35 | 25 | 22 | 30 | 14 | 92 |
| | Percentage | 8.7% | 5.3% | 9.2% | 6.4% | 5.5% | 7.8% | 3.4% | 23.2% |
| Satisfied | Count | 1,345 | 208 | 165 | 200 | 198 | 204 | 188 | 182 |
| | Percentage | 48.7% | 52.4% | 43.3% | 51.4% | 49.7% | 53.0% | 45.6% | 45.8% |
| Very Satisfied | Count | 1,134 | 167 | 169 | 158 | 173 | 149 | 208 | 110 |
| | Percentage | 41.1% | 42.1% | 44.4% | 40.6% | 43.5% | 38.7% | 50.5% | 27.7% |
| Not Specified | Count | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| | Percentage | 0.0% | 0.0% | 0.0% | 0.0% | 0.3% | 0.0% | 0.0% | 0.0% |

Q21. Satisfaction with availability of network

| | | | Operator | | | | | | | |
|--------------------------|-----------------------|-------------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 2,758 | 397 | 381 | 389 | 397 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 99.7% | 100.0% | 100.0% | 100.0% |
| | Not specified | Count | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% | 0.0% | 0.3% | 0.0% | 0.0% | 0.0% |
| Q21 | Very Satisfied | Count | 815 | 151 | 95 | 129 | 125 | 97 | 151 | 67 |
| | | Percentage | 29.6% | 38.0% | 24.9% | 33.2% | 31.5% | 25.2% | 36.7% | 16.9% |
| | Satisfied | Count | 1,612 | 221 | 228 | 226 | 248 | 243 | 233 | 213 |
| | | Percentage | 58.4% | 55.7% | 59.8% | 58.1% | 62.5% | 63.1% | 56.6% | 53.7% |
| | Dissatisfied | Count | 268 | 22 | 40 | 25 | 21 | 40 | 26 | 94 |
| | | Percentage | 9.7% | 5.5% | 10.5% | 6.4% | 5.3% | 10.4% | 6.3% | 23.7% |
| Very Dissatisfied | Count | 63 | 3 | 18 | 9 | 3 | 5 | 2 | 23 | |
| | Percentage | 2.3% | 0.8% | 4.7% | 2.3% | 0.8% | 1.3% | 0.5% | 5.8% | |

Q22. Satisfaction with restoration of network problems

| | | | Operator | | | | | | | |
|------------|-----------------------|-------------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 2,756 | 397 | 381 | 389 | 395 | 385 | 412 | 397 |
| | | Percentage | 99.9% | 100.0% | 100.0% | 100.0% | 99.2% | 100.0% | 100.0% | 100.0% |
| | Not specified | Count | 3 | 0 | 0 | 0 | 3 | 0 | 0 | 0 |
| | | Percentage | 0.1% | 0.0% | 0.0% | 0.0% | 0.8% | 0.0% | 0.0% | 0.0% |
| Q22 | Very Satisfied | Count | 776 | 132 | 92 | 123 | 119 | 97 | 147 | 66 |
| | | Percentage | 28.2% | 33.2% | 24.1% | 31.6% | 30.1% | 25.2% | 35.7% | 16.6% |
| | Satisfied | Count | 1,647 | 243 | 235 | 231 | 253 | 241 | 238 | 206 |
| | | Percentage | 59.8% | 61.2% | 61.7% | 59.4% | 64.1% | 62.6% | 57.8% | 51.9% |
| | Dissatisfied | Count | 283 | 18 | 40 | 29 | 21 | 42 | 25 | 108 |

| | | | | | | | | | |
|--------------------------|-------------------|-------|------|-------|------|------|-------|------|-------|
| | Percentage | 10.3% | 4.5% | 10.5% | 7.5% | 5.3% | 10.9% | 6.1% | 27.2% |
| Very Dissatisfied | Count | 50 | 4 | 14 | 6 | 2 | 5 | 2 | 17 |
| | Percentage | 1.8% | 1.0% | 3.7% | 1.5% | 0.5% | 1.3% | 0.5% | 4.3% |

Q23. Value added services used

| | | Operator | | | | | | | | |
|------------|-----------------------|-------------------|--------|----------|--------|----------|--------|--------|--------|--------|
| | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL | |
| | Total | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q23 | Answering Base | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | | | | | | | | |
| | Yes | Count | 236 | 62 | 26 | 43 | 24 | 26 | 14 | 41 |
| | | Percentage | 8.6% | 15.6% | 6.8% | 11.1% | 6.0% | 6.8% | 3.4% | 10.3% |
| | No | Count | 2,523 | 335 | 355 | 346 | 374 | 359 | 398 | 356 |
| | | Percentage | 91.4% | 84.4% | 93.2% | 88.9% | 94.0% | 93.2% | 96.6% | 89.7% |

Q24. Explicit consent taken before providing chargeable value added services

| | | Operator | | | | | | | | |
|----------------------|-----------------------|-------------------|--------|----------|--------|----------|--------|--------|--------|--------|
| | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL | |
| | Total | Count | 236 | 62 | 26 | 43 | 24 | 26 | 14 | 41 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q24 | Answering Base | Count | 236 | 62 | 26 | 43 | 24 | 26 | 14 | 41 |
| | | Percentage | | | | | | | | |
| | Yes | Count | 178 | 43 | 19 | 32 | 18 | 20 | 11 | 35 |
| | | Percentage | 75.4% | 69.4% | 73.1% | 74.4% | 75.0% | 76.9% | 78.6% | 85.4% |
| | No | Count | 55 | 18 | 6 | 11 | 6 | 6 | 3 | 5 |
| | | Percentage | 23.3% | 29.0% | 23.1% | 25.6% | 25.0% | 23.1% | 21.4% | 12.2% |
| Not Specified | Count | 3 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | |
| | Percentage | 1.3% | 1.6% | 3.8% | 0.0% | 0.0% | 0.0% | 0.0% | 2.4% | |

Q25. Satisfaction with value added services

| | | Operator | | | | | | | | |
|------------|-----------------------|-------------------|--------|----------|--------|----------|--------|--------|--------|--------|
| | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL | |
| | Total | Count | 236 | 62 | 26 | 43 | 24 | 26 | 14 | 41 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 234 | 62 | 25 | 43 | 24 | 26 | 14 | 40 |
| | | Percentage | 99.2% | 100.0% | 96.2% | 100.0% | 100.0% | 100.0% | 100.0% | 97.6% |
| | Not specified | Count | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| | | Percentage | 0.8% | 0.0% | 3.8% | 0.0% | 0.0% | 0.0% | 0.0% | 2.4% |
| Q25 | Very Satisfied | Count | 55 | 15 | 6 | 9 | 7 | 9 | 4 | 5 |
| | | Percentage | 23.5% | 24.2% | 24.0% | 20.9% | 29.2% | 34.6% | 28.6% | 12.5% |
| | Satisfied | Count | 144 | 37 | 17 | 28 | 12 | 11 | 10 | 29 |

| | | | | | | | | | |
|--------------------------|-------------------|-------|-------|-------|-------|-------|-------|-------|-------|
| | Percentage | 61.5% | 59.7% | 68.0% | 65.1% | 50.0% | 42.3% | 71.4% | 72.5% |
| Dissatisfied | Count | 21 | 6 | 1 | 4 | 4 | 3 | 0 | 3 |
| | Percentage | 9.0% | 9.7% | 4.0% | 9.3% | 16.7% | 11.5% | 0.0% | 7.5% |
| Very Dissatisfied | Count | 14 | 4 | 1 | 2 | 1 | 3 | 0 | 3 |
| | Percentage | 6.0% | 6.5% | 4.0% | 4.7% | 4.2% | 11.5% | 0.0% | 7.5% |

| Q26a. Satisfaction with overall quality | | | | | | | | | | |
|---|-----------------------|-------------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Operator | | | | | | | |
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 2,757 | 396 | 381 | 389 | 398 | 384 | 412 | 397 |
| | | Percentage | 99.9% | 99.7% | 100.0% | 100.0% | 100.0% | 99.7% | 100.0% | 100.0% |
| | Not specified | Count | 2 | 1 | 0 | 0 | 0 | 1 | 0 | 0 |
| | | Percentage | 0.1% | 0.3% | 0.0% | 0.0% | 0.0% | 0.3% | 0.0% | 0.0% |
| Q26A | Very Satisfied | Count | 705 | 105 | 91 | 109 | 104 | 95 | 133 | 68 |
| | | Percentage | 25.6% | 26.5% | 23.9% | 28.0% | 26.1% | 24.7% | 32.3% | 17.1% |
| | Satisfied | Count | 1,740 | 253 | 248 | 245 | 268 | 245 | 256 | 225 |
| | | Percentage | 63.1% | 63.9% | 65.1% | 63.0% | 67.3% | 63.8% | 62.1% | 56.7% |
| | Dissatisfied | Count | 278 | 33 | 34 | 30 | 26 | 42 | 21 | 92 |
| | | Percentage | 10.1% | 8.3% | 8.9% | 7.7% | 6.5% | 10.9% | 5.1% | 23.2% |
| Very Dissatisfied | Count | 34 | 5 | 8 | 5 | 0 | 2 | 2 | 12 | |
| | Percentage | 1.2% | 1.3% | 2.1% | 1.3% | 0.0% | 0.5% | 0.5% | 3.0% | |

| Q27. Informed in writing about tariff plan | | | | | | | | | | |
|--|-----------------------|-------------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Operator | | | | | | | |
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q27 | Answering Base | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Yes | Count | 767 | 119 | 125 | 101 | 123 | 97 | 101 | 101 |
| | | Percentage | 27.8% | 30.0% | 32.8% | 26.0% | 30.9% | 25.2% | 24.5% | 25.4% |
| | No | Count | 1,969 | 278 | 256 | 288 | 253 | 288 | 311 | 295 |
| | | Percentage | 71.4% | 70.0% | 67.2% | 74.0% | 63.6% | 74.8% | 75.5% | 74.3% |
| Not Specified | Count | 23 | 0 | 0 | 0 | 22 | 0 | 0 | 1 | |
| | Percentage | 0.8% | 0.0% | 0.0% | 0.0% | 5.5% | 0.0% | 0.0% | 0.3% | |

| Q28. Mobile connection terminated in last 12 months | | | | | | | | | | |
|---|--------------------|------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Operator | | | | | | | |
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q28 | Answering Base Yes | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | No | Count | 10 | 1 | 1 | 3 | 5 | 0 | 0 | 0 |
| | | Percentage | 0.4% | 0.3% | 0.3% | 0.8% | 1.3% | 0.0% | 0.0% | 0.0% |
| | No | Count | 2,749 | 396 | 380 | 386 | 393 | 385 | 412 | 397 |
| | | Percentage | 99.6% | 99.7% | 99.7% | 99.2% | 98.7% | 100.0% | 100.0% | 100.0% |

| Q29. Previous service provider | | | | | | | |
|--------------------------------|-----------------------|------------|----------|--------|----------|--------|----------|
| | | | Operator | | | | |
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm |
| | Total | Count | 10 | 1 | 1 | 3 | 5 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q29 | Answering Base Airtel | Count | 10 | 1 | 1 | 3 | 5 |
| | | Percentage | 40.0% | 0.0% | 0.0% | 33.3% | 60.0% |
| | Vodafone | Count | 0 | 0 | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Idea | Count | 2 | 0 | 1 | 1 | 0 |
| | | Percentage | 20.0% | 0.0% | 100.0% | 33.3% | 0.0% |
| | BSNL | Count | 3 | 1 | 0 | 1 | 1 |
| | | Percentage | 30.0% | 100.0% | 0.0% | 33.3% | 20.0% |
| | Rel Comm | Count | 0 | 0 | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Aircel | Count | 1 | 0 | 0 | 0 | 1 |
| | | Percentage | 10.0% | 0.0% | 0.0% | 0.0% | 20.0% |
| | TATA | Count | 0 | 0 | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | MTNL | Count | 0 | 0 | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Spice | Count | 0 | 0 | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | BPL | 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% |

| | | | | | | | |
|---------|--|-------------------|------|------|------|------|------|
| | | e | | | | | |
| RTL | | Count | 0 | 0 | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| RISL | | Count | 0 | 0 | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Dishnet | | Count | 0 | 0 | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Others | | Count | 0 | 0 | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

| Q30. Time taken for termination of connection | | | | | | | |
|---|------------------|-------------------|----------|--------|----------|--------|----------|
| | | | Operator | | | | |
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm |
| | Total | Count | 10 | 1 | 1 | 3 | 5 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q30 | Answering Base | Count | 10 | 1 | 1 | 3 | 5 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | More than 7 days | Count | 2 | 1 | 0 | 0 | 1 |
| | | Percentage | 20.0% | 100.0% | 0.0% | 0.0% | 20.0% |
| | 4 - 7 days | Count | 4 | 0 | 0 | 1 | 3 |
| | | Percentage | 40.0% | 0.0% | 0.0% | 33.3% | 60.0% |
| | 2-3 days | Count | 1 | 0 | 0 | 0 | 1 |
| | | Percentage | 10.0% | 0.0% | 0.0% | 0.0% | 20.0% |
| | 1 day | Count | 3 | 0 | 1 | 2 | 0 |
| | | Percentage | 30.0% | 0.0% | 100.0% | 66.7% | 0.0% |

| Q31. Security deposit adjusted in the bill raised after termination | | | | | | | |
|---|----------------|-------------------|----------|--------|----------|--------|----------|
| | | | Operator | | | | |
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm |
| | Total | Count | 10 | 1 | 1 | 3 | 5 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q31 | Answering Base | Count | 10 | 1 | 1 | 3 | 5 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Yes | Count | 7 | 1 | 1 | 2 | 3 |
| | | Percentage | 70.0% | 100.0% | 100.0% | 66.7% | 60.0% |
| | No | Count | 3 | 0 | 0 | 1 | 2 |
| | | Percentage | 30.0% | 0.0% | 0.0% | 33.3% | 40.0% |

| Q32. Number registered on Do Not Call (DNC registry) | | | | | | | | | | |
|--|----------------|-------------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Operator | | | | | | | |
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Airtel | TATA | RTL |
| | Total | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q32 | Answering Base | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |



| | | | | | | | | | |
|---|-------------------|-------|-------|-------|-------|-------|-------|-------|-------|
| Yes | Count | 107 | 27 | 6 | 13 | 15 | 12 | 11 | 23 |
| | Percentage | 3.9% | 6.8% | 1.6% | 3.3% | 3.8% | 3.1% | 2.7% | 5.8% |
| No | Count | 2,465 | 349 | 356 | 343 | 353 | 347 | 373 | 344 |
| | Percentage | 89.3% | 87.9% | 93.4% | 88.2% | 88.7% | 90.1% | 90.5% | 86.6% |
| Do not mind receiving such calls/SMS | Count | 187 | 21 | 19 | 33 | 30 | 26 | 28 | 30 |
| | Percentage | 6.8% | 5.3% | 5.0% | 8.5% | 7.5% | 6.8% | 6.8% | 7.6% |

Q33a. Still receive unsolicited material

| | | Operator | | | | | | | | |
|-------------|------------------------------|-------------------|--------|----------|--------|----------|--------|--------|--------|--------|
| | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL | |
| | Total | Count | 107 | 27 | 6 | 13 | 15 | 12 | 11 | 23 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q33a | Answering Base | Count | 107 | 27 | 6 | 13 | 15 | 12 | 11 | 23 |
| | Continued receiving | Count | 67 | 17 | 4 | 8 | 8 | 8 | 8 | 14 |
| | | Percentage | 62.6% | 63.0% | 66.7% | 61.5% | 53.3% | 66.7% | 72.7% | 60.9% |
| | Slight decrease | Count | 13 | 3 | 1 | 2 | 3 | 0 | 0 | 4 |
| | | Percentage | 12.1% | 11.1% | 16.7% | 15.4% | 20.0% | 0.0% | 0.0% | 17.4% |
| | Considerable decrease | Count | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| | | Percentage | 1.9% | 0.0% | 0.0% | 0.0% | 6.7% | 0.0% | 0.0% | 4.3% |
| | Stopped receiving | Count | 23 | 7 | 1 | 3 | 3 | 3 | 3 | 3 |
| | | Percentage | 21.5% | 25.9% | 16.7% | 23.1% | 20.0% | 25.0% | 27.3% | 13.0% |
| | Not Specified | Count | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| | | Percentage | 1.9% | 0.0% | 0.0% | 0.0% | 0.0% | 8.3% | 0.0% | 4.3% |

Q33b. Complained to service provider

| | | Operator | | | | | | | | |
|-------------|-----------------------|-------------------|--------|----------|--------|----------|--------|--------|--------|--------|
| | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL | |
| | Total | Count | 107 | 27 | 6 | 13 | 15 | 12 | 11 | 23 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q33b | Answering Base | Count | 107 | 27 | 6 | 13 | 15 | 12 | 11 | 23 |
| | Yes | Count | 8 | 3 | 0 | 1 | 2 | 0 | 1 | 1 |
| | | Percentage | 7.5% | 11.1% | 0.0% | 7.7% | 13.3% | 0.0% | 9.1% | 4.3% |
| | No | Count | 98 | 24 | 5 | 12 | 13 | 12 | 10 | 22 |
| | | Percentage | 91.6% | 88.9% | 83.3% | 92.3% | 86.7% | 100.0% | 90.9% | 95.7% |
| | Not Specified | Count | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| | | Percentage | 0.9% | 0.0% | 16.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

Q33c. Outcome of complaint

| | | Operator | | | | | | | | |
|--|--------------|-------------------|--------|----------|--------|----------|--------|--------|--------|--------|
| | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL | |
| | Total | Count | 107 | 27 | 6 | 13 | 15 | 12 | 11 | 23 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

| | | | | | | | | | | |
|------------|--|------------|-------|-------|------|--------|-------|--------|------|-------|
| Q33c | Answering Base | Count | 10 | 4 | 0 | 1 | 2 | 0 | 1 | 2 |
| | Complaint registered by service provider | Count | 5 | 2 | 0 | 1 | 1 | 0 | 0 | 1 |
| | | Percentage | 50.0% | 50.0% | 0.0% | 100.0% | 50.0% | 0.0% | 0.0% | 50.0% |
| | Service Provider refused to register complaint | Count | 4 | 2 | 0 | 0 | 1 | 0 | 0 | 1 |
| | | Percentage | 40.0% | 50.0% | 0.0% | 0.0% | 50.0% | 0.0% | 0.0% | 50.0% |
| | Not Specified | Count | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Percentage | | 10.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 100.0% | 0.0% | |

Q 34. Aware of the 3 stage grievance redressal mechanism

| | | | Operator | | | | | | | |
|-----|--------------------|------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q34 | Answering Base Yes | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | No | Count | 134 | 21 | 15 | 29 | 16 | 21 | 14 | 18 |
| | | Percentage | 4.9% | 5.3% | 3.9% | 7.5% | 4.0% | 5.5% | 3.4% | 4.5% |
| | None of these | Count | 2,625 | 376 | 366 | 360 | 382 | 364 | 398 | 379 |
| | | Percentage | 95.1% | 94.7% | 96.1% | 92.5% | 96.0% | 94.5% | 96.6% | 95.5% |

Q 35. Which stage aware of

| | | | Operator | | | | | | | |
|---------------------------|---------------------|------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q35. Which stage aware of | Answering Base | Count | 2,729 | 395 | 380 | 383 | 391 | 378 | 411 | 391 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Call Centre | Count | 2,621 | 372 | 363 | 363 | 377 | 373 | 403 | 370 |
| | | Percentage | 96.0% | 94.2% | 95.5% | 94.8% | 96.4% | 98.7% | 98.1% | 94.6% |
| | Nodal Officer | Count | 77 | 19 | 9 | 12 | 7 | 4 | 5 | 21 |
| | | Percentage | 2.8% | 4.8% | 2.4% | 3.1% | 1.8% | 1.1% | 1.2% | 5.4% |
| | Appellate Authority | Count | 3 | 0 | 0 | 1 | 2 | 0 | 0 | 0 |
| | | Percentage | 0.1% | 0.0% | 0.0% | 0.3% | 0.5% | 0.0% | 0.0% | 0.0% |
| | None of these | Count | 28 | 4 | 8 | 7 | 5 | 1 | 3 | 0 |
| | | Percentage | 1.0% | 1.0% | 2.1% | 1.8% | 1.3% | 0.3% | 0.7% | 0.0% |

Q 36. made complaints within last 6 months

| | | | Operator | | | | | | | |
|--|-------|------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

| | | | | | | | | | | |
|-------------------|-----------------------|-------------------|--------------|-------|-------|-------|-------|-------|-------|-------|
| Q36 | Answering Base | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Yes | Count | 464 | 93 | 41 | 42 | 70 | 75 | 52 |
| | | Percentage | 16.8% | 23.4% | 10.8% | 10.8% | 17.6% | 19.5% | 12.6% | 22.9% |
| | No | Count | 2,295 | 304 | 340 | 347 | 328 | 310 | 360 | 306 |
| Percentage | | 83.2% | 76.6% | 89.2% | 89.2% | 82.4% | 80.5% | 87.4% | 77.1% | |

Q 37. Docket number

| | | | Operator | | | | | | | |
|-------------------|---|--|-----------------|---------------|-----------------|-------------|-----------------|---------------|-------------|------------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 464 | 93 | 41 | 42 | 70 | 75 | 52 | 91 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q37 | Answering Base | Count | 464 | 93 | 41 | 42 | 70 | 75 | 52 | 91 |
| | | No docket number received even on request | Count | 117 | 26 | 10 | 12 | 11 | 21 | 15 |
| | | Percentage | 25.2% | 28.0% | 24.4% | 28.6% | 15.7% | 28.0% | 28.8% | 24.2% |
| | No docket number received for most of the complaints | Count | 212 | 38 | 21 | 19 | 30 | 32 | 20 | 52 |
| | | Percentage | 45.7% | 40.9% | 51.2% | 45.2% | 42.9% | 42.7% | 38.5% | 57.1% |
| | Docket number received for most of the complaints | Count | 135 | 29 | 10 | 11 | 29 | 22 | 17 | 17 |
| Percentage | | 29.1% | 31.2% | 24.4% | 26.2% | 41.4% | 29.3% | 32.7% | 18.7% | |

Q 38. Information given by call center

| | | | Operator | | | | | | | |
|------------|-----------------------|-------------------|-----------------|---------------|-----------------|-------------|-----------------|---------------|-------------|------------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 464 | 93 | 41 | 42 | 70 | 75 | 52 | 91 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q38 | Answering Base | Count | 464 | 93 | 41 | 42 | 70 | 75 | 52 | 91 |
| | | Yes | Count | 364 | 74 | 32 | 30 | 62 | 60 | 40 |
| | Percentage | | 78.4% | 79.6% | 78.0% | 71.4% | 88.6% | 80.0% | 76.9% | 72.5% |
| | No | Count | 100 | 19 | 9 | 12 | 8 | 15 | 12 | 25 |
| | | Percentage | 21.6% | 20.4% | 22.0% | 28.6% | 11.4% | 20.0% | 23.1% | 27.5% |

Q 39. Satisfaction with clarity of bills

| | | | Operator | | | | | | | |
|--|-----------------------|-------------------|-----------------|---------------|-----------------|-------------|-----------------|---------------|-------------|------------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 464 | 93 | 41 | 42 | 70 | 75 | 52 | 91 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 464 | 93 | 41 | 42 | 70 | 75 | 52 | 91 |

| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
|-----|-------------------|------------|--------|--------|--------|--------|--------|--------|--------|--------|
| | Not specified | Count | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Q39 | Very Satisfied | Count | 43 | 12 | 6 | 2 | 7 | 7 | 5 | 4 |
| | | Percentage | 9.3% | 12.9% | 14.6% | 4.8% | 10.0% | 9.3% | 9.6% | 4.4% |
| | Satisfied | Count | 283 | 61 | 25 | 21 | 45 | 45 | 32 | 54 |
| | | Percentage | 61.0% | 65.6% | 61.0% | 50.0% | 64.3% | 60.0% | 61.5% | 59.3% |
| | Dissatisfied | Count | 93 | 14 | 6 | 13 | 11 | 14 | 12 | 23 |
| | | Percentage | 20.0% | 15.1% | 14.6% | 31.0% | 15.7% | 18.7% | 23.1% | 25.3% |
| | Very Dissatisfied | Count | 45 | 6 | 4 | 6 | 7 | 9 | 3 | 10 |
| | | Percentage | 9.7% | 6.5% | 9.8% | 14.3% | 10.0% | 12.0% | 5.8% | 11.0% |

| Q 40. Reasons for dissatisfaction | | | | | | | | | | |
|-----------------------------------|--|------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Operator | | | | | | | |
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 138 | 20 | 10 | 19 | 18 | 23 | 15 | 33 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q 40. Reasons for dissatisfaction | Answering Base | Count | 130 | 20 | 10 | 18 | 15 | 21 | 14 | 32 |
| | | Percentage | 94.2% | 100.0% | 100.0% | 94.7% | 83.3% | 91.3% | 90.5% | 93.3% |
| | Difficult to connect to the call centre executive | Count | 48 | 8 | 4 | 4 | 6 | 9 | 5 | 12 |
| | | Percentage | 36.9% | 40.0% | 40.0% | 22.2% | 40.0% | 42.9% | 35.7% | 37.5% |
| | Customer care executive not polite/courteous | Count | 30 | 4 | 2 | 3 | 4 | 6 | 2 | 9 |
| | | Percentage | 23.1% | 20.0% | 20.0% | 16.7% | 26.7% | 28.6% | 14.3% | 28.1% |
| | Customer care executive not equipped with adequate informat | Count | 30 | 3 | 1 | 3 | 0 | 8 | 3 | 12 |
| | | Percentage | 23.1% | 15.0% | 10.0% | 16.7% | 0.0% | 38.1% | 21.4% | 37.5% |
| | Time taken by call centre for redressal of complaint is long | Count | 49 | 9 | 7 | 6 | 5 | 4 | 7 | 11 |
| | | Percentage | 37.7% | 45.0% | 70.0% | 33.3% | 33.3% | 19.0% | 50.0% | 34.4% |
| | Customer care executive was | Count | 32 | 4 | 1 | 7 | 4 | 3 | 5 | 8 |



| | | | | | | | | | | |
|--|----------------------------------|------------|-------|-------|-------|-------|-------|-------|-------|-------|
| | unable to understand the problem | Percentage | 24.6% | 20.0% | 10.0% | 38.9% | 26.7% | 14.3% | 35.7% | 25.0% |
| | | Others | Count | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

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

| | | | Operator | | | | | | | |
|-----|----------------|------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 464 | 93 | 41 | 42 | 70 | 75 | 52 | 91 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q41 | Answering Base | Count | 464 | 93 | 41 | 42 | 70 | 75 | 52 | 91 |
| | | Yes | Count | 28 | 10 | 5 | 2 | 3 | 3 | 3 |
| | | Percentage | 6.0% | 10.8% | 12.2% | 4.8% | 4.3% | 4.0% | 5.8% | 2.2% |
| | No | Count | 73 | 19 | 5 | 8 | 9 | 10 | 8 | 14 |
| | | Percentage | 15.7% | 20.4% | 12.2% | 19.0% | 12.9% | 13.3% | 15.4% | 15.4% |
| | Not Applicable | Count | 363 | 64 | 31 | 32 | 58 | 62 | 41 | 75 |
| | Percentage | 78.2% | 68.8% | 75.6% | 76.2% | 82.9% | 82.7% | 78.8% | 82.4% | |

Q 42. Awareness of contact details of nodal officer

| | | | Operator | | | | | | | |
|-----|----------------|------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q42 | Answering Base | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Yes | Count | 36 | 5 | 3 | 6 | 3 | 6 | 10 |
| | | Percentage | 1.3% | 1.3% | 0.8% | 1.5% | 0.8% | 1.6% | 2.4% | 0.8% |
| | No | Count | 2,723 | 392 | 378 | 383 | 395 | 379 | 402 | 394 |
| | | Percentage | 98.7% | 98.7% | 99.2% | 98.5% | 99.2% | 98.4% | 97.6% | 99.2% |

Q 43. Made a complaint to nodal officer

| | | | Operator | | | | | | | |
|-----|----------------|------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 36 | 5 | 3 | 6 | 3 | 6 | 10 | 3 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q43 | Answering Base | Count | 36 | 5 | 3 | 6 | 3 | 6 | 10 | 3 |
| | | Yes | Count | 1 | 0 | 0 | 0 | 0 | 1 | 0 |
| | | Percentage | 2.8% | 0.0% | 0.0% | 0.0% | 0.0% | 16.7% | 0.0% | 0.0% |
| | No | Count | 35 | 5 | 3 | 6 | 3 | 5 | 10 | 3 |
| | | Percentage | 97.2% | 100.0% | 100.0% | 100.0% | 100.0% | 83.3% | 100.0% | 100.0% |

Q 44. Nodal officer can be approached easily

| | | | Operator | |
|--|-------|-------|----------|--------|
| | | | Total | Aircel |
| | Total | Count | 1 | 1 |

| | | | | |
|------------|-----------------------|-------------------|--------|--------|
| | | Percentage | 100.0% | 100.0% |
| Q44 | Answering Base | Count | 1 | 1 |
| | | Percentage | 100.0% | 100.0% |
| | Yes | Count | 1 | 1 |
| | | Percentage | 100.0% | 100.0% |
| No | Count | 0 | 0 | |
| | Percentage | 0.0% | 0.0% | |

| Q 45. Decision on complaint intimated by Nodal officer | | | | |
|---|-----------------------|-------------------|-----------------|---------------|
| | | | Operator | |
| | | | Total | Aircel |
| | Total | Count | 1 | 1 |
| | | Percentage | 100.0% | 100.0% |
| Q45 | Answering Base | Count | 1 | 1 |
| | | Percentage | 100.0% | 100.0% |
| | Yes | Count | 1 | 1 |
| | | Percentage | 100.0% | 100.0% |
| No | Count | 0 | 0 | |
| | Percentage | 0.0% | 0.0% | |

| Q 46. Satisfaction with redressal of complaint by nodal officer | | | | |
|--|-----------------------|-------------------|-----------------|---------------|
| | | | Operator | |
| | | | Total | Aircel |
| | Total | Count | 1 | 1 |
| | | Percentage | 100.0% | 100.0% |
| | Answering Base | Count | 1 | 1 |
| | | Percentage | 100.0% | 100.0% |
| | Not specified | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |
| Q46 | Satisfied | Count | 1 | 1 |
| | | Percentage | 100.0% | 100.0% |

| Q 48. Awareness of contact details of appellate authority | | | | | | | | | | |
|--|-----------------------|-------------------|-----------------|---------------|-----------------|-------------|-----------------|---------------|-------------|------------|
| | | | Operator | | | | | | | |
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q48 | Answering Base | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Yes | Count | 34 | 4 | 1 | 8 | 2 | 5 | 6 | 8 |
| | | Percentage | 1.2% | 1.0% | 0.3% | 2.1% | 0.5% | 1.3% | 1.5% | 2.0% |
| No | Count | 2,725 | 393 | 380 | 381 | 396 | 380 | 406 | 389 | |
| | Percentage | 98.8% | 99.0% | 99.7% | 97.9% | 99.5% | 98.7% | 98.5% | 98.0% | |

| Q 49. Filed complaints in last 6 months | | | | | | | | | | |
|--|--------------|-------------------|-----------------|---------------|-----------------|-------------|-----------------|---------------|-------------|------------|
| | | | Operator | | | | | | | |
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 34 | 4 | 1 | 8 | 2 | 5 | 6 | 8 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

| | | | | | | | | | | |
|-------------------|-----------------------|-------------------|--------|--------|--------|--------|--------|--------|--------|------|
| Q49 | Answering Base | Count | 34 | 4 | 1 | 8 | 2 | 5 | 6 | 8 |
| | Yes | Count | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | No | Count | 34 | 4 | 1 | 8 | 2 | 5 | 6 | 8 |
| Percentage | | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | |

Q 52. Aware of item wise usage charge details

| | | | Operator | | | | | | | |
|----------------------|-----------------------|-------------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 2,661 | 373 | 375 | 364 | 372 | 384 | 401 | 392 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q52 | Answering Base | Count | 2,661 | 373 | 375 | 364 | 372 | 384 | 401 | 392 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Yes | Count | 757 | 112 | 115 | 88 | 117 | 119 | 112 | 94 |
| | | Percentage | 28.4% | 30.0% | 30.7% | 24.2% | 31.5% | 31.0% | 27.9% | 24.0% |
| | No | Count | 1,900 | 261 | 260 | 276 | 255 | 265 | 289 | 294 |
| | | Percentage | 71.4% | 70.0% | 69.3% | 75.8% | 68.5% | 69.0% | 72.1% | 75.0% |
| Not Specified | Count | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | |
| | Percentage | 0.2% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.0% | |

Q 53. Denied request of item wise usage charge details

| | | | Operator | | | | | | | |
|------------|-----------------------|-------------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 2,661 | 373 | 375 | 364 | 372 | 384 | 401 | 392 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q53 | Answering Base | Count | 757 | 112 | 115 | 88 | 117 | 119 | 112 | 94 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Yes | Count | 49 | 5 | 9 | 8 | 5 | 7 | 4 | 11 |
| | | Percentage | 6.5% | 4.5% | 7.8% | 9.1% | 4.3% | 5.9% | 3.6% | 11.7% |
| | No | Count | 708 | 107 | 106 | 80 | 112 | 112 | 108 | 83 |
| | | Percentage | 93.5% | 95.5% | 92.2% | 90.9% | 95.7% | 94.1% | 96.4% | 88.3% |

Q 54. Reasons for denying request

| | | | Operator | | | | | | | |
|--|------------------------|-------------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 49 | 5 | 9 | 8 | 5 | 7 | 4 | 11 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q 54. Reasons for denying request | Answering Base | Count | 48 | 5 | 9 | 8 | 5 | 6 | 4 | 11 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | No reason given | Count | 15 | 2 | 4 | 1 | 1 | 2 | 1 | 4 |
| | | Percentage | 31.3% | 40.0% | 44.4% | 12.5% | 20.0% | 33.3% | 25.0% | 36.4% |
| Technical | Count | 32 | 3 | 5 | 6 | 4 | 4 | 3 | 7 | |

| | | | | | | | | | |
|---------|------------|-------|-------|-------|-------|-------|-------|-------|-------|
| problem | Percentage | 66.7% | 60.0% | 55.6% | 75.0% | 80.0% | 66.7% | 75.0% | 63.6% |
| | Others | Count | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| | Percentage | 2.1% | 0.0% | 0.0% | 12.5% | 0.0% | 0.0% | 0.0% | 0.0% |

| Q 55. Manual of practice provided | | | | | | | | | | |
|-----------------------------------|----------------|------------|----------|--------|----------|--------|----------|--------|--------|--------|
| | | | Operator | | | | | | | |
| | | | Total | Airtel | Vodafone | BSNL | Rel Comm | Aircel | TATA | RTL |
| | Total | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Percentage | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Q55 | Answering Base | Count | 2,759 | 397 | 381 | 389 | 398 | 385 | 412 | 397 |
| | | Yes | Count | 412 | 25 | 243 | 7 | 26 | 42 | 42 |
| | | Percentage | 14.9% | 6.3% | 63.8% | 1.8% | 6.5% | 10.9% | 10.2% | 6.8% |
| | No | Count | 758 | 157 | 123 | 169 | 69 | 50 | 136 | 54 |
| | | Percentage | 27.5% | 39.5% | 32.3% | 43.4% | 17.3% | 13.0% | 33.0% | 13.6% |
| | Not Specified | Count | 1,589 | 215 | 15 | 213 | 303 | 293 | 234 | 316 |
| Percentage | | 57.6% | 54.2% | 3.9% | 54.8% | 76.1% | 76.1% | 56.8% | 79.6% | |

7.3 Broadband Services

| Q1. Number of days in getting BB connection activated | | | | | |
|---|-------------------|------------------------|----------|--------|--------|
| | | | Operator | | |
| | | | Total | BSNL | Ortel |
| Q1 | Total | Count | 754 | 385 | 369 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 754 | 385 | 369 |
| | | Within 15 working days | Count | 583 | 268 |
| | | Percentage | 77.3% | 69.6% | 85.4% |
| | > 15 working Days | Count | 171 | 117 | 54 |
| Percentage | | 22.7% | 30.4% | 14.6% | |

| Q2. Satisfaction with time taken in getting BB connection activated | | | | | |
|---|-------------------|------------|----------|--------|--------|
| | | | Operator | | |
| | | | Total | BSNL | Ortel |
| | Total | Count | 754 | 385 | 369 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 747 | 379 | 368 |
| | | Percentage | 99.1% | 98.4% | 99.7% |
| | Not specified | Count | 7 | 6 | 1 |
| | | Percentage | 0.9% | 1.6% | 0.3% |
| Q2 | Very Satisfied | Count | 269 | 136 | 133 |
| | | Percentage | 36.0% | 35.9% | 36.1% |
| | Satisfied | Count | 420 | 209 | 211 |
| | | Percentage | 56.2% | 55.1% | 57.3% |
| | Dissatisfied | Count | 42 | 28 | 14 |
| | | Percentage | 5.6% | 7.4% | 3.8% |
| | Very Dissatisfied | Count | 16 | 6 | 10 |
| | | Percentage | 2.1% | 1.6% | 2.7% |

| Q3. Satisfaction with time taken in getting BB connection re-activated | | | | | |
|--|----------------|------------|----------|--------|--------|
| | | | Operator | | |
| | | | Total | BSNL | Ortel |
| | Total | Count | 754 | 385 | 369 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 107 | 51 | 56 |
| | | Percentage | 14.2% | 13.2% | 15.2% |
| | Not specified | Count | 647 | 334 | 313 |
| | | Percentage | 85.8% | 86.8% | 84.8% |
| Q3 | Very Satisfied | Count | 26 | 12 | 14 |
| | | Percentage | 24.3% | 23.5% | 25.0% |
| | Satisfied | Count | 57 | 30 | 27 |
| | | Percentage | 53.3% | 58.8% | 48.2% |
| | Dissatisfied | Count | 15 | 6 | 9 |
| | | Percentage | 14.0% | 11.8% | 16.1% |
| Very Dissatisfied | Count | 9 | 3 | 6 | |
| | Percentage | 8.4% | 5.9% | 10.7% | |

| Q4. Satisfaction with timely delivery of bills | | | | | |
|--|-------------------|------------|----------|--------|--------|
| | | | Operator | | |
| | | | Total | BSNL | Ortel |
| | Total | Count | 708 | 379 | 329 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 708 | 379 | 329 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| | Not specified | Count | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% |
| Q4 | Very Satisfied | Count | 284 | 164 | 120 |
| | | Percentage | 40.1% | 43.3% | 36.5% |
| | Satisfied | Count | 370 | 180 | 190 |
| | | Percentage | 52.3% | 47.5% | 57.8% |
| | Dissatisfied | Count | 39 | 26 | 13 |
| | | Percentage | 5.5% | 6.9% | 4.0% |
| | Very Dissatisfied | Count | 15 | 9 | 6 |
| | | Percentage | 2.1% | 2.4% | 1.8% |

| Q5a. Satisfaction with accuracy of bills | | | | | |
|--|-------------------|------------|----------|--------|--------|
| | | | Operator | | |
| | | | Total | BSNL | Ortel |
| | Total | Count | 708 | 379 | 329 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 707 | 378 | 329 |
| | | Percentage | 99.9% | 99.7% | 100.0% |
| | Not specified | Count | 1 | 1 | 0 |
| | | Percentage | 0.1% | 0.3% | 0.0% |
| Q5A | Very Satisfied | Count | 271 | 158 | 113 |
| | | Percentage | 38.3% | 41.8% | 34.3% |
| | Satisfied | Count | 385 | 194 | 191 |
| | | Percentage | 54.5% | 51.3% | 58.1% |
| | Dissatisfied | Count | 43 | 22 | 21 |
| | | Percentage | 6.1% | 5.8% | 6.4% |
| | Very Dissatisfied | Count | 8 | 4 | 4 |
| | | Percentage | 1.1% | 1.1% | 1.2% |

| Q5b. Reasons for dissatisfaction | | | | | |
|----------------------------------|--|------------|----------|--------|--------|
| | | | Operator | | |
| | | | Total | BSNL | Ortel |
| | Total | Count | 51 | 26 | 25 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Q5b. | Answering Base | Count | 41 | 20 | 21 |
| | Charges not as per tariff plan subscribed | Count | 5 | 3 | 2 |
| | | Percentage | 12.2% | 15.0% | 9.5% |
| | Tariff plan changed without information | Count | 4 | 1 | 3 |
| | | Percentage | 9.8% | 5.0% | 14.3% |
| | Charged for value added services not requested | Count | 3 | 2 | 1 |
| | | Percentage | 7.3% | 10.0% | 4.8% |
| | Charged for calls/services not made/used | Count | 32 | 14 | 18 |

| | | | | | |
|--|---------------|-------------------|-------|-------|-------|
| | | Percentage | 78.0% | 70.0% | 85.7% |
| | Others | Count | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% |

| Q6. Billing related complaints made in last 12 months | | | | | | |
|---|----------------|------------|--------|--------|--------|----|
| | | Operator | | | | |
| | | Total | BSNL | Ortel | | |
| Q6 | Total | Count | 708 | 379 | 329 | |
| | | Percentage | 100.0% | 100.0% | 100.0% | |
| | Answering Base | Count | 708 | 379 | 329 | |
| | | Yes | Count | 101 | 46 | 55 |
| | | Percentage | 14.3% | 12.1% | 16.7% | |
| | No | Count | 607 | 333 | 274 | |
| Percentage | | 85.7% | 87.9% | 83.3% | | |

| Q7. Satisfaction with process of resolution of billing complaints | | | | | | |
|---|-------------------|------------|--------|--------|--------|--|
| | | Operator | | | | |
| | | Total | BSNL | Ortel | | |
| | Total | Count | 101 | 46 | 55 | |
| | | Percentage | 100.0% | 100.0% | 100.0% | |
| | Answering Base | Count | 101 | 46 | 55 | |
| | | Percentage | 100.0% | 100.0% | 100.0% | |
| | Not specified | Count | 0 | 0 | 0 | |
| | | Percentage | 0.0% | 0.0% | 0.0% | |
| Q7 | Very Satisfied | Count | 9 | 5 | 4 | |
| | | Percentage | 8.9% | 10.9% | 7.3% | |
| | Satisfied | Count | 50 | 18 | 32 | |
| | | Percentage | 49.5% | 39.1% | 58.2% | |
| | Dissatisfied | Count | 24 | 13 | 11 | |
| | | Percentage | 23.8% | 28.3% | 20.0% | |
| | Very Dissatisfied | Count | 18 | 10 | 8 | |
| | | Percentage | 17.8% | 21.7% | 14.5% | |

| Q8a. Satisfaction with Clarity of bills | | | | | | |
|---|-------------------|------------|--------|--------|--------|--|
| | | Operator | | | | |
| | | Total | BSNL | Ortel | | |
| | Total | Count | 708 | 379 | 329 | |
| | | Percentage | 100.0% | 100.0% | 100.0% | |
| | Answering Base | Count | 708 | 379 | 329 | |
| | | Percentage | 100.0% | 100.0% | 100.0% | |
| | Not specified | Count | 0 | 0 | 0 | |
| | | Percentage | 0.0% | 0.0% | 0.0% | |
| Q8A | Very Satisfied | Count | 238 | 137 | 101 | |
| | | Percentage | 33.6% | 36.1% | 30.7% | |
| | Satisfied | Count | 446 | 232 | 214 | |
| | | Percentage | 63.0% | 61.2% | 65.0% | |
| | Dissatisfied | Count | 18 | 7 | 11 | |
| | | Percentage | 2.5% | 1.8% | 3.3% | |
| | Very Dissatisfied | Count | 6 | 3 | 3 | |
| | | Percentage | | | | |

| | | | | |
|--|-------------------|------|------|------|
| | Percentage | 0.8% | 0.8% | 0.9% |
|--|-------------------|------|------|------|

| Q8b. Reasons for dissatisfaction | | | | | |
|----------------------------------|--------------------------------------|------------|----------|--------|--------|
| | | | Operator | | |
| | | | Total | BSNL | Ortel |
| | Total | Count | 24 | 10 | 14 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Q8b. | Answering Base | Count | 20 | 8 | 12 |
| | | Percentage | 15.0% | 37.5% | 0.0% |
| | Difficult to read the bill | Count | 3 | 3 | 0 |
| | | Percentage | 10.0% | 0.0% | 16.7% |
| | Difficult to understand the language | Count | 2 | 0 | 2 |
| | | Percentage | 10.0% | 0.0% | 16.7% |
| | Calculations not clear | Count | 12 | 4 | 8 |
| | | Percentage | 60.0% | 50.0% | 66.7% |
| | Item-wise charges not given | Count | 5 | 0 | 5 |
| | | Percentage | 25.0% | 0.0% | 41.7% |
| | Others | Count | 2 | 2 | 0 |
| | | Percentage | 10.0% | 25.0% | 0.0% |

| Q9a. Satisfaction with accuracy of charges | | | | | |
|--|----------------|------------|----------|--------|--------|
| | | | Operator | | |
| | | | Total | BSNL | Ortel |
| | Total | Count | 46 | 6 | 40 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 42 | 4 | 38 |
| | | Percentage | 91.3% | 66.7% | 95.0% |
| | Not specified | Count | 4 | 2 | 2 |
| | | Percentage | 8.7% | 33.3% | 5.0% |
| Q9A | Very Satisfied | Count | 9 | 3 | 6 |
| | | Percentage | 21.4% | 75.0% | 15.8% |
| | Satisfied | Count | 32 | 0 | 32 |
| | | Percentage | 76.2% | 0.0% | 84.2% |
| | Dissatisfied | Count | 1 | 1 | 0 |
| | | Percentage | 2.4% | 25.0% | 0.0% |

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

| | | | |
|--------|------------|------|------|
| Others | Count | 0 | 0 |
| | Percentage | 0.0% | 0.0% |

| Q10. Complaint made to customer care | | | | | |
|--------------------------------------|----------------|------------|----------|--------|--------|
| | | | Operator | | |
| | | | Total | BSNL | Ortel |
| | Total | Count | 754 | 385 | 369 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Q10 | Answering Base | Count | 754 | 385 | 369 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| | Yes | Count | 408 | 165 | 243 |
| | | Percentage | 54.1% | 42.9% | 65.9% |
| | No | Count | 346 | 220 | 126 |
| | | Percentage | 45.9% | 57.1% | 34.1% |

| Q11. Satisfaction with ease of access of number | | | | | |
|---|-------------------|------------|----------|--------|--------|
| | | | Operator | | |
| | | | Total | BSNL | Ortel |
| | Total | Count | 408 | 165 | 243 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 408 | 165 | 243 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| | Not specified | Count | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% |
| Q11 | Very Satisfied | Count | 38 | 11 | 27 |
| | | Percentage | 9.3% | 6.7% | 11.1% |
| | Satisfied | Count | 245 | 92 | 153 |
| | | Percentage | 60.0% | 55.8% | 63.0% |
| | Dissatisfied | Count | 94 | 46 | 48 |
| | | Percentage | 23.0% | 27.9% | 19.8% |
| | Very Dissatisfied | Count | 31 | 16 | 15 |
| | | Percentage | 7.6% | 9.7% | 6.2% |

| Q12. Satisfaction with response time | | | | | |
|--------------------------------------|-------------------|------------|----------|--------|--------|
| | | | Operator | | |
| | | | Total | BSNL | Ortel |
| | Total | Count | 408 | 165 | 243 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 408 | 165 | 243 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| | Not specified | Count | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% |
| Q12 | Very Satisfied | Count | 37 | 14 | 23 |
| | | Percentage | 9.1% | 8.5% | 9.5% |
| | Satisfied | Count | 246 | 96 | 150 |
| | | Percentage | 60.3% | 58.2% | 61.7% |
| | Dissatisfied | Count | 90 | 37 | 53 |
| | | Percentage | 22.1% | 22.4% | 21.8% |
| | Very Dissatisfied | Count | 35 | 18 | 17 |
| | | Percentage | 8.6% | 10.9% | 7.0% |

| | | | | |
|--|-------------------|------|-------|------|
| | Percentage | 8.6% | 10.9% | 7.0% |
|--|-------------------|------|-------|------|

| Q13. Satisfaction with problem solving ability of CC executive | | | | | | |
|--|-------------------|------------|--------|--------|--------|--|
| | | Operator | | | | |
| | | Total | BSNL | Ortel | | |
| | Total | Count | 408 | 165 | 243 | |
| | | Percentage | 100.0% | 100.0% | 100.0% | |
| | Answering Base | Count | 408 | 165 | 243 | |
| | | Percentage | 100.0% | 100.0% | 100.0% | |
| | Not specified | Count | 0 | 0 | 0 | |
| | | Percentage | 0.0% | 0.0% | 0.0% | |
| Q13 | Very Satisfied | Count | 32 | 10 | 22 | |
| | | Percentage | 7.8% | 6.1% | 9.1% | |
| | Satisfied | Count | 249 | 91 | 158 | |
| | | Percentage | 61.0% | 55.2% | 65.0% | |
| | Dissatisfied | Count | 90 | 44 | 46 | |
| | | Percentage | 22.1% | 26.7% | 18.9% | |
| | Very Dissatisfied | Count | 37 | 20 | 17 | |
| | | Percentage | 9.1% | 12.1% | 7.0% | |

| Q14. Satisfaction with time taken by CC executive to solve problem | | | | | | |
|--|-------------------|------------|--------|--------|--------|--|
| | | Operator | | | | |
| | | Total | BSNL | Ortel | | |
| | Total | Count | 408 | 165 | 243 | |
| | | Percentage | 100.0% | 100.0% | 100.0% | |
| | Answering Base | Count | 408 | 165 | 243 | |
| | | Percentage | 100.0% | 100.0% | 100.0% | |
| | Not specified | Count | 0 | 0 | 0 | |
| | | Percentage | 0.0% | 0.0% | 0.0% | |
| Q14 | Very Satisfied | Count | 30 | 10 | 20 | |
| | | Percentage | 7.4% | 6.1% | 8.2% | |
| | Satisfied | Count | 236 | 89 | 147 | |
| | | Percentage | 57.8% | 53.9% | 60.5% | |
| | Dissatisfied | Count | 101 | 46 | 55 | |
| | | Percentage | 24.8% | 27.9% | 22.6% | |
| | Very Dissatisfied | Count | 41 | 20 | 21 | |
| | | Percentage | 10.0% | 12.1% | 8.6% | |

| Q15. Satisfaction with speed of BB connection | | | | | | |
|---|----------------|------------|--------|--------|--------|--|
| | | Operator | | | | |
| | | Total | BSNL | Ortel | | |
| | Total | Count | 754 | 385 | 369 | |
| | | Percentage | 100.0% | 100.0% | 100.0% | |
| | Answering Base | Count | 753 | 385 | 368 | |
| | | Percentage | 99.9% | 100.0% | 99.7% | |
| | Not specified | Count | 1 | 0 | 1 | |
| | | Percentage | 0.1% | 0.0% | 0.3% | |
| Q15 | Very Satisfied | Count | 155 | 86 | 69 | |
| | | Percentage | 20.6% | 22.3% | 18.8% | |

| | | | | |
|--------------------------|-------------------|-------|-------|-------|
| Satisfied | Count | 449 | 207 | 242 |
| | Percentage | 59.6% | 53.8% | 65.8% |
| Dissatisfied | Count | 128 | 82 | 46 |
| | Percentage | 17.0% | 21.3% | 12.5% |
| Very Dissatisfied | Count | 21 | 10 | 11 |
| | Percentage | 2.8% | 2.6% | 3.0% |

Q16. Satisfaction with amount of time service is up & working

| | | Operator | | | |
|------------|--------------------------|-------------------|-------------|--------------|--------|
| | | Total | BSNL | Ortel | |
| | Total | Count | 754 | 385 | 369 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 753 | 385 | 368 |
| | | Percentage | 99.9% | 100.0% | 99.7% |
| | Not specified | Count | 1 | 0 | 1 |
| | | Percentage | 0.1% | 0.0% | 0.3% |
| Q16 | Very Satisfied | Count | 159 | 88 | 71 |
| | | Percentage | 21.1% | 22.9% | 19.3% |
| | Satisfied | Count | 471 | 225 | 246 |
| | | Percentage | 62.5% | 58.4% | 66.8% |
| | Dissatisfied | Count | 107 | 66 | 41 |
| | | Percentage | 14.2% | 17.1% | 11.1% |
| | Very Dissatisfied | Count | 16 | 6 | 10 |
| | | Percentage | 2.1% | 1.6% | 2.7% |

Q17. Problems faced with BB connection

| | | Operator | | | |
|------------|------------------------|-------------------|-------------|--------------|--------|
| | | Total | BSNL | Ortel | |
| | Total | Count | 754 | 385 | 369 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Q17 | Answering Base | Count | 754 | 385 | 369 |
| | Very frequently | Count | 31 | 9 | 22 |
| | | Percentage | 4.1% | 2.3% | 6.0% |
| | Frequently | Count | 118 | 66 | 52 |
| | | Percentage | 15.6% | 17.1% | 14.1% |
| | Occasionally | Count | 464 | 239 | 225 |
| | | Percentage | 61.5% | 62.1% | 61.0% |
| | Never | Count | 141 | 71 | 70 |
| | | Percentage | 18.7% | 18.4% | 19.0% |

Q18. What sort of problems

| | | Operator | | | |
|------------|---|-------------------|-------------|--------------|--------|
| | | Total | BSNL | Ortel | |
| | Total | Count | 149 | 75 | 74 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Q18 | Answering Base | Count | 145 | 73 | 72 |
| | Problem was related to my computer hardware / software | Count | 8 | 2 | 6 |
| | | Percentage | 5.5% | 2.7% | 8.3% |
| | Problem was related to the broadband connection | Count | 137 | 71 | 66 |

| | | | |
|-------------------|-------|-------|-------|
| Percentage | 94.5% | 97.3% | 91.7% |
|-------------------|-------|-------|-------|

| Q19. Satisfaction with time taken for restoration of BB connection | | | | | | |
|--|-------------------|------------|--------|--------|--------|--|
| | | Operator | | | | |
| | | Total | BSNL | Ortel | | |
| | Total | Count | 754 | 385 | 369 | |
| | | Percentage | 100.0% | 100.0% | 100.0% | |
| | Answering Base | Count | 753 | 384 | 369 | |
| | | Percentage | 99.9% | 99.7% | 100.0% | |
| | Not specified | Count | 1 | 1 | 0 | |
| | | Percentage | 0.1% | 0.3% | 0.0% | |
| Q19 | Very Satisfied | Count | 78 | 44 | 34 | |
| | | Percentage | 10.4% | 11.5% | 9.2% | |
| | Satisfied | Count | 529 | 259 | 270 | |
| | | Percentage | 70.3% | 67.4% | 73.2% | |
| | Dissatisfied | Count | 117 | 67 | 50 | |
| | | Percentage | 15.5% | 17.4% | 13.6% | |
| | Very Dissatisfied | Count | 29 | 14 | 15 | |
| | | Percentage | 3.9% | 3.6% | 4.1% | |

| Q20. Value added services used | | | | | | |
|--------------------------------|----------------|------------|--------|--------|--------|--|
| | | Operator | | | | |
| | | Total | BSNL | Ortel | | |
| | Total | Count | 754 | 385 | 369 | |
| | | Percentage | 100.0% | 100.0% | 100.0% | |
| Q20 | Answering Base | Count | 754 | 385 | 369 | |
| | Yes | Count | 246 | 106 | 140 | |
| | | Percentage | 32.6% | 27.5% | 37.9% | |
| | No | Count | 508 | 279 | 229 | |
| Percentage | | 67.4% | 72.5% | 62.1% | | |

| Q21. Satisfaction with Value added services | | | | | | |
|---|-------------------|------------|--------|--------|--------|--|
| | | Operator | | | | |
| | | Total | BSNL | Ortel | | |
| | Total | Count | 246 | 106 | 140 | |
| | | Percentage | 100.0% | 100.0% | 100.0% | |
| | Answering Base | Count | 246 | 106 | 140 | |
| | | Percentage | 100.0% | 100.0% | 100.0% | |
| | Not specified | Count | 0 | 0 | 0 | |
| | | Percentage | 0.0% | 0.0% | 0.0% | |
| Q21 | Very Satisfied | Count | 10 | 4 | 6 | |
| | | Percentage | 4.1% | 3.8% | 4.3% | |
| | Satisfied | Count | 228 | 98 | 130 | |
| | | Percentage | 92.7% | 92.5% | 92.9% | |
| | Dissatisfied | Count | 7 | 4 | 3 | |
| | | Percentage | 2.8% | 3.8% | 2.1% | |
| | Very Dissatisfied | Count | 1 | 0 | 1 | |
| | | Percentage | 0.4% | 0.0% | 0.7% | |

| Q22a. Satisfaction with overall quality of BB connection | | | | | |
|--|-------------------|------------|----------|--------|--------|
| | | | Operator | | |
| | | | Total | BSNL | Ortel |
| | Total | Count | 754 | 385 | 369 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 753 | 385 | 368 |
| | | Percentage | 99.9% | 100.0% | 99.7% |
| | Not specified | Count | 1 | 0 | 1 |
| | | Percentage | 0.1% | 0.0% | 0.3% |
| Q22A | Very Satisfied | Count | 121 | 71 | 50 |
| | | Percentage | 16.1% | 18.4% | 13.6% |
| | Satisfied | Count | 513 | 244 | 269 |
| | | Percentage | 68.1% | 63.4% | 73.1% |
| | Dissatisfied | Count | 92 | 54 | 38 |
| | | Percentage | 12.2% | 14.0% | 10.3% |
| | Very Dissatisfied | Count | 27 | 16 | 11 |
| | | Percentage | 3.6% | 4.2% | 3.0% |

| Q23. Aware of the facility that measures BB connection speed | | | | | |
|--|----------------|------------|----------|--------|--------|
| | | | Operator | | |
| | | | Total | BSNL | Ortel |
| | Total | Count | 754 | 385 | 369 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Q23 | Answering Base | Count | 753 | 385 | 368 |
| | | Percentage | 99.9% | 100.0% | 99.7% |
| | Yes | Count | 346 | 165 | 181 |
| | | Percentage | 45.9% | 42.9% | 49.2% |
| | No | Count | 407 | 220 | 187 |
| | | Percentage | 54.1% | 57.1% | 50.8% |

| Q24. Aware of the three stage grievance redressal mechanism | | | | | |
|---|----------------|------------|----------|--------|--------|
| | | | Operator | | |
| | | | Total | BSNL | Ortel |
| | Total | Count | 754 | 385 | 369 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Q24 | Answering Base | Count | 754 | 385 | 369 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| | Yes | Count | 50 | 35 | 15 |
| | | Percentage | 6.6% | 9.1% | 4.1% |
| | No | Count | 704 | 350 | 354 |
| | | Percentage | 93.4% | 90.9% | 95.9% |

| Q25. Which stage aware of | | | | | |
|---------------------------|----------------|------------|----------|--------|--------|
| | | | Operator | | |
| | | | Total | BSNL | Ortel |
| | Total | Count | 754 | 385 | 369 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Q25. Which stage aware of | Answering Base | Count | 729 | 366 | 363 |
| | | Percentage | 96.6% | 95.1% | 98.1% |
| | Call Centre | Count | 726 | 363 | 363 |
| | | Percentage | 96.3% | 93.8% | 98.1% |

| | | | | | |
|--|----------------------------|-------------------|------|------|------|
| | Nodal Officer | Count | 48 | 34 | 14 |
| | | Percentage | 6.6% | 9.3% | 3.9% |
| | Appellate Authority | Count | 39 | 27 | 12 |
| | | Percentage | 5.3% | 7.4% | 3.3% |
| | None of these | Count | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% |

| Q26. Made complaints within last 6 months | | | | | |
|---|-----------------------|-------------------|--------|--------|--------|
| | | Operator | | | |
| | | Total | BSNL | Ortel | |
| | Total | Count | 754 | 385 | 369 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Q26 | Answering Base | Count | 751 | 382 | 369 |
| | | Percentage | | | |
| | Yes | Count | 198 | 79 | 119 |
| | | Percentage | 26.4% | 20.7% | 32.2% |
| | No | Count | 553 | 303 | 250 |
| | | Percentage | 73.6% | 79.3% | 67.8% |

| Q27. Docket Number | | | | | |
|--------------------|---|-------------------|--------|--------|--------|
| | | Operator | | | |
| | | Total | BSNL | Ortel | |
| | Total | Count | 198 | 79 | 119 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Q27 | Answering Base | Count | 197 | 78 | 119 |
| | | Percentage | | | |
| | No docket number received even on request | Count | 50 | 21 | 29 |
| | | Percentage | 25.4% | 26.9% | 24.4% |
| | No docket number received for most of the complaints | Count | 54 | 27 | 27 |
| | | Percentage | 27.4% | 34.6% | 22.7% |
| | Docket number received for most of the complaints | Count | 93 | 30 | 63 |
| | | Percentage | 47.2% | 38.5% | 52.9% |

| Q28. Information given by call center | | | | | |
|---------------------------------------|-----------------------|-------------------|--------|--------|--------|
| | | Operator | | | |
| | | Total | BSNL | Ortel | |
| | Total | Count | 198 | 79 | 119 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Q28 | Answering Base | Count | 198 | 79 | 119 |
| | | Percentage | | | |
| | Yes | Count | 150 | 58 | 92 |
| | | Percentage | 75.8% | 73.4% | 77.3% |
| | No | Count | 48 | 21 | 27 |
| | | Percentage | 24.2% | 26.6% | 22.7% |

| Q29. Satisfaction with Information given by call center executive | | | | | |
|---|-----------------------|-------------------|--------|--------|--------|
| | | Operator | | | |
| | | Total | BSNL | Ortel | |
| | Total | Count | 198 | 79 | 119 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 198 | 79 | 119 |

| | | Percentage | 100.0% | 100.0% | 100.0% |
|-----|-------------------|------------|--------|--------|--------|
| | Not specified | Count | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% |
| Q29 | Very Satisfied | Count | 8 | 3 | 5 |
| | | Percentage | 4.0% | 3.8% | 4.2% |
| | Satisfied | Count | 109 | 40 | 69 |
| | | Percentage | 55.1% | 50.6% | 58.0% |
| | Dissatisfied | Count | 64 | 27 | 37 |
| | | Percentage | 32.3% | 34.2% | 31.1% |
| | Very Dissatisfied | Count | 17 | 9 | 8 |
| | | Percentage | 8.6% | 11.4% | 6.7% |

Q30. Reasons for dissatisfaction

| | | | Operator | | |
|------------|--|------------|----------|--------|--------|
| | | | Total | BSNL | Ortel |
| | Total | Count | 81 | 36 | 45 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Q30. | Answering Base | Count | 75 | 31 | 44 |
| | Difficult to connect to the call centre executive | Count | 14 | 7 | 7 |
| Percentage | | 18.7% | 22.6% | 15.9% | |
| | Customer care executive not polite/courteous | Count | 15 | 3 | 12 |
| | | Percentage | 20.0% | 9.7% | 27.3% |
| | Cust. care executive not equipped with adequate information | Count | 23 | 7 | 16 |
| | | Percentage | 30.7% | 22.6% | 36.4% |
| | Time taken by call centre for redressal of compl. is too lon | Count | 30 | 15 | 15 |
| | | Percentage | 40.0% | 48.4% | 34.1% |
| | Customer care executive was unable to understand problem | Count | 14 | 5 | 9 |
| | | Percentage | 18.7% | 16.1% | 20.5% |
| | Others | Count | 1 | 1 | 0 |
| | | Percentage | 1.3% | 3.2% | 0.0% |

Q31. Billing complaint solved within 4 weeks by CC executive

| | | | Operator | | |
|------------|----------------|------------|----------|--------|--------|
| | | | Total | BSNL | Ortel |
| | Total | Count | 198 | 79 | 119 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Q31 | Answering Base | Count | 198 | 79 | 119 |
| | Yes | Count | 17 | 9 | 8 |
| Percentage | | 8.6% | 11.4% | 6.7% | |
| | No | Count | 66 | 27 | 39 |
| | | Percentage | 33.3% | 34.2% | 32.8% |
| | NA | Count | 115 | 43 | 72 |
| | | Percentage | 58.1% | 54.4% | 60.5% |

Q32. Awareness of contact details of nodal officer

| | | | Operator | | |
|--|--|--|----------|------|-------|
| | | | Total | BSNL | Ortel |
| | | | | | |

| | | | | | |
|------------|-----------------------|-------------------|--------|--------|--------|
| | Total | Count | 754 | 385 | 369 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Q32 | Answering Base | Count | 754 | 385 | 369 |
| | | Percentage | 3.8% | 5.5% | 2.2% |
| | Yes | Count | 29 | 21 | 8 |
| | | Percentage | 96.2% | 94.5% | 97.8% |
| No | Count | 725 | 364 | 361 | |
| | Percentage | | | | |

| Q33. Made a complaint to nodal officer | | | | | |
|---|-----------------------|-------------------|-----------------|-------------|--------------|
| | | | Operator | | |
| | | | Total | BSNL | Ortel |
| | Total | Count | 29 | 21 | 8 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Q33 | Answering Base | Count | 29 | 21 | 8 |
| | | Percentage | 24.1% | 23.8% | 25.0% |
| | Yes | Count | 7 | 5 | 2 |
| | | Percentage | 75.9% | 76.2% | 75.0% |
| No | Count | 22 | 16 | 6 | |
| | Percentage | | | | |

| Q34. Nodal officer can be approached easily | | | | | |
|--|-----------------------|-------------------|-----------------|-------------|--------------|
| | | | Operator | | |
| | | | Total | BSNL | Ortel |
| | Total | Count | 7 | 5 | 2 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Q34 | Answering Base | Count | 7 | 5 | 2 |
| | | Percentage | 42.9% | 60.0% | 0.0% |
| | Yes | Count | 3 | 3 | 0 |
| | | Percentage | 57.1% | 40.0% | 100.0% |
| No | Count | 4 | 2 | 2 | |
| | Percentage | | | | |

| Q35. Decision on complaint intimated by Nodal officer | | | | | |
|--|-----------------------|-------------------|-----------------|-------------|--------------|
| | | | Operator | | |
| | | | Total | BSNL | Ortel |
| | Total | Count | 7 | 5 | 2 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Q35 | Answering Base | Count | 7 | 5 | 2 |
| | | Percentage | 85.7% | 80.0% | 100.0% |
| | Yes | Count | 6 | 4 | 2 |
| | | Percentage | 14.3% | 20.0% | 0.0% |
| No | Count | 1 | 1 | 0 | |
| | Percentage | | | | |

| Q36. Satisfaction with redressal of complaint by nodal officer | | | | | |
|---|-----------------------|-------------------|-----------------|-------------|--------------|
| | | | Operator | | |
| | | | Total | BSNL | Ortel |
| | Total | Count | 7 | 5 | 2 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| | Answering Base | Count | 7 | 5 | 2 |
| | | Percentage | 100.0% | 100.0% | 100.0% |

| | | | | | |
|--------------|----------------|------------|-------|-------|--------|
| Q36 | Not specified | Count | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% |
| | Very Satisfied | Count | 1 | 1 | 0 |
| | | Percentage | 14.3% | 20.0% | 0.0% |
| | Satisfied | Count | 4 | 2 | 2 |
| | | Percentage | 57.1% | 40.0% | 100.0% |
| Dissatisfied | Count | 2 | 2 | 0 | |
| | Percentage | 28.6% | 40.0% | 0.0% | |

| Q37. Reasons for dissatisfaction | | | | |
|----------------------------------|--|------------|----------|--------|
| | | | Operator | |
| | | | Total | BSNL |
| | Total | Count | 2 | 2 |
| | | Percentage | 100.0% | 100.0% |
| Q37 | Answering Base | Count | 2 | 2 |
| | Difficult to connect to the Nodal Officer | Count | 1 | 1 |
| | | Percentage | 50.0% | 50.0% |
| | Nodal Officer not polite/courteous | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |
| | Nodal Officer not equipped with adequate information | Count | 1 | 1 |
| | | Percentage | 50.0% | 50.0% |
| | Time taken by Nodal Off for redressal of comp. is too long | Count | 1 | 1 |
| | | Percentage | 50.0% | 50.0% |
| | Nodal Officer was unable to understand the problem | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |
| | Others | Count | 0 | 0 |
| | | Percentage | 0.0% | 0.0% |

| Q38. Aware of contact details of appellate authority | | | | | |
|--|----------------|------------|----------|--------|--------|
| | | | Operator | | |
| | | | Total | BSNL | Ortel |
| | Total | Count | 754 | 385 | 369 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Q38 | Answering Base | Count | 754 | 385 | 369 |
| | Yes | Count | 24 | 19 | 5 |
| | | Percentage | 3.2% | 4.9% | 1.4% |
| | No | Count | 730 | 366 | 364 |
| | | Percentage | 96.8% | 95.1% | 98.6% |

| Q39. Filed complaint in last 6 months | | | | | |
|---------------------------------------|----------------|------------|----------|--------|--------|
| | | | Operator | | |
| | | | Total | BSNL | Ortel |
| | Total | Count | 24 | 19 | 5 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Q39 | Answering Base | Count | 23 | 18 | 5 |
| | Yes | Count | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% |
| | No | Count | 23 | 18 | 5 |

| | | | | |
|--|-------------------|--------|--------|--------|
| | Percentage | 100.0% | 100.0% | 100.0% |
|--|-------------------|--------|--------|--------|

Q42. Aware of item wise usage charge details

| | | | Operator | | |
|-----|----------------|------------|----------|--------|--------|
| | | | Total | BSNL | Ortel |
| | Total | Count | 754 | 385 | 369 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Q42 | Answering Base | Count | 745 | 382 | 363 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| | Yes | Count | 129 | 66 | 63 |
| | | Percentage | 17.3% | 17.3% | 17.4% |
| No | Count | 616 | 316 | 300 | |
| | Percentage | 82.7% | 82.7% | 82.6% | |

Q43. Denied request of item wise usage charge details

| | | | Operator | | |
|-----|----------------|------------|----------|--------|--------|
| | | | Total | BSNL | Ortel |
| | Total | Count | 754 | 385 | 369 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Q43 | Answering Base | Count | 126 | 64 | 62 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| | Yes | Count | 7 | 3 | 4 |
| | | Percentage | 5.6% | 4.7% | 6.5% |
| No | Count | 119 | 61 | 58 | |
| | Percentage | 94.4% | 95.3% | 93.5% | |

Q44. Reasons for denying request

| | | | Operator | | |
|--------|-------------------|------------|----------|--------|--------|
| | | | Total | BSNL | Ortel |
| | Total | Count | 7 | 3 | 4 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Q44. | Answering Base | Count | 6 | 2 | 4 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| | No reason given | Count | 0 | 0 | 0 |
| | | Percentage | 0.0% | 0.0% | 0.0% |
| | technical problem | Count | 6 | 2 | 4 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Others | Count | 0 | 0 | 0 | |
| | Percentage | 0.0% | 0.0% | 0.0% | |

Q45. Manual of practice provided

| | | | Operator | | |
|-----|----------------|------------|----------|--------|--------|
| | | | Total | BSNL | Ortel |
| | Total | Count | 754 | 385 | 369 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| Q45 | Answering Base | Count | 679 | 353 | 326 |
| | | Percentage | 100.0% | 100.0% | 100.0% |
| | Yes | Count | 355 | 170 | 185 |
| | | Percentage | 52.3% | 48.2% | 56.7% |
| No | Count | 324 | 183 | 141 | |
| | Percentage | 47.7% | 51.8% | 43.3% | |

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

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

For Prepaid Customers only

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

C. HELP SERVICES/CUSTOMER CARE

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

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

E. MAINTAINABILITY (FAULT REPAIR)

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

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

F. SUPPLEMENTARY SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

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

H. GENERAL INFORMATION

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



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

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

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



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

| | |
|---|---|
| | <p>long</p> <p><input type="checkbox"/> 5 Nodal Officer was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p> |
| 48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer? | <p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 52)</p> |
| 49. Have you filed any appeal to the appellate authority in the prescribed form in last 6 month? | <p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 52)</p> |
| 50. Did you receive any acknowledgement from the appellate authority? | <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> |
| 51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal? | <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Appeal filed only recently</p> |
| (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? | <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> |
| 53. Have you been denied of your request for item-wise usage charge details for your pre-paid connection? | <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 55)</p> |
| 54. What were the reason(s) for denying your request? | <p><input type="checkbox"/> 1 No reason given</p> <p><input type="checkbox"/> 2 technical problem</p> <p><input type="checkbox"/> 3 Others (please specify)</p> |
| 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? | <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> |

THANK & TERMINATE

Questionnaire - Cellular mobile telephone service

Name: _____ Gender: Male Female

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

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

Occupation: Service Business/self employed Student Housewife Retired

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

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

Address: _____

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

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

A. SERVICE PROVISION

| | |
|---|---|
| 1. When did you last apply for mobile phone connection? | <input type="checkbox"/> less than 6 month <input type="checkbox"/> 6-12 month <input type="checkbox"/> more than 12 month → (If more than 12 month, go to Q 4) |
| 2. How much time was taken to get the working connection (activation) after you applied and completed all formalities? | <input type="checkbox"/> more than 7 days <input type="checkbox"/> 4 - 7 days <input type="checkbox"/> 2-3 days <input type="checkbox"/> 1 day |
| 3. How satisfied are you with the time taken to activate the mobile connection, after you applied and completed all formalities? | <input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied |
| 4. In case your connection was temporarily suspended due to non-payment of bills, how satisfied are you with the time taken to reactivate service after you made the payment? | <input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied <input type="checkbox"/> Not applicable |

B. BILLING RELATED – PREPAID CUSTOMER

| | |
|---|--|
| 5(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage? | <input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied |
|---|--|



| | |
|--|---|
| <p>(Ask this question only if 1 OR 2 is coded in Q5(a))</p> <p>5(b) Please specify the reason(s) for your dissatisfaction(MULTI CODING POSSIBLE)</p> | <p><input type="checkbox"/> 1 charges not as per tariff plan subscribed</p> <p><input type="checkbox"/> 2 tariff plan changed without information</p> <p><input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used</p> <p><input type="checkbox"/> 5 Others (please specify)</p> |
|--|---|

C. BILLING RELATED – POSTPAID CUSTOMER

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



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

D. HELP SERVICES/CUSTOMER CARE

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

| | | |
|--|--|---|
| 22. How satisfied are you with the restoration of network (signal) problems? | <input type="checkbox"/> 1 Very Dissatisfied | <input type="checkbox"/> 2 Dissatisfied |
| | <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 4 Very Satisfied |

G. SUPPLEMENTARY SERVICES/VALUE ADDED SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

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

H. GENERAL INFORMATION

| | | |
|---|--|---|
| (Ask this question only if 1 OR 2 is coded in Q1) 27. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan? | <input type="checkbox"/> 1 Yes | <input type="checkbox"/> 2 No |
| 28. Have you terminated your Mobile Phone connection in the last 12 months | <input type="checkbox"/> 1 Yes | <input type="checkbox"/> 2 No (If no, go to Q 32) |
| 29. If Yes, please name your previous service provider? | <input type="checkbox"/> 1 Airtel <input type="checkbox"/> 2 Vodafone <input type="checkbox"/> 3 Idea <input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 RCOMm <input type="checkbox"/> 6 Aircel <input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 9 Spice <input type="checkbox"/> 10 BPL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam <input type="checkbox"/> 13 RTL <input type="checkbox"/> 14 RISL <input type="checkbox"/> 15 Dishnet | |



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

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

| | |
|---|---|
| 34. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 35. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of? (MULTI CODING POSSIBLE) | <input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer <input type="checkbox"/> 3 Appellate Authority <input type="checkbox"/> 4 None of these |

| | |
|---|---|
| <p>36. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?</p> | <p><input type="checkbox"/> Yes <input type="checkbox"/> No → (if no go to Q 42)</p> |
| <p>37. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.</p> | <p><input type="checkbox"/> No docket number received even on request <input type="checkbox"/> No docket number received for most of the complaints <input type="checkbox"/> Docket number received for most of the complaints</p> |
| <p>38. Did the Call Centre inform you about the action taken on your complaint?</p> | <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> |
| <p>39. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?</p> | <p><input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied</p> |
| <p>(Ask this question only if 1 OR 2 is coded in Q.39) <p>40. Please specify the reason(s) for your dissatisfaction(MULTI CODING POSSIBLE)</p></p> | <p><input type="checkbox"/> Difficult to connect to the call centre executive <input type="checkbox"/> Customer care executive not polite/courteous <input type="checkbox"/> Customer care executive not equipped with adequate information <input type="checkbox"/> Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> Customer care executive was unable to understand the problem <input type="checkbox"/> Others (please specify)</p> |
| <p>41. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?</p> | <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable</p> |
| <p>42. Are you aware of the contact details of the Nodal Officer?</p> | <p><input type="checkbox"/> yes <input type="checkbox"/> No → (if no go to Q 48)</p> |
| <p>43. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?</p> | <p><input type="checkbox"/> yes <input type="checkbox"/> No → (if no go to Q48)</p> |
| <p>44. Can you approach your Nodal Officer easily?</p> | <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> |
| <p>45. Did the Nodal Officer intimate you about the</p> | <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> |

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

55. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?

1 Yes

2 No

THANK & TERMINATE

| | |
|----------|---|
| payment? | <input type="checkbox"/> 9 Not applicable |
|----------|---|

B. BILLING RELATED - POSTPAID CUSTOMER

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

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

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



| | |
|-----------------|---|
| dissatisfaction | requested <input type="checkbox"/> 4 charged for calls/services not made/used |
| | <input type="checkbox"/> 5 Others (please specify) _____ |

D. HELP SERVICE

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES

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

H. OVERALL CUSTOMER SATISFACTION

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

Questionnaire for

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

H. GENERAL

| | |
|--|---|
| 23. Are you aware of the facility for measuring the broadband connection speed provided by your service provider? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 24. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 25. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of? (MULTI CODING POSSIBLE) | <input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer <input type="checkbox"/> 3 Appellate Authority <input type="checkbox"/> 4 None of these |
| 26. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 32) |



| | |
|---|---|
| <p>27. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.</p> | <p><input type="checkbox"/> 1 No docket number received even on request</p> <p><input type="checkbox"/> 2 No docket number received for most of the complaints</p> <p><input type="checkbox"/> 3 Docket number received for most of the complaints</p> |
| <p>28. Did the Call Centre inform you about the action taken on your complaint?</p> | <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> |
| <p>29. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?</p> | <p><input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied</p> <p><input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied</p> |
| <p>(Ask this question only if 1 OR 2 is coded in Q.29)</p> <p>30. Please specify the reason(s) for your dissatisfaction</p> <p>(MULTI CODING POSSIBLE)</p> | <p><input type="checkbox"/> 1 Difficult to connect to the call centre executive</p> <p><input type="checkbox"/> 2 Customer care executive not polite/courteous</p> <p><input type="checkbox"/> 3 Customer care executive not equipped with adequate information</p> <p><input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long</p> <p><input type="checkbox"/> 5 Customer care executive was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p> |
| <p>31. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?</p> | <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 9 Not applicable</p> |
| <p>32. Are you aware of the contact details of the Nodal Officer?</p> | <p><input type="checkbox"/> 1 yes</p> <p><input type="checkbox"/> 2 No —————> (if no go to Q 38)</p> |
| <p>33. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?</p> | <p><input type="checkbox"/> 1 yes</p> <p><input type="checkbox"/> 2 No —————> (if no go to Q38)</p> |
| <p>34. Can you approach your Nodal Officer easily?</p> | <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> |
| <p>35. Did the Nodal Officer intimate you about the decision taken on your complaint?</p> | <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> |
| <p>36. How satisfied are you with the redressal of the complaint by the Nodal Officer?</p> | <p><input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied</p> <p><input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied</p> |
| <p>(Ask this question only if 1 OR 2 is coded in Q36)</p> <p>37. Please specify the reason(s) for your dissatisfaction</p> | <p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer</p> <p><input type="checkbox"/> 2 Nodal Officer not polite/courteous</p> |

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

THANK & TERMINATE

