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## Quality of Service Assessment

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

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#### Assessment of:

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

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# Preface

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

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

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

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

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

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## **1.0 Background**

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

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

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

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

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

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

The present report highlights the findings for the Survey module for Tamil Nadu circle that was covered in the Quarter 2 (May – August 2008). The primary data collection from the end users of Basic (Wireline), Cellular Mobile (Wireless) and broadband services was undertaken by IMRB International during the same period.



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



***This report highlights the Survey Module findings for Tamil Nadu 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, the service areas to be covered were Tamil Nadu, Karnataka, Bihar & Jharkhand and West Bengal, the sample was distributed across the whole state. 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	<ul style="list-style-type: none"> <li>- Time taken to get a new phone connection</li> <li>- Time taken for shifting of connection</li> <li>- Time taken for re-activation of services</li> </ul>	<ul style="list-style-type: none"> <li>- Time taken for activation of connection</li> <li>- Time taken for re-activation of services</li> </ul>	<ul style="list-style-type: none"> <li>- Time taken to get a broadband connection</li> <li>- Time taken for re-activation of services</li> </ul>
Network performance, reliability & availability	<ul style="list-style-type: none"> <li>- Phone working &amp; always available</li> <li>- Make &amp; receive calls easily</li> <li>- Getting clear voice quality of phone</li> </ul>	<ul style="list-style-type: none"> <li>- Phone working &amp; always available</li> <li>- Make &amp; receive calls easily</li> <li>- Getting clear voice quality of phone</li> </ul>	<ul style="list-style-type: none"> <li>- Speed of broadband connection</li> <li>- Service uptime</li> </ul>
Maintainability	<ul style="list-style-type: none"> <li>- Quality of fault repair service</li> </ul>	<ul style="list-style-type: none"> <li>- Availability of network</li> <li>- Restoration of network problems</li> </ul>	<ul style="list-style-type: none"> <li>- Time taken for restoration of connection</li> </ul>
Help services	<ul style="list-style-type: none"> <li>- Ease of access to helpline numbers</li> <li>- Response of the customer care executive</li> <li>- Problem solving ability of the executive</li> <li>- Time taken by executive to resolve complaint</li> </ul>	<ul style="list-style-type: none"> <li>- Ease of access to helpline numbers</li> <li>- Response of the customer care executive</li> <li>- Problem solving ability of the executive</li> <li>- Time taken by executive to resolve complaint</li> </ul>	<ul style="list-style-type: none"> <li>- Ease of access to helpline numbers</li> <li>- Response of the customer care executive</li> <li>- Problem solving ability of the executive</li> <li>- Time taken by executive to resolve complaint</li> </ul>
Billing	<ul style="list-style-type: none"> <li>- Timely delivery of bills</li> <li>- Accuracy of bill</li> <li>- Clarity of bill</li> <li>- Accuracy of charges deducted (for prepaid)</li> <li>- Redressal mechanism</li> </ul>	<ul style="list-style-type: none"> <li>- Timely delivery of bills</li> <li>- Accuracy of bill</li> <li>- Clarity of bill</li> <li>- Accuracy of charges deducted (for prepaid)</li> <li>- Redressal mechanism</li> </ul>	<ul style="list-style-type: none"> <li>- Timely delivery of bills</li> <li>- Accuracy of bill</li> <li>- Clarity of bill</li> <li>- Accuracy of charges deducted (for prepaid)</li> <li>- Redressal mechanism</li> </ul>
Supplementary services	<ul style="list-style-type: none"> <li>- Quality of supplementary services provided</li> </ul>	<ul style="list-style-type: none"> <li>- Quality of supplementary services provided</li> </ul>	<ul style="list-style-type: none"> <li>- Quality of supplementary services provided</li> </ul>
Overall satisfaction	<ul style="list-style-type: none"> <li>- Overall rating of performance</li> </ul>	<ul style="list-style-type: none"> <li>- Overall rating of performance</li> </ul>	<ul style="list-style-type: none"> <li>- Overall rating of performance</li> </ul>

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

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

### 3.2 Data analysis methodology

The satisfaction scores have been represented in two ways:-

#### Weighted satisfaction scores

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

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

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

**N**=Total sample size achieved

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

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

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

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

### 3.3 Sampling Plan

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

	Name of Service Provider	Sample Size	Sample Size achieved
BASIC WIRELINE	Bharti Airtel	1067	1080
	BSNL	1067	1385
	Tata Teleservices	100	132
	Reliance Communication	970	966
WIRELESS	Bharti Airtel	1067	1305
	Hutch Vodafone	1067	1075
	BSNL	1067	1107
	Reliance Communication	1067	1084
	Aircel	1067	1175
	Tata Teleservices	1067	1087
BROADBAND	Bharti Airtel	1067	1074
	BSNL	1067	1066
	Reliance Communication	870	876
	VSNL	1000	1008
	Sify	317	342
	Hathway	670	674

### Basic (Wireline) Services

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

Gender Distribution	Operators - Tamil Nadu Circle				
	Total	Bharti	BSNL	RCOM	TATA
Male	84%	81%	88%	82%	86%
Female	16%	19%	12%	18%	14%

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

Age Distribution	Total	Operator			
		Bharti	BSNL	RCOM	TATA
< 25 years	12%	14%	10%	12%	12%
25-60 years	87%	84%	88%	87%	88%
> 60 years	1%	1%	2%	1%	0%

The respondents for the Basic (Wireline) survey module were contacted in the following exchanges in the Tamil Nadu circle. The list includes only 20 exchanges. However, respondents lying under more than 100 exchanges were part of the survey.

Name of the Exchange	Name of the Exchange
<b>BSNL – Exchange</b>	<b>BSNL – Exchange</b>
Kancharampettai	Silaiman
Keelavalavu	Thiruvadavur
Kulamangalam	Thumbaipatti
Alagappannagar	Thuvariman
Bibikulam	<b>Bharti Exchange</b>
Ellisnagari	Exchange 1
Highcourt	Exchange 2
K.k.nagar	<b>Reliance Exchange</b>
Kallandri	Exchange 1
Koodalnagari	Exchange 2
North chithrai	<b>Tata Teleservices Exchange</b>
Uranganpatti	Exchange 1
Vellalur	Exchange 2

### Cellular Mobile (Wireless) Services

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

Gender Distribution	Operators - Tamil Nadu Circle					
	Airtel	Vodafone	BSNL	RCOM	Aircel	TATA
Male	92%	94%	88%	88%	94%	76%
Female	8%	6%	12%	12%	6%	24%

Age wise distribution	Operators - Tamil Nadu Circle					
	Airtel	Vodafone	BSNL	RCOM	Aircel	TATA
< 25 years	27.7%	28.7%	12.5%	13.8%	24.4%	7.6%
25 – 60 years	71.5%	71.3%	86.6%	85.0%	75.1%	89.8%
> 60 years	0.8%	0.0%	0.9%	1.2%	0.4%	2.6%

## Broadband Services

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

Gender Distribution	Operator					
	Airtel	BSNL	RCOM	VSNL	Sify	Hathaway
Male	76%	73%	77%	80%	77%	84%
Female	24%	27%	23%	20%	23%	16%

Age- Wise Distribution	Operator					
	Airtel	BSNL	RCOM	VSNL	Sify	Hathaway
Less than 25	30.1%	29.6%	13.8%	31.0%	1%	13.7%
25-60	67.7%	63.2%	85.9%	65.6%	99%	81.2%
More than 60	2.2%	7.2%	0.3%	3.4%	0%	5.1%

### 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 Tamil Nadu circle

S. N.	Customer Perception of Services	Benchmark	Airtel	BSNL	Rel Comm	TATA
1	% subscribers satisfied with the provision of service	>95%	73%	72%	73%	80%
2a	% subscribers satisfied with the billing performance (Post paid customers)	>90%	71%	72%	71%	68%
2b	% subscribers satisfied with the billing performance (Pre paid customers)		69%	68%	72%	68%
3	% subscribers satisfied with help services	>90%	69%	67%	63%	61%
4	% subscribers satisfied with network performance, reliability and availability	>95%	73%	71%	73%	70%
5	% subscribers satisfied with maintainability	>95%	69%	67%	63%	60%
6	Overall customer satisfaction	>95%	71%	70%	70%	70%
7	% subscribers satisfied with offered supplementary services	>95%	67%	63%	71%	56%

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

#### 1. Service Provision

All the service providers are way below the TRAI benchmark of 95% for this parameter. The scores for operators lie in the range of 72% to 80%. Relatively BSNL scores lowest among all the service providers at 72% while TATA has the highest score at 80% subscriber satisfaction level.

#### 2a. Billing Parameter – Postpaid subscribers

All the service providers are way below the benchmark level of satisfaction (i.e. 90%). Among the operators, BSNL satisfaction level on this parameter for postpaid subscribers is the highest amongst all operators at 72% followed closely behind by Airtel & RCOM at 71%. Reliance Communications' score at 68% is relatively lower than other operators.

## **2b. Billing Parameter – Prepaid subscribers**

None of the operators have met the benchmark levels (i.e. 90%) for the level of satisfaction of prepaid subscribers as well. However, BSNL's & TATA's satisfaction levels for prepaid subscribers are relatively the lowest at 68% among all service providers. RCOM scores the best at 72%.

## **3. Help Services**

None of the operators are able to meet the TRAI benchmark of level of satisfaction with help services (95%). Satisfaction level is highest for Airtel on help services at 69% whereas it is lowest for TATA at 61%.

## **4. Network Performance, Reliability and Availability**

The satisfaction level of subscribers of all operators lies in the range of 70% to 73%. Relatively RCOM & Airtel are doing better on network performance at 73% level of satisfaction whereas TATA scores relatively low lower than other operators at 70% satisfaction level.

## **5. Maintainability**

The satisfaction levels of subscribers of all the operators are in the range of 60% to 69%. This implies that all the operators are lagging way behind the TRAI benchmark of 95% for this parameter. Airtel relatively has the highest subscriber level at 69% while TATA has the lowest subscriber satisfaction on this parameter at 60%. The subscriber level of satisfaction for BSNL is at 67%.

## **6. Overall Customer Satisfaction**

When it comes to overall customer satisfaction, all the operators are closely bunched. The satisfaction level of subscribers is 71% for Airtel which is only marginally higher than 70% level of satisfaction for rest of operators such as BSNL, RCOM & TATA. However, all the operators fall way short of the TRAI benchmark of 95%.

## **7. Supplementary Services**

For supplementary services also, none of the operators are able to meet the benchmark. TATA falls way short at a subscriber satisfaction level of only 56%. RCOM relatively has the best subscriber satisfaction level of 71%. Airtel scores 67% while BSNL 63% on this parameter.

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

#### **1. Redressal Mechanism – Basic (Wireline)**

S. N.	Sub-parameter	Airtel	BSNL	Rel Comm	TATA
1	Awareness of three stage grievance mechanism	55%	42%	41%	41%
2	For pre-paid customers, awareness about item-wise call charge details on request	21%	7%	7%	6%
3	If aware (for pre-paid customers), ever denied of item wise usage charge details for pre-paid connection	0%	15%	4%	0%
4	For new customers, provisioning of 'Manual of Practice' while taking the new connection	11%	6%	10%	7%

The awareness of three stage grievance mechanism is not that high across the subscribers of all the service providers. The same varies between 41% (RCOM & TATA) and 55% for Airtel. BSNL subscribers' level of awareness of three stage redressal grievance mechanism is 42%.

As far as awareness of item-wise call charges details among pre-paid customers is concerned, 21% Airtel subscribers are aware of getting item-wise call charge details on request. Only 6% TATA and 7% BSNL & RCOM subscribers are aware of getting item-wise call charge details on request.

Among the pre-paid subscribers who are aware of item wise usage charge details, no one from Airtel & TATA was ever denied item-wise usage charge details. For BSNL, from the subscribers aware of item-wise usage charge details (for pre-paid connection) as high as 15% of them were denied of item-wise bill. Also, 4% of RCOM subscribers aware of item-wise usage charge details suffered the same fate.

As far as provisioning of 'Manual of Practice' for new customers is concerned, the scores vary from 6% (BSNL) to 11% (Airtel).

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

S. N.	Sub-parameter	Airtel	BSNL	Rel Comm	TATA
1	Awareness of Call center for redressing grievances	85%	81%	71%	47%
2	Percentage of consumers made any complaints to the toll free number within last 6 months	9%	12%	7%	2%
3	Call center informing about the action taken on complaints	80%	89%	85%	100%
4	Resolution of complaint by customer care within 4 weeks of lodging complaint	66%	72%	27%	0%
5	% subscribers satisfied with the complain resolution by call center	65%	67%	58%	67%

The awareness of Call center for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from as low as 47% for TATA to as high as 85% for Airtel. BSNL also performs relatively well with a call center awareness level of 81% amongst its subscribers. However, we can see people are generally more aware of the call center as a stand alone entity rather than it being a part of the three stage redressal grievance mechanism.

The Percentage of consumers making any complaints to the toll free number within last 6 months is highest for BSNL at 12% followed by Airtel at 9% and RCOM at 7%. It is the lowest for TATA at 2%.

As far as responsiveness of call center for informing about the action taken on the complaints is concerned, TATA scores the highest at 100% (however, the population base of TATA is quite low across the circle) whereas Airtel scores the lowest at 80%. BSNL also scores well on this as its 8 out of every 9 subscribers are informed by the call center about the action taken on their complaints.

The complaint resolution by customer care within 4 weeks of lodging complaint is low across RCOM with only 27% of its subscribers claiming that their complaints were resolved in the stipulated time period. For BSNL, 72% subscribers (from the answering base of the question) found their complaints

resolved by customer care within 4 weeks of lodging the complaint whereas for Airtel, 66% (from the answering base of the question) of the subscribers found their complaints resolved within 4 weeks of lodging the complaint.

The level of satisfaction with the complaint resolution by call center is also low across all the service providers. The score varies from 58% for Reliance Communications to 67% for BSNL & TATA.

### 3. Redressal Mechanism - Stage 2: Nodal Officer

S. N.	Sub-parameter	Airtel	BSNL	Rel Comm	TATA
1	Awareness of Nodal officer for redressing grievances	1%	2%	5%	5%

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

### 4. Redressal Mechanism - Stage 3: Appellate Authority

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

The awareness of the Appellate authority for redressing grievances (i.e. Stage 3 of the 3 stage process) is negligible across all service providers with only 1% of Airtel & RCOM and 2% BSNL & TATA subscribers (out of the total subscribers contacted) being aware of the same.

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

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

S. N.	Customer Perception of Services	Benchmark	Airtel	Vodafone	BSNL	RCOM	Aircel	TATA
1	%age subscribers satisfied with the provision of service	>95%	74%	75%	72%	71%	74%	70%
2a	%age subscribers satisfied with the billing performance (postpaid)	>90%	68%	71%	68%	70%	72%	69%
2b	%age subscribers satisfied with the billing performance (prepaid)	>90%	73%	75%	72%	72%	73%	72%
3	%age subscribers satisfied with help services	>90%	66%	66%	66%	62%	66%	69%
4	%age subscribers satisfied with network performance, reliability and availability	>95%	73%	74%	72%	73%	74%	71%
5	%age subscribers satisfied with maintainability	>95%	74%	73%	73%	74%	72%	72%
6	Overall customer satisfaction	>95%	73%	72%	71%	71%	72%	70%
7	%age subscribers satisfied with offered supplementary services	>95%	70%	68%	68%	68%	66%	67%

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 Vodafone subscribers at 75% followed closely by Airtel and Aircel at 74% but still it is way below the TRAI specified benchmark of 95%. TATA relatively scores the lowest at a subscriber satisfaction level of 70%. BSNL & RCOM have a satisfaction level of 72% and 71% respectively amongst its subscribers.

### Billing performance (Benchmark – 90%)

#### Post-paid Subscribers

On an overall basis, the satisfaction level of postpaid subscribers varies from 68% to 72% across all service providers. Aircel leads the way with 72% level of subscriber satisfaction closely followed by Vodafone at 71% and RCOM at 70%. Airtel and BSNL score the lowest at 68% subscriber satisfaction level.

#### Pre-paid Subscribers

The scores of level of satisfaction for prepaid subscribers vary from 72% to 75% for all the service providers. This shows that all of the operators are way below the TRAI benchmark of 90%. Vodafone is the leader with 75% level of subscriber satisfaction while BSNL, RCOM & TATA have a subscriber satisfaction level of 72% which is relatively lower than all other service providers.

### Help Services (Benchmark – 90%)

Satisfaction level with help services is highest amongst TATA subscribers at 69% followed by Airtel, Vodafone, BSNL and Aircel at 66% and it is the lowest for RCOM subscribers at 62%. All the operators fail to meet the benchmark on this parameter too.

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

The level of satisfaction with network related parameters is the highest amongst Vodafone and Aircel subscribers at 74% followed closely by Airtel and RCOM subscribers at 73%. It is the lowest for TATA subscribers at 71% which could be a result of increased levels of network related problems faced by these subscribers.

### Maintainability (Benchmark – 95%)

The level of satisfaction scores with maintainability of all service providers fall short with respect to TRAI benchmark of 95%. It is the highest amongst RCOM & Airtel subscribers at 74%. As observed across network related parameters, TATA lags behind other service providers in this parameter too with a satisfaction level of 72%. Aircel also has subscriber satisfaction level of 72% with this parameter.

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

The overall level of subscriber satisfaction for all service providers lies in the range of 70% to 73%. Airtel is a notch above the other operators with a satisfaction level of 73% while TATA scores the lowest at 70%. Vodafone & Aircel have a satisfaction level of 72% while BSNL & RCOM have a satisfaction of 71% on this parameter. All the operators fail to meet the TRAI benchmark of 95%.

### Supplementary services (Benchmark – 95%)

Satisfaction with quality of supplementary services is the highest for Airtel subscribers at 70% followed by Vodafone, BSNL & RCOM at 68%. Aircel lags behind in this aspect with the level subscriber satisfaction at 66%.

## 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
1	Awareness of three stage grievance mechanism	49%	42%	52%	49%	46%	55%
2	For pre-paid customers, awareness about item-wise call charge details on request	17%	11%	10%	10%	11%	10%
3	If aware (for pre-paid customers), ever denied of item-wise usage charge details for pre-paid connection	2%	4%	9%	2%	3%	0%
4	For new customers, provisioning of 'Manual of Practice' while taking the new connection	23%	41%	11%	12%	22%	15%

The awareness of three stage grievance mechanism is observed to be low across the subscribers of all the service providers. It is maximum for TATA at 55% and lowest for Vodafone at 42%.

As far as awareness of item-wise call charges details among pre-paid customers is concerned, 17% of Airtel subscribers are aware that they can get item-wise call charge details on request, whereas for other operators 10% - 11% of 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, 9% of the BSNL pre-paid subscribers were denied of item-wise bill for the pre-paid connection. For all the other service providers this number ranges from 2% to 4% except TATA where none of the prepaid subscribers were denied of such a request.

As far as provisioning of 'Manual of Practice' for new customers is concerned, 41% of new Vodafone subscribers have been handed over 'Manual of Practice' while taking the new connection. The number is quite low for BSNL & RCOM with only 11% & 12% of new subscribers being handed the 'Manual of Practice' at the time of taking the connection.

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

S. N.	Sub-parameter	Airtel	Vodafone	BSNL	RCOM	Airtel	TATA
1	Awareness of Call center for redressing grievances	85%	85%	73%	86%	87%	86%
2	% of consumers made any complaints to the toll free number within last 6 months	11%	12%	7%	11%	12%	10%
3	Call center informing about the action taken on complaints	97%	90%	89%	89%	87%	92%
4	Resolution of complaint by customer care within 4 weeks of lodging complaint	36%	28%	43%	31%	20%	22%
5	Percentage satisfied with the complaint resolution by call center	66%	61%	59%	57%	64%	60%

The awareness of Call center for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 73% to 87% for all the service providers. Except for BSNL, more than 17 out of every 20 subscribers of all other service providers are aware of the call center services.

The Percentage of consumers making any complaints to the toll free number within last 6 months is highest for Vodafone & Airtel at 12%. However, only 7% of BSNL's subscribers make complaints to the call center.

As far as responsiveness of call center for informing about the action taken on the complaints is concerned, 97% of Airtel subscribers were informed about the action taken on complaints. The scores for all the other operators lie in the range of 87% to 92%.

The complaint resolution by customer care within 4 weeks of lodging complaint is low across all the service providers with scores ranging from 20% (Airtel) to 43% (BSNL).

For RCOM the level of satisfaction is the lowest at 57% for complaint resolution by call center. It is the highest for Airtel at a level of 66%.

### Redressal Mechanism - Stage 2: Nodal Officer

S. N.	Sub-parameter	Airtel	Vodafone	BSNL	RCOM	Aircel	TATA
1	Awareness of Nodal officer for redressing grievances	3%	1%	10%	2%	5%	2%
2	Awareness of contact details of Nodal officer	3%	3%	4%	2%	2%	5%

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 with Vodafone being the lowest at 1%. Interestingly, 1 out of every 10 BSNL subscribers is aware of the presence of a nodal officer.

Awareness of contact details of Nodal Officer is observed to be low across subscribers for all the service providers. It varies from 2% to 5% for all the operators.

### Redressal Mechanism - Stage 3: Appellate Authority

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 Tamil Nadu circle

Satisfaction level of subscribers with various parameters of Broadband service:

S. N.	Customer Perception of Services	B'mark	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
1	% subscribers satisfied with the provision of service	>90%	72%	73%	71%	68%	71%	71%
2a	% subscribers satisfied with the billing performance (Prepaid customers)	>90%	69%	67%	68%	70%	67%	68%
2b	% subscribers satisfied with the Billing performance (Postpaid customers)	>90%	70%	72%	71%	66%	70%	68%
3	% subscribers satisfied with help services	>90%	66%	65%	69%	57%	67%	51%
4	% subscribers satisfied with network performance, reliability and availability	>85%	67%	68%	68%	65%	67%	65%
5	% subscribers satisfied with maintainability	>85%	67%	67%	66%	61%	67%	64%
6	Overall level of customer satisfaction	>85%	67%	67%	66%	59%	66%	65%
7	% subscribers satisfied with offered supplementary services	>85%	74%	63%	67%	60%	66%	74%

None of the operators of broadband service meet the TRAI benchmark on any of the parameters. Relatively amongst all operators the performance of Airtel, BSNL and Reliance communications are doing marginally better than other operators while VSNL and Sify are relatively weak among rest in terms of satisfaction level.

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

The satisfaction level of subscribers across all operators lies in the range of 68% to 73%. VSNL scores the lowest with a satisfaction level of 68% whereas BSNL scores the highest with a subscriber satisfaction level of 73% with service provisioning.

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

BSNL leads the way on % satisfaction with billing performance for postpaid subscribers with a satisfaction level of 72% while VSNL lags behind other operators with a postpaid subscriber satisfaction level of only 66%. However, the trend is reversed for prepaid subscribers with VSNL heading the pack (although marginally) with a satisfaction level of 70% whereas BSNL & Sify lag behind all the other operators with a subscriber level of 67%. However, all the operators fall way below the TRAI benchmark of 90%.

#### Help Services (Benchmark – 90%)

Satisfaction level of subscribers with help services is quite low especially for Hathway which has the lowest score with a satisfaction level of 51% only. RCOM leads the way with respect to the satisfaction level with help services with a score of 69% followed closely by Sify, Airtel and BSNL with satisfaction levels of 67%, 66% and 65% respectively.

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

The satisfaction scores for all the operators lie in the range of 65% to 68% on this parameter which is way below the benchmark figure of 85%. For providing quality broadband service, there is a definite need for improvement for all the operators on this aspect. BSNL and RCOM are marginally ahead of all other operators with a satisfaction score of 68% while VSNL and Sify lag behind with a score of 65%.

### Maintainability (Benchmark - 85%)

The scores range from 61% to 67% on this parameter. VSNL is lagging behind other operators at 61% satisfaction level while Airtel, BSNL and Sify lead the pack with a subscriber satisfaction level of 67% followed closely by RCOM at 66%. However, as observed with other parameters, the satisfaction level scores across this parameter too fall way below the TRAI benchmark of 85%

### Supplementary Services (Benchmark - 85%)

Airtel and Hathway lead the way with a subscriber satisfaction level of 74% with supplementary services offered. However VSNL lags other operators in this regard with a satisfaction level of 60%. BSNL is also not faring well on this parameter with a subscriber satisfaction level of 63%. The scores across this parameter too do not come anywhere near to attaining the TRAI benchmark of 85%.

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

None of the operators is meeting the benchmark on overall level of satisfaction. Airtel and BSNL lead the way with an overall subscriber satisfaction score of 67% which also falls way below the TRAI benchmark of 85%. VSNL, as seen with other parameters, is behind all other operators on this aspect too with a subscriber satisfaction level of 59%.

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

### Redressal Mechanism

S. N.	Sub-parameters	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
1	Awareness of three stage grievance mechanism	49%	47%	43%	46%	18%	30%
2	For pre-paid customers, awareness about item-wise call charge details on request	21%	18%	27%	12%	27%	12%
3	If aware (for pre-paid customers), ever denied of item-wise usage charge details for pre-paid connection	2%	1%	0%	1%	1%	6%
4	For new customers, provisioning of 'Manual of Practice' while taking the new connection	60%	51%	66%	39%	34%	50%

The awareness of the three stage redressal mechanism is the highest amongst Airtel subscribers with approximately one out of every two subscribers being aware of the three stage redressal mechanism followed closely by BSNL and VSNL subscribers with an awareness level of 47% and

46% respectively. Sify and Hathway score relatively low on awareness of three stage grievance mechanism at 18% and 30% respectively.

Almost two thirds of RCOM, six out of every 10 of Airtel and half of the BSNL and Hathway subscribers were given the manual of practice while taking a broadband connection. Only one-third of Sify and 39% of VSNL subscribers were provided with the manual of practice at the time of taking the connection.

The awareness of item-wise call charge details is the lowest amongst VSNL and Hathway prepaid subscribers at a level of only 12%. RCOM and Sify prepaid subscribers lead the way with 27% of them being aware of the fact that item-wise call charge details can be obtained on request from the service provider.

### Stage 1: Call Center

S. N.	Sub-parameter	Airtel	BSNL	RCOM	VSNL	Sify	Hathway
1	Awareness of Call center for redressing grievances	99%	97%	95%	95%	97%	94%
2	Penetration of consumers made any complaints to the toll free number within last 6 months	8%	5%	4%	19%	1%	23%
3	Call center informing about the action taken on complaints	88%	81%	90%	78%	100%*	84%
4	Resolution of complaint by customer care within 4 weeks of lodging complaint	51%	16%	23%	26%	100%*	25%
5	Percentage satisfied with the complaint resolution by call center	61%	50%	46%	53%	67%*	50%

\*cannot be taken into consideration as the answering base is quite low.

99% of Airtel subscribers are aware of the presence of Call center in Tamil Nadu. BSNL & Sify follow with 97% awareness level. Awareness of call centre comes out to quite high amongst all the operators with their scores ranging from 94% to 99%.

23% of the total Hathway subscribers who are aware of the call center have lodged a complaint regarding their services. 19% of the VSNL subscribers, who are aware, have lodged a complaint with the call center. Sify performs the best on this aspect with only 1% of their aware subscribers lodging a complaint with the call center.

However, in only 78% of the cases, the subscribers of VSNL have been notified by the call center about the action taken on their complaints. RCOM is leading the way with a score of 90% on the same.

Only 16% of BSNL, 23% of RCOM, 25% of Hathway and 26% of VSNL subscribers say that their complaint was resolved within four weeks. Airtel performs the best on this aspect, but the scores are very low with just over 1 out of every 2 subscribers saying that their complaint was resolved with 4 weeks.

Half or more than half of the subscribers who have lodged a complaint with the call center are not satisfied with the complaint resolution process expect for RCOM which scores the lowest with a

satisfaction level of 46%. Airtel is relatively better with 61% of the subscribers saying that they are satisfied with the complaint resolution process of the call center.

### Stage 2: Nodal Officer

S. N.	Sub-parameter	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
1	Awareness of Nodal officer for redressing grievances	7%	3%	1%	8%	3%	16%
2	Awareness of contact details of Nodal officer	4%	5%	1%	1%	1%	4%

The awareness of the existence as a second level of resolution of complaints is abysmally low amongst subscribers with only 1% to 16% of all the subscribers across various service providers saying that they are aware of the nodal officer. As low as 1% RCOM and as high as 16% of Hathway subscribers say that they are aware of the nodal officer. The operators should proactively tell the consumers about the same. A maximum of only 1% to 5% subscribers (who are aware of the nodal officer) across all service providers have actually aware of the contact details of the same.

### Stage 3: Appellate Authority

S. N.	Sub-parameter	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
1	Awareness of Appellate authority for redressing grievances	14%	4%	1%	5%	0%	6%

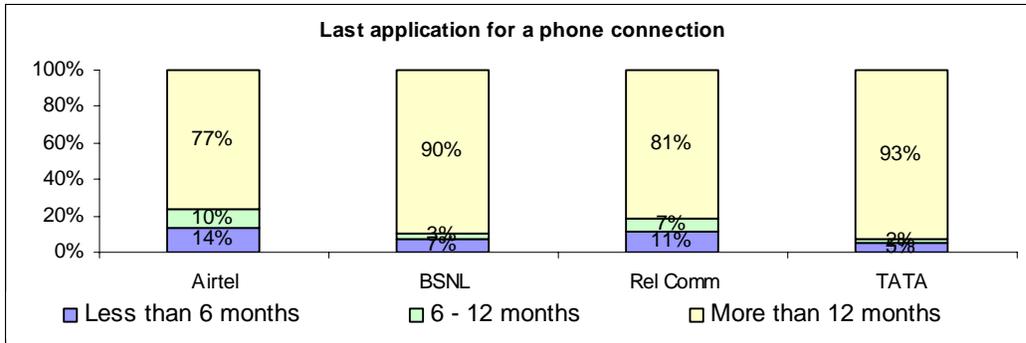
0% of Sify and only 1% RCOM subscribers are aware of the appellate authority. However, just less than one of every 7 Airtel subscribers is aware of the same.

## 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.



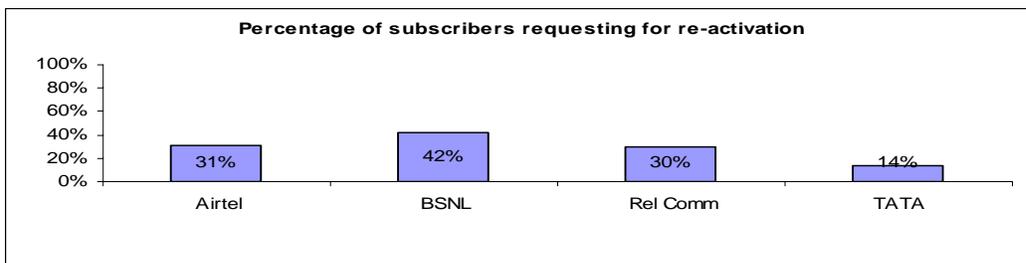
14% of the total subscribers for Airtel contacted took the connection in less than 6 months from the time the survey was conducted. Whopping 93% of TATA (presence majorly in selected areas and mostly amongst corporates) and 90% of the BSNL subscribers contacted for wireline services in the Tamil Nadu circle were having telephone connection older than 12 months.

### b. Request for shifting the connection



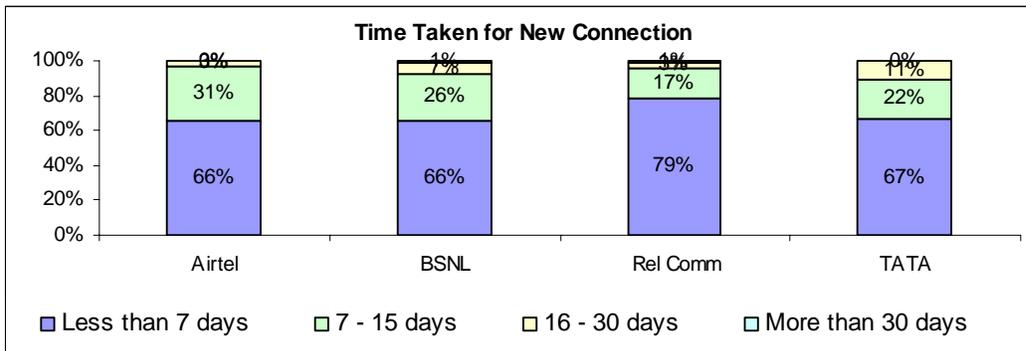
As high as 43% BSNL subscribers have requested the operator to shift their connection. The same is as low as 23% for TATA subscribers.

### 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 quite low for all the services providers. It is highest for BSNL at 42% and lowest for TATA at 14%.

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

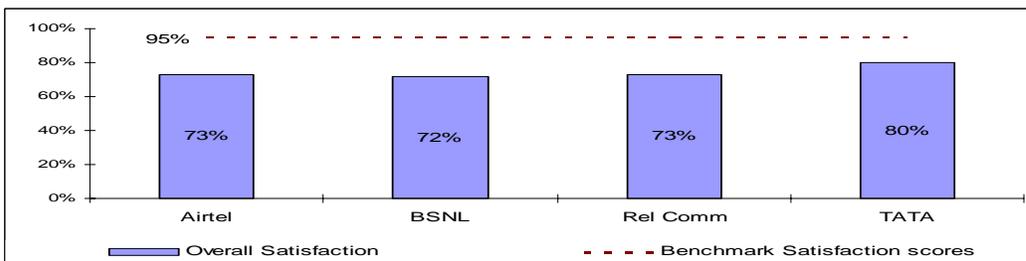


79% RCOM subscribers claim that their new connection was activated in less than 7 days from the date of applying for it. However, 34% of BSNL subscribers claim that their connection was activated after 7 days from the date of applying for it.

<u>Satisfaction with Service Provision</u>	Airtel	BSNL	Rel Comm	TATA
Satisfaction with new connection	75%	72%	76%	70%
Satisfaction with shifting	72%	73%	72%	86%
Satisfaction with re-activation	72%	72%	72%	76%
Overall Satisfaction	73%	72%	73%	80%

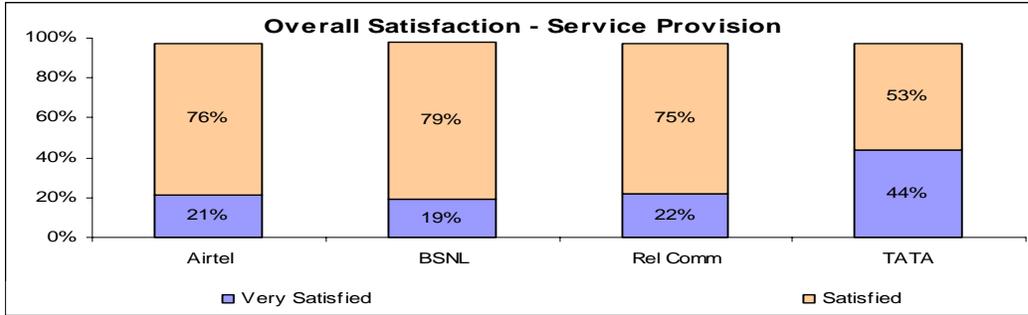
In general, all the operators have scored more than 70% on satisfaction with all of the sub-aspects of service provision. RCOM at 76% subscriber satisfaction level leads the way on the time taken to provide new connection aspect. TATA performs better than other operators at 86% and 76% satisfaction level with the time taken for shifting of connection and satisfaction with re-activation of services.

**Overall Satisfaction with service provisioning**



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

<u>Overall Very Satisfied &amp; Satisfied scores</u>	Airtel	BSNL	Rel Comm	TATA
Very Satisfied	21%	19%	22%	44%
Satisfied	76%	79%	75%	53%
<b>Total</b>	<b>97%</b>	<b>98%</b>	<b>97%</b>	<b>97%</b>



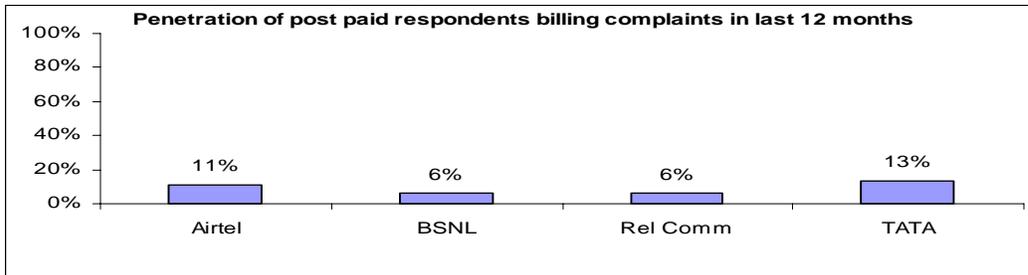
BSNL leads the pack in overall subscribers satisfied with 98% subscribers claiming that they are either "Very Satisfied" or "Satisfied". All the other operators have a satisfaction score of 97% with 44% TATA subscribers saying that they are "very satisfied" with the operator on service provisioning aspect.

### 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



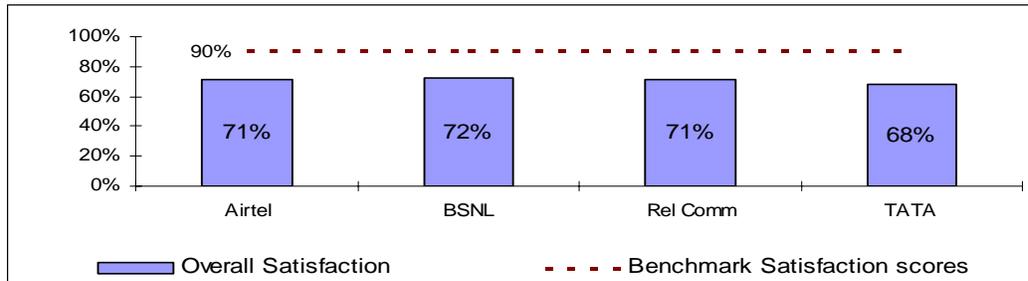
The Percentage of postpaid subscribers making billing complaints is low for BSNL & RCOM at 6% in comparison with other service providers. The Percentage of postpaid subscribers making billing complaints for TATA is relatively high at 13%.

**b. Satisfaction with various billing parameters**

For Postpaid customers -	Airtel	BSNL	RCOM	TATA
Timely delivery of bills	72%	72%	71%	66%
Accuracy of bills	73%	73%	73%	69%
Process of resolution of billing complaints	63%	60%	47%	60%
Clarity i.e. transparency and understandability of bills	69%	70%	70%	71%
Overall Satisfaction	71%	72%	71%	68%

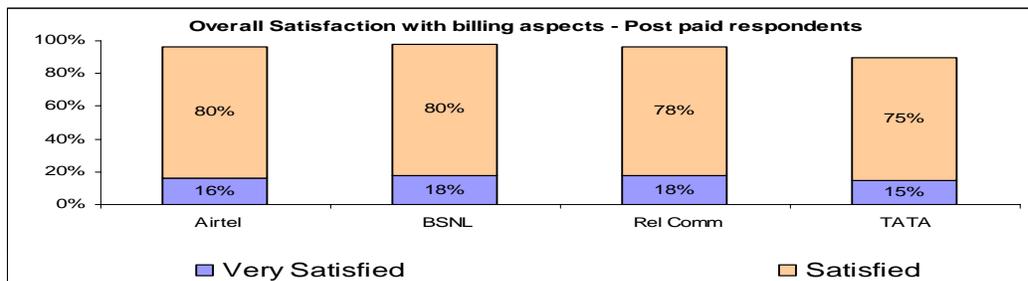
As far as timely delivery of bills is concerned, all the service providers have scored between 66% (for TATA) and 72% (for BSNL & Airtel). Process of resolution of billing complaints is the pain point across all the operators for postpaid customers. The score varies from 47% for Reliance Communications to 63% for Airtel.

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

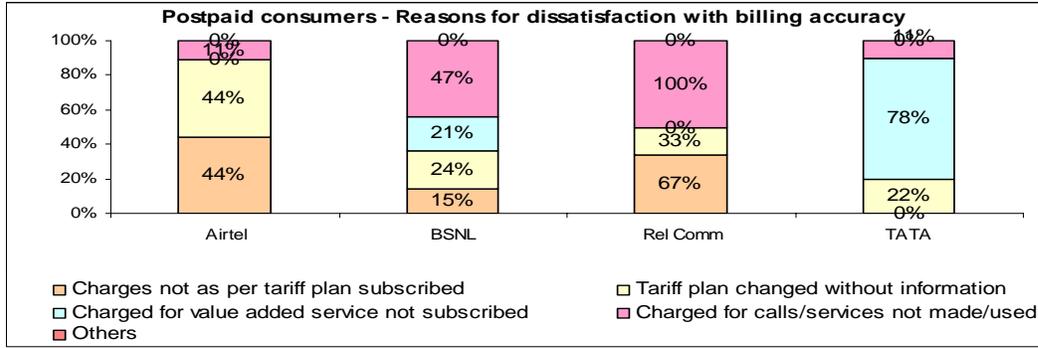


The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	TATA
Very Satisfied	16%	18%	18%	15%
Satisfied	80%	80%	78%	75%
Total	96%	98%	96%	90%



Interestingly for BSNL as high as 98% subscribers claim that they are either satisfied or very satisfied with billing performance. For all the service providers 90% (TATA) or more than 90% subscribers claim that they are either very satisfied or satisfied with billing performance.



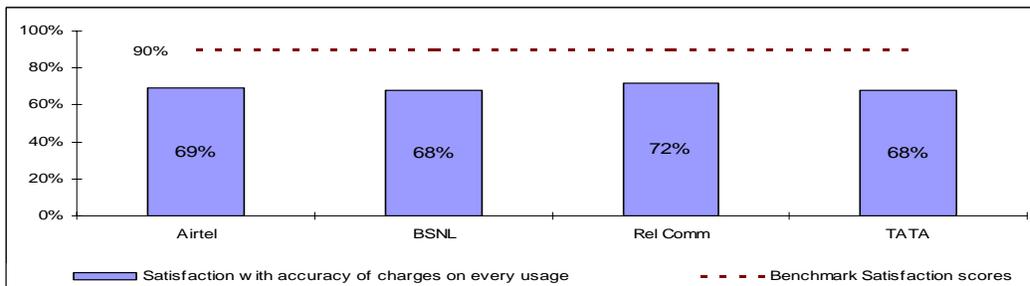
For Airtel, 44% of the subscribers claim that the charges levied are not as per tariff plan and their tariff plan has been changed without informing them. For BSNL, 47% subscribers say that they are being charged for calls / services they have not used. For TATA, more than three fourths of the subscribers say they are charged for Value Added Services that they have not subscribed to.

### Pre-paid Subscribers

#### a. Satisfaction with Billing Parameter

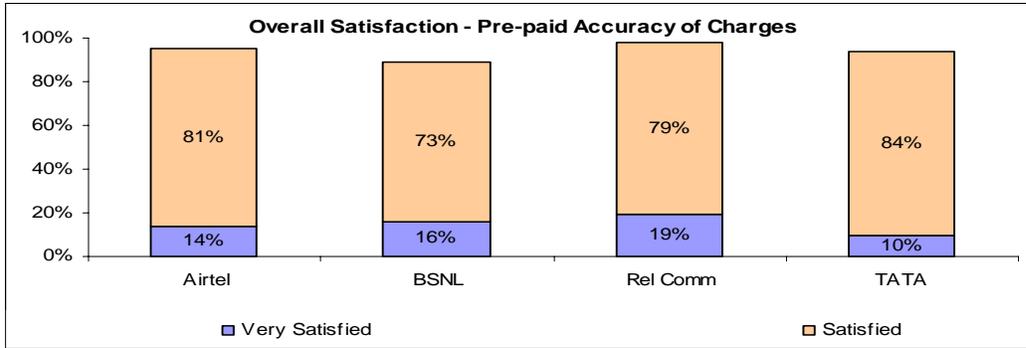
Satisfaction with Billing Parameters	Airtel	BSNL	Rel Comm	TATA
For Prepaid customers -				
Satisfaction with accuracy of charges on every usage	69%	68%	72%	68%

#### Level of satisfaction with Billing – Prepaid customers



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

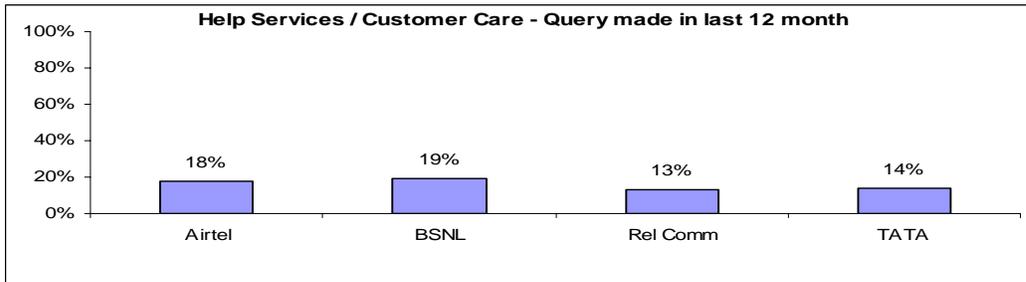
Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	TATA
Very Satisfied	14%	16%	19%	10%
Satisfied	81%	73%	79%	84%
<b>Total</b>	<b>95%</b>	<b>89%</b>	<b>98%</b>	<b>94%</b>



For prepaid customers, only 89% of BSNL customers are either very satisfied or satisfied with the service. The percentage of very satisfied or satisfied score is highest for RCOM at 98%.

### 5.1.3 Help Services Related sub-aspects

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



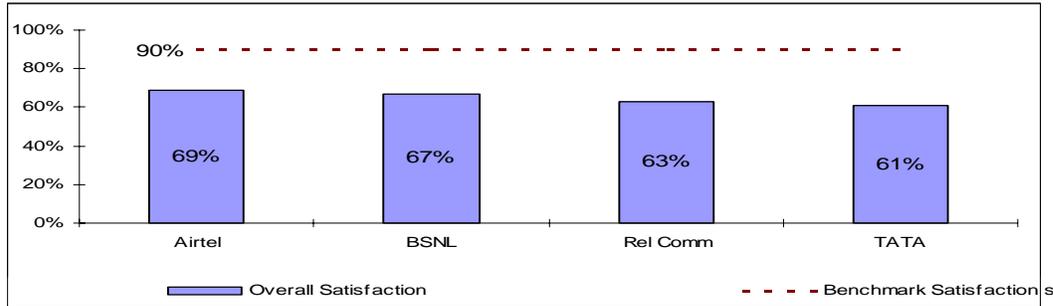
As far as Customer Care services are concerned, 19% of BSNL respondents have made query in the last 12 months. For RCOM only 13% of subscribers have claimed that they have made query in last six months

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

Satisfaction with Help Services / Customer Care	Airtel	BSNL	Rel Comm	TATA
Ease of access of call center toll free number	68%	67%	65%	61%
Response time to answer call by customer care executive	68%	67%	64%	65%
Problem solving ability of customer care executive	69%	66%	62%	57%
Time taken by customer care executive in resolving complaints	71%	66%	62%	61%
Overall Satisfaction	69%	67%	63%	61%

Almost all the sub aspects under help service have satisfaction scores less than 70% for all operators except Airtel scoring 71% on the sub-aspect of time taken to solve the complaint by the customer care executive. Among the operators, Airtel & BSNL seem to be doing better on help services than other operators. For TATA, there is a satisfaction level of only 57% with the sub-aspect of problem solving ability of the customer care executive.

**Level of satisfaction with Help services:**



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

<u>Overall Very Satisfied &amp; Satisfied scores</u>	Airtel	BSNL	Rel Comm	TATA
Very Satisfied	15%	12%	14%	4%
Satisfied	78%	78%	65%	75%
<b>Total</b>	<b>93%</b>	<b>90%</b>	<b>79%</b>	<b>79%</b>

For Help Services / Customer Care 93% Airtel & 90% BSNL subscribers claim to be either “satisfied” or “very satisfied”. The satisfaction is as low as 79% amongst RCOM & TATA subscribers.

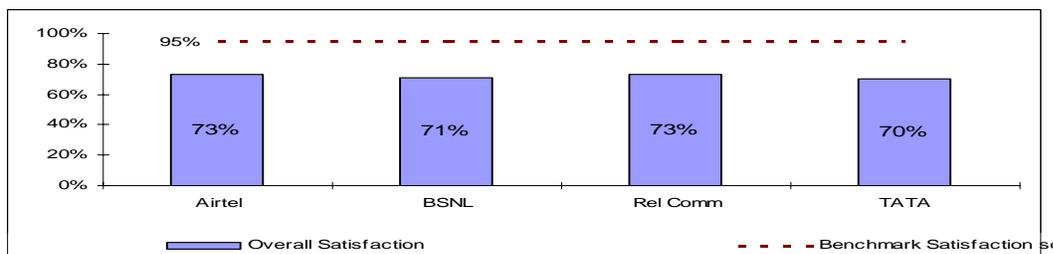
**5.1.4 Network performance, reliability and availability related sub-aspects**

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

<u>Satisfaction Scores</u>	Airtel	BSNL	Rel Comm	TATA
Availability of working telephone (with dial tone)	71%	70%	73%	68%
Ability to make or receive calls easily	74%	72%	73%	70%
Voice quality	74%	72%	74%	71%
Overall Satisfaction	73%	71%	73%	70%

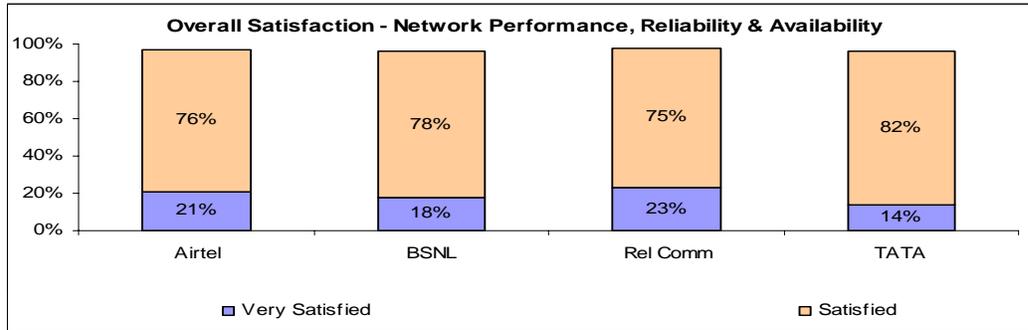
TATA and BSNL seem to be performing relatively poorly than Airtel & RCOM on satisfaction with network performance parameters. However for almost all the sub parameters scores are either 70% or above for all the service providers except TATA which scores only 68% with the sub-aspect of availability of working telephone.

**Level of satisfaction with Network performance:**



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

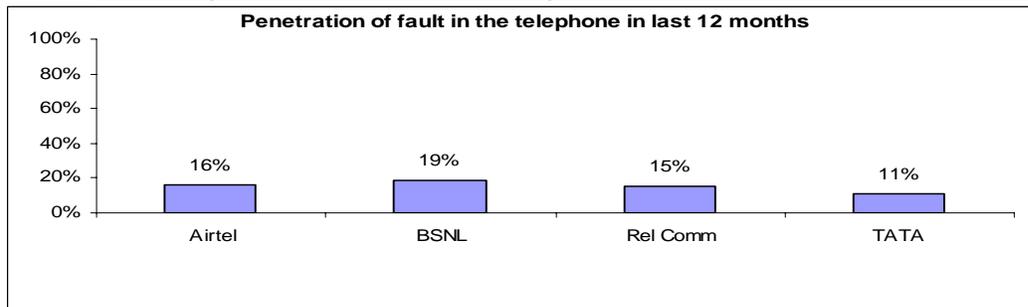
<b>Overall Very Satisfied &amp; Satisfied scores</b>	<b>Airtel</b>	<b>BSNL</b>	<b>Rel Comm</b>	<b>TATA</b>
Very Satisfied	21%	18%	23%	14%
Satisfied	76%	78%	75%	82%
<b>Total</b>	<b>97%</b>	<b>96%</b>	<b>98%</b>	<b>96%</b>



The top 2 box satisfaction score of RCOM is the maximum at 98% for network related parameters. It is the lowest for BSNL & TATA at 96%.

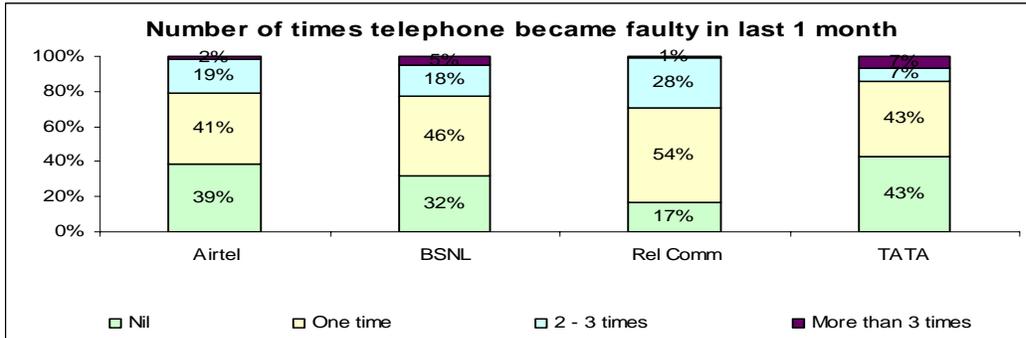
### 5.1.5 Maintainability related sub-aspects

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



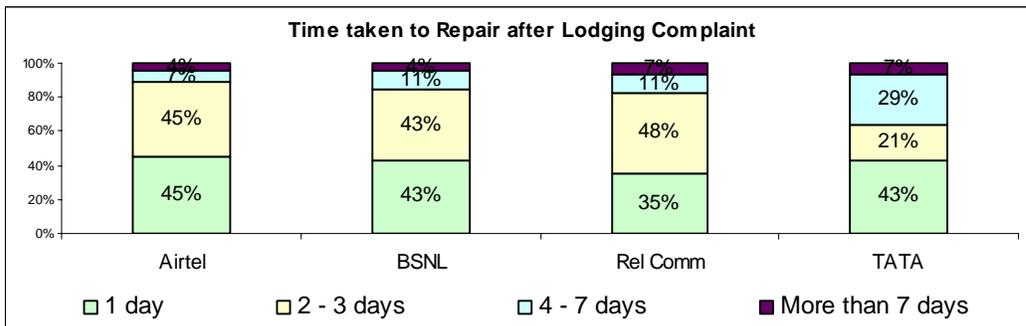
The chart above clearly shows percentage of subscribers experiencing faults in the telephone in last 12 months is most among BSNL customers at 19% followed closely by Airtel at 16% and RCOM at 15%. The same is the lowest for TATA with only one out of every 9 subscribers experiencing a fault with their connection.

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



When it comes to comparing number of times the subscriber's telephone became faulty out of the base of the subscriber who have faced any problem in their connection in the last 12 months, 23% of BSNL customers have faced problem more than one time in last 1 month. More than 2/3<sup>rd</sup> of BSNL subscribers have faced problem in their telephone line either one or more times.

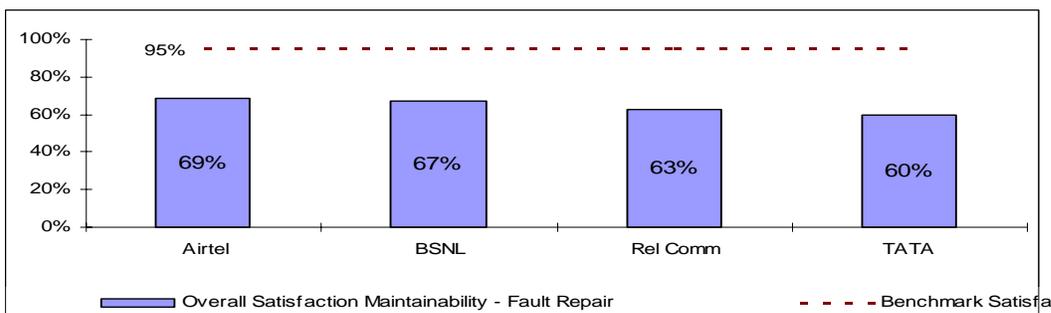
**c. Time taken to repair after lodging complaint**



As far as time taken to repair is concerned, 45% of Airtel customers from the customers who faced problem in last 12 months got their telephone repaired within 1 day of lodging the complaint. 36% of the TATA subscribers got their telephone repaired after 3 days. For BSNL, 14% of the customers got their telephone repaired more than 3 days after lodging the complaint.

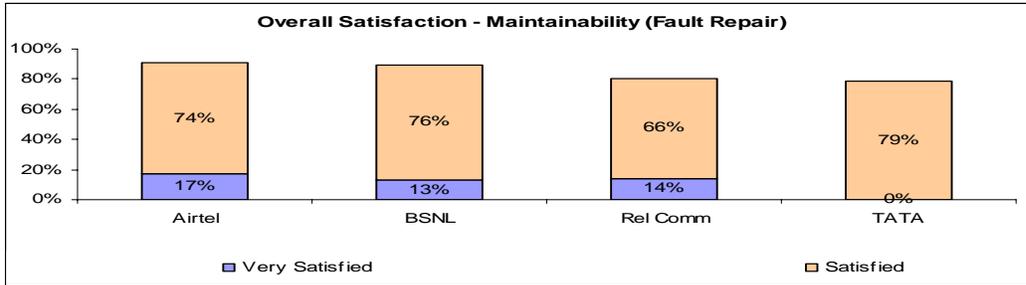
**d. Satisfaction with Maintainability parameters**

Level of satisfaction with Maintainability:



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

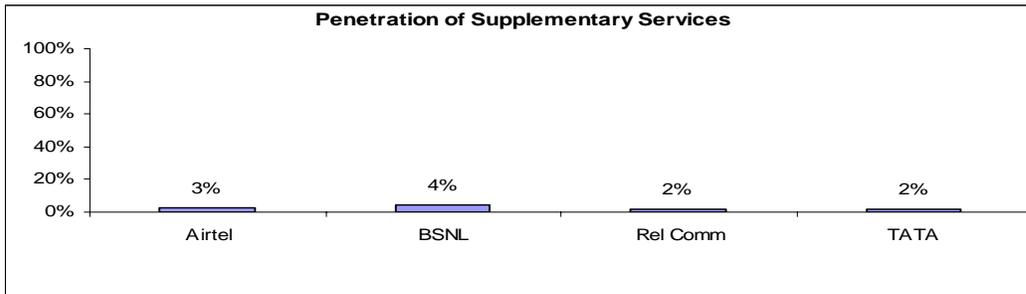
<b>Overall Very Satisfied &amp; Satisfied scores</b>	<b>Airtel</b>	<b>BSNL</b>	<b>Rel Comm</b>	<b>TATA</b>
Very Satisfied	17%	13%	14%	0%
Satisfied	74%	76%	66%	79%
<b>Total</b>	<b>91%</b>	<b>89%</b>	<b>80%</b>	<b>79%</b>



As far as percentage of total satisfied subscribers with the maintainability aspects is concerned, 91% of Airtel subscribers are either 'Very Satisfied' or 'Satisfied' with it whereas the percentage of total satisfied subscribers for TATA is just 79%.

### 5.1.6 Supplementary services

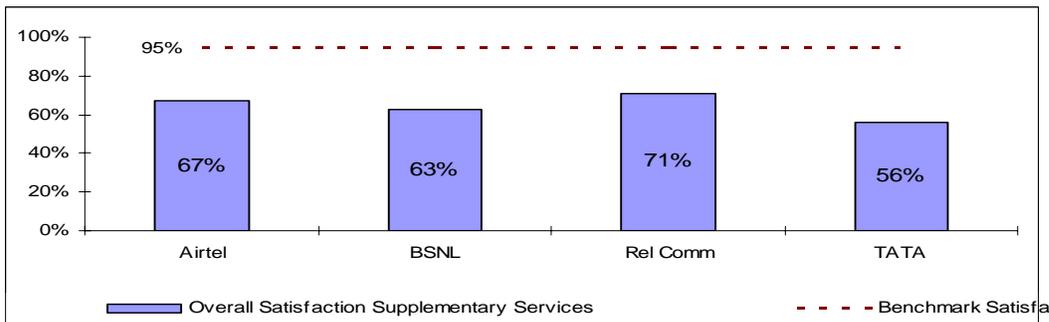
#### a. Percentage of subscribers opting for Supplementary Services



The penetration of supplementary services is quite low across all the service providers. It ranges from 2% to 4% for all the service providers.

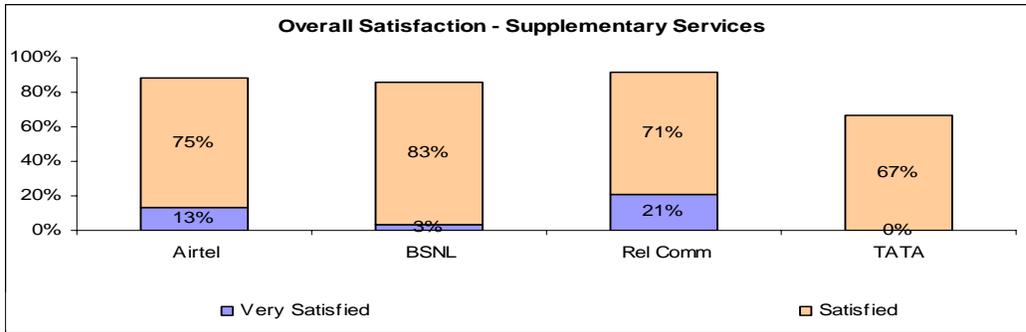
#### b. Satisfaction with Supplementary Services

##### Level of satisfaction with supplementary services



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

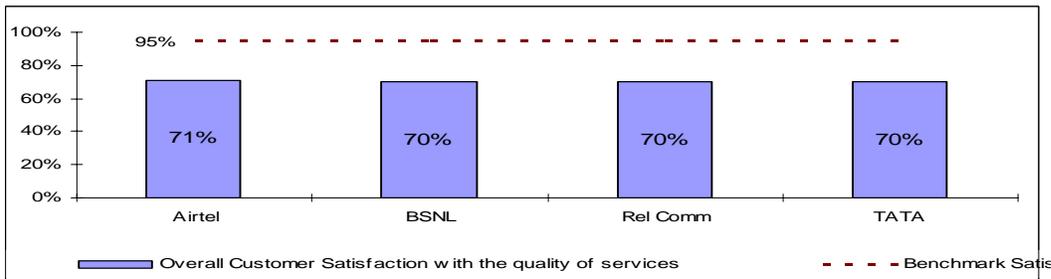
Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	TATA
Very Satisfied	13%	3%	21%	0%
Satisfied	75%	83%	71%	67%
<b>Total</b>	<b>88%</b>	<b>86%</b>	<b>92%</b>	<b>67%</b>



The total satisfaction percentage is 92% for RCOM subscribers whereas it is as low as 67% for TATA subscribers (however, the base of TATA subscribers applying for supplementary services is quite low across all service providers).

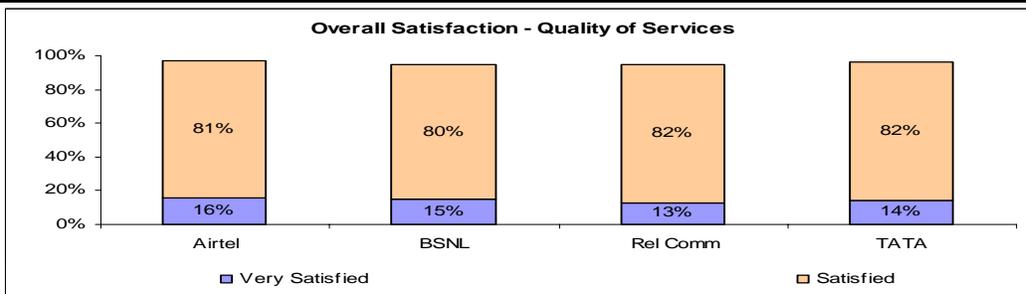
### 5.1.7 Overall Customer Satisfaction

Level of satisfaction with Quality of Service (Overall):



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

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	TATA
Very Satisfied	16%	15%	13%	14%
Satisfied	81%	80%	82%	82%
<b>Total</b>	<b>97%</b>	<b>95%</b>	<b>95%</b>	<b>96%</b>



As far as overall customer satisfaction with the 'Quality of Services' is concerned, more than 95% of subscribers for all the service providers claim that they are either satisfied for very satisfied with Quality of service. The score ranges from 95% to 97% across all service providers.

### 5.1.8 Redressal Mechanism

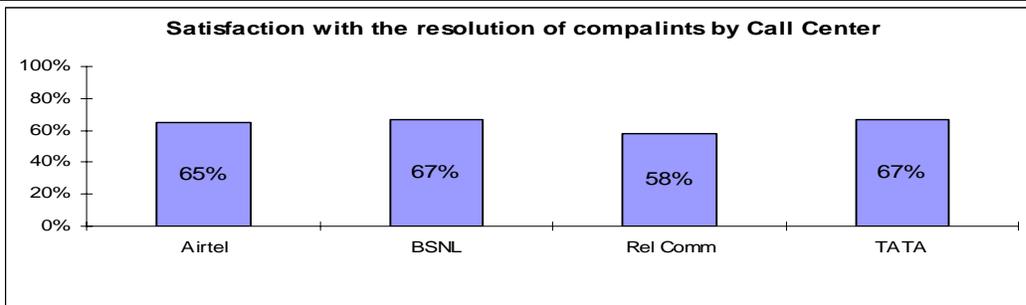
Awareness of Grievance Redressal Mechanism	Airtel	BSNL	RCOM	TATA
Awareness of three stage grievance redressal mechanism	55%	42%	41%	41%
Awareness of the names of following stages of grievance redressal set up by service provider				
Call Center	85%	81%	71%	47%
Nodal Officer	1%	2%	5%	5%
Appellate Authority	1%	2%	1%	2%
For new customers, provisioning of 'Manual of Practice' while taking the new connection	11%	6%	10%	7%

It is observed that the awareness of three stage redressal mechanism has remained low among the subscribers of all the service providers and varies from 41% to 55%. Also, more than 80% of Airtel & BSNL subscribers are aware about the call centre as a medium to redress their grievances with the service provider. However, TATA lags behind on this aspect with only 47% of its subscribers being aware of the call center. As expected, awareness about nodal officer and appellate authority is extremely low for all the service providers. Also, instance of provisioning of 'Manual of Practice' is quite low across all service providers.

<u>Stage 1: Customer Care</u>	Airtel	BSNL	RCOM	TATA
<b>Penetration</b> - Complains made to customer care within last 6 months	9%	12%	7%	2%
Customer care informing about the action taken on the complaint	80%	89%	85%	100%
Resolution of complaint by customer care within 4 weeks of lodging complaint	66%	72%	27%	0%
If lodged a complaint, provisioning of docket number:				
- No docket number received even on request	28%	20%	32%	0%
- No docket number received for most of the complaints	36%	28%	29%	0%
- Docket number received for most of the complaints	36%	51%	39%	100%

The table given above depicts that percentage of people making complaints to customer care has remained low for all the service providers in Tamil Nadu circle. Also, for all the service providers more than 80% the customers who have made complaint in the past three months were informed about the action taken by the customer care officer.

<u>Satisfaction with complain resolution by call center</u>	Airtel	BSNL	RCOM	TATA
Satisfaction with the resolution of complaints by call center	65%	67%	58%	67%



Satisfaction levels with the resolution of complaints by the call center are above 50% for all the service providers. It is observed to be highest for BSNL & TATA at 67% and lowest for RCOM at 58%.

<b>Call center's complaint resolution, reasons for dissatisfaction:-</b>	<b>Airtel</b>	<b>BSNL</b>	<b>RCOM</b>
Difficult to connect call center executive	17%	6%	23%
Customer care executive not polite/courteous	33%	0%	0%
Customer care executive not equipped with adequate information	33%	56%	62%
Time taken by call center for redressal of complaint is too long	17%	13%	38%
The customer care executive was unable to understand the problem	0%	25%	8%
Others	0%	0%	0%

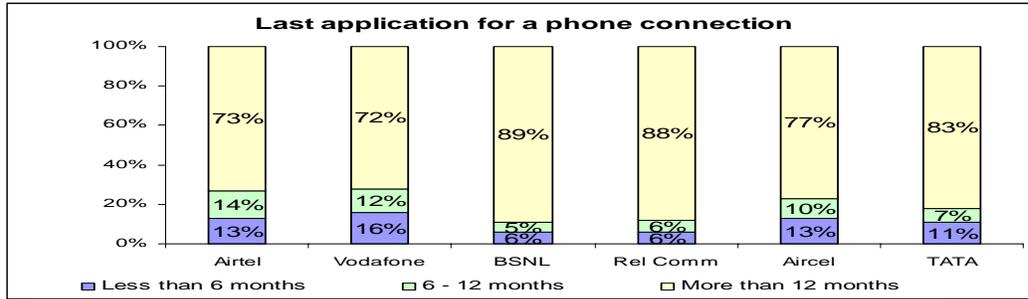
The major problem of subscribers across all operators is that the customer care executive is not equipped with adequate information and hence there is no satisfactory solution given by the executives on the queries raised by the subscribers. Also, 38% of RCOM subscribers claim that the time taken by the call center executives is too long.

## 5.2 Detailed Findings – Cellular Mobile Services

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

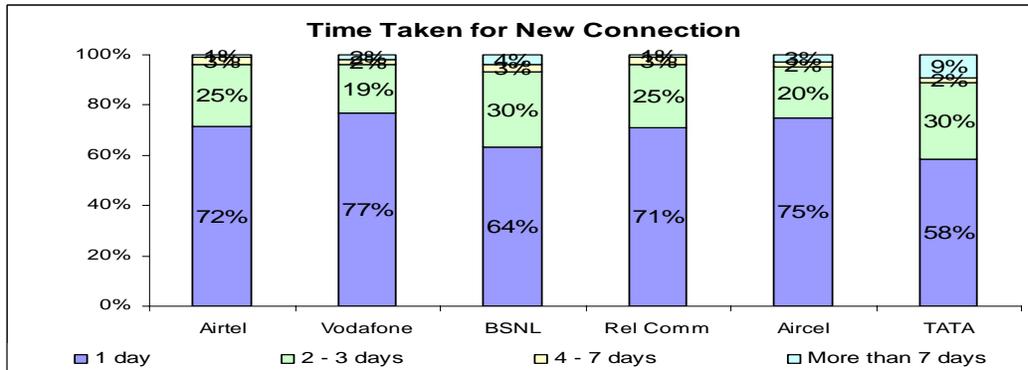
### 5.2.1 Service Provision

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



As high as 89% BSNL and 88% RCOM subscribers contacted for the purpose of this survey have already been using their services for more than 12 months.

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



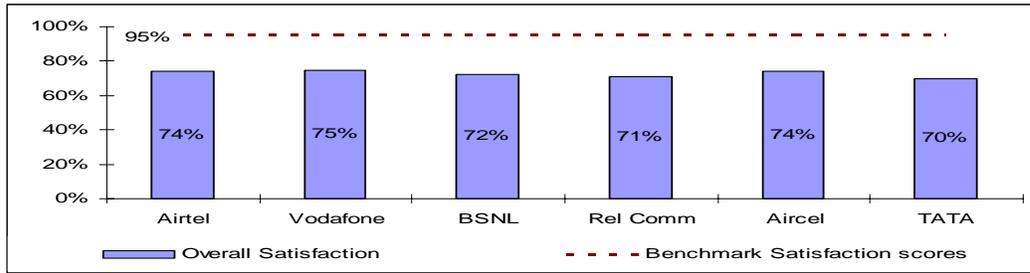
More than 3 out of every 4 Vodafone subscribers claim that their new connection was activated within 1 day of applying for it. However, only 58% of the TATA subscribers claim that their connection was activated within one day.

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

Satisfaction with Service Provision	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with time taken to provide new connection	77%	79%	74%	74%	76%	74%
Satisfaction with re-activation	71%	72%	71%	70%	74%	69%
Overall Satisfaction	74%	75%	72%	71%	74%	70%

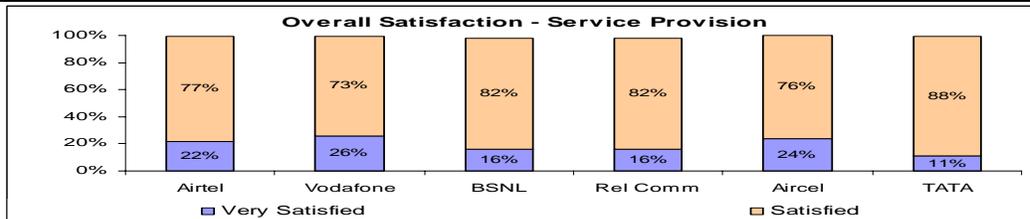
Satisfaction level of customers of all service providers (except TATA with satisfaction level of 69% on satisfaction with re-activation) is more than 70% with the sub-aspects of service provisioning.

**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
Very Satisfied	22%	26%	16%	16%	24%	11%
Satisfied	77%	73%	82%	82%	76%	88%
<b>Total</b>	<b>99%</b>	<b>99%</b>	<b>98%</b>	<b>98%</b>	<b>100%</b>	<b>99%</b>



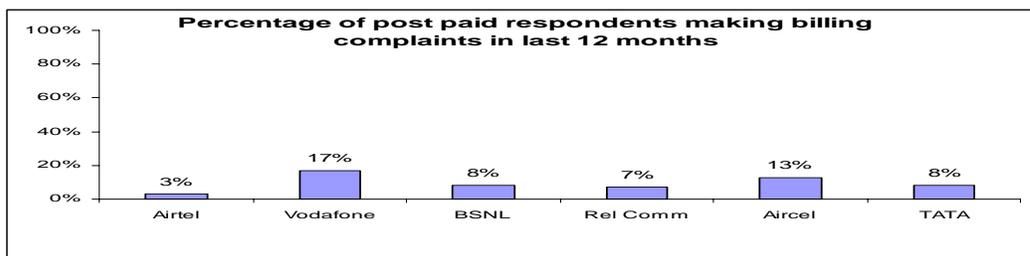
Aircel leads the pack in overall subscribers satisfied with 100% subscribers claiming that they are either “Very Satisfied” or “Satisfied”. Other subscribers are following up closely with scores being either 98% or 99% for each of them.

**5.2.2 Billing Aspects**

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

**a. Postpaid subscribers:**

**i. Percentage of billing complaints**



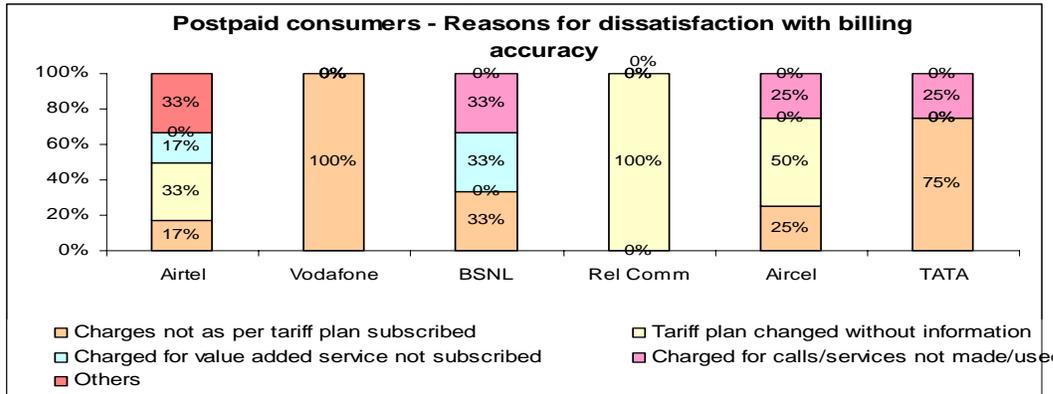
The Percentage of postpaid subscribers making billing complaints is quite low across all the operators. Vodafone at 17% has the maximum number of postpaid subscriber making complaints whereas Airtel at 3% has the minimum number of postpaid subscribers making complaints.

**ii. Satisfaction with various billing parameters**

For Postpaid customers -	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Timely delivery of bills	68%	72%	68%	70%	72%	72%
Accuracy of bills	69%	72%	67%	72%	76%	70%
Process of resolution of billing complaints	67%	67%	53%	58%	56%	40%
Clarity i.e. transparency and understandability of bills	69%	70%	70%	69%	71%	67%
Overall Satisfaction	68%	71%	68%	70%	72%	69%

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 TATA being the lowest at 40%. Relatively, Airtel, BSNL & TATA perform poorly on most of the billing parameters.

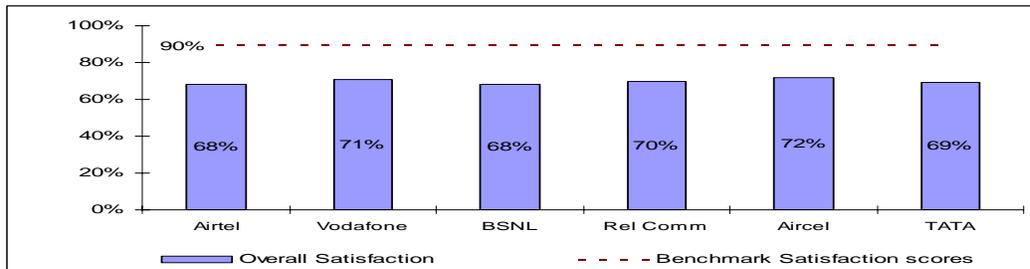
**iii. Reasons for dissatisfaction with billing accuracy**



Subscribers across most of the service providers have cited “charges not as per tariff plan, tariff plan changed without informing and charged for calls & service not made / used” as the prime reasons for their dissatisfaction with billing accuracy.

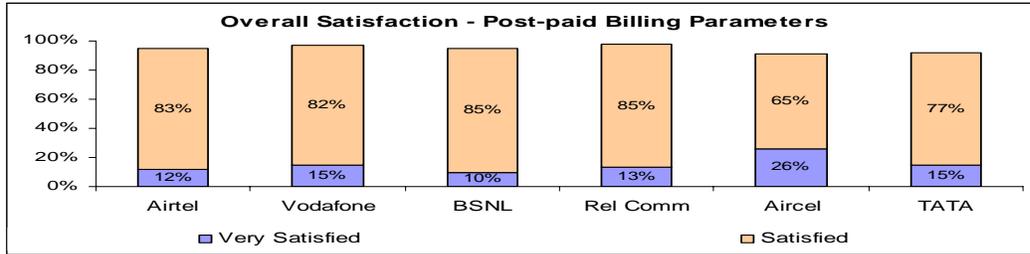
**iv. Percentage of subscribers satisfied**

Level of satisfaction with billing performance (Post paid customers)

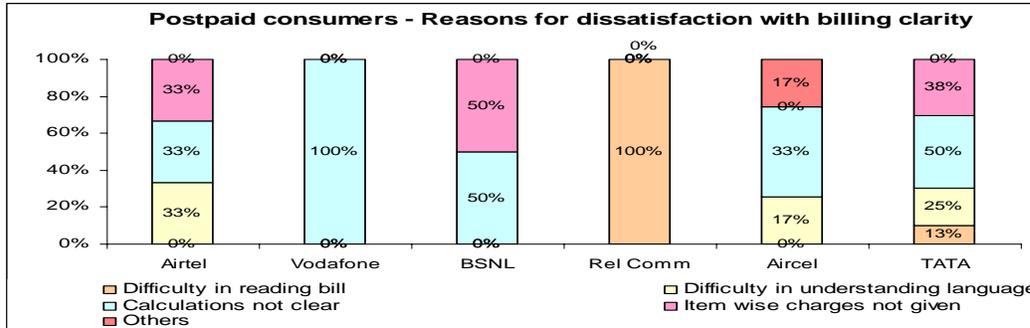


The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Very Satisfied	12%	15%	10%	13%	26%	15%
Satisfied	83%	82%	85%	85%	65%	77%
<b>Total</b>	<b>95%</b>	<b>97%</b>	<b>95%</b>	<b>98%</b>	<b>91%</b>	<b>92%</b>



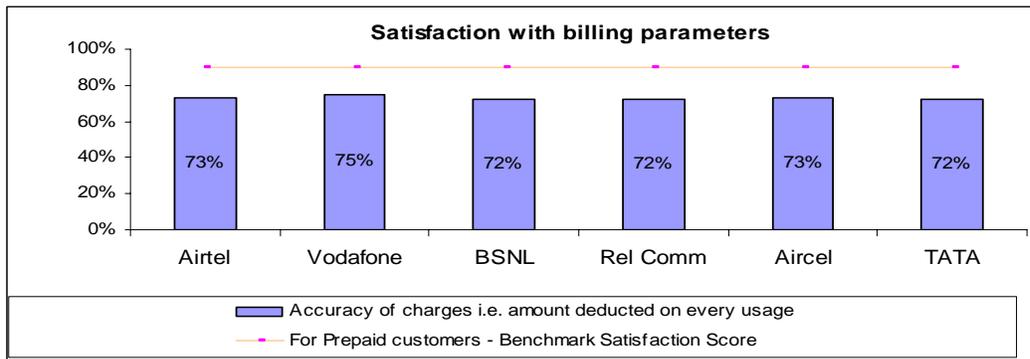
The top two box score is highest for RCOM at 98% for post paid billing satisfaction, whereas Aircel and TATA score relatively low at 91% and 92% respectively.



The prime reason for dissatisfaction of subscribers across most of the operators is the fact that the calculations are not clear in the bill.

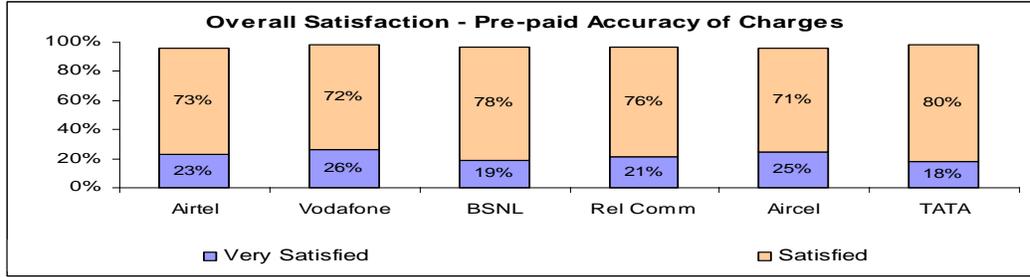
**c. Prepaid subscribers:**

Level of satisfaction with billing parameters (Prepaid customers):



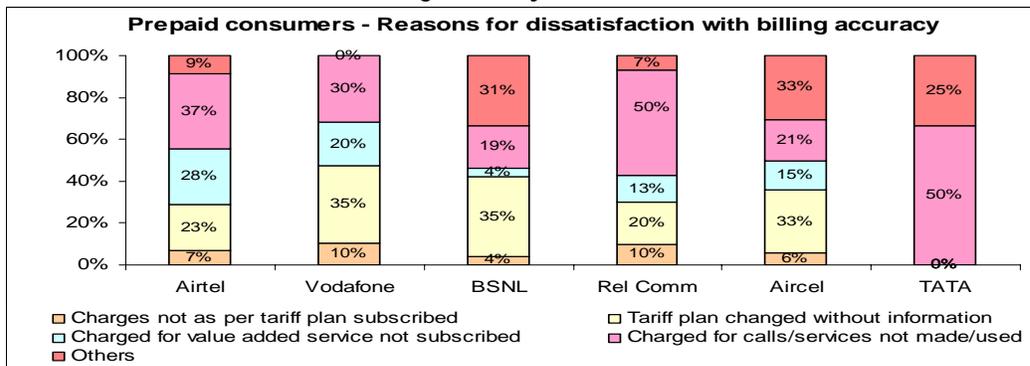
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Very Satisfied	23%	26%	19%	21%	25%	18%
Satisfied	73%	72%	78%	76%	71%	80%
<b>Total</b>	<b>96%</b>	<b>98%</b>	<b>97%</b>	<b>97%</b>	<b>96%</b>	<b>98%</b>



For prepaid subscribers, TATA and Vodafone have the maximum number of satisfied subscribers with 98% of them saying 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 Tamil Nadu circle when it comes to billing. The scores of satisfaction range from 96% to 98% across all service providers.

**Reasons of dissatisfaction with billing accuracy:**

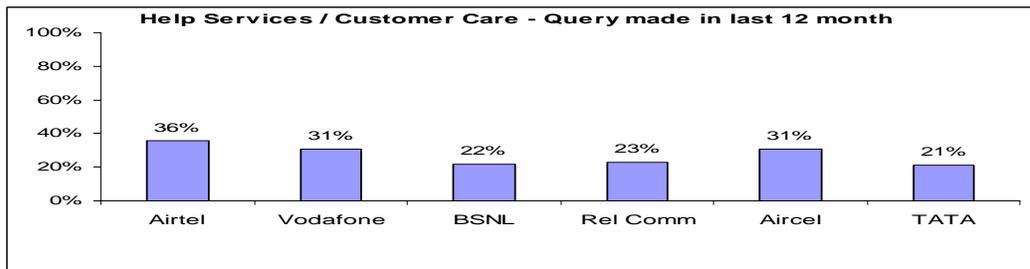


As seen with postpaid services, the major reason of dissatisfaction for prepaid subscribers is the fact that they claim that they are being charged for calls / services which they have not made / used and also that their tariff plan has been changed without informing them.

**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 Airtel at 36% and lowest for TATA at 21%.

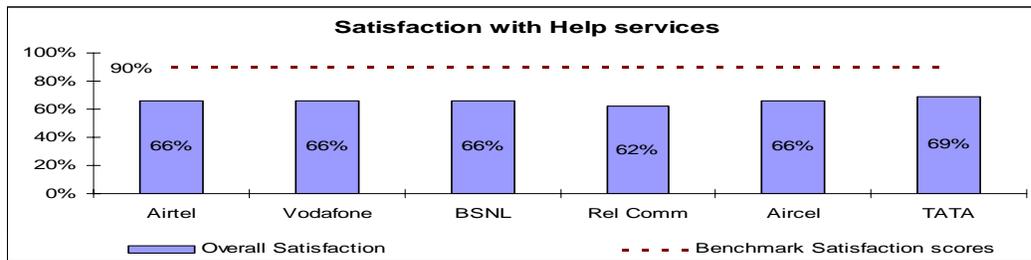
**b. Level of satisfaction on various sub-aspects of help services**

Satisfaction with Help Services / Customer Care	Airtel	Vodafone	BSNL	RCOM	Aircel	TATA
Ease of access of call center toll free number	65%	63%	63%	60%	64%	70%
Response time to answer call by customer care executive	66%	66%	66%	63%	66%	67%
Problem solving ability of customer care executive	67%	67%	68%	62%	66%	69%
Time taken by customer care executive in resolving complaints	67%	66%	67%	62%	67%	68%
Overall Satisfaction	66%	66%	66%	62%	66%	69%

It is observed that TATA is doing better than other service providers on various sub aspects of help services. Relatively, RCOM performs relatively poorly than other operators and has the lowest score on all sub-aspects of help services.

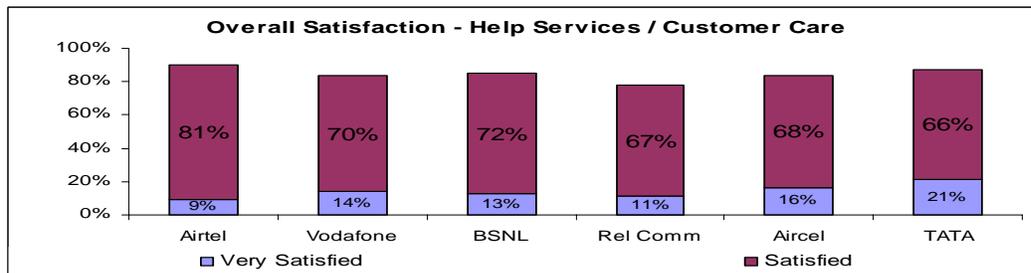
**c. Percentage of subscribers satisfied**

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
Very Satisfied	9%	14%	13%	11%	16%	21%
Satisfied	81%	70%	72%	67%	68%	66%
Total	90%	84%	85%	78%	84%	87%



Only RCOM has a score of less than 80% on satisfaction with help services. Airtel scores the best with 90% of its subscribers claiming to be either satisfied or very satisfied with the help services provided by the operator.

### 5.2.4 Network Performance, Reliability & Availability:

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

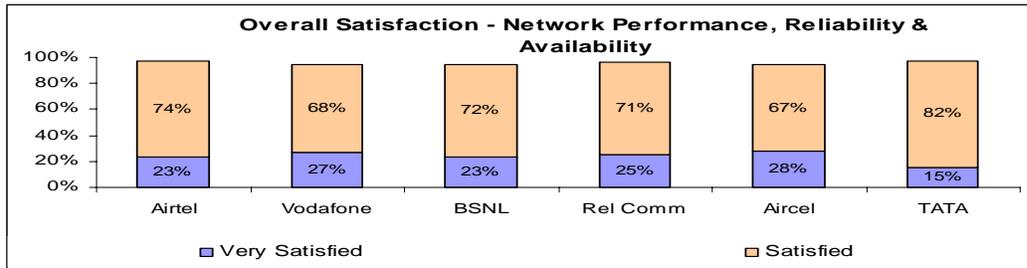
#### a. Level of satisfaction on various sub-aspects of network related parameters

Satisfaction Scores	Airtel	Vodafone	BSNL	RCOM	Aircel	TATA
Availability of signal	72%	73%	69%	72%	72%	69%
Ability to make or receive calls easily	72%	73%	71%	72%	72%	70%
Voice quality	76%	77%	77%	77%	78%	74%
Overall Satisfaction	73%	74%	72%	73%	74%	71%

Vodafone is observed to be doing better than other operators in Tamil Nadu circle on Network performance. BSNL & TATA have a satisfaction level of only 69% on the availability of signal aspect. The scores for all the operators range from 74% to 78% on the satisfaction with voice quality aspect.

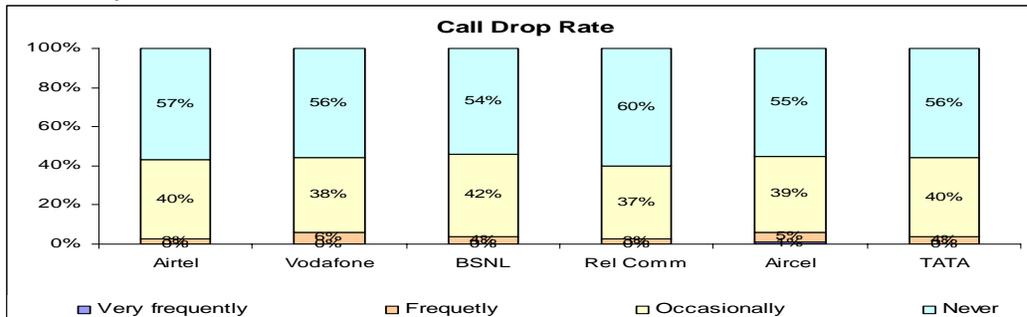
#### b. Percentage of subscribers satisfied with network related parameters

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Very Satisfied	23%	27%	23%	25%	28%	15%
Satisfied	74%	68%	72%	71%	67%	82%
Total	97%	95%	95%	96%	95%	97%



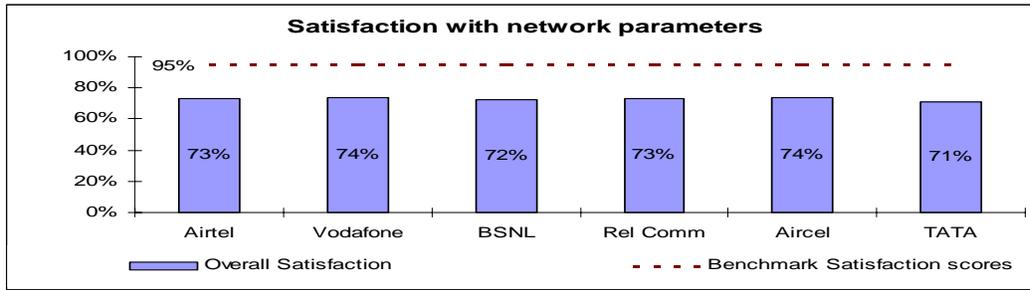
28% of subscribers met for Aircel claim to be very satisfied with network performance in Tamil Nadu followed closely by Vodafone at 27%. Overall top two box score ranges from 95% to 97% for all the operators.

#### c. Call drop rate:



According to survey results, more than 93% subscribers across all service providers claim to be either experiencing no or only occasional call drops. Call drops are relatively more frequent for Aircel with 6% of subscribers claiming that they experience frequent call drops.

**Level of satisfaction:**



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

**5.2.5 Maintainability:**

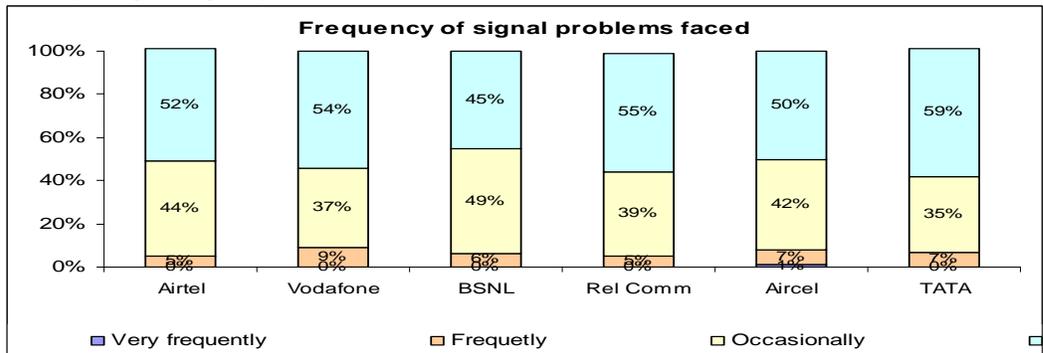
This aspect deals with the incidence of signal outages that the subscribers face with their telephone connections. It measures the level of satisfaction of users with the signal availability and the time taken for restoration of signal problems.

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

Satisfaction - Maintainability	Airtel	Vodafone	BSNL	RCOM	Aircel	TATA
Availability of signal	74%	74%	73%	74%	73%	72%
Restoration of signal problems	73%	73%	73%	74%	72%	72%
Overall Satisfaction Maintainability	74%	73%	73%	74%	72%	72%

TATA & Aircel score relatively lower than other operators on various sub aspects of maintainability. The scores across all the operators with various sub aspects of maintainability range from 72% to 74%.

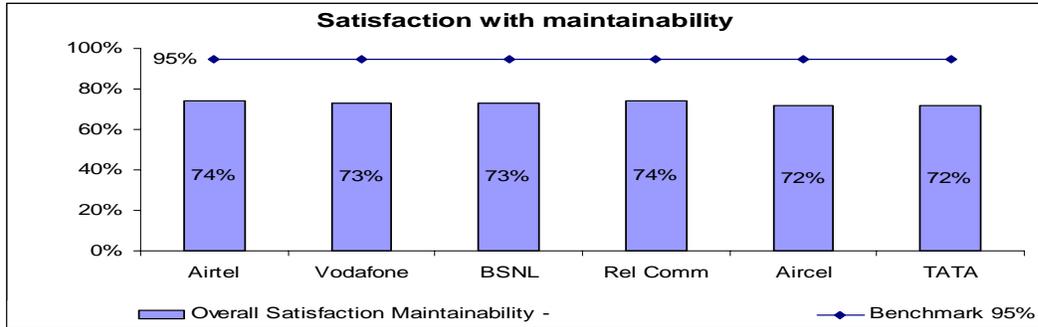
**b. Frequency of signal problems faced:**



As many as 9% of Vodafone subscribers claim to be facing frequent signal problems. Only 4% of Airtel subscribers say that they face problems with signal.

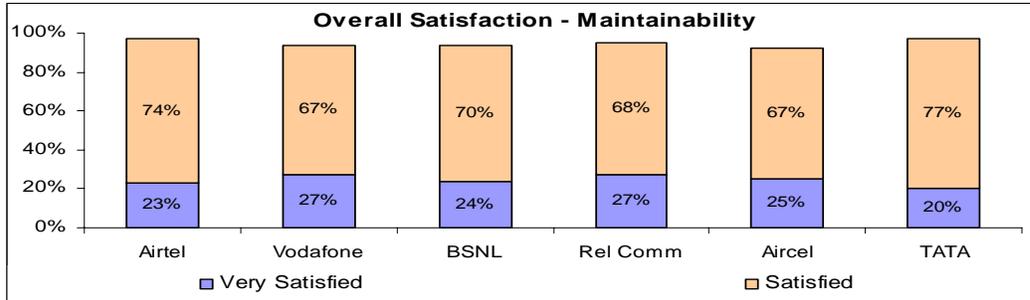
c. Percentage of subscribers satisfied with maintainability

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	Rel Comm	Aircel	TATA
Very Satisfied	23%	27%	24%	27%	25%	20%
Satisfied	74%	67%	70%	68%	67%	77%
<b>Total</b>	<b>97%</b>	<b>94%</b>	<b>94%</b>	<b>95%</b>	<b>92%</b>	<b>97%</b>

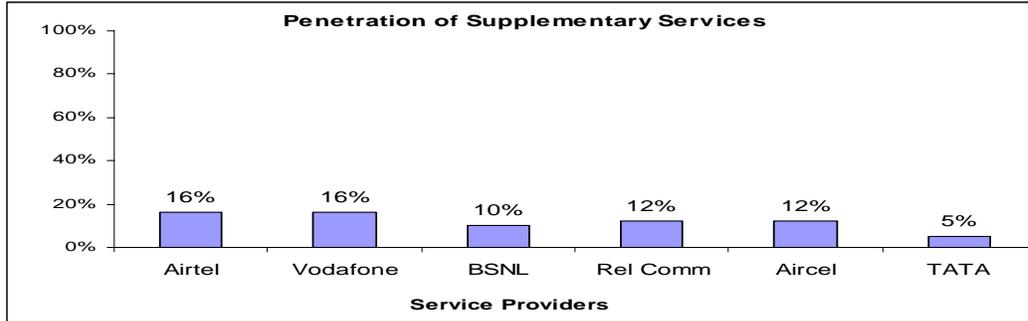


Airtel and TATA at 97% emerge as top two service providers on subscriber satisfaction with maintainability. Aircel brings up the rear with only 92% subscribers claiming that they are either "satisfied" or "very satisfied" with the maintainability aspects.

### 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.

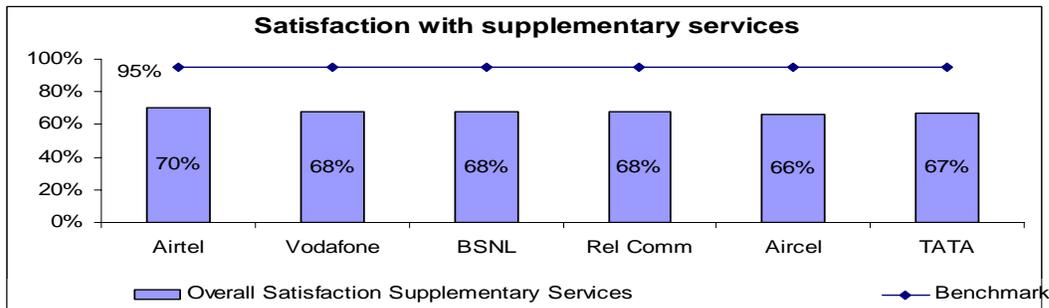
#### a. Percentage of subscribers opting for supplementary services:



The Percentage of subscribers using supplementary services such as call forwarding, call divert, voice mail, etc. is quite low for all service providers. The number drops down to 5% for TATA. The percentage of subscribers making use of supplementary services is observed to be relatively high for Vodafone and Airtel (16%). The major usage of supplementary services could be among the higher strata of society and also the professionals' category.

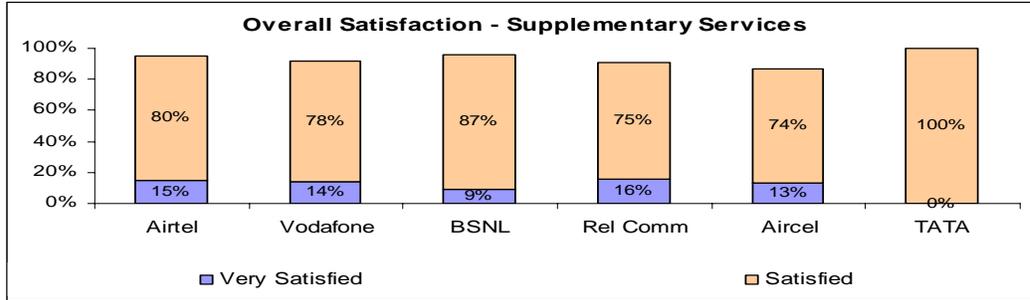
#### b. Percentage of subscribers satisfied with supplementary services:

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
Very Satisfied	15%	14%	9%	16%	13%	0%
Satisfied	80%	78%	87%	75%	74%	100%
<b>Total</b>	<b>95%</b>	<b>92%</b>	<b>96%</b>	<b>91%</b>	<b>87%</b>	<b>100%</b>



Interestingly, only 87% Aircel subscribers claim to be either “satisfied” or “very satisfied” with quality of supplementary services provided. Also, TATA emerges as the leader on this aspect with 100% of its subscribers saying that they are “satisfied” with the supplementary services provided (however, the base of TATA is quite low across this parameter). The scores for all other operators are in the range of 91% to 96%.

### 5.2.7 Overall percentage of subscribers satisfied:

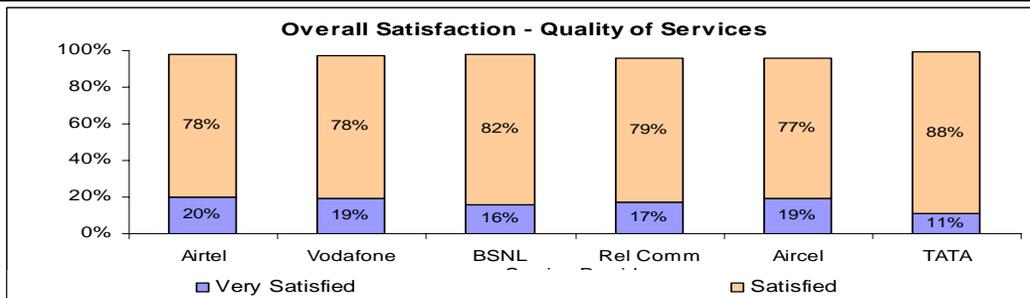
This parameter measures the overall satisfaction of mobile phone users with their respective service providers taking into account the performance of the service provider on various aspects of mobile phone services.

#### 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
Very Satisfied	20%	19%	16%	17%	19%	11%
Satisfied	78%	78%	82%	79%	77%	88%
<b>Total</b>	<b>98%</b>	<b>97%</b>	<b>98%</b>	<b>96%</b>	<b>96%</b>	<b>99%</b>



More than 95% of subscribers for all the service providers claim that they are either satisfied or very satisfied with overall quality of services. The scores for all the operators range from 96% to 99%.

### 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
Awareness of three stage grievance redressal mechanism	49%	42%	52%	49%	46%	55%
Awareness of the names of following stages of grievance redressal set up by service provider						
Call Center	85%	85%	73%	86%	87%	86%
Nodal Officer	3%	1%	10%	2%	5%	2%
Appellate Authority	0%	0%	0%	0%	0%	0%

The table depicts that the Percentage of customers who have made complain to the customer care has remained low for all the service providers in the circle with TATA having maximum number of subscribers at 55% and Vodafone having the lowest number of subscribers at 42% making complaints to the call center.

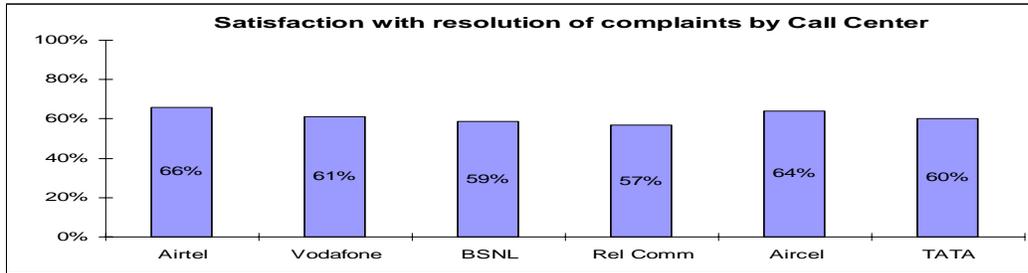
Awareness of call center is more than 84% for all the operators except BSNL where only 73% of the subscribers are aware of the presence of a call center. There is almost negligible awareness of presence of nodal officer (except BSNL at 10%) and appellate authority across all service providers.

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

<u>Stage 1: Customer Care</u>	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Percentage - Complaints made to customer care within last 6 months						
Made complain to the customer care within last 6 months	11%	12%	7%	11%	12%	10%
If lodged a complaint, provisioning of docket number:						
- No docket number received even on request	17%	23%	28%	29%	24%	15%
- No docket number received for most of the complaints	25%	34%	22%	33%	23%	23%
- Docket number received for most of the complaints	58%	43%	50%	38%	54%	62%
Customer care informing about the action taken on the complaint	97%	90%	89%	89%	87%	92%
Resolution of complaint by customer care within 4 weeks of lodging complaint	36%	28%	43%	31%	20%	22%

Only 38% of RCOM claim that they received a docket number when they made a complaint to the customer care executive. TATA performs the best on this aspect with 62% of its subscribers who have made complaints claiming that they received a docket number. Also, 29% of RCOM subscribers say that they did not receive a docket number even on asking the customer care executive for the same.

Satisfaction with complaint resolution by call center	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Satisfaction with the resolution of complaints by call center	66%	61%	59%	57%	64%	60%



RCOM scores the lowest on level of subscriber satisfaction with resolution of complaints by the call center at a level of only 57%. Airtel is relatively the best performing operator with a subscriber satisfaction level of 66%.

**b. Reasons for dissatisfaction with call center:**

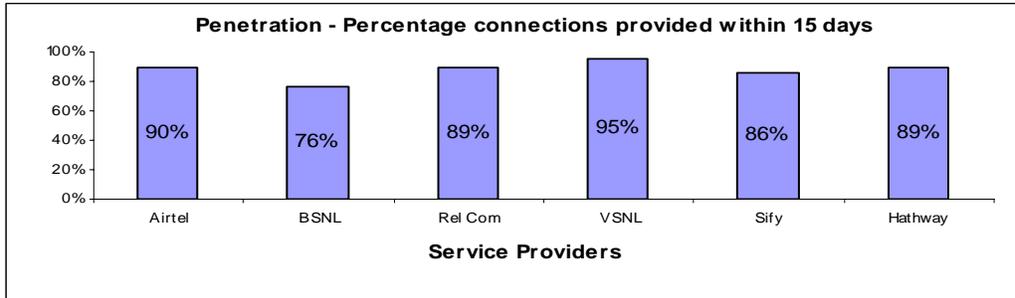
Reasons for dissatisfaction:-	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Difficult to connect call center executive	10%	41%	19%	23%	25%	14%
Customer care executive not polite/courteous	0%	4%	19%	0%	4%	0%
Customer care executive not equipped with adequate information	40%	22%	25%	52%	33%	43%
Time taken by call center for redressal of complaint is too long	20%	7%	25%	13%	4%	29%
The customer care executive was unable to understand the problem	0%	11%	13%	3%	8%	0%
Others	0%	0%	6%	0%	0%	0%

As seen with subscribers of basic wireline services, the customer care executive not being equipped with adequate information is the major pain with the subscribers of all cellular mobile service providers.

### 5.3 Detailed Findings – Broadband Services

#### 5.3.1 Service Provision:

Incidence of provision of BB connection within 15 days



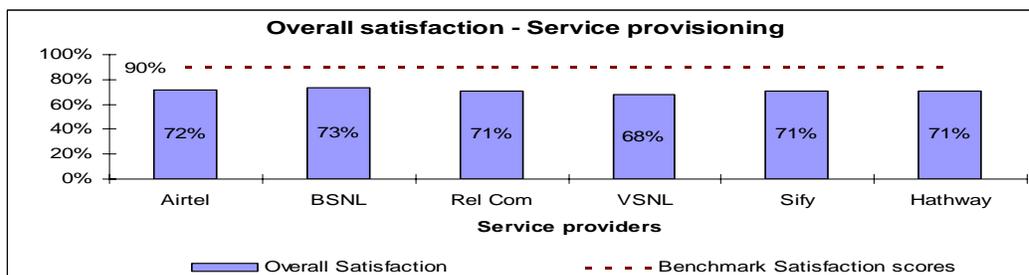
VSNL leads the way with 95% of the subscribers saying that they were provided a working connection within 15 days. BSNL performs relatively poorly than other operators with only 76% of its subscribers claiming that they were provided with a working connection within 15 days of applying for the same.

Satisfaction level with Service Provision	Airtel	BSNL	RCOM	VSNL	Sify	Hathway
Satisfaction with time taken to provide a new connection	71%	72%	70%	68%	71%	70%
Satisfaction with time taken time taken to reactivate the service	72%	74%	71%	68%	71%	71%
Overall Satisfaction	72%	73%	71%	68%	71%	71%

BSNL leads the way with 72% subscriber satisfaction level with the time taken to provide a new connection after submitting a request. There is no major variation in the scores for this aspect across all the operators as they range from 68% to 72%.

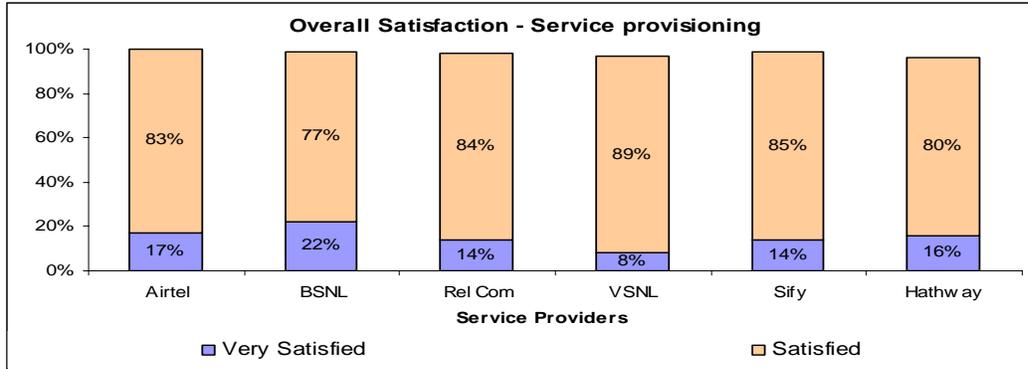
VSNL subscribers relatively have the lowest level of subscriber satisfaction at 68% with the time taken to reactivate their services after deactivation. BSNL subscribers are the most satisfied with a satisfaction level of 74%.

Level of satisfaction:



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

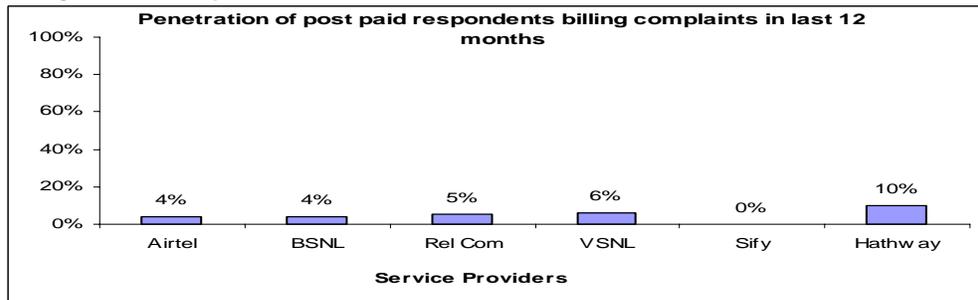
Very Satisfied & Satisfied scores	Airtel	BSNL	RCOM	VSNL	Sify	Hathway
Very Satisfied	17%	22%	14%	8%	14%	16%
Satisfied	83%	77%	84%	89%	85%	80%
<b>Total</b>	<b>100%</b>	<b>99%</b>	<b>98%</b>	<b>97%</b>	<b>99%</b>	<b>96%</b>



The scores of satisfied subscribers vary from 96% to 100% across all the service providers with the aspect of service provisioning. Hathway has 96% subscriber satisfaction whereas Airtel has a 100% subscriber satisfaction.

### 5.3.2 Billing Performance:

#### Billing related complaints

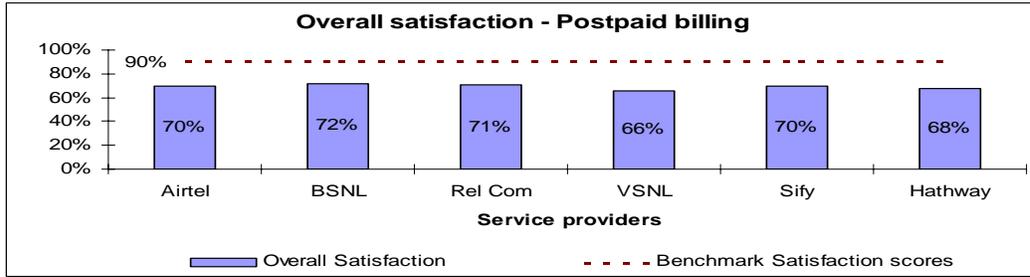


10% of Hathway subscribers claim that they have made a billing complaint in the last 12 months. However, only 4% of Airtel and BSNL subscribers say that they have made a billing complaint in the last 12 months.

Satisfaction with Billing Parameters - Post paid customers	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Timely delivery of bills	71%	73%	73%	66%	71%	68%
Accuracy of bills	71%	73%	72%	67%	71%	68%
Process of resolution of billing complaints	53%	67%	71%	27%		42%
Clarity i.e. transparency and understandability of bills	68%	69%	68%	66%	67%	69%
Overall Satisfaction	70%	72%	71%	66%	70%	68%

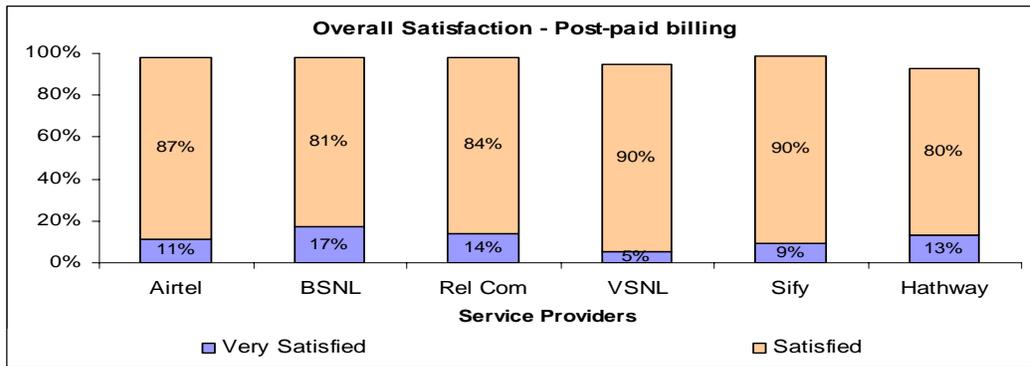
VSNL and Hathway relatively lag behind other operators on various billing related aspects. The level of satisfaction with timely delivery of bills and accuracy of bills across all operators does not have much variation with the scores ranging from 66% to 73%. Similar is the case with the clarity of bill aspect with the scores ranging from 67% to 69% for all operators. However, the level of satisfaction with the process of resolution of billing complaints is relatively low across most of the operators. VSNL has a score of only 27% which is the worst across this aspect.

Level of satisfaction:



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

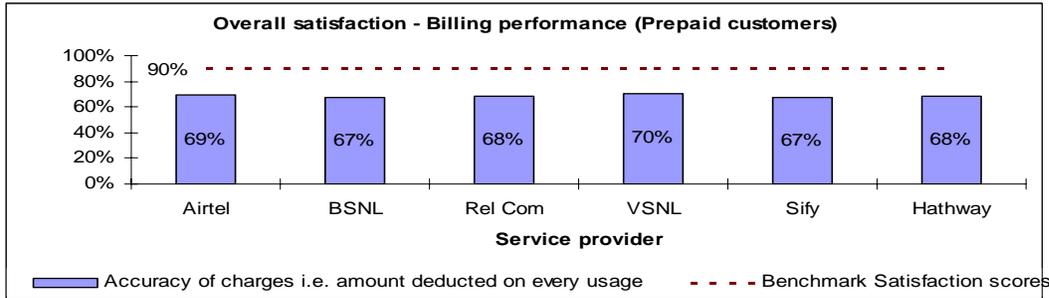
Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Very Satisfied	11%	17%	14%	5%	9%	13%
Satisfied	87%	81%	84%	90%	90%	80%
<b>Total</b>	<b>98%</b>	<b>98%</b>	<b>98%</b>	<b>95%</b>	<b>99%</b>	<b>93%</b>



The top 2 box satisfaction score across all the operators vary from 93% to 99% across all the operators. Sify leads the way with 99% of the subscribers claiming to be either “satisfied” or “very satisfied” with billing aspects. Hathway scores the lowest amongst all operators at 93%.

### Billing Accuracy

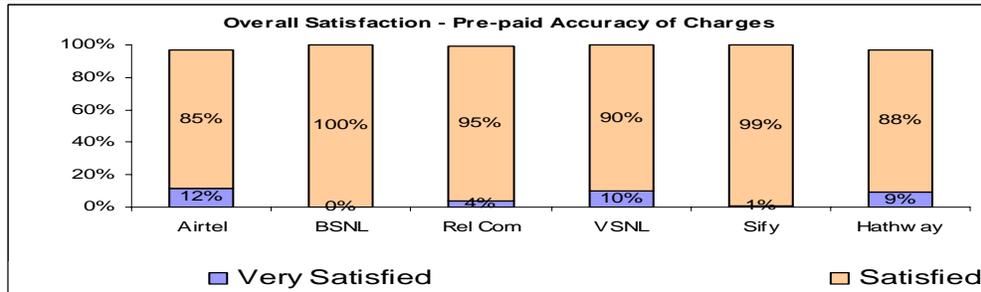
Level of satisfaction:



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

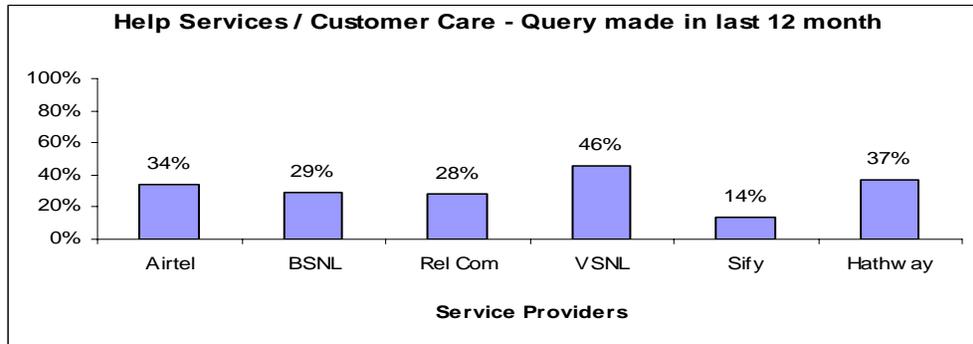
Billing performance - Prepaid customers	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Accuracy of charges i.e. amount deducted on every usage	69%	67%	68%	70%	67%	68%

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Very Satisfied	12%	0%	4%	10%	1%	9%
Satisfied	85%	100%	95%	90%	99%	88%
Total	97%	100%	99%	100%	100%	97%



The satisfaction scores of prepaid subscribers across all operators range from 97% to 100%. Sify & BSNL lead the way with 100% subscriber satisfaction i.e. all of their subscribers claiming to be either “satisfied” or “very satisfied” with the billing performance.

### 5.3.3 Help Services:

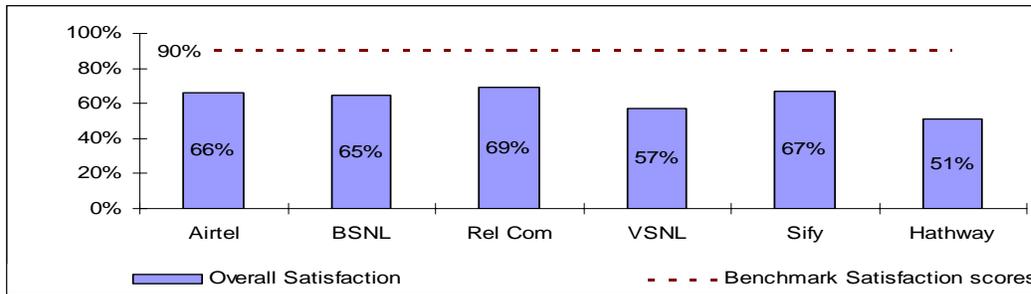


46% VSNL subscribers claim to have made a query to the call center in the last 12 months. For Sify only 14% of the subscribers have contacted the customer care for query resolution in the last 12 months.

Satisfaction level with Help Services / Customer Care	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Ease of access of call center toll free number	66%	66%	70%	58%	67%	51%
Response time to answer call by customer care executive	66%	62%	66%	57%	67%	51%
Problem solving ability of customer care executive	66%	66%	72%	57%	67%	51%
Time taken by customer care executive in resolving complaints	66%	66%	67%	57%	67%	50%
Overall Satisfaction	66%	65%	69%	57%	67%	51%

Satisfaction with help services is the low across all sub-aspects for VSNL and Hathway. Level of satisfaction of RCOM subscribers is the highest across almost 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 time taken to connect to the customer care executive.

**Level of satisfaction:**



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

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	RCOM	VSNL	Sify	Hathway
Very Satisfied	4%	11%	17%	0%	0%	3%
Satisfied	90%	77%	74%	76%	100%	59%
<b>Total</b>	<b>94%</b>	<b>88%</b>	<b>91%</b>	<b>76%</b>	<b>100%</b>	<b>62%</b>

The above table depicts that Sify has maximum number of subscribers claiming that they are either satisfied or very satisfied with help services. Hathway scores the lowest in top two box score with a score of only 62%.

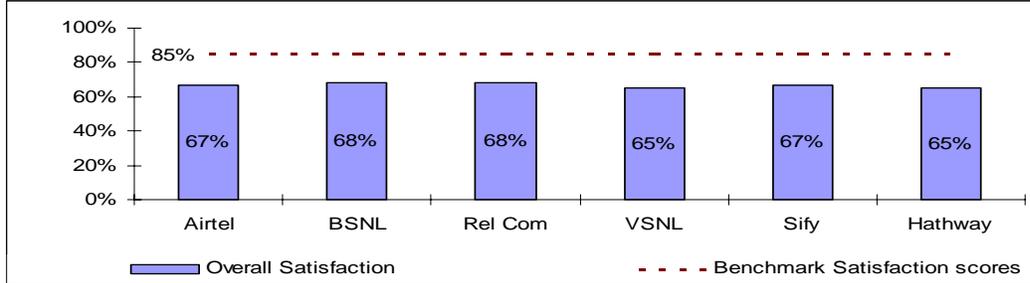
**5.3.4 Network performance, reliability and availability:**

Satisfaction level	Airtel	BSNL	RCOM	VSNL	Sify	Hathway
Speed of broadband connection	67%	67%	68%	64%	67%	65%
Time for which the service is up and working	67%	68%	68%	66%	67%	65%
Overall Satisfaction	67%	68%	68%	65%	67%	65%

Level of satisfaction with speed of broadband connection varies slightly across all operators with VSNL being lowest at 64% and RCOM leading with 68% satisfaction level.

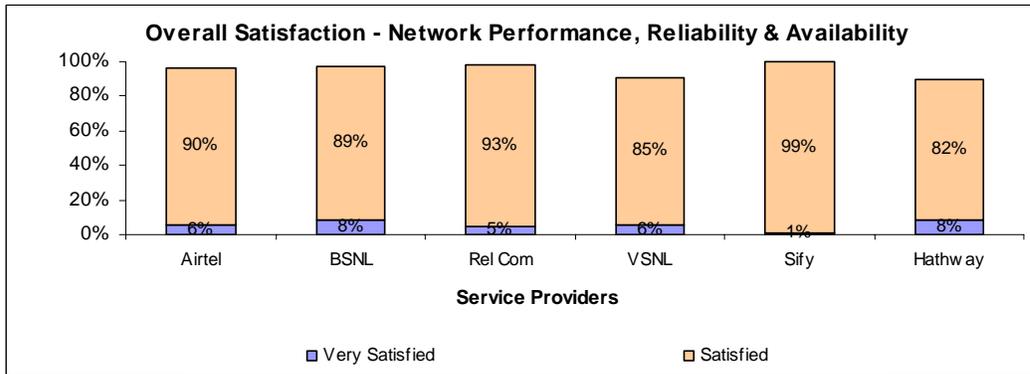
Similarly, there is a marginal difference in satisfaction level with the time for which the service is up with scores of operators ranging from 65% to 68%.

**Level of satisfaction:**



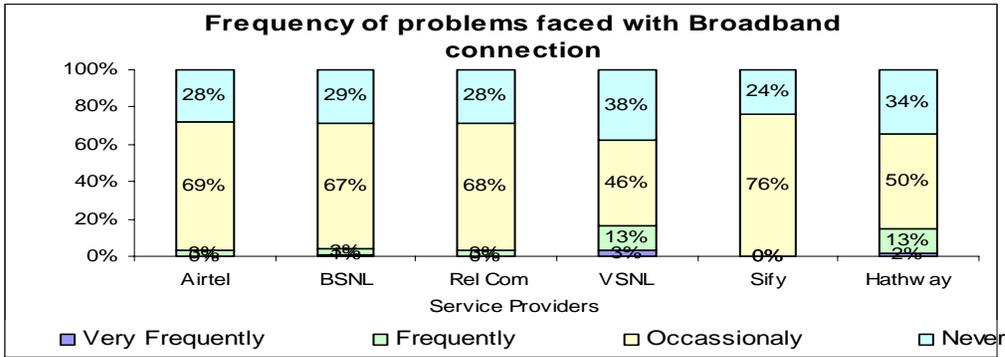
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Very Satisfied	6%	8%	5%	6%	1%	8%
Satisfied	90%	89%	93%	85%	99%	82%
<b>Total</b>	<b>96%</b>	<b>97%</b>	<b>98%</b>	<b>91%</b>	<b>100%</b>	<b>90%</b>

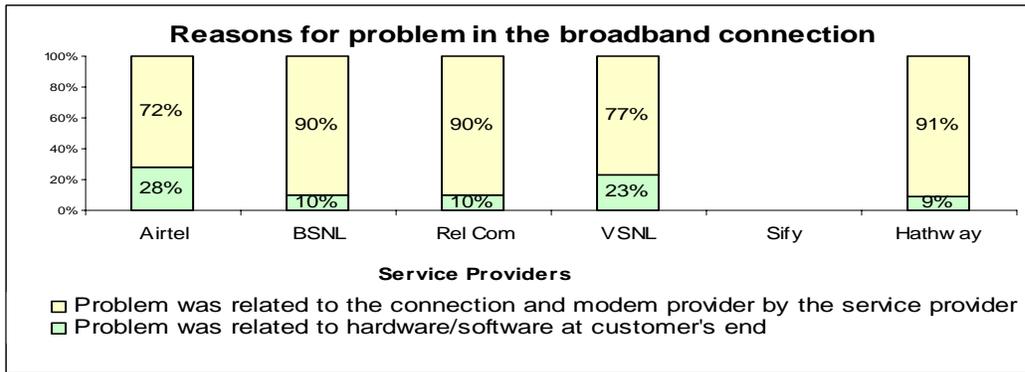


9 or more than 9 out of every 10 subscribers met for all service providers claim to be either "satisfied" or "very satisfied" with network performance, reliability and availability. Hathway scores the lowest at 90% while Sify scores the highest at 100%.

### 5.3.5 Maintainability:

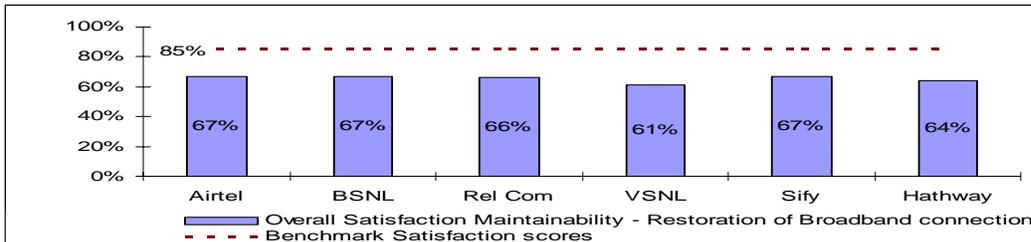


More than 15% of VSNL and Hathway subscribers claim that they either “frequently” or “very frequently” face a problem with their broadband connection. More than 80% of subscribers across all operators claim that they either “never” or “occasionally” experience problems with their connection.



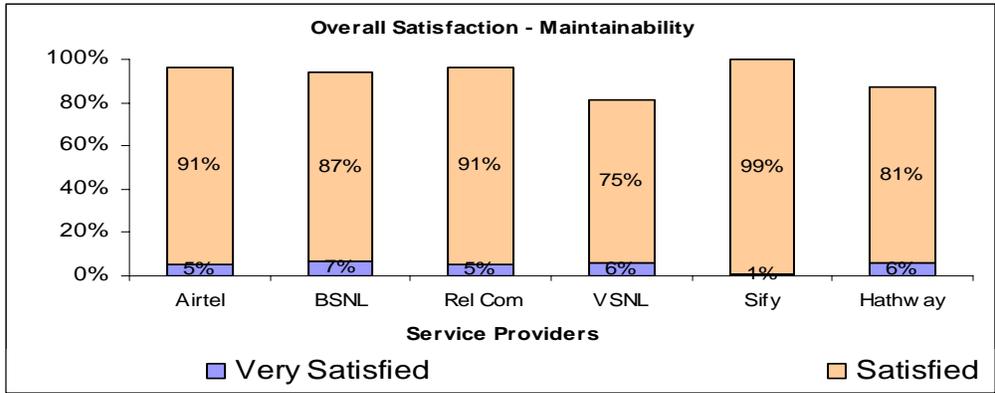
More than 70% of the subscribers (who faced frequent problems) of all service providers (and in some cases as high as 90% and 91% subscribers) say that the problem was related to the connection and modem which was provided by the service provider. The major source of problem could be faults that come in modems from time to time. For Sify none of the subscribers met claimed to face frequent problems.

### Level of satisfaction:



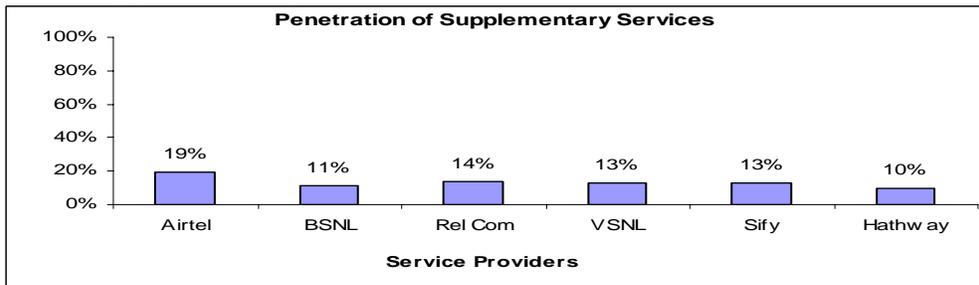
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Very Satisfied	5%	7%	5%	6%	1%	6%
Satisfied	91%	87%	91%	75%	99%	81%
<b>Total</b>	<b>96%</b>	<b>94%</b>	<b>96%</b>	<b>81%</b>	<b>100%</b>	<b>87%</b>



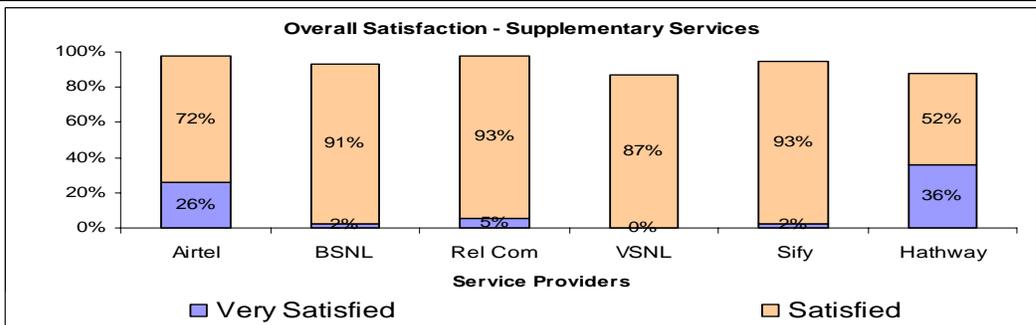
100% of Sify subscribers claim to be either “satisfied” or “very satisfied” with maintainability. Only 81% VSNL and 87% Hathway subscribers say that they are either “satisfied” or “very satisfied” with maintainability.

### 5.3.6 Supplementary Services:



The percentage of subscribers making use of supplementary services provided is quite low across all the operators. Only 10% to 19% of subscribers for all the service providers have subscribed to supplementary services.

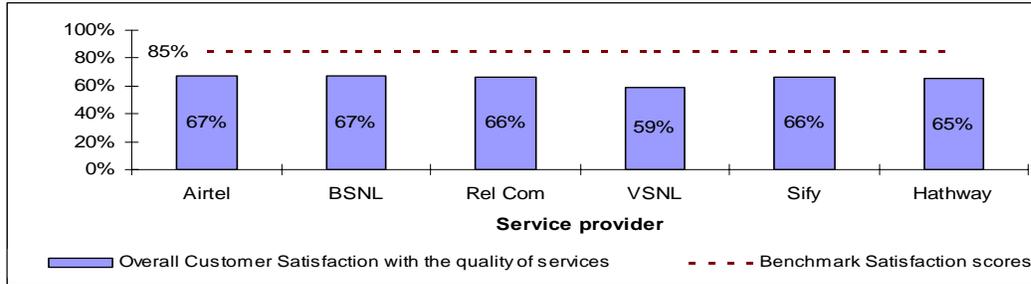
Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Very Satisfied	26%	2%	5%	0%	2%	36%
Satisfied	72%	91%	93%	87%	93%	52%
<b>Total</b>	<b>98%</b>	<b>93%</b>	<b>98%</b>	<b>87%</b>	<b>95%</b>	<b>98%</b>



98% subscribers for Airtel, RCOM & Hathway subscribers claim that they are either satisfied or very satisfied with supplementary services. VSNL scores the lowest where only 87% of subscribers met claim to be satisfied with supplementary services

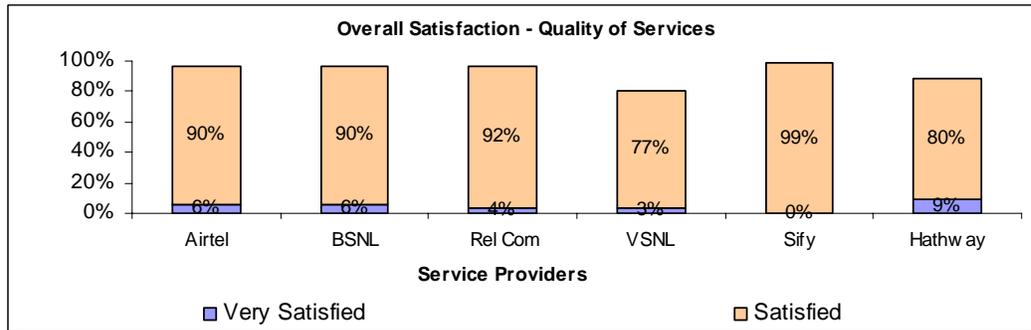
### 5.3.7 Percentage subscribers satisfied:

Level of satisfaction:



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

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Very Satisfied	6%	6%	4%	3%	0%	9%
Satisfied	90%	90%	92%	77%	99%	80%
<b>Total</b>	<b>96%</b>	<b>96%</b>	<b>96%</b>	<b>80%</b>	<b>99%</b>	<b>89%</b>



Sify leads the way with 99% of the subscribers saying that they are “satisfied” with the quality of broadband service provided. VSNL lags behind all other service providers have a percentage subscriber satisfaction of 80%.

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

Stage 1: Customer Care	Airtel	BSNL	RCOM	VSNL	Sify	Hathway
Penetration - Complains made to customer care within last 6 months	8%	5%	4%	19%	1%	23%
Customer care informing about the action taken on the complaint	88%	81%	90%	78%	100%	84%
Resolution of complaint by customer care within 4 weeks of lodging complaint	51%	16%	23%	26%	100%	25%
If lodged a complaint, provisioning of docket number:						
- No docket number received even on request	16%	25%	8%	18%	0%	20%
- No docket number received for most of the complaints	8%	21%	8%	13%	0%	31%
- Docket number received for most of the complaints	75%	54%	85%	69%	100%	49%

Maximum complaints to the call center were made by Hathway subscribers with 23% of them making complaints. The same is quite high for VSNL too with 19% of subscribers making complaints to the call center. The scores for other operators range from 1% to 8%.

All the operators provide docket number for most of the complaints except for Hathway where just about half of the subscribers say that for most of the complaints they are not provided a docket number.

Reasons for dissatisfaction with call centre complaint resolution :-	Airtel	BSNL	Rel Com	VSNL	Hathway
Difficult to connect call center executive	21%	29%	0%	19%	34%
Customer care executive not polite/courteous	5%	10%	16%	12%	21%
Customer care executive not equipped with adequate information	37%	24%	16%	16%	42%
Time taken by call center for redressal of complaint is too long	79%	43%	84%	65%	46%
The customer care executive was unable to understand the problem	16%	29%	11%	9%	19%
Others	5%	0%	0%	1%	4%

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

Satisfaction with complaint resolution	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Satisfaction with the resolution of complaints by call center	61%	50%	46%	53%	67%	50%

The level of satisfaction with complaint resolution of call center varies from 46% to 67% across all service providers. RCOM scores the lowest at 46% while Sify performs relatively better than all other operators at 67%.

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

### Key Take outs: Overall Level

- ✓ 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’, maintainability and ‘billing performance’ especially of prepaid subscribers of service providers. These are areas where service providers are performing relatively poor as far as satisfaction level of customers is concerned
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. Service providers should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies on a periodic basis.
- ✓ All the service providers perform poorly on provisioning of MoP as no more than 11% new customers for any operator claim to have been given the ‘Manual of Practice’
- ✓ The complaint resolution area by Call Center executive is another identified pain point across the service providers. Most of the problem lies with inadequacy of the information that the customer care executive has. The satisfaction levels for complaint resolution by call centre are observed to be less than 70% for all the service providers

### Key Take outs: Operator Wise

#### Airtel

- ✓ Considering the overall satisfaction scores on various parameters for consumer perception of services, Airtel in Tamil Nadu circle needs to improve upon prepaid Billing performance
- ✓ Airtel relatively has the highest level of overall subscriber satisfaction
- ✓ The customer care problem resolution mechanism should be made more robust as only 66% of total subscribers who have registered a complaint with the call center claim that the problem was resolved within the TRAI stipulated benchmark of 4 weeks
- ✓ Airtel should look into the maintainability aspect of the network as 1 out of every 5 subscribers claim to have experienced a fault more than once in the last 12 months
- ✓ The overall customer satisfaction score for ‘Quality of Service’ is although the highest but, Airtel’s effort should be to create perception of “responsible” services so that overall score can meet the benchmark score.

#### BSNL

- ✓ It needs to improve significantly on billing performance for prepaid customers
- ✓ BSNL should look into the maintainability aspect of the network as almost 1 out of every 4 subscribers claim to have experienced multiple faults in the last 12 months
- ✓ BSNL should try to improve upon the time taken to repair faults as 14% of the subscribers claim that their fault was not resolved within three days
- ✓ Out of the subscribers who have lodged a complaint in BSNL’s call center, more than one-fourth of them claim that they their complaint was not resolved within 4 weeks.

### **Reliance Communications**

- ✓ Reliance Communications should work towards improving satisfaction level of its customers on help services and maintainability as these are the areas where it is performing relatively poor as far as satisfaction level of subscribers is concerned.
- ✓ The customer care problem resolution mechanism should be made more robust as only 27% of total subscribers who have registered a complaint with the call center claim that the problem was resolved within the TRAI stipulated benchmark of 4 weeks
- ✓ Like BSNL and Airtel, RCOM also needs to improve on the maintainability aspect of the network as 17% of the subscribers met have complained that they have experienced multiple faults in last 12 months

### **Tata Teleservices**

- ✓ TATA teleservices quite well across satisfaction level for all the service provisioning aspect
- ✓ It should look to improve on the same which will result in higher level of satisfaction.
- ✓ TATA should also look at improving its penetration in the Tamil Nadu circle especially amongst household subscribers.

## **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. However, the level of satisfaction of Tamil Nadu subscribers is quite high as compared to subscribers in Kolkata.
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’ and ‘billing performance’ of service providers especially for postpaid subscribers
- ✓ Interestingly, none of the operators emerges to be ahead of other 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 the executive not being able to resolve the complaint of subscribers because of inadequate information.

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

#### **Airtel & Aircel**

- ✓ Airtel & Aircel are relatively performing better on the network performance, reliability and availability aspect in the Tamil Nadu circle
- ✓ Aircel needs to look at its performance on ‘Help Services’, ‘maintainability’ and ‘Supplementary Services’. An improvement on this aspect will result in a higher level of overall satisfaction amongst its subscribers
- ✓ Airtel’s overall satisfaction is relatively better than all other operators in the Tamil Nadu circle. It should look to maintain this by improving the quality of services even further

#### **Vodafone**

- ✓ Taking into account the various parameters of overall satisfaction, Vodafone performance on Help Services, maintainability & Supplementary Services needs improvement
- ✓ Also, Vodafone’s subscriber level of satisfaction with complaint resolution by call center is quite low. Vodafone needs to look at this aspect on an urgent basis in order to improve subscribers’ level of satisfaction
- ✓ A good number of Vodafone subscribers claim that they face regular call drops. The service provider needs to improve its coverage across whole of Tamil Nadu.

#### **BSNL & RCOM**

- ✓ BSNL & RCOM do not perform well on service provisioning, help services and postpaid billing aspects.
- ✓ They should also look to improve process of resolution of billing complaints as it has scored relatively low on this aspect. Also, they should look at improving problem solving ability of its customer care executives in Tamil Nadu circle

- ✓ BSNL should also look to improve its network services. It is scoring relatively low on various sub aspects of network performance

### **Tata Teleservices**

- ✓ Tata Teleservices, has low satisfaction score on most of the parameters. It should look to improve its services especially on service provisioning and network related aspects.
- ✓ Interestingly, it performs the best on the help services parameter. However, there still remains a large scope of improvement.
- ✓ It should also look at improving its performance on supplementary services as satisfaction level on network performance is observed to be lowest among its subscribers in Tamil Nadu at 67%

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

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

- ✓ Across all the 7 parameters, none of the service providers could meet the benchmark for even a single parameter, when the “Quality of Service” is looked from the consumer survey.
- ✓ Relatively, the satisfaction level for Broadband services are observed to be lower than that for Basic (Wireline) and Cellular mobile services in Tamil Nadu 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 , network related parameters and the maintainability of the network of service providers. These are the areas where service providers are performing relatively poorly 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 Tamil Nadu circle for Broadband service
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. The service providers should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies.

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

#### **Airtel**

- ✓ Considering the overall satisfaction scores on various parameters for consumer perception of services, Airtel in Tamil Nadu circle needs to improve upon all the aspects especially maintainability of the network and help services.
- ✓ Airtel should take proactive steps to make the consumers aware of the three stage grievance redressal mechanism
- ✓ Also the awareness of prepaid customers for getting item-wise usage details is very low. Airtel needs to improve on this aspect.

#### **BSNL**

- ✓ Interestingly BSNL has performed better than some of the big private service providers in Tamil Nadu
- ✓ BSNL should concentrate on improving help services as it scores are low (better than some operators but low on an overall basis) on all the sub aspects of help services like ease of access of call centre, response time to answer call by customer care executive etc so as to improve its overall level of subscriber satisfaction even further.

#### **VSNL**

- ✓ Like all the service providers VSNL should also concentrate on improving its help services as it is scoring less than 60% for satisfaction level on various sub aspects of help services.

- ✓ Also maintainability of network also needs improvement as more than 15% subscribers claim that they frequently face problem with BB connection
- ✓ VSNL also needs to improve performance on Broadband speed available to the customer

### **Reliance Communications (RCOM), Sify and Hathaway**

- ✓ It is observed that Reliance leads on the help services parameter in the Tamil Nadu circle. However, the level of subscriber satisfaction is only at 69%. Hathaway needs to improve its help services drastically as it has got a subscriber satisfaction level of only 51%
- ✓ Sify performs relatively poorly on billing performance especially for postpaid subscribers.
- ✓ Sify has relatively good performance on the faults experienced by their customers as none of their subscribers claim to experiencing faults on a frequent basis

## 7.0 Annexure (Question wise Responses)

### 7.1 Basic (Wireline)

Gender of Respondent

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
GENDER	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,563	1,080	1,385	966	132
		Male	Count	3,005	871	1,225	795
		Percentage	84.3%	80.6%	88.4%	82.3%	86.4%
	Female	Count	558	209	160	171	18
Percentage		15.7%	19.4%	11.6%	17.7%	13.6%	

Age of Respondent

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
AGE	Answering Base	Count	3,563	1,080	1,385	966	132
		< 25	Count	435	156	144	119
		Percentage	12.2%	14.4%	10.4%	12.3%	12.1%
	25-60	Count	3,082	912	1,215	839	116
		Percentage	86.5%	84.4%	87.7%	86.9%	87.9%
	> 60	Count	46	12	26	8	0
Percentage		1.3%	1.1%	1.9%	0.8%	0.0%	

Usage Type

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
TYPE	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,563	1,080	1,385	966	132
		Residential	Count	842	224	373	195
		Percentage	23.6%	20.7%	26.9%	20.2%	37.9%
	Commercial	Count	2,721	856	1,012	771	82
Percentage		76.4%	79.3%	73.1%	79.8%	62.1%	

**Area**

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
AREA	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,563	1,080	1,385	966	132
		Rural	Count	433	138	271	23
		Percentage	12.2%	12.8%	19.6%	2.4%	0.8%
	Urban	Count	3,130	942	1,114	943	131
Percentage		87.8%	87.2%	80.4%	97.6%	99.2%	

**User Type**

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
USER_TYPE	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,563	1,080	1,385	966	132
		Postpaid	Count	2,104	642	1,202	222
			Percentage	59.1%	59.4%	86.8%	23.0%
	Prepaid	Count	1,459	438	183	744	94
Percentage		40.9%	40.6%	13.2%	77.0%	71.2%	

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
Q1	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,563	1,080	1,385	966	132
		< 6 months	Count	441	232	95	108
			Percentage	12.4%	21.5%	6.9%	11.2%
	6-12 months	Count	277	133	41	100	3
Percentage		7.8%	12.3%	3.0%	10.4%	2.3%	
> 12 months	Count	2,845	715	1,249	758	123	
	Percentage	79.8%	66.2%	90.2%	78.5%	93.2%	

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
Q2	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	718	365	136	208	9
		> 30 days	Count	3	0	2	1
		Percentage	0.4%	0.0%	1.5%	0.5%	0.0%
	16-30 days	Count	173	143	9	20	1
		Percentage	24.1%	39.2%	6.6%	9.6%	11.1%
	7-15 days	Count	235	124	35	74	2
		Percentage	32.7%	34.0%	25.7%	35.6%	22.2%
	<7 days	Count	307	98	90	113	6
		Percentage	42.8%	26.8%	66.2%	54.3%	66.7%

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	717	365	136	207	9
		Percentage	20.1%	33.8%	9.8%	21.4%	6.8%
	Not specified	Count	2,846	715	1,249	759	123
		Percentage	79.9%	66.2%	90.2%	78.6%	93.2%
Q3	Very Satisfied	Count	131	55	24	51	1
		Percentage	18.3%	15.1%	17.6%	24.6%	11.1%
	Satisfied	Count	567	304	108	147	8
		Percentage	79.1%	83.3%	79.4%	71.0%	88.9%
	Dissatisfied	Count	19	6	4	9	0
		Percentage	2.6%	1.6%	2.9%	4.3%	0.0%

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
Q4	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,256	340	596	290	30
		Percentage	35.3%	31.5%	43.0%	30.0%	22.7%
	Not specified	Count	2,307	740	789	676	102
		Percentage	64.7%	68.5%	57.0%	70.0%	77.3%
	Very Satisfied	Count	264	61	124	61	18
		Percentage	21.0%	17.9%	20.8%	21.0%	60.0%
	Satisfied	Count	963	273	456	223	11
		Percentage	76.7%	80.3%	76.5%	76.9%	36.7%
	Dissatisfied	Count	26	5	15	5	1
		Percentage	2.1%	1.5%	2.5%	1.7%	3.3%
	Very Dissatisfied	Count	3	1	1	1	0
		Percentage	0.2%	0.3%	0.2%	0.3%	0.0%

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,207	336	576	277	18
		Percentage	33.9%	31.1%	41.6%	28.7%	13.6%
	Not specified	Count	2,356	744	809	689	114
		Percentage	66.1%	68.9%	58.4%	71.3%	86.4%
Q5	Very Satisfied	Count	225	60	106	53	6
		Percentage	18.6%	17.9%	18.4%	19.1%	33.3%
	Satisfied	Count	965	271	463	220	11
		Percentage	80.0%	80.7%	80.4%	79.4%	61.1%
	Dissatisfied	Count	16	4	7	4	1
		Percentage	1.3%	1.2%	1.2%	1.4%	5.6%
	Very Dissatisfied	Count	1	1	0	0	0
		Percentage	0.1%	0.3%	0.0%	0.0%	0.0%

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
Q6	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	2,102	640	1,202	222	38
		Percentage	59.0%	59.3%	86.8%	23.0%	28.8%
	Not specified	Count	1,461	440	183	744	94
		Percentage	41.0%	40.7%	13.2%	77.0%	71.2%
	Very Satisfied	Count	393	139	229	24	1
		Percentage	18.7%	21.7%	19.1%	10.8%	2.6%
	Satisfied	Count	1,666	487	951	193	35
		Percentage	79.3%	76.1%	79.1%	86.9%	92.1%
	Dissatisfied	Count	40	13	21	4	2
		Percentage	1.9%	2.0%	1.7%	1.8%	5.3%
	Very Dissatisfied	Count	3	1	1	1	0
		Percentage	0.1%	0.2%	0.1%	0.5%	0.0%

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	2,101	640	1,202	221	38
		Percentage	59.0%	59.3%	86.8%	22.9%	28.8%
	Not specified	Count	1,462	440	183	745	94
		Percentage	41.0%	40.7%	13.2%	77.1%	71.2%
Q7A	Very Satisfied	Count	422	133	253	24	12
		Percentage	20.1%	20.8%	21.0%	10.9%	31.6%
	Satisfied	Count	1,624	498	915	194	17
		Percentage	77.3%	77.8%	76.1%	87.8%	44.7%
	Dissatisfied	Count	53	8	33	3	9
		Percentage	2.5%	1.3%	2.7%	1.4%	23.7%
Very Dissatisfied	Count	2	1	1	0	0	
	Percentage	0.1%	0.2%	0.1%	0.0%	0.0%	

**Q 7b. Reasons for dissatisfaction**

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
Q 7b. Reasons for dissatisfaction	Total	Count	55	9	34	3	9
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	55	9	34	3	9
		Percentage					
	Charges not as per tariff plan subscribed	Count	11	4	5	2	0
		Percentage	20.0%	44.4%	14.7%	66.7%	0.0%
	Tariff plan changed without information	Count	15	4	8	1	2
		Percentage	27.3%	44.4%	23.5%	33.3%	22.2%
	Charged for value added services not subscribed	Count	14	0	7	0	7
		Percentage	25.5%	0.0%	20.6%	0.0%	77.8%
	Charged for calls/services not made/used	Count	21	1	16	3	1
		Percentage	38.2%	11.1%	47.1%	100.0%	11.1%
Others	Count	0	0	0	0	0	
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	

**Q 8. Billing related complaints made**

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q8	Answering Base	Count	2,104	642	1,202	222	38
		Percentage					
	Yes	Count	196	76	78	37	5
		Percentage	9.3%	11.8%	6.5%	16.7%	13.2%
	No	Count	1,908	566	1,124	185	33
		Percentage	90.7%	88.2%	93.5%	83.3%	86.8%

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
Q9	Total	Count	196	76	78	37	5
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	193	76	75	37	5
		Percentage	98.5%	100.0%	96.2%	100.0%	100.0%
	Not specified	Count	3	0	3	0	0
		Percentage	1.5%	0.0%	3.8%	0.0%	0.0%
	Very Satisfied	Count	4	0	4	0	0
		Percentage	2.1%	0.0%	5.3%	0.0%	0.0%
	Satisfied	Count	162	71	53	34	4
		Percentage	83.9%	93.4%	70.7%	91.9%	80.0%
	Dissatisfied	Count	25	5	16	3	1
		Percentage	13.0%	6.6%	21.3%	8.1%	20.0%
	Very Dissatisfied	Count	2	0	2	0	0
		Percentage	1.0%	0.0%	2.7%	0.0%	0.0%

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	2,089	636	1,193	222	38
		Percentage	58.6%	58.9%	86.1%	23.0%	28.8%
	Not specified	Count	1,474	444	192	744	94
		Percentage	41.4%	41.1%	13.9%	77.0%	71.2%
Q10A	Very Satisfied	Count	212	35	162	10	5
		Percentage	10.1%	5.5%	13.6%	4.5%	13.2%
	Satisfied	Count	1,842	593	1,005	211	33
		Percentage	88.2%	93.2%	84.2%	95.0%	86.8%
	Dissatisfied	Count	34	8	25	1	0
		Percentage	1.6%	1.3%	2.1%	0.5%	0.0%
	Very Dissatisfied	Count	1	0	1	0	0
		Percentage	0.0%	0.0%	0.1%	0.0%	0.0%

**Q 10b. Reasons for dissatisfaction**

			Operator			
			Total	Airtel	BSNL	Rel Comm
Q 10b. Reasons for dissatisfaction	Total	Count	35	8	26	1
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	35	8	26	1
		Percentage				
	Difficult to read the bill	Count	3	1	2	0
		Percentage	8.6%	12.5%	7.7%	0.0%
	Difficult to understand the language	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%
	Calculations not clear	Count	13	5	8	0
		Percentage	37.1%	62.5%	30.8%	0.0%
	Item-wise charges not given	Count	14	2	11	1
		Percentage	40.0%	25.0%	42.3%	100.0%
Others	Count	5	0	5	0	
	Percentage	14.3%	0.0%	19.2%	0.0%	

**Q 11. Accuracy of charges deducted**

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q11	Answering Base	Count	2,213	698	657	753	105
		Percentage	62.1%	64.6%	47.4%	78.0%	79.5%
	Not specified	Count	1,350	382	728	213	27
		Percentage	37.9%	35.4%	52.6%	22.0%	20.5%
	Very Satisfied	Count	305	63	105	127	10
		Percentage	13.8%	9.0%	16.0%	16.9%	9.5%
	Satisfied	Count	1,793	611	481	613	88
		Percentage	81.0%	87.5%	73.2%	81.4%	83.8%
	Dissatisfied	Count	104	20	64	13	7
		Percentage	4.7%	2.9%	9.7%	1.7%	6.7%
	Very Dissatisfied	Count	11	4	7	0	0
		Percentage	0.5%	0.6%	1.1%	0.0%	0.0%

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
Q12	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,563	1,080	1,385	966	132
		Yes	Count	524	128	267	111
		Percentage	14.7%	11.9%	19.3%	11.5%	13.6%
	No	Count	3,039	952	1,118	855	114
Percentage		85.3%	88.1%	80.7%	88.5%	86.4%	

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	524	128	267	111	18
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	524	128	267	111	18
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Q13	Very Satisfied	Count	58	14	30	14	0
		Percentage	11.1%	10.9%	11.2%	12.6%	0.0%
	Satisfied	Count	414	105	214	80	15
		Percentage	79.0%	82.0%	80.1%	72.1%	83.3%
	Dissatisfied	Count	46	8	21	14	3
		Percentage	8.8%	6.3%	7.9%	12.6%	16.7%
	Very Dissatisfied	Count	6	1	2	3	0
		Percentage	1.1%	0.8%	0.7%	2.7%	0.0%

**Q 14. Satisfaction with response time**

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	524	128	267	111	18
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	524	128	267	111	18
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Q14	Very Satisfied	Count	60	15	31	13	1
		Percentage	11.5%	11.7%	11.6%	11.7%	5.6%
	Satisfied	Count	414	105	213	81	15
		Percentage	79.0%	82.0%	79.8%	73.0%	83.3%
	Dissatisfied	Count	44	8	21	13	2
		Percentage	8.4%	6.3%	7.9%	11.7%	11.1%
	Very Dissatisfied	Count	6	0	2	4	0
		Percentage	1.1%	0.0%	0.7%	3.6%	0.0%

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	524	128	267	111	18
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	524	128	267	111	18
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Q15	Very Satisfied	Count	77	23	30	24	0
		Percentage	14.7%	18.0%	11.2%	21.6%	0.0%
	Satisfied	Count	380	97	205	65	13
		Percentage	72.5%	75.8%	76.8%	58.6%	72.2%
	Dissatisfied	Count	60	8	29	18	5
		Percentage	11.5%	6.3%	10.9%	16.2%	27.8%
	Very Dissatisfied	Count	7	0	3	4	0
		Percentage	1.3%	0.0%	1.1%	3.6%	0.0%

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	524	128	267	111	18
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	524	128	267	111	18
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Q16	Very Satisfied	Count	90	30	32	26	2
		Percentage	17.2%	23.4%	12.0%	23.4%	11.1%
	Satisfied	Count	360	90	198	61	11
		Percentage	68.7%	70.3%	74.2%	55.0%	61.1%
	Dissatisfied	Count	68	8	35	20	5
		Percentage	13.0%	6.3%	13.1%	18.0%	27.8%
	Very Dissatisfied	Count	6	0	2	4	0
		Percentage	1.1%	0.0%	0.7%	3.6%	0.0%

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,558	1,079	1,383	964	132
		Percentage	99.9%	99.9%	99.9%	99.8%	100.0%
	Not specified	Count	5	1	2	2	0
		Percentage	0.1%	0.1%	0.1%	0.2%	0.0%
Q17	Very Satisfied	Count	506	110	212	173	11
		Percentage	14.2%	10.2%	15.3%	17.9%	8.3%
	Satisfied	Count	2,955	948	1,120	770	117
		Percentage	83.1%	87.9%	81.0%	79.9%	88.6%
	Dissatisfied	Count	95	21	49	21	4
		Percentage	2.7%	1.9%	3.5%	2.2%	3.0%
	Very Dissatisfied	Count	2	0	2	0	0
		Percentage	0.1%	0.0%	0.1%	0.0%	0.0%

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,559	1,079	1,383	965	132
		Percentage	99.9%	99.9%	99.9%	99.9%	100.0%
	Not specified	Count	4	1	2	1	0
		Percentage	0.1%	0.1%	0.1%	0.1%	0.0%
Q18	Very Satisfied	Count	594	153	260	161	20
		Percentage	16.7%	14.2%	18.8%	16.7%	15.2%
	Satisfied	Count	2,888	916	1,079	787	106
		Percentage	81.1%	84.9%	78.0%	81.6%	80.3%
	Dissatisfied	Count	72	7	42	17	6
		Percentage	2.0%	0.6%	3.0%	1.8%	4.5%
	Very Dissatisfied	Count	5	3	2	0	0
		Percentage	0.1%	0.3%	0.1%	0.0%	0.0%

**Q 19. Satisfaction with voice quality**

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,559	1,079	1,383	965	132
		Percentage	99.9%	99.9%	99.9%	99.9%	100.0%
	Not specified	Count	4	1	2	1	0
		Percentage	0.1%	0.1%	0.1%	0.1%	0.0%
Q19	Very Satisfied	Count	666	171	294	177	24
		Percentage	18.7%	15.8%	21.3%	18.3%	18.2%
	Satisfied	Count	2,776	884	1,021	769	102
		Percentage	78.0%	81.9%	73.8%	79.7%	77.3%
	Dissatisfied	Count	103	22	59	17	5
		Percentage	2.9%	2.0%	4.3%	1.8%	3.8%
	Very Dissatisfied	Count	14	2	9	2	1
		Percentage	0.4%	0.2%	0.7%	0.2%	0.8%

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
Q20	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,563	1,080	1,385	966	132
		Yes	Count	549	153	258	124
		Percentage	15.4%	14.2%	18.6%	12.8%	10.6%
	No	Count	3,014	927	1,127	842	118
Percentage		84.6%	85.8%	81.4%	87.2%	89.4%	

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
Q21	Total	Count	549	153	258	124	14
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	547	153	257	123	14
		More than 3 times	Count	16	2	12	1
	Percentage		2.9%	1.3%	4.7%	0.8%	7.1%
	2-3 times	Count	100	22	47	30	1
		Percentage	18.3%	14.4%	18.3%	24.4%	7.1%
	One time	Count	258	72	117	63	6
		Percentage	47.2%	47.1%	45.5%	51.2%	42.9%
	Nil	Count	173	57	81	29	6
Percentage		31.6%	37.3%	31.5%	23.6%	42.9%	

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
Q22	Total	Count	549	153	258	124	14
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	546	153	256	123	14
		More than 7 days	Count	22	4	10	7
	Percentage		4.0%	2.6%	3.9%	5.7%	7.1%
	4 - 7 days	Count	55	10	28	13	4
		Percentage	10.1%	6.5%	10.9%	10.6%	28.6%
	2-3 days	Count	264	88	109	64	3
		Percentage	48.4%	57.5%	42.6%	52.0%	21.4%
	1 day	Count	205	51	109	39	6
Percentage		37.5%	33.3%	42.6%	31.7%	42.9%	

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	549	153	258	124	14
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	542	152	255	121	14
		Percentage	98.7%	99.3%	98.8%	97.6%	100.0%
	Not specified	Count	7	1	3	3	0
		Percentage	1.3%	0.7%	1.2%	2.4%	0.0%
Q23	Very Satisfied	Count	65	17	33	15	0
		Percentage	12.0%	11.2%	12.9%	12.4%	0.0%
	Satisfied	Count	414	123	195	85	11
		Percentage	76.4%	80.9%	76.5%	70.2%	78.6%
	Dissatisfied	Count	51	12	21	15	3
		Percentage	9.4%	7.9%	8.2%	12.4%	21.4%
	Very Dissatisfied	Count	12	0	6	6	0
		Percentage	2.2%	0.0%	2.4%	5.0%	0.0%

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q24	Answering Base	Count	3,563	1,080	1,385	966	132
		Yes	Count	246	111	61	71
		Percentage	6.9%	10.3%	4.4%	7.3%	2.3%
	No	Count	3,317	969	1,324	895	129
		Percentage	93.1%	89.7%	95.6%	92.7%	97.7%

**Q 25. Satisfaction with supplementary services**

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	246	111	61	71	3
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	240	110	59	68	3
		Percentage	97.6%	99.1%	96.7%	95.8%	100.0%
	Not specified	Count	6	1	2	3	0
		Percentage	2.4%	0.9%	3.3%	4.2%	0.0%
Q25	Very Satisfied	Count	7	2	2	3	0
		Percentage	2.9%	1.8%	3.4%	4.4%	0.0%
	Satisfied	Count	221	106	49	64	2
		Percentage	92.1%	96.4%	83.1%	94.1%	66.7%
	Dissatisfied	Count	12	2	8	1	1
		Percentage	5.0%	1.8%	13.6%	1.5%	33.3%

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
Q26A	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,533	1,073	1,374	954	132
		Percentage	99.2%	99.4%	99.2%	98.8%	100.0%
	Not specified	Count	30	7	11	12	0
		Percentage	0.8%	0.6%	0.8%	1.2%	0.0%
	Very Satisfied	Count	422	99	205	100	18
		Percentage	11.9%	9.2%	14.9%	10.5%	13.6%
	Satisfied	Count	2,990	956	1,104	822	108
		Percentage	84.6%	89.1%	80.3%	86.2%	81.8%
	Dissatisfied	Count	103	13	56	28	6
		Percentage	2.9%	1.2%	4.1%	2.9%	4.5%
	Very Dissatisfied	Count	18	5	9	4	0
		Percentage	0.5%	0.5%	0.7%	0.4%	0.0%

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
Q27	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,548	1,076	1,381	959	132
		Percentage	99.3%	99.6%	99.4%	99.0%	100.0%
	Yes	Count	1,716	636	582	434	64
		Percentage	48.4%	59.1%	42.1%	45.3%	48.5%
	No	Count	1,832	440	799	525	68
		Percentage	51.6%	40.9%	57.9%	54.7%	51.5%

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q28	Answering Base	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	82	35	18	27	2
		Percentage	2.3%	3.2%	1.3%	2.8%	1.5%
No	Count	3,481	1,045	1,367	939	130	
	Percentage	97.7%	96.8%	98.7%	97.2%	98.5%	

**Q 29. Previous service provider**

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
Q29	Total	Count	82	35	18	27	2
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	82	35	18	27	2
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Airtel	Count	16	2	9	4	1
		Percentage	19.5%	5.7%	50.0%	14.8%	50.0%
	BSNL	Count	27	12	3	11	1
		Percentage	32.9%	34.3%	16.7%	40.7%	50.0%
	Rel Com	Count	11	3	5	3	0
		Percentage	13.4%	8.6%	27.8%	11.1%	0.0%
	TATA	Count	28	18	1	9	0
		Percentage	34.1%	51.4%	5.6%	33.3%	0.0%
	MTNL	Count	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
	HFCL	Count	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Shyam	Count	0	0	0	0	0	
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
Q30	Total	Count	82	35	18	27	2
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	79	34	18	25	2
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	More than 7 days	Count	13	5	5	3	0
		Percentage	16.5%	14.7%	27.8%	12.0%	0.0%
	4 - 7 days	Count	29	17	4	7	1
		Percentage	36.7%	50.0%	22.2%	28.0%	50.0%
	2-3 days	Count	21	8	5	8	0
		Percentage	26.6%	23.5%	27.8%	32.0%	0.0%
	1 day	Count	16	4	4	7	1
		Percentage	20.3%	11.8%	22.2%	28.0%	50.0%

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
Q31	Total	Count	82	35	18	27	2
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	81	34	18	27	2
		Yes	Count	53	28	8	17
		Percentage	65.4%	82.4%	44.4%	63.0%	0.0%
	No	Count	28	6	10	10	2
Percentage		34.6%	17.6%	55.6%	37.0%	100.0%	

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q32	Answering Base	Count	3,558	1,076	1,385	965	132
		Yes	Count	96	35	28	29
		Percentage	2.7%	3.3%	2.0%	3.0%	3.0%
	No	Count	2,888	870	1,167	757	94
		Percentage	81.2%	80.9%	84.3%	78.4%	71.2%
	Do not mind receiving such calls/SMS	Count	574	171	190	179	34
Percentage		16.1%	15.9%	13.7%	18.5%	25.8%	

**Q 33. Still receiving unsolicited calls**

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	96	35	28	29	4
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q33	Answering Base	Count	96	35	28	29	4
		Continued receiving	Count	4	0	2	1
		Percentage	4.2%	0.0%	7.1%	3.4%	25.0%
	Slight decrease	Count	13	2	7	3	1
		Percentage	13.5%	5.7%	25.0%	10.3%	25.0%
	Considerable decrease	Count	11	1	7	3	0
		Percentage	11.5%	2.9%	25.0%	10.3%	0.0%
	Stopped receiving	Count	68	32	12	22	2
		Percentage	70.8%	91.4%	42.9%	75.9%	50.0%

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
Q34	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,561	1,080	1,384	965	132
		Yes	Count	1,512	538	579	341
		Percentage	42.5%	49.8%	41.8%	35.3%	40.9%
	No	Count	2,049	542	805	624	78
Percentage		57.5%	50.2%	58.2%	64.7%	59.1%	

**Q 35. Which stage aware of**

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
Q 35. Which stage aware of	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,563	1,080	1,385	966	132
		Call Centre	Count	2,908	987	1,117	742
		Percentage	81.6%	91.4%	80.6%	76.8%	47.0%
	Nodal Officer	Count	88	9	34	39	6
		Percentage	2.5%	0.8%	2.5%	4.0%	4.5%
	Appellate Authority	Count	48	7	24	15	2
		Percentage	1.3%	0.6%	1.7%	1.6%	1.5%
	None of these	Count	609	90	249	203	67
		Percentage	17.1%	8.3%	18.0%	21.0%	50.8%

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

			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
Q36	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,563	1,080	1,385	966	132
		Yes	Count	278	59	163	54
		Percentage	7.8%	5.5%	11.8%	5.6%	1.5%
	No	Count	3,285	1,021	1,222	912	130
		Percentage	92.2%	94.5%	88.2%	94.4%	98.5%

Q 37. Docket number							
			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	278	59	163	54	2
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q37	Answering Base	Count	260	57	158	43	2
		Percentage					
	No docket number received even on request	Count	60	15	32	13	0
		Percentage	23.1%	26.3%	20.3%	30.2%	0.0%
	No docket number received for most of the complaints	Count	81	23	45	13	0
		Percentage	31.2%	40.4%	28.5%	30.2%	0.0%
Docket number received for most of the complaints	Count	119	19	81	17	2	
	Percentage	45.8%	33.3%	51.3%	39.5%	100.0%	

Q 38. Information given by call center							
			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	278	59	163	54	2
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q38	Answering Base	Count	265	55	160	48	2
		Percentage					
	Yes	Count	229	44	142	41	2
		Percentage	86.4%	80.0%	88.8%	85.4%	100.0%
	No	Count	36	11	18	7	0
		Percentage	13.6%	20.0%	11.3%	14.6%	0.0%

Q 39. Percentage satisfied with the complaint resolution by call center							
			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	278	59	163	54	2
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	263	54	158	49	2
		Percentage	94.6%	91.5%	96.9%	90.7%	100.0%
	Not specified	Count	15	5	5	5	0
		Percentage	5.4%	8.5%	3.1%	9.3%	0.0%
Q39	Very Satisfied	Count	22	3	16	3	0
		Percentage	8.4%	5.6%	10.1%	6.1%	0.0%
	Satisfied	Count	206	45	126	33	2
		Percentage	78.3%	83.3%	79.7%	67.3%	100.0%
	Dissatisfied	Count	33	6	16	11	0
		Percentage	12.5%	11.1%	10.1%	22.4%	0.0%
	Very Dissatisfied	Count	2	0	0	2	0
		Percentage	0.8%	0.0%	0.0%	4.1%	0.0%

Q 40. Reasons for dissatisfaction						
			Operator			
			Total	Airtel	BSNL	Rel Comm
	Total	Count	35	6	16	13
		Percentage	100.0%	100.0%	100.0%	100.0%
Q 40. Reasons for dissatisfaction	Answering Base	Count	35	6	16	13
		Percentage				
	Difficult to connect to the call centre executive	Count	5	1	1	3
		Percentage	14.3%	16.7%	6.3%	23.1%
	Customer care executive not polite/courteous	Count	2	2	0	0
		Percentage	5.7%	33.3%	0.0%	0.0%
	Customer care executive not equipped with adequate informat	Count	19	2	9	8
		Percentage	54.3%	33.3%	56.3%	61.5%
	Time taken by call centre for redressal of complaint is long	Count	8	1	2	5
		Percentage	22.9%	16.7%	12.5%	38.5%
	Customer care executive was unable to understand the problem	Count	5	0	4	1
		Percentage	14.3%	0.0%	25.0%	7.7%
	Others	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%

Q 41. Billing complaint solved within 4 weeks by CC executive							
			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	278	59	163	54	2
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q41	Answering Base Yes	Count	278	59	163	54	2
		Percentage	61.5%	66.1%	72.4%	25.9%	0.0%
	No	Count	42	8	16	17	1
		Percentage	15.1%	13.6%	9.8%	31.5%	50.0%
	Not Applicable	Count	65	12	29	23	1
		Percentage	23.4%	20.3%	17.8%	42.6%	50.0%

Q 42. Awareness of contact details of nodal officer							
			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q42	Answering Base	Count	3,563	1,080	1,385	966	132
		Yes	Count	81	10	46	21
		Percentage	2.3%	0.9%	3.3%	2.2%	3.0%
	No	Count	3,482	1,070	1,339	945	128
		Percentage	97.7%	99.1%	96.7%	97.8%	97.0%

Q 43. Made a complaint to nodal officer							
			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	81	10	46	21	4
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q43	Answering Base	Count	81	10	46	21	4
		Yes	Count	9	0	3	6
		Percentage	11.1%	0.0%	6.5%	28.6%	0.0%
	No	Count	72	10	43	15	4
		Percentage	88.9%	100.0%	93.5%	71.4%	100.0%

Q 44. Nodal officer can be approached easily					
			Operator		
			Total	BSNL	Rel Comm
	Total	Count	9	3	6
		Percentage	100.0%	100.0%	100.0%
Q44	Answering Base	Count	9	3	6
		Yes	Count	7	1
		Percentage	77.8%	33.3%	100.0%
	No	Count	2	2	0
		Percentage	22.2%	66.7%	0.0%

Q 45. Decision on complaint intimated by Nodal officer					
			Operator		
			Total	BSNL	Rel Comm
	Total	Count	9	3	6
		Percentage	100.0%	100.0%	100.0%
Q45	Answering Base	Count	9	3	6
		Yes	Count	7	2
		Percentage	77.8%	66.7%	83.3%
	No	Count	2	1	1
		Percentage	22.2%	33.3%	16.7%



Q 46. Satisfaction with redressal of complaint by nodal officer					
			Operator		
			Total	BSNL	Rel Comm
	Total	Count	9	3	6
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	9	3	6
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
Q46	Very Satisfied	Count	2	0	2
		Percentage	22.2%	0.0%	33.3%
	Satisfied	Count	4	1	3
		Percentage	44.4%	33.3%	50.0%
	Dissatisfied	Count	3	2	1
		Percentage	33.3%	66.7%	16.7%

Q 47. Reasons for dissatisfaction					
			Operator		
			Total	BSNL	Rel Comm
	Total	Count	3	2	1
		Percentage	100.0%	100.0%	100.0%
Q 47. Reasons for dissatisfaction	Answering Base	Count	3	2	1
		Percentage	100.0%	100.0%	100.0%
	Difficult to connect to the Nodal Officer	Count	1	1	0
		Percentage	33.3%	50.0%	0.0%
	Nodal Officer not polite/courteous	Count	1	1	0
		Percentage	33.3%	50.0%	0.0%
	Nodal Officer not equipped with adequate information	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
	Time taken by Nodal Off. for redressal of complaint is long	Count	1	0	1
		Percentage	33.3%	0.0%	100.0%
	Nodal Officer was unable to understand the problem	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
	Others	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%

Q 48. Awareness of contact details of appellate authority							
			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q48	Answering Base	Count	3,563	1,080	1,385	966	132
		Yes	Count	142	46	51	42
		Percentage	4.0%	4.3%	3.7%	4.3%	2.3%
	No	Count	3,421	1,034	1,334	924	129
		Percentage	96.0%	95.7%	96.3%	95.7%	97.7%

Q 49. Filed complaints in last 6 months							
			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	142	46	51	42	3
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q49	Answering Base	Count	142	46	51	42	3
		Yes	Count	6	0	6	0
		Percentage	4.2%	0.0%	11.8%	0.0%	0.0%
	No	Count	136	46	45	42	3
		Percentage	95.8%	100.0%	88.2%	100.0%	100.0%

Q 50. Acknowledgement received				
			Operator	
			Total	BSNL
	Total	Count	6	6
		Percentage	100.0%	100.0%
Q50	Answering Base	Count	6	6
		Yes	Count	4
		Percentage	66.7%	66.7%
	No	Count	2	2
		Percentage	33.3%	33.3%

Q 51. Decision taken by appellate authority within 3 months				
			Operator	
			Total	BSNL
	Total	Count	6	6
		Percentage	100.0%	100.0%
Q51	Answering Base	Count	6	6
		Yes	Count	6
		Percentage	100.0%	100.0%
	No	Count	0	0
		Percentage	0.0%	0.0%
	Appeal filed only recently	Count	0	0
Percentage		0.0%	0.0%	

Q 52. Aware of item wise usage charge details							
			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	1,459	438	183	744	94
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q52	Answering Base	Count	1,459	438	183	744	94
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	351	192	13	140	6
		Percentage	24.1%	43.8%	7.1%	18.8%	6.4%
No	Count	1,108	246	170	604	88	
	Percentage	75.9%	56.2%	92.9%	81.2%	93.6%	

Q 53. Denied request of item wise usage charge details							
			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	1,459	438	183	744	94
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q53	Answering Base	Count	351	192	13	140	6
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	4	0	2	2	0
		Percentage	1.1%	0.0%	15.4%	1.4%	0.0%
No	Count	347	192	11	138	6	
	Percentage	98.9%	100.0%	84.6%	98.6%	100.0%	

Q 54. Reasons for denying request					
			Operator		
			Total	BSNL	Rel Comm
	Total	Count	4	2	2
		Percentage	100.0%	100.0%	100.0%
Q 54. Reasons for denying request	Answering Base	Count	4	2	2
		Percentage	100.0%	100.0%	100.0%
	No reason given	Count	3	1	2
		Percentage	75.0%	50.0%	100.0%
	Technical problem	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
Others	Count	1	1	0	
	Percentage	25.0%	50.0%	0.0%	

Q 55. Manual of practice provided							
			Operator				
			Total	Airtel	BSNL	Rel Comm	TATA
	Total	Count	3,563	1,080	1,385	966	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q55	Answering Base Yes	Count	2,609	791	924	773	121
		Percentage	12.3%	23.6%	6.4%	8.8%	6.6%
	No	Count	2,287	604	865	705	113
		Percentage	87.7%	76.4%	93.6%	91.2%	93.4%

## 7.2 Cellular Mobile (Wireless)

Gender of Respondent									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
GEN	Answering Base	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Male	Count	6,082	1,201	1,014	974	955	1,108
		Percentage	89.0%	92.0%	94.3%	88.0%	88.1%	94.3%	76.4%
	Female	Count	751	104	61	133	129	67	257
	Percentage	11.0%	8.0%	5.7%	12.0%	11.9%	5.7%	23.6%	

Age of Respondent									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AGE	Answering Base	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Less than 25	Count	1,328	362	308	138	150	287
		Percentage	19.4%	27.7%	28.7%	12.5%	13.8%	24.4%	7.6%
	25-60	Count	5,439	933	767	959	921	883	976
		Percentage	79.6%	71.5%	71.3%	86.6%	85.0%	75.1%	89.8%
	More than 60	Count	66	10	0	10	13	5	28
	Percentage	1.0%	0.8%	0.0%	0.9%	1.2%	0.4%	2.6%	

Occupation of Respondent									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
OCC	Answering Base	Count	6,684	1,279	1,042	1,097	1,051	1,139	1,076
		Service	Count	2,342	377	412	304	347	430
		Percentage	35.0%	29.5%	39.5%	27.7%	33.0%	37.8%	43.9%
	Business/self employed	Count	3,464	728	495	661	554	593	433
		Percentage	51.8%	56.9%	47.5%	60.3%	52.7%	52.1%	40.2%
	Student	Count	487	130	104	70	74	89	20
		Percentage	7.3%	10.2%	10.0%	6.4%	7.0%	7.8%	1.9%
	Housewife	Count	337	39	21	55	62	24	136
		Percentage	5.0%	3.0%	2.0%	5.0%	5.9%	2.1%	12.6%
	Retired	Count	54	5	10	7	14	3	15
		Percentage	0.8%	0.4%	1.0%	0.6%	1.3%	0.3%	1.4%
	Unemployed	Count	0	0	0	0	0	0	0
Percentage		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Area			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AREA	Answering Base	Count	6,814	1,303	1,070	1,102	1,081	1,174	1,084
		Rural	Count	1,454	277	243	263	268	372
		Percentage	21.3%	21.3%	22.7%	23.9%	24.8%	31.7%	2.9%
	Urban	Count	5,360	1,026	827	839	813	802	1,053
		Percentage	78.7%	78.7%	77.3%	76.1%	75.2%	68.3%	97.1%

User Type			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
U_TYPE	Answering Base Prepaid	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Count	5,513	1,237	983	983	957	1,101	252
		Percentage	80.7%	94.8%	91.4%	88.8%	88.3%	93.7%	23.2%
	Postpaid	Count	1,320	68	92	124	127	74	835
		Percentage	19.3%	5.2%	8.6%	11.2%	11.7%	6.3%	76.8%

Type			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
TYPE	Answering Base GSM	Count	6,790	1,298	1,068	1,097	1,079	1,169	1,079
		Count	4,595	1,264	982	1,030	134	1,159	26
		Percentage	67.7%	97.4%	91.9%	93.9%	12.4%	99.1%	2.4%
	CDMA	Count	2,195	34	86	67	945	10	1,053
		Percentage	32.3%	2.6%	8.1%	6.1%	87.6%	0.9%	97.6%

Q 1. Last application for a phone connection									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q1	Answering Base	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Less than 6 month	Count	882	170	209	108	155	148
	Percentage	12.9%	13.0%	19.4%	9.8%	14.3%	12.6%	8.5%	
	6-12 month	Count	683	187	129	70	68	119	110
		Percentage	10.0%	14.3%	12.0%	6.3%	6.3%	10.1%	10.1%
	More than 12 month	Count	5,268	948	737	929	861	908	885
Percentage		77.1%	72.6%	68.6%	83.9%	79.4%	77.3%	81.4%	

Q 2. Time taken to get connection									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	1,565	357	338	178	223	267	202
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q2	Answering Base	Count	1,536	352	332	177	221	261	193
		More than 7 days	Count	30	3	8	4	2	9
	Percentage	2.0%	0.9%	2.4%	2.3%	0.9%	3.4%	2.1%	
	4 - 7 days	Count	75	9	44	5	10	5	2
		Percentage	4.9%	2.6%	13.3%	2.8%	4.5%	1.9%	1.0%
	2-3 days	Count	457	88	58	98	123	51	39
		Percentage	29.8%	25.0%	17.5%	55.4%	55.7%	19.5%	20.2%
	1 day	Count	974	252	222	70	86	196	148
		Percentage	63.4%	71.6%	66.9%	39.5%	38.9%	75.1%	76.7%

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

			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	1,565	357	338	178	223	267	202
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,534	352	332	176	221	260	193
		Percentage	98.0%	98.6%	98.2%	98.9%	99.1%	97.4%	95.5%
	Not specified	Count	31	5	6	2	2	7	9
		Percentage	2.0%	1.4%	1.8%	1.1%	0.9%	2.6%	4.5%
Q3	Very Satisfied	Count	461	113	110	26	31	73	108
		Percentage	30.1%	32.1%	33.1%	14.8%	14.0%	28.1%	56.0%
	Satisfied	Count	1,057	236	218	149	186	184	84
		Percentage	68.9%	67.0%	65.7%	84.7%	84.2%	70.8%	43.5%
	Dissatisfied	Count	12	3	3	1	3	2	0
		Percentage	0.8%	0.9%	0.9%	0.6%	1.4%	0.8%	0.0%
	Very Dissatisfied	Count	4	0	1	0	1	1	1
		Percentage	0.3%	0.0%	0.3%	0.0%	0.5%	0.4%	0.5%

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

			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,114	559	502	350	502	520	681
		Percentage	45.6%	42.8%	46.7%	31.6%	46.3%	44.3%	62.6%
	Not specified	Count	3,719	746	573	757	582	655	406
		Percentage	54.4%	57.2%	53.3%	68.4%	53.7%	55.7%	37.4%
Q4	Very Satisfied	Count	654	86	84	46	62	111	265
		Percentage	21.0%	15.4%	16.7%	13.1%	12.4%	21.3%	38.9%
	Satisfied	Count	2,428	466	412	299	433	405	413
		Percentage	78.0%	83.4%	82.1%	85.4%	86.3%	77.9%	60.6%
	Dissatisfied	Count	29	6	6	5	6	4	2
		Percentage	0.9%	1.1%	1.2%	1.4%	1.2%	0.8%	0.3%
	Very Dissatisfied	Count	3	1	0	0	1	0	1
		Percentage	0.1%	0.2%	0.0%	0.0%	0.2%	0.0%	0.1%

Q 5a. Satisfaction with accuracy of charges									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	5,513	1,237	983	983	957	1,101	252
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	5,484	1,236	980	964	954	1,100	250
		Percentage	99.5%	99.9%	99.7%	98.1%	99.7%	99.9%	99.2%
	Not specified	Count	29	1	3	19	3	1	2
		Percentage	0.5%	0.1%	0.3%	1.9%	0.3%	0.1%	0.8%
Q5A	Very Satisfied	Count	1,212	286	253	170	187	276	40
		Percentage	22.1%	23.1%	25.8%	17.6%	19.6%	25.1%	16.0%
	Satisfied	Count	4,101	907	707	768	737	776	206
		Percentage	74.8%	73.4%	72.1%	79.7%	77.3%	70.5%	82.4%
	Dissatisfied	Count	152	37	18	25	25	43	4
		Percentage	2.8%	3.0%	1.8%	2.6%	2.6%	3.9%	1.6%
	Very Dissatisfied	Count	19	6	2	1	5	5	0
		Percentage	0.3%	0.5%	0.2%	0.1%	0.5%	0.5%	0.0%

Q 5b. Reasons for dissatisfaction									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	171	43	20	26	30	48	4
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 5b. Reasons for dissatisfaction	Answering Base	Count	153	41	18	21	28	42	3
		Percentage	89.5%	88.1%	90.0%	81.5%	93.3%	85.7%	75.0%
	Charges not as per tariff plan subscribed	Count	12	3	2	1	3	3	0
		Percentage	7.0%	7.0%	10.0%	3.8%	10.0%	6.3%	0.0%
	Tariff plan changed without information	Count	48	10	7	9	6	16	0
		Percentage	28.1%	23.3%	35.0%	34.6%	20.0%	33.3%	0.0%
	Charged for value added services not requested	Count	28	12	4	1	4	7	0
		Percentage	16.4%	27.9%	20.0%	3.8%	13.3%	14.6%	0.0%
	Charged for calls/services not made/used	Count	54	16	6	5	15	10	2
		Percentage	31.6%	37.0%	30.0%	19.2%	50.0%	20.8%	50.0%
	Others	Count	31	4	0	8	2	16	1
		Percentage	18.2%	9.3%	0.0%	30.8%	6.7%	33.3%	25.0%

Q 6. Satisfaction with timely delivery of bills									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	1,320	68	92	124	127	74	835
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,301	66	89	122	123	71	830
		Percentage	98.6%	97.1%	96.7%	98.4%	96.9%	95.9%	99.4%
	Not specified	Count	19	2	3	2	4	3	5
		Percentage	1.4%	2.9%	3.3%	1.6%	3.1%	4.1%	0.6%
Q6	Very Satisfied	Count	308	6	8	5	7	18	264
		Percentage	23.7%	9.1%	9.0%	4.1%	5.7%	25.4%	31.8%
	Satisfied	Count	954	57	80	115	115	47	540
		Percentage	73.3%	86.4%	89.9%	94.3%	93.5%	66.2%	65.1%
	Dissatisfied	Count	25	2	1	1	1	5	15
		Percentage	1.9%	3.0%	1.1%	0.8%	0.8%	7.0%	1.8%
	Very Dissatisfied	Count	14	1	0	1	0	1	11
		Percentage	1.1%	1.5%	0.0%	0.8%	0.0%	1.4%	1.3%

Q 7a. Satisfaction with accuracy of bills									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	1,320	68	92	124	127	74	835
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,300	66	89	123	123	70	829
		Percentage	98.5%	97.1%	96.7%	99.2%	96.9%	94.6%	99.3%
	Not specified	Count	20	2	3	1	4	4	6
		Percentage	1.5%	2.9%	3.3%	0.8%	3.1%	5.4%	0.7%
Q7A	Very Satisfied	Count	221	10	10	6	9	24	162
		Percentage	17.0%	15.2%	11.2%	4.9%	7.3%	34.3%	19.5%
	Satisfied	Count	1,038	50	78	114	113	42	641
		Percentage	79.8%	75.8%	87.6%	92.7%	91.9%	60.0%	77.3%
	Dissatisfied	Count	31	6	1	1	1	4	18
		Percentage	2.4%	9.1%	1.1%	0.8%	0.8%	5.7%	2.2%
	Very Dissatisfied	Count	10	0	0	2	0	0	8
		Percentage	0.8%	0.0%	0.0%	1.6%	0.0%	0.0%	1.0%

Q 7b. Reasons for dissatisfaction									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Q 7b. Reasons for dissatisfaction	Total	Count	41	6	1	3	1	4	26
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	38	6	1	3	1	4	23
		Percentage							
	Charges not as per tariff plan subscribed	Count	18	1	1	1	0	1	14
		Percentage	47.4%	16.7%	100.0%	33.3%	0.0%	25.0%	60.9%
	Tariff plan changed without information	Count	5	2	0	0	1	2	0
		Percentage	13.2%	33.3%	0.0%	0.0%	100.0%	50.0%	0.0%
	Charged for value added services not subscribed	Count	5	1	0	1	0	0	3
		Percentage	13.2%	16.7%	0.0%	33.3%	0.0%	0.0%	13.0%
	Charged for calls/services not made/used	Count	11	0	0	1	0	1	9
		Percentage	28.9%	0.0%	0.0%	33.3%	0.0%	25.0%	39.1%
	Others	Count	6	2	0	0	0	0	4
		Percentage	15.8%	33.3%	0.0%	0.0%	0.0%	0.0%	17.4%

Q 8. Billing related complaints made in last 12 months									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	1,320	68	92	124	127	74	835
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q8	Answering Base	Count	1,310	67	90	123	123	72	835
		Percentage							
	Yes	Count	117	2	8	5	5	9	88
		Percentage	8.9%	3.0%	8.9%	4.1%	4.1%	12.5%	10.5%
No	Count	1,193	65	82	118	118	63	747	
	Percentage	91.1%	97.0%	91.1%	95.9%	95.9%	87.5%	89.5%	

Q 9. Satisfaction with process of resolutions of these complaints									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	117	2	8	5	5	9	88
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	116	2	8	5	5	9	87
		Percentage	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%
	Not specified	Count	1	0	0	0	0	0	1
		Percentage	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%
Q9	Very Satisfied	Count	51	0	1	0	0	1	49
		Percentage	44.0%	0.0%	12.5%	0.0%	0.0%	11.1%	56.3%
	Satisfied	Count	40	2	7	3	4	4	20
		Percentage	34.5%	100.0%	87.5%	60.0%	80.0%	44.4%	23.0%
	Dissatisfied	Count	15	0	0	2	1	4	8
		Percentage	12.9%	0.0%	0.0%	40.0%	20.0%	44.4%	9.2%
	Very Dissatisfied	Count	10	0	0	0	0	0	10
		Percentage	8.6%	0.0%	0.0%	0.0%	0.0%	0.0%	11.5%

Q 10a. Satisfaction with clarity of bills									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	1,320	68	92	124	127	74	835
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,223	66	89	71	106	71	820
		Percentage	92.7%	97.1%	96.7%	57.3%	83.5%	95.9%	98.2%
	Not specified	Count	97	2	3	53	21	3	15
		Percentage	7.3%	2.9%	3.3%	42.7%	16.5%	4.1%	1.8%
Q10A	Very Satisfied	Count	214	7	6	8	5	15	173
		Percentage	17.5%	10.6%	6.7%	11.3%	4.7%	21.1%	21.1%
	Satisfied	Count	960	56	78	61	100	50	615
		Percentage	78.5%	84.8%	87.6%	85.9%	94.3%	70.4%	75.0%
	Dissatisfied	Count	38	3	5	2	1	6	21
		Percentage	3.1%	4.5%	5.6%	2.8%	0.9%	8.5%	2.6%
	Very Dissatisfied	Count	11	0	0	0	0	0	11
		Percentage	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%

Q 10b. Reasons for dissatisfaction									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Q 10b. Reasons for dissatisfaction	Total	Count	49	3	5	2	1	6	32
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	33	2	1	2	1	4	23
		Percentage							
	Difficult to read the bill	Count	5	0	0	0	1	0	4
		Percentage	15.2%	0.0%	0.0%	0.0%	100.0%	0.0%	17.4%
	Difficult to understand the language	Count	6	1	0	0	0	1	4
		Percentage	18.2%	50.0%	0.0%	0.0%	0.0%	25.0%	17.4%
	Calculations not clear	Count	21	1	1	1	0	2	16
		Percentage	63.6%	50.0%	100.0%	50.0%	0.0%	50.0%	69.6%
	Item-wise charges not given	Count	11	1	0	1	0	0	9
		Percentage	33.3%	50.0%	0.0%	50.0%	0.0%	0.0%	39.1%
	Others	Count	2	0	0	0	0	1	1
		Percentage	6.1%	0.0%	0.0%	0.0%	0.0%	25.0%	4.3%

Q 11. Complaints made to customer care									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q11	Answering Base	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage							
	Yes	Count	1,875	471	326	218	223	360	277
		Percentage	27.4%	36.1%	30.3%	19.7%	20.6%	30.6%	25.5%
No	Count	4,958	834	749	889	861	815	810	
	Percentage	72.6%	63.9%	69.7%	80.3%	79.4%	69.4%	74.5%	

Q 12. Satisfaction with ease of access of number									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	1,875	471	326	218	223	360	277
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,874	470	326	218	223	360	277
		Percentage	99.9%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	1	1	0	0	0	0	0
		Percentage	0.1%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Q12	Very Satisfied	Count	315	28	35	21	19	38	174
		Percentage	16.8%	6.0%	10.7%	9.6%	8.5%	10.6%	62.8%
	Satisfied	Count	1,276	396	228	156	153	259	84
		Percentage	68.1%	84.3%	69.9%	71.6%	68.6%	71.9%	30.3%
	Dissatisfied	Count	256	43	61	38	45	58	11
		Percentage	13.7%	9.1%	18.7%	17.4%	20.2%	16.1%	4.0%
	Very Dissatisfied	Count	27	3	2	3	6	5	8
		Percentage	1.4%	0.6%	0.6%	1.4%	2.7%	1.4%	2.9%

Q 13. Satisfaction with response time									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	1,875	471	326	218	223	360	277
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,873	470	326	218	223	359	277
		Percentage	99.9%	99.8%	100.0%	100.0%	100.0%	99.7%	100.0%
	Not specified	Count	2	1	0	0	0	1	0
		Percentage	0.1%	0.2%	0.0%	0.0%	0.0%	0.3%	0.0%
Q13	Very Satisfied	Count	219	44	41	28	22	54	30
		Percentage	11.7%	9.4%	12.6%	12.8%	9.9%	15.0%	10.8%
	Satisfied	Count	1,412	379	244	160	159	246	224
		Percentage	75.4%	80.6%	74.8%	73.4%	71.3%	68.5%	80.9%
	Dissatisfied	Count	214	45	39	28	36	53	13
		Percentage	11.4%	9.6%	12.0%	12.8%	16.1%	14.8%	4.7%
	Very Dissatisfied	Count	28	2	2	2	6	6	10
		Percentage	1.5%	0.4%	0.6%	0.9%	2.7%	1.7%	3.6%

Q 14. Satisfaction with problem solving ability of CC executive									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	1,875	471	326	218	223	360	277
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,875	471	326	218	223	360	277
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Q14	Very Satisfied	Count	412	54	53	35	34	63	173
		Percentage	22.0%	11.5%	16.3%	16.1%	15.2%	17.5%	62.5%
	Satisfied	Count	1,211	371	227	155	141	239	78
		Percentage	64.6%	78.8%	69.6%	71.1%	63.2%	66.4%	28.2%
	Dissatisfied	Count	216	46	41	27	36	50	16
		Percentage	11.5%	9.8%	12.6%	12.4%	16.1%	13.9%	5.8%
	Very Dissatisfied	Count	36	0	5	1	12	8	10
		Percentage	1.9%	0.0%	1.5%	0.5%	5.4%	2.2%	3.6%

Q 15. Satisfaction with time taken by CC executive to solve problem									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	1,875	471	326	218	223	360	277
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,875	471	326	218	223	360	277
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Q15	Very Satisfied	Count	378	52	53	32	30	69	142
		Percentage	20.2%	11.0%	16.3%	14.7%	13.5%	19.2%	51.3%
	Satisfied	Count	1,238	371	220	156	145	237	109
		Percentage	66.0%	78.8%	67.5%	71.6%	65.0%	65.8%	39.4%
	Dissatisfied	Count	217	46	46	29	35	45	16
		Percentage	11.6%	9.8%	14.1%	13.3%	15.7%	12.5%	5.8%
	Very Dissatisfied	Count	42	2	7	1	13	9	10
		Percentage	2.2%	0.4%	2.1%	0.5%	5.8%	2.5%	3.6%

Q16. Satisfaction with availability of signal									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	6,828	1,305	1,075	1,107	1,083	1,175	1,083
		Percentage	99.9%	100.0%	100.0%	100.0%	99.9%	100.0%	99.6%
	Not specified	Count	5	0	0	0	1	0	4
		Percentage	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.4%
Q16	Very Satisfied	Count	1,439	249	266	154	195	299	276
		Percentage	21.1%	19.1%	24.7%	13.9%	18.0%	25.4%	25.5%
	Satisfied	Count	5,010	1,007	736	883	836	763	785
		Percentage	73.4%	77.2%	68.5%	79.8%	77.2%	64.9%	72.5%
	Dissatisfied	Count	363	49	72	66	50	107	19
		Percentage	5.3%	3.8%	6.7%	6.0%	4.6%	9.1%	1.8%
	Very Dissatisfied	Count	16	0	1	4	2	6	3
		Percentage	0.2%	0.0%	0.1%	0.4%	0.2%	0.5%	0.3%

Q17. Satisfaction with ease of making / receiving calls									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	6,826	1,304	1,073	1,105	1,084	1,173	1,087
		Percentage	99.9%	99.9%	99.8%	99.8%	100.0%	99.8%	100.0%
	Not specified	Count	7	1	2	2	0	2	0
		Percentage	0.1%	0.1%	0.2%	0.2%	0.0%	0.2%	0.0%
Q17	Very Satisfied	Count	1,200	246	230	176	198	229	121
		Percentage	17.6%	18.9%	21.4%	15.9%	18.3%	19.5%	11.1%
	Satisfied	Count	5,391	1,030	805	880	843	893	940
		Percentage	79.0%	79.0%	75.0%	79.6%	77.8%	76.1%	86.5%
	Dissatisfied	Count	224	28	38	47	39	49	23
		Percentage	3.3%	2.1%	3.5%	4.3%	3.6%	4.2%	2.1%
	Very Dissatisfied	Count	11	0	0	2	4	2	3
		Percentage	0.2%	0.0%	0.0%	0.2%	0.4%	0.2%	0.3%

Q18. Rate of call drop									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Q18	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	6,825	1,305	1,073	1,104	1,084	1,173	1,086
		Very Frequently	Count	18	1	4	3	1	7
		Percentage	0.3%	0.1%	0.4%	0.3%	0.1%	0.6%	0.2%
	Frequently	Count	263	38	66	37	29	63	30
		Percentage	3.9%	2.9%	6.2%	3.4%	2.7%	5.4%	2.8%
	Occasionally	Count	2,793	519	430	547	489	454	354
		Percentage	40.9%	39.8%	40.1%	49.5%	45.1%	38.7%	32.6%
	Never	Count	3,751	747	573	517	565	649	700
		Percentage	55.0%	57.2%	53.4%	46.8%	52.1%	55.3%	64.5%

Q19. Satisfaction with voice quality									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	6,808	1,302	1,070	1,100	1,080	1,172	1,084
		Percentage	99.6%	99.8%	99.5%	99.4%	99.6%	99.7%	99.7%
	Not specified	Count	25	3	5	7	4	3	3
		Percentage	0.4%	0.2%	0.5%	0.6%	0.4%	0.3%	0.3%
Q19	Very Satisfied	Count	2,252	398	348	326	319	443	418
		Percentage	33.1%	30.6%	32.5%	29.6%	29.5%	37.8%	38.6%
	Satisfied	Count	4,362	876	679	744	731	685	647
		Percentage	64.1%	67.3%	63.5%	67.6%	67.7%	58.4%	59.7%
	Dissatisfied	Count	185	28	41	27	29	42	18
		Percentage	2.7%	2.2%	3.8%	2.5%	2.7%	3.6%	1.7%
	Very Dissatisfied	Count	9	0	2	3	1	2	1
		Percentage	0.1%	0.0%	0.2%	0.3%	0.1%	0.2%	0.1%

Q20. Problems of signal faced									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Q20	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	6,814	1,298	1,071	1,102	1,082	1,174	1,087
		Percentage							
	Very Dissatisfied	Count	16	1	0	2	2	8	3
		Percentage	0.2%	0.1%	0.0%	0.2%	0.2%	0.7%	0.3%
	Dissatisfied	Count	398	59	95	63	52	86	43
		Percentage	5.8%	4.5%	8.9%	5.7%	4.8%	7.3%	4.0%
	Satisfied	Count	2,968	567	428	606	507	495	365
		Percentage	43.6%	43.7%	40.0%	55.0%	46.9%	42.2%	33.6%
	Very Satisfied	Count	3,432	671	548	431	521	585	676
		Percentage	50.4%	51.7%	51.2%	39.1%	48.2%	49.8%	62.2%

Q21. Satisfaction with availability of network									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	6,826	1,305	1,074	1,103	1,082	1,175	1,087
		Percentage	99.9%	100.0%	99.9%	99.6%	99.8%	100.0%	100.0%
	Not specified	Count	7	0	1	4	2	0	0
		Percentage	0.1%	0.0%	0.1%	0.4%	0.2%	0.0%	0.0%
Q21	Very Satisfied	Count	1,803	315	285	237	258	310	398
		Percentage	26.4%	24.1%	26.5%	21.5%	23.8%	26.4%	36.6%
	Satisfied	Count	4,688	956	717	805	776	766	668
		Percentage	68.7%	73.3%	66.8%	73.0%	71.7%	65.2%	61.5%
	Dissatisfied	Count	323	34	71	59	46	94	19
		Percentage	4.7%	2.6%	6.6%	5.3%	4.3%	8.0%	1.7%
	Very Dissatisfied	Count	12	0	1	2	2	5	2
		Percentage	0.2%	0.0%	0.1%	0.2%	0.2%	0.4%	0.2%

Q22. Satisfaction with restoration of network problems									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	6,809	1,301	1,072	1,099	1,077	1,173	1,087
		Percentage	99.6%	99.7%	99.7%	99.3%	99.4%	99.8%	100.0%
	Not specified	Count	24	4	3	8	7	2	0
		Percentage	0.4%	0.3%	0.3%	0.7%	0.6%	0.2%	0.0%
Q22	Very Satisfied	Count	1,648	289	263	223	248	274	351
		Percentage	24.2%	22.2%	24.5%	20.3%	23.0%	23.4%	32.3%
	Satisfied	Count	4,846	982	752	826	778	805	703
		Percentage	71.2%	75.5%	70.1%	75.2%	72.2%	68.6%	64.7%
	Dissatisfied	Count	297	27	56	49	48	87	30
		Percentage	4.4%	2.1%	5.2%	4.5%	4.5%	7.4%	2.8%
	Very Dissatisfied	Count	18	3	1	1	3	7	3
		Percentage	0.3%	0.2%	0.1%	0.1%	0.3%	0.6%	0.3%

Q23. Value added services used									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q23	Answering Base	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Yes	Count	896	209	161	117	140	145
	Percentage		13.1%	16.0%	15.0%	10.6%	12.9%	12.3%	11.4%
	No	Count	5,937	1,096	914	990	944	1,030	963
Percentage		86.9%	84.0%	85.0%	89.4%	87.1%	87.7%	88.6%	

Q24. Explicit consent taken before providing chargeable value added services									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	896	209	161	117	140	145	124
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q24	Answering Base	Count	876	204	159	117	137	139	120
		Yes	Count	708	170	141	80	107	97
	Percentage		80.8%	83.3%	88.7%	68.4%	78.1%	69.8%	94.2%
	No	Count	168	34	18	37	30	42	7
		Percentage	19.2%	16.7%	11.3%	31.6%	21.9%	30.2%	5.8%

Q25. Satisfaction with value added services									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	896	209	161	117	140	145	124
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	875	206	157	116	136	140	120
		Percentage	97.7%	98.6%	97.5%	99.1%	97.1%	96.6%	96.8%
	Not specified	Count	21	3	4	1	4	5	4
		Percentage	2.3%	1.4%	2.5%	0.9%	2.9%	3.4%	3.2%
Q25	Very Satisfied	Count	134	30	23	8	18	18	37
		Percentage	15.3%	14.6%	14.6%	6.9%	13.2%	12.9%	30.8%
	Satisfied	Count	679	165	121	104	108	104	77
		Percentage	77.6%	80.1%	77.1%	89.7%	79.4%	74.3%	64.2%
	Dissatisfied	Count	55	10	12	4	8	15	6
		Percentage	6.3%	4.9%	7.6%	3.4%	5.9%	10.7%	5.0%
	Very Dissatisfied	Count	7	1	1	0	2	3	0
		Percentage	0.8%	0.5%	0.6%	0.0%	1.5%	2.1%	0.0%

Q26a. Satisfaction with overall quality									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	6,831	1,304	1,075	1,107	1,083	1,175	1,087
		Percentage	100.0%	99.9%	100.0%	100.0%	99.9%	100.0%	100.0%
	Not specified	Count	2	1	0	0	1	0	0
		Percentage	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%
Q26A	Very Satisfied	Count	1,183	262	197	150	162	223	189
		Percentage	17.3%	20.1%	18.3%	13.6%	15.0%	19.0%	17.4%
	Satisfied	Count	5,461	1,017	851	933	881	906	873
		Percentage	79.9%	78.0%	79.2%	84.3%	81.3%	77.1%	80.3%
	Dissatisfied	Count	175	23	26	23	38	43	22
		Percentage	2.6%	1.8%	2.4%	2.1%	3.5%	3.7%	2.0%
	Very Dissatisfied	Count	12	2	1	1	2	3	3
		Percentage	0.2%	0.2%	0.1%	0.1%	0.2%	0.3%	0.3%

Q27. Informed in writing about tariff plan									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q27	Answering Base Yes	Count	6,802	1,296	1,072	1,101	1,081	1,168	1,084
		Percentage	45.8%	50.5%	44.9%	48.6%	38.9%	44.0%	47.1%
	No	Count	3,686	641	591	566	661	654	573
		Percentage	54.2%	49.5%	55.1%	51.4%	61.1%	56.0%	52.9%

Q28. Mobile connection terminated in last 12 months									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q28	Answering Base Yes	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	1.1%	1.0%	1.6%	0.5%	0.5%	1.0%	2.2%
	No	Count	6,757	1,292	1,058	1,102	1,079	1,163	1,063
		Percentage	98.9%	99.0%	98.4%	99.5%	99.5%	99.0%	97.8%

Q29. Previous service provider									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	76	13	17	5	5	12	24
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q29	Answering Base Airtel	Count	76	13	17	5	5	12	24
		Percentage	17.1%	7.7%	23.5%	0.0%	0.0%	33.3%	16.7%
	Vodafone	Count	13	1	4	0	0	4	4
		Percentage	11.8%	15.4%	23.5%	20.0%	20.0%	8.3%	0.0%
	Idea	Count	9	2	4	1	1	1	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	BSNL	Count	0	0	0	0	0	0	0
		Percentage	17	3	3	1	2	3	5
	Rel Comm	Count	22.4%	23.1%	17.6%	20.0%	40.0%	25.0%	20.8%
		Percentage	6	1	0	1	1	2	1
	Aircel	Count	7.9%	7.7%	0.0%	20.0%	20.0%	16.7%	4.2%
		Percentage	15	6	5	1	0	2	1
	TATA	Count	19.7%	46.2%	29.4%	20.0%	0.0%	16.7%	4.2%
		Percentage	12	0	1	0	0	0	11
	MTNL	Count	15.8%	0.0%	5.9%	0.0%	0.0%	0.0%	45.8%
		Percentage	0	0	0	0	0	0	0
	Count	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	Percentage								

Spice	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BPL	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
HFCL	Count	1	0	0	0	1	0	0
	Percentage	1.3%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Shyam	Count	3	0	0	1	0	0	2
	Percentage	3.9%	0.0%	0.0%	20.0%	0.0%	0.0%	8.3%
RTL	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
RISL	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Dishnet	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Others	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**Q30. Time taken for termination of connection**

			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	76	13	17	5	5	12	24
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q30	Answering Base	Count	70	13	16	5	5	11	20
		Percentage	92.1%	100.0%	94.1%	100.0%	100.0%	91.7%	83.3%
	More than 7 days	Count	9	1	0	0	0	5	3
		Percentage	12.9%	7.7%	0.0%	0.0%	0.0%	45.5%	15.0%
	4 - 7 days	Count	12	0	0	2	1	3	6
		Percentage	17.1%	0.0%	0.0%	40.0%	20.0%	27.3%	30.0%
	2-3 days	Count	14	2	3	1	0	0	8
		Percentage	20.0%	15.4%	18.8%	20.0%	0.0%	0.0%	40.0%
1 day	Count	35	10	13	2	4	3	3	
	Percentage	50.0%	76.9%	81.3%	40.0%	80.0%	27.3%	15.0%	

**Q31. Security deposit adjusted in the bill raised after termination**

			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	76	13	17	5	5	12	24
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q31	Answering Base	Count	69	11	16	5	5	12	20
		Percentage	90.8%	84.6%	94.1%	100.0%	100.0%	100.0%	83.3%
	Yes	Count	23	2	3	1	2	3	12
		Percentage	33.3%	18.2%	18.8%	20.0%	40.0%	25.0%	60.0%
	No	Count	46	9	13	4	3	9	8
		Percentage	66.7%	81.8%	81.3%	80.0%	60.0%	75.0%	40.0%

Q32. Number registered on Do Not Call (DNC registry)									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q32	Answering Base	Count	6,801	1,299	1,072	1,106	1,080	1,166	1,078
		Yes	Count	148	24	13	55	18	20
		Percentage	2.2%	1.8%	1.2%	5.0%	1.7%	1.7%	1.7%
	No	Count	5,727	1,142	892	915	868	1,051	859
		Percentage	84.2%	87.9%	83.2%	82.7%	80.4%	90.1%	79.7%
	Do not mind receiving such calls/SMS	Count	926	133	167	136	194	95	201
Percentage		13.6%	10.2%	15.6%	12.3%	18.0%	8.1%	18.6%	

Q33a. Still receive unsolicited material									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	148	24	13	55	18	20	18
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q33a	Answering Base	Count	116	22	13	30	17	19	15
		Continued receiving	Count	31	4	3	7	1	4
		Percentage	26.7%	18.2%	23.1%	23.3%	5.9%	21.1%	80.0%
	Slight decrease	Count	19	2	0	8	2	6	1
		Percentage	16.4%	9.1%	0.0%	26.7%	11.8%	31.6%	6.7%
	Considerable decrease	Count	10	1	4	0	0	3	2
Percentage		8.6%	4.5%	30.8%	0.0%	0.0%	15.8%	13.3%	
Stopped receiving	Count	56	15	6	15	14	6	0	
	Percentage	48.3%	68.2%	46.2%	50.0%	82.4%	31.6%	0.0%	

Q33b. Complained to service provider									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	148	24	13	55	18	20	18
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q33b	Answering Base	Count	81	9	11	21	14	17	9
		Yes	Count	19	4	3	2	1	5
		Percentage	23.5%	44.4%	27.3%	9.5%	7.1%	29.4%	44.4%
	No	Count	62	5	8	19	13	12	5
Percentage		76.5%	55.6%	72.7%	90.5%	92.9%	70.6%	55.6%	

Q33c. Outcome of complaint									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	148	24	13	55	18	20	18
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q33c	Answering Base	Count	18	4	3	2	1	5	3
		Percentage							
	Complaint registered by service provider	Count	13	3	1	2	0	4	3
		Percentage	72.2%	75.0%	33.3%	100.0%	0.0%	80.0%	100.0%
	Service Provider refused to register complaint	Count	5	1	2	0	1	1	0
		Percentage	27.8%	25.0%	66.7%	0.0%	100.0%	20.0%	0.0%

Q 34. Aware of the 3 stage grievance redressal mechanism									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q34	Answering Base	Count	6,826	1,304	1,074	1,107	1,083	1,172	1,086
		Percentage							
	Yes	Count	3,368	635	474	527	545	536	651
		Percentage	49.3%	48.7%	44.1%	47.6%	50.3%	45.7%	59.9%
	No	Count	3,458	669	600	580	538	636	435
		Percentage	50.7%	51.3%	55.9%	52.4%	49.7%	54.3%	40.1%

Q 35. Which stage aware of									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 35. Which stage aware of	Answering Base	Count	5,646	1,298	1,019	962	939	1,169	259
		Percentage							
	Call Centre	Count	4,744	1,107	871	709	806	1,027	224
		Percentage	84.0%	85.3%	85.5%	73.7%	85.8%	87.9%	86.5%
	Nodal Officer	Count	227	38	15	95	20	54	5
		Percentage	4.0%	2.9%	1.5%	9.9%	2.1%	4.6%	1.9%
	Appellate Authority	Count	6	2	0	1	2	1	0
		Percentage	0.1%	0.2%	0.0%	0.1%	0.2%	0.1%	0.0%
	None of these	Count	669	151	133	157	111	87	30
		Percentage	11.8%	11.6%	13.1%	16.3%	11.8%	7.4%	11.6%

Q 36. made complaints within last 6 months									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q36	Answering Base	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Yes	Count	708	144	125	63	107	144
	Percentage	10.4%	11.0%	11.6%	5.7%	9.9%	12.3%	11.5%	
	No	Count	6,125	1,161	950	1,044	977	1,031	962
Percentage	89.6%	89.0%	88.4%	94.3%	90.1%	87.7%	88.5%		

Q 37. Docket number									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	708	144	125	63	107	144	125
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q37	Answering Base	Count	681	139	116	60	106	136	124
		No docket number received even on request	Count	157	24	27	17	31	32
	Percentage	23.1%	17.3%	23.3%	28.3%	29.2%	23.5%	21.0%	
	No docket number received for most of the complaints	Count	163	35	39	13	35	31	10
	Percentage	23.9%	25.2%	33.6%	21.7%	33.0%	22.8%	8.1%	
	Docket number received for most of the complaints	Count	361	80	50	30	40	73	88
Percentage	53.0%	57.6%	43.1%	50.0%	37.7%	53.7%	71.0%		

Q 38. Information given by call center									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	708	144	125	63	107	144	125
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q38	Answering Base	Count	633	143	124	62	105	142	57
		Yes	Count	570	139	112	55	93	124
	Percentage	90.0%	97.2%	90.3%	88.7%	88.6%	87.3%	82.5%	
	No	Count	63	4	12	7	12	18	10
Percentage	10.0%	2.8%	9.7%	11.3%	11.4%	12.7%	17.5%		

Q 39. Percentage satisfied with the complaint resolution by call center									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	708	144	125	63	107	144	125
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	627	142	124	62	105	141	53
		Percentage	88.6%	98.6%	99.2%	98.4%	98.1%	97.9%	42.4%
	Not specified	Count	81	2	1	1	2	3	72
		Percentage	11.4%	1.4%	0.8%	1.6%	1.9%	2.1%	57.6%
Q39	Very Satisfied	Count	38	11	6	3	1	14	3
		Percentage	6.1%	7.7%	4.8%	4.8%	1.0%	9.9%	5.7%
	Satisfied	Count	457	121	91	43	73	103	26
		Percentage	72.9%	85.2%	73.4%	69.4%	69.5%	73.0%	49.1%
	Dissatisfied	Count	117	8	26	15	30	21	17
		Percentage	18.7%	5.6%	21.0%	24.2%	28.6%	14.9%	32.1%
	Very Dissatisfied	Count	15	2	1	1	1	3	7
		Percentage	2.4%	1.4%	0.8%	1.6%	1.0%	2.1%	13.2%

Q 40. Reasons for dissatisfaction									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	132	10	27	16	31	24	24
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 40. Reasons for dissatisfaction	Answering Base	Count	106	7	21	14	27	14	23
	Difficult to connect to the call centre executive	Count	40	1	11	3	7	6	12
		Percentage	37.7%	14.3%	52.4%	21.4%	25.9%	42.9%	52.2%
	Customer care executive not polite/courteous	Count	6	0	1	3	0	1	1
		Percentage	5.7%	0.0%	4.8%	21.4%	0.0%	7.1%	4.3%
	Customer care executive not equipped with adequate in format	Count	44	4	6	4	16	8	6
		Percentage	41.5%	57.1%	28.6%	28.6%	59.3%	57.1%	26.1%
	Time taken	Count	17	2	2	4	4	1	4

by call centre for redressal of complaint is long								
	Percentage	16.0%	28.6%	9.5%	28.6%	14.8%	7.1%	17.4%
Customer care executive was unable to understand the problem	Count	15	0	3	2	1	2	7
	Percentage	14.2%	0.0%	14.3%	14.3%	3.7%	14.3%	30.4%
Others	Count	1	0	0	1	0	0	0
	Percentage	0.9%	0.0%	0.0%	7.1%	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
	Total	Count	708	144	125	63	107	144	125
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q41	Answering Base	Count	704	144	124	63	105	143	125
		Yes	Count	185	52	35	27	33	29
		Percentage	26.3%	36.1%	28.2%	42.9%	31.4%	20.3%	7.2%
	No	Count	80	12	11	9	16	17	15
		Percentage	11.4%	8.3%	8.9%	14.3%	15.2%	11.9%	12.0%
	Not Applicable	Count	439	80	78	27	56	97	101
Percentage		62.4%	55.6%	62.9%	42.9%	53.3%	67.8%	80.8%	

Q 42. Awareness of contact details of nodal officer									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q42	Answering Base	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Yes	Count	179	40	27	37	22	25
		Percentage	2.6%	3.1%	2.5%	3.3%	2.0%	2.1%	2.6%
	No	Count	6,654	1,265	1,048	1,070	1,062	1,150	1,059
		Percentage	97.4%	96.9%	97.5%	96.7%	98.0%	97.9%	97.4%

Q 43. Made a complaint to nodal officer									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
Q43	Total	Count	179	40	27	37	22	25	28
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	179	40	27	37	22	25	28
		Yes	Count	13	2	3	3	0	4
		Percentage	7.3%	5.0%	11.1%	8.1%	0.0%	16.0%	3.6%
		No	Count	166	38	24	34	22	21
	Percentage		92.7%	95.0%	88.9%	91.9%	100.0%	84.0%	96.4%

Q 44. Nodal officer can be approached easily									
			Operator						
			Total	Airtel	Vodafone	BSNL	Aircel	TATA	
Q44	Total	Count	13	2	3	3	4	1	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Answering Base	Count	13	2	3	3	4	1	
		Yes	Count	9	1	1	3	4	0
		Percentage	69.2%	50.0%	33.3%	100.0%	100.0%	0.0%	
		No	Count	4	1	2	0	0	1
	Percentage		30.8%	50.0%	66.7%	0.0%	0.0%	100.0%	

Q 45. Decision on complaint intimated by Nodal officer									
			Operator						
			Total	Airtel	Vodafone	BSNL	Aircel	TATA	
Q45	Total	Count	13	2	3	3	4	1	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Answering Base	Count	13	2	3	3	4	1	
		Yes	Count	9	1	2	3	3	0
		Percentage	69.2%	50.0%	66.7%	100.0%	75.0%	0.0%	
		No	Count	4	1	1	0	1	1
	Percentage		30.8%	50.0%	33.3%	0.0%	25.0%	100.0%	

Q 46. Satisfaction with redressal of complaint by nodal officer									
			Operator						
			Total	Airtel	Vodafone	BSNL	Aircel	TATA	
Q46	Total	Count	13	2	3	3	4	1	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Answering Base	Count	13	2	3	3	4	1	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Not specified	Count	0	0	0	0	0	0	
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	Very Satisfied	Count	3	0	1	1	1	0	
		Percentage	23.1%	0.0%	33.3%	33.3%	25.0%	0.0%	

<b>Satisfied</b>	<b>Count</b>	4	0	1	2	1	0
	<b>Percentage</b>	30.8%	0.0%	33.3%	66.7%	25.0%	0.0%
<b>Dissatisfied</b>	<b>Count</b>	5	1	1	0	2	1
	<b>Percentage</b>	38.5%	50.0%	33.3%	0.0%	50.0%	100.0%
<b>Very Dissatisfied</b>	<b>Count</b>	1	1	0	0	0	0
	<b>Percentage</b>	7.7%	50.0%	0.0%	0.0%	0.0%	0.0%

**Q 47. Reasons for dissatisfaction**

			<b>Operator</b>				
			<b>Total</b>	<b>Airtel</b>	<b>Vodafone</b>	<b>Aircel</b>	<b>TATA</b>
	<b>Total</b>	<b>Count</b>	6	2	1	2	1
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Q 47. Reasons for dissatisfaction</b>	<b>Answering Base</b>	<b>Count</b>	6	2	1	2	1
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%
	<b>Difficult to connect to the Nodal Officer</b>	<b>Count</b>	3	0	1	1	1
		<b>Percentage</b>	50.0%	0.0%	100.0%	50.0%	100.0%
	<b>Nodal Officer not polite/courteous</b>	<b>Count</b>	2	2	0	0	0
		<b>Percentage</b>	33.3%	100.0%	0.0%	0.0%	0.0%
	<b>Nodal Officer not equipped with adequate information</b>	<b>Count</b>	1	0	0	0	1
		<b>Percentage</b>	16.7%	0.0%	0.0%	0.0%	100.0%
	<b>Time taken by Nodal Off. for redressal of complaint is long</b>	<b>Count</b>	2	0	0	1	1
		<b>Percentage</b>	33.3%	0.0%	0.0%	50.0%	100.0%
	<b>Nodal Officer was unable to understand the problem</b>	<b>Count</b>	1	0	0	0	1
		<b>Percentage</b>	16.7%	0.0%	0.0%	0.0%	100.0%
	<b>Others</b>	<b>Count</b>	0	0	0	0	0
		<b>Percentage</b>	0.0%	0.0%	0.0%	0.0%	0.0%

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

			<b>Operator</b>						
			<b>Total</b>	<b>Airtel</b>	<b>Vodafone</b>	<b>BSNL</b>	<b>Rel Comm</b>	<b>Aircel</b>	<b>TATA</b>
	<b>Total</b>	<b>Count</b>	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Q48</b>	<b>Answering Base Yes</b>	<b>Count</b>	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		<b>Percentage</b>	142	33	26	29	15	12	27
	<b>No</b>	<b>Count</b>	6,691	1,272	1,049	1,078	1,069	1,163	1,060
		<b>Percentage</b>	97.9%	97.5%	97.6%	97.4%	98.6%	99.0%	97.5%

Q 49. Filed complaints in last 6 months									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	142	33	26	29	15	12	27
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q49	Answering Base	Count	142	33	26	29	15	12	27
		Yes	Count	15	5	4	2	2	2
		Percentage	10.6%	15.2%	15.4%	6.9%	13.3%	16.7%	0.0%
	No	Count	127	28	22	27	13	10	27
Percentage		89.4%	84.8%	84.6%	93.1%	86.7%	83.3%	100.0%	

Q 50. Acknowledgement received									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	
	Total	Count	15	5	4	2	2	2	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Q50	Answering Base	Count	15	5	4	2	2	2	
		Yes	Count	9	4	3	1	0	1
		Percentage	60.0%	80.0%	75.0%	50.0%	0.0%	50.0%	
	No	Count	6	1	1	1	2	1	
Percentage		40.0%	20.0%	25.0%	50.0%	100.0%	50.0%		

Q 51. Decision taken by appellate authority within 3 months									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	
	Total	Count	15	5	4	2	2	2	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Q51	Answering Base	Count	15	5	4	2	2	2	
		Yes	Count	13	5	4	1	1	2
		Percentage	86.7%	100.0%	100.0%	50.0%	50.0%	100.0%	
	No	Count	2	0	0	1	1	0	
		Percentage	13.3%	0.0%	0.0%	50.0%	50.0%	0.0%	
	Appeal Filed only Recently	Count	0	0	0	0	0	0	
Percentage		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		

Q 52. Aware of item wise usage charge details									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	5,513	1,237	983	983	957	1,101	252
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q52	Answering Base	Count	5,510	1,237	983	982	957	1,100	251
		Yes	Count	732	210	112	157	112	120
		Percentage	13.3%	17.0%	11.4%	16.0%	11.7%	10.9%	8.4%
	No	Count	4,778	1,027	871	825	845	980	230
Percentage		86.7%	83.0%	88.6%	84.0%	88.3%	89.1%	91.6%	

Q 53. Denied request of item wise usage charge details									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	5,513	1,237	983	983	957	1,101	252
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q53	Answering Base	Count	732	210	112	157	112	120	21
		Yes	Count	24	4	5	8	2	4
		Percentage	3.3%	1.9%	4.5%	5.1%	1.8%	3.3%	4.8%
	No	Count	708	206	107	149	110	116	20
Percentage		96.7%	98.1%	95.5%	94.9%	98.2%	96.7%	95.2%	

Q 54. Reasons for denying request									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	24	4	5	8	2	4	1
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 54. Reasons for denying request	Answering Base	Count	17	2	4	4	2	4	1
		No reason given	Count	8	1	2	2	0	2
		Percentage	47.1%	50.0%	50.0%	50.0%	0.0%	50.0%	100.0%
	Technical problem	Count	6	0	1	1	2	2	0
		Percentage	35.3%	0.0%	25.0%	25.0%	100.0%	50.0%	0.0%
	Others	Count	3	1	1	1	0	0	0
		Percentage	17.6%	50.0%	25.0%	25.0%	0.0%	0.0%	0.0%

Q 55. Manual of practice provided									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA
	Total	Count	6,833	1,305	1,075	1,107	1,084	1,175	1,087
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q55	Answering Base	Count	3,033	658	522	535	495	570	253
		Yes	Count	840	149	240	92	140	125
		Percentage	27.7%	22.6%	46.0%	17.2%	28.3%	21.9%	37.2%
	No	Count	2,193	509	282	443	355	445	159
	Percentage	72.3%	77.4%	54.0%	82.8%	71.7%	78.1%	62.8%	

### 7.3 Broadband Services

Gender									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
GEN	Answering Base	Count	5,040	1,074	1,066	876	1,008	342	674
	Male	Count	3,893	813	775	677	803	262	563
		Percentage	77.2%	75.7%	72.7%	77.3%	79.7%	76.6%	83.5%
	Female	Count	1,147	261	291	199	205	80	111
Percentage		22.8%	24.3%	27.3%	22.7%	20.3%	23.4%	16.5%	

Age									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AGE	Answering Base	Count	5,033	1,072	1,064	875	1,007	342	673
	Less than 25	Count	226	83	59	28	25	3	28
		Percentage	4.5%	7.7%	5.5%	3.2%	2.5%	0.9%	4.2%
	25-60	Count	4,795	985	1,004	845	982	339	640
		Percentage	95.3%	91.9%	94.4%	96.6%	97.5%	99.1%	95.1%
	More than 60	Count	12	4	1	2	0	0	5
Percentage		0.2%	0.4%	0.1%	0.2%	0.0%	0.0%	0.7%	

Usage Type									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
USG_TYP E	Answering Base	Count	5,040	1,074	1,066	876	1,008	342	674
	Residential	Count	2,806	558	667	470	435	238	438
		Percentage	55.7%	52.0%	62.6%	53.7%	43.2%	69.6%	65.0%
	Commercial	Count	2,234	516	399	406	573	104	236
Percentage		44.3%	48.0%	37.4%	46.3%	56.8%	30.4%	35.0%	

Area									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AREA	Answering Base	Count	5,040	1,074	1,066	876	1,008	342	674
	Rural	Count	307	50	43	197	9	2	6
		Percentage	6.1%	4.7%	4.0%	22.5%	0.9%	0.6%	0.9%
	Urban	Count	4,733	1,024	1,023	679	999	340	668
Percentage		93.9%	95.3%	96.0%	77.5%	99.1%	99.4%	99.1%	

User Type									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
USR_TYP E	Total	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	5,040	1,074	1,066	876	1,008	342	674
		Prepaid	Count	1,031	153	249	135	21	156
		Percentage	20.5%	14.2%	23.4%	15.4%	2.1%	45.6%	47.0%
	Postpaid	Count	4,009	921	817	741	987	186	357
Percentage		79.5%	85.8%	76.6%	84.6%	97.9%	54.4%	53.0%	

Q1. Number of days in getting BB connection activated									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Q1	Total	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	5,040	1,074	1,066	876	1,008	342	674
		Within 15 working days	Count	4,414	968	810	782	962	294
			Percentage	87.6%	90.1%	76.0%	89.3%	95.4%	86.0%
	> 15 working Days	Count	626	106	256	94	46	48	76
Percentage		12.4%	9.9%	24.0%	10.7%	4.6%	14.0%	11.3%	

Q2. Satisfaction with time taken in getting BB connection activated									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Q2	Total	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	5,027	1,074	1,061	872	1,006	342	672
		Percentage	99.7%	100.0%	99.5%	99.5%	99.8%	100.0%	99.7%
	Not specified	Count	13	0	5	4	2	0	2
		Percentage	0.3%	0.0%	0.5%	0.5%	0.2%	0.0%	0.3%
Very Satisfied	Very Satisfied	Count	691	166	207	100	66	48	104
		Percentage	13.7%	15.5%	19.5%	11.5%	6.6%	14.0%	15.5%
	Satisfied	Count	4,254	901	834	763	919	290	547
		Percentage	84.6%	83.9%	78.6%	87.5%	91.4%	84.8%	81.4%
	Dissatisfied	Count	49	3	12	6	11	3	14
		Percentage	1.0%	0.3%	1.1%	0.7%	1.1%	0.9%	2.1%
Very Dissatisfied	Count	33	4	8	3	10	1	7	
	Percentage	0.7%	0.4%	0.8%	0.3%	1.0%	0.3%	1.0%	



Q4. Satisfaction with timely delivery of bills									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	4,009	921	817	741	987	186	357
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,991	915	812	739	985	186	354
		Percentage	99.6%	99.3%	99.4%	99.7%	99.8%	100.0%	99.2%
	Not specified	Count	18	6	5	2	2	0	3
		Percentage	0.4%	0.7%	0.6%	0.3%	0.2%	0.0%	0.8%
Q4	Very Satisfied	Count	568	133	174	150	40	25	46
		Percentage	14.2%	14.5%	21.4%	20.3%	4.1%	13.4%	13.0%
	Satisfied	Count	3,326	771	628	577	905	160	285
		Percentage	83.3%	84.3%	77.3%	78.1%	91.9%	86.0%	80.5%
	Dissatisfied	Count	74	10	8	11	25	1	19
		Percentage	1.9%	1.1%	1.0%	1.5%	2.5%	0.5%	5.4%
	Very Dissatisfied	Count	23	1	2	1	15	0	4
		Percentage	0.6%	0.1%	0.2%	0.1%	1.5%	0.0%	1.1%

Q5a. Satisfaction with accuracy of bills									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	4,009	921	817	741	987	186	357
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,989	915	811	738	985	186	354
		Percentage	99.5%	99.3%	99.3%	99.6%	99.8%	100.0%	99.2%
	Not specified	Count	20	6	6	3	2	0	3
		Percentage	0.5%	0.7%	0.7%	0.4%	0.2%	0.0%	0.8%
Q5A	Very Satisfied	Count	580	135	180	124	74	24	43
		Percentage	14.5%	14.8%	22.2%	16.8%	7.5%	12.9%	12.1%
	Satisfied	Count	3,306	768	619	602	865	162	290
		Percentage	82.9%	83.9%	76.3%	81.6%	87.8%	87.1%	81.9%
	Dissatisfied	Count	78	11	10	11	32	0	14
		Percentage	2.0%	1.2%	1.2%	1.5%	3.2%	0.0%	4.0%
	Very Dissatisfied	Count	25	1	2	1	14	0	7
		Percentage	0.6%	0.1%	0.2%	0.1%	1.4%	0.0%	2.0%

Q5b. Reasons for dissatisfaction								
			Operator					
			Total	Airtel	BSNL	Rel Com	VSNL	Hathway
	Total	Count	103	12	12	12	46	21
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q5b. Reasons for dissatisfaction	Answering Base	Count	77	10	8	8	34	17
		Percentage						
	Charges not as per tariff plan subscribed	Count	37	4	4	1	20	8
		Percentage	48.1%	40.0%	50.0%	12.5%	58.8%	47.1%
	Tariff plan changed without information	Count	19	1	1	0	13	4
		Percentage	24.7%	10.0%	12.5%	0.0%	38.2%	23.5%
	Charged for value added services not requested	Count	20	0	0	0	14	6
		Percentage	26.0%	0.0%	0.0%	0.0%	41.2%	35.3%
	Charged for calls/services not made/used	Count	49	5	3	6	26	9
		Percentage	63.6%	50.0%	37.5%	75.0%	76.5%	52.9%
	Others	Count	9	2	1	1	3	2
		Percentage	11.7%	20.0%	12.5%	12.5%	8.8%	11.8%

Q6. Billing related complaints made in last 12 months									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	4,009	921	817	741	987	186	357
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q6	Answering Base	Count	4,009	921	817	741	987	186	357
		Percentage							
	Yes	Count	200	35	34	37	57	0	37
		Percentage	5.0%	3.8%	4.2%	5.0%	5.8%	0.0%	10.4%
	No	Count	3,809	886	783	704	930	186	320
		Percentage	95.0%	96.2%	95.8%	95.0%	94.2%	100.0%	89.6%

Q7. Satisfaction with process of resolution of billing complaints								
			Operator					
			Total	Airtel	BSNL	Rel Com	VSNL	Hathway
	Total	Count	200	35	34	37	57	37
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	195	34	34	36	57	34
		Percentage	97.5%	97.1%	100.0%	97.3%	100.0%	91.9%
	Not specified	Count	5	1	0	1	0	3
		Percentage	2.5%	2.9%	0.0%	2.7%	0.0%	8.1%
Q7	Very Satisfied	Count	24	0	10	13	0	1
		Percentage	12.3%	0.0%	29.4%	36.1%	0.0%	2.9%
	Satisfied	Count	75	20	16	16	10	13
		Percentage	38.5%	58.8%	47.1%	44.4%	17.5%	38.2%
	Dissatisfied	Count	66	14	6	6	26	14
		Percentage	33.8%	41.2%	17.6%	16.7%	45.6%	41.2%
Very Dissatisfied	Count	30	0	2	1	21	6	
	Percentage	15.4%	0.0%	5.9%	2.8%	36.8%	17.6%	

Q8a. Satisfaction with Clarity of bills									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	4,009	921	817	741	987	186	357
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,977	914	811	733	985	182	352
		Percentage	99.2%	99.2%	99.3%	98.9%	99.8%	97.8%	98.6%
	Not specified	Count	32	7	6	8	2	4	5
		Percentage	0.8%	0.8%	0.7%	1.1%	0.2%	2.2%	1.4%
Q8A	Very Satisfied	Count	224	48	66	31	27	3	49
		Percentage	5.6%	5.3%	8.1%	4.2%	2.7%	1.6%	13.9%
	Satisfied	Count	3,676	857	736	695	926	179	283
		Percentage	92.4%	93.8%	90.8%	94.8%	94.0%	98.4%	80.4%
	Dissatisfied	Count	51	9	7	7	13	0	15
		Percentage	1.3%	1.0%	0.9%	1.0%	1.3%	0.0%	4.3%
Very Dissatisfied	Count	26	0	2	0	19	0	5	
	Percentage	0.7%	0.0%	0.2%	0.0%	1.9%	0.0%	1.4%	

Q8b. Reasons for dissatisfaction									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Hathway	
	Total	Count	77	9	9	7	32	20	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Q8b. Reasons for dissatisfaction	Answering Base	Count	64	6	7	6	29	16	
		Percentage							
	Difficult to read the bill	Count	14	0	0	0	10	4	
		Percentage	21.9%	0.0%	0.0%	0.0%	34.5%	25.0%	
	Difficult to understand the language	Count	19	0	2	1	14	2	
		Percentage	29.7%	0.0%	28.6%	16.7%	48.3%	12.5%	
	Calculations not clear	Count	47	3	4	5	23	12	
		Percentage	73.4%	50.0%	57.1%	83.3%	79.3%	75.0%	
	Item-wise charges not given	Count	27	3	1	0	17	6	
		Percentage	42.2%	50.0%	14.3%	0.0%	58.6%	37.5%	
	Others	Count	2	0	0	0	1	1	
		Percentage	3.1%	0.0%	0.0%	0.0%	3.4%	6.3%	

Q9a. Satisfaction with accuracy of charges									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	1,031	153	249	135	21	156	317
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,017	142	247	135	20	156	317
		Percentage	98.6%	92.8%	99.2%	100.0%	95.2%	100.0%	100.0%
	Not specified	Count	14	11	2	0	1	0	0
		Percentage	1.4%	7.2%	0.8%	0.0%	4.8%	0.0%	0.0%
Q9A	Very Satisfied	Count	55	17	0	6	2	1	29
		Percentage	5.4%	12.0%	0.0%	4.4%	10.0%	0.6%	9.1%
	Satisfied	Count	946	120	247	128	18	155	278
		Percentage	93.0%	84.5%	100.0%	94.8%	90.0%	99.4%	87.7%
	Dissatisfied	Count	11	5	0	0	0	0	6
		Percentage	1.1%	3.5%	0.0%	0.0%	0.0%	0.0%	1.9%
	Very Dissatisfied	Count	5	0	0	1	0	0	4
		Percentage	0.5%	0.0%	0.0%	0.7%	0.0%	0.0%	1.3%

Q9b. Reasons for dissatisfaction						
			Operator			
			Total	Airtel	Rel Com	Hathway
	Total	Count	16	5	1	10
		Percentage	100.0%	100.0%	100.0%	100.0%
Q9b. Reasons for dissatisfaction	Answering Base	Count	11	3	1	7
		Percentage				
	charges not as per tariff plan subscribed	Count	8	2	0	6
		Percentage	72.7%	66.7%	0.0%	85.7%
	tariff plan changed without information	Count	7	1	0	6
		Percentage	63.6%	33.3%	0.0%	85.7%
	charged for value added services not requested	Count	6	1	1	4
		Percentage	54.5%	33.3%	100.0%	57.1%
	charged for calls/services not made/used	Count	4	1	0	3
		Percentage	36.4%	33.3%	0.0%	42.9%
	Others	Count	2	0	0	2
		Percentage	18.2%	0.0%	0.0%	28.6%

Q10. Complaint made to customer care									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q10	Answering Base	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage							
	Yes	Count	1,675	362	308	243	464	47	251
		Percentage	33.2%	33.7%	28.9%	27.7%	46.0%	13.7%	37.2%
	No	Count	3,365	712	758	633	544	295	423
		Percentage	66.8%	66.3%	71.1%	72.3%	54.0%	86.3%	62.8%

Q11. Satisfaction with ease of access of number									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	1,675	362	308	243	464	47	251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,675	362	308	243	464	47	251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Q11	Very Satisfied	Count	106	13	40	45	2	0	6
		Percentage	6.3%	3.6%	13.0%	18.5%	0.4%	0.0%	2.4%
	Satisfied	Count	1,296	329	230	178	359	47	153
		Percentage	77.4%	90.9%	74.7%	73.3%	77.4%	100.0%	61.0%
	Dissatisfied	Count	202	19	28	17	77	0	61
		Percentage	12.1%	5.2%	9.1%	7.0%	16.6%	0.0%	24.3%
	Very Dissatisfied	Count	71	1	10	3	26	0	31
		Percentage	4.2%	0.3%	3.2%	1.2%	5.6%	0.0%	12.4%

Q12. Satisfaction with response time									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	1,675	362	308	243	464	47	251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,675	362	308	243	464	47	251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Q12	Very Satisfied	Count	51	14	10	17	2	0	8
		Percentage	3.0%	3.9%	3.2%	7.0%	0.4%	0.0%	3.2%
	Satisfied	Count	1,341	325	259	208	355	47	147
		Percentage	80.1%	89.8%	84.1%	85.6%	76.5%	100.0%	58.6%
	Dissatisfied	Count	213	21	29	16	81	0	66
		Percentage	12.7%	5.8%	9.4%	6.6%	17.5%	0.0%	26.3%
	Very Dissatisfied	Count	70	2	10	2	26	0	30
		Percentage	4.2%	0.6%	3.2%	0.8%	5.6%	0.0%	12.0%

Q13. Satisfaction with problem solving ability of CC executive									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	1,675	362	308	243	464	47	251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,675	362	308	243	464	47	251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Q13	Very Satisfied	Count	127	15	42	63	2	0	5
		Percentage	7.6%	4.1%	13.6%	25.9%	0.4%	0.0%	2.0%
	Satisfied	Count	1,266	326	229	156	357	47	151
		Percentage	75.6%	90.1%	74.4%	64.2%	76.9%	100.0%	60.2%
	Dissatisfied	Count	211	19	27	21	79	0	65
		Percentage	12.6%	5.2%	8.8%	8.6%	17.0%	0.0%	25.9%
	Very Dissatisfied	Count	71	2	10	3	26	0	30
		Percentage	4.2%	0.6%	3.2%	1.2%	5.6%	0.0%	12.0%

Q14. Satisfaction with time taken by CC executive to solve problem									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	1,675	362	308	243	464	47	251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,675	362	308	243	464	47	251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Q14	Very Satisfied	Count	103	15	42	37	2	0	7
		Percentage	6.1%	4.1%	13.6%	15.2%	0.4%	0.0%	2.8%
	Satisfied	Count	1,264	323	226	180	348	47	140
		Percentage	75.5%	89.2%	73.4%	74.1%	75.0%	100.0%	55.8%
	Dissatisfied	Count	226	21	28	20	85	0	72
		Percentage	13.5%	5.8%	9.1%	8.2%	18.3%	0.0%	28.7%
Very Dissatisfied	Count	82	3	12	6	29	0	32	
	Percentage	4.9%	0.8%	3.9%	2.5%	6.3%	0.0%	12.7%	

Q15. Satisfaction with speed of BB connection									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	5,038	1,074	1,066	876	1,007	341	674
		Percentage	100.0%	100.0%	100.0%	100.0%	99.9%	99.7%	100.0%
	Not specified	Count	2	0	0	0	1	1	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.1%	0.3%	0.0%
Q15	Very Satisfied	Count	266	64	70	48	35	1	48
		Percentage	5.3%	6.0%	6.6%	5.5%	3.5%	0.3%	7.1%
	Satisfied	Count	4,499	965	946	815	880	338	555
		Percentage	89.3%	89.9%	88.7%	93.0%	87.4%	99.1%	82.3%
	Dissatisfied	Count	239	43	42	13	78	2	61
		Percentage	4.7%	4.0%	3.9%	1.5%	7.7%	0.6%	9.1%
	Very Dissatisfied	Count	34	2	8	0	14	0	10
		Percentage	0.7%	0.2%	0.8%	0.0%	1.4%	0.0%	1.5%

Q16. Satisfaction with amount of time service is up & working									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	5,038	1,074	1,066	876	1,007	341	674
		Percentage	100.0%	100.0%	100.0%	100.0%	99.9%	99.7%	100.0%
	Not specified	Count	2	0	0	0	1	1	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.1%	0.3%	0.0%
Q16	Very Satisfied	Count	341	60	90	44	88	3	56
		Percentage	6.8%	5.6%	8.4%	5.0%	8.7%	0.9%	8.3%
	Satisfied	Count	4,461	977	944	818	837	337	548
		Percentage	88.5%	91.0%	88.6%	93.4%	83.1%	98.8%	81.3%
	Dissatisfied	Count	197	37	23	10	68	1	58
		Percentage	3.9%	3.4%	2.2%	1.1%	6.8%	0.3%	8.6%
	Very Dissatisfied	Count	39	0	9	4	14	0	12
		Percentage	0.8%	0.0%	0.8%	0.5%	1.4%	0.0%	1.8%

Q17. Problems faced with BB connection									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q17	Answering Base	Count	5,038	1,074	1,066	874	1,008	342	674
		Percentage							
	Very frequently	Count	60	5	7	3	29	0	16
		Percentage	1.2%	0.5%	0.7%	0.3%	2.9%	0.0%	2.4%
	Frequently	Count	312	27	37	28	132	0	88
		Percentage	6.2%	2.5%	3.5%	3.2%	13.1%	0.0%	13.1%
	Occasionally	Count	3,082	742	714	595	468	223	340
		Percentage	61.2%	69.1%	67.0%	68.1%	46.4%	65.2%	50.4%
Never	Count	1,584	300	308	248	379	119	230	
	Percentage	31.4%	27.9%	28.9%	28.4%	37.6%	34.8%	34.1%	

Q18. What sort of problems									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Hathway	
	Total	Count	372	32	44	31	161	104	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Q18	Answering Base	Count	340	29	39	30	153	89	
		Percentage							
	Problem was related to my computer hardware / software	Count	58	8	4	3	35	8	
		Percentage	17.1%	27.6%	10.3%	10.0%	22.9%	9.0%	
Problem was related to the broadband connection	Count	282	21	35	27	118	81		
	Percentage	82.9%	72.4%	89.7%	90.0%	77.1%	91.0%		

Q19. Satisfaction with time taken for restoration of BB connection									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4,789	973	1,041	792	981	337	665
		Percentage	95.0%	90.6%	97.7%	90.4%	97.3%	98.5%	98.7%
	Not specified	Count	251	101	25	84	27	5	9
		Percentage	5.0%	9.4%	2.3%	9.6%	2.7%	1.5%	1.3%
Q19	Very Satisfied	Count	261	46	78	37	57	2	41
		Percentage	5.4%	4.7%	7.5%	4.7%	5.8%	0.6%	6.2%
	Satisfied	Count	4,128	890	910	718	737	333	540
		Percentage	86.2%	91.5%	87.4%	90.7%	75.1%	98.8%	81.2%
	Dissatisfied	Count	319	31	36	27	158	1	66
		Percentage	6.7%	3.2%	3.5%	3.4%	16.1%	0.3%	9.9%
Very Dissatisfied	Count	81	6	17	10	29	1	18	
	Percentage	1.7%	0.6%	1.6%	1.3%	3.0%	0.3%	2.7%	



Q20. Value added services used									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q20	Answering Base	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	689	201	115	125	135	44	69
		Percentage	13.7%	18.7%	10.8%	14.3%	13.4%	12.9%	10.2%
No	Count	4,351	873	951	751	873	298	605	
	Percentage	86.3%	81.3%	89.2%	85.7%	86.6%	87.1%	89.8%	

Q21. Satisfaction with Value added services									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	689	201	115	125	135	44	69
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	680	200	110	122	135	44	69
		Percentage	98.7%	99.5%	95.7%	97.6%	100.0%	100.0%	100.0%
	Not specified	Count	9	1	5	3	0	0	0
		Percentage	1.3%	0.5%	4.3%	2.4%	0.0%	0.0%	0.0%
Q21	Very Satisfied	Count	85	51	2	6	0	1	25
		Percentage	12.5%	25.5%	1.8%	4.9%	0.0%	2.3%	36.2%
	Satisfied	Count	551	143	100	114	117	41	36
		Percentage	81.0%	71.5%	90.9%	93.4%	86.7%	93.2%	52.2%
	Dissatisfied	Count	24	3	1	1	10	2	7
		Percentage	3.5%	1.5%	0.9%	0.8%	7.4%	4.5%	10.1%
Very Dissatisfied	Count	20	3	7	1	8	0	1	
	Percentage	2.9%	1.5%	6.4%	0.8%	5.9%	0.0%	1.4%	

Q22a. Satisfaction with overall quality of BB connection									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	5,024	1,072	1,057	876	1,007	340	672
		Percentage	99.7%	99.8%	99.2%	100.0%	99.9%	99.4%	99.7%
	Not specified	Count	16	2	9	0	1	2	2
		Percentage	0.3%	0.2%	0.8%	0.0%	0.1%	0.6%	0.3%
Q22A	Very Satisfied	Count	250	64	60	36	31	1	58
		Percentage	5.0%	6.0%	5.7%	4.1%	3.1%	0.3%	8.6%
	Satisfied	Count	4,364	967	948	806	773	335	535
		Percentage	86.9%	90.2%	89.7%	92.0%	76.8%	98.5%	79.6%
	Dissatisfied	Count	304	30	35	25	153	4	57
		Percentage	6.1%	2.8%	3.3%	2.9%	15.2%	1.2%	8.5%
Very Dissatisfied	Count	106	11	14	9	50	0	22	
	Percentage	2.1%	1.0%	1.3%	1.0%	5.0%	0.0%	3.3%	

Q23. Aware of the facility that measures BB connection speed									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q23	Answering Base	Count	5,032	1,074	1,060	876	1,007	341	674
	Yes	Count	2,028	522	446	407	376	6	271
		Percentage	40.3%	48.6%	42.1%	46.5%	37.3%	1.8%	40.2%
	No	Count	3,004	552	614	469	631	335	403
Percentage		59.7%	51.4%	57.9%	53.5%	62.7%	98.2%	59.8%	

Q24. Aware of the three stage grievance redressal mechanism									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q24	Answering Base	Count	5,040	1,074	1,066	876	1,008	342	674
	Yes	Count	2,135	527	502	374	467	60	205
		Percentage	42.4%	49.1%	47.1%	42.7%	46.3%	17.5%	30.4%
	No	Count	2,905	547	564	502	541	282	469
Percentage		57.6%	50.9%	52.9%	57.3%	53.7%	82.5%	69.6%	

Q25. Which stage aware of									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q25. Which stage aware of	Answering Base	Count	4,890	1,062	1,040	837	962	333	656
	Call Centre	Count	4,848	1,062	1,033	829	958	333	633
		Percentage	99.1%	100.0%	99.3%	99.0%	99.6%	100.0%	96.5%
	Nodal Officer	Count	318	72	29	13	83	10	111
		Percentage	6.5%	6.8%	2.8%	1.6%	8.6%	3.0%	16.9%
	Appellate Authority	Count	294	153	40	7	50	1	43
		Percentage	6.0%	14.4%	3.8%	0.8%	5.2%	0.3%	6.6%
	None of these	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q26. Made complaints within last 6 months									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q26	Answering Base	Count	5,040	1,074	1,066	876	1,008	342	674
		Yes	Count	534	90	57	39	189	2
		Percentage	10.6%	8.4%	5.3%	4.5%	18.8%	0.6%	23.3%
	No	Count	4,506	984	1,009	837	819	340	517
Percentage		89.4%	91.6%	94.7%	95.5%	81.3%	99.4%	76.7%	

Q27. Docket Number									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	534	90	57	39	189	2	157
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q27	Answering Base	Count	512	85	52	39	181	2	153
		No docket number received even on request	Count	93	14	13	3	33	0
	Percentage		18.2%	16.5%	25.0%	7.7%	18.2%	0.0%	19.6%
	No docket number received for most of the complaints	Count	92	7	11	3	23	0	48
		Percentage	18.0%	8.2%	21.2%	7.7%	12.7%	0.0%	31.4%
	Docket number received for most of the complaints	Count	327	64	28	33	125	2	75
Percentage		63.9%	75.3%	53.8%	84.6%	69.1%	100.0%	49.0%	

Q28. Information given by call center									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	534	90	57	39	189	2	157
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q28	Answering Base	Count	524	90	54	39	185	2	154
		Yes	Count	434	79	44	35	145	2
	Percentage		82.8%	87.8%	81.5%	89.7%	78.4%	100.0%	83.8%
	No	Count	90	11	10	4	40	0	25
Percentage		17.2%	12.2%	18.5%	10.3%	21.6%	0.0%	16.2%	

Q29. Percentage satisfied with the complaint resolution by call center									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	534	90	57	39	189	2	157
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	525	90	54	39	188	2	152
		Percentage	98.3%	100.0%	94.7%	100.0%	99.5%	100.0%	96.8%
	Not specified	Count	9	0	3	0	1	0	5
		Percentage	1.7%	0.0%	5.3%	0.0%	0.5%	0.0%	3.2%
Q29	Very Satisfied	Count	31	12	2	3	7	0	7
		Percentage	5.9%	13.3%	3.7%	7.7%	3.7%	0.0%	4.6%
	Satisfied	Count	300	59	31	17	113	2	78
		Percentage	57.1%	65.6%	57.4%	43.6%	60.1%	100.0%	51.3%
	Dissatisfied	Count	135	12	13	11	50	0	49
		Percentage	25.7%	13.3%	24.1%	28.2%	26.6%	0.0%	32.2%
	Very Dissatisfied	Count	59	7	8	8	18	0	18
		Percentage	11.2%	7.8%	14.8%	20.5%	9.6%	0.0%	11.8%

Q30. Reasons for dissatisfaction									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Hathway	
	Total	Count	194	19	21	19	68	67	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Q30. Reasons for dissatisfaction	Answering Base	Count	192	19	21	19	67	66	
		Percentage	99.0%	100.0%	100.0%	100.0%	98.5%	98.5%	
	Difficult to connect to the call centre executive	Count	46	4	6	0	13	23	
		Percentage	24.0%	21.1%	28.6%	0.0%	19.4%	34.8%	
	Customer care executive not polite/courteous	Count	28	1	2	3	8	14	
		Percentage	14.6%	5.3%	9.5%	15.8%	11.9%	21.2%	
	Cust. care executive not equipped with adequate information	Count	54	7	5	3	11	28	
		Percentage	28.1%	36.8%	23.8%	15.8%	16.4%	42.4%	
	Time taken by call centre for redressal of compl. is too lon	Count	115	15	9	16	44	31	
		Percentage	59.9%	78.9%	42.9%	84.2%	65.7%	47.0%	
	Customer care executive was unable to understand problem	Count	30	3	6	2	6	13	
		Percentage	15.6%	15.8%	28.6%	10.5%	9.0%	19.7%	
	Others	Count	5	1	0	0	1	3	
		Percentage	2.6%	5.3%	0.0%	0.0%	1.5%	4.5%	

Q31. Billing complaint solved within 4 weeks by CC executive									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	534	90	57	39	189	2	157
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q31	Answering Base	Count	534	90	57	39	189	2	157
		Yes	Count	155	46	9	9	50	2
		Percentage	29.0%	51.1%	15.8%	23.1%	26.5%	100.0%	24.8%
	No	Count	166	14	21	11	71	0	49
		Percentage	31.1%	15.6%	36.8%	28.2%	37.6%	0.0%	31.2%
	NA	Count	213	30	27	19	68	0	69
Percentage		39.9%	33.3%	47.4%	48.7%	36.0%	0.0%	43.9%	

Q32. Awareness of contact details of nodal officer									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q32	Answering Base	Count	5,040	1,074	1,066	876	1,008	342	674
		Yes	Count	148	43	52	10	15	2
		Percentage	2.9%	4.0%	4.9%	1.1%	1.5%	0.6%	3.9%
	No	Count	4,892	1,031	1,014	866	993	340	648
		Percentage	97.1%	96.0%	95.1%	98.9%	98.5%	99.4%	96.1%

Q33. Made a complaint to nodal officer									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	148	43	52	10	15	2	26
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q33	Answering Base	Count	148	43	52	10	15	2	26
		Yes	Count	29	7	5	1	8	1
		Percentage	19.6%	16.3%	9.6%	10.0%	53.3%	50.0%	26.9%
	No	Count	119	36	47	9	7	1	19
		Percentage	80.4%	83.7%	90.4%	90.0%	46.7%	50.0%	73.1%

Q34. Nodal officer can be approached easily									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	29	7	5	1	8	1	7
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q34	Answering Base	Count	29	7	5	1	8	1	7
		Yes	Count	19	6	5	1	3	1
		Percentage	65.5%	85.7%	100.0%	100.0%	37.5%	100.0%	42.9%
	No	Count	10	1	0	0	5	0	4
		Percentage	34.5%	14.3%	0.0%	0.0%	62.5%	0.0%	57.1%

Q35. Decision on complaint intimated by Nodal officer									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	29	7	5	1	8	1	7
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q35	Answering Base	Count	29	7	5	1	8	1	7
		Yes	Count	19	7	5	1	3	1
		Percentage	65.5%	100.0%	100.0%	100.0%	37.5%	100.0%	28.6%
	No	Count	10	0	0	0	5	0	5
	Percentage	34.5%	0.0%	0.0%	0.0%	62.5%	0.0%	71.4%	

Q36. Satisfaction with redressal of complaint by nodal officer									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	29	7	5	1	8	1	7
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	29	7	5	1	8	1	7
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Q36	Satisfied	Count	15	6	4	0	4	1	0
		Percentage	51.7%	85.7%	80.0%	0.0%	50.0%	100.0%	0.0%
	Dissatisfied	Count	7	0	0	0	4	0	3
		Percentage	24.1%	0.0%	0.0%	0.0%	50.0%	0.0%	42.9%
	Very Dissatisfied	Count	7	1	1	1	0	0	4
		Percentage	24.1%	14.3%	20.0%	100.0%	0.0%	0.0%	57.1%

Q37. Reasons for dissatisfaction									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Hathway	
	Total	Count	14	1	1	1	4	7	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Q37. Reasons for dissatisfaction	Answering Base	Count	14	1	1	1	4	7	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Difficult to connect to the Nodal Officer	Count	5	0	1	0	0	4	
		Percentage	35.7%	0.0%	100.0%	0.0%	0.0%	57.1%	
	Nodal Officer not polite/courteous	Count	1	0	0	0	0	1	
		Percentage	7.1%	0.0%	0.0%	0.0%	0.0%	14.3%	
	Nodal Officer not equipped with adequate information	Count	5	0	1	0	3	1	
		Percentage	35.7%	0.0%	100.0%	0.0%	75.0%	14.3%	
	Time taken by Nodal Off for redressal of comp. is too long	Count	5	1	1	1	1	1	
		Percentage	35.7%	14.3%	20.0%	100.0%	0.0%	57.1%	



		<b>Percentage</b>	35.7%	100.0%	100.0%	100.0%	25.0%	14.3%
	<b>Nodal Officer was unable to understand the problem</b>	<b>Count</b>	3	0	1	0	0	2
		<b>Percentage</b>	21.4%	0.0%	100.0%	0.0%	0.0%	28.6%
	<b>Others</b>	<b>Count</b>	0	0	0	0	0	0
		<b>Percentage</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q38. Aware of contact details of appellate authority									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	<b>Total</b>	<b>Count</b>	5,040	1,074	1,066	876	1,008	342	674
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Q38</b>	<b>Answering Base</b>	<b>Count</b>	5,040	1,074	1,066	876	1,008	342	674
		<b>Yes</b>	<b>Count</b>	287	86	93	44	32	3
		<b>Percentage</b>	5.7%	8.0%	8.7%	5.0%	3.2%	0.9%	4.3%
	<b>No</b>	<b>Count</b>	4,753	988	973	832	976	339	645
		<b>Percentage</b>	94.3%	92.0%	91.3%	95.0%	96.8%	99.1%	95.7%

Q39. Filed complaint in last 6 months									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	<b>Total</b>	<b>Count</b>	287	86	93	44	32	3	29
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Q39</b>	<b>Answering Base</b>	<b>Count</b>	287	86	93	44	32	3	29
		<b>Yes</b>	<b>Count</b>	49	5	5	2	23	0
		<b>Percentage</b>	17.1%	5.8%	5.4%	4.5%	71.9%	0.0%	48.3%
	<b>No</b>	<b>Count</b>	238	81	88	42	9	3	15
		<b>Percentage</b>	82.9%	94.2%	94.6%	95.5%	28.1%	100.0%	51.7%

Q40. Acknowledgement received									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Hathway	
	<b>Total</b>	<b>Count</b>	49	5	5	2	23	14	
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
<b>Q40</b>	<b>Answering Base</b>	<b>Count</b>	49	5	5	2	23	14	
		<b>Yes</b>	<b>Count</b>	37	1	4	1	21	10
		<b>Percentage</b>	75.5%	20.0%	80.0%	50.0%	91.3%	71.4%	
	<b>No</b>	<b>Count</b>	12	4	1	1	2	4	
		<b>Percentage</b>	24.5%	80.0%	20.0%	50.0%	8.7%	28.6%	

Q41. Decision taken by appellate authority with 3 months								
			Operator					
			Total	Airtel	BSNL	Rel Com	VSNL	Hathway
	Total	Count	49	5	5	2	23	14
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q41	Answering Base	Count	49	5	5	2	23	14
		Yes	Count	33	3	2	0	20
	Percentage	67.3%	60.0%	40.0%	0.0%	87.0%	57.1%	
	No	Count	16	2	3	2	3	6
		Percentage	32.7%	40.0%	60.0%	100.0%	13.0%	42.9%
	Appeal filed only recently	Count	0	0	0	0	0	0
Percentage		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Q42. Aware of item wise usage charge details									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q42	Answering Base	Count	5,040	1,074	1,066	876	1,008	342	674
		Yes	Count	945	227	188	235	120	92
	Percentage	18.8%	21.1%	17.6%	26.8%	11.9%	26.9%	12.3%	
	No	Count	4,095	847	878	641	888	250	591
Percentage		81.3%	78.9%	82.4%	73.2%	88.1%	73.1%	87.7%	

Q43. Denied request of item wise usage charge details									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q43	Answering Base	Count	925	209	188	235	120	92	81
		Yes	Count	15	5	2	1	1	1
	Percentage	1.6%	2.4%	1.1%	0.4%	0.8%	1.1%	6.2%	
	No	Count	910	204	186	234	119	91	76
Percentage		98.4%	97.6%	98.9%	99.6%	99.2%	98.9%	93.8%	

Q44. Reasons for denying request									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	15	5	2	1	1	1	5
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q44. Reasons for denying request	Answering Base	Count	14	5	2	1	1	1	4
		Percentage							
	No reason given	Count	10	4	1	1	0	0	4
		Percentage	71.4%	80.0%	50.0%	100.0%	0.0%	0.0%	100.0%
	technical problem	Count	4	1	1	0	1	1	0
		Percentage	28.6%	20.0%	50.0%	0.0%	100.0%	100.0%	0.0%
	Others	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q45. Manual of practice provided									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	5,040	1,074	1,066	876	1,008	342	674
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q45	Answering Base	Count	5,025	1,074	1,061	875	1,008	333	674
		Percentage							
	Yes	Count	2,607	646	540	577	392	114	338
		Percentage	51.9%	60.1%	50.9%	65.9%	38.9%	34.2%	50.1%
	No	Count	2,418	428	521	298	616	219	336
		Percentage	48.1%	39.9%	49.1%	34.1%	61.1%	65.8%	49.9%



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

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

**For Prepaid Customers only**

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

**C. HELP SERVICES/CUSTOMER CARE**

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

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

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

**E. MAINTAINABILITY (FAULT REPAIR)**

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

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

**F. SUPPLEMENTARY SERVICES**

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

**G. OVERALL CUSTOMER SATISFACTION**

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

**H. GENERAL INFORMATION**

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



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

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

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

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

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

**THANK & TERMINATE**

## Questionnaire - Cellular mobile telephone service

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

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

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Occupation:  Service  Business/self employed  Student  Housewife  Retired

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

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

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

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

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

### A. SERVICE PROVISION

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

### B. BILLING RELATED – PREPAID CUSTOMER

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

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

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

**D. HELP SERVICES/CUSTOMER CARE**

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

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

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

**F. MAINTAINABILITY**

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

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

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

**G. OVERALL CUSTOMER SATISFACTION**

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

**H. GENERAL INFORMATION**

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



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

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

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

unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 2 No → (if no go to Q48)
44. Can you approach your Nodal Officer easily?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
45. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
46. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q46)</b> 47. Please specify the reason(s) for your dissatisfaction <b>(MULTI CODING POSSIBLE)</b>	<input type="checkbox"/> 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
<b>(Q52 to Q54 are for prepaid customers only)</b> 52. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 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	<input type="checkbox"/> 1 No reason given

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

***THANK & TERMINATE***



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

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

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

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

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

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

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

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

**F. MAINTAINABILITY**

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

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

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

**H. OVERALL CUSTOMER SATISFACTION**

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

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

**H. GENERAL**

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



<p>26. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 32)</p>
<p>27. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.</p>	<p><input type="checkbox"/> 1 No docket number received even on request</p> <p><input type="checkbox"/> 2 No docket number received for most of the complaints</p> <p><input type="checkbox"/> 3 Docket number received for most of the complaints</p>
<p>28. Did the Call Centre inform you about the action taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>29. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?</p>	<p><input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied</p> <p><input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied</p>
<p><b>(Ask this question only if 1 OR 2 is coded in Q.29)</b></p> <p>30. Please specify the reason(s) for your dissatisfaction</p> <p><b>(MULTI CODING POSSIBLE)</b></p>	<p><input type="checkbox"/> 1 Difficult to connect to the call centre executive</p> <p><input type="checkbox"/> 2 Customer care executive not polite/courteous</p> <p><input type="checkbox"/> 3 Customer care executive not equipped with adequate information</p> <p><input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long</p> <p><input type="checkbox"/> 5 Customer care executive was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p>
<p>31. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 9 Not applicable</p>
<p>32. Are you aware of the contact details of the Nodal Officer?</p>	<p><input type="checkbox"/> 1 yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 38)</p>
<p>33. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?</p>	<p><input type="checkbox"/> 1 yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q38)</p>
<p>34. Can you approach your Nodal Officer easily?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>35. Did the Nodal Officer intimate you about the decision taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>36. How satisfied are you with the redressal of the complaint by the Nodal Officer?</p>	<p><input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied</p> <p><input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied</p>

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

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