

QUALITY OF SERVICE ASSESSMENT

Report of Survey for Basic Service (Wireline), Cellular Mobile (Wireless) and Broadband

for

Maharashtra Service Area **(Period: Quarter III)**

Assessment of:

- (i) Customer Perception of Service and
- (ii) Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007

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1.1.PREFACE

Provision of world class telecommunication infrastructure and information is the key to rapid economic and social development of the country. While expansion in number of subscribers and growth of tele-density are important quantitative goals in this sector, it is important to pay attention to the Quality of Service to customers through regulatory mechanism.

The Telecom Regulatory Authority of India was established in 1997 through an Act of Parliament namely, the Telecom Regulatory Authority of India Act 1997 as amended by TRAI (Amendment) Act 2000. The Framework for consumer protection is to “Lay down the standards of quality of service to be provided by the Operator and ensure the quality of service and conduct the periodical survey of such service provided by the Operator so as to protect interest of the customers of telecommunication service”¹.

While the TRAI is the regulatory body under the Act, TDSAT is the body responsible for settlement of telecom disputes. However, individual consumer complaints do not come under the purview of either TRAI or TDSAT. Considering the fact that individual customers can not seek redressal from TRAI or TDSAT, TRAI has taken number of steps to issue various directions, regulations and orders as measures to protect the interest of the customers.

In this concern, TRAI initiates study to assess the quality of telecom services every year. The study covers the whole India comprising four metros and three circles for Basic Wireline and Cellular services.

The main aim is to assess the quality of Basic service (wireline) and Cellular Mobile services as per the “**The Standard of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulation, 2009**”, notified by TRAI on 20th March 2009 and **Quality of Service of Broadband Service Regulation, 2006 (11 of 2006) dated 6th Oct 2006**.

In May 2007, TRAI had passed a regulation titled, “**Telecom Protection and Redressal of Grievances Regulation, 2007**”. The main objective of this regulation is to lay down the norms for the Operator of Basic service (Wireline), Cellular Mobile and Broadband services in order to handle the complaints of aggrieved customers.

The salient features of this regulation are listed below:

- I. Each Telecom Operators would be required:
 - a. To set up 24x7 Toll Free Call Centre
 - b. To appoint one or more Nodal Officer in each licensed service area
 - c. To appoint one or more Appellate Authority in each licensed service area.
- II. The information as above and also contact details of Nodal Officers and Appellate Authority to be widely publicized in national and local newspaper, sales outlets, web-site and back side of their Invoice/ Bills being sent to customers.
- III. Each Operator will be required to publish abridged version of “Manual of Practices” for their customers and also make available the same on their web-sites.
- IV. The call centre, Nodal Officers and Appellate Authorities would follow the time lines as given in TRAI regulations for redressal of the complaints.

Voluntary Organization in the interest of Consumer Education (VOICE), with registered office at, 441, Jangpura, Mathura Road, New Delhi was awarded the contract for the **West Zone** comprising four circles – Maharashtra, Maharashtra including Goa, Gujarat, and Madhya Pradesh including Chattisgarh by Telecom Regulatory Authority of India (TRAI) on -----.

The present report covers the Maharashtra Service Area for all the three services

¹ www.trai.gov.in



2. METHODOLOGY

2.1 Questionnaire Building Process

VOICE with other successful bidders – MDRA for East Zone, Market Pulse for North Zone and Spectrum Planning for South Zone – submitted their draft questionnaires to TRAI in the month of March 2011. TRAI organised consultation with all the successful bidders and accordingly some minor changes were done in all three sets of questionnaires for the year 2011.

The Basic service (Wireline) questionnaire (see **Annexure 1.1**) was based on 7 broad parameters and 33 questions related to consumer perception on quality of services and other 17 questions were related to consumer perception on Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007. The cellular mobile questionnaire contained 35 questions related to quality of service whereas 18 questions on implementation and effectiveness of redressal mechanism. In the case of Broadband, questionnaire was based on 7 broad parameters and 26 questions related to consumer perception on quality of service. Whereas, in the case of perception on Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007, broadband questionnaire had same number of questions as in Cellular Mobile.

Broad parameters to assess the customer perception on quality of Basic service (Wireline), Cellular Mobile and Broadband services are listed below:

1.2.1 Basic Service (Wireline) and Cellular Mobile Telephone Service

	Customer perception of service	Benchmark
(i)	Customers satisfied with provision of services	≥ 90%
(ii)	Customers satisfied with billing performance	≥ 95%
(iii)	Customers satisfied with help services including customer grievance redressal	≥ 90%
(iv)	Customers satisfied with network performance, reliability and availability	≥ 95%
(v)	Customers satisfied with maintainability	≥ 95%
(vi)	Customers satisfied with supplementary and value added services	≥ 90%
(vii)	Customers satisfied with overall service quality	≥ 90%

1.2.3 Broadband Service

	Customer perception of service	Benchmark
(i)	Customers satisfied with provision of services	≥ 90%
(ii)	Customers satisfied with billing performance	≥ 90%
(iii)	Customers satisfied with help services	≥ 90%
(iv)	Customers satisfied with network performance, reliability and availability	≥ 85%
(v)	Customers satisfied with maintainability	≥ 85%
(vi)	Customer satisfaction with offered supplementary services and Value Added Services	≥ 85%
(vii)	Customers satisfied Overall customer satisfaction	≥ 85%



2.2 Methodology to Calculate Customer Satisfaction on Broad Parameters.

To measure the percentage of consumers satisfied on various QoS parameters a simple addition method were applied by taking in to account the sum of consumer who were either “Very satisfied” or “Satisfied” on particular parameter. Therefore, the proportion of sum total of “Very Satisfied” and “Satisfied” consumers were taken out from the total number of valid responses on the all questions of each of the broad parameter.

Consumers satisfied are ascertained using the following formula(s):

$$CS = (A / N) * 100$$

Where:

CS = % of satisfied consumers

A = (sum total of no. of subscribers who were “very satisfied” on each of the broad parameter + sum total of no. of subscribers who were “satisfied” on each of the broad parameter

N = Total sample size achieved

This implies that if all the customers are either “Very Satisfied” or “Satisfied” the operator can get a rating of 100%. On the other hand, if all the customers are “Dissatisfied” or “Very Dissatisfied”, the operator gets a score of 0%.

1.3.2 Comparison with the Benchmarking.

During the consultation with the TRAI, it was agreed that comparison with the benchmarks will be done on the basis of percentage of customers satisfied as described above.

The survey in the Maharashtra Service Area, of all the three services, was done between January 2012 and March 2012. The present report, therefore, deals with Maharashtra Service Area only.



2.3 SAMPLING METHODOLOGY

2.3.1 Basic Service (Wireline)

As per the tender document, survey agency was supposed to cover a total sample of 4,268 subscribers, to be divided among the four operators. This is shown in the table below.

Name of the Operators	Target Sample*	Covered Sample
Bharti Airtel Ltd. (Bharti)	1067	1067
Rel Communication (Rel Com)	1067	1067
Tata Teleservices (TTSL)	1067	1067
BSNL	1067	1067
Total	4268	4268

*The above sample represents the total operator wise subscribers in Maharashtra service area with 95% confidence level and 3% interval.

As per the tender document, survey agencies with the help of TRAI officials would select 10% of the SDCAs and 5% of the total exchanges in a services area. Altogether, Maharashtra circle is divided in to 304 SDCAs and 5107 exchanges. Thus, 31 SDCAs and 256 exchanges were selected for the survey. Operator wise sample covered is shown in the table below:

Maharashtra Service Area: Basic Sample							
SSA	SN	SDCA	BSNL	Bharti	Reliance Comm	TTSL	
Akola	1	Akola	28			197	225
	2	Malgaon	28				28
Amravati	3	Achalpur	44				44
	4	Amravati	44				44
Ratnagiri	5	Khed	29				29
	6	Ratnagiri	29				29
Bhir	7	Ambejogai	37				37
	8	Bhir	37				37
Dhulia	9	Dhule	29				29
	10	Shirpur	29				29
Gadchiroli	11	Desaiganj	17				17
	12	Gadchiroli	17				17
Kalyan	13	Bassein (Vasai)	27				27
	14	Kalyan	27				27
Kolhapur	15	Hatkangale (Ichalkaranji)	60				60
	16	Kolhapur	60			427	487
YAVATMAL	17	Umarkhed	42				42
	18	Yeotmal	42				42
Latur	19	Ahmedpur	35				35
	20	Latur	35				35
Osmanabad	21	Omerga	25				25
	22	Osmanabad	25				25
Goa	23	Canacona (Quepem)	13				13
	24	Panaji		53			53
	25	Ponda	13			92	105
Parbhani	26	Basmatnagar	26				26
	27	Gangakhed	26				26
Aurangabad	28	Aurangabad	49			351	400
	29	Gangapur	49				49
	30	Kannad	49				49
Satara	31	Karad	48				48
	32	Satara	48				48
Nagpur	33	Nagpur			184		184
Nasik	34	Nasik			226		226
Pune	35	Pune		507	328		835
	36	Chinchwad		507	328		835
Total			1067	1067	1067	1067	4268



2.3.1.1 Mode of interview

Two modes of interview were selected to cover the entire sample. Half of operator sample was covered through in-depth interview with the consumers' and other half was covered through telephonic interview using the technique of Computer Assisted Telephonic Interview (CATI). The sample breakup with the modes of interviews is shown below:

Mode Of Interview				
		CATI	In Person	Total
Airtel	Count	533	534	1067
	% age	50.0%	50.0%	100.0%
BSNL	Count	533	534	1067
	% age	50.0%	50.0%	100.0%
Reliance Communications	Count	533	534	1067
	% age	50.0%	50.0%	100.0%
Tata Teleservices	Count	533	534	1067
	% age	50.0%	50.0%	100.0%
Total	Count	2132	2136	4268
	% age	50.0%	50.0%	100.0%

2.3.1.2 Type wise sample distribution

None of the Service Providers had prepaid customers for their Basic Wire-line service. Hence all the postpaid customers were covered during the survey for each of the service providers.

2.3.1.3 Area wise sample distribution

As per the discussions with TRAI officials, 30% of the total sample should be covered from rural areas. Based on that the operator wise rural sample covered is shown in the table below:

Area wise distribution				
		Rural	Urban	Total
Airtel	Count	320	747	1067
	% age	30.0%	70.0%	100.0%
BSNL	Count	320	747	1067
	% age	30.0%	70.0%	100.0%
Reliance	Count	320	747	1067
	% age	30.0%	70.0%	100.0%
Tata Tele	Count	320	747	1067
	% age	30.0%	70.0%	100.0%
Total	Count	1280	2988	4268
	% age	30.0%	70.0%	100.0%

2.3.2 Cellular Mobile

As per the tender document, survey agency was supposed to cover a total sample of 11,574 subscribers, to be divided among the eleven operators. This is shown in the table below:

Operators	Target Sample*	Covered Sample
Bharti (Bharti Limited)	1067	1067
Vodafone	1067	1067
BSNL	1067	1067
Idea Cellular	1067	1067
Tata Teleservices (TTSL)	1067	1067
Aircel	1067	1067
Rel Comm (Reliance Communication)	1067	1067

Operators	Target Sample*	Covered Sample
Uninor	1067	1067
Sistema Shyam (MTS)	1067	1067
Videocon	967	0
Etisalat	1004	0
Total	11,574	9,603

*The target sample represents the total operator wise subscribers in Maharashtra service area with 95% confidence level and 3% interval.

However, the database shared by Videocon and Etisalat for carrying out telephonic interviews through CATI was outdated and majority of the customers were found to be using connections of other service providers. Also, none of the customers for these two service providers could be found while carrying out face to face interviews.

In Maharashtra service area, there are 35 districts and as per the tender document 10% of the district headquarters was considered for coverage area. Therefore, operator wise sample was distributed in four districts of Maharashtra Service Area. The following table shows the district wise sample distribution that was achieved after carrying out the survey.

Cellular Mobile: Sample distribution of Maharashtra in to district wise and Operator wise					
District	Amravati	Aurangabad	Beed	Yavatmal	Total
Vodafone Essar	280	231	245	311	1067
IDEA	280	231	245	311	1067
Bharti Airtel	280	231	245	311	1067
BSNL	280	231	245	311	1067
Aircel Limited	280	231	245	311	1067
Reliance Comm	280	231	245	311	1067
Tata teleservices	280	231	245	311	1067
Sistema shyam	280	231	245	311	1067
Uninor	280	231	245	311	1067
Total Sample	2520	2079	2205	2799	9603

2.3.2.1 Mode of interview

Two modes of interview were selected to cover the entire sample. Half of the operators sample was covered through in-depth interview with the consumers and other half through telephonic interview using the technique of Computer Assisted Telephonic interview (CATI). The following table shows the operator wise sample covered during the survey, using both the modes of interview.

Maharashtra Service Area: Operator wise sample distribution with mode of interview				
		CATI	In Person	Total
Aircel	Count	533	534	1067
	Row %	50.0%	50.0%	100.00%
BSNL	Count	533	534	1067
	Row %	50.0%	50.0%	100.00%
Bharti	Count	533	534	1067
	Row %	50.0%	50.0%	100.00%
IDEA	Count	533	534	1067
	Row %	50.0%	50.0%	100.00%
MTS	Count	533	534	1067
	Row %	50.0%	50.0%	100.00%
Rel Comm	Count	533	534	1067
	Row %	50.0%	50.0%	100.00%
TTLS	Count	533	534	1067
	Row %	50.0%	50.0%	100.00%
Uninor	Count	533	534	1067



Maharashtra Service Area: Operator wise sample distribution with mode of interview				
		CATI	In Person	Total
Vodafone	Row %	50.0%	50.0%	100.00%
	Count	533	534	1067
	Row %	50.0%	50.0%	100.00%
	Count	4797	4802	9603
Total	Row %	50.0%	50.0%	100.0%

2.3.2.2 Type wise sample distribution

The operator wise sample was further divided in to pre-paid and post paid segment. The operator wise ratio of pre paid and post paid subscriber base was organized with the help of nodal officer appointed for each of the operators. The following table shows the operator wise pre-paid and post-paid division of sample.

Maharashtra service area: Operator wise and user type wise sample distribution				
		Postpaid	Prepaid	Total
Bharti	Count	299	768	1067
	% age	28.0%	72.0%	100.0%
MTS	Count	21	1046	1067
	% age	2.0%	98.0%	100.0%
Aircel	Count	107	960	1067
	% age	10.0%	90.0%	100.0%
Uninor	Count	0	1067	1067
	% age	0.0%	100.0%	100.0%
BSNL	Count	128	939	1067
	% age	12.0%	88.0%	100.0%
Reliance Comm	Count	96	971	1067
	% age	9.0%	91.0%	100.0%
TTSL	Count	320	747	1067
	% age	30.0%	70.0%	100.0%
Idea	Count	53	1014	1067
	% age	5.0%	95.0%	100.0%
Vodafone	Count	43	1024	1067
	% age	4.0%	96.0%	100.0%
Total	Count	1067	8536	9603
	% age	11.3%	88.7%	100.0%

2.3.2.3 Area wise distribution

As per the discussions with TRAI officials, rural areas within the radius of 20 km from the district headquarters were to be covered. Based on that the operator wise rural sample covered is shown in the table below:

Maharashtra service area: Operator wise and area wise sample distribution				
		Rural	Urban	Total
Aircel	Count	320	747	1067
	Row %	30.0%	70.0%	100.00%
BSNL	Count	320	747	1067
	Row %	30.0%	70.0%	100.00%
Bharti	Count	320	747	1067
	Row %	30.0%	70.0%	100.00%
IDEA	Count	320	747	1067
	Row %	30.0%	70.0%	100.00%
MTS	Count	320	747	1067
	Row %	30.0%	70.0%	100.00%
Rel Comm	Count	320	747	1067
	Row %	30.0%	70.0%	100.00%
TTLS	Count	320	747	1067
	Row %	30.0%	70.0%	100.00%
Uninor	Count	320	747	1067
	Row %	30.0%	70.0%	100.00%



Maharashtra service area: Operator wise and area wise sample distribution				
		Rural	Urban	Total
Vodafone	Count	320	747	1067
	Row %	30.0%	70.0%	100.00%
Total	Count	2880	6723	9603
	Row %	30.0%	70.0%	100.0%

2.3.3 Broadband

In the case of Broadband, survey agency was required to obtain from Broadband operators, Central ISP Node and total number of subscribers in each circle and then work out the sample to be covered. Based on the number of subscribers the sample size was ascertained on the basis 95% confidence level and 3% confidence interval.

Operators	Target Sample*	Covered Sample
Bharti Airtel Ltd. (Bharti)	1067	1067
Rel Communications (Rel Comm)	1067	1067
BSNL	1067	1067
Sify	1067	1067
Hathway	1067	1067
You Telecom	1067	1067
Tata Comm	1067	1067
Tata teleservices	1067	1067
Tikona Digital Networks Ltd.	1067	1067
Total	9603	9603

*The target sample represents the total operator wise subscribers in the Maharashtra with 95% confidence level and 3% confidence interval.

2.3.3.1 Mode of Interview: As per the tender document, **at least** 50% of the observations/ interviews shall be based on personal interview basis and up to 50% through email or by developing web based applications. VOICE, accordingly sent emails to the database of the operator wise subscribers received from few operators and also the VOICE internal data base. However, as the number of responses to the email sent was very low, it was mutually decided with the consultation of TRAI officials that instead of sending e-mails, CATI would be used for the remaining 50% of the interviews. The following table shows the actual operators wise sample covered with the mode of interview.

Maharashtra Service Area: Operator wise sample distribution with mode of interviews				
		CATI	In Person	Total
Airtel	Count	533	534	1067
	% age	50.00%	50.00%	100.00%
BSNL	Count	533	534	1067
	% age	50.00%	50.00%	100.00%
Reliance	Count	533	534	1067
	% age	50.00%	50.00%	100.00%
Tata Comm	Count	533	534	1067
	% age	50.00%	50.00%	100.00%
Sify	Count	533	534	1067
	% age	50.00%	50.00%	100.00%
Hathway	Count	533	534	1067
	% age	50.00%	50.00%	100.00%
Tata Tele	Count	533	534	1067
	% age	50.00%	50.00%	100.00%
You Telecom	Count	533	534	1067
	% age	50.00%	50.00%	100.00%
Tikona	Count	533	534	1067



Maharashtra Service Area: Operator wise sample distribution with mode of interviews				
		CATI	In Person	Total
	% age	50.00%	50.00%	100.00%
Total	Count	4797	4806	9603
	% age	50.00%	50.00%	100.00%

2.3.3.2 Type wise sample distribution

The operator wise sample was further divided in to pre-paid and post paid segment. The operator wise ratio of pre paid and post paid subscriber base was organized with the help of nodal officer appointed for each of the operators. The following table shows the operator wise pre-paid and post-paid division of sample.

Maharashtra Service Area: Operator wise and user type wise sample distribution				
		Postpaid	Prepaid	Total
Airtel	Count	1067		1067
	% age	100.0%		100.0%
BSNL	Count	960	107	1067
	% age	90.0%	10.0%	100.0%
Reliance	Count	1067		1067
	% age	100.0%		100.0%
Tata Comm	Count	617	450	1067
	% age	57.9%	42.1%	100.0%
Sify	Count		1067	1067
	% age		100.0%	100.0%
Hathway	Count	107	960	1067
	% age	10.0%	90.0%	100.0%
Tata Tele	Count	1067		1067
	% age	100.0%		100.0%
You Telecom	Count	96	971	1067
	% age	9.0%	91.0%	100.0%
Tikona	Count	1067		1067
	% age	100.0%		100.0%
Total	Count	6048	3555	9603
	% age	63.0%	37.0%	100.0 %

2.3.3.3 Area wise distribution

As per the discussions with TRAI officials, 30% of the total sample has to be covered from rural areas. Operator wise rural sample covered is shown in the table below:

Maharashtra Metro circle: Operator wise and user type wise sample distribution				
		Rural	Urban	Total
Airtel	Count	320	747	1067
	% age	30.0%	70.0%	100.0%
BSNL	Count	320	747	1067
	% age	30.0%	70.0%	100.0%
Reliance	Count	320	747	1067
	% age	30.0%	70.0%	100.0%
Tata Comm	Count	320	747	1067
	% age	30.0%	70.0%	100.0%
Sify	Count	320	747	1067
	% age	30.0%	70.0%	100.0%
Hathway	Count	320	747	1067
	% age	30.0%	70.0%	100.0%



Maharashtra Metro circle: Operator wise and user type wise sample distribution				
		Rural	Urban	Total
Tata Tele	Count	320	747	1067
	% age	30.0%	70.0%	100.0%
You Telecom	Count	320	747	1067
	% age	30.0%	70.0%	100.0%
Tikona	Count	320	747	1067
	% age	30.0%	70.0%	100.0%
Total	Count	2880	6723	9603
	% age	30.0%	70.0%	100.0%



2.4 SAMPLE CHARACTERISTICS

2.4.1 Basic Wire-line Service

2.4.1.1 Gender Profile

Gender Profile							
		Male		Female		Total	
		Count	%	Count	%	Count	%
Airtel	Rural	268	83.8%	52	16.3%	320	100.0%
	Urban	615	82.3%	132	17.7%	747	100.0%
	Total	883	82.8%	184	17.2%	1067	100.0%
BSNL	Rural	279	87.2%	41	12.8%	320	100.0%
	Urban	638	85.4%	109	14.6%	747	100.0%
	Total	917	85.9%	150	14.1%	1067	100.0%
Reliance	Rural	277	86.6%	43	13.4%	320	100.0%
	Urban	624	83.5%	123	16.5%	747	100.0%
	Total	901	84.4%	166	15.6%	1067	100.0%
Tata Tele	Rural	275	85.9%	45	14.1%	320	100.0%
	Urban	630	84.3%	117	15.7%	747	100.0%
	Total	905	84.8%	162	15.2%	1067	100.0%
Total	Rural	1099	85.9%	181	14.1%	1280	100.0%
	Urban	2507	83.9%	481	16.1%	2988	100.0%
	Total	3795	88.9%	662	15.5%	4268	100.0%

- Altogether 4268 basic wire-line customers were covered in Maharashtra
- Of them 3795 (84.5%) were males and remaining 662 (15.5%) were females.
- Highest percentage of males were from BSNL both in rural (87.2%) and urban (85.4%) areas

2.4.1.2 Age Profile

Age Structure (in years)											
		Less than 25		25-34		35-44		More than 45		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Airtel	Rural	21	6.6%	197	61.6%	61	19.1%	41	12.8%	320	100.0%
	Urban	23	3.1%	221	29.6%	362	48.5%	141	18.9%	747	100.0%
	Total	44	4.1%	418	39.2%	423	39.6%	182	17.1%	1067	100.0%
BSNL	Rural	27	8.4%	167	52.2%	89	27.8%	37	11.6%	320	100.0%
	Urban	31	4.1%	218	29.2%	329	44.0%	169	22.6%	747	100.0%
	Total	58	5.4%	385	36.1%	418	39.2%	206	19.3%	1067	100.0%
Reliance	Rural	32	10.0%	153	47.8%	89	27.8%	46	14.4%	320	100.0%
	Urban	45	6.0%	236	31.6%	329	44.0%	137	18.3%	747	100.0%
	Total	77	7.2%	389	36.5%	418	39.2%	183	17.2%	1067	100.0%
Tata Tele	Rural	26	8.1%	159	49.7%	101	31.6%	34	10.6%	320	100.0%
	Urban	34	4.6%	241	32.3%	329	44.0%	143	19.1%	747	100.0%
	Total	60	5.6%	400	37.5%	430	40.3%	177	16.6%	1067	100.0%
Total	Rural	106	8.3%	676	52.8%	340	26.6%	158	12.3%	1280	100.0%
	Urban	133	4.5%	916	30.7%	1349	45.1%	590	19.7%	2988	100.0%
	Total	239	5.6%	1592	37.3%	1689	39.6%	748	17.5%	4268	100.0%

- Of the 4268 customers covered, major proportion belonged to the age group 35-44 years (39.6%), followed by 25-34 years (37.3%).
- 17.5% of the total sample was more than 45 years of age and remaining 5.6% were less than 25 years.



2.4.1.3 Occupational Structure

Occupational Structure													
		Service		Business/self employee		Student		Housewife		Retired		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Airtel	Rural	185	57.8%	115	35.9%	4	1.3%	14	4.4%	2	0.6%	320	100.0%
	Urban	306	41.0%	286	38.3%	18	2.4%	128	17.1%	9	1.2%	747	100.0%
	Total	491	46.0%	401	37.6%	22	2.1%	142	13.3%	11	1.0%	1067	100.0%
BSNL	Rural	177	55.3%	111	34.7%	11	3.4%	14	4.4%	7	2.2%	320	100.0%
	Urban	307	41.1%	370	49.5%	19	2.5%	37	5.0%	14	1.9%	747	100.0%
	Total	484	45.4%	481	45.1%	30	2.8%	51	4.8%	21	2.0%	1067	100.0%
Reliance	Rural	113	35.3%	185	57.8%	8	2.5%	12	3.8%	2	0.6%	320	100.0%
	Urban	232	31.1%	442	59.2%	28	3.7%	36	4.8%	9	1.2%	747	100.0%
	Total	345	32.3%	627	58.8%	36	3.4%	48	4.5%	11	1.0%	1067	100.0%
Tata Tele	Rural	137	42.8%	144	45.0%	22	6.9%	12	3.8%	5	1.6%	320	100.0%
	Urban	331	44.3%	390	52.2%	10	1.3%	14	1.9%	2	0.3%	747	100.0%
	Total	468	43.9%	534	50.0%	32	3.0%	26	2.4%	7	0.7%	1067	100.0%
Total	Rural	612	47.8%	555	43.4%	45	3.5%	52	4.1%	16	1.3%	1280	100.0%
	Urban	1176	39.4%	1488	49.8%	75	2.5%	215	7.2%	34	1.1%	2988	100.0%
	Total	1788	41.9%	2043	47.9%	120	2.8%	267	6.3%	50	1.2%	4268	100.0%

- Majority of the covered respondents were Businessman/self-employed (47.9%), followed by Service class (41.9%).
- 6.3% of the sample were housewives, 2.8% were students and remaining 1.2% were retired personnel.

2.4.1.4 Usage Type

Usage Type							
		Residential		Commercial		Total	
		Count	%	Count	%	Count	%
Airtel	Rural	194	60.6%	126	39.4%	320	100.0%
	Urban	145	19.4%	602	80.6%	747	100.0%
	Total	339	31.8%	728	68.2%	1067	100.0%
BSNL	Rural	65	20.3%	255	79.7%	320	100.0%
	Urban	89	11.9%	658	88.1%	747	100.0%
	Total	154	14.4%	913	85.6%	1067	100.0%
Reliance	Rural	174	54.4%	146	45.6%	320	100.0%
	Urban	183	24.5%	564	75.5%	747	100.0%
	Total	357	33.5%	710	66.5%	1067	100.0%
Tata Tele	Rural	47	14.7%	273	85.3%	320	100.0%
	Urban	393	52.6%	354	47.4%	747	100.0%
	Total	440	41.2%	627	58.8%	1067	100.0%
Total	Rural	480	37.5%	800	62.5%	1280	100.0%
	Urban	810	27.1%	2178	72.9%	2988	100.0%
	Total	1290	30.2%	2978	69.8%	4268	100.0%

- Around 69.8% of the sample covered was using it for commercial purpose and 30.2% were residential
- Amongst the respondents using the basic wire-line service for commercial purpose, majority were from TTSL (85.3%) in rural areas and BSNL (88.1%) in urban areas
- Amongst the residential customers majority were from Bharti (60.6%) in rural areas and TTSL (41.2%) from urban areas



2.4.2 Cellular Service

2.4.2.1 Gender Profile

Gender Profile							
		Male		Female		Total	
		Count	%	Count	%	Count	%
Airtel	Rural	262	81.9%	58	18.1%	320	100.0%
	Urban	646	86.5%	101	13.5%	747	100.0%
	Total	908	85.1%	159	14.9%	1067	100.0%
MTS	Rural	279	87.2%	41	12.8%	320	100.0%
	Urban	649	86.9%	98	13.1%	747	100.0%
	Total	928	87.0%	139	13.0%	1067	100.0%
Aircel	Rural	283	88.4%	37	11.6%	320	100.0%
	Urban	670	89.7%	77	10.3%	747	100.0%
	Total	953	89.3%	114	10.7%	1067	100.0%
Uninor	Rural	285	89.1%	35	10.9%	320	100.0%
	Urban	675	90.4%	72	9.6%	747	100.0%
	Total	960	90.0%	107	10.0%	1067	100.0%
BSNL	Rural	282	88.1%	38	11.9%	320	100.0%
	Urban	661	88.5%	86	11.5%	747	100.0%
	Total	943	88.4%	124	11.6%	1067	100.0%
Reliance Comm	Rural	296	92.5%	24	7.5%	320	100.0%
	Urban	666	89.2%	81	10.8%	747	100.0%
	Total	962	90.2%	105	9.8%	1067	100.0%
TTSL	Rural	268	83.8%	52	16.3%	320	100.0%
	Urban	665	89.0%	82	11.0%	747	100.0%
	Total	933	87.4%	134	12.6%	1067	100.0%
Idea	Rural	299	93.4%	21	6.6%	320	100.0%
	Urban	680	91.0%	67	9.0%	747	100.0%
	Total	979	91.8%	88	8.2%	1067	100.0%
Vodafone	Rural	296	92.5%	24	7.5%	320	100.0%
	Urban	669	89.6%	78	10.4%	747	100.0%
	Total	965	90.4%	102	9.6%	1067	100.0%
Total	Rural	2550	88.5%	330	11.5%	2880	100.0%
	Urban	5981	89.0%	742	11.0%	6723	100.0%
	Total	8531	88.8%	1072	11.2%	9603	100.0%

- Altogether 9604 cellular customers were covered in Maharashtra
- Of them 8603 (89.58%) were males and remaining 1001 (10.42%) were females.
- Highest percentage of males were from Idea in both rural (93.4%) and urban (91.0%) areas

2.4.2.2 Age Profile

Age Structure (in years)											
		Less than 25		25-34		35-44		More than 45		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Airtel	Rural	38	11.9%	160	50.0%	97	30.3%	25	7.8%	320	100.0%
	Urban	108	14.5%	363	48.6%	207	27.7%	69	9.2%	747	100.0%
	Total	146	13.7%	523	49.0%	304	28.5%	94	8.8%	1067	100.0%
MTS	Rural	10	3.1%	127	39.7%	106	33.1%	77	24.1%	320	100.0%
	Urban	33	4.4%	330	44.2%	260	34.8%	124	16.6%	747	100.0%



Age Structure (in years)											
		Less than 25		25-34		35-44		More than 45		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Aircel	Total	43	4.0%	457	42.8%	366	34.3%	201	18.8%	1067	100.0%
	Rural	14	4.4%	159	49.7%	133	41.6%	14	4.4%	320	100.0%
	Urban	90	12.0%	403	53.9%	232	31.1%	22	2.9%	747	100.0%
	Total	104	9.7%	562	52.7%	365	34.2%	36	3.4%	1067	100.0%
Uninor	Rural	20	6.3%	156	48.8%	136	42.5%	8	2.5%	320	100.0%
	Urban	131	17.5%	394	52.7%	205	27.4%	17	2.3%	747	100.0%
	Total	151	14.2%	550	51.5%	341	32.0%	25	2.3%	1067	100.0%
BSNL	Rural	3	0.9%	87	27.2%	112	35.0%	118	36.9%	320	100.0%
	Urban	43	5.8%	223	29.9%	276	36.9%	205	27.4%	747	100.0%
	Total	46	4.3%	310	29.1%	388	36.4%	323	30.3%	1067	100.0%
Reliance Comm	Rural	25	7.8%	157	49.1%	122	38.1%	16	5.0%	320	100.0%
	Urban	240	32.1%	313	41.9%	159	21.3%	35	4.7%	747	100.0%
	Total	265	24.8%	470	44.0%	281	26.3%	51	4.8%	1067	100.0%
TTSL	Rural	63	19.7%	79	24.7%	136	42.5%	42	13.1%	320	100.0%
	Urban	50	6.7%	364	48.7%	215	28.8%	118	15.8%	747	100.0%
	Total	113	10.6%	443	41.5%	351	32.9%	160	15.0%	1067	100.0%
Idea	Rural	50	15.6%	118	36.9%	122	38.1%	30	9.4%	320	100.0%
	Urban	94	12.6%	285	38.2%	255	34.1%	113	15.1%	747	100.0%
	Total	144	13.5%	403	37.8%	377	35.3%	143	13.4%	1067	100.0%
Vodafone	Rural	62	19.4%	105	32.8%	112	35.0%	41	12.8%	320	100.0%
	Urban	179	24.0%	302	40.4%	173	23.2%	93	12.4%	747	100.0%
	Total	241	22.6%	407	38.1%	285	26.7%	134	12.6%	1067	100.0%
Total	Rural	285	9.9%	1148	39.9%	1076	37.4%	371	12.9%	2880	100.0%
	Urban	968	14.4%	2977	44.3%	1982	29.5%	796	11.8%	6723	100.0%
	Total	1253	13.0%	4125	43.0%	3058	31.8%	1167	12.2%	9603	100.0%

- Major proportion of the respondents belonged to the age group 25-34 years (43.0%), followed by 35-44 years (31.8%).
- 13.0% of the total samples were less than 25 years and remaining 12.2% were more than 45 years of age.

2.4.2.3 Occupational Structure

Occupational Structure													
		Service		Business/self employee		Student		Housewife		Retired		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Airtel	Rural	231	72.2%	22	6.9%	27	8.4%	38	11.9%	2	0.6%	320	100.0%
	Urban	481	64.4%	130	17.4%	104	13.9%	23	3.1%	9	1.2%	747	100.0%
	Total	712	66.7%	152	14.2%	131	12.3%	61	5.7%	11	1.0%	1067	100.0%
MTS	Rural	210	65.6%	61	19.1%	34	10.6%	13	4.1%	2	0.6%	320	100.0%
	Urban	473	63.3%	170	22.8%	60	8.0%	41	5.5%	3	0.4%	747	100.0%
	Total	683	64.0%	231	21.6%	94	8.8%	54	5.1%	5	0.5%	1067	100.0%
Aircel	Rural	147	45.9%	98	30.6%	60	18.8%	14	4.4%	1	0.3%	320	100.0%
	Urban	361	48.3%	200	26.8%	161	21.6%	21	2.8%	4	0.5%	747	100.0%
	Total	508	47.6%	298	27.9%	221	20.7%	35	3.3%	5	0.5%	1067	100.0%
Uninor	Rural	163	50.9%	84	26.3%	59	18.4%	12	3.8%	2	0.6%	320	100.0%
	Urban	342	45.8%	196	26.2%	175	23.4%	28	3.7%	6	0.8%	747	100.0%
	Total	505	47.3%	280	26.2%	234	21.9%	40	3.7%	8	0.7%	1067	100.0%



Occupational Structure													
		Service		Business/self employee		Student		Housewife		Retired		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
BSNL	Rural	67	20.9%	224	70.0%	23	7.2%	5	1.6%	1	0.3%	320	100.0%
	Urban	236	31.6%	374	50.1%	56	7.5%	76	10.2%	5	0.7%	747	100.0%
	Total	303	28.4%	598	56.0%	79	7.4%	81	7.6%	6	0.6%	1067	100.0%
Reliance Comm	Rural	108	33.8%	148	46.3%	56	17.5%	6	1.9%	2	0.6%	320	100.0%
	Urban	323	43.2%	172	23.0%	211	28.2%	38	5.1%	3	0.4%	747	100.0%
	Total	431	40.4%	320	30.0%	267	25.0%	44	4.1%	5	0.5%	1067	100.0%
TTSL	Rural	163	50.9%	82	25.6%	55	17.2%	19	5.9%	1	0.3%	320	100.0%
	Urban	383	51.3%	212	28.4%	119	15.9%	31	4.1%	2	0.3%	747	100.0%
	Total	546	51.2%	294	27.6%	174	16.3%	50	4.7%	3	0.3%	1067	100.0%
Idea	Rural	170	53.1%	77	24.1%	63	19.7%	6	1.9%	4	1.3%	320	100.0%
	Urban	313	41.9%	296	39.6%	106	14.2%	15	2.0%	17	2.3%	747	100.0%
	Total	483	45.3%	373	35.0%	169	15.8%	21	2.0%	21	2.0%	1067	100.0%
Vodafone	Rural	127	39.7%	132	41.3%	55	17.2%	4	1.3%	2	0.6%	320	100.0%
	Urban	337	45.1%	228	30.5%	136	18.2%	22	2.9%	24	3.2%	747	100.0%
	Total	464	43.5%	360	33.7%	191	17.9%	26	2.4%	26	2.4%	1067	100.0%
Total	Rural	1386	48.1%	928	32.2%	432	15.0%	117	4.1%	17	0.6%	2880	100.0%
	Urban	3249	48.3%	1978	29.4%	1128	16.8%	295	4.4%	73	1.1%	6723	100.0%
	Total	4635	48.3%	2906	30.3%	1560	16.2%	412	4.3%	90	0.9%	9603	100.0%

- Majority of the respondents were from Service class (48.3%), followed by Businessman/self employed (30.3%).
- 16.2% of the sample was students, 4.3% were housewives and remaining 0.9% were retired personnel.

2.4.2.4 Usage Type

Usage Type							
		Residential		Commercial		Total	
		Count	%	Count	%	Count	%
Airtel	Rural	306	95.6%	14	4.4%	320	100.0%
	Urban	722	96.7%	25	3.3%	747	100.0%
	Total	1028	96.3%	39	3.7%	1067	100.0%
MTS	Rural	308	96.3%	12	3.8%	320	100.0%
	Urban	733	98.1%	14	1.9%	747	100.0%
	Total	1041	97.6%	26	2.4%	1067	100.0%
Aircel	Rural	279	87.2%	41	12.8%	320	100.0%
	Urban	651	87.1%	96	12.9%	747	100.0%
	Total	930	87.2%	137	12.8%	1067	100.0%
Uninor	Rural	292	91.3%	28	8.8%	320	100.0%
	Urban	691	92.5%	56	7.5%	747	100.0%
	Total	983	92.1%	84	7.9%	1067	100.0%
BSNL	Rural	312	97.5%	8	2.5%	320	100.0%
	Urban	729	97.6%	18	2.4%	747	100.0%
	Total	1041	97.6%	26	2.4%	1067	100.0%
Reliance Comm	Rural	288	90.0%	32	10.0%	320	100.0%
	Urban	695	93.0%	52	7.0%	747	100.0%
	Total	983	92.1%	84	7.9%	1067	100.0%
TTSL	Rural	301	94.1%	19	5.9%	320	100.0%



Usage Type							
		Residential		Commercial		Total	
		Count	%	Count	%	Count	%
	Urban	721	96.5%	26	3.5%	747	100.0%
	Total	1022	95.8%	45	4.2%	1067	100.0%
Idea	Rural	311	97.2%	9	2.8%	320	100.0%
	Urban	732	98.0%	15	2.0%	747	100.0%
	Total	1043	97.8%	24	2.2%	1067	100.0%
Vodafone	Rural	304	95.0%	16	5.0%	320	100.0%
	Urban	720	96.4%	27	3.6%	747	100.0%
	Total	1024	96.0%	43	4.0%	1067	100.0%
Total	Rural	2701	93.8%	179	6.2%	2880	100.0%
	Urban	6394	95.1%	329	4.9%	6723	100.0%
	Total	9095	94.7%	508	5.3%	9603	100.0%

- Altogether 9604 cellular customers were covered in Maharashtra
- Around 94.7% of the sample covered was residential and 5.3% were using it for commercial purpose.

2.4.3 Broadband service

2.4.3.1 Gender Profile

Gender Profile							
		Male		Female		Total	
		Count	%	Count	%	Count	%
Airtel	Rural	288	90.0%	32	10.0%	320	100.0%
	Urban	660	88.4%	87	11.6%	747	100.0%
	Total	948	88.8%	119	11.2%	1067	100.0%
BSNL	Rural	279	87.2%	41	12.8%	320	100.0%
	Urban	660	88.4%	87	11.6%	747	100.0%
	Total	939	88.0%	128	12.0%	1067	100.0%
Reliance Comm	Rural	274	85.6%	46	14.4%	320	100.0%
	Urban	659	88.2%	88	11.8%	747	100.0%
	Total	933	87.4%	134	12.6%	1067	100.0%
Tata Comm	Rural	278	86.9%	42	13.1%	320	100.0%
	Urban	658	88.1%	89	11.9%	747	100.0%
	Total	936	87.7%	131	12.3%	1067	100.0%
Sify	Rural	269	84.1%	51	15.9%	320	100.0%
	Urban	669	89.6%	78	10.4%	747	100.0%
	Total	938	87.9%	129	12.1%	1067	100.0%
Hathway	Rural	272	85.0%	48	15.0%	320	100.0%
	Urban	660	88.4%	87	11.6%	747	100.0%
	Total	932	87.3%	135	12.7%	1067	100.0%
TTSL	Rural	277	86.6%	43	13.4%	320	100.0%
	Urban	671	89.8%	76	10.2%	747	100.0%
	Total	948	88.8%	119	11.2%	1067	100.0%
You Telecom	Rural	275	85.9%	45	14.1%	320	100.0%
	Urban	675	90.4%	72	9.6%	747	100.0%
	Total	950	89.0%	117	11.0%	1067	100.0%
Tikona	Rural	268	83.8%	52	16.3%	320	100.0%
	Urban	678	90.8%	69	9.2%	747	100.0%
	Total	946	88.7%	121	11.3%	1067	100.0%



Gender Profile							
		Male		Female		Total	
		Count	%	Count	%	Count	%
Total	Rural	2480	86.1%	400	13.9%	2880	100.0%
	Urban	5990	89.1%	733	10.9%	6723	100.0%
	Total	8470	88.2%	1133	11.8%	9603	100.0%

- Altogether 9603 broadband customers were covered in Maharashtra Service Area
- Of them 8470 (88.2%) were males and remaining 1133 (11.8%) were females.
- Highest percentage of males were covered in Airtel (90.0%) in rural areas and Tikona (90.8%) in urban areas

2.4.3.2 Age Profile

Age Structure (in years)											
		Less than 25		25-34		35-44		More than 45		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Airtel	Rural	16	5.0%	87	27.2%	162	50.6%	55	17.2%	320	100.0%
	Urban	46	6.2%	312	41.8%	318	42.6%	71	9.5%	747	100.0%
	Total	62	5.8%	399	37.4%	480	45.0%	126	11.8%	1067	100.0%
BSNL	Rural	12	3.8%	178	55.6%	126	39.4%	4	1.3%	320	100.0%
	Urban	31	4.1%	351	47.0%	351	47.0%	14	1.9%	747	100.0%
	Total	43	4.0%	529	49.6%	477	44.7%	18	1.7%	1067	100.0%
Reliance Comm	Rural	31	9.7%	153	47.8%	124	38.8%	12	3.8%	320	100.0%
	Urban	76	10.2%	295	39.5%	270	36.1%	106	14.2%	747	100.0%
	Total	107	10.0%	448	42.0%	394	36.9%	118	11.1%	1067	100.0%
Tata Comm	Rural	14	4.4%	148	46.3%	151	47.2%	7	2.2%	320	100.0%
	Urban	34	4.6%	339	45.4%	298	39.9%	76	10.2%	747	100.0%
	Total	48	4.5%	487	45.6%	449	42.1%	83	7.8%	1067	100.0%
Sify	Rural	27	8.4%	155	48.4%	134	41.9%	4	1.3%	320	100.0%
	Urban	55	7.4%	365	48.9%	310	41.5%	17	2.3%	747	100.0%
	Total	82	7.7%	520	48.7%	444	41.6%	21	2.0%	1067	100.0%
Hathway	Rural	31	9.7%	162	50.6%	123	38.4%	4	1.3%	320	100.0%
	Urban	72	9.6%	312	41.8%	292	39.1%	71	9.5%	747	100.0%
	Total	103	9.7%	474	44.4%	415	38.9%	75	7.0%	1067	100.0%
TTSL	Rural	34	10.6%	159	49.7%	67	20.9%	60	18.8%	320	100.0%
	Urban	63	8.4%	339	45.4%	225	30.1%	120	16.1%	747	100.0%
	Total	97	9.1%	498	46.7%	292	27.4%	180	16.9%	1067	100.0%
You Telecom	Rural	21	6.6%	147	45.9%	148	46.3%	4	1.3%	320	100.0%
	Urban	47	6.3%	408	54.6%	284	38.0%	8	1.1%	747	100.0%
	Total	68	6.4%	555	52.0%	432	40.5%	12	1.1%	1067	100.0%
Tikona	Rural	21	6.6%	160	50.0%	86	26.9%	53	16.6%	320	100.0%
	Urban	27	3.6%	329	44.0%	241	32.3%	150	20.1%	747	100.0%
	Total	48	4.5%	489	45.8%	327	30.6%	203	19.0%	1067	100.0%
Total	Rural	207	7.2%	1349	46.8%	1121	38.9%	203	7.0%	2880	100.0%
	Urban	451	6.7%	3050	45.4%	2589	38.5%	633	9.4%	6723	100.0%
	Total	658	6.9%	4399	45.8%	3710	38.6%	836	8.7%	9603	100.0%

- Major proportion of the respondents belonged to the age group 25-34 years (45.8%), followed by 35-44 years (38.6%).
- 8.7% of the total samples were more than 45 years of age and remaining 6.9% were less than 25 years.



2.4.3.3 Occupational Structure

Occupational Structure													
		Service		Business/self employee		Student		Housewife		Retired		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Airtel	Rural	172	53.8%	127	39.7%	6	1.9%	14	4.4%	1	0.3%	320	100.0%
	Urban	523	70.0%	147	19.7%	18	2.4%	56	7.5%	3	0.4%	747	100.0%
	Total	695	65.1%	274	25.7%	24	2.2%	70	6.6%	4	0.4%	1067	100.0%
BSNL	Rural	54	16.9%	132	41.3%	101	31.6%	32	10.0%	1	0.3%	320	100.0%
	Urban	176	23.6%	316	42.3%	199	26.6%	55	7.4%	1	0.1%	747	100.0%
	Total	230	21.6%	448	42.0%	300	28.1%	87	8.2%	2	0.2%	1067	100.0%
Reliance Comm	Rural	148	46.3%	167	52.2%	2	0.6%	2	0.6%	1	0.3%	320	100.0%
	Urban	374	50.1%	344	46.1%	11	1.5%	17	2.3%	1	0.1%	747	100.0%
	Total	522	48.9%	511	47.9%	13	1.2%	19	1.8%	2	0.2%	1067	100.0%
Tata Comm	Rural	102	31.9%	113	35.3%	84	26.3%	20	6.3%	1	0.3%	320	100.0%
	Urban	451	60.4%	202	27.0%	70	9.4%	15	2.0%	9	1.2%	747	100.0%
	Total	553	51.8%	315	29.5%	154	14.4%	35	3.3%	10	0.9%	1067	100.0%
Sify	Rural	21	6.6%	156	48.8%	124	38.8%	19	5.9%			320	100.0%
	Urban	169	22.6%	332	44.4%	221	29.6%	25	3.3%			747	100.0%
	Total	190	17.8%	488	45.7%	345	32.3%	44	4.1%			1067	100.0%
Hathway	Rural	46	14.4%	113	35.3%	126	39.4%	35	10.9%			320	100.0%
	Urban	322	43.1%	291	39.0%	104	13.9%	30	4.0%			747	100.0%
	Total	368	34.5%	404	37.9%	230	21.6%	65	6.1%			1067	100.0%
TTSL	Rural	103	32.2%	189	59.1%	16	5.0%	12	3.8%			320	100.0%
	Urban	394	52.7%	286	38.3%	35	4.7%	32	4.3%			747	100.0%
	Total	497	46.6%	475	44.5%	51	4.8%	44	4.1%			1067	100.0%
You Telecom	Rural	16	5.0%	129	40.3%	134	41.9%	40	12.5%	1	0.3%	320	100.0%
	Urban	109	14.6%	293	39.2%	262	35.1%	82	11.0%	1	0.1%	747	100.0%
	Total	125	11.7%	422	39.6%	396	37.1%	122	11.4%	2	0.2%	1067	100.0%
Tikona	Rural	153	47.8%	120	37.5%	30	9.4%	17	5.3%			320	100.0%
	Urban	410	54.9%	252	33.7%	57	7.6%	28	3.7%			747	100.0%
	Total	563	52.8%	372	34.9%	87	8.2%	45	4.2%			1067	100.0%
Total	Rural	815	28.3%	1246	43.3%	623	21.6%	191	6.6%	5	0.2%	2880	100.0%
	Urban	2928	43.6%	2463	36.6%	977	14.5%	340	5.1%	15	0.2%	6723	100.0%
	Total	3743	39.0%	3709	38.6%	1600	16.7%	531	5.5%	20	0.2%	9603	100.0%

- Majority of the respondents were from Service class (39.0%), followed by Businessman/self employed (38.6%).
- 16.7% of the sample was students, 5.5% were housewives and remaining 0.2% were retired personnel.

2.4.3.4 Usage Type

Usage Type							
		Residential		Commercial		Total	
		Count	%	Count	%	Count	%
Airtel	Rural	121	37.8%	199	62.2%	320	100.0%
	Urban	486	65.1%	261	34.9%	747	100.0%
	Total	607	56.9%	460	43.1%	1067	100.0%
BSNL	Rural	121	37.8%	199	62.2%	320	100.0%
	Urban	335	44.8%	412	55.2%	747	100.0%
	Total	456	42.7%	611	57.3%	1067	100.0%
Reliance Comm	Rural	196	61.3%	124	38.8%	320	100.0%
	Urban	714	95.6%	33	4.4%	747	100.0%



		Usage Type					
		Residential		Commercial		Total	
		Count	%	Count	%	Count	%
Tata Comm	Total	910	85.3%	157	14.7%	1067	100.0%
	Rural	170	53.1%	150	46.9%	320	100.0%
	Urban	585	78.3%	162	21.7%	747	100.0%
	Total	755	70.8%	312	29.2%	1067	100.0%
Sify	Rural	139	43.4%	181	56.6%	320	100.0%
	Urban	495	66.3%	252	33.7%	747	100.0%
	Total	634	59.4%	433	40.6%	1067	100.0%
Hathway	Rural	136	42.5%	184	57.5%	320	100.0%
	Urban	598	80.1%	149	19.9%	747	100.0%
	Total	734	68.8%	333	31.2%	1067	100.0%
TTSL	Rural	263	82.2%	57	17.8%	320	100.0%
	Urban	728	97.5%	19	2.5%	747	100.0%
	Total	991	92.9%	76	7.1%	1067	100.0%
You Telecom	Rural	138	43.1%	182	56.9%	320	100.0%
	Urban	366	49.0%	381	51.0%	747	100.0%
	Total	504	47.2%	563	52.8%	1067	100.0%
Tikona	Rural	274	85.6%	46	14.4%	320	100.0%
	Urban	729	97.6%	18	2.4%	747	100.0%
	Total	1003	94.0%	64	6.0%	1067	100.0%
Total	Rural	1558	54.1%	1322	45.9%	2880	100.0%
	Urban	5036	74.9%	1687	25.1%	6723	100.0%
	Total	6594	68.7%	3009	31.3%	9603	100.0%

- Around 68.7% of the sample covered was residential and 31.3% were using it for commercial purpose.
- Among those using it for residential purpose, majority were from Tikona (85.6% in rural and 97.6% in urban areas)

3 EXECUTIVE SUMMARY

3.1 Customer Satisfaction Survey -Basic Service (Wireline)

Subscribers' perception of Basic (wireline) service was assessed for "7" defined parameters through 33 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 17 questions. As regard to the **Maharashtra Service Area** performance of operators, operators are able to meet the prescribed parameters' benchmark with respect to quality of service. However, none of the operators were able to meet all the prescribed parameters of performance. The findings with respect to major parameters on quality of service are as follows:

3.1.1: Customer satisfaction with overall services (Benchmark >90%)

The customer perception of overall satisfaction level is good in Maharashtra service area as **all were able to meet the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 92.5% to 95.0% in rural areas and from 94.0% to 96.3% in urban areas
- The **highest** percentages of **customers satisfied** were found with Rel Comm in both rural (95.0%) and urban (96.3%) areas
- The lowest percentages of customers satisfied were found with TTSL in both rural (92.5%) and urban (94.0%) areas.

3.1.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is fair in Maharashtra metro circle as **Bharti and TTSL in rural areas** could not **meet the benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 93.8% to 96.9% in rural areas and from 97.2% to 97.5% in urban areas.
- The **highest** percentage of **customers satisfied** were found with BSNL (96.9%) in rural areas and Rel Comm and BSNL (97.5% each) in urban areas.
- The lowest percentages of customers satisfied were found with TTSL in both rural (93.8%) areas and urban (97.2%) areas.

3.1.3: Billing (Benchmark >95%)

None of the service providers had prepaid customers. Hence, the survey was conducted only for post-paid customers. **All the operators met the benchmark of 95%**.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 96.5% to 99.1% in rural areas and from 97.8% to 99.0% in urban areas
- The **highest percentage of satisfied consumers** with billing services was achieved by BSNL (99.1%) in rural areas and Rel Comm (99.0%) in urban areas
- The **lowest percentage of satisfied consumers** with billing service in the **pre-paid segment** was achieved by Rel Comm (96.5%) in rural areas and TTSL (97.8%) in urban areas



3.1.4: Maintainability (**Benchmark >95%**)

The customer perception of the parameter maintainability is poor in Maharashtra metro circle as out of 4 operators none of them met the benchmark of 95%.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 85.0% to 88.0% in rural areas and from 78.6% to 91.5% in urban areas.
- The **highest percentage of customers satisfied** was found with Rel Comm in both rural (88.0%) and urban (89.5%) areas.
- The lowest percentages of customers satisfied were found with BSNL and TTSL in rural (85.0% each) and TTSL in urban areas (82.1%)

3.1.5: Help Services/ Customer Care (**Benchmark >90%**)

The customer perception of the parameter help service/ customer care is good in Maharashtra metro circle as **all the operators met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 91.4% to 98.5% in rural areas and from 96.2% to 98.9% in urban areas
- The **highest percentage of customers satisfied** was found with Bharti (98.5%) in rural areas and Rel Comm (98.9%) in urban areas
- The lowest percentages of customers satisfied were found with TTSL (91.4%) in rural areas and BSNL (96.2%) in urban areas.

3.1.6: Consumers Protection and Redressal of Grievances

- Awareness level was found to be substantial in the case of call centre/ customer care help line numbers as this was reported by 98.3% of the consumers surveyed.
- Awareness about the contact details of nodal officer was found among 2.1% of the consumers surveyed, with maximum in the case of BSNL (3.4% in rural and 3.6% in urban areas).
- Similarly there has not been any marked improvement in the case of awareness about the contact details of Appellate authority only 2.1% reported so - maximum in the case of Rel Comm (3.4%) in rural areas and TTSL (2.8%) in urban areas
- Highest numbers of complaints to the call centre, within last six months, were made by Bharti subscribers (16.3%) in rural areas and BSNL (20.3%) in urban areas.
- Overall only 22.1% confirmed that they had received the docket number of most of their complaints. This was reported highest in the case of Bharti (40.1%) in rural areas and Rel Comm (34.0%) in urban areas)

3.2 Customer Satisfaction Survey (Cellular Mobile)

Subscribers' perception of cellular service was assessed for "7" defined parameters through 35 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 15 questions. As regard to the **Maharashtra service area** performance of operators, very few of the operators are meeting the prescribed parameters' benchmark with respect to quality of service. None of the operators were able to meet all the prescribed parameters of performance. The findings with respect to major parameters on quality of service are as follows:

3.2.1: Customer satisfaction with overall services (Benchmark >90%)

The customer perception of overall satisfaction level is modest in Maharashtra metro circle as **3 operators in rural areas and 2 in urban areas could not meet the benchmark of 90%.**

- In terms of **customers satisfied**, the achievement level of the operators ranged from 87.5% to 94.1% in rural areas and from 89.8% to 92.6% in urban areas.
- The **highest** percentage of **customers satisfied** was found with Vodafone in rural areas and BSNL and TTSL in urban areas.
- The lowest percentages of customers satisfied were found Uninor (87.5%) in rural area and MTS (89.8%) in urban areas.

3.2.2: Network Performance (Benchmark >95%)

The customer perception of the network performance parameter is poor in Maharashtra metro circle as none of the operators **met the benchmark of 95%.**

- In terms of **customers satisfied**, the achievement level of the operators ranged from 85.6% to 94.0% in rural areas and from 90.3% to 93.2% in urban areas.
- The **highest** percentages of **customers satisfied** were found Idea (94.0%) in rural areas and TTSL (93.2%) in urban areas.
- The lowest customer percentages of customers satisfied were found with Aircel in rural areas (85.6%) and by Uninor in urban areas (90.3%).

3.2.3: Billing (Benchmark >95%)

The survey was conducted separately for post-paid and pre-paid customers. In the case of **pre paid services** only BSNL, Reliance and Idea in rural areas and only BSNL in urban areas were found to be meeting the benchmark of >95%. However, in the case of **post paid**, only Rel Comm TTSL and Bharti in urban areas and Vodafone in rural areas were found to be meeting the benchmark of >95%.

- In terms of **customers satisfied**, the achievement level of the operators, in the case of **pre-paid segment**, ranged from 92.4% to 97.1% in rural areas and from 91.4% to 95.8% in urban areas. Whereas in the case of **post-paid**, it ranged from 86.4% to 97.6% in rural areas and from 86.5% to 98.1% in urban areas.
- The **highest percentage of satisfied consumers** with billing services, in **pre-paid segment** was achieved by BSNL in both rural (97.1%) and urban (95.8%) areas. In the case of **post paid segment** the highest percentage of satisfied consumer was attained by Vodafone (97.6%) in rural areas and Rel Comm (98.1%) in urban areas.
- The **lowest percentage of satisfied consumers** with billing service in the **pre-paid segment** was achieved by MTS in both rural (92.4%) and urban (91.4%) areas. In the case of **post-paid segment** the **lowest percentage of consumers** was attained IDEA in rural (86.4%) and urban (89.1%) areas.

3.2.4: Maintainability (Benchmark >95%)

While recording the customer perception on maintainability parameter in Maharashtra metro circle it was found that only Idea in both rural and urban areas were able to **meet the benchmark of 95%.**



- In terms of **customers satisfied**, the achievement level of the operators ranged from 69.79.1% to 97.7% in rural areas and 88.3% to 95.1% in urban areas.
- The **highest percentage of customer satisfied** was found with Idea in both rural as well as urban areas.
- The lowest percentages of customers satisfied were found with Aircel in both rural as well as urban areas.

3.2.5: Help Services/ Customer Care (Benchmark >90%)

The customer perception of the parameter help service/ customer care is poor in Maharashtra service area as only Vodafone and TTSL in rural areas and Bharti in urban areas **could meet the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 73.1% to 92% in rural areas and 80.1% to 95.5% in urban areas
- The **highest percentage of customers satisfied** were found with Vodafone (92%) in rural areas and Bharti (95.5%) in urban areas.
- The lowest percentages of customers satisfied were found with Aircel in both rural as well as urban areas.

3.2.6: Supplementary services (Benchmark >90%)

The customer perception of the supplementary services parameter is not satisfactory in Maharashtra metro circle as Aircel, Uninor, BSNL, TTSL, Idea and Vodafone in both rural and urban areas **-met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 82.8% to 97.9% in rural areas and from 88.6% to 95.4% in urban areas
- The **highest percentages of customers satisfied** were found with Vodafone (97.9%) in rural area and with IDEA (95.4%) in urban areas.
- The lowest customer percentages of customers satisfied were found with Bharti in rural (82.8%) and MTS (88.6%) in urban areas.

3.2.7: Consumers Protection and Redressal of Grievances

- Awareness level was found to be high in the case of call centre/ customer care help line numbers as this was reported by 87.0% of consumers surveyed.
- Awareness about the contact details of nodal officer was found higher as this was reported by 17.1% of the consumers surveyed, with maximum in the case of BSNL (26.9%) in rural areas and urban areas (19.9%).
- However, the awareness about contact detail of the Appellate Authority was found amongst 14.3% with maximum in the case of Vodafone (19.1%) in rural areas and BSNL (15.4%) in urban areas
- Highest number of complaints to the call centre, within last six months, was made by Aircel subscribers in rural (33.0 %) and urban (26.7%) areas
- Overall only 30.3% confirmed that they had received the docket number of most of their complaints. This was reported highest in the case of Aircel (34.8%) in rural areas and Idea (37.8%) in urban areas



3.3 Customer Satisfaction Survey (Broadband)

Subscribers' perception of Broadband service was assessed for "7" defined parameters through 26 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 18 questions. As regard to the **Maharashtra service area** performance of operators, very few of the operators are meeting the prescribed parameters' benchmark with respect to quality of service. None of the operators were able to meet all the prescribed parameters of performance. The findings with respect to major parameters on quality of service are as follows:

3.3.1: Customers satisfied with overall services (Benchmark >85%)

The customer perception of overall service is quite reasonable in Maharashtra metro circle as **all, except one in rural areas and another in urban areas, met the benchmark of 85%.**

- In terms of **customer satisfied**, the achievement level of the operators ranged from 84.4% to 96.6% in rural areas and from 84.5% to 99.1% in urban areas.
- The **highest** percentages of **customers satisfied** were found with Tata Comm (96.6%) in rural areas and BSNL (99.1%) in urban areas
- The lowest percentages of customers satisfied were found with TTSL in both rural (84.4%) and urban (84.5%) areas.

3.3.2: Network Performance (Benchmark >85%)

The customer perception of the parameter network performance is not satisfactory in Maharashtra service area as four operators in rural areas and two in urban areas did not meet the **benchmark of 85%.**

- In terms of **customers satisfied**, the achievement level of the operators ranged from 82.7% to 91.1% in rural areas and from 83.1% to 95.6% in urban areas.
- The **highest customers satisfied** were found with Tata Comm (91.1%) in rural areas and BSNL (95.6%) in urban areas
- The lowest customers satisfied were found with You Telecom (82.7%) in rural areas and by Tikona (83.1%) in urban areas.

3.3.3: Billing (Benchmark >90%)

The survey was conducted separately for post-paid and pre-paid customers. In the case of **pre paid services all the operators providing prepaid services were able to meet the benchmark of 90%.** However, in the case of **post paid**, all, except You telecomm and Hathway in rural areas and You Telecom in urban areas, **providing postpaid services met the benchmark of 90%.**

- In terms of **customers satisfied**, the achievement level of the operators, in the case of pre-paid segment, ranged from 92.7% to 96.1% in rural areas and from 92.6% to 94.9% in urban areas. Whereas in the case of post-paid, it ranged from 88.5% to 97.9% in rural areas and from 86.8% to 97.4% in urban areas
- The **highest percentage of satisfied consumers** with billing services, in **pre-paid segment** was achieved Hathway (96.1%) in rural areas and with Sify (94.9%) in urban areas. In the case of **post paid segment** the highest percentage of satisfied consumers was attained by Tikona (97.9%) in rural areas and BSNL (97.4%) in urban areas



- The **lowest percentage of satisfied consumers** with billing service in the **pre-paid segment** was achieved by You Telecom (92.7%) in rural areas and with Tata Comm (92.6%) in urban areas. In the case of **post-paid segment** the **lowest percentage of consumers** was attained by You telecomm in both rural areas (88.5%) and urban areas (86.8%).

3.3.4: Maintainability (Benchmark >85%)

The customer perception of the parameter maintainability is poor in Maharashtra metro circle as none of the operators met the benchmark of 85%.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 50.0% to 75.0% in rural areas and from 47.4% to 71.1% in urban areas
- The **highest percentage of satisfied consumers** with maintainability was achieved by Rel Comm (75.0%) in rural areas and BSNL (71.1%) in urban areas.
- The lowest percentages of customers satisfied were found with Sify in both rural areas (50.0%) and in urban areas(47.4%).

3.3.5: Help Services/ Customer Care (Benchmark >90%)

The customer perception of the parameter help service/ customer care is not satisfactory in Maharashtra service area as three in rural areas as well as in urban areas could not **meet the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 87.3% to 99.3% in rural areas and from 87.7% to 99.1% in urban areas.
- The **highest percentage of customers satisfied** were found with BSNL and Hathway (99.3%) in rural areas and BSNL (99.1%) in urban areas
- The lowest percentages of customers satisfied were found with TTSL (87.3%) in rural areas and Rel Comm (87.7%) in urban areas.

3.3.6: Consumers Protection and Redressal of Grievances

- Awareness level was found quite high in the case of call centre/ customer care help line numbers as this was reported by 95.9% of consumers surveyed.
- Awareness about the contact details of nodal officer was found among 15.5% of the consumers surveyed, with maximum in the case of Sify in rural areas (19.4%) and Hathway in urban areas (19.0%).
- There has been some improvement in the case of awareness about the contact details of Appellate authority as this was reported by 13.4% of the broadband subscribers surveyed
- Highest numbers of complaints to the call centre, within last six months, were made by Tata Comm in rural areas (5.9%) and from Hathway in urban areas (5.4%).
- Overall only 37.8% confirmed that they had received the docket number for most of their complaints.

4 DETAIL REPORT



4.1 PERFORMANCE COMPLIANCE

4.1.1 PERFORMANCE COMPLIANCE CSS – Basic Service (Wireline), Maharashtra Circle

The following table shows the performance of Basic service operators in Maharashtra Service Area on various parameters.

Basic Service (Wireline) (SERVICE AREA - MAHARASHTRA) - Parameter Based Performance Compliance										
Name of the Operator	Sample Size	Customers Satisfied With Provision of service	Customers satisfied with Billing performance		Customers satisfied with Help Services	Customers satisfied with Network performance reliability and availability	Customers satisfied with Maintainability	Customers Satisfied with Supplementary services	Customers satisfied with overall services	
			Postpaid	Prepaid						
Benchmark		>90%	>95%	>95%	>90%	>95%	>95%	>90%	>90%	
SERVICE AREA – MAHARASHTRA										
Bharti	Rural	320	91.7%	97.9%	98.5%	94.0%	85.7%	98.4%	94.8%	
	Urban	747	91.7%	98.3%	97.2%	97.4%	84.7%	97.3%	95.0%	
	Overall	1067	91.7%	98.2%	97.5%	96.8%	89.7%	97.6%	94.2%	
BSNL	Rural	320	93.3%	99.1%	94.8%	96.9%	85.0%	98.5%	94.7%	
	Urban	747	92.0%	98.1%	96.2%	97.5%	83.3%	98.7%	94.9%	
	Overall	1067	92.5%	98.4%	95.8%	97.3%	80.6%	98.6%	94.8%	
Rel Comm	Rural	320	94.4%	96.5%	96.8%	95.4%	88.0%	97.9%	95.0%	
	Urban	747	95.4%	99.0%	98.9%	97.5%	89.5%	96.2%	96.3%	
	Overall	1067	95.3%	98.3%	98.4%	96.9%	88.9%	96.6%	95.9%	
TTSL	Rural	320	90.6%	97.6%	91.4%	93.8%	85.0%	96.3%	92.5%	
	Urban	747	90.9%	97.8%	98.0%	97.2%	82.1%	97.7%	94.0%	
	Overall	1067	90.8%	97.8%	96.3%	96.2%	82.9%	97.2%	93.5%	

- The analysis reveal that in terms of meeting the benchmark, the performance of **Rel Comm** was better than other two operators in Maharashtra service area. It was able to meet benchmark criteria on 6 out of 7 parameters. However on the issue of **maintainability** it was not able to achieve the 95% benchmark.
- Bharti and Tata were able to meet the benchmark in 5 parameters in rural areas and 6 parameters in urban areas. While **both** the operators were **not able** to achieve the desired benchmark standard on **maintainability** in urban areas, in rural areas they failed to meet the benchmark in **network performance and maintainability**.

The analysis reveals that, Rel Comm was above the other operators who were providing basic wire-line services in Maharashtra Service Area.

4.1.2 PERFORMANCE COMPLIANCE CSS – Cellular Mobile, Maharashtra Circle

The following table shows the performance of cellular operators in Maharashtra Service Area on various parameters.

CSS Cellular (SERVICE AREA - MAHARASHTRA) - Parameter Based Performance Compliance										
Name of the Operator	Sample Size	Customers Satisfied With Provision of service	Customers satisfied with Billing performance		Customers satisfied with Help Services	Customers satisfied with Network performance reliability and availability	Customers satisfied with Maintainability	Customers Satisfied with Supplementary services	Customers satisfied with overall services	
			Postpaid	Prepaid						
	Benchmark	>90%	>95%	>95%	>90%	>95%	>95%	>90%	>90%	
SERVICE AREA – MAHARASHTRA										
Bharti	Rural	320	94.0%	93.7%	93.1%	89.9%	91.0%	93.9%	82.8%	92.2%
	Urban	747	95.5%	96.5%	92.2%	93.7%	92.8%	92.9%	89.3%	92.1%
	Overall	1067	95.1%	95.7%	92.5%	92.1%	92.3%	93.6%	86.7%	92.7%
MTS	Rural	320	92.5%	85.8%	92.4%	89.8%	91.6%	88.4%	89.9%	89.7%
	Urban	747	94.7%	89.3%	91.4%	88.5%	91.8%	88.8%	88.6%	89.8%
	Overall	1067	94.2%	88.2%	91.7%	89.1%	91.7%	88.6%	89.1%	89.8%
Aircel	Rural	320	94.4%	94.3%	93.9%	83.3%	85.6%	79.1%	90.4%	88.8%
	Urban	747	96.3%	94.5%	93.8%	82.6%	91.1%	88.3%	90.5%	91.4%
	Overall	1067	95.6%	94.4%	93.8%	82.9%	89.4%	88.1%	91.4%	90.6%
Uninor	Rural	320	91.0%		93.5%	81.0%	86.0%	82.5%	90.1%	87.5%
	Urban	747	93.0%		92.5%	81.5%	90.3%	90.0%	90.7%	89.7%
	Overall	1067	92.4%		92.8%	81.3%	89.0%	87.8%	90.5%	89.0%
BSNL	Rural	320	96.2%	94.3%	97.1%	84.0%	91.5%	90.9%	91.3%	92.2%
	Urban	747	95.2%	94.1%	95.8%	87.5%	92.7%	91.5%	90.3%	92.6%
	Overall	1067	95.4%	94.1%	96.2%	86.0%	92.3%	89.9%	90.7%	92.5%
Rel Comm	Rural	320	96.0%	92.6%	96.9%	82.2%	88.3%	85.8%	89.9%	90.3%
	Urban	747	95.1%	98.1%	94.3%	86.1%	92.2%	90.5%	89.9%	92.4%
	Overall	1067	95.4%	96.4%	95.1%	84.8%	91.0%	89.1%	89.9%	91.8%
TTSL	Rural	320	96.3%	90.5%	94.1%	92.4%	93.3%	90.2%	90.9%	93.1%
	Urban	747	96.5%	97.7%	94.2%	86.0%	93.2%	89.4%	94.1%	92.6%
	Overall	1067	96.5%	95.6%	94.2%	88.6%	93.2%	90.0%	93.0%	92.8%
Idea	Rural	320	97.0%	86.4%	96.6%	88.8%	94.0%	97.7%	94.9%	93.8%
	Urban	747	94.4%	89.1%	93.2%	83.9%	91.4%	95.1%	95.4%	91.7%
	Overall	1067	95.0%	88.3%	94.2%	85.9%	92.2%	95.9%	95.6%	92.3%
Vodafone	Rural	320	94.1%	97.6%	93.7%	94.0%	93.2%	93.4%	97.9%	94.1%
	Urban	747	93.7%	89.6%	93.4%	85.2%	92.2%	92.0%	92.4%	91.6%
	Overall	1067	93.8%	92.0%	93.4%	89.0%	92.5%	93.2%	94.6%	92.3%

The analysis reveals that in terms of meeting the benchmark, the performance of **Vodafone and Idea** were better than other 7 operators in Maharashtra service area in rural areas. Both were able to meet benchmark criteria on five out of eight parameters in rural areas. However, **in urban areas the performance of Bharti, BSNL, Rel Comm and TTSL were better than others.**

- Other operators were not able to meet the benchmark on most of the parameters. MTS was able to meet the benchmark only on one parameter, namely, provision of service.
- The new operator, who has entered Maharashtra at the beginning of the year 2011, MTS was able to meet benchmark on only one parameter. Another new entrant, Uninor, was however able to meet the benchmark on two parameters.

The analysis reveals that, **BSNL, Vodafone and Idea** are the operators whose services are better than other operators in Maharashtra Service Area. The other operators were not able to meet performance benchmark on most of the parameters set by the TRAI.

4.1.3 PERFORMANCE COMPLIANCE CSS – Broadband, Maharashtra Service Area

The following table shows the performance of broadband operators in Maharashtra Service Area on various parameters.

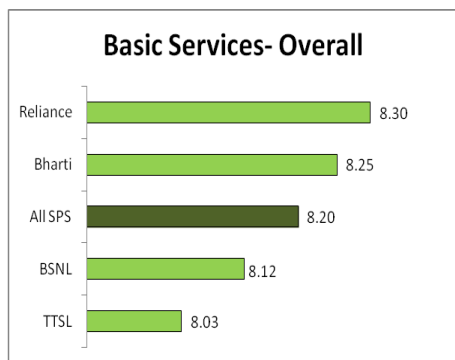
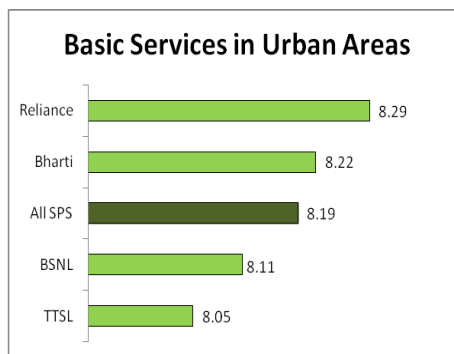
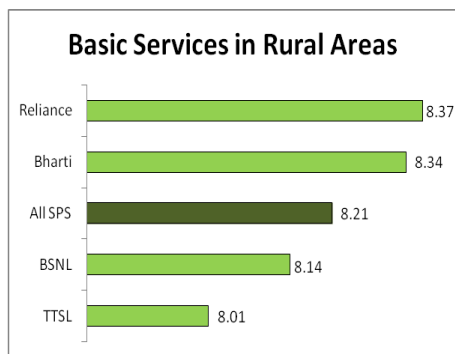
Broadband (SERVICE AREA - MAHARASHTRA) - Parameter Based Performance Compliance										
Name of the Operator		Sample Size	Customers Satisfied With Provision of service	Customers satisfied with Billing performance		Customers satisfied with Help Services	Customers satisfied with Network performance reliability and availability	Customers satisfied with Maintainability	Customers Satisfied with Supplementary services	Customers satisfied with overall services
				Postpaid	Prepaid					
Benchmark			90%	90%	90%	90%	85%	85%	85%	85%
SERVICE AREA – MAHARASHTRA										
Bharti	Rural	320	98.8%	96.5%		89.8%	90.8%	60.0%	83.7%	89.7%
	Urban	747	99.1%	96.6%		91.7%	92.8%	58.3%	90.2%	91.7%
	Overall	1067	99.0%	96.6%		91.2%	92.2%	58.7%	88.8%	90.2%
BSNL	Rural	320	96.6%	90.2%	95.8%	99.3%	85.8%	70.6%	85.9%	92.5%
	Urban	747	97.1%	97.4%	94.4%	99.1%	95.6%	71.1%	95.0%	98.7%
	Overall	1067	96.9%	95.3%	94.8%	99.1%	92.6%	70.9%	91.4%	97.1%
Rel Comm	Rural	320	99.1%	97.3%		89.8%	84.8%	75.0%	88.4%	89.4%
	Urban	747	96.7%	95.6%		87.7%	89.5%	69.8%	91.9%	88.4%
	Overall	1067	97.4%	96.1%		88.3%	88.1%	71.2%	91.0%	88.7%
Tata Comm	Rural	320	92.2%	97.5%	93.4%	98.1%	91.1%	64.7%	90.3%	96.6%
	Urban	747	96.1%	96.4%	92.6%	90.4%	89.1%	53.7%	91.3%	91.0%
	Overall	1067	94.9%	96.7%	92.8%	92.7%	89.7%	56.9%	91.1%	92.7%
Sify	Rural	320	93.8%		95.0%	98.6%	83.9%	50.0%	98.3%	94.1%
	Urban	747	96.0%		94.9%	98.9%	92.9%	47.4%	91.4%	98.5%
	Overall	1067	95.3%		94.9%	98.8%	90.2%	48.2%	93.5%	97.2%
Hathway	Rural	320	98.1%	89.7%	96.1%	99.3%	89.5%	58.8%	97.0%	93.4%
	Urban	747	99.3%	90.9%	94.3%	97.7%	90.2%	52.4%	84.6%	91.3%
	Overall	1067	99.0%	90.6%	94.9%	98.1%	90.0%	54.2%	88.3%	91.9%
TTSL	Rural	320	99.1%	96.9%		87.3%	83.3%	61.9%	94.6%	84.4%
	Urban	747	98.5%	95.9%		87.8%	84.1%	62.5%	85.9%	84.5%
	Overall	1067	98.7%	96.2%		87.7%	83.8%	62.3%	87.8%	84.4%
You Telecom	Rural	320	93.1%	88.5%	92.7%	98.0%	82.7%	72.2%	87.9%	87.8%
	Urban	747	94.1%	86.8%	93.4%	97.7%	93.8%	47.6%	90.2%	89.4%
	Overall	1067	93.8%	87.3%	93.2%	97.8%	90.4%	55.0%	89.4%	88.9%
Tikona	Rural	320	99.1%	97.9%		94.6%	87.3%	66.7%	85.7%	85.3%
	Urban	747	98.7%	96.5%		89.1%	83.1%	64.6%	94.1%	83.8%
	Overall	1067	98.8%	96.9%		90.5%	84.4%	65.2%	93.2%	84.3%

- The analysis reveals that in terms of meeting the benchmark, the performance of **Bharti, BSNL, Tata comm and Sify in urban areas** and **BSNL, Tata Comm in rural areas** was better than other operators in Maharashtra service area. They were able to meet the benchmark criteria on 7 out of 8 parameters.
- They were followed by Hathway and You Telecom in urban areas and Sify, Hathway and Tikona in rural areas as they were able to meet the benchmark on all but two parameters.
- However, TTSL and Tikona** was able to meet the benchmark criteria on only 3 parameters in urban areas.

The analysis reveals that, performance of **Bharti, BSNL, Tata Comm and Sify in urban areas** and **BSNL and Tata Comm in rural areas** in broadband services was comparatively better than other operators in Maharashtra Service Area.

4.1.4 Overall rating of SPs

4.1.4.1 Basic Wire-line Service



- Overall ratings, on a scale of 1-10, where 10 is very good and 1 is very bad, reveals that Reliance with the mean score of 8.37 in rural areas and 8.29 in urban areas have scored highest points.

- Overall ratings, on a scale of 1-10, where 10 is very good and 1 is very bad, reveals that Reliance with the mean score of 8.38 (8.39 in Urban and 8.37 in rural areas) comes first followed by Bharti (8.22 in urban and 8.34 in rural areas)
- TTSL and BSNL scored less than the average score attained by all the service providers.
- The differences in the means are significant at .05 level and their services are not homogenous.
- This could be seen from the ANOVA analysis shown below

Test of Homogeneity of Variances

Levene Statistic	df1	df2	Sig.
80.763	3	4264	.000

ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	74.334	3	24.778	19.714	.000
Within Groups	5359.368	4264	1.257		
Total	5433.703	4267			

Further application of Games Howell Multiple Comparison post hoc analysis shows that the mean difference between Bharti and Reliance as well as between BSNL and TTSL is not significant at .05 level.

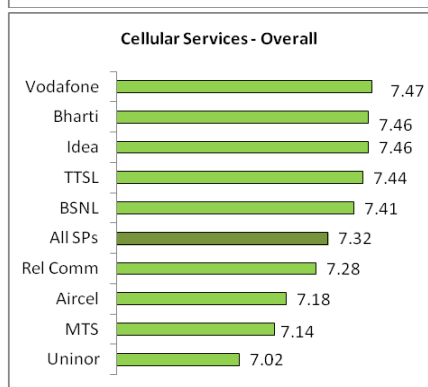
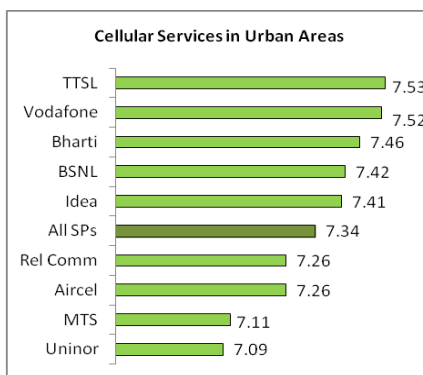
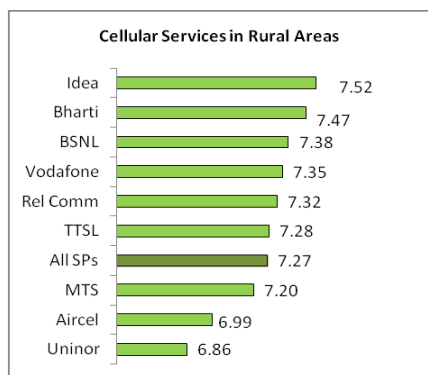
Games Howell Multiple Comparisons

(I) S1.1	(J) S1.1	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
Airtel	BSNL	.130*	0.049	0.038	0.00	0.26
	Reliance	-.0124	0.050	0.051	-.026	0.00
	Tata Tele	.214*	0.051	0.000	0.09	0.35
BSNL	Airtel	-.130*	0.049	0.038	-.026	0.00
	Reliance	-.254*	0.046	0.000	-.038	-.014
	Tata Tele	0.081	0.047	0.223	-.003	0.21
Reliance	Airtel	0.124	0.050	0.051	0.00	0.26
	BSNL	.257*	0.046	0.000	0.14	0.38
	Tata Tele	.349*	0.048	0.000	0.22	0.47
Tata Tele	Airtel	-.219*	0.051	0.000	-.035	-.009
	BSNL	-0.089	0.047	0.223	-.021	0.03
	Reliance	-.349*	0.048	0.000	-.047	-.022

*. The mean difference is significant at the 0.05 level.



4.1.4.2 Cellular service



- Overall ratings, on a scale of 1-10, where 10 is very good and 1 is very bad, reveals that Idea with a mean score of 7.52 is the highest scorer in rural areas.
- Likewise TTSL with the mean score of 7.53 has scored the highest in urban areas.

- Overall ratings, on a scale of 1-10, where 10 is very good and 1 is very bad, reveals that Vodafone with a mean score of 7.47 (Urban, 7.52 and Rural 7.35) has scored the highest. Idea and Bharti with the mean score of 7.46 are not far behind
- 4 out of 9 of the service providers have scored less than the average score attained by all the service providers.
- The differences in the means are significant at .05 level and their services are not homogenous.
- This could be seen from the ANOVA analysis shown below

Test of Homogeneity of Variances

Levene Statistic	df1	df2	Sig.
36.163	8	9594	.000

ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	244.744	8	30.593	12.164	.000
Within Groups	24128.722	9594	2.515		
Total	24373.466	9602			

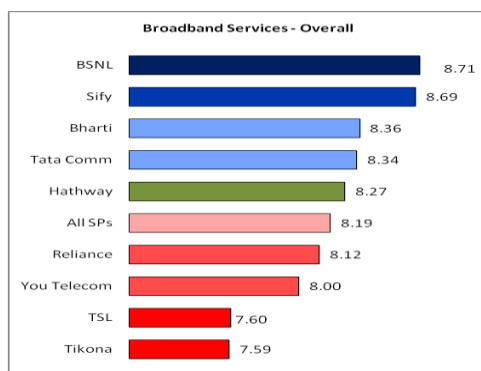
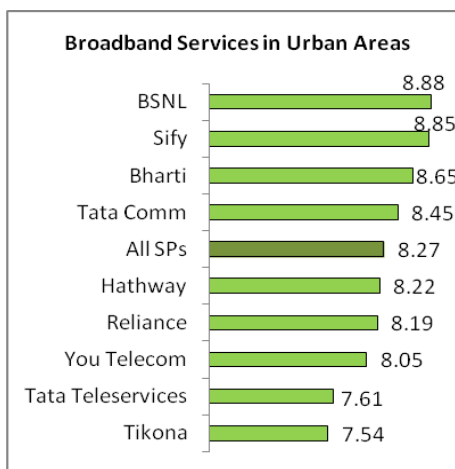
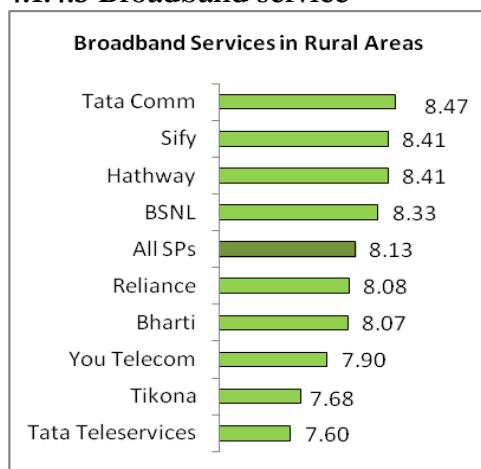
Further application of Games Howell Multiple Comparison post hoc analysis shows that the mean difference between many of the operators is not significant at 0.05 significance level. This could be seen in the following table.

Multiple Comparisons						
QH_35 Games-Howell						
(I) S1.1	(J) S1.1	Difference	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
Bharti	BSNL	0.052	0.074	0.999	-0.180	0.280
	Rel Comm	0.187	0.079	0.305	-0.060	0.430
	TTSL	0.024	0.074	1.000	-0.210	0.250
	Idea	0.003	0.081	1.000	-0.250	0.260
	Vodafone	-0.007	0.084	1.000	-0.270	0.250
	MTS	.326*	0.081	0.002	0.070	0.580
	Aircel	.285*	0.073	0.003	0.060	0.510
BSNL	Uninor	.441*	0.079	0.000	0.200	0.690
	Bharti	-0.052	0.074	0.999	-0.280	0.180
	Rel Comm	0.135	0.062	0.416	-0.060	0.330
	TTSL	-0.028	0.055	1.000	-0.200	0.140
	Idea	-0.05	0.064	0.998	-0.250	0.150
	Vodafone	-0.059	0.067	0.994	-0.270	0.150
	MTS	.274*	0.064	0.001	0.070	0.470
Rel Comm	Aircel	.232*	0.054	0.000	0.070	0.400
	Uninor	.389*	0.061	0.000	0.200	0.580
	Bharti	-0.187	0.079	0.305	-0.430	0.060
	BSNL	-0.135	0.062	0.416	-0.330	0.060
	TTSL	-0.163	0.062	0.174	-0.360	0.030
	Idea	-0.185	0.071	0.180	-0.400	0.030
	Vodafone	-0.194	0.073	0.166	-0.420	0.030
TTSL	MTS	0.139	0.071	0.569	-0.080	0.360
	Aircel	0.097	0.061	0.805	-0.090	0.290
	Uninor	.254*	0.068	0.005	0.040	0.460
	Bharti	-0.024	0.074	1.000	-0.250	0.210
	BSNL	0.028	0.055	1.000	-0.140	0.200
	Rel Comm	0.163	0.062	0.174	-0.030	0.360
	Idea	-0.022	0.064	1.000	-0.220	0.180
Idea	Vodafone	-0.031	0.067	1.000	-0.240	0.180
	MTS	.302*	0.065	0.000	0.100	0.500
	Aircel	.261*	0.054	0.000	0.090	0.430
	Uninor	.417*	0.061	0.000	0.230	0.610
	Bharti	-0.003	0.081	1.000	-0.260	0.250
	BSNL	0.05	0.064	0.998	-0.150	0.250
	Rel Comm	0.185	0.071	0.180	-0.030	0.400
Vodafone	TTSL	0.022	0.064	1.000	-0.180	0.220
	Vodafone	-0.009	0.075	1.000	-0.240	0.220
	MTS	.323*	0.073	0.000	0.100	0.550
	Aircel	.282*	0.063	0.000	0.090	0.480
	Uninor	.439*	0.070	0.000	0.220	0.660
	Bharti	0.007	0.084	1.000	-0.250	0.270
	BSNL	0.059	0.067	0.994	-0.150	0.270
MTS	Rel Comm	0.194	0.073	0.166	-0.030	0.420
	TTSL	0.031	0.067	1.000	-0.180	0.240
	Idea	0.009	0.075	1.000	-0.220	0.240
	MTS	.333*	0.075	0.000	0.100	0.570
	Aircel	.291*	0.066	0.000	0.090	0.500
	Uninor	.448*	0.072	0.000	0.220	0.670
	Bharti	-.326*	0.081	0.002	-0.580	-0.070
Aircel	BSNL	-.274*	0.064	0.001	-0.470	-0.070
	Rel Comm	-0.139	0.071	0.569	-0.360	0.080
	TTSL	-.302*	0.065	0.000	-0.500	-0.100
	Idea	-.323*	0.073	0.000	-0.550	-0.100
	Vodafone	-.333*	0.075	0.000	-0.570	-0.100
	Aircel	-0.041	0.064	0.999	-0.240	0.160
	Uninor	0.115	0.070	0.777	-0.100	0.330
Uninor	Bharti	-.285*	0.073	0.003	-0.510	-0.060
	BSNL	-.232*	0.054	0.000	-0.400	-0.070
	Rel Comm	-0.097	0.061	0.805	-0.290	0.090
	TTSL	-.261*	0.054	0.000	-0.430	-0.090
	Idea	-.282*	0.063	0.000	-0.480	-0.090
	Vodafone	-.291*	0.066	0.000	-0.500	-0.090
	MTS	0.041	0.064	0.999	-0.160	0.240
Uninor	Uninor	0.157	0.060	0.185	-0.030	0.340
	Bharti	-.441*	0.079	0.000	-0.690	-0.200
	BSNL	-.389*	0.061	0.000	-0.580	-0.200
	Rel Comm	-.254*	0.068	0.005	-0.460	-0.040
	TTSL	-.417*	0.061	0.000	-0.610	-0.230
	Idea	-.439*	0.070	0.000	-0.660	-0.220
	Vodafone	-.448*	0.072	0.000	-0.670	-0.220
Aircel	MTS	-0.115	0.070	0.777	-0.330	0.100
	Aircel	-0.157	0.060	0.185	-0.340	0.030

*. The mean difference is significant at the 0.05 level.



4.1.4.3 Broadband service



- Overall ratings, on a scale of 1-10, where 10 is very good and 1 is very bad, reveals that Tata comm. with a mean score of 8.47 has scored highest in rural areas.
- However, in urban areas BSNL with a mean score of 8.88 has come first

- Overall ratings, on a scale of 1-10, where 10 is very good and 1 is very bad, reveals that Tata Comm with a mean score of 8.47 has scored highest.
- 5 out of 9 of the service providers have scored less than the average score attained by all the service providers.
- The differences in the means are significant at .05 level and their services are not homogenous.
- This could be seen from the ANOVA analysis shown below

Test of Homogeneity of Variances

Levene Statistic	df1	df2	Sig.
23.180	8	9594	.000

ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	100.155	8	12.519	13.386	.000
Within Groups	8973.136	9594	.935		
Total	9073.290	9602			

Further application of Games Howell Multiple Comparison post hoc analysis shows that the mean difference between many of the operators is not significant at 0.05 significance level. This could be seen in the following table.

Multiple Comparisons

QH_26
Games-Howell

		Mean Difference (I- J)	Std. Error	Sig.	95% Confidence Interval	
(I) S1.1	(J) S1.1				Lower Bound	Upper Bound
Airtel	BSNL	.094	.039	.299	-.03	.22
	Reliance	.162*	.035	.000	.05	.27
	Tata Comm	.035	.038	.992	-.08	.15
	Sify	.142*	.035	.002	.03	.25
	Hathway	.173*	.037	.000	.06	.29
	Tata Tele	.313*	.041	.000	.19	.44
	You Telecom	.185*	.040	.000	.06	.31
	Tikona	.314*	.041	.000	.19	.44
BSNL	Airtel	-.094	.039	.299	-.22	.03
	Reliance	-.068	.041	.762	-.06	.20
	Tata Comm	-.059	.043	.907	-.19	.07
	Sify	.049	.041	.958	-.08	.18
	Hathway	.080	.043	.639	-.05	.21
	Tata Tele	.219*	.046	.000	.08	.36
	You Telecom	.091	.045	.540	-.05	.23
	Tikona	.220*	.046	.000	.08	.36
Reliance	Airtel	-.162*	.035	.000	-.27	-.05
	BSNL	-.068	.041	.762	-.20	.06
	Tata Comm	-.127*	.039	.031	-.25	.00
	Sify	-.020	.037	1.000	-.13	.09
	Hathway	.011	.039	1.000	-.11	.13
	Tata Tele	.151*	.042	.011	.02	.28
	You Telecom	.022	.042	1.000	-.11	.15
	Tikona	.152*	.043	.011	.02	.28
Tata Comm	Airtel	-.035	.038	.992	-.15	.08
	BSNL	.059	.043	.907	-.07	.19
	Reliance	.127*	.039	.031	.01	.25
	Sify	.108	.039	.127	-.01	.23
	Hathway	.139*	.041	.021	.01	.27
	Tata Tele	.278*	.044	.000	.14	.42
	You Telecom	.150*	.044	.018	.01	.29
	Tikona	.279*	.045	.000	.14	.42
Sify	Airtel	-.142*	.035	.002	-.25	-.03
	BSNL	-.049	.041	.958	-.18	.08
	Reliance	.020	.037	1.000	-.09	.13
	Tata Comm	-.108	.039	.127	-.23	.01
	Hathway	.031	.039	.997	-.09	.15
	Tata Tele	.171*	.042	.002	.04	.30
	You Telecom	.042	.042	.985	-.09	.17
	Tikona	.172*	.043	.002	.04	.30
Hathway	Airtel	-.173*	.037	.000	-.29	-.06
	BSNL	-.080	.043	.639	-.21	.05
	Reliance	-.011	.039	1.000	-.13	.11
	Tata Comm	-.139*	.041	.021	-.27	-.01
	Sify	-.031	.039	.997	-.15	.09
	Tata Tele	.140*	.044	.040	.00	.28
	You Telecom	.011	.044	1.000	-.12	.15
	Tikona	.141*	.044	.042	.00	.28
Tata Tele	Airtel	-.313*	.041	.000	-.44	-.19
	BSNL	-.219*	.046	.000	-.36	-.08
	Reliance	-.151*	.042	.011	-.28	-.02
	Tata Comm	-.278*	.044	.000	-.42	-.14
	Sify	-.171*	.042	.002	-.30	-.04
	Hathway	-.140*	.044	.040	-.28	.00
	You Telecom	-.128	.046	.127	-.27	.02
	Tikona	.001	.047	1.000	-.15	.15
You Telecom	Airtel	-.185*	.040	.000	-.31	-.06
	BSNL	-.091	.045	.540	-.23	.05
	Reliance	-.022	.042	1.000	-.15	.11
	Tata Comm	-.150*	.044	.018	-.29	-.01
	Sify	-.042	.042	.985	-.17	.09
	Hathway	-.011	.044	1.000	-.15	.12
	Tata Tele	.128	.046	.127	-.02	.27
	Tikona	.129	.047	.129	-.02	.28
Tikona	Airtel	-.314*	.041	.000	-.44	-.19
	BSNL	-.220*	.046	.000	-.36	-.08
	Reliance	-.152*	.043	.011	-.28	-.02
	Tata Comm	-.279*	.045	.000	-.42	-.14
	Sify	-.172*	.043	.002	-.30	-.04
	Hathway	-.141*	.044	.042	-.28	.00
	Tata Tele	.000	.047	1.000	-.15	.15
	You Telecom	-.129	.047	.129	-.28	.02

*. The mean difference is significant at the 0.05 level.

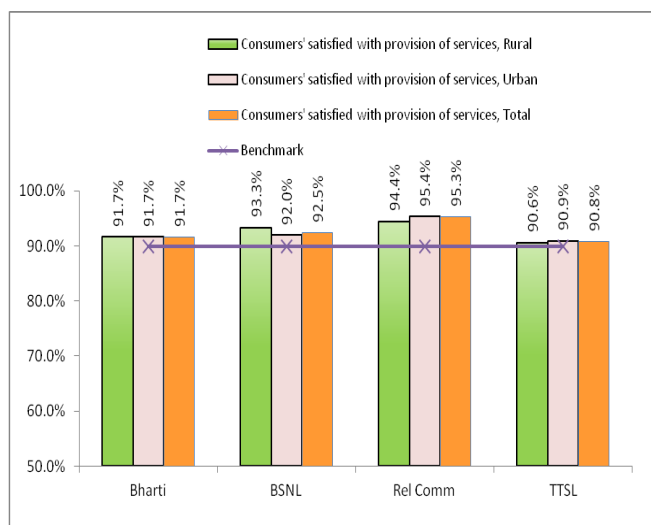


4.2 Graphical Presentation



4.2.1 BASIC WIRE LINE – SERVICE AREA (MAHARASHTRA)

4.2.1.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES

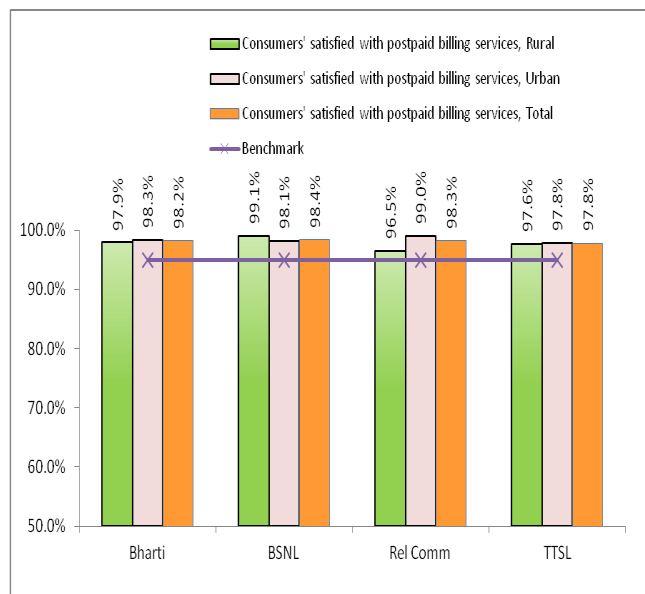


- Audit was conducted for 4 operators providing basic wire-line services in Maharashtra.
- All the operators were found meeting the benchmark of >90%.
- Percentage of customers satisfied with the provision of services attained by all the four operators ranged from 90.0% to 94.4% in rural areas and from 90.9% to 95.4% in urban areas
- Highest percentage of satisfied consumers were found in the case of Rel Comm in both rural (94.4%) and urban (95.4%) areas
- The lowest percentage of customers satisfied were with TTSL in both rural (90.6%) and urban (90.9%) areas

4.2.1.2 CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES

Out of the four service providers covered during the survey, none had prepaid customers for their basic wire-line service

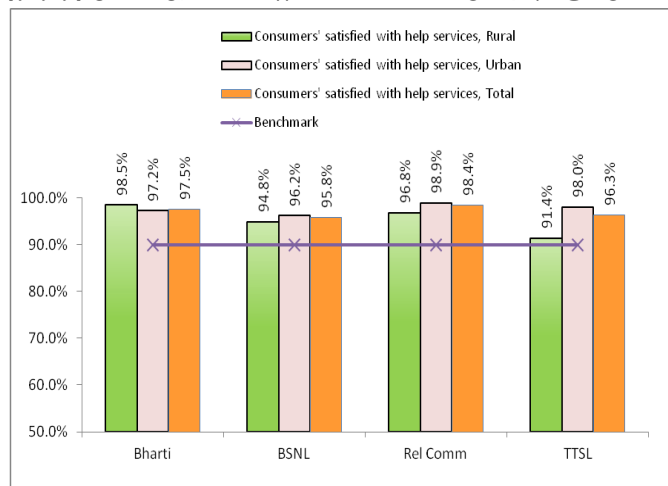
4.2.1.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES



- Audit was conducted for 4 operators providing basic wire-line services in Maharashtra.
- All the operators were meeting the benchmark of >95%.
- Percentage of satisfied consumers among all operators ranged from 96.5% to 99.1% in rural areas and from 97.8% to 99.0% in urban areas
- Highest percentage of satisfied consumers were found in the case of BSNL (99.1%) in rural areas and Rel Comm (99.0%) in urban areas
- The lowest percentage of satisfied consumers was attained by of Rel Comm (96.5%) in rural areas and TTSL (97.8%) in urban areas

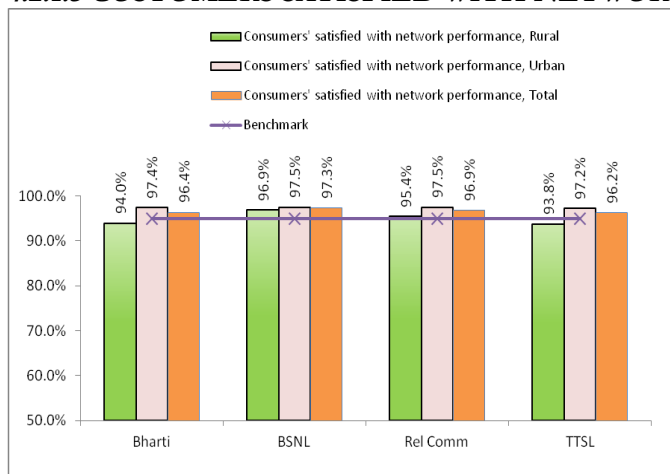
=

4.2.1.4 SATISFIED WITH HELP SERVICES



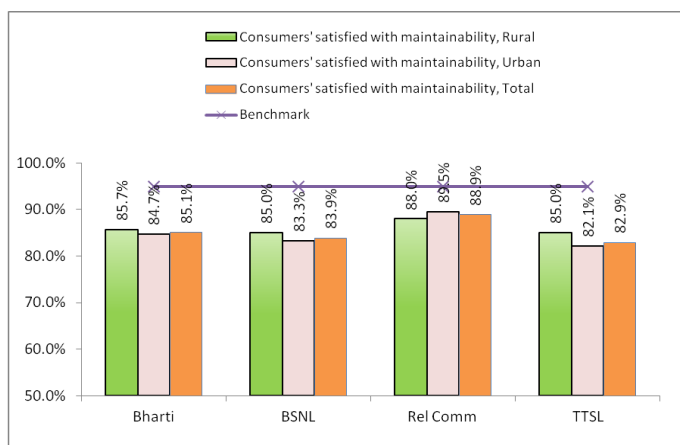
- Audit was conducted for 4 operators providing basic wire-line services in Maharashtra.
- All the operators were meeting the benchmark of >90%.
- Percentage of Customer satisfied with the help services ranged from 91.4% to 98.5% in rural areas and from 96.2% to 98.9% in urban areas
- Highest percentage of satisfied consumers were with Bharti (98.5%) in rural areas and Rel Comm (98.9%) in urban areas
- The lowest percentage of satisfied consumers was attained by of TTSL (91.4%) in rural areas and BSNL (96.2%) in urban areas

4.2.1.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



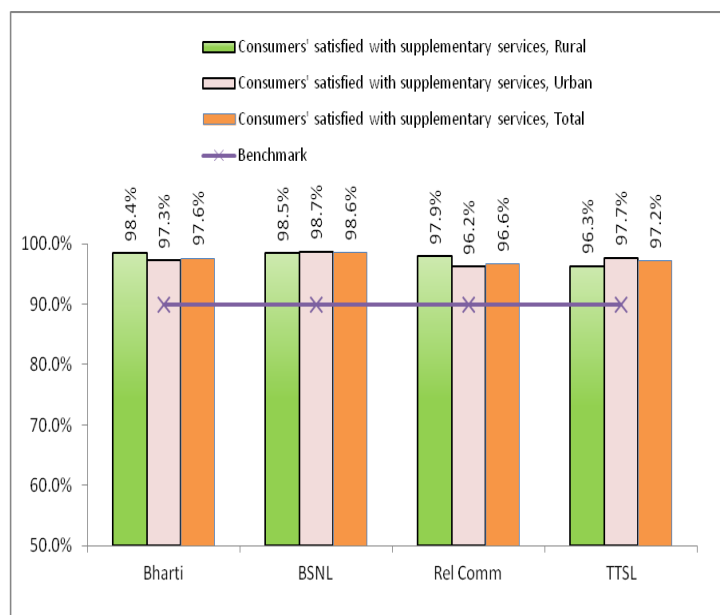
- Audit was conducted for 4 operators providing basic wireline services in Maharashtra.
- TTSL and Bharti in rural areas were not meeting the benchmark of >95%.
- Percentage of Customer satisfied with the network performance ranged from 93.8% to 96.9% in rural areas and from 97.2% to 97.5% in urban areas
- Highest percentage of satisfied consumers were in the case of BSNL (96.9%) in rural areas and Rel Comm and BSNL (97.5%) each in urban areas
- The lowest percentage of satisfied consumers was attained by of TTSL in both rural (93.8%) areas and urban (97.2%) areas

4.2.1.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



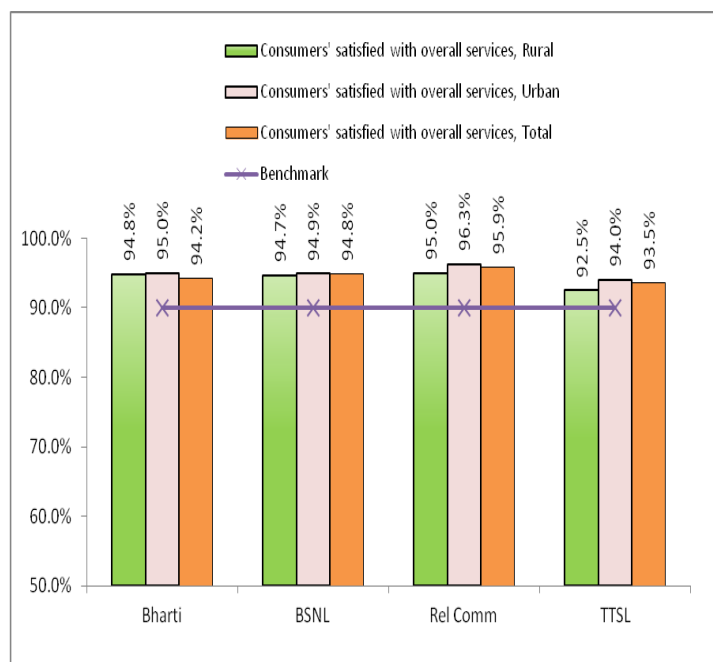
- Audit was conducted for 4 operators providing basic wire-line services in Maharashtra.
- None of the operator was found meeting the benchmark of >95%.
- Percentage of Customer satisfied with the network performance ranged from 85.0% to 88.0% in rural areas and from 78.6% to 91.5% in urban areas
- Highest percentage of satisfied consumers was found with Rel Comm in both rural (88.0%) and urban (89.5%) areas.
- The lowest percentage of satisfied consumers was attained by of BSNL and TTSL in rural (85.0% each) and TTSL in urban areas (82.1%)

4.2.1.7 SATISFIED WITH SUPPLEMENTARY SERVICES



- Audit was conducted for 4 operators providing basic wire-line services in Maharashtra.
- All were found to be meeting the benchmark of >90%.
- Percentage of Customer satisfied with the supplementary services ranged from 96.3% to 98.5% in rural areas and from 96.2% to 98.7% in urban areas
- Highest percentage of satisfied customers were found in the case of BSNL in both rural (98.5%) and in urban areas (98.7%)
- The lowest percentage of satisfied consumers were found in the case of TTSL (96.3%) in rural areas and Rel Comm (96.2%) in urban areas

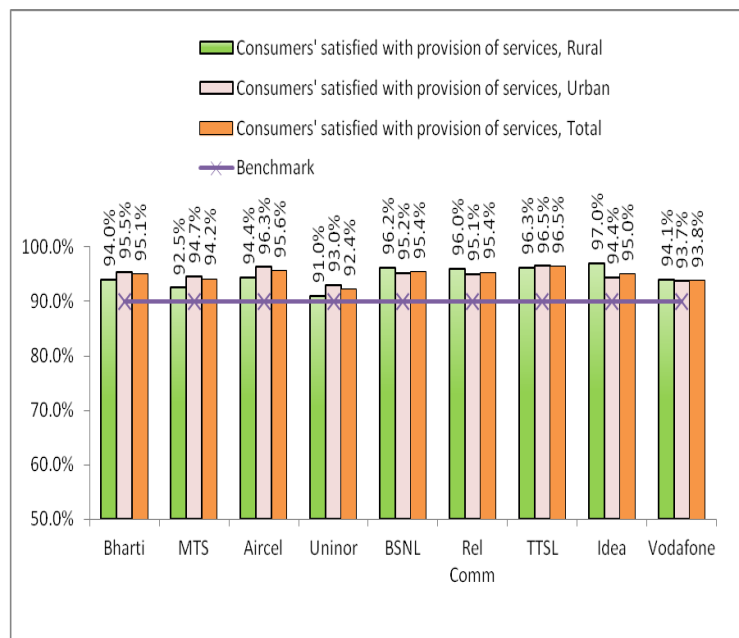
4.2.1.8 CUSTOMERS SATISFIED WITH OVERALL SERVICES



- Audit was conducted for 4 operators providing basic wire-line services in Maharashtra.
- All were meeting the benchmark of >90%
- Percentage of Customer satisfied with the overall services ranged from 92.5% to 95.0% in rural areas and from 94.0% to 96.3% in urban areas
- Highest percentage of satisfied customers were found in the case Rel Comm in both rural (95.0%) and urban (96.3%) areas
- Whereas, the lowest percentage of satisfied customers were in the case of TTSL in both rural (92.5%) and urban (94.0%) areas

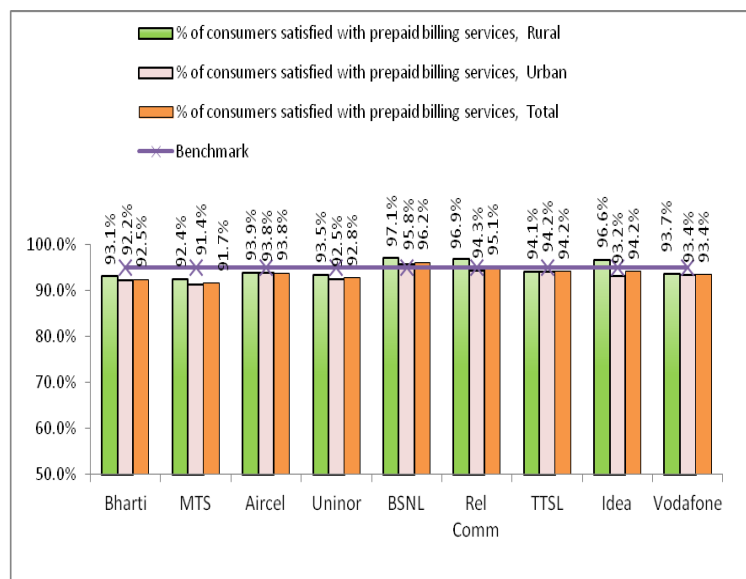
4.2.2 CELLULAR SERVICE – SERVICE AREA (MAHARASHTRA)

4.2.2.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



- Audit was conducted for 9 operators providing cellular services in Maharashtra.
- All operators were found to be meeting the benchmark of >90%.
- Percentage of consumers satisfied with the provision of services attained by all the ten operators ranged from 91.0% to 97.0% in rural areas and 93.0% to 96.5% in urban areas.
- Highest percentage of consumers satisfied was found with Idea in rural areas (97.0%) and TTSL in urban areas (96.5%).
- The lowest percentage of satisfied consumers was attained by Uninor in both rural (91.0%) and urban (93.0%) areas

4.2.2.2 CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES



- Audit was conducted for 9 operators providing cellular services in Maharashtra.
- Only BSNL, Reliance and Idea were found to be meeting the benchmark of >95% in rural areas. Only BSNL was able to meet the benchmark in urban areas.
- Percentages of satisfied consumer by all the operators ranged from 92.4% to 97.1% in rural areas and from 91.4% to 95.8% in urban areas.
- Highest percentages of customers satisfied were found with BSNL in both rural (97.1%) and urban (95.8%) areas.
- The lowest percentage of satisfied consumers was attained by MTS in both rural (92.4%) and urban (91.4%) areas.

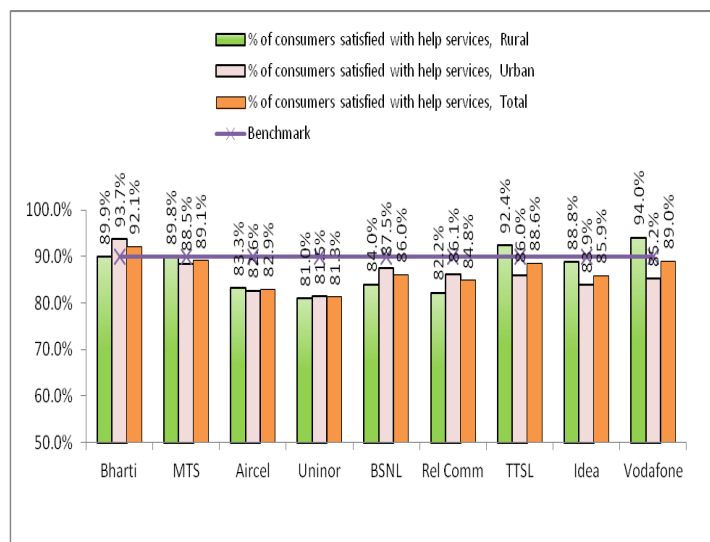
4.2.2.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES



*Uninor does not provide postpaid cellular services

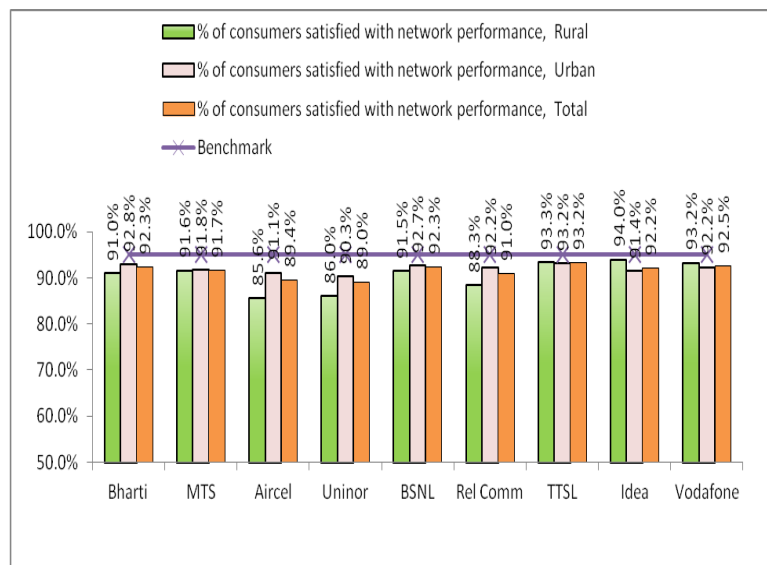
- Audit was conducted for 9 operators providing cellular services in Maharashtra.
- Only Bharti, Rel Comm and TTSL in urban areas and Vodafone in rural areas were found to be meeting the benchmark of >95%.
- Percentage of satisfied consumers by all the nine operators ranged from 86.4% to 97.6% in rural areas and from 86.5% to 98.1% in urban areas
- Highest percentage of satisfied consumers was found with Vodafone (97.6%) in rural areas and Rel Comm (98.1%) in urban areas.
- The lowest percentage of satisfied consumers was attained by IDEA in rural (86.4%) and urban (89.1%) areas.

4.2.2.4 SATISFIED WITH HELP SERVICES



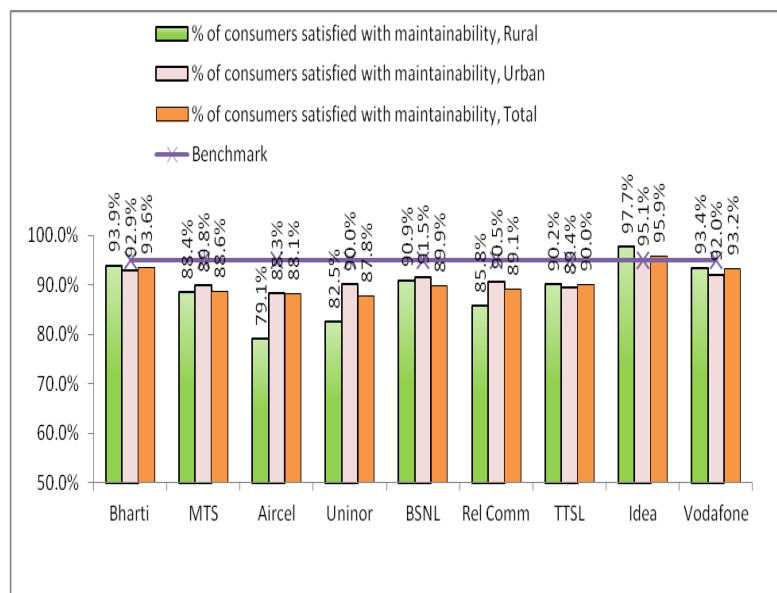
- Audit was conducted for 9 operators providing cellular services in Maharashtra.
- Only TTSL and Vodafone in rural areas and Bharti in urban areas were found to be meeting the benchmark of >90%.
- Percentage of consumer satisfied by all the nine operators ranged from 73.1% to 92% in rural areas and 80.1% to 95.5% in urban areas
- Highest percentage of satisfied consumers was found with Vodafone (92%) in rural areas and Bharti (95.5%) in urban areas.
- The lowest percentage of satisfied consumers was attained by of Aircel in both rural as well as urban areas.

4.2.2.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



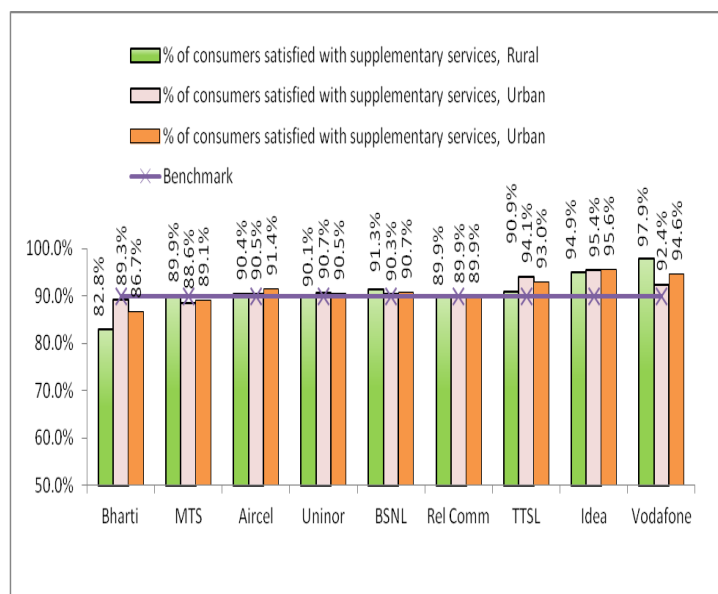
- Audit was conducted for 9 operators providing cellular services in Maharashtra.
- None of the operators were found to be meeting the benchmark of >95%.
- Percentages of customers satisfied by all the operators ranged from 85.6% to 94.0% in rural areas and from 90.3% to 93.2% in urban areas
- Highest percentages of customers satisfied were found with Idea (94.0%) in rural areas and TTSL (93.2%) in urban areas.
- The lowest percentage of satisfied consumers was attained by of Aircel in rural areas (85.6%) and by Uninor in urban areas (90.3%).

4.2.2.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



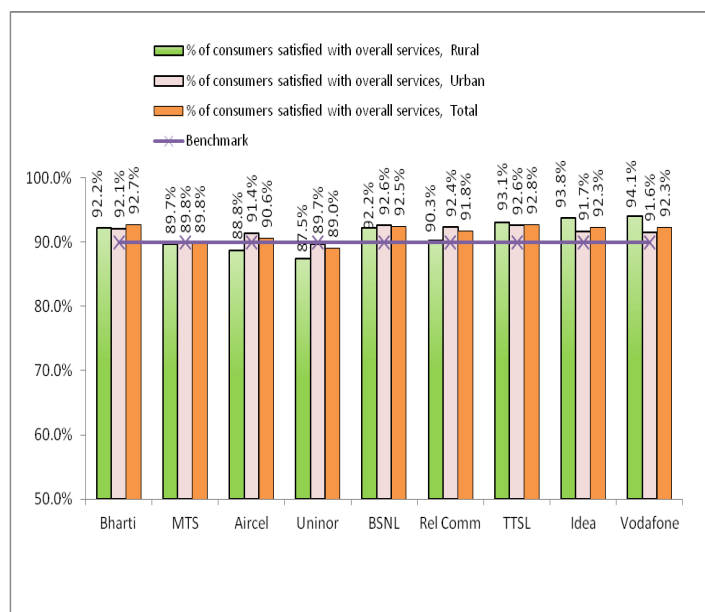
- Audit was conducted for 9 operators providing cellular services in Maharashtra.
- Only Idea was found to be meeting the benchmark of >95% in both rural and urban areas.
- Percentage of satisfied consumers by all the nine operators ranged from 79.1% to 97.7% in rural areas and 88.3% to 95.1% in urban areas
- Highest percentage of consumers satisfied was with Idea in both rural as well as urban areas.
- The lowest percentage of satisfied consumers was with Aircel in both rural as well as urban areas.

4.2.2.7 SATISFIED WITH SUPPLEMENTRY SERVICES



- Audit was conducted for 9 operators providing cellular services in Maharashtra.
- Aircel, Uninor, BSNL, TTSL, Idea and Vodafone were found to be meeting the benchmark of >90% in both rural and urban areas
- Percentage of consumers satisfied by all the nine operators ranged from 82.8% to 97.9% in rural areas and from 88.6% to 95.4% in urban areas
- Highest percentage of consumers satisfied was found with Vodafone (97.9%) in rural area and with IDEA (95.4%) in urban areas.
- The lowest percentage of satisfied consumers was attained by Bharti in rural (82.8%) and MTS (88.6%) in urban areas.

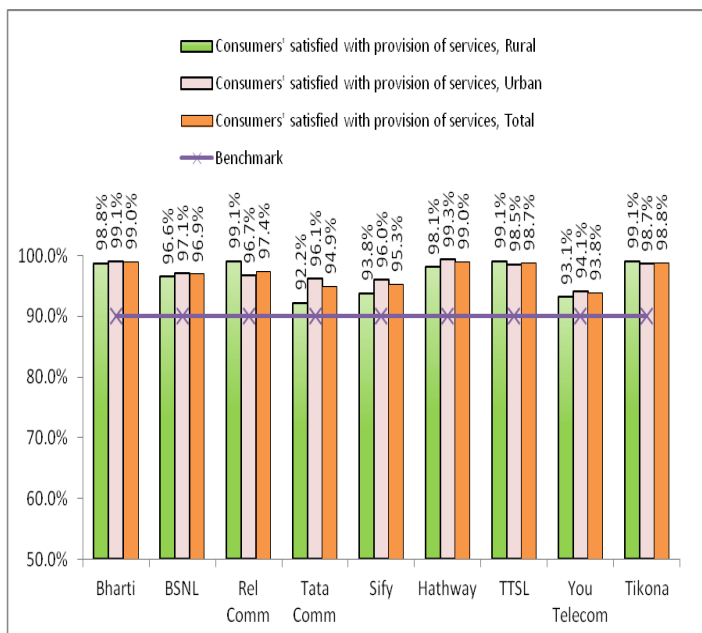
4.2.2.8 CUSTOMERS SATISFIED WITH OVERALL SERVICES



- Audit was conducted for 9 operators providing cellular services in Maharashtra.
- Percentage of customers satisfied by all the operators ranged from 87.5% to 94.1% in rural areas and from 89.8% to 92.6% in urban areas.
- Highest level of satisfaction was found by the consumers of Vodafone in rural areas and BSNL and TTSL in urban areas.
- The lowest percentage of satisfied consumers was attained by Uninor (87.5%) in rural area and MTS (89.8%) in urban areas.

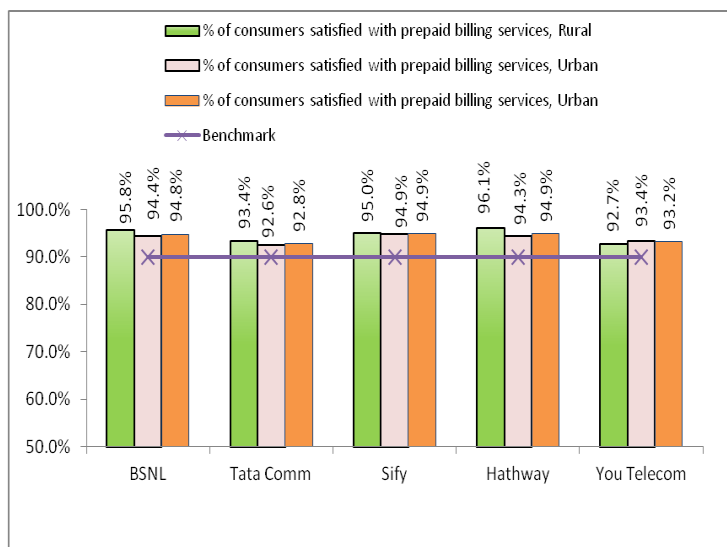
4.2.3 Broadband services – Service Area (Maharashtra)

4.2.3.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



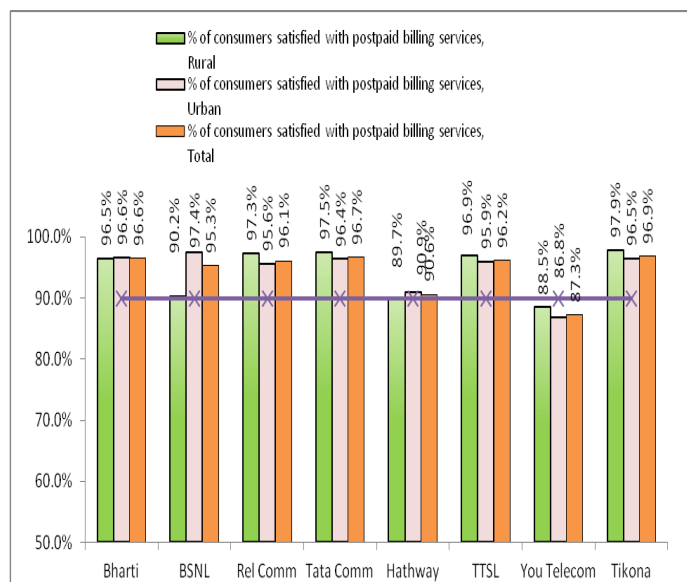
- Audit conducted for 9 operators providing broadband services in Maharashtra.
- All the operators were found to be meeting the benchmark of >90% in both urban and rural areas.
- Percentage of customers satisfied with the provision of services attained by all the operators ranged from 92.2% to 99.1% in rural areas and from 94.1% to 99.3% in urban areas
- Highest percentage of satisfied consumers was found in the case of TTSL, Tikona and Rel comm (99.1% each) in rural areas and Hathway (99.3%) in urban areas.
- The lowest percentage of satisfied consumers were found in the case of Tata Comm (92.1%) in rural areas and You Telecom (94.1%) in urban areas

4.2.3.2 CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES



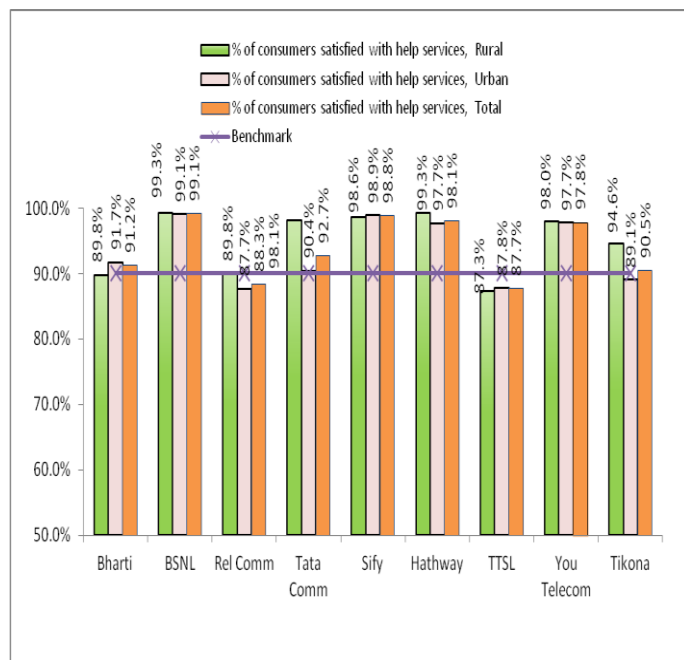
- Audit was conducted for 9 operators providing broadband services in Maharashtra.
- All the operators were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied by all the operators ranged from 92.7% to 96.1% in rural areas and from 92.6% to 94.9% in urban areas
- Highest percentage of customers satisfied was found with Hathway (96.1%) in rural areas and with Sify (94.9%) in urban areas.
- The lowest percentage of satisfied consumers were found with You Telecom (92.7%) in rural areas and with Tata Comm (92.6%) in urban areas

4.2.3.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES



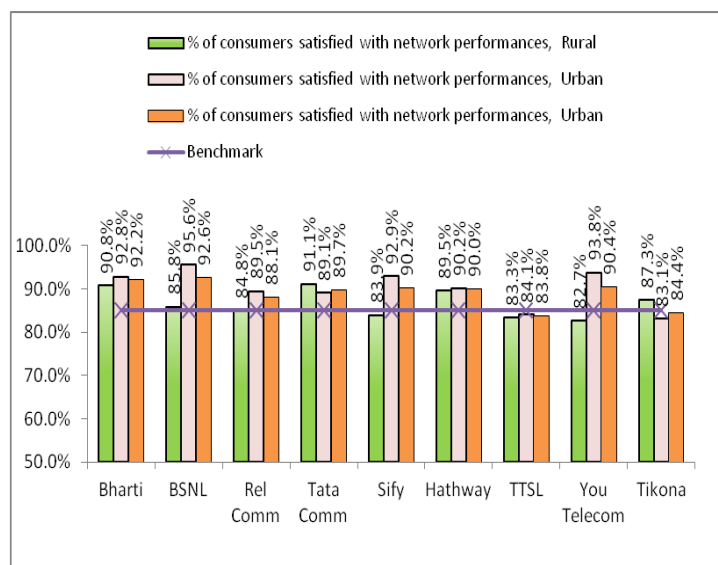
- Audit was conducted for 9 operators providing broadband services in Maharashtra.
- All, except Hathway and You Telecom in rural areas and You Telecom in urban areas, were meeting the benchmark of >90%.
- Percentage of satisfied consumers among all operators ranged from 88.5% to 97.9% in rural areas and from 86.8% to 97.4% in urban areas
- Highest percentage of satisfied consumers were found in the case of Tikona (97.9%) in rural areas and BSNL (97.4%) in urban areas
- The lowest percentage of satisfied consumers was attained by You telecomm in both rural areas (88.5%) and urban areas (86.8%).

4.2.3.4 SATISFIED WITH HELP SERVICES



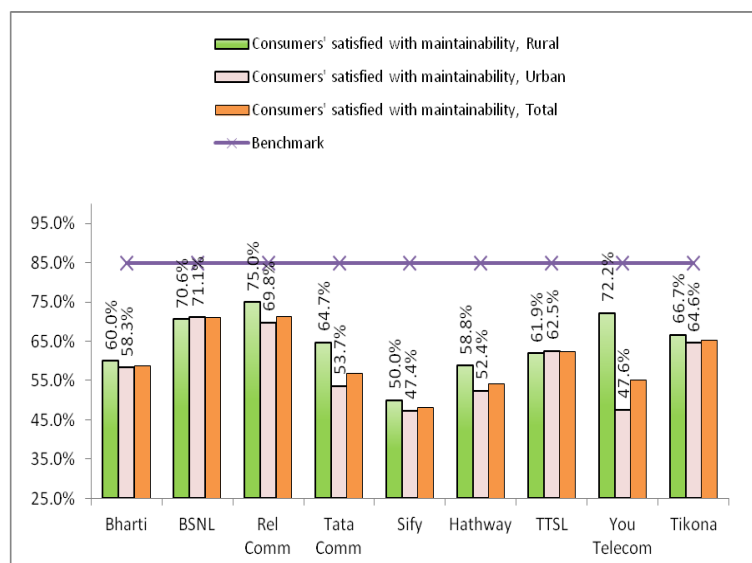
- Audit was conducted for 9 operators providing broadband services in Maharashtra.
- All, except Bharti, Rel Comm and TTSL in rural areas and Rel Comm, TTSL and Tikona in urban areas, were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied with the help services ranged from 87.3% to 99.3% in rural areas and from 87.7% to 99.1% in urban areas
- Highest percentages of satisfied consumers were in the case of BSNL and Hathway (99.3%) in rural areas and BSNL (99.1%) in urban areas.
- The lowest percentage of satisfied consumers were found in the case of TTSL (87.3%) in rural areas and Rel Comm (87.7%) in urban areas

4.2.3.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



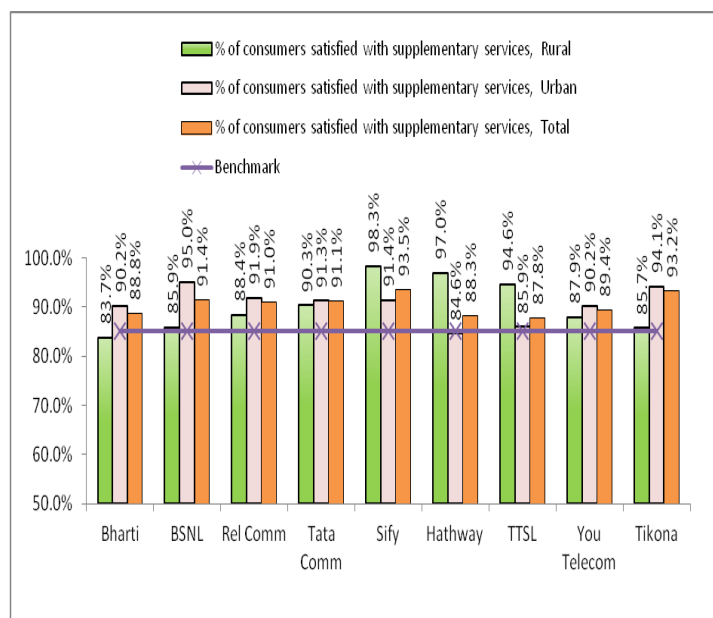
- Audit was conducted for 9 operators providing broadband services in Maharashtra.
- All, except four in rural areas and two in urban areas, were meeting the benchmark of >85%.
- Percentage of Customer satisfied with the network performance ranged from 82.7% to 91.1% in rural areas and from 83.1% to 95.6% in urban areas
- Highest percentage of satisfied consumers were in the case of Tata Comm (91.1%) in rural areas and BSNL (95.6%) in urban areas
- The lowest percentage of satisfied consumers was attained by of You Telecom (82.7%) in rural areas and by Tikona (83.1%) in urban areas

4.2.3.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



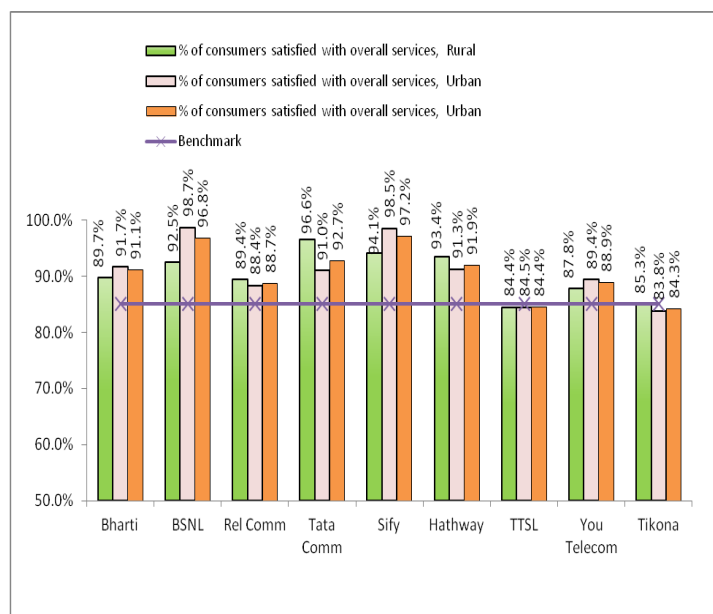
- Audit was conducted for 9 operators providing broadband services in Maharashtra.
- None of the operators were meeting the benchmark of >85%.
- Percentage of customers satisfied with the maintainability ranged from 50.0% to 75.0% in rural areas and from 47.4% to 71.1% in urban areas
- Highest percentage of satisfied consumers were in the case of Rel Comm (75.0%) in rural areas and BSNL (71.1%) in urban areas
- The lowest percentage of satisfied consumers was attained by Sify in both rural areas (50.0%) and in urban areas (47.4%).

4.2.3.7 SATISFIED WITH SUPPLEMENTARY SERVICES



- Audit was conducted for 9 operators providing broadband services in Maharashtra.
- All, Bharti in rural areas and Hathway in urban areas, were found to be meeting the benchmark of >85%.
- Percentage of customers satisfied with the supplementary services ranged from 83.7% to 98.3% in rural areas and from 84.6% to 95.0% in urban areas
- Highest percentage of consumers satisfied were found with Sify (98.3%) in rural areas and BSNL (95.0%) in urban area
- The lowest percentage of satisfied consumers were found in the case of Bharti (83.7%) in rural areas and Hathway (84.6%) in urban

4.2.3.8 CUSTOMERS SATISFIED WITH OVERALL SERVICES



- Audit was conducted for 9 operators providing broadband services in Maharashtra.
- All, except TTSL in rural areas and TTSL and Tikona in urban areas, were found meeting the benchmark of >85%
- Percentage of customers satisfied with the overall services ranged from 84.4% to 96.6% in rural areas and from 84.5% to 98.7% in urban areas
- Highest percentage of satisfied customers were found with Tata Comm (96.6%) in rural areas and BSNL (98.7%) in urban areas
- The lowest percentage of satisfied customers was found in the case of TTSL in both rural (84.4%) and urban (84.5%) areas.

**5. ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM
CONSUMER PROTECTION AND REDRESSAL OF GRIEVANCES REGULATION, 2007.**



5.1: BASIC WIRELINE – Maharashtra Service Area

5.1.1: Awareness about Call centre telephone number: Altogether 4268 wire-line consumers of 4 operators in Maharashtra service area were targeted. Out of these, 4196 (98.3%) were aware about the call centre telephone number of their operator. The highest percentage of aware subscribers was found in the case of Bharti in rural (98.4%) areas and Rel Comm in urban (98.9%) areas.

34(a). Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	315	98.4%	5	1.6%	320	100.0%
	Urban	736	98.5%	11	1.5%	747	100.0%
	Total	1051	98.5%	16	1.5%	1067	100.0%
BSNL	Rural	313	97.8%	7	2.2%	320	100.0%
	Urban	735	98.4%	12	1.6%	747	100.0%
	Total	1048	98.2%	19	1.8%	1067	100.0%
Rel Comm	Rural	314	98.1%	6	1.9%	320	100.0%
	Urban	739	98.9%	8	1.1%	747	100.0%
	Total	1053	98.7%	14	1.3%	1067	100.0%
TTSL	Rural	309	96.6%	11	3.4%	320	100.0%
	Urban	735	98.4%	12	1.6%	747	100.0%
	Total	1044	97.8%	23	2.2%	1067	100.0%
Total	Rural	1251	97.7%	29	2.3%	1280	100.0%
	Urban	2945	98.6%	43	1.4%	2988	100.0%
	Total	4196	98.3%	72	1.7%	4268	100.0%

5.1.2: Consumers' complaints about services: Respondents were asked if they had made any complaints within last 6 months to call centre/ helpline number. The table below shows that out of 4268 respondents, 588 (13.8%) had used this facility. The highest number of respondents, who had made complaints within last 6 months were from Bharti (16.3%) in rural areas and BSNL (20.3%) in urban areas.

34(b). Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	52	16.3%	212	66.3%	320	100.0%
	Urban	106	14.2%	641	85.8%	747	100.0%
	Total	214	20.1%	853	79.9%	1067	100.0%
BSNL	Rural	43	13.4%	304	95.0%	320	100.0%
	Urban	152	20.3%	595	79.7%	747	100.0%
	Total	168	15.7%	899	84.3%	1067	100.0%
Rel Comm	Rural	42	13.1%	278	86.9%	320	100.0%
	Urban	50	6.7%	697	93.3%	747	100.0%
	Total	92	8.6%	975	91.4%	1067	100.0%
Tata Teleservices	Rural	42	13.1%	278	86.9%	320	100.0%
	Urban	72	9.6%	675	90.4%	747	100.0%
	Total	114	10.7%	953	89.3%	1067	100.0%
Total	Rural	208	16.3%	1072	83.8%	1280	100.0%
	Urban	380	12.7%	2608	87.3%	2988	100.0%
	Total	588	13.8%	3680	86.2%	4268	100.0%

5.1.3: Receipt of docket number against complaints: Respondents those who made complaints to call centre/ helpline numbers were asked whether they received docket numbers. Out of 588 respondents who made complaints, only 22.1% confirmed that they had received docket numbers. About 39% reported that they did not receive docket number for most of the complaints they had made. The table also shows 21.1% of respondents reported that docket number was given for their complaints only on request. Denial of docket

number for most of the complaints even on request was reported by 16.8%. Moreover, 0.7% of the complainants revealed that call center refused to register their complaint.

35. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?													
Service Provider		Docket number received for most of the complaints		No Docket number received for most of the complaints		It was received on request		No docket number received even on request		Refused to register the complaint		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	21	40.4%	12	23.1%	11	21.2%	7	13.5%	1	1.9%	52	100.0%
	Urban	23	21.7%	44	41.5%	25	23.6%	14	13.2%	0	0.0%	106	100.0%
	Total	44	20.6%	112	52.3%	36	16.8%	21	9.8%	1	0.5%	214	100.0%
BSNL	Rural	8	18.6%	23	53.5%	3	7.0%	8	18.6%	1	2.3%	43	100.0%
	Urban	22	14.5%	82	53.9%	28	18.4%	19	12.5%	1	0.7%	152	100.0%
	Total	30	17.9%	78	46.4%	31	18.5%	27	16.1%	2	1.2%	168	100.0%
Rel Comm	Rural	8	19.0%	11	26.2%	12	28.6%	11	26.2%		0.0%	42	100.0%
	Urban	17	34.0%	3	6.0%	19	38.0%	11	22.0%		0.0%	50	100.0%
	Total	25	27.2%	14	15.2%	31	33.7%	22	23.9%	0	0.0%	92	100.0%
Tata Teleservices	Rural	12	28.6%	8	19.0%	9	21.4%	12	28.6%	1	2.4%	42	100.0%
	Urban	19	26.4%	19	26.4%	17	23.6%	17	23.6%		0.0%	72	100.0%
	Total	31	27.2%	27	23.7%	26	22.8%	29	25.4%	1	0.9%	114	100.0%
Total	Rural	49	23.6%	83	39.9%	35	16.8%	38	18.3%	3	1.4%	208	100.0%
	Urban	81	21.3%	148	38.9%	89	23.4%	61	16.1%	1	0.3%	380	100.0%
	Total	130	22.1%	231	39.3%	124	21.1%	99	16.8%	4	0.7%	588	100.0%

5.1.4: Feedback from Call Centre: The respondents who made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 588 respondents who made complaints, 469 (79.8%) confirmed that they were informed about the action taken on their complaints.

36. Did the Call Centre inform you about the action taken on your complaint?; Service Provider Wise							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	35	67.3%	17	32.7%	52	100.0%
	Urban	87	82.1%	19	17.9%	106	100.0%
	Total	178	83.2%	36	16.8%	214	100.0%
BSNL	Rural	32	74.4%	11	25.6%	43	100.0%
	Urban	126	82.9%	26	17.1%	152	100.0%
	Total	131	78.0%	37	22.0%	168	100.0%
Rel Comm	Rural	33	78.6%	9	21.4%	42	100.0%
	Urban	34	68.0%	16	32.0%	50	100.0%
	Total	67	72.8%	25	27.2%	92	100.0%
TTSL	Rural	38	90.5%	4	9.5%	42	100.0%
	Urban	55	76.4%	17	23.6%	72	100.0%
	Total	93	81.6%	21	18.4%	114	100.0%
Total	Rural	167	80.3%	41	19.7%	208	100.0%
	Urban	302	79.5%	78	20.5%	380	100.0%
	Total	469	79.8%	119	20.2%	588	100.0%

5.1.5 Resolution of billing complaints: The following table shows that out of 558 respondents who had complained to call centre/ customer care, 552 (94.0%) had billing related complaints. Out of these 198, 35.9% had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint. This was reported maximum in the case of Bharti (16.0%) in rural areas and BSNL (63.6%) in urban areas.

37. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	8	16.0%	41	84.0%	49	100.0%
	Urban	37	36.7%	63	63.3%	100	100.0%
	Total	97	48.2%	104	51.8%	201	100.0%
BSNL	Rural	9	23.2%	31	76.8%	40	100.0%
	Urban	91	63.6%	52	36.4%	143	100.0%
	Total	75	47.4%	83	52.6%	158	100.0%
Rel Comm	Rural	3	8.7%	36	91.3%	39	100.0%
	Urban	4	8.4%	43	91.6%	47	100.0%
	Total	7	8.5%	79	91.5%	86	100.0%
TTSL	Rural	2	6.2%	37	93.8%	39	100.0%
	Urban	17	24.6%	51	75.4%	68	100.0%
	Total	19	17.8%	88	82.2%	107	100.0%
Total	Rural	50	25.7%	145	74.3%	195	100.0%
	Urban	148	41.4%	209	58.6%	357	100.0%
	Total	198	35.9%	354	64.1%	552	100.0%

5.1.6 Awareness about the contact details of nodal officers: Only 88 respondents (2.1%) were aware about the contact details of nodal officer. This was found to be highest in the case of BSNL (3.4% in rural and 3.6% in urban areas).

38. In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	6	1.9%	314	98.1%	320	100.0%
	Urban	8	1.1%	739	98.9%	747	100.0%
	Total	14	1.3%	1053	98.7%	1067	100.0%
BSNL	Rural	11	3.4%	309	96.6%	320	100.0%
	Urban	27	3.6%	720	96.4%	747	100.0%
	Total	38	3.6%	1029	96.4%	1067	100.0%
Rel Comm	Rural	7	2.2%	313	97.8%	320	100.0%
	Urban	12	1.6%	735	98.4%	747	100.0%
	Total	19	1.8%	1048	98.2%	1067	100.0%
TTSL	Rural	9	2.8%	311	97.2%	320	100.0%
	Urban	8	1.1%	739	98.9%	747	100.0%
	Total	17	1.6%	1050	98.4%	1067	100.0%
Total	Rural	33	2.6%	1247	97.4%	1280	100.0%
	Urban	55	1.8%	2933	98.2%	2988	100.0%
	Total	88	2.1%	4180	97.9%	4268	100.0%

5.1.7 Complaints to Nodal officer: Out of the 88 respondents who were aware of the contact details of nodal officers, only 21 respondents had made complaint to Nodal officers which were not resolved or unsatisfactorily resolved by call centre/ customer care. It was highest in the case of Bharti (50.0%) in rural areas and Bharti and TTSL (25.0%) in urban areas

39(a). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call centre/customer care?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	3	50.0%	3	50.0%	6	100.0%
	Urban	2	25.0%	6	75.0%	8	100.0%
	Total	5	35.7%	9	64.3%	14	100.0%
BSNL	Rural	2	18.2%	9	81.8%	11	100.0%
	Urban	6	22.2%	21	77.8%	27	100.0%
	Total	8	21.1%	30	78.9%	38	100.0%
Rel Comm	Rural	2	28.6%	5	71.4%	7	100.0%
	Urban	2	16.7%	10	83.3%	12	100.0%
	Total	4	21.1%	15	78.9%	19	100.0%



39(a). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call centre/customer care?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
TTSL	Rural	2	22.2%	7	77.8%	9	100.0%
	Urban	2	25.0%	6	75.0%	8	100.0%
	Total	4	23.5%	13	76.5%	17	100.0%
Total	Rural	9	27.3%	24	72.7%	33	100.0%
	Urban	12	21.8%	43	78.2%	55	100.0%
	Total	21	23.9%	67	76.1%	88	100.0%

5.1.8 Accessibility of Nodal Officer: Out of these 21 complainants, 14 (66.7%) reported that they were able to contact nodal officers without difficulty. Other 7 (33.3%) reported that it was difficult to contact the nodal officer of their operator.

39(b). Were you able to contact to the Nodal officer without difficulty?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	1	33.3%	2	66.7%	3	100.0%
	Urban	1	50.0%	1	50.0%	2	100.0%
	Total	2	40.0%	3	60.0%	5	100.0%
BSNL	Rural	1	50.0%	1	50.0%	2	100.0%
	Urban	5	83.3%	1	16.7%	6	100.0%
	Total	6	75.0%	2	25.0%	8	100.0%
Rel Comm	Rural	2	100.0%	0	0.0%	2	100.0%
	Urban	1	50.0%	1	50.0%	2	100.0%
	Total	3	75.0%	1	25.0%	4	100.0%
TTSL	Rural	1	50.0%	1	50.0%	2	100.0%
	Urban	2	100.0%	0	0.0%	2	100.0%
	Total	3	75.0%	1	25.0%	4	100.0%
Total	Rural	5	55.6%	4	44.4%	9	100.0%
	Urban	9	75.0%	3	25.0%	12	100.0%
	Total	14	66.7%	7	33.3%	21	100.0%

5.1.9 Feedback from Nodal officer: 15 of the complainants reported that Nodal Office had intimated them about the decision taken on their complaint.

40. Did the Nodal Officer intimate you about the decision taken on your complaint?; Service Provider Wise							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	2	66.7%	1	33.3%	3	100.0%
	Urban	1	50.0%	1	50.0%	2	100.0%
	Total	3	60.0%	2	40.0%	5	100.0%
BSNL	Rural	2	100.0%	0	0.0%	2	100.0%
	Urban	5	83.3%	1	16.7%	6	100.0%
	Total	7	87.5%	1	12.5%	8	100.0%
Rel Comm	Rural	1	50.0%	1	50.0%	2	100.0%
	Urban	2	100.0%	0	0.0%	2	100.0%
	Total	3	75.0%	1	25.0%	4	100.0%
TTSL	Rural	1	50.0%	1	50.0%	2	100.0%
	Urban	1	50.0%	1	50.0%	2	100.0%
	Total	2	50.0%	2	50.0%	4	100.0%
Total	Rural	6	66.7%	3	33.3%	9	100.0%
	Urban	9	75.0%	3	25.0%	12	100.0%
	Total	15	71.4%	6	28.6%	21	100.0%

5.1.10: Satisfaction with the resolution provided by Nodal Officer: All, except two from Bharti in rural areas and another from TTSL in urban areas, were satisfied with the resolution provided by nodal officers.



41. How satisfied are you with the redressal of the complaint by the Nodal Officer?: Service Provider Wise											
Service Provider		very dissatisfied		Dissatisfied		satisfied		very satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural			1	33.3%	2	66.7%			3	100.0%
	Urban							2	100.0%	2	100.0%
	Total			1	20.0%	2	40.0%	2	40.0%	5	100.0%
BSNL	Rural					1	50.0%	1	50.0%	2	100.0%
	Urban					6	100.0%			6	100.0%
	Total					7	87.5%	1	12.5%	8	100.0%
Rel Comm	Rural					2	100.0%			2	100.0%
	Urban					2	100.0%			2	100.0%
	Total					4	100.0%			4	100.0%
TTSL	Rural					2	100.0%			2	100.0%
	Urban			1	50.0%	1	50.0%			2	100.0%
	Total			1	25.0%	3	75.0%			4	100.0%
Total	Rural			1	11.1%	7	77.8%	1	11.1%	9	100.0%
	Urban			1	8.3%	9	75.0%	2	16.7%	12	100.0%
	Total			2	9.5%	16	76.2%	3	14.3%	21	100.0%

5.1.11 Reasons for dissatisfaction: Both the respondents who were not satisfied with the redressal of the complaint by the Nodal Officer has cited “**nodal officer not equipped with adequate information**” as the reason for his dissatisfaction.

5.1.12: Awareness about the contact details of Appellate Authority: Out of 4268 respondents contacted during the survey, only 91 (2.1%) were aware about the contact details of Appellate Authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal officer . This was found to be highest in the case of Rel Comm (3.4%) in rural areas and TTSL (2.8%) in urban areas.

43. Are you aware of the contact details of the appellate authority for filing of appeals?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	5	1.6%	315	98.4%	320	100.0%
	Urban	8	1.1%	739	98.9%	747	100.0%
	Total	13	1.2%	1054	98.8%	1067	100.0%
BSNL	Rural	6	1.9%	314	98.1%	320	100.0%
	Urban	17	2.3%	730	97.7%	747	100.0%
	Total	23	2.2%	1044	97.8%	1067	100.0%
Rel Comm	Rural	11	3.4%	309	96.6%	320	100.0%
	Urban	14	1.9%	733	98.1%	747	100.0%
	Total	25	2.3%	1042	97.7%	1067	100.0%
TTSL	Rural	9	2.8%	311	97.2%	320	100.0%
	Urban	21	2.8%	726	97.2%	747	100.0%
	Total	30	2.8%	1037	97.2%	1067	100.0%
Total	Rural	31	2.4%	1249	97.6%	1280	100.0%
	Urban	60	2.0%	2928	98.0%	2988	100.0%
	Total	91	2.1%	4177	97.9%	4268	100.0%

5.1.13: Appeal to Appellate Authority: Only 6 respondents had filed appeal to the appellate Authority. Of the 6 respondents only 3 had received the acknowledgement, one each from BSNL, TTSL and Rel Comm. However, all the 6 complainants revealed that the authority had not taken any action on their appeal in the last 3 months.

44. Have you filed any appeal in last 6 months?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	0	0.0%	5	100.0%	5	100.0%
	Urban	1	12.5%	7	87.5%	8	100.0%
	Total	1	7.7%	12	92.3%	13	100.0%
BSNL	Rural	1	16.7%	5	83.3%	6	100.0%
	Urban	1	5.9%	16	94.1%	17	100.0%
	Total	2	8.7%	21	91.3%	23	100.0%
Rel Comm	Rural	0	0.0%	11	100.0%	11	100.0%
	Urban	2	14.3%	12	85.7%	14	100.0%
	Total	2	8.0%	23	92.0%	25	100.0%
TTSL	Rural	1	11.1%	8	88.9%	9	100.0%
	Urban	0	0.0%	21	100.0%	21	100.0%
	Total	1	3.3%	29	96.7%	30	100.0%
Total	Rural	2	6.5%	29	93.5%	31	100.0%
	Urban	4	6.7%	56	93.3%	60	100.0%
	Total	6	6.6%	85	93.4%	91	100.0%

5.1.14 Provision of Manual of Practice by the Operators: The following table shows the number of respondents who had been provided the manual of practice which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection. Altogether 904 (21.2%) subscribers had confirmed that they had received the manual of practice - found to be highest in the case of Rel Comm (24.7%) in rural areas and BSNL (22.4%) in urban areas. 16.8% of the respondents could not remember about receiving the manual of practice as their connections were quite old.

50. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new telephone connection?; Service Provider Wise									
Service Provider		Yes		No		Do not remember		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	71	22.2%	193	60.3%	56	17.5%	320	100.0%
	Urban	156	20.9%	474	63.5%	117	15.7%	747	100.0%
	Total	227	21.3%	667	62.5%	173	16.2%	1067	100.0%
BSNL	Rural	67	20.9%	206	64.4%	47	14.7%	320	100.0%
	Urban	167	22.4%	446	59.7%	134	17.9%	747	100.0%
	Total	234	21.9%	652	61.1%	181	17.0%	1067	100.0%
Rel Comm	Rural	79	24.7%	178	55.6%	63	19.7%	320	100.0%
	Urban	159	21.3%	461	61.7%	127	17.0%	747	100.0%
	Total	238	22.3%	639	59.9%	190	17.8%	1067	100.0%
TTSL	Rural	57	17.8%	219	68.4%	44	13.8%	320	100.0%
	Urban	148	19.8%	472	63.2%	127	17.0%	747	100.0%
	Total	205	19.2%	691	64.8%	171	16.0%	1067	100.0%
Total	Rural	274	21.4%	796	62.2%	210	16.4%	1280	100.0%
	Urban	630	21.1%	1853	62.0%	505	16.9%	2988	100.0%
	Total	904	21.2%	2649	62.1%	715	16.8%	4268	100.0%

5.1.15: Overall Score – Telecom Consumer Protection and Redressal of Grievances BASIC SERVICES-WIRELINE

The following table shows the provider wise score on various provisions of the Telecom Consumer Protection and Redressal of Grievances Act.

S.N.	Sub Parameter		Bharti	BSNL	Rel Comm	TTSL
1	For new customers provisioning of "Manual of practice while taking the new connection	Rural	22.2%	20.9%	24.7%	17.8%
		Urban	20.9%	22.4%	21.3%	19.8%
		Overall	21.3%	21.9%	22.3%	19.2%
2	Awareness of call center number for redressing grievances	Rural	98.4%	97.8%	98.1%	96.6%
		Urban	98.5%	98.4%	98.9%	98.4%
		Overall	98.5%	98.2%	98.7%	97.8%
3	Penetration of consumers made any complaint to the toll free number within last 12 months	Rural	16.3%	13.4%	13.1%	13.1%
		Urban	14.2%	20.3%	6.7%	9.6%
		Overall	20.1%	15.7%	8.6%	10.7%
4	Call center informing about the action taken on complaint	Rural	67.3%	74.4%	78.6%	90.5%
		Urban	82.1%	82.9%	68.0%	76.4%
		Overall	83.2%	78.0%	72.8%	81.6%
5	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	Rural	16.0%	23.2%	8.7%	6.2%
		Urban	36.7%	63.6%	8.4%	24.6%
		Overall	48.2%	47.4%	8.5%	17.8%
6	Awareness of contact detail of nodal officer for redressing grievances	Rural	1.9%	3.4%	2.2%	2.8%
		Urban	1.1%	3.6%	1.6%	1.1%
		Overall	1.3%	3.6%	1.8%	1.6%
7	Awareness of appellate authority for redressing grievances	Rural	1.6%	1.9%	3.4%	2.8%
		Urban	1.1%	2.3%	1.9%	2.8%
		Overall	1.2%	2.2%	2.3%	2.8%

- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 96.6% (Tata Teleservices) to 98.4% (Bharti) in rural areas and from 98.4% (BSNL & TTSL) to 98.9% (Rel Comm) in urban areas.
- Awareness about the Nodal Officer was found to be low in Bharti (1.9%) and Rel Comm (2.2%) in rural areas. 2.8% in TTSL and 3.4% in BSNL were aware of the same in rural areas. Likewise, in urban areas it ranged from 1.1% (Bharti and TTSL) to 3.6% (BSNL).
- Similarly, the awareness was also found to be low in the case of Appellate Authority, highest in Relcomm in rural areas and in TTSL in urban areas.
- Highest number of complaints to the call centre, within last 6 months, was made by the subscribers of Bharti (16.3%) in rural areas and BSNL (20.3%) in urban areas and lowest in the case of Rel Comm and TTSL (13.1% each) in rural areas and Rel Comm (6.7%) in urban areas.



5.2 CELLULAR Mobile – Maharashtra Service Area

5.2.1: Awareness about Call centre telephone number: Altogether 9603 mobile consumers of 9 operators in Maharashtra circle were targeted and 8356 (87.0%) were aware about the call centre telephone number of their operators. The highest percentages of aware subscribers were found in the case of TTSL (88.1%) in rural areas and MTS (87.3%) in urban areas.

Q36. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	281	87.8%	39	12.2%	320	100.0%
	Urban	650	87.0%	97	13.0%	747	100.0%
	Total	931	87.3%	136	12.7%	1067	100.0%
MTS	Rural	279	87.2%	41	12.8%	320	100.0%
	Urban	652	87.3%	95	12.7%	747	100.0%
	Total	931	87.3%	136	12.7%	1067	100.0%
Aircel	Rural	279	87.2%	41	12.8%	320	100.0%
	Urban	649	86.9%	98	13.1%	747	100.0%
	Total	928	87.0%	139	13.0%	1067	100.0%
Uninor	Rural	278	86.9%	42	13.1%	320	100.0%
	Urban	649	86.9%	98	13.1%	747	100.0%
	Total	927	86.9%	140	13.1%	1067	100.0%
BSNL	Rural	279	87.2%	41	12.8%	320	100.0%
	Urban	648	86.7%	99	13.3%	747	100.0%
	Total	927	86.9%	140	13.1%	1067	100.0%
Rel Comm	Rural	276	86.3%	44	13.8%	320	100.0%
	Urban	646	86.5%	101	13.5%	747	100.0%
	Total	922	86.4%	145	13.6%	1067	100.0%
Tata Tele	Rural	282	88.1%	38	11.9%	320	100.0%
	Urban	650	87.0%	97	13.0%	747	100.0%
	Total	932	87.3%	135	12.7%	1067	100.0%
Idea	Rural	279	87.2%	41	12.8%	320	100.0%
	Urban	649	86.9%	98	13.1%	747	100.0%
	Total	928	87.0%	139	13.0%	1067	100.0%
Vodafone	Rural	279	87.2%	41	12.8%	320	100.0%
	Urban	651	87.1%	96	12.9%	747	100.0%
	Total	930	87.2%	137	12.8%	1067	100.0%
Total	Rural	2512	87.2%	368	12.8%	2880	100.0%
	Urban	5844	86.9%	879	13.1%	6723	100.0%
	Total	8356	87.0%	1247	13.0%	9603	100.0%

5.2.2: Consumers' complaints about services: Altogether 1977 (23.7%) consumers had made complaints to the call centre/ help line number of their operators in the last 6 months. This was found highest in the case of Aircel in both urban (33.0%) and rural (26.7%) areas. Lowest numbers of complaints were registered in the case of MTS (18.1%) in urban areas and Idea (22.9%) in rural areas.

Q37. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	73	26.0%	208	74.0%	281	100.0%
	Urban	124	19.1%	526	80.9%	650	100.0%
	Total	197	21.2%	734	78.8%	931	100.0%
MTS	Rural	82	29.4%	197	70.6%	279	100.0%
	Urban	118	18.1%	534	81.9%	652	100.0%
	Total	200	21.5%	731	78.5%	931	100.0%
Aircel	Rural	92	33.0%	187	67.0%	279	100.0%
	Urban	173	26.7%	476	73.3%	649	100.0%
	Total	265	28.6%	663	71.4%	928	100.0%
Uninor	Rural	88	31.7%	190	68.3%	278	100.0%
	Urban	143	22.0%	506	78.0%	649	100.0%

Q37. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
BSNL	Total	231	24.9%	696	75.1%	927	100.0%
	Rural	83	29.7%	196	70.3%	279	100.0%
	Urban	159	24.5%	489	75.5%	648	100.0%
Rel Comm	Total	242	26.1%	685	73.9%	927	100.0%
	Rural	88	31.9%	188	68.1%	276	100.0%
	Urban	148	22.9%	498	77.1%	646	100.0%
Tata Tele	Total	236	25.6%	686	74.4%	922	100.0%
	Rural	66	23.4%	216	76.6%	282	100.0%
	Urban	142	21.8%	508	78.2%	650	100.0%
Idea	Total	208	22.3%	724	77.7%	932	100.0%
	Rural	64	22.9%	215	77.1%	279	100.0%
	Urban	135	20.8%	514	79.2%	649	100.0%
Vodafone	Total	199	21.4%	729	78.6%	928	100.0%
	Rural	65	23.3%	214	76.7%	279	100.0%
	Urban	134	20.6%	517	79.4%	651	100.0%
Total	Total	199	21.4%	731	78.6%	930	100.0%
	Rural	701	27.9%	1811	72.1%	2512	100.0%
	Urban	1276	21.8%	4568	78.2%	5844	100.0%
Total		1977	23.7%	6379	76.3%	8356	100.0%

5.2.3: Receipt of docket number against complaints: Only 30.3% indicated that they had received docket numbers for most of their complaints. 48.3% sample respondents indicated that they had received docket number only on request. Therefore altogether 21.3% did not receive the docket number at all. Percentage of respondents not receiving the docket number was higher in rural areas (20.0%) as compared to urban areas (22.1%).

Q38. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?											
Service Provider		Docket number received for most of the complaints		No docket number received for most of the complaints		It was received on request		No docket number received even on request		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	14	19.2%	11	15.1%	46	63.0%	2	2.7%	73	100.0%
	Urban	49	39.5%	12	9.7%	56	45.2%	7	5.6%	124	100.0%
	Total	63	32.0%	23	11.7%	102	51.8%	9	4.6%	197	100.0%
MTS	Rural	12	14.6%	10	12.2%	57	69.5%	3	3.7%	82	100.0%
	Urban	34	28.8%	14	11.9%	61	51.7%	9	7.6%	118	100.0%
	Total	46	23.0%	24	12.0%	118	59.0%	12	6.0%	200	100.0%
Aircel	Rural	32	34.8%	15	16.3%	41	44.6%	4	4.3%	92	100.0%
	Urban	51	29.5%	25	14.5%	86	49.7%	11	6.4%	173	100.0%
	Total	83	31.3%	40	15.1%	127	47.9%	15	5.7%	265	100.0%
Uninor	Rural	24	27.3%	18	20.5%	43	48.9%	3	3.4%	88	100.0%
	Urban	41	28.7%	41	28.7%	52	36.4%	9	6.3%	143	100.0%
	Total	65	28.1%	59	25.5%	95	41.1%	12	5.2%	231	100.0%
BSNL	Rural	22	26.5%	12	14.5%	46	55.4%	3	3.6%	83	100.0%
	Urban	51	32.1%	21	13.2%	80	50.3%	7	4.4%	159	100.0%
	Total	73	30.2%	33	13.6%	126	52.1%	10	4.1%	242	100.0%
Rel Comm	Rural	28	31.8%	14	15.9%	43	48.9%	3	3.4%	88	100.0%
	Urban	45	30.4%	25	16.9%	68	45.9%	10	6.8%	148	100.0%
	Total	73	30.9%	39	16.5%	111	47.0%	13	5.5%	236	100.0%
Tata Tele	Rural	21	31.8%	11	16.7%	31	47.0%	3	4.5%	66	100.0%
	Urban	54	38.0%	27	19.0%	53	37.3%	8	5.6%	142	100.0%
	Total	75	36.1%	38	18.3%	84	40.4%	11	5.3%	208	100.0%
Idea	Rural	14	21.9%	7	10.9%	41	64.1%	2	3.1%	64	100.0%
	Urban	51	37.8%	19	14.1%	58	43.0%	7	5.2%	135	100.0%
	Total	65	32.7%	26	13.1%	99	49.7%	9	4.5%	199	100.0%
Vodafone	Rural	16	24.6%	12	18.5%	30	46.2%	7	10.8%	65	100.0%
	Urban	41	30.6%	21	15.7%	63	47.0%	9	6.7%	134	100.0%
	Total	57	28.6%	33	16.6%	93	46.7%	16	8.0%	199	100.0%



Q38. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?											
Service Provider		Docket number received for most of the complaints		No docket number received for most of the complaints		It was received on request		No docket number received even on request		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Total	Rural	183	26.1%	110	15.7%	378	53.9%	30	4.3%	701	100.0%
	Urban	417	32.7%	205	16.1%	577	45.2%	77	6.0%	1276	100.0%
	Total	600	30.3%	315	15.9%	955	48.3%	107	5.4%	1977	100.0%

5.2.4: Feedback from Call Centre: The respondents who made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. This was confirmed by 1495 (75.6%) complainants, of which 970 (76.0%) were from urban areas and 525 (74.9%) were from rural areas. The highest were from Vodafone in rural (81.5%) areas and BSNL in urban (84.3%) areas.

39. Did the Call Centre inform you about the action taken on your complaint?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	57	78.1%	16	21.9%	73	100.00%
	Urban	97	78.2%	27	21.8%	124	100.00%
	Total	154	78.2%	43	21.8%	197	100.00%
MTS	Rural	65	79.3%	17	20.7%	82	100.00%
	Urban	96	81.4%	22	18.6%	118	100.00%
	Total	161	80.5%	39	19.5%	200	100.00%
Aircel	Rural	71	77.2%	21	22.8%	92	100.00%
	Urban	122	70.5%	51	29.5%	173	100.00%
	Total	193	72.8%	72	27.2%	265	100.00%
Uninor	Rural	56	63.6%	32	36.4%	88	100.00%
	Urban	81	56.6%	62	43.4%	143	100.00%
	Total	137	59.3%	94	40.7%	231	100.00%
BSNL	Rural	64	77.1%	19	22.9%	83	100.00%
	Urban	134	84.3%	25	15.7%	159	100.00%
	Total	198	81.8%	44	18.2%	242	100.00%
Rel Comm	Rural	58	65.9%	30	34.1%	88	100.00%
	Urban	110	74.3%	38	25.7%	148	100.00%
	Total	168	71.2%	68	28.8%	236	100.00%
Tata Tele	Rural	51	77.3%	15	22.7%	66	100.00%
	Urban	115	81.0%	27	19.0%	142	100.00%
	Total	166	79.8%	42	20.2%	208	100.00%
Idea	Rural	50	78.1%	14	21.9%	64	100.00%
	Urban	110	81.5%	25	18.5%	135	100.00%
	Total	160	80.4%	39	19.6%	199	100.00%
Vodafone	Rural	53	81.5%	12	18.5%	65	100.00%
	Urban	105	78.4%	29	21.6%	134	100.00%
	Total	158	79.4%	41	20.6%	199	100.00%
Total	Rural	525	74.9%	176	25.1%	701	100.00%
	Urban	970	76.0%	306	24.0%	1276	100.00%
	Total	1495	75.6%	482	24.4%	1977	100.00%

5.2.5 Resolution of billing complaints: The following table shows 1977 complainants had billing related problems and 1463 (74.0%) of them reported that their problem was resolved satisfactorily. Altogether 482 (32.9%) felt that their billing problem was not resolved to their satisfaction – highest in the case of Idea (46.5%) in rural areas and Aircel (43.7%) in urban areas.

40. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?							
Service Provider		Yes		No		Total applicable	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	38	70.4%	16	29.6%	54	100.0%
	Urban	67	72.8%	25	27.2%	92	100.0%



40. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?							
Service Provider		Yes		No		Total applicable	
		Count	%age	Count	%age	Count	%age
MTS	Total	105	71.9%	41	28.1%	146	100.0%
	Rural	43	70.3%	18	29.7%	61	100.0%
	Urban	66	76.0%	21	24.0%	87	100.0%
	Total	109	73.6%	39	26.4%	148	100.0%
Aircel	Rural	44	64.7%	24	35.3%	68	100.0%
	Urban	72	56.3%	56	43.7%	128	100.0%
	Total	116	59.2%	80	40.8%	196	100.0%
	Rural	37	57.0%	28	43.0%	65	100.0%
Uninor	Urban	70	66.0%	36	34.0%	106	100.0%
	Total	107	62.6%	64	37.4%	171	100.0%
	Rural	46	75.6%	15	24.4%	61	100.0%
	Urban	83	70.3%	35	29.7%	118	100.0%
BSNL	Total	129	72.1%	50	27.9%	179	100.0%
	Rural	46	70.8%	19	29.2%	65	100.0%
	Urban	73	66.2%	37	33.8%	110	100.0%
	Total	119	67.9%	56	32.1%	175	100.0%
Tata Tele	Rural	28	57.0%	21	43.0%	49	100.0%
	Urban	73	69.5%	32	30.5%	105	100.0%
	Total	101	65.6%	53	34.4%	154	100.0%
	Rural	25	53.5%	22	46.5%	47	100.0%
Idea	Urban	73	73.0%	27	27.0%	100	100.0%
	Total	98	66.7%	49	33.3%	147	100.0%
	Rural	27	56.3%	21	43.7%	48	100.0%
	Urban	70	70.8%	29	29.2%	99	100.0%
Vodafone	Total	97	66.0%	50	34.0%	147	100.0%
	Rural	335	64.5%	184	35.5%	519	100.0%
	Urban	646	68.4%	298	31.6%	944	100.0%
	Total	981	67.1%	482	32.9%	1463	100.0%

5.2.6: Awareness about the contact details of nodal officers: The analysis shows that in Maharashtra around 18.1% sample respondents were aware about the contact details of the nodal officers. This was found to be highest in the case of BSNL in rural (26.9%) and urban 919.9%) areas. It was found lowest in the case of Uninor in rural areas (12.2%) and Vodafone in urban areas (16.2%).

41. In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	59	18.4%	261	81.6%	320	100.0%
	Urban	135	18.1%	612	81.9%	747	100.0%
	Total	194	18.2%	873	81.8%	1067	100.0%
	Rural	43	13.4%	277	86.6%	320	100.0%
MTS	Urban	133	17.8%	614	82.2%	747	100.0%
	Total	176	16.5%	891	83.5%	1067	100.0%
	Rural	48	15.0%	272	85.0%	320	100.0%
	Urban	126	16.9%	621	83.1%	747	100.0%
Aircel	Total	174	16.3%	893	83.7%	1067	100.0%
	Rural	39	12.2%	281	87.8%	320	100.0%
	Urban	123	16.5%	624	83.5%	747	100.0%
	Total	162	15.2%	905	84.8%	1067	100.0%
BSNL	Rural	86	26.9%	234	73.1%	320	100.0%
	Urban	149	19.9%	598	80.1%	747	100.0%
	Total	235	22.0%	832	78.0%	1067	100.0%
	Rural	75	23.4%	245	76.6%	320	100.0%
Rel Comm	Urban	143	19.1%	604	80.9%	747	100.0%
	Total	218	20.4%	849	79.6%	1067	100.0%
	Rural	51	15.9%	269	84.1%	320	100.0%
	Total						



41. In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
	Urban	136	18.2%	611	81.8%	747	100.0%
	Total	187	17.5%	880	82.5%	1067	100.0%
	Rural	71	22.2%	249	77.8%	320	100.0%
Idea	Urban	137	18.3%	610	81.7%	747	100.0%
	Total	208	19.5%	859	80.5%	1067	100.0%
	Rural	63	19.7%	257	80.3%	320	100.0%
Vodafone	Urban	121	16.2%	626	83.8%	747	100.0%
	Total	184	17.2%	883	82.8%	1067	100.0%
	Rural	535	18.6%	2345	81.4%	2880	100.0%
Total	Urban	1203	17.9%	5520	82.1%	6723	100.0%
	Total	1738	18.1%	7865	81.9%	9603	100.0%
	Rural						

5.2.7 Complaints to Nodal officer: 576 consumers, who were not satisfied with the resolution of their problem by customer care executives, had contacted to the nodal officers- highest in the case of Vodafone in rural areas (34.9%) and Bharti in urban areas (35.6%).

Q42(a). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call centre/customer care?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	20	33.9%	39	66.1%	59	100.00%
	Urban	48	35.6%	87	64.4%	135	100.00%
	Total	68	35.1%	126	64.9%	194	100.00%
MTS	Rural	14	32.6%	29	67.4%	43	100.00%
	Urban	41	30.8%	92	69.2%	133	100.00%
	Total	55	31.3%	121	68.8%	176	100.00%
Aircel	Rural	16	33.3%	32	66.7%	48	100.00%
	Urban	44	34.9%	82	65.1%	126	100.00%
	Total	60	34.5%	114	65.5%	174	100.00%
Uninor	Rural	12	30.8%	27	69.2%	39	100.00%
	Urban	42	34.1%	81	65.9%	123	100.00%
	Total	54	33.3%	108	66.7%	162	100.00%
BSNL	Rural	27	31.4%	59	68.6%	86	100.00%
	Urban	50	33.6%	99	66.4%	149	100.00%
	Total	77	32.8%	158	67.2%	235	100.00%
Rel Comm	Rural	24	32.0%	51	68.0%	75	100.00%
	Urban	50	35.0%	93	65.0%	143	100.00%
	Total	74	33.9%	144	66.1%	218	100.00%
Tata Tele	Rural	17	33.3%	34	66.7%	51	100.00%
	Urban	41	30.1%	95	69.9%	136	100.00%
	Total	58	31.0%	129	69.0%	187	100.00%
Idea	Rural	23	32.4%	48	67.6%	71	100.00%
	Urban	43	31.4%	94	68.6%	137	100.00%
	Total	66	31.7%	142	68.3%	208	100.00%
Vodafone	Rural	22	34.9%	41	65.1%	63	100.00%
	Urban	42	34.7%	79	65.3%	121	100.00%
	Total	64	34.8%	120	65.2%	184	100.00%
Total	Rural	175	32.7%	360	67.3%	535	100.00%
	Urban	401	33.3%	802	66.7%	1203	100.00%
	Total	576	33.1%	1162	66.9%	1738	100.00%



5.2.8 Accessibility to Nodal officer: Accessibility to nodal officer was considered difficult by only 18 complainants.

42(b). Were you able to contact to the Nodal officer without difficulty?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	19	95.0%	1	5.0%	20	100.00%
	Urban	47	97.9%	1	2.1%	48	100.00%
	Total	66	97.1%	2	2.9%	68	100.00%
MTS	Rural	13	92.9%	1	7.1%	14	100.00%
	Urban	39	95.1%	2	4.9%	41	100.00%
	Total	52	94.5%	3	5.5%	55	100.00%
Aircel	Rural	15	93.8%	1	6.3%	16	100.00%
	Urban	44	100.0%	0	0.0%	44	100.00%
	Total	59	98.3%	1	1.7%	60	100.00%
Uninor	Rural	10	83.3%	2	16.7%	12	100.00%
	Urban	39	92.9%	3	7.1%	42	100.00%
	Total	49	90.7%	5	9.3%	54	100.00%
BSNL	Rural	26	96.3%	1	3.7%	27	0.00%
	Urban	49	98.0%	1	2.0%	50	100.00%
	Total	75	97.4%	2	2.6%	77	100.00%
Rel Comm	Rural	23	95.8%	1	4.2%	24	100.00%
	Urban	50	100.0%	0	0.0%	50	100.00%
	Total	73	98.6%	1	1.4%	74	100.00%
Tata Tele	Rural	16	94.1%	1	5.9%	17	100.00%
	Urban	41	100.0%	0	0.0%	41	100.00%
	Total	57	98.3%	1	1.7%	58	100.00%
Idea	Rural	22	95.7%	1	4.3%	23	100.00%
	Urban	43	100.0%	0	0.0%	43	100.00%
	Total	65	98.5%	1	1.5%	66	100.00%
Vodafone	Rural	21	95.5%	1	4.5%	22	100.00%
	Urban	41	97.6%	1	2.4%	42	100.00%
	Total	62	96.9%	2	3.1%	64	100.00%
Total	Rural	165	94.3%	10	5.7%	175	100.00%
	Urban	393	98.0%	8	2.0%	401	100.00%
	Total	558	96.9%	18	3.1%	576	100.00%

5.2.9 Redressal by Nodal officer: 560 complainants reported that they were informed about the decision taken on their complaint. Only 16 (2.8%) revealed that they were not informed about the decision taken on their complaint by the nodal officer, of which 5 were from urban areas and only 11 from rural areas.

43. Did the Nodal Officer intimate you about the decision taken on your complaint?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	18	90.0%	2	10.0%	20	100.00%
	Urban	47	97.9%	1	2.1%	48	100.00%
	Total	65	95.6%	3	4.4%	68	100.00%
MTS	Rural	13	92.9%	1	7.1%	14	100.00%
	Urban	41	100.0%	0	0.0%	41	100.00%
	Total	54	98.2%	1	1.8%	55	100.00%
Aircel	Rural	15	93.8%	1	6.3%	16	100.00%
	Urban	43	97.7%	1	2.3%	44	100.00%
	Total	58	96.7%	2	3.3%	60	100.00%
Uninor	Rural	11	91.7%	1	8.3%	12	100.00%
	Urban	42	100.0%	0	0.0%	42	100.00%
	Total	53	98.1%	1	1.9%	54	100.00%
BSNL	Rural	25	92.6%	2	7.4%	27	0.00%
	Urban	49	98.0%	1	2.0%	50	100.00%
	Total	74	96.1%	3	3.9%	77	100.00%
Rel Comm	Rural	23	95.8%	1	4.2%	24	100.00%
	Urban	49	98.0%	1	2.0%	50	100.00%
	Total	72	97.3%	2	2.7%	74	100.00%
Tata Tele	Rural	16	94.1%	1	5.9%	17	100.00%



43. Did the Nodal Officer intimate you about the decision taken on your complaint?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
	Urban	41	100.0%	0	0.0%	41	100.00%
	Total	57	98.3%	1	1.7%	58	100.00%
Idea	Rural	22	95.7%	1	4.3%	23	100.00%
	Urban	42	97.7%	1	2.3%	43	100.00%
	Total	64	97.0%	2	3.0%	66	100.00%
Vodafone	Rural	21	95.5%	1	4.5%	22	100.00%
	Urban	42	100.0%	0	0.0%	42	100.00%
	Total	63	98.4%	1	1.6%	64	100.00%
Total	Rural	164	93.7%	11	6.3%	175	100.00%
	Urban	396	98.8%	5	1.2%	401	100.00%
	Total	560	97.2%	16	2.8%	576	100.00%

5.2.10 Satisfaction with the Nodal officer: Out of the 560 complainants who had contacted nodal officers for resolution of their complaints, 63 (10.9%) were dissatisfied with the resolution provided by the nodal officer of their operator.

Q44. How satisfied are you with the redressal of the complaint by the Nodal Officer?											
Service Provider		Very dissatisfied		Dissatisfied		Satisfied		Very satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural			4	20.0%	8	40.0%	8	40.0%	20	100.0%
	Urban			5	10.4%	25	52.1%	18	37.5%	48	100.0%
	Total			9	13.2%	33	48.5%	26	38.2%	68	100.0%
MTS	Rural			4	28.6%	3	21.4%	7	50.0%	14	100.0%
	Urban			6	14.6%	21	51.2%	14	34.1%	41	100.0%
	Total			10	18.2%	24	43.6%	21	38.2%	55	100.0%
Aircel	Rural			2	12.5%	5	31.3%	9	56.3%	16	100.0%
	Urban			5	11.4%	21	47.7%	18	40.9%	44	100.0%
	Total			7	11.7%	26	43.3%	27	45.0%	60	100.0%
Uninor	Rural			3	25.0%	6	50.0%	3	25.0%	12	100.0%
	Urban			5	11.9%	23	54.8%	14	33.3%	42	100.0%
	Total			8	14.8%	29	53.7%	17	31.5%	54	100.0%
BSNL	Rural			2	7.4%	9	33.3%	16	59.3%	27	100.0%
	Urban			4	8.0%	27	54.0%	19	38.0%	50	100.0%
	Total			6	7.8%	36	46.8%	35	45.5%	77	100.0%
Rel Comm	Rural			2	8.3%	17	70.8%	5	20.8%	24	100.0%
	Urban			3	6.0%	35	70.0%	12	24.0%	50	100.0%
	Total			5	6.8%	52	70.3%	17	23.0%	74	100.0%
Tata Tele	Rural			1	5.9%	1	5.9%	15	88.2%	17	100.0%
	Urban			4	9.8%	20	48.8%	17	41.5%	41	100.0%
	Total			5	8.6%	21	36.2%	32	55.2%	58	100.0%
Idea	Rural			3	13.0%	9	39.1%	11	47.8%	23	100.0%
	Urban			4	9.3%	20	46.5%	19	44.2%	43	100.0%
	Total			7	10.6%	29	43.9%	30	45.5%	66	100.0%
Vodafone	Rural			2	9.1%	6	27.3%	14	63.6%	22	100.0%
	Urban			4	9.5%	19	45.2%	19	45.2%	42	100.0%
	Total			6	9.4%	25	39.1%	33	51.6%	64	100.0%
Total	Rural			23	13.1%	64	36.6%	88	50.3%	175	100.0%
	Urban			40	10.0%	211	52.6%	150	37.4%	401	100.0%
	Total			63	10.9%	275	47.7%	238	41.3%	576	100.0%



5.2.11 Reasons for dissatisfaction with the solution provided by Nodal officer: Most of the complainants (55.4%) were dissatisfied as Nodal Officer was not equipped with adequate information

45. Please specify the reason(s) for your dissatisfaction									
Service Provider		Difficult to connect to the Nodal Officer		Nodal Officer not equipped with adequate information		Time taken by Nodal Officer for redressal of complaint is too long		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural			3	75.0%	1	25.0%	4	100.0%
	Urban			3	60.0%	2	40.0%	5	100.0%
	Total			6	66.7%	3	33.3%	9	100.0%
MTS	Rural			3	75.0%	1	25.0%	4	100.0%
	Urban			4	66.7%	2	33.3%	6	100.0%
	Total			7	70.0%	3	30.0%	10	100.0%
Aircel	Rural			2	100.0%	0	0.0%	2	100.0%
	Urban	1	20.0%	2	40.0%	2	40.0%	5	100.0%
	Total	1	14.3%	4	57.1%	2	28.6%	7	100.0%
Uninor	Rural	1	33.3%	2	66.7%			3	100.0%
	Urban			3	60.0%	2	40.0%	5	100.0%
	Total	1	12.5%	5	62.5%	2	25.0%	8	100.0%
BSNL	Rural			2	100.0%			2	100.0%
	Urban			2	50.0%	2	50.0%	4	100.0%
	Total			4	66.7%	2	33.3%	6	100.0%
Rel Comm	Rural			2	100.0%			2	100.0%
	Urban			2	66.7%	1	33.3%	3	100.0%
	Total			4	80.0%	1	20.0%	5	100.0%
Tata Tele	Rural			1	100.0%			1	100.0%
	Urban			2	50.0%	2	50.0%	4	100.0%
	Total			3	60.0%	2	40.0%	5	100.0%
Idea	Rural			2	66.7%	1	33.3%	3	100.0%
	Urban			3	75.0%	1	25.0%	4	100.0%
	Total			5	71.4%	2	28.6%	7	100.0%
Vodafone	Rural			2	100.0%			2	100.0%
	Urban	1	25.0%	2	50.0%	1	25.0%	4	100.0%
	Total	1	16.7%	4	66.7%	1	16.7%	6	100.0%
Total	Rural	1	4.3%	19	82.6%	3	13.0%	23	100.0%
	Urban	2	5.0%	23	57.5%	15	37.5%	40	100.0%
	Total	3	4.8%	42	66.7%	18	28.6%	63	100.0%

5.2.12 Awareness about the contact details of Appellate Authority: In Maharashtra circle 1377 (14.3%) cellular subscribers were found to be aware about contact details of the appellate authority set up by their operators. This was found to be highest in the case of Vodafone subscribers in rural areas (19.1%) and BSNL in urban areas (15.4%).

Q46. Are you aware of the contact details of the appellate authority for filing of appeals?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	42	13.1%	278	77.70%	320	100.0%
	Urban	106	14.2%	641	85.90%	747	100.0%
	Total	148	13.9%	919	83.40%	1067	100.0%
MTS	Rural	44	13.8%	276	88.00%	320	100.0%
	Urban	102	13.7%	645	88.80%	747	100.0%
	Total	146	13.7%	921	88.60%	1067	100.0%
Aircel	Rural	53	16.6%	267	76.00%	320	100.0%
	Urban	100	13.4%	647	82.60%	747	100.0%
	Total	153	14.3%	914	80.60%	1067	100.0%
Uninor	Rural	43	13.4%	277	89.00%	320	100.0%
	Urban	98	13.1%	649	83.50%	747	100.0%
	Total	141	13.2%	926	85.20%	1067	100.0%
BSNL	Rural	57	17.8%	263	98.10%	320	100.0%
	Urban	115	15.4%	632	88.80%	747	100.0%



Q46. Are you aware of the contact details of the appellate authority for filing of appeals?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Rel Comm	Total	172	16.1%	895	91.70%	1067	100.0%
	Rural	52	16.3%	268	89.40%	320	100.0%
	Urban	106	14.2%	641	83.70%	747	100.0%
	Total	158	14.8%	909	85.40%	1067	100.0%
Tata Tele	Rural	51	15.9%	269	95.60%	320	100.0%
	Urban	95	12.7%	652	97.30%	747	100.0%
	Total	146	13.7%	921	96.80%	1067	100.0%
Idea	Rural	59	18.4%	261	90.30%	320	100.0%
	Urban	85	11.4%	662	89.50%	747	100.0%
	Total	144	13.5%	923	89.70%	1067	100.0%
Vodafone	Rural	61	19.1%	259	80.00%	320	100.0%
	Urban	108	14.5%	639	85.50%	747	100.0%
	Total	169	15.8%	898	83.80%	1067	100.0%
Total	Rural	462	16.0%	2418	87.10%	2880	100.0%
	Urban	915	13.6%	5808	87.30%	6723	100.0%
	Total	1377	14.3%	8226	87.20%	9603	100.0%

5.2.13 Redressal from Appellate authority: Out of these 1377 respondents, who were aware about the contact details of Appellate authority, 740 (53.7%) had filed appeal to the Appellate authority in the last 6 months – highest from BSNL subscribers in both urban (59.1%) and rural (63.2%) areas.

47. Have you filed any appeal in last 6 months?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	24	57.1%	18	42.9%	42	100.00%
	Urban	62	58.5%	44	41.5%	106	100.00%
	Total	86	58.1%	62	41.9%	148	100.00%
MTS	Rural	24	54.5%	20	45.5%	44	100.00%
	Urban	54	52.9%	48	47.1%	102	100.00%
	Total	78	53.4%	68	46.6%	146	100.00%
Aircel	Rural	31	58.5%	22	41.5%	53	100.00%
	Urban	57	57.0%	43	43.0%	100	100.00%
	Total	88	57.5%	65	42.5%	153	100.00%
Uninor	Rural	22	51.2%	21	48.8%	43	100.00%
	Urban	51	52.0%	47	48.0%	98	100.00%
	Total	73	51.8%	68	48.2%	141	100.00%
BSNL	Rural	36	63.2%	21	36.8%	57	100.00%
	Urban	68	59.1%	47	40.9%	115	100.00%
	Total	104	60.5%	68	39.5%	172	100.00%
Rel Comm	Rural	23	44.2%	29	55.8%	52	100.00%
	Urban	55	51.9%	51	48.1%	106	100.00%
	Total	78	49.4%	80	50.6%	158	100.00%
Tata Tele	Rural	24	47.1%	27	52.9%	51	100.00%
	Urban	39	41.1%	56	58.9%	95	100.00%
	Total	63	43.2%	83	56.8%	146	100.00%
Idea	Rural	30	50.8%	29	49.2%	59	100.00%
	Urban	44	51.8%	41	48.2%	85	100.00%
	Total	74	51.4%	70	48.6%	144	100.00%
Vodafone	Rural	33	54.1%	28	45.9%	61	100.00%
	Urban	63	58.3%	45	41.7%	108	100.00%
	Total	96	56.8%	73	43.2%	169	100.00%
Total	Rural	247	53.5%	215	46.5%	462	100.00%
	Urban	493	53.9%	422	46.1%	915	100.00%
	Total	740	53.7%	637	46.3%	1377	100.00%

5.2.14 Acknowledgment from Appellate authority: All the complainants have received acknowledgement from the Appellate Authority.



5.2.15 Redressal from Appellate authority: Out of the 740 complainants, who had filed appeal to the Appellate Authority, 700 (94.6%), reported that Authority had taken decision on their complainants.

49. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	23	95.8%	1	4.2%	24	100.0%
	Urban	57	91.9%	5	8.1%	62	100.0%
	Total	80	93.0%	6	7.0%	86	100.0%
MTS	Rural	22	91.7%	2	8.3%	24	100.0%
	Urban	50	92.6%	4	7.4%	54	100.0%
	Total	72	92.3%	6	7.7%	78	100.0%
Aircel	Rural	30	96.8%	1	3.2%	31	100.0%
	Urban	54	94.7%	3	5.3%	57	100.0%
	Total	84	95.5%	4	4.5%	88	100.0%
Uninor	Rural	20	90.9%	2	9.1%	22	100.0%
	Urban	46	90.2%	5	9.8%	51	100.0%
	Total	66	90.4%	7	9.6%	73	100.0%
BSNL	Rural	35	97.2%	1	2.8%	36	100.0%
	Urban	66	97.1%	2	2.9%	68	100.0%
	Total	101	97.1%	3	2.9%	104	100.0%
Rel Comm	Rural	22	95.7%	1	4.3%	23	100.0%
	Urban	51	92.7%	4	7.3%	55	100.0%
	Total	73	93.6%	5	6.4%	78	100.0%
Tata Tele	Rural	23	95.8%	1	4.2%	24	100.0%
	Urban	37	94.9%	2	5.1%	39	100.0%
	Total	60	95.2%	3	4.8%	63	100.0%
Idea	Rural	29	96.7%	1	3.3%	30	100.0%
	Urban	42	95.5%	2	4.5%	44	100.0%
	Total	71	95.9%	3	4.1%	74	100.0%
Vodafone	Rural	32	97.0%	1	3.0%	33	100.0%
	Urban	61	96.8%	2	3.2%	63	100.0%
	Total	93	96.9%	3	3.1%	96	100.0%
Total	Rural	236	95.5%	11	4.5%	247	100.0%
	Urban	464	94.1%	29	5.9%	493	100.0%
	Total	700	94.6%	40	5.4%	740	100.0%

5.2.16 Awareness about item wise charges of prepaid services: All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 8536 prepaid customers of 9 providers targeted, 78.2% reported that they were aware of this facility.

50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	163	70.9%	67	29.1%	230	100.0%
	Urban	417	77.5%	121	22.5%	538	100.0%
	Total	580	75.5%	188	24.5%	768	100.0%
MTS	Rural	243	77.4%	71	22.6%	314	100.0%
	Urban	604	82.5%	128	17.5%	732	100.0%
	Total	847	81.0%	199	19.0%	1046	100.0%
Aircel	Rural	214	74.3%	74	25.7%	288	100.0%
	Urban	548	81.5%	124	18.5%	672	100.0%
	Total	762	79.4%	198	20.6%	960	100.0%
Uninor	Rural	233	72.8%	87	27.2%	320	100.0%
	Urban	594	79.5%	153	20.5%	747	100.0%
	Total	827	77.5%	240	22.5%	1067	100.0%
BSNL	Rural	219	77.6%	63	22.4%	282	100.0%
	Urban	534	81.3%	123	18.7%	657	100.0%
	Total	753	80.2%	186	19.8%	939	100.0%
Rel Comm	Rural	220	75.6%	71	24.4%	291	100.0%



50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
	Urban	553	81.3%	127	18.7%	680	100.0%
	Total	773	79.6%	198	20.4%	971	100.0%
Tata Tele	Rural	159	71.0%	65	29.0%	224	100.0%
	Urban	409	78.2%	114	21.8%	523	100.0%
	Total	568	76.0%	179	24.0%	747	100.0%
Idea	Rural	234	77.0%	70	23.0%	304	100.0%
	Urban	527	74.2%	183	25.8%	710	100.0%
	Total	761	75.0%	253	25.0%	1014	100.0%
Vodafone	Rural	231	75.3%	76	24.7%	307	100.0%
	Urban	574	80.1%	143	19.9%	717	100.0%
	Total	805	78.6%	219	21.4%	1024	100.0%
Total	Rural	1917	74.9%	644	25.1%	2561	100.0%
	Urban	4759	79.6%	1216	20.4%	5975	100.0%
	Total	6676	78.2%	1860	21.8%	8536	100.0%

5.2.17 Denial of itemized usage charges detail: 1075 (16.1%) reported that they were denied of their request of the item wise usage charges..

51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	26	16.2%	137	83.8%	163	100.0%
	Urban	72	17.2%	345	82.8%	417	100.0%
	Total	98	16.9%	482	83.1%	580	100.0%
MTS	Rural	46	18.9%	197	81.1%	243	100.0%
	Urban	101	16.7%	503	83.3%	604	100.0%
	Total	147	17.4%	700	82.6%	847	100.0%
Aircel	Rural	33	15.4%	181	84.6%	214	100.0%
	Urban	97	17.7%	451	82.3%	548	100.0%
	Total	130	17.1%	632	82.9%	762	100.0%
Uninor	Rural	42	18.1%	191	81.9%	233	100.0%
	Urban	109	18.3%	485	81.7%	594	100.0%
	Total	151	18.3%	676	81.7%	827	100.0%
BSNL	Rural	41	18.6%	178	81.4%	219	100.0%
	Urban	78	14.7%	456	85.3%	534	100.0%
	Total	119	15.8%	634	84.2%	753	100.0%
Rel Comm	Rural	41	18.7%	179	81.3%	220	100.0%
	Urban	76	13.7%	477	86.3%	553	100.0%
	Total	117	15.1%	656	84.9%	773	100.0%
Tata Tele	Rural	30	18.9%	129	81.1%	159	100.0%
	Urban	61	14.9%	348	85.1%	409	100.0%
	Total	91	16.0%	477	84.0%	568	100.0%
Idea	Rural	39	16.7%	195	83.3%	234	100.0%
	Urban	72	13.6%	455	86.4%	527	100.0%
	Total	111	14.6%	650	85.4%	761	100.0%
Vodafone	Rural	38	16.5%	193	83.5%	231	100.0%
	Urban	73	12.7%	501	87.3%	574	100.0%
	Total	111	13.8%	694	86.2%	805	100.0%
Total	Rural	337	17.6%	1580	82.4%	1917	100.0%
	Urban	738	15.5%	4021	84.5%	4759	100.0%
	Total	1075	16.1%	5601	83.9%	6676	100.0%

5.2.18: Reason for Denial: In majority of the cases no reason for the denial of item wise usage was charges were given. Other 46.9% reported that their provider had told that itemized bill could not be provided because of technical problem.



52. What were the reason(s) for denying your request?							
Service Provider		No reason given		Technical problem		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	14	54.5%	12	45.5%	26	100.00%
	Urban	36	49.7%	36	50.3%	72	100.00%
	Total	50	51.0%	48	49.0%	98	100.00%
MTS	Rural	22	47.6%	24	52.4%	46	100.00%
	Urban	52	51.6%	49	48.4%	101	100.00%
	Total	74	50.3%	73	49.7%	147	100.00%
Aircel	Rural	18	54.5%	15	45.5%	33	100.00%
	Urban	46	47.4%	51	52.6%	97	100.00%
	Total	64	49.2%	66	50.8%	130	100.00%
Uninor	Rural	23	54.9%	19	45.1%	42	100.00%
	Urban	61	55.9%	48	44.1%	109	100.00%
	Total	84	55.6%	67	44.4%	151	100.00%
BSNL	Rural	18	43.5%	23	56.5%	41	100.00%
	Urban	41	52.7%	37	47.3%	78	100.00%
	Total	59	49.6%	60	50.4%	119	100.00%
Rel Comm	Rural	22	54.0%	19	46.0%	41	100.00%
	Urban	42	55.1%	34	44.9%	76	100.00%
	Total	64	54.7%	53	45.3%	117	100.00%
Tata Tele	Rural	16	53.5%	14	46.5%	30	100.00%
	Urban	33	54.0%	28	46.0%	61	100.00%
	Total	49	53.8%	42	46.2%	91	100.00%
Idea	Rural	22	56.6%	17	43.4%	39	100.00%
	Urban	41	56.8%	31	43.2%	72	100.00%
	Total	63	56.8%	48	43.2%	111	100.00%
Vodafone	Rural	21	55.5%	17	44.5%	38	100.00%
	Urban	43	58.8%	30	41.2%	73	100.00%
	Total	64	57.7%	47	42.3%	111	100.00%
Total	Rural	177	52.5%	160	47.5%	337	100.00%
	Urban	394	53.4%	344	46.6%	738	100.00%
	Total	571	53.1%	504	46.9%	1075	100.00%

5.2.19 Provision of Manual of Practice by the Operators: The following table shows the number of respondents who had been provided the manual of practice which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection. Altogether 2173 (22.6%) subscribers had confirmed that they had received the manual of practice. This was found to be highest in the case of BSNL (23.8%) in urban areas and Bharti (28.8%) in rural areas.

53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new telephone connection?									
Service Provider		Yes		No		Do not remember		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	92	28.8%	186	58.1%	42	13.1%	320	100.0%
	Urban	167	22.4%	449	60.1%	131	17.5%	747	100.0%
	Total	259	24.3%	635	59.5%	173	16.2%	1067	100.0%
MTS	Rural	81	25.3%	183	57.2%	56	17.5%	320	100.0%
	Urban	153	20.5%	453	60.6%	141	18.9%	747	100.0%
	Total	234	21.9%	636	59.6%	197	18.5%	1067	100.0%
Aircel	Rural	89	27.8%	178	55.6%	53	16.6%	320	100.0%
	Urban	172	23.0%	454	60.8%	121	16.2%	747	100.0%
	Total	261	24.5%	632	59.2%	174	16.3%	1067	100.0%
Uninor	Rural	69	21.6%	202	63.1%	49	15.3%	320	100.0%
	Urban	159	21.3%	480	64.3%	108	14.5%	747	100.0%
	Total	228	21.4%	682	63.9%	157	14.7%	1067	100.0%
BSNL	Rural	75	23.4%	176	55.0%	69	21.6%	320	100.0%



53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new telephone connection?									
Service Provider		Yes		No		Do not remember		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
	Urban	178	23.8%	398	53.3%	171	22.9%	747	100.0%
	Total	253	23.7%	574	53.8%	240	22.5%	1067	100.0%
Rel Comm	Rural	74	23.1%	197	61.6%	49	15.3%	320	100.0%
	Urban	162	21.7%	473	63.3%	112	15.0%	747	100.0%
	Total	236	22.1%	670	62.8%	161	15.1%	1067	100.0%
Tata Tele	Rural	64	20.0%	200	62.5%	56	17.5%	320	100.0%
	Urban	153	20.5%	449	60.1%	145	19.4%	747	100.0%
	Total	217	20.3%	649	60.8%	201	18.8%	1067	100.0%
Idea	Rural	73	22.8%	204	63.8%	43	13.4%	320	100.0%
	Urban	164	22.0%	466	62.4%	117	15.7%	747	100.0%
	Total	237	22.2%	670	62.8%	160	15.0%	1067	100.0%
Vodafone	Rural	76	23.8%	200	62.5%	44	13.8%	320	100.0%
	Urban	172	23.0%	448	60.0%	127	17.0%	747	100.0%
	Total	248	23.2%	648	60.7%	171	16.0%	1067	100.0%
Total	Rural	693	24.1%	1726	59.9%	461	16.0%	2880	100.0%
	Urban	1480	22.0%	4070	60.5%	1173	17.4%	6723	100.0%
	Total	2173	22.6%	5796	60.4%	1634	17.0%	9603	100.0%



5.2.20: OVERALL SCORE - CELLULAR (MOBILE)

The following table shows the provider wise score on various provisions of the Telecom Consumer Protection and Redressal of Grievances Act.

SN.	Sub Parameter		Bharti	MTS	Aircel	Uninor	BSNL	Reliance comm	Tata Teleservices	Idea Cellular	Vodafone
1	For pre-paid customers awareness about item-wise usage charge details on request	Rural	70.9%	77.4%	74.3%	72.8%	77.6%	75.6%	71.0%	77.0%	75.3%
		Urban	77.5%	82.5%	81.5%	79.5%	81.3%	81.3%	78.2%	74.2%	80.1%
		Overall	75.5%	81.0%	79.4%	77.5%	80.2%	79.6%	76.0%	75.0%	78.6%
2	If aware (for pre-paid customers)ever denied of item wise usage charge details for pre paid connection	Rural	16.2%	18.9%	15.4%	18.1%	18.6%	18.7%	18.9%	16.7%	16.5%
		Urban	17.2%	16.7%	17.7%	18.3%	14.7%	13.7%	14.9%	13.6%	12.7%
		Overall	16.9%	17.4%	17.1%	18.3%	15.8%	15.1%	16.0%	14.6%	13.8%
3	Provisioning of "Manual of practice while taking the new connection	Rural	28.8%	25.3%	27.8%	21.6%	23.4%	23.1%	20.0%	22.8%	23.8%
		Urban	22.4%	20.5%	23.0%	21.3%	23.8%	21.7%	20.5%	22.0%	23.0%
		Overall	24.3%	21.9%	24.5%	21.4%	23.7%	22.1%	20.3%	22.2%	23.2%
4	Awareness of call center number for redressing grievances	Rural	87.8%	87.2%	87.2%	86.9%	87.2%	86.3%	88.1%	87.2%	87.2%
		Urban	87.0%	87.3%	86.9%	86.9%	86.7%	86.5%	87.0%	86.9%	87.1%
		Overall	87.3%	87.3%	87.0%	86.9%	86.9%	86.4%	87.3%	87.0%	87.2%
5	Penetration of customers made any complaint to the toll free number within last 12 months	Rural	26.0%	29.4%	33.0%	31.7%	29.7%	31.9%	23.4%	22.9%	23.3%
		Urban	19.1%	18.1%	26.7%	22.0%	24.5%	22.9%	21.8%	20.8%	20.6%
		Overall	21.2%	21.5%	28.6%	24.9%	26.1%	25.6%	22.3%	21.4%	21.4%
6	Call center informing about the action taken on complaint	Rural	78.1%	79.3%	77.2%	63.6%	77.1%	65.9%	77.3%	78.1%	81.5%
		Urban	78.2%	81.4%	70.5%	56.6%	84.3%	74.3%	81.0%	81.5%	78.4%
		Overall	78.2%	80.5%	72.8%	59.3%	81.8%	71.2%	79.8%	80.4%	79.4%
7	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	Rural	70.4%	70.3%	64.7%	57.0%	75.6%	70.8%	57.0%	53.5%	56.3%
		Urban	72.8%	76.0%	56.3%	66.0%	70.3%	66.2%	69.5%	73.0%	70.8%
		Overall	71.9%	73.6%	59.2%	62.6%	72.1%	67.9%	65.6%	66.7%	66.0%
8	Awareness of contact detail of nodal officer for redressing grievances	Rural	18.4%	13.4%	15.0%	12.2%	26.9%	23.4%	15.9%	22.2%	19.7%
		Urban	18.1%	17.8%	16.9%	16.5%	19.9%	19.1%	18.2%	18.3%	16.2%
		Overall	18.2%	16.5%	16.3%	15.2%	22.0%	20.4%	17.5%	19.5%	17.2%
9	Awareness of appellate authority for redressing grievances	Rural	13.1%	13.8%	16.6%	13.4%	17.8%	16.3%	15.9%	18.4%	19.1%
		Urban	14.2%	13.7%	13.4%	13.1%	15.4%	14.2%	12.7%	11.4%	14.5%
		Overall	13.9%	13.7%	14.3%	13.2%	16.1%	14.8%	13.7%	13.5%	15.8%

- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 86.5% (Rel Comm) to 87.3% (MTS) in urban areas and from 86.3% (Rel Comm) to 88.1% (TTSL).
- Overall awareness about the Nodal Officer is increasing amongst the subscribers and it was 18.1% in Maharashtra circle. However provider wise analysis shows that it was quite low in the case of Uninor in rural (12.2%) and Vodafone in urban (16.2%) areas but good in the case of BSNL in both urban (19.9%) and rural (26.9%) areas.



- Highest number of complaints to the call centre, within last 12 months, was made by the subscribers of Aircel in both rural (33.0%) as well as urban (26.7%) areas.
- Awareness about item wise usage charges in the case of pre paid services was found in the range of 70.9% (Bharti) to 75.3% (Vodafone) in rural areas and from 74.2% (Idea) to 82.5% (MTS) in urban areas.
- Denial of item wise usage charges on request in the case of pre paid connection was reported highest from the subscribers of MTS and TTSL (18.9% each) in rural areas and Uninor (18.3%) in urban areas.



5.3 BROADBAND – Maharashtra Metro Circle

5.3.1: Awareness about Call centre telephone number: Altogether 9603 broadband consumers of 9 operator in Maharashtra service area were targeted. Out of these, 9212 (95.9%) were aware about the call centre telephone number of their operators. The highest percentage of aware subscribers was found in the case of Tikona (96.6%) in rural areas and Tata Comm and Hathway (96.8% each) in urban areas.

Q27. Are you aware of the call centre telephone number of your broadband service provider for making complaints/ query?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	306	95.6%	14	4.4%	320	100.0%
	Urban	720	96.4%	27	3.6%	747	100.0%
	Total	1026	96.2%	41	3.8%	1067	100.0%
BSNL	Rural	304	95.0%	16	5.0%	320	100.0%
	Urban	716	95.9%	31	4.1%	747	100.0%
	Total	1020	95.6%	47	4.4%	1067	100.0%
Reliance Comm	Rural	308	96.3%	12	3.8%	320	100.0%
	Urban	722	96.7%	25	3.3%	747	100.0%
	Total	1030	96.5%	37	3.5%	1067	100.0%
Tata Comm	Rural	305	95.3%	15	4.7%	320	100.0%
	Urban	723	96.8%	24	3.2%	747	100.0%
	Total	1028	96.3%	39	3.7%	1067	100.0%
Sify	Rural	301	94.1%	19	5.9%	320	100.0%
	Urban	713	95.4%	34	4.6%	747	100.0%
	Total	1014	95.0%	53	5.0%	1067	100.0%
Hathway	Rural	308	96.3%	12	3.8%	320	100.0%
	Urban	723	96.8%	24	3.2%	747	100.0%
	Total	1031	96.6%	36	3.4%	1067	100.0%
TTSL	Rural	304	95.0%	16	5.0%	320	100.0%
	Urban	716	95.9%	31	4.1%	747	100.0%
	Total	1020	95.6%	47	4.4%	1067	100.0%
You Telecom	Rural	302	94.4%	18	5.6%	320	100.0%
	Urban	712	95.3%	35	4.7%	747	100.0%
	Total	1014	95.0%	53	5.0%	1067	100.0%
Tikona	Rural	309	96.6%	11	3.4%	320	100.0%
	Urban	720	96.4%	27	3.6%	747	100.0%
	Total	1029	96.4%	38	3.6%	1067	100.0%
Total	Rural	2747	95.4%	133	4.6%	2880	100.0%
	Urban	6465	96.2%	258	3.8%	6723	100.0%
	Total	9212	95.9%	391	4.1%	9603	100.0%

5.3.2: Consumers' complaints about services: Respondents were asked if they had made any complaints within last 6 months to call centre/ helpline number. The table below shows that out of 9603 respondents, 437 (4.7%) had used this facility. The highest number of respondents, who had made complaints within last 6 months were from Tata Comm in rural areas (5.9%) and from Hathway in urban areas (5.4%).

Q28. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	16	5.2%	290	94.8%	306	100.0%
	Urban	31	4.3%	689	95.7%	720	100.0%
	Total	47	4.6%	979	95.4%	1026	100.0%
BSNL	Rural	15	4.9%	289	95.1%	304	100.0%
	Urban	34	4.7%	682	95.3%	716	100.0%
	Total	49	4.8%	971	95.2%	1020	100.0%
Reliance	Rural	14	4.5%	294	95.5%	308	100.0%



Q28. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Comm	Urban	28	3.9%	694	96.1%	722	100.0%
	Total	42	4.1%	988	95.9%	1030	100.0%
Tata Comm	Rural	18	5.9%	287	94.1%	305	100.0%
	Urban	32	4.4%	691	95.6%	723	100.0%
	Total	50	4.9%	978	95.1%	1028	100.0%
Sify	Rural	17	5.6%	284	94.4%	301	100.0%
	Urban	37	5.2%	676	94.8%	713	100.0%
	Total	54	5.3%	960	94.7%	1014	100.0%
Hathway	Rural	18	5.8%	290	94.2%	308	100.0%
	Urban	39	5.4%	684	94.6%	723	100.0%
	Total	57	5.5%	974	94.5%	1031	100.0%
TTSL	Rural	16	5.3%	288	94.7%	304	100.0%
	Urban	34	4.7%	682	95.3%	716	100.0%
	Total	50	4.9%	970	95.1%	1020	100.0%
You Telecom	Rural	15	5.0%	287	95.0%	302	100.0%
	Urban	37	5.2%	675	94.8%	712	100.0%
	Total	52	5.1%	962	94.9%	1014	100.0%
Tikona	Rural	14	4.5%	295	95.5%	309	100.0%
	Urban	22	3.1%	698	96.9%	720	100.0%
	Total	36	3.5%	993	96.5%	1029	100.0%
Total	Rural	143	5.2%	2604	94.8%	2747	100.0%
	Urban	294	4.5%	6171	95.5%	6465	100.0%
	Total	437	4.7%	8775	95.3%	9212	100.0%

5.3.3: Receipt of docket number against complaints: Respondents those who made complaints to call centre/ helpline numbers were asked whether they received docket numbers. Out of 437 respondents who made complaints, 37.8% confirmed that they received docket numbers. However, overall, 14.0% also informed that they did not receive docket number for most of the complaints they made. Other 40.5% reported that they received the docket number only on request. There were 34 (7.8%) subscribers who reported that they did not receive the docket number even on request.

29. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?											
Service Provider		Docket number received for most of the complaints		No Docket number received for most of the complaints		It was received on request		No docket number received even on request		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	5	31.3%	1	6.3%	10	62.5%		0.0%	16	100.0%
	Urban	16	51.6%	2	6.5%	13	41.9%		0.0%	31	100.0%
	Total	21	44.7%	3	6.4%	23	48.9%	0	0.0%	47	100.0%
BSNL	Rural	4	26.7%	1	6.7%	10	66.7%	0	0.0%	15	100.0%
	Urban	11	32.4%	5	14.7%	14	41.2%	4	11.8%	34	100.0%
	Total	15	30.6%	6	12.2%	24	49.0%	4	8.2%	49	100.0%
Reliance Comm	Rural	5	35.7%	1	7.1%	8	57.1%		0.0%	14	100.0%
	Urban	14	50.0%	2	7.1%	11	39.3%	1	3.6%	28	100.0%
	Total	19	45.2%	3	7.1%	19	45.2%	1	2.4%	42	100.0%
Tata Comm	Rural	4	22.2%	2	11.1%	8	44.4%	4	22.2%	18	100.0%
	Urban	11	34.4%	1	3.1%	15	46.9%	5	15.6%	32	100.0%
	Total	15	30.0%	3	6.0%	23	46.0%	9	18.0%	50	100.0%
Sify	Rural	5	29.4%	4	23.5%	6	35.3%	2	11.8%	17	100.0%
	Urban	15	40.5%	7	18.9%	13	35.1%	2	5.4%	37	100.0%
	Total	20	37.0%	11	20.4%	19	35.2%	4	7.4%	54	100.0%
Hathway	Rural	5	27.8%	4	22.2%	7	38.9%	2	11.1%	18	100.0%
	Urban	16	41.0%	7	17.9%	12	30.8%	4	10.3%	39	100.0%
	Total	21	36.8%	11	19.3%	19	33.3%	6	10.5%	57	100.0%



29. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?											
Service Provider		Docket number received for most of the complaints		No Docket number received for most of the complaints		It was received on request		No docket number received even on request		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
TTSL	Rural	2	12.5%	4	25.0%	9	56.3%	1	6.3%	16	100.0%
	Urban	18	52.9%	5	14.7%	10	29.4%	1	2.9%	34	100.0%
	Total	20	40.0%	9	18.0%	19	38.0%	2	4.0%	50	100.0%
You Telecom	Rural	4	26.7%	4	26.7%	5	33.3%	2	13.3%	15	100.0%
	Urban	14	37.8%	5	13.5%	14	37.8%	4	10.8%	37	100.0%
	Total	18	34.6%	9	17.3%	19	36.5%	6	11.5%	52	100.0%
Tikona	Rural	5	35.7%	2	14.3%	6	42.9%	1	7.1%	14	100.0%
	Urban	11	50.0%	4	18.2%	6	27.3%	1	4.5%	22	100.0%
	Total	16	44.4%	6	16.7%	12	33.3%	2	5.6%	36	100.0%
Total	Rural	39	27.3%	23	16.1%	69	48.3%	12	8.4%	143	100.0%
	Urban	126	42.9%	38	12.9%	108	36.7%	22	7.5%	294	100.0%
	Total	165	37.8%	61	14.0%	177	40.5%	34	7.8%	437	100.0%

5.3.4: Feedback from Call Centre: The respondents who made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 437 respondents who made complaints, 296 (67.7%) confirmed that they were informed about the action taken on their complaints.

30. Did the Call Centre inform you about the action taken on your complaint?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	12	75.0%	4	25.0%	16	100.0%
	Urban	20	64.5%	11	35.5%	31	100.0%
	Total	32	68.1%	15	31.9%	47	100.0%
BSNL	Rural	10	66.7%	5	33.3%	15	100.0%
	Urban	22	64.7%	12	35.3%	34	100.0%
	Total	32	65.3%	17	34.7%	49	100.0%
Reliance Comm	Rural	10	71.4%	4	28.6%	14	100.0%
	Urban	19	67.9%	9	32.1%	28	100.0%
	Total	29	69.0%	13	31.0%	42	100.0%
Tata Comm	Rural	14	77.8%	4	22.2%	18	100.0%
	Urban	20	62.5%	12	37.5%	32	100.0%
	Total	34	68.0%	16	32.0%	50	100.0%
Sify	Rural	12	70.6%	5	29.4%	17	100.0%
	Urban	25	67.6%	12	32.4%	37	100.0%
	Total	37	68.5%	17	31.5%	54	100.0%
Hathway	Rural	12	66.7%	6	33.3%	18	100.0%
	Urban	27	69.2%	12	30.8%	39	100.0%
	Total	39	68.4%	18	31.6%	57	100.0%
TTSL	Rural	12	75.0%	4	25.0%	16	100.0%
	Urban	22	64.7%	12	35.3%	34	100.0%
	Total	34	68.0%	16	32.0%	50	100.0%
You Telecom	Rural	10	66.7%	5	33.3%	15	100.0%
	Urban	23	62.2%	14	37.8%	37	100.0%
	Total	33	63.5%	19	36.5%	52	100.0%
Tikona	Rural	10	71.4%	4	28.6%	14	100.0%
	Urban	16	72.7%	6	27.3%	22	100.0%
	Total	26	72.2%	10	27.8%	36	100.0%
Total	Rural	102	71.3%	41	28.7%	143	100.0%
	Urban	194	66.0%	100	34.0%	294	100.0%
	Total	296	67.7%	141	32.3%	437	100.0%

5.3.5: Satisfaction with the resolution of complaints: The following table shows the responses of respondents in terms of level of satisfaction on resolution of complaints by call centre/ customer care/ helpline. More than 70.0% of the respondents of Bharti and Sify were satisfied (very satisfied and satisfied) with the redressal of their complaints.

31. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?											
Service Provider		very dissatisfied		Dissatisfied		satisfied		very satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	6.3%	2	12.5%	8	50.0%	5	31.3%	16	100.0%
	Urban	4	12.9%	7	22.6%	13	41.9%	7	22.6%	31	100.0%
	Total	5	10.6%	9	19.1%	21	44.7%	12	25.5%	47	100.0%
BSNL	Rural	5	33.3%	6	40.0%	3	20.0%	1	6.7%	15	100.0%
	Urban	7	20.6%	11	32.4%	12	35.3%	4	11.8%	34	100.0%
	Total	12	24.5%	17	34.7%	15	30.6%	5	10.2%	49	100.0%
Reliance Comm	Rural	2	14.3%	4	28.6%	7	50.0%	1	7.1%	14	100.0%
	Urban	8	28.6%	9	32.1%	7	25.0%	4	14.3%	28	100.0%
	Total	10	23.8%	13	31.0%	14	33.3%	5	11.9%	42	100.0%
Tata Comm	Rural	2	11.1%	5	27.8%	9	50.0%	2	11.1%	18	100.0%
	Urban	9	28.1%	12	37.5%	7	21.9%	4	12.5%	32	100.0%
	Total	11	22.0%	17	34.0%	16	32.0%	6	12.0%	50	100.0%
Sify	Rural	1	5.9%	2	11.8%	12	70.6%	2	11.8%	17	100.0%
	Urban	5	13.5%	7	18.9%	19	51.4%	6	16.2%	37	100.0%
	Total	6	11.1%	9	16.7%	31	57.4%	8	14.8%	54	100.0%
Hathway	Rural	2	11.1%	7	38.9%	8	44.4%	1	5.6%	18	100.0%
	Urban	6	15.4%	9	23.1%	17	43.6%	7	17.9%	39	100.0%
	Total	8	14.0%	16	28.1%	25	43.9%	8	14.0%	57	100.0%
TTSL	Rural	1	6.3%	4	25.0%	9	56.3%	2	12.5%	16	100.0%
	Urban	5	14.7%	9	26.5%	16	47.1%	4	11.8%	34	100.0%
	Total	6	12.0%	13	26.0%	25	50.0%	6	12.0%	50	100.0%
You Telecom	Rural	2	13.3%	8	53.3%	4	26.7%	1	6.7%	15	100.0%
	Urban	8	21.6%	12	32.4%	13	35.1%	4	10.8%	37	100.0%
	Total	10	19.2%	20	38.5%	17	32.7%	5	9.6%	52	100.0%
Tikona	Rural	1	7.1%	5	35.7%	7	50.0%	1	7.1%	14	100.0%
	Urban	7	31.8%	12	54.5%	1	4.5%	2	9.1%	22	100.0%
	Total	8	22.2%	17	47.2%	8	22.2%	3	8.3%	36	100.0%
Total	Rural	17	11.9%	43	30.1%	67	46.9%	16	11.2%	143	100.0%
	Urban	59	20.1%	88	29.9%	105	35.7%	42	14.3%	294	100.0%
	Total	76	17.4%	131	30.0%	172	39.4%	58	13.3%	437	100.0%

5.3.6: Reasons for dissatisfaction with the resolution of complaints: Respondents who were dissatisfied or very dissatisfied (Question No. 31) were asked to specify the reasons for their dissatisfaction.

32. Please specify the reason(s) for your dissatisfaction.											
Service Provider		Customer care executive not polite/courteous		Customer care executive not equipped with adequate information		Time taken by call centre for redressal of complaint is too long		Customer care executive was unable to understand the problem		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural		0.0%	1	33.3%	1	33.3%	1	33.3%	3	100.0%
	Urban	1	9.1%	2	18.2%	4	36.4%	4	36.4%	11	100.0%
	Total	1	7.1%	2	14.3%	7	50.0%	4	28.6%	14	100.0%
BSNL	Rural		0.0%	2	18.2%	7	63.6%	2	18.2%	11	100.0%
	Urban	1	5.6%	2	11.1%	11	61.1%	4	22.2%	18	100.0%
	Total	1	3.4%	2	6.9%	22	75.9%	4	13.8%	29	100.0%
Reliance Comm	Rural		0.0%	1	16.7%	4	66.7%	1	16.7%	6	100.0%
	Urban	2	11.8%	1	5.9%	10	58.8%	4	23.5%	17	100.0%
	Total	2	8.7%	1	4.3%	16	69.6%	4	17.4%	23	100.0%
Tata	Rural	1	14.3%	1	14.3%	4	57.1%	1	14.3%	7	100.0%



32. Please specify the reason(s) for your dissatisfaction.											
Service Provider		Customer care executive not polite/courteous		Customer care executive not equipped with adequate information		Time taken by call centre for redressal of complaint is too long		Customer care executive was unable to understand the problem		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Comm	Urban		0.0%	2	9.5%	14	66.7%	5	23.8%	21	100.0%
	Total	0	0.0%	2	7.1%	21	75.0%	5	17.9%	28	100.0%
Sify	Rural		0.0%		0.0%	2	66.7%	1	33.3%	3	100.0%
	Urban	1	8.3%		0.0%	7	58.3%	4	33.3%	12	100.0%
	Total	1	6.7%	0	0.0%	10	66.7%	4	26.7%	15	100.0%
Hathway	Rural		0.0%	2	22.2%	5	55.6%	2	22.2%	9	100.0%
	Urban	1	6.7%	2	13.3%	10	66.7%	2	13.3%	15	100.0%
	Total	1	4.2%	2	8.3%	19	79.2%	2	8.3%	24	100.0%
TTSL	Rural		0.0%	2	40.0%	3	60.0%		0.0%	5	100.0%
	Urban		0.0%	4	28.6%	8	57.1%	2	14.3%	14	100.0%
	Total	0	0.0%	4	21.1%	13	68.4%	2	10.5%	19	100.0%
You Telecom	Rural	1	10.0%	1	10.0%	4	40.0%	4	40.0%	10	100.0%
	Urban	1	5.0%	2	10.0%	13	65.0%	4	20.0%	20	100.0%
	Total	1	3.3%	2	6.7%	23	76.7%	4	13.3%	30	100.0%
Tikona	Rural		0.0%	2	33.3%	3	50.0%	1	16.7%	6	100.0%
	Urban	2	10.5%	4	21.1%	11	57.9%	2	10.5%	19	100.0%
	Total	2	8.0%	4	16.0%	17	68.0%	2	8.0%	25	100.0%
Total	Rural	2	3.3%	12	20.0%	33	55.0%	13	21.7%	60	100.0%
	Urban	9	6.1%	19	12.9%	88	59.9%	31	21.1%	147	100.0%
	Total	11	5.3%	31	15.0%	121	58.5%	44	21.3%	207	100.0%

Majority (58.5%) cited the reasons that “Time taken by call centre for redressal of complaint is too long”. This was followed by “Customer care not able to understand the problem” (21.3%).

5.3.7 Resolution of billing complaints: The following table shows that out of 437 respondents who had complained to call centre/ customer care, 137 (31.4%) had billing related complaints. Out of these 60, 43.8% had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint.

33. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	1	50.0%	1	50.0%	2	100.0%
	Urban	2	28.6%	5	71.4%	7	100.0%
	Total	3	33.3%	6	66.7%	9	100.0%
BSNL	Rural	2	28.6%	5	71.4%	7	100.0%
	Urban	7	58.3%	5	41.7%	12	100.0%
	Total	9	47.4%	10	52.6%	19	100.0%
Reliance Comm	Rural	2	50.0%	2	50.0%	4	100.0%
	Urban	6	54.5%	5	45.5%	11	100.0%
	Total	8	53.3%	7	46.7%	15	100.0%
Tata Comm	Rural	1	20.0%	4	80.0%	5	100.0%
	Urban	6	42.9%	8	57.1%	14	100.0%
	Total	7	36.8%	12	63.2%	19	100.0%
Sify	Rural	1	50.0%	1	50.0%	2	100.0%
	Urban	4	50.0%	4	50.0%	8	100.0%
	Total	5	50.0%	5	50.0%	10	100.0%
Hathway	Rural	2	33.3%	4	66.7%	6	100.0%
	Urban	4	40.0%	6	60.0%	10	100.0%
	Total	6	37.5%	10	62.5%	16	100.0%
TTSL	Rural	2	66.7%	1	33.3%	3	100.0%
	Urban	4	44.4%	5	55.6%	9	100.0%



33. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
You Telecom	Total	6	50.0%	6	50.0%	12	100.0%
	Rural	4	57.1%	3	42.9%	7	100.0%
	Urban	5	38.5%	8	61.5%	13	100.0%
	Total	9	45.0%	11	55.0%	20	100.0%
Tikona	Rural	2	50.0%	2	50.0%	4	100.0%
	Urban	5	38.5%	8	61.5%	13	100.0%
	Total	7	41.2%	10	58.8%	17	100.0%
Total	Rural	17	42.5%	23	57.5%	40	100.0%
	Urban	43	44.3%	54	55.7%	97	100.0%
	Total	60	43.8%	77	56.2%	137	100.0%

5.3.8 Awareness about the contact details of nodal officers: Overall 15.5% were aware about the contact details of nodal officer. This was found to be highest in the case of Sify in rural areas (19.4%) and Hathway in urban areas (19.0%).

34(a). In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	22	6.9%	298	93.1%	320	100.0%
	Urban	56	7.5%	691	92.5%	747	100.0%
	Total	78	7.3%	989	92.7%	1067	100.0%
BSNL	Rural	41	12.8%	279	87.2%	320	100.0%
	Urban	121	16.2%	626	83.8%	747	100.0%
	Total	162	15.2%	905	84.8%	1067	100.0%
Reliance Comm	Rural	47	14.7%	273	85.3%	320	100.0%
	Urban	117	15.7%	630	84.3%	747	100.0%
	Total	164	15.4%	903	84.6%	1067	100.0%
Tata Comm	Rural	52	16.3%	268	83.8%	320	100.0%
	Urban	109	14.6%	638	85.4%	747	100.0%
	Total	161	15.1%	906	84.9%	1067	100.0%
Sify	Rural	62	19.4%	258	80.6%	320	100.0%
	Urban	134	17.9%	613	82.1%	747	100.0%
	Total	196	18.4%	871	81.6%	1067	100.0%
Hathway	Rural	57	17.8%	263	82.2%	320	100.0%
	Urban	142	19.0%	605	81.0%	747	100.0%
	Total	199	18.7%	868	81.3%	1067	100.0%
TTSL	Rural	58	18.1%	262	81.9%	320	100.0%
	Urban	117	15.7%	630	84.3%	747	100.0%
	Total	175	16.4%	892	83.6%	1067	100.0%
You Telecom	Rural	51	15.9%	269	84.1%	320	100.0%
	Urban	121	16.2%	626	83.8%	747	100.0%
	Total	172	16.1%	895	83.9%	1067	100.0%
Tikona	Rural	56	17.5%	264	82.5%	320	100.0%
	Urban	123	16.5%	624	83.5%	747	100.0%
	Total	179	16.8%	888	83.2%	1067	100.0%
Total	Rural	446	15.5%	2434	84.5%	2880	100.0%
	Urban	1040	15.5%	5683	84.5%	6723	100.0%
	Total	1486	15.5%	8117	84.5%	9603	100.0%

5.3.9 Complaints to Nodal officer: Out of the 1486 respondents who were aware of the contact details of nodal officers, 566 (38.1%) respondents had made complaint to Nodal officers which were not resolved or unsatisfactorily resolved by call centre/ customer care.



34(b). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	7	31.8%	15	68.2%	22	100.0%
	Urban	18	32.1%	38	67.9%	56	100.0%
	Total	25	32.1%	53	67.9%	78	100.0%
BSNL	Rural	14	34.1%	27	65.9%	41	100.0%
	Urban	47	38.8%	74	61.2%	121	100.0%
	Total	61	37.7%	101	62.3%	162	100.0%
Reliance Comm	Rural	16	34.0%	31	66.0%	47	100.0%
	Urban	41	35.0%	76	65.0%	117	100.0%
	Total	57	34.8%	107	65.2%	164	100.0%
Tata Comm	Rural	19	36.5%	33	63.5%	52	100.0%
	Urban	43	39.4%	66	60.6%	109	100.0%
	Total	62	38.5%	99	61.5%	161	100.0%
Sify	Rural	24	38.7%	38	61.3%	62	100.0%
	Urban	48	35.8%	86	64.2%	134	100.0%
	Total	72	36.7%	124	63.3%	196	100.0%
Hathway	Rural	21	36.8%	36	63.2%	57	100.0%
	Urban	54	38.0%	88	62.0%	142	100.0%
	Total	75	37.7%	124	62.3%	199	100.0%
TTSL	Rural	24	41.4%	34	58.6%	58	100.0%
	Urban	51	43.6%	66	56.4%	117	100.0%
	Total	75	42.9%	100	57.1%	175	100.0%
You Telecom	Rural	20	39.2%	31	60.8%	51	100.0%
	Urban	49	40.5%	72	59.5%	121	100.0%
	Total	69	40.1%	103	59.9%	172	100.0%
Tikona	Rural	22	39.3%	34	60.7%	56	100.0%
	Urban	48	39.0%	75	61.0%	123	100.0%
	Total	70	39.1%	109	60.9%	179	100.0%
Total	Rural	167	37.4%	279	62.6%	446	100.0%
	Urban	399	38.4%	641	61.6%	1040	100.0%
	Total	566	38.1%	920	61.9%	1486	100.0%

5.3.10 Accessibility of the Nodal officer, intimation of decision taken and satisfaction with the resolution: Out of 566 complainants who approached nodal officer of their operator, most of them (64.1%) reported that approaching the nodal officer was easy and without any difficulty. Secondly around 54% of them reported that they were intimated by the nodal officer about the decision taken on their complaint. All of these complainants were satisfied with the resolution provided by the nodal officer.

34(c). Were you able to contact to the Nodal officer without difficulty?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	4	57.1%	3	42.9%	7	100.0%
	Urban	10	55.6%	8	44.4%	18	100.0%
	Total	14	56.0%	11	44.0%	25	100.0%
BSNL	Rural	9	64.3%	5	35.7%	14	100.0%
	Urban	28	59.6%	19	40.4%	47	100.0%
	Total	37	60.7%	24	39.3%	61	100.0%
Reliance Comm	Rural	10	62.5%	6	37.5%	16	100.0%
	Urban	27	65.9%	14	34.1%	41	100.0%
	Total	37	64.9%	20	35.1%	57	100.0%
Tata Comm	Rural	12	63.2%	7	36.8%	19	100.0%
	Urban	28	65.1%	15	34.9%	43	100.0%
	Total	40	64.5%	22	35.5%	62	100.0%



34(c). Were you able to contact to the Nodal officer without difficulty?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Sify	Rural	16	66.7%	8	33.3%	24	100.0%
	Urban	33	68.8%	15	31.3%	48	100.0%
	Total	49	68.1%	23	31.9%	72	100.0%
Hathway	Rural	13	61.9%	8	38.1%	21	100.0%
	Urban	34	63.0%	20	37.0%	54	100.0%
	Total	47	62.7%	28	37.3%	75	100.0%
TTSL	Rural	15	62.5%	9	37.5%	24	100.0%
	Urban	34	66.7%	17	33.3%	51	100.0%
	Total	49	65.3%	26	34.7%	75	100.0%
You Telecom	Rural	13	65.0%	7	35.0%	20	100.0%
	Urban	31	63.3%	18	36.7%	49	100.0%
	Total	44	63.8%	25	36.2%	69	100.0%
Tikona	Rural	14	63.6%	8	36.4%	22	100.0%
	Urban	32	66.7%	16	33.3%	48	100.0%
	Total	46	65.7%	24	34.3%	70	100.0%
Total	Rural	106	63.5%	61	36.5%	167	100.0%
	Urban	257	64.4%	142	35.6%	399	100.0%
	Total	363	64.1%	203	35.9%	566	100.0%

5.3.11 Awareness about the contact details of Appellate Authority: The awareness about the Appellate Authority is still low. However over the years it is increasing. Out of these 9603 respondents, 1288 (13.4%) were found to be aware about the contact details of Appellate Authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal officer . Overall, 24.5% of the complainants were found to have filed appeal to the Appellate Uthority. About 56.6% of the complainants had also received acknowledgement for the same.

5.3.12 Awareness about item wise charges of prepaid services: All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 3555 prepaid customers, only 1263 (35.5%) reported that they were aware of this facility. The highest percentage was reported from the prepaid subscribers of Sify (37.8%) in rural areas and BSNL (48.1%) in urban areas.

41. Are you aware that a prepaid customer can get item-wise usage charge details, on request?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
BSNL	Rural	12	37.4%	20	62.6%	32	100.0%
	Urban	36	48.1%	39	51.9%	75	100.0%
	Total	48	44.9%	59	55.1%	107	100.0%
Tata Comm	Rural	49	36.3%	86	63.7%	135	100.0%
	Urban	117	37.1%	198	62.9%	315	100.0%
	Total	166	36.9%	284	63.1%	450	100.0%
Sify	Rural	121	37.8%	199	62.2%	320	100.0%
	Urban	267	35.7%	480	64.3%	747	100.0%
	Total	388	36.4%	679	63.6%	1067	100.0%
Hathway	Rural	96	33.3%	192	66.7%	288	100.0%
	Urban	235	35.0%	437	65.0%	672	100.0%
	Total	331	34.5%	629	65.5%	960	100.0%
You Telecom	Rural	98	33.6%	193	66.4%	291	100.0%
	Urban	232	34.1%	448	65.9%	680	100.0%
	Total	330	34.0%	641	66.0%	971	100.0%
Total	Rural	376	35.3%	691	64.7%	1067	100.0%
	Urban	887	35.6%	1602	64.4%	2489	100.0%
	Total	1263	35.5%	2292	64.5%	3555	100.0%

5.3.13 Denial of itemized usage charges detail: Out of 1263 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection, 164 (13.0%) reported that they were denied of their request for itemized usage charge for their pre paid connection from their operators.

42. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
BSNL	Rural	2	16.7%	10	83.3%	12	100.0%
	Urban	3	8.3%	33	91.7%	36	100.0%
	Total	5	10.4%	43	89.6%	48	100.0%
Tata Comm	Rural	6	12.2%	43	87.8%	49	100.0%
	Urban	15	12.8%	102	87.2%	117	100.0%
	Total	21	12.7%	145	87.3%	166	100.0%
Sify	Rural	17	14.0%	104	86.0%	121	100.0%
	Urban	45	16.9%	222	83.1%	267	100.0%
	Total	62	16.0%	326	84.0%	388	100.0%
Hathway	Rural	11	11.5%	85	88.5%	96	100.0%
	Urban	24	10.2%	211	89.8%	235	100.0%
	Total	35	10.6%	296	89.4%	331	100.0%
You Telecom	Rural	12	12.2%	86	87.8%	98	100.0%
	Urban	29	12.5%	203	87.5%	232	100.0%
	Total	41	12.4%	289	87.6%	330	100.0%
Total	Rural	48	12.8%	328	87.2%	376	100.0%
	Urban	116	13.1%	771	86.9%	887	100.0%
	Total	164	13.0%	1099	87.0%	1263	100.0%

5.3.14 Reason for denial of itemized charges: The following table shows the reasons for denial by the Operators for not giving the itemized usage charges to the pre paid customers. Out of 164 respondents, who had reported that they were denied the itemized usage charges, about 36.0% reported that they were not given any reasons. Remaining 64.0% revealed that they were told that there was technical problem in giving itemized usage charges.

43. What were the reason(s) for denying your request?							
Service Provider		No reason given		Technical problem		Total	
		Count	%age	Count	%age	Count	%age
BSNL	Rural		0.0%	2	100.0%	2	100.0%
	Urban	1	33.3%	2	66.7%	3	100.0%
	Total	1	20.0%	4	80.0%	5	100.0%
Tata Comm	Rural	2	33.3%	4	66.7%	6	100.0%
	Urban	6	40.0%	9	60.0%	15	100.0%
	Total	8	38.1%	13	61.9%	21	100.0%
Sify	Rural	6	35.3%	11	64.7%	17	100.0%
	Urban	16	35.6%	29	64.4%	45	100.0%
	Total	22	35.5%	40	64.5%	62	100.0%
Hathway	Rural	4	36.4%	7	63.6%	11	100.0%
	Urban	9	37.5%	15	62.5%	24	100.0%
	Total	13	37.1%	22	62.9%	35	100.0%
You Telecom	Rural	4	33.3%	8	66.7%	12	100.0%
	Urban	11	37.9%	18	62.1%	29	100.0%
	Total	15	36.6%	26	63.4%	41	100.0%
Total	Rural	16	33.3%	32	66.7%	48	100.0%
	Urban	43	37.1%	73	62.9%	116	100.0%
	Total	59	36.0%	105	64.0%	164	100.0%

5.3.15 Provision of Manual of Practice by the Operators: The following table shows the number of respondents who had been provided the manual of practice at the time of taking the new broadband



connection which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection. Only 2157 (22.5%) subscribers had confirmed that they had received the manual of practice. Around 19.1% of subscribers reported that since their connection is old and they do not remember of receiving the manual.

44. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new broadband connection?"									
Service Provider		Yes		No		Do not remember		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	81	25.3%	149	46.6%	90	28.1%	320	100.0%
	Urban	167	22.4%	414	55.4%	166	22.2%	747	100.0%
	Total	248	23.2%	563	52.8%	256	24.0%	1067	100.0%
BSNL	Rural	76	23.8%	221	69.1%	23	7.2%	320	100.0%
	Urban	156	20.9%	547	73.2%	44	5.9%	747	100.0%
	Total	232	21.7%	768	72.0%	67	6.3%	1067	100.0%
Reliance Comm	Rural	67	20.9%	176	55.0%	77	24.1%	320	100.0%
	Urban	198	26.5%	155	20.7%	394	52.7%	747	100.0%
	Total	265	24.8%	331	31.0%	471	44.1%	1067	100.0%
Tata Comm	Rural	65	20.3%	247	77.2%	8	2.5%	320	100.0%
	Urban	143	19.1%	459	61.4%	145	19.4%	747	100.0%
	Total	208	19.5%	706	66.2%	153	14.3%	1067	100.0%
Sify	Rural	75	23.4%	224	70.0%	21	6.6%	320	100.0%
	Urban	158	21.2%	539	72.2%	50	6.7%	747	100.0%
	Total	233	21.8%	763	71.5%	71	6.7%	1067	100.0%
Hathway	Rural	73	22.8%	212	66.3%	35	10.9%	320	100.0%
	Urban	187	25.0%	468	62.7%	92	12.3%	747	100.0%
	Total	260	24.4%	680	63.7%	127	11.9%	1067	100.0%
TTSL	Rural	87	27.2%	76	23.8%	157	49.1%	320	100.0%
	Urban	156	20.9%	342	45.8%	249	33.3%	747	100.0%
	Total	243	22.8%	418	39.2%	406	38.1%	1067	100.0%
You Telecom	Rural	74	23.1%	238	74.4%	8	2.5%	320	100.0%
	Urban	182	24.4%	462	61.8%	103	13.8%	747	100.0%
	Total	256	24.0%	700	65.6%	111	10.4%	1067	100.0%
Tikona	Rural	67	20.9%	201	62.8%	52	16.3%	320	100.0%
	Urban	145	19.4%	485	64.9%	117	15.7%	747	100.0%
	Total	212	19.9%	686	64.3%	169	15.8%	1067	100.0%
Total	Rural	665	23.1%	1744	60.6%	471	16.4%	2880	100.0%
	Urban	1492	22.2%	3871	57.6%	1360	20.2%	6723	100.0%
	Total	2157	22.5%	5615	58.5%	1831	19.1%	9603	100.0%

5.3.16: OVERALL SCORE - BROADBAND

The following table shows the provider wise score on various provisions of the Telecom Consumer Protection and Redressal of Grievances Act.

Sub Parameter		Bharti	BSNL	Rel Comm	Tata Comm	Sify	Hathway	Tata Tele	You Telecom	Tikona
For pre-paid customers awareness about item-wise usage charge details on request	Rural		37.4%		36.3%	37.8%	33.3%		33.6%	
	Urban		48.1%		37.1%	35.7%	35.0%		34.1%	
	Overall		44.9%		36.9%	36.4%	34.5%		34.0%	
If aware (for pre-paid customers)ever denied of item wise usage charge details for pre paid connection	Rural		16.7%		12.2%	14.0%	11.5%		12.2%	
	Urban		8.3%		12.8%	16.9%	10.2%		12.5%	
	Overall		10.4%		12.7%	16.0%	10.6%		12.4%	
For new customers provisioning of "Manual of practice while taking the new connection	Rural	26.30%	23.8%	20.9%	20.3%	23.4%	22.8%	27.2%	23.1%	20.9%
	Urban	21.70%	20.9%	26.5%	19.1%	21.2%	25.0%	20.9%	24.4%	19.4%
	Overall	23.10%	21.7%	24.8%	19.5%	21.8%	24.4%	22.8%	24.0%	19.9%
Awareness of call center number of their SPs	Rural	95.6%	95.0%	96.3%	95.3%	94.1%	96.3%	95.0%	94.4%	96.6%
	Urban	96.4%	95.9%	96.7%	96.8%	95.4%	96.8%	95.9%	95.3%	96.4%
	Overall	96.2%	95.6%	96.5%	96.3%	95.0%	96.6%	95.6%	95.0%	96.4%
Penetration of consumers made any complaint to the toll free number within last 12 months	Rural	5.2%	4.9%	4.5%	5.9%	5.6%	5.8%	5.3%	5.0%	4.5%
	Urban	4.3%	4.7%	3.9%	4.4%	5.2%	5.4%	4.7%	5.2%	3.1%
	Overall	4.6%	4.8%	4.1%	4.9%	5.3%	5.5%	4.9%	5.1%	3.5%
Call center informing about the action taken on complaint	Rural	75.0%	66.7%	71.4%	77.8%	70.6%	66.7%	75.0%	66.7%	71.4%
	Urban	64.5%	64.7%	67.9%	62.5%	67.6%	69.2%	64.7%	62.2%	72.7%
	Overall	68.1%	65.3%	69.0%	68.0%	68.5%	68.4%	68.0%	63.5%	72.2%
Resolution of billing complaint by customer care with in 4 weeks of lodging complaint	Rural	50.0%	28.6%	50.0%	20.0%	50.0%	33.3%	66.7%	57.1%	50.0%
	Urban	28.6%	58.3%	54.5%	42.9%	50.0%	40.0%	44.4%	38.5%	38.5%
	Overall	33.3%	47.4%	53.3%	36.8%	50.0%	37.5%	50.0%	45.0%	41.2%
Percentage satisfied with complaint resolution by call center	Rural	81.3%	26.7%	57.1%	61.1%	82.4%	50.0%	68.8%	33.3%	57.1%
	Urban	64.5%	47.1%	39.3%	34.4%	67.6%	61.5%	58.8%	45.9%	13.6%
	Overall	70.2%	40.8%	45.2%	44.0%	72.2%	57.9%	62.0%	42.3%	30.6%
Awareness about of nodal officer contact details for redressing grievances	Rural	6.9%	12.8%	14.7%	16.3%	19.4%	17.8%	18.1%	15.9%	17.5%
	Urban	7.5%	16.2%	15.7%	14.6%	17.9%	19.0%	15.7%	16.2%	16.5%
	Overall	7.3%	15.2%	15.4%	15.1%	18.4%	18.7%	16.4%	16.1%	16.8%
Awareness about of appellate authority contact details for redressing grievances	Rural	13.1%	14.7%	12.8%	20.9%	18.1%	14.7%	16.3%	12.5%	20.9%
	Urban	10.2%	10.4%	10.8%	15.4%	13.5%	13.1%	13.7%	11.2%	12.3%
	Overall	11.1%	11.7%	11.4%	17.1%	14.9%	13.6%	14.4%	11.6%	14.9%

- Awareness level of call centre/ customer care help line numbers was found in the range of 94.1% (Sify) to 96.6% (Tikona) in rural areas and from 95.3% (You Telecom) to 96.8% (Hathway and Tata Comm each) in urban areas .
- Overall awareness about the Nodal Officer is increasing amongst the subscribers of Maharashtra and it was 15.5% in Maharashtra circle. However provider wise analysis shows that it was very less in the case of Bharti in both rural (6.9%) and urban (7.5%) areas
- Highest number of complaints to the call centre, within last 6 months, was made by the subscribers of Tata Comm (5.9%) in rural areas and Hathway (5.4%) in urban areas.
- Awareness about item wise usage charges in the case of pre paid services was found in the range of 33.3% (Hathway) to 37.8% (Sify) in rural areas and 34.1% (You Telecom) to 48.1% (BSNL) in urban areas.
- Denial of item wise usage charges on request in the case of pre paid connection was reported highest from the subscribers of BSNL (16.7%) in rural areas and Sify (16.9%) in urban areas.



6. CONCLUSION AND RECOMMENDATIONS



6. Conclusion and Recommendations

As discussed in Chapter 1 of the report, the main objective of the study was to:

1. To assess the Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007
2. To Assess Customer perception of Service as defined in *Regulations on quality of service of Basic and Cellular dated 1st July 2005 and Broadband Service dated 6th October 2006*.

Therefore, the present report deals with the subject matter as listed above of the three services – Basic service (Wireline), Cellular Mobile and Broadband – in Maharashtra Metro Circle.

Altogether 7 parameters were considered to assess the customer perception of services. The consumers were asked to rank the services on the defined parameter on a likert scale of 1 to 4, where, 4 = Very satisfied, 3 = satisfied, 2 = dissatisfied and 1 = very dissatisfied. To measure the percentage of consumers satisfied on various QoS parameters a simple addition method was applied by taking into account the sum of consumer who were either “Very satisfied” or “Satisfied” on particular parameter. Therefore, the proportion of sum total of “Very Satisfied” and “Satisfied” consumers were taken out from the total number of valid responses on the all questions of each of the broad parameter.

Consumers satisfied are ascertained using the following formula(s):

$$CS = (A / N) * 100$$

Where:

CS = % of satisfied consumers

A = (sum total of no. of subscribers who were “very satisfied” on each of the broad parameter + sum total of no. of subscribers who were “satisfied” on each of the broad parameter

N = Total sample size achieved

6.1 Key Takeout

6.1.1 Basic Service (Wireline):

- 1) Performance of **Rel Comm** was better than other 3 operators as it met benchmark on all the parameters except one. Its performance on the **maintainability** was below the benchmark.
- 2) The performance level of **TTSL** was not satisfactory as it could not meet the benchmark level on 2 parameters in rural areas. Bharti in rural areas was also not able to meet the benchmark on 2 parameters. Both of them were unable to meet the benchmark for network performance and maintainability in rural areas.
- 3) **With regard to the implementation and effectiveness of grievance redressal**, most of the consumers are aware of only call centre. Awareness of and approach to Nodal Office and Appellate authority was found to be low. Unsatisfied with the resolution provided by the call centre has direct bearing on approach to the second and third level of redressal mechanism.

6.1.2 Cellular Mobile



- 1) The performance of **Idea, Vodafone and Bharti** was found to be better than others as they were able to achieve the benchmark on most of the parameters.
- 2) The performance of all the other operators was not upto the mark as they could not meet the benchmark on most of the parameters. MTS, the new entrants to Maharashtra metro circle, was not able to achieve the benchmark on almost all the parameters.
- 3) **With regard to the implementation and effectiveness of grievance redressal**, most of the consumers are aware of only call centre. Awareness of and approach to Nodal Officer was found to be increasing. This shows that dissatisfied complainants have started accessing second tier of grievance redressal mechanism. Secondly awareness and approach to the Appellate Authority was also found to be increasing. The consumers have become more assertive and also the introduction of MNP is clearly seen on the number of customer complaints which have seen a downfall.

6.1.3 Broadband

1. In the case of broadband, the performance of most of the operators has been much better as compared to other services.
2. The performance of BSNL, Sify and Bharti in urban areas and BSNL and Tata Comm in rural areas was better than all the other operators as they were able to meet the benchmark on seven out of eight parameters.
3. The performance of Tata Teleservices and Tikona was not good as they were not able to meet the benchmark on most of the parameters.

With regard to the implementation and effectiveness of grievance redressal mechanism, only 37.8% of the complainants are getting the docket number of their complaints. Awareness is high about the call centre but remains low about the second and third tier of redressal mechanism. The satisfaction level with the resolution of complaint, however, was reported by 52.7% of the complainants

6.2 Recommendations

6.2.1 Basic Service (Wireline):

- 1) All the service providers should stress on the maintainability of their services. The accounting system related to charges should be made more transparent so that customer could avail the itemized usage charges. Bharti and TTSL should also improve the network performance in rural areas.
- 2) In order to spread the awareness level about the redressal mechanism, more drastic step should be adopted. A multiple pronged strategy is required in order to reach the customers.

6.2.2 Cellular Mobile

- 1) All the service providers should introduce more effective customer care service. They have seen tremendous growth in number of subscribers. This requires more effective mechanism to handle the concerns of their customers. Airtel has started charging their customers if they want to speak directly to customer care executives. This has not gone well with the customers. Since none of the operators were able to meet benchmark on help services in Maharashtra Service Area, therefore, regulator should evolve a common strategy for all the operators.
- 2) All the other operators have to still to improve their network performance by improving their infrastructure facility as the number of subscribers with all the operators is increasing every day. Regulator should evolve a mechanism where to measure the delivering capacity of each of the provider and at regular interval. Call drop incidences should be more stringently monitored. Similarly they should improve maintainability and supplementary services provided by them.

6.2.3 Broadband

- 1) Bharti is doing good in urban areas but in rural areas it needs to improve on maintainability, supplementary and help services. TTSL, You Telecom, Tikona and Rel Comm– all need to improve their services. The accounting system related to charges should be made more transparent so that customer could avail the itemized usage charges.
- 2) The help services provided by Rel Comm, TTSL and Tikona should be enhanced further in order to effectively redress the grievances of their customers.



7. ANNEXURE A- (ALL TABLES)



8.1: BASIC (WIRELINE) SERVICES

A. SERVICE PROVISION

Q 1(a).Have you taken a telephone connection shifted your connection or had your connection temporarily suspended in the last 6 months?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	6	1.9%	314	98.1%	320	100.0%
	Urban	12	1.6%	735	98.4%	747	100.0%
	Total	18	1.7%	1049	98.3%	1067	100.0%
BSNL	Rural	15	4.7%	305	95.3%	320	100.0%
	Urban	25	3.3%	722	96.7%	747	100.0%
	Total	40	3.7%	1027	96.3%	1067	100.0%
Rel Comm	Rural	9	2.8%	311	97.2%	320	100.0%
	Urban	65	8.7%	682	91.3%	747	100.0%
	Total	74	6.9%	993	93.1%	1067	100.0%
Tata Tele	Rural	17	5.3%	303	94.7%	320	100.0%
	Urban	8	1.1%	739	98.9%	747	100.0%
	Total	25	2.3%	1042	97.7%	1067	100.0%
Total	Rural	47	3.7%	1233	96.3%	1280	100.0%
	Urban	110	3.7%	2878	96.3%	2988	100.0%
	Total	157	3.7%	4111	96.3%	4268	100.0%

Q1(b). If in the last 5 months you have taken a telephone connection or shifted your connection or had your connection temporarily suspended, how satisfied are you with time taken to provide working phone connection?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural			1	16.7%	1	16.7%	4	66.7%	6	100.0%
	Urban			1	8.3%	6	50.0%	5	41.7%	12	100.0%
	Total			2	11.1%	7	38.9%	9	50.0%	18	100.0%
BSNL	Rural			1	6.7%	12	80.0%	2	13.3%	15	100.0%
	Urban	1	4.0%	1	4.0%	20	80.0%	3	12.0%	25	100.0%
	Total	1	2.5%	2	5.0%	32	80.0%	5	12.5%	40	100.0%
Rel Comm	Rural			1	11.1%	1	11.1%	7	77.8%	9	100.0%
	Urban			3	4.6%	37	56.9%	25	38.5%	65	100.0%
	Total			4	5.4%	38	51.4%	32	43.2%	74	100.0%
Tata Tele	Rural	1	5.9%	1	5.9%	12	70.6%	3	17.6%	17	100.0%
	Urban			1	12.5%	5	62.5%	2	25.0%	8	100.0%
	Total			2	8.0%	17	68.0%	5	20.0%	25	100.0%
Total	Rural	1	2.1%	4	8.5%	26	55.3%	16	34.0%	47	100.0%
	Urban	1	0.9%	6	5.5%	68	61.8%	35	31.8%	110	100.0%
	Total	2	1.3%	10	6.4%	94	59.9%	51	32.5%	157	100.0%

Q 2. 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?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	1	16.7%	5	83.3%	6	100.0%
	Urban	5	41.7%	7	58.3%	12	100.0%
	Total	6	33.3%	12	66.7%	18	100.0%
BSNL	Rural	4	26.7%	11	73.3%	15	100.0%
	Urban	11	44.0%	14	56.0%	25	100.0%
	Total	15	37.5%	25	62.5%	40	100.0%
Rel Comm	Rural	8	88.9%	1	11.1%	9	100.0%
	Urban	35	53.8%	30	46.2%	65	100.0%
	Total	43	58.1%	31	41.9%	74	100.0%
Tata Tele	Rural	8	47.1%	9	52.9%	17	100.0%
	Urban	5	62.5%	3	37.5%	8	100.0%
	Total	13	52.0%	12	48.0%	25	100.0%



Q 2. 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?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Total	Rural	21	44.7%	26	55.3%	47	100.0%
	Urban	56	50.9%	54	49.1%	110	100.0%
	Total	77	49.0%	80	51.0%	157	230.9%

Q 3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural		0.0%		0.0%	3	50.0%	3	50.0%	6	100.0%
	Urban		0.0%	1	8.3%	5	41.7%	6	50.0%	12	100.0%
	Total	0	0.0%	1	5.6%	8	44.4%	9	50.0%	18	100.0%
BSNL	Rural	1	6.7%	0	0.0%	14	93.3%	0	0.0%	15	100.0%
	Urban	1	4.0%	1	4.0%	20	80.0%	3	12.0%	25	100.0%
	Total	2	5.0%	1	2.5%	34	85.0%	3	7.5%	40	100.0%
Rel Comm	Rural		0.0%		0.0%	1	11.1%	8	88.9%	9	100.0%
	Urban		0.0%	3	4.6%	29	44.6%	33	50.8%	65	100.0%
	Total	0	0.0%	3	4.1%	30	40.5%	41	55.4%	74	100.0%
Tata Tele	Rural	1	5.9%	1	5.9%	15	88.2%	0	0.0%	17	100.0%
	Urban		0.0%	1	12.5%	4	50.0%	3	37.5%	8	100.0%
	Total	1	4.0%	2	8.0%	19	76.0%	3	12.0%	25	100.0%
Total	Rural	2	4.3%	1	2.1%	33	70.2%	11	23.4%	47	100.0%
	Urban	1	0.9%	6	5.5%	58	52.7%	45	40.9%	110	100.0%
	Total	3	1.9%	7	4.5%	91	58.0%	56	35.7%	157	100.0%

B. BILLING RELATED-POSTPAID

Q4. How satisfied are you with the time taken to deliver your bills?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural		0.0%	7	2.2%	206	64.4%	107	33.4%	320	100.0%
	Urban		0.0%	14	1.9%	548	73.4%	185	24.8%	747	100.0%
	Total	0	0.0%	21	2.0%	754	70.7%	292	27.4%	1067	100.0%
BSNL	Rural	2	0.6%	1	0.3%	288	90.0%	29	9.1%	320	100.0%
	Urban	3	0.4%	9	1.2%	630	84.3%	105	14.1%	747	100.0%
	Total	5	0.5%	10	0.9%	918	86.0%	134	12.6%	1067	100.0%
Rel Comm	Rural	1	0.3%	11	3.4%	268	83.8%	40	12.5%	320	100.0%
	Urban	1	0.1%	8	1.1%	530	71.0%	208	27.8%	747	100.0%
	Total	2	0.2%	19	1.8%	798	74.8%	248	23.2%	1067	100.0%
Tata Teleservices	Rural	1	0.3%	9	2.8%	269	84.1%	41	12.8%	320	100.0%
	Urban		0.0%	20	2.7%	683	91.4%	44	5.9%	747	100.0%
	Total		0.0%	29	2.7%	953	89.3%	85	8.0%	1067	100.0%
Total	Rural	4	0.3%	28	2.2%	1031	80.5%	217	17.0%	1280	100.0%
	Urban	4	0.1%	51	1.7%	2391	80.0%	542	18.1%	2988	100.0%
	Total	7	0.2%	79	1.9%	3423	80.2%	759	17.8%	4268	100.0%

Q5(a). How satisfied are you with the quality of your bills in terms of accuracy & completeness of the bills?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	0.3%	5	1.6%	198	61.9%	116	36.3%	320	100.0%
	Urban	1	0.1%	11	1.5%	527	70.5%	208	27.8%	747	100.0%
	Total	2	0.2%	16	1.5%	725	67.9%	324	30.4%	1067	100.0%
BSNL	Rural	1	0.3%	2	0.6%	67	20.9%	250	78.1%	320	100.0%
	Urban	2	0.3%	12	1.6%	176	23.6%	557	74.6%	747	100.0%
	Total	3	0.3%	14	1.3%	243	22.8%	807	75.6%	1067	100.0%
Rel Comm	Rural	1	0.3%	12	3.8%	255	79.7%	52	16.3%	320	100.0%
	Urban	1	0.1%	5	0.7%	202	27.0%	539	72.2%	747	100.0%
	Total	2	0.2%	17	1.6%	457	42.8%	591	55.4%	1067	100.0%



Q5(a). How satisfied are you with the quality of your bills in terms of accuracy & completeness of the bills?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Tata Teleservices	Rural	1	0.3%	4	1.3%	111	34.7%	204	63.8%	320	100.0%
	Urban	1	0.1%	17	2.3%	548	73.4%	181	24.2%	747	100.0%
	Total	2	0.2%	21	2.0%	659	61.8%	385	36.1%	1067	100.0%
Total	Rural	4	0.3%	23	1.8%	631	49.3%	622	48.6%	1280	100.0%
	Urban	5	0.2%	45	1.5%	1453	48.6%	1485	49.7%	2988	100.0%
	Total	9	0.2%	68	1.6%	2084	48.8%	2107	49.4%	4268	100.0%

5(b). Please specify the reason(s) for your dissatisfaction.															
Service Provider		Charges not as per tariff plan subscribed		Tariff plan changed without information		Charged for value added services not subscribed		Charged for calls/services not made/used		Details like item-wise charges are not provided		Calculations are not clear		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	16.7%	4	66.7%	1	16.7%	0	0.0%	0	0.0%	0	0.0%	6	100.0%
	Urban	3	25.0%	8	66.7%	0	0.0%	1	8.3%	0	0.0%	0	0.0%	12	100.0%
	Total	4	22.2%	12	66.7%	1	5.6%	1	5.6%	0	0.0%	0	0.0%	18	100.0%
BSNL	Rural	2	66.7%	0	0.0%	1	33.3%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
	Urban	2	14.3%	7	50.0%	2	14.3%	3	21.4%	0	0.0%	0	0.0%	14	100.0%
	Total	4	23.5%	7	41.2%	3	17.6%	3	17.6%	0	0.0%	0	0.0%	17	100.0%
Rel Comm	Rural	1	7.7%	9	69.2%	2	15.4%	1	7.7%	0	0.0%	0	0.0%	13	100.0%
	Urban	1	16.7%	1	16.7%	2	33.3%	2	33.3%	0	0.0%	0	0.0%	6	100.0%
	Total	2	10.5%	10	52.6%	4	21.1%	3	15.8%	0	0.0%	0	0.0%	19	100.0%
Tata Tele	Rural	1	20.0%	2	40.0%	1	20.0%	1	20.0%	0	0.0%	0	0.0%	5	100.0%
	Urban	1	5.6%	16	88.9%	1	5.6%	0	0.0%	0	0.0%	0	0.0%	18	100.0%
	Total	2	8.7%	18	78.3%	2	8.7%	1	4.3%	0	0.0%	0	0.0%	23	100.0%
Total	Rural	5	18.5%	15	55.6%	5	18.5%	2	7.4%	0	0.0%	0	0.0%	27	100.0%
	Urban	7	14.0%	32	64.0%	5	10.0%	6	12.0%	0	0.0%	0	0.0%	50	100.0%
	Total	12	15.6%	47	61.0%	10	13.0%	8	10.4%	0	0.0%	0	0.0%	77	100.0%

6. Have you made any billing related complaints in the last 6 months?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	7	2.2%	313	97.8%	320	100.0%
	Urban	31	4.1%	716	95.9%	747	100.0%
	Total	38	3.6%	1029	96.4%	1067	100.0%
BSNL	Rural	6	1.9%	314	98.1%	320	100.0%
	Urban	11	1.5%	736	98.5%	747	100.0%
	Total	17	1.6%	1050	98.4%	1067	100.0%
Rel Comm	Rural	12	3.8%	308	96.3%	320	100.0%
	Urban	49	6.6%	698	93.4%	747	100.0%
	Total	61	5.7%	1006	94.3%	1067	100.0%
Tata Tele	Rural	9	2.8%	311	97.2%	320	100.0%
	Urban	14	1.9%	733	98.1%	747	100.0%
	Total	23	2.2%	1044	97.8%	1067	100.0%
Total	Rural	34	2.7%	1246	97.3%	1280	100.0%
	Urban	105	3.5%	2883	96.5%	2988	100.0%
	Total	139	3.3%	4129	96.7%	4268	100.0%

Q7. How satisfied are you with the process of resolution of billing complaints?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	0	12.5%	1	0.0%	4	62.5%	2	25.0%	7	100.0%
	Urban	0	0.0%	1	0.0%	5	32.4%	25	67.6%	31	100.0%
	Total	0	2.2%	2	0.0%	9	37.8%	27	60.0%	38	100.0%
BSNL	Rural	1	0.0%	1	100.0%	4	0.0%	0	0.0%	6	100.0%
	Urban	1	16.7%	5	61.1%	2	5.6%	3	16.7%	11	100.0%
	Total	2	14.3%	6	66.7%	6	4.8%	3	14.3%	17	100.0%
Rel Comm	Rural		0.0%	1	6.7%	1	26.7%	10	66.7%	12	100.0%



Q7. How satisfied are you with the process of resolution of billing complaints?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
	Urban		0.0%	2	0.6%	8	7.0%	39	92.4%	49	100.0%
	Total	0	0.0%	3	1.2%	9	8.7%	49	90.1%	61	100.0%
Tata Teleservices	Rural		0.0%	1	27.3%	6	54.5%	2	18.2%	9	100.0%
	Urban		0.0%	2	7.7%	12	92.3%	0	0.0%	14	100.0%
	Total	0	0.0%	3	16.7%	18	75.0%	2	8.3%	23	100.0%
Total	Rural	1	2.9%	4	11.8%	15	44.1%	14	41.2%	34	2.7%
	Urban	1	1.0%	10	9.5%	27	25.7%	67	63.8%	105	3.5%
	Total	2	1.4%	14	10.1%	42	30.2%	81	58.3%	139	3.3%

Q8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	0.0%	5	2.5%	211	64.6%	103	32.9%	320	100.0%
	Urban	3	0.0%	8	2.0%	567	75.3%	169	22.7%	747	100.0%
	Total	4	0.0%	13	2.2%	778	72.1%	272	25.7%	1067	100.0%
BSNL	Rural	0	0.0%	1	1.2%	296	91.4%	23	7.4%	320	100.0%
	Urban	1	0.1%	9	2.2%	665	88.2%	72	9.5%	747	100.0%
	Total	1	0.1%	10	1.9%	961	89.2%	95	8.8%	1067	100.0%
Rel Comm	Rural	1	0.0%	7	4.2%	292	88.1%	20	7.7%	320	100.0%
	Urban	1	0.1%	5	1.3%	570	77.7%	171	20.9%	747	100.0%
	Total	2	0.1%	12	2.2%	862	80.7%	191	17.0%	1067	100.0%
Tata Teleservices	Rural	1	0.3%	6	2.5%	282	85.7%	31	11.4%	320	100.0%
	Urban	0	0.0%	9	3.1%	722	95.0%	16	2.0%	747	100.0%
	Total	1	0.1%	15	2.9%	1004	92.2%	47	4.8%	1067	100.0%
Total	Rural	3	0.2%	19	1.5%	1081	84.5%	177	13.8%	1280	100.0%
	Urban	5	0.2%	31	1.0%	2524	84.5%	428	14.3%	2988	100.0%
	Total	8	0.2%	50	1.2%	3605	84.5%	605	14.2%	4268	100.0%

9. Please specify the reason(s) for your dissatisfaction.											
Service Provider		Charges not as per tariff plan subscribed		Tariff plan changed without information		Charged for value added services not subscribed		Charged for calls/services not made/used		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	4	66.7%	1	16.7%	1	16.7%	0	0.0%	6	100.0%
	Urban	3	27.3%	2	18.2%	4	36.4%	2	18.2%	11	100.0%
	Total	7	41.2%	3	17.6%	5	29.4%	2	11.8%	17	100.0%
BSNL	Rural	1	100.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
	Urban	2	20.0%	4	40.0%	2	20.0%	2	20.0%	10	100.0%
	Total	3	27.3%	4	36.4%	2	18.2%	2	18.2%	11	100.0%
Rel Comm	Rural	4	50.0%	1	12.5%	2	25.0%	1	12.5%	8	100.0%
	Urban	3	50.0%	1	16.7%	1	16.7%	1	16.7%	6	100.0%
	Total	7	50.0%	2	14.3%	3	21.4%	2	14.3%	14	100.0%
Tata Tele	Rural	0	0.0%	3	42.9%	2	28.6%	2	28.6%	7	100.0%
	Urban	5	55.6%	2	22.2%	1	11.1%	1	11.1%	9	100.0%
	Total	5	31.3%	5	31.3%	3	18.8%	3	18.8%	16	100.0%
Total	Rural	9	40.9%	5	22.7%	5	22.7%	3	13.6%	22	100.0%
	Urban	13	36.1%	9	25.0%	8	22.2%	6	16.7%	36	100.0%
	Total	22	37.9%	14	24.1%	13	22.4%	9	15.5%	58	100.0%

C. HELP SERVICES CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

11. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	105	32.8%	215	67.2%	320	100.0%
	Urban	345	46.2%	402	53.8%	747	100.0%
	Total	450	42.2%	617	57.8%	1067	100.0%
BSNL	Rural	132	41.3%	188	58.8%	320	100.0%



11. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
	Urban	398	53.3%	349	46.7%	747	100.0%
	Total	530	49.7%	537	50.3%	1067	100.0%
Rel Comm	Rural	117	36.6%	203	63.4%	320	100.0%
	Urban	387	51.8%	360	48.2%	747	100.0%
	Total	504	47.2%	563	52.8%	1067	100.0%
Tata Tele	Rural	109	34.1%	211	65.9%	320	100.0%
	Urban	307	41.1%	440	58.9%	747	100.0%
	Total	416	39.0%	651	61.0%	1067	100.0%
Total	Rural	463	36.2%	817	63.8%	1280	100.0%
	Urban	1437	48.1%	1551	51.9%	2988	100.0%
	Total	1900	44.5%	2368	55.5%	4268	100.0%

12(a). How satisfied are you with the ease of access of call centre/customer care or helpline?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	1.0%		0.0%	87	82.9%	17	16.2%	105	100.0%
	Urban	4	1.2%	9	2.6%	309	89.6%	23	6.7%	345	100.0%
	Total	5	1.1%	9	2.0%	396	88.0%	40	8.9%	450	100.0%
BSNL	Rural	1	0.8%	3	2.3%	112	84.8%	16	12.1%	132	100.0%
	Urban	1	0.3%	11	2.8%	361	90.7%	25	6.3%	398	100.0%
	Total	2	0.4%	14	2.6%	473	89.2%	41	7.7%	530	100.0%
Rel Comm	Rural	1	0.9%	3	2.6%	82	70.1%	31	26.5%	117	100.0%
	Urban	1	0.3%	2	0.5%	320	82.7%	64	16.5%	387	100.0%
	Total	2	0.4%	5	1.0%	402	79.8%	95	18.8%	504	100.0%
Tata Teleservices	Rural	3	2.8%	2	1.8%	79	72.5%	25	22.9%	109	100.0%
	Urban	1	0.3%	6	2.0%	244	79.5%	56	18.2%	307	100.0%
	Total	4	1.0%	8	1.9%	323	77.6%	81	19.5%	416	100.0%
Total	Rural	6	1.3%	8	1.7%	360	77.8%	89	19.2%	463	100.0%
	Urban	7	0.5%	28	1.9%	1234	85.9%	168	11.7%	1437	100.0%
	Total	13	0.7%	36	1.9%	1594	83.9%	257	13.5%	1900	100.0%

12(b). How satisfied are you with the ease of getting an option for talking to a customer care executive?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	1.0%	1	1.0%	92	87.6%	11	10.5%	105	100.0%
	Urban	1	0.3%	5	1.4%	318	92.2%	21	6.1%	345	100.0%
	Total	2	0.4%	6	1.3%	410	91.1%	32	7.1%	450	100.0%
BSNL	Rural	2	1.5%	4	3.0%	109	82.6%	17	12.9%	132	100.0%
	Urban	2	0.5%	9	2.3%	363	91.2%	24	6.0%	398	100.0%
	Total	4	0.8%	13	2.5%	472	89.1%	41	7.7%	530	100.0%
Rel Comm	Rural	1	0.9%	1	0.9%	94	80.3%	21	17.9%	117	100.0%
	Urban	1	0.3%	1	0.3%	356	92.0%	29	7.5%	387	100.0%
	Total	2	0.4%	2	0.4%	450	89.3%	50	9.9%	504	100.0%
Tata Teleservices	Rural	2	1.8%	1	0.9%	88	80.7%	18	16.5%	109	100.0%
	Urban	1	0.3%	2	0.7%	273	88.9%	31	10.1%	307	100.0%
	Total	3	0.7%	3	0.7%	361	86.8%	49	11.8%	416	100.0%
Total	Rural	6	1.3%	7	1.5%	383	82.7%	67	14.5%	463	100.0%
	Urban	5	0.3%	17	1.2%	1310	91.2%	105	7.3%	1437	100.0%
	Total	11	0.6%	24	1.3%	1693	89.1%	172	9.1%	1900	100.0%



13. How satisfied are you with the response time taken to answer your call by a customer care executive?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural		0.0%	1	1.0%	83	75.7%	21	20.0%	105	100.0%
	Urban	3	0.9%	7	2.0%	300	81.5%	35	10.1%	345	100.0%
	Total	3	0.7%	8	1.8%	383	79.6%	56	12.4%	450	100.0%
BSNL	Rural	1	0.8%	4	3.0%	110	91.5%	17	12.9%	132	100.0%
	Urban	1	0.3%	9	2.3%	358	91.5%	30	7.5%	398	100.0%
	Total	2	0.4%	13	2.5%	468	91.5%	47	8.9%	530	100.0%
Rel Comm	Rural		0.0%	2	1.7%	94	82.2%	21	17.9%	117	100.0%
	Urban		0.0%	2	0.5%	353	89.6%	32	8.3%	387	100.0%
	Total	0	0.0%	4	0.8%	447	88.3%	53	10.5%	504	100.0%
Tata Teleservices	Rural	1	0.9%	3	2.8%	94	88.5%	11	10.1%	109	100.0%
	Urban	1	0.3%	2	0.7%	275	86.9%	29	9.4%	307	100.0%
	Total	2	0.5%	5	1.2%	369	87.6%	40	9.6%	416	100.0%
Total	Rural	2	0.4%	10	2.2%	381	82.3%	70	15.1%	463	100.0%
	Urban	5	0.3%	20	1.4%	1286	89.5%	126	8.8%	1437	100.0%
	Total	7	0.4%	30	1.6%	1667	87.7%	196	10.3%	1900	100.0%

14. How satisfied are you with the problem solving ability of the customer care executive(s)?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	1.0%	1	1.0%	84	80.0%	19	18.1%	105	100.0%
	Urban	1	0.3%	11	3.2%	310	89.9%	23	6.7%	345	100.0%
	Total	2	0.4%	12	2.7%	394	87.6%	42	9.3%	450	100.0%
BSNL	Rural	1	0.8%	8	6.1%	97	73.5%	26	19.7%	132	100.0%
	Urban	2	0.5%	21	5.3%	294	73.9%	81	20.4%	398	100.0%
	Total	3	0.6%	29	5.5%	391	73.8%	107	20.2%	530	100.0%
Rel Comm	Rural		0.0%	5	4.3%	98	83.8%	14	12.0%	117	100.0%
	Urban	1	0.3%	7	1.8%	356	92.0%	23	5.9%	387	100.0%
	Total	1	0.2%	12	2.4%	454	90.1%	37	7.3%	504	100.0%
Tata Teleservices	Rural	4	3.7%	14	12.8%	68	62.4%	23	21.1%	109	100.0%
	Urban	1	0.3%	9	2.9%	259	84.4%	38	12.4%	307	100.0%
	Total	5	1.2%	23	5.5%	327	78.6%	61	14.7%	416	100.0%
Total	Rural	6	1.3%	28	6.0%	347	74.9%	82	17.7%	463	100.0%
	Urban	5	0.3%	48	3.3%	1219	84.8%	165	11.5%	1437	100.0%
	Total	11	0.6%	76	4.0%	1566	82.4%	247	13.0%	1900	100.0%

15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	1.0%	1	1.0%	82	72.9%	21	20.0%	105	100.0%
	Urban		0.0%	7	2.0%	307	74.0%	31	9.0%	345	100.0%
	Total	1	0.2%	8	1.8%	389	73.6%	52	11.6%	450	100.0%
BSNL	Rural	1	0.8%	9	6.8%	95	18.8%	27	20.5%	132	100.0%
	Urban	3	0.8%	17	4.3%	347	17.6%	31	7.8%	398	100.0%
	Total	4	0.8%	26	4.9%	442	18.0%	58	10.9%	530	100.0%
Rel Comm	Rural	1	0.9%	5	4.3%	73	58.9%	38	32.5%	117	100.0%
	Urban		0.0%	7	1.8%	338	18.4%	42	10.9%	387	100.0%
	Total	1	0.2%	12	2.4%	411	25.5%	80	15.9%	504	100.0%
Tata Teleservices	Rural	1	0.9%	16	14.7%	65	21.2%	27	24.8%	109	100.0%
	Urban	3	1.0%	4	1.3%	261	46.9%	39	12.7%	307	100.0%
	Total	4	1.0%	20	4.8%	326	36.1%	66	15.9%	416	100.0%
Total	Rural	4	0.9%	31	6.7%	315	68.0%	113	24.4%	463	100.0%
	Urban	6	0.4%	35	2.4%	1253	87.2%	143	10.0%	1437	100.0%
	Total	10	0.5%	66	3.5%	1568	82.5%	256	13.5%	1900	100.0%



D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

16. How satisfied are you with the availability of working telephone (dial tone)?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	0.6%	28	8.8%	185	57.8%	105	32.8%	320	100.0%
	Urban		0.0%	27	3.6%	589	78.8%	131	17.5%	747	100.0%
	Total	2	0.2%	55	5.2%	774	72.5%	236	22.1%	1067	100.0%
BSNL	Rural	2	0.6%	11	3.4%	226	70.6%	81	25.3%	320	100.0%
	Urban	6	0.8%	17	2.3%	601	80.5%	123	16.5%	747	100.0%
	Total	8	0.7%	28	2.6%	827	77.5%	204	19.1%	1067	100.0%
Rel Comm	Rural	3	0.9%	11	3.4%	265	82.8%	41	12.8%	320	100.0%
	Urban	2	0.3%	21	2.8%	562	75.2%	162	21.7%	747	100.0%
	Total	5	0.5%	32	3.0%	827	77.5%	203	19.0%	1067	100.0%
Tata Tele	Rural	2	0.6%	24	7.5%	237	74.1%	57	17.8%	320	100.0%
	Urban	3	0.4%	21	2.8%	674	90.2%	49	6.6%	747	100.0%
	Total	4	0.4%	45	4.2%	912	85.5%	106	9.9%	1067	100.0%
Total	Rural	9	0.7%	74	5.8%	913	71.3%	284	22.2%	1280	100.0%
	Urban	11	0.4%	86	2.9%	2426	81.2%	465	15.6%	2988	100.0%
	Total	19	0.4%	160	3.7%	3340	78.3%	749	17.5%	4268	100.0%

17. How satisfied are you with the ability to make or receive calls easily?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	0.3%	11	3.4%	203	63.4%	105	32.8%	320	100.0%
	Urban		0.0%	14	1.9%	566	75.8%	167	22.4%	747	100.0%
	Total	1	0.1%	25	2.3%	769	72.1%	272	25.5%	1067	100.0%
BSNL	Rural	1	0.3%	7	2.2%	195	60.9%	117	36.6%	320	100.0%
	Urban	2	0.3%	13	1.7%	548	73.4%	184	24.6%	747	100.0%
	Total	3	0.3%	20	1.9%	743	69.6%	301	28.2%	1067	100.0%
Rel Comm	Rural	1	0.3%	12	3.8%	205	64.1%	102	31.9%	320	100.0%
	Urban	1	0.1%	11	1.5%	598	80.1%	137	18.3%	747	100.0%
	Total	2	0.2%	23	2.2%	803	75.3%	239	22.4%	1067	100.0%
Tata Tele	Rural	2	0.6%	8	2.5%	192	60.0%	118	36.9%	320	100.0%
	Urban	1	0.1%	14	1.9%	581	77.8%	151	20.2%	747	100.0%
	Total	3	0.3%	22	2.1%	773	72.4%	269	25.2%	1067	100.0%
Total	Rural	5	0.4%	38	3.0%	795	62.1%	442	34.5%	1280	100.0%
	Urban	4	0.1%	52	1.7%	2293	76.7%	639	21.4%	2988	100.0%
	Total	9	0.2%	90	2.1%	3088	72.4%	1081	25.3%	4268	100.0%

18. How satisfied are you with the voice quality?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	0.3%	15	4.7%	202	63.1%	102	31.9%	320	100.0%
	Urban	2	0.3%	15	2.0%	568	76.0%	162	21.7%	747	100.0%
	Total	3	0.3%	30	2.8%	770	72.2%	264	24.7%	1067	100.0%
BSNL	Rural	1	0.3%	8	2.5%	192	60.0%	119	37.2%	320	100.0%
	Urban	5	0.7%	14	1.9%	541	72.4%	187	25.0%	747	100.0%
	Total	6	0.6%	22	2.1%	733	68.7%	306	28.7%	1067	100.0%
Rel Comm	Rural	3	0.9%	14	4.4%	199	62.2%	104	32.5%	320	100.0%
	Urban	1	0.1%	20	2.7%	539	72.2%	187	25.0%	747	100.0%
	Total	4	0.4%	34	3.2%	738	69.2%	291	27.3%	1067	100.0%
Tata Tele	Rural	3	0.9%	21	6.6%	179	55.9%	117	36.6%	320	100.0%
	Urban	1	0.1%	22	2.9%	557	74.6%	167	22.4%	747	100.0%
	Total	4	0.4%	43	4.0%	736	69.0%	284	26.6%	1067	100.0%
Total	Rural	8	0.6%	58	4.5%	772	60.3%	442	34.5%	1280	100.0%
	Urban	9	0.3%	71	2.4%	2205	73.8%	703	23.5%	2988	100.0%
	Total	17	0.4%	129	3.0%	2977	69.8%	1145	26.8%	4268	100.0%



E. MAINTAINABILITY (FAULT REPAIR)

Q19. How many times has your telephone connection required repair in the last 6 months?											
Service Provider		Nil		One time		2-3 times		More than 3 times		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	292	91.3%	11	3.4%	14	4.4%	3	0.9%	320	100.0%
	Urban	688	92.1%	21	2.8%	31	4.1%	7	0.9%	747	100.0%
	Total	980	91.8%	32	3.0%	45	4.2%	10	0.9%	1067	100.0%
BSNL	Rural	300	93.8%	7	2.2%	12	3.8%	1	0.3%	320	100.0%
	Urban	705	94.4%	17	2.3%	19	2.5%	6	0.8%	747	100.0%
	Total	1005	94.2%	24	2.2%	31	2.9%	7	0.7%	1067	100.0%
Rel Comm	Rural	295	92.2%	12	3.8%	11	3.4%	2	0.6%	320	100.0%
	Urban	709	94.9%	9	1.2%	19	2.5%	10	1.3%	747	100.0%
	Total	1004	94.1%	21	2.0%	30	2.8%	12	1.1%	1067	100.0%
Tata Tele	Rural	300	93.8%	7	2.2%	11	3.4%	2	0.6%	320	100.0%
	Urban	691	92.5%	21	2.8%	27	3.6%	8	1.1%	747	100.0%
	Total	991	92.9%	28	2.6%	38	3.6%	10	0.9%	1067	100.0%
Total	Rural	1187	92.7%	37	2.9%	48	3.8%	8	0.6%	1280	100.0%
	Urban	2793	93.5%	68	2.3%	96	3.2%	31	1.0%	2988	100.0%
	Total	3980	93.3%	105	2.5%	144	3.4%	39	0.9%	4268	100.0%

Q20. How long did it take generally for repairing the fault after lodging a complaint?											
Service Provider		1 Day		2-3 Days		4-7 Days		More than 3 Days		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	15	53.6%	11	39.3%	1	3.6%	1	3.6%	28	100.0%
	Urban	40	67.8%	17	28.8%	0	0.0%	2	3.4%	59	100.0%
	Total	55	63.2%	28	32.2%	1	1.1%	3	3.4%	87	100.0%
BSNL	Rural	13	65.0%	3	15.0%	1	5.0%	3	15.0%	20	100.0%
	Urban	15	35.7%	16	38.1%	2	4.8%	9	21.4%	42	100.0%
	Total	28	45.2%	19	30.6%	3	4.8%	12	19.4%	62	100.0%
Rel Comm	Rural	4	16.0%	17	68.0%	2	8.0%	2	8.0%	25	100.0%
	Urban	18	47.4%	15	39.5%	0	0.0%	5	13.2%	38	100.0%
	Total	22	34.9%	32	50.8%	2	3.2%	7	11.1%	63	100.0%
Tata Tele	Rural	3	15.0%	14	70.0%	2	10.0%	1	5.0%	20	100.0%
	Urban	17	30.4%	29	51.8%	3	5.4%	7	12.5%	56	100.0%
	Total	20	26.3%	43	56.6%	5	6.6%	8	10.5%	76	100.0%
Total	Rural	35	37.6%	45	48.4%	6	6.5%	7	7.5%	93	100.0%
	Urban	90	46.2%	77	39.5%	5	2.6%	23	11.8%	195	100.0%
	Total	125	43.4%	122	42.4%	11	3.8%	30	10.4%	288	100.0%

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

22. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	57	17.8%	263	82.2%	320	100.0%
	Urban	132	17.7%	615	82.3%	747	100.0%
	Total	189	17.7%	878	82.3%	1067	100.0%
BSNL	Rural	87	27.2%	233	72.8%	320	100.0%
	Urban	183	24.5%	564	75.5%	747	100.0%
	Total	270	25.3%	797	74.7%	1067	100.0%
Rel Comm	Rural	41	12.8%	279	87.2%	320	100.0%
	Urban	127	17.0%	620	83.0%	747	100.0%
	Total	168	15.7%	899	84.3%	1067	100.0%
Tata Tele	Rural	76	23.8%	244	76.3%	320	100.0%
	Urban	156	20.9%	591	79.1%	747	100.0%
	Total	232	21.7%	835	78.3%	1067	100.0%
Total	Rural	261	20.4%	1019	79.6%	1280	100.0%
	Urban	598	20.0%	2390	80.0%	2988	100.0%
	Total	859	20.1%	3409	79.9%	4268	100.0%



23. How satisfied are you with the quality of the supplementary services / value added service provided?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural		0.0%	0	0.0%	50	87.7%	7	12.3%	57	100.0%
	Urban		0.0%	1	0.8%	113	85.6%	18	13.6%	132	100.0%
	Total	0	0.0%	1	0.5%	163	86.2%	25	13.2%	189	100.0%
BSNL	Rural	1	1.1%		0.0%	82	94.3%	4	4.6%	87	100.0%
	Urban		0.0%	1	0.5%	174	95.1%	8	4.4%	183	100.0%
	Total	1	0.4%	1	0.4%	256	94.8%	12	4.4%	270	100.0%
Rel Comm	Rural	0	0.0%	1	2.4%	35	85.4%	5	12.2%	41	100.0%
	Urban	1	0.8%	3	2.4%	106	83.5%	17	13.4%	127	100.0%
	Total	1	0.6%	4	2.4%	141	83.9%	22	13.1%	168	100.0%
Tata Tele	Rural	1	1.3%	1	1.3%	67	88.2%	7	9.2%	76	100.0%
	Urban	1	0.6%	2	1.3%	145	92.9%	8	5.1%	156	100.0%
	Total	2	0.9%	3	1.3%	212	91.4%	15	6.5%	232	100.0%
Total	Rural	2	0.8%	2	0.8%	234	89.7%	23	8.8%	261	100.0%
	Urban	2	0.3%	7	1.2%	538	90.0%	51	8.5%	598	100.0%
	Total	4	0.5%	9	1.0%	772	89.9%	74	8.6%	859	100.0%

24(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	1.8%	0	0.0%	45	78.9%	11	19.3%	57	100.0%
	Urban	2	1.5%	3	2.3%	106	80.3%	21	15.9%	132	100.0%
	Total	3	1.6%	3	1.6%	151	79.9%	32	16.9%	189	100.0%
BSNL	Rural		0.0%	1	1.1%	49	56.3%	37	42.5%	87	100.0%
	Urban	1	0.5%	1	0.5%	128	69.9%	53	29.0%	183	100.0%
	Total	1	0.4%	2	0.7%	177	65.6%	90	33.3%	270	100.0%
Rel Comm	Rural	0	0.0%	1	2.4%	14	34.1%	26	63.4%	41	100.0%
	Urban	2	1.6%	2	1.6%	82	64.6%	41	32.3%	127	100.0%
	Total	2	1.2%	3	1.8%	96	57.1%	67	39.9%	168	100.0%
Tata Tele	Rural	1	1.3%	1	1.3%	49	64.5%	25	32.9%	76	100.0%
	Urban	1	0.6%	2	1.3%	106	67.9%	47	30.1%	156	100.0%
	Total	2	0.9%	3	1.3%	155	66.8%	72	31.0%	232	100.0%
Total	Rural	2	0.8%	3	1.1%	157	60.2%	99	37.9%	261	100.0%
	Urban	6	1.0%	8	1.3%	422	70.6%	162	27.1%	598	100.0%
	Total	8	0.9%	11	1.3%	579	67.4%	261	30.4%	859	100.0%

24(b). Please tell me the reasons for your dissatisfaction.									
Service Provider		Not informed of charges		Activated without consent		Not informed about toll free number for unsubscribing		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	0.0%	0	0.0%	0	0.0%	1	0.0%
	Urban	2	40.0%	0	0.0%	3	60.0%	5	100.0%
	Total	3	50.0%	0	0.0%	3	50.0%	6	100.0%
BSNL	Rural	1	0.0%	0	0.0%	0	0.0%	1	0.0%
	Urban	0	0.0%	1	0.0%	1	0.0%	2	0.0%
	Total	1	0.0%	1	0.0%	1	0.0%	3	0.0%
Rel Comm	Rural	0	0.0%	1	0.0%	0	0.0%	1	0.0%
	Urban	3	75.0%	0	0.0%	1	25.0%	4	100.0%
	Total	3	60.0%	1	20.0%	1	20.0%	5	100.0%
Tata Tele	Rural	0	0.0%	1	50.0%	1	50.0%	2	100.0%
	Urban	1	33.3%	1	33.3%	1	33.3%	3	100.0%
	Total	1	20.0%	2	40.0%	2	40.0%	5	100.0%
Total	Rural	2	40.0%	2	40.0%	1	20.0%	5	100.0%
	Urban	6	42.9%	2	14.3%	6	42.9%	14	100.0%
	Total	8	42.1%	4	21.1%	7	36.8%	19	100.0%



25. In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	15	4.7%	305	95.3%	320	100.0%
	Urban	27	3.6%	720	96.4%	747	100.0%
	Total	42	3.9%	1025	96.1%	1067	100.0%
BSNL	Rural	21	6.6%	299	93.4%	320	100.0%
	Urban	12	1.6%	735	98.4%	747	100.0%
	Total	33	3.1%	1034	96.9%	1067	100.0%
Rel Comm	Rural	14	4.4%	306	95.6%	320	100.0%
	Urban	37	5.0%	710	95.0%	747	100.0%
	Total	51	4.8%	1016	95.2%	1067	100.0%
Tata Tele	Rural	8	2.5%	312	97.5%	320	100.0%
	Urban	31	4.1%	716	95.9%	747	100.0%
	Total	39	3.7%	1028	96.3%	1067	100.0%
Total	Rural	58	4.5%	1222	95.5%	1280	100.0%
	Urban	107	3.6%	2881	96.4%	2988	100.0%
	Total	165	3.9%	4103	96.1%	4268	100.0%

25(a).How satisfied are you with the resolution of your complaint for deactivation of VAS?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	6.7%	0	0.0%	8	53.3%	6	40.0%	15	100.0%
	Urban		0.0%	2	7.4%	14	51.9%	11	40.7%	27	100.0%
	Total	1	2.4%	2	4.8%	22	52.4%	17	40.5%	42	100.0%
BSNL	Rural	1	4.8%	0	0.0%	17	81.0%	3	14.3%	21	100.0%
	Urban	1	8.3%	1	8.3%	5	41.7%	5	41.7%	12	100.0%
	Total	2	6.1%	1	3.0%	22	66.7%	8	24.2%	33	100.0%
Rel Comm	Rural		0.0%	0	0.0%	5	35.7%	9	64.3%	14	100.0%
	Urban	2	5.4%	1	2.7%	3	8.1%	31	83.8%	37	100.0%
	Total	2	3.9%	1	2.0%	8	15.7%	40	78.4%	51	100.0%
Tata Tele	Rural		0.0%	2	25.0%	1	12.5%	5	62.5%	8	100.0%
	Urban	1	3.2%	1	3.2%	18	58.1%	11	35.5%	31	100.0%
	Total	1	2.6%	3	7.7%	19	48.7%	16	41.0%	39	100.0%
Total	Rural	2	3.4%	2	3.4%	31	53.4%	23	39.7%	58	22.2%
	Urban	4	3.7%	5	4.7%	40	37.4%	58	54.2%	107	17.9%
	Total	6	3.6%	7	4.2%	71	43.0%	81	49.1%	165	19.2%

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your telephone service?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural		0.0%	19	5.9%	136	42.5%	165	51.6%	320	100.0%
	Urban		0.0%	43	5.8%	444	59.4%	260	34.8%	747	100.0%
	Total	0	0.0%	62	5.8%	580	54.4%	425	39.8%	1067	100.0%
BSNL	Rural	2	0.6%	15	4.7%	256	80.0%	47	14.7%	320	100.0%
	Urban	7	0.9%	31	4.1%	606	81.1%	103	13.8%	747	100.0%
	Total	9	0.8%	46	4.3%	862	80.8%	150	14.1%	1067	100.0%
Rel Comm	Rural	0	0.0%	16	5.0%	223	69.7%	81	25.3%	320	100.0%
	Urban	1	0.1%	27	3.6%	526	70.4%	193	25.8%	747	100.0%
	Total	1	0.1%	43	4.0%	749	70.2%	274	25.7%	1067	100.0%
Tata Tele	Rural	3	0.9%	21	6.6%	237	74.1%	59	18.4%	320	100.0%
	Urban	2	0.3%	43	5.8%	515	68.9%	187	25.0%	747	100.0%
	Total	5	0.5%	64	6.0%	752	70.5%	246	23.1%	1067	100.0%
Total	Rural	5	0.4%	71	5.5%	852	66.6%	352	27.5%	1280	100.0%
	Urban	10	0.3%	144	4.8%	2091	70.0%	743	24.9%	2988	100.0%
	Total	15	0.4%	215	5.0%	2943	69.0%	1095	25.7%	4268	100.0%



26b. Please specify the reason(s) for your dissatisfaction.									
Service Provider		Billing Problem		Complaints not resolved		Network Problem		Voice Problem	
		Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	6	31.6%	3	15.8%	8	42.1%	2	10.5%
	Urban	7	16.3%	11	25.6%	7	16.3%	18	41.9%
	Total	13	21.0%	14	22.6%	15	24.2%	20	32.3%
BSNL	Rural	4	23.5%	4	23.5%	4	23.5%	5	29.4%
	Urban	12	31.6%	9	23.7%	3	7.9%	14	36.8%
	Total	16	29.1%	13	23.6%	7	12.7%	19	34.5%
Rel Comm	Rural	7	43.8%	4	25.0%	1	6.3%	4	25.0%
	Urban	11	39.3%	5	17.9%	4	14.3%	8	28.6%
	Total	18	40.9%	9	20.5%	5	11.4%	12	27.3%
Tata Tele	Rural	4	16.7%	5	20.8%	6	25.0%	9	37.5%
	Urban	17	37.8%	11	24.4%	2	4.4%	15	33.3%
	Total	21	30.4%	16	23.2%	8	11.6%	24	34.8%
Total	Rural	21	27.6%	16	21.1%	19	25.0%	20	26.3%
	Urban	47	30.5%	36	23.4%	16	10.4%	55	35.7%



8.2 CELLULAR (MOBILE) SERVICES

A. SERVICE PROVISION

1. How satisfied are you with the process and time taken to activate the mobile connection, after you applied and completed all formalities?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	3	0.9%	12	3.8%	151	47.2%	154	48.1%	320	100.0%
	Urban	11	1.5%	15	2.0%	380	50.9%	341	45.6%	747	100.0%
	Total	14	1.3%	27	2.5%	531	49.8%	495	46.4%	1067	100.0%
MTS	Rural	2	0.6%	11	3.4%	146	45.6%	161	50.3%	320	100.0%
	Urban	12	1.6%	16	2.1%	414	55.4%	305	40.8%	747	100.0%
	Total	14	1.3%	27	2.5%	560	52.5%	466	43.7%	1067	100.0%
Aircel	Rural	2	0.6%	17	5.3%	154	48.1%	147	45.9%	320	100.0%
	Urban	8	1.1%	12	1.6%	438	58.6%	289	38.7%	747	100.0%
	Total	10	0.9%	29	2.7%	592	55.5%	436	40.9%	1067	100.0%
Uninor	Rural	4	1.3%	21	6.6%	141	44.1%	154	48.1%	320	100.0%
	Urban	13	1.7%	29	3.9%	411	55.0%	294	39.4%	747	100.0%
	Total	17	1.6%	50	4.7%	552	51.7%	448	42.0%	1067	100.0%
BSNL	Rural	2	0.6%	7	2.2%	148	46.3%	163	50.9%	320	100.0%
	Urban	12	1.6%	23	3.1%	328	43.9%	384	51.4%	747	100.0%
	Total	14	1.3%	30	2.8%	476	44.6%	547	51.3%	1067	100.0%
Reliance Comm	Rural	2	0.6%	9	2.8%	182	56.9%	127	39.7%	320	100.0%
	Urban	9	1.2%	19	2.5%	408	54.6%	311	41.6%	747	100.0%
	Total	11	1.0%	28	2.6%	590	55.3%	438	41.0%	1067	100.0%
TTSL	Rural	2	0.6%	5	1.6%	190	59.4%	123	38.4%	320	100.0%
	Urban	4	0.5%	21	2.8%	325	43.5%	397	53.1%	747	100.0%
	Total	6	0.6%	26	2.4%	515	48.3%	520	48.7%	1067	100.0%
Idea	Rural	1	0.3%	4	1.3%	194	60.6%	121	37.8%	320	100.0%
	Urban	13	1.7%	27	3.6%	320	42.8%	387	51.8%	747	100.0%
	Total	14	1.3%	31	2.9%	514	48.2%	508	47.6%	1067	100.0%
Vodafone	Rural	2	0.6%	6	1.9%	167	52.2%	145	45.3%	320	100.0%
	Urban	12	1.6%	28	3.7%	329	44.0%	378	50.6%	747	100.0%
	Total	14	1.3%	34	3.2%	496	46.5%	523	49.0%	1067	100.0%
Total	Rural	20	0.7%	92	3.2%	1473	51.1%	1295	45.0%	2880	100.0%
	Urban	94	1.4%	190	2.8%	3353	49.9%	3086	45.9%	6723	100.0%
	Total	114	1.2%	282	2.9%	4826	50.3%	4381	45.6%	9603	100.0%

2. 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?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	223	69.7%	97	30.3%	320	100.0%
	Urban	402	53.8%	345	46.2%	747	100.0%
	Total	625	58.6%	442	41.4%	1067	100.0%
MTS	Rural	199	62.2%	121	37.8%	320	100.0%
	Urban	386	51.7%	361	48.3%	747	100.0%
	Total	585	54.8%	482	45.2%	1067	100.0%
Aircel	Rural	233	72.8%	87	27.2%	320	100.0%
	Urban	536	71.8%	211	28.2%	747	100.0%
	Total	769	72.1%	298	27.9%	1067	100.0%
Uninor	Rural	208	65.0%	112	35.0%	320	100.0%
	Urban	442	59.2%	305	40.8%	747	100.0%
	Total	650	60.9%	417	39.1%	1067	100.0%
BSNL	Rural	222	69.4%	98	30.6%	320	100.0%
	Urban	503	67.3%	244	32.7%	747	100.0%
	Total	725	67.9%	342	32.1%	1067	100.0%
Reliance Comm	Rural	236	73.8%	84	26.3%	320	100.0%
	Urban	446	59.7%	301	40.3%	747	100.0%
	Total	682	63.9%	385	36.1%	1067	100.0%
Tata Tele	Rural	233	72.8%	87	27.2%	320	100.0%



2. 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?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
	Urban	514	68.8%	233	31.2%	747	100.0%
	Total	747	70.0%	320	30.0%	1067	100.0%
	Rural	211	65.9%	109	34.1%	320	100.0%
Idea	Urban	500	66.9%	247	33.1%	747	100.0%
	Total	711	66.6%	356	33.4%	1067	100.0%
	Rural	131	40.9%	189	59.1%	320	100.0%
Vodafone	Urban	432	57.8%	315	42.2%	747	100.0%
	Total	563	52.8%	504	47.2%	1067	100.0%
	Rural	1896	65.8%	984	34.2%	2880	100.0%
Total	Urban	4161	61.9%	2562	38.1%	6723	100.0%
	Total	6057	63.1%	3546	36.9%	9603	100.0%
	Rural						

3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	7	2.2%	12	3.8%	76	23.8%	156	48.8%	320	100.0%
	Urban	14	1.9%	27	3.6%	388	51.9%	301	40.3%	747	100.0%
	Total	21	2.0%	39	3.7%	464	43.5%	457	42.8%	1067	100.0%
MTS	Rural	8	2.5%	14	4.4%		0.0%	127	39.7%	320	100.0%
	Urban	21	2.8%	41	5.5%	553	74.0%	321	43.0%	747	100.0%
	Total	29	2.7%	55	5.2%	553	51.8%	448	42.0%	1067	100.0%
Aircel	Rural	3	0.9%	24	7.5%	363	113.4%	117	36.6%	320	100.0%
	Urban	11	1.5%	21	2.8%	358	47.9%	287	38.4%	747	100.0%
	Total	14	1.3%	45	4.2%	721	67.6%	404	37.9%	1067	100.0%
Uninor	Rural	5	1.6%	34	10.6%	259	80.9%	97	30.3%	320	100.0%
	Urban	17	2.3%	37	5.0%	329	44.0%	247	33.1%	747	100.0%
	Total	22	2.1%	71	6.7%	588	55.1%	344	32.2%	1067	100.0%
BSNL	Rural	2	0.6%	9	2.8%	69	21.6%	123	38.4%	320	100.0%
	Urban	19	2.5%	25	3.3%	501	67.1%	358	47.9%	747	100.0%
	Total	21	2.0%	34	3.2%	570	53.4%	481	45.1%	1067	100.0%
Reliance Comm	Rural	5	1.6%	11	3.4%	223	69.7%	124	38.8%	320	100.0%
	Urban	15	2.0%	28	3.7%	330	44.2%	321	43.0%	747	100.0%
	Total	20	1.9%	39	3.7%	553	51.8%	445	41.7%	1067	100.0%
TTSL	Rural	3	0.9%	9	2.8%	49	15.3%	126	39.4%	320	100.0%
	Urban	7	0.9%	27	3.6%	567	75.9%	351	47.0%	747	100.0%
	Total	10	0.9%	36	3.4%	616	57.7%	477	44.7%	1067	100.0%
Idea	Rural	3	0.9%	6	1.9%	17	5.3%	121	37.8%	320	100.0%
	Urban	21	2.8%	23	3.1%	402	53.8%	311	41.6%	747	100.0%
	Total	24	2.2%	29	2.7%	419	39.3%	432	40.5%	1067	100.0%
Vodafone	Rural	4	1.3%	16	5.0%	16	5.0%	117	36.6%	320	100.0%
	Urban	19	2.5%	35	4.7%	369	49.4%	324	43.4%	747	100.0%
	Total	23	2.2%	51	4.8%	385	36.1%	441	41.3%	1067	100.0%
Total	Rural	40	1.4%	135	4.7%	1072	37.2%	1108	38.5%	2880	100.0%
	Urban	144	2.1%	264	3.9%	3797	56.5%	2821	42.0%	6723	100.0%
	Total	184	1.9%	399	4.2%	4869	50.7%	3929	40.9%	9603	100.0%

B. BILLING RELATED-PREPAID

4(a). How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc.?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	6	2.6%	7	3.0%	66	28.8%	151	65.5%	230	100.0%
	Urban	15	2.8%	21	3.9%	295	54.8%	207	38.5%	538	100.0%
	Total	21	2.7%	28	3.6%	361	47.0%	358	46.6%	768	100.0%
MTS	Rural	16	5.1%	15	4.8%	162	51.6%	121	38.6%	314	100.0%
	Urban	15	2.0%	41	5.6%	415	56.7%	261	35.6%	732	100.0%



4(a). How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc.?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Aircel	Total	31	3.0%	56	5.4%	577	55.2%	382	36.5%	1046	100.0%
	Rural	6	2.1%	7	2.4%	158	54.9%	117	40.6%	288	100.0%
	Urban	9	1.3%	19	2.8%	443	65.9%	201	29.9%	672	100.0%
	Total	15	1.6%	26	2.7%	601	62.6%	318	33.1%	960	100.0%
Uninor	Rural	8	2.5%	9	2.8%	206	64.4%	97	30.3%	320	100.0%
	Urban	11	1.5%	32	4.3%	493	66.0%	211	28.3%	747	100.0%
	Total	19	1.8%	41	3.8%	699	65.5%	308	28.9%	1067	100.0%
BSNL	Rural	3	1.1%	5	1.8%	149	52.8%	125	44.4%	282	100.0%
	Urban	7	1.1%	17	2.6%	386	58.8%	247	37.6%	657	100.0%
	Total	10	1.1%	22	2.3%	535	57.0%	372	39.6%	939	100.0%
Reliance Comm	Rural	4	1.4%	7	2.4%	157	54.0%	123	42.2%	291	100.0%
	Urban	15	2.2%	21	3.1%	405	59.5%	239	35.2%	680	100.0%
	Total	19	2.0%	28	2.9%	562	57.9%	362	37.3%	971	100.0%
TTSL	Rural	5	2.2%	12	5.4%	65	29.0%	142	63.4%	224	100.0%
	Urban	7	1.3%	14	2.7%	271	51.8%	231	44.2%	523	100.0%
	Total	12	1.6%	26	3.5%	336	45.0%	373	49.9%	747	100.0%
Idea	Rural	4	1.3%	9	3.0%	154	50.7%	137	45.0%	304	100.0%
	Urban	9	1.3%	26	3.7%	363	51.1%	312	44.0%	710	100.0%
	Total	13	1.3%	35	3.5%	517	51.0%	449	44.3%	1014	100.0%
Vodafone	Rural	8	2.6%	14	4.6%	151	49.2%	134	43.6%	307	100.0%
	Urban	17	2.4%	29	4.0%	370	51.6%	301	42.0%	717	100.0%
	Total	25	2.4%	43	4.2%	521	50.9%	435	42.5%	1024	100.0%
Total	Rural	60	2.3%	85	3.3%	1269	49.5%	1147	44.8%	2561	100.0%
	Urban	105	1.8%	220	3.7%	3440	57.6%	2210	37.0%	5975	100.0%
	Total	165	1.9%	305	3.6%	4709	55.2%	3357	39.3%	8536	100.0%

4(b). Please specify the reason(s) for your dissatisfaction;											
Service Provider		Charges not as per tariff plan subscribed		Tariff plan changed without information		Charged for value added services not subscribed		Charged for calls/services not made/used		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	7.7%	2	15.4%	5	38.5%	5	38.5%	13	100.0%
	Urban	2	5.6%	7	19.4%	23	63.9%	4	11.1%	36	100.0%
	Total	3	6.1%	9	18.4%	28	57.1%	9	18.4%	49	100.0%
MTS	Rural	3	0.0%	2	0.0%	24	0.0%	2	0.0%	31	3100.0%
	Urban	4	7.1%	3	5.4%	41	73.2%	8	14.3%	56	5600.0%
	Total	7	8.0%	5	5.7%	65	74.7%	10	11.5%	87	8700.0%
Aircel	Rural	7	53.8%	5	38.5%	0	0.0%	1	7.7%	13	100.0%
	Urban	8	28.6%	7	25.0%	6	21.4%	7	25.0%	28	100.0%
	Total	15	36.6%	12	29.3%	6	14.6%	8	19.5%	41	100.0%
Uninor	Rural	12	70.6%	8	47.1%	-5	-29.4%	2	11.8%	17	100.0%
	Urban	5	11.6%	12	27.9%	18	41.9%	8	18.6%	43	100.0%
	Total	17	28.3%	20	33.3%	13	21.7%	10	16.7%	60	100.0%
BSNL	Rural	2	25.0%	3	37.5%	-1	-12.5%	4	50.0%	8	100.0%
	Urban	1	4.2%	11	45.8%	5	20.8%	7	29.2%	24	100.0%
	Total	3	9.4%	14	43.8%	4	12.5%	11	34.4%	32	100.0%
Reliance Comm	Rural	5	45.5%	2	18.2%	0	0.0%	4	36.4%	11	100.0%
	Urban	4	11.1%	5	13.9%	16	44.4%	11	30.6%	36	100.0%
	Total	9	19.1%	7	14.9%	16	34.0%	15	31.9%	47	100.0%
Tata Tele	Rural	2	11.8%	2	11.8%	7	41.2%	6	35.3%	17	100.0%
	Urban	4	19.0%	4	19.0%	5	23.8%	8	38.1%	21	100.0%
	Total	6	15.8%	6	15.8%	12	31.6%	14	36.8%	38	100.0%
Idea	Rural	1	7.7%	2	15.4%	5	38.5%	5	38.5%	13	100.0%
	Urban	3	8.6%	4	11.4%	17	48.6%	11	31.4%	35	100.0%
	Total	4	8.3%	6	12.5%	22	45.8%	16	33.3%	48	100.0%



4(b). Please specify the reason(s) for your dissatisfaction;											
Service Provider		Charges not as per tariff plan subscribed		Tariff plan changed without information		Charged for value added services not subscribed		Charged for calls/services not made/used		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Vodafone	Rural	2	9.1%	2	9.1%	14	63.6%	4	18.2%	22	100.0%
	Urban	3	6.5%	11	23.9%	20	43.5%	12	26.1%	46	100.0%
	Total	5	7.4%	13	19.1%	34	50.0%	16	23.5%	68	100.0%
Total	Rural	35	24.1%	28	19.3%	49	33.8%	33	22.8%	145	100.0%
	Urban	34	10.5%	64	19.7%	151	46.5%	76	23.4%	325	100.0%
	Total	69	14.7%	92	19.6%	200	42.6%	109	23.2%	470	47000.0%

5(a). Have you made any complaint related to charging/credit/ waiver/ validity/ adjustments in the last 6 months? Service Provider Wise							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	18	8.0%	212	92.0%	230	100.0%
	Urban	41	7.6%	497	92.4%	538	100.0%
	Total	59	7.7%	709	92.3%	768	100.0%
MTS	Rural	113	35.9%	201	64.1%	314	100.0%
	Urban	248	33.9%	484	66.1%	732	100.0%
	Total	361	34.5%	685	65.5%	1046	100.0%
Aircel	Rural	47	16.3%	241	83.7%	288	100.0%
	Urban	191	28.4%	481	71.6%	672	100.0%
	Total	238	24.8%	722	75.2%	960	100.0%
Uninor	Rural	109	34.1%	211	65.9%	320	100.0%
	Urban	273	36.5%	474	63.5%	747	100.0%
	Total	382	35.8%	685	64.2%	1067	100.0%
BSNL	Rural	51	18.0%	231	82.0%	282	100.0%
	Urban	156	23.8%	501	76.2%	657	100.0%
	Total	207	22.0%	732	78.0%	939	100.0%
Reliance Comm	Rural	64	22.1%	227	77.9%	291	100.0%
	Urban	177	26.0%	503	74.0%	680	100.0%
	Total	241	24.8%	730	75.2%	971	100.0%
Tata Tele	Rural	23	10.3%	201	89.7%	224	100.0%
	Urban	25	4.8%	498	95.2%	523	100.0%
	Total	48	6.4%	699	93.6%	747	100.0%
Idea	Rural	74	24.4%	230	75.6%	304	100.0%
	Urban	189	26.6%	521	73.4%	710	100.0%
	Total	263	25.9%	751	74.1%	1014	100.0%
Vodafone	Rural	79	25.8%	228	74.2%	307	100.0%
	Urban	192	26.8%	525	73.2%	717	100.0%
	Total	271	26.5%	753	73.5%	1024	100.0%
Total	Rural	579	22.6%	1982	77.4%	2561	100.0%
	Urban	1491	25.0%	4484	75.0%	5975	100.0%
	Total	2070	24.3%	6466	75.7%	8536	100.0%

5(b). How satisfied are you with the resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of such resolution of complaints?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	10.9%	5	27.2%	3	18.5%	8	43.5%	18	100.0%
	Urban	2	4.9%	14	34.5%	7	16.3%	18	44.3%	41	100.0%
	Total	4	6.8%	19	32.2%	10	16.9%	26	44.1%	59	100.0%
MTS	Rural	4	3.5%	4	3.5%	78	69.0%	27	23.9%	113	100.0%
	Urban	7	2.8%	27	10.9%	143	57.7%	71	28.6%	248	100.0%
	Total	11	3.0%	31	8.6%	221	61.2%	98	27.1%	361	100.0%
Aircel	Rural	5	10.6%	9	19.1%	12	25.5%	21	44.7%	47	100.0%
	Urban	11	5.8%	24	12.6%	73	38.2%	83	43.5%	191	100.0%
	Total	16	6.7%	33	13.9%	85	35.7%	104	43.7%	238	100.0%
Uninor	Rural	6	5.5%	11	10.1%	71	65.2%	21	19.2%	109	100.0%
	Urban	15	5.5%	23	8.4%	174	63.7%	61	22.4%	273	100.0%



5(b). How satisfied are you with the resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of such resolution of complaints?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
BSNL	Total	21	5.5%	34	8.9%	245	64.1%	82	21.5%	382	100.0%
	Rural	1	2.0%	3	5.9%	22	42.8%	25	49.3%	51	100.0%
	Urban	5	3.2%	9	5.8%	41	26.4%	101	64.6%	156	100.0%
	Total	6	2.9%	12	5.8%	63	30.4%	126	60.9%	207	100.0%
Reliance Comm	Rural	2	3.1%	3	4.7%	15	23.8%	44	68.4%	64	100.0%
	Urban	6	3.4%	18	10.2%	56	31.5%	97	54.9%	177	100.0%
	Total	8	3.3%	21	8.7%	71	29.5%	141	58.5%	241	100.0%
	Total	10	20.8%	13	27.1%	19	39.6%	6	12.5%	48	100.0%
TTSL	Rural	3	13.0%	2	8.7%	15	65.4%	3	13.0%	23	100.0%
	Urban	7	28.1%	11	44.2%	4	15.7%	3	12.0%	25	100.0%
	Total	10	20.8%	13	27.1%	19	39.6%	6	12.5%	48	100.0%
	Total	10	20.8%	13	27.1%	19	39.6%	6	12.5%	48	100.0%
Idea	Rural	2	2.7%	3	4.0%	16	21.8%	53	71.4%	74	100.0%
	Urban	8	4.2%	21	11.1%	43	22.7%	117	62.0%	189	100.0%
	Total	10	3.8%	24	9.1%	59	22.4%	170	64.6%	263	100.0%
	Total	10	3.8%	24	9.1%	59	22.4%	170	64.6%	263	100.0%
Vodafone	Rural	5	6.3%	6	7.6%	9	11.6%	59	74.5%	79	100.0%
	Urban	5	2.6%	19	9.9%	49	25.4%	119	62.0%	192	100.0%
	Total	10	3.7%	25	9.2%	58	21.4%	178	65.7%	271	100.0%
	Total	10	3.7%	25	9.2%	58	21.4%	178	65.7%	271	100.0%
Total	Rural	30	5.2%	46	7.9%	242	41.8%	261	45.1%	579	100.0%
	Urban	66	4.4%	166	11.1%	589	39.5%	670	44.9%	1491	100.0%
	Total	96	4.6%	212	10.2%	831	40.1%	931	45.0%	2070	100.0%
	Total	96	4.6%	212	10.2%	831	40.1%	931	45.0%	2070	100.0%

5C. How satisfied are you with the ease of recharging process and the transparency of recharge offer?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	5	2.2%	8	3.5%	85	37.1%	132	57.3%	230	100.0%
	Urban	8	1.5%	27	5.0%	292	54.2%	211	39.2%	538	100.0%
	Total	13	1.7%	35	4.6%	377	49.1%	343	44.7%	768	100.0%
	Total	13	1.7%	35	4.6%	377	49.1%	343	44.7%	768	100.0%
MTS	Rural	8	2.5%	9	2.9%	176	56.0%	121	38.6%	314	100.0%
	Urban	15	2.0%	42	5.7%	474	64.8%	201	27.5%	732	100.0%
	Total	23	2.2%	51	4.9%	650	62.1%	322	30.8%	1046	100.0%
	Total	23	2.2%	51	4.9%	650	62.1%	322	30.8%	1046	100.0%
Aircel	Rural	4	1.4%	7	2.4%	135	46.9%	142	49.3%	288	100.0%
	Urban	15	2.2%	17	2.5%	423	62.9%	217	32.3%	672	100.0%
	Total	19	2.0%	24	2.5%	558	58.1%	359	37.4%	960	100.0%
	Total	19	2.0%	24	2.5%	558	58.1%	359	37.4%	960	100.0%
Uninor	Rural	7	2.2%	8	2.5%	193	60.3%	112	35.0%	320	100.0%
	Urban	19	2.5%	32	4.3%	499	66.8%	197	26.4%	747	100.0%
	Total	26	2.4%	40	3.7%	692	64.9%	309	29.0%	1067	100.0%
	Total	26	2.4%	40	3.7%	692	64.9%	309	29.0%	1067	100.0%
BSNL	Rural	1	0.4%	5	1.8%	129	45.7%	147	52.2%	282	100.0%
	Urban	9	1.4%	15	2.3%	357	54.4%	276	42.0%	657	100.0%
	Total	10	1.1%	20	2.1%	486	51.8%	423	45.0%	939	100.0%
	Total	10	1.1%	20	2.1%	486	51.8%	423	45.0%	939	100.0%
Reliance Comm	Rural	1	0.3%	3	1.0%	151	51.9%	136	46.7%	291	100.0%
	Urban	8	1.2%	19	2.8%	399	58.7%	254	37.4%	680	100.0%
	Total	9	0.9%	22	2.3%	550	56.6%	390	40.2%	971	100.0%
	Total	9	0.9%	22	2.3%	550	56.6%	390	40.2%	971	100.0%
TTSL	Rural	4	1.8%	2	0.9%	86	38.4%	132	58.9%	224	100.0%
	Urban	6	1.1%	17	3.3%	243	46.5%	257	49.1%	523	100.0%
	Total	10	1.3%	19	2.5%	329	44.0%	389	52.1%	747	100.0%
	Total	10	1.3%	19	2.5%	329	44.0%	389	52.1%	747	100.0%
Idea	Rural	2	0.7%	3	1.0%	162	53.3%	137	45.0%	304	100.0%
	Urban	17	2.4%	29	4.1%	401	56.5%	263	37.1%	710	100.0%
	Total	19	1.9%	32	3.2%	563	55.5%	400	39.4%	1014	100.0%
	Total	19	1.9%	32	3.2%	563	55.5%	400	39.4%	1014	100.0%
Vodafone	Rural	4	1.3%	7	2.3%	167	54.4%	129	42.0%	307	100.0%
	Urban	17	2.4%	21	2.9%	428	59.7%	251	35.0%	717	100.0%
	Total	21	2.1%	28	2.7%	595	58.1%	380	37.1%	1024	100.0%
	Total	21	2.1%	28	2.7%	595	58.1%	380	37.1%	1024	100.0%
Total	Rural	36	1.4%	52	2.0%	1285	50.2%	1188	46.4%	2561	100.0%
	Urban	114	1.9%	219	3.7%	3515	58.8%	2127	35.6%	5975	100.0%
	Total	150	1.8%	271	3.2%	4800	56.2%	3315	38.8%	8536	100.0%
	Total	150	1.8%	271	3.2%	4800	56.2%	3315	38.8%	8536	100.0%



5(d). Please specify the reason(s) for your dissatisfaction.											
Service Provider		Lack of complete information about the offer		Charges/Services not as per the offer		Delay in activation of recharge		Non availability of all denomination recharge coupon		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	15.4%	2	15.4%	5	38.5%	4	30.8%	13	100.0%
	Urban	3	8.6%	3	8.6%	22	62.9%	7	20.0%	35	100.0%
	Total	5	10.4%	5	10.4%	27	56.3%	11	22.9%	48	100.0%
MTS	Rural	3	17.6%	3	17.6%	6	35.3%	5	29.4%	17	100.0%
	Urban	14	24.6%	4	7.0%	32	56.1%	7	12.3%	57	100.0%
	Total	17	23.0%	7	9.5%	38	51.4%	12	16.2%	74	100.0%
Aircel	Rural	5	45.5%	2	18.2%	2	18.2%	2	18.2%	11	100.0%
	Urban	11	34.4%	5	15.6%	9	28.1%	7	21.9%	32	100.0%
	Total	16	37.2%	7	16.3%	11	25.6%	9	20.9%	43	100.0%
Uninor	Rural	8	53.3%	6	40.0%	-4	-26.7%	5	33.3%	15	100.0%
	Urban	17	33.3%	8	15.7%	17	33.3%	9	17.6%	51	100.0%
	Total	25	37.9%	14	21.2%	13	19.7%	14	21.2%	66	100.0%
BSNL	Rural	2	33.3%	2	33.3%	1	16.7%	1	16.7%	6	100.0%
	Urban	9	37.5%	3	12.5%	5	20.8%	7	29.2%	24	100.0%
	Total	11	36.7%	5	16.7%	6	20.0%	8	26.7%	30	100.0%
Reliance Comm	Rural	2	50.0%	1	25.0%	0	0.0%	1	25.0%	4	100.0%
	Urban	14	51.9%	3	11.1%	2	7.4%	8	29.6%	27	100.0%
	Total	16	51.6%	4	12.9%	2	6.5%	9	29.0%	31	100.0%
Tata Tele	Rural	2	33.3%	1	16.7%	2	33.3%	1	16.7%	6	100.0%
	Urban	9	39.1%	3	13.0%	5	21.7%	6	26.1%	23	100.0%
	Total	11	37.9%	4	13.8%	7	24.1%	7	24.1%	29	100.0%
Idea	Rural	2	40.0%	1	20.0%	1	20.0%	1	20.0%	5	100.0%
	Urban	12	26.1%	3	6.5%	27	58.7%	4	8.7%	46	100.0%
	Total	14	27.5%	4	7.8%	28	54.9%	5	9.8%	51	100.0%
Vodafone	Rural	2	18.2%	2	18.2%	6	54.5%	1	9.1%	11	100.0%
	Urban	12	31.6%	5	13.2%	16	42.1%	5	13.2%	38	100.0%
	Total	14	28.6%	7	14.3%	22	44.9%	6	12.2%	49	100.0%
Total	Rural	28	31.8%	20	22.7%	19	21.6%	21	23.9%	88	100.0%
	Urban	101	30.3%	37	11.1%	135	40.5%	60	18.0%	333	100.0%
	Total	129	30.6%	57	13.5%	154	36.6%	81	19.2%	421	100.0%

5(e). Did you get information regarding call duration, amount deducted for call and balance in the account after every call?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	130	56.6%	100	43.4%	230	100.0%
	Urban	426	79.2%	112	20.8%	538	100.0%
	Total	556	72.4%	212	27.6%	768	100.0%
MTS	Rural	197	62.7%	117	37.3%	314	100.0%
	Urban	535	73.1%	197	26.9%	732	100.0%
	Total	732	70.0%	314	30.0%	1046	100.0%
Aircel	Rural	192	66.7%	96	33.3%	288	100.0%
	Urban	585	87.1%	87	12.9%	672	100.0%
	Total	777	80.9%	183	19.1%	960	100.0%
Uninor	Rural	202	63.1%	118	36.9%	320	100.0%
	Urban	516	69.1%	231	30.9%	747	100.0%
	Total	718	67.3%	349	32.7%	1067	100.0%
BSNL	Rural	235	83.3%	47	16.7%	282	100.0%
	Urban	574	87.4%	83	12.6%	657	100.0%
	Total	809	86.2%	130	13.8%	939	100.0%
Reliance Comm	Rural	235	80.8%	56	19.2%	291	100.0%
	Urban	586	86.2%	94	13.8%	680	100.0%
	Total	821	84.6%	150	15.4%	971	100.0%
Tata Tele	Rural	172	76.8%	52	23.2%	224	100.0%
	Urban	460	88.0%	63	12.0%	523	100.0%
	Total	632	84.6%	115	15.4%	747	100.0%
Idea	Rural	261	85.9%	43	14.1%	304	100.0%
	Urban	611	86.1%	99	13.9%	710	100.0%



5(e). Did you get information regarding call duration, amount deducted for call and balance in the account after every call?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Vodafone	Total	872	86.0%	142	14.0%	1014	100.0%
	Rural	248	80.8%	59	19.2%	307	100.0%
	Urban	641	89.4%	76	10.6%	717	100.0%
	Total	889	86.8%	135	13.2%	1024	100.0%
Total	Rural	1873	73.1%	688	26.9%	2561	100.0%
	Urban	4933	82.6%	1042	17.4%	5975	100.0%
	Total	6806	79.7%	1730	20.3%	8536	100.0%

B. BILLING RELATED-POSTPAID

6. How satisfied are you with the time taken to deliver your bills?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	1.1%	1	1.1%	57	63.2%	31	34.6%	90	100.0%
	Urban	5	2.4%	2	1.0%	160	76.6%	42	20.1%	209	100.0%
	Total	6	2.0%	3	1.0%	217	72.6%	73	24.4%	299	100.0%
MTS	Rural	0	0.0%	1	15.9%	3	52.4%	2	31.7%	6	100.0%
	Urban	1	6.8%	2	13.6%	5	32.0%	7	47.6%	15	100.0%
	Total	1	4.8%	3	14.3%	8	38.1%	9	42.9%	21	100.0%
Aircel	Rural	1	3.1%	2	6.2%	8	25.2%	21	65.4%	32	100.0%
	Urban	0	0.0%	4	5.3%	26	34.6%	45	60.1%	75	100.0%
	Total	1	0.9%	6	5.6%	34	31.8%	66	61.7%	107	100.0%
BSNL	Rural	2	5.2%	2	5.2%	7	19.3%	27	70.3%	38	100.0%
	Urban	3	3.3%	5	5.6%	31	34.2%	51	56.9%	90	100.0%
	Total	5	3.9%	7	5.5%	38	29.7%	78	60.9%	128	100.0%
Reliance Comm	Rural	1	3.5%	3	10.4%	11	37.5%	14	48.6%	29	100.0%
	Urban	1	1.5%	1	1.5%	26	39.0%	39	58.0%	67	100.0%
	Total	2	2.1%	4	4.2%	37	38.5%	53	55.2%	96	100.0%
TTSL	Rural	2	2.1%	4	4.2%	49	51.0%	41	42.7%	96	100.0%
	Urban	3	1.3%	5	2.2%	177	79.0%	39	17.4%	224	100.0%
	Total	5	1.6%	9	2.8%	226	70.6%	80	25.0%	320	100.0%
Idea	Rural	1	6.3%	2	12.6%	1	5.7%	12	75.5%	16	100.0%
	Urban	1	2.7%	1	2.7%	18	48.8%	17	45.8%	37	100.0%
	Total	2	3.8%	3	5.7%	19	35.8%	29	54.7%	53	100.0%
Vodafone	Rural	0	0.0%	0	0.0%	4	30.2%	9	69.8%	13	100.0%
	Urban	2	6.6%	3	10.0%	4	13.6%	21	69.8%	30	100.0%
	Total	2	4.7%	3	7.0%	8	18.6%	30	69.8%	43	100.0%
Total	Urban	8	2.5%	15	4.7%	140	43.8%	157	49.0%	320	100.0%
	Rural	16	2.1%	23	3.1%	447	59.8%	261	34.9%	747	100.0%
	Total	24	2.2%	38	3.6%	587	55.0%	418	39.2%	1067	100.0%

7(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	2.2%	4	4.5%	43	47.6%	41	45.7%	90	100.0%
	Urban	0	0.0%	3	1.4%	123	58.9%	83	39.7%	209	100.0%
	Total	2	0.7%	7	2.3%	166	55.5%	124	41.5%	299	100.0%
MTS	Rural		0.0%	1	15.9%	4	68.3%	1	15.9%	6	100.0%
	Urban		0.0%	1	6.8%	9	59.2%	5	34.0%	15	100.0%
	Total	0	0.0%	2	9.5%	13	61.9%	6	28.6%	21	100.0%
Aircel	Rural	1	3.1%		0.0%	14	43.9%	17	53.0%	32	100.0%
	Urban		0.0%	5	6.7%	49	65.3%	21	28.0%	75	100.0%
	Total	1	0.9%	5	4.7%	63	58.9%	38	35.5%	107	100.0%
BSNL	Rural		0.0%	2	5.2%	18	47.9%	18	46.9%	38	100.0%
	Urban		0.0%	3	3.3%	46	50.9%	41	45.8%	90	100.0%
	Total	0	0.0%	5	3.9%	64	50.0%	59	46.1%	128	100.0%
Reliance	Rural		0.0%	1	3.5%	13	44.4%	15	52.1%	29	100.0%



7(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?											
Comm	Urban		0.0%	1	1.5%	49	73.2%	17	25.3%	67	100.0%
	Total	0	0.0%	2	2.1%	62	64.6%	32	33.3%	96	100.0%
TTSL	Rural	3	3.1%	9	9.4%	41	42.7%	43	44.8%	96	100.0%
	Urban		0.0%	2	0.9%	143	63.8%	79	35.3%	224	100.0%
Idea	Total	3	0.9%	11	3.4%	184	57.5%	122	38.1%	320	100.0%
	Rural	1	6.3%	1	6.3%	10	62.3%	4	25.2%	16	100.0%
Vodafone	Urban		0.0%	3	8.1%	17	46.1%	17	45.8%	37	100.0%
	Total	1	1.9%	4	7.5%	27	50.9%	21	39.6%	53	100.0%
Vodafone	Rural		0.0%	0	0.0%	6	45.7%	7	54.3%	13	100.0%
	Urban		0.0%	3	10.0%	11	36.9%	16	53.2%	30	100.0%
Total	Total	0	0.0%	3	7.0%	17	39.5%	23	53.5%	43	100.0%
	Rural	7	2.2%	18	5.6%	149	46.6%	146	45.6%	320	100.0%
Total	Urban	0	0.0%	21	2.8%	447	59.8%	279	37.4%	747	100.0%
	Total	7	0.7%	39	3.7%	596	55.9%	425	39.8%	1067	100.0%

7(b). Please specify the reason(s) for your dissatisfaction;											
Service Provider		Difficult to read the bill		Difficult to understand the language		Calculation not clear		Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	0	0.0%	1	16.7%	4	66.7%	1	16.7%	6	100.0%
	Urban	0	0.0%	1	33.3%	1	33.3%	1	33.3%	3	100.0%
	Total	0	0.0%	2	22.2%	5	55.6%	2	22.2%	9	100.0%
MTS	Rural	1	100.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
	Urban	0	0.0%	1	100.0%	0	0.0%	0	0.0%	1	100.0%
	Total	1	50.0%	1	50.0%	0	0.0%	0	0.0%	2	100.0%
Aircel	Rural	1	100.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
	Urban	2	40.0%	1	20.0%	0	0.0%	2	40.0%	5	100.0%
	Total	3	50.0%	1	16.7%	0	0.0%	2	33.3%	6	100.0%
BSNL	Rural	0	0.0%	1	50.0%	1	50.0%	0	0.0%	2	100.0%
	Urban	0	0.0%	1	33.3%	1	33.3%	1	33.3%	3	100.0%
	Total	0	0.0%	2	40.0%	2	40.0%	1	20.0%	5	100.0%
Reliance Comm	Rural	0	0.0%	0	0.0%	0	0.0%	1	100.0%	1	100.0%
	Urban	0	0.0%	0	0.0%	0	0.0%	1	100.0%	1	100.0%
	Total	0	0.0%	0	0.0%	0	0.0%	2	100.0%	2	100.0%
Tata Tele	Rural	1	8.3%	2	16.7%	8	66.7%	1	8.3%	12	100.0%
	Urban	0	0.0%	0	0.0%	1	50.0%	1	50.0%	2	100.0%
	Total	1	7.1%	2	14.3%	9	64.3%	2	14.3%	14	100.0%
Idea	Rural	0	0.0%	0	0.0%	2	100.0%	0	0.0%	2	100.0%
	Urban	0	0.0%	1	33.3%	1	33.3%	1	33.3%	3	100.0%
	Total	0	0.0%	1	20.0%	3	60.0%	1	20.0%	5	100.0%
Vodafone	Rural									0	100.0%
	Urban	0	0.0%	1	33.3%	1	33.3%	1	33.3%	3	100.0%
	Total	0	0.0%	1	33.3%	1	33.3%	1	33.3%	3	100.0%
Total	Rural	3	12.0%	4	16.0%	15	60.0%	3	12.0%	25	100.0%
	Urban	2	9.5%	6	28.6%	5	23.8%	8	38.1%	21	100.0%
	Total	5	10.9%	10	21.7%	20	43.5%	11	23.9%	46	100.0%

8(a). How satisfied are you with the accuracy & completeness of the bills?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	2.2%	7	7.8%	47	52.1%	34	37.9%	90	100.0%
	Urban	3	1.4%	8	3.8%	152	72.8%	46	22.0%	209	100.0%
	Total	5	1.7%	15	5.0%	199	66.6%	80	26.8%	299	100.0%
MTS	Rural	0	0.0%	1	15.9%	4	68.3%	1	15.9%	6	100.0%
	Urban	0	0.0%	1	6.8%	11	72.8%	3	20.4%	15	100.0%
	Total	0	0.0%	2	9.5%	15	71.4%	4	19.0%	21	100.0%
Aircel	Rural		0.0%	2	6.2%	19	59.5%	11	34.3%	32	100.0%
	Urban		0.0%	3	4.0%	51	68.0%	21	28.0%	75	100.0%



8(a). How satisfied are you with the accuracy & completeness of the bills?											
	Total	0	0.0%	5	4.7%	70	65.4%	32	29.9%	107	100.0%
BSNL	Rural		0.0%	1	2.6%	16	42.7%	21	54.7%	38	100.0%
	Urban		0.0%	4	4.5%	54	59.8%	32	35.7%	90	100.0%
	Total	0	0.0%	5	3.9%	70	54.7%	53	41.4%	128	100.0%
Reliance Comm	Rural		0.0%	2	6.9%	13	44.4%	14	48.6%	29	100.0%
	Urban		0.0%	1	1.5%	39	58.3%	27	40.2%	67	100.0%
	Total	0	0.0%	3	3.1%	52	54.2%	41	42.7%	96	100.0%
TTSL	Rural	2	2.1%	5	5.2%	58	60.4%	31	32.3%	96	100.0%
	Urban		0.0%	4	1.8%	163	72.8%	57	25.4%	224	100.0%
	Total	2	0.6%	9	2.8%	221	69.1%	88	27.5%	320	100.0%
Idea	Rural		0.0%	2	12.6%	11	68.6%	3	18.9%	16	100.0%
	Urban		0.0%	7	18.9%	15	40.7%	15	40.4%	37	100.0%
	Total	0	0.0%	9	17.0%	26	49.1%	18	34.0%	53	100.0%
Vodafone	Rural		0.0%	1	7.8%	8	61.2%	4	31.0%	13	100.0%
	Urban		0.0%	2	6.6%	16	53.5%	12	39.9%	30	100.0%
	Total	0	0.0%	3	7.0%	24	55.8%	16	37.2%	43	100.0%
Total	Rural	4	1.2%	21	6.6%	176	55.0%	119	37.2%	320	100.0%
	Urban	3	0.4%	30	4.0%	501	67.1%	213	28.5%	747	100.0%
	Total	7	0.7%	51	4.8%	677	63.4%	332	31.1%	1067	100.0%

8(b). Please specify the reason(s) for your dissatisfaction;											
Service Provider		Charges not as per tariff plan subscribed		Tariff plan changed without information		Charged for value added services not subscribed		Charged for calls/services not made/used		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	11.1%	0	0.0%	7	77.8%	1	11.1%	9	100.0%
	Urban	1	9.1%	2	18.2%	5	45.5%	3	27.3%	11	100.0%
	Total	2	10.0%	2	10.0%	12	60.0%	4	20.0%	20	100.0%
MTS	Rural	1	100.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
	Urban	0	0.0%	0	0.0%	0	0.0%	1	100.0%	1	100.0%
	Total	1	50.0%	0	0.0%	0	0.0%	1	50.0%	2	100.0%
Aircel	Rural	1	50.0%	0	0.0%	1	50.0%	0	0.0%	2	100.0%
	Urban	1	33.3%	2	66.7%	0	0.0%	0	0.0%	3	100.0%
	Total	2	40.0%	2	40.0%	1	20.0%	0	0.0%	5	100.0%
BSNL	Rural	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	100.0%
	Urban	0	0.0%	2	50.0%	1	25.0%	1	25.0%	4	100.0%
	Total	0	0.0%	2	40.0%	2	40.0%	1	20.0%	5	100.0%
Reliance Comm	Rural	0	0.0%	1	50.0%	1	50.0%	0	0.0%	2	100.0%
	Urban	1	100.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
	Total	1	33.3%	1	33.3%	1	33.3%	0	0.0%	3	100.0%
Tata Tele	Rural	0	0.0%	1	14.3%	6	85.7%	0	0.0%	7	100.0%
	Urban	0	0.0%	1	25.0%	2	50.0%	1	25.0%	4	100.0%
	Total	0	0.0%	2	18.2%	8	72.7%	1	9.1%	11	100.0%
Idea	Rural	0	0.0%	0	0.0%	2	100.0%	0	0.0%	2	100.0%
	Urban	1	14.3%	3	42.9%	1	14.3%	2	28.6%	7	100.0%
	Total	1	11.1%	3	33.3%	3	33.3%	2	22.2%	9	100.0%
Vodafone	Rural	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	100.0%
	Urban	0	0.0%	1	50.0%	1	50.0%	0	0.0%	2	100.0%
	Total	0	0.0%	1	33.3%	2	66.7%	0	0.0%	3	100.0%
Total	Rural	3	12.0%	2	8.0%	19	76.0%	1	4.0%	25	100.0%
	Urban	4	12.1%	11	33.3%	10	30.3%	8	24.2%	33	100.0%
	Total	7	12.1%	13	22.4%	29	50.0%	9	15.5%	58	100.0%



9(a). Have you made any billing related complaints in the last 6 months?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	17	18.6%	73	81.4%	90	100.0%
	Urban	38	18.3%	171	81.7%	209	100.0%
	Total	55	18.4%	244	81.6%	299	100.0%
MTS	Rural	2	36.5%	4	63.5%	6	100.0%
	Urban	3	18.4%	12	81.6%	15	100.0%
	Total	5	23.8%	16	76.2%	21	100.0%
Aircel	Rural	8	25.2%	24	74.8%	32	100.0%
	Urban	13	17.2%	62	82.8%	75	100.0%
	Total	21	19.6%	86	80.4%	107	100.0%
BSNL	Rural	7	19.3%	31	80.7%	38	100.0%
	Urban	18	19.6%	72	80.4%	90	100.0%
	Total	25	19.5%	103	80.5%	128	100.0%
Reliance Comm	Rural	8	27.1%	21	72.9%	29	100.0%
	Urban	13	19.6%	54	80.4%	67	100.0%
	Total	21	21.9%	75	78.1%	96	100.0%
Tata Tele	Rural	17	17.7%	79	82.3%	96	100.0%
	Urban	37	16.5%	187	83.5%	224	100.0%
	Total	54	16.9%	266	83.1%	320	100.0%
Idea	Rural	4	24.5%	12	75.5%	16	100.0%
	Urban	8	21.8%	29	78.2%	37	100.0%
	Total	12	22.6%	41	77.4%	53	100.0%
Vodafone	Rural	3	22.5%	10	77.5%	13	100.0%
	Urban	6	20.3%	24	79.7%	30	100.0%
	Total	9	20.9%	34	79.1%	43	100.0%
Total	Rural	66	20.6%	254	79.4%	320	100.0%
	Urban	136	18.2%	611	81.8%	747	100.0%
	Total	202	18.9%	865	81.1%	1067	100.0%

9(b). How satisfied are you with the process of resolution of billing complaints?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural			1	6.0%	9	52.1%	7	41.9%	17	5.2%
	Urban			2	5.2%	18	47.8%	18	47.0%	38	5.1%
	Total			3	5.5%	27	49.1%	25	45.5%	55	5.2%
MTS	Rural				0.0%	2	100.0%		0.0%	2	0.7%
	Urban			0	0.0%	3	100.0%		0.0%	3	0.4%
	Total			0	0.0%	5	100.0%	0	0.0%	5	0.5%
Aircel	Rural				0.0%	8	100.0%		0.0%	8	2.5%
	Urban			1	7.8%	8	61.2%	4	31.0%	13	1.7%
	Total			1	4.8%	16	76.2%	4	19.0%	21	2.0%
BSNL	Rural				0.0%	7	100.0%		0.0%	7	2.3%
	Urban			2	11.4%	11	60.2%	5	28.4%	18	2.4%
	Total			2	8.0%	18	72.0%	5	20.0%	25	2.3%
Reliance Comm	Rural				0.0%	6	74.4%	2	25.6%	8	2.4%
	Urban			0	0.0%	6	47.0%	7	53.0%	13	1.8%
	Total			0	0.0%	12	57.1%	9	42.9%	21	2.0%
TTSL	Rural			4	23.5%	6	35.3%	7	41.2%	17	5.3%
	Urban			2	5.4%	19	51.4%	16	43.2%	37	5.0%
	Total			6	11.1%	25	46.3%	23	42.6%	54	5.1%
Idea	Rural				0.0%	3	74.4%	1	25.6%	4	1.2%
	Urban			1	12.3%	5	63.0%	2	24.7%	8	1.1%
	Total			1	8.3%	8	66.7%	3	25.0%	12	1.1%
Vodafone	Rural				0.0%	1	31.0%	2	69.0%	3	0.9%
	Urban				0.0%	3	50.8%	3	49.2%	6	0.8%
	Total			0	0.0%	4	44.4%	5	55.6%	9	0.8%
Total	Urban			5	7.6%	42	63.7%	19	28.7%	66	20.6%
	Rural			8	5.9%	73	53.6%	55	40.5%	136	18.2%
	Total			13	6.4%	115	56.9%	74	36.6%	202	18.9%



C. HELP SERVICES CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	165	51.6%	155	48.4%	320	100.0%
	Urban	216	28.9%	531	71.1%	747	100.0%
	Total	381	35.7%	686	64.3%	1067	100.0%
MTS	Rural	175	54.7%	145	45.3%	320	100.0%
	Urban	226	30.3%	521	69.7%	747	100.0%
	Total	401	37.6%	666	62.4%	1067	100.0%
Aircel	Rural	177	55.3%	143	44.7%	320	100.0%
	Urban	230	30.8%	517	69.2%	747	100.0%
	Total	407	38.1%	660	61.9%	1067	100.0%
Uninor	Rural	167	52.2%	153	47.8%	320	100.0%
	Urban	216	28.9%	531	71.1%	747	100.0%
	Total	383	35.9%	684	64.1%	1067	100.0%
BSNL	Rural	161	50.3%	159	49.7%	320	100.0%
	Urban	221	29.6%	526	70.4%	747	100.0%
	Total	382	35.8%	685	64.2%	1067	100.0%
Reliance Comm	Rural	155	48.4%	165	51.6%	320	100.0%
	Urban	223	29.9%	524	70.1%	747	100.0%
	Total	378	35.4%	689	64.6%	1067	100.0%
Tata Tele	Rural	157	49.1%	163	50.9%	320	100.0%
	Urban	227	30.4%	520	69.6%	747	100.0%
	Total	384	36.0%	683	64.0%	1067	100.0%
Idea	Rural	153	47.8%	167	52.2%	320	100.0%
	Urban	216	28.9%	531	71.1%	747	100.0%
	Total	369	34.6%	698	65.4%	1067	100.0%
Vodafone	Rural	164	51.3%	156	48.8%	320	100.0%
	Urban	215	28.8%	532	71.2%	747	100.0%
	Total	379	35.5%	688	64.5%	1067	100.0%
Total	Rural	1474	51.2%	1406	48.8%	2880	100.0%
	Urban	1990	29.6%	4733	70.4%	6723	100.0%
	Total	3464	36.1%	6139	63.9%	9603	100.0%

11. How satisfied are you with the ease of access of call centre/customer care or helpline?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	7	4.2%	11	6.7%	104	63.0%	43	26.1%	165	100.0%
	Urban	11	5.1%	15	6.9%	121	56.0%	69	31.9%	216	100.0%
	Total	18	4.7%	26	6.8%	225	59.1%	112	29.4%	381	100.0%
MTS	Rural	9	5.1%	15	8.6%	106	60.6%	45	25.7%	175	100.0%
	Urban	10	4.4%	16	7.1%	144	63.7%	56	24.8%	226	100.0%
	Total	19	4.7%	31	7.7%	250	62.3%	101	25.2%	401	100.0%
Aircel	Rural	17	9.6%	18	10.2%	101	57.1%	41	23.2%	177	100.0%
	Urban	21	9.1%	26	11.3%	112	48.7%	71	30.9%	230	100.0%
	Total	38	9.3%	44	10.8%	213	52.3%	112	27.5%	407	100.0%
Uninor	Rural	16	9.6%	17	10.2%	102	61.1%	32	19.2%	167	100.0%
	Urban	19	8.8%	21	9.7%	131	60.6%	45	20.8%	216	100.0%
	Total	35	9.1%	38	9.9%	233	60.8%	77	20.1%	383	100.0%
BSNL	Rural	17	10.6%	12	7.5%	81	50.3%	51	31.7%	161	100.0%
	Urban	11	5.0%	16	7.2%	130	58.8%	64	29.0%	221	100.0%
	Total	28	7.3%	28	7.3%	211	55.2%	115	30.1%	382	100.0%
Reliance Comm	Rural	7	4.5%	16	10.3%	83	53.5%	49	31.6%	155	100.0%
	Urban	21	9.4%	25	11.2%	119	53.4%	58	26.0%	223	100.0%
	Total	28	7.4%	41	10.8%	202	53.4%	107	28.3%	378	100.0%
TTSL	Rural	11	7.0%	12	7.6%	84	53.5%	50	31.8%	157	100.0%
	Urban	21	9.3%	17	7.5%	127	55.9%	62	27.3%	227	100.0%
	Total	32	8.3%	29	7.6%	211	54.9%	112	29.2%	384	100.0%



11. How satisfied are you with the ease of access of call centre/customer care or helpline?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Idea	Rural	8	5.2%	6	3.9%	92	60.1%	47	30.7%	153	100.0%
	Urban	22	10.2%	17	7.9%	110	50.9%	67	31.0%	216	100.0%
	Total	30	8.1%	23	6.2%	202	54.7%	114	30.9%	369	100.0%
Vodafone	Rural	6	3.7%	4	2.4%	113	68.9%	41	25.0%	164	100.0%
	Urban	14	6.5%	21	9.8%	109	50.7%	71	33.0%	215	100.0%
	Total	20	5.3%	25	6.6%	222	58.6%	112	29.6%	379	100.0%
Total	Rural	98	6.6%	111	7.5%	866	58.8%	399	27.1%	1474	100.0%
	Urban	150	7.5%	174	8.7%	1103	55.4%	563	28.3%	1990	100.0%
	Total	248	7.2%	285	8.2%	1969	56.8%	962	27.8%	3464	100.0%

12. How satisfied are you with the ease of getting an option for "talking to a customer care executive"?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	4	2.4%	8	4.8%	97	58.8%	56	33.9%	165	100.0%
	Urban	2	0.9%	7	3.2%	124	57.4%	83	38.4%	216	100.0%
	Total	6	1.6%	15	3.9%	221	58.0%	139	36.5%	381	100.0%
MTS	Rural	6	3.4%	8	4.6%	106	60.6%	55	31.4%	175	100.0%
	Urban	12	5.3%	11	4.9%	132	58.4%	71	31.4%	226	100.0%
	Total	18	4.5%	19	4.7%	238	59.4%	126	31.4%	401	100.0%
Aircel	Rural	14	7.9%	17	9.6%	85	48.0%	61	34.5%	177	100.0%
	Urban	15	6.5%	19	8.3%	119	51.7%	77	33.5%	230	100.0%
	Total	29	7.1%	36	8.8%	204	50.1%	138	33.9%	407	100.0%
Uninor	Rural	6	3.6%	16	9.6%	106	63.5%	39	23.4%	167	100.0%
	Urban	8	3.7%	24	11.1%	128	59.3%	56	25.9%	216	100.0%
	Total	14	3.7%	40	10.4%	234	61.1%	95	24.8%	383	100.0%
BSNL	Rural	12	7.5%	15	9.3%	71	44.1%	63	39.1%	161	100.0%
	Urban	11	5.0%	9	4.1%	143	64.7%	58	26.2%	221	100.0%
	Total	23	6.0%	24	6.3%	214	56.0%	121	31.7%	382	100.0%
Reliance Comm	Rural	4	2.6%	6	3.9%	74	47.7%	71	45.8%	155	100.0%
	Urban	11	4.9%	18	8.1%	143	64.1%	51	22.9%	223	100.0%
	Total	9	2.4%	24	6.3%	223	59.0%	122	32.3%	378	100.0%
TTSL	Rural	3	1.9%	5	3.2%	80	51.0%	69	43.9%	157	100.0%
	Urban	9	4.0%	11	4.8%	123	54.2%	84	37.0%	227	100.0%
	Total	12	3.1%	16	4.2%	203	52.9%	153	39.8%	384	100.0%
Idea	Rural	3	2.0%	7	4.6%	86	56.2%	57	37.3%	153	100.0%
	Urban	8	3.7%	14	6.5%	118	54.6%	76	35.2%	216	100.0%
	Total	11	3.0%	21	5.7%	204	55.3%	133	36.0%	369	100.0%
Vodafone	Rural	2	1.2%	5	3.0%	104	63.4%	53	32.3%	164	100.0%
	Urban	8	3.7%	19	8.8%	123	57.2%	65	30.2%	215	100.0%
	Total	10	2.6%	24	6.3%	227	59.9%	118	31.1%	379	100.0%
Total	Rural	54	3.7%	87	5.9%	809	54.9%	524	35.5%	1474	100.0%
	Urban	84	4.2%	132	6.6%	1153	57.9%	621	31.2%	1990	100.0%
	Total	132	3.8%	219	6.3%	1968	56.8%	1145	33.1%	3464	100.0%

13. How satisfied are you with the response time taken to answer your call by a customer care executive?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	3	1.8%	18	10.9%	99	60.0%	45	27.3%	165	100.0%
	Urban	2	0.9%	7	3.2%	135	62.5%	72	33.3%	216	100.0%
	Total	5	1.3%	25	6.6%	234	61.4%	117	30.7%	381	100.0%
MTS	Rural	11	6.3%	8	4.6%	108	61.7%	48	27.4%	175	100.0%
	Urban	16	7.1%	12	5.3%	121	53.5%	77	34.1%	226	100.0%
	Total	27	6.7%	20	5.0%	229	57.1%	125	31.2%	401	100.0%
Aircel	Rural	16	9.0%	17	9.6%	103	58.2%	41	23.2%	177	100.0%
	Urban	25	10.9%	27	11.7%	109	47.4%	69	30.0%	230	100.0%
	Total	41	10.1%	44	10.8%	212	52.1%	110	27.0%	407	100.0%
Uninor	Rural	9	5.4%	21	12.6%	102	61.1%	35	21.0%	167	100.0%
	Urban	14	6.5%	24	11.1%	122	56.5%	56	25.9%	216	100.0%



13. How satisfied are you with the response time taken to answer your call by a customer care executive?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
BSNL	Total	23	6.0%	45	11.7%	224	58.5%	91	23.8%	383	100.0%
	Rural	11	6.8%	15	9.3%	78	48.4%	57	35.4%	161	100.0%
	Urban	12	5.4%	19	8.6%	106	48.0%	84	38.0%	221	100.0%
Reliance Comm	Total	23	6.0%	34	8.9%	184	48.2%	141	36.9%	382	100.0%
	Rural	12	7.7%	21	13.5%	69	44.5%	53	34.2%	155	100.0%
	Urban	14	6.3%	15	6.7%	122	54.7%	72	32.3%	223	100.0%
TTSL	Total	26	6.9%	36	9.5%	191	50.5%	125	33.1%	378	100.0%
	Rural	6	3.8%	9	5.7%	95	60.5%	47	29.9%	157	100.0%
	Urban	21	9.3%	17	7.5%	121	53.3%	68	30.0%	227	100.0%
Idea	Total	27	7.0%	26	6.8%	216	56.3%	115	29.9%	384	100.0%
	Rural	7	4.6%	15	9.8%	80	52.3%	51	33.3%	153	100.0%
	Urban	24	11.1%	18	8.3%	103	47.7%	71	32.9%	216	100.0%
Vodafone	Total	31	8.4%	33	8.9%	183	49.6%	122	33.1%	369	100.0%
	Rural	4	2.4%	7	4.3%	106	64.6%	47	28.7%	164	100.0%
	Urban	18	8.4%	27	12.6%	107	49.8%	63	29.3%	215	100.0%
Total	Total	22	5.8%	34	9.0%	213	56.2%	110	29.0%	379	100.0%
	Rural	79	5.4%	131	8.9%	840	57.0%	424	28.8%	1474	100.0%
	Urban	146	7.3%	166	8.3%	1046	52.6%	632	31.8%	1990	100.0%
Total		225	6.5%	297	8.6%	1886	54.4%	1056	30.5%	3464	100.0%

14. How satisfied are you with the problem solving ability of the customer care executive(s)?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	1.2%	11	6.7%	118	71.5%	34	20.6%	165	100.0%
	Urban	6	2.8%	3	1.4%	150	69.4%	57	26.4%	216	100.0%
	Total	8	2.1%	14	3.7%	268	70.3%	91	23.9%	381	100.0%
MTS	Rural	7	4.0%	6	3.4%	120	68.6%	42	24.0%	175	100.0%
	Urban	16	7.1%	9	4.0%	147	65.0%	54	23.9%	226	100.0%
	Total	23	5.7%	15	3.7%	267	66.6%	96	23.9%	401	100.0%
Aircel	Rural	12	6.8%	17	9.6%	111	62.7%	37	20.9%	177	100.0%
	Urban	17	7.4%	21	9.1%	145	63.0%	47	20.4%	230	100.0%
	Total	29	7.1%	38	9.3%	256	62.9%	84	20.6%	407	100.0%
Uninor	Rural	12	7.2%	24	14.4%	90	53.9%	41	24.6%	167	100.0%
	Urban	19	8.8%	26	12.0%	113	52.3%	58	26.9%	216	100.0%
	Total	31	8.1%	50	13.1%	203	53.0%	99	25.8%	383	100.0%
BSNL	Rural	14	8.7%	17	10.6%	83	51.6%	47	29.2%	161	100.0%
	Urban	18	8.1%	19	8.6%	122	55.2%	62	28.1%	221	100.0%
	Total	32	8.4%	36	9.4%	205	53.7%	109	28.5%	382	100.0%
Reliance Comm	Rural	17	11.0%	19	12.3%	74	47.7%	45	29.0%	155	100.0%
	Urban	12	5.4%	14	6.3%	136	61.0%	61	27.4%	223	100.0%
	Total	29	7.7%	33	8.7%	210	55.6%	106	28.0%	378	100.0%
TTSL	Rural	5	3.2%	3	1.9%	100	63.7%	49	31.2%	157	100.0%
	Urban	18	7.9%	16	7.0%	130	57.3%	63	27.8%	227	100.0%
	Total	23	6.0%	19	4.9%	230	59.9%	112	29.2%	384	100.0%
Idea	Rural	12	7.8%	15	9.8%	75	49.0%	51	33.3%	153	100.0%
	Urban	15	6.9%	19	8.8%	115	53.2%	67	31.0%	216	100.0%
	Total	27	7.3%	34	9.2%	190	51.5%	118	32.0%	369	100.0%
Vodafone	Rural	4	2.4%	6	3.7%	113	68.9%	41	25.0%	164	100.0%
	Urban	12	5.6%	17	7.9%	128	59.5%	58	27.0%	215	100.0%
	Total	16	4.2%	23	6.1%	241	63.6%	99	26.1%	379	100.0%
Total	Rural	85	5.8%	118	8.0%	884	60.0%	387	26.3%	1474	100.0%
	Urban	133	6.7%	144	7.2%	1186	59.6%	527	26.5%	1990	100.0%
	Total	218	6.3%	262	7.6%	2070	59.8%	914	26.4%	3464	100.0%

15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	11	6.7%	8	4.8%	120	72.7%	26	15.8%	165	100.0%



15. How satisfied are you with the time taken by call centre/customer care/helpline to resolve your complaint?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
	Urban	6	2.8%	9	4.2%	144	66.7%	57	26.4%	216	100.0%
	Total	17	4.5%	17	4.5%	264	69.3%	83	21.8%	381	100.0%
	Rural	8	4.6%	11	6.3%	156	89.1%		0.0%	175	100.0%
MTS	Urban	16	7.1%	12	5.3%	79	35.0%	119	52.7%	226	100.0%
	Total	24	6.0%	23	5.7%	235	58.6%	119	29.7%	401	100.0%
	Rural	9	5.1%	11	6.2%	50	28.2%	107	60.5%	177	100.0%
Aircel	Urban	12	5.2%	17	7.4%	108	47.0%	93	40.4%	230	100.0%
	Total	21	5.2%	28	6.9%	158	38.8%	200	49.1%	407	100.0%
	Rural	17	10.2%	21	12.6%	77	46.1%	52	31.1%	167	100.0%
Uninor	Urban	21	9.7%	24	11.1%	92	42.6%	79	36.6%	216	100.0%
	Total	38	9.9%	45	11.7%	169	44.1%	131	34.2%	383	100.0%
	Rural	7	4.3%	9	5.6%	138	85.7%	7	4.3%	161	100.0%
BSNL	Urban	11	5.0%	12	5.4%	101	45.7%	97	43.9%	221	100.0%
	Total	18	4.7%	21	5.5%	239	62.6%	104	27.2%	382	100.0%
	Rural	15	9.7%	21	13.5%	74	47.7%	45	29.0%	155	100.0%
Reliance Comm	Urban	11	4.9%	14	6.3%	117	52.5%	81	36.3%	223	100.0%
	Total	26	6.9%	35	9.3%	191	50.5%	126	33.3%	378	100.0%
	Rural	2	1.3%	4	2.5%	147	93.6%	4	2.5%	157	100.0%
TTSL	Urban	18	7.9%	11	4.8%	131	57.7%	67	29.5%	227	100.0%
	Total	20	5.2%	15	3.9%	278	72.4%	71	18.5%	384	100.0%
	Rural	6	3.9%	7	4.6%	134	87.6%	6	3.9%	153	100.0%
Idea	Urban	18	8.3%	19	8.8%	109	50.5%	70	32.4%	216	100.0%
	Total	24	6.5%	26	7.0%	243	65.9%	76	20.6%	369	100.0%
	Rural	4	2.4%	7	4.3%	148	90.2%	5	3.0%	164	100.0%
Vodafone	Urban	11	5.1%	12	5.6%	109	50.7%	83	38.6%	215	100.0%
	Total	15	4.0%	19	5.0%	257	67.8%	88	23.2%	379	100.0%
	Rural	79	5.4%	99	6.7%	1044	70.8%	252	17.1%	1474	100.0%
Total	Urban	124	6.2%	130	6.5%	990	49.7%	746	37.5%	1990	100.0%
	Total	203	5.9%	229	6.6%	2034	58.7%	998	28.8%	3464	100.0%

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

16. How satisfied are you with the availability of signal of your service provider in your locality?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	5	1.6%	21	6.6%	182	56.9%	112	35.0%	320	100.0%
	Urban	13	1.7%	32	4.3%	446	59.7%	256	34.3%	747	100.0%
	Total	18	1.7%	53	5.0%	628	58.9%	368	34.5%	1067	100.0%
MTS	Rural	4	1.3%	17	5.3%	182	56.9%	117	36.6%	320	100.0%
	Urban	21	2.8%	37	5.0%	411	55.0%	278	37.2%	747	100.0%
	Total	25	2.3%	54	5.1%	593	55.6%	395	37.0%	1067	100.0%
Aircel	Rural	21	6.6%	16	5.0%	157	49.1%	126	39.4%	320	100.0%
	Urban	17	2.3%	28	3.7%	488	65.3%	214	28.6%	747	100.0%
	Total	38	3.6%	44	4.1%	645	60.4%	340	31.9%	1067	100.0%
Uninor	Rural	18	5.6%	24	7.5%	155	48.4%	123	38.4%	320	100.0%
	Urban	21	2.8%	42	5.6%	474	63.5%	210	28.1%	747	100.0%
	Total	39	3.7%	66	6.2%	629	59.0%	333	31.2%	1067	100.0%
BSNL	Rural	7	2.2%	9	2.8%	161	50.3%	143	44.7%	320	100.0%
	Urban	21	2.8%	25	3.3%	500	66.9%	201	26.9%	747	100.0%
	Total	28	2.6%	34	3.2%	661	61.9%	344	32.2%	1067	100.0%
Reliance Comm	Rural	16	5.0%	15	4.7%	182	56.9%	107	33.4%	320	100.0%
	Urban	19	2.5%	31	4.1%	410	54.9%	287	38.4%	747	100.0%
	Total	35	3.3%	46	4.3%	592	55.5%	394	36.9%	1067	100.0%
TTSL	Rural	5	1.6%	8	2.5%	203	63.4%	104	32.5%	320	100.0%
	Urban	24	3.2%	32	4.3%	394	52.7%	297	39.8%	747	100.0%
	Total	29	2.7%	40	3.7%	597	56.0%	401	37.6%	1067	100.0%
Idea	Rural	6	1.9%	9	2.8%	161	50.3%	144	45.0%	320	100.0%
	Urban	27	3.6%	34	4.6%	341	45.6%	345	46.2%	747	100.0%



16. How satisfied are you with the availability of signal of your service provider in your locality?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Vodafone	Total	33	3.1%	43	4.0%	502	47.0%	489	45.8%	1067	100.0%
	Rural	5	1.6%	6	1.9%	195	60.9%	114	35.6%	320	100.0%
	Urban	17	2.3%	35	4.7%	339	45.4%	356	47.7%	747	100.0%
	Total	22	2.1%	41	3.8%	534	50.0%	470	44.0%	1067	100.0%
Total	Rural	87	3.0%	125	4.3%	1578	54.8%	1090	37.8%	2880	100.0%
	Urban	180	2.7%	296	4.4%	3803	56.6%	2444	36.4%	6723	100.0%
	Total	267	2.8%	421	4.4%	5381	56.0%	3534	36.8%	9603	100.0%

17. How satisfied are you with the ability to make or receive calls easily?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	11	3.4%	21	6.6%	147	45.9%	141	44.1%	320	100.0%
	Urban	23	3.1%	32	4.3%	387	51.8%	305	40.8%	747	100.0%
	Total	34	3.2%	53	5.0%	534	50.0%	446	41.8%	1067	100.0%
MTS	Rural	14	4.4%	16	5.0%	145	45.3%	145	45.3%	320	100.0%
	Urban	24	3.2%	27	3.6%	395	52.9%	301	40.3%	747	100.0%
	Total	38	3.6%	43	4.0%	540	50.6%	446	41.8%	1067	100.0%
Aircel	Rural	11	3.4%	24	7.5%	162	50.6%	123	38.4%	320	100.0%
	Urban	18	2.4%	29	3.9%	455	60.9%	245	32.8%	747	100.0%
	Total	29	2.7%	53	5.0%	617	57.8%	368	34.5%	1067	100.0%
Uninor	Rural	8	2.5%	14	4.4%	145	45.3%	153	47.8%	320	100.0%
	Urban	34	4.6%	38	5.1%	478	64.0%	197	26.4%	747	100.0%
	Total	42	3.9%	52	4.9%	623	58.4%	350	32.8%	1067	100.0%
BSNL	Rural	7	2.2%	9	2.8%	157	49.1%	147	45.9%	320	100.0%
	Urban	37	5.0%	21	2.8%	443	59.3%	246	32.9%	747	100.0%
	Total	44	4.1%	30	2.8%	600	56.2%	393	36.8%	1067	100.0%
Reliance Comm	Rural	14	4.4%	18	5.6%	137	42.8%	151	47.2%	320	100.0%
	Urban	35	4.7%	27	3.6%	422	56.5%	263	35.2%	747	100.0%
	Total	49	4.6%	45	4.2%	559	52.4%	414	38.8%	1067	100.0%
TTSL	Rural	4	1.3%	7	2.2%	192	60.0%	117	36.6%	320	100.0%
	Urban	17	2.3%	21	2.8%	451	60.4%	258	34.5%	747	100.0%
	Total	21	2.0%	28	2.6%	643	60.3%	375	35.1%	1067	100.0%
Idea	Rural	5	1.6%	8	2.5%	155	48.4%	152	47.5%	320	100.0%
	Urban	31	4.1%	39	5.2%	368	49.3%	309	41.4%	747	100.0%
	Total	36	3.4%	47	4.4%	523	49.0%	461	43.2%	1067	100.0%
Vodafone	Rural	7	2.2%	9	2.8%	187	58.4%	117	36.6%	320	100.0%
	Urban	39	5.2%	41	5.5%	291	39.0%	376	50.3%	747	100.0%
	Total	46	4.3%	50	4.7%	478	44.8%	493	46.2%	1067	100.0%
Total	Rural	81	2.8%	126	4.4%	1427	49.5%	1246	43.3%	2880	100.0%
	Urban	258	3.8%	275	4.1%	3690	54.9%	2500	37.2%	6723	100.0%
	Total	339	3.5%	401	4.2%	5117	53.3%	3746	39.0%	9603	100.0%

18. How often does your call drops during conversation?											
Service Provider		Never		Occasionally		Frequently		Very frequently		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	114	35.6%	127	39.7%	78	24.4%	1	0.3%	320	100.0%
	Urban	371	49.7%	287	38.4%	87	11.6%	2	0.3%	747	100.0%
	Total	485	45.5%	414	38.8%	165	15.5%	3	0.3%	1067	100.0%
MTS	Rural	59	18.4%	196	61.3%	62	19.4%	3	0.9%	320	100.0%
	Urban	271	36.3%	397	53.1%	78	10.4%	1	0.1%	747	100.0%
	Total	330	30.9%	593	55.6%	140	13.1%	4	0.4%	1067	100.0%
Aircel	Rural	44	13.8%	141	44.1%	121	37.8%	14	4.4%	320	100.0%
	Urban	315	42.2%	263	35.2%	154	20.6%	15	2.0%	747	100.0%
	Total	359	33.6%	404	37.9%	275	25.8%	29	2.7%	1067	100.0%
Uninor	Rural	-1	-0.3%	187	58.4%	117	36.6%	17	5.3%	320	100.0%
	Urban	279	37.3%	332	44.4%	124	16.6%	12	1.6%	747	100.0%
	Total	278	26.1%	519	48.6%	241	22.6%	29	2.7%	1067	100.0%
BSNL	Rural	-18	-5.6%	232	72.5%	104	32.5%	2	0.6%	320	100.0%



18. How often does your call drops during conversation?											
Service Provider		Never		Occasionally		Frequently		Very frequently		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
	Urban	248	33.2%	384	51.4%	115	15.4%	0	0.0%	747	100.0%
	Total	230	21.6%	616	57.7%	219	20.5%	2	0.2%	1067	100.0%
Reliance Comm	Rural	44	13.8%	175	54.7%	97	30.3%	4	1.3%	320	100.0%
	Urban	290	38.8%	345	46.2%	106	14.2%	6	0.8%	747	100.0%
	Total	334	31.3%	520	48.7%	203	19.0%	10	0.9%	1067	100.0%
Tata Tele	Rural	52	16.3%	167	52.2%	98	30.6%	3	0.9%	320	100.0%
	Urban	243	32.5%	389	52.1%	115	15.4%	0	0.0%	747	100.0%
	Total	295	27.6%	556	52.1%	213	20.0%	3	0.3%	1067	100.0%
Idea	Rural	146	45.6%	117	36.6%	56	17.5%	1	0.3%	320	100.0%
	Urban	349	46.7%	289	38.7%	109	14.6%	0	0.0%	747	100.0%
	Total	495	46.4%	406	38.1%	165	15.5%	1	0.1%	1067	100.0%
Vodafone	Rural	123	38.4%	117	36.6%	78	24.4%	2	0.6%	320	100.0%
	Urban	392	52.5%	257	34.4%	97	13.0%	1	0.1%	747	100.0%
	Total	515	48.3%	374	35.1%	175	16.4%	3	0.3%	1067	100.0%
Total	Rural	563	19.5%	1459	50.7%	811	28.2%	47	1.6%	2880	100.0%
	Urban	2758	41.0%	2943	43.8%	985	14.7%	37	0.6%	6723	100.0%
	Total	3321	34.6%	4402	45.8%	1796	18.7%	84	0.9%	9603	100.0%

19. How satisfied are you with the voice quality?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	17	5.3%	11	3.4%	83	25.9%	209	65.3%	320	100.0%
	Urban	32	4.3%	29	3.9%	262	35.1%	424	56.8%	747	100.0%
	Total	49	4.6%	40	3.7%	345	32.3%	633	59.3%	1067	100.0%
MTS	Rural	11	3.4%	19	5.9%	290	90.6%		0.0%	320	100.0%
	Urban	34	4.6%	41	5.5%	235	31.5%	437	58.5%	747	100.0%
	Total	45	4.2%	60	5.6%	525	49.2%	437	41.0%	1067	100.0%
Aircel	Rural	21	6.6%	45	14.1%	210	65.6%	44	13.8%	320	100.0%
	Urban	32	4.3%	76	10.2%	480	64.3%	159	21.3%	747	100.0%
	Total	53	5.0%	121	11.3%	690	64.7%	203	19.0%	1067	100.0%
Uninor	Rural	14	4.4%	56	17.5%	183	57.2%	67	20.9%	320	100.0%
	Urban	29	3.9%	54	7.2%	362	48.5%	302	40.4%	747	100.0%
	Total	43	4.0%	110	10.3%	545	51.1%	369	34.6%	1067	100.0%
BSNL	Rural	5	1.6%	45	14.1%	254	79.4%	16	5.0%	320	100.0%
	Urban	19	2.5%	41	5.5%	255	34.1%	432	57.8%	747	100.0%
	Total	24	2.2%	86	8.1%	509	47.7%	448	42.0%	1067	100.0%
Reliance Comm	Rural	8	2.5%	41	12.8%	229	71.6%	42	13.1%	320	100.0%
	Urban	21	2.8%	42	5.6%	373	49.9%	311	41.6%	747	100.0%
	Total	29	2.7%	83	7.8%	602	56.4%	353	33.1%	1067	100.0%
TTSL	Rural	14	4.4%	26	8.1%	268	83.8%	12	3.8%	320	100.0%
	Urban	14	1.9%	45	6.0%	289	38.7%	399	53.4%	747	100.0%
	Total	28	2.6%	71	6.7%	557	52.2%	411	38.5%	1067	100.0%
Idea	Rural	15	4.7%	15	4.7%	250	78.1%	40	12.5%	320	100.0%
	Urban	19	2.5%	42	5.6%	202	27.0%	484	64.8%	747	100.0%
	Total	34	3.2%	57	5.3%	452	42.4%	524	49.1%	1067	100.0%
Vodafone	Rural	14	4.4%	24	7.5%	261	81.6%	21	6.6%	320	100.0%
	Urban	17	2.3%	26	3.5%	153	20.5%	551	73.8%	747	100.0%
	Total	31	2.9%	50	4.7%	414	38.8%	572	53.6%	1067	100.0%
Total	Rural	119	4.1%	282	9.8%	2028	70.4%	451	15.7%	2880	100.0%
	Urban	217	3.2%	396	5.9%	2611	38.8%	3499	52.0%	6723	100.0%
	Total	336	3.5%	678	7.1%	4639	48.3%	3950	41.1%	9603	100.0%



E. MAINTAINABILITY (FAULT REPAIR)

20. How often do you face signal problems?											
Service Provider		Never		Occasionally		Frequently		Very frequently		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	170	53.0%	130	40.5%	14	4.5%	6	2.0%	320	100.0%
	Urban	398	53.3%	305	40.8%	21	2.8%	23	3.1%	747	100.0%
	Total	568	53%	435	40.7%	35	3%	30	3%	1067	100.0%
MTS	Rural	54	17.0%	147	45.9%	99	31.0%	20	6.1%	320	100.0%
	Urban	381	51.0%	306	41.0%	41	5.4%	19	2.6%	747	100.0%
	Total	435	41%	453	42.4%	140	16%	39	4%	1067	100.0%
Aircel	Rural	58	18.0%	137	42.8%	112	35.1%	13	4.1%	320	100.0%
	Urban	252	33.7%	271	36.3%	181	24.2%	43	5.8%	747	100.0%
	Total	309	29%	408	38.3%	293	27%	56	5%	1067	100.0%
Uninor	Rural	61	19.1%	192	60.1%	57	17.7%	10	3.1%	320	100.0%
	Urban	388	52.0%	226	30.2%	90	12.1%	43	5.7%	747	100.0%
	Total	450	42%	418	39.2%	147	14%	52	5%	1067	100.0%
BSNL	Rural	148	46.2%	140	43.8%	25	7.9%	7	2.1%	320	100.0%
	Urban	436	58.3%	267	35.7%	34	4.6%	10	1.4%	747	100.0%
	Total	583	55%	407	38.1%	60	6%	17	2%	1067	100.0%
Reliance Comm	Rural	84	26.4%	177	55.4%	46	14.5%	12	3.7%	320	100.0%
	Urban	419	56.1%	243	32.5%	66	8.9%	19	2.5%	747	100.0%
	Total	504	47%	420	39.4%	113	11%	31	3%	1067	100.0%
Tata Tele	Rural	146	45.7%	144	45.1%	15	4.8%	14	4.4%	320	100.0%
	Urban	329	44.0%	329	44.1%	69	9.2%	20	2.7%	747	100.0%
	Total	475	45%	474	44.4%	84	8%	34	3%	1067	100.0%
Idea	Rural	243	76.0%	53	16.7%	18	5.7%	5	1.6%	320	100.0%
	Urban	426	57.0%	250	33.5%	62	8.3%	9	1.2%	747	100.0%
	Total	669	63%	304	28.5%	80	8%	14	1%	1067	100.0%
Vodafone	Rural	227	71.0%	61	19.1%	22	6.8%	10	3.1%	320	100.0%
	Urban	471	63.0%	201	26.9%	68	9.1%	7	1.0%	747	100.0%
	Total	698	65%	262	24.6%	90	8%	17	2%	1067	100.0%
Total	Rural	1192	41.4%	1182	41.0%	410	14.2%	97	3.4%	2880	100.0%
	Urban	3499	52.0%	2398	35.7%	632	9.4%	194	2.9%	6723	100.0%
	Total	4691	48.8%	3580	37.3%	1042	10.8%	291	3.0%	9603	100.0%

21. How satisfied are you with the availability of signal in your area?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	7	2.2%	7	2.2%	250	78.1%	56	17.5%	320	100.0%
	Urban	15	2.0%	41	5.5%	446	59.7%	245	32.8%	747	100.0%
	Total	22	2.1%	48	4.5%	696	65.2%	301	28.2%	1067	100.0%
MTS	Rural	14	4.4%	21	6.6%	226	70.6%	59	18.4%	320	100.0%
	Urban	25	3.3%	52	7.0%	436	58.4%	234	31.3%	747	100.0%
	Total	39	3.7%	73	6.8%	662	62.0%	293	27.5%	1067	100.0%
Aircel	Rural	24	7.5%	32	10.0%	194	60.6%	70	21.9%	320	100.0%
	Urban	31	4.1%	54	7.2%	447	59.8%	215	28.8%	747	100.0%
	Total	55	5.2%	86	8.1%	641	60.1%	285	26.7%	1067	100.0%
Uninor	Rural	21	6.6%	41	12.8%	213	66.6%	45	14.1%	320	100.0%
	Urban	25	3.3%	52	7.0%	469	62.8%	201	26.9%	747	100.0%
	Total	46	4.3%	93	8.7%	682	63.9%	246	23.1%	1067	100.0%
BSNL	Rural	11	3.4%	12	3.8%	221	69.1%	76	23.8%	320	100.0%
	Urban	41	5.5%	32	4.3%	407	54.5%	267	35.7%	747	100.0%
	Total	52	4.9%	44	4.1%	628	58.9%	343	32.1%	1067	100.0%
Reliance Comm	Rural	14	4.4%	32	10.0%	207	64.7%	67	20.9%	320	100.0%
	Urban	18	2.4%	56	7.5%	417	55.8%	256	34.3%	747	100.0%
	Total	32	3.0%	88	8.2%	624	58.5%	323	30.3%	1067	100.0%
TTSL	Rural	7	2.2%	9	2.8%	241	75.3%	63	19.7%	320	100.0%
	Urban	32	4.3%	43	5.8%	418	56.0%	254	34.0%	747	100.0%
	Total	39	3.7%	52	4.9%	659	61.8%	317	29.7%	1067	100.0%
Idea	Rural	4	1.3%	7	2.2%	251	78.4%	58	18.1%	320	100.0%
	Urban	21	2.8%	25	3.3%	425	56.9%	276	36.9%	747	100.0%



21. How satisfied are you with the availability of signal in your area?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Vodafone	Total	25	2.3%	32	3.0%	676	63.4%	334	31.3%	1067	100.0%
	Rural	4	1.3%	8	2.5%	262	81.9%	46	14.4%	320	100.0%
	Urban	17	2.3%	41	5.5%	427	57.2%	262	35.1%	747	100.0%
	Total	21	2.0%	49	4.6%	689	64.6%	308	28.9%	1067	100.0%
Total	Rural	106	3.7%	169	5.9%	2065	71.7%	540	18.8%	2880	100.0%
	Urban	225	3.3%	396	5.9%	3892	57.9%	2210	32.9%	6723	100.0%
	Total	331	3.4%	565	5.9%	5957	62.0%	2750	28.6%	9603	100.0%

22. How satisfied are you with the restoration of network (signal) problems?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	11	3.4%	14	4.4%	91	28.4%	204	63.8%	320	100.0%
	Urban	24	3.2%	26	3.5%	264	35.3%	433	58.0%	747	100.0%
	Total	38	3.6%	29	2.7%	363	34.0%	637	59.7%	1067	100.0%
MTS	Rural	18	5.6%	21	6.6%	281	87.8%		0.0%	320	100.0%
	Urban	34	4.6%	41	5.5%	221	29.6%	451	60.4%	747	100.0%
	Total	51	4.8%	80	7.5%	485	45.5%	451	42.3%	1067	100.0%
Aircel	Rural	31	9.7%	47	14.7%	181	56.6%	61	19.1%	320	100.0%
	Urban	34	4.6%	56	7.5%	458	61.3%	199	26.6%	747	100.0%
	Total	43	4.0%	69	6.5%	695	65.1%	260	24.4%	1067	100.0%
Uninor	Rural	20	6.3%	30	9.4%	209	65.3%	61	19.1%	320	100.0%
	Urban	25	3.3%	47	6.3%	380	50.9%	295	39.5%	747	100.0%
	Total	45	4.2%	77	7.2%	589	55.2%	356	33.4%	1067	100.0%
BSNL	Rural	14	4.4%	21	6.6%	269	84.1%	16	5.0%	320	100.0%
	Urban	22	2.9%	32	4.3%	230	30.8%	463	62.0%	747	100.0%
	Total	56	5.2%	64	6.0%	468	43.9%	479	44.9%	1067	100.0%
Reliance Comm	Rural	13	4.1%	32	10.0%	206	64.4%	69	21.6%	320	100.0%
	Urban	26	3.5%	42	5.6%	342	45.8%	337	45.1%	747	100.0%
	Total	39	3.7%	74	6.9%	548	51.4%	406	38.1%	1067	100.0%
TTSL	Rural	21	6.6%	26	8.1%	258	80.6%	15	4.7%	320	100.0%
	Urban	38	5.1%	46	6.2%	283	37.9%	380	50.9%	747	100.0%
	Total	40	3.7%	82	7.7%	550	51.5%	395	37.0%	1067	100.0%
Idea	Rural	3	0.9%	1	0.3%	280	87.5%	36	11.3%	320	100.0%
	Urban	10	1.3%	17	2.3%	140	18.7%	580	77.6%	747	100.0%
	Total	13	1.2%	18	1.7%	420	39.4%	616	57.7%	1067	100.0%
Vodafone	Rural	12	3.8%	18	5.6%	261	81.6%	29	9.1%	320	100.0%
	Urban	27	3.6%	34	4.6%	158	21.2%	528	70.7%	747	100.0%
	Total	39	3.7%	36	3.4%	435	40.8%	557	52.2%	1067	100.0%
Total	Rural	143	5.0%	210	7.3%	2036	70.7%	491	17.0%	2880	100.0%
	Urban	240	3.6%	341	5.1%	2476	36.8%	3666	54.5%	6723	100.0%
	Total	383	4.0%	551	5.7%	4512	47.0%	4157	43.3%	9603	100.0%

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

23. Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	164	51.3%	156	48.8%	320	100.0%
	Urban	216	28.9%	531	71.1%	747	100.0%
	Total	380	35.6%	687	64.4%	1067	100.0%
MTS	Rural	141	44.0%	179	56.0%	320	100.0%
	Urban	241	32.2%	506	67.8%	747	100.0%
	Total	382	35.8%	685	64.2%	1067	100.0%
Aircel	Rural	156	48.8%	164	51.3%	320	100.0%
	Urban	276	37.0%	471	63.0%	747	100.0%
	Total	432	40.5%	635	59.5%	1067	100.0%



23. Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Uninor	Rural	135	42.1%	185	57.9%	320	100.0%
	Urban	227	30.4%	520	69.6%	747	100.0%
	Total	362	33.9%	705	66.1%	1067	100.0%
BSNL	Rural	147	45.9%	173	54.1%	320	100.0%
	Urban	214	28.7%	533	71.3%	747	100.0%
	Total	361	33.8%	706	66.2%	1067	100.0%
Reliance Comm	Rural	153	47.8%	167	52.2%	320	100.0%
	Urban	207	27.7%	540	72.3%	747	100.0%
	Total	360	33.7%	707	66.3%	1067	100.0%
Tata Tele	Rural	139	43.4%	181	56.6%	320	100.0%
	Urban	230	30.7%	517	69.3%	747	100.0%
	Total	369	34.5%	698	65.5%	1067	100.0%
Idea	Rural	127	39.7%	193	60.3%	320	100.0%
	Urban	207	27.8%	540	72.2%	747	100.0%
	Total	334	31.3%	733	68.7%	1067	100.0%
Vodafone	Rural	123	38.4%	197	61.6%	320	100.0%
	Urban	170	22.8%	577	77.2%	747	100.0%
	Total	293	27.5%	774	72.5%	1067	100.0%
Total	Rural	1285	44.6%	1595	55.4%	2880	100.0%
	Urban	1988	29.6%	4735	70.4%	6723	100.0%
	Total	3272	34.1%	6331	65.9%	9603	100.0%

24. How satisfied are you with the quality of the supplementary services / value added service provided?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	12	7.3%	17	10.4%	92	56.1%	43	26.2%	164	100.0%
	Urban	14	6.5%	12	5.6%	118	54.6%	72	33.3%	216	100.0%
	Total	26	6.8%	29	7.6%	210	55.3%	115	30.3%	380	100.0%
MTS	Rural	5	3.6%	8	5.7%	74	52.4%	54	38.4%	141	100.0%
	Urban	12	5.0%	14	5.8%	128	53.1%	87	36.1%	241	100.0%
	Total	17	4.5%	22	5.8%	202	52.8%	141	36.9%	382	100.0%
Aircel	Rural	4	2.6%	7	4.5%	90	57.7%	55	35.3%	156	100.0%
	Urban	11	4.0%	12	4.3%	175	63.4%	78	28.2%	276	100.0%
	Total	15	3.5%	9	2.1%	275	63.7%	133	30.8%	432	100.0%
Uninor	Rural	4	3.0%	6	4.4%	91	67.4%	34	25.2%	135	100.0%
	Urban	9	4.0%	10	4.4%	139	61.2%	69	30.4%	227	100.0%
	Total	13	3.6%	16	4.4%	230	63.5%	103	28.5%	362	100.0%
BSNL	Rural	4	2.7%	5	3.4%	96	65.3%	42	28.6%	147	100.0%
	Urban	11	5.1%	12	5.6%	67	31.4%	124	57.9%	214	100.0%
	Total	15	4.2%	17	4.7%	163	45.2%	166	46.0%	361	100.0%
Reliance Comm	Rural	6	3.9%	7	4.6%	93	60.8%	47	30.7%	153	100.0%
	Urban	8	3.9%	11	5.3%	45	21.7%	143	69.1%	207	100.0%
	Total	14	3.9%	18	5.0%	138	38.3%	190	52.8%	360	100.0%
TTSL	Rural	6	4.3%	8	5.8%	72	51.8%	53	38.1%	139	100.0%
	Urban	7	3.0%	8	3.5%	90	39.0%	125	54.5%	230	100.0%
	Total	13	3.5%	16	4.3%	162	43.8%	178	48.3%	369	100.0%
Idea	Rural	1	0.8%	2	1.6%	77	60.6%	47	37.0%	127	100.0%
	Urban	2	1.0%	4	1.9%	62	30.1%	139	67.0%	207	100.0%
	Total	3	0.9%	6	1.8%	139	41.7%	186	55.6%	334	100.0%
Vodafone	Rural	1	0.8%	1	0.8%	70	56.9%	51	41.5%	123	100.0%
	Urban	4	2.4%	8	4.7%	40	23.5%	118	69.4%	170	100.0%
	Total	5	1.7%	9	3.1%	110	37.5%	169	57.7%	293	100.0%
Total	Rural	43	3.3%	61	4.7%	755	58.7%	426	33.2%	1285	100.0%
	Urban	78	3.9%	91	4.6%	864	43.5%	955	48.0%	1988	100.0%
	Total	121	3.7%	142	4.3%	1628	49.8%	1381	42.2%	3272	100.0%



25(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	11	6.7%	12	7.3%	85	51.8%	56	34.1%	164	100.0%
	Urban	12	5.6%	12	5.6%	116	53.7%	76	35.2%	216	100.0%
	Total	23	6.1%	24	6.3%	201	52.9%	132	34.7%	380	100.0%
MTS	Rural	5	3.6%	7	5.0%	66	46.7%	63	44.7%	141	100.0%
	Urban	11	4.6%	12	5.0%	137	56.8%	81	33.6%	241	100.0%
	Total	16	4.2%	19	5.0%	203	53.1%	144	37.7%	382	100.0%
Aircel	Rural	7	4.5%	8	5.1%	69	44.2%	72	46.2%	156	100.0%
	Urban	11	4.0%	12	4.3%	155	56.2%	98	35.5%	276	100.0%
	Total	18	4.2%	20	4.6%	224	51.9%	170	39.3%	432	100.0%
Uninor	Rural	3	2.2%	4	3.0%	44	32.5%	84	62.3%	135	100.0%
	Urban	7	3.1%	9	4.0%	106	46.7%	105	46.3%	227	100.0%
	Total	10	2.8%	13	3.6%	150	41.4%	189	52.3%	362	100.0%
BSNL	Rural	4	2.7%	5	3.4%	47	32.0%	91	61.9%	147	100.0%
	Urban	6	2.8%	7	3.3%	89	41.6%	112	52.3%	214	100.0%
	Total	10	2.8%	12	3.3%	136	37.7%	203	56.2%	361	100.0%
Reliance Comm	Rural	5	3.3%	7	4.6%	54	35.3%	87	56.9%	153	100.0%
	Urban	9	4.4%	11	5.3%	71	34.2%	116	56.1%	207	100.0%
	Total	14	3.9%	18	5.0%	125	34.7%	203	56.4%	360	100.0%
TTSL	Rural	4	2.9%	5	3.6%	54	38.8%	76	54.7%	139	100.0%
	Urban	5	2.2%	6	2.6%	98	42.5%	121	52.7%	230	100.0%
	Total	9	2.4%	11	3.0%	152	41.1%	197	53.5%	369	100.0%
Idea	Rural	3	2.4%	3	2.4%	54	42.5%	67	52.8%	127	100.0%
	Urban	4	1.9%	5	2.4%	67	32.5%	131	63.2%	207	100.0%
	Total	6	1.8%	6	1.8%	124	37.2%	198	59.2%	334	100.0%
Vodafone	Rural	1	0.8%	1	0.8%	52	42.3%	69	56.1%	123	100.0%
	Urban	6	3.5%	8	4.7%	38	22.4%	118	69.4%	170	100.0%
	Total	7	2.4%	9	3.1%	90	30.7%	187	63.8%	293	100.0%
Total	Rural	43	3.3%	52	4.0%	525	40.8%	665	51.8%	1285	100.0%
	Urban	71	3.6%	82	4.1%	877	44.1%	958	48.2%	1988	100.0%
	Total	113	3.5%	132	4.0%	1404	42.9%	1623	49.6%	3272	100.0%

25(b). Please tell me the reasons for your dissatisfaction;									
Service Provider		Not informed of charges		Activated without consent		Not informed about toll free number for unsubscribing		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	8.7%	2	9.8%	19	81.5%	23	100.0%
	Urban	3	12.5%	7	29.2%	14	58.3%	24	100.0%
	Total	5	10.6%	9	19.7%	33	69.7%	47	100.0%
MTS	Rural	3	25.0%	3	25.0%	6	50.0%	12	0.0%
	Urban	4	17.4%	8	36.8%	11	45.8%	23	100.0%
	Total	7	20.0%	11	32.7%	17	47.3%	35	100.0%
Aircel	Rural	1	6.7%	1	6.7%	13	86.7%	15	0.0%
	Urban	4	17.4%	15	64.3%	4	18.3%	23	100.0%
	Total	5	13.2%	16	41.6%	17	45.3%	38	100.0%
Uninor	Rural	2	28.6%	2	28.6%	3	42.9%	7	0.0%
	Urban	4	25.0%	7	43.8%	5	31.3%	16	100.0%
	Total	6	26.1%	9	39.1%	8	34.8%	23	100.0%
BSNL	Rural	2	22.2%	5	55.6%	2	22.2%	9	0.0%
	Urban	4	30.8%	7	53.8%	2	15.4%	13	100.0%
	Total	6	27.3%	12	54.5%	4	18.2%	22	100.0%
Reliance Comm	Rural	3	25.0%	3	25.0%	6	50.0%	12	0.0%
	Urban	8	40.0%	10	48.4%	2	11.6%	20	100.0%
	Total	11	34.4%	13	39.6%	8	26.0%	32	100.0%
Tata Tele	Rural	2	22.2%	2	22.2%	5	55.6%	9	0.0%
	Urban	4	36.4%	2	18.2%	5	45.5%	11	100.0%
	Total	6	30.0%	4	20.0%	10	50.0%	20	100.0%
Idea	Rural	3	50.0%	2	33.3%	1	16.7%	6	100.0%



25(b). Please tell me the reasons for your dissatisfaction;									
Service Provider		Not informed of charges		Activated without consent		Not informed about toll free number for unsubscribing		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
	Urban	4	44.4%	2	22.2%	3	33.3%	9	100.0%
	Total	7	58.3%	4	33.3%	1	8.3%	12	100.0%
Vodafone	Rural	1	50.0%	1	50.0%	0	0.0%	2	100.0%
	Urban	4	28.6%	7	50.0%	3	21.4%	14	100.0%
	Total	5	31.3%	8	50.0%	3	18.8%	16	100.0%
Total	Rural	19	20.0%	21	22.4%	55	57.6%	95	100.0%
	Urban	39	25.5%	65	42.4%	49	32.1%	153	100.0%
	Total	58	23.7%	86	35.2%	101	41.1%	245	17.7%

26. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	80	25.0%	240	75.0%	320	100.0%
	Urban	261	35.0%	486	65.0%	747	100.0%
	Total	341	32.0%	726	68.0%	1067	100.0%
MTS	Rural	80	25.0%	240	75.0%	320	100.0%
	Urban	218	29.2%	529	70.8%	747	100.0%
	Total	298	27.9%	769	72.1%	1067	100.0%
Aircel	Rural	29	9.1%	291	90.9%	320	100.0%
	Urban	299	40.0%	448	60.0%	747	100.0%
	Total	328	30.7%	739	69.3%	1067	100.0%
Uninor	Rural	53	16.7%	267	83.3%	320	100.0%
	Urban	213	28.6%	534	71.4%	747	100.0%
	Total	267	25.0%	800	75.0%	1067	100.0%
BSNL	Rural	94	29.4%	226	70.6%	320	100.0%
	Urban	187	25.0%	560	75.0%	747	100.0%
	Total	281	26.3%	786	73.7%	1067	100.0%
Reliance Comm	Rural	80	25.0%	240	75.0%	320	100.0%
	Urban	233	31.3%	514	68.8%	747	100.0%
	Total	313	29.4%	754	70.6%	1067	100.0%
Tata Tele	Rural	71	22.2%	249	77.8%	320	100.0%
	Urban	187	25.0%	560	75.0%	747	100.0%
	Total	258	24.2%	809	75.8%	1067	100.0%
Idea	Rural	46	14.3%	274	85.7%	320	100.0%
	Urban	129	17.2%	618	82.8%	747	100.0%
	Total	175	16.4%	892	83.6%	1067	100.0%
Vodafone	Rural	87	27.3%	233	72.7%	320	100.0%
	Urban	154	20.6%	593	79.4%	747	100.0%
	Total	241	22.6%	826	77.4%	1067	100.0%
Total	Rural	621	21.0%	2259	78.4%	2880	100.0%
	Urban	1881	28.1%	4842	72.0%	6723	100.0%
	Total	2502	26.0%	7101	73.9%	9603	100.0%

27. Have you complained to your service provider for deactivation of such services and refund of charges levied?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	38	48.0%	42	52.0%	80	100.0%
	Urban	118	45.0%	144	55.0%	261	100.0%
	Total	156	45.7%	185	54.3%	341	100.0%
MTS	Rural	37	46.0%	43	54.0%	80	100.0%
	Urban	113	52.0%	105	48.0%	218	100.0%
	Total	150	50.4%	148	49.6%	298	100.0%
Aircel	Rural	12	41.0%	17	59.0%	29	100.0%
	Urban	140	47.0%	158	53.0%	299	100.0%
	Total	152	46.5%	176	53.5%	328	100.0%
Uninor	Rural	23	43.0%	30	57.0%	53	100.0%



27. Have you complained to your service provider for deactivation of such services and refund of charges levied?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
	Urban	105	49.0%	109	51.0%	213	100.0%
	Total	128	47.8%	139	52.2%	267	100.0%
BSNL	Rural	40	43.0%	54	57.0%	94	100.0%
	Urban	90	48.0%	97	52.0%	187	100.0%
	Total	130	46.3%	151	53.7%	281	100.0%
Reliance Comm	Rural	39	49.0%	41	51.0%	80	100.0%
	Urban	119	51.0%	114	49.0%	233	100.0%
	Total	158	50.5%	155	49.5%	313	100.0%
Tata Tele	Rural	31	44.0%	40	56.0%	71	100.0%
	Urban	97	52.0%	90	48.0%	187	100.0%
	Total	128	49.8%	129	50.2%	258	100.0%
Idea	Rural	19	41.0%	27	59.0%	46	100.0%
	Urban	62	48.0%	67	52.0%	129	100.0%
	Total	81	46.2%	94	53.8%	175	100.0%
Vodafone	Rural	39	45.0%	48	55.0%	87	100.0%
	Urban	82	53.0%	72	47.0%	154	100.0%
	Total	121	50.1%	120	49.9%	241	100.0%
Total	Rural	279	45.0%	342	55.0%	621	100.0%
	Urban	925	49.2%	956	50.8%	1881	100.0%
	Total	1204	48.1%	1298	51.9%	2502	2481.8%

28(a). What difficulties have you faced while deactivating of such services and refund of charges levied?											
Service Provider		None		Delay in deactivation resulting in repeat complaints		Customer care refused to register the complaint		Not aware of whom to contact		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	2.6%	10	27.1%	10	26.0%	17	44.3%	38	100.0%
	Urban	7	5.9%	67	56.7%	23	19.5%	21	17.8%	118	100.0%
	Total	8	5.1%	77	49.4%	33	21.1%	38	24.4%	156	100.0%
MTS	Rural	4	10.9%	11	29.3%	8	21.7%	14	38.0%	37	100.0%
	Urban	15	13.5%	59	52.1%	16	14.1%	23	20.3%	113	100.0%
	Total	19	12.8%	70	46.5%	24	16.0%	37	24.7%	150	100.0%
Aircel	Rural	2	16.8%	3	24.5%	3	25.2%	4	33.5%	12	100.0%
	Urban	24	17.1%	76	54.1%	32	22.8%	9	6.1%	140	100.0%
	Total	26	17.1%	79	51.8%	35	23.0%	13	8.2%	152	100.0%
Uninor	Rural	6	26.2%	6	25.9%	4	17.4%	7	30.5%	23	100.0%
	Urban	28	26.8%	30	28.3%	26	24.9%	21	20.1%	105	100.0%
	Total	34	26.7%	36	27.9%	30	23.5%	28	22.0%	128	100.0%
BSNL	Rural	11	27.2%	9	23.4%	8	19.8%	12	29.7%	40	100.0%
	Urban	32	35.7%	3	2.9%	36	40.2%	19	21.2%	90	100.0%
	Total	43	33.1%	12	9.3%	44	33.8%	31	23.8%	130	100.0%
Reliance Comm	Rural	9	23.0%	6	15.8%	12	30.6%	12	30.6%	39	100.0%
	Urban	16	13.4%	56	47.1%	32	26.9%	15	12.6%	119	100.0%
	Total	25	15.8%	62	39.3%	44	27.8%	27	17.1%	158	100.0%
Tata Tele	Rural	7	22.4%	2	7.3%	11	35.2%	11	35.2%	31	100.0%
	Urban	21	21.6%	23	23.8%	21	21.6%	32	33.0%	97	100.0%
	Total	28	21.8%	25	19.8%	32	24.9%	43	33.5%	128	100.0%
Idea	Rural	5	26.7%	5	25.3%	2	10.7%	7	37.3%	19	100.0%
	Urban	15	24.3%	11	17.5%	19	30.7%	17	27.5%	62	100.0%
	Total	20	24.8%	16	19.3%	21	26.1%	24	29.8%	81	100.0%
Vodafone	Rural	6	15.3%	6	16.0%	12	30.6%	15	38.2%	39	100.0%
	Urban	19	23.3%	21	25.2%	23	28.2%	19	23.3%	82	100.0%
	Total	25	20.7%	27	22.3%	35	28.9%	34	28.1%	121	100.0%
Total	Rural	51	18.3%	59	21.2%	70	25.1%	99	35.5%	279	100.0%
	Urban	177	19.2%	344	37.2%	228	24.6%	176	19.0%	925	100.0%
	Total	228	19.0%	403	33.5%	298	24.7%	275	22.8%	1204	100.0%



28(b). How satisfied are you with the resolution of your complaint for deactivation of VAS and refund of charges levied?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	5	13.0%	6	15.6%	16	42.7%	11	28.6%	38	100.0%
	Urban	4	3.4%	5	4.2%	80	67.7%	29	24.6%	118	100.0%
	Total	9	5.8%	11	7.0%	96	61.6%	40	25.6%	156	100.0%
MTS	Rural	2	5.4%	5	13.6%	20	53.8%	10	27.2%	37	100.0%
	Urban	7	6.2%	12	10.6%	72	63.8%	22	19.4%	113	100.0%
	Total	9	6.0%	17	11.3%	92	61.4%	32	21.3%	150	100.0%
Aircel	Rural	2	16.8%	3	25.2%	4	32.9%	3	25.2%	12	100.0%
	Urban	8	5.7%	12	8.5%	95	68.0%	25	17.8%	140	100.0%
	Total	10	6.6%	15	9.8%	99	65.2%	28	18.4%	152	100.0%
Uninor	Rural	5	21.8%	7	30.5%	5	21.5%	6	26.2%	23	100.0%
	Urban	8	7.6%	9	8.6%	67	63.7%	21	20.1%	105	100.0%
	Total	13	10.2%	16	12.5%	72	56.1%	27	21.2%	128	100.0%
BSNL	Rural	5	12.4%	6	14.8%	12	30.8%	17	42.0%	40	100.0%
	Urban	6	6.7%	8	8.9%	56	62.0%	20	22.3%	90	100.0%
	Total	11	8.5%	14	10.8%	68	52.3%	37	28.4%	130	100.0%
Reliance Comm	Rural	4	10.2%	6	15.3%	18	46.4%	11	28.1%	39	100.0%
	Urban	6	5.0%	9	7.6%	75	63.0%	29	24.4%	119	100.0%
	Total	10	6.3%	15	9.5%	93	58.9%	40	25.3%	158	100.0%
TTSL	Rural	2	6.4%	3	9.6%	14	45.7%	12	38.4%	31	100.0%
	Urban	3	3.1%	4	4.1%	67	69.1%	23	23.7%	97	100.0%
	Total	5	3.9%	7	5.5%	81	63.4%	35	27.3%	128	100.0%
Idea	Rural	2	10.7%	3	16.0%	12	62.7%	2	10.7%	19	100.0%
	Urban	3	4.9%	4	6.5%	34	54.7%	21	34.0%	62	100.0%
	Total	5	6.2%	7	8.7%	46	56.6%	23	28.5%	81	100.0%
Vodafone	Rural	1	2.5%	1	2.5%	18	46.5%	19	48.4%	39	100.0%
	Urban	2	2.5%	4	4.9%	55	66.9%	21	25.8%	82	100.0%
	Total	3	2.5%	5	4.1%	73	60.3%	40	33.1%	121	100.0%
Total	Rural	28	10.0%	40	14.3%	120	43.0%	91	32.6%	279	100.0%
	Urban	47	5.1%	67	7.2%	600	64.9%	211	22.8%	925	100.0%
	Total	75	6.2%	107	8.9%	720	59.8%	302	25.1%	1204	100.0%

G. OVERALL CUSTOMER SATISFACTION

29(a). How satisfied are you with the overall quality of your telephone service?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	9	2.8%	16	5.0%	160	50.0%	135	42.2%	320	100.0%
	Urban	14	1.9%	39	5.2%	461	61.7%	233	31.2%	747	100.0%
	Total	23	2.2%	55	5.2%	621	58.2%	368	34.5%	1067	100.0%
MTS	Rural	12	3.8%	21	6.6%	149	46.6%	138	43.1%	320	100.0%
	Urban	29	3.9%	47	6.3%	296	39.6%	375	50.2%	747	100.0%
	Total	41	3.8%	68	6.4%	445	41.7%	513	48.1%	1067	100.0%
Aircel	Rural	12	3.8%	24	7.5%	139	43.4%	145	45.3%	320	100.0%
	Urban	26	3.5%	38	5.1%	469	62.8%	214	28.6%	747	100.0%
	Total	38	3.6%	62	5.8%	608	57.0%	359	33.6%	1067	100.0%
Uninor	Rural	14	4.4%	26	8.1%	179	55.9%	101	31.6%	320	100.0%
	Urban	23	3.1%	54	7.2%	375	50.2%	295	39.5%	747	100.0%
	Total	37	3.5%	80	7.5%	554	51.9%	396	37.1%	1067	100.0%
BSNL	Rural	9	2.8%	16	5.0%	171	53.4%	124	38.8%	320	100.0%
	Urban	24	3.2%	31	4.1%	345	46.2%	347	46.5%	747	100.0%
	Total	33	3.1%	47	4.4%	516	48.4%	471	44.1%	1067	100.0%
Reliance Comm	Rural	14	4.4%	17	5.3%	162	50.6%	127	39.7%	320	100.0%
	Urban	26	3.5%	31	4.1%	401	53.7%	289	38.7%	747	100.0%
	Total	40	3.7%	48	4.5%	563	52.8%	416	39.0%	1067	100.0%
TTSL	Rural	8	2.5%	14	4.4%	167	52.2%	131	40.9%	320	100.0%
	Urban	27	3.6%	28	3.7%	447	59.8%	245	32.8%	747	100.0%



29(a). How satisfied are you with the overall quality of your telephone service?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Idea	Total	35	3.3%	42	3.9%	614	57.5%	376	35.2%	1067	100.0%
	Rural	8	2.5%	12	3.8%	163	50.9%	137	42.8%	320	100.0%
	Urban	26	3.5%	36	4.8%	255	34.1%	430	57.6%	747	100.0%
	Total	34	3.2%	48	4.5%	418	39.2%	567	53.1%	1067	100.0%
Vodafone	Rural	9	2.8%	10	3.1%	159	49.7%	142	44.4%	320	100.0%
	Urban	25	3.3%	38	5.1%	193	25.8%	491	65.7%	747	100.0%
	Total	34	3.2%	48	4.5%	352	33.0%	633	59.3%	1067	100.0%
Total	Rural	95	3.3%	156	5.4%	1449	50.3%	1180	41.0%	2880	100.0%
	Urban	220	3.3%	342	5.1%	3242	48.2%	2919	43.4%	6723	100.0%
	Total	315	3.3%	498	5.2%	4691	48.8%	4099	42.7%	9603	100.0%

29b. Please specify the reason(s) for your dissatisfaction.											
Service Provider		Charges not as per tariff plan		Complaints not resolved		Fare of recharging process		Network problem		No GPRS activation	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	8.0%	5	20.0%	6	24.0%	10	40.0%	2	8.0%
	Urban	14	26.4%	21	39.6%	7	13.2%	9	17.0%	2	3.8%
	Total	16	20.5%	26	33.3%	13	16.7%	19	24.4%	4	5.1%
MTS	Rural	2	6.1%	4	12.1%	12	36.4%	11	33.3%	4	12.1%
	Urban	21	27.6%	12	15.8%	11	14.5%	28	36.8%	4	5.3%
	Total	23	21.1%	16	14.7%	23	21.1%	39	35.8%	8	7.3%
Aircel	Rural	4	11.1%	12	33.3%	8	22.2%	11	30.6%	1	2.8%
	Urban	14	21.9%	16	25.0%	11	17.2%	19	29.7%	4	6.3%
	Total	18	18.0%	28	28.0%	19	19.0%	30	30.0%	5	5.0%
Uninor	Rural	8	20.0%	2	5.0%	12	30.0%	12	30.0%	6	15.0%
	Urban	21	27.3%	12	15.6%	15	19.5%	22	28.6%	7	9.1%
	Total	29	24.8%	14	12.0%	27	23.1%	34	29.1%	13	11.1%
BSNL	Rural	2	8.0%	4	16.0%	8	32.0%	7	28.0%	4	16.0%
	Urban	12	21.8%	14	25.5%	12	21.8%	12	21.8%	5	9.1%
	Total	14	17.5%	18	22.5%	20	25.0%	19	23.8%	9	11.3%
Reliance Comm	Rural	6	19.4%	2	6.5%	8	25.8%	14	45.2%	1	3.2%
	Urban	12	21.1%	8	14.0%	16	28.1%	17	29.8%	4	7.0%
	Total	18	20.5%	10	11.4%	24	27.3%	31	35.2%	5	5.7%
Tata Tele	Rural	2	9.1%	4	18.2%	5	22.7%	10	45.5%	1	4.5%
	Urban	8	14.5%	14	25.5%	12	21.8%	17	30.9%	4	7.3%
	Total	10	13.0%	18	23.4%	17	22.1%	27	35.1%	5	6.5%
Idea	Rural	2	10.0%	1	5.0%	3	15.0%	12	60.0%	2	10.0%
	Urban	12	19.4%	14	22.6%	8	12.9%	21	33.9%	7	11.3%
	Total	14	17.1%	15	18.3%	11	13.4%	33	40.2%	9	11.0%
Vodafone	Rural	3	15.8%	2	10.5%	2	10.5%	11	57.9%	1	5.3%
	Urban	12	19.0%	11	17.5%	12	19.0%	23	36.5%	5	7.9%
	Total	15	18.3%	13	15.9%	14	17.1%	34	41.5%	6	7.3%
Total	Rural	31	12.4%	36	14.3%	64	25.5%	98	39.0%	22	8.8%
	Urban	126	22.4%	122	21.7%	104	18.5%	168	29.9%	42	7.5%
	Total	157	19.3%	158	19.4%	168	20.7%	266	32.7%	64	7.9%



BROADBAND SERVICES

A. SERVICE PROVISION

1a. When did you last apply for a broadband connection?									
Service Provider		More than 7 to 15 days ago		More than 15 to 30 days ago		More than 30 days ago		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	129	40.4%	92	28.6%	99	31.0%	320	100.0%
	Urban	281	37.6%	227	30.4%	239	32.0%	747	100.0%
	Total	410	38.4%	319	29.9%	338	31.7%	1067	100.0%
BSNL	Rural	164	51.2%	54	16.8%	102	32.0%	320	100.0%
	Urban	373	49.9%	113	15.1%	261	35.0%	747	100.0%
	Total	537	50.3%	166	15.6%	364	34.1%	1067	100.0%
Reliance Comm	Rural	163	51.0%	64	20.0%	93	29.0%	320	100.0%
	Urban	303	40.5%	213	28.5%	232	31.0%	747	100.0%
	Total	466	43.7%	277	25.9%	324	30.4%	1067	100.0%
Tata Comm	Rural	138	43.0%	83	26.0%	99	31.0%	320	100.0%
	Urban	328	43.8%	151	20.2%	269	36.0%	747	100.0%
	Total	465	43.6%	234	21.9%	368	34.5%	1067	100.0%
Sify	Rural	144	45.0%	67	21.0%	109	34.0%	320	100.0%
	Urban	351	47.0%	120	16.0%	276	37.0%	747	100.0%
	Total	495	46.4%	187	17.5%	385	36.1%	1067	100.0%
Hathway	Rural	157	49.0%	61	19.0%	102	32.0%	320	100.0%
	Urban	381	51.0%	75	10.0%	291	39.0%	747	100.0%
	Total	538	50.4%	136	12.7%	394	36.9%	1067	100.0%
TTSL	Rural	144	45.0%	60	18.8%	116	36.2%	320	100.0%
	Urban	351	47.0%	121	16.3%	274	36.7%	747	100.0%
	Total	495	46.4%	182	17.0%	390	36.6%	1067	100.0%
You Telecom	Rural	134	42.0%	96	30.0%	90	28.0%	320	100.0%
	Urban	329	44.0%	179	24.0%	239	32.0%	747	100.0%
	Total	463	43.4%	275	25.8%	329	30.8%	1067	100.0%
Tikona	Rural	135	42.3%	76	23.7%	109	34.0%	320	100.0%
	Urban	326	43.6%	145	19.4%	276	37.0%	747	100.0%
	Total	461	43.2%	221	20.7%	385	36.1%	1067	100.0%
Total	Rural	1308	45.4%	652	22.7%	919	31.9%	2880	100.0%
	Urban	3021	44.9%	1343	20.0%	2359	35.1%	6723	100.0%
	Total	4330	45.1%	1996	20.8%	3278	34.1%	9603	100.0%

1b. After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?							
Service Provider		Within 7 working days		More than 7 working days		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	282	88.0%	38	12.0%	320	100.0%
	Urban	642	86.0%	105	14.0%	747	100.0%
	Total	924	86.6%	143	13.4%	1067	100.0%
BSNL	Rural	288	90.0%	32	10.0%	320	100.0%
	Urban	657	88.0%	90	12.0%	747	100.0%
	Total	945	88.6%	122	11.4%	1067	100.0%
Reliance Comm	Rural	291	91.0%	29	9.0%	320	100.0%
	Urban	665	89.0%	82	11.0%	747	100.0%
	Total	956	89.6%	111	10.4%	1067	100.0%
Tata Comm	Rural	275	86.0%	45	14.0%	320	100.0%
	Urban	627	84.0%	120	16.0%	747	100.0%
	Total	903	84.6%	164	15.4%	1067	100.0%
Sify	Rural	282	88.0%	38	12.0%	320	100.0%
	Urban	627	84.0%	120	16.0%	747	100.0%
	Total	909	85.2%	158	14.8%	1067	100.0%
Hathway	Rural	269	84.0%	51	16.0%	320	100.0%
	Urban	613	82.0%	134	18.0%	747	100.0%
	Total	881	82.6%	186	17.4%	1067	100.0%



1b. After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?							
Service Provider		Within 7 working days		More than 7 working days		Total	
		Count	%age	Count	%age	Count	%age
TTSL	Rural	291	91.0%	29	9.0%	320	100.0%
	Urban	665	89.0%	82	11.0%	747	100.0%
	Total	956	89.6%	111	10.4%	1067	100.0%
You Telecom	Rural	282	88.0%	38	12.0%	320	100.0%
	Urban	642	86.0%	105	14.0%	747	100.0%
	Total	924	86.6%	143	13.4%	1067	100.0%
Tikona	Rural	272	85.0%	48	15.0%	320	100.0%
	Urban	620	83.0%	127	17.0%	747	100.0%
	Total	892	83.6%	175	16.4%	1067	100.0%
Total	Rural	2531	87.9%	349	12.1%	2880	100.0%
	Urban	5759	85.7%	964	14.3%	6723	100.0%
	Total	8291	86.3%	1312	13.7%	9603	100.0%

2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	0.3%	3	0.9%	255	79.7%	61	19.1%	320	100.0%
	Urban		0.0%	7	0.9%	551	73.8%	189	25.3%	747	100.0%
	Total	1	0.1%	10	0.9%	806	75.5%	250	23.4%	1067	100.0%
BSNL	Rural	3	0.9%	8	2.5%	238	74.4%	71	22.2%	320	100.0%
	Urban	4	0.5%	18	2.4%	533	71.4%	192	25.7%	747	100.0%
	Total	7	0.7%	26	2.4%	771	72.3%	263	24.6%	1067	100.0%
Reliance Comm	Rural	1	0.3%	2	0.6%	245	76.6%	72	22.5%	320	100.0%
	Urban	6	0.8%	19	2.5%	544	72.8%	178	23.8%	747	100.0%
	Total	7	0.7%	21	2.0%	789	73.9%	250	23.4%	1067	100.0%
Tata Comm	Rural	4	1.3%	21	6.6%	228	71.3%	67	20.9%	320	100.0%
	Urban	7	0.9%	22	2.9%	521	69.7%	197	26.4%	747	100.0%
	Total	11	1.0%	43	4.0%	749	70.2%	264	24.7%	1067	100.0%
Sify	Rural	2	0.6%	18	5.6%	227	70.9%	73	22.8%	320	100.0%
	Urban	8	1.1%	22	2.9%	519	69.5%	198	26.5%	747	100.0%
	Total	10	0.9%	40	3.7%	746	69.9%	271	25.4%	1067	100.0%
Hathway	Rural	2	0.6%	4	1.3%	235	73.4%	79	24.7%	320	100.0%
	Urban	3	0.4%	2	0.3%	555	74.3%	187	25.0%	747	100.0%
	Total	5	0.5%	6	0.6%	790	74.0%	266	24.9%	1067	100.0%
TTSL	Rural	1	0.3%	2	0.6%	243	75.9%	74	23.1%	320	100.0%
	Urban	2	0.3%	9	1.2%	553	74.0%	183	24.5%	747	100.0%
	Total	3	0.3%	11	1.0%	796	74.6%	257	24.1%	1067	100.0%
You Telecom	Rural	4	1.3%	18	5.6%	230	71.9%	68	21.3%	320	100.0%
	Urban	10	1.3%	34	4.6%	512	68.5%	191	25.6%	747	100.0%
	Total	14	1.3%	52	4.9%	742	69.5%	259	24.3%	1067	100.0%
Tikona	Rural	1	0.3%	2	0.6%	245	76.6%	72	22.5%	320	100.0%
	Urban	4	0.5%	6	0.8%	-15	-2.0%	752	100.7%	747	100.0%
	Total	5	0.5%	8	0.7%	230	21.6%	824	77.2%	1067	100.0%
Total	Urban	19	0.7%	78	2.7%	2146	74.5%	637	22.1%	2880	100.0%
	Rural	44	0.7%	139	2.1%	4273	63.6%	2267	33.7%	6723	100.0%
	Total	63	0.7%	217	2.3%	6419	66.8%	2904	30.2%	9603	100.0%

3. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?													
Service Provider		Within 24 hrs		2-3 days		4-7 days		More than 7 days		Not Applicable		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	129	40.3%	23	7.1%	32	10.1%	5	1.5%	131	41.0%	320	100.0%
	Urban	223	29.8%	62	8.3%	99	13.2%	20	2.7%	344	46.0%	747	100.0%
	Total	352	32.9%	85	7.9%	131	12.3%	25	2.3%	475	44.5%	1067	100.0%
BSNL	Rural	114	35.5%	27	8.5%	40	12.5%	14	4.5%	125	39.0%	320	100.0%
	Urban	212	28.3%	69	9.3%	106	14.2%	46	6.2%	314	42.0%	747	100.0%



3. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?													
Service Provider		Within 24 hrs		2-3 days		4-7 days		More than 7 days		Not Applicable		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Reliance Comm	Total	325	30.5%	97	9.1%	146	13.7%	60	5.7%	439	41.1%	1067	100.0%
	Rural	132	41.4%	26	8.1%	47	14.7%	12	3.8%	102	32.0%	320	100.0%
	Urban	155	20.8%	69	9.2%	125	16.8%	39	5.2%	359	48.0%	747	100.0%
	Total	288	27.0%	95	8.9%	173	16.2%	51	4.8%	461	43.2%	1067	100.0%
Tata Comm	Rural	124	38.9%	28	8.9%	45	14.0%	13	4.2%	109	34.0%	320	100.0%
	Urban	185	24.8%	91	12.2%	122	16.4%	42	5.6%	306	41.0%	747	100.0%
	Total	310	29.0%	120	11.2%	167	15.7%	55	5.2%	415	38.9%	1067	100.0%
Sify	Rural	121	37.9%	30	9.3%	39	12.1%	9	2.7%	122	38.0%	320	100.0%
	Urban	178	23.8%	98	13.1%	110	14.7%	29	3.9%	332	44.5%	747	100.0%
	Total	299	28.0%	128	12.0%	149	13.9%	38	3.5%	454	42.6%	1067	100.0%
Hathway	Rural	121	37.7%	40	12.6%	37	11.6%	13	4.1%	109	34.0%	320	100.0%
	Urban	204	27.3%	98	13.2%	111	14.8%	50	6.7%	284	38.0%	747	100.0%
	Total	325	30.5%	139	13.0%	148	13.8%	63	5.9%	393	36.8%	1067	100.0%
TTSL	Rural	144	45.1%	28	8.7%	39	12.1%	10	3.1%	99	31.0%	320	100.0%
	Urban	194	26.0%	73	9.8%	130	17.4%	36	4.8%	314	42.0%	747	100.0%
	Total	339	31.7%	101	9.5%	169	15.8%	46	4.3%	413	38.7%	1067	100.0%
You Telecom	Rural	141	44.0%	39	12.3%	38	12.0%	9	2.7%	93	29.0%	320	100.0%
	Urban	267	35.8%	99	13.2%	111	14.8%	31	4.2%	239	32.0%	747	100.0%
	Total	408	38.3%	138	12.9%	149	14.0%	40	3.8%	332	31.1%	1067	100.0%
Tikona	Rural	165	51.7%	38	11.9%	40	12.5%	9	2.9%	67	21.0%	320	100.0%
	Urban	295	39.5%	106	14.2%	106	14.2%	31	4.1%	209	28.0%	747	100.0%
	Total	461	43.2%	144	13.5%	146	13.7%	40	3.7%	276	25.9%	1067	100.0%
Total	Rural	1192	41.4%	280	9.7%	357	12.4%	94	3.3%	957	33.2%	2880	100.0%
	Urban	1914	28.5%	765	11.4%	1020	15.2%	324	4.8%	2700	40.2%	6723	100.0%
	Total	3106	32.3%	1045	10.9%	1377	14.3%	418	4.4%	3657	38.1%	9603	100.0%

B. BILLING RELATED-POSTPAID

4. How satisfied are you with the timely delivery of bills?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	4	1.2%	8	2.5%	196	61.3%	112	35.0%	320	100.0%
	Urban	7	0.9%	12	1.6%	263	35.2%	465	62.3%	747	100.0%
	Total	11	1.0%	20	1.9%	459	43.0%	577	54.1%	1067	100.0%
BSNL	Rural	9	3.1%	23	8.0%	154	53.5%	102	35.4%	288	100.0%
	Urban	2	0.3%	17	2.5%	256	38.1%	397	59.1%	672	100.0%
	Total	11	1.1%	40	4.2%	410	42.7%	499	52.0%	960	100.0%
Reliance Comm	Rural	4	1.2%	8	2.5%	190	59.4%	118	36.9%	320	100.0%
	Urban	5	0.7%	9	1.2%	298	39.9%	435	58.2%	747	100.0%
	Total	9	0.8%	17	1.6%	488	45.7%	553	51.8%	1067	100.0%
Tata Comm	Rural	0	0.0%	2	1.1%	105	56.8%	78	42.1%	185	100.0%
	Urban	6	1.4%	12	2.8%	147	34.0%	267	61.8%	432	100.0%
	Total	6	1.0%	14	2.3%	252	40.8%	345	55.9%	617	100.0%
Hathway	Rural	1	3.1%	3	9.3%	11	34.6%	17	53.0%	32	100.0%
	Urban	2	2.7%	8	10.7%	16	21.2%	49	65.4%	75	100.0%
	Total	3	2.8%	11	10.3%	27	25.2%	66	61.7%	107	100.0%
TTSL	Rural	2	0.6%	4	1.2%	187	58.5%	127	39.7%	320	100.0%
	Urban	12	1.6%	9	1.2%	311	41.6%	415	55.6%	747	100.0%
	Total	14	1.3%	13	1.2%	498	46.7%	542	50.8%	1067	100.0%
You Telecom	Rural	1	3.5%	1	3.5%	16	54.9%	11	38.2%	29	100.0%
	Urban	4	6.0%	7	10.4%	22	33.0%	34	50.6%	67	100.0%
	Total	5	5.2%	8	8.3%	38	39.6%	45	46.9%	96	100.0%
Tikona	Rural	0	0.0%	3	0.9%	196	61.3%	121	37.8%	320	100.0%
	Urban	4	0.5%	8	1.1%	339	45.4%	396	53.0%	747	100.0%
	Total	4	0.4%	11	1.0%	535	50.1%	517	48.5%	1067	100.0%
Total	Urban	21	1.2%	52	2.9%	1055	58.2%	686	37.8%	1814	100.0%
	Rural	42	1.0%	82	1.9%	1652	39.0%	2458	58.1%	4234	100.0%



4. How satisfied are you with the timely delivery of bills?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Total		63	1.0%	134	2.2%	2707	44.8%	3144	52.0%	6048	100.0%

5(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural			2	0.6%	217	67.8%	101	31.6%	320	100.0%
	Urban			5	0.7%	355	47.5%	387	51.8%	747	100.0%
	Total			7	0.7%	572	53.6%	488	45.7%	1067	100.0%
BSNL	Rural			12	4.2%	155	53.8%	121	42.0%	288	100.0%
	Urban			18	2.7%	260	38.7%	394	58.6%	672	100.0%
	Total			30	3.1%	415	43.2%	515	53.6%	960	100.0%
Reliance Comm	Rural			2	0.6%	206	64.4%	112	35.0%	320	100.0%
	Urban			4	0.5%	411	55.0%	332	44.5%	747	100.0%
	Total			6	0.6%	617	57.8%	444	41.6%	1067	100.0%
Tata Comm	Rural			1	0.5%	106	57.3%	78	42.1%	185	100.0%
	Urban			3	0.7%	192	44.4%	237	54.9%	432	100.0%
	Total			4	0.6%	298	48.3%	315	51.1%	617	100.0%
Hathway	Rural			2	6.2%	19	59.5%	11	34.3%	32	100.0%
	Urban			6	8.0%	36	47.9%	33	44.1%	75	100.0%
	Total			8	7.5%	55	51.4%	44	41.1%	107	100.0%
TTSL	Rural			2	0.6%	181	56.6%	137	42.8%	320	100.0%
	Urban			5	0.7%	338	45.2%	404	54.1%	747	100.0%
	Total			7	0.7%	519	48.6%	541	50.7%	1067	100.0%
You Telecom	Rural			3	10.4%	17	58.3%	9	31.3%	29	100.0%
	Urban			7	10.4%	35	52.4%	25	37.2%	67	100.0%
	Total			10	10.4%	52	54.2%	34	35.4%	96	100.0%
Tikona	Rural			1	0.3%	199	62.2%	120	37.5%	320	100.0%
	Urban			5	0.7%	430	57.6%	312	41.8%	747	100.0%
	Total			6	0.6%	629	59.0%	432	40.5%	1067	100.0%
Total	Urban			25	1.4%	1100	60.6%	689	38.0%	1814	100.0%
	Rural			53	1.3%	2057	48.6%	2124	50.2%	4234	100.0%
	Total			78	1.3%	3157	52.2%	2813	46.5%	6048	100.0%

5(b). Please specify the reason(s) for your dissatisfaction.											
Service Provider		Difficult to read the bill		Calculation not clear		Item-wise charges like total minutes of usage not given		Total			
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	50.0%		0.0%	1	50.0%	2		100.0%	
	Urban	2	40.0%	1	20.0%	2	40.0%	5		100.0%	
	Total	3	42.9%	1	14.3%	3	42.9%	7		100.0%	
BSNL	Rural	7	58.3%	2	16.7%	3	25.0%	12		100.0%	
	Urban	14	77.8%	2	11.1%	2	11.1%	18		100.0%	
	Total	21	70.0%	4	13.3%	5	16.7%	30		100.0%	
Reliance Comm	Rural	1	50.0%		0.0%	1	50.0%	2		100.0%	
	Urban	2	50.0%	1	25.0%	1	25.0%	4		100.0%	
	Total	3	50.0%	1	16.7%	2	33.3%	6		100.0%	
Tata Comm	Rural	0	0.0%	1	100.0%		0.0%	1		100.0%	
	Urban	2	66.7%		0.0%	1	33.3%	3		100.0%	
	Total	2	50.0%	1	25.0%	1	25.0%	4		100.0%	
Hathway	Rural	2	100.0%		0.0%		0.0%	2		100.0%	
	Urban	4	66.7%	1	16.7%	1	16.7%	6		100.0%	
	Total	4	50.0%	3	37.5%	1	12.5%	8		100.0%	
TTSL	Rural	1	50.0%	1	50.0%		0.0%	2		100.0%	
	Urban	3	60.0%	1	20.0%	1	20.0%	5		100.0%	
	Total	4	57.1%	2	28.6%	1	14.3%	7		100.0%	
You Telecom	Rural	2	66.7%		0.0%	1	33.3%	3		100.0%	
	Urban	4	57.1%	3	42.9%		0.0%	7		100.0%	
	Total	6	60.0%	3	30.0%	1	10.0%	10		100.0%	



5(b). Please specify the reason(s) for your dissatisfaction.									
Service Provider		Difficult to read the bill		Calculation not clear		Item-wise charges like total minutes of usage not given		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
Tikona	Rural	0	0.0%	1	100.0%		0.0%	1	100.0%
	Urban	3	60.0%		0.0%	2	40.0%	5	100.0%
	Total	3	50.0%	1	16.7%	2	33.3%	6	100.0%
Total	Rural	14	56.0%	5	20.0%	6	24.0%	25	100.0%
	Urban	34	64.2%	9	17.0%	10	18.9%	53	100.0%
	Total	46	59.0%	16	20.5%	16	20.5%	78	100.0%

6(a) How satisfied are you with the accuracy/completeness of the bills?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural			8	2.5%	201	62.8%	111	34.7%	320	100.0%
	Urban			24	3.2%	458	61.3%	265	35.5%	747	100.0%
	Total			32	3.0%	659	61.8%	376	35.2%	1067	100.0%
BSNL	Rural			12	4.2%	177	61.5%	99	34.4%	288	100.0%
	Urban			14	2.1%	411	61.2%	247	36.8%	672	100.0%
	Total			26	2.7%	588	61.3%	346	36.0%	960	100.0%
Reliance Comm	Rural			5	1.6%	214	66.9%	101	31.6%	320	100.0%
	Urban			9	1.2%	481	64.4%	257	34.4%	747	100.0%
	Total			14	1.3%	695	65.1%	358	33.6%	1067	100.0%
Tata Comm	Rural			2	1.1%	122	66.0%	61	33.0%	185	100.0%
	Urban			15	3.5%	278	64.3%	139	32.2%	432	100.0%
	Total			17	2.8%	400	64.8%	200	32.4%	617	100.0%
Hathway	Rural			1	3.1%	17	53.3%	14	43.6%	32	100.0%
	Urban			2	2.7%	49	65.0%	24	32.3%	75	100.0%
	Total			3	2.8%	66	61.5%	38	35.7%	107	100.0%
TTSL	Rural			5	1.6%	201	62.8%	114	35.6%	320	100.0%
	Urban			25	3.3%	462	61.8%	260	34.8%	747	100.0%
	Total			30	2.8%	663	62.1%	374	35.1%	1067	100.0%
You Telecom	Rural			1	3.5%	17	58.1%	11	38.5%	29	100.0%
	Urban			3	4.5%	40	59.8%	24	35.7%	67	100.0%
	Total			4	4.2%	57	59.3%	35	36.5%	96	100.0%
Tikona	Rural			11	3.4%	200	62.5%	109	34.1%	320	100.0%
	Urban			24	3.2%	461	61.7%	262	35.1%	747	100.0%
	Total			35	3.3%	661	61.9%	371	34.8%	1067	100.0%
Total	Urban			45	2.5%	1149	63.3%	620	34.2%	1814	100.0%
	Rural			116	2.7%	2639	62.3%	1478	34.9%	4234	100.0%
	Total			161	2.7%	3789	62.6%	2098	34.7%	6048	100.0%

6(b). Please specify the reason(s) for your dissatisfaction.													
Service Provider		Charges not as per tariff plan subscribed		Tariff plan changed without information		Charged for value added services not subscribed		Charged for calls/services not made/used		Calculations are not clear		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	6	75.0%	1	12.5%	1	12.5%	0	0.0%	0	0.0%	8	100.0%
	Urban	15	62.5%	3	12.5%	4	16.7%	2	8.3%	0	0.0%	24	100.0%
	Total	21	65.6%	4	12.5%	5	15.6%	2	6.3%	0	0.0%	32	100.0%
BSNL	Rural	9	0.0%	1	0.0%	2	0.0%	0	0.0%	0	0.0%	12	100.0%
	Urban	5	0.0%	2	0.0%	4	0.0%	3	0.0%	0	0.0%	14	100.0%
	Total	14	0.0%	3	0.0%	6	0.0%	3	0.0%	0	0.0%	26	100.0%
Reliance Comm	Rural	3	60.0%	1	20.0%	1	20.0%	0	0.0%	0	0.0%	5	100.0%
	Urban	3	33.3%	2	22.2%	1	11.1%	3	33.3%	0	0.0%	9	100.0%
	Total	6	42.9%	3	21.4%	2	14.3%	3	21.4%	0	0.0%	14	100.0%
Tata Comm	Rural	0	0.0%	0	0.0%	1	50.0%	1	50.0%	0	0.0%	2	100.0%
	Urban	9	60.0%	1	6.7%	4	26.7%	1	6.7%	0	0.0%	15	100.0%
	Total	9	52.9%	1	5.9%	5	29.4%	2	11.8%	0	0.0%	17	100.0%
Sify	Rural	0	0.0%	1	100.0%		0.0%		0.0%	0	0.0%	1	100.0%



6(b). Please specify the reason(s) for your dissatisfaction.													
Service Provider		Charges not as per tariff plan subscribed		Tariff plan changed without information		Charged for value added services not subscribed		Charged for calls/services not made/used		Calculations are not clear		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
	Urban	1	50.0%	0	0.0%	1	50.0%	0	0.0%	0	0.0%	2	100.0%
	Total	1	33.3%	1	33.3%	1	33.3%	0	0.0%	0	0.0%	3	100.0%
Hathway	Rural	2	40.0%	1	20.0%	2	40.0%	0	0.0%	0	0.0%	5	100.0%
	Urban	12	48.0%	3	12.0%	6	24.0%	4	16.0%	0	0.0%	25	100.0%
	Total	14	46.7%	4	13.3%	8	26.7%	4	13.3%	0	0.0%	30	100.0%
TTSL	Rural	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
	Urban	2	66.7%	0	0.0%	1	33.3%	0	0.0%	0	0.0%	3	100.0%
	Total	3	75.0%	0	0.0%	1	25.0%	0	0.0%	0	0.0%	4	100.0%
You Telecom	Rural	7	63.6%	1	9.1%	1	9.1%	2	18.2%	0	0.0%	11	100.0%
	Urban	10	41.7%	3	12.5%	4	16.7%	7	29.2%	0	0.0%	24	100.0%
	Total	17	48.6%	4	11.4%	5	14.3%	9	25.7%	0	0.0%	35	100.0%
Tikona	Rural	28	62.2%	6	13.3%	8	17.8%	3	6.7%	0	0.0%	45	100.0%
	Urban	57	49.1%	14	12.1%	25	21.6%	20	17.2%	0	0.0%	116	100.0%
	Total	85	52.8%	20	12.4%	33	20.5%	23	14.3%	0	0.0%	161	100.0%
Total	Rural	6	75.0%	1	12.5%	1	12.5%	0	0.0%	0	0.0%	8	100.0%
	Urban	15	62.5%	3	12.5%	4	16.7%	2	8.3%	0	0.0%	24	100.0%
	Total	21	65.6%	4	12.5%	5	15.6%	2	6.3%	0	0.0%	32	100.0%

7. Have you made any billing related complaints in the last 6 months?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	54	16.9%	266	83.1%	320	100.0%
	Urban	231	30.9%	516	69.1%	747	100.0%
	Total	285	26.7%	782	73.3%	1067	100.0%
BSNL	Rural	43	14.9%	245	85.1%	288	100.0%
	Urban	212	31.5%	460	68.5%	672	100.0%
	Total	255	26.6%	705	73.4%	960	100.0%
Reliance Comm	Rural	56	17.5%	264	82.5%	320	100.0%
	Urban	217	29.1%	530	70.9%	747	100.0%
	Total	273	25.6%	794	74.4%	1067	100.0%
Tata Comm	Rural	41	22.2%	144	77.8%	185	100.0%
	Urban	168	38.9%	264	61.1%	432	100.0%
	Total	209	33.9%	408	66.1%	617	100.0%
Sify	Rural	11	34.3%	21	65.7%	32	100.0%
	Urban	29	38.7%	46	61.3%	75	100.0%
	Total	40	37.4%	67	62.6%	107	100.0%
Hathway	Rural	52	16.2%	268	83.8%	320	100.0%
	Urban	214	28.7%	533	71.3%	747	100.0%
	Total	266	24.9%	801	75.1%	1067	100.0%
TTSL	Rural	9	31.3%	20	68.8%	29	100.0%
	Urban	25	37.2%	42	62.8%	67	100.0%
	Total	34	35.4%	62	64.6%	96	100.0%
You Telecom	Rural	64	20.0%	256	80.0%	320	100.0%
	Urban	215	28.8%	532	71.2%	747	100.0%
	Total	279	26.1%	788	73.9%	1067	100.0%
Tikona	Rural	330	18.2%	1484	81.8%	1814	100.0%
	Urban	1311	31.0%	2923	69.0%	4234	100.0%
	Total	1641	27.1%	4407	72.9%	6048	100.0%
Total	Rural	54	16.9%	266	83.1%	320	100.0%
	Urban	231	30.9%	516	69.1%	747	100.0%
	Total	285	26.7%	782	73.3%	1067	100.0%



8. How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	4	7.4%	10	18.5%	38	70.4%	2	3.7%	54	100.0%
	Urban	12	5.2%	24	10.4%	77	33.3%	118	51.1%	231	100.0%
	Total	16	5.6%	34	11.9%	115	40.4%	120	42.1%	285	100.0%
BSNL	Rural	12	27.9%	21	48.8%	9	20.9%	1	2.3%	43	100.0%
	Urban		0.0%	6	2.8%	151	71.2%	55	25.9%	212	100.0%
	Total	12	4.7%	27	10.6%	160	62.7%	56	22.0%	255	100.0%
Reliance Comm	Rural	2	3.6%	6	10.7%	22	39.3%	26	46.4%	56	100.0%
	Urban	31	14.3%	51	23.5%	96	44.2%	39	18.0%	217	100.0%
	Total	33	12.1%	57	20.9%	118	43.2%	65	23.8%	273	100.0%
Tata Comm	Rural	3	7.3%	7	17.1%	20	48.8%	11	26.8%	41	100.0%
	Urban	8	4.8%	9	5.4%	76	45.2%	75	44.6%	168	100.0%
	Total	11	5.3%	16	7.7%	96	45.9%	86	41.1%	209	100.0%
Hathway	Rural	1	9.1%	3	27.3%	6	54.5%	1	9.1%	11	100.0%
	Urban	2	6.9%	3	10.3%	7	24.1%	17	58.6%	29	100.0%
	Total	3	7.5%	6	15.0%	13	32.5%	18	45.0%	40	100.0%
TTSL	Rural	6	11.5%	12	23.1%	13	25.0%	21	40.4%	52	100.0%
	Urban	21	9.8%	29	13.6%	43	20.1%	121	56.5%	214	100.0%
	Total	27	10.2%	41	15.4%	56	21.1%	142	53.4%	266	100.0%
You Telecom	Rural	1	11.1%	4	44.4%	3	33.3%	1	11.1%	9	100.0%
	Urban	3	12.0%	6	24.0%	14	56.0%	2	8.0%	25	100.0%
	Total	4	11.8%	10	29.4%	17	50.0%	3	8.8%	34	100.0%
Tikona	Rural	2	3.1%	5	7.8%	37	57.8%	20	31.3%	64	100.0%
	Urban	14	6.5%	31	14.4%	103	47.9%	67	31.2%	215	100.0%
	Total	16	5.7%	36	12.9%	140	50.2%	87	31.2%	279	100.0%
Total	Urban	31	9.4%	68	20.6%	148	44.8%	83	25.2%	330	100.0%
	Rural	91	6.9%	159	12.1%	567	43.2%	494	37.7%	1311	100.0%
	Total	122	7.4%	227	13.8%	715	43.6%	577	35.2%	1641	100.0%

B. BILLING RELATED-PREPAID

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
BSNL	Rural	0	0.2%	1	3.1%	12	17.8%	19	78.8%	32	100.0%
	Urban	1	1.4%	4	3.5%	13	16.2%	57	78.9%	75	100.0%
	Total	1	0.8%	5	3.3%	25	17.0%	76	78.9%	107	100.0%
Tata Comm	Rural	2	1.0%	5	3.5%	76	14.4%	52	81.1%	135	100.0%
	Urban	7	1.6%	14	3.2%	87	12.0%	207	83.1%	315	100.0%
	Total	9	1.3%	19	3.3%	163	13.1%	259	82.2%	450	100.0%
Sify	Rural	2	0.8%	10	3.7%	30	16.8%	278	78.7%	320	100.0%
	Urban	8	0.4%	17	2.9%	123	17.2%	599	79.5%	747	100.0%
	Total	10	0.6%	27	3.2%	153	17.1%	877	79.2%	1067	100.0%
Hathway	Rural	2	0.5%	8	4.0%	117	15.4%	161	80.1%	288	100.0%
	Urban	8	1.1%	21	4.0%	62	18.4%	581	76.5%	672	100.0%
	Total	10	0.9%	29	4.0%	179	17.8%	742	77.3%	960	100.0%
You Telecom	Rural	3	1.1%	11	3.9%	81	13.6%	358	81.4%	291	100.0%
	Urban	8	0.8%	18	3.2%	219	14.1%	435	81.9%	680	100.0%
	Total	11	0.9%	29	3.5%	138	13.9%	793	81.7%	971	100.0%
Total	Rural	9	0.8%	35	3.3%	155	14.5%	868	81.4%	1067	100.0%
	Urban	32	1.3%	74	3.0%	504	20.2%	1879	75.5%	2489	100.0%
	Total	41	1.2%	109	3.1%	658	18.5%	2747	77.3%	3555	100.0%



9(b). Please specify the reason(s) for your dissatisfaction.											
Service Provider		Charges not as per tariff plan subscribed		Tariff plan changed without information		Charged for value added services not subscribed		Charged for calls/services not used		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
BSNL	Rural	1	100.0%	-1	-100.0%	0	0.0%	1	100.0%	1	100.0%
	Urban	1	20.0%	1	20.0%	1	20.0%	2	40.0%	5	100.0%
	Total	2	33.3%	0	0.0%	1	16.7%	3	50.0%	6	100.0%
Tata Comm	Rural	1	14.3%	4	57.1%	0	0.0%	2	28.6%	7	100.0%
	Urban	3	14.3%	12	57.1%	1	4.8%	5	23.8%	21	100.0%
	Total	4	14.3%	16	57.1%	1	3.6%	7	25.0%	28	100.0%
Sify	Rural	2	16.7%	4	33.3%	2	16.7%	4	33.3%	12	100.0%
	Urban	4	16.0%	13	52.0%	3	12.0%	5	20.0%	25	100.0%
	Total	6	16.2%	17	45.9%	5	13.5%	9	24.3%	37	100.0%
Hathway	Rural	1	10.0%	5	50.0%	0	0.0%	4	40.0%	10	100.0%
	Urban	5	17.2%	13	44.8%	3	10.3%	8	27.6%	29	100.0%
	Total	6	15.4%	18	46.2%	3	7.7%	12	30.8%	39	100.0%
You Telecom	Rural	1	7.1%	8	57.1%	2	14.3%	3	21.4%	14	100.0%
	Urban	3	11.5%	10	38.5%	6	23.1%	7	26.9%	26	100.0%
	Total	4	10.0%	18	45.0%	8	20.0%	10	25.0%	40	100.0%
Total	Rural	6	13.6%	20	45.5%	4	9.1%	14	31.8%	44	100.0%
	Urban	16	15.1%	49	46.2%	14	13.2%	27	25.5%	106	100.0%
	Total	22	14.7%	69	46.0%	18	12.0%	41	27.3%	150	100.0%

9(c). Have you made any complaint related to charging/credit/ waiver/ validity/ adjustments in the last 6 months?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
BSNL	Rural	15	46.7%	17	53.3%	32	100.0%
	Urban	32	42.7%	43	57.3%	75	100.0%
	Total	47	43.9%	60	56.1%	107	100.0%
Tata Comm	Rural	46	34.1%	89	65.9%	135	100.0%
	Urban	132	41.9%	183	58.1%	315	100.0%
	Total	178	39.6%	272	60.4%	450	100.0%
Sify	Rural	117	36.6%	203	63.4%	320	100.0%
	Urban	228	30.5%	519	69.5%	747	100.0%
	Total	345	32.3%	722	67.7%	1067	100.0%
Hathway	Rural	97	33.7%	191	66.3%	288	100.0%
	Urban	229	34.1%	443	65.9%	672	100.0%
	Total	326	34.0%	634	66.0%	960	100.0%
You Telecom	Rural	93	31.9%	198	68.1%	291	100.0%
	Urban	215	31.6%	465	68.4%	680	100.0%
	Total	308	31.7%	663	68.3%	971	100.0%
Total	Rural	368	34.5%	699	65.5%	1067	100.0%
	Urban	836	33.6%	1653	66.4%	2489	100.0%
	Total	1204	33.9%	2351	66.1%	3555	100.0%

9(d). How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
BSNL	Rural	0	2.7%	1	8.7%	12	28.9%	2	59.7%	15	100.0%
	Urban	0	0.6%	1	10.9%	14	15.2%	17	73.3%	32	100.0%
	Total	0	1.6%	2	9.9%	26	21.7%	19	66.9%	47	100.0%
Tata Comm	Rural	1	0.0%	4	32.0%	31	28.0%	10	40.0%	46	100.0%
	Urban	4	0.0%	8	35.1%	102	16.2%	18	48.6%	132	100.0%
	Total	5	0.0%	12	33.9%	133	21.0%	28	45.2%	178	100.0%
Sify	Rural	3	0.0%	7	14.5%	79	40.3%	28	45.2%	117	100.0%
	Urban	8	0.6%	17	15.1%	107	28.5%	96	55.8%	228	100.0%
	Total	11	0.4%	24	15.0%	186	31.6%	124	53.0%	345	100.0%
Hathway	Rural	1	0.0%	4	12.0%	68	40.0%	24	48.0%	97	100.0%



9(d). How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
You Telecom	Urban	5	1.9%	17	8.0%	80	30.5%	127	59.6%	229	100.0%
	Total	6	1.5%	21	8.7%	148	32.3%	151	57.4%	326	100.0%
	Rural	3	2.8%	11	19.8%	11	13.2%	68	64.2%	93	100.0%
	Urban	3	2.4%	30	24.0%	109	15.2%	73	58.4%	215	100.0%
	Total	6	2.6%	41	22.1%	120	14.3%	141	61.0%	308	100.0%
Total	Rural	8	2.2%	27	7.3%	201	54.6%	132	35.9%	368	100.0%
	Urban	20	2.4%	73	8.7%	412	49.3%	331	39.6%	836	100.0%
	Total	28	2.3%	100	8.3%	613	50.9%	463	38.5%	1204	100.0%

C. HELP SERVICES CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	51	15.9%	269	84.1%	320	100.0%
	Urban	140	18.7%	607	81.3%	747	100.0%
	Total	191	17.9%	876	82.1%	1067	100.0%
BSNL	Rural	56	17.5%	264	82.5%	320	100.0%
	Urban	151	20.2%	596	79.8%	747	100.0%
	Total	207	19.4%	860	80.6%	1067	100.0%
Reliance Comm	Rural	61	19.1%	259	80.9%	320	100.0%
	Urban	156	20.9%	591	79.1%	747	100.0%
	Total	217	20.3%	850	79.7%	1067	100.0%
Tata Comm	Rural	53	16.6%	267	83.4%	320	100.0%
	Urban	146	19.5%	601	80.5%	747	100.0%
	Total	199	18.7%	868	81.3%	1067	100.0%
Sify	Rural	56	17.5%	264	82.5%	320	100.0%
	Urban	149	19.9%	598	80.1%	747	100.0%
	Total	205	19.2%	862	80.8%	1067	100.0%
Hathway	Rural	54	16.9%	266	83.1%	320	100.0%
	Urban	147	19.7%	600	80.3%	747	100.0%
	Total	201	18.8%	866	81.2%	1067	100.0%
TTSL	Rural	49	15.3%	271	84.7%	320	100.0%
	Urban	131	17.5%	616	82.5%	747	100.0%
	Total	180	16.9%	887	83.1%	1067	100.0%
You Telecom	Rural	59	18.4%	261	81.6%	320	100.0%
	Urban	142	19.0%	605	81.0%	747	100.0%
	Total	201	18.8%	866	81.2%	1067	100.0%
Tikona	Rural	48	15.0%	272	85.0%	320	100.0%
	Urban	119	15.9%	628	84.1%	747	100.0%
	Total	167	15.7%	900	84.3%	1067	100.0%
Total	Rural	487	16.9%	2393	83.1%	2880	100.0%
	Urban	1281	19.1%	5442	80.9%	6723	100.0%
	Total	1768	18.4%	7835	81.6%	9603	100.0%

11(a). How satisfied are you with the ease of access of call centre/customer care or helpline?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural		0.0%	3	5.9%	42	82.4%	6	11.8%	51	100.0%
	Urban		0.0%	12	8.6%	100	71.4%	28	20.0%	140	100.0%
	Total	0	0.0%	15	7.9%	142	74.3%	34	17.8%	191	100.0%
BSNL	Rural	0	0.0%	0	0.0%	33	58.9%	23	41.1%	56	100.0%
	Urban	0	0.0%	1	0.7%	70	46.4%	80	53.0%	151	100.0%
	Total	0	0.0%	1	0.5%	103	49.8%	103	49.8%	207	100.0%
Reliance Comm	Rural	2	3.3%	6	9.8%	47	77.0%	6	9.8%	61	100.0%
	Urban	7	4.5%	18	11.5%	93	59.6%	38	24.4%	156	100.0%
	Total	9	4.1%	24	11.1%	140	64.5%	44	20.3%	217	100.0%



11(a). How satisfied are you with the ease of access of call centre/customer care or helpline?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Tata Comm	Rural	0	0.0%	1	1.9%	25	47.2%	27	50.9%	53	100.0%
	Urban	4	2.7%	5	3.4%	103	70.5%	34	23.3%	146	100.0%
	Total	4	2.0%	6	3.0%	128	64.3%	61	30.7%	199	100.0%
Sify	Rural	0	0.0%	1	1.8%	14	25.0%	41	73.2%	56	100.0%
	Urban	1	0.7%	1	0.7%	35	23.5%	112	75.2%	149	100.0%
	Total	1	0.5%	2	1.0%	49	23.9%	153	74.6%	205	100.0%
Hathway	Rural	0	0.0%	0	0.0%	24	44.4%	30	55.6%	54	100.0%
	Urban	1	0.7%	1	0.7%	30	20.4%	115	78.2%	147	100.0%
	Total	1	0.5%	1	0.5%	54	26.9%	145	72.1%	201	100.0%
TTSL	Rural	2	4.1%	6	12.2%	34	69.4%	7	14.3%	49	100.0%
	Urban	6	4.6%	14	10.7%	78	59.5%	33	25.2%	131	100.0%
	Total	8	4.4%	20	11.1%	112	62.2%	40	22.2%	180	100.0%
You Telecom	Rural	1	1.7%	1	1.7%	7	11.9%	50	84.7%	59	100.0%
	Urban	3	2.1%	2	1.4%	77	54.2%	60	42.3%	142	100.0%
	Total	4	2.0%	3	1.5%	84	41.8%	110	54.7%	201	100.0%
Tikona	Rural	2	4.2%	5	10.4%	33	68.8%	8	16.7%	48	100.0%
	Urban	3	2.5%	7	5.9%	81	68.1%	28	23.5%	119	100.0%
	Total	5	3.0%	12	7.2%	114	68.3%	36	21.6%	167	100.0%
Total	Rural	7	1.4%	23	4.7%	259	53.2%	198	40.7%	487	100.0%
	Urban	25	2.0%	61	4.8%	667	52.1%	528	41.2%	1281	100.0%
	Total	32	1.8%	84	4.8%	926	52.4%	726	41.1%	1768	100.0%

11(b). How satisfied are you with the ease of getting an option for “talking to a customer care executive”?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural			4	7.8%	42	82.4%	5	9.8%	51	100.0%
	Urban			12	8.6%	105	75.0%	23	16.4%	140	100.0%
	Total			16	8.4%	147	77.0%	28	14.7%	191	100.0%
BSNL	Rural			1	1.8%	8	14.3%	47	83.9%	56	100.0%
	Urban			2	1.3%	76	50.3%	73	48.3%	151	100.0%
	Total			3	1.4%	84	40.6%	120	58.0%	207	100.0%
Reliance Comm	Rural			5	8.2%	52	85.2%	4	6.6%	61	100.0%
	Urban			12	7.7%	70	44.9%	74	47.4%	156	100.0%
	Total			17	7.8%	122	56.2%	78	35.9%	217	100.0%
Tata Comm	Rural			1	1.9%	24	45.3%	28	52.8%	53	100.0%
	Urban			12	8.2%	92	63.0%	42	28.8%	146	100.0%
	Total			13	6.5%	116	58.3%	70	35.2%	199	100.0%
Sify	Rural			1	1.8%	32	57.1%	23	41.1%	56	100.0%
	Urban			2	1.3%	92	61.7%	55	36.9%	149	100.0%
	Total			3	1.5%	124	60.5%	78	38.0%	205	100.0%
Hathway	Rural			0	0.0%	27	50.0%	27	50.0%	54	100.0%
	Urban			11	7.5%	57	38.8%	79	53.7%	147	100.0%
	Total			11	5.5%	84	41.8%	106	52.7%	201	100.0%
TTSL	Rural			5	10.2%	35	71.4%	9	18.4%	49	100.0%
	Urban			15	11.5%	84	64.1%	32	24.4%	131	100.0%
	Total			20	11.1%	119	66.1%	41	22.8%	180	100.0%
You Telecom	Rural			2	3.4%	2	3.4%	55	93.2%	59	100.0%
	Urban			5	3.5%	85	59.9%	52	36.6%	142	100.0%
	Total			7	3.5%	87	43.3%	107	53.2%	201	100.0%
Tikona	Rural			3	6.3%	43	89.6%	2	4.2%	48	100.0%
	Urban			9	7.6%	91	76.5%	19	16.0%	119	100.0%
	Total			12	7.2%	134	80.2%	21	12.6%	167	100.0%
Total	Rural			22	4.5%	265	54.4%	200	41.1%	487	100.0%
	Urban			80	6.2%	752	58.7%	449	35.1%	1281	100.0%
	Total			102	5.8%	1017	57.5%	649	36.7%	1768	100.0%



12. How satisfied are you with the response time taken to answer your call by a customer care executive?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural			4	7.8%	44	86.3%	3	5.9%	51	100.0%
	Urban			9	6.4%	109	77.9%	22	15.7%	140	100.0%
	Total			13	6.8%	153	80.1%	25	13.1%	191	100.0%
BSNL	Rural			0	0.0%	-6	-10.7%	62	110.7%	56	100.0%
	Urban			1	0.7%	74	49.0%	76	50.3%	151	100.0%
	Total			1	0.5%	68	32.9%	138	66.7%	207	100.0%
Reliance Comm	Rural			4	6.6%	55	90.2%	2	3.3%	61	100.0%
	Urban			12	7.7%	66	42.3%	78	50.0%	156	100.0%
	Total			16	7.4%	121	55.8%	80	36.9%	217	100.0%
Tata Comm	Rural			2	3.8%	29	54.7%	22	41.5%	53	100.0%
	Urban			8	5.5%	90	61.6%	48	32.9%	146	100.0%
	Total			10	5.0%	119	59.8%	70	35.2%	199	100.0%
Sify	Rural			1	1.8%	23	41.1%	32	57.1%	56	100.0%
	Urban			2	1.3%	75	50.3%	72	48.3%	149	100.0%
	Total			3	1.5%	98	47.8%	104	50.7%	205	100.0%
Hathway	Rural			1	1.9%	24	44.4%	29	53.7%	54	100.0%
	Urban			1	0.7%	46	31.3%	100	68.0%	147	100.0%
	Total			2	1.0%	70	34.8%	129	64.2%	201	100.0%
TTSL	Rural			6	12.2%	37	75.5%	6	12.2%	49	100.0%
	Urban			18	13.7%	71	54.2%	42	32.1%	131	100.0%
	Total			24	13.3%	108	60.0%	48	26.7%	180	100.0%
You Telecom	Rural			1	1.7%	-1	-1.7%	59	100.0%	59	100.0%
	Urban			2	1.4%	76	53.5%	64	45.1%	142	100.0%
	Total			3	1.5%	75	37.3%	123	61.2%	201	100.0%
Tikona	Rural			1	2.1%	45	93.8%	2	4.2%	48	100.0%
	Urban			12	10.1%	73	61.3%	34	28.6%	119	100.0%
	Total			13	7.8%	118	70.7%	36	21.6%	167	100.0%
Total	Rural			20	4.1%	250	51.3%	217	44.6%	487	100.0%
	Urban			65	5.1%	680	53.1%	536	41.8%	1281	100.0%
	Total			85	4.8%	930	52.6%	753	42.6%	1768	100.0%

13. How satisfied are you with the problem solving ability of the customer care executive(s)?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural		0.0%	3	5.9%	42	82.4%	6	11.8%	51	100.0%
	Urban		0.0%	8	5.7%	80	57.1%	52	37.1%	140	100.0%
	Total		0.0%	11	5.8%	122	63.9%	58	30.4%	191	100.0%
BSNL	Rural		0.0%	0	0.0%	33	58.9%	23	41.1%	56	100.0%
	Urban		0.0%	2	1.3%	74	49.0%	75	49.7%	151	100.0%
	Total		0.0%	2	1.0%	107	51.7%	98	47.3%	207	100.0%
Reliance Comm	Rural		0.0%	4	6.6%	51	83.6%	6	9.8%	61	100.0%
	Urban		0.0%	14	9.0%	56	35.9%	86	55.1%	156	100.0%
	Total		0.0%	18	8.3%	107	49.3%	92	42.4%	217	100.0%
Tata Comm	Rural	0	0.0%	0	0.0%	27	50.9%	26	49.1%	53	100.0%
	Urban	4	2.7%	12	8.2%	72	49.3%	58	39.7%	146	100.0%
	Total	2	1.0%	12	6.0%	101	50.8%	84	42.2%	199	100.0%
Sify	Rural		0.0%	1	1.8%	34	60.7%	21	37.5%	56	100.0%
	Urban		0.0%	1	0.7%	31	20.8%	117	78.5%	149	100.0%
	Total		0.0%	2	1.0%	65	31.7%	138	67.3%	205	100.0%
Hathway	Rural		0.0%	1	1.9%	16	29.6%	37	68.5%	54	100.0%
	Urban		0.0%	2	1.4%	6	4.1%	139	94.6%	147	100.0%
	Total		0.0%	3	1.5%	22	10.9%	176	87.6%	201	100.0%
TTSL	Rural	0	0.0%	4	8.2%	36	73.5%	9	18.4%	49	100.0%
	Urban	5	3.8%	12	9.2%	47	35.9%	67	51.1%	131	100.0%
	Total	5	2.8%	16	8.9%	83	46.1%	76	42.2%	180	100.0%
You Telecom	Rural		0.0%	1	1.7%	4	6.8%	54	91.5%	59	100.0%
	Urban		0.0%	2	1.4%	68	47.9%	72	50.7%	142	100.0%
	Total		0.0%	3	1.5%	72	35.8%	126	62.7%	201	100.0%



13. How satisfied are you with the problem solving ability of the customer care executive(s)?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Tikona	Rural	0	0.0%	1	2.1%	38	79.2%	9	18.8%	48	100.0%
	Urban	5	4.2%	12	10.1%	42	35.3%	60	50.4%	119	100.0%
	Total	6	3.6%	13	7.8%	79	47.3%	69	41.3%	167	100.0%
Total	Rural	0	0.0%	15	3.1%	188	38.6%	284	58.3%	487	100.0%
	Urban	14	1.1%	65	5.1%	451	35.2%	751	58.6%	1281	100.0%
	Total	13	0.7%	80	4.5%	667	37.7%	1008	57.0%	1768	100.0%

14. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	4	7.8%	8	15.7%	34	66.7%	5	9.8%	51	100.0%
	Urban	5	3.6%	12	8.6%	67	47.9%	56	40.0%	140	100.0%
	Total	9	4.7%	20	10.5%	101	52.9%	61	31.9%	191	100.0%
BSNL	Rural	0	0.0%	1	1.8%	32	57.1%	23	41.1%	56	100.0%
	Urban	0	0.0%	1	0.7%	59	39.1%	91	60.3%	151	100.0%
	Total	0	0.0%	2	1.0%	91	44.0%	114	55.1%	207	100.0%
Reliance Comm	Rural	4	6.6%	6	9.8%	48	78.7%	3	4.9%	61	100.0%
	Urban	9	5.8%	24	15.4%	24	15.4%	99	63.5%	156	100.0%
	Total	13	6.0%	30	13.8%	72	33.2%	102	47.0%	217	100.0%
Tata Comm	Rural	0	0.0%	1	1.9%	23	43.4%	29	54.7%	53	100.0%
	Urban	9	6.2%	16	11.0%	62	42.5%	59	40.4%	146	100.0%
	Total	9	4.5%	17	8.5%	85	42.7%	88	44.2%	199	100.0%
Sify	Rural	0	0.0%	0	0.0%	11	19.6%	45	80.4%	56	100.0%
	Urban	0	0.0%	1	0.7%	50	33.6%	98	65.8%	149	100.0%
	Total	0	0.0%	1	0.5%	61	29.8%	143	69.8%	205	100.0%
Hathway	Rural	0	0.0%	0	0.0%	19	35.2%	35	64.8%	54	100.0%
	Urban	0	0.0%	1	0.7%	18	12.2%	128	87.1%	147	100.0%
	Total	0	0.0%	1	0.5%	37	18.4%	163	81.1%	201	100.0%
TTSL	Rural	2	4.1%	6	12.2%	33	67.3%	8	16.3%	49	100.0%
	Urban	3	2.3%	7	5.3%	64	48.9%	57	43.5%	131	100.0%
	Total	5	2.8%	13	7.2%	97	53.9%	65	36.1%	180	100.0%
You Telecom	Rural	0	0.0%	0	0.0%	35	59.3%	24	40.7%	59	100.0%
	Urban	0	0.0%	2	1.4%	74	52.1%	66	46.5%	142	100.0%
	Total	0	0.0%	2	1.0%	109	54.2%	90	44.8%	201	100.0%
Tikona	Rural	0	0.0%	1	2.1%	42	87.5%	5	10.4%	48	100.0%
	Urban	6	5.0%	11	9.2%	49	41.2%	53	44.5%	119	100.0%
	Total	6	3.6%	12	7.2%	91	54.5%	58	34.7%	167	100.0%
Total	Rural	10	2.1%	23	4.7%	277	56.9%	177	36.3%	487	100.0%
	Urban	32	2.5%	75	5.9%	467	36.5%	707	55.2%	1281	100.0%
	Total	42	2.4%	98	5.5%	744	42.1%	884	50.0%	1768	100.0%

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

15. How satisfied are you with the speed of Broadband connection?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	0	0.0%	24	7.5%	223	69.7%	73	22.8%	320	100.0%
	Urban	0	0.0%	67	9.0%	199	26.6%	481	64.4%	747	100.0%
	Total	0	0.0%	91	8.5%	422	39.6%	554	51.9%	1067	100.0%
BSNL	Rural	3	0.9%	44	13.8%	152	47.5%	121	37.8%	320	100.0%
	Urban	4	0.5%	31	4.1%	223	29.9%	489	65.5%	747	100.0%
	Total	7	0.7%	75	7.0%	375	35.1%	610	57.2%	1067	100.0%
Reliance Comm	Rural	9	2.8%	24	7.5%	231	72.2%	56	17.5%	320	100.0%
	Urban	11	1.5%	43	5.8%	226	30.3%	467	62.5%	747	100.0%
	Total	20	1.9%	67	6.3%	457	42.8%	523	49.0%	1067	100.0%
Tata Comm	Rural	2	0.6%	27	8.4%	98	30.6%	193	60.3%	320	100.0%
	Urban	5	0.7%	78	10.4%	45	6.0%	619	82.9%	747	100.0%
	Total	7	0.7%	105	9.8%	143	13.4%	812	76.1%	1067	100.0%



15. How satisfied are you with the speed of Broadband connection?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Sify	Rural	4	1.3%	51	15.9%	34	10.6%	231	72.2%	320	100.0%
	Urban	9	1.2%	50	6.7%	225	30.1%	463	62.0%	747	100.0%
	Total	13	1.2%	101	9.5%	259	24.3%	694	65.0%	1067	100.0%
Hathway	Rural	8	2.5%	31	9.7%	129	40.3%	152	47.5%	320	100.0%
	Urban	15	2.0%	56	7.5%	85	11.4%	591	79.1%	747	100.0%
	Total	23	2.2%	87	8.2%	214	20.1%	743	69.6%	1067	100.0%
TTSL	Rural	6	1.9%	45	14.1%	228	71.3%	41	12.8%	320	100.0%
	Urban	8	1.1%	77	10.3%	160	21.4%	502	67.2%	747	100.0%
	Total	14	1.3%	122	11.4%	388	36.4%	543	50.9%	1067	100.0%
You Telecom	Rural	5	1.6%	53	16.6%	-36	-11.3%	298	93.1%	320	100.0%
	Urban	11	1.5%	37	5.0%	227	30.4%	472	63.2%	747	100.0%
	Total	16	1.5%	90	8.4%	191	17.9%	770	72.2%	1067	100.0%
Tikona	Rural	2	0.6%	37	11.6%	217	67.8%	64	20.0%	320	100.0%
	Urban	10	1.3%	83	11.1%	58	7.8%	596	79.8%	747	100.0%
	Total	12	1.1%	120	11.2%	275	25.8%	660	61.9%	1067	100.0%
Total	Rural	39	1.4%	336	11.7%	1276	44.3%	1229	42.7%	2880	100.0%
	Urban	73	1.1%	522	7.8%	1448	21.5%	4680	69.6%	6723	100.0%
	Total	112	1.2%	858	8.9%	2724	28.4%	5909	61.5%	9603	100.0%

16. How satisfied are you with the amount of time for which service is up and working?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	6	1.8%	29	7.0%	261	49.1%	24	42.1%	320	100.0%
	Urban	7	0.7%	34	5.4%	183	42.1%	523	51.7%	747	100.0%
	Total	13	0.7%	63	5.5%	444	42.5%	547	51.2%	1067	100.0%
BSNL	Rural	3	0.7%	41	13.5%	98	20.6%	178	65.2%	320	100.0%
	Urban	4	0.6%	27	4.1%	221	15.1%	495	80.2%	747	100.0%
	Total	7	0.7%	68	8.1%	319	17.4%	673	73.9%	1067	100.0%
Reliance Comm	Rural	12	1.3%	52	15.4%	211	25.6%	45	57.7%	320	100.0%
	Urban	14	3.3%	89	9.1%	292	52.0%	352	35.6%	747	100.0%
	Total	26	3.2%	141	9.6%	503	50.1%	397	37.2%	1067	100.0%
Tata Comm	Rural	2	0.8%	26	10.5%	104	15.6%	188	73.2%	320	100.0%
	Urban	7	0.9%	73	9.2%	131	23.9%	536	66.0%	747	100.0%
	Total	9	0.8%	99	9.5%	235	21.9%	724	67.7%	1067	100.0%
Sify	Rural	9	2.6%	39	12.6%	107	15.0%	165	69.7%	320	100.0%
	Urban	15	2.2%	32	4.8%	175	16.6%	525	76.4%	747	100.0%
	Total	24	2.3%	71	7.6%	282	16.0%	690	74.0%	1067	100.0%
Hathway	Rural	4	0.4%	24	11.7%	156	26.9%	136	61.0%	320	100.0%
	Urban	8	0.1%	68	9.2%	62	18.5%	609	72.2%	747	100.0%
	Total	12	0.2%	92	9.7%	218	20.2%	745	69.8%	1067	100.0%
TTSL	Rural	14	4.3%	42	13.0%	246	56.5%	18	26.1%	320	100.0%
	Urban	28	2.0%	125	13.9%	102	34.8%	492	49.2%	747	100.0%
	Total	42	2.2%	167	13.9%	348	36.2%	510	47.8%	1067	100.0%
You Telecom	Rural	12	0.7%	41	17.0%	141	11.4%	126	70.9%	320	100.0%
	Urban	18	1.1%	27	5.9%	221	16.3%	481	76.7%	747	100.0%
	Total	30	0.9%	68	10.5%	362	14.2%	607	74.3%	1067	100.0%
Tikona	Rural	14	0.0%	28	14.4%	223	32.7%	55	52.9%	320	100.0%
	Urban	36	1.7%	123	14.8%	77	30.4%	511	53.1%	747	100.0%
	Total	50	1.5%	151	14.8%	300	30.6%	566	53.0%	1067	100.0%
Total	Rural	76	2.6%	322	11.2%	1547	53.7%	935	32.5%	2880	100.0%
	Urban	137	2.0%	598	8.9%	1464	21.8%	4524	67.3%	6723	100.0%
	Total	213	2.2%	920	9.6%	3011	31.4%	5459	56.8%	9603	100.0%



E. MAINTAINABILITY (FAULT REPAIR)

17. How often do you face a problem with your Broadband connection?											
Service Provider		Very frequently		Frequently		Occasionally		Never		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	0.3%	14	4.4%	181	56.6%	124	38.8%	320	100.0%
	Urban	4	0.5%	44	5.9%	289	38.7%	410	54.9%	747	100.0%
	Total	5	0.5%	58	5.4%	470	44.0%	534	50.0%	1067	100.0%
BSNL	Rural	2	0.6%	15	4.7%	158	49.4%	145	45.3%	320	100.0%
	Urban	7	0.9%	31	4.1%	292	39.1%	417	55.8%	747	100.0%
	Total	9	0.8%	46	4.3%	450	42.2%	562	52.7%	1067	100.0%
Reliance Comm	Rural	1	0.3%	15	4.7%	192	60.0%	112	35.0%	320	100.0%
	Urban	6	0.8%	37	5.0%	266	35.6%	438	58.6%	747	100.0%
	Total	7	0.7%	52	4.9%	458	42.9%	550	51.5%	1067	100.0%
Tata Comm	Rural	2	0.6%	15	4.7%	154	48.1%	149	46.6%	320	100.0%
	Urban	9	1.2%	32	4.3%	277	37.1%	429	57.4%	747	100.0%
	Total	11	1.0%	47	4.4%	431	40.4%	578	54.2%	1067	100.0%
Sify	Rural	4	1.3%	14	4.4%	124	38.8%	178	55.6%	320	100.0%
	Urban	7	0.9%	31	4.1%	241	32.3%	468	62.7%	747	100.0%
	Total	11	1.0%	45	4.2%	365	34.2%	646	60.5%	1067	100.0%
Hathway	Rural	2	0.6%	15	4.7%	136	42.5%	167	52.2%	320	100.0%
	Urban	8	1.1%	34	4.6%	227	30.4%	478	64.0%	747	100.0%
	Total	10	0.9%	49	4.6%	363	34.0%	645	60.4%	1067	100.0%
TTSL	Rural	3	0.9%	18	5.6%	168	52.5%	131	40.9%	320	100.0%
	Urban	7	0.9%	41	5.5%	218	29.2%	481	64.4%	747	100.0%
	Total	10	0.9%	59	5.5%	386	36.2%	612	57.4%	1067	100.0%
You Telecom	Rural	4	1.3%	14	4.4%	167	52.2%	135	42.2%	320	100.0%
	Urban	14	1.9%	28	3.7%	266	35.6%	439	58.8%	747	100.0%
	Total	18	1.7%	42	3.9%	433	40.6%	574	53.8%	1067	100.0%
Tikona	Rural	1	0.3%	17	5.3%	135	42.2%	167	52.2%	320	100.0%
	Urban	7	0.9%	41	5.5%	238	31.9%	461	61.7%	747	100.0%
	Total	8	0.7%	58	5.4%	481	45.1%	520	48.7%	1067	100.0%
Total	Rural	20	0.7%	137	4.8%	1415	49.1%	1308	45.4%	2880	100.0%
	Urban	69	1.0%	319	4.7%	2314	34.4%	4021	59.8%	6723	100.0%
	Total	89	0.9%	456	4.7%	3729	38.8%	5329	55.5%	9603	100.0%

18. What was the broadband connection problem faced by you in last 6 months related to, please specify?							
Service Provider		Problem was related to my computer hardware/ software		Problem was related to the broadband connection & modem provided by service provider		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	7	46.7%	8	53.3%	15	100.0%
	Urban	22	45.8%	26	54.2%	48	100.0%
	Total	29	46.0%	34	54.0%	63	100.0%
BSNL	Rural	8	47.1%	9	52.9%	17	100.0%
	Urban	17	44.7%	21	55.3%	38	100.0%
	Total	25	45.5%	30	54.5%	55	100.0%
Reliance Comm	Rural	7	43.8%	9	56.3%	16	100.0%
	Urban	19	44.2%	24	55.8%	43	100.0%
	Total	26	44.1%	33	55.9%	59	100.0%
Tata Comm	Rural	7	41.2%	10	58.8%	17	100.0%
	Urban	18	43.9%	23	56.1%	41	100.0%
	Total	25	43.1%	33	56.9%	58	100.0%
Sify	Rural	8	44.4%	10	55.6%	18	100.0%
	Urban	18	47.4%	20	52.6%	38	100.0%
	Total	26	46.4%	30	53.6%	56	100.0%
Hathway	Rural	7	41.2%	10	58.8%	17	100.0%
	Urban	17	40.5%	25	59.5%	42	100.0%
	Total	24	40.7%	35	59.3%	59	100.0%
TTSL	Rural	9	42.9%	12	57.1%	21	100.0%



18. What was the broadband connection problem faced by you in last 6 months related to, please specify?							
Service Provider		Problem was related to my computer hardware/ software		Problem was related to the broadband connection & modem provided by service provider		Total	
		Count	%age	Count	%age	Count	%age
You Telecom	Urban	21	43.8%	27	56.3%	48	100.0%
	Total	30	43.5%	39	56.5%	69	100.0%
	Rural	8	44.4%	10	55.6%	18	100.0%
	Urban	19	45.2%	23	54.8%	42	100.0%
Tikona	Total	27	45.0%	33	55.0%	60	100.0%
	Rural	8	44.4%	10	55.6%	18	100.0%
	Urban	20	41.7%	28	58.3%	48	100.0%
	Total	28	42.4%	38	57.6%	66	100.0%
Total	Rural	69	43.9%	88	56.1%	157	100.0%
	Urban	171	44.1%	217	55.9%	388	100.0%
	Total	240	44.0%	305	56.0%	545	100.0%

19. How satisfied are you with the time taken for restoration of Broadband connection?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	13.3%	4	26.7%	8	53.3%	1	6.7%	15	100.0%
	Urban	6	12.5%	14	29.2%	21	43.8%	7	14.6%	48	100.0%
	Total	8	12.7%	18	28.6%	29	46.0%	8	12.7%	63	100.0%
BSNL	Rural	1	5.9%	4	23.5%	12	70.6%		0.0%	17	100.0%
	Urban	3	7.9%	8	21.1%	27	71.1%		0.0%	38	100.0%
	Total	4	7.3%	12	21.8%	39	70.9%	0	0.0%	55	100.0%
Reliance Comm	Rural	1	6.3%	3	18.8%	11	68.8%	1	6.3%	16	100.0%
	Urban	2	4.7%	11	25.6%	19	44.2%	11	25.6%	43	100.0%
	Total	3	5.1%	14	23.7%	30	50.8%	12	20.3%	59	100.0%
Tata Comm	Rural	2	11.8%	4	23.5%	11	64.7%	0	0.0%	17	100.0%
	Urban	5	12.2%	14	34.1%	16	39.0%	6	14.6%	41	100.0%
	Total	7	12.1%	18	31.0%	27	46.6%	6	10.3%	58	100.0%
Sify	Rural	3	16.7%	6	33.3%	9	50.0%		0.0%	18	100.0%
	Urban	6	15.8%	14	36.8%	18	47.4%		0.0%	38	100.0%
	Total	9	16.1%	20	35.7%	27	48.2%	0	0.0%	56	100.0%
Hathway	Rural	2	11.8%	5	29.4%	10	58.8%	0	0.0%	17	100.0%
	Urban	4	9.5%	16	38.1%	21	50.0%	1	2.4%	42	100.0%
	Total	6	10.2%	21	35.6%	31	52.5%	1	1.7%	59	100.0%
TTSL	Rural	1	4.8%	7	33.3%	11	52.4%	2	9.5%	21	100.0%
	Urban	4	8.3%	14	29.2%	14	29.2%	16	33.3%	48	100.0%
	Total	5	7.2%	21	30.4%	25	36.2%	18	26.1%	69	100.0%
You Telecom	Rural	1	5.6%	4	22.2%	13	72.2%	0	0.0%	18	100.0%
	Urban	8	19.0%	14	33.3%	8	19.0%	12	28.6%	42	100.0%
	Total	9	15.0%	18	30.0%	21	35.0%	12	20.0%	60	100.0%
Tikona	Rural	1	5.6%	5	27.8%	11	61.1%	1	5.6%	18	100.0%
	Urban	5	10.4%	12	25.0%	23	47.9%	8	16.7%	48	100.0%
	Total	6	9.1%	17	25.8%	34	51.5%	9	13.6%	66	100.0%
Total	Urban	14	8.9%	42	26.8%	96	61.1%	5	3.2%	157	100.0%
	Rural	43	11.1%	117	30.2%	167	43.0%	61	15.7%	388	100.0%
	Total	57	10.5%	159	29.2%	263	48.3%	66	12.1%	545	100.0%



F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

20a. Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	39	12.2%	281	87.8%	320	100.0%
	Urban	62	8.3%	685	91.7%	747	100.0%
	Total	101	9.5%	966	90.5%	1067	100.0%
BSNL	Rural	31	9.7%	289	90.3%	320	100.0%
	Urban	52	7.0%	695	93.0%	747	100.0%
	Total	83	7.8%	984	92.2%	1067	100.0%
Reliance Comm	Rural	25	7.8%	295	92.2%	320	100.0%
	Urban	67	9.0%	680	91.0%	747	100.0%
	Total	92	8.6%	975	91.4%	1067	100.0%
Tata Comm	Rural	12	3.8%	308	96.3%	320	100.0%
	Urban	73	9.8%	674	90.2%	747	100.0%
	Total	85	8.0%	982	92.0%	1067	100.0%
Sify	Rural	26	8.1%	294	91.9%	320	100.0%
	Urban	61	8.2%	686	91.8%	747	100.0%
	Total	87	8.2%	980	91.8%	1067	100.0%
Hathway	Rural	25	7.8%	295	92.2%	320	100.0%
	Urban	49	6.6%	698	93.4%	747	100.0%
	Total	74	6.9%	993	93.1%	1067	100.0%
TTSL	Rural	21	6.6%	299	93.4%	320	100.0%
	Urban	56	7.5%	691	92.5%	747	100.0%
	Total	77	7.2%	990	92.8%	1067	100.0%
You Telecom	Rural	34	10.6%	286	89.4%	320	100.0%
	Urban	56	7.5%	691	92.5%	747	100.0%
	Total	90	8.4%	977	91.6%	1067	100.0%
Tikona	Rural	10	3.1%	310	96.9%	320	100.0%
	Urban	38	5.1%	709	94.9%	747	100.0%
	Total	71	6.7%	996	93.3%	1067	100.0%
Total	Rural	223	7.7%	2657	92.3%	2880	100.0%
	Urban	514	7.6%	6209	92.4%	6723	100.0%
	Total	760	7.9%	8843	92.1%	9603	100.0%

20(b). How satisfied are you with the process of activating value added services or the process of unsubscribing?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	2.6%	3	7.7%	31	79.5%	4	10.3%	39	100.0%
	Urban	3	4.8%	11	17.7%	34	54.8%	14	22.6%	62	100.0%
	Total	4	4.0%	14	13.9%	65	64.4%	18	17.8%	101	100.0%
BSNL	Rural	2	6.5%	8	25.8%	13	41.9%	8	25.8%	31	100.0%
	Urban	2	3.8%	4	7.7%	25	48.1%	21	40.4%	52	100.0%
	Total	4	4.8%	12	14.5%	38	45.8%	29	34.9%	83	100.0%
Reliance Comm	Rural	2	8.0%	3	12.0%	18	72.0%	2	8.0%	25	100.0%
	Urban	3	4.5%	6	9.0%	49	73.1%	9	13.4%	67	100.0%
	Total	5	5.4%	9	9.8%	67	72.8%	11	12.0%	92	100.0%
Tata Comm	Rural	1	8.3%	2	16.7%	5	41.7%	4	33.3%	12	100.0%
	Urban	3	4.1%	7	9.6%	51	69.9%	12	16.4%	73	100.0%
	Total	4	4.7%	9	10.6%	56	65.9%	16	18.8%	85	100.0%
Sify	Rural	0	0.0%	1	3.8%	20	76.9%	5	19.2%	26	100.0%
	Urban	2	3.3%	6	9.8%	36	59.0%	17	27.9%	61	100.0%
	Total	2	2.3%	7	8.0%	56	64.4%	22	25.3%	87	100.0%
Hathway	Rural	0	0.0%	1	4.0%	23	92.0%	1	4.0%	25	100.0%
	Urban	5	10.2%	14	28.6%	18	36.7%	12	24.5%	49	100.0%
	Total	5	6.8%	15	20.3%	41	55.4%	13	17.6%	74	100.0%
TTSL	Rural	0	0.0%	2	9.5%	15	71.4%	4	19.0%	21	100.0%
	Urban	5	8.9%	14	25.0%	25	44.6%	12	21.4%	56	100.0%
	Total	5	6.5%	16	20.8%	40	51.9%	16	20.8%	77	100.0%
You Telecom	Rural	1	2.9%	5	14.7%	26	76.5%	2	5.9%	34	100.0%
	Urban	2	3.6%	9	16.1%	27	48.2%	18	32.1%	56	100.0%



20(b). How satisfied are you with the process of activating value added services or the process of unsubscribing?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Tikona	Total	3	3.3%	14	15.6%	53	58.9%	20	22.2%	90	100.0%
	Rural	1	10.0%	2	20.0%	6	60.0%	1	10.0%	10	100.0%
	Urban	2	5.3%	4	10.5%	20	52.6%	12	31.6%	38	100.0%
	Total	3	4.2%	6	8.5%	49	69.0%	13	18.3%	71	100.0%
Total	Rural	8	3.6%	27	12.1%	157	70.4%	31	13.9%	223	100.0%
	Urban	27	5.3%	75	14.6%	285	55.4%	127	24.7%	514	100.0%
	Total	35	4.6%	102	13.4%	465	61.2%	158	20.8%	760	100.0%

20(c). Please tell me the reasons for your dissatisfaction.									
Service Provider		Not informed of charges		Activated without consent		Not informed about toll free number for unsubscribing		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	25.0%	1	25.0%	2	50.0%	4	100.0%
	Urban	2	14.3%	3	21.4%	9	64.3%	14	100.0%
	Total	3	16.7%	4	22.2%	11	61.1%	18	100.0%
BSNL	Rural	1	10.0%	4	40.0%	5	50.0%	10	100.0%
	Urban	3	50.0%	1	16.7%	2	33.3%	6	100.0%
	Total	4	25.0%	5	31.3%	7	43.8%	16	100.0%
Reliance Comm	Rural	0	0.0%	3	60.0%	2	40.0%	5	100.0%
	Urban	1	11.1%	5	55.6%	3	33.3%	9	100.0%
	Total	1	7.1%	8	57.1%	5	35.7%	14	100.0%
Tata Comm	Rural	0	0.0%	1	33.3%	2	66.7%	3	100.0%
	Urban	2	20.0%	4	40.0%	4	40.0%	10	100.0%
	Total	2	15.4%	5	38.5%	6	46.2%	13	100.0%
Sify	Rural	1	100.0%	0	0.0%	0	0.0%	1	100.0%
	Urban	2	25.0%	3	37.5%	3	37.5%	8	100.0%
	Total	3	33.3%	3	33.3%	3	33.3%	9	100.0%
Hathway	Rural	1	100.0%	0	0.0%	0	0.0%	1	100.0%
	Urban	5	26.3%	0	0.0%	14	73.7%	19	100.0%
	Total	6	30.0%	0	0.0%	14	70.0%	20	100.0%
TTSL	Rural	0	0.0%	0	0.0%	2	100.0%	2	100.0%
	Urban	4	21.1%	6	31.6%	9	47.4%	19	100.0%
	Total	4	19.0%	6	28.6%	11	52.4%	21	100.0%
You Telecom	Rural	0	0.0%	2	33.3%	4	66.7%	6	100.0%
	Urban	2	18.2%	3	27.3%	6	54.5%	11	100.0%
	Total	2	11.8%	5	29.4%	10	58.8%	17	100.0%
Tikona	Rural	0	0.0%	2	66.7%	1	33.3%	3	100.0%
	Urban	4	66.7%	0	0.0%	2	33.3%	6	100.0%
	Total	4	44.4%	2	22.2%	3	33.3%	9	100.0%
Total	Rural	4	11.4%	13	37.1%	18	51.4%	35	100.0%
	Urban	25	24.5%	25	24.5%	52	51.0%	102	100.0%
	Total	29	21.2%	38	27.7%	70	51.1%	137	86.7%

21a. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	12	3.8%	308	96.3%	320	100.0%
	Urban	234	31.3%	513	68.7%	747	100.0%
	Total	246	23.1%	821	76.9%	1067	100.0%
BSNL	Rural	173	54.1%	147	45.9%	320	100.0%
	Urban	275	36.8%	472	63.2%	747	100.0%
	Total	448	42.0%	619	58.0%	1067	100.0%



21a. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Reliance Comm	Rural	47	14.7%	273	85.3%	320	100.0%
	Urban	146	19.5%	601	80.5%	747	100.0%
	Total	193	18.1%	874	81.9%	1067	100.0%
Tata Comm	Rural	59	18.4%	261	81.6%	320	100.0%
	Urban	185	24.8%	562	75.2%	747	100.0%
	Total	244	22.9%	823	77.1%	1067	100.0%
Sify	Rural	112	35.0%	208	65.0%	320	100.0%
	Urban	247	33.1%	500	66.9%	747	100.0%
	Total	359	33.6%	708	66.4%	1067	100.0%
Hathway	Rural	132	41.3%	188	58.8%	320	100.0%
	Urban	295	39.5%	452	60.5%	747	100.0%
	Total	427	40.0%	640	60.0%	1067	100.0%
TTSL	Rural	47	14.7%	273	85.3%	320	100.0%
	Urban	267	35.7%	480	64.3%	747	100.0%
	Total	314	29.4%	753	70.6%	1067	100.0%
You Telecom	Rural	98	30.6%	222	69.4%	320	100.0%
	Urban	212	28.4%	535	71.6%	747	100.0%
	Total	310	29.1%	757	70.9%	1067	100.0%
Tikona	Rural	79	24.7%	241	75.3%	320	100.0%
	Urban	234	31.3%	513	68.7%	747	100.0%
	Total	313	29.3%	754	70.7%	1067	100.0%
Total	Rural	759	26.4%	2121	73.6%	2880	100.0%
	Urban	2095	31.2%	4628	68.8%	6723	100.0%
	Total	2854	29.7%	6749	70.3%	9603	100.0%

21b. Have you complained to your service provider for deactivation of such services and refund of charges levied?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	4	33.3%	8	66.7%	12	100.0%
	Urban	91	38.9%	143	61.1%	234	100.0%
	Total	95	38.6%	151	61.4%	246	100.0%
BSNL	Rural	61	35.3%	112	64.7%	173	100.0%
	Urban	89	32.4%	186	67.6%	275	100.0%
	Total	150	33.5%	298	66.5%	448	100.0%
Reliance Comm	Rural	18	38.3%	29	61.7%	47	100.0%
	Urban	56	38.4%	90	61.6%	146	100.0%
	Total	74	38.3%	119	61.7%	193	100.0%
Tata Comm	Rural	19	32.2%	40	67.8%	59	100.0%
	Urban	65	35.1%	120	64.9%	185	100.0%
	Total	84	34.4%	160	65.6%	244	100.0%
Sify	Rural	34	30.4%	78	69.6%	112	100.0%
	Urban	78	31.6%	169	68.4%	247	100.0%
	Total	112	31.2%	247	68.8%	359	100.0%
Hathway	Rural	41	31.1%	91	68.9%	132	100.0%
	Urban	107	36.3%	188	63.7%	295	100.0%
	Total	148	34.7%	279	65.3%	427	100.0%
TTSL	Rural	16	34.0%	31	66.0%	47	100.0%
	Urban	79	29.6%	188	70.4%	267	100.0%
	Total	95	30.3%	219	69.7%	314	100.0%
You Telecom	Rural	32	32.7%	66	67.3%	98	100.0%
	Urban	67	31.6%	145	68.4%	212	100.0%
	Total	99	31.9%	211	68.1%	310	100.0%
Tikona	Rural	25	31.6%	54	68.4%	79	100.0%
	Urban	81	34.6%	153	65.4%	234	100.0%
	Total	106	33.9%	207	66.1%	313	100.0%
Total	Rural	250	32.9%	509	67.1%	759	100.0%
	Urban	713	34.0%	1382	66.0%	2095	100.0%
	Total	963	33.7%	1891	66.3%	2854	29.7%



21c. What difficulties you have faced while deactivating of such services and refund of charges levied?											
Service Provider		None		Delay in deactivation resulting in repeat complaints		Customer care refused to register the complaint		Not aware of whom to contact		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	Bharti	Rural		0.0%	2	50.0%	1	25.0%	1	25.0%
	Urban		Urban	2	2.2%	64	70.3%	11	12.1%	14	15.4%
	Total		Total	2	2.1%	66	69.5%	12	12.6%	15	15.8%
BSNL	Rural	BSNL	Rural	3	4.9%	51	83.6%	4	6.6%	3	4.9%
	Urban		Urban	5	5.6%	64	71.9%	12	13.5%	8	9.0%
	Total		Total	8	5.3%	115	76.7%	16	10.7%	11	7.3%
Reliance Comm	Rural	Reliance Comm	Rural	4	22.2%	9	50.0%	3	16.7%	2	11.1%
	Urban		Urban	12	21.4%	23	41.1%	9	16.1%	12	21.4%
	Total		Total	16	21.6%	32	43.2%	12	16.2%	14	18.9%
Tata Comm	Rural	Tata Comm	Rural	3	15.8%	10	52.6%	2	10.5%	4	21.1%
	Urban		Urban	11	16.9%	28	43.1%	14	21.5%	12	18.5%
	Total		Total	14	16.7%	38	45.2%	16	19.0%	16	19.0%
Sify	Rural	Sify	Rural	4	11.8%	22	64.7%	2	5.9%	6	17.6%
	Urban		Urban	7	9.0%	47	60.3%	8	10.3%	16	20.5%
	Total		Total	11	9.8%	69	61.6%	10	8.9%	22	19.6%
Hathway	Rural	Hathway	Rural	2	4.9%	35	85.4%	2	4.9%	2	4.9%
	Urban		Urban	14	13.1%	62	57.9%	14	13.1%	17	15.9%
	Total		Total	16	10.8%	97	65.5%	16	10.8%	19	12.8%
TTSL	Rural	TTSL	Rural	1	6.3%	10	62.5%	2	12.5%	3	18.8%
	Urban		Urban	14	17.7%	41	51.9%	12	15.2%	12	15.2%
	Total		Total	15	15.8%	51	53.7%	14	14.7%	15	15.8%
You Telecom	Rural	You Telecom	Rural	2	6.3%	23	71.9%	2	6.3%	5	15.6%
	Urban		Urban	9	13.4%	27	40.3%	14	20.9%	17	25.4%
	Total		Total	11	11.1%	50	50.5%	16	16.2%	22	22.2%
Tikona	Rural	Tikona	Rural	2	8.0%	17	68.0%	2	8.0%	4	16.0%
	Urban		Urban	6	7.4%	45	55.6%	14	17.3%	16	19.8%
	Total		Total	8	7.5%	62	58.5%	16	15.1%	20	18.9%
Total	Rural	Total	Rural	21	8.4%	179	71.6%	20	8.0%	30	12.0%
	Urban		Urban	80	11.2%	401	56.2%	108	15.1%	124	17.4%
	Total		Total	101	10.5%	580	60.2%	128	13.3%	154	16.0%

22. How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	0	0.0%	3	75.0%	0	0.0%	1	25.0%	4	100.0%
	Urban		0.0%	1	1.1%	70	76.9%	20	22.0%	91	100.0%
	Total	0	0.0%	4	4.2%	70	73.7%	21	22.1%	95	100.0%
BSNL	Rural	1	1.6%	2	3.3%	50	82.0%	8	13.1%	61	100.0%
	Urban		0.0%	1	1.1%	65	73.0%	23	25.8%	89	100.0%
	Total	1	0.7%	3	2.0%	115	76.7%	31	20.7%	150	100.0%
Reliance Comm	Rural		0.0%		0.0%	15	83.3%	3	16.7%	18	100.0%
	Urban		0.0%	1	1.8%	15	26.8%	40	71.4%	56	100.0%
	Total	0	0.0%	1	1.4%	30	40.5%	43	58.1%	74	100.0%
Tata Comm	Rural		0.0%	0	0.0%	7	36.8%	12	63.2%	19	100.0%
	Urban	1	1.5%	1	1.5%	29	44.6%	34	52.3%	65	100.0%
	Total	1	1.2%	1	1.2%	36	42.9%	46	54.8%	84	100.0%
Sify	Rural		0.0%	0	0.0%	32	94.1%	2	5.9%	34	100.0%
	Urban	1	1.3%	3	3.8%	68	87.2%	6	7.7%	78	100.0%
	Total	1	0.9%	3	2.7%	100	89.3%	8	7.1%	112	100.0%
Hathway	Rural		0.0%	1	2.4%	34	82.9%	6	14.6%	41	100.0%
	Urban	2	1.9%	3	2.8%	70	65.4%	32	29.9%	107	100.0%
	Total	2	1.4%	4	2.7%	104	70.3%	38	25.7%	148	100.0%
TTSL	Rural		0.0%	0	0.0%	14	87.5%	2	12.5%	16	100.0%
	Urban		0.0%	0	0.0%	51	64.6%	28	35.4%	79	100.0%
	Total	0	0.0%	0	0.0%	65	68.4%	30	31.6%	95	100.0%



22. How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
You Telecom	Rural		0.0%	2	6.3%	20	62.5%	10	31.3%	32	100.0%
	Urban		0.0%	1	1.5%	48	71.6%	18	26.9%	67	100.0%
	Total	0	0.0%	3	3.0%	68	68.7%	28	28.3%	99	100.0%
Tikona	Rural		0.0%	2	8.0%	21	84.0%	2	8.0%	25	100.0%
	Urban		0.0%	1	1.2%	54	66.7%	26	32.1%	81	100.0%
	Total	0	0.0%	3	2.8%	75	70.8%	28	26.4%	106	100.0%
Total	Rural	1	0.4%	10	4.0%	193	77.2%	46	18.4%	250	112.1%
	Urban	4	0.6%	12	1.7%	470	65.9%	227	31.8%	713	138.7%
	Total	5	0.5%	22	2.3%	663	68.8%	273	28.3%	963	126.7%

G. OVERALL CUSTOMER SATISFACTION

23(a). How satisfied are you with the overall quality of your Broadband service?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	0.6%	31	9.7%	265	82.8%	22	6.9%	320	100.0%
	Urban	3	0.4%	59	7.9%	239	32.0%	446	59.7%	747	100.0%
	Total	5	0.5%	90	8.4%	504	47.2%	468	43.9%	1067	100.0%
BSNL	Rural		0.0%	24	7.5%	97	30.3%	199	62.2%	320	100.0%
	Urban	2	0.3%	8	1.1%	374	50.1%	363	48.6%	747	100.0%
	Total	2	0.2%	32	3.0%	471	44.1%	562	52.7%	1067	100.0%
Reliance Comm	Rural		0.0%	34	10.6%	226	70.6%	60	18.8%	320	100.0%
	Urban		0.0%	87	11.6%	345	46.2%	315	42.2%	747	100.0%
	Total	0	0.0%	121	11.3%	571	53.5%	375	35.1%	1067	100.0%
Tata Comm	Rural		0.0%	11	3.4%	204	63.8%	105	32.8%	320	100.0%
	Urban		0.0%	67	9.0%	283	37.9%	397	53.1%	747	100.0%
	Total	0	0.0%	78	7.3%	487	45.6%	502	47.0%	1067	100.0%
Sify	Rural		0.0%	19	5.9%	151	47.2%	150	46.9%	320	100.0%
	Urban		0.0%	11	1.5%	406	54.4%	330	44.2%	747	100.0%
	Total	0	0.0%	30	2.8%	557	52.2%	480	45.0%	1067	100.0%
Hathway	Rural		0.0%	21	6.6%	179	55.9%	120	37.5%	320	100.0%
	Urban		0.0%	65	8.7%	227	30.4%	455	60.9%	747	100.0%
	Total	0	0.0%	86	8.1%	406	38.1%	575	53.9%	1067	100.0%
TTSL	Rural	11	3.4%	39	12.2%	240	75.0%	30	9.4%	320	100.0%
	Urban	19	2.5%	97	13.0%	206	27.6%	425	56.9%	747	100.0%
	Total	30	2.8%	136	12.7%	446	41.8%	455	42.6%	1067	100.0%
You Telecom	Rural		0.0%	39	12.2%	134	41.9%	147	45.9%	320	100.0%
	Urban		0.0%	79	10.6%	440	58.9%	228	30.5%	747	100.0%
	Total	0	0.0%	118	11.1%	574	53.8%	375	35.1%	1067	100.0%
Tikona	Rural		0.0%	47	14.7%	218	68.1%	55	17.2%	320	100.0%
	Urban		0.0%	121	16.2%	188	25.2%	438	58.6%	747	100.0%
	Total	0	0.0%	168	15.7%	406	38.1%	493	46.2%	1067	100.0%
Total	Urban	13	0.5%	265	9.2%	1714	59.5%	888	30.8%	2880	100.0%
	Rural	24	0.4%	594	8.8%	2708	40.3%	3397	50.5%	6723	100.0%
	Total	37	0.4%	859	8.9%	4422	46.0%	4285	44.6%	9603	100.0%

Q23b. Please specify the reason(s) for your dissatisfaction									
Service Provider		Complaints not resolved		Low Speed		Network Problem		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	10	22.2%	10	22.2%	14	42.1%	33	100.0%
	Urban	16	25.3%	20	31.9%	27	42.9%	62	100.0%
	Total	25	26.6%	29	30.9%	40	42.6%	95	100.0%
BSNL	Rural	5	0.0%	7	0.0%	12	50.0%	24	100.0%
	Urban	1	0.0%	2	62.5%	7	70.0%	10	100.0%
	Total	6	17.6%	9	26.5%	19	55.9%	34	100.0%
Reliance Comm	Rural	2	0.0%	2	0.0%	30	88.2%	34	100.0%
	Urban	19	24.4%	24	22.2%	44	50.6%	87	100.0%
	Total	21	17.4%	26	21.5%	74	61.2%	121	100.0%



Q23b. Please specify the reason(s) for your dissatisfaction									
Service Provider		Complaints not resolved		Low Speed		Network Problem		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
Tata Comm	Rural	2	0.0%	4	0.0%	5	45.5%	11	100.0%
	Urban	14	32.1%	15	33.3%	38	56.7%	67	100.0%
	Total	16	20.5%	19	24.4%	43	55.1%	78	100.0%
Sify	Rural	2	0.0%	5	0.0%	12	63.2%	19	100.0%
	Urban	3	16.7%	2	33.3%	6	54.5%	11	100.0%
	Total	5	16.7%	7	23.3%	18	60.0%	30	100.0%
Hathway	Rural	4	0.0%	6	0.0%	11	52.4%	21	100.0%
	Urban	12	25.0%	18	23.7%	35	53.8%	65	100.0%
	Total	16	18.6%	24	27.9%	46	53.5%	86	100.0%
TTSL	Rural	8	16.7%	14	25.0%	28	56.0%	50	100.0%
	Urban	31	32.3%	34	31.6%	51	44.0%	116	100.0%
	Total	39	23.5%	48	28.9%	79	47.6%	166	100.0%
You Telecom	Rural	4	0.0%	16	0.0%	19	48.7%	39	100.0%
	Urban	6	0.0%	26	33.3%	47	59.1%	79	100.0%
	Total	10	8.5%	42	35.9%	66	55.6%	118	100.0%
Tikona	Rural	7	25.0%	18	37.5%	22	47.6%	47	100.0%
	Urban	31	29.8%	47	33.5%	43	35.5%	121	100.0%
	Total	38	22.6%	65	38.5%	65	38.9%	168	100.0%
Total	Rural	44	15.7%	81	29.2%	153	55.1%	278	100.0%
	Urban	133	21.5%	188	30.4%	297	48.1%	618	100.0%
	Total	176	19.7%	269	30.1%	451	50.3%	896	100.0%



8. Annexure – Questionnaires



S.No.

of Service and

MAHARASHTRA SERVICE AREA

Mode of interview: 1 Telephonic 2 In-personS.No.

(For office use only)

CLIENT SATISFACTION WITH QUALITY OF BASIC SERVICES

Good morning/ afternoon/ evening. I am from VOICE. We are currently doing a survey on satisfaction amongst phone and broadband users. This survey is being carried out on behalf of **TRAI – Telecom Regulatory Authority of India** a body set up by the government, so that customers like you get better service in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN.
ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.

S1.1. Which landline service provider are you using currently?

 1 Airtel 2 BSNL 3 Reliance 4 Tata Indicom 5 MTS/ Sistema Shyam 6 HFCL 7 MTNL

S1.2 NAME: _____

S1.3 GENDER 1 Male 2 Female

S1.4 Age (in years):

 1 Less than 25 2 25-34 3 35-44 4 More than 45

Could you please sign here. We are taking your signature to establish that someone has actually taken your feedback and not someone else's: _____

(QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID)

S1.6 Please tell us your Occupation:

 1 Service 2 Business/self employee
 3 Student 4 Housewife 5 Retired

S1.5 TEL No.

 STD CODE Tel No.
S1.7 Usage Type: 1 Residential 2 CommercialS1.8. RECORD Area: 1 Rural 2 UrbanS1.9. User Type: 1 Postpaid 2 Prepaid

S1.10. State: _____

S1.12. Name of SDCA: _____

S1.13 Name of Exchange: _____

S1.11 District _____

Address: _____

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY**A. SERVICE PROVISION**

1(a)	Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?	<input type="text"/> [1] Yes <input type="text"/> [2] No SKIP TO SECTION B
1 (b)	In case you have taken a telephone connection in the last 6 months or shifted your connection or had your connection temporarily suspended, how satisfied are you with time taken to provide working phone connection?	<input type="text"/> 4 very satisfied <input type="text"/> 3 satisfied <input type="text"/> 2 dissatisfied <input type="text"/> 1 very dissatisfied
2.	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="text"/> 1 Yes <input type="text"/> 2 No
3	3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	<input type="text"/> 4 very satisfied <input type="text"/> 3 satisfied <input type="text"/> 2 dissatisfied <input type="text"/> 1 very dissatisfied

B. BILLING RELATED**Only for Postpaid Customers (For Pre-Paid customers go to Q 10 (a))**

4	How satisfied are you with the time taken to deliver your bills?	<div>4 very satisfied</div> <div>3 satisfied</div> <div>2 dissatisfied</div> <div>1 very dissatisfied</div>
5(a)	How satisfied are you with the quality of your bills in terms of accuracy & completeness of the bills?	<div>4 very satisfied</div> <div>3 satisfied</div> <div>2 dissatisfied</div> <div>1 very dissatisfied</div>
5(b)	(Ask this question only if 1 OR 2 is coded in Q5(a)) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<div>1 Charges not as per tariff plan subscribed</div> <div>2 Tariff plan changed without information</div> <div>3 Charged for value added services not subscribed</div> <div>4 Charged for calls/services not made/used</div> <div>5 Details like item-wise charges are not provided</div> <div>6 Calculations are not clear</div> <div>7 Others (please specify) _____</div>
6.	Have you made any billing related complaints in the last 6 months?	<div>1 Yes</div> <div>2 No → (If No, go to Q 8)</div>
7.	How satisfied are you with the process of resolution of billing complaints?	<div>4 very satisfied</div> <div>3 satisfied</div> <div>2 dissatisfied</div> <div>1 very dissatisfied</div>
8.	How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?	<div>4 very satisfied</div> <div>3 satisfied</div> <div>2 dissatisfied</div> <div>1 very dissatisfied</div>
9.	(Ask this question only if 1 OR 2 is coded in Q 8) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<div>1 Difficult to read the bill</div> <div>2 Difficult to understand the language</div> <div>3 Calculations not clear</div> <div>4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given</div> <div>5 Others (please specify) _____</div>

Only for Prepaid Customers

10 (a)	How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage?	<div>4 very satisfied</div> <div>3 satisfied</div> <div>2 dissatisfied</div> <div>1 very dissatisfied</div>
10 (b)	(Ask this question only if 1 OR 2 is coded in Q10(a)) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<div>1 Charges not as per tariff plan subscribed</div> <div>2 Tariff plan changed without information</div> <div>3 Charged for value added services not subscribed</div> <div>4 Charged for calls/services not made/used</div> <div>5 Others (please specify) _____</div>
10 (c)	Have you made any complaint related to charging/ credit/waiver/validity/adjustments in the last 6 months?	<div>1 Yes</div> <div>2 No → (If No, go to Q 10 (e))</div>
10 (d)	How satisfied are you with the resolution of such billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?	<div>4 very satisfied</div> <div>3 satisfied</div> <div>2 dissatisfied</div> <div>1 very dissatisfied</div>



10 (e)	How satisfied are you with the ease of recharging process and the transparency of recharge offer?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied
10 (f)	(Ask Q 10(f) only if 1 OR 2 is coded in Q 10 (e)) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Lack of complete information about the offer <input type="checkbox"/> 2 Charges/Services not as per the offer <input type="checkbox"/> 3 Delay in activation of recharge <input type="checkbox"/> 4 Non availability of all denomination recharge coupons <input type="checkbox"/> 5 Others (please specify)_____	

C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

11	In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No → (If No, go to Q 16)
12(a)	How satisfied are you with the ease of access of call centre/customer care or helpline?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied
12(b)	How satisfied are you with the ease of getting an option for “talking to a customer care executive”?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied
13	How satisfied are you with the response time taken to answer your call by a customer care executive?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied
14	How satisfied are you with the problem solving ability of the customer care executive(s)?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied
15	How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

E. MAINTAINABILITY (FAULT REPAIR)

19	How many times has your telephone connection required repair in the last 6 months?	<input type="checkbox"/> 1 Nil (go to Q22)	<input type="checkbox"/> 2 one time
		<input type="checkbox"/> 3 2-3 times	<input type="checkbox"/> 4 More than 3 times
20	How long did it take generally for repairing the fault after lodging a complaint?	<input type="checkbox"/> 1 1 day	<input type="checkbox"/> 2 2-3 days
		<input type="checkbox"/> 3 4-7 days	<input type="checkbox"/> 4 more than 7 days
21	How satisfied are you with the fault repair service?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied



		<input type="checkbox"/> 2	dissatisfied	<input type="checkbox"/> 1	very dissatisfied
F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES					
22	Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?	<input type="checkbox"/> 1	Yes	<input type="checkbox"/> 2	No → (If No, go to Q 26 (a))
23	How satisfied are you with the quality of the supplementary services / value added service provided?	<input type="checkbox"/> 4	very satisfied	<input type="checkbox"/> 3	satisfied
		<input type="checkbox"/> 2	dissatisfied	<input type="checkbox"/> 1	very dissatisfied
24(a)	How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4	very satisfied	<input type="checkbox"/> 3	satisfied
		<input type="checkbox"/> 2	dissatisfied	<input type="checkbox"/> 1	very dissatisfied
24(b)	(Ask Q 24(b) only if 1 OR 2 is coded in 24(a)) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 1	Not informed of charges		
		<input type="checkbox"/> 2	Activated without consent		
		<input type="checkbox"/> 3	Not informed about toll free number for unsubscribing		
		<input type="checkbox"/> 4	other reasons, specify _____		
25	In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	<input type="checkbox"/> 1	Yes	<input type="checkbox"/> 2	No → (If No, go to Q 26 (a))
25(a)	25(a).How satisfied are you with the resolution of your complaint for deactivation of VAS?	<input type="checkbox"/> 4	very satisfied	<input type="checkbox"/> 3	satisfied
		<input type="checkbox"/> 2	dissatisfied	<input type="checkbox"/> 1	very dissatisfied
G. OVERALL CUSTOMER SATISFACTION					
26(a)	How satisfied are you with the overall quality of your telephone service?	<input type="checkbox"/> 4	very satisfied	<input type="checkbox"/> 3	satisfied
		<input type="checkbox"/> 2	dissatisfied	<input type="checkbox"/> 1	very dissatisfied
26(b)	(Ask this question only if 1 OR 2 is coded in Q26(a)) Please specify the reason(s) for your dissatisfaction	1. _____ _____ 2. _____ _____ 3. _____ _____			
H. GENERAL INFORMATION					
27	What kind of other services are you also taking from this service provider?	<input type="checkbox"/> 1	Broadband	<input type="checkbox"/> 2	Mobile
		<input type="checkbox"/> 3	Other, Specify-----	<input type="checkbox"/> 4	None
28(a)	Have you terminated a telephone connection that you had in the last 6 month?	<input type="checkbox"/> 1	Yes	<input type="checkbox"/> 2	No → (If No, go to Q 30)
28(b)	If Yes, Please name your service provider?	<input type="checkbox"/> 1 Airtel <input type="checkbox"/> 2 BSNL <input type="checkbox"/> 3 Reliance <input type="checkbox"/> 4 Tata Indicom <input type="checkbox"/> 5 MTS/ Sistema Shyam <input type="checkbox"/> 6 HFCL <input type="checkbox"/> 7 MTNL			



29	How many days were taken for termination of your telephone connection?	<input type="checkbox"/> 1 1 day	<input type="checkbox"/> 2 2-3 days
		<input type="checkbox"/> 3 4-7 days	<input type="checkbox"/> 4 more than 7 days
30	Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
31	Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No → (If No, go to Q 33)
32(a)	Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No → (If No, go to Q 33)
32(b)	Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?	<input type="checkbox"/> 4 stopped receiving	<input type="checkbox"/> 3 considerable decrease
		<input type="checkbox"/> 2 slight decrease	<input type="checkbox"/> 1 no change

32(c)	(Ask Q32(c) only if 3 OR 2 OR 1 coded in Q 32 (b) else go to Q33) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No → (If No, go to Q 33)
32(d)	If Yes, then indicate whether -----	<input type="checkbox"/> 1 Complaint was registered by the service provider and informed about the action taken on the complaint	<input type="checkbox"/> 2 Complaint was registered by the service provider and did not informed about the action taken on the complaint
		<input type="checkbox"/> 3 Service Provider refused to register the complaint	<input type="checkbox"/> 4 Difficult to lodge the complaint
33	On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?		

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

34(a)	34(a). Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
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34(b)	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 38)
35	With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)	<input type="checkbox"/> 1 Complaint was registered and docket number received <input type="checkbox"/> 2 Complaint was registered and docket number not received <input type="checkbox"/> 3 Complaint was registered and docket number provided on request <input type="checkbox"/> 4 Complaint was registered and docket number not provided even on request <input type="checkbox"/> 5 Refused to Register the complaint
36	Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
37	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"/> 3 Not Applicable
38	In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 43)
39(a)	Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 43)
39(b)	Were you able to contact to the Nodal officer without difficulty?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
40	Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
41	How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 very satisfied <input type="checkbox"/> 3 satisfied <input type="checkbox"/> 2 dissatisfied <input type="checkbox"/> 1 very dissatisfied
42	(Ask Q42 only if 1 OR 2 is coded in Q41 else go to Q43) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<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) _____
43	In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 47)



	appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	
44	Have you filed any appeal in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 47)
45	Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
46	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
(Q47 to Q49 are for Prepaid Customers only)		
47	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
48	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 50)
49	What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 Technical problem <input type="checkbox"/> 3 Others (specify) _____
50	Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new telephone connection?"	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Do not remember

Name of the interviewer: _____

Date: _____

Name of the scrutinizer: _____

Date: _____

Back-check done by: _____

Date of back-check: _____

Name of Operation Manager: _____



S.No. <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	cention of Service and Mode of interview : <input type="checkbox"/> 1 Telephonic <input type="checkbox"/> 2 In-person	MAHARASHTRA SERVICE AREA S.No. <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> (For office use only)
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CLIENT SATISFACTION WITH QUALITY OF CELLULAR SERVICES

Good morning/ afternoon/ evening. I am from VOICE. We are currently doing a survey on satisfaction amongst phone and broadband users. This survey is being carried out on behalf of **TRAI – Telecom Regulatory Authority of India** a body set up by the government, so that customers like you get better service in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN.

ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.

S1.1. Which mobile phone or fixed wireless phone (FWP) service provider are you using currently?

<input type="checkbox"/> 1 Airtel	<input type="checkbox"/> 2 BSNL	<input type="checkbox"/> 3 Reliance Comm	<input type="checkbox"/> 4 Tata Indicom	<input type="checkbox"/> 5 S tel	<input type="checkbox"/> 6 Idea
<input type="checkbox"/> 7 Vodafone	<input type="checkbox"/> 8 Dishnet	<input type="checkbox"/> 9 Reliance Telecom	<input type="checkbox"/> 10 Sesta Shyam	<input type="checkbox"/> 11 Spice Comm	<input type="checkbox"/> 12 Aircel
<input type="checkbox"/> 13 Unitech	<input type="checkbox"/> 14 Loop Mobile	<input type="checkbox"/> 15 MTNL			

S1.2 NAME: _____

S1.3 GENDER ☐ 1 Male ☐ 2 Female

S1.4 Age (in years):

☐ 1 Less than 25 ☐ 2 25-34 ☐ 3 35-44 ☐ 4 More than 45

Could you please sign here. We are taking your signature to establish that someone has actually taken your feedback and not someone else's: _____

(QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID)

S1.5 Mobile/ Fixed Wireless No. (with STD Code)

STD CODE		Tel No.	
----------	--	---------	--

S1.5 Usage Type: ☐ 1 Residential ☐ 2 Commercial

S1.6. RECORD Area: ☐ 1 Rural ☐ 2 Urban

S1.7. User Type: ☐ 1 Postpaid ☐ 2 Prepaid

S1.8. State: _____

S1.9 District: _____

S1.10 Address: _____

S1.11 Please tell us your Occupation:

<input type="checkbox"/> 1 Service	<input type="checkbox"/> 2 Business/self employee
<input type="checkbox"/> 3 Student	<input type="checkbox"/> 4 Housewife <input type="checkbox"/> 5 Retired

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

I. SERVICE PROVISION

1	How satisfied are you with the process and time taken to activate the mobile connection, after you applied and completed all formalities?	4	very satisfied	3	satisfied
		2	dissatisfied	1	very dissatisfied
2	Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	1	Yes	2	No
3	How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	4	very satisfied	3	satisfied
		2	dissatisfied	1	very dissatisfied

J. BILLING RELATED

Prepaid Customers (For Post-Paid customers go to Q 6)

4(a)	How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc.?	4	very satisfied	3	satisfied
		2	dissatisfied	1	very dissatisfied
4(b)	(Ask this question only if 1 OR 2 is coded in Q4(a)) Please specify the reason(s) for your dissatisfaction.	1	Charges not as per tariff plan subscribed		
		2	Tariff plan changed without information		



	(Multiple Code)	3	Charged for value added services not subscribed	
		4	Charged for calls/services not made/used	
		5	Others (please specify) _____	
5(a)	Have you made any complaint related to charging/credit/waiver/ validity/ adjustments in the last 6 months?	1	Yes	2 No → (If No, go to Q 5(c))
5(b)	How satisfied are you with the resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of such resolution of complaints?	4	very satisfied	3 satisfied
		2	dissatisfied	1 very dissatisfied
5(c)	How satisfied are you with the ease of recharging process and the transparency of recharge offer?	4	very satisfied	3 satisfied
		2	dissatisfied	1 very dissatisfied
5(d)	(Ask this question only if 1 OR 2 is coded in Q 5(c)) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	1	Lack of complete information about the offer	
		2	Charges/Services not as per the offer	
		3	Delay in activation of recharge	
		4	Non availability of all denomination recharge coupon	
		5	Others (please specify) _____	
5(e)	Did you get information regarding call duration, amount deducted for call and balance in the account after every call?	1	Yes	2 No

Only for Postpaid Customers

6	How satisfied are you with the time taken to deliver your bills?	4	very satisfied	3 satisfied
		2	dissatisfied	1 very dissatisfied
7 (a)	How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	4	very satisfied	3 satisfied
		2	dissatisfied	1 very dissatisfied
7 (b)	(Ask Q 7(b) only if 1 OR 2 is coded in 7(a)) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	1	Difficult to read the bill	
		2	Difficult to understand the language	
		3	Calculation not clear	
		4	Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	
		5	Others (please specify) _____	
8(a)	How satisfied are you with the accuracy & completeness of the bills?	4	very satisfied	3 satisfied
		2	dissatisfied	1 very dissatisfied
8(b)	(Ask this question only if 1 OR 2 is coded in Q8(a)) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	1	Charges not as per tariff plan subscribed	
		2	Tariff plan changed without information	
		3	Charged for value added services not subscribed	
		4	Charged for calls/services not made/used	
		5	Calculations are not clear	



		<input type="text" value="6"/> Others (please specify) _____
9(a)	Have you made any billing related complaints in the last 6 months?	<input type="text" value="1"/> Yes <input type="text" value="2"/> No → (If No, go to Q 10)
9(b)	How satisfied are you with the process of resolution of billing complaints?	<input type="text" value="4"/> very satisfied <input type="text" value="3"/> satisfied <input type="text" value="2"/> dissatisfied <input type="text" value="1"/> very dissatisfied

K. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10	In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?	<input type="text" value="1"/> Yes <input type="text" value="2"/> No → (If No, go to Q 16)
11	How satisfied are you with the ease of access of call centre/customer care or helpline?	<input type="text" value="4"/> very satisfied <input type="text" value="3"/> satisfied <input type="text" value="2"/> dissatisfied <input type="text" value="1"/> very dissatisfied
12	How satisfied are you with the ease of getting an option for "talking to a customer care executive"?	<input type="text" value="4"/> very satisfied <input type="text" value="3"/> satisfied <input type="text" value="2"/> dissatisfied <input type="text" value="1"/> very dissatisfied
13	How satisfied are you with the response time taken to answer your call by a customer care executive?	<input type="text" value="4"/> very satisfied <input type="text" value="3"/> satisfied <input type="text" value="2"/> dissatisfied <input type="text" value="1"/> very dissatisfied
14	How satisfied are you with the problem solving ability of the customer care executive(s)?	<input type="text" value="4"/> very satisfied <input type="text" value="3"/> satisfied <input type="text" value="2"/> dissatisfied <input type="text" value="1"/> very dissatisfied
15	How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?	<input type="text" value="4"/> very satisfied <input type="text" value="3"/> satisfied <input type="text" value="2"/> dissatisfied <input type="text" value="1"/> very dissatisfied

L. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

16	How satisfied are you with the availability of signal of your service provider in your locality?	<input type="text" value="4"/> very satisfied <input type="text" value="3"/> satisfied <input type="text" value="2"/> dissatisfied <input type="text" value="1"/> very dissatisfied
17	How satisfied are you with the ability to make or receive calls easily?	<input type="text" value="4"/> very satisfied <input type="text" value="3"/> satisfied <input type="text" value="2"/> dissatisfied <input type="text" value="1"/> very dissatisfied
18	How often does your call drops during conversation??	<input type="text" value="1"/> never <input type="text" value="2"/> occasionally <input type="text" value="3"/> frequently <input type="text" value="1"/> very frequently
19	How satisfied are you with the voice quality?	<input type="text" value="4"/> very satisfied <input type="text" value="3"/> satisfied <input type="text" value="2"/> dissatisfied <input type="text" value="1"/> very dissatisfied

M. MAINTAINABILITY (FAULT REPAIR)

20	How often do you face signal problems?	<input type="text" value="1"/> never <input type="text" value="2"/> occasionally <input type="text" value="3"/> frequently <input type="text" value="1"/> very frequently
21	How satisfied are you with the availability of signal in your area?	<input type="text" value="4"/> very satisfied <input type="text" value="3"/> satisfied <input type="text" value="2"/> dissatisfied <input type="text" value="1"/> very dissatisfied



22	How satisfied are you with the restoration of network (signal) problems?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied

N. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

23	Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No → (If No, go to Q 26)
24	How satisfied are you with the quality of the supplementary services / value added service provided?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied
25(a)	How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied
25(b)	(Ask this question only if 1 OR 2 is coded in Q25(a)) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 1 Not informed of charges	
		<input type="checkbox"/> 2 Activated without consent	
		<input type="checkbox"/> 3 Not informed about toll free number for unsubscribing	
		<input type="checkbox"/> 6 Others (please specify) _____	
26	In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No → (If No, go to Q 29 (a))
27	Have you complained to your service provider for deactivation of such services and refund of charges levied?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No → (If No, go to Q 29 (a))
28(a)	What difficulties have you faced while deactivating of such services and refund of charges levied?	<input type="checkbox"/> 1 None	
		<input type="checkbox"/> 2 Delay in deactivation resulting in repeat complaints	
		<input type="checkbox"/> 3 Customer care refused to register the complaint	
		<input type="checkbox"/> 4 Not aware of whom to contact	
		<input type="checkbox"/> 5 Others (please specify) _____	
28(b)	How satisfied are you with the resolution of your complaint for deactivation of VAS and refund of charges levied?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied

O. OVERALL CUSTOMER SATISFACTION

29(a)	How satisfied are you with the overall quality of your mobile service?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied
29(b)	(Ask this question only if 1 OR 2 is coded in Q29(a)) Please specify the reason(s) for your dissatisfaction	1. _____ _____	



		2. _____ _____ 3. _____ _____
--	--	--

P. GENERAL INFORMATION

30	What kind of other services are you also taking from this service provider?	<input type="checkbox"/> 1 Broadband <input type="checkbox"/> 2 Wireline <input type="checkbox"/> 3 Other, Specify----- <input type="checkbox"/> 4 None
31	Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 34(a))
32	Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 34(a))
33(a)	Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?	<input type="checkbox"/> 4 stopped receiving <input type="checkbox"/> 3 considerable decrease <input type="checkbox"/> 2 slight decrease <input type="checkbox"/> 1 no change
33(b)	(Ask Q33(b) only if 3 OR 2 OR 1 coded in Q 32 (b) else go to Q34(a)) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 34(a))
33(c)	If Yes, then indicate whether -----	<input type="checkbox"/> 1 Complaint was registered by the service provider and informed about the action taken on the complaint <input type="checkbox"/> 2 Complaint was registered by the service provider and did not informed about the action taken on the complaint <input type="checkbox"/> 3 Service Provider refused to register the complaint <input type="checkbox"/> 4 Difficult to lodge the complaint
34(a)	Are you aware of facility by which you can change your service provider without changing your mobile number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 35)
34(b)	Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 35)
34(c)	When did you get 'Unique Porting Code' from your	<input type="checkbox"/> 1 within 5 min <input type="checkbox"/> 2 after 5 to 10 min



	existing service provider?	<input type="checkbox"/> 2 after 10 min	<input type="checkbox"/> 1 never
34(d)	If you have utilized the service of MNP, are you satisfied with its entire process?	<input type="checkbox"/> 4 very satisfied <input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 3 satisfied <input type="checkbox"/> 1 very dissatisfied
35	On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?		

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

36	34(a). Are you aware of the call centre telephone number of your telecom service provider for making complaints?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
37	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 41)
38	With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)	<input type="checkbox"/> 1 Complaint was registered and docket number received <input type="checkbox"/> 2 Complaint was registered and docket number not received <input type="checkbox"/> 3 Complaint was registered and docket number provided on request <input type="checkbox"/> 4 Complaint was registered and docket number not provided even on request <input type="checkbox"/> 5 Refused to Register the complaint	
39	Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
40	Was your billing/ charging 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"/> 3 Not Applicable
41	In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer . Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No → (If No, go to Q 46)
42(a)	Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No → (If No, go to Q 46)
42(b)	Were you able to contact to the Nodal officer without difficulty?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
43	Did the Nodal Officer intimate you about the decision	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No



	taken on your complaint?	
44	How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 very satisfied <input type="checkbox"/> 3 satisfied <input type="checkbox"/> 2 dissatisfied <input type="checkbox"/> 1 very dissatisfied
45	(Ask Q45 only if 1 OR 2 is coded in Q44 else go to Q46) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<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) _____
46	In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 50)
47	Have you filed any appeal in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 50)
48	Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
49	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
(Q50 to Q52 are for Prepaid Customers only)		
50	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
51	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 53)
52	What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 Technical problem <input type="checkbox"/> 3 Others (specify) _____
53	Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new telephone connection?"	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Do not remember

Name of the interviewer: _____

Date: _____

Name of the scrutinizer: _____

Date: _____

Back-check done by: _____

Date of back-check: _____

Name of Operation Manager: _____



S.No. ☐ ☐ ☐ ☐ ☐Mode of interview: ☐ web/ email ☐ In-personS.No. ☐ ☐ ☐ ☐ ☐

(For office use only)

CLIENT SATISFACTION WITH QUALITY OF BROADBAND SERVICES

Good morning/ afternoon/ evening. I am from VOICE. We are currently doing a survey on satisfaction amongst phone and broadband users. This survey is being carried out on behalf of **TRAI – Telecom Regulatory Authority of India** a body set up by the government, so that customers like you get better service in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN.**ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.****S1.1 Which broadband service you are using?**

- | | | | | | |
|---|--|---------------------------------------|--------------------------------------|------------------------------------|------------------------------------|
| <input type="checkbox"/> 1 Airtel | <input type="checkbox"/> 2 BSNL | <input type="checkbox"/> 3 Rel Com | <input type="checkbox"/> 4 Tata Comm | <input type="checkbox"/> 5 Sify | <input type="checkbox"/> 6 Hathway |
| <input type="checkbox"/> 7 Tata Teleservice | <input type="checkbox"/> 8 You Telecom | <input type="checkbox"/> 9 Spectranet | <input type="checkbox"/> 10 Syscon | <input type="checkbox"/> 11 Tikona | <input type="checkbox"/> 12 MTNL |
| <input type="checkbox"/> 13 Ankhnet | | | | | |

S1.2 NAME: _____**S1.3 EMAIL:** _____**S1.4 GENDER** ☐ 1 Male ☐ 2 Female**S1.5 Age (in years):**

- ☐
- 1 Less than 25
- ☐
- 2 25-34
- ☐
- 3 35-44
- ☐
- 4 More than 45

Could you please sign here. We are taking your signature to establish that someone has actually taken your feedback and not someone else's: _____

(QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID)

S1.6 Please tell us your Occupation:

- ☐
- 1 Service
- ☐
- 2 Business/self employee
-
- ☐
- 3 Student
- ☐
- 4 Housewife
- ☐
- 5 Retired

S1.7 TEL No.

STD CODE	Tel No.
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S1.8 Usage Type: ☐ 1 Residential ☐ 2 Commercial**S1.9. RECORD Area:** ☐ 1 Rural ☐ 2 Urban**S1.10. User Type:** ☐ 1 Postpaid ☐ 2 Prepaid**S1.11. State:** _____**S1.12. Name of SDCA:** _____**S1.13 Name of PoP:** _____**S1.14 Name of Exchange** _____**S1.15 District** _____**S1.16 Address:** _____**QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY****Q. SERVICE PROVISION**

1(a)	When did you last apply for a broadband connection?	<input type="checkbox"/> 1 more than 7 to 15 days ago <input type="checkbox"/> 2 more than 15 to 30 days ago <input type="checkbox"/> 3 more than 30 days ago
1 (b)	After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?	<input type="checkbox"/> 1 within 7 working days <input type="checkbox"/> 2 more than 7 working days
2	How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?	<input type="checkbox"/> 4 very satisfied <input type="checkbox"/> 3 satisfied <input type="checkbox"/> 2 dissatisfied <input type="checkbox"/> 1 very dissatisfied
3	In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?	<input type="checkbox"/> 1 within 24 hrs <input type="checkbox"/> 2 2-3 days <input type="checkbox"/> 3 4-7 days <input type="checkbox"/> 4 more than 7 days <input type="checkbox"/> 5 Not Applicable



R. BILLING RELATED

Only for Postpaid Customers (For Pre-Paid customers go to Q 9(a))

4	How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 4	very satisfied	<input type="checkbox"/> 3	satisfied
		<input type="checkbox"/> 2	dissatisfied	<input type="checkbox"/> 1	very dissatisfied

5(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"/> 4	very satisfied	<input type="checkbox"/> 3	satisfied
		<input type="checkbox"/> 2	dissatisfied	<input type="checkbox"/> 1	very dissatisfied
5(b)	<p>(Ask this question only if 1 OR 2 is coded in Q5(a))</p> <p>Please specify the reason(s) for your dissatisfaction.</p> <p>(Multiple Code)</p>	<input type="checkbox"/> 1	Difficult to read the bills	<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 not given
		<input type="checkbox"/> 5	Others (please specify) _____		
6(a)	How satisfied are you with the accuracy/completeness of the bills?	<input type="checkbox"/> 4	very satisfied	<input type="checkbox"/> 3	satisfied
		<input type="checkbox"/> 2	dissatisfied	<input type="checkbox"/> 1	very dissatisfied
6(b)	<p>Ask this question only if 1 OR 2 is coded in Q6(a))</p> <p>Please specify the reason(s) for your dissatisfaction.</p> <p>(Multiple Code)</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 services not used
		<input type="checkbox"/> 5	Others (please specify) _____		
7.	Have you made any billing related complaints in the last 6 months?	<input type="checkbox"/> 1	Yes	<input type="checkbox"/> 2	No → (If No, go to Q 10)
8.	How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4	very satisfied	<input type="checkbox"/> 3	satisfied
		<input type="checkbox"/> 2	dissatisfied	<input type="checkbox"/> 1	very dissatisfied

Only for Prepaid Customers

9 (a)	How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 4	very satisfied	<input type="checkbox"/> 3	satisfied
		<input type="checkbox"/> 2	dissatisfied	<input type="checkbox"/> 1	very dissatisfied
9 (b)	<p>(Ask this question only if 1 OR 2 is coded in Q9(a))</p> <p>Please specify the reason(s) for your dissatisfaction.</p> <p>(Multiple Code)</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 services not used
		<input type="checkbox"/> 5	Others (please specify) _____		
9 (c)	Have you made any complaint related to charging/credit/waiver/validity/adjustments in the last 6 months?	<input type="checkbox"/> 1	Yes	<input type="checkbox"/> 2	No → (If No, go to Q 10)
9 (d)	How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4	very satisfied	<input type="checkbox"/> 3	satisfied
		<input type="checkbox"/> 2	dissatisfied	<input type="checkbox"/> 1	very dissatisfied



S. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL			
10	In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No → (If No, go to Q 15)
11(a)	How satisfied are you with the ease of access of call centre/customer care or helpline?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied
11(b)	How satisfied are you with the ease of getting an option for “talking to a customer care executive”?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied
12	How satisfied are you with the response time taken to answer your call by a customer care executive?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied
13	How satisfied are you with the problem solving ability of the customer care executive(s)?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied
14	How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied
T. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY			
15	How satisfied are you with the speed of Broadband connection?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied
16	How satisfied are you with the amount of time for which service is up and working?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied
U. MAINTAINABILITY (FAULT REPAIR)			
17	How often do you face a problem with your Broadband connection?	<input type="checkbox"/> 4 Never	<input type="checkbox"/> 3 occasionally
		<input type="checkbox"/> 2 frequently	<input type="checkbox"/> 1 Very frequently
		(If coded 4 and 3 go to Q 20(a), section F.	
18	What was the broadband connection problem faced by you in last 6 months related to, please specify?	<input type="checkbox"/> 1 Problem was related to my computer hardware/ software	
		<input type="checkbox"/> 2 Problem was related to the broadband connection& modem provided by service provider	
19	How satisfied are you with the time taken for restoration of Broadband connection?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied
V. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES			
20(a)	Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No → (If No, go to Q 23(a))
20(b)	How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied
20(c)	(Ask Q 20(c) only if 1 OR 2 is coded in 20(b))	<input type="checkbox"/> 1 Not informed of charges	
		<input type="checkbox"/> 2 Activated without consent	



	Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 3	Not informed about toll free number for unsubscribing
		<input type="checkbox"/> 4	other reasons, specify _____
21(a)	In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider? (such as static/fixed IP addresses, email-ids, antivirus packages, etc)	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No → (If No, go to Q 23 (a))
21(b)	Have you complained to your service provider for deactivation of such services and refund of charges levied?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No → (If No, go to Q 23 (a))
21(c)	What difficulties you have faced while deactivating of such services and refund of charges levied?	<input type="checkbox"/> 1 None	
		<input type="checkbox"/> 2 Delay in deactivation resulting in repeat complaints	
		<input type="checkbox"/> 3 Customer care refused to register the complaint	
		<input type="checkbox"/> 4 Not aware of whom to contact	
		<input type="checkbox"/> 5 Others (please specify) _____	
22	How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied

W. OVERALL CUSTOMER SATISFACTION

23(a)	How satisfied are you with the overall quality of your Broadband service?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied
23(b)	(Ask this question only if 1 OR 2 is coded in Q23(a)) Please specify the reason(s) for your dissatisfaction	1. _____ 2. _____ 3. _____	

X. GENERAL INFORMATION

24	How many persons in your house are using this Broadband connection?		
24(a)	What kind of other services are you also taking from this service provider?	<input type="checkbox"/> 1 Wireline	<input type="checkbox"/> 2 Mobile
		<input type="checkbox"/> 3 Other, Specify-----	<input type="checkbox"/> 4 None
25	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
26	On a scale of 1-10 where 10 is very good and 1 is very poor , how do you rate your service provider?		



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

27	Are you aware of the call centre telephone number of your broadband service provider for making complaints/ query?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
28	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 34(a))
29	With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)	<input type="checkbox"/> 1 Complaint was registered and docket number received <input type="checkbox"/> 2 Complaint was registered and docket number not received <input type="checkbox"/> 3 Complaint was registered and docket number provided on request <input type="checkbox"/> 4 Complaint was registered and docket number not provided even on request <input type="checkbox"/> 5 Refused to Register the complaint
30	Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
31	How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 4 very satisfied <input type="checkbox"/> 3 satisfied <input type="checkbox"/> 2 dissatisfied <input type="checkbox"/> 1 very dissatisfied
32	(Ask Q32 only if 1 OR 2 is coded in Q 31) Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Difficult to connect to 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) _____
33	Was your billing/ charging 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"/> 3 Not Applicable
34(a)	In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 37)



34(b)	Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 37)
34(c)	Were you able to contact to the Nodal officer without difficulty?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
35	Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
36(a)	How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 very satisfied <input type="checkbox"/> 3 satisfied <input type="checkbox"/> 2 dissatisfied <input type="checkbox"/> 1 very dissatisfied
36(b)	(Ask Q36(b) only if 1 OR 2 is coded in Q36(a)) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<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) _____
37	In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 41)
38	Have you filed any appeal in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 41)
39	Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
40	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

(Q41 to Q43 are for Prepaid Customers only)

41	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 → (If No, go to Q 44)
42	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 44)
43	What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 Technical problem <input type="checkbox"/> 3 Others (specify) _____
44	Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc.,	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Do not remember



	while subscribing the new broadband connection?"	
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Name of the interviewer: _____ Date: _____

Name of the scrutinizer: _____ Date: _____

Back-check done by: _____ Date of back-check: _____

Name of Operation Manager: _____

