

North East Survey Report (Quarter 3) on

Assessment of

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

Submitted to:



**TELECOM REGULATORY AUTHORITY OF INDIA
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CONTENTS

S. No.	Chapters	Page No.
	Preface	
1	Executive summary	1-7
2	Introduction <ul style="list-style-type: none">• Background	8-9
3	Objective and methodology <ul style="list-style-type: none">• Survey objectives• Survey methodology• Target/user segment• Sample design• Sample coverage and size• Service providers covered• Mode of interview and sample size covered• Customer profile by payment mode used• Methodology for calculating percentage of customers satisfied• Questionnaires development process• Methodology for calculating percentage of customers satisfied• Explanation of benchmarks• Definition of key terms used	10-23
4	Demographic Profile	24-32
5	Compliance report on the customer perception of services <ul style="list-style-type: none">• Basic telephone service• Cellular mobile telephone service• Broadband service	33-37
6	Detailed report <ul style="list-style-type: none">• Basic telephone service• Cellular mobile telephone service• Broadband service	38-75
7	Critical analysis <ul style="list-style-type: none">• Basic telephone service• Cellular mobile telephone service• Broadband service	76-79
8	Recommendations (Quality of service) <ul style="list-style-type: none">• Basic telephone service• Cellular mobile telephone service• Broadband service	80-82
9	Annexure (detailed tables) <ul style="list-style-type: none">• Basic telephone service• Cellular mobile telephone service• Broadband service	93-181
10	Customer satisfaction survey questionnaires <ul style="list-style-type: none">• Basic telephone service• Cellular mobile telephone service• Broadband service	181-198

Preface

Telecom Regulatory Authority of India (TRAI), the regulatory watch dog for the Quality of Service (QoS) for the telecom services – Basic Telephone (Wire-line), Cellular Mobile Telephone and Broadband has commissioned this survey.

The objective of the survey was to gauge the Quality of Services on the various parameters laid down by TRAI and to assess the compliance of 'Telecom Consumer Protection and Redressal of Grievances Regulations, 2007'.

For this survey, the circles covered in East zone were Kolkata, West Bengal (including Andaman & Nicobar and Sikkim but excluding Kolkata), Bihar (including Jharkhand), Orissa, Assam and North East which included Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Manipur and Tripura. These circles have to be surveyed twice in a year.

During the survey customers of Basic Telephone (Wire-line), Cellular Mobile Telephone and Broadband Service were surveyed in urban and rural areas. For each service a structured questionnaire was used to record the feedback of the customers. The feedback of the customers was captured through face-to-face and telephonic/ email surveys.

This report present the findings of the survey conducted in the North East (Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura) during 1st January, 2012 and 31st March, 2012.

1. Executive summary

In the Fourth quarter (1st January to 31st March) of 2012, the customer satisfaction survey was conducted in the North East circle.

Only one service provider in the basic wire-line (BSNL) is present in this circle. The survey was conducted across 9 cities of the North East circle and in all, 768 customers were covered during the survey. All these customers were postpaid customers.

All the 7 cellular mobile service providers present in the North East circle were covered in the survey. Spread across the 9 cities of North East circle, the survey covered 3084 customers, out of which 2873 were prepaid customers and 211 were post paid customers.

In the survey, the only one Broadband service provider (BSNL) was covered, which was present in the North East. Across the 9 cities of North East circle a total of 768 customers were covered. All these customers were postpaid customers.

The following feedback was obtained from the sample of customers:

1. Satisfaction on the Quality of Service parameters as laid down by TRAI, namely...
 - Provision of service (activation/ reactivation)
 - Billing performance
 - Help services including customer grievance redressal
 - Network performance, reliability and availability
 - Maintainability
 - Supplementary and value added service
 - Overall service quality
2. Awareness of the grievance redressal mechanism set up by service providers, based on the regulations laid down by TRAI.

1.1 KEY FINDINGS OF THE SURVEY

Performance of the service providers on QoS parameters is outlined below.

1.1A Basic Telephone Service

1.1A.1 Satisfaction with Overall Service Quality

- BSNL met the benchmark for this parameter.

1.1A.2 Satisfaction with Provision of Service

- BSNL failed to meet the benchmark for this parameter as only 83% of the customers were satisfied.

1.1A.3 Satisfaction with Billing Performance-Post-paid customers

- BSNL met the benchmark set for this parameter.
- Urban customers of BSNL were less satisfied with the process of resolution of billing complaints.

1.1A.4 Satisfaction with Help Services including Customer Grievance Redressal

- BSNL was not able to meet the benchmark laid down by TRAI.
- Customers were least satisfied with the ease of access of call centre and response time taken to answer their calls by the customer care executive.

1.1A.5 Satisfaction with Network Performance, Reliability & Availability

- BSNL met the benchmark for related to network performance, reliability and availability.

1.1A.6 Satisfaction with Maintainability

- BSNL was not able to meet the benchmark for maintainability.

1.1A.7 Satisfaction with Supplementary and Value Added Services

- BSNL failed to meet the benchmark for this parameter.
- Only 43% of the urban customers were satisfied with respect to the supplementary and value added services.

Assessment of Implementation & Effectiveness of Consumer Protection and Redressal of Grievances Regulations, 2007 among Basic Telephone Service Customers:

1.1A.8 Awareness and Experience - Call Centre

On an overall basis:

- 85.5% of the customers were aware of the call centre number of their service provider for making complaints/query.
- Only 9.1% of the customers made complaints to the call centre.
- 5.7% of the customers, who had complained, said that they had received a docket number for their complaints.
- 81.4% of the customers, who had complained, said that they did not a receive docket number for their complaints.
- 7.1% of the customers, who had complained, said that they received the docket number for their complaints on request.
- 5.7% of the customers, who had complained, said that they did not receive the docket number for their complaints even on request.
- On the overall, 7.1% of the customers, who had complained, said that call centre did inform them about the action taken on their complaints.
- As a whole, 17.1% of the customers, who had complained, said that their complaints were satisfactorily resolved by the call centre within 4 weeks after they had lodged the complaints.

1.1A.9 Awareness and Experience - Nodal Officer:

- In all, only 6.5% of the customers were aware of the contact details of the nodal officer.
- Among those, who were aware of the contact details of the nodal officer, none of them made any complaints to the nodal officer.

1.1A.10 Awareness and Experience with Appellate Authority

- On an overall basis, only 1 customer was aware about the contact details of the appellate authority.
- None of the customer filed any complaint with the appellate authority.

1.1A.11 Other Service Benchmark

- On an overall basis, 63.8% of the basic telephone service customers said that they got the “Manual of Practice” containing the terms and conditions of service, toll free number of the call centre the and contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new basic telephone connection.

1.1B Cellular Mobile Service:

1.1B.1 Satisfaction with Overall Service Quality

- All the service providers were able to meet the benchmark laid down by the TRAI.

1.1B.2 Satisfaction with Provision of Service

- All service providers were able to meet the benchmark set by TRAI for provision of service.

1.1B.3 Satisfaction with Billing Performance - Postpaid

- None of the service providers were able to meet the benchmark laid down by TRAI for billing performance (postpaid).
- Postpaid customers were least satisfied with respect to the clarity of bills in terms of transparency and understandability and with the process of resolution of billing complaints.

1.1B.4 Satisfaction with Billing Performance - Prepaid

- On an overall basis, all the service providers met the benchmark laid down by TRAI for billing performance (prepaid).
- Customers of all the service providers, except BSNL, were less satisfied with processing of resolution of billing complaints.

1.1B.5 Experience with Help Service including Customer Grievance Redressal

- None of the service providers were able to meet the benchmark laid down by TRAI for help services.

1.1B.6 Satisfaction with Network Performance, Reliability & Availability

- On the whole, all the service providers were able to meet the benchmark laid down by TRAI for network performance, reliability and availability except BSNL and Rel Tel.
- Almost all the rural customers were satisfied with respect to the network performance, reliability and availability.

1.1B.7 Satisfaction with Maintainability

- On an overall basis, only Airtel, Idea and Vodafone met the benchmark laid down by TRAI.
- Almost all the rural customers were satisfied with the maintainability.

1.1B.8 Satisfaction with Supplementary and Value Added Services

- None of the service providers were able to meet the benchmark laid down by TRAI for supplementary and value added services.

Assessment of Implementation & Effectiveness of Consumer Protection and Redressal of Grievances Regulations, 2007 among Cellular Service Customers:

1.1B.9 Awareness and Experience - Call Centre

On an overall basis:

- 83.1% of the cellular mobile customers were aware of the call centre number of their service provider to make complaint/ query.
- On the overall, only 11% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- 30.9% of the cellular customers, who had complained, said that they had received a docket number for their complaints.
- 62.6% of the customers, who had complained, said that they did not receive the docket numbers for most of their complaints.
- 2.4% of all the cellular customers, who had complained, said that they received the docket numbers for their complaints on request.
- 3.8% of all the cellular customers, who had complained, said that they did not receive docket numbers for their complaints even on request.
- 0.3% of all customers, who had complained, said that their complaints were refused to be registered.
- On the whole, 17.9% of the cellular mobile customers, who had complained, said that they were informed about the action being taken on their complaints by the call centre.
- In total, only 17.6% of the cellular mobile customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by the call centre/customer care within four weeks after they had lodged their complaints.

1.1B.10 Awareness and Experience - Nodal Officer

- On an overall basis, 0.6% of the cellular mobile customers were aware of the contact details of the nodal officer.
- Out of 17 customers, only 5 customers made complaints to the nodal officer.
- 4 out of the 5 the customers said that they were intimidated by the nodal officer about the decision taken on their complaints.
- None of the customers were satisfied with the redressal of the complaints by the nodal officer.
- Nodal officer not courteous, nodal officer not equipped with adequate information and the time taken by nodal officer for redressal of complaints was too long were the reasons for dissatisfaction with the nodal officer.

1.1B.11 Awareness and Experience - Appellate Authority

- On an overall basis, only 7 customers were aware of the contact details appellate authority.
- 4 out of 7 customers filed the appeals with the appellate authority in the last 6 months.
- All 4 customers, who filed the appeal with appellate authority, received acknowledgement.
- In all the 4 cases, appellate authority took a decision upon their complaints within 3 months.

1.1B.12 Other Service Benchmark

In all, 91.5% of the customers claimed to have received the “Manual of Practice” containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new mobile telephone connection.

1.1C Broadband Service:

1.1C.1 Satisfaction with Overall Service Quality

- BSNL met the benchmark laid down by TRAI.

1.1C.2 Satisfaction with Provision of Service

- BSNL was able to meet the benchmark set by TRAI.

1.1C.3 Satisfaction with Billing Performance -Postpaid

- BSNL met the benchmark fixed by TRAI.

1.1C.4 Experience with Help Services

- BSNL failed to meet the benchmark laid down by TRAI.
- Customers were less satisfied with all the sub-parameters of help services.

1.1C.5 Satisfaction with Network Performance, Reliability & Availability

- BSNL was able to meet the benchmark set by TRAI.

1.1C.6 Satisfaction with Maintainability

- BSNL did not meet the benchmark laid down by TRAI.

1.1C.7 Satisfaction with Supplementary and Value Added Services

- BSNL met the benchmark laid down by TRAI.

1.1C.8 Awareness and Experience with Call Centre

On an overall basis:

- 87.6% of the broadband customers said that they were aware of the call centre number of their service provider to make complaints/ queries.
- Only 13.9% of the broadband customers said that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- 28% of the broadband customers, who had complained, claimed that they received a docket number for their complaints.
- 57.9% of the broadband customers, who had complained, said that they did not receive docket numbers for their complaints.
- 9.3% of the broadband customers, who had complained, said that they received docket numbers on request.
- 4.7% of the broadband customers, who had complained, said that they did not receive docket numbers even on request.
- 5.6% the broadband customers, who had complained, said that they were informed about the action taken on their complaints by the call centre.
- 92.5% of the broadband customers, who had lodged complaints, said that they were satisfied with the system of resolving of their complaints by the call centre/ customer care/ helpline.
- Only 12.1% of the broadband customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by the call centre/customer care within four weeks after they had lodged their complaints.

1.1C.9 Awareness and Experience with Nodal Officer

- Only 1 broadband customer was aware of the contact details of the nodal officer.
- No one made any complaints to the nodal officer.

1.1C.10 Awareness and Experience with Appellate Authority

- Only 1 broadband customer was was aware of the contact details of the appellate authority.
- No one filed any appeal with the appellate authority.

1.1C.11 Other Service Benchmarks

- On an overall basis, 87.6% of the customers claimed to have got the “Manual of Practice” containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new broadband connection.

2. Introduction

2.1 Background:

The Telecom Regulatory Authority of India (TRAI) was established under the Telecom Regulatory Authority of India Act, 1997 as a statutory body. TRAI is responsible for regulating telecommunications services and matters connected therewith. Its mission is to nurture the conditions for growth of telecom, broadcasting and cable services in a manner and at a pace that enables India to play a leading role in emerging global information society.

In this regard, TRAI has passed regulations on Quality of Service (QoS) for Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service for Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). These regulations are applicable to all service providers of basic wire-line, cellular mobile and broadband service, so that the service providers provide better services to their customers.

The salient features of these regulations are listed below:

- I. Each telecom operator is required:
 1. To set up a 24x7 toll free call centre
 2. To appoint one or more nodal officer in each licensed service area
 3. To appoint one or more appellate authority in each licensed service area.
- II. The information as above in addition to the contact details of the nodal officers and the appellate authority is to be widely publicized in national and local newspapers, sales outlets, websites and back side of their invoice/ bills being sent to the consumers.
- III. Each operator will be required to publish abridged version of “Manual of Practice” for their customers and also make available the same on their websites.
- IV. The call centre, nodal officers and appellate authorities would follow the time lines as given in TRAI regulations for redressal of the complaints

To determine the effectiveness of implementation of the QoS regulations, TRAI has initiated the following survey:

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

For this survey, customers of Basic Telephone (Wire-line), Cellular Mobile Telephone and Broadband Service were surveyed in urban and rural areas. For each service a structured questionnaire was used to record the feedback of the subscribers. The feedback of the subscribers was captured through face-to-face and telephonic/ email surveys.

The survey was divided into four zones covering the following Telecom Circle/ Metro Service Areas:

North Zone: Delhi, Jammu & Kashmir, Himachal Pradesh, Punjab, Haryana, Rajasthan, Uttar Pradesh - East and Uttar Pradesh - West (including Uttarakhand). For cellular mobile telephone service the service areas of Delhi includes Ghaziabad, Faridabad, Noida and Gurgaon.

South Zone: Chennai, Andhra Pradesh, Karnataka, Tamil Nadu (excluding Chennai) and Kerala.

West Zone: Mumbai, Maharashtra (including Goa but excluding Mumbai), Gujarat and Madhya Pradesh (Including Chhattisgarh).

East Zone: Kolkata, West Bengal (Including Andaman & Nicobar and Sikkim but excluding Kolkata), Bihar (including Jharkhand), Orissa, Assam and North East which includes Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Manipur and Tripura.

With regard to the aforementioned survey, Marketing and Development Research Associates has been commissioned by Telecom Regulatory Authority of India (TRAI) to conduct surveys in the East zone.

3. Objectives and Survey Methodology:

3.1.1 Survey Objectives

This survey has the following objectives:

(1) Implementation and Effectiveness of the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 dated 4th May, 2007

TRAI through its Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 dated 4th May 2007, has specified a three-stage redressal mechanism viz. call centre, nodal officer and appellate authority. The regulation also insists for the publication of a “Manual of Practice” for handling consumer grievances by the service providers for the purpose of educating consumers and prevention of their grievances. Through this survey of consumers of basic telephone (wire-line), cellular mobile telephone and broadband service, TRAI intends to assess implementation and effectiveness of the regulations.

(2) Customer Perception of Service

The regulations on standards of quality of service of basic telephone service (wire-line) and cellular mobile telephone service regulations, 2009 (7 of 2009) dated 20th March 2009 and quality of service for broadband service regulations, 2006 (11 of 2006) dated 6th Oct, 2006 provide for benchmarks for the parameters on customer perception of service to be achieved by service providers. Through this survey TRAI wanted to know the customer’s perception on various parameters of quality of service laid down by them.

The parameters and benchmarks relating to customer perception of service for basic telephone (wire-line), cellular mobile telephone and broadband service are given below:

(a) Basic Telephone (wire-line) Service and Cellular Mobile Telephone Service:

S. No.	Name of Parameter	Benchmark
(a)	Customers satisfied with the provision of service	≥ 90 %
(b)	Customers satisfied with the billing performance	≥ 95 %
(c)	Customers satisfied with network performance, reliability and availability	≥ 95 %
(d)	Customers satisfied with maintainability	≥ 95 %
(e)	Customers satisfied with supplementary and value added services	≥ 90 %
(f)	Customers satisfied with help services including customer grievance redressal	≥ 90 %
(g)	Customers satisfied with overall service quality	≥ 90 %

(b) Broadband Services:

S. No.	Customer perception of service	Benchmark
(i)	% satisfied with the provision of service	≥ 90 %
(ii)	% satisfied with the billing performance	≥ 90 %
(iii)	% satisfied with help services	≥ 90 %
(iv)	% satisfied with network performance, reliability and availability	≥ 85 %
(v)	% satisfied with maintainability	≥ 85 %
(vi)	% satisfied Overall customer satisfaction	≥ 85 %
(vii)	% satisfied with Customer satisfaction with offered supplementary services such as allocation of static / fixed IP addresses, email Ids etc.	≥ 85 %

The parameters of customer perception of service have taken into account the following sub-parameters:

1. Basic Telephone Service

Provision of Service

- Time taken to provide the customer with a working telephone connection
- Ease of understanding in relevant information related to tariff plans & charges

Billing performance (Postpaid)

- Timely delivery of bills
- Accuracy and completeness of the bills
- Process of resolution of billing complaints
- Clarity of the bills in terms of transparency & understandability

Billing Performance (Prepaid)

- Charges deducted for every call i.e. amount deducted on every usage
- Resolution of billing complaints
- Ease in the recharging process and transparency in the recharge offers

Help Services including Customer Grievance Redressal

- Ease in access of the call centre/customer care or helpline
- Ease in getting an option for talking to a customer care executive
- Response time taken to answer your call by a customer care executive
- Problem solving ability of the customer care executive(s)
- Time taken by the call centre/customer care /helpline to resolve customer complaints

Network Performance, Reliability and Availability

- Availability of working telephone (dial tone)
- Ability to make or receive calls easily
- Voice quality

Maintainability

- Fault repair service

Supplementary and Value Added Services

- Quality of the supplementary services/ value added service provided

Overall Service Quality

- Overall service quality of the telephone service

2. Cellular Mobile Telephone Service

Provision of Service

- Process and time taken to activate the mobile connection, after you had applied and completed all formalities
- Ease in understanding or with provision of all relevant information related to tariff plans & charges

Billing Performance (Prepaid)

- Accuracy of charges for the services used such as calls, SMS, GPRS etc.
- Resolution of billing complaints
- Ease in the recharging process and the transparency in the recharge offers

Billing performance (Postpaid)

- Timely delivery of bills
- Clarity of the bills in terms of transparency & understandability
- Accuracy and completeness of the bills
- Process of resolution of billing complaints

Help Services including Customer Grievance Redressal

- Ease in access of the call centre/customer care or helpline
- Ease in getting an option for talking to a customer care executive
- Response time taken to answer your call by a customer care executive

- Problem solving ability of the customer care executive(s)
- Time taken by the call centre/customer care /helpline to resolve customer complaints

Network Performance, Reliability and Availability

- Availability of signal in customer locality
- Ability to make or receive calls easily
- Call drop during conversation
- Voice quality

Maintainability

- Availability of signal
- Restoration of network (signal) problems

Supplementary and Value Added Services

- Quality of the supplementary services / value added service provided
- Process of activating value added services or the process of unsubscribing
- Resolution of your complaint for deactivation of VAS & refund of charges levied

Overall Service Quality

- Overall quality of your mobile service

3. Broadband Service

Provision of Service

- Time taken to provide the customer with a broadband connection after registration and payment of initial deposit by the customer

Billing performance (Postpaid)

- Timely delivery of bills
- Clarity of the bills in terms of transparency & understandability
- Accuracy and completeness of the bills
- Process of resolution of billing complaints

Billing Performance (Prepaid)

- Accuracy of bills i.e. amount deducted on every usage
- Process of resolution of billing complaints

Help Services

- Ease in access of the call centre/customer care or helpline
- Ease in getting an option for talking to a customer care executive
- Response time taken to answer your call by a customer care executive
- Problem solving ability of the customer care executive(s)
- Time taken by the call centre/customer care /helpline to resolve customer complaints

Network Performance, Reliability and Availability

- Speed of broadband connection
- Amount of time for which service is up and working

Maintainability

- Time taken for restoration of broadband connection

Supplementary Services

- Process of activating value added services or the process of unsubscribing
- Resolution of your complaint for deactivation of VAS & refund of charges levied

Overall Customer Satisfaction

- Overall quality of broadband service

3.1 Survey Methodology

The survey was carried out among consumers of basic telephone (wire-line), cellular mobile telephone and broadband service.

Following was the survey methodology:

- In case of basic telephone (wire-line) and cellular mobile telephone, 50% of the sample was covered through face-to-face personal interviews and the rest through telephonic interviews. However, for broadband service at least 50% of the sample was covered by face-to-face personal interviews, while up to 50% was covered through e-mail/ telephonic interviews or by developing a web based application.
- In case of face-to-face personal interviews, both urban and rural areas were covered
- A set of residential and commercial areas were pre-identified before the start of the survey.
- The customers were selected randomly for face-to-face personal and telephonic interviews.

- It was ensured that the sample size was geographically spread, covering customers of different age groups, income levels, genders, religions, areas, users, etc.
- The identity of customers was recorded in the questionnaires and the signatures of the customers who were surveyed through face-to-face personal interviews were taken on the survey questionnaires.
- Structured questionnaires were used to record the feedback of the customers. These questionnaires were prepared in consultation with TRAI.
- The questionnaires were filled up using blue ballpoint pen only.
- In case of the basic telephone and broadband survey in the commercial segment, the head/manager of the IT/MIS Department or the administration or accounts executive/ manager or whoever takes care of basic telephone or broadband service related issues was interviewed. In case of unavailability of such persons, the CEO/ MD/ owner of the firm was interviewed.
- Only those customers, who were of 18 years or above, were interviewed.
- Actual users of basic telephone (wire-line) service, cellular mobile telephone service and broadband service were interviewed.
- During the survey both prepaid and postpaid customers were covered. The sample size was spread as per the approximate overall actual ratio of the prepaid and post-paid customers.
- Users of both GSM technology as well as CDMA technology were covered in the survey.
- Database of subscribers was obtained from the service providers for the telephonic survey.

3.2 Target Users/ Segments

Following segments were covered in the survey:

1. Residential users
 - Individual Residential Home
 - Apartments/ Society
2. Commercial users
 - Corporate Clients
 - IT/ Software Companies
 - BPO/ KPO
 - SME (Small and medium Enterprises)
 - Government offices
 - Industrial Units

- Healthcare Facility Centers
- Multiplexes/ Malls
- Hotels/ Restaurants
- PCO 's
- Cyber Cafés
- Shopkeepers/ Vendors
- Universities & Schools
- Institutes - Medical Colleges/ Engineering Colleges/ Computer Training Centres
- NGO's
- Small scale shop-owners
- Private Practitioners -Doctors/ Architects
- Etc.

3.3 Sample Design

3.3.1 Basic Telephone (wire-line) Service:

- The sample size was evenly spread over 5% (five per cent) of the exchanges of each Basic Service Operators (BSOs) in the circle. The above stated 5% (five per cent) exchanges were spread over 10% (ten per cent) of the Short Distance Charging Areas (SDCA's). The selection of SDCA's and the exchanges was done in consultation with the TRAI officials. The sample size was evenly spread through the selected exchanges.

3.3.2 Cellular Mobile Telephone Service:

- The sample for cellular mobile telephone service subscribers was evenly spread over in 10% (ten per cent) of the district headquarters of a service area where the services are commissioned. The 10% of the districts for survey were selected in consultation with the TRAI officials. The sample size was evenly spread through the selected district headquarters

3.3.3 Broadband Service:

- The sample for broadband service subscribers was evenly spread over in the areas served by 10% (ten per cent) of the Points of Presence (POP's) of each service provider in each service area. The selection of BSNL's SDCA's & exchanges and POP's (private operators) was done in consultation with the TRAI officials.

3.5 Sample Coverage and Size

3.5.1 Basic Telephone (Wire-line) Service:

BSNL: In North East circle, there are 466 exchanges and 83 SDCA's. For the survey 25 exchanges and 9 SDCA's were covered. During the survey about 11 urban exchanges and 14 rural exchanges were covered.

Service provider	Circle	SDCAs covered	Sample Size	
			Proposed	Achieved
BSNL	North East	Nongpoh	768	768
		Kolasib		
		Ambasa		
		Pasighat		
		Bomdila		
		Bishenpur		
		Mao		
		Mokokchung		
		Wokha		

3.5.2 Cellular Mobile Telephone Service (including FWP):

- In all there, are 55 district headquarters in North East. For the survey, 9 district headquarters were selected on the basis of their geographical spread. Rural areas falling within 20 kms radius of the district headquarters were covered.
- The sample for cellular mobile telephone service subscribers was evenly spread across 9 of the selected district headquarters where the services were commissioned. During the survey 7 service providers were covered in this circle.

Geographical coverage	Cities covered
North East	Nongpoh
	Kolasib
	Ambasa
	Pasighat
	Bomdila
	Bishenpur
	Mao
	Mokokchung
	Wokha

Service providers	Sample size	
	Proposed	Achieved
Aircel	384	385
Airtel	384	384
BSNL	768	768
Idea	384	391
Reliance Tel	384	385
TTSL	384	384
Vodafone	384	387
Total	3072	3084

3.5.3 Broadband Service:

- **BSNL:** In North East circle, there are 466 exchanges and 83 SDCA's. For the survey we have covered 33 exchanges and 9 SDCA's. During the survey about 13 urban exchanges and 20 rural exchanges were covered.

Service provider	Circle	SDCAs covered	Sample size	
			Proposed	Achieved
BSNL	North East	Nongpoh	768	768
		Kolasib		
		Ambasa		
		Pasighat		
		Bomdila		
		Bishenpur		
		Mao		
		Mokokchung		
		Wokha		

3.6 Service Providers Covered

During the period (1st January to 31st March) of 2012, the survey was conducted in North East circle. The following service providers have been covered:

3.6.1 Basic Telephone (Wire-line) Service

1. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)

3.6.2 Cellular (including FWP) Service

1. Aircel Limited (Referred as Aircel in the report)
2. Bharti Airtel Limited (Referred as Airtel in the report)
3. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
4. Idea Cellular Limited (Referred as Idea in the report)
5. Reliance Telecom Limited (Referred as Rel Tel in the report)
6. Tata Teleservices Limited (Referred as TTSL in the report)
7. Vodafone Essar Mobile Services Limited (Referred as Vodafone in the report)

3.6.3 Broadband Service

1. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)

3.7 Mode of Interview & Sample Size Covered

3.7.1 Basic Telephone Service (Wire-line)

- During the survey, 64% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on telephone. For rural, subscribers face-to-face interviews were done.

Service Provider	Face to face	Telephonic	Sample Size Achieved
BSNL	490	278	768
Overall	490	278	768

3.7.2 Cellular Mobile Service

- During the survey, 63% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on telephone. For rural customers, face-to-face interviews were conducted.

Service Providers	Face to face	Telephonic	Sample Size Achieved
Aircel	233	152	385
Airtel	239	145	384
BSNL	488	280	768
Idea	247	144	391
Reliance Telecom	241	144	385
TTSL	249	135	384
Vodafone	247	140	387
Overall	1944	1140	3084

3.7.3 Broadband Service

- During the survey, 66% of the sample was covered through face-to-face interviews and up to 34% through a web-based/ telephonic survey. For the web-based survey we used our proprietary web-based survey editor to host the survey on the Internet. After sending these invitations, follow up phone calls were made to drive customers to the survey. For rural customers, face-to-face interviews were conducted.

Service Provider	Face to face	Telephonic	Sample Size Achieved
BSNL	504	264	768
Overall	504	264	768

3.8 Customer Profile by Connection Type

3.8.1 Basic Telephone Service (Wire-line)

- Only BSNL was covered in this circle. Across 9 SDCA's of the North East circle, 768 basic telephone service (Wire-line) postpaid subscribers were surveyed.

Service Provider	Prepaid	Postpaid	Sample Size Achieved
BSNL	0	768	768
Overall	0	768	768

3.8.2 Cellular Mobile Service

- A total of 7 cellular mobile telephone service providers currently functioning in the circle were covered. Across 9 cities of the North East circle, 3084 cellular mobile service subscribers were surveyed. Of this sample, 2873 were prepaid subscribers and 211 were postpaid subscribers.

Service Providers	Prepaid	Postpaid	Sample Size Achieved
Aircel	380	5	385
Airtel	369	15	384
BSNL	595	173	768
Idea	387	4	391
Reliance Telecom	378	7	385
TTSL	382	2	384
Vodafone	382	5	387
Overall	2873	211	3084

3.8.3 Broadband Service

- Only 1 broadband service provider present till date in the circle was covered. Across various exchanges /Points of Presence in the North East circle, 768 broadband service subscribers were surveyed. All these subscribers were postpaid subscribers.

Service Provider	Prepaid	Postpaid	Sample Size Achieved
BSNL	0	768	768
Overall	0	768	768

3.9 Methodology for Calculating Percentage of Customers Satisfied

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

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

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

Where:

CS = % of satisfied customers

A = (sum total of no. of customers 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%.

3.10 Questionnaires Development Process

Three types of questionnaires were developed for the customer satisfaction survey in consultation with TRAI. These questionnaires included questions on parameters of Customer Perception of Service and on Implementation and Effectiveness of Telecom Consumer Protection and Redressal of Grievances Regulations, 2007.

The questionnaires developed were for:

- Basic Telephone Service (Wire-line)
- Cellular Mobile Telephone Service
- Broadband Service

3.11 Definition of Key Terms Used

- **Appellate Authority:** It means one or more persons appointed as appellate authority under regulation 10, by a service provider, falling in clause (a) or clause (b) of sub-regulation (3) of regulation.

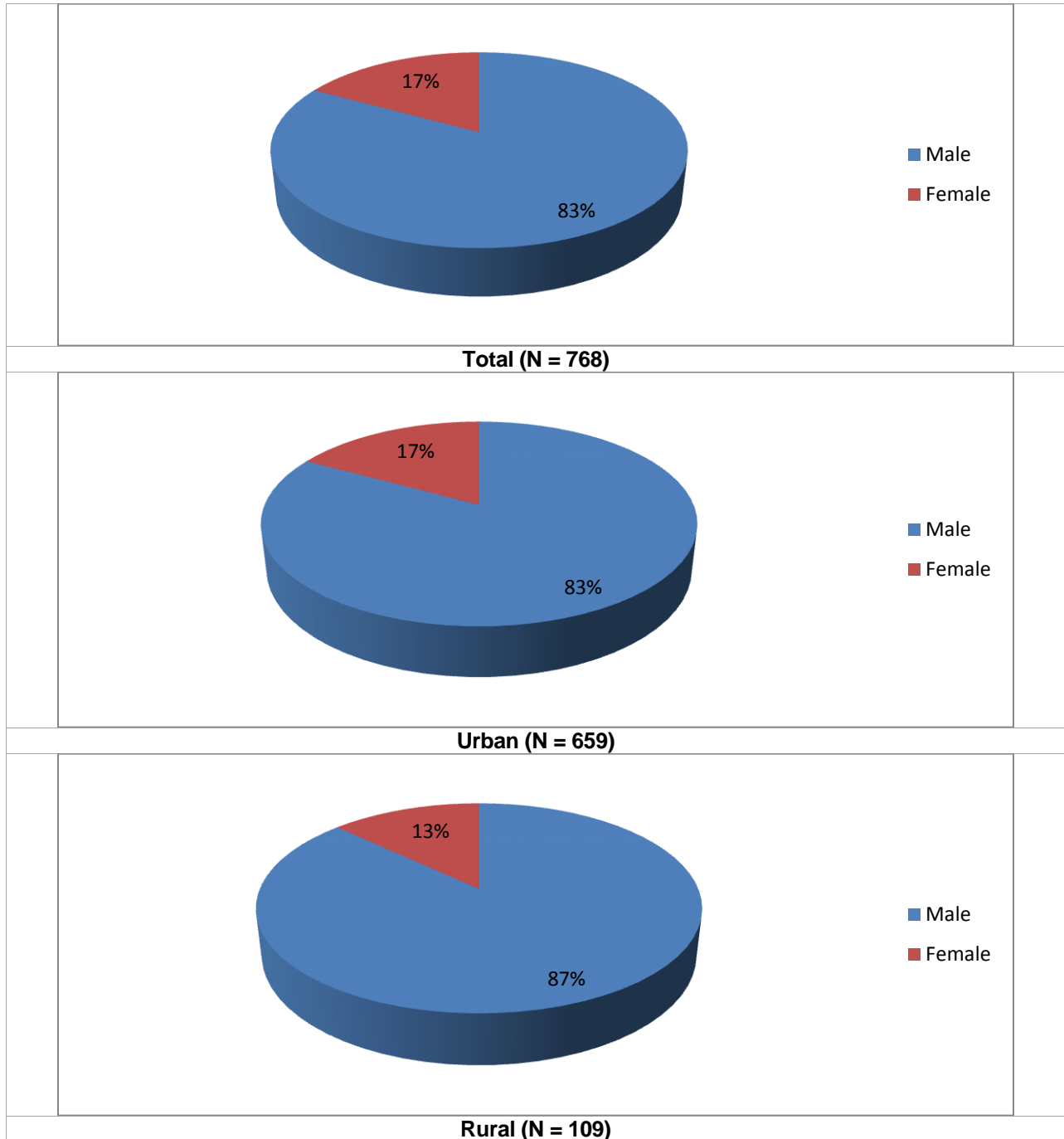
- **Basic Telephone Service (Wire-line):** It covers collection, carriage, transmission and delivery of voice or non-voice messages over licensee's Public Switched Telephone Network in the licensed service area and includes provision of all types of services except those requiring a separate license.
- **Broadband Service:** It means data connection
 - (1) Which is always on and is able to support interactive services including internet access.
 - (2) which has the capability of the minimum download speed of 256 kilo bits per second (kbps) or such minimum download speed, as may be specified by the licensor, from time to time, to an individual subscriber from the point of presence of the service provider intending to provide broadband service where a multiple of such individual broadband connections are aggregated and the subscriber is able to access these interactive services including the internet through the said point of presence.
 - (3) In which the interactive services shall exclude and services for which a separate license is specifically required (such as real-time voice transmission) except to the extent permitted, or, as may be permitted, under internet service provider's license with internet telephony.
 - (4) Which shall include such service or download speed or features, as may be specified from time to time, by the licensor.
- **Call Centre:** means a department or a section or a facility established under regulation 3 by the service provider, falling in clause (a) or clause (b) of sub-regulation 3 of regulation 1 for redressal of grievances of its consumers by telephone or electronic means or by any other means.
- **Cellular Mobile Telephone Service:** Means
 - (1) Telecommunication service provided by means of a telecommunication system for the conveyance of the message through the agency of wireless telegraphy where every message that is conveyed thereby has been, or is to be, conveyed by means of a telecommunication system which is designed or adapted to be capable of being used while in motion.
 - (2) Refers to transmission of voice or non-voice messages over licensee's network in real time but the service does not cover broadcasting of any messages, voice or non-voice, however, cell broadcast is permitted only to the subscribers of the service.

- (3) In respect of which the subscriber (all types, pre-paid as well as post-paid) has to be registered and authenticated at the network point of registration and an approved numbering plan shall be applicable.
- **Consumer:** means a consumer of a service provider falling in clause (a) or clause (b) of sub- regulation (3) of regulation 1 and includes its customer and subscriber.
 - **Manual:** means the “Manual of Practice” for handling consumer complaints referred to in regulation 20.
 - **Nodal Officer:** means the officer appointed or designated under regulation 6 by a service provider falling in clause (a) or clause (b) of sub-regulation (3) of regulation 1.

4. Demographic Profile

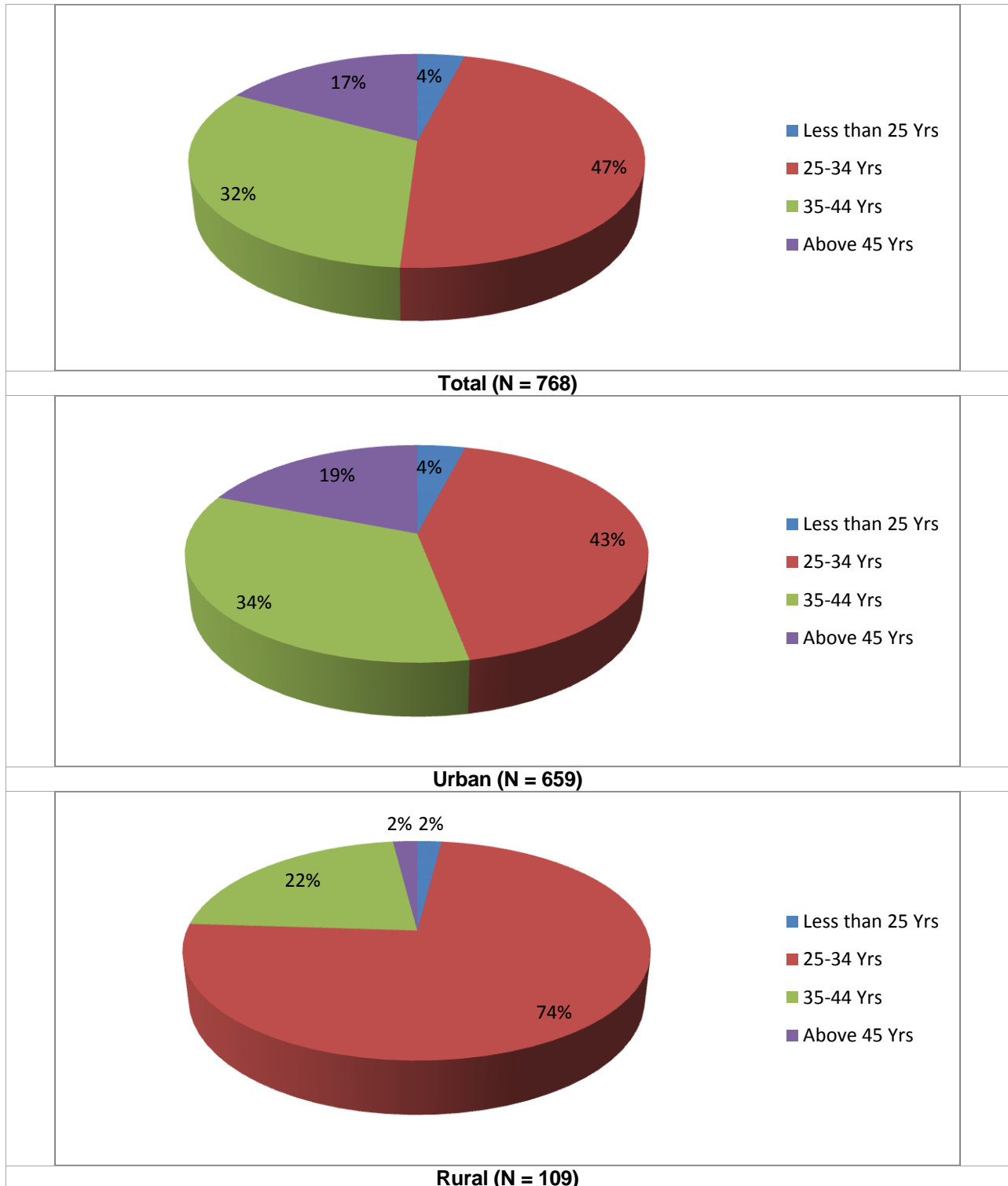
4.1 Basic Telephone Service (Wire-line)

4.1.1 Gender Profile



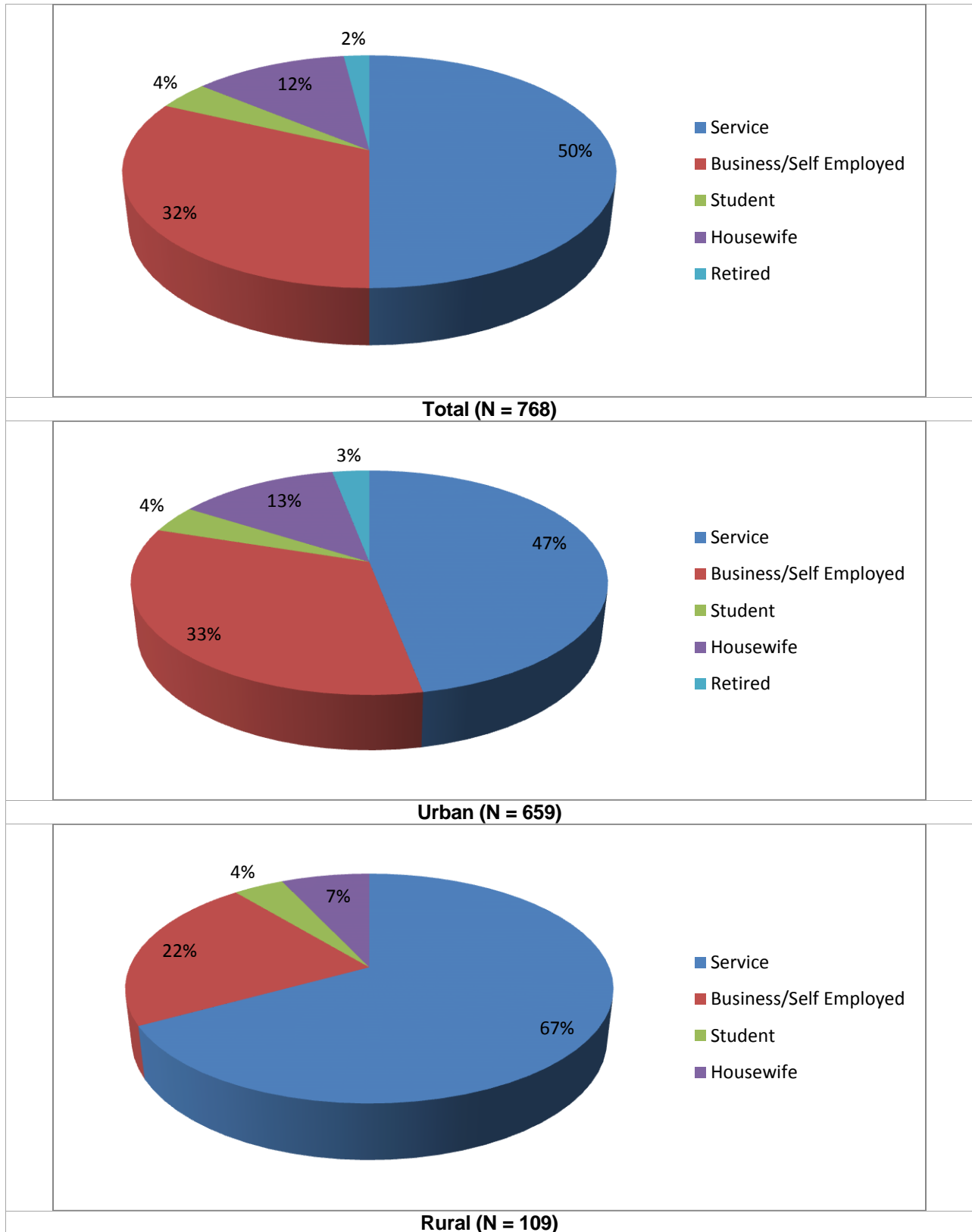
- On the whole, 83% of the customers were male. In urban areas, there was comparatively higher proportion of female customers.

4.1.2 Age Profile – Basic Wire-line



- In total, 79% of the customers were in the age group of 25-45 years.

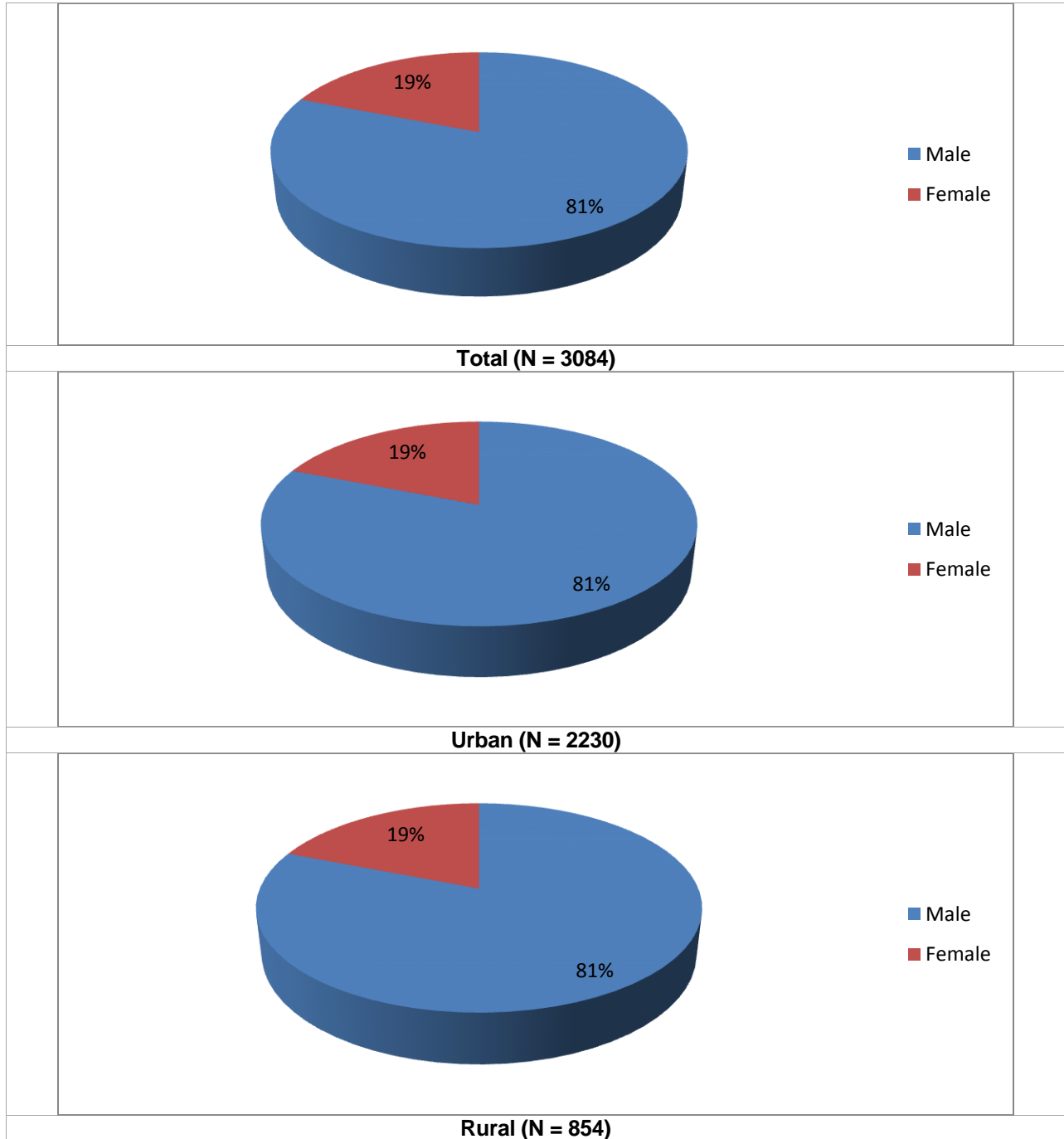
4.1.3 Occupation Profile



- As a whole, 82% of the customers were either in service or self employed/ businessmen.

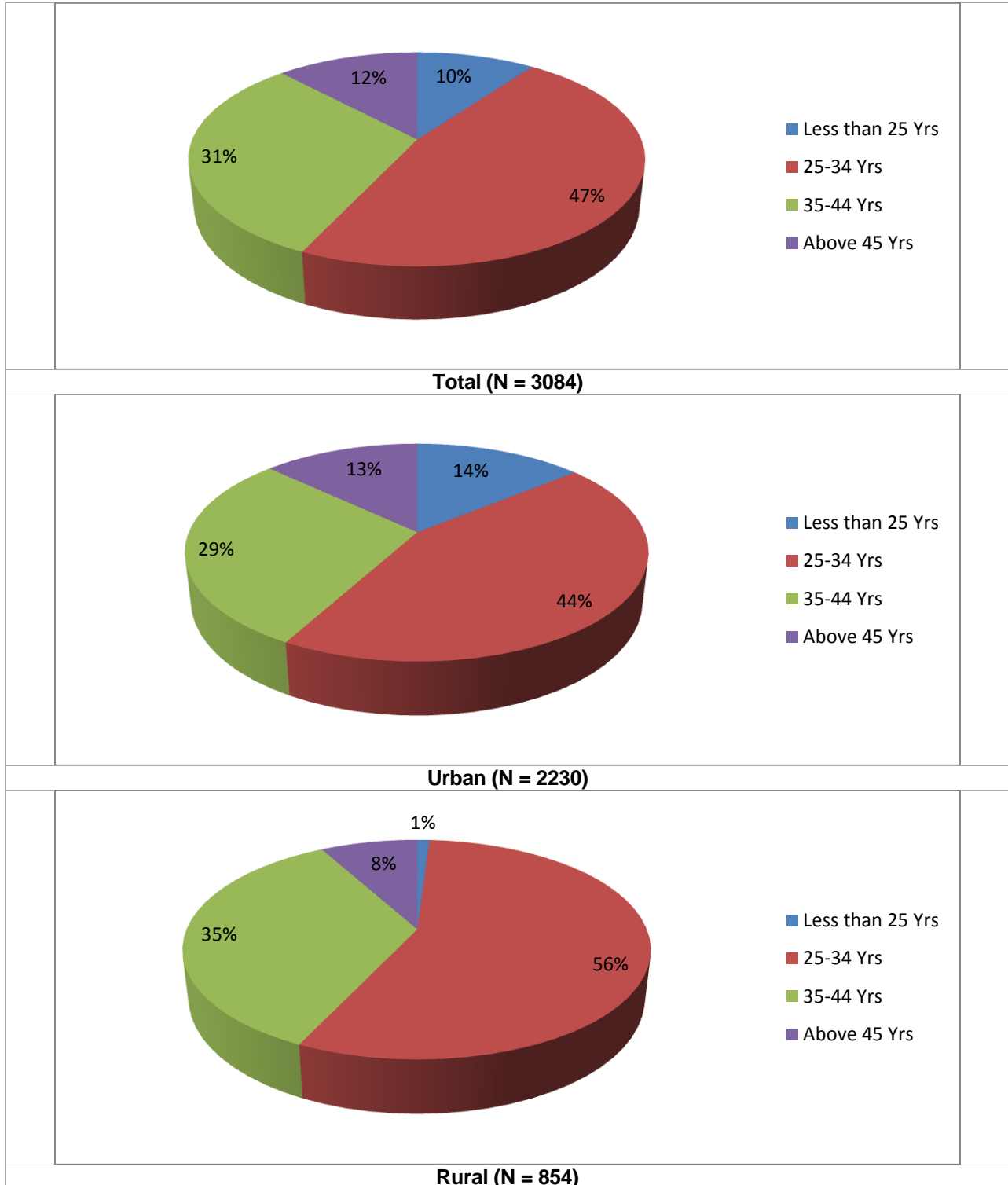
4.2 Cellular Mobile Service

4.2.1 Gender Profile



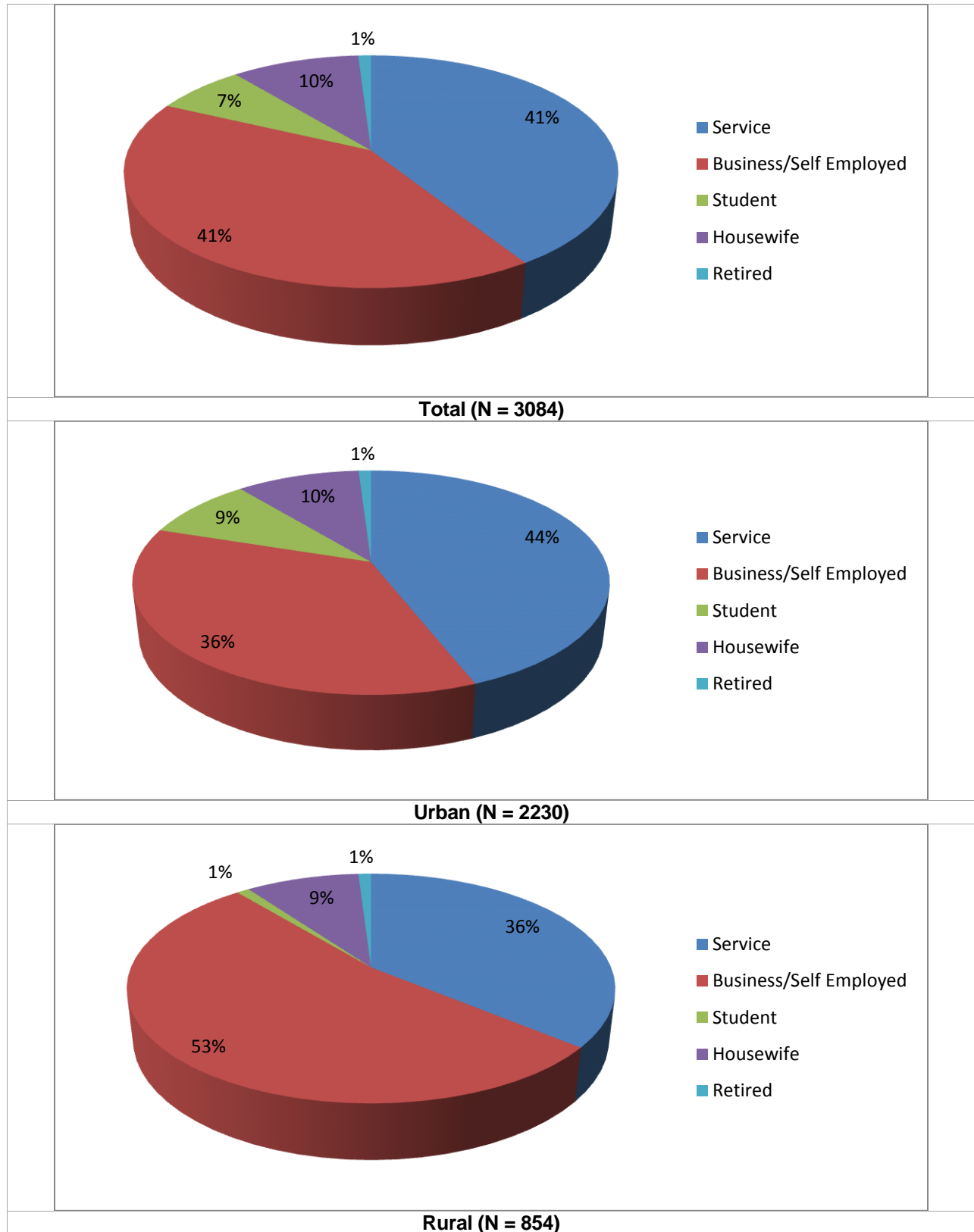
- On the overall, 81% of the customers were male.

4.2.2 Age Profile



- In all, 78% of the customers were in the age group of 25-45 years.

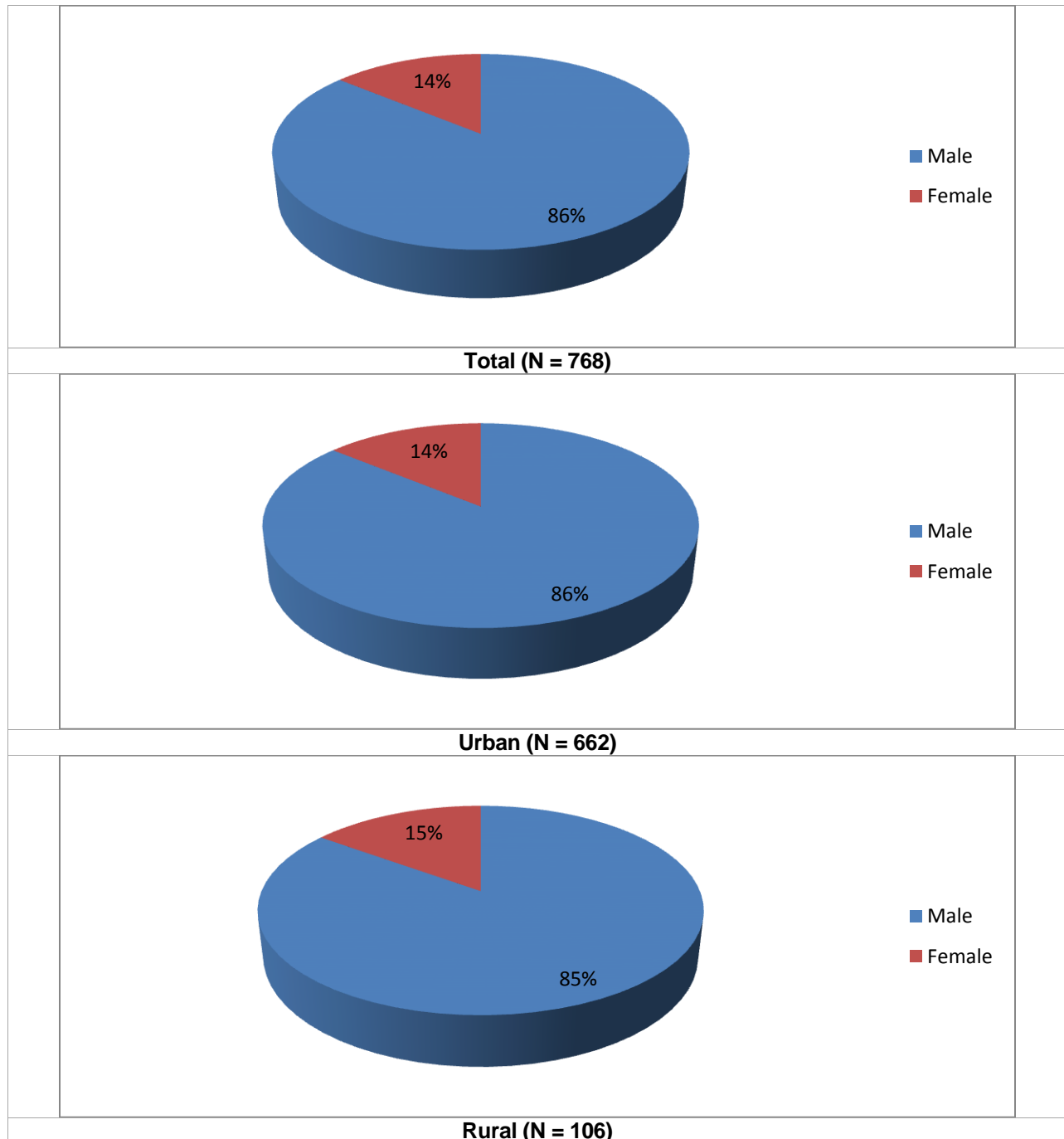
4.2.3 Occupation Profile



- Out of the total, 82% of the customers were either in service or self employed/businessmen.

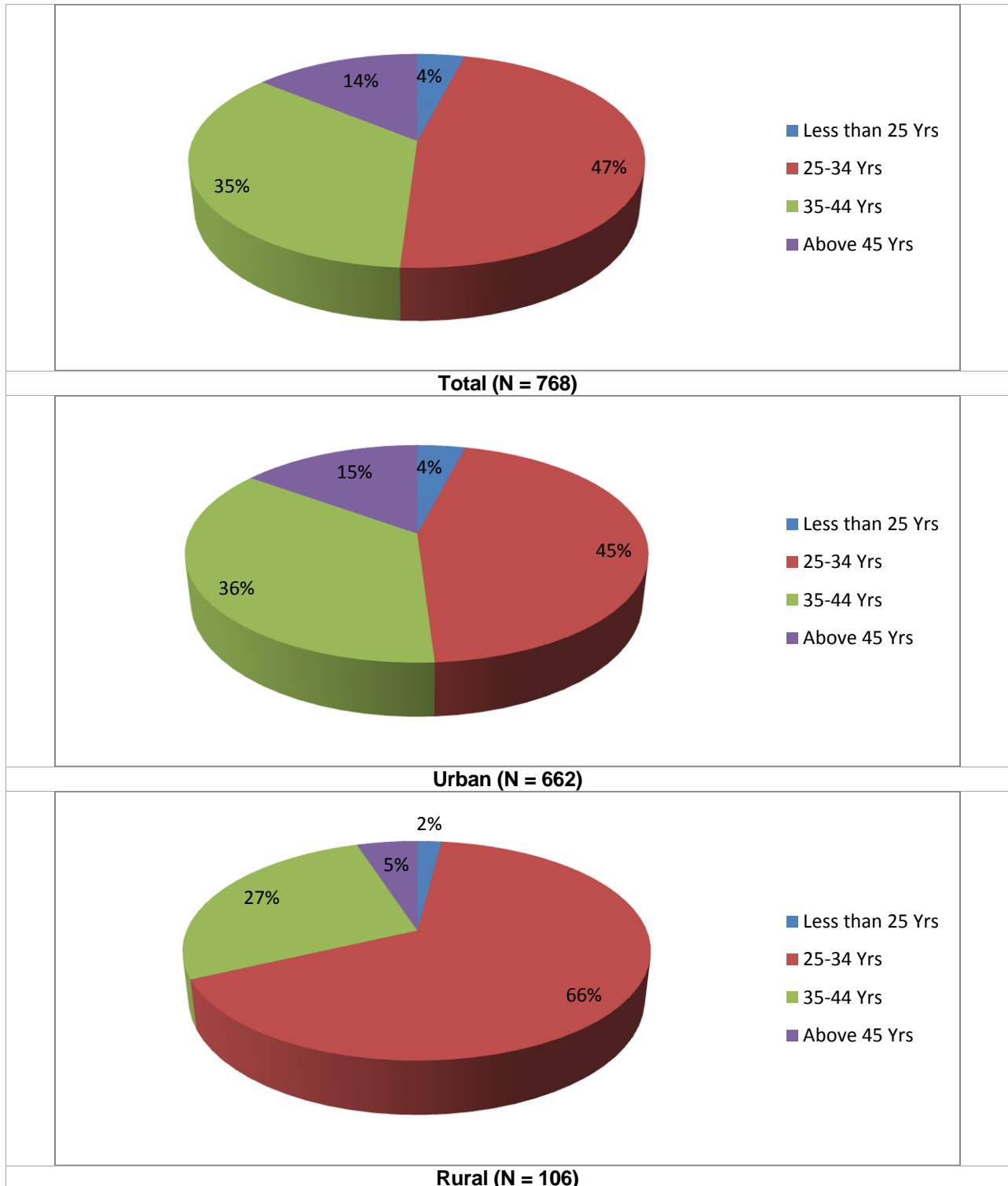
4.3 Broadband Service

4.3.1 Gender Profile



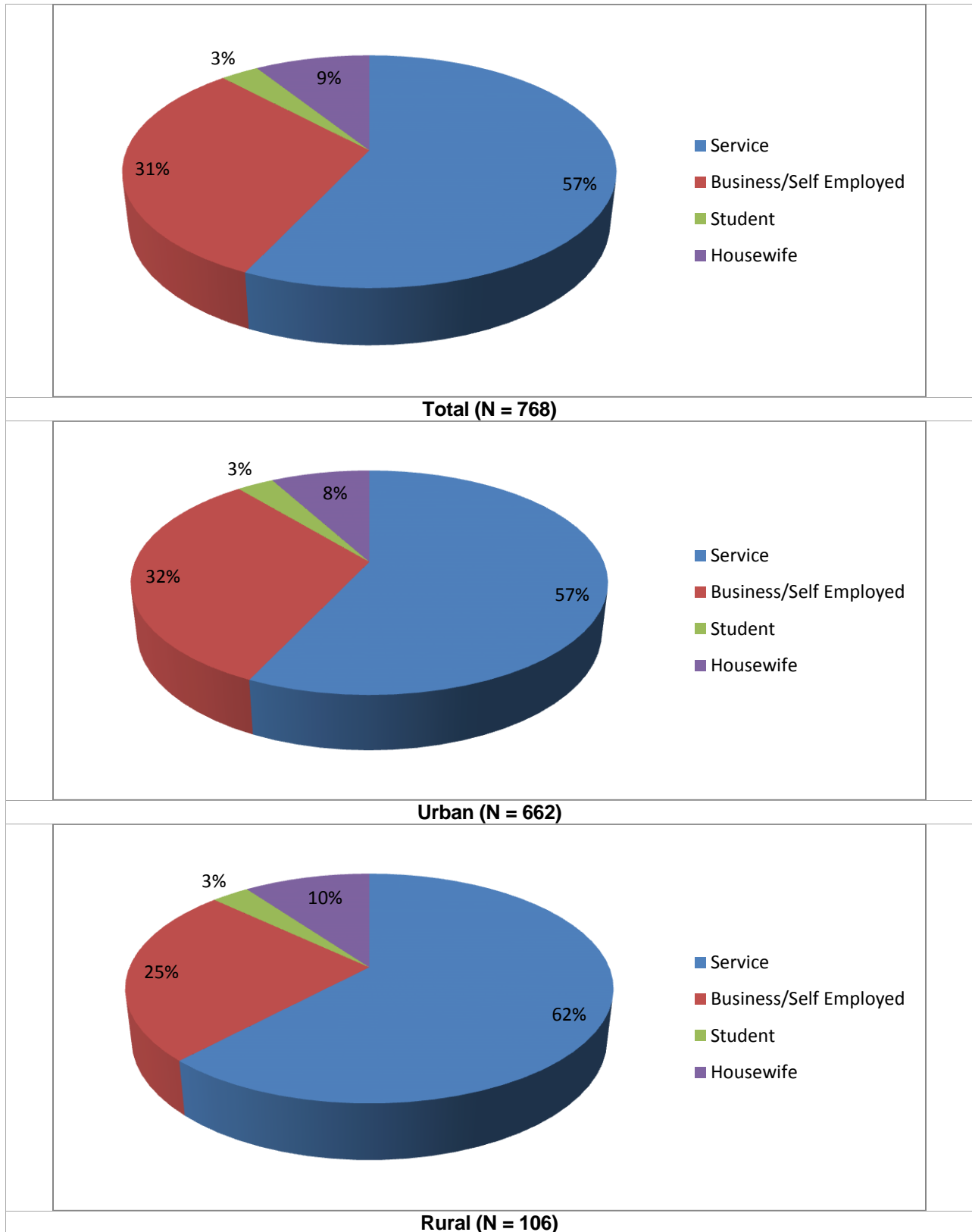
- On the whole, 86% of the customers were male.

4.3.2 Age Profile



- On the overall, 82% of the customers were in the age group of 25-45 years.

4.3.3 Occupation Profile



- In all, 88% of the customers were either in service or self employed/ businessmen.

5. COMPLIANCE REPORT ON THE CUSTOMER PERCEPTION OF SERVICE:

The compliance report has been presented, by using the following method:

The percentage of customers satisfied on various QoS parameters was derived by using the methodology explained in section 3.9. According to this methodology the total percentage of satisfied customer’s i.e. very satisfied and satisfied customers on various QoS parameters has been taken into account. This methodology has been used to derive the percentage of the customers satisfied with QoS parameters for all the three services i.e. basic telephone, cellular mobile and broadband.

5.1 Basic Telephone Service

5.1.1 The following table shows the percentage of satisfied customers with the QoS parameters.

Service Provider	Base	% satisfied with provision of service	% satisfied with billing performance		%satisfied with the help services including customer grievance redressal	% satisfied with the network performance, reliability and availability	% satisfied with the maintainability	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
			Postpaid	prepaid					
Benchmark		≥90%	≥95%	≥95%	≥90%	≥95%	≥95%	≥90%	≥90%
North East Circle									
BSNL (Total)	768	83	97	NA	73	98	80	55	100
BSNL (Urban)	659	83	96	NA	73	97	79	43	100
BSNL (Rural)	109	-	99	NA	-	100	83	75	99

Note: Figures in green color represent those service providers, who have met the benchmarks.

- On an overall basis, BSNL met the benchmarks related to billing performance (postpaid), network performance, reliability & availability and overall service quality.
- BSNL did not meet the benchmarks related to provision of service, help services including customer grievance redressal, maintainability and supplementary and value added services.

5.1.2 The following table shows the percentage of customers, who reported that their telephone fault was repaired within 3 days.

Service Provider	Base	% customers
		Benchmark: 3 days
North East Circle		
BSNL (Total)	292	79.8
BSNL (Urban)	257	79.8
BSNL (Rural)	35	80.0

- In total, 79.8% of the customers, who experienced fault in their connection, reported that the telephone fault was repaired within 3 days.

5.1.3 The following table shows the percentage of customers, who reported that their telephone service was terminated within 7 days on request.

Service Provider	Base	% customers
		Benchmark: 7 days
North East Circle		
BSNL (Total)	2	100.0
BSNL (Urban)	1	100.0
BSNL (Rural)	1	100.0

- All the customers, who requested for termination of their telephone service, reported that their telephone connection was terminated within 7 days.

5.1.4 The following table shows the percentage of customers who reported that their billing complaints were resolved by the call centre within four weeks.

Service Provider	Base	% customers
		Benchmark: 4 Weeks
North East Circle		
BSNL (Total)	70	17.1
BSNL (Urban)	68	16.2
BSNL (Rural)	2	50.0

- On the overall, 17.1% of the customers, who made billing complaints, reported that their billing complaints were resolved within 4 weeks.

5.2 Cellular Mobile Service

5.2.1 The following table shows the percentage of satisfied customers with QoS parameters.

Service Providers	Base	% satisfied with provision of service	% satisfied with billing performance		% satisfied with the help services including customer grievance redressal	% satisfied with the network performance, reliability and availability	% satisfied with the maintainability	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
			Postpaid	Prepaid					
Benchmark									
		≥90%	≥95%	≥95%	≥90%	≥95%	≥95%	≥90%	≥90%
North East Circle									
Aircel (Total)	385	97	56	98	84	96	93	66	99
Aircel (Urban)	277	96	67	98	84	95	90	64	99
Aircel (Rural)	108	100	43	97	NA	100	100	100	99
Airtel (Total)	384	99	59	98	77	98	97	57	93
Airtel (Urban)	274	99	58	98	77	98	96	57	91
Airtel (Rural)	110	99	67	99	NA	100	100	NA	100
BSNL (Total)	768	99	76	100	80	94	93	84	100
BSNL (Urban)	541	99	76	100	80	91	90	84	100
BSNL (Rural)	227	100	67	100	NA	100	100	NA	100
Idea (Total)	391	100	58	98	85	98	97	78	95
Idea (Urban)	283	100	56	98	85	97	96	78	93
Idea (Rural)	108	100	67	99	NA	100	100	100	99
Rel Tel (Total)	385	97	52	96	79	93	93	42	91
Rel Tel (Urban)	279	96	50	96	79	91	91	41	87
Rel Tel (Rural)	106	100	67	96	60	100	100	100	100
TTSL (Total)	384	98	43	97	83	97	91	87	100
TTSL (Urban)	300	98	67	98	85	97	89	91	100
TTSL (Rural)	84	99	25	94	60	100	100	0	100
Vodafone (Total)	387	99	56	98	79	96	97	58	98
Vodafone (Urban)	276	100	54	98	79	94	97	58	97
Vodafone (Rural)	111	99	67	100	NA	100	100	NA	100
Overall	3084	99	72	98	81	96	94	64	97
Overall (Urban)	2230	98	73	98	82	94	92	64	96
Overall (Rural)	854	99	56	98	60	100	100	80	100

Note: Figures in green color represent those service providers, who have met the benchmarks.

- On the overall, 97% of the cellular service customers were satisfied with the overall service quality of their service providers.
- All the service providers were able to meet the benchmarks related to provision of service, prepaid billing and overall service quality.
- Except BSNL and Rel Tel, all other service providers were able to meet the benchmark related to network performance, reliability and availability.
- Airtel, Idea and Vodafone were able to meet the benchmark set for maintainability.
- None of the service providers were able to meet the benchmark related to billing performance (postpaid), help services including customer grievance redressal and supplementary & value added services.

5.2.2 The following table shows the percentage of customers, who reported that their billing complaints were resolved by the call centre within four weeks.

Service Providers		Base	% customer
			Benchmark: four weeks
North East Circle			
Aircel	Total	68	5.9
	Urban	66	4.5
	Rural	2	50.0
Airtel	Total	20	60.0
	Urban	20	60.0
	Rural	0	0.0
BSNL	Total	111	1.8
	Urban	110	0.9
	Rural	1	100.0
Idea	Total	20	90.0
	Urban	18	88.9
	Rural	2	100.0
Rel Tel	Total	34	55.9
	Urban	33	57.6
	Rural	1	0.0
TTSL	Total	71	2.8
	Urban	67	1.5
	Rural	4	25
Vodafone	Total	16	18.8
	Urban	14	21.4
	Rural	2	0.0
Overall	Total	340	17.6
	Urban	328	16.8
	Rural	12	41.7

- On the whole, only 17.6% of the cellular mobile customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by the call centre/ customer care within four weeks after they had lodged their complaints.

5.3 Broadband Service

5.3.1 The following table shows the percentage of satisfied customers with QoS parameters

Service Provider	Base	% satisfied with provision of service	% satisfied with billing performance		%satisfied with the help services including customer grievance redressal	% satisfied with the network performance, reliability and availability	% satisfied with the maintainability	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
			Postpaid	Prepaid					
Benchmark		≥90%	≥90%	≥90%	≥90%	≥85%	≥85%	≥85%	≥85%
North East Circle									
BSNL (Total)	768	92	95	N/A	79	95	67	98	99
BSNL (Urban)	662	92	94	N/A	79	95	68	99	99
BSNL (Rural)	106	93	99	N/A	80	100	0	98	100

Note: Figures in green color represent those service providers, who have met the benchmarks.

- As a whole, BSNL met the benchmarks laid down by TRAI for provision of service, billing performance, network performance, reliability & availability, supplementary & value added services and overall service quality.
- A lower proportion of customers were satisfied with the help services and maintainability.

5.3.2 The following table shows the percentage of customers, who reported that their billing complaints were resolved by the call centre within four weeks.

Service Provider	Base	% customer	
		Benchmark: within 4 Weeks	
North East Circle			
BSNL	Total	107	12.1
	Urban	103	9.7
	Rural	4	75.0

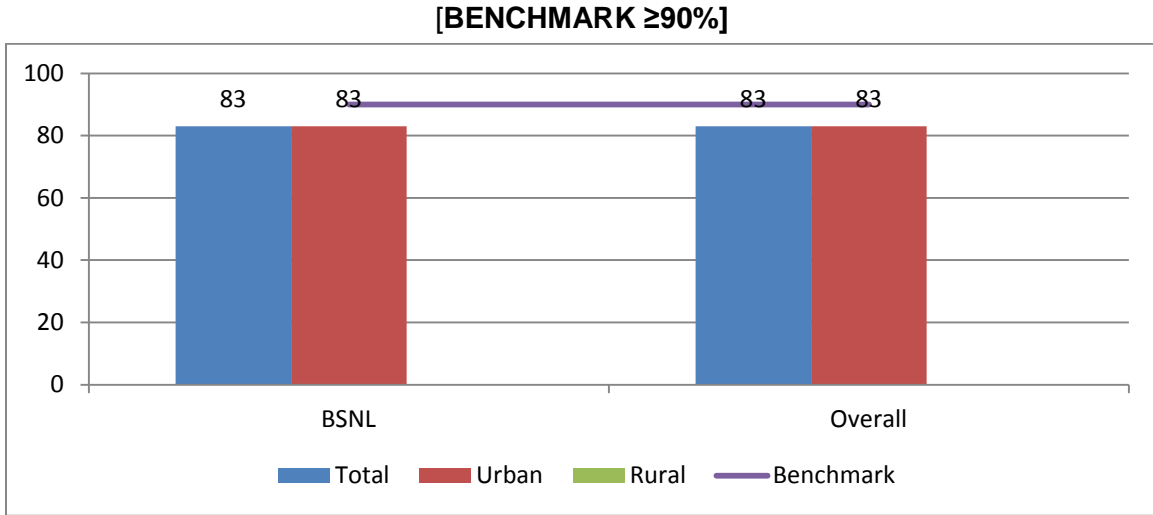
- On the whole, only 12.1% of the customers, who made complaints, reported that their complaints were resolved within 4 weeks.

6. DETAILED REPORT:

6A.1 Basic Telephone Service (Wire-line)

6A.1.1 Customer Satisfaction with Provision of Service

6A.1.1.1 The following graph shows the percentage of satisfied customers with provision of service.

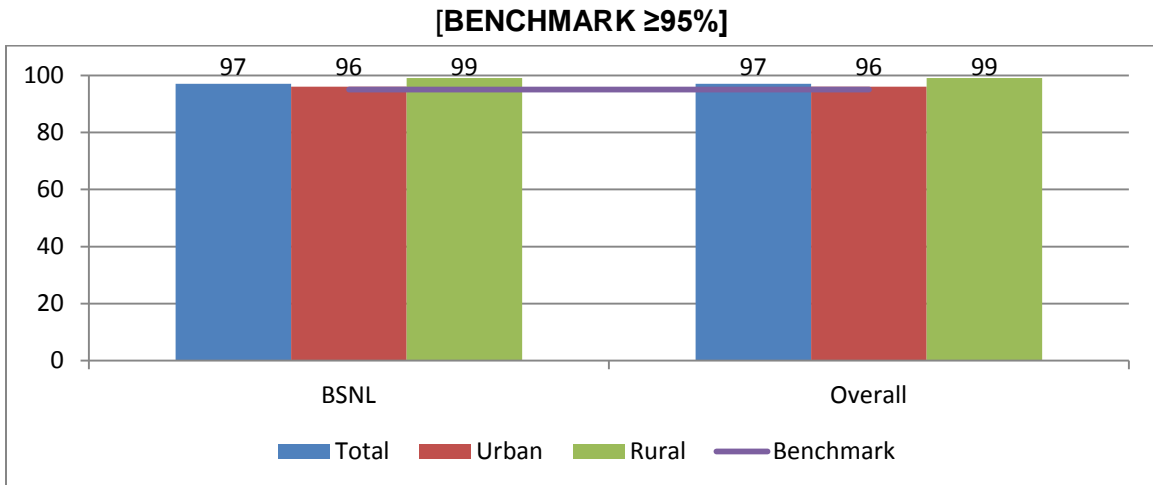


- BSNL failed to meet the benchmark related to provision of service.

Note: None of the rural customers reported to have taken or shifted their telephone connection in the last 6 months.

6A.1.2 Customer Satisfaction with Billing Performance - Postpaid

6A.1.2.1 The following graph shows the percentage of satisfied customers with billing performance among postpaid customers.



- BSNL met the benchmark laid down by TRAI in urban as well as rural areas.

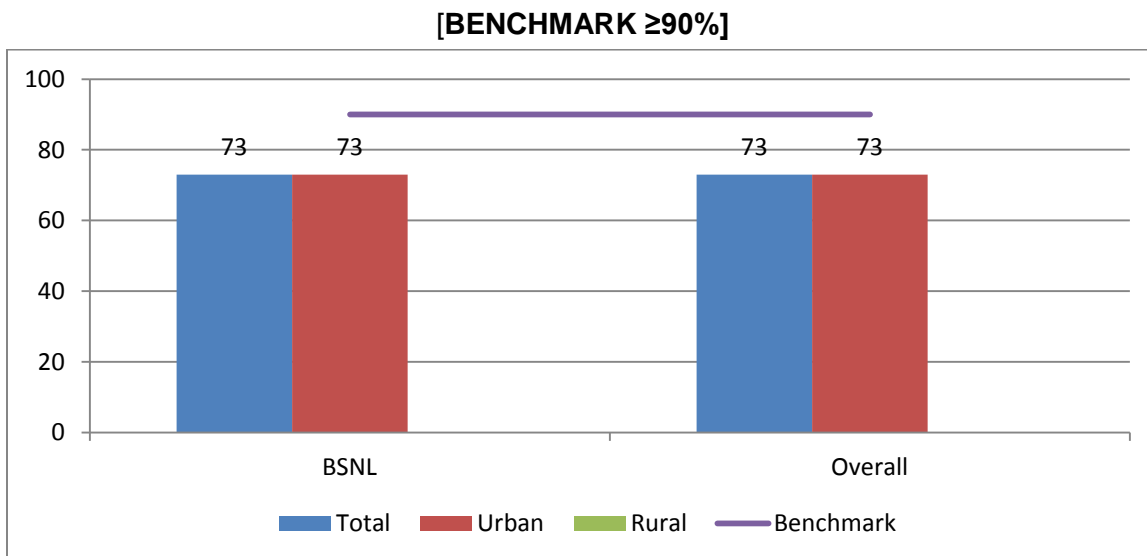
6A.1.2.2 The following table shows the percentage of satisfied customers with the sub-parameters of the billing performance.

Service providers		% postpaid customers				Base
		Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	
BSNL	Total	94.8	98.2	60.0	98.2	768
	Urban	94.1	97.9	60.0	98.1	659
	Rural	99.1	100.0	-	99.1	109

- Customers were less satisfied with the process of resolution of the billing complaints.
- Rural customers were more satisfied with all the sub-parameters of the billing performance as compared to their urban counterparts.

6A.1.3 Customer Satisfaction with Help Services including Customer Grievance Redressal

6A.1.3.1 The following graph shows the percentage of satisfied customers with help services including customer grievance redressal.



- BSNL failed to meet the benchmark laid down by TRAI for help service including customer grievance redressal.

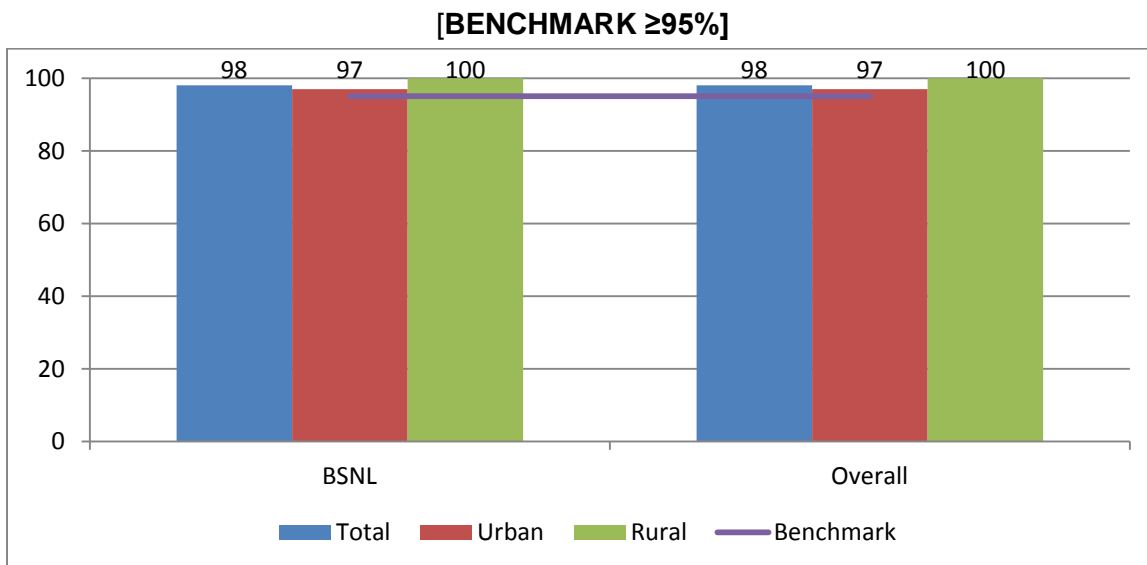
6A.1.3.2 The following table shows the percentage of satisfied customers with sub-parameters of help services including customer grievance redressal.

Service providers		% customers					Base
		Ease of access of call centre/customer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken to answer your calls by the customer care executive	Problem solving ability of the customer care executive(s)	Time taken by call centre/customer care or helpline to resolve your complaints	
BSNL	Total	65.6	77.0	63.9	78.7	80.3	61
	Urban	65.6	77.0	63.9	78.7	80.3	61
	Rural	-	-	-	-	-	0

- Customers of BSNL were less satisfied with respect to all the sub-parameters related to help services including customer grievance redressal.

6A.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

6A.1.4.1 The following graph shows the percentage of satisfied customers with network performance, reliability & availability.



- BSNL met the benchmark laid down by TRAI in both urban and rural areas.

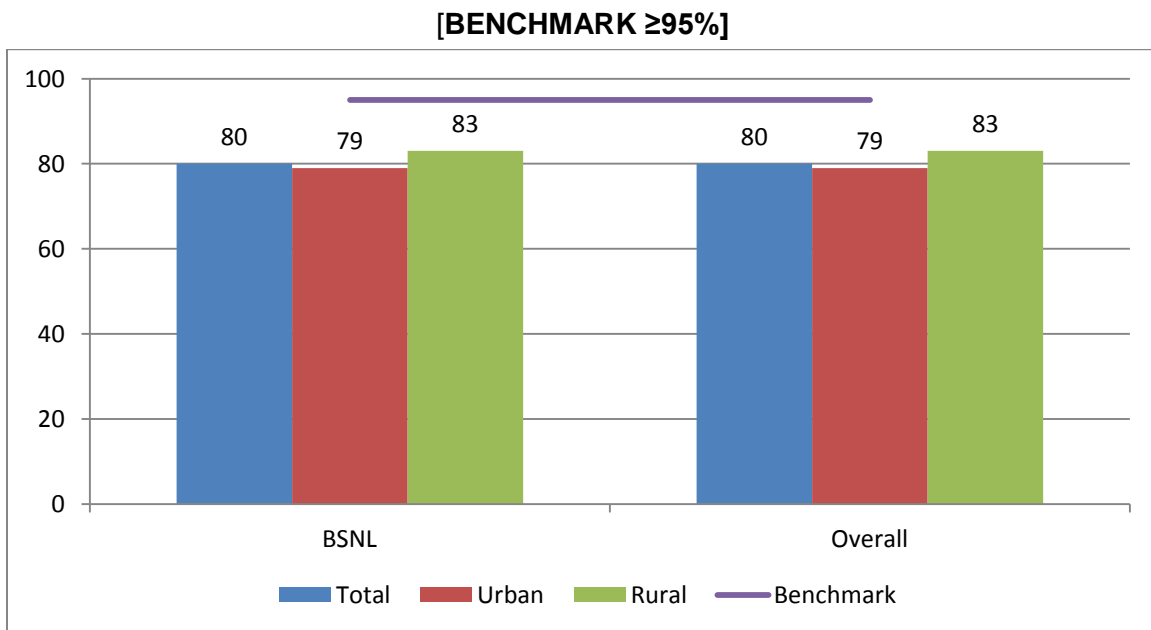
6A.1.4.2 The following table shows the percentage of satisfied customers with sub-parameters of network performance, reliability & availability.

Service providers		% customers			Base
		Availability of working telephone (Dial tone)	Ability to make/receive calls easily	Voice quality	
BSNL	Total	99.9	96.4	96.9	768
	Urban	99.9	95.9	96.4	659
	Rural	100.0	99.1	100.0	109

- Higher proportions of BSNL’s customers were satisfied with all the sub-parameters of network performance, reliability & availability.

6A.1.5 Customer Satisfaction with Maintainability

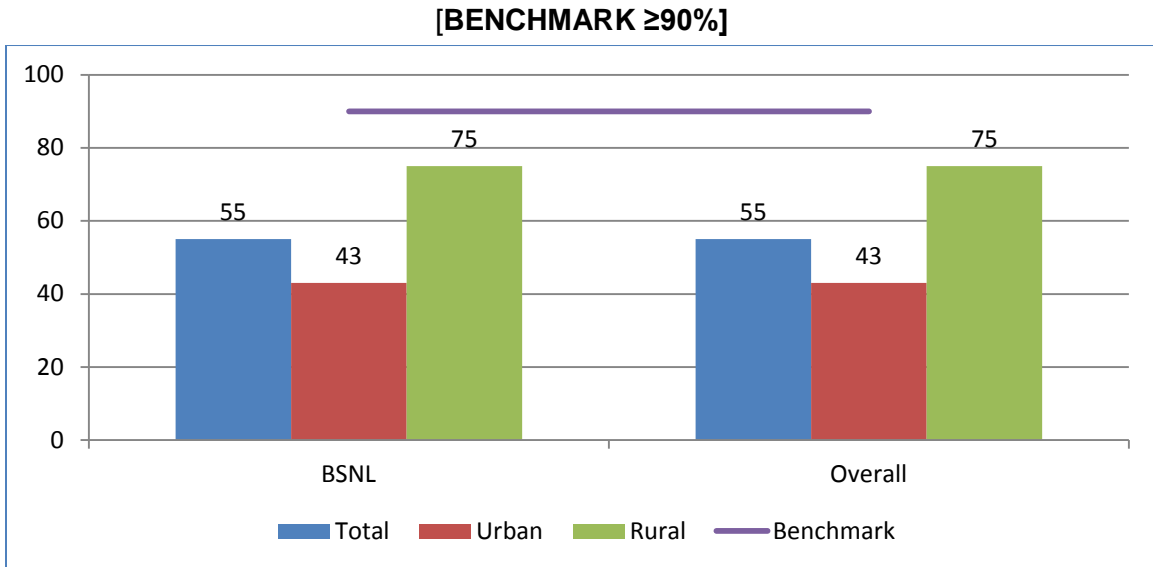
6A.1.5.1 The following graph shows the percentage of satisfied customers with maintainability.



- BSNL did not meet the benchmark laid down by TRAI for maintainability. On an overall basis, 80% of the customers were satisfied with the maintainability.

6A.1.6 Customer Satisfaction with Supplementary and Value Added Services

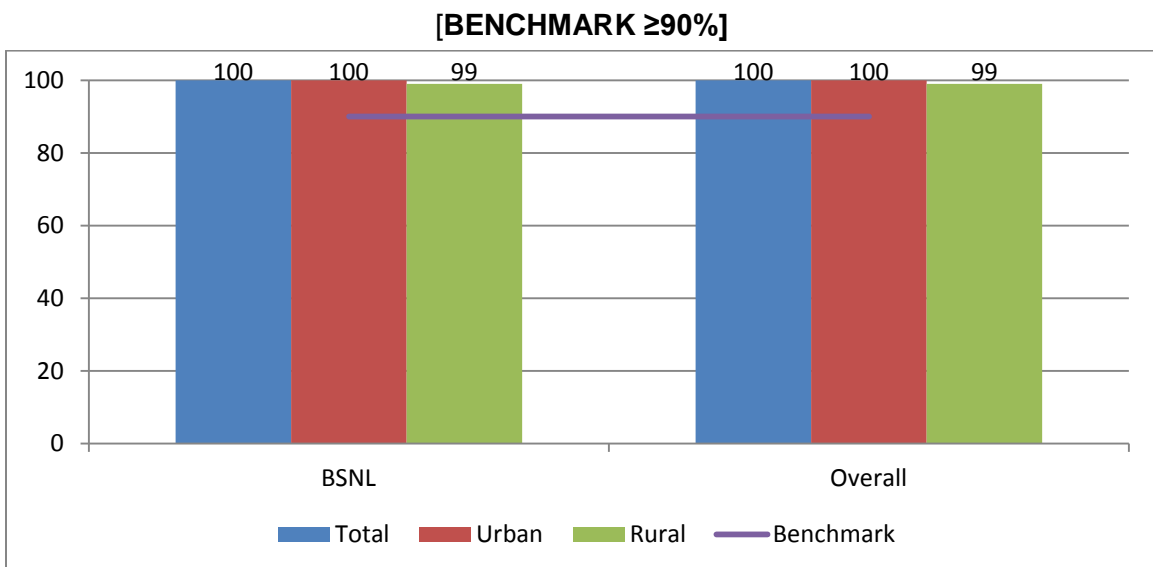
6A.1.6.1 The following graph shows the percentage of satisfied customers with supplementary and value added services.



- BSNL failed to meet the benchmark laid down by TRAI.
- Higher proportions of rural customers were satisfied with respect to the supplementary and value added services.

6A.1.7 Customer Satisfaction with Overall Service Quality

6A.1.7.1 The following graph shows the percentage of customers satisfied with overall service quality.



- BSNL met the benchmark laid down by TRAI related to overall service quality.

6A.2 Awareness of Grievance Redressal Mechanism & Experience among Basic Telephone Service subscribers

6A.2.1 Awareness and Experience - Call Centre

6A.2.1.1 The following table shows the percentage of customers, who were aware of the call centre number of their service provider to make complaints/ queries

Service Provider		% customers	Base
BSNL	Total	85.5	768
	Urban	85.9	659
	Rural	83.5	109

- On the overall, 85.5% of the basic telephone service customers were aware about the call centre number of their service provider to make complaint/ query.

Table 6A.2.1.2 The following table shows the percentage of customers, who made complaints within 6 months on the call centre number of their service provider

Service Provider		% customers	Base
BSNL	Total	9.1	768
	Urban	10.3	659
	Rural	1.8	109

- On the whole, only 9.1% of the customers made complaints in the last 6 months, on the toll free number of customer care of their service provider.

6A.2.1.3 The following table shows the percentage of customers, who received or did not receive the docket numbers for their complaints.

Service Provider		% customers					Base
		Complaint was registered and docket number Received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	
BSNL	Total	5.7	81.4	7.1	5.7	0.0	70
	Urban	5.9	82.4	5.9	5.9	0.0	68
	Rural	0.0	50.0	50.0	0.0	0.0	2

On an overall basis:

- 5.7% of the customers, who had complained, said that they had received a docket number for their complaints.
- 81.4% of the customers, who had complained, said that they did not a receive docket number for their complaints.
- 7.1% of the customers, who had complained, said that they received the docket number for their complaints on request.
- 5.7% of the customers, who had complained, said that they did not receive the docket number for their complaints even on request.

6A.2.1.4 The following table shows the percentage of customers, who were informed about the action taken on their complaints by the call centre.

Service Provider		% customers	Base
BSNL	Total	7.1	70
	Urban	5.9	68
	Rural	50.0	2

- In total, only 7.1% customers, who had complained, said that they were informed about the action taken on their complaints by the call centre.

6A.2.1.5 The following table shows the percentage of customers, who got their billing complaints resolved satisfactorily by the call centre/ customer care within four weeks.

Service Provider		% customers	Base
BSNL	Total	17.1	70
	Urban	16.2	68
	Rural	50.0	2

- On the overall, 17.1% of the customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by the call centre/ customer care within four weeks after they lodged their complaints.

6A.2.2 Awareness and Experience - Nodal Officer

6A.2.2.1 The following table shows the percentage of customers, who were aware of the contact details of nodal officer.

Service Provider		% customers	Base
BSNL	Total	6.5	768
	Urban	7.6	659
	Rural	0.0	109

- In total, only 6.5% of the customers were aware about the contact details of the nodal officer.
- Among those, who were aware of the contact details of the nodal officer, none of them made any complaints to the nodal officer.

6A.2.3 Awareness and Experience - Appellate Authority

6A.2.3.1 The following table shows the percentage of customers who were aware about the contact details of the Appellate Authority.

Service Provider		% customers	Base
BSNL	Total	0.1	768
	Urban	0.0	659
	Rural	0.9	109

- As a whole, only one customer was aware of the contact details of the appellate authority and he/ she did not file any complaint with the appellate authority.

6A.2.4 General Information

Table 6A.2.4.1 The following table shows the percentage of the customers, who got the “Manual of Practice” containing the terms and conditions of service, toll free number of the call centre the and contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new basic telephone connection.

Service providers		% customers	Base
BSNL	Total	63.8	768
	Urban	57.8	659
	Rural	100.0	109

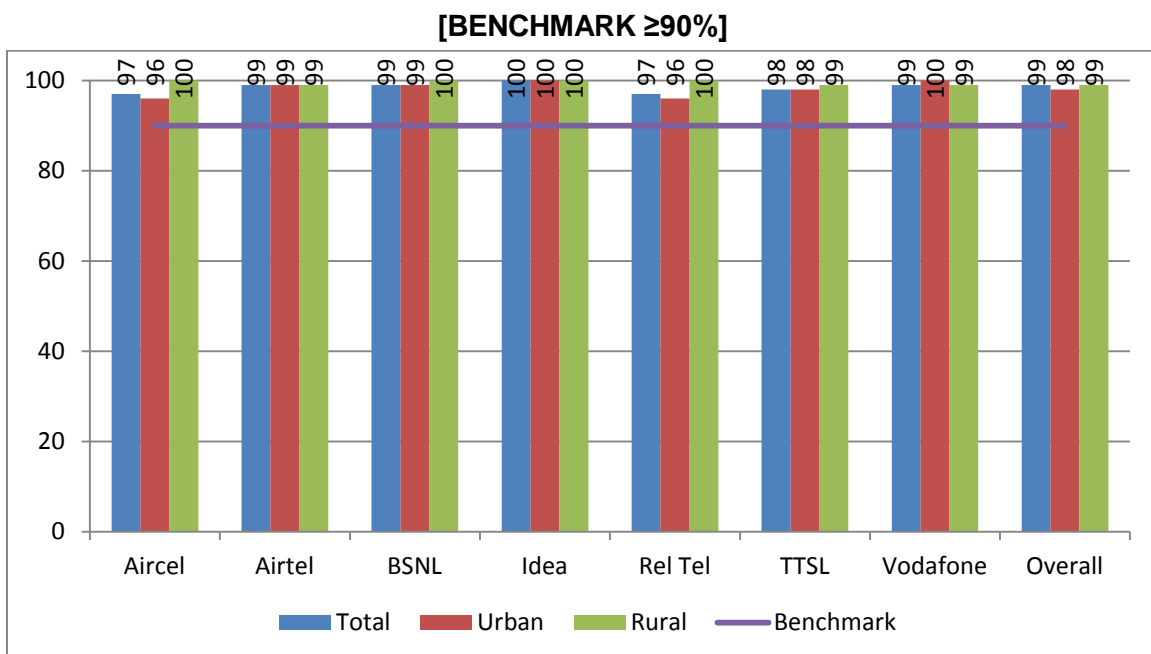
- In total, only 63.8% of the customers said that they received the manual of practice.
- All the rural customers claimed to have received the manual of practice.

6B.1 Cellular Mobile Service

The survey in the North East circle was done among customers of 8 cellular mobile service providers i.e. Aircel, Airtel, BSNL, Idea, Rel Tel, TTSL and Vodafone.

6B.1.1 Customer Satisfaction with Provision of Service

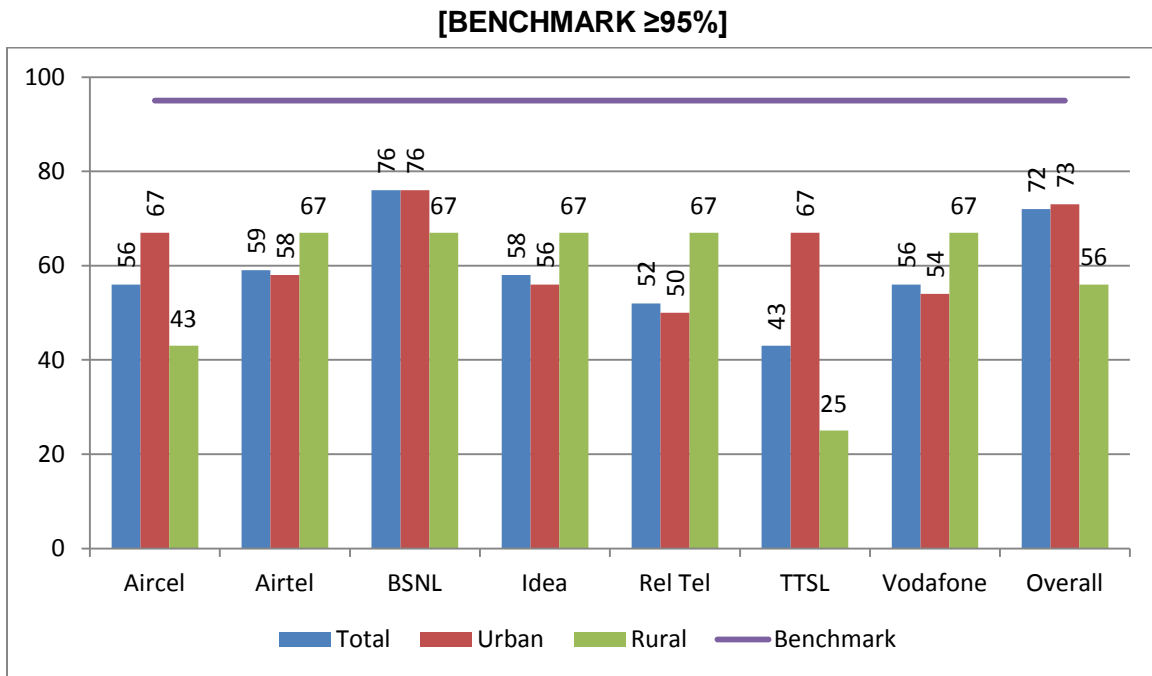
6B.1.1.1 The following graph shows the percentage of customers satisfied with the provision of service.



- All service providers met the benchmark for the provision of service.
- 99% of the customers were satisfied with respect to the provision of service.

6B.1.2a Customer Satisfaction with Billing Performance - Postpaid

6B.1.2a.1 The following graph shows the percentage of satisfied postpaid customers with billing performance.



- None of the service providers were able to meet the benchmark laid down by TRAI.

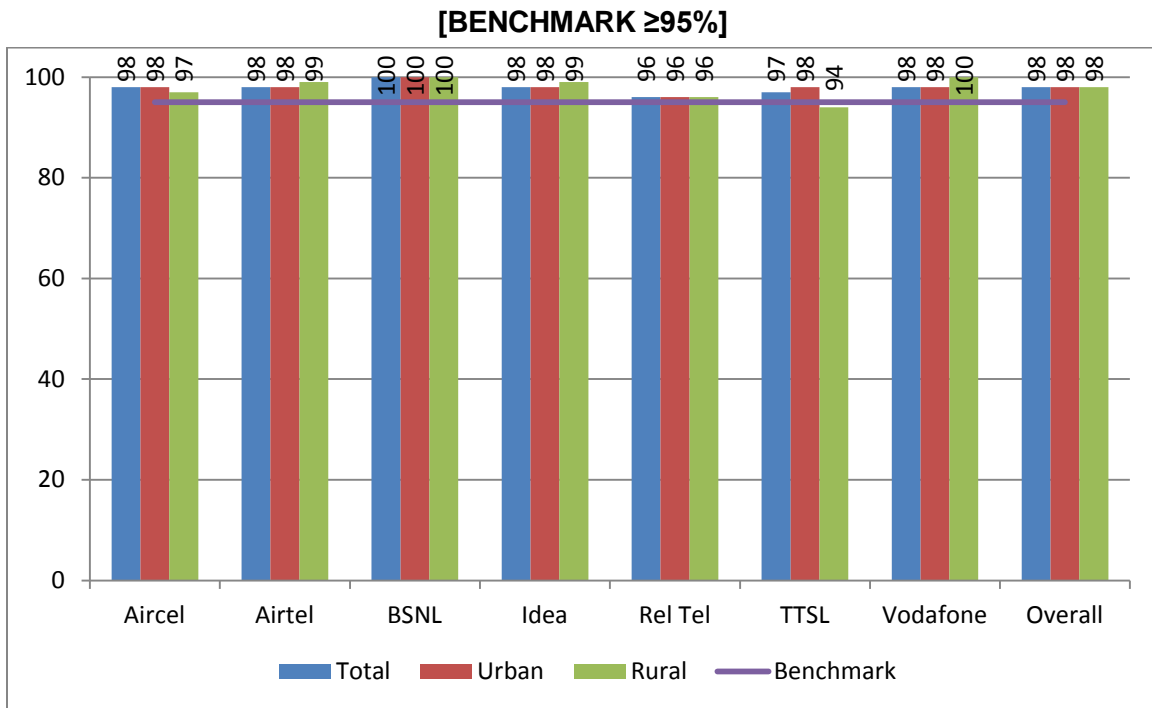
6B.1.2a.2 The following table shows the percentage of satisfied postpaid customers with the sub-parameter of billing performance.

Service Providers		% postpaid customers				Base
		Timely delivery of bills	Clarity of bills in terms of transparency and understandability	Accuracy of the bills	Processing of resolution of the billing complaints	
Aircel	Total	80.0	40.0	60.0	0.0	5
	Urban	100.0	0.0	100.0	NA	3
	Rural	50.0	100.0	0.0	0.0	2
Airtel	Total	73.3	33.3	73.3	0.0	15
	Urban	71.4	35.7	71.4	0.0	14
	Rural	100.0	0.0	100.0	NA	1
BSNL	Total	82.7	68.2	76.3	0.0	173
	Urban	82.6	68.6	76.2	0.0	172
	Rural	100.0	0.0	100.0	NA	1
Idea	Total	75.0	50.0	50.0	NA	4
	Urban	66.7	66.7	33.3	NA	3
	Rural	100.0	0.0	100.0	NA	1
Rel. Tel.	Total	100.0	0.0	57.1	NA	7
	Urban	100.0	0.0	50.0	NA	6
	Rural	100.0	0.0	100.0	NA	1
TTSL	Total	50.0	0.0	100.0	0.0	2
	Urban	100.0	0.0	100.0	NA	1
	Rural	0.0	0.0	100.0	0.0	1
Vodafone	Total	60.0	20.0	100.0	0.0	5
	Urban	50.0	25.0	100.0	0.0	4
	Rural	100.0	0.0	100.0	NA	1
Overall	Total	81.6	60.7	75.4	0.0	211
	Urban	81.8	62.1	75.4	0.0	203
	Rural	75.0	25.0	75.0	0.0	8

- On the overall, all the customers were less satisfied with the sub-parameter of billing performance.

6B.1.2b Customer Satisfaction with Billing Performance - Prepaid

6B.1.2b.1 The following graph shows the percentage of satisfied prepaid customers with billing performance.



- All the service providers met the benchmark laid down by TRAI related to billing performance (prepaid).

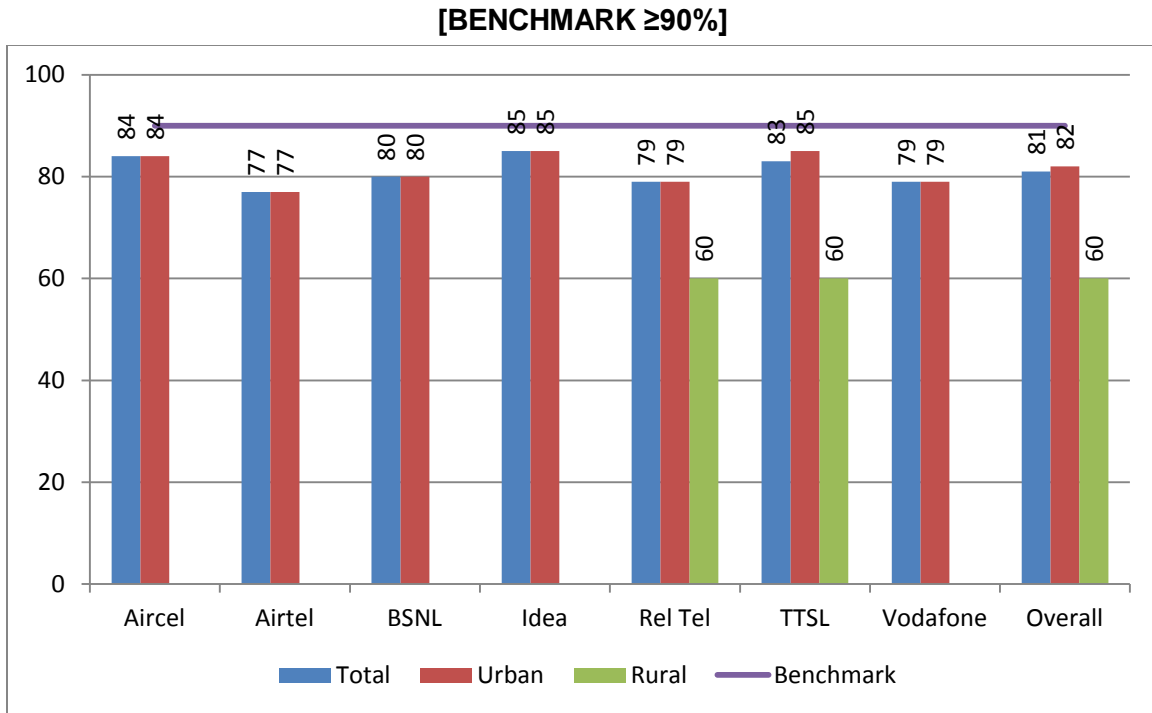
6B.1.2b.2 The following table shows the percentage of satisfied prepaid customers with the sub-parameters of billing performance.

Service Providers		% prepaid customers			
		Accuracy of the charges	Processing of resolution of the billing complaints	Ease of recharging process	Base
Aircel	Total	96.9	33.3	99.2	380
	Urban	97.1	25.0	99.6	274
	Rural	96.2	50.0	98.1	106
Airtel	Total	97.0	0.0	100.0	369
	Urban	96.6	0.0	100.0	260
	Rural	98.1	NA	100.0	109
BSNL	Total	99.8	100.0	100.0	595
	Urban	100.0	100.0	100.0	369
	Rural	99.6	NA	100.0	226
Idea	Total	97.9	42.9	99.7	387
	Urban	97.5	60.0	99.7	280
	Rural	99.1	0.0	100.0	107
Rel. Tel.	Total	96.1	41.7	97.4	378
	Urban	96.4	45.5	97.4	273
	Rural	95.2	0.0	97.2	105
TTSL	Total	97.7	40.0	97.6	382
	Urban	98.6	50.0	98.0	299
	Rural	94.0	33.3	96.4	83
Vodafone	Total	97.6	25.0	100.0	382
	Urban	96.7	0.0	100.0	272
	Rural	100.0	100.0	100.0	110
Overall	Total	97.7	40.0	99.2	2873
	Urban	97.7	41.9	99.2	2027
	Rural	97.9	33.3	99.1	846

- On the whole, customers were less satisfied with the process of resolution of billing complaints.
- A higher proportion of the customers were satisfied with the accuracy of charges and ease of recharging process.

6B.1.3 Customer Satisfaction with Help Services including Customer Grievance Redressal

6B.1.3.1 The following graph shows the percentage of satisfied customers with help services including customer grievance redressal.



- None of the service providers were able to meet the benchmark laid down by TRAI related to help services including customer grievance redressal.

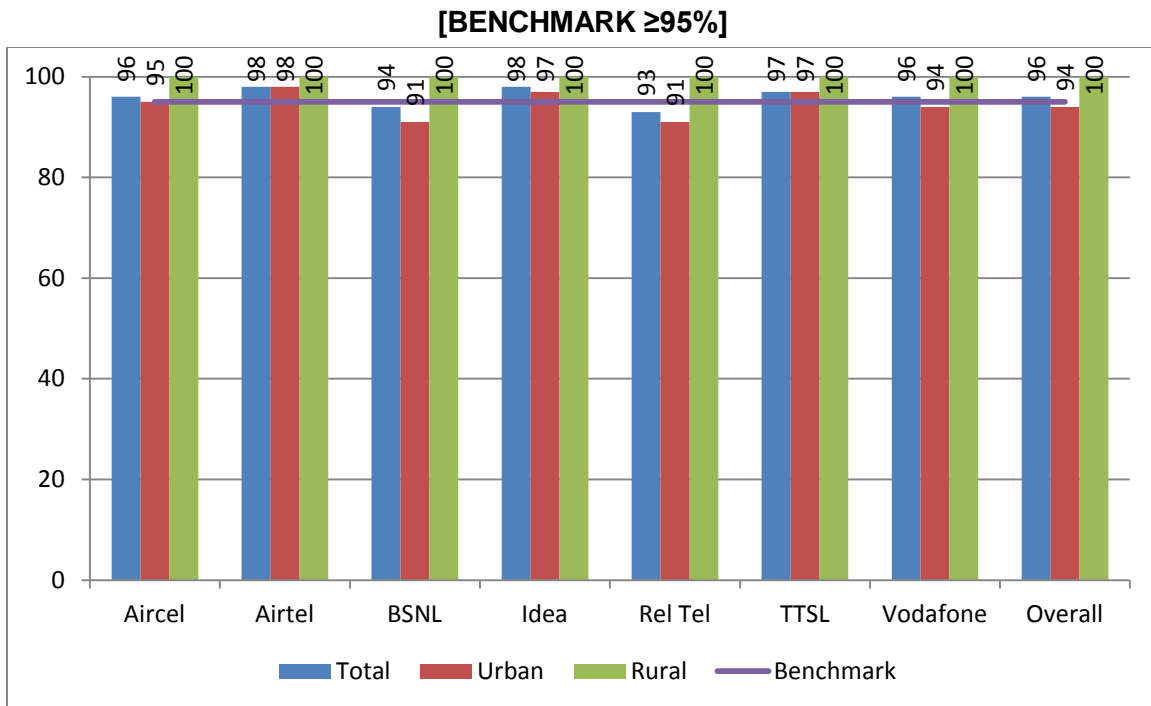
6B.1.3.2 The following table shows the percentage of satisfied customers with the sub-parameters of help services including customer grievance redressal.

Service Providers		% customers					Base
		Ease of access of call centre/customer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken to answer your calls by the customer care executive	Problem solving ability of the customer care executive(s)	Time taken by call centre/customer care or helpline to resolve your complaints	
Aircel	Total	80.6	72.6	87.1	91.9	88.7	62
	Urban	80.6	72.6	87.1	91.9	88.7	62
	Rural	NA	NA	NA	NA	NA	0
Airtel	Total	73.9	82.6	82.6	73.9	73.9	23
	Urban	73.9	82.6	82.6	73.9	73.9	23
	Rural	NA	NA	NA	NA	NA	0
BSNL	Total	79.2	75.4	73.6	92.5	77.4	106
	Urban	79.2	75.4	73.6	92.5	77.4	106
	Rural	NA	NA	NA	NA	NA	0
Idea	Total	85.0	80.0	90.0	85.0	85.0	20
	Urban	85.0	80.0	90.0	85.0	85.0	20
	Rural	NA	NA	NA	NA	NA	0
Rel. Tel.	Total	83.8	83.8	78.4	75.7	73.0	37
	Urban	83.3	83.3	77.8	77.8	75.0	36
	Rural	100.0	100.0	100.0	0.0	0.0	1
TTSL	Total	84.5	74.6	83.1	90.1	84.5	71
	Urban	85.1	74.6	83.6	92.5	88.1	67
	Rural	75.0	75.0	75.0	50.0	25.0	4
Vodafone	Total	57.1	85.7	78.6	85.7	85.7	14
	Urban	57.1	85.7	78.6	85.7	85.7	14
	Rural	NA	NA	NA	NA	NA	0
Overall	Total	80.2	76.9	80.5	88.0	81.1	333
	Urban	80.2	76.8	80.5	88.7	82.0	328
	Rural	80.0	80.0	80.0	40.0	20.0	5

- Performance of all the service providers was low on all the sub-parameters of the help services.

6B.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

6B.1.4.1 The following graph shows the percentage of satisfied customers with network performance, reliability & availability.



- On the overall, except BSNL and Rel Tel, all other service providers were able to meet the benchmark laid down by TRAI for network performance, reliability and availability.
- In urban areas, BSNL, Rel Tel and Vodafone failed to meet the benchmark for network performance, reliability and availability.
- Almost all the rural customers were satisfied with network performance, reliability and availability.

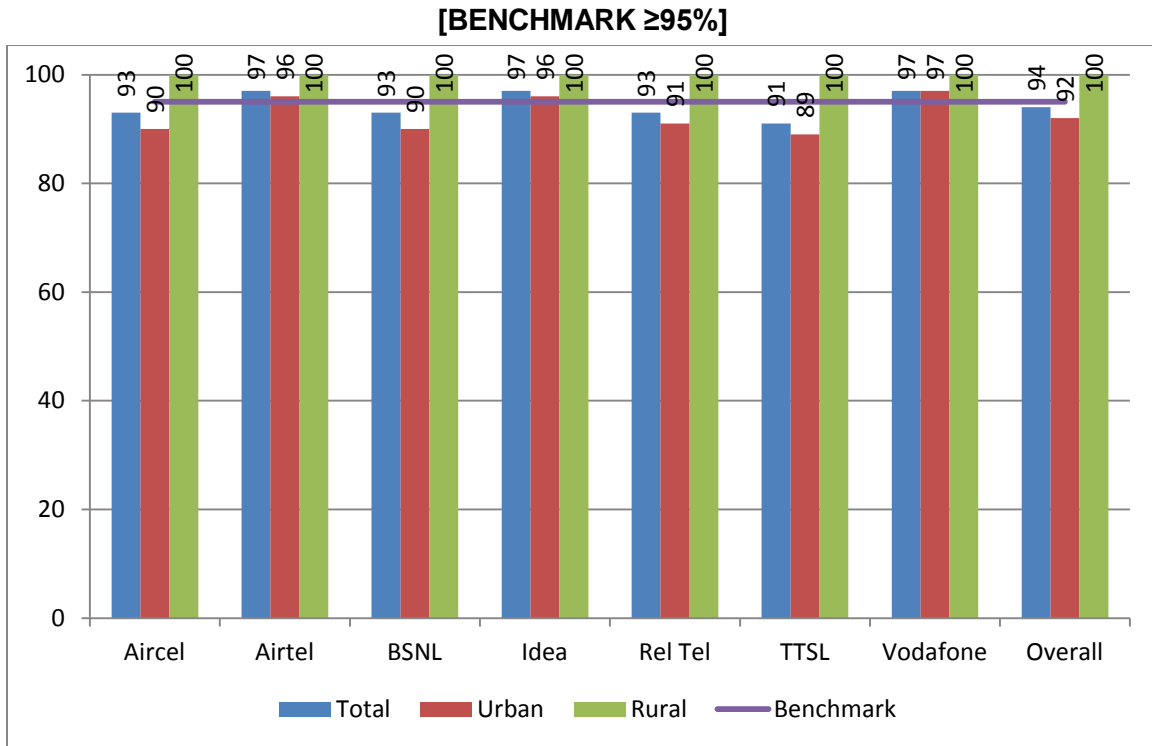
6B.1.4.2 The following table shows the percentage of satisfied customers with sub-parameters of network performance, reliability & availability.

Service Providers		% customers			
		Availability of signal of your service provider in your locality	Ability to make/receive calls easily	Voice quality	Base
Aircel	Total	95.9	96.8	95.8	385
	Urban	94.2	95.6	94.2	277
	Rural	100.0	100.0	100.0	108
Airtel	Total	97.7	98.4	98.7	384
	Urban	97.1	97.8	98.2	274
	Rural	99.1	100.0	100.0	110
BSNL	Total	92.6	95.0	93.4	768
	Urban	89.5	93.0	90.8	541
	Rural	100.0	100.0	100.0	227
Idea	Total	97.4	97.7	98.7	391
	Urban	96.8	96.9	98.2	283
	Rural	99.1	100.0	100.0	108
Rel. Tel.	Total	92.5	93.2	93.8	385
	Urban	89.6	90.7	91.4	279
	Rural	100.0	100.0	100.0	106
TTSL	Total	97.3	95.8	98.4	384
	Urban	97.0	94.7	98.0	300
	Rural	98.8	100.0	100.0	84
Vodafone	Total	96.4	96.4	94.9	387
	Urban	94.9	95.0	92.7	276
	Rural	100.0	100.0	100.0	111
Overall	Total	95.3	96.1	95.9	3084
	Urban	93.7	94.5	94.3	2230
	Rural	99.6	100.0	100.0	854

- Performance of all the service providers except BSNL and Rel Tel in urban areas was better on all the sub-parameters of the network performance, reliability and availability.
- On all the sub-parameters, urban customers were less satisfied as compared to their rural counterparts.

6B.1.5 Customer Satisfaction with Maintainability

6B.1.5.1 The following graph shows the percentage of satisfied customers with maintainability.



- On the overall, Airtel, Idea and Vodafone were able to meet the benchmark laid down by TRAI.
- All the rural customers were satisfied with the maintainability.

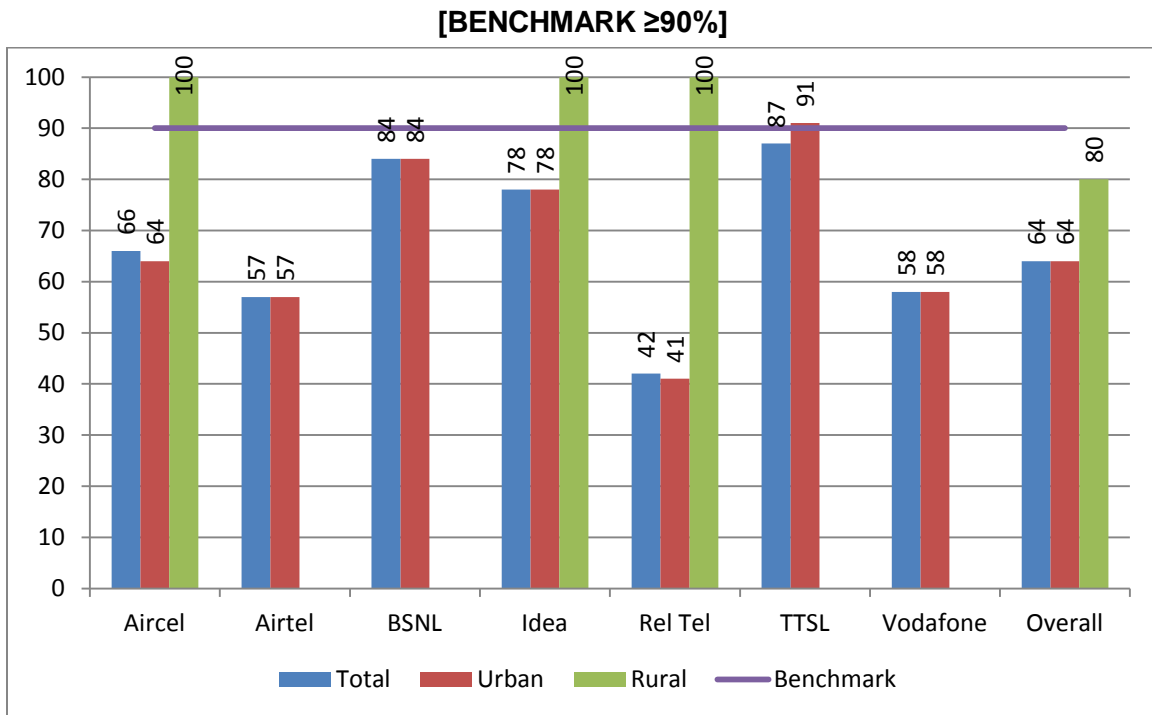
6B.1.5.2 The following table shows the percentage of satisfied customers with the sub-parameters of maintainability.

Service Providers		% postpaid customers		Base
		Availability of network (signal)	Restoration of network (signal) problem	
Aircel	Total	91.7	93.5	385
	Urban	88.4	90.9	277
	Rural	100.0	100.0	108
Airtel	Total	97.9	96.9	384
	Urban	97.1	95.7	274
	Rural	100.0	100.0	110
BSNL	Total	93.1	93.0	768
	Urban	90.3	90.2	541
	Rural	100.0	99.6	227
Idea	Total	97.7	96.9	391
	Urban	96.8	95.7	283
	Rural	100.0	100.0	108
Rel. Tel.	Total	93.6	92.8	385
	Urban	91.0	90.0	279
	Rural	100.0	100.0	106
TTSL	Total	91.9	90.4	384
	Urban	89.7	87.7	300
	Rural	100.0	100.0	84
Vodafone	Total	96.9	97.9	387
	Urban	96.0	97.1	276
	Rural	99.1	100.0	111
Overall	Total	94.4	94.3	3084
	Urban	92.4	92.1	2230
	Rural	99.9	99.9	854

- Except Airtel, Idea and Vodafone, urban customers of all the other service providers were less satisfied with the sub-parameters of maintainability.
- In rural areas, almost all the customers were satisfied with the sub-parameters of maintainability.

6B.1.6 Customer Satisfaction with Supplementary and Value Added Services

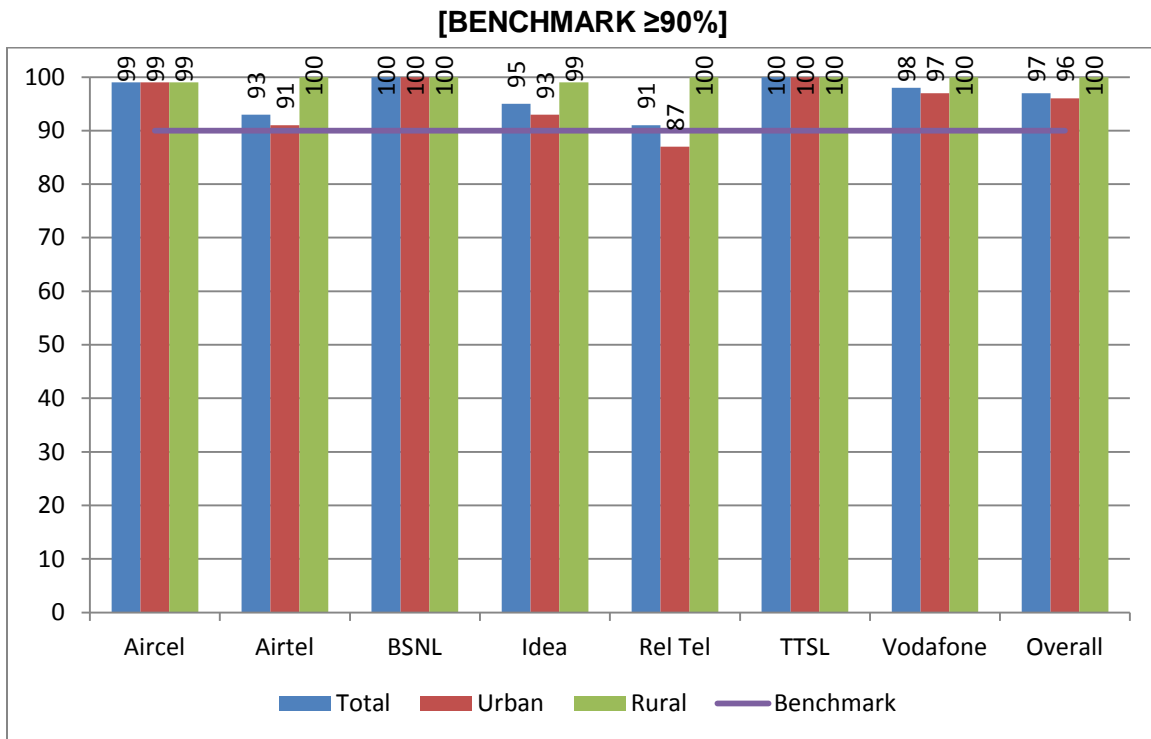
6B.1.6.1 The following graph shows the percentage of satisfied customers with supplementary and value added services.



- On the whole, none of the service providers were able to meet the benchmark laid down by TRAI for supplementary and value added services.
- Aircel, Idea and Rel Tel met the benchmark in rural while TTSL was able to meet the benchmark in urban areas.

6B.1.7 Customer Satisfaction with Overall Service Quality

6B.1.7.1 The following graph shows the percentage of satisfied customers with the overall service quality.



- All the service providers were able to meet the benchmark laid down by the TRAI.
- Rel Tel failed to meet the benchmark in the urban areas.

6B.2 Awareness of Grievance Redressal Mechanism & Experience among Cellular Mobile Service subscribers

6B.2.1 Awareness and Experience - Call Centre

6B.2.1.1 The following table shows the percentage of customers, who were aware of the call centre number of their service provider to make complaints/ queries.

Service Providers		% customers	Base
Aircel	Total	81.8	385
	Urban	75.8	277
	Rural	97.2	108
Airtel	Total	91.1	384
	Urban	88.7	274
	Rural	97.3	110
BSNL	Total	82.3	768
	Urban	75.4	541
	Rural	98.7	227
Idea	Total	91.6	391
	Urban	90.1	283
	Rural	95.4	108
Rel. Tel.	Total	73.5	385
	Urban	69.2	279
	Rural	84.9	106
TTSL	Total	74.2	384
	Urban	72.3	300
	Rural	81.0	84
Vodafone	Total	87.9	387
	Urban	84.4	276
	Rural	96.4	111
Overall	Total	83.1	3084
	Urban	78.9	2230
	Rural	94.1	854

- On the whole, 83.1% of the customers were aware of the call centre number of their service provider to make complaints/ queries.

6B.2.1.2 The following table shows the percentage of customers, who had complained in the last 6 months to the toll free telephone number of call centre/ customer care/ help-line.

Service Providers		% customers	Base
Aircel	Total	17.7	385
	Urban	23.8	277
	Rural	1.9	108
Airtel	Total	5.2	384
	Urban	7.3	274
	Rural	0.0	110
BSNL	Total	14.5	768
	Urban	20.3	541
	Rural	0.4	227
Idea	Total	5.1	391
	Urban	6.4	283
	Rural	1.9	108
Rel. Tel.	Total	8.8	385
	Urban	11.8	279
	Rural	0.9	106
TTSL	Total	18.5	384
	Urban	22.3	300
	Rural	4.8	84
Vodafone	Total	4.1	387
	Urban	5.1	276
	Rural	1.8	111
Overall	Total	11.0	3084
	Urban	14.7	2230
	Rural	1.4	854

- In total, 11% of the customers claimed that they had complained in the last 6 months to the toll free telephone number of call centre/ customer care/ help-line.
- Incidence of complaints in the last 6 months was lower among the rural customers as only 1.4% of the rural customers had complained.

6B.2.1.3 The following table shows the percentage of customer, who received or did not receive the docket number for their complaints.

Service Providers		% customers					Base
		Complaint was registered and docket number received	Complaint was registered and docket number not received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	
Aircel	Total	13.2	83.8	2.9	0.0	0.0	68
	Urban	12.1	84.8	3.0	0.0	0.0	66
	Rural	50.0	50.0	0.0	0.0	0.0	2
Airtel	Total	75.0	15.0	0.0	5.0	5.0	20
	Urban	75.0	15.0	0.0	5.0	5.0	20
	Rural	NA	NA	NA	NA	NA	0
BSNL	Total	25.2	73.0	1.8	0.0	0.0	111
	Urban	24.5	73.6	1.8	0.0	0.0	110
	Rural	100.0	0.0	0.0	0.0	0.0	1
Idea	Total	90.0	10.0	0.0	0.0	0.0	20
	Urban	88.9	11.1	0.0	0.0	0.0	18
	Rural	100.0	0.0	0.0	0.0	0.0	2
Rel. Tel.	Total	70.6	8.8	0.0	20.6	0.0	34
	Urban	72.7	9.1	0.0	18.2	0.0	33
	Rural	0.0	0.0	0.0	100.0	0.0	1
TTSL	Total	11.3	76.1	5.6	7.0	0.0	71
	Urban	11.9	80.6	4.5	3.0	0.0	67
	Rural	0.0	0.0	25.0	75.0	0.0	4
Vodafone	Total	18.8	81.3	0.0	0.0	0.0	16
	Urban	21.4	78.6	0.0	0.0	0.0	14
	Rural	0.0	100.0	0.0	0.0	0.0	2
Overall	Total	30.9	62.6	2.4	3.8	0.3	340
	Urban	30.8	64.0	2.1	2.7	0.3	328
	Rural	33.3	25.0	8.3	33.3	0.0	12

On an overall basis:

- 30.9% of the cellular customers, who had complained, said that they had received a docket number for their complaints.
- 62.6% of the customers, who had complained, said that they did not receive the docket numbers for most of their complaints.
- 2.4% of all the cellular customers, who had complained, said that they received the docket numbers for their complaints on request.
- 3.8% of all the cellular customers, who had complained, said that they did not receive docket numbers for their complaints even on request.
- 0.3% of all customers, who had complained, said that their complaints were refused to be registered.

6B.2.1.4 The following table shows the percentage of customers, who were informed about the action taken on their complaints by call centre.

Service Providers		% customers	Base
Aircel	Total	5.9	68
	Urban	4.5	66
	Rural	50.0	2
Airtel	Total	60.0	20
	Urban	60.0	20
	Rural	NA	0
BSNL	Total	1.8	111
	Urban	0.9	110
	Rural	100.0	1
Idea	Total	90.0	20
	Urban	88.9	18
	Rural	100.0	2
Rel. Tel.	Total	58.8	34
	Urban	60.6	33
	Rural	0.0	1
TTSL	Total	2.8	71
	Urban	1.5	67
	Rural	25	4
Vodafone	Total	18.8	16
	Urban	21.4	14
	Rural	0.0	2
Overall	Total	17.9	340
	Urban	17.1	328
	Rural	41.7	12

- In total, only 17.9% of the cellular mobile customers, who had complained, said that they were informed about the action being taken on their complaints by the call centre.

6B.2.1.5 The following table shows the percentage of customers, who got their billing complaints resolved satisfactorily by the call centre/ customer care within four weeks.

Service Providers		% customers	Base
Aircel	Total	5.9	68
	Urban	4.5	66
	Rural	50.0	2
Airtel	Total	60.0	20
	Urban	60.0	20
	Rural	0.0	0
BSNL	Total	1.8	111
	Urban	0.9	110
	Rural	100.0	1
Idea	Total	90.0	20
	Urban	88.9	18
	Rural	100.0	2
Rel. Tel.	Total	55.9	34
	Urban	57.6	33
	Rural	0.0	1
TTSL	Total	2.8	71
	Urban	1.5	67
	Rural	25	4
Vodafone	Total	18.8	16
	Urban	21.4	14
	Rural	0.0	2
Overall	Total	17.6	340
	Urban	16.8	328
	Rural	41.7	12

- In all, only 17.6% of the cellular mobile customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by the call centre/ customer care within four weeks after they had lodged their complaints.

6B.3 Awareness and Experience - Nodal Officer

6B.3.1 The following table shows the percentage of customers, who were aware of contact details of the nodal officer.

Service Providers		% customers	Base
Aircel	Total	1.8	385
	Urban	2.2	277
	Rural	0.9	108
Airtel	Total	0.0	384
	Urban	0.0	274
	Rural	0.0	110
BSNL	Total	0.1	768
	Urban	0.0	541
	Rural	0.4	227
Idea	Total	0.8	391
	Urban	0.7	283
	Rural	0.9	108
Rel. Tel.	Total	0.8	385
	Urban	1.1	279
	Rural	0.0	106
TTSL	Total	0.5	384
	Urban	0.7	300
	Rural	0.0	84
Vodafone	Total	0.3	387
	Urban	0.0	276
	Rural	0.9	111
Overall	Total	0.6	3084
	Urban	0.6	2230
	Rural	0.5	854

On an overall basis:

- In total, 0.6% of the customers were aware of the contact details of the nodal officer.
- Among those 17 customers (or 0.6%), only 5 had made complaints to the nodal officer.
- 4 out of the 5 customers said that they were intimidated by the nodal officer about the decision taken on their complaints.
- None of the customers were satisfied with the redressal of the complaints by the nodal officer.
- Nodal officer not courteous, nodal officer not equipped with adequate information and the time taken by nodal officer for redressal of complaints was too long were the reasons for dissatisfaction with the nodal officer.

6B.4 Awareness and Experiences - Appellate Authority

6B.4.1 The following table shows the percentage of customers, who were aware of the contact details of the appellate authority.

Service Providers		% customers	Base
Aircel	Total	1.0	385
	Urban	1.1	277
	Rural	0.9	108
Airtel	Total	0.0	384
	Urban	0.0	274
	Rural	0.0	110
BSNL	Total	0.0	768
	Urban	0.0	541
	Rural	0.0	227
Idea	Total	0.8	391
	Urban	0.7	283
	Rural	0.9	108
Rel. Tel.	Total	0.0	385
	Urban	0.0	279
	Rural	0.0	106
TTSL	Total	0.0	384
	Urban	0.0	300
	Rural	0.0	84
Vodafone	Total	0.0	387
	Urban	0.0	276
	Rural	0.0	111
Overall	Total	0.2	3084
	Urban	0.2	2230
	Rural	0.2	854

- On an overall basis, only 0.2% (7 customers) of the cellular mobile were aware of the contact details of the appellate authority
- In the last 6 months, 4 out of 7 customers filed the appeals to the appellate authority.
- All the 4 customers received acknowledgements and appellate authority took a decision upon their complaints within 3 months of filing their complaints.

6B.5 General Information

6B.5.1 The following table shows the percentage of prepaid customers, who were aware that a prepaid customer can get item-wise usage charge details, on request.

Service providers		% customers	Base
Aircel	Total	1.1	380
	Urban	1.1	274
	Rural	0.9	106
Airtel	Total	0.5	369
	Urban	0.8	260
	Rural	0.0	109
BSNL	Total	0.2	595
	Urban	0.0	369
	Rural	0.4	226
Idea	Total	1.0	387
	Urban	0.7	280
	Rural	1.9	107
Rel. Tel.	Total	1.1	378
	Urban	1.1	273
	Rural	1.0	105
TTSL	Total	0.0	382
	Urban	0.0	299
	Rural	0.0	83
Vodafone	Total	0.3	382
	Urban	0.4	272
	Rural	0.0	110
Overall	Total	0.6	2873
	Urban	0.5	2027
	Rural	0.6	846

- On an overall basis, only 0.6% (17 customers) of the prepaid customers said that they were aware of the fact that they can get item-wise usage charge details on request.
- 5 out of 17 customers said that they were denied the request for itemized bill.
- 3 out of 5 customers said that no reason was given for denying their request while the other 2 customers said that technical problem was cited for not providing itemized bills.

6B.5.2 The following table shows the percentage of the customers who got the “Manual of Practice” containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new mobile telephone connection.

Service Providers		% customers	Base
Aircel	Total	89.6	385
	Urban	86.6	277
	Rural	97.2	108
Airtel	Total	95.6	384
	Urban	94.2	274
	Rural	99.1	110
BSNL	Total	88.2	768
	Urban	85.6	541
	Rural	94.3	227
Idea	Total	95.7	391
	Urban	95.4	283
	Rural	96.3	108
Rel. Tel.	Total	89.9	385
	Urban	86.7	279
	Rural	98.1	106
TTSL	Total	91.7	384
	Urban	89.7	300
	Rural	98.8	84
Vodafone	Total	93.0	387
	Urban	91.7	276
	Rural	96.4	111
Overall	Total	91.5	3084
	Urban	89.5	2230
	Rural	96.7	854

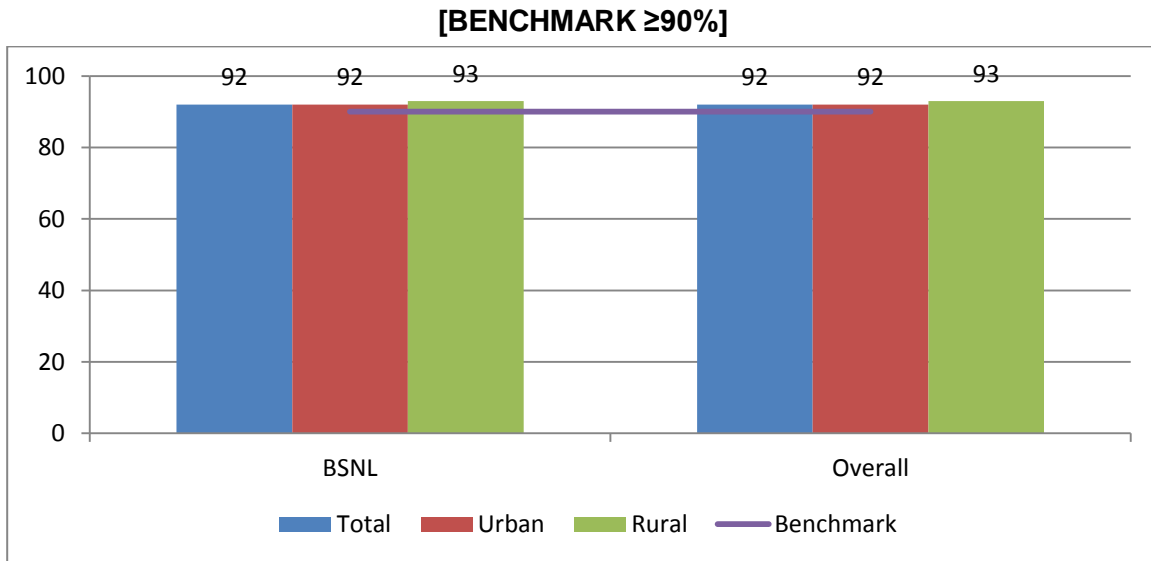
- On the whole, 91.5% of the customers claimed to have got the manual of practice.
- Comparatively higher proportions of rural customers claimed to have received the manual of practice.

6C.1 Broadband Service

The survey in Assam circle was done among customers of only one broadband service providers i.e. BSNL.

6C.1.1 Customer Satisfaction with Provision of Service

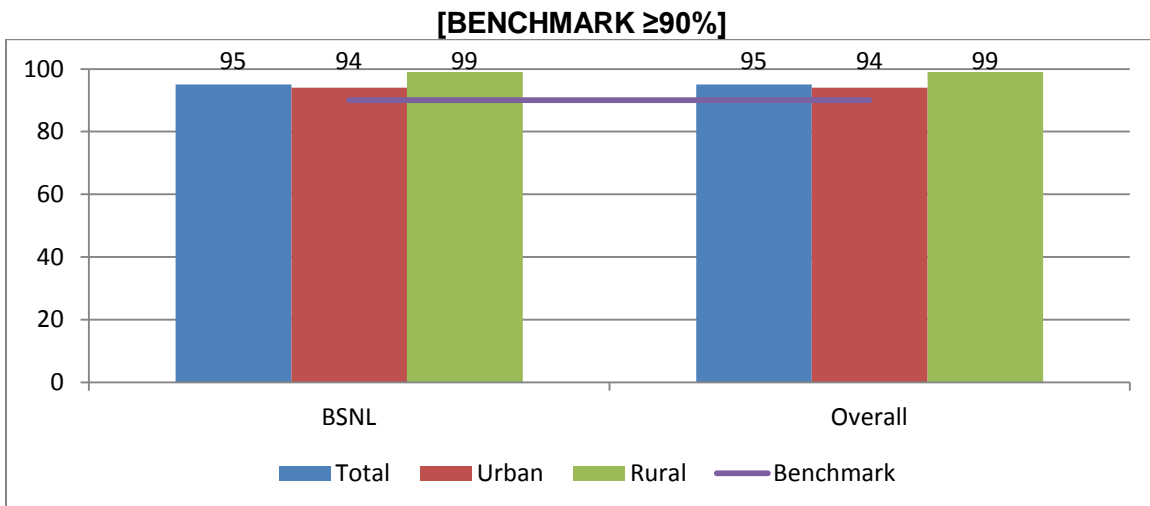
6C.1.1.1 The following graph shows the percentage of satisfied customers with provision of service.



- BSNL met the benchmark laid down by TRAI for provision of service in both the areas – urban and rural.

6C.1.2a Postpaid Customer Satisfaction with Billing Performance - Postpaid

6C.1.2a.1 The following graph shows the percentage of satisfied postpaid customers with billing performance.



- BSNL met the benchmark set by TRAI related to billing performance in both the areas urban and rural areas.

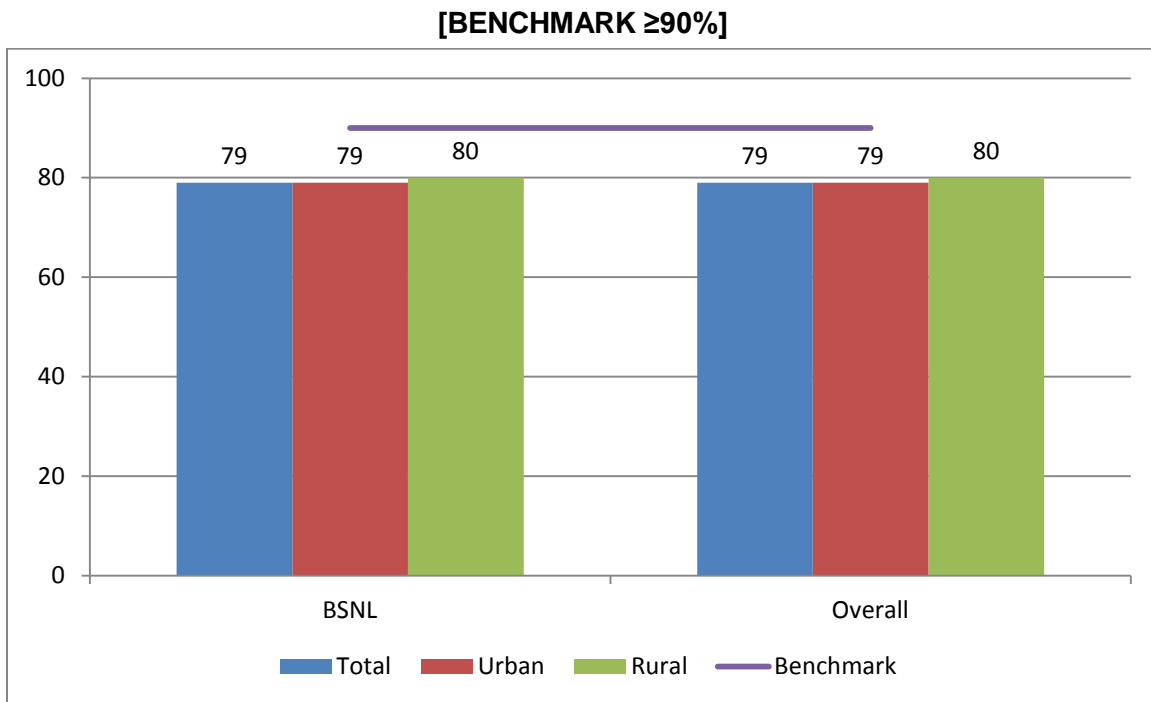
6C.1.2a.2 The following table shows the percentage of satisfied postpaid customers with the sub-parameters of billing performance.

Service Provider		% postpaid customers				Base
		Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	
BSNL	Total	92.3	98.9	47.4	95.8	768
	Urban	91.1	98.6	41.2	95.5	662
	Rural	100.0	100.0	100.0	98.2	106

- Urban customers were less satisfied with the process of resolution of billing complaints.
- Almost all rural customers were satisfied with all the sub-parameters of billing performance.

6C.1.3 Customer Satisfaction with Help Services

6C.1.3.1 The following graph shows the percentage of satisfied customers with help services.



- BSNL did not meet the benchmark laid down by TRAI with respect to the help services in urban as well as rural areas.

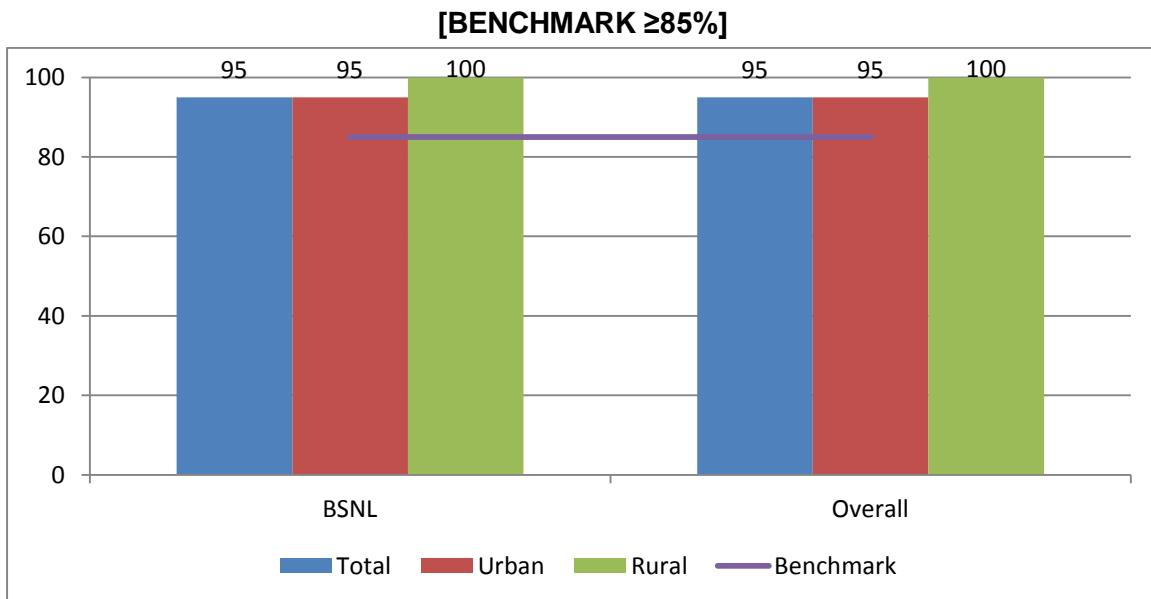
6C.1.3.2 The following table shows the percentage of customers satisfied with the sub-parameters of help services.

Service providers		% customers					Base
		Ease of access of call centre/customer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken by customer executive to answer customer calls	Problem solving ability of customer executive(s)	Time taken by call centre/customer care or helpline to resolve your complaints	
BSNL	Total	71.9	75.4	82.5	84.2	83.3	114
	Urban	71.6	75.2	82.6	84.4	83.5	109
	Rural	80.0	80.0	80.0	80.0	80.0	5

- Customers were less satisfied with all the sub-parameters of help services.
- Urban customers were least satisfied with respect to the ease of access of call centre and ease of getting an option for talking to customer care executive.

6C.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

6C.1.4.1 The following graph shows the satisfied percentage of customers with network performance, reliability & availability.



- BSNL met the benchmark laid down by TRAI for network performance, reliability and availability in both urban and rural areas.

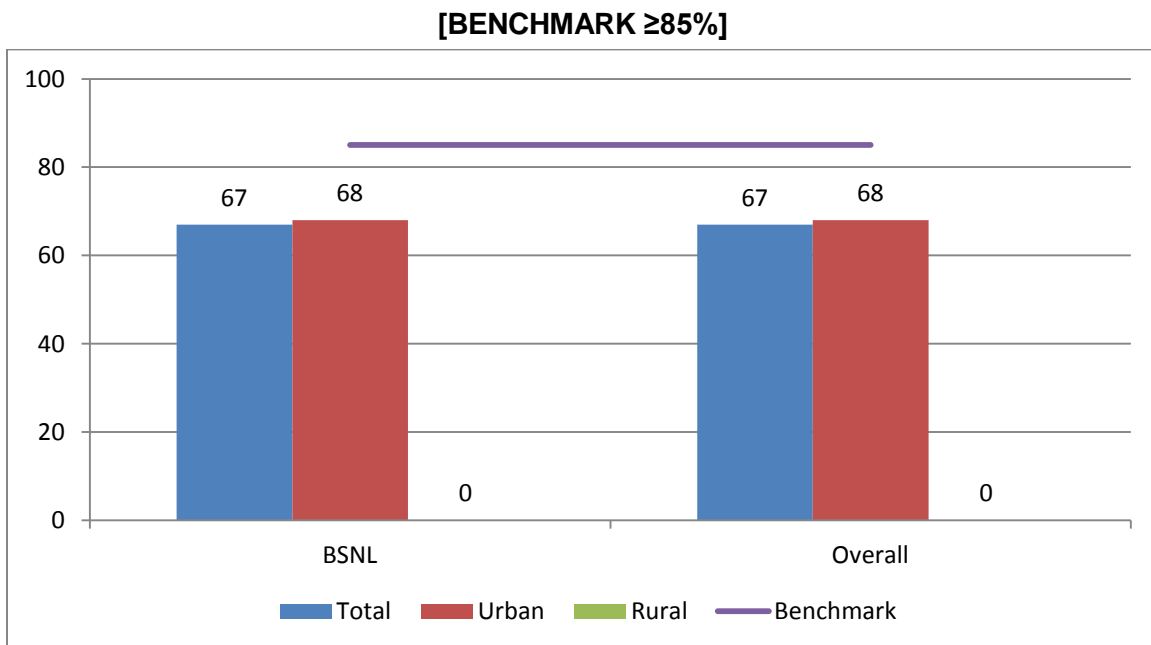
6C.1.4.2 The following table shows the percentage of satisfied customers with the sub-parameters of network performance, reliability & availability.

Service providers		% customers		Base
		Speed of broadband connection	Amount of time for which the service is up and working	
BSNL	Total	92.2	98.4	768
	Urban	91.0	98.2	662
	Rural	100.0	100.0	106

Higher proportions of BSNL’s customers were satisfied with sub- parameters of network performance, reliability & availability.

6C.1.5 Customer Satisfaction with Maintainability

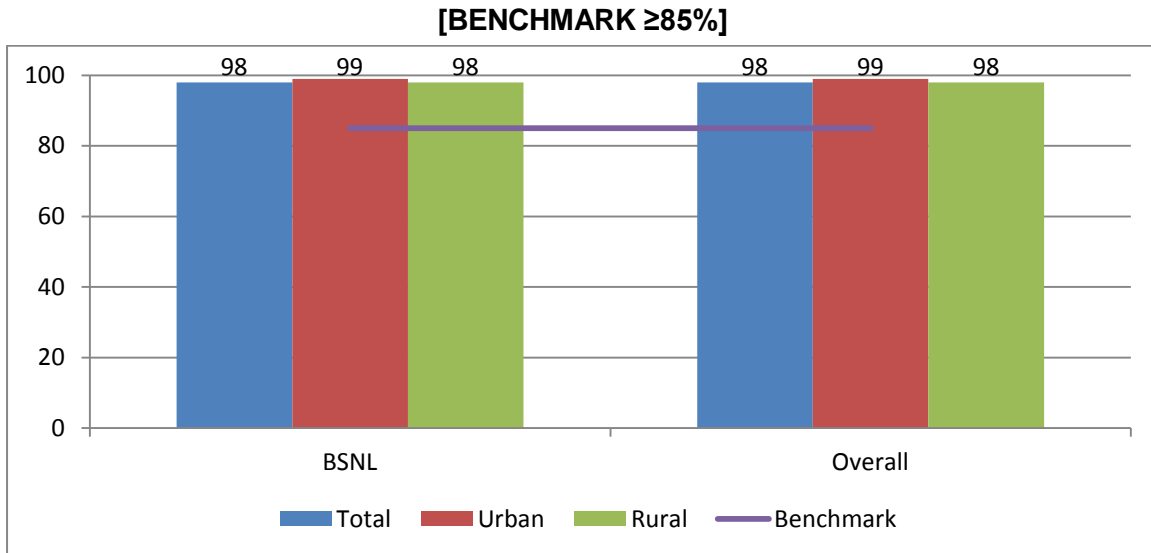
6C.1.5.1 The following graph shows the percentage of satisfied customers with Maintainability.



- BSNL did not meet the benchmark laid down by TRAI related to maintainability.
- Rural customers were not at all satisfied with regard to this parameter.

6C.1.6 Customer Satisfaction with Supplementary and Value Added Services

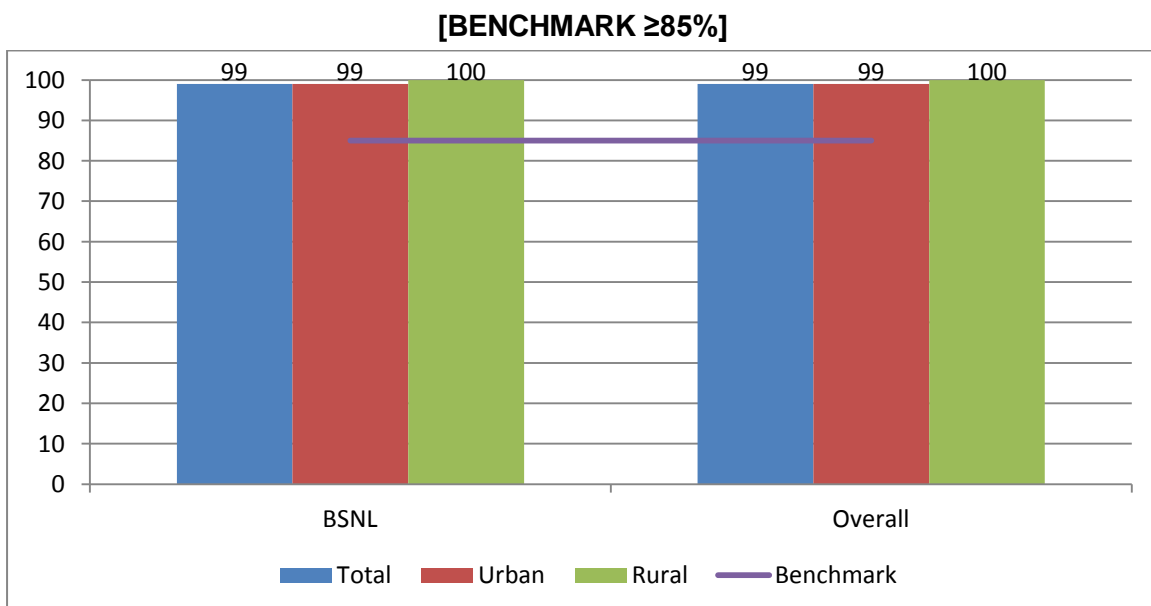
6C.1.6.1 The following graph shows the percentage of satisfied customers with supplementary services.



- BSNL met the benchmark laid down by TRAI for supplementary and value added services in both urban and rural areas.

6C.1.7 Customer Satisfaction with Overall Service Quality

6C.1.7.1 The following graph shows the percentage of satisfied customers with overall service quality.



- BSNL met the benchmark laid down by TRAI for overall service quality.
- Almost all the customers were satisfied with respect to the overall service quality.

6C.2 Awareness of Grievance Redressal Mechanism and Experience among Broadband Service subscribers

6C.2.1 Awareness and Experience - Call Centre

6C.2.1.1 The following table shows the percentage of customers, who were aware of the call centre number of their service provider to make complaints/ queries.

Service Provider		% customers	Base
BSNL	Total	87.6	768
	Urban	87.3	662
	Rural	89.6	106

- On the whole, 87.6% of the broadband customers said that they were aware about the call centre number of their service provider to make complaints/ queries.

6C.2.1.2 The following table shows the percentage of customers, who had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.

Service Provider		% customers	Base
BSNL	Total	13.9	768
	Urban	15.6	662
	Rural	3.8	106

- In total, only 13.9% of the broadband customers said that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- Lower proportions of the rural customers had complained in the last 6 months.

6C.2.1.3 The following table shows the percentage of customers, who received or did not receive the docket number for their complaints.

Service Provider		% customers					Base
		Who received the docket no. for their complaints	Who had not received the docket no. for their complaints	Who had received the docket no. on request	Who had not received the docket no. even on request	Refused to register the complaints	
BSNL	Total	28.0	57.9	9.3	4.7	0.0	107
	Urban	27.2	59.2	9.7	3.9	0.0	103
	Rural	50.0	25.0	0.0	25.0	0.0	4

On an overall basis:

- 28% of the broadband customers, who had complained, claimed that they received a docket number for their complaints.
- 57.9% of the broadband customers, who had complained, said that they did not receive docket numbers for their complaints.
- 9.3% of the broadband customers, who had complained, said that they received docket numbers on request.
- 4.7% of the broadband customers, who had complained, said that they did not receive docket numbers even on request.

6C.2.1.4 The following table shows the percentage of customers, who were informed about the action taken on their complaints by the call centre.

Service Provider		% customers	Base
BSNL	Total	5.6	107
	Urban	2.9	103
	Rural	75.0	4

- In all, 5.6% the broadband customers, who had complained, said that they were informed about the action taken on their complaints by the call centre.
- More of rural customers were informed about the action taken on their complaints by the call centre.

6C.2.1.5 The following table shows the percentage of satisfied customers on account of complaints resolution.

Service Provider		% customers	Base
BSNL	Total	92.5	107
	Urban	93.2	103
	Rural	75.0	4

- Out of the total, 92.5% of the broadband customers, who had lodged complaints, said that they were satisfied with the system of resolving their complaints by call centre/ customer care/ helpline.

6C.2.1.6 The following table shows the percentage of customers, who cited different reasons for dissatisfaction with call centre.

Service Provider		Reasons for dissatisfaction with customer care						Base
		Difficult to connect to call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not able to understand the problem	Others	
BSNL	Total	50.0	-	25.0	-	25.0	-	8
	Urban	57.1	-	28.6	-	14.3	-	7
	Rural	-	-	-	-	100.0	-	1

- The main reason for dissatisfaction among urban customers was that it was difficult to connect to call centre executive while among rural customers it was customer care executive not able to understand the problem.

6C.2.1.7 The following table shows the percentage of customers, who got their billing complaints resolved satisfactorily by call centre/ customer care within four weeks after they had lodged their complaints.

Service Provider		% customers	Base
BSNL	Total	12.1	107
	Urban	9.7	103
	Rural	75.0	4

- Lower proportions of urban customers got their billing complaints resolved by the call centre/customer care within four weeks after they had lodged their complaints.

6C.3 Awareness and Experience - Nodal Officer

6C.3.1 The following table shows the percentage of customers, who were aware about the contact details of the nodal officer.

Service Provider		% customers	Base
BSNL	Total	0.1	768
	Urban	0.2	662
	Rural	0.0	106

- On an overall basis, only 1 broadband customer said that he or she was aware of the contact details of the nodal officer.
- No one made any complaints to the nodal officer.

6C.4 Awareness and Experience - Appellate Authority

6C.4.1The following table shows the percentage of customers, who were aware about the contact details of the appellate authority.

Service Provider		% customers	Base
BSNL	Total	0.1	768
	Urban	0.2	662
	Rural	0.0	106

- On an overall basis, only 1 broadband customer said that he or she was aware of the contact details of the appellate authority.
- No one filed any appeal with the appellate authority.

6C.5 General Information

6C.5.1 The following table shows the percentage of the customers who got the “Manual of Practice” containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new broadband connection.

Service providers		% customers	Base
BSNL	Total	87.6	768
	Urban	85.8	662
	Rural	99.1	106

- On an overall basis, 87.6% of the customers claimed to have received the manual of practice.
- Almost all the rural customers claimed to have got manual of practice.

7. CRITICAL ANALYSIS

Performance of the service providers on QoS parameters is outlined below.

7.1 Basic Telephone Service

7.1.1 Overall Service Quality

- Almost all the customers of BSNL were satisfied with respect to the overall quality of service.

7.1.2 Provision of Service

- BSNL performance on this parameter was low as only 83% of the customers were satisfied.

7.1.3 Billing Performance - Postpaid

- Though BSNL was able to meet the benchmark laid down by TRAI but a lesser proportion of customers of BSNL were satisfied with the processing of resolution of billing complaints.

7.1.4 Help Services including Customer Grievance Redressal

- Lower proportions of customers of BSNL were satisfied with respect to help services.
- Customers were particularly less satisfied with respect to the ease of access of customer care helpline and response time taken by customer care executive to answer calls.

7.1.5 Network Performance, Reliability & Availability

- On an overall basis, performance of BSNL was better on this parameter as 98% of the customers were satisfied with respect to this parameter.

7.1.6 Maintainability

- On an overall basis, Performance of BSNL was low on this parameter as only 80% of the customers were satisfied.

7.1.7 Supplementary and Value Added Services

- Low proportions (55%) of customers were satisfied with respect to the supplementary and value added services.

7.1.8 Grievance Redressal Mechanism

On an overall basis:

- 85.5% of the customers were aware of the toll free number of the call centre
- Only 6.5% of the total customers were aware of the Nodal Officer.
- Only 0.1% of the customers were aware of the contact details of the Appellate Authority.

7.2 Cellular Mobile

7.2.1 Overall Service Quality

- In total, all the service providers were able to meet the benchmark laid down by the TRAI for this parameter.

7.2.2 Provision of Service

- In total, all the service providers were able to meet the benchmark laid down by the TRAI for this parameter.

7.2.3 Billing Performance

- In the post paid category, none of the service providers were able to meet the benchmark laid down by TRAI. Those who made billing complaints were less satisfied with the processing of resolution of billing complaints.
- In prepaid category, all the service providers were able to meet the benchmark laid down by TRAI but here also a lower proportion of customers were satisfied with respect to the processing of resolution of billing complaints.

7.2.4 Help Services including Customer Grievance Redressal

- In all, none of the service providers were able to meet the benchmark laid down by TRAI for help services.

7.2.5 Network Performance, Reliability & Availability

- On the whole, except for BSNL and Rel Tel, all other service providers were able to meet the benchmark laid down by TRAI.

7.2.6 Maintainability

- Except for Airtel, Idea and Vodafone, no other service providers were able to meet the benchmark laid down by TRAI.

7.2.7 Supplementary and Value Added Services

- Performance of all the service providers was low on account of supplementary and value added services.
- Among all service providers, Rel Tel was the worst performer.

7.2.8 Grievance Redressal Mechanism

On an overall basis:

- 83.1% of the customers were aware of the call centre number of their service provider.
- 0.6% of total customers were aware of the contact details of the nodal officer.
- 0.2% of total customers were aware of the contact details of the appellate authority.

7.3 Broadband Services

7.3.1 Overall Quality Service

- On an overall basis, BSNL was able to meet the benchmark laid down by TRAI for the overall quality of service.

7.3.2 Provision of Service

- On the whole, BSNL met the benchmark related to provision of service.

7.3.3 Billing Performance

- On the whole, BSNL was able to meet the benchmark for billing performance but, a lower proportion of customers were satisfied with respect to the processing of resolution of billing complaints.

7.3.4 Help Services

- In total, BSNL customers were less satisfied with the help services including customer grievance redressal.

7.3.5 Network Performance, Reliability & Availability

- In total, BSNL met the benchmark related to network performance, reliability and availability.

7.3.6 Maintainability

- On an overall basis, only 67% of the customers were satisfied with the maintainability.

7.3.7 Supplementary And Value Added Services

- On an overall basis, BSNL met the benchmark laid down by TRAI for this parameter.

7.3.8 Grievance Redressal Mechanism

On an overall basis:

- 87.6% of the customers were aware about the toll free number of the call centre of their service provider.
- 0.1% of the customers were aware about the nodal officer.
- 0.1% of the customers were aware about appellate authority.

8. RECOMMENDATIONS:

8.1 Basic Telephone Service

8.1.1 Provision of service

- BSNL need to improve upon this parameter as only 83% of the customers were satisfied with it.

8.1.2 Billing Performance

- BSNL needs to maintain its billing performance in both urban as well as in rural areas.
- BSNL need to improve upon its processing of resolution of billing complaints.

8.1.3 Help Services Including Customer Grievance Redressal

- As large numbers of its customers are not satisfied with its help services, BSNL needs to improve its help services.

8.1.4 Network Performance, Reliability and Availability

- BSNL met this benchmark and it should maintain its performance on the network performance, reliability and availability in urban and rural areas.

8.1.5 Maintainability

- BSNL need to improve upon this parameter in both urban as well as in rural areas.

8.1.6 Supplementary and Value Added Services

- BSNL need to improve upon this parameter in both urban as well as in rural areas.

8.1.7 Grievance Redressal Mechanism

- Awareness about the nodal officer and appellate authority is very low and BSNL should make its customers more aware about the same.

8.2 Cellular Mobile

8.2.1 Provision of Service

- All the service providers need to maintain it.

8.2.2 Billing Performance

- In post paid service, all the service providers need to improve upon billing performance and especially processing of resolution of billing complaints needs to improve.
- In prepaid service, all the service providers need to maintain their performance though, processing of resolution of billing complaints needs to improve.

8.2.3 Help Services including Customer Grievance Redressal

- All the service providers need to improve on this parameter.

8.2.4 Network Performance, Reliability and Availability

- All the service providers except BSNL and Rel Tel need to maintain their performance on this parameter while these two service providers need to improve their performance.

8.2.5 Maintainability

- All service providers except Airtel, Idea and Vodafone need to improve on this parameter while these three needs to maintain their performance.

8.2.6 Supplementary & Value Added Services

- All the service providers need to improve upon this parameter.

8.2.7 Grievance Redressal Mechanism

- There is a need to increase the awareness level of the call centre, nodal officer and appellate authority among customers of all the service providers.

8.3 Broadband Services

8.3.1 Provision of Service

- BSNL needs to maintain its performance on this parameter.

8.3.2 Billing Performance

- BSNL needs to maintain its performance on this parameter however processing of resolution of billing complaints needs to improve.

8.3.3 Help Services

- BSNL need to improve on this parameter.

8.3.4. Network Performance, Reliability and Availability

- BSNL needs to maintain its performance on this parameter.

8.3.5 Maintainability

- BSNL needs to improve on this parameter.

8.3.6 Supplementary and Value Added Services

- BSNL needs to maintain its performance on this parameter.

8.3.7 Grievance Redressal Mechanism

- Awareness level about the nodal officer and appellate authority needs to improve.

BASIC WIRELINE ANNEXURE

1(a) Have you taken a telephone connection shifted your connection or had your connection temporarily suspended in the last 6 months?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	6	762	768
	%	0.8	99.2	100
BSNL (Urban)	Count	6	653	659
	%	0.9	99.1	100
BSNL (Rural)	Count	0	109	109
	%	0.0	100	100

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?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	6	1	5	0	0	6
	%	100.0	16.7	83.3	0.0	0.0	100
BSNL (Urban)	Count	6	1	5	0	0	6
	%	100.0	16.7	83.3	0.0	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	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 Providers		Yes	No	Total
BSNL (Total)	Count	0	6	6
	%	0.0	100.0	100
BSNL (Urban)	Count	0	6	6
	%	0.0	100.0	100
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0

3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	4	1	3	2	0	6
	%	66.7	16.7	50.0	33.3	0.0	100
BSNL (Urban)	Count	4	1	3	2	0	6
	%	66.7	16.7	50.0	33.3	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0

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?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	728	76	652	40	0	768
	%	94.8	9.9	84.9	5.2	0.0	100
BSNL (Urban)	Count	620	75	545	39	0	659
	%	94.1	11.4	82.7	5.9	0.0	100
BSNL (Rural)	Count	108	1	107	1	0	109
	%	99.1	0.9	98.2	0.9	0.0	100

5(a). How satisfied are you with the accuracy & completeness of the bills?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	754	75	679	14	0	768
	%	98.2	9.8	88.4	1.8	0.0	100
BSNL (Urban)	Count	645	75	570	14	0	659
	%	97.9	11.4	86.5	2.1	0.0	100
BSNL (Rural)	Count	109	0	109	0	0	109
	%	100.0	0.0	100	0.0	0.0	100

5(b). Please specify the reason(s) for your dissatisfaction.									
Service Providers		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	Others	Total
BSNL (Total)	Count	0	0	0	2	13	0	0	14
	%	0.0	0.0	0.0	14.3	92.9	0.0	0.0	100
BSNL (Urban)	Count	0	0	0	2	13	0	0	14
	%	0.0	0.0	0.0	14.3	92.9	0.0	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0

6. Have you made any billing related complaints in the last 6 months?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	35	733	768
	%	4.6	95.4	100
BSNL (Urban)	Count	35	624	659
	%	5.3	94.7	100
BSNL (Rural)	Count	0	109	109
	%	0.0	100	100

7. How satisfied are you with the process of resolution of billing complaints?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	21	0	21	14	0	35
	%	60.0	0.0	60.0	40.0	0.0	100
BSNL (Urban)	Count	21	0	21	14	0	35
	%	60.0	0.0	60.0	40.0	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0

8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	754	15	739	14	0	768
	%	98.2	2.0	96.2	1.8	0.0	100
BSNL (Urban)	Count	646	15	631	13	0	659
	%	98.1	2.3	95.8	2.0	0.0	100
BSNL (Rural)	Count	108	0	108	1	0	109
	%	99.1	0.0	99.1	0.9	0.0	100

9. Please specify the reason(s) for your dissatisfaction.							
Service Providers		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Others	Total
BSNL (Total)	Count	1	1	1	11	0	14
	%	7.1	7.1	7.1	78.6	0.0	100
BSNL (Urban)	Count	0	1	1	11	0	13
	%	0.0	7.7	7.7	84.6	0.0	100
BSNL (Rural)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100

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 Providers		Yes	No	Total
BSNL (Total)	Count	61	707	768
	%	7.9	92.1	100
BSNL (Urban)	Count	61	598	659
	%	9.3	90.7	100
BSNL (Rural)	Count	0	109	109
	%	0.0	100.0	100

12(a). How satisfied are you with the ease of access of call centre/customer care or helpline?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	40	0	40	21	0	61
	%	65.6	0.0	65.6	34.4	0.0	100
BSNL (Urban)	Count	40	0	40	21	0	61
	%	65.6	0.0	65.6	34.4	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0

12(b). How satisfied are you with the ease of getting an option for “talking to a customer care executive”?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	47	0	47	13	1	61
	%	77.0	0.0	77.0	21.3	1.6	100
BSNL (Urban)	Count	47	0	47	13	1	61
	%	77.0	0.0	77.0	21.3	1.6	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0

13. How satisfied are you with the response time taken to answer your call by a customer care executive?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	39	0	39	19	3	61
	%	63.9	0.0	63.9	31.1	4.9	100
BSNL (Urban)	Count	39	0	39	19	3	61
	%	63.9	0.0	63.9	31.1	4.9	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0

14. How satisfied are you with the problem solving ability of the customer care executive(s)?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	48	0	48	13	0	61
	%	78.7	0.0	78.7	21.3	0.0	100
BSNL (Urban)	Count	48	0	48	13	0	61
	%	78.7	0.0	78.7	21.3	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0

15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	49	0	49	12	0	61
	%	80.3	0.0	80.3	19.7	0.0	100
BSNL (Urban)	Count	49	0	49	12	0	61
	%	80.3	0.0	80.3	19.7	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

16. How satisfied are you with the availability of working telephone (dial tone)?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	767	3	764	1	0	768
	%	99.9	0.4	99.5	0.1	0.0	100
BSNL (Urban)	Count	658	3	655	1	0	659
	%	99.9	0.5	99.4	0.2	0.0	100
BSNL (Rural)	Count	109	0	109	0	0	109
	%	100.0	0.0	100.0	0.0	0.0	100

17. How satisfied are you with the ability to make or receive calls easily?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	740	0	740	18	10	768
	%	96.4	0.0	96.4	2.3	1.3	100
BSNL (Urban)	Count	632	0	632	17	10	659
	%	95.9	0.0	95.9	2.6	1.5	100
BSNL (Rural)	Count	108	0	108	1	0	109
	%	99.1	0.0	99.1	0.9	0.0	100

18. How satisfied are you with the voice quality?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	744	0	744	20	4	768
	%	96.9	0.0	96.9	2.6	0.5	100
BSNL (Urban)	Count	635	0	635	20	4	659
	%	96.4	0.0	96.4	3	0.6	100
BSNL (Rural)	Count	109	0	109	0	0	109
	%	100.0	0.0	100.0	0.0	0.0	100

19. How many times has your telephone connection required repair in the last 6 months?						
Service Providers		Nil	One time	2-3 times	More than 3 times	Total
BSNL (Total)	Count	476	240	44	8	768
	%	62.0	31.3	5.7	1.0	100
BSNL (Urban)	Count	402	209	40	8	659
	%	61.0	31.7	6.1	1.2	100
BSNL (Rural)	Count	74	31	4	0	109
	%	67.9	28.4	3.7	0.0	100

20. How long did it take generally for repairing the fault after lodging a complaint?						
Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Total
BSNL (Total)	Count	15	218	49	10	292
	%	5.1	74.7	16.8	3.4	100
BSNL (Urban)	Count	13	192	42	10	257
	%	5.1	74.7	16.3	3.9	100
BSNL (Rural)	Count	2	26	7	0	35
	%	5.7	74.3	20	0.0	100

21. How satisfied are you with the fault repair service?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	233	1	232	58	1	292
	%	79.8	0.3	79.5	19.9	0.3	100
BSNL (Urban)	Count	204	1	203	52	1	257
	%	79.4	0.4	79	20.2	0.4	100
BSNL (Rural)	Count	29	0	29	6	0	35
	%	82.9	0.0	82.9	17.1	0.0	100

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 Providers		Yes	No	Total
BSNL (Total)	Count	4	764	768
	%	0.5	99.5	100
BSNL (Urban)	Count	3	656	659
	%	0.5	99.5	100
BSNL (Rural)	Count	1	108	109
	%	0.9	99.1	100

23. How satisfied are you with the quality of the supplementary services / value added service provided?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	2	0	2	2	0	4
	%	50.0	0.0	50.0	50.0	0.0	100
BSNL (Urban)	Count	1	0	1	2	0	3
	%	33.3	0.0	33.3	66.7	0.0	100
BSNL (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100

24(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	3	0	3	1	0	4
	%	75.0	0.0	75.0	25.0	0.0	100
BSNL (Urban)	Count	2	0	2	1	0	3
	%	66.7	0.0	66.7	33.3	0.0	100
BSNL (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100

24(b). Please tell me reasons for your dissatisfaction				
Service Providers		Not informed of charges	Activated without consent	Total
BSNL (Total)	Count	0	1	1
	%	0.0	100.0	100
BSNL (Urban)	Count	0	1	1
	%	0.0	100.0	100
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0

25. In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	3	765	768
	%	0.4	99.6	100
BSNL (Urban)	Count	1	658	659
	%	0.2	99.8	100
BSNL (Rural)	Count	2	107	109
	%	1.8	98.2	100

25(a). How satisfied are you with the resolution of your complaint for deactivation of VAS?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	1	1	0	2	0	3
	%	33.3	33.3	0.0	66.7	0.0	100
BSNL (Urban)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100	0.0	100
BSNL (Rural)	Count	1	1	0	1	0	2
	%	50.0	50.0	0.0	50	0.0	100

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your telephone service?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	766	36	730	1	1	768
	%	99.8	4.7	95.1	0.1	0.1	100
BSNL (Urban)	Count	658	34	624	1	0	659
	%	99.9	5.2	94.7	0.2	0.0	100
BSNL (Rural)	Count	108	2	106	0	1	109
	%	99.0	1.8	97.2	0.0	0.9	100

H. GENERAL INFORMATION

27. What kind of other services are you also taking from this service provider?						
Service Providers		Broadband	Mobile	Other	None	Total
BSNL (Total)	Count	314	143	0	311	768
	%	40.9	18.6	0.0	40.5	100
BSNL (Urban)	Count	256	123	0	280	659
	%	38.8	18.7	0.0	42.5	100
BSNL (Rural)	Count	58	20	0	31	109
	%	53.2	18.3	0.0	28.4	100

28(a). Have you terminated a telephone connection that you had in the last 6 month?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	2	766	768
	%	0.3	99.7	100
BSNL (Urban)	Count	1	658	659
	%	0.2	99.8	100
BSNL (Rural)	Count	1	108	109
	%	0.9	99.1	100

28(b). If Yes, Please name your service provider?						
Service Providers		Airtel	BSNL	Reliance	Tata	Total
BSNL (Total)	Count	0	2	0	0	2
	%	0.0	100.0	0.0	0.0	100
BSNL (Urban)	Count	0	1	0	0	1
	%	0.0	100.0	0.0	0.0	100
BSNL (Rural)	Count	0	1	0	0	1
	%	0.0	100.0	0.0	0.0	100

29. How many days were taken for termination of your telephone connection?						
Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Total
BSNL (Total)	Count	1	1	0	0	2
	%	50.0	50.0	0.0	0.0	100
BSNL (Urban)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100
BSNL (Rural)	Count	0	1	0	0	1
	%	0.0	100.0	0.0	0.0	100

30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	276	492	768
	%	35.9	64.1	100
BSNL (Urban)	Count	206	453	659
	%	31.3	68.7	100
BSNL (Rural)	Count	70	39	109
	%	64.2	35.8	100

31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	81	687	768
	%	10.5	89.5	100
BSNL (Urban)	Count	65	594	659
	%	9.9	90.1	100
BSNL (Rural)	Count	16	93	109
	%	14.7	85.3	100

32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	22	59	81
	%	27.2	72.8	100
BSNL (Urban)	Count	20	45	65
	%	30.8	69.2	100
BSNL (Rural)	Count	2	14	16
	%	12.5	87.5	100

32(b). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?						
Service Providers		Stopped receiving	Considerable decrease	Slight decrease	No change	Total
BSNL (Total)	Count	21	0	0	1	22
	%	95.5	0.0	0.0	4.5	100
BSNL (Urban)	Count	19	0	0	1	20
	%	95.0	0.0	0.0	5.0	100
BSNL (Rural)	Count	2	0	0	0	2
	%	100.0	0.0	0.0	0.0	100

32(c). Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	1	0	1
	%	100.0	0.0	100
BSNL (Urban)	Count	1	0	1
	%	100.0	0.0	100
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0

32(d). If Yes, then indicate whether.....						
Service Providers		Complaint was registered by the service provider and informed about the action taken on the complaint	Complaint was registered by the service provider and did not inform about the action taken on the complaint	Service Provider refused to register the complaint	Difficult to lodge the complaint	Total
BSNL (Total)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100
BSNL (Urban)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100
BSNL (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0

33. On a scale of 1 – 10 where “10” is “Very Good” and “1” is “Very Poor”, how do you rate your service provider?												
Service Providers		1	2	3	4	5	6	7	8	9	10	Total
BSNL (Total)	Count	0	0	0	1	9	112	471	172	3	0	768
	%	0.0	0.0	0.0	0.1	1.2	14.6	61.3	22.4	0.4	0.0	100
BSNL (Urban)	Count	0	0	0	1	9	97	402	147	3	0	659
	%	0.0	0.0	0.0	0.2	1.4	14.7	61.0	22.3	0.5	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	15	69	25	0	0	109
	%	0.0	0.0	0.0	0.0	0.0	13.8	63.3	22.9	0.0	0.0	100

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

34(a). Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query??				
Service Providers		Yes	No	Total
BSNL (Total)	Count	657	111	768
	%	85.5	14.5	100
BSNL (Urban)	Count	566	93	659
	%	85.9	14.1	100
BSNL (Rural)	Count	91	18	109
	%	83.5	16.5	100

34(b). Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	70	698	768
	%	9.1	90.9	100
BSNL (Urban)	Count	68	591	659
	%	10.3	89.7	100
BSNL (Rural)	Count	2	107	109
	%	1.8	98.2	100

35. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?							
Service Providers		Complaint was registered and docket number Received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total
BSNL (Total)	Count	4	57	5	4	0	70
	%	5.7	81.4	7.1	5.7	0.0	100
BSNL (Urban)	Count	4	56	4	4	0	68
	%	5.9	82.4	5.9	5.9	0.0	100
BSNL (Rural)	Count	0	1	1	0	0	2
	%	0.0	50.0	50.0	0.0	0.0	100

36. Did the Call Centre inform you about the action taken on your complaint?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	5	65	70
	%	7.1	92.9	100
BSNL (Urban)	Count	4	64	68
	%	5.9	94.1	100
BSNL (Rural)	Count	1	1	2
	%	50.0	50.0	100

37. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?					
Service Providers		Yes	No	Not applicable	Total
BSNL (Total)	Count	12	26	32	70
	%	17.1	37.1	45.7	100
BSNL (Urban)	Count	11	25	32	68
	%	16.2	36.8	47.1	100
BSNL (Rural)	Count	1	1	0	2
	%	50.0	50.0	0.0	100

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 Providers		Yes	No	Total
BSNL (Total)	Count	50	718	768
	%	6.5	93.5	100
BSNL (Urban)	Count	50	609	659
	%	7.6	92.4	100
BSNL (Rural)	Count	0	109	109
	%	0.0	100.0	100

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?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	0	50	50
	%	0.0	100.0	100
BSNL (Urban)	Count	0	50	50
	%	0.0	100.0	100
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0

39(b). Were you able to contact the Nodal officer without difficulty?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0

40. Did the Nodal Officer intimate you about the decision taken on your complaint?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0

41. How satisfied are you with the redressal of the complaint by the Nodal Officer?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0

42. Please specify the reason(s) for your dissatisfaction. [MULTIPLE CODE]							
Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/courteous	Time taken by Nodal Officer for redressal of complaint is too long	Nodal Officer was unable to understand the problem	Nodal Officer not equipped with adequate information	Total
BSNL (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0

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 Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?

Service Providers		Yes	No	Total
BSNL (Total)	Count	1	767	768
	%	0.1	99.9	100
BSNL (Urban)	Count	0	659	659
	%	0.0	100	100
BSNL (Rural)	Count	1	108	109
	%	0.9	99.1	100

44. Have you filed any appeal in last 6 months?

Service Providers		Yes	No	Total
BSNL (Total)	Count	0	1	1
	%	0.0	100.0	100
BSNL (Urban)	Count	0	0	0
	%	0.0	100.0	100
BSNL (Rural)	Count	0	1	1
	%	0.0	100.0	100

45. Did you receive any acknowledgement?

Service Providers		Yes	No	Total
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0

46. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?

Service Providers		Yes	No	Appeal filed only recently	Total
BSNL (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
BSNL (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
BSNL (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0

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 Providers		Yes	No	Do not remember	Total
BSNL (Total)	Count	490	218	60	768
	%	63.8	28.4	7.8	100
BSNL (Urban)	Count	381	218	60	659
	%	57.8	33.1	9.1	100
BSNL (Rural)	Count	109	0	0	109
	%	100.0	0.0	0.0	100

ANNEXURE-CELLULAR MOBILE SERVICES

1. How satisfied are you with the process and time taken to activate the mobile connection, after you applied and completed all formalities?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	374	28	346	10	1	385
	%	97.2	7.3	89.9	2.6	0.3	100
Aircel (Urban)	Count	266	14	252	10	1	277
	%	96.1	5.1	91	3.6	0.4	100
Aircel (Rural)	Count	108	14	94	0	0	108
	%	100	13	87	0.0	0.0	100
Airtel (Total)	Count	383	25	358	0	1	384
	%	99.7	6.5	93.2	0.0	0.3	100
Airtel (Urban)	Count	274	25	249	0	0	274
	%	100	9.1	90.9	0.0	0.0	100
Airtel (Rural)	Count	109	0	109	0	1	110
	%	99.1	0.0	99.1	0.0	0.9	100
BSNL (Total)	Count	756	2	754	10	2	768
	%	98.5	0.3	98.2	1.3	0.3	100
BSNL (Urban)	Count	530	1	529	10	1	541
	%	98	0.2	97.8	1.8	0.2	100
BSNL (Rural)	Count	226	1	225	0	1	227
	%	99.5	0.4	99.1	0.0	0.4	100
Idea (Total)	Count	391	30	361	0	0	391
	%	100	7.7	92.3	0.0	0.0	100
Idea (Urban)	Count	283	27	256	0	0	283
	%	100	9.5	90.5	0.0	0.0	100
Idea (Rural)	Count	108	3	105	0	0	108
	%	100	2.8	97.2	0.0	0.0	100
Rel. Tel. (Total)	Count	380	42	338	3	2	385
	%	98.7	10.9	87.8	0.8	0.5	100
Rel. Tel. (Urban)	Count	274	27	247	3	2	279
	%	98.2	9.7	88.5	1.1	0.7	100
Rel. Tel. (Rural)	Count	106	15	91	0	0	106
	%	100	14.2	85.8	0.0	0.0	100
TTSL (Total)	Count	383	49	334	1	0	384
	%	99.8	12.8	87	0.3	0.0	100
TTSL (Urban)	Count	300	25	275	0	0	300
	%	100	8.3	91.7	0.0	0.0	100
TTSL (Rural)	Count	83	24	59	1	0	84
	%	98.8	28.6	70.2	1.2	0.0	100
Vodafone (total)	Count	383	18	365	3	1	387
	%	99	4.7	94.3	0.8	0.3	100
Vodafone (urban)	Count	274	18	256	1	1	276
	%	99.3	6.5	92.8	0.4	0.4	100
Vodafone (rural)	Count	109	0	109	2	0	111
	%	98.2	0.0	98.2	1.8	0.0	100
Overall	Count	3050	194	2856	27	7	3084
	%	98.9	6.3	92.6	0.9	0.2	100
Overall (Urban)	Count	2201	137	2064	24	5	2230
	%	98.7	6.1	92.6	1.1	0.2	100
Overall (Rural)	Count	849	57	792	3	2	854
	%	99.4	6.7	92.7	0.4	0.2	100

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 Providers		Yes	No	Total
Aircel (Total)	Count	236	149	385
	%	61.3	38.7	100
Aircel (Urban)	Count	129	148	277
	%	46.6	53.4	100
Aircel (Rural)	Count	107	1	108
	%	99.1	0.9	100
Airtel (Total)	Count	350	34	384
	%	91.1	8.9	100
Airtel (Urban)	Count	243	31	274
	%	88.7	11.3	100
Airtel (Rural)	Count	107	3	110
	%	97.3	2.7	100
BSNL (Total)	Count	490	278	768
	%	63.8	36.2	100
BSNL (Urban)	Count	265	276	541
	%	49	51	100
BSNL (Rural)	Count	225	2	227
	%	99.1	0.9	100
Idea (Total)	Count	355	36	391
	%	90.8	9.2	100
Idea (Urban)	Count	250	33	283
	%	88.3	11.7	100
Idea (Rural)	Count	105	3	108
	%	97.2	2.8	100
Rel. Tel. (Total)	Count	318	67	385
	%	82.6	17.4	100
Rel. Tel. (Urban)	Count	215	64	279
	%	77.1	22.9	100
Rel. Tel. (Rural)	Count	103	3	106
	%	97.2	2.8	100
TTSL (Total)	Count	248	136	384
	%	64.6	35.4	100
TTSL (Urban)	Count	166	134	300
	%	55.3	44.7	100
TTSL (Rural)	Count	82	2	84
	%	97.6	2.4	100
Vodafone (total)	Count	316	71	387
	%	81.7	18.3	100
Vodafone (urban)	Count	206	70	276
	%	74.6	25.4	100
Vodafone (rural)	Count	110	1	111
	%	99.1	0.9	100
Overall	Count	2313	771	3084
	%	75.0	25.0	100
Overall (Urban)	Count	1474	756	2230
	%	66.1	33.9	100
Overall (Rural)	Count	839	15	854
	%	98.2	1.8	100

3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans charges?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	376	14	362	9	0	385
	%	97.6	3.6	94	2.3	0.0	100
Aircel (Urban)	Count	268	6	262	9	0	277
	%	96.8	2.2	94.6	3.2	0.0	100
Aircel (Rural)	Count	108	8	100	0	0	108
	%	100	7.4	92.6	0.0	0.0	100
Airtel (Total)	Count	375	23	352	8	1	384
	%	97.7	6	91.7	2.1	0.3	100
Airtel (Urban)	Count	266	23	243	8	0	274
	%	97.1	8.4	88.7	2.9	0.0	100
Airtel (Rural)	Count	109	0	109	0	1	110
	%	99.1	0.0	99.1	0.0	0.9	100
BSNL (Total)	Count	766	3	763	2	0	768
	%	99.7	0.4	99.3	0.3	0.0	100
BSNL (Urban)	Count	539	3	536	2	0	541
	%	99.7	0.6	99.1	0.4	0.0	100
BSNL (Rural)	Count	227	0	227	0	0	227
	%	100	0.0	100	0.0	0.0	100
Idea (Total)	Count	388	25	363	2	1	391
	%	99.2	6.4	92.8	0.5	0.3	100
Idea (Urban)	Count	281	23	258	2	0	283
	%	99.3	8.1	91.2	0.7	0.0	100
Idea (Rural)	Count	107	2	105	0	1	108
	%	99.1	1.9	97.2	0.0	0.9	100
Rel. Tel. (Total)	Count	365	7	358	19	1	385
	%	94.8	1.8	93	4.9	0.3	100
Rel. Tel. (Urban)	Count	260	7	253	19	0	279
	%	93.2	2.5	90.7	6.8	0.0	100
Rel. Tel. (Rural)	Count	105	0	105	0	1	106
	%	99.1	0.0	99.1	0.0	0.9	100
TTSL (Total)	Count	373	4	369	11	0	384
	%	97.1	1	96.1	2.9	0.0	100
TTSL (Urban)	Count	290	3	287	10	0	300
	%	96.7	1	95.7	3.3	0.0	100
TTSL (Rural)	Count	83	1	82	1	0	84
	%	98.8	1.2	97.6	1.2	0.0	100
Vodafone (total)	Count	386	18	368	1	0	387
	%	99.8	4.7	95.1	0.3	0.0	100
Vodafone (urban)	Count	276	18	258	0	0	276
	%	100	6.5	93.5	0.0	0.0	100
Vodafone (rural)	Count	110	0	110	1	0	111
	%	99.1	0.0	99.1	0.9	0.0	100
Overall	Count	3029	94	2935	52	3	3084
	%	98.2	3	95.2	1.7	0.1	100
Overall (Urban)	Count	2180	83	2097	50	0	2230
	%	97.7	3.7	94	2.2	0.0	100
Overall (Rural)	Count	849	11	838	2	3	854
	%	99.4	1.3	98.1	0.2	0.4	100

BILLING RELATED- PREPAID CUSTOMERS

4(a). How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	368	6	362	9	3	380
	%	96.9	1.6	95.3	2.4	0.8	100
Aircel (Urban)	Count	266	5	261	6	2	274
	%	97.1	1.8	95.3	2.2	0.7	100
Aircel (Rural)	Count	102	1	101	3	1	106
	%	96.2	0.9	95.3	2.8	0.9	100
Airtel (Total)	Count	358	23	335	11	0	369
	%	97	6.2	90.8	3	0.0	100
Airtel (Urban)	Count	251	22	229	9	0	260
	%	96.6	8.5	88.1	3.5	0.0	100
Airtel (Rural)	Count	107	1	106	2	0	109
	%	98.1	0.9	97.2	1.8	0.0	100
BSNL (Total)	Count	594	3	591	1	0	595
	%	99.8	0.5	99.3	0.2	0.0	100
BSNL (Urban)	Count	369	3	366	0	0	369
	%	100	0.8	99.2	0.0	0.0	100
BSNL (Rural)	Count	225	0	225	1	0	226
	%	99.6	0.0	99.6	0.4	0.0	100
Idea (Total)	Count	379	26	353	8	0	387
	%	97.9	6.7	91.2	2.1	0.0	100
Idea (Urban)	Count	273	24	249	7	0	280
	%	97.5	8.6	88.9	2.5	0.0	100
Idea (Rural)	Count	106	2	104	1	0	107
	%	99.1	1.9	97.2	0.9	0.0	100
Rel. Tel. (Total)	Count	363	4	359	15	0	378
	%	96.1	1.1	95	4	0.0	100
Rel. Tel. (Urban)	Count	263	4	259	10	0	273
	%	96.4	1.5	94.9	3.7	0.0	100
Rel. Tel. (Rural)	Count	100	0	100	5	0	105
	%	95.2	0.0	95.2	4.8	0.0	100
TTSL (Total)	Count	373	1	372	9	0	382
	%	97.7	0.3	97.4	2.4	0.0	100
TTSL (Urban)	Count	295	1	294	4	0	299
	%	98.6	0.3	98.3	1.3	0.0	100
TTSL (Rural)	Count	78	0	78	5	0	83
	%	94	0.0	94	6	0.0	100
Vodafone (total)	Count	373	20	353	9	0	382
	%	97.6	5.2	92.4	2.4	0.0	100
Vodafone (urban)	Count	263	20	243	9	0	272
	%	96.7	7.4	89.3	3.3	0.0	100
Vodafone (rural)	Count	110	0	110	0	0	110
	%	100	0.0	100	0.0	0.0	100
Overall	Count	2808	83	2725	62	3	2873
	%	97.7	2.9	94.8	2.2	0.1	100
Overall (Urban)	Count	1980	79	1901	45	2	2027
	%	97.7	3.9	93.8	2.2	0.1	100
Overall (Rural)	Count	828	4	824	17	1	846
	%	97.9	0.5	97.4	2	0.1	100

4(b). Please specify the reason(s) for your dissatisfaction.							
Service Providers		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	Others	Total
Aircel (Total)	Count	3	2	5	3	0	12
	%	25	16.7	41.7	25	0.0	100
Aircel (Urban)	Count	2	2	3	1	0	8
	%	25	25	37.5	12.5	0.0	100
Aircel (Rural)	Count	1	0	2	2	0	4
	%	25	0.0	50	50	0.0	100
Airtel (Total)	Count	6	1	2	2	0	11
	%	54.5	9.1	18.2	18.2	0.0	100
Airtel (Urban)	Count	6	0	1	2	0	9
	%	66.7	0.0	11.1	22.2	0.0	100
Airtel (Rural)	Count	0	1	1	0	0	2
	%	0.0	50	50	0.0	0.0	100
BSNL (Total)	Count	0	0	1	0	0	1
	%	0.0	0.0	100	0.0	0.0	100
BSNL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Rural)	Count	0	0	1	0	0	1
	%	0.0	0.0	100	0.0	0.0	100
Idea (Total)	Count	7	0	0	1	0	8
	%	87.5	0.0	0.0	12.5	0.0	100
Idea (Urban)	Count	7	0	0	0	0	7
	%	100	0.0	0.0	0.0	0.0	100
Idea (Rural)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100	0.0	100
Rel. Tel. (Total)	Count	5	2	4	4	0	15
	%	33.3	13.3	26.7	26.7	0.0	100
Rel. Tel. (Urban)	Count	5	1	3	1	0	10
	%	50	10	30	10	0.0	100
Rel. Tel. (Rural)	Count	0	1	1	3	0	5
	%	0.0	20	20	60	0.0	100
TTSL (Total)	Count	1	1	4	5	0	9
	%	11.1	11.1	44.4	55.6	0.0	100
TTSL (Urban)	Count	0	0	2	2	0	4
	%	0.0	0.0	50	50	0.0	100
TTSL (Rural)	Count	1	1	2	3	0	5
	%	20	20	40	60	0.0	100
Vodafone (total)	Count	7	1	1	0	0	9
	%	77.8	11.1	11.1	0.0	0.0	100
Vodafone (urban)	Count	7	1	1	0	0	9
	%	77.8	11.1	11.1	0.0	0.0	100
Vodafone (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Overall	Count	29	7	17	15	0	65
	%	44.6	10.8	26.2	23.1	0.0	100
Overall (Urban)	Count	27	4	10	6	0	47
	%	57.4	8.5	21.3	12.8	0.0	100
Overall (Rural)	Count	2	3	7	9	0	18
	%	11.1	16.7	38.9	50	0.0	100

5(a). Have you made any complaint related to charging/credit/ waiver/ validity/ adjustments in the last 6 months?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	6	374	380
	%	1.6	98.4	100
Aircel (Urban)	Count	4	270	274
	%	1.5	98.5	100
Aircel (Rural)	Count	2	104	106
	%	1.9	98.1	100
Airtel (Total)	Count	3	366	369
	%	0.8	99.2	100
Airtel (Urban)	Count	3	257	260
	%	1.2	98.8	100
Airtel (Rural)	Count	0	109	109
	%	0.0	100	100
BSNL (Total)	Count	3	592	595
	%	0.5	99.5	100
BSNL (Urban)	Count	3	366	369
	%	0.8	99.2	100
BSNL (Rural)	Count	0	226	226
	%	0.0	100	100
Idea (Total)	Count	7	380	387
	%	1.8	98.2	100
Idea (Urban)	Count	5	275	280
	%	1.8	98.2	100
Idea (Rural)	Count	2	105	107
	%	1.9	98.1	100
Rel. Tel. (Total)	Count	12	366	378
	%	3.2	96.8	100
Rel. Tel. (Urban)	Count	11	262	273
	%	4	96	100
Rel. Tel. (Rural)	Count	1	104	105
	%	1	99	100
TTSL (Total)	Count	5	377	382
	%	1.3	98.7	100
TTSL (Urban)	Count	2	297	299
	%	0.7	99.3	100
TTSL (Rural)	Count	3	80	83
	%	3.6	96.4	100
Vodafone (total)	Count	4	378	382
	%	1	99	100
Vodafone (urban)	Count	3	269	272
	%	1.1	98.9	100
Vodafone (rural)	Count	1	109	110
	%	0.9	99.1	100
Overall	Count	40	2833	2873
	%	1.4	98.6	100
Overall (Urban)	Count	31	1996	2027
	%	1.5	98.5	100
Overall (Rural)	Count	9	837	846
	%	1.1	98.9	100

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 Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	2	0	2	3	1	6
	%	33.3	0.0	33.3	50	16.7	100
Aircel (Urban)	Count	1	0	1	3	0	4
	%	25	0.0	25	75	0.0	100
Aircel (Rural)	Count	1	0	1	0	1	2
	%	50	0.0	50	0.0	50	100
Airtel (Total)	Count	0	0	0	3	0	3
	%	0	0.0	0.0	100	0.0	100
Airtel (Urban)	Count	0	0	0	3	0	3
	%	0	0.0	0.0	100	0.0	100
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	3	0	3	0	0	3
	%	100	0.0	100	0.0	0.0	100
BSNL (Urban)	Count	3	0	3	0	0	3
	%	100	0.0	100	0.0	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Total)	Count	3	1	2	4	0	7
	%	42.9	14.3	28.6	57.1	0.0	100
Idea (Urban)	Count	3	1	2	2	0	5
	%	60	20	40	40	0.0	100
Idea (Rural)	Count	0	0	0	2	0	2
	%	0	0.0	0.0	100	0.0	100
Rel. Tel. (Total)	Count	5	0	5	7	0	12
	%	41.7	0.0	41.7	58.3	0.0	100
Rel. Tel. (Urban)	Count	5	0	5	6	0	11
	%	45.5	0.0	45.5	54.5	0.0	100
Rel. Tel. (Rural)	Count	0	0	0	1	0	1
	%	0	0.0	0.0	100	0.0	100
TTSL (Total)	Count	2	0	2	3	0	5
	%	40	0.0	40	60	0.0	100
TTSL (Urban)	Count	1	0	1	1	0	2
	%	50	0.0	50	50	0.0	100
TTSL (Rural)	Count	1	0	1	2	0	3
	%	33.3	0.0	33.3	66.7	0.0	100
Vodafone (total)	Count	1	0	1	3	0	4
	%	25	0.0	25	75	0.0	100
Vodafone (urban)	Count	0	0	0	3	0	3
	%	0	0.0	0.0	100	0.0	100
Vodafone (rural)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
Overall	Count	16	1	15	23	1	40
	%	40.0	2.5	37.5	57.5	2.5	100
Overall (Urban)	Count	13	1	12	18	0	31
	%	41.9	3.2	38.7	58.1	0.0	100
Overall (Rural)	Count	3	0	3	5	1	9
	%	33.3	0.0	33.3	55.6	11.1	100

5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	377	15	362	3	0	380
	%	99.2	3.9	95.3	0.8	0.0	100
Aircel (Urban)	Count	273	8	265	1	0	274
	%	99.6	2.9	96.7	0.4	0.0	100
Aircel (Rural)	Count	104	7	97	2	0	106
	%	98.1	6.6	91.5	1.9	0.0	100
Airtel (Total)	Count	369	25	344	0	0	369
	%	100	6.8	93.2	0.0	0.0	100
Airtel (Urban)	Count	260	25	235	0	0	260
	%	100	9.6	90.4	0.0	0.0	100
Airtel (Rural)	Count	109	0	109	0	0	109
	%	100	0.0	100	0.0	0.0	100
BSNL (Total)	Count	595	0	595	0	0	595
	%	100	0.0	100	0.0	0.0	100
BSNL (Urban)	Count	369	0	369	0	0	369
	%	100	0.0	100	0.0	0.0	100
BSNL (Rural)	Count	226	0	226	0	0	226
	%	100	0.0	100	0.0	0.0	100
Idea (Total)	Count	386	33	353	1	0	387
	%	99.7	8.5	91.2	0.3	0.0	100
Idea (Urban)	Count	279	31	248	1	0	280
	%	99.7	11.1	88.6	0.4	0.0	100
Idea (Rural)	Count	107	2	105	0	0	107
	%	100	1.9	98.1	0.0	0.0	100
Rel. Tel. (Total)	Count	368	9	359	10	0	378
	%	97.4	2.4	95	2.6	0.0	100
Rel. Tel. (Urban)	Count	266	8	258	7	0	273
	%	97.4	2.9	94.5	2.6	0.0	100
Rel. Tel. (Rural)	Count	102	1	101	3	0	105
	%	97.2	1	96.2	2.9	0.0	100
TTSL (Total)	Count	373	2	371	9	0	382
	%	97.6	0.5	97.1	2.4	0.0	100
TTSL (Urban)	Count	293	1	292	6	0	299
	%	98	0.3	97.7	2	0.0	100
TTSL (Rural)	Count	80	1	79	3	0	83
	%	96.4	1.2	95.2	3.6	0.0	100
Vodafone (total)	Count	382	25	357	0	0	382
	%	100	6.5	93.5	0.0	0.0	100
Vodafone (urban)	Count	272	25	247	0	0	272
	%	100	9.2	90.8	0.0	0.0	100
Vodafone (rural)	Count	110	0	110	0	0	110
	%	100	0.0	100	0.0	0.0	100
Overall	Count	2850	109	2741	23	2873	2850
	%	99.2	3.8	95.4	0.8	100	99.2
Overall (Urban)	Count	2012	98	1914	15	2027	2012
	%	99.2	4.8	94.4	0.7	100	99.2
Overall (Rural)	Count	838	11	827	8	846	838
	%	99.1	1.3	97.8	0.9	100	99.1

5(d). Please specify the reason(s) for your dissatisfaction.							
Service Providers		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	Others	Total
Aircel (Total)	Count	2	1	2	0	0	3
	%	66.7	33.3	66.7	0.0	0.0	100
Aircel (Urban)	Count	1	0	0	0	0	1
	%	100	0.0	0.0	0.0	0.0	100
Aircel (Rural)	Count	1	1	2	0	0	2
	%	50	50	100	0.0	0.0	100
Airtel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Airtel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Total)	Count	1	0	0	0	0	1
	%	100	0.0	0.0	0.0	0.0	100
Idea (Urban)	Count	1	0	0	0	0	1
	%	100	0.0	0.0	0.0	0.0	100
Idea (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Total)	Count	0	2	8	0	0	10
	%	0.0	20	80	0.0	0.0	100
Rel. Tel. (Urban)	Count	0	1	6	0	0	7
	%	0.0	14.3	85.7	0.0	0.0	100
Rel. Tel. (Rural)	Count	0	1	2	0	0	3
	%	0.0	33.3	66.7	0.0	0.0	100
TTSL (Total)	Count	1	1	7	0	0	9
	%	11.1	11.1	77.8	0.0	0.0	100
TTSL (Urban)	Count	1	1	4	0	0	6
	%	16.7	16.7	66.7	0.0	0.0	100
TTSL (Rural)	Count	0	0	3	0	0	3
	%	0.0	0.0	100	0.0	0.0	100
Vodafone (total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Vodafone (urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Vodafone (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Overall	Count	4	4	17	0	0	23
	%	17.4	17.4	73.9	0.0	0.0	100
Overall (Urban)	Count	3	2	10	0	0	15
	%	20	13.3	66.7	0.0	0.0	100
Overall (Rural)	Count	1	2	7	0	0	8
	%	12.5	25	87.5	0.0	0.0	100

5(e). Did you get information regarding call duration, amount deducted for call and balance in the account after every call?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	361	19	380
	%	95	5	100
Aircel (Urban)	Count	258	16	274
	%	94.2	5.8	100
Aircel (Rural)	Count	103	3	106
	%	97.2	2.8	100
Airtel (Total)	Count	369	0	369
	%	100	0.0	100
Airtel (Urban)	Count	260	0	260
	%	100	0.0	100
Airtel (Rural)	Count	109	0	109
	%	100	0.0	100
BSNL (Total)	Count	586	9	595
	%	98.5	1.5	100
BSNL (Urban)	Count	363	6	369
	%	98.4	1.6	100
BSNL (Rural)	Count	223	3	226
	%	98.7	1.3	100
Idea (Total)	Count	378	9	387
	%	97.7	2.3	100
Idea (Urban)	Count	274	6	280
	%	97.9	2.1	100
Idea (Rural)	Count	104	3	107
	%	97.2	2.8	100
Rel. Tel. (Total)	Count	371	7	378
	%	98.1	1.9	100
Rel. Tel. (Urban)	Count	268	5	273
	%	98.2	1.8	100
Rel. Tel. (Rural)	Count	103	2	105
	%	98.1	1.9	100
TTSL (Total)	Count	376	6	382
	%	98.4	1.6	100
TTSL (Urban)	Count	294	5	299
	%	98.3	1.7	100
TTSL (Rural)	Count	82	1	83
	%	98.8	1.2	100
Vodafone (total)	Count	376	6	382
	%	98.4	1.6	100
Vodafone (urban)	Count	267	5	272
	%	98.2	1.8	100
Vodafone (rural)	Count	109	1	110
	%	99.1	0.9	100
Overall	Count	2817	56	2873
	%	98.1	1.9	100
Overall (Urban)	Count	1984	43	2027
	%	97.9	2.1	100
Overall (Rural)	Count	833	13	846
	%	98.5	1.5	100

BILLING RELATED-POSTPAID CUSTOMERS

6. How satisfied are you with the time taken to deliver your bills?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	4	0	4	1	0	5
	%	80	0.0	80	20	0.0	100
Aircel (Urban)	Count	3	0	3	0	0	3
	%	100	0.0	100	0.0	0.0	100
Aircel (Rural)	Count	1	0	1	1	0	2
	%	50	0.0	50	50	0.0	100
Airtel (Total)	Count	11	2	9	2	2	15
	%	73.3	13.3	60	13.3	13.3	100
Airtel (Urban)	Count	10	2	8	2	2	14
	%	71.4	14.3	57.1	14.3	14.3	100
Airtel (Rural)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
BSNL (Total)	Count	143	11	132	18	12	173
	%	82.7	6.4	76.3	10.4	6.9	100
BSNL (Urban)	Count	142	11	131	18	12	172
	%	82.6	6.4	76.2	10.5	7	100
BSNL (Rural)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
Idea (Total)	Count	3	0	3	1	0	4
	%	75	0.0	75	25	0.0	100
Idea (Urban)	Count	2	0	2	1	0	3
	%	66.7	0.0	66.7	33.3	0.0	100
Idea (Rural)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
Rel. Tel. (Total)	Count	7	0	7	0	0	7
	%	100	0.0	100	0.0	0.0	100
Rel. Tel. (Urban)	Count	6	0	6	0	0	6
	%	100	0.0	100	0.0	0.0	100
Rel. Tel. (Rural)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
TTSL (Total)	Count	1	0	1	0	1	2
	%	50	0.0	50	0.0	50	100
TTSL (Urban)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
TTSL (Rural)	Count	0	0	0	0	1	1
	%	0	0.0	0.0	0.0	100	100
Vodafone (total)	Count	3	0	3	0	2	5
	%	60	0.0	60	0.0	40	100
Vodafone (urban)	Count	2	0	2	0	2	4
	%	50	0.0	50	0.0	50	100
Vodafone (rural)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
Overall	Count	172	13	159	22	17	211
	%	81.6	6.2	75.4	10.4	8.1	100
Overall (Urban)	Count	166	13	153	21	16	203
	%	81.8	6.4	75.4	10.3	7.9	100
Overall (Rural)	Count	6	0	6	1	1	8
	%	75.0	0.0	75.0	12.5	12.5	100

7(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	2	0	2	3	0	5
	%	40	0.0	40	60	0.0	100
Aircel (Urban)	Count	0	0	0	3	0	3
	%	0	0.0	0.0	100	0.0	100
Aircel (Rural)	Count	2	0	2	0	0	2
	%	100	0.0	100	0.0	0.0	100
Airtel (Total)	Count	5	3	2	10	0	15
	%	33.3	20	13.3	66.7	0.0	100
Airtel (Urban)	Count	5	3	2	9	0	14
	%	35.7	21.4	14.3	64.3	0.0	100
Airtel (Rural)	Count	0	0	0	1	0	1
	%	0	0.0	0.0	100	0.0	100
BSNL (Total)	Count	118	10	108	43	12	173
	%	68.2	5.8	62.4	24.9	6.9	100
BSNL (Urban)	Count	118	10	108	42	12	172
	%	68.6	5.8	62.8	24.4	7	100
BSNL (Rural)	Count	0	0	0	1	0	1
	%	0	0.0	0.0	100	0.0	100
Idea (Total)	Count	2	0	2	2	0	4
	%	50	0.0	50	50	0.0	100
Idea (Urban)	Count	2	0	2	1	0	3
	%	66.7	0.0	66.7	33.3	0.0	100
Idea (Rural)	Count	0	0	0	1	0	1
	%	0	0.0	0.0	100	0.0	100
Rel. Tel. (Total)	Count	0	0	0	7	0	7
	%	0	0.0	0.0	100	0.0	100
Rel. Tel. (Urban)	Count	0	0	0	6	0	6
	%	0	0.0	0.0	100	0.0	100
Rel. Tel. (Rural)	Count	0	0	0	1	0	1
	%	0	0.0	0.0	100	0.0	100
TTSL (Total)	Count	0	0	0	2	0	2
	%	0	0.0	0.0	100	0.0	100
TTSL (Urban)	Count	0	0	0	1	0	1
	%	0	0.0	0.0	100	0.0	100
TTSL (Rural)	Count	0	0	0	1	0	1
	%	0	0.0	0.0	100	0.0	100
Vodafone (total)	Count	1	0	1	3	1	5
	%	20	0.0	20	60	20	100
Vodafone (urban)	Count	1	0	1	2	1	4
	%	25	0.0	25	50	25	100
Vodafone (rural)	Count	0	0	0	1	0	1
	%	0	0.0	0.0	100	0.0	100
Overall	Count	128	13	115	70	13	211
	%	60.7	6.2	54.5	33.2	6.2	100
Overall (Urban)	Count	126	13	113	64	13	203
	%	62.1	6.4	55.7	31.5	6.4	100
Overall (Rural)	Count	2	0	2	6	0	8
	%	25.0	0.0	25.0	75.0	0.0	100

7(b). Please specify the reason(s) for your dissatisfaction.						
Service Providers		Difficult to understand the language	Calculation not clear	Difficult to read the bill	Item-wise charges like total minutes of usage of local, STD, ISD calls not given	Total
Aircel (Total)	Count	1	2	0	0	3
	%	33.3	66.7	0.0	0.0	100
Aircel (Urban)	Count	1	2	0	0	3
	%	33.3	66.7	0.0	0.0	100
Aircel (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Airtel (Total)	Count	3	1	6	1	10
	%	30	10	60	10	100
Airtel (Urban)	Count	3	1	6	0	9
	%	33.3	11.1	66.7	0.0	100
Airtel (Rural)	Count	0	0	0	1	1
	%	0.0	0.0	0.0	100	100
BSNL (Total)	Count	5	31	6	13	55
	%	9.1	56.4	10.9	23.6	100
BSNL (Urban)	Count	5	31	5	13	54
	%	9.3	57.4	9.3	24.1	100
BSNL (Rural)	Count	0	0	1	0	1
	%	0.0	0.0	100	0.0	100
Idea (Total)	Count	0	0	2	0	2
	%	0.0	0.0	100	0.0	100
Idea (Urban)	Count	0	0	1	0	1
	%	0.0	0.0	100	0.0	100
Idea (Rural)	Count	0	0	1	0	1
	%	0.0	0.0	100	0.0	100
Rel. Tel. (Total)	Count	1	2	2	2	7
	%	14.3	28.6	28.6	28.6	100
Rel. Tel. (Urban)	Count	1	1	2	2	6
	%	16.7	16.7	33.3	33.3	100
Rel. Tel. (Rural)	Count	0	1	0	0	1
	%	0.0	100	0.0	0.0	100
TTSL (Total)	Count	1	1	0	0	2
	%	50	50	0.0	0.0	100
TTSL (Urban)	Count	0	1	0	0	1
	%	0.0	100	0.0	0.0	100
TTSL (Rural)	Count	1	0	0	0	1
	%	100	0.0	0.0	0.0	100
Vodafone (total)	Count	1	1	1	1	4
	%	25	25	25	25	100
Vodafone (urban)	Count	0	1	1	1	3
	%	0.0	33.3	33.3	33.3	100
Vodafone (rural)	Count	1	0	0	0	1
	%	100	0.0	0.0	0.0	100
Overall	Count	12	38	17	17	83
	%	14.5	45.8	20.5	20.5	100
Overall (Urban)	Count	10	37	15	16	77
	%	13.0	48.1	19.5	20.8	100
Overall (Rural)	Count	2	1	2	1	6
	%	33.3	16.7	33.3	16.7	100

8(a). How satisfied are you with the accuracy & completeness of the bills?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	3	0	3	2	0	5
	%	60.0	0.0	60.0	40.0	0.0	100
Aircel (Urban)	Count	3	0	3	0	0	3
	%	100.0	0.0	100.0	0.0	0.0	100
Aircel (Rural)	Count	0	0	0	2	0	2
	%	0.0	0.0	0.0	100.0	0.0	100
Airtel (Total)	Count	11	0	11	0	4	15
	%	73.3	0.0	73.3	0.0	26.7	100
Airtel (Urban)	Count	10	0	10	0	4	14
	%	71.4	0.0	71.4	0.0	28.6	100
Airtel (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
BSNL (Total)	Count	132	0	132	10	31	173
	%	76.3	0.0	76.3	5.8	17.9	100
BSNL (Urban)	Count	131	0	131	10	31	172
	%	76.2	0.0	76.2	5.8	18.0	100
BSNL (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
Idea (Total)	Count	2	0	2	1	1	4
	%	50	0.0	50.0	25.0	25.0	100
Idea (Urban)	Count	1	0	1	1	1	3
	%	33.3	0.0	33.3	33.3	33.3	100
Idea (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
Rel. Tel. (Total)	Count	4	0	4	0	3	7
	%	57.1	0.0	57.1	0.0	42.9	100
Rel. Tel. (Urban)	Count	3	0	3	0	3	6
	%	50.0	0.0	50.0	0.0	50.0	100
Rel. Tel. (Rural)	Count	1	0	1	0	0	1
	%	100	0.0	100.0	0.0	0.0	100
TTSL (Total)	Count	2	0	2	0	0	2
	%	100.0	0.0	100.0	0.0	0.0	100
TTSL (Urban)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
TTSL (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
Vodafone (total)	Count	5	0	5	0	0	5
	%	100.0	0.0	100.0	0.0	0.0	100
Vodafone (urban)	Count	4	0	4	0	0	4
	%	100.0	0.0	100.0	0.0	0.0	100
Vodafone (rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
Overall	Count	159	0	159	39	13	211
	%	75.4	0.0	75.4	18.5	6.2	100
Overall (Urban)	Count	153	0	153	39	11	203
	%	75.4	0.0	75.4	19.2	5.4	100
Overall (Rural)	Count	6	0	6	0	2	8
	%	75.0	0.0	75.0	0.0	25.0	100

8(b). Please specify the reason(s) for your dissatisfaction							
Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for calls/services not made/used	Calculations are not clear	Charged for value added services not subscribed	Total
Aircel (Total)	Count	1	1	0	0	0	2
	%	50.0	50.0	0.0	0.0	0.0	100
Aircel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Aircel (Rural)	Count	1	1	0	0	0	2
	%	50.0	50.0	0.0	0.0	0.0	100
Airtel (Total)	Count	1	1	1	1	0	4
	%	25.0	25.0	25.0	25.0	0.0	100
Airtel (Urban)	Count	1	1	1	1	0	4
	%	25.0	25.0	25.0	25.0	0.0	100
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	10	10	8	3	10	41
	%	24.4	24.4	19.5	7.3	24.4	100
BSNL (Urban)	Count	10	10	8	3	10	41
	%	24.4	24.4	19.5	7.3	24.4	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Total)	Count	0	1	0	0	1	2
	%	0.0	50.0	0.0	0.0	50.0	100
Idea (Urban)	Count	0	1	0	0	1	2
	%	0.0	50.0	0.0	0.0	50.0	100
Idea (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Total)	Count	0	3	0	0	0	3
	%	0.0	100.0	0.0	0.0	0.0	100
Rel. Tel. (Urban)	Count	0	3	0	0	0	3
	%	0.0	100.0	0.0	0.0	0.0	100
Rel. Tel. (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
TTSL (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
TTSL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
TTSL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Vodafone (total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Vodafone (urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Vodafone (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Overall	Count	12	16	9	4	11	52
	%	23.1	30.8	17.3	7.7	21.2	100
Overall (Urban)	Count	11	15	9	4	11	50
	%	22.0	30.0	18.0	8.0	22.0	100
Overall (Rural)	Count	1	1	0	0	0	2
	%	50.0	50.0	0.0	0.0	0.0	100

9(a). Have you made any billing related complaints in the last 6 months?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	1	4	5
	%	20.0	80.0	100
Aircel (Urban)	Count	0	3	3
	%	0.0	100.0	100
Aircel (Rural)	Count	1	1	2
	%	50.0	50.0	100
Airtel (Total)	Count	1	14	15
	%	6.7	93.3	100
Airtel (Urban)	Count	1	13	14
	%	7.1	92.9	100
Airtel (Rural)	Count	0	1	1
	%	0.0	100.0	100
BSNL (Total)	Count	1	172	173
	%	0.6	99.4	100
BSNL (Urban)	Count	1	171	172
	%	0.6	99.4	100
BSNL (Rural)	Count	0	1	1
	%	0.0	100.0	100
Idea (Total)	Count	0	4	4
	%	0.0	100.0	100
Idea (Urban)	Count	0	3	3
	%	0.0	100.0	100
Idea (Rural)	Count	0	1	1
	%	0.0	100.0	100
Rel. Tel. (Total)	Count	0	7	7
	%	0.0	100.0	100
Rel. Tel. (Urban)	Count	0	6	6
	%	0.0	100.0	100
Rel. Tel. (Rural)	Count	0	1	1
	%	0.0	100.0	100
TTSL (Total)	Count	1	1	2
	%	50.0	50.0	100
TTSL (Urban)	Count	1	0	1
	%	100.0	0.0	100
TTSL (Rural)	Count	0	1	1
	%	0.0	100.0	100
Vodafone (total)	Count	1	4	5
	%	20.0	80.0	100
Vodafone (urban)	Count	1	3	4
	%	25.0	75.0	100
Vodafone (rural)	Count	0	1	1
	%	0.0	100.0	100
Overall	Count	5	206	211
	%	2.4	97.6	100
Overall (Urban)	Count	4	199	203
	%	2.0	98.0	100
Overall (Rural)	Count	1	7	8
	%	12.5	87.5	100

9(b). How satisfied are you with the process of resolution of billing complaints?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100.0	0.0	100
Aircel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Aircel (Rural)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100.0	0.0	100
Airtel (Total)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100.0	100
Airtel (Urban)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100.0	100
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100.0	100
BSNL (Urban)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
TTSL (Total)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100.0	0.0	100
TTSL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
TTSL (Rural)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100.0	0.0	100
Vodafone (total)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100.0	100
Vodafone (urban)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100.0	100
Vodafone (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Overall	Count	0	0	0	2	3	5
	%	0.0	0.0	0.0	40.0	60.0	100
Overall (Urban)	Count	0	0	0	1	3	4
	%	0.0	0.0	0.0	25.0	75.0	100
Overall (Rural)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100.0	0.0	100

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 Providers		Yes	No	Total
Aircel (Total)	Count	62	323	385
	%	16.1	83.9	100
Aircel (Urban)	Count	62	215	277
	%	22.4	77.6	100
Aircel (Rural)	Count	0	108	108
	%	0.0	100	100
Airtel (Total)	Count	23	361	384
	%	6	94	100
Airtel (Urban)	Count	23	251	274
	%	8.4	91.6	100
Airtel (Rural)	Count	0	110	110
	%	0.0	100	100
BSNL (Total)	Count	106	662	768
	%	13.8	86.2	100
BSNL (Urban)	Count	106	435	541
	%	19.6	80.4	100
BSNL (Rural)	Count	0	227	227
	%	0.0	100	100
Idea (Total)	Count	20	371	391
	%	5.1	94.9	100
Idea (Urban)	Count	20	263	283
	%	7.1	92.9	100
Idea (Rural)	Count	0	108	108
	%	0.0	100	100
Rel. Tel. (Total)	Count	37	348	385
	%	9.6	90.4	100
Rel. Tel. (Urban)	Count	36	243	279
	%	12.9	87.1	100
Rel. Tel. (Rural)	Count	1	105	106
	%	0.9	99.1	100
TTSL (Total)	Count	71	313	384
	%	18.5	81.5	100
TTSL (Urban)	Count	67	233	300
	%	22.3	77.7	100
TTSL (Rural)	Count	4	80	84
	%	4.8	95.2	100
Vodafone (total)	Count	14	373	387
	%	3.6	96.4	100
Vodafone (urban)	Count	14	262	276
	%	5.1	94.9	100
Vodafone (rural)	Count	0	111	111
	%	0.0	100	100
Overall	Count	333	2751	3084
	%	10.8	89.2	100
Overall (Urban)	Count	328	1902	2230
	%	14.7	85.3	100
Overall (Rural)	Count	5	849	854
	%	0.6	99.4	100

11. How satisfied are you with the ease of access of call centre/customer care or helpline?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	50	0	50	12	0	62
	%	80.6	0.0	80.6	19.4	0.0	100
Aircel (Urban)	Count	50	0	50	12	0	62
	%	80.6	0.0	80.6	19.4	0.0	100
Aircel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Airtel (Total)	Count	17	0	17	6	0	23
	%	73.9	0.0	73.9	26.1	0.0	100
Airtel (Urban)	Count	17	0	17	6	0	23
	%	73.9	0.0	73.9	26.1	0.0	100
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	84	0	84	21	1	106
	%	79.2	0.0	79.2	19.8	0.9	100
BSNL (Urban)	Count	84	0	84	21	1	106
	%	79.2	0.0	79.2	19.8	0.9	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Total)	Count	17	2	15	3	0	20
	%	85.0	10.0	75.0	15.0	0.0	100
Idea (Urban)	Count	17	2	15	3	0	20
	%	85.0	10.0	75.0	15.0	0.0	100
Idea (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Total)	Count	31	0	31	5	1	37
	%	83.8	0.0	83.8	13.5	2.7	100
Rel. Tel. (Urban)	Count	30	0	30	5	1	36
	%	83.3	0.0	83.3	13.9	2.8	100
Rel. Tel. (Rural)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
TTSL (Total)	Count	60	2	58	11	0	71
	%	84.5	2.8	81.7	15.5	0.0	100
TTSL (Urban)	Count	57	2	55	10	0	67
	%	85.1	3	82.1	14.9	0.0	100
TTSL (Rural)	Count	3	0	3	1	0	4
	%	75	0.0	75	25	0.0	100
Vodafone (total)	Count	8	0	8	6	0	14
	%	57.1	0.0	57.1	42.9	0.0	100
Vodafone (urban)	Count	8	0	8	6	0	14
	%	57.1	0.0	57.1	42.9	0.0	100
Vodafone (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Overall	Count	267	4	263	64	2	333
	%	80.2	1.2	79.0	19.2	0.6	100
Overall (Urban)	Count	263	4	259	63	2	328
	%	80.2	1.2	79.0	19.2	0.6	100
Overall (Rural)	Count	4	0	4	1	0	5
	%	80.0	0.0	80.0	20.0	0.0	100

12. How satisfied are you with the ease of getting an option for “talking to a customer care executive”?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	45	0	45	17	0	62
	%	72.6	0.0	72.6	27.4	0.0	100
Aircel (Urban)	Count	45	0	45	17	0	62
	%	72.6	0.0	72.6	27.4	0.0	100
Aircel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Airtel (Total)	Count	19	0	19	4	0	23
	%	82.6	0.0	82.6	17.4	0.0	100
Airtel (Urban)	Count	19	0	19	4	0	23
	%	82.6	0.0	82.6	17.4	0.0	100
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	80	1	79	26	0	106
	%	75.4	0.9	74.5	24.5	0.0	100
BSNL (Urban)	Count	80	1	79	26	0	106
	%	75.4	0.9	74.5	24.5	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Total)	Count	16	1	15	4	0	20
	%	80.0	5.0	75.0	20.0	0.0	100
Idea (Urban)	Count	16	1	15	4	0	20
	%	80.0	5.0	75.0	20.0	0.0	100
Idea (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Total)	Count	31	0	31	5	1	37
	%	83.8	0.0	83.8	13.5	2.7	100
Rel. Tel. (Urban)	Count	30	0	30	5	1	36
	%	83.3	0.0	83.3	13.9	2.8	100
Rel. Tel. (Rural)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
TTSL (Total)	Count	53	2	51	18	0	71
	%	74.6	2.8	71.8	25.4	0.0	100
TTSL (Urban)	Count	50	2	48	17	0	67
	%	74.6	3	71.6	25.4	0.0	100
TTSL (Rural)	Count	3	0	3	1	0	4
	%	75	0.0	75	25	0.0	100
Vodafone (total)	Count	12	0	12	2	0	14
	%	85.7	0.0	85.7	14.3	0.0	100
Vodafone (urban)	Count	12	0	12	2	0	14
	%	85.7	0.0	85.7	14.3	0.0	100
Vodafone (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Overall	Count	256	4	252	76	1	333
	%	76.9	1.2	75.7	22.8	0.3	100
Overall (Urban)	Count	252	4	248	75	1	328
	%	76.8	1.2	75.6	22.9	0.3	100
Overall (Rural)	Count	4	0	4	1	0	5
	%	80.0	0.0	80.0	20.0	0.0	100

13. How satisfied are you with the response time taken to answer your call by a customer care executive?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	54	0	54	8	0	62
	%	87.1	0.0	87.1	12.9	0.0	100
Aircel (Urban)	Count	54	0	54	8	0	62
	%	87.1	0.0	87.1	12.9	0.0	100
Aircel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Airtel (Total)	Count	19	0	19	3	1	23
	%	82.6	0.0	82.6	13	4.3	100
Airtel (Urban)	Count	19	0	19	3	1	23
	%	82.6	0.0	82.6	13	4.3	100
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	78	0	78	28	0	106
	%	73.6	0.0	73.6	26.4	0.0	100
BSNL (Urban)	Count	78	0	78	28	0	106
	%	73.6	0.0	73.6	26.4	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Total)	Count	18	2	16	2	0	20
	%	90.0	10.0	80.0	10.0	0.0	100
Idea (Urban)	Count	18	2	16	2	0	20
	%	90.0	10.0	80.0	10.0	0.0	100
Idea (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Total)	Count	29	0	29	7	1	37
	%	78.4	0.0	78.4	18.9	2.7	100
Rel. Tel. (Urban)	Count	28	0	28	7	1	36
	%	77.8	0.0	77.8	19.4	2.8	100
Rel. Tel. (Rural)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
TTSL (Total)	Count	59	2	57	12	0	71
	%	83.1	2.8	80.3	16.9	0.0	100
TTSL (Urban)	Count	56	2	54	11	0	67
	%	83.6	3	80.6	16.4	0.0	100
TTSL (Rural)	Count	3	0	3	1	0	4
	%	75	0.0	75	25	0.0	100
Vodafone (total)	Count	11	0	11	3	0	14
	%	78.6	0.0	78.6	21.4	0.0	100
Vodafone (urban)	Count	11	0	11	3	0	14
	%	78.6	0.0	78.6	21.4	0.0	100
Vodafone (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Overall	Count	268	4	264	63	2	333
	%	80.5	1.2	79.3	18.9	0.6	100
Overall (Urban)	Count	264	4	260	62	2	328
	%	80.5	1.2	79.3	18.9	0.6	100
Overall (Rural)	Count	4	0	4	1	0	5
	%	80.0	0.0	80.0	20.0	0.0	100

14. How satisfied are you with the problem solving ability of the customer care executive(s)?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	57	0	57	5	0	62
	%	91.9	0.0	91.9	8.1	0.0	100
Aircel (Urban)	Count	57	0	57	5	0	62
	%	91.9	0.0	91.9	8.1	0.0	100
Aircel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Airtel (Total)	Count	17	0	17	4	2	23
	%	73.9	0.0	73.9	17.4	8.7	100
Airtel (Urban)	Count	17	0	17	4	2	23
	%	73.9	0.0	73.9	17.4	8.7	100
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	98	0	98	8	0	106
	%	92.5	0.0	92.5	7.5	0.0	100
BSNL (Urban)	Count	98	0	98	8	0	106
	%	92.5	0.0	92.5	7.5	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Total)	Count	17	2	15	3	0	20
	%	85.0	10.0	75.0	15.0	0.0	100
Idea (Urban)	Count	17	2	15	3	0	20
	%	85.0	10.0	75.0	15.0	0.0	100
Idea (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Total)	Count	28	0	28	8	1	37
	%	75.7	0.0	75.7	21.6	2.7	100
Rel. Tel. (Urban)	Count	28	0	28	7	1	36
	%	77.8	0.0	77.8	19.4	2.8	100
Rel. Tel. (Rural)	Count	0	0	0	1	0	1
	%	0	0.0	0.0	100	0.0	100
TTSL (Total)	Count	64	1	63	7	0	71
	%	90.1	1.4	88.7	9.9	0.0	100
TTSL (Urban)	Count	62	1	61	5	0	67
	%	92.5	1.5	91	7.5	0.0	100
TTSL (Rural)	Count	2	0	2	2	0	4
	%	50	0.0	50	50	0.0	100
Vodafone (total)	Count	12	0	12	2	0	14
	%	85.7	0.0	85.7	14.3	0.0	100
Vodafone (urban)	Count	12	0	12	2	0	14
	%	85.7	0.0	85.7	14.3	0.0	100
Vodafone (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Overall	Count	293	3	290	37	3	333
	%	88.0	0.9	87.1	11.1	0.9	100
Overall (Urban)	Count	291	3	288	34	3	328
	%	88.7	0.9	87.8	10.4	0.9	100
Overall (Rural)	Count	2	0	2	3	0	5
	%	40.0	0.0	40.0	60.0	0.0	100

15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	55	0	55	7	0	62
	%	88.7	0.0	88.7	11.3	0.0	100
Aircel (Urban)	Count	55	0	55	7	0	62
	%	88.7	0.0	88.7	11.3	0.0	100
Aircel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Airtel (Total)	Count	17	0	17	4	2	23
	%	73.9	0.0	73.9	17.4	8.7	100
Airtel (Urban)	Count	17	0	17	4	2	23
	%	73.9	0.0	73.9	17.4	8.7	100
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	82	0	82	24	0	106
	%	77.4	0.0	77.4	22.6	0.0	100
BSNL (Urban)	Count	82	0	82	24	0	106
	%	77.4	0.0	77.4	22.6	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Total)	Count	17	2	15	3	0	20
	%	85.0	10.0	75.0	15.0	0.0	100
Idea (Urban)	Count	17	2	15	3	0	20
	%	85.0	10.0	75.0	15.0	0.0	100
Idea (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Total)	Count	27	1	26	9	1	37
	%	73.0	2.7	70.3	24.3	2.7	100
Rel. Tel. (Urban)	Count	27	1	26	8	1	36
	%	75.0	2.8	72.2	22.2	2.8	100
Rel. Tel. (Rural)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100	0.0	100
TTSL (Total)	Count	60	1	59	11	0	71
	%	84.5	1.4	83.1	15.5	0.0	100
TTSL (Urban)	Count	59	1	58	8	0	67
	%	88.1	1.5	86.6	11.9	0.0	100
TTSL (Rural)	Count	1	0	1	3	0	4
	%	25.0	0.0	25	75	0.0	100
Vodafone (total)	Count	12	0	12	2	0	14
	%	85.7	0.0	85.7	14.3	0.0	100
Vodafone (urban)	Count	12	0	12	2	0	14
	%	85.7	0.0	85.7	14.3	0.0	100
Vodafone (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Overall (Total)	Count	270	4	266	60	3	333
	%	81.1	1.2	79.9	18	0.9	100
Overall (Urban)	Count	269	4	265	56	3	328
	%	82	1.2	80.8	17.1	0.9	100
Overall (Rural)	Count	1	0	1	4	0	5
	%	20.0	0.0	20.0	80.0	0.0	100

NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

16. How satisfied are you with the availability of signal of your service provider in your locality?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	369	6	363	16	0	385
	%	95.9	1.6	94.3	4.2	0.0	100
Aircel (Urban)	Count	261	4	257	16	0	277
	%	94.2	1.4	92.8	5.8	0.0	100
Aircel (Rural)	Count	108	2	106	0	0	108
	%	100	1.9	98.1	0.0	0.0	100
Airtel (Total)	Count	375	48	327	9	0	384
	%	97.7	12.5	85.2	2.3	0.0	100
Airtel (Urban)	Count	266	41	225	8	0	274
	%	97.1	15	82.1	2.9	0.0	100
Airtel (Rural)	Count	109	7	102	1	0	110
	%	99.1	6.4	92.7	0.9	0.0	100
BSNL (Total)	Count	711	27	684	54	3	768
	%	92.6	3.5	89.1	7	0.4	100
BSNL (Urban)	Count	484	15	469	54	3	541
	%	89.5	2.8	86.7	10	0.6	100
BSNL (Rural)	Count	227	12	215	0	0	227
	%	100	5.3	94.7	0.0	0.0	100
Idea (Total)	Count	381	29	352	10	0	391
	%	97.4	7.4	90	2.6	0.0	100
Idea (Urban)	Count	274	27	247	9	0	283
	%	96.8	9.5	87.3	3.2	0.0	100
Idea (Rural)	Count	107	2	105	1	0	108
	%	99.1	1.9	97.2	0.9	0.0	100
Rel. Tel. (Total)	Count	356	20	336	25	4	385
	%	92.5	5.2	87.3	6.5	1	100
Rel. Tel. (Urban)	Count	250	16	234	25	4	279
	%	89.6	5.7	83.9	9	1.4	100
Rel. Tel. (Rural)	Count	106	4	102	0	0	106
	%	100	3.8	96.2	0.0	0.0	100
TTSL (Total)	Count	374	19	355	10	0	384
	%	97.3	4.9	92.4	2.6	0.0	100
TTSL (Urban)	Count	291	10	281	9	0	300
	%	97	3.3	93.7	3	0.0	100
TTSL (Rural)	Count	83	9	74	1	0	84
	%	98.8	10.7	88.1	1.2	0.0	100
Vodafone (total)	Count	373	27	346	14	0	387
	%	96.4	7	89.4	3.6	0.0	100
Vodafone (urban)	Count	262	27	235	14	0	276
	%	94.9	9.8	85.1	5.1	0.0	100
Vodafone (rural)	Count	111	0	111	0	0	111
	%	100	0.0	100	0.0	0.0	100
Overall	Count	2939	176	2763	138	7	3084
	%	95.3	5.7	89.6	4.5	0.2	100
Overall (Urban)	Count	2088	140	1948	135	7	2230
	%	93.7	6.3	87.4	6.1	0.3	100
Overall (Rural)	Count	851	36	815	3	0	854
	%	99.6	4.2	95.4	0.4	0.0	100

17. How satisfied are you with the ability to make or receive calls easily?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	373	24	349	12	0	385
	%	96.8	6.2	90.6	3.1	0.0	100
Aircel (Urban)	Count	265	22	243	12	0	277
	%	95.6	7.9	87.7	4.3	0.0	100
Aircel (Rural)	Count	108	2	106	0	0	108
	%	100	1.9	98.1	0.0	0.0	100
Airtel (Total)	Count	378	50	328	6	0	384
	%	98.4	13	85.4	1.6	0.0	100
Airtel (Urban)	Count	268	43	225	6	0	274
	%	97.8	15.7	82.1	2.2	0.0	100
Airtel (Rural)	Count	110	7	103	0	0	110
	%	100	6.4	93.6	0.0	0.0	100
BSNL (Total)	Count	730	44	686	37	1	768
	%	95	5.7	89.3	4.8	0.1	100
BSNL (Urban)	Count	503	32	471	37	1	541
	%	93	5.9	87.1	6.8	0.2	100
BSNL (Rural)	Count	227	12	215	0	0	227
	%	100	5.3	94.7	0.0	0.0	100
Idea (Total)	Count	382	35	347	9	0	391
	%	97.7	9	88.7	2.3	0.0	100
Idea (Urban)	Count	274	33	241	9	0	283
	%	96.9	11.7	85.2	3.2	0.0	100
Idea (Rural)	Count	108	2	106	0	0	108
	%	100	1.9	98.1	0.0	0.0	100
Rel. Tel. (Total)	Count	359	22	337	22	4	385
	%	93.2	5.7	87.5	5.7	1	100
Rel. Tel. (Urban)	Count	253	17	236	22	4	279
	%	90.7	6.1	84.6	7.9	1.4	100
Rel. Tel. (Rural)	Count	106	5	101	0	0	106
	%	100	4.7	95.3	0.0	0.0	100
TTSL (Total)	Count	368	38	330	16	0	384
	%	95.8	9.9	85.9	4.2	0.0	100
TTSL (Urban)	Count	284	29	255	16	0	300
	%	94.7	9.7	85	5.3	0.0	100
TTSL (Rural)	Count	84	9	75	0	0	84
	%	100	10.7	89.3	0.0	0.0	100
Vodafone (total)	Count	373	30	343	14	0	387
	%	96.4	7.8	88.6	3.6	0.0	100
Vodafone (urban)	Count	262	30	232	14	0	276
	%	95	10.9	84.1	5.1	0.0	100
Vodafone (rural)	Count	111	0	111	0	0	111
	%	100	0.0	100	0.0	0.0	100
Overall	Count	2963	243	2720	116	5	3084
	%	96.1	7.9	88.2	3.8	0.2	100
Overall (Urban)	Count	2109	206	1903	116	5	2230
	%	94.5	9.2	85.3	5.2	0.2	100
Overall (Rural)	Count	854	37	817	0	0	854
	%	100	4.3	95.7	0.0	0.0	100

18. How often does your call drop during conversation?						
Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
Aircel (Total)	Count	0	11	349	25	385
	%	0.0	2.9	90.6	6.5	100
Aircel (Urban)	Count	0	11	243	23	277
	%	0.0	4	87.7	8.3	100
Aircel (Rural)	Count	0	0	106	2	108
	%	0.0	0.0	98.1	1.9	100
Airtel (Total)	Count	0	5	264	115	384
	%	0.0	1.3	68.8	29.9	100
Airtel (Urban)	Count	0	5	161	108	274
	%	0.0	1.8	58.8	39.4	100
Airtel (Rural)	Count	0	0	103	7	110
	%	0.0	0.0	93.6	6.4	100
BSNL (Total)	Count	1	42	681	44	768
	%	0.1	5.5	88.7	5.7	100
BSNL (Urban)	Count	1	42	466	32	541
	%	0.2	7.8	86.1	5.9	100
BSNL (Rural)	Count	0	0	215	12	227
	%	0.0	0.0	94.7	5.3	100
Idea (Total)	Count	0	5	272	114	391
	%	0.0	1.3	69.6	29.2	100
Idea (Urban)	Count	0	5	166	112	283
	%	0.0	1.8	58.7	39.6	100
Idea (Rural)	Count	0	0	106	2	108
	%	0.0	0.0	98.1	1.9	100
Rel. Tel. (Total)	Count	4	20	300	61	385
	%	1	5.2	77.9	15.8	100
Rel. Tel. (Urban)	Count	4	20	199	56	279
	%	1.4	7.2	71.3	20.1	100
Rel. Tel. (Rural)	Count	0	0	101	5	106
	%	0.0	0.0	95.3	4.7	100
TTSL (Total)	Count	0	4	346	34	384
	%	0.0	1	90.1	8.9	100
TTSL (Urban)	Count	0	4	270	26	300
	%	0.0	1.3	90	8.7	100
TTSL (Rural)	Count	0	0	76	8	84
	%	0.0	0.0	90.5	9.5	100
Vodafone (total)	Count	1	19	277	90	387
	%	0.3	4.9	71.6	23.3	100
Vodafone (urban)	Count	1	19	166	90	276
	%	0.4	6.9	60.1	32.6	100
Vodafone (rural)	Count	0	0	111	0	111
	%	0.0	0.0	100	0.0	100
Overall	Count	6	106	2489	483	3084
	%	0.2	3.4	80.7	15.7	100
Overall (Urban)	Count	6	106	1671	447	2230
	%	0.3	4.8	74.9	20	100
Overall (Rural)	Count	0	0	818	36	854
	%	0.0	0.0	95.8	4.2	100

19. How satisfied are you with the voice quality?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	369	5	364	16	0	385
	%	95.8	1.3	94.5	4.2	0.0	100
Aircel (Urban)	Count	261	3	258	16	0	277
	%	94.2	1.1	93.1	5.8	0.0	100
Aircel (Rural)	Count	108	2	106	0	0	108
	%	100	1.9	98.1	0.0	0.0	100
Airtel (Total)	Count	379	114	265	5	0	384
	%	98.7	29.7	69	1.3	0.0	100
Airtel (Urban)	Count	269	107	162	5	0	274
	%	98.2	39.1	59.1	1.8	0.0	100
Airtel (Rural)	Count	110	7	103	0	0	110
	%	100	6.4	93.6	0.0	0.0	100
BSNL (Total)	Count	718	28	690	50	0	768
	%	93.4	3.6	89.8	6.5	0.0	100
BSNL (Urban)	Count	491	16	475	50	0	541
	%	90.8	3	87.8	9.2	0.0	100
BSNL (Rural)	Count	227	12	215	0	0	227
	%	100	5.3	94.7	0.0	0.0	100
Idea (Total)	Count	386	113	273	5	0	391
	%	98.7	28.9	69.8	1.3	0.0	100
Idea (Urban)	Count	278	111	167	5	0	283
	%	98.2	39.2	59	1.8	0.0	100
Idea (Rural)	Count	108	2	106	0	0	108
	%	100	1.9	98.1	0.0	0.0	100
Rel. Tel. (Total)	Count	361	58	303	24	0	385
	%	93.8	15.1	78.7	6.2	0.0	100
Rel. Tel. (Urban)	Count	255	53	202	24	0	279
	%	91.4	19	72.4	8.6	0.0	100
Rel. Tel. (Rural)	Count	106	5	101	0	0	106
	%	100	4.7	95.3	0.0	0.0	100
TTSL (Total)	Count	378	17	361	6	0	384
	%	98.4	4.4	94	1.6	0.0	100
TTSL (Urban)	Count	294	9	285	6	0	300
	%	98	3	95	2	0.0	100
TTSL (Rural)	Count	84	8	76	0	0	84
	%	100	9.5	90.5	0.0	0.0	100
Vodafone (total)	Count	367	87	280	20	0	387
	%	94.9	22.5	72.4	5.2	0.0	100
Vodafone (urban)	Count	256	87	169	20	0	276
	%	92.7	31.5	61.2	7.2	0.0	100
Vodafone (rural)	Count	111	0	111	0	0	111
	%	100	0.0	100	0.0	0.0	100
Overall	Count	2958	422	2536	126	0	3084
	%	95.9	13.7	82.2	4.1	0.0	100
Overall (Urban)	Count	2104	386	1718	126	0	2230
	%	94.3	17.3	77	5.7	0.0	100
Overall (Rural)	Count	854	36	818	0	0	854
	%	100	4.2	95.8	0.0	0.0	100

20. How often do you face signal problems?						
Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
Aircel (Total)	Count	0	32	329	24	385
	%	0.0	8.3	85.5	6.2	100
Aircel (Urban)	Count	0	32	223	22	277
	%	0.0	11.6	80.5	7.9	100
Aircel (Rural)	Count	0	0	106	2	108
	%	0.0	0.0	98.1	1.9	100
Airtel (Total)	Count	0	7	260	117	384
	%	0.0	1.8	67.7	30.5	100
Airtel (Urban)	Count	0	7	157	110	274
	%	0.0	2.6	57.3	40.1	100
Airtel (Rural)	Count	0	0	103	7	110
	%	0.0	0.0	93.6	6.4	100
BSNL (Total)	Count	0	61	637	70	768
	%	0.0	7.9	82.9	9.1	100
BSNL (Urban)	Count	0	61	422	58	541
	%	0.0	11.3	78	10.7	100
BSNL (Rural)	Count	0	0	215	12	227
	%	0.0	0.0	94.7	5.3	100
Idea (Total)	Count	0	4	272	115	391
	%	0.0	1	69.6	29.4	100
Idea (Urban)	Count	0	4	166	113	283
	%	0.0	1.4	58.7	39.9	100
Idea (Rural)	Count	0	0	106	2	108
	%	0.0	0.0	98.1	1.9	100
Rel. Tel. (Total)	Count	4	15	289	77	385
	%	1	3.9	75.1	20	100
Rel. Tel. (Urban)	Count	4	15	188	72	279
	%	1.4	5.4	67.4	25.8	100
Rel. Tel. (Rural)	Count	0	0	101	5	106
	%	0.0	0.0	95.3	4.7	100
TTSL (Total)	Count	0	27	335	22	384
	%	0.0	7	87.2	5.7	100
TTSL (Urban)	Count	0	27	260	13	300
	%	0.0	9	86.7	4.3	100
TTSL (Rural)	Count	0	0	75	9	84
	%	0.0	0.0	89.3	10.7	100
Vodafone (total)	Count	0	7	292	88	387
	%	0.0	1.8	75.5	22.7	100
Vodafone (urban)	Count	0	7	181	88	276
	%	0.0	2.5	65.6	31.9	100
Vodafone (rural)	Count	0	0	111	0	111
	%	0.0	0.0	100	0.0	100
Overall	Count	4	153	2414	513	3084
	%	0.1	5	78.3	16.6	100
Overall (Urban)	Count	4	153	1597	476	2230
	%	0.2	6.9	71.6	21.3	100
Overall (Rural)	Count	0	0	817	37	854
	%	0.0	0.0	95.7	4.3	100

21. How satisfied are you with the availability of signal in your area?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	353	12	341	31	1	385
	%	91.7	3.1	88.6	8.1	0.3	100
Aircel (Urban)	Count	245	10	235	31	1	277
	%	88.4	3.6	84.8	11.2	0.4	100
Aircel (Rural)	Count	108	2	106	0	0	108
	%	100	1.9	98.1	0.0	0.0	100
Airtel (Total)	Count	376	47	329	8	0	384
	%	97.9	12.2	85.7	2.1	0.0	100
Airtel (Urban)	Count	266	40	226	8	0	274
	%	97.1	14.6	82.5	2.9	0.0	100
Airtel (Rural)	Count	110	7	103	0	0	110
	%	100	6.4	93.6	0.0	0.0	100
BSNL (Total)	Count	715	35	680	53	0	768
	%	93.1	4.6	88.5	6.9	0.0	100
BSNL (Urban)	Count	488	23	465	53	0	541
	%	90.3	4.3	86	9.8	0.0	100
BSNL (Rural)	Count	227	12	215	0	0	227
	%	100	5.3	94.7	0.0	0.0	100
Idea (Total)	Count	382	29	353	9	0	391
	%	97.7	7.4	90.3	2.3	0.0	100
Idea (Urban)	Count	274	27	247	9	0	283
	%	96.8	9.5	87.3	3.2	0.0	100
Idea (Rural)	Count	108	2	106	0	0	108
	%	100	1.9	98.1	0.0	0.0	100
Rel. Tel. (Total)	Count	360	21	339	21	4	385
	%	93.6	5.5	88.1	5.5	1	100
Rel. Tel. (Urban)	Count	254	16	238	21	4	279
	%	91	5.7	85.3	7.5	1.4	100
Rel. Tel. (Rural)	Count	106	5	101	0	0	106
	%	100	4.7	95.3	0.0	0.0	100
TTSL (Total)	Count	353	32	321	31	0	384
	%	91.9	8.3	83.6	8.1	0.0	100
TTSL (Urban)	Count	269	23	246	31	0	300
	%	89.7	7.7	82	10.3	0.0	100
TTSL (Rural)	Count	84	9	75	0	0	84
	%	100	10.7	89.3	0.0	0.0	100
Vodafone (total)	Count	375	26	349	12	0	387
	%	96.9	6.7	90.2	3.1	0.0	100
Vodafone (urban)	Count	265	26	239	11	0	276
	%	96	9.4	86.6	4	0.0	100
Vodafone (rural)	Count	110	0	110	1	0	111
	%	99.1	0.0	99.1	0.9	0.0	100
Overall	Count	2914	202	2712	165	5	3084
	%	94.4	6.5	87.9	5.4	0.2	100
Overall (Urban)	Count	2061	165	1896	164	5	2230
	%	92.4	7.4	85	7.4	0.2	100
Overall (Rural)	Count	853	37	816	1	0	854
	%	99.9	4.3	95.6	0.1	0.0	100

22. How satisfied are you with the restoration of network (signal) problems?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	360	11	349	24	1	385
	%	93.5	2.9	90.6	6.2	0.3	100
Aircel (Urban)	Count	252	9	243	24	1	277
	%	90.9	3.2	87.7	8.7	0.4	100
Aircel (Rural)	Count	108	2	106	0	0	108
	%	100	1.9	98.1	0.0	0.0	100
Airtel (Total)	Count	372	48	324	12	0	384
	%	96.9	12.5	84.4	3.1	0.0	100
Airtel (Urban)	Count	262	41	221	12	0	274
	%	95.7	15	80.7	4.4	0.0	100
Airtel (Rural)	Count	110	7	103	0	0	110
	%	100	6.4	93.6	0.0	0.0	100
BSNL (Total)	Count	714	40	674	54	0	768
	%	93	5.2	87.8	7	0.0	100
BSNL (Urban)	Count	488	28	460	53	0	541
	%	90.2	5.2	85	9.8	0.0	100
BSNL (Rural)	Count	226	12	214	1	0	227
	%	99.6	5.3	94.3	0.4	0.0	100
Idea (Total)	Count	379	29	350	12	0	391
	%	96.9	7.4	89.5	3.1	0.0	100
Idea (Urban)	Count	271	27	244	12	0	283
	%	95.7	9.5	86.2	4.2	0.0	100
Idea (Rural)	Count	108	2	106	0	0	108
	%	100	1.9	98.1	0.0	0.0	100
Rel. Tel. (Total)	Count	357	23	334	24	4	385
	%	92.8	6	86.8	6.2	1	100
Rel. Tel. (Urban)	Count	251	18	233	24	4	279
	%	90	6.5	83.5	8.6	1.4	100
Rel. Tel. (Rural)	Count	106	5	101	0	0	106
	%	100	4.7	95.3	0.0	0.0	100
TTSL (Total)	Count	347	36	311	37	0	384
	%	90.4	9.4	81	9.6	0.0	100
TTSL (Urban)	Count	263	27	236	37	0	300
	%	87.7	9	78.7	12.3	0.0	100
TTSL (Rural)	Count	84	9	75	0	0	84
	%	100	10.7	89.3	0.0	0.0	100
Vodafone (total)	Count	379	24	355	8	0	387
	%	97.9	6.2	91.7	2.1	0.0	100
Vodafone (urban)	Count	268	24	244	8	0	276
	%	97.1	8.7	88.4	2.9	0.0	100
Vodafone (rural)	Count	111	0	111	0	0	111
	%	100	0.0	100	0.0	0.0	100
Overall	Count	2908	211	2697	171	5	3084
	%	94.3	6.8	87.5	5.5	0.2	100
Overall (Urban)	Count	2055	174	1881	170	5	2230
	%	92.1	7.8	84.3	7.6	0.2	100
Overall (Rural)	Count	853	37	816	1	0	854
	%	99.9	4.3	95.6	0.1	0.0	100

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 Providers		Yes	No	Total
Aircel (Total)	Count	11	374	385
	%	2.9	97.1	100
Aircel (Urban)	Count	11	266	277
	%	4	96	100
Aircel (Rural)	Count	0	108	108
	%	0.0	100	100
Airtel (Total)	Count	21	363	384
	%	5.5	94.5	100
Airtel (Urban)	Count	21	253	274
	%	7.7	92.3	100
Airtel (Rural)	Count	0	110	110
	%	0.0	100	100
BSNL (Total)	Count	23	745	768
	%	3	97	100
BSNL (Urban)	Count	23	518	541
	%	4.3	95.7	100
BSNL (Rural)	Count	0	227	227
	%	0.0	100	100
Idea (Total)	Count	17	374	391
	%	4.3	95.7	100
Idea (Urban)	Count	17	266	283
	%	6	94	100
Idea (Rural)	Count	0	108	108
	%	0.0	100	100
Rel. Tel. (Total)	Count	31	354	385
	%	8.1	91.9	100
Rel. Tel. (Urban)	Count	30	249	279
	%	10.8	89.2	100
Rel. Tel. (Rural)	Count	1	105	106
	%	0.9	99.1	100
TTSL (Total)	Count	10	374	384
	%	2.6	97.4	100
TTSL (Urban)	Count	10	290	300
	%	3.3	96.7	100
TTSL (Rural)	Count	0	84	84
	%	0.0	100	100
Vodafone (total)	Count	11	376	387
	%	2.8	97.2	100
Vodafone (urban)	Count	11	265	276
	%	4	96	100
Vodafone (rural)	Count	0	111	111
	%	0.0	100	100
Overall	Count	124	2960	3084
	%	4.0	96.0	100
Overall (Urban)	Count	123	2107	2230
	%	5.5	94.5	100
Overall (Rural)	Count	1	853	854
	%	0.1	99.9	100

24. How satisfied are you with the quality of the supplementary services / value added service provided?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	8	0	8	3	0	11
	%	72.7	0.0	72.7	27.3	0.0	100
Aircel (Urban)	Count	8	0	8	3	0	11
	%	72.7	0.0	72.7	27.3	0.0	100
Aircel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Airtel (Total)	Count	11	0	11	10	0	21
	%	52.4	0.0	52.4	47.6	0.0	100
Airtel (Urban)	Count	11	0	11	10	0	21
	%	52.4	0.0	52.4	47.6	0.0	100
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	21	0	21	1	1	23
	%	91.3	0.0	91.3	4.3	4.3	100
BSNL (Urban)	Count	21	0	21	1	1	23
	%	91.3	0.0	91.3	4.3	4.3	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Total)	Count	13	1	12	3	1	17
	%	76.5	5.9	70.6	17.6	5.9	100
Idea (Urban)	Count	13	1	12	3	1	17
	%	76.5	5.9	70.6	17.6	5.9	100
Idea (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Total)	Count	11	0	11	14	6	31
	%	35.5	0.0	35.5	45.2	19.4	100
Rel. Tel. (Urban)	Count	10	0	10	14	6	30
	%	33.3	0.0	33.3	46.7	20	100
Rel. Tel. (Rural)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
TTSL (Total)	Count	10	0	10	0	0	10
	%	100	0.0	100	0.0	0.0	100
TTSL (Urban)	Count	10	0	10	0	0	10
	%	100	0.0	100	0.0	0.0	100
TTSL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Vodafone (total)	Count	5	0	5	6	0	11
	%	45.5	0.0	45.5	54.5	0.0	100
Vodafone (urban)	Count	5	0	5	6	0	11
	%	45.5	0.0	45.5	54.5	0.0	100
Vodafone (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Overall	Count	79	1	78	37	8	124
	%	63.7	0.8	62.9	29.8	6.5	100
Overall (Urban)	Count	78	1	77	37	8	123
	%	63.4	0.8	62.6	30.1	6.5	100
Overall (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100

25(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	9	0	9	1	1	11
	%	81.8	0.0	81.8	9.1	9.1	100
Aircel (Urban)	Count	9	0	9	1	1	11
	%	81.8	0.0	81.8	9.1	9.1	100
Aircel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Airtel (Total)	Count	11	1	10	10	0	21
	%	52.4	4.8	47.6	47.6	0.0	100
Airtel (Urban)	Count	11	1	10	10	0	21
	%	52.4	4.8	47.6	47.6	0.0	100
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	19	0	19	4	0	23
	%	82.6	0.0	82.6	17.4	0.0	100
BSNL (Urban)	Count	19	0	19	4	0	23
	%	82.6	0.0	82.6	17.4	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Total)	Count	13	0	13	3	1	17
	%	76.5	0.0	76.5	17.6	5.9	100
Idea (Urban)	Count	13	0	13	3	1	17
	%	76.5	0.0	76.5	17.6	5.9	100
Idea (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Total)	Count	11	0	11	14	6	31
	%	35.5	0.0	35.5	45.2	19.4	100
Rel. Tel. (Urban)	Count	10	0	10	14	6	30
	%	33.3	0.0	33.3	46.7	20	100
Rel. Tel. (Rural)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
TTSL (Total)	Count	9	0	9	1	0	10
	%	90	0.0	90	10	0.0	100
TTSL (Urban)	Count	9	0	9	1	0	10
	%	90	0.0	90	10	0.0	100
TTSL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Vodafone (total)	Count	7	0	7	4	0	11
	%	63.6	0.0	63.6	36.4	0.0	100
Vodafone (urban)	Count	7	0	7	4	0	11
	%	63.6	0.0	63.6	36.4	0.0	100
Vodafone (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Overall	Count	79	1	78	37	8	124
	%	63.7	0.8	62.9	29.8	6.5	100
Overall (Urban)	Count	78	1	77	37	8	123
	%	63.4	0.8	62.6	30.1	6.5	100
Overall (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100

25(b). Please tell me the reasons for your dissatisfaction.						
Service Providers		Activated without consent	Not informed of charges	Not informed about toll free number for unsubscribing	Others	Total
Aircel (Total)	Count	2	0	0	0	2
	%	100	0.0	0.0	0.0	100
Aircel (Urban)	Count	2	0	0	0	2
	%	100	0.0	0.0	0.0	100
Aircel (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Airtel (Total)	Count	0	10	0	0	10
	%	0.0	100	0.0	0.0	100
Airtel (Urban)	Count	0	10	0	0	10
	%	0.0	100	0.0	0.0	100
Airtel (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	0	0	4	0	4
	%	0.0	0.0	100	0.0	100
BSNL (Urban)	Count	0	0	4	0	4
	%	0.0	0.0	100	0.0	100
BSNL (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Idea (Total)	Count	1	3	0	0	4
	%	25	75	0.0	0.0	100
Idea (Urban)	Count	1	3	0	0	4
	%	25	75	0.0	0.0	100
Idea (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Rel. Tel. (Total)	Count	0	20	0	0	20
	%	0.0	100	0.0	0.0	100
Rel. Tel. (Urban)	Count	0	20	0	0	20
	%	0.0	100	0.0	0.0	100
Rel. Tel. (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
TTSL (Total)	Count	0	1	0	0	1
	%	0.0	100	0.0	0.0	100
TTSL (Urban)	Count	0	1	0	0	1
	%	0.0	100	0.0	0.0	100
TTSL (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Vodafone (total)	Count	0	4	0	0	4
	%	0.0	100	0.0	0.0	100
Vodafone (urban)	Count	0	4	0	0	4
	%	0.0	100	0.0	0.0	100
Vodafone (rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Overall	Count	3	38	4	0	45
	%	6.7	84.4	8.9	0.0	100
Overall (Urban)	Count	3	38	4	0	45
	%	6.7	84.4	8.9	0.0	100
Overall (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0

26. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	20	365	385
	%	5.2	94.8	100
Aircel (Urban)	Count	18	259	277
	%	6.5	93.5	100
Aircel (Rural)	Count	2	106	108
	%	1.9	98.1	100
Airtel (Total)	Count	22	362	384
	%	5.7	94.3	100
Airtel (Urban)	Count	22	252	274
	%	8	92	100
Airtel (Rural)	Count	0	110	110
	%	0.0	100	100
BSNL (Total)	Count	21	747	768
	%	2.7	97.3	100
BSNL (Urban)	Count	21	520	541
	%	3.9	96.1	100
BSNL (Rural)	Count	0	227	227
	%	0.0	100	100
Idea (Total)	Count	13	378	391
	%	3.3	96.7	100
Idea (Urban)	Count	10	273	283
	%	3.5	96.5	100
Idea (Rural)	Count	3	105	108
	%	2.8	97.2	100
Rel. Tel. (Total)	Count	65	320	385
	%	16.9	83.1	100
Rel. Tel. (Urban)	Count	64	215	279
	%	22.9	77.1	100
Rel. Tel. (Rural)	Count	1	105	106
	%	0.9	99.1	100
TTSL (Total)	Count	7	377	384
	%	1.8	98.2	100
TTSL (Urban)	Count	6	294	300
	%	2	98	100
TTSL (Rural)	Count	1	83	84
	%	1.2	98.8	100
Vodafone (total)	Count	8	379	387
	%	2.1	97.9	100
Vodafone (urban)	Count	8	268	276
	%	2.9	97.1	100
Vodafone (rural)	Count	0	111	111
	%	0.0	100	100
Overall	Count	156	2928	3084
	%	5.1	94.9	100
Overall (Urban)	Count	149	2081	2230
	%	6.7	93.3	100
Overall (Rural)	Count	7	847	854
	%	0.8	99.2	100

27. Have you complained to your service provider for deactivation of such services and refund of charges levied?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	7	13	20
	%	35	65	100
Aircel (Urban)	Count	6	12	18
	%	33.3	66.7	100
Aircel (Rural)	Count	1	1	2
	%	50	50	100
Airtel (Total)	Count	4	18	22
	%	18.2	81.8	100
Airtel (Urban)	Count	4	18	22
	%	18.2	81.8	100
Airtel (Rural)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Total)	Count	9	12	21
	%	42.9	57.1	100
BSNL (Urban)	Count	9	12	21
	%	42.9	57.1	100
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0
Idea (Total)	Count	3	10	13
	%	23.1	76.9	100
Idea (Urban)	Count	2	8	10
	%	20	80	100
Idea (Rural)	Count	1	2	3
	%	33.3	66.7	100
Rel. Tel. (Total)	Count	11	54	65
	%	16.9	83.1	100
Rel. Tel. (Urban)	Count	11	53	64
	%	17.2	82.8	100
Rel. Tel. (Rural)	Count	0	1	1
	%	0.0	100	100
TTSL (Total)	Count	3	4	7
	%	42.9	57.1	100
TTSL (Urban)	Count	2	4	6
	%	33.3	66.7	100
TTSL (Rural)	Count	1	0	1
	%	100	0.0	100
Vodafone (total)	Count	2	6	8
	%	25	75	100
Vodafone (urban)	Count	2	6	8
	%	25	75	100
Vodafone (rural)	Count	0	0	0
	%	0.0	0.0	0
Overall	Count	39	117	156
	%	25.0	75.0	100
Overall (Urban)	Count	36	113	149
	%	24.2	75.8	100
Overall (Rural)	Count	3	4	7
	%	42.9	57.1	100

28(a). What difficulties have you faced while deactivating of such services and refund of charges levied?						
Service Providers		None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Total
Aircel (Total)	Count	2	3	1	1	7
	%	28.6	42.9	14.3	14.3	100
Aircel (Urban)	Count	1	3	1	1	6
	%	16.7	50	16.7	16.7	100
Aircel (Rural)	Count	1	0	0	0	1
	%	100	0.0	0.0	0.0	100
Airtel (Total)	Count	4	0	0	0	4
	%	100	0.0	0.0	0.0	100
Airtel (Urban)	Count	4	0	0	0	4
	%	100	0.0	0.0	0.0	100
Airtel (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	22.2	11.1	22.2	44.4	100
	%	2	1	2	4	9
BSNL (Urban)	Count	22.2	11.1	22.2	44.4	100
	%	22.2	11.1	22.2	44.4	100
BSNL (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Idea (Total)	Count	3	0	0	0	3
	%	100	0.0	0.0	0.0	100
Idea (Urban)	Count	2	0	0	0	2
	%	100	0.0	0.0	0.0	100
Idea (Rural)	Count	1	0	0	0	1
	%	100	0.0	0.0	0.0	100
Rel. Tel. (Total)	Count	8	1	2	0	11
	%	72.7	9.1	18.2	0.0	100
Rel. Tel. (Urban)	Count	8	1	2	0	11
	%	72.7	9.1	18.2	0.0	100
Rel. Tel. (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
TTSL (Total)	Count	0	2	1	0	3
	%	0.0	66.7	33.3	0.0	100
TTSL (Urban)	Count	0	2	0	0	2
	%	0.0	100	0.0	0.0	100
TTSL (Rural)	Count	0	0	1	0	1
	%	0.0	0.0	100	0.0	100
Vodafone (total)	Count	2	0	0	0	2
	%	100	0.0	0.0	0.0	100
Vodafone (urban)	Count	2	0	0	0	2
	%	100	0.0	0.0	0.0	100
Vodafone (rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Overall	Count	21	7	6	5	39
	%	53.8	17.9	15.4	12.8	100
Overall (Urban)	Count	19	7	5	5	36
	%	52.8	19.4	13.9	13.9	100
Overall (Rural)	Count	2	0	1	0	3
	%	66.7	0.0	33.3	0.0	100

28(b). How satisfied are you with the resolution of your complaint for deactivation of VAS and refund of charges levied?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	2	0	2	5	0	7
	%	28.6	0.0	28.6	71.4	0.0	100
Aircel (Urban)	Count	1	0	1	5	0	6
	%	16.7	0.0	16.7	83.3	0.0	100
Aircel (Rural)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
Airtel (Total)	Count	4	0	4	0	0	4
	%	100	0.0	100	0.0	0.0	100
Airtel (Urban)	Count	4	0	4	0	0	4
	%	100	0.0	100	0.0	0.0	100
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	6	0	6	3	0	9
	%	66.7	0.0	66.7	33.3	0.0	100
BSNL (Urban)	Count	6	0	6	3	0	9
	%	66.7	0.0	66.7	33.3	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Total)	Count	3	0	3	0	0	3
	%	100	0.0	100	0.0	0.0	100
Idea (Urban)	Count	2	0	2	0	0	2
	%	100	0.0	100	0.0	0.0	100
Idea (Rural)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
Rel. Tel. (Total)	Count	9	0	9	2	0	11
	%	81.8	0.0	81.8	18.2	0.0	100
Rel. Tel. (Urban)	Count	9	0	9	2	0	11
	%	81.8	0.0	81.8	18.2	0.0	100
Rel. Tel. (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
TTSL (Total)	Count	1	0	1	2	0	3
	%	33.3	0.0	33.3	66.7	0.0	100
TTSL (Urban)	Count	1	0	1	1	0	2
	%	50	0.0	50	50	0.0	100
TTSL (Rural)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100	0.0	100
Vodafone (total)	Count	2	0	2	0	0	2
	%	100	0.0	100	0.0	0.0	100
Vodafone (urban)	Count	2	0	2	0	0	2
	%	100	0.0	100	0.0	0.0	100
Vodafone (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Overall	Count	27	0	27	12	0	39
	%	69.2	0.0	69.2	30.8	0.0	100
Overall (Urban)	Count	25	0	25	11	0	36
	%	69.4	0.0	69.4	30.6	0.0	100
Overall (Rural)	Count	2	0	2	1	0	3
	%	66.7	0.0	66.7	33.3	0.0	100

OVERALL CUSTOMER SATISFACTION

29. How satisfied are you with the overall quality of your mobile service?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	382	3	379	3	0	385
	%	99.2	0.8	98.4	0.8	0.0	100
Aircel (Urban)	Count	275	2	273	2	0	277
	%	99.3	0.7	98.6	0.7	0.0	100
Aircel (Rural)	Count	107	1	106	1	0	108
	%	99	0.9	98.1	0.9	0.0	100
Airtel (Total)	Count	358	33	325	24	2	384
	%	93.2	8.6	84.6	6.3	0.5	100
Airtel (Urban)	Count	248	33	215	24	2	274
	%	90.5	12	78.5	8.8	0.7	100
Airtel (Rural)	Count	110	0	110	0	0	110
	%	100	0.0	100	0.0	0.0	100
BSNL (Total)	Count	765	1	764	3	0	768
	%	99.6	0.1	99.5	0.4	0.0	100
BSNL (Urban)	Count	539	0	539	2	0	541
	%	99.6	0.0	99.6	0.4	0.0	100
BSNL (Rural)	Count	226	1	225	1	0	227
	%	99.5	0.4	99.1	0.4	0.0	100
Idea (Total)	Count	370	37	333	21	0	391
	%	94.7	9.5	85.2	5.4	0.0	100
Idea (Urban)	Count	263	35	228	20	0	283
	%	93	12.4	80.6	7.1	0.0	100
Idea (Rural)	Count	107	2	105	1	0	108
	%	99.1	1.9	97.2	0.9	0.0	100
Rel. Tel. (Total)	Count	350	7	343	27	8	385
	%	90.9	1.8	89.1	7	2.1	100
Rel. Tel. (Urban)	Count	244	7	237	27	8	279
	%	87.4	2.5	84.9	9.7	2.9	100
Rel. Tel. (Rural)	Count	106	0	106	0	0	106
	%	100	0.0	100	0.0	0.0	100
TTSL (Total)	Count	383	0	383	1	0	384
	%	99.7	0.0	99.7	0.3	0.0	100
TTSL (Urban)	Count	299	0	299	1	0	300
	%	99.7	0.0	99.7	0.3	0.0	100
TTSL (Rural)	Count	84	0	84	0	0	84
	%	100	0.0	100	0.0	0.0	100
Vodafone (total)	Count	378	24	354	9	0	387
	%	97.7	6.2	91.5	2.3	0.0	100
Vodafone (urban)	Count	267	24	243	9	0	276
	%	96.7	8.7	88	3.3	0.0	100
Vodafone (rural)	Count	111	0	111	0	0	111
	%	100	0.0	100	0.0	0.0	100
Overall	Count	2986	105	2881	88	10	3084
	%	96.8	3.4	93.4	2.9	0.3	100
Overall (Urban)	Count	2135	101	2034	85	10	2230
	%	95.7	4.5	91.2	3.8	0.4	100
Overall (Rural)	Count	851	4	847	3	0	854
	%	99.7	0.5	99.2	0.4	0.0	100

GENERAL INFORMATION

30. What kind of other services are you also taking from this service provider?						
Service Providers		Broadband	Wireline	Other	None	Total
Aircel (Total)	Count	0	0	0	385	385
	%	0.0	0.0	0.0	100	100
Aircel (Urban)	Count	0	0	0	277	277
	%	0.0	0.0	0.0	100	100
Aircel (Rural)	Count	0	0	0	108	108
	%	0.0	0.0	0.0	100	100
Airtel (Total)	Count	0	0	0	384	384
	%	0.0	0.0	0.0	100	100
Airtel (Urban)	Count	0	0	0	274	274
	%	0.0	0.0	0.0	100	100
Airtel (Rural)	Count	0	0	0	110	110
	%	0.0	0.0	0.0	100	100
BSNL (Total)	Count	1	6	1	760	768
	%	0.1	0.8	0.1	99	100
BSNL (Urban)	Count	0	5	0	536	541
	%	0.0	0.9	0.0	99.1	100
BSNL (Rural)	Count	1	1	1	224	227
	%	0.4	0.4	0.4	98.7	100
Idea (Total)	Count	0	0	0	391	391
	%	0.0	0.0	0.0	100	100
Idea (Urban)	Count	0	0	0	283	283
	%	0.0	0.0	0.0	100	100
Idea (Rural)	Count	0	0	0	108	108
	%	0.0	0.0	0.0	100	100
Rel. Tel. (Total)	Count	0	0	0	385	385
	%	0.0	0.0	0.0	100	100
Rel. Tel. (Urban)	Count	0	0	0	279	279
	%	0.0	0.0	0.0	100	100
Rel. Tel. (Rural)	Count	0	0	0	106	106
	%	0.0	0.0	0.0	100	100
TTSL (Total)	Count	0	0	0	384	384
	%	0.0	0.0	0.0	100	100
TTSL (Urban)	Count	0	0	0	300	300
	%	0.0	0.0	0.0	100	100
TTSL (Rural)	Count	0	0	0	84	84
	%	0.0	0.0	0.0	100	100
Vodafone (total)	Count	0	0	0	387	387
	%	0.0	0.0	0.0	100	100
Vodafone (urban)	Count	0	0	0	276	276
	%	0.0	0.0	0.0	100	100
Vodafone (rural)	Count	0	0	0	111	111
	%	0.0	0.0	0.0	100	100
Overall	Count	1	6	1	3076	3084
	%	0.0	0.2	0.0	99.7	100
Overall (Urban)	Count	0	5	0	2225	2230
	%	0.0	0.2	0.0	99.8	100
Overall (Rural)	Count	1	1	1	851	854
	%	0.1	0.1	0.1	99.6	100

31. Are you aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	26	359	385
	%	6.8	93.2	100
Aircel (Urban)	Count	22	255	277
	%	7.9	92.1	100
Aircel (Rural)	Count	4	104	108
	%	3.7	96.3	100
Airtel (Total)	Count	5	379	384
	%	1.3	98.7	100
Airtel (Urban)	Count	4	270	274
	%	1.5	98.5	100
Airtel (Rural)	Count	1	109	110
	%	0.9	99.1	100
BSNL (Total)	Count	35	733	768
	%	4.6	95.4	100
BSNL (Urban)	Count	34	507	541
	%	6.3	93.7	100
BSNL (Rural)	Count	1	226	227
	%	0.4	99.6	100
Idea (Total)	Count	4	387	391
	%	1	99	100
Idea (Urban)	Count	2	281	283
	%	0.7	99.3	100
Idea (Rural)	Count	2	106	108
	%	1.9	98.1	100
Rel. Tel. (Total)	Count	14	371	385
	%	3.6	96.4	100
Rel. Tel. (Urban)	Count	13	266	279
	%	4.7	95.3	100
Rel. Tel. (Rural)	Count	1	105	106
	%	0.9	99.1	100
TTSL (Total)	Count	11	373	384
	%	2.9	97.1	100
TTSL (Urban)	Count	6	294	300
	%	2	98	100
TTSL (Rural)	Count	5	79	84
	%	6	94	100
Vodafone (total)	Count	7	380	387
	%	1.8	98.2	100
Vodafone (urban)	Count	7	269	276
	%	2.5	97.5	100
Vodafone (rural)	Count	0	111	111
	%	0.0	100	100
Overall	Count	102	2982	3084
	%	3.3	96.7	100
Overall (Urban)	Count	88	2142	2230
	%	3.9	96.1	100
Overall (Rural)	Count	14	840	854
	%	1.6	98.4	100

32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	7	19	26
	%	26.9	73.1	100
Aircel (Urban)	Count	5	17	22
	%	22.7	77.3	100
Aircel (Rural)	Count	2	2	4
	%	50	50	100
Airtel (Total)	Count	1	4	5
	%	20	80	100
Airtel (Urban)	Count	1	3	4
	%	25	75	100
Airtel (Rural)	Count	0	1	1
	%	0.0	100	100
BSNL (Total)	Count	9	26	35
	%	25.7	74.3	100
BSNL (Urban)	Count	8	26	34
	%	23.5	76.5	100
BSNL (Rural)	Count	1	0	1
	%	100	0.0	100
Idea (Total)	Count	1	3	4
	%	25	75	100
Idea (Urban)	Count	0	2	2
	%	0.0	100	100
Idea (Rural)	Count	1	1	2
	%	50	50	100
Rel. Tel. (Total)	Count	7	7	14
	%	50	50	100
Rel. Tel. (Urban)	Count	6	7	13
	%	46.2	53.8	100
Rel. Tel. (Rural)	Count	1	0	1
	%	100	0.0	100
TTSL (Total)	Count	4	7	11
	%	36.4	63.6	100
TTSL (Urban)	Count	3	3	6
	%	50	50	100
TTSL (Rural)	Count	1	4	5
	%	20	80	100
Vodafone (total)	Count	3	4	7
	%	42.9	57.1	100
Vodafone (urban)	Count	3	4	7
	%	42.9	57.1	100
Vodafone (rural)	Count	0	0	0
	%	0.0	0.0	0
Overall	Count	32	70	102
	%	31.4	68.6	100
Overall (Urban)	Count	26	62	88
	%	29.5	70.5	100
Overall (Rural)	Count	6	8	14
	%	42.9	57.1	100

33(a). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?						
Service Providers		No change	Slight decrease	Considerable decrease	Stopped receiving	Total
Aircel (Total)	Count	1	1	2	3	7
	%	14.3	14.3	28.6	42.9	100
Aircel (Urban)	Count	1	0	2	2	5
	%	20	0.0	40	40	100
Aircel (Rural)	Count	0	1	0	1	2
	%	0.0	50	0.0	50	100
Airtel (Total)	Count	0	0	0	1	1
	%	0.0	0.0	0.0	100	100
Airtel (Urban)	Count	0	0	0	1	1
	%	0.0	0.0	0.0	100	100
Airtel (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	3	0	2	4	9
	%	33.3	0.0	22.2	44.4	100
BSNL (Urban)	Count	2	0	2	4	8
	%	25	0.0	25	50	100
BSNL (Rural)	Count	1	0	0	0	1
	%	100	0.0	0.0	0.0	100
Idea (Total)	Count	1	0	0	0	1
	%	100	0.0	0.0	0.0	100
Idea (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Idea (Rural)	Count	1	0	0	0	1
	%	100	0.0	0.0	0.0	100
Rel. Tel. (Total)	Count	0	0	0	7	7
	%	0.0	0.0	0.0	100	100
Rel. Tel. (Urban)	Count	0	0	0	6	6
	%	0.0	0.0	0.0	100	100
Rel. Tel. (Rural)	Count	0	0	0	1	1
	%	0.0	0.0	0.0	100	100
TTSL (Total)	Count	0	0	0	4	4
	%	0.0	0.0	0.0	100	100
TTSL (Urban)	Count	0	0	0	3	3
	%	0.0	0.0	0.0	100	100
TTSL (Rural)	Count	0	0	0	1	1
	%	0.0	0.0	0.0	100	100
Vodafone (total)	Count	0	0	1	2	3
	%	0.0	0.0	33.3	66.7	100
Vodafone (urban)	Count	0	0	1	2	3
	%	0.0	0.0	33.3	66.7	100
Vodafone (rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Overall	Count	5	1	5	21	32
	%	15.6	3.1	15.6	65.6	100
Overall (Urban)	Count	3	0	5	18	26
	%	11.5	0.0	19.2	69.2	100
Overall (Rural)	Count	2	1	0	3	6
	%	33.3	16.7	0.0	50	100

33(b). Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	0	4	4
	%	0.0	100.0	100
Aircel (Urban)	Count	0	3	3
	%	0.0	100.0	100
Aircel (Rural)	Count	0	1	1
	%	0.0	100.0	100
Airtel (Total)	Count	0	0	0
	%	0.0	0.0	0
Airtel (Urban)	Count	0	0	0
	%	0.0	0.0	0
Airtel (Rural)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Total)	Count	1	2	3
	%	33.3	66.7	100
BSNL (Urban)	Count	0	2	2
	%	0.0	100.0	100
BSNL (Rural)	Count	1	0	1
	%	100.0	0.0	100
Idea (Total)	Count	1	1	2
	%	50.0	50.0	100
Idea (Urban)	Count	0	1	1
	%	0.0	100.0	100
Idea (Rural)	Count	1	0	1
	%	100.0	0.0	100
Rel. Tel. (Total)	Count	0	0	0
	%	0.0	0.0	0
Rel. Tel. (Urban)	Count	0	0	0
	%	0.0	0.0	0
Rel. Tel. (Rural)	Count	0	0	0
	%	0.0	0.0	0
TTSL (Total)	Count	0	0	0
	%	0.0	0.0	0
TTSL (Urban)	Count	0	0	0
	%	0.0	0.0	0
TTSL (Rural)	Count	0	0	0
	%	0.0	0.0	0
Vodafone (total)	Count	0	0	0
	%	0.0	0.0	0
Vodafone (urban)	Count	0	0	0
	%	0.0	0.0	0
Vodafone (rural)	Count	0	0	0
	%	0.0	0.0	0
Overall	Count	2	7	9
	%	22.2	77.8	100
Overall (Urban)	Count	0	6	6
	%	0.0	100.0	100
Overall (Rural)	Count	2	1	3
	%	66.7	33.3	100

33(c). If Yes, then indicate whether.....						
Service Providers		Complaint was registered by the service provider and informed about the action taken on the complaint	Complaint was registered by the service provider and did not inform about the action taken on the complaint	Service Provider refused to register the complaint	Difficult to lodge the complaint	Total
Aircel (Total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Aircel (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Aircel (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Airtel (Total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Airtel (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Airtel (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100
BSNL (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
BSNL (Rural)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100
Idea (Total)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100
Idea (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Idea (Rural)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100
Rel. Tel. (Total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Rel. Tel. (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Rel. Tel. (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
TTSL (Total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
TTSL (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
TTSL (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Vodafone (total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Vodafone (urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Vodafone (rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Overall	Count	2	0	0	0	2
	%	100.0	0.0	0.0	0.0	100
Overall (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Overall (Rural)	Count	2	0	0	0	2
	%	100.0	0.0	0.0	0.0	100

34(a). Are you aware of the facility by which you can change your service provider without changing your mobile number?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	11	374	385
	%	2.9	97.1	100
Aircel (Urban)	Count	8	269	277
	%	2.9	97.1	100
Aircel (Rural)	Count	3	105	108
	%	2.8	97.2	100
Airtel (Total)	Count	4	380	384
	%	1	99	100
Airtel (Urban)	Count	3	271	274
	%	1.1	98.9	100
Airtel (Rural)	Count	1	109	110
	%	0.9	99.1	100
BSNL (Total)	Count	12	756	768
	%	1.6	98.4	100
BSNL (Urban)	Count	11	530	541
	%	2	98	100
BSNL (Rural)	Count	1	226	227
	%	0.4	99.6	100
Idea (Total)	Count	4	387	391
	%	1	99	100
Idea (Urban)	Count	2	281	283
	%	0.7	99.3	100
Idea (Rural)	Count	2	106	108
	%	1.9	98.1	100
Rel. Tel. (Total)	Count	11	374	385
	%	2.9	97.1	100
Rel. Tel. (Urban)	Count	10	269	279
	%	3.6	96.4	100
Rel. Tel. (Rural)	Count	1	105	106
	%	0.9	99.1	100
TTSL (Total)	Count	1	383	384
	%	0.3	99.7	100
TTSL (Urban)	Count	0	300	300
	%	0.0	100	100
TTSL (Rural)	Count	1	83	84
	%	1.2	98.8	100
Vodafone (total)	Count	10	377	387
	%	2.6	97.4	100
Vodafone (urban)	Count	10	266	276
	%	3.6	96.4	100
Vodafone (rural)	Count	0	111	111
	%	0.0	100	100
Overall	Count	53	3031	3084
	%	1.7	98.3	100
Overall (Urban)	Count	44	2186	2230
	%	2.0	98.0	100
Overall (Rural)	Count	9	845	854
	%	1.1	98.9	100

34(b). Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	0	11	11
	%	0.0	100	100
Aircel (Urban)	Count	0	8	8
	%	0.0	100	100
Aircel (Rural)	Count	0	3	3
	%	0.0	100	100
Airtel (Total)	Count	0	19	19
	%	0.0	100	100
Airtel (Urban)	Count	0	18	18
	%	0.0	100	100
Airtel (Rural)	Count	0	1	1
	%	0.0	100	100
BSNL (Total)	Count	2	10	12
	%	16.7	83.3	100
BSNL (Urban)	Count	1	10	11
	%	9.1	90.9	100
BSNL (Rural)	Count	1	0	1
	%	100	0.0	100
Idea (Total)	Count	2	9	11
	%	18.2	81.8	100
Idea (Urban)	Count	0	9	9
	%	0.0	100	100
Idea (Rural)	Count	2	0	2
	%	100	0.0	100
Rel. Tel. (Total)	Count	0	67	67
	%	0.0	100	100
Rel. Tel. (Urban)	Count	0	66	66
	%	0.0	100	100
Rel. Tel. (Rural)	Count	0	1	1
	%	0.0	100	100
TTSL (Total)	Count	0	1	1
	%	0.0	100	100
TTSL (Urban)	Count	0	0	0
	%	0.0	0.0	0
TTSL (Rural)	Count	0	1	1
	%	0.0	100	100
Vodafone (total)	Count	0	10	10
	%	0.0	100	100
Vodafone (urban)	Count	0	10	10
	%	0.0	100	100
Vodafone (rural)	Count	0	0	0
	%	0.0	0.0	0
Overall	Count	4	49	53
	%	7.5	92.5	100
Overall (Urban)	Count	1	43	44
	%	2.3	97.7	100
Overall (Rural)	Count	3	6	9
	%	33.3	66.7	100

34(c). When did you get 'Unique Porting Code' from your existing service provider?						
Service Providers		Within 5 min	After 5 to 10 min	After 10 min	Never	Total
Aircel (Total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Aircel (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Aircel (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Airtel (Total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Airtel (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Airtel (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	2	0	0	0	2
	%	100.0	0.0	0.0	0.0	100
BSNL (Urban)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100
BSNL (Rural)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100
Idea (Total)	Count	2	0	0	0	2
	%	100.0	0.0	0.0	0.0	100
Idea (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Idea (Rural)	Count	2	0	0	0	2
	%	100.0	0.0	0.0	0.0	100
Rel. Tel. (Total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Rel. Tel. (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Rel. Tel. (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
TTSL (Total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
TTSL (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
TTSL (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Vodafone (total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Vodafone (urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Vodafone (rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Overall	Count	4	0	0	0	4
	%	100.0	0.0	0.0	0.0	100
Overall (Urban)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100
Overall (Rural)	Count	3	0	0	0	3
	%	100.0	0.0	0.0	0.0	100

34(d). If you have utilized the service of MNP (Mobile Number Portability), are you satisfied with its entire process?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Aircel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Aircel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Airtel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Airtel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	1	0	1	0	1	2
	%	50.0	0.0	50.0	0.0	50.0	100
BSNL (Urban)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
BSNL (Rural)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100.0	100
Idea (Total)	Count	0	0	0	0	2	2
	%	0.0	0.0	0.0	0.0	100.0	100
Idea (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Rural)	Count	0	0	0	0	2	2
	%	0.0	0.0	0.0	0.0	100.0	100
Rel. Tel. (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
TTSL (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
TTSL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
TTSL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Vodafone (total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Vodafone (urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Vodafone (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Overall	Count	1	0	1	0	3	4
	%	25.0	0.0	25.0	0.0	75.0	100
Overall (Urban)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
Overall (Rural)	Count	0	0	0	0	3	3
	%	0.0	0.0	0.0	0.0	100.0	100

35. On a scale of 1 – 10 where “10” is “Very Good” and “1” is “Very Poor”, how do you rate your service provider?												
Service Providers		1	2	3	4	5	6	7	8	9	10	Total
Aircel (Total)	Count	0	0	0	1	10	39	225	65	29	16	385
	%	0.0	0.0	0.0	0.3	2.6	10.1	58.4	16.9	7.5	4.2	100
Aircel (Urban)	Count	0	0	0	1	9	23	143	56	29	16	277
	%	0.0	0.0	0.0	0.4	3.2	8.3	51.6	20.2	10.5	5.8	100
Aircel (Rural)	Count	0	0	0	0	1	16	82	9	0	0	108
	%	0.0	0.0	0.0	0.0	0.9	14.8	75.9	8.3	0.0	0.0	100
Airtel (Total)	Count	0	0	4	14	8	52	208	62	32	4	384
	%	0.0	0.0	1	3.6	2.1	13.5	54.2	16.1	8.3	1	100
Airtel (Urban)	Count	0	0	4	14	8	30	132	50	32	4	274
	%	0.0	0.0	1.5	5.1	2.9	10.9	48.2	18.2	11.7	1.5	100
Airtel (Rural)	Count	0	0	0	0	0	22	76	12	0	0	110
	%	0.0	0.0	0.0	0.0	0.0	20	69.1	10.9	0.0	0.0	100
BSNL (Total)	Count	0	0	0	1	20	77	473	134	62	1	768
	%	0.0	0.0	0.0	0.1	2.6	10	61.6	17.4	8.1	0.1	100
BSNL (Urban)	Count	0	0	0	1	17	60	284	116	62	1	541
	%	0.0	0.0	0.0	0.2	3.1	11.1	52.5	21.4	11.5	0.2	100
BSNL (Rural)	Count	0	0	0	0	3	17	189	18	0	0	227
	%	0.0	0.0	0.0	0.0	1.3	7.5	83.3	7.9	0.0	0.0	100
Idea (Total)	Count	0	0	2	9	8	41	236	62	27	6	391
	%	0.0	0.0	0.5	2.3	2	10.5	60.4	15.9	6.9	1.5	100
Idea (Urban)	Count	0	0	2	8	8	24	154	54	27	6	283
	%	0.0	0.0	0.7	2.8	2.8	8.5	54.4	19.1	9.5	2.1	100
Idea (Rural)	Count	0	0	0	1	0	17	82	8	0	0	108
	%	0.0	0.0	0.0	0.9	0.0	15.7	75.9	7.4	0.0	0.0	100
Rel. Tel. (Total)	Count	0	1	3	17	13	31	221	74	22	3	385
	%	0.0	0.3	0.8	4.4	3.4	8.1	57.4	19.2	5.7	0.8	100
Rel. Tel. (Urban)	Count	0	1	3	17	13	16	135	69	22	3	279
	%	0.0	0.4	1.1	6.1	4.7	5.7	48.4	24.7	7.9	1.1	100
Rel. Tel. (Rural)	Count	0	0	0	0	0	15	86	5	0	0	106
	%	0.0	0.0	0.0	0.0	0.0	14.2	81.1	4.7	0.0	0.0	100
TTSL (Total)	Count	0	0	0	0	9	63	233	49	20	10	384
	%	0.0	0.0	0.0	0.0	2.3	16.4	60.7	12.8	5.2	2.6	100
TTSL (Urban)	Count	0	0	0	0	7	46	173	44	20	10	300
	%	0.0	0.0	0.0	0.0	2.3	15.3	57.7	14.7	6.7	3.3	100
TTSL (Rural)	Count	0	0	0	0	2	17	60	5	0	0	84
	%	0.0	0.0	0.0	0.0	2.4	20.2	71.4	6	0.0	0.0	100
Vodafone (total)	Count	0	0	2	3	1	37	242	72	26	4	387
	%	0.0	0.0	0.5	0.8	0.3	9.6	62.5	18.6	6.7	1	100
Vodafone (urban)	Count	0	0	2	3	1	19	157	64	26	4	276
	%	0.0	0.0	0.7	1.1	0.4	6.9	56.9	23.2	9.4	1.4	100
Vodafone (rural)	Count	0	0	0	0	0	18	85	8	0	0	111
	%	0.0	0.0	0.0	0.0	0.0	16.2	76.6	7.2	0.0	0.0	100
Overall	Count	0	1	11	45	69	340	1838	518	218	44	3084
	%	0.0	0.0	0.4	1.5	2.2	11.0	59.6	16.8	7.1	1.4	100
Overall (Urban)	Count	0	1	11	44	63	218	1178	453	218	44	2230
	%	0.0	0.0	0.5	2.0	2.8	9.8	52.8	20.3	9.8	2.0	100
Overall (Rural)	Count	0	0	0	1	6	122	660	65	0	0	854
	%	0.0	0.0	0.0	0.1	0.7	14.3	77.3	7.6	0.0	0.0	100

QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCE REGULATION, 2007

36. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	315	70	385
	%	81.8	18.2	100
Aircel (Urban)	Count	210	67	277
	%	75.8	24.2	100
Aircel (Rural)	Count	105	3	108
	%	97.2	2.8	100
Airtel (Total)	Count	350	34	384
	%	91.1	8.9	100
Airtel (Urban)	Count	243	31	274
	%	88.7	11.3	100
Airtel (Rural)	Count	107	3	110
	%	97.3	2.7	100
BSNL (Total)	Count	632	136	768
	%	82.3	17.7	100
BSNL (Urban)	Count	408	133	541
	%	75.4	24.6	100
BSNL (Rural)	Count	224	3	227
	%	98.7	1.3	100
Idea (Total)	Count	358	33	391
	%	91.6	8.4	100
Idea (Urban)	Count	255	28	283
	%	90.1	9.9	100
Idea (Rural)	Count	103	5	108
	%	95.4	4.6	100
Rel. Tel. (Total)	Count	283	102	385
	%	73.5	26.5	100
Rel. Tel. (Urban)	Count	193	86	279
	%	69.2	30.8	100
Rel. Tel. (Rural)	Count	90	16	106
	%	84.9	15.1	100
TTSL (Total)	Count	285	99	384
	%	74.2	25.8	100
TTSL (Urban)	Count	217	83	300
	%	72.3	27.7	100
TTSL (Rural)	Count	68	16	84
	%	81	19	100
Vodafone (total)	Count	340	47	387
	%	87.9	12.1	100
Vodafone (urban)	Count	233	43	276
	%	84.4	15.6	100
Vodafone (rural)	Count	107	4	111
	%	96.4	3.6	100
Overall	Count	2563	521	3084
	%	83.1	16.9	100
Overall (Urban)	Count	1759	471	2230
	%	78.9	21.1	100
Overall (Rural)	Count	804	50	854
	%	94.1	5.9	100

37. Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	68	317	385
	%	17.7	82.3	100
Aircel (Urban)	Count	66	211	277
	%	23.8	76.2	100
Aircel (Rural)	Count	2	106	108
	%	1.9	98.1	100
Airtel (Total)	Count	20	364	384
	%	5.2	94.8	100
Airtel (Urban)	Count	20	254	274
	%	7.3	92.7	100
Airtel (Rural)	Count	0	110	110
	%	0.0	100	100
BSNL (Total)	Count	111	657	768
	%	14.5	85.5	100
BSNL (Urban)	Count	110	431	541
	%	20.3	79.7	100
BSNL (Rural)	Count	1	226	227
	%	0.4	99.6	100
Idea (Total)	Count	20	371	391
	%	5.1	94.9	100
Idea (Urban)	Count	18	265	283
	%	6.4	93.6	100
Idea (Rural)	Count	2	106	108
	%	1.9	98.1	100
Rel. Tel. (Total)	Count	34	351	385
	%	8.8	91.2	100
Rel. Tel. (Urban)	Count	33	246	279
	%	11.8	88.2	100
Rel. Tel. (Rural)	Count	1	105	106
	%	0.9	99.1	100
TTSL (Total)	Count	71	313	384
	%	18.5	81.5	100
TTSL (Urban)	Count	67	233	300
	%	22.3	77.7	100
TTSL (Rural)	Count	4	80	84
	%	4.8	95.2	100
Vodafone (total)	Count	16	371	387
	%	4.1	95.9	100
Vodafone (urban)	Count	14	262	276
	%	5.1	94.9	100
Vodafone (rural)	Count	2	109	111
	%	1.8	98.2	100
Overall	Count	340	2744	3084
	%	11.0	89.0	100
Overall (Urban)	Count	328	1902	2230
	%	14.7	85.3	100
Overall (Rural)	Count	12	842	854
	%	1.4	98.6	100

38. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?							
Service Providers		Complaint was registered and docket number received	Complaint was registered and docket number not received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total
Aircel (Total)	Count	9	57	2	0	0	68
	%	13.2	83.8	2.9	0.0	0.0	100
Aircel (Urban)	Count	8	56	2	0	0	66
	%	12.1	84.8	3.0	0.0	0.0	100
Aircel (Rural)	Count	1	1	0	0	0	2
	%	50.0	50.0	0.0	0.0	0.0	100
Airtel (Total)	Count	15	3	0	1	1	20
	%	75.0	15.0	0.0	5.0	5.0	100
Airtel (Urban)	Count	15	3	0	1	1	20
	%	75.0	15.0	0.0	5.0	5.0	100
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	28	81	2	0	0	111
	%	25.2	73.0	1.8	0.0	0.0	100
BSNL (Urban)	Count	27	81	2	0	0	110
	%	24.5	73.6	1.8	0.0	0.0	100
BSNL (Rural)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100
Idea (Total)	Count	18	2	0	0	0	20
	%	90.0	10.0	0.0	0.0	0.0	100
Idea (Urban)	Count	16	2	0	0	0	18
	%	88.9	11.1	0.0	0.0	0.0	100
Idea (Rural)	Count	2	0	0	0	0	2
	%	100.0	0.0	0.0	0.0	0.0	100
Rel. Tel. (Total)	Count	24	3	0	7	0	34
	%	70.6	8.8	0.0	20.6	0.0	100
Rel. Tel. (Urban)	Count	24	3	0	6	0	33
	%	72.7	9.1	0.0	18.2	0.0	100
Rel. Tel. (Rural)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100.0	0.0	100
TTSL (Total)	Count	8	54	4	5	0	71
	%	11.3	76.1	5.6	7.0	0.0	100
TTSL (Urban)	Count	8	54	3	2	0	67
	%	11.9	80.6	4.5	3.0	0.0	100
TTSL (Rural)	Count	0	0	1	3	0	4
	%	0.0	0.0	25.0	75.0	0.0	100
Vodafone (total)	Count	3	13	0	0	0	16
	%	18.8	81.3	0.0	0.0	0.0	100
Vodafone (urban)	Count	3	11	0	0	0	14
	%	21.4	78.6	0.0	0.0	0.0	100
Vodafone (rural)	Count	0	2	0	0	0	2
	%	0.0	100.0	0.0	0.0	0.0	100
Overall	Count	105	213	8	13	1	340
	%	30.9	62.6	2.4	3.8	0.3	100
Overall (Urban)	Count	101	210	7	9	1	328
	%	30.8	64.0	2.1	2.7	0.3	100
Overall (Rural)	Count	4	3	1	4	0	12
	%	33.3	25.0	8.3	33.3	0.0	100

39. Did the Call Centre inform you about the action taken on your complaint?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	4	64	68
	%	5.9	94.1	100
Aircel (Urban)	Count	3	63	66
	%	4.5	95.5	100
Aircel (Rural)	Count	1	1	2
	%	50	50	100
Airtel (Total)	Count	12	8	20
	%	60	40	100
Airtel (Urban)	Count	12	8	20
	%	60	40	100
Airtel (Rural)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Total)	Count	2	109	111
	%	1.8	98.2	100
BSNL (Urban)	Count	1	109	110
	%	0.9	99.1	100
BSNL (Rural)	Count	1	0	1
	%	100	0.0	100
Idea (Total)	Count	18	2	20
	%	90	10	100
Idea (Urban)	Count	16	2	18
	%	88.9	11.1	100
Idea (Rural)	Count	2	0	2
	%	100	0.0	100
Rel. Tel. (Total)	Count	20	14	34
	%	58.8	41.2	100
Rel. Tel. (Urban)	Count	20	13	33
	%	60.6	39.4	100
Rel. Tel. (Rural)	Count	0	1	1
	%	0.0	100	100
TTSL (Total)	Count	2	69	71
	%	2.8	97.2	100
TTSL (Urban)	Count	1	66	67
	%	1.5	98.5	100
TTSL (Rural)	Count	1	3	4
	%	25	75	100
Vodafone (total)	Count	3	13	16
	%	18.8	81.3	100
Vodafone (urban)	Count	3	11	14
	%	21.4	78.6	100
Vodafone (rural)	Count	0	2	2
	%	0.0	100	100
Overall	Count	61	279	340
	%	17.9	82.1	100
Overall (Urban)	Count	56	272	328
	%	17.1	82.9	100
Overall (Rural)	Count	5	7	12
	%	41.7	58.3	100

40. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?					
Service Providers		Yes	No	Not applicable	Total
Aircel (Total)	Count	4	2	62	68
	%	5.9	2.9	91.2	100
Aircel (Urban)	Count	3	2	61	66
	%	4.5	3	92.4	100
Aircel (Rural)	Count	1	0	1	2
	%	50	0.0	50	100
Airtel (Total)	Count	12	5	3	20
	%	60	25	15	100
Airtel (Urban)	Count	12	5	3	20
	%	60	25	15	100
Airtel (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
BSNL (Total)	Count	2	2	107	111
	%	1.8	1.8	96.4	100
BSNL (Urban)	Count	1	2	107	110
	%	0.9	1.8	97.3	100
BSNL (Rural)	Count	1	0	0	1
	%	100	0.0	0.0	100
Idea (Total)	Count	18	2	0	20
	%	90	10	0.0	100
Idea (Urban)	Count	16	2	0	18
	%	88.9	11.1	0.0	100
Idea (Rural)	Count	2	0	0	2
	%	100	0.0	0.0	100
Rel. Tel. (Total)	Count	19	11	4	34
	%	55.9	32.4	11.8	100
Rel. Tel. (Urban)	Count	19	10	4	33
	%	57.6	30.3	12.1	100
Rel. Tel. (Rural)	Count	0	1	0	1
	%	0.0	100	0.0	100
TTSL (Total)	Count	2	5	64	71
	%	2.8	7	90.1	100
TTSL (Urban)	Count	1	2	64	67
	%	1.5	3	95.5	100
TTSL (Rural)	Count	1	3	0	4
	%	25	75	0.0	100
Vodafone (total)	Count	3	2	11	16
	%	18.8	12.5	68.8	100
Vodafone (urban)	Count	3	0	11	14
	%	21.4	0.0	78.6	100
Vodafone (rural)	Count	0	2	0	2
	%	0.0	100	0.0	100
Overall	Count	60	29	251	340
	%	17.6	8.5	73.8	100
Overall (Urban)	Count	55	23	250	328
	%	16.8	7.0	76.2	100
Overall (Rural)	Count	5	6	1	12
	%	41.7	50.0	8.3	100

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 Providers		Yes	No	Total
Aircel (Total)	Count	7	378	385
	%	1.8	98.2	100
Aircel (Urban)	Count	6	271	277
	%	2.2	97.8	100
Aircel (Rural)	Count	1	107	108
	%	0.9	99.1	100
Airtel (Total)	Count	0	384	384
	%	0.0	100	100
Airtel (Urban)	Count	0	274	274
	%	0.0	100	100
Airtel (Rural)	Count	0	110	110
	%	0.0	100	100
BSNL (Total)	Count	1	767	768
	%	0.1	99.9	100
BSNL (Urban)	Count	0	541	541
	%	0.0	100	100
BSNL (Rural)	Count	1	226	227
	%	0.4	99.6	100
Idea (Total)	Count	3	388	391
	%	0.8	99.2	100
Idea (Urban)	Count	2	281	283
	%	0.7	99.3	100
Idea (Rural)	Count	1	107	108
	%	0.9	99.1	100
Rel. Tel. (Total)	Count	3	382	385
	%	0.8	99.2	100
Rel. Tel. (Urban)	Count	3	276	279
	%	1.1	98.9	100
Rel. Tel. (Rural)	Count	0	106	106
	%	0.0	100	100
TTSL (Total)	Count	2	382	384
	%	0.5	99.5	100
TTSL (Urban)	Count	2	298	300
	%	0.7	99.3	100
TTSL (Rural)	Count	0	84	84
	%	0.0	100	100
Vodafone (total)	Count	1	386	387
	%	0.3	99.7	100
Vodafone (urban)	Count	0	276	276
	%	0.0	100	100
Vodafone (rural)	Count	1	110	111
	%	0.9	99.1	100
Overall	Count	17	3067	3084
	%	0.6	99.4	100
Overall (Urban)	Count	13	2217	2230
	%	0.6	99.4	100
Overall (Rural)	Count	4	850	854
	%	0.5	99.5	100

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?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	0	7	7
	%	0.0	100.0	100
Aircel (Urban)	Count	0	6	6
	%	0.0	100.0	100
Aircel (Rural)	Count	0	1	1
	%	0.0	100.0	100
Airtel (Total)	Count	0	0	0
	%	0.0	0.0	0
Airtel (Urban)	Count	0	0	0
	%	0.0	0.0	0
Airtel (Rural)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Total)	Count	1	0	1
	%	100.0	0.0	100
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Rural)	Count	1	0	1
	%	100.0	0.0	100
Idea (Total)	Count	3	0	3
	%	100.0	0.0	100
Idea (Urban)	Count	2	0	2
	%	100.0	0.0	100
Idea (Rural)	Count	1	0	1
	%	100.0	0.0	100
Rel. Tel. (Total)	Count	0	3	3
	%	0.0	100.0	100
Rel. Tel. (Urban)	Count	0	3	3
	%	0.0	100.0	100
Rel. Tel. (Rural)	Count	0	0	0
	%	0.0	0.0	0
TTSL (Total)	Count	0	2	2
	%	0.0	100.0	100
TTSL (Urban)	Count	0	2	2
	%	0.0	100.0	100
TTSL (Rural)	Count	0	0	0
	%	0.0	0.0	0
Vodafone (total)	Count	1	0	1
	%	100.0	0.0	100
Vodafone (urban)	Count	0	0	0
	%	0.0	0.0	0
Vodafone (rural)	Count	1	0	1
	%	100.0	0.0	100
Overall	Count	5	12	17
	%	29.4	70.6	100
Overall (Urban)	Count	2	11	13
	%	15.4	84.6	100
Overall (Rural)	Count	3	1	4
	%	75.0	25.0	100

42(b). Were you able to contact the Nodal officer without difficulty?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	0	0	0
	%	0.0	0.0	0
Aircel (Urban)	Count	0	0	0
	%	0.0	0.0	0
Aircel (Rural)	Count	0	0	0
	%	0.0	0.0	0
Airtel (Total)	Count	0	0	0
	%	0.0	0.0	0
Airtel (Urban)	Count	0	0	0
	%	0.0	0.0	0
Airtel (Rural)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Total)	Count	1	0	1
	%	100.0	0.0	100
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Rural)	Count	1	0	1
	%	100.0	0.0	100
Idea (Total)	Count	3	0	3
	%	100.0	0.0	100
Idea (Urban)	Count	2	0	2
	%	100.0	0.0	100
Idea (Rural)	Count	1	0	1
	%	100.0	0.0	100
Rel. Tel. (Total)	Count	0	0	0
	%	0.0	0.0	0
Rel. Tel. (Urban)	Count	0	0	0
	%	0.0	0.0	0
Rel. Tel. (Rural)	Count	0	0	0
	%	0.0	0.0	0
TTSL (Total)	Count	0	0	0
	%	0.0	0.0	0
TTSL (Urban)	Count	0	0	0
	%	0.0	0.0	0
TTSL (Rural)	Count	0	0	0
	%	0.0	0.0	0
Vodafone (total)	Count	1	0	1
	%	100.0	0.0	100
Vodafone (urban)	Count	0	0	0
	%	0.0	0.0	0
Vodafone (rural)	Count	1	0	1
	%	100.0	0.0	100
Overall	Count	5	0	5
	%	100.0	0.0	100
Overall (Urban)	Count	2	0	2
	%	100.0	0.0	100
Overall (Rural)	Count	3	0	3
	%	100.0	0.0	100

43. Did the Nodal Officer intimate you about the decision taken on your complaint?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	0	0	0
	%	0.0	0.0	0
Aircel (Urban)	Count	0	0	0
	%	0.0	0.0	0
Aircel (Rural)	Count	0	0	0
	%	0.0	0.0	0
Airtel (Total)	Count	0	0	0
	%	0.0	0.0	0
Airtel (Urban)	Count	0	0	0
	%	0.0	0.0	0
Airtel (Rural)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Total)	Count	1	0	1
	%	100.0	0.0	100
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Rural)	Count	1	0	1
	%	100.0	0.0	100
Idea (Total)	Count	3	0	3
	%	100.0	0.0	100
Idea (Urban)	Count	2	0	2
	%	100.0	0.0	100
Idea (Rural)	Count	1	0	1
	%	100.0	0.0	100
Rel. Tel. (Total)	Count	0	0	0
	%	0.0	0.0	0
Rel. Tel. (Urban)	Count	0	0	0
	%	0.0	0.0	0
Rel. Tel. (Rural)	Count	0	0	0
	%	0.0	0.0	0
TTSL (Total)	Count	0	0	0
	%	0.0	0.0	0
TTSL (Urban)	Count	0	0	0
	%	0.0	0.0	0
TTSL (Rural)	Count	0	0	0
	%	0.0	0.0	0
Vodafone (total)	Count	0	1	1
	%	0.0	100.0	100
Vodafone (urban)	Count	0	0	0
	%	0.0	0.0	0
Vodafone (rural)	Count	0	1	1
	%	0.0	100.0	100
Overall	Count	4	1	5
	%	80.0	20.0	100
Overall (Urban)	Count	2	0	2
	%	100.0	0.0	100
Overall (Rural)	Count	2	1	3
	%	66.7	33.3	100

44. How satisfied are you with the redressal of the complaint by the Nodal Officer?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Aircel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Aircel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Airtel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Airtel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100.0	100
BSNL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Rural)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100.0	100
Idea (Total)	Count	0	0	0	0	3	3
	%	0.0	0.0	0.0	0.0	100.0	100
Idea (Urban)	Count	0	0	0	0	2	2
	%	0.0	0.0	0.0	0.0	100.0	100
Idea (Rural)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100.0	100
Rel. Tel. (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
TTSL (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
TTSL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
TTSL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Vodafone (total)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100.0	0.0	100
Vodafone (urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Vodafone (rural)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100.0	0.0	100
Overall	Count	0	0	0	1	4	5
	%	0.0	0.0	0.0	20.0	80.0	100
Overall (Urban)	Count	0	0	0	0	2	2
	%	0.0	0.0	0.0	0.0	100.0	100
Overall (Rural)	Count	0	0	0	1	2	3
	%	0.0	0.0	0.0	33.3	66.7	100

45. Please specify the reason(s) for your dissatisfaction.							
Service Providers		Difficult to connect to Nodal Officer	Nodal officer not polite/courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaint is too long	Nodal Officer was unable to understand the problem	Total
Aircel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Aircel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Aircel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Airtel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Airtel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	0	1	1	0	0	1
	%	0.0	100.0	100.0	0.0	0.0	100
BSNL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Rural)	Count	0	1	1	0	0	1
	%	0.0	100.0	100.0	0.0	0.0	100
Idea (Total)	Count	0	0	2	1	0	3
	%	0.0	0.0	66.7	33.3	0.0	100
Idea (Urban)	Count	0	0	1	0	0	1
	%	0.0	0.0	100.0	0.0	0.0	100
Idea (Rural)	Count	0	0	1	1	0	2
	%	0.0	0.0	50.0	50.0	0.0	100
Rel. Tel. (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
TTSL (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
TTSL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
TTSL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Vodafone (total)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100.0	0.0	100
Vodafone (urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Vodafone (rural)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100.0	0.0	100
Overall	Count	0	1	3	2	0	5
	%	0.0	20.0	60.0	40.0	0.0	100
Overall (Urban)	Count	0	0	1	1	0	2
	%	0.0	0.0	50.0	50.0	0.0	100
Overall (Rural)	Count	0	1	2	1	0	3
	%	0.0	33.3	66.7	33.3	0.0	100

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?

Service Providers		Yes	No	Total
Aircel (Total)	Count	4	381	385
	%	1	99	100
Aircel (Urban)	Count	3	274	277
	%	1.1	98.9	100
Aircel (Rural)	Count	1	107	108
	%	0.9	99.1	100
Airtel (Total)	Count	0	384	384
	%	0.0	100	100
Airtel (Urban)	Count	0	274	274
	%	0.0	100	100
Airtel (Rural)	Count	0	110	110
	%	0.0	100	100
BSNL (Total)	Count	0	768	768
	%	0.0	100	100
BSNL (Urban)	Count	0	541	541
	%	0.0	100	100
BSNL (Rural)	Count	0	227	227
	%	0.0	100	100
Idea (Total)	Count	3	388	391
	%	0.8	99.2	100
Idea (Urban)	Count	2	281	283
	%	0.7	99.3	100
Idea (Rural)	Count	1	107	108
	%	0.9	99.1	100
Rel. Tel. (Total)	Count	0	385	385
	%	0.0	100	100
Rel. Tel. (Urban)	Count	0	279	279
	%	0.0	100	100
Rel. Tel. (Rural)	Count	0	106	106
	%	0.0	100	100
TTSL (Total)	Count	0	384	384
	%	0.0	100	100
TTSL (Urban)	Count	0	300	300
	%	0.0	100	100
TTSL (Rural)	Count	0	84	84
	%	0.0	100	100
Vodafone (total)	Count	0	387	387
	%	0.0	100	100
Vodafone (urban)	Count	0	276	276
	%	0.0	100	100
Vodafone (rural)	Count	0	111	111
	%	0.0	100	100
Overall	Count	7	3077	3084
	%	0.2	99.8	100
Overall (Urban)	Count	5	2225	2230
	%	0.2	99.8	100
Overall (Rural)	Count	2	852	854
	%	0.2	99.8	100

47. Have you filed any appeal in last 6 months?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	1	3	4
	%	25.0	75.0	100
Aircel (Urban)	Count	1	2	3
	%	33.3	66.7	100
Aircel (Rural)	Count	0	1	1
	%	0.0	100.0	100
Airtel (Total)	Count	0	0	0
	%	0.0	0.0	0
Airtel (Urban)	Count	0	0	0
	%	0.0	0.0	0
Airtel (Rural)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0
Idea (Total)	Count	3	0	3
	%	100.0	0.0	100
Idea (Urban)	Count	2	0	2
	%	100.0	0.0	100
Idea (Rural)	Count	1	0	1
	%	100.0	0.0	100
Rel. Tel. (Total)	Count	0	0	0
	%	0.0	0.0	0
Rel. Tel. (Urban)	Count	0	0	0
	%	0.0	0.0	0
Rel. Tel. (Rural)	Count	0	0	0
	%	0.0	0.0	0
TTSL (Total)	Count	0	0	0
	%	0.0	0.0	0
TTSL (Urban)	Count	0	0	0
	%	0.0	0.0	0
TTSL (Rural)	Count	0	0	0
	%	0.0	0.0	0
Vodafone (total)	Count	0	0	0
	%	0.0	0.0	0
Vodafone (urban)	Count	0	0	0
	%	0.0	0.0	0
Vodafone (rural)	Count	0	0	0
	%	0.0	0.0	0
Overall	Count	4	3	7
	%	57.1	42.9	100
Overall (Urban)	Count	3	2	5
	%	60.0	40.0	100
Overall (Rural)	Count	1	1	2
	%	50.0	50.0	100

48. Did you receive any acknowledgement?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	1	0	1
	%	100.0	0.0	100
Aircel (Urban)	Count	1	0	1
	%	100.0	0.0	100
Aircel (Rural)	Count	0	0	0
	%	0.0	0.0	0
Airtel (Total)	Count	0	0	0
	%	0.0	0.0	0
Airtel (Urban)	Count	0	0	0
	%	0.0	0.0	0
Airtel (Rural)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0
Idea (Total)	Count	3	0	3
	%	100.0	0.0	100
Idea (Urban)	Count	2	0	2
	%	100.0	0.0	100
Idea (Rural)	Count	1	0	1
	%	100.0	0.0	100
Rel. Tel. (Total)	Count	0	0	0
	%	0.0	0.0	0
Rel. Tel. (Urban)	Count	0	0	0
	%	0.0	0.0	0
Rel. Tel. (Rural)	Count	0	0	0
	%	0.0	0.0	0
TTSL (Total)	Count	0	0	0
	%	0.0	0.0	0
TTSL (Urban)	Count	0	0	0
	%	0.0	0.0	0
TTSL (Rural)	Count	0	0	0
	%	0.0	0.0	0
Vodafone (total)	Count	0	0	0
	%	0.0	0.0	0
Vodafone (urban)	Count	0	0	0
	%	0.0	0.0	0
Vodafone (rural)	Count	0	0	0
	%	0.0	0.0	0
Overall	Count	4	0	4
	%	100.0	0.0	100
Overall (Urban)	Count	3	0	3
	%	100.0	0.0	100
Overall (Rural)	Count	1	0	1
	%	100.0	0.0	100

49. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?					
Service Providers		Yes	No	Appeal filed only recently	Total
Aircel (Total)	Count	1	0	0	1
	%	100.0	0.0	0.0	100
Aircel (Urban)	Count	1	0	0	1
	%	100.0	0.0	0.0	100
Aircel (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
Airtel (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
Airtel (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
Airtel (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
BSNL (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
BSNL (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
BSNL (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
Idea (Total)	Count	3	0	0	3
	%	100.0	0.0	0.0	100
Idea (Urban)	Count	2	0	0	2
	%	100.0	0.0	0.0	100
Idea (Rural)	Count	1	0	0	1
	%	100.0	0.0	0.0	100
Rel. Tel. (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
Rel. Tel. (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
Rel. Tel. (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
TTSL (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
TTSL (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
TTSL (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
Vodafone (total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
Vodafone (urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
Vodafone (rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
Overall	Count	4	0	0	4
	%	100.0	0.0	0.0	100
Overall (Urban)	Count	3	0	0	3
	%	100.0	0.0	0.0	100
Overall (Rural)	Count	1	0	0	1
	%	100.0	0.0	0.0	100

50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	4	376	380
	%	1.1	98.9	100
Aircel (Urban)	Count	3	271	274
	%	1.1	98.9	100
Aircel (Rural)	Count	1	105	106
	%	0.9	99.1	100
Airtel (Total)	Count	2	367	369
	%	0.5	99.5	100
Airtel (Urban)	Count	2	258	260
	%	0.8	99.2	100
Airtel (Rural)	Count	0	109	109
	%	0.0	100	100
BSNL (Total)	Count	1	594	595
	%	0.2	99.8	100
BSNL (Urban)	Count	0	369	369
	%	0.0	100	100
BSNL (Rural)	Count	1	225	226
	%	0.4	99.6	100
Idea (Total)	Count	4	383	387
	%	1	99	100
Idea (Urban)	Count	2	278	280
	%	0.7	99.3	100
Idea (Rural)	Count	2	105	107
	%	1.9	98.1	100
Rel. Tel. (Total)	Count	4	374	378
	%	1.1	98.9	100
Rel. Tel. (Urban)	Count	3	270	273
	%	1.1	98.9	100
Rel. Tel. (Rural)	Count	1	104	105
	%	1	99	100
TTSL (Total)	Count	0	382	382
	%	0.0	100	100
TTSL (Urban)	Count	0	299	299
	%	0.0	100	100
TTSL (Rural)	Count	0	83	83
	%	0.0	100	100
Vodafone (total)	Count	1	381	382
	%	0.3	99.7	100
Vodafone (urban)	Count	1	271	272
	%	0.4	99.6	100
Vodafone (rural)	Count	0	110	110
	%	0.0	100	100
Overall	Count	16	2857	2873
	%	0.6	99.4	100
Overall (Urban)	Count	11	2016	2027
	%	0.5	99.5	100
Overall (Rural)	Count	5	841	846
	%	0.6	99.4	100

51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	0	4	4
	%	0.0	100.0	100
Aircel (Urban)	Count	0	3	3
	%	0.0	100.0	100
Aircel (Rural)	Count	0	1	1
	%	0.0	100.0	100
Airtel (Total)	Count	0	2	2
	%	0.0	100.0	100
Airtel (Urban)	Count	0	2	2
	%	0.0	100.0	100
Airtel (Rural)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Total)	Count	0	1	1
	%	0.0	100.0	100
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Rural)	Count	0	1	1
	%	0.0	100.0	100
Idea (Total)	Count	4	0	4
	%	100.0	0.0	100
Idea (Urban)	Count	2	0	2
	%	100.0	0.0	100
Idea (Rural)	Count	2	0	2
	%	100.0	0.0	100
Rel. Tel. (Total)	Count	1	3	4
	%	25.0	75.0	100
Rel. Tel. (Urban)	Count	0	3	3
	%	0.0	100.0	100
Rel. Tel. (Rural)	Count	1	0	1
	%	100.0	0.0	100
TTSL (Total)	Count	0	0	0
	%	0.0	0.0	0
TTSL (Urban)	Count	0	0	0
	%	0.0	0.0	0
TTSL (Rural)	Count	0	0	0
	%	0.0	0.0	0
Vodafone (total)	Count	0	1	1
	%	0.0	100.0	100
Vodafone (urban)	Count	0	1	1
	%	0.0	100.0	100
Vodafone (rural)	Count	0	0	0
	%	0.0	0.0	0
Overall	Count	5	11	16
	%	31.3	68.8	100
Overall (Urban)	Count	2	9	11
	%	18.2	81.8	100
Overall (Rural)	Count	3	2	5
	%	60.0	40.0	100

52. What were the reason(s) for denying your request?					
Service Providers		No reasons given	Technical problem	Others	Total
Aircel (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
Aircel (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
Aircel (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
Airtel (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
Airtel (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
Airtel (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
BSNL (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
BSNL (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
BSNL (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
Idea (Total)	Count	2	2	0	4
	%	50.0	50.0	0.0	100
Idea (Urban)	Count	1	1	0	2
	%	50.0	50.0	0.0	100
Idea (Rural)	Count	1	1	0	2
	%	50.0	50.0	0.0	100
Rel. Tel. (Total)	Count	1	0	0	1
	%	100.0	0.0	0.0	100
Rel. Tel. (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
Rel. Tel. (Rural)	Count	1	0	0	1
	%	100.0	0.0	0.0	100
TTSL (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
TTSL (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
TTSL (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
Vodafone (total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
Vodafone (urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
Vodafone (rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
Overall	Count	3	2	0	5
	%	60.0	40.0	0.0	100
Overall (Urban)	Count	1	1	0	2
	%	50.0	50.0	0.0	100
Overall (Rural)	Count	2	1	0	3
	%	66.7	33.3	0.0	100

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 Providers		Yes	No	Do not remember	Total
Aircel (Total)	Count	345	40	0	385
	%	89.6	10.4	0.0	100
Aircel (Urban)	Count	240	37	0	277
	%	86.6	13.4	0.0	100
Aircel (Rural)	Count	105	3	0	108
	%	97.2	2.8	0.0	100
Airtel (Total)	Count	367	8	9	384
	%	95.6	2.1	2.3	100
Airtel (Urban)	Count	258	7	9	274
	%	94.2	2.6	3.3	100
Airtel (Rural)	Count	109	1	0	110
	%	99.1	0.9	0.0	100
BSNL (Total)	Count	677	91	0	768
	%	88.2	11.8	0.0	100
BSNL (Urban)	Count	463	78	0	541
	%	85.6	14.4	0.0	100
BSNL (Rural)	Count	214	13	0	227
	%	94.3	5.7	0.0	100
Idea (Total)	Count	374	9	8	391
	%	95.7	2.3	2	100
Idea (Urban)	Count	270	5	8	283
	%	95.4	1.8	2.8	100
Idea (Rural)	Count	104	4	0	108
	%	96.3	3.7	0.0	100
Rel. Tel. (Total)	Count	346	19	20	385
	%	89.9	4.9	5.2	100
Rel. Tel. (Urban)	Count	242	17	20	279
	%	86.7	6.1	7.2	100
Rel. Tel. (Rural)	Count	104	2	0	106
	%	98.1	1.9	0.0	100
TTSL (Total)	Count	352	31	1	384
	%	91.7	8.1	0.3	100
TTSL (Urban)	Count	269	30	1	300
	%	89.7	10	0.3	100
TTSL (Rural)	Count	83	1	0	84
	%	98.8	1.2	0.0	100
Vodafone (total)	Count	360	18	9	387
	%	93	4.7	2.3	100
Vodafone (urban)	Count	253	14	9	276
	%	91.7	5.1	3.3	100
Vodafone (rural)	Count	107	4	0	111
	%	96.4	3.6	0.0	100
Overall	Count	2821	216	47	3084
	%	91.5	7.0	1.5	100
Overall (Urban)	Count	1995	188	47	2230
	%	89.5	8.4	2.1	100
Overall (Rural)	Count	826	28	0	854
	%	96.7	3.3	0.0	100

ANNEXURE BROADBAND SERVICES

1(a) When did you last apply for a broadband connection?					
Service Providers		More than 7 to 15 days ago	More than 15 to 30 days ago	More than 30 days ago	Total
BSNL (Total)	Count	6	5	757	768
	%	0.8	0.7	98.6	100
BSNL (Urban)	Count	5	5	652	662
	%	0.8	0.8	98.5	100
BSNL (Rural)	Count	1	0	105	106
	%	0.9	0.0	99.1	100

1(b) After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?				
Service Providers		Within 7 working days	More than 7 working days	Total
BSNL (Total)	Count	525	243	768
	%	68.4	31.6	100
BSNL (Urban)	Count	434	228	662
	%	65.6	34.4	100
BSNL (Rural)	Count	91	15	106
	%	85.8	14.2	100

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 Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	705	96	609	59	4	768
	%	91.8	12.5	79.3	7.7	0.5	100
BSNL (Urban)	Count	606	76	530	52	4	662
	%	91.6	11.5	80.1	7.9	0.6	100
BSNL (Rural)	Count	99	20	79	7	0	106
	%	93.4	18.9	74.5	6.6	0.0	100

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 Providers		Within 24 hrs	2-3 days	4-7 days	more than 7 days	Not Applicable	Total
BSNL (Total)	Count	15	221	2	0	530	768
	%	2.0	28.8	0.3	0.0	69.0	100
BSNL (Urban)	Count	12	187	1	0	462	662
	%	1.8	28.2	0.2	0.0	69.8	100
BSNL (Rural)	Count	3	34	1	0	68	106
	%	2.8	32.1	0.9	0.0	64.2	100

B. BILLING RELATED - ONLY FOR POSTPAID CUSTOMERS (FOR PREPAID CUSTOMERS GO TO Q9(A))

4. How satisfied are you with the timely delivery of bills?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	709	67	642	59	0	768
	%	92.3	8.7	83.6	7.7	0.0	100
BSNL (Urban)	Count	603	58	545	59	0	662
	%	91.1	8.8	82.3	8.9	0.0	100
BSNL (Rural)	Count	106	9	97	0	0	106
	%	100.0	8.5	91.5	0.0	0.0	100

5(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	759	68	691	9	0	768
	%	98.9	8.9	90	1.2	0.0	100
BSNL (Urban)	Count	653	59	594	9	0	662
	%	98.6	8.9	89.7	1.4	0.0	100
BSNL (Rural)	Count	106	9	97	0	0	106
	%	100.0	8.5	91.5	0.0	0.0	100

5(b). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Difficult to read the bills	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage not given	Others	Total
BSNL (Total)	Count	0	0	2	9	0	9
	%	0.0	0.0	22.2	100.0	0.0	100
BSNL (Urban)	Count	0	0	2	9	0	9
	%	0.0	0.0	22.2	100.0	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0

6(a). How satisfied are you with the accuracy & completeness of the bills?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	736	37	699	31	1	768
	%	95.8	4.8	91	4	0.1	100
BSNL (Urban)	Count	632	31	601	29	1	662
	%	95.5	4.7	90.8	4.4	0.2	100
BSNL (Rural)	Count	104	6	98	2	0	106
	%	98.2	5.7	92.5	1.9	0.0	100

6(b). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for services not used	Others	Total
BSNL (Total)	Count	9	3	8	15	0	32
	%	28.1	9.4	25.0	46.9	0.0	100
BSNL (Urban)	Count	9	3	8	13	0	30
	%	30.0	10.0	26.7	43.3	0.0	100
BSNL (Rural)	Count	0	0	0	2	0	2
	%	0.0	0.0	0.0	100.0	0.0	100

7. Have you made any billing related complaints in the last 6 months?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	38	730	768
	%	4.9	95.1	100
BSNL (Urban)	Count	34	628	662
	%	5.1	94.9	100
BSNL (Rural)	Count	4	102	106
	%	3.8	96.2	100

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 Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	18	0	18	19	1	38
	%	47.4	0.0	47.4	50.0	2.6	100
BSNL (Urban)	Count	14	0	14	19	1	34
	%	41.2	0.0	41.2	55.9	2.9	100
BSNL (Rural)	Count	4	0	4	0	0	4
	%	100.0	0.0	100.0	0.0	0.0	100

BILLING RELATED - ONLY FOR PREPAID CUSTOMERS

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	NA	NA	NA	NA	NA	NA
	%	NA	NA	NA	NA	NA	NA
BSNL (Urban)	Count	NA	NA	NA	NA	NA	NA
	%	NA	NA	NA	NA	NA	NA
BSNL (Rural)	Count	NA	NA	NA	NA	NA	NA
	%	NA	NA	NA	NA	NA	NA

9(b). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for services not used	Others	Total
BSNL (Total)	Count	NA	NA	NA	NA	NA	NA
	%	NA	NA	NA	NA	NA	NA
BSNL (Urban)	Count	NA	NA	NA	NA	NA	NA
	%	NA	NA	NA	NA	NA	NA
BSNL (Rural)	Count	NA	NA	NA	NA	NA	NA
	%	NA	NA	NA	NA	NA	NA

9(c). Have you made any complaint related to charging/ credit/waiver/validity/adjustments in the last 6 months?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	NA	NA	NA
	%	NA	NA	NA
BSNL (Urban)	Count	NA	NA	NA
	%	NA	NA	NA
BSNL (Rural)	Count	NA	NA	NA
	%	NA	NA	NA

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 Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	NA	NA	NA	NA	NA	NA
	%	NA	NA	NA	NA	NA	NA
BSNL (Urban)	Count	NA	NA	NA	NA	NA	NA
	%	NA	NA	NA	NA	NA	NA
BSNL (Rural)	Count	NA	NA	NA	NA	NA	NA
	%	NA	NA	NA	NA	NA	NA

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 Providers		Yes	No	Total
BSNL (Total)	Count	114	654	768
	%	14.8	85.2	100
BSNL (Urban)	Count	109	553	662
	%	16.5	83.5	100
BSNL (Rural)	Count	5	101	106
	%	4.7	95.3	100

11(a). How satisfied are you with the ease of access of call centre/customer care or helpline?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	82	0	82	32	0	114
	%	71.9	0.0	71.9	28.1	0.0	100
BSNL (Urban)	Count	78	0	78	31	0	109
	%	71.6	0.0	71.6	28.4	0.0	100
BSNL (Rural)	Count	4	0	4	1	0	5
	%	80.0	0.0	80	20	0.0	100

11(b). How satisfied are you with the ease of getting an option for “talking to a customer care executive”?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	86	0	86	28	0	114
	%	75.4	0.0	75.4	24.6	0.0	100
BSNL (Urban)	Count	82	0	82	27	0	109
	%	75.2	0.0	75.2	24.8	0.0	100
BSNL (Rural)	Count	4	0	4	1	0	5
	%	80.0	0.0	80	20	0.0	100

12. How satisfied are you with the response time taken to answer your call by a customer care executive?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	94	0	94	20	0	114
	%	82.5	0.0	82.5	17.5	0.0	100
BSNL (Urban)	Count	90	0	90	19	0	109
	%	82.6	0.0	82.6	17.4	0.0	100
BSNL (Rural)	Count	4	0	4	1	0	5
	%	80.0	0.0	80	20	0.0	100

13. How satisfied are you with the problem solving ability of the customer care executive(s)?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	96	0	96	18	0	114
	%	84.2	0.0	84.2	15.8	0.0	100
BSNL (Urban)	Count	92	0	92	17	0	109
	%	84.4	0.0	84.4	15.6	0.0	100
BSNL (Rural)	Count	4.0	0.0	4.0	1.0	0.0	5
	%	80.0	0.0	80.0	20.0	0.0	100

14. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	95	0	95	19	0	114
	%	83.3	0.0	83.3	16.7	0.0	100
BSNL (Urban)	Count	91	0	91	18	0	109
	%	83.5	0.0	83.5	16.5	0.0	100
BSNL (Rural)	Count	4	0	4	1	0	5
	%	80.0	0.0	80.0	20.0	0.0	100

NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

15. How satisfied are you with the speed of Broadband connection?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	708	5	703	60	0	768
	%	92.2	0.7	91.5	7.8	0.0	100
BSNL (Urban)	Count	602	5	597	60	0	662
	%	91.0	0.8	90.2	9.1	0.0	100
BSNL (Rural)	Count	106	0	106	0	0	106
	%	100.0	0.0	100.0	0.0	0.0	100

16. How satisfied are you with the amount of time for which service is up and working?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	756	0	756	11	1	768
	%	98.4	0.0	98.4	1.4	0.1	100
BSNL (Urban)	Count	650	0	650	11	1	662
	%	98.2	0.0	98.2	1.7	0.2	100
BSNL (Rural)	Count	106	0	106	0	0	106
	%	100.0	0.0	100.0	0.0	0.0	100

MAINTAINABILITY (FAULT REPAIR)

17. How often do you face a problem with your Broadband connection?						
Service Providers		Never	Occasionally	Frequently	Very frequently	Total
BSNL (Total)	Count	55	665	41	7	768
	%	7.2	86.6	5.3	0.9	100
BSNL (Urban)	Count	55	560	40	7	662
	%	8.3	84.6	6	1.1	100
BSNL (Rural)	Count	0	105	1	0	106
	%	0.0	99.1	0.9	0.0	100

18. What was the broadband connection problem faced by you in last 6 months related to, please specify?				
Service Providers		Problem was related to my computer hardware/ software	Problem was related to the broadband connection & modem provided by service provider	Total
BSNL (Total)	Count	9	39	48
	%	18.8	81.3	100
BSNL (Urban)	Count	8	39	47
	%	17.0	83.0	100
BSNL (Rural)	Count	1	0	1
	%	100.0	0.0	100

19. How satisfied are you with the time taken for restoration of broadband connection?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	32	0	32	15	1	48
	%	66.7	0.0	66.7	31.3	2.1	100
BSNL (Urban)	Count	32	0	32	14	1	47
	%	68.1	0.0	68.1	29.8	2.1	100
BSNL (Rural)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100.0	0.0	100

20(a). Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.				
Service Providers		Yes	No	Total
BSNL (Total)	Count	390	378	768
	%	50.8	49.2	100
BSNL (Urban)	Count	343	319	662
	%	51.8	48.2	100
BSNL (Rural)	Count	47	59	106
	%	44.3	55.7	100

20(b). How satisfied are you with the process of activating value added services or the process of unsubscribing?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	386	0	386	4	0	390
	%	99.0	0.0	99	1	0.0	100
BSNL (Urban)	Count	340	0	340	3	0	343
	%	99.1	0.0	99.1	0.9	0.0	100
BSNL (Rural)	Count	46	0	46	1	0	47
	%	97.9	0.0	97.9	2.1	0.0	100

20(c). Please tell me the reasons for your dissatisfaction.						
Service Providers		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Others	Total
BSNL (Total)	Count	0	4	0	0	4
	%	0.0	100.0	0.0	0.0	100
BSNL (Urban)	Count	0	3	0	0	3
	%	0.0	100.0	0.0	0.0	100
BSNL (Rural)	Count	0	1	0	0	1
	%	0.0	100.0	0.0	0.0	100

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)				
Service Providers		Yes	No	Total
BSNL (Total)	Count	9	759	768
	%	1.2	98.8	100
BSNL (Urban)	Count	9	653	662
	%	1.4	98.6	100
BSNL (Rural)	Count	0	106	106
	%	0.0	100.0	100

21(b). Have you complained to your service provider for deactivation of such services and refund of charges levied?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	3	6	9
	%	33.3	66.7	100
BSNL (Urban)	Count	3	6	9
	%	33.3	66.7	100
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0

21(c). What difficulties you have faced while deactivating of such services and refund of charges levied?							
Service Providers		None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Others	Total
BSNL (Total)	Count	0	1	0	2	0	3
	%	0.0	33.3	0.0	66.7	0.0	100
BSNL (Urban)	Count	0	1	0	2	0	3
	%	0.0	33.3	0.0	66.7	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0

22. How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	1	0	1	2	0	3
	%	33.3	0.0	33.3	66.7	0.0	100
BSNL (Urban)	Count	1	0	1	2	0	3
	%	33.3	0.0	33.3	66.7	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0

OVERALL CUSTOMER SATISFACTION

23(a). How satisfied are you with the overall quality of your Broadband service?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	758	2	756	8	2	768
	%	98.7	0.3	98.4	1	0.3	100
BSNL (Urban)	Count	652	2	650	8	2	662
	%	98.5	0.3	98.2	1.2	0.3	100
BSNL (Rural)	Count	106	0	106	0	0	106
	%	100.0	0.0	100.0	0.0	0.0	100

24. How many persons in your house/ organization are using this Broadband connection?		
Service Providers		No. of persons (Average Numbers)
BSNL (Total)	Count	768
	avg. no. of persons	2.4
BSNL (Urban)	Count	662
	avg. no. of persons	2.5
BSNL (Rural)	Count	106
	avg. no. of persons	2.0

24(a). What kind of other services are you also taking from this service provider?						
Service Providers		Wire-line	Mobile	Other	None	Total
BSNL (Total)	Count	672	91	4	1	768
	%	87.5	11.8	0.5	0.1	100
BSNL (Urban)	Count	567	91	3	1	662
	%	85.6	13.7	0.5	0.2	100
BSNL (Rural)	Count	105	0	1	0	106
	%	99.1	0.0	0.9	0.0	100

25. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	339	429	768
	%	44.1	55.9	100
BSNL (Urban)	Count	286	376	662
	%	43.2	56.8	100
BSNL (Rural)	Count	53	53	106
	%	50.0	50.0	100

26. On a scale of 1-10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?												
Service Providers		1	2	3	4	5	6	7	8	9	10	Total
BSNL (Total)	Count	0	0	5	5	2	227	471	56	2	0	768
	%	0.0	0.0	0.7	0.7	0.3	29.6	61.3	7.3	0.3	0.0	100
BSNL (Urban)	Count	0	0	5	5	1	185	411	53	2	0	662
	%	0.0	0.0	0.8	0.8	0.2	27.9	62.1	8.0	0.3	0.0	100
BSNL (Rural)	Count	0	0	0	0	1	42	60	3	0	0	106
	%	0.0	0.0	0.0	0.0	0.9	39.6	56.6	2.8	0.0	0.0	100

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?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	673	95	768
	%	87.6	12.4	100
BSNL (Urban)	Count	578	84	662
	%	87.3	12.7	100
BSNL (Rural)	Count	95	11	106
	%	89.6	10.4	100

28. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	107	661	768
	%	13.9	86.1	100
BSNL (Urban)	Count	103	559	662
	%	15.6	84.4	100
BSNL (Rural)	Count	4	102	106
	%	3.8	96.2	100

29. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?							
Service Providers		Complaint was registered and docket number received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total
BSNL (Total)	Count	30	62	10	5	0	107
	%	28.0	57.9	9.3	4.7	0.0	100
BSNL (Urban)	Count	28	61	10	4	0	103
	%	27.2	59.2	9.7	3.9	0.0	100
BSNL (Rural)	Count	2	1	0	1	0	4
	%	50.0	25.0	0.0	25.0	0.0	100

30. Did the Call Centre inform you about the action taken on your complaint?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	6	101	107
	%	5.6	94.4	100
BSNL (Urban)	Count	3	100	103
	%	2.9	97.1	100
BSNL (Rural)	Count	3	1	4
	%	75.0	25.0	100

31. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	99	0	99	8	0	107
	%	92.5	0.0	92.5	7.5	0.0	100
BSNL (Urban)	Count	96	0	96	7	0	103
	%	93.2	0.0	93.2	6.8	0.0	100
BSNL (Rural)	Count	3	0	3	1	0	4
	%	75.0	0.0	75.0	25.0	0.0	100

32. Please specify the reason(s) for your dissatisfaction							
Service Providers		Difficult to connect to call centre executive	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
BSNL (Total)	Count	4	0	2	0	2	8
	%	50.0	0.0	25.0	0.0	25.0	100
BSNL (Urban)	Count	4	0	2	0	1	7
	%	57.1	0.0	28.6	0.0	14.3	100
BSNL (Rural)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100.0	100

33. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?					
Service Providers		Yes	No	Not applicable	Total
BSNL (Total)	Count	13	25	69	107
	%	12.1	23.4	64.5	100
BSNL (Urban)	Count	10	24	69	103
	%	9.7	23.3	67.0	100
BSNL (Rural)	Count	3	1	0	4
	%	75.0	25.0	0.0	100

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 Providers		Yes	No	Total
BSNL (Total)	Count	1	767	768
	%	0.1	99.9	100
BSNL (Urban)	Count	1	661	662
	%	0.2	99.8	100
BSNL (Rural)	Count	0	106	106
	%	0.0	100.0	100

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 Providers		Yes	No	Total
BSNL (Total)	Count	0	1	1
	%	0.0	100.0	100
BSNL (Urban)	Count	0	1	1
	%	0.0	100.0	100
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0

34(c). Were you able to contact to the Nodal officer without difficulty?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0

35. Did the Nodal Officer intimate you about the decision taken on your complaint?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0

36(a). How satisfied are you with the redressal of the complaint by the Nodal Officer?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0

36(b). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaint is too long	Nodal Officer was unable to understand the problem	Total
BSNL (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0

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?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	1	767	768
	%	0.1	99.9	100
BSNL (Urban)	Count	1	661	662
	%	0.2	99.8	100
BSNL (Rural)	Count	0	106	106
	%	0.0	100.0	100

38. Have you filed any appeal in the last 6 months?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	0	1	1
	%	0.0	100.0	100
BSNL (Urban)	Count	0	1	1
	%	0.0	100.0	100
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0

39. Did you receive any acknowledgement?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0

40. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?					
Service Providers		Yes	No	Appeal file d only recently	Total
BSNL (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
BSNL (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
BSNL (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0

41. Are you aware that a prepaid customer can get item wise usage charge details for your prepaid connection?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0

42. Have you been denied of request for item wise usage charge details for your prepaid connection?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0

43. What were the reason(s) for denying your request?					
Service Providers		No reasons given	Technical problem	Others	Total
BSNL (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
BSNL (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
BSNL (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0

44. Have you been provided the manual of practice, containing the terms and conditions of service, toll free numbers of call centre and contact details of the Nodal officer and appellate authority for complaints redressal etc., while subscribing the new broadband connection?					
Service Providers		Yes	No	Do not remember	Total
BSNL (Total)	Count	673	36	59	768
	%	87.6	4.7	7.7	100
BSNL (Urban)	Count	568	35	59	662
	%	85.8	5.3	8.9	100
BSNL (Rural)	Count	105	1	0	106
	%	99.1	0.9	0.0	100