

Telecom Regulatory Authority of India



FINAL REPORT 2009 - 2010 (Metro Circle - Mumbai)



Assessment of

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

A MARKET PULSE RESEARCH REPORT

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PREFACE

The Telecom Regulatory Authority of India (TRAI) has been receiving a substantial number of complaints from consumers relating to the telecom services being provided by various service providers. With a view to further improve telecom services, TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service of 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.

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

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

For this survey, customers of Basic Wire-line Service, Cellular Mobile Telephone Service and Broadband Service are interviewed to obtain their feedback on various QoS parameters.

The survey has been divided into four geographic 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 service the service areas of Delhi includes Ghaziabad, Faridabad, Noida and Gurgaon.

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

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

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

With regard to the afore-mentioned survey, Market Pulse has been commissioned by Telecom Regulatory Authority of India (TRAI) to conduct a Customer Satisfaction Survey (CSS) among Basic Wire-line Service, Cellular Mobile Telephone Service (including FWP) and Broadband Service customers, in **West Zone**.

1. EXECUTIVE SUMMARY

In the period 1st January to 31st March of 2010, Market Pulse has carried out the customer satisfaction survey in Mumbai circle.

Four basic wire-line service providers present in the circle as on January 2010 date have been covered. Across Mumbai circle, a sample of 4,101 basic wire-line customers has been covered.

Eight cellular mobile telephone service providers present in the circle as on January 2010 have been covered. Across Mumbai circle, a sample of 8,571 cellular mobile phone customers was covered. Of this, 7,193 were prepaid customers and 1,378 were postpaid customers.

Nine broadband service providers present in the circle as on January 2010 have been covered. Across various points of presence of the Mumbai circle, a sample of 9,370 broadband customers was covered. Of this, 5,385 were postpaid customers and 3,985 were prepaid customers.

The following feedback was obtained from the sample of customers:

- 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

- Awareness of the grievance redressal mechanism set up by service providers, based on the regulations laid down by TRAI

KEY FINDINGS OF THE SURVEY

1.1 Basic Wire-line Service

- 95% of the basic wire-line service customers in Mumbai were satisfied with their service providers on overall service quality. All the service providers met the benchmark score for overall service quality.
- Of the 4 service providers, only MTNL did not meet the benchmark set for network performance, reliability and availability.
- None of the service providers met the benchmark set for maintainability.
- Only 35% of all customers reported that their complaints were resolved within 4 weeks after they lodged their complaints. 97% of the Airtel customers' complaints regarding their bills were not resolved within 4 weeks.
- 49% of all the basic wire-line service customers said that they were aware about the about the call centre number of their service provider for the purpose of making a complaint/ query. Customers of Airtel (38%) and TTML (39%) were less aware about the call centre number for the purpose of making a complaint/ query.
- Less than 3% of all basic telephone service customers said that they were aware about the contact details of the Nodal Officer and Appellate Authority. Effectiveness of both needs further improvement.
- Only 8% of the new basic telephone service customers said that they got the Manual of Practice while subscribing to the new basic telephone connection.

1.2 Cellular Mobile Telephone Service

- 87% of all cellular mobile customers were satisfied with overall service quality. Idea, Vodafone, TTML and Aircel met the benchmark set for overall service quality.
- Except for Vodafone, none of the other service providers met the benchmark on help services. The benchmark for network performance was met only by Vodafone and Idea.
- Only 4 of the 8 service providers met the benchmark laid down by TRAI on billing performance (prepaid). Airtel, Reliance, Vodafone and Loop did not meet the benchmark.
- Maintainability was another area of concern with 2 of the 8 service providers failing to meet the benchmark.
- All service providers were able to meet the benchmark set for provision of service.
- 60% of the cellular mobile customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks of lodging. Satisfaction with TTML appeared to be the lowest on this count.
- 94% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making a complaint/ query.
- Very few cellular mobile customers were aware of the contact details of the nodal officer and the appellate authority.
- Only 43% of the new customers claimed to have received the Manual of Practice.

1.3 Broadband Service

- 89% of all broadband customers were satisfied with overall service quality. Airtel did not meet the benchmark on this parameter.
- TATA, Airtel and MTNL did not meet the benchmark set for postpaid billing performance.
- None of the service providers met the benchmark set for maintainability.
- All service providers met the benchmark set for supplementary services.
- Hathway, Reliance and Pacenet met the benchmark satisfaction score for help services.
- 95% of the customers got their working connection within 15 working days. However, 18% of the Reliance customers got their working connection after 15 working days.
- 72% of broadband customers belonging to different service providers said that they were aware about the call centre number of their service provider to make complaint/ query. 87% of all broadband service customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by the call centre/ customer care/ help-line.
- A very small proportion of customers (10% and 3% respectively) were aware of the Nodal Officer and the Appellate Authority. 84% of the customers were satisfied with their experience with the Nodal Officer. Many decisions were found to be pending with the Appellate Authority.
- Only 20% of the prepaid customers were aware that they could get item-wise charge details on request.
- Only 24% of the new customers claimed that they had received the Manual of Practice.

2 SCOPE OF THE PROJECT

2.1 Background

TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). To determine the effectiveness of implementation of the 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**

With regard to the above mentioned study, Market Pulse has been commissioned by Telecom Regulatory Authority of India (TRAI) to conduct a Customer Satisfaction Survey (CSS) among Basic Wire-line, Cellular Mobile Telephone (including FWP) and Broadband customers, in the Western zone of India, comprising the metro circle of Mumbai and the circles of Maharashtra (including Goa but excluding Mumbai), Gujarat and Madhya Pradesh (Including Chattisgarh).

The current report presents the findings of the survey for Mumbai circle. This survey was conducted in the period January – March, 2010.

2.2 Survey Objectives

The objectives of this customer satisfaction survey are as follows:

1. To measure the level of satisfaction among customers with respect to:
 - Provision of service
 - Billing performance
 - Help services including customer grievance redressal
 - Network performance, reliability and availability
 - Maintainability
 - Supplementary and value added service
 - Overall service quality
2. To measure the awareness among customers with respect to the grievance redressal mechanism set up by service providers based on the regulations laid down by TRAI.

2.3 Survey Methodology

- The survey was conducted through personal, telephonic and Internet based interviews.
- In the survey of basic telephone service and cellular mobile service customers, 75% of the sample was covered with the help of personal interviews while the balance interviews were done on telephone.
- The identity of respondents was recorded in the questionnaires and the signatures of the customers who were surveyed through personal interviews were taken on the survey questionnaires. The questionnaires were filled up using a ballpoint pen.
- In the broadband service survey, 50% of the sample was covered through face-to-face interviews and 50% through a web-based survey. We used our proprietary web-based survey editor to host the survey on the Internet. After sending the survey invitations, follow-up phone calls were made to drive respondents to the survey.

2.4 Coverage of the Survey

In the period 1st January to 31st March, 2010, we conducted the Customer Satisfaction Survey (CSS) in Mumbai circle. The following service providers have been covered in the Mumbai circle.

2.4.1 Basic Telephone (Wire-line) Service

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Mahanagar Telephone Nigam Limited (Referred as MTNL in the report)
3. Reliance Communications (Referred as Reliance in the report)
4. Tata Teleservices Maharashtra Limited (Referred as TTML in the report)

2.4.2 Cellular Mobile Telephone Service (including FWP)

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Mahanagar Telephone Nigam Limited (Referred as MTNL in the report)
3. Reliance Communications (Referred as Reliance in the report)
4. Tata Teleservices Maharashtra Limited (Referred as TTML in the report)
5. Idea Cellular Limited (Referred as Idea in the report)
6. Vodafone Essar Mobile Services Limited (Referred as Vodafone in the report)
7. Loop Mobile (India) Limited (Referred as Loop in the report)
8. Aircel Limited (Referred as Aircel in the report)

2.4.3 Broadband Service

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Mahanagar Telephone Nigam Limited (Referred as MTNL in the report)
3. Hathway Datacom Private Limited (Referred as Hathway in the report)
4. Reliance Communications (Referred as Reliance in the report)
5. Satyam Infoway Limited (Referred as Sify in the report)
6. Tata Communications (Referred as Tata in the report)
7. You India Private Limited (Referred as You in the report)
8. Tata Teleservices Maharashtra Limited (Referred as TTML in the report)
9. Pacenet India Private Limited (Referred as Pacenet in the report)

2.5 Geographical Coverage

Geographical Coverage	Areas/ Exchanges Covered
North Mumbai	Bhayandar, Dahisar, Borivali, Malad, Versova, Jogeshwari, Andheri, Bandra, Vile Parle, Marol, Goregaon, Sakinaka and Santa Cruz
Central Mumbai	Gamdevi, Mazgaon, Ghatkopar, Powai, Mulund and Chembur
South Mumbai	Prabhadevi, Worli, Sion, Fountain, Cuffe Parade, Bandra, Mahim and Matunga
Navi Mumbai	Belapur, Vashi, Taloja, Turbe, Panvel and Uran
Thane	Thane, Mumbra and Meera Road

2.6 Respondent Profile

The random sample included both prepaid & postpaid among both household and commercial customers.

2.6.1 Individual/ Household users

- Only those above the age of 18 years were interviewed.
- Actual users of basic telephone service, mobile or broadband services were interviewed

2.6.2 Commercial users

In case of the basic telephone service survey, the administration or accounts executive/ manager or whoever takes care of basic telephone service related issues was interviewed. In case of the broadband survey, the head/manager of the IT/MIS Department or the administration or accounts executive/ manager was interviewed. In case, there was no such person, then the CEO/ MD/ owner of the firm was interviewed.

2.7 Sampling Methodology & Coverage

A set of residential and commercial areas were identified in Mumbai for this survey. Random sampling was done in the selected areas to select the respondents.

2.7.1 Basic Telephone (Wire-line) Service: Database obtained from the service providers was used in case of private operators, while for MTNL, door to door (in residential areas) and office-to-office (in commercial areas) survey was carried out.

The sample for basic service customers was evenly spread across 5% of the exchanges of each BSO in the circle. These exchanges were covered in urban and rural areas. The stated 5% exchanges was evenly spread over 10% of SDCAs for each BSO.

MTNL: In the metro circle of Mumbai, there are 130 exchanges and there are 2 SDCAs (one in Mumbai and other in Navi Mumbai). 5% of these exchanges can be approximated to 7 exchanges; however, we have covered 30 exchanges that were geographically spread covering Mumbai, Navi Mumbai & Thane.

Bharti Airtel: We have covered more than 30 areas where basic wire-line service of Bharti Airtel was available.

Reliance Communications: We have covered more than 30 areas where basic wire-line service of Reliance Communications was available.

Tata Teleservice Maharashtra Limited: We have covered more than 30 areas where basic wire-line service of Tata Teleservice Maharashtra Limited was available.

For basic wire-line service survey, both residential and commercial areas were covered. In case of private operators, the sample was covered only in the urban areas.

Service Providers	Areas Covered/ Exchanges	Sample Size
MTNL	30	1067
Airtel	30	970
Reliance	30	970
TTML	30	1067
Total		4074

Geographical Coverage	Areas/ Exchanges Covered
North Mumbai	Bhayandar, Dahisar, Borivali, Malad, Versova, Jogeshwari, Andhri, Bandra, Vile Parle, Marol, Goregaon, Sakinaka and Santa Cruz
Central Mumbai	Gamdevi, Mazgaon, Ghatkopar, Powai, Mulund and Chembur
South Mumbai	Prabhadevi, Worli, Sion, Fountain, Cuffe Parade, Bandra, Mahim and Matunga
Navi Mumbai	Belapur, Vashi, Taloja, Turbe, Panvel, and Uran
Thane	Thane, Mumbra and Meera Road

2.7.2 Cellular Mobile Telephone Service (including FWP): 5% of the total sample comprised FWP customers. For postpaid users, a database obtained from the service providers was used to boost the sample. The survey was carried out in both residential areas and commercial areas.

For prepaid users, only a door-to-door (in residential areas) and office to office (in commercial areas) survey was carried out.

The sample for cellular mobile telephony service customers was evenly spread across 10% of district headquarters of a service area where the services were commissioned.

As there are no district headquarters in the metro circle of Mumbai, we carried out the customer satisfaction survey in same areas that were covered for basic wire-line service survey.

Service Providers	Areas Covered	Sample Size
Airtel	30	1067
MTNL	30	1067
Reliance	30	1067
TTML	30	1067
Idea	30	1067
Vodafone	30	1067
Loop	30	1067
Aircel	30	1067
Total		8536

Geographical Coverage	Areas Covered
North Mumbai	Bhayandar, Dahisar, Borivali, Malad, Versova, Jogeshwari, Andhri, Bandra, Vile Parle, Marol, Goregaon, Sakinaka and Santa Cruz
Central Mumbai	Gamdevi, Mazgaon, Ghatkopar, Powai, Mulund and Chembur
South Mumbai	Prabhadevi, Worli, Sion, Fountain, Cuffe Parade, Bandra, Mahim and Matunga
Navi Mumbai	Belapur, Vashi, Taloja, Turbe, Panvel, and Uran
Thane	Thane, Mumbra and Meera Road

2.7.3 Broadband Service: In residential areas, the customer database obtained from the service providers was used. In commercial areas, an office-to-office survey was carried out since penetration of broadband was high in these areas.

The sample for broadband service customers was evenly spread in the areas served by 10% of the Points of Presence (POPs) for each service provider in each service area.

Service Providers	Sample Size
Airtel	1067
MTNL	1067
Hathway	1067
Reliance	1067
Sify	987
TATA Communications	1067
You	987
TTML	1067
Pacenet	980
Total	9356

Geographical Coverage	Areas Covered
North Mumbai	Bhayandar, Dahisar, Borivali, Malad, Versova, Jogeshwari, Andhri, Bandra, Vile Parle, Marol, Goregaon, Sakinaka and Santa Cruz
Central Mumbai	Gamdevi, Mazgaon, Ghatkopar, Powai, Mulund and Chembur
South Mumbai	Prabhadevi, Worli, Sion, Fountain, Cuffe Parade, Bandra, Mahim and Matunga
Navi Mumbai	Belapur, Vashi, Taloja, Turbe, Panvel, and Uran
Thane	Thane, Mumbra and Meera Road

2.8 Mode of Interview & Sample Size Covered

2.8.1 Basic Wire-line Service

For customer satisfaction survey of Basic Telephone Service customers, 75% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on the telephone. For rural customers, face-to-face interviews were done.

Service Providers	Face to Face (75%)	Telephonic (25%)	Sample Size Covered
Airtel	743	247	990
MTNL	803	267	1070
Reliance	728	243	971
TTSL	803	267	1070
Total	3077	1024	4101

2.8.2 Cellular Mobile Telephone Service

For the survey of Cellular Mobile Telephone Service customers, 75% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on the telephone.

Service Providers	Face to Face (75%)	Telephonic (25%)	Sample Size Covered
Airtel	803	268	1071
MTNL	801	268	1069
Reliance	802	268	1070
TTML	805	268	1073
Idea	803	268	1071
Vodafone	805	268	1073
Loop	803	267	1070
Aircel	806	268	1074
Total	6428	2143	8571

2.8.3 Broadband Service

For customer satisfaction survey of Broadband Service customer, 50% of the sample had to be covered through face-to-face interviews and 50% through a web-based survey. For web-based survey we used our proprietary web-based survey editor to host the survey on the Internet. After sending the survey invitations, follow up phone calls were made to drive respondents to the survey.

Service Providers	Face to Face (50%)	Internet (50%)	Sample Size Covered
Airtel	535	534	1069
MTNL	534	534	1068
Hathway	535	534	1069
Reliance	535	534	1069
Sify	495	494	989
Tata	535	534	1069
You	494	494	988
TTML	534	533	1067
Pacenet	491	491	982
Total	4688	4682	9370

2.9 Respondents Profile by Payment Mode Used

2.9.1 Basic Wire-line Service

A total of 4 basic wire-line service providers present in the circle as of date have been covered. The entire sample of basic wire-line customers were postpaid users.

Service Providers	Prepaid	Postpaid	Sample Size Covered
Airtel	-	990	990
MTNL	-	1070	1070
Reliance	-	971	971
TTSL	-	1070	1070
Total	-	4101	4101

2.9.2 Cellular Mobile Telephone Service

A total of 8 cellular mobile telephone service providers present in the circle as of date have been covered. Of the total sample of 7,193 number of postpaid users were 1,378 with the balance being prepaid customers.

Service Providers	Prepaid	Postpaid	Sample Size Covered
Airtel	999	72	1071
MTNL	615	454	1069
Reliance	934	136	1070
TTML	1023	50	1073
Idea	1038	33	1071
Vodafone	851	222	1073
Loop	940	130	1070
Aircel	793	281	1074
Total	7193	1378	8571

2.9.3 Broadband Service

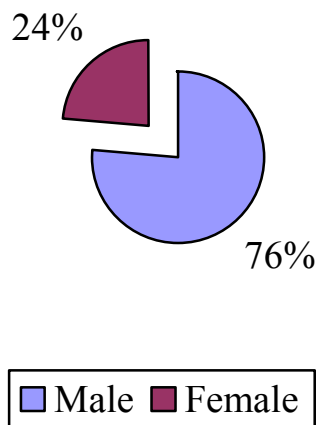
A total of 7 broadband service providers present in the circle as of date have been covered. Across various Points of Presence of the Mumbai circle, 7178 broadband service customers were covered. Of this total sample, 5420 were postpaid customers and 1758 were prepaid customers.

Service Providers	Postpaid	Prepaid	Sample Size Covered
Airtel	1069	-	1069
MTNL	1068	-	1068
Hathway	580	489	1069
Reliance	1069	0	1069
Sify	-	989	989
Tata	717	352	1069
You	223	765	988
TTML	346	721	1067
Pacenet	313	669	982
Total	5385	3985	9370

2.10 Respondents Demographic Profile

2.10.1 Basic Wire-line Service

2.10.1.1 Gender Profile



- 4101 basic telephone service (Wire-line) customers were covered. Of this sample, 3128 (76%) were male and the balance 973 (24%) were female respondents.

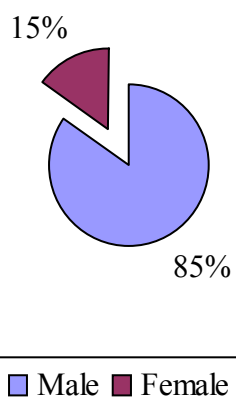
2.10.1.2 Age Profile

Age Group	%
Less than 25 years	9
25 – 60 years	89
More than 60 years	2
Base	4101

- 89% of the customers were in the age group of 25 – 60 years while 9% were less than 25 years and the balance 2% were more than 60 years old.

2.11.2 Cellular Mobile Telephone Service

2.11.2.1 Gender Profile



- 8,571 cellular mobile telephone service customers were covered. Of this sample, 7266 (85%) were male and 1305(15%) were female respondents.

2.11.2.2 Age Profile

Years	%
Less than 25 years	20
25 – 60 years	79
More than 60 years	1
Base	8,571

- 79% of the customers were in the age group of 25 – 60 years while 20% were less than 25 years and the balance 1% were more than 60 years.

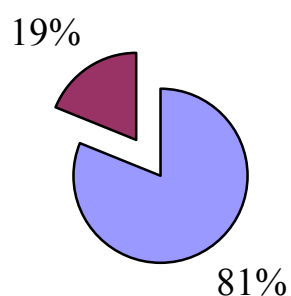
2.11.2.3 Occupation Profile

Occupation	%
Service	52
Businessman/ Self Employed	35
Student	7
Housewife	6
Retired	1
Base	8,571

- Out of 8,571 cellular mobile telephone service customers, 52% of the customers were businessmen/ self-employed and 35% of them were salaried.

2.12.3 Broadband Service

2.12.3.1 Gender Profile



- 9370 broadband service customers were covered. Of this sample, 7588 (81%) were male and 1782 (19%) were female respondents.

2.12.3.2 Age Profile

Years	%
Less than 25 years	14
25 – 60 years	86
More than 60 years	1
Base	9370

- 86% of the respondents were in the age group of 25 – 60 years while 14% were less than 25 years and the balance 1% were more than 60 years old.

2.13 Questionnaire Development Process

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

The questionnaires developed were for:

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

2.14 Methodology for Calculating Percentage of Satisfied Customers

Satisfaction of subscribers has been obtained on a 4-point scale.

To measure the percentage of satisfied customers, the total percentage of satisfied customers i.e. very satisfied and satisfied customers on various sub-parameters of customer perception of service, has been computed.

For a parameter, the weighted average of scores on various sub-parameters has been computed.

2.15 Explanation of Benchmarks

TRAI has laid down benchmarks on Customer Perception of Service for the service providers of Basic Wire-line, Cellular Mobile Telephone and Broadband service.

The purpose of laying down these benchmarks was to protect the interest of consumers of telecommunication services and to create conditions for maximizing consumer satisfaction by making known the quality of service that the service providers are required to provide and that the user has a right to expect.

All service providers have to follow these benchmarks, as laid down by TRAI.

2.15.1 Basic Wire-line Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>90%
% Satisfied with Billing Services – Postpaid	>95%
% Satisfied with Billing Services - Prepaid	>95%
% Satisfied with Help Services including customer grievance redressal	>90%
% Satisfied with Network Performance, Reliability and Availability	>95%
% Satisfied with Maintainability	>90%
% Satisfaction with Supplementary and Value Added Services	>95%
% Satisfied with Overall Service Quality	>90%

2.15.2 Cellular Mobile Telephone Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>90%
% Satisfied with Billing Services – Postpaid	>95%
% Satisfied with Billing Services - Prepaid	>95%
% Satisfied with Help Services including customer grievance redressal	>90%
% Satisfied with Network Performance, Reliability and Availability	>95%
% Satisfied with Maintainability	>90%
% Satisfaction with Supplementary and Value Added Services	>95%
% Satisfied with Overall Service Quality	>90%

2.15.3 Broadband Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>90%
% Satisfied with Billing Services – Postpaid	>90%
% Satisfied with Billing Services - Prepaid	>90%
% Satisfied with Help Services	>90%
% Satisfied with Network Performance, Reliability and Availability	>85%
% Satisfied with Maintainability	>85%
% Satisfaction with Supplementary Services	>85%
% Satisfied with Overall Customer Satisfaction	>85%

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

A. Basic Wire-line Service

Provision of Service

- Time taken to provide a customer with working telephone connection

Billing Performance (Postpaid)

- Timely delivery of bills
- Accuracy of bills
- Process of resolution of billing complaints
- Clarity of the bills sent by the service provider in terms of transparency and understandability

Billing Performance (Prepaid)

- Accuracy of amount deducted on every usage

Help Services including customer grievance redressal

- Ease of access of call centre/customer care or helpline
- Response time taken to answer your call by a customer care executive
- Problem solving ability of the customer care executive(s)
- Time taken by call centre/customer care /helpline to resolve customer complaint

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 provided

Overall Service Quality

- Overall service quality of service provider

B. Cellular Mobile Telephone Service

Provision of Service

- Time taken to activate cellular mobile connection after customer applied and completed all formalities

Billing Performance (Postpaid)

- Timely delivery of bills
- Accuracy of bills
- Process of resolution of billing complaints
- Clarity of the bills sent by the service provider in terms of transparency and understandability

Billing Performance (Prepaid)

- Accuracy of amount deducted on every usage
- Process of resolution of billing complaints

Help Services including customer grievance redressal

- Ease of access of call centre/customer care or helpline
- Response time taken to answer your call by a customer care executive
- Problem solving ability of the customer care executive(s)
- Time taken by call centre/customer care /helpline to resolve customer complaint

Network Performance, Reliability and Availability

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

Maintainability

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

Supplementary and Value Added Services

- Quality of the supplementary services provided

Overall Service Quality

- Overall service quality of service provider

C. Broadband Service

Provision of Service

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

Billing performance (Postpaid)

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

Billing Performance (Prepaid)

- Accuracy of amount deducted on every usage

Help Services

- Ease of access of call centre/customer care or helpline
- Response time taken to answer your call by a customer care executive
- Problem solving ability of the customer care executive(s)
- Time taken by call centre/customer care /helpline to resolve customer complaint

Network Performance, Reliability and Availability

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

Maintainability

- Restoration of broadband connection

Supplementary Services

- Quality of the supplementary services provided

Overall Customer Satisfaction

- Overall service quality of service provider

2.16 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 the clause (a) or clause (b) of sub-regulation (3) of regulation.

Basic Wire-line Service: 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 the sub-regulation 3 of regulation 1 for redressal of grievances of its consumer by telephone or electronic means or by any other means.

Cellular Mobile Telephone Service: Means....

(1) telecommunication service provided by mean 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 systems which is designed or adapted to be capable of being used while in motion.

(2) refers to transmission of voice or non-voice message over Licensee's Network in real time but service does not cover broadcasting of any messages, voice or non-voice; however, Cell Broadcast is permitted only to the customers 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 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.

3. COMPLIANCE REPORT ON 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 2.14 (Page 25). According to this methodology, the total percentage of satisfied customers 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 customers satisfied with QoS parameters for all the three services i.e. Basic Telephone, Cellular Mobile and Broadband.

3.1 Basic Wire-line Service

3.1.1 The following table shows the percentage of customers satisfied on QoS parameters.

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services including customer grievance redressal	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Supplementary and Value Added Services	% Satisfied with Overall Service Quality
			Postpaid	Prepaid					
Benchmarks		≥90%	≥95%	≥95%	≥90%	≥95%	≥95%	≥90%	≥90%
Mumbai Circle									
Airtel	990	100	98	-	94	99	83	95	96
MTNL	1070	95	98	-	97	93	87	96	95
Reliance	971	99	98	-	98	98	94	99	95
TTML	1070	96	98	-	96	97	92	99	93
Overall	4101	96	98	-	96	97	92	98	95

- 95% of the basic wire-line service customers in Mumbai were satisfied with their service providers on overall service quality.
- Of the 4 service providers, only MTNL did not meet the benchmark set for Network Performance, Reliability and Availability.
- None of the service providers met the benchmark set for maintainability.

3.1.2 % of customers who got a working connection within 7 days.

Service Providers	Base	% Customers
		Benchmark: 7 days
Mumbai Circle		
Airtel	32	75
MTNL	80	46
Reliance	98	85
TTML	336	78
Overall	546	74

- 74% of all the customers got their working telephone connection within 7 days. Reliance was quicker in providing working telephone connections. MTNL took time in providing working telephone connections to a large proportion of customers.

3.1.3 % of customers who reported that their telephone fault was repaired within 3 days.

Service Providers	Base	% Customers
		Benchmark: Within 3 days
Mumbai Circle		
Airtel	176	99
MTNL	434	96
Reliance	187	92
TTML	157	97
Overall	954	96

- 96% of all customers reported that the fault was repaired within 3 days.

3.1.4 % of customers who reported that their telephone service was terminated within 7 days of request.

Service Providers	Base	% Customers
		Benchmark: Within 7 days
Mumbai Circle		
Airtel	2	100
MTNL	3	67
Reliance	16	63
TTML	12	83
Overall	33	73

- 73% of customers reported that their telephone connection was terminated within 7 days after they requested the same.

3.1.6 % of customers who reported that their billing complaints were resolved by call centre within 4 weeks.

Service Providers	Base	% Customers
		Benchmark: Within 4 weeks
Mumbai Circle		
Airtel	186	3
MTNL	39	33
Reliance	195	57
TTML	81	57
Overall	501	35

- Only 35% of all customers reported that their complaints were resolved within 4 weeks after they lodged their complaints.
- 97% of Airtel customer complaints regarding their bills were not resolved within 4 weeks.

3.2 Cellular Mobile Telephone Service

3.2.1 The following table shows the percentage of customers satisfied on QoS parameters.

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services including customer grievance redressal	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Supplementary and Value Added Services	% Satisfied with Overall Service Quality
			Postpaid	Prepaid					
Benchmarks		≥90%	≥95%	≥95%	≥90%	≥95%	≥95%	≥90%	≥90%
Mumbai Circle									
Airtel	1071	97	98	93	85	93	96	89	87
MTNL	1069	99	93	96	81	85	93	95	82
Reliance	1070	99	95	92	83	92	95	87	86
TTML	1073	99	96	96	84	93	96	80	90
Idea	1071	99	97	97	86	95	98	94	92
Vodafone	1073	99	96	93	92	96	98	96	91
Loop	1070	100	99	93	80	85	91	88	80
Aircel	1074	99	94	97	87	94	97	93	90
Overall	8571	99	96	95	85	92	96	90	87

- 87% of all cellular mobile customers were satisfied with overall service quality. Idea, Vodafone, TTML and Aircel met the benchmark set for overall service quality.
- Except for Vodafone, none of the other service providers met the benchmark on Help Services. The benchmark for network performance was met only by Vodafone and Idea. Maintainability was another area of concern with 6 of the 8 service providers failing to meet the benchmark.
- Only 4 of the 8 service providers met the benchmark laid down by TRAI on billing performance (prepaid). Airtel, Reliance, Vodafone and Loop did not meet the benchmark.

3.2.2 % customers who reported billing complaint resolution by call centre within 4 weeks.

Service Providers	Base	% Customers
Airtel	61	71
MTNL	25	48
Reliance	69	62
TTML	16	44
Idea	21	52
Vodafone	72	61
Loop	28	64
Aircel	45	56
Overall	337	60

- 60% of the cellular mobile customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks of lodging.

3.3 Broadband Service

3.3.1 Percentage of customers satisfied on QoS parameters

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services including customer grievance redressal	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Supplementary and Value Added Services	% Satisfied with Overall Service Quality
			Postpaid	Prepaid					
Benchmarks		≥90%	≥90%	≥90%	≥90%	≥85%	≥85%	≥85%	≥85%
Mumbai Circle									
Airtel	1069	76	76	-	74	77	27	85	78
MTNL	1068	47	77	-	82	87	28	92	86
Hathway	1069	97	93	97	93	96	59	97	95
Reliance	1069	98	95	-	93	96	70	98	94
Sify	989	77	-	92	71	81	27	89	88
TATA	1069	60	67	92	84	88	17	87	87
You	988	100	100	100	86	85	58	100	88
TTML	1067	98	100	98	89	91	76	98	93
Pacenet	982	98	99	97	91	92	81	98	95
Overall	9370	87	87	96	85	88	47	93	89

- 89% of all broadband customers were satisfied with overall service quality. Airtel did not meet the benchmark on this parameter.
- TATA, Airtel and MTNL did not meet the benchmark set for postpaid billing performance.
- None of the service providers met the benchmark set for Maintainability.
- All service providers met the benchmarks set for supplementary services.
- Hathway, Reliance and Pacenet met benchmark satisfaction score for help services.

3.3.2 % of customers who reported getting a working connection with 15 days.

Service Providers	Base	% Customers
Airtel	267	95
MTNL	230	97
Hathway	258	90
Reliance	152	82
Sify	292	97
Tata	185	97
You	170	100
TTML	564	96
Pacenet	606	96
Overall	2724	95

- 95% of the customers got their working connection within 15 working days. However, 18% of the Reliance customers got their working connection after 15 working days.

3.3.3 % of customers who reported that their billing complaints were resolved by call centre within 4 weeks.

Service Providers	Base	% Customers
Airtel	329	25
MTNL	396	28
Hathway	238	29
Reliance	318	25
Sify	262	18
Tata	147	31
You	507	85
TTML	348	53
Pacenet	303	43
Overall	2848	43

- Only 43% of customers reported that their complaints were resolved within 4 weeks after they lodged their complaints. Only 18% of Sify customers reported that their complaints were resolved within 4 weeks.

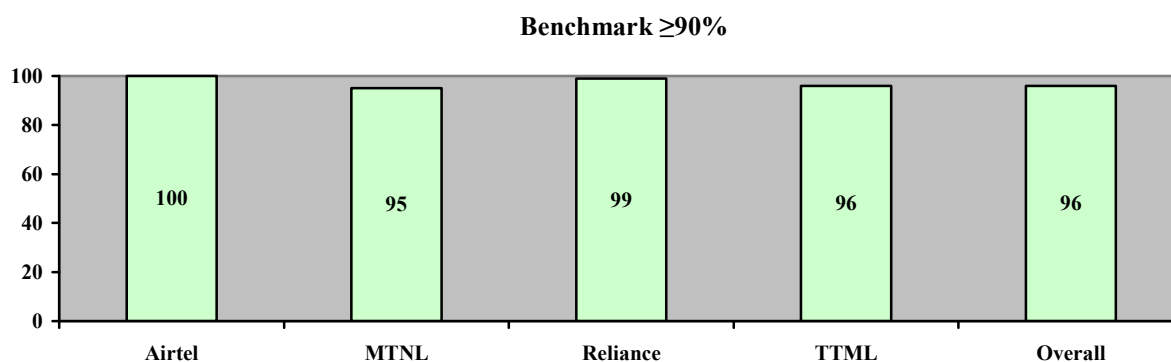
4. DETAILED SURVEY FINDINGS

4.1 Basic Wire-line Service – Mumbai Circle

Customer Satisfaction Survey in the Mumbai circle was done among customers of 4 Basic Wire-line Service providers i.e. Airtel, MTNL, Reliance and TTML.

4.1.1 Customer Satisfaction with Provision of Service

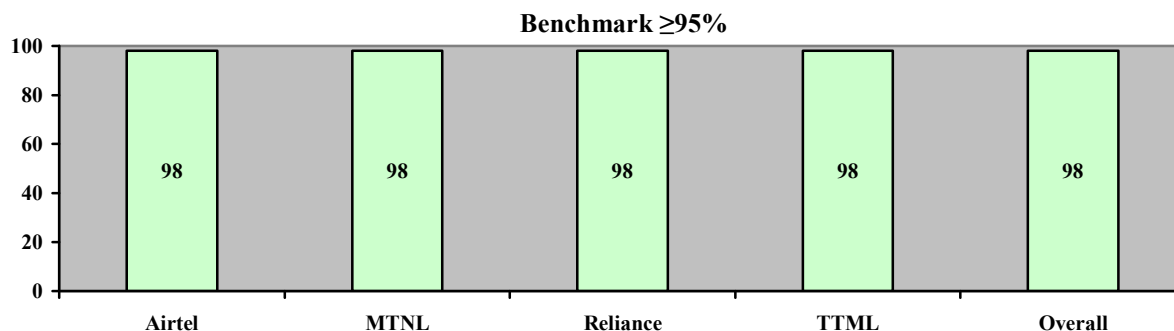
4.1.1.1 The following graph shows the percentage of customers satisfied with provision of service.



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

4.1.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.1.2.1a The following graph shows the percentage of postpaid customers satisfied with billing performance.



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

4.1.2.2a The following table shows the percentage of postpaid customers satisfied with different sub-parameters of billing performance.

Sub Parameters	Base	% Postpaid Customers				
		Airtel	MTNL	Reliance	TTML	Overall
Timely delivery of bills	4101	98	99	99	98	98
Accuracy of the bills	4101	98	98	99	95	98
Process of resolution of billing complaints	283	87	92	87	89	89
Clarity of the bills in terms of transparency & understandability	4101	98	98	99	97	98

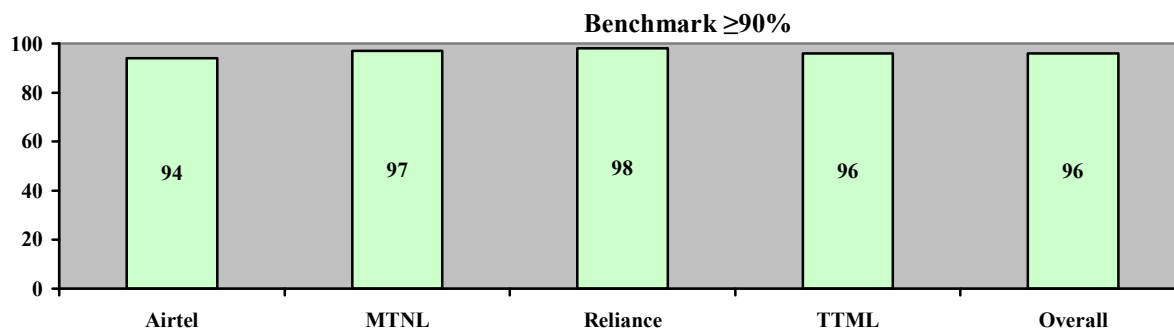
- Most customers were satisfied with timely delivery of bills, accuracy of bills and clarity of the bills in terms of transparency & understandability.
- A lesser % of Airtel, Reliance and TTML customers were satisfied on account of process of resolution of billing complaints.

4.1.2b Customer Satisfaction with Billing Performance among Prepaid Customers

- None of the service providers had prepaid customers for their basic wire-line service.

4.1.3 Customer Satisfaction with Help Services including customer grievance redressal

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



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

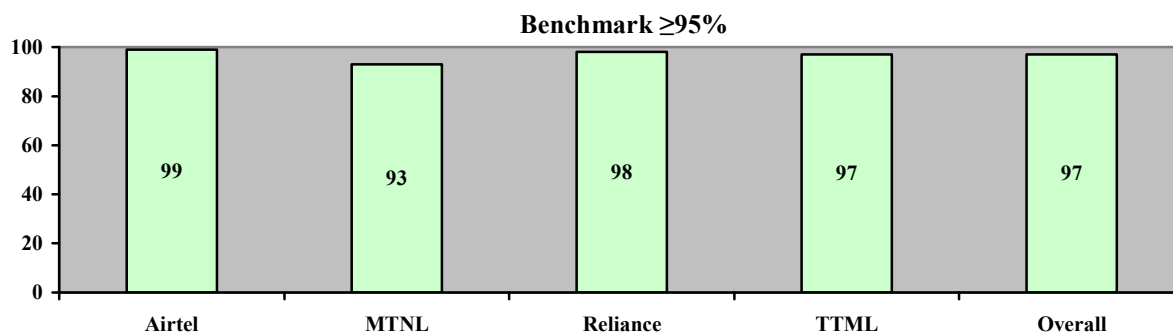
4.1.3.2 The following table shows the percentage of customers satisfied with sub-parameters of help services including customer grievance redressal.

Sub Parameters	Base	% Customers				
		Airtel	MTNL	Reliance	TTML	Overall
Ease of access of call centre/customer care or helpline	1182	94	98	98	96	97
Response time taken to answer your call by a customer care executive	1182	94	97	98	96	96
Problem solving ability of the customer care executive(s)	1182	93	96	97	95	95
Time taken by call centre/customer care /helpline to resolve your complaint	1182	94	96	97	96	96

- Most customers were satisfied with all aspects of help services.

4.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

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



- All the service providers except MTNL met the benchmark laid down by TRAI.

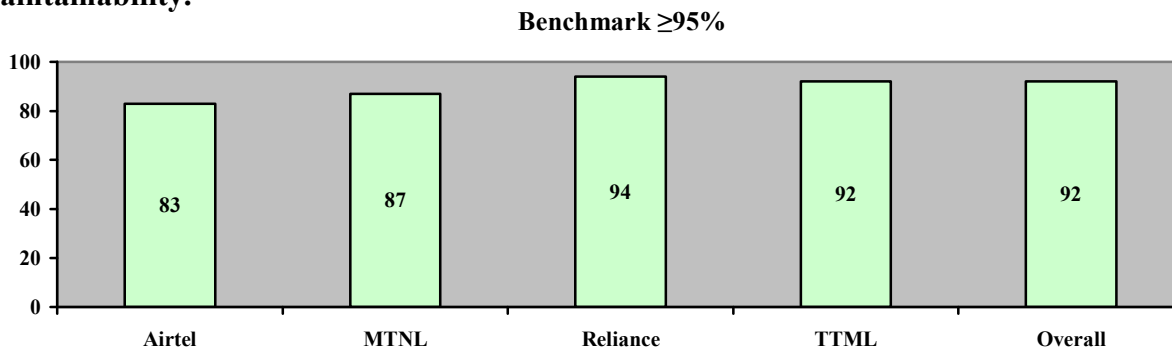
4.1.4.2 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Sub Parameters	Base	% Customers				
		Airtel	MTNL	Reliance	TTML	Overall
Availability of working telephone (dial tone)	4101	99	99	99	98	99
Ability to make or receive calls easily	4101	99	99	99	97	98
Voice quality	4101	98	80	98	95	93

- Most customers of all service providers were satisfied with availability of working telephone (dial tone) and ability to make or receive calls easily.
- MTNL (80%) had the lowest percentage of customers satisfied with the voice quality.

4.1.5 Customer Satisfaction with Maintainability

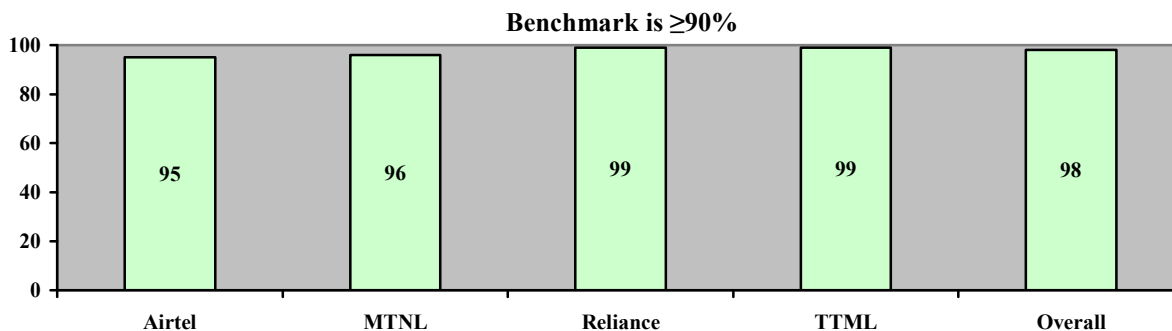
4.1.5.1 The following graph shows the percentage of customers satisfied with maintainability.



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

4.1.6 Customer Satisfaction with Supplementary and Value Added Services

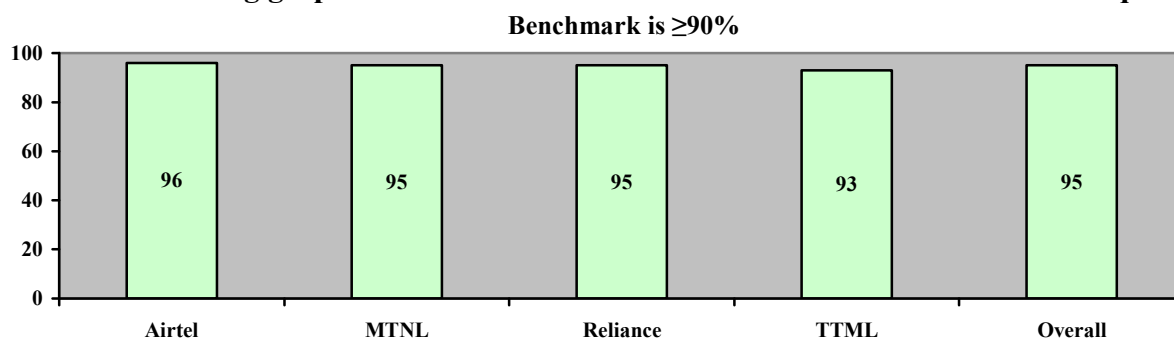
4.1.6.1 The following graph shows the percentage of customers satisfied with supplementary and value added services.



- All the service providers met the benchmark laid down by TRAI for VAS.

4.1.7 Customer Satisfaction with Overall Service Quality

4.1.7.1 The following graph shows the % of customers satisfied with overall service quality.



- All the service providers met the benchmark laid down by TRAI.

4.2 Awareness of Grievance Redressal Mechanism & Experience among Basic Telephone Service subscribers

4.2.1 Awareness and experience of Call Centre

Table 4.2.1.1 The following table shows the percentage of customers aware about the call centre number of their service provider for making a complaint/ query

Service Providers	% Customers	Base
Airtel	38	990
MTNL	54	1070
Reliance	64	971
TTML	39	1070
Overall	49	4101

- Customers of Airtel (38%) and TTML (39%) were less aware about the call centre number of their service provider for the purpose of making a complaint/ query.

Table 4.2.1.2 The following table shows the percentage of customers who made a complaint on the call centre number of their service provider in the last 12 months

Service Providers	% Customers	Base
Airtel	20	990
MTNL	8	1070
Reliance	29	971
TTML	10	1070
Overall	16	4101

- Only 16% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 12 months. The proportion was higher for Airtel and Reliance.

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

Service Providers	% Customers				Base
	Who received the docket number for most of their complaints	Who had not received the docket number for most of their complaints	Who had received the docket number on request	Who had not received the docket number even on request	
Airtel	97	-	1	2	194
MTNL	49	11	25	15	89
Reliance	90	4	5	1	278
TTML	68	14	16	2	110
Overall	83	5	9	3	671

- 83% of the customers who had complained said that they had received a docket number for most of their complaints. Another 9% received the docket number on request.
- 5% of all customers who had complained said that they did not receive docket number for most of their complaints. Only 3% of all customers who had complained said that they did not receive docket number for their complaints even on request.
- Only 49% of MTNL customers who complained claimed to have received a docket number for their complaints.

4.2.1.4 The following table shows the percentage of customers who were informed about the action taken on their complaint by call centre.

Service Providers	% Customers	Base
Airtel	91	194
MTNL	58	89
Reliance	88	278
TTML	85	110
Overall	84	671

- 84% all the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre.
- A lower proportion (58%) of MTNL customers were informed about the action taken on their complaint by call centre.

4.2.1.5 The following table shows the % of customers satisfied with complaint resolution.

Service Providers	% Customers	Base
Airtel	97	194
MTNL	80	89
Reliance	92	278
TTML	90	110
Overall	92	671

- 92% of all basic telephone service customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by the call centre/ customer care/ helpline.
- The satisfaction level was lower among MTNL customers.

4.2.1.7 The following table shows the percentage of customers who cited different reasons for dissatisfaction with the call centre.

Service Providers	Reasons for dissatisfaction						
	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 unable to understand the problems	Others	Base
Airtel	-	67	-	33	-	33	6
MTNL	7	100	22	28	22	-	18
Reliance	-	67	24	-	-	19	21
TTML	9	100	18	9	18	9	11
Overall	4	84	20	14	11	13	56

- The main reason for dissatisfaction among customers was that the customer care executive was not polite/ courteous.

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

Service Providers	% Customer	Base
Airtel	3	186
MTNL	33	39
Reliance	57	195
TTML	57	81
Overall	35	501

- Only 35% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the call centre/ customer care within four weeks of lodging their complaints.
- A lower proportion of Airtel customers were satisfied with the resolution of their billing complaints by call centre/customer care within 4 weeks of lodging their complaints.

4.2.2 Awareness and experience of Nodal Officer

Table 4.2.2.1 The following table shows the percentage of customers who were aware about contact details of nodal officer.

Service Providers	% Customers	Base
Airtel	0	990
MTNL	0	1070
Reliance	1	971
TTML	2	1070
Overall	1	4101

- Only 1% of all basic telephone service customers said that they were aware about the contact details of the nodal officer.

Table 4.2.2.2 The percentage of customers who have made complaints to the Nodal Officer

- Of those who were aware of the Nodal Officer's contact details, none claimed to have complained to the nodal officer.

4.2.4 Awareness and experience of Appellate Authority

Table 4.2.4.1 The following table shows the percentage of customers who were aware about the contact details of the appellate authority.

Service Providers	% Customers	Base
Airtel	1	990
MTNL	1	1070
Reliance	2	971
TTML	3	1070
Overall	2	4101

- 2% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority.

4.2.4.2 Incidence of Appeal being filed in the prescribed form in the last 12 months

- None of the customers filed an appeal with an Appellate Authority in the last 12 months

4.2.5 General Information

Table 4.2.5.1 The following table shows the percentage of the new customers who got the Manual of Practice containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer & Appellate Authority for complaint redressal etc., while subscribing to the new basic telephone connection.

Service Providers	% Customers	Base
Airtel	31	32
MTNL	9	80
Reliance	14	98
TTML	4	336
Overall	8	546

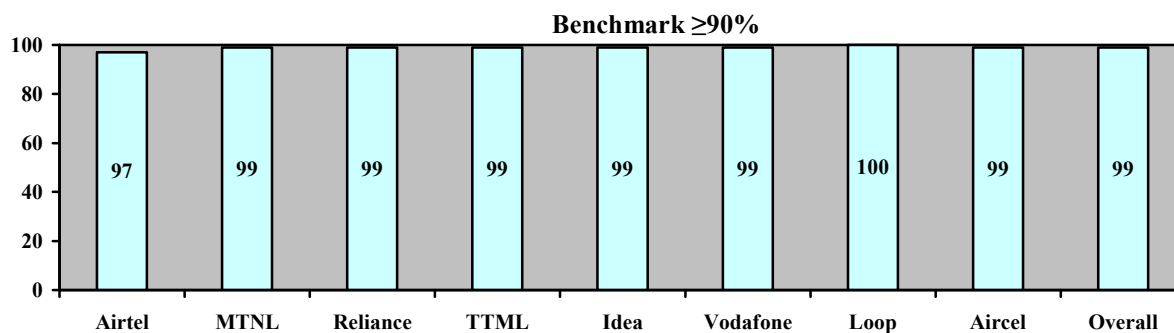
- Only 8% of the new basic telephone service customers said that they got the Manual of Practice while subscribing to the new basic telephone connection. This proportion was higher in the case of Airtel.

4.3 Cellular Mobile Telephone Service – Mumbai Circle

Customer Satisfaction Survey in the Mumbai circle was done among customers of 8 Cellular Mobile Telephone service providers i.e. Airtel, MTNL, Reliance, TTML, Idea, Vodafone, Loop and Aircel.

4.3.1 Customer Satisfaction with Provision of Service

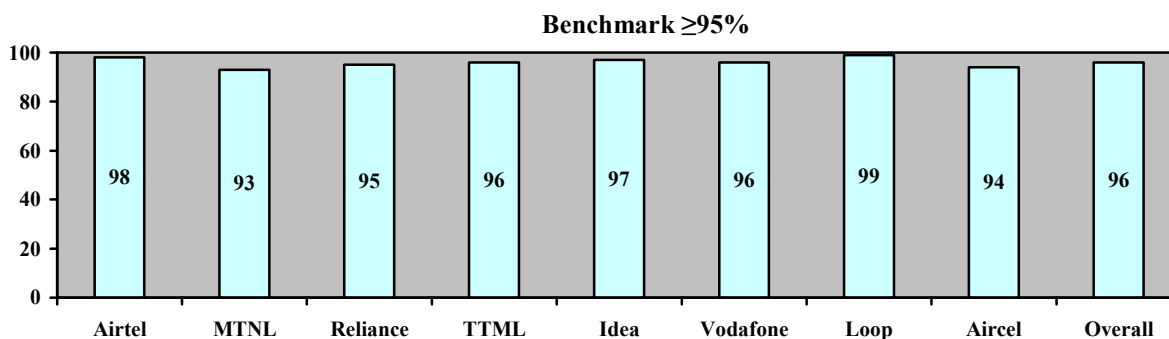
4.3.1.1 The following graph shows the % of customers satisfied with provision of service.



- All the service providers met the benchmark laid down by TRAI.

4.3.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.3.2.1a The following graph shows the % of postpaid customers satisfied with billing performance.



- MTNL and Aircel were not able to meet the benchmark laid down by TRAI.

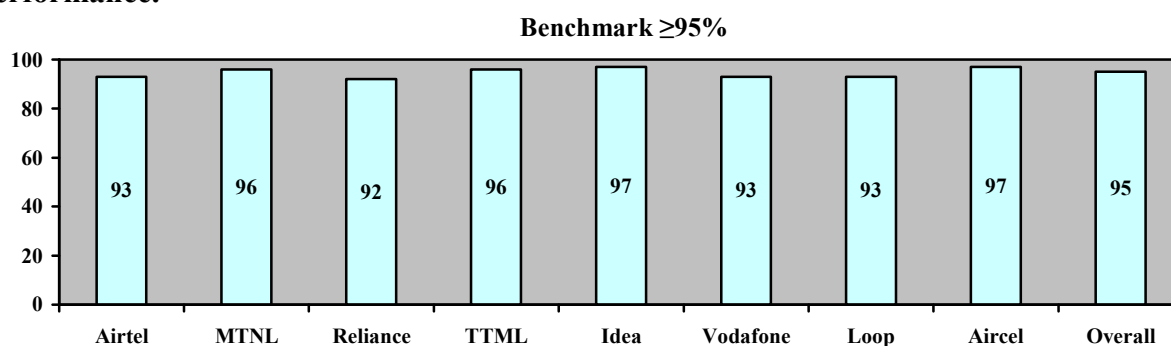
4.3.2.2a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance.

Sub Parameters	Base	% Postpaid Customers								
		Airtel	MTNL	Reliance	TTML	Idea	Vodafone	Loop	Aircel	Overall
Timely delivery of bills	1378	100	93	96	94	100	98	99	92	95
Accuracy of the bills	1378	100	94	95	96	94	96	99	95	95
Process of resolution of billing complaints	76	85	13	40	100	50	67	75	0	43
Clarity of the bills in terms of transparency & understandability	1378	97	96	98	98	100	97	100	98	97

- TTML's postpaid customers had the highest % of customers satisfied on account of process of resolution of billing complaints. Aircel, MTNL, Reliance and Idea had much lower satisfaction scores on account of resolution of billing complaints.

4.3.2b Customer Satisfaction with Billing Performance - Prepaid

4.3.2.1b The following graph shows the % of prepaid customers satisfied with billing performance.



- Reliance, Airtel, Vodafone and Loop were not able to meet the benchmark laid down by TRAI.

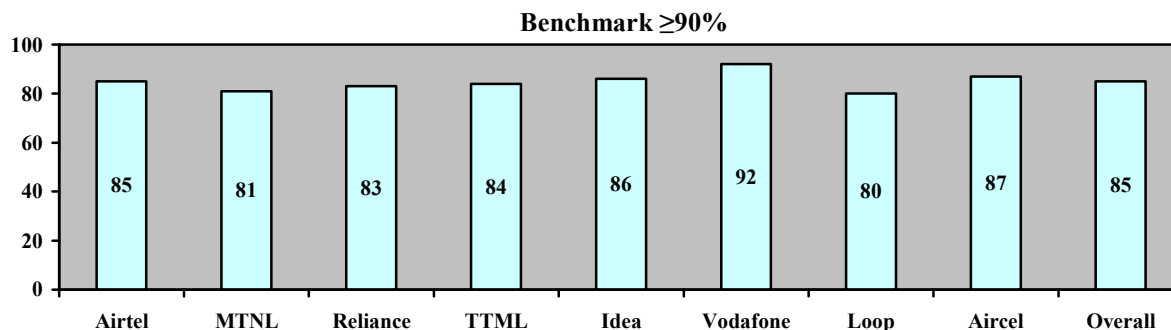
4.3.2.2b The following table shows the percentage of prepaid customers satisfied with sub-parameters of billing performance.

Sub Parameters	Base	% Postpaid Customers								
		Airtel	MTNL	Reliance	TTML	Idea	Vodafone	Loop	Aircel	Overall
Accuracy of the charges	7193	96	98	95	97	98	97	97	98	97
Process of resolution of billing complaints	532	62	58	66	62	73	61	46	87	63

- Reliance customers reported marginally lower satisfaction levels on account of accuracy of charges.
- Satisfaction of prepaid customers with resolution of billing complaints was lower on account of resolution of billing complaints, particularly in case of Loop.

4.3.3 Customer Satisfaction with Help Services including customer grievance redressal

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



- Only Vodafone was able to meet the benchmark laid down by TRAI.
- Loop (80%) and MTNL (81%) had the lowest percentage of satisfied customers on account of help services.

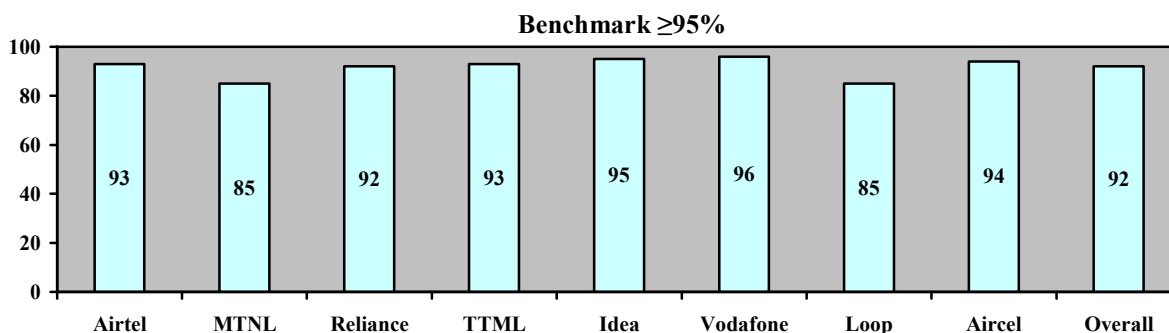
4.3.3.2 The following table shows the percentage of customers satisfied with sub-parameters of Help Services including customer grievance redressal.

Sub Parameters	Base	% Postpaid Customers								
		Airtel	MTNL	Reliance	TTML	Idea	Vodafone	Loop	Aircel	Overall
Ease of access of call centre/customer care or help-line	3078	85	81	83	85	87	92	81	91	85
Response time taken by customer executive to answer customer call	3078	86	84	84	84	87	93	80	88	86
Problem solving ability of the customer care executive(s)	3078	85	80	84	84	85	92	81	84	84
Time taken by call centre/customer care /helpline to resolve your complaint	3078	84	81	83	84	85	92	80	86	84

- Customers of all service providers were less satisfied on all sub-parameters of help services except of Vodafone.

4.3.4 Customer Satisfaction with Network Performance, Reliability & Availability

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



- Only Vodafone and Idea were able to meet the benchmark laid down by TRAI.
- Much lower proportion of MTNL and Loop customers were satisfied on account of network performance, reliability and availability.

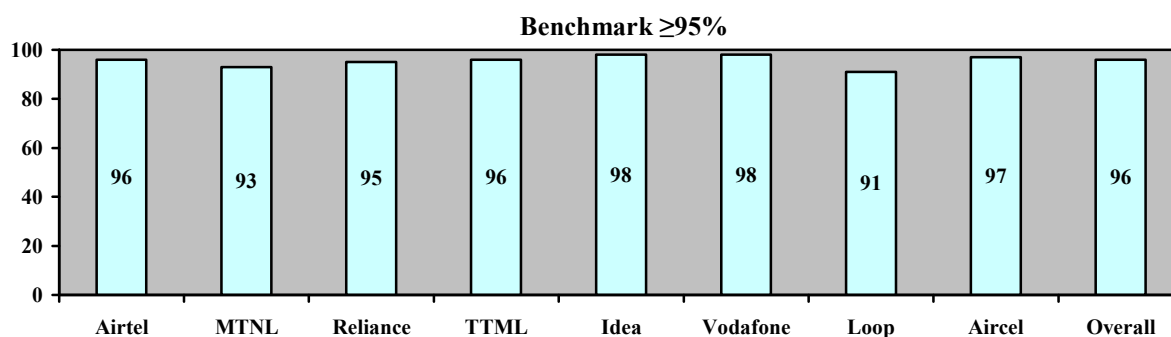
4.3.4.2 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Sub Parameters	Base	% Postpaid Customers								
		Airtel	MTNL	Reliance	TTML	Idea	Vodafone	Loop	Aircel	Overall
Availability of signal of your service provider in your locality	8571	94	85	92	93	94	96	85	93	91
Ability to make or receive calls easily	8571	93	85	92	93	95	96	85	94	92
Voice quality	8571	94	86	93	94	95	96	86	94	92

- MTNL and Loop had low satisfaction scores on all on all sub-parameters of network performance, reliability and availability.

4.3.5 Customer Satisfaction with Maintainability

4.3.5.1 The following graph shows the % of customers satisfied with maintainability.



- Loop and MTNL did not meet the benchmark laid down by TRAI.

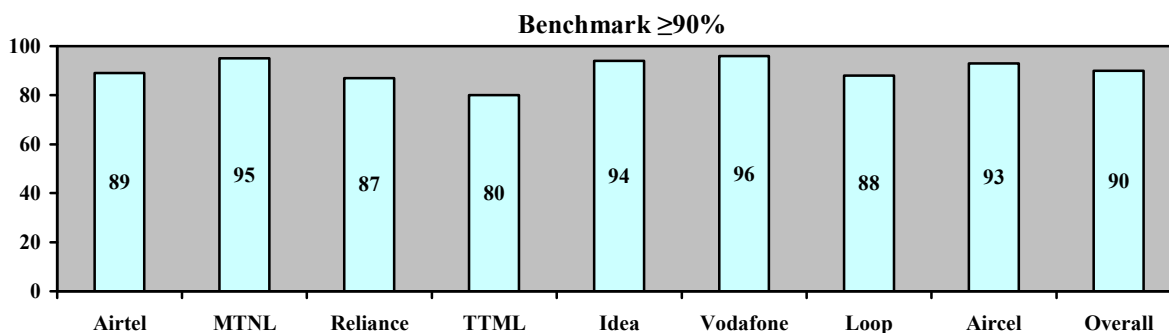
4.3.5.2 The following table shows the % of customers satisfied with sub-parameters of maintainability.

Sub Parameters	Base	% Postpaid Customers								
		Airtel	MTNL	Reliance	TTML	Idea	Vodafone	Loop	Aircel	Overall
Availability of network (signal)	8571	96	92	94	96	98	99	91	97	96
Restoration of network (signal) problems	8571	96	93	95	96	98	98	92	97	96

- Lower proportion of Loop and MTNL customers were satisfied with availability of network (signal) and restoration of network (signal) problems.

4.3.6 Customer Satisfaction with Supplementary and Value Added Services

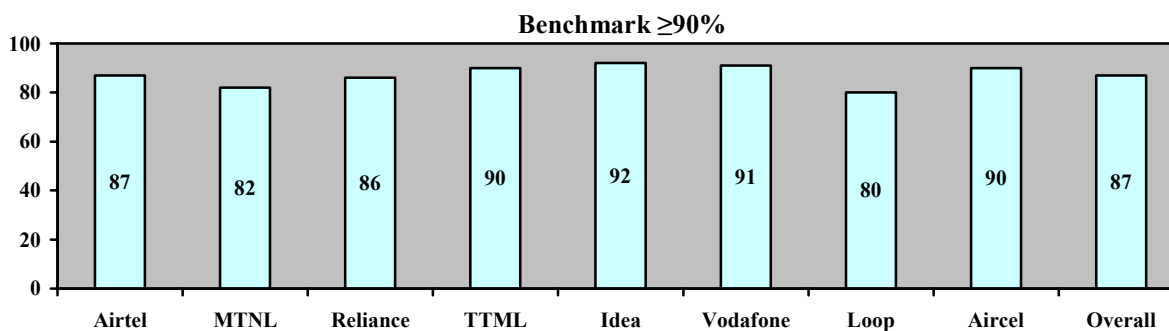
4.3.6.1 The following graph shows the percentage of customers satisfied with supplementary and value added services.



- Vodafone, MTNL, Idea and Aircel were able to meet the benchmark laid down by TRAI.

4.3.7 Customer Satisfaction with Overall Service Quality

4.3.7.1 The following graph shows the % of customers satisfied with overall service quality.



- Idea, Vodafone, TTML and Aircel were able to meet the benchmark laid down for overall service quality.

4.4 Awareness of Grievance Redressal Mechanism & Experience among Cellular Mobile Service subscribers

4.4.1 Awareness and experience of Call Centre

Table 4.4.1.1 The following table shows the percentage of customers aware about the call centre number of their service provider for making a complaint/ query.

Service Providers	% Customers	Base
Airtel	92	1071
MTNL	96	1069
Reliance	95	1070
TTML	94	1073
Idea	90	1071
Vodafone	96	1073
Loop	95	1070
Aircel	95	1074
Overall	94	8571

- 94% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making a complaint/ query.
- 10 % of the Idea customers were not aware about the call centre number.

4.4.1.2 The following table shows the percentage of customers who had complained in last 12 months to the toll free Call Centre/ Customer Care/ Help-line telephone number.

Service Providers	% Customers	Base
Airtel	25	1071
MTNL	17	1069
Reliance	25	1070
TTML	9	1073
Idea	14	1071
Vodafone	27	1073
Loop	23	1070
Aircel	21	1074
Overall	20	8571

- 20% of all cellular mobile customers claimed that they had complained in the last 12 months to the toll free Call Centre/ Customer Care/ help-line telephone number. It was significantly lower for TTML.

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

Service Providers	% Customers				Base
	Who received the docket number for most of their complaints	Who had not received the docket number for most of their complaints	Who had received the docket number on request	Who had not received the docket number even on request	
Airtel	24	14	39	23	266
MTNL	13	21	60	5	179
Reliance	23	11	53	14	266
TTML	16	18	54	11	98
Idea	26	21	40	13	151
Vodafone	29	9	50	12	292
Loop	15	25	36	24	242
Aircel	16	31	44	9	225
Overall	21	18	47	15	1719

- 21% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints. Another 47% of those who had complained received docket numbers on request.
- 18% of all the cellular mobile customers who had complained said that they did not receive docket numbers for most of their complaints. 15% of all the cellular mobile customers who had complained said that they did not receive docket numbers for their complaints even on request.

4.4.1.4 The following table shows the percentage of customers who were informed about the action taken on their complaint by call centre.

Service Providers	% Customers	Base
Airtel	68	266
MTNL	61	179
Reliance	71	266
TTML	54	98
Idea	70	151
Vodafone	75	292
Loop	62	242
Aircel	74	225
Overall	68	1719

- 68% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre.

4.4.1.5 The following table shows the percentage of customers satisfied with the system of resolving complaints by call centre/ customer care/ helpline.

Service Providers	% Customers	Base
Airtel	78	266
MTNL	68	179
Reliance	79	266
TTML	76	98
Idea	92	151
Vodafone	87	292
Loop	76	242
Aircel	85	225
Overall	81	1719

- 81% all cellular mobile customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline. The satisfaction was higher among Idea customers.

4.4.1.6 The following table shows the percentage of customers who cited different reasons for dissatisfaction with call centre.

Service Providers	Reasons for dissatisfaction with customer care						
	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 unable to understand the problems	Others	Base
Airtel	17	75	10	15	19	-	59
MTNL	5	100	2	2	20	-	56
Reliance	14	100	5	18	25	2	56
TTML	17	88	-	21	29	4	24
Idea	-	83	-	17	25	-	12
Vodafone	8	100	3	14	14	-	37
Loop	5	93	2	5	12	2	58
Aircel	18	88	9	-	9	-	33
Overall	11	92	5	10	18	1	335

- The main reasons for dissatisfaction with customer care are mentioned below.
 - (i) Customer care executive was not polite/ courteous
 - (ii) Customer care executives were unable to understand the problems.

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

Service Providers	% Customers	Base
Airtel	71	61
MTNL	48	25
Reliance	62	69
TTML	44	16
Idea	52	21
Vodafone	61	72
Loop	64	28
Aircel	56	45
Overall	60	337

- 60% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.

4.4.2 Awareness and experience of Nodal Officer

4.4.2.1 The following table shows the percentage of customers who were aware about contact details of the nodal officer.

Service Providers	% Customers	Base
Airtel	3	1071
MTNL	2	1069
Reliance	2	1070
TTML	1	1073
Idea	1	1071
Vodafone	3	1073
Loop	1	1070
Aircel	1	1074
Overall	2	8571

- Only 2% of the cellular mobile customers were aware of the contact details of the nodal officer.

4.4.2.2 The following table shows the % of customers who complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.

Service Providers	% Customers	Base
Airtel	9	33
MTNL	-	17
Reliance	18	22
TTML	25	8
Idea	-	12
Vodafone	6	35
Loop	10	10
Aircel	36	11
Overall	11	148

- Only 11% of the cellular mobile customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or being unsatisfactorily resolved by the call center/customer care.

4.4.2.3 Incidence of Decision taken on Complaint

- All the customers who complained to the nodal officer were intimated about the decision taken on their complaints.

4.4.2.4 Satisfaction with Nodal Officer

- All the customers who complained to the nodal officer were satisfied with the redressal of the complaint by the nodal officer.

4.4.3 Awareness and experiences with Appellate Authority

4.4.3.1 The following table shows the percentage of customers who were aware about the contact details of the appellate authority.

Service Providers	% Customers	Base
Airtel	1	1071
MTNL	1	1069
Reliance	1	1070
TTML	-	1073
Idea	-	1071
Vodafone	1	1073
Loop	1	1070
Aircel	-	1074
Overall	1	8571

- Only 1% customers were aware of the contact details of appellate authority.

4.4.3.2 Incidence of Appeal being filed in the prescribed form in last 12 months

- Of the 52 customers, who were aware about the appellate authority, only 14 had filed an appeal with the appellate authority.

4.4.3.3 Acknowledgement Receipt

- Of the 14 customers who filed an appeal with the appellate authority, all customers did not receive an acknowledgement receipt.

4.4.3.4 Decision of the Appellate Authority

- 14 customers, who filed an appeal with the Appellate Authority and still are awaiting a decision on their appeals.

4.4.4 General Information

4.4.4.1 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
Airtel	15	999
MTNL	11	615
Reliance	19	934
TTML	18	1023
Idea	8	1038
Vodafone	14	851
Loop	8	940
Aircel	8	793
Overall	13	7193

- Only 13% of the prepaid cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request.

4.4.4.2 The following table shows the percentage of customers who were denied item-wise usage charge details for their pre-paid connection.

Service Providers	% Customers	Base
Airtel	19	149
MTNL	25	68
Reliance	10	177
TTML	7	179
Idea	5	87
Vodafone	15	121
Loop	12	75
Aircel	12	60
Overall	12	916

- 12% of the customers said that they were denied item-wise usage charge details.

4.4.4.3 The following table shows the percentage of customers who cited different reason(s) for their request for item-wise details being denied.

Service Providers	Reason(s) for denying customers request for item-wise usage charges			
	No reason given	Technical problem	Others	Base
Airtel	32	68	-	28
MTNL	12	88	-	17
Reliance	27	73	-	18
TTML	33	67	-	12
Idea	25	75	-	4
Vodafone	6	94	-	18
Loop	22	78	-	9
Aircel	-	100	-	7
Overall	21	79	-	113

- 79% of the prepaid customers who had asked for item-wise charges said that “technical problem” was the main reason cited by the service provider for denying their request while 21% said that no reasons were mentioned.

4.4.4.4 The following table shows the percentage of customers who claimed to have got the Manual of Practice containing the terms & conditions of service, toll free number of the call centre and contact detail of Nodal Officer & Appellate Authority for complaint redressal while subscribing the new mobile telephone connection.

Service Providers	% Customers	Base
Airtel	8	153
MTNL	28	72
Reliance	34	205
TTML	59	432
Idea	39	590
Vodafone	31	132
Loop	14	241
Aircel	56	881
Overall	43	2706

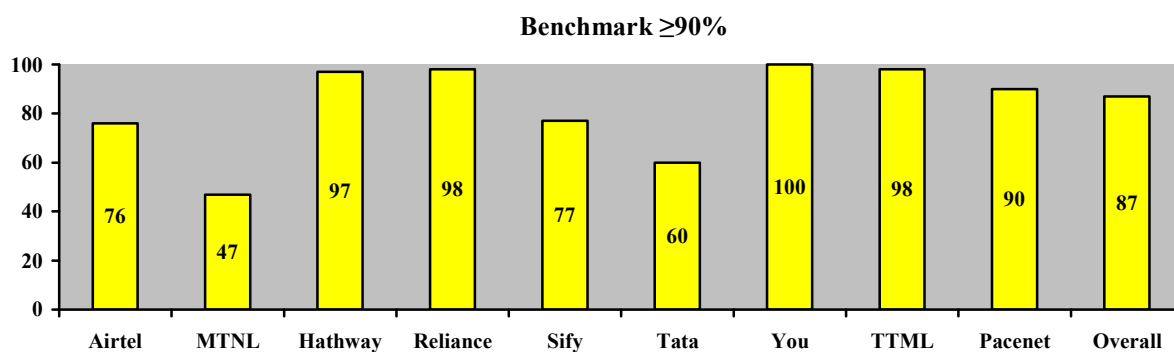
- Only 43% of the new customers claimed to have received the Manual of Practice.

4.5 Broadband Service – Mumbai circle

The survey of customer perception of Satisfaction was done in Mumbai circle among customers of 7 Broadband service providers i.e. Airtel, BSNL, Hathway, Reliance, Sify, Tata, You, TTML and Pacenet.

4.5.1 Customer Satisfaction with Provision of Service

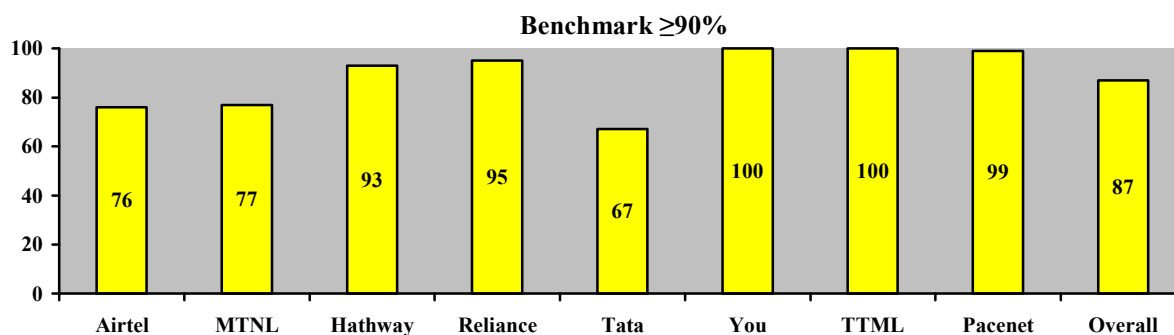
4.5.1.1 The following graph shows the % of customers satisfied with provision of service.



- MTNL, TATA, Airtel and Sify did not meet the benchmark laid down by TRAI.
- You had the highest % of customers satisfied on account of provision of service.

4.5.2a Postpaid Customer Satisfaction with Billing Performance

4.5.2.1a The following graph shows the percentage of postpaid customers satisfied with billing performance.



- TATA, Airtel and MTNL did not meet the benchmark laid down by TRAI.
- You and TTML had the highest % of postpaid customers satisfied on account of billing performance.

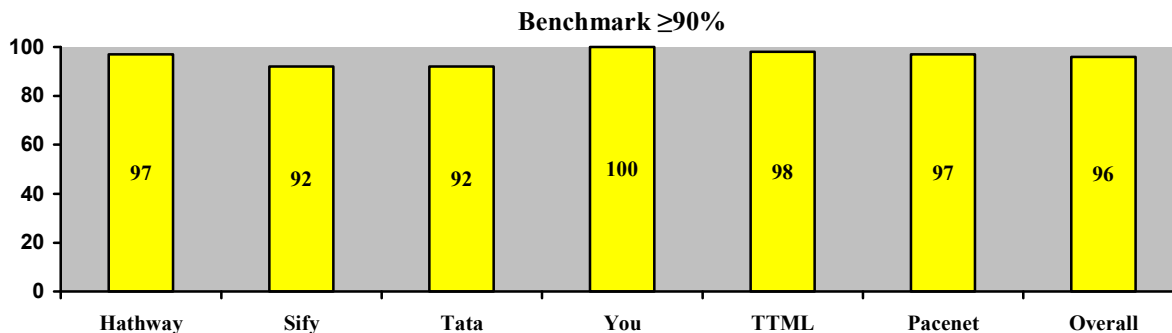
4.5.2.2a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance.

Sub Parameters	Base	% Postpaid Customers								
		Airtel	MTNL	Hathway	Reliance	Tata	You	TTML	Pacenet	Overall
Timely delivery of bills	5385	77	69	96	98	71	100	99	99	84
Accuracy of the bills	5385	78	69	97	98	70	100	99	99	84
Process of resolution of billing complaints	611	47	37	92	85	26	-	100	100	53
Clarity of the bills in terms of transparency and understandability	5385	79	100	97	99	67	100	99	99	91

- Postpaid customers of MTNL, TATA and Airtel were less satisfied with timely delivery of bills and accuracy the bills.
- Tata and Airtel postpaid customers were less satisfied with clarity of the bills in terms of transparency and understandability.
- All postpaid customers of TTML and Pacenet were satisfied customers on account of the process of resolution of billing complaints.

4.5.2b Prepaid Customer Satisfaction with Billing Performance

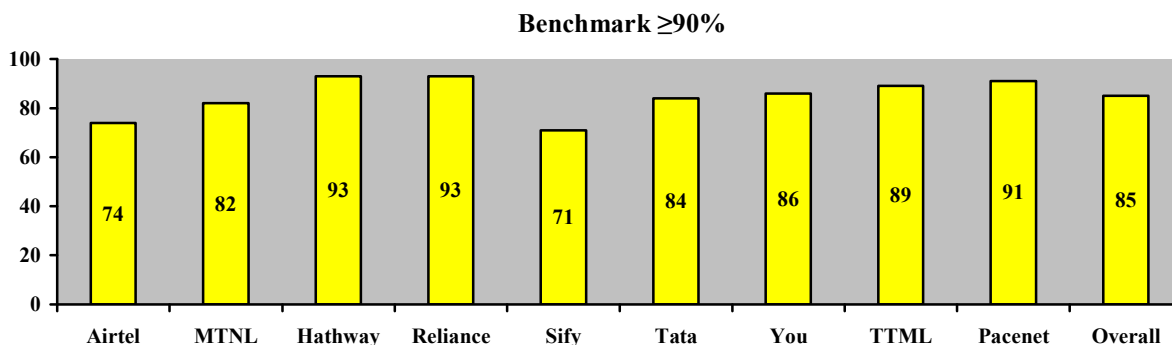
4.5.2.1b This graph shows the % of prepaid customers satisfied with billing performance.



- All the service providers met the benchmark laid down by TRAI.
- You had the highest % of prepaid customers satisfied on account of billing performance (prepaid).

4.5.3 Customer Satisfaction with Help Services

4.5.3.1 The following graph shows the percentage of satisfied customers with help services.



- Hathway, Reliance and Pacenet met the benchmark laid down by TRAI.
- Sify (71%) and Airtel (74%) had a lower proportion of satisfied customers on account of Help Services.

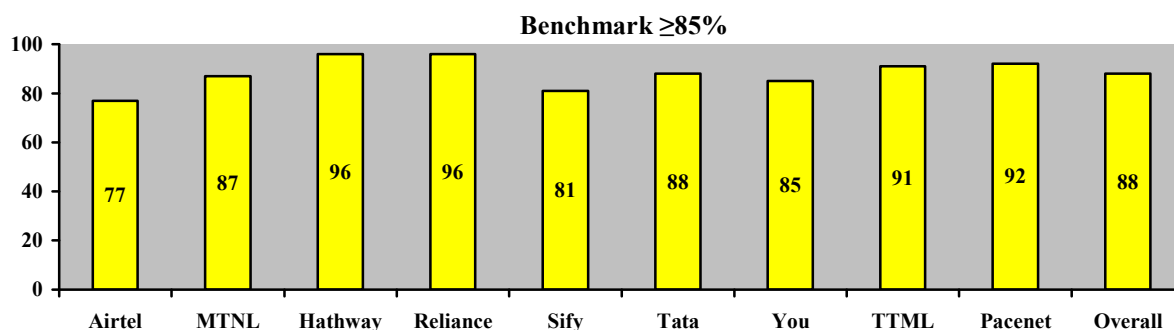
4.5.3.3 The following table shows the percentage of customers satisfied with sub-parameters of help services.

Sub Parameters	Base	% Customers									
		Airtel	MTNL	Hathway	Reliance	Sify	Tata	You	TTML	Pacenet	Overall
Ease of access of call centre/ customer care or helpline	4124	74	83	92	92	69	85	88	89	90	84
Response time taken by customer executive to answer customer call	4124	74	81	91	92	69	84	85	88	89	83
Problem solving ability of customer care executive(s)	4124	74	82	94	94	75	84	85	90	92	85
Time taken by call centre/ customer care / help-line to resolve your complaint	4124	72	82	94	94	73	83	85	89	92	84

- Airtel and Sify customers were less satisfied with all the sub parameters of help services.

4.5.4 Customer Satisfaction with Network Performance, Reliability & Availability

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



- Airtel and Sify did not meet the benchmark laid down by TRAI.
- Hathway and Reliance had a slightly higher percentage of satisfied customers on account of network performance, reliability & availability than other service providers.

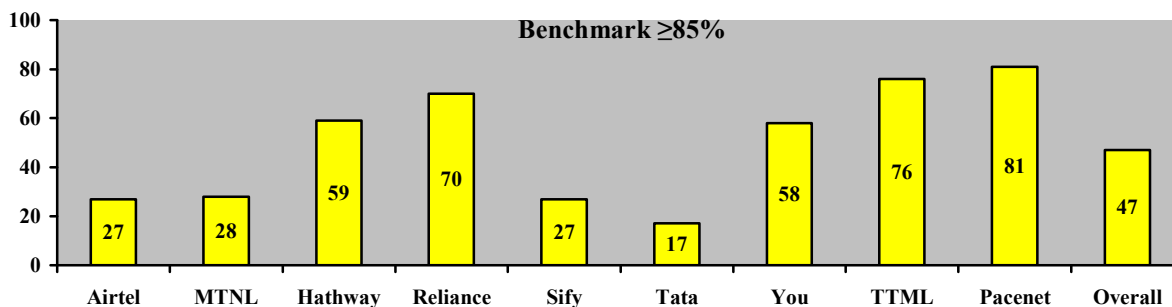
4.5.4.3 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Sub Parameters	Base	% Customers									
		Airtel	MTNL	Hathway	Reliance	Sify	Tata	You	TTML	Pacenet	Overall
Speed of broadband connection	9370	77	86	95	96	81	87	80	87	89	87
Amount of time for which service is up and working	9370	78	88	97	96	81	88	89	94	95	90

- A lower % of Airtel customers were satisfied with the speed of broadband connection and with amount of time for which service was up and working.
- Satisfaction score of Reliance and Hathway were higher on the sub-parameters of network performance, reliability & availability.

4.5.5 Customer Satisfaction with Maintainability

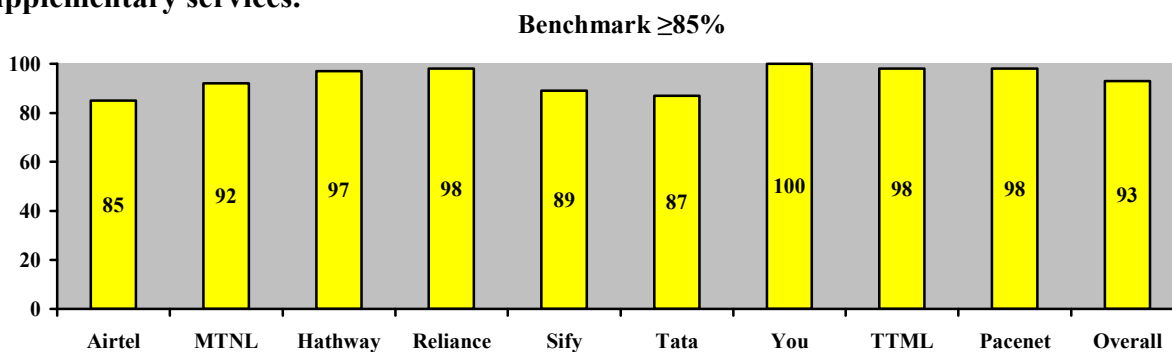
4.5.5.1 The following graph shows the % of customers satisfied with maintainability.



- None of the service providers were able to meet the benchmark laid down by TRAI for maintainability.
- Pacenet (81%) had a higher percentage of satisfied customers than others.
- TATA (17%) had the lowest percentage of satisfied customers on account of maintainability.

4.5.6 Customer Satisfaction with Supplementary Services

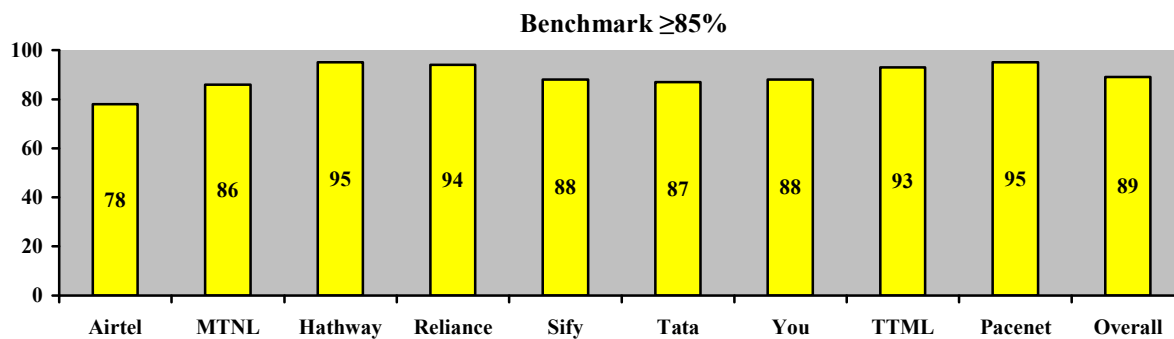
4.5.6.1 The following graph shows the percentage of customers satisfied with supplementary services.



- All the service providers met the benchmark laid down by TRAI.

4.5.7 Customer Satisfaction with Overall Service Quality

4.5.7.1 The following graph shows the % of customers satisfied with overall service.



- All customers were satisfied with the overall service quality except of Airtel.

4.6 Awareness of Grievance Redressal Mechanism and Experience among Broadband Service Subscribers

4.6.1 Awareness and experience of Call Centre

4.6.1.1 % of customers aware about the call centre number for making a complaint/ query.

Service Providers	% Customers	Base
Airtel	85	1069
MTNL	80	1068
Hathway	55	1069
Reliance	70	1069
Sify	78	989
Tata	62	1069
You	75	988
TTML	71	1067
Pacenet	73	982
Overall	72	9370

- 72% of broadband customers belonging to different service providers said that they were aware about the call centre number of their service provider to make complaint/ query. Hathway & TATA customers were less aware about the call centre number.

4.6.1.2 The following table shows the percentage of customers who had complained in last 12 months to the toll free call centre/ customer care/ help-line telephone number.

Service Providers	% Customers	Base
Airtel	31	1069
MTNL	37	1068
Hathway	22	1069
Reliance	30	1069
Sify	27	989
Tata	14	1069
You	51	988
TTML	33	1067
Pacenet	31	982
Overall	30	9370

- 30% of all broadband customers claimed to have complained in the last 12 months.

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

Service Providers	% Customers				Base
	Who received the docket number for most of their complaints	Who had not received the docket number for most of their complaints	Who had received the docket number on request	Who had not received the docket number even on request	
Airtel	77	13	9	2	329
MTNL	57	26	14	3	396
Hathway	77	7	8	8	238
Reliance	89	4	7	1	318
Sify	55	25	16	4	262
Tata	41	37	11	11	147
You	94	5	1	1	507
TTML	83	13	1	3	348
Pacenet	79	16	1	4	303
Overall	76	14	7	3	2848

- 76% of all broadband customers who had complained claimed that they received a docket number for most of their complaints. The incidence was even higher among You and Reliance customers. Another 3% received the docket number on request.
- 14% of all broadband customers who had complained said that they did not receive docket numbers for most of their complaints. The incidence was higher among TATA customers.
- 7% of all broadband customers who had complained said that they did not receive docket numbers even on request.

4.6.1.4 The following table shows the percentage of customers who were informed about the action taken on their complaint by the call centre.

Service Providers	% Customers	Base
Airtel	89	329
MTNL	79	396
Hathway	88	238
Reliance	88	318
Sify	55	262
Tata	87	147
You	93	507
TTML	87	348
Pacenet	86	303
Overall	84	2848

- 84% of all broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre. This was lower for Sify at 55%.

4.6.1.5 The following table shows the % of customers satisfied with complaint resolution.

Service Providers	% Customers	Base
Airtel	86	329
MTNL	88	396
Hathway	91	238
Reliance	91	318
Sify	83	262
Tata	82	147
You	87	507
TTML	87	348
Pacenet	87	303
Overall	87	2848

- 87% all broadband customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline.
- The satisfaction was lower among TATA customers but significantly higher for Hathway and Reliance.

4.6.1.6 % of customers who cited different reasons for dissatisfaction with call centre.

Service Providers	Reasons for dissatisfaction with customer care						
	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 unable to understand the problems	Others	Base
Airtel	17	2	83	24	-	-	46
MTNL	23	4	88	35	19	-	48
Hathway	19	10	100	29	10	-	21
Reliance	40	20	70	20	-	10	30
Sify	26	-	70	26	33	-	46
Tata	15	-	100	23	19	-	26
You	58	5	38	95	5	5	64
TTML	59	22	31	33	4	4	45
Pacenet	49	26	36	21	5	5	39
Overall	36	9	64	39	10	3	365

- The main reason for dissatisfaction with customer care was lack of knowledge of customer care executive. Ease of accessibility and time taken by call centre for redressal of complaints is too long were also cited as reasons for dissatisfaction.

4.6.1.7 % of customers who got their billing complaint resolved satisfactorily by call centre/ customer care within 4 weeks of lodging their complaints.

Service Providers	% Customers	Base
Airtel	38	212
MTNL	47	316
Hathway	38	184
Reliance	48	168
Sify	21	228
Tata	51	91
You	98	438
TTML	69	270
Pacenet	58	223
Overall	57	2130

- 57% of the billing complaints were satisfactorily resolved. Sify registered a lower satisfaction score on this account.

4.6.2 Awareness and experience of Nodal Officer

4.6.2.1 % of customers who were aware about the contact details of the nodal officer.

Service Providers	% Customers	Base
Airtel	12	1069
MTNL	18	1068
Hathway	3	1069
Reliance	5	1069
Sify	4	989
Tata	6	1069
You	30	988
TTML	5	1067
Pacenet	4	982
Overall	10	9370

- Only 10% of the broadband customers said that they were aware of the contact details of the Nodal Officer.

4.6.2.2 The following table shows the percentage of customers who had complained to the nodal officer regarding their complaints not being resolved or being unsatisfactorily resolved by the call center/customer care.

Service Providers	% Customers	Base
Airtel	5	126
MTNL	7	190
Hathway	30	27
Reliance	58	57
Sify	18	44
Tata	9	66
You	4	294
TTML	16	55
Pacenet	12	34
Overall	11	893

- 11% of the customers who were aware of the nodal officer had complained to the nodal officer.

4.6.2.3 The following table shows the percentage of customers who were intimidated by the Nodal Officer about the decision taken on their complaint.

Service Providers	% Customers	Base
Airtel	50	6
MTNL	43	14
Hathway	-	8
Reliance	73	33
Sify	50	8
Tata	-	6
You	36	11
TTML	67	9
Pacenet	100	4
Overall	52	99

- 52% of the customers who had complained to the nodal officer were intimidated the decision taken on their complaints.

4.6.2.4 The following table shows the percentage of customers satisfied with the redressal of the complaint by the Nodal Officer.

Service Providers	% Customers	Base
Airtel	83	6
MTNL	93	14
Hathway	100	8
Reliance	64	33
Sify	75	8
Tata	100	6
You	100	11
TTML	100	9
Pacenet	100	4
Overall	84	99

- 84% of the customers who had complained to the nodal officer were satisfied with the subsequent redressal of the complaint.

4.6.3.5 % of customers who cited different reasons for dissatisfaction with Nodal Officer.

Service Providers	Reasons for dissatisfaction with customer care						
	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 complaints is too long	Nodal officer not unable to understand the problems	Others	Base
Airtel	33	67	-	33	-	-	3
MTNL	25	25	25	50	25	25	4
Hathway	-	-	-	-	-	-	-
Reliance	100	-	-	-	-	-	3
Sify	100	-	-	-	50	-	4
Tata	-	-	-	-	-	-	-
You	-	-	-	-	-	-	-
TTML	-	-	-	-	-	-	-
Pacenet	-	-	-	-	-	-	-
Overall	64	21	7	21	21	7	14

- 64% of the 14 customers who were not satisfied, claimed that nodal officer was difficult to contact.

4.6.4 Awareness and experience of Appellate Authority

4.6.4.1 % of customers who were aware about Appellate Authority's contact details

Service Providers	% Customers	Base
Airtel	1	1069
MTNL	13	1068
Hathway	1	1069
Reliance	3	1069
Sify	1	989
Tata	4	1069
You	1	988
TTML	1	1067
Pacenet	1	982
Overall	3	9370

- Only 3% of the broadband customers said that they were aware of the contact details of the Appellate Authority.

4.6.4.2 Incidence of Appeal being filed in the prescribed form in last 12 months

- Of the 264 broadband customers, who were aware of the appellate authority, only 44 customers had filed an appeal with the appellate authority.

4.6.4.3 Acknowledgement Receipt

- Of the 44 broadband customers, who filed an appeal with an appellate authority, 39 customers received an acknowledgement from the appellate authority.

4.6.4.4 Decision of the Appellate Authority

- Of the 44 appeals with the appellate authority, decisions were taken on 11 appeals. Nine appeals had been filed recently.
- 24 customers, who filed an appeal with the appellate authority were awaiting a decision on their appeals.

4.6.5 General Information

4.6.5.1 The following table shows the percentage of prepaid customers who were aware that they can get item-wise usage charge details, on request.

Service Providers	% Prepaid customers	Base
Airtel	-	-
MTNL	-	-
Hathway	10	489
Reliance	-	-
Sify	10	989
Tata	9	352
You	4	765
TTML	38	721
Pacenet	44	669
Overall	20	3985

- 20% of the prepaid broadband customers said that they were aware of the fact that they can get item-wise usage charge details on request.

4.6.5.2 The following table shows the percentage of customers who were denied item-wise usage charge details.

Service Providers	% Prepaid customers	Base
Airtel	-	-
MTNL	-	-
Hathway	9	47
Reliance	-	-
Sify	12	103
Tata	13	30
You	15	27
TTML	6	273
Pacenet	6	296
Overall	7	776

- Only 7% of the customers who were aware of the availability of item-wise charges said that they were denied item-wise usage charge details.

4.6.5.3 The following table shows the percentage of customers who cited different reason(s) for their request being denied.

Service Providers	Reason(s) for denying customers request			
	No reason given	Technical problem	Others	Base
Airtel	-	-	-	-
MTNL	-	-	-	-
Hathway	-	100	-	4
Reliance	-	-	-	-
Sify	83	17	-	12
Tata	-	100	-	4
You	-	100	-	4
TTML	13	87	-	15
Pacenet	11	89	-	18
Overall	25	75	-	57

- Technical problem was the main reason for denying customer request for itemized usage charges.

4.6.5.4 The following table shows the percentage of new customers who got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

Service Providers	% Customers	Base
Airtel	39	267
MTNL	62	230
Hathway	6	258
Reliance	18	152
Sify	21	292
Tata	42	185
You	11	170
TTML	17	564
Pacenet	17	606
Overall	24	2727

- Only 24% of the new customers claimed to have got the Manual of Practice. This proportion was significantly lower for Hathway.

5. SUMMARY OF CRITICAL FINDINGS

5.1 Basic Wire-line Service

5.1.1 Overall Quality of Service: 95% of the basic telephone service customers in Mumbai were satisfied with their service providers on overall service quality.

5.1.2 All the service providers met the benchmark set for the following parameters:

- Provision of service
- Billing performance
- Help services
- Supplementary services

5.1.3 None of the service providers met the benchmark set for maintainability.

5.1.4 MTNL did not meet the benchmark set for network performance, reliability and availability.

5.1.5 Only 35% of all customers reported that their complaints were resolved within 4 weeks after they lodged their complaints.

5.1.6 Most new basic wire-line customers got their lines activated within 7 days. More than 90% reported that the faults were repaired within 3 days. However, 27% of the customers telephone service was terminated on request after 7 days.

5.1.7 Grievance Redressal: The call center is used by a substantial proportion of wire-line customers; Almost 16% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 12 months.

However, only 49% were aware about the call centre's toll free number for the purpose of making a complaint/ query. Customers of Airtel (38%) and TTML (39%) were less aware about the call centre number of their service provider for the purpose of making a complaint/ query.

Although not everyone was informed about the action taken by the call center, the experience with complaint handling for most customers was satisfactory. 92% of all basic telephone service customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by the call centre/ customer care/ help-line.

However, only 35% of the billing complaints had been satisfactorily addressed.

A very small proportion of the customers (2%) were aware of the Nodal Officer and the Appellate Authority.

A majority of the new customers also claimed that they had not received the Manual of Practice.

5.2 Cellular Mobile Service

5.2.1 Overall Quality of Service: 87% of all cellular mobile service customers were satisfied with overall service quality. Idea, Vodafone and TTML were able to meet the benchmark set for overall service quality.

5.2.2 All the service providers met the benchmark set for provision of service.

5.2.3 MTNL and Aircel could not meet the benchmark set for postpaid billing performance on account of the process of resolution of billing complaints.

5.2.4 Airtel, Reliance, Vodafone and Loop could not meet the benchmark set for prepaid billing performance on account of the process of resolution of billing complaints.

5.2.5 Except for Vodafone, none of the service providers met the benchmark set for help services including customer grievance redressal (on account of all parameters).

5.2.6 The benchmark score for network performance was met only by Vodafone and Idea. Maintainability was another area of concern with 6 of the 8 service providers failing to meet the benchmark.

5.2.7 4 of the 8 service providers did not meet the benchmark set for supplementary services

5.2.8 Grievance Redressal: The call center is used by a substantial proportion of cellular mobile service customers; almost 20% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 12 months.

94% were aware about the call centre's toll free number for the purpose of making a complaint/query.

Although not everyone was informed about the action taken by the call center, the experience with complaint handling for most customers was satisfactory. 81% of all cellular mobile service customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by the call centre/ customer care/ help-line. However, only 60% of the billing complaints had been satisfactorily addressed.

A very small proportion of the customers (2% & 1% respectively) were aware of the Nodal Officer and the Appellate Authority. While the experience of customers with the Nodal Officer was reported to be satisfactory in a substantial number of cases, many decisions were found to be pending with the Appellate Authority.

Only 43% of the new customers claimed that they had received the Manual of Practice.

5.3 Broadband Service

5.3.1 Overall Quality of Service: All service providers met the benchmark set for overall service quality except Airtel.

5.3.2 All the service providers met the benchmark set for billing performance (prepaid) and supplementary services.

5.3.3 None of the service providers met the benchmark set for Maintainability.

5.3.4 Airtel, MTNL, Sify and Tata did not meet the benchmark set for provision of service.

5.3.5 Airtel, MTNL and Tata did not meet the benchmark set for billing performance (postpaid).

5.3.6 Airtel, MTNL, Sify, Tata, You and TTML did not meet the benchmark set for help services.

5.3.7 Airtel and Sify did not meet the benchmark set for network performance, reliability and availability.

5.3.8 Only 43% of customers reported that their complaints were resolved within 4 weeks after they lodged their complaints. Only 18% of Sify customers reported that their complaints were resolved within 4 weeks.

5.3.9 Grievance Redressal: The call center is used by a substantial proportion of broadband service customers; Almost 30% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 12 months.

72% were aware about the call centre's toll free number for the purpose of making a complaint/query. Hathway & TATA customers were less aware about the call centre number.

Although not everyone was informed about the action taken by the call center, the experience with complaint handling for most customers was satisfactory. 87% of all broadband service customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by the call centre/ customer care/ help-line. In the case of TATA, the satisfaction on this account was lower at 82%.

A very small proportion of customers (10% and 3% respectively) were aware of the Nodal Officer and the Appellate Authority. 84% of the customers were satisfied with their experience with the Nodal Officer. Many decisions were found to be pending with the Appellate Authority.

Only 20% of the prepaid customers were aware that they could get item-wise charge details on request.

Only 24% of the new customers claimed that they had received the Manual of Practice.

6. RECOMMENDATIONS (QUALITY OF SERVICE)

6.1 Basic Wire-line Service

6.1.1 All service providers need to improve upon maintainability.

6.1.2 MTNL also needs to improve its performance related to network performance, reliability and availability.

6.1.3 Service providers need to convey all details of the tariff plan to all their new customers.

6.1.4 Effectiveness of the DNC register still needs to be enhanced so that unsolicited calls are cut out totally.

6.1.5 Grievance Redressal Mechanism: Service providers should make their customers aware about the contact details of their Customer Care, Nodal Officer and Appellate Authority.

The effectiveness of the Appellate Authority needs to be enhanced so that complaints are speedily addressed.

The Manual of Practice should be delivered to all new customers.

6.2 Cellular Mobile Telephone Service

6.2.1 Except for Vodafone, all other service providers namely Airtel, MTNL, Reliance, TTML, Idea, Loop and Aircel need to improve their help services.

6.2.2 Network performance needs to be improved for Airtel, MTNL, Reliance, TTML, Loop and Aircel.

6.2.3 Airtel, Reliance, Vodafone and Loop also need to improve their billing for prepaid customers.

6.2.4 MTNL and Aircel need to improve their billing for postpaid customers.

6.2.5 Airtel, Reliance, TTML and Loop need to improve their value added services.

6.2.6 The overall service quality of Airtel, MTNL, Reliance and Loop needs to be improved.

6.2.7 Service providers need to convey all details of the tariff plan to all their new customers.

6.2.8 Effectiveness of the DNC register still needs to be enhanced so that unsolicited calls are cut out totally.

6.2.9 Grievance Redressal Mechanism: Service providers should make their customers aware about the Nodal Officer and Appellate Authority.

The effectiveness of both the Nodal Officer and the Appellate Authority needs to be enhanced so that complaints are speedily addressed.

In addition, the new customers should be informed that they can get item-wise usage charges on request.

6.3 Broadband Internet Service

6.3.1 Maintainability is the main area of concern that needs improvement for all the broadband service providers.

6.3.2 Airtel, MTNL, Sify, Tata, You and TTML need to improve their help services.

6.3.3 Airtel, MTNL, Sify and Tata need to improve their provision of service.

6.3.4 Airtel, MTNL and Tata need to improve their postpaid billing.

6.3.5 Grievance Redressal Mechanism: Service providers should make their customers aware about the Nodal Officer and Appellate Authority.

The effectiveness of both the Nodal Officer and the Appellate Authority needs to be enhanced so that complaints are speedily addressed.

In addition, the new customers should be informed that they can get item-wise usage charges on request.

Annexure 1: Detailed Tables (Basic Telephone Service - Customers Survey)

A. Service Provision

A.1. (Q 1) When did you last apply for a phone connection?

Service Providers		Less than 6 months	6-12 months	More than 12 months	Base
Airtel	Count	20	12	958	990
	%	2.0%	1.2%	96.8%	100.0%
MTNL	Count	35	45	990	1070
	%	3.3%	4.2%	92.5%	100.0%
Reliance	Count	35	63	873	971
	%	3.6%	6.5%	89.9%	100.0%
TTSL	Count	223	113	734	1070
	%	20.8%	10.6%	68.6%	100.0%
Overall	Count	313	233	3555	4101
	%	7.6%	5.7%	86.7%	100.0%

A.2. (Q 2) How much time was taken to get the telephone connection installed and activated after you applied for it?

Service Providers		Less than 3 days	3-7 days	8 -15 days	More than 15 days	Base
Airtel	Count	14	10	8	--	32
	%	43.8%	31.3%	25.0%	--	100.0%
MTNL	Count	14	23	22	21	80
	%	17.5%	28.8%	27.5%	26.3%	100.0%
Reliance	Count	42	41	12	3	98
	%	42.9%	41.8%	12.2%	3.1%	100.0%
TTSL	Count	101	160	53	22	336
	%	30.1%	47.6%	15.8%	6.5%	100.0%
Overall	Count	171	234	95	46	546
	%	31.3%	42.9%	17.4%	8.4%	100.0%

A.3. (Q 3) How satisfied are you with time taken to provide working phone connection?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	32	32	2	30	--	--
	%	100.0%	100%	6.3%	93.8%	--	--
MTNL	Count	80	76	16	60	4	--
	%	100.0%	95.0%	20.0%	75.0%	5.0%	--
Reliance	Count	98	97	11	86	1	--
	%	100.0%	99.0%	11.2%	87.88	1.0%	--
TTSL	Count	336	321	39	282	14	1
	%	100.0%	95.5%	11.6%	83.9	4.2%	0.3%
Overall	Count	546	526	68	458	19	1
	%	100.0%	96.4%	12.5%	83.9%	3.5%	0.2%

A.4. (Q 4) 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	Base
Airtel	Count	154	20	--	2	176
	%	87.5%	11.4%	--	1.1%	100.0%
MTNL	Count	163	254	10	7	434
	%	37.6%	58.5%	2.3%	1.6%	100.0%
Reliance	Count	132	40	10	5	187
	%	70.6%	21.4%	5.3%	2.7%	100.0%
TTSL	Count	105	47	3	2	157
	%	66.9%	29.9%	1.9%	1.3%	100.0%
Overall	Count	554	361	23	16	954
	%	58.1%	37.8%	2.4%	1.7%	100.0%

B. Billing Process - Postpaid Customers

B.1. (Q 5) How satisfied are you with the timely delivery of bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	990	974	8	966	14	2
	%	100.0%	98.4%	0.8%	97.6%	1.4%	0.2%
MTNL	Count	1070	1060	114	946	9	1
	%	100.0%	99.1%	10.7%	88.4%	0.8%	0.1%
Reliance	Count	971	958	79	879	11	2
	%	100.0%	98.6%	8.1%	90.5%	1.1%	0.2%
TTSL	Count	1070	1043	59	984	25	2
	%	100.0%	97.5%	5.5%	92.0%	2.3%	0.2%
Overall	Count	4101	4035	260	3775	59	7
	%	100.0%	98.4%	6.3%	92.1%	1.4%	0.2%

B.2. (Q 6a) How satisfied are you with the accuracy of the bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	990	966	8	958	24	--
	%	100.0%	97.6%	0.8%	96.8%	2.4%	--
MTNL	Count	1070	1050	125	925	17	3
	%	100.0%	98.1%	11.7%	86.4%	1.6%	0.3%
Reliance	Count	971	960	68	892	9	2
	%	100.0%	98.9%	7.0%	91.9%	0.9%	0.2%
TTSL	Count	1070	1012	65	947	47	11
	%	100.0%	94.6%	6.1%	88.5%	4.4%	1.0%
Overall	Count	4101	3988	266	3722	97	16
	%	100.0%	97.3%	6.5%	90.8%	2.4%	0.4%

B.3. (Q 6b) Please specify the reason(s) for your dissatisfaction with the billing process.

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for call/services not made	Others	Base
Airtel	Count	--	24	--	2	2	24
	%	--	100%	--	8.3%	8.3%	
MTNL	Count	1	18	2	--	--	20
	%	5.0%	90.0%	10.0%	--	--	
Reliance	Count	1	10	2	1	2	11
	%	9.1%	90.9%	18.2%	9.1%	18.2%	
TTSL	Count	--	58	--	5	1	58
	%	--	100%	--	8.6%	1.7%	
Overall	Count	2	110	4	8	5	113
	%	1.8%	97.3%	3.5%	7.1%	4.4%	

B.4. (Q 7) Have you made any billing related complaints in last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	90	900	990
	%	9.1%	90.9%	100.0%
MTNL	Count	75	995	1070
	%	7.0%	93.0%	100.0%
Reliance	Count	62	909	971
	%	6.4%	93.6%	100.0%
TTSL	Count	56	1014	1070
	%	5.2%	94.8%	100.0%
Overall	Count	283	3818	4101
	%	6.9%	93.1%	100.0%

B.5. (Q 8) How satisfied are you with the process of resolution of billing complaints?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	90	78	--	78	12	--
	%	100.0%	86.7%	--	86.7%	13.3%	--
MTNL	Count	75	69	14	55	5	1
	%	100.0%	92.0%	18.7%	73.3%	6.7%	1.3%
Reliance	Count	62	54	18	36	7	1
	%	100.0%	87.1%	29.0%	58.1%	11.3%	1.6%
TTSL	Count	56	50	16	34	5	1
	%	100.0%	89.3%	28.6%	60.7%	8.9%	1.8%
Overall	Count	283	251	48	203	29	3
	%	100.0%	88.7%	17.0%	71.7%	10.2%	1.1%

B.6. (Q 9a) How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	990	972	6	966	18	--
	%	100.0%	98.2%	0.6%	97.6%	1.8%	--
MTNL	Count	1070	1053	81	972	14	3
	%	100.0%	98.4%	7.6%	90.8%	1.3%	0.3%
Reliance	Count	971	963	54	909	7	1
	%	100.0%	99.2%	5.6%	93.6%	0.7%	0.1%
TTSL	Count	1070	1039	54	985	22	9
	%	100.0%	97.1%	5.0%	92.1%	2.1%	0.8%
Overall	Count	4101	4027	195	3832	61	13
	%	100.0%	98.2%	4.8%	93.4%	1.5%	0.3%

B.7. (Q 9b) 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	Base
Airtel	Count	--	--	--	18	8	18
	%	--	--	--	100%	44.4%	
MTNL	Count	1	2	7	16	2	17
	%	5.9%	11.8%	41.2%	94.1%	11.8%	
Reliance	Count	--	--	--	8	4	8
	%	--	--	--	100%	50.0%	
TTSL	Count	--	--	4	31	1	31
	%	--	--	12.9%	100%	3.2%	
Overall	Count	1	2	11	73	15	74
	%	1.4%	2.7%	14.9%	98.6%	20.3%	

Billing Process - Prepaid Customers

B.8. (Q 10) How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	--	--	--	--	--	--
	%	--	--	--	--	--	--
MTNL	Count	--	--	--	--	--	--
	%	--	--	--	--	--	--
Reliance	Count	--	--	--	--	--	--
	%	--	--	--	--	--	--
TTSL	Count	--	--	--	--	--	--
	%	--	--	--	--	--	--
Overall	Count	--	--	--	--	--	--
	%	--	--	--	--	--	--

C. Help Services/ Customer Care

C.1. (Q 11) Did you complain or make a query in the last 12 months to the customer care/ helpline/ call centre toll free number of your service provider?

Service Providers		Yes	No	Base
Airtel	Count	298	692	990
	%	30.1%	69.9%	100.0%
MTNL	Count	180	890	1070
	%	16.8%	83.2%	100.0%
Reliance	Count	430	541	971
	%	44.3%	55.7%	100.0%
TTSL	Count	274	796	1070
	%	25.6%	74.4%	100.0%
Overall	Count	1182	2919	4101
	%	28.8%	71.2%	100.0%

C.2. (Q 12) How satisfied are you with the ease of access of call centre/customer care or helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	298	280	2	278	18	--
	%	100.0%	94.0%	0.7%	93.3%	6.0%	--
MTNL	Count	180	176	19	157	3	1
	%	100.0%	97.8%	10.6%	87.2%	1.7%	0.6%
Reliance	Count	430	423	47	376	7	--
	%	100.0%	98.3%	10.9%	87.4%	1.6%	--
TTSL	Count	274	262	43	219	12	--
	%	100.0%	95.6%	15.7%	79.9%	4.4%	--
Overall	Count	1182	1141	111	1030	40	1
	%	100.0%	96.5%	9.4%	87.1%	3.4%	0.1%

C.3. (Q 13) How satisfied are you with the response time taken to answer your call by a customer care executive?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	298	280	2	278	18	--
	%	100.0%	94.0%	0.7%	93.3%	6.0%	--
MTNL	Count	180	174	14	160	6	--
	%	100.0%	96.7%	7.8%	88.9%	3.3%	--
Reliance	Count	430	423	36	387	7	--
	%	100.0%	98.4%	8.4%	90.0%	1.6%	--
TTSL	Count	274	262	26	236	11	1
	%	100.0%	95.6%	9.5%	86.1%	4.0%	0.4%
Overall	Count	1182	1139	78	1061	42	1
	%	100.0%	96.4%	6.6%	89.8%	3.6%	0.1%

C.4. (Q 14) How satisfied are you with the problem solving ability of the customer care executive(s)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	298	276	--	276	20	2
	%	100.0%	92.6%	--	92.6%	6.7%	0.7%
MTNL	Count	180	172	15	157	8	--
	%	100.0%	95.5%	8.3%	87.2%	4.4%	--
Reliance	Count	430	418	46	372	12	--
	%	100.0%	97.2%	10.7%	86.5%	2.8%	--
TTSL	Count	274	260	40	220	13	1
	%	100.0%	94.9	14.6%	80.3%	4.7%	0.4%
Overall	Count	1182	1126	101	1025	53	3
	%	100.0%	95.2%	8.5%	86.7%	4.5%	0.3%

C.5. (Q 15) How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	298	280	2	278	18	--
	%	100.0%	94.0%	0.7%	93.3%	6.0%	--
MTNL	Count	180	173	11	162	7	--
	%	100.0%	96.1%	6.1%	90.0%	3.9%	--
Reliance	Count	430	418	45	373	12	--
	%	100.0%	97.2%	10.5%	86.7%	2.8%	--
TTSL	Count	274	263	22	241	10	1
	%	100.0%	96.0%	8.0%	88.0%	3.6%	0.4%
Overall	Count	1182	1134	80	1054	47	1
	%	100.0%	96.0%	6.8%	89.2%	4.0%	0.1%

D. Network Performance, Reliability and Availability

D.1. (Q 16) How satisfied are you with the availability of working telephone (dial tone)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	990	978	18	960	12	--
	%	100.0%	98.8	1.8%	97.0%	1.2%	--
MTNL	Count	1070	1061	134	927	9	--
	%	100.0%	99.1	12.5%	86.6%	0.8%	--
Reliance	Count	971	957	126	831	10	4
	%	100.0%	98.6	13.0%	85.6%	1.0%	0.4%
TTSL	Count	1070	1045	94	951	22	3
	%	100.0%	97.7	8.8%	88.9%	2.1%	0.3%
Overall	Count	4101	4041	372	3669	53	7
	%	100.0%	98.6%	9.1%	89.5%	1.3%	0.2%

D.2. (Q 17) How satisfied are you with the ability to make or receive calls easily?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	990	980	16	964	10	--
	%	100.0%	99.0%	1.6%	97.4%	1.0%	--
MTNL	Count	1070	1058	172	886	11	1
	%	100.0%	98.9%	16.1%	82.8%	1.0%	0.1%
Reliance	Count	971	958	129	829	11	2
	%	100.0%	98.7%	13.3%	85.4%	1.1%	0.2%
TTSL	Count	1070	1039	94	945	28	3
	%	100.0%	97.1%	8.8%	88.3%	2.6%	0.3%
Overall	Count	4101	4035	411	3624	60	6
	%	100.0%	98.4%	10.0%	88.4%	1.5%	0.1%

D.3. (Q 18) How satisfied are you with the voice quality?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	990	970	24	946	18	2
	%	100.0%	98.0%	2.4%	95.6%	1.8%	0.2%
MTNL	Count	1070	857	129	728	201	12
	%	100.0%	80.1%	12.1%	68.0%	18.8%	1.1%
Reliance	Count	971	952	127	825	13	6
	%	100.0%	98.1%	13.1%	85.0%	1.3%	0.6%
TTSL	Count	1070	1017	88	929	48	5
	%	100.0%	95.0%	8.2%	86.8%	4.5%	0.5%
Overall	Count	4101	3796	368	3428	280	25
	%	100.0%	92.6%	9.0%	83.6%	6.8%	0.6%

E. Maintainability (Fault Repair)

E.1. (Q 19) Have you experienced fault in your telephone connection in the last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	58	932	990
	%	5.9%	94.1%	100.0%
MTNL	Count	58	1012	1070
	%	5.4%	94.6%	100.0%
Reliance	Count	271	700	971
	%	27.9%	72.1%	100.0%
TTSL	Count	93	977	1070
	%	8.7%	91.3%	100.0%
Overall	Count	480	3621	4101
	%	11.7%	88.3%	100.0%

E.2. (Q 20) How many times your telephone became faulty in the last one month?

Service Providers		Nil	One time	2-3 times	More than 3 times	Base
Airtel	Count	2	52	2	2	58
	%	3.4%	89.7%	3.4%	3.4%	100.0%
MTNL	Count	15	37	6	--	58
	%	25.9%	63.8%	10.3%	--	100.0%
Reliance	Count	37	225	9	--	271
	%	13.7%	83.0%	3.3%	--	100.0%
TTSL	Count	26	60	7	--	93
	%	28.0%	64.5%	7.5%	--	100.0%
Overall	Count	80	374	24	2	480
	%	16.7%	77.9%	5.0%	0.4%	100.0%

E.3. (Q 21) How long did it take generally for repairing the fault after lodging complaint?

Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Base
Airtel	Count	40	10	2	6	58
	%	69.0%	17.2%	3.4%	10.3%	100.0%
MTNL	Count	24	29	4	1	58
	%	41.4%	50.0%	6.9%	1.7%	100.0%
Reliance	Count	182	67	4	18	271
	%	67.2%	24.7%	1.5%	6.6%	100.0%
TTSL	Count	69	21	1	2	93
	%	74.2%	22.6%	1.1%	2.2%	100.0%
Overall	Count	315	127	11	27	480
	%	65.6%	26.5%	2.3%	5.6%	100.0%

E.4. (Q 22) How satisfied are you with the fault repair service?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	58	48	2	46	10	--
	%	100.0%	82.7%	3.4%	79.3%	17.2%	--
MTNL	Count	58	50	5	45	8	--
	%	100.0%	86.2%	8.6%	77.6%	13.8%	--
Reliance	Count	271	256	47	209	11	4
	%	100.0%	94.4%	17.3%	77.1%	4.1%	1.5%
TTSL	Count	93	86	35	51	7	--
	%	100.0%	92.4%	37.6%	54.8%	7.5%	-
Overall	Count	480	440	89	351	36	4
	%	100.0%	91.6%	18.5%	73.1%	7.5%	0.8%

F. Supplementary Service/ Value Added Services

F.1. (Q 23) Do you use services like call waiting, call forwarding, voice mails or any other supplementary / value added services?

Service Providers		Yes	No	Base
Airtel	Count	42	948	990
	%	4.2%	95.8%	100.0%
MTNL	Count	47	1023	1070
	%	4.4%	95.6%	100.0%
Reliance	Count	220	751	971
	%	22.7%	77.3%	100.0%
TTSL	Count	98	972	1070
	%	9.2%	90.8%	100.0%
Overall	Count	407	3694	4101
	%	9.9%	90.1%	100.0%

F.2. (Q 24) How satisfied are you with the quality of the supplementary / value added services provided?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	42	40	6	34	2	--
	%	100.0%	95.3%	14.3%	81.0%	4.8%	--
MTNL	Count	47	45	9	36	2	--
	%	100.0%	95.7%	19.1%	76.6%	4.3%	--
Reliance	Count	220	218	24	194	1	1
	%	100.0%	99.1%	10.9%	88.2%	0.5%	0.5%
TTSL	Count	98	97	24	73	1	--
	%	100.0%	99.0%	24.5%	74.5%	1.0%	--
Overall	Count	407	400	63	337	6	1
	%	100.0%	98.3%	15.5%	82.8%	1.5%	0.2%

G. Overall Customer Satisfaction

G.1. (Q 25a) How satisfied are you with the overall quality of your telephone service?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	990	946	222	724	44	--
	%	100.0%	95.5%	22.4%	73.1%	4.4%	--
MTNL	Count	1070	1018	154	864	49	3
	%	100.0%	95.1%	14.4%	80.7%	4.6%	0.3%
Reliance	Count	971	920	168	752	45	6
	%	100.0%	94.7%	17.3%	77.4%	4.6%	0.6%
TTSL		1070	999	288	711	50	21
		100.0%	93.3%	26.9%	66.4%	4.7%	2.0%
Overall	Count	4101	3883	832	3051	188	30
	%	100.0%	94.7%	20.3%	74.4%	4.6%	0.7%

G.1. (Q 25b) Please specify the reason(s) for your dissatisfaction.

Service Providers		Billing	Help Services	Network Performance	Base
Airtel	Count	44	--	--	44
	%	100%	--	--	
MTNL	Count	52	7	2	52
	%	100%	13.5%	3.8%	
Reliance	Count	49	10	6	51
	%	96.1%	19.6%	11.8%	
TTSL	Count	71	--	--	71
	%	100%	--	--	
Overall	Count	216	17	8	218
	%	99.1%	7.8%	3.7%	

H. General Information

H.1. (Q 26) 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	Base
Airtel	Count	16	16	32
	%	50.0%	50.0%	100.0%
MTNL	Count	14	66	80
	%	17.5%	82.5%	100.0%
Reliance	Count	22	76	98
	%	22.4%	77.6%	100.0%
TTSL	Count	22	314	336
	%	6.5%	93.5%	100.0%
Overall	Count	74	472	546
	%	13.6%	86.4%	100.0%

H.2. (Q 27) Have you terminated telephone connection that you had in the last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	2	988	990
	%	0.2%	99.8%	100.0%
MTNL	Count	3	1067	1070
	%	0.3%	99.7%	100.0%
Reliance	Count	16	955	971
	%	1.6%	98.4%	100.0%
TTSL	Count	12	1058	1070
	%	1.1%	98.9%	100.0%
Overall	Count	33	4068	4101
	%	0.8%	99.2%	100.0%

H.3. (Q 28) If yes, please name your previous service provider?

Current Service Providers		Previous Service Providers				
		Airtel	MTNL	Reliance	TTSL	Base
Airtel	Count	2	--	9	4	15
	%	100%	--	56.3%	33.3%	
MTNL	Count	--	--	--	1	1
	%	--	--	--	8.3%	
Reliance	Count	--	1	--	2	3
	%	--	33.3%	--	16.7%	
TTSL	Count	--	2	--	2	4
	%	--	66.7%	--	16.7%	
MTNL	Count	--	--	7	3	10
	%	--	--	43.8%	25.0%	
Overall	Count	2	3	16	12	33
	%	100%	100%	100%	100%	

H.4. (Q 29) How many days were taken by previous service provider for termination of your telephone connection?

Previous Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Base
		Airtel	Count	2	--	--
	%	100%	--	--	--	100.0%
MTNL	Count	1	1	--	1	3
	%	33.3%	33.3%	33.3%	33.3%	100.0%
Reliance	Count	7	3	3	3	16
	%	43.8%	18.8%	18.8%	18.8%	100.0%
TTSL	Count	8	2	--	2	12
	%	66.7%	16.7%	--	16.7%	100.0%
Overall	Count	18	6	3	6	33
	%	54.5%	18.2%	9.1%	18.2%	100.0%

H.5. (Q 30) Did your service provider adjust your security deposit in the bill raised after you requested for termination?

Previous Service Providers		Yes	No	Base
Airtel	Count	2	-	2
	%	100%	--	100.0%
MTNL	Count	1	2	3
	%	33.3%	66.7%	100.0%
Reliance	Count	16	--	16
	%	100%	--	100.0%
TTSL	Count	7	5	12
	%	58.3%	41.7%	100.0%
Overall	Count	26	7	33
	%	78.8%	21.2%	100.0%

H.6. (Q 31) Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.

Service Providers		Yes	No	Do not mind receiving such calls/SMS	Base
Airtel	Count	154	834	2	990
	%	15.6%	84.4%	0.2%	100.0%
MTNL	Count	177	890	3	1070
	%	16.6%	83.4%	0.3%	100.0%
Reliance	Count	96	859	16	971
	%	10.1%	89.9%	1.6%	100.0%
TTSL	Count	70	988	12	1070
	%	6.6%	93.4%	1.1%	100.0%
Overall	Count	497	3571	33	4101
	%	12.2%	87.8%	0.8%	100.0%

H.7. (Q 32a) Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS.

Service Providers		Stopped Receiving	Considerable Decrease	Slight Decrease	Continued Receiving	Base
Airtel	Count	152	--	--	2	154
	%	98.7%	--	--	1.3%	100.0%
MTNL	Count	135	8	21	13	177
	%	76.3%	4.6%	12.1%	7.5%	100.0%
Reliance	Count	92	2	2	--	9
	%	95.8%	2.1%	2.1%	--	100.0%
TTSL	Count	66	2	1	1	70
	%	94.3%	2.9%	1.4%	1.4%	100.0%
Overall	Count	445	12	24	16	497
	%	89.5%	2.4%	4.8%	3.2%	100.0%

H.8. (Q 32b) Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry.

Service Providers		Yes	No	Base
Airtel	Count	--	2	2
	%	--	100%	100%
MTNL	Count	--	42	42
	%	--	100%	100%
Reliance	Count	2	2	4
	%	50.0%	50.0%	100%
TTSL	Count	--	4	4
	%	--	100%	100%
Overall	Count	2	50	52
	%	3.8%	96.2%	100%

H.9. (Q 32c) Complaint registration with the service provider.

Service Providers		Complaint was registered	Refused to register the complaint	Customer who registered the telephone numbers of the companies from where unsolicited calls/ SMS came	Base
Airtel	Count	--	-	-	-
	%	-	-	-	-
MTNL	Count	-	-	-	
	%	-	-	-	
Reliance	Count	2	-	-	2
	%	100%	-	-	
TTSL	Count	-	-	-	-
	%	-	-	-	
Overall	Count	2	-	-	2
	%	100%	-	-	

I. Grievance Redressal Mechanism

I.1. (Q 33) Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?

Service Providers		Yes	No	Base
Airtel	Count	380	610	990
	%	38.4%	61.6%	100.0%
MTNL	Count	579	491	1070
	%	54.1%	45.9%	100.0%
Reliance	Count	622	349	971
	%	64.1%	35.9%	100.0%
TTSL	Count	414	656	1070
	%	38.7%	61.3%	100.0%
Overall	Count	1995	2106	4101
	%	48.6%	51.4%	100.0%

I.2. (Q 34) Have you made any complaint within last 12 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?

Service Providers		Yes	No	Base
Airtel	Count	194	796	990
	%	19.6%	80.4%	100.0%
MTNL	Count	89	981	1070
	%	8.3%	91.7%	100.0%
Reliance	Count	278	693	971
	%	28.6%	71.4%	100.0%
TTSL	Count	110	960	1070
	%	10.3%	89.7%	100.0%
Overall	Count	671	3430	4101
	%	16.4%	83.6%	100.0%

I.3. (Q 35) Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.

Service Providers		Docket number received for most of the complaints	No docket number received for most of the complaints	It was received on request	No docket number received even on request	Base
Airtel	Count	188	--	2	4	194
	%	96.9%	--	1.0%	2.1%	100.0%
MTNL	Count	44	10	22	13	89
	%	49.4%	11.2%	24.7%	14.6%	100.0%
Reliance	Count	250	10	15	3	278
	%	89.9%	3.6%	5.4%	1.1%	100.0%
TTSL	Count	75	15	18	2	110
	%	68.2%	13.6%	16.4%	1.8%	100.0%
Overall	Count	557	35	57	22	671
	%	83.0%	5.2%	8.5%	3.3%	100.0%

I.4. (Q 36) Did the Call Centre inform you about the action taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	176	18	194
	%	90.7%	9.3%	100.0%
MTNL	Count	52	37	89
	%	58.4%	41.6%	100.0%
Reliance	Count	244	34	278
	%	87.8%	12.2%	100.0%
TTSL	Count	93	17	110
	%	84.5%	15.5%	100.0%
Overall	Count	565	106	671
	%	84.2%	15.8%	100.0%

I.5. (Q 37) How satisfied are you with the system of resolving of your complaints by call centre/ customer care/ helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	194	188	--	188	6	--
	%	100.0%	96.9%	--	96.9%	3.1%	--
MTNL	Count	89	71	4	67	17	1
	%	100.0%	79.8%	4.5%	75.3%	19.1%	1.1%
Reliance	Count	278	257	121	136	15	6
	%	100.0%	92.4%	43.5%	48.9%	5.4%	2.2%
TTSL	Count	110	99	35	64	10	1
	%	100.0%	90.0%	31.8%	58.2%	9.1%	0.9%
Overall	Count	671	615	160	455	48	8
	%	100.0%	91.6%	23.8%	67.8%	7.2%	1.2%

I.6. (Q 38) 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 complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	Count	--	4	--	2	--	2	6
	%	--	66.7%	--	33.3%	--	33.3%	
MTNL	Count	1	18	4	5	4	--	18
	%	5.6%	100%	22.2%	27.8%	22.2%	--	
Reliance	Count	--	14	5	--	--	4	21
	%	--	66.7%	23.8%	--	--	19.0%	
TTSL	Count	1	11	2	1	2	1	11
	%	9.1%	100%	18.2%	9.1%	18.2%	9.1%	
Overall	Count	2	47	11	8	6	7	56
	%	3.6%	83.9%	19.6%	14.3%	10.7%	12.5%	

I.7. (Q 39) Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?

Service Providers		Yes	No	Base
Airtel	Count	6	180	186
	%	3.2%	96.8%	100.0%
MTNL	Count	13	26	39
	%	33.3%	66.7%	100.0%
Reliance	Count	111	84	195
	%	56.9%	43.1%	100.0%
TTSL	Count	46	35	81
	%	56.8%	43.2%	100.0%
Overall	Count	176	325	501
	%	35.1%	64.9%	100.0%

I.8. (Q 40) 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	Base
Airtel	Count	6	984	990
	%	0.6%	99.4%	100.0%
MTNL	Count	5	1065	1070
	%	0.5%	99.5%	100.0%
Reliance	Count	21	950	971
	%	2.2%	97.8%	100.0%
TTSL	Count	33	1037	1070
	%	3.1%	96.9%	100.0%
Overall	Count	65	4036	4101
	%	1.6%	98.4%	100.0%

I.9. (Q 41) 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	Base
Airtel	Count	--	--	--
	%	--	--	--
MTNL	Count	--	--	--
	%	--	--	--
Reliance	Count	--	--	--
	%	--	--	--
TTSL	Count	--	--	--
	%	--	--	--
Overall	Count	--	--	--
	%	--	--	--

I.10. (Q 42) Did the Nodal Officer intimate you about the decision taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	--	--	--
	%	--	--	--
MTNL	Count	--	--	--
	%	--	--	--
Reliance	Count	--	--	--
	%	--	--	--
TTSL	Count	--	--	--
	%	--	--	--
Overall	Count	--	--	--
	%	--	--	--

I.12. (Q 43) How satisfied are you with the redressal of the complaint by the Nodal Officer?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	--	--	--	--	--	--
	%	--	--	--	--	--	--
MTNL	Count	--	--	--	--	--	--
	%	--	--	--	--	--	--
Reliance	Count	--	--	--	--	--	--
	%	--	--	--	--	--	--
TTSL	Count	--	--	--	--	--	--
	%	--	--	--	--	--	--
Overall	Count	--	--	--	--	--	--
	%	--	--	--	--	--	--

I.13. (Q 44) 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 complaints is too long	Nodal Officer not unable to understand the problems	Others	Base
Airtel	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--
MTNL	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--
Reliance	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--
TTSL	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--
Overall	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--

I.14. (Q 45) 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 contact the next level called as Appellate Authority. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer Appellate Authority?

Service Providers		Yes	No	Base
Airtel	Count	6	984	990
	%	1.0%	99.0%	100%
MTNL	Count	11	1059	1070
	%	1.0%	99.0%	100%
Reliance	Count	17	954	971
	%	2.0%	98.0%	100%
TTSL	Count	31	1039	1070
	%	3.0%	97.0%	100.0%
Overall	Count	65	4036	4101
	%	2.0%	98.0%	100.0%

I.15. (Q 46) Have you filed any appeal in the prescribed form in last 12 month?

Service Providers		Yes	No	Base
Airtel	Count	--	990	990
	%	--	100%	100%
MTNL	Count	--	1070	1070
	%	--	100%	100%
Reliance	Count	--	971	971
	%	--	100%	100%
TTSL	Count	--	1070	1070
	%	--	100.0%	100.0%
Overall	Count	--	4101	4101
	%	--	100.0%	100.0%

I.16. (Q 47) Did you receive any acknowledgement?

Service Providers		Yes	No	Base
Airtel	Count	--	--	--
	%	--	--	--
MTNL	Count	--	--	--
	%	--	--	--
Reliance	Count	--	--	--
	%	--	--	--
TTSL	Count	--	--	--
	%	--	--	--
Overall	Count	--	--	--
	%	--	--	--

I.17. (Q 48) 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	Base
Airtel	Count	--	--	--	--
	%	--	--	--	--
MTNL	Count	--	--	--	--
	%	--	--	--	--
Reliance	Count	--	--	--	--
	%	--	--	--	--
TTSL	Count	--	--	--	--
	%	--	--	--	--
Overall	Count	--	--	--	--
	%	--	--	--	--

I.18. (Q 49) Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Service Providers		Yes	No	Base
Airtel	Count	--	--	--
	%	--	--	--
MTNL	Count	--	--	--
	%	--	--	--
Reliance	Count	--	--	--
	%	--	--	--
TTSL	Count	--	--	--
	%	--	--	--
Overall	Count	--	--	--
	%	--	--	--

I.19. (Q 50) Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Service Providers		Yes	No	Base
Airtel	Count	--	--	--
	%	--	--	--
MTNL	Count	--	--	--
	%	--	--	--
Reliance	Count	--	--	--
	%	--	--	--
TTSL	Count	--	--	--
	%	--	--	--
Overall	Count	--	--	--
	%	--	--	--

I.20. (Q 51) What were the reason(s) for denying your request?

Service Providers		No reason given	Technical problem	Others	Base
Airtel	Count	--	--	--	--
	%	--	--	--	--
MTNL	Count	--	--	--	--
	%	--	--	--	--
Reliance	Count	--	--	--	--
	%	--	--	--	--
TTSL	Count	--	--	--	--
	%	--	--	--	--
Overall	Count	--	--	--	--
	%	--	--	--	--

I.21. (Q 52) Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?

Service Providers		Yes	No	Base
Airtel	Count	10	22	32
	%	31.3%	68.8%	100.0%
MTNL	Count	7	73	80
	%	8.8%	91.3%	100.0%
Reliance	Count	14	84	98
	%	14.3%	85.7%	100.0%
TTSL	Count	12	324	336
	%	3.6%	96.4%	100.0%
Overall	Count	43	503	546
	%	7.9%	92.1%	100.0%

Annexure 2: Detailed Tables (Cellular Mobile Telephone Customers Survey)

A. Service Provision

A.1. (Q 1) When did you last apply for a mobile phone connection?

Service Providers		Less than 6 months	6-12 months	More than 12 months	Base
Airtel	Count	68	85	918	1071
	%	6.3%	7.9%	85.7%	100.0%
MTNL	Count	20	52	997	1069
	%	1.9%	4.9%	93.3%	100.0%
Reliance	Count	67	138	865	1070
	%	6.3%	12.9%	80.8%	100.0%
TTML	Count	289	143	641	1073
	%	26.9%	13.3%	59.7%	100.0%
Idea	Count	445	145	481	1071
	%	41.5%	13.5%	44.9%	100.0%
Vodafone	Count	39	93	941	1073
	%	3.6%	8.7%	87.7%	100.0%
BPL/Loop	Count	121	120	829	1070
	%	11.3%	11.2%	77.5%	100.0%
Aircel	Count	594	287	193	1074
	%	55.3%	26.7%	18.0%	100.0%
Overall	Count	1643	1063	5865	8571
	%	19.2%	12.4%	68.4%	100.0%

A.2. (Q 2) How much time was taken to get the working connection (activation) after you applied and completed all formalities?

Service Providers		One day	2-3 days	4-7 days	More than 7 days	Base
Airtel	Count	68	70	7	8	153
	%	44.4%	45.8%	4.6%	5.2%	100.0%
MTNL	Count	43	21	2	6	72
	%	59.7%	29.2%	2.8%	8.3%	100.0%
Reliance	Count	131	66	4	4	205
	%	63.9%	32.2%	2.0%	2.0%	100.0%
TTML	Count	296	114	9	13	432
	%	68.5%	26.4%	2.1%	3.0%	100.0%
Idea	Count	463	117	3	7	590
	%	78.5%	19.8%	0.5%	1.2%	100.0%
Vodafone	Count	82	45	2	3	132
	%	62.1%	34.1%	1.5%	2.3%	100.0%
BPL/Loop	Count	143	84	11	3	241
	%	59.3%	34.9%	4.6%	1.2%	100.0%
Aircel	Count	667	182	20	12	881
	%	75.7%	20.7%	2.3%	1.4%	100.0%
Overall	Count	1893	699	58	56	2706
	%	70%	25.8%	2.1%	2.1%	100.0%

A.3. (Q 3) How satisfied are you with the time taken to activate the mobile connection, after you applied and completed all formalities?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	153	149	13	136	4	0
	%	100%	97.4%	8.5%	88.9%	2.6%	0
MTNL	Count	72	71	10	61	0	1
	%	100%	98.6%	13.9%	84.7%	0	1.4%
Reliance	Count	205	203	18	185	2	0
	%	100%	99%	8.8%	90.2%	1.0%	0
TTML	Count	432	428	26	402	2	2
	%	100%	97.1%	6.0%	93.1%	0.5%	0.5%
Idea	Count	590	583	48	535	6	1
	%	100%	98.8%	8.1%	90.7%	1.0%	0.2%
Vodafone	Count	132	130	16	114	1	1
	%	100%	98.5%	12.1%	86.4%	0.8%	0.8%
BPL/Loop	Count	241	240	29	211	1	0
	%	100%	99.6%	12.0%	87.6%	0.4%	0
Aircel	Count	881	868	110	758	9	4
	%	100%	98.5%	12.5%	86.0%	1.0%	0.5%
Overall	Count	2706	2672	270	2402	25	9
	%	100%	98.8%	10.0%	88.8%	0.9%	0.3%

A.4. (Q 4) 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	Base
Airtel	Count	27	5	4	--	36
	%	75.0%	13.9%	11.1%	--	100.0%
MTNL	Count	121	7	1	--	129
	%	93.8%	5.4%	0.8%	--	100.0%
Reliance	Count	45	8	--	--	53
	%	84.9%	15.1%	--	--	100.0%
TTML	Count	10	9	4	--	23
	%	43.5%	39.1%	17.4%	--	100.0%
Idea	Count	17	5	1	3	26
	%	65.4%	19.2%	3.85	11.5%	100.0%
Vodafone	Count	42	10	--	1	53
	%	79.2%	18.9%	--	1.9%	100.0%
BPL/Loop	Count	8	8	2	-	18
	%	44.4%	44.4%	11.1%	--	100.0%
Aircel	Count	124	18	5	--	147
	%	84.4%	12.2%	3.4%	--	100.0%
Overall	Count	394	70	17	4	485
	%	81.2%	14.4%	3.5%	0.8%	100.0%

B. Billing Process - Prepaid Customers

B.1 (Q 5a) How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	999	961	70	891	37	1
	%	100%	96.2%	7.0%	89.2%	3.7%	0.1%
MTNL	Count	615	602	86	516	9	4
	%	100%	97.9%	14.0%	83.9%	1.5%	0.7%
Reliance	Count	934	884	58	826	46	4
	%	100%	94.6%	6.2%	88.4%	4.9%	0.4%
TTML	Count	1023	997	67	930	24	2
	%	100%	97.4%	6.5%	90.9%	2.3%	0.2%
Idea	Count	1038	1018	123	895	18	2
	%	100%	98%	11.8%	86.2%	1.7%	0.2%
Vodafone	Count	851	828	63	765	23	0
	%	100%	97.3%	7.4%	89.9%	2.7%	0%
BPL/Loop	Count	940	913	61	852	27	0
	%	100%	97.1%	6.5%	90.6%	2.9%	0%
Aircel	Count	793	776	106	670	17	0
	%	100%	97.9%	13.4%	84.5%	2.1%	0%
Overall	Count	7193	6979	634	6345	201	13
	%	100%	97.0%	8.8%	88.2%	2.8%	0.2%

B.2. (Q 5b) 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 requested	Charged for call/services not made	Others	Base
Airtel	Count	11	6	37	9	1	38
	%	28.9%	15.8%	97.4%	23.7%	2.6%	
MTNL	Count	1	1	13	2	0	13
	%	7.7%	7.7%	100%	15.4%	0	
Reliance	Count	12	1	50			
	%	24.0%	2.0%	100.0%			
TTML	Count	11	6	37	9	1	38
	%	28.9%	15.8%	97.4%	23.7%	2.6%	
Idea	Count	1	1	13	2	0	13
	%	7.7%	7.7%	100%	15.4%	0	
Vodafone	Count	12	1	50			
	%	24.0%	2.0%	100.0%			
BPL/Loop	Count	11	6	37	9	1	38
	%	28.9%	15.8%	97.4%	23.7%	2.6%	
Aircel	Count	1	1	13	2	0	13
	%	7.7%	7.7%	100%	15.4%	0	
Overall	Count	12	1	50			
	%	24.0%	2.0%	100.0%			

B.3. (Q 5c) Have you made any complaint related to charging/credit/waiver/validity/adjustment in the last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	79	920	999
	%	7.9%	92.1%	100.0%
MTNL	Count	26	589	615
	%	4.2%	95.8%	100.0%
Reliance	Count	98	836	934
	%	10.5%	89.5%	100.0%
TTML	Count	55	968	1023
	%	5.4%	94.6%	100.0%
Idea	Count	33	1005	1038
	%	3.2%	96.8%	100.0%
Vodafone	Count	101	750	851
	%	11.9%	88.1%	100.0%
BPL/Loop	Count	85	855	940
	%	9.0%	91.0%	100.0%
Aircel	Count	55	738	793
	%	6.9%	93.1%	100.0%
Overall	Count	532	6661	7193
	%	7.4%	92.6%	100.0%

B.4. (Q 5d) How satisfied are you with the process of resolution of complaints relating to charging?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	79	49	10	39	30	0
	%	100.0%	62.1%	12.7%	49.4%	38.0%	--
MTNL	Count	26	15	5	10	11	0
	%	100.0%	57.7%	19.2%	38.5%	42.3%	--
Reliance	Count	98	65	15	53	31	2
	%	100.0%	66.3%	12.2%	54.1%	31.6%	2.0%
TTML	Count	55	34	2	32	21	0
	%	100.0%	61.8%	3.6%	58.2%	38.2%	--
Idea	Count	33	24	6	18	9	0
	%	100.0%	72.7%	18.2%	54.5%	27.3%	--
Vodafone	Count	101	62	8	54	39	0
	%	100.0%	61.4%	7.9%	53.5%	38.6%	--
BPL/Loop	Count	85	39	8	31	46	0
	%	100.0%	45.9	9.4%	36.5%	54.1%	--
Aircel	Count	55	48	3	45	6	1
	%	100.0%	87.3%	5.5%	81.8%	10.9%	1.8%
Overall	Count	532	336	54	282	193	3
	%	100.0%	63.2%	10.2%	53.0%	36.3%	0.6%

C. Billing Process - Postpaid Customers

C.1. (Q 6) How satisfied are you with the timely delivery of bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	72	72	18	54	--	--
	%	100.0%	100%	25.0%	75.0%	--	--
MTNL	Count	454	423	18	405	31	--
	%	100.0%	93.2%	4.0%	89.2%	6.8%	--
Reliance	Count	136	130	17	113	5	1
	%	100.0%	95.6%	12.5%	83.1%	3.7%	0.7%
TTML	Count	50	47	2	45	2	1
	%	100.0%	94.0%	4.0%	90%	4.0%	2.0%
Idea	Count	33	33	5	28	--	--
	%	100.0%	100%	15.2%	84.8%	--	--
Vodafone	Count	222	217	32	185	4	1
	%	100.0%	97.7%	14.4%	83.3%	1.8%	0.5%
BPL/Loop	Count	130	129	32	97	1	--
	%	100.0%	99.2%	24.6%	74.6%	0.8%	--
Aircel	Count	281	258	2	256	23	--
	%	100.0%	91.8%	0.7%	91.1%	8.2%	--
Overall	Count	1378	1309	126	1183	66	3
	%	100.0%	94.9%	9.1%	85.8%	4.8%	0.2%

C.2. (Q 7a) How satisfied are you with the accuracy of the bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	72	72	11	61	--	--
	%	100.0%	100%	15.3%	84.7%	--	--
MTNL	Count	454	425	15	410	29	--
	%	100.0%	93.6%	3.3%	90.3%	6.4%	--
Reliance	Count	136	129	16	113	6	1
	%	100.0%	94.9%	11.8%	83.1%	4.4%	0.7%
TTML	Count	50	48	1	47	2	--
	%	100.0%	96.0%	2.0%	94%	4.0%	--
Idea	Count	33	31	1	30	1	1
	%	100.0%	93.9%	3.0%	90.9%	3.0%	3.0%
Vodafone	Count	222	213	20	193	7	2
	%	100.0%	95.9%	9%	86.9%	3.2%	0.9%
BPL/Loop	Count	130	129	25	104	1	--
	%	100.0%	99.2%	19.2%	80%	0.8%	--
Aircel	Count	281	267	0	267	14	--
	%	100.0%	95.0%		95%	5.0%	--
Overall	Count	1378	1314	89	1225	60	4
	%	100.0%	95.4%	6.5%	88.9%	4.4%	0.3%

C.3. (Q 7b) 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 requested	Charged for call/services not made	Others	Base
Airtel	Count	--	--	--	--	--	--
	%	--	--	--	--	--	--
MTNL	Count	29	--	1	--	--	29
	%	100%	--	3.4%	--	--	
Reliance	Count	7	1	--	1	1	7
	%	100%	14.3%	--	14.3%	14.3%	
TTML	Count	2	--	1	1	1	2
	%	100%	--	50.0%	50.0%	50.0%	
Idea	Count	2	--	--	--	--	2
	%	100%	--	--	--	--	
Vodafone	Count	8	1	1	--	--	9
	%	88.9%	11.1%	11.1%	--	--	
BPL/Loop	Count	1	--	1	1	--	1
	%	100%	--	100%	100%	--	
Aircel	Count	14	--	--	--	--	14
	%	100%	--	--	--	--	
Overall	Count	63	2	4	4	2	64
	%	98.4%	3.1%	6.3%	6.3%	3.1%	

C.4. (Q 8) Have you made any billing related complaints in last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	13	59	72
	%	18.1%	81.9%	100.0%
MTNL	Count	23	431	454
	%	5.1%	94.9%	100.0%
Reliance	Count	5	131	136
	%	3.7%	96.3%	100.0%
TTML	Count	1	49	50
	%	2.0%	98.0%	100.0%
Idea	Count	2	31	33
	%	6.1%	93.9%	100.0%
Vodafone	Count	18	204	222
	%	8.1%	91.9%	100.0%
BPL/Loop	Count	4	126	130
	%	3.1%	96.9%	100.0%
Aircel	Count	10	271	281
	%	3.6%	96.4%	100.0%
Overall	Count	76	1302	1378
	%	5.5%	94.5%	100.0%

C.5. (Q 9) How satisfied are you with the process of resolution of billing complaints?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	13	11	5	6	2	--
	%	100.0%	84.7%	38.5%	46.2%	15.4%	--
MTNL	Count	23	3	--	3	20	--
	%	100.0%	13.0%	--	13.0%	87.0%	--
Reliance	Count	5	2	--	2	3	--
	%	100.0%	40.0%	--	40.0%	60.0%	--
TTML	Count	1	1	--	1	--	--
	%	100.0%	100%	--	100%	--	--
Idea	Count	2	1	1	--	1	--
	%	100.0%	50.0%	50.0%	--	50.0%	--
Vodafone	Count	18	12	6	6	5	1
	%	100.0%	66.6%	33.3%	33.3%	27.8%	5.6%
BPL/Loop	Count	4	3	3	--	1	--
	%	100.0%	75.0%	75.0%	--	25.0%	--
Aircel	Count	10	--	--	--	10	--
	%	100.0%	--	--	--	100%	--
Overall	Count	76	33	15	18	42	1
	%	100.0%	43.4%	19.7%	23.7%	55.3%	1.3%

C.6. (Q 10a) How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	72	70	14	56	2	--
	%	100.0%	97.2%	19.4%	77.8%	2.8%	--
MTNL	Count	454	437	14	423	17	--
	%	100.0%	96.3%	3.1%	93.2%	3.7%	--
Reliance	Count	136	133	11	122	3	--
	%	100.0%	97.8%	8.1%	89.7%	2.2%	--
TTML	Count	50	49	2	47	1	--
	%	100.0%	98.0%	4.0%	94.0%	2.0%	--
Idea	Count	33	33	2	31	--	--
	%	100.0%	100%	6.1%	93.9%	--	--
Vodafone	Count	222	216	31	185	6	--
	%	100.0%	97.3%	14.0%	83.3%	2.7%	--
BPL/Loop	Count	130	130	28	102	--	--
	%	100.0%	100%	21.5%	78.5%	--	--
Aircel	Count	281	274	0	274	7	--
	%	100.0%	97.5%	--	97.5%	2.5%	--
Overall	Count	1378	1342	102	1240	36	--
	%	100.0%	97.4%	7.4%	90.0%	2.6%	--

C.7. (Q 10b) 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	Base
Airtel	Count	--	--	--	--	2	2
	%	--	--	--	--	100%	
MTNL	Count	1	--	17	--	--	17
	%	5.9%	--	100%	--	--	
Reliance	Count	1	--	2	1	--	3
	%	33.3%	--	66.7%	33.3%	--	
TTML	Count	--	--	1	--	--	1
	%	--	--	100%	--	--	
Idea	Count	--	--	--	--	--	--
	%	--	--	--	--	--	
Vodafone	Count	--	1	5	--	--	6
	%	--	16.7%	83.3%	--	--	
BPL/Loop	Count	--	--	--	--	--	--
	%	--	--	--	--	--	--
Aircel	Count	--	--	7	--	--	7
	%	--	--	100%	--	--	
Overall	Count	2	1	32	1	2	36
	%	5.6%	2.8%	88.9%	2.8%	5.6%	

D. Help Services/ Customer Care Including Customer Grievance Redressal

D.1. (Q 11) Did you complain or make a query in the last 12 months to the customer care/ helpline/ call centre toll free number of your service provider?

Service Providers		Yes	No	Base
Airtel	Count	274	797	1071
	%	25.6%	74.4%	100.0%
MTNL	Count	394	675	1069
	%	36.9%	63.1%	100.0%
Reliance	Count	411	659	1070
	%	38.4%	61.6%	100.0%
TTML	Count	295	778	1073
	%	27.5%	72.5%	100.0%
Idea	Count	358	713	1071
	%	33.4%	66.6%	100.0%
Vodafone	Count	486	587	1073
	%	45.3%	54.7%	100.0%
BPL/Loop	Count	545	525	1070
	%	50.9%	49.1%	100.0%
Aircel	Count	315	759	1074
	%	29.3%	70.7%	100.0%
Overall	Count	3078	5493	8571
	%	35.9%	64.1%	100.0%

D.2. (Q 12) How satisfied are you with the ease of access of call centre/customer care or helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	274	234	34	200	39	1
	%	100.0%	85.4%	12.4%	73.0%	14.2%	0.4%
MTNL	Count	394	320	25	295	73	1
	%	100.0%	81.2%	6.3%	74.9%	18.5%	0.3%
Reliance	Count	411	341	41	300	69	1
	%	100.0%	83.0%	10.0%	73.0%	16.8%	0.2%
TTML	Count	295	249	27	222	44	2
	%	100.0%	84.5%	9.2%	75.3%	14.9%	0.7%
Idea	Count	358	310	21	289	48	0
	%	100.0%	86.6%	5.9%	80.7%	13.4%	
Vodafone	Count	486	447	53	394	39	0
	%	100.0%	92.0%	10.9%	81.1%	8.0%	
BPL/Loop	Count	545	440	67	373	96	9
	%	100.0%	80.7%	12.3%	68.4%	17.6%	1.7%
Aircel	Count	315	287	10	277	28	0
	%	100.0%	91.1%	3.2%	87.9%	8.9%	
Overall	Count	3078	2628	278	2350	436	14
	%	100.0%	85.3%	9.0%	76.3%	14.2%	0.5%

D.3. (Q 13) How satisfied are you with the response time taken to answer your call by a customer care executive?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	274	236	35	201	38	--
	%	100.0%	86.2%	12.8%	73.4%	13.9%	--
MTNL	Count	394	330	37	293	61	3
	%	100.0%	83.8%	9.4%	74.4%	15.5%	0.8%
Reliance	Count	411	345	38	307	60	6
	%	100.0%	83.9%	9.2%	74.7%	14.6%	1.5%
TTML	Count	295	248	53	195	44	3
	%	100.0%	84.1%	18.0%	66.1%	14.9%	1.0%
Idea	Count	358	313	33	280	43	2
	%	100.0%	87.4%	9.2%	78.2%	12.0%	0.6%
Vodafone	Count	486	452	55	397	34	--
	%	100.0%	93.0%	11.3%	81.7%	7.0%	--
BPL/Loop	Count	545	437	80	357	98	10
	%	100.0%	80.2%	14.7%	65.5%	18.0%	1.8%
Aircel	Count	315	276	26	250	38	1
	%	100.0%	87.7%	8.3%	79.4%	12.1%	0.3%
Overall	Count	3078	2637	357	2280	416	25
	%	100.0%	85.7%	11.6%	74.1%	13.5%	0.8%

D.4. (Q 14) How satisfied are you with the problem solving ability of the customer care executive(s)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	274	233	46	187	39	2
	%	100.0%	85.0%	16.8%	68.2%	14.2%	0.7%
MTNL	Count	394	314	45	269	77	3
	%	100.0%	79.7%	11.4%	68.3%	19.5%	0.8%
Reliance	Count	411	344	52	292	63	4
	%	100.0%	83.7%	12.7%	71.0%	15.3%	1.0%
TTML	Count	295	248	44	204	39	8
	%	100.0%	84.1%	14.9%	69.2%	13.2%	2.7%
Idea	Count	358	303	42	261	54	1
	%	100.0%	84.6%	11.7%	72.9%	15.1%	0.3%
Vodafone	Count	486	448	52	396	38	--
	%	100.0%	92.2%	10.7%	81.5%	7.8%	--
BPL/Loop	Count	545	440	92	348	85	20
	%	100.0%	80.8%	16.9%	63.9%	15.6%	3.7%
Aircel	Count	315	265	18	247	48	2
	%	100.0%	84.1%	5.7%	78.4	15.2%	0.6%
Overall	Count	3078	2595	391	2204	443	40
	%	100.0%	84.3%	12.7%	71.6%	14.4%	1.3%

D. 5 (Q 15) How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	274	231	22	209	42	1
	%	100.0%	84.3%	8.0%	76.3%	15.3%	0.4%
MTNL	Count	394	320	28	292	72	2
	%	100.0%	81.2%	7.1%	74.1%	18.3%	0.5%
Reliance	Count	411	341	33	308	64	6
	%	100.0%	82.9%	8.0%	74.9%	15.6%	1.5%
TTML	Count	295	248	29	219	41	6
	%	100.0%	84.0%	9.8%	74.2%	13.9%	2.0%
Idea	Count	358	305	23	282	53	--
	%	100.0%	85.2%	6.4%	78.8%	14.8%	--
Vodafone	Count	486	446	49	397	39	1
	%	100.0%	91.8%	10.1%	81.7%	8.0%	0.2%
BPL/Loop	Count	545	437	70	367	91	17
	%	100.0%	80.1%	12.8%	67.3%	16.7%	3.1%
Aircel	Count	315	271	12	259	42	2
	%	100.0%	86.0%	3.8%	82.2%	13.3%	0.6%
Overall	Count	3078	2599	266	2333	444	35
	%	100.0%	84.4%	8.6%	75.8%	14.4%	1.1%

E. Network Performance, Reliability and Availability

E.1. (Q 16) How satisfied are you with the availability of signal of your service provider in your locality?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1071	991	160	831	72	8
	%	100.0%	92.5%	14.9%	77.6%	6.7%	0.7%
MTNL	Count	1069	907	118	789	160	2
	%	100.0%	84.8%	11.0%	73.8%	15.0%	0.2%
Reliance	Count	1070	983	144	839	84	3
	%	100.0%	91.9%	13.5%	78.4%	7.9%	0.3%
TTML	Count	1073	994	140	854	76	3
	%	100.0%	92.6%	13.0%	79.6%	7.1%	0.3%
Idea	Count	1071	1009	200	809	58	4
	%	100.0%	94.2%	18.7%	75.5%	5.4%	0.4%
Vodafone	Count	1073	1030	150	880	41	2
	%	100.0%	96.0%	14.0%	82.0%	3.8%	0.2%
BPL/Loop	Count	1070	908	174	734	157	5
	%	100.0%	84.9%	16.3%	68.6%	14.7%	0.5%
Aircel	Count	1074	1002	162	840	69	3
	%	100.0%	93.3	15.1%	78.2%	6.4%	0.3%
Overall	Count	8571	7824	1248	6576	717	30
	%	100.0%	91.3%	14.6%	76.7%	8.4%	0.4%

E.2 (Q 17) How satisfied are you with the ability to make or receive calls easily?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1071	997	147	850	68	6
	%	100.0%	93.1%	13.7%	79.4%	6.3%	0.6%
MTNL	Count	1069	907	107	800	157	5
	%	100.0%	84.8%	10.0%	74.8%	14.7%	0.5%
Reliance	Count	1070	987	121	866	78	5
	%	100.0%	92.2%	11.3%	80.9%	7.3%	0.5%
TTML	Count	1073	996	146	850	68	9
	%	100.0%	92.8%	13.6%	79.2%	6.3%	0.8%
Idea	Count	1071	1014	170	844	57	--
	%	100.0%	94.7%	15.9%	78.8%	5.3%	--
Vodafone	Count	1073	1035	160	875	37	1
	%	100.0%	96.4%	14.9%	81.5%	3.4%	0.1%
BPL/Loop	Count	1070	912	161	751	146	12
	%	100.0%	85.2%	15.0%	70.2%	13.6%	1.1%
Aircel	Count	1074	1005	186	819	63	6
	%	100.0%	93.6%	17.3%	76.3%	5.9%	0.6%
Overall	Count	8571	7853	1198	6655	674	44
	%	100.0%	91.6%	14.0%	77.6%	7.9%	0.5%

E.3. (Q 18) How often does your call drops during conversation?

Service Providers		Never	Occasionally	Frequently	Very Frequently	Base
Airtel	Count	575	416	75	5	1071
	%	53.7%	38.8%	7.0%	0.5%	100.0%
MTNL	Count	371	553	142	3	1069
	%	34.7%	51.7%	13.3%	0.3%	100.0%
Reliance	Count	353	619	91	7	1070
	%	33.0%	57.9%	8.5%	0.7%	100.0%
TTML	Count	443	566	62	2	1073
	%	41.3%	52.7%	5.8%	0.2%	100.0%
Idea	Count	609	398	58	6	1071
	%	56.9%	37.2%	5.4%	0.6%	100.0%
Vodafone	Count	458	577	37	1	1073
	%	42.7%	53.8%	3.4%	0.1%	100.0%
BPL/Loop	Count	353	576	121	20	1070
	%	33.0%	53.8%	11.3%	1.9%	100.0%
Aircel	Count	422	587	59	6	1074
	%	39.3%	54.7%	5.5%	0.6%	100.0%
Overall	Count	3584	4292	645	50	8571
	%	41.8%	50.1%	7.5%	0.6%	100.0%

E.4. (Q 19) How satisfied are you with the voice quality?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1071	1003	162	841	56	12
	%	100.0%	93.6%	15.1%	78.5%	5.2%	1.1%
MTNL	Count	1069	914	114	800	152	3
	%	100.0%	85.5%	10.7%	74.8%	14.2%	0.3%
Reliance	Count	1070	990	138	852	72	8
	%	100.0%	92.5%	12.9%	79.6%	6.7%	0.7%
TTML	Count	1073	1006	145	861	58	9
	%	100.0%	93.7%	13.5%	80.2%	5.4%	0.8%
Idea	Count	1071	1019	194	825	50	2
	%	100.0%	95.1%	18.1%	77.0%	4.7%	0.2%
Vodafone	Count	1073	1034	179	855	37	2
	%	100.0%	96.4%	16.7%	79.7%	3.4%	0.2%
BPL/Loop	Count	1070	920	186	734	116	34
	%	100.0%	86.0%	17.4%	68.6%	10.8%	3.2%
Aircel	Count	1074	1006	143	863	66	2
	%	100.0%	93.7%	13.3%	80.4%	6.1%	0.2%
Overall	Count	8571	7892	1261	6631	607	72
	%	100.0%	92.1%	14.7%	77.4%	7.1%	0.8%

F. Maintainability

F.1. (Q 20) How often your mobile handset faces problem of signal?

Service Providers		Never	Occasionally	Frequently	Very Frequently	Base
Airtel	Count	620	401	40	10	1071
	%	57.9%	37.4%	3.7%	0.9%	100.0%
MTNL	Count	613	424	30	2	1069
	%	57.3%	39.7%	2.8%	0.2%	100.0%
Reliance	Count	522	482	59	7	1070
	%	48.8%	45.0%	5.5%	0.7%	100.0%
TTML	Count	505	535	31	2	1073
	%	47.1%	49.9%	2.9%	0.2%	100.0%
Idea	Count	683	360	22	6	1071
	%	63.8%	33.6%	2.1%	0.6%	100.0%
Vodafone	Count	517	548	7	1	1073
	%	48.2%	51.1%	0.7%	0.1%	100.0%
BPL/Loop	Count	470	526	61	13	1070
	%	43.9%	49.2%	5.7%	1.2%	100.0%
Aircel	Count	602	455	15	2	1074
	%	56.1%	42.4%	1.4%	0.2%	100.0%
Overall	Count	4532	3731	265	43	8571
	%	52.9%	43.5%	3.1%	0.5%	100.0%

F.2. (Q 21) How satisfied are you with the availability of network (signal)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1071	1026	144	882	37	8
	%	100.0%	95.8%	13.4%	82.4%	3.5%	0.7%
MTNL	Count	1069	988	111	877	79	2
	%	100.0%	92.4%	10.4%	82.0%	7.4%	0.2%
Reliance	Count	1070	1010	133	877	50	10
	%	100.0%	94.4%	12.4%	82.0%	4.7%	0.9%
TTML	Count	1073	1032	147	885	33	8
	%	100.0%	96.2%	13.7%	82.5%	3.1%	0.7%
Idea	Count	1071	1053	181	872	13	5
	%	100.0%	98.3%	16.9%	81.4%	1.2%	0.5%
Vodafone	Count	1073	1058	166	892	13	2
	%	100.0%	98.6%	15.5%	83.1%	1.2%	0.2%
BPL/Loop	Count	1070	977	175	802	59	34
	%	100.0%	91.4%	16.4%	75.0%	5.5%	3.2%
Aircel	Count	1074	1048	158	890	23	3
	%	100.0%	97.6%	14.7%	82.9%	2.1%	0.3%
Overall	Count	8571	8192	1215	6977	307	72
	%	100.0%	95.6%	14.2%	81.4%	3.6%	0.8%

F.3. (Q 22) Are you satisfied with the restoration of network (signal) problems?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1071	1024	277	747	33	14
	%	100.0%	95.6%	25.9%	69.7%	3.1%	1.3%
MTNL	Count	1069	997	266	731	68	4
	%	100.0%	93.3%	24.9%	68.4%	6.4%	0.4%
Reliance	Count	1070	1013	201	812	46	11
	%	100.0%	94.7%	18.8%	75.9%	4.3%	1.0%
TTML	Count	1073	1036	258	778	28	9
	%	100.0%	96.5%	24.0%	72.5%	2.6%	0.8%
Idea	Count	1071	1049	339	710	17	5
	%	100.0%	98.0%	31.7%	66.3%	1.6%	0.5%
Vodafone	Count	1073	1055	197	858	17	1
	%	100.0%	98.4%	18.4%	80.0%	1.6%	0.1%
BPL/Loop	Count	1070	980	320	660	54	36
	%	100.0%	91.6%	29.9%	61.7%	5.0%	3.4%
Aircel	Count	1074	1045	227	818	23	6
	%	100.0%	97.3	21.1%	76.2%	2.1%	0.6%
Overall	Count	8571	8199	2085	6114	286	86
	%	100.0%	95.6%	24.3%	71.3%	3.3%	1.0%

G. Supplementary Service/ Value Added Services

G.1. (Q 23) Do you use value added services like roaming, ring tone, GPRS, e-mail, voice mail or any other such services.

Service Providers		Yes	No	Base
Airtel	Count	219	852	1071
	%	20.4%	79.6%	100.0%
MTNL	Count	105	964	1069
	%	9.8%	90.2%	100.0%
Reliance	Count	194	876	1070
	%	18.1%	81.9%	100.0%
TTML	Count	173	900	1073
	%	16.1%	83.9%	100.0%
Idea	Count	143	928	1071
	%	13.4%	86.6%	100.0%
Vodafone	Count	225	848	1073
	%	21.0%	79.0%	100.0%
BPL/Loop	Count	244	826	1070
	%	22.8%	77.2%	100.0%
Aircel	Count	135	939	1074
	%	12.6%	87.4%	100.0%
Overall	Count	1438	7133	8571
	%	16.8%	83.2%	100.0%

G.2. (Q 24) Did the service provider have your explicit consent before providing the chargeable value added service such as ring tone, e-mail/GPRS, voice mail etc.

Service Providers		Yes	No	Base
Airtel	Count	157	62	219
	%	71.7%	28.3%	100.0%
MTNL	Count	83	22	105
	%	79.0%	21.0%	100.0%
Reliance	Count	166	28	194
	%	85.6%	14.4%	100.0%
TTML	Count	130	43	173
	%	75.1%	24.9%	100.0%
Idea	Count	110	33	143
	%	76.9%	23.1%	100.0%
Vodafone	Count	210	15	225
	%	93.3%	6.7%	100.0%
BPL/Loop	Count	186	58	244
	%	76.2%	23.8%	100.0%
Aircel	Count	113	22	135
	%	83.7%	16.3%	100.0%
Overall	Count	1155	283	1438
	%	80.3%	19.7%	100.0%

G.3. (Q 25) How satisfied are you with the quality of the supplementary / value added services provided?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	219	195	39	156	18	6
	%	100.0%	89.0%	17.8%	71.2%	8.2%	2.7%
MTNL	Count	105	100	15	85	5	--
	%	100.0%	95.3%	14.3%	81.0%	4.8%	--
Reliance	Count	194	168	28	140	18	8
	%	100.0%	86.6%	14.4%	72.2%	9.3%	4.1%
TTML	Count	173	138	20	118	15	20
	%	100.0%	79.8%	11.6%	68.2%	8.7%	11.6%
Idea	Count	143	134	16	118	7	2
	%	100.0%	93.7%	11.2%	82.5%	4.9%	1.4%
Vodafone	Count	225	215	42	173	4	6
	%	100.0%	95.6%	18.7%	76.9%	1.8%	2.7%
BPL/Loop	Count	244	215	37	178	21	8
	%	100.0%	88.2%	15.2%	73.0%	8.6%	3.3%
Aircel	Count	135	126	12	114	8	1
	%	100.0%	93.3%	8.9%	84.4%	5.9%	0.7%
Overall	Count	1438	1291	209	1082	96	51
	%	100.0%	89.7%	14.5%	75.2%	6.7%	3.5%

G.4. (Q 26) Have you been informed of the telephone numbers/toll free codes for unsubscribing the value added service (VAS), after activation of VAS or before renewal/recharging of VAS?

Service Providers		Yes	No	Base
Airtel	Count	159	60	219
	%	72.6%	27.4%	100.0%
MTNL	Count	80	25	105
	%	76.2%	23.8%	100.0%
Reliance	Count	151	43	194
	%	77.8%	22.2%	100.0%
TTML	Count	117	56	173
	%	67.6%	32.4%	100.0%
Idea	Count	106	37	143
	%	74.1%	25.9%	100.0%
Vodafone	Count	189	36	225
	%	84.0%	16.0%	100.0%
BPL/Loop	Count	174	70	244
	%	71.3%	28.7%	100.0%
Aircel	Count	99	36	135
	%	73.3%	26.7%	100.0%
Overall	Count	1075	363	1438
	%	74.8%	25.2%	100.0%

G.5. (Q 27) Have you been informed of the charges of value added services before their activation and immediately after its activation?

Service Providers		Base	Yes before and after activation	Yes only after activation	Yes only before activation	No in both cases
Airtel	Count	219	68	64	36	51
	%	100.0%	31.1%	29.2%	16.4%	23.3%
MTNL	Count	105	25	35	32	13
	%	100.0%	23.8%	33.3%	30.5%	12.4%
Reliance	Count	194	57	64	30	43
	%	100.0%	29.4%	33.0%	15.5%	22.2%
TTML	Count	173	63	42	36	32
	%	100.0%	36.4%	24.3%	20.8%	18.5%
Idea	Count	143	39	38	40	26
	%	100.0%	27.3%	26.6%	28.0%	18.2%
Vodafone	Count	225	77	71	41	36
	%	100.0%	34.2%	31.6%	18.2%	16.0%
BPL/Loop	Count	244	84	72	51	37
	%	100.0%	34.4%	29.5%	20.9%	15.2%
Aircel	Count	135	39	40	21	35
	%	100.0%	28.9%	29.6%	15.6%	25.9%
Overall	Count	1438	452	426	287	273
	%	100.0%	31.4%	29.6%	20.0%	19.0%

G.6. (Q 28) Have you been informed of the charges for value added services in advance of its renewal/recharging?

Service Providers		Yes	No	Base
Airtel	Count	70	149	219
	%	32.0%	68.0%	100.0%
MTNL	Count	24	81	105
	%	22.9%	77.1%	100.0%
Reliance	Count	56	138	194
	%	28.9%	71.1%	100.0%
TTML	Count	31	142	173
	%	17.9%	82.1%	100.0%
Idea	Count	24	119	143
	%	16.8%	83.2%	100.0%
Vodafone	Count	90	135	225
	%	40.0%	60.0%	100.0%
BPL/Loop	Count	71	173	244
	%	29.1%	70.9%	100.0%
Aircel	Count	28	107	135
	%	20.7%	79.3%	100.0%
Overall	Count	394	1044	1438
	%	27.4%	72.6%	100.0%

H. Overall Customer Satisfaction

H.1. (Q 29a) How satisfied are you with the overall quality of your mobile service?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1071	933	138	795	133	5
	%	100.0%	87.1%	12.9%	74.2%	12.4%	0.5%
MTNL	Count	1069	872	113	759	191	6
	%	100.0%	81.6%	10.6%	71.0%	17.9%	0.6%
Reliance	Count	1070	919	96	823	146	5
	%	100.0%	85.9%	9.0%	76.9%	13.6%	0.5%
TTML	Count	1073	962	103	859	100	11
	%	100.0%	89.7%	9.6%	80.1%	9.3%	1.0%
Idea	Count	1071	988	255	733	78	5
	%	100.0%	92.2%	23.8%	68.4%	7.3%	0.5%
Vodafone	Count	1073	980	228	752	82	11
	%	100.0%	91.3%	21.2%	70.1%	7.6%	1.0%
BPL/Loop	Count	1070	856	99	757	201	13
	%	100.0%	80.0%	9.3%	70.7%	18.8%	1.2%
Aircel	Count	1074	968	147	821	102	4
	%	100.0%	90.1%	13.7%	76.4%	9.5%	0.4%
Overall	Count	8571	7478	1179	6299	1033	60
	%	100.0%	87.3%	13.8%	73.5%	12.1%	0.7%

I. General Information

I.1. (Q 30) 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	Base
Airtel	Count	7	146	153
	%	4.6%	95.4%	100.0%
MTNL	Count	2	70	72
	%	2.8%	97.2%	100.0%
Reliance	Count	10	195	205
	%	4.9%	95.1%	100.0%
TTML	Count	81	351	432
	%	18.8%	81.3%	100.0%
Idea	Count	141	449	590
	%	23.9%	76.1%	100.0%
Vodafone	Count	2	130	132
	%	1.5%	98.5%	100.0%
BPL/Loop	Count	9	232	241
	%	3.7%	96.3%	100.0%
Aircel	Count	399	482	881
	%	45.3%	54.7%	100.0%
Overall	Count	651	2055	2706
	%	24.1%	75.9%	100.0%

I.2. (Q 31) If at any time you had terminated your Mobile connection, how many days, it took for the termination?

Service Providers		Base	1 day	2-3 days	4-7 days	More than 7 days
Airtel	Count	107	40	23	20	24
	%	100.0%	37.4%	21.5%	18.7%	22.4%
MTNL	Count	36	19	6	10	1
	%	100.0%	52.8%	16.7%	27.8%	2.8%
Reliance	Count	130	56	20	19	35
	%	100.0%	43.1%	15.4%	14.6%	26.9%
TTML	Count	127	22	22	35	48
	%	100.0%	17.3%	17.3%	27.6%	37.8%
Idea	Count	181	35	1	21	124
	%	100.0%	19.3%	0.6%	11.6%	68.5%
Vodafone	Count	107	36	21	18	32
	%	100.0%	33.6%	19.6%	16.8%	29.9%
BPL/Loop	Count	68	17	9	18	24
	%	100.0%	25.0%	13.2%	26.5%	35.3%
Aircel	Count	101	28	9	17	47
	%	100.0%	27.7%	8.9%	16.8%	46.5%
Overall	Count	857	253	111	158	335
	%	100.0%	29.5%	13.0%	18.4%	39.1%

I.3. (Q 32) Are you aware that the processing fee applicable for exclusive Talk Time Top-up shall not exceed Rs. 2/- per Top-up as per existing TRAI orders?

Service Providers		Yes	No	Base
Airtel	Count	196	875	1071
	%	18.3%	81.7%	100.0%
MTNL	Count	206	863	1069
	%	19.3%	80.7%	100.0%
Reliance	Count	197	873	1070
	%	18.4%	81.6%	100.0%
TTML	Count	166	907	1073
	%	15.5%	84.5%	100.0%
Idea	Count	210	861	1071
	%	19.6%	80.4%	100.0%
Vodafone	Count	242	831	1073
	%	22.6%	77.4%	100.0%
BPL/Loop	Count	152	918	1070
	%	14.2%	85.8%	100.0%
Aircel	Count	117	957	1074
	%	10.9%	89.1%	100.0%
Overall	Count	1486	7085	8571
	%	17.3%	82.7%	100.0%

I.4. (Q 33) Are you aware that in Cellular Mobile, the rental for National Roaming Service has been abolished by TRAI and is not applicable currently?

Service Providers		Yes	No	Base
Airtel	Count	301	770	1071
	%	28.1%	71.9%	100.0%
MTNL	Count	292	777	1069
	%	27.3%	72.7%	100.0%
Reliance	Count	289	781	1070
	%	27.0%	73.0%	100.0%
TTML	Count	218	855	1073
	%	20.3%	79.7%	100.0%
Idea	Count	371	700	1071
	%	34.6%	65.4%	100.0%
Vodafone	Count	331	742	1073
	%	30.8%	69.2%	100.0%
BPL/Loop	Count	106	964	1070
	%	9.9%	90.1%	100.0%
Aircel	Count	456	618	1074
	%	42.5%	57.5%	100.0%
Overall	Count	2364	6207	8571
	%	27.6%	72.4%	100.0%

I.5. (Q34) Did your service provider adjust your security deposit in the bill raised after you requested for termination?

Service Providers		Yes	No	Base
Airtel	Count	52	1019	1071
	%	4.9%	95.1%	100.0%
MTNL	Count	20	1049	1069
	%	1.9%	98.1%	100.0%
Reliance	Count	23	1047	1070
	%	2.1%	97.9%	100.0%
TTML	Count	32	1041	1073
	%	3.0%	97.0%	100.0%
Idea	Count	10	1061	1071
	%	0.9%	99.1%	100.0%
Vodafone	Count	47	1026	1073
	%	4.4%	95.6%	100.0%
BPL/Loop	Count	24	1046	1070
	%	2.2%	97.8%	100.0%
Aircel	Count	22	1052	1074
	%	2.0%	98.0%	100.0%
Overall	Count	230	8341	8571
	%	2.7%	97.3%	100.0%

I.6. (Q 35) Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.

Service Providers		Yes	No	Do not mind receiving such calls/SMS	Base
Airtel	Count	111	904	56	1071
	%	10.4%	84.4%	5.2%	100.0%
MTNL	Count	132	902	35	1069
	%	12.3%	84.4%	3.3%	100.0%
Reliance	Count	119	827	124	1070
	%	11.1%	77.3%	11.6%	100.0%
TTML	Count	129	879	65	1073
	%	12.0%	81.9%	6.1%	100.0%
Idea	Count	45	944	82	1071
	%	4.2%	88.1%	7.7%	100.0%
Vodafone	Count	130	781	162	1073
	%	12.1%	72.8%	15.1%	100.0%
BPL/Loop	Count	54	934	82	1070
	%	5.0%	87.3%	7.7%	100.0%
Aircel	Count	101	877	96	1074
	%	9.4%	81.7%	8.9%	100.0%
Overall	Count	821	7048	702	8571
	%	9.6%	82.2%	8.2%	100.0%

I.7. (Q 36a) Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS.

Service Providers		Stopped Receiving	Considerable Decrease	Slight Decrease	Continued Receiving	Base
Airtel	Count	95	10	2	4	111
	%	85.6%	9.0%	1.8%	3.6%	100.0%
MTNL	Count	123	7	--	2	132
	%	93.2%	5.3%	--	1.5%	100.0%
Reliance	Count	102	8	1	8	119
	%	85.7%	6.7%	0.8%	6.7%	100.0%
TTML	Count	122	3	1	3	129
	%	94.6%	2.3%	0.8%	2.3%	100.0%
Idea	Count	41	2	--	2	45
	%	91.1%	4.4%	--	4.4%	100.0%
Vodafone	Count	110	18	--	2	130
	%	84.6%	13.8%	--	1.5%	100.0%
BPL/Loop	Count	51	2	1	--	54
	%	94.4%	3.7%	1.9%	--	100.0%
Aircel	Count	99	2	--	--	101
	%	98.0%	2.0%	--	--	100.0%
Overall	Count	743	52	5	21	821
	%	90.5%	6.3%	0.6%	2.6%	100.0%

I.8. (Q 36b) Have you made any complaint to your service provider on getting such unsolicited calls/SMS after registering for National Do Not Call (NDNC) Registry?

Service Providers		Yes	No	Base
Airtel	Count	8	8	16
	%	50.0%	50.0%	100.0%
MTNL	Count	3	6	9
	%	33.3%	66.7	100.0%
Reliance	Count	7	10	17
	%	41.2%	58.8%	100.0%
TTML	Count	2	5	7
	%	28.6%	71.4%	100.0%
Idea	Count	2	2	4
	%	50.0%	50.0%	100.0%
Vodafone	Count	10	10	20
	%	50.0%	50.0%	100.0%
BPL/Loop	Count	1	2	3
	%	33.35	66.7%	100.0%
Aircel	Count	--	2	2
	%	--	100%	100.0%
Overall	Count	33	45	78
	%	42.3%	57.7%	100.0%

I.8. (Q 36c) If Yes, please indicate the following-

Service Providers		Yes Complaint was registered	Refused to register the complaint	Customer who registered the telephone numbers of the companies from where unsolicited calls/ SMS came	Base
Airtel	Count	5	1	2	8
	%	62.5%	12.5%	25.0%	100.0%
MTNL	Count	3	--	--	3
	%	100%	--	--	100.0%
Reliance	Count	4	2	1	7
	%	57.1%	28.6%	14.3%	100.0%
TTML	Count	--	--	2	2
	%	--	--	100%	100.0%
Idea	Count	2	--	--	2
	%	100%	--	--	100.0%
Vodafone	Count	6	2	2	10
	%	60.0%	20.0%	20.0%	100.0%
BPL/Loop	Count	1	--	--	1
	%	100%	--	--	100.0%
Aircel	Count	--	--	--	--
	%	--	--	--	--
Overall	Count	21	5	7	33
	%	63.6%	15.2%	21.2%	100.0%

Grievance Redressal Mechanism

J.1. (Q 37) Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?

Service Providers		Yes	No	Base
Airtel	Count	983	88	1071
	%	91.8%	8.2%	100.0%
MTNL	Count	1022	47	1069
	%	95.6%	4.4%	100.0%
Reliance	Count	1015	55	1070
	%	94.9%	5.1%	100.0%
TTML	Count	1007	66	1073
	%	93.8%	6.2%	100.0%
Idea	Count	965	106	1071
	%	90.1%	9.9%	100.0%
Vodafone	Count	1026	47	1073
	%	95.6%	4.4%	100.0%
BPL/Loop	Count	1011	59	1070
	%	94.5%	5.5%	100.0%
Aircel	Count	1022	52	1074
	%	95.2%	4.8%	100.0%
Overall	Count	8051	520	8571
	%	93.9%	6.1%	100.0%

J.2. (Q 38) Have you made any complaint within last 12 months to the toll free Call Centre/customer care/Helpline telephone number?

Service Providers		Yes	No	Base
Airtel	Count	266	805	1071
	%	24.8%	75.2%	100.0%
MTNL	Count	179	890	1069
	%	16.7%	83.3%	100.0%
Reliance	Count	266	804	1070
	%	24.9%	75.1%	100.0%
TTML	Count	98	975	1073
	%	9.1%	90.9%	100.0%
Idea	Count	151	920	1071
	%	14.1%	85.9%	100.0%
Vodafone	Count	292	781	1073
	%	27.2%	72.8%	100.0%
BPL/Loop	Count	242	828	1070
	%	22.6%	77.4%	100.0%
Aircel	Count	225	849	1074
	%	20.9%	79.1%	100.0%
Overall	Count	1719	6852	8571
	%	20.1%	79.9%	100.0%

J.3. (Q 39) With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?

Service Providers		Doctor number received for most of the complaints	No Docket number received for most of the complaints	It was received on request	No docket number received even on request	Base
Airtel	Count	65	36	104	61	266
	%	24.4%	13.5%	39.1%	22.9%	100.0%
MTNL	Count	24	38	108	9	179
	%	13.4%	21.2%	60.3%	5.0%	100.0%
Reliance	Count	60	28	140	38	266
	%	22.6%	10.5%	52.6%	14.3%	100.0%
TTML	Count	16	18	53	11	98
	%	16.3%	18.4%	54.1%	11.2%	100.0%
Idea	Count	39	32	61	19	151
	%	25.8%	21.2%	40.4%	12.6%	100.0%
Vodafone	Count	85	25	147	35	292
	%	29.1%	8.6%	50.3%	12.0%	100.0%
BPL/Loop	Count	35	61	88	58	242
	%	14.5%	25.2%	36.4%	24.0%	100.0%
Aircel	Count	36	69	100	20	225
	%	16.0%	30.7%	44.4%	8.9%	100.0%
Overall	Count	360	307	801	251	1719
	%	20.9%	17.9%	46.6%	14.6%	100.0%

J.4. (Q 40) Did the Call Centre inform you about the action taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	181	85	266
	%	68.0%	32.0%	100.0%
MTNL	Count	109	70	179
	%	60.9%	39.1%	100.0%
Reliance	Count	190	76	266
	%	71.4%	28.6%	100.0%
TTML	Count	53	45	98
	%	54.1%	45.9%	100.0%
Idea	Count	105	46	151
	%	69.5%	30.5%	100.0%
Vodafone	Count	219	73	292
	%	75.0%	25.0%	100.0%
BPL/Loop	Count	151	91	242
	%	62.4%	37.6%	100.0%
Aircel	Count	167	58	225
	%	74.2%	25.8%	100.0%
Overall	Count	1175	544	1719
	%	68.4%	31.6%	100.0%

J.5. (Q 41) How satisfied are you with the system of resolving of your complaints by call centre/ customer care/ helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	266	207	35	172	48	11
	%	100.0%	77.9%	13.2%	64.7%	18.0%	4.1%
MTNL	Count	179	123	15	108	50	6
	%	100.0%	68.7%	8.4%	60.3%	27.9%	3.4%
Reliance	Count	266	210	31	179	44	12
	%	100.0%	79.0%	11.7%	67.3%	16.5%	4.5%
TTML	Count	98	74	9	65	22	2
	%	100.0%	75.5%	9.2%	66.3%	22.4%	2.0%
Idea	Count	151	139	23	116	9	3
	%	100.0%	92.0%	15.2%	76.8%	6.0%	2.0%
Vodafone	Count	292	255	38	217	27	10
	%	100.0%	87.3%	13.0%	74.3%	9.2%	3.4%
BPL/Loop	Count	242	184	38	146	39	19
	%	100.0%	76.0%	15.7%	60.3%	16.1%	7.9%
Aircel	Count	225	192	15	177	30	3
	%	100.0%	85.4%	6.7%	78.7%	13.3%	1.3%
Overall	Count	1719	1384	204	1180	269	66
	%	100.0%	80.5%	11.9%	68.6%	15.6%	3.8%

J.6. (Q 42) 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 complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	Count	10	44	6	9	11	--	59
	%	16.9%	74.6%	10.2%	15.3%	18.6%	--	
MTNL	Count	3	57	1	1	11	--	56
	%	5.4%	100%	1.8%	1.8%	19.6%	--	
Reliance	Count	8	56	3	10	14	1	56
	%	14.3%	100%	5.4%	17.9%	25.0%	1.8%	
TTML	Count	4	21	--	5	7	1	24
	%	16.7%	87.5%	--	20.8%	29.2%	4.2%	
Idea	Count	--	10	--	2	3	--	12
	%	--	83.3%	--	16.7%	25.0%	--	
Vodafone	Count	3	37	1	5	5	--	37
	%	8.1%	100%	2.7%	13.5%	13.5%	--	
BPL/Loop	Count	3	54	1	3	7	1	58
	%	5.2%	93.1%	1.7%	5.2%	12.1%	1.7%	
Aircel	Count	6	29	3	--	--	--	33
	%	18.2%	87.9%	9.1%	--	--	--	
Overall	Count	37	308	15	35	61	3	335
	%	11.0%	91.9%	4.5%	10.4%	18.2%	0.9%	

J.7. (Q 43) Was your billing/charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?

Service Providers		Yes	No	Base
Airtel	Count	43	18	61
	%	75.0%	29.5%	100.0%
MTNL	Count	12	13	25
	%	48.0%	52.0%	100.0%
Reliance	Count	43	26	69
	%	62.3%	37.7%	100.0%
TTML	Count	7	9	16
	%	43.8%	56.3%	100.0%
Idea	Count	11	10	21
	%	52.4%	47.6%	100.0%
Vodafone	Count	44	28	72
	%	61.1%	38.9%	100.0%
BPL/Loop	Count	18	10	28
	%	64.3%	35.7%	100.0%
Aircel	Count	25	20	45
	%	55.6%	44.4%	100.0%
Overall	Count	203	134	337
	%	60.2%	39.8%	100.0%

J.8. (Q 44) 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 detail of the Nodal Officer?

Service Providers		Yes	No	Base
Airtel	Count	33	1038	1071
	%	3.1%	96.9%	100.0%
MTNL	Count	17	1052	1069
	%	1.6%	98.4%	100.0%
Reliance	Count	22	1048	1070
	%	2.1%	97.9%	100.0%
TTML	Count	8	1065	1073
	%	0.7%	99.3%	100.0%
Idea	Count	12	1059	1071
	%	1.1%	98.9%	100.0%
Vodafone	Count	35	1038	1073
	%	3.3%	96.7%	100.0%
BPL/Loop	Count	10	1060	1070
	%	0.9%	99.1%	100.0%
Aircel	Count	11	1063	1074
	%	1.0%	99.0%	100.0%
Overall	Count	148	8423	8571
	%	1.7%	98.3%	100.0%

J.9. (Q 45) 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	Base
Airtel	Count	3	30	33
	%	9.1%	90.9%	100.0%
MTNL	Count	--	17	17
	%	--	100	100.0%
Reliance	Count	4	18	22
	%	18.2%	81.8%	100.0%
TTML	Count	2	6	8
	%	25.0%	75.0%	100.0%
Idea	Count	--	12	12
	%	--	100%	100.0%
Vodafone	Count	2	33	35
	%	5.7%	94.3%	100.0%
BPL/Loop	Count	1	9	10
	%	10.0%	90.0%	100.0%
Aircel	Count	4	7	11
	%	36.4%	63.6%	100.0%
Overall	Count	16	132	148
	%	10.8%	89.2%	100.0%

J.10. (Q 46) Did the Nodal Officer intimate you about the decision taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	3	--	3
	%	100%	--	100%
MTNL	Count	--	--	--
	%	--	--	--
Reliance	Count	4	--	4
	%	100%	--	100%
TTML	Count	1	--	1
	%	100%	--	100%
Idea	Count	--	--	--
	%	--	--	--
Vodafone	Count	3	--	3
	%	100%	--	100%
BPL/Loop	Count	1	--	1
	%	100%	--	100%
Aircel	Count	4	--	4
	%	100%	--	100%
Overall	Count	16	--	16
	%	100%	--	100%

J.11. (Q 47) How satisfied are you with the redressal of the complaint by the Nodal Officer?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	3	3	--	3	--	--
	%	100%	100%	--	100%	--	--
MTNL	Count	--	--	--	--	--	--
	%	--	--	--	--	--	--
Reliance	Count	4	4	--	4	--	--
	%	100%	100%	--	100%	--	--
TTML	Count	1	1	--	1	--	--
	%	100%	100%	--	100%	--	--
Idea	Count	--	--	--	--	--	--
	%	--	--	--	--	--	--
Vodafone	Count	3	3	--	3	--	--
	%	100%	100%	--	100%	--	--
BPL/Loop	Count	1	1	--	1	--	--
	%	100%	100%	--	100%	--	--
Aircel	Count	4	4	--	4	--	--
	%	100%	100%	--	100%	--	--
Overall	Count	16	16	--	16	--	--
	%	100%	100%	--	100%	--	--

J.12. (Q 48) 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 complaints is too long	Nodal Officer not understood the problems	Others	Base
Airtel	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--
MTNL	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--
Reliance	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--
TTML	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--
Idea	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--
Vodafone	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--
BPL/Loop	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--
Aircel	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--
Overall	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--

J.13. (Q 49) 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	Base
Airtel	Count	13	1058	1071
	%	1.2%	98.8%	100.0%
MTNL	Count	9	1060	1069
	%	0.8%	99.2%	100.0%
Reliance	Count	7	1063	1070
	%	0.7%	99.3%	100.0%
TTML	Count	2	1071	1073
	%	0.2%	99.8%	100.0%
Idea	Count	4	1067	1071
	%	0.4%	99.6%	100.0%
Vodafone	Count	12	1061	1073
	%	1.1%	98.9%	100.0%
BPL/Loop	Count	5	1065	1070
	%	0.5%	99.5%	100.0%
Aircel	Count	--	1074	1074
	%	--	100%	100.0%
Overall	Count	52	8519	8571
	%	0.6%	99.4%	100.0%

J.14. (Q 50) Have you filed any appeal in the last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	11	1060	1071
	%	1.0%	99.0%	100.0%
MTNL	Count	--	1069	1069
	%	--	100%	100.0%
Reliance	Count	1	1069	1070
	%	0.1%	99.9%	100.0%
TTML	Count	--	1073	1073
	%	--	100%	100.0%
Idea	Count	--	1071	1071
	%	--	100%	100.0%
Vodafone	Count	1	1072	1073
	%	0.1%	99.9%	100.0%
BPL/Loop	Count	--	1070	1070
	%	--	100%	100.0%
Aircel	Count	1	1073	1074
	%	0.1%	99.9%	100.0%
Overall	Count	14	8557	8571
	%	0.2%	99.8%	

J.15. (Q 51) Did you receive any acknowledgement?

Service Providers		Yes	No	Base
Airtel	Count	--	11	11
	%	--	100%	100%
MTNL	Count	--	--	--
	%	--	--	--
Reliance	Count	--	1	1
	%	--	100%	100%
TTML	Count	--	--	--
	%	--	--	--
Idea	Count	--	--	--
	%	--	--	--
Vodafone	Count	--	1	1
	%	--	100%	100%
BPL/Loop	Count	--	--	--
	%	--	--	--
Aircel	Count	--	1	1
	%	--	100%	100%
Overall	Count	--	14	14
	%	--	100%	100%

J.16 (Q 52) 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	Base
Airtel	Count	--	11	--	11
	%	--	100%	--	100%
MTNL	Count	--	--	--	--
	%	--	--	--	--
Reliance	Count	--	1	--	1
	%	--	100%	--	100%
TTML	Count	--	--	--	--
	%	--	--	--	--
Idea	Count	--	--	--	--
	%	--	--	--	--
Vodafone	Count	--	1	--	1
	%	--	100%	--	100%
BPL/Loop	Count	--	--	--	--
	%	--	--	--	--
Aircel	Count	--	1	--	1
	%	--	100%	--	100%
Overall	Count	--	14	--	14
	%	--	100%	--	100%

General Information

J.17. (Q 53) Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Service Providers		Yes	No	Base
Airtel	Count	149	850	999
	%	14.9%	85.1%	100.0%
MTNL	Count	68	547	615
	%	11.1%	88.9%	100.0%
Reliance	Count	177	757	934
	%	19.0%	81.0%	100.0%
TTML	Count	179	844	1023
	%	17.5%	82.5%	100.0%
Idea	Count	87	951	1038
	%	8.4%	91.6%	100.0%
Vodafone	Count	121	730	851
	%	14.2%	85.8%	100.0%
BPL/Loop	Count	75	865	940
	%	8.0%	92.0%	100.0%
Aircel	Count	60	733	793
	%	7.6%	92.4%	100.0%
Overall	Count	916	6277	7193
	%	12.7%	87.3%	100.0%

J.18. (Q 54) Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Service Providers		Yes	No	Base
Airtel	Count	28	121	149
	%	18.8%	81.2%	100.0%
MTNL	Count	17	51	68
	%	25.0%	75.0%	100.0%
Reliance	Count	18	159	177
	%	10.2%	89.8%	100.0%
TTML	Count	12	167	179
	%	6.7%	93.3%	100.0%
Idea	Count	4	83	87
	%	4.6%	95.4%	100.0%
Vodafone	Count	18	103	121
	%	14.9%	85.1%	100.0%
BPL/Loop	Count	9	66	75
	%	12.0%	88.0%	100.0%
Aircel	Count	7	53	60
	%	11.7%	88.3%	100.0%
Overall	Count	113	803	916
	%	12.3%	87.7%	100.0%

J.19. (Q 55) What were the reason(s) for denying your request?

Service Providers		No reason given	Technical problem	Base
Airtel	Count	9	19	28
	%	32.1%	67.9%	100.0%
MTNL	Count	2	15	17
	%	11.8%	88.2%	100.0%
Reliance	Count	5	13	18
	%	27.8%	72.2%	100.0%
TTML	Count	4	8	12
	%	33.3%	66.7%	100.0%
Idea	Count	1	3	4
	%	25.0%	75.0%	100.0%
Vodafone	Count	1	17	18
	%	5.6%	94.4%	100.0%
BPL/Loop	Count	2	7	9
	%	22.2%	77.8%	100.0%
Aircel	Count	--	7	7
	%	--	100%	100.0%
Overall	Count	24	89	113
	%	21.2%	78.8%	100.0%

J.20 (Q 56) 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 mobile telephone connection?"

Service Providers		Yes	No	Base
Airtel	Count	12	141	153
	%	7.8%	92.2%	100.0%
MTNL	Count	20	52	72
	%	27.8%	72.2%	100.0%
Reliance	Count	69	136	205
	%	33.7%	66.3%	100.0%
TTML	Count	253	179	432
	%	58.6%	41.4%	100.0%
Idea	Count	230	360	590
	%	39.0%	61.0%	100.0%
Vodafone	Count	41	91	132
	%	31.1%	68.9%	100.0%
BPL/Loop	Count	34	207	241
	%	14.1%	85.9%	100.0%
Aircel	Count	497	384	881
	%	56.4%	43.6%	100.0%
Overall	Count	1156	1550	2706
	%	42.7%	57.3%	100.0%

Annexure 3: Detailed Tables (Broadband Customers Survey)

A. Service Provision

A.1. (Q 1a) When did you last apply for a broadband connection?

Service Providers		Less than 6 months	6-12 months	More than 12 months	Base
Airtel	Count	143	124	802	1069
	%	13.4%	11.6%	75.0%	100.0%
MTNL	Count	136	94	838	1068
	%	12.7%	8.8%	78.5%	100.0%
Hathway	Count	143	115	811	1069
	%	13.4%	10.8%	75.9%	100.0%
Reliance	Count	74	78	917	1069
	%	6.9%	7.3%	85.8%	100.0%
Sify	Count	144	148	697	989
	%	14.6%	15.0%	70.5%	100.0%
VSNL/ Tata	Count	94	91	884	1069
	%	8.8%	8.5%	82.7%	100.0%
You	Count	76	94	818	988
	%	7.7%	9.5%	82.8%	100.0%
TTML	Count	427	137	503	1067
	%	40.0%	12.8%	47.1%	100.0%
Pacenet	Count	456	150	376	982
	%	46.4%	15.3%	38.3%	100.0%
Overall	Count	1693	1031	6646	9370
	%	18.1%	11.0%	70.9%	100.0%

A.2. (Q 1b) After registration and payment of initial deposits by you within how many working days did the broadband connection get activated?

Service Providers		Within 15 working days	More than 15 days	Base
Airtel	Count	254	13	267
	%	95.1%	4.9%	100.0%
MTNL	Count	224	6	230
	%	97.4%	2.6%	100.0%
Hathway	Count	231	27	258
	%	89.5%	10.5%	100.0%
Reliance	Count	125	27	152
	%	82.2%	17.8%	100.0%
Sify	Count	282	10	292
	%	96.6%	3.4%	100.0%
VSNL/ Tata	Count	180	5	185
	%	97.3%	2.7%	100.0%
You	Count	170	--	170
	%	100%	--	100.0%
TTML	Count	539	25	564
	%	95.6%	4.4%	100.0%
Pacenet	Count	581	25	606
	%	95.9%	4.1%	100.0%
Overall	Count	2586	136	2724
	%	94.9%	5.1%	100.0%

A.3. (Q 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		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	267	202	5	197	53	12
	%	100.0%	75.7%	1.9%	73.8%	19.9%	4.5%
MTNL	Count	230	109	29	80	38	83
	%	100.0%	47.4%	12.6%	34.8%	16.5%	36.1%
Hathway	Count	258	250	20	230	2	6
	%	100.0%	96.9%	7.8%	89.1%	0.8%	2.3%
Reliance	Count	152	149	24	125	3	--
	%	100.0%	98.0%	15.8%	82.2%	2.0%	--
Sify	Count	292	224		224	46	22
	%	100.0%	76.7%		76.7%	15.8%	7.5%
VSNL/ Tata	Count	185	110	22	88	62	13
	%	100.0%	59.5%	11.9%	47.6%	33.5%	7.0
You	Count	170	170		170	--	--
	%	100.0%	100%		100%	--	--
TTML	Count	564	552	2	550	4	8
	%	100.0%	97.9%	0.4%	97.5%	0.7%	1.4%
Pacenet	Count	606	593	2	591	5	8
	%	100.0%	97.8%	0.3%	97.5%	0.8%	1.3%
Overall	Count	2724	2359	104	2255	213	152
	%	100.0%	86.6%	3.8%	82.8%	7.8%	5.6%

A.4. (Q 3) In case your connection was temporarily suspended due to non-payment of bills, how much time 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	Base
Airtel	Count	41	24	11	54	130
	%	31.5%	18.5%	8.5%	41.5%	100.0%
MTNL	Count	182	29	29	57	297
	%	61.3%	9.8%	9.8%	19.2%	100.0%
Hathway	Count	171	43	4	--	218
	%	78.4%	19.7%	1.8%	--	100.0%
Reliance	Count	199	57	3	--	259
	%	76.8%	22.0%	1.2%	--	100.0%
Sify	Count	83	25	21	26	155
	%	53.5%	16.1%	13.5%	16.8%	100.0%
VSNL/ Tata	Count	377	23	3	10	413
	%	91.3%	5.6%	0.7%	2.4%	100.0%
You	Count	183	18	6	3	210
	%	87.1%	8.6%	2.9%	1.4%	100.0%
TTML	Count	291	221	5	--	517
	%	56.3%	42.7%	1.0%	--	100.0%
Pacenet	Count	306	241	4	--	551
	%	55.5%	43.7%	0.7%	--	100.0%
Overall	Count	1833	681	86	150	2750
	%	66.7%	24.8%	3.1%	5.5%	100.0%

B. Billing Process - Postpaid Customers

B.1. (Q 4) How satisfied are you with the timely delivery of bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1069	826	11	815	225	18
	%	100.0%	77.2%	1.0%	76.2%	21.0%	1.7%
MTNL	Count	1068	738	79	659	222	108
	%	100.0%	69.1%	7.4%	61.7%	20.8%	10.1%
Hathway	Count	580	554	55	499	5	21
	%	100.0%	95.5%	9.5%	86.0%	0.9%	3.6%
Reliance	Count	1069	1042	126	916	24	3
	%	100.0%	97.5%	11.8%	85.7%	2.2%	0.3%
VSNL/ Tata	Count	717	505	47	458	130	82
	%	100.0%	70.5%	6.6%	63.9%	18.1%	11.4%
You	Count	223	223	--	223	--	--
	%	100.0%	100%	--	100%	--	--
TTML	Count	346	343	--	343	--	3
	%	100.0%	99.1%	--	99.1%	--	0.9%
Pacenet	Count	313	309	--	309	--	4
	%	100.0%	98.7%	--	98.7%	--	1.3%
Overall	Count	5385	4540	318	4222	606	239
	%	100.0%	84.3	5.9%	78.4%	11.3%	4.4%

B.2. (Q 5a) How satisfied are you with the accuracy of the bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1069	832	10	822	199	38
	%	100.0%	77.8%	0.9%	76.9%	18.6%	3.6%
MTNL	Count	1068	736	62	674	233	99
	%	100.0%	68.9%	5.8%	63.1%	21.8%	9.3%
Hathway	Count	580	562	61	501	2	16
	%	100.0%	96.9%	10.5%	86.4%	0.3%	2.8%
Reliance	Count	1069	1048	114	934	21	--
	%	100.0%	98.1%	10.7%	87.4%	2.0%	--
VSNL/ Tata	Count	717	502	65	437	137	78
	%	100.0%	70.0%	9.1%	60.9%	19.1%	10.9%
You	Count	223	223	--	223	--	--
	%	100.0%	100%	--	100%	--	--
TTML	Count	346	343	--	343	2	1
	%	100.0%	99.1%	--	99.1%	0.6%	0.3%
Pacenet	Count	313	309	--	309	2	2
	%	100.0%	98.7%	--	98.7%	0.6%	0.6%
Overall	Count	5385	4555	312	4243	596	234
	%	100.0%	84.6%	5.8%	78.8%	11.1%	4.3%

B.3. (Q 5b) Please specify the reason(s) for your dissatisfaction with the billing process.

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for services not made/ used	Others	Base
Airtel	Count	3	218	15	4	--	237
	%	1.3%	92.0%	6.3%	1.7%	--	
MTNL	Count	5	327	--	--	--	332
	%	1.5%	98.5%	--	--	1	
Hathway	Count	--	18	--	--	0.3%	18
	%	--	100%	--	--	--	
Reliance	Count	--	21	--	3	--	21
	%	--	100%	--	14.3%	--	
VSNL/ Tata	Count	1	214	--	3	1	215
	%	0.5%	99.5%	--	1.4%	0.5%	
You	Count	--	--	--	--	--	--
	%	--	--	--	--	--	
TTML	Count	--	3	--	--	--	3
	%	--	100%	--	--	--	
Pacenet	Count	--	4	--	--	--	4
	%	--	100%	--	--	--	
Overall	Count	9	805	15	10	2	830
	%	1.1%	97.0	2.0%	1.2%	0.2%	

B.4. (Q 6) Have you made any billing related complaints in last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	143	926	1069
	%	13.4%	86.6%	100.0%
MTNL	Count	207	861	1068
	%	19.4%	80.6%	100.0%
Hathway	Count	24	556	580
	%	4.1%	95.9%	100.0%
Reliance	Count	147	922	1069
	%	13.8%	86.2%	100.0%
VSNL/ Tata	Count	81	636	717
	%	11.3%	88.7%	100.0%
You	Count	--	223	223
	%	--	100%	100.0%
TTML	Count	4	342	346
	%	1.2%	98.8%	100.0%
Pacenet	Count	5	308	313
	%	1.6%	98.4%	100.0%
Overall	Count	611	4774	5385
	%	11.3%	88.7%	100.0%

B.5. (Q 7) How satisfied are you with the process of resolution of billing complaints?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	143	68	--	68	73	2
	%	100.0%	47.6%	--	47.6%	51.0%	1.4%
MTNL	Count	207	77	23	54	54	76
	%	100.0%	37.2%	11.1%	26.1%	26.1%	36.7%
Hathway	Count	24	22	3	19	2	--
	%	100.0%	91.7%	12.5%	79.2%	8.3%	--
Reliance	Count	147	126	--	126	15	6
	%	100.0%	85.7%	--	85.7%	10.2%	4.1%
VSNL/ Tata	Count	81	21	2	19	52	8
	%	100.0%	26.0%	2.5%	23.5%	64.2%	9.9%
TTML	Count	4	4	--	4	--	--
	%	100.0%	100%	--	100%	--	--
Pacenet	Count	5	5	--	5	--	--
	%	100.0%	100%	--	100%	--	--
Overall	Count	611	323	28	295	196	92
	%	100.0%	52.9%	4.6%	48.3%	32.1%	15.1%

B.6. (Q 8a) How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1069	843	10	833	186	40
	%	100.0%	78.9%	9%	77.9%	17.4%	3.7%
MTNL	Count	1068	1068	--	1068	--	--
	%	100.0%	100%	--	100%	--	--
Hathway	Count	580	564	65	499	2	14
	%	100.0%	97.2%	11.2%	86.0%	0.3%	2.4%
Reliance	Count	1069	1054	84	970	15	--
	%	100.0%	98.6%	7.9%	90.7%	1.4%	--
VSNL/ Tata	Count	717	501	30	471	144	72
	%	100.0%	69.9%	4.2%	65.7%	20.1%	10.0%
You	Count	223	223	--	223	--	--
	%	100.0%	100%	--	100%	--	--
TTML	Count	346	344	--	344	--	2
	%	100.0%	99.4%	--	99.4%	--	0.6%
Pacenet	Count	313	311	--	311	--	2
	%	100.0%	99.4%	--	99.4%	--	0.6%
Overall	Count	5385	4908	189	4719	347	130
	%	100.0%	91.1%	3.5%	87.6%	6.4%	2.4%

B.7. (Q 8b) 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	Base
Airtel	Count	6	2	5	217	--	226
	%	2.7%	0.9%	2.2	96.0%	--	
MTNL	Count	--	--	--	--	--	--
	%	--	--	--	--	--	
Hathway	Count	--	2	--	16	--	16
	%	--	12.5%	--	100%	--	
Reliance	Count	9	6	--	6	--	15
	%	60.0%	40.0%	--	40.0%	--	
VSNL/ Tata	Count	1	2	3	215	--	216
	%	0.5%	0.9%	1.4%	99.5%	--	
TTML	Count	--	--	--	2	--	2
	%	--	--	--	100%	--	
Pacenet	Count	--	--	--	2	--	2
	%	--	--	--	100%	--	
Overall	Count	16	12	8	458	--	477
	%	3.4%	2.5%	1.7%	96.0%	--	

C. Billing Process - Prepaid Customers

C.1. (Q 9a) How satisfied are you with accuracy of charges i.e. amount deducted on every usage?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Hathway	Count	489	475	14	461	2	12
	%	100.0%	97.2%	2.9%	94.3%	0.4%	2.5%
Sify	Count	989	908	--	908	77	4
	%	100.0%	91.8%	--	91.8%	7.8%	0.4%
VSNL/ Tata	Count	352	325	9	316	20	7
	%	100.0%	92.4%	2.6%	89.8%	5.7%	2.0%
You	Count	765	765	--	765	--	--
	%	100.0%	100%	--	100%	--	--
TTML	Count	721	704	2	702	11	6
	%	100.0%	97.7%	0.3%	97.4%	1.5%	0.8%
Pacenet	Count	669	651	3	648	12	6
	%	100.0%	97.3%	0.4%	96.9%	1.8%	0.9%
Overall	Count	3985	3828	28	3800	122	35
	%	100.0%	96.1%	0.7%	95.4%	3.1%	0.9%

C.2. (Q 9b) 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 requested	Charged for call/services not made	Others	Base
Hathway	Count	--	--	14	--	--	14
	%	--	--	100%	--	--	
Sify	Count	6	--	77	--	--	81
	%	7.4%	--	95.1%	--	--	
VSNL/Tata	Count	--	--	27	--	--	27
	%	--	--	100%	--	--	
TTML	Count	1	--	16	--	--	17
	%	5.9%	--	94.1%	--	--	
Pacenet	Count	2	--	16	--	--	18
	%	11.1%	--	88.9%	--	--	
Overall	Count	9	--	150	--	--	157
	%	5.7%	--	95.5%	--	--	

D. Help Services/ Customer Care

D.1. (Q 10) Did you complain or make a query in the last 12 months to the customer care/ helpline/ call centre toll free number of your service provider?

Service Providers		Yes	No	Base
Airtel	Count	555	514	1069
	%	51.9%	48.1%	100.0%
MTNL	Count	530	538	1068
	%	49.6%	50.4%	100.0%
Hathway	Count	394	675	1069
	%	36.9%	63.1%	100.0%
Reliance	Count	474	595	1069
	%	44.3%	55.7%	100.0%
Sify	Count	474	515	989
	%	47.9%	52.1%	100.0%
VSNL/ Tata	Count	330	739	1069
	%	30.9%	69.1%	100.0%
You	Count	527	461	988
	%	53.3%	46.7%	100.0%
TTML	Count	440	627	1067
	%	41.2%	58.8%	100.0%
Pacenet	Count	400	582	982
	%	40.7%	59.3%	100.0%
Overall	Count	4124	5246	9370
	%	44.0%	56.0%	100.0%

D.2. (Q 11) How satisfied are you with the ease of access of call centre/customer care or helpline/ toll free number?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	555	412	10	402	141	2
	%	100.0%	74.2%	1.8%	72.4%	25.4%	0.4%
MTNL	Count	530	437	71	366	91	2
	%	100.0%	82.5%	13.4%	69.1%	17.2%	0.4%
Hathway	Count	394	364	17	347	30	--
	%	100.0%	92.4%	4.3%	88.1%	7.6%	--
Reliance	Count	474	435	66	369	36	3
	%	100.0%	91.7%	13.9%	77.8%	7.6%	0.6%
Sify	Count	474	327	10	317	145	2
	%	100.0%	69.0%	2.1%	66.9%	30.6%	0.4%
VSNL/ Tata	Count	330	280	34	246	49	1
	%	100.0%	84.8%	10.3%	74.5%	14.8%	0.3%
You	Count	527	462	--	462	65	--
	%	100.0%	87.7%	--	87.7%	12.3%	--
TTML	Count	440	390	--	390	50	--
	%	100.0%	88.6%	--	88.6%	11.4%	--
Pacenet	Count	400	361	--	361	39	--
	%	100.0%	90.3%	--	90.3%	9.8%	--
Overall	Count	4124	3468	208	3260	646	10
	%	100.0%	84.0%	5.0%	79.0%	15.7%	0.2%

D.3. (Q 12) How satisfied are you with the response time taken to answer your call by a customer care executive?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	555	410	10	400	139	6
	%	100.0%	73.9%	1.8%	72.1%	25.0%	1.1%
MTNL	Count	530	431	77	354	91	8
	%	100.0%	81.3%	14.5%	66.8%	17.2%	1.5%
Hathway	Count	394	358	34	324	36	--
	%	100.0%	90.8%	8.6%	82.2%	9.1%	--
Reliance	Count	474	435	42	393	39	--
	%	100.0%	91.8%	8.9%	82.9%	8.2%	--
Sify	Count	474	326	4	322	138	10
	%	100.0%	68.7%	0.8%	67.9%	29.1%	2.1%
VSNL/ Tata	Count	330	276	47	229	42	12
	%	100.0%	83.6%	14.2%	69.4%	12.7%	3.6%
You	Count	527	450	--	450	77	--
	%	100.0%	85.4%	--	85.4%	14.6%	--
TTML	Count	440	387	--	387	53	--
	%	100.0%	88.0%	--	88.0%	12.0%	--
Pacenet	Count	400	355	--	355	45	--
	%	100.0%	88.8%	--	88.8%	11.3%	--
Overall	Count	4124	3428	214	3214	660	36
	%	100.0%	83.1%	5.2%	77.9%	16.0%	0.9%

D.4. (Q 13) How satisfied are you with the problem solving ability of the customer care executive(s)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	555	408	8	400	132	15
	%	100.0%	73.5%	1.4%	72.1%	23.8%	2.7%
MTNL	Count	530	435	82	353	85	10
	%	100.0%	82.1%	15.5%	66.6%	16.0%	1.9%
Hathway	Count	394	372	34	338	20	2
	%	100.0%	94.4%	8.6%	85.8%	5.1%	0.5%
Reliance	Count	474	444	33	411	30	--
	%	100.0%	93.7%	7.0%	86.7%	6.3%	--
Sify	Count	474	355	10	345	109	10
	%	100.0%	74.9%	2.1%	72.8%	23.0%	2.1%
VSNL/ Tata	Count	330	278	37	241	34	18
	%	100.0%	84.7%	11.2%	73.0%	10.3%	5.5%
You	Count	527	450	--	450	77	--
	%	100.0%	85.4%	--	85.4%	14.6%	--
TTML	Count	440	395	--	395	45	--
	%	100.0%	89.8%	--	89.8%	10.2%	--
Pacenet	Count	400	366	--	366	34	--
	%	100.0%	91.5%	--	91.5%	8.5%	--
Overall	Count	4124	3503	204	3299	566	55
	%	100.0%	84.9%	4.9%	80.0%	13.7%	1.3%

D.5. (Q 14) How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	555	402	10	392	140	13
	%	100.0%	74.4%	1.8%	70.6%	25.2%	2.3%
MTNL	Count	530	435	82	353	87	8
	%	100.0%	82.1%	15.5%	66.6%	16.4%	1.5%
Hathway	Count	394	370	30	340	20	4
	%	100.0%	93.9%	7.6%	86.3%	5.1%	1.0%
Reliance	Count	474	444	42	402	30	--
	%	100.0%	93.7%	8.9%	84.8%	6.3%	--
Sify	Count	474	344	14	330	120	10
	%	100.0%	72.6%	3.0%	69.6%	25.3%	2.1%
VSNL/ Tata	Count	330	274	41	233	44	12
	%	100.0%	83.0%	12.4%	70.6%	13.3%	3.6%
You	Count	527	450	--	450	77	--
	%	100.0%	85.4%	--	85.4%	14.6%	--
TTML	Count	440	393	--	393	47	--
	%	100.0%	89.3%	--	89.3%	10.7%	--
Pacenet	Count	400	366	--	366	34	--
	%	100.0%	91.5%	--	91.5%	8.5%	--
Overall	Count	4124	3478	219	3259	599	47
	%	100.0%	84.3%	5.3%	79.0%	14.5%	1.1%

E. Network Performance, Reliability and Availability

E.1. (Q 15) How satisfied are you with the speed of Broadband connection?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1069	825	41	784	196	48
	%	100.0%	77.1%	3.8%	73.3%	18.3%	4.5%
MTNL	Count	1068	923	139	784	116	29
	%	100.0%	86.4%	13.0%	73.4%	10.9%	2.7%
Hathway	Count	1069	1020	174	846	35	14
	%	100.0%	95.4%	16.3%	79.1%	3.3%	1.3%
Reliance	Count	1069	1024	189	835	45	--
	%	100.0%	95.8%	17.7%	78.1%	4.2%	--
Sify	Count	989	805	38	767	164	20
	%	100.0%	81.4%	3.8%	77.6%	16.6%	2.0%
VSNL/ Tata	Count	1069	932	152	780	90	47
	%	100.0%	87.2%	14.2%	73.0%	8.4%	4.4%
You	Count	988	793	--	793	192	3
	%	100.0%	80.3%	--	80.3%	19.4%	0.3%
TTML	Count	1067	932	4	928	134	1
	%	100.0%	87.4%	4%	87.0%	12.6%	0.1%
Pacenet	Count	982	874	5	869	108	--
	%	100.0%	89.0%	5%	88.5%	11.0%	--
Overall	Count	9370	8128	742	7386	1080	162
	%	100.0%	86.7%	7.9%	78.8%	11.5%	1.7%

E.2. (Q 16) How satisfied are you with the amount of time for which service is up and working?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1069	832	29	803	192	45
	%	100.0%	77.8%	2.7%	75.1%	18.0%	4.2%
MTNL	Count	1068	936	163	773	107	25
	%	100.0%	87.7%	15.3%	72.4%	10.0%	2.3%
Hathway	Count	1069	1031	144	887	30	8
	%	100.0%	96.5%	13.5%	83.0%	2.8%	0.7%
Reliance	Count	1069	1024	126	898	45	--
	%	100.0%	95.8%	11.8%	84.0%	4.2%	--
Sify	Count	989	805	33	772	164	20
	%	100.0%	81.4%	3.3%	78.1%	16.6%	2.0%
VSNL/ Tata	Count	1069	941	102	839	97	31
	%	100.0%	88%	9.5%	78.5%	9.1%	2.9%
You	Count	988	879	--	879	109	--
	%	100.0%	89.0%	--	89.0%	11.0%	--
TTML	Count	1067	1004	4	1000	59	4
	%	100.0%	94.1%	0.4%	93.7%	5.5%	0.4%
Pacenet	Count	982	930	4	926	48	4
	%	100.0%	94.7%	0.4%	94.3%	4.9%	0.4%
Overall	Count	9370	8382	605	7777	851	137
	%	100.0%	89.5%	6.5%	83.0%	9.1%	1.5%

F. Maintainability

F.1. (Q 17) How often do you face a problem with your Broadband connection?

Service Providers		Never	Occasionally	Frequently	Very Frequently	Base
Airtel	Count	225	569	171	104	1069
	%	21.0%	53.2%	16.0%	9.7%	100.0%
MTNL	Count	269	646	111	42	1068
	%	25.2%	60.5%	10.4%	3.9%	100.0%
Hathway	Count	543	448	50	28	1069
	%	50.8%	41.9%	4.7%	2.6%	100.0%
Reliance	Count	568	432	63	6	1069
	%	53.1%	40.4%	5.9%	0.6%	100.0%
Sify	Count	396	424	137	32	989
	%	40.0%	42.9%	13.9%	3.2%	100.0%
VSNL/ Tata	Count	428	510	94	37	1069
	%	40.0%	47.7%	8.8%	3.5%	100.0%
You	Count	33	824	127	4	988
	%	3.3%	83.4%	12.9%	0.4%	100.0%
TTML	Count	331	558	172	6	1067
	%	31.0%	52.3%	16.1%	0.6%	100.0%
Pacenet	Count	337	461	180	4	982
	%	34.3%	46.9%	18.3%	0.4%	100.0%
Overall	Count	3130	4872	1105	263	9370
	%	33.4%	52.0%	11.8%	2.8%	100.0%

F.2. (Q 18) What was the broadband connection problem faced by you in the last twelve months related to, please specify?

Service Providers		Problem was related to my computer hardware/ software	Problem was related to the broadband connection and modem provided by the service provider	Base
Airtel	Count	9	266	275
	%	3.3%	96.7%	100.0%
MTNL	Count	21	132	153
	%	13.7%	86.3%	100.0%
Hathway	Count	6	72	78
	%	7.7%	92.3%	100.0%
Reliance	Count	3	66	69
	%	4.3%	95.7%	100.0%
Sify	Count	--	169	169
	%	--	100%	100.0%
VSNL/ Tata	Count	2	129	131
	%	1.5%	98.5%	100.0%
You	Count	20	111	131
	%	15.3%	84.7%	100.0%
TTML	Count	9	169	178
	%	5.1%	94.9%	100.0%
Pacenet	Count	5	179	184
	%	2.7%	97.3%	100.0%
Overall	Count	75	1293	1368
	%	5.5%	94.5%	100.0%

F.3. (Q 19) How satisfied are you with the time taken for restoration of broadband connection?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	275	75	--	75	182	18
	%	100.0%	27.3%	--	27.3%	66.2%	6.5%
MTNL	Count	153	42	--	42	100	11
	%	100.0%	27.5%	--	27.5%	65.4%	7.2%
Hathway	Count	78	46	2	44	28	4
	%	100.0%	59.0%	2.6%	56.4%	35.9%	5.1%
Reliance	Count	69	48	--	48	21	--
	%	100.0%	69.6%	--	69.6%	30.4%	--
Sify	Count	169	46	--	45	119	4
	%	100.0%	27.2%	--	27.2%	70.4%	2.4%
VSNL/ Tata	Count	131	23	--	23	89	19
	%	100.0%	17.6%	--	17.6%	67.9%	14.5%
You	Count	131	76	--	76	51	4
	%	100.0%	58.0%	--	58.0%	38.9%	3.1%
TTML	Count	178	135	--	135	39	4
	%	100.0%	75.8%	--	75.8%	21.9%	2.2%
Pacenet	Count	184	149	--	149	33	2
	%	100.0%	81.0%	--	81.0%	17.9%	1.1%
Overall	Count	1368	640	2	638	662	66
	%	100.0%	46.75%	0.1%	46.6%	48.4%	4.8%

G. Supplementary Service/ Value Added Services

G.1. (Q 20) Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc?

Service Providers		Yes	No	Base
Airtel	Count	211	858	1069
	%	19.7%	80.3%	100.0%
MTNL	Count	386	682	1068
	%	36.1%	63.9%	100.0%
Hathway	Count	199	870	1069
	%	18.6%	81.4%	100.0%
Reliance	Count	261	808	1069
	%	24.4%	75.6%	100.0%
Sify	Count	359	630	989
	%	36.3%	63.7%	100.0%
VSNL/ Tata	Count	280	789	1069
	%	26.2%	73.8%	100.0%
You	Count	194	794	988
	%	19.6%	80.4%	100.0%
TTML	Count	254	813	1067
	%	23.8%	76.2%	100.0%
Pacenet	Count	198	784	982
	%	20.2%	79.8%	100.0%
Overall	Count	2342	7028	9370
	%	25.0%	75.0%	100.0%

G.2. (Q 21) How satisfied are you with the quality of such supplementary services provided?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	211	180	10	170	31	--
	%	100.0%	85.3%	4.7%	80.6%	14.7%	--
MTNL	Count	386	356	151	205	24	6
	%	100.0%	92.2%	39.1%	53.1%	6.2%	1.6%
Hathway	Count	199	193	89	104	--	6
	%	100.0%	97.0%	44.7%	52.3%	--	3.0%
Reliance	Count	261	255	42	213	6	--
	%	100.0%	97.7%	16.1%	81.6%	2.3%	--
Sify	Count	359	318	13	305	39	2
	%	100.0%	88.6%	3.6%	85.0%	10.9%	0.6%
VSNL/ Tata	Count	280	223	82	161	22	15
	%	100.0%	86.8%	29.3%	57.5%	7.9%	5.4%
You	Count	194	194	--	194	--	--
	%	100.0%	100%	--	100%	--	--
TTML	Count	254	250	--	250	4	--
	%	100.0%	98.4%	--	98.4%	1.6%	--
Pacenet	Count	198	193	--	193	5	--
	%	100.0%	97.5%	--	97.5%	2.5%	--
Overall	Count	2342	2182	387	1795	131	29
	%	100.0%	93.1%	16.5%	76.6%	5.6%	1.2%

H. Overall Customer Satisfaction

H.1. (Q 22a) How satisfied are you with the overall quality of your Broadband service?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1069	839	33	799	214	23
	%	100.0%	77.8%	3.1%	74.7%	20.0%	2.2%
MTNL	Count	1068	921	157	764	125	22
	%	100.0%	86.2%	14.7%	71.5%	11.7%	2.1%
Hathway	Count	1069	1014	95	919	45	10
	%	100.0%	94.9%	8.9%	86.0%	4.2%	0.9%
Reliance	Count	1069	1003	129	874	57	9
	%	100.0%	93.9%	12.1%	81.8%	5.3%	0.8%
Sify	Count	989	870	41	829	95	24
	%	100.0%	87.9%	4.1%	83.8%	9.6%	2.4%
VSNL/ Tata	Count	1069	933	104	829	106	30
	%	100.0%	87.2%	9.7%	77.5%	9.9%	2.8%
You	Count	988	869	15	854	116	3
	%	100.0%	87.9%	1.5%	86.4%	11.7%	0.3%
TTML	Count	1067	996	6	990	70	1
	%	100.0%	93.4%	0.6%	92.8%	6.6%	0.1%
Pacenet	Count	982	931	2	929	51	--
	%	100.0%	94.8%	0.2%	94.6%	5.2%	--
Overall	Count	9370	8369	582	7787	879	122
	%	100.0%	89.3%	6.2%	83.1%	9.4%	1.3%

I. General Information

I.1. (Q 23) Are you aware of the facility for measuring the broadband connection speed provided by your service provider?

Service Providers		Yes	No	Base
Airtel	Count	675	394	1069
	%	63.1%	36.9%	100.0%
MTNL	Count	461	607	1068
	%	43.2%	56.8%	100.0%
Hathway	Count	413	656	1069
	%	38.6%	61.4%	100.0%
Reliance	Count	570	499	1069
	%	53.3%	46.7%	100.0%
Sify	Count	274	715	989
	%	27.7%	72.3%	100.0%
VSNL/ Tata	Count	485	584	1069
	%	45.4%	54.6%	100.0%
You	Count	739	249	988
	%	74.8%	25.2%	100.0%
TTML	Count	605	462	1067
	%	56.7%	43.3%	100.0%
Pacenet	Count	565	417	982
	%	57.5%	42.5%	100.0%
Overall	Count	4787	4583	9370
	%	51.1%	48.9%	100.0%

J. Grievance Redressal Mechanism

J.1. (Q 24) Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?

Service Providers		Yes	No	Base
Airtel	Count	912	157	1069
	%	85.3%	14.7%	100.0%
MTNL	Count	850	218	1068
	%	79.6%	20.4%	100.0%
Hathway	Count	585	484	1069
	%	54.7%	45.3%	100.0%
Reliance	Count	753	316	1069
	%	70.4%	29.6%	100.0%
Sify	Count	767	222	989
	%	77.6%	22.4%	100.0%
VSNL/ Tata	Count	664	405	1069
	%	62.1%	37.9%	100.0%
You	Count	742	246	988
	%	75.1%	24.9%	100.0%
TTML	Count	753	314	1067
	%	70.6%	29.4%	100.0%
Pacenet	Count	720	262	982
	%	73.3%	26.7%	100.0%
Overall	Count	6746	2624	9370
	%	72.0%	28.0%	100.0%

J.2 (Q 25) Have you made any complaint within the last 12 months to the toll free Call Centre/customer care/ Helpline telephone number?

Service Providers		Yes	No	Base
Airtel	Count	329	740	1069
	%	30.8%	69.2%	100.0%
MTNL	Count	396	672	1068
	%	37.1%	62.9%	100.0%
Hathway	Count	238	831	1069
	%	22.3%	77.7%	100.0%
Reliance	Count	318	751	1069
	%	29.7%	70.3%	100.0%
Sify	Count	262	727	989
	%	26.5%	73.5%	100.0%
VSNL/ Tata	Count	147	922	1069
	%	13.8%	86.2%	100.0%
You	Count	507	481	988
	%	51.3%	48.7%	100.0%
TTML	Count	348	719	1067
	%	32.6%	67.4%	100.0%
Pacenet	Count	303	679	982
	%	30.9%	69.1%	100.0%
Overall	Count	2848	6522	9370
	%	30.4%	69.6%	100.0%

J.3. (Q 26) With respect to complaint made by you to the call centre, please specify which of these applied the most to you?

Service Providers		Docket number received for most of the complaints	No docket number received for most of the complaints	It was received on request	No docket number received even on request	Base
Airtel	Count	252	42	28	7	329
	%	76.6%	12.8%	8.5%	2.1%	100.0%
MTNL	Count	227	101	55	13	396
	%	57.3%	25.5%	13.9%	3.3%	100.0%
Hathway	Count	184	16	19	19	238
	%	77.3%	6.7%	8.0%	8.0%	100.0%
Reliance	Count	282	12	21	3	318
	%	88.7%	3.8%	6.6%	0.9%	100.0%
Sify	Count	144	66	41	11	262
	%	55.0%	25.2%	15.6%	4.2%	100.0%
VSNL/ Tata	Count	61	54	16	16	147
	%	41.5%	36.7%	10.9%	10.9%	100.0%
You	Count	474	27	3	3	507
	%	93.5%	5.3%	0.6%	0.6%	100.0%
TTML	Count	289	45	4	10	348
	%	83.0%	12.9%	1.1%	2.9%	100.0%
Pacenet	Count	240	47	4	12	303
	%	79.2%	15.5%	1.3%	4.0%	100.0%
Overall	Count	2153	410	191	94	2848
	%	75.6%	14.4%	6.7%	3.3%	100.0%

J.4. (Q 27) Did the Call Centre inform you about the action taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	294	35	329
	%	89.4%	10.6%	100.0%
MTNL	Count	311	29	396
	%	78.5%	7.3%	100.0%
Hathway	Count	209	39	238
	%	87.8%	16.4%	100.0%
Reliance	Count	279	118	318
	%	87.7%	37.1%	100.0%
Sify	Count	144	19	262
	%	55.0%	7.3%	100.0%
VSNL/ Tata	Count	128	36	147
	%	87.1%	24.5%	100.0%
You	Count	471	36	507
	%	92.9%	7.1%	100.0%
TTML	Count	304	44	348
	%	87.4%	12.6%	100.0%
Pacenet	Count	259	44	303
	%	85.5%	14.5%	100.0%
Overall	Count	2399	449	2848
	%	84.2%	15.8%	100.0%

J.5. (Q 28) How satisfied are you with the system of resolving of your complaints by call centre/ customer care/ helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	329	283	4	279	37	9
	%	100.0%	86.0%	1.2%	84.8%	11.2%	2.7%
MTNL	Count	396	348	72	276	37	11
	%	100.0%	87.9%	18.2%	69.7%	9.3%	2.8%
Hathway	Count	238	217	--	217	19	2
	%	100.0%	91.2%	--	91.2%	8.0%	0.8%
Reliance	Count	318	288	12	276	24	6
	%	100.0%	90.6%	3.8%	86.8%	7.5%	1.9%
Sify	Count	262	216	2	214	46	--
	%	100.0%	82.5%	0.8%	81.7%	17.6%	--
VSNL/ Tata	Count	147	121	15	106	20	6
	%	100.0%	82.2%	10.2%	72.1%	13.6%	4.1%
You	Count	507	443	--	443	55	9
	%	100.0%	87.4%	--	87.4%	10.8%	1.8%
TTML	Count	348	303	--	303	40	5
	%	100.0%	87.1%	--	87.1%	11.5%	1.4%
Pacenet	Count	303	264	--	264	35	4
	%	100.0%	87.1%	--	87.1%	11.6%	1.3%
Overall	Count	2848	2483	105	2378	313	52
	%	100.0%	87.2%	3.7%	83.5%	11.0%	1.8%

J.6. (Q 29) 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 complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	Count	8	1	38	11	--	--	46
	%	17.4%	2.2%	82.6%	23.9%	--	--	
MTNL	Count	11	2	42	17	9	--	48
	%	22.9%	4.2%	87.5%	35.4%	18.8%	--	
Hathway	Count	4	2	21	6	2	--	21
	%	19.0%	9.5%	100%	28.6%	9.5%	--	
Reliance	Count	12	6	21	6	--	3	30
	%	40.0%	20.0%	70%	20.0%	--	10.0%	
Sify	Count	12	--	32	12	15	--	46
	%	26.1%	--	69.6%	26.1%	32.6%	--	
VSNL/ Tata	Count	4	--	26	6	5	--	26
	%	15.4%	--	100%	23.1%	19.2%	--	
You	Count	37	3	24	61	3	3	64
	%	57.8%	4.7%	37.5%	95.3%	4.7%	4.7%	
TTML	Count	26	10	14	15	2	2	45
	%	57.8%	22.2%	31.1%	33.3%	4.4%	4.4%	
Pacenet	Count	19	10	14	8	2	2	39
	%	48.7%	25.6%	35.9%	20.5%	5.1%	5.1%	
Overall	Count	133	34	234	142	38	10	365
	%	36.4%	9.3%	64.1%	38.9%	10.4%	2.7%	

J.7. (Q 30) Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?

Service Providers		Yes	No	Base
Airtel	Count	82	130	212
	%	38.6%	61.3%	100.0%
MTNL	Count	149	167	316
	%	47.2%	52.8%	100.00%
Hathway	Count	70	114	184
	%	38.0%	62.0%	100.00%
Reliance	Count	81	87	168
	%	48.2%	51.8%	100.00%
Sify	Count	48	180	228
	%	21.1%	78.9%	100.00%
VSNL/ Tata	Count	46	45	91
	%	50.5%	49.5%	100.00%
You	Count	429	9	438
	%	97.9%	2.1%	100.00%
TTML	Count	185	85	270
	%	68.5%	31.5%	100.00%
Pacenet	Count	129	94	223
	%	57.8%	42.2%	100.00%
Overall	Count	1219	911	2130
	%	57.2%	42.8%	100.00%

J.8. (Q 31) In case the complaint has not been resolved by the call centre, you can contact the next level called as the Nodal Officer. Are you aware of the contact details of the Nodal Officer?

Service Providers		Yes	No	Base
Airtel	Count	126	943	1069
	%	11.8%	88.2%	100.0%
MTNL	Count	190	878	1068
	%	17.8%	82.2%	100.0%
Hathway	Count	27	1042	1069
	%	2.5%	97.5%	100.0%
Reliance	Count	57	1012	1069
	%	5.3%	94.7%	100.0%
Sify	Count	44	945	989
	%	4.4%	95.6%	100.0%
VSNL/ Tata	Count	66	1003	1069
	%	6.2%	93.8%	100.0%
You	Count	294	694	988
	%	29.8%	70.2%	100.0%
TTML	Count	55	1012	1067
	%	5.2%	94.8%	100.0%
Pacenet	Count	34	948	982
	%	3.5%	96.5%	100.0%
Overall	Count	893	8477	9370
	%	9.5%	90.5%	100.0%

J.9. (Q 32) 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	Base
Airtel	Count	6	1063	1069
	%	0.6%	99.4%	100.0%
MTNL	Count	14	1054	1068
	%	1.3%	98.7%	100.0%
Hathway	Count	8	1061	1069
	%	0.7%	99.3%	100.0%
Reliance	Count	33	1036	1069
	%	3.1%	96.9%	100.0%
Sify	Count	8	981	989
	%	0.8%	99.2%	100.0%
VSNL/ Tata	Count	6	1063	1069
	%	0.6%	99.4%	100.0%
You	Count	11	977	988
	%	1.1%	98.9%	100.0%
TTML	Count	9	1058	1067
	%	0.8%	99.6%	100.0%
Pacenet	Count	4	978	982
	%	0.4%	99.6%	100.0%
Overall	Count	99	9271	9370
	%	1.1%	98.9%	100.0%

J.10. (Q 33) Did the Nodal Officer intimate you about the decision taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	3	3	6
	%	50%	50.0%	100.0%
MTNL	Count	6	8	14
	%	42.9%	57.1%	100.0%
Hathway	Count	--	8	8
	%	--	100%	100.0%
Reliance	Count	24	9	33
	%	72.7%	27.3%	100.0%
Sify	Count	4	4	8
	%	50.0%	50.0%	100.0%
VSNL/ Tata	Count	--	6	6
	%	--	100%	100.0%
You	Count	4	7	11
	%	36.4%	63.6%	100.0%
TTML	Count	6	3	9
	%	66.7%	33.3%	100.0%
Pacenet	Count	4	--	4
	%	100%	--	100.0%
Overall	Count	51	48	99
	%	51.5%	48.5%	100.0%

J.11. (Q 34) How satisfied are you with the redressal of the complaint by the Nodal Officer?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	6	5	--	5	1	--
	%	100.0%	83.3%	--	83.3%	16.7%	--
MTNL	Count	14	13	3	10	1	--
	%	100.0%	92.8%	21.4%	71.4%	7.1%	--
Hathway	Count	8	8	--	8	--	--
	%	100.0%	100%	--	100%	--	--
Reliance	Count	33	21	3	18	3	9
	%	100.0%	63.6%	9.1%	54.5%	9.1%	27.3%
Sify	Count	8	6	2	4	2	--
	%	100.0%	75.0%	25.0%	50.0%	25.0%	--
VSNL/ Tata	Count	6	6	--	6	--	--
	%	100.0%	100%	--	100%	--	--
You	Count	11	11	--	11	--	--
	%	100.0%	100%	--	100%	--	--
TTML	Count	9	9	--	9	--	--
	%	100.0%	100%	--	100%	--	--
Pacenet	Count	4	4	--	4	--	--
	%	100.0%	100%	--	100%	--	--
Overall	Count	99	75	8	75	7	9
	%	100.0%	75.8%	8.1%	75.8%	7.1%	9.1%

J.12 (Q 35) 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 complaints is too long	Nodal Officer not unable to understand the problems	Others	Base
Airtel	Count	1	2	--	1	--	--	3
	%	33.3%	66.7%	--	33.3%	--	--	
MTNL	Count	1	1	1	2	1	1	4
	%	25.0%	25.0%	25.0%	50.0%	25.0%	25.0%	
Reliance	Count	3	--	2	--	--	--	3
	%	100%	--	50.0%	--	--	--	
Sify	Count	4	--	--	--	2	--	4
	%	100%	--	--	--	50.0%	--	
Overall	Count	9	3	1	3	3	1	14
	%	64.3%	21.4%	7.1%	21.4%	21.4%	7.1%	

J.13. (Q 36) 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	Base
Airtel	Count	12	1057	1069
	%	1.1%	98.9%	100.0%
MTNL	Count	138	930	1068
	%	12.9%	87.1%	100.0%
Hathway	Count	6	1063	1069
	%	0.6%	99.4%	100.0%
Reliance	Count	30	1039	1069
	%	2.8%	97.2%	100.0%
Sify	Count	6	983	989
	%	0.6%	99.4%	100.0%
VSNL/ Tata	Count	38	1031	1069
	%	3.6%	96.4%	100.0%
You	Count	9	979	988
	%	0.9%	99.1%	100.0%
TTML	Count	12	1055	1067
	%	1.1%	98.9%	100.0%
Pacenet	Count	13	969	982
	%	1.3%	98.7%	100.0%
Overall	Count	264	9106	9370
	%	2.8%	97.2%	100.0%

J.14. (Q 37) Have you filed any appeal in the prescribed form in last 12 month?

Service Providers		Yes	No	Base
Airtel	Count	2	1067	1069
	%	0.2%	99.8%	100.0%
MTNL	Count	9	1059	1068
	%	0.8%	99.2%	100.0%
Hathway	Count	--	1069	1069
	%	--	100%	100.0%
Reliance	Count	27	1042	1069
	%	2.5%	97.5%	100.0%
Sify	Count	2	987	989
	%	0.2%	99.8%	100.0%
VSNL/ Tata	Count	4	1065	1069
	%	0.4%	99.6%	100.0%
You	Count	--	988	988
	%	--	100%	100.0%
TTML	Count	--	1067	1067
	%	--	100%	100.0%
Pacenet	Count	--	982	982
	%	--	100%	100.0%
Overall	Count	44	9326	9370
	%	0.5%	99.5%	100.0%

J.15. (Q 38) Did you receive any acknowledgement?

Service Providers		Yes	No	Base
Airtel	Count	--	2	2
	%	--	100%	100.0%
MTNL	Count	8	1	9
	%	88.9%	11.1%	100.0%
Reliance	Count	27	--	27
	%	100%	--	100.0%
Sify	Count	2	--	2
	%	100%	--	100.0%
VSNL/ Tata	Count	2	2	4
	%	50%	50.0%	100.0%
Overall	Count	39	5	44
	%	88.6%	11.4%	100.0%

J.16. (Q 39) 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	Base
Airtel	Count	--	--	2	2
	%	--	--	100.0%	100.0%
MTNL	Count	3	4	2	9
	%	33.3%	44.4%	22.2%	100.0%
Reliance	Count	6	18	3	27
	%	22.2%	66.7%	11.1%	100.00%
Sify	Count	--	--	2	2
	%	--	--	100.0%	100.00%
VSNL/ Tata	Count	2	2	--	4
	%	50.0%	50.0%	--	100.00%
Overall	Count	11	24	9	44
	%	25.0%	54.5%	20.5%	100.00%

J.17. (Q 40) Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Service Providers		Yes	No	Base
Hathway	Count	49	440	489
	%	10.0%	90.0%	100.00%
Sify	Count	99	890	989
	%	10.0%	90.0%	100.00%
VSNL/ Tata	Count	32	320	352
	%	9.1%	90.9%	100.00%
You	Count	31	734	765
	%	4.1%	95.9%	100.00%
TTML	Count	274	447	721
	%	38.0%	62.0%	100.00%
Pacenet	Count	294	375	669
	%	43.9%	56.1%	100.00%
Overall	Count	779	3206	3985
	%	19.5%	80.5%	100.00%

J.18. (Q 41) Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Service Providers		Yes	No	Base
Hathway	Count	4	43	47
	%	8.5%	91.5%	100.00%
Sify	Count	12	91	103
	%	11.7%	88.3%	100.00%
VSNL/ Tata	Count	4	26	30
	%	13.3%	86.7%	100.00%
You	Count	4	23	27
	%	14.8%	85.2%	100.00%
TTML	Count	15	258	273
	%	5.5%	94.5%	100.00%
Pacenet	Count	18	278	296
	%	6.1%	93.9	100.00%
Overall	Count	57	719	776
	%	7.3%	92.7	100.00%

J.19. (Q 42) What were the reason(s) for denying your request?

Service Providers		No reason given	Technical problem	Others	Base
Hathway	Count	--	4	--	4
	%	--	100%	--	100.00%
Sify	Count	10	2	--	12
	%	83.3%	16.7%	--	100.00%
VSNL/ Tata	Count	--	4	--	4
	%	--	100%	--	100.00%
You	Count	--	4	--	4
	%	--	100%	--	100.00%
TTML	Count	2	13	--	15
	%	13.3%	86.7%	--	100.00%
Pacenet	Count	2	16	--	18
	%	11.1%	88.9%	--	100.00%
Overall	Count	14	43	--	57
	%	24.6%	75.4%	--	100.00%

J.20. (Q 43) Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new broadband connection?"

Service Providers		Yes	No	Base
Airtel	Count	105	162	267
	%	39.3%	60.7%	100.0%
MTNL	Count	142	88	230
	%	61.7%	38.3%	100.0%
Hathway	Count	15	243	258
	%	5.8%	94.2%	100.0%
Reliance	Count	27	125	152
	%	17.8%	82.2%	100.0%
Sify	Count	61	231	292
	%	20.9%	79.1%	100.0%
VSNL/ Tata	Count	78	107	185
	%	42.2%	57.8%	100.0%
You	Count	18	152	170
	%	10.6%	89.4%	100.0%
TTML	Count	94	470	564
	%	16.7%	83.3%	100.0%
Pacenet	Count	102	504	606
	%	16.8%	83.2%	100.0%
Overall	Count	642	2082	2724
	%	23.6%	76.4%	100.0%