

Information note to the Press
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For Immediate release

Telecom Regulatory Authority of India

TRAI Releases Report of the independent agencies engaged for the Objective Assessment of Quality of Service and Customer Satisfaction Survey of Telecom Services in Karnataka service area.

TRAI has conducted Network audit for the assessment of Quality of Service being provided by the service providers and collected customers views through survey for the assessment of implementation and effectiveness of the Telecom Consumers Protection and Redressal of Grievance Regulation, 2007 and customers perception of service of Basic, Cellular Mobile and Broadband Service Providers during the period from July to September, 2011. The main findings of the reports are given below:-

2. Findings of the independent agency on Quality of Service

2.1 Cellular Mobile Telephone Service:

The objective assessment of quality of service and subjective customer satisfaction surveys of the service providers, namely, M/s Airtel, Aircel, Vodafone, Idea Cellular Limited, BSNL, Tata (CDMA and GSM), Reliance Communications (CDMA and GSM), , Uninor, Videocon, Etisalat and MTS (Systema Shyam) was conducted. Service Provider's performance on the selected Key Parameters in respect of cellular mobile telephone service based on one month data verification and the parameters of the customer's perception of services is annexed at "A".

2.2 Basic Telephone Service (Wireline):

The objective assessment of quality of service and subjective customer satisfaction surveys of the service provider, namely M/s Bharti Airtel, RCOM, Tata Teleservices and BSNL was conducted. Service Provider's performance on the selected Key Parameters in respect of Basic Telephone service (Wireline) based on one month data verification and the parameters of the customer's perception of services is annexed at "B".

2.3 Broadband Service:

The objective assessment of quality of service and subjective customer satisfaction surveys of the service providers, namely, M/s Bharti Airtel, RCOM, BSNL, TCL, YouTele / You Broad band, Hathway, SIFY, TTSL, Tikona, D voice, Indusind and M/s Spectranet was conducted. Service Provider's performance on the selected Key Parameters in respect of Broadband service based on one month data verification and parameters of the customer's perception of services is annexed at "C".

3. Telecom Consumers Protection and Redressal of Grievances score:

The results of the survey reveal that the service providers need to take effective steps for bringing awareness about three stage redressal mechanism including contact details of Nodal Officers/ Appellate Authority to improve customers satisfaction. Service provider wise overall score on various parameters pertaining to Cellular Mobile Telephone, Basic Service (Wireline) and Broadband service is enclosed at Annex "D".

4. The detailed Report on Quality of Service – Audit/Objective Assessment and Customer Satisfaction Survey, including grievance redressal mechanism, conducted during the period July, 2011 to September, 2011 is placed at TRAI Website (www.trai.gov.in).

5. In case of any clarification, please contact, Mr A.Robert J. Ravi, Advisor (QOS) at Tel. No. 011-23230404/23217914 or at email id: advqos@traigov.in.

(Rajeev Agrawal)
Secretary

Cellular Mobile Services: Performance of Service providers on the selected key parameters based on one month data verification and the proportion of satisfied customers on "Satisfaction" score scale i.e. score of very satisfied to satisfied in respect of related customer service perception parameters

cName of Service Provider	Network Availability		Accessibility & Retainability				Metering and Billing				Help Services		Supplementary services
	(Survey)	(Audit)	(Survey)	(Audit)	(Audit)	(Audit)	(Survey)	(Survey)	(Audit)		(Survey)	(Audit)	(Survey)
									(Post Paid)	(Pre Paid)			
Benchmark	≥ 90%	≤ 2%	≥ 95%	≥ 95%	≤ 2%	≥ 95%	≥ 95%	≥ 95%	< 0.1%		≥ 90%	≥ 90%	≥ 90%
Airtel	66.05	0.04%	63.50	98.62%	0.78%	98.88	63.50	64.92	0.02	0.00	61.68	89.60	62.45
Vodafone	70.76	0.00%	73.60	98.61%	0.78%	98.68	55.85		0.08	0.08	66.49	99.00	
Idea	71.21	0.17%	71.06	97.87%	1.10%	97.03	69.02	67.16	0.22	0.33	68.41	75.00	67.76
BSNL	67.34	1.94%	69.94	99.00%	1.11%	NP	64.53	66.57	0.03	0.02	65.29	94.00	66.35
TATA CDMA	69.40	0.00%	73.27	99.41%	0.09%	NP	75.44	69.48	0.01	0.07	69.12	93.21	66.82
TATA GSM		0.07%		98.03%	0.89%	97.60			0.87	0.06		94.22	
RCOM CDMA	61.65	0.10%	64.58	99.83%	0.31%	NP	59.50	67.39	0.07	0.03	64.33	61.76	65.28
RCOM GSM		0.16%		99.72%	0.30%	99.11			0.10	0.07		51.50	
Aircel	63.68	1.23%	67.93	99.41%	0.41%	98.56	67.13	67.57	0.05	0.05	66.14	96.50	64.31
Sistema	68.15	0.30%	68.86	97.62%	0.83%	98.26	65.57	67.69	-	0.02	64.59	90.79	66.51
Uninor	71.12	0.00	68.68	98.97	1.04	98.70	70.98	69.77	-	0.01	65.373	87.08	67.14
Videocon	-	0.00	-	97.94	0.90	99.41	-	-	-	0.00	-	100	71.16
Etisalat	69.65	0.00	70.58	99.65	0.45	98.84	3 -	63.12	-	0.00	67.80	100	82.67

Basic Telephone Services: Performance of Service providers on the selected key parameters based on one month data verification and the proportion of satisfied customers on “Satisfaction” score scale i.e. score of very satisfied to satisfied in respect of related customer service perception parameters

Name of Service Provider	Network Availability	Accessibility		Metering and Billing			Maintainability		Help Service	
	(Survey)	(Survey)	(Audit)	(Survey)	(Survey)	(Audit)	(Survey)	(Audit)	(Survey)	(Audit)
	Customer s satisfied with Provision of Service	Custom ers satisfied with network performance	Call compl etion Rate/A nswer to Seizure Ratio	%custom ers satisfied with billing performance (Post Paid)	%custo mers satisfied with billing performance (Pre Paid)	Metering and billing credibilit y No of bills disputed during over a billing cycle	% Customers satisfied with Maintainabili ty	Faults Incidences (No. of faults /100 Subscriber s)	% Custom ers satisfied with help service	% call answer ed by operato r in 60 second s
Benchmarks	≥ 90%	≥ 95%	≥ 55% / ≥ 75%	≥ 95%	≥ 95%	≤0.1%	≥ 95%	≤ 5	≥ 90%	≥ 90%
Bharti Airtel	71.33	76.50	92.62	72.95	72.93	0.00	77.91	2.24	71.79	97.99
BSNL.	66.45	65.93	47.31**	65.64	64.09	0.01	66.17	4.22	60.73	95.33
Rel Comm.	69.03	69.71	85.63	62.45	69.76	0.00	66.60	0.22	61.93	90.00
Tata Teleservices	71.38	69.04	63.24	65.95	60.12	0.01	68.09	0.19	58.77	94.92

**** Data pertains to Call Completion Rate**

Broadband Services: Performance of Service providers on the selected key parameters based on one month data verification and the proportion of satisfied customers on “Satisfaction” score scale i.e. score of very satisfied to satisfied in respect of related customer service perception parameters

Name of Service Provider	Network Availability		Accessibility		Retainability		Metering and Billing			Help Services		Supplementary services
	(Survey)	(Audit)	(Survey)	(Audit)	(Audit)	(Audit)	(Survey)	(Survey)	(Audit)	(Survey)	(Audit)	(Survey)
	Customers satisfied with Provision of Service	% Connections Provided within 15 days	Customers satisfied with network performance	Service availability uptime	% Band width utilized on upstream link	Broad band download speed	% customers satisfied with billing performance (Post Paid)	% customers satisfied with billing performance (Pre Paid)	Billing Complaints per 100 bills issued	% Customers satisfied with help service)	%age of calls answered by operators (voice to voice) within 60 sec	% Customers satisfied with supplementary service)
Benchmark	≥ 90%	100%	≥ 85%	≥ 98%	≤ 80%	≥ 80%	≥ 90%	≥ 90%	< 2%	≥ 90%	≥ 60%	≥ 85%
BSNL	63.31	100%	72.36	99.54%	77.17%	86.65%	69.43	NA	0.07	68.98	86.60%	62.01
Airtel	64.79	100%	71.72	99.98%	70.00%	100.0%	66.79	67.95	0.00	69.80	69.25%	67.94
RCOM	63.23	100%	67.95	99.99%	34.32%	NP	68.17	64.24	0.10	64.74	93%	64.78
TCL	63.95	99.63%	65.14	99.85%	51.00%	91.68%	66.50	64.18	0.14	64.16	95.00%	63.10
YOU TELE /YOU BB	61.03	100%	65.36	98.70%	55.55%	92.85%	65.36	57.47	0.28	63.28	96.00%	64.55
Hathway	62.55	94.40%	66.01	99.00%	72.50%	96.00 %	62.80	61.55	1.82	64.85	51.0%	64.85
Sify	62.30	100%	68.04	98.66%	67.40%	94.70%	65.61	62.13	NA	64.44	94.97%	65.63
TTSL	-	100%	-	99.93%	80.52	94.50%	-	-	0.01	-	53%	-
TIKONA	63.17	NP	69.21	98.81%	84.58	100.0%	66.19	63.78	NP	69.13	NP	63.03
Dvoice	63.21	-	63.93	-	-	-	64.45	62.06	-	63.81	-	63.79
Indusind	66.88	-	61.00	-	-	-	63.50	58.33	-	63.63	-	64.29
Spectranet	-	99.12%	-	98.92%	76.80%	92.80%	-	-	0.00	-	92.75%	-

The following table shows the service provider wise score on various provisions of the Telecom Consumer Protection and Redressal of Grievances Act in respect of Cellular Mobile, Basic Telephone and Broadband service.

S.No	Sub Parameter	Airtel			Vodafone	Aircel	Uninor	Etisalat	Sistema	BSNL			Idea	Reliance			Tata			Sify	D VOIS	HATHWAY	INDUSIND	TIKONA	YOU Broadband
		Cellular (in %)	Basic (in %)	Broadband (in %)	Cellular (in %)	Cellular (in %)	Cellular (in %)	Cellular (in %)	Cellular (in %)	Cellular (in %)	Basic (in %)	Broadband (in %)	Cellular (in %)	Cellular (in %)	Basic (in %)	Broadband (in %)	Cellular (in %)	Basic (in %)	Broadband (in %)	Broadband (in %)	Broadband (in %)	Broadband (in %)	Broadband (in %)	Broadband (in %)	Broadband (in %)
1	For prepaid customers awareness about item-wise usage charge details on request	84.92	86.79	66.07	97.45	76.96	63.46	0	76.77	86.84	98.12	-	69.78	69.3	88.82	53.71	82.67	87.03	38.58	63.43	76.19	78.14	50	72.73	71.9
2	If aware (for pre-paid customers) ever denied of item wise usage charge details for pre-paid	34.09	15.22	8.49	24.25	27.88	64.57	-	23.41	25.19	45.24	-	30.91	48.68	27.12	13.3	29.93	55.28	7.89	10.95	8.75	9.63	0	21.697	37.09
3	For new customers provisioning of "Manual of practice while taking the new connection	59.93	86.19	65.82	69.26	61.59	73.67	91.62	66.67	56.75	83.7	74.95	62.31	43.2	61.8	77.72	54.73	70.92	43.12	61.73	76.3	45.51	64.71	66.1	60.2
4	Awareness of call center for redressing grievances	93.01	82.47	78	86.75	82.33	95.44	100	61.16	85.73	88.8	69.83	76.49	83.89	71.91	78.56	75.35	75.3	75.02	66.17	85.13	82.58	73.2	42.7	56.88
5	Percentage of consumers complaint to the toll free number within last 6 months	39.43	15.08	32.53	51.6	9.97	48	48.6	49.39	27.77	22.04	30.8	19.04	41.34	24.53	38.74	19.03	37.09	46.13	32.91	63.92	56.12	62.5	13.82	34.09
6	Call center informing about the action taken on complaint	29.6	62.65	74.17	93.62	56.84	37.02	0	30.43	15.88	77.31	72.73	35.98	17.79	55.73	71.08	62.07	80.9	52.7	55.34	49.23	54.75	18.57	49.21	68.57
7	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	90.21	53.61	55.72	5.03	56.84	62.4	0	88.47	9.8	74.79	49.35	51.46	37.16	69.08	50.15	49.75	48.99	51.62	43.69	17.01	67.68	30	34.92	53.81
8	Percentage satisfied with complaint resolution by call center	82.62	99.68	84.79	94.96	86.34	87.96	97.87	95.96	84.19	74.38	84.88	87.55	85.09	61.37	77.25	83.84	38.27	79.95	73.57	80.68	75.43	83.17	87.09	23.13
9	Awareness about contact detail of nodal officer for redressing grievances	5.24	2.18	32.47	2.34	1.8	4.37	0	5.23	2.81	5.56	29.87	4.38	4.66	15.36	25.23	3.09	15.84	16.22	24.27	10.31	18.79	14.29	36.51	45.24
10	Awareness about contact detail of appellate authority for redressing grievances	4.69	1.54	20	0.87	0.9	3.53	0	3.73	0	4.54	12.5	2.07	3.82	4.68	22.22	2.53	5.22	16.67	0	0	18.18	-	0	11.11