

**Kolkata Survey Report (Quarter 4 - April 2012 to June 2012) on**

***Assessment of***

- (i) Implementation and Effectiveness of Telecom Consumers Protection and Complaint Redressal Regulations, 2012 and***
- (ii) Customer Perception of Service through Survey***

***Submitted to:***



**TELECOM REGULATORY AUTHORITY OF INDIA  
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## **Preface**

Telecom Regulatory Authority of India (TRAI), the regulatory body for the Quality of Service (QoS) for the telecom services – Basic Telephone (Wire-line), Cellular Mobile Telephone and Broadband had commissioned this survey in East zone.

The objective of the survey was to gauge the Quality of Services on the various parameters laid down by TRAI and to assess the compliance of “Telecom Consumers Protection and Complaint Redressal Regulations, 2012.”

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

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

This report presents the findings of the survey conducted in Kolkata from April, 2012 to June, 2012.

## 1. Executive summary

In the fourth quarter (April to June) of 2012, the survey was conducted in Kolkata circle.

In case of basic telephone service, three service providers (Airtel, BSNL and Reliance Com) were covered in Kolkata circle. The survey was conducted across 10 areas of Kolkata circle, covering 3214 basic telephone service customers. All these customers were postpaid customers.

Ten cellular mobile telephone service providers (Aircel, Airtel, BSNL, Idea, MTS, Reliance Com, Reliance Telecom, Tata, Uninor and Vodafone) were covered in Kolkata circle. Across the 10 areas of Kolkata circle, 10824 cellular mobile telephone service customers were surveyed, out of which 5222 were prepaid customers and 5222 were postpaid customers.

During the survey, five broadband service providers (Airtel, Alliance, BSNL, Reliance Com and Tata Com) were covered in Kolkata circle. Across 10 areas of Kolkata circle, 5373 broadband service customers were covered, out of which 4787 were postpaid customers and 586 were prepaid customers.

The following feedback was obtained from the sample of customers:

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

## 1.1 Key Findings of the Survey

Performance of the service providers on Quality of Service (QoS) parameters is outlined below:

### 1.1A BASIC TELEPHONE SERVICE:

#### 1.1A.1 Satisfaction with Overall Service Quality

- Airtel, BSNL and Rel Com were able to meet the benchmark.

#### 1.1A.2 Satisfaction with Provision of Service

- Airtel and BSNL were able to meet the benchmark set for provision of service while Rel Com failed to meet it.

#### 1.1A.3 Satisfaction with Billing Performance - Postpaid

- Rel Com failed to meet the benchmark set for overall service quality while Airtel and BSNL were able to meet it.

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

- Airtel, BSNL and Rel Com failed to meet the benchmark.

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

- Airtel, BSNL and Rel Com were not able to meet the benchmark.

#### 1.1A.6 Satisfaction with Maintainability

- Airtel, BSNL and Rel Com did not meet the benchmark.

#### 1.1A.7 Satisfaction with Supplementary and Value Added Services

- Rel Com failed to meet the benchmark set for overall service quality while Airtel and BSNL were able to meet it.

## Assessment of Implementation & Effectiveness of Consumer Protection and Complaint Redressal Regulations, 2012 among Basic Telephone Service Customers:

### 1.1A.8 Complaint Centre

On an overall basis:

- 53.6% of the basic telephone service customers were aware of the complaint centre number of their service provider to make complaints/ queries.
- 69.7% of the basic telephone service customers came to know about the toll free customer care number from telephone bills.
- 46.8% of the basic telephone service customers claimed that they had complained in the last six (6) months to the toll free complaint centre/ customer care/ help-line telephone number.
- 17% of the basic telephone service customers, who had complained, said that they had received a docket number for their complaints.
- 66.3% of the basic telephone service customers, who had complained, said that they did not receive docket number for their complaints.
- 14.1% of the basic telephone service customers, who had complained, said that they received the docket number for their complaints on request.
- 2.1% of the basic telephone service customers, who had complained, said that they did not receive docket number for their complaints even on request.
- Less than 1% of the basic telephone service customers said that the complaint centre refused to register their complaints.
- Only 11.8% of the basic telephone service customers, who had complained, got the SMS about the docket number, date of complaint registration, time of complaint registration and the time within which their complaint would be resolved.
- Only 31.2% of the basic telephone service customers, who had complained, said that they were informed about the action taken on their complaint through SMS or by other means.
- 81% of the basic telephone service customers, who had complained, said that the complaint centre resolved their complaints within three (3) days.
- Only 13.5% of the basic telephone service customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by complaint centre/ customer care within four (4) weeks after they had lodged their complaint.

### 1.1A.9 Appellate Authority

- Less than 1% of the basic telephone service customers were aware about the contact details of the Appellate Authority for filing an appeal.
- As a whole, 55.6% of the basic telephone service customers came to know about the contact details of the Appellate Authority from the telephone bills.
- Six basic telephone service customers of BSNL, who was aware of the contact details of the Appellate Authority, filed an appeal with the Appellate Authority in the last six (6) months.
- Five basic telephone service customers of BSNL filed an appeal with the Appellate Authority through personal visit while one customer filed an appeal through different means.
- All the basic telephone service customers of BSNL, who filed an appeal with the Appellate Authority, received the unique appeal number within three (3) days from the appellate authority after filling an appeal with it.
- The Appellate Authority took a decision upon the appeals of the basic telephone service customers of BSNL within thirty nine (39) days.

### 1.1A.10 Other Service Benchmark

- In total, only 27.9% of the basic telephone service customers said that they received the “Manual of Practice”.

## **1.1B CELLULAR MOBILE SERVICE:**

### **1.1B.1 Satisfaction with Overall Service Quality**

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

### **1.1B.2 Satisfaction with Provision of Service**

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

### **1.1B.3 Satisfaction with Billing Performance - Postpaid**

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

### **1.1B.4 Satisfaction with Billing Performance - Prepaid**

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

### **1.1B.5 Satisfaction with Help Service including Customer Grievance Redressal**

- All the service providers did not meet the benchmark laid down by TRAI.

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

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

### **1.1B.7 Satisfaction with Maintainability**

- All the service providers were not able to meet the benchmark laid down by TRAI.

### **1.1B.8 Satisfaction with Supplementary and Value Added Services**

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



## Assessment of Implementation & Effectiveness of Consumer Protection and Complaint Redressal Regulations, 2012 among Cellular Mobile Telephone Service Customers:

### 1.1B.9 Complaint Centre

On an overall basis:

- 70.2% of the cellular mobile telephone service customers were aware about the complaint centre number of their service provider to make complaints/ queries.
- 47.3 % of the cellular mobile telephone service customers came to know about the toll free customer care number from the display at complaint centers/ sales followed by the SMS from their service provider.
- 35.3% of all cellular mobile telephone service customers claimed that they had complained in the last six (6) months to the toll free complaint centre/customer care/ help-line telephone number.
- 25.5% of the cellular mobile telephone service customers, who had complained, said that they had received a docket number for their complaints.
- 63.6% of the cellular mobile telephone service customers, who had complained, said that they did not receive docket numbers for most of their complaints.
- 3.9% of the cellular mobile telephone service customers, who had complained, said that they received docket numbers for their complaints on request.
- 1.9% of the cellular mobile telephone service customers, who had complained, said that they did not receive docket numbers for their complaints even on request.
- 5.1% of the cellular mobile telephone service customers, who had complained, said that customer care refused to register their complaints.
- Only 17.6% of the cellular mobile telephone service customers got the SMS about the docket number, date of complaint registration, time of complaint registration and the time within which their complaint would be resolved.
- Only 36.2% of the cellular mobile telephone service customers, who had complained, said that they were informed about the action taken on their complaint through SMS or by other means.
- 41.4% of the cellular mobile telephone service customers, who had complained, said that the complaint centre resolved their complaints within three (3) days.
- Only 16% of the cellular mobile telephone service customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by complaint centre/ customer care within four (4) weeks after they had lodged their complaint.

### 1.1B.11 Appellate Authority

- Only 1.4% of the cellular mobile telephone service customers were aware of the contact details of the Appellate Authority.
- As a whole, 54 % of the cellular mobile telephone service customers came to know about the contact details of the Appellate Authority from the website of the service provider followed by the display at complaint centres/ sales outlets.
- On the overall, 37.3% of the cellular mobile telephone service customers, who were aware of the contact details of the Appellate Authority, filed an appeal with the Appellate Authority in the last 6 months.
- In total, 35.7% of the cellular mobile telephone service customers filed an appeal with the Appellate Authority through e-mail.
- In all, 64.3% of the cellular mobile telephone service customers received the unique appeal number within three (3) days from the Appellate Authority after filling an appeal with it.
- On the overall, only 28.6% of the cellular mobile telephone service said that Appellate Authority took a decision upon their appeal within thirty nine (39) days of filing the appeal.

### 1.1B.12 Other Service Benchmark

- In total, only 37.1% of the cellular mobile telephone service customers claimed that they had received the Manual of Practice.

## **1.1C BROADBAND SERVICE:**

### **1.1C.1 Satisfaction with Overall Service Quality**

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

### **1.1C.2 Satisfaction with Provision of Service**

- All the service providers met the benchmark related provision of service.

### **1.1C.3 Satisfaction with Billing Performance - Postpaid**

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

### **1.1C.4 Satisfaction with Billing Performance - Prepaid**

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

### **1.1C.5 Satisfaction with Help Services**

- All the service providers were not able to meet the benchmark laid down by TRAI.

### **1.1C.6 Satisfaction with Network Performance, Reliability & Availability**

- Except Rel Com and Tata Com, all other service providers failed to meet the benchmark laid down by TRAI for network performance, reliability and availability.

### **1.1C.7 Satisfaction with Maintainability:**

- None of the service providers met the benchmark laid down by TRAI.

### **1.1C.8 Satisfaction with Supplementary and Value Added Services**

- Except Tata Com, all other service providers failed to meet the benchmark laid down by TRAI.

## Assessment of Implementation & Effectiveness of Consumer Protection and Complaint Redressal Regulations, 2012 among Broadband Service Customers:

### 1.1C.9 Complaint Centre

On an overall basis:

- 65.2% of the broadband service customers said that they were aware of the complaint centre number of their service provider to make complaints/ queries.
- 47.4% of the broadband service customers came to know about the toll free customer care number from the internet bills.
- 54.6% of the broadband service customers claimed that they had complained in the last six (6) months to the toll free complaint centre/ customer care/ help-line telephone number.
- 27.8% of the broadband service customers, who had complained, claimed that they received a docket number for their complaints.
- 64.7% of the broadband service customers, who had complained, said that they did not receive docket numbers for their complaints.
- 5.4% of the broadband service customers, who had complained, said that they received docket numbers on request.
- 0.7% of the broadband service customers, who had complained, said that they did not receive docket numbers even on request.
- 1.5% of the broadband service customers, who had complained, said that customer care refused to register their complaints.
- Only 7.6% of the broadband service customers got the SMS about the docket number, date of complaint registration, time of complaint registration and the time within which their complaint would be resolved.
- 46.1% of the broadband service customers, who had complained, said that they were informed about the action taken on their complaint through SMS or by other means.
- 74.6% of the broadband service customers, who had complained, said that the complaint centre resolved their complaints within three (3) days
- Only 7% of the broadband service customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by complaint centre/ customer care within four weeks after they had lodged their complaint.

### 1.1C.10 Appellate Authority

- Only 2.3% of the broadband service customers were aware of the contact details of the Appellate Authority.
- As a whole, 43.4 % of the broadband service customers came to know about the contact details of the Appellate Authority from the internet bills.
- On the overall, 41% of the broadband service customers, who were aware of the contact details of the Appellate Authority, filed an appeal with the Appellate Authority in the last 6 months.
- In total, 40% of the broadband service customers filed an appeal with the Appellate Authority through personal visit.
- In all, 40% of the broadband service customers received the unique appeal number within three (3) days from the appellate authority after filling an appeal with it.
- On the overall, 30% of the broadband service customers said that Appellate Authority took a decision on their appeal within thirty nine (39) days of filing the appeal.

### 1.1C.11 Other Service Benchmarks

- In total, 63.4% of the broadband service customers claimed that they had received the Manual of Practice.

## 2. Introduction

### 2.1 Background

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

In this regard, TRAI has passed regulations on Quality of Service (QoS) of Basic & Cellular Mobile Telephone (revised on 20<sup>th</sup> March, 2009), Quality of Service for Broadband Service (2006) and on the Telecom Consumers Protection & Complaint Redressal (2012). These regulations are applicable to all service providers of basic telephone, cellular mobile telephone and broadband services, so that the service providers provide better services to their customers.

The salient features of these regulations are listed below:

- I. Each telecom operator would be required:
  1. To set up a 24 x 7 toll free complaint centre
  2. To appoint one or more appellate authority in each licensed service area.
- II. The information as above and also contact details of appellate authority to be widely publicized in national and local newspapers, sales outlets, web-sites and back side of the invoice/ bills being sent to the consumers.
- III. Each operator will be required to publish an abridged version of the “Manual of Practices” for their customers and also make available the same on their websites.
- IV. The complaint centre and appellate authorities would follow the time lines as given in TRAI regulations for complaint redressal.

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

- (i) Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Complaint Redressal, 2012
- (ii) Customer Perception of Service through Survey

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

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

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

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

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

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

With regard to the aforementioned survey, Marketing and Development Research Associates (MDRA) was selected by Telecom Regulatory Authority of India (TRAI) to conduct the survey in the East zone.

### 3. Survey Objectives and Methodology:

#### 3.1 Survey Objectives

This survey has the following objectives:

##### (1) Implementation and Effectiveness of the Telecom Consumers Protection and Complaint Redressal Regulations, 2012

TRAI, through its Telecom Consumers Protection and Complaint Redressal Regulations, 2012, has specified a two-stage redressal mechanism viz. Complaint Centre and Appellate Authority. The regulation also insists for the publication of a Manual of Practice for handling consumer grievances by the service providers for the purpose of educating consumers and prevention of their grievances. Through this survey among consumers of basic telephone (wire-line), cellular mobile telephone and broadband services, TRAI intends to assess the implementation and effectiveness of the regulations.

##### (2) Customer Perception of Service

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

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

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

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



**(b) Broadband Services:**

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

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

**1. Basic Telephone Service**

**Provision of Service**

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

**Billing performance (Postpaid)**

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

**Billing Performance (Prepaid)**

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

**Help Services including Customer Grievance Redressal**

- Ease of access to complaint centre/customer care or helpline
- Ease of getting an option for talking to a customer care executive
- Response time taken to answer your call by a customer care executive
- Problem solving ability of the customer care executive(s)
- Time taken by complaint 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/ value added service provided
- Process of activating value added services or the process of unsubscribing it
- Resolution of complaints for deactivating value added service provided

### **Overall Service Quality**

- Overall service quality of telephone service

## **2. Cellular Mobile Telephone Service**

### **Provision of Service**

- Process and time taken to activate the mobile connection, after customer applied and completed all formalities
- Ease of understanding of all relevant information related to tariff plans & charges

### **Billing Performance (Prepaid)**

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

### **Billing performance (Postpaid)**

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

### **Help Services including Customer Grievance Redressal**

- Ease of access to complaint centre/customer care or helpline
- Ease of getting an option for talking to a customer care executive
- Response time taken to answer your call by a customer care executive
- Problem solving ability of the customer care executive(s)
- Time taken by complaint 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
- Call drop during conversation
- Voice quality

### **Maintainability**

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

### **Supplementary and Value Added Services**

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

### **Overall Service Quality**

- Overall quality of your mobile service

## **3. Broadband Service**

### **Provision of Service**

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

### **Billing performance (Postpaid)**

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

### **Billing Performance (Prepaid)**

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

### **Help Services**

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

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

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

### **Maintainability**

- Time taken for restoration of broadband connection

### **Supplementary Services**

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

### **Overall Customer Satisfaction**

- Overall quality of broadband service

## **3.2 Survey Methodology**

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

Following survey methodology was used:

- In case of basic telephone (wire-line) and cellular mobile telephone, 50% of the sample was covered through face-to-face personal interviews and the rest through telephonic interviews. However, for broadband service 50% of the sample was covered by face-to-face personal interviews, while the remaining 50% was covered through e-mail/ telephonic interviews or by developing web based application.

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

### 3.3 Target Users/ Segment

Following segments were covered in the survey:

#### 1. Residential Users

- Individual Residential Homes
- Apartments/ Societies

## 2. Commercial Users

- Corporate Clients
- IT/ Software Companies
- Call Centers
- BPO's/ KPO's
- SMEs (Small and medium Enterprises)
- Government offices
- Industrial Units
- Healthcare Facility Centers
- Multiplexes/ Malls
- Hotels/ Restaurants
- PCOs
- Cyber Cafés
- Shopkeepers/ Vendors
- Universities & Schools
- Institutes- Medical Colleges/ Engineering Colleges/ Computer Training Centres
- NGOs
- Small Scale Shop-owners
- Private Practitioners -Doctors/ Architects
- Etc.

## 3.4 Sample Design

### 3.4.1 Basic Telephone (wire-line) Service:

- The sample size was evenly spread across 10 areas of the single SDCA in Kolkata circle. 5% (five per cent) exchanges were selected within the SDCA of Kolkata circle. The selection of exchanges was done in consultation with the TRAI officials. The sample size was evenly spread through the selected exchanges.

### 3.4.2 Cellular Mobile Telephone Service:

- The sample for cellular mobile telephone service subscribers was evenly spread over across 10 areas of the Kolkata circle. The 10 areas of the Kolkata circle were selected in consultation with the TRAI officials. The sample size was evenly spread through the selected areas.

### 3.4.3 Broadband Service:

- The sample size was evenly spread across 10 areas of the single SDCA in Kolkata circle. The sample for broadband service subscribers was evenly spread over in the areas served by 10% (ten per cent) of the exchanges/ Points of Presence (POPs) of each service provider. The selection of BSNL's exchanges and POPs (private operators) were done in consultation with the TRAI officials.

### 3.5 Service Providers Covered

During the survey in Kolkata circle, the following service providers were covered:

#### 3.5.1 Basic Telephone (Wire-line) Service:

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
3. Reliance Communications (Referred as Rel Com in the report)

**Note:** Tata was not covered as it did not have retail subscriber base in this circle.

#### 3.5.2 Cellular Mobile Telephone Service:

1. Aircel Limited (Referred as Aircel in the report)
2. Bharti Airtel Limited (Referred as Airtel in the report)
3. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
4. Idea Cellular Limited (Referred as Idea in the report)
5. Sistema Shyam TeleServices Limited (Referred as MTS in the report)
6. Reliance Communications (Referred as Rel Com in the report)
7. Reliance Telecom Limited (Referred as Rel Tel in the report)
8. Tata Teleservices Limited (Referred as Tata in the report)
9. Unitech Wireless (Tamil Nadu) Pvt. Ltd. (Referred as Uninor in the report)
10. Vodafone Essar Mobile Services Limited (Referred as Vodafone in the report)

#### 3.5.3 Broadband Service:

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Alliance Broadband Services (Referred as Alliance in the report)
3. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
4. Reliance Communications (Referred as Rel Com in the report)
5. Tata Communications Limited (Referred as Tata Com in the report)

### 3.6 Sample Coverage and Size

In Kolkata circle, 10 areas were covered. The sample size for cellular mobile telephone, basic wire-line and broadband service subscribers was evenly spread across 10 areas, where the services were commissioned.

Geographical coverage	Areas
Kolkata	City
	Central
	North
	South
	Alipore
	Jadavpore
	Bidhannagar
	Barrackpore
	Howrah
	Serampore

#### 3.6.1 Basic Telephone (Wire-line) Service:

During the survey, three basic telephone service providers were covered in Kolkata circle.

**BSNL:** In Kolkata circle, there are 519 exchanges and only 1 SDCA. For the survey, 30 exchanges were covered across 10 selected areas.

**Airtel and Rel Com:** Airtel and Rel Com were also covered in the same areas as BSNL.

**Note:** Tata was not covered as it did not have retail subscriber base in Kolkata circle.

Service Providers	Sample Size	
	Proposed	Achieved
Airtel	1067	1070
BSNL	1067	1072
Rel Com	1067	1072
<b>Total</b>	<b>3201</b>	<b>3214</b>



### 3.6.2 Cellular Mobile Telephone Service (including FWP):

During the survey, Ten cellular mobile service providers were covered in the circle.

Service Providers	Sample Size	
	Proposed	Achieved
Aircel	1067	1114
Airtel	1067	1083
BSNL	1067	1068
Idea	1067	1068
MTS	1067	1068
Rel Com	1067	1070
Rel Tel	1067	1068
Tata	1067	1107
Uninor	1067	1072
Vodafone	1067	1106
<b>Total</b>	<b>10670</b>	<b>10824</b>

### 3.6.3 Broadband Service:

During the survey, five broadband service providers were covered in the circle.

**BSNL:** In Kolkata circle, there are 519 exchanges and only 1 SDCA. For the survey, 60 exchanges were covered across 10 selected areas.

**Airtel, Alliance, Rel Com and Tata Com:** Airtel, Alliance, Rel Com and Tata Com were also covered in the same areas as BSNL.

Service Providers	Sample Size	
	Proposed	Achieved
Airtel	1067	1080
Alliance	1067	1068
BSNL	1067	1089
Reliance Com	1067	1068
Tata Com	1067	1068
<b>Total</b>	<b>5335</b>	<b>5373</b>

### 3.7 Mode of Interview & Sample Size Covered

#### 3.7.1 Basic Telephone Service (Wire-line):

- For customer satisfaction survey of basic telephone service customers, 50% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on telephone.

Service Providers	Face-to-face	Telephonic	Sample Size Achieved
Airtel	541	529	1070
BSNL	540	532	1072
Rel Com	531	541	1072
<b>Overall</b>	<b>1612</b>	<b>1602</b>	<b>3214</b>

**Note:** Tata was not covered as it did not have retail subscriber base in Kolkata circle.

#### 3.7.2 Cellular Mobile Telephone Service:

- For customer satisfaction survey of cellular mobile telephone service customers, 48% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on telephone.

Service Providers	Face-to -face	Telephonic	Sample Size Achieved
Aircel	523	591	1114
Airtel	549	534	1083
BSNL	506	562	1068
Idea	433	635	1068
MTS	506	562	1068
Rel Com	447	623	1070
Rel Tel	528	540	1068
Tata	577	530	1107
Uninor	541	531	1072
Vodafone	574	532	1106
<b>Overall</b>	<b>5184</b>	<b>5640</b>	<b>10824</b>

#### 3.7.3 Broadband Service:

- For customer satisfaction survey of broadband service customers, 41% of the sample was covered through face-to-face interviews and up to 59% through email/ telephonic survey. After sending emails, follow up telephone calls were made to drive respondents to the survey.

Service Providers	Face-to-face	Email/ Telephonic	Sample Size Achieved
Airtel	283	797	1080
Alliance	414	654	1068
BSNL	502	587	1089
Rel Com	493	575	1068
Tata Com	517	551	1068
<b>Overall</b>	<b>2209</b>	<b>3164</b>	<b>5373</b>

### 3.8 Customer Profile by Payment Mode Used

#### 3.8.1 Basic Telephone (Wire-line) Service:

- During the survey, 3214 basic telephone service postpaid customers were covered.

Service Providers	Prepaid	Postpaid	Sample Size Achieved
Airtel	NA	1070	1070
BSNL	NA	1072	1072
Rel Com	NA	1072	1072
<b>Overall</b>	<b>NA</b>	<b>3214</b>	<b>3214</b>

#### 3.8.2 Cellular Mobile Telephone Service:

- During the survey, 10824 cellular mobile telephone service customers were covered. Of this sample, 5222 were prepaid customers and 5602 were postpaid customers.

Service Providers	Prepaid	Postpaid	Sample Size Achieved
Aircel	524	590	1114
Airtel	545	538	1083
BSNL	594	474	1068
Idea	438	630	1068
MTS	482	586	1068
Reliance Com	453	617	1070
Reliance Tel	521	547	1068
Tata	570	537	1107
Uninor	542	530	1072
Vodafone	553	553	1106
<b>Overall</b>	<b>5222</b>	<b>5602</b>	<b>10824</b>

### 3.8.3 Broadband Service:

- Five broadband service providers present in Kolkata circle were covered. Across various exchanges /Points of Presence of the Kolkata circle, 5373 broadband service customers were covered. Of this sample, 586 were prepaid customers and 4787 were postpaid customers.

Service Providers	Prepaid	Postpaid	Sample Size Achieved
Airtel	NA	1080	1080
Alliance	303	765	1068
BSNL	NA	1089	1089
Rel Com	34	1034	1068
Tata Com	249	819	1068
<b>Overall</b>	<b>586</b>	<b>4787</b>	<b>5373</b>

### 3.9 Methodology for Calculating Percentage of Customer Satisfied

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

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

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

Where:

CS = % of satisfied consumers

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

N = Total sample size achieved

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

### 3.10 Questionnaires Development Process

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

The questionnaires developed were for:

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

### 3.11 Definition of Key Terms Used

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

**Basic Telephone Service (Wire-line):** It covers collection, carriage, transmission and delivery of voice or non-voice messages over licensee's Public Switched Telephone Network in the licensed service area and includes provision of all types of services except those requiring a separate license.

**Broadband Service:** It means data connection

- (1) Which is always on and is able to support interactive services including Internet access.
- (2) Which has the capability of the minimum download speed of 256 kilo bits per second (kbps) or such minimum download speed, as may be specified by the licensor, from time to time, to an individual subscriber from the point of presence of the service provider intending to provide Broadband service where a multiple of such individual Broadband connections are aggregated and the subscriber is able to access these interactive services including the internet through the said point of presence.

- (3) In which the interactive services shall exclude and services for which a separate license is specifically required (such as real-time voice transmission) except to the extent permitted, or, as may be permitted, under internet service provider's license with internet telephony.
- (4) Which shall include such service or download speed or features, as may be specified from time to time, by the licensor.

**Complaint 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 the real time but service does not cover broadcasting of any message, voice or non-voice, however, Cell Broadcast is permitted only to the subscribers of the service.
- (3) In respect of which the subscriber (all types, pre-paid as well as post-paid) has to be registered and authenticated at the network point of registration and approved numbering plan shall be applicable.

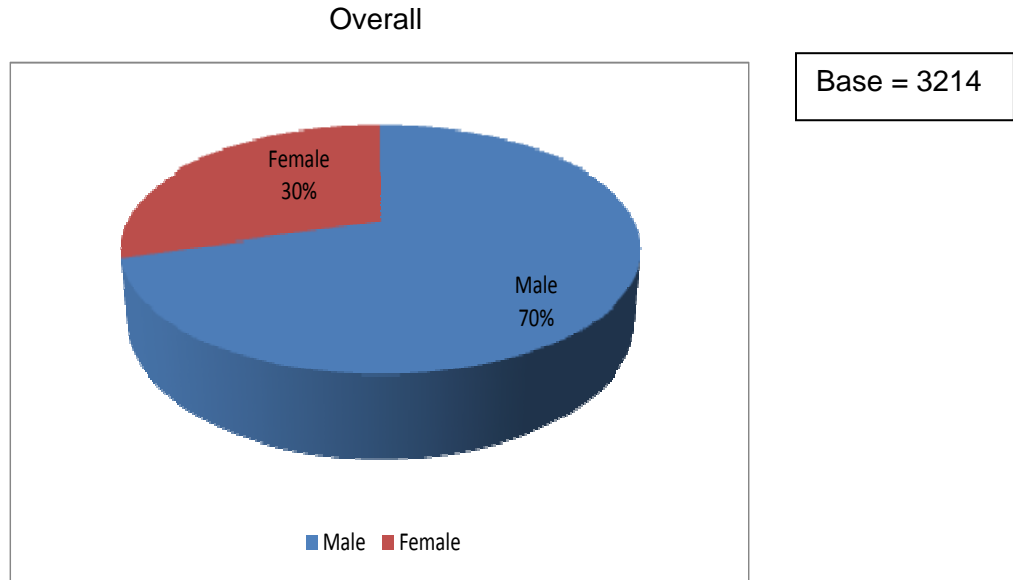
**Consumer:** means a consumer of a service provider falling in clause (a) or clause (b) of sub- regulation (3) of regulation 1 and includes its customer and subscriber.

**Manual:** means the Manual of Practice for handling consumer complaints referred in regulation 20.

#### 4. Demographic Profile

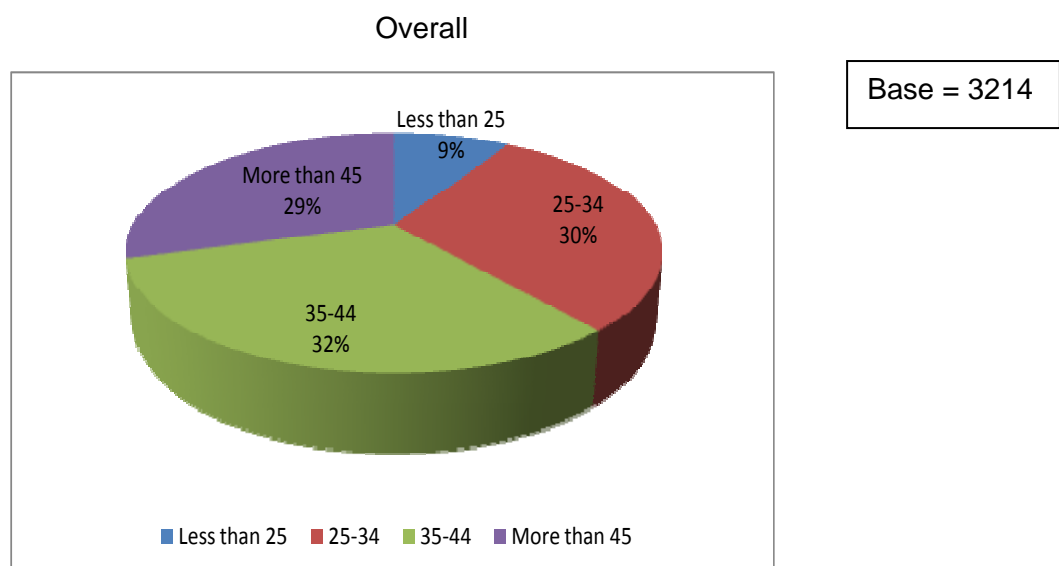
##### 4.1 Basic Telephone (Wire-line) Service

##### 4.1.1 Gender Profile



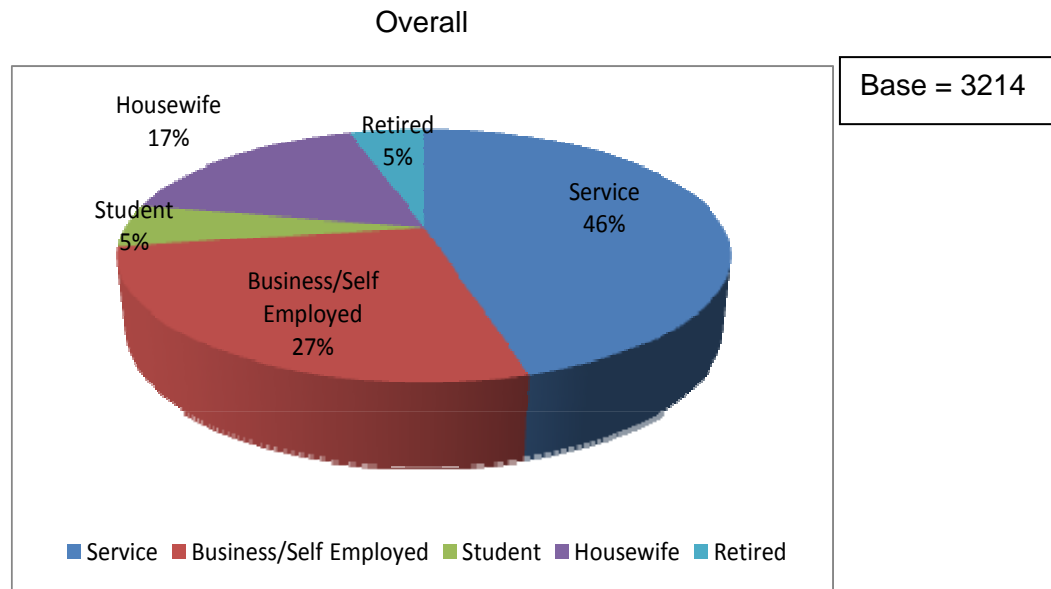
- In total 70% of the respondents were male.

##### 4.1.2 Age Profile



- On an overall basis, 62% of the respondents were in the age group 25 to 44 years.

### 4.1.3 Occupation Profile

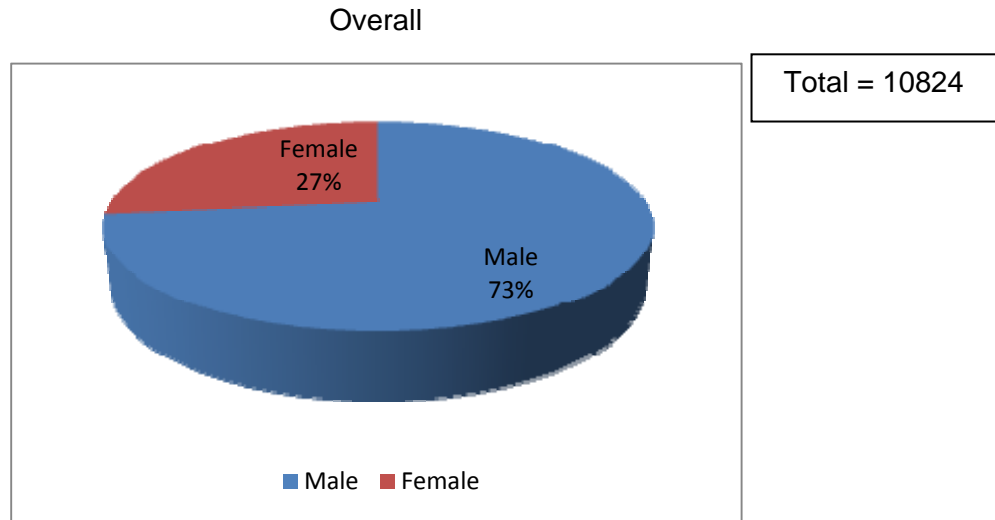


- As a whole, 73% of the respondents were either in service or self employed/ businessmen.



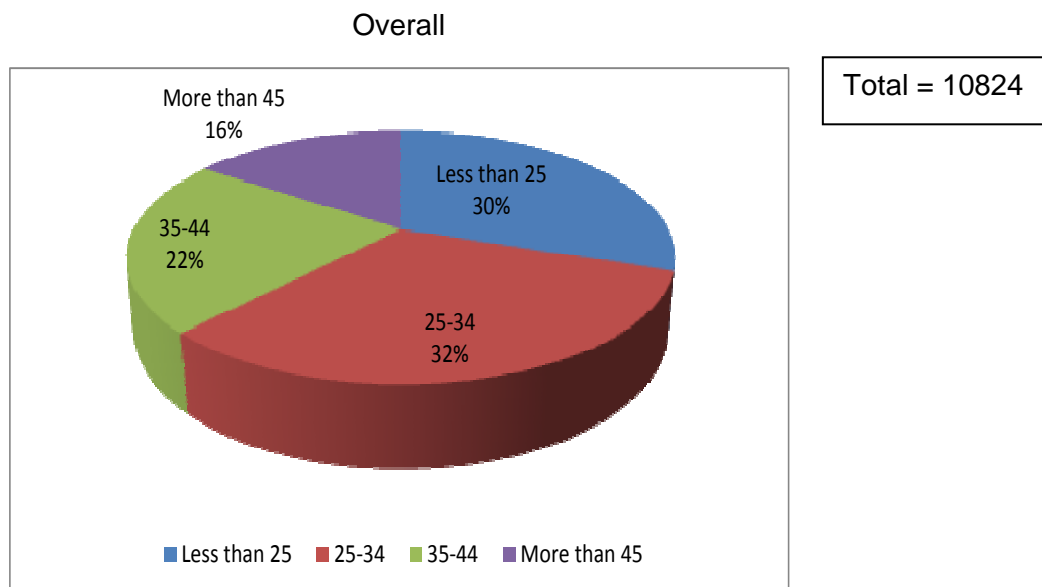
## 4.2 Cellular Mobile Telephone Service

### 4.2.1 Gender Profile



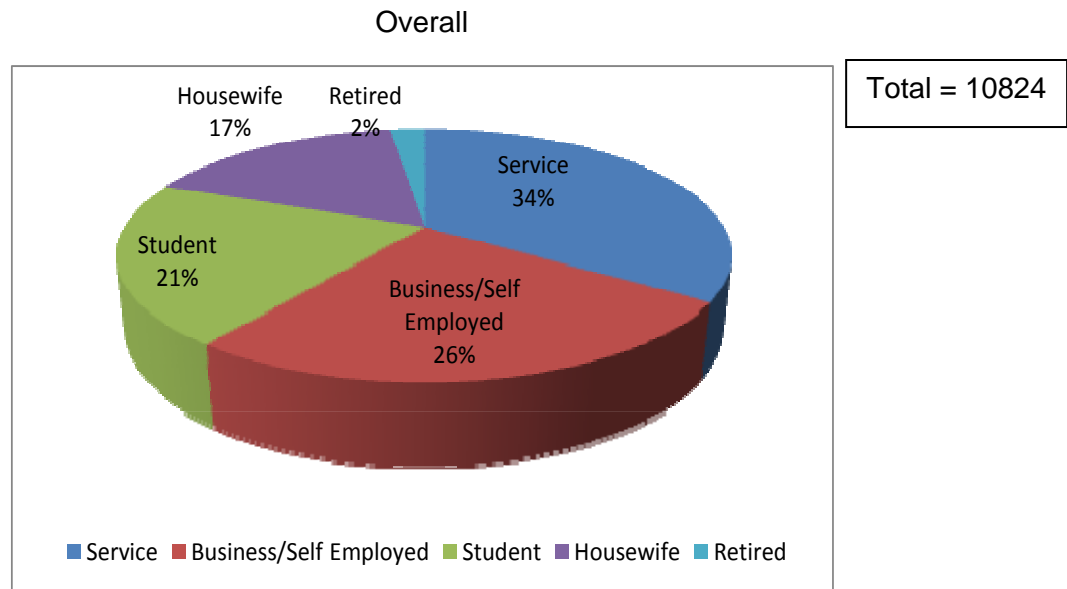
- In total, 73% of the respondents were male.

### 4.2.2 Age Profile



- As a whole, 78% of the respondents were below 35 years.

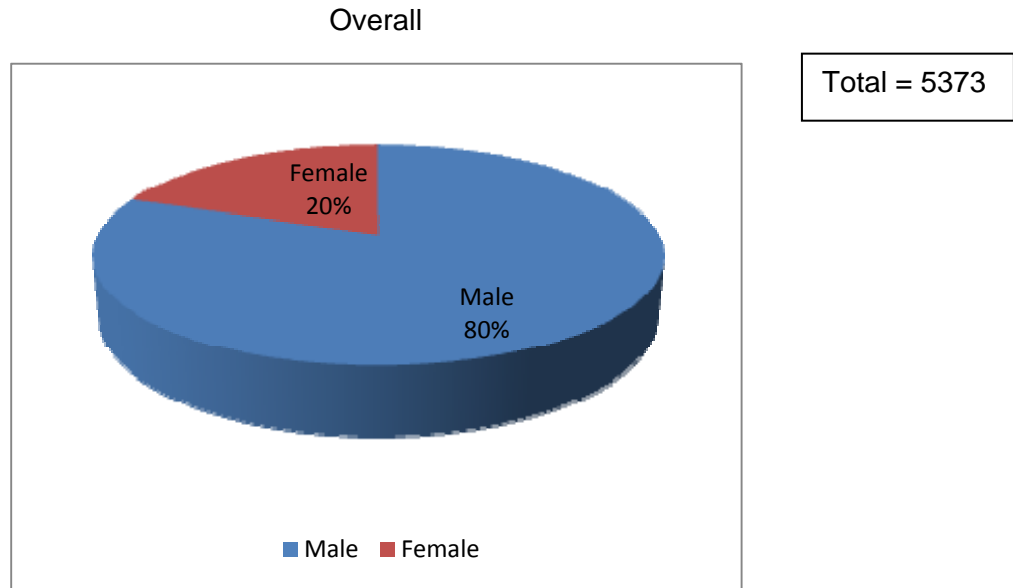
### 4.2.3 Occupation Profile



- On an overall basis, 60% of the respondents were in service or self employed/ businessmen.

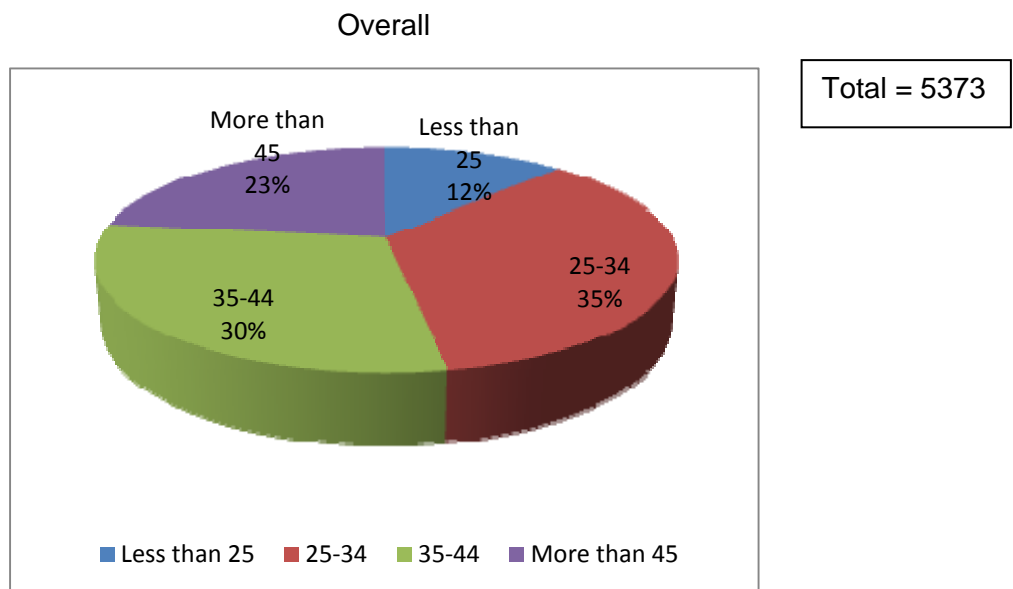
### 4.3 Broadband Service

#### 4.3.1 Gender Profile



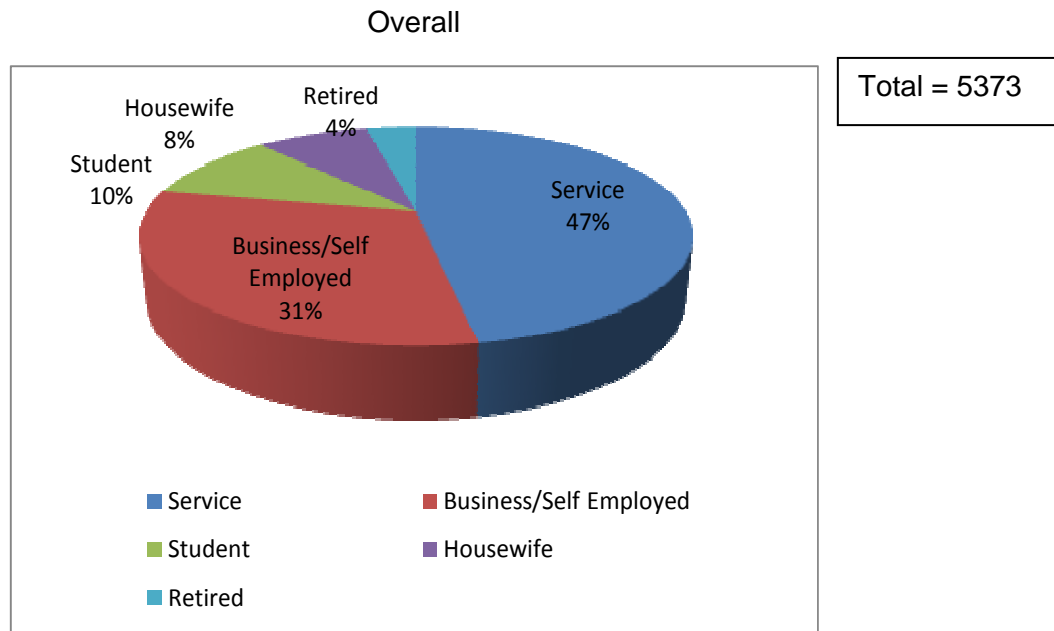
- In total, 80% of the respondents were male

#### 4.3.2 Age Profile



- On an overall basis, 63% of the respondents were in the age group of 25-45 years.

### 4.3.3 Occupation Profile



- As a whole, 78% of the respondents were in service or self employed/ businessmen.

## 5. Compliance Report on the Customer Perception of Service:

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

The percentage of customer satisfied on various QoS parameters was derived by using the methodology explained in section 3.9. According to this methodology, the total percentage of satisfied 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 customer satisfied with QoS parameters for all the three services i.e. basic telephone, cellular mobile and broadband.

### 5.1 Basic Telephone (Wire-line) Service

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

Service Providers	Base	% satisfied with provision of service	% satisfied with billing performance		%satisfied with the help services including customer grievance redressal	% satisfied with the network performance, reliability and availability	% satisfied with the maintainability	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
			Postpaid	Prepaid					
Benchmarks		≥90%	≥95%	≥95%	≥90%	≥95%	≥95%	≥90%	≥90%
<b>Kolkata circle</b>									
Airtel	1070	100	96	NA	63	93	85	90	99
BSNL	1072	99	96	NA	76	91	87	99	97
Rel Com	1072	64	87	NA	58	84	72	57	91
<b>Total</b>	<b>3214</b>	<b>79</b>	<b>93</b>	<b>NA</b>	<b>65</b>	<b>89</b>	<b>83</b>	<b>91</b>	<b>96</b>

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

- Airtel and BSNL met the benchmark related to provision of service, billing performance (postpaid), supplementary & value added services and overall service quality.
- Rel Com was only able to meet the benchmark related to overall service quality.
- None of the service providers were able to meet the benchmark for help services including customer grievance redressal, network performance, reliability & availability and maintainability.
- Performance of all the service providers was low with regard to help services including customer grievance redressal.

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

Service Providers	Base	% customers
		Benchmark: 3 days
<b>Kolkata circle</b>		
Airtel	275	84.7
BSNL	221	81.4
Rel Com	306	77.5
<b>Total</b>	<b>802</b>	<b>81.0</b>

- On an overall basis, 81% of the basic telephone service customers, who had experienced fault in their connection, reported that the fault was repaired within 3 days.

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

Service Providers	Base	% customers
		Benchmark: 7 days
<b>Kolkata circle</b>		
Airtel	6	100.0
BSNL	3	100.0
Rel Com	4	50.0
<b>Total</b>	<b>13</b>	<b>84.7</b>

- In total, 84.7% of the basic telephone service customers, who had requested for termination of their telephone service, reported that their telephone service was terminated within 7 days on request.

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

Service Providers	Base	% customers
		Benchmark: 4 Weeks
<b>Kolkata circle</b>		
Airtel	275	4.7
BSNL	221	24.0
Rel Com	306	13.7
<b>Total</b>	<b>802</b>	<b>13.5</b>

- In total, only 13.5% of the basic telephone service customers, who had made billing complaints, reported that the complaint centre resolved their billing complaints within four weeks.

## 5.2 Cellular Mobile Telephone Service

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

Service Providers	Base	% satisfied with provision of service	% satisfied with billing performance		%satisfied with the help services including customer grievance redressal	% satisfied with the network performance, reliability and availability	% satisfied with the maintainability	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
			Prepaid	Postpaid					
Benchmarks		≥90%	≥95%	≥95%	≥90%	≥95%	≥95%	≥90%	≥90%
<b>Kolkata circle</b>									
Aircel	1114	98	96	93	75	82	78	82	94
Airtel	1083	98	96	92	85	94	89	79	97
BSNL	1068	99	98	93	81	81	78	84	93
Idea	1068	98	95	92	81	86	82	79	93
MTS	1068	97	97	93	81	84	79	80	92
Rel Com	1070	98	96	92	74	87	85	70	91
Rel Tel	1068	98	97	93	75	84	82	78	93
Tata	1107	98	97	92	78	84	81	82	94
Uninor	1072	98	96	92	82	81	78	82	95
Vodafone	1106	98	97	91	81	91	88	78	97
<b>Overall</b>	<b>10824</b>	<b>98</b>	<b>97</b>	<b>93</b>	<b>79</b>	<b>86</b>	<b>82</b>	<b>79</b>	<b>94</b>

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

- All the service providers met the benchmarks related to the provision of service, billing performance (prepaid) and overall service quality.
- None of the service providers met the benchmarks related to billing performance (postpaid), help services including customer grievance redressal, network performance, reliability & availability, maintainability and supplementary & value added services.
- Performance of all the service providers was low with regard to help services including customer grievance redressal and supplementary & value added services.

5.2.2 The following table shows the percentage of customers who reported that their billing complaints were resolved by complaint centre within four (4) weeks.

Service Providers	Base	% customer
		Benchmark: four weeks
<b>Kolkata circle</b>		
Aircel	298	16.1
Airtel	226	14.2
BSNL	242	21.1
Idea	329	10.3
MTS	205	18.5
Rel Com	239	16.7
Rel Tel	258	12.0
Tata	255	16.9
Uninor	279	21.9
Vodafone	215	13.5
<b>Overall</b>	<b>2546</b>	<b>16.0</b>

- On the overall, only 16% of the cellular mobile telephone service customers, who had made billing complaints, reported that the complaint centre resolved their billing complaints within four (4) weeks.



### 5.3 Broadband Service

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

Service Provider	Base	% satisfied with provision of service	% satisfied with billing performance		%satisfied with the help services	% satisfied with the network performance, reliability and availability	% satisfied with the maintainability	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
			Postpaid	Prepaid					
Benchmarks		≥90%	≥90%	≥90%	≥90%	≥85%	≥85%	≥85%	≥85%
<b>Kolkata circle</b>									
Airtel	1080	95	93	NA	80	84	72	52	99
Alliance	1068	96	94	94	77	84	74	78	98
BSNL	1089	94	93	NA	78	80	66	50	96
Rel Com	1068	96	92	100	77	85	81	50	95
Tata Com	1068	96	94	100	85	86	78	97	95
<b>Overall</b>	<b>5373</b>	<b>95</b>	<b>93</b>	<b>97</b>	<b>80</b>	<b>84</b>	<b>74</b>	<b>82</b>	<b>97</b>

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

- All the service providers were able to meet the benchmarks related to provision of service, billing performance (postpaid & prepaid) and overall service quality.
- None of the service providers met the benchmark related to help services and maintainability.
- Rel Com and Tata Com were able to meet the benchmark laid down by TRAI for network performance, reliability & availability.
- In case supplementary & value added services only Tata Com was able to meet the benchmark laid down TRAI.

5.3.2 The following table shows the percentage of customers who reported that their billing complaints were resolved by complaint centre within four (4) weeks.

Service providers	Base	% customer
		Benchmark: within 4 Weeks
<b>Kolkata circle</b>		
Airtel	407	3.4
Alliance	412	4.1
BSNL	307	13.7
Rel Com	319	6.3
Tata Com	440	8.9
<b>Overall</b>	<b>1885</b>	<b>7.0</b>

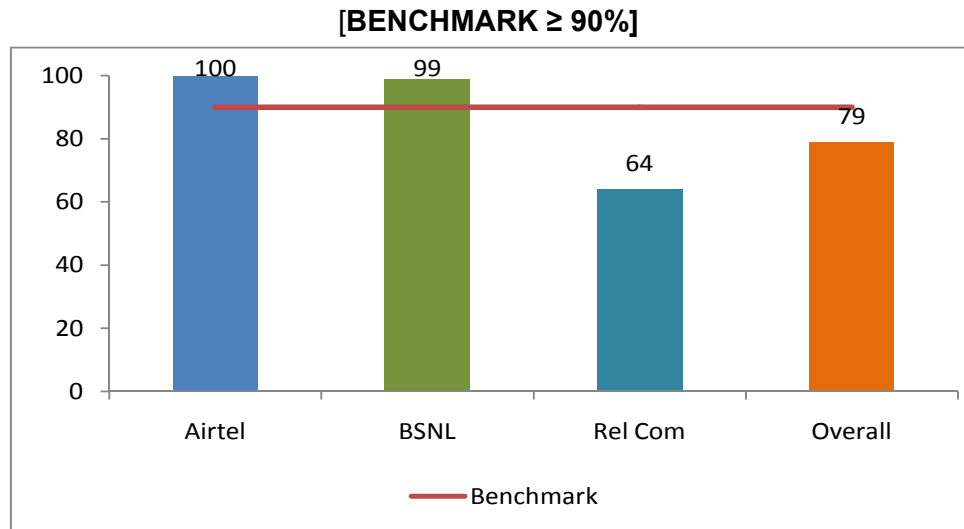
- In all, only 7% of the broadband service customers, who had made billing complaints, reported that the complaint centre resolved their billing complaints within four (4) weeks.

## 6 Detailed Report:

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

#### 6A.1.1 Customer Satisfaction with Provision of Service

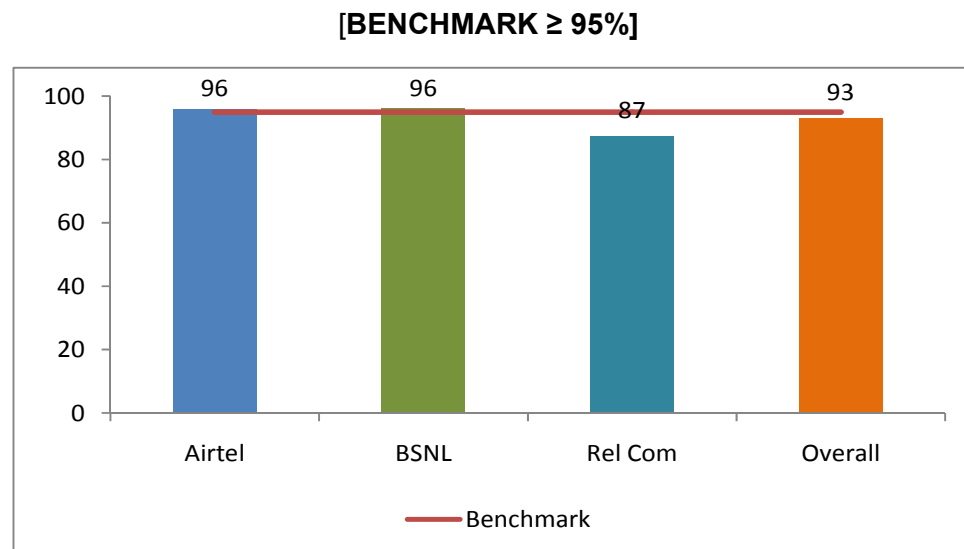
6A.1.1.1 The following graph shows the percentage of satisfied customers with provision of service.



- Airtel and BSNL met the benchmark laid down by TRAI for provision of service.
- Performance of Rel Com was low on this parameter.

#### 6A.1.2 Customer Satisfaction with Billing Performance - Postpaid

6A.1.2.1 Following graph shows the percentage of satisfied customers with billing performance.



- Airtel and BSNL were able to meet the benchmark set for the billing performance while Rel Com failed to meet the benchmark.

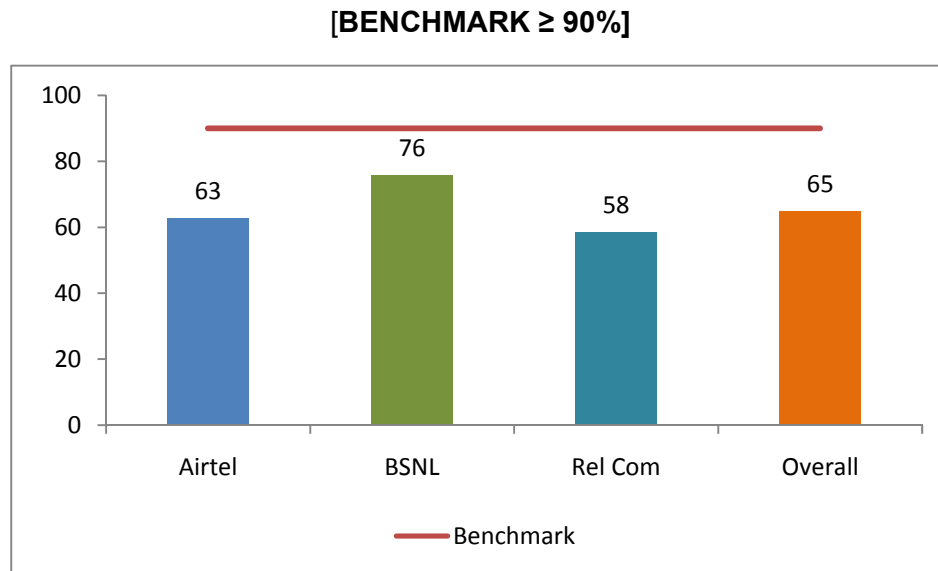
6A.1.2.2 The following table shows the percentage of satisfied customers with the sub-parameters of the billing performance.

Service Providers	% postpaid customers				Base
	Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	
Airtel	96.2	96.4	22.0	97.9	1070
BSNL	94.1	97.0	80.0	97.7	1072
Rel Com	86.4	90.0	45.1	91.7	1072
<b>Overall</b>	<b>92.2</b>	<b>94.4</b>	<b>49.4</b>	<b>95.8</b>	<b>3214</b>

- Customers of Airtel and Rel Com were less satisfied with the process of resolution of the billing complaints.

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

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



- None of the service providers met the benchmark related the help services including customer grievance redressal.
- Performance of all the service provider was low.

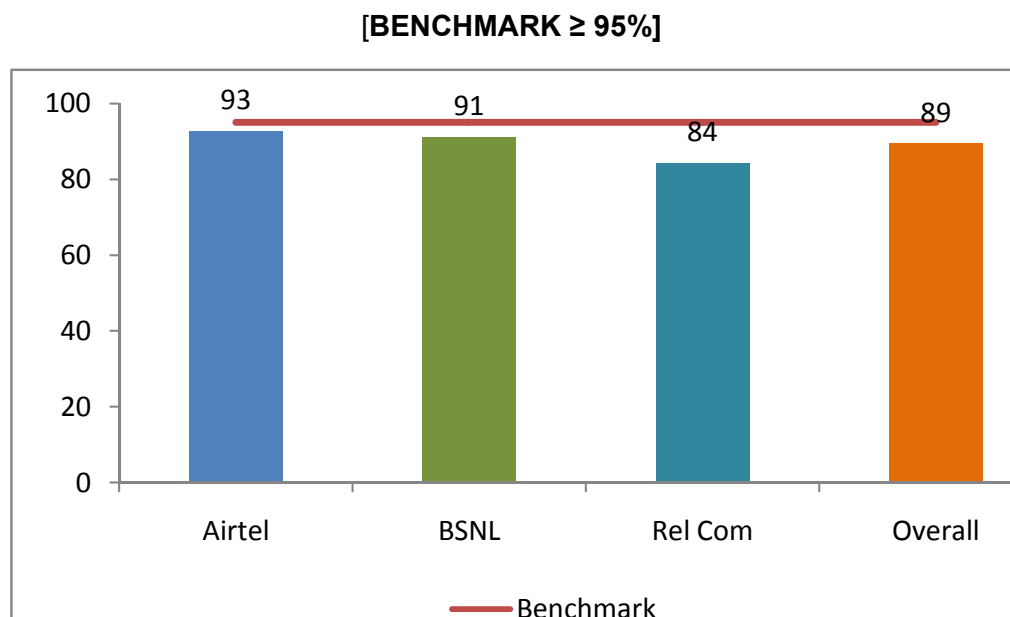
6A.1.3.2 The following table shows the percentage of customers satisfied with the sub-parameters of help services including customer grievance redressal.

Service Providers	% customers					Base
	Ease of access to complaint centre/ customer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken to answer your calls by the customer care executive	Problem solving ability of the customer care executive(s)	Time taken by complaint centre/ customer care or helpline to resolve your complaints	
Airtel	67.5	59.0	77.6	71.6	38.2	317
BSNL	71.6	75.8	83.3	83.3	64.8	293
Rel Com	54.0	57.9	67.9	66.9	45.0	402
<b>Overall</b>	<b>63.4</b>	<b>63.5</b>	<b>75.4</b>	<b>73.1</b>	<b>48.6</b>	<b>1012</b>

- Basic telephone service customers of Airtel, BSNL and Rel Com were less satisfied with all the sub-parameters of help services including customer grievance redressal.

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

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



- None of the service providers met the benchmark related the network performance, reliability & availability.

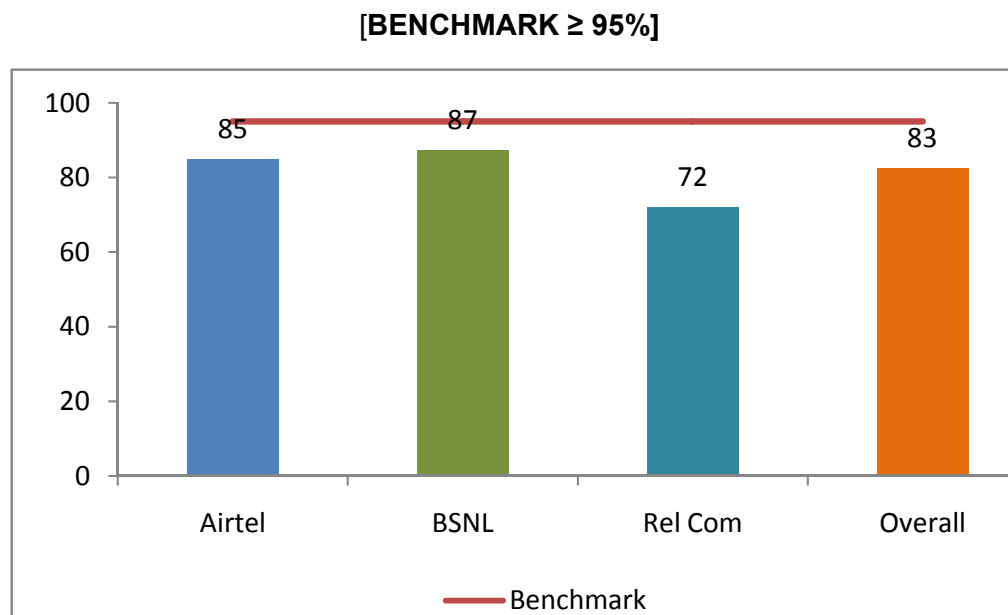
6A.1.4.2 The following table shows the percentage of customers satisfied with the sub-parameters of network performance, reliability & availability.

Service Providers	% customers			Base
	Availability of working telephone (Dial tone)	Ability to make/ receive calls easily	Voice quality	
Airtel	94.7	91.6	91.8	1070
BSNL	93.8	91.0	88.9	1072
Rel Com	85.9	83.8	83.2	1072
<b>Overall</b>	<b>91.5</b>	<b>88.8</b>	<b>88.0</b>	<b>3214</b>

- Basic telephone service customers of all the service providers were less satisfied with the ability to make/ receive calls easily and voice quality.

### 6A.1.5 Customer Satisfaction with Maintainability

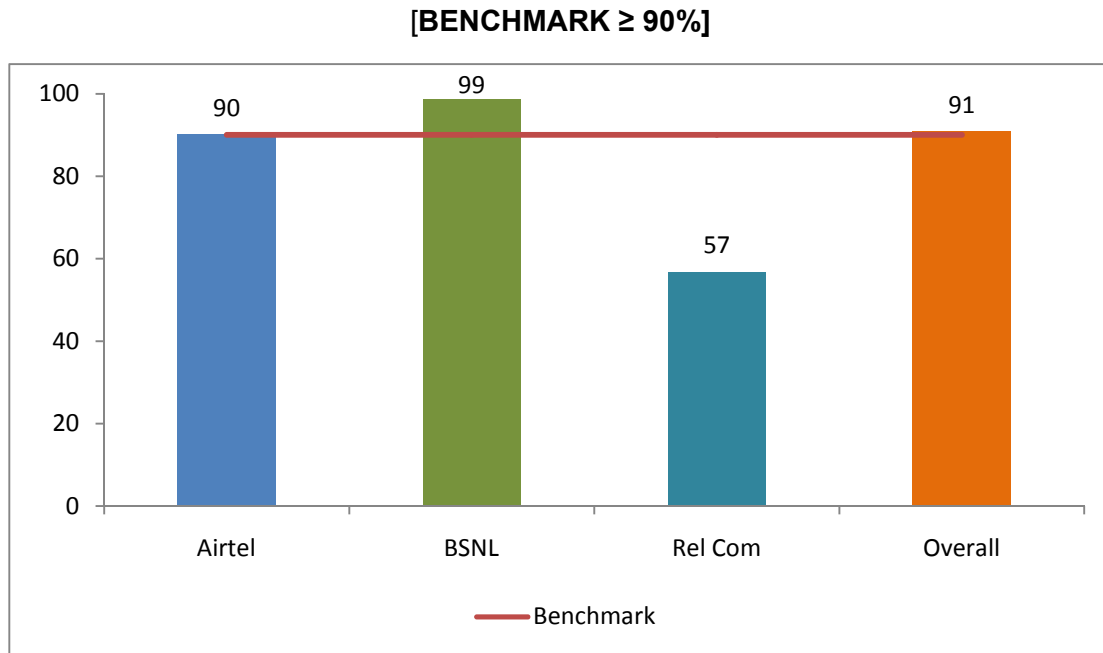
6A.1.5.1 The following graph shows the percentage of customers satisfied with maintainability.



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

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

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



- Airtel and BSNL were able to meet the benchmark laid down by TRAI while Rel Com failed to meet the benchmark.

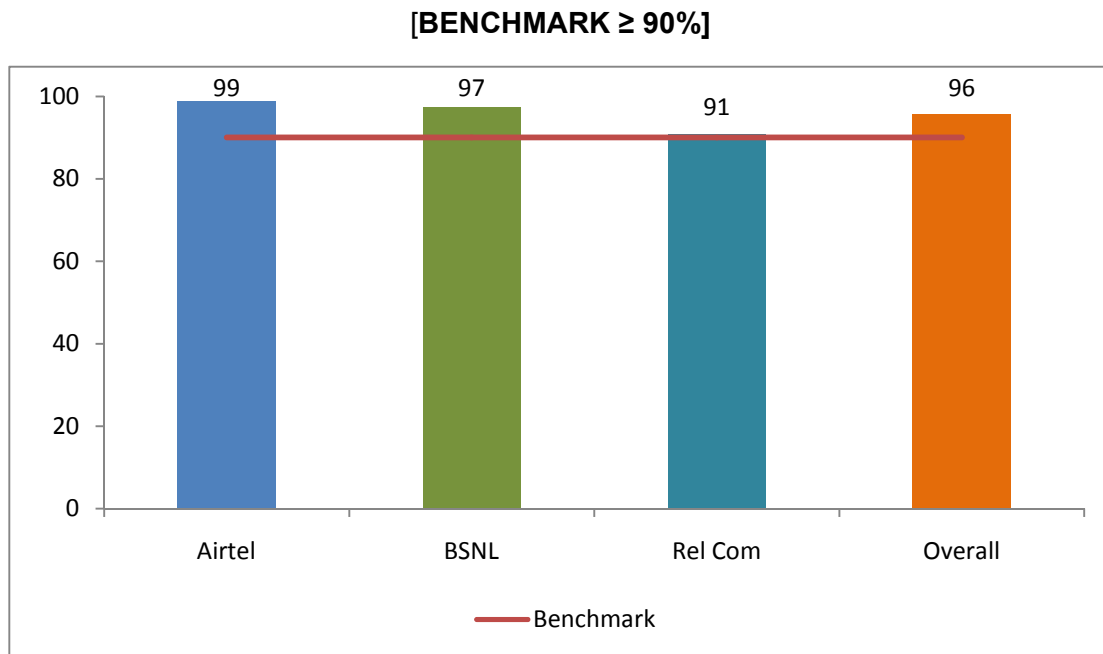
**6A.1.6.2** The following table shows the percentage of customers satisfied with the sub-parameters of supplementary and value added services.

Service Providers	% customers			Base
	Quality of supplementary services	Process of activating or unsubscribing	Resolution of complaints for deactivation of VAS	
Airtel	88.9	88.9	100.0	9
BSNL	100.0	100.0	94.3	49
Rel Com	60.0	60.0	55.0	5
<b>Overall</b>	<b>95.3</b>	<b>95.3</b>	<b>80.7</b>	<b>63</b>

- Basic telephone service customers of Rel Com were less satisfied with all the sub-parameters of supplementary and value added services.

**6A.1.7 Customer Satisfaction with Overall Service Quality**

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



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

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

### 6A.2.1 Awareness and Experience – Complaint Centre

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

Service Providers	% customers	Base
Airtel	49.7	1070
BSNL	56.9	1072
Rel Com	54.1	1072
<b>Overall</b>	<b>53.6</b>	<b>3214</b>

- In all, 53.6% of the basic telephone service customers were aware of the complaint centre number of their service provider to make complaints/ queries.

6A.2.1.2 The following table shows the percentage of customers who got information about toll free customer care number from different sources.

Service Providers	% customers						Base
	Newspaper	Website of the service provider	SMS from service provider	Display at complaint centres/ sales outlets	Telephone bills	Other	
Airtel	2.6	15.4	5.5	7.7	72.6	9.4	532
BSNL	5.9	5.4	9.3	19.2	69.3	5.2	610
Rel Com	1.2	4.3	16.6	12.4	67.6	6.6	580
<b>Overall</b>	<b>3.3</b>	<b>8.1</b>	<b>10.6</b>	<b>13.4</b>	<b>69.7</b>	<b>7.0</b>	<b>1722</b>

- In total, 69.7% of the basic telephone service customers came to know about the toll free customer care number from telephone bills.

6A.2.1.3 The following table shows the percentage of customers who had complained in the last six (6) months to the toll free complaint centre/ customer care/ help-line telephone number.

Service Providers	% customers	Base
Airtel	52.3	532
BSNL	36.2	610
Rel Com	52.9	580
<b>Overall</b>	<b>46.8</b>	<b>1722</b>

- In all, 46.8% of the basic telephone service customers claimed that they had complained in the last six (6) months to the toll free complaint centre/ customer care/ help-line telephone number.



**6A.2.1.4 The following table shows the percentage of customer who received or did not receive docket number for their complaints.**

Service Providers	% customers					Base
	Complaint was registered and docket number Received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	
Airtel	6.5	73.7	16.9	1.8	1.1	278
BSNL	33.0	54.8	11.3	0.9	0.0	221
Rel Com	15.0	67.8	13.7	3.3	0.3	307
<b>Overall</b>	<b>17.0</b>	<b>66.3</b>	<b>14.1</b>	<b>2.1</b>	<b>0.5</b>	<b>806</b>

On an overall basis:

- 17% of the basic telephone service customers, who had complained, said that they had received a docket number for their complaints.
- 66.3% of the basic telephone service customers, who had complained, said that they did not receive docket number for their complaints.
- 14.1% of the basic telephone service customers, who had complained, said that they received the docket number for their complaints on request.
- 2.1% of the basic telephone service customers, who had complained, said that they did not receive docket number for their complaints even on request.
- Less than 1% of the basic telephone service customers said that the complaint centre refused to register their complaints.

**6A.2.1.5 The following table shows the percentage of customers who were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint was resolved.**

Service Providers	% customers	Base
Airtel	3.3	275
BSNL	23.1	221
Rel Com	11.4	306
<b>Overall</b>	<b>11.8</b>	<b>802</b>

- As a whole, only 11.8% of the basic telephone service customers, who had complained, got the SMS about the docket number, date of complaint registration, time of complaint registration and the time within which their complaint would be resolved.

**6A.2.1.6 The following table shows the percentage of customers who were informed about the action taken on their complaint through SMS or by other means.**

Service Providers	% customers	Base
Airtel	27.6	275
BSNL	40.7	221
Rel Com	27.5	306
<b>Overall</b>	<b>31.2</b>	<b>802</b>

- In total, only 31.2% of the basic telephone service customers, who had complained, said that they were informed about the action taken on their complaint through SMS or by other means.

**6A.2.1.7 The following table shows the percentage of customers whose complaints were resolved by the complaint centre within three (3) days.**

Service Providers	% customers	Base
Airtel	84.7	275
BSNL	81.4	221
Rel Com	77.5	306
<b>Overall</b>	<b>81.0</b>	<b>802</b>

- In total, 81% of the basic telephone service customers, who had complained, said that the complaint centre resolved their complaints within three (3) days.

**6A.2.1.8 The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by complaint centre/ customer care within four (4) weeks.**

Service Providers	% customers	Base
Airtel	4.7	275
BSNL	24.0	221
Rel Com	13.7	306
<b>Overall</b>	<b>13.5</b>	<b>802</b>

- In all, only 13.5% of the basic telephone service customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by complaint centre/ customer care within four (4) weeks after they had lodged their complaint.

### 6A.2.3 Awareness and Experience - Appellate Authority

6.2.3.1 The following table shows the percentage of customers who were aware of the contact details of the Appellate Authority for filing an appeal.

Service Providers	% customers	Base
Airtel	0.4	1070
BSNL	1.0	1072
Rel Com	0.3	1072
<b>Overall</b>	<b>0.6</b>	<b>3214</b>

- On the overall, less than 1% of the basic telephone service customers were aware about the contact details of the Appellate Authority for filing an appeal.

6A.2.3.2 The following table shows the percentage of customers who got information about the contact details of the Appellate Authority from different sources.

Service Providers	% customers					Base
	Newspaper	Website of the service provider	Display at complaint centres/ sales outlets	Telephone bills	Other	
Airtel	0.0	50.0	50.0	0.0	0.0	4
BSNL	0.0	0.0	18.2	81.8	0.0	11
Rel Com	0.0	0.0	66.7	33.3	0.0	3
<b>Overall</b>	<b>0.0</b>	<b>11.1</b>	<b>33.3</b>	<b>55.6</b>	<b>0.0</b>	<b>18</b>

- As a whole, 55.6% of the basic telephone service customers came to know about the contact details of the Appellate Authority from the telephone bills.

6A.2.3.3 Incidence of filing an appeal with the Appellate Authority in the last six (6) months.

Service Providers	% customers	Base
Airtel	0.0	4
BSNL	54.5	11
Rel Com	0.0	3
<b>Overall</b>	<b>33.7</b>	<b>18</b>

- Six basic telephone service customers of BSNL, who was aware of the contact details of the Appellate Authority, filed an appeal with the Appellate Authority in the last six (6) months.

**6A.2.3.4 The following table shows the percentage of customers who filed an appeal with the Appellate Authority through different means.**

Service Providers	% customers					
	E-mail	Fax	Letter (post/courier)	In person (self)	Other	Base
Airtel	-	-	-	-	-	0
BSNL	0.0	0.0	0.0	83.3	16.7	6
Rel Com	-	-	-	-	-	0
<b>Overall</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>83.3</b>	<b>16.7</b>	<b>6</b>

- Five basic telephone service customers of BSNL filed an appeal with the Appellate Authority through personal visit while one customer filed an appeal through different means.

**6A.2.3.5 The following table shows the percentage of customers who received unique appeal number within three (3) days from the Appellate Authority after filling an appeal with it.**

Service Providers	% customers	Base
Airtel	-	0
BSNL	100.0	6
Rel Com	-	0
<b>Overall</b>	<b>100.0</b>	<b>6</b>

- All the basic telephone service customers of BSNL, who filed an appeal with the Appellate Authority, received the unique appeal number within three (3) days from the appellate authority after filling an appeal with it.

**6A.2.3.6 The following table shows the percentage of customers who said that Appellate Authority, took a decision upon their appeal within thirty nine (39) days of filing the appeal.**

Service Providers	% customers	Base
Airtel	-	0
BSNL	100.0	6
Rel Com	-	0
<b>Overall</b>	<b>100.0</b>	<b>6</b>

- The Appellate Authority took a decision upon the appeals of the basic telephone service customers of BSNL within thirty nine (39) days.

## 6A.2.4 General Information

6A.2.4.1 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 complaint centre and contact details of Appellate Authority for complaint redressal while subscribing the new telephone connection.

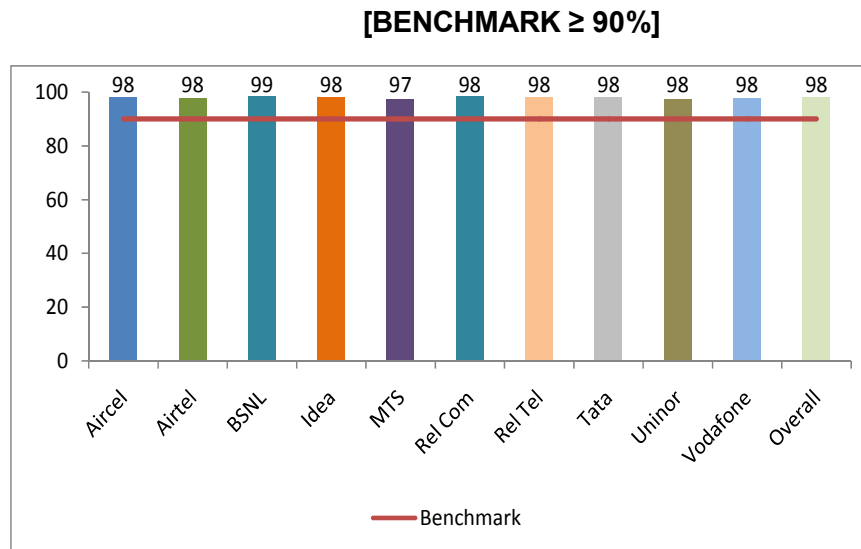
Service Providers	% customers	Base
Airtel	36.4	1070
BSNL	35.2	1072
Rel Com	38.2	1072
<b>Overall</b>	<b>36.6</b>	<b>3214</b>

- In total, only 27.9% of the basic telephone service customers said that they received the “Manual of Practice”.

## 6B.1 Cellular Mobile Telephone Service

### 6B.1.1 Customer Satisfaction with Provision of Service

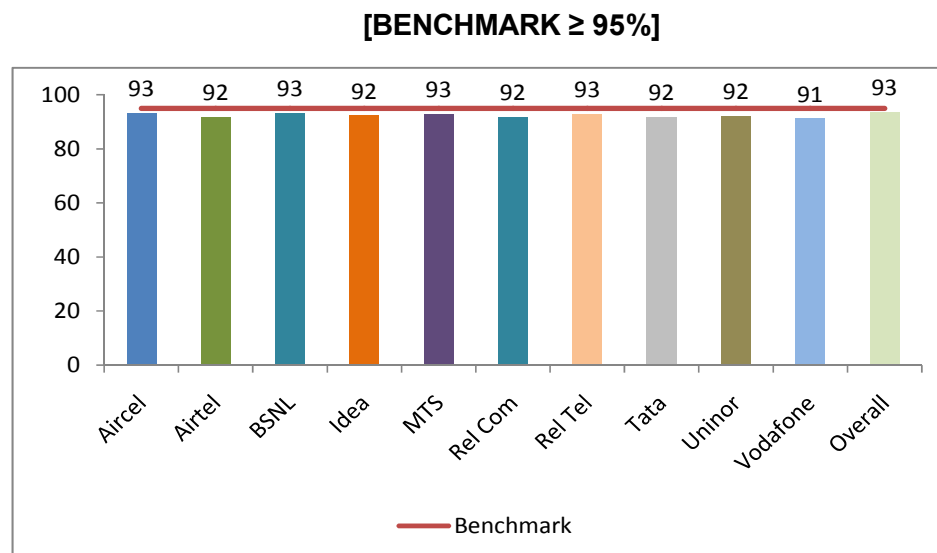
6B.1.1.1 The following graph shows the percentage of customers satisfied with provision of service.



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

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

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



- None of the service providers met the benchmark laid down by TRAI.

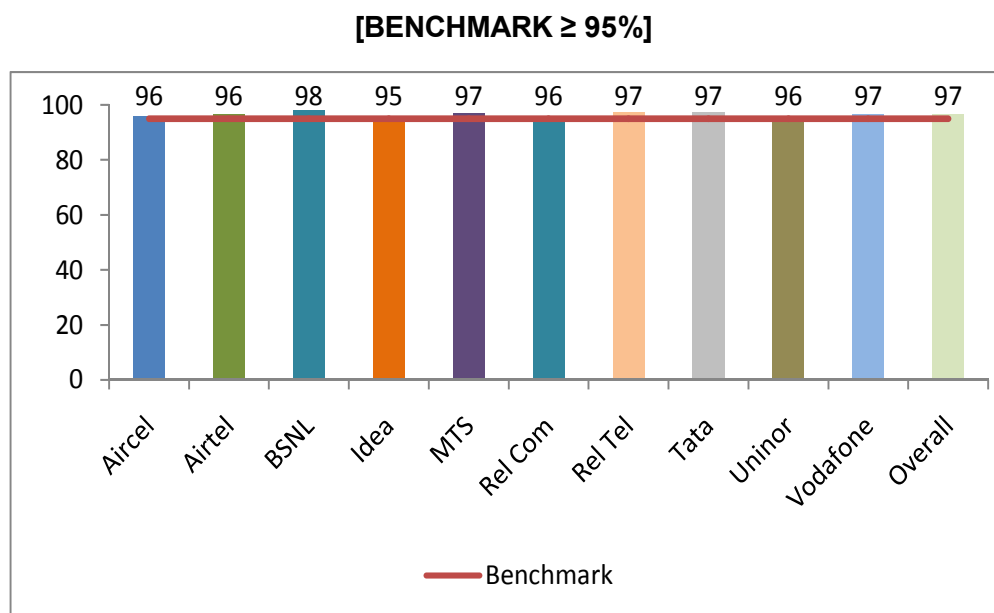
6B.1.2a.2 The following table shows the percentage of postpaid customers satisfied with sub-parameter of billing performance.

Service Providers	% postpaid customers				Base
	Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	
Aircel	92.7	93.6	93.8	97.4	590
Airtel	85.2	97.6	96.1	80.0	538
BSNL	93.2	93.9	87.6	87.5	474
Idea	86.3	97.6	94.3	100.0	630
MTS	90.1	95.2	100.0	96.3	586
Rel Com	87.0	96.8	88.1	94.7	617
Rel Tel	90.3	95.1	94.1	92.3	547
Tata	89.0	94.0	0.0	100.0	537
Uninor	87.0	96.8	0.0	94.4	530
Vodafone	89.3	92.8	95.6	84.2	553
<b>Overall</b>	<b>89.0</b>	<b>95.6</b>	<b>95.7</b>	<b>93.0</b>	<b>5602</b>

- On the overall, cellular mobile telephone service customers were less satisfied with the timely delivery of bills.

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

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



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

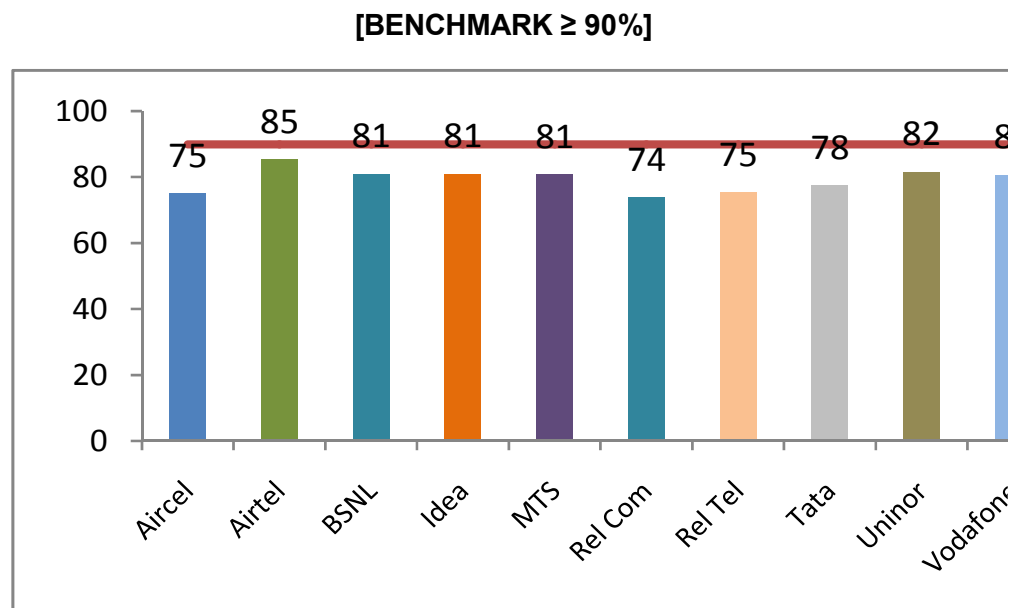
**6B.1.2b.2** The following table shows the percentage of prepaid customers satisfied with the sub- parameters of billing performance.

Service Providers	% prepaid customers			Base
	Accuracy of the charges	Processing of resolution of the billing complaints	Ease of recharging process	
Aircel	96.4	83.4	97.9	524
Airtel	96.9	85.8	97.8	545
BSNL	98.8	91.1	97.9	594
Idea	95.6	79.1	96.6	438
MTS	97.5	86.0	97.7	482
Rel Com	96.5	68.0	98.4	453
Rel Tel	98.1	86.2	97.5	521
Tata	98.0	86.5	98.1	570
Uninor	97.2	85.2	97.0	542
Vodafone	96.7	85.9	98.0	553
<b>Overall</b>	<b>97.2</b>	<b>84.2</b>	<b>97.7</b>	<b>5222</b>

- In all, cellular mobile telephone service customers were less satisfied with the process of resolution of billing complaints.
- Cellular mobile telephone service customers of Rel Com were less satisfied with the process of resolution of billing complaints.

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

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



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



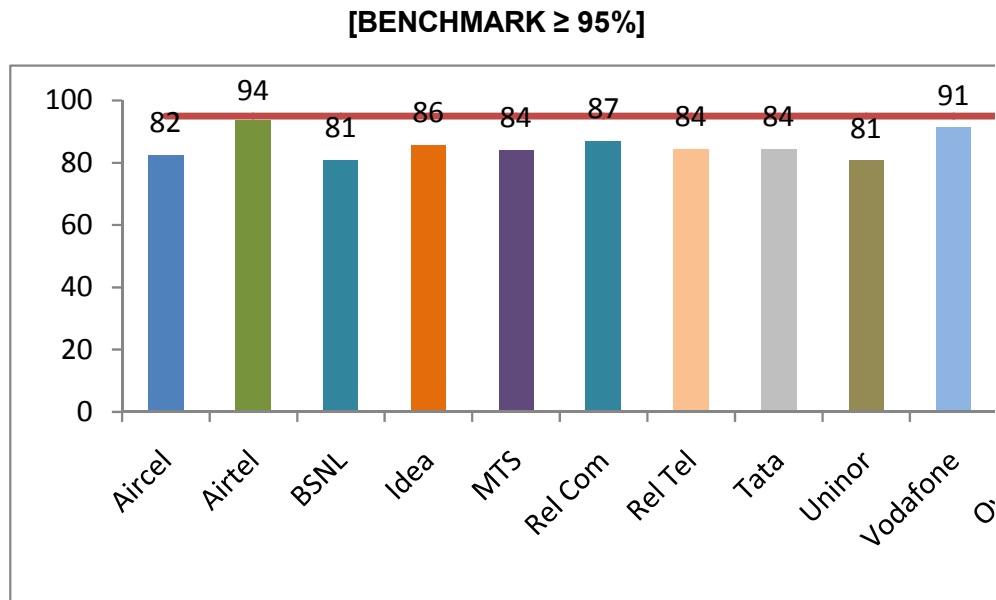
6B.1.3.2 The following table shows the percentage of customers satisfied with the sub- parameters of help services including customer grievance redressal.

Service Providers	% customers					Base
	Ease of access of complaint centre/ customer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken to answer your calls by the customer care executive	Problem solving ability of the customer care executive(s)	Time taken by complaint centre/ customer care or helpline to resolve your complaints	
Aircel	70.1	70.4	76	80.3	78.4	437
Airtel	80.8	83.8	86.2	90.4	85.3	334
BSNL	76.8	73	82.3	87.2	85.6	345
Idea	72.7	73.8	83.7	87.9	86.7	465
MTS	74.7	72.9	84.6	85.6	86.1	325
Rel Com	66.6	67.2	76.7	78.2	80.3	335
Rel Tel	67.9	67.4	77.5	82.5	81.6	365
Tata	70.3	68.8	78.4	85.5	84.8	394
Uninor	75.8	73.2	83.3	86.9	88.8	384
Vodafone	78.4	74.7	79.6	84.6	85.8	324
<b>Overall</b>	<b>73.3</b>	<b>72.4</b>	<b>80.7</b>	<b>84.9</b>	<b>84.3</b>	<b>3708</b>

- In total, performance of all the service providers was low on all the sub-parameters of help services help services including customer grievance redressal.

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

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



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

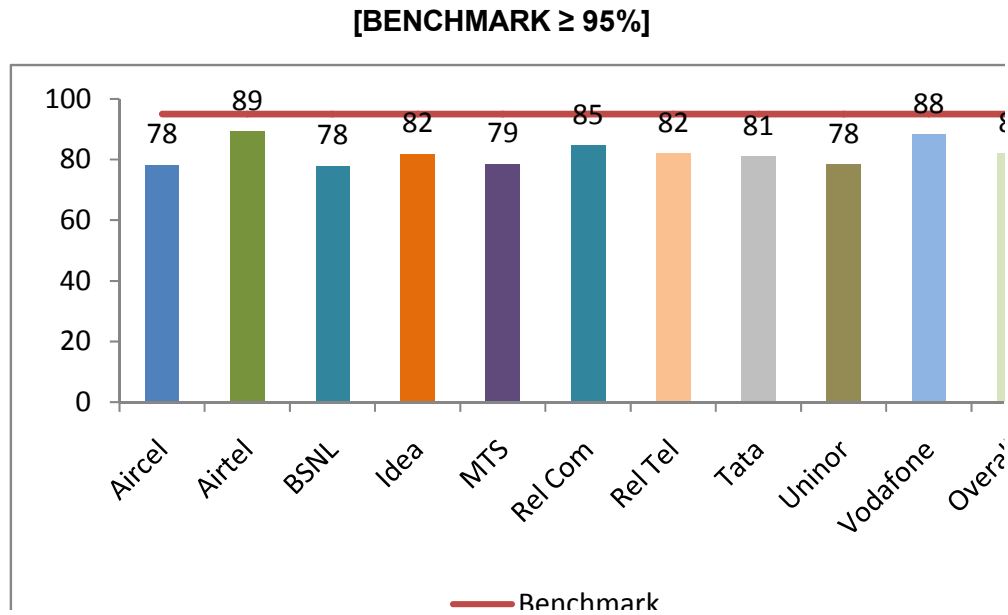
6B.1.4.2 The following table shows the percentage of customers satisfied with the sub-parameters of network performance, reliability & availability.

Service Providers	% customers			Base
	Availability of signal of your service provider in your locality	Ability to make/receive calls easily	Voice quality	
Aircel	83.8	80.0	83.4	1114
Airtel	93.8	94.3	92.6	1083
BSNL	80.2	80.5	82.1	1068
Idea	86.6	84.7	86.0	1068
MTS	85.7	81.2	85.7	1068
Rel Com	89.0	84.9	87.1	1070
Rel Tel	83.9	83.5	85.7	1068
Tata	85.7	81.8	85.9	1107
Uninor	78.7	80.3	83.1	1072
Vodafone	92.7	89.3	92.0	1106
<b>Overall</b>	<b>86.0</b>	<b>84.1</b>	<b>86.4</b>	<b>10824</b>

- On an overall basis, cellular mobile telephone service customers were less satisfied with all the sub-parameters of the network performance, reliability and availability.

### 6B.1.5 Customer Satisfaction with Maintainability

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



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

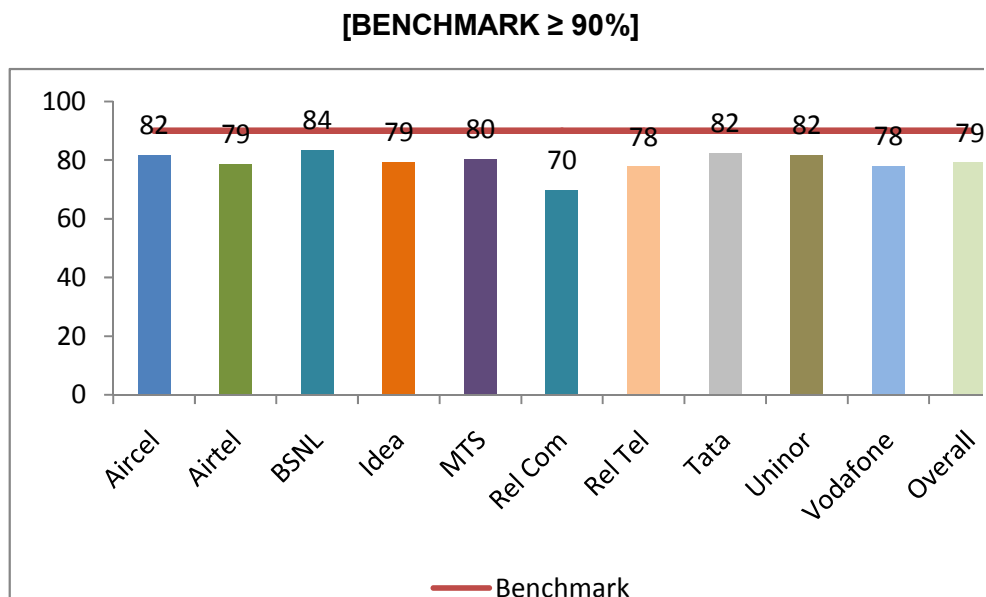
6B.1.5.2 The following table shows the percentage of customers satisfied with the sub- parameters of maintainability.

Service Providers	% customers		Base
	Availability of network (signal)	Restoration of network (signal) problem	
Aircel	77.3	78.8	1114
Airtel	88.8	89.6	1083
BSNL	77.6	78.0	1068
Idea	81.0	82.3	1068
MTS	77.7	79.3	1068
Rel Com	84.0	85.0	1070
Rel Tel	81.6	82.4	1068
Tata	80.4	81.3	1107
Uninor	78.2	78.5	1072
Vodafone	87.5	88.8	1106
<b>Overall</b>	<b>81.4</b>	<b>82.4</b>	<b>10824</b>

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

### 6B.1.6 Customer Satisfaction with Supplementary & Value Added Services

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



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

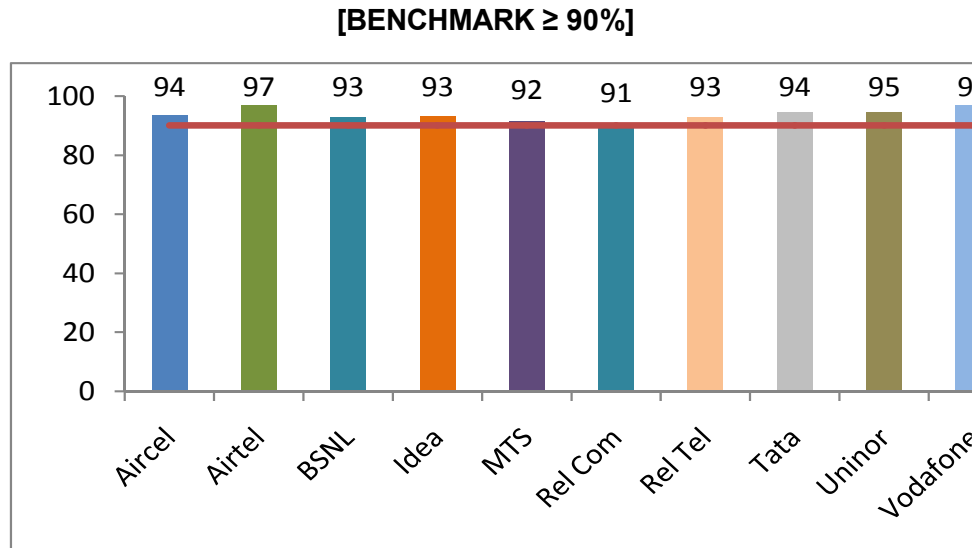
6B.1.6.2 The following table shows the percentage of customers satisfied with the sub-parameters of the supplementary and value added services.

Service Providers	% customers			Base
	Quality Of Supplementary Services	Process Of Activating VAS Or Unsubscribing	Resolution of complaints	
Aircel	92.2	87.1	67.1	128
Airtel	89.5	85.9	63.8	105
BSNL	91.5	83.9	73.7	99
Idea	93.7	84.2	66.7	144
MTS	98.0	84.8	62.0	121
Rel Com	90.9	77.9	53.9	141
Rel Tel	95.6	79.7	65.1	106
Tata	91.7	90.7	58.3	72
Uninor	92.9	85.0	69.8	159
Vodafone	91.9	82.8	62.9	124
<b>Overall</b>	<b>92.8</b>	<b>84.5</b>	<b>64.5</b>	<b>1199</b>

- Cellular mobile telephone service customers of all the service providers were less satisfied with the resolution of complaints.

### 6B.1.7 Customer Satisfaction with Overall Service Quality

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



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

## 6B.2 Awareness of Complaint Redressal Mechanism & Experience among Cellular Mobile Telephone Service Customers

### 6B.2.1 Awareness and Experience - Complaint Centre

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

Service Providers	% customers	Base
Aircel	76.5	1114
Airtel	71.3	1083
BSNL	71.9	1068
Idea	75.7	1068
MTS	66.0	1068
Rel Com	69.3	1070
Rel Tel	66.8	1068
Tata	71.0	1107
Uninor	65.6	1072
Vodafone	67.6	1106
<b>Overall</b>	<b>70.2</b>	<b>10824</b>

- In total, 70.2% of the cellular mobile telephone service customers were aware about the complaint centre number of their service provider to make complaints/ queries.

6B.2.1.2 The following table shows the percentage of customers who got information about toll free customer care number from different sources.

Service Providers	% customers						Base
	Newspaper	Website of the service provider	SMS from service provider	Display at complaint centres/ sales outlets	Internet bills	Other	
Aircel	2.8	7.2	28.8	48.7	0.5	31.3	852
Airtel	3.1	6.1	31.3	51.3	1.2	26.9	772
BSNL	4.3	5.7	29.7	44.0	1.7	32.7	768
Idea	2.0	7.1	29.6	48.4	0.6	31.8	808
MTS	3.3	6.5	28.4	43.1	0.6	36.0	705
Rel Com	3.1	5.1	28.7	46.7	0.8	31.7	741
Rel Tel	2.0	9.0	29.3	48.8	0.6	32.8	713
Tata	2.5	8.4	31.7	47.3	1.0	29.0	786
Uninor	1.0	6.3	30.7	43.0	0.9	33.9	703
Vodafone	3.6	5.3	29.5	51.3	0.8	30.5	748
<b>Overall</b>	<b>2.8</b>	<b>6.7</b>	<b>29.8</b>	<b>47.3</b>	<b>0.9</b>	<b>31.6</b>	<b>7596</b>

- In total, 47.3 % of the cellular mobile telephone service customers came to know about the toll free customer care number from the display at complaint centers/ sales followed by the SMS from their service provider.

**6B.2.1.3** The following table shows the percentage of customers who had complained in the last six (6) months to the toll free complaint centre/ customer care/ help-line telephone number.

Service Providers	% customers	Base
Aircel	36.9	852
Airtel	30.3	772
BSNL	32.8	768
Idea	42.3	808
MTS	31.9	705
Rel Com	34.0	741
Rel Tel	37.6	713
Tata	34.5	786
Uninor	42.4	703
Vodafone	30.2	748
<b>Overall</b>	<b>35.3</b>	<b>7596</b>

- As a whole, 35.3% of all cellular mobile telephone service customers claimed that they had complained in the last six (6) months to the toll free complaint centre/customer care/ help-line telephone number.

**6B.2.1.4** The following table shows the percentage of customer who received or did not receive docket number for their complaints.

Service Providers	% customers					Base
	Complaint was registered and docket number received	Complaint was registered and docket number not received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	
Aircel	18.8	67.8	4.1	4.1	5.1	314
Airtel	27.4	60.3	5.6	3.4	3.4	234
BSNL	26.6	63.5	3.6	2.4	4.0	252
Idea	23.1	68.7	3.8	0.6	3.8	342
MTS	29.3	56.4	3.6	1.8	8.9	225
Rel Com	27.0	63.9	3.2	0.8	5.2	252
Rel Tel	23.9	66.4	3.7	2.2	3.7	268
Tata	29.2	62.4	2.2	0.4	5.9	271
Uninor	28.2	60.1	4.4	1.0	6.4	298
Vodafone	24.3	63.7	4.9	2.2	4.9	226
<b>Overall</b>	<b>25.5</b>	<b>63.6</b>	<b>3.9</b>	<b>1.9</b>	<b>5.1</b>	<b>2682</b>

On an overall basis:

- 25.5% of the cellular mobile telephone service customers, who had complained, said that they had received a docket number for their complaints.
- 63.6% of the cellular mobile telephone service customers, who had complained, said that they did not receive docket numbers for most of their complaints.

- 3.9% of the cellular mobile telephone service customers, who had complained, said that they received docket numbers for their complaints on request.
- 1.9% of the cellular mobile telephone service customers, who had complained, said that they did not receive docket numbers for their complaints even on request.
- 5.1% of the cellular mobile telephone service customers, who had complained, said that customer care refused to register their complaints.

**6B.2.1.5 The following table shows the percentage of customers who were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint was resolved.**

Service Providers	% customers	Base
Aircel	17.8	298
Airtel	19.5	226
BSNL	20.7	242
Idea	10.0	329
MTS	20.5	205
Rel Com	17.6	239
Rel Tel	12.0	258
Tata	18.8	255
Uninor	24.4	279
Vodafone	17.7	215
<b>Overall</b>	<b>17.6</b>	<b>2546</b>

- On the whole, only 17.6% of the cellular mobile telephone service customers got the SMS about the docket number, date of complaint registration, time of complaint registration and the time within which their complaint would be resolved.

**6B.2.1.7 The following table shows the percentage of customers who were informed about the action taken on their complaint through SMS or by other means.**

Service Providers	% customers	Base
Aircel	36.9	298
Airtel	38.9	226
BSNL	40.1	242
Idea	33.7	329
MTS	36.1	205
Rel Com	40.2	239
Rel Tel	29.5	258
Tata	31.0	255
Uninor	37.3	279
Vodafone	40.5	215
<b>Overall</b>	<b>36.2</b>	<b>2546</b>

- In total, only 36.2% of the cellular mobile telephone service customers, who had complained, said that they were informed about the action taken on their complaint through SMS or by other means.



**6B.2.1.7 The following table shows the percentage of customers whose complaints were resolved by the complaint centre within three (3) days.**

Service Providers	% customers	Base
Aircel	43.6	298
Airtel	46.0	226
BSNL	46.3	242
Idea	35.3	329
MTS	39.5	205
Rel Com	41.0	239
Rel Tel	35.7	258
Tata	40.0	255
Uninor	41.6	279
Vodafone	47.4	215
<b>Overall</b>	<b>41.4</b>	<b>2546</b>

- In total, 41.4% of the cellular mobile telephone service customers, who had complained, said that the complaint centre resolved their complaints within three (3) days.

**6B.2.1.5 The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by complaint centre/ customer care within four (4) weeks.**

Service Providers	% customers	Base
Aircel	16.1	298
Airtel	14.2	226
BSNL	21.1	242
Idea	10.3	329
MTS	18.5	205
Rel Com	16.7	239
Rel Tel	12.0	258
Tata	16.9	255
Uninor	21.9	279
Vodafone	13.5	215
<b>Overall</b>	<b>16.0</b>	<b>2546</b>

- In all, only 16% of the cellular mobile telephone service customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by complaint centre/ customer care within four (4) weeks after they had lodged their complaint.

### 6B.2.3 Awareness and Experiences - Appellate Authority

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

Service Providers	% customers	Base
Aircel	1.8	1114
Airtel	0.9	1083
BSNL	0.7	1068
Idea	1.2	1068
MTS	1.1	1068
Rel Com	0.7	1070
Rel Tel	0.8	1068
Tata	2.7	1107
Uninor	1.8	1072
Vodafone	2.0	1106
<b>Overall</b>	<b>1.4</b>	<b>10824</b>

- On the overall, only 1.4% of the cellular mobile telephone service customers were aware of the contact details of the Appellate Authority.

6B.2.3.2 The following table shows the percentage of customers who got the information about the contact details of the Appellate Authority from different sources.

Service Providers	% customers					Base
	Newspaper	Website of the service provider	Display at complaint centres/sales outlets	Telephone bills	Other	
Aircel	15.0	65.0	50.0	5.0	0.0	20
Airtel	40.0	70.0	40.0	0.0	0.0	10
BSNL	37.5	50.0	62.5	25.0	0.0	8
Idea	30.8	23.1	76.9	7.7	0.0	13
MTS	25.0	41.7	41.7	0.0	16.7	12
Rel Com	28.6	57.1	14.3	0.0	0.0	7
Rel Tel	33.3	33.3	77.8	0.0	0.0	9
Tata	20.0	73.3	50.0	3.3	3.3	30
Uninor	31.6	47.4	36.8	0.0	10.5	19
Vodafone	22.7	50.0	50.0	0.0	0.0	22
<b>Overall</b>	<b>26.0</b>	<b>54.0</b>	<b>50.0</b>	<b>3.3</b>	<b>3.3</b>	<b>150</b>

- As a whole, 54 % of the cellular mobile telephone service customers came to know about the contact details of the Appellate Authority from the website of the service provider followed by the display at complaint centres/ sales outlets.

**6B.2.3.3 Incidence of filing an appeal with the Appellate Authority in the last 6 months.**

Service Providers	% customers	Base
Aircel	25.0	20
Airtel	20.0	10
BSNL	25.0	8
Idea	30.8	13
MTS	50.0	12
Rel Com	71.4	7
Rel Tel	44.4	9
Tata	40.0	30
Uninor	42.1	19
Vodafone	36.4	22
<b>Overall</b>	<b>37.3</b>	<b>150</b>

- On the overall, 37.3% of the cellular mobile telephone service customers, who were aware of the contact details of the Appellate Authority, filed an appeal with the Appellate Authority in the last 6 months.

**6B.2.3.4 The following table shows the percentage of customers who filed an appeal with the Appellate Authority through different means.**

Service Providers	% customers					Base
	E-mail	Fax	Letter (post/courier)	In person (self)	Other	
Aircel	60.0	20.0	20.0	0.0	0.0	5
Airtel	100.0	0.0	0.0	0.0	0.0	2
BSNL	50.0	50.0	0.0	0.0	0.0	2
Idea	25.0	25.0	25.0	25.0	0.0	4
MTS	33.3	50.0	0.0	16.7	0.0	6
Rel Com	40.0	0.0	0.0	60.0	0.0	5
Rel Tel	25.0	25.0	25.0	25.0	0.0	4
Tata	25.0	8.3	33.3	33.3	0.0	12
Uninor	12.5	0.0	62.5	25.0	0.0	8
Vodafone	50.0	0.0	0.0	50.0	0.0	8
<b>Overall</b>	<b>35.7</b>	<b>28.6</b>	<b>14.3</b>	<b>21.4</b>	<b>0.0</b>	<b>56</b>

- In total, 35.7% of the cellular mobile telephone service customers filed an appeal with the Appellate Authority through e-mail.

**6B.2.3.5** The following table shows the percentage of customers who received unique appeal number within three (3) days from the Appellate Authority after filing an appeal with it.

Service Providers	% customers	Base
Aircel	80.0	5
Airtel	100.0	2
BSNL	100.0	2
Idea	75.0	4
MTS	83.3	6
Rel Com	80.0	5
Rel Tel	75.0	4
Tata	41.7	12
Uninor	12.5	8
Vodafone	87.5	8
<b>Overall</b>	<b>64.3</b>	<b>56</b>

- In all, 64.3% of the cellular mobile telephone service customers received the unique appeal number within three (3) days from the Appellate Authority after filing an appeal with it.

**6B.2.3.6** The following table shows the percentage of customers who said that Appellate Authority took a decision on their appeal within thirty nine (39) days of filing the appeal.

Service Providers	% customers	Base
Aircel	20.0	5
Airtel	0.0	2
BSNL	50.0	2
Idea	50.0	4
MTS	50.0	6
Rel Com	40.0	5
Rel Tel	50.0	4
Tata	16.7	12
Uninor	0.0	8
Vodafone	37.5	8
<b>Overall</b>	<b>28.6</b>	<b>56</b>

- On the overall, only 28.6% of the cellular mobile telephone service said that Appellate Authority took a decision upon their appeal within thirty nine (39) days of filing the appeal.

## 6B.2.4 General Information

6B.2.4.1 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 complaint centre and contact detail of Appellate Authority for complaint redressal while subscribing the new cellular mobile telephone connection.

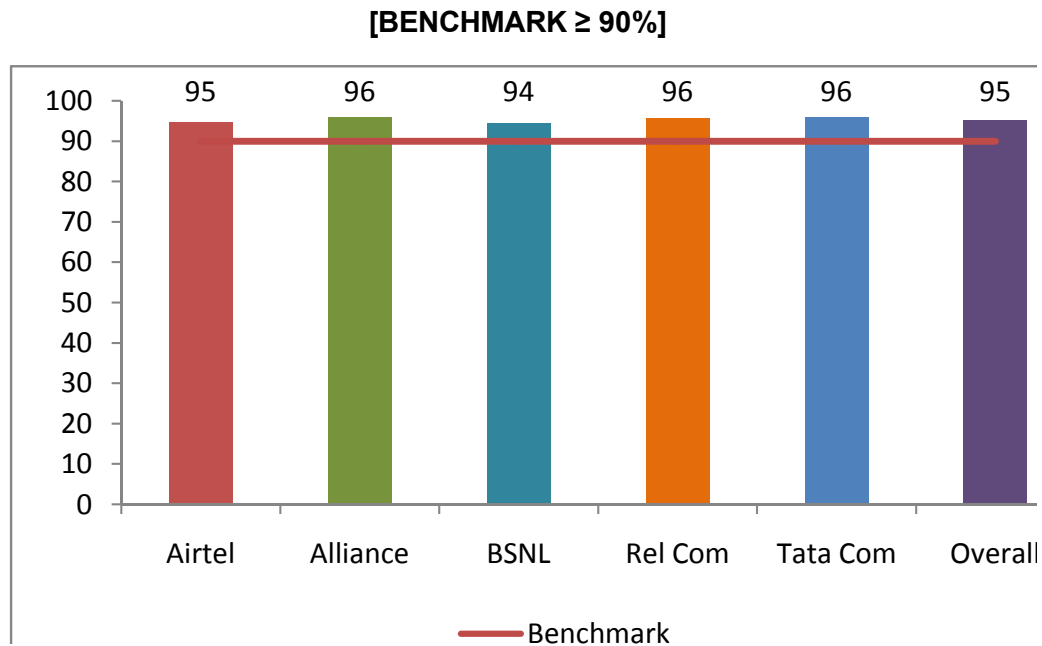
Service Providers	% customers	Base
Aircel	42.9	1114
Airtel	46.5	1083
BSNL	34.5	1068
Idea	36.1	1068
MTS	30.1	1068
Rel Com	34.3	1070
Rel Tel	32.0	1068
Tata	38.4	1107
Uninor	37.3	1072
Vodafone	38.4	1106
<b>Overall</b>	<b>37.1</b>	<b>10824</b>

- In total, only 37.1% of the cellular mobile telephone service customers claimed that they had received the Manual of Practice.

## 6C.1 Broadband Service

### 6C.1.1 Customer Satisfaction with Provision of Service

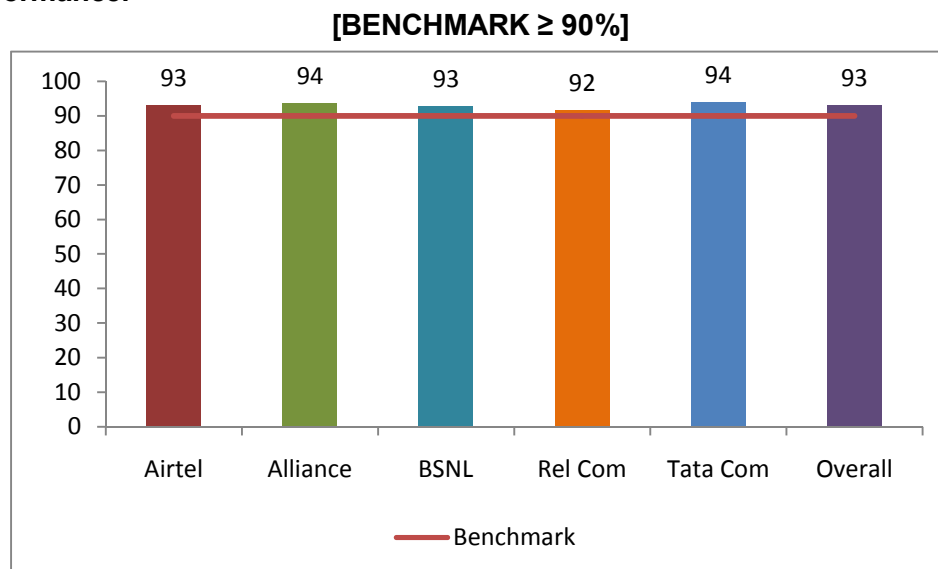
6C.1.1.1 The following graph shows the percentage of satisfied customers with provision of service.



- All the service providers were able to meet the benchmark related provision of service.

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

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



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

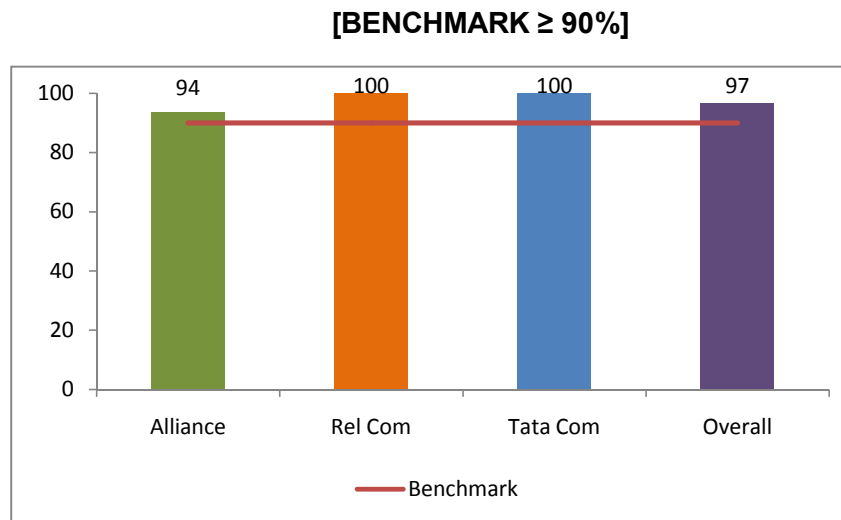
6C.1.2.2 The following table shows the percentage of postpaid customers satisfied with the sub-parameters of billing performance.

Service Providers	% postpaid customers				Base
	Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	
Airtel	92.6	96.5	92.5	38.9	1080
Alliance	87.0	98.2	96.9	26.7	765
BSNL	90.5	96.7	92.7	70.2	1089
Rel Com	91.4	96.0	92.0	31.6	1034
Tata Com	96.3	98.3	88.0	88.8	819
<b>Overall</b>	<b>91.6</b>	<b>97.0</b>	<b>92.4</b>	<b>62.6</b>	<b>4787</b>

- Broadband service customers of all the service providers were less satisfied with the clarity of bills in terms of transparency & understandability.

### 6C.1.2B Customer Satisfaction with Billing Performance - Prepaid

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



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

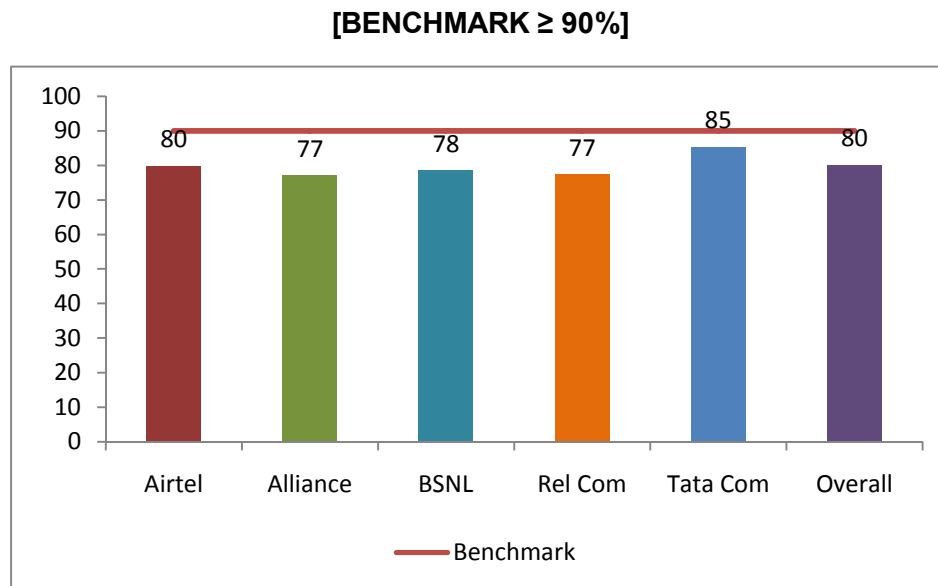
6C.1.2B.2 The following table shows the percentage of prepaid customers satisfied with the sub- parameters of billing performance.

Service Providers	% prepaid customers		Base
	Accuracy of charges	Process of resolution of billing complaints	
Alliance	95.0	58.3	303
Rel Com	100.0	100.0	34
Tata Com	100.0	100.0	249
<b>Overall</b>	<b>97.5</b>	<b>76.2</b>	<b>586</b>

- Broadband service customers of Alliance were less satisfied with the process of resolution of billing complaints.

### 6C.1.3 Customer Satisfaction with Help Services

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



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



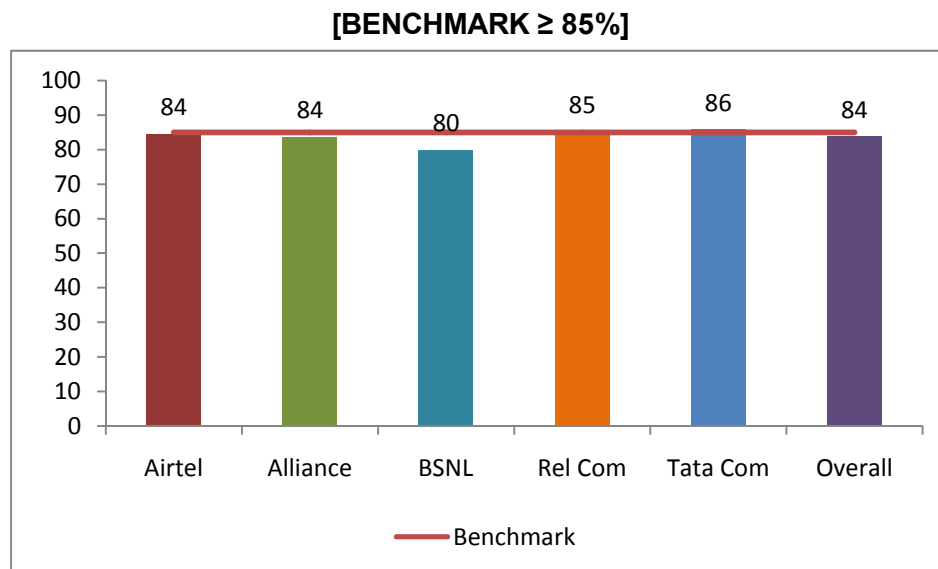
6C.1.3.2 The following table shows the percentage of customers satisfied with the sub-parameters of help services.

Service Providers	% customers					Base
	Ease of access of complaint centre/customer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken by customer executive to answer customer calls	Problem solving ability of customer executive(s)	Time taken by complaint centre/customer care or helpline to resolve your complaints	
Airtel	87.8	85.3	68.6	87.0	70.3	468
Alliance	82.9	87.3	63.4	84.7	66.5	434
BSNL	83.1	84.6	71.0	87.6	65.9	331
Rel Com	81.7	81.9	67.6	86.6	68.5	447
Tata Com	89.5	92.3	74.7	92.5	77.6	622
<b>Overall</b>	<b>85.5</b>	<b>86.8</b>	<b>69.4</b>	<b>88.1</b>	<b>70.6</b>	<b>2302</b>

- On an overall basis, most of the broadband service customers were less satisfied with all the sub-parameters of help services, especially with response time taken by customer executive to answer customer calls and time taken by complaint centre/customer care or helpline to resolve your complaints.

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

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



- Rel Com and Tata Com met the benchmark laid down by TRAI for network performance, reliability and availability.

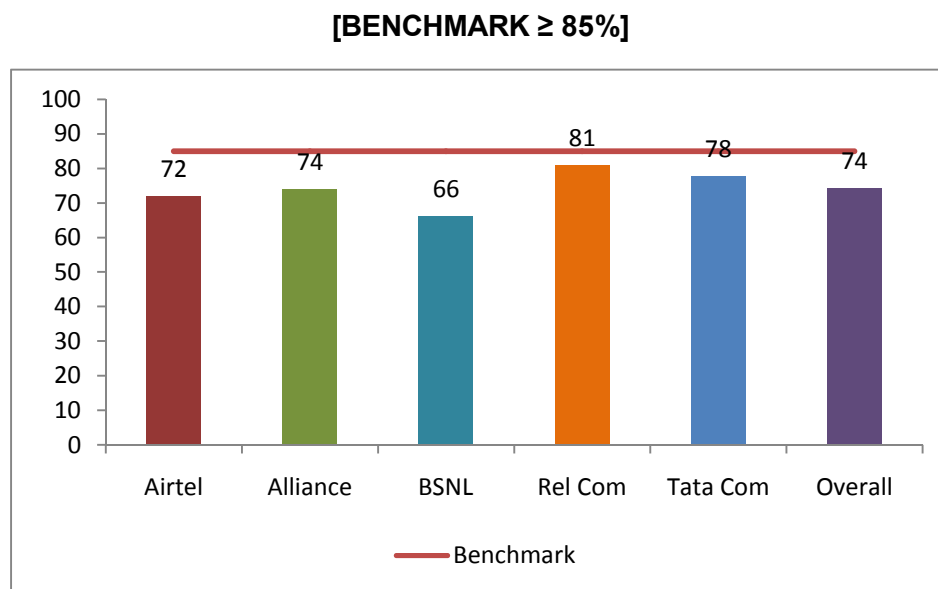
6C.1.4.2 The following table shows the percentage of customers satisfied with the sub- parameters of network performance, reliability & availability.

Service Providers	% customers		Base
	Speed of broadband connection	Amount of time for which the service is up and working	
Airtel	84.6	84.1	1080
Alliance	82.5	84.5	1068
BSNL	75.8	83.8	1089
Rel Com	83.0	86.9	1068
Tata Com	86.3	85.2	1068
<b>Overall</b>	<b>82.4</b>	<b>85.0</b>	<b>5373</b>

- On an overall basis, broadband service customers were less satisfied with the speed of the broadband connection and with the amount of time for which the service is up and working.

### 6C.1.5 Customer Satisfaction with Maintainability

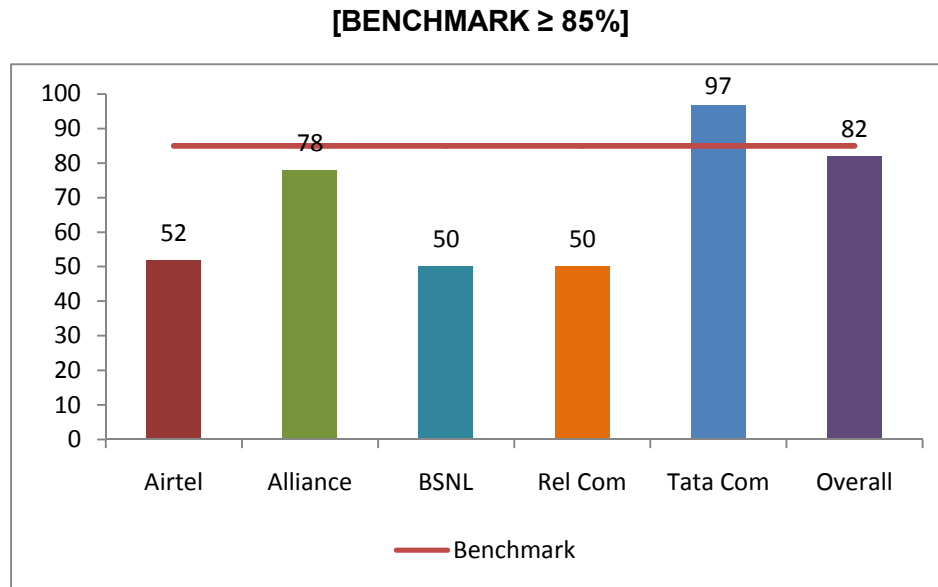
6C.1.5.1The following graph shows the percentage of customers satisfied with maintainability.



- None of the service providers met the benchmark laid down by TRAI.
- Performance of BSNL was lowest on this parameter.

### 6C.1.6 Customer Satisfaction with Supplementary Services & Value Added Services

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



- Except Tata Com, none of the service providers were able to meet the benchmark laid down by TRAI.
- Performance of Airtel, BSNL, and Rel Com was lowest on this parameter.

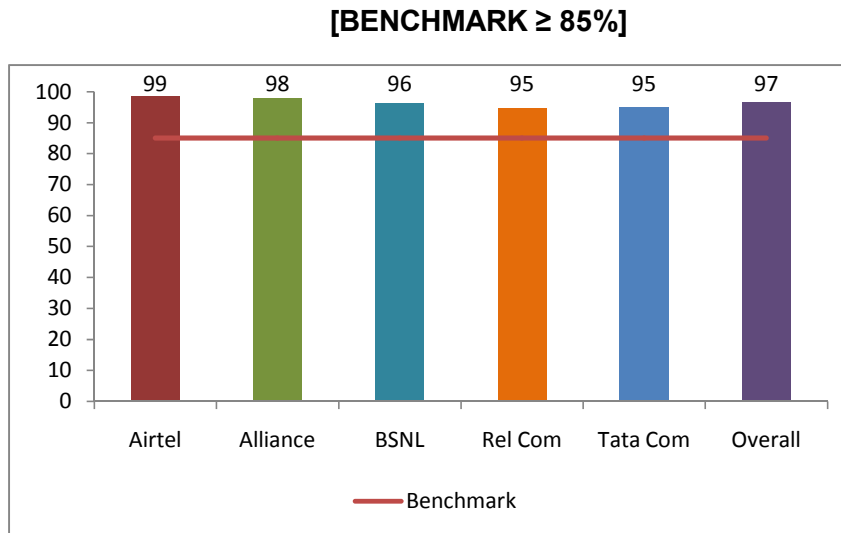
6C.1.6.2 The following table shows the percentage of customers satisfied with the sub-parameters of supplementary services & value added services.

Service providers	% customers		Base
	Process of activating VAS and process of unsubscribing	Resolution of complaints for deactivation of VAS and refund of charges	
Airtel	100	18.8	22
Alliance	100	14.3	20
BSNL	100	22.9	19
Rel Com	100	14.3	15
Tata Com	100	64.3	285
<b>Overall</b>	<b>100</b>	<b>29.3</b>	<b>361</b>

- Customers of all other service providers were very much satisfied with the sub-parameters process of activating VAS and process of unsubscribing.
- Main reasons for dissatisfaction were the resolution of complaints for deactivation of VAS and refund of charges.

### 6C.1.7 Customer Satisfaction with Overall Service Quality

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



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

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

### 6C.2.1 Awareness and Experience - Complaint Centre

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

Service Providers	% customers	Base
Airtel	62.1	1080
Alliance	60.2	1068
BSNL	55.8	1089
Rel Com	58.0	1068
Tata Com	90.1	1068
<b>Overall</b>	<b>65.2</b>	<b>5373</b>

- On an overall basis, 65.2% of the broadband service customers said that they were aware of the complaint centre number of their service provider to make complaints/ queries.

6C.2.1.2 The following table shows the percentage of customers who got the information about toll free customer care number from different sources.

Service Providers	% customers						Base
	Newspaper	Website of the service provider	SMS from service provider	Display at complaint centres/ sales outlets	Internet bills	Other	
Airtel	1.2	18.0	3.6	12.1	44.7	21.6	671
Alliance	0.6	21.0	7.3	10.6	51.2	11.0	643
BSNL	1.6	30.3	3.3	10.9	48.5	14.6	608
Rel Com	1.0	14.9	4.7	12.9	72.1	6.0	619
Tata Com	1.2	45.2	38.5	18.4	30.2	6.5	962
<b>Overall</b>	<b>1.1</b>	<b>27.6</b>	<b>14.0</b>	<b>13.5</b>	<b>47.4</b>	<b>11.6</b>	<b>3503</b>

- In total, 47.4% of the broadband service customers came to know about the toll free customer care number from the internet bills.

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

Service Providers	% customers	Base
Airtel	62.4	671
Alliance	64.4	643
BSNL	51.6	608
Rel Com	52.2	619
Tata Com	46.0	962
<b>Overall</b>	<b>54.6</b>	<b>3503</b>

- In total, 54.6% of the broadband service customers claimed that they had complained in the last six (6) months to the toll free complaint centre/ customer care/ help-line telephone number.

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

Service Providers	% customers					Base
	Who received the docket no. for their complaints	Who had not received the docket no. for their complaints	Who had received the docket no. on request	Who had not received the docket no. even on request	Refused to register the complaints	
Airtel	23.2	68.7	5.3	0.0	2.9	419
Alliance	21.7	71.3	6.3	0.2	0.5	414
BSNL	36.9	53.5	4.5	2.9	2.2	314
Rel Com	20.7	70.6	6.8	0.6	1.2	323
Tata Com	36.6	58.2	4.3	0.2	0.7	443
<b>Overall</b>	<b>27.8</b>	<b>64.7</b>	<b>5.4</b>	<b>0.7</b>	<b>1.5</b>	<b>1913</b>

On an overall basis:

- 27.8% of the broadband service customers, who had complained, claimed that they received a docket number for their complaints.
- 64.7% of the broadband service customers, who had complained, said that they did not receive docket numbers for their complaints.
- 5.4% of the broadband service customers, who had complained, said that they received docket numbers on request.
- 0.7% of the broadband service customers, who had complained, said that they did not receive docket numbers even on request.
- 1.5% of the broadband service customers, who had complained, said that customer care refused to register their complaints.

**6C.2.1.5 The following table shows the percentage of customers who were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint was resolved.**

Service Providers	% customers	Base
Airtel	1.7	407
Alliance	1.7	412
BSNL	11.7	307
Rel Com	1.3	319
Tata Com	20.5	440
<b>Overall</b>	<b>7.6</b>	<b>1885</b>

- As a whole, only 7.6% of the broadband service customers got the SMS about the docket number, date of complaint registration, time of complaint registration and the time within which their complaint would be resolved.

**6C.2.1.4 The following table shows the percentage of customers who were informed about the action taken on their complaint through SMS or by other means.**

Service Providers	% customers	Base
Airtel	41.5	407
Alliance	41.7	412
BSNL	42.3	307
Rel Com	48.9	319
Tata Com	55.0	440
<b>Overall</b>	<b>46.1</b>	<b>1885</b>

- In total, 46.1% of the broadband service customers, who had complained, said that they were informed about the action taken on their complaint through SMS or by other means.

**6C.2.1.7 The following table shows the percentage of customers whose complaints were resolved by the complaint centre within three (3) days.**

Service Providers	% customers	Base
Airtel	71.7	407
Alliance	77.7	412
BSNL	72.6	307
Rel Com	70.8	319
Tata Com	78.6	440
<b>Overall</b>	<b>74.6</b>	<b>1885</b>

- In total, 74.6% of the broadband service customers, who had complained, said that the complaint centre resolved their complaints within three (3) days.

**6C.2.1.7** The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by complaint centre/ customer care within four (4) weeks.

Service Providers	% customers	Base
Airtel	3.4	407
Alliance	4.1	412
BSNL	13.7	307
Rel Com	6.3	319
Tata Com	8.9	440
<b>Overall</b>	<b>7.0</b>	<b>1885</b>

- On an overall basis, only 7% of the broadband service customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by complaint centre/ customer care within four weeks after they had lodged their complaint.

**6C.2.3 Awareness and Experience - Appellate Authority**

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

Service Providers	% customers	Base
Airtel	2.8	1080
Alliance	1.8	1068
BSNL	2.8	1089
Rel Com	1.0	1068
Tata Com	3.0	1068
<b>Overall</b>	<b>2.3</b>	<b>5373</b>

- On the overall, 2.3% of the broadband service customers were aware of the contact details of the Appellate Authority.

**6C.2.3.2** The following table shows the percentage of customers who got information about the contact details of the Appellate Authority from different sources.

Service Providers	% customers					Base
	Newspaper	Website of the service provider	Display at complaint centres/ sales outlets	Internet bills	Other	
Airtel	3.3	23.3	56.7	26.7	0.0	30
Alliance	15.8	31.6	57.9	21.1	0.0	19
BSNL	16.7	46.7	30.0	23.3	3.3	30
Rel Com	0.0	36.4	54.5	9.1	0.0	11
Tata Com	3.1	46.9	31.3	43.8	0.0	32
<b>Overall</b>	<b>8.2</b>	<b>37.7</b>	<b>27.9</b>	<b>43.4</b>	<b>0.8</b>	<b>122</b>

- As a whole, 43.4 % of the broadband service customers came to know about the contact details of the Appellate Authority from the internet bills.



**6C.2.3.2 Incidence of filing an appeal with the Appellate Authority in the last 6 months.**

Service Providers	% customers	Base
Airtel	46.7	30
Alliance	21.1	19
BSNL	50.0	30
Rel Com	81.8	11
Tata Com	25.0	32
<b>Overall</b>	<b>41.0</b>	<b>122</b>

- On the overall, 41% of the broadband service customers, who were aware of the contact details of the Appellate Authority, filed an appeal with the Appellate Authority in the last 6 months.

**6C.2.3.4 The following table shows the percentage of customers who filed an appeal with the Appellate Authority through different means.**

Service Providers	% customers					Base
	E-Mail	Fax	Letter (post/courier)	In person (self)	Other	
Airtel	50.0	14.3	0.0	28.6	7.1	14
Alliance	50.0	25.0	0.0	25.0	0.0	4
BSNL	20.0	6.7	26.7	46.7	0.0	15
Rel Com	11.1	11.1	11.1	66.7	0.0	9
Tata Com	25.0	0.0	0.0	25.0	50.0	8
<b>Overall</b>	<b>30.0</b>	<b>10.0</b>	<b>10.0</b>	<b>40.0</b>	<b>10.0</b>	<b>50</b>

- In total, 40% of the broadband service customers filed an appeal with the Appellate Authority through personal visit.

**6C.2.3.5 The following table shows the percentage of customers who received unique appeal number within three (3) days from the Appellate Authority after filing an appeal with it.**

Service Providers	% customers	Base
Airtel	21.4	14
Alliance	0.0	4
BSNL	60.0	15
Rel Com	77.8	9
Tata Com	12.5	8
<b>Overall</b>	<b>40.0</b>	<b>50</b>

- In all, 40% of the broadband service customers received the unique appeal number within three (3) days from the appellate authority after filling an appeal with it.

**6C.2.3.6 The following table shows percentage of customers who said that Appellate Authority took a decision on their appeal within thirty nine (39) days of filing the appeal.**

Service Providers	% customers	Base
Airtel	35.7	14
Alliance	75.0	4
BSNL	20.0	15
Rel Com	22.2	9
Tata Com	25.0	8
<b>Overall</b>	<b>30.0</b>	<b>50</b>

- On the overall, 30% of the broadband service customers said that Appellate Authority took a decision on their appeal within thirty nine (39) days of filing the appeal.

### 6C.2.4 General Information

**6C.2.4.1 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 complaint centre and contact detail of Appellate Authority for complaint redressal while subscribing the new broadband connection.**

Service Providers	% customers	Base
Airtel	73.1	1080
Alliance	67.7	1068
BSNL	60.8	1089
Rel Com	63.6	1068
Tata Com	52.1	1068
<b>Overall</b>	<b>63.4</b>	<b>5373</b>

- In total, 63.4% of the broadband service customers claimed that they had received the Manual of Practice.

## **7. Critical analysis**

### **7.1 Basic Telephone (Wire-line) Service**

#### **7.1.1 Overall Service Quality**

- All the service providers met the benchmark set for the overall quality of service.

#### **7.1.2 Provision of Service**

- Rel Com failed to meet the benchmark set for the overall quality while Airtel and BSNL were able to meet the benchmark.

#### **7.1.3 Billing Performance - Postpaid**

- Airtel and BSNL were able to meet the benchmark set for the overall quality while Rel Com failed to meet the benchmark.

#### **7.1.4 Help Services including Customer Grievance Redressal**

- Airtel, BSNL and Rel Com did not meet the benchmark as their customers were less satisfied with all the sub-parameters of help services including customer grievance redressal.

#### **7.1.5 Network Performance, Reliability & Availability**

- Airtel, BSNL and Rel Com were not able to meet the benchmark set for network, performance, reliability & availability.

#### **7.1.6 Maintainability**

- Airtel, BSNL and Rel Com did not meet the benchmark set for network, performance, reliability & availability.

#### **7.1.7 Supplementary & Value Added Services**

- Rel Com did not meet the benchmark as its customers were less satisfied with all the sub-parameters of supplementary & value added services.

#### **7.1.8 Grievance Redressal**

- In all, 53.6% of the basic telephone service customers were aware of the complaint centre number of their service provider to make complaints/ queries.
- On the overall, less than 1% of the basic telephone service customers were aware about the contact details of the Appellate Authority for filing an appeal.

## **7.2 Cellular Mobile Telephone Service**

### **7.2.1 Overall Service Quality**

- All the service providers met the benchmark set for this parameter.

### **7.2.2 Provision of Service**

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

### **7.2.3 Billing Performance – Prepaid**

- All the service providers met the benchmark set for this parameter.

### **7.2.4 Billing Performance – Postpaid**

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

### **7.2.5 Help Services including Customer Grievance Redressal**

- All the service providers failed to meet the benchmark laid down by TRAI as cellular mobile telephone service customers were less satisfied with the all the sub-parameters of help services including customer grievance redressal.

### **7.2.6 Network Performance, Reliability & Availability**

- All the service providers failed to meet the benchmark laid down by TRAI as cellular mobile telephone service customers were less satisfied with the all the sub-parameters of network performance, reliability & availability.

### **7.2.7 Maintainability**

- All the service providers failed to meet the benchmark laid down by TRAI.
- Performance of all the service providers was low on all the sub-parameters of maintainability.

### **7.2.8 Supplementary & Value Added Services**

- None of the service providers were able to meet the benchmark set by TRAI as cellular mobile telephone service customers of all the service providers were less satisfied with the resolution of complaints.

### **7.2.9 Grievance Redressal Mechanism**

- In total, 70.2% of the cellular mobile telephone service customers were aware about the complaint centre number of their service provider to make complaints/queries.
- On the overall, only 1.4% of the cellular mobile telephone service customers were aware of the contact details of the Appellate Authority.

## **7.3 Broadband Services**

### **7.3.1 Overall Service Quality**

- All service providers met the benchmark set for the overall service quality.

### **7.3.2 Provision of Service**

- All the service providers were able to meet the benchmark related provision of service.

### **7.3.3 Billing Performance - Postpaid and Prepaid**

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

### **7.3.4 Help Services including Customer Grievance Redressal**

- All the service providers failed to meet the benchmark laid down by TRAI as broadband service customers were less satisfied with the all the sub-parameters of help services including customer grievance redressal.

### **7.3.5 Network Performance, Reliability & Availability**

- Rel Com and Tata Com were able to meet the benchmark while Airtel, Alliance and BSNL failed to meet the benchmark.

### **7.3.6 Maintainability**

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

### **7.3.7 Supplementary & Value Added Services**

- Tata Com was able to meet the benchmark while Airtel, Alliance, BSNL and Rel Com failed to meet the benchmark.

### **7.3.8 Grievance Redressal Mechanism**

- On an overall basis, 65.2% of the broadband service customers said that they were aware of the complaint centre number of their service provider to make complaints/ queries.
- In all, 2.3% of the broadband service customers were aware of the contact details of the Appellate Authority.

## **8. Recommendations: (Quality of Service)**

### **8.1 Basic Telephone (Wire-line) Service**

#### **8.1.1 Provision of Service**

- Airtel and BSNL need to maintain their performance on this parameter while Rel Com needs to improve it.

#### **8.1.2 Billing Performance**

- Rel Com needs to improve its performance on this parameter while Airtel and BSNL need to maintain it.

#### **8.1.3 Help Services including Customer Grievance Redressal**

- All the service providers need improve their performance on this parameter.

#### **8.1.4 Network Performance, Reliability & Availability**

- All the service providers need improve their performance with respect to this parameter.

#### **8.1.5 Maintainability**

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

#### **8.1.6 Supplementary & Value Added Services**

- Airtel and BSNL need to maintain their performance on this parameter while Rel Com needs to improve its performance.

#### **8.1.7 Grievance Redressal Mechanism**

- All the service providers should increase awareness about the complaint centre and Appellate Authority among its customers through various media.

## **8.2 Cellular Mobile Telephone Service**

### **8.2.1 Provision of Service**

- All the service providers need to maintain their performance with respect to provision of service.

### **8.2.2 Billing Performance – Prepaid**

- All service providers need to maintain their performance on this parameter.

### **8.2.2 Billing Performance – Postpaid**

- All service providers need to improve their performance on this parameter.

### **8.2.3 Help Services including Customer Grievance Redressal**

- All the service providers need to improve their performance related to help services including customer grievance redressal.

### **8.2.4 Network Performance, Reliability and Availability**

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

### **8.2.5 Maintainability**

- All the service providers need to improve their performance with respect to maintainability.

### **8.2.6 Supplementary & Value Added Services**

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

### **8.2.7 Grievance Redressal Mechanism**

- All the service providers should increase awareness about the complaint centre and Appellate Authority among its customers through various media.

## **8.3 Broadband Service**

### **8.3.1 Provision of Service**

- All the service providers need to maintain their performance related to provision of service.

### **8.3.2 Billing Performance – Postpaid**

- All the service providers need to maintain their performance on this parameter.

### **8.3.3 Billing Performance – Prepaid**

- All the service providers need to maintain their performance on this parameter.

### **8.3.4 Help Services**

- All the service providers need to improve their performance related to help services.

### **8.3.5 Network Performance, Reliability & Availability**

- Rel Com and Tata Com need to maintain their performance while Airtel, Alliance and BSNL need to improve their performance on this parameter.

### **8.3.6 Maintainability**

- All the service providers need to improve their performance related to maintainability.

### **8.3.7 Supplementary & Value Added Services**

- Except Tata Com, all other service providers need to improve their performance with respect to this parameter.

### **8.3.8 Grievance Redressal Mechanism**

- All the service providers should increase awareness about the complaint centre and Appellate Authority among its customers through various media.



**ANNEXURE - I**  
**(DETAILED TABLES)**

### ANNEXURE- BASIC TELEPHONE SERVICE

**1(a) Have you taken a telephone connection shifted your connection or had your connection temporarily suspended in the last 6 months?**

Service Providers		Yes	No	Total
Airtel	Count	10	1060	1070
	%	0.9	99.1	100
BSNL	Count	50	1022	1072
	%	4.7	95.3	100
Rel Com	Count	81	991	1072
	%	7.6	92.4	100
Overall	Count	141	3073	3214
	%	4.4	95.6	100

**1(b) In case you have taken a telephone connection in the last 6 months or shifted your connection or had your connection temporarily suspended, how satisfied are you with time taken to provide working phone connection?**

Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	10	4	6	0	0	10
	%	100.0	40.0	60.0	0.0	0.0	100
BSNL	Count	50	1	49	0	0	50
	%	100.0	2.0	98.0	0.0	0.0	100
Rel Com	Count	51	4	47	21	9	81
	%	62.9	4.9	58.0	25.9	11.1	100
Overall	Count	111	9	102	21	9	141
	%	78.7	6.4	72.3	14.9	6.4	100

**2. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?**

Service Providers		Yes	No	Total
Airtel	Count	10	0	10
	%	100.0	0.0	100
BSNL	Count	47	3	50
	%	94.0	6.0	100
Rel Com	Count	69	12	81
	%	85.2	14.8	100
Overall	Count	126	15	141
	%	89.4	10.6	100

**3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?**

Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	10	3	7	0	0	10
	%	100.0	30.0	70.0	0.0	0.0	100
BSNL	Count	49	0	49	1	0	50
	%	98.0	0.0	98.0	2.0	0.0	100
Rel Com	Count	53	3	50	20	8	81
	%	65.4	3.7	61.7	24.7	9.9	100
Overall	Count	112	6	106	21	8	141
	%	79.5	4.3	75.2	14.9	5.7	100

**B. BILLING RELATED - ONLY FOR POSTPAID CUSTOMERS (FOR PRE-PAID CUSTOMERS GO TO Q 10 (A))**

4. How satisfied are you with the time taken to deliver your bills?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	1029	51	978	41	0	1070
	%	96.2	4.8	91.4	3.8	0.0	100
BSNL	Count	1008	7	1001	61	3	1072
	%	94.1	0.7	93.4	5.7	0.3	100
Rel Com	Count	927	39	888	122	23	1072
	%	86.4	3.6	82.8	11.4	2.1	100
Overall	Count	2964	97	2867	224	26	3214
	%	92.2	3.0	89.2	7.0	0.8	100

5(a). How satisfied are you with the accuracy & completeness of the bills?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	1031	49	982	35	4	1070
	%	96.4	4.6	91.8	3.3	0.4	100
BSNL	Count	1040	8	1032	30	2	1072
	%	97.0	0.7	96.3	2.8	0.2	100
Rel Com	Count	964	34	930	80	28	1072
	%	90.0	3.2	86.8	7.5	2.6	100
Overall	Count	3035	91	2944	145	34	3214
	%	94.4	2.8	91.6	4.5	1.1	100

5(b). Please specify the reason(s) for your dissatisfaction.									
Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Details like item-wise charges are not provided	Calculations are not clear	Others	Total
Airtel	Count	0	25	6	11	0	0	0	39
	%	0.0	64.1	15.4	28.2	0.0	0.0	0.0	100
BSNL	Count	2	19	2	10	4	2	0	32
	%	6.3	59.4	6.3	31.3	12.5	6.3	0.0	100
Rel Com	Count	15	55	10	16	5	17	0	108
	%	13.9	50.9	9.3	14.8	4.6	15.7	0.0	100
Overall	Count	17	99	18	37	9	19	0	179
	%	9.5	55.3	10.1	20.7	5.0	10.6	0.0	100

6. Have you made any billing related complaints in the last 6 months?				
Service Providers		Yes	No	Total
Airtel	Count	41	1029	1070
	%	3.8	96.2	100
BSNL	Count	60	1012	1072
	%	5.6	94.4	100
Rel Com	Count	162	910	1072
	%	15.1	84.9	100
Overall	Count	263	2951	3214
	%	8.2	91.8	100

7. How satisfied are you with the process of resolution of billing complaints?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	9	2	7	30	2	41
	%	22.0	4.9	17.1	73.2	4.9	100
BSNL	Count	48	4	44	12	0	60
	%	80.0	6.7	73.3	20.0	0.0	100
Rel Com	Count	73	3	70	74	15	162
	%	45.1	1.9	43.2	45.7	9.3	100
Overall	Count	130	9	121	116	17	263
	%	49.4	3.4	46	44.1	6.5	100

8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	1048	40	1008	21	1	1070
	%	97.9	3.7	94.2	2.0	0.1	100
BSNL	Count	1048	12	1036	24	0	1072
	%	97.7	1.1	96.6	2.2	0.0	100
Rel Com	Count	982	22	960	67	23	1072
	%	91.7	2.1	89.6	6.3	2.1	100
Overall	Count	3078	74	3004	112	24	3214
	%	95.8	2.3	93.5	3.5	0.7	100

9. Please specify the reason(s) for your dissatisfaction.							
Service Providers		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Others	Total
Airtel	Count	2	3	8	4	5	22
	%	9.1	13.6	36.4	18.2	22.7	100
BSNL	Count	2	7	9	9	0	24
	%	8.3	29.2	37.5	37.5	0.0	100
Rel Com	Count	29	22	26	18	2	90
	%	32.2	24.4	28.9	20.0	2.2	100
Overall	Count	33	32	43	31	7	136
	%	24.3	23.5	31.6	22.8	5.1	100

**C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL**

11. In the last 6 months, have you contacted customer care/ helpline/ complaint centre of your service provider?				
Service Providers		Yes	No	Total
Airtel	Count	317	753	1070
	%	29.6	70.4	100
BSNL	Count	293	779	1072
	%	27.3	72.7	100
Rel Com	Count	402	670	1072
	%	37.5	62.5	100
Overall	Count	1012	2202	3214
	%	31.5	68.5	100

12(a). How satisfied are you with the ease of access of complaint centre/customer care or helpline?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	214	7	207	103	0	317
	%	67.5	2.2	65.3	32.5	0.0	100
BSNL	Count	210	1	209	83	0	293
	%	71.6	0.3	71.3	28.3	0.0	100
Rel Com	Count	217	6	211	157	28	402
	%	54.0	1.5	52.5	39.1	7.0	100
Overall	Count	641	14	627	343	28	1012
	%	63.4	1.4	62	33.9	2.8	100

12(b). How satisfied are you with the ease of getting an option for "talking to a customer care executive"?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	187	5	182	130	0	317
	%	59.0	1.6	57.4	41.0	0.0	100
BSNL	Count	222	0	222	71	0	293
	%	75.8	0.0	75.8	24.2	0.0	100
Rel Com	Count	233	19	214	140	29	402
	%	57.9	4.7	53.2	34.8	7.2	100
Overall	Count	642	24	618	341	29	1012
	%	63.5	2.4	61.1	33.7	2.9	100

13. How satisfied are you with the response time taken to answer your call by a customer care executive?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	246	5	241	71	0	317
	%	77.6	1.6	76.0	22.4	0.0	100
BSNL	Count	244	0	244	49	0	293
	%	83.3	0.0	83.3	16.7	0.0	100
Rel Com	Count	273	9	264	107	22	402
	%	67.9	2.2	65.7	26.6	5.5	100
Overall	Count	763	14	749	227	22	1012
	%	75.4	1.4	74	22.4	2.2	100

14. How satisfied are you with the problem solving ability of the customer care executive(s)?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	227	6	221	90	0	317
	%	71.6	1.9	69.7	28.4	0.0	100
BSNL	Count	244	2	242	49	0	293
	%	83.3	0.7	82.6	16.7	0.0	100
Rel Com	Count	269	9	260	111	22	402
	%	66.9	2.2	64.7	27.6	5.5	100
Overall	Count	740	17	723	250	22	1012
	%	73.1	1.7	71.4	24.7	2.2	100

15. How satisfied are you with the time taken by complaint centre/customer care /helpline to resolve your complaint?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	121	5	116	196	0	317
	%	38.2	1.6	36.6	61.8	0.0	100
BSNL	Count	190	1	189	103	0	293
	%	64.8	0.3	64.5	35.2	0.0	100
Rel Com	Count	181	12	169	195	26	402
	%	45.0	3.0	42.0	48.5	6.5	100
Overall	Count	492	18	474	494	26	1012
	%	48.6	1.8	46.8	48.8	2.6	100

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

16. How satisfied are you with the availability of working telephone (dial tone)?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	1013	51	962	57	0	1070
	%	94.7	4.8	89.9	5.3	0.0	100
BSNL	Count	1005	18	987	65	2	1072
	%	93.8	1.7	92.1	6.1	0.2	100
Rel Com	Count	921	55	866	122	29	1072
	%	85.9	5.1	80.8	11.4	2.7	100
Overall	Count	2939	124	2815	244	31	3214
	%	91.5	3.9	87.6	7.6	1.0	100

17. How satisfied are you with the ability to make or receive calls easily?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	980	51	929	90	0	1070
	%	91.6	4.8	86.8	8.4	0.0	100
BSNL	Count	975	17	958	97	0	1072
	%	91.0	1.6	89.4	9.0	0.0	100
Rel Com	Count	898	50	848	148	26	1072
	%	83.8	4.7	79.1	13.8	2.4	100
Overall	Count	2853	118	2735	335	26	3214
	%	88.8	3.7	85.1	10.4	0.8	100

18. How satisfied are you with the voice quality?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	983	58	925	85	2	1070
	%	91.8	5.4	86.4	7.9	0.2	100
BSNL	Count	953	22	931	118	1	1072
	%	88.9	2.1	86.8	11	0.1	100
Rel Com	Count	892	56	836	152	28	1072
	%	83.2	5.2	78	14.2	2.6	100
Overall	Count	2828	136	2692	355	31	3214
	%	88.0	4.2	83.8	11	1	100

**MAINTAINABILITY**

19. How many times has your telephone connection required repair in the last 6 months?						
Service Providers		Nil	One time	2-3 times	More than 3 times	Total
Airtel	Count	692	323	40	15	1070
	%	64.7	30.2	3.7	1.4	100
BSNL	Count	494	498	67	13	1072
	%	46.1	46.5	6.3	1.2	100
Rel Com	Count	722	229	66	55	1072
	%	67.4	21.4	6.2	5.1	100
Overall	Count	1908	1050	173	83	3214
	%	59.4	32.7	5.4	2.6	100

20. How long did it take generally for repairing the fault after lodging a complaint?						
Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Total
Airtel	Count	86	212	69	11	378
	%	22.8	56.1	18.3	2.9	100
BSNL	Count	115	383	54	26	578
	%	19.9	66.3	9.3	4.5	100
Rel Com	Count	64	184	59	43	350
	%	18.3	52.6	16.9	12.3	100
Overall	Count	265	779	182	80	1306
	%	20.3	59.6	13.9	6.1	100

21. How satisfied are you with the fault repair service?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	321	8	313	57	0	378
	%	84.9	2.1	82.8	15.1	0.0	100
BSNL	Count	504	13	491	73	1	578
	%	87.1	2.2	84.9	12.6	0.2	100
Rel Com	Count	252	1	251	70	28	350
	%	72.0	0.3	71.7	20.0	8.0	100
Overall	Count	1077	22	1055	200	29	1306
	%	82.5	1.7	80.8	15.3	2.2	100

**F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES**

22. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?				
Service Providers		Yes	No	Total
Airtel	Count	9	1061	1070
	%	0.8	99.2	100
BSNL	Count	49	1023	1072
	%	4.6	95.4	100
Rel Com	Count	5	1067	1072
	%	0.5	99.5	100
Overall	Count	63	3151	3214
	%	2.0	98.0	100

23. How satisfied are you with the quality of the supplementary services / value added service provided?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	8	0	8	1	0	9
	%	88.9	0.0	88.9	11.1	0.0	100
BSNL	Count	49	1	48	0	0	49
	%	100.0	2.0	98.0	0.0	0.0	100
Rel Com	Count	3	0	3	1	1	5
	%	60.0	0.0	60.0	20.0	20.0	100
Overall	Count	60	1	59	2	1	63
	%	95.3	1.6	93.7	3.2	1.6	100

24(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	8	0	8	1	0	9
	%	88.9	0.0	88.9	11.1	0.0	100
BSNL	Count	49	0	49	0	0	49
	%	100.0	0.0	100.0	0.0	0.0	100
Rel Com	Count	3	1	2	1	1	5
	%	60.0	20.0	40.0	20.0	20.0	100
Overall	Count	60	1	59	2	1	63
	%	95.3	1.6	93.7	3.2	1.6	100

24(b).Please tell me reasons for your dissatisfaction						
Service Providers		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Others	Total
Airtel	Count	1	0	1	0	1
	%	100.0	0.0	100.0	0.0	100
BSNL	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Rel Com	Count	0	2	0	0	2
	%	0.0	100.0	0.0	0.0	100
Overall	Count	1	2	1	0	3
	%	33.3	66.7	33.3	0.0	100

25. In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?				
Service Providers		Yes	No	Total
Airtel	Count	2	1068	1070
	%	0.2	99.8	100
BSNL	Count	35	1037	1072
	%	3.3	96.7	100
Rel Com	Count	20	1052	1072
	%	1.9	98.1	100
Overall	Count	57	3157	3214
	%	1.8	98.2	100



25(a). How satisfied are you with the resolution of your complaint for deactivation of VAS?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	2	1	1	0	0	2
	%	100.0	50.0	50.0	0.0	0.0	100
BSNL	Count	33	2	31	2	0	35
	%	94.3	5.7	88.6	5.7	0.0	100
Rel Com	Count	11	0	11	8	1	20
	%	55.0	0.0	55.0	40.0	5.0	100
Overall	Count	46	3	43	10	1	57
	%	80.7	5.3	75.4	17.5	1.8	100

**G. OVERALL CUSTOMER SATISFACTION**

26(a). How satisfied are you with the overall quality of your telephone service?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	1059	86	973	8	3	1070
	%	98.9	8	90.9	0.7	0.3	100
BSNL	Count	1043	24	1019	27	2	1072
	%	97.3	2.2	95.1	2.5	0.2	100
Rel Com	Count	974	65	909	76	22	1072
	%	90.9	6.1	84.8	7.1	2.1	100
Overall	Count	3076	175	2901	111	27	3214
	%	95.7	5.4	90.3	3.5	0.8	100

**H. GENERAL INFORMATION**

27. What kind of other services are you also taking from this service provider?						
Service Providers		Broadband	Mobile	Others	None	Total
Airtel	Count	361	63	0	698	1070
	%	33.7	5.9	0.0	65.2	100
BSNL	Count	122	30	2	921	1072
	%	11.4	2.8	0.2	85.9	100
Rel Com	Count	195	22	0	861	1072
	%	18.2	2.1	0.0	80.3	100
Overall	Count	678	115	2	2480	3214
	%	21.1	3.6	0.1	77.2	100

28(a). Have you terminated a telephone connection that you had in the last 6 month?				
Service Providers		Yes	No	Total
Airtel	Count	6	1064	1070
	%	0.6	99.4	100
BSNL	Count	3	1069	1072
	%	0.3	99.7	100
Rel Com	Count	4	1068	1072
	%	0.4	99.6	100
Overall	Count	13	3201	3214
	%	0.4	99.6	100

28(b). If Yes, Please name your service provider?						
Service Providers		Airtel	BSNL	Reliance	Tata	Total
Airtel	Count	0	0	2	4	6
	%	0.0	0.0	33.3	66.7	100
BSNL	Count	2	1	0	0	3
	%	66.7	33.3	0.0	0.0	100
Rel Com	Count	1	0	3	0	4
	%	25.0	0.0	75.0	0.0	100
Overall	Count	3	1	5	4	13
	%	23.1	7.7	38.5	30.8	100

29. How many days were taken for termination of your telephone connection?						
Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Total
Airtel	Count	1	4	1	0	6
	%	16.7	66.7	16.7	0.0	100
BSNL	Count	2	1	0	0	3
	%	66.7	33.3	0.0	0.0	100
Rel Com	Count	0	1	1	2	4
	%	0.0	25.0	25.0	50.0	100
Overall	Count	3	6	2	2	13
	%	23.1	46.2	15.4	15.4	100

30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?				
Service Providers		Yes	No	Total
Airtel	Count	20	1050	1070
	%	1.9	98.1	100
BSNL	Count	88	984	1072
	%	8.2	91.8	100
Rel Com	Count	11	1061	1072
	%	1	99	100
Overall	Count	119	3095	3214
	%	3.7	96.3	100

31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?				
Service Providers		Yes	No	Total
Airtel	Count	26	1044	1070
	%	2.4	97.6	100
BSNL	Count	45	1027	1072
	%	4.2	95.8	100
Rel Com	Count	5	1067	1072
	%	0.5	99.5	100
Overall	Count	76	3138	3214
	%	2.4	97.6	100

32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?				
Service Providers		Yes	No	Total
Airtel	Count	1	25	26
	%	3.8	96.2	100
BSNL	Count	19	26	45
	%	42.2	57.8	100
Rel Com	Count	0	5	5
	%	0.0	100.0	100
Overall	Count	20	56	76
	%	26.3	73.7	100

32(b). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?						
Service Providers		Stopped receiving	Considerable decrease	Slight decrease	No change	Total
Airtel	Count	0	0	1	0	1
	%	0.0	0.0	1.0	0.0	100
BSNL	Count	1	2	16	0	19
	%	0.1	0.1	0.8	0.0	100
Rel Com	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Overall	Count	1	2	17	0	20
	%	5.0	10.0	85.0	0.0	100

32(c). Have you made any complaint to your service provider on getting such unwanted tele-marketing calls/ SMS even after registering your telephone number?				
Service Providers		Yes	No	Total
Airtel	Count	0	1	1
	%	0.0	100	100
BSNL	Count	15	3	18
	%	83.3	16.7	100
Rel Com	Count	0	0	0
	%	0.0	0.0	0.0
Overall	Count	15	4	19
	%	78.9	21.1	100

32(d). If Yes, then indicate whether.....						
Service Providers		Complaint was registered by the service provider and informed about the action taken on the complaint	Complaint was registered by the service provider and did not inform about the action taken on the complaint	Service Provider refused to register the complaint	Difficult to lodge the complaint	Total
Airtel	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
BSNL	Count	2	13	0	0	15
	%	13.3	86.7	0.0	0.0	100
Rel Com	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Overall	Count	2	13	0	0	15
	%	13.3	86.7	0.0	0.0	100

33. On a scale of 1 – 10 where “10” is “Very Good” and “1” is “Very Poor”, how do you rate your service provider?												
Service Providers		1	2	3	4	5	6	7	8	9	10	Total
Airtel	Count	1	2	13	62	77	218	586	102	9	0	1070
	%	0.1	0.2	1.2	5.8	7.2	20.4	54.8	9.5	0.8	0.0	100
BSNL	Count	0	6	16	58	111	216	563	94	7	1	1072
	%	0.0	0.6	1.5	5.4	10.4	20.1	52.5	8.8	0.7	0.1	100
Rel Com	Count	2	26	43	69	85	221	519	79	11	17	1072
	%	0.2	2.4	4.0	6.4	7.9	20.6	48.4	7.4	1.0	1.6	100
Overall	Count	3	18	34	72	189	273	655	1668	275	27	3214
	%	0.1	0.6	1.1	2.2	5.9	8.5	20.4	51.9	8.6	0.8	100

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

34. Are you aware of the toll free customer care number of the complaint centre of your telecom service provider for making complaints/ queries?				
Service Providers		Yes	No	Total
Airtel	Count	532	538	1070
	%	49.7	50.3	100
BSNL	Count	610	462	1072
	%	56.9	43.1	100
Rel Com	Count	580	492	1072
	%	54.1	45.9	100
Overall	Count	1722	1492	3214
	%	53.6	46.4	100

35. From where, you got to know about the toll free customer care number?								
Service Providers		Newspaper	Website of the service provider	SMS from service provider	Display at complaint centers/ sales outlets	Telephone bills	Other	Total
Airtel	Count	14	82	29	41	386	50	532
	%	2.6	15.4	5.5	7.7	72.6	9.4	100
BSNL	Count	36	33	57	117	423	32	610
	%	5.9	5.4	9.3	19.2	69.3	5.2	100
Rel Com	Count	7	25	96	72	392	38	580
	%	1.2	4.3	16.6	12.4	67.6	6.6	100
Overall	Count	57	140	182	230	1201	120	1722
	%	3.3	8.1	10.6	13.4	69.7	7.0	100

36. Have you made any complaint in the last six (6) months to the toll free complaint centre/ customer care/ helpline telephone number?				
Service Providers		Yes	No	Total
Airtel	Count	278	254	532
	%	52.3	47.7	100
BSNL	Count	221	389	610
	%	36.2	63.8	100
Rel Com	Count	307	273	580
	%	52.9	47.1	100
Overall	Count	806	916	1722
	%	46.8	53.2	100

37. With respect to the complaint made by you to the complaint centre, please specify which of these was most applicable to you?

Service Providers		Complaint was registered and docket number Received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total
Airtel	Count	18	205	47	5	3	278
	%	6.5	73.7	16.9	1.8	1.1	100
BSNL	Count	73	121	25	2	0	221
	%	33.0	54.8	11.3	0.9	0.0	100
Rel Com	Count	46	208	42	10	1	307
	%	15.0	67.8	13.7	3.3	0.3	100
Overall	Count	137	534	114	17	4	806
	%	17.0	66.3	14.1	2.1	0.5	100

38. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?

Service Providers		Yes	No	Total
Airtel	Count	9	266	275
	%	3.3	96.7	100
BSNL	Count	51	170	221
	%	23.1	76.9	100
Rel Com	Count	35	271	306
	%	11.4	88.6	100
Overall	Count	95	707	802
	%	11.8	88.2	100

39. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?

Service Providers		Yes	No	Total
Airtel	Count	76	199	275
	%	27.6	72.4	100
BSNL	Count	90	131	221
	%	40.7	59.3	100
Rel Com	Count	84	222	306
	%	27.5	72.5	100
Overall	Count	250	552	802
	%	31.2	68.8	100

40. Was your complaint resolved by the complaint centre within three (3) days?

Service Providers		Yes	No	Total
Airtel	Count	233	42	275
	%	84.7	15.3	100
BSNL	Count	180	41	221
	%	81.4	18.6	100
Rel Com	Count	237	69	306
	%	77.5	22.5	100
Overall	Count	650	152	802
	%	81.0	19.0	100

41. Was your billing/ charging complaint resolved satisfactorily by the complaint centre/ customer care within four (4) weeks after you lodge the complaint?					
Service Providers		Yes	No	Not applicable	Total
Airtel	Count	13	25	237	275
	%	4.7	9.1	86.2	100
BSNL	Count	53	29	139	221
	%	24.0	13.1	62.9	100
Rel Com	Count	42	60	204	306
	%	13.7	19.6	66.7	100
<b>Overall</b>	<b>Count</b>	<b>108</b>	<b>114</b>	<b>580</b>	<b>802</b>
	<b>%</b>	<b>13.5</b>	<b>14.2</b>	<b>72.3</b>	<b>100</b>

42. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the appellate authority of your telecom service provider. Are you aware of the contact details of the Appellate Authority for filing an appeal?				
Service Providers		Yes	No	Total
Airtel	Count	4	1066	1070
	%	0.4	99.6	100
BSNL	Count	11	1061	1072
	%	1	99	100
Rel Com	Count	3	1069	1072
	%	0.3	99.7	100
<b>Overall</b>	<b>Count</b>	<b>18</b>	<b>3196</b>	<b>3214</b>
	<b>%</b>	<b>0.6</b>	<b>99.4</b>	<b>100</b>

43. From where, you got to know about the contact details of the appellate authority?							
Service Providers		Newspaper	Website of the service provider	Display at complaint centers/ sales outlets	Telephone bills	Other	Total
Airtel	Count	78	2	2	0	0	4
	%	55.3	50.0	50.0	0.0	0.0	100
BSNL	Count	52	0	2	9	0	11
	%	36.9	0.0	18.2	81.8	0.0	100
Rel Com	Count	41	0	2	1	0	3
	%	39.4	0.0	66.7	33.3	0.0	100
<b>Overall</b>	<b>Count</b>	<b>0</b>	<b>2</b>	<b>6</b>	<b>10</b>	<b>0</b>	<b>18</b>
	<b>%</b>	<b>0.0</b>	<b>11.1</b>	<b>33.3</b>	<b>55.6</b>	<b>0.0</b>	<b>100</b>

44. Have you filed any appeal in last six (6) months?				
Service Providers		Yes	No	Total
Airtel	Count	4	0	4
	%	100	0.0	100
BSNL	Count	5	6	11
	%	45.5	54.5	100
Rel Com	Count	3	0	3
	%	100	0.0	100
<b>Overall</b>	<b>Count</b>	<b>6</b>	<b>12</b>	<b>18</b>
	<b>%</b>	<b>33.3</b>	<b>66.7</b>	<b>100</b>

45. How did you file your appeal to the appellate authority?							
Service Providers		E-mail	Fax	Letter (post/courier)	In person (self)	Other	Total
Airtel	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL	Count	0	0	0	5	1	6
	%	0.0	0.0	0.0	83.3	16.7	100
Rel Com	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
<b>Overall</b>	<b>Count</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>6</b>
	<b>%</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>83.3</b>	<b>16.7</b>	<b>100</b>

46. Did you receive the unique appeal number within three (3) days from the appellate authority after you filed an appeal with it?				
Service Providers		Yes	No	Total
Airtel	Count	0	0	0
	%	0.0	0.0	0.0
BSNL	Count	6	0	6
	%	100	0.0	100
Rel Com	Count	0	0	0
	%	0.0	0.0	0.0
<b>Overall</b>	<b>Count</b>	<b>6</b>	<b>0</b>	<b>6</b>
	<b>%</b>	<b>100</b>	<b>0.0</b>	<b>100</b>

47. Did the appellate authority take a decision upon your appeal within thirty nine (39) days of filing the appeal?					
Service Providers		Yes	No	Appeal filed only recently	Total
Airtel	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
BSNL	Count	6	0	0	6
	%	100	0.0	0.0	100
Rel Com	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
<b>Overall</b>	<b>Count</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>6</b>
	<b>%</b>	<b>100</b>	<b>0.0</b>	<b>0.0</b>	<b>100</b>

48. Are you aware that a prepaid customer can get item-wise usage charge details, on request?				
Service Providers		Yes	No	Total
Airtel	Count	-	-	-
	%	-	-	-
BSNL	Count	-	-	-
	%	-	-	-
Rel Com	Count	-	-	-
	%	-	-	-
<b>Overall</b>	<b>Count</b>	<b>-</b>	<b>-</b>	<b>-</b>
	<b>%</b>	<b>-</b>	<b>-</b>	<b>-</b>

49. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?					
Service Providers		Yes	No	Total	
Airtel	Count	-	-	-	
	%	-	-	-	
BSNL	Count	-	-	-	
	%	-	-	-	
Rel Com	Count	-	-	-	
	%	-	-	-	
<b>Overall</b>	<b>Count</b>	<b>-</b>	<b>-</b>	<b>-</b>	
	<b>%</b>	<b>-</b>	<b>-</b>	<b>-</b>	

50. What were the reason(s) for denying your request?						
Service Providers		No reason given	Technical problem	Others	Total	
Airtel	Count	-	-	-	-	
	%	-	-	-	-	
BSNL	Count	-	-	-	-	
	%	-	-	-	-	
Rel Com	Count	-	-	-	-	
	%	-	-	-	-	
<b>Overall</b>	<b>Count</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	
	<b>%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	

51. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Complaint centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new telephone connection?"						
Service Providers		Yes	No	Do not remember	Total	
Airtel	Count	390	469	211	1070	
	%	36.4	43.8	19.7	100	
BSNL	Count	377	403	292	1072	
	%	35.2	37.6	27.2	100	
Rel Com	Count	409	382	281	1072	
	%	38.2	35.6	26.2	100	
<b>Overall</b>	<b>Count</b>	<b>1176</b>	<b>1254</b>	<b>784</b>	<b>3214</b>	
	<b>%</b>	<b>36.6</b>	<b>39.0</b>	<b>24.4</b>	<b>100</b>	



### ANNEXURE-CELLULAR MOBILE SERVICES

1. How satisfied are you with the process and time taken to activate the mobile connection, after you applied and completed all formalities?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel	Count	<b>1094</b>	93	1001	19	1	1114
	%	<b>98.2</b>	8.3	89.9	1.7	0.1	100
Airtel	Count	<b>1065</b>	112	953	16	2	1083
	%	<b>98.3</b>	10.3	88	1.5	0.2	100
BSNL	Count	<b>1054</b>	55	999	13	1	1068
	%	<b>98.6</b>	5.1	93.5	1.2	0.1	100
Idea	Count	<b>1047</b>	56	991	20	1	1068
	%	<b>98.0</b>	5.2	92.8	1.9	0.1	100
MTS	Count	<b>1043</b>	79	964	23	2	1068
	%	<b>97.7</b>	7.4	90.3	2.2	0.2	100
Rel Com	Count	<b>1058</b>	47	1011	11	1	1070
	%	<b>98.9</b>	4.4	94.5	1	0.1	100
Rel Tel	Count	<b>1047</b>	63	984	19	2	1068
	%	<b>98.0</b>	5.9	92.1	1.8	0.2	100
Tata	Count	<b>1087</b>	97	990	18	2	1107
	%	<b>98.2</b>	8.8	89.4	1.6	0.2	100
Uninor	Count	<b>1047</b>	55	992	24	1	1072
	%	<b>97.6</b>	5.1	92.5	2.2	0.1	100
Vodafone	Count	<b>1082</b>	134	948	23	1	1106
	%	<b>97.8</b>	12.1	85.7	2.1	0.1	100
<b>Overall</b>	<b>Count</b>	<b>10624</b>	<b>791</b>	<b>9833</b>	<b>186</b>	<b>14</b>	<b>10824</b>
	<b>%</b>	<b>98.1</b>	<b>7.3</b>	<b>90.8</b>	<b>1.7</b>	<b>0.1</b>	<b>100</b>

2. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?				
Service Providers		Yes	No	Total
Aircel	Count	469	645	1114
	%	42.1	57.9	100
Airtel	Count	435	648	1083
	%	40.2	59.8	100
BSNL	Count	359	709	1068
	%	33.6	66.4	100
Idea	Count	365	703	1068
	%	34.2	65.8	100
MTS	Count	442	626	1068
	%	41.4	58.6	100
Rel Com	Count	372	698	1070
	%	34.8	65.2	100
Rel Tel	Count	370	698	1068
	%	34.6	65.4	100
Tata	Count	425	682	1107
	%	38.4	61.6	100
Uninor	Count	464	608	1072
	%	43.3	56.7	100
Vodafone	Count	404	702	1106
	%	36.5	63.5	100
<b>Overall</b>	<b>Count</b>	<b>4105</b>	<b>6719</b>	<b>10824</b>
	<b>%</b>	<b>37.9</b>	<b>62.1</b>	<b>100</b>

3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tar plans & charges?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel	Count	<b>1089</b>	66	1023	25	0	1114
	%	<b>97.7</b>	5.9	91.8	2.2	0.0	100
Airtel	Count	<b>1052</b>	95	957	28	3	1083
	%	<b>97.2</b>	8.8	88.4	2.6	0.3	100
BSNL	Count	<b>1051</b>	39	1012	17	0	1068
	%	<b>98.5</b>	3.7	94.8	1.6	0.0	100
Idea	Count	<b>1045</b>	37	1008	22	1	1068
	%	<b>97.9</b>	3.5	94.4	2.1	0.1	100
MTS	Count	<b>1039</b>	56	983	25	4	1068
	%	<b>97.2</b>	5.2	92.0	2.3	0.4	100
Rel Com	Count	<b>1047</b>	29	1018	23	0	1070
	%	<b>97.8</b>	2.7	95.1	2.1	0.0	100
Rel Tel	Count	<b>1045</b>	33	1012	21	2	1068
	%	<b>97.9</b>	3.1	94.8	2.0	0.2	100
Tata	Count	<b>1085</b>	67	1018	22	0	1107
	%	<b>98.1</b>	6.1	92.0	2.0	0.0	100
Uninor	Count	<b>1044</b>	52	992	27	1	1072
	%	<b>97.4</b>	4.9	92.5	2.5	0.1	100
Vodafone	Count	<b>1078</b>	81	997	26	2	1106
	%	<b>97.4</b>	7.3	90.1	2.4	0.2	100
<b>Overall</b>	<b>Count</b>	<b>10575</b>	<b>555</b>	<b>10020</b>	<b>236</b>	<b>13</b>	<b>10824</b>
	<b>%</b>	<b>97.7</b>	<b>5.1</b>	<b>92.6</b>	<b>2.2</b>	<b>0.1</b>	<b>100</b>

**BILLING RELATED- PREPAID CUSTOMERS**

4(a). How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel	Count	505	49	456	19	0	524
	%	96.4	9.4	87.0	3.6	0.0	100
Airtel	Count	528	79	449	16	1	545
	%	96.9	14.5	82.4	2.9	0.2	100
BSNL	Count	587	29	558	7	0	594
	%	98.8	4.9	93.9	1.2	0.0	100
Idea	Count	419	30	389	19	0	438
	%	95.6	6.8	88.8	4.3	0.0	100
MTS	Count	470	33	437	11	1	482
	%	97.5	6.8	90.7	2.3	0.2	100
Rel Com	Count	437	17	420	16	0	453
	%	96.5	3.8	92.7	3.5	0.0	100
Rel Tel	Count	511	27	484	9	1	521
	%	98.1	5.2	92.9	1.7	0.2	100
Tata	Count	559	48	511	11	0	570
	%	98.0	8.4	89.6	1.9	0.0	100
Uninor	Count	527	39	488	14	1	542
	%	97.2	7.2	90.0	2.6	0.2	100
Vodafone	Count	535	68	467	17	1	553
	%	96.7	12.3	84.4	3.1	0.2	100
Overall	Count	5078	419	4659	139	5	5222
	%	97.2	8.0	89.2	2.7	0.1	100

4(b). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Others	Total
Aircel	Count	1	6	2	11	0	19
	%	5.3	31.6	10.5	57.9	0.0	100
Airtel	Count	2	1	4	11	0	17
	%	11.8	5.9	23.5	64.7	0.0	100
BSNL	Count	1	0	3	4	0	7
	%	14.3	0.0	42.9	57.1	0.0	100
Idea	Count	2	1	6	10	0	19
	%	10.5	5.3	31.6	52.6	0.0	100
MTS	Count	3	1	1	8	0	12
	%	25.0	8.3	8.3	66.7	0.0	100
Rel Com	Count	2	4	4	8	0	16
	%	12.5	25.0	25.0	50.0	0.0	100
Rel Tel	Count	0	0	3	7	0	10
	%	0.0	0.0	30.0	70.0	0.0	100
Tata	Count	0	1	2	9	0	11
	%	0.0	9.1	18.2	81.8	0.0	100
Uninor	Count	3	3	1	8	0	15
	%	20.0	20.0	6.7	53.3	0.0	100
Vodafone	Count	5	0	4	10	0	18
	%	27.8	0.0	22.2	55.6	0.0	100
<b>Overall</b>	<b>Count</b>	<b>19</b>	<b>17</b>	<b>30</b>	<b>86</b>	<b>0</b>	<b>144</b>
	<b>%</b>	<b>13.2</b>	<b>11.8</b>	<b>20.8</b>	<b>59.7</b>	<b>0.0</b>	<b>100</b>

5(a). Have you made any complaint related to charging/credit/ waiver/ validity/ adjustments in the last 6 months?				
Service Providers		Yes	No	Total
Aircel	Count	96	428	524
	%	18.3	81.7	100
Airtel	Count	92	453	545
	%	16.9	83.1	100
BSNL	Count	67	527	594
	%	11.3	88.7	100
Idea	Count	67	371	438
	%	15.3	84.7	100
MTS	Count	57	425	482
	%	11.8	88.2	100
Rel Com	Count	50	403	453
	%	11	89	100
Rel Tel	Count	51	470	521
	%	9.8	90.2	100
Tata	Count	67	503	570
	%	11.8	88.2	100
Uninor	Count	108	434	542
	%	19.9	80.1	100
Vodafone	Count	78	475	553
	%	14.1	85.9	100
<b>Overall</b>	<b>Count</b>	<b>733</b>	<b>4489</b>	<b>5222</b>
	<b>%</b>	<b>14.0</b>	<b>86.0</b>	<b>100</b>

**5(b). How satisfied are you with the resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of such resolution of complaints?**

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel	Count	<b>80</b>	6	74	14	2	96
	%	<b>83.4</b>	6.3	77.1	14.6	2.1	100
Airtel	Count	<b>79</b>	12	67	9	4	92
	%	<b>85.8</b>	13.0	72.8	9.8	4.3	100
BSNL	Count	<b>61</b>	1	60	6	0	67
	%	<b>91.1</b>	1.5	89.6	9.0	0.0	100
Idea	Count	<b>53</b>	1	52	14	0	67
	%	<b>79.1</b>	1.5	77.6	20.9	0.0	100
MTS	Count	<b>49</b>	2	47	7	1	57
	%	<b>86.0</b>	3.5	82.5	12.3	1.8	100
Rel Com	Count	<b>34</b>	3	31	16	0	50
	%	<b>68.0</b>	6.0	62.0	32.0	0.0	100
Rel Tel	Count	<b>44</b>	4	40	7	0	51
	%	<b>86.2</b>	7.8	78.4	13.7	0.0	100
Tata	Count	<b>58</b>	7	51	9	0	67
	%	<b>86.5</b>	10.4	76.1	13.4	0.0	100
Uninor	Count	<b>92</b>	10	82	15	1	108
	%	<b>85.2</b>	9.3	75.9	13.9	0.9	100
Vodafone	Count	<b>67</b>	9	58	10	1	78
	%	<b>85.9</b>	11.5	74.4	12.8	1.3	100
<b>Overall</b>	<b>Count</b>	<b>617</b>	<b>55</b>	<b>562</b>	<b>107</b>	<b>9</b>	<b>733</b>
	<b>%</b>	<b>84.2</b>	<b>7.5</b>	<b>76.7</b>	<b>14.6</b>	<b>1.2</b>	<b>100</b>

<b>5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?</b>							
<b>Service Providers</b>		<b>Overall satisfied= (A+B)</b>	<b>A-Very Satisfied</b>	<b>B-Satisfied</b>	<b>C-Dissatisfied</b>	<b>D-Very Dissatisfied</b>	<b>Total</b>
Aircel	Count	<b>513</b>	57	456	11	0	524
	%	<b>97.9</b>	10.9	87.0	2.1	0.0	100
Airtel	Count	<b>533</b>	81	452	8	4	545
	%	<b>97.8</b>	14.9	82.9	1.5	0.7	100
BSNL	Count	<b>582</b>	21	561	12	0	594
	%	<b>97.9</b>	3.5	94.4	2.0	0.0	100
Idea	Count	<b>423</b>	25	398	14	1	438
	%	<b>96.6</b>	5.7	90.9	3.2	0.2	100
MTS	Count	<b>471</b>	18	453	10	1	482
	%	<b>97.7</b>	3.7	94.0	2.1	0.2	100
Rel Com	Count	<b>446</b>	10	436	7	0	453
	%	<b>98.4</b>	2.2	96.2	1.5	0.0	100
Rel Tel	Count	<b>508</b>	20	488	13	0	521
	%	<b>97.5</b>	3.8	93.7	2.5	0.0	100
Tata	Count	<b>559</b>	63	496	11	0	570
	%	<b>98.1</b>	11.1	87.0	1.9	0.0	100
Uninor	Count	<b>526</b>	37	489	16	0	542
	%	<b>97.0</b>	6.8	90.2	3.0	0.0	100
Vodafone	Count	<b>542</b>	74	468	10	1	553
	%	<b>98.0</b>	13.4	84.6	1.8	0.2	100
<b>Overall</b>	<b>Count</b>	<b>5103</b>	<b>406</b>	<b>4697</b>	<b>112</b>	<b>7</b>	<b>5222</b>
	<b>%</b>	<b>97.7</b>	<b>7.8</b>	<b>89.9</b>	<b>2.1</b>	<b>0.1</b>	<b>100</b>



5(d). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Lack of complete information about the offer	Charges/Services not as per the offer	Delay in activation of recharge	Non availability of all denominations on recharge coupon	Others	Total
Aircel	Count	2	1	4	5	0	11
	%	18.2	9.1	36.4	45.5	0.0	100
Airtel	Count	4	1	1	6	0	12
	%	33.3	8.3	8.3	50.0	0.0	100
BSNL	Count	0	3	4	4	1	12
	%	0.0	25.0	33.3	33.3	8.3	100
Idea	Count	2	4	3	7	0	15
	%	13.3	26.7	20.0	46.7	0.0	100
MTS	Count	0	4	5	5	0	11
	%	0.0	36.4	45.5	45.5	0.0	100
Rel Com	Count	3	1	1	4	0	7
	%	42.9	14.3	14.3	57.1	0.0	100
Rel Tel	Count	3	2	3	6	0	13
	%	23.1	15.4	23.1	46.2	0.0	100
Tata	Count	0	1	2	9	0	11
	%	0.0	9.1	18.2	81.8	0.0	100
Uninor	Count	3	2	6	6	1	16
	%	18.8	12.5	37.5	37.5	6.3	100
Vodafone	Count	3	2	1	5	0	11
	%	27.3	18.2	9.1	45.5	0.0	100
<b>Overall</b>	<b>Count</b>	<b>20</b>	<b>21</b>	<b>30</b>	<b>57</b>	<b>2</b>	<b>119</b>
	<b>%</b>	<b>16.8</b>	<b>17.6</b>	<b>25.2</b>	<b>47.9</b>	<b>1.7</b>	<b>100</b>

5(e). Did you get information regarding call duration, amount deducted for call and balance in the account after every call?

Service Providers		Yes	No	Total
Aircel	Count	495	29	524
	%	94.5	5.5	100
Airtel	Count	509	36	545
	%	93.4	6.6	100
BSNL	Count	574	20	594
	%	96.6	3.4	100
Idea	Count	424	14	438
	%	96.8	3.2	100
MTS	Count	468	14	482
	%	97.1	2.9	100
Rel Com	Count	423	30	453
	%	93.4	6.6	100
Rel Tel	Count	498	23	521
	%	95.6	4.4	100
Tata	Count	542	28	570
	%	95.1	4.9	100
Uninor	Count	518	24	542
	%	95.6	4.4	100
Vodafone	Count	510	43	553
	%	92.2	7.8	100
<b>Overall</b>	<b>Count</b>	<b>4961</b>	<b>261</b>	<b>5222</b>
	<b>%</b>	<b>95.0</b>	<b>5.0</b>	<b>100</b>

**BILLING RELATED-POSTPAID CUSTOMERS**

6. How satisfied are you with the time taken to deliver your bills?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel	Count	547	0	547	43	0	590
	%	92.7	0.0	92.7	7.3	0.0	100
Airtel	Count	458	2	456	80	0	538
	%	85.2	0.4	84.8	14.9	0.0	100
BSNL	Count	442	1	441	32	0	474
	%	93.2	0.2	93.0	6.8	0.0	100
Idea	Count	544	0	544	86	0	630
	%	86.3	0.0	86.3	13.7	0.0	100
MTS	Count	528	1	527	58	0	586
	%	90.1	0.2	89.9	9.9	0.0	100
Rel Com	Count	537	0	537	80	0	617
	%	87.0	0.0	87.0	13.0	0.0	100
Rel Tel	Count	494	1	493	53	0	547
	%	90.3	0.2	90.1	9.7	0.0	100
Tata	Count	478	1	477	59	0	537
	%	89.0	0.2	88.8	11.0	0.0	100
Uninor	Count	461	0	461	69	0	530
	%	87.0	0.0	87.0	13.0	0.0	100
Vodafone	Count	494	5	489	58	1	553
	%	89.3	0.9	88.4	10.5	0.2	100
Overall	Count	4983	11	4972	618	1	5602
	%	89.0	0.2	88.8	11.0	0.0	100

7(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel	Count	552	0	552	38	0	590
	%	93.6	0.0	93.6	6.4	0.0	100
Airtel	Count	525	0	525	9	4	538
	%	97.6	0.0	97.6	1.7	0.7	100
BSNL	Count	445	0	445	28	1	474
	%	93.9	0.0	93.9	5.9	0.2	100
Idea	Count	615	0	615	15	0	630
	%	97.6	0.0	97.6	2.4	0.0	100
MTS	Count	558	0	558	26	2	586
	%	95.2	0.0	95.2	4.4	0.3	100
Rel Com	Count	597	0	597	19	1	617
	%	96.8	0.0	96.8	3.1	0.2	100
Rel Tel	Count	520	0	520	27	0	547
	%	95.1	0.0	95.1	4.9	0.0	100
Tata	Count	505	0	505	31	1	537
	%	94.0	0.0	94.0	5.8	0.2	100
Uninor	Count	513	0	513	17	0	530
	%	96.8	0.0	96.8	3.2	0.0	100
Vodafone	Count	513	0	513	35	5	553
	%	92.8	0.0	92.8	6.3	0.9	100
<b>Overall</b>	<b>Count</b>	<b>5357</b>	<b>14</b>	<b>5343</b>	<b>245</b>	<b>0</b>	<b>5602</b>
	<b>%</b>	<b>95.6</b>	<b>0.2</b>	<b>95.4</b>	<b>4.4</b>	<b>0.0</b>	<b>100</b>

7(b). 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 not given	Others	Total
Aircel	Count	14	15	1	10	0	38
	%	36.8	39.5	2.6	26.3	0.0	100
Airtel	Count	4	1	3	1	0	9
	%	44.4	11.1	33.3	11.1	0.0	100
BSNL	Count	17	2	1	9	0	28
	%	60.7	7.1	3.6	32.1	0.0	100
Idea	Count	4	4	3	5	0	15
	%	26.7	26.7	20.0	33.3	0.0	100
MTS	Count	11	6	1	10	0	26
	%	42.3	23.1	3.8	38.5	0.0	100
Rel Com	Count	6	2	2	9	0	19
	%	31.6	10.5	10.5	47.4	0.0	100
Rel Tel	Count	10	8	1	8	0	27
	%	37.0	29.6	3.7	29.6	0.0	100
Tata	Count	11	11	1	9	0	31
	%	35.5	35.5	3.2	29.0	0.0	100
Uninor	Count	5	2	2	8	0	17
	%	29.4	11.8	11.8	47.1	0.0	100
Vodafone	Count	14	7	2	12	0	35
	%	40.0	20.0	5.7	34.3	0.0	100
Overall	Count	96	58	17	81	0	245
	%	39.2	23.7	6.9	33.1	0.0	100

<b>8(a). How satisfied are you with the accuracy &amp; completeness of the bills?</b>							
<b>Service Providers</b>		<b>Overall satisfied= (A+B)</b>	<b>A-Very Satisfied</b>	<b>B-Satisfied</b>	<b>C-Dissatisfied</b>	<b>D-Very Dissatisfied</b>	<b>Total</b>
Aircel	Count	<b>15</b>	0	15	1	0	16
	%	<b>93.8</b>	0.0	93.8	6.3	0.0	100
Airtel	Count	<b>74</b>	4	70	2	1	77
	%	<b>96.1</b>	5.2	90.9	2.6	1.3	100
BSNL	Count	<b>14</b>	1	13	2	0	16
	%	<b>87.6</b>	6.3	81.3	12.5	0.0	100
Idea	Count	<b>116</b>	6	110	6	1	123
	%	<b>94.3</b>	4.9	89.4	4.9	0.8	100
MTS	Count	<b>13</b>	1	12	0	0	13
	%	<b>100.0</b>	7.7	92.3	0.0	0.0	100
Rel Com	Count	<b>89</b>	6	83	11	1	101
	%	<b>88.1</b>	5.9	82.2	10.9	1.0	100
Rel Tel	Count	<b>32</b>	0	32	2	0	34
	%	<b>94.1</b>	0.0	94.1	5.9	0.0	100
Tata	Count	<b>0</b>	0	0	0	0	0
	%	<b>0.0</b>	0.0	0.0	0.0	0.0	0.0
Uninor	Count	<b>0</b>	0	0	0	0	0
	%	<b>0.0</b>	0.0	0.0	0.0	0.0	0.0
Vodafone	Count	<b>65</b>	8	57	3	0	68
	%	<b>95.6</b>	11.8	83.8	4.4	0.0	100
<b>Overall</b>	<b>Count</b>	<b>5362</b>	<b>34</b>	<b>5328</b>	<b>239</b>	<b>1</b>	<b>5602</b>
	<b>%</b>	<b>95.7</b>	<b>0.6</b>	<b>95.1</b>	<b>4.3</b>	<b>0.0</b>	<b>100</b>

8(b). Please specify the reason(s) for your dissatisfaction							
Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Calculations are not clear	Total
Aircel	Count	16	0	4	0	0	1
	%	43.2	0.0	10.8	0.0	0.0	100
Airtel	Count	4	0	0	0	0	3
	%	50.0	0.0	0.0	0.0	0.0	100
BSNL	Count	11	0	2	0	0	2
	%	39.3	0.0	7.1	0.0	0.0	100
Idea	Count	5	0	3	0	0	7
	%	33.3	0.0	20.0	0.0	0.0	100
MTS	Count	9	0	5	1	1	0
	%	34.6	0.0	19.2	3.8	3.8	0.0
Rel Com	Count	7	0	5	0	0	12
	%	36.8	0.0	26.3	0.0	0.0	100
Rel Tel	Count	13	0	3	0	0	2
	%	50.0	0.0	11.5	0.0	0.0	100
Tata	Count	18	0	3	0	0	0
	%	58.1	0.0	9.7	0.0	0.0	0.0
Uninor	Count	8	0	0	0	0	0
	%	47.1	0.0	0.0	0.0	0.0	0.0
Vodafone	Count	15	0	3	0	0	3
	%	45.5	0.0	9.1	0.0	0.0	100
<b>Overall</b>	<b>Count</b>	<b>106</b>	<b>0</b>	<b>28</b>	<b>1</b>	<b>1</b>	<b>240</b>
	<b>%</b>	<b>44.2</b>	<b>0.0</b>	<b>11.7</b>	<b>0.4</b>	<b>0.4</b>	<b>100</b>

9(a). Have you made any billing related complaints in the last 6 months?				
Service Providers		Yes	No	Total
Aircel	Count	38	552	590
	%	6.4	93.6	100
Airtel	Count	10	528	538
	%	1.9	98.1	100
BSNL	Count	32	442	474
	%	6.8	93.2	100
Idea	Count	15	615	630
	%	2.4	97.6	100
MTS	Count	27	559	586
	%	4.6	95.4	100
Rel Com	Count	19	598	617
	%	3.1	96.9	100
Rel Tel	Count	26	521	547
	%	4.8	95.2	100
Tata	Count	33	504	537
	%	6.1	93.9	100
Uninor	Count	18	512	530
	%	3.4	96.6	100
Vodafone	Count	38	515	553
	%	6.9	93.1	100
<b>Overall</b>	<b>Count</b>	<b>256</b>	<b>5346</b>	<b>5602</b>
	<b>%</b>	<b>4.6</b>	<b>95.4</b>	<b>100</b>



9(b). How satisfied are you with the process of resolution of billing complaints?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel	Count	37	0	37	1	0	38
	%	97.4	0.0	97.4	2.6	0.0	100
Airtel	Count	8	0	8	2	0	10
	%	80.0	0.0	80.0	20.0	0.0	100
BSNL	Count	28	0	28	4	0	32
	%	87.5	0.0	87.5	12.5	0.0	100
Idea	Count	15	0	15	0	0	15
	%	100.0	0.0	100.0	0.0	0.0	100
MTS	Count	26	0	26	1	0	27
	%	96.3	0.0	96.3	3.7	0.0	100
Rel Com	Count	18	0	18	1	0	19
	%	94.7	0.0	94.7	5.3	0.0	100
Rel Tel	Count	24	0	24	2	0	26
	%	92.3	0.0	92.3	7.7	0.0	100
Tata	Count	33	0	33	0	0	33
	%	100.0	0.0	100.0	0.0	0.0	100
Uninor	Count	17	0	17	1	0	18
	%	94.4	0.0	94.4	5.6	0.0	100
Vodafone	Count	32	0	32	6	0	38
	%	84.2	0.0	84.2	15.8	0.0	100
Overall	Count	238	0	238	18	0	256
	%	93.0	0.0	93.0	7.0	0.0	100

HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 months, have you contacted customer care/ helpline/ complaint centre of your service provider?				
Service Providers		Yes	No	Total
Aircel	Count	437	677	1114
	%	39.2	60.8	100
Airtel	Count	334	749	1083
	%	30.8	69.2	100
BSNL	Count	345	723	1068
	%	32.3	67.7	100
Idea	Count	465	603	1068
	%	43.5	56.5	100
MTS	Count	325	743	1068
	%	30.4	69.6	100
Rel Com	Count	335	735	1070
	%	31.3	68.7	100
Rel Tel	Count	365	703	1068
	%	34.2	65.8	100
Tata	Count	394	713	1107
	%	35.6	64.4	100
Uninor	Count	384	688	1072
	%	35.8	64.2	100
Vodafone	Count	324	782	1106
	%	29.3	70.7	100
Overall	Count	<b>3708</b>	<b>7116</b>	<b>10824</b>
	%	<b>34.3</b>	<b>65.7</b>	<b>100</b>

11. How satisfied are you with the ease of access of complaint centre/customer care or helpline?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel	Count	306	16	290	124	7	437
	%	70.1	3.7	66.4	28.4	1.6	100
Airtel	Count	270	15	255	62	2	334
	%	80.8	4.5	76.3	18.6	0.6	100
BSNL	Count	265	6	259	74	6	345
	%	76.8	1.7	75.1	21.4	1.7	100
Idea	Count	338	11	327	120	7	465
	%	72.7	2.4	70.3	25.8	1.5	100
MTS	Count	243	6	237	81	1	325
	%	74.7	1.8	72.9	24.9	0.3	100
Rel Com	Count	223	5	218	109	3	335
	%	66.6	1.5	65.1	32.5	0.9	100
Rel Tel	Count	248	6	242	107	10	365
	%	67.9	1.6	66.3	29.3	2.7	100
Tata	Count	277	22	255	109	8	394
	%	70.3	5.6	64.7	27.7	2.0	100
Uninor	Count	291	20	271	89	4	384
	%	75.8	5.2	70.6	23.2	1.0	100
Vodafone	Count	254	10	244	68	2	324
	%	78.4	3.1	75.3	21.0	0.6	100
Overall	Count	2715	117	2598	943	50	3708
	%	73.3	3.2	70.1	25.4	1.3	100

12. How satisfied are you with the ease of getting an option for “talking to a customer care executive”?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel	Count	<b>308</b>	12	296	120	9	437
	%	<b>70.4</b>	2.7	67.7	27.5	2.1	100
Airtel	Count	<b>280</b>	14	266	50	4	334
	%	<b>83.8</b>	4.2	79.6	15.0	1.2	100
BSNL	Count	<b>252</b>	6	246	89	4	345
	%	<b>73.0</b>	1.7	71.3	25.8	1.2	100
Idea	Count	<b>343</b>	11	332	115	7	465
	%	<b>73.8</b>	2.4	71.4	24.7	1.5	100
MTS	Count	<b>237</b>	10	227	83	5	325
	%	<b>72.9</b>	3.1	69.8	25.5	1.5	100
Rel Com	Count	<b>225</b>	5	220	108	2	335
	%	<b>67.2</b>	1.5	65.7	32.2	0.6	100
Rel Tel	Count	<b>246</b>	9	237	111	8	365
	%	<b>67.4</b>	2.5	64.9	30.4	2.2	100
Tata	Count	<b>271</b>	18	253	113	10	394
	%	<b>68.8</b>	4.6	64.2	28.7	2.5	100
Uninor	Count	<b>281</b>	16	265	98	5	384
	%	<b>73.2</b>	4.2	69.0	25.5	1.3	100
Vodafone	Count	<b>242</b>	18	224	75	7	324
	%	<b>74.7</b>	5.6	69.1	23.1	2.2	100
Overall	Count	<b>2685</b>	<b>119</b>	<b>2566</b>	<b>962</b>	<b>61</b>	<b>3708</b>
	%	<b>72.4</b>	<b>3.2</b>	<b>69.2</b>	<b>25.9</b>	<b>1.6</b>	<b>100</b>

13. How satisfied are you with the response time taken to answer your call by a customer care executive?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel	Count	<b>332</b>	11	321	99	6	437
	%	<b>76.0</b>	2.5	73.5	22.7	1.4	100
Airtel	Count	<b>288</b>	23	265	45	1	334
	%	<b>86.2</b>	6.9	79.3	13.5	0.3	100
BSNL	Count	<b>284</b>	9	275	58	3	345
	%	<b>82.3</b>	2.6	79.7	16.8	0.9	100
Idea	Count	<b>389</b>	17	372	71	5	465
	%	<b>83.7</b>	3.7	80.0	15.3	1.1	100
MTS	Count	<b>275</b>	12	263	46	4	325
	%	<b>84.6</b>	3.7	80.9	14.2	1.2	100
Rel Com	Count	<b>257</b>	10	247	75	3	335
	%	<b>76.7</b>	3.0	73.7	22.4	0.9	100
Rel Tel	Count	<b>283</b>	14	269	77	5	365
	%	<b>77.5</b>	3.8	73.7	21.1	1.4	100
Tata	Count	<b>309</b>	24	285	79	6	394
	%	<b>78.4</b>	6.1	72.3	20.1	1.5	100
Uninor	Count	<b>320</b>	20	300	61	3	384
	%	<b>83.3</b>	5.2	78.1	15.9	0.8	100
Vodafone	Count	<b>258</b>	25	233	62	4	324
	%	<b>79.6</b>	7.7	71.9	19.1	1.2	100
<b>Overall</b>	<b>Count</b>	<b>2995</b>	<b>165</b>	<b>2830</b>	<b>673</b>	<b>40</b>	<b>3708</b>
	<b>%</b>	<b>80.7</b>	<b>4.4</b>	<b>76.3</b>	<b>18.1</b>	<b>1.1</b>	<b>100</b>

14. How satisfied are you with the problem solving ability of the customer care executive(s)?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel	Count	351	41	310	80	6	437
	%	80.3	9.4	70.9	18.3	1.4	100
Airtel	Count	302	41	261	32	0	334
	%	90.4	12.3	78.1	9.6	0.0	100
BSNL	Count	301	35	266	42	2	345
	%	87.2	10.1	77.1	12.2	0.6	100
Idea	Count	409	47	362	54	2	465
	%	87.9	10.1	77.8	11.6	0.4	100
MTS	Count	278	23	255	45	2	325
	%	85.6	7.1	78.5	13.8	0.6	100
Rel Com	Count	262	27	235	72	1	335
	%	78.2	8.1	70.1	21.5	0.3	100
Rel Tel	Count	301	28	273	55	9	365
	%	82.5	7.7	74.8	15.1	2.5	100
Tata	Count	337	56	281	53	4	394
	%	85.5	14.2	71.3	13.5	1.0	100
Uninor	Count	334	32	302	46	4	384
	%	86.9	8.3	78.6	12.0	1.0	100
Vodafone	Count	274	33	241	46	4	324
	%	84.6	10.2	74.4	14.2	1.2	100
Overall	Count	3149	363	2786	525	34	3708
	%	84.9	9.8	75.1	14.2	0.9	100

15. How satisfied are you with the time taken by complaint centre/customer care /helpline to resolve your complaint?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel	Count	<b>343</b>	12	331	83	11	437
	%	<b>78.4</b>	2.7	75.7	19.0	2.5	100
Airtel	Count	<b>285</b>	15	270	47	2	334
	%	<b>85.3</b>	4.5	80.8	14.1	0.6	100
BSNL	Count	<b>295</b>	24	271	47	3	345
	%	<b>85.6</b>	7.0	78.6	13.6	0.9	100
Idea	Count	<b>403</b>	40	363	57	5	465
	%	<b>86.7</b>	8.6	78.1	12.3	1.1	100
MTS	Count	<b>280</b>	29	251	40	5	325
	%	<b>86.1</b>	8.9	77.2	12.3	1.5	100
Rel Com	Count	<b>269</b>	23	246	61	5	335
	%	<b>80.3</b>	6.9	73.4	18.2	1.5	100
Rel Tel	Count	<b>298</b>	37	261	61	6	365
	%	<b>81.6</b>	10.1	71.5	16.7	1.6	100
Tata	Count	<b>334</b>	50	284	54	6	394
	%	<b>84.8</b>	12.7	72.1	13.7	1.5	100
Uninor	Count	<b>341</b>	39	302	41	2	384
	%	<b>88.8</b>	10.2	78.6	10.7	0.5	100
Vodafone	Count	<b>278</b>	39	239	40	6	324
	%	<b>85.8</b>	12.0	73.8	12.3	1.9	100
Overall	Count	<b>3126</b>	<b>308</b>	<b>2818</b>	<b>531</b>	<b>51</b>	<b>3708</b>
	%	<b>84.3</b>	<b>8.3</b>	<b>76.0</b>	<b>14.3</b>	<b>1.4</b>	<b>100</b>

**NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY**

16. How satisfied are you with the availability of signal of your service provider in your locality?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel	Count	<b>933</b>	60	873	177	4	1114
	%	<b>83.8</b>	5.4	78.4	15.9	0.4	100
Airtel	Count	<b>1016</b>	109	907	63	4	1083
	%	<b>93.8</b>	10.1	83.7	5.8	0.4	100
BSNL	Count	<b>857</b>	46	811	204	7	1068
	%	<b>80.2</b>	4.3	75.9	19.1	0.7	100
Idea	Count	<b>925</b>	53	872	140	3	1068
	%	<b>86.6</b>	5.0	81.6	13.1	0.3	100
MTS	Count	<b>915</b>	44	871	150	3	1068
	%	<b>85.7</b>	4.1	81.6	14.0	0.3	100
Rel Com	Count	<b>952</b>	50	902	117	1	1070
	%	<b>89.0</b>	4.7	84.3	10.9	0.1	100
Rel Tel	Count	<b>896</b>	49	847	168	4	1068
	%	<b>83.9</b>	4.6	79.3	15.7	0.4	100
Tata	Count	<b>949</b>	81	868	154	4	1107
	%	<b>85.7</b>	7.3	78.4	13.9	0.4	100
Uninor	Count	<b>844</b>	71	773	225	3	1072
	%	<b>78.7</b>	6.6	72.1	21.0	0.3	100
Vodafone	Count	<b>1026</b>	143	883	76	4	1106
	%	<b>92.7</b>	12.9	79.8	6.9	0.4	100
<b>Overall</b>	<b>Count</b>	<b>9313</b>	<b>706</b>	<b>8607</b>	<b>1474</b>	<b>37</b>	<b>10824</b>
	<b>%</b>	<b>86.0</b>	<b>6.5</b>	<b>79.5</b>	<b>13.6</b>	<b>0.3</b>	<b>100</b>



17. How satisfied are you with the ability to make or receive calls easily?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel	Count	891	70	821	215	8	1114
	%	80.0	6.3	73.7	19.3	0.7	100
Airtel	Count	1022	114	908	57	4	1083
	%	94.3	10.5	83.8	5.3	0.4	100
BSNL	Count	860	47	813	204	4	1068
	%	80.5	4.4	76.1	19.1	0.4	100
Idea	Count	905	33	872	160	3	1068
	%	84.7	3.1	81.6	15.0	0.3	100
MTS	Count	868	40	828	196	4	1068
	%	81.2	3.7	77.5	18.4	0.4	100
Rel Com	Count	908	38	870	160	2	1070
	%	84.9	3.6	81.3	15.0	0.2	100
Rel Tel	Count	891	54	837	172	5	1068
	%	83.5	5.1	78.4	16.1	0.5	100
Tata	Count	905	95	810	197	5	1107
	%	81.8	8.6	73.2	17.8	0.5	100
Uninor	Count	861	58	803	209	2	1072
	%	80.3	5.4	74.9	19.5	0.2	100
Vodafone	Count	988	133	855	111	7	1106
	%	89.3	12.0	77.3	10.0	0.6	100
Overall	Count	9099	682	8417	1681	44	10824
	%	84.1	6.3	77.8	15.5	0.4	100

18. How often does your call drop during conversation?						
Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
Aircel	Count	6	74	903	131	1114
	%	0.5	6.6	81.1	11.8	100
Airtel	Count	2	34	864	183	1083
	%	0.2	3.1	79.8	16.9	100
BSNL	Count	5	82	872	109	1068
	%	0.5	7.7	81.6	10.2	100
Idea	Count	6	59	899	104	1068
	%	0.6	5.5	84.2	9.7	100
MTS	Count	6	74	865	123	1068
	%	0.6	6.9	81.0	11.5	100
Rel Com	Count	8	54	882	126	1070
	%	0.7	5.0	82.4	11.8	100
Rel Tel	Count	5	53	896	114	1068
	%	0.5	5.0	83.9	10.7	100
Tata	Count	3	68	889	147	1107
	%	0.3	6.1	80.3	13.3	100
Uninor	Count	6	49	887	130	1072
	%	0.6	4.6	82.7	12.1	100
Vodafone	Count	4	33	828	241	1106
	%	0.4	3.0	74.9	21.8	100
Overall	Count	51	580	8785	1408	10824
	%	0.5	5.4	81.2	13.0	100

19. How satisfied are you with the voice quality?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel	Count	929	77	852	183	2	1114
	%	83.4	6.9	76.5	16.4	0.2	100
Airtel	Count	1003	117	886	78	2	1083
	%	92.6	10.8	81.8	7.2	0.2	100
BSNL	Count	877	48	829	190	1	1068
	%	82.1	4.5	77.6	17.8	0.1	100
Idea	Count	919	41	878	148	1	1068
	%	86.0	3.8	82.2	13.9	0.1	100
MTS	Count	915	35	880	151	2	1068
	%	85.7	3.3	82.4	14.1	0.2	100
Rel Com	Count	932	41	891	136	2	1070
	%	87.1	3.8	83.3	12.7	0.2	100
Rel Tel	Count	915	54	861	151	2	1068
	%	85.7	5.1	80.6	14.1	0.2	100
Tata	Count	951	101	850	155	1	1107
	%	85.9	9.1	76.8	14.0	0.1	100
Uninor	Count	891	59	832	179	2	1072
	%	83.1	5.5	77.6	16.7	0.2	100
Vodafone	Count	1017	126	891	87	2	1106
	%	92.0	11.4	80.6	7.9	0.2	100
Overall	Count	9349	699	8650	1458	17	10824
	%	86.4	6.5	79.9	13.5	0.2	100

20. How often do you face signal problems?						
Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
Aircel	Count	1	111	609	393	1114
	%	0.1	10.0	54.7	35.3	100
Airtel	Count	1	63	570	449	1083
	%	0.1	5.8	52.6	41.5	100
BSNL	Count	5	73	648	342	1068
	%	0.5	6.8	60.7	32.0	100
Idea	Count	3	64	588	413	1068
	%	0.3	6.0	55.1	38.7	100
MTS	Count	6	90	634	338	1068
	%	0.6	8.4	59.4	31.6	100
Rel Com	Count	4	91	607	368	1070
	%	0.4	8.5	56.7	34.4	100
Rel Tel	Count	2	85	646	335	1068
	%	0.2	8.0	60.5	31.4	100
Tata	Count	2	97	641	367	1107
	%	0.2	8.8	57.9	33.2	100
Uninor	Count	3	53	719	297	1072
	%	0.3	4.9	67.1	27.7	100
Vodafone	Count	2	47	606	451	1106
	%	0.2	4.2	54.8	40.8	100
<b>Overall</b>	<b>Count</b>	<b>29</b>	<b>774</b>	<b>6268</b>	<b>3753</b>	<b>10824</b>
	<b>%</b>	<b>0.3</b>	<b>7.2</b>	<b>57.9</b>	<b>34.7</b>	<b>100</b>

21. How satisfied are you with the availability of signal in your area?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel	Count	<b>861</b>	68	793	247	6	1114
	%	<b>77.3</b>	6.1	71.2	22.2	0.5	100
Airtel	Count	<b>962</b>	119	843	118	3	1083
	%	<b>88.8</b>	11.0	77.8	10.9	0.3	100
BSNL	Count	<b>829</b>	48	781	234	5	1068
	%	<b>77.6</b>	4.5	73.1	21.9	0.5	100
Idea	Count	<b>866</b>	40	826	198	4	1068
	%	<b>81.0</b>	3.7	77.3	18.5	0.4	100
MTS	Count	<b>829</b>	39	790	233	6	1068
	%	<b>77.7</b>	3.7	74.0	21.8	0.6	100
Rel Com	Count	<b>899</b>	30	869	169	2	1070
	%	<b>84.0</b>	2.8	81.2	15.8	0.2	100
Rel Tel	Count	<b>872</b>	43	829	192	4	1068
	%	<b>81.6</b>	4.0	77.6	18.0	0.4	100
Tata	Count	<b>890</b>	85	805	216	1	1107
	%	<b>80.4</b>	7.7	72.7	19.5	0.1	100
Uninor	Count	<b>839</b>	55	784	231	2	1072
	%	<b>78.2</b>	5.1	73.1	21.5	0.2	100
Vodafone	Count	<b>968</b>	138	830	137	1	1106
	%	<b>87.5</b>	12.5	75.0	12.4	0.1	100
Overall	Count	<b>8815</b>	<b>665</b>	<b>8150</b>	<b>1975</b>	<b>34</b>	<b>10824</b>
	%	<b>81.4</b>	<b>6.1</b>	<b>75.3</b>	<b>18.2</b>	<b>0.3</b>	<b>100</b>

22. How satisfied are you with the restoration of network (signal) problems?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel	Count	<b>878</b>	60	818	230	6	1114
	%	<b>78.8</b>	5.4	73.4	20.6	0.5	100
Airtel	Count	<b>971</b>	100	871	110	2	1083
	%	<b>89.6</b>	9.2	80.4	10.2	0.2	100
BSNL	Count	<b>833</b>	35	798	230	5	1068
	%	<b>78.0</b>	3.3	74.7	21.5	0.5	100
Idea	Count	<b>879</b>	35	844	185	4	1068
	%	<b>82.3</b>	3.3	79.0	17.3	0.4	100
MTS	Count	<b>847</b>	31	816	218	3	1068
	%	<b>79.3</b>	2.9	76.4	20.4	0.3	100
Rel Com	Count	<b>909</b>	19	890	160	1	1070
	%	<b>85.0</b>	1.8	83.2	15.0	0.1	100
Rel Tel	Count	<b>880</b>	42	838	183	5	1068
	%	<b>82.4</b>	3.9	78.5	17.1	0.5	100
Tata	Count	<b>900</b>	78	822	205	2	1107
	%	<b>81.3</b>	7.0	74.3	18.5	0.2	100
Uninor	Count	<b>841</b>	49	792	228	3	1072
	%	<b>78.5</b>	4.6	73.9	21.3	0.3	100
Vodafone	Count	<b>982</b>	116	866	122	2	1106
	%	<b>88.8</b>	10.5	78.3	11.0	0.2	100
Overall	Count	<b>8920</b>	<b>565</b>	<b>8355</b>	<b>1871</b>	<b>33</b>	<b>10824</b>
	%	<b>82.4</b>	<b>5.2</b>	<b>77.2</b>	<b>17.3</b>	<b>0.3</b>	<b>100</b>

**SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES**

23. Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?				
Service Providers		Yes	No	Total
Aircel	Count	116	998	1114
	%	10.4	89.6	100
Airtel	Count	85	998	1083
	%	7.8	92.2	100
BSNL	Count	118	950	1068
	%	11.0	89.0	100
Idea	Count	95	973	1068
	%	8.9	91.1	100
MTS	Count	99	969	1068
	%	9.3	90.7	100
Rel Com	Count	77	993	1070
	%	7.2	92.8	100
Rel Tel	Count	69	999	1068
	%	6.5	93.5	100
Tata	Count	97	1010	1107
	%	8.8	91.2	100
Uninor	Count	127	945	1072
	%	11.8	88.2	100
Vodafone	Count	99	1007	1106
	%	9.0	91.0	100
<b>Overall</b>	<b>Count</b>	<b>982</b>	<b>9842</b>	<b>10824</b>
	<b>%</b>	<b>9.1</b>	<b>90.9</b>	<b>100</b>

24. How satisfied are you with the quality of the supplementary services / value added service provided?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel	Count	107	5	102	9	0	116
	%	92.2	4.3	87.9	7.8	0.0	100
Airtel	Count	76	6	70	9	0	85
	%	89.5	7.1	82.4	10.6	0.0	100
BSNL	Count	108	0	108	10	0	118
	%	91.5	0.0	91.5	8.5	0.0	100
Idea	Count	89	1	88	6	0	95
	%	93.7	1.1	92.6	6.3	0.0	100
MTS	Count	97	2	95	2	0	99
	%	98.0	2.0	96.0	2.0	0.0	100
Rel Com	Count	70	1	69	7	0	77
	%	90.9	1.3	89.6	9.1	0.0	100
Rel Tel	Count	66	1	65	3	0	69
	%	95.6	1.4	94.2	4.3	0.0	100
Tata	Count	89	11	78	8	0	97
	%	91.7	11.3	80.4	8.2	0.0	100
Uninor	Count	118	6	112	9	0	127
	%	92.9	4.7	88.2	7.1	0.0	100
Vodafone	Count	91	7	84	8	0	99
	%	91.9	7.1	84.8	8.1	0.0	100
Overall	Count	911	40	871	71	0	982
	%	92.8	4.1	88.7	7.2	0.0	100



<b>25(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?</b>							
<b>Service Providers</b>		<b>Overall satisfied= (A+B)</b>	<b>A-Very Satisfied</b>	<b>B-Satisfied</b>	<b>C-Dissatisfied</b>	<b>D-Very Dissatisfied</b>	<b>Total</b>
Aircel	Count	<b>101</b>	6	95	15	0	116
	%	<b>87.1</b>	5.2	81.9	12.9	0.0	100
Airtel	Count	<b>73</b>	3	70	11	1	85
	%	<b>85.9</b>	3.5	82.4	12.9	1.2	100
BSNL	Count	<b>99</b>	0	99	19	0	118
	%	<b>83.9</b>	0.0	83.9	16.1	0.0	100
Idea	Count	<b>80</b>	4	76	13	2	95
	%	<b>84.2</b>	4.2	80.0	13.7	2.1	100
MTS	Count	<b>84</b>	1	83	15	0	99
	%	<b>84.8</b>	1.0	83.8	15.2	0.0	100
Rel Com	Count	<b>60</b>	2	58	17	0	77
	%	<b>77.9</b>	2.6	75.3	22.1	0.0	100
Rel Tel	Count	<b>55</b>	1	54	14	0	69
	%	<b>79.7</b>	1.4	78.3	20.3	0.0	100
Tata	Count	<b>88</b>	11	77	9	0	97
	%	<b>90.7</b>	11.3	79.4	9.3	0.0	100
Uninor	Count	<b>108</b>	6	102	18	1	127
	%	<b>85.0</b>	4.7	80.3	14.2	0.8	100
Vodafone	Count	<b>82</b>	11	71	17	0	99
	%	<b>82.8</b>	11.1	71.7	17.2	0.0	100
<b>Overall</b>	<b>Count</b>	<b>830</b>	<b>45</b>	<b>785</b>	<b>148</b>	<b>4</b>	<b>982</b>
	<b>%</b>	<b>84.5</b>	<b>4.6</b>	<b>79.9</b>	<b>15.1</b>	<b>0.4</b>	<b>100</b>

25(b). Please tell me the reasons for your dissatisfaction.						
Service Providers		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Others	Total
Aircel	Count	8	5	2	0	15
	%	53.3	33.3	13.3	0.0	100
Airtel	Count	3	8	1	0	12
	%	25.0	66.7	8.3	0.0	100
BSNL	Count	13	3	3	0	19
	%	68.4	15.8	15.8	0.0	100
Idea	Count	8	3	5	0	15
	%	53.3	20.0	33.3	0.0	100
MTS	Count	8	3	4	0	15
	%	53.3	20.0	26.7	0.0	100
Rel Com	Count	9	4	4	0	17
	%	52.9	23.5	23.5	0.0	100
Rel Tel	Count	6	5	3	0	14
	%	42.9	35.7	21.4	0.0	100
Tata	Count	3	4	2	0	9
	%	33.3	44.4	22.2	0.0	100
Uninor	Count	8	6	5	0	19
	%	42.1	31.6	26.3	0.0	100
Vodafone	Count	9	7	1	0	17
	%	52.9	41.2	5.9	0.0	100
<b>Overall</b>	<b>Count</b>	<b>75</b>	<b>48</b>	<b>30</b>	<b>0</b>	<b>152</b>
	<b>%</b>	<b>49.3</b>	<b>31.6</b>	<b>19.7</b>	<b>0.0</b>	<b>100</b>

26. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?				
Service Providers		Yes	No	Total
Aircel	Count	249	865	1114
	%	22.4	77.6	100
Airtel	Count	147	936	1083
	%	13.6	86.4	100
BSNL	Count	166	902	1068
	%	15.5	84.5	100
Idea	Count	276	792	1068
	%	25.8	74.2	100
MTS	Count	196	872	1068
	%	18.4	81.6	100
Rel Com	Count	285	785	1070
	%	26.6	73.4	100
Rel Tel	Count	181	887	1068
	%	16.9	83.1	100
Tata	Count	150	957	1107
	%	13.6	86.4	100
Uninor	Count	250	822	1072
	%	23.3	76.7	100
Vodafone	Count	201	905	1106
	%	18.2	81.8	100
<b>Overall</b>	<b>Count</b>	<b>2101</b>	<b>8723</b>	<b>10824</b>
	<b>%</b>	<b>19.4</b>	<b>80.6</b>	<b>100</b>

27. Have you complained to your service provider for deactivation of such services and refund of charges levied?				
Service Providers		Yes	No	Total
Aircel	Count	128	121	249
	%	51.4	48.6	100
Airtel	Count	105	42	147
	%	71.4	28.6	100
BSNL	Count	99	67	166
	%	59.6	40.4	100
Idea	Count	144	132	276
	%	52.2	47.8	100
MTS	Count	121	75	196
	%	61.7	38.3	100
Rel Com	Count	141	144	285
	%	49.5	50.5	100
Rel Tel	Count	106	75	181
	%	58.6	41.4	100
Tata	Count	72	78	150
	%	48.0	52.0	100
Uninor	Count	159	91	250
	%	63.6	36.4	100
Vodafone	Count	124	77	201
	%	61.7	38.3	100
<b>Overall</b>	<b>Count</b>	<b>1199</b>	<b>902</b>	<b>2101</b>
	<b>%</b>	<b>57.1</b>	<b>42.9</b>	<b>100</b>

28(a). What difficulties have you faced while deactivating of such services and refund of charges levied?							
Service Providers		None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Others	Total
Aircel	Count	48	48	22	10	0	128
	%	37.5	37.5	17.2	7.8	0.0	100
Airtel	Count	43	49	9	5	1	105
	%	41.0	46.7	8.6	4.8	1.0	100
BSNL	Count	57	28	7	7	0	99
	%	57.6	28.3	7.1	7.1	0.0	100
Idea	Count	58	74	11	2	0	144
	%	40.3	51.4	7.6	1.4	0.0	100
MTS	Count	48	47	20	8	0	121
	%	39.7	38.8	16.5	6.6	0.0	100
Rel Com	Count	46	73	18	5	0	141
	%	32.6	51.8	12.8	3.5	0.0	100
Rel Tel	Count	41	49	13	3	0	106
	%	38.7	46.2	12.3	2.8	0.0	100
Tata	Count	22	32	13	6	1	72
	%	30.6	44.4	18.1	8.3	1.4	100
Uninor	Count	68	75	12	3	1	159
	%	42.8	47.2	7.5	1.9	0.6	100
Vodafone	Count	41	61	18	5	0	124
	%	33.1	49.2	14.5	4.0	0.0	100
Overall	Count	472	536	143	54	3	1199
	%	39.4	44.7	11.9	4.5	0.3	100

28(b). How satisfied are you with the resolution of your complaint for deactivation of VAS and refund of charges levied?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel	Count	86	3	83	41	1	128
	%	67.1	2.3	64.8	32.0	0.8	100
Airtel	Count	67	0	67	35	3	105
	%	63.8	0.0	63.8	33.3	2.9	100
BSNL	Count	73	0	73	25	1	99
	%	73.7	0.0	73.7	25.3	1.0	100
Idea	Count	96	2	94	48	0	144
	%	66.7	1.4	65.3	33.3	0.0	100
MTS	Count	75	2	73	44	2	121
	%	62.0	1.7	60.3	36.4	1.7	100
Rel Com	Count	76	2	74	65	0	141
	%	53.9	1.4	52.5	46.1	0.0	100
Rel Tel	Count	69	1	68	36	1	106
	%	65.1	0.9	64.2	34.0	0.9	100
Tata	Count	42	1	41	30	0	72
	%	58.3	1.4	56.9	41.7	0.0	100
Uninor	Count	111	5	106	44	4	159
	%	69.8	3.1	66.7	27.7	2.5	100
Vodafone	Count	78	1	77	45	1	124
	%	62.9	0.8	62.1	36.3	0.8	100
Overall	Count	773	17	756	413	13	1199
	%	64.5	1.4	63.1	34.4	1.1	100

**OVERALL CUSTOMER SATISFACTION**

29(a). How satisfied are you with the overall quality of your mobile service?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel	Count	<b>1044</b>	59	985	66	4	1114
	%	<b>93.7</b>	5.3	88.4	5.9	0.4	100
Airtel	Count	<b>1051</b>	96	955	32	0	1083
	%	<b>97.1</b>	8.9	88.2	3.0	0.0	100
BSNL	Count	<b>992</b>	27	965	74	2	1068
	%	<b>92.9</b>	2.5	90.4	6.9	0.2	100
Idea	Count	<b>995</b>	22	973	69	4	1068
	%	<b>93.2</b>	2.1	91.1	6.5	0.4	100
MTS	Count	<b>979</b>	21	958	84	5	1068
	%	<b>91.7</b>	2.0	89.7	7.9	0.5	100
Rel Com	Count	<b>970</b>	19	951	100	0	1070
	%	<b>90.7</b>	1.8	88.9	9.3	0.0	100
Rel Tel	Count	<b>992</b>	32	960	70	6	1068
	%	<b>92.9</b>	3.0	89.9	6.6	0.6	100
Tata	Count	<b>1045</b>	73	972	58	4	1107
	%	<b>94.4</b>	6.6	87.8	5.2	0.4	100
Uninor	Count	<b>1014</b>	48	966	58	0	1072
	%	<b>94.6</b>	4.5	90.1	5.4	0.0	100
Vodafone	Count	<b>1074</b>	94	980	31	1	1106
	%	<b>97.1</b>	8.5	88.6	2.8	0.1	100
Overall	Count	<b>10156</b>	<b>491</b>	<b>9665</b>	<b>642</b>	<b>26</b>	<b>10824</b>
	%	<b>93.8</b>	<b>4.5</b>	<b>89.3</b>	<b>5.9</b>	<b>0.2</b>	<b>100</b>

GENERAL INFORMATION

30. What kind of other services are you also taking from this service provider?						
Service Providers		Broadband	Wireline	Other	None	Total
Aircel	Count	8	4	2	1100	1114
	%	0.7	0.4	0.2	98.7	100
Airtel	Count	5	0	1	1077	1083
	%	0.5	0	0.1	99.4	100
BSNL	Count	11	13	2	1042	1068
	%	1	1.2	0.2	97.6	100
Idea	Count	5	2	2	1059	1068
	%	0.5	0.2	0.2	99.2	100
MTS	Count	1	3	2	1062	1068
	%	0.1	0.3	0.2	99.4	100
Rel Com	Count	2	3	0	1065	1070
	%	0.2	0.3	0	99.5	100
Rel Tel	Count	3	2	0	1063	1068
	%	0.3	0.2	0	99.5	100
Tata	Count	5	2	1	1099	1107
	%	0.5	0.2	0.1	99.3	100
Uninor	Count	0	4	1	1067	1072
	%	0	0.4	0.1	99.5	100
Vodafone	Count	11	1	1	1093	1106
	%	1	0.1	0.1	98.8	100
Overall	Count	51	34	12	10727	10824
	%	0.5	0.3	0.1	99.1	100



31. Are you aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS?				
Service Providers		Yes	No	Total
Aircel	Count	351	763	1114
	%	31.5	68.5	100
Airtel	Count	240	843	1083
	%	22.2	77.8	100
BSNL	Count	307	761	1068
	%	28.7	71.3	100
Idea	Count	298	770	1068
	%	27.9	72.1	100
MTS	Count	267	801	1068
	%	25.0	75.0	100
Rel Com	Count	239	831	1070
	%	22.3	77.7	100
Rel Tel	Count	279	789	1068
	%	26.1	73.9	100
Tata	Count	260	847	1107
	%	23.5	76.5	100
Uninor	Count	323	749	1072
	%	30.1	69.9	100
Vodafone	Count	264	842	1106
	%	23.9	76.1	100
<b>Overall</b>	<b>Count</b>	<b>2828</b>	<b>7996</b>	<b>10824</b>
	<b>%</b>	<b>26.1</b>	<b>73.9</b>	<b>100</b>

32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?				
Service Providers		Yes	No	Total
Aircel	Count	114	237	351
	%	32.5	67.5	100
Airtel	Count	65	175	240
	%	27.1	72.9	100
BSNL	Count	94	213	307
	%	30.6	69.4	100
Idea	Count	102	196	298
	%	34.2	65.8	100
MTS	Count	83	184	267
	%	31.1	68.9	100
Rel Com	Count	96	143	239
	%	40.2	59.8	100
Rel Tel	Count	94	185	279
	%	33.7	66.3	100
Tata	Count	77	183	260
	%	29.6	70.4	100
Uninor	Count	106	217	323
	%	32.8	67.2	100
Vodafone	Count	93	171	264
	%	35.2	64.8	100
Overall	Count	924	1904	2828
	%	32.7	67.3	100

33(a). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?						
Service Providers		No change	Slight decrease	Considerable decrease	Stopped receiving	Total
Aircel	Count	13	8	23	70	114
	%	11.4	7.0	20.2	61.4	100
Airtel	Count	5	6	13	41	65
	%	7.7	9.2	20.0	63.1	100
BSNL	Count	11	1	19	63	94
	%	11.7	1.1	20.2	67.0	100
Idea	Count	10	7	25	60	102
	%	9.8	6.9	24.5	58.8	100
MTS	Count	11	8	24	40	83
	%	13.3	9.6	28.9	48.2	100
Rel Com	Count	8	11	27	50	96
	%	8.3	11.5	28.1	52.1	100
Rel Tel	Count	12	6	22	54	94
	%	12.8	6.4	23.4	57.4	100
Tata	Count	5	5	18	49	77
	%	6.5	6.5	23.4	63.6	100
Uninor	Count	11	9	28	58	106
	%	10.4	8.5	26.4	54.7	100
Vodafone	Count	11	2	12	68	93
	%	11.8	2.2	12.9	73.1	100
Overall	Count	97	63	211	553	924
	%	10.5	6.8	22.8	59.8	100

**33(b). Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?**

Service Providers		Yes	No	Total
Aircel	Count	6	38	44
	%	13.6	86.4	100
Airtel	Count	6	18	24
	%	25.0	75.0	100
BSNL	Count	6	25	31
	%	19.4	80.6	100
Idea	Count	13	29	42
	%	31.0	69.0	100
MTS	Count	7	36	43
	%	16.3	83.7	100
Rel Com	Count	11	35	46
	%	23.9	76.1	100
Rel Tel	Count	8	32	40
	%	20.0	80.0	100
Tata	Count	3	25	28
	%	10.7	89.3	100
Uninor	Count	5	43	48
	%	10.4	89.6	100
Vodafone	Count	6	19	25
	%	24.0	76.0	100
<b>Overall</b>	<b>Count</b>	<b>71</b>	<b>300</b>	<b>371</b>
	<b>%</b>	<b>19.1</b>	<b>80.9</b>	<b>100</b>

33(c). If Yes, then indicate whether.....						
Service Providers		Complaint was registered by the service provider and informed about the action taken on the complaint	Complaint was registered by the service provider and did not inform about the action taken on the complaint	Service Provider refused to register the complaint	Difficult to lodge the complaint	Total
Aircel	Count	3	3	0	0	6
	%	50.0	50.0	0.0	0.0	100
Airtel	Count	0	4	0	2	6
	%	0.0	66.7	0.0	33.3	100
BSNL	Count	3	3	0	0	6
	%	50.0	50.0	0.0	0.0	100
Idea	Count	3	4	4	2	13
	%	23.1	30.8	30.8	15.4	100
MTS	Count	1	6	0	0	7
	%	14.3	85.7	0.0	0.0	100
Rel Com	Count	2	7	2	0	11
	%	18.2	63.6	18.2	0.0	100
Rel Tel	Count	1	6	1	0	8
	%	12.5	75.0	12.5	0.0	100
Tata	Count	1	2	0	0	3
	%	33.3	66.7	0.0	0.0	100
Uninor	Count	2	3	0	0	5
	%	40.0	60.0	0.0	0.0	100
Vodafone	Count	1	4	1	0	6
	%	16.7	66.7	16.7	0.0	100
<b>Overall</b>	<b>Count</b>	<b>17</b>	<b>42</b>	<b>8</b>	<b>4</b>	<b>71</b>
	<b>%</b>	<b>23.9</b>	<b>59.2</b>	<b>11.3</b>	<b>5.6</b>	<b>100</b>

34(a). Are you aware of the facility by which you can change your service provider without changing your mobile number?				
Service Providers		Yes	No	Total
Aircel	Count	445	669	1114
	%	39.9	60.1	100
Airtel	Count	390	693	1083
	%	36.0	64.0	100
BSNL	Count	423	645	1068
	%	39.6	60.4	100
Idea	Count	375	693	1068
	%	35.1	64.9	100
MTS	Count	320	748	1068
	%	30.0	70.0	100
Rel Com	Count	341	729	1070
	%	31.9	68.1	100
Rel Tel	Count	358	710	1068
	%	33.5	66.5	100
Tata	Count	390	717	1107
	%	35.2	64.8	100
Uninor	Count	442	630	1072
	%	41.2	58.8	100
Vodafone	Count	426	680	1106
	%	38.5	61.5	100
<b>Overall</b>	<b>Count</b>	<b>3910</b>	<b>6914</b>	<b>10824</b>
	<b>%</b>	<b>36.1</b>	<b>63.9</b>	<b>100</b>

34(b). Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider?				
Service Providers		Yes	No	Total
Aircel	Count	18	427	445
	%	4.0	96.0	100
Airtel	Count	11	379	390
	%	2.8	97.2	100
BSNL	Count	22	401	423
	%	5.2	94.8	100
Idea	Count	12	363	375
	%	3.2	96.8	100
MTS	Count	8	312	320
	%	2.5	97.5	100
Rel Com	Count	13	328	341
	%	3.8	96.2	100
Rel Tel	Count	8	350	358
	%	2.2	97.8	100
Tata	Count	8	382	390
	%	2.1	97.9	100
Uninor	Count	13	429	442
	%	2.9	97.1	100
Vodafone	Count	3	423	426
	%	0.7	99.3	100
<b>Overall</b>	<b>Count</b>	<b>116</b>	<b>3794</b>	<b>3910</b>
	<b>%</b>	<b>3.0</b>	<b>97.0</b>	<b>100</b>

34(c). When did you get 'Unique Porting Code' from your existing service provider?						
Service Providers		Within 5 min	After 5 to 10 min	After 10 min	Never	Total
Aircel	Count	10	8	0	0	18
	%	55.6	44.4	0.0	0.0	100
Airtel	Count	6	5	0	0	11
	%	54.5	45.5	0.0	0.0	100
BSNL	Count	1	12	9	0	22
	%	4.5	54.5	40.9	0.0	100
Idea	Count	4	6	2	0	12
	%	33.3	50.0	16.7	0.0	100
MTS	Count	5	2	1	0	8
	%	62.5	25.0	12.5	0.0	100
Rel Com	Count	7	5	1	0	13
	%	53.8	38.5	7.7	0.0	100
Rel Tel	Count	5	3	0	0	8
	%	62.5	37.5	0.0	0.0	100
Tata	Count	3	5	0	0	8
	%	37.5	62.5	0.0	0.0	100
Uninor	Count	3	7	3	0	13
	%	23.1	53.8	23.1	0.0	100
Vodafone	Count	2	1	0	0	3
	%	66.7	33.3	0.0	0.0	100
<b>Overall</b>	<b>Count</b>	<b>46</b>	<b>54</b>	<b>16</b>	<b>0</b>	<b>116</b>
	<b>%</b>	<b>39.7</b>	<b>46.6</b>	<b>13.8</b>	<b>0.0</b>	<b>100</b>



34(d). If you have utilized the service of MNP (Mobile Number Portability), are you satisfied with its entire process?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel	Count	<b>10</b>	0	10	5	3	18
	%	<b>55.6</b>	0.0	55.6	27.8	16.7	100
Airtel	Count	<b>11</b>	4	7	0	0	11
	%	<b>100.0</b>	36.4	63.6	0.0	0.0	100
BSNL	Count	<b>22</b>	2	20	0	0	22
	%	<b>100.0</b>	9.1	90.9	0.0	0.0	100
Idea	Count	<b>12</b>	0	12	0	0	12
	%	<b>100.0</b>	0.0	100.0	0.0	0.0	100
MTS	Count	<b>6</b>	2	4	2	0	8
	%	<b>75.0</b>	25.0	50.0	25.0	0.0	100
Rel Com	Count	<b>11</b>	4	7	0	2	13
	%	<b>84.6</b>	30.8	53.8	0.0	15.4	100
Rel Tel	Count	<b>4</b>	1	3	3	1	8
	%	<b>50.0</b>	12.5	37.5	37.5	12.5	100
Tata	Count	<b>8</b>	2	6	0	0	8
	%	<b>100.0</b>	25.0	75.0	0.0	0.0	100
Uninor	Count	<b>13</b>	3	10	0	0	13
	%	<b>100.0</b>	23.1	76.9	0.0	0.0	100
Vodafone	Count	<b>3</b>	0	3	0	0	3
	%	<b>100.0</b>	0.0	100.0	0.0	0.0	100
<b>Overall</b>	<b>Count</b>	<b>100</b>	<b>18</b>	<b>82</b>	<b>10</b>	<b>6</b>	<b>116</b>
	<b>%</b>	<b>86.2</b>	<b>15.5</b>	<b>70.7</b>	<b>8.6</b>	<b>5.2</b>	<b>100</b>

35. On a scale of 1 – 10 where “10” is “Very Good” and “1” is “Very Poor”, how do you rate your service provider?												
Service Providers		1	2	3	4	5	6	7	8	9	10	Total
Aircel	Count	0	0	3	56	45	107	245	308	334	16	1114
	%	0.0	0.0	0.3	5.0	4.0	9.6	22.0	27.6	30.0	1.4	100
Airtel	Count	0	2	2	21	41	121	228	197	451	20	1083
	%	0.0	0.2	0.2	1.9	3.8	11.2	21.1	18.2	41.6	1.8	100
BSNL	Count	0	1	8	46	40	92	235	290	340	16	1068
	%	0.0	0.1	0.7	4.3	3.7	8.6	22.0	27.2	31.8	1.5	100
Idea	Count	0	2	5	49	36	119	183	313	348	13	1068
	%	0.0	0.2	0.5	4.6	3.4	11.1	17.1	29.3	32.6	1.2	100
MTS	Count	0	3	11	87	97	98	164	232	367	9	1068
	%	0.0	0.3	1.0	8.1	9.1	9.2	15.4	21.7	34.4	0.8	100
Rel Com	Count	0	0	6	95	43	96	199	208	414	9	1070
	%	0.0	0.0	0.6	8.9	4.0	9.0	18.6	19.4	38.7	0.8	100
Rel Tel	Count	0	1	5	54	45	95	238	279	331	20	1068
	%	0.0	0.1	0.5	5.1	4.2	8.9	22.3	26.1	31.0	1.9	100
Tata	Count	0	0	7	58	31	115	251	288	343	14	1107
	%	0.0	0.0	0.6	5.2	2.8	10.4	22.7	26.0	31.0	1.3	100
Uninor	Count	0	2	5	40	45	118	243	307	289	23	1072
	%	0.0	0.2	0.5	3.7	4.2	11.0	22.7	28.6	27.0	2.1	100
Vodafone	Count	0	0	4	22	32	95	217	276	439	21	1106
	%	0.0	0.0	0.4	2.0	2.9	8.6	19.6	25.0	39.7	1.9	100
<b>Overall</b>	<b>Count</b>	<b>0</b>	<b>11</b>	<b>56</b>	<b>528</b>	<b>455</b>	<b>1056</b>	<b>2203</b>	<b>2698</b>	<b>3656</b>	<b>161</b>	<b>10824</b>
	<b>%</b>	<b>0.0</b>	<b>0.1</b>	<b>0.5</b>	<b>4.9</b>	<b>4.2</b>	<b>9.8</b>	<b>20.4</b>	<b>24.9</b>	<b>33.8</b>	<b>1.5</b>	<b>100</b>

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

36. Are you aware of the toll free customer care number of the complaint centre of your telecom service provider for making complaints/ queries?				
Service Providers		Yes	No	Total
Aircel	Count	852	262	1114
	%	76.5	23.5	100
Airtel	Count	772	311	1083
	%	71.3	28.7	100
BSNL	Count	768	300	1068
	%	71.9	28.1	100
Idea	Count	808	260	1068
	%	75.7	24.3	100
MTS	Count	705	363	1068
	%	66.0	34.0	100
Rel Com	Count	741	329	1070
	%	69.3	30.7	100
Rel Tel	Count	713	355	1068
	%	66.8	33.2	100
Tata	Count	786	321	1107
	%	71.0	29.0	100
Uninor	Count	703	369	1072
	%	65.6	34.4	100
Vodafone	Count	748	358	1106
	%	67.6	32.4	100
<b>Overall</b>	<b>Count</b>	<b>7596</b>	<b>3228</b>	<b>10824</b>
	<b>%</b>	<b>70.2</b>	<b>29.8</b>	<b>100</b>

37. From where, you got to know about the toll free customer care number?								
Service Providers		Newspaper	Website of the service provider	SMS from service provider	Display at complaint centers/ sales outlets	Telephone bills	Other	Total
Aircel	Count	24	61	245	415	4	267	852
	%	2.8	7.2	28.8	48.7	0.5	31.3	100
Airtel	Count	24	47	242	396	9	208	772
	%	3.1	6.1	31.3	51.3	1.2	26.9	100
BSNL	Count	33	44	228	338	13	251	768
	%	4.3	5.7	29.7	44.0	1.7	32.7	100
Idea	Count	16	57	239	391	5	257	808
	%	2.0	7.1	29.6	48.4	0.6	31.8	100
MTS	Count	23	46	200	304	4	254	705
	%	3.3	6.5	28.4	43.1	0.6	36.0	100
Rel Com	Count	23	38	213	346	6	235	741
	%	3.1	5.1	28.7	46.7	0.8	31.7	100
Rel Tel	Count	14	64	209	348	4	234	713
	%	2.0	9.0	29.3	48.8	0.6	32.8	100
Tata	Count	20	66	249	372	8	228	786
	%	2.5	8.4	31.7	47.3	1.0	29.0	100
Uninor	Count	7	44	216	302	6	238	703
	%	1.0	6.3	30.7	43.0	0.9	33.9	100
Vodafone	Count	27	40	221	384	6	228	748
	%	3.6	5.3	29.5	51.3	0.8	30.5	100
<b>Overall</b>	<b>Count</b>	<b>211</b>	<b>507</b>	<b>2262</b>	<b>3596</b>	<b>65</b>	<b>2400</b>	<b>7596</b>
	<b>%</b>	<b>2.8</b>	<b>6.7</b>	<b>29.8</b>	<b>47.3</b>	<b>0.9</b>	<b>31.6</b>	<b>100</b>

**38. Have you made any complaint in the last six (6) months to the toll free complaint centre/ customer care/ helpline telephone number?**

Service Providers		Yes	No	Total
Aircel	Count	314	538	852
	%	36.9	63.1	100
Airtel	Count	234	538	772
	%	30.3	69.7	100
BSNL	Count	252	516	768
	%	32.8	67.2	100
Idea	Count	342	466	808
	%	42.3	57.7	100
MTS	Count	225	480	705
	%	31.9	68.1	100
Rel Com	Count	252	489	741
	%	34	66	100
Rel Tel	Count	268	445	713
	%	37.6	62.4	100
Tata	Count	271	515	786
	%	34.5	65.5	100
Uninor	Count	298	405	703
	%	42.4	57.6	100
Vodafone	Count	226	522	748
	%	30.2	69.8	100
<b>Overall</b>	<b>Count</b>	<b>2682</b>	<b>4914</b>	<b>7596</b>
	<b>%</b>	<b>35.3</b>	<b>64.7</b>	<b>100</b>

39. With respect to the complaint made by you to the complaint centre, please specify which of these was most applicable to you?

Service Providers		Complaint was registered and docket number received	Complaint was registered and docket number not received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total
Aircel	Count	59	213	13	13	16	314
	%	18.8	67.8	4.1	4.1	5.1	100
Airtel	Count	64	141	13	8	8	234
	%	27.4	60.3	5.6	3.4	3.4	100
BSNL	Count	67	160	9	6	10	252
	%	26.6	63.5	3.6	2.4	4	100
Idea	Count	79	235	13	2	13	342
	%	23.1	68.7	3.8	0.6	3.8	100
MTS	Count	66	127	8	4	20	225
	%	29.3	56.4	3.6	1.8	8.9	100
Rel Com	Count	68	161	8	2	13	252
	%	27	63.9	3.2	0.8	5.2	100
Rel Tel	Count	64	178	10	6	10	268
	%	23.9	66.4	3.7	2.2	3.7	100
Tata	Count	79	169	6	1	16	271
	%	29.2	62.4	2.2	0.4	5.9	100
Uninor	Count	84	179	13	3	19	298
	%	28.2	60.1	4.4	1	6.4	100
Vodafone	Count	55	144	11	5	11	226
	%	24.3	63.7	4.9	2.2	4.9	100
Overall	Count	685	1707	104	50	136	2682
	%	25.5	63.6	3.9	1.9	5.1	100

**40. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?**

Service Providers		Yes	No	Total
Aircel	Count	53	245	298
	%	17.8	82.2	100
Airtel	Count	44	182	226
	%	19.5	80.5	100
BSNL	Count	50	192	242
	%	20.7	79.3	100
Idea	Count	33	296	329
	%	10	90	100
MTS	Count	42	163	205
	%	20.5	79.5	100
Rel Com	Count	42	197	239
	%	17.6	82.4	100
Rel Tel	Count	31	227	258
	%	12	88	100
Tata	Count	48	207	255
	%	18.8	81.2	100
Uninor	Count	68	211	279
	%	24.4	75.6	100
Vodafone	Count	38	177	215
	%	17.7	82.3	100
<b>Overall</b>	<b>Count</b>	<b>449</b>	<b>2097</b>	<b>2546</b>
	<b>%</b>	<b>17.6</b>	<b>82.4</b>	<b>100</b>

41. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?				
Service Providers		Yes	No	Total
Aircel	Count	110	188	298
	%	36.9	63.1	100
Airtel	Count	88	138	226
	%	38.9	61.1	100
BSNL	Count	97	145	242
	%	40.1	59.9	100
Idea	Count	111	218	329
	%	33.7	66.3	100
MTS	Count	74	131	205
	%	36.1	63.9	100
Rel Com	Count	96	143	239
	%	40.2	59.8	100
Rel Tel	Count	76	182	258
	%	29.5	70.5	100
Tata	Count	79	176	255
	%	31.0	69.0	100
Uninor	Count	104	175	279
	%	37.3	62.7	100
Vodafone	Count	87	128	215
	%	40.5	59.5	100
Overall	Count	922	1624	2546
	%	36.2	63.8	100



42. Was your complaint resolved by the complaint centre within three (3) days?				
Service Providers		Yes	No	Total
Aircel	Count	130	168	298
	%	43.6	56.4	100
Airtel	Count	104	122	226
	%	46.0	54.0	100
BSNL	Count	112	130	242
	%	46.3	53.7	100
Idea	Count	116	213	329
	%	35.3	64.7	100
MTS	Count	81	124	205
	%	39.5	60.5	100
Rel Com	Count	98	141	239
	%	41.0	59.0	100
Rel Tel	Count	92	166	258
	%	35.7	64.3	100
Tata	Count	102	153	255
	%	40.0	60.0	100
Uninor	Count	116	163	279
	%	41.6	58.4	100
Vodafone	Count	102	113	215
	%	47.4	52.6	100
<b>Overall</b>	<b>Count</b>	<b>1053</b>	<b>1493</b>	<b>2546</b>
	<b>%</b>	<b>41.4</b>	<b>58.6</b>	<b>100</b>

**43. Was your billing/ charging complaint resolved satisfactorily by the complaint centre/ customer care within four (4) weeks after you lodge the complaint?**

Service Providers		Yes	No	Not applicable	Total
Aircel	Count	48	12	238	298
	%	16.1	4	79.9	100
Airtel	Count	32	23	171	226
	%	14.2	10.2	75.7	100
BSNL	Count	51	7	184	242
	%	21.1	2.9	76	100
Idea	Count	34	11	284	329
	%	10.3	3.3	86.3	100
MTS	Count	38	7	160	205
	%	18.5	3.4	78	100
Rel Com	Count	40	10	189	239
	%	16.7	4.2	79.1	100
Rel Tel	Count	31	8	219	258
	%	12.0	3.1	84.9	100
Tata	Count	43	13	199	255
	%	16.9	5.1	78	100
Uninor	Count	61	12	206	279
	%	21.9	4.3	73.8	100
Vodafone	Count	29	25	161	215
	%	13.5	11.6	74.9	100
<b>Overall</b>	<b>Count</b>	<b>407</b>	<b>128</b>	<b>2011</b>	<b>2546</b>
	<b>%</b>	<b>16</b>	<b>5</b>	<b>79</b>	<b>100</b>

44. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the appellate authority of your telecom service provider. Are you aware of the contact details of the Appellate Authority for filing an appeal?

Service Providers		Yes	No	Total
Aircel	Count	20	1094	1114
	%	1.8	98.2	100
Airtel	Count	10	1073	1083
	%	0.9	99.1	100
BSNL	Count	8	1060	1068
	%	0.7	99.3	100
Idea	Count	13	1055	1068
	%	1.2	98.8	100
MTS	Count	12	1056	1068
	%	1.1	98.9	100
Rel Com	Count	7	1063	1070
	%	0.7	99.3	100
Rel Tel	Count	9	1059	1068
	%	0.8	99.2	100
Tata	Count	30	1077	1107
	%	2.7	97.3	100
Uninor	Count	19	1053	1072
	%	1.8	98.2	100
Vodafone	Count	22	1084	1106
	%	2.0	98.0	100
Overall	Count	150	10674	10824
	%	1.4	98.6	100

45. From where, you got to know about the contact details of the appellate authority?							
Service Providers		Newspaper	Website of the service provider	Display at complaint centers/ sales outlets	Telephone bills	Other	Total
Aircel	Count	3	13	10	1	0	20
	%	15.0	65.0	50.0	5.0	0.0	100
Airtel	Count	4	7	4	0	0	10
	%	40.0	70.0	40.0	0.0	0.0	100
BSNL	Count	3	4	5	2	0	8
	%	37.5	50.0	62.5	25.0	0.0	100
Idea	Count	4	3	10	1	0	13
	%	30.8	23.1	76.9	7.7	0.0	100
MTS	Count	3	5	5	0	2	12
	%	25.0	41.7	41.7	0.0	16.7	100
Rel Com	Count	2	4	1	0	0	7
	%	28.6	57.1	14.3	0.0	0.0	100
Rel Tel	Count	3	3	7	0	0	9
	%	33.3	33.3	77.8	0.0	0.0	100
Tata	Count	6	22	15	1	1	30
	%	20.0	73.3	50.0	3.3	3.3	100
Uninor	Count	6	9	7	0	2	19
	%	31.6	47.4	36.8	0.0	10.5	100
Vodafone	Count	5	11	11	0	0	22
	%	22.7	50.0	50.0	0.0	0.0	100
<b>Overall</b>	<b>Count</b>	<b>39</b>	<b>81</b>	<b>75</b>	<b>5</b>	<b>5</b>	<b>150</b>
	<b>%</b>	<b>26.0</b>	<b>54.0</b>	<b>50.0</b>	<b>3.3</b>	<b>3.3</b>	<b>100</b>

46. Have you filed any appeal in last six (6) months?				
Service Providers		Yes	No	Total
Aircel	Count	5	15	20
	%	25.0	75.0	100
Airtel	Count	2	8	10
	%	20.0	80.0	100
BSNL	Count	2	6	8
	%	25.0	75.0	100
Idea	Count	4	9	13
	%	30.8	69.2	100
MTS	Count	6	6	12
	%	50.0	50.0	100
Rel Com	Count	5	2	7
	%	71.4	28.6	100
Rel Tel	Count	4	5	9
	%	44.4	55.6	100
Tata	Count	12	18	30
	%	40.0	60.0	100
Uninor	Count	8	11	19
	%	42.1	57.9	100
Vodafone	Count	8	14	22
	%	36.4	63.6	100
<b>Overall</b>	<b>Count</b>	<b>56</b>	<b>94</b>	<b>150</b>
	<b>%</b>	<b>37.3</b>	<b>62.7</b>	<b>100</b>

47. How did you file your appeal to the appellate authority?							
Service Providers		E-mail	Fax	Letter (post/ courier)	In person (self)	Other,	Total
Aircel	Count	3	1	1	0	0	5
	%	60.0	20.0	20.0	0.0	0.0	100
Airtel	Count	2	0	0	0	0	2
	%	100.0	0.0	0.0	0.0	0.0	100
BSNL	Count	1	1	0	0	0	2
	%	50.0	50.0	0.0	0.0	0.0	100
Idea	Count	1	1	1	1	0	4
	%	25.0	25.0	25.0	25.0	0.0	100
MTS	Count	2	3	0	1	0	6
	%	33.3	50.0	0.0	16.7	0.0	100
Rel Com	Count	2	0	0	3	0	5
	%	40.0	0.0	0.0	60.0	0.0	100
Rel Tel	Count	1	1	1	1	0	4
	%	25.0	25.0	25.0	25.0	0.0	100
Tata	Count	3	1	4	4	0	12
	%	25.0	8.3	33.3	33.3	0.0	100
Uninor	Count	1	0	5	2	0	8
	%	12.5	0.0	62.5	25.0	0.0	100
Vodafone	Count	4	0	0	4	0	8
	%	50.0	0.0	0.0	50.0	0.0	100
<b>Overall</b>	<b>Count</b>	<b>20</b>	<b>16</b>	<b>8</b>	<b>12</b>	<b>0</b>	<b>56</b>
	<b>%</b>	<b>35.7</b>	<b>28.6</b>	<b>14.3</b>	<b>21.4</b>	<b>0.0</b>	<b>100</b>

**48. Did you receive the unique appeal number within three (3) days from the appellate authority after you filed an appeal with it?**

Service Providers		Yes	No	Total
Aircel	Count	4	1	5
	%	80.0	20.0	100
Airtel	Count	2	0	2
	%	100.0	0.0	100
BSNL	Count	2	0	2
	%	100.0	0.0	100
Idea	Count	3	1	4
	%	75.0	25.0	100
MTS	Count	5	1	6
	%	83.3	16.7	100
Rel Com	Count	4	1	5
	%	80.0	20.0	100
Rel Tel	Count	3	1	4
	%	75.0	25.0	100
Tata	Count	5	7	12
	%	41.7	58.3	100
Uninor	Count	1	7	8
	%	12.5	87.5	100
Vodafone	Count	7	1	8
	%	87.5	12.5	100
<b>Overall</b>	<b>Count</b>	<b>36</b>	<b>20</b>	<b>56</b>
	<b>%</b>	<b>64.3</b>	<b>35.7</b>	<b>100</b>

49. Did the appellate authority take a decision upon your appeal within thirty nine (39) days of filing the appeal?					
Service Providers		Yes	No	Appeal filed only recently	Total
Aircel	Count	1	4	0	5
	%	20.0	80.0	0.0	100
Airtel	Count	0	2	0	2
	%	0.0	100.0	0.0	100
BSNL	Count	1	1	0	2
	%	50.0	50.0	0.0	100
Idea	Count	2	2	0	4
	%	50.0	50.0	0.0	100
MTS	Count	3	3	0	6
	%	50.0	50.0	0.0	100
Rel Com	Count	2	3	0	5
	%	40.0	60.0	0.0	100
Rel Tel	Count	2	2	0	4
	%	50.0	50.0	0.0	100
Tata	Count	2	10	0	12
	%	16.7	83.3	0.0	100
Uninor	Count	0	8	0	8
	%	0.0	100.0	0.0	100
Vodafone	Count	3	5	0	8
	%	37.5	62.5	0.0	100
<b>Overall</b>	<b>Count</b>	<b>16</b>	<b>40</b>	<b>0</b>	<b>56</b>
	<b>%</b>	<b>28.6</b>	<b>71.4</b>	<b>0.0</b>	<b>100</b>



50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?				
Service Providers		Yes	No	Total
Aircel	Count	158	366	524
	%	30.2	69.8	100
Airtel	Count	113	432	545
	%	20.7	79.3	100
BSNL	Count	112	482	594
	%	18.9	81.1	100
Idea	Count	141	297	438
	%	32.2	67.8	100
MTS	Count	108	374	482
	%	22.4	77.6	100
Rel Com	Count	87	366	453
	%	19.2	80.8	100
Rel Tel	Count	94	427	521
	%	18.0	82.0	100
Tata	Count	112	458	570
	%	19.6	80.4	100
Uninor	Count	157	385	542
	%	29.0	71.0	100
Vodafone	Count	114	439	553
	%	20.6	79.4	100
<b>Overall</b>	<b>Count</b>	<b>1196</b>	<b>4026</b>	<b>5222</b>
	<b>%</b>	<b>22.9</b>	<b>77.1</b>	<b>100</b>

51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?				
Service Providers		Yes	No	Total
Aircel	Count	24	134	158
	%	15.2	84.8	100
Airtel	Count	12	101	113
	%	10.6	89.4	100
BSNL	Count	9	103	112
	%	8.0	92.0	100
Idea	Count	9	132	141
	%	6.4	93.6	100
MTS	Count	7	101	108
	%	6.5	93.5	100
Rel Com	Count	9	78	87
	%	10.3	89.7	100
Rel Tel	Count	5	89	94
	%	5.3	94.7	100
Tata	Count	6	106	112
	%	5.4	94.6	100
Uninor	Count	18	139	157
	%	11.5	88.5	100
Vodafone	Count	13	101	114
	%	11.4	88.6	100
<b>Overall</b>	<b>Count</b>	<b>112</b>	<b>1084</b>	<b>1196</b>
	<b>%</b>	<b>9.4</b>	<b>90.6</b>	<b>100</b>

52. What were the reason(s) for denying your request?					
Service Providers		No reasons given	Technical problem	Others	Total
Aircel	Count	17	4	3	24
	%	70.8	16.7	12.5	100
Airtel	Count	7	4	1	12
	%	58.3	33.3	8.3	100
BSNL	Count	8	1	0	9
	%	88.9	11.1	0.0	100
Idea	Count	6	2	1	9
	%	66.7	22.2	11.1	100
MTS	Count	2	2	3	7
	%	28.6	28.6	42.9	100
Rel Com	Count	7	1	1	9
	%	77.8	11.1	11.1	100
Rel Tel	Count	4	1	0	5
	%	80.0	20.0	0.0	100
Tata	Count	4	1	1	6
	%	66.7	16.7	16.7	100
Uninor	Count	14	4	0	18
	%	77.8	22.2	0.0	100
Vodafone	Count	6	7	0	13
	%	46.2	53.8	0.0	100
Overall	Count	75	27	10	112
	%	67.0	24.1	8.9	100

**53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Complaint centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new telephone connection?**

Service Providers		Yes	No	Do not remember	Total
Aircel	Count	478	453	183	1114
	%	42.9	40.7	16.4	100
Airtel	Count	504	393	186	1083
	%	46.5	36.3	17.2	100
BSNL	Count	368	544	156	1068
	%	34.5	50.9	14.6	100
Idea	Count	386	519	163	1068
	%	36.1	48.6	15.3	100
MTS	Count	322	520	226	1068
	%	30.1	48.7	21.2	100
Rel Com	Count	367	528	175	1070
	%	34.3	49.3	16.4	100
Rel Tel	Count	342	535	191	1068
	%	32.0	50.1	17.9	100
Tata	Count	425	424	258	1107
	%	38.4	38.3	23.3	100
Uninor	Count	400	451	221	1072
	%	37.3	42.1	20.6	100
Vodafone	Count	425	476	205	1106
	%	38.4	43.0	18.5	100
<b>Overall</b>	<b>Count</b>	<b>4017</b>	<b>4843</b>	<b>1964</b>	<b>10824</b>
	<b>%</b>	<b>37.1</b>	<b>44.7</b>	<b>18.1</b>	<b>100</b>

### ANNEXURE - BROADBAND SERVICES

1(a) When did you last apply for a broadband connection?					
Service Providers		More than 7 to 15 days ago	More than 15 to 30 days ago	More than 30 days ago	Total
Airtel	Count	62	70	948	1080
	%	5.7	6.5	87.8	100
Alliance	Count	6	11	1051	1068
	%	0.6	1.0	98.4	100
BSNL	Count	17	75	997	1089
	%	1.6	6.9	91.6	100
Rel Com	Count	27	211	830	1068
	%	2.5	19.8	77.7	100
Tata Com	Count	55	65	948	1068
	%	5.1	6.1	88.8	100
<b>Overall</b>	<b>Count</b>	<b>167</b>	<b>432</b>	<b>4774</b>	<b>5373</b>
	<b>%</b>	<b>3.1</b>	<b>8.0</b>	<b>88.9</b>	<b>100</b>

1(b) After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?				
Service Providers		Within 7 working days	More than 7 working days	Total
Airtel	Count	862	218	1080
	%	79.8	20.2	100
Alliance	Count	867	201	1068
	%	81.2	18.8	100
BSNL	Count	799	290	1089
	%	73.4	26.6	100
Rel Com	Count	734	334	1068
	%	68.7	31.3	100
Tata Com	Count	783	285	1068
	%	73.3	26.7	100
<b>Overall</b>	<b>Count</b>	<b>4045</b>	<b>1328</b>	<b>5373</b>
	<b>%</b>	<b>75.3</b>	<b>24.7</b>	<b>100</b>

2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	1023	41	982	57	0	1080
	%	94.7	3.8	90.9	5.3	0.0	100
Alliance	Count	1025	29	996	43	0	1068
	%	96.0	2.7	93.3	4.0	0.0	100
BSNL	Count	1027	6	1021	55	7	1089
	%	94.4	0.6	93.8	5.1	0.6	100
Rel Com	Count	1023	18	1005	44	1	1068
	%	95.8	1.7	94.1	4.1	0.1	100
Tata Com	Count	1024	50	974	44	0	1068
	%	95.9	4.7	91.2	4.1	0.0	100
<b>Overall</b>	<b>Count</b>	<b>5122</b>	<b>144</b>	<b>4978</b>	<b>243</b>	<b>8</b>	<b>5373</b>
	<b>%</b>	<b>95.3</b>	<b>2.7</b>	<b>92.6</b>	<b>4.5</b>	<b>0.1</b>	<b>100</b>

**3. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?**

Service Providers		Within 24 hrs	2-3 days	4-7 days	more than 7 days	Not Applicable	Total
Airtel	Count	45	53	22	5	955	1080
	%	4.2	4.9	2.0	0.5	88.4	100
Alliance	Count	50	190	4	3	821	1068
	%	4.7	17.8	0.4	0.3	76.9	100
BSNL	Count	31	45	32	11	970	1089
	%	2.8	4.1	2.9	1.0	89.1	100
Rel Com	Count	103	178	45	8	734	1068
	%	9.6	16.7	4.2	0.7	68.7	100
Tata Com	Count	331	127	16	4	590	1068
	%	31.0	11.9	1.5	0.4	55.2	100
<b>Overall</b>	<b>Count</b>	<b>560</b>	<b>593</b>	<b>119</b>	<b>31</b>	<b>4070</b>	<b>5373</b>
	<b>%</b>	<b>10.4</b>	<b>11.0</b>	<b>2.2</b>	<b>0.6</b>	<b>75.7</b>	<b>100</b>

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

**4. How satisfied are you with the timely delivery of bills?**

Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	1000	22	978	78	2	1080
	%	92.6	2.0	90.6	7.2	0.2	100
Alliance	Count	666	8	658	99	0	765
	%	87.0	1.0	86.0	12.9	0.0	100
BSNL	Count	986	9	977	102	1	1089
	%	90.5	0.8	89.7	9.4	0.1	100
Rel Com	Count	945	4	941	85	4	1034
	%	91.4	0.4	91.0	8.2	0.4	100
Tata Com	Count	789	2	787	30	0	819
	%	96.3	0.2	96.1	3.7	0.0	100
<b>Overall</b>	<b>Count</b>	<b>4386</b>	<b>45</b>	<b>4341</b>	<b>394</b>	<b>7</b>	<b>4787</b>
	<b>%</b>	<b>91.6</b>	<b>0.9</b>	<b>90.7</b>	<b>8.2</b>	<b>0.1</b>	<b>100</b>

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

Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	1043	37	1006	36	1	1080
	%	96.5	3.4	93.1	3.3	0.1	100
Alliance	Count	751	15	736	13	1	765
	%	98.2	2.0	96.2	1.7	0.1	100
BSNL	Count	1053	8	1045	34	2	1089
	%	96.7	0.7	96.0	3.1	0.2	100
Rel Com	Count	993	3	990	38	3	1034
	%	96.0	0.3	95.7	3.7	0.3	100
Tata Com	Count	805	0	805	13	1	819
	%	98.3	0.0	98.3	1.6	0.1	100
<b>Overall</b>	<b>Count</b>	<b>4645</b>	<b>63</b>	<b>4582</b>	<b>134</b>	<b>8</b>	<b>4787</b>
	<b>%</b>	<b>97.0</b>	<b>1.3</b>	<b>95.7</b>	<b>2.8</b>	<b>0.2</b>	<b>100</b>

5(b). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Difficult to read the bills	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage not given	Others	Total
Airtel	Count	3	1	32	1	0	37
	%	8.1	2.7	86.5	2.7	0.0	100
Alliance	Count	1	0	9	1	3	14
	%	7.1	0.0	64.3	7.1	21.4	100
BSNL	Count	2	1	28	1	7	36
	%	5.6	2.8	77.8	2.8	19.4	100
Rel Com	Count	2	1	33	0	7	41
	%	4.9	2.4	80.5	0.0	17.1	100
Tata Com	Count	2	0	12	0	0	14
	%	14.3	0.0	85.7	0.0	0.0	100
Overall	Count	10	3	114	17	3	142
	%	7.0	2.1	80.3	12.0	2.1	100

6(a). How satisfied are you with the accuracy & completeness of the bills?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	999	19	980	81	0	1080
	%	92.5	1.8	90.7	7.5	0.0	100
Alliance	Count	742	8	734	23	0	765
	%	96.9	1.0	95.9	3.0	0.0	100
BSNL	Count	1009	5	1004	79	1	1089
	%	92.7	0.5	92.2	7.3	0.1	100
Rel Com	Count	951	9	942	76	7	1034
	%	92.0	0.9	91.1	7.4	0.7	100
Tata Com	Count	721	0	721	98	0	819
	%	88.0	0.0	88.0	12.0	0.0	100
Overall	Count	4422	41	4381	357	8	4787
	%	92.4	0.9	91.5	7.5	0.2	100

6(b). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for services not used	Others	Total
Airtel	Count	19	10	25	28	0	81
	%	23.5	12.3	30.9	34.6	0.0	100
Alliance	Count	6	9	5	5	0	23
	%	26.1	39.1	21.7	21.7	0.0	100
BSNL	Count	9	14	26	34	0	80
	%	11.3	17.5	32.5	42.5	0.0	100
Rel Com	Count	12	13	30	31	1	83
	%	14.5	15.7	36.1	37.3	1.2	100
Tata Com	Count	24	26	22	26	0	98
	%	24.5	26.5	22.4	26.5	0.0	100
Overall	Count	70	72	108	124	1	365
	%	19.2	19.7	29.6	34.0	0.3	100

7. Have you made any billing related complaints in the last 6 months?				
Service Providers		Yes	No	Total
Airtel	Count	54	1026	1080
	%	5.0	95.0	100
Alliance	Count	15	750	765
	%	2.0	98.0	100
BSNL	Count	67	1022	1089
	%	6.2	93.8	100
Rel Com	Count	79	955	1034
	%	7.6	92.4	100
Tata Com	Count	144	675	819
	%	17.6	82.4	100
<b>Overall</b>	<b>Count</b>	<b>359</b>	<b>4428</b>	<b>4787</b>
	<b>%</b>	<b>7.5</b>	<b>92.5</b>	<b>100</b>

8. How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	21	5	16	30	3	54
	%	38.9	9.3	29.6	55.6	5.6	100
Alliance	Count	4	0	4	11	0	15
	%	26.7	0.0	26.7	73.3	0.0	100
BSNL	Count	47	3	44	18	2	67
	%	70.2	4.5	65.7	26.9	3.0	100
Rel Com	Count	25	3	22	47	7	79
	%	31.6	3.8	27.8	59.5	8.9	100
Tata Com	Count	128	10	118	13	3	144
	%	88.8	6.9	81.9	9.0	2.1	100
<b>Overall</b>	<b>Count</b>	<b>225</b>	<b>21</b>	<b>204</b>	<b>119</b>	<b>15</b>	<b>359</b>
	<b>%</b>	<b>62.6</b>	<b>5.8</b>	<b>56.8</b>	<b>33.1</b>	<b>4.2</b>	<b>100</b>

**BILLING RELATED - ONLY FOR PREPAID CUSTOMERS**

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Alliance	Count	288	1	287	15	0	303
	%	95.0	0.3	94.7	5.0	0.0	100
BSNL	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel Com	Count	34	19	15	0	0	34
	%	100.0	55.9	44.1	0.0	0.0	100
Tata Com	Count	249	22	227	0	0	249
	%	100.0	8.8	91.2	0.0	0.0	100
<b>Overall</b>	<b>Count</b>	<b>571</b>	<b>42</b>	<b>529</b>	<b>15</b>	<b>0</b>	<b>586</b>
	<b>%</b>	<b>97.5</b>	<b>7.2</b>	<b>90.3</b>	<b>2.6</b>	<b>0.0</b>	<b>100</b>



9(b). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for services not used	Others	Total
Airtel	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Alliance	Count	1	8	2	4	0	15
	%	6.7	53.3	13.3	26.7	0.0	100
BSNL	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel Com	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Tata Com	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Overall	Count	1	8	2	4	0	15
	%	6.7	53.3	13.3	26.7	0.0	100

9(c). Have you made any complaint related to charging/ credit/waiver/validity/adjustments in the last 6 months?				
Service Providers		Yes	No	Total
Airtel	Count	0	0	0
	%	0.0	0.0	0
Alliance	Count	12	285	297
	%	4.0	96.0	100
BSNL	Count	0	0	0
	%	0.0	0.0	0
Rel Com	Count	1	28	29
	%	3.4	96.6	100
Tata Com	Count	8	224	232
	%	3.4	96.6	100
Overall	Count	21	537	558
	%	3.8	96.2	100

9(d). How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Alliance	Count	7	0	7	5	0	12
	%	58.3	0.0	58.3	41.7	0.0	100
BSNL	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Rel Com	Count	1	1	0	0	0	1
	%	100.0	100.0	0.0	0.0	0.0	100
Tata Com	Count	8	1	7	0	0	8
	%	100.0	12.5	87.5	0.0	0.0	100
Overall	Count	16	2	14	5	0	21
	%	76.2	9.5	66.7	23.8	0.0	100

**HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL**

10. In the last 6 months, have you contacted customer care/ helpline/ complaint centre of your service provider?				
Service Providers		Yes	No	Total
Airtel	Count	468	612	1080
	%	43.3	56.7	100
Alliance	Count	434	634	1068
	%	40.6	59.4	100
BSNL	Count	331	758	1089
	%	30.4	69.6	100
Rel Com	Count	447	621	1068
	%	41.9	58.1	100
Tata Com	Count	622	446	1068
	%	58.2	41.8	100
<b>Overall</b>	<b>Count</b>	<b>2302</b>	<b>3071</b>	<b>5373</b>
	<b>%</b>	<b>42.8</b>	<b>57.2</b>	<b>100</b>

11(a). How satisfied are you with the ease of access of complaint centre/customer care or helpline?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	411	0	411	57	0	468
	%	87.8	0.0	87.8	12.2	0.0	100
Alliance	Count	360	8	352	74	0	434
	%	82.9	1.8	81.1	17.1	0.0	100
BSNL	Count	275	1	274	52	4	331
	%	83.1	0.3	82.8	15.7	1.2	100
Rel Com	Count	365	0	365	77	5	447
	%	81.7	0.0	81.7	17.2	1.1	100
Tata Com	Count	557	0	557	64	1	622
	%	89.5	0.0	89.5	10.3	0.2	100
<b>Overall</b>	<b>Count</b>	<b>1968</b>	<b>9</b>	<b>1959</b>	<b>324</b>	<b>10</b>	<b>2302</b>
	<b>%</b>	<b>85.5</b>	<b>0.4</b>	<b>85.1</b>	<b>14.1</b>	<b>0.4</b>	<b>100</b>

11(b). How satisfied are you with the ease of getting an option for “talking to a customer care executive”?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	399	0	399	69	0	468
	%	85.3	0.0	85.3	14.7	0.0	100
Alliance	Count	379	8	371	55	0	434
	%	87.3	1.8	85.5	12.7	0.0	100
BSNL	Count	280	5	275	51	0	331
	%	84.6	1.5	83.1	15.4	0.0	100
Rel Com	Count	366	50	316	76	5	447
	%	81.9	11.2	70.7	17.0	1.1	100
Tata Com	Count	574	7	567	47	1	622
	%	92.3	1.1	91.2	7.6	0.2	100
<b>Overall</b>	<b>Count</b>	<b>1998</b>	<b>70</b>	<b>1928</b>	<b>298</b>	<b>6</b>	<b>2302</b>
	<b>%</b>	<b>86.8</b>	<b>3.0</b>	<b>83.8</b>	<b>12.9</b>	<b>0.3</b>	<b>100</b>

12. How satisfied are you with the response time taken to answer your call by a customer care executive?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	321	1	320	147	0	468
	%	68.6	0.2	68.4	31.4	0.0	100
Alliance	Count	275	6	269	158	1	434
	%	63.4	1.4	62.0	36.4	0.2	100
BSNL	Count	235	2	233	96	0	331
	%	71.0	0.6	70.4	29.0	0.0	100
Rel Com	Count	302	0	302	141	4	447
	%	67.6	0.0	67.6	31.5	0.9	100
Tata Com	Count	465	9	456	155	2	622
	%	74.7	1.4	73.3	24.9	0.3	100
<b>Overall</b>	<b>Count</b>	<b>1598</b>	<b>18</b>	<b>1580</b>	<b>697</b>	<b>7</b>	<b>2302</b>
	<b>%</b>	<b>69.4</b>	<b>0.8</b>	<b>68.6</b>	<b>30.3</b>	<b>0.3</b>	<b>100</b>

13. How satisfied are you with the problem solving ability of the customer care executive(s)?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	407	0	407	61	0	468
	%	87.0	0.0	87.0	13.0	0.0	100
Alliance	Count	368	8	360	65	1	434
	%	84.7	1.8	82.9	15.0	0.2	100
BSNL	Count	290	6	284	40	1	331
	%	87.6	1.8	85.8	12.1	0.3	100
Rel Com	Count	387	30	357	57	3	447
	%	86.6	6.7	79.9	12.8	0.7	100
Tata Com	Count	575	8	567	45	2	622
	%	92.5	1.3	91.2	7.2	0.3	100
<b>Overall</b>	<b>Count</b>	<b>2027</b>	<b>52</b>	<b>1975</b>	<b>268</b>	<b>7</b>	<b>2302</b>
	<b>%</b>	<b>88.1</b>	<b>2.3</b>	<b>85.8</b>	<b>11.6</b>	<b>0.3</b>	<b>100</b>

14. How satisfied are you with the time taken by complaint centre/customer care /helpline to resolve your complaint?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	329	1	328	139	0	468
	%	70.3	0.2	70.1	29.7	0.0	100
Alliance	Count	289	8	281	144	1	434
	%	66.5	1.8	64.7	33.2	0.2	100
BSNL	Count	218	2	216	112	1	331
	%	65.9	0.6	65.3	33.8	0.3	100
Rel Com	Count	306	50	256	140	1	447
	%	68.5	11.2	57.3	31.3	0.2	100
Tata Com	Count	483	10	473	136	3	622
	%	77.6	1.6	76.0	21.9	0.5	100
<b>Overall</b>	<b>Count</b>	<b>1625</b>	<b>71</b>	<b>1554</b>	<b>671</b>	<b>6</b>	<b>2302</b>
	<b>%</b>	<b>70.6</b>	<b>3.1</b>	<b>67.5</b>	<b>29.1</b>	<b>0.3</b>	<b>100</b>

**NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY**

15. How satisfied are you with the speed of Broadband connection?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	914	36	878	163	3	1080
	%	84.6	3.3	81.3	15.1	0.3	100
Alliance	Count	881	16	865	176	11	1068
	%	82.5	1.5	81.0	16.5	1.0	100
BSNL	Count	826	36	790	259	4	1089
	%	75.8	3.3	72.5	23.8	0.4	100
Rel Com	Count	887	28	859	176	5	1068
	%	83.0	2.6	80.4	16.5	0.5	100
Tata Com	Count	922	14	908	136	10	1068
	%	86.3	1.3	85.0	12.7	0.9	100
<b>Overall</b>	<b>Count</b>	<b>4430</b>	<b>130</b>	<b>4300</b>	<b>910</b>	<b>33</b>	<b>5373</b>
	<b>%</b>	<b>82.4</b>	<b>2.4</b>	<b>80.0</b>	<b>16.9</b>	<b>0.6</b>	<b>100</b>

16. How satisfied are you with the amount of time for which service is up and working?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	909	35	874	169	2	1080
	%	84.1	3.2	80.9	15.6	0.2	100
Alliance	Count	902	16	886	165	1	1068
	%	84.5	1.5	83.0	15.4	0.1	100
BSNL	Count	913	11	902	167	9	1089
	%	83.8	1.0	82.8	15.3	0.8	100
Rel Com	Count	928	27	901	138	2	1068
	%	86.9	2.5	84.4	12.9	0.2	100
Tata Com	Count	910	16	894	156	2	1068
	%	85.2	1.5	83.7	14.6	0.2	100
<b>Overall</b>	<b>Count</b>	<b>4562</b>	<b>105</b>	<b>4457</b>	<b>795</b>	<b>16</b>	<b>5373</b>
	<b>%</b>	<b>85.0</b>	<b>2.0</b>	<b>83.0</b>	<b>14.8</b>	<b>0.3</b>	<b>100</b>

**MAINTAINABILITY (FAULT REPAIR)**

17. How often do you face a problem with your Broadband connection?						
Service Providers		Never	Occasionally	Frequently	Very frequently	Total
Airtel	Count	276	719	70	15	1080
	%	25.6	66.6	6.5	1.4	100
Alliance	Count	201	775	85	7	1068
	%	18.8	72.6	8.0	0.7	100
BSNL	Count	270	695	105	19	1089
	%	24.8	63.8	9.6	1.7	100
Rel Com	Count	186	777	94	11	1068
	%	17.4	72.8	8.8	1.0	100
Tata Com	Count	170	768	121	9	1068
	%	15.9	71.9	11.3	0.8	100
<b>Overall</b>	<b>Count</b>	<b>1103</b>	<b>3734</b>	<b>475</b>	<b>61</b>	<b>5373</b>
	<b>%</b>	<b>20.5</b>	<b>69.5</b>	<b>8.8</b>	<b>1.1</b>	<b>100</b>

18. What was the broadband connection problem faced by you in last 6 months related to, please specify?				
Service Providers		Problem was related to my computer hardware/ software	Problem was related to the broadband connection & modem provided by service provider	Total
Airtel	Count	7	78	85
	%	8.2	91.8	100
Alliance	Count	6	86	92
	%	6.5	93.5	100
BSNL	Count	10	114	124
	%	8.1	91.9	100
Rel Com	Count	39	66	105
	%	37.1	62.9	100
Tata Com	Count	5	125	130
	%	3.8	96.2	100
<b>Overall</b>	<b>Count</b>	<b>67</b>	<b>469</b>	<b>536</b>
	<b>%</b>	<b>12.5</b>	<b>87.5</b>	<b>100</b>

19. How satisfied are you with the time taken for restoration of broadband connection?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	61	1	60	24	0	85
	%	71.8	1.2	70.6	28.2	0.0	100
Alliance	Count	68	0	68	24	0	92
	%	73.9	0.0	73.9	26.1	0.0	100
BSNL	Count	82	0	82	34	8	124
	%	66.1	0.0	66.1	27.4	6.5	100
Rel Com	Count	85	0	85	19	1	105
	%	81.0	0.0	81.0	18.1	1.0	100
Tata Com	Count	101	0	101	27	2	130
	%	77.7	0.0	77.7	20.8	1.5	100
<b>Overall</b>	<b>Count</b>	<b>397</b>	<b>1</b>	<b>396</b>	<b>128</b>	<b>11</b>	<b>536</b>
	<b>%</b>	<b>74.1</b>	<b>0.2</b>	<b>73.9</b>	<b>23.9</b>	<b>2.1</b>	<b>100</b>

**SUPPLEMENTARY AND VALUE ADDED SERVICES**

20(a). Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.				
Service Providers		Yes	No	Total
Airtel	Count	22	1058	1080
	%	2.0	98.0	100
Alliance	Count	20	1048	1068
	%	1.9	98.1	100
BSNL	Count	19	1070	1089
	%	1.7	98.3	100
Rel Com	Count	15	1053	1068
	%	1.4	98.6	100
Tata Com	Count	285	783	1068
	%	26.7	73.3	100
<b>Overall</b>	<b>Count</b>	<b>361</b>	<b>5012</b>	<b>5373</b>
	<b>%</b>	<b>6.7</b>	<b>93.3</b>	<b>100</b>

20(b). How satisfied are you with the process of activating value added services or the process of unsubscribing?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	22	0	22	0	0	22
	%	100.0	0.0	100.0	0.0	0.0	100
Alliance	Count	20	0	20	0	0	20
	%	100.0	0.0	100.0	0.0	0.0	100
BSNL	Count	19	1	18	0	0	19
	%	100.0	5.3	94.7	0.0	0.0	100
Rel Com	Count	15	0	15	0	0	15
	%	100.0	0.0	100.0	0.0	0.0	100
Tata Com	Count	285	0	285	0	0	285
	%	100.0	0.0	100.0	0.0	0.0	100
<b>Overall</b>	<b>Count</b>	<b>361</b>	<b>1</b>	<b>360</b>	<b>0</b>	<b>0</b>	<b>361</b>
	<b>%</b>	<b>100.0</b>	<b>0.3</b>	<b>99.7</b>	<b>0.0</b>	<b>0.0</b>	<b>100</b>

20(c). Please tell me the reasons for your dissatisfaction.						
Service Providers		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Others	Total
Airtel	Count	-	-	-	-	-
	%	-	-	-	-	-
Alliance	Count	-	-	-	-	-
	%	-	-	-	-	-
BSNL	Count	-	-	-	-	-
	%	-	-	-	-	-
Rel Com	Count	-	-	-	-	-
	%	-	-	-	-	-
Tata Com	Count	-	-	-	-	-
	%	-	-	-	-	-
<b>Overall</b>	<b>Count</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
	<b>%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

21(a). In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider? (such as static/fixed IP addresses, email-ids, antivirus packages, etc)				
Service Providers		Yes	No	Total
Airte	Count	33	1047	1080
	%	3.1	96.9	100
Alliance	Count	12	1056	1068
	%	1.1	98.9	100
BSNL	Count	44	1045	1089
	%	4.0	96.0	100
Rel Com	Count	24	1044	1068
	%	2.2	97.8	100
Tata Com	Count	42	1026	1068
	%	3.9	96.1	100
<b>Overall</b>	<b>Count</b>	<b>155</b>	<b>5218</b>	<b>5373</b>
	<b>%</b>	<b>2.9</b>	<b>97.1</b>	<b>100</b>

21(b). Have you complained to your service provider for deactivation of such services and refund of charges levied?				
Service Providers		Yes	No	Total
Airtel	Count	32	1	33
	%	97.0	3.0	100
Alliance	Count	7	5	12
	%	58.3	41.7	100
BSNL	Count	35	9	44
	%	79.5	20.5	100
Rel Com	Count	21	3	24
	%	87.5	12.5	100
Tata Com	Count	28	14	42
	%	66.7	33.3	100
<b>Overall</b>	<b>Count</b>	<b>123</b>	<b>32</b>	<b>155</b>
	<b>%</b>	<b>79.4</b>	<b>20.6</b>	<b>100</b>

21(c). What difficulties you have faced while deactivating of such services and refund of charges levied?						
Service Providers		None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Total
Airtel	Count	0	20	12	0	32
	%	0.0	62.5	37.5	0.0	100
Alliance	Count	0	4	3	0	7
	%	0.0	57.1	42.9	0.0	100
BSNL	Count	2	18	15	0	35
	%	5.7	51.4	42.9	0.0	100
Rel Com	Count	0	16	4	1	21
	%	0.0	76.2	19.0	4.8	100
Tata Com	Count	11	11	6	0	28
	%	39.3	39.3	21.4	0.0	100
<b>Overall</b>	<b>Count</b>	<b>13</b>	<b>69</b>	<b>40</b>	<b>1</b>	<b>123</b>
	<b>%</b>	<b>10.6</b>	<b>56.1</b>	<b>32.5</b>	<b>0.8</b>	<b>100</b>

22. How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	6	0	6	26	0	32
	%	18.8	0.0	18.8	81.3	0.0	100
Alliance	Count	1	0	1	6	0	7
	%	14.3	0.0	14.3	85.7	0.0	100
BSNL	Count	8	0	8	27	0	35
	%	22.9	0.0	22.9	77.1	0.0	100
Rel Com	Count	3	0	3	17	1	21
	%	14.3	0.0	14.3	81.0	4.8	100
Tata Com	Count	18	0	18	10	0	28
	%	64.3	0.0	64.3	35.7	0.0	100
<b>Overall</b>	<b>Count</b>	<b>36</b>	<b>0</b>	<b>36</b>	<b>86</b>	<b>1</b>	<b>123</b>
	<b>%</b>	<b>29.3</b>	<b>0.0</b>	<b>29.3</b>	<b>69.9</b>	<b>0.8</b>	<b>100</b>

**OVERALL CUSTOMER SATISFACTION**

23(a). How satisfied are you with the overall quality of your Broadband service?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Airtel	Count	1066	34	1032	13	1	1080
	%	98.7	3.1	95.6	1.2	0.1	100
Alliance	Count	1046	23	1023	22	0	1068
	%	98.0	2.2	95.8	2.1	0.0	100
BSNL	Count	1048	15	1033	40	1	1089
	%	96.3	1.4	94.9	3.7	0.1	100
Rel Com	Count	1011	19	992	51	6	1068
	%	94.7	1.8	92.9	4.8	0.6	100
Tata Com	Count	1015	10	1005	51	2	1068
	%	95.0	0.9	94.1	4.8	0.2	100
<b>Overall</b>	<b>Count</b>	<b>5186</b>	<b>101</b>	<b>5085</b>	<b>177</b>	<b>10</b>	<b>5373</b>
	<b>%</b>	<b>96.5</b>	<b>1.9</b>	<b>94.6</b>	<b>3.3</b>	<b>0.2</b>	<b>100</b>

24. How many persons in your house/ organization are using this Broadband connection?						
Service Providers		1-3	4-7	8-11	More than 11	Total
Airtel	Count	904	172	4	0	1080
	%	83.7	15.9	0.4	0.0	100.0
Alliance	Count	848	215	5	0	1068
	%	79.4	20.1	0.5	0.0	100.0
BSNL	Count	930	156	3	0	1089
	%	85.4	14.3	0.3	0.0	100.0
Reliance	Count	916	151	1	0	1068
	%	85.8	14.1	0.1	0.0	100.0
Tata Com	Count	845	220	3	0	1068
	%	79.1	20.6	0.3	0.0	100.0
<b>Overall</b>	<b>Count</b>	<b>4443</b>	<b>914</b>	<b>16</b>	<b>0</b>	<b>5373</b>
	<b>%</b>	<b>82.7</b>	<b>17.0</b>	<b>0.3</b>	<b>0.0</b>	<b>100.0</b>

24(a). What kind of other services are you also taking from this service provider?						
Service Providers		Wire-line	Mobile	Other	None	Total
Airtel	Count	942	55	4	79	1080
	%	87.2	5.1	0.4	7.3	100
Alliance	Count	22	38	1	1007	1068
	%	2.1	3.6	0.1	94.3	100
BSNL	Count	921	27	6	135	1089
	%	84.6	2.5	0.6	12.4	100
Rel Com	Count	52	8	3	1005	1068
	%	4.9	0.7	0.3	94.1	100
Tata Com	Count	190	75	28	775	1068
	%	17.8	7.0	2.6	72.6	100
<b>Overall</b>	<b>Count</b>	<b>2127</b>	<b>203</b>	<b>42</b>	<b>3001</b>	<b>5373</b>
	<b>%</b>	<b>39.6</b>	<b>3.8</b>	<b>0.8</b>	<b>55.9</b>	<b>100</b>



25. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?				
Service Providers		Yes	No	Total
Airtel	Count	601	479	1080
	%	55.6	44.4	100
Alliance	Count	677	391	1068
	%	63.4	36.6	100
BSNL	Count	545	544	1089
	%	50.0	50.0	100
Rel Com	Count	485	583	1068
	%	45.4	54.6	100
Tata Com	Count	652	416	1068
	%	61.0	39.0	100
Overall	Count	2960	2413	5373
	%	55.1	44.9	100

26. On a scale of 1-10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?												
Service Providers		1	2	3	4	5	6	7	8	9	10	Total
Airtel	Count	0	1	1	12	164	137	99	543	103	20	1080
	%	0.0	0.1	0.1	1.1	15.2	12.7	9.2	50.3	9.5	1.9	100
Alliance	Count	0	0	2	18	127	176	170	412	144	19	1068
	%	0.0	0.0	0.2	1.7	11.9	16.5	15.9	38.6	13.5	1.8	100
BSNL	Count	2	2	8	27	172	129	173	451	109	16	1089
	%	0.2	0.2	0.7	2.5	15.8	11.8	15.9	41.4	10.0	1.5	100
Rel Com	Count	0	2	14	44	158	156	200	377	99	18	1068
	%	0.0	0.2	1.3	4.1	14.8	14.6	18.7	35.3	9.3	1.7	100
Tata Com	Count	0	5	11	33	150	158	147	424	120	20	1068
	%	0.0	0.5	1.0	3.1	14.0	14.8	13.8	39.7	11.2	1.9	100
Overall	Count	2	10	36	134	771	756	789	2207	575	93	5373
	%	0.0	0.2	0.7	2.5	14.3	14.1	14.7	41.1	10.7	1.7	100

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

27. Are you aware of the toll free customer care number of the complaint centre of your telecom service provider for making complaints/ queries?				
Service Providers		Yes	No	Total
Airtel	Count	671	409	1080
	%	62.1	37.9	100
Alliance	Count	643	425	1068
	%	60.2	39.8	100
BSNL	Count	608	481	1089
	%	55.8	44.2	100
Rel Com	Count	619	449	1068
	%	58.0	42.0	100
Tata Com	Count	962	106	1068
	%	90.1	9.9	100
Overall	Count	3503	1870	5373
	%	65.2	34.8	100

28. From where, you got to know about the toll free customer care number?								
Service Providers		Newspaper	Website of the service provider	SMS from service provider	Display at complaint centers/ sales outlets	Telephone bills	Other	Total
Airtel	Count	8	121	24	81	300	145	671
	%	1.2	18.0	3.6	12.1	44.7	21.6	100
Alliance	Count	4	135	47	68	329	71	643
	%	0.6	21.0	7.3	10.6	51.2	11.0	100
BSNL	Count	10	184	20	66	295	89	608
	%	1.6	30.3	3.3	10.9	48.5	14.6	100
Rel Com	Count	6	92	29	80	446	37	619
	%	1.0	14.9	4.7	12.9	72.1	6.0	100
Tata Com	Count	12	435	370	177	291	63	962
	%	1.2	45.2	38.5	18.4	30.2	6.5	100
Overall	Count	40	967	490	472	1661	405	3503
	%	1.1	27.6	14	13.5	47.4	11.6	100

29. Have you made any complaint in the last six (6) months to the toll free complaint centre/ customer care/ helpline telephone number?				
Service Providers		Yes	No	Total
Airtel	Count	419	252	671
	%	62.4	37.6	100
Alliance	Count	414	229	643
	%	64.4	35.6	100
BSNL	Count	314	294	608
	%	51.6	48.4	100
Rel Com	Count	323	296	619
	%	52.2	47.8	100
Tata Com	Count	443	519	962
	%	46.0	54.0	100
Overall	Count	1913	1590	3503
	%	54.6	45.4	100

30. With respect to the complaint made by you to the complaint centre, please specify which of these was most applicable to you?							
Service Providers		Complaint was registered and docket number received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total
Airtel	Count	97	288	22	0	12	419
	%	23.2	68.7	5.3	0.0	2.9	100
Alliance	Count	90	295	26	1	2	414
	%	21.7	71.3	6.3	0.2	0.5	100
BSNL	Count	116	168	14	9	7	314
	%	36.9	53.5	4.5	2.9	2.2	100
Rel Com	Count	67	228	22	2	4	323
	%	20.7	70.6	6.8	0.6	1.2	100
Tata Com	Count	162	258	19	1	3	443
	%	36.6	58.2	4.3	0.2	0.7	100
Overall	Count	532	1237	103	13	28	1913
	%	27.8	64.7	5.4	0.7	1.5	100

31. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?				
Service Providers		Yes	No	Total
Airtel	Count	7	400	407
	%	1.7	98.3	100
Alliance	Count	7	405	412
	%	1.7	98.3	100
BSNL	Count	36	271	307
	%	11.7	88.3	100
Rel Com	Count	4	315	319
	%	1.3	98.7	100
Tata Com	Count	90	350	440
	%	20.5	79.5	100
<b>Overall</b>	<b>Count</b>	<b>144</b>	<b>1741</b>	<b>1885</b>
	<b>%</b>	<b>7.6</b>	<b>92.4</b>	<b>100</b>

32. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?				
Service Providers		Yes	No	Total
Airtel	Count	169	238	407
	%	41.5	58.5	100
Alliance	Count	172	240	412
	%	41.7	58.3	100
BSNL	Count	130	177	307
	%	42.3	57.7	100
Rel Com	Count	156	163	319
	%	48.9	51.1	100
Tata Com	Count	242	198	440
	%	55.0	45.0	100
<b>Overall</b>	<b>Count</b>	<b>869</b>	<b>1016</b>	<b>1885</b>
	<b>%</b>	<b>46.1</b>	<b>53.9</b>	<b>100</b>

33. Was your complaint resolved by the complaint centre within three (3) days?				
Service Providers		Yes	No	Total
Airtel	Count	292	115	407
	%	71.7	28.3	100
Alliance	Count	320	92	412
	%	77.7	22.3	100
BSNL	Count	223	84	307
	%	72.6	27.4	100
Rel Com	Count	226	93	319
	%	70.8	29.2	100
Tata Com	Count	346	94	440
	%	78.6	21.4	100
<b>Overall</b>	<b>Count</b>	<b>1407</b>	<b>478</b>	<b>1885</b>
	<b>%</b>	<b>74.6</b>	<b>25.4</b>	<b>100</b>

<b>34. Was your billing/ charging complaint resolved satisfactorily by the complaint centre/ customer care within four (4) weeks after you lodge the complaint?</b>					
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Not applicable</b>	<b>Total</b>
Airtel	Count	14	17	376	407
	%	3.4	4.2	92.4	100
Alliance	Count	17	13	382	412
	%	4.1	3.2	92.7	100
BSNL	Count	42	11	254	307
	%	13.7	3.6	82.7	100
Rel Com	Count	20	33	266	319
	%	6.3	10.3	83.4	100
Tata Com	Count	39	10	391	440
	%	8.9	2.3	88.9	100
<b>Overall</b>	<b>Count</b>	<b>132</b>	<b>84</b>	<b>1669</b>	<b>1885</b>
	<b>%</b>	<b>7.0</b>	<b>4.5</b>	<b>88.5</b>	<b>100</b>

<b>35. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the appellate authority of your telecom service provider. Are you aware of the contact details of the Appellate Authority for filing an appeal?</b>				
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Total</b>
Airtel	Count	30	1050	1080
	%	2.8	97.2	100
Alliance	Count	19	1049	1068
	%	1.8	98.2	100
BSNL	Count	30	1059	1089
	%	2.8	97.2	100
Rel Com	Count	11	1057	1068
	%	1.0	99.0	100
Tata Com	Count	32	1036	1068
	%	3.0	97.0	100
<b>Overall</b>	<b>Count</b>	<b>122</b>	<b>5251</b>	<b>5373</b>
	<b>%</b>	<b>2.3</b>	<b>97.7</b>	<b>100</b>

<b>36. From where, you got to know about the contact details of the appellate authority?</b>							
<b>Service Providers</b>		<b>Newspaper</b>	<b>Website of the service provider</b>	<b>Display at complaint centers/ sales outlets</b>	<b>Telephone bills</b>	<b>Other</b>	<b>Total</b>
Airtel	Count	1	7	17	8	0	30
	%	3.3	23.3	56.7	26.7	0.0	100
Alliance	Count	3	6	11	4	0	19
	%	15.8	31.6	57.9	21.1	0.0	100
BSNL	Count	5	14	9	7	1	30
	%	16.7	46.7	30.0	23.3	3.3	100
Rel Com	Count	0	4	6	1	0	11
	%	0.0	36.4	54.5	9.1	0.0	100
Tata Com	Count	1	15	10	14	0	32
	%	3.1	46.9	31.3	43.8	0.0	100
<b>Overall</b>	<b>Count</b>	<b>10</b>	<b>46</b>	<b>34</b>	<b>53</b>	<b>1</b>	<b>122</b>
	<b>%</b>	<b>8.2</b>	<b>37.7</b>	<b>27.9</b>	<b>43.4</b>	<b>0.8</b>	<b>100</b>

37. Have you filed any appeal in last six (6) months?				
Service Providers		Yes	No	Total
Airtel	Count	14	16	30
	%	46.7	53.3	100
Alliance	Count	4	15	19
	%	21.1	78.9	100
BSNL	Count	15	15	30
	%	50.0	50.0	100
Rel Com	Count	9	2	11
	%	81.8	18.2	100
Tata Com	Count	8	24	32
	%	25.0	75.0	100
<b>Overall</b>	<b>Count</b>	<b>50</b>	<b>72</b>	<b>122</b>
	<b>%</b>	<b>41.0</b>	<b>59.0</b>	<b>100</b>

38. How did you file your appeal to the appellate authority?							
Service Providers		E-mail	Fax	Letter (post/ courier)	In person (self)	Other	Total
Airtel	Count	7	2	0	4	1	14
	%	50.0	14.3	0.0	28.6	7.1	100
Alliance	Count	2	1	0	1	0	4
	%	50.0	25.0	0.0	25.0	0.0	100
BSNL	Count	3	1	4	7	0	15
	%	20.0	6.7	26.7	46.7	0.0	100
Rel Com	Count	1	1	1	6	0	9
	%	11.1	11.1	11.1	66.7	0.0	100
Tata Com	Count	2	0	0	2	4	8
	%	25.0	0.0	0.0	25.0	50.0	100
<b>Overall</b>	<b>Count</b>	<b>15</b>	<b>5</b>	<b>5</b>	<b>20</b>	<b>5</b>	<b>50</b>
	<b>%</b>	<b>30.0</b>	<b>10.0</b>	<b>10.0</b>	<b>40.0</b>	<b>10.0</b>	<b>100</b>

39. Did you receive the unique appeal number within three (3) days from the appellate authority after you filed an appeal with it?				
Service Providers		Yes	No	Total
Airtel	Count	3	11	14
	%	21.4	78.6	100
Alliance	Count	0	4	4
	%	0.0	100.0	100
BSNL	Count	9	6	15
	%	60.0	40.0	100
Rel Com	Count	7	2	9
	%	77.8	22.2	100
Tata Com	Count	1	7	8
	%	12.5	87.5	100
<b>Overall</b>	<b>Count</b>	<b>20</b>	<b>30</b>	<b>50</b>
	<b>%</b>	<b>40.0</b>	<b>60.0</b>	<b>100</b>

40. Did the appellate authority take a decision upon your appeal within thirty nine (39) days of filing the appeal?					
Service Providers		Yes	No	Appeal filed only recently	Total
Airtel	Count	5	8	1	14
	%	35.7	57.1	7.1	100.0
Alliance	Count	3	0	1	4
	%	75.0	0.0	25.0	100
BSNL	Count	3	4	8	15
	%	20.0	26.7	53.3	100.0
Rel Com	Count	2	4	3	9
	%	22.2	44.4	33.3	100.0
Tata Com	Count	2	4	2	8
	%	25.0	50.0	25.0	100.0
<b>Overall</b>	<b>Count</b>	<b>15</b>	<b>20</b>	<b>15</b>	<b>50</b>
	<b>%</b>	<b>30.0</b>	<b>40.0</b>	<b>30.0</b>	<b>100</b>

41. Are you aware that a prepaid customer can get item wise usage charge details for your prepaid connection?				
Service Providers		Yes	No	Total
Airtel	Count	0	0	0
	%	0.0	0.0	0
Alliance	Count	19	284	303
	%	6.3	93.7	100
BSNL	Count	0	0	0
	%	0.0	0.0	0
Rel Com	Count	2	32	34
	%	5.9	94.1	100
Tata Com	Count	134	115	249
	%	53.8	46.2	100
<b>Overall</b>	<b>Count</b>	<b>155</b>	<b>431</b>	<b>586</b>
	<b>%</b>	<b>26.5</b>	<b>73.5</b>	<b>100</b>

42. Have you been denied of request for item wise usage charge details for your prepaid connection?				
Service Providers		Yes	No	Total
Airtel	Count	0	0	0
	%	0.0	0.0	0
Alliance	Count	3	16	19
	%	15.8	84.2	100
BSNL	Count	0	0	0
	%	0.0	0.0	0
Rel Com	Count	0	2	2
	%	0.0	100	100
Tata Com	Count	17	117	134
	%	12.7	87.3	100
<b>Overall</b>	<b>Count</b>	<b>20</b>	<b>135</b>	<b>155</b>
	<b>%</b>	<b>12.9</b>	<b>87.1</b>	<b>100</b>

43. What were the reason(s) for denying your request?					
Service Providers		No reasons given	Technical problem	Others	Total
Airtel	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Alliance	Count	2	1	0	3
	%	66.7	33.3	0.0	100
BSNL	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Rel Com	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Tata Com	Count	3	14	0	17
	%	17.6	82.4	0.0	100
Overall	<b>Count</b>	<b>5</b>	<b>15</b>	<b>0</b>	<b>20</b>
	<b>%</b>	<b>25.0</b>	<b>75.0</b>	<b>0.0</b>	<b>100</b>

44. Have you been provided the manual of practice, containing the terms and conditions of service, toll free numbers of complaint centre and contact details of the Nodal officer and appellate authority for complaints redressal etc., while subscribing the new broadband connection?					
Service Providers		Yes	No	Do not remember	Total
Airtel	Count	789	198	93	1080
	%	73.1	18.3	8.6	100
Alliance	Count	723	182	163	1068
	%	67.7	17.0	15.3	100
BSNL	Count	662	255	172	1089
	%	60.8	23.4	15.8	100
Rel Com	Count	679	296	93	1068
	%	63.6	27.7	8.7	100
Tata Com	Count	556	182	330	1068
	%	52.1	17.0	30.9	100
Overall	<b>Count</b>	<b>3409</b>	<b>1113</b>	<b>851</b>	<b>5373</b>
	<b>%</b>	<b>63.4</b>	<b>20.7</b>	<b>15.8</b>	<b>100</b>

**ANNEXURE – II**  
**CUSTOMER SATISFACTION SURVEY**  
**QUESTIONNAIRES**