

Information note to the Press
(Press Release No. 99/2012)

For Immediate release

Telecom Regulatory Authority of India

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

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

2 Findings of the independent agency on Quality of Service

2.1 Cellular Mobile Telephone Service:

The objective assessment of quality of service and subjective customer satisfaction surveys of the service providers, namely, M/s Bharti Airtel, Aircel, Etisalat, Idea Cellular Limited, MTNL, MTS, Reliance Communications (CDMA and GSM), Vodafone and Tata (CDMA) was conducted. Service Provider's performance on the selected Key Parameters in respect of cellular mobile telephone service based on one month data verification and the gradation on "Satisfaction" score scale i.e. scores of "Very Satisfied" to "Satisfied" on the matching parameters of the customers perception of services is annexed at "A".

2.2 Basic Telephone Service (Wire Line):

The objective assessment of quality of service and subjective customer satisfaction surveys of the service providers, namely, M/s Airtel, MTNL, TTSL, and RCOM was conducted. Service Provider's performance on the selected Key Parameters in respect of Basic Telephone service (Wire Line) based on one month data verification and the gradation on "Satisfaction" score scale i.e. scores of "Very Satisfied" to "Satisfied" on the matching parameters of the customers perception of services is annexed at "B".

2.3 Broadband Service:

The objective assessment of quality of service and subjective customer satisfaction surveys of the service providers, namely, M/s Airtel, MTNL, RCOM, TTSL, Hathway and Spectranet was conducted. Service Provider's performance on the selected Key Parameters in respect of Broadband service based on one month data verification and the gradation on "Satisfaction" score scale i.e. scores of "Very Satisfied" to "Satisfied" on the matching parameters of the customers perception of services is annexed at "C"

3. Telecom Consumers Protection and Redressal of Grievances score:

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

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

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

(Rajeev Agrawal)
Secretary

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

Name of Service Provider	Network Availability		Accessibility & Retainability				Metering and Billing				Help Services		Supplementary Services
	(Survey) Customers satisfied with Provision of Service	(Audit) Worst affected BTSs due to downtime (%age)	(Survey) Customers satisfied with network performance	(Audit) Call Set-up Success Rate (within licensee's own network)	(Audit) Call Drop Rate (%age)	(Audit) %age of connection with good voice quality	(Survey) %customers satisfied with billing performance (Post Paid)	(Survey) %customers satisfied with billing performance (Pre Paid)	(Audit) Metering and billing credibility (Post Paid) (Pre Paid)		(Survey) % Customers satisfied with help service)	(Audit) Percentage of calls answered by operators (voice to voice) within 60 sec	(Survey) % Customers satisfied with supplementary service)
Bench marks	≥ 90%	≤ 2%	≥ 95%	≥ 95%	≤ 2%	≥ 95%	≥ 95%	≥ 95%	< 0.1%		≥ 90%	≥ 90%	≥ 90%
Aircel	97	0.40	89	98.40	0.83	97.45	96	87	0.00	0.00	72	98.08	89
Airtel	97	0.00	95	99.86	0.64	94.25	96	89	0.04	0.00	81	97.66	86
Etisalat	97	0.00	80	98.58	1.59	96.00	100	91	-	0.07	89	99.56	92
Idea	97	0.09	90	99.51	0.83	98.22	95	89	0.06	0.03	77	95.00	83
MTNL	97	1.49	81	97.26	1.58	98.11	82	95	-	0.05	82	99.24	71
MTS	99	0.12	90	99.24	0.26	100	50	92	0.02	0.02	87	-	90
RCOM CDMA	98	0.00	82	99.50	0.30	-	98	84	0.05	0.03	71	95.38	89
RCOM GSM		0.43		99.78	0.22	99.82			0.10	0.10		87.18	
Tata CDMA	98	0.00	87	98.62	0.86	-	89	89	0.00	0.00	77	-	89
Vodafone	97	0.02	95	98.62	1.40	97.60	91	92	0.01	0.00	82	97.66	87

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

Name of Service Provider	Network Availability	Accessibility	Metering and Billing		Maintainability	Help Service
	(Survey)	(Survey)	(Survey)	(Survey)	(Survey)	(Survey)
	Customers satisfied with Provision of Service	Customers satisfied with network performance	%customers satisfied with billing performance (Post Paid)	%customers satisfied with billing performance (Pre Paid)	% Customers satisfied with Maintainability)	% Customers satisfied with help service
Benchmark	≥ 90%	≥ 95%	≥ 95%	≥ 95%	≥ 95%	≥ 90%
Airtel	88	94	92	-	82	83
MTNL	97	94	96	-	81	84
TTSL	100	92	94	-	81	77
Rel Comm.	68	89	90	-	62	65

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

Name of Service Provider	Network Availability	Accessibility	Metering and Billing		Help Services	Supplementary services
	(Survey)	(Survey)	(Survey)	(Survey)	(Survey)	(Survey)
	Customers satisfied with Provision of Service	Customers satisfied with network performance	% customers satisfied with billing performance (Post Paid)	% customers satisfied with billing performance (Pre Paid)	% Customers satisfied with help service)	% Customers satisfied with supplementary service)
Benchmark	≥ 90%	≥ 85%	≥ 90%	≥ 90%	≥ 90%	≥ 85%
Airtel	96	91	94	100	82	89
MTNL	98	89	96	-	87	94
TTSL	99	94	91	100	97	98
RCOM	83	80	79	100	76	82
Hathway	90	80	89	88	87	87
Spectranet	94	92	98	100	92	100

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

S.No	Sub Parameter	Airtel			Vodafone	Aircel	Etisalat	Sistema Shyam	MTNL			Idea	Reliance			TSL			Hathway	Spectranet
		Cellular (in %)	Basic (in %)	Broadband (in %)	Cellular (in %)	Basic (in %)	Broadband (in %)	Cellular (in %)	Cellular (in %)	Basic (in %)	Broadband (in %)	Cellular (in %)	Basic (in %)	Broadband (in %)	Broadband (in %)	Broadband (in %)				
1	For prepaid customers awareness about item-wise usage charge details on request	18	-	44	15	20	15	6	26	-	-	18	19	-	0	15	-	22	7	0
2	If aware (for pre-paid customers) ever denied of item wise usage charge details for pre paid connection	3	-	50	4	6	7	11	7	-	-	2	9	-	-	6	-	0	0	-
3	For new customers provisioning of "Manual of practice while taking the new connection	80	49	40	86	77	77	83	73	42	32	83	82	36	21	79	54	37	68	71
4	Awareness of call center for redressing grievances	80	87	79	75	76	65	77	87	85	76	72	87	82	84	77	89	74	96	85
5	Percentage of consumer complaints to the toll free number within last 6 months	51	50	50	36	43	20	37	29	38	31	47	56	61	66	47	23	22	47	45
6	Call center informing about the action taken on complaint	70	80	81	62	67	68	71	61	80	71	58	64	49	36	68	50	84	79	98
7	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	55	55	16	42	46	35	40	20	52	20	40	49	28	8	43	36	24	57	24
8	Percentage satisfied with complaint resolution by call center	-	-	67	-	-	-	-	-	-	67	-	-	-	54	-	-	57	59	70
9	Awareness about contact detail of nodal officer for redressing grievances	5	5	12	7	5	5	3	9	5	17	4	7	5	5	6	0	2	23	3
10	Awareness about contact detail of appellate authority for redressing grievances	1	2	3	3	2	3	1	3	1	3	2	2	0	2	2	-	1	6	1