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## **Quality of Service Assessment**

### **Report of survey for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services for Bihar & Jharkhand Circle**

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Assessment of:

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- I. Customer Perception of service
- II. Implementation & Effectiveness of Telecom Consumer Protection  
& Redressal of Grievance Regulations, 2007

**April-June 2010**

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Prepared for: **Telecom Regulatory Authority of India**

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## Preface

TRAI, the regulatory watch dog for the Quality of Service for the telecom services – Basic (Wireline), Cellular Mobile (Wireless) and Broadband has commissioned this study with the objective of measuring Quality of Services under the parameters as per the published notifications. The study, from the execution perspective, has been divided into two modules – Survey module and Audit module.

The Survey module has been commissioned with the objective of gauging the subscriber feedback on Quality of Services by way of primary survey and comparing them with quality of service benchmarks stipulated by TRAI. In addition, Survey module would also measure the compliance of 'Telecom Consumer Protection and Redressal of Grievances Regulations, 2007'.

The Audit module would assess the Quality of Service of telecom operators (Basic (Wireline), Cellular Mobile (Wireless) and Broadband services) by auditing the service level records maintained by the operators, conducting drive tests as well as live measurements and comparing them with quality of service benchmarks stipulated by TRAI.

For the ease of execution both the modules have been commissioned as two separate exercises. However, the findings of each module would feed into the justification of the other module.

The Survey and Audit modules for various circles within the Zones, due to the sheer scale of data collection, have been distributed across various quarterly periods. IMRB International conducted Survey in Andhra Pradesh, Kolkata and West Bengal circles and Audit module was conducted across Andhra Pradesh, Kolkata, West Bengal, Uttar Pradesh (East) and Uttar Pradesh (West) circles in the period of January – March 2010. The present report details the **Quality of Services** survey module findings for the **Bihar & Jharkhand Circle for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services**.

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## 1.0 Background

The Telecom Regulatory Authority of India (TRAI) has a critical mandate to protect the interest of telecom consumers in addition to various other functions bestowed upon it. As part of the license conditions to telecom operators, it has the power and authority to measure the Quality of Service provided by various govt. (BSNL & MTNL) and private telecom operators. The parameters that need to be measured for Basic (Wireline) and Cellular Mobile (Wireless) services have been specified in the TRAI notification on Quality of Services of Basic (Wireline) and Cellular Mobile (Wireless) services dated 1st July, 2005. The parameters for Broadband Service has been specified in the TRAI notification for Quality of Services of Broadband Service Regulation, 2006 (11 of 2006) dated 6th Oct. 2006.

In addition, during this round of Survey module assessment, TRAI would also like to measure the compliance of 'Telecom Consumer Protection and Redressal of Grievances Regulations, 2007' dated 4th May, 2007. These regulations are applicable to all Basic (Wireline) and Cellular Mobile (Wireless) service providers and to those Broadband service providers whose turnover in any preceding financial year exceed rupees five crores or whose total number of Broadband subscribers in any preceding financial year exceed ten thousand numbers, as the case may be.

IMRB has been engaged by TRAI for a period of 12 months starting July 2009 to assess the quality of services being provided by Basic (Wireline), Cellular Mobile (Wireless) and Broadband service providers.

The study is being conducted broadly in two modules. They are:

**Survey module:** To obtain subscriber feedback on quality of services by way of primary survey and to check the 'Implementation and effectiveness of Telecom Consumer Protection and Redressal of Grievances Regulations, 2007'

**Audit module:** To assess the quality of service of telecom operators (Basic (Wireline), Cellular Mobile (Wireless) and broadband services) by auditing the service level records maintained by the operators, conducting drive tests as well as live measurements and comparing them with quality of service benchmarks stipulated by TRAI

The present report highlights the findings for the Survey module for Bihar & Jharkhand circle that was covered in the Quarter 1 (January – March) 2010. The primary data collection from the end users of Basic (Wireline), Cellular Mobile (Wireless) and broadband services was undertaken by IMRB International during the period of January 2010 – March 2010.



***The study is being conducted broadly in two modules:***

- (i) Survey module and***
- (ii) Audit module***



***This report highlights the Survey Module findings for Bihar and Jharkhand circle for Basic (Wireline), Cellular Mobile (Wireless) and Broadband services***

## **2.0 Objectives**

The objectives of the “Survey Module” of this study are to undertake a survey among the subscribers to:-

1. Assess the satisfaction with Quality of Services (QoS) provided by Basic (Wireline), Cellular Mobile (Wireless) and broadband service providers on the ‘Quality of Service’ parameters laid down by TRAI\*.
2. Assess the compliance of the service providers and the satisfaction of the subscribers of Basic (Wireline), Cellular Mobile (Wireless) and broadband services with ‘Telecom Consumer Protection and Redressal of Grievances Regulations – 2007’.
3. To compare the findings against the Quality of Service benchmarks notified by TRAI and **identify the critical areas for improvement for the telecom service providers.**



***The study aims to identify the critical areas for improvement by telecom service providers for Quality of Service parameters and Grievance Redressal Mechanism***

### **3.0 Study methodology**

As outlined earlier, the study was conducted in two modules. The first module (subjective survey) was undertaken to gauge the subscriber feedback on quality of service by way of a large sample based field survey. The second module (objective assessment) involved auditing of the QoS monitoring records of telecom operators.



***The satisfaction level of subscribers was collected on a four-point Likert scale.***

#### **3.1 Subjective survey methodology**

To gauge the level of satisfaction of subscribers with the quality of service provided by the service providers, interviews across a large sample of subscribers for Basic (Wireline), Cellular Mobile (Wireless) and broadband services were conducted. The sample survey was conducted to ensure spread across operators on the basis of their subscriber size and the type of circle in which we are conducting the interviews.

The sample for basic (wireline) services was evenly spread over 5% of the exchanges in 10% of the total SDCAs in that particular circle. The sample for cellular mobile (wireless) service was evenly spread over 10% of the district headquarters of a service area.. The sample for broadband subscribers that was covered in the survey was distributed across 10% of PoPs (Points of Presence) of the service providers. Also, the sample reflected the urban-rural split of the population of subscribers. Also, a spread of postpaid and prepaid subscribers was ensured especially for wireless services.

The sample size was primarily covered using the face to face personal interviewing method. All of these interviews were conducted by IMRB International trained executives. All interviews that were conducted face to face, the signatures of the respondents were also obtained.

The satisfaction level of subscribers was collected on a four-point scale of “Very satisfied”, “satisfied”, “dissatisfied” and “very dissatisfied”.

The questionnaire is divided into two broad segments viz.

- a. The first part dealt with all the aspects of customer perception of service which was detailed out by asking 33 questions each for basic (wireline) and cellular mobile (wireless) segments and 23 questions for the broadband segment
- b. The second part of the questionnaire was about checking the awareness, implementation and effectiveness of ‘telecom consumer’s protection and redressal of grievances regulations, 2007’. This module entailed 22 questions which probed the consumers exhaustively on the three stage redressal mechanism.

The responses for the first part have been summarized into the seven subjective parameters as specified in the QoS regulation in the following manner:

Subjective parameter	QoS	Satisfaction with basic wireline on:	Satisfaction with cellular services on:	Satisfaction with Broadband services on:
Service provision		- Time taken to get a new phone connection	- Time taken for activation of connection	- Time taken to get a broadband connection
Network performance, reliability & availability		- Phone working & always available - Make & receive calls easily - Getting clear voice quality on phone	- Availability of signals - Make & receive calls easily - Getting clear voice quality of phone	- Speed of broadband connection - Service uptime
Maintainability		- Quality of fault repair service	- Availability of network - Restoration of network problems	- Time taken for restoration of connection
Help services		- Ease of access to helpline numbers - Response time of the customer care executive - Problem solving ability of the executive - Time taken by executive to resolve complaint - Redressal mechanism	- Ease of access to helpline numbers - Response time of the customer care executive - Problem solving ability of the executive - Time taken by executive to resolve complaint - Redressal mechanism	- Ease of access to helpline numbers - Response time of the customer care executive - Problem solving ability of the executive - Time taken by executive to resolve complaint (prepaid) - Redressal mechanism
Billing		- Timely delivery of bills - Accuracy of bill - Clarity of bill - Accuracy of charges deducted (for prepaid)	- Timely delivery of bills - Accuracy of bill - Clarity of bill - Accuracy of charges deducted (for prepaid)	- Timely delivery of bills - Accuracy of bill - Clarity of bill - Accuracy of charges deducted (for prepaid)
Supplementary services		- Quality of supplementary services provided	- Quality of supplementary services provided	- Quality of supplementary services provided
Overall satisfaction		- Overall rating of quality	- Overall rating of quality	- Overall rating of performance

The responses to the second part of the questionnaire can be broadly summarized as follows:

- a. Awareness of the stages of the redressal mechanism
- b. Ease of access to the various stages
- c. Satisfaction with quality of each of the three stages

### 3.2 Data analysis methodology

The satisfaction scores have been represented in two ways:-

#### Weighted satisfaction scores

Overall weighted satisfaction score for a parameter was ascertained using the following formula(s):

If a parameter is having 3 sub-parameters the overall score is calculated as below:

(Respondents giving Top2 score for parameter 1 + Respondents giving top2 score for parameter 2 + Respondents giving top2 score for parameter 3)

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(Answering base for parameter 1 + answering base for parameter 2 + answering base for parameter 3)

#### Top – 2 gradations on the Satisfaction score scale i.e. scores of 'Very Satisfied' and 'Somewhat Satisfied'

The percentage scores of 'Very Satisfied' and 'Somewhat Satisfied' are represented for various parameters and sub-parameters to gauge the percentage of satisfied subscribers. This type of data presentation assumes equal weightage to both the gradations i.e. 'Very Satisfied' and 'Somewhat Satisfied' and doesn't provide any weightage to 'Dissatisfied' gradations.

### 3.3 Sampling Plan

Sample achieved for all the three services in Bihar & Jharkhand circle is as below:

#### Wireline:

Name of the Operator	Sample Size	Sample Size Achieved
BSNL - Bihar	Research	374
BSNL - Jharkhand	Research	381

#### Wireless:

Name of the Operator	Sample Size	Sample Size Achieved
Airtel	Research	398
Vodafone	Research	378
Idea	Research	379
BSNL	Research	767
Rel Comm	Research	376
Aircel	Research	386
Tata	Research	399
Shyam	Research	378
RTL	Research	391
DoCoMo	Research	374
Uninor	Research	381
S Tel	Research	379

#### Broadband:

Name of the Operator	Sample Size	Sample Size Achieved
Sify	Research	385
BSNL - Jharkhand	Research	385
BSNL - Bihar	Research	380

Also gender and age distribution of the sample for the 3 services was as under:-

#### Wireline:

Gender wise break up			
Name of the Operator	Total	Male	Female
BSNL - Bihar	374	307	67
BSNL - Jharkhand	381	264	117

Name of the Operator	Total	< 25 years	25-60 years	> 60 years
BSNL - Bihar	374	58	262	54
BSNL - Jharkhand	381	53	275	53

**Wireless:**

Name of the Operator	Total	Male	Female
Airtel	398	310	88
Vodafone	378	306	72
Idea	379	318	61
BSNL	767	601	166
Rel Comm	376	280	96
Aircel	386	332	54
Tata	399	311	88
Shyam	378	325	53
RTL	391	311	80
DoCoMo	374	307	67
Uninor	381	347	34
S Tel	379	341	38

Age wise break up				
Name of the Operator	Total	< 25 years	25-60 years	> 60 years
Airtel	398	119	269	10
Vodafone	378	193	177	8
Idea	379	186	188	5
BSNL	767	160	558	49
Rel Comm	376	119	245	12
Aircel	386	178	198	10
Tata	399	145	245	9
Shyam	378	111	261	6
RTL	391	131	243	17
DoCoMo	374	189	180	5
Uninor	381	192	187	2
S Tel	379	218	160	1



**Broadband:**

Name of the Operator	Total	Male	Female
Sify	385	315	70
BSNL - Jharkhand	385	282	103
BSNL - Bihar	380	339	41

Age wise break up				
Name of the Operator	Total	< 25 years	25-60 years	> 60 years
Sify	385	138	243	4
BSNL - Jharkhand	385	113	243	29
BSNL - Bihar	380	117	250	13

The respondents for the Basic (Wireline) survey module were contacted in the following BSNL exchanges in the Bihar & Jharkhand circle. The list includes only 20 exchanges. However, respondents lying under many more exchanges were part of the survey (5% of total exchanges spread across 10% of Short Distance Charging Areas (SDCA).

Name of the Exchange	Name of the Exchange
<u>BSNL – Urban Exchange</u>	<u>BSNL – Rural Exchange</u>
<b><u>Bihar</u></b>	
Hajipur	Koilwar ( rural)
Bhagalpur	Barhara ( rural)
Buxar	Saraiya ( rural)
Danapur	Pawna ( rural)
Muzaffarpur	Saisar( rural)
Patna	Surajpura ( rural)
Munger	Mouna ( rural)
<b><u>Jharkhand</u></b>	
Bokaro	Gomoh
Barech Nagar	Musabani
Bilasi	<u>Surda</u>
Dhurba	Sarath
Govindpur	Sarwan

### 3.4 Definition of key terms

**Wireline service** – These are the telephone services that are provided by various service providers for home / office installations. These telephone connections are connected by a copper wire.

**Wireless service** – This service encompasses the services based on both GSM and CDMA network technologies. These are typically known as mobile services.

**Broadband service** – Broadband' is defined in the Broadband Policy 2004 as "An always on data connection that is able to support interactive services including Internet access and has the capability of the minimum download speed of 256 kilo bits per second (kbps) to an individual subscriber from the Point of Presence (POP) of the service provider intending to provide Broadband service where multiple such individual Broadband connections are aggregated and the subscriber is able to access these interactive services including the Internet through this POP. The 2 interactive services will exclude any services for which a separate license is specifically required, for example, real-time voice transmission, except to the extent that it is presently permitted under ISP license with Internet Telephony".

**Consumer perception of service score** – It is defined as the process of attaining awareness or understanding of the service aspects from the users. These service aspects are identified by various parameters in the delivery of telecommunication services e.g. Basic Wireline, Cellular Mobile (wireless) and Broadband services. The various parameters defining the service quality for Basic Wireline, Mobile Cellular and Broadband services have been identified in section 3.1.

The perception score for this report is the 'calculated' satisfaction score as per the formula mentioned in 3.2 for various parameters. This score for various parameters for all the service providers has been compared with the benchmark score in the study findings section.

**Percentage satisfied score** – The satisfaction score have been indicated for the top two gradations i.e. 'Very Satisfied' and 'Satisfied' boxes. This score has been calculated to gauge the percentage 'Very Satisfied' and 'Satisfied' subscribers for various parameters in the study findings section.

#### 4.0 Executive Summary

The cells within the tables in the summary section have been color coded to show the gradation within the satisfaction scores. The **satisfaction scores** in various ranges have been color coded in the following manner. The scores here represent the level of satisfaction of consumers.

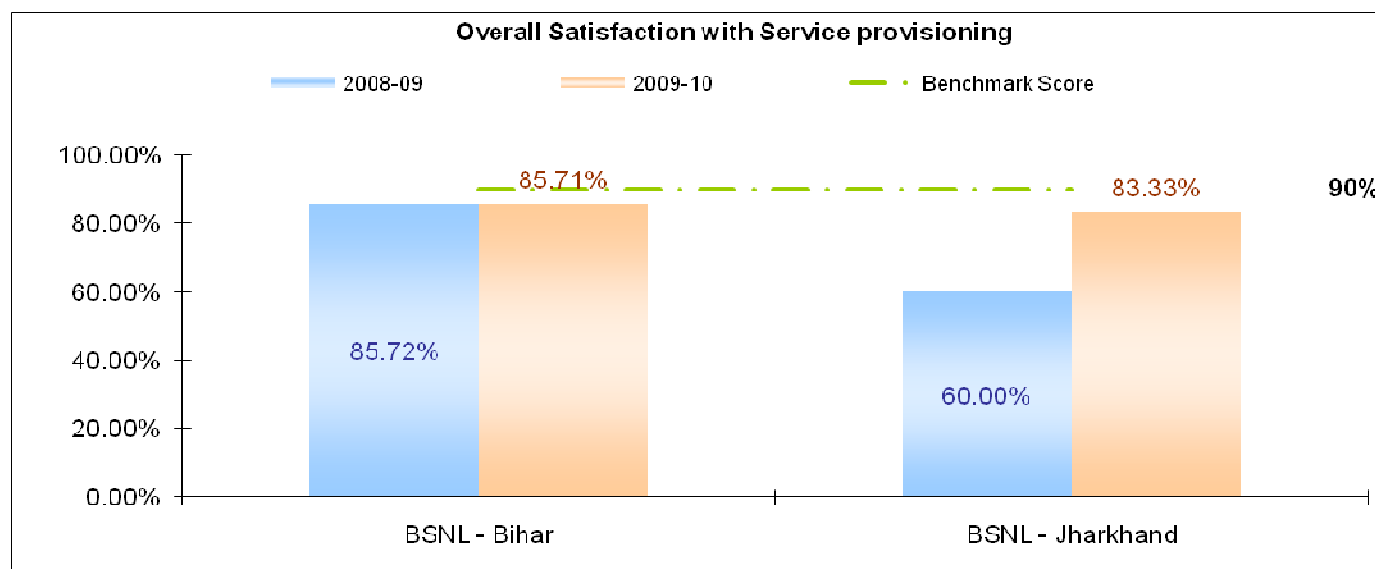
Legend	
Score Range (For level of satisfaction)	Cell color
Parameter meeting the benchmark	
Parameter not meeting the benchmark	

#### 4.1 Summary of the Survey module for Basic (Wireline) Operators in the Bihar & Jharkhand circle

Satisfaction level of subscribers with various parameters of Basic (Wireline) service:

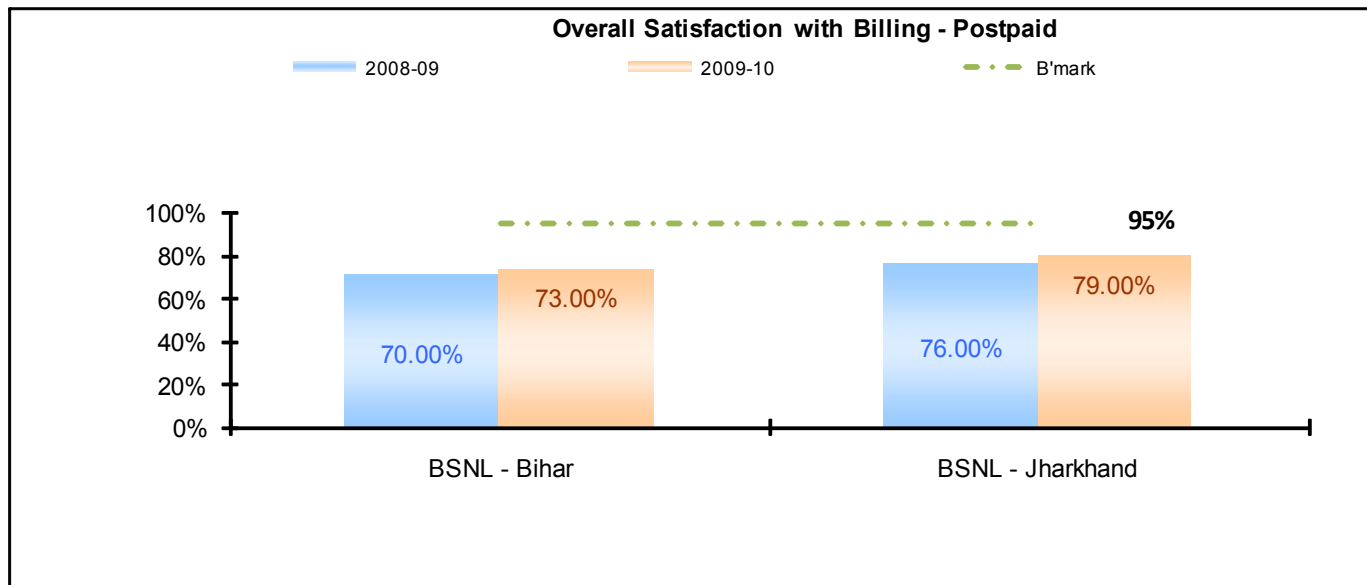
Overall Performance	2009-10		
	B'mark	BSNL - Bihar	BSNL - Jharkhand
Customers satisfied with provisioning of service	≥90%	85.71%	83.33%
Customers satisfied with billing performance – Prepaid	≥95%	NA	NA
Customers satisfied with billing performance – Postpaid	≥95%	76.00%	78.00%
Customers satisfied with network performance, reliability and availability	≥95%	73.00%	79.00%
Customers satisfied with maintainability	≥95%	48.79%	52.50%
Customers satisfied with supplementary and value added services	≥90%	70.00%	81.82%
Customers satisfied with help services including grievance redressal	≥90%	55.00%	65.00%
Customers satisfied with overall service quality	≥90%	71.54%	71.20%

#### 1. Service Provision



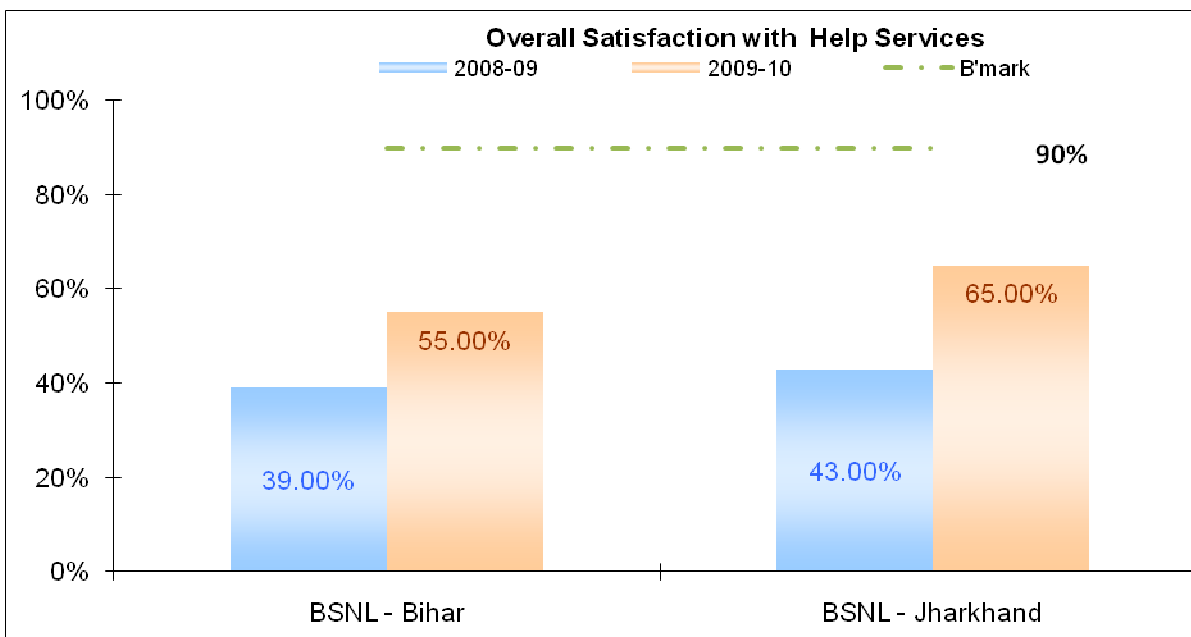
In the current round of survey, no operator meets the benchmark level of satisfaction with service provisioning (i.e. 90%)

## 2 Billing Parameter – Postpaid subscribers



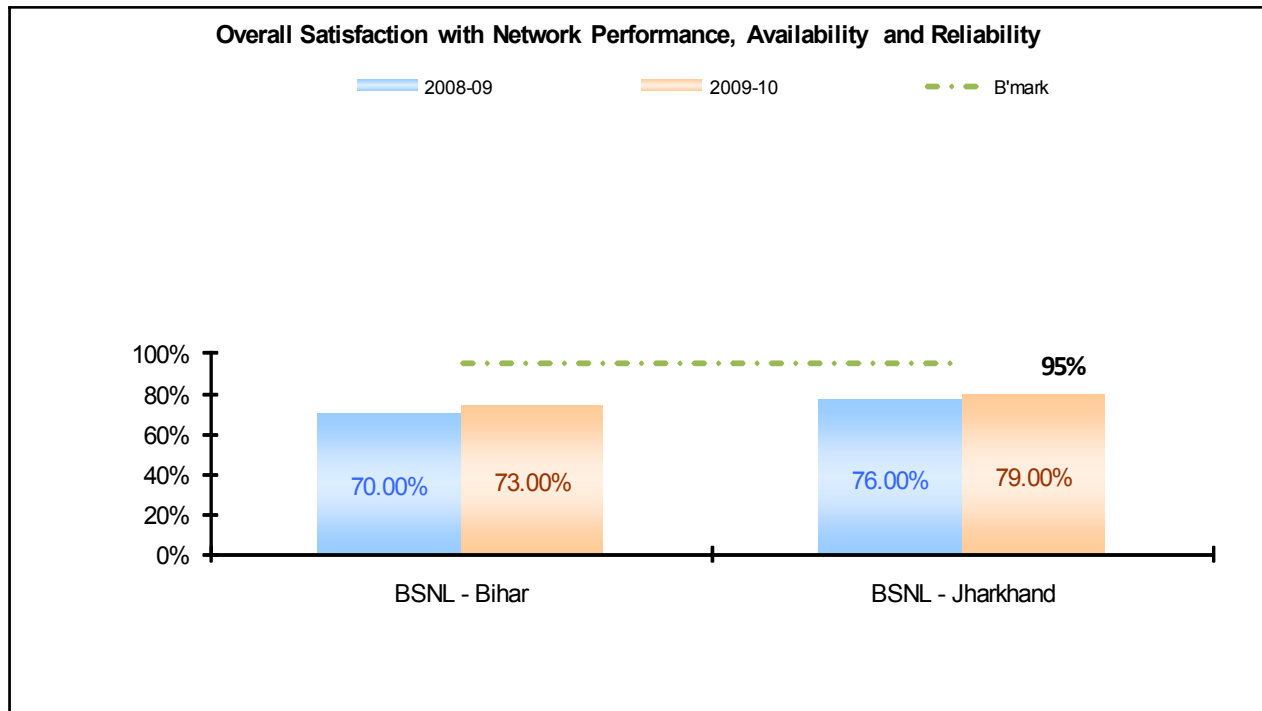
In the current round of survey, no operator meets the benchmark level of satisfaction with billing parameter (i.e. 95%).

## 3. Help Services



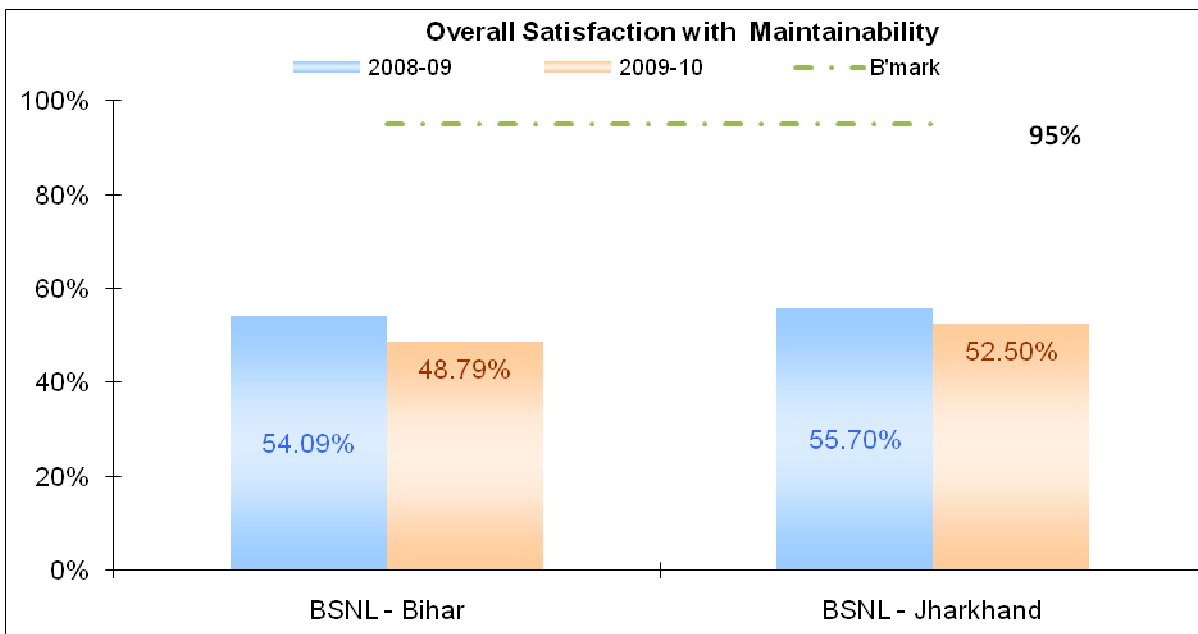
In the current round of survey, BSNL - Jharkhand subscribers have maximum satisfaction with help services. Whereas BSNL - Bihar has the lowest score.

## 4. Network Performance, Reliability and Availability



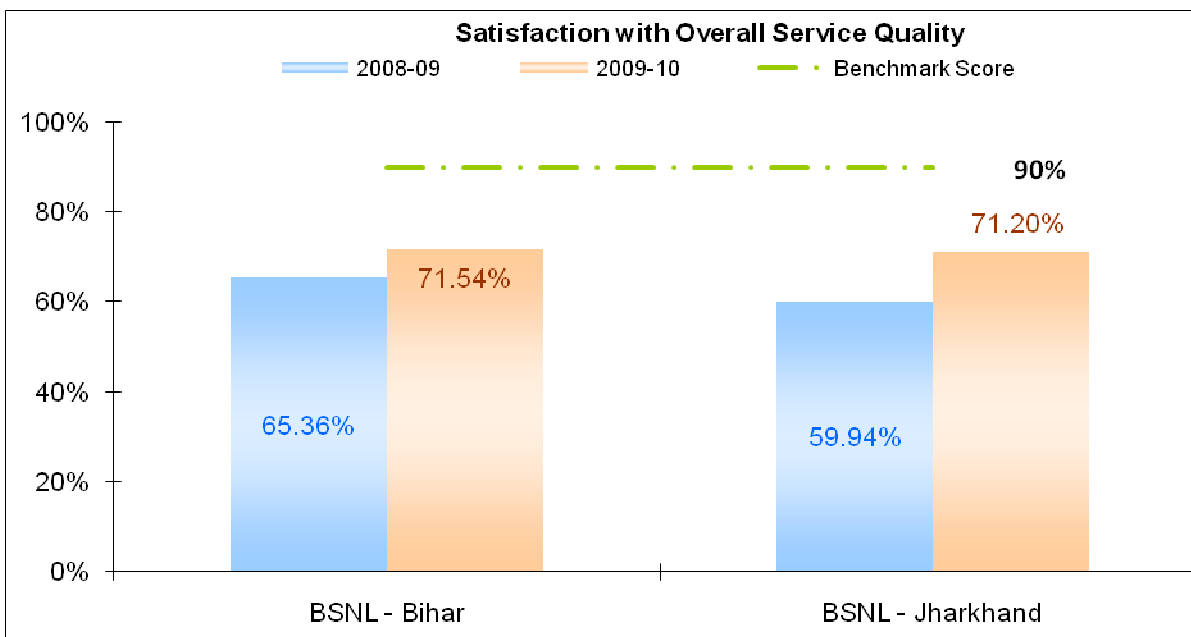
In the current round of survey, no operator meets the benchmark level of satisfaction with Network Performance, Reliability and Availability (i.e. 95%).

## 5. Maintainability



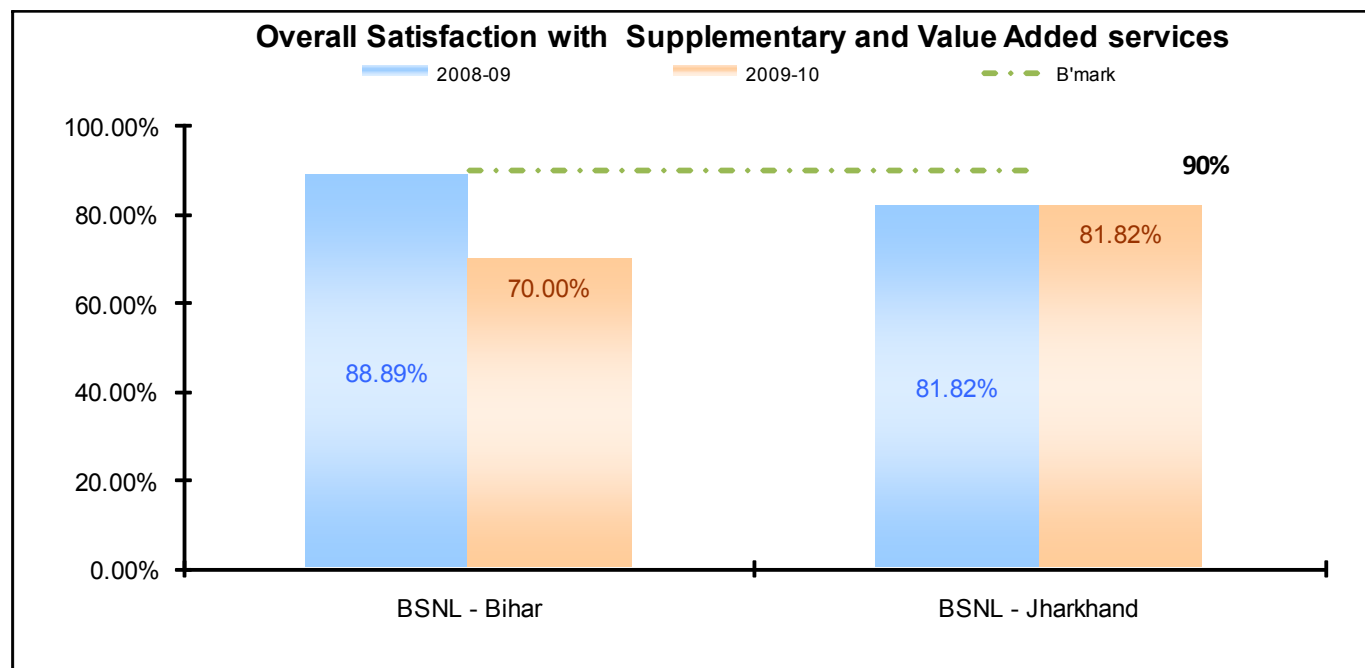
In the current round of survey, no operator meets the benchmark level of satisfaction with maintainability (i.e. 95%).

## 6. Overall Customer Satisfaction



In the current round of survey, for Overall customer Satisfaction no operator meets the benchmark level (i.e. 90%).

## 7. Supplementary Services



In the current round of survey, for supplementary services, no operator meets the benchmark level of satisfaction (i.e. 90%).

#### 4.1.2 Consumer Protection and Grievance Scores for the Basic (Wireline) survey

##### 1. Redressal Mechanism - Stage 1: Call Center

Awareness about call centre telephone number		BSNL - Bihar	BSNL - Jharkhand
	Yes	13.90%	13.91%
	No	86.10%	86.09%

The awareness of Call center number for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 13.9% for BSNL - Bihar to 13.91% for BSNL – Jharkhand. The Percentage of consumers making any complaints to the toll free number within last 12 months is highest for BSNL – Bihar. Also, Satisfaction level with complaint resolution by call center varies from 50% for BSNL - Bihar to 60% for BSNL - Jharkhand.

##### 2. Redressal Mechanism - Stage 2 and 3: Nodal Officer & Appellate Authority

	BSNL - Bihar	BSNL - Jharkhand
Awareness about contact details of Nodal officer	4.28%	4.72%
Awareness about the contact details of the appellate authority	2.14%	2.10%

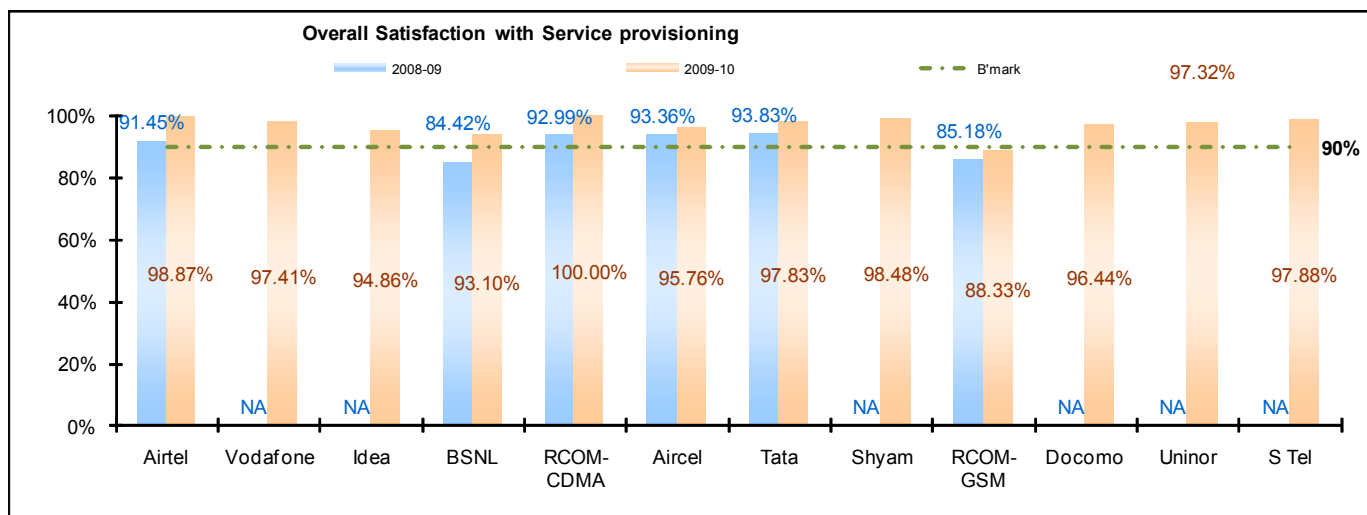
The awareness of Nodal officer and appellate authority for redressing grievances (i.e. Stage 2 of the 3 stage process) is very low for all the service providers.

## 4.2 Summary of the Survey module for Cellular Mobile (Wireless) Operators in the Bihar & Jharkhand circle

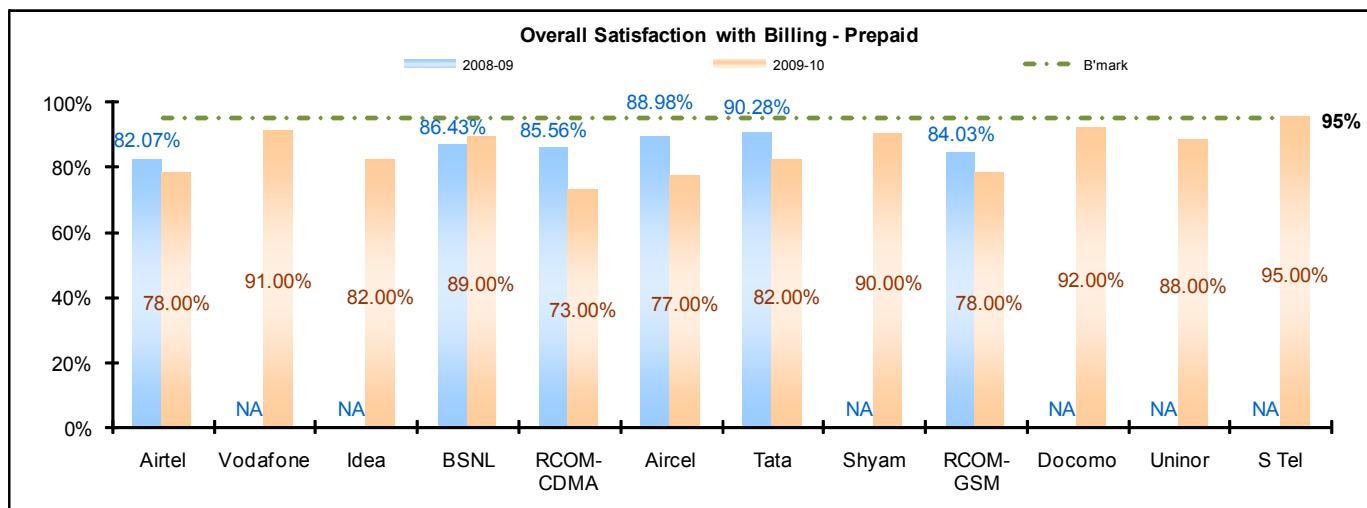
Satisfaction level of subscribers with various parameters of Wireless service:

	2009-10												
Overall Performance	B'mark	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	Tata	Shyam	RTL	DoCoMo	Uninor	S Tel
Customers satisfied with provisioning of service	≥90%	98.87%	97.41%	94.86%	93.10%	100.00%	95.76%	97.83%	98.48%	88.33%	97.32%	97.88%	97.88%
Customers satisfied with billing performance – Prepaid	≥95%	78.00%	91.00%	82.00%	89.00%	73.00%	77.00%	82.00%	90.00%	78.00%	88.00%	95.00%	95.00%
Customers satisfied with billing performance - Postpaid	≥95%	100.00%	100.00%	100.00%	82.00%	73.00%	NA	82.00%	NA	50.00%	NA	100.00%	100.00%
Customers satisfied with network performance, reliability and availability	≥95%	93.00%	89.00%	90.00%	68.00%	80.00%	88.00%	93.00%	91.00%	67.00%	88.00%	84.00%	84.00%
Customers satisfied with maintainability	≥95%	92.21%	87.79%	87.60%	63.78%	73.40%	85.98%	93.73%	91.51%	62.14%	88.98%	83.34%	83.34%
Customers satisfied with supplementary and value added services	≥90%	71.06%	79.66%	80.36%	73.97%	57.53%	55.00%	69.70%	86.11%	70.00%	77.27%	85.72%	85.72%
Customers satisfied with help services including grievance redressal	≥90%	59.00%	69.00%	63.00%	46.00%	61.00%	52.00%	70.00%	85.00%	50.00%	89.00%	90.00%	90.00%
Customers satisfied with overall service quality	≥90%	92.71%	89.12%	88.13%	66.71%	78.67%	83.42%	90.95%	91.54%	65.13%	87.14%	79.16%	79.16%



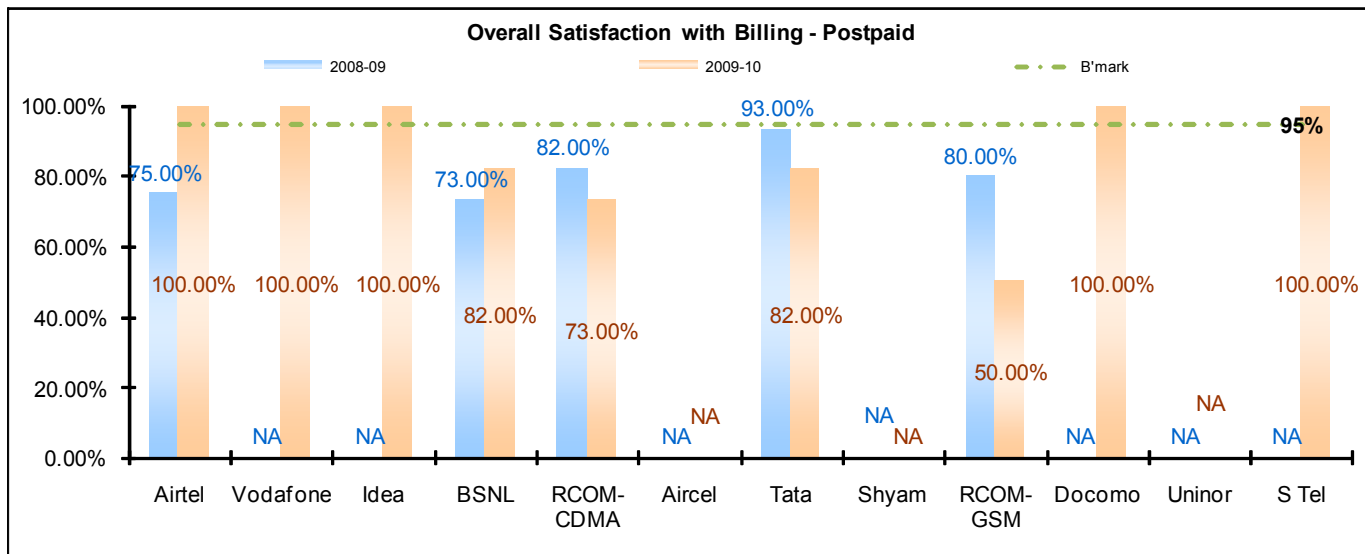
**Service Provision (Benchmark – 90%)**

In the current round of survey, Airtel, Vodafone, Idea, BSNL, Rel Comm, Aircel, Tata, Shyam, DoCoMo, Uninor, S Tel meet the benchmark level of satisfaction with service provisioning (i.e. 90%). RTL does not meet the benchmark score with 88.33% score.

**Billing performance (Benchmark – 95%)****Pre-paid Subscribers**

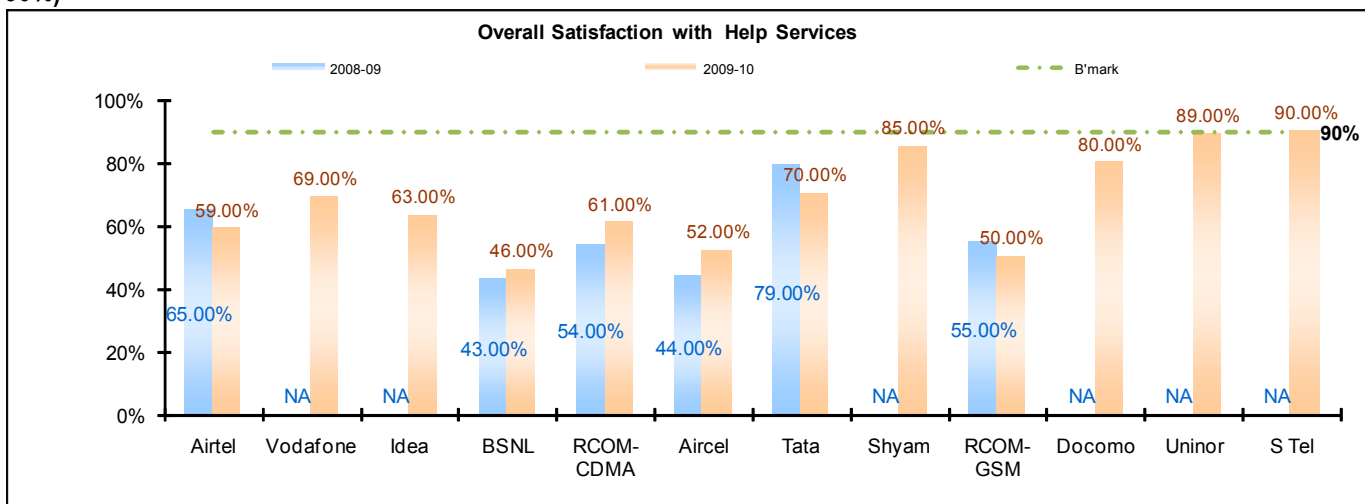
In the current round of survey, S Tel meets the benchmark level of satisfaction with prepaid billing performance (i.e. 95%). Airtel, Vodafone, Idea, BSNL, Rel Comm, Aircel, Tata, Shyam, RTL, DoCoMo, Uninor do not meet the benchmark score with 78%, 91%, 82%, 89%, 73%, 77%, 82%, 90%, 78%, 92%, 88% scores respectively.

## Post-paid Subscribers



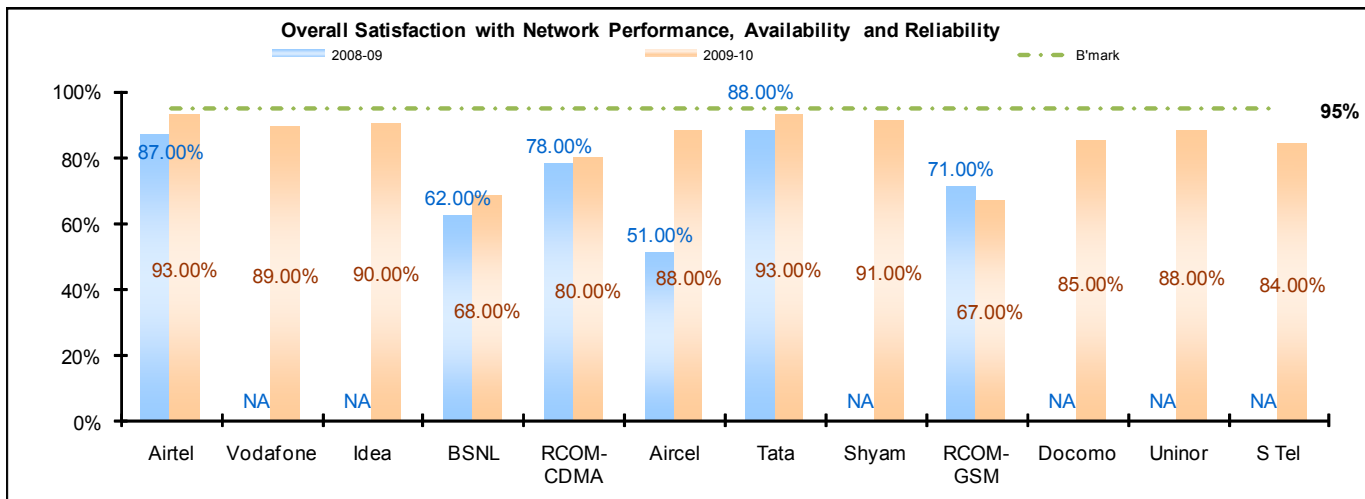
In the current round of survey, in the case of post-paid subscribers, Airtel, Vodafone, Idea, DoCoMo, S Tel meet the benchmark level of satisfaction with billing performance (i.e. 95%). BSNL, Rel Comm, Tata, RTL do not meet the benchmark score with 82%, 73%, 82%, 50% scores respectively.

## Help Services (Benchmark – 90%)



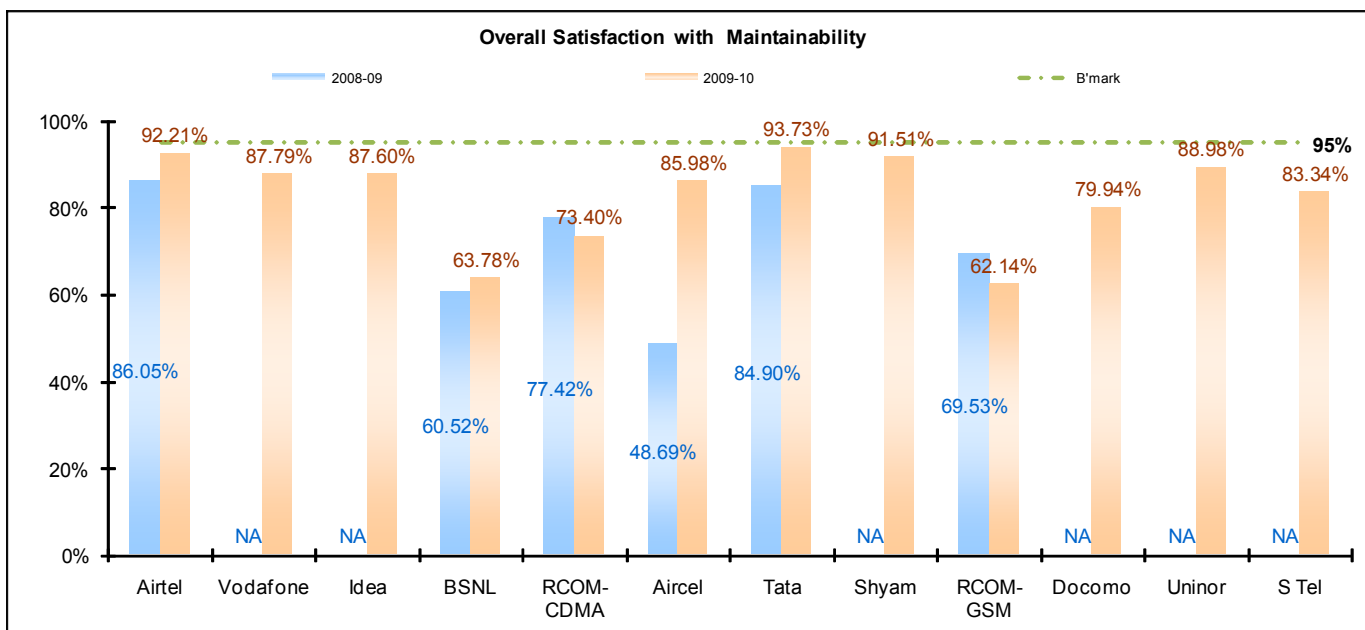
In the current round of survey, S Tel meets the benchmark level of satisfaction with help services (i.e. 90%). Airtel, Vodafone, Idea, BSNL, Rel Comm, Aircel, Tata, Shyam, RTL, DoCoMo, Uninor do not meet the benchmark score with 59%, 69%, 63%, 46%, 61%, 52%, 70%, 85%, 50%, 80%, 89% scores respectively.

### Network performance, reliability & availability (Benchmark – 95%)

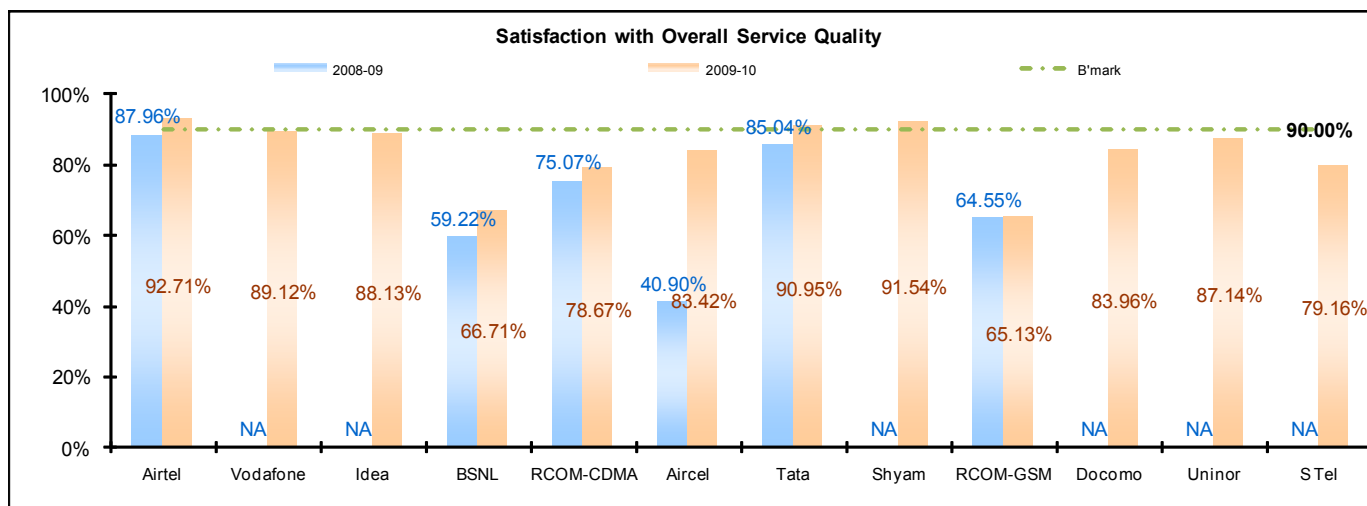


In the current round of survey, no operator meets the benchmark level of satisfaction with network performance, reliability and availability (i.e. 95%).

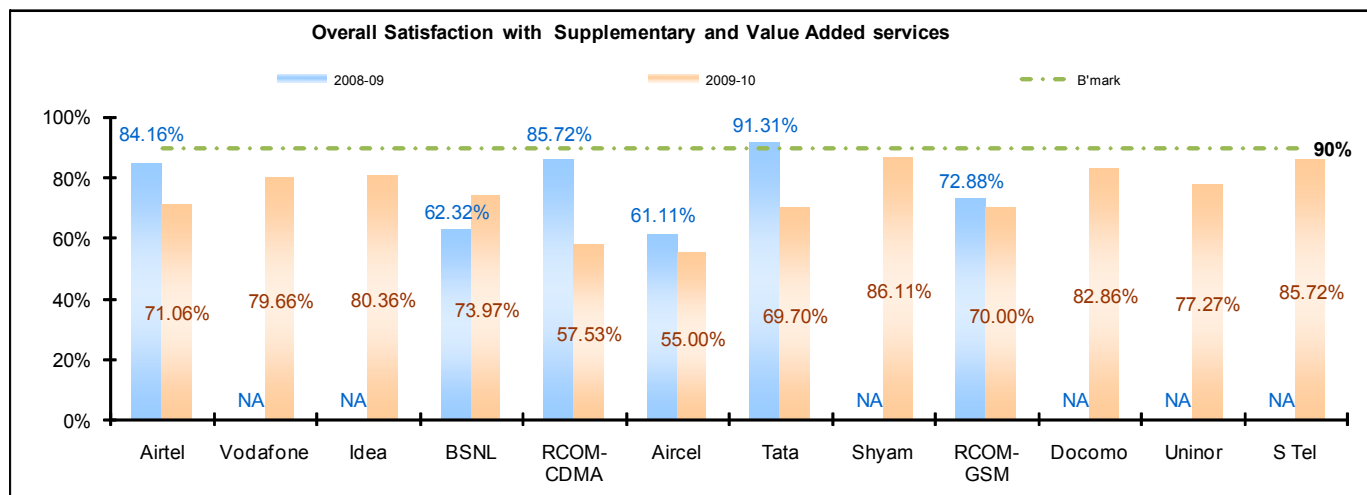
### Maintainability (Benchmark – 95%)



In the current round of survey, for satisfaction with maintainability, no operator meets the benchmark level of satisfaction (i.e. 95%).

**Overall level of satisfaction (Benchmark – 90%)**

In the current round of survey, Airtel, Tata, Shyam meet the benchmark for overall level of satisfaction (i.e. 90%). Vodafone, Idea, BSNL, Rel Comm, Aircel, RTL, DoCoMo, Uninor, S Tel do not meet the benchmark score with 89.12%, 88.13%, 66.71%, 78.67%, 83.42%, 65.13%, 83.96%, 87.14%, 79.16% scores respectively.

**Supplementary services (Benchmark – 90%)**

In the current round of survey, no operator meets the benchmark level of satisfaction with supplementary services (i.e. 90%).

#### 4.2.1 Consumer Protection and Grievance Scores for the Cellular Mobile (Wireless) survey

##### Redressal Mechanism - Stage 1: Call Center

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Airtel	Tata	Shyam	RTL	DoCoMo	Uninor	S Tel
Awareness about call centre telephone number	26.20%	28.38%	25.07%	27.38%	23.67%	27.98%	24.62%	18.78%	30.26%	23.59%	16.54%	11.11%
Made any complaint to the customer care in last 12 months	13.82%	8.73%	11.08%	9.00%	15.16%	17.10%	11.78%	3.97%	15.86%	6.15%	3.41%	2.90%
Informed by call centre about the action taken on the complaint	40.00%	36.36%	47.62%	31.34%	50.00%	30.30%	46.81%	20.00%	48.39%	40.91%	38.46%	27.27%
Satisfaction with the system of complaint resolution by call centre	Airtel	Vodafone	Idea	BSNL	Rel Comm	Airtel	Tata	Shyam	RTL	DoCoMo	Uninor	S Tel
Very satisfied	12.50%	4.00%	2.86%	0.00%	2.56%	0.00%	4.76%	0.00%	1.85%	5.00%	0.00%	0.00%
Satisfied	50.00%	44.00%	51.43%	26.32%	48.72%	40.00%	52.38%	30.00%	42.59%	30.00%	36.36%	44.44%
Dissatisfied	25.00%	44.00%	40.00%	57.89%	38.46%	42.00%	28.57%	50.00%	40.74%	50.00%	54.55%	33.33%
Very dissatisfied	12.50%	8.00%	5.71%	15.79%	10.26%	18.00%	14.29%	20.00%	14.81%	15.00%	9.09%	22.22%
Top-2	62.50%	48.00%	54.29%	26.32%	51.28%	40.00%	57.14%	30.00%	44.44%	35.00%	36.36%	44.44%
Bot-2	37.50%	52.00%	45.71%	73.68%	48.72%	60.00%	42.86%	70.00%	55.55%	65.00%	63.64%	55.55%

The awareness of Call center number for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 11.11% for S Tel to 30.26% for RTL. The percentage of consumers making any complaints to the toll free number within last 12 months is highest for Airtel with 17.1%. The percentage of customers informed by call centre about the action taken on the complaint is lowest for Shyam. Also, satisfaction level with complaint resolution by call center varies from 26.32% for BSNL to 62.5% for Airtel.

##### Redressal Mechanism – Nodal officer and Appellate Authority

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Airtel	Tata	Shyam	RTL	DoCoMo	Uninor	S Tel
Awareness about contact details of Nodal officer	3.27%	2.12%	2.90%	3.52%	1.33%	2.33%	2.76%	1.06%	2.30%	2.67%	1.84%	1.58%
Awareness about the contact details of the appellate authority	1.01%	2.12%	2.37%	1.30%	0.80%	0.78%	0.50%	0.53%	0.77%	0.80%	0.52%	1.85%

Of all the subscribers contacted across all the service providers, negligible percent of subscribers are even aware of the existence of Nodal officer and Appellate Authority for redressal of grievances.

### 4.3 Summary of the Survey module for Broadband Operators in the Bihar & Jharkhand circle

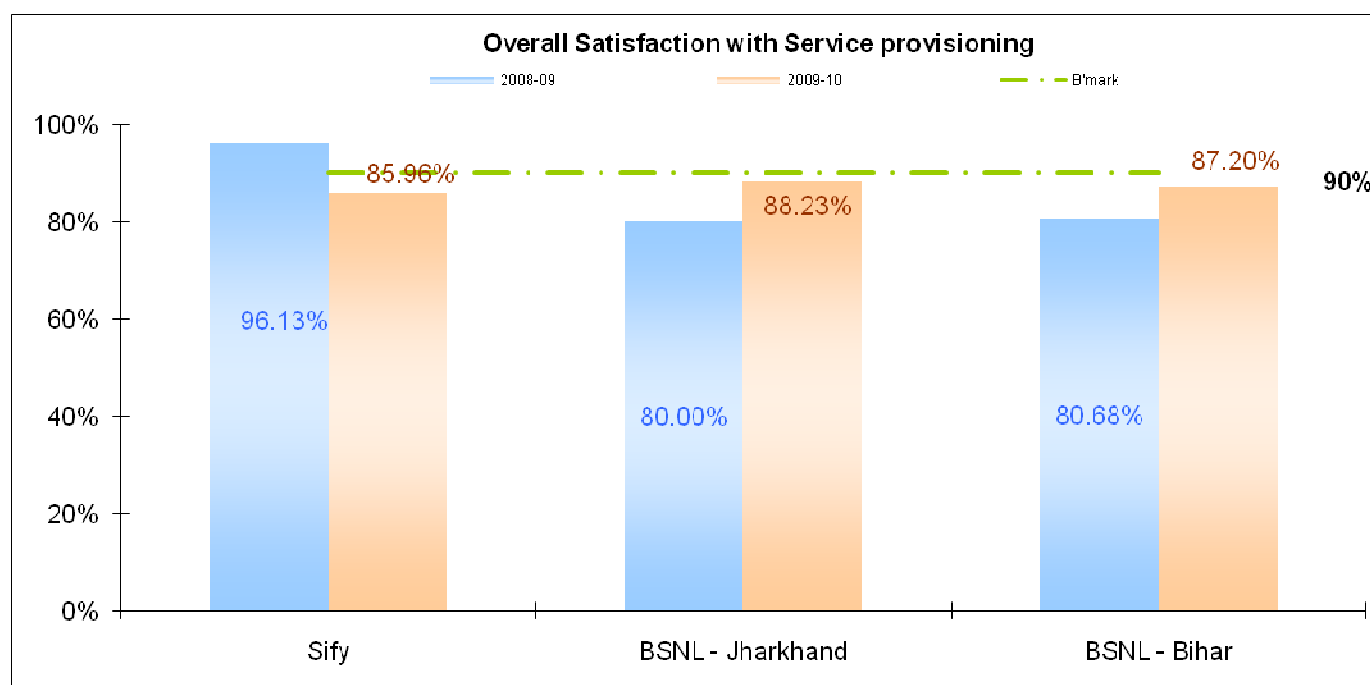
Satisfaction level of subscribers with various parameters of Broadband service:

	2009-10			
Overall Performance	B'mark	Sify	BSNL - Jharkhand	BSNL - Bihar
Customers satisfied with provisioning of service	>90%	85.96%	88.23%	87.20%
Customers satisfied with billing performance - Prepaid	>90%	87.16%	NA	100.00%
Customers satisfied with billing performance - Postpaid	>90%	75.00%	73.00%	81.00%
Customers satisfied with network performance, reliability and availability	>85%	77.00%	82.00%	73.00%
Customers satisfied with maintainability	>85%	86.16%	77.69%	74.32%
Customers satisfied with supplementary and value added services	>85%	86.27%	93.62%	86.00%
Customers satisfied with help services including grievance redressal	>90%	63.00%	55.00%	48.00%
Customers satisfied with overall service quality	>85%	73.69%	80.94%	77.84%

[\*Note: Satisfaction level for BSNL (prepaid billing) is calculated on a low base as service provider has limited number of prepaid customers for Broadband service. Similarly for Sify, satisfaction level for postpaid billing is calculated on a low base owing to the fact that only corporate customers are provided post paid connections by the operator]

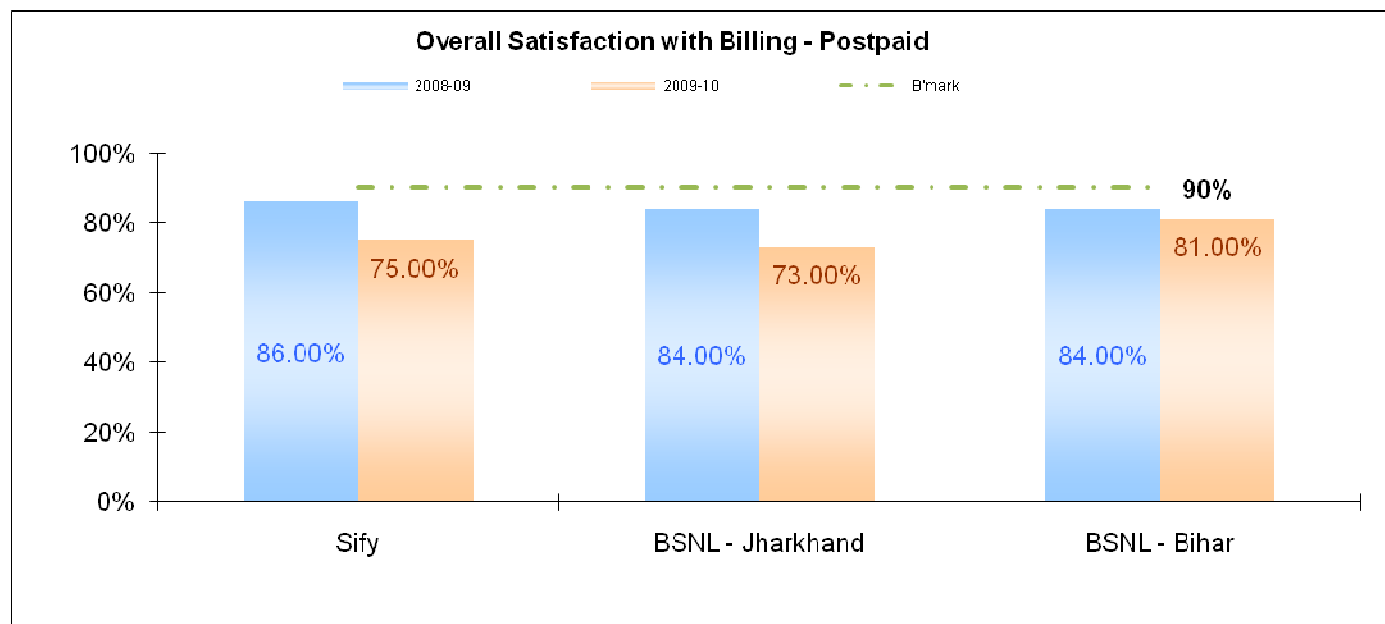
None of the operators of broadband service meet the TRAI benchmark on any of the parameters. Relatively BSNL seems to be doing better in Bihar then in Jharkhand when it comes to satisfaction level with Broadband services.

#### Service Provision (Benchmark – 90%)

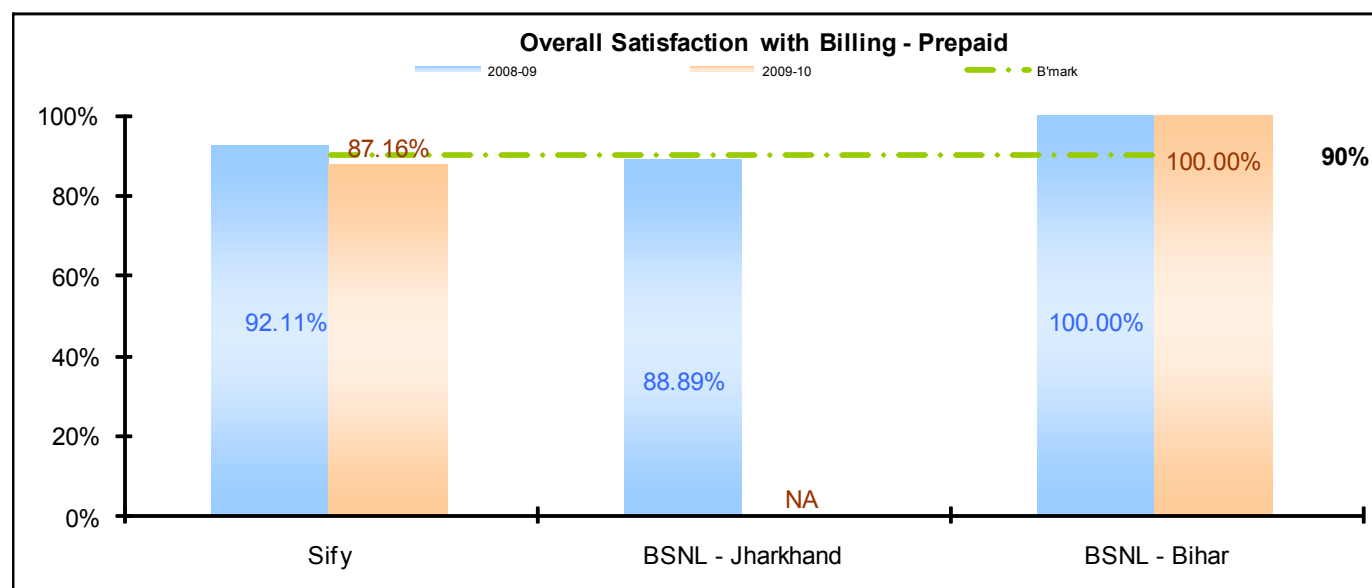


In the current round of survey, no operator meets the benchmark level for satisfaction with service provisioning (i.e. 90%).

### Billing performance (Benchmark – 90%)

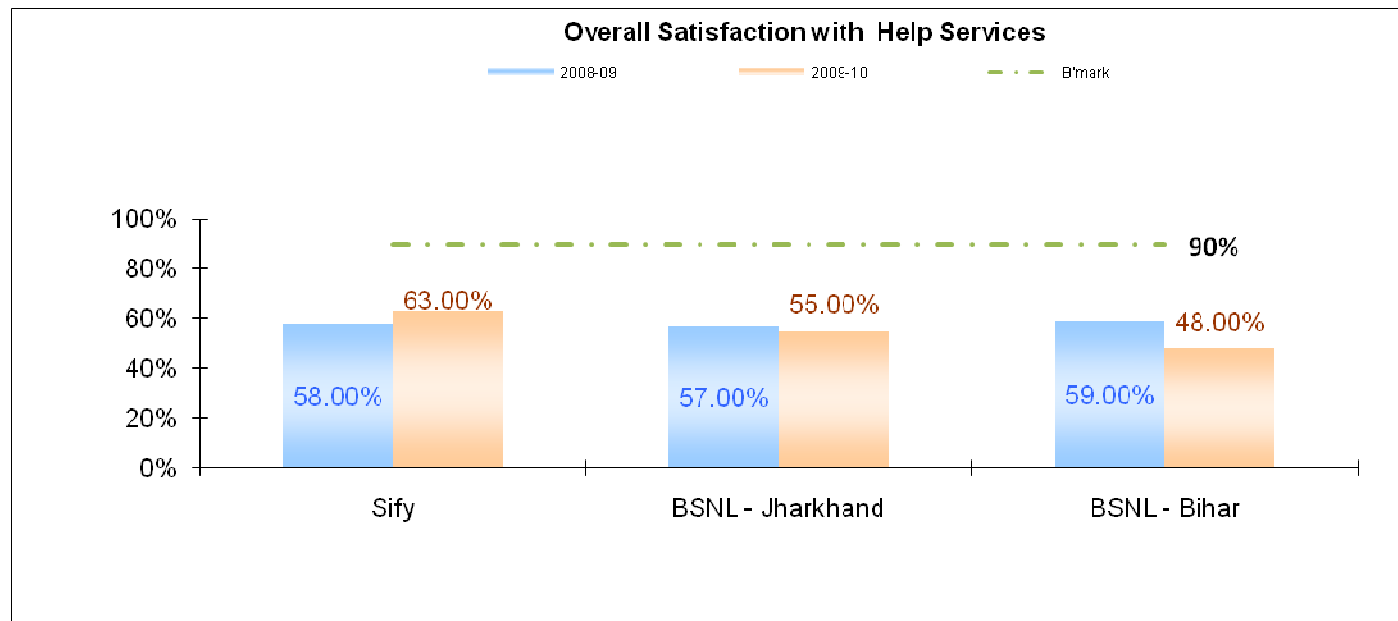


In the current round of survey, for postpaid connection, no operator meets the benchmark level for satisfaction with billing performance (i.e. 90%).



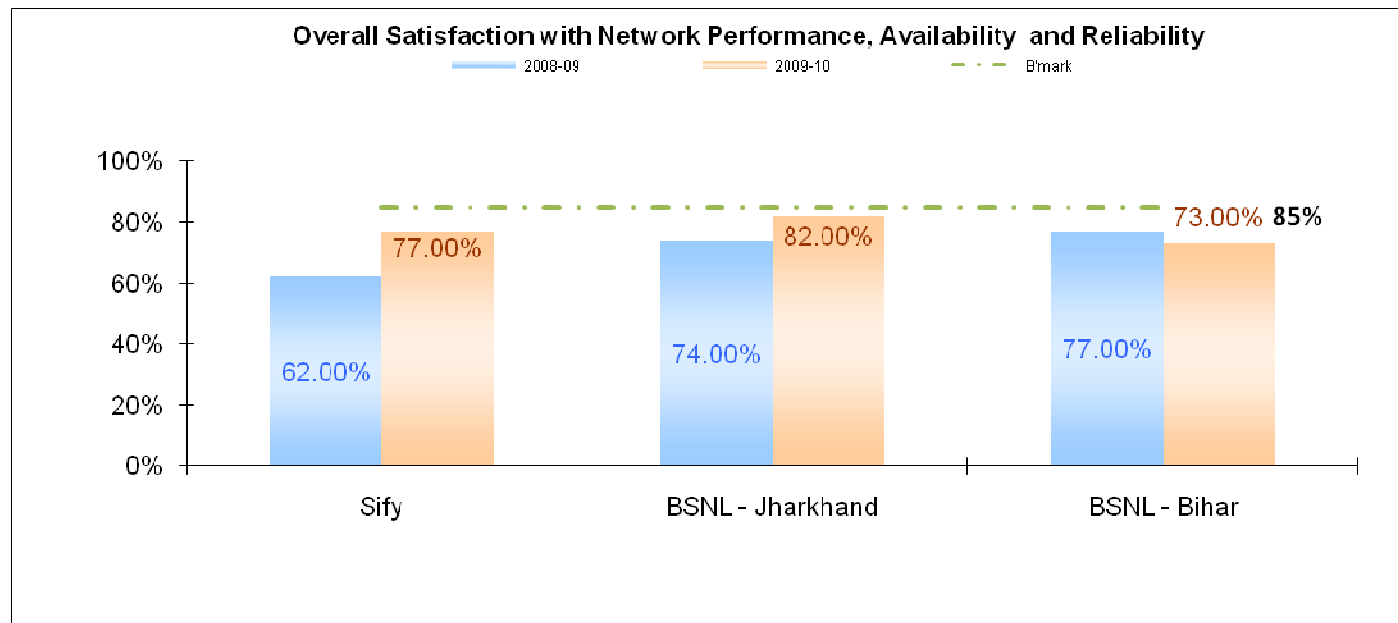
In the current round of survey, for prepaid connection, BSNL - Bihar meets the benchmark level for satisfaction with billing performance (i.e. 90%). Sify does not meet the benchmark score with an 87.16% score.

### Help Services (Benchmark – 90%)



In the current round of survey, no operator meets the benchmark level for satisfaction with help services (i.e. 90%).

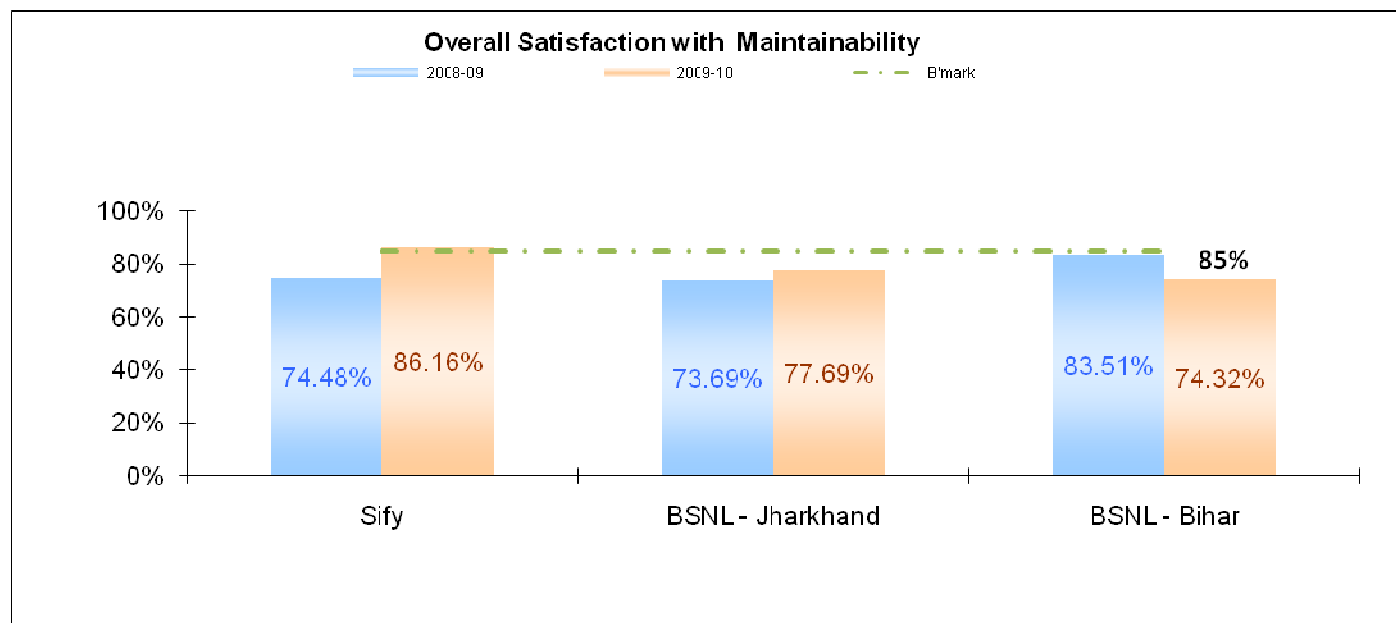
### Level of satisfaction with network performance, reliability and availability (Benchmark – 85%)



In the current round of survey, no operator meets the benchmark level for satisfaction with network performance, reliability and availability (i.e. 85%).

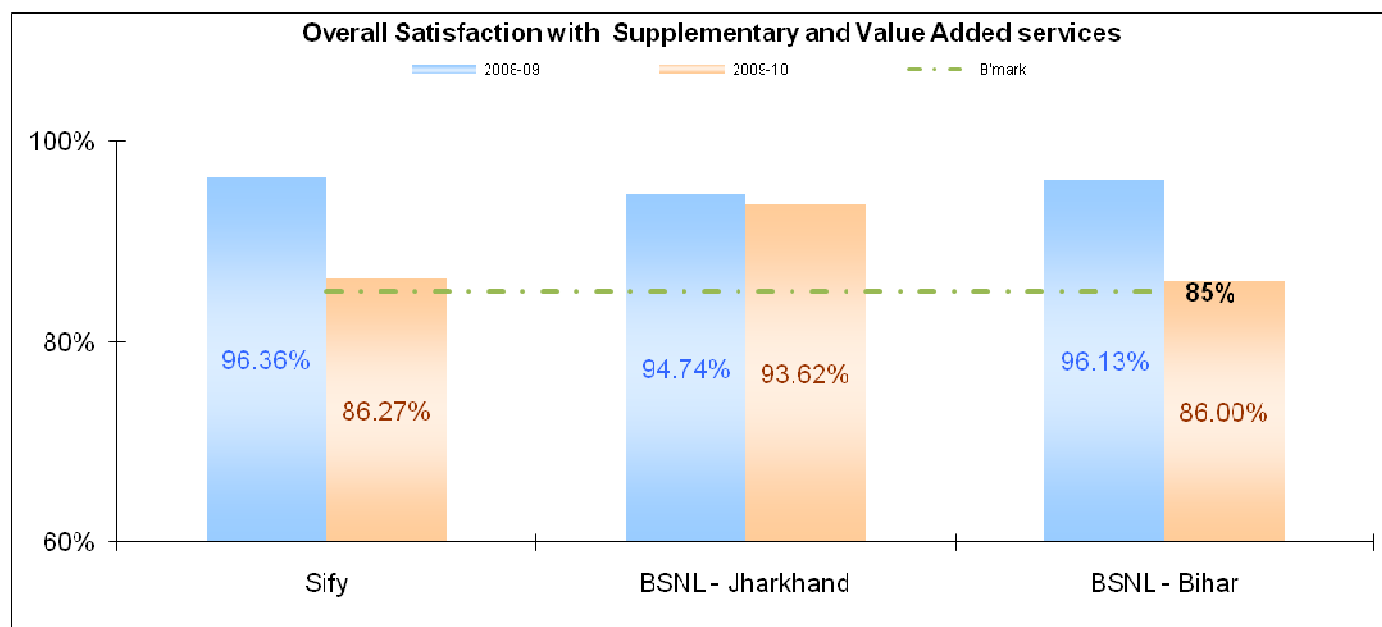
### Maintainability (Benchmark - 85%)





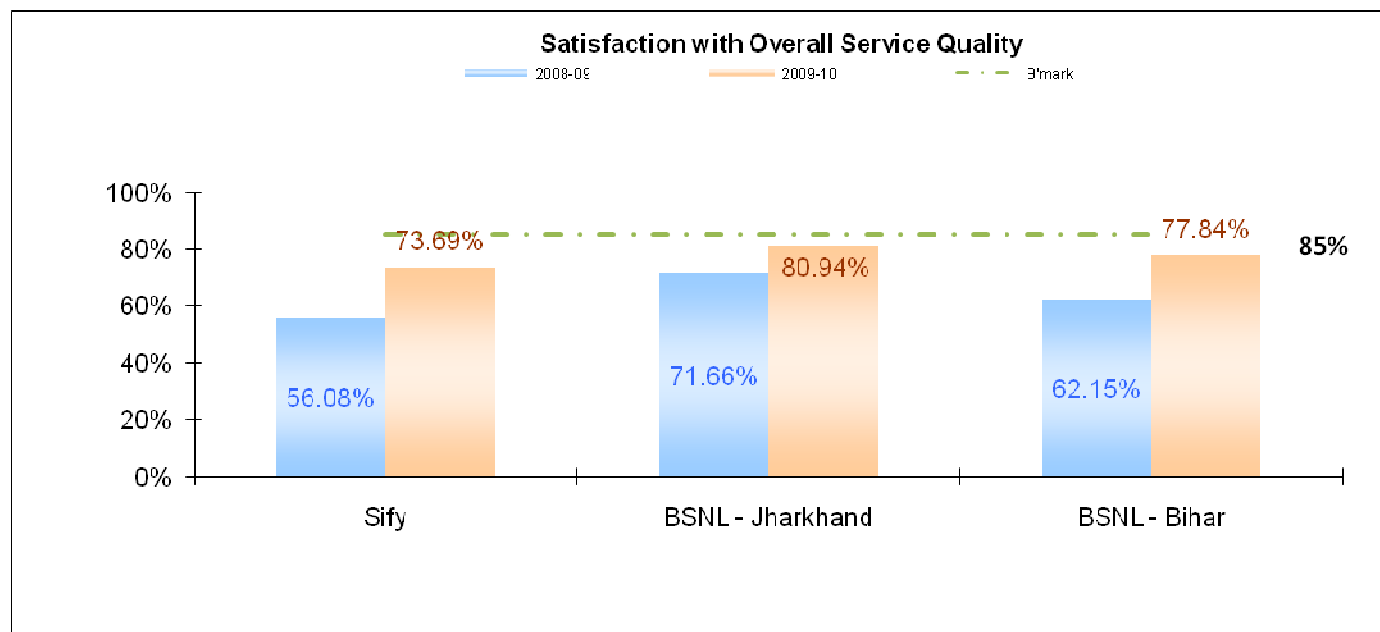
In the current round of survey, Sify meets the benchmark level for satisfaction with maintainability (i.e. 85%). BSNL - Jharkhand, BSNL - Bihar do not meet the benchmark score with 77.69%, 74.32% scores respectively.

#### Supplementary Services (Benchmark - 85%)



In the current round of survey, all operators meet the benchmark level for satisfaction with supplementary services (i.e. 85%).

#### Overall level of customer satisfaction (Benchmark - 85%)



In the current round of survey, no operator meets the benchmark for overall level of customer satisfaction (i.e. 85%).

#### 4.3.1 Consumer Protection and Grievance Scores for the Broadband survey

##### Redressal Mechanism

	Sify	BSNL - Jharkhand	BSNL - Bihar
Awareness about facility for measuring connection speed	30.29%	25.71%	32.45%
Manual of practice provided while subscribing for new broadband connection	35.86%	15.63%	25.00%

Awareness about provision for measuring connection speed varies from 25.71% for BSNL - Jharkhand to 32.45% for BSNL - Bihar. Similarly provisioning of manual of practice with new connection varies 15.63% for BSNL - Jharkhand to 35.86% for Sify.

##### Redressal Mechanism: Call Center

	Sify	BSNL - Jharkhand	BSNL - Bihar
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Awareness about call centre telephone number	51.82%	17.14%	21.84%
Made any complaint to the customer care in last 12 months	27.03%	5.97%	11.38%
Informed by call centre about the action taken on the complaint	25.74%	65.22%	41.86%
Satisfaction with the system of complaint resolution by call centre	77.42%	85.71%	52.63%

The awareness of Call center number for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from BSNL - Jharkhand with 17.14% to Sify with 51.82%. The Percentage of consumers making any complaints to the toll free number within last 12 months is highest for Sify with 27.03%. The percentage of customers informed by call centre about the action taken on the complaint is lowest for Sify. Also, satisfaction level with complaint resolution by call center varies from BSNL - Bihar with 52.63% to BSNL - Jharkhand with 85.71%.

#### Redressal Mechanism – Nodal officer and Appellate Authority

	Sify	BSNL - Jharkhand	BSNL - Bihar
Awareness about contact details of Nodal officer	5.19%	8.05%	7.37%
Awareness about the contact details of the appellate authority	0.52%	5.19%	3.68%

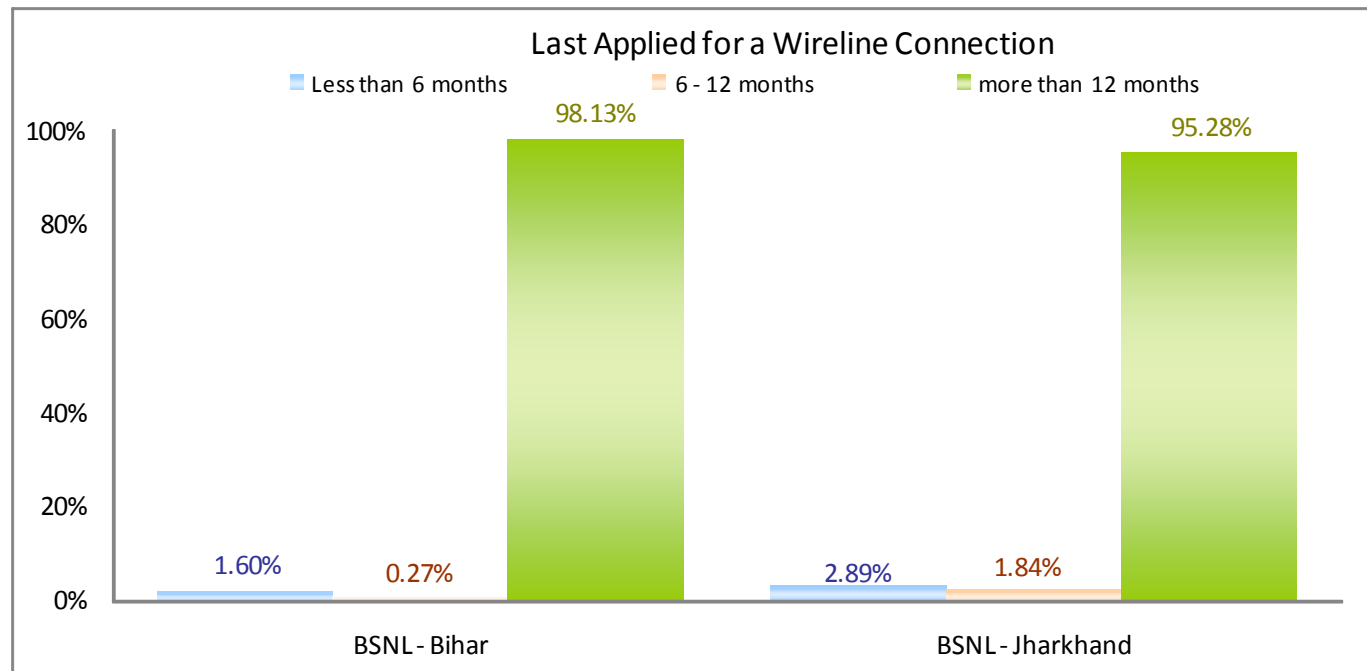
Of all the subscribers contacted across all the service providers, negligible percent is even aware of the existence of Nodal officer and Appellate Authority for redressal of grievances.

## 5.1 Detailed Findings – Basic Wireline

This section of the report details with the performance of service providers on all the sub-aspects of various 'Quality of Service' parameters.

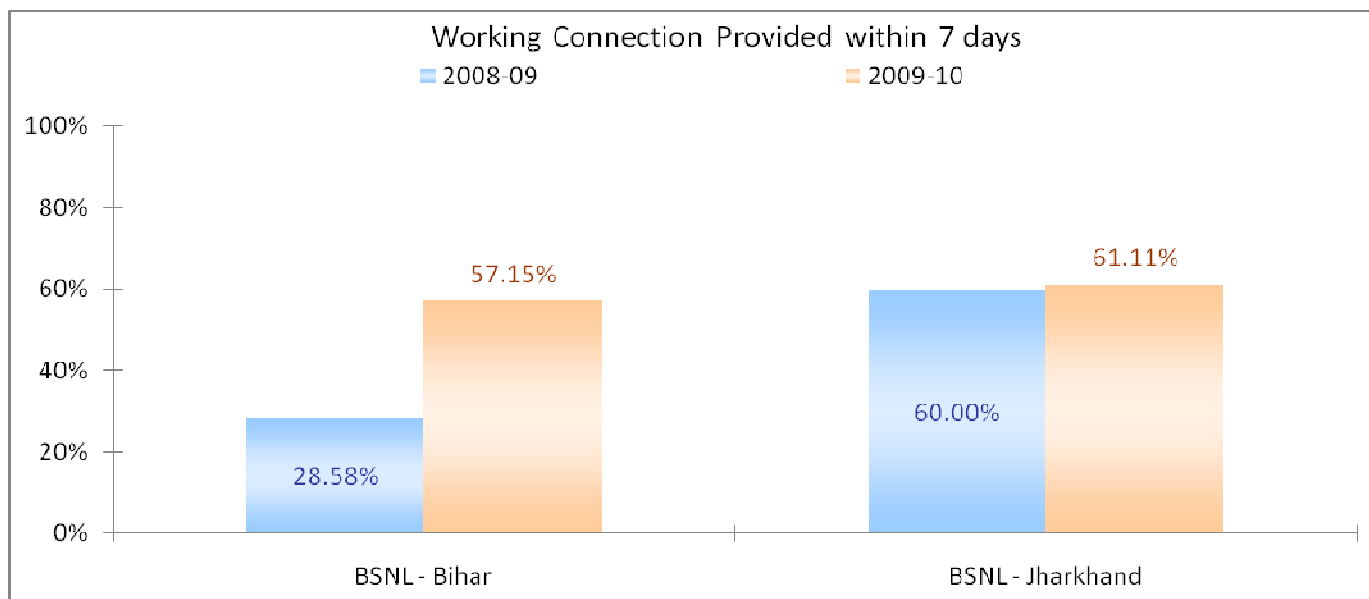
### 5.1.1 Service Provision sub-aspects

**a. Last application for a phone connection:** This aspect seeks to find out the recency of applying for a new wireline phone connection of subscribers for various service providers.



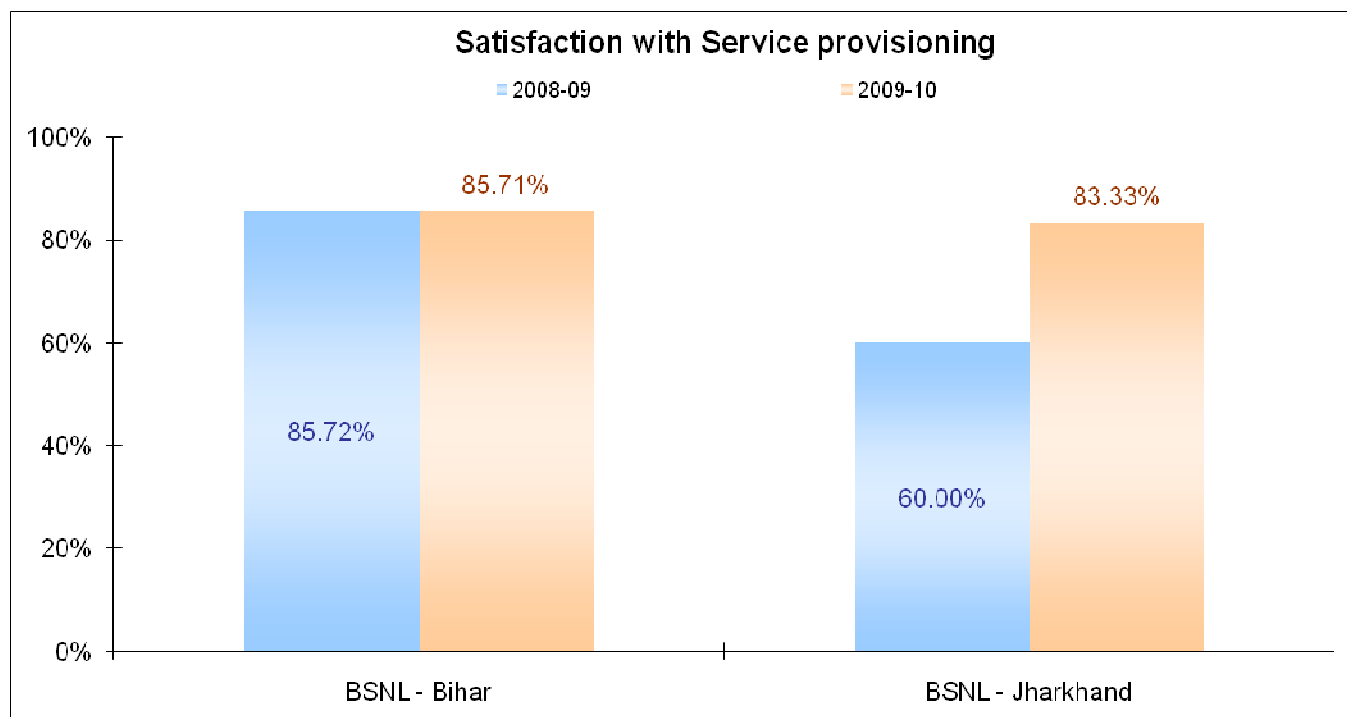
In last 6 months, maximum subscribers have applied for new BSNL connection in Jharkhand with 2.89% connection. Same figure for the period of 6-12 months was found to be maximum for BSNL in Jharkhand with 1.84%.

### **b. Time taken to provide a working connection**



For number of working connections provided within 7 days, BSNL - Jharkhand with 61.11% scored highest.

**Satisfaction with service provision:**



For satisfaction with service provisioning, BSNL scored more in Bihar as compared to Jharkhand with 85.71%.

	BSNL - Bihar	BSNL - Jharkhand
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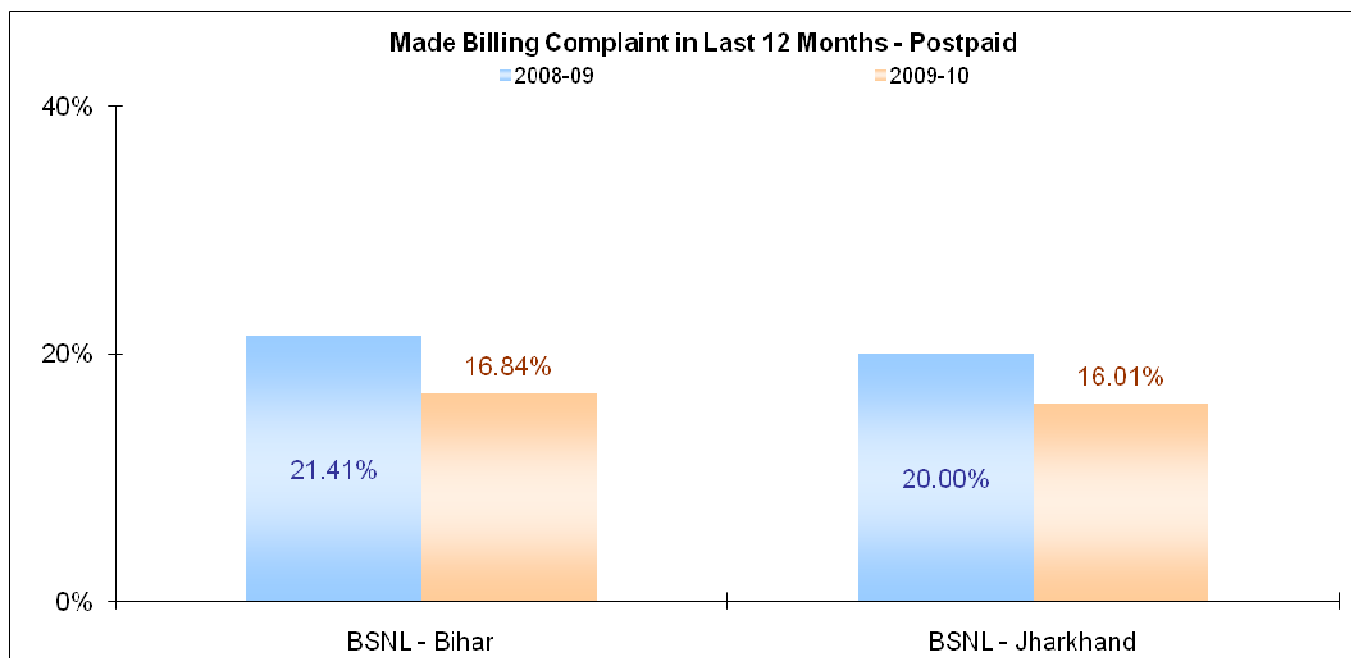
Satisfaction with time taken for activation	2009-10	
	2008-09	2009-10
Very satisfied	28.57%	11.11%
Satisfied	57.14%	72.22%
Dissatisfied	14.29%	16.67%
Very dissatisfied	0.00%	0.00%
Top-2	85.71%	83.33%
Bot-2	14.29%	16.67%

### 5.1.2 Billing Related sub-aspects

This aspect captures the level of satisfaction of subscribers on various billing related aspects such as timeliness, accuracy, clarity etc. It also finds out the reasons for dissatisfaction of various billing related aspects.

#### Post-paid Subscribers

##### a. Percentage of Billing Complaints



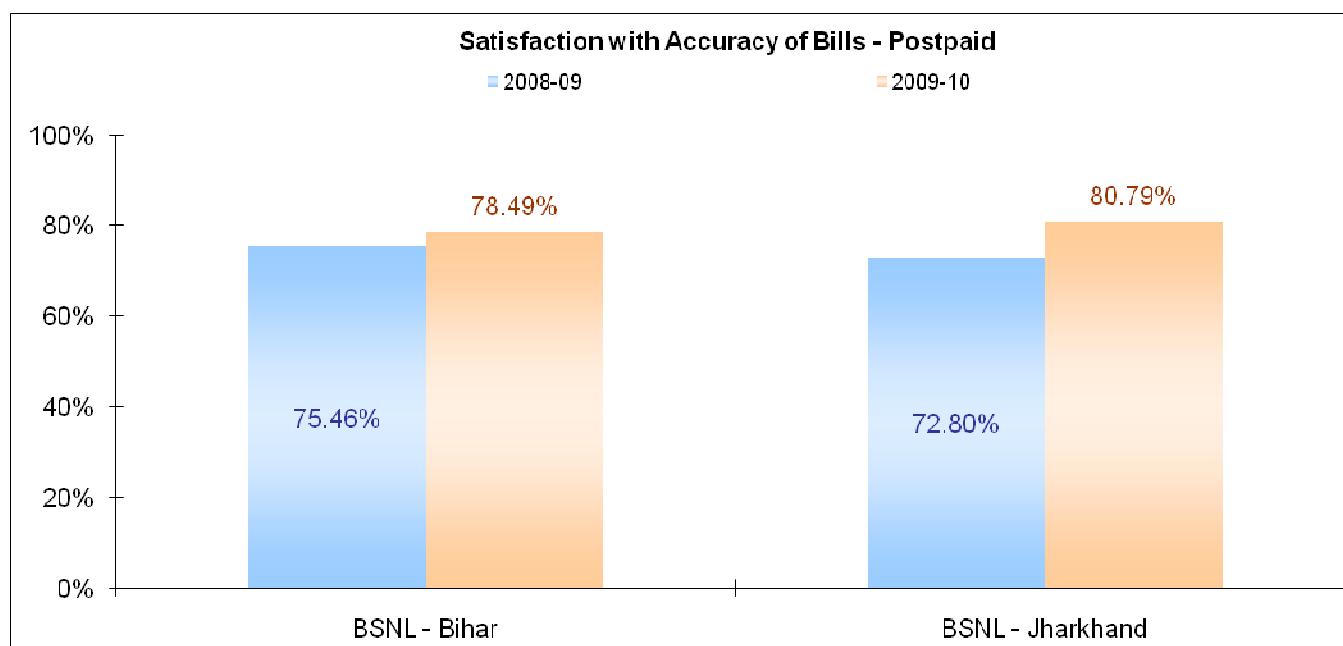
Subscribers of BSNL - Bihar with 16.84% made maximum number of billing related complaints in 2009-10. For 2008-09, maximum billing complaints were made for BSNL - Bihar with 21.41%.

##### b. Satisfaction with various billing parameters

Satisfaction with Billing Parameters : For Postpaid customers	BSNL - Bihar	BSNL - Jharkhand
Timely delivery of bills	68.98%	74.01%
Accuracy of bills	78.49%	80.79%
Process of resolution of billing complaints	33.33%	38.33%
Clarity i.e. transparency and understandability of bills	86.78%	86.14%

Satisfaction with timely delivery of bills for postpaid subscribers as well as Satisfaction with accuracy of bills was found to be lower for BSNL in Bihar. However, satisfaction with clarity of bills was found to be lower for BSNL in Jharkhand. For satisfaction with resolution of billing complaints, BSNL - Bihar with 33.33% scored lowest.

#### Level of satisfaction with Billing – Post paid subscribers:



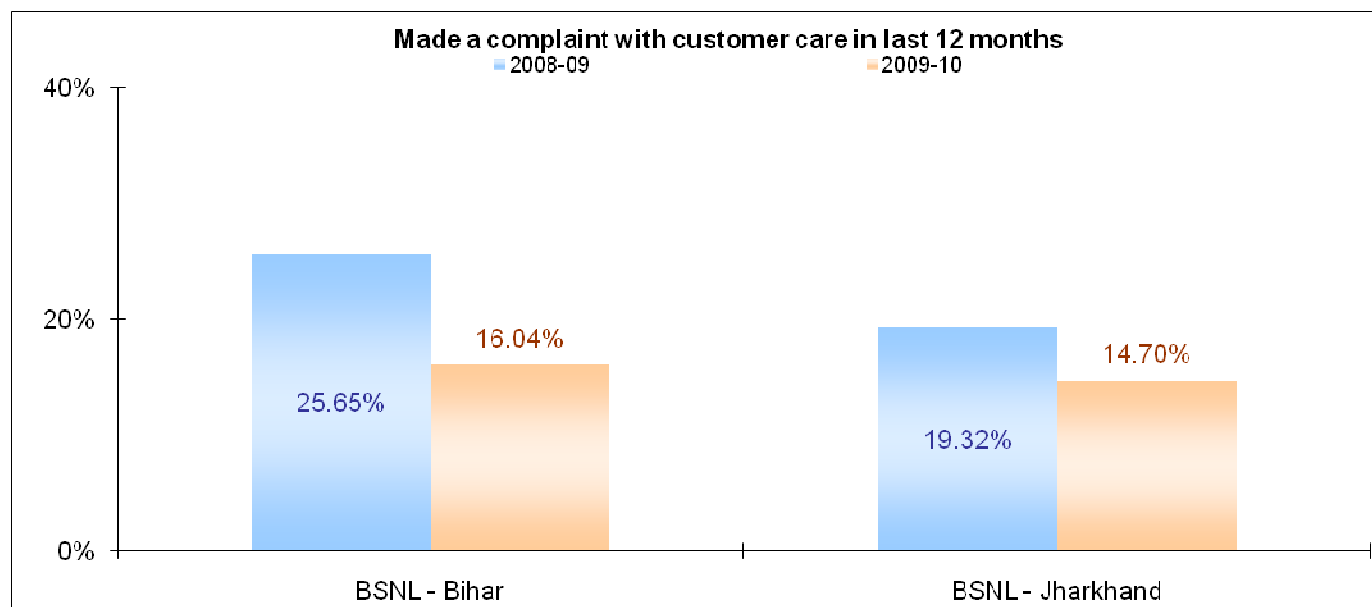
The scores of level of satisfaction have been explained in the executive summary.

<u>Very Satisfied &amp; Satisfied scores</u>	BSNL - Bihar	BSNL - Jharkhand
Very Satisfied	19.62%	2.11%
Satisfied	58.87%	78.68%
Total	78.49%	80.79%

Maximum score for satisfaction with Accuracy of bills for postpaid was found to be for BSNL - Jharkhand with 80.79% of its subscribers claiming to be either satisfied or very satisfied.

### 5.1.3 Help Services Related sub-aspects

#### a. Percentage of subscribers making Query in last 12 months



During last 12 months, maximum queries/complaints to the customer care have been made by BSNL subscribers in Bihar.

#### b. Satisfaction with Help Services / Customer Care

Satisfaction with help services	BSNL - Bihar	BSNL - Jharkhand
Ease of access of call center toll free number	63.33%	80.36%
Response time to answer call by customer care executive	61.67%	71.43%
Problem solving ability of customer care executive	46.67%	60.71%
Time taken by customer care executive in resolving complaints	50.00%	51.79%

For ease of accessing customer care and satisfaction with problem solving capability of customer care executive, BSNL scored lowest in Bihar with 63.33%.

### 5.1.4 Network performance, reliability and availability related sub-aspects

#### a. Satisfaction with network performance, reliability and availability

Very Satisfied & Satisfied scores	BSNL - Bihar	BSNL - Jharkhand
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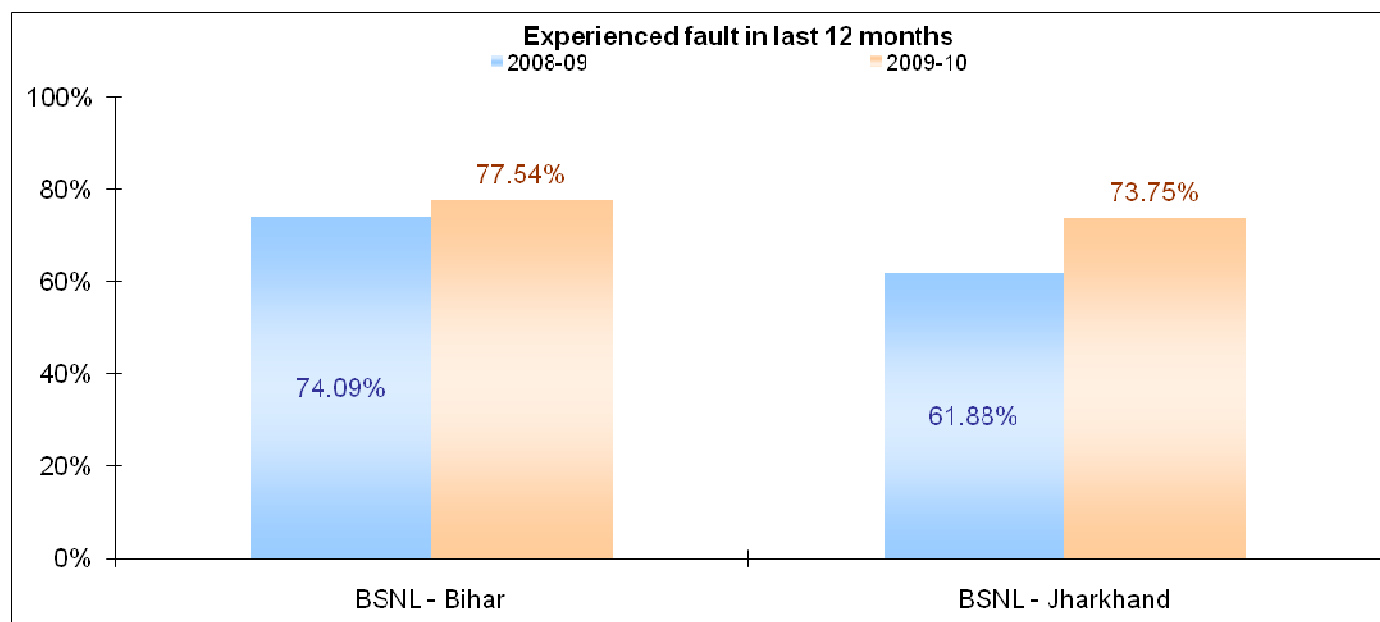


Availability of working telephone (with dial tone)	68.45%	76.12%
Ability to make or receive calls easily	79.68%	86.35%
Voice quality	71.39%	75.79%

The satisfaction with availability of working telephone (with dial tone) and satisfaction with voice quality was found to be lowest for BSNL in Bihar. In the current round of survey, BSNL - Jharkhand scored highest for satisfaction with ability to make and receive calls.

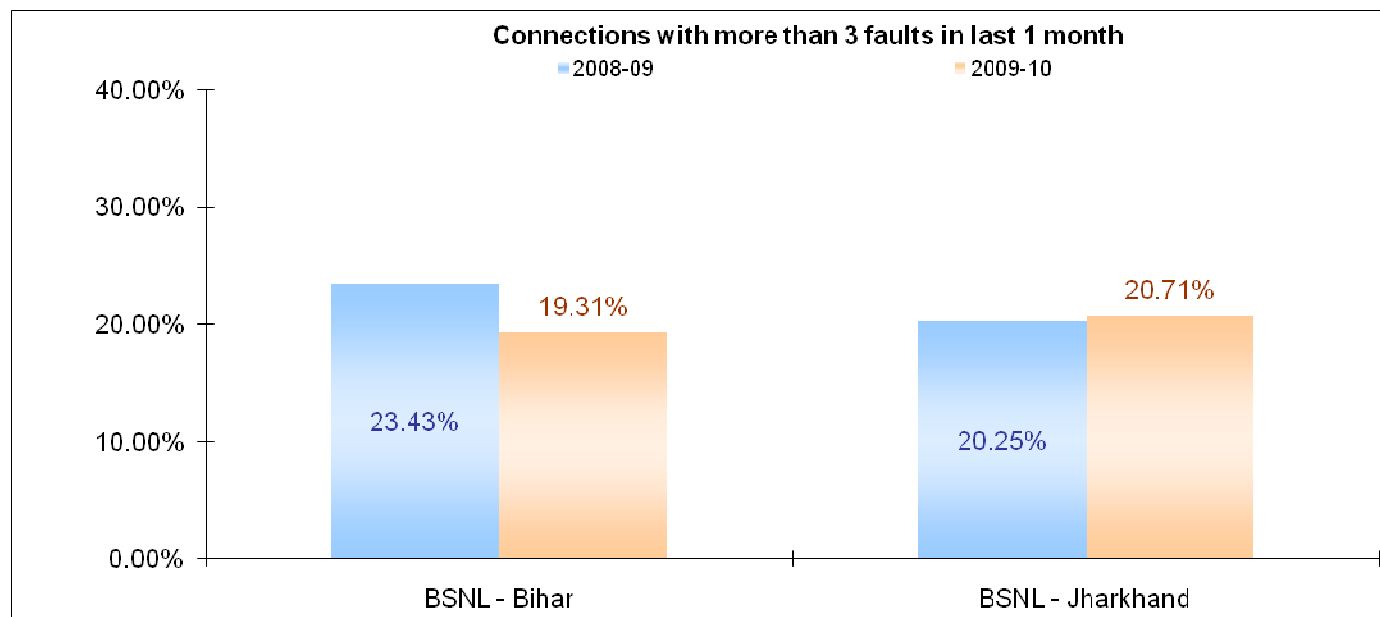
### 5.1.5 Maintainability related sub-aspects

#### a. Percentage subscribers experiencing fault in the telephone in last 12 months



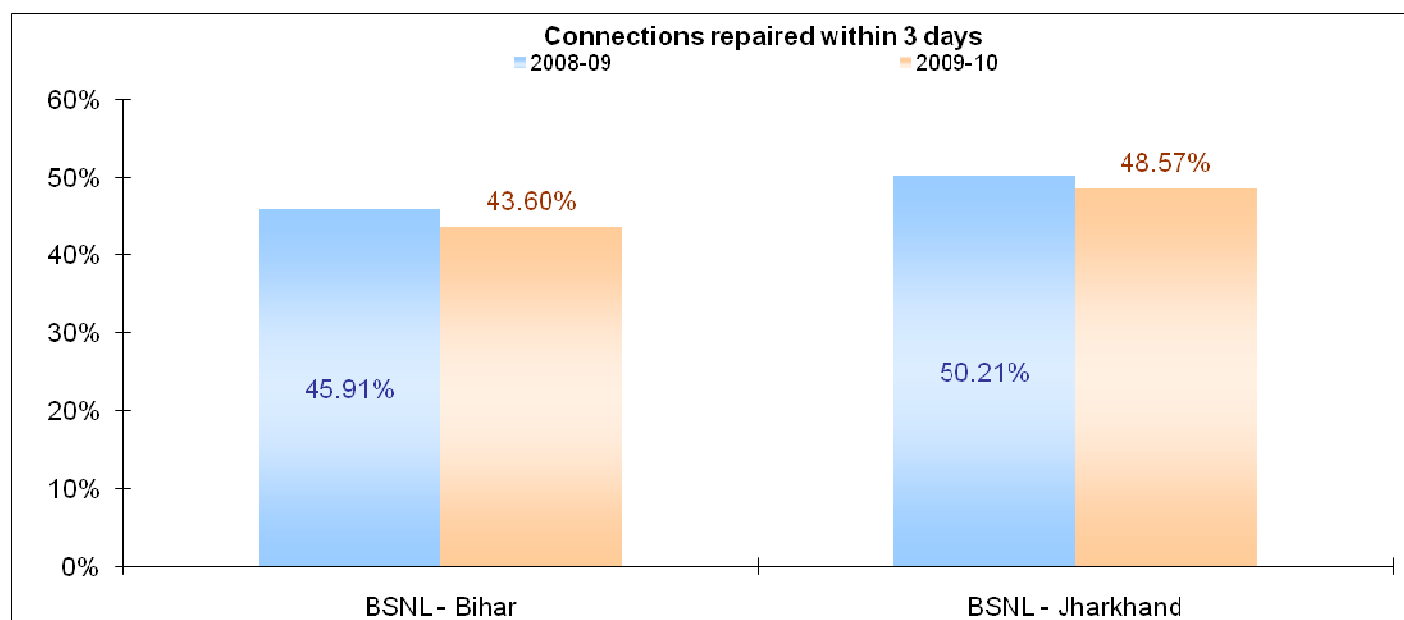
Penetration of customers who have made fault complaints was observed to be highest for BSNL in Bihar with 77.54% of the subscribers claiming that they have made a complaint in last 12 months

#### b. Number of times telephone became faulty in last 1 month



When it comes to comparing number of times the subscriber's telephone became faulty out of the base of the subscriber who has faced any problem in their connection in the last 1 month maximum subscribers who claimed that they have faced problems in their telephone connection more than three times were from BSNL - Jharkhand.

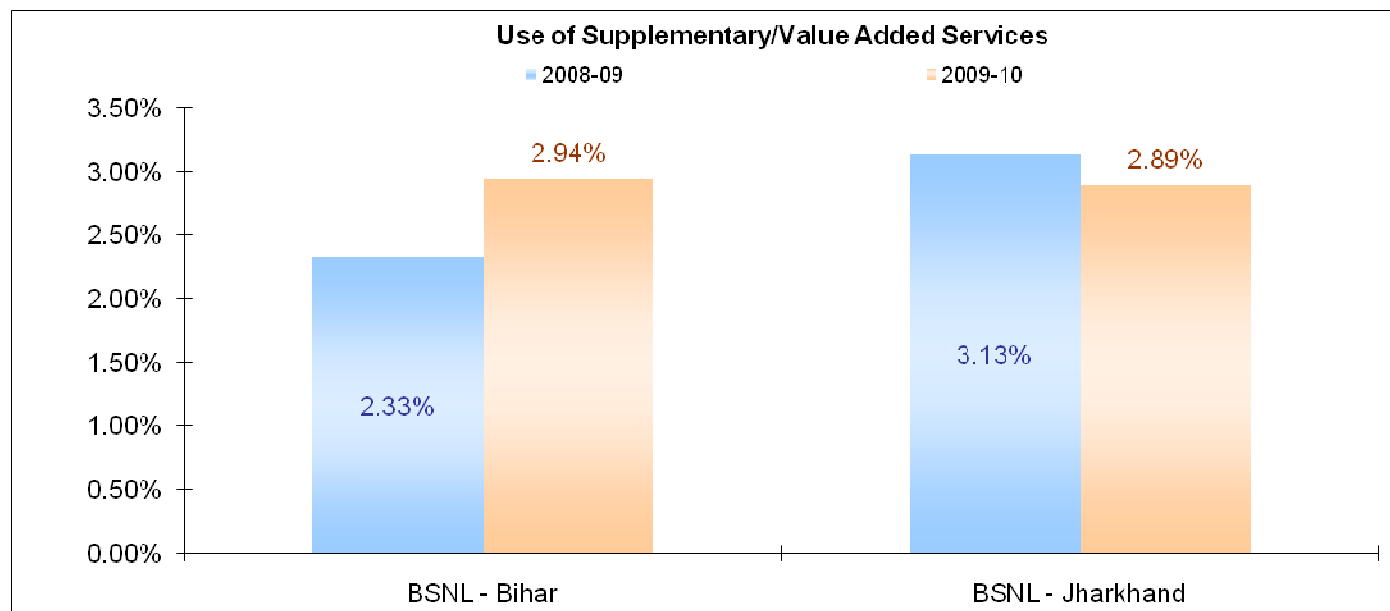
**c. Time taken to repair after lodging complaint**



Percentage of connections repaired within 3 days is from 43.6% for Bihar and 48.57% in Jharkhand

## 5.1.6 Supplementary services

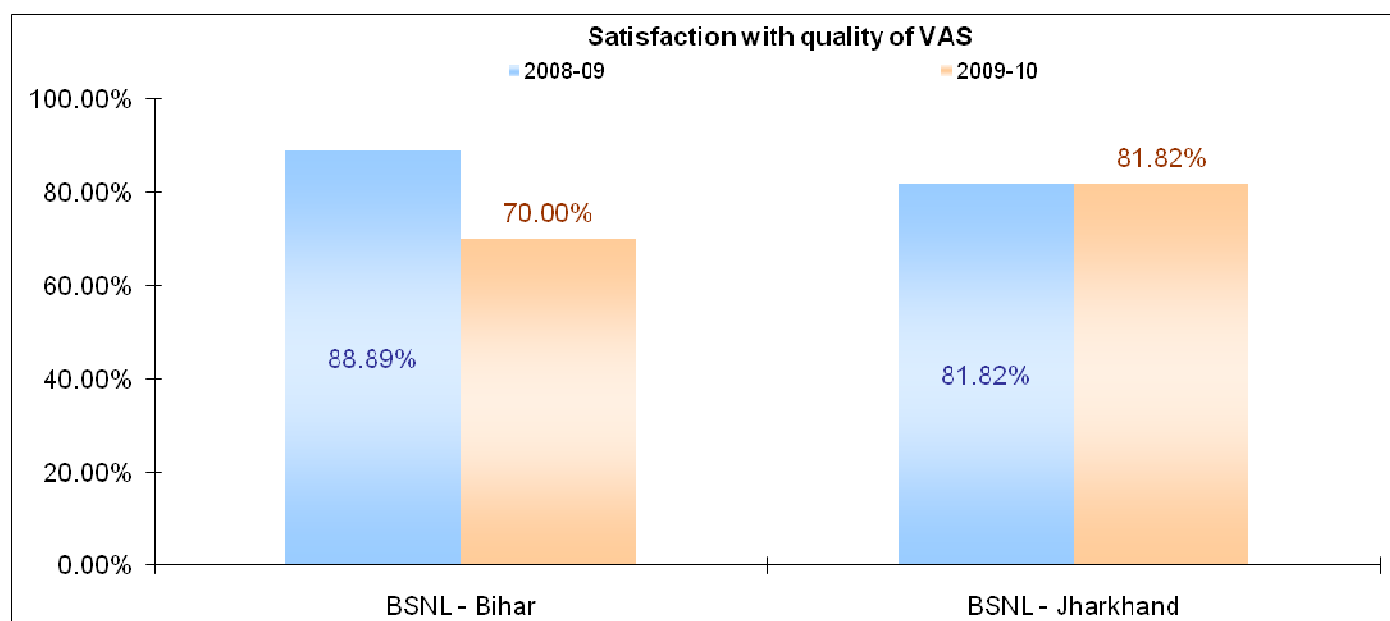
**a. Percentage of subscribers opting for Supplementary Services**



Usage of supplementary services is lowest among BSNL - Jharkhand subscribers.

#### b. Satisfaction with Supplementary Services

##### Level of satisfaction with supplementary services



The scores of level of satisfaction have been explained in the executive summary.

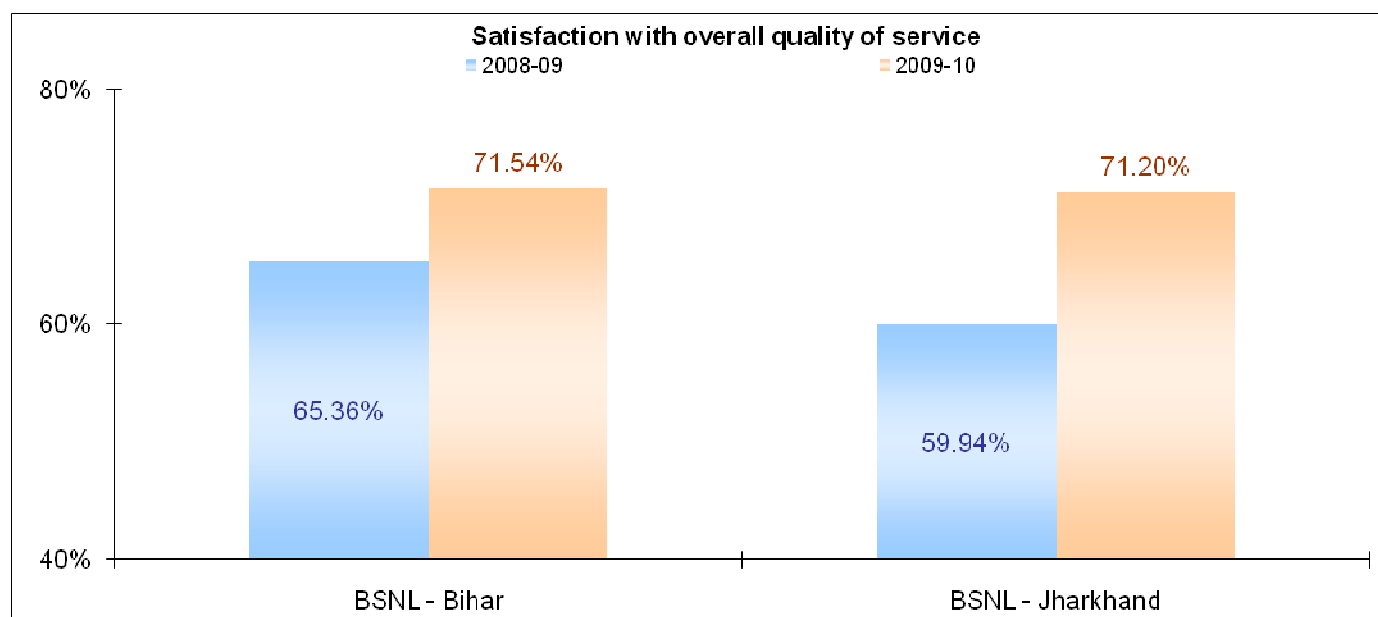
Very Satisfied & Satisfied scores	BSNL - Bihar	BSNL - Jharkhand
Very Satisfied	0.00%	0.00%
Satisfied	70.00%	81.82%

Total	70.00%	81.82%
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The total satisfaction percentage is higher for BSNL - Jharkhand with 81.82% of subscribers who were using supplementary services claiming that they are either satisfied or very satisfied with supplementary services provided.

### 5.1.7 Overall Customer Satisfaction

Level of satisfaction with Quality of Service (Overall):



The scores of level of satisfaction have been explained in the executive summary.

Very Satisfied & Satisfied scores	BSNL - Bihar	BSNL - Jharkhand
Very Satisfied	8.94%	1.87%
Satisfied	62.60%	69.33%
Total	71.54%	71.20%

In the current round of survey, BSNL - Bihar with 71.54% scored highest for overall customer satisfaction with quality of service whereas BSNL - Jharkhand with 71.2% scored lowest.

### 5.1.8 Redressal Mechanism

Satisfaction Scores	BSNL - Bihar	BSNL - Jharkhand
Call Center	50.00%	60.00%

Nodal Officer	50.00%	0.00%
For new customers, provisioning of 'Manual of Practice' while taking the new connection	0.00%	14.29%

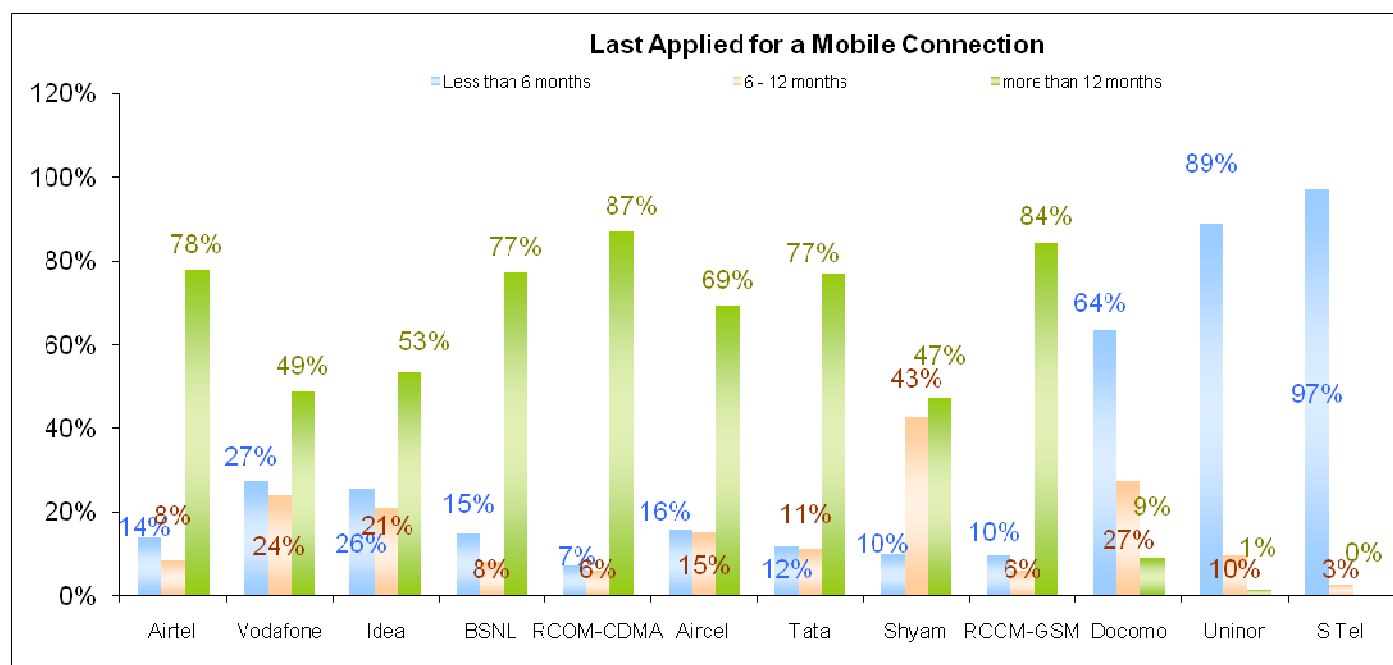
As already explained, it is observed that awareness of three stage redressal grievances mechanism for customers remains low across subscribers of all service providers.

## 5.2 Detailed Findings – Cellular Mobile Services

This section details out the performance of service providers on all the sub-aspects of various 'Quality of Service' parameters.

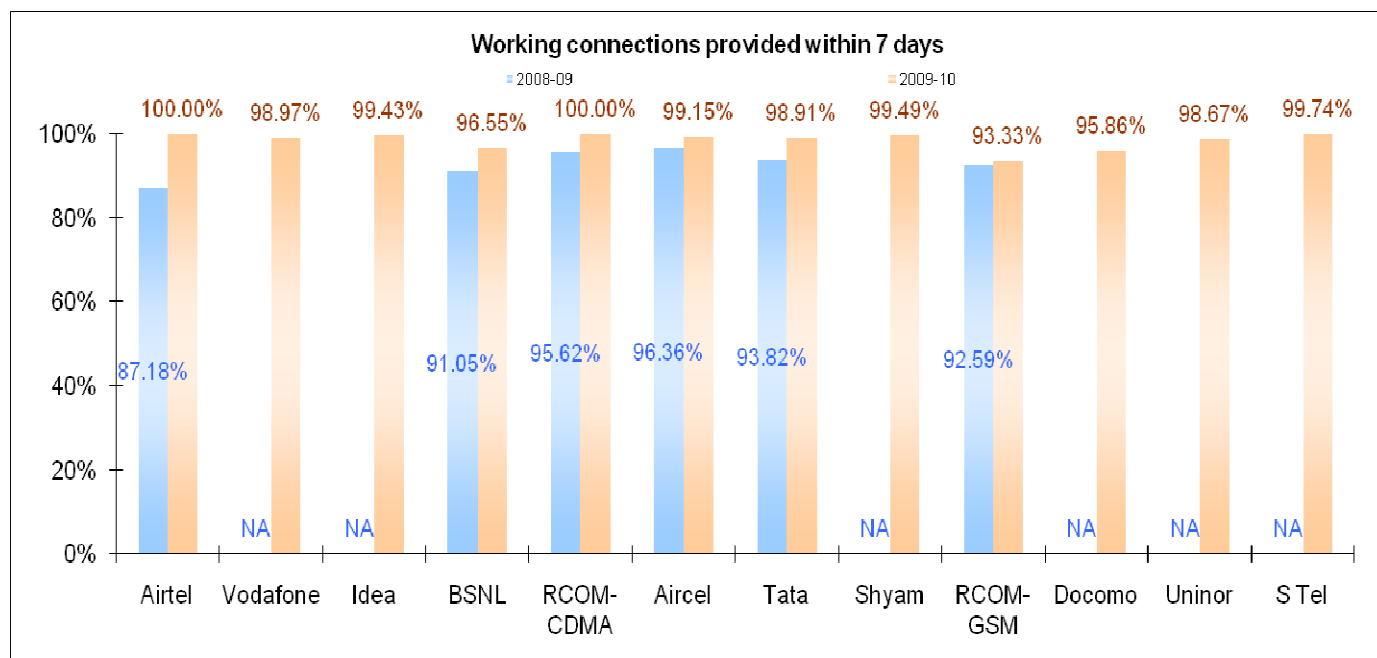
### 5.2.1 Service Provision

**a. Last application for a phone connection:** This aspect seeks to find out the recency of applying for a new mobile phone connection of subscribers for various service providers.



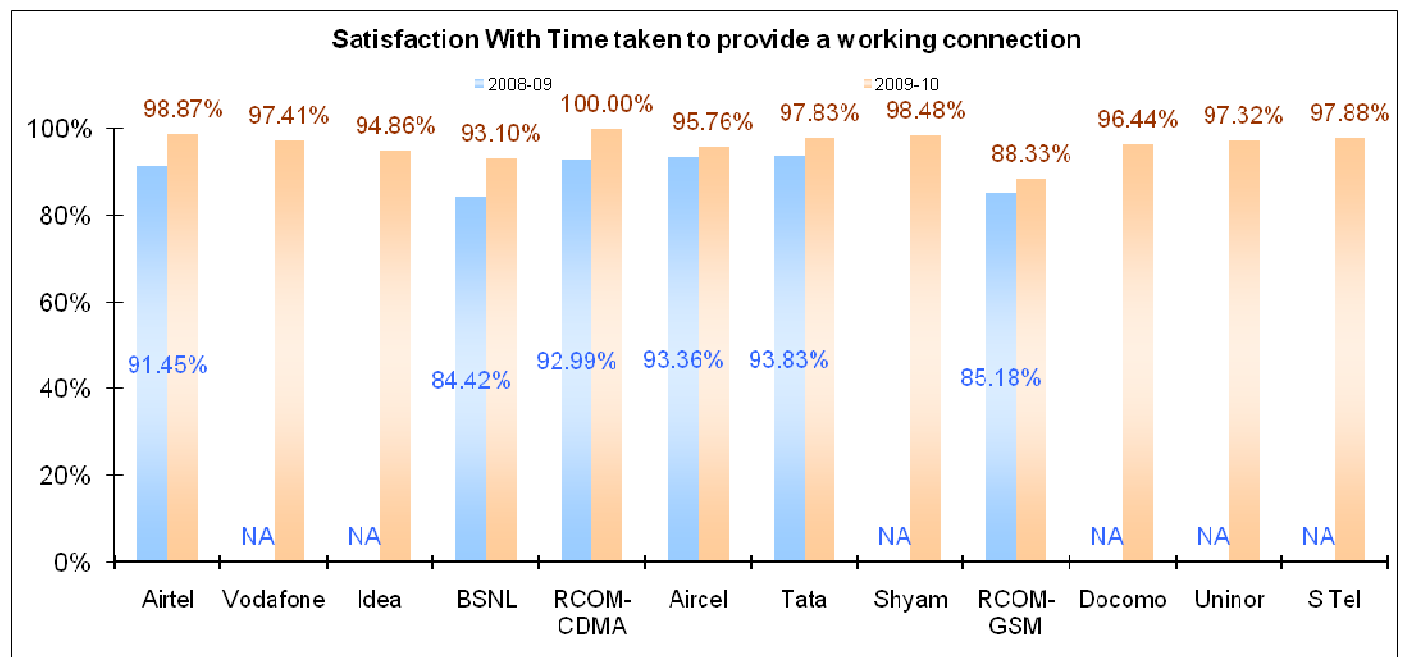
In last 6 months, maximum applications were for S Tel with 97.1% of the respondents applying for a new connection. Whereas minimum connections applied for during the same period were for RCOM-CDMA with 7.18%. Same figure for the period of 6-12 months was found to be maximum for Shyam with 42.59% and minimum for S Tel with 2.64%.

**b. Time taken for activation of new connection:** This aspect seeks to find out the performance of various providers on the time taken to activate a new connection i.e. in how many days after taking a new connection is the person able to make / receive calls.



For proportion of connections activated within 7 days, Airtel, RCOM-CDMA with 100% connections scored highest whereas RCOM-GSM with 93.33% connections scored lowest.

**c. Satisfaction with service provision:**



The scores of level of satisfaction have been explained in the executive summary.

Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Very Satisfied	22.11%	11.67%	12.14%	5.35%	12.80%	10.62%	18.09%	6.35%	3.59%	9.63%	6.04%	1.85%
Satisfied	70.60%	77.45%	75.99%	61.36%	65.87%	72.80%	72.86%	85.19%	61.54%	74.33%	81.10%	77.31%
<b>Total</b>	<b>92.71%</b>	<b>89.12%</b>	<b>88.13%</b>	<b>66.71%</b>	<b>78.67%</b>	<b>83.42%</b>	<b>90.95%</b>	<b>91.54%</b>	<b>65.13%</b>	<b>83.96%</b>	<b>87.14%</b>	<b>79.16%</b>

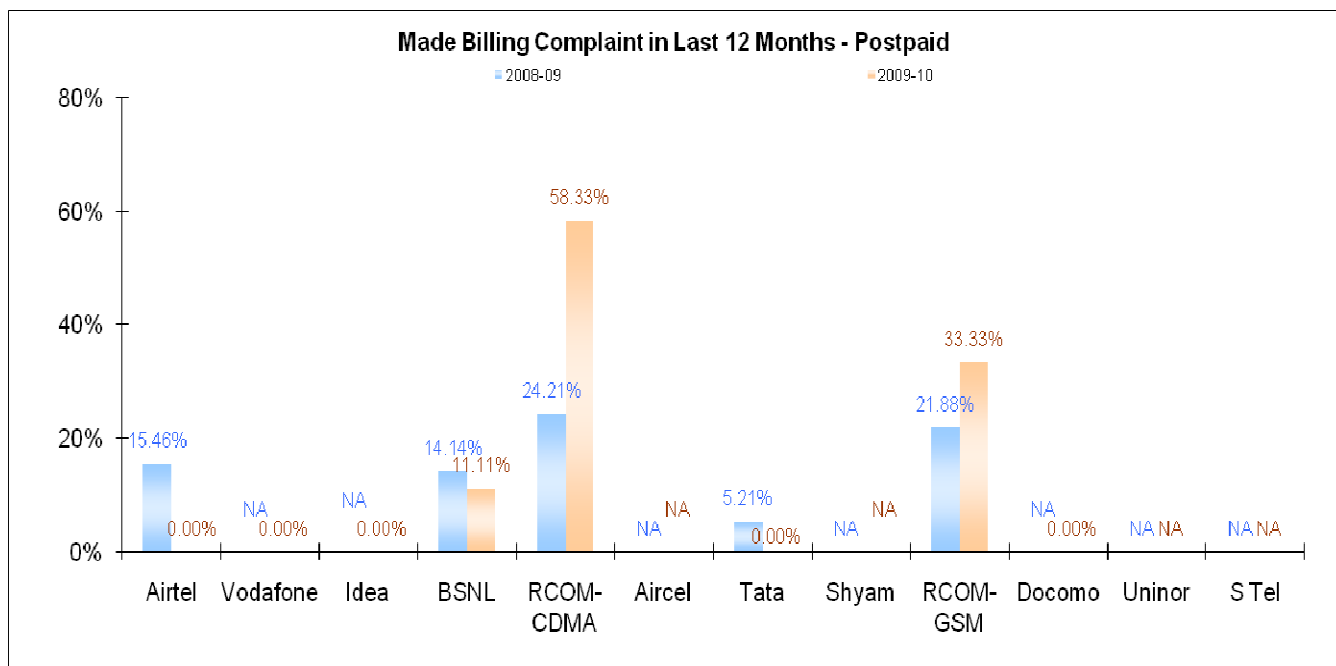
Score for level of satisfaction with service provisioning varies from 65.13% for RCOM-GSM to 92.71% for Airtel.

## 5.2.2 Billing Aspects

This aspect captures the level of satisfaction of subscribers on various billing related aspects such as timeliness, accuracy, clarity, billing complaints resolution, etc. It also finds out the reasons for dissatisfaction of various billing related aspects.

### a. Postpaid subscribers:

#### i. Percentage of billing complaints



Subscribers of RCOM-CDMA made maximum number of billing related complaints in 2009-10. In 2008-09, maximum billing related complaints were made by RCOM-CDMA subscribers.

## ii. Satisfaction with various billing parameters

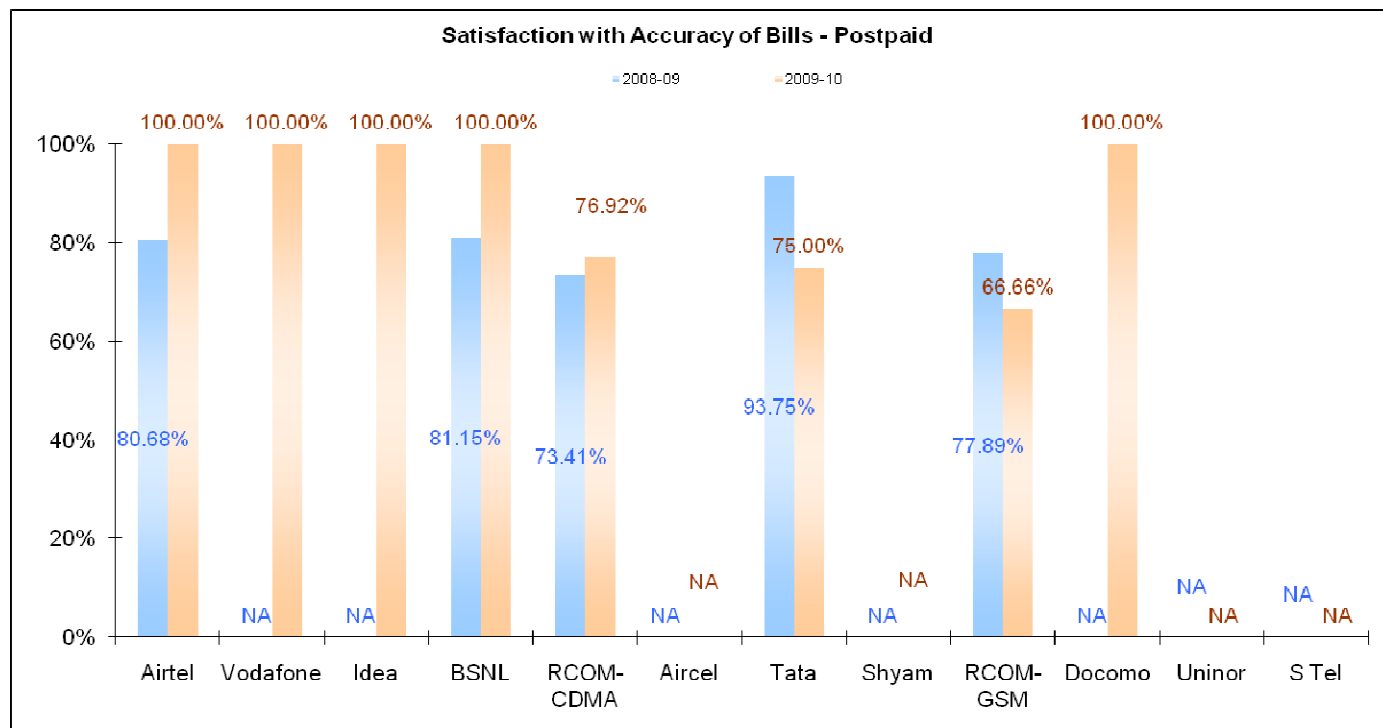
Satisfaction Level	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Timely delivery of bills	100.00%	100.00%	100.00%	77.78%	84.61%	NA	75.00%	NA	33.33%	100.00%	NA	NA
Accuracy of bills	100.00%	100.00%	100.00%	100.00%	76.92%	NA	75.00%	NA	66.66%	100.00%	NA	NA
Process of resolution of billing complaints	NA	NA	NA	0.00%	57.15%	NA	NA	NA	0.00%	NA	NA	NA
Clarity i.e. transparency and understandability of bills	100.00%	100.00%	100.00%	77.78%	66.67%	NA	100.00%	NA	66.66%	100.00%	NA	NA

In the current round of survey, satisfaction with timely delivery of bills for postpaid subscribers was found to be lowest for RCOM-GSM with 33.33%. The satisfaction with accuracy of bills was found to be lowest for RCOM-GSM. The satisfaction with clarity of bills was found to be lowest for RCOM-GSM. For satisfaction with resolution of billing complaints, BSNL, RCOM-GSM scored lowest.

## iii. Percentage of subscribers satisfied

### Level of satisfaction with billing performance (Post paid customers)





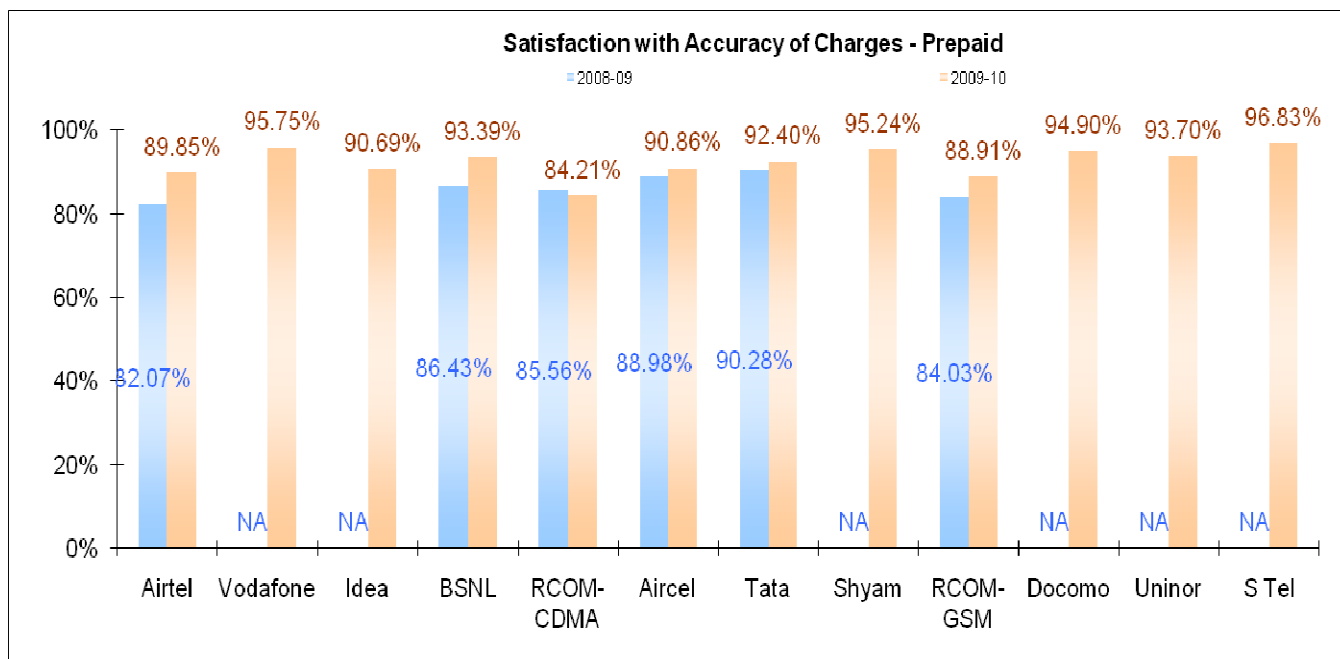
The scores of level of satisfaction have been explained in the executive summary.

Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Very Satisfied	0.00%	0.00%	0.00%	11.11%	7.69%	NA	25.00%	NA	33.33%	0.00%	NA	NA
Satisfied	100.00%	100.00%	100.00%	88.89%	69.23%	NA	50.00%	NA	33.33%	100.00%	NA	NA
Total	100.00%	100.00%	100.00%	100.00%	76.92%	NA	75.00%	NA	66.66%	100.00%	NA	NA

In the current round of survey, highest score was found to be for Airtel, Vodafone, Idea, BSNL, DoCoMo with 100% subscribers claiming that they are either satisfied or very satisfied with postpaid billing.

### c. Prepaid subscribers:

Level of satisfaction with accuracy of charges:

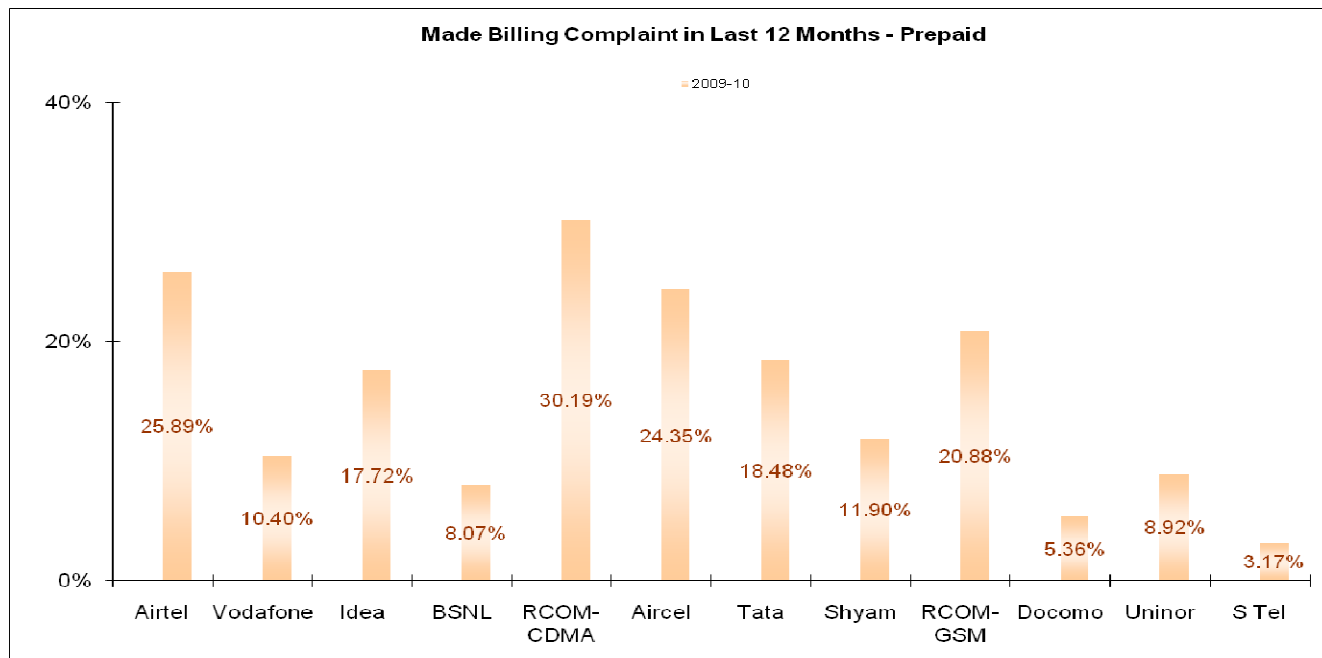


The scores of level of satisfaction have been explained in the executive summary.

Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Very Satisfied	17.01%	17.29%	17.55%	12.83%	16.07%	16.97%	14.68%	4.50%	14.43%	13.67%	4.99%	5.03%
Satisfied	72.84%	78.46%	73.14%	80.56%	68.14%	73.89%	77.72%	90.74%	74.48%	81.23%	88.71%	91.80%
Total	89.85%	95.75%	90.69%	93.39%	84.21%	90.86%	92.40%	95.24%	88.91%	94.90%	93.70%	96.83%

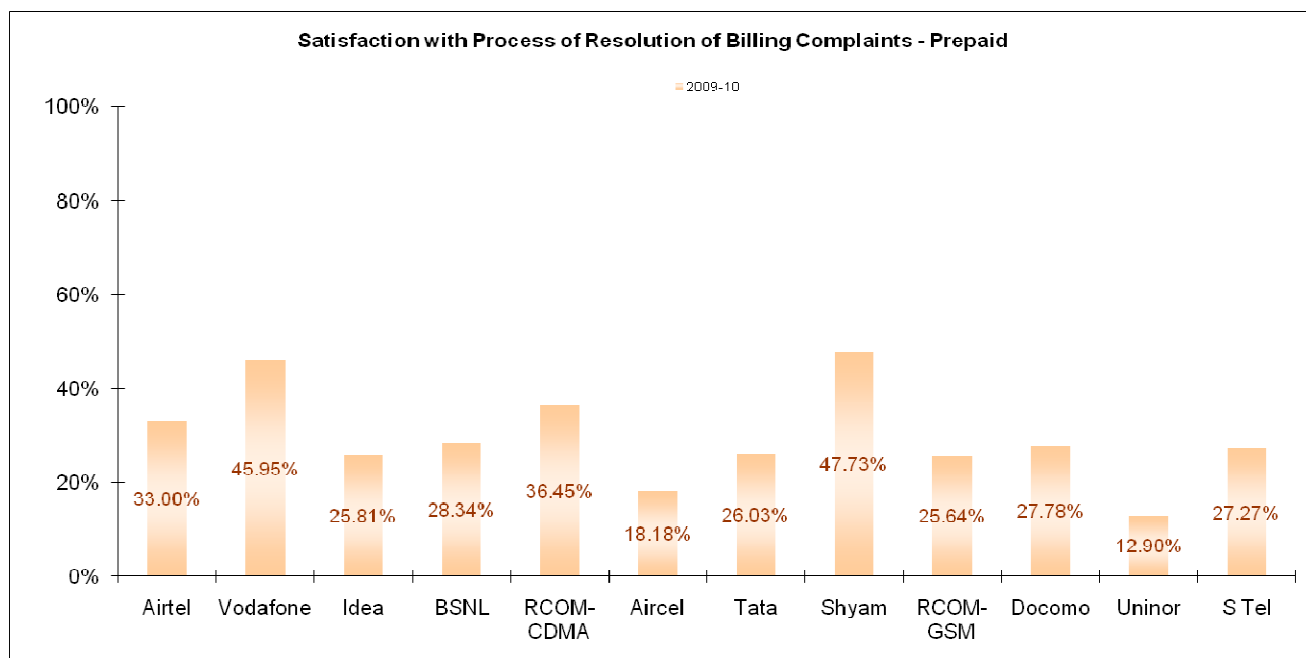
In the current round of survey, highest score was found to be for S Tel with 96.83% subscribers claiming that they are either satisfied or very satisfied with prepaid billing.

## Percentage of billing complaints



For billing related complaints in 2009-10 maximum score was found to be for RCOM-CDMA with 30.19% of its subscribers claiming to have made a billing complaint in last 12 months.

## Satisfaction with process of resolution of billing complaints

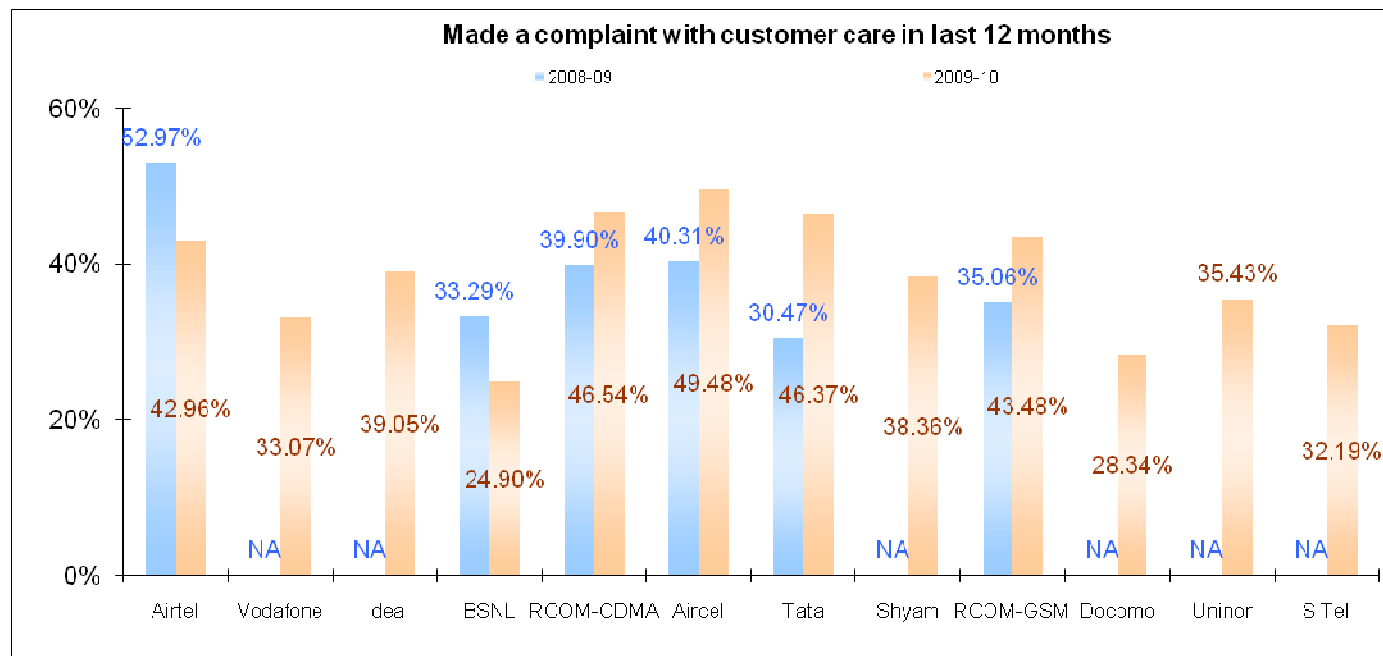


For satisfaction with process of resolution of billing complaints, maximum score was found to be for Shyam with 47.73% of its subscribers claiming to be either satisfied or very satisfied.

### 5.2.3 Help Services

This parameter captures the satisfaction of subscribers on various sub-aspects of help services. This includes the ease of connecting to call center, problem solving ability of the customer care executive, time taken for resolution of complaint, etc.

#### a. Contacted customer care in last 12 months



During last 12 months, maximum queries/complaints to the customer care have been made by Aircel subscribers and minimum calls were made by the BSNL subscribers.

#### b. Level of satisfaction on various sub-aspects of help services

Satisfaction with help services	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Ease of access of call center toll free number	60.24%	74.40%	75.68%	45.03%	62.86%	56.55%	76.76%	87.59%	50.58%	84.90%	94.07%	90.98%
Response time to answer call by customer care executive	63.74%	74.40%	70.95%	51.83%	69.72%	59.69%	78.38%	88.97%	56.47%	85.85%	90.37%	94.26%
Problem solving ability of customer care executive	56.73%	66.40%	55.41%	46.59%	59.43%	49.74%	64.33%	84.83%	48.23%	81.13%	88.15%	90.98%
Time taken by customer care executive in resolving complaints	52.63%	64.80%	51.36%	44.51%	56.57%	45.27%	62.29%	82.63%	46.47%	76.19%	86.67%	86.07%

For ease of accessing customer care, BSNL with 45.03% scored lowest. The satisfaction with response time to answer call by customer care executive was found to be lowest for BSNL. The satisfaction with time taken by customer care executive in resolving complaints was found to be lowest for BSNL. For satisfaction with problem solving ability of the customer care executive, BSNL scored lowest whereas S Tel scored highest.

### 5.2.4 Network Performance, Reliability & Availability:

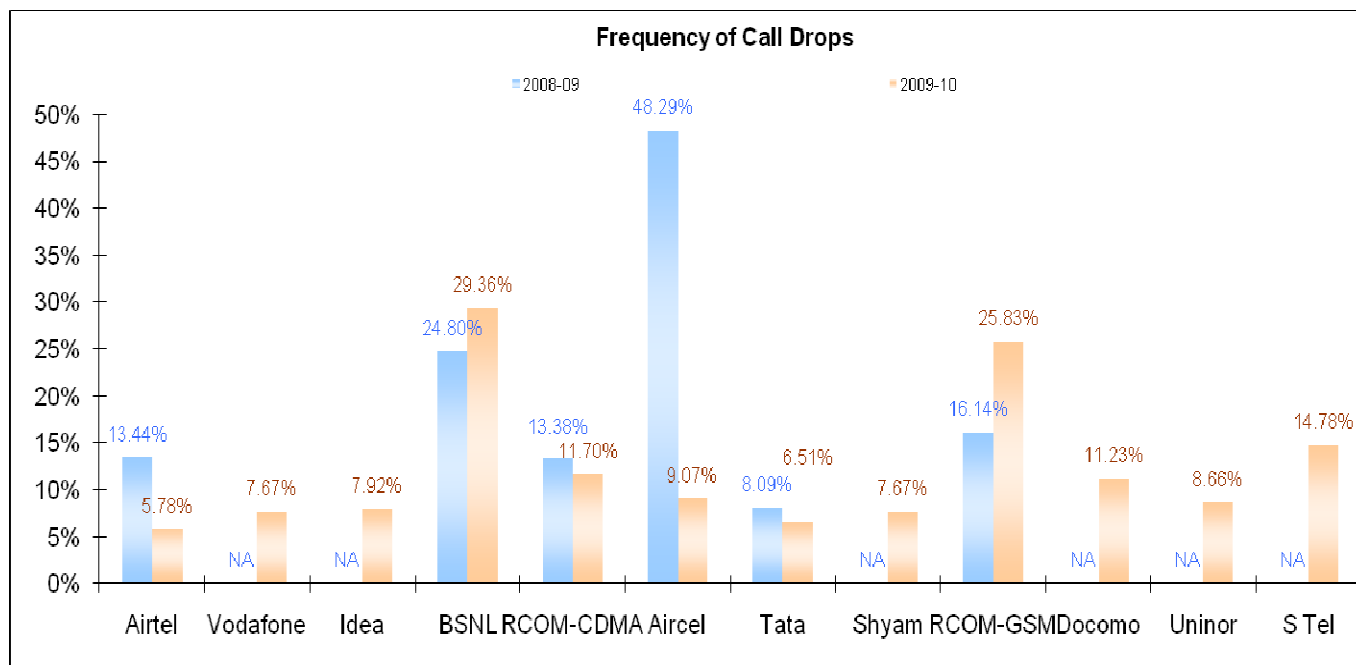
This parameter captures the level of satisfaction of subscribers with various network related parameters which includes aspects like availability of signal at all times, whether the person is easily able to make or receive calls and the voice quality of the connection.

#### a. Level of satisfaction on various sub-aspects of network related parameters

Satisfaction with network related parameters	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Airtel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Availability of signal	92.96%	84.92%	88.10%	60.18%	70.21%	84.46%	91.73%	90.21%	59.85%	79.94%	85.57%	80.68%
Ability to make or receive calls easily	92.70%	89.15%	92.08%	67.80%	84.76%	89.64%	94.23%	90.47%	68.03%	86.63%	84.51%	77.84%
Voice quality	93.45%	92.31%	91.29%	76.18%	84.58%	89.63%	93.99%	91.27%	74.29%	88.24%	95.01%	93.67%

The satisfaction with availability of signal was found to be lowest for RCOM-GSM. The satisfaction with ability to make or receive calls easily was found to be lowest for BSNL. The satisfaction with voice quality was found to be lowest for RCOM-GSM.

#### c. Call drop rate:



According to survey results call drops are more frequent for BSNL with 29.36% of subscribers claiming that they experience frequent or very frequent call drops.

### 5.2.5 Maintainability:

This aspect deals with the incidence of signal outages that the subscribers face with their telephone connections. It measures the level of satisfaction of users with the signal availability and the time taken for restoration of signal problems.

#### a. Level of satisfaction on various sub-aspects of maintainability:

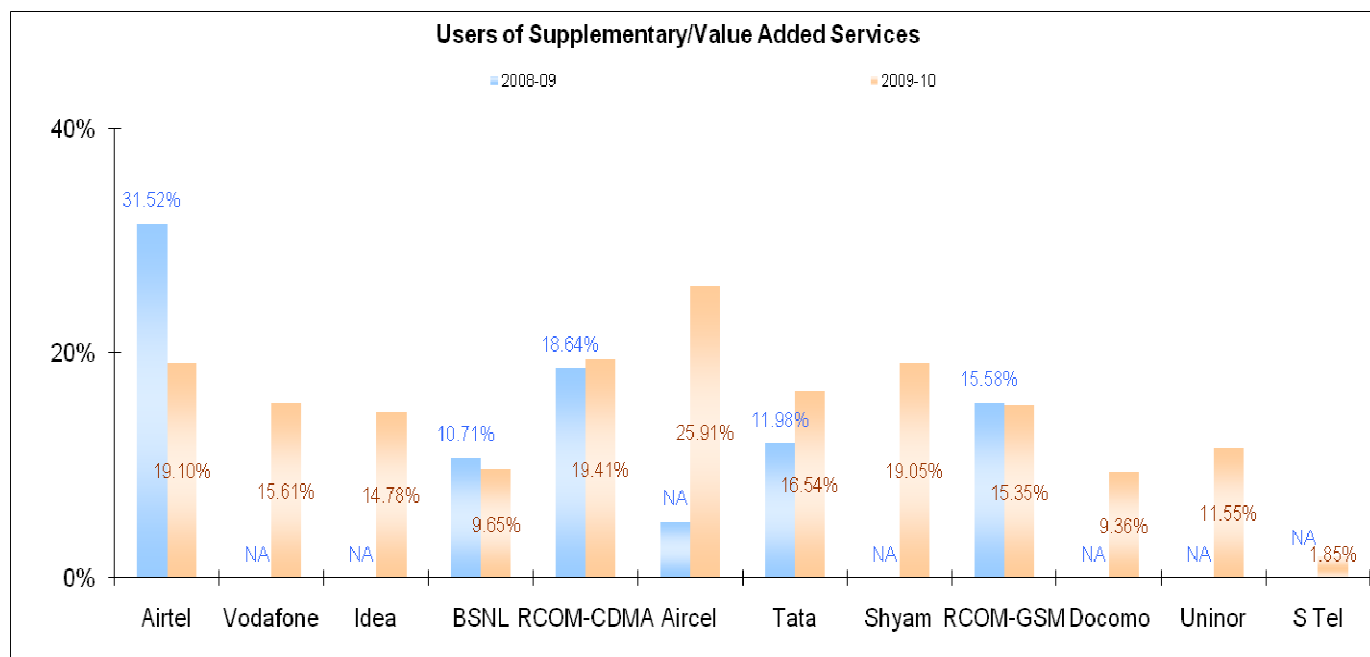
Parameter	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Airtel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Frequency of Signal Problem (Never or Occasional)	94.97%	91.26%	90.77%	69.15%	80.80%	88.02%	93.95%	91.80%	66.24%	85.30%	91.60%	84.70%
Satisfaction with restoration of signal problems (Vary Satisfied or Satisfied)	92.21%	87.79%	87.60%	63.78%	73.40%	85.98%	93.73%	91.51%	62.14%	79.94%	88.98%	83.34%

The satisfaction with frequency of signal problem was found to be highest for Airtel. The satisfaction with restoration of signal problems was found to be highest for Tata.

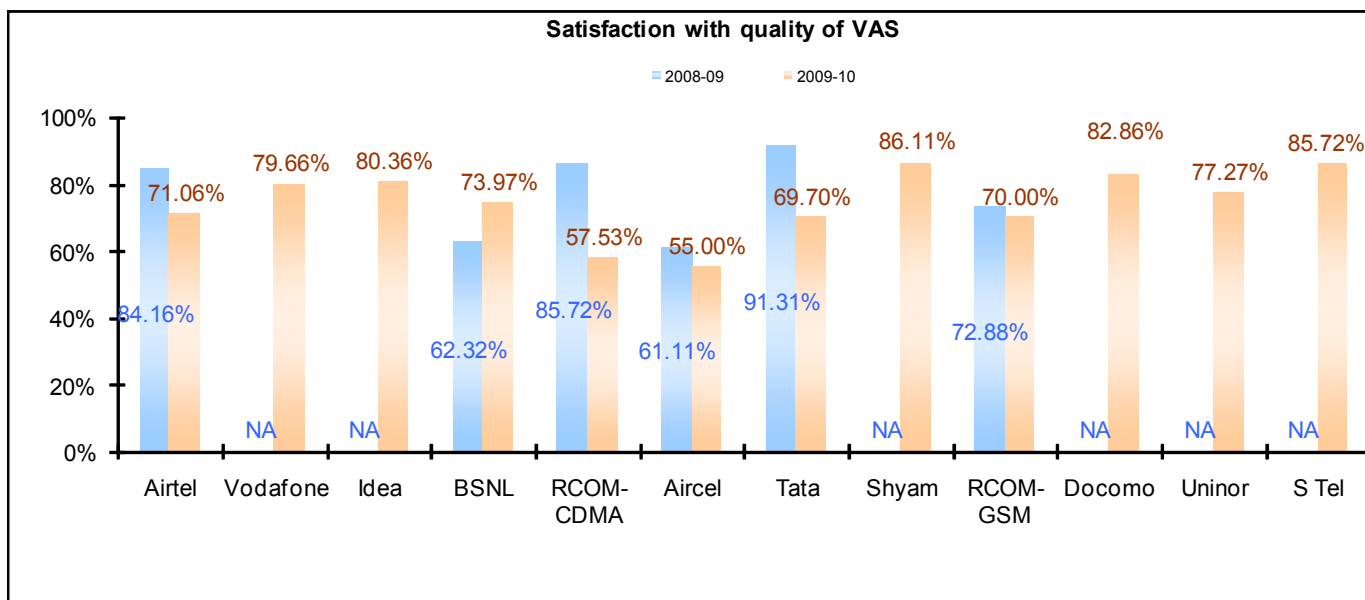
### 5.2.6 Supplementary services:

Supplementary services mean the services that the subscribers have to specifically subscribe for. Some of these services are free of cost and for others the subscribers have to pay either monthly charges or they are charged for these services according to its usage. Some of the common supplementary services are call divert, voice mail, GPRS, etc.

#### a. Percentage of subscribers opting for supplementary services:



In the year 2009-10 usage of supplementary services varies from 1.85% for S Tel to 25.91% for Aircel.

**b. Percentage of subscribers satisfied with supplementary services:****Level of satisfaction with supplementary services:**

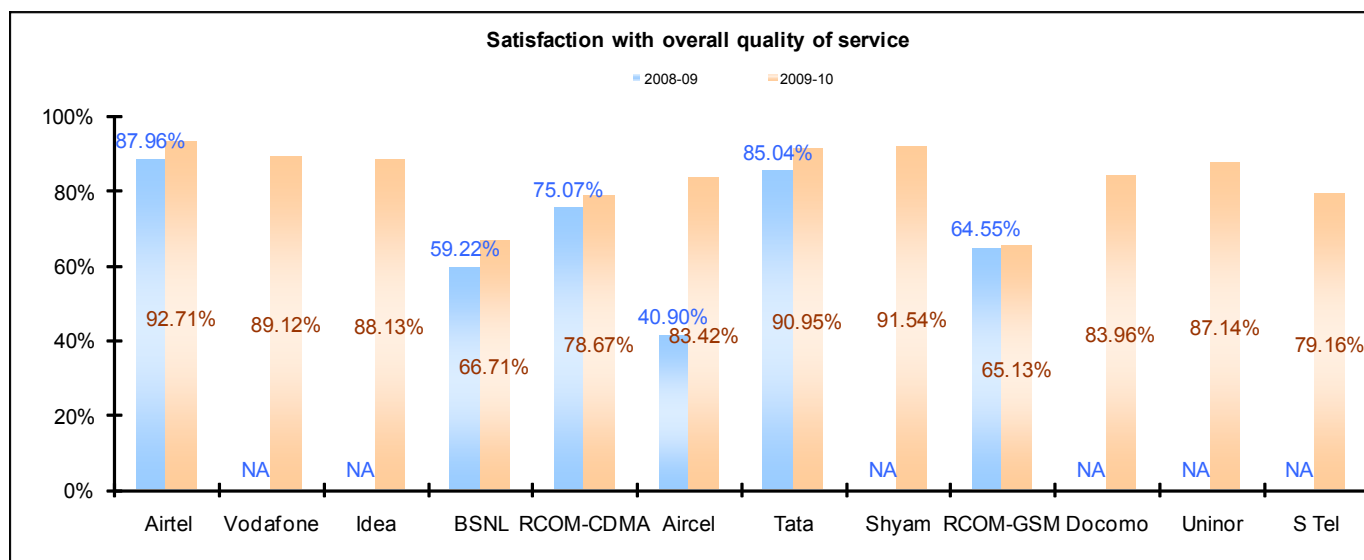
The scores of level of satisfaction have been explained in the executive summary.

<u>Very Satisfied &amp; Satisfied scores</u>	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Very Satisfied	10.53%	8.47%	8.93%	5.48%	5.48%	3.00%	7.58%	2.78%	5.00%	2.86%	2.27%	14.29%
Satisfied	60.53%	71.19%	71.43%	68.49%	52.05%	52.00%	62.12%	83.33%	65.00%	80.00%	75.00%	71.43%
<b>Total</b>	<b>71.06%</b>	<b>79.66%</b>	<b>80.36%</b>	<b>73.97%</b>	<b>57.53%</b>	<b>55.00%</b>	<b>69.70%</b>	<b>86.11%</b>	<b>70.00%</b>	<b>82.86%</b>	<b>77.27%</b>	<b>85.72%</b>

The total satisfaction percentage is highest for Shyam with 86.11% of subscribers who were using supplementary services claiming that they are either satisfied or very satisfied with supplementary services provided.

**5.2.7 Overall percentage of subscribers satisfied:**

This parameter measures the overall satisfaction of mobile phone users with their respective service providers taking into account the performance of the service provider on various aspects of mobile phone services.

**Level of satisfaction with Quality of services (Overall):**

The scores of level of satisfaction have been explained in the executive summary.

Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Very Satisfied	22.11%	11.67%	12.14%	5.35%	12.80%	10.62%	18.09%	6.35%	3.59%	9.63%	6.04%	1.85%
Satisfied	70.60%	77.45%	75.99%	61.36%	65.87%	72.80%	72.86%	85.19%	61.54%	74.33%	81.10%	77.31%
<b>Total</b>	<b>92.71%</b>	<b>89.12%</b>	<b>88.13%</b>	<b>66.71%</b>	<b>78.67%</b>	<b>83.42%</b>	<b>90.95%</b>	<b>91.54%</b>	<b>65.13%</b>	<b>83.96%</b>	<b>87.14%</b>	<b>79.16%</b>

In the current round of survey, Airtel with 92.71% scored highest for overall customer satisfaction with quality of service whereas RCOM-GSM with 65.13% scored lowest.

**5.2.8 Three stage redressal mechanism:**

TRAI has initiated a set of regulations named as 'Telecom Consumer Protection and Redressal of Grievances Regulations – 2007'. From this round of the customer satisfaction study of subscribers, TRAI has decided to test the awareness, implementation and effectiveness of these regulations. These set up regulations are basically a three step mechanism through which a customer can solve his / her query. Given below are the findings related to this three stage redressal mechanism across subscribers of various service providers.

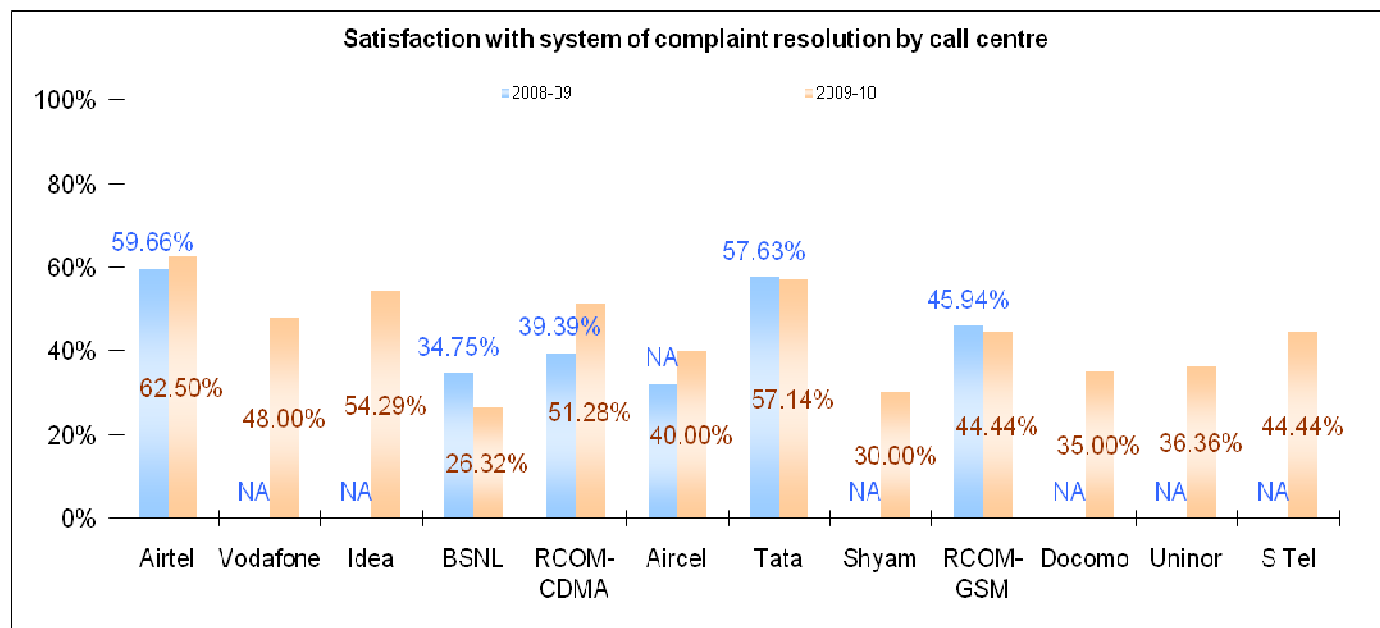
Awareness about contact details of:	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Customer Care	26.20%	28.38%	25.07%	27.38%	23.67%	27.98%	24.62%	18.78%	30.26%	23.59%	16.54%	11.11%
Nodal Officer	3.27%	2.12%	2.90%	3.52%	1.33%	2.33%	2.76%	1.06%	2.30%	2.67%	1.84%	1.58%
Appellate Authority	1.01%	2.12%	2.37%	1.30%	0.80%	0.78%	0.50%	0.53%	0.77%	0.80%	0.52%	1.85%

Details of awareness related parameters have already been explained in the executive summary



Made any complaint to the customer care in last 12 months	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Airtel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Yes	13.82%	8.73%	11.08%	9.00%	15.16%	17.10%	11.78%	3.97%	15.86%	6.15%	3.41%	2.90%
No	85.93%	90.74%	88.92%	91.00%	84.84%	82.90%	88.22%	96.03%	83.89%	93.58%	96.33%	97.10%
If complaint made	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Airtel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Docket number received for most of the complaints	7.27%	3.03%	11.90%	13.04%	8.77%	7.58%	11.11%	6.67%	9.68%	13.04%	0.00%	0.00%
No docket number received for most of the complaints	29.09%	9.09%	19.05%	10.14%	24.56%	15.15%	6.67%	6.67%	12.90%	4.35%	7.69%	9.09%
It was received on request	34.55%	51.52%	40.48%	39.13%	38.60%	48.48%	60.00%	53.33%	56.45%	60.87%	61.54%	45.45%
No docket number received even on request	29.09%	36.36%	28.57%	37.68%	28.07%	28.79%	22.22%	33.33%	20.97%	21.74%	30.77%	45.45%
Informed by call centre about the action taken on the complaint	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Airtel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Yes	40.00%	36.36%	47.62%	31.34%	50.00%	30.30%	46.81%	20.00%	48.39%	40.91%	38.46%	27.27%
No	60.00%	63.64%	52.38%	68.66%	50.00%	69.70%	53.19%	80.00%	51.61%	59.09%	61.54%	72.73%

#### Level of satisfaction with resolution of complaints by call centre



Level of satisfaction with resolution of complaints (for those customers who had made complaint in last 12 months) is observed to be highest for Airtel with 62.5% and lowest for BSNL with 26.32%.

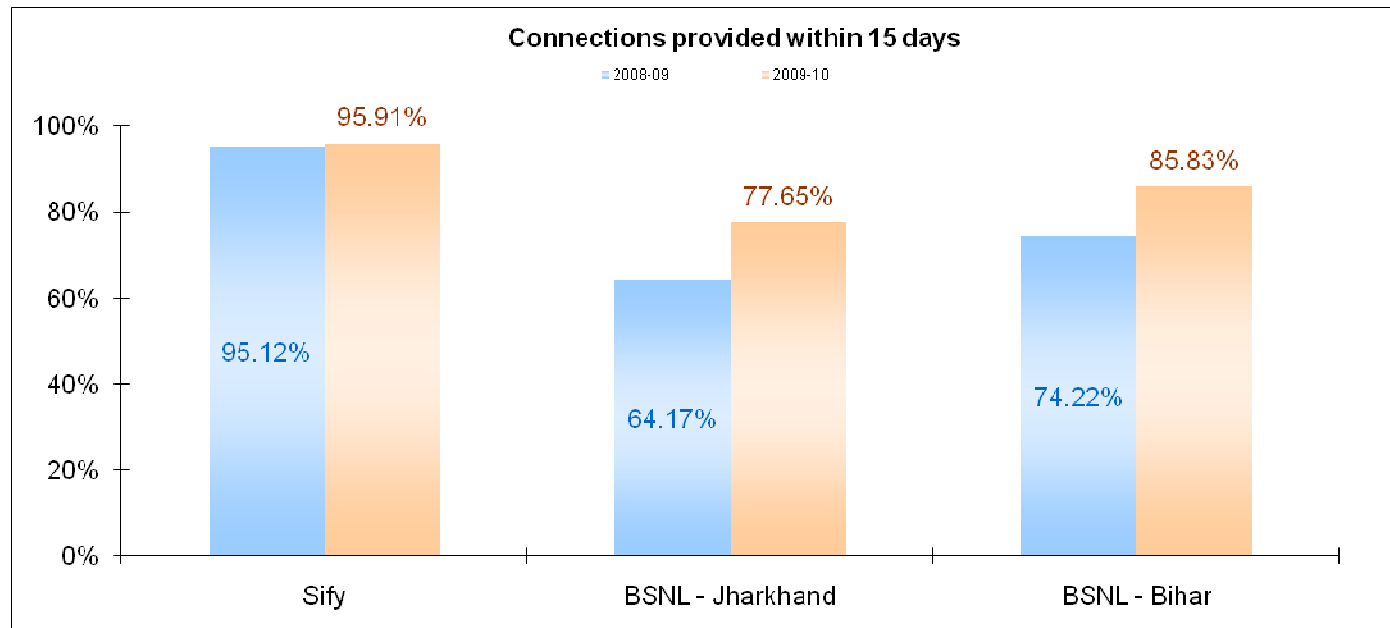
**Reasons for dissatisfaction with resolution of complaints by call centre**

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Reason for dissatisfaction - Call centre	2009-10											
Difficult to connect to the call center executive	26.67%	23.08%	25.00%	35.71%	15.79%	36.67%	16.67%	14.29%	46.67%	30.77%	14.29%	40.00%
Customer care executive not polite/courteous	20.00%	0.00%	6.25%	7.14%	0.00%	10.00%	11.11%	0.00%	6.67%	7.69%	0.00%	0.00%
Customer care executive not equipped with adequate information	20.00%	7.69%	12.50%	11.90%	10.53%	10.00%	22.22%	0.00%	20.00%	15.38%	42.86%	20.00%
Time taken by call centre for redressal is too long	60.00%	84.62%	56.25%	54.76%	52.63%	50.00%	66.67%	71.43%	50.00%	46.15%	42.86%	20.00%
Customer care executive was unable to understand the problem	13.33%	0.00%	6.25%	2.38%	26.32%	20.00%	16.67%	0.00%	6.67%	0.00%	28.57%	40.00%
Others	0.00%	0.00%	0.00%	0.00%	10.53%	3.33%	0.00%	0.00%	0.00%	0.00%	14.29%	0.00%

### 5.3 Detailed Findings – Broadband Services

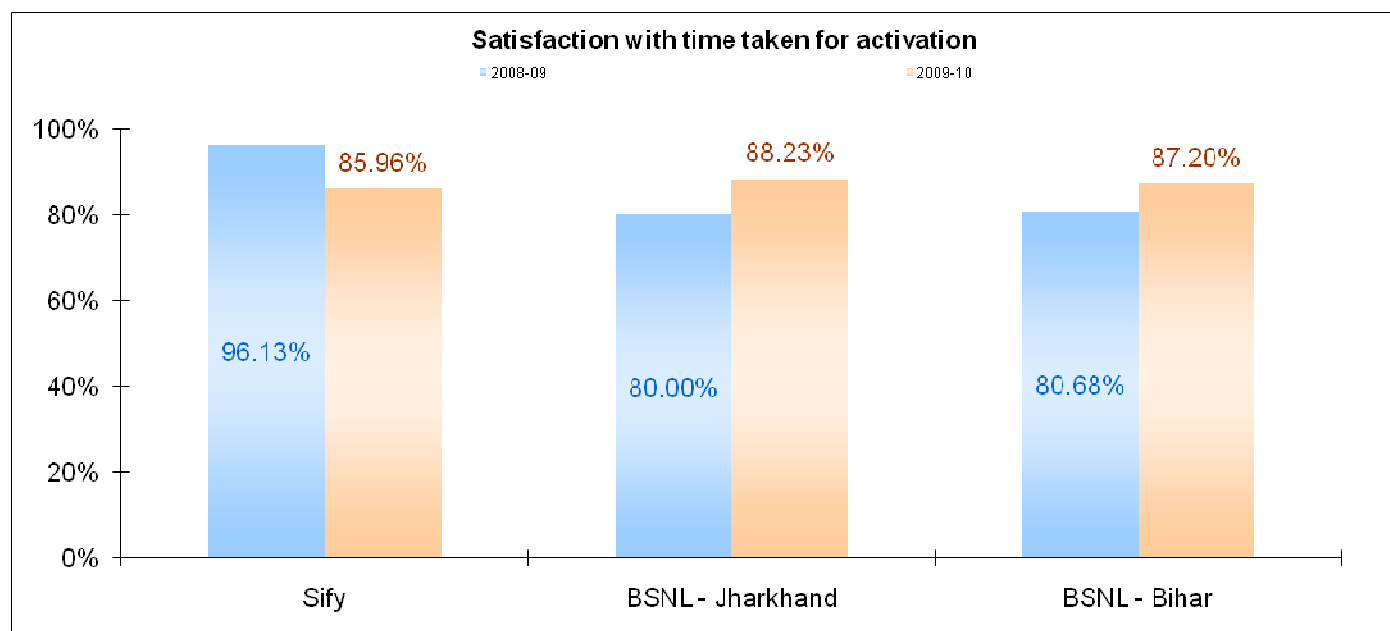
#### 5.3.1 Service Provision:

##### Incidence of provision of BB connection within 15 days



For activation of new connection, Sify with 95.91% scored maximum whereas BSNL - Jharkhand with 77.65% scored minimum.

##### Level of satisfaction with service provisioning:



The scores of level of satisfaction have been explained in the executive summary.

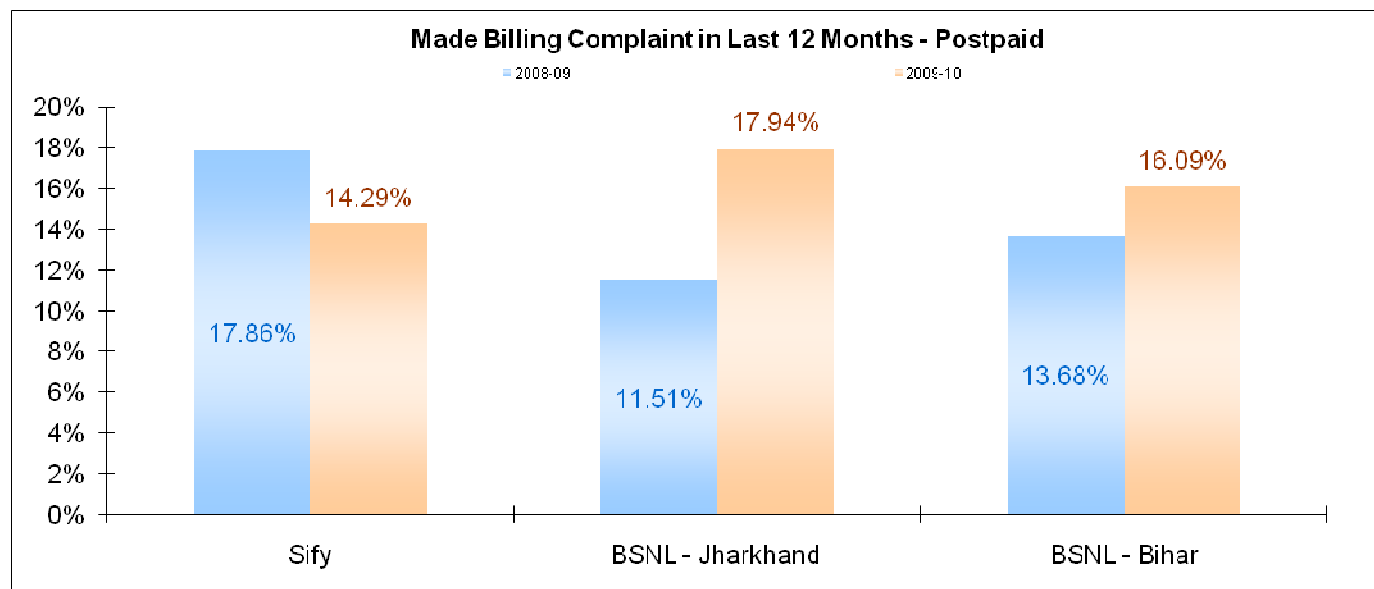
	Sify	BSNL - Jharkhand	BSNL - Bihar
<b>Very Satisfied &amp; Satisfied scores:</b>			
Very Satisfied	28.65%	9.41%	26.40%
Satisfied	57.31%	78.82%	60.80%
<b>Total</b>	<b>85.96%</b>	<b>88.23%</b>	<b>87.20%</b>

BSNL - Jharkhand with 88.23% of the subscribers saying that they are either “Very Satisfied” or “Satisfied” with the service provisioning scored highest. Whereas Sify with 85.96% of the subscribers saying that they are either “Very Satisfied” or “Satisfied”, scored lowest.

### 5.3.2 Billing Performance:

#### Postpaid:

#### Billing related complaints



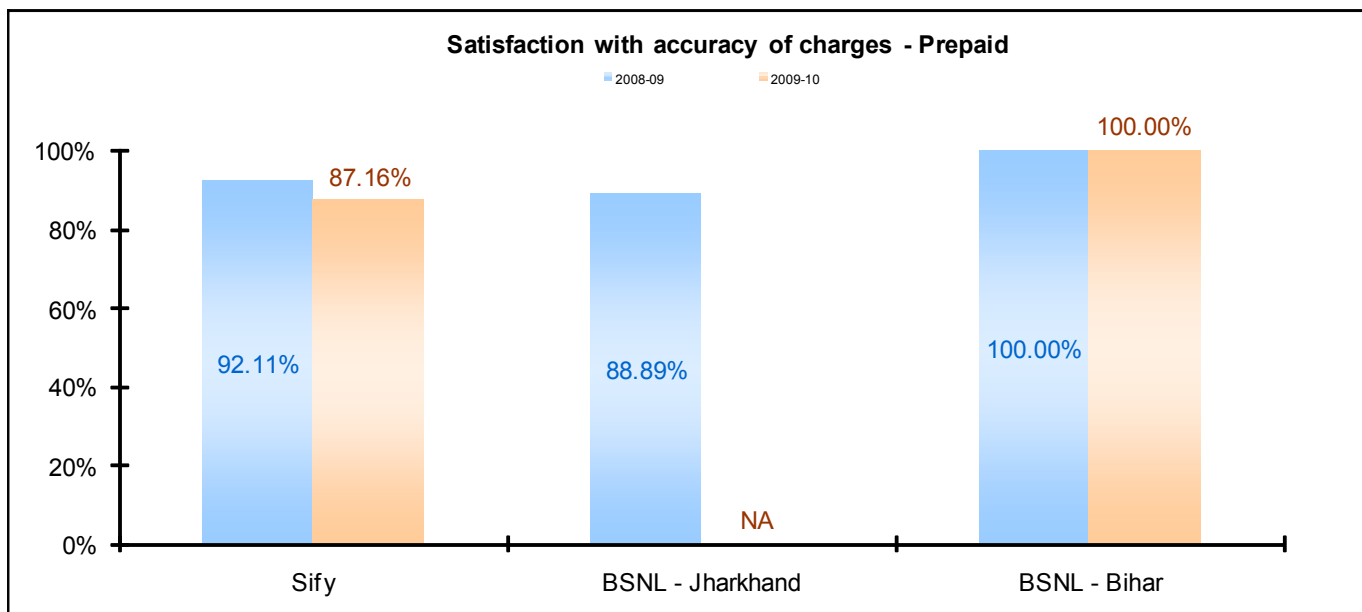
In the current round of survey, penetration of post paid subscribers making billing complaints varies from Sify with 14.29% to BSNL - Jharkhand with 17.94%

	Sify	BSNL - Jharkhand	BSNL - Bihar
<b>Satisfaction with Billing Parameters:</b>			
Timely delivery of bills	68.18%	52.10%	67.12%
Accuracy of bills	77.27%	81.10%	90.16%
Process of resolution of billing complaints	0.00%	29.41%	32.76%
Clarity i.e. transparency and understandability of bills	90.48%	92.32%	93.31%

The satisfaction with accuracy of bills was found to be lowest for Sify. The satisfaction with clarity of bills was found to be lowest for Sify. Level of satisfaction with timely delivery of bills is lowest for BSNL - Jharkhand with 52.1%. Sify scored lowest for resolution of billing complaints.

### Billing Accuracy - Prepaid

Level of satisfaction:

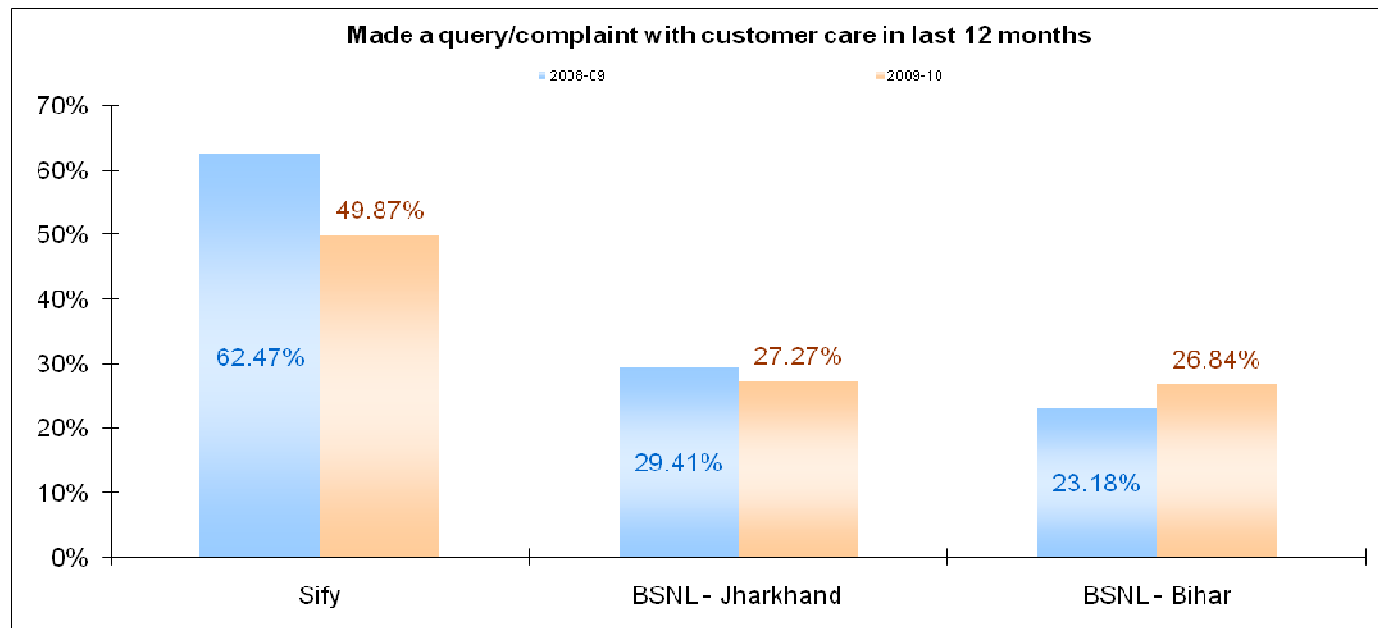


The scores of level of satisfaction have been explained in the executive summary.

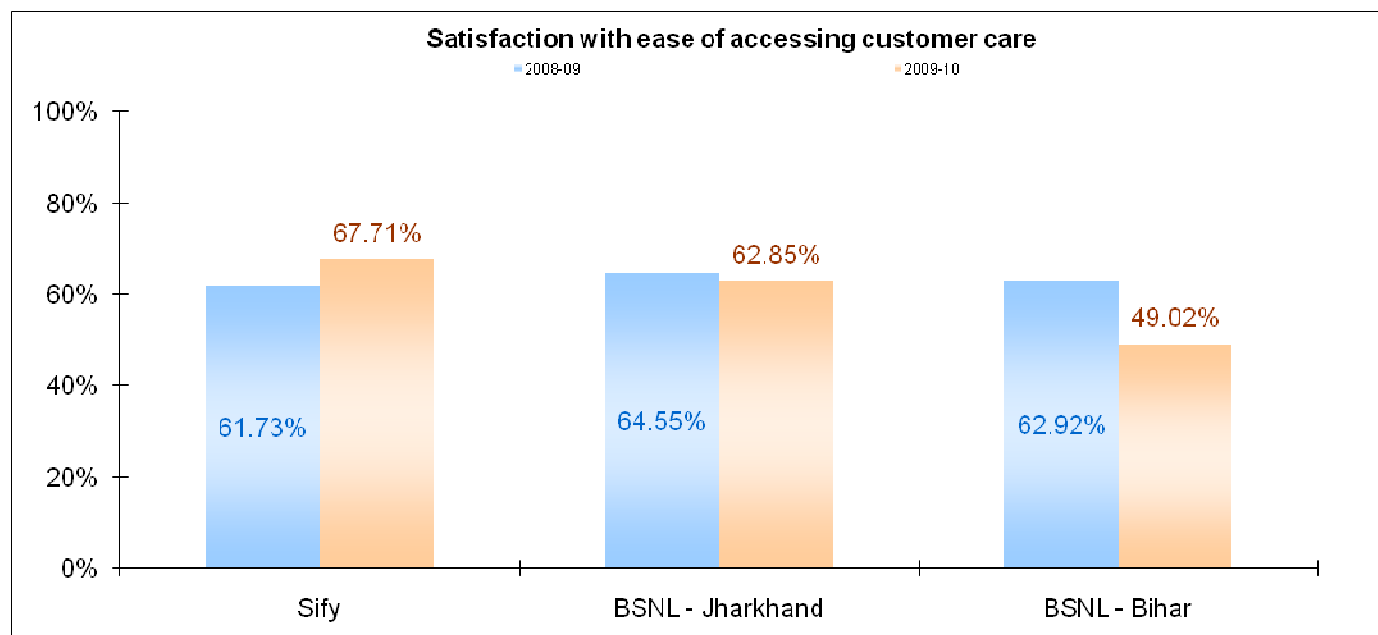
	Sify	BSNL - Jharkhand	BSNL - Bihar
<b>Very Satisfied &amp; Satisfied scores: Accuracy of charges</b>			
Very Satisfied	14.25%	NA	50.00%
Satisfied	72.91%	NA	50.00%
Total	87.16%	0.00%	100.00%

BSNL - Bihar with 100% of the prepaid subscribers claiming to be either satisfied or very satisfied with billing performance scored highest.

### 5.3.3 Help Services:



Number of respondents making a query to the call center in the last 12 months varied from 26.84% for BSNL - Bihar to 49.87% for Sify.

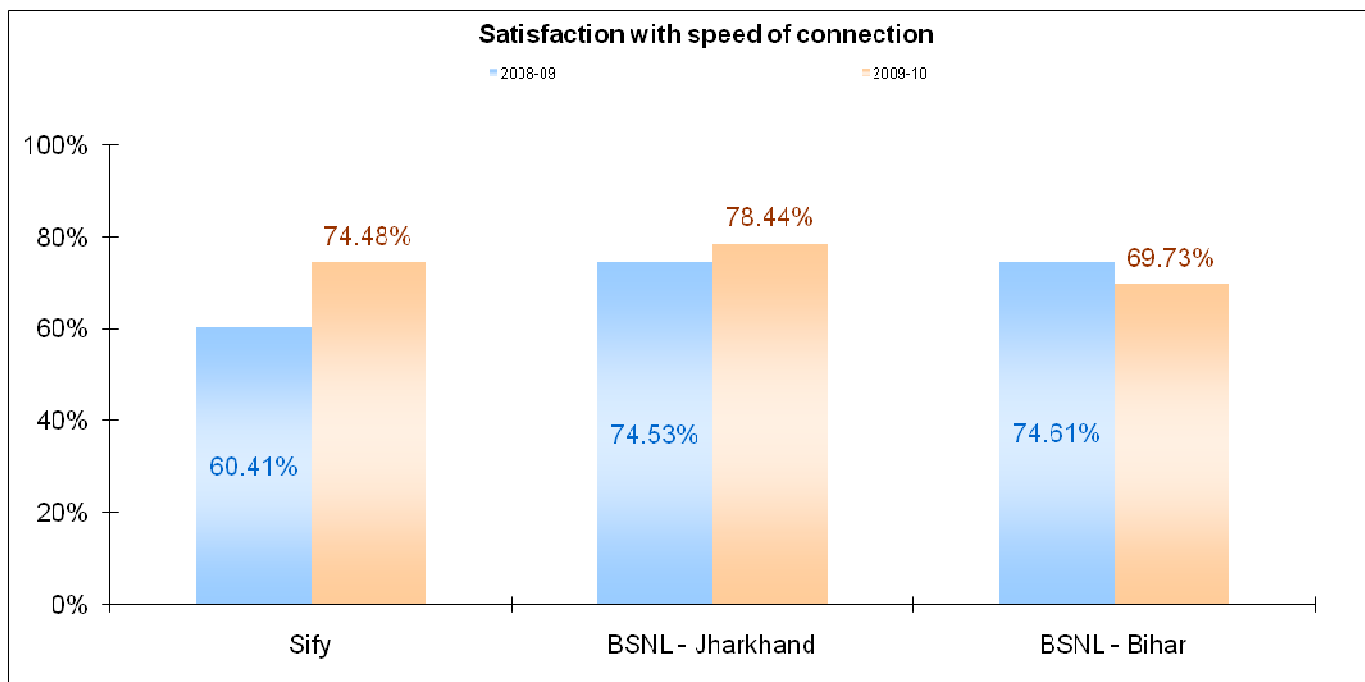


67.71% of Sify subscribers claim that it is difficult to access the call center.

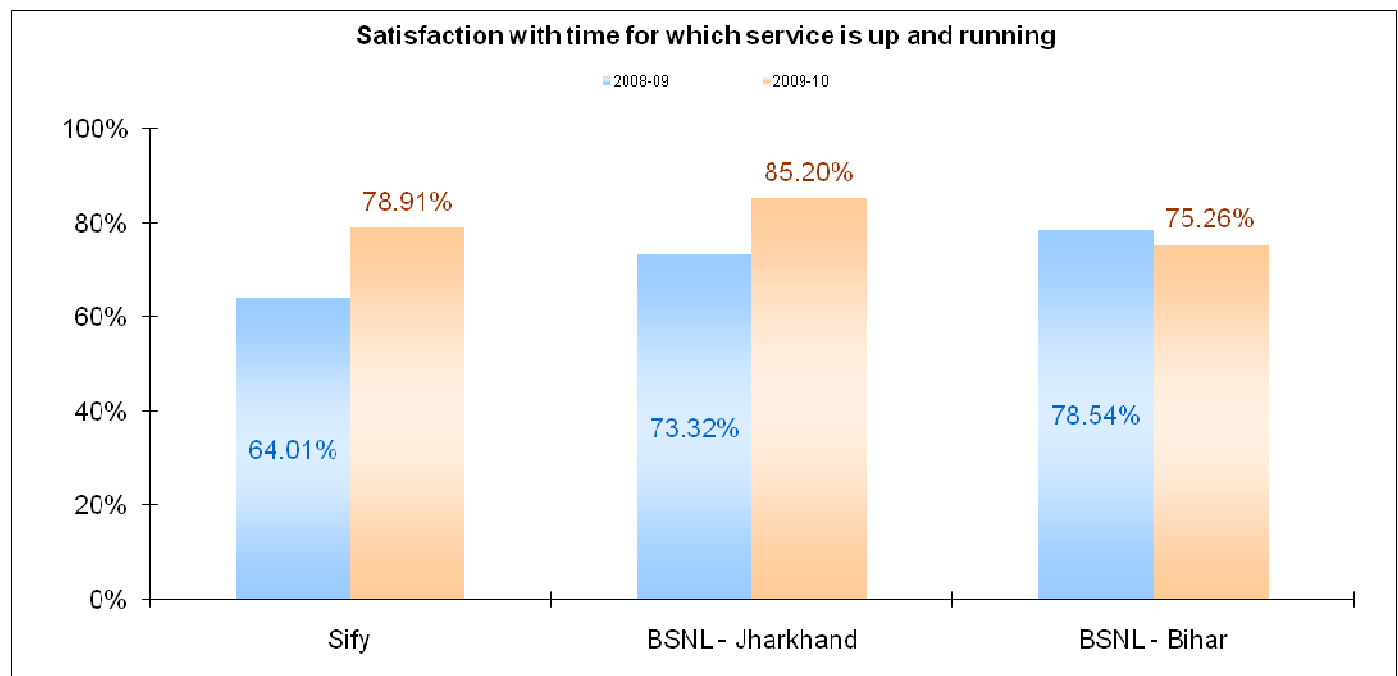
Satisfaction level with Help Services / Customer Care	Sify	BSNL - Jharkhand	BSNL - Bihar
Response time to answer call by customer care executive	64.58%	53.33%	48.04%
Problem solving ability of customer care executive	61.46%	51.42%	47.06%
Time taken by customer care executive in resolving complaints	55.08%	42.86%	47.00%

The satisfaction with response time to answer call by customer care executive was found to be lowest for BSNL - Bihar. The satisfaction with problem solving ability of customer care executive was found to be highest for Sify. The satisfaction with time taken by customer care executive in resolving complaints was found to be lowest for BSNL - Jharkhand.

#### 5.3.4 Network performance, reliability and availability:

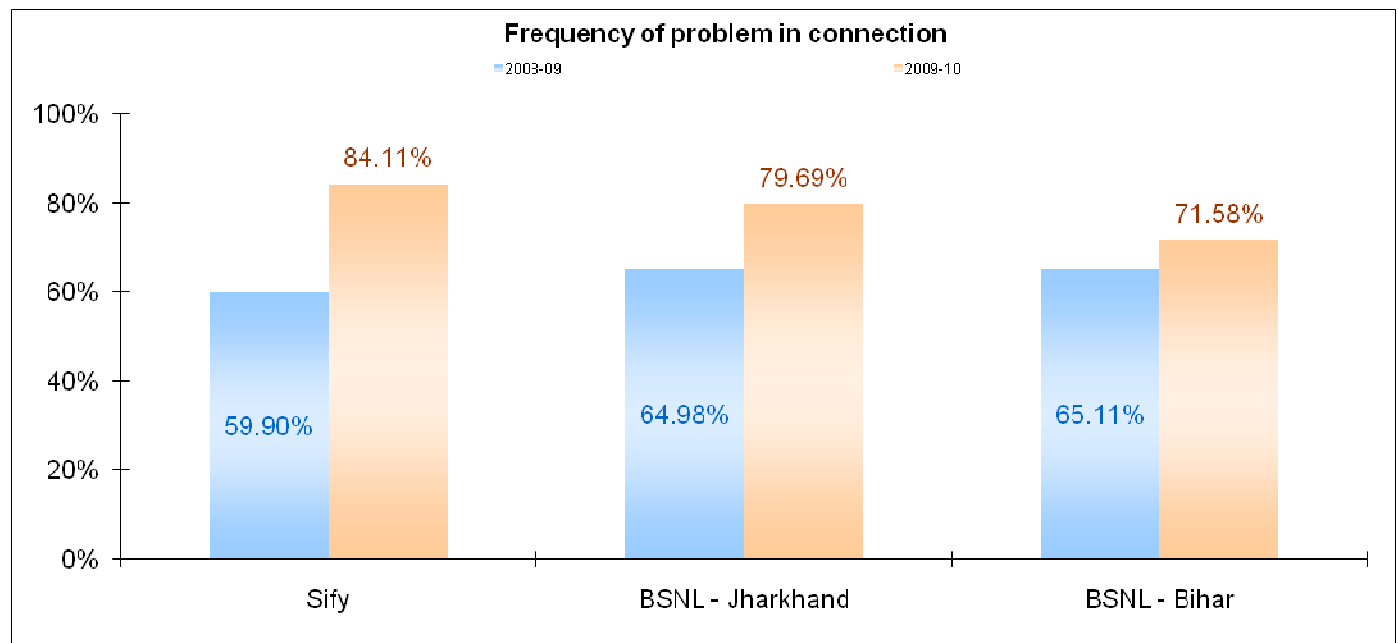


78.44% of BSNL - Jharkhand subscribers said that they are either "Very Satisfied" or "Satisfied" with the speed of the broadband connection. Contrastingly, only 69.73% of BSNL - Bihar subscribers are either "Very Satisfied" or "Satisfied".



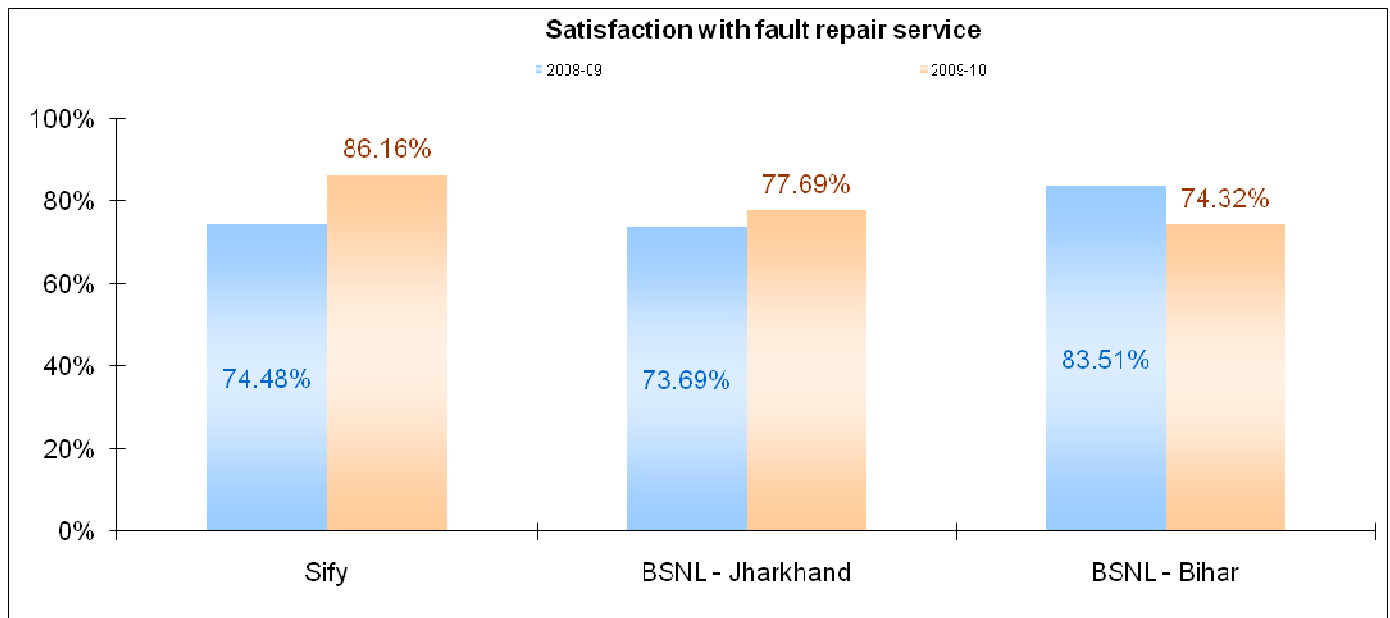
In the current round of survey, BSNL - Jharkhand with 85.2% scored highest for satisfaction with time for which service is up and running whereas BSNL - Bihar with 75.26% scored lowest.

### 5.3.5 Maintainability:



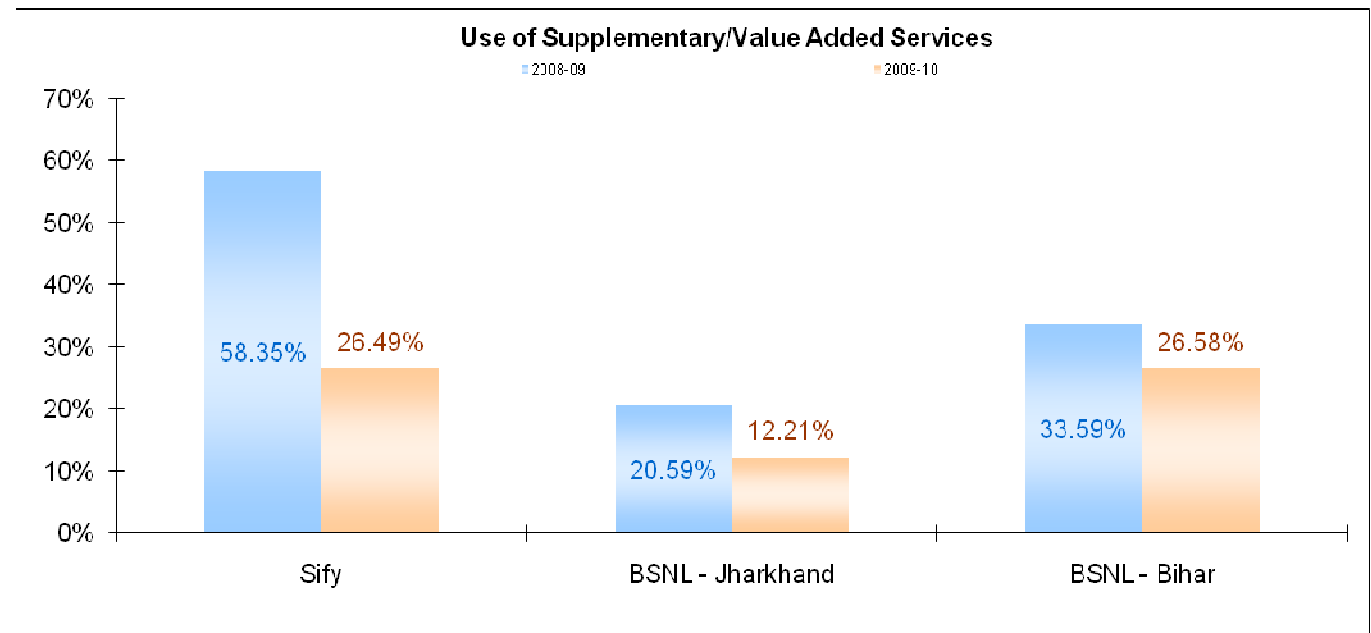
84.11% of Sify subscribers claimed that they occasionally or never face problems with their broadband connection.





In the current round of survey, Sify with 86.16% scored highest on satisfaction with time taken to restore the connection whereas BSNL - Bihar with 74.32% scored lowest.

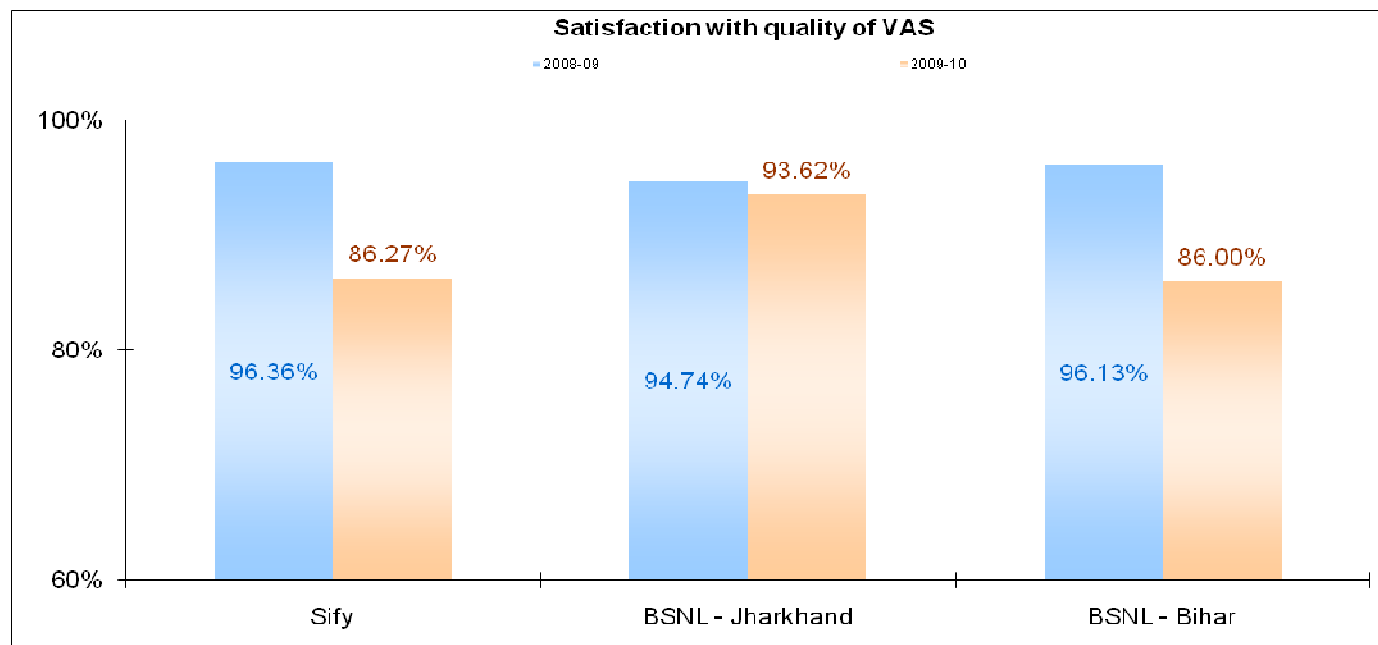
#### 5.3.6 Supplementary Services:



Maximum proportion of subscribers using supplementary/Value Added services is for BSNL - Bihar.

### 5.3.7 Percentage subscribers satisfied:

#### Level of satisfaction:



In the current round of survey, for satisfaction with supplementary services BSNL - Jharkhand with 93.62% scored highest whereas BSNL - Bihar with 86% scored least.

### 5.3.8 Telecom Consumers Protection & Redressal of Grievance Regulations, 2007:

	Sify	BSNL - Jharkhand	BSNL - Bihar
<b>Satisfaction level with Help Services / Customer Care</b>			
<b>Penetration - Complains made to customer care within last 6 months</b>	27.03%	5.97%	11.38%
<b>Customer care informing about the action taken on the complaint</b>	25.74%	65.22%	41.86%
<b>Resolution of complaint by customer care within 4 weeks of lodging complaint</b>	64.58%	53.33%	48.04%

The satisfaction with customer care informing about the action taken on the complaint was found to be highest for BSNL - Jharkhand.

Reason for dissatisfaction with customer care	Sify	BSNL - Jharkhand	BSNL - Bihar
Difficult to connect call center executive	0.00%	0.00%	38.89%
Customer care executive not polite/courteous	0.00%	0.00%	0.00%
Customer care executive not equipped with adequate information	0.00%	33.33%	16.67%
Time taken by call center for redressal of complaint is too long	28.57%	33.33%	38.89%
The customer care executive was unable to understand the problem	42.86%	0.00%	11.11%

## 6.1 Key Take Outs and Recommendations – Basic (Wireline)

### **BSNL** (Bihar and Jharkhand)

- ✓ It is observed that there is only one operator in this circle- BSNL. It was also observed that BSNL did not have a prepaid service operating in this region.
- ✓ Across all the 8 parameters, BSNL did not meet the TRAI benchmark for any parameter in the circle.
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. Service providers should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies on a periodic basis.
- ✓ BSNL should look to improve its performance for billing parameters in Bihar, which is very poor across all parameters as compared to Jharkhand.
- ✓ The customer care problem resolution mechanism should be made more robust in Bihar as satisfaction levels on various sub parameters like time taken to resolve complaint, satisfaction with voice quality, etc, is very poor there as compared to Jharkhand.
- ✓ BSNL also needs to provide better and stronger coverage in Bihar as satisfaction scores for all network parameters are very low as compared to Jharkhand.
- ✓ Incidence of subscribers who have subscribed for supplementary services was found to be relatively low as compared to users of Broadband and Cellular Mobile Service.

## 6.2 Key Takeouts & Recommendations – Cellular Mobile (Wireless)

### Key Take outs: Overall

- ✓ Across all the 8 parameters measured, none of the service providers could meet the benchmark for even a single parameter.
- ✓ No operator could meet the benchmarks set for satisfaction with supplementary services, satisfaction with network performance and satisfaction with maintainability parameters.
- ✓ At an overall level Reliance GSM, Reliance CDMA and BSNL were found to be the worst performing by failing to meet the benchmarks for almost all parameters.
- ✓ As in other circles and services, there is a need to improve the satisfaction level of subscribers with respect to 'Help Services' and 'billing performance' of service providers especially for prepaid subscribers.
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. Service providers should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies on a periodic basis.

### Key Take outs: Operator Level

#### Airtel

- ✓ Only 33% of prepaid customers are satisfied with the process of billing complaints resolution whereas all postpaid subscribers are satisfied with the accuracy, timely delivery and clarity of their bill.
- ✓ Also when compared to other operators in the circle Airtel is performing relatively better on network performance with good signal availability and voice quality.
- ✓ Airtel should look at the scores for call centre performance where it has been doing relatively poorly.
- ✓ A significant number of subscribers- prepaid and postpaid, have made complaints about Airtel in the past 12 months with a significant percentage being prepaid subscribers.

#### BSNL

- ✓ Subscriber satisfaction level scores have remained below TRAI benchmarks on 7 out of the 8 parameters measured for BSNL. BSNL only meets the TRAI benchmark for the parameter satisfaction with provisioning of service.
- ✓ Only 28.34% of the prepaid subscribers were satisfied with resolution of billing complaints. There is scope for improvement in all billing sub-parameters like postpaid billing complaint resolution.
- ✓ The network parameters of BSNL also have to be looked at as there is serious need for improvement in almost all sub-parameters such as signal availability, call drops, satisfaction of restoration of network problem etc.
- ✓ As with other operators, BSNL needs to improve its performance on call centre parameters significantly as it is scoring below expected standards on all parameters in this area.
- ✓ As compared to the other operators, overall customer satisfaction is on the lower side for BSNL.

#### Tata CDMA

- ✓ TATA CDMA meets the TRAI benchmark for two of the 8 parameters measured for TRAI- satisfaction with service provisioning and satisfaction with voice quality.
- ✓ Only 26.03% of the prepaid subscribers were satisfied with the process of resolution of billing complaints and 75% of postpaid subscribers were satisfied by the delivery time and accuracy of the bill. While these figures for postpaid subscribers are higher as compared to the other operators in the circle, there is still a significant scope for improvement.
- ✓ TATA Indicom is also performing relatively better as compared to the other parameters in all the sub-parameters which measure satisfaction with network performance.
- ✓ A large number of TATA subscribers have made complaints against the service provider in the past few months.

### **Tata DoCoMo**

- ✓ TATA DoCoMo meets the TRAI benchmark for only 2 out of the 8 parameters measured-satisfaction with provisioning of service and satisfaction with postpaid billing processes.
- ✓ TATA DoCoMo has performed very well in all billing and call centre performance parameters. However, the satisfaction with the process of billing resolution for prepaid subscribers is very low. However, it is comparable to the scores of the other operators in this circle for this sub-parameter.
- ✓ While the number of subscribers who use VAS services of DoCoMo is lower than that of other operators, DoCoMo is performing better than other operators in all other VAS sub-parameters such as information about unsubscription number and VAS charges.
- ✓ As compared to the other operators, there has been less number of complaints made by DoCoMo subscribers.

### **Aircel**

- ✓ Aircel does meets the TRAI benchmark for the satisfaction with provisioning of service parameter as subscriber satisfaction level scores have remained below TRAI benchmarks for all other parameter.
- ✓ Aircel has performed very poorly on all billing parameters as only 18.18% of the prepaid subscribers were satisfied with the process of resolution of billing complaints. During the survey it was discovered that Aircel does not have a postpaid billing service in the circle.
- ✓ The satisfaction with call centre performance parameters of Aircel also have to be looked at as it has performed poorly for all sub-parameters in this area.
- ✓ Aircel also has a lot of scope for improvement in the VAS parameters especially in parameters such as dissemination of information about charges for VAS services.
- ✓ A large number of Aircel subscribers have made complaints against the service provider in the past few months which is an area of huge concern for them.

### **Reliance CDMA and Reliance GSM**

- ✓ Reliance CDMA meets the TRAI benchmark for the parameter “satisfaction with service provisioning” only whereas RCOM-GSM does not meet the TRAI benchmark for any of the parameters.
- ✓ Overall, Reliance GSM is performing better than Reliance CDMA on all parameters. However, as compared to the other operators they are both performing very poorly and both operators must need to improve their performance significantly in all areas order to stay competitive.
- ✓ Although more postpaid billing complaints have been made Reliance CDMA subscribers, more complaints have been made in the past 12 months by Reliance GSM subscribers. However the number of people making the complaints to the call centre is very high as compared to the other operators in the area.

### **S-Tel**

- ✓ S-Tel meets the TRAI benchmark for 4 out of the 8 parameters measured by TRAI- satisfaction with service provisioning, satisfaction with billing performance-prepaid and postpaid and satisfaction with grievance redressal
- ✓ S-Tel has performed very poorly on all prepaid billing parameters as only 26% of the prepaid subscribers were satisfied with the process of resolution of billing complaints. During the survey it was discovered that S-Tel does not have a postpaid billing service in the circle.
- ✓ As compared to other networks, S-Tel has relatively better performance for call centre performance parameters and relatively average performance for network parameters.
- ✓ S-Tel also has a lot of scope for improvement in the VAS parameters as only 1.85% of subscribers are currently using VAS services. There is scope for improvement in other VAS sub-parameters such as dissemination of information about unsubscribe number for VAS services.

### **Uninor**

- ✓ Uninor meets the TRAI benchmark for the parameter satisfaction with service provisioning parameter only.
- ✓ Uninor has performed very poorly on all prepaid billing parameters as only 26% of the prepaid subscribers were satisfied with the process of resolution of billing complaints. During the survey it was discovered that Uninor does not have a postpaid billing service in the circle.
- ✓ As compared to the other operators in the region, Uninor has been performing relatively better on network and call center performance parameters. However they can still improve on some parameters such as “Satisfaction with ability to make and receive calls”, etc.

### **Shyam**

- ✓ Shyam Telecom meets the TRAI benchmark for the parameters satisfaction with service provisioning parameter and satisfaction with overall voice quality only.
- ✓ Shyam has performed very relatively well on all prepaid billing parameters as only 48% of the prepaid subscribers were satisfied with the process of resolution of billing complaints. During the survey it was discovered that Shyam does not have a postpaid billing service in the circle.
- ✓ As compared to the other operators in the region, Shyam has been performing relatively better on network and call center performance parameters. However they still need to improve on VAS parameters such as “Satisfaction with information of VAS charges”, etc.

### **Idea**

- ✓ Idea meets the TRAI benchmark only for the parameters “Satisfaction with provisioning of services” and “satisfaction with postpaid billing services”.
- ✓ Only 25.81% of the prepaid subscribers were satisfied with resolution of billing complaints. However, Idea has performed very well in postpaid billing parameters with 100% satisfaction with timely delivery, clarity and accuracy of bills.
- ✓ Idea has also performed better than other operators in the region for all the network availability parameters. However, performance of Idea with regards to call centre parameters are very poor, especially in sub-parameters such as satisfaction with time taken to resolve a complaint, satisfaction with problem solving ability, etc.
- ✓ Idea also has significant scope for improvement in VAS related parameters, especially in parameters like number of subscribers using VAS, information about VAS charges, etc.

### **Vodafone**

- ✓ Vodafone meets the TRAI benchmark only for the parameters “Satisfaction with provisioning of services” and “satisfaction with postpaid billing services”.
- ✓ Only 45% of the prepaid subscribers were satisfied with resolution of billing complaints. However, Vodafone has performed very well in postpaid billing parameters with 100% satisfaction with timely delivery, clarity and accuracy of bills.
- ✓ As compared to the other competitors, Vodafone is performing relatively better on network availability and maintenance and VAS parameters. However it must improve its performance on all call center performance parameters if it is to reach the standards set by the other operators in the circle.

### **6.3 Key Takeouts & Recommendations – Broadband**

#### **Key Take outs: Overall**

- ✓ During the survey it was observed that there are two major service providers operating in the circle- BSNL and Sify.
- ✓ Across all the 8 parameters, all the service providers could meet the benchmark for 1 out of the 8 parameters – Satisfaction with supplementary and value added services.
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’ and “network performance” of the network of service providers. These are two areas where service providers are performing very poorly as far as satisfaction level of customers is concerned.
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. TRAI, in addition to empowering CAGs (Consumer Advocacy Groups), should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies. Also, the service providers should be instructed to highlight the presence of “Nodal Officer” & “Appellate Authority” as a means to get resolution of complaints

#### **Key Take outs: Operator Level**

##### **BSNL (Bihar & Jharkhand)**

- ✓ BSNL has met the TRAI benchmark for satisfaction with prepaid billing in Bihar. BSNL does not operate a prepaid service in Jharkhand. Also as compared to Bihar, BSNL broadband service in Jharkhand is performing very poorly and there is a need to improve on the parameters of timely delivery and accuracy of bills.
- ✓ BSNL also needs to improve its performance in network and call centre performance parameters as their performance is quite poor in these areas.
- ✓ As compared to Sify, more people are using the supplementary services offered by BSNL. But the frequency of problems parameter is also very high for BSNL, especially in Bihar.

##### **Sify**

- ✓ Sify fails all the benchmarks set by TRAI for all the parameters except for the parameters satisfaction with supplementary and value added services and maintainability.
- ✓ Sify needs to improve on its postpaid billing parameters such as satisfaction with delivery and accuracy of bills if it has to match its competitors in this area. Sify also needs to make its billing complaints resolution process more robust as it has scored a 0% for this parameter.
- ✓ Sify is performing reasonably well on customer service parameters and network parameters. However it has to improve its performance in certain areas such as connection speed, time for which service is working, etc.
- ✓ The numbers of people who are using VAS services are relatively good. However, customer satisfaction of these VAS services can be improved.
- ✓ As compared to BSNL, Sify has scored a lower satisfaction rating for overall service quality.



**7.0 Annexure (Question wise Responses)****7.1 Basic (Wireline)**

	BSNL - Bihar	BSNL - Jharkhand
<b>Last applied for a telephone connection</b>	<b>2009-10</b>	
Less than 6 months	1.60%	2.89%
6 - 12 months	0.27%	1.84%
more than 12 months	98.13%	95.28%

	BSNL - Bihar	BSNL - Jharkhand
<b>Last applied for a telephone connection</b>	<b>2008-09</b>	
Less than 6 months	1.04%	0.78%
6 - 12 months	0.78%	0.52%
more than 12 months	98.19%	98.69%

	BSNL - Bihar	BSNL - Jharkhand
<b>Time taken to provide a working connection</b>	<b>2009-10</b>	
< 3 days	14.29%	27.78%
3 - 7 days	42.86%	33.33%
6 - 15 days	42.86%	5.56%
> 15 days	0.00%	33.33%
<= 7 days	57.15%	61.11%

	BSNL - Bihar	BSNL - Jharkhand
<b>Time taken to provide a working connection</b>	<b>2008-09</b>	
< 3 days	14.29%	40.00%
3 - 7 days	14.29%	20.00%
6 - 15 days	28.57%	0.00%
> 15 days	42.86%	40.00%
<= 7 days	28.58%	60.00%

	BSNL - Bihar	BSNL - Jharkhand
<b>Satisfaction with time taken for activation</b>	<b>2009-10</b>	
Very satisfied	28.57%	11.11%
Satisfied	57.14%	72.22%
Dissatisfied	14.29%	16.67%
Very dissatisfied	0.00%	0.00%
Top-2	85.71%	83.33%
Bot-2	14.29%	16.67%

	BSNL - Bihar	BSNL - Jharkhand
<b>Satisfaction with time taken for activation</b>	<b>2008-09</b>	
Very satisfied	14.29%	20.00%
Satisfied	71.43%	40.00%
Dissatisfied	14.29%	40.00%
Very dissatisfied	0.00%	0.00%
Top-2	85.72%	60.00%
Bot-2	14.29%	40.00%

	BSNL - Bihar	BSNL - Jharkhand
<b>Satisfaction with timely delivery of bills - Postpaid</b>	<b>2009-10</b>	
Very satisfied	22.19%	2.36%
Satisfied	46.79%	71.65%
Dissatisfied	19.52%	16.54%
Very dissatisfied	11.50%	9.45%
Top-2	68.98%	74.01%
Bot-2	31.02%	25.99%

	BSNL - Bihar	BSNL - Jharkhand
<b>Satisfaction with timely delivery of bills - Postpaid</b>	<b>2008-09</b>	
Very satisfied	3.39%	9.60%
Satisfied	54.57%	65.60%
Dissatisfied	32.11%	21.87%
Very dissatisfied	9.92%	2.93%
Top-2	57.96%	75.20%
Bot-2	42.03%	24.80%

	BSNL - Bihar	BSNL - Jharkhand
<b>Satisfaction with accuracy of bills - Postpaid</b>	<b>2009-10</b>	
Very satisfied	19.62%	2.11%
Satisfied	58.87%	78.68%
Dissatisfied	15.05%	16.32%
Very dissatisfied	6.45%	2.89%
Top-2	78.49%	80.79%
Bot-2	21.50%	19.21%

	BSNL - Bihar	BSNL - Jharkhand
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Satisfaction with accuracy of bills - Postpaid	2008-09	
Very satisfied	2.35%	6.13%
Satisfied	73.11%	66.67%
Dissatisfied	21.93%	24.80%
Very dissatisfied	2.61%	2.40%
Top-2	75.46%	72.80%
Bot-2	24.54%	27.20%

	BSNL - Bihar	BSNL - Jharkhand
Billing complaint in last 12 months - Postpaid	2009-10	
Yes	16.84%	16.01%
No	82.35%	83.20%

	BSNL - Bihar	BSNL - Jharkhand
Billing complaint in last 12 months - Postpaid	2008-09	
Yes	21.41%	20.00%
No	78.59%	80.00%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with process of resolution of billing complaints - Postpaid	2009-10	
Very satisfied	4.76%	0.00%
Satisfied	28.57%	38.33%
Dissatisfied	52.38%	51.67%
Very dissatisfied	14.29%	10.00%
Top-2	33.33%	38.33%
Bot-2	66.67%	61.67%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with process of resolution of billing complaints - Postpaid	2008-09	
Very satisfied	0.00%	0.00%
Satisfied	25.61%	28.00%
Dissatisfied	63.41%	60.00%
Very dissatisfied	10.98%	12.00%
Top-2	25.61%	28.00%
Bot-2	74.39%	72.00%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with clarity of bills - Postpaid	2009-10	
Very satisfied	19.56%	1.07%
Satisfied	67.22%	85.07%
Dissatisfied	11.57%	13.07%
Very dissatisfied	1.65%	0.80%
Top-2	86.78%	86.14%
Bot-2	13.22%	13.87%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with clarity of bills - Postpaid	2008-09	
Very satisfied	3.95%	2.67%
Satisfied	81.32%	83.73%
Dissatisfied	12.89%	12.27%
Very dissatisfied	1.84%	1.33%
Top-2	85.27%	86.40%
Bot-2	14.73%	13.60%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with accuracy of charges - Prepaid	2009-10	
Very satisfied	NA	NA
Satisfied	NA	NA
Dissatisfied	NA	NA
Very dissatisfied	NA	NA
Top-2	0.00%	0.00%
Bot-2	0.00%	0.00%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with accuracy of charges - Prepaid	2008-09	
Very satisfied	81.95%	84.85%
Satisfied	10.15%	6.06%
Dissatisfied	6.77%	7.07%
Very dissatisfied	1.13%	2.02%
Top-2	92.10%	90.91%
Bot-2	7.90%	9.09%

	BSNL - Bihar	BSNL - Jharkhand
Made complaint at the customer care	2009-10	

Yes	16.04%	14.70%
No	83.96%	85.30%

	BSNL - Bihar	BSNL - Jharkhand
Made complaint at the customer care	2008-09	
Yes	25.65%	19.32%
No	74.35%	80.68%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with ease of accessing customer care	2009-10	
Very satisfied	8.33%	0.00%
Satisfied	55.00%	80.36%
Dissatisfied	20.00%	17.86%
Very dissatisfied	16.67%	1.79%
Top-2	63.33%	80.36%
Bot-2	36.67%	19.65%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with ease of accessing customer care	2008-09	
Very satisfied	0.00%	0.00%
Satisfied	36.36%	43.24%
Dissatisfied	58.59%	50.00%
Very dissatisfied	5.05%	6.76%
Top-2	36.36%	43.24%
Bot-2	63.64%	56.76%

	BSNL - Bihar	BSNL - Jharkhand
satisfaction with response time to answer call	2009-10	
Very satisfied	6.67%	0.00%
Satisfied	55.00%	71.43%
Dissatisfied	23.33%	25.00%
Very dissatisfied	15.00%	3.57%
Top-2	61.67%	71.43%
Bot-2	38.33%	28.57%

	BSNL - Bihar	BSNL - Jharkhand
satisfaction with response time to answer call	2008-09	
Very satisfied	0.00%	0.00%

Satisfied	36.36%	39.19%
Dissatisfied	59.60%	56.76%
Very dissatisfied	4.04%	4.05%
Top-2	36.36%	39.19%
Bot-2	63.64%	60.81%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with problem solving ability	2009-10	
Very satisfied	5.00%	0.00%
Satisfied	41.67%	60.71%
Dissatisfied	38.33%	33.93%
Very dissatisfied	15.00%	5.36%
Top-2	46.67%	60.71%
Bot-2	53.33%	39.29%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with problem solving ability	2008-09	
Very satisfied	1.01%	0.00%
Satisfied	47.47%	50.00%
Dissatisfied	47.47%	43.24%
Very dissatisfied	4.04%	6.76%
Top-2	48.48%	50.00%
Bot-2	51.51%	50.00%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with time taken to resolve complaint	2009-10	
Very satisfied	5.00%	0.00%
Satisfied	45.00%	51.79%
Dissatisfied	31.67%	42.86%
Very dissatisfied	18.33%	5.36%
Top-2	50.00%	51.79%
Bot-2	50.00%	48.22%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with time taken to resolve complaint	2008-09	
Very satisfied	1.01%	0.00%
Satisfied	36.36%	41.89%
Dissatisfied	57.58%	52.70%
Very dissatisfied	5.05%	5.41%

Top-2	37.37%	41.89%
Bot-2	62.63%	58.11%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with availability of working telephone	2009-10	
Very satisfied	13.10%	4.20%
Satisfied	55.35%	71.92%
Dissatisfied	25.13%	21.00%
Very dissatisfied	6.42%	2.89%
Top-2	68.45%	76.12%
Bot-2	31.55%	23.89%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with availability of working telephone	2008-09	
Very satisfied	1.55%	3.39%
Satisfied	60.10%	66.32%
Dissatisfied	30.31%	28.98%
Very dissatisfied	8.03%	1.31%
Top-2	61.65%	69.71%
Bot-2	38.34%	30.29%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with ability to make and receive calls	2009-10	
Very satisfied	13.90%	3.94%
Satisfied	65.78%	82.41%
Dissatisfied	16.58%	13.12%
Very dissatisfied	3.74%	0.52%
Top-2	79.68%	86.35%
Bot-2	20.32%	13.64%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with ability to make and receive calls	2008-09	
Very satisfied	3.11%	6.01%
Satisfied	69.69%	74.67%
Dissatisfied	23.32%	18.54%
Very dissatisfied	3.89%	0.78%
Top-2	72.80%	80.68%
Bot-2	27.21%	19.32%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with voice quality	2009-10	
Very satisfied	12.83%	6.05%
Satisfied	58.56%	69.74%
Dissatisfied	22.73%	21.58%
Very dissatisfied	5.88%	2.63%
Top-2	71.39%	75.79%
Bot-2	28.61%	24.21%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with voice quality	2008-09	
Very satisfied	4.17%	8.36%
Satisfied	70.31%	69.71%
Dissatisfied	21.88%	20.37%
Very dissatisfied	3.65%	1.57%
Top-2	74.48%	78.07%
Bot-2	25.53%	21.94%

	BSNL - Bihar	BSNL - Jharkhand
Experienced fault in last 12 months	2009-10	
Yes	77.54%	73.75%
No	22.46%	26.25%

	BSNL - Bihar	BSNL - Jharkhand
Experienced fault in last 12 months	2008-09	
Yes	74.09%	61.88%
No	25.91%	38.12%

	BSNL - Bihar	BSNL - Jharkhand
Faults in last 1 month	2009-10	
Nil	20.69%	37.86%
1 time	19.31%	17.14%
2 - 3 times	40.69%	24.29%
> 3 times	19.31%	20.71%

	BSNL - Bihar	BSNL - Jharkhand
Faults in last 1 month	2008-09	



Nil	10.84%	19.83%
1 time	26.22%	22.78%
2 - 3 times	39.51%	37.13%
> 3 times	23.43%	20.25%

	BSNL - Bihar	BSNL - Jharkhand
Time for repairing complaint	2009-10	
1 day	19.03%	7.14%
2 - 3 days	24.57%	41.43%
4 - 7 days	25.61%	22.86%
> 7 days	30.80%	28.57%
<= 3 days	43.60%	48.57%

	BSNL - Bihar	BSNL - Jharkhand
Time for repairing complaint	2008-09	
1 day	8.90%	14.77%
2 - 3 days	37.01%	35.44%
4 - 7 days	26.33%	27.00%
> 7 days	27.76%	22.78%
<= 3 days	45.91%	50.21%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with fault repair service	2009-10	
Very satisfied	7.96%	1.07%
Satisfied	40.83%	51.43%
Dissatisfied	30.45%	37.14%
Very dissatisfied	20.76%	10.36%
Top-2	48.79%	52.50%
Bot-2	51.21%	47.50%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with fault repair service	2008-09	
Very satisfied	1.07%	2.11%
Satisfied	53.02%	53.59%
Dissatisfied	35.94%	36.71%
Very dissatisfied	9.96%	7.59%
Top-2	54.09%	55.70%
Bot-2	45.90%	44.30%

	BSNL - Bihar	BSNL - Jharkhand
Use of Supplementary/Value Added Services	2009-10	
Yes	2.94%	2.89%
No	97.06%	97.11%

	BSNL - Bihar	BSNL - Jharkhand
Use of Supplementary/Value Added Services	2008-09	
Yes	2.33%	3.13%
No	97.67%	96.87%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with quality of VAS	2009-10	
Very satisfied	0.00%	0.00%
Satisfied	70.00%	81.82%
Dissatisfied	10.00%	18.18%
Very dissatisfied	20.00%	0.00%
Top-2	70.00%	81.82%
Bot-2	30.00%	18.18%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with quality of VAS	2008-09	
Very satisfied	0.00%	27.27%
Satisfied	88.89%	54.55%
Dissatisfied	11.11%	9.09%
Very dissatisfied	0.00%	9.09%
Top-2	88.89%	81.82%
Bot-2	11.11%	18.18%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with overall quality of telephone service	2009-10	
Very satisfied	8.94%	1.87%
Satisfied	62.60%	69.33%
Dissatisfied	20.05%	25.87%
Very dissatisfied	8.40%	2.93%
Top-2	71.54%	71.20%
Bot-2	28.45%	28.80%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with overall quality of telephone service	2008-09	
Very satisfied	2.08%	4.77%
Satisfied	63.28%	55.17%
Dissatisfied	28.39%	36.60%
Very dissatisfied	6.25%	3.45%
Top-2	65.36%	59.94%
Bot-2	34.64%	40.05%

	BSNL - Bihar	BSNL - Jharkhand
Informed about tariff plan in writing on activation of service or within a week		
2009-10	1.07%	0.52%
2008-09	3.04%	1.38%

	BSNL - Bihar	BSNL - Jharkhand
Terminated a telephone connection in last 12 months		
2009-10	0.27%	1.84%
2008-09	0.52%	0.00%

	BSNL - Bihar	BSNL - Jharkhand
Time taken for termination of connection - 2009-10		
1 day	0.00%	14.29%
2 - 3 days	0.00%	14.29%
4 - 7 days	0.00%	0.00%

	BSNL - Bihar	BSNL - Jharkhand
Security money adjusted in the bill raised after termination request		
2009-10	0.00%	14.29%
2008-09	0.00%	NA

	BSNL - Bihar	BSNL - Jharkhand
Awareness about call centre telephone number		
Yes	13.90%	13.91%
No	86.10%	86.09%

	BSNL - Bihar	BSNL - Jharkhand
Made any complaint to the customer care in last 12 months		
Yes	6.42%	5.25%
No	93.58%	94.75%

If complaint made	BSNL - Bihar	BSNL - Jharkhand
Docket number received for most of the complaints	20.83%	30.00%
No docket number received for most of the complaints	50.00%	50.00%
It was received on request	20.83%	10.00%
No docket number received even on request	8.33%	10.00%

Informed by call centre about the action taken on the complaint	BSNL - Bihar	BSNL - Jharkhand
Yes	33.33%	50.00%
No	66.67%	50.00%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with the system of complaint resolution by call centre	2009-10	
Very satisfied	6.25%	0.00%
Satisfied	43.75%	60.00%
Dissatisfied	25.00%	20.00%
Very dissatisfied	25.00%	20.00%
Top-2	50.00%	60.00%
Bot-2	50.00%	40.00%

	BSNL - Bihar	BSNL - Jharkhand
Satisfaction with the system of complaint resolution by call centre	2008-09	
Very satisfied	0.00%	0.00%
Satisfied	38.53%	39.06%
Dissatisfied	53.21%	57.81%
Very dissatisfied	8.26%	3.13%
Top-2	38.53%	39.06%
Bot-2	61.47%	60.94%

	BSNL - Bihar	BSNL - Jharkhand
Reason for dissatisfaction	2009-10	
Difficult to connect to the call center executive	37.50%	25.00%
Customer care executive not polite/courteous	0.00%	0.00%
Customer care executive not equipped with adequate information	0.00%	0.00%
Time taken by call centre for redressal is too long	62.50%	62.50%
Customer care executive was unable to understand the problem	0.00%	0.00%

Others	0.00%	0.00%
Billing/charging complaint resolved satisfactorily by call center within 4 weeks after lodging of the complaint	BSNL - Bihar	BSNL - Jharkhand
2009-10	0.00%	20.00%
2008-09	16.51%	9.38%
Awareness about contact details of Nodal officer	BSNL - Bihar	BSNL - Jharkhand
Yes	4.28%	4.72%
No	94.92%	95.01%
Made any complaint to the Nodal officer regarding complaints not resolved/ unsatisfactorily resolved by the call centre	BSNL - Bihar	BSNL - Jharkhand
Yes	25.00%	27.78%
No	75.00%	72.22%
Intimated by the nodal officer about the decision taken on the complaint	BSNL - Bihar	BSNL - Jharkhand
Yes	50.00%	40.00%
No	50.00%	60.00%
Satisfaction with the redressal of the complaint by the nodal officer	BSNL - Bihar	BSNL - Jharkhand
Very satisfied	0.00%	0.00%
Satisfied	50.00%	0.00%
Dissatisfied	50.00%	0.00%
Very dissatisfied	0.00%	0.00%
Top-2	50.00%	0.00%
Bot-2	50.00%	0.00%
Reason for dissatisfaction	BSNL - Bihar	BSNL - Jharkhand
Difficult to connect to the Nodal Officer	0.00%	50.00%
Nodal Officer not polite/courteous	0.00%	50.00%
Nodal Officer not equipped with adequate information	0.00%	0.00%
Time taken by Nodal Officer for redressal is too long	100.00%	50.00%
Nodal Officer was unable to understand the problem	0.00%	50.00%
Others	0.00%	0.00%
Awareness about the contact details of the appellate authority	BSNL - Bihar	BSNL - Jharkhand
Yes	2.14%	2.10%

	No	97.86%	97.90%
Filed any appeal in last 12 months		BSNL - Bihar	BSNL - Jharkhand
	Yes	0.00%	12.50%
	No	100.00%	87.50%

Filed any appeal in last 12 months		BSNL - Bihar	BSNL - Jharkhand
	Yes	0.00%	12.50%
	No	100.00%	87.50%

Received any acknowledgement for the complaint filed		BSNL - Bihar	BSNL - Jharkhand
	Yes	NA	100.00%
	No	NA	0.00%

Any decision taken by the appellate authority within 3 months of filing the appeal		BSNL - Bihar	BSNL - Jharkhand
	Yes	NA	100.00%
	No	NA	0.00%
	Appeal filed recently	NA	0.00%

Awareness about item-wise usage charge details for prepaid users		BSNL - Bihar	BSNL - Jharkhand
	Yes	NA	NA
	No	NA	NA

Ever denied of request for item-wise usage charge details for prepaid connection		BSNL - Bihar	BSNL - Jharkhand
	Yes	NA	NA
	No	NA	NA

Manual of practice provided while subscribing for new telephone connection		BSNL - Bihar	BSNL - Jharkhand
	Yes	0.00%	14.29%
	No	100.00%	85.71%

## 7.2 Cellular Mobile (Wireless)

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Last applied for a mobile connection	2009-10											

Less than 6 months	13.82%	27.25%	25.59%	14.73%	7.18%	15.80%	11.78%	10.05%	9.72%	63.64%	88.98%	97.10%
6 - 12 months	8.29%	24.07%	21.11%	8.08%	5.85%	15.03%	11.28%	42.59%	5.88%	27.27%	9.71%	2.64%
more than 12 months	77.89%	48.68%	53.30%	77.18%	86.97%	69.17%	76.94%	47.35%	84.40%	9.09%	1.31%	0.26%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Last applied for a mobile connection	2008-09											
Less than 6 months	16.28%	NA	NA	10.19%	18.37%	48.69%	25.52%	NA	20.26%	NA	NA	NA
6 - 12 months	14.73%	NA	NA	5.68%	11.81%	30.63%	17.19%	NA	7.79%	NA	NA	NA
more than 12 months	68.99%	NA	NA	84.13%	69.82%	20.68%	57.29%	NA	71.95%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Time taken to provide a working connection	2009-10											
1 day	86.36%	87.63%	86.44%	77.59%	89.80%	86.44%	84.78%	88.94%	78.33%	82.30%	88.83%	91.01%
2 - 3 days	13.64%	10.82%	10.73%	14.94%	10.20%	10.17%	13.04%	10.55%	10.00%	10.32%	9.04%	8.47%
4 - 7 days	0.00%	0.52%	2.26%	4.02%	0.00%	2.54%	1.09%	0.00%	5.00%	3.24%	0.80%	0.26%
more than 7 days	0.00%	1.03%	0.56%	3.45%	0.00%	0.85%	1.09%	0.50%	6.67%	4.13%	1.33%	0.26%
<= 7 days	100.00%	98.97%	99.43%	96.55%	100.00%	99.15%	98.91%	99.49%	93.33%	95.86%	98.67%	99.74%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Time taken to provide a working connection	2008-09											
1 day	56.41%	NA	NA	47.15%	72.81%	67.22%	72.22%	NA	67.59%	NA	NA	NA
2 - 3 days	23.93%	NA	NA	30.89%	16.67%	26.82%	15.43%	NA	16.67%	NA	NA	NA
4 - 7 days	6.84%	NA	NA	13.01%	6.14%	2.32%	6.17%	NA	8.33%	NA	NA	NA
more than 7 days	12.82%	NA	NA	8.94%	4.39%	3.64%	6.17%	NA	7.41%	NA	NA	NA
<= 7 days	87.18%	0.00%	0.00%	91.05%	95.62%	96.36%	93.82%	NA	92.59%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with time taken for activation	2009-10											
Very satisfied	44.32%	40.93%	40.00%	44.25%	44.90%	36.44%	36.96%	21.32%	35.00%	32.94%	20.05%	17.51%
Satisfied	54.55%	56.48%	54.86%	48.85%	55.10%	59.32%	60.87%	77.16%	53.33%	63.50%	77.27%	80.37%
Dissatisfied	1.14%	2.07%	4.57%	4.60%	0.00%	2.54%	1.09%	1.52%	11.67%	2.97%	2.41%	2.12%
Very dissatisfied	0.00%	0.52%	0.57%	2.30%	0.00%	1.69%	1.09%	0.00%	0.00%	0.59%	0.27%	0.00%
Top-2	98.87%	97.41%	94.86%	93.10%	100.00%	95.76%	97.83%	98.48%	88.33%	96.44%	97.32%	97.88%
Bot-2	1.14%	2.59%	5.14%	6.90%	0.00%	4.23%	2.18%	1.52%	11.67%	3.56%	2.68%	2.12%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
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Satisfaction with time taken for activation	2008-09											
Very satisfied	23.93%	NA	NA	15.57%	22.81%	29.57%	23.46%	NA	20.37%	NA	NA	NA
Satisfied	67.52%	NA	NA	68.85%	70.18%	63.79%	70.37%	NA	64.81%	NA	NA	NA
Dissatisfied	5.98%	NA	NA	12.30%	7.02%	5.98%	4.32%	NA	12.96%	NA	NA	NA
Very dissatisfied	2.56%	NA	NA	3.28%	0.00%	0.66%	1.85%	NA	1.85%	NA	NA	NA
Top-2	91.45%	NA	NA	84.42%	92.99%	93.36%	93.83%	NA	85.18%	NA	NA	NA
Bot-2	8.54%	NA	NA	15.58%	7.02%	6.64%	6.17%	NA	14.81%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with accuracy of charges - Prepaid	2009-10											
Very satisfied	17.01%	17.29%	17.55%	12.83%	16.07%	16.97%	14.68%	4.50%	14.43%	13.67%	4.99%	5.03%
Satisfied	72.84%	78.46%	73.14%	80.56%	68.14%	73.89%	77.72%	90.74%	74.48%	81.23%	88.71%	91.80%
Dissatisfied	9.14%	3.46%	7.18%	5.56%	13.57%	8.36%	6.84%	4.76%	10.05%	5.09%	5.77%	2.91%
Very dissatisfied	1.02%	0.80%	2.13%	1.06%	2.22%	0.78%	0.76%	0.00%	1.03%	0.00%	0.52%	0.26%
Top-2	89.85%	95.75%	90.69%	93.39%	84.21%	90.86%	92.40%	95.24%	88.91%	94.90%	93.70%	96.83%
Bot-2	10.16%	4.26%	9.31%	6.62%	15.79%	9.14%	7.60%	4.76%	11.08%	5.09%	6.29%	3.17%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with accuracy of charges - Prepaid	2008-09											
Very satisfied	6.55%	NA	NA	4.47%	8.80%	4.99%	9.38%	NA	3.82%	NA	NA	NA
Satisfied	75.52%	NA	NA	81.96%	76.76%	83.99%	80.90%	NA	80.21%	NA	NA	NA
Dissatisfied	16.90%	NA	NA	11.17%	10.92%	9.97%	9.03%	NA	15.28%	NA	NA	NA
Very dissatisfied	1.03%	NA	NA	2.41%	3.52%	1.05%	0.69%	NA	0.69%	NA	NA	NA
Top-2	82.07%	NA	NA	86.43%	85.56%	88.98%	90.28%	NA	84.03%	NA	NA	NA
Bot-2	17.93%	NA	NA	13.58%	14.44%	11.02%	9.72%	NA	15.97%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Billing complaint in last 12 months - Prepaid	2009-10											
Yes	25.89%	10.40%	17.72%	8.07%	30.19%	24.35%	18.48%	11.90%	20.88%	5.36%	8.92%	3.17%
No	74.11%	89.60%	82.28%	91.93%	69.81%	75.65%	81.52%	88.10%	79.12%	94.64%	91.08%	96.83%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Billing complaint in last 12 months - Prepaid	2008-09											
Yes	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
No	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
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Satisfaction with process of resolution of billing complaints - Prepaid												
Very satisfied	8.00%	8.11%	4.84%	1.67%	7.48%	3.41%	4.11%	0.00%	3.85%	0.00%	0.00%	9.09%
Satisfied	25.00%	37.84%	20.97%	26.67%	28.97%	14.77%	21.92%	47.73%	21.79%	27.78%	12.90%	18.18%
Dissatisfied	50.00%	37.84%	48.39%	48.33%	47.66%	63.64%	47.95%	45.45%	51.28%	61.11%	70.97%	63.64%
Very dissatisfied	17.00%	16.22%	25.81%	23.33%	15.89%	18.18%	26.03%	6.82%	23.08%	11.11%	16.13%	9.09%
Top-2	33.00%	45.95%	25.81%	28.34%	36.45%	18.18%	26.03%	47.73%	25.64%	27.78%	12.90%	27.27%
Bot-2	67.00%	54.06%	74.20%	71.66%	63.55%	81.82%	73.98%	52.27%	74.36%	72.22%	87.10%	72.73%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with process of resolution of billing complaints - Prepaid	2008-09											
Very satisfied	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Satisfied	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Dissatisfied	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Very dissatisfied	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Top-2	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Bot-2	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with timely delivery of bills - Postpaid	2009-10											
Very satisfied	25.00%	0.00%	0.00%	11.11%	15.38%	NA	25.00%	NA	0.00%	0.00%	NA	NA
Satisfied	75.00%	100.00%	100.00%	66.67%	69.23%	NA	50.00%	NA	33.33%	100.00%	NA	NA
Dissatisfied	0.00%	0.00%	0.00%	11.11%	7.69%	NA	0.00%	NA	33.33%	0.00%	NA	NA
Very dissatisfied	0.00%	0.00%	0.00%	11.11%	7.69%	NA	25.00%	NA	33.33%	0.00%	NA	NA
Top-2	100.00%	100.00%	100.00%	77.78%	84.61%	NA	75.00%	NA	33.33%	100.00%	NA	NA
Bot-2	0.00%	0.00%	0.00%	22.22%	15.38%	NA	25.00%	NA	66.66%	0.00%	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with timely delivery of bills - Postpaid	2008-09											
Very satisfied	23.71%	NA	NA	3.14%	1.05%	NA	6.25%	NA	5.26%	NA	NA	NA
Satisfied	56.70%	NA	NA	56.02%	85.26%	NA	82.29%	NA	74.74%	NA	NA	NA
Dissatisfied	13.40%	NA	NA	32.98%	12.63%	NA	10.42%	NA	20.00%	NA	NA	NA
Very dissatisfied	6.19%	NA	NA	7.85%	1.05%	NA	1.04%	NA	0.00%	NA	NA	NA
Top-2	80.41%	NA	NA	59.16%	86.31%	0.00%	88.54%	NA	80.00%	NA	NA	NA
Bot-2	19.59%	NA	NA	40.83%	13.68%	0.00%	11.46%	NA	20.00%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with accuracy of	2009-10											

bills - Postpaid												
Very satisfied	0.00%	0.00%	0.00%	11.11%	7.69%	NA	25.00%	NA	33.33%	0.00%	NA	NA
Satisfied	100.00%	100.00%	100.00%	88.89%	69.23%	NA	50.00%	NA	33.33%	100.00%	NA	NA
Dissatisfied	0.00%	0.00%	0.00%	0.00%	23.08%	NA	0.00%	NA	0.00%	0.00%	NA	NA
Very dissatisfied	0.00%	0.00%	0.00%	0.00%	0.00%	NA	25.00%	NA	33.33%	0.00%	NA	NA
Top-2	100.00%	100.00%	100.00%	100.00%	76.92%	NA	75.00%	NA	66.66%	100.00%	NA	NA
Bot-2	0.00%	0.00%	0.00%	0.00%	23.08%	NA	25.00%	NA	33.33%	0.00%	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with accuracy of bills - Postpaid	2008-09											
Very satisfied	15.91%	NA	NA	1.57%	5.32%	NA	5.21%	NA	4.21%	NA	NA	NA
Satisfied	64.77%	NA	NA	79.58%	68.09%	NA	88.54%	NA	73.68%	NA	NA	NA
Dissatisfied	15.91%	NA	NA	17.28%	26.60%	NA	6.25%	NA	18.95%	NA	NA	NA
Very dissatisfied	3.41%	NA	NA	1.57%	0.00%	NA	0.00%	NA	3.16%	NA	NA	NA
Top-2	80.68%	NA	NA	81.15%	73.41%	0.00%	93.75%	NA	77.89%	NA	NA	NA
Bot-2	19.32%	NA	NA	18.85%	26.60%	0.00%	6.25%	NA	22.11%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Billing complaint in last 12 months - Postpaid	2009-10											
Yes	0.00%	0.00%	0.00%	11.11%	58.33%	NA	0.00%	NA	33.33%	0.00%	NA	NA
No	100.00%	100.00%	100.00%	88.89%	41.67%	NA	100.00%	NA	66.67%	100.00%	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Billing complaint in last 12 months - Postpaid	2008-09											
Yes	15.46%	NA	NA	14.14%	24.21%	NA	5.21%	NA	21.88%	NA	NA	NA
No	84.54%	NA	NA	85.86%	75.79%	NA	94.79%	NA	78.13%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with process of resolution of billing complaints - Postpaid	2009-10											
Very satisfied	NA	NA	NA	0.00%	14.29%	NA	NA	NA	0.00%	NA	NA	NA
Satisfied	NA	NA	NA	0.00%	42.86%	NA	NA	NA	0.00%	NA	NA	NA
Dissatisfied	NA	NA	NA	100.00%	28.57%	NA	NA	NA	0.00%	NA	NA	NA
Very dissatisfied	NA	NA	NA	0.00%	14.29%	NA	NA	NA	100.00%	NA	NA	NA
Top-2	NA	NA	NA	0.00%	57.15%	NA	NA	NA	0.00%	NA	NA	NA
Bot-2	NA	NA	NA	100.00%	42.86%	NA	NA	MA	100.00%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
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Satisfaction with process of resolution of billing complaints - Postpaid	2008-09											
Very satisfied	0.00%	NA	NA	0.00%	0.00%	NA	0.00%	NA	4.76%	NA	NA	NA
Satisfied	21.43%	NA	NA	11.11%	39.13%	NA	80.00%	NA	38.10%	NA	NA	NA
Dissatisfied	64.29%	NA	NA	66.67%	60.87%	NA	20.00%	NA	52.38%	NA	NA	NA
Very dissatisfied	14.29%	NA	NA	22.22%	0.00%	NA	0.00%	NA	4.76%	NA	NA	NA
Top-2	21.43%	NA	NA	11.11%	39.13%	0.00%	80.00%	NA	42.86%	NA	NA	NA
Bot-2	78.58%	NA	NA	88.89%	60.87%	0.00%	20.00%	NA	57.14%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with clarity of bills - Postpaid	2009-10											
Very satisfied	0.00%	50.00%	0.00%	22.22%	16.67%	NA	33.33%	NA	33.33%	0.00%	NA	NA
Satisfied	100.00%	50.00%	100.00%	55.56%	50.00%	NA	66.67%	NA	33.33%	100.00%	NA	NA
Dissatisfied	0.00%	0.00%	0.00%	22.22%	33.33%	NA	0.00%	NA	0.00%	0.00%	NA	NA
Very dissatisfied	0.00%	0.00%	0.00%	0.00%	0.00%	NA	0.00%	NA	33.33%	0.00%	NA	NA
Top-2	100.00%	100.00%	100.00%	77.78%	66.67%	NA	100.00%	NA	66.66%	100.00%	NA	NA
Bot-2	0.00%	0.00%	0.00%	22.22%	33.33%	NA	0.00%	NA	33.33%	0.00%	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with clarity of bills - Postpaid	2008-09											
Very satisfied	13.33%	NA	NA	0.00%	2.17%	NA	3.16%	NA	3.16%	NA	NA	NA
Satisfied	58.89%	NA	NA	87.43%	95.65%	NA	93.68%	NA	86.32%	NA	NA	NA
Dissatisfied	25.56%	NA	NA	9.42%	2.17%	NA	3.16%	NA	8.42%	NA	NA	NA
Very dissatisfied	2.22%	NA	NA	3.14%	0.00%	NA	0.00%	NA	2.11%	NA	NA	NA
Top-2	72.22%	NA	NA	87.43%	97.82%	0.00%	96.84%	NA	89.48%	NA	NA	NA
Bot-2	27.78%	NA	NA	12.56%	2.17%	0.00%	3.16%	NA	10.53%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Made complaint at the customer care	2009-10											
Yes	42.96%	33.07%	39.05%	24.90%	46.54%	49.48%	46.37%	38.36%	43.48%	28.34%	35.43%	32.19%
No	57.04%	66.93%	60.95%	75.10%	53.46%	50.52%	53.63%	61.64%	56.52%	71.66%	64.57%	67.81%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Made complaint at the customer care	2008-09											
Yes	52.97%	NA	NA	33.29%	39.90%	40.31%	30.47%	NA	35.06%	NA	NA	NA
No	47.03%	NA	NA	66.71%	60.10%	59.69%	69.53%	NA	64.94%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
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Satisfaction with ease of accessing customer care	2009-10											
Very satisfied	5.85%	9.60%	5.41%	2.62%	7.43%	5.76%	9.73%	0.69%	8.82%	6.60%	1.48%	3.28%
Satisfied	54.39%	64.80%	70.27%	42.41%	55.43%	50.79%	67.03%	86.90%	41.76%	78.30%	92.59%	87.70%
Dissatisfied	32.75%	22.40%	20.95%	41.36%	32.00%	36.13%	19.46%	11.72%	42.94%	10.38%	5.93%	9.02%
Very dissatisfied	7.02%	3.20%	3.38%	13.61%	5.14%	7.33%	3.78%	0.69%	6.47%	4.72%	0.00%	0.00%
Top-2	60.24%	74.40%	75.68%	45.03%	62.86%	56.55%	76.76%	87.59%	50.58%	84.90%	94.07%	90.98%
Bot-2	39.77%	25.60%	24.33%	54.97%	37.14%	43.46%	23.24%	12.41%	49.41%	15.10%	5.93%	9.02%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with ease of accessing customer care	2008-09											
Very satisfied	3.41%	NA	NA	0.39%	0.00%	0.65%	5.98%	NA	0.00%	NA	NA	NA
Satisfied	61.46%	NA	NA	35.02%	30.26%	48.05%	77.78%	NA	44.44%	NA	NA	NA
Dissatisfied	31.22%	NA	NA	58.37%	59.87%	44.81%	15.38%	NA	48.15%	NA	NA	NA
Very dissatisfied	3.90%	NA	NA	6.23%	9.87%	6.49%	0.85%	NA	7.41%	NA	NA	NA
Top-2	64.87%	NA	NA	35.41%	30.26%	48.70%	83.76%	NA	44.44%	NA	NA	NA
Bot-2	35.12%	NA	NA	64.60%	69.74%	51.30%	16.23%	NA	55.56%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
satisfaction with response time to answer call	2009-10											
Very satisfied	6.43%	5.60%	3.38%	2.09%	7.43%	5.76%	7.57%	0.69%	5.29%	8.49%	0.00%	1.64%
Satisfied	57.31%	68.80%	67.57%	49.74%	62.29%	53.93%	70.81%	88.28%	51.18%	77.36%	90.37%	92.62%
Dissatisfied	28.65%	24.00%	25.68%	37.70%	26.29%	33.51%	18.92%	10.34%	36.47%	10.38%	8.15%	5.74%
Very dissatisfied	7.60%	1.60%	3.38%	10.47%	4.00%	6.81%	2.70%	0.69%	7.06%	3.77%	1.48%	0.00%
Top-2	63.74%	74.40%	70.95%	51.83%	69.72%	59.69%	78.38%	88.97%	56.47%	85.85%	90.37%	94.26%
Bot-2	36.25%	25.60%	29.06%	48.17%	30.29%	40.32%	21.62%	11.03%	43.53%	14.15%	9.63%	5.74%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
satisfaction with response time to answer call	2008-09											
Very satisfied	4.39%	NA	NA	0.00%	0.66%	1.30%	5.98%	NA	2.22%	NA	NA	NA
Satisfied	61.46%	NA	NA	35.41%	61.84%	47.40%	76.07%	NA	52.59%	NA	NA	NA
Dissatisfied	30.73%	NA	NA	59.14%	33.55%	44.81%	17.95%	NA	40.00%	NA	NA	NA
Very dissatisfied	3.41%	NA	NA	5.45%	3.95%	6.49%	0.00%	NA	5.19%	NA	NA	NA
Top-2	65.85%	NA	NA	35.41%	62.50%	48.70%	82.05%	NA	54.81%	NA	NA	NA
Bot-2	34.14%	NA	NA	64.59%	37.50%	51.30%	17.95%	NA	45.19%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with problem solving ability	2009-10											
Very satisfied	4.68%	4.80%	4.73%	2.09%	6.29%	4.19%	6.49%	0.00%	2.35%	6.60%	0.00%	0.82%

Satisfied	52.05%	61.60%	50.68%	44.50%	53.14%	45.55%	57.84%	84.83%	45.88%	74.53%	88.15%	90.16%
Dissatisfied	33.92%	28.80%	39.86%	42.93%	32.57%	43.46%	29.19%	15.17%	40.59%	15.09%	11.11%	9.02%
Very dissatisfied	9.36%	4.80%	4.73%	10.47%	8.00%	6.81%	6.49%	0.00%	11.18%	3.77%	0.74%	0.00%
Top-2	56.73%	66.40%	55.41%	46.59%	59.43%	49.74%	64.33%	84.83%	48.23%	81.13%	88.15%	90.98%
Bot-2	43.28%	33.60%	44.59%	53.40%	40.57%	50.27%	35.68%	15.17%	51.77%	18.86%	11.85%	9.02%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with problem solving ability	2008-09											
Very satisfied	5.37%	NA	NA	0.00%	0.66%	0.65%	5.13%	NA	2.96%	NA	NA	NA
Satisfied	62.44%	NA	NA	54.86%	67.11%	46.10%	75.21%	NA	62.96%	NA	NA	NA
Dissatisfied	27.80%	NA	NA	40.08%	28.29%	46.10%	19.66%	NA	30.37%	NA	NA	NA
Very dissatisfied	4.39%	NA	NA	5.06%	3.95%	7.14%	0.00%	NA	3.70%	NA	NA	NA
Top-2	67.81%	NA	NA	54.86%	67.77%	46.75%	80.34%	NA	65.92%	NA	NA	NA
Bot-2	32.19%	NA	NA	45.14%	32.24%	53.24%	19.66%	NA	34.07%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with time taken to resolve complaint	2009-10											
Very satisfied	4.68%	3.20%	5.41%	1.05%	5.71%	3.16%	4.37%	0.69%	1.18%	4.76%	0.00%	0.82%
Satisfied	47.95%	61.60%	45.95%	43.46%	50.86%	42.11%	57.92%	81.94%	45.29%	71.43%	86.67%	85.25%
Dissatisfied	35.09%	28.00%	41.22%	45.03%	36.00%	46.84%	29.51%	17.36%	41.76%	20.00%	11.85%	13.93%
Very dissatisfied	12.28%	7.20%	7.43%	10.47%	7.43%	7.89%	8.20%	0.00%	11.76%	3.81%	1.48%	0.00%
Top-2	52.63%	64.80%	51.36%	44.51%	56.57%	45.27%	62.29%	82.63%	46.47%	76.19%	86.67%	86.07%
Bot-2	47.37%	35.20%	48.65%	55.50%	43.43%	54.73%	37.71%	17.36%	53.52%	23.81%	13.33%	13.93%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with time taken to resolve complaint	2008-09											
Very satisfied	4.93%	NA	NA	0.00%	0.66%	0.00%	5.98%	NA	2.22%	NA	NA	NA
Satisfied	59.61%	NA	NA	51.56%	59.87%	40.91%	74.36%	NA	57.04%	NA	NA	NA
Dissatisfied	30.05%	NA	NA	43.36%	35.53%	52.60%	19.66%	NA	36.30%	NA	NA	NA
Very dissatisfied	5.42%	NA	NA	5.08%	3.95%	6.49%	0.00%	NA	4.44%	NA	NA	NA
Top-2	64.54%	NA	NA	51.56%	60.53%	40.91%	80.34%	NA	59.26%	NA	NA	NA
Bot-2	35.47%	NA	NA	48.44%	39.48%	59.09%	19.66%	NA	40.74%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with availability of signals	2009-10											
Very satisfied	34.92%	16.14%	17.20%	5.61%	16.49%	14.51%	22.31%	6.61%	3.84%	10.96%	6.30%	3.70%
Satisfied	58.04%	68.78%	70.90%	54.57%	53.72%	69.95%	69.42%	83.60%	56.01%	68.98%	79.27%	76.98%
Dissatisfied	5.53%	12.96%	9.52%	30.42%	25.80%	12.44%	7.77%	8.20%	30.43%	16.31%	13.91%	17.46%
Very dissatisfied	1.51%	2.12%	2.38%	9.40%	3.99%	3.11%	0.50%	1.59%	9.72%	3.74%	0.52%	1.85%

Top-2	92.96%	84.92%	88.10%	60.18%	70.21%	84.46%	91.73%	90.21%	59.85%	79.94%	85.57%	80.68%
Bot-2	7.04%	15.08%	11.90%	39.82%	29.79%	15.55%	8.27%	9.79%	40.15%	20.05%	14.43%	19.31%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with availability of signals	2008-09											
Very satisfied	11.14%	NA	NA	1.03%	7.87%	1.57%	12.76%	NA	4.42%	NA	NA	NA
Satisfied	72.80%	NA	NA	48.52%	58.53%	35.86%	71.09%	NA	56.62%	NA	NA	NA
Dissatisfied	13.73%	NA	NA	43.23%	28.35%	54.45%	14.06%	NA	34.55%	NA	NA	NA
Very dissatisfied	2.33%	NA	NA	7.23%	5.25%	8.12%	2.08%	NA	4.42%	NA	NA	NA
Top-2	83.94%	NA	NA	49.55%	66.40%	37.43%	83.85%	NA	61.04%	NA	NA	NA
Bot-2	16.06%	NA	NA	50.46%	33.60%	62.57%	16.14%	NA	38.97%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with ability to make and receive calls	2009-10											
Very satisfied	31.49%	14.81%	16.62%	6.00%	15.78%	13.47%	21.80%	6.61%	3.84%	10.43%	5.51%	2.64%
Satisfied	61.21%	74.34%	75.46%	61.80%	68.98%	76.17%	72.43%	83.86%	64.19%	76.20%	79.00%	75.20%
Dissatisfied	6.05%	10.05%	6.60%	25.29%	13.37%	8.55%	5.76%	8.47%	26.34%	11.50%	15.22%	20.32%
Very dissatisfied	1.26%	0.79%	1.32%	6.91%	1.87%	1.81%	0.00%	1.06%	5.63%	1.87%	0.26%	1.85%
Top-2	92.70%	89.15%	92.08%	67.80%	84.76%	89.64%	94.23%	90.47%	68.03%	86.63%	84.51%	77.84%
Bot-2	7.31%	10.84%	7.92%	32.20%	15.24%	10.36%	5.76%	9.53%	31.97%	13.37%	15.48%	22.17%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with ability to make and receive calls	2008-09											
Very satisfied	8.79%	NA	NA	1.81%	7.09%	1.57%	14.58%	NA	4.16%	NA	NA	NA
Satisfied	76.49%	NA	NA	55.61%	71.13%	39.79%	74.48%	NA	64.42%	NA	NA	NA
Dissatisfied	13.44%	NA	NA	36.90%	18.37%	51.31%	10.16%	NA	29.09%	NA	NA	NA
Very dissatisfied	1.29%	NA	NA	5.68%	3.41%	7.33%	0.78%	NA	2.34%	NA	NA	NA
Top-2	85.28%	NA	NA	57.42%	78.22%	41.36%	89.06%	NA	68.58%	NA	NA	NA
Bot-2	14.73%	NA	NA	42.58%	21.78%	58.64%	10.94%	NA	31.43%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Frequency of call drops	2009-10											
Never	40.95%	30.95%	39.05%	13.37%	25.53%	29.79%	37.84%	32.54%	16.37%	37.17%	40.68%	25.07%
Occasionally	53.27%	61.38%	53.03%	57.27%	62.77%	61.14%	55.64%	59.79%	57.80%	51.60%	50.66%	60.16%
Frequently	4.52%	7.14%	6.86%	25.03%	10.37%	8.29%	5.76%	6.61%	21.99%	9.63%	8.40%	13.72%
Very Frequently	1.26%	0.53%	1.06%	4.33%	1.33%	0.78%	0.75%	1.06%	3.84%	1.60%	0.26%	1.06%
Top-2	94.22%	92.33%	92.08%	70.64%	88.30%	90.93%	93.48%	92.33%	74.17%	88.77%	91.34%	85.23%
Bot-2	5.78%	7.67%	7.92%	29.36%	11.70%	9.07%	6.51%	7.67%	25.83%	11.23%	8.66%	14.78%

	Airtel	Vodafone	Idea	BSNL	RCOM-	Aircel	Tata	Shyam	RCOM-	DoCoMo	Uninor	S Tel
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					CDMA				GSM			
Frequency of call drops	2008-09											
Never	21.71%	NA	NA	11.63%	24.15%	11.02%	33.94%	NA	17.19%	NA	NA	NA
Occasionally	64.86%	NA	NA	63.57%	62.47%	40.68%	57.96%	NA	66.67%	NA	NA	NA
Frequently	11.37%	NA	NA	20.54%	11.81%	30.97%	7.57%	NA	15.10%	NA	NA	NA
Very Frequently	2.07%	NA	NA	4.26%	1.57%	17.32%	0.52%	NA	1.04%	NA	NA	NA
Top-2	86.57%	NA	NA	75.20%	86.62%	51.70%	91.90%	NA	83.86%	NA	NA	NA
Bot-2	13.44%	NA	NA	24.80%	13.38%	48.29%	8.09%	NA	16.14%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Airtel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with voice quality	2009-10											
Very satisfied	27.20%	16.18%	16.62%	7.46%	15.96%	12.69%	22.56%	5.56%	5.40%	14.71%	6.82%	3.43%
Satisfied	66.25%	76.13%	74.67%	68.72%	68.62%	76.94%	71.43%	85.71%	68.89%	73.53%	88.19%	90.24%
Dissatisfied	5.79%	7.43%	7.39%	19.11%	14.36%	8.81%	5.76%	8.20%	20.57%	9.63%	4.72%	5.80%
Very dissatisfied	0.76%	0.27%	1.32%	4.71%	1.06%	1.55%	0.25%	0.53%	5.14%	2.14%	0.26%	0.53%
Top-2	93.45%	92.31%	91.29%	76.18%	84.58%	89.63%	93.99%	91.27%	74.29%	88.24%	95.01%	93.67%
Bot-2	6.55%	7.70%	8.71%	23.82%	15.42%	10.36%	6.01%	8.73%	25.71%	11.77%	4.98%	6.33%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Airtel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with voice quality	2008-09											
Very satisfied	12.14%	NA	NA	3.23%	9.45%	2.62%	16.15%	NA	6.51%	NA	NA	NA
Satisfied	78.29%	NA	NA	75.42%	79.79%	72.44%	75.26%	NA	77.86%	NA	NA	NA
Dissatisfied	9.56%	NA	NA	19.66%	9.19%	22.05%	8.07%	NA	14.06%	NA	NA	NA
Very dissatisfied	0.00%	NA	NA	1.68%	1.57%	2.89%	0.52%	NA	1.56%	NA	NA	NA
Top-2	90.43%	NA	NA	78.65%	89.24%	75.06%	91.41%	NA	84.37%	NA	NA	NA
Bot-2	9.56%	NA	NA	21.34%	10.76%	24.94%	8.59%	NA	15.62%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Airtel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Frequency of signal problem	2009-10											
Never	38.69%	23.54%	25.86%	8.37%	16.53%	23.18%	30.73%	18.52%	7.67%	20.59%	18.37%	8.71%
Occasionally	56.28%	67.72%	64.91%	60.78%	64.27%	64.84%	63.22%	73.28%	58.57%	64.71%	73.23%	75.99%
Frequently	4.27%	8.20%	8.71%	25.62%	17.07%	10.16%	5.54%	6.88%	27.88%	12.57%	8.14%	14.25%
Very Frequently	0.75%	0.53%	0.53%	5.23%	2.13%	1.82%	0.50%	1.32%	5.88%	2.14%	0.26%	1.06%
Top-2	94.97%	91.26%	90.77%	69.15%	80.80%	88.02%	93.95%	91.80%	66.24%	85.30%	91.60%	84.70%
Bot-2	5.02%	8.73%	9.24%	30.85%	19.20%	11.98%	6.04%	8.20%	33.76%	14.71%	8.40%	15.31%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Airtel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Frequency of signal problem	2008-09											
Never	15.50%	NA	NA	5.16%	14.96%	7.33%	23.70%	NA	7.29%	NA	NA	NA
Occasionally	72.61%	NA	NA	59.35%	63.25%	41.88%	65.89%	NA	69.53%	NA	NA	NA

International

Frequently	10.08%	NA	NA	31.23%	18.11%	44.76%	9.11%	NA	20.57%	NA	NA	NA
Very Frequently	1.81%	NA	NA	4.26%	3.67%	6.02%	1.30%	NA	2.60%	NA	NA	NA
Top-2	88.11%	NA	NA	64.51%	78.21%	49.21%	89.59%	NA	76.82%	NA	NA	NA
Bot-2	11.89%	NA	NA	35.49%	21.78%	50.78%	10.41%	NA	23.17%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Airtel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with availability of signals	2009-10											
Very satisfied	28.14%	11.67%	14.78%	4.84%	11.44%	14.25%	17.29%	5.82%	4.35%	9.63%	4.46%	2.11%
Satisfied	64.82%	76.13%	72.30%	57.39%	61.17%	69.69%	74.94%	84.39%	55.75%	71.12%	79.53%	70.98%
Dissatisfied	6.28%	11.41%	11.87%	32.16%	24.20%	13.99%	6.77%	8.73%	31.71%	15.78%	15.49%	25.33%
Very dissatisfied	0.75%	0.80%	1.06%	5.62%	3.19%	2.07%	1.00%	1.06%	8.18%	3.48%	0.52%	1.58%
Top-2	92.96%	87.80%	87.08%	62.23%	72.61%	83.94%	92.23%	90.21%	60.10%	80.75%	83.99%	73.09%
Bot-2	7.03%	12.21%	12.93%	37.78%	27.39%	16.06%	7.77%	9.79%	39.89%	19.26%	16.01%	26.91%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Airtel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with availability of signals	2008-09											
Very satisfied	8.81%	NA	NA	1.81%	6.82%	1.31%	14.06%	NA	3.12%	NA	NA	NA
Satisfied	79.79%	NA	NA	56.39%	66.14%	45.03%	70.83%	NA	64.42%	NA	NA	NA
Dissatisfied	10.10%	NA	NA	37.03%	23.62%	47.64%	14.06%	NA	29.87%	NA	NA	NA
Very dissatisfied	1.30%	NA	NA	4.77%	3.41%	6.02%	1.04%	NA	2.60%	NA	NA	NA
Top-2	88.60%	NA	NA	58.20%	72.96%	46.34%	84.89%	NA	67.54%	NA	NA	NA
Bot-2	11.40%	NA	NA	41.80%	27.03%	53.66%	15.10%	NA	32.47%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Airtel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with restoration of network problem	2009-10											
Very satisfied	21.86%	10.34%	11.87%	4.07%	10.90%	12.73%	17.79%	5.04%	4.60%	8.82%	5.25%	2.12%
Satisfied	70.35%	77.45%	75.73%	59.71%	62.50%	73.25%	75.94%	86.47%	57.54%	71.12%	83.73%	81.22%
Dissatisfied	7.04%	11.41%	10.82%	30.71%	23.14%	11.95%	5.76%	7.43%	30.95%	16.31%	10.76%	15.34%
Very dissatisfied	0.75%	0.80%	1.58%	5.51%	3.46%	2.08%	0.50%	1.06%	6.91%	3.74%	0.26%	1.32%
Top-2	92.21%	87.79%	87.60%	63.78%	73.40%	85.98%	93.73%	91.51%	62.14%	79.94%	88.98%	83.34%
Bot-2	7.79%	12.21%	12.40%	36.22%	26.60%	14.03%	6.26%	8.49%	37.86%	20.05%	11.02%	16.66%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Airtel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with restoration of network problem	2008-09											
Very satisfied	6.46%	NA	NA	1.81%	5.77%	1.57%	12.50%	NA	2.34%	NA	NA	NA
Satisfied	79.59%	NA	NA	58.71%	71.65%	47.12%	72.40%	NA	67.19%	NA	NA	NA
Dissatisfied	13.18%	NA	NA	35.23%	19.42%	46.60%	14.06%	NA	28.39%	NA	NA	NA
Very dissatisfied	0.78%	NA	NA	4.26%	3.15%	4.71%	1.04%	NA	2.08%	NA	NA	NA



Top-2	86.05%	NA	NA	60.52%	77.42%	48.69%	84.90%	NA	69.53%	NA	NA	NA
Bot-2	13.96%	NA	NA	39.49%	22.57%	51.31%	15.10%	NA	30.47%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Airtel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Use of Supplementary/Value Added Services	2009-10											
Yes	19.10%	15.61%	14.78%	9.65%	19.41%	25.91%	16.54%	19.05%	15.35%	9.36%	11.55%	1.85%
No	80.90%	84.39%	85.22%	90.35%	80.59%	73.83%	83.46%	80.69%	84.65%	90.11%	88.45%	98.15%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Airtel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Use of Supplementary/Value Added Services	2008-09											
Yes	31.52%	NA	NA	10.71%	18.64%	4.97%	11.98%	NA	15.58%	NA	NA	NA
No	68.48%	NA	NA	89.29%	81.36%	95.03%	88.02%	NA	84.42%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Airtel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Explicit consent before providing chargeable VAS	2009-10											
Yes	75.00%	79.66%	80.36%	78.38%	56.16%	48.00%	66.67%	62.50%	70.00%	88.57%	81.82%	42.86%
No	25.00%	20.34%	19.64%	21.62%	43.84%	52.00%	33.33%	37.50%	30.00%	11.43%	18.18%	57.14%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Airtel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Explicit consent before providing chargeable VAS	2008-09											
Yes	73.33%	NA	NA	81.16%	91.30%	63.16%	84.78%	NA	90.00%	NA	NA	NA
No	26.67%	NA	NA	18.84%	8.70%	36.84%	15.22%	NA	10.00%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Airtel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with quality of VAS	2009-10											
Very satisfied	10.53%	8.47%	8.93%	5.48%	5.48%	3.00%	7.58%	2.78%	5.00%	2.86%	2.27%	14.29%
Satisfied	60.53%	71.19%	71.43%	68.49%	52.05%	52.00%	62.12%	83.33%	65.00%	80.00%	75.00%	71.43%
Dissatisfied	26.32%	15.25%	17.86%	23.29%	30.14%	35.00%	24.24%	13.89%	21.67%	14.29%	22.73%	0.00%
Very dissatisfied	2.63%	5.08%	1.79%	2.74%	12.33%	10.00%	6.06%	0.00%	8.33%	2.86%	0.00%	14.29%
Top-2	71.06%	79.66%	80.36%	73.97%	57.53%	55.00%	69.70%	86.11%	70.00%	82.86%	77.27%	85.72%
Bot-2	28.95%	20.33%	19.65%	26.03%	42.47%	45.00%	30.30%	13.89%	30.00%	17.15%	22.73%	14.29%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Airtel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with quality of VAS	2008-09											
Very satisfied	18.33%	NA	NA	0.00%	2.86%	0.00%	8.70%	NA	0.00%	NA	NA	NA
Satisfied	65.83%	NA	NA	62.32%	82.86%	61.11%	82.61%	NA	72.88%	NA	NA	NA
Dissatisfied	12.50%	NA	NA	30.43%	14.29%	33.33%	6.52%	NA	25.42%	NA	NA	NA

Very dissatisfied	3.33%	NA	NA	7.25%	0.00%	5.56%	2.17%	NA	1.69%	NA	NA	NA
Top-2	84.16%	NA	NA	62.32%	85.72%	61.11%	91.31%	NA	72.88%	NA	NA	NA
Bot-2	15.83%	NA	NA	37.68%	14.29%	38.89%	8.69%	NA	27.11%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Information on telephone number for unsubscribing	2009-10											
Yes	60.53%	62.71%	58.93%	45.83%	41.10%	47.47%	56.06%	36.11%	56.67%	57.14%	27.27%	28.57%
No	39.47%	37.29%	41.07%	54.17%	58.90%	52.53%	43.94%	63.89%	43.33%	42.86%	72.73%	71.43%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Information on telephone number for unsubscribing	2008-09											
Yes	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
No	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Information on charges of VAS	2009-10											
Both before and after the activation	67.11%	82.76%	83.93%	70.27%	58.33%	54.55%	71.21%	56.94%	72.88%	91.43%	75.00%	57.14%
Only after the activation	32.89%	17.24%	16.07%	29.73%	41.67%	45.45%	28.79%	43.06%	27.12%	8.57%	25.00%	42.86%
Only before the activation	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
No	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Information on charges of VAS	2008-09											
Both before and after the activation	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Only after the activation	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Only before the activation	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
No	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Information on charges of VAS before renewal	2009-10											
Yes	62.16%	71.19%	62.50%	63.51%	62.50%	42.00%	66.15%	59.15%	66.67%	77.14%	54.55%	57.14%
No	37.84%	28.81%	37.50%	36.49%	37.50%	58.00%	33.85%	40.85%	33.33%	22.86%	45.45%	42.86%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Information on charges of VAS before renewal	2008-09											
Yes	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
No	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with overall quality of mobile service	2009-10											
Very satisfied	22.11%	11.67%	12.14%	5.35%	12.80%	10.62%	18.09%	6.35%	3.59%	9.63%	6.04%	1.85%
Satisfied	70.60%	77.45%	75.99%	61.36%	65.87%	72.80%	72.86%	85.19%	61.54%	74.33%	81.10%	77.31%
Dissatisfied	5.78%	10.34%	10.55%	27.42%	19.73%	15.03%	8.54%	6.88%	27.18%	12.03%	11.81%	18.73%
Very dissatisfied	1.51%	0.53%	1.32%	5.87%	1.60%	1.55%	0.50%	1.59%	7.69%	4.01%	1.05%	2.11%
Top-2	92.71%	89.12%	88.13%	66.71%	78.67%	83.42%	90.95%	91.54%	65.13%	83.96%	87.14%	79.16%
Bot-2	7.29%	10.87%	11.87%	33.29%	21.33%	16.58%	9.04%	8.47%	34.87%	16.04%	12.86%	20.84%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with overall quality of mobile service	2008-09											
Very satisfied	10.73%	NA	NA	1.17%	4.99%	1.32%	11.55%	NA	3.44%	NA	NA	NA
Satisfied	77.23%	NA	NA	58.05%	70.08%	39.58%	73.49%	NA	61.11%	NA	NA	NA
Dissatisfied	11.26%	NA	NA	35.58%	21.26%	50.13%	14.44%	NA	32.80%	NA	NA	NA
Very dissatisfied	0.79%	NA	NA	5.19%	3.67%	8.97%	0.52%	NA	2.65%	NA	NA	NA
Top-2	87.96%	NA	NA	59.22%	75.07%	40.90%	85.04%	NA	64.55%	NA	NA	NA
Bot-2	12.05%	NA	NA	40.77%	24.93%	59.10%	14.96%	NA	35.45%	NA	NA	NA

Informed about tariff plan in writing on activation of service or within a week	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
2009-10	62.38%	58.79%	60.23%	55.17%	60.66%	60.77%	51.49%	74.07%	57.89%	52.66%	72.80%	87.13%
2008-09	28.57%	NA	NA	12.23%	20.39%	31.53%	26.64%	NA	16.90%	NA	NA	NA

Awareness about processing fee for talk time top-up	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
2009-10	22.17%	22.61%	28.38%	17.22%	19.62%	21.82%	18.39%	7.71%	21.39%	17.52%	12.37%	13.46%
2008-09	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Awareness about abolishment of rent for national roaming	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
2009-10	30.05%	32.09%	28.72%	37.04%	34.50%	34.11%	22.92%	6.67%	38.05%	29.73%	15.26%	11.50%
2008-09	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Awareness about call centre telephone number	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Yes	26.20%	28.38%	25.07%	27.38%	23.67%	27.98%	24.62%	18.78%	30.26%	23.59%	16.54%	11.11%
No	73.80%	71.62%	74.93%	72.62%	76.33%	72.02%	75.38%	81.22%	69.74%	76.41%	83.46%	88.89%

Made any complaint to the customer care in last 12	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
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months												
Yes	13.82%	8.73%	11.08%	9.00%	15.16%	17.10%	11.78%	3.97%	15.86%	6.15%	3.41%	2.90%
No	85.93%	90.74%	88.92%	91.00%	84.84%	82.90%	88.22%	96.03%	83.89%	93.58%	96.33%	97.10%

If complaint made	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Docket number received for most of the complaints	7.27%	3.03%	11.90%	13.04%	8.77%	7.58%	11.11%	6.67%	9.68%	13.04%	0.00%	0.00%
No docket number received for most of the complaints	29.09%	9.09%	19.05%	10.14%	24.56%	15.15%	6.67%	6.67%	12.90%	4.35%	7.69%	9.09%
It was received on request	34.55%	51.52%	40.48%	39.13%	38.60%	48.48%	60.00%	53.33%	56.45%	60.87%	61.54%	45.45%
No docket number received even on request	29.09%	36.36%	28.57%	37.68%	28.07%	28.79%	22.22%	33.33%	20.97%	21.74%	30.77%	45.45%

Informed by call centre about the action taken on the complaint	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Yes	40.00%	36.36%	47.62%	31.34%	50.00%	30.30%	46.81%	20.00%	48.39%	40.91%	38.46%	27.27%
No	60.00%	63.64%	52.38%	68.66%	50.00%	69.70%	53.19%	80.00%	51.61%	59.09%	61.54%	72.73%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with the system of complaint resolution by call centre	2009-10											
Very satisfied	12.50%	4.00%	2.86%	0.00%	2.56%	0.00%	4.76%	0.00%	1.85%	5.00%	0.00%	0.00%
Satisfied	50.00%	44.00%	51.43%	26.32%	48.72%	40.00%	52.38%	30.00%	42.59%	30.00%	36.36%	44.44%
Dissatisfied	25.00%	44.00%	40.00%	57.89%	38.46%	42.00%	28.57%	50.00%	40.74%	50.00%	54.55%	33.33%
Very dissatisfied	12.50%	8.00%	5.71%	15.79%	10.26%	18.00%	14.29%	20.00%	14.81%	15.00%	9.09%	22.22%
Top-2	62.50%	48.00%	54.29%	26.32%	51.28%	40.00%	57.14%	30.00%	44.44%	35.00%	36.36%	44.44%
Bot-2	37.50%	52.00%	45.71%	73.68%	48.72%	60.00%	42.86%	70.00%	55.55%	65.00%	63.64%	55.55%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Satisfaction with the system of complaint resolution by call centre	2008-09											
Very satisfied	3.36%	NA	NA	1.42%	0.00%	0.97%	0.00%	NA	2.70%	NA	NA	NA
Satisfied	56.30%	NA	NA	33.33%	39.39%	31.07%	57.63%	NA	43.24%	NA	NA	NA
Dissatisfied	33.61%	NA	NA	57.45%	60.61%	62.14%	38.98%	NA	50.00%	NA	NA	NA
Very dissatisfied	6.72%	NA	NA	7.80%	0.00%	5.83%	3.39%	NA	4.05%	NA	NA	NA
Top-2	59.66%	NA	NA	34.75%	39.39%	32.04%	57.63%	NA	45.94%	NA	NA	NA
Bot-2	40.33%	NA	NA	65.25%	60.61%	67.97%	42.37%	NA	54.05%	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Reason for dissatisfaction -	2009-10											

Call centre												
Difficult to connect to the call center executive	26.67%	23.08%	25.00%	35.71%	15.79%	36.67%	16.67%	14.29%	46.67%	30.77%	14.29%	40.00%
Customer care executive not polite/courteous	20.00%	0.00%	6.25%	7.14%	0.00%	10.00%	11.11%	0.00%	6.67%	7.69%	0.00%	0.00%
Customer care executive not equipped with adequate information	20.00%	7.69%	12.50%	11.90%	10.53%	10.00%	22.22%	0.00%	20.00%	15.38%	42.86%	20.00%
Time taken by call centre for redressal is too long	60.00%	84.62%	56.25%	54.76%	52.63%	50.00%	66.67%	71.43%	50.00%	46.15%	42.86%	20.00%
Customer care executive was unable to understand the problem	13.33%	0.00%	6.25%	2.38%	26.32%	20.00%	16.67%	0.00%	6.67%	0.00%	28.57%	40.00%
Others	0.00%	0.00%	0.00%	0.00%	10.53%	3.33%	0.00%	0.00%	0.00%	0.00%	14.29%	0.00%

	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Billing/charging complaint resolved satisfactorily by call center within 4 weeks after lodging of the complaint												
2009-10	46.15%	66.67%	54.55%	17.65%	41.18%	28.57%	33.33%	0.00%	29.41%	0.00%	33.33%	NA
2008-09	12.30%	NA	NA	18.44%	7.58%	10.68%	13.56%	NA	6.85%	NA	NA	NA

Awareness about contact details of Nodal officer	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Yes	3.27%	2.12%	2.90%	3.52%	1.33%	2.33%	2.76%	1.06%	2.30%	2.67%	1.84%	1.58%
No	96.73%	97.88%	97.10%	96.48%	98.67%	97.67%	97.24%	98.94%	97.70%	97.33%	98.16%	98.42%

Made any complaint to the Nodal officer regarding complaints not resolved/unsatisfactorily resolved by the call centre	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Yes	23.08%	12.50%	27.27%	11.11%	40.00%	22.22%	0.00%	25.00%	11.11%	0.00%	28.57%	0.00%
No	76.92%	87.50%	72.73%	88.89%	60.00%	77.78%	100.00%	75.00%	88.89%	100.00%	71.43%	100.00%

Intimated by the nodal officer about the decision taken on the complaint	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Yes	66.67%	100.00%	100.00%	100.00%	0.00%	50.00%	NA	0.00%	100.00%	NA	50.00%	NA
No	33.33%	0.00%	0.00%	0.00%	100.00%	50.00%	NA	100.00%	0.00%	NA	50.00%	NA

Satisfaction with the redressal of the complaint by the nodal officer	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Very satisfied	33.33%	0.00%	33.33%	33.33%	0.00%	0.00%	NA	0.00%	0.00%	NA	0.00%	NA
Satisfied	66.67%	100.00%	66.67%	33.33%	0.00%	100.00%	NA	0.00%	100.00%	NA	50.00%	NA
Dissatisfied	0.00%	0.00%	0.00%	33.33%	0.00%	0.00%	NA	100.00%	0.00%	NA	50.00%	NA
Very dissatisfied	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	NA	0.00%	0.00%	NA	0.00%	NA
Top-2	100.00%	100.00%	100.00%	66.66%	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%	50.00%	0.00%
Bot-2	0.00%	0.00%	0.00%	33.33%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	50.00%	0.00%

Reason for dissatisfaction - Nodal officer	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Difficult to connect to the Nodal Officer	NA	NA	NA	100.00%	0.00%	NA	NA	0.00%	NA	NA	0.00%	NA
Nodal Officer not polite/courteous	NA	NA	NA	0.00%	0.00%	NA	NA	0.00%	NA	NA	100.00%	NA
Nodal Officer not equipped with adequate information	NA	NA	NA	0.00%	0.00%	NA	NA	0.00%	NA	NA	0.00%	NA
Time taken by Nodal Officer for redressal is too long	NA	NA	NA	0.00%	50.00%	NA	NA	100.00%	NA	NA	0.00%	NA
Nodal Officer was unable to understand the problem	NA	NA	NA	0.00%	50.00%	NA	NA	0.00%	NA	NA	0.00%	NA
Others	NA	NA	NA	0.00%	0.00%	NA	NA	0.00%	NA	NA	0.00%	NA

Awareness about the contact details of the appellate authority	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Yes	1.01%	2.12%	2.37%	1.30%	0.80%	0.78%	0.50%	0.53%	0.77%	0.80%	0.52%	1.85%
No	98.99%	97.88%	97.63%	98.70%	99.20%	99.22%	99.50%	99.47%	99.23%	99.20%	99.48%	98.15%

Filed any appeal in last 12 months	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Yes	0.00%	0.00%	0.00%	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	14.29%
No	100.00%	100.00%	100.00%	100.00%	66.67%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	85.71%

Received any acknowledgement for the complaint filed	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Yes	NA	NA	NA	NA	0.00%	NA	NA	NA	NA	NA	NA	0.00%
No	NA	NA	NA	NA	100.00%	NA	NA	NA	NA	NA	NA	100.00%

Any decision taken by the appellate authority within 3 months of filing the appeal	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Yes	NA	NA	NA	NA	0.00%	NA	NA	NA	NA	NA	NA	0.00%
No	NA	NA	NA	NA	100.00%	NA	NA	NA	NA	NA	NA	100.00%
Appeal filed recently	NA	NA	NA	NA	0.00%	NA	NA	NA	NA	NA	NA	0.00%

Awareness about item-wise usage charge details for prepaid users	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Yes	76.34%	77.27%	74.87%	74.97%	77.78%	80.31%	81.47%	85.15%	74.09%	74.80%	96.32%	92.80%
No	23.66%	22.73%	25.13%	25.03%	22.22%	19.69%	18.53%	14.85%	25.91%	25.20%	3.68%	7.20%

Ever denied of request for item-wise usage charge details for prepaid connection	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Yes	1.52%	2.66%	1.85%	1.06%	1.38%	1.04%	1.77%	0.00%	0.77%	1.88%	1.31%	0.79%
No	97.97%	96.81%	98.15%	98.28%	97.80%	98.96%	97.72%	99.74%	98.45%	97.86%	98.69%	98.94%

Reasons for denial	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
No reason provided	16.67%	40.00%	42.86%	37.50%	0.00%	25.00%	28.57%	NA	33.33%	0.00%	0.00%	0.00%
technical problem	33.33%	30.00%	28.57%	0.00%	80.00%	75.00%	57.14%	NA	33.33%	60.00%	66.67%	66.67%
others	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	NA	0.00%	0.00%	0.00%	0.00%

Manual of practice provided while subscribing for new mobile connection	Airtel	Vodafone	Idea	BSNL	RCOM-CDMA	Aircel	Tata	Shyam	RCOM-GSM	DoCoMo	Uninor	S Tel
Yes	89.87%	83.61%	85.98%	55.77%	91.49%	90.74%	82.95%	93.19%	84.21%	88.11%	92.47%	95.43%
No	10.13%	16.39%	14.02%	44.23%	8.51%	9.26%	17.05%	6.81%	15.79%	11.89%	7.53%	4.57%

### 7.3 Broadband Services

	Sify	BSNL - Jharkhand	BSNL - Bihar
Last applied for a broadband connection	2009-10		
Less than 6 months	28.57%	5.71%	8.68%
6 - 12 months	15.84%	16.36%	25.00%
more than 12 months	55.58%	77.92%	66.32%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Last applied for a broadband connection	2008-09		
Less than 6 months	NA	NA	NA
6 - 12 months	NA	NA	NA
more than 12 months	NA	NA	NA

	Sify	BSNL - Jharkhand	BSNL - Bihar
Time taken to provide a working connection	2009-10		
Within 15 days	95.91%	77.65%	85.83%
More than 15 days	4.09%	22.35%	14.17%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Time taken to provide a working connection	2008-09		
Within 15 days	95.12%	64.17%	74.22%
More than 15 days	4.88%	35.83%	25.78%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with time taken for activation	2009-10		
Very satisfied	28.65%	9.41%	26.40%
Satisfied	57.31%	78.82%	60.80%
Dissatisfied	11.11%	11.76%	9.60%
Very dissatisfied	2.92%	0.00%	3.20%
Top-2	85.96%	88.23%	87.20%
Bot-2	14.03%	11.76%	12.80%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with time taken for activation	2008-09		
Very satisfied	40.72%	7.67%	2.35%
Satisfied	55.41%	72.33%	78.33%
Dissatisfied	3.61%	15.62%	18.54%
Very dissatisfied	0.26%	4.38%	0.78%
Top-2	96.13%	80.00%	80.68%
Bot-2	3.87%	20.00%	19.32%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with timely delivery of bills - Postpaid	2009-10		
Very satisfied	36.36%	1.05%	13.64%
Satisfied	31.82%	51.05%	53.48%
Dissatisfied	22.73%	34.74%	20.32%
Very dissatisfied	9.09%	13.16%	12.57%
Top-2	68.18%	52.10%	67.12%
Bot-2	31.82%	47.90%	32.89%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with timely delivery of bills - Postpaid	2008-09		
Very satisfied	4.35%	6.89%	2.37%
Satisfied	82.61%	75.48%	76.84%
Dissatisfied	8.70%	13.22%	17.11%
Very dissatisfied	4.35%	4.41%	3.68%



Top-2	86.96%	82.37%	79.21%
Bot-2	13.05%	17.63%	20.79%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with accuracy of bills - Postpaid	2009-10		
Very satisfied	45.45%	1.05%	13.56%
Satisfied	31.82%	80.05%	76.60%
Dissatisfied	22.73%	17.85%	8.51%
Very dissatisfied	0.00%	1.05%	1.33%
Top-2	77.27%	81.10%	90.16%
Bot-2	22.73%	18.90%	9.84%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with accuracy of bills - Postpaid	2008-09		
Very satisfied	4.17%	8.10%	3.68%
Satisfied	87.50%	77.09%	86.58%
Dissatisfied	0.00%	13.41%	7.89%
Very dissatisfied	8.33%	1.40%	1.84%
Top-2	91.67%	85.19%	90.26%
Bot-2	8.33%	14.81%	9.73%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Billing complaint in last 12 months - Postpaid	2009-10		
Yes	14.29%	17.94%	16.09%
No	85.71%	82.06%	83.91%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Billing complaint in last 12 months - Postpaid	2008-09		
Yes	17.86%	11.51%	13.68%
No	82.14%	88.49%	86.32%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with process of resolution of billing complaints - Postpaid	2009-10		
Very satisfied	0.00%	0.00%	0.00%
Satisfied	0.00%	29.41%	32.76%
Dissatisfied	66.67%	55.88%	46.55%
Very dissatisfied	33.33%	14.71%	20.69%

Top-2	0.00%	29.41%	32.76%
Bot-2	100.00%	70.59%	67.24%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with process of resolution of billing complaints - Postpaid	2008-09		
Very satisfied	0.00%	0.00%	0.00%
Satisfied	25.00%	42.50%	33.33%
Dissatisfied	50.00%	52.50%	60.78%
Very dissatisfied	25.00%	5.00%	5.88%
Top-2	25.00%	42.50%	33.33%
Bot-2	75.00%	57.50%	66.66%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with clarity of bills - Postpaid	2009-10		
Very satisfied	38.10%	0.26%	12.03%
Satisfied	52.38%	92.06%	81.28%
Dissatisfied	9.52%	7.14%	5.61%
Very dissatisfied	0.00%	0.53%	1.07%
Top-2	90.48%	92.32%	93.31%
Bot-2	9.52%	7.67%	6.68%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with clarity of bills - Postpaid	2008-09		
Very satisfied	4.35%	6.16%	1.07%
Satisfied	86.96%	84.03%	89.07%
Dissatisfied	4.35%	9.24%	8.27%
Very dissatisfied	4.35%	0.56%	1.60%
Top-2	91.31%	90.19%	90.14%
Bot-2	8.70%	9.80%	9.87%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with accuracy of charges - Prepaid	2009-10		
Very satisfied	14.25%	NA	50.00%
Satisfied	72.91%	NA	50.00%
Dissatisfied	12.29%	NA	0.00%
Very dissatisfied	0.56%	NA	0.00%
Top-2	87.16%	0.00%	100.00%
Bot-2	12.85%	0.00%	0.00%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with accuracy of charges - Prepaid	2008-09		
Very satisfied	1.41%	0.00%	0.00%
Satisfied	90.70%	88.89%	100.00%
Dissatisfied	7.89%	11.11%	0.00%
Very dissatisfied	0.00%	0.00%	0.00%
Top-2	92.11%	88.89%	100.00%
Bot-2	7.89%	11.11%	0.00%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Made query/complaint at the customer care	2009-10		
Yes	49.87%	27.27%	26.84%
No	50.13%	72.73%	73.16%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Made query/complaint at the customer care	2008-09		
Yes	62.47%	29.41%	23.18%
No	37.53%	70.59%	76.82%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with ease of accessing customer care	2009-10		
Very satisfied	18.23%	0.95%	0.98%
Satisfied	49.48%	61.90%	48.04%
Dissatisfied	28.13%	36.19%	47.06%
Very dissatisfied	4.17%	0.95%	3.92%
Top-2	67.71%	62.85%	49.02%
Bot-2	32.30%	37.14%	50.98%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with ease of accessing customer care	2008-09		
Very satisfied	0.00%	0.91%	0.00%
Satisfied	61.73%	63.64%	62.92%
Dissatisfied	36.63%	32.73%	32.58%
Very dissatisfied	1.65%	2.73%	4.49%
Top-2	61.73%	64.55%	62.92%
Bot-2	38.28%	35.46%	37.07%

	Sify	BSNL - Jharkhand	BSNL - Bihar
satisfaction with response time to answer call	2009-10		
Very satisfied	12.50%	0.00%	0.00%
Satisfied	52.08%	53.33%	48.04%
Dissatisfied	30.21%	43.81%	44.12%
Very dissatisfied	5.21%	2.86%	7.84%
Top-2	64.58%	53.33%	48.04%
Bot-2	35.42%	46.67%	51.96%

	Sify	BSNL - Jharkhand	BSNL - Bihar
satisfaction with response time to answer call	2008-09		
Very satisfied	0.00%	1.82%	1.12%
Satisfied	70.37%	53.64%	55.06%
Dissatisfied	27.57%	35.45%	37.08%
Very dissatisfied	2.06%	9.09%	6.74%
Top-2	70.37%	55.46%	56.18%
Bot-2	29.63%	44.54%	43.82%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with problem solving ability	2009-10		
Very satisfied	10.94%	1.90%	0.00%
Satisfied	50.52%	49.52%	47.06%
Dissatisfied	35.94%	46.67%	42.16%
Very dissatisfied	2.60%	1.90%	10.78%
Top-2	61.46%	51.42%	47.06%
Bot-2	38.54%	48.57%	52.94%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with problem solving ability	2008-09		
Very satisfied	1.23%	1.82%	2.25%
Satisfied	52.26%	56.36%	58.43%
Dissatisfied	44.44%	31.82%	32.58%
Very dissatisfied	2.06%	10.00%	6.74%
Top-2	53.49%	58.18%	60.68%
Bot-2	46.50%	41.82%	39.32%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with time taken to resolve complaint	2009-10		

Very satisfied	11.76%	0.00%	0.00%
Satisfied	43.32%	42.86%	47.00%
Dissatisfied	42.25%	54.29%	48.00%
Very dissatisfied	2.67%	2.86%	5.00%
Top-2	55.08%	42.86%	47.00%
Bot-2	44.92%	57.15%	53.00%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with time taken to resolve complaint	2008-09		
Very satisfied	0.82%	1.82%	3.37%
Satisfied	51.85%	50.00%	44.94%
Dissatisfied	45.27%	35.45%	44.94%
Very dissatisfied	2.06%	12.73%	6.74%
Top-2	52.67%	51.82%	48.31%
Bot-2	47.33%	48.18%	51.68%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with speed of connection	2009-10		
Very satisfied	13.80%	1.56%	9.47%
Satisfied	60.68%	76.88%	60.26%
Dissatisfied	22.40%	17.14%	26.05%
Very dissatisfied	3.13%	4.42%	4.21%
Top-2	74.48%	78.44%	69.73%
Bot-2	25.53%	21.56%	30.26%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with speed of connection	2008-09		
Very satisfied	0.77%	12.60%	6.81%
Satisfied	59.64%	61.93%	67.80%
Dissatisfied	38.82%	20.91%	23.04%
Very dissatisfied	0.77%	4.56%	2.36%
Top-2	60.41%	74.53%	74.61%
Bot-2	39.59%	25.47%	25.40%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with time for which service is up and working	2009-10		
Very satisfied	16.15%	1.56%	10.00%
Satisfied	62.76%	83.64%	65.26%

Dissatisfied	19.01%	13.25%	22.11%
Very dissatisfied	2.08%	1.56%	2.63%
Top-2	78.91%	85.20%	75.26%
Bot-2	21.09%	14.81%	24.74%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with time for which service is up and working	2008-09		
Very satisfied	0.77%	7.28%	7.07%
Satisfied	63.24%	66.04%	71.47%
Dissatisfied	32.39%	24.53%	19.90%
Very dissatisfied	3.60%	2.16%	1.57%
Top-2	64.01%	73.32%	78.54%
Bot-2	35.99%	26.69%	21.47%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Frequency of problem in broadband connection	2009-10		
Never	39.32%	19.53%	7.63%
Occasionally	44.79%	60.16%	63.95%
Frequently	13.28%	16.67%	24.74%
Very Frequently	2.60%	3.65%	3.68%
Top-2	84.11%	79.69%	71.58%
Bot-2	15.88%	20.32%	28.42%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Frequency of problem in broadband connection	2008-09		
Never	1.80%	5.35%	5.21%
Occasionally	58.10%	59.63%	59.90%
Frequently	37.28%	28.07%	28.65%
Very Frequently	2.83%	6.95%	6.25%
Top-2	59.90%	64.98%	65.11%
Bot-2	40.11%	35.02%	34.90%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with time taken to restore connection	2009-10		
Very satisfied	10.18%	1.31%	2.97%
Satisfied	75.98%	76.38%	71.35%
Dissatisfied	11.49%	19.95%	21.08%
Very dissatisfied	2.35%	2.36%	4.59%

Top-2	86.16%	77.69%	74.32%
Bot-2	13.84%	22.31%	25.67%

	Sify	BSNL - Jharkhand	BSNL - Bihar
<b>Satisfaction with time taken to restore connection</b>	2008-09		
Very satisfied	0.00%	2.46%	1.06%
Satisfied	74.48%	71.23%	82.45%
Dissatisfied	23.96%	23.86%	15.69%
Very dissatisfied	1.56%	2.46%	0.80%
Top-2	74.48%	73.69%	83.51%
Bot-2	25.52%	26.32%	16.49%

	Sify	BSNL - Jharkhand	BSNL - Bihar
<b>Use of Supplementary/Value Added Services</b>	2009-10		
Yes	26.49%	12.21%	26.58%
No	73.51%	87.79%	73.42%

	Sify	BSNL - Jharkhand	BSNL - Bihar
<b>Use of Supplementary/Value Added Services</b>	2008-09		
Yes	58.35%	20.59%	33.59%
No	41.65%	79.41%	66.41%

	Sify	BSNL - Jharkhand	BSNL - Bihar
<b>Satisfaction with quality of VAS</b>	2009-10		
Very satisfied	6.86%	0.00%	10.00%
Satisfied	79.41%	93.62%	76.00%
Dissatisfied	12.75%	6.38%	12.00%
Very dissatisfied	0.98%	0.00%	2.00%
Top-2	86.27%	93.62%	86.00%
Bot-2	13.73%	6.38%	14.00%

	Sify	BSNL - Jharkhand	BSNL - Bihar
<b>Satisfaction with quality of VAS</b>	2008-09		
Very satisfied	0.00%	1.32%	5.43%
Satisfied	96.36%	93.42%	90.70%
Dissatisfied	3.64%	3.95%	3.88%
Very dissatisfied	0.00%	1.32%	0.00%
Top-2	96.36%	94.74%	96.13%

Bot-2	3.64%	5.27%	3.88%
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	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with overall quality of broadband service	2009-10		
Very satisfied	14.58%	1.57%	11.61%
Satisfied	59.11%	79.37%	66.23%
Dissatisfied	22.92%	16.71%	20.84%
Very dissatisfied	3.39%	2.35%	1.32%
Top-2	73.69%	80.94%	77.84%
Bot-2	26.31%	19.06%	22.16%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with overall quality of broadband service	2008-09		
Very satisfied	0.52%	5.88%	3.66%
Satisfied	55.56%	65.78%	58.49%
Dissatisfied	31.52%	24.06%	35.77%
Very dissatisfied	12.40%	4.28%	2.09%
Top-2	56.08%	71.66%	62.15%
Bot-2	43.92%	28.34%	37.86%

Awareness about facility for measuring connection speed	Sify	BSNL - Jharkhand	BSNL - Bihar
2009-10	30.29%	25.71%	32.45%
2008-09	34.20%	30.56%	39.32%

Awareness about call centre telephone number	Sify	BSNL - Jharkhand	BSNL - Bihar
Yes	51.82%	17.14%	21.84%
No	48.18%	82.86%	78.16%

Made any complaint to the customer care in last 12 months	Sify	BSNL - Jharkhand	BSNL - Bihar
Yes	27.03%	5.97%	11.38%
No	72.97%	94.03%	88.62%

If complaint made	Sify	BSNL - Jharkhand	BSNL - Bihar
Docket number received for most of the complaints	7.77%	26.09%	55.81%
No docket number received for most of the complaints	33.01%	52.17%	11.63%
It was received on request	46.60%	17.39%	25.58%
No docket number received even on request	12.62%	4.35%	6.98%



Informed by call centre about the action taken on the complaint	Sify	BSNL - Jharkhand	BSNL - Bihar
Yes	25.74%	65.22%	41.86%
No	74.26%	34.78%	58.14%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with the system of complaint resolution by call centre	2009-10		
Very satisfied	38.71%	0.00%	2.63%
Satisfied	38.71%	85.71%	50.00%
Dissatisfied	19.35%	9.52%	21.05%
Very dissatisfied	3.23%	4.76%	26.32%
Top-2	77.42%	85.71%	52.63%
Bot-2	22.58%	14.28%	47.37%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with the system of complaint resolution by call centre	2008-09		
Very satisfied	2.48%	4.29%	10.71%
Satisfied	47.52%	51.43%	60.71%
Dissatisfied	48.02%	31.43%	28.57%
Very dissatisfied	1.98%	12.86%	0.00%
Top-2	50.00%	55.72%	71.42%
Bot-2	50.00%	44.29%	28.57%

	Sify	BSNL - Jharkhand	BSNL - Bihar
Reason for dissatisfaction	2009-10		
Difficult to connect to the call center executive	0.00%	0.00%	38.89%
Customer care executive not polite/courteous	0.00%	0.00%	0.00%
Customer care executive not equipped with adequate information	0.00%	33.33%	16.67%
Time taken by call centre for redressal is too long	28.57%	33.33%	38.89%
Customer care executive was unable to understand the problem	42.86%	0.00%	11.11%
Others	14.29%	0.00%	0.00%

Billing/charging complaint resolved satisfactorily by call center within 4 weeks after lodging of the complaint	Sify	BSNL - Jharkhand	BSNL - Bihar
2009-10	33.33%	28.57%	15.38%
2008-09	8.87%	8.57%	7.02%

Awareness about contact details of Nodal officer	Sify	BSNL - Jharkhand	BSNL - Bihar
Yes	5.19%	8.05%	7.37%
No	94.81%	91.95%	92.63%

Made any complaint to the Nodal officer regarding complaints not resolved/unsatisfactorily resolved by the call centre	Sify	BSNL - Jharkhand	BSNL - Bihar
Yes	20.00%	38.71%	35.71%
No	80.00%	61.29%	64.29%

Intimated by the nodal officer about the decision taken on the complaint	Sify	BSNL - Jharkhand	BSNL - Bihar
Yes	25.00%	75.00%	30.00%
No	75.00%	25.00%	70.00%

Satisfaction with the redressal of the complaint by the nodal officer	Sify	BSNL - Jharkhand	BSNL - Bihar
Very satisfied	33.33%	0.00%	0.00%
Satisfied	0.00%	72.73%	33.33%
Dissatisfied	66.67%	18.18%	66.67%
Very dissatisfied	0.00%	9.09%	0.00%
Top-2	33.33%	72.73%	33.33%
Bot-2	66.67%	27.27%	66.67%

Reason for dissatisfaction	Sify	BSNL - Jharkhand	BSNL - Bihar
Difficult to connect to the Nodal Officer	50.00%	33.33%	16.67%
Nodal Officer not polite/courteous	0.00%	0.00%	0.00%
Nodal Officer not equipped with adequate information	0.00%	33.33%	0.00%
Time taken by Nodal Officer for redressal is too long	0.00%	100.00%	33.33%
Nodal Officer was unable to understand the problem	0.00%	33.33%	33.33%
Others	0.00%	33.33%	0.00%

Awareness about the contact details of the appellate authority	Sify	BSNL - Jharkhand	BSNL - Bihar
Yes	0.52%	5.19%	3.68%
No	99.48%	94.81%	96.32%

Filed any appeal in last 12 months	Sify	BSNL - Jharkhand	BSNL - Bihar
Yes	0.00%	25.00%	21.43%
No	100.00%	75.00%	78.57%

Received any acknowledgement for the complaint filed	Sify	BSNL - Jharkhand	BSNL - Bihar
Yes	NA	60.00%	66.67%
No	NA	40.00%	33.33%

Any decision taken by the appellate authority within 3 months of filing the appeal	Sify	BSNL - Jharkhand	BSNL - Bihar
Yes	NA	20.00%	33.33%
No	NA	40.00%	0.00%
Appeal filed recently	NA	40.00%	66.67%

Awareness about item-wise usage charge details for prepaid users	Sify	BSNL - Jharkhand	BSNL - Bihar
Yes	64.07%	50.00%	50.00%
No	35.93%	50.00%	50.00%

Ever denied of request for item-wise usage charge details for prepaid connection	Sify	BSNL - Jharkhand	BSNL - Bihar
Yes	0.43%	0.00%	0.00%
No	99.57%	100.00%	100.00%

Reasons for denial	Sify	BSNL - Jharkhand	BSNL - Bihar
No reason provided	0.00%	NA	NA
technical problem	100.00%	NA	NA
others	0.00%	NA	NA

Manual of practice provided while subscribing for new broadband connection	Sify	BSNL - Jharkhand	BSNL - Bihar
Yes	35.86%	15.63%	25.00%
No	64.14%	84.38%	75.00%

## Questionnaire – Wireline Survey

**Name:** \_\_\_\_\_ **Gender:** ☐ Male ☐ Female  
**Tel:** \_\_\_\_\_ **Age(in years):** ☐ less than 25 ☐ 25-60 ☐ more than 60

Usage	STD Code	Telephone Number	Type : 1 Residential 2 Commercial
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[illegible][illegible]

**Operator:**  Airtel  BSNL  RCOM **User Type:**  Postpaid  Prepaid

7 TATA    8 MTNL    11 HFCL    12 Shyam

**State:** **District**

**Address:**

**Name of SDCA (only for surveyor):** ..... **Mode of Interview:** ☒ 1 Telephonic ☐ 2 In-person

Name of Exchange (only for surveyor).....

Dear Sir / Madam, Good ..... . Hi, I am ..... from IMRB International one of the leading Market Research agencies in India. We are currently doing a study on behalf of TRAI (Telecom Regulatory Authority of India) to assess the satisfaction of consumers with the services provided by their respective service providers. Your responses would go a long way in determining the quality of service provided by your service provider. This will help TRAI to take necessary steps to improve the services further. The survey would take 15 minutes at best.

We assure you that your responses would be merged with the responses of others who are contacted in the survey. We also assure you that nowhere your identity would be revealed to either TRAI or your service provider.

## QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

## A. SERVICE PROVISION

1. When did you last apply for a phone connection?	<input type="checkbox"/> 1 Less than 6 months <input type="checkbox"/> 2 6-12 months <input type="checkbox"/> 3 More than 12 months → <b>(If &gt;12 month, go to Q 4)</b>
2. How much time was taken to get the telephone connection installed and activated after you applied for it?	<input type="checkbox"/> 1 More than 30 days <input type="checkbox"/> 2 16-30 days <input type="checkbox"/> 3 7-15 days <input type="checkbox"/> 4 Less than 7 days
3. How satisfied are you with time taken to provide working phone connection?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
4. How satisfied are you with the time taken for shifting of telephone, in case you had sought shifting of telephone in the last six months?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 9 Not applicable

5. In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 9 Not applicable
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**B. BILLING RELATED (only for postpaid customers) (for pre-paid customer go to Question 11)**

6. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
7(a). How satisfied are you with the accuracy of the bills?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q7(a))</b>  7(b) Please specify the reason(s) for your dissatisfaction <b>(MULTI CODING POSSIBLE)</b>	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____ _____
8. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No    —————> <b>(If no, go to Q 10 (a))</b>
9. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
10(a). How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q10(a))</b>  10(b) Please specify the reason(s) for your	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language

dissatisfaction(MULTI CODING POSSIBLE)	<input type="checkbox"/> 3 Calculations not clear
	<input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given
	<input type="checkbox"/> 5 Others (please specify) _____ _____

**For Prepaid Customers only**

11. How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied
	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied

**C. HELP SERVICES/CUSTOMER CARE**

12. Did you complain or make a query in the last 12 months to the customer care/helpline/ call centre toll free number of your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————→ (If no, go to Q 17)	
13. How satisfied are you with the ease of access of call centre/customer care or helpline?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 4 Very Satisfied
14. How satisfied are you with the response time taken to answer your call by a customer care executive?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 4 Very Satisfied
15. How satisfied are you with the problem solving ability of the customer care executive(s)?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 4 Very Satisfied
16. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 4 Very Satisfied

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

17. How satisfied are you with the availability of working telephone (dial tone)?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 4 Very Satisfied
18. How satisfied are you with the ability to make or receive calls easily?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 4 Very Satisfied
19. How satisfied are you with the voice quality?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 4 Very Satisfied

**E. MAINTAINABILITY (FAULT REPAIR)**

20. Have you experienced fault in your telephone connection in the last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————→ (If no, go to Q 24)	
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21. How many time your telephone became faulty in the last one month.	<input type="checkbox"/> 1 More than 3 times <input type="checkbox"/> 2 2-3 times <input type="checkbox"/> 3 One time <input type="checkbox"/> 4 Nil
22. How long did it take generally for repairing the fault after lodging complaint?	<input type="checkbox"/> 1 more than 7 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 4 1 day
23. How satisfied are you with the fault repair service?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied

**F. SUPPLEMENTARY SERVICES**

24. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 26(a))
25. How satisfied are you with the quality of the supplementary services provided?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied

**G. OVERALL CUSTOMER SATISFACTION**

26(a). How satisfied are you with the overall quality of your telephone service?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q26(a))</b>  26(b) Please specify the reason(s) for your dissatisfaction <b>(INTERVIEWER TO ASK REASONS FOR DISSATISFACTION, RECORD THE VERBATIM)</b>	1. _____ _____ 2. _____ _____ 3. _____ _____

**H. GENERAL INFORMATION**

<b>(Ask this question only if 1 OR 2 is coded in Q1)</b>  27. 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?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
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28. Have you terminated a Telephone Phone connection that you had in the last 12 months	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <b>(If no, go to Q 32)</b>
29. If yes, please name your previous service provider?	<input type="checkbox"/> 1 Airtel <input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 RCOM <input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam
30. How many days were taken for termination of your connection?	<input type="checkbox"/> 1 more than 7 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 4 1 day
31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32. Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Do not mind receiving such calls/SMS
<b>(Ask only if yes in Q32)</b>  33. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS	<input type="checkbox"/> 1 Continued receiving <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 4 Stopped receiving

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

34. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
35. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of? <b>(MULTI CODING POSSIBLE)</b>	<input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer <input type="checkbox"/> 3 Appellate Authority <input type="checkbox"/> 4 None of these
36. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?	<input type="checkbox"/> 1 Yes

	<input type="checkbox"/> 2 No —————→ (if no go to Q 42)
37. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.	<input type="checkbox"/> 1 No docket number received even on request <input type="checkbox"/> 2 No docket number received for most of the complaints <input type="checkbox"/> 3 Docket number received for most of the complaints
38. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
39. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q.39)</b> 40. Please specify the reason(s) for your dissatisfaction <b>(MULTI CODING POSSIBLE)</b>	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
41. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 9 Not applicable
42. Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No —————→ (if no go to Q 48)
43. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No —————→ (if no go to Q 48)

44. Can you approach your Nodal Officer easily?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
45. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
46. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q46)</b>  47. Please specify the reason(s) for your dissatisfaction <b>(MULTI CODING POSSIBLE)</b>	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      → <b>(if no go to Q 52)</b>
49. Have you filed any appeal to the appellate authority in the prescribed form in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      → <b>(if no go to Q 52)</b>
50. Did you receive any acknowledgement from the appellate authority?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
<b>(Q52 to Q54 are for prepaid customers only)</b>	
52. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
53. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <b>(if no go to Q 55)</b>
54. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given

	<input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
<b>For new customers only(Subscribed in last 6 months)</b>  55. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

**THANK & TERMINATE**

**Questionnaire - Cellular mobile telephone service**

**Name:** \_\_\_\_\_ **Gender:** ☐ 1 Male ☐ 2 Female  
**Mobile No.** \_\_\_\_\_ **Age(in years):** ☐ 1 less than 25 ☐ 2 25-60 ☐ 3 more than 60  

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**Occupation:** ☐ 1 Service ☐ 2 Business/self employed ☐ 3 Student ☐ 4 Housewife ☐ 5 Retired

**Operator:** ☐ 1 Airtel ☐ 2 Vodafone ☐ 3 Idea ☐ 4 BSNL **Area:** ☐ 1 Rural ☐ 2 Urban  
☐ 5 RCOMm ☐ 6 Aircel ☐ 7 TATA ☐ 8 MTNL **User Type:** ☐ 1 Prepaid ☐ 2 Postpaid  
☐ 9 Spice ☐ 10 BPL ☐ 11 HFCL ☐ 12 Shyam **Type:** ☐ 1 GSM ☐ 2 CDMA  
☐ 13 RTL ☐ 14 RISL ☐ 15 Dishnet ☐ 16 Others (Specify).....

**State:** \_\_\_\_\_ **District** \_\_\_\_\_ **Mode of interview:** ☐ 1 Telephonic ☐ 2 In-person  
**Address:** \_\_\_\_\_

Dear Sir / Madam, Good ..... Hi, I am ..... from IMRB International one of the leading Market Research agencies in India. We are currently doing a study on behalf of TRAI (Telecom Regulatory Authority of India) to assess the satisfaction of consumers with the services provided by their respective service providers. Your responses would go a long way in determining the quality of service provided by your service provider. This will help TRAI to take necessary steps to improve the services further. The survey would take 15 minutes at best.

We assure you that your responses would be merged with the responses of others who are contacted in the survey. We also assure you that nowhere your identity would be revealed to either TRAI or your service provider.

### A. SERVICE PROVISION

1. When did you last apply for mobile phone connection?	<input type="checkbox"/> 1 less than 6 month <input type="checkbox"/> 2 6-12 month <input type="checkbox"/> 3 more than 12 month <b>→ (If more than 12 month, go to Q 4)</b>
2. How much time was taken to get the working connection (activation) after you applied and completed all formalities?	<input type="checkbox"/> 1 more than 7 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 4 1 day
3. How satisfied are you with the time taken to activate the mobile connection, after you applied and completed all formalities?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
4. In case your connection was temporarily suspended due to non-payment of bills, how satisfied are you with the time taken to reactivate service after you made the payment?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 9 Not applicable

### B. BILLING RELATED – PREPAID CUSTOMER

5(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q5(a))</b>  5(b) Please specify the reason(s) for your dissatisfaction <b>(MULTI CODING POSSIBLE)</b>	<input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify)

### C. BILLING RELATED – POSTPAID CUSTOMER

6. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
7(a). How satisfied are you with the accuracy of the bills?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q7(a))</b>	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed

7(b). Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____ _____
8. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      → (If no, go to Q 10(a))
9. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
10(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q10(a))</b>  10(b) Please specify the reason(s) for your dissatisfaction <b>(MULTI CODING POSSIBLE)</b>	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify)

**D. HELP SERVICES/CUSTOMER CARE**

11. Did you complain or make a query in the last 12 months to the customer care/helpline/ call centre toll free number of your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      → (If no, go to Q 16)
12. How satisfied are you with the ease of access of call centre/customer care or helpline?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
13. How satisfied are you with the response time taken to answer your call by a customer care executive?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied

14. How satisfied are you with the problem solving ability of the customer care executive(s)?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied
	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied
15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied
	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied

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

16. How satisfied are you with the availability of signal of your service provider in your locality?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied
	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied
17. How satisfied are you with the ability to make or receive calls easily?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied
	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied
18. How often do your calls drop during conversation?	<input type="checkbox"/> 1 Very Frequently	<input type="checkbox"/> 2 Frequently
	<input type="checkbox"/> 3 Occasionally	<input type="checkbox"/> 4 Never
19. How satisfied are you with the voice quality?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied
	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied

**F. MAINTAINABILITY**

20. How often your mobile handset faces problem of signal?	<input type="checkbox"/> 1 Very Frequently	<input type="checkbox"/> 2 Frequently
	<input type="checkbox"/> 3 Occasionally	<input type="checkbox"/> 4 Never
21. How satisfied are you with the availability of network (signal)?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied
	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied
22. How satisfied are you with the restoration of network (signal) problems?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied
	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied

**G. SUPPLEMENTARY SERVICES/VALUE ADDED SERVICES**

23. Do you use value added services like roaming, ring tone, GPRS, e-mail, voice mail or any other such services	<input type="checkbox"/> 1 Yes
	<input type="checkbox"/> 2 No → (If no, go to Q 26(a))

24. Did the service provider have your explicit consent before providing the chargeable value added service such as ring tone, e-mail/GPRS, voice mail etc.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
25. How satisfied are you with the quality of the supplementary / value added services provided?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied

**G. OVERALL CUSTOMER SATISFACTION**

26(a). How satisfied are you with the overall quality of your mobile service?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q26(a))</b>  26(b) Please specify the reason(s) for your dissatisfaction <b>(INTERVIEWER TO ASK REASONS FOR DISSATISFACTION, RECORD THE VERBATIM)</b>	1. _____ _____ 2. _____ _____ 3. _____ _____

**H. GENERAL INFORMATION**

<b>(Ask this question only if 1 OR 2 is coded in Q1)</b> 27. 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?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
28. Have you terminated your Mobile Phone connection in the last 12 months	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <b>(If no, go to Q 32)</b>
29. If Yes, please name your previous service provider?	<input type="checkbox"/> 1 Airtel <input type="checkbox"/> 2 Vodafone <input type="checkbox"/> 3 Idea <input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 RCOMm <input type="checkbox"/> 6 Aircel <input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 9 Spice <input type="checkbox"/> 10 BPL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam <input type="checkbox"/> 13 RTL <input type="checkbox"/> 14 RISL <input type="checkbox"/> 15 Dishnet <input type="checkbox"/> 16 Others



	(Specify) _____
30. How many days were taken by previous service provider for termination of your Mobile Phone connection?	<input type="checkbox"/> 1 more than 7 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 4 1 day
31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32. Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls / SMS?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Do not mind receiving such calls/SMS
<b>(Ask only if yes in Q32)</b> 33a. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS	<input type="checkbox"/> 1 Continued receiving <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 4 Stopped receiving
33b. Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
<b>{Ask only if answered yes in Q 33 (b)}</b> 33c. Please indicate the outcome of your complaint?	<input type="checkbox"/> 1 Complaint was registered by the service provider <input type="checkbox"/> 2 Service provider refused to register the complaint
33d Please tell me the telephone number and the company/ agency from which the unsolicited calls/ SMS received? <b>(INTERVIEWER TO RECORD VERBATIM RESPONSE IN THE SPACE PROVIDED)</b>	   

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

34. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
35. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you	<input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer <input type="checkbox"/> 3 Appellate Authority

aware of? <b>(MULTI CODING POSSIBLE)</b>	<input type="checkbox"/> 4 None of these
36. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 42)
37. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.	<input type="checkbox"/> 1 No docket number received even on request <input type="checkbox"/> 2 No docket number received for most of the complaints <input type="checkbox"/> 3 Docket number received for most of the complaints
38. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
39. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q.39)</b>  40. Please specify the reason(s) for your dissatisfaction <b>(MULTI CODING POSSIBLE)</b>	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
41. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 9 Not applicable
42. Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 48)
43. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q48)

care?	
44. Can you approach your Nodal Officer easily?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
45. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
46. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q46)</b>  47. Please specify the reason(s) for your dissatisfaction <b>(MULTI CODING POSSIBLE)</b>	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → <b>(if no go to Q 52)</b>
49. Have you filed any appeal to the appellate authority in the prescribed form in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → <b>(if no go to Q 52)</b>
50. Did you receive any acknowledgement from the appellate authority?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
<b>(Q52 to Q54 are for prepaid customers only)</b>  52. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
53. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <b>(if no go to Q 55)</b>

<p>54. What were the reason(s) for denying your request?</p>	<p><input type="checkbox"/> 1 No reason given</p> <p><input type="checkbox"/> 2 technical problem</p> <p><input type="checkbox"/> 3 Others (please specify)</p>
<p><b>For new customers only(Subscribed in last 6 months)</b></p> <p>55. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p>

**THANK & TERMINATE**

## Questionnaire - Broadband service

Name: \_\_\_\_\_

**Gender:** ☒ 1 Male ☐ 2 Female

**Tel:** \_\_\_\_\_ **Age (in years):** ☒ 1 less than 25 ☐ 2 25-60 ☐ 3 more than 60

**Usage**

--	--	--	--	--	--	--	--	--	--

**Type :**

1
---

 Residential 

2
---

 Commercial

[illegible]

E-mail ID

[illegible]

Operator: 1  
4 BSNL 5

Airtel

RCOM ☐ 8 MTNL **Area:** ☒ 1 Rural ☐ 2 Urban

**11** HFCL    **21** VSNL    **22** Sify    **23** Asianet    **User Type:** **1** Prepaid    **2** Postpaid

24 Ortel      25 You Telcom      26 Hathway      27 Others\_\_\_\_\_

**State:** **District**

**Mode of interview:** ☐ 1 Telephonic ☐ 2 In-person ☒ 3 e-mail ☐ 4 Web/online

**Address:**

Name of SDCA (only for surveyor): .....

**Name of POP (only for surveyor).....**

Dear Sir / Madam, Good ..... Hi, I am ..... from IMRB International one of the leading Market Research agencies in India. We are currently doing a study on behalf of TRAI (Telecom Regulatory Authority of India) to assess the satisfaction of consumers with the services provided by their respective service providers. Your responses would go a long way in determining the quality of service provided by your service provider. This will help TRAI to take necessary steps to improve the services further. The survey would take 15 minutes at best.

We assure you that your responses would be merged with the responses of others who are contacted in the survey. We also assure you that nowhere your identity would be revealed to either TRAI or your service provider.

## QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

### A. SERVICE PROVISION

1. After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?	<input type="radio"/> 1 Within 15 working days	<input type="radio"/> 2 More than 15 working Days
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?	<input type="radio"/> 1 Very Dissatisfied	<input type="radio"/> 2 Dissatisfied
	<input type="radio"/> 3 Satisfied	<input type="radio"/> 4 Very Satisfied

3. In case your connection was temporarily suspended due to non-payment of bills, how satisfied are you with the time taken to reactivate service after you made the payment?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied
	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied
	<input type="checkbox"/> 9 Not applicable	

**B. BILLING RELATED - POSTPAID CUSTOMER**

4. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied
	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied
5(a). How satisfied are you with the accuracy of the bills?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied
	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q5(a))</b>  5(b) Please specify the reason(s) for your dissatisfaction( <b>MULTI CODING POSSIBLE</b> )	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not requested <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify)	
6. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <span style="margin-left: 50px;">→ (If no, go to Q 8(a))</span>	
7. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied
	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied
8(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied
	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q8(a))</b>  8(b) Please specify the reason(s) for your dissatisfaction( <b>MULTI CODING POSSIBLE</b> )	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify)	

**C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY**

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q9(a))</b>  9(b) Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____

**D. HELP SERVICE**

10. Did you complain or make a query in the last 12 months to the customer care/ helpdesk/ centre toll free number of your operator?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No    → (If no, go to Q 15)
11. How satisfied are you with the ease of access of customer care or helpdesk/toll free number?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
12. How satisfied are you with the response time taken to answer your call by a customer care executive?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
13. How satisfied are you with the problem solving ability of the customer care executive(s)?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
14. How satisfied are you with the time taken by call centre/customer care /helpdesk to resolve your complaint?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied

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

15. How satisfied are you with the speed of Broadband connection?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
16. How satisfied are you with the amount of time for which service is up and working?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied

**F. MAINTAINABILITY**

17. How often do you face a problem with your Broadband connection?	<input type="checkbox"/> 1 Very Frequently <input type="checkbox"/> 2 Frequently <input type="checkbox"/> 3 Occasionally <input type="checkbox"/> 4 Never
<b>(Ask if response to Q17 is Frequently/Very Frequently)</b>  18. What was the broadband connection problem faced by you in last twelve months related to, please specify( <b>MULTI CODING POSSIBLE</b> )	<input type="checkbox"/> 1 Problem was related to my computer hardware/software <input type="checkbox"/> 2 Problem was related to the broadband connection and modem provided by the service provider.
19. How satisfied are you with the time taken for restoration of Broadband connection?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied

**G. SUPPLEMENTARY SERVICES**

20. Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc. provided by the Broadband Service providers	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → <b>(If no, go to Q 22(a))</b>
21. How satisfied are you with the quality of such supplementary services provided?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied

**H. OVERALL CUSTOMER SATISFACTION**

22(a). How satisfied are you with the overall quality of your Broadband service?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q22(a))</b>  22(b) Please specify the reason(s) for your dissatisfaction( <b>INTERVIEWER TO ASK REASONS FOR DISSATISFACTION, RECORD THE VERBATIM</b> )	1. _____ _____ 2. _____ _____ 3. _____ _____

**H. GENERAL**

23. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
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**Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007**

24. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
25. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of? <b>(MULTI CODING POSSIBLE)</b>	<input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer <input type="checkbox"/> 3 Appellate Authority <input type="checkbox"/> 4 None of these
26. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      —————> <b>(if no go to Q 32)</b>
27. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.	<input type="checkbox"/> 1 No docket number received even on request <input type="checkbox"/> 2 No docket number received for most of the complaints <input type="checkbox"/> 3 Docket number received for most of the complaints
28. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
29. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q.29)</b>  30. Please specify the reason(s) for your dissatisfaction  <b>(MULTI CODING POSSIBLE)</b>	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
31. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 9 Not applicable

32. Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 38)
33. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q38)
34. Can you approach your Nodal Officer easily?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
35. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
36. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q36)</b>  37. Please specify the reason(s) for your dissatisfaction  <b>(MULTI CODING POSSIBLE)</b>	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
38. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 42)
39. Have you filed any appeal to the appellate authority in the prescribed form in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 42)
40. Did you receive any acknowledgement from the appellate authority?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
41. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently

<p><b>(Q42 to Q44 are for prepaid customers only)</b></p> <p>42. Are you aware that a prepaid customer can get item-wise usage charge details, on request?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No      (if no go to Q 45)</p>
<p>43. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No      (if no go to Q 45)</p>
<p>44. What were the reason(s) for denying your request?</p>	<p><input type="checkbox"/> 1 No reason given</p> <p><input type="checkbox"/> 2 technical problem</p> <p><input type="checkbox"/> 3 Others (please specify)</p>
<p><b>For new customers only(Subscribed in last 6 months)</b></p> <p>45. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p>

**THANK & TERMINATE**