

Haryana Service Area

December, 2014



Report on

- 1. Assessment of Customer perception of Service and*
- 2. Implementation and Effectiveness of Various regulations, directions and orders issued by TRAI in the interest of consumers*

Submitted to :

Telecom Regulatory Authority of India



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EXECUTIVE SUMMARY

1 Customer Satisfaction Survey -Basic Service (Wireline)

Subscribers' perception of Basic (wireline) service was assessed for "7" defined parameters through 22 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2012 through 11 questions. As regard to the **Haryana Service Area** performance of operators, there are only two operators – BSNL and Airtel – providing wireline service. Airtel is not providing service in the rural areas which were selected for the survey. Both of the operators were unable to meet many of the prescribed parameters of performance. The findings with respect to major parameters on quality of service are as follows:

1.1: Customer satisfaction with overall services (Benchmark >90%).

The customer perception of overall satisfaction level is good in Haryana service area as **both the two operators - Airtel and BSNL - could meet the benchmark of 90%**. BSNL was also able to meet the benchmark in the rural area.

- In terms of **customers satisfied**, the achievement level of the operators was 92.2% (Airtel) and 94.3% (BSNL). BSNL scored 91.5% of satisfied customers in the rural area.
- The **higher** percentages of **customers satisfied** were found with BSNL (95.5%) in urban area.

1.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is not good in Haryana service area as **only Airtel could meet the benchmark of 95%** - BSNL could not meet the benchmark both in urban as well as rural areas of Haryana

- In terms of **customers satisfied**, the achievement level of the operators was 95% (Airtel) and 93.1% (BSNL). In rural area, BSNL attained 91.5% of satisfied customers.
- The **higher** percentages of **customers satisfied** were found with Airtel in urban areas.

1.3: Billing (Benchmark >95%)

None of the service providers had prepaid customers. Hence, the survey was conducted only for post-paid customers. **Only BSNL could meet the benchmark of 95%, but only in urban areas.**

- In terms of **customer satisfaction**, the achievement level of the operators was 92.7% (Airtel) and 95.5% (BSNL). In rural area BSNL had 92.6% satisfied customers.
- The **higher** percentages of **customers satisfied** were found with BSNL (96.8%) in urban areas.



1.4: Maintainability (**Benchmark >95%**)

The customer perception of the parameter maintainability is not good for the basic service in Haryana as **only BSNL could meet the benchmark of 95%, but only in urban area.**

- In terms of **customers satisfied**, the achievement level of the operators was 93.6% (Airtel) and 94.9% (BSNL). BSNL had 93.1% satisfied customers in rural area.
- The **higher** percentages of **customers satisfied** were found with BSNL (95.6%) in urban area.

1.5: Help Services/ Customer Care (**Benchmark >90%**)

The customer perception of the parameter help service/ customer care is good in Haryana. Both Airtel and BSNL could meet the **benchmark of 90% in urban area.** In rural area also BSNL almost met the benchmarks.

- In terms of **customers satisfied**, the achievement level of the operators was 93.6% (Airtel) and 93.1% (BSNL). In rural area, BSNL had 89.9% satisfied customers.
- The percentages of **satisfied customers** were found to be slightly higher in the case of BSNL (94.6%).

1.6: **Consumers Protection and Redressal of Grievances**

- In Haryana, awareness about the redressal mechanism is quite low as subscribers are mostly aware about the toll free number of customer care. Awareness about higher stage of redressal mechanism such as Appellate Authority was found to be less than 1%.
- Over 14% of consumers had lodged their complaint through toll free numbers. This was found to be much higher in the case of urban areas (15.2%) then in the rural areas (10.1%).
- Overall level of Satisfaction with toll free consumer care was found to be 5.04.



2 Customer Satisfaction Survey (Cellular Mobile)

Subscribers' perception of cellular service was assessed for "7" defined parameters through 23 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 17 questions. As regard to the **Haryana service area** performance of operators, very few of the operators are meeting the prescribed parameters' benchmark with respect to quality of service. None of the operators were able to meet all the prescribed parameters of performance. The findings with respect to major parameters on quality of service are as follows:

2.1: Customer satisfaction with overall services (Benchmark >90%)

The customer perception of overall satisfaction level is good in both urban and rural areas of Haryana service area as **all the seven operators had met the benchmark of 90%** except Videocon in rural areas.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 90.0% to 97.9% in urban area and from 89.5% to 95.7% in rural area.
- The **highest** percentages of customers satisfied were found with Airtel, both in urban and rural areas.
- The **lowest** percentages of customers satisfied were found with Videocon, both in urban and rural areas.

2.2: Network Performance (Benchmark >95%)

The customer perception of the network performance parameter is **poor in Haryana Service Area** as only Airtel and Vodafone **in both urban and in rural areas met the benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 72.3% to 98.2% in urban areas and from 68.5% to 95.5% in rural areas.
- The **highest** percentages of **customers satisfied** were found with Vodafone in urban as well as in rural areas.
- The **lowest** percentages of **customers satisfied** were found with Videocon in urban as well as in rural areas.

2.3: Billing (Benchmark >95%)

The survey was conducted separately for post-paid and pre-paid customers. In the case of **pre paid services** in rural areas only three (BSNL, Idea & Vodafone) out of seven operators were found to be meeting the benchmark of >95%. In urban areas two operators (Reliance & Videocon) were not meeting the benchmark. In the case of **post paid service**, the situation is quite bad as only two out of seven in urban areas and none in rural areas were found to be meeting the benchmark of >95%

- In terms of **customers satisfied**, the achievement level of the operators, in the case of **pre-paid segment**, ranged from 90.6% to 97.9% in urban area and from 88.8% to 97.1% in rural area. Whereas in the case of **post-paid**, it ranged from 81.3% to 97.4% in urban area and from 81% to 93.8% in rural areas.
- The **highest percentage of satisfied consumers** with billing services, in **pre-paid segment** was achieved by Vodafone in urban as well as in rural areas. In the case of **post paid segment** the highest percentage of satisfied consumer was attained by Airtel in urban as well as rural areas.
- The **lowest percentage of satisfied consumers** with billing service in the **pre-paid segment** was achieved by Videocon in urban as well as in rural areas. In the case of **post-paid segment** the **lowest percentage of consumers** was attained TTSL in urban area and Idea in rural area.

2.4: Maintainability (Benchmark >95%)



While recording the customer perception on maintainability (fault repair service) parameter in Haryana Service Area, it was found that **Vodafone had met in both urban and rural areas and Airtel in urban areas had met the benchmark of >95%. The performance of Airtel was almost to the benchmark (94.9%) in rural area.**

- In terms of **customers satisfied**, the achievement level of the operators ranged from 78.2% to 96.3% in urban areas and 53.9% to 95.3% in urban areas.
- The **highest percentage of customer satisfied** was found with Vodafone in both urban and in rural areas.
- The **lowest percentages of customer satisfied were** found with Videocon in both urban and in rural areas.

2.5: Help Services/ Customer Care (**Benchmark >90%**)

The customer perception of the parameter help service/ customer care is quite well as **five operators in urban areas and four operators in rural areas managed to meet the benchmark of 90%.**

- In terms of **customers satisfied**, the achievement level of the operators ranged from 82.1% to 96.4% in urban areas and 79.1% to 94.8% in rural areas.
- The **highest percentage of customers satisfied** was found with Vodafone, both in urban as well as in rural areas.
- The **lowest percentages of customers satisfied were** found with Videocon, again both in urban as well as rural areas.

2.6: Supplementary services (**Benchmark >90%**)

The customer perception of the supplementary services parameter is mixed as in urban areas all the operators met the benchmark and on the other side in rural areas only two operators **met the benchmark of 90%**

In terms of **customers satisfied**, the achievement level of the operators ranged from 90.0% to 96.4% in urban area and from 84.9% to 92.1% in rural area.

- The **highest percentages of customers satisfied** were found with Airtel in urban areas and Idea in rural areas.
- The **lowest percentages of customers satisfied** were found with BSNL & Videocon urban areas and Airtel in rural areas.



2.7: Consumers Protection and Redressal of Grievances

- Overall 23% had registered for blocking unsolicited commercial calls/SMSs - 26.1% in urban area and 15.4% in rural area. This shows the difference in awareness in urban and rural areas for registering to block the unsolicited calls and SMSes .
- Lodging complaint in case unsolicited call/SMS have not stopped in spite of registration for the same as 23.3% had put complaint in this regard - 25.8% in urban areas and 13.6% in rural areas.
- Level of satisfaction with ease of lodging complaint in case of unsolicited call/SMS have not stopped was found to be 4.13 on a scale of 1-7.
- Almost all (97%) of the surveyed customers were aware of Toll free consumer care number.
- Overall 28.6% respondents made complaint to the toll free consumer care number- 32.1% in urban area as compared to 20.1% in rural areas.
- Overall only 2.3% consumers were found to be aware about Appellate authority –2.6% in urban areas where as in rural areas it was further low at 1.5%.
- Around 5% of the urban customers and 3% of rural customers had the facility of number portability in Haryana.



3 Customer Satisfaction Survey (Broadband)

Subscribers' perception of Broadband service was assessed for "7" defined parameters through 21 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2012 through 7 questions. **Altogether three operators were covered in Haryana Service Area. They are Airtel, BSNL and You Broadband.** As regard to the performance of these operators in **Haryana Service Area**, only Airtel and BSNL were meeting most of the prescribed benchmarks. The service of You Broadband was low as it was unable to meet benchmarks on four of the important parameters. The findings with respect to major parameters on quality of service are as follows:

3.1: Customers satisfied with overall services (Benchmark >85%)

The customer perception of overall service is good in Haryana Service Area as **Airtel and BSNL had met the benchmark of 85% in urban Area.** BSNL also met the benchmark in the rural area of Haryana.

- In terms of **customers satisfied**, the achievement level of the operators was 83.1% (You BB) to 92.1% (Airtel). BSNL scored 85.6% of satisfied customers in the rural areas.
- The **highest** percentages of **customers satisfied** were found with Airtel (92.1%) in urban area.

3.2: Network Performance (Benchmark >85%)

The customer perception of the parameter network performance is not good in Haryana Service Area as only Airtel was meeting the **benchmark of 85%.**

- In terms of **customers satisfied**, the achievement level of the operators was 74.9% (BSNL) to 91.5% (Airtel) in urban area. BSNL has 70.8% of satisfied customers in the rural areas.
- The **highest** percentages of **customers satisfied** were found with Airtel (91.5%) in urban area.

3.3: Billing (Benchmark >90%)

Only one of the operators, **You Broadband**, was providing prepaid services in Haryana Service Area. It has only 76.5% **satisfied** customers, which is below the prescribed benchmark of >90%.

In the case of **Postpaid**, **both of the operators (Airtel and BSNL) met the benchmark of 90%** in Haryana.

- In terms of **customers satisfied**, the achievement level of the operators was 91.0% (BSNL) to 98.4% (Airtel). BSNL has 90.6% of satisfied customers in the rural areas.
- The **highest** percentages of **customers satisfied** were found with Airtel (98.4%) in urban area.



3.4: Maintainability (Benchmark >85%)

The customer perception of the parameter maintainability is good in Haryana Service Area as Airtel and BSNL were found to be meeting the benchmark of 85%.

- In terms of **customers satisfied**, the achievement level of the operators was 82.1% (You BB) to 93.9% (Airtel). BSNL has 86.9% of satisfied customers in the rural areas.
- The **highest** percentages of **customers satisfied** were found with Airtel (93.9%) in urban area.

3.5: Help Services/ Customer Care (Benchmark >90%)

The customer perception of the parameter help service/ customer care is not good as only Airtel could meet the benchmark of 90%. BSNL performance in urban area had just been able to meet the benchmark

- In terms of **customers satisfied**, the achievement level of the operators was 81.7% (You BB) to 97.2% (Airtel). BSNL has 87.6% of satisfied customers in the rural areas.
- The **highest** percentages of **customers satisfied** were found with Airtel (97.2%) in urban area.

3.6: Consumers Protection and Redressal of Grievances

- Most of the broadband subscribers (93.3%) contacted during the survey were found to be aware of the toll free consumer care number.
- Altogether around half of the subscribers had had lodged complaint to the toll free consumer care number - higher in urban areas (49.5%) in comparison to rural areas (42.4%).
- Overall awareness of the appellate authority was found to be low (2.2%).
- Of those who were aware of the appellate authority around 46.3% had filed appeal about their grievances.
- Customers were generally satisfied with fair usage policy which was measured at 4.34 on a scale of 1 to 7.



1. INTRODUCTION

Provision of world class telecommunication infrastructure and information is the key to rapid economic and social development of the country. While expansion in number of subscribers and growth of tele-density are important quantitative goals in this sector, it is important to pay attention to the Quality of Service to customers through regulatory mechanism.

The Telecom Regulatory Authority of India was established in 1997 through an Act of Parliament namely, the Telecom Regulatory Authority of India Act 1997 as amended by TRAI (Amendment) Act 2000. The Framework for consumer protection is to “Lay down the standards of quality of service to be provided by the Operator and ensure the quality of service and conduct the periodical survey of such service provided by the Operator so as to protect interest of the customers of telecommunication service”¹.

While the TRAI is the regulatory body under the Act, TDSAT is the body responsible for settlement of telecom disputes. However, individual consumer complaints do not come under the purview of either TRAI or TDSAT. Considering the fact that individual customers can not seek redressal from TRAI or TDSAT, TRAI has taken number of steps to issue various directions, regulations and orders as measures to protect the interest of the customers.

In this concern, TRAI initiates study to assess the quality of telecom services every year. The study covers whole India comprising four metros and three circles for Basic Wireline and Cellular services. The main aim of the survey is to assess the implementation and effectiveness of the regulations, directions and orders mentioned below:

- The Telecom Commercial Communications Customer Preference Regulations, 2010
- Quality Of Service Of Broadband Service Regulations, 2006
- Telecom Consumers Protection Regulations, 2012
- Telecom Consumers Complaint Redressal Regulations, 2012
- The Standards Of Quality Of Service Of Basic Telephone Service (Wire-line) And Cellular Mobile Telephone Service Regulations, 2009
- Telecommunication Mobile Number Portability Per Port Transaction Charge And Dipping Charge Regulations, 2009

In January 2012, TRAI Published, “**Telecom Consumer Complaint Redressal Regulation, 2012 (1 of 2012)**”. The main objective of this regulation is to lay down the norms for all Access Service Providers (including BSNL and MTNL) providing, basic, cellular and broadband services, in order to handle the complaints of aggrieved customers. The main salient features of this regulation are:

- a. **Establish complaint centre:**
 - i. Each Telecom Operators would be required to establish **complaint centre** for redressal of complaints and for addressing service requests of its consumers (as per accordance with the same regulation passed in 2007).
 - ii. These Complaint centre shall provide the service in local language of that service area in addition to Hindi and English.

¹ www.trai.gov.in



- iii. Complaint Centre shall be accessible to the consumers between 0800 hrs and 2400 hrs on all days of the week.
 - iv. Deployment of sufficient number of employee
 - v. A widely publicized toll free “Consumer Care Number” having sufficient lines or connections
 - vi. Establishment of ‘Web Based Complaint Monitoring System’ to enable the consumer to monitor the status of their complaint
- b. **Appeal to Appellate Authority:**
- i. To appoint one or more Appellate Authority in each licensed service area.
 - ii. To give public notice in a news paper (Hindi, English and other language of the area) the address of the appellate authority and the telephone number, e-mail address, facsimile number and other means of contacting the secretariat of the appellate authority and the procedure for filing the appeal, and, thereafter, give such public notice at least once in twelve months in the same manner;
 - iii. Every service provider to establish Advisory Committee to examine and render advice on the appeals filed before the Appellate Authority.
 - iv. On receipt of appeal, this should be acknowledged by sending unique appeal number through SMS or email to consumers.
 - v. A copy of the appeal should be sent to the service provider for filing reply within seven days
 - vi. The reply should be sent to Advisory committee within two days of reply received from service provider which would give advice placed before the committee within 15 days.
 - vii. All service providers shall submit to the Authority the number of appeal received every month, their disposal and pending appeals along with other required particular.
- II. The information as above complaint centres and also contact details of Appellate Authority should also be widely publicized in national and local newspaper, sales outlets, web-site and back side of their Invoice/ Bills being sent to customers.
- III. The complaint centre and Appellate Authorities would follow the time lines as given in Telecom Regulation Complaint Redressal Regulations, 2012 published by TRAI

Voluntary Organization in the interest of Consumer Education (VOICE), with registered office at, O-45, Basement, Ring Road, Lajpat Nagar II New Delhi was awarded the contract for the **North Zone** comprising eight circles – Delhi, Haryana, Rajasthan, Punjab, Jammu & Kashmir, Himachal Pradesh, UP (E) and UP (W) by Telecom Regulatory Authority of India (TRAI) on Jan 2013. This contract was further extended for one more year on May 2014.

The present report covers Haryana Service Area for all the three services



2. OBJECTIVE OF THE STUDY

TRAI had laid down the Quality of Service standards for Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service through the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated the 20th March 2009.

Likewise, TRAI had laid down the Quality of Service Standards for Broadband Service through the Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) dated the 6th October, 2006.

The Telecom Consumer Protection Regulations 2012 dated 6th January 2012 has mandated transparency in the marketing of prepaid vouchers and provision of information to consumers after activation of vouchers and about their usage. These regulations are applicable to all Service Providers (including BSNL and MTNL) providing Unified Access Services and Cellular Mobile Telephone Service. The Telecom Commercial Communications Customer Preference Regulation, 2010 dated 1st December 2010 contain measures for curbing unsolicited commercial communications. These regulations are applicable to all Service Providers (including BSNL and MTNL).

Thus, the main objective of this customer satisfaction survey is to assess the:

- (i) Implementation and effectiveness of the Telecom Consumers Complaint Redressal Regulations, 2012 (1 of 2012) dated 5th January 2012, the Telecom Consumer Protection Regulations 2012 dated 6th January 2012 and the Telecom Commercial Communications Customer Preference Regulation, 2010 dated 1st December 2010
- (ii) Customer's perception of service provided by basic telephone service (wireline), cellular mobile telephone service and broadband service providers in each of the telecom circles/ service areas under the respective Zone.

The scope of the survey also include assessment of implementation/ effectiveness of various orders/ directions/regulations issued by TRAI to protect the interest of consumers, particularly issues relating to tariff, billing including information to be included in the telephone bills, termination of service, redressal of grievances and provision of value added services and premium rate services.

The Zones comprise of the following Telecom Circle/ Service Areas:

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

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

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

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

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

Of the eight service areas allotted to VOICE, VOICE carried out the survey in four telecom circles/service areas, namely, Delhi, Rajasthan, Haryana and Punjab in the first half year. The remaining four service



areas, viz., Jammu and Kashmir, Himachal Pradesh and Uttar Pradesh-East and Uttar Pradesh - West (including Uttarakhand) will be treated in the second half year.

The Survey period extends from 15th August 2014 to 15th November 2014.

The report deals with the main objective of the study wherein we are assessing whether the service providers are meeting the benchmarks laid down by TRAI on different set of parameters and also assessing the implementation/ effectiveness of various orders/ directions/regulations issued by TRAI to protect the interest of consumers.



3. METHODOLOGY

3.1 Questionnaire Building Process

The TRAI entrusted the task of developing the questionnaire to all the three successful bidders – VOICE for North Zone, IMRB for South and East Zone and Mott Mac Donald for West Zone. The objective was to design a questionnaire which will cover all the benchmark standards set up by the TRAI based on regulations mentioned above in the objectives of the study. . Hence, all three survey agencies submitted their draft questionnaires to TRAI in the month of March 2014. TRAI organised consultation with all the successful bidders and accordingly all three sets of questionnaires for the year 2014 were formed.

These set of questionnaires were based on SERVPERF model developed by Cronin and Taylor (1992), which is a refined version of SERVQUAL model developed by Parasuraman et al, (1988). The major difference between SERQUAL and SERVPERF is the exclusion of expectations portion in the SERPERF model. While developing the SERPERF model Cronin et al had argued that only the performance dimension can better predict the behavioural intention of the customers as against the 'performance minus expectation' model of SERVQUAL. The SERVPERF model is based on five dimensions which are used as the basis for service quality measurement tool. These dimensions are- Tangibility, Reliability, Responsiveness, Assurance and Empathy.

Keeping in mind the TRAI regulations, it was proposed by the survey agencies to include three more dimensions, namely, Network/technical quality, Economy and Convenience, in addition to the five dimensions (tangibles, reliability, responsiveness, assurance and empathy) used in the SERQUAL and SERVPERF models.

The table below shows the dimensions and corresponding variables which have been covered in the study:



Dimensions (Parameters) and variables used in the study		
Tangibility (TA)		
TA 1	Availability of suitable plans	Service Provision
TA 2	Provision of information on SIM Card, recharge cards etc.	Service Provision
TA 3	Provision of visually attractive material – starter pack, reload card	Service Provision
TA 4	Provision of variety of entertainment facility – apps etc.	Supplementary services
Reliability (RL)		
RL 1	Provision of service accuracy and dependable	Billing
RL 2	Transparent & Accuracy of bill/ charges	Billing
RL 3	Customer friendly staff	Help services
Responsiveness (RS)		
RS 1	Provision of timely service	Service Provision
RS 2	Effective handling of downtime (maintaining a service)	Maintainability
RS 3	Prompt handling of complaint	Grievance redress
RS 4	Effective grievance redressal mechanism, customer service	Grievance redress
Assurance (AS)		
AS 1	Competency of the staff/ services/ problem solving ability	Help services
AS 2	Feedback mechanism	Grievance redress
Convenience (CV)		
CV 1	Ease of access to Customer help line numbers	Help services
CV 2	Ease of activating & deactivating any service (VAS)/ any other	Supplementary services
CV 3	Ease of registering for unwanted calls/ SMS	Supplementary services
Empathy (EM)		
EM 1	Provision of service manual, complete tariff plan at the time of subscription	Service Provision
EM 2	Having convenient periods and terms for activation, recharge and account suspension , free call times	Billing
EM 3	Ease of taking a connection	Service Provision
EM 4	Ease of recharging process (pre paid)	Billing
EM 5	24 x 7 customer care service	Help services
Network/ Technical Quality (NT)		
NT 1	Availability of signal in your area (cell)/ working phone(basic)/ uptime (broadband)	Network Performance
NT 2	Ability to make and receive call / uninterrupted	Network Performance
NT 3	Clear Voice quality	Network Performance
Economy (EC)		
EC 1	Availability of recharging cards in various denomination	Billing
EC 2	Economical call charges per minute/ second	Billing
Total variables = 26		

Questionnaire: Based on the dimensions and corresponding variables, the Basic service (Wireline) questionnaire (see Annexure 1.1) is based on 7 broad parameters and 22 questions related to consumer perception on quality of services and other 11 questions were related to consumer perception on Assessment of Implementation and Effectiveness of Various regulations and directions issued by TRAI.



The cellular mobile questionnaire contained 26 questions related to quality of service whereas 17 questions on Implementation and Effectiveness of Various regulations and directions issued by TRAI. In the case of Broadband, questionnaire was based on 7 broad parameters and 21 questions related to consumer perception on quality of service and 8 questions on Implementation and Effectiveness of Various regulations and directions issued by TRAI.

The parameters and benchmarks relating to customer perception of service for basic telephone service (wireline), cellular mobile telephone services and broadband service provided in the regulations are given below:

3.1.1 Basic Service (Wireline) and Cellular Mobile Telephone Service

	Customer perception of service	Benchmark
(i)	Customers satisfied with provision of services	≥ 90%
(ii)	Customers satisfied with billing performance	≥ 95%
(iii)	Customers satisfied with help services including customer grievance redressal	≥ 90%
(iv)	Customers satisfied with network performance, reliability and availability	≥ 95%
(v)	Customers satisfied with maintainability	≥ 95%
(vi)	Customers satisfied with supplementary and value added services	≥ 90%
(vii)	Customers satisfied with overall service quality	≥ 90%

3.1.2 Broadband Service

	Customer perception of service	Benchmark
(i)	Customers satisfied with provision of services	≥ 90%
(ii)	Customers satisfied with billing performance	≥ 90%
(iii)	Customers satisfied with help services	≥ 90%
(iv)	Customers satisfied with network performance, reliability and availability	≥ 85%
(v)	Customers satisfied with maintainability	≥ 85%
(vi)	Customer satisfaction with offered supplementary services such as allocation of static / fixed IP addresses, email ids etc.	≥ 85%
(vii)	Customers satisfied Overall customer satisfaction	≥ 85%



3.1.1 Methodology to Calculate Customer Satisfaction on Broad Parameters.

On each of the above mentioned parameters, the respondents were asked to rate their satisfaction on a scale of 1 to 7, where 1 implies 'extremely dissatisfied' and 7 implies 'extremely satisfied'. To measure the percentage of consumers satisfied on various QoS parameters, top 4 box scores are taken into account thereby not considering the respondents who are actively dissatisfied with the services. The neutral score of 4 is therefore considered as not dissatisfied. Therefore, the proportion of sum total of consumers who had given a score of 4 (Not dissatisfied), 5 (Satisfied), 6 (Very Satisfied) and 7 (Extremely Satisfied) were taken out from the total number of valid responses on the all questions of each of the broad parameter.

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

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

Where:

CS = % of satisfied consumers

A = sum total of no. of subscribers who were "Not dissatisfied" + "Satisfied" + "Very Satisfied" + "Extremely Satisfied" on each of the broad parameter

N = Total sample size achieved

This implies that if all the customers are either "Not dissatisfied", "Satisfied", "Very Satisfied" or "Extremely Satisfied", the operator can get a rating of 100%. On the other hand, if all the customers are "Dissatisfied", "Very Dissatisfied" or "Extremely dissatisfied" the operator gets a score of 0%.

Comparison with the Benchmarking

During the consultation with the TRAI, it was agreed that comparison with the benchmarks will be done on the basis of percentage of customers satisfied as described above.

The survey in the Haryana Service Area, of all the three services, was done between 15th August 2014 and 15th November 2014.



3.2 Sampling Methodology

3.2.1 Basic Wire line Service

As per the tender document, survey agency was supposed to cover a total sample of 1,200 subscribers, to be divided among the two operators, operating in Haryana Service Area. . The following table shows the target sample as per the sample plan submitted by the agency and approved by TRAI as well as the sample achieved during the survey:

Name of the Operators	Target Sample*	Covered Sample
Airtel	600	602
Bharat Sanchar Nigam Limited (BSNL)	600	613
Total	1200	1215

*The above sample represents the total operator wise subscribers in Haryana Service Area with 95% confidence level and 4% interval.

As per the tender document, survey agencies with the help of TRAI officials were required to select 5% of the total exchanges in a services area and these would be located in 10% of the SDCAs. Altogether, Haryana Service Area is divided in to 54 SDCAs and 1172 exchanges. Hence for the purpose of the study six SDCAs and 59 exchanges of Haryana had been chosen from different zones of Haryana. During the survey conducted in 2013-14, Ambala, Sirsa, Jhajjar, Panipat, Jind and Faridabad SDCAs were selected. Hence, this year Bhiwani, Gurgaon, Hissar, Kurukshetra, Rewari and Sonipat were chosen based on their regional spread. The sample for each of the service providers was distributed amongst these districts based on the population of these districts. In the case of BSNL all the 6 SDCAs were covered. However out of the selected SDCAs, Airtel is providing Basic Wireline services only in Gurgaon. Hence Airtel has been covered only from Gurgaon.

Haryana Service Area: Cellular: Sample distribution in selected districts			
District	Population	Population %	Total
Hissar	1742815	21.2%	254
Bhiwani	1629109	19.8%	238
Sonipat	1480080	18.0%	216
Kurukshetra	964231	11.7%	141
Rewari	896129	10.9%	131
Gurgaon	1514085	18.4%	221
Total	8,226,449	100.0%	1200

The TOR also requires that wherever possible, at least 30% of these exchanges shall be rural exchanges. The following table shows the SDCA wise sample distribution that was achieved after carrying out the survey.

Haryana Service Area: Basic service: Operator wise and area wise Sample distribution in to the selected districts															
		Bhiwani		Gurgaon		Hissar		Kurukshetra		Rewari		Sonipat		Total	
	Area	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Airtel	Urban	0	0.0%	602	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	602	100.0%
BSNL	Urban	84	67.2%	77	70.0%	92	69.2%	49	70.0%	46	69.7%	76	69.7%	424	69.2%
	Rural	41	32.8%	33	30.0%	41	30.8%	21	30.0%	20	30.3%	33	30.3%	189	30.8%
	Total	125	100.0%	110	100.0%	133	100.0%	70	100.0%	66	100.0%	109	100.0%	613	100.0%
Total	Urban	84	67.2%	679	95.4%	92	69.2%	49	70.0%	46	69.7%	76	69.7%	1026	84.4%
	Rural	41	32.8%	33	4.6%	41	30.8%	21	30.0%	20	30.3%	33	30.3%	189	15.6%
	Total	125	100.0%	712	100.0%	133	100.0%	70	100.0%	66	100.0%	109	100.0%	1215	100.0%



The table below shows the SDCA wise indicated BSNL exchange areas which were covered for canvassing the sample.

Indicative list of exchanges from where sample was picked		
SDCA	Rural	Urban
Bhiwani	Bamla, Bopara, Biran.	Bhiwani, Indra Colony
Gurgaon	Bhorkalan, Binola, Bichora.	Adhunik, Ansal Valley, Apparel house, Ardee city, Badshahpur, Basai, Bestech, Building no. 8, Carrier Aircon, Central Court, Corporate Park, Cyber Green, DLF main, DLF square.
Hissar	Badybrahmana, Balsmand, Choudharywas.	Azad nagar, DC colony, Mela ground, DLC HAU, Hissar cantt, Hissar main, Vikas nagar
Kurukshetra	Amin, Babain, Bhadson.	KKR main, KKR-University, Ladwa, Ladwa RSU, Pipli, KKR-RSM, Shahbad.
Rewari	Jonawas, Karnawas, Nangli godhe, Garhi bolna	Dharuhera, HHML DHRA, RWR JJR CH, Rewari NUL CH, Rewari Sec-3/4
Sonipat	Ahulana, Aterna, Bahalgarh.	Ganaur, Kharkhoda, Rsu Gandhinagar, Rsu Jain Bagh, Sec-15, Sonapat Indl. Area

3.2.1.1 Mode of interview

Two modes of interview were adopted to cover the entire sample. While in rural areas, only In-person (Face to Face) interviews were conducted, in urban areas half of the survey was conducted through telephonic interviews and remaining half through face to face interviews. Hence, minimum 65% of the sample was to be covered through Face to Face interviews and rest 35% through Computer Assisted Telephonic Interviews (CATI). Since Airtel was not present in rural areas, its urban sample was covered thorough face to face and CATI mode. The table below shows the actual sample breakup achieved with both the modes of interviews:

Haryana: Service Area: Operator wise sample distribution with mode of interview						
Operator	Mode	In Person		CATI		Total
		Count	Row N %	Count	Row N %	Count
Airtel	Urban	333	55.3%	269	44.7%	602
BSNL	Urban	215	50.7%	209	49.3%	424
	Rural	189	100.0%	0	0.00%	189
	Total	404	65.9%	209	34.1%	613
Total	Urban	548	53.4%	478	46.6%	1026
	Rural	189	100.0%	0	0.00%	189
	Total	737	60.7%	478	39.3%	1215



3.2.2 Cellular Mobile

As per the tender document, survey agency was required to cover a total sample of 4,200 subscribers, to be divided among the seven operators which are operating in Haryana Service Area. The following table shows the target sample as per the sample plan submitted by the agency and approved by TRAI as well as the sample achieved during the survey:

Operators	Target Sample*	Covered Sample
Airtel	600	616
BSNL (Bharat Sanchar Nigam Limited)	600	615
Idea Cellular	600	605
Rel Com (Reliance Communication)	600	605
Tata Teleservices (TTSL)	600	610
Videocon	600	603
Vodafone	600	619
Total	4,200	4273

*The target sample represents the total operator wise subscribers in Haryana Service Area at 95% confidence level and 4% interval.

As per the tender document, the sample for cellular mobile telephone service subscribers shall be evenly spread over in 10% (ten per cent) of district headquarters of a service area where the services are commissioned. In Haryana service area, there are 21 districts and as per the tender document 10% of the district headquarters was considered for coverage area. Hence for the purpose of the study three districts of Haryana has been chosen from three different zones of Haryana. During the survey conducted in 2013-14, Ambala, Sirsa and Jhajjar districts were selected. Hence, this year Kurukshetra, Rewari and Hissar districts were chosen based on their regional spread. The sample for each of the service providers was distributed amongst these districts based on the population of these districts.

Haryana Service Area: Cellular: Sample distribution in selected districts			
District	Population	Population %	Total
Kurukshetra	964231	26.8%	1127
Rewari	896129	24.9%	1043
Hissar	1742815	48.4%	2030
Total	3,603,175	100.0%	4200



The TOR also requires that sample shall cover surrounding areas of the district headquarters, including rural areas and at least the sample size should have 30% customers from rural areas. The following table shows the district wise sample distribution that was achieved after carrying out the survey.

Haryana Service Area: Cellular service: Operator wise and area wise Sample distribution in to the selected districts									
District		HISSAR		KURUKSHETRA		REWARI		Total	
		Count	%	Count	%	Count	%		
Airtel	Urban	207	69.9%	115	70.1%	108	69.2%	430	69.8%
	Rural	89	30.1%	49	29.9%	48	30.8%	186	30.2%
	Total	296	100.0%	164	100.0%	156	100.0%	616	100.0%
BSNL	Urban	206	69.8%	114	69.9%	110	70.1%	430	69.9%
	Rural	89	30.2%	49	30.1%	47	29.9%	185	30.1%
	Total	295	100.0%	163	100.0%	157	100.0%	615	100.0%
Idea	Urban	206	69.8%	113	70.2%	104	69.8%	423	69.9%
	Rural	89	30.2%	48	29.8%	45	30.2%	182	30.1%
	Total	295	100.0%	161	100.0%	149	100.0%	605	100.0%
Reliance	Urban	206	70.1%	112	69.6%	105	70.0%	423	69.9%
	Rural	88	29.9%	49	30.4%	45	30.0%	182	30.1%
	Total	294	100.0%	161	100.0%	150	100.0%	605	100.0%
TTSL	Urban	206	69.8%	116	70.7%	104	68.9%	426	69.8%
	Rural	89	30.2%	48	29.3%	47	31.1%	184	30.2%
	Total	295	100.0%	164	100.0%	151	100.0%	610	100.0%
Videocon	Urban	206	70.1%	112	70.0%	104	69.8%	422	70.0%
	Rural	88	29.9%	48	30.0%	45	30.2%	181	30.0%
	Total	294	100.0%	160	100.0%	149	100.0%	603	100.0%
Vodafone	Urban	207	70.2%	113	69.3%	108	67.1%	428	69.1%
	Rural	88	29.8%	50	30.7%	53	32.9%	191	30.9%
	Total	295	100.0%	163	100.0%	161	100.0%	619	100.0%
Total	Urban	1444	70.0%	795	70.0%	743	69.2%	2982	69.8%
	Rural	620	30.0%	341	30.0%	330	30.8%	1291	30.2%
	Total	2064	100.0%	1136	100.0%	1073	100.0%	4273	100.0%



3.2.2.1 Mode of interview

Two modes of interview were selected to cover the entire sample as stated in the tender document. As per the TOR, while in rural areas, 100% sample was to be covered through In-person interviews, whereas in urban areas half of the sample was covered through telephonic interviews. Hence, altogether 65% of the sample was covered through In-person (Face to Face) interviews and rest 35% was through Computer Assisted Telephonic Interviews (CATI). The table below shows the actual sample breakup achieved with both the modes of interviews:

Haryana Service Area: Wireline: Operator wise sample distribution with mode of interview						
Service Provider	Area	IN PERSON		TELEPHONIC		Total
		Count	Row N %	Count	Row N %	Count
Airtel	Urban	218	50.7%	212	49.3%	430
	Rural	186	100.0%	0	0.0%	186
	Total	404	65.6%	212	34.4%	616
BSNL	Urban	217	50.5%	213	49.5%	430
	Rural	185	100.0%	0	0.0%	185
	Total	402	65.4%	213	34.6%	615
Idea	Urban	214	50.6%	209	49.4%	423
	Rural	182	100.0%	0	0.0%	182
	Total	396	65.5%	209	34.5%	605
Reliance	Urban	211	49.9%	212	50.1%	423
	Rural	182	100.0%	0	0.0%	182
	Total	393	65.0%	212	35.0%	605
TTSL	Urban	214	50.2%	212	49.8%	426
	Rural	184	100.0%	0	0.0%	184
	Total	398	65.2%	212	34.8%	610
Videocon	Urban	211	50.0%	211	50.0%	422
	Rural	181	100.0%	0	0.0%	181
	Total	392	65.0%	211	35.0%	603
Vodafone	Urban	214	50.0%	214	50.0%	428
	Rural	191	100.0%	0	0.0%	191
	Total	405	65.4%	214	34.6%	619
Total	Urban	1499	50.3%	1483	49.7%	2982
	Rural	1291	100.0%	0	0.0%	1291
	Total	2790	65.3%	1483	34.7%	4273



3.2.2.2 Type wise sample distribution

The operator wise sample was further divided in to pre-paid and post paid segment. The operator wise ratio of pre paid and post paid subscriber base was organized with the help of nodal officer appointed for each of the operators. Since Videocon does not provide post paid services, the entire sample consists of prepaid subscribers. The following table shows the operator wise pre-paid and post-paid division of sample.

Haryana Service Area: Wireline: Sample distribution in to user type						
Service Provider	Area	Postpaid		Prepaid		Total
		Count	Row N %	Count	Row N %	Count
Airtel	Urban	38	8.8%	392	91.2%	430
	Rural	16	8.6%	170	91.4%	186
	Total	54	8.8%	562	91.2%	616
BSNL	Urban	28	6.5%	402	93.5%	430
	Rural	8	4.3%	177	95.7%	185
	Total	36	5.9%	579	94.1%	615
Idea	Urban	29	6.9%	394	93.1%	423
	Rural	7	3.8%	175	96.2%	182
	Total	36	6.0%	569	94.0%	605
Reliance	Urban	46	10.9%	377	89.1%	423
	Rural	2	1.1%	180	98.9%	182
	Total	48	7.9%	557	92.1%	605
TTSL	Urban	41	9.6%	385	90.4%	426
	Rural	1	0.5%	183	99.5%	184
	Total	42	6.9%	568	93.1%	610
Videocon	Urban	0	0.0%	422	100.0%	422
	Rural	0	0.0%	181	100.0%	181
	Total	0	0.0%	603	100.0%	603
Vodafone	Urban	37	8.6%	391	91.4%	428
	Rural	17	8.9%	174	91.1%	191
	Total	54	8.7%	565	91.3%	619
Total	Urban	219	7.3%	2763	92.7%	2982
	Rural	51	4.0%	1240	96.0%	1291
	Total	270	6.3%	4003	93.7%	4273



3.2.3 Broadband

In the case of Broadband, survey agency was required to obtain from Broadband operators, Central ISP Node and total number of subscribers in each circle and then work out the sample to be covered. Based on the number of subscribers the sample size was ascertained on the basis of 95% confidence level and 4% confidence interval.

Operators	Target Sample*	Covered Sample
Airtel	600	605
Bharat Sanchar Nigam Ltd. (BSNL)	600	632
You BB	600	603
Total	1,800	1840

*The target sample represents the total operator wise subscribers in the Haryana with 95% confidence level and 4% confidence interval.

The sample for broadband subscribers had been picked from the same SDCAs from where the basic wireline subscribers were covered. Hence for the purpose of the study the same six SDCAs had been covered as in Basic wireline. As per the tender document the sample for broadband subscribers shall be spread over in the areas served by 10% of the Points of presence in each service area. Since most of the PoPs for BB services are falling within the Basic Wireline exchanges as communicated by the BSNL officials, VOICE has covered 10% of exchange areas/PoPs. BSNL Exchange/ PoP areas have been taken as basis for other providers also as many of the providers has centralized PoPs/ exchanges through which the entire area is covered. The TOR also requires that wherever possible, at least 30% of the sample should be covered from rural exchange areas. Two out of the three operators covered in Haryana, Airtel and You BB, are providing services only in the urban areas of Gurgaon. The following table shows the SDCA wise sample distribution that was achieved after carrying out the survey.

Haryana Service Area: BB service: Operator wise and area wise Sample distribution in to the selected districts																	
		Bhiwani		Gurgaon		Hissar		Kurukshetra		Rewari		Sonipat		Other *		Total	
	Area	Count	Col N %	Count	Col N %	Count	Col N %	Count	Col N %	Count	Col N %	Count	Col N %	Count	Col N %	Count	Col N %
Airtel	Urban	0	0.0%	603	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	100.0%	605	100.0%
BSNL	Urban	87	70.2%	80	66.1%	88	67.2%	50	69.4%	51	71.8%	81	71.7%	0	0.0%	437	69.1%
	Rural	37	29.8%	41	33.9%	43	32.8%	22	30.6%	20	28.2%	32	28.3%	0	0.0%	195	30.9%
	Total	124	100.0%	121	100.0%	131	100.0%	72	100.0%	71	100.0%	113	100.0%	0	0.0%	632	100.0%
You BB	Urban	0	0.0%	603	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	603	100.0%
Total	Urban	87	70.2%	1286	96.9%	88	67.2%	50	69.4%	51	71.8%	81	71.7%	2	100.0%	1645	89.4%
	Rural	37	29.8%	41	3.1%	43	32.8%	22	30.6%	20	28.2%	32	28.3%	0	0.0%	195	10.6%
	Total	124	100.0%	1327	100.0%	131	100.0%	72	100.0%	71	100.0%	113	100.0%	2	100.0%	1840	100.0%

*Other includes Faridabad and Karnal (covered through Web based interview)



3.2.3.2 Mode of Interview: As per the tender document, in the urban areas at least 50% of the observations/ interviews shall be based on personal interview basis and up to 50% through email or by developing web based applications. VOICE accordingly sent emails, to the subscribers of different operators as well as to the VOICE internal data base. Following table shows the number of mails sent to the subscribers seeking their feedback on the questionnaire. However, very few responses were received and hence it was mutually decided with the consultation of TRAI officials that instead of sending e-mails, CATI would be used for the remaining interviews.

Haryana: BB service: Success rate of Web based survey		
SP	No. of Mails Sent	Responses Receive
Airtel	11793	4
BSNL	1295	0
You BB	2625	3
Total	15713	7

The following table shows the actual operators wise sample covered with the mode of interview.

Haryana: BB services: Mode of Interview								
		In Person		Online		CATI		Total
		Count	%	Count	%	Count	%	Count
Airtel	Urban	342	56.5%	4	0.7%	259	42.8%	605
BSNL	Urban	221	50.6%	0	0.0%	216	49.4%	437
	Rural	195	100.0%	0	0.0%	0	0.0%	195
	Total	416	65.8%	0	0.0%	216	34.2%	632
You BB	Urban	318	52.7%	3	0.5%	282	46.8%	603
Total	Urban	881	53.6%	7	0.4%	757	46.0%	1645
	Rural	195	100.0%	0	0.0%	0	0.0%	195
	Total	1076	58.5%	7	0.4%	757	41.1%	1840

3.2.3.3 Type wise sample distribution

The operator wise sample was further divided in to pre-paid and post paid segment. The operator wise ratio of pre paid and post paid subscriber base was organized with the help of nodal officer appointed for each of the operators. It was found that out of the three operators, You Broadband provides only prepaid services to its subscribers in Haryana. The other two operators – BSNL and Airtel – only provide post paid service in Haryana. Secondly Airtel and You BB provide services only in the urban area of Haryana. The following table shows the operator wise pre-paid and post-paid division of sample.

Haryana: BB services: User type					
		Postpaid		Prepaid	
		Count	%	Count	%
Airtel	Urban	605	100.00%	-	-
BSNL	Urban	437	100.00%	-	-
	Rural	195	100.00%	-	-
	Total	632	100.00%	-	-
You BB	Urban	-	-	603	100.00%
Total	Urban	1042	63.3%	603	36.7%
	Rural	195	100.0%	-	-
	Total	1237	67.2%	603	32.8%



3.3 Sample Characteristics

3.3.1 Basic Wire-line Service

3.3.1.1 Gender Profile

Haryana: Basic services: Gender Profile						
		Male		Female		Total
		Count	%	Count	%	Count
Airtel	Urban	361	60.0%	241	40.0%	602
BSNL	Urban	324	76.4%	100	23.6%	424
	Rural	155	82.0%	34	18.0%	189
	Total	479	78.1%	134	21.9%	613
Total	Urban	685	66.8%	341	33.2%	1026
	Rural	155	82.0%	34	18.0%	189
	Total	840	69.1%	375	30.9%	1215

Altogether 1215 wire-line subscribers were covered in Haryana Service Area – 1026 in urban and 189 in rural areas. In the urban areas one third (33.2%) were female, whereas in rural areas nearly one out of five (18.0%) were females.

3.3.1.2 Age Profile

Haryana: Basic services: Age Structure (in years)										
		Less than 25 years		25-34 years		35-44 years		More than 45 years		Total
		Count	%	Count	%	Count	%	Count	%	Count
Airtel	Urban	70	11.6%	110	18.3%	197	32.7%	225	37.4%	602
BSNL	Urban	68	16.0%	119	28.1%	93	21.9%	144	34.0%	424
	Rural	24	12.7%	53	28.0%	62	32.8%	50	26.5%	189
	Total	92	15.0%	172	28.1%	155	25.3%	194	31.6%	613
Total	Urban	138	13.5%	229	22.3%	290	28.3%	369	36.0%	1026
	Rural	24	12.7%	53	28.0%	62	32.8%	50	26.5%	189
	Total	162	13.3%	282	23.2%	352	29.0%	419	34.5%	1215

Majority of the basic subscribers covered in Haryana belonged to the age group of over 45 years (34.5%), followed by 35-44 years (29%). However in rural areas majorly were in age group of 35-44 years (32.8%).

3.3.1.3 Occupational Structure

Haryana: Basic services: occupation structure of subscribers												
		Service		Business/Self Employed		Student		Housewife		Retired		Total
		Count	%	Count	%	Count	%	Count	%	Count	%	Count
Airtel	Urban	172	28.6%	159	26.4%	33	5.5%	181	30.1%	57	9.5%	602
BSNL	Urban	219	51.7%	68	16.0%	37	8.7%	73	17.2%	27	6.4%	424
	Rural	72	38.1%	66	34.9%	12	6.3%	29	15.3%	10	5.3%	189
	Total	291	47.5%	134	21.9%	49	8.0%	102	16.6%	37	6.0%	613
Total	Urban	391	38.1%	227	22.1%	70	6.8%	254	24.8%	84	8.2%	1026
	Rural	72	38.1%	66	34.9%	12	6.3%	29	15.3%	10	5.3%	189
	Total	463	38.1%	293	24.1%	82	6.7%	283	23.3%	94	7.7%	1215

Majority of the respondents covered were in service (38.1%) followed by business or self employed (24.1%) and were housewives (23.3%). Other 7.7% were retired people and 6.7% students.



3.3.1.4 Usage Type

Haryana: Basic services: Usage Type						
		Residential		Commercial		Total
		Count	%	Count	%	Count
Airtel	Urban	557	92.5%	45	7.5%	602
BSNL	Urban	405	95.5%	19	4.5%	424
	Rural	157	83.1%	32	16.9%	189
	Total	562	91.7%	51	8.3%	613
Total	Urban	962	93.8%	64	6.2%	1026
	Rural	157	83.1%	32	16.9%	189
	Total	1119	92.1%	96	7.9%	1215

The commercial use of basic service in Haryana was reported by nearly 8%. This was found to be highest in the case of BSNL subscribers in rural area, reported by nearly 17% (32) of respondents covered.

3.3.1.5 Monthly Income Group

Haryana: Basic services: Household income group												
		Less than Rs. 10,000		Rs.10,000- Rs.30,000		Rs.30,000- Rs.1 lakh		More than Rs. 1 lakh		Not provided		Total
		Count	%	Count	%	Count	%	Count	%	Count	%	Count
Airtel	Urban	66	11.0%	84	14.0%	136	22.6%	9	1.5%	307	51.0%	602
BSNL	Urban	119	28.10%	252	59.40%	34	8.00%	5	1.20%	14	3.30%	424
	Rural	52	27.50%	90	47.60%	15	7.90%	2	1.10%	30	15.90%	189
	Total	171	27.90%	342	55.80%	49	8.00%	7	1.10%	44	7.20%	613
Total	Urban	185	18.00%	336	32.70%	170	16.60%	14	1.40%	321	31.30%	1026
	Rural	52	27.50%	90	47.60%	15	7.90%	2	1.10%	30	15.90%	189
	Total	237	19.50%	426	35.10%	185	15.20%	16	1.30%	351	28.90%	1215

Over one-third (35.1%) of the subscribers covered during the survey had monthly household income in the bracket of Rs. 10,000-Rs. 30,000 followed by less than Rs.10,000 (19.5%). In rural areas, the percentage of people falling in the household income bracket of less than Rs. 10,000 was found to be higher (27.5%) than in the urban areas (18.0%).



3.3.2 Cellular Service

3.3.2.1 Gender Profile

Haryana Service Area: Cellular: Gender Profile of the sample covered						
		Male		Female		Total
		Count	%	Count	%	Count
Airtel	Urban	368	85.6%	62	14.4%	430
	Rural	185	99.5%	1	0.5%	186
	Total	553	89.8%	63	10.2%	616
BSNL	Urban	364	84.7%	66	15.3%	430
	Rural	173	93.5%	12	6.5%	185
	Total	537	87.3%	78	12.7%	615
Idea	Urban	355	83.9%	68	16.1%	423
	Rural	166	91.2%	16	8.8%	182
	Total	521	86.1%	84	13.9%	605
Reliance	Urban	363	85.8%	60	14.2%	423
	Rural	177	97.3%	5	2.7%	182
	Total	540	89.3%	65	10.7%	605
TTSL	Urban	388	91.1%	38	8.9%	426
	Rural	183	99.5%	1	0.5%	184
	Total	571	93.6%	39	6.4%	610
Videocon	Urban	362	85.8%	60	14.2%	422
	Rural	147	81.2%	34	18.8%	181
	Total	509	84.4%	94	15.6%	603
Vodafone	Urban	386	90.2%	42	9.8%	428
	Rural	186	97.4%	5	2.6%	191
	Total	572	92.4%	47	7.6%	619
Total	Urban	2586	86.7%	396	13.3%	2982
	Rural	1217	94.3%	74	5.7%	1291
	Total	3803	89.0%	470	11.0%	4273

- Altogether 4273 cellular customers were covered in Haryana Service Area.
- Of them 3803 (89.0%) were males and remaining 470 (11.0%) were females.
- Highest percentages of females were covered in the case of Videocon (15.6%).
- In the case of rural areas highest percentage of females were covered from Videocon (18.8%) and in urban area from Idea (16.1%)



3.3.2.2 Age Profile

Haryana Service Area: Cellular: Age profile (in years) of the sample covered										
		Less than 25 years		25-34 Years		35-44 Years		More than 45 years		Total
		Count	%	Count	%	Count	%	Count	%	Count
Airtel	Urban	65	15.1%	150	34.9%	124	28.8%	91	21.2%	430
	Rural	19	10.2%	84	45.2%	64	34.4%	19	10.2%	186
	Total	84	13.6%	234	38.0%	188	30.5%	110	17.9%	616
BSNL	Urban	36	8.4%	120	27.9%	161	37.4%	113	26.3%	430
	Rural	11	5.9%	67	36.2%	83	44.9%	24	13.0%	185
	Total	47	7.6%	187	30.4%	244	39.7%	137	22.3%	615
Idea	Urban	81	19.1%	174	41.1%	133	31.4%	35	8.3%	423
	Rural	28	15.4%	72	39.6%	66	36.3%	16	8.8%	182
	Total	109	18.0%	246	40.7%	199	32.9%	51	8.4%	605
Reliance	Urban	99	23.4%	205	48.5%	91	21.5%	28	6.6%	423
	Rural	31	17.0%	86	47.3%	44	24.2%	21	11.5%	182
	Total	130	21.5%	291	48.1%	135	22.3%	49	8.1%	605
TTSL	Urban	69	16.2%	172	40.4%	126	29.6%	59	13.8%	426
	Rural	13	7.1%	99	53.8%	58	31.5%	14	7.6%	184
	Total	82	13.4%	271	44.4%	184	30.2%	73	12.0%	610
Videocon	Urban	70	16.6%	186	44.1%	136	32.2%	30	7.1%	422
	Rural	32	17.7%	64	35.4%	58	32.0%	27	14.9%	181
	Total	102	16.9%	250	41.5%	194	32.2%	57	9.5%	603
Vodafone	Urban	46	10.7%	182	42.5%	140	32.7%	60	14.0%	428
	Rural	34	17.8%	89	46.6%	55	28.8%	13	6.8%	191
	Total	80	12.9%	271	43.8%	195	31.5%	73	11.8%	619
Total	Urban	466	15.6%	1189	39.9%	911	30.5%	416	14.0%	2982
	Rural	168	13.0%	561	43.5%	428	33.2%	134	10.4%	1291
	Total	634	14.8%	1750	41.0%	1339	31.3%	550	12.9%	4273

- Majority of respondents belonged to the age group of 25-34 years (41.0%), followed by 35-44 years (31.3%)
- The pattern of the age profile was found to be similar, both in rural and urban areas.



3.3.2.3 Occupational Structure

Haryana Service Area: Cellular: Occupational profile of the sample covered												
		Service		Business/Self Employed		Student		Housewife		Retired		Total
		Count	%	Count	%	Count	%	Count	%	Count	%	Count
Airtel	Urban	106	24.7%	245	57.0%	27	6.3%	45	10.5%	7	1.6%	430
	Rural	35	18.8%	140	75.3%	8	4.3%	1	0.5%	2	1.1%	186
	Total	141	22.9%	385	62.5%	35	5.7%	46	7.5%	9	1.5%	616
BSNL	Urban	107	24.9%	232	54.0%	32	7.4%	53	12.3%	6	1.4%	430
	Rural	64	34.6%	96	51.9%	14	7.6%	10	5.4%	1	0.5%	185
	Total	171	27.8%	328	53.3%	46	7.5%	63	10.2%	7	1.1%	615
Idea	Urban	95	22.5%	227	53.7%	48	11.3%	51	12.1%	2	0.5%	423
	Rural	69	37.9%	85	46.7%	11	6.0%	16	8.8%	1	0.5%	182
	Total	164	27.1%	312	51.6%	59	9.8%	67	11.1%	3	0.5%	605
Reliance	Urban	153	36.2%	162	38.3%	61	14.4%	44	10.4%	3	0.7%	423
	Rural	94	51.6%	78	42.9%	5	2.7%	5	2.7%	0	0.0%	182
	Total	247	40.8%	240	39.7%	66	10.9%	49	8.1%	3	0.5%	605
TTSL	Urban	109	25.6%	248	58.2%	41	9.6%	24	5.6%	4	0.9%	426
	Rural	31	16.8%	149	81.0%	2	1.1%	1	0.5%	1	0.5%	184
	Total	140	23.0%	397	65.1%	43	7.0%	25	4.1%	5	0.8%	610
Videocon	Urban	180	42.7%	129	30.6%	63	14.9%	46	10.9%	4	0.9%	422
	Rural	79	43.6%	56	30.9%	16	8.8%	27	14.9%	3	1.7%	181
	Total	259	43.0%	185	30.7%	79	13.1%	73	12.1%	7	1.2%	603
Vodafone	Urban	160	37.4%	212	49.5%	17	4.0%	37	8.6%	2	0.5%	428
	Rural	71	37.2%	103	53.9%	12	6.3%	5	2.6%	0	0.0%	191
	Total	231	37.3%	315	50.9%	29	4.7%	42	6.8%	2	0.3%	619
Total	Urban	910	30.5%	1455	48.8%	289	9.7%	300	10.1%	28	0.9%	2982
	Rural	443	34.3%	707	54.8%	68	5.3%	65	5.0%	8	0.6%	1291
	Total	1353	31.7%	2162	50.6%	357	8.4%	365	8.5%	36	0.8%	4273

- Half of the respondents covered in Haryana Service Area were found to be in business or self employed (50.6%), followed by service class (31.7%).
- Around 8.5% of the total sample covered were housewives and other 8.4% were students.



3.3.2.4 Usage Type

Haryana Service Area: Cellular: Usage type of the sample covered						
		Residential		Commercial		Total
		Count	%	Count	%	Count
Airtel	Urban	424	98.6%	6	1.4%	430
	Rural	183	98.4%	3	1.6%	186
	Total	607	98.5%	9	1.5%	616
BSNL	Urban	425	98.8%	5	1.2%	430
	Rural	185	100.0%	0	0.0%	185
	Total	610	99.2%	5	0.8%	615
Idea	Urban	415	98.1%	8	1.9%	423
	Rural	181	99.5%	1	0.5%	182
	Total	596	98.5%	9	1.5%	605
Reliance	Urban	422	99.8%	1	0.2%	423
	Rural	181	99.5%	1	0.5%	182
	Total	603	99.7%	2	0.3%	605
TTSL	Urban	424	99.5%	2	0.5%	426
	Rural	184	100.0%	0	0.0%	184
	Total	608	99.7%	2	0.3%	610
Videocon	Urban	422	100.0%	0	0.0%	422
	Rural	181	100.0%	0	0.0%	181
	Total	603	100.0%	0	0.0%	603
Vodafone	Urban	423	98.8%	5	1.2%	428
	Rural	191	100.0%	0	0.0%	191
	Total	614	99.2%	5	0.8%	619
Total	Urban	2955	99.1%	27	0.9%	2982
	Rural	1286	99.6%	5	0.4%	1291
	Total	4241	99.3%	32	0.7%	4273

- In Haryana Service Area, only 0.7% (32) of the total respondents were found to be using their cellular phone for commercial purpose. This was found to be maximum in the case of Airtel and Idea subscribers – 1.5% (9) each.



3.3.2.5 Monthly Household Income Distribution

Haryana Service Area: Cellular: Monthly Household Income of the sample covered												
		Less than Rs. 10,000		Rs.10,000- Rs.30,000		Rs.30,000- Rs.1 lakh		More than Rs. 1 lakh		Not provided		Total
		Count	%	Count	%	Count	%	Count	%	Count	%	Count
Airtel	Urban	38	8.8%	203	47.2%	104	24.2%	25	5.8%	60	14.0%	430
	Rural	31	16.7%	140	75.3%	12	6.5%			3	1.6%	186
	Total	69	11.2%	343	55.7%	116	18.8%	25	4.1%	63	10.2%	616
BSNL	Urban	29	6.7%	298	69.3%	98	22.8%	5	1.2%			430
	Rural	25	13.5%	139	75.1%	18	9.7%	1	0.5%	2	1.1%	185
	Total	54	8.8%	437	71.1%	116	18.9%	6	1.0%	2	0.3%	615
Idea	Urban	73	17.3%	193	45.6%	114	27.0%	11	2.6%	32	7.6%	423
	Rural	22	12.1%	129	70.9%	31	17.0%					182
	Total	95	15.7%	322	53.2%	145	24.0%	11	1.8%	32	5.3%	605
Reliance	Urban	184	43.5%	165	39.0%	69	16.3%			5	1.2%	423
	Rural	70	38.5%	96	52.7%	4	2.2%	1	0.5%	11	6.0%	182
	Total	254	42.0%	261	43.1%	73	12.1%	1	0.2%	16	2.6%	605
TTSL	Urban	121	28.4%	245	57.5%	56	13.1%			4	0.9%	426
	Rural	36	19.6%	137	74.5%	8	4.3%			3	1.6%	184
	Total	157	25.7%	382	62.6%	64	10.5%			7	1.1%	610
Videocon	Urban	212	50.2%	209	49.5%	1	0.2%					422
	Rural	88	48.6%	93	51.4%							181
	Total	300	49.8%	302	50.1%	1	0.2%					603
Vodafone	Urban	167	39.0%	117	27.3%	122	28.5%	19	4.4%	3	0.7%	428
	Rural	68	35.6%	110	57.6%	10	5.2%			3	1.6%	191
	Total	235	38.0%	227	36.7%	132	21.3%	19	3.1%	6	1.0%	619
Total	Urban	824	27.6%	1430	48.0%	564	18.9%	60	2.0%	104	3.5%	2982
	Rural	340	26.3%	844	65.4%	83	6.4%	2	0.2%	22	1.7%	1291
	Total	1164	27.2%	2274	53.2%	647	15.1%	62	1.5%	126	2.9%	4273

- Over half of the subscribers covered in Haryana during the survey, fall within the monthly income bracket of Rs. 10,000-Rs. 30,000 (53.2%) followed by less than Rs.10,000 (27.2%).
- In rural areas over 65% fall in the income bracket of Rs. 10,000-Rs. 30,000 and in urban areas 48% lies within the same income bracket however around 19% of the urban subscribers falls in the income group of Rs.30,000- Rs. 1 lakh.



3.3.3 Broadband service

3.3.3.1 Gender Profile

Haryana:Service Area: Broadband services: Gender Profile						
		Male		Female		Total
		Count	%	Count	%	Count
Airtel	Urban	415	68.6%	190	31.4%	605
BSNL	Urban	345	78.9%	92	21.1%	437
	Rural	160	82.1%	35	17.9%	195
	Total	505	79.9%	127	20.1%	632
You BB	Urban	561	93.0%	42	7.0%	603
Total	Urban	1321	80.3%	324	19.7%	1645
	Rural	160	82.1%	35	17.9%	195
	Total	1481	80.5%	359	19.5%	1840

- Altogether 1840 broadband subscribers were covered in Haryana Service Area – 1645 in urban and 195 in rural areas.
- Amongst them 1481 (80.5%) were males and remaining 359 (19.5%) were females.
- Highest percentage of females was from Airtel (31.4%) in urban areas followed by BSNL (20.1%).

3.3.3.2 Age Profile

Haryana : BB services: Age Structure (in years)										
		Less than 25 years		25-34 years		35-44 years		More than 45 years		Total
		Count	%	Count	%	Count	%	Count	%	Count
Airtel	Urban	84	13.9%	154	25.5%	155	25.6%	212	35.0%	605
BSNL	Urban	55	12.6%	141	32.3%	103	23.6%	138	31.6%	437
	Rural	18	9.20%	65	33.30%	63	32.30%	49	25.10%	195
	Total	73	11.6%	206	32.6%	166	26.3%	187	29.6%	632
You BB	Urban	65	10.8%	290	48.1%	170	28.2%	78	12.9%	603
Total	Urban	204	12.4%	585	35.6%	428	26.0%	428	26.0%	1645
	Rural	18	9.2%	65	33.3%	63	32.3%	49	25.1%	195
	Total	222	12.1%	650	35.3%	491	26.7%	477	25.9%	1840

- Majority of the respondents were between 25 years and 34 years (35.3%), followed by 35-44 years (26.7%).
- The same trend can be noticed across the rural and urban areas.

3.3.3.3 Occupational Structure

Haryana: BB services: occupation structure of subscribers												
		Service		Business/Self Employed		Student		Housewife		Retired		Total
		Count	%	Count	%	Count	%	Count	%	Count	%	Count
Airtel	Urban	291	48.1%	103	17.0%	57	9.4%	107	17.7%	47	7.8%	605
BSNL	Urban	202	46.2%	87	19.9%	49	11.2%	66	15.1%	33	7.6%	437
	Rural	102	52.3%	35	17.9%	13	6.7%	37	19.0%	8	4.1%	195
	Total	304	48.1%	122	19.3%	62	9.8%	103	16.3%	41	6.5%	632
You BB	Urban	401	66.5%	142	23.5%	23	3.8%	15	2.5%	22	3.6%	603
Total	Urban	894	54.3%	332	20.2%	129	7.8%	188	11.4%	102	6.2%	1645
	Rural	102	52.3%	35	17.9%	13	6.7%	37	19.0%	8	4.1%	195
	Total	996	54.1%	367	19.9%	142	7.7%	225	12.2%	110	6.0%	1840

- Majority of the covered respondents were engaged in service (54.1%) and business (19.9%). Around 12.2% were housewives, retired 6.0% and 7.7% students.



3.3.3.4 Usage Type

Haryana: BB services: Usage Type						
		Residential		Commercial		Total
		Count	%	Count	%	Count
Airtel	Urban	516	85.3%	89	14.7%	605
BSNL	Urban	382	87.4%	55	12.6%	437
	Rural	173	88.7%	22	11.3%	195
	Total	555	87.8%	77	12.2%	632
You BB	Urban	600	99.5%	3	0.5%	603
Total	Urban	1498	91.1%	147	8.9%	1645
	Rural	173	88.7%	22	11.3%	195
	Total	1671	90.8%	169	9.2%	1840

- Overall, 90.8% of the respondents were using their broadband service for residential purpose in Haryana Service Area and 9.2% for commercial purpose.
- 14.7% of Airtel respondents were using the broadband service for commercial purpose

3.3.3.5 Monthly Household Income Structure

Haryana: BB services: Household income group												
		Less than Rs. 10,000		Rs.10,000- Rs.30,000		Rs.30,000- Rs.1 lakh		More than Rs. 1 lakh		Not provided		Total
		Count	%	Count	%	Count	%	Count	%	Count	%	Count
Airtel	Urban	96	15.9%	261	43.1%	232	38.3%	16	2.6%	0	0.0%	605
BSNL	Urban	57	13.0%	154	35.2%	194	44.4%	13	3.0%	19	4.3%	437
	Rural	49	25.1%	103	52.8%	39	20.0%	1	0.5%	3	1.5%	195
	Total	106	16.8%	257	40.7%	233	36.9%	14	2.2%	22	3.5%	632
You BB	Urban	51	8.5%	234	38.8%	287	47.6%	12	2.0%	19	3.2%	603
Total	Urban	204	12.4%	649	39.5%	713	43.3%	41	2.5%	38	2.3%	1645
	Rural	49	25.1%	103	52.8%	39	20.0%	1	0.5%	3	1.5%	195
	Total	253	13.8%	752	40.9%	752	40.9%	42	2.3%	41	2.2%	1840

- Majority of the covered respondents were in the monthly income bracket of Rs 10,000- Rs 30,000 and Rs. 30,000- Rs. 1 lakh (40.9% each).
- For the same income brackets the distribution of income is vice versa in rural and urban areas.



4

CUSTOMER PERCEPTION OF TELECOM SERVICE DETAIL REPORT



4.1 PERFORMANCE COMPLIANCE

4.1.1 PERFORMANCE COMPLIANCE CSS – Basic Service (Wireline), Haryana Service Area

The following table shows the performance of Basic service operators in the service area of Haryana on various parameters.

CSS Wireline (SERVICE AREA - HARYANA) - Parameter Based Performance Compliance									
Customers satisfied with...									
Operator	Area	Sample Size	Provision of service	Billing performance (Postpaid)	Help Services	Network performance reliability and availability	Maintain- ability	Supple- mentary services	Overall services
		Benchmark	>90%	>95%	>90%	>95%	>95%	>90%	>90%
SERVICE AREA – HARYANA									
Airtel	Urban	602	95.7%	92.7%	93.6%	95.0%	93.6%	84.2%	92.2%
BSNL	Urban	424	96.4%	96.8%	94.6%	93.9%	95.6%	80.0%	95.5%
	Rural	189	94.0%	92.6%	89.9%	91.5%	93.1%	75.0%*	91.5%
	Overall	613	95.6%	95.5%	93.1%	93.1%	94.9%	78.6%	94.3%

* Total sample for BSNL is only 8, therefore should not be qualitatively compared

The Condition of basic telecom services, in terms of consumer perception is not so good in Haryana. Both the operators were unable to meet the TRAI prescribed benchmark on many parameters – in rural as well as urban areas.

- Airtel and BSNL both the operators met the benchmark of 90% on overall services, and provision of services. Airtel was also able to meet the benchmark on help services and network performance.
- In urban areas the performance of both the operators was better as they were able to meet the benchmark on **four out of seven parameters**.
- In rural area BSNL's was meeting the Benchmark only on **two out of seven parameters**.

The analysis reveals that the quality of service of nearly both operators in Haryana service area is average in urban area, as per the TRAI benchmark standards.



4.1.2 PERFORMANCE COMPLIANCE (CSS) – Cellular Mobile, Haryana Service Area

The following table shows the performance of cellular operators in Haryana Service Area on various parameters.

CSS Cellular (SERVICE AREA - Haryana) - Parameter Based Performance Compliance										
Customers Satisfied With...										
Operator	Area	Sample Size	Provision of service	Billing performance		Help Services	Network performance reliability and availability	Maintain ability	Supple-mentary services	Overall services
				Prepaid	Postpaid					
		Benchmark	>90%	>95%	>95%	>90%	>95%	>95%	>90%	>90%
SERVICE AREA – Haryana										
Airtel	Urban	430	97.4%	97.8%	97.4%	94.9%	95.8%	95.5%	96.4%	97.9%
	Rural	186	92.5%	92.4%	93.8%	90.6%	95.2%	94.9%	84.9%	95.7%
	Total	616	95.9%	96.2%	96.3%	93.6%	95.6%	95.3%	92.5%	97.2%
BSNL	Urban	430	94.3%	95.6%	94.0%	86.9%	79.4%	83.3%	90.0%	92.3%
	Rural	185	93.7%	95.3%	83.3%	83.5%	77.7%	81.1%	88.6%	90.8%
	Total	615	94.1%	95.6%	91.7%	85.9%	78.9%	82.6%	89.6%	91.9%
Idea	Urban	423	96.5%	97.3%	95.4%	93.9%	80.6%	91.7%	94.1%	95.5%
	Rural	182	94.7%	95.3%	81.0%	94.4%	88.6%	91.2%	92.1%	94.5%
	Total	605	95.9%	96.7%	92.6%	94.0%	83.0%	91.6%	93.4%	95.2%
Reliance	Urban	423	92.0%	91.7%	89.1%	92.7%	85.1%	86.2%	94.4%	92.4%
	Rural	182	91.0%	90.6%	NA*	89.7%	86.6%	85.7%	89.4%	91.2%
	Total	605	91.7%	91.3%	87.5%	91.8%	85.6%	86.0%	93.2%	92.1%
TTSL	Urban	426	95.5%	96.8%	81.3%	92.6%	76.8%	85.7%	93.3%	91.3%
	Rural	184	95.8%	90.2%	NA*	91.2%	73.9%	83.4%	91.8%	90.8%
	Total	610	95.6%	94.6%	81.7%	92.2%	75.9%	85.0%	92.9%	91.1%
Videocon	Urban	422	92.0%	90.6%	NA #	82.1%	72.3%	78.2%	90.0%	90.0%
	Rural	181	91.0%	88.8%	NA #	79.1%	68.5%	53.9%	86.7%	89.5%
	Total	603	91.7%	90.1%	NA #	81.2%	71.1%	70.9%	88.6%	89.9%
Vodafone	Urban	428	96.5%	97.9%	93.7%	96.4%	98.2%	96.3%	92.7%	94.4%
	Rural	191	94.4%	97.1%	92.2%	94.8%	95.5%	95.3%	87.5%	93.2%
	Total	619	95.9%	97.7%	93.2%	95.9%	97.4%	96.0%	91.1%	94.0%

*sample size for Reliance (2) and TTSL (1) is too low to make any qualitative analysis.

Videocon does not provide post paid services.

The analysis reveals that in terms of meeting the benchmark, none of the operators were able to meet the benchmark on all the standards prescribed by TRAI, except Airtel in the urban area.

- All operators met the benchmark on provision of services.
- On overall services, all except Videocon in rural areas, were able to meet the benchmark.
- Performance of Vodafone is also comparatively better than other providers as it met the benchmark on seven out eight in urban area and six in the rural area.
- Performance of Idea was also found to be good as it was meeting the benchmark on six out of eight prescribed parameters in urban area and five in rural area.

The analysis reveals that performance of Airtel and Vodafone are comparatively better than other five operators in Haryana service area. The other operators were not able to meet performance benchmark on most of the parameters set by the TRAI.



4.1.3 PERFORMANCE COMPLIANCE CSS – Broadband, Haryana Service Area

The following table shows the performance of broadband operators in Haryana Service Area on various parameters.

Broadband : Haryana service area - Parameter Based Performance Compliance										
Customers satisfied with...										
Operator	Area	Sample Size	Provision of service	Billing performance		Help Services	Network performance reliability and availability	Maintainability	Supplementary services	Overall services
				Post-paid	Pre-paid					
		Benchmark	>90%	>90%	>90%	>90%	>85%	>85%	>85%	>85%
SERVICE AREA – Haryana										
Airtel	Urban	605	97.7%	98.4%	NA	97.2%	91.5%	93.9%	NA*	92.1%
BSNL	Urban	437	94.6%	91.2%	NA	90.6%	74.9%	88.0%	NA**	87.4%
	Rural	195	93.0%	90.6%		87.6%	70.8%	86.9%		85.6%
	Overall	632	94.1%	91.0%		89.6%	73.7%	87.7%		86.9%
You BB	Urban	603	93.0%	NA	76.5%	81.7%	81.6%	82.1%	NA**	83.1%

*Sample size for Airtel (3) is too low to make any qualitative analysis

** None of the subscribers of BSNL and You BB had subscribed for the supplementary services

The analysis reveal that in terms of meeting the benchmark, the performance of **Airtel** was comparatively better than the other two operators in Haryana service area.

- Airtel had met the benchmarks on all the parameters
- BSNL performance was better than You Broadband meeting benchmark on all except help service and network availability and reliability. BSNL's performance on network was critically low.
- Similarly performance of You Broadband on prepaid billing was critically low. Its performance on other parameters such as help services, network availability and maintainability was also found to be low.

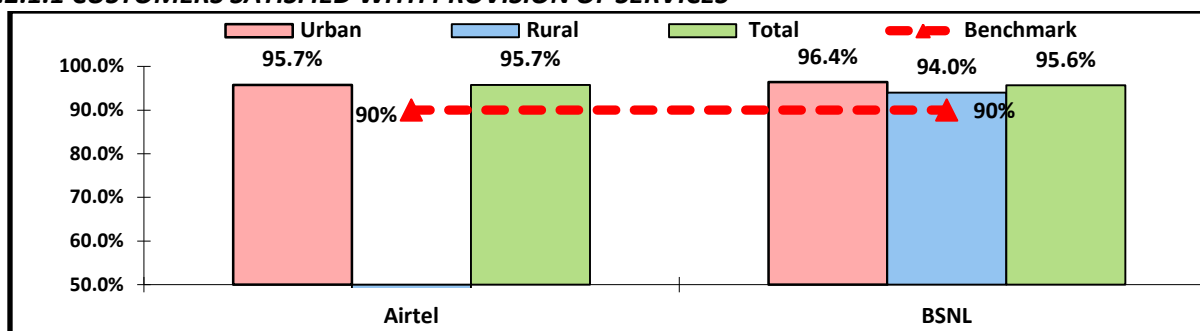


4.2 GRAPHICAL PRESENTATION



4.2.1 BASIC WIRE LINE – Haryana Service Area

4.2.1.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



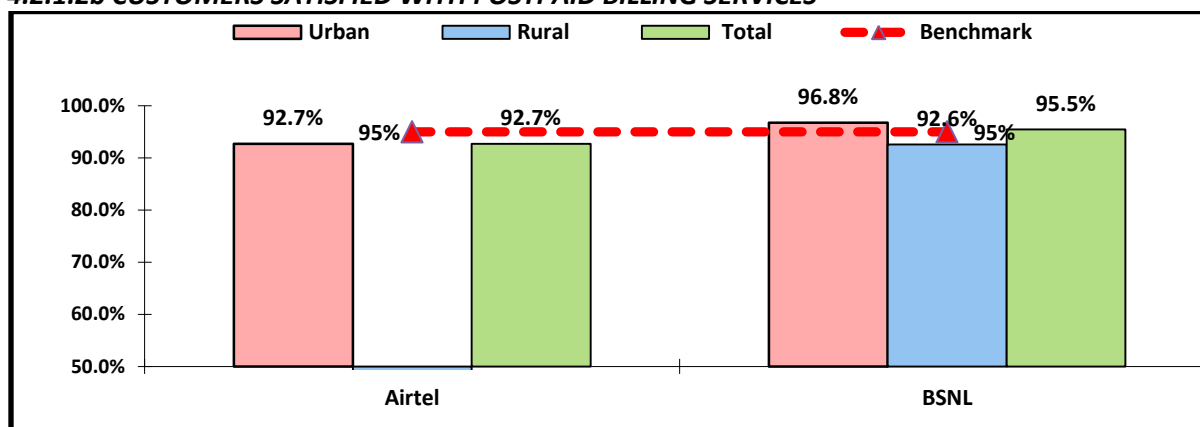
Source: Q1.1, Q1.2 and Q1.3 of the qnr

- Survey was conducted for 2 operators providing basic wire-line services in Haryana Service Area. Airtel is not providing basic service in the covered rural areas of Haryana.
- Both Airtel and BSNL was found to be meeting the benchmark of >90% in urban areas. BSNL was also meeting the benchmark in rural area.
- Percentage of consumers satisfied with the provision of services, attained by both the operators was 95.7% (Airtel) and 96.4% (BSNL) in urban areas and 94.0% (BSNL) in rural area.

4.2.1.2a CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES

Out of the two service providers covered during the survey, none had prepaid customers for their basic wire-line service.

4.2.1.2b CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES

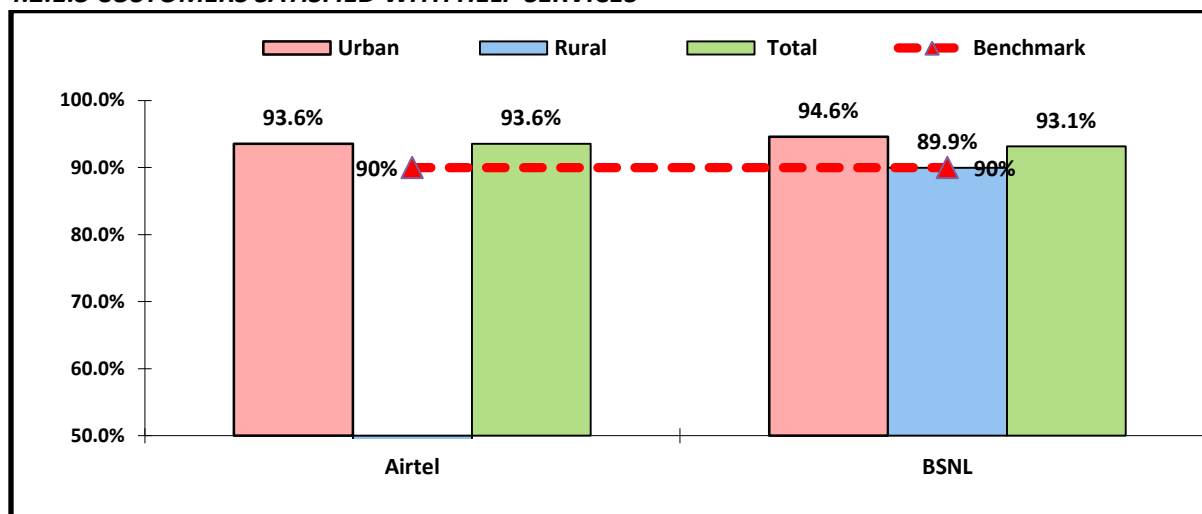


Source: Q2.5, Q2.6 and Q2.7 of the qnr

- Only BSNL was meeting the benchmark of >95% in urban area. In the rural areas BSNL was not able to meet the benchmark.
- Percentage of consumers satisfied with the postpaid billing services, attained by both the operators was 92.7% (Airtel) and 96.8% (BSNL) in urban areas and 92.6% (BSNL) in rural areas.



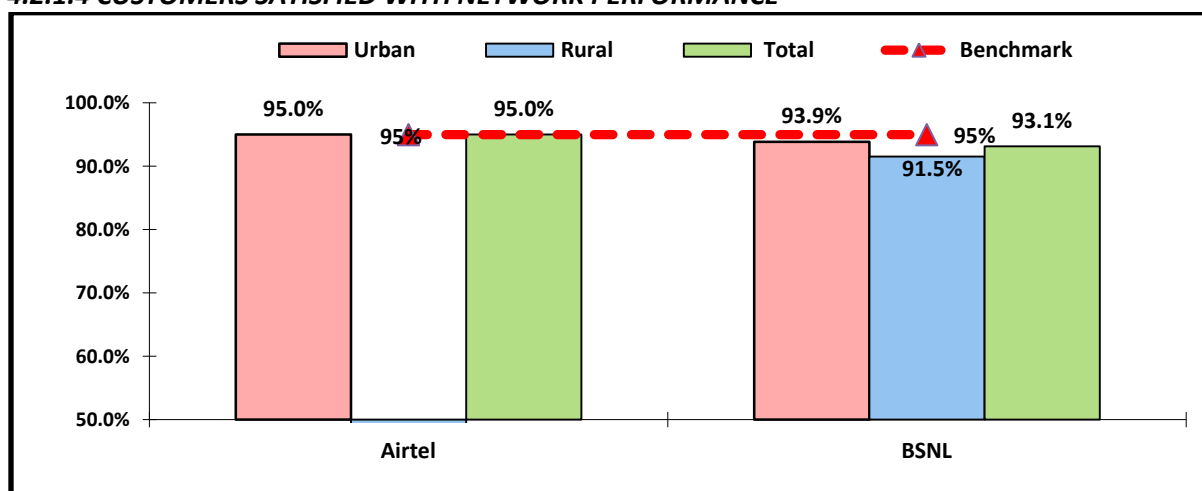
4.2.1.3 CUSTOMERS SATISFIED WITH HELP SERVICES



Source: Q3.1, Q3.2, Q3.3 and Q3.4 of the qnr

- Both the operators were meeting the benchmark of >90% in urban areas. In rural area also BSNL had almost met the benchmark.
- Percentage of consumers satisfied with the help services, attained by both the operators was 93.6% (Airtel) and 94.6% (BSNL) in urban area and 89.9% (BSNL) in rural area.

4.2.1.4 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE

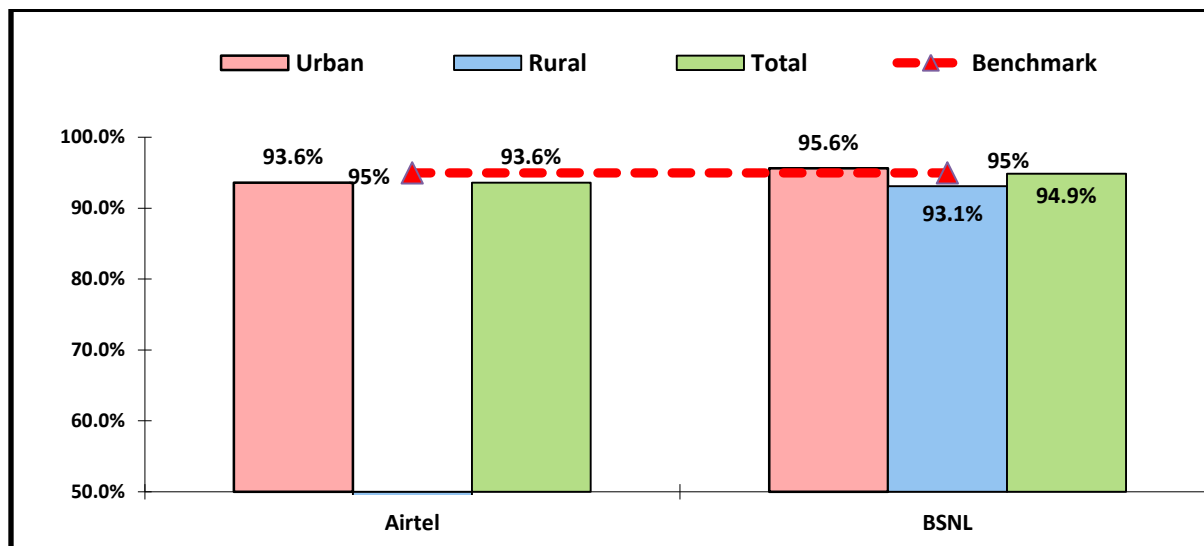


Source: Q4.1, Q4.2 and Q4.3 of the qnr

- On Network performance, only Airtel was able to meet the benchmark of >95%. BSNL was not able to meet the benchmark in urban as well as rural areas.
- Percentage of consumers satisfied with the network performance, attained by both the operators was 95% (Airtel) and 93.9% (BSNL) in urban area and 91.5% (BSNL) in rural area.



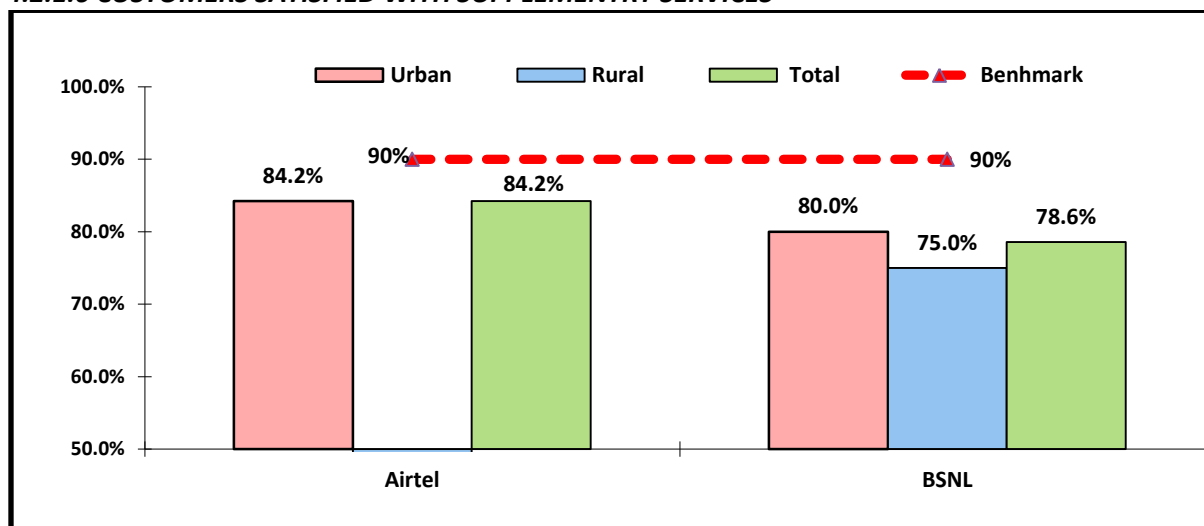
4.2.1.5 CUSTOMERS SATISFIED WITH MAINTAINABILITY



Source: Q5.1 and Q5.2 of the qnr

- BSNL was able to meet the benchmark of >95%, but only in the urban area.
- Percentage of consumers satisfied with the maintainability, attained by both the operators was 93.6% (Airtel) and 95.6% (BSNL) in urban area and 93.1% (BSNL) in rural area.

4.2.1.6 CUSTOMERS SATISFIED WITH SUPPLEMENTRY SERVICES

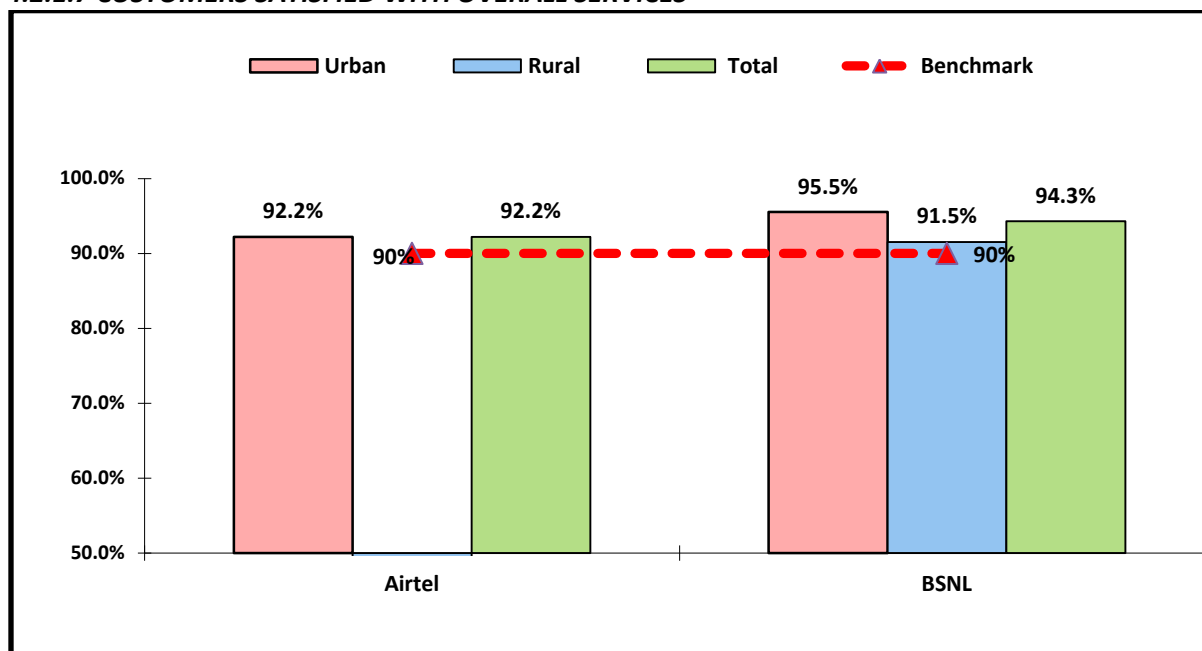


Source: Q6.1 and Q6.2 of the qnr

- **None** of the two operators in urban area had **met the benchmark of >90%**. Secondly BSNL which was also providing service in the rural area was not able to meet the benchmark.
- Percentage of consumers satisfied with the supplementary services, attained by both the operators in urban area was 84.2% (Airtel) and 80.0% (BSNL). In rural area it was 75% (BSNL).



4.2.1.7 CUSTOMERS SATISFIED WITH OVERALL SERVICES



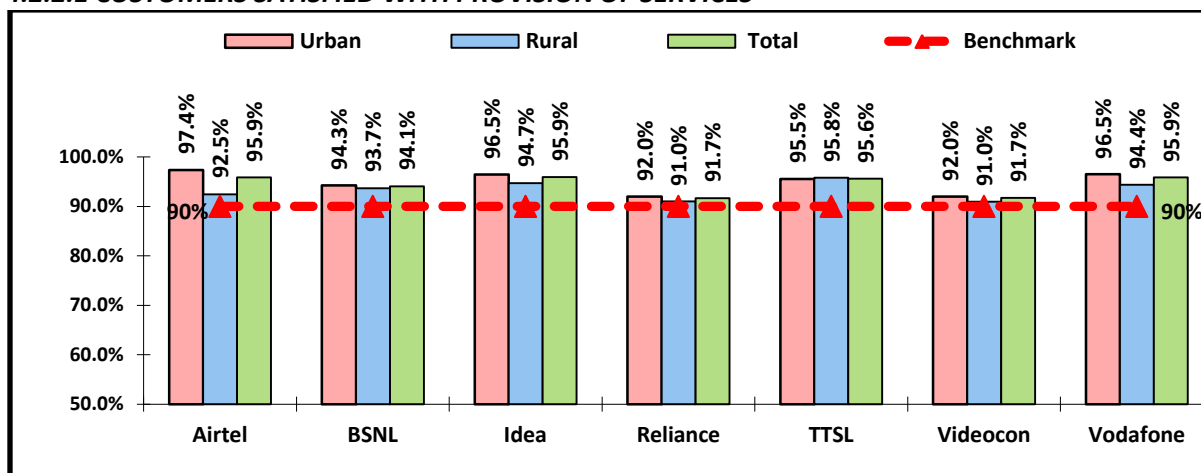
Source: Q7 of the qnr

- Both the operators, Airtel and BSNL, met the benchmark of >90%. BSNL providing service in rural area was also able to meet the benchmark.
- Percentage of consumers satisfied with the overall services, attained by both the operators was 92.2% (Airtel) and 95.5% (BSNL) in urban area and 91.5% (BSNL) in rural area.



4.2.2 CELLULAR SERVICE – Service area (HARYANA)

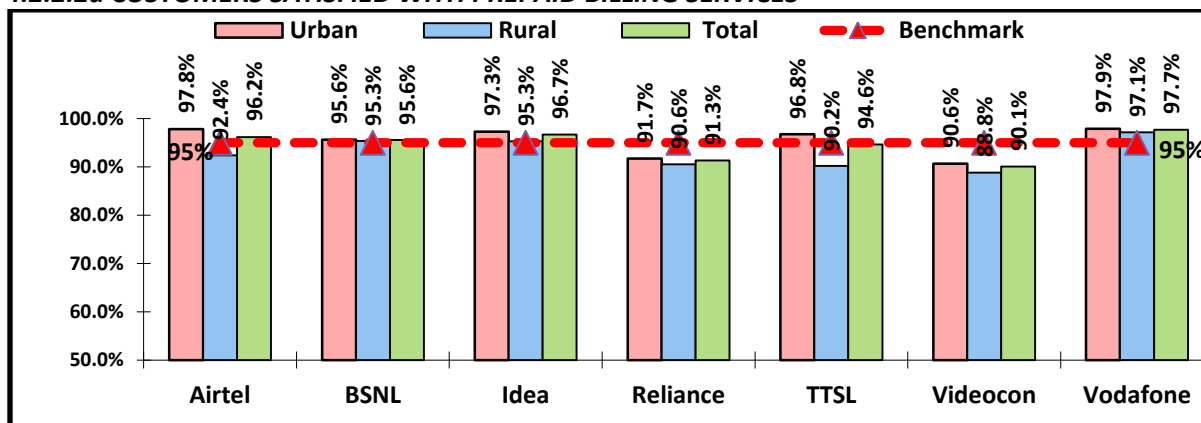
4.2.2.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



Source: Q1.1, Q1.2 and Q1.3 of the qnr

- Survey was conducted for seven operators providing cellular services in Haryana. All operators were found to be meeting the benchmark of >90%.
- Percentage of consumers satisfied with the provision of services attained by all the seven operators ranged from 92.0% (Videocon & Reliance) to 97.4% (Airtel) in urban area and 91.0% (Videocon & Reliance) to 95.8% (TTSL) in rural area.

4.2.2.2a CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES

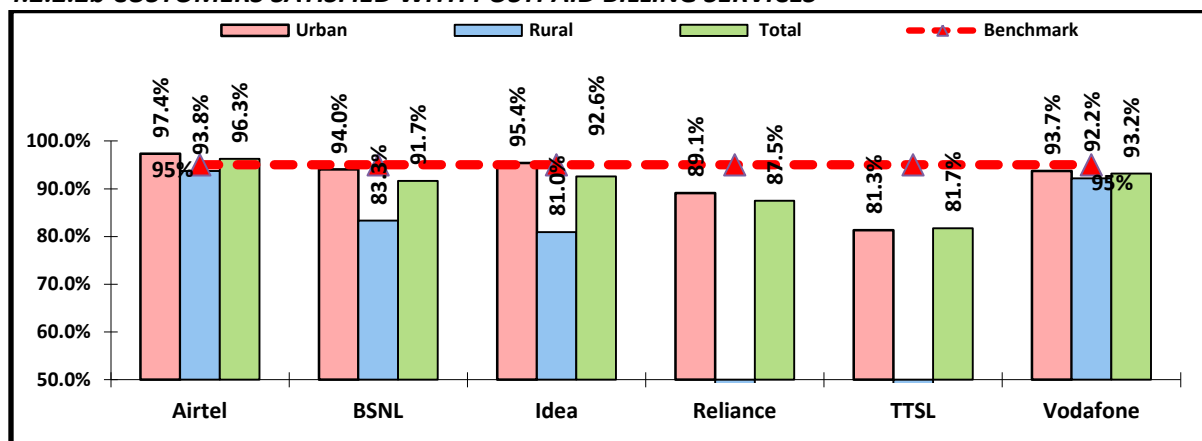


Source: Q2.1, Q2.2, Q2.3 and Q2.4 of the qnr

- In rural areas only three (BSNL, Idea & Vodafone) out of seven operators were found to be meeting the benchmark of >95%. In urban area all but two (Reliance & Videocon) were meeting the benchmark.
- Percentages of satisfied consumer by all operators ranged from 90.6% (Videocon) to 97.9% (Vodafone) in urban area and 88.8% (Videocon) to 97.1% (Vodafone) in rural area.



4.2.2.2b CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES

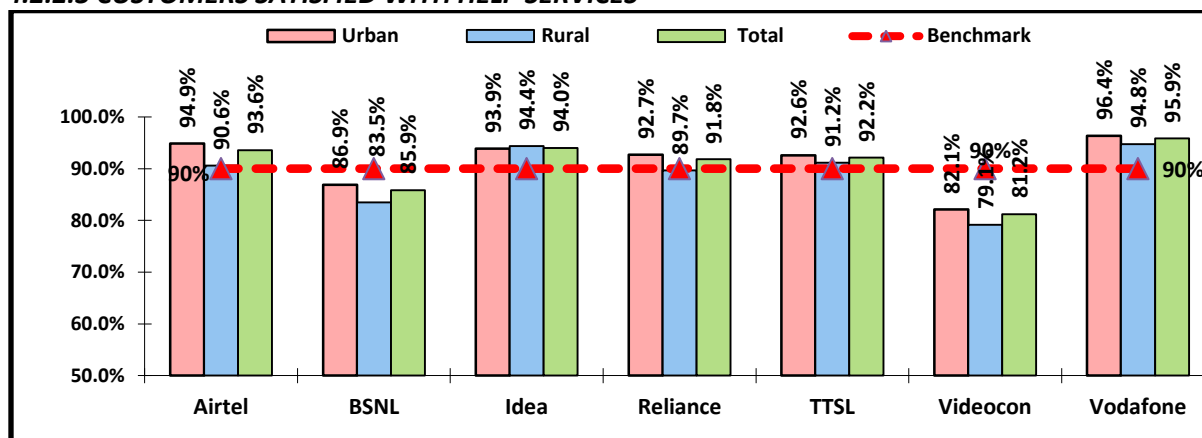


Videocon does not provide post-paid service in Haryana. Sample size for Reliance (2) and TTSL (1) in rural area was too low for qualitative analysis.

Source: Q2.5, Q2.6 and Q2.7 of the qnr

- Overall only Airtel and Idea could meet the benchmark of >95% in urban area. None could meet the benchmark in rural area.
- Percentage of satisfied consumers by all the seven operators ranged from 81.3% (TTSL) to 97.4% (Airtel) in urban area and 81% (Idea) to 93.8% (Airtel) in rural area.

4.2.2.3 CUSTOMERS SATISFIED WITH HELP SERVICES

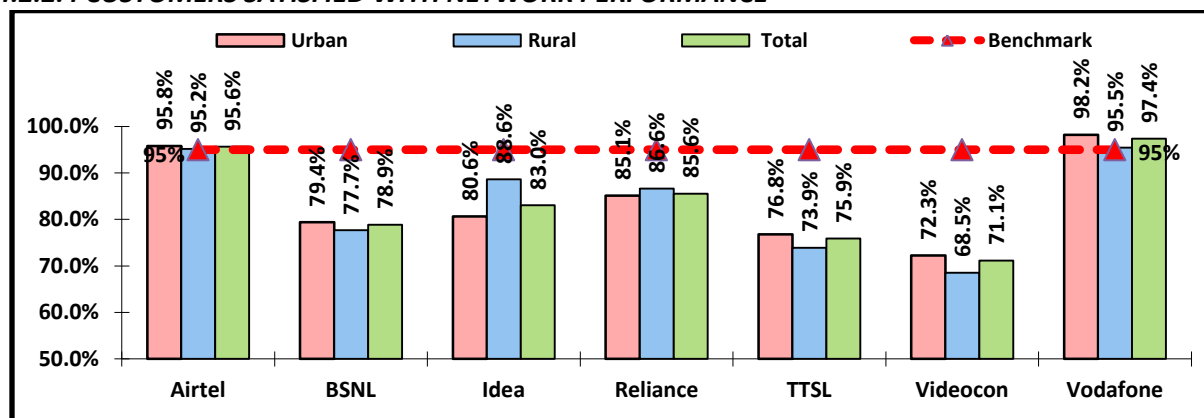


Source: Q3.1, Q3.2, Q3.3, Q3.4 and Q3.5 of the qnr

- Two operators (BSNL & Videocon) in urban and three (BSNL, Reliance & Videocon) in rural areas had not met the benchmark of >90%.
- Percentage of consumers satisfied by all the seven operators ranged from 82.1% (Videocon) to 96.4% (Vodafone) in urban area and 79.1% (Videocon) to 94.8% (Vodafone) in rural area.



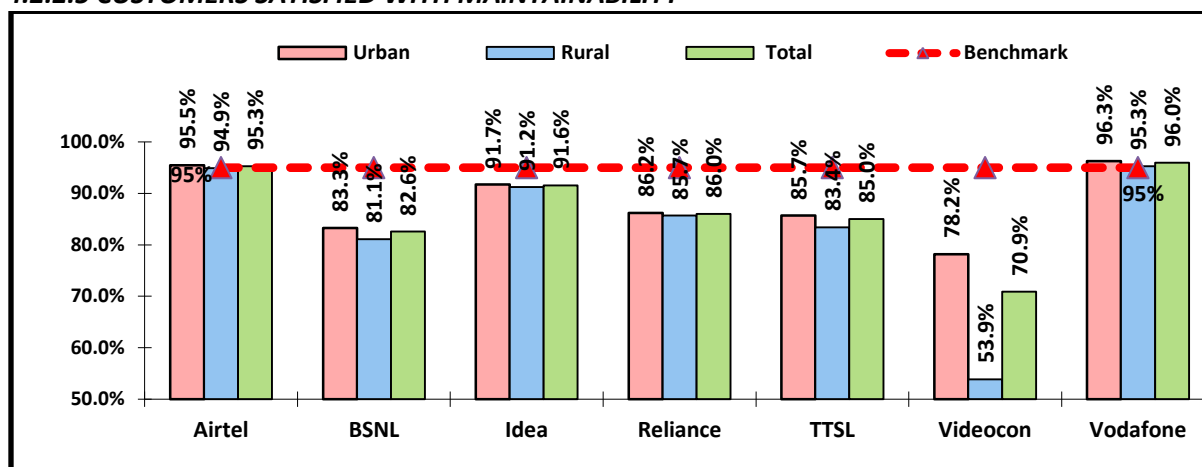
4.2.2.4 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



Source: Q4.1, Q4.2 and Q4.3 of the qnr

- Airtel & Vodafone were the only two operators, out of seven, to meet the benchmark of >95%, both in urban as well as rural areas.
- Percentages of customers satisfied by all operators ranged from 72.3% (Videocon) to 98.2% (Vodafone) in urban area and 68.5% (Videocon) to 95.5% (Vodafone) in rural area.

4.2.2.5 CUSTOMERS SATISFIED WITH MAINTAINABILITY

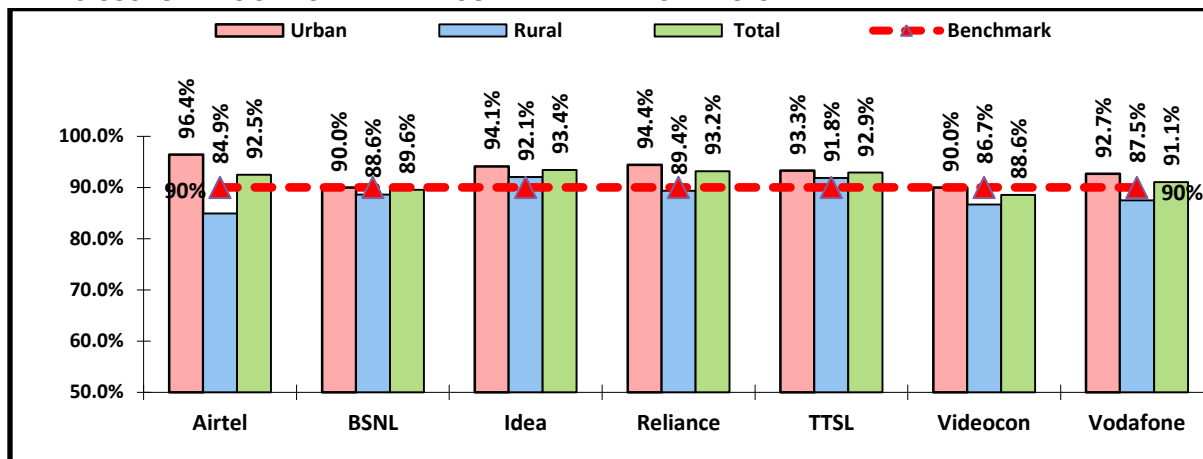


Source: Q5.1 and Q5.2 of the qnr

- Vodafone, both in urban and rural areas, and Airtel in urban area were the only operators to meet the benchmark of >95%. In rural area, the performance of Airtel (94.9%) was almost meeting the benchmark.
- Percentage of satisfied consumers by all the seven operators ranged from 78.2% (Videocon) to 96.3% (Vodafone) in urban area and 53.9% (Videocon) to 95.3% (Vodafone) in rural area.



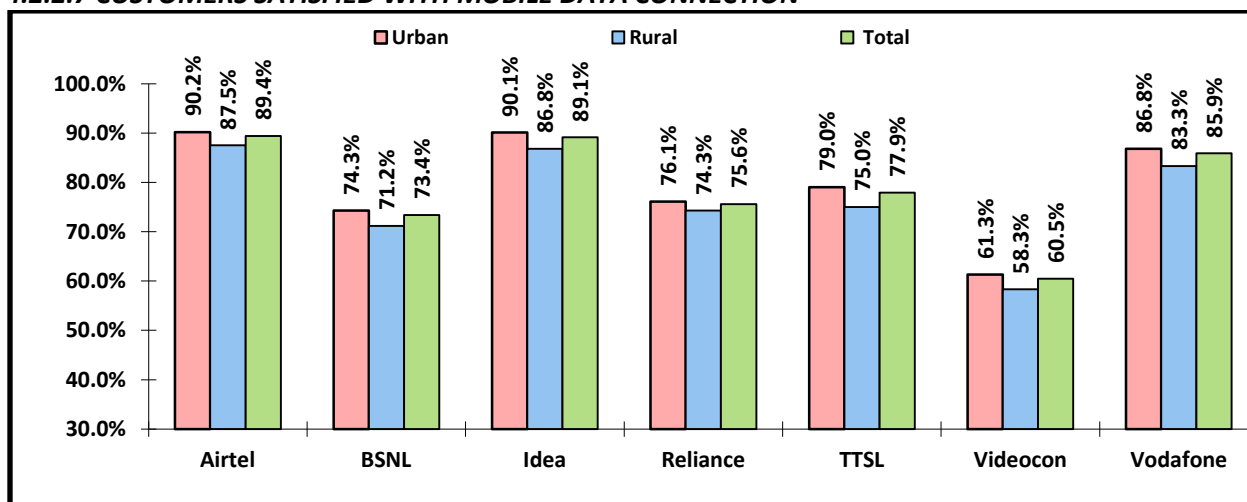
4.2.2.6 CUSTOMERS SATISFIED WITH SUPPLEMENTRY SERVICES



Source: Q6.1 and Q6.2 of the qnr

- All seven operators in urban but only two (Idea & TTSL) in rural areas were found to be meeting the benchmark of >90%.
- Percentage of consumers satisfied by all seven operators ranged from 90.0% (BSNL & Videocon) to 96.4% (Airtel) in urban area and 84.9% (Airtel) to 92.1% (Idea) in rural areas.

4.2.2.7 CUSTOMERS SATISFIED WITH MOBILE DATA CONNECTION²

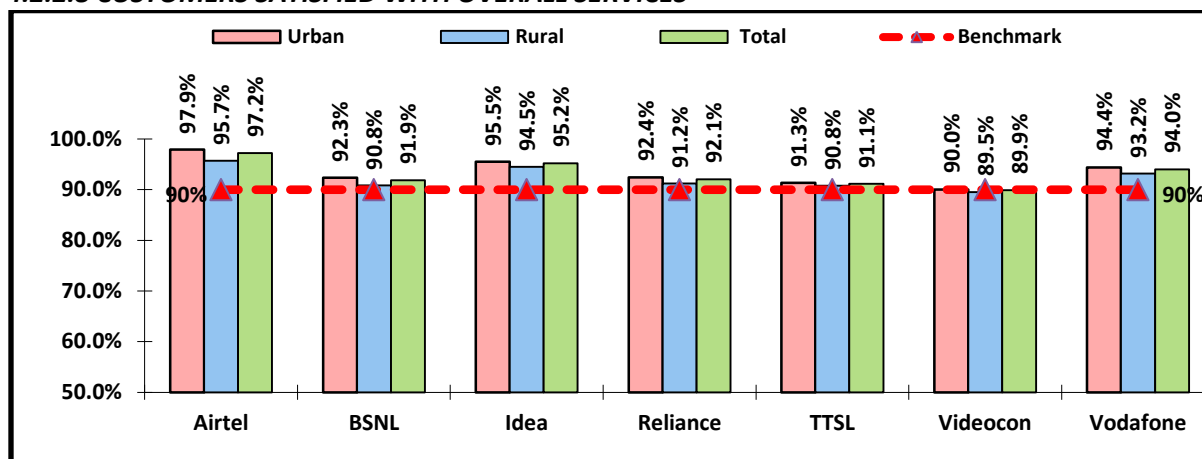


Source: Q7.1, Q7.2, 7.3, Q7.4 of the qnr

- Overall about 18% of the respondents were found to be using the internet services on their mobile phones- about 19% in urban areas and 17% in rural areas.
- About 49% reported using 2G services and 51% were using 3G services.
- Satisfaction with the mobile data connection was found to be highest in the case of Airtel in both urban (90.2%) and rural (87.5%) areas
- Lowest satisfaction was recorded in the case of Videocon in both urban (61.3%) and rural (58.3%) areas

² The parameter is not part of performance compliance and data collected for information purpose only.

4.2.2.8 CUSTOMERS SATISFIED WITH OVERALL SERVICES



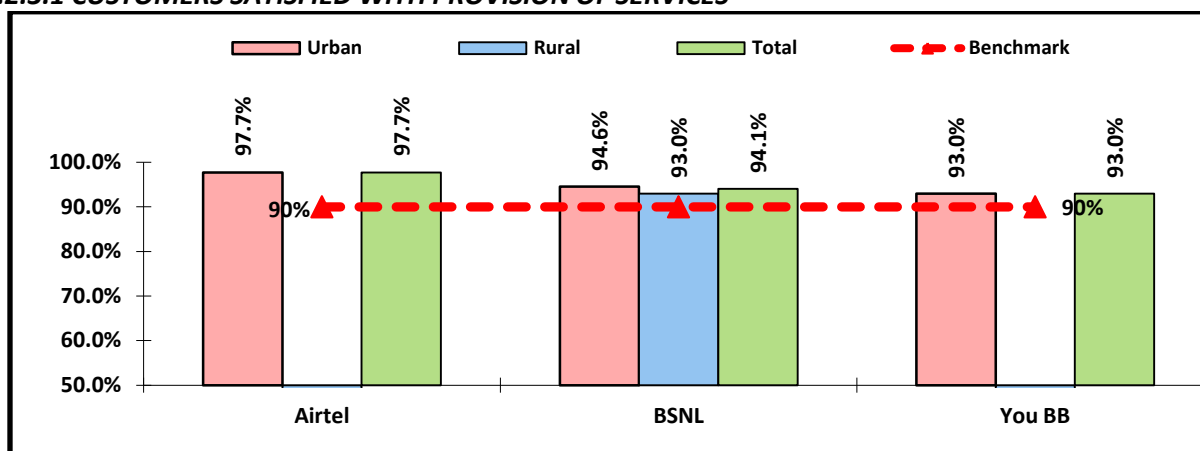
Source: Q8 of the qnr

- All the 7 operators in urban areas and six in rural areas were meeting the benchmark of >90%. Videocon in rural area was slightly below the benchmark level.
- Percentage of customers satisfied by all the operators ranged from 90.0% (Videocon) to 97.9% (Airtel) in urban area and 89.5% (Videocon) to 95.7% (Airtel) in rural area.



4.2.3 Broadband services – Haryana Service Area

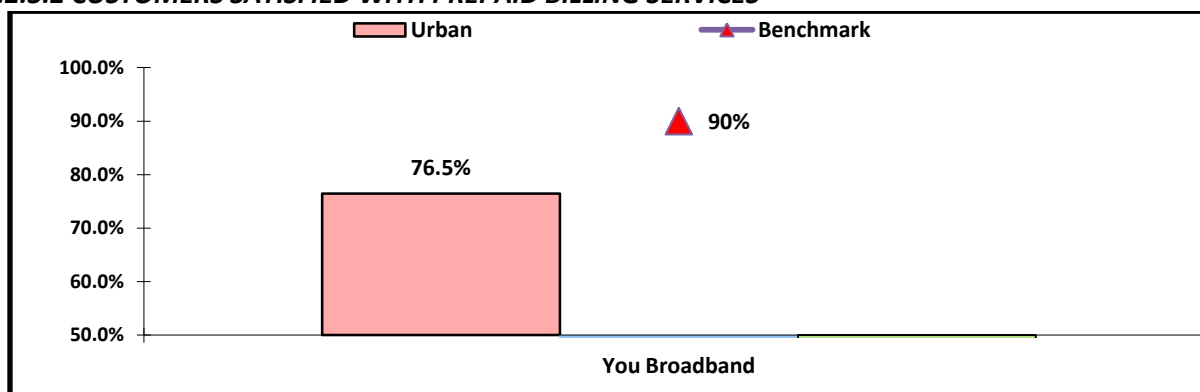
4.2.3.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



Source: Q1.1, Q1.2 and Q1.3 of the qnr

- Survey was conducted for 3 operators providing broadband service in Haryana. Airtel and You BB are not providing services in the rural area of Haryana which was covered during the survey.
- All the three met the benchmark of >90%. BSNL also met the benchmark in the rural area.
- Percentage of consumers satisfied with the provision of services attained by all the three operators ranged from 93.0% (You Broadband) to 97.7% (Airtel). In rural area BSNL had 93% satisfied customers.

4.2.3.2 CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES

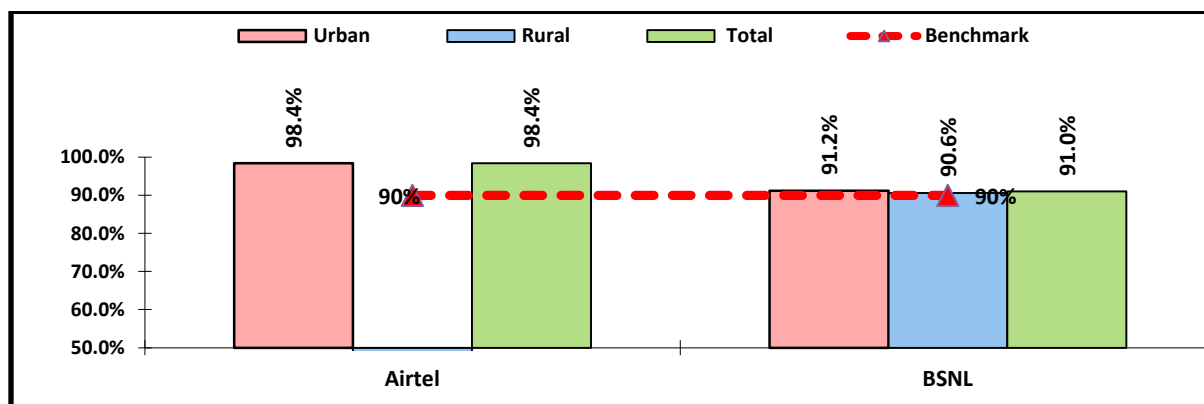


Source: Q2.1, Q2.2, Q2.3 and Q2.4 of the qnr

- Survey was conducted for only for **You Broadband** providing prepaid service in the urban area of Haryana. None of the other operators were providing prepaid service in areas covered in Haryana
- You BB was not found to be meeting the benchmark of >90%.



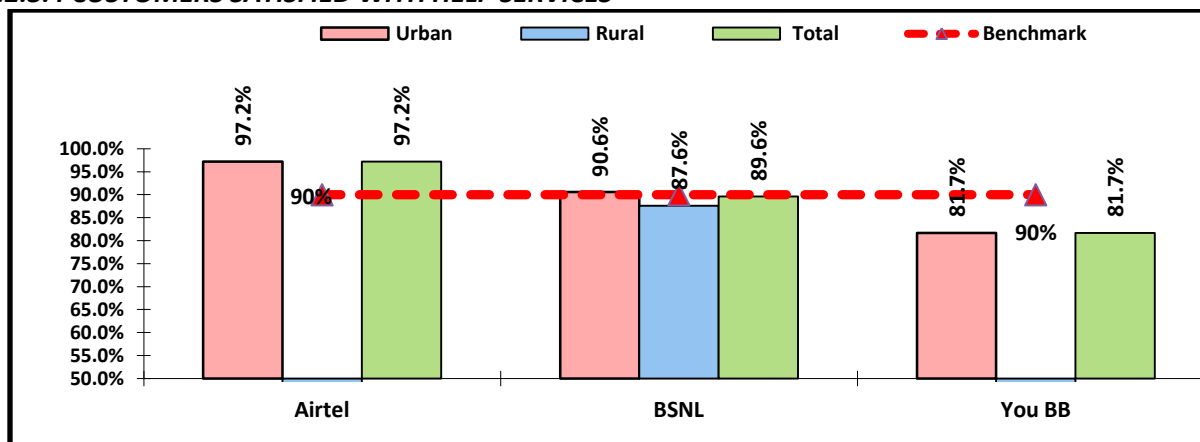
4.2.3.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES



Source: Q2.5, Q2.6 and Q2.7 of the qnr

- Survey was conducted only for Airtel and BSNL as You BB is not providing post-paid service in the areas covered. Both operators were found to be meeting the benchmark of >90%. BSNL also managed to meet the benchmark in rural area.
- Percentage of satisfied consumers ranged from 91.2% (BSNL) to 98.4% (Airtel). In rural area BSNL had 90.6% satisfied customers.

4.2.3.4 CUSTOMERS SATISFIED WITH HELP SERVICES

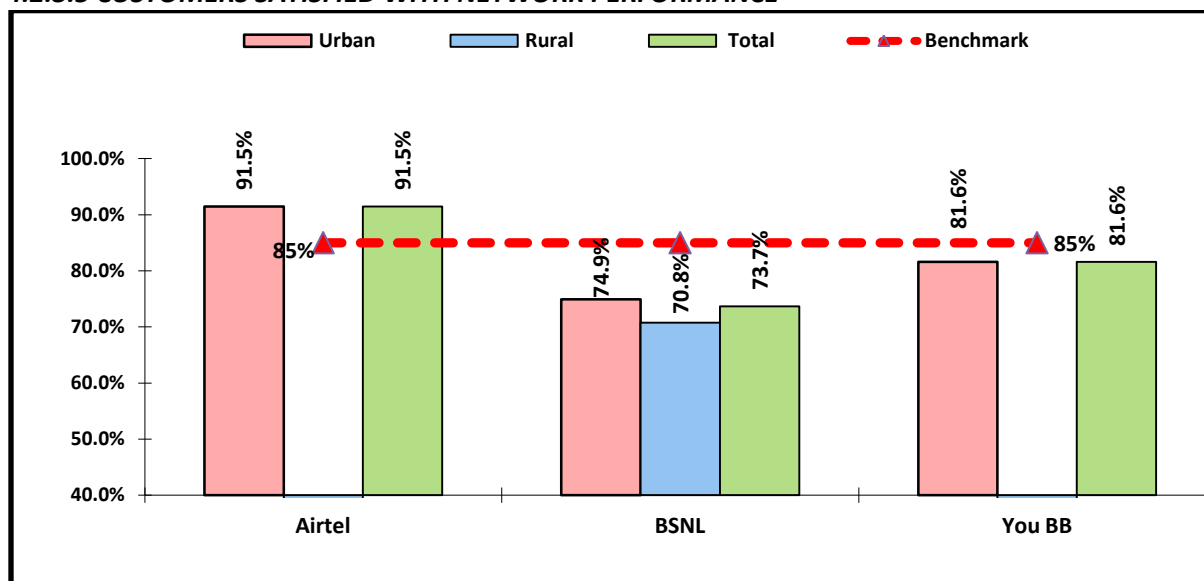


Source: Q3.1, Q3.2, Q3.3 and Q3.4 of the qnr

- Only Airtel could meet the benchmark of >90%. BSNL was slightly below the prescribed benchmark. Although in urban area it was slightly above the prescribed benchmark.
- Percentage of consumer satisfied by all the three operators ranged from 81.7% (You Broadband) to 97.2% (Airtel). In rural area BSNL had 87.6% satisfied customers.



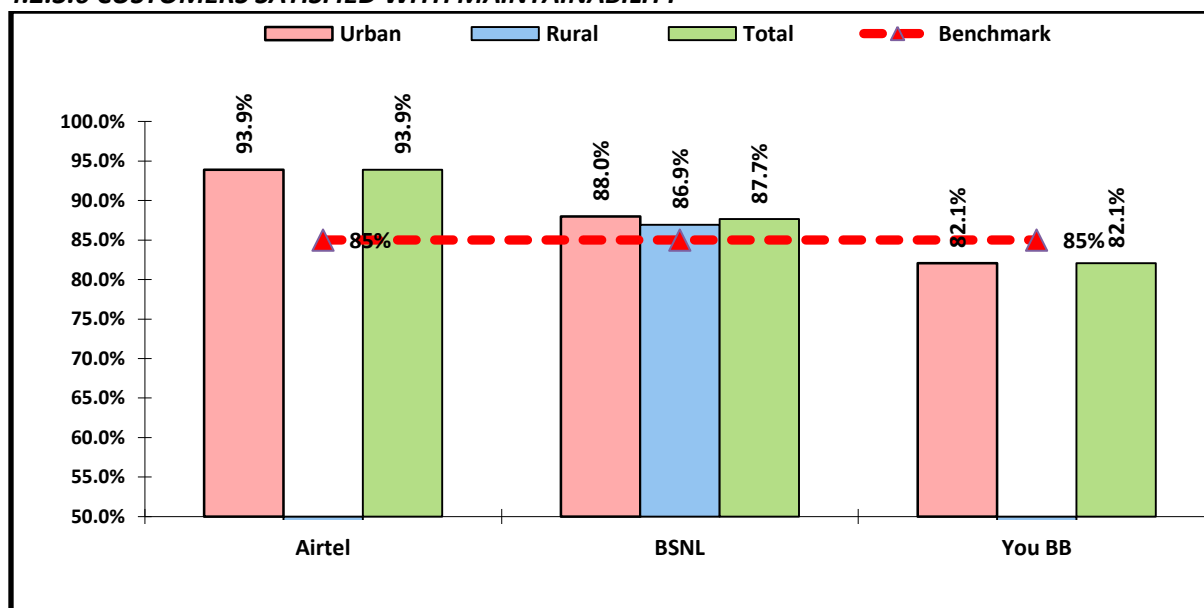
4.2.3.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



Source: Q4.1 and Q4.2 of the qnr

- Only Airtel was able to meet the benchmark of >85%.
- Percentages of customers satisfied by all the operators ranged from 74.9% (BSNL) to 91.5% (Airtel) in urban area. In rural area BSNL had 70.8% satisfied customers.

4.2.3.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



Source: Q5.1 and Q5.2 of the qnr

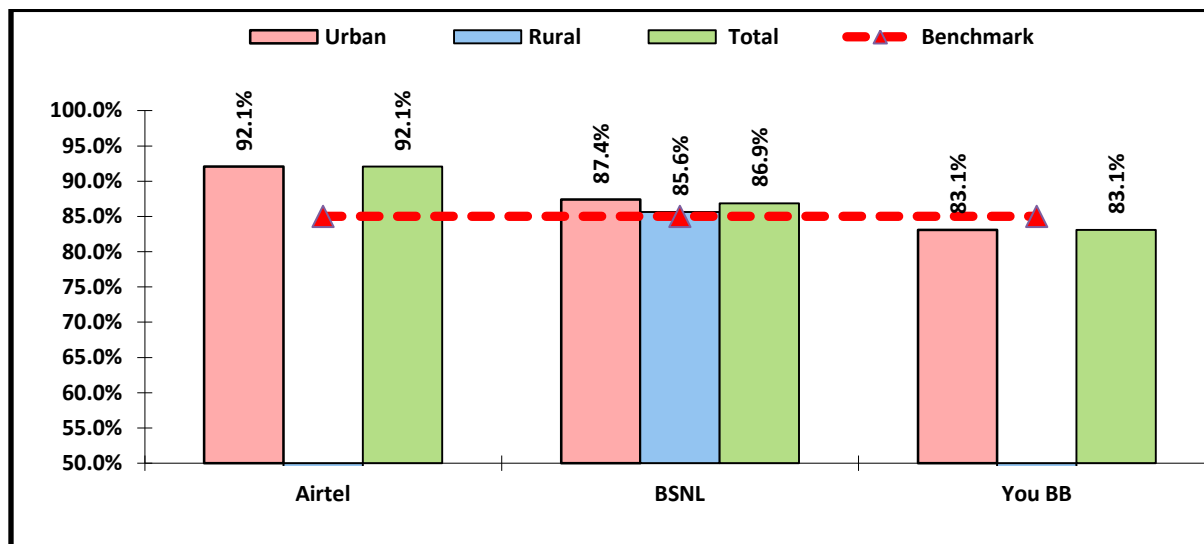
- Two operators, Airtel and BSNL, were found to be meeting the benchmark of >85%. BSNL was also able to meet the benchmark in rural area.
- Percentage of satisfied consumers by all the three operators ranged from 82.1% (You Broadband) to 93.9% (Airtel). In rural area BSNL had 86.9% satisfied customers.



4.2.3.7 SATISFIED WITH SUPPLEMENTRY SERVICES

- The performance on supplementary service was not evaluated as there were only three Airtel subscribers who had opted for supplementary services.

4.2.3.8 CUSTOMERS SATISFIED WITH OVERALL SERVICES



Source: Q7 of the qnr

- Airtel and BSNL had met the benchmark of >85%. BSNL was also able to meet the benchmark in the rural area.
- Percentage of customers satisfied by all the operators ranged from 83.1% (You Broadband) to 92.1% (Airtel). In rural area BSNL had 85.6% satisfied customers.



5. ASSESSMENT OF TRAI REGULATIONS & DIRECTIONS



5.1 BASIC (WIRELINER) SERVICE – HARYANA SERVICE AREA

5.1.1: Registration for blocking unsolicited commercial calls/SMSs: Out of 1215 wireline subscribers of two operators targeted in Haryana, 26 (2.1%) reported to have registered for not receiving or blocking unsolicited commercial calls/SMSs. Almost all of them were from urban area.

1. Have you registered your number for not receiving/blocking unsolicited commercial calls / SMSs?						
Service Provider		Yes		No		Total
		Count	%age	Count	%age	Count
Airtel	Urban	14	2.3%	588	97.7%	602
BSNL	Urban	10	2.4%	414	97.6%	424
	Rural	2	1.1%	187	98.9%	189
	Total	12	2.0%	601	98.0%	613
Total	Urban	24	2.3%	1002	97.7%	1026
	Rural	2	1.1%	187	98.9%	189
	Total	26	2.1%	1189	97.9%	1215

Source: Q1 of the Implementation and Effectiveness part of the qnr

5.1.2: Satisfaction on effectiveness of blocking of unsolicited commercial calls on your number: The average satisfaction level attained by 26 subscribers who had **registered their number for not receiving or blocking unsolicited commercial calls / SMSs**, on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 3.50 in rural areas and 4.04 in urban area. It was 4.00 in the case of Airtel and BSNL also.

5.1.2. Satisfaction with the effectiveness of blocking											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Mean=Σfx/N
Airtel	Urban	0	1	2	7	4	0	0	14	56	4.00
BSNL	Urban	0	0	3	4	2	1	0	10	41	4.10
	Rural	0	0	1	1	0	0	0	2	7	3.50
	Total	0	0	4	5	2	1	0	12	48	4.00
Total	Urban	0	1	5	11	6	1	0	24	97	4.04
	Rural	0	0	1	1	0	0	0	2	7	3.50
	Total	0	1	6	12	6	1	0	26	104	4.00

Source: Q2 of the Implementation and Effectiveness part of the qnr

5.1.3 Consumers' complaints about services: Of the 26 subscribers who had registered for not receiving or blocking the unsolicited commercial calls, 6 (23.1%) had made complaints as the unsolicited call/SMS had not stopped in spite of registration for the same - 3 each in the case of both the operators, however, none from the rural area.

3. Have you ever registered a complaint, in case the unsolicited call/SMS have not had not stopped in spite of registration for the same?						
Service Provider		Yes		No		Total
		Count	%age	Count	%age	Count
Airtel	Urban	3	21.4%	11	78.6%	14
BSNL	Urban	3	30.0%	7	70.0%	10
	Rural	0	0.0%	2	100.0%	2
	Total	3	25.0%	9	75.0%	12
Total	Urban	6	25.0%	18	75.0%	24
	Rural	0	0.0%	2	100.0%	2
	Total	6	23.1%	20	76.9%	26

Source: Q3 of the Implementation and Effectiveness part of the qnr



5.1.4 Satisfaction on ease of lodging complaint: Since only 6 subscribers had lodged complaint, satisfaction level on ease of lodging complaint should not be qualitatively compared. The average satisfaction level was 4.00. It was rated higher in the case of BSNL at 4.67 than the Airtel (3.33).

5.1.4. Satisfaction on ease of lodging complaint											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Mean=Σfx/N
Airtel	Urban			2	1	0			3	10	3.33
BSNL	Urban			0	1	2			3	14	4.67
Total	Urban			2	2	2			6	24	4.00

Source: Q4 of the Implementation and Effectiveness part of the qnr

5.1.5 Satisfaction on action taken after lodging complaint: Since only 6 subscribers had lodged complaint, satisfaction level on action taken after lodging complaint should not be qualitatively compared. The average satisfaction level in this case was also 4.33 –higher in the case of BSNL (4.67) than Airtel (4.00).

5.1.5. Satisfaction on action taken on your complaint											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Mean=Σfx/N
Airtel	Urban	0	0	0	3	0	0	0	3	12	4.00
BSNL	Urban	0	0	0	1	2	0	0	3	14	4.67
Total	Urban	0	0	0	4	2	0	0	6	26	4.33

Source: Q4 of the Implementation and Effectiveness part of the qnr

5.1.6 Awareness about the grievance redressal mechanisms: Of the three different modes of grievance redressal mechanisms set up by different service providers, it was found that in Haryana 96.5% of the consumers surveyed were aware of toll free consumer care number and only 7 (0.6%) consumers were aware about the Appellate Authority. But none of them were aware about web based complaint monitoring system.

6. Which all grievance redressal mechanisms set up by your telecom service provider based on the TRAI regulations are you aware of?								
Service Provider		Toll Free Consumer Care Number		Appellate Authority		Web based complaint monitoring system		Total
		Count	%age	Count	%age	Count	%age	Count
Airtel	Urban	583	96.8%	4	0.7%	0	0.0%	602
BSNL	Urban	411	96.9%	3	0.7%	0	0.0%	424
	Rural	179	94.7%	0	0.0%	0	0.0%	189
	Total	590	96.2%	3	0.5%	0	0.0%	613
Total	Urban	994	96.9%	7	0.7%	0	0.0%	1026
	Rural	179	94.7%	0	0.0%	0	0.0%	189
	Total	1173	96.5%	7	0.6%	0	0.0%	1215

* Multiple response answers, percentages may not add up to 100

Source: Q6 of the Implementation and Effectiveness part of the qnr



5.1.7 Consumers' complaints to toll free consumer care number: 14.4% had reported that they had made complaint to toll free consumer care number – 10.1% by rural subscribers and 15.2% by urban subscribers. In the case of BSNL altogether 16% had reported making complaint to consumer care number.

7. Have you made any complaint to the toll free Consumer Care Number?						
Service Provider		Yes		No		Total
		Count	%age	Count	%age	Count
Airtel	Urban	75	12.9%	508	87.1%	583
BSNL	Urban	76	18.5%	335	81.5%	411
	Rural	18	10.1%	161	89.9%	179
	Total	94	15.9%	496	84.1%	590
Total	Urban	151	15.2%	843	84.8%	994
	Rural	18	10.1%	161	89.9%	179
	Total	169	14.4%	1004	85.6%	1173

Source: Q7 of the Implementation and Effectiveness part of the qnr

5.1.8 Satisfaction with manner in which the complaint was handled in consumer care: 169 customers who had lodged their complaints at the toll free consumer care number, average satisfaction level on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 5.19 in the urban and 3.78 in the rural area of Haryana. It was recorded higher in the case of Airtel (5.49) and lower at 4.89 in the case of BSNL in urban area.

5.1.8: Satisfaction on the manner of addressing the complaint such as docket number, redressal etc											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Σfx/N
Airtel	Urban	0	0	0	0	38	37	0	75	412	5.49
BSNL	Urban	0	0	2	19	40	15	0	76	372	4.89
	Rural	0	0	9	4	5	0	0	18	68	3.78
	Total	0	0	11	23	45	15	0	94	440	4.68
Total	Urban	0	0	2	19	78	52	0	151	784	5.19
	Rural	0	0	9	4	5	0	0	18	68	3.78
	Total	0	0	11	23	83	52	0	169	852	5.04

Source: Q8 of the Implementation and Effectiveness part of the qnr

5.1.9 & 10: Consumers' appeal to Appellate Authority and Satisfaction with manner in which your appeal was addressed: None of the seven customers who were aware of the TRAI regulation on Appellate Authority had filed appeal at the time of the survey. Therefore satisfaction level on this aspect could not be ascertained.



5.2 CELLULAR – Haryana Service Area

5.2.1: Registration for blocking unsolicited commercial calls/SMSs: Altogether 4273 cellular consumers of 7 operators in Haryana were targeted and of them 977 (22.9%) had registered for not receiving or blocking unsolicited commercial calls/SMSs. The highest percentages of registered subscribers were found in the case of Reliance (25.5%). In rural area it was highest in the case of Idea (17.6%) where as in urban area it was highest in the case of Reliance (29.3%).

1. Have you registered your number for not receiving/blocking unsolicited commercial calls / SMSs?						
Service Provider		Yes		No		Total
		Count	%age	Count	%age	Count
Airtel	Urban	106	24.7%	324	75.3%	430
	Rural	31	16.7%	155	83.3%	186
	Total	137	22.2%	479	77.8%	616
BSNL	Urban	111	25.8%	319	74.2%	430
	Rural	21	11.4%	164	88.6%	185
	Total	132	21.5%	483	78.5%	615
Idea	Urban	113	26.7%	310	73.3%	423
	Rural	32	17.6%	150	82.4%	182
	Total	145	24.0%	460	76.0%	605
Reliance	Urban	124	29.3%	299	70.7%	423
	Rural	30	16.5%	152	83.5%	182
	Total	154	25.5%	451	74.5%	605
TTSL	Urban	103	24.2%	323	75.8%	426
	Rural	32	17.4%	152	82.6%	184
	Total	135	22.1%	475	77.9%	610
Videocon	Urban	112	26.5%	310	73.5%	422
	Rural	26	14.4%	155	85.6%	181
	Total	138	22.9%	465	77.1%	603
Vodafone	Urban	109	25.5%	319	74.5%	428
	Rural	27	14.1%	164	85.9%	191
	Total	136	22.0%	483	78.0%	619
Total	Urban	778	26.1%	2204	73.9%	2982
	Rural	199	15.4%	1092	84.6%	1291
	Total	977	22.9%	3296	77.1%	4273

Source: Q1 of the Implementation and Effectiveness part of the qnr



5.2.2: Satisfaction on effectiveness of blocking of unsolicited commercial calls on your number: The average satisfaction level attained by 977 subscribers, on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 3.63 in urban area and 2.84 in rural area. It was highest in the case of Vodafone (4.64 & 3.85) in urban and rural areas respectively.

5.2.2. Satisfaction with the effectiveness of blocking of unsolicited commercial calls on your number.											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Σfx/N
Airtel	Urban	2	2	7	34	49	10	2	106	482	4.55
	Rural	0	13	8	5	3	2	0	31	97	3.13
	Total	2	15	15	39	52	12	2	137	579	4.23
BSNL	Urban	0	31	50	19	11	0	0	111	343	3.09
	Rural	2	14	5	0	0	0	0	21	45	2.14
	Total	2	45	55	19	11	0	0	132	388	2.94
Idea	Urban	1	19	65	21	5	2	0	113	355	3.14
	Rural	2	16	13	0	1	0	0	32	78	2.44
	Total	3	35	78	21	6	2	0	145	433	2.99
Reliance	Urban	0	15	44	37	24	4	0	124	454	3.66
	Rural	1	12	7	6	3	1	0	30	91	3.03
	Total	1	27	51	43	27	5	0	154	545	3.54
TTSL	Urban	1	41	20	8	24	9	0	103	349	3.39
	Rural	0	14	17	1	0	0	0	32	83	2.59
	Total	1	55	37	9	24	9	0	135	432	3.20
Videocon	Urban	0	36	50	15	10	1	0	112	338	3.02
	Rural	0	13	11	1	1	0	0	26	68	2.62
	Total	0	49	61	16	11	1	0	138	406	2.94
Vodafone	Urban	0	0	16	25	51	16	1	109	506	4.64
	Rural	0	3	10	6	5	2	1	27	104	3.85
	Total	0	3	26	31	56	18	2	136	610	4.49
Total	Urban	4	144	252	159	174	42	3	778	2827	3.63
	Rural	5	85	71	19	13	5	1	199	566	2.84
	Total	9	229	323	178	187	47	4	977	3393	3.47

Source: Q2 of the Implementation and Effectiveness part of the qnr



5.2.3 Consumers' complaints about services: Of the 977 customers who had registered for not receiving or blocking the unsolicited commercial calls, around one out of four (23.3%) had made complaints as the unsolicited call/SMS had not stopped in spite of registration for the same. In rural area it was 13.6% whereas in urban area it was 25.8%. In rural and urban areas maximum complaints were reported by the subscribers of BSNL (23.8%) and Idea (46.0%) respectively.

3. Have you ever registered a complaint, in case the unsolicited call/SMS have not had not stopped in spite of registration for the same?						
Service Provider		Yes		No		Total
		Count	%age	Count	%age	Count
Airtel	Urban	19	17.9%	87	82.1%	106
	Rural	3	9.7%	28	90.3%	31
	Total	22	16.1%	115	83.9%	137
BSNL	Urban	36	32.4%	75	67.6%	111
	Rural	5	23.8%	16	76.2%	21
	Total	41	31.1%	91	68.9%	132
Idea	Urban	52	46.0%	61	54.0%	113
	Rural	7	21.9%	25	78.1%	32
	Total	59	40.7%	86	59.3%	145
Reliance	Urban	41	33.1%	83	66.9%	124
	Rural	4	13.3%	26	86.7%	30
	Total	45	29.2%	109	70.8%	154
TTSL	Urban	11	10.7%	92	89.3%	103
	Rural	4	12.5%	28	87.5%	32
	Total	15	11.1%	120	88.9%	135
Videocon	Urban	20	17.9%	92	82.1%	112
	Rural	3	11.5%	23	88.5%	26
	Total	23	16.7%	115	83.3%	138
Vodafone	Urban	22	20.2%	87	79.8%	109
	Rural	1	3.7%	26	96.3%	27
	Total	23	16.9%	113	83.1%	136
Total	Urban	201	25.8%	577	74.2%	778
	Rural	27	13.6%	172	86.4%	199
	Total	228	23.3%	749	76.7%	977

Source: Q3 of the Implementation and Effectiveness part of the qnr



5.2.4 Satisfaction on ease of lodging the complaint: The average satisfaction level of 228 complainants on ease of lodging complaint for non stoppage of unsolicited calls/ SMSes, on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 4.19 in urban area and 3.67 in rural area. It was recorded highest in the case of Airtel (4.89) in the urban area and (5.67) in the rural area.

5.2.4: Satisfaction on ease of lodging complaint											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Σfx/N
Airtel	Urban	0	0	0	7	8	3	1	19	93	4.89
	Rural	0	0	0	0	2	0	1	3	17	5.67
	Total	0	0	0	7	10	3	2	22	110	5.00
BSNL	Urban	0	2	10	16	8	0	0	36	138	3.83
	Rural	0	0	3	2	0	0	0	5	17	3.40
	Total	0	2	13	18	8	0	0	41	155	3.78
Idea	Urban	1	4	5	16	24	2	0	52	220	4.23
	Rural	0	0	3	3	1	0	0	7	26	3.71
	Total	1	4	8	19	25	2	0	59	246	4.17
Reliance	Urban	0	4	3	12	22	0	0	41	175	4.27
	Rural	0	0	3	1	0	0	0	4	13	3.25
	Total	0	4	6	13	22	0	0	45	188	4.18
TTSL	Urban	0	3	0	2	5	1	0	11	45	4.09
	Rural	0	0	1	3	0	0	0	4	15	3.75
	Total	0	3	1	5	5	1	0	15	60	4.00
Videocon	Urban	0	1	6	10	3	0	0	20	75	3.75
	Rural	0	2	1	0	0	0	0	3	7	2.33
	Total	0	3	7	10	3	0	0	23	82	3.57
Vodafone	Urban	0	1	2	9	7	3	0	22	97	4.41
	Rural	0	0	0	1	0	0	0	1	4	4.00
	Total	0	1	2	10	7	3	0	23	101	4.39
Total	Urban	1	15	26	72	77	9	1	201	843	4.19
	Rural	0	2	11	10	3	0	1	27	99	3.67
	Total	1	17	37	82	80	9	2	228	942	4.13

Source: Q4 of the Implementation and Effectiveness part of the qnr



5.2.5 Satisfaction on action taken on the complaints: The average satisfaction level of 228 complainants on action taken on their complaints lodged for non stoppage of unsolicited calls/ SMSes, on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 4.18 in urban areas and 3.48 in rural areas. It was recorded highest in the case of Airtel in the urban (5.16) area and in rural (5.33) area.

5.2.5: Satisfaction on ease of action thereupon											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Σfx/N
Airtel	Urban	0	0	2	5	5	2	5	19	98	5.16
	Rural	0	0	0	1	1	0	1	3	16	5.33
	Total	0	0	2	6	6	2	6	22	114	5.18
BSNL	Urban	0	2	14	10	10	0	0	36	136	3.78
	Rural	0	0	3	2	0	0	0	5	17	3.40
	Total	0	2	17	12	10	0	0	41	153	3.73
Idea	Urban	2	1	11	19	17	2	0	52	210	4.04
	Rural	0	0	6	1	0	0	0	7	22	3.14
	Total	2	1	17	20	17	2	0	59	232	3.93
Reliance	Urban	0	0	9	13	19	0	0	41	174	4.24
	Rural	0	0	3	1	0	0	0	4	13	3.25
	Total	0	0	12	14	19	0	0	45	187	4.16
TTSL	Urban	0	0	1	2	7	1	0	11	52	4.73
	Rural	0	0	3	1	0	0	0	4	13	3.25
	Total	0	0	4	3	7	1	0	15	65	4.33
Videocon	Urban	0	0	3	11	6	0	0	20	83	4.15
	Rural	0	0	3	0	0	0	0	3	9	3.00
	Total	0	0	6	11	6	0	0	23	92	4.00
Vodafone	Urban	0	3	5	6	5	3	0	22	88	4.00
	Rural	0	0	0	1	0	0	0	1	4	4.00
	Total	0	3	5	7	5	3	0	23	92	4.00
Total	Urban	2	6	45	66	69	8	5	201	841	4.18
	Rural	0	0	18	7	1	0	1	27	94	3.48
	Total	2	6	63	73	70	8	6	228	935	4.10

Source: Q5 of the Implementation and Effectiveness part of the qnr



5.2.6 Satisfaction with the information received at the time of activation of various vouchers: The average satisfaction level of 4003 prepaid subscribers with **the information, received through SMS at the time of activation of various vouchers**, on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 4.56 in urban areas and in rural area it was 4.25. Therefore the difference in the satisfaction level was not much in rural and urban area. It was recorded highest in the case of TTSL (4.91) in the urban area and Idea (4.66) in the rural area.

5.2.6. How satisfied are you with the information, received through SMS at the time of activation of various vouchers, such as amount charged, processing fee, taxes deducted, title of the plan, validity etc?											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Σfx/N
Airtel	Urban	0	6	34	105	192	49	6	392	1830	4.67
	Rural	0	2	31	76	45	15	1	170	723	4.25
	Total	0	8	65	181	237	64	7	562	2553	4.54
BSNL	Urban	0	1	21	211	102	58	9	402	1830	4.55
	Rural	1	0	21	89	40	26	0	177	776	4.38
	Total	1	1	42	300	142	84	9	579	2606	4.50
Idea	Urban	1	0	11	123	192	62	5	394	1893	4.80
	Rural	0	1	44	20	62	45	3	175	815	4.66
	Total	1	1	55	143	254	107	8	569	2708	4.76
Reliance	Urban	0	0	3	183	168	22	1	377	1720	4.56
	Rural	0	0	23	91	62	4	0	180	767	4.26
	Total	0	0	26	274	230	26	1	557	2487	4.46
TTSL	Urban	0	4	12	118	151	81	19	385	1890	4.91
	Rural	0	1	36	66	45	35	0	183	809	4.42
	Total	0	5	48	184	196	116	19	568	2699	4.75
Videocon	Urban	2	11	57	287	63	2	0	422	1670	3.96
	Rural	2	9	70	100	0	0	0	181	630	3.48
	Total	4	20	127	387	63	2	0	603	2300	3.81
Vodafone	Urban	0	2	73	93	179	37	7	391	1761	4.50
	Rural	0	0	53	25	80	16	0	174	755	4.34
	Total	0	2	126	118	259	53	7	565	2516	4.45
Total	Urban	3	24	211	1120	1047	311	47	2763	12594	4.56
	Rural	3	13	278	467	334	141	4	1240	5275	4.25
	Total	6	37	489	1587	1381	452	51	4003	17869	4.46

Source: Q6 of the Implementation and Effectiveness part of the qnr



5.2.7 Satisfaction with the information provided after every usage: Overall the prepaid subscribers' satisfaction with the information provided to you after every usage, such as duration of call, charges deducted, balance in account etc, on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 4.55 in urban areas and 4.25 in rural areas. It was recorded highest in the case of TTSL (4.82) in the urban area and (4.64) in the rural area.

5.2.7. How satisfied are you with the information provided to you after every usage, such as duration of call, charges deducted, balance in account etc?											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Σfx/N
Airtel	Urban	2	6	15	168	123	65	13	392	1827	4.66
	Rural	1	1	17	94	29	17	11	170	754	4.44
	Total	3	7	32	262	152	82	24	562	2581	4.59
BSNL	Urban	0	6	128	65	127	65	11	402	1758	4.37
	Rural	0	0	51	36	64	16	10	177	783	4.42
	Total	0	6	179	101	191	81	21	579	2541	4.39
Idea	Urban	0	4	15	121	184	59	11	394	1888	4.79
	Rural	0	5	46	39	53	21	11	175	772	4.41
	Total	0	9	61	160	237	80	22	569	2660	4.67
Reliance	Urban	0	0	1	194	162	17	3	377	1712	4.54
	Rural	0	0	37	65	72	5	1	180	768	4.27
	Total	0	0	38	259	234	22	4	557	2480	4.45
TTSL	Urban	3	3	15	112	166	77	9	385	1857	4.82
	Rural	0	0	38	45	63	18	19	183	850	4.64
	Total	3	3	53	157	229	95	28	568	2707	4.77
Videocon	Urban	1	11	117	95	193	5	0	422	1749	4.14
	Rural	2	10	113	56	0	0	0	181	585	3.23
	Total	3	21	230	151	193	5	0	603	2334	3.87
Vodafone	Urban	0	4	1	237	89	44	16	391	1780	4.55
	Rural	0	0	26	89	35	14	10	174	763	4.39
	Total	0	4	27	326	124	58	26	565	2543	4.50
Total	Urban	6	34	292	992	1044	332	63	2763	12571	4.55
	Rural	3	16	328	424	316	91	62	1240	5275	4.25
	Total	9	50	620	1416	1360	423	125	4003	17846	4.46

Source: Q7 of the Implementation and Effectiveness part of the qnr



5.2.8: Request for item-wise usage bill: Out of 4003 pre paid subscribers of seven operators covered, 239 (6.0%) had requested for item wise usage bill within 45 days – 7.3% by urban subscribers and 3.1% by rural subscribers. In urban areas the maximum request was by Vodafone subscribers (10.7%) and in rural areas it was from Idea subscribers (4.0%)

8. A pre paid customer can get an item-wise usage bill within 45 days of making such request. Have you ever requested for it?						
Service Provider		Yes		No		Total
		Count	%age	Count	%age	Count
Airtel	Urban	29	7.4%	363	92.6%	392
	Rural	6	3.5%	164	96.5%	170
	Total	35	6.2%	527	93.8%	562
BSNL	Urban	23	5.7%	379	94.3%	402
	Rural	3	1.7%	174	98.3%	177
	Total	26	4.5%	553	95.5%	579
Idea	Urban	36	9.1%	358	90.9%	394
	Rural	7	4.0%	168	96.0%	175
	Total	43	7.6%	526	92.4%	569
Reliance	Urban	24	6.4%	353	93.6%	377
	Rural	6	3.3%	174	96.7%	180
	Total	30	5.4%	527	94.6%	557
TTSL	Urban	30	7.8%	355	92.2%	385
	Rural	5	2.7%	178	97.3%	183
	Total	35	6.2%	533	93.8%	568
Videocon	Urban	17	4.0%	405	96.0%	422
	Rural	6	3.3%	175	96.7%	181
	Total	23	3.8%	580	96.2%	603
Vodafone	Urban	42	10.7%	349	89.3%	391
	Rural	5	2.9%	169	97.1%	174
	Total	47	8.3%	518	91.7%	565
Total	Urban	201	7.3%	2562	92.7%	2763
	Rural	38	3.1%	1202	96.9%	1240
	Total	239	6.0%	3764	94.0%	4003

Source: Q8 of the Implementation and Effectiveness part of the qnr



5.2.9 Satisfaction with the timely receipt and completeness of the item-wise usage bill on request:
Overall 239 prepaid subscribers had made request for **item-wise usage bill – 201 in the urban areas and 38 in rural areas. Overall the satisfaction on this aspect** was 4.26 on a scale of 1 to 7, where 1 is highly dissatisfied and 7 is highly satisfied. In urban areas the satisfaction level was 4.29 and in rural area it was 4.08. Airtel attained highest satisfaction at 4.76 in urban area. In rural area it was attained by Reliance (4.33).

5.2.9. If Yes how satisfied are you with the timely receipts and completeness of the item-wise usage bill on request?											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Σfx/N
Airtel	Urban		0	2	10	10	7		29	138	4.76
	Rural		1	1	1	2	1		6	25	4.17
	Total		1	3	11	12	8		35	163	4.66
BSNL	Urban		0	6	9	6	2		23	96	4.17
	Rural		0	1	1	1	0		3	12	4.00
	Total		0	7	10	7	2		26	108	4.15
Idea	Urban		0	5	13	16	2		36	159	4.42
	Rural		0	2	3	2	0		7	28	4.00
	Total		0	7	16	18	2		43	187	4.35
Reliance	Urban		1	2	11	8	2		24	104	4.33
	Rural		0	0	4	2	0		6	26	4.33
	Total		1	2	15	10	2		30	130	4.33
TTSL	Urban		0	6	8	16	0		30	130	4.33
	Rural		0	1	3	1	0		5	20	4.00
	Total		0	7	11	17	0		35	150	4.29
Videocon	Urban		0	9	7	1	0		17	60	3.53
	Rural		0	2	3	1	0		6	23	3.83
	Total		0	11	10	2	0		23	83	3.61
Vodafone	Urban		0	7	23	9	3		42	176	4.19
	Rural		0	1	2	2	0		5	21	4.20
	Total		0	8	25	11	3		47	197	4.19
Total	Urban		1	37	81	66	16		201	863	4.29
	Rural		1	8	17	11	1		38	155	4.08
	Total		2	45	98	77	17		239	1018	4.26

Source: Q9 of the Implementation and Effectiveness part of the qnr



5.2.10 Awareness about the grievance redressal mechanisms: Of the three different modes of grievance redressal mechanisms set up by different service providers, it was found that in Haryana out of 4273 consumers surveyed almost all were aware of toll free consumer care number. 2.3% were aware of Appellate Authority and only 1.6% of subscribers were aware of Web based complaint monitoring system— comparatively high in the urban consumers. Awareness about Appellate Authority was found highest amongst Idea (3.6%) subscribers.

10. Which all grievance redressal mechanisms set up by your telecom service provider based on the TRAI regulations are you aware of?								
Service Provider		Toll Free Consumer Care Number		Appellate Authority		Web based complaint monitoring system		Total
		Count	%age	Count	%age	Count	%age	Count
Airtel	Urban	426	99.1%	16	3.7%	16	3.7%	430
	Rural	178	95.7%	3	1.6%	1	0.5%	186
	Total	604	98.1%	19	3.1%	17	2.8%	616
BSNL	Urban	425	98.8%	8	1.9%	7	1.6%	430
	Rural	178	96.2%	3	1.6%	1	0.5%	185
	Total	603	98.0%	11	1.8%	8	1.3%	615
Idea	Urban	418	98.8%	19	4.5%	11	2.6%	423
	Rural	174	95.6%	3	1.6%	0	0.0%	182
	Total	592	97.9%	22	3.6%	11	1.8%	605
Reliance	Urban	417	98.6%	8	1.9%	6	1.4%	423
	Rural	174	95.6%	2	1.1%	0	0.0%	182
	Total	591	97.7%	10	1.7%	6	1.0%	605
TTSL	Urban	409	96.0%	13	3.1%	9	2.1%	426
	Rural	178	96.7%	2	1.1%	1	0.5%	184
	Total	587	96.2%	15	2.5%	10	1.6%	610
Videocon	Urban	406	96.2%	3	0.7%	4	0.9%	422
	Rural	162	89.5%	1	0.6%	2	1.1%	181
	Total	568	94.2%	4	0.7%	6	1.0%	603
Vodafone	Urban	420	98.1%	12	2.8%	5	1.2%	428
	Rural	177	92.7%	5	2.6%	6	3.1%	191
	Total	597	96.4%	17	2.7%	11	1.8%	619
Total	Urban	2921	98.0%	79	2.6%	58	1.9%	2982
	Rural	1221	94.6%	19	1.5%	11	0.9%	1291
	Total	4142	96.9%	98	2.3%	69	1.6%	4273

* Multiple response answers, percentages may not add up to 100

Source: Q10 of the Implementation and Effectiveness part of the qnr



5.2.11 Consumers' complaints to toll free consumer care number: 28.6% consumers had made complaints to the toll free consumer care number of their operators. In urban areas it was reported by 32.1% and in rural area it was reported by 20.1% respondents contacted during the survey. It was reported maximum in the case of TTSL subscribers (46.7%) in urban area and (34.8%) in rural areas.

11. Have you made any complaint to the toll free Consumer Care Number?						
Service Provider		Yes		No		Total
		Count	%age	Count	%age	Count
Airtel	Urban	158	37.1%	268	62.9%	426
	Rural	20	11.2%	158	88.8%	178
	Total	178	29.5%	426	70.5%	604
BSNL	Urban	178	41.9%	247	58.1%	425
	Rural	50	28.1%	128	71.9%	178
	Total	228	37.8%	375	62.2%	603
Idea	Urban	152	36.4%	266	63.6%	418
	Rural	51	29.3%	123	70.7%	174
	Total	203	34.3%	389	65.7%	592
Reliance	Urban	69	16.5%	348	83.5%	417
	Rural	31	17.8%	143	82.2%	174
	Total	100	16.9%	491	83.1%	591
TTSL	Urban	191	46.7%	218	53.3%	409
	Rural	62	34.8%	116	65.2%	178
	Total	253	43.1%	334	56.9%	587
Videocon	Urban	37	9.1%	369	90.9%	406
	Rural	6	3.7%	156	96.3%	162
	Total	43	7.6%	525	92.4%	568
Vodafone	Urban	154	36.7%	266	63.3%	420
	Rural	26	14.7%	151	85.3%	177
	Total	180	30.2%	417	69.8%	597
Total	Urban	939	32.1%	1982	67.9%	2921
	Rural	246	20.1%	975	79.9%	1221
	Total	1185	28.6%	2957	71.4%	4142

Source: Q11 of the Implementation and Effectiveness part of the qnr



5.2.12 Satisfaction with manner in which the complaint was handled in consumer care: 1185 customers who had lodged their complaints at the toll free consumer care number, average satisfaction level on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 4.99 in the urban and 4.28 in the rural areas of Haryana. It was recorded highest in the case of Vodafone (5.30) in the urban area and (4.62) in the rural area.

5.2.12: Satisfaction on the manner of addressing the complaint such as docket number, redressal etc.											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Σfx/N
Airtel	Urban	0	2	8	60	60	23	5	158	741	4.69
	Rural	0	0	9	2	3	6	0	20	86	4.30
	Total	0	2	17	62	63	29	5	178	827	4.65
BSNL	Urban	1	4	16	22	58	69	8	178	905	5.08
	Rural	0	1	16	5	10	17	1	50	229	4.58
	Total	1	5	32	27	68	86	9	228	1134	4.97
Idea	Urban	1	4	5	12	60	60	10	152	802	5.28
	Rural	0	0	32	4	5	7	3	51	200	3.92
	Total	1	4	37	16	65	67	13	203	1002	4.94
Reliance	Urban	0	0	4	12	41	9	3	69	340	4.93
	Rural	0	0	16	13	2	0	0	31	110	3.55
	Total	0	0	20	25	43	9	3	100	450	4.50
TTSN	Urban	2	7	21	18	65	73	5	191	949	4.97
	Rural	0	0	13	14	20	14	1	62	286	4.61
	Total	2	7	34	32	85	87	6	253	1235	4.88
Videocon	Urban	0	6	7	17	6	1	0	37	137	3.70
	Rural	0	0	3	2	0	1	0	6	23	3.83
	Total	0	6	10	19	6	2	0	43	160	3.72
Vodafone	Urban	1	1	3	13	73	54	9	154	816	5.30
	Rural	0	0	1	13	8	3	1	26	120	4.62
	Total	1	1	4	26	81	57	10	180	936	5.20
Total	Urban	5	24	64	154	363	289	40	939	4690	4.99
	Rural	0	1	90	53	48	48	6	246	1054	4.28
	Total	5	25	154	207	411	337	46	1185	5744	4.85

Source: Q12 of the Implementation and Effectiveness part of the qnr



5.2.13 &14 Consumers' appeal to Appellate Authority and Satisfaction with manner in which your appeal was addressed: None of the respondents who were aware of the TRAI regulation on Appellate authority had filed appeal at the time of the survey therefore satisfaction level on this aspect could not be ascertained.

5.2.15 Utilization of Mobile Number Portability service: Of the total 4273 consumers contacted during the survey in Haryana Service Area, altogether 196 (4.6%) had utilized the MNP service of their service providers – 5.3% in the urban areas and 2.9% in the rural areas. Usage of MNP was reported highest by the current subscribers of Idea in the urban areas (10.2%) and of Airtel in rural areas (4.8%).

15. Have you utilized the service of Mobile number portability for changing your operator?						
Operator		Yes		No		Total
		Count	Row N %	Count	Row N %	Count
Airtel	Urban	36	8.4%	394	91.6%	430
	Rural	9	4.8%	177	95.2%	186
	Total	45	7.3%	571	92.7%	616
BSNL	Urban	10	2.3%	420	97.7%	430
	Rural	4	2.2%	181	97.8%	185
	Total	14	2.3%	601	97.7%	615
Idea	Urban	43	10.2%	380	89.8%	423
	Rural	3	1.6%	179	98.4%	182
	Total	46	7.6%	559	92.4%	605
Reliance	Urban	16	3.8%	407	96.2%	423
	Rural	5	2.7%	177	97.3%	182
	Total	21	3.5%	584	96.5%	605
TTSL	Urban	27	6.3%	399	93.7%	426
	Rural	7	3.8%	177	96.2%	184
	Total	34	5.6%	576	94.4%	610
Videocon	Urban	1	0.2%	421	99.8%	422
	Rural	1	0.6%	180	99.4%	181
	Total	2	0.3%	601	99.7%	603
Vodafone	Urban	26	6.1%	402	93.9%	428
	Rural	8	4.2%	183	95.8%	191
	Total	34	5.5%	585	94.5%	619
Total	Urban	159	5.3%	2823	94.7%	2982
	Rural	37	2.9%	1254	97.1%	1291
	Total	196	4.6%	4077	95.4%	4273

Source: Q15 of the Implementation and Effectiveness part of the qnr



5.2.16 Satisfaction with the process of porting to another operator: The average satisfaction level of the 196 subscribers who used MNP, on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 4.92 in the urban areas. In the rural areas it was bit lower at 3.84 (for the 37 users).

5.2.16: Satisfaction with process of porting to another number											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Σfx/N
Airtel	Urban	0	0	8	10	16	2	0	36	156	4.33
	Rural	0	0	2	4	3	0	0	9	37	4.11
	Total	0	0	10	14	19	2	0	45	193	4.29
BSNL	Urban	0	0	0	2	5	3	0	10	51	5.10
	Rural	0	0	0	3	1	0	0	4	17	4.25
	Total	0	0	0	5	6	3	0	14	68	4.86
Idea	Urban	0	0	0	2	33	7	1	43	222	5.16
	Rural	0	0	2	1	0	0	0	3	10	3.33
	Total	0	0	2	3	33	7	1	46	232	5.04
Reliance	Urban	0	0	0	5	11	0	0	16	75	4.69
	Rural	0	0	3	0	2	0	0	5	19	3.80
	Total	0	0	3	5	13	0	0	21	94	4.48
TTSL	Urban	0	0	0	1	18	8	0	27	142	5.26
	Rural	0	0	6	0	1	0	0	7	23	3.29
	Total	0	0	6	1	19	8	0	34	165	4.85
Videocon	Urban	0	0	0	0	1	0	0	1	5	5.00
	Rural	0	0	1	0	0	0	0	1	3	3.00
	Total	0	0	1	0	1	0	0	2	8	4.00
Vodafone	Urban	0	0	1	1	20	4	0	26	131	5.04
	Rural	0	0	1	6	0	1	0	8	33	4.13
	Total	0	0	2	7	20	5	0	34	164	4.82
Total	Urban	0	0	9	21	104	24	1	159	782	4.92
	Rural	0	0	15	14	7	1	0	37	142	3.84
	Total	0	0	24	35	111	25	1	196	924	4.71

Source: Q16 of the Implementation and Effectiveness part of the qnr



5.3 BROADBAND – Haryana Service Area

5.3.1 Awareness about the grievance redressal mechanisms: Of the three different modes of grievance redressal mechanisms set up by the service provider, it was found that nine out of ten broadband subscribers, contacted during the survey in Haryana, were aware of the toll free consumer care number. However, awareness about the other two modes is low. In the case of Appellate Authority only 2.2% respondents were aware.

1. Which all grievance redressal mechanisms set up by your telecom service provider based on the TRAI regulations are you aware of?								
Service Provider		Toll Free Consumer Care Number		Appellate Authority		Web based complaint monitoring system		Total
		Count	%age	Count	%age	Count	%age	Count
Airtel	Urban	575	95.0%	20	3.3%	16	2.6%	605
BSNL	Urban	409	93.6%	11	2.5%	14	3.2%	437
	Rural	165	84.6%	3	1.5%	2	1.0%	195
	Total	574	90.8%	14	2.2%	16	2.5%	632
You BB	Urban	567	94.0%	7	1.2%	17	2.8%	603
Total	Urban	1551	94.3%	38	2.3%	47	2.9%	1645
	Rural	165	84.6%	3	1.5%	2	1.0%	195
	Total	1716	93.3%	41	2.2%	49	2.7%	1840

* Multiple response answers, percentages may not add up to 100
Source: Q1 of the Implementation and Effectiveness part of the qnr

5.3.2 Consumers' complaints to toll free consumer care number: Altogether 838 (48.8%) consumers had made complaints to the toll free consumer care number of their operators. This was found highest in the case of BSNL (50.9%) in urban area. In rural area 42.4% of BSNL subscribers had complained at toll free number.

2. Have you made any complaint to the toll free Consumer Care Number?						
Service Provider		Yes		No		Total
		Count	%age	Count	%age	Count
Airtel	Urban	280	48.7%	295	51.3%	575
BSNL	Urban	208	50.9%	201	49.1%	409
	Rural	70	42.4%	95	57.6%	165
	Total	278	48.4%	296	51.6%	574
You BB	Urban	280	49.4%	287	50.6%	567
Total	Urban	768	49.5%	783	50.5%	1551
	Rural	70	42.4%	95	57.6%	165
	Total	838	48.8%	878	51.2%	1716

Source: Q2 of the Implementation and Effectiveness part of the qnr



5.3.3 Satisfaction with manner in which the complaint was handled in consumer care: 838 customers who had lodged their complaints at the toll free consumer care no, average satisfaction level on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 3.63 in the rural area and 4.39 in urban area of Haryana. It was recorded highest in the case of Airtel in urban (4.95) area and in the rural areas it was founded 3.63 for BSNL subscribers.

3: Satisfaction on the manner of addressing the complaint such as docket number, redressal etc.											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
Airtel	Urban	0	0	14	68	117	81	0	280	1385	4.95
BSNL	Urban	0	0	35	91	82	0	0	208	879	4.23
	Rural	0	1	33	27	9	0	0	70	254	3.63
	Total	0	1	68	118	91	0	0	278	1133	4.08
You BB	Urban	0	10	67	126	77	0	0	280	1110	3.96
Total	Urban	0	10	116	285	276	81	0	768	3374	4.39
	Rural	0	1	33	27	9	0	0	70	254	3.63
	Total	0	11	149	312	285	81	0	838	3628	4.33

Source: Q3 of the Implementation and Effectiveness part of the qnr

5.3.4 Consumers' appeal to Appellate Authority: Of the 41 consumers who were aware of the appellate authority, 19 (46.3%) consumers had appealed to the appellate authority set up by their operators – maximum in the case of Airtel (9), followed by BSNL (6) and You BB (4).

4. Have you filed any appeal with the appellate authority?						
Service Provider		Yes		No		Total
		Count	%age	Count	%age	Count
Airtel	Urban	9	45.0%	11	55.0%	20
BSNL	Urban	5	45.5%	6	54.5%	11
	Rural	1	33.3%	2	66.7%	3
	Total	6	42.9%	8	57.1%	14
You BB	Urban	4	57.1%	3	42.9%	7
Total	Urban	18	47.4%	20	52.6%	38
	Rural	1	33.3%	2	66.7%	3
	Total	19	46.3%	22	53.7%	41

Source: Q4 of the Implementation and Effectiveness part of the qnr



5.3.5 Satisfaction with manner in which your appeal was addressed: 19 customers who had filed appeal with the Appellate Authority, average satisfaction level on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 3.00 in the rural and 4.11 in the urban areas of Haryana. Therefore the significant difference in the satisfaction level was there in rural and urban area. It was recorded highest in the case of BSNL (4.40) in the urban area and in the rural areas it was 3.00 for BSNL.

5: Satisfaction with Appellate authority											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
Airtel	Urban	0	0	2	3	4	0	0	9	38	4.22
BSNL	Urban	0	0	0	3	2	0	0	5	22	4.40
	Rural	0	0	1	0	0	0	0	1	3	3.00
	Total	0	0	1	3	2	0	0	6	25	4.17
You BB	Urban	0	0	2	2	0	0	0	4	14	3.50
Total	Urban	0	0	4	8	6	0	0	18	74	4.11
	Rural	0	0	1	0	0	0	0	1	3	3.00
	Total	0	0	5	8	6	0	0	19	77	4.05

Source: Q5 of the Implementation and Effectiveness part of the qnr

5.3.6 Satisfaction under Fair Usage Policy (FUP): Of the total 1840 consumers, average satisfaction level on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 3.71 in the rural area and 4.42 in the urban area of Haryana. Therefore the difference in the satisfaction level was significant in rural and urban area. It was recorded highest in the case of Airtel in the urban areas (4.70) and in the rural areas it was found to be (3.71) for BSNL.

6: Satisfaction with information provided under FUP											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
Airtel	Urban	0	0	0	237	315	51	2	605	2843	4.70
BSNL	Urban	0	26	36	98	269	8	0	437	1945	4.45
	Rural	0	42	45	39	65	4	0	195	724	3.71
	Total	0	68	81	137	334	12	0	632	2669	4.22
You BB	Urban	1	30	63	343	142	24	0	603	2476	4.11
Total	Urban	1	56	99	678	726	83	2	1645	7264	4.42
	Rural	0	42	45	39	65	4	0	195	724	3.71
	Total	1	98	144	717	791	87	2	1840	7988	4.34

Source: Q6 of the Implementation and Effectiveness part of the qnr



5.3.7 Satisfaction with the facility to measure the broadband connection speed: Of the total 1840 consumers, average satisfaction level on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 3.94 in the rural areas and 4.24 in the urban areas of Haryana. Therefore the difference in the satisfaction level was significant in rural and urban areas. It was recorded highest in the case of Airtel in the urban area (4.61) and in rural area it was 3.94 for BSNL.

7: Satisfaction with facility provided to measure broadband speed											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Mean = $\Sigma fx/N$
Airtel	Urban	0	0	1	263	316	23	2	605	2787	4.61
BSNL	Urban	0	34	29	196	164	14	0	437	1843	4.22
	Rural	0	17	47	65	62	4	0	195	769	3.94
	Total	0	51	76	261	226	18	0	632	2612	4.13
You BB	Urban	2	39	233	73	256	0	0	603	2351	3.90
Total	Urban	2	73	263	532	736	37	2	1645	6981	4.24
	Rural	0	17	47	65	62	4	0	195	769	3.94
	Total	2	90	310	597	798	41	2	1840	7750	4.21

Source: Q7 of the Implementation and Effectiveness part of the qnr



6. CONCLUSION AND RECOMMENDATIONS



6. Conclusion and Recommendations

As discussed in Chapter 1 of the report, the main objective of the study was to:

1. To assess the Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2012
2. To Assess Customer perception of Service as defined in *Regulations on quality of service of Basic, Cellular and Broadband Service*.

Therefore, the present report deals with the subject matter as listed above for the three services – Basic service (Wireline), Cellular Mobile and Broadband – in Haryana Service Area.

Altogether 7 parameters were considered to assess the customer perception of services. The consumers were asked to rank the services on the defined parameter on a likert scale of 1 to 7, where, 7 means extremely satisfied and 1 means extremely dissatisfied. To measure the percentage of consumers satisfied on various QoS parameters, top 4 box scores are taken into account thereby not considering the respondents who are actively dissatisfied with the services. The neutral score of 4 is therefore considered as not dissatisfied. Therefore, the proportion of sum total of “Not dissatisfied”, “Satisfied”, “Very Satisfied” and “Extremely Satisfied” consumers were taken out from the total number of valid responses on the all questions of each of the broad parameter.

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

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

Where:

CS = % of satisfied consumers

A = sum total of no. of subscribers who were “Not dissatisfied” + “Satisfied” + “Very Satisfied” + “Extremely Satisfied” on each of the broad parameter

N = Total sample size achieved



6.1 Key Takeout

6.1.1 Basic Service (Wireline):

- 1) The quality of Basic telecom service in Haryana is not very good. Performance of BSNL was not up to the mark, therefore, could not meet the benchmarks prescribed by TRAI on five out of seven defined parameters in rural area. Airtel could meet the benchmark on four parameters only.
- 2) **With regard to the implementation and effectiveness of grievance redressal**, most of the consumers are aware of only call centre. Awareness as well as the level of satisfaction on registration for blocking or not receiving unsolicited call/SMS was found to be average.

6.1.2 Cellular Mobile

- 1) Overall, the performance of all the operators was quite low and none could meet the benchmark on all the parameters except Airtel in urban area. Performance of Vodafone was also found to be comparatively better than others as it were able to achieve the benchmark on most of the parameters in urban as well as in rural areas.
- 2) Again in rural areas, all the operators need to improve as the performance level is critical in the case of billing, network availability and maintainability.
- 3) Videocon, BSNL and Reliance were not able to achieve the benchmark on most of the parameter.
- 4) **With regard to the implementation and effectiveness of grievance redressal**, around one of the five customers had requested for blocking or not receiving the unsolicited calls and SMSes. But consumer satisfaction level on this aspect was below average. Satisfaction of prepaid with the information provided after usage of service such as charges being deducted, balance in account etc. was above average. Since the awareness level of customers on Appellate Authority was found be low at 2% only therefore none of the respondents contacted during the survey were found who had filed any appeal.

6.1.3 Broadband

1. In the case of broadband, the performance of BSNL and Airtel was found to be slightly better than third operator – You Broadband in Haryana Service Area. However, the services of BSNL with regard to network and help services in rural areas were found to be below the prescribed benchmark on this issue.
2. The performance of You Broadband was found to be low on all the aspects except provision of services.
4. **With regard to the implementation and effectiveness of grievance redressal mechanism**, almost half of subscribers had put their complaints on deficiency of some services. In urban area the problem was more serious.



6.2 Recommendations

6.2.1 Basic Service (Wireline):

- 1) All operators should improve their services on all the parameters. TRAI should monitor their performance in more stringent way with time bound results.
- 2) ISO standards for maintaining the Quality of service such as ISO 10000 or others should be explored for desired result.
- 3) In order to spread the awareness level about the redressal mechanism, more drastic step should be adopted. Although the awareness of toll free consumer number is found to be high, all the service providers need to work for spreading the awareness about appellate authority. Consumers' awareness on web based mechanism for redressal of grievance should be propagated more vigorously and providers should adhere to the timeline for the same.
- 4) Do not Call facility should be regularly monitored keeping in mind the request of individual customers.

6.2.2 Cellular Mobile

- 1) Billing, network availability and maintainability are serious concerns for almost all the service providers especially in the rural areas. All of them should adopt effective mechanism to deal with these issues as most of the operators were unable to meet the benchmark. In fact Videocon was far below the prescribed benchmark standard in the rural areas.
- 2) With the tremendous growth in number of subscribers, the operators should introduce more effective customer care service. This will take care of more effective mechanism to handle the concerns of their customers. Also they need to improve their infrastructure facility as the number of subscribers with all the operators is increasing every day. Regulator should evolve a mechanism to measure the delivering capacity of each of the provider and at regular interval. The operators should do investment on skilled man power in order to avoid the repeat complaints on the same issue. We based mechanism for redressing the grievances should be further strengthened and regulator should conduct regular workshop on this issue.
- 3) ISO standards for maintaining the Quality of service such as ISO 10,000 or others should be explored for desired result.

6.2.3 Broadband

- 1) You BB need to improve their services on all the prescribed parameters in Haryana service area.
- 2) ISO standards for maintaining the Quality of service such as ISO 10,000 or others should be explored for desired result.



ANNEXURES



ANNEXURE A. OUTPUT TABLES

A1. BASIC WIRELINE

1. Provision of Services

1.1 How satisfied are you with the ease of taking a connection?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	5	10	15	73	277	222		602
	Rural	0	0	0	0	0	0		0
	Total	5	10	15	73	277	222		602
BSNL	Urban	0	0	1	65	296	62		424
	Rural	0	3	2	16	135	33		189
	Total	0	3	3	81	431	95		613
Total	Urban	5	10	16	138	573	284		1026
	Rural	0	3	2	16	135	33		189
	Total	5	13	18	154	708	317		1215

1.2 How satisfied are you with the provision and understanding of all relevant information related to tariff plans & charges?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	1	12	12	40	298	239		602
	Rural	0	0	0	0	0	0		0
	Total	1	12	12	40	298	239		602
BSNL	Urban	0	0	35	137	179	73		424
	Rural	0	0	19	57	82	31		189
	Total	0	0	54	194	261	104		613
Total	Urban	1	12	47	177	477	312		1026
	Rural	0	0	19	57	82	31		189
	Total	1	12	66	234	559	343		1215

1.3 How satisfied are you with the availability of suitable plans/recharge vouchers as per your requirement?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	3	10	9	77	289	214		602
	Rural	0	0	0	0	0	0		0
	Total	3	10	9	77	289	214		602
BSNL	Urban	0	0	10	88	232	94		424
	Rural	0	4	6	25	115	39		189
	Total	0	4	16	113	347	133		613
Total	Urban	3	10	19	165	521	308		1026
	Rural	0	4	6	25	115	39		189
	Total	3	14	25	190	636	347		1215



Provision of Services: Calculation of satisfaction Score											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	9	32	36	190	864	675	0	1806	90%	95.7%
	Rural	0	0	0	0	0	0	0	0	90%	NA
	Total	9	32	36	190	864	675	0	1806	90%	95.7%
BSNL	Urban	0	0	46	290	707	229	0	1272	90%	96.4%
	Rural	0	7	27	98	332	103	0	567	90%	94.0%
	Total	0	7	73	388	1039	332	0	1839	90%	95.6%
Total	Urban	9	32	82	480	1571	904	0	3078	90%	96.0%
	Rural	0	7	27	98	332	103	0	567	90%	94.0%
	Total	9	39	109	578	1903	1007	0	3645	90%	95.7%

2. Billing Related (only for postpaid customers)

2.5 How satisfied are you with the charges levied per call?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	3	22	19	56	290	200	12	602
	Rural	0	0	0	0	0	0	0	0
	Total	3	22	19	56	290	200	12	602
BSNL	Urban	0	2	10	142	235	35	0	424
	Rural	0	4	10	60	107	8	0	189
	Total	0	6	20	202	342	43	0	613
Total	Urban	3	24	29	198	525	235	12	1026
	Rural	0	4	10	60	107	8	0	189
	Total	3	28	39	258	632	243	12	1215

2.6 How satisfied are you with the overall accuracy & completeness of the bills?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	3	20	22	56	282	203	16	602
	Rural	0	0	0	0	0	0	0	0
	Total	3	20	22	56	282	203	16	602
BSNL	Urban	0	1	20	138	184	74	7	424
	Rural	0	5	11	51	93	27	2	189
	Total	0	6	31	189	277	101	9	613
Total	Urban	3	21	42	194	466	277	23	1026
	Rural	0	5	11	51	93	27	2	189
	Total	3	26	53	245	559	304	25	1215

2.7 How satisfied are you with the clarity of the bills in terms of transparency and understandability?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	21	22	57	286	199	17	602
	Rural	0	0	0	0	0	0	0	0
	Total	0	21	22	57	286	199	17	602
BSNL	Urban	0	3	5	112	267	30	7	424
	Rural	0	5	7	59	109	7	2	189
	Total	0	8	12	171	376	37	9	613
Total	Urban	0	24	27	169	553	229	24	1026
	Rural	0	5	7	59	109	7	2	189
	Total	0	29	34	228	662	236	26	1215



Billing service: Calculation of satisfaction score											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	6	63	63	169	858	602	45	1806	95%	92.7%
	Rural	0	0	0	0	0	0	0	0	95%	NA
	Total	6	63	63	169	858	602	45	1806	95%	92.7%
BSNL	Urban	0	6	35	392	686	139	14	1272	95%	96.8%
	Rural	0	14	28	170	309	42	4	567	95%	92.6%
	Total	0	20	63	562	995	181	18	1839	95%	95.5%
Total	Urban	6	69	98	561	1544	741	59	3078	95%	94.4%
	Rural	0	14	28	170	309	42	4	567	95%	92.6%
	Total	6	83	126	731	1853	783	63	3645	95%	94.1%

3. Help Services

3.1 How satisfied are you with the availability of customer care services (consumer care number and general information number)?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban		17	22	57	286	202	18	602
	Rural		0	0	0	0	0	0	0
	Total		17	22	57	286	202	18	602
BSNL	Urban		5	15	104	245	55	0	424
	Rural		7	12	48	109	13	0	189
	Total		12	27	152	354	68	0	613
Total	Urban		22	37	161	531	257	18	1026
	Rural		7	12	48	109	13	0	189
	Total		29	49	209	640	270	18	1215

3.2 How satisfied are you with the ease of access to a consumer care executive through the IVR menu?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban		13	25	61	275	203	25	602
	Rural		0	0	0	0	0	0	0
	Total		13	25	61	275	203	25	602
BSNL	Urban		7	13	147	184	73	0	424
	Rural		7	8	67	92	15	0	189
	Total		14	21	214	276	88	0	613
Total	Urban		20	38	208	459	276	25	1026
	Rural		7	8	67	92	15	0	189
	Total		27	46	275	551	291	25	1215

3.3 How satisfied are you with the customer friendly approach of the customer care executive?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	8	15	16	52	293	200	18	602
	Rural	0	0	0	0	0	0	0	0
	Total	8	15	16	52	293	200	18	602
BSNL	Urban	0	3	17	125	265	14	0	424
	Rural	0	10	10	63	104	2	0	189
	Total	0	13	27	188	369	16	0	613
Total	Urban	8	18	33	177	558	214	18	1026
	Rural	0	10	10	63	104	2	0	189
	Total	8	28	43	240	662	216	18	1215



3.4 How satisfied are you with the competency level/problem solving ability of the customer care executive?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	2	20	17	58	269	206	30	602
	Rural	0	0	0	0	0	0	0	0
	Total	2	20	17	58	269	206	30	602
BSNL	Urban	0	6	26	126	226	40	0	424
	Rural	0	7	15	63	93	11	0	189
	Total	0	13	41	189	319	51	0	613
Total	Urban	2	26	43	184	495	246	30	1026
	Rural	0	7	15	63	93	11	0	189
	Total	2	33	58	247	588	257	30	1215

Help service: Calculation of satisfaction score											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	10	65	80	228	1123	811	91	2408	90%	93.6%
	Rural	0	0	0	0	0	0	0	0	90%	NA
	Total	10	65	80	228	1123	811	91	2408	90%	93.6%
BSNL	Urban	0	21	71	502	920	182	0	1696	90%	94.6%
	Rural	0	31	45	241	398	41	0	756	90%	89.9%
	Total	0	52	116	743	1318	223	0	2452	90%	93.1%
Total	Urban	10	86	151	730	2043	993	91	4104	90%	94.0%
	Rural	0	31	45	241	398	41	0	756	90%	89.9%
	Total	10	117	196	971	2441	1034	91	4860	90%	93.4%

4. Network performance, Reliability and Availability

4.1 How satisfied are you with the dial tone availability on your phone?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	16	15	60	286	205	20	602
	Rural	0	0	0	0	0	0	0	0
	Total	0	16	15	60	286	205	20	602
BSNL	Urban	0	3	32	130	259	0	0	424
	Rural	1	6	13	55	114	0	0	189
	Total	1	9	45	185	373	0	0	613
Total	Urban	0	19	47	190	545	205	20	1026
	Rural	1	6	13	55	114	0	0	189
	Total	1	25	60	245	659	205	20	1215

4.2 How satisfied are you with the network of your service provider in terms of ability to make or receive calls easily?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban		13	17	50	293	213	16	602
	Rural		0	0	0	0	0	0	0
	Total		13	17	50	293	213	16	602
BSNL	Urban		3	11	134	275	1	0	424
	Rural		4	5	56	124	0	0	189
	Total		7	16	190	399	1	0	613
Total	Urban		16	28	184	568	214	16	1026
	Rural		4	5	56	124	0	0	189
	Total		20	33	240	692	214	16	1215



4.3 How satisfied are you with the voice quality on your phone during calls?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban		13	16	61	304	202	6	602
	Rural		0	0	0	0	0	0	0
	Total		13	16	61	304	202	6	602
BSNL	Urban		6	23	74	321	0	0	424
	Rural		4	15	29	141	0	0	189
	Total		10	38	103	462	0	0	613
Total	Urban		19	39	135	625	202	6	1026
	Rural		4	15	29	141	0	0	189
	Total		23	54	164	766	202	6	1215

Network performance: Calculation of satisfaction score											
Service Provider		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	0	42	48	171	883	620	42	1806	90%	95.0%
	Rural	0	0	0	0	0	0	0	0	90%	NA
	Total	0	42	48	171	883	620	42	1806	90%	95.0%
BSNL	Urban	0	12	66	338	855	1	0	1272	90%	93.9%
	Rural	1	14	33	140	379	0	0	567	90%	91.5%
	Total	1	26	99	478	1234	1	0	1839	90%	93.1%
Total	Urban	0	54	114	509	1738	621	42	3078	90%	94.5%
	Rural	1	14	33	140	379	0	0	567	90%	91.5%
	Total	1	68	147	649	2117	621	42	3645	90%	94.1%

5. Maintainability

5.1 How satisfied are you with the overall availability of fault free connection?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban		16	22	70	266	209	19	602
	Rural		0	0	0	0	0	0	0
	Total		16	22	70	266	209	19	602
BSNL	Urban		4	11	94	280	35	0	424
	Rural		4	7	35	134	9	0	189
	Total		8	18	129	414	44	0	613
Total	Urban		20	33	164	546	244	19	1026
	Rural		4	7	35	134	9	0	189
	Total		24	40	199	680	253	19	1215

5.2 How satisfied are you with the timely repair of faults of your phone connection?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban		11	28	48	312	195	8	602
	Rural		0	0	0	0	0	0	0
	Total		11	28	48	312	195	8	602
BSNL	Urban		6	16	123	259	20	0	424
	Rural		4	11	46	124	4	0	189
	Total		10	27	169	383	24	0	613
Total	Urban		17	44	171	571	215	8	1026
	Rural		4	11	46	124	4	0	189
	Total		21	55	217	695	219	8	1215



Maintainability: Calculation of Satisfaction score											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	0	27	50	118	578	404	27	1204	95%	93.6%
	Rural	0	0	0	0	0	0	0	0	95%	NA
	Total	0	27	50	118	578	404	27	1204	95%	93.6%
BSNL	Urban	0	10	27	217	539	55	0	848	95%	95.6%
	Rural	0	8	18	81	258	13	0	378	95%	93.1%
	Total	0	18	45	298	797	68	0	1226	95%	94.9%
Total	Urban	0	37	77	335	1117	459	27	2052	95%	94.4%
	Rural	0	8	18	81	258	13	0	378	95%	93.1%
	Total	0	45	95	416	1375	472	27	2430	95%	94.2%

6. Supplementary services and Value Added services

6.1 Have you ever subscribed to any supplementary services like call waiting/forwarding, voice mail / Value added services?						
Service Provider		Yes		No		Total
		Count	%age	Count	%age	Count
Airtel	Urban	19	3.2%	583	96.8%	602
	Rural	0	NA	0	NA	0
	Total	19	3.2%	583	96.8%	602
BSNL	Urban	20	4.7%	404	95.3%	424
	Rural	8	4.2%	181	95.8%	189
	Total	28	4.6%	585	95.4%	613
Total	Urban	39	3.8%	987	96.2%	1026
	Rural	8	4.2%	181	95.8%	189
	Total	47	3.9%	1168	96.1%	1215

6.2 How satisfied are you with the supplementary services / value added service provided including activation, deactivation, charges etc?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban		1	2	0	11	5		19
	Rural		0	0	0	0	0		0
	Total		1	2	0	11	5		19
BSNL	Urban		0	4	5	7	4		20
	Rural		0	2	2	2	2		8
	Total		0	6	7	9	6		28
Total	Rural		1	6	5	18	9		39
	Urban		0	2	2	2	2		8
	Total		1	8	7	20	11		47

Supplementary Serices: Calculation of satisfaction score											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	0	1	2	0	11	5	0	19	90%	84.2%
	Rural	0	0	0	0	0	0	0	0	90%	NA
	Total	0	1	2	0	11	5	0	19	90%	84.2%
BSNL	Urban	0	0	4	5	7	4	0	20	90%	80.0%
	Rural	0	0	2	2	2	2	0	8	90%	75.0%
	Total	0	0	6	7	9	6	0	28	90%	78.6%
Total	Urban	0	1	6	5	18	9	0	39	90%	82.1%
	Rural	0	0	2	2	2	2	0	8	90%	75.0%
	Total	0	1	8	7	20	11	0	47	90%	80.9%



7. Overall Quality of Services

7. How satisfied are you with the overall Quality of the Basic Wire line Service									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban		24	23	53	251	221	30	602
	Rural		0	0	0	0	0	0	0
	Total		24	23	53	251	221	30	602
BSNL	Urban		7	12	47	226	132	0	424
	Rural		6	10	10	96	67	0	189
	Total		13	22	57	322	199	0	613
Total	Urban		31	35	100	477	353	30	1026
	Rural		6	10	10	96	67	0	189
	Total		37	45	110	573	420	30	1215

Overall quality of service: Calculation of satisfaction score											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	0	24	23	53	251	221	30	602	90%	92.2%
	Rural	0	0	0	0	0	0	0	0	90%	NA
	Total	0	24	23	53	251	221	30	602	90%	92.2%
BSNL	Urban	0	7	12	47	226	132	0	424	90%	95.5%
	Rural	0	6	10	10	96	67	0	189	90%	91.5%
	Total	0	13	22	57	322	199	0	613	90%	94.3%
Total	Urban	0	31	35	100	477	353	30	1026	90%	93.6%
	Rural	0	6	10	10	96	67	0	189	90%	91.5%
	Total	0	37	45	110	573	420	30	1215	90%	93.3%



A2. CELLULAR SERVICES

1. Provision of Services

1.1 How satisfied are you with the ease of taking a connection?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	3	4	36	92	192	103	430
	Rural	4	7	3	3	15	108	46	186
	Total	4	10	7	39	107	300	149	616
BSNL	Urban	0	0	0	96	209	67	58	430
	Rural	0	0	3	44	95	26	17	185
	Total	0	0	3	140	304	93	75	615
Idea	Urban	1	4	5	134	163	65	51	423
	Rural	4	0	3	20	88	45	22	182
	Total	5	4	8	154	251	110	73	605
Reliance	Urban	1	0	76	162	149	28	7	423
	Rural	2	7	3	46	116	6	2	182
	Total	3	7	79	208	265	34	9	605
TTSL	Urban	0	9	5	134	125	92	61	426
	Rural	0	3	2	65	67	38	9	184
	Total	0	12	7	199	192	130	70	610
Videocon	Urban	0	0	11	228	177	4	2	422
	Rural	0	0	4	149	25	2	1	181
	Total	0	0	15	377	202	6	3	603
Vodafone	Urban	1	9	5	147	143	88	35	428
	Rural	0	5	6	57	50	53	20	191
	Total	1	14	11	204	193	141	55	619
Total	Urban	3	25	106	937	1058	536	317	2982
	Rural	10	22	24	384	456	278	117	1291
	Total	13	47	130	1321	1514	814	434	4273

1.2 How satisfied are you with the provision and understanding of all relevant information related to tariff plans & charges?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	2	3	13	40	68	131	173	430
	Rural	4	7	2	3	23	70	77	186
	Total	6	10	15	43	91	201	250	616
BSNL	Urban	0	0	61	177	60	76	56	430
	Rural	0	0	23	71	44	25	22	185
	Total	0	0	84	248	104	101	78	615
Idea	Urban	0	3	20	103	163	90	44	423
	Rural	1	3	10	61	57	27	23	182
	Total	1	6	30	164	220	117	67	605
Reliance	Urban	0	0	10	168	199	38	8	423
	Rural	0	6	16	66	88	3	3	182
	Total	0	6	26	234	287	41	11	605
TTSL	Urban	2	3	23	79	164	95	60	426
	Rural	0	3	9	30	75	57	10	184
	Total	2	6	32	109	239	152	70	610
Videocon	Urban	0	0	34	307	73	7	1	422
	Rural	0	0	20	134	23	2	2	181
	Total	0	0	54	441	96	9	3	603
Vodafone	Urban	0	4	11	45	220	116	32	428
	Rural	0	8	3	13	84	59	24	191
	Total	0	12	14	58	304	175	56	619
Total	Urban	4	13	172	919	947	553	374	2982
	Rural	5	27	83	378	394	243	161	1291
	Total	9	40	255	1297	1341	796	535	4273



1.3 How satisfied are you with the availability of suitable plans/recharge vouchers as per your requirement?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	1	4	4	43	72	151	155	430
	Rural	1	11	3	1	15	61	94	186
	Total	2	15	7	44	87	212	249	616
BSNL	Urban	0	0	13	119	159	75	64	430
	Rural	0	1	8	52	72	17	35	185
	Total	0	1	21	171	231	92	99	615
Idea	Urban	0	3	9	113	163	70	65	423
	Rural	0	1	7	17	86	38	33	182
	Total	0	4	16	130	249	108	98	605
Reliance	Urban	0	7	8	202	166	31	9	423
	Rural	0	6	9	63	88	13	3	182
	Total	0	13	17	265	254	44	12	605
TTSL	Urban	0	5	10	114	146	90	61	426
	Rural	0	2	4	49	68	27	34	184
	Total	0	7	14	163	214	117	95	610
Videocon	Urban	0	0	56	150	210	4	2	422
	Rural	0	0	25	130	23	2	1	181
	Total	0	0	81	280	233	6	3	603
Vodafone	Urban	1	7	7	58	205	102	48	428
	Rural	0	4	6	23	75	48	35	191
	Total	1	11	13	81	280	150	83	619
Total	Urban	2	26	107	799	1121	523	404	2982
	Rural	1	25	62	335	427	206	235	1291
	Total	3	51	169	1134	1548	729	639	4273

Provision of Services: Calculation of satisfaction Score											
Service Provider		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	3	10	21	119	232	474	431	1290	90%	97.4%
	Rural	9	25	8	7	53	239	217	558	90%	92.5%
	Total	12	35	29	126	285	713	648	1848	90%	95.9%
BSNL	Urban	0	0	74	392	428	218	178	1290	90%	94.3%
	Rural	0	1	34	167	211	68	74	555	90%	93.7%
	Total	0	1	108	559	639	286	252	1845	90%	94.1%
Idea	Urban	1	10	34	350	489	225	160	1269	90%	96.5%
	Rural	5	4	20	98	231	110	78	546	90%	94.7%
	Total	6	14	54	448	720	335	238	1815	90%	95.9%
Reliance	Urban	1	7	94	532	514	97	24	1269	90%	92.0%
	Rural	2	19	28	175	292	22	8	546	90%	91.0%
	Total	3	26	122	707	806	119	32	1815	90%	91.7%
TTSL	Urban	2	17	38	327	435	277	182	1278	90%	95.5%
	Rural	0	8	15	144	210	122	53	552	90%	95.8%
	Total	2	25	53	471	645	399	235	1830	90%	95.6%
Videocon	Urban	0	0	101	685	460	15	5	1266	90%	92.0%
	Rural	0	0	49	413	71	6	4	543	90%	91.0%
	Total	0	0	150	1098	531	21	9	1809	90%	91.7%
Vodafone	Urban	2	20	23	250	568	306	115	1284	90%	96.5%
	Rural	0	17	15	93	209	160	79	573	90%	94.4%
	Total	2	37	38	343	777	466	194	1857	90%	95.9%
Total	Urban	9	64	385	2655	3126	1612	1095	8946	90%	94.9%
	Rural	16	74	169	1097	1277	727	513	3873	90%	93.3%
	Total	25	138	554	3752	4403	2339	1608	12819	90%	94.4%



2. Billing service

Prepaid

2.1 How satisfied are you with ease of activation of vouchers (recharging process)									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	1	0	7	24	79	155	126	392
	Rural	0	5	7	5	14	80	59	170
	Total	1	5	14	29	93	235	185	562
BSNL	Urban	0	0	5	131	158	82	26	402
	Rural	0	0	4	67	66	34	6	177
	Total	0	0	9	198	224	116	32	579
Idea	Urban	0	2	10	125	160	74	23	394
	Rural	0	0	5	22	82	54	12	175
	Total	0	2	15	147	242	128	35	569
Reliance	Urban	0	0	50	149	162	15	1	377
	Rural	0	5	5	57	107	6	0	180
	Total	0	5	55	206	269	21	1	557
TTSL	Urban	0	3	10	117	121	102	32	385
	Rural	0	2	15	62	57	40	7	183
	Total	0	5	25	179	178	142	39	568
Videocon	Urban	0	5	37	174	197	8	1	422
	Rural	0	3	22	115	33	7	1	181
	Total	0	8	59	289	230	15	2	603
Vodafone	Urban	0	0	5	70	200	109	7	391
	Rural	0	0	4	30	78	52	10	174
	Total	0	0	9	100	278	161	17	565
Total	Urban	1	10	124	790	1077	545	216	2763
	Rural	0	15	62	358	437	273	95	1240
	Total	1	25	186	1148	1514	818	311	4003

2.2 How satisfied are you with the availability of vouchers (recharge coupons) of various denominations?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	1	8	35	56	238	54	392
	Rural	2	4	8	6	13	109	28	170
	Total	2	5	16	41	69	347	82	562
BSNL	Urban	0	0	28	197	71	71	35	402
	Rural	0	0	15	78	50	26	8	177
	Total	0	0	43	275	121	97	43	579
Idea	Urban	0	3	12	134	128	87	30	394
	Rural	0	0	14	67	50	31	13	175
	Total	0	3	26	201	178	118	43	569
Reliance	Urban	0	0	6	232	91	46	2	377
	Rural	0	2	23	103	45	6	1	180
	Total	0	2	29	335	136	52	3	557
TTSL	Urban	0	3	9	106	129	92	46	385
	Rural	0	4	13	47	64	46	9	183
	Total	0	7	22	153	193	138	55	568
Videocon	Urban	0	3	39	272	81	26	1	422
	Rural	0	2	15	127	29	7	1	181
	Total	0	5	54	399	110	33	2	603
Vodafone	Urban	0	2	7	207	70	86	19	391
	Rural	0	0	4	87	29	47	7	174
	Total	0	2	11	294	99	133	26	565
Total	Urban	0	12	109	1183	626	646	187	2763
	Rural	2	12	92	515	280	272	67	1240
	Total	2	24	201	1698	906	918	254	4003



2.3 How satisfied are you with the transparency of information provided on vouchers i.e. talk time available on the vouchers and restrictions if any?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	2	8	17	74	129	162	392
	Rural	0	5	7	5	14	47	92	170
	Total	0	7	15	22	88	176	254	562
BSNL	Urban	0	2	5	135	147	62	51	402
	Rural	0	1	2	68	62	16	28	177
	Total	0	3	7	203	209	78	79	579
Idea	Urban	1	3	7	125	138	72	48	394
	Rural	0	1	5	18	81	42	28	175
	Total	1	4	12	143	219	114	76	569
Reliance	Urban	0	1	54	170	138	11	3	377
	Rural	0	5	12	63	95	2	3	180
	Total	0	6	66	233	233	13	6	557
TTSL	Urban	0	4	8	117	112	101	43	385
	Rural	0	5	9	55	59	26	29	183
	Total	0	9	17	172	171	127	72	568
Videocon	Urban	0	0	36	181	195	9	1	422
	Rural	0	1	18	126	26	8	2	181
	Total	0	1	54	307	221	17	3	603
Vodafone	Urban	0	3	6	42	213	96	31	391
	Rural	0	4	2	21	88	35	24	174
	Total	0	7	8	63	301	131	55	565
Total	Urban	1	15	124	787	1017	480	339	2763
	Rural	0	22	55	356	425	176	206	1240
	Total	1	37	179	1143	1442	656	545	4003

2.4 How satisfied are you with the charges deducted after every usage?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	4	3	18	80	148	139	392
	Rural	0	7	7	4	9	55	88	170
	Total	0	11	10	22	89	203	227	562
BSNL	Urban	0	3	27	107	146	73	46	402
	Rural	0	1	10	50	78	10	28	177
	Total	0	4	37	157	224	83	74	579
Idea	Urban	0	0	5	112	162	77	38	394
	Rural	0	1	7	25	79	34	29	175
	Total	0	1	12	137	241	111	67	569
Reliance	Urban	0	3	11	209	131	21	2	377
	Rural	0	3	13	69	88	6	1	180
	Total	0	6	24	278	219	27	3	557
TTSL	Urban	0	4	9	107	132	86	47	385
	Rural	0	5	19	50	54	29	26	183
	Total	0	9	28	157	186	115	73	568
Videocon	Urban	0	0	38	139	234	10	1	422
	Rural	0	1	19	115	36	8	2	181
	Total	0	1	57	254	270	18	3	603
Vodafone	Urban	0	6	4	93	209	52	27	391
	Rural	0	4	2	44	84	13	27	174
	Total	0	10	6	137	293	65	54	565
Total	Urban	0	20	97	785	1094	467	300	2763
	Rural	0	22	77	357	428	155	201	1240
	Total	0	42	174	1142	1522	622	501	4003



Billing services, prepaid customers: Calculation of satisfaction score											
Service Provider		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	1	7	26	94	289	670	481	1568	90%	97.8%
	Rural	2	21	29	20	50	291	267	680	90%	92.4%
	Total	3	28	55	114	339	961	748	2248	90%	96.2%
BSNL	Urban	0	5	65	570	522	288	158	1608	90%	95.6%
	Rural	0	2	31	263	256	86	70	708	90%	95.3%
	Total	0	7	96	833	778	374	228	2316	90%	95.6%
Idea	Urban	1	8	34	496	588	310	139	1576	90%	97.3%
	Rural	0	2	31	132	292	161	82	700	90%	95.3%
	Total	1	10	65	628	880	471	221	2276	90%	96.7%
Reliance	Urban	0	4	121	760	522	93	8	1508	90%	91.7%
	Rural	0	15	53	292	335	20	5	720	90%	90.6%
	Total	0	19	174	1052	857	113	13	2228	90%	91.3%
TTSL	Urban	0	14	36	447	494	381	168	1540	90%	96.8%
	Rural	0	16	56	214	234	141	71	732	90%	90.2%
	Total	0	30	92	661	728	522	239	2272	90%	94.6%
Videocon	Urban	0	8	150	766	707	53	4	1688	90%	90.6%
	Rural	0	7	74	483	124	30	6	724	90%	88.8%
	Total	0	15	224	1249	831	83	10	2412	90%	90.1%
Vodafone	Urban	0	11	22	412	692	343	84	1564	90%	97.9%
	Rural	0	8	12	182	279	147	68	696	90%	97.1%
	Total	0	19	34	594	971	490	152	2260	90%	97.7%
Total	Urban	2	57	454	3545	3814	2138	1042	11052	90%	95.4%
	Rural	2	71	286	1586	1570	876	569	4960	90%	92.8%
	Total	4	128	740	5131	5384	3014	1611	16012	90%	94.6%

Post paid

2.5 How satisfied are you with the charges levied per call?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	0	0	14	15	7	2	38
	Rural	0	0	1	1	5	8	1	16
	Total	0	0	1	15	20	15	3	54
BSNL	Urban	0	0	3	9	4	8	4	28
	Rural	0	0	2	1	2	3	0	8
	Total	0	0	5	10	6	11	4	36
Idea	Urban	0	0	2	11	14	2	0	29
	Rural	0	0	2	3	1	1	0	7
	Total	0	0	4	14	15	3	0	36
Reliance	Urban	0	0	4	23	16	2	1	46
	Rural	0	0	0	2	0	0	0	2
	Total	0	0	4	25	16	2	1	48
TTSL	Urban	0	0	6	12	15	5	3	41
	Rural	0	0	0	0	0	0	1	1
	Total	0	0	6	12	15	5	4	42
Vodafone	Urban	0	1	1	10	5	18	2	37
	Rural	0	1	1	1	3	7	4	17
	Total	0	2	2	11	8	25	6	54
Total	Urban	0	1	16	79	69	42	12	219
	Rural	0	1	6	8	11	19	6	51
	Total	0	2	22	87	80	61	18	270



2.6 How satisfied are you with the overall accuracy & completeness of the bills?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	0	3	14	14	5	2	38
	Rural	0	1	0	0	1	4	10	16
	Total	0	1	3	14	15	9	12	54
BSNL	Urban	0	0	0	12	7	7	2	28
	Rural	0	0	1	2	2	1	2	8
	Total	0	0	1	14	9	8	4	36
Idea	Urban	0	1	1	13	12	2	0	29
	Rural	0	0	1	1	4	1	0	7
	Total	0	1	2	14	16	3	0	36
Reliance	Urban	0	1	6	19	17	1	2	46
	Rural	0	0	2	0	0	0	0	2
	Total	0	1	8	19	17	1	2	48
TTSL	Urban	0	2	7	12	14	5	1	41
	Rural	0	0	0	0	0	1	0	1
	Total	0	2	7	12	14	6	1	42
Vodafone	Urban	0	1	2	8	9	14	3	37
	Rural	0	0	1	1	3	7	5	17
	Total	0	1	3	9	12	21	8	54
Total	Urban	0	5	19	78	73	34	10	219
	Rural	0	1	5	4	10	14	17	51
	Total	0	6	24	82	83	48	27	270

2.7 How satisfied are you with the clarity of bills in terms of transparency and understandability?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	0	0	9	19	7	3	38
	Rural	0	1	0	0	1	5	9	16
	Total	0	1	0	9	20	12	12	54
BSNL	Urban	0	0	2	11	6	4	5	28
	Rural	0	0	1	2	3	0	2	8
	Total	0	0	3	13	9	4	7	36
Idea	Urban	0	0	0	13	14	0	2	29
	Rural	0	0	1	2	3	1	0	7
	Total	0	0	1	15	17	1	2	36
Reliance	Urban	0	1	3	20	19	0	3	46
	Rural	0	0	1	1	0	0	0	2
	Total	0	1	4	21	19	0	3	48
TTSL	Urban	0	2	6	14	10	6	3	41
	Rural	0	0	0	0	0	0	1	1
	Total	0	2	6	14	10	6	4	42
Vodafone	Urban	1	0	1	2	16	14	3	37
	Rural	0	0	1	0	5	5	6	17
	Total	1	0	2	2	21	19	9	54
Total	Urban	1	3	12	69	84	31	19	219
	Rural	0	1	4	5	12	11	18	51
	Total	1	4	16	74	96	42	37	270



Billing services, postpaid customers: Calculation of satisfaction score											
Service Provider		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	0	0	3	37	48	19	7	114	90%	97.4%
	Rural	0	2	1	1	7	17	20	48	90%	93.8%
	Total	0	2	4	38	55	36	27	162	90%	96.3%
BSNL	Urban	0	0	5	32	17	19	11	84	90%	94.0%
	Rural	0	0	4	5	7	4	4	24	90%	83.3%
	Total	0	0	9	37	24	23	15	108	90%	91.7%
Idea	Urban	0	1	3	37	40	4	2	87	90%	95.4%
	Rural	0	0	4	6	8	3	0	21	90%	81.0%
	Total	0	1	7	43	48	7	2	108	90%	92.6%
Reliance	Urban	0	2	13	62	52	3	6	138	90%	89.1%
	Rural	0	0	3	3	0	0	0	6	90%	50.0%
	Total	0	2	16	65	52	3	6	144	90%	87.5%
TTSL	Urban	0	4	19	38	39	16	7	123	90%	81.3%
	Rural	0	0	0	0	0	1	2	3	90%	100.0%
	Total	0	4	19	38	39	17	9	126	90%	81.7%
Vodafone	Urban	1	2	4	20	30	46	8	111	90%	93.7%
	Rural	0	1	3	2	11	19	15	51	90%	92.2%
	Total	1	3	7	22	41	65	23	162	90%	93.2%
Total	Urban	1	9	47	226	226	107	41	657	90%	91.3%
	Rural	0	3	15	17	33	44	41	153	90%	88.2%
	Total	1	12	62	243	259	151	82	810	90%	90.7%

3. Help Services

3.1 How satisfied are you with the availability of customer care services (consumer care number and general information number)?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	2	13	54	92	204	65	430
	Rural	0	5	15	3	15	115	33	186
	Total	0	7	28	57	107	319	98	616
BSNL	Urban	0	1	25	193	130	67	14	430
	Rural	0	2	23	59	67	28	6	185
	Total	0	3	48	252	197	95	20	615
Idea	Urban	0	3	19	106	211	69	15	423
	Rural	0	1	11	19	98	44	9	182
	Total	0	4	30	125	309	113	24	605
Reliance	Urban	0	1	60	150	188	21	3	423
	Rural	0	1	11	80	85	3	2	182
	Total	0	2	71	230	273	24	5	605
TTSL	Urban	0	9	14	114	178	90	21	426
	Rural	0	1	14	58	79	27	5	184
	Total	0	10	28	172	257	117	26	610
Videocon	Urban	0	0	55	169	165	33	0	422
	Rural	0	3	5	121	25	27	0	181
	Total	0	3	60	290	190	60	0	603
Vodafone	Urban	0	9	6	178	124	106	5	428
	Rural	0	6	4	76	44	52	9	191
	Total	0	15	10	254	168	158	14	619
Total	Urban	0	25	192	964	1088	590	123	2982
	Rural	0	19	83	416	413	296	64	1291
	Total	0	44	275	1380	1501	886	187	4273



3.2 How satisfied are you with the ease of access to a customer care executive through the IVR menu?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	1	5	21	47	61	221	74	430
	Rural	1	6	9	6	16	109	39	186
	Total	2	11	30	53	77	330	113	616
BSNL	Urban	2	7	64	145	104	86	22	430
	Rural	0	2	36	62	40	40	5	185
	Total	2	9	100	207	144	126	27	615
Idea	Urban	1	10	19	141	146	82	24	423
	Rural	0	2	7	44	71	53	5	182
	Total	1	12	26	185	217	135	29	605
Reliance	Urban	0	0	10	198	170	42	3	423
	Rural	0	1	24	61	75	18	3	182
	Total	0	1	34	259	245	60	6	605
TTSL	Urban	4	11	19	126	142	99	25	426
	Rural	1	3	13	52	64	46	5	184
	Total	5	14	32	178	206	145	30	610
Videocon	Urban	0	0	106	258	18	39	1	422
	Rural	0	1	62	63	30	24	1	181
	Total	0	1	168	321	48	63	2	603
Vodafone	Urban	1	8	8	144	108	146	13	428
	Rural	1	5	5	57	42	69	12	191
	Total	2	13	13	201	150	215	25	619
Total	Urban	9	41	247	1059	749	715	162	2982
	Rural	3	20	156	345	338	359	70	1291
	Total	12	61	403	1404	1087	1074	232	4273

3.3 How satisfied are you with the customer friendly approach of the customer care executive?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	5	15	49	80	141	140	430
	Rural	0	12	5	2	12	64	91	186
	Total	0	17	20	51	92	205	231	616
BSNL	Urban	1	6	13	170	147	55	38	430
	Rural	0	3	18	61	55	18	30	185
	Total	1	9	31	231	202	73	68	615
Idea	Urban	0	5	19	128	156	66	49	423
	Rural	0	2	10	22	86	35	27	182
	Total	0	7	29	150	242	101	76	605
Reliance	Urban	0	0	10	212	162	33	6	423
	Rural	0	2	10	84	69	14	3	182
	Total	0	2	20	296	231	47	9	605
TTSL	Urban	3	10	18	124	156	80	35	426
	Rural	0	7	8	57	67	16	29	184
	Total	3	17	26	181	223	96	64	610
Videocon	Urban	0	0	84	125	177	36	0	422
	Rural	0	3	53	77	37	10	1	181
	Total	0	3	137	202	214	46	1	603
Vodafone	Urban	0	7	7	97	197	86	34	428
	Rural	0	4	5	37	76	36	33	191
	Total	0	11	12	134	273	122	67	619
Total	Urban	4	33	166	905	1075	497	302	2982
	Rural	0	33	109	340	402	193	214	1291
	Total	4	66	275	1245	1477	690	516	4273



3.4 How satisfied are you with the competency level/problem solving ability of the customer care executive?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	6	20	41	71	194	98	430
	Rural	1	9	7	3	12	87	67	186
	Total	1	15	27	44	83	281	165	616
BSNL	Urban	2	12	93	121	109	53	40	430
	Rural	0	5	33	39	61	20	27	185
	Total	2	17	126	160	170	73	67	615
Idea	Urban	0	3	25	127	153	72	43	423
	Rural	0	1	7	20	94	30	30	182
	Total	0	4	32	147	247	102	73	605
Reliance	Urban	0	1	41	170	179	26	6	423
	Rural	1	0	25	67	70	17	2	182
	Total	1	1	66	237	249	43	8	605
TTSL	Urban	4	7	27	125	138	85	40	426
	Rural	0	5	13	66	49	22	29	184
	Total	4	12	40	191	187	107	69	610
Videocon	Urban	0	0	57	176	153	36	0	422
	Rural	0	3	21	116	26	13	2	181
	Total	0	3	78	292	179	49	2	603
Vodafone	Urban	0	12	4	135	143	108	26	428
	Rural	0	5	5	60	51	41	29	191
	Total	0	17	9	195	194	149	55	619
Total	Urban	6	41	267	895	946	574	253	2982
	Rural	2	28	111	371	363	230	186	1291
	Total	8	69	378	1266	1309	804	439	4273

Help Services: Calculation of satisfaction score											
Service Provider		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	1	18	69	191	304	760	377	1720	90%	94.9%
	Rural	2	32	36	14	55	375	230	744	90%	90.6%
	Total	3	50	105	205	359	1135	607	2464	90%	93.6%
BSNL	Urban	5	26	195	629	490	261	114	1720	90%	86.9%
	Rural	0	12	110	221	223	106	68	740	90%	83.5%
	Total	5	38	305	850	713	367	182	2460	90%	85.9%
Idea	Urban	1	21	82	502	666	289	131	1692	90%	93.9%
	Rural	0	6	35	105	349	162	71	728	90%	94.4%
	Total	1	27	117	607	1015	451	202	2420	90%	94.0%
Reliance	Urban	0	2	121	730	699	122	18	1692	90%	92.7%
	Rural	1	4	70	292	299	52	10	728	90%	89.7%
	Total	1	6	191	1022	998	174	28	2420	90%	91.8%
TTSL	Urban	11	37	78	489	614	354	121	1704	90%	92.6%
	Rural	1	16	48	233	259	111	68	736	90%	91.2%
	Total	12	53	126	722	873	465	189	2440	90%	92.2%
Videocon	Urban	0	0	302	728	513	144	1	1688	90%	82.1%
	Rural	0	10	141	377	118	74	4	724	90%	79.1%
	Total	0	10	443	1105	631	218	5	2412	90%	81.2%
Vodafone	Urban	1	36	25	554	572	446	78	1712	90%	96.4%
	Rural	1	20	19	230	213	198	83	764	90%	94.8%
	Total	2	56	44	784	785	644	161	2476	90%	95.9%
Total	Urban	19	140	872	3823	3858	2376	840	11928	90%	91.4%
	Rural	5	100	459	1472	1516	1078	534	5164	90%	89.1%
	Total	24	240	1331	5295	5374	3454	1374	17092	90%	90.7%



4. Network Performance

4.1 How satisfied are you with the availability of signal of your service provided?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	1	5	9	60	75	183	97	430
	Rural	0	2	7	5	13	104	55	186
	Total	1	7	16	65	88	287	152	616
BSNL	Urban	1	10	53	222	85	46	13	430
	Rural	1	1	29	81	44	23	6	185
	Total	2	11	82	303	129	69	19	615
Idea	Urban	1	22	62	106	134	70	28	423
	Rural	0	0	14	48	66	42	12	182
	Total	1	22	76	154	200	112	40	605
Reliance	Urban	0	1	77	159	166	17	3	423
	Rural	0	0	18	80	79	2	3	182
	Total	0	1	95	239	245	19	6	605
TTSL	Urban	4	37	61	108	112	77	27	426
	Rural	0	17	30	55	55	20	7	184
	Total	4	54	91	163	167	97	34	610
Videocon	Urban	3	25	93	163	102	35	1	422
	Rural	2	31	25	68	33	22	0	181
	Total	5	56	118	231	135	57	1	603
Vodafone	Urban	1	1	5	105	160	137	19	428
	Rural	0	8	1	38	57	69	18	191
	Total	1	9	6	143	217	206	37	619
Total	Urban	11	101	360	923	834	565	188	2982
	Rural	3	59	124	375	347	282	101	1291
	Total	14	160	484	1298	1181	847	289	4273

4.2 How satisfied are you with the network of your service provider in terms of ability to make or receive calls easily?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	3	4	19	42	83	158	121	430
	Rural	1	0	8	6	16	85	70	186
	Total	4	4	27	48	99	243	191	616
BSNL	Urban	6	18	127	120	84	59	16	430
	Rural	2	3	56	55	36	20	13	185
	Total	8	21	183	175	120	79	29	615
Idea	Urban	1	16	66	113	137	61	29	423
	Rural	0	0	33	28	59	45	17	182
	Total	1	16	99	141	196	106	46	605
Reliance	Urban	1	0	62	149	168	37	6	423
	Rural	0	1	34	58	85	1	3	182
	Total	1	1	96	207	253	38	9	605
TTSL	Urban	9	31	70	93	107	84	32	426
	Rural	4	10	36	46	56	19	13	184
	Total	13	41	106	139	163	103	45	610
Videocon	Urban	11	22	85	65	140	98	1	422
	Rural	19	19	31	51	39	21	1	181
	Total	30	41	116	116	179	119	2	603
Vodafone	Urban	1	5	3	33	191	169	26	428
	Rural	0	5	4	10	71	69	32	191
	Total	1	10	7	43	262	238	58	619
Total	Urban	32	96	432	615	910	666	231	2982
	Rural	26	38	202	254	362	260	149	1291
	Total	58	134	634	869	1272	926	380	4273



4.3 How satisfied are you with the voice quality on your phone during calls?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	4	9	60	101	197	59	430
	Rural	0	2	7	9	34	105	29	186
	Total	0	6	16	69	135	302	88	616
BSNL	Urban	4	7	40	225	92	56	6	430
	Rural	1	3	28	82	58	10	3	185
	Total	5	10	68	307	150	66	9	615
Idea	Urban	1	19	58	114	160	57	14	423
	Rural	0	2	13	48	80	35	4	182
	Total	1	21	71	162	240	92	18	605
Reliance	Urban	0	1	47	127	188	52	8	423
	Rural	0	3	17	79	80	3	0	182
	Total	0	4	64	206	268	55	8	605
TTSL	Urban	5	23	57	110	128	75	28	426
	Rural	0	15	32	56	65	14	2	184
	Total	5	38	89	166	193	89	30	610
Videocon	Urban	1	18	93	213	72	24	1	422
	Rural	0	18	26	84	31	22	0	181
	Total	1	36	119	297	103	46	1	603
Vodafone	Urban	0	3	4	78	153	179	11	428
	Rural	0	4	4	32	69	78	4	191
	Total	0	7	8	110	222	257	15	619
Total	Urban	11	75	308	927	894	640	127	2982
	Rural	1	47	127	390	417	267	42	1291
	Total	12	122	435	1317	1311	907	169	4273

Network performance, Reliability and Availability: Calculation of satisfaction score											
Service Provider		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	4	13	37	162	259	538	277	1290	90%	95.8%
	Rural	1	4	22	20	63	294	154	558	90%	95.2%
	Total	5	17	59	182	322	832	431	1848	90%	95.6%
BSNL	Urban	11	35	220	567	261	161	35	1290	90%	79.4%
	Rural	4	7	113	218	138	53	22	555	90%	77.7%
	Total	15	42	333	785	399	214	57	1845	90%	78.9%
Idea	Urban	3	57	186	333	431	188	71	1269	90%	80.6%
	Rural	0	2	60	124	205	122	33	546	90%	88.6%
	Total	3	59	246	457	636	310	104	1815	90%	83.0%
Reliance	Urban	1	2	186	435	522	106	17	1269	90%	85.1%
	Rural	0	4	69	217	244	6	6	546	90%	86.6%
	Total	1	6	255	652	766	112	23	1815	90%	85.6%
TTSL	Urban	18	91	188	311	347	236	87	1278	90%	76.8%
	Rural	4	42	98	157	176	53	22	552	90%	73.9%
	Total	22	133	286	468	523	289	109	1830	90%	75.9%
Videocon	Urban	15	65	271	441	314	157	3	1266	90%	72.3%
	Rural	21	68	82	203	103	65	1	543	90%	68.5%
	Total	36	133	353	644	417	222	4	1809	90%	71.1%
Vodafone	Urban	2	9	12	216	504	485	56	1284	90%	98.2%
	Rural	0	17	9	80	197	216	54	573	90%	95.5%
	Total	2	26	21	296	701	701	110	1857	90%	97.4%
Total	Urban	54	272	1100	2465	2638	1871	546	8946	90%	84.1%
	Rural	30	144	453	1019	1126	809	292	3873	90%	83.8%
	Total	84	416	1553	3484	3764	2680	838	12819	90%	84.0%



5. Maintainability

5.1 How satisfied are you with the availability of fault free connection?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	2	15	44	88	211	70	430
	Rural	1	6	2	6	37	97	37	186
	Total	1	8	17	50	125	308	107	616
BSNL	Urban	0	1	38	182	128	72	9	430
	Rural	0	1	28	68	65	18	5	185
	Total	0	2	66	250	193	90	14	615
Idea	Urban	0	6	24	141	163	74	15	423
	Rural	0	6	10	26	96	36	8	182
	Total	0	12	34	167	259	110	23	605
Reliance	Urban	0	2	63	174	144	38	2	423
	Rural	0	3	22	69	79	8	1	182
	Total	0	5	85	243	223	46	3	605
TTSL	Urban	1	8	47	135	122	100	13	426
	Rural	3	7	21	68	47	37	1	184
	Total	4	15	68	203	169	137	14	610
Videocon	Urban	0	12	83	159	157	11	0	422
	Rural	0	11	74	93	0	2	1	181
	Total	0	23	157	252	157	13	1	603
Vodafone	Urban	0	8	8	145	145	109	13	428
	Rural	0	4	4	60	65	53	5	191
	Total	0	12	12	205	210	162	18	619
Total	Urban	1	39	278	980	947	615	122	2982
	Rural	4	38	161	390	389	251	58	1291
	Total	5	77	439	1370	1336	866	180	4273

5.2 How satisfied are you with the timely repair of faults of your phone connection?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	1	7	14	54	95	160	99	430
	Rural	1	4	5	6	24	91	55	186
	Total	2	11	19	60	119	251	154	616
BSNL	Urban	0	4	101	137	102	69	17	430
	Rural	0	1	40	61	39	30	14	185
	Total	0	5	141	198	141	99	31	615
Idea	Urban	0	9	31	141	156	61	25	423
	Rural	0	8	8	24	98	34	10	182
	Total	0	17	39	165	254	95	35	605
Reliance	Urban	0	2	50	182	131	54	4	423
	Rural	0	6	21	71	70	13	1	182
	Total	0	8	71	253	201	67	5	605
TTSL	Urban	2	12	52	146	117	75	22	426
	Rural	1	6	23	63	57	27	7	184
	Total	3	18	75	209	174	102	29	610
Videocon	Urban	0	12	77	161	170	2	0	422
	Rural	0	11	71	93	3	2	1	181
	Total	0	23	148	254	173	4	1	603
Vodafone	Urban	0	8	8	75	164	155	18	428
	Rural	0	5	5	33	76	61	11	191
	Total	0	13	13	108	240	216	29	619
Total	Urban	3	54	333	896	935	576	185	2982
	Rural	2	41	173	351	367	258	99	1291
	Total	5	95	506	1247	1302	834	284	4273



Maintainability: Calculation of satisfaction score											
Service Provider		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	1	9	29	98	183	371	169	860	95%	95.5%
	Rural	2	10	7	12	61	188	92	372	95%	94.9%
	Total	3	19	36	110	244	559	261	1232	95%	95.3%
BSNL	Urban	0	5	139	319	230	141	26	860	95%	83.3%
	Rural	0	2	68	129	104	48	19	370	95%	81.1%
	Total	0	7	207	448	334	189	45	1230	95%	82.6%
Idea	Urban	0	15	55	282	319	135	40	846	95%	91.7%
	Rural	0	14	18	50	194	70	18	364	95%	91.2%
	Total	0	29	73	332	513	205	58	1210	95%	91.6%
Reliance	Urban	0	4	113	356	275	92	6	846	95%	86.2%
	Rural	0	9	43	140	149	21	2	364	95%	85.7%
	Total	0	13	156	496	424	113	8	1210	95%	86.0%
TTSL	Urban	3	20	99	281	239	175	35	852	95%	85.7%
	Rural	4	13	44	131	104	64	8	368	95%	83.4%
	Total	7	33	143	412	343	239	43	1220	95%	85.0%
Videocon	Urban	0	24	160	320	327	13	0	844	95%	78.2%
	Rural	0	22	145	186	3	4	2	362	95%	53.9%
	Total	0	46	305	506	330	17	2	1206	95%	70.9%
Vodafone	Urban	0	16	16	220	309	264	31	856	95%	96.3%
	Rural	0	9	9	93	141	114	16	382	95%	95.3%
	Total	0	25	25	313	450	378	47	1238	95%	96.0%
Total	Urban	4	93	611	1876	1882	1191	307	5964	95%	88.1%
	Rural	6	79	334	741	756	509	157	2582	95%	83.8%
	Total	10	172	945	2617	2638	1700	464	8546	95%	86.8%

6. Supplementary Services and Value Added Services

6.1 Have you subscribed to any supplementary services like call forwarding, call diverting and value added services						
Service Provider		Yes		No		Total
		Count	%age	Count	%age	Count
Airtel	Urban	140	32.6%	290	67.4%	430
	Rural	73	39.2%	113	60.8%	186
	Total	213	34.6%	403	65.4%	616
BSNL	Urban	90	20.9%	340	79.1%	430
	Rural	44	23.8%	141	76.2%	185
	Total	134	21.8%	481	78.2%	615
Idea	Urban	119	28.1%	304	71.9%	423
	Rural	63	34.6%	119	65.4%	182
	Total	182	30.1%	423	69.9%	605
Reliance	Urban	143	33.8%	280	66.2%	423
	Rural	47	25.8%	135	74.2%	182
	Total	190	31.4%	415	68.6%	605
TTSL	Urban	134	31.5%	292	68.5%	426
	Rural	49	26.6%	135	73.4%	184
	Total	183	30.0%	427	70.0%	610
Videocon	Urban	60	14.2%	362	85.8%	422
	Rural	45	24.9%	136	75.1%	181
	Total	105	17.4%	498	82.6%	603
Vodafone	Urban	123	28.7%	305	71.3%	428
	Rural	56	29.3%	135	70.7%	191
	Total	179	28.9%	440	71.1%	619
Total	Urban	809	27.1%	2173	72.9%	2982
	Rural	377	29.2%	914	70.8%	1291
	Total	1186	27.8%	3087	72.2%	4273



6.2 How satisfied are you with the supplementary services / value added service provided									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	0	5	56	59	20	0	140
	Rural	0	2	9	24	18	18	2	73
	Total	0	2	14	80	77	38	2	213
BSNL	Urban	0	2	7	33	34	14	0	90
	Rural	0	3	2	18	11	9	1	44
	Total	0	5	9	51	45	23	1	134
Idea	Urban	0	4	3	16	62	32	2	119
	Rural	0	1	4	9	29	16	4	63
	Total	0	5	7	25	91	48	6	182
Reliance	Urban	2	5	1	91	44	0	0	143
	Rural	1	4	0	30	11	1	0	47
	Total	3	9	1	121	55	1	0	190
TTSL	Urban	0	5	4	38	66	20	1	134
	Rural	0	3	1	5	24	16	0	49
	Total	0	8	5	43	90	36	1	183
Videocon	Urban	1	0	5	32	22	0	0	60
	Rural	0	1	5	32	7	0	0	45
	Total	1	1	10	64	29	0	0	105
Vodafone	Urban	0	8	1	59	42	12	1	123
	Rural	1	1	5	18	15	12	4	56
	Total	1	9	6	77	57	24	5	179
Total	Urban	3	24	26	325	329	98	4	809
	Rural	2	15	26	136	115	72	11	377
	Total	5	39	52	461	444	170	15	1186

Supplementary services and Value Added services: Calculation of satisfaction score											
Service Provider		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	0	0	5	56	59	20	0	140	90%	96.4%
	Rural	0	2	9	24	18	18	2	73	90%	84.9%
	Total	0	2	14	80	77	38	2	213	90%	92.5%
BSNL	Urban	0	2	7	33	34	14	0	90	90%	90.0%
	Rural	0	3	2	18	11	9	1	44	90%	88.6%
	Total	0	5	9	51	45	23	1	134	90%	89.6%
Idea	Urban	0	4	3	16	62	32	2	119	90%	94.1%
	Rural	0	1	4	9	29	16	4	63	90%	92.1%
	Total	0	5	7	25	91	48	6	182	90%	93.4%
Reliance	Urban	2	5	1	91	44	0	0	143	90%	94.4%
	Rural	1	4	0	30	11	1	0	47	90%	89.4%
	Total	3	9	1	121	55	1	0	190	90%	93.2%
TTSL	Urban	0	5	4	38	66	20	1	134	90%	93.3%
	Rural	0	3	1	5	24	16	0	49	90%	91.8%
	Total	0	8	5	43	90	36	1	183	90%	92.9%
Videocon	Urban	1	0	5	32	22	0	0	60	90%	90.0%
	Rural	0	1	5	32	7	0	0	45	90%	86.7%
	Total	1	1	10	64	29	0	0	105	90%	88.6%
Vodafone	Urban	0	8	1	59	42	12	1	123	90%	92.7%
	Rural	1	1	5	18	15	12	4	56	90%	87.5%
	Total	1	9	6	77	57	24	5	179	90%	91.1%
Total	Urban	3	24	26	325	329	98	4	809	90%	93.4%
	Rural	2	15	26	136	115	72	11	377	90%	88.6%
	Total	5	39	52	461	444	170	15	1186	90%	91.9%



7. Mobile data connection

7.1 Do you use internet services offered by your operator on your mobile device?						
Service Provider		Yes		No		Total
		Count	%age	Count	%age	Count
Airtel	Urban	97	22.6%	333	77.4%	430
	Rural	40	21.5%	146	78.5%	186
	Total	137	22.2%	479	77.8%	616
BSNL	Urban	68	15.8%	362	84.2%	430
	Rural	26	14.1%	159	85.9%	185
	Total	94	15.3%	521	84.7%	615
Idea	Urban	91	21.5%	332	78.5%	423
	Rural	38	20.9%	144	79.1%	182
	Total	129	21.3%	476	78.7%	605
Reliance	Urban	88	20.8%	335	79.2%	423
	Rural	35	19.2%	147	80.8%	182
	Total	123	20.3%	482	79.7%	605
TTSL	Urban	93	21.8%	333	78.2%	426
	Rural	36	19.6%	148	80.4%	184
	Total	129	21.1%	481	78.9%	610
Videocon	Urban	31	7.3%	391	92.7%	422
	Rural	12	6.6%	169	93.4%	181
	Total	43	7.1%	560	92.9%	603
Vodafone	Urban	95	22.2%	333	77.8%	428
	Rural	36	18.8%	155	81.2%	191
	Total	131	21.2%	488	78.8%	619
Total	Urban	563	18.9%	2419	81.1%	2982
	Rural	223	17.3%	1068	82.7%	1291
	Total	786	18.4%	3487	81.6%	4273

7.2 what is type of data plan/speed opted by you for using mobile internet services?						
Service Provider		2G		3G		Total
		Count	%age	Count	%age	Count
Airtel	Urban	76	78.4%	21	22%	97
	Rural	26	65.0%	14	35%	40
	Total	102	74.5%	35	26%	137
BSNL	Urban	24	35.3%	44	65%	68
	Rural	9	34.6%	17	65%	26
	Total	33	35.1%	61	65%	94
Idea	Urban	46	50.5%	45	49%	91
	Rural	24	63.2%	14	37%	38
	Total	70	54.3%	59	46%	129
Reliance	Urban	36	40.9%	52	59%	88
	Rural	12	34.3%	23	66%	35
	Total	48	39.0%	75	61%	123
TTSL	Urban	38	40.9%	55	59%	93
	Rural	24	66.7%	12	33%	36
	Total	62	48.1%	67	52%	129
Videocon	Urban	12	38.7%	19	61%	31
	Rural	0	0.0%	12	100%	12
	Total	12	27.9%	31	72%	43
Vodafone	Urban	39	41.1%	56	59%	95
	Rural	20	55.6%	16	44%	36
	Total	59	45.0%	72	55%	131
Total	Urban	271	48.1%	292	52%	563
	Rural	115	51.6%	108	48%	223
	Total	386	49.1%	400	51%	786



7.3 How satisfied are you with speed of data connection?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	1	11	29	37	18	1	97
	Rural	0	0	3	11	14	11	1	40
	Total	0	1	14	40	51	29	2	137
BSNL	Urban	0	4	13	16	20	14	1	68
	Rural	0	0	7	12	3	4	0	26
	Total	0	4	20	28	23	18	1	94
Idea	Urban	1	0	7	30	33	16	4	91
	Rural	2	0	4	10	11	5	6	38
	Total	3	0	11	40	44	21	10	129
Reliance	Urban	0	0	13	28	44	3	0	88
	Rural	0	0	5	5	24	1	0	35
	Total	0	0	18	33	68	4	0	123
TTSL	Urban	2	12	5	16	32	26	0	93
	Rural	0	0	9	5	19	3	0	36
	Total	2	12	14	21	51	29	0	129
Videocon	Urban	1	7	5	10	6	2	0	31
	Rural	0	1	3	1	7	0	0	12
	Total	1	8	8	11	13	2	0	43
Vodafone	Urban	0	2	11	4	49	28	1	95
	Rural	1	3	3	7	10	8	4	36
	Total	1	5	14	11	59	36	5	131
Total	Urban	4	26	65	133	221	107	7	563
	Rural	3	4	34	51	88	32	11	223
	Total	7	30	99	184	309	139	18	786

7.4 How satisfied are you with the coverage and availability of internet connection on your mobile?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	3	4	31	38	17	4	97
	Rural	0	0	7	6	8	12	7	40
	Total	0	3	11	37	46	29	11	137
BSNL	Urban	1	4	13	11	19	18	2	68
	Rural	0	0	8	10	3	3	2	26
	Total	1	4	21	21	22	21	4	94
Idea	Urban	0	3	7	18	41	17	5	91
	Rural	0	3	1	11	12	4	7	38
	Total	0	6	8	29	53	21	12	129
Reliance	Urban	1	8	20	29	26	3	1	88
	Rural	0	6	7	5	16	1	0	35
	Total	1	14	27	34	42	4	1	123
TTSL	Urban	4	10	6	18	27	27	1	93
	Rural	0	0	9	6	12	9	0	36
	Total	4	10	15	24	39	36	1	129
Videocon	Urban	1	5	5	8	10	1	1	31
	Rural	0	3	3	4	2	0	0	12
	Total	1	8	8	12	12	1	1	43
Vodafone	Urban	1	3	8	18	41	22	2	95
	Rural	0	4	1	6	13	7	5	36
	Total	1	7	9	24	54	29	7	131
Total	Urban	8	36	63	133	202	105	16	563
	Rural	0	16	36	48	66	36	21	223
	Total	8	52	99	181	268	141	37	786



7. Mobile Data Connection: Calculation of satisfaction parameters											
Service Provider		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	0	4	15	60	75	35	5	194	90%	90.2%
	Rural	0	0	10	17	22	23	8	80	90%	87.5%
	Total	0	4	25	77	97	58	13	274	90%	89.4%
BSNL	Urban	1	8	26	27	39	32	3	136	90%	74.3%
	Rural	0	0	15	22	6	7	2	52	90%	71.2%
	Total	1	8	41	49	45	39	5	188	90%	73.4%
Idea	Urban	1	3	14	48	74	33	9	182	90%	90.1%
	Rural	2	3	5	21	23	9	13	76	90%	86.8%
	Total	3	6	19	69	97	42	22	258	90%	89.1%
Reliance	Urban	1	8	33	57	70	6	1	176	90%	76.1%
	Rural	0	6	12	10	40	2	0	70	90%	74.3%
	Total	1	14	45	67	110	8	1	246	90%	75.6%
TTSL	Urban	6	22	11	34	59	53	1	186	90%	79.0%
	Rural	0	0	18	11	31	12	0	72	90%	75.0%
	Total	6	22	29	45	90	65	1	258	90%	77.9%
Videocon	Urban	2	12	10	18	16	3	1	62	90%	61.3%
	Rural	0	4	6	5	9	0	0	24	90%	58.3%
	Total	2	16	16	23	25	3	1	86	90%	60.5%
Vodafone	Urban	1	5	19	22	90	50	3	190	90%	86.8%
	Rural	1	7	4	13	23	15	9	72	90%	83.3%
	Total	2	12	23	35	113	65	12	262	90%	85.9%
Total	Urban	12	62	128	266	423	212	23	1126	90%	82.1%
	Rural	3	20	70	99	154	68	32	446	90%	79.1%
	Total	15	82	198	365	577	280	55	1572	90%	81.2%

8. Overall Services

8. How satisfied are you with the overall Quality of the Cellular Service?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	2	7	52	167	156	46	430
	Rural	2	4	2	6	69	82	21	186
	Total	2	6	9	58	236	238	67	616
BSNL	Urban	0	15	18	155	153	69	20	430
	Rural	0	8	9	46	62	56	4	185
	Total	0	23	27	201	215	125	24	615
Idea	Urban	0	8	11	52	222	109	21	423
	Rural	0	3	7	16	60	70	26	182
	Total	0	11	18	68	282	179	47	605
Reliance	Urban	0	12	20	95	207	82	7	423
	Rural	0	6	10	29	81	52	4	182
	Total	0	18	30	124	288	134	11	605
TTSL	Urban	0	10	27	67	197	109	16	426
	Rural	0	5	12	29	92	43	3	184
	Total	0	15	39	96	289	152	19	610
Videocon	Urban	6	14	22	108	255	16	1	422
	Rural	3	7	9	58	78	21	5	181
	Total	9	21	31	166	333	37	6	603
Vodafone	Urban	0	10	14	70	168	108	58	428
	Rural	0	5	8	19	69	62	28	191
	Total	0	15	22	89	237	170	86	619
Total	Urban	6	71	119	599	1369	649	169	2982
	Rural	5	38	57	203	511	386	91	1291
	Total	11	109	176	802	1880	1035	260	4273



Overall Quality of Services: Calculation of satisfaction score											
Service Provider		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	0	2	7	52	167	156	46	430	90%	97.9%
	Rural	2	4	2	6	69	82	21	186	90%	95.7%
	Total	2	6	9	58	236	238	67	616	90%	97.2%
BSNL	Urban	0	15	18	155	153	69	20	430	90%	92.3%
	Rural	0	8	9	46	62	56	4	185	90%	90.8%
	Total	0	23	27	201	215	125	24	615	90%	91.9%
Idea	Urban	0	8	11	52	222	109	21	423	90%	95.5%
	Rural	0	3	7	16	60	70	26	182	90%	94.5%
	Total	0	11	18	68	282	179	47	605	90%	95.2%
Reliance	Urban	0	12	20	95	207	82	7	423	90%	92.4%
	Rural	0	6	10	29	81	52	4	182	90%	91.2%
	Total	0	18	30	124	288	134	11	605	90%	92.1%
TTSL	Urban	0	10	27	67	197	109	16	426	90%	91.3%
	Rural	0	5	12	29	92	43	3	184	90%	90.8%
	Total	0	15	39	96	289	152	19	610	90%	91.1%
Videocon	Urban	6	14	22	108	255	16	1	422	90%	90.0%
	Rural	3	7	9	58	78	21	5	181	90%	89.5%
	Total	9	21	31	166	333	37	6	603	90%	89.9%
Vodafone	Urban	0	10	14	70	168	108	58	428	90%	94.4%
	Rural	0	5	8	19	69	62	28	191	90%	93.2%
	Total	0	15	22	89	237	170	86	619	90%	94.0%
Total	Urban	6	71	119	599	1369	649	169	2982	90%	93.4%
	Rural	5	38	57	203	511	386	91	1291	90%	92.3%
	Total	11	109	176	802	1880	1035	260	4273	90%	93.1%



A3. BROADBAND SERVICES

1. Provision of Service

1.1 How satisfied are you with the ease of taking a connection?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	1	6	7	1	213	257	120	605
	Rural	0	0	0	0	0	0	0	0
	Total	1	6	7	1	213	257	120	605
BSNL	Urban	0	7	17	286	124	3	0	437
	Rural	0	4	11	129	51	0	0	195
	Total	0	11	28	415	175	3	0	632
You BB	Urban	1	0	58	387	126	31	0	603
	Rural	0	0	0	0	0	0	0	0
	Total	1	0	58	387	126	31	0	603
Total	Urban	2	13	82	674	463	291	120	1645
	Rural	0	4	11	129	51	0	0	195
	Total	2	17	93	803	514	291	120	1840

1.2 How satisfied are you with the provision and understanding of all relevant information related to tariff plans & charges?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	7	6	2	208	285	97	605
	Rural	0	0	0	0	0	0	0	0
	Total	0	7	6	2	208	285	97	605
BSNL	Urban	0	11	14	132	280	0	0	437
	Rural	0	7	7	56	125	0	0	195
	Total	0	18	21	188	405	0	0	632
You BB	Urban	1	3	11	301	287	0	0	603
	Rural	0	0	0	0	0	0	0	0
	Total	1	3	11	301	287	0	0	603
Total	Urban	1	21	31	435	775	285	97	1645
	Rural	0	7	7	56	125	0	0	195
	Total	1	28	38	491	900	285	97	1840

1.3 How satisfied are you with the availability of suitable plans/recharge vouchers as per your requirement?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	4	10	2	233	264	92	605
	Rural	0	0	0	0	0	0	0	0
	Total	0	4	10	2	233	264	92	605
BSNL	Urban	0	7	15	314	100	1	0	437
	Rural	0	4	8	141	42	0	0	195
	Total	0	11	23	455	142	1	0	632
You BB	Urban	1	0	52	411	139	0	0	603
	Rural	0	0	0	0	0	0	0	0
	Total	1	0	52	411	139	0	0	603
Total	Urban	1	11	77	727	472	265	92	1645
	Rural	0	4	8	141	42	0	0	195
	Total	1	15	85	868	514	265	92	1840



Provision of Services: Calculation of satisfaction Score											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	1	17	23	5	654	806	309	1815	90%	97.7%
	Rural	0	0	0	0	0	0	0	0	90%	NA
	Total	1	17	23	5	654	806	309	1815	90%	97.7%
BSNL	Urban	0	25	46	732	504	4	0	1311	90%	94.6%
	Rural	0	15	26	326	218	0	0	585	90%	93.0%
	Total	0	40	72	1058	722	4	0	1896	90%	94.1%
You BB	Urban	3	3	121	1099	552	31	0	1809	90%	93.0%
	Rural	0	0	0	0	0	0	0	0	90%	NA
	Total	3	3	121	1099	552	31	0	1809	90%	93.0%
Total	Urban	4	45	190	1836	1710	841	309	4935	90%	95.2%
	Rural	0	15	26	326	218	0	0	585	90%	93.0%
	Total	4	60	216	2162	1928	841	309	5520	90%	94.9%

2. Billing related:

Prepaid Services

2.1 How satisfied are you with ease of recharging process/activation of vouchers									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
You BB	Urban	1		138	241	223			603
	Rural			0	0	0			0
	Total	1		138	241	223			603

2.2 How satisfied are you with the availability of recharging cards/voucher of various denominations?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
You BB	Urban	1	3	144	360	95			603
	Rural		0	0	0	0			0
	Total	1	3	144	360	95			603

2.3 How satisfied are you with the transparency of recharge offer/voucher i.e. internet usage available on the recharge card?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
You BB	Urban	1		129	255	218			603
	Rural			0	0	0			0
	Total	1		129	255	218			603

2.4 How satisfied are you with the charges deducted for internet usage?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
You BB	Urban	1		150	340	112			603
	Rural			0	0	0			0
	Total	1		150	340	112			603



Overall Weighted Satisfaction											
SP	Area	1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
You BB	Urban	4	3	561	1196	648	0	0	2412	90%	76.5%
	Rural	0	0	0	0	0	0	0	0	90%	NA
	Total	4	3	561	1196	648	0	0	2412	90%	76.5%

Post Paid Services

2.5 How satisfied are you with the charges levied for every internet usage?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	5	5	1	210	195	189	605
	Rural	0	0	0	0	0	0	0	0
	Total	0	5	5	1	210	195	189	605
BSNL	Urban	0	0	31	194	192	20	0	437
	Rural	0	2	16	72	104	1	0	195
	Total	0	2	47	266	296	21	0	632
Total	Urban	0	5	36	195	402	215	189	1042
	Rural	0	2	16	72	104	1	0	195
	Total	0	7	52	267	506	216	189	1237

2.6 How satisfied are you with the overall accuracy & completeness of the bills?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	5	5	0	210	192	193	605
	Rural	0	0	0	0	0	0	0	0
	Total	0	5	5	0	210	192	193	605
BSNL	Urban	0	13	41	235	148	0	0	437
	Rural	0	4	15	122	54	0	0	195
	Total	0	17	56	357	202	0	0	632
Total	Urban	0	18	46	235	358	192	193	1042
	Rural	0	4	15	122	54	0	0	195
	Total	0	22	61	357	412	192	193	1237

2.7 How satisfied are you with the clarity of the bills in terms of transparency and understandability?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	3	6	2	212	218	164	605
	Rural	0	0	0	0	0	0	0	0
	Total	0	3	6	2	212	218	164	605
BSNL	Urban	0	6	25	169	232	5	0	437
	Rural	0	5	13	91	85	1	0	195
	Total	0	11	38	260	317	6	0	632
Total	Urban	0	9	31	171	444	223	164	1042
	Rural	0	5	13	91	85	1	0	195
	Total	0	14	44	262	529	224	164	1237



Billing service: Calculation of satisfaction score											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	0	13	16	3	632	605	546	1815	90%	98.4%
	Rural	0	0	0	0	0	0	0	0	90%	NA
	Total	0	13	16	3	632	605	546	1815	90%	98.4%
BSNL	Urban	0	19	97	598	572	25	0	1311	90%	91.2%
	Rural	0	11	44	285	243	2	0	585	90%	90.6%
	Total	0	30	141	883	815	27	0	1896	90%	91.0%
Total	Urban	0	32	113	601	1204	630	546	3126	90%	95.4%
	Rural	0	11	44	285	243	2	0	585	90%	90.6%
	Total	0	43	157	886	1447	632	546	3711	90%	94.6%

3. Help Services

3.1 How satisfied are you with the availability of customer care services (consumer care number and general information number)?

Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	4	13	0	0	263	219	106	605
	Rural	0	0	0	0	0	0	0	0
	Total	4	13	0	0	263	219	106	605
BSNL	Urban	0	12	17	258	142	7	1	437
	Rural	0	9	9	124	53	0	0	195
	Total	0	21	26	382	195	7	1	632
You BB	Urban	2	0	91	340	169	1	0	603
	Rural	0	0	0	0	0	0	0	0
	Total	2	0	91	340	169	1	0	603
Total	Urban	6	25	108	598	574	227	107	1645
	Rural	0	9	9	124	53	0	0	195
	Total	6	34	117	722	627	227	107	1840

3.2 How satisfied are you with the ease of access to a consumer care executive through the IVR menu?

Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	12	5	0	343	53	192	605
	Rural	0	0	0	0	0	0	0	0
	Total	0	12	5	0	343	53	192	605
BSNL	Urban	0	9	38	151	229	7	3	437
	Rural	0	9	18	62	106	0	0	195
	Total	0	18	56	213	335	7	3	632
You BB	Urban	2	0	115	252	234	0	0	603
	Rural	0	0	0	0	0	0	0	0
	Total	2	0	115	252	234	0	0	603
Total	Urban	2	21	158	403	806	60	195	1645
	Rural	0	9	18	62	106	0	0	195
	Total	2	30	176	465	912	60	195	1840



3.3 How satisfied are you with the customer friendly approach of the customer care executive?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	6	11	0	146	178	264	605
	Rural	0	0	0	0	0	0	0	0
	Total	0	6	11	0	146	178	264	605
BSNL	Urban	0	20	30	215	167	5	0	437
	Rural	0	13	17	98	67	0	0	195
	Total	0	33	47	313	234	5	0	632
You BB	Urban	2	0	100	334	166	1	0	603
	Rural	0	0	0	0	0	0	0	0
	Total	2	0	100	334	166	1	0	603
Total	Urban	2	26	141	549	479	184	264	1645
	Rural	0	13	17	98	67	0	0	195
	Total	2	39	158	647	546	184	264	1840

3.4 How satisfied are you with the competency level/problem solving ability of the customer care executive?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	3	14	0	268	194	126	605
	Rural	0	0	0	0	0	0	0	0
	Total	0	3	14	0	268	194	126	605
BSNL	Urban	0	0	39	204	192	2	0	437
	Rural	0	0	22	88	85	0	0	195
	Total	0	0	61	292	277	2	0	632
You BB	Urban	2	0	128	253	220	0	0	603
	Rural	0	0	0	0	0	0	0	0
	Total	2	0	128	253	220	0	0	603
Total	Urban	2	3	181	457	680	196	126	1645
	Rural	0	0	22	88	85	0	0	195
	Total	2	3	203	545	765	196	126	1840

Help service: Calculation of satisfaction score											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	4	34	30	0	1020	644	688	2420	90%	97.2%
	Rural	0	0	0	0	0	0	0	0	90%	NA
	Total	4	34	30	0	1020	644	688	2420	90%	97.2%
BSNL	Urban	0	41	124	828	730	21	4	1748	90%	90.6%
	Rural	0	31	66	372	311	0	0	780	90%	87.6%
	Total	0	72	190	1200	1041	21	4	2528	90%	89.6%
You BB	Urban	8	0	434	1179	789	2	0	2412	90%	81.7%
	Rural	0	0	0	0	0	0	0	0	90%	NA
	Total	8	0	434	1179	789	2	0	2412	90%	81.7%
Total	Urban	12	75	588	2007	2539	667	692	6580	90%	89.7%
	Rural	0	31	66	372	311	0	0	780	90%	87.6%
	Total	12	106	654	2379	2850	667	692	7360	90%	89.5%



4. Network Services

4.1 How satisfied are you with the availability of signal of your service provider?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	29	23	0	116	272	165	605
	Rural	0	0	0	0	0	0	0	0
	Total	0	29	23	0	116	272	165	605
BSNL	Urban	0	0	101	170	166	0	0	437
	Rural	0	11	45	72	67	0	0	195
	Total	0	11	146	242	233	0	0	632
You BB	Urban	2	0	92	353	156	0	0	603
	Rural	0	0	0	0	0	0	0	0
	Total	2	0	92	353	156	0	0	603
Total	Urban	2	29	216	523	438	272	165	1645
	Rural	0	11	45	72	67	0	0	195
	Total	2	40	261	595	505	272	165	1840

4.2 How satisfied are you with the network of your service provider in terms speed of broadband connection?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	13	38	4	189	267	94	605
	Rural	0	0	0	0	0	0	0	0
	Total	0	13	38	4	189	267	94	605
BSNL	Urban	0	0	118	196	123	0	0	437
	Rural	0	4	54	87	50	0	0	195
	Total	0	4	172	283	173	0	0	632
You BB	Urban	2	0	126	302	172	1	0	603
	Rural	0	0	0	0	0	0	0	0
	Total	2	0	126	302	172	1	0	603
Total	Urban	2	13	282	502	484	268	94	1645
	Rural	0	4	54	87	50	0	0	195
	Total	2	17	336	589	534	268	94	1840

Network performance: Calculation of satisfaction score											
Service Provider		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	0	42	61	4	305	539	259	1210	85%	91.5%
	Rural	0	0	0	0	0	0	0	0	85%	NA!
	Total	0	42	61	4	305	539	259	1210	85%	91.5%
BSNL	Urban	0	0	219	366	289	0	0	874	85%	74.9%
	Rural	0	15	99	159	117	0	0	390	85%	70.8%
	Total	0	15	318	525	406	0	0	1264	85%	73.7%
You BB	Urban	4	0	218	655	328	1	0	1206	85%	81.6%
	Rural	0	0	0	0	0	0	0	0	85%	NA
	Total	4	0	218	655	328	1	0	1206	85%	81.6%
Total	Urban	4	42	498	1025	922	540	259	3290	85%	83.5%
	Rural	0	15	99	159	117	0	0	390	85%	70.8%
	Total	4	57	597	1184	1039	540	259	3680	85%	82.1%



5. Maintainability

5.1 How satisfied are you with the time for which service is up and working?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	17	20	0	257	173	138	605
	Rural	0	0	0	0	0	0	0	0
	Total	0	17	20	0	257	173	138	605
BSNL	Urban	0	19	25	186	207	0	0	437
	Rural	0	9	15	81	90	0	0	195
	Total	0	28	40	267	297	0	0	632
You BB	Urban	2	0	97	317	187	0	0	603
	Rural	0	0	0	0	0	0	0	0
	Total	2	0	97	317	187	0	0	603
Total	Urban	2	36	142	503	651	173	138	1645
	Rural	0	9	15	81	90	0	0	195
	Total	2	45	157	584	741	173	138	1840

5.2 How satisfied are you with the timely repair of faults of your connection?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	15	22	0	319	54	195	605
	Rural	0	0	0	0	0	0	0	0
	Total	0	15	22	0	319	54	195	605
BSNL	Urban	0	13	48	197	179	0	0	437
	Rural	0	8	19	90	78	0	0	195
	Total	0	21	67	287	257	0	0	632
You BB	Urban	2	0	115	345	141	0	0	603
	Rural	0	0	0	0	0	0	0	0
	Total	2	0	115	345	141	0	0	603
Total	Urban	2	28	185	542	639	54	195	1645
	Rural	0	8	19	90	78	0	0	195
	Total	2	36	204	632	717	54	195	1840

Maintainability: Calculation of Satisfaction score											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	0	32	42	0	576	227	333	1210	85%	93.9%
	Rural	0	0	0	0	0	0	0	0	85%	NA
	Total	0	32	42	0	576	227	333	1210	85%	93.9%
BSNL	Urban	0	32	73	383	386	0	0	874	85%	88.0%
	Rural	0	17	34	171	168	0	0	390	85%	86.9%
	Total	0	49	107	554	554	0	0	1264	85%	87.7%
You BB	Urban	4	0	212	662	328	0	0	1206	85%	82.1%
	Rural	0	0	0	0	0	0	0	0	85%	NA
	Total	4	0	212	662	328	0	0	1206	85%	82.1%
Total	Urban	4	64	327	1045	1290	227	333	3290	85%	88.0%
	Rural	0	17	34	171	168	0	0	390	85%	86.9%
	Total	4	81	361	1216	1458	227	333	3680	85%	87.9%



6. Supplementary services

6.1 Have you ever subscribed to any supplementary services such as Static/fixed IP addresses, e-mail id's etc.?						
Service Provider		Yes		No		Total
		Count	%age	Count	%age	Count
Airtel	Urban	3	0.5%	602	99.5%	605
	Rural	0	0.0%	0	0.0%	0
	Total	3	0.5%	602	99.5%	605
BSNL	Urban	0	0.0%	437	100.0%	437
	Rural	0	0.0%	195	100.0%	195
	Total	0	0.0%	632	100.0%	632
You BB	Urban	0	0.0%	603	100.0%	603
	Rural	0	0.0%	0	0.0%	0
	Total	0	0.0%	603	100.0%	603
Total	Urban	3	0.2%	1642	99.8%	1645
	Rural	0	0.0%	195	100.0%	195
	Total	3	0.2%	1837	99.8%	1840

6.2 How satisfied are you with quality of these supplementary services including activation, deactivation, charges etc?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	0	0	0	1	0	2	3
	Rural	0	0	0	0	0	0	0	0
	Total	0	0	0	0	1	0	2	3
Total	Rural	0	0	0	0	1	0	2	3
	Urban	0	0	0	0	0	0	0	0
	Total	0	0	0	0	1	0	2	3

Supplementary Services: Calculation of satisfaction score											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	0	0	0	0	1	0	2	3	85%	100.0%
	Rural	0	0	0	0	0	0	0	0	85%	NA!
	Total	0	0	0	0	1	0	2	3	85%	100.0%
Total	Urban	0	0	0	0	1	0	2	3	85%	100.0%
	Rural	0	0	0	0	0	0	0	0	85%	NA
	Total	0	0	0	0	1	0	2	3	85%	100.0%



7. Overall services



7. How satisfied are you with the overall Quality of the Broadband Services?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	17	31	0	199	264	94	605
	Rural	0	0	0	0	0	0	0	0
	Total	0	17	31	0	199	264	94	605
BSNL	Urban	0	20	35	97	244	19	22	437
	Rural	2	13	13	45	108	6	8	195
	Total	2	33	48	142	352	25	30	632
You BB	Urban	2	31	69	254	236	11	0	603
	Rural	0	0	0	0	0	0	0	0
	Total	2	31	69	254	236	11	0	603
Total	Urban	2	68	135	351	679	294	116	1645
	Rural	2	13	13	45	108	6	8	195
	Total	4	81	148	396	787	300	124	1840

Overall quality of service: Calculation of satisfaction score											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	0	17	31	0	199	264	94	605	85%	92.1%
	Rural	0	0	0	0	0	0	0	0	85%	NA
	Total	0	17	31	0	199	264	94	605	85%	92.1%
BSNL	Urban	0	20	35	97	244	19	22	437	85%	87.4%
	Rural	2	13	13	45	108	6	8	195	85%	85.6%
	Total	2	33	48	142	352	25	30	632	85%	86.9%
You BB	Urban	2	31	69	254	236	11	0	603	85%	83.1%
	Rural	0	0	0	0	0	0	0	0	85%	NA
	Total	2	31	69	254	236	11	0	603	85%	83.1%
Total	Urban	2	68	135	351	679	294	116	1645	85%	87.5%
	Rural	2	13	13	45	108	6	8	195	85%	85.6%
	Total	4	81	148	396	787	300	124	1840	85%	87.3%



Annexure B: Questionnaires



		TELECOM REGULATORY AUTHORITY OF INDIA CUSTOMER PERCEPTION STUDY (North Zone) (Basic Wire line Service)																
REF No.	CC	S. No.	Interview Date				Interviewer's Name											
SDCA						Exchange												
Mode of Interview		1	In Person				2	Telephonic										
<i>Good morning/ afternoon/ evening. We are currently doing a survey on satisfaction among Basic wire line users. This survey is being carried out on behalf of Telecom Regulatory Authority Of India (TRAI), a body set up by the government so that customers like you get better services in future. We would appreciate if you could spare some of your valuable time to answer a few questions. Thank you.</i>																		
CUSTOMER DETAILS																		
Respondent's Name								Gender		1	Male	2	Female					
Age:	1	<25	2	25-34	3	35-44	4	>45	Area	1	Urban	2	Rural					
Occupation	1	Service	2	Business/Self Employed			3	Student	4	Housewife	5	Retired	6	Others				
Household Income	1	Less than Rs. 10,000	2	Rs.10,000- Rs.30,000			3	Rs.30,000- Rs.1 lakh	4	More than Rs. 1 lakh	5	Not provided						
Registered Customer's Name (If different from respondent)																		
Addresses								State										
		District																
		Mobile no.					STD Code				Tel No.							
Service Provider		1	BSNL		2	MTNL		3	Tata Teleservices		4	Reliance Comm						
		5	IDEA		6	Vodafone		7	Bharti Airtel		8	HFCL						
Usage Type		1	Residential		2	Commercial		User Type		1	Post Paid		2	Pre Paid				
PERFORMANCE PERCEPTION OF ATTRIBUTES RELATED TO SERVICE QUALITY PARAMETERS																		
In your opinion, how satisfied are you with your basic services in terms of following dimensions, on a scale of 1 to 7 (1 = Extremely Dissatisfied, 7 = Extremely Satisfied)																		
Parameters and Attributes												Ratings						
1. Provision of Service																		
1.1 How satisfied are you with the ease of taking a connection? (EM 3)												1	2	3	4	5	6	7
1.2 How satisfied are you with the provision and understanding of all relevant information related to tariff plans & charges? (EM 1)												1	2	3	4	5	6	7



1.3 How satisfied are you with the availability of suitable plans/recharge vouchers as per your requirement? (TA 1)	1	2	3	4	5	6	7
2. Billing Related (Only for Prepaid Customers)							
2.1 How satisfied are you with ease of recharging process/activation of vouchers? (EM 4)	1	2	3	4	5	6	7
2.2 How satisfied are you with the availability of recharging cards/vouchers of various denominations? (EC 1)	1	2	3	4	5	6	7
2.3 How satisfied are you with the transparency of recharge offer/voucher i.e. talk time available on the recharge card/voucher? (RL 2)	1	2	3	4	5	6	7
2.4 How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage? (EC 2)	1	2	3	4	5	6	7
Billing Related (Only for Postpaid Customers)							
2.5 How satisfied are you with the charges levied per call? (EC2)	1	2	3	4	5	6	7
2.6 How satisfied are you with the overall accuracy & completeness of the bills? (RL 1)	1	2	3	4	5	6	7
2.7 How satisfied are you with the clarity of the bills in terms of transparency and understandability? (RL2)	1	2	3	4	5	6	7
3. Help Services							
3.1 How satisfied are you with the availability of customer care services (consumer care number and general information number)? (EM 5)	1	2	3	4	5	6	7
3.2 How satisfied are you with the ease of access to a consumer care executive through the IVR menu? (CV1)	1	2	3	4	5	6	7
3.3 How satisfied are you with the customer friendly approach of the customer care executive? (RL 3)	1	2	3	4	5	6	7
3.4 How satisfied are you with the competency level/problem solving ability of the customer care executive? (AS 1)	1	2	3	4	5	6	7
4. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY							
4.1 How satisfied are you with the dial tone availability on your phone? (NT 1)	1	2	3	4	5	6	7
4.2 How satisfied are you with the network of your service provider in terms of ability to make or receive calls easily? (NT2)	1	2	3	4	5	6	7
4.3 How satisfied are you with the voice quality on your phone during calls? (NT3)	1	2	3	4	5	6	7
5. Maintainability							
5.1 How satisfied are you with the overall availability of fault free connection? (RS 2)	1	2	3	4	5	6	7
5.2 How satisfied are you with the timely repair of faults of your phone connection? (RS 2)	1	2	3	4	5	6	7
6. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES							
6.1 Have you ever subscribed to any supplementary services like call waiting/forwarding, voice mail / Value added services?	1	Yes		2	No		
6.2 How satisfied are you with the supplementary services / value added service provided including activation, deactivation, charges etc? (CV 2)	1	2	3	4	5	6	7
7. How satisfied are you with the overall Quality of the Basic Wire line Service	1	2	3	4	5	6	7
IMPLEMENTATION AND EFFECTIVENESS OF VARIOUS REGULATIONS AND DIRECTIONS ISSUED BY TRAI							
1. Have you registered your number for not receiving/blocking unsolicited	1	Yes	2	No			



commercial calls / SMSs?										s										
2. If Yes, how satisfied are you with the effectiveness of blocking of unsolicited commercial calls on your number?										1	2	3	4	5	6	7				
3. Have you ever registered a complaint, in case the unsolicited call/SMS have not had not stopped in spite of registration for the same?										1	Yes			2	No					
4. If Yes, how satisfied are you with the ease of lodging the complaint?										1	2	3	4	5	6	7				
5. If Yes, how satisfied are you with the action taken on your complaint?										1	2	3	4	5	6	7				
6. Which all grievance redressal mechanisms set up by your telecom service provider based on the TRAI regulations are you aware of?																				
1	Toll Free Consumer Care Number for making complaints				2	Appellate Authority for filing appeal in case not satisfied with redressal of complaint				3	Web based complaint monitoring system									
7. Have you made any complaint to the toll free Consumer Care Number?										1	Yes			2	No					
8. If yes, how satisfied are you with the manner in which your complaint was addressed to such intimation of docket number and likely time for redressal of complaint, intimation of action taken on the complaint?										1	2	3	4	5	6	7				
9. Have you filed any appeal with the appellate authority?										1	Yes			2	No					
10. If yes, how satisfied are you with the manner in which your appeal was addressed to such as acknowledgement of appeal, intimation of decision taken etc..?										1	2	3	4	5	6	7				
11. How likely is it that you would recommend your service provider to your relatives or friends? (On scale of 0 to 10, where 10 means ' <i>Extremely Likely</i> ' & 0 means ' <i>Not At All Likely</i> ')										0	1	2	3	4	5	6	7	8	9	10

***** Thank You *****

Name of the interviewer: _____

Date: _____

Name of the scrutinizer: _____

Date: _____



Back-check done by: _____

Date of back-check: _____

Name of Operation Manager: _____

Sign of the Respondent: _____



		TELECOM REGULATORY AUTHORITY OF INDIA CUSTOMER PERCEPTION STUDY (North Zone) (Cellular Mobile)														
REF No.	CC	SR.No.		Interview Date				Interviewer's Name								
Mode of Interview		1	In Person				2	Telephonic								
<p>Good morning/ afternoon/ evening. We are currently doing a survey on satisfaction among Cellular users. This survey is being carried out on behalf of Telecom Regulatory Authority Of India (TRAI), a body set up by the government so that customers like you get better services in future. We would appreciate if you could spare some of your valuable time to answer a few questions. Thank you.</p>																
CUSTOMER DETAILS																
Respondent's Name									Gender	1	Male	2	Female			
Age:	1	<25	2	25-34	3	35-44	4	>45	Area	1	Urban	2	Rural			
Occupation	1	Service	2	Business/Self Employed			3	Student	4	Housewife	5	Retired	6	Other		
Household Income	1	Less than Rs. 10,000	2	Rs.10,000- Rs.30,000			3	Rs.30,000- Rs.1 lakh	4	More than Rs. 1 lakh	5	Not provided				
Address																
	District				State				Mobile Number							
Service Provider	1	BSNL	2	MTNL	3	TTSL	4	Reliance Comm	5	IDEA						
	6	Vodafone	7	Bharti Airtel	8	Uninor	9	Sistema Shyam	10	Videocon						
	11	S. Tel	12	HFCL	13	Aircel										
Usage Type	1	Residential	2	Commercial	User Type	1	Post Paid	2	Pre Paid							
PERFORMANCE PERCEPTION OF ATTRIBUTES RELATED TO SERVICE QUALITY PARAMETERS																
<p>In your opinion, how satisfied are you with your cellular services in terms of following dimensions, on a scale of 1 to 7</p> <p>(1 = Extremely Dissatisfied, 7 = Extremely Satisfied)</p>																
Parameters and Attributes										Ratings						
1.Provision of Service																
1.1 How satisfied are you with the ease of activating a connection? (EM 3)										1	2	3	4	5	6	7
1.2 How satisfied are you with the understanding of all relevant information related to tariff plans & charges? (EM 1)										1	2	3	4	5	6	7
1.3 How satisfied are you with the availability of suitable plans/ recharge vouchers such as top-up, special tariff voucher, combo voucher, plan voucher as per your requirement? (TA 1)										1	2	3	4	5	6	7
2.Billing Related (Only for Prepaid Customers)																
2.1 How satisfied are you with ease of activation of vouchers (recharging process)? (EM 4)										1	2	3	4	5	6	7
2.2 How satisfied are you with the availability of vouchers (recharge coupons) of various denominations? (EC 1)										1	2	3	4	5	6	7
2.3 How satisfied are you with the transparency of information provided on vouchers i.e. talk time available on the vouchers and restrictions if any? (RL 2)										1	2	3	4	5	6	7
2.4 How satisfied are you with the charges deducted after every usage? (EC 2)										1	2	3	4	5	6	7
Billing Related (Only for Postpaid Customers)																



2.5 How satisfied are you with the charges levied per call? (EC2)	1	2	3	4	5	6	7
2.6 How satisfied are you with the overall accuracy & completeness of the bills? (RL 1)	1	2	3	4	5	6	7
2.7 How satisfied are you with the clarity of bills in terms of transparency and understandability? (RL2)	1	2	3	4	5	6	7
3.Help Services							
3.1 How satisfied are you with the availability of customer care services (consumer care number and general information number)? (EM 5)	1	2	3	4	5	6	7
3.2 How satisfied are you with the ease of access to a customer care executive through the IVR menu? (CV1)	1	2	3	4	5	6	7
3.3 How satisfied are you with the customer friendly approach of the customer care executive? (RL 3)	1	2	3	4	5	6	7
3.4 How satisfied are you with the competency level/problem solving ability of the customer care executive? (AS 1)	1	2	3	4	5	6	7
4.NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY							
4.1 How satisfied are you with the availability of signal of your service provided? (NT 1)	1	2	3	4	5	6	7
4.2 How satisfied are you with the network of your service provider in terms of ability to make or receive calls easily? (NT2)	1	2	3	4	5	6	7
4.3 How satisfied are you with the voice quality on your phone during calls? (NT3)	1	2	3	4	5	6	7
5.Maintainability							
5.1 How satisfied are you with the availability of fault free connection? (RS 2)	1	2	3	4	5	6	7
5.2 How satisfied are you with the timely repair of faults of your phone connection? (RS 2)	1	2	3	4	5	6	7
6.SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES							
6.1 Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?	1	Yes		2	No		
6.2 How satisfied are you with the supplementary services / value added service provided including activation, deactivation, charges etc? (CV 2)	1	2	3	4	5	6	7
7.MOBILE DATA CONNECTION							
7.1 Do you use internet services offered by your operator on your mobile device?	1	Yes		2	No		
7.2 If Yes, then what is type of data plan/speed opted by you for using mobile internet services?	1	2	3	3	Don't know/ Can't say		
7.2 How satisfied are you with speed of data connection?	1	2	3	4	5	6	7
7.3 How satisfied are you with the coverage and availability of internet connection on your mobile	1	2	3	4	5	6	7
8.How satisfied are you with the overall Quality of the Cellular Service?	1	2	3	4	5	6	7
IMPLEMENTATION AND EFFECTIVENESS OF VARIOUS REGULATIONS AND DIRECTIONS ISSUED BY TRAI							
1. Have you registered your number for not receiving/blocking unsolicited commercial calls / SMSs?	1	Yes		2	No		
2.If Yes, how satisfied are you with the effectiveness of blocking of unsolicited commercial calls on your number?	1	2	3	4	5	6	7
3.Have you ever registered a complaint, in case the unsolicited call/SMS have not stopped in spite of registration for the same?	1	Yes		2	No		
4.If Yes, how satisfied are you with the ease of lodging the complaint?	1	2	3	4	5	6	7
5.If Yes, how satisfied are you with the action taken on your complaint?	1	2	3	4	5	6	7
Question Number 6-9 are for Prepaid Customers Only							
6.How satisfied are you with the information, received through SMS at the time of activation of	1	2	3	4	5	6	7



various vouchers, such as amount charged, processing fee, taxes deducted, title of the plan, validity etc?																				
7. How satisfied are you with the information provided to you after every usage, such as duration of call, charges deducted, balance in account etc?										1	2	3	4	5	6	7				
8. A pre paid customer can get an item-wise usage bill within 45 days of making such request. Have you ever requested for it?										1	Yes			2	No					
9. If Yes, how satisfied are you with the timely receipt and completeness of the item-wise usage bill on request?										1	2	3	4	5	6	7				
10. Which all grievance redressal mechanisms set up by your telecom service provider based on the TRAI regulations are you aware of?																				
1	Toll Free Consumer Care Number for making complaints				2	Appellate Authority for filing appeal in case not satisfied with redressal of complaint				3	Web based complaint monitoring system									
11. Have you made any complaint to the toll free Consumer Care Number?										1	Yes			2	No					
12. If yes, how satisfied are you with the manner in which your complaint was addressed to such intimation of docket number and likely time for redressal of complaint, intimation of action taken on the complaint?										1	2	3	4	5	6	7				
13. Have you filed any appeal with the appellate authority?										1	Yes			2	No					
14. If yes, how satisfied are you with the manner in which your appeal was addressed to such as acknowledgement of appeal, intimation of decision taken etc..?										1	2	3	4	5	6	7				
15. Have you utilized the service of Mobile number portability for changing your operator?										1	Yes			2	No					
16. If, yes are you satisfied with the process of porting to another operator?										1	2	3	4	5	6	7				
17. How likely is it that you would recommend your service provider to your relatives or friends? (On scale of 0 to 10, where 10 means ' <i>Extremely Likely</i> ' & 0 means ' <i>Not At All Likely</i> ')										0	1	2	3	4	5	6	7	8	9	10

***** Thank You *****

Name of the interviewer: _____ Date: _____



Name of the scrutinizer: _____ Date: _____

Back-check done by: _____ Date of back-check: _____

Name of Operation Manager: _____

Sign of the Respondent: _____



		TELECOM REGULATORY AUTHORITY OF INDIA CUSTOMER PERCEPTION STUDY (North Zone) (Broadband)																
REF No.	CC	SR.No.	Interview Date			Interviewer's Name												
POP			Mode of Interview			1	In Person	2	Telephonic	3	E-mail	4	Web/Online					
Good morning/ afternoon/ evening. We are currently doing a survey on satisfaction among broadband users. This survey is being carried out on behalf of Telecom Regulatory Authority Of India (TRAI), a body set up by the government so that customers like you get better services in future. We would appreciate if you could spare some of your valuable time to answer a few questions. Thank you.																		
CUSTOMER DETAILS																		
Respondent's Name									Gender		1	Male	2	Female				
Age:	1	<25	2	25-34	3	35-44	4	>45	Area	1	Urban	2	Rural					
Occupation	1	Service	2	Business/Self Employed			3	Student	4	Housewife	5	Retired	6	Others				
Household Income	1	Less than Rs. 10,000	2	Rs.10,000- Rs.30,000			3	Rs.30,000- Rs.1 lakh	4	More than Rs. 1 lakh	5	Not provided						
Registered Customer's Name (If different from respondent)																		
Address		District						State										
STD Code					Tel No.					Mobile								
Service Provider		1	BSNL			6	MTNL			11	Five Network							
		2	Hath way			7	You Broadband			12	Tata Communication							
		3	Reliance Comm			8	Spectra Net			13	Bharti Airtel							
		4	Reliance			9	Tikona			14	HFCL							
		5	Sify			10	Tata Teleservices											
Usage Type		1	Residential			2	Commercial			User Type		1	Post Paid	2	Pre Paid			
PERFORMANCE PERCEPTION OF ATTRIBUTES RELATED TO SERVICE QUALITY PARAMETERS																		
In your opinion, how satisfied are you with your broadband services in terms of following dimensions, on a scale of 1 to 7 (1 = Extremely Dissatisfied, 7 = Extremely Satisfied)																		
Parameters and Attributes												Ratings						
1.Provision of Service																		
1.1 How satisfied are you with the ease of taking a connection? (EM 3)												1	2	3	4	5	6	7
1.2 How satisfied are you with the provision and understanding of all relevant information related to tariff plans & charges? (EM 1)												1	2	3	4	5	6	7



1.3 How satisfied are you with the availability of suitable plans/recharge vouchers as per your requirement? (TA 1)	1	2	3	4	5	6	7
2.Billing Related (Only for Prepaid Customers)							
2.1 How satisfied are you with ease of recharging process/activation of vouchers? (EM 4)	1	2	3	4	5	6	7
2.2 How satisfied are you with the availability of recharging cards/voucher of various denominations? (EC 1)	1	2	3	4	5	6	7
2.3 How satisfied are you with the transparency of recharge offer/voucher i.e. internet usage available on the recharge card? (RL 2)	1	2	3	4	5	6	7
2.4 How satisfied are you with the charges deducted for internet usage? (EC 2)	1	2	3	4	5	6	7
Billing Related (Only for Postpaid Customers)							
2.5 How satisfied are you with the charges levied for every internet usage? (EC2)	1	2	3	4	5	6	7
2.6 How satisfied are you with the overall accuracy & completeness of the bills? (RL 1)	1	2	3	4	5	6	7
2.7 How satisfied are you with the clarity of the bills in terms of transparency and understandability? (RL2)	1	2	3	4	5	6	7
3.Help Services							
3.1 How satisfied are you with the availability of customer care services (consumer care number and general information number)? (EM 5)	1	2	3	4	5	6	7
3.2 How satisfied are you with the ease of access to a customer care executive through the IVR menu? (CV1)	1	2	3	4	5	6	7
3.3 How satisfied are you with the customer friendly approach of the customer care executive? (RL 3)	1	2	3	4	5	6	7
3.4 How satisfied are you with the competency level/problem solving ability of the customer care executive? (AS 1)	1	2	3	4	5	6	7
4.NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY							
4.1 How satisfied are you with the availability of signal of your service provider? (NT 1)	1	2	3	4	5	6	7
4.2 How satisfied are you with the network of your service provider in terms speed of broadband connection? (NT2)	1	2	3	4	5	6	7
5.Maintainability							
5.1 How satisfied are you with the time for which service is up and working? (RS1)	1	2	3	4	5	6	7
5.2 How satisfied are you with the timely repair of faults of your connection? (RS 2)	1	2	3	4	5	6	7
6.SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES							
6.1 Have you ever subscribed to any supplementary services such as Static/fixed IP addresses, e-mail id's etc.?	1	Yes	2	No			
6.2 If Yes, how satisfied are you with quality of these supplementary services including activation, deactivation, charges etc? (CV 2)	1	2	3	4	5	6	7
7.How satisfied are you with the overall Quality of the Broadband Service?	1	2	3	4	5	6	7
IMPLEMENTATION AND EFFECTIVENESS OF VARIOUS REGULATIONS AND DIRECTIONS ISSUED BY TRAI							
1.Which all grievance redressal mechanisms set up by your telecom service provider based on the TRAI regulations are you aware of?							
1	Toll Free Consumer Care	2	Appellate Authority for filing	3	Web based complaint		



	Number for making complaints		appeal in case not satisfied with redressal of complaint		monitoring system							
2. Have you made any complaint to the toll free Consumer Care Number?					1	Yes			2	No		
3. If yes, how satisfied are you with the manner in which your complaint was addressed to such intimation of docket number and likely time for redressal of complaint, intimation of action taken on the complaint?					1	2	3	4	5	6	7	
4. Have you filed any appeal with the appellate authority?					1	Yes			2	No		
5. If yes, how satisfied are you with the manner in which your appeal was addressed to such as acknowledgement of appeal, intimation of decision taken etc..?					1	2	3	4	5	6	7	
6. How satisfied are you with the information, provided by your service provider under the fair usage policy (FUP) such as data usage limit with higher speed and speed of connection up to or beyond data usage limit?					1	2	3	4	5	6	7	
7. How satisfied are you with the facility to measure the broadband connection speed provided by your service provider?					1	2	3	4	5	6	7	

8. How likely is it that you would recommend your service provider to your relatives or friends? (On scale of 0 to 10, where 10 means ' <i>Extremely Likely</i> ' & 0 means ' <i>Not At All Likely</i> ')	0	1	2	3	4	5	6	7	8	9	10
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***** Thank You *****

Name of the interviewer: _____ Date: _____
 Name of the scrutinizer: _____ Date: _____
 Back-check done by: _____ Date of back-check: _____
 Name of Operation Manager: _____
 Sign of the Respondent: _____

