
Quality of Service Assessment

Report of survey for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services for Karnataka Circle

Assessment of:

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

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Preface

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

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

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

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

The Survey and Audit modules for various circles within the Zones, due to the sheer scale of data collection, have been distributed across various quarterly periods. IMRB International conducted Survey and Audit modules across Karnataka, West Bengal (Including Andaman), Bihar & Jharkhand and Tamil Nadu circles in the period of April – June 2008. The present report details the **Quality of Services** survey module findings for the **Karnataka circle for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services**.

Table of contents

	<u>Page no.</u>
1.0 Background	4
2.0 Objectives	5
3.0 Study methodology	6
3.1 Subjective survey methodology.....	6
3.2 Data analysis methodology	9
3.3 Sampling Plan.....	10
3.4 Definition of key terms.....	13
4.0 Executive Summary	14
4.1 Summary of the Survey module for Basic (Wireline) Operators in the Karnataka circle.....	14
4.1.2 Consumer Protection and Grievance Scores for the Basic (Wireline) survey.....	16
4.2 Summary of the Survey module for Cellular Mobile (Wireless) Operators in the Karnataka circle	18
4.2.1 Consumer Protection and Grievance Scores for the Cellular Mobile (Wireless) survey.....	20
4.3 Summary of the Survey module for Broadband Operators in the Karnataka circle	22
4.3.1 Consumer Protection and Grievance Scores for the Broadband survey	24
5.1 Detailed Findings – Basic Wire line.....	26
5.2 Detailed Findings – Cellular Mobile Services	41
5.3 Detailed Findings – Broadband Services	55
6.1 Key Take Outs and Recommendations – Basic (Wireline).....	67
6.2 Key Takeouts & Recommendations – Cellular Mobile (Wireless)	69
6.3 Key Takeouts & Recommendations – Broadband.....	71
7.0 Annexure (Question wise Responses)	74
7.1 Basic (Wireline)	74
7.2 Cellular Mobile (Wireless)	100
7.3 Broadband Services	128
Questionnaire – Wireline Survey.....	151
Questionnaire - Cellular mobile telephone service	158
Questionnaire - Broadband service.....	166

1.0 Background

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

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

IMRB has been engaged by TRAI for a period of 12 months starting January 2008 to assess the quality of services being provided by Basic (Wireline), Cellular Mobile (Wireless) and Broadband service providers.

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

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

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

The present report highlights the findings for the Survey module for Karnataka circle that was covered in the Quarter 2 (Apr – June 2008). The primary data collection from the end users of Basic (Wireline), Cellular Mobile (Wireless) and broadband services was undertaken by IMRB International during the period of April 2008 – July 2008.



The study is being conducted broadly in two modules:

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



This report highlights the Survey Module findings for Karnataka circle for Cellular Mobile (Wireless) services

2.0 Objectives

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

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



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

3.0 Study methodology

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



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

3.1 Subjective survey methodology

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

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

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

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

The questionnaire is divided into two broad segments viz.

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

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

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

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

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

3.2 Data analysis methodology

The satisfaction scores have been represented in two ways:-

Weighted satisfaction scores

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

$$\text{Mean score} = A/N$$

Where:

A=(No of subscribers who have given a rating of very satisfied X 4 + No of subscribers who have given a rating of somewhat satisfied X 3+ No of subscribers who have given a rating of somewhat dissatisfied X 2+ No of subscribers who have given a rating of very dissatisfied X 1)

N=Total sample size achieved

$$\text{Overall weighted satisfaction score} = \{(\text{Mean score} - 1) / 3 \} \times 100$$

Thus, if all customers are very satisfied, the operator can get a score of 100%. On the other hand, if all the customers are very dissatisfied, the operator gets a score of 0%. Thus, the scale has been calibrated to range between 0% and 100%. The satisfaction benchmarks have been compared against weighted satisfaction scores.

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

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

3.3 Sampling Plan

The following samples were achieved for all the three services in the Karnataka circle:

	Name of Service Provider	Sample Size	Sample Size achieved
BASIC WIRELINE	Bharti Airtel Limited	1067	1058
	BSNL	1067	1288
	Tata Teleservices	1067	1009
	Reliance Communication	1067	1000
WIRELESS	Bharti Airtel Limited	1067	1305
	Hutch Vodafone	1067	1051
	BSNL	1067	1006
	Reliance CDMA	1067	1105
	Tata Teleservices	1067	1051
	Spice	1067	1016
BROADBAND	Bharti Airtel Limited	1067	1272
	BSNL	1067	1167
	Reliance Communication	900	907
	VSNL	1067	1066
	Sify	1067	1148
	Hathaway	1067	1251
	You telecom	805	799

*Sample size for Broadband services for Broadband service providers have been calculated basis subscriber basis provided by the operator

Basic (Wireline) Services

For Basic (Wireline) Services, gender distribution across the respondents of the service providers in Karnataka circle was as under:-

Gender Distribution	Operator - Karnataka Circle			
	Airtel	BSNL	RCOM	TATA
Total	1,058	1,288	1,009	1,000
Male	87.0%	71.0%	83.0%	81.3%
Female	13.0%	29.0%	17.0%	18.7%

The age distribution for the respondents of Basic (Wireline) survey module for Karnataka circle for various service providers was as under:-

Age Distribution	Operator			
	Airtel	BSNL	RCOM	TATA
Total	1,058	1,288	1,009	1,000
< 25 years	19.4%	18.6%	18.0%	16.9%
25-60 years	79.3%	75.2%	81.0%	80.9%
> 60 years	1.3%	6.3%	1.0%	2.2%

The respondents for the Basic (Wireline) survey module were contacted in the following exchanges in the Karnataka circle. The list includes only 20 indicative exchanges. However, respondents lying under many more exchanges were part of the survey.

Name of the BSNL Exchange	
VidyanagarHarsoor	Honval
DavangereHirenandur	Mustur
MCC B BlkBheemahali	Hirenandur
KarwarSiddapur	Mattur
Gangawati	Shalwadi
Murnadu	Anagodu
Sandur	Devangundi
Nandi Halli	Majali
Napoklu	
Galibidu	
Kakkabe	
Madikere	

Cellular Mobile (Wireless) Services

The following samples were achieved for all Cellular Mobile (Wireless) service providers in the Karnataka circle:

Gender Distribution	Operator - Karnataka Circle					
	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
Total	1,305	1,051	1,006	1,105	1,051	1,016
Male	80.1%	86.5%	86.9%	78.8%	87.3%	86.7%
Female	19.9%	13.5%	13.1%	21.2%	12.7%	13.3%

Occupation of Respondents	Operator - Karnataka Circle					
	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
Total	1,305	1,045	1,005	1,101	1,035	1,010
Service	28.0%	25.6%	25.3%	26.4%	28.9%	25.2%
Business/self employed	43.4%	42.3%	56.4%	48.5%	51.3%	39.8%
Student	13.8%	23.1%	8.7%	10.1%	10.5%	25.4%
Housewife	13.2%	8.1%	8.5%	14.4%	7.0%	8.6%
Retired	1.6%	0.9%	1.2%	0.6%	2.3%	0.9%

Broadband Services

For Broadband Services, gender distribution across the respondents of the service providers in Karnataka circle was as under:-

Gender distribution	Operator						
	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathaway
Total	1,272	1,167	907	1,066	1,148	799	1,251
Male	87.5%	87.7%	89.3%	86.6%	86.1%	85.5%	87.9%
Female	12.5%	12.3%	10.7%	13.4%	13.9%	14.5%	12.1%

Age- Wise Distribution	Operator						
	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathaway
Total	1,272	1,167	907	1,066	1,148	799	1,251
Less than 25	43.7%	38.5%	27.6%	12.9%	18.1%	11.6%	15.8%
25-60	55.8%	60.9%	72.2%	87.0%	81.8%	87.6%	83.5%
More than 60	0.5%	0.6%	0.2%	0.1%	0.1%	0.8%	0.7%

3.4 Definition of key terms

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

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

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

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

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

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

4.0 Executive Summary

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

Legend	
Score Range (For level of satisfaction)	Cell color
Score less or equal to 60%	
Score between 60% and 69%	
Score greater than or equal to 70%	

4.1 Summary of the Survey module for Basic (Wireline) Operators in the Karnataka circle

S. N.	Customer Perception of Services	Benchmark	Airtel	BSNL	Rel Com	TATA
1	% subscribers satisfied with the provision of service	>95%	84%	87%	83%	85%
2a	% subscribers satisfied with the billing performance (Post paid customers)	>90%	76%	77%	77%	75%
2b	% subscribers satisfied with the billing performance (Pre paid customers)		71%	72%	71%	71%
3	% subscribers satisfied with help services	>90%	69%	67%	69%	66%
4	% subscribers satisfied with network performance, reliability and availability	>95%	75%	77%	73%	74%
5	% subscribers satisfied with maintainability	>95%	59%	65%	62%	62%
6	Overall customer satisfaction	>95%	73%	76%	72%	72%
7	% subscribers satisfied with offered supplementary services	>95%	72%	73%	67%	67%

In all of the measures of satisfaction none of the operators meet the TRAI benchmark which is set with respect to the corresponding parameter. In general, it is observed that the Help services and Maintainability are two areas where scores are observed to be relatively low for all the operators. Given below is a more detailed explanation of scores achieved by service providers across all the parameters.

Service Provision (Benchmark 95%)

- BSNL leads the way on service provisioning with subscriber satisfaction level score of 87%.
- The lowest score on the parameter is observed for Reliance communication which has subscriber satisfaction level of 83%.
- In general, there is less variation observed among the service providers score on service provisioning.

Billing Parameter – Postpaid subscribers (Benchmark 90%)

- For post paid billing performance BSNL and Reliance communications share the top slot with subscriber satisfaction level of 77% each.
- The second highest score on satisfaction level on post paid billing is observed for Airtel at 76%, TATA follows closely with score of 75%.

Billing Parameter – Prepaid subscribers (Benchmark 90%)

- For prepaid subscribers subscriber's satisfaction level is observed to be highest for BSNL customers at 72%. However it should be noted that penetration of prepaid customers was observed to be lowest for BSNL as approximately 5% of its total subscribers met were found to be prepaid customers.
- TATA, RCOM and Airtel follow closely with subscriber satisfaction level of 71%

Help Services (Benchmark 90%)

- All the service providers need to improve upon subscriber's satisfaction with help services as not even a single operator could score more than 70% on satisfaction level with help services. One of the reasons for the same could be high expectation levels of customers from help services.
- Satisfaction level on help services was observed to be lowest for TATA at 66%. However it is not far behind from the best performers i.e. Bharti Airtel, Reliance communications who have scored 69% on satisfaction level with help services

Network Performance, Reliability and Availability (Benchmark 95%)

- BSNL emerges out to be the top performer on network performance with subscriber satisfaction level of 77%
- The lowest score on this parameter is observed for RCOM, the operator has scored 74% as far as satisfaction level with network performance in concerned.

Maintainability (Benchmark 95%)

- All the Wireline service providers in Karnataka circle need to improve upon their performance on maintainability of network.
- Bharti Airtel scores the lowest on satisfaction level with maintainability with subscriber satisfaction level score of 59%. Reliance and TATA share the scores with 62% satisfaction level on maintainability.
- BSNL is the best performer with satisfaction level of 65% on BSNL.

Overall Customer Satisfaction (Benchmark 95%)

- When it comes to overall satisfaction with Quality of Services (QoS) BSNL emerges out to be the best performer with subscriber satisfaction level of 76%.
- Bharti Airtel, Reliance and TATA follow closely with satisfaction level scores of 73%, 72% and 72% respectively.

Supplementary Services (Benchmark 95%)

- Reliance communication and TATA score the lowest on satisfaction level with supplementary services with subscriber satisfaction level of 67%
- BSNL emerges out to the top performer on satisfaction level with supplementary services with a score of 73% followed closely by Bharti Airtel at 72%

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

Redressal Mechanism – Basic (Wireline)

S. N.	Sub-parameter	Airtel	BSNL	Rel Com	TATA
1	Awareness of three stage grievance mechanism	63%	52%	52%	54%
2	For pre-paid customers, awareness about item-wise call charge details on request	26%	15%	40%	32%
3	If aware (for pre-paid customers), ever denied of item wise usage charge details for pre-paid connection	10%	29%	13%	15%
4	For new customers, provisioning of 'Manual of Practice' while taking the new connection	27%	10%	26%	22%

- When compared to other circles significant number of subscribers met was found to be aware of the name of “Three stage redressal mechanism process”. Score was highest for Airtel at 63%. Lowest awareness level were observed among TATA and Reliance subscribers at 52%
- As far as awareness of item-wise call charges details among pre-paid customers is concerned, 40% RCOM subscribers (highest) were aware of getting item-wise call charge details on request. BSNL however needs to improve upon the same as only 15% of its prepaid customers were found to be aware about availability of such details.
- As far as provisioning of “Manual of Practice” is concerned only 10% of BSNL subscribers who have applied for new connections in the last six months were given “Manual of Practice” while taking new connection. However, all the other service providers should also look at improving their performance on the same.

Redressal Mechanism - Stage 1: Call Center

S. N.	Sub-parameter	Airtel	BSNL	Rel Com	TATA
1	Awareness of Call center for redressing grievances	66%	49%	44%	52%
2	Penetration of consumers made any complaints to the toll free number within last 6 months	7%	5%	5%	6%
3	Call center informing about the action taken on complaints	86%	70%	79%	84%
4	Resolution of complaint by customer care within 4 weeks of lodging complaint	48%	46%	35%	42%
5	% subscribers satisfied with the complain resolution by call center	56%	55%	60%	61%

- The awareness of Call center for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 66% for Airtel to 44% for Reliance communication.
- The Percentage of consumers making any complaints to the toll free number within last 6 months is observed to be low (less than 8%) for all the service providers.
- As far as responsiveness of call center for informing about the action taken on the complaints is concerned, Airtel scores the highest as 86% of its subscribers who had made complaint in the last six months claimed that they were informed about the action being undertaken.
- Also all the service providers need to improve their performance on time taken to resolve the complaint as below 50% of the subscribers (who had made complaint in the last six months) for all the service providers claimed that complaint was resolved within 4 weeks.
- The level of satisfaction with the complain resolution by call center is also low across all the service providers. The score varies from 55% for BSNL to 61% for TATA.

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

S. N.	Sub-parameter	Airtel	BSNL	Rel Com	TATA
1	Awareness of Nodal officer for redressing grievances	7%	8%	7%	6%
2	Awareness of Appellate authority for redressing grievances	4%	3%	5%	3%

- The awareness of Nodal officer for redressing grievances (i.e. Stage 2 of the 3 stage process) is very low and it varies from 6% for TATA subscribers to 8% for BSNL subscribers.
- Very few of the subscribers met for all the service providers were found to be aware about the existence of appellate authority for redressal of complaints.

4.2 Summary of the Survey module for Cellular Mobile (Wireless) Operators in the Karnataka circle

The survey results for the Cellular Mobile (Wireless) operators in the Karnataka circle show that Spice is perhaps the weakest performing operator as its scores are observed to be relatively low across 5 parameters for measuring satisfaction level from Quality of Services (QoS)

S. N.	Customer Perception of Services	Bench mark	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
1	%age subscribers satisfied with the provision of service	>95%	83%	83%	79%	79%	78%	78%
2a	%age subscribers satisfied with the billing performance (postpaid)	>90%	75%	71%	74%	72%	71%	72%
2b	%age subscribers satisfied with the billing performance (prepaid)	>90%	79%	80%	78%	76%	78%	78%
3	%age subscribers satisfied with help services	>90%	71%	69%	69%	69%	71%	66%
4	%age subscribers satisfied with network performance, reliability and availability	>95%	78%	75%	75%	74%	73%	69%
5	%age subscribers satisfied with maintainability	>95%	77%	73%	73%	73%	72%	67%
6	Overall customer satisfaction	>95%	73%	70%	71%	70%	69%	67%
7	%age subscribers satisfied with offered supplementary services	>95%	68%	70%	72%	70%	69%	67%

Also, in all of the measures of satisfaction none of the operators meet the TRAI benchmark which is set with respect to the corresponding parameter.

Service Provision (Benchmark – 95%)

- All the service providers are doing relatively well on service provisioning as satisfaction level scores are observed to be more than 75% for all the operators.
- Bharti Airtel and Vodafone share the top slot with subscriber satisfaction level score of 83% on service provisioning.
- Second best scores on satisfaction level are observed for BSNL and Reliance communication at 79%. TATA and Spice follow closely in the race with satisfaction level score of 78%.

Billing performance - Post-paid Subscribers (Benchmark – 90%)

- For satisfaction level with postpaid billing Bharti Airtel emerges out to be the top performer at 75% satisfaction level followed closely by BSNL at 74%.
- Vodafone and TATA teleservices have relatively lower scores (71%) on satisfaction level with post paid billing.

Billing performance - Pre-paid Subscribers (Benchmark – 90%)

- For satisfaction level with prepaid billing Vodafone emerges out to be the top performer at 80%.
- All the other service providers are not far behind as lowest score is observed for Reliance communications at 76%.

Help Services (Benchmark – 90%)

- Vodafone, BSNL, Reliance communication and Spice are performing relatively poor on satisfaction level with help services as scores are observed to be below 70%. Spice scores the lowest with satisfaction level score of 66%.
- The top slot is shared by Bharti Airtel and TATA with satisfaction level score of 71%.

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

- Airtel leads on satisfaction level with network performance with a score of 78%. The second best position is shared by Vodafone and BSNL at 75%.
- The lowest score on satisfaction level with network performance is observed for Spice at 69%

Maintainability (Benchmark – 95%)

- As in network performance, Bharti Airtel leads the way on satisfaction level with Maintainability with score of 77%.
- Vodafone, BSNL and Reliance communication share the second best slot at 73% followed closely by TATA at 72%.
- The lowest score on satisfaction level with maintainability is observed for Spice at 67%.

Overall level of satisfaction (Benchmark – 95%)

- TATA and Spice score below 70% satisfaction level with overall Quality of Services (QoS). The lowest score is observed for Spice at 67%.
- Bharti Airtel leads on satisfaction level with overall Quality of Services (QoS) with a score of 73%. BSNL, Vodafone and RCOM are not far behind with satisfaction level scores of 71%, 70% and 70% respectively.

Supplementary services (Benchmark – 95%)

- For satisfaction level with supplementary services BSNL leads the way with satisfaction level of 72%.
- TATA and Spice perform relatively poor on satisfaction level with supplementary services with scores of 69% and 67% respectively.

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

Redressal Mechanism

S. N.	Sub-parameter	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
1	Awareness of three stage grievance mechanism	58%	62%	58%	62%	53%	63%
2	For pre-paid customers, awareness about item-wise call charge details on request	31%	35%	37%	35%	37%	35%
3	If aware (for pre-paid customers), ever denied of item wise usage charge details for pre-paid connection	18%	17%	15%	15%	16%	21%
4	For new customers, provisioning of 'Manual of Practice' while taking the new connection	43%	48%	49%	41%	53%	48%

- When compared to other circles significant number of subscribers met in Karnataka circle were found to be aware of the name of "Three stage redressal mechanism process". Highest awareness level was observed for Spice at 63% followed closely by Vodafone and Reliance at 62%.
- Less than 40% of the prepaid customers for all the service providers were found to be aware of availability of item wise call charge details on request. Awareness level was observed to be lowest for Airtel at 31% and Highest for BSNL and TATA at 37%
- For all the subscribers, a significant percentage of total subscribers who had applied for new connection in last six months claimed that they had not received the manual of practice.

Redressal Mechanism - Stage 1: Call Center

S. N.	Sub-parameter	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
1	Awareness of Call center for redressing grievances	55%	59%	58%	56%	43%	62%
2	Penetration of consumers made any complaints to the toll free number within last 6 months	9%	11%	8%	9%	12%	14%
3	Call center informing about the action taken on complaints	85%	89%	87%	84%	89%	89%
4	Resolution of complaint by customer care within 4 weeks of lodging complaint	21%	25%	36%	21%	47%	22%
5	Percentage satisfied with the complain resolution by call center	66%	64%	64%	61%	64%	60%

- The awareness of Call center for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 43% (TATA) to 62% (Spice).
- More than 10% of subscribers for TATA, Spice and Vodafone claimed to have made complaint to the toll free number in the last six months.
- Also all the service providers need to improve their performance on time taken to resolve the complaint as below 50% of all the subscribers who had made complaint in the last six months, for all the service providers claimed that complaint was resolved within 4 weeks.
- Also more than 80% subscribers (who had made complaint in the last six months at the toll free number) for all the service providers claimed that call centre executive had informed about the action taken on the complaints registered by the subscribers.
- Satisfaction level with complaint resolution by call centre is observed to be lowest for Spice at 60%. Airtel emerges out to be the top performer with a score of 66%. However, there is a need felt to improve the complaint resolution mechanism of call centre for all the service providers.

Redressal Mechanism - Stage 2: Nodal Officer and Appellate Authority

S. N.	Sub-parameter	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
1	Awareness of Nodal officer for redressing grievances	9%	7%	5%	7%	9%	10%
2	Awareness of Appellate authority for redressing grievances	2%	1%	1%	3%	4%	1%

The awareness of Nodal officer for redressing grievances (i.e. Stage 2 of the 3 stage process) and existence of appellate authority is observed to be very low across all the service providers. Service providers should advertise in regional dailies to improve the awareness level.

4.3 Summary of the Survey module for Broadband Operators in the Karnataka circle

Satisfaction level of subscribers with various parameters of Broadband service:

S. N.	Customer Perception of Services	Benchmark	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
1	% subscribers satisfied with the provision of service	>90%	76%	83%	69%	71%	80%	77%	77%
2a	% subscribers satisfied with the billing performance (Prepaid customers)	>90%	72%	74%	71%	67%	68%	68%	66%
2b	% subscribers satisfied with the Billing performance (Postpaid customers)	>90%	74%	79%	65%	70%	80%	75%	76%
3	% subscribers satisfied with help services	>90%	72%	66%	61%	59%	60%	69%	62%
4	% subscribers satisfied with network performance, reliability and availability	>85%	72%	76%	66%	67%	69%	71%	69%
5	% subscribers satisfied with maintainability	>85%	67%	72%	61%	60%	61%	74%	65%
6	Overall level of customer satisfaction	>85%	70%	72%	62%	65%	67%	70%	66%
7	% subscribers satisfied with offered supplementary services	>85%	69%	57%	65%	65%	62%	66%	63%

None of the operators of broadband service meet the TRAI benchmark on any of the parameters. Relatively Bharti Airtel and BSNL are doing marginally better than other operators. BSNL emerges out to be the best performer on following parameters for measuring Quality of services for Broadband service

- Service provisioning
- Network performance
- Overall customer satisfaction

Service Provision (Benchmark – 90%)

- Reliance communications and VSNL perform relatively poor on satisfaction level with service provisioning as their satisfaction levels are found to be 69% and 71% respectively.
- Sify is the second best performer with satisfaction level score of 80% whereas the third position is jointly shared by You telecom and Hathaway who have scored 77%.

Billing performance - Prepaid customers (Benchmark – 90%)

- For satisfaction level with prepaid billing BSNL emerges out to be the top scorer with satisfaction level of 74% followed closely by Bharti Airtel at 72%. However it should be noted that the penetration of prepaid subscribers for Broadband services is relatively low for BSNL as compared to other operators.
- Sify, You telecom, VSNL and Hathaway are performing relatively poor with satisfaction level scores of 68%, 68%, 67% and 66% respectively.

Billing performance - Postpaid customers (Benchmark – 90%)

- The top two performers for post paid billing are Sify and BSNL with satisfaction level scores of 80% and 79% respectively.
- Reliance communication is lowest scorer with a score of 65% on satisfaction level with post paid billing. The second lowest score is observed for VSNL at 70%.

Help Services (Benchmark – 90%)

- Bharti Airtel is the only service provider which manages to score above 70% on satisfaction level with help services at a score of 72% followed closely by you telecom at 69%
- VSNL scores the lowest with subscriber satisfaction level of 59%. For rest of the service providers i.e. BSNL, Reliance, Sify and Hathaway score vary from 60% (Sify) to 66% (BSNL).
- One of the reasons for low satisfaction levels on help services could be the fact the subscribers have higher expectation level with help services.

Network performance, reliability and availability (Benchmark – 85%)

- As mentioned earlier BSNL leads the way on satisfaction level with network performance with a score of 76% followed closely by Bharti Airtel at 72% and You telecom at 71%.
- Reliance communication, VSNL, Sify and Hathaway perform relatively poor as satisfaction level for all of them are observed to be less than 70%

Maintainability (Benchmark - 85%)

- You telecom emerges out to be the top scorer with subscriber satisfaction level of 74% followed by BSNL at 72%.
- Reliance communication, VSNL and Sify need to improve on their network performance as there scores are observed to be low at 61%, 60% and 61% respectively.

Overall level of customer satisfaction (Benchmark - 85%)

- BSNL emerges out to be the top performing service provider on overall satisfaction with Quality of Services whereas the second slot is shared by Bharti Airtel and You telecom with subscribers satisfaction level score of 70%.
- The lowest score is observed for Reliance communication at 62%.
- For rest of the service providers i.e. Sify, VSNL and Hathaway scores vary from 65% to 66%.

Supplementary Services (Benchmark - 85%)

- Bharti Airtel leads on subscriber satisfaction level with supplementary services at 69%. You telecom is the second best performing service provider with satisfaction level with supplementary services being 66%.
- BSNL scores the lowest on subscriber satisfaction level with supplementary services with a score of 57%.

4.3.1 Consumer Protection and Grievance Scores for the Broadband survey

Redressal Mechanism

S. N.	Sub-parameters	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
1	Awareness of three stage grievance mechanism	70%	75%	70%	59%	58%	83%	64%
2	For pre-paid customers, awareness about item-wise call charge details on request	52%	62%	39%	38%	55%	39%	51%
3	If aware (for pre-paid customers), ever denied of itemwise usage charge details for pre-paid connection	12%	7%	14%	3%	2%	0%	5%
4	For new customers, provisioning of 'Manual of Practice' while taking the new connection	63%	75%	58%	40%	58%	61%	62%

- When compared to other circles, significant number of subscribers met in Karnataka circle was found to be aware of the name of "Three stage redressal mechanism process". Highest awareness level was observed for You telecom at 83%.
- Only 38% (Lowest) of the total subscribers met for VSNL and 39% of total subscribers met for You telecom and Reliance communication were found to be aware of availability of item wise charge details on request. 62% (Highest) of prepaid subscribers for BSNL claimed to be aware of such mechanism. The next best was Sify with 55% of its subscribers claiming the same.
- For all the subscribers, a significant percentage of total subscribers who had applied for new connection in last six months claimed that they had not received the manual of practice. Such percentage was highest for VSNL with only 40% of its subscribers claiming that they were provided with the manual of practice at the time of taking new connection.

Redressal Mechanism - Stage 1: Call Center

S. N.	Sub-parameter	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
1	Awareness of Call center for redressing grievances	68%	71%	68%	58%	56%	82%	64%
2	Penetration of consumers made any complaints to the toll free number within last 6 months	12%	11%	29%	31%	23%	37%	22%
3	Call center informing about the action taken on complaints	89%	80%	86%	85%	90%	96%	82%
4	Resolution of complaint by customer care within 4 weeks of lodging complaint	47%	54%	25%	41%	31%	13%	40%
5	Percentage satisfied with the complain resolution by call center	68%	67%	56%	52%	55%	62%	53%

- The awareness of Call center for redressing grievances (i.e. Stage 1 of the 3 stage process) is observed to be highest for You telecom at 82%. BSNL is the next best performer with a score of 71%. For VSNL and Sify awareness about the call centre was found to be less than 60%
- Percentage of subscribers making complaints to the toll free number is observed to be highest for You telecom at 37% followed by VSNL at 31%.
- Most of the service providers need to improve there performance on time taken to resolve the complaint as below 50% of all the subscribers who had made complaint in the last six months, for all the service providers (except BSNL) claimed that complaint was resolved within 4 weeks. This score is observed to be very poor for You telecom at 13%
- Satisfaction level with complaint resolution by call centre is observed to be lowest for VSNL at 52%. Bharti Airtel emerges out to be the top performer with a score of 68%. However, there is a need felt to improve the complaint resolution mechanism of call centre for all the service providers.

Stage 2: Nodal Officer and Appellate Authority

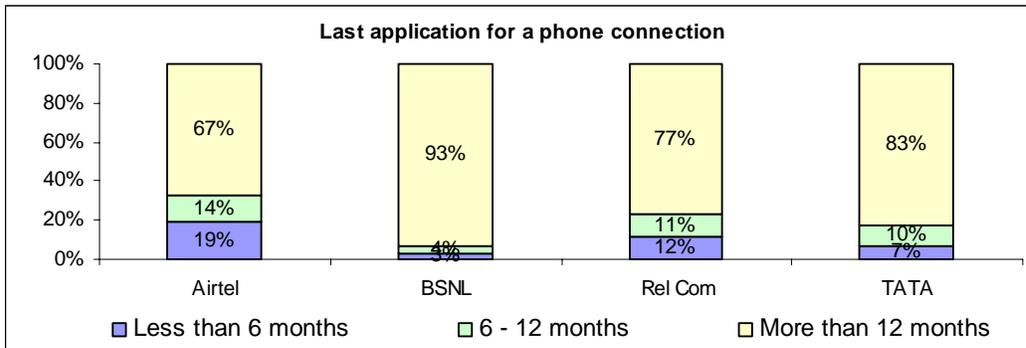
The awareness of Nodal officer for redressing grievances (i.e. Stage 2 of the 3 stage process) and existence of appellate authority is observed to be very low across all the service providers. Service providers should advertise in regional dailies to improve the awareness level.

5.1 Detailed Findings – Basic Wire line

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

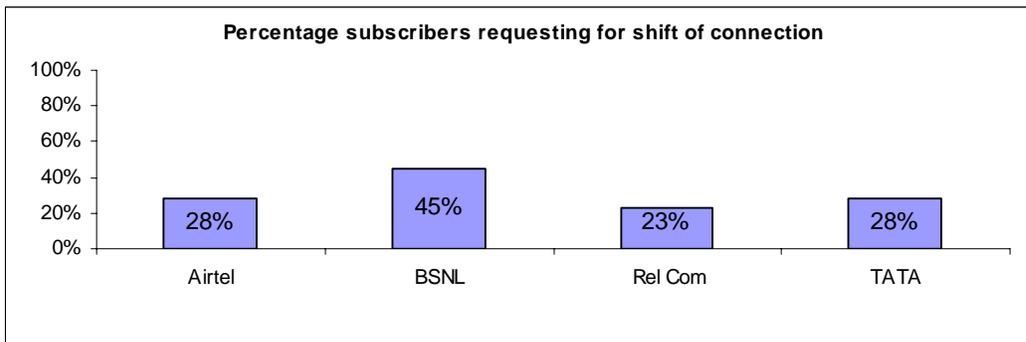
5.1.1 Service Provision sub-aspects

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



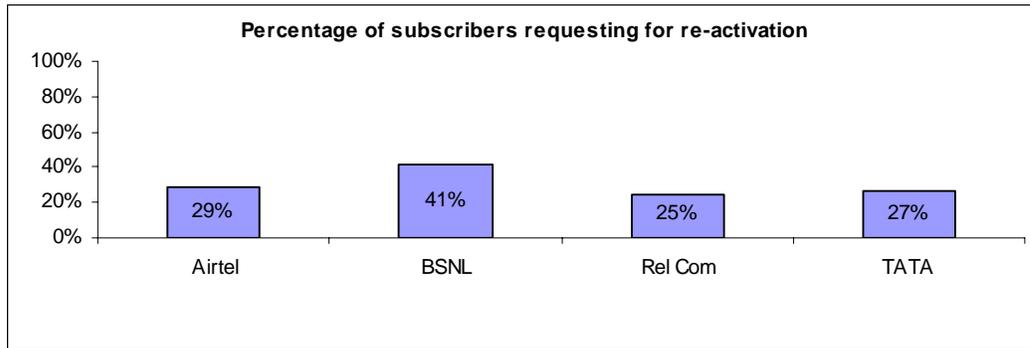
Incidence of subscribers who have applied for new connections in last six months for wireline service was observed to be highest for Bharti Airtel at 19% followed by Reliance communications at 12%.

b. Request for shifting the connection



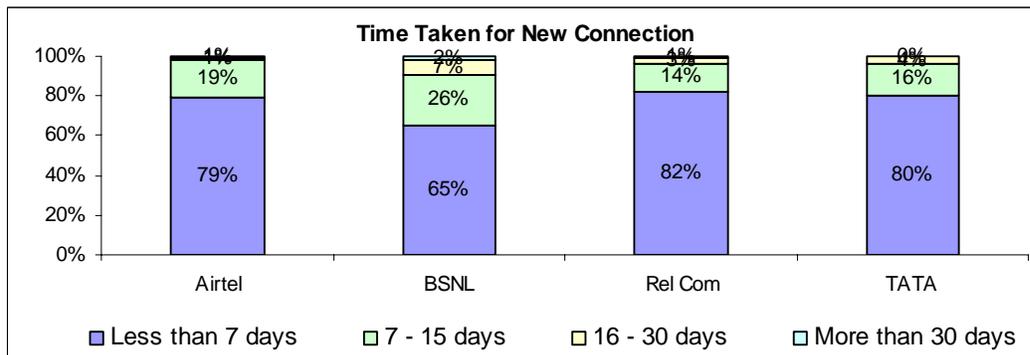
As expected, the Percentage for the request for shifting the wireline connection is quite low for all the service providers. It is highest for BSNL at 45% followed by Bharti Airtel and TATA at 28%.

c. Requisition for re-activation, if the connection is temporarily deactivated



The percentage of requisition for re-activation, if the connection is temporarily deactivated is quite low for all the services providers. It is highest for BSNL at 41% and lowest for RCOM at 25%. Bharti Airtel score on the same is 29% whereas TATA scores 27% on the same.

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



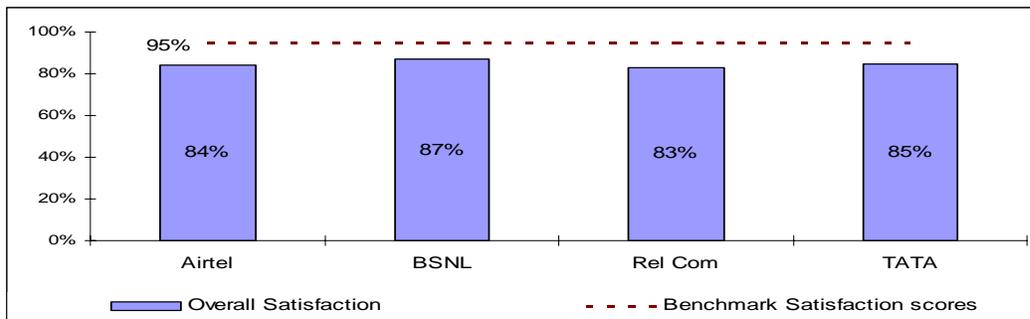
35% BSNL subscribers (who had applied for connection in the last six months) claim that their new connection was activated after 7 days of registration of demand. For Bharti Airtel, TATA and Reliance percentage of such customers is 21%, 20% and 18% respectively.

Satisfaction on sub-aspects of service provision:

<u>Satisfaction with Service Provision</u>	Airtel	BSNL	Rel Com	TATA
Satisfaction with new connection	77%	79%	81%	81%
Satisfaction with shifting	88%	87%	84%	86%
Satisfaction with re-activation	88%	89%	85%	86%
Overall Satisfaction	84%	87%	83%	85%

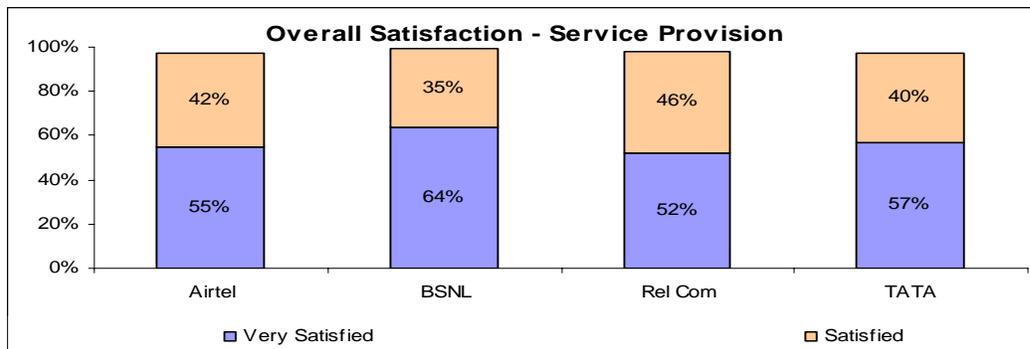
All the service providers have scored more than 75% for all the sub parameters for service provisioning. Satisfaction level with time taken to provide new connection is observed to be lowest for Bharti Airtel at 77%. For satisfaction level with shifting scores vary from 84% for Reliance to 88% for Bharti Airtel.

Overall Satisfaction with service provisioning



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

<u>Overall Very Satisfied & Satisfied scores</u>	Airtel	BSNL	Rel Com	TATA
Very Satisfied	55%	64%	52%	57%
Satisfied	42%	35%	46%	40%
Total	97%	99%	98%	97%



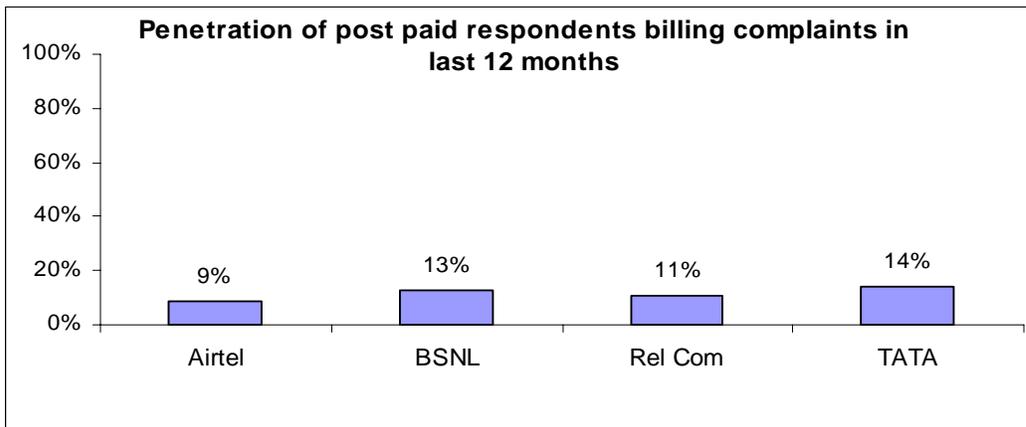
BSNL leads the pack in overall subscribers satisfied with 99% subscribers claiming that they are either "Very Satisfied" or "Satisfied" with service provisioning. It is interesting to note that highest (64%) of subscribers for BSNL claimed to be very satisfied with service provisioning followed by TATA with 57% of subscribers found to be very satisfied.

5.1.2 Billing Related sub-aspects

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

Post-paid Subscribers

a. Percentage of Billing Complaints



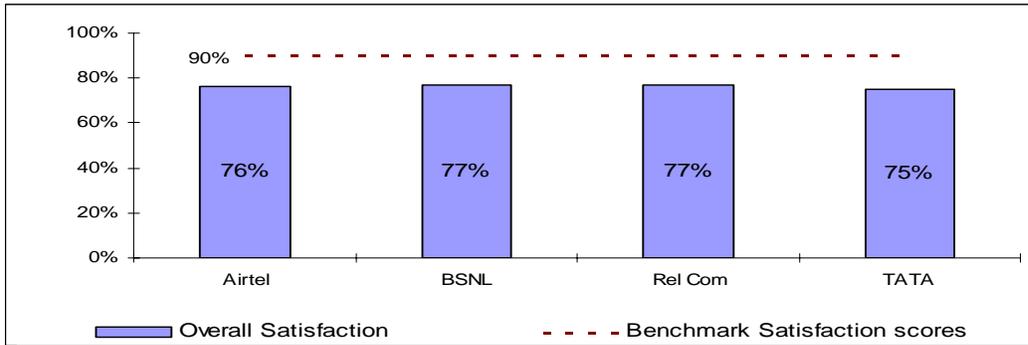
Penetration of postpaid respondents making billing complaints is highest for TATA at 14% followed by BSNL at 13%.

b. Satisfaction with various billing parameters

For Postpaid customers	Airtel	BSNL	Rel Com	TATA
Timely delivery of bills	76%	78%	76%	76%
Accuracy of bills	79%	79%	80%	76%
Process of resolution of billing complaints	61%	64%	60%	61%
Clarity i.e. transparency and understandability of bills	73%	76%	76%	73%
Overall Satisfaction	76%	77%	77%	75%

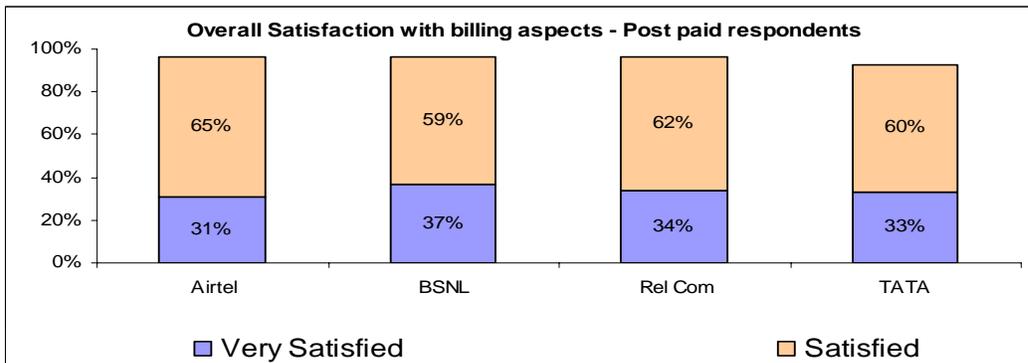
Process of resolution of billing complaints is the pain point across all the operators for postpaid customers as scores on level of satisfaction vary on the sub parameter vary from 60% for Reliance communication to 64% for BSNL.

Level of satisfaction with Billing – Post paid subscribers:



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

<u>Overall Very Satisfied & Satisfied scores</u>	Airtel	BSNL	Rel Com	TATA
Very Satisfied	31%	37%	34%	33%
Satisfied	65%	59%	62%	60%
Total	96%	96%	96%	93%



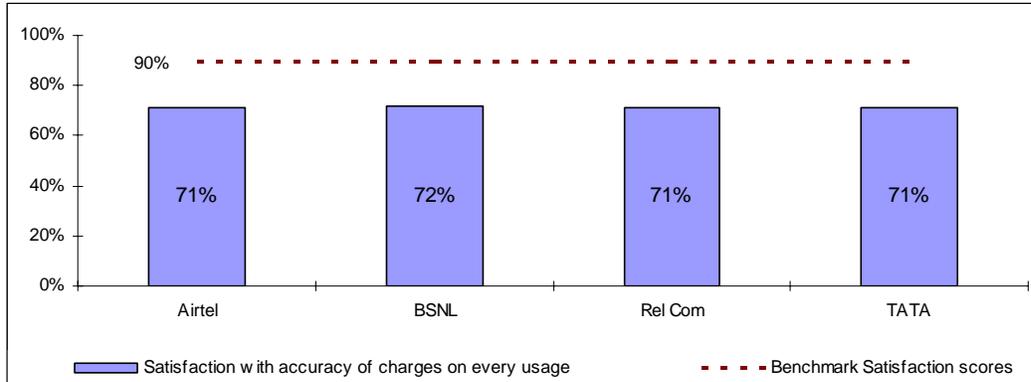
The top two box score for postpaid billing is relatively low for TATA at 93% whereas all the other three service providers score 96%. Also it should be noted that the percentage of subscribers who claim to be very satisfied are found to be highest for BSNL at 37% followed by RCOM at 34%.

Pre-paid Subscribers

a. Satisfaction with Billing Parameter

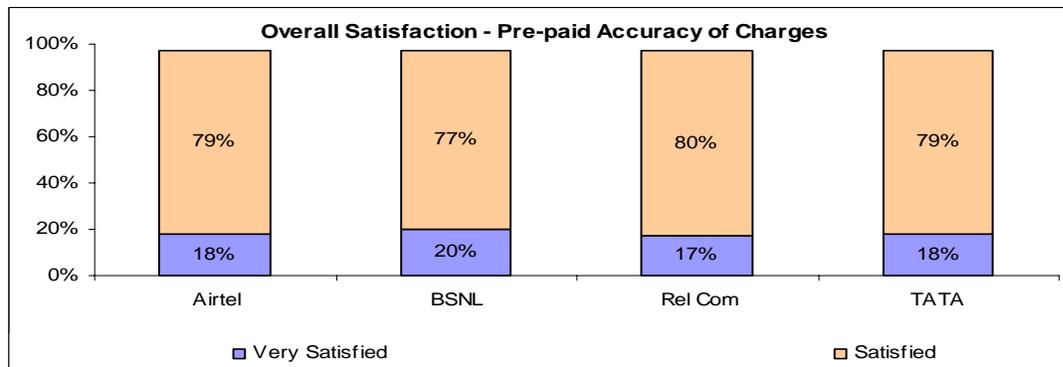
For Prepaid customers	Airtel	BSNL	Rel Com	TATA
Satisfaction with accuracy of charges on every usage	71%	72%	71%	71%

Level of satisfaction with Billing – Prepaid customers



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

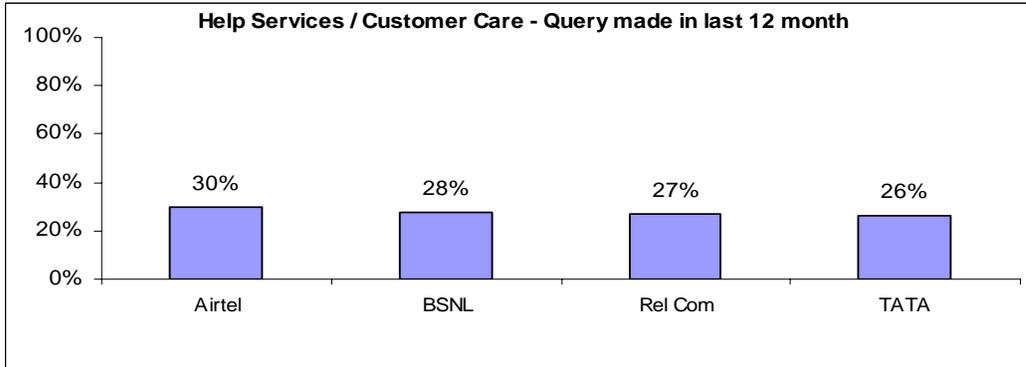
Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Com	TATA
Very Satisfied	18%	20%	17%	18%
Satisfied	79%	77%	80%	79%
Total	97%	97%	97%	97%



. The percentage of very satisfied or satisfied score is uniform for all service providers at 97%

5.1.3 Help Services Related sub-aspects

a. Percentage of subscribers making Query in last 12 months



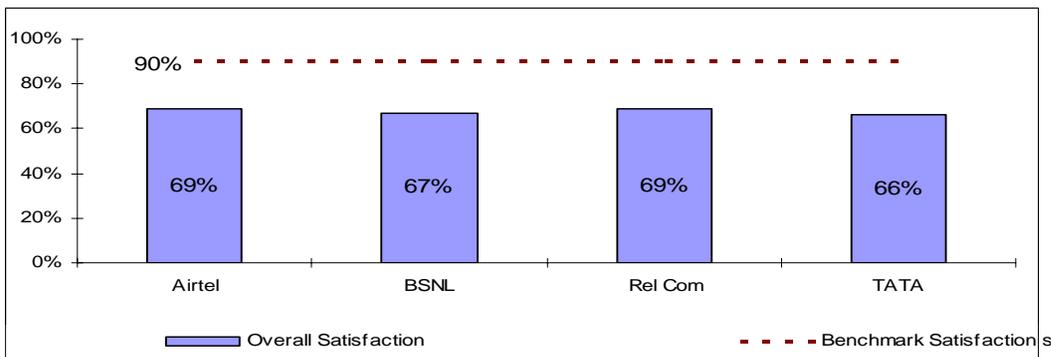
As far as Customer Care services are concerned, 30% of Bharti Airtel respondents have made query in the last 12 months followed by BSNL at 28%.

b. Satisfaction with Help Services / Customer Care

Satisfaction level with sub parameters for help services	Airtel	BSNL	Rel Com	TATA
Ease of access of call center toll free number	69%	67%	68%	67%
Response time to answer call by customer care executive	69%	67%	70%	66%
Problem solving ability of customer care executive	70%	69%	72%	68%
Time taken by customer care executive in resolving complaints	67%	64%	68%	64%
Overall Satisfaction	69%	67%	69%	66%

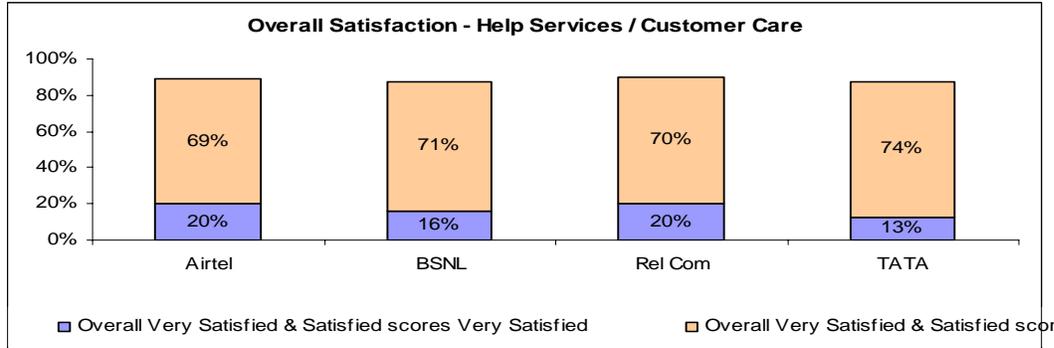
Almost all the sub aspects under help service have satisfaction scores less than 70% for all the service providers except Bharti Airtel and Reliance who are doing relatively well on Problem solving ability of the customer care executive.

Level of satisfaction with Help services:



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

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Com	TATA
Very Satisfied	20%	16%	20%	13%
Satisfied	69%	71%	70%	74%
Total	89%	87%	90%	87%



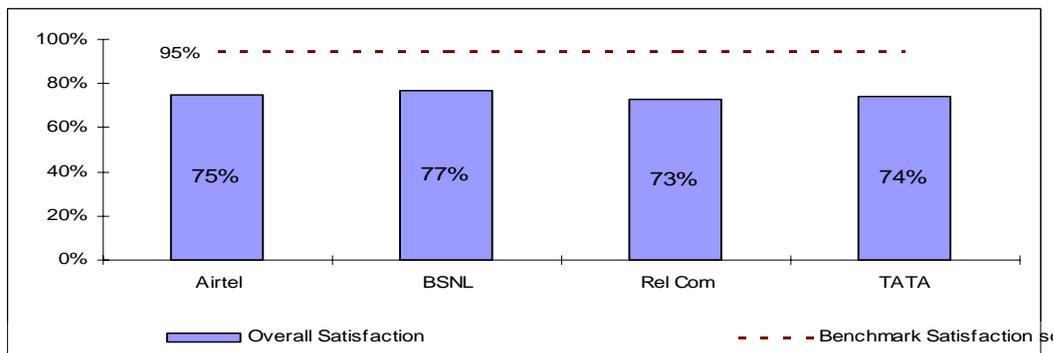
The top two box score on satisfaction with help services is observed to be highest for Reliance communications at 90% followed by Bharti Airtel at 89%. BSNL and TATA score 87% on the same

5.1.4 Network performance, reliability and availability related sub-aspects

a. Satisfaction with network performance, reliability and availability

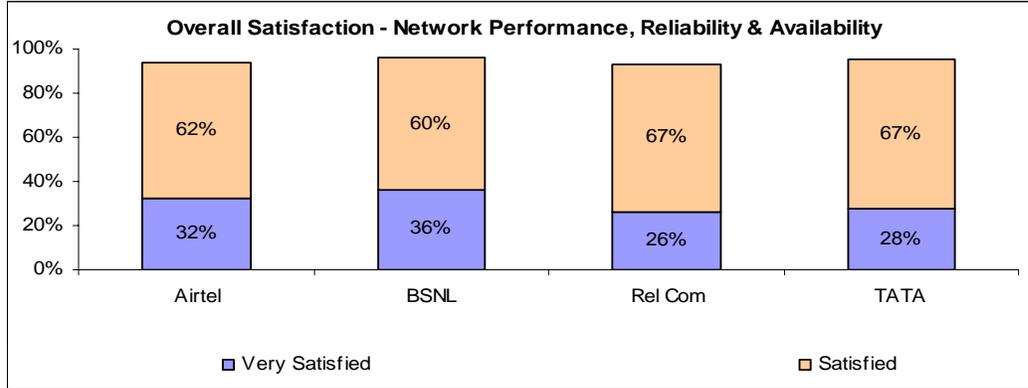
Satisfaction Level Scores	Airtel	BSNL	Rel Com	TATA
Availability of working telephone (with dial tone)	73%	74%	70%	71%
Ability to make or receive calls easily	77%	79%	74%	75%
Voice quality	75%	78%	75%	75%
Overall Satisfaction	75%	77%	73%	74%

Level of satisfaction with Network performance:



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

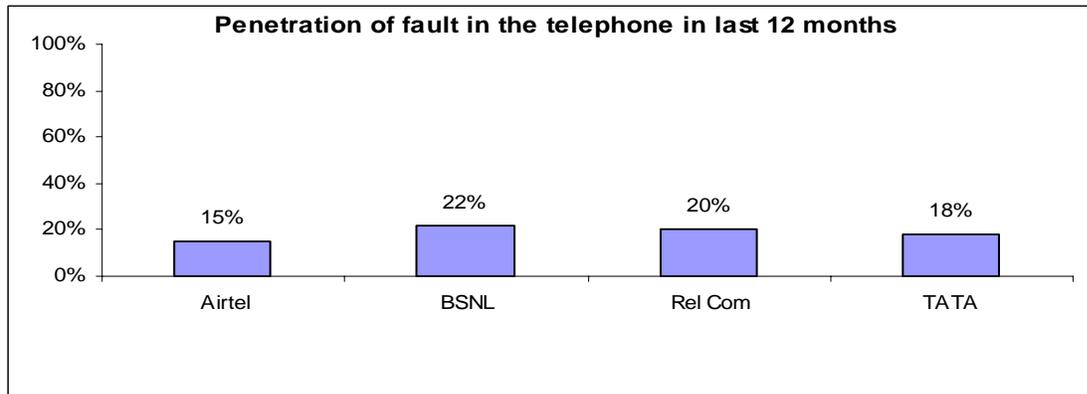
Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Com	TATA
Very Satisfied	32%	36%	26%	28%
Satisfied	62%	60%	67%	67%
Total	94%	96%	93%	95%



The top 2 box satisfaction score of BSNL is the maximum at 96% for network related parameters followed by TATA Teleservices at 95%. Also highest 36% of subscribers met for BSNL claim to be very satisfied with BSNL network performance.

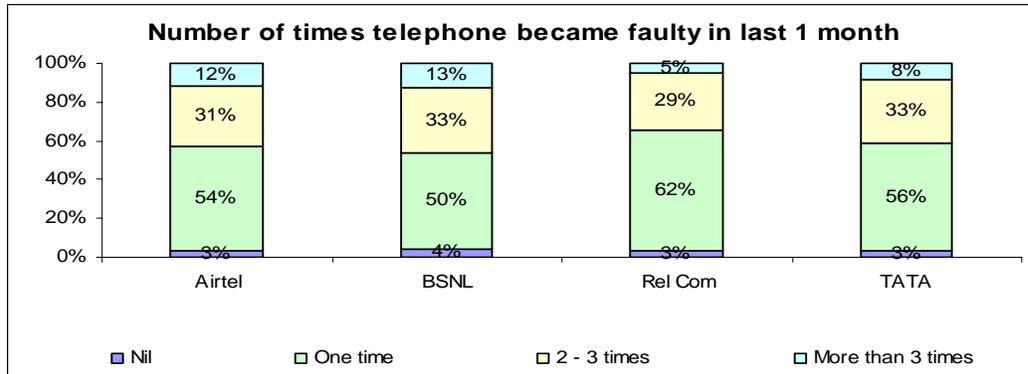
5.1.5 Maintainability related sub-aspects

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



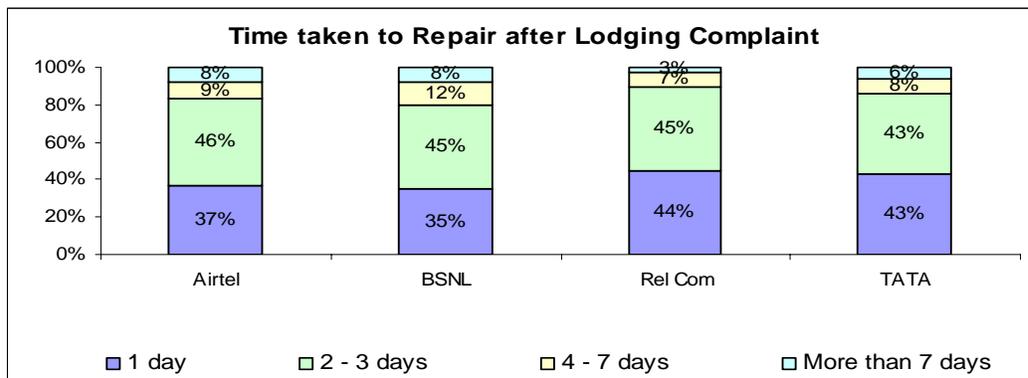
The chart above clearly shows penetration of fault in the telephone in last 12 months is maximum among BSNL customers at 22% followed by RCOM at 20%.

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



When it comes to comparing number of times the subscriber's telephone became faulty out of the base of the subscriber who have faced any problem in their connection in the last 12 months, 46% of BSNL customer have faced problem more than two times in last 1 month followed by Bharti Airtel and TATA at 43% and 41% respectively.

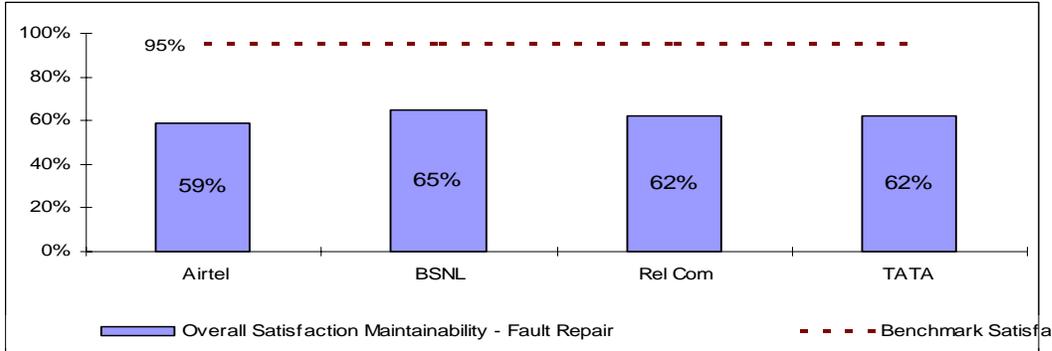
c. Time taken to repair after lodging complaint



As far as time taken to repair is concerned, 44% of the RCOM customers from the customers who faced problem in last 12 months got their telephone repaired within 1 day of lodging the complaint. For BSNL and Airtel 8% of the customers got their telephone repaired in more than 7 days after lodging the complaint.

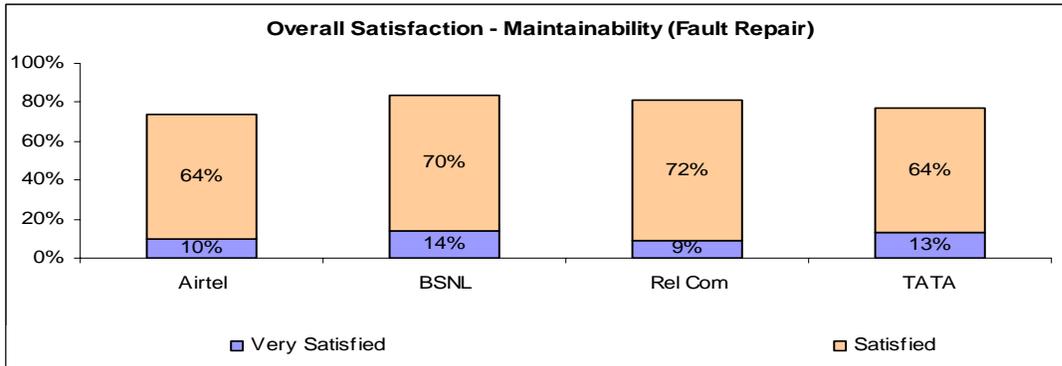
d. Satisfaction with Maintainability parameters

Level of satisfaction with Maintainability:



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

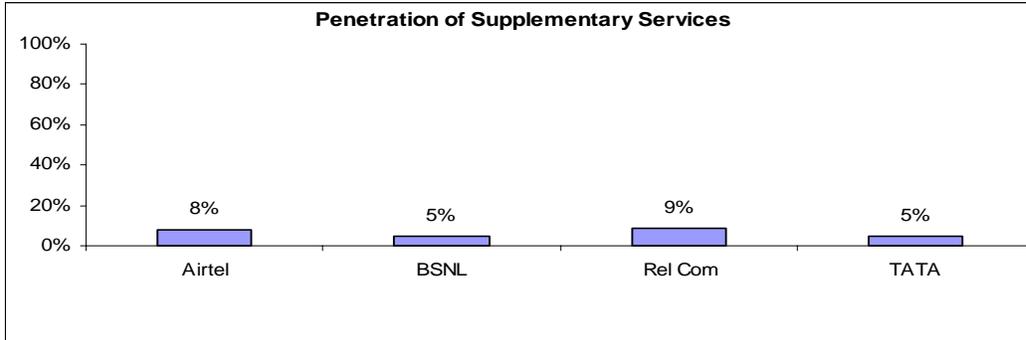
<u>Overall Very Satisfied & Satisfied scores</u>	Airtel	BSNL	Rel Com	TATA
Very Satisfied	10%	14%	9%	13%
Satisfied	64%	70%	72%	64%
Total	74%	84%	81%	77%



Only 74% of total subscribers of Bharti Airtel subscribers claim to be very satisfied or satisfied with maintainability of network. The top two box score is observed to be highest for BSNL at 84%.

5.1.6 Supplementary services

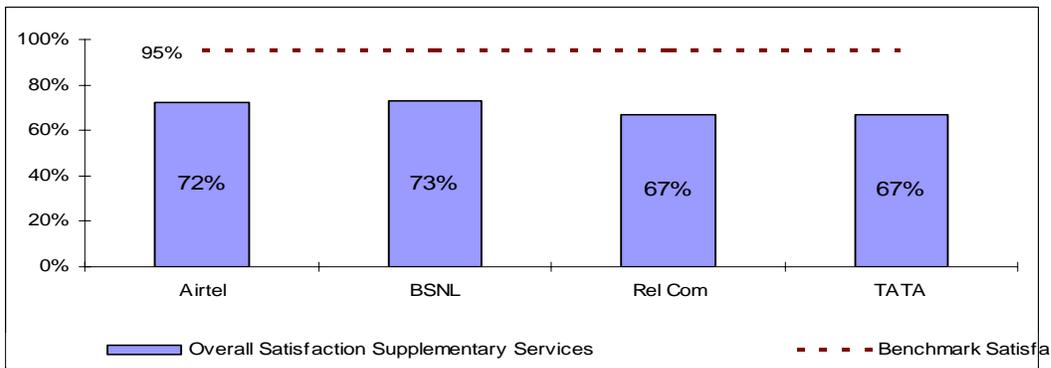
a. Percentage of subscribers opting for Supplementary Services



The penetration of supplementary services is quite low across all the service providers. It varies from 5% (for TATA and BSNL) to 9% for Reliance communications.

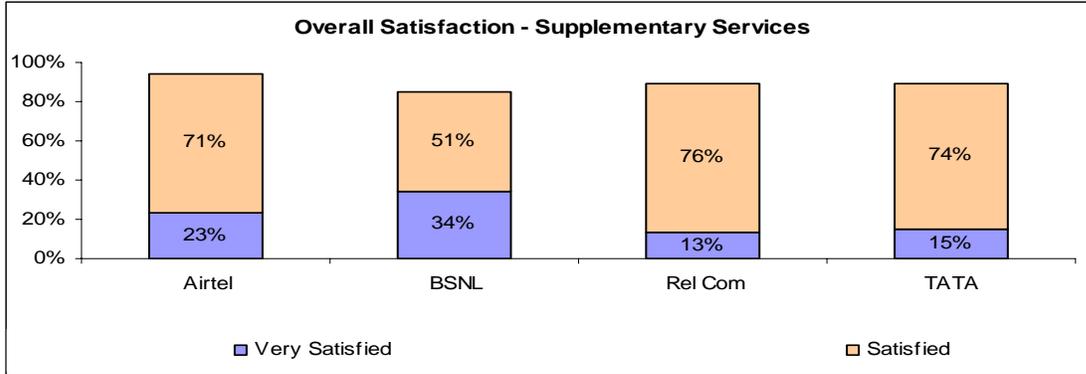
b. Satisfaction with Supplementary Services

Level of satisfaction with supplementary services



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

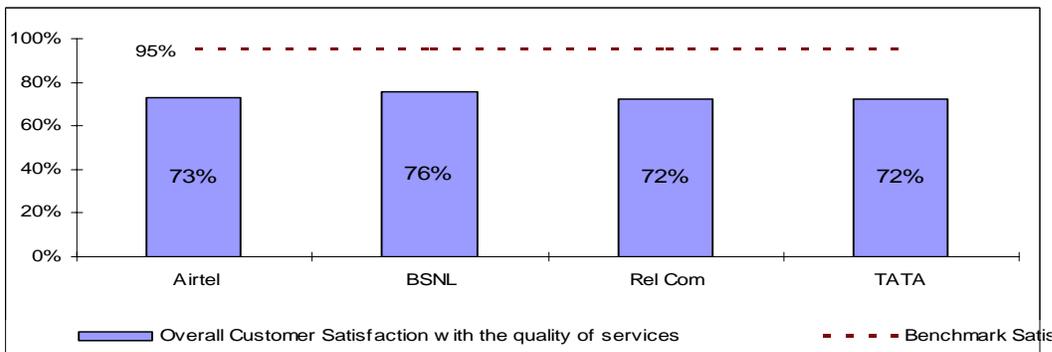
<u>Overall Very Satisfied & Satisfied scores</u>	Airtel	BSNL	Rel Com	TATA
Very Satisfied	23%	34%	13%	15%
Satisfied	71%	51%	76%	74%
Total	94%	85%	89%	89%



Bharti scores highest on top two box score with 94% subscribers claiming that they were satisfied with supplementary services. It should also be noted that although BSNL scores the lowest on top two box score at 85%, number of customers who claim to be very satisfied is observed to be highest for the service provider at 34%.

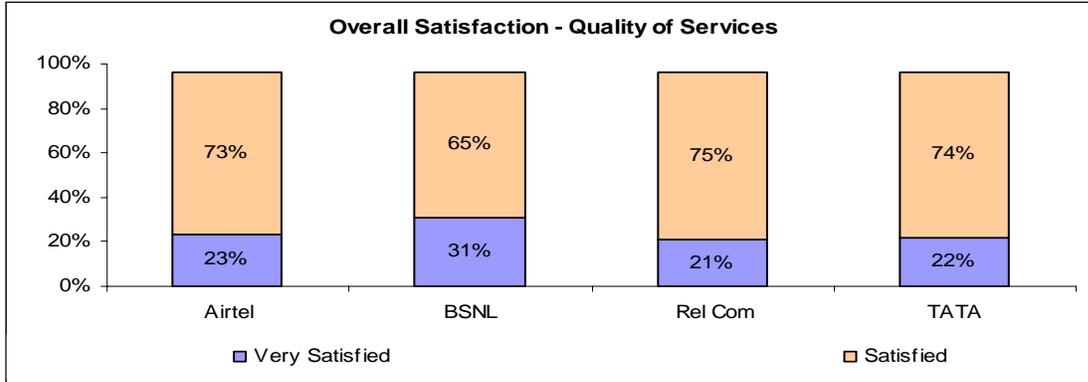
5.1.7 Overall Customer Satisfaction

Level of satisfaction with Quality of Service (Overall):



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

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Com	TATA
Very Satisfied	23%	31%	21%	22%
Satisfied	73%	65%	75%	74%
Total	96%	96%	96%	96%



As far as overall customer satisfaction with the 'Quality of Services' is concerned, more than 90% of subscribers for all the service providers claim that they are either satisfied for very satisfied with Quality of service. .

5.1.8 Redressal Mechanism

Awareness of Grievance Redressal Mechanism	Airtel	BSNL	Rel Com	TATA
Awareness of three stage grievance redressal mechanism	63%	52%	52%	54%
Awareness of the names of following stages of grievance redressal set up by service provider				
Call Center	66%	49%	44%	52%
Nodal Officer	7%	8%	7%	6%
Appellate Authority	4%	3%	5%	3%

It is observed that the awareness of three stage redressal mechanism has remained low among the subscribers of all the service providers and varies between 54% to 63%. As expected, awareness about nodal officer and appellate tribunal is extremely low for all the service providers.

Stage 1: Customer Care	Airtel	BSNL	Rel Com	TATA
Penetration - Complains made to customer care within last 6 months	7%	5%	5%	6%
Customer care informing about the action taken on the complaint	86%	70%	79%	84%
Resolution of complaint by customer care within 4 weeks of lodging complaint	48%	46%	35%	42%
If lodged a complaint, provisioning of docket number:				
- No docket number received even on request	37%	26%	29%	43%
- No docket number received for most of the complaints	41%	53%	55%	51%
- Docket number received for most of the complaints	22%	21%	16%	7%

The table given above depicts that percentage of people making complaints to customer care has remained low for all the service providers in Karnataka circle. Also, for BSNL only 70% of the customers who have made complaint in the past three months were informed about the action taken by the customer care officer. 43% of TATA customers and 37% of Bharti Airtel customers who had made a complaint in the call centre claim that they had not received any docket number even on request

If dissatisfied with call center's complain resolution, reasons for dissatisfaction:-	Airtel	BSNL	Rel Com	TATA
Difficult to connect call center executive	4%	8%	10%	0%
Customer care executive not polite/courteous	4%	16%	20%	7%
Customer care executive not equipped with adequate information	38%	16%	10%	29%
Time taken by call center for redressal of complaint is too long	25%	20%	10%	21%
The customer care executive was unable to understand the problem	25%	16%	0%	36%

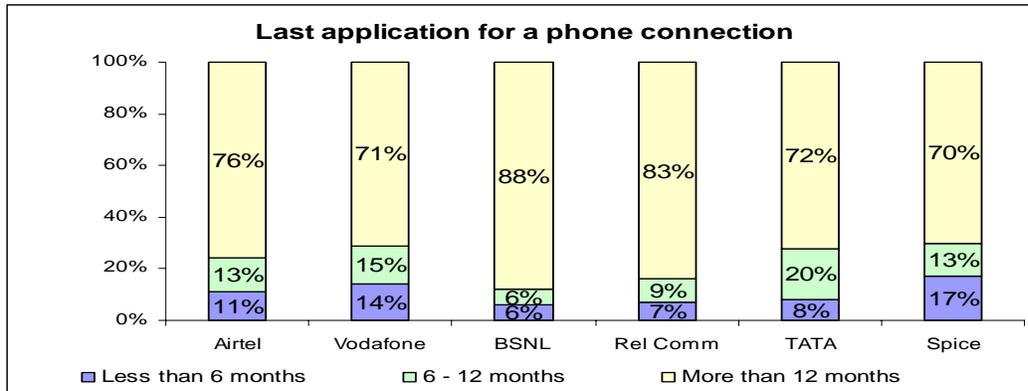
Customer care executive not equipped with adequate information and Time taken for redressal of complain emerge out as two areas where improvement is required for all the service providers.

5.2 Detailed Findings – Cellular Mobile Services

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

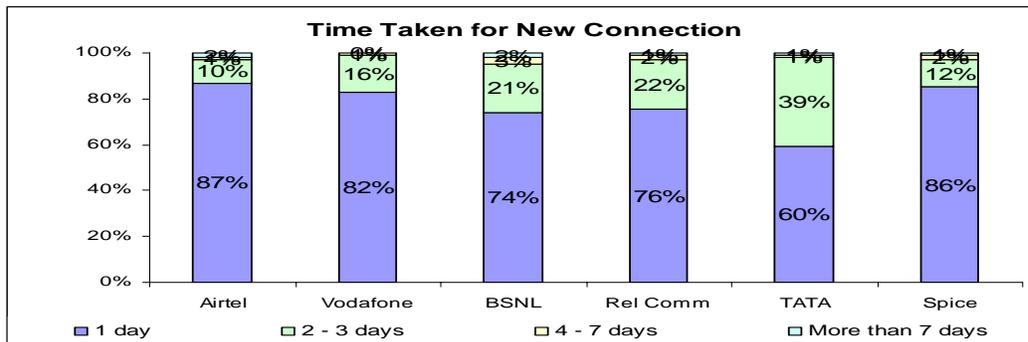
5.2.1 Service Provision

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



Incidence of subscribers who have applied for connection in the last six months is observed to be highest for Spice at 17% followed by Vodafone and Bharti Airtel at 14% and 11% respectively.

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



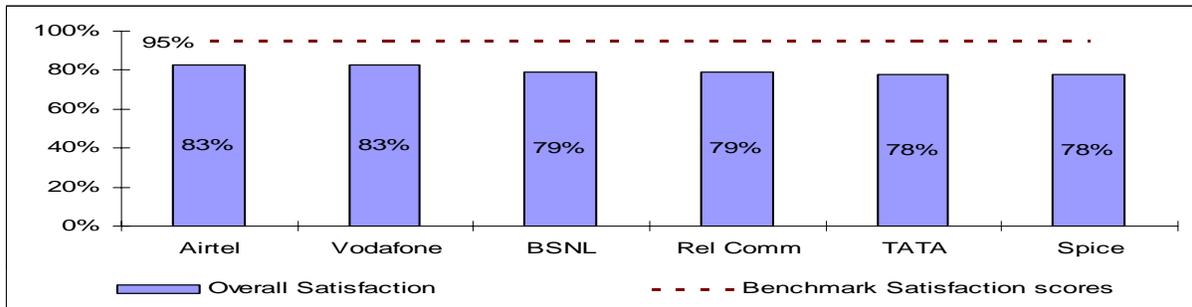
3 out of every 4 Bharti Airtel, Vodafone, RCOM and Spice subscribers claim that their new connection was activated within 1 day of applying for it. However, only 60% of the TATA subscribers claim that their connection was activated within one day.

c. Satisfaction on sub-aspects of service provision:

Satisfaction with Service Provision	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
Satisfaction with time taken to provide new connection	82%	81%	79%	77%	75%	79%
Satisfaction with re-activation	84%	84%	79%	81%	82%	78%
Overall Satisfaction	83%	83%	79%	79%	78%	78%

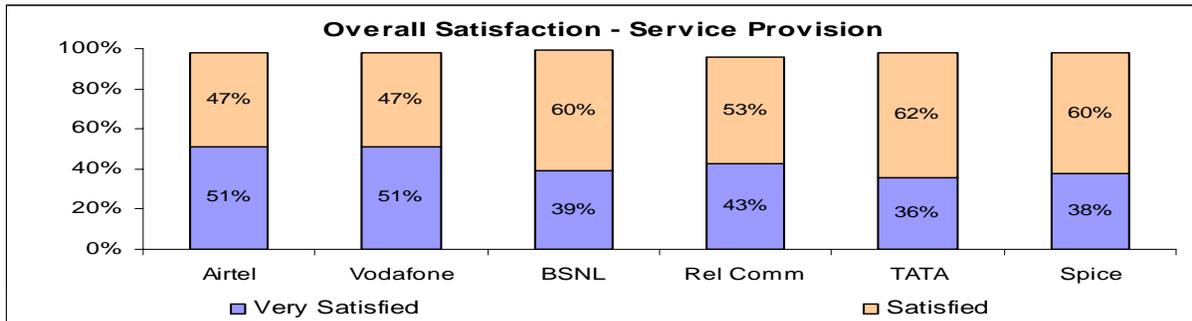
Airtel and Vodafone are performing relatively better on satisfaction level with various sub aspects of service provisioning

Level of satisfaction with service provisioning:



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

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
Very Satisfied	51%	51%	39%	43%	36%	38%
Satisfied	47%	47%	60%	53%	62%	60%
Total	98%	98%	99%	96%	96%	98%



BSNL leads the pack in overall subscribers satisfied with top two box score of 99%. However it should be noted that only 39% of subscribers met for the service provider claimed to be very satisfied whereas for Bharti Airtel and Vodafone 51% of subscribers claimed to be very satisfied.

5.2.2 Billing Aspects

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

a. Postpaid subscribers:

i. Percentage of billing complaints



The Percentage of postpaid subscribers making billing complaints is quite low across all the operators. Maximum penetration is observed for TATA at 30% whereas lowest is for RCOM at 13%

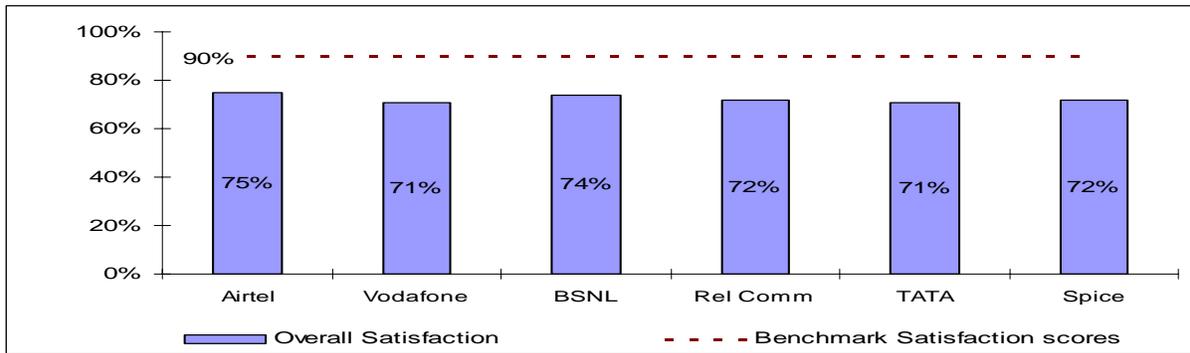
ii. Satisfaction with various billing parameters

For Postpaid customers -	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
Timely delivery of bills	76%	72%	74%	72%	72%	71%
Accuracy of bills	78%	73%	77%	76%	73%	75%
Process of resolution of billing complaints	61%	65%	63%	43%	67%	74%
Clarity i.e. transparency and understandability of bills	74%	69%	73%	72%	70%	71%
Overall Satisfaction	75%	71%	74%	72%	71%	72%

Generally, subscribers across most of the service providers have low levels of satisfaction with the process of resolution of complaints by various service providers, with RCOM being the lowest at 43%. Spice does relatively well with satisfaction level score of 74%. For rest of the sub parameters scores remain above 70% for all the service providers.

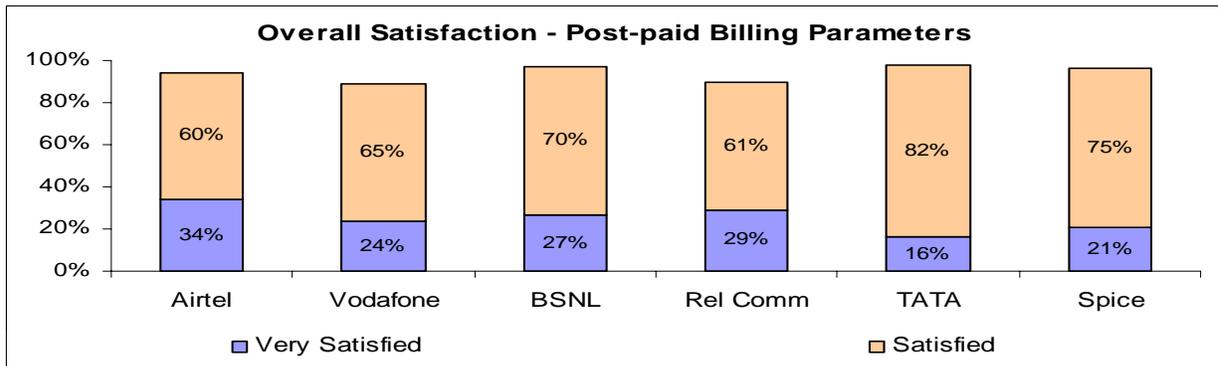
iii. Percentage of subscribers satisfied

Level of satisfaction with billing performance (Post paid customers)



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

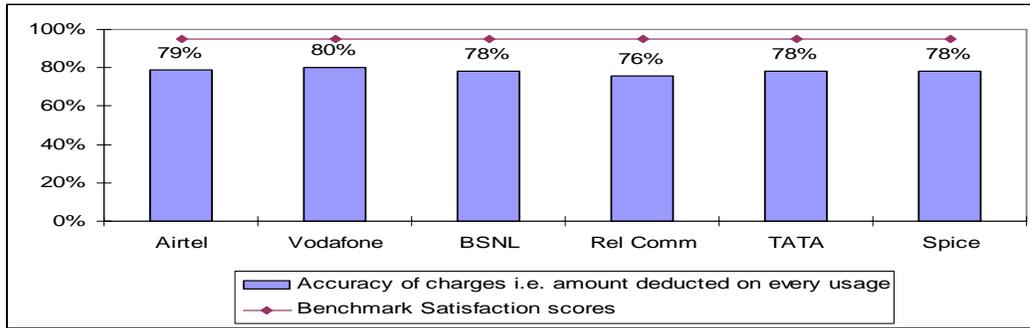
Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
Very Satisfied	34%	24%	27%	29%	16%	21%
Satisfied	60%	65%	70%	61%	82%	75%
Total	94%	89%	97%	90%	98%	96%



The top two box score is highest for TATA at 98% for post paid billing satisfaction followed by BSNL at 97%, whereas 34% of Airtel subscribers claim to be "very satisfied" which is the highest among all the operators.

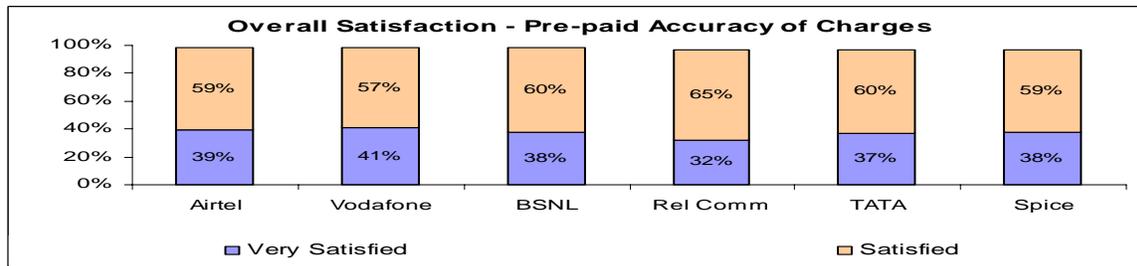
c. Prepaid subscribers:

Level of satisfaction with billing parameters (Prepaid customers):



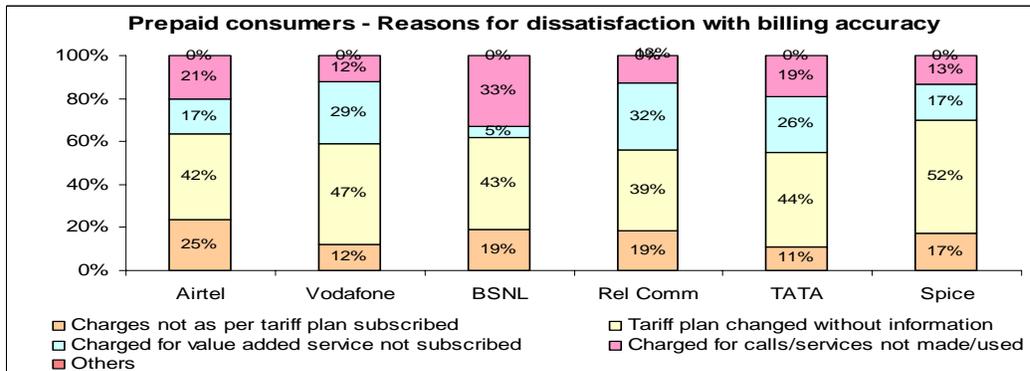
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
Very Satisfied	39%	41%	38%	32%	37%	38%
Satisfied	59%	57%	60%	65%	60%	59%
Total	98%	98%	98%	97%	97%	97%



The top two box score for prepaid billing accuracy is observed to be 98% for Bharti Airtel, Vodafone and BSNL. All the other three (TATA, RCOM and Spice) follow closely with a score of 97%. However it should be noted that only 32% of Reliance prepaid customers claim to be very satisfied with billing accuracy.

Reasons of dissatisfaction with billing accuracy:

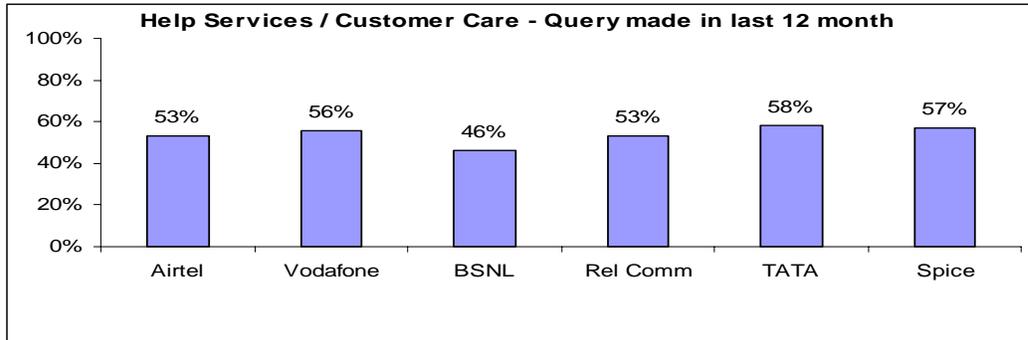


The major reason of dissatisfaction for prepaid subscribers is the fact that they claim that their Tariff plan was changed without information

5.2.3 Help Services

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

a. Contacted customer care in last 12 months



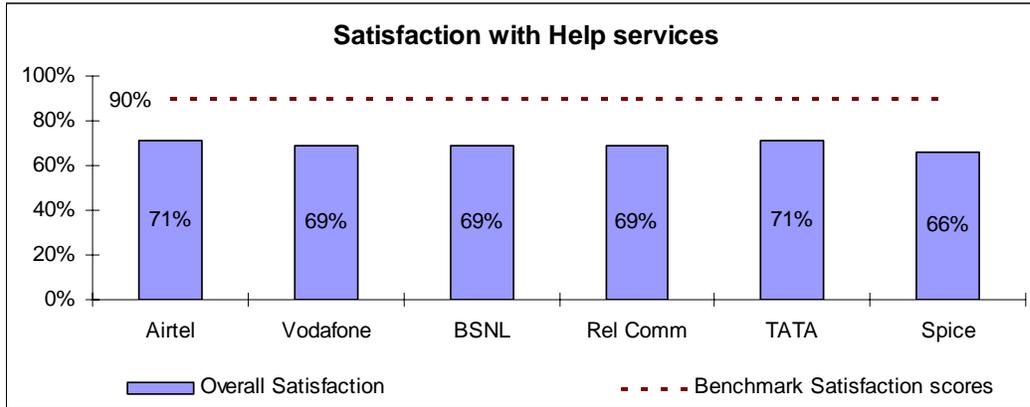
Penetration of customers who have contacted customer care in the last 12 months is maximum for TATA at 58% and lowest for BSNL at 46%.

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

	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
Ease of access of call center toll free number	68%	64%	67%	66%	68%	63%
Response time to answer call by customer care executive	74%	71%	70%	71%	73%	68%
Problem solving ability of customer care executive	72%	70%	70%	70%	71%	67%
Time taken by customer care executive in resolving complaints	72%	71%	70%	70%	72%	68%
Overall Satisfaction	71%	69%	69%	69%	71%	66%

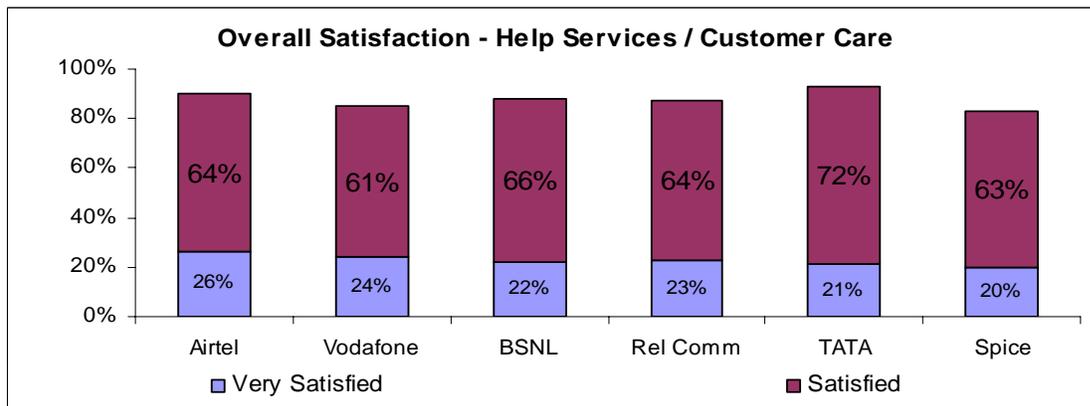
Ease of access of call centre is one area where all service providers need to improve as score on satisfaction level are observed to be below 70% for all the service providers. Also spice is emerging out as relatively weaker service provider as far as satisfaction level with all the sub aspects of help services is concerned.

Level of satisfaction:



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

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
Very Satisfied	26%	24%	22%	23%	21%	20%
Satisfied	64%	61%	66%	64%	72%	63%
Total	90%	85%	86%	87%	83%	83%



Airtel has a top two box score of 90% followed closely by other operators with lowest score being observed TATA and Spice at 83%.

5.2.4 Network Performance, Reliability & Availability:

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

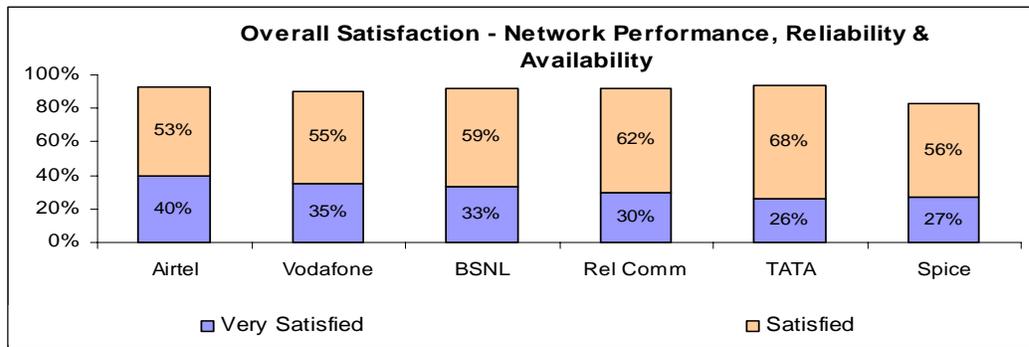
a. Level of satisfaction on various sub-aspects of network related parameters

Satisfaction level Scores	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
Availability of signal	77%	72%	73%	72%	71%	67%
Ability to make or receive calls easily	78%	76%	76%	75%	74%	70%
Voice quality	78%	76%	75%	74%	74%	71%
Overall Satisfaction	78%	75%	75%	74%	73%	69%

Spice is performing relatively weak on overall satisfaction level with network performance and availability of signal with satisfaction level scores observed to be less than 70%

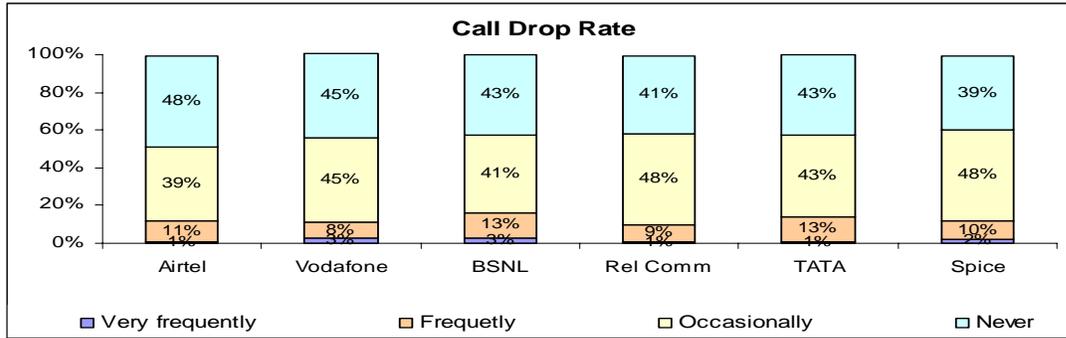
b. Percentage of subscribers satisfied with network related parameters

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
Very Satisfied	40%	35%	33%	30%	26%	27%
Satisfied	53%	55%	59%	62%	68%	56%
Total	93%	90%	92%	92%	94%	93%



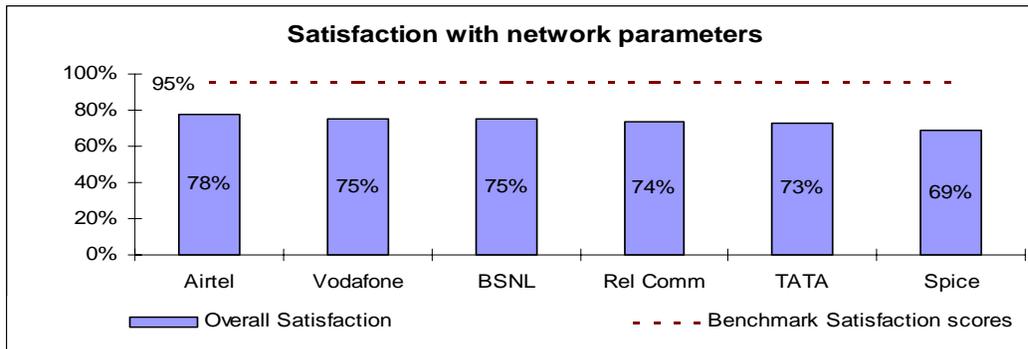
The top two box score on network performance is observed to be highest for TATA at 94% followed by Bharti Airtel at 93%. It should also be noted that highest score for very satisfied customers is observed for Bharti Airtel at 40% followed by Vodafone and BSNL at 35% and 33% respectively.

c. Call drop rate:



16% subscribers met for BSNL claimed that they face frequent call drops followed by TATA at 14% and 13 % for Spice

Level of satisfaction:



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

5.2.5 Maintainability:

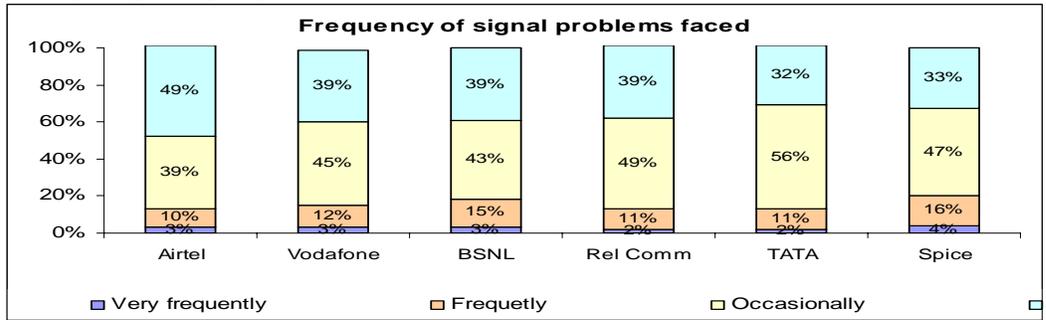
This aspect deals with the incidence of signal outages that the subscribers face with their telephone connections. It measures the level of satisfaction of users with the signal availability and the time taken for restoration of signal problems.

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

Satisfaction - Maintainability	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
Availability of signal	77%	72%	72%	73%	71%	66%
Restoration of signal problems	78%	74%	73%	74%	72%	67%
Overall Satisfaction Maintainability -	77%	73%	73%	73%	72%	67%

Satisfaction level with spice is observed to be lowest for all the sub parameters of maintainability of network . For all other service provider's scores are observed to be relatively better for Bharti Airtel for all the sub parameters of maintainability of network.

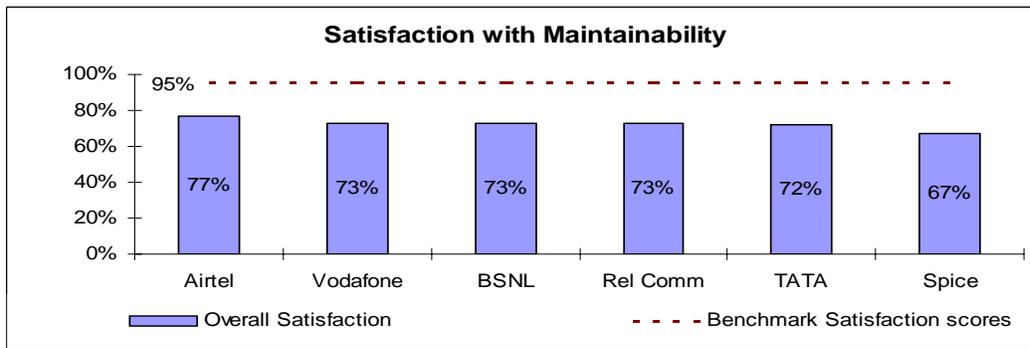
b. Frequency of signal problems faced:



20% and 18% of subscribers for Spice and BSNL claimed that they face frequent signal problems.

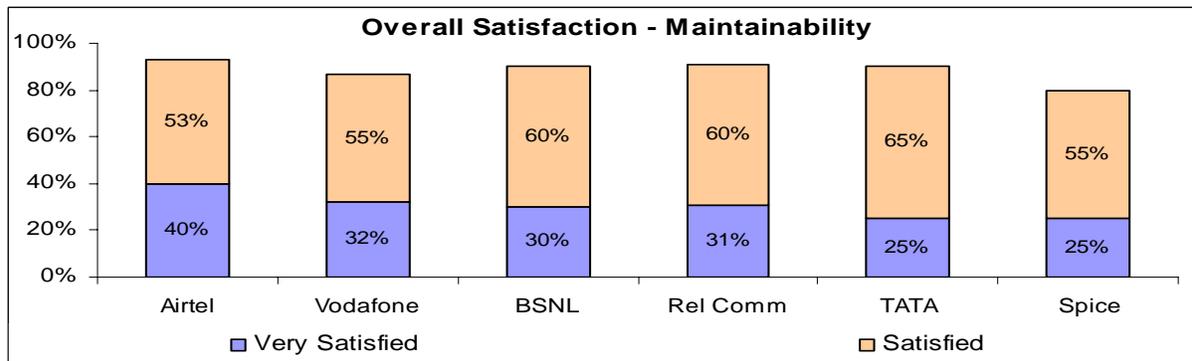
c. Percentage of subscribers satisfied with maintainability

Level of satisfaction with maintainability:



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

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
Very Satisfied	40%	32%	30%	31%	25%	25%
Satisfied	53%	55%	60%	60%	65%	55%
Total	93%	87%	90%	91%	90%	80%

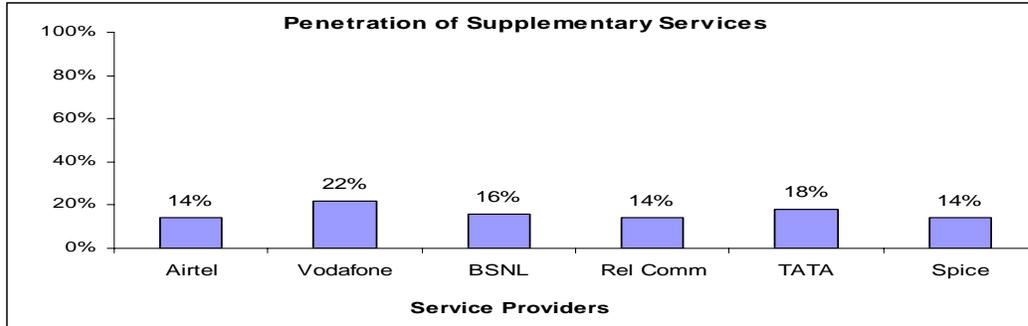


The top two box score is observed to be highest for Bharti Airtel at 93% followed by Reliance communications at 91%. Also 40% of the customers for Bharti Airtel claimed to be very satisfied with maintainability of network. The next best score for very satisfied customers is observed for Vodafone at 32%.

5.2.6 Supplementary services:

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

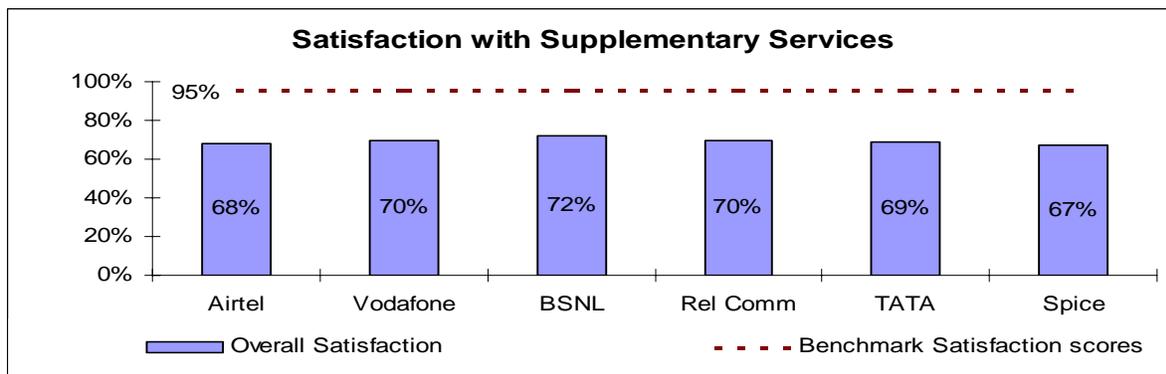
a. Percentage of subscribers opting for supplementary services:



The Percentage of subscribers using supplementary services such as call forwarding, call divert, voice mail, etc. is quite low for all service providers. The number drops down to 14% Spice, Airtel and RCOM. The major usage of supplementary services could be among the higher strata of society and also the professionals' category.

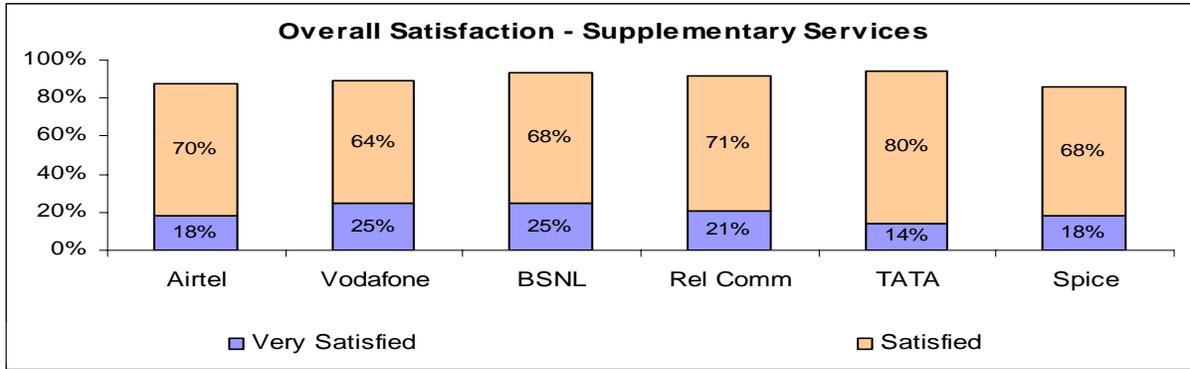
b. Percentage of subscribers satisfied with supplementary services:

Level of satisfaction with supplementary services:



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

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
Very Satisfied	18%	25%	25%	21%	14%	18%
Satisfied	70%	64%	68%	71%	80%	68%
Total	88%	89%	89%	92%	94%	86%

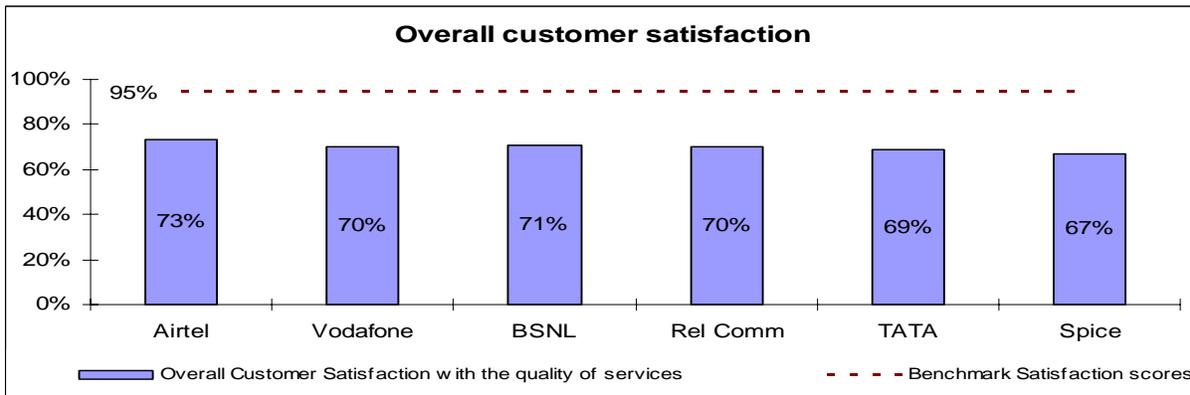


The top two box score is observed to be highest for TATA at 94% followed by Reliance communications at 92%. The lowest score is observed for Spice at 86%. 25% of subscribers for BSNL and Vodafone claimed to be very satisfied with supplementary services.

5.2.7 Overall percentage of subscribers satisfied:

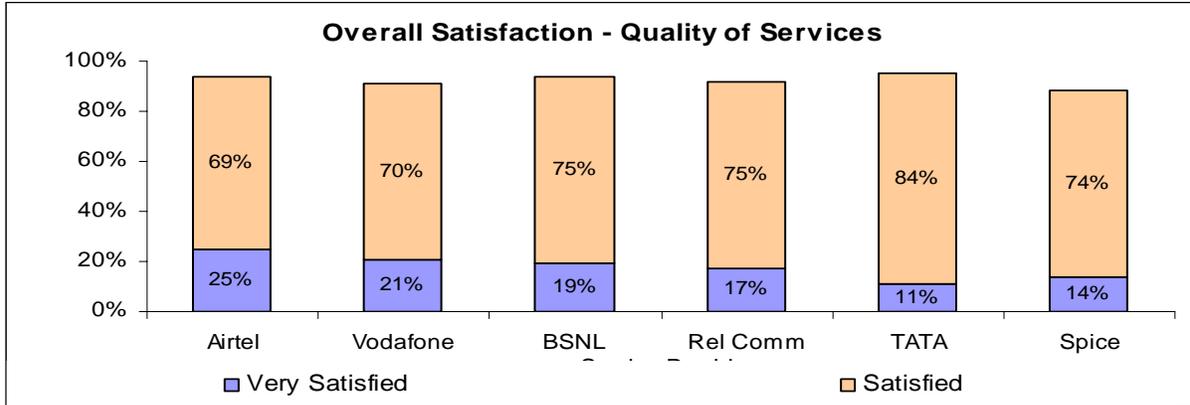
This parameter measures the overall satisfaction of mobile phone users with their respective service providers taking into account the performance of the service provider on various aspects of mobile phone services.

Level of satisfaction with Quality of services (Overall):



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

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
Very Satisfied	25%	21%	19%	17%	11%	14%
Satisfied	69%	70%	75%	75%	84%	74%
Total	94%	91%	84%	82%	95%	88%



5.2.8 Three stage redressal mechanism:

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

a. Call Center:

Consumer Protection and Redressal of Grievances						
Awareness of Grievance Redressal Mechanism	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
Awareness of three stage grievance redressal mechanism	58%	62%	58%	62%	53%	63%
Awareness of the names of following stages of grievance redressal set up by service provider						
Call Center	55%	59%	58%	56%	43%	62%
Nodal Officer	9%	7%	5%	7%	9%	10%
Appellate Authority	2%	1%	1%	3%	4%	1%

Awareness of nodal officers and Appellate authority for redressal of grievances is found to be low for all the service providers

b. Reasons for dissatisfaction with call center:

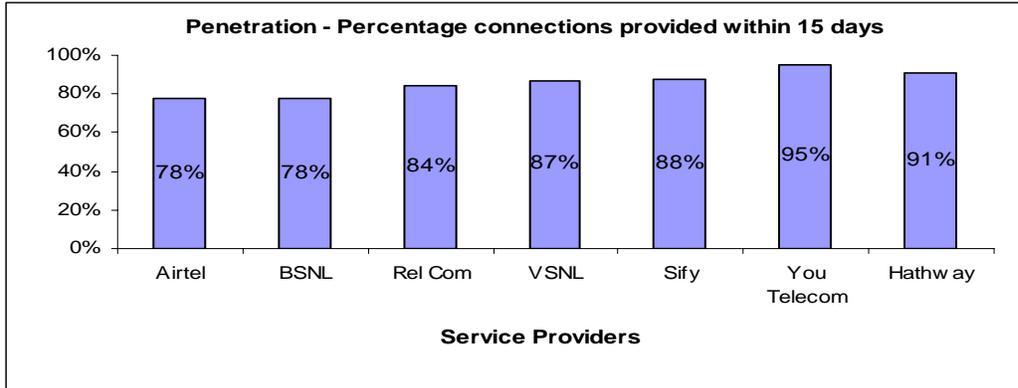
If dissatisfied with call center's complaint resolution, reasons for dissatisfaction:-	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
Difficult to connect call center executive	0%	5%	7%	22%	11%	10%
Customer care executive not polite/courteous	11%	9%	21%	11%	22%	0%
Customer care executive not equipped with adequate information	16%	27%	50%	50%	6%	23%
Time taken by call center for redressal of complaint is too long	16%	9%	7%	11%	11%	30%
The customer care executive was unable to understand the problem	63%	45%	14%	17%	61%	40%

“Customer care officer not equipped with adequate information” and “Customer care executive was not able to understand the problem were found to be the major problem” for all the operators. More than 20% of BSNL and TATA customers who were dissatisfied claimed that customer care officer was not courteous.

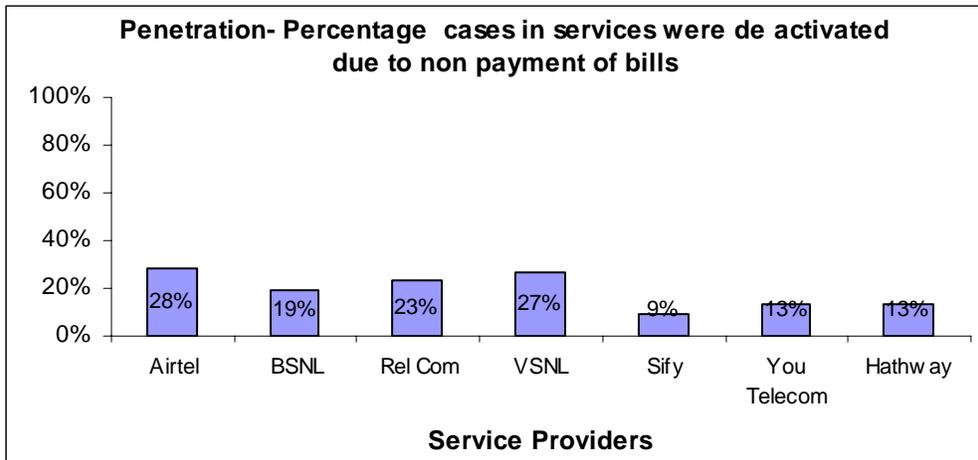
5.3 Detailed Findings – Broadband Services

5.3.1 Service Provision:

Incidence of provision of BB connection within 15 days



Cases in which services de-activated

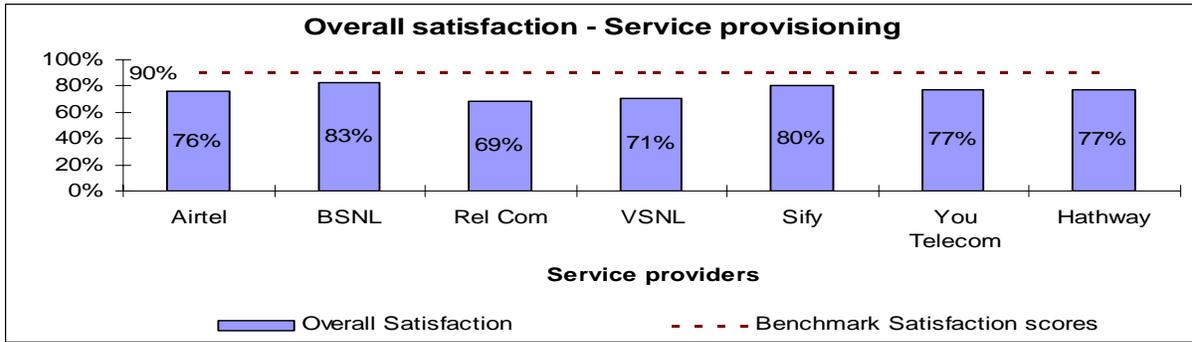


More than 20% of VSNL, Airtel and RCOM subscribers say that their service was deactivated due to non payment of bills.

Satisfaction level with Service Provision	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
Satisfaction with time taken to provide a new connection	75%	83%	68%	71%	80%	77%	78%
Satisfaction with time taken time taken to reactivate the service	80%	80%	72%	71%	77%	75%	67%
Overall Satisfaction	76%	83%	69%	71%	80%	77%	77%

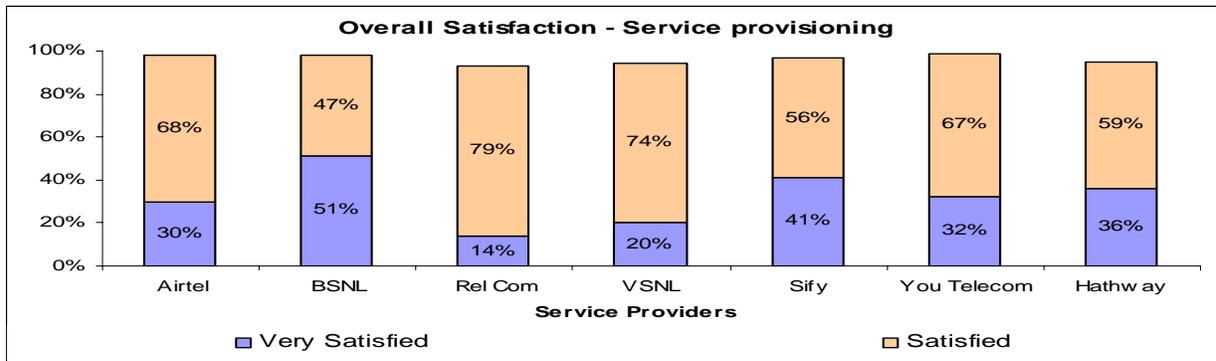
BSNL leads the way with 83% subscriber satisfaction level with the time taken to provide a new connection after submitting a request.

Level of satisfaction:



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

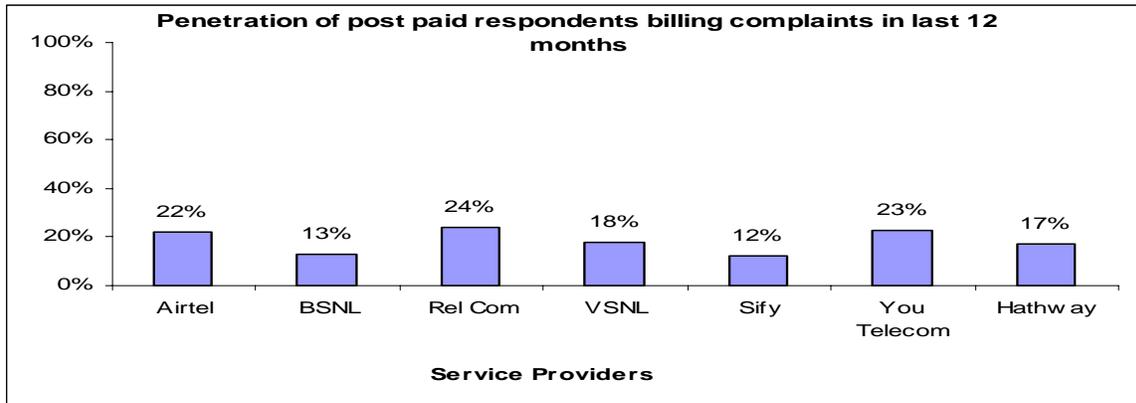
Overall Very Satisfied & Satisfied scores for service provisioning	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
Very Satisfied	30%	51%	14%	20%	41%	32%	36%
Satisfied	68%	47%	79%	74%	56%	67%	59%
Total	98%	98%	93%	94%	97%	99%	87%



The top two box score on service provisioning is observed to be highest for You telecom. However highest number of subscribers for BSNL (51%) claimed to be very satisfied with service provisioning. Lowest top two box score on service provisioning is observed for Hathway at 87%

5.3.2 Billing Performance:

Billing related complaints

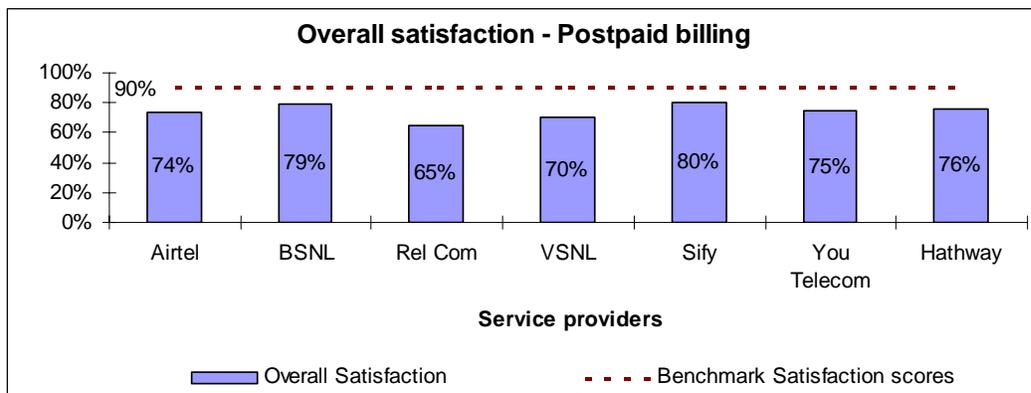


Penetration of post paid respondents making billing complaint is highest for RCOM at 24%

Satisfaction with Billing Parameters - Post paid customers	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
Timely delivery of bills	77%	81%	66%	71%	88%	74%	80%
Accuracy of bills	73%	79%	67%	71%	74%	76%	78%
Process of resolution of billing complaints	76%	67%	57%	53%	71%	60%	55%
Clarity i.e. transparency and understandability of bills	70%	78%	65%	70%	80%	78%	76%
Overall Satisfaction	74%	79%	65%	70%	80%	75%	76%

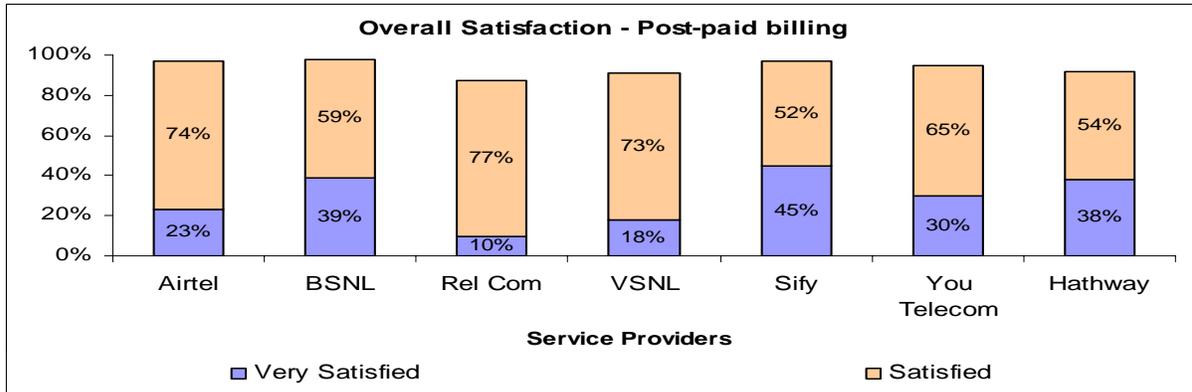
However, the level of satisfaction with the process of resolution of billing complaints is relatively low across all the operators. Also RCOM is perhaps the lowest scoring service provider on satisfaction level with post paid billing,

Level of satisfaction:



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

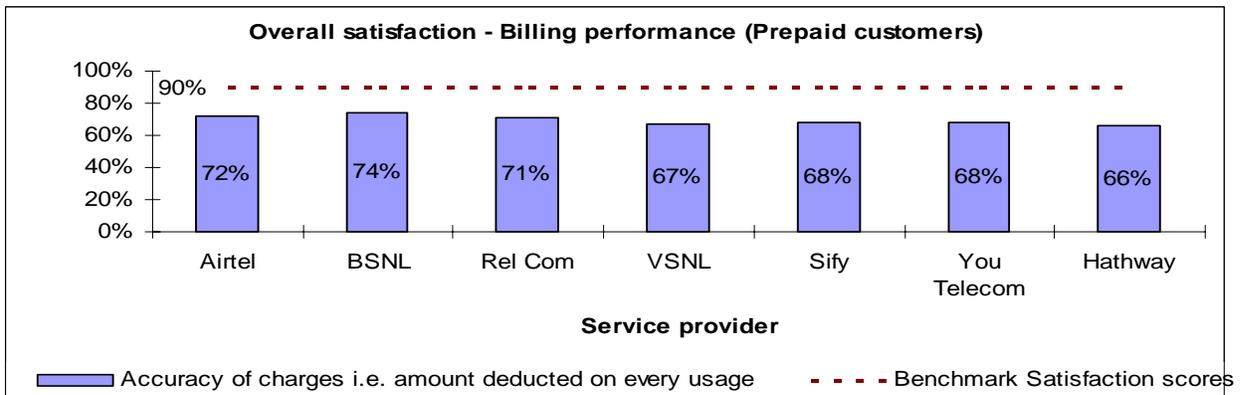
Overall Very Satisfied & Satisfied scores with post paid billing	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
Very Satisfied	23%	39%	10%	18%	45%	30%	38%
Satisfied	74%	59%	77%	73%	52%	65%	54%
Total	97%	98%	87%	91%	97%	95%	92%



The top two box score for post paid billing parameters was observed to be highest for BSNL at 98% followed by Bharti Airtel and Sify at 97%. However, 45% (maximum) Sify post paid subscribers claimed to be “very satisfied” followed by BSNL at 39% and Hathway at 38%.

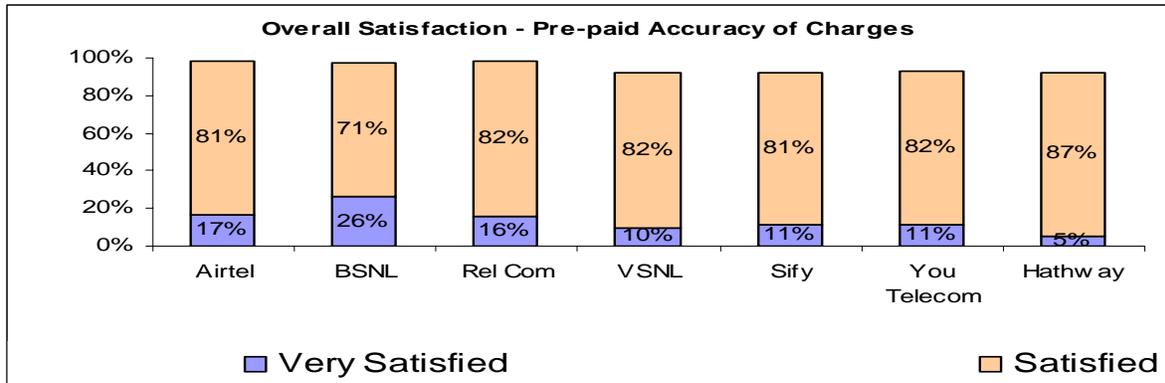
Level of satisfaction:

Satisfaction level with Billing performance - Prepaid customers	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
Accuracy of charges i.e. amount deducted on every usage	72%	74%	71%	67%	68%	68%	66%



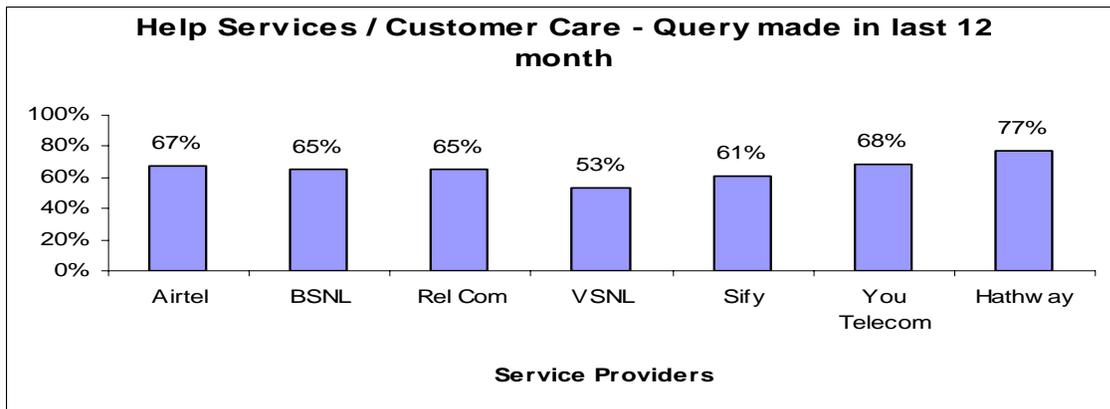
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores with billing performance - Prepaid customers	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
Very Satisfied	17%	26%	16%	10%	11%	11%	5%
Satisfied	81%	71%	82%	82%	81%	82%	87%
Total	98%	97%	99%	92%	92%	93%	92%



The top two box score is observed to be highest for RCOM followed closely by Bharti Airtel and BSNL.

5.3.3 Help Services:

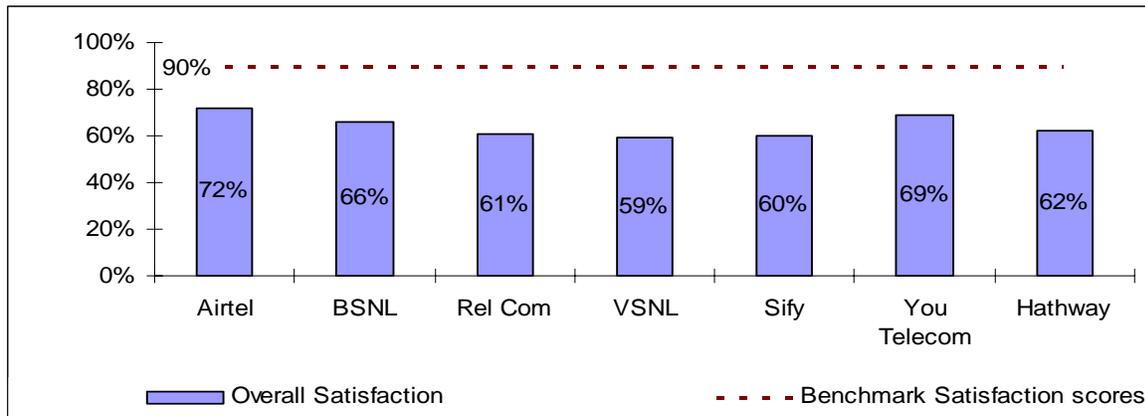


Penetration of customers who have made query in last 12 months to customer care is observed to be highest for Hathaway at 77%

<u>Satisfaction level with Help Services / Customer Care</u>	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
Ease of access of call center toll free number	70%	65%	61%	60%	60%	68%	60%
Response time to answer call by customer care executive	73%	65%	61%	57%	59%	70%	64%
Problem solving ability of customer care executive	70%	67%	60%	59%	61%	66%	62%
Time taken by customer care executive in resolving complaints	73%	69%	60%	59%	62%	72%	62%
Overall Satisfaction	72%	66%	61%	59%	60%	69%	62%

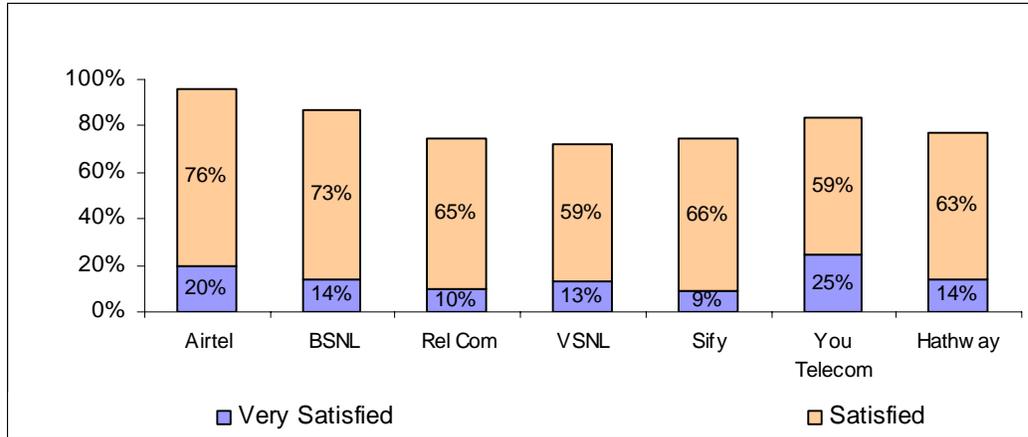
Satisfaction with help services is the low across all sub-aspects for all the service providers. Bharti Airtel performs relatively well on all the sub aspects, whereas VSNL needs improvement on all the sub aspects

Level of satisfaction:



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

<u>Overall Very Satisfied & Satisfied scores with customer care</u>	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
Very Satisfied	20%	14%	10%	13%	9%	25%	14%
Satisfied	76%	73%	65%	59%	66%	59%	63%
Total	96%	87%	75%	72%	75%	84%	77%



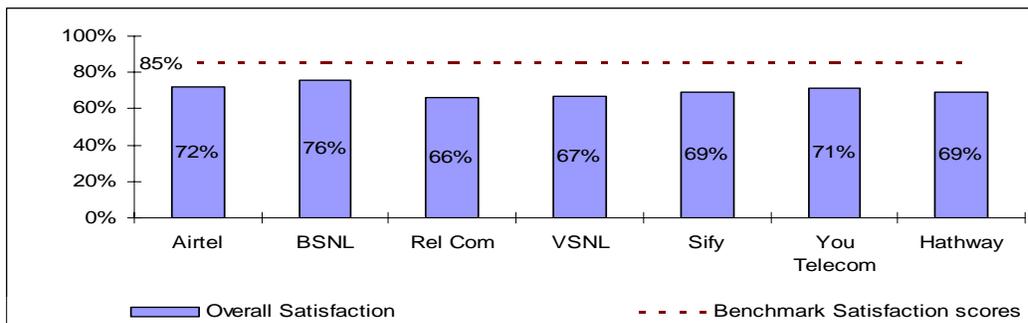
The above chart depicts that Bharti Airtel has maximum number of subscribers claiming that they are either satisfied or very satisfied with help services at 96% followed by BSNL at 87%. VSNL scores the lowest in top two box score with a score of 72%

5.3.4 Network performance, reliability and availability:

<u>Satisfaction level with Network Performance, Reliability and Availability</u>	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
Speed of broadband connection	71%	75%	65%	68%	69%	71%	68%
Time for which the service is up and working	73%	78%	67%	66%	68%	72%	69%
Overall Satisfaction	72%	76%	66%	67%	69%	71%	69%

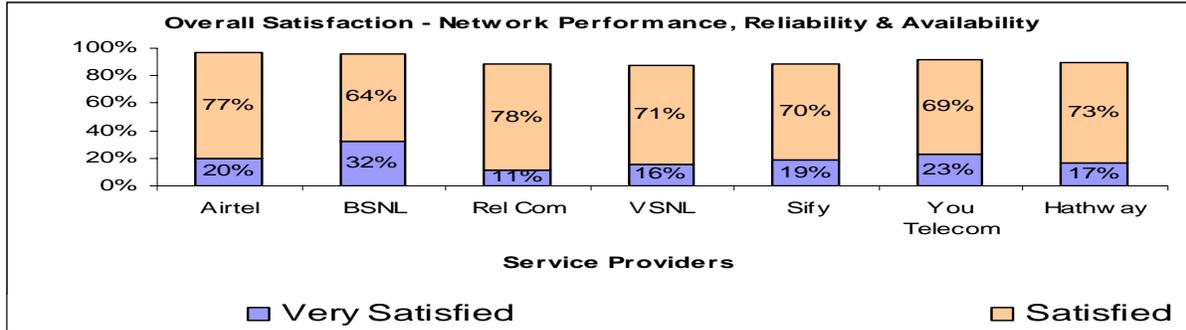
Level of satisfaction with speed of broadband connection varies slightly across all operators with RCOM being lowest at 65% and BSNL leading with 75% satisfaction level.

Level of satisfaction:

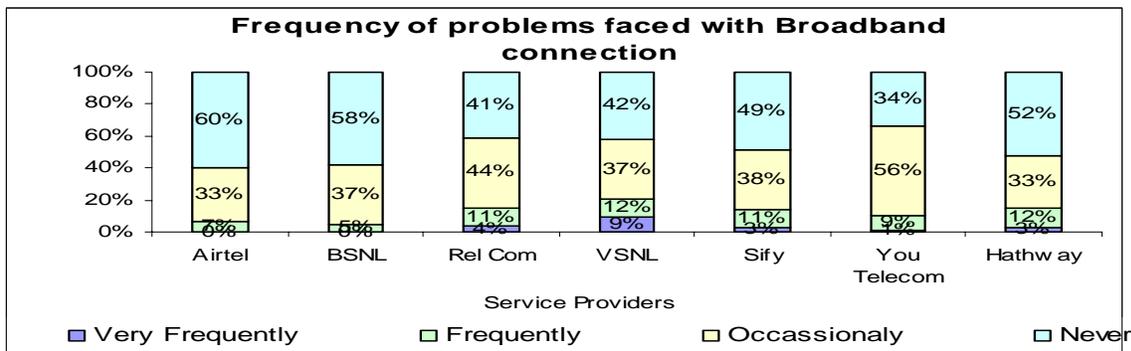


The scores of level of satisfaction have been explained in the executive summary.

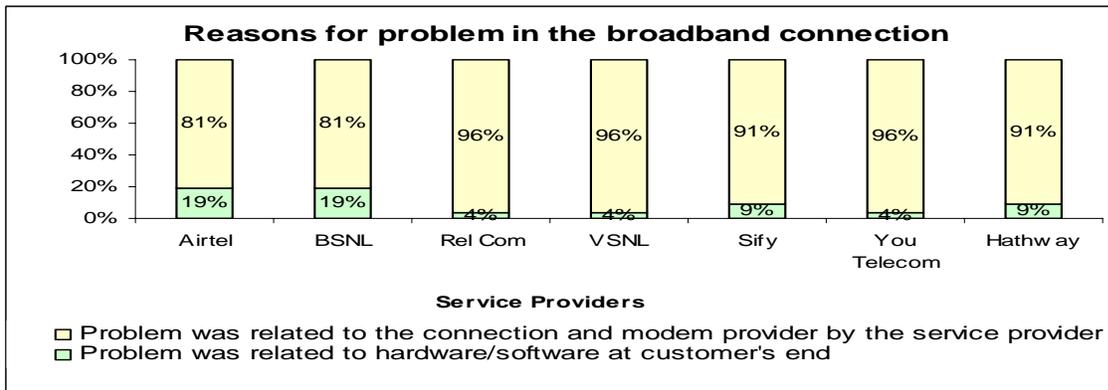
Overall Very Satisfied & Satisfied with Network performance	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
Very Satisfied	20%	32%	11%	16%	19%	23%	17%
Satisfied	77%	64%	78%	71%	70%	69%	73%
Total	97%	96%	87%	87%	89%	92%	90%



5.3.5 Maintainability:

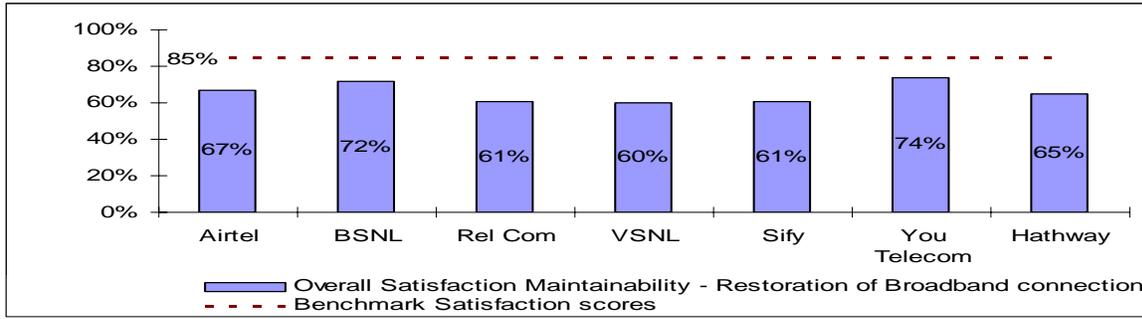


More than 90% of Airtel and BSNL subscribers claim that they either "never" or "occasionally" face a problem with their broadband connection.



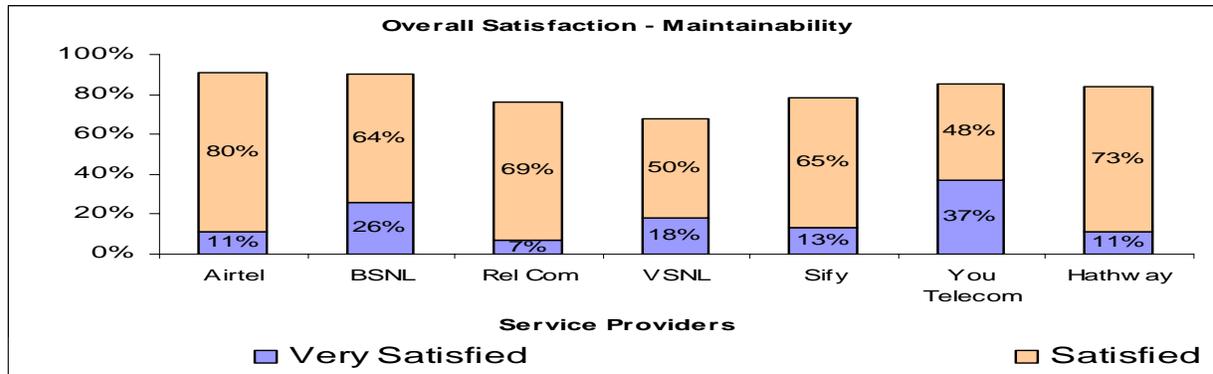
More than 95% of the subscribers of RCOM, VSNL and You Telecom subscribers (Who said that they have faced frequent problems) claimed that problem was in the modem provided by the service provider.

Level of satisfaction:



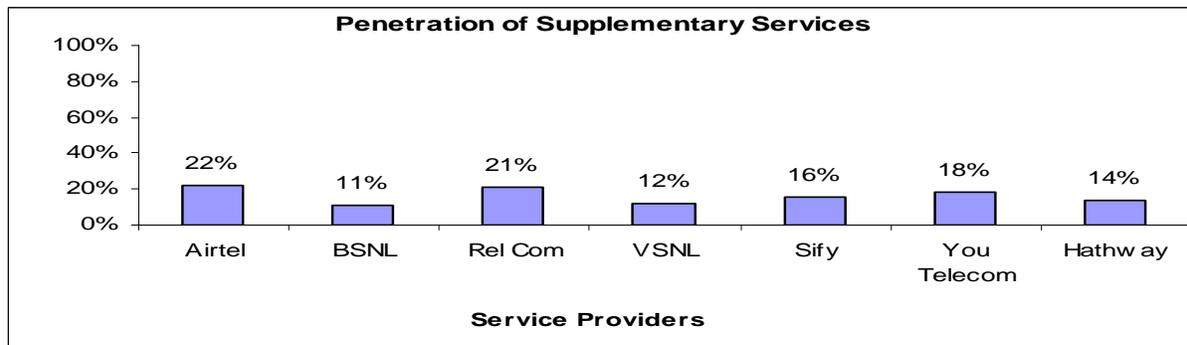
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores with Maintainability	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
Very Satisfied	11%	26%	7%	18%	13%	37%	11%
Satisfied	80%	64%	69%	50%	65%	48%	73%
Total	91%	90%	76%	68%	78%	85%	84%



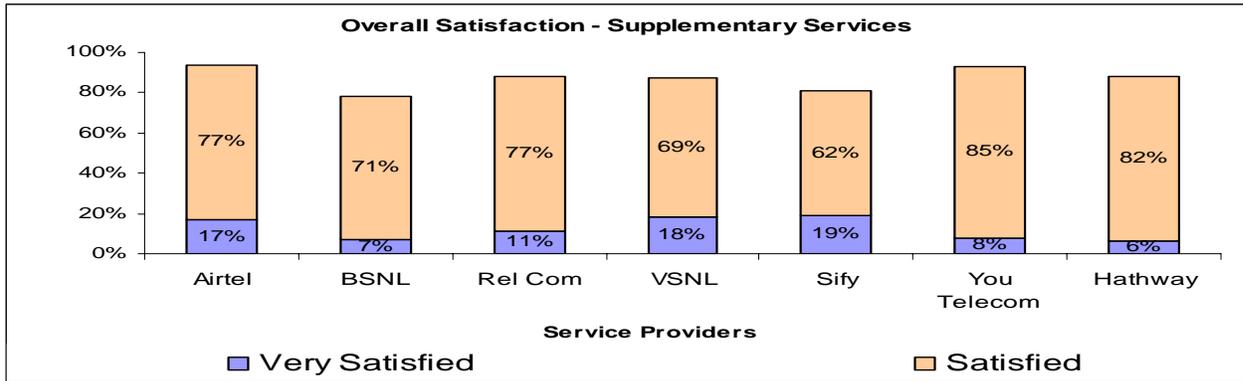
Top two box scores suggest that RCOM, VSNL and Sify significantly need to improve on Maintainability of network in Karnataka circle.

5.3.6 Supplementary Services:



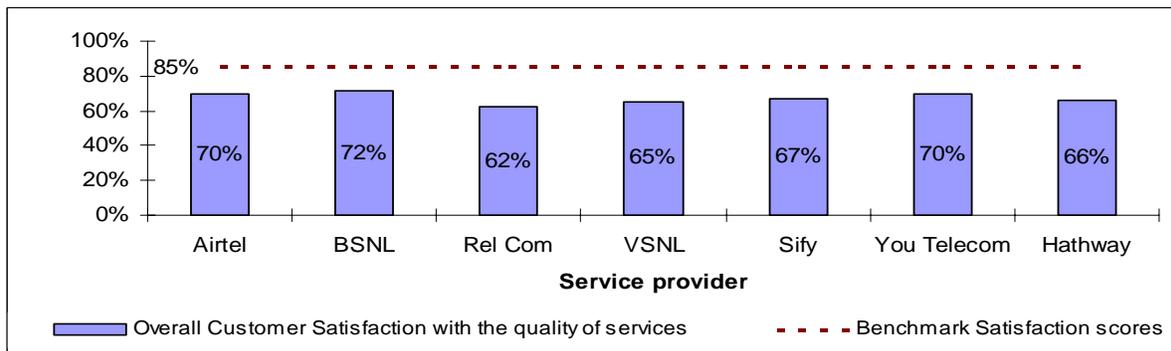
The percentage of subscribers making use of supplementary services provided is quite low across all the operators. However when compared to other service areas it is observed to be higher.

Overall Very Satisfied & Satisfied scores with Supplementary services	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
Very Satisfied	17%	7%	11%	18%	19%	8%	6%
Satisfied	77%	71%	77%	69%	62%	85%	82%
Total	94%	78%	88%	87%	81%	93%	88%



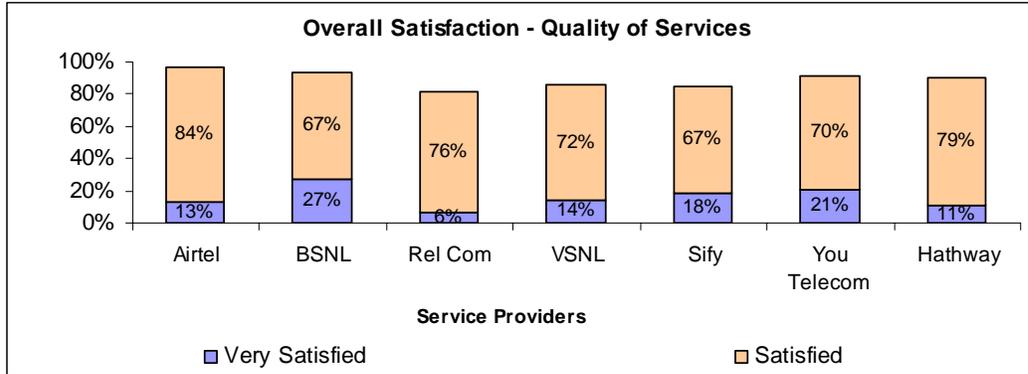
5.3.7 Percentage subscribers satisfied:

Level of satisfaction:



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

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
Very Satisfied	13%	27%	6%	14%	18%	21%	11%
Satisfied	84%	67%	76%	72%	67%	70%	79%
Total	97%	94%	82%	86%	85%	91%	90%



Airtel leads the way with 97% of the subscribers saying that they are either “satisfied” or “very satisfied” with the quality of broadband service provided. All other service providers have a percentage subscriber satisfaction ranging from 82 for RCOM to 94 for BSNL%

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

Stage 1: Customer Care	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
Penetration - Complains made to customer care within last 6 months	12%	11%	29%	31%	23%	37%	22%
Customer care informing about the action taken on the complaint	89%	80%	86%	85%	90%	96%	82%
Resolution of complaint by customer care within 4 weeks of lodging complaint	47%	54%	25%	41%	31%	13%	40%
If lodged a complaint, provisioning of docket number:							
- No docket number received even on request	21%	12%	20%	27%	29%	9%	40%
- No docket number received for most of the complaints	42%	30%	32%	23%	33%	15%	39%
- Docket number received for most of the complaints	37%	58%	48%	50%	38%	75%	21%

Penetration of customers making complaints at the call centre is observed to be highest for You telecom at 37% followed by VSNL at 31%. The lowest penetration was observed for BSNL with only 11% of such subscribers claiming that they had lodged complaint in the call centre in last 6 months.

Also, 75% of You telecom subscribers who had lodged a complaint at the call centre were provided a docket number. The second highest score is for BSNL at 58%. For Hathaway, 40% of such customers claimed that they were not provided with the docket number even after requesting the customer care officer.

Reasons for dissatisfaction with call centre complaint resolution :-	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
Difficult to connect call center executive	11%	29%	13%	8%	13%	4%	9%
Customer care executive not polite/courteous	11%	24%	11%	7%	7%	7%	12%
Customer care executive not equipped with adequate information	56%	24%	26%	15%	20%	39%	13%
Time taken by call center for redressal of complaint is too long	11%	29%	46%	43%	39%	46%	41%
The customer care executive was unable to understand the problem	0%	14%	38%	36%	33%	41%	30%
Others	22%	0%	24%	7%	6%	0%	1%

For all the service providers, the major reason for dissatisfaction of subscribers is the time taken by the call center for redressal of complaints. Another pain point is the inadequacy of information with the customer care executive. Also it should be noted that for BSNL more than 20% of customers who were dissatisfied or very dissatisfied claimed that customer care officer was not courteous enough.

6.1 Key Take Outs and Recommendations – Basic (Wireline)

Key Take outs: Overall Level

- ✓ Across all the 7 parameters, none of the service providers could meet the benchmark for even a single parameter, when the “Quality of Service” is looked from the consumer survey.
- ✓ However, it was found that as compared to Bihar & Jharkhand and West Bengal circles where survey was carried out during the same quarterly period, service providers have scored relatively better.
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’ and ‘maintainability’ of service providers. These are two areas where service providers are performing relatively poor as far as satisfaction level of customers is concerned’
- ✓ Subscribers were found to be substantially more aware of the name “Three stage redressal grievance mechanism” when compared with results in other circles. But were observed to unaware of Nodal officers and Appellate authority as a mechanism for redressal of their complaints. The 3-stage process detailing about Nodal officer and Appellate authority should be advertised in national and regional dailies on a periodic basis by the service providers
- ✓ All the service providers perform well on service provisioning. One of the reasons could be that Karnataka being a Category “A” circle all service providers have their networks well laid out.
- ✓ Also process of resolution of billing complaints emerged out to be an area where all the service providers should look to improve, as subscriber satisfaction level scores remained low for all the service providers on this sub parameter for measuring billing performance.
- ✓ As in all other circles the complaint resolution area by Call Center executive is another identified pain point across the service providers. Most of the problem lies with either with time taken for redressal of complaints or the executive not being able to resolve the complaint of subscribers. One of the reasons could be the higher expectations of subscribers from the call centre as a compliant resolution mechanism

Key Take outs: Operator Wise

Bharti Airtel

- ✓ Considering the overall satisfaction scores on various parameters for consumer perception of services, Airtel in Karnataka circle needs to improve upon Help Services (Customer Care) and Maintainability.
- ✓ Bharti Airtel should look into the maintainability aspect of the network The service providers score on satisfaction level with maintainability was found to be lowest at 59% also 43% of its subscribers (who had experience fault in last six months) claimed to have experienced faults more than once during the month prior to the date of interview

BSNL

- ✓ BSNL is best performing service provider on overall satisfaction level with quality of services at 76%
- ✓ Like Airtel, BSNL also needs to improve on maintainability aspect of network as 46% of subscribers met claimed to have experience faults more than once during the month prior to date on interview.
- ✓ 35% BSNL subscribers (who had applied for connection in the last six months) claim that their new connection was activated after 7 days of registration of demand. Hence there is still a scope for improvement although satisfaction level with service provisioning remained relatively high for the service provider

Reliance Communications

- ✓ Reliance Communications should work towards improving satisfaction level of its customers on supplementary services, help services as these are the two areas where it is performing relatively poor as far as satisfaction level of subscribers is concerned.
- ✓ Also more approximately one third of its subscribers (who had experience faults in last six months) met claimed to have experience faults more than once in the month prior to date of interview. Hence service provider should look at improving its performance on network maintenance

Tata Teleservices

- ✓ TATA teleservices needs to improve satisfaction level scores on help services, maintainability and supplementary services.
- ✓ 41% of its subscribers (who had experience faults in last six months) met claimed to experienced faults more than once in the month prior to date of interview.

6.2 Key Takeouts & Recommendations – Cellular Mobile (Wireless)

Key Take outs: Overall

- ✓ Across all the 7 parameters, none of the service providers could meet the benchmark for even a single parameter, when the “Quality of Service” is looked from the consumer survey. However, the level of satisfaction of Karnataka subscribers is quite high as compared to subscribers in other circles covered during the same quarterly period.
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’, ‘Maintainability’ and ‘Overall level of satisfaction’.
- ✓ The awareness of name of “3-stage grievance redressal mechanism” observed to be relatively high when compared to other circles but the awareness of availability of nodal officer and appellate authority is observed to be low. Service providers should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies on a periodic basis.
- ✓ The complaint resolution area by Call Center executive and process of resolution of billing complaints are identified as pain points across the service providers.

Key Take outs: Operator Level

Bharti Airtel

- ✓ Bharti Airtel is relatively performing better amongst most of the operators in the Karnataka circle and has best overall satisfaction level score with quality of services.
- ✓ Bharti Airtel needs to look at its billing performance for prepaid subscribers; a significant proportion of its prepaid subscribers (who were dissatisfied with billing accuracy) claimed that their tariff plan was changed without information.
- ✓ As far as help service is concerned it should look at improving ease of access of toll free number.

Vodafone

- ✓ The service provider along with Airtel shares the top position on satisfaction level with service provisioning at 83%.
- ✓ Taking into account the various parameters of overall satisfaction, Vodafone’s performance on Help Services needs improvement
- ✓ In billing performance 47% of its prepaid subscribers (who were dissatisfied with billing accuracy) claimed that their tariff plan was changed without information. Also it needs to improve upon its clarity and transparency of post paid billing.
- ✓ A significant 27% of its subscribers who were dissatisfied with customer care felt that customer care executive was not equipped with adequate information

- ✓ Also, most of the subscribers of Vodafone are not satisfied with the process of resolution of billing complaints. Vodafone needs to look at this aspect on an urgent basis in order to improve subscribers' level of satisfaction

BSNL

- ✓ BSNL performs relatively poor on help services, network performance & maintainability aspects.
- ✓ 18% of its subscribers claimed that they face frequent signal problems. Service provider need to improve upon this aspect to improve satisfaction level on network performance.
- ✓ 50% of its subscribers who were dissatisfied with customer care claimed that customer care executive was not equipped with adequate information. Hence there is a definite need felt to train the executives.
- ✓ The service provider should also look at improving its performance on time taken for activation as only 74% of its subscribers who had applied for new connection claimed that connection was activated in one day which was significantly less as compared to the best performer on this aspect.

Reliance Communications

- ✓ Reliance Communications (RCOM) should look at improving satisfaction level of its customers on help services.
- ✓ Like for BSNL 50% of its subscribers who were dissatisfied with customer care claimed that customer care executive was not equipped with adequate information. Hence there is a definite need felt to train the executives.
- ✓ It has scored lowest on subscriber satisfaction level with process of resolution for billing complaints.
- ✓ At an overall level it is perhaps the 4th best performing service provider.

Tata Teleservices

- ✓ The service provider should also look at improving its performance on time taken for activation as only 60% of its subscribers who had applied for new connection claimed that connection was activated in one day which was very less as compared to the best performer on this aspect.
- ✓ A significant proportion of its prepaid subscribers (who were dissatisfied with billing accuracy) claimed that their tariff plan was changed without information and they were charged for value added services not subscribed for.
- ✓ Like BSNL, Vodafone and RCOM, it should also look at improving the process of resolution of billing complaints
- ✓ It should also look at improving its subscriber satisfaction level on supplementary services.

Spice

- ✓ Spice clearly emerges out as weakest performer in Karnataka circle and need improvement on all the parameters
- ✓ Surprisingly the service provider does relatively well on satisfaction level with process of resolution of billing complaints.
- ✓ Service provider needs to work upon its performance on help services as it has scored below 70% satisfaction level on all sub aspects of help services.
- ✓ Same is the case with various sub aspects of maintainability where its score on satisfaction level with all the sub aspects are observed to be lowest among all the service providers.

6.3 Key Takeouts & Recommendations – Broadband

Key Take outs: Overall

- ✓ Across all the 7 parameters, none of the service providers could meet the benchmark for even a single parameter, when the “Quality of Service” is looked from the consumer survey.
- ✓ Relatively, the satisfaction level for Broadband services are observed to be lower than that for Basic (Wireline) and Cellular mobile services in Karnataka circle. Hence it is believed that there is a greater need to improve quality of service offered by service providers
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’ and “maintainability of the network” and “billing performance” of service providers. These are three areas where service providers are performing relatively poor as far as satisfaction level of customers is concerned.
- ✓ The awareness of availability of nodal officer and appellate authority for redressal of complaints is observed to be low. Service providers need to highlight and advertise their presence on a periodic basis by publishing promotional advertisements in local and regional dailies.

Key Take outs: Operator Level

Bharti Airtel

- ✓ At an overall level, Airtel is perhaps the second best performer in Karnataka circle after BSNL
- ✓ Considering the overall satisfaction scores on various parameters for consumer perception of services, Airtel in Karnataka circle needs to improve upon all the aspects especially maintainability of the network and supplementary services.
- ✓ Airtel should take proactive steps to make the consumers aware of the three stage redressal mechanism

BSNL

- ✓ BSNL emerges out as the best performer as it does relatively well on most of the parameters and scores best on overall satisfaction level of its subscribers.
- ✓ BSNL should concentrate on improving help services as its scores are below 70% on most of the sub aspects of help services.
- ✓ In billing performance it should look at improving subscriber's satisfaction level on process of resolution of billing complaints.
- ✓ It should also look at improving its subscribers satisfaction level on supplementary services as its score is observed to be lowest on this parameter

VSNL

- ✓ Like all the service providers VSNL should also concentrate on improving its help services as it is scoring lowest on satisfaction level with help services.
- ✓ In billing related issues it should look at improving process of resolution of billing complaints.
- ✓ Also maintainability of network and network performance needs improvement as its scores on satisfaction levels are observed to be relatively low on these aspects.
- ✓ A significant 21% of its subscribers claimed that they face frequent problems with Broadband connections

Reliance Communications (RCOM)

- ✓ RCOM scores the lowest on "Overall satisfaction level" with Quality of Services. It also needs to improve its score on maintainability of network.
- ✓ It needs to improve upon all the sub aspects of billing performance like process of resolution of billing complaints, clarity of bills etc as its scores on satisfaction level are observed to be lowest in most of the sub aspects.
- ✓ Like VSNL and Sify it also needs to improve its performance on satisfaction level with broadband download speed and time for which the connection is up and running.

Sify

- ✓ The service provider also needs to improve its satisfaction level with help service maintainability and network performance.
- ✓ Interestingly the service provider is the second best performer on service provisioning with subscriber satisfaction level of 80%
- ✓ As most of its retail broadband customers are prepaid it should really work towards improving its billing performance on accuracy of charges as subscriber satisfaction level has remained to be low at 68%
- ✓ Like VSNL and Hathaway it also needs to improve its performance on satisfaction level with broadband download speed and time for which the connection is up and running.

You telecom

- ✓ Interestingly, the service provider does relatively well on satisfaction level scores in Karnataka circle on most of the parameters as compared to much bigger players like Sify and VSNL
- ✓ To improve its subscriber satisfaction level with help services it should look at improving ease of access of toll free number and problem solving ability of the customer care executive.

Hathaway

- ✓ Hathaway along with Sify, VSNL and RCOM are perhaps the weaker performing service providers in Karnataka as their scores are observed to be relatively low across most of the parameters
- ✓ Like VSNL and Sify it also needs to improve its performance on satisfaction level with broadband download speed and time for which the connection is up and running.
- ✓ To improve its billing performance for postpaid customers it should look at improving its process of resolution of billing complaints.

7.0 Annexure (Question wise Responses)

7.1 Basic (Wireline)

Gender of Respondent

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
GENDER	Answering Base	Count	4,355	1,058	1,288	1,009	1,000
		Male	Count	3,485	920	915	837
		Percentage	80.0%	87.0%	71.0%	83.0%	81.3%
	Female	Count	870	138	373	172	187
	Percentage	20.0%	13.0%	29.0%	17.0%	18.7%	

Age of Respondent

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
AGE	Answering Base	Count	4,355	1,058	1,288	1,009	1,000
		< 25	Count	795	205	239	182
		Percentage	18.3%	19.4%	18.6%	18.0%	16.9%
	25-60	Count	3,433	839	968	817	809
		Percentage	78.8%	79.3%	75.2%	81.0%	80.9%
	> 60	Count	127	14	81	10	22
	Percentage	2.9%	1.3%	6.3%	1.0%	2.2%	

Usage Type

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
TYPE	Answering Base	Count	4,355	1,058	1,288	1,009	1,000
		Residential	Count	2,047	299	879	435
		Percentage	47.0%	28.3%	68.2%	43.1%	43.4%
	Commercial	Count	2,308	759	409	574	566
	Percentage	53.0%	71.7%	31.8%	56.9%	56.6%	

Area

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
AREA	Answering Base	Count	4,355	1,058	1,288	1,009	1,000
		Percentage					
	Rural	Count	721	108	239	205	169
		Percentage	16.6%	10.2%	18.6%	20.3%	16.9%
	Urban	Count	3,634	950	1,049	804	831
		Percentage	83.4%	89.8%	81.4%	79.7%	83.1%

User Type

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
USER_TYPE	Answering Base	Count	4,355	1,058	1,288	1,009	1,000
		Percentage					
	Postpaid	Count	2,378	742	1,233	142	261
		Percentage	54.6%	70.1%	95.7%	14.1%	26.1%
	Prepaid	Count	1,977	316	55	867	739
		Percentage	45.4%	29.9%	4.3%	85.9%	73.9%

Q 1. Last application for a phone connection

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q1	Answering Base	Count	4,355	1,058	1,288	1,009	1,000
		Percentage					
	< 6 months	Count	439	202	43	121	73
		Percentage	10.1%	19.1%	3.3%	12.0%	7.3%
	6-12 months	Count	401	146	51	109	95
		Percentage	9.2%	13.8%	4.0%	10.8%	9.5%
	> 12 months	Count	3,515	710	1,194	779	832
		Percentage	80.7%	67.1%	92.7%	77.2%	83.2%

Q 2. Time taken to get connection

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
Q2	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	829	344	94	227	164
		> 30 days	Count	7	3	2	2
		Percentage	0.8%	0.9%	2.1%	0.9%	0.0%
	16-30 days	Count	23	3	7	6	7
		Percentage	2.8%	0.9%	7.4%	2.6%	4.3%
	7-15 days	Count	148	66	24	32	26
		Percentage	17.9%	19.2%	25.5%	14.1%	15.9%
	<7 days	Count	651	272	61	187	131
Percentage		78.5%	79.1%	64.9%	82.4%	79.9%	

Q 3. Satisfaction with time taken to get the telephonic connection

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	819	337	94	224	164
		Percentage	18.8%	31.9%	7.3%	22.2%	16.4%
	Not specified	Count	3,536	721	1,194	785	836
		Percentage	81.2%	68.1%	92.7%	77.8%	83.6%
Q3	Very Satisfied	Count	328	118	36	100	74
		Percentage	40.0%	35.0%	38.3%	44.6%	45.1%
	Satisfied	Count	470	209	57	119	85
		Percentage	57.4%	62.0%	60.6%	53.1%	51.8%
	Dissatisfied	Count	21	10	1	5	5
		Percentage	2.6%	3.0%	1.1%	2.2%	3.0%

Q 4. Satisfaction with time taken to shift the telephonic connection

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,375	291	575	233	276
		Percentage	31.6%	27.5%	44.6%	23.1%	27.6%
	Not specified	Count	2,980	767	713	776	724
		Percentage	68.4%	72.5%	55.4%	76.9%	72.4%
Q4	Very Satisfied	Count	845	190	366	123	166
		Percentage	61.5%	65.3%	63.7%	52.8%	60.1%
	Satisfied	Count	506	95	199	106	106
		Percentage	36.8%	32.6%	34.6%	45.5%	38.4%
	Dissatisfied	Count	21	6	7	4	4
		Percentage	1.5%	2.1%	1.2%	1.7%	1.4%
	Very Dissatisfied	Count	3	0	3	0	0
		Percentage	0.2%	0.0%	0.5%	0.0%	0.0%

Q 5. Satisfaction with time taken to reactivate the telephonic connection

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,343	302	526	249	266
		Percentage	30.8%	28.5%	40.8%	24.7%	26.6%
	Not specified	Count	3,012	756	762	760	734
		Percentage	69.2%	71.5%	59.2%	75.3%	73.4%
Q5	Very Satisfied	Count	865	201	358	142	164
		Percentage	64.4%	66.6%	68.1%	57.0%	61.7%
	Satisfied	Count	447	91	162	102	92
		Percentage	33.3%	30.1%	30.8%	41.0%	34.6%
	Dissatisfied	Count	27	9	5	3	10
		Percentage	2.0%	3.0%	1.0%	1.2%	3.8%
	Very Dissatisfied	Count	4	1	1	2	0
		Percentage	0.3%	0.3%	0.2%	0.8%	0.0%

Q 6. Satisfaction with timely delivery of bills

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	2,378	742	1,233	142	261
		Percentage	54.6%	70.1%	95.7%	14.1%	26.1%
	Not specified	Count	1,977	316	55	867	739
		Percentage	45.4%	29.9%	4.3%	85.9%	73.9%
Q6	Very Satisfied	Count	850	236	483	41	90
		Percentage	35.7%	31.8%	39.2%	28.9%	34.5%
	Satisfied	Count	1,442	488	697	99	158
		Percentage	60.6%	65.8%	56.5%	69.7%	60.5%
	Dissatisfied	Count	74	15	46	2	11
		Percentage	3.1%	2.0%	3.7%	1.4%	4.2%
	Very Dissatisfied	Count	12	3	7	0	2
		Percentage	0.5%	0.4%	0.6%	0.0%	0.8%

Q 7a. Satisfaction with accuracy of bills

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	2,378	742	1,233	142	261
		Percentage	54.6%	70.1%	95.7%	14.1%	26.1%
	Not specified	Count	1,977	316	55	867	739
		Percentage	45.4%	29.9%	4.3%	85.9%	73.9%
Q7A	Very Satisfied	Count	966	294	508	63	101
		Percentage	40.6%	39.6%	41.2%	44.4%	38.7%
	Satisfied	Count	1,318	427	679	74	138
		Percentage	55.4%	57.5%	55.1%	52.1%	52.9%
	Dissatisfied	Count	82	18	40	5	19
		Percentage	3.4%	2.4%	3.2%	3.5%	7.3%
	Very Dissatisfied	Count	12	3	6	0	3
		Percentage	0.5%	0.4%	0.5%	0.0%	1.1%

Q 7b. Reasons for dissatisfaction

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
Q 7b. Reasons for dissatisfaction	Total	Count	94	21	46	5	22
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	47	13	18	5	11
		Percentage					
	Charges not as per tariff plan subscribed	Count	6	0	3	0	3
		Percentage	12.8%	0.0%	16.7%	0.0%	27.3%
	Tariff plan changed without information	Count	14	2	7	1	4
		Percentage	29.8%	15.4%	38.9%	20.0%	36.4%
	Charged for value added services not subscribed	Count	12	6	4	2	0
		Percentage	25.5%	46.2%	22.2%	40.0%	0.0%
	Charged for calls/services not made/used	Count	15	5	3	2	5
		Percentage	31.9%	38.5%	16.7%	40.0%	45.5%
Others	Count	1	0	1	0	0	
	Percentage	2.1%	0.0%	5.6%	0.0%	0.0%	

Q 8. Billing related complaints made

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q8	Answering Base	Count	2,378	742	1,233	142	261
		Percentage					
	Yes	Count	280	68	160	15	37
		Percentage	11.8%	9.2%	13.0%	10.6%	14.2%
	No	Count	2,098	674	1,073	127	224
		Percentage	88.2%	90.8%	87.0%	89.4%	85.8%

Q 9. Satisfaction with resolution process of billing complaints

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	280	68	160	15	37
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	279	68	159	15	37
		Percentage	99.6%	100.0%	99.4%	100.0%	100.0%
	Not specified	Count	1	0	1	0	0
		Percentage	0.4%	0.0%	0.6%	0.0%	0.0%
Q9	Very Satisfied	Count	42	8	28	1	5
		Percentage	15.1%	11.8%	17.6%	6.7%	13.5%
	Satisfied	Count	169	39	96	11	23
		Percentage	60.6%	57.4%	60.4%	73.3%	62.2%
	Dissatisfied	Count	58	20	29	2	7
		Percentage	20.8%	29.4%	18.2%	13.3%	18.9%
Very Dissatisfied	Count	10	1	6	1	2	
	Percentage	3.6%	1.5%	3.8%	6.7%	5.4%	

Q 10a. Satisfaction with clarity of bills

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	2,353	739	1,216	139	259
		Percentage	54.0%	69.8%	94.4%	13.8%	25.9%
	Not specified	Count	2,002	319	72	870	741
		Percentage	46.0%	30.2%	5.6%	86.2%	74.1%
Q10A	Very Satisfied	Count	678	167	395	45	71
		Percentage	28.8%	22.6%	32.5%	32.4%	27.4%
	Satisfied	Count	1,583	546	780	88	169
		Percentage	67.3%	73.9%	64.1%	63.3%	65.3%
	Dissatisfied	Count	79	25	33	4	17
		Percentage	3.4%	3.4%	2.7%	2.9%	6.6%
Very Dissatisfied	Count	13	1	8	2	2	
	Percentage	0.6%	0.1%	0.7%	1.4%	0.8%	

Q 10b. Reasons for dissatisfaction

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
Q 10b. Reasons for dissatisfaction	Total	Count	92	26	41	6	19
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	73	19	33	5	16
		Percentage					
	Difficult to read the bill	Count	9	1	4	1	3
		Percentage	12.3%	5.3%	12.1%	20.0%	18.8%
	Difficult to understand the language	Count	17	3	11	2	1
		Percentage	23.3%	15.8%	33.3%	40.0%	6.3%
	Calculations not clear	Count	17	3	9	1	4
		Percentage	23.3%	15.8%	27.3%	20.0%	25.0%
Item-wise charges not given	Count	31	12	9	2	8	
	Percentage	42.5%	63.2%	27.3%	40.0%	50.0%	
Others	Count	4	1	2	0	1	
	Percentage	5.5%	5.3%	6.1%	0.0%	6.3%	

Q 11. Accuracy of charges deducted

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,588	725	980	962	921
		Percentage	82.4%	68.5%	76.1%	95.3%	92.1%
	Not specified	Count	767	333	308	47	79
		Percentage	17.6%	31.5%	23.9%	4.7%	7.9%
Q11	Very Satisfied	Count	648	128	195	163	162
		Percentage	18.1%	17.7%	19.9%	16.9%	17.6%
	Satisfied	Count	2,824	570	754	769	731
		Percentage	78.7%	78.6%	76.9%	79.9%	79.4%
	Dissatisfied	Count	103	22	30	24	27
		Percentage	2.9%	3.0%	3.1%	2.5%	2.9%
	Very Dissatisfied	Count	13	5	1	6	1
		Percentage	0.4%	0.7%	0.1%	0.6%	0.1%

Q 12. Complaints made to customer care

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
Q12	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4,355	1,058	1,288	1,009	1,000
		Yes	Count	1,207	318	358	276
		Percentage	27.7%	30.1%	27.8%	27.4%	25.5%
	No	Count	3,148	740	930	733	745
Percentage		72.3%	69.9%	72.2%	72.6%	74.5%	

Q 13. Satisfaction with ease of access of number

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	1,207	318	358	276	255
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q13	Answering Base	Count	1,203	315	358	275	255
		Percentage	99.7%	99.1%	100.0%	99.6%	100.0%
	Not specified	Count	4	3	0	1	0
		Percentage	0.3%	0.9%	0.0%	0.4%	0.0%
	Very Satisfied	Count	181	59	56	39	27
		Percentage	15.0%	18.7%	15.6%	14.2%	10.6%
	Satisfied	Count	890	223	256	209	202
		Percentage	74.0%	70.8%	71.5%	76.0%	79.2%
	Dissatisfied	Count	116	29	38	25	24
		Percentage	9.6%	9.2%	10.6%	9.1%	9.4%
Very Dissatisfied	Count	16	4	8	2	2	
	Percentage	1.3%	1.3%	2.2%	0.7%	0.8%	

Q 14. Satisfaction with response time

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	1,207	318	358	276	255
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,203	315	358	275	255
		Percentage	99.7%	99.1%	100.0%	99.6%	100.0%
	Not specified	Count	4	3	0	1	0
		Percentage	0.3%	0.9%	0.0%	0.4%	0.0%
Q14	Very Satisfied	Count	226	65	58	64	39
		Percentage	18.8%	20.6%	16.2%	23.3%	15.3%
	Satisfied	Count	826	215	254	176	181
		Percentage	68.7%	68.3%	70.9%	64.0%	71.0%
	Dissatisfied	Count	122	28	36	30	28
		Percentage	10.1%	8.9%	10.1%	10.9%	11.0%
	Very Dissatisfied	Count	29	7	10	5	7
		Percentage	2.4%	2.2%	2.8%	1.8%	2.7%

Q 15. Satisfaction with problem solving ability of CC executive

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	1,207	318	358	276	255
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,203	315	358	275	255
		Percentage	99.7%	99.1%	100.0%	99.6%	100.0%
	Not specified	Count	4	3	0	1	0
		Percentage	0.3%	0.9%	0.0%	0.4%	0.0%
Q15	Very Satisfied	Count	288	79	79	79	51
		Percentage	23.9%	25.1%	22.1%	28.7%	20.0%
	Satisfied	Count	774	201	237	166	170
		Percentage	64.3%	63.8%	66.2%	60.4%	66.7%
	Dissatisfied	Count	112	27	34	23	28
		Percentage	9.3%	8.6%	9.5%	8.4%	11.0%
	Very Dissatisfied	Count	29	8	8	7	6
		Percentage	2.4%	2.5%	2.2%	2.5%	2.4%

Q 16. Satisfaction with time taken by CC executive to solve problem

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	1,207	318	358	276	255
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,162	309	351	260	242
		Percentage	96.3%	97.2%	98.0%	94.2%	94.9%
	Not specified	Count	45	9	7	16	13
		Percentage	3.7%	2.8%	2.0%	5.8%	5.1%
Q16	Very Satisfied	Count	124	44	31	31	18
		Percentage	10.7%	14.2%	8.8%	11.9%	7.4%
	Satisfied	Count	895	232	267	208	188
		Percentage	77.0%	75.1%	76.1%	80.0%	77.7%
	Dissatisfied	Count	126	27	48	18	33
		Percentage	10.8%	8.7%	13.7%	6.9%	13.6%
	Very Dissatisfied	Count	17	6	5	3	3
		Percentage	1.5%	1.9%	1.4%	1.2%	1.2%

Q 17. Satisfaction with availability of working phone

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4,325	1,049	1,283	1,000	993
		Percentage	99.3%	99.1%	99.6%	99.1%	99.3%
	Not specified	Count	30	9	5	9	7
		Percentage	0.7%	0.9%	0.4%	0.9%	0.7%
Q17	Very Satisfied	Count	945	259	335	166	185
		Percentage	21.8%	24.7%	26.1%	16.6%	18.6%
	Satisfied	Count	3,182	737	903	776	766
		Percentage	73.6%	70.3%	70.4%	77.6%	77.1%
	Dissatisfied	Count	176	48	41	51	36
		Percentage	4.1%	4.6%	3.2%	5.1%	3.6%
	Very Dissatisfied	Count	22	5	4	7	6
		Percentage	0.5%	0.5%	0.3%	0.7%	0.6%

Q 18. Satisfaction with ease of amking / receiving calls

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4,336	1,052	1,284	1,002	998
		Percentage	99.6%	99.4%	99.7%	99.3%	99.8%
	Not specified	Count	19	6	4	7	2
		Percentage	0.4%	0.6%	0.3%	0.7%	0.2%
Q18	Very Satisfied	Count	1,535	391	520	299	325
		Percentage	35.4%	37.2%	40.5%	29.8%	32.6%
	Satisfied	Count	2,535	589	716	621	609
		Percentage	58.5%	56.0%	55.8%	62.0%	61.0%
	Dissatisfied	Count	240	64	42	74	60
		Percentage	5.5%	6.1%	3.3%	7.4%	6.0%
Very Dissatisfied	Count	26	8	6	8	4	
	Percentage	0.6%	0.8%	0.5%	0.8%	0.4%	

Q 19. Satisfaction with voice quality

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4,336	1,054	1,282	1,003	997
		Percentage	99.6%	99.6%	99.5%	99.4%	99.7%
	Not specified	Count	19	4	6	6	3
		Percentage	0.4%	0.4%	0.5%	0.6%	0.3%
Q19	Very Satisfied	Count	1,510	358	523	316	313
		Percentage	34.8%	34.0%	40.8%	31.5%	31.4%
	Satisfied	Count	2,568	625	686	629	628
		Percentage	59.2%	59.3%	53.5%	62.7%	63.0%
	Dissatisfied	Count	214	57	61	46	50
		Percentage	4.9%	5.4%	4.8%	4.6%	5.0%
Very Dissatisfied	Count	44	14	12	12	6	
	Percentage	1.0%	1.3%	0.9%	1.2%	0.6%	

Q 20. Experienced faulty in last 12 months

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
Q20	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4,355	1,058	1,288	1,009	1,000
		Yes	Count	826	158	283	202
		Percentage	19.0%	14.9%	22.0%	20.0%	18.3%
	No	Count	3,529	900	1,005	807	817
Percentage		81.0%	85.1%	78.0%	80.0%	81.7%	

Q 21. Number of times fault faced in last month

Circle – Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
Q21	Total	Count	826	158	283	202	183
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	822	155	283	201	183
		More than 3 times	Count	83	19	38	11
		Percentage	10.1%	12.3%	13.4%	5.5%	8.2%
	2-3 times	Count	260	48	92	59	61
		Percentage	31.6%	31.0%	32.5%	29.4%	33.3%
	One time	Count	452	83	142	125	102
		Percentage	55.0%	53.5%	50.2%	62.2%	55.7%
	Nil	Count	27	5	11	6	5
		Percentage	3.3%	3.2%	3.9%	3.0%	2.7%

Q 22. Time taken for repairing fault

Circle – Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
Q22	Total	Count	826	158	283	202	183
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	822	155	283	201	183
		More than 7 days	Count	52	12	23	6
		Percentage	6.3%	7.7%	8.1%	3.0%	6.0%
	4 - 7 days	Count	79	14	35	15	15
		Percentage	9.6%	9.0%	12.4%	7.5%	8.2%
	2-3 days	Count	368	72	126	91	79
		Percentage	44.8%	46.5%	44.5%	45.3%	43.2%
	1 day	Count	323	57	99	89	78
		Percentage	39.3%	36.8%	35.0%	44.3%	42.6%

Q 23. Satisfaction with fault repair service

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	826	158	283	202	183
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	817	153	281	201	182
		Percentage	98.9%	96.8%	99.3%	99.5%	99.5%
	Not specified	Count	9	5	2	1	1
		Percentage	1.1%	3.2%	0.7%	0.5%	0.5%
Q23	Very Satisfied	Count	96	15	39	19	23
		Percentage	11.8%	9.8%	13.9%	9.5%	12.6%
	Satisfied	Count	554	98	196	144	116
		Percentage	67.8%	64.1%	69.8%	71.6%	63.7%
	Dissatisfied	Count	127	29	36	27	35
		Percentage	15.5%	19.0%	12.8%	13.4%	19.2%
	Very Dissatisfied	Count	40	11	10	11	8
		Percentage	4.9%	7.2%	3.6%	5.5%	4.4%

Q 24. Use service like call waiting/forwarding

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q24	Answering Base	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	285	84	68	86	47
		Percentage	6.5%	7.9%	5.3%	8.5%	4.7%
No	Count	4,070	974	1,220	923	953	
	Percentage	93.5%	92.1%	94.7%	91.5%	95.3%	

Q 25. Satisfaction with supplementary services

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	285	84	68	86	47
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	282	82	68	86	46
		Percentage	98.9%	97.6%	100.0%	100.0%	97.9%
	Not specified	Count	3	2	0	0	1
		Percentage	1.1%	2.4%	0.0%	0.0%	2.1%
Q25	Very Satisfied	Count	60	19	23	11	7
		Percentage	21.3%	23.2%	33.8%	12.8%	15.2%
	Satisfied	Count	192	58	35	65	34
		Percentage	68.1%	70.7%	51.5%	75.6%	73.9%
	Dissatisfied	Count	26	3	10	9	4
		Percentage	9.2%	3.7%	14.7%	10.5%	8.7%
Very Dissatisfied	Count	4	2	0	1	1	
	Percentage	1.4%	2.4%	0.0%	1.2%	2.2%	

Q 26a. Satisfaction with overall quality of telephone services

Circle - Karnataka

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4,320	1,054	1,276	1,000	990
		Percentage	99.2%	99.6%	99.1%	99.1%	99.0%
	Not specified	Count	35	4	12	9	10
		Percentage	0.8%	0.4%	0.9%	0.9%	1.0%
Q26A	Very Satisfied	Count	1,069	247	398	210	214
		Percentage	24.7%	23.4%	31.2%	21.0%	21.6%
	Satisfied	Count	3,082	774	825	753	730
		Percentage	71.3%	73.4%	64.7%	75.3%	73.7%
	Dissatisfied	Count	142	26	47	27	42
		Percentage	3.3%	2.5%	3.7%	2.7%	4.2%
Very Dissatisfied	Count	27	7	6	10	4	
	Percentage	0.6%	0.7%	0.5%	1.0%	0.4%	

Q 27. Information about tariff plan within a week of taking connection							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q27	Answering Base	Count	4,355	1,058	1,288	1,009	1,000
		Yes	Count	1,747	441	497	406
		Percentage	40.1%	41.7%	38.6%	40.2%	40.3%
	No	Count	2,608	617	791	603	597
	Percentage	59.9%	58.3%	61.4%	59.8%	59.7%	

Q 28. Terminated a phone connection in last 12 months							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q28	Answering Base	Count	4,355	1,058	1,288	1,009	1,000
		Yes	Count	68	22	10	25
		Percentage	1.6%	2.1%	0.8%	2.5%	1.1%
	No	Count	4,287	1,036	1,278	984	989
	Percentage	98.4%	97.9%	99.2%	97.5%	98.9%	

Q 29. Previous service provider							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	68	22	10	25	11
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q29	Answering Base	Count	68	22	10	25	11
		Airtel	Count	8	4	2	2
		Percentage	11.8%	18.2%	20.0%	8.0%	0.0%
	BSNL	Count	37	8	7	14	8
		Percentage	54.4%	36.4%	70.0%	56.0%	72.7%
	Rel Com	Count	7	3	0	3	1
		Percentage	10.3%	13.6%	0.0%	12.0%	9.1%
	TATA	Count	16	7	1	6	2
		Percentage	23.5%	31.8%	10.0%	24.0%	18.2%
	MTNL	Count	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
	HFCL	Count	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
	Shyam	Count	0	0	0	0	0
Percentage		0.0%	0.0%	0.0%	0.0%	0.0%	

Q 30. Days taken for termination of services							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	68	22	10	25	11
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q30	Answering Base	Count	55	19	9	16	11
		Percentage					
	More than 7 days	Count	7	3	2	1	1
		Percentage	12.7%	15.8%	22.2%	6.3%	9.1%
	4 - 7 days	Count	16	7	4	3	2
		Percentage	29.1%	36.8%	44.4%	18.8%	18.2%
	2-3 days	Count	22	5	2	9	6
		Percentage	40.0%	26.3%	22.2%	56.3%	54.5%
1 day	Count	10	4	1	3	2	
	Percentage	18.2%	21.1%	11.1%	18.8%	18.2%	

Q 31. Adjustment of security deposit in last bill done by service provider							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	68	22	10	25	11
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q31	Answering Base	Count	67	21	10	25	11
		Percentage					
	Yes	Count	35	14	4	13	4
		Percentage	52.2%	66.7%	40.0%	52.0%	36.4%
	No	Count	32	7	6	12	7
		Percentage	47.8%	33.3%	60.0%	48.0%	63.6%

Q 32. Registered number on Do Not Call registry							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q32	Answering Base	Count	4,334	1,053	1,285	999	997
		Percentage					
	Yes	Count	110	44	17	27	22
		Percentage	2.5%	4.2%	1.3%	2.7%	2.2%
	No	Count	3,379	815	920	835	809
		Percentage	78.0%	77.4%	71.6%	83.6%	81.1%
	Do not mind receiving such calls/SMS	Count	845	194	348	137	166
		Percentage	19.5%	18.4%	27.1%	13.7%	16.6%

Q 33. Still receiving unsolicited calls							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
Q33	Total	Count	110	44	17	27	22
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	103	43	17	23	20
		Percentage					
	Continued receiving	Count	55	14	9	18	14
		Percentage	53.4%	32.6%	52.9%	78.3%	70.0%
	Slight decrease	Count	26	17	4	3	2
		Percentage	25.2%	39.5%	23.5%	13.0%	10.0%
	Considerable decrease	Count	19	9	4	2	4
		Percentage	18.4%	20.9%	23.5%	8.7%	20.0%
	Stopped receiving	Count	3	3	0	0	0
		Percentage	2.9%	7.0%	0.0%	0.0%	0.0%

Q 34. Aware of the 3 stage grievance redressal mechanism							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q34	Answering Base	Count	4,355	1,058	1,288	1,009	1,000
		Percentage					
	Yes	Count	2,400	671	667	524	538
		Percentage	55.1%	63.4%	51.8%	51.9%	53.8%
	No	Count	1,955	387	621	485	462
		Percentage	44.9%	36.6%	48.2%	48.1%	46.2%

Q 35. Which stage aware of							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q 35. Which stage aware of	Answering Base	Count	4,336	1,051	1,282	1,003	1,000
		Percentage					
	Call Centre	Count	2,292	694	635	446	517
		Percentage	52.9%	66.0%	49.5%	44.5%	51.7%
	Nodal Officer	Count	311	69	105	74	63
		Percentage	7.2%	6.6%	8.2%	7.4%	6.3%
	Appellate Authority	Count	162	40	42	47	33
		Percentage	3.7%	3.8%	3.3%	4.7%	3.3%
	None of these	Count	1,746	325	537	458	426
		Percentage	40.3%	30.9%	41.9%	45.7%	42.6%

Q 36. made complaints within last 6 months							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q36	Answering Base	Count	4,355	1,058	1,288	1,009	1,000
		Yes	Count	261	75	70	54
		Percentage	6.0%	7.1%	5.4%	5.4%	6.2%
	No	Count	4,094	983	1,218	955	938
Percentage		94.0%	92.9%	94.6%	94.6%	93.8%	

Q 37. Docket number							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	261	75	70	54	62
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q37	Answering Base	Count	253	73	68	51	61
		No docket number received even on request	Count	86	27	18	15
	Percentage		34.0%	37.0%	26.5%	29.4%	42.6%
	No docket number received for most of the complaints	Count	125	30	36	28	31
		Percentage	49.4%	41.1%	52.9%	54.9%	50.8%
	Docket number received for most of the complaints	Count	42	16	14	8	4
		Percentage	16.6%	21.9%	20.6%	15.7%	6.6%

Q 38. Information given by call center							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	261	75	70	54	62
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q38	Answering Base	Count	258	74	69	53	62
		Yes	Count	206	64	48	42
	Percentage		79.8%	86.5%	69.6%	79.2%	83.9%
	No	Count	52	10	21	11	10
Percentage		20.2%	13.5%	30.4%	20.8%	16.1%	

Q 39. Satisfaction with clarity of bills							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	261	75	70	54	62
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	252	73	68	50	61
		Percentage	96.6%	97.3%	97.1%	92.6%	98.4%
	Not specified	Count	9	2	2	4	1
		Percentage	3.4%	2.7%	2.9%	7.4%	1.6%
Q39	Very Satisfied	Count	12	1	5	1	5
		Percentage	4.8%	1.4%	7.4%	2.0%	8.2%
	Satisfied	Count	167	48	38	39	42
		Percentage	66.3%	65.8%	55.9%	78.0%	68.9%
	Dissatisfied	Count	67	24	21	9	13
		Percentage	26.6%	32.9%	30.9%	18.0%	21.3%
	Very Dissatisfied	Count	6	0	4	1	1
		Percentage	2.4%	0.0%	5.9%	2.0%	1.6%

Q 40. Reasons for dissatisfaction							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	73	24	25	10	14
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q 40. Reasons for dissatisfaction	Answering Base	Count	52	16	19	5	12
		Percentage	71.2%	66.7%	76.0%	50.0%	85.7%
	Difficult to connect to the call centre executive	Count	4	1	2	1	0
		Percentage	7.7%	6.3%	10.5%	20.0%	0.0%
	Customer care executive not polite/courteous	Count	8	1	4	2	1
		Percentage	15.4%	6.3%	21.1%	40.0%	8.3%
	Customer care executive not equipped with adequate informat	Count	18	9	4	1	4
		Percentage	34.6%	56.3%	21.1%	20.0%	33.3%
	Time taken by call centre for redressal of complaint is long	Count	15	6	5	1	3
		Percentage	28.8%	37.5%	26.3%	20.0%	25.0%
	Customer care executive was unable to understand the problem	Count	15	6	4	0	5
		Percentage	28.8%	37.5%	21.1%	0.0%	41.7%
	Others	Count	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%

Q 41. Billing complaint solved within 4 weeks by CC executive							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	261	75	70	54	62
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q41	Answering Base	Count	261	75	70	54	62
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	113	36	32	19	26
		Percentage	43.3%	48.0%	45.7%	35.2%	41.9%
	No	Count	84	20	24	19	21
		Percentage	32.2%	26.7%	34.3%	35.2%	33.9%
	Not Applicable	Count	64	19	14	16	15
		Percentage	24.5%	25.3%	20.0%	29.6%	24.2%

Q 42. Awareness of contact details of nodal officer							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q42	Answering Base	Count	4,340	1,057	1,279	1,004	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	515	90	162	148	115
		Percentage	11.9%	8.5%	12.7%	14.7%	11.5%
	No	Count	3,825	967	1,117	856	885
		Percentage	88.1%	91.5%	87.3%	85.3%	88.5%

Q 43. Made a complaint to nodal officer							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	515	90	162	148	115
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q43	Answering Base	Count	515	90	162	148	115
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	86	5	40	23	18
		Percentage	16.7%	5.6%	24.7%	15.5%	15.7%
	No	Count	429	85	122	125	97
		Percentage	83.3%	94.4%	75.3%	84.5%	84.3%

Q 44. Nodal officer can be approached easily							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	86	5	40	23	18
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q44	Answering Base	Count	86	5	40	23	18
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	57	4	22	16	15
		Percentage	66.3%	80.0%	55.0%	69.6%	83.3%
No	Count	29	1	18	7	3	
	Percentage	33.7%	20.0%	45.0%	30.4%	16.7%	

Q 45. Decision on complaint intimated by Nodal officer							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	86	5	40	23	18
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q45	Answering Base	Count	86	5	40	23	18
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	60	5	31	11	13
		Percentage	69.8%	100.0%	77.5%	47.8%	72.2%
No	Count	26	0	9	12	5	
	Percentage	30.2%	0.0%	22.5%	52.2%	27.8%	

Q 46. Satisfaction with redressal of complaint by nodal officer							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	86	5	40	23	18
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	86	5	40	23	18
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Q46	Very Satisfied	Count	5	0	2	2	1
		Percentage	5.8%	0.0%	5.0%	8.7%	5.6%
	Satisfied	Count	61	4	25	18	14
		Percentage	70.9%	80.0%	62.5%	78.3%	77.8%
	Dissatisfied	Count	18	1	12	2	3
		Percentage	20.9%	20.0%	30.0%	8.7%	16.7%
Very Dissatisfied	Count	2	0	1	1	0	
	Percentage	2.3%	0.0%	2.5%	4.3%	0.0%	

Q 47. Reasons for dissatisfaction							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
Q 47. Reasons for dissatisfaction	Total	Count	20	1	13	3	3
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	16	1	11	2	2
		Percentage	80.0%	100.0%	84.6%	66.7%	66.7%
	Difficult to connect to the Nodal Officer	Count	1	0	0	1	0
		Percentage	6.3%	0.0%	0.0%	50.0%	0.0%
	Nodal Officer not polite/courteous	Count	1	0	1	0	0
		Percentage	6.3%	0.0%	9.1%	0.0%	0.0%
	Nodal Officer not equipped with adequate information	Count	10	0	8	0	2
		Percentage	62.5%	0.0%	72.7%	0.0%	100.0%
	Time taken by Nodal Off. for redressal of complaint is long	Count	4	0	2	1	1
		Percentage	25.0%	0.0%	18.2%	50.0%	50.0%
	Nodal Officer was unable to understand the problem	Count	1	1	0	0	0
		Percentage	6.3%	100.0%	0.0%	0.0%	0.0%
	Others	Count	0	0	0	0	0
Percentage		0.0%	0.0%	0.0%	0.0%	0.0%	

Q 48. Awareness of contact details of appellate authority							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q48	Answering Base	Count	4,342	1,057	1,279	1,008	998
		Percentage	99.9%	100.0%	99.3%	100.0%	99.8%
	Yes	Count	638	84	198	208	148
		Percentage	14.7%	7.9%	15.5%	20.6%	14.8%
	No	Count	3,704	973	1,081	800	850
		Percentage	85.3%	92.1%	84.5%	79.4%	85.2%



Q 49. Filed complaints in last 6 months							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	638	84	198	208	148
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q49	Answering Base	Count	638	84	198	208	148
		Yes	Count	33	2	13	12
		Percentage	5.2%	2.4%	6.6%	5.8%	4.1%
	No	Count	605	82	185	196	142
Percentage		94.8%	97.6%	93.4%	94.2%	95.9%	

Q 50. Acknowledgement received							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	33	2	13	12	6
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q50	Answering Base	Count	33	2	13	12	6
		Yes	Count	7	0	6	0
		Percentage	21.2%	0.0%	46.2%	0.0%	16.7%
	No	Count	26	2	7	12	5
Percentage		78.8%	100.0%	53.8%	100.0%	83.3%	

Q 51. Decision taken by appellate authority within 3 months							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	33	2	13	12	6
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q51	Answering Base	Count	32	2	13	12	5
		Yes	Count	13	0	7	4
		Percentage	40.6%	0.0%	53.8%	33.3%	40.0%
	No	Count	18	2	6	7	3
		Percentage	56.3%	100.0%	46.2%	58.3%	60.0%
	Appeal filed only recently	Count	1	0	0	1	0
Percentage		3.1%	0.0%	0.0%	8.3%	0.0%	

Q 52. Aware of item wise usage charge details							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	1,977	316	55	867	739
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q52	Answering Base	Count	1,967	314	53	865	735
		Yes	Count	666	81	8	345
	Percentage	33.9%	25.8%	15.1%	39.9%	31.6%	
	No	Count	1,301	233	45	520	503
Percentage	66.1%	74.2%	84.9%	60.1%	68.4%		

Q 53. Denied request of item wise usage charge details							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	1,977	316	55	867	739
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q53	Answering Base	Count	665	81	7	344	233
		Yes	Count	91	8	2	45
	Percentage	13.7%	9.9%	28.6%	13.1%	15.5%	
	No	Count	574	73	5	299	197
Percentage	86.3%	90.1%	71.4%	86.9%	84.5%		

Q 54. Reasons for denying request							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	91	8	2	45	36
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q 54. Reasons for denying request	Answering Base	Count	91	8	2	45	36
		No reason given	Count	28	3	1	18
	Percentage	30.8%	37.5%	50.0%	40.0%	16.7%	
	Technical problem	Count	57	5	0	25	27
		Percentage	62.6%	62.5%	0.0%	55.6%	75.0%
	Others	Count	6	0	1	2	3
Percentage		6.6%	0.0%	50.0%	4.4%	8.3%	

Q 55. Manual of practice provided							
Circle - Karnataka							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	4,355	1,058	1,288	1,009	1,000
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q55	Answering Base	Count	3,624	875	1,108	851	790
		Percentage					
	Yes	Count	752	239	112	225	176
		Percentage	20.8%	27.3%	10.1%	26.4%	22.3%
	No	Count	2,872	636	996	626	614
		Percentage	79.2%	72.7%	89.9%	73.6%	77.7%

7.2 Cellular Mobile (Wireless)

Gender of Respondent									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
GEN	Answering Base	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Male	Count	5,497	1,045	909	874	871	917
		Percentage	84.1%	80.1%	86.5%	86.9%	78.8%	87.3%	86.7%
	Female	Count	1,037	260	142	132	234	134	135
		Percentage	15.9%	19.9%	13.5%	13.1%	21.2%	12.7%	13.3%

Age of Respondent									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AGE	Answering Base	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Less than 25	Count	1,974	379	451	172	250	299
	Percentage		30.2%	29.0%	42.9%	17.1%	22.6%	28.4%	41.6%
	25-60	Count	4,469	905	592	820	840	732	580
		Percentage	68.4%	69.3%	56.3%	81.5%	76.0%	69.6%	57.1%
	More than 60	Count	91	21	8	14	15	20	13
		Percentage	1.4%	1.6%	0.8%	1.4%	1.4%	1.9%	1.3%

Occupation of Respondent									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
OCC	Answering Base	Count	6,501	1,305	1,045	1,005	1,101	1,035	1,010
		Service	Count	1,733	366	268	254	291	299
	Percentage		26.7%	28.0%	25.6%	25.3%	26.4%	28.9%	25.2%
	Business/self employed	Count	3,042	566	442	567	534	531	402
		Percentage	46.8%	43.4%	42.3%	56.4%	48.5%	51.3%	39.8%
	Student	Count	985	180	241	87	111	109	257
		Percentage	15.2%	13.8%	23.1%	8.7%	10.1%	10.5%	25.4%
	Housewife	Count	659	172	85	85	158	72	87
		Percentage	10.1%	13.2%	8.1%	8.5%	14.4%	7.0%	8.6%
	Retired	Count	82	21	9	12	7	24	9
		Percentage	1.3%	1.6%	0.9%	1.2%	0.6%	2.3%	0.9%
	Unemployed	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Area									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AREA	Answering Base	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Rural	Count	1,175	233	199	203	214	129
		Percentage	18.0%	17.9%	18.9%	20.2%	19.4%	12.3%	19.4%
	Urban	Count	5,359	1,072	852	803	891	922	819
Percentage		82.0%	82.1%	81.1%	79.8%	80.6%	87.7%	80.6%	

User Type									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
U_TYPE	Answering Base	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Prepaid	Count	5,825	1,183	958	851	1,026	868
	Percentage		89.1%	90.7%	91.2%	84.6%	92.9%	82.6%	92.4%
	Postpaid	Count	709	122	93	155	79	183	77
Percentage		10.9%	9.3%	8.8%	15.4%	7.1%	17.4%	7.6%	

Type									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
TYPE	Answering Base	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		GSM	Count	4,378	1,305	1,051	1,006	0	0
	Percentage		67.0%	100.0%	100.0%	100.0%	0.0%	0.0%	100.0%
	CDMA	Count	2,156	0	0	0	1,105	1,051	0
Percentage		33.0%	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%	

Q 1. Last application for a phone connection									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q1	Answering Base	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Less than 6 month	Count	702	150	144	61	82	88
		Percentage	10.7%	11.5%	13.7%	6.1%	7.4%	8.4%	17.4%
	6-12 month	Count	828	168	158	61	103	206	132
		Percentage	12.7%	12.9%	15.0%	6.1%	9.3%	19.6%	13.0%
	More than 12 month	Count	5,004	987	749	884	920	757	707
Percentage		76.6%	75.6%	71.3%	87.9%	83.3%	72.0%	69.6%	

Q 2. Time taken to get connection									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	1,530	318	302	122	185	294	309
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q2	Answering Base	Count	1,510	317	297	120	180	290	306
		More than 7 days	Count	14	6	1	2	1	2
		Percentage	0.9%	1.9%	0.3%	1.7%	0.6%	0.7%	0.7%
	4 - 7 days	Count	24	3	4	4	4	3	6
		Percentage	1.6%	0.9%	1.3%	3.3%	2.2%	1.0%	2.0%
	2-3 days	Count	293	33	48	25	39	112	36
Percentage		19.4%	10.4%	16.2%	20.8%	21.7%	38.6%	11.8%	
1 day	Count	1,179	275	244	89	136	173	262	
	Percentage	78.1%	86.8%	82.2%	74.2%	75.6%	59.7%	85.6%	

Q 3. Satisfaction with time taken for activation of mobile connection									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
Q3	Total	Count	1,530	318	302	122	185	294	309
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,501	313	296	120	178	288	306
		Percentage	98.1%	98.4%	98.0%	98.4%	96.2%	98.0%	99.0%
	Not specified	Count	29	5	6	2	7	6	3
		Percentage	1.9%	1.6%	2.0%	1.6%	3.8%	2.0%	1.0%
	Very Satisfied	Count	594	145	138	47	65	78	121
		Percentage	39.6%	46.3%	46.6%	39.2%	36.5%	27.1%	39.5%
	Satisfied	Count	871	165	149	71	104	205	177
		Percentage	58.0%	52.7%	50.3%	59.2%	58.4%	71.2%	57.8%
	Dissatisfied	Count	33	3	9	1	7	5	8
		Percentage	2.2%	1.0%	3.0%	0.8%	3.9%	1.7%	2.6%
	Very Dissatisfied	Count	3	0	0	1	2	0	0
		Percentage	0.2%	0.0%	0.0%	0.8%	1.1%	0.0%	0.0%

Q 4. Satisfaction with time taken for re-activation									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
Q4	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,961	519	379	295	281	228	259
		Percentage	30.0%	39.8%	36.1%	29.3%	25.4%	21.7%	25.5%
	Not specified	Count	4,573	786	672	711	824	823	757
		Percentage	70.0%	60.2%	63.9%	70.7%	74.6%	78.3%	74.5%
	Very Satisfied	Count	934	281	204	115	132	110	92
		Percentage	47.6%	54.1%	53.8%	39.0%	47.0%	48.2%	35.5%
	Satisfied	Count	983	225	168	178	137	113	162
		Percentage	50.1%	43.4%	44.3%	60.3%	48.8%	49.6%	62.5%
	Dissatisfied	Count	38	13	6	2	9	4	4
		Percentage	1.9%	2.5%	1.6%	0.7%	3.2%	1.8%	1.5%
	Very Dissatisfied	Count	6	0	1	0	3	1	1
		Percentage	0.3%	0.0%	0.3%	0.0%	1.1%	0.4%	0.4%

Q 5a. Satisfaction with accuracy of charges									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	5,825	1,183	958	851	1,026	868	939
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	5,786	1,172	954	845	1,022	863	930
		Percentage	99.3%	99.1%	99.6%	99.3%	99.6%	99.4%	99.0%
	Not specified	Count	39	11	4	6	4	5	9
		Percentage	0.7%	0.9%	0.4%	0.7%	0.4%	0.6%	1.0%
Q5A	Very Satisfied	Count	2,162	460	389	317	323	319	354
		Percentage	37.4%	39.2%	40.8%	37.5%	31.6%	37.0%	38.1%
	Satisfied	Count	3,481	688	548	507	668	517	553
		Percentage	60.2%	58.7%	57.4%	60.0%	65.4%	59.9%	59.5%
	Dissatisfied	Count	127	20	14	19	26	27	21
		Percentage	2.2%	1.7%	1.5%	2.2%	2.5%	3.1%	2.3%
	Very Dissatisfied	Count	16	4	3	2	5	0	2
		Percentage	0.3%	0.3%	0.3%	0.2%	0.5%	0.0%	0.2%

Q 5b. Reasons for dissatisfaction									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	143	24	17	21	31	27	23
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 5b. Reasons for dissatisfaction	Answering Base	Count	143	24	17	21	31	27	23
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Charges not as per tariff plan subscribed	Count	25	6	2	4	6	3	4
		Percentage	17.5%	25.0%	11.8%	19.0%	19.4%	11.1%	17.4%
	Tariff plan changed without information	Count	63	10	8	9	12	12	12
		Percentage	44.1%	41.7%	47.1%	42.9%	38.7%	44.4%	52.2%
	Charged for value added services not requested	Count	31	4	5	1	10	7	4
		Percentage	21.7%	16.7%	29.4%	4.8%	32.3%	25.9%	17.4%
	Charged for calls/services not made/used	Count	26	5	2	7	4	5	3
		Percentage	18.2%	20.8%	11.8%	33.3%	12.9%	18.5%	13.0%
	Others	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q 6. Satisfaction with timely delivery of bills									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
Q6	Total	Count	709	122	93	155	79	183	77
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	688	116	91	152	78	179	72
		Percentage	97.0%	95.1%	97.8%	98.1%	98.7%	97.8%	93.5%
	Not specified	Count	21	6	2	3	1	4	5
		Percentage	3.0%	4.9%	2.2%	1.9%	1.3%	2.2%	6.5%
	Very Satisfied	Count	167	42	23	38	21	30	13
		Percentage	24.3%	36.2%	25.3%	25.0%	26.9%	16.8%	18.1%
	Satisfied	Count	488	67	59	110	51	145	56
		Percentage	70.9%	57.8%	64.8%	72.4%	65.4%	81.0%	77.8%
	Dissatisfied	Count	28	5	9	4	4	4	2
		Percentage	4.1%	4.3%	9.9%	2.6%	5.1%	2.2%	2.8%
	Very Dissatisfied	Count	5	2	0	0	2	0	1
		Percentage	0.7%	1.7%	0.0%	0.0%	2.6%	0.0%	1.4%

Q 7a. Satisfaction with accuracy of bills									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
Q7A	Total	Count	709	122	93	155	79	183	77
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	683	116	89	151	78	178	71
		Percentage	96.3%	95.1%	95.7%	97.4%	98.7%	97.3%	92.2%
	Not specified	Count	26	6	4	4	1	5	6
		Percentage	3.7%	4.9%	4.3%	2.6%	1.3%	2.7%	7.8%
	Very Satisfied	Count	217	48	27	53	30	39	20
		Percentage	31.8%	41.4%	30.3%	35.1%	38.5%	21.9%	28.2%
	Satisfied	Count	430	62	51	94	41	134	48
		Percentage	63.0%	53.4%	57.3%	62.3%	52.6%	75.3%	67.6%
	Dissatisfied	Count	32	3	11	4	6	5	3
		Percentage	4.7%	2.6%	12.4%	2.6%	7.7%	2.8%	4.2%
	Very Dissatisfied	Count	4	3	0	0	1	0	0
		Percentage	0.6%	2.6%	0.0%	0.0%	1.3%	0.0%	0.0%

Q 7b. Reasons for dissatisfaction									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	36	6	11	4	7	5	3
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 7b. Reasons for dissatisfaction	Answering Base	Count	36	6	11	4	7	5	3
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Charges not as per tariff plan subscribed	Count	12	1	5	2	3	0	1
		Percentage	33.3%	16.7%	45.5%	50.0%	42.9%	0.0%	33.3%
	Tariff plan changed without information	Count	9	0	2	1	0	4	2
		Percentage	25.0%	0.0%	18.2%	25.0%	0.0%	80.0%	66.7%
	Charged for value added services not subscribed	Count	10	3	2	1	3	1	0
		Percentage	27.8%	50.0%	18.2%	25.0%	42.9%	20.0%	0.0%
	Charged for calls/services not made/used	Count	10	3	5	0	2	0	0
		Percentage	27.8%	50.0%	45.5%	0.0%	28.6%	0.0%	0.0%
	Others	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q 8. Billing related complaints made in last 12 months									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	709	122	93	155	79	183	77
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q8	Answering Base	Count	709	122	93	155	79	183	77
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	159	24	22	31	10	55	17
		Percentage	22.4%	19.7%	23.7%	20.0%	12.7%	30.1%	22.1%
	No	Count	550	98	71	124	69	128	60
		Percentage	77.6%	80.3%	76.3%	80.0%	87.3%	69.9%	77.9%

Q 9. Satisfaction with process of resolutions of these complaints

CNT Karnataka

			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
Q9	Total	Count	159	24	22	31	10	55	17
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	155	24	22	31	10	55	13
		Percentage	97.5%	100.0%	100.0%	100.0%	100.0%	100.0%	76.5%
	Not specified	Count	4	0	0	0	0	0	4
		Percentage	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	23.5%
	Very Satisfied	Count	21	6	5	3	0	3	4
		Percentage	13.5%	25.0%	22.7%	9.7%	0.0%	5.5%	30.8%
	Satisfied	Count	109	11	13	23	4	50	8
		Percentage	70.3%	45.8%	59.1%	74.2%	40.0%	90.9%	61.5%
	Dissatisfied	Count	18	4	2	4	5	2	1
		Percentage	11.6%	16.7%	9.1%	12.9%	50.0%	3.6%	7.7%
	Very Dissatisfied	Count	7	3	2	1	1	0	0
		Percentage	4.5%	12.5%	9.1%	3.2%	10.0%	0.0%	0.0%

Q 10a. Satisfaction with clarity of bills

CNT Karnataka

			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	709	122	93	155	79	183	77
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	685	117	90	152	78	179	69
		Percentage	96.6%	95.9%	96.8%	98.1%	98.7%	97.8%	89.6%
	Not specified	Count	24	5	3	3	1	4	8
		Percentage	3.4%	4.1%	3.2%	1.9%	1.3%	2.2%	10.4%
Q10A	Very Satisfied	Count	130	29	14	36	19	21	11
		Percentage	19.0%	24.8%	15.6%	23.7%	24.4%	11.7%	15.9%
	Satisfied	Count	526	83	68	111	53	155	56
		Percentage	76.8%	70.9%	75.6%	73.0%	67.9%	86.6%	81.2%
	Dissatisfied	Count	27	5	7	5	5	3	2
		Percentage	3.9%	4.3%	7.8%	3.3%	6.4%	1.7%	2.9%
	Very Dissatisfied	Count	2	0	1	0	1	0	0
		Percentage	0.3%	0.0%	1.1%	0.0%	1.3%	0.0%	0.0%

Q 10b. Reasons for dissatisfaction									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	29	5	8	5	6	3	2
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 10b. Reasons for dissatisfaction	Answering Base	Count	29	5	8	5	6	3	2
		Percentage							
	Difficult to read the bill	Count	6	1	1	0	3	1	0
		Percentage	20.7%	20.0%	12.5%	0.0%	50.0%	33.3%	0.0%
	Difficult to understand the language	Count	8	1	3	2	1	1	0
		Percentage	27.6%	20.0%	37.5%	40.0%	16.7%	33.3%	0.0%
	Calculations not clear	Count	12	2	3	2	3	1	1
		Percentage	41.4%	40.0%	37.5%	40.0%	50.0%	33.3%	50.0%
	Item-wise charges not given	Count	6	1	2	1	1	0	1
		Percentage	20.7%	20.0%	25.0%	20.0%	16.7%	0.0%	50.0%
	Others	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q 11. Complaints made to customer care									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q11	Answering Base	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage							
	Yes	Count	3,518	690	585	467	581	614	581
		Percentage	53.8%	52.9%	55.7%	46.4%	52.6%	58.4%	57.2%
	No	Count	3,016	615	466	539	524	437	435
		Percentage	46.2%	47.1%	44.3%	53.6%	47.4%	41.6%	42.8%

Q 12. Satisfaction with ease of access of number

CNT Karnataka

			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	3,518	690	585	467	581	614	581
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,511	687	584	466	580	614	580
		Percentage	99.8%	99.6%	99.8%	99.8%	99.8%	100.0%	99.8%
	Not specified	Count	7	3	1	1	1	0	1
		Percentage	0.2%	0.4%	0.2%	0.2%	0.2%	0.0%	0.2%
Q12	Very Satisfied	Count	465	115	72	66	82	65	65
		Percentage	13.2%	16.7%	12.3%	14.2%	14.1%	10.6%	11.2%
	Satisfied	Count	2,565	496	401	338	412	513	405
		Percentage	73.1%	72.2%	68.7%	72.5%	71.0%	83.6%	69.8%
	Dissatisfied	Count	425	71	95	58	71	35	95
		Percentage	12.1%	10.3%	16.3%	12.4%	12.2%	5.7%	16.4%
	Very Dissatisfied	Count	56	5	16	4	15	1	15
		Percentage	1.6%	0.7%	2.7%	0.9%	2.6%	0.2%	2.6%

Q 13. Satisfaction with response time

CNT Karnataka

			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	3,518	690	585	467	581	614	581
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,511	687	584	466	580	614	580
		Percentage	99.8%	99.6%	99.8%	99.8%	99.8%	100.0%	99.8%
	Not specified	Count	7	3	1	1	1	0	1
		Percentage	0.2%	0.4%	0.2%	0.2%	0.2%	0.0%	0.2%
Q13	Very Satisfied	Count	1,005	222	175	121	161	185	141
		Percentage	28.6%	32.3%	30.0%	26.0%	27.8%	30.1%	24.3%
	Satisfied	Count	2,059	391	328	281	342	371	346
		Percentage	58.6%	56.9%	56.2%	60.3%	59.0%	60.4%	59.7%
	Dissatisfied	Count	376	69	66	55	62	53	71
		Percentage	10.7%	10.0%	11.3%	11.8%	10.7%	8.6%	12.2%
	Very Dissatisfied	Count	71	5	15	9	15	5	22
		Percentage	2.0%	0.7%	2.6%	1.9%	2.6%	0.8%	3.8%

Q 14. Satisfaction with problem solving ability of CC executive									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	3,518	690	585	467	581	614	581
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,509	686	584	466	580	613	580
		Percentage	99.7%	99.4%	99.8%	99.8%	99.8%	99.8%	99.8%
	Not specified	Count	9	4	1	1	1	1	1
		Percentage	0.3%	0.6%	0.2%	0.2%	0.2%	0.2%	0.2%
Q14	Very Satisfied	Count	868	193	150	114	158	134	119
		Percentage	24.7%	28.1%	25.7%	24.5%	27.2%	21.9%	20.5%
	Satisfied	Count	2,193	419	353	298	343	424	356
		Percentage	62.5%	61.1%	60.4%	63.9%	59.1%	69.2%	61.4%
	Dissatisfied	Count	389	67	69	47	64	53	89
		Percentage	11.1%	9.8%	11.8%	10.1%	11.0%	8.6%	15.3%
	Very Dissatisfied	Count	59	7	12	7	15	2	16
		Percentage	1.7%	1.0%	2.1%	1.5%	2.6%	0.3%	2.8%

Q 15. Satisfaction with time taken by CC executive to solve problem									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	3,518	690	585	467	581	614	581
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,510	686	584	466	580	614	580
		Percentage	99.8%	99.4%	99.8%	99.8%	99.8%	100.0%	99.8%
	Not specified	Count	8	4	1	1	1	0	1
		Percentage	0.2%	0.6%	0.2%	0.2%	0.2%	0.0%	0.2%
Q15	Very Satisfied	Count	858	184	161	106	136	134	137
		Percentage	24.4%	26.8%	27.6%	22.7%	23.4%	21.8%	23.6%
	Satisfied	Count	2,280	440	351	312	382	450	345
		Percentage	65.0%	64.1%	60.1%	67.0%	65.9%	73.3%	59.5%
	Dissatisfied	Count	305	45	59	42	47	29	83
		Percentage	8.7%	6.6%	10.1%	9.0%	8.1%	4.7%	14.3%
	Very Dissatisfied	Count	67	17	13	6	15	1	15
		Percentage	1.9%	2.5%	2.2%	1.3%	2.6%	0.2%	2.6%

Q16. Satisfaction with availability of signal									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	6,533	1,305	1,051	1,006	1,105	1,050	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%
	Not specified	Count	1	0	0	0	0	1	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%
Q16	Very Satisfied	Count	1,712	477	273	268	275	202	217
		Percentage	26.2%	36.6%	26.0%	26.6%	24.9%	19.2%	21.4%
	Satisfied	Count	4,261	750	669	669	747	797	629
		Percentage	65.2%	57.5%	63.7%	66.5%	67.6%	75.9%	61.9%
	Dissatisfied	Count	465	64	98	52	68	49	134
		Percentage	7.1%	4.9%	9.3%	5.2%	6.2%	4.7%	13.2%
	Very Dissatisfied	Count	95	14	11	17	15	2	36
		Percentage	1.5%	1.1%	1.0%	1.7%	1.4%	0.2%	3.5%

Q17. Satisfaction with ease of making / receiving calls									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Q17	Very Satisfied	Count	2,332	565	413	364	366	322	302
		Percentage	35.7%	43.3%	39.3%	36.2%	33.1%	30.6%	29.7%
	Satisfied	Count	3,634	659	538	571	656	653	557
		Percentage	55.6%	50.5%	51.2%	56.8%	59.4%	62.1%	54.8%
	Dissatisfied	Count	463	57	88	58	70	73	117
		Percentage	7.1%	4.4%	8.4%	5.8%	6.3%	6.9%	11.5%
	Very Dissatisfied	Count	105	24	12	13	13	3	40
		Percentage	1.6%	1.8%	1.1%	1.3%	1.2%	0.3%	3.9%

Q18. Rate of call drop									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q18	Answering Base	Count	6,513	1,299	1,048	1,005	1,102	1,047	1,012
		Percentage							
	Very Frequently	Count	124	18	29	27	16	9	25
		Percentage	1.9%	1.4%	2.8%	2.7%	1.5%	0.9%	2.5%
	Frequently	Count	691	143	79	130	101	138	100
		Percentage	10.6%	11.0%	7.5%	12.9%	9.2%	13.2%	9.9%
	Occasionally	Count	2,870	512	472	414	532	451	489
		Percentage	44.1%	39.4%	45.0%	41.2%	48.3%	43.1%	48.3%
Never	Count	2,828	626	468	434	453	449	398	
	Percentage	43.4%	48.2%	44.7%	43.2%	41.1%	42.9%	39.3%	

Q19. Satisfaction with voice quality									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	6,527	1,302	1,051	1,004	1,105	1,050	1,015
		Percentage	99.9%	99.8%	100.0%	99.8%	100.0%	99.9%	99.9%
	Not specified	Count	7	3	0	2	0	1	1
		Percentage	0.1%	0.2%	0.0%	0.2%	0.0%	0.1%	0.1%
Q19	Very Satisfied	Count	2,264	535	413	364	355	283	314
		Percentage	34.7%	41.1%	39.3%	36.3%	32.1%	27.0%	30.9%
	Satisfied	Count	3,666	676	540	554	655	706	535
		Percentage	56.2%	51.9%	51.4%	55.2%	59.3%	67.2%	52.7%
	Dissatisfied	Count	500	76	76	73	83	57	135
		Percentage	7.7%	5.8%	7.2%	7.3%	7.5%	5.4%	13.3%
	Very Dissatisfied	Count	97	15	22	13	12	4	31
		Percentage	1.5%	1.2%	2.1%	1.3%	1.1%	0.4%	3.1%

Q20. Problems of signal faced									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q20	Answering Base	Count	6,522	1,300	1,050	1,003	1,103	1,051	1,015
		Percentage							
	Very Dissatisfied	Count	183	37	36	28	21	19	42
		Percentage	2.8%	2.8%	3.4%	2.8%	1.9%	1.8%	4.1%
	Dissatisfied	Count	799	126	131	151	117	111	163
		Percentage	12.3%	9.7%	12.5%	15.1%	10.6%	10.6%	16.1%
	Satisfied	Count	3,012	505	476	430	538	587	476
		Percentage	46.2%	38.8%	45.3%	42.9%	48.8%	55.9%	46.9%
Very Satisfied	Count	2,528	632	407	394	427	334	334	
	Percentage	38.8%	48.6%	38.8%	39.3%	38.7%	31.8%	32.9%	

Q21. Satisfaction with availability of network									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	6,528	1,303	1,051	1,004	1,104	1,050	1,016
		Percentage	99.9%	99.8%	100.0%	99.8%	99.9%	99.9%	100.0%
	Not specified	Count	6	2	0	2	1	1	0
		Percentage	0.1%	0.2%	0.0%	0.2%	0.1%	0.1%	0.0%
Q21	Very Satisfied	Count	1,964	511	332	293	327	257	244
		Percentage	30.1%	39.2%	31.6%	29.2%	29.6%	24.5%	24.0%
	Satisfied	Count	3,768	694	573	597	664	688	552
		Percentage	57.7%	53.3%	54.5%	59.5%	60.1%	65.5%	54.3%
	Dissatisfied	Count	668	80	121	97	95	101	174
		Percentage	10.2%	6.1%	11.5%	9.7%	8.6%	9.6%	17.1%
	Very Dissatisfied	Count	128	18	25	17	18	4	46
		Percentage	2.0%	1.4%	2.4%	1.7%	1.6%	0.4%	4.5%

Q22. Satisfaction with restoration of network problems									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	6,515	1,300	1,048	1,003	1,104	1,049	1,011
		Percentage	99.7%	99.6%	99.7%	99.7%	99.9%	99.8%	99.5%
	Not specified	Count	19	5	3	3	1	2	5
		Percentage	0.3%	0.4%	0.3%	0.3%	0.1%	0.2%	0.5%
Q22	Very Satisfied	Count	2,057	524	350	301	354	273	255
		Percentage	31.6%	40.3%	33.4%	30.0%	32.1%	26.0%	25.2%
	Satisfied	Count	3,785	691	578	611	661	684	560
		Percentage	58.1%	53.2%	55.2%	60.9%	59.9%	65.2%	55.4%
	Dissatisfied	Count	571	73	105	74	71	87	161
		Percentage	8.8%	5.6%	10.0%	7.4%	6.4%	8.3%	15.9%
	Very Dissatisfied	Count	102	12	15	17	18	5	35
		Percentage	1.6%	0.9%	1.4%	1.7%	1.6%	0.5%	3.5%

Q23. Value added services used									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q23	Answering Base	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Yes	Count	1,067	188	235	161	157	184
		Percentage	16.3%	14.4%	22.4%	16.0%	14.2%	17.5%	14.0%
	No	Count	5,467	1,117	816	845	948	867	874
		Percentage	83.7%	85.6%	77.6%	84.0%	85.8%	82.5%	86.0%

Q24. Explicit consent taken before providing chargeable value added services									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	1,067	188	235	161	157	184	142
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q24	Answering Base	Count	1,063	187	234	160	156	184	142
		Yes	Count	610	121	130	89	89	96
		Percentage	57.4%	64.7%	55.6%	55.6%	57.1%	52.2%	59.9%
	No	Count	453	66	104	71	67	88	57
		Percentage	42.6%	35.3%	44.4%	44.4%	42.9%	47.8%	40.1%

Q25. Satisfaction with value added services									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	1,067	188	235	161	157	184	142
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,029	184	226	159	150	173	137
		Percentage	96.4%	97.9%	96.2%	98.8%	95.5%	94.0%	96.5%
	Not specified	Count	38	4	9	2	7	11	5
		Percentage	3.6%	2.1%	3.8%	1.2%	4.5%	6.0%	3.5%
Q25	Very Satisfied	Count	209	34	56	39	31	25	24
		Percentage	20.3%	18.5%	24.8%	24.5%	20.7%	14.5%	17.5%
	Satisfied	Count	718	129	144	108	106	138	93
		Percentage	69.8%	70.1%	63.7%	67.9%	70.7%	79.8%	67.9%
	Dissatisfied	Count	86	17	20	10	11	9	19
		Percentage	8.4%	9.2%	8.8%	6.3%	7.3%	5.2%	13.9%
	Very Dissatisfied	Count	16	4	6	2	2	1	1
		Percentage	1.6%	2.2%	2.7%	1.3%	1.3%	0.6%	0.7%

Q26a. Satisfaction with overall quality									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	6,485	1,296	1,037	1,001	1,098	1,047	1,006
		Percentage	99.3%	99.3%	98.7%	99.5%	99.4%	99.6%	99.0%
	Not specified	Count	49	9	14	5	7	4	10
		Percentage	0.7%	0.7%	1.3%	0.5%	0.6%	0.4%	1.0%
Q26A	Very Satisfied	Count	1,185	327	215	192	192	118	141
		Percentage	18.3%	25.2%	20.7%	19.2%	17.5%	11.3%	14.0%
	Satisfied	Count	4,825	895	728	754	827	879	742
		Percentage	74.4%	69.1%	70.2%	75.3%	75.3%	84.0%	73.8%
	Dissatisfied	Count	408	67	83	42	64	44	108
		Percentage	6.3%	5.2%	8.0%	4.2%	5.8%	4.2%	10.7%
	Very Dissatisfied	Count	67	7	11	13	15	6	15
		Percentage	1.0%	0.5%	1.1%	1.3%	1.4%	0.6%	1.5%

Q27. Informed in writing about tariff plan									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q27	Answering Base	Count	6,531	1,304	1,051	1,005	1,104	1,051	1,016
		Yes	Count	2,752	482	468	420	499	401
		Percentage	42.1%	37.0%	44.5%	41.8%	45.2%	38.2%	47.4%
	No	Count	3,779	822	583	585	605	650	534
Percentage		57.9%	63.0%	55.5%	58.2%	54.8%	61.8%	52.6%	

Q28. Mobile connection terminated in last 12 months									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q28	Answering Base	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Yes	Count	180	34	42	13	18	38
		Percentage	2.8%	2.6%	4.0%	1.3%	1.6%	3.6%	3.4%
	No	Count	6,354	1,271	1,009	993	1,087	1,013	981
Percentage		97.2%	97.4%	96.0%	98.7%	98.4%	96.4%	96.6%	

Q29. Previous service provider									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	180	34	42	13	18	38	35
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q29	Answering Base	Count	180	34	42	13	18	38	35
		Airtel	Count	65	13	15	8	6	6
		Percentage	36.1%	38.2%	35.7%	61.5%	33.3%	15.8%	48.6%
	Vodafone	Count	45	11	9	2	4	10	9
		Percentage	25.0%	32.4%	21.4%	15.4%	22.2%	26.3%	25.7%
	Idea	Count	1	0	0	0	0	1	0
		Percentage	0.6%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%
	BSNL	Count	30	5	5	1	3	11	5
		Percentage	16.7%	14.7%	11.9%	7.7%	16.7%	28.9%	14.3%
	Rel Comm	Count	18	3	6	1	2	4	2
		Percentage	10.0%	8.8%	14.3%	7.7%	11.1%	10.5%	5.7%
	Airtel	Count	1	0	0	0	0	0	1
		Percentage	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%
	TATA	Count	5	0	2	0	2	1	0
		Percentage	2.8%	0.0%	5.0%	0.0%	5.6%	2.6%	0.0%

	Percentage	2.8%	0.0%	4.8%	0.0%	11.1%	2.6%	0.0%
MTNL	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Spice	Count	14	2	5	1	1	5	0
	Percentage	7.8%	5.9%	11.9%	7.7%	5.6%	13.2%	0.0%
BPL	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
HFCL	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Shyam	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
RTL	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
RISL	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Dishnet	Count	1	0	0	0	0	0	1
	Percentage	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%
Others	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q30. Time taken for termination of connection

CNT Karnataka

			OPER						
		Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice	
	Total	Count	180	34	42	13	18	38	35
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q30	Answering Base	Count	157	30	37	11	12	35	32
	More than 7 days	Count	6	0	2	1	0	1	2
		Percentage	3.8%	0.0%	5.4%	9.1%	0.0%	2.9%	6.3%
4 - 7 days	Count	25	5	5	1	3	3	8	
	Percentage	15.9%	16.7%	13.5%	9.1%	25.0%	8.6%	25.0%	
2-3 days	Count	68	10	15	4	5	20	14	
	Percentage	43.3%	33.3%	40.5%	36.4%	41.7%	57.1%	43.8%	
1 day	Count	58	15	15	5	4	11	8	
	Percentage	36.9%	50.0%	40.5%	45.5%	33.3%	31.4%	25.0%	

Q31. Security deposit adjusted in the bill raised after termination

CNT Karnataka

			OPER						
		Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice	
	Total	Count	180	34	42	13	18	38	35
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q31	Answering Base	Count	177	34	41	13	17	38	34
	Yes	Count	35	12	5	1	2	7	8
		Percentage	19.8%	35.3%	12.2%	7.7%	11.8%	18.4%	23.5%
No	Count	142	22	36	12	15	31	26	
	Percentage	80.2%	64.7%	87.8%	92.3%	88.2%	81.6%	76.5%	

Q32. Number registered on Do Not Call (DNC registry)									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q32	Answering Base	Count	6,512	1,298	1,049	1,003	1,103	1,046	1,013
		Percentage							
	Yes	Count	93	14	12	10	14	28	15
		Percentage	1.4%	1.1%	1.1%	1.0%	1.3%	2.7%	1.5%
	No	Count	5,152	994	845	799	825	854	835
		Percentage	79.1%	76.6%	80.6%	79.7%	74.8%	81.6%	82.4%
Do not mind receiving such calls/SMS	Count	1,267	290	192	194	264	164	163	
	Percentage	19.5%	22.3%	18.3%	19.3%	23.9%	15.7%	16.1%	

Q33a. Still receive unsolicited material									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	93	14	12	10	14	28	15
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q33a	Answering Base	Count	93	14	12	10	14	28	15
		Percentage							
	Continued receiving	Count	57	9	4	7	8	19	10
		Percentage	61.3%	64.3%	33.3%	70.0%	57.1%	67.9%	66.7%
	Slight decrease	Count	18	1	4	3	3	4	3
		Percentage	19.4%	7.1%	33.3%	30.0%	21.4%	14.3%	20.0%
	Considerable decrease	Count	12	2	2	0	2	5	1
		Percentage	12.9%	14.3%	16.7%	0.0%	14.3%	17.9%	6.7%
	Stopped receiving	Count	6	2	2	0	1	0	1
		Percentage	6.5%	14.3%	16.7%	0.0%	7.1%	0.0%	6.7%

Q33b. Complained to service provider									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	93	14	12	10	14	28	15
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q33b	Answering Base	Count	93	14	12	10	14	28	15
		Percentage							
	Yes	Count	2	0	1	0	0	1	0
		Percentage	2.2%	0.0%	8.3%	0.0%	0.0%	3.6%	0.0%
	No	Count	91	14	11	10	14	27	15
		Percentage	97.8%	100.0%	91.7%	100.0%	100.0%	96.4%	100.0%

Q33c. Outcome of complaint									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	93	14	12	10	14	28	15
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q33c	Answering Base	Count	9	0	2	0	0	7	0
		Percentage	88.9%	0.0%	50.0%	0.0%	0.0%	100.0%	0.0%
	Complaint registered by service provider	Count	8	0	1	0	0	7	0
		Percentage	88.9%	0.0%	50.0%	0.0%	0.0%	100.0%	0.0%
	Service Provider refused to register complaint	Count	1	0	1	0	0	0	0
		Percentage	11.1%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%

Q 34. Aware of the 3 stage grievance redressal mechanism									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q34	Answering Base	Count	6,510	1,303	1,047	999	1,101	1,048	1,012
		Percentage	59.3%	58.5%	62.1%	57.8%	61.8%	52.9%	62.9%
	Yes	Count	3,860	762	650	577	680	554	637
		Percentage	59.3%	58.5%	62.1%	57.8%	61.8%	52.9%	62.9%
	No	Count	2,650	541	397	422	421	494	375
		Percentage	40.7%	41.5%	37.9%	42.2%	38.2%	47.1%	37.1%

Q 35. Which stage aware of									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 35. Which stage aware of	Answering Base	Count	4,773	1,010	772	718	820	650	803
		Percentage	73.1%	77.0%	73.5%	71.4%	74.2%	61.8%	79.1%
	Call Centre	Count	3,616	716	619	582	622	449	628
		Percentage	75.8%	70.9%	80.2%	81.1%	75.9%	69.1%	78.2%
	Nodal Officer	Count	507	115	71	52	75	97	97
		Percentage	10.6%	11.4%	9.2%	7.2%	9.1%	14.9%	12.1%
	Appellate Authority	Count	125	26	13	7	31	41	7
		Percentage	2.6%	2.6%	1.7%	1.0%	3.8%	6.3%	0.9%
	None of these	Count	525	153	69	77	92	63	71
		Percentage	11.0%	15.1%	8.9%	10.7%	11.2%	9.7%	8.8%

Q 36. made complaints within last 6 months									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q36	Answering Base	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Yes	Count	684	117	118	83	95	129
		Percentage	10.5%	9.0%	11.2%	8.3%	8.6%	12.3%	14.0%
	No	Count	5,850	1,188	933	923	1,010	922	874
Percentage		89.5%	91.0%	88.8%	91.7%	91.4%	87.7%	86.0%	

Q 37. Docket number									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	684	117	118	83	95	129	142
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q37	Answering Base	Count	662	111	114	82	90	124	141
		No docket number received even on request	Count	236	34	39	41	26	41
		Percentage	35.6%	30.6%	34.2%	50.0%	28.9%	33.1%	39.0%
	No docket number received for most of the complaints	Count	343	61	59	32	50	75	66
		Percentage	51.8%	55.0%	51.8%	39.0%	55.6%	60.5%	46.8%
	Docket number received for most of the complaints	Count	83	16	16	9	14	8	20
Percentage		12.5%	14.4%	14.0%	11.0%	15.6%	6.5%	14.2%	

Q 38. Information given by call center									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	684	117	118	83	95	129	142
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q38	Answering Base	Count	682	117	118	82	94	129	142
		Yes	Count	596	99	105	71	79	115
		Percentage	87.4%	84.6%	89.0%	86.6%	84.0%	89.1%	89.4%
	No	Count	86	18	13	11	15	14	15
Percentage		12.6%	15.4%	11.0%	13.4%	16.0%	10.9%	10.6%	

Q 39. Satisfaction with clarity of bills									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	684	117	118	83	95	129	142
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	678	116	118	83	92	128	141
		Percentage	99.1%	99.1%	100.0%	100.0%	96.8%	99.2%	99.3%
	Not specified	Count	6	1	0	0	3	1	1
		Percentage	0.9%	0.9%	0.0%	0.0%	3.2%	0.8%	0.7%
Q39	Very Satisfied	Count	59	17	12	12	5	7	6
		Percentage	8.7%	14.7%	10.2%	14.5%	5.4%	5.5%	4.3%
	Satisfied	Count	498	80	84	57	69	103	105
		Percentage	73.5%	69.0%	71.2%	68.7%	75.0%	80.5%	74.5%
	Dissatisfied	Count	108	18	22	10	14	17	27
		Percentage	15.9%	15.5%	18.6%	12.0%	15.2%	13.3%	19.1%
	Very Dissatisfied	Count	13	1	0	4	4	1	3
		Percentage	1.9%	0.9%	0.0%	4.8%	4.3%	0.8%	2.1%

Q 40. Reasons for dissatisfaction									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	121	19	22	14	18	18	30
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 40. Reasons for dissatisfaction	Answering Base	Count	121	19	22	14	18	18	30
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Difficult to connect to the call centre executive	Count	11	0	1	1	4	2	3
		Percentage	9.1%	0.0%	4.5%	7.1%	22.2%	11.1%	10.0%
	Customer care executive not polite/courteous	Count	13	2	2	3	2	4	0
		Percentage	10.7%	10.5%	9.1%	21.4%	11.1%	22.2%	0.0%
	Customer care executive not equipped with adequate in format	Count	33	3	6	7	9	1	7
		Percentage	27.3%	15.8%	27.3%	50.0%	50.0%	5.6%	23.3%
	Time taken by call centre for redressal of complaint is long	Count	19	3	2	1	2	2	9
		Percentage	15.7%	15.8%	9.1%	7.1%	11.1%	11.1%	30.0%
	Customer care executive was unable to understand the problem	Count	50	12	10	2	3	11	12
		Percentage	41.3%	63.2%	45.5%	14.3%	16.7%	61.1%	40.0%
	Others	Count	2	0	1	0	0	0	1
		Percentage	1.7%	0.0%	4.5%	0.0%	0.0%	0.0%	3.3%

Q 41. Billing complaint solved within 4 weeks by CC executive

CNT Karnataka

			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	684	117	118	83	95	129	142
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q41	Answering Base	Count	684	117	118	83	95	129	142
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	197	25	30	30	20	61	31
		Percentage	28.8%	21.4%	25.4%	36.1%	21.1%	47.3%	21.8%
	No	Count	275	53	47	31	45	37	62
		Percentage	40.2%	45.3%	39.8%	37.3%	47.4%	28.7%	43.7%
Not Applicable	Count	212	39	41	22	30	31	49	
	Percentage	31.0%	33.3%	34.7%	26.5%	31.6%	24.0%	34.5%	

Q 42. Awareness of contact details of nodal officer

CNT Karnataka

			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q42	Answering Base	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	715	103	110	123	114	178	87
		Percentage	10.9%	7.9%	10.5%	12.2%	10.3%	16.9%	8.6%
	No	Count	5,819	1,202	941	883	991	873	929
		Percentage	89.1%	92.1%	89.5%	87.8%	89.7%	83.1%	91.4%

Q 43. Made a complaint to nodal officer

CNT Karnataka

			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	715	103	110	123	114	178	87
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q43	Answering Base	Count	715	103	110	123	114	178	87
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	127	14	22	19	18	36	18
		Percentage	17.8%	13.6%	20.0%	15.4%	15.8%	20.2%	20.7%
	No	Count	588	89	88	104	96	142	69
		Percentage	82.2%	86.4%	80.0%	84.6%	84.2%	79.8%	79.3%

Q 44. Nodal officer can be approached easily									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	127	14	22	19	18	36	18
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q44	Answering Base	Count	127	14	22	19	18	36	18
		Percentage							
	Yes	Count	78	6	12	11	12	23	14
		Percentage	61.4%	42.9%	54.5%	57.9%	66.7%	63.9%	77.8%
	No	Count	49	8	10	8	6	13	4
		Percentage	38.6%	57.1%	45.5%	42.1%	33.3%	36.1%	22.2%

Q 45. Decision on complaint intimated by Nodal officer									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	127	14	22	19	18	36	18
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q45	Answering Base	Count	126	14	22	19	18	35	18
		Percentage							
	Yes	Count	77	11	14	12	13	17	10
		Percentage	61.1%	78.6%	63.6%	63.2%	72.2%	48.6%	55.6%
	No	Count	49	3	8	7	5	18	8
		Percentage	38.9%	21.4%	36.4%	36.8%	27.8%	51.4%	44.4%

Q 46. Satisfaction with redressal of complaint by nodal officer									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	127	14	22	19	18	36	18
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	125	14	22	19	18	34	18
		Percentage	98.4%	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%
	Not specified	Count	2	0	0	0	0	2	0
		Percentage	1.6%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%
Q46	Very Satisfied	Count	2	1	0	0	0	0	1
		Percentage	1.6%	7.1%	0.0%	0.0%	0.0%	0.0%	5.6%
	Satisfied	Count	89	9	13	11	13	32	11
		Percentage	71.2%	64.3%	59.1%	57.9%	72.2%	94.1%	61.1%
	Dissatisfied	Count	29	3	8	5	5	2	6
		Percentage	23.2%	21.4%	36.4%	26.3%	27.8%	5.9%	33.3%
	Very Dissatisfied	Count	5	1	1	3	0	0	0
		Percentage	4.0%	7.1%	4.5%	15.8%	0.0%	0.0%	0.0%

Q 47. Reasons for dissatisfaction									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	34	4	9	8	5	2	6
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 47. Reasons for dissatisfaction	Answering Base	Count	34	4	9	8	5	2	6
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Difficult to connect to the Nodal Officer	Count	6	1	2	0	2	1	0
		Percentage	17.6%	25.0%	22.2%	0.0%	40.0%	50.0%	0.0%
	Nodal Officer not polite/courteous	Count	8	1	3	0	0	0	4
		Percentage	23.5%	25.0%	33.3%	0.0%	0.0%	0.0%	66.7%
	Nodal Officer not equipped with adequate information	Count	15	1	3	5	3	1	2
		Percentage	44.1%	25.0%	33.3%	62.5%	60.0%	50.0%	33.3%
	Time taken by Nodal Off. for redressal of complaint is long	Count	3	1	1	0	1	0	0
		Percentage	8.8%	25.0%	11.1%	0.0%	20.0%	0.0%	0.0%
	Nodal Officer was unable to understand the problem	Count	3	0	0	3	0	0	0
		Percentage	8.8%	0.0%	0.0%	37.5%	0.0%	0.0%	0.0%
	Others	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q 48. Awareness of contact details of appellate authority									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q48	Answering Base	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	906	121	141	150	182	210	102
		Percentage	13.9%	9.3%	13.4%	14.9%	16.5%	20.0%	10.0%
	No	Count	5,628	1,184	910	856	923	841	914
		Percentage	86.1%	90.7%	86.6%	85.1%	83.5%	80.0%	90.0%

Q 49. Filed complaints in last 6 months									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	906	121	141	150	182	210	102
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q49	Answering Base	Count	906	121	141	150	182	210	102
		Yes	Count	93	12	17	17	12	25
		Percentage	10.3%	9.9%	12.1%	11.3%	6.6%	11.9%	9.8%
	No	Count	813	109	124	133	170	185	92
		Percentage	89.7%	90.1%	87.9%	88.7%	93.4%	88.1%	90.2%

Q 50. Acknowledgement received									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	93	12	17	17	12	25	10
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q50	Answering Base	Count	93	12	17	17	12	25	10
		Yes	Count	32	4	3	7	2	11
		Percentage	34.4%	33.3%	17.6%	41.2%	16.7%	44.0%	50.0%
	No	Count	61	8	14	10	10	14	5
		Percentage	65.6%	66.7%	82.4%	58.8%	83.3%	56.0%	50.0%

Q 51. Decision taken by appellate authority within 3 months									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	93	12	17	17	12	25	10
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q51	Answering Base	Count	93	12	17	17	12	25	10
		Yes	Count	44	6	8	11	4	11
		Percentage	47.3%	50.0%	47.1%	64.7%	33.3%	44.0%	40.0%
	No	Count	46	6	8	6	7	14	5
		Percentage	49.5%	50.0%	47.1%	35.3%	58.3%	56.0%	50.0%
	Appeal Filed only Recently	Count	3	0	1	0	1	0	1
		Percentage	3.2%	0.0%	5.9%	0.0%	8.3%	0.0%	10.0%

Q 52. Aware of item wise usage charge details									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	5,825	1,183	958	851	1,026	868	939
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q52	Answering Base	Count	5,823	1,181	958	851	1,026	868	939
		Yes	Count	2,029	368	339	311	364	319
		Percentage	34.8%	31.2%	35.4%	36.5%	35.5%	36.8%	34.9%
	No	Count	3,794	813	619	540	662	549	611
Percentage		65.2%	68.8%	64.6%	63.5%	64.5%	63.2%	65.1%	

Q 53. Denied request of item wise usage charge details									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	5,825	1,183	958	851	1,026	868	939
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q53	Answering Base	Count	2,029	368	339	311	364	319	328
		Yes	Count	346	68	57	47	54	52
		Percentage	17.1%	18.5%	16.8%	15.1%	14.8%	16.3%	20.7%
	No	Count	1,683	300	282	264	310	267	260
Percentage		82.9%	81.5%	83.2%	84.9%	85.2%	83.7%	79.3%	

Q 54. Reasons for denying request									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	346	68	57	47	54	52	68
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 54. Reasons for denying request	Answering Base	Count	346	68	57	47	54	52	68
		No reason given	Count	111	25	20	14	21	14
		Percentage	32.1%	36.8%	35.1%	29.8%	38.9%	26.9%	25.0%
	Technical problem	Count	222	41	34	33	29	37	48
		Percentage	64.2%	60.3%	59.6%	70.2%	53.7%	71.2%	70.6%
	Others	Count	13	2	3	0	4	1	3
Percentage		3.8%	2.9%	5.3%	0.0%	7.4%	1.9%	4.4%	

Q 55. Manual of practice provided									
CNT Karnataka									
			OPER						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	Spice
	Total	Count	6,534	1,305	1,051	1,006	1,105	1,051	1,016
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q55	Answering Base	Count	6,522	1,303	1,051	1,000	1,103	1,049	1,016
		Percentage							
	Yes	Count	3,048	557	501	487	457	554	492
		Percentage	46.7%	42.7%	47.7%	48.7%	41.4%	52.8%	48.4%
	No	Count	3,474	746	550	513	646	495	524
		Percentage	53.3%	57.3%	52.3%	51.3%	58.6%	47.2%	51.6%

7.3 Broadband Services

Gender										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
GEN	Answering Base	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Male	Count	6,641	1,113	1,024	810	923	988	683
		Percentage	87.3%	87.5%	87.7%	89.3%	86.6%	86.1%	85.5%	87.9%
	Female	Count	969	159	143	97	143	160	116	151
Percentage		12.7%	12.5%	12.3%	10.7%	13.4%	13.9%	14.5%	12.1%	

Age										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AGE	Answering Base	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Less than 25	Count	1,892	556	449	250	138	208	93
	Percentage		24.9%	43.7%	38.5%	27.6%	12.9%	18.1%	11.6%	15.8%
	25-60	Count	5,686	710	711	655	927	939	700	1,044
		Percentage	74.7%	55.8%	60.9%	72.2%	87.0%	81.8%	87.6%	83.5%
	More than 60	Count	32	6	7	2	1	1	6	9
Percentage		0.4%	0.5%	0.6%	0.2%	0.1%	0.1%	0.8%	0.7%	

Usage Type										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
USG_TYPE	Answering Base Residential	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	74.3%	59.1%	62.0%	76.2%	82.2%	84.6%	80.0%	80.2%
	Commercial	Count	1,954	520	443	216	190	177	160	248
		Percentage	25.7%	40.9%	38.0%	23.8%	17.8%	15.4%	20.0%	19.8%

Area			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AREA	Answering Base	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Rural	Count	88	9	13	7	39	4	2
		Percentage	1.2%	0.7%	1.1%	0.8%	3.7%	0.3%	0.3%	1.1%
	Urban	Count	7,522	1,263	1,154	900	1,027	1,144	797	1,237
Percentage		98.8%	99.3%	98.9%	99.2%	96.3%	99.7%	99.7%	98.9%	

User Type			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
USR_TYP E	Answering Base	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Prepaid	Count	1,812	151	94	125	304	555	195
	Percentage		23.8%	11.9%	8.1%	13.8%	28.5%	48.3%	24.4%	31.0%
	Postpaid	Count	5,798	1,121	1,073	782	762	593	604	863
Percentage		76.2%	88.1%	91.9%	86.2%	71.5%	51.7%	75.6%	69.0%	

Q1. Number of days in getting BB connection activated			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q1	Answering Base	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Within 15 working days	Count	6,504	996	910	760	930	1,012	757
	Percentage		85.5%	78.3%	78.0%	83.8%	87.2%	88.2%	94.7%	91.0%
	> 15 working Days	Count	1,106	276	257	147	136	136	42	112
Percentage		14.5%	21.7%	22.0%	16.2%	12.8%	11.8%	5.3%	9.0%	

Q2. Satisfaction with time taken in getting BB connection activated											
			Operator								
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway	
	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Q2	Very Satisfied	Count	2,529	349	611	112	221	481	261	494	
		Percentage	33.2%	27.4%	52.4%	12.3%	20.7%	41.9%	32.7%	39.5%	
	Satisfied	Count	4,826	901	531	733	784	645	528	704	
		Percentage	63.4%	70.8%	45.5%	80.8%	73.5%	56.2%	66.1%	56.3%	
	Dissatisfied	Count	210	19	20	58	52	15	6	40	
		Percentage	2.8%	1.5%	1.7%	6.4%	4.9%	1.3%	0.8%	3.2%	
	Very Dissatisfied	Count	45	3	5	4	9	7	4	13	
		Percentage	0.6%	0.2%	0.4%	0.4%	0.8%	0.6%	0.5%	1.0%	

Q3. Satisfaction with time taken in getting BB connection re-activated										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,437	360	222	205	283	103	105	159
		Percentage	18.9%	28.3%	19.0%	22.6%	26.5%	9.0%	13.1%	12.7%
	Not specified	Count	6,173	912	945	702	783	1,045	694	1,092
		Percentage	81.1%	71.7%	81.0%	77.4%	73.5%	91.0%	86.9%	87.3%
Q3	Very Satisfied	Count	425	147	94	49	49	38	28	20
		Percentage	29.6%	40.8%	42.3%	23.9%	17.3%	36.9%	26.7%	12.6%
	Satisfied	Count	954	207	125	143	220	60	75	124
		Percentage	66.4%	57.5%	56.3%	69.8%	77.7%	58.3%	71.4%	78.0%
	Dissatisfied	Count	48	4	3	12	12	3	2	12
		Percentage	3.3%	1.1%	1.4%	5.9%	4.2%	2.9%	1.9%	7.5%
	Very Dissatisfied	Count	10	2	0	1	2	2	0	3
		Percentage	0.7%	0.6%	0.0%	0.5%	0.7%	1.9%	0.0%	1.9%

Q4. Satisfaction with timely delivery of bills										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	5,798	1,121	1,073	782	762	593	604	863
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	5,777	1,116	1,071	780	757	589	603	861
		Percentage	99.6%	99.6%	99.8%	99.7%	99.3%	99.3%	99.8%	99.8%
	Not specified	Count	21	5	2	2	5	4	1	2
		Percentage	0.4%	0.4%	0.2%	0.3%	0.7%	0.7%	0.2%	0.2%
Q4	Very Satisfied	Count	2,066	375	491	102	151	383	156	408
		Percentage	35.8%	33.6%	45.8%	13.1%	19.9%	65.0%	25.9%	47.4%
	Satisfied	Count	3,402	720	563	564	551	194	417	393
		Percentage	58.9%	64.5%	52.6%	72.3%	72.8%	32.9%	69.2%	45.6%
	Dissatisfied	Count	278	20	14	99	51	11	28	55
		Percentage	4.8%	1.8%	1.3%	12.7%	6.7%	1.9%	4.6%	6.4%
	Very Dissatisfied	Count	31	1	3	15	4	1	2	5
		Percentage	0.5%	0.1%	0.3%	1.9%	0.5%	0.2%	0.3%	0.6%

Q5a. Satisfaction with accuracy of bills										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	5,798	1,121	1,073	782	762	593	604	863
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	5,774	1,114	1,073	781	756	589	603	858
		Percentage	99.6%	99.4%	100.0%	99.9%	99.2%	99.3%	99.8%	99.4%
	Not specified	Count	24	7	0	1	6	4	1	5
		Percentage	0.4%	0.6%	0.0%	0.1%	0.8%	0.7%	0.2%	0.6%
Q5A	Very Satisfied	Count	1,599	249	424	93	145	155	199	334
		Percentage	27.7%	22.4%	39.5%	11.9%	19.2%	26.3%	33.0%	38.9%
	Satisfied	Count	3,910	840	629	613	560	418	375	475
		Percentage	67.7%	75.4%	58.6%	78.5%	74.1%	71.0%	62.2%	55.4%
	Dissatisfied	Count	237	21	18	69	46	13	27	43
		Percentage	4.1%	1.9%	1.7%	8.8%	6.1%	2.2%	4.5%	5.0%
	Very Dissatisfied	Count	28	4	2	6	5	3	2	6
		Percentage	0.5%	0.4%	0.2%	0.8%	0.7%	0.5%	0.3%	0.7%

Q5b. Reasons for dissatisfaction										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	265	25	20	75	51	16	29	49
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q5b. Reasons for dissatisfaction	Answering Base	Count	226	22	18	65	39	14	28	40
		Percentage								
	Charges not as per tariff plan subscribed	Count	43	4	5	13	8	1	5	7
		Percentage	19.0%	18.2%	27.8%	20.0%	20.5%	7.1%	17.9%	17.5%
	Tariff plan changed without information	Count	54	5	3	26	8	2	3	7
		Percentage	23.9%	22.7%	16.7%	40.0%	20.5%	14.3%	10.7%	17.5%
	Charged for value added services not requested	Count	55	4	1	20	7	3	10	10
		Percentage	24.3%	18.2%	5.6%	30.8%	17.9%	21.4%	35.7%	25.0%
	Charged for calls/services not made/used	Count	85	11	10	18	15	8	13	10
		Percentage	37.6%	50.0%	55.6%	27.7%	38.5%	57.1%	46.4%	25.0%
Others	Count	23	2	0	10	1	1	2	7	
	Percentage	10.2%	9.1%	0.0%	15.4%	2.6%	7.1%	7.1%	17.5%	

Q6. Billing related complaints made in last 12 months										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	5,798	1,121	1,073	782	762	593	604	863
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q6	Answering Base Yes	Count	5,794	1,121	1,072	782	760	592	604	863
		Percentage								
	No	Count	1,056	246	135	184	135	69	136	151
		Percentage	18.2%	21.9%	12.6%	23.5%	17.8%	11.7%	22.5%	17.5%
		Count	4,738	875	937	598	625	523	468	712
		Percentage	81.8%	78.1%	87.4%	76.5%	82.2%	88.3%	77.5%	82.5%

Q7. Satisfaction with process of resolution of billing complaints										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	1,056	246	135	184	135	69	136	151
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,043	241	134	183	133	68	134	150
		Percentage	98.8%	98.0%	99.3%	99.5%	98.5%	98.6%	98.5%	99.3%
	Not specified	Count	13	5	1	1	2	1	2	1
		Percentage	1.2%	2.0%	0.7%	0.5%	1.5%	1.4%	1.5%	0.7%
Q7	Very Satisfied	Count	157	80	20	17	2	22	0	16
		Percentage	15.1%	33.2%	14.9%	9.3%	1.5%	32.4%	0.0%	10.7%
	Satisfied	Count	642	148	96	102	78	34	109	75
		Percentage	61.6%	61.4%	71.6%	55.7%	58.6%	50.0%	81.3%	50.0%
	Dissatisfied	Count	222	13	16	59	48	11	24	51
		Percentage	21.3%	5.4%	11.9%	32.2%	36.1%	16.2%	17.9%	34.0%
	Very Dissatisfied	Count	22	0	2	5	5	1	1	8
		Percentage	2.1%	0.0%	1.5%	2.7%	3.8%	1.5%	0.7%	5.3%

Q8a. Satisfaction with Clarity of bills										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	5,798	1,121	1,073	782	762	593	604	863
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	5,759	1,116	1,070	779	748	587	603	856
		Percentage	99.3%	99.6%	99.7%	99.6%	98.2%	99.0%	99.8%	99.2%
	Not specified	Count	39	5	3	3	14	6	1	7
		Percentage	0.7%	0.4%	0.3%	0.4%	1.8%	1.0%	0.2%	0.8%
Q8A	Very Satisfied	Count	1,450	135	366	51	141	257	224	276
		Percentage	25.2%	12.1%	34.2%	6.5%	18.9%	43.8%	37.1%	32.2%
	Satisfied	Count	4,057	960	691	652	551	310	357	536
		Percentage	70.4%	86.0%	64.6%	83.7%	73.7%	52.8%	59.2%	62.6%
	Dissatisfied	Count	229	21	13	66	51	17	22	39
		Percentage	4.0%	1.9%	1.2%	8.5%	6.8%	2.9%	3.6%	4.6%
	Very Dissatisfied	Count	23	0	0	10	5	3	0	5
		Percentage	0.4%	0.0%	0.0%	1.3%	0.7%	0.5%	0.0%	0.6%

Q8b. Reasons for dissatisfaction										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	252	21	13	76	56	20	22	44
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q8b. Reasons for dissatisfaction	Answering Base	Count	237	20	12	75	48	19	22	41
		Percentage								
	Difficult to read the bill	Count	11	0	0	4	2	2	1	2
		Percentage	4.6%	0.0%	0.0%	5.3%	4.2%	10.5%	4.5%	4.9%
	Difficult to understand the language	Count	39	0	1	21	7	1	2	7
		Percentage	16.5%	0.0%	8.3%	28.0%	14.6%	5.3%	9.1%	17.1%
	Calculations not clear	Count	109	10	5	30	23	8	9	24
		Percentage	46.0%	50.0%	41.7%	40.0%	47.9%	42.1%	40.9%	58.5%
	Item-wise charges not given	Count	54	7	5	5	12	7	12	6
		Percentage	22.8%	35.0%	41.7%	6.7%	25.0%	36.8%	54.5%	14.6%
	Others	Count	26	3	1	15	4	1	0	2
		Percentage	11.0%	15.0%	8.3%	20.0%	8.3%	5.3%	0.0%	4.9%

Q9a. Satisfaction with accuracy of charges										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	1,812	151	94	125	304	555	195	388
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,785	142	89	121	301	553	195	384
		Percentage	98.5%	94.0%	94.7%	96.8%	99.0%	99.6%	100.0%	99.0%
	Not specified	Count	27	9	5	4	3	2	0	4
		Percentage	1.5%	6.0%	5.3%	3.2%	1.0%	0.4%	0.0%	1.0%
Q9A	Very Satisfied	Count	200	24	23	19	30	62	21	21
		Percentage	11.2%	16.9%	25.8%	15.7%	10.0%	11.2%	10.8%	5.5%
	Satisfied	Count	1,464	115	63	99	247	448	159	333
		Percentage	82.0%	81.0%	70.8%	81.8%	82.1%	81.0%	81.5%	86.7%
	Dissatisfied	Count	111	3	3	3	22	40	14	26
		Percentage	6.2%	2.1%	3.4%	2.5%	7.3%	7.2%	7.2%	6.8%
	Very Dissatisfied	Count	10	0	0	0	2	3	1	4
		Percentage	0.6%	0.0%	0.0%	0.0%	0.7%	0.5%	0.5%	1.0%

Q9b. Reasons for dissatisfaction										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	121	3	3	3	24	43	15	30
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q9b. Reasons for dissatisfaction	Answering Base	Count	97	1	2	3	19	36	15	21
		Percentage								
	charges not as per tariff plan subscribed	Count	17	0	0	0	1	7	1	8
		Percentage	17.5%	0.0%	0.0%	0.0%	5.3%	19.4%	6.7%	38.1%
	tariff plan changed without information	Count	18	1	2	0	7	5	1	2
		Percentage	18.6%	100.0%	100.0%	0.0%	36.8%	13.9%	6.7%	9.5%
	charged for value added services not requested	Count	17	0	0	0	6	8	2	1
		Percentage	17.5%	0.0%	0.0%	0.0%	31.6%	22.2%	13.3%	4.8%
	charged for calls/services not made/used	Count	42	0	0	2	6	15	12	7
		Percentage	43.3%	0.0%	0.0%	66.7%	31.6%	41.7%	80.0%	33.3%
	Others	Count	6	0	0	1	0	2	0	3
		Percentage	6.2%	0.0%	0.0%	33.3%	0.0%	5.6%	0.0%	14.3%

Q10. Complaint made to customer care										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q10	Answering Base	Count	7,607	1,271	1,167	907	1,064	1,148	799	1,251
		Percentage								
	Yes	Count	4,982	855	755	589	567	705	547	964
		Percentage	65.5%	67.3%	64.7%	64.9%	53.3%	61.4%	68.5%	77.1%
	No	Count	2,625	416	412	318	497	443	252	287
		Percentage	34.5%	32.7%	35.3%	35.1%	46.7%	38.6%	31.5%	22.9%

Q11. Satisfaction with ease of access of number										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	4,982	855	755	589	567	705	547	964
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4,973	853	754	588	566	705	544	963
		Percentage	99.8%	99.8%	99.9%	99.8%	99.8%	100.0%	99.5%	99.9%
	Not specified	Count	9	2	1	1	1	0	3	1
		Percentage	0.2%	0.2%	0.1%	0.2%	0.2%	0.0%	0.5%	0.1%
Q11	Very Satisfied	Count	545	141	65	41	76	30	113	79
		Percentage	11.0%	16.5%	8.6%	7.0%	13.4%	4.3%	20.8%	8.2%
	Satisfied	Count	3,521	664	587	421	348	526	344	631
		Percentage	70.8%	77.8%	77.9%	71.6%	61.5%	74.6%	63.2%	65.5%
	Dissatisfied	Count	784	44	95	114	101	123	82	225
		Percentage	15.8%	5.2%	12.6%	19.4%	17.8%	17.4%	15.1%	23.4%
	Very Dissatisfied	Count	123	4	7	12	41	26	5	28
		Percentage	2.5%	0.5%	0.9%	2.0%	7.2%	3.7%	0.9%	2.9%

Q12. Satisfaction with response time										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	4,982	855	755	589	567	705	547	964
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4,974	852	753	589	567	705	545	963
		Percentage	99.8%	99.6%	99.7%	100.0%	100.0%	100.0%	99.6%	99.9%
	Not specified	Count	8	3	2	0	0	0	2	1
		Percentage	0.2%	0.4%	0.3%	0.0%	0.0%	0.0%	0.4%	0.1%
Q12	Very Satisfied	Count	974	201	135	88	59	126	158	207
		Percentage	19.6%	23.6%	17.9%	14.9%	10.4%	17.9%	29.0%	21.5%
	Satisfied	Count	2,877	617	451	339	335	323	286	526
		Percentage	57.8%	72.4%	59.9%	57.6%	59.1%	45.8%	52.5%	54.6%
	Dissatisfied	Count	965	31	160	141	121	231	92	189
		Percentage	19.4%	3.6%	21.2%	23.9%	21.3%	32.8%	16.9%	19.6%
	Very Dissatisfied	Count	158	3	7	21	52	25	9	41
		Percentage	3.2%	0.4%	0.9%	3.6%	9.2%	3.5%	1.7%	4.3%

Q13. Satisfaction with problem solving ability of CC executive										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	4,982	855	755	589	567	705	547	964
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4,963	840	754	588	567	705	546	963
		Percentage	99.6%	98.2%	99.9%	99.8%	100.0%	100.0%	99.8%	99.9%
	Not specified	Count	19	15	1	1	0	0	1	1
		Percentage	0.4%	1.8%	0.1%	0.2%	0.0%	0.0%	0.2%	0.1%
Q13	Very Satisfied	Count	671	135	98	50	88	63	94	143
		Percentage	13.5%	16.1%	13.0%	8.5%	15.5%	8.9%	17.2%	14.8%
	Satisfied	Count	3,385	668	570	392	319	476	359	601
		Percentage	68.2%	79.5%	75.6%	66.7%	56.3%	67.5%	65.8%	62.4%
	Dissatisfied	Count	746	34	83	131	105	141	81	171
		Percentage	15.0%	4.0%	11.0%	22.3%	18.5%	20.0%	14.8%	17.8%
	Very Dissatisfied	Count	161	3	3	15	55	25	12	48
		Percentage	3.2%	0.4%	0.4%	2.6%	9.7%	3.5%	2.2%	5.0%

Q14. Satisfaction with time taken by CC executive to solve problem										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	4,982	855	755	589	567	705	547	964
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4,976	853	754	588	567	705	546	963
		Percentage	99.9%	99.8%	99.9%	99.8%	100.0%	100.0%	99.8%	99.9%
	Not specified	Count	6	2	1	1	0	0	1	1
		Percentage	0.1%	0.2%	0.1%	0.2%	0.0%	0.0%	0.2%	0.1%
Q14	Very Satisfied	Count	755	193	113	48	77	48	173	103
		Percentage	15.2%	22.6%	15.0%	8.2%	13.6%	6.8%	31.7%	10.7%
	Satisfied	Count	3,420	626	584	383	333	529	297	668
		Percentage	68.7%	73.4%	77.5%	65.1%	58.7%	75.0%	54.4%	69.4%
	Dissatisfied	Count	634	31	53	141	102	103	63	141
		Percentage	12.7%	3.6%	7.0%	24.0%	18.0%	14.6%	11.5%	14.6%
	Very Dissatisfied	Count	167	3	4	16	55	25	13	51
		Percentage	3.4%	0.4%	0.5%	2.7%	9.7%	3.5%	2.4%	5.3%

Q15. Satisfaction with speed of BB connection										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	7,605	1,271	1,167	907	1,066	1,147	798	1,249
		Percentage	99.9%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	99.8%
	Not specified	Count	5	1	0	0	0	1	1	2
		Percentage	0.1%	0.1%	0.0%	0.0%	0.0%	0.1%	0.1%	0.2%
Q15	Very Satisfied	Count	1,390	208	332	62	192	241	183	172
		Percentage	18.3%	16.4%	28.4%	6.8%	18.0%	21.0%	22.9%	13.8%
	Satisfied	Count	5,570	1,024	782	752	740	767	541	964
		Percentage	73.2%	80.6%	67.0%	82.9%	69.4%	66.9%	67.8%	77.2%
	Dissatisfied	Count	558	36	49	82	103	125	62	101
		Percentage	7.3%	2.8%	4.2%	9.0%	9.7%	10.9%	7.8%	8.1%
	Very Dissatisfied	Count	87	3	4	11	31	14	12	12
		Percentage	1.1%	0.2%	0.3%	1.2%	2.9%	1.2%	1.5%	1.0%

Q16. Satisfaction with amount of time service is up & working										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	7,564	1,268	1,160	905	1,056	1,140	796	1,239
		Percentage	99.4%	99.7%	99.4%	99.8%	99.1%	99.3%	99.6%	99.0%
	Not specified	Count	46	4	7	2	10	8	3	12
		Percentage	0.6%	0.3%	0.6%	0.2%	0.9%	0.7%	0.4%	1.0%
Q16	Very Satisfied	Count	1,611	290	416	130	155	187	191	242
		Percentage	21.3%	22.9%	35.9%	14.4%	14.7%	16.4%	24.0%	19.5%
	Satisfied	Count	5,329	941	714	668	759	833	553	861
		Percentage	70.5%	74.2%	61.6%	73.8%	71.9%	73.1%	69.5%	69.5%
	Dissatisfied	Count	545	34	27	97	116	105	45	121
		Percentage	7.2%	2.7%	2.3%	10.7%	11.0%	9.2%	5.7%	9.8%
	Very Dissatisfied	Count	79	3	3	10	26	15	7	15
		Percentage	1.0%	0.2%	0.3%	1.1%	2.5%	1.3%	0.9%	1.2%

Q17. Problems faced with BB connection										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q17	Answering Base	Count	7,586	1,269	1,164	904	1,062	1,144	798	1,245
		Very frequently	Count	218	5	4	36	92	32	11
		Percentage	2.9%	0.4%	0.3%	4.0%	8.7%	2.8%	1.4%	3.1%
	Frequently	Count	726	85	60	103	132	123	75	148
		Percentage	9.6%	6.7%	5.2%	11.4%	12.4%	10.8%	9.4%	11.9%
	Occasionally	Count	2,924	417	428	398	391	433	443	414
		Percentage	38.5%	32.9%	36.8%	44.0%	36.8%	37.8%	55.5%	33.3%
	Never	Count	3,718	762	672	367	447	556	269	645
Percentage		49.0%	60.0%	57.7%	40.6%	42.1%	48.6%	33.7%	51.8%	

Q18. What sort of problems										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	944	90	64	139	224	155	86	186
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q18	Answering Base	Count	927	86	63	139	222	153	85	179
		Problem was related to my computer hardware / software	Count	76	16	12	6	9	14	3
	Percentage		8.2%	18.6%	19.0%	4.3%	4.1%	9.2%	3.5%	8.9%
	Problem was related to the broadband connection	Count	851	70	51	133	213	139	82	163
		Percentage	91.8%	81.4%	81.0%	95.7%	95.9%	90.8%	96.5%	91.1%

Q19. Satisfaction with time taken for restoration of BB connection										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	5,510	1,018	1,050	578	659	816	396	993
		Percentage	72.4%	80.0%	90.0%	63.7%	61.8%	71.1%	49.6%	79.4%
	Not specified	Count	2,100	254	117	329	407	332	403	258
		Percentage	27.6%	20.0%	10.0%	36.3%	38.2%	28.9%	50.4%	20.6%
Q19	Very Satisfied	Count	916	115	277	41	117	104	148	114
		Percentage	16.6%	11.3%	26.4%	7.1%	17.8%	12.7%	37.4%	11.5%
	Satisfied	Count	3,657	811	675	401	331	529	189	721
		Percentage	66.4%	79.7%	64.3%	69.4%	50.2%	64.8%	47.7%	72.6%
	Dissatisfied	Count	764	74	73	127	171	128	52	139
		Percentage	13.9%	7.3%	7.0%	22.0%	25.9%	15.7%	13.1%	14.0%
	Very Dissatisfied	Count	173	18	25	9	40	55	7	19
		Percentage	3.1%	1.8%	2.4%	1.6%	6.1%	6.7%	1.8%	1.9%

Q20. Value added services used										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q20	Answering Base	Count	7,583	1,271	1,167	904	1,052	1,143	797	1,249
		Yes	Count	1,222	279	126	190	123	185	145
		Percentage	16.1%	22.0%	10.8%	21.0%	11.7%	16.2%	18.2%	13.9%
	No	Count	6,361	992	1,041	714	929	958	652	1,075
Percentage		83.9%	78.0%	89.2%	79.0%	88.3%	83.8%	81.8%	86.1%	

Q21. Satisfaction with Value added services										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	1,222	279	126	190	123	185	145	174
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,208	278	123	189	123	181	144	170
		Percentage	98.9%	99.6%	97.6%	99.5%	100.0%	97.8%	99.3%	97.7%
	Not specified	Count	14	1	3	1	0	4	1	4
		Percentage	1.1%	0.4%	2.4%	0.5%	0.0%	2.2%	0.7%	2.3%
Q21	Very Satisfied	Count	155	47	9	21	22	35	11	10
		Percentage	12.8%	16.9%	7.3%	11.1%	17.9%	19.3%	7.6%	5.9%
	Satisfied	Count	907	213	87	146	85	113	123	140
		Percentage	75.1%	76.6%	70.7%	77.2%	69.1%	62.4%	85.4%	82.4%
	Dissatisfied	Count	65	12	10	15	5	8	6	9
		Percentage	5.4%	4.3%	8.1%	7.9%	4.1%	4.4%	4.2%	5.3%
	Very Dissatisfied	Count	81	6	17	7	11	25	4	11
		Percentage	6.7%	2.2%	13.8%	3.7%	8.9%	13.8%	2.8%	6.5%

Q22a. Satisfaction with overall quality of BB connection										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	7,585	1,268	1,165	906	1,060	1,147	799	1,240
		Percentage	99.7%	99.7%	99.8%	99.9%	99.4%	99.9%	100.0%	99.1%
	Not specified	Count	25	4	2	1	6	1	0	11
		Percentage	0.3%	0.3%	0.2%	0.1%	0.6%	0.1%	0.0%	0.9%
Q22A	Very Satisfied	Count	1,200	171	310	58	144	212	168	137
		Percentage	15.8%	13.5%	26.6%	6.4%	13.6%	18.5%	21.0%	11.0%
	Satisfied	Count	5,612	1,062	775	693	766	773	561	982
		Percentage	74.0%	83.8%	66.5%	76.5%	72.3%	67.4%	70.2%	79.2%
	Dissatisfied	Count	547	20	43	117	93	120	57	97
		Percentage	7.2%	1.6%	3.7%	12.9%	8.8%	10.5%	7.1%	7.8%
	Very Dissatisfied	Count	226	15	37	38	57	42	13	24
		Percentage	3.0%	1.2%	3.2%	4.2%	5.4%	3.7%	1.6%	1.9%

Q23. Aware of the facility that measures BB connection speed										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q23	Answering Base	Count	7,596	1,272	1,167	905	1,059	1,147	799	1,247
		Yes	Count	4,816	760	808	501	649	755	595
		Percentage	63.4%	59.7%	69.2%	55.4%	61.3%	65.8%	74.5%	60.0%
	No	Count	2,780	512	359	404	410	392	204	499
Percentage		36.6%	40.3%	30.8%	44.6%	38.7%	34.2%	25.5%	40.0%	

Q24. Aware of the three stage grievance redressal mechanism										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q24	Answering Base	Count	7,600	1,272	1,166	907	1,063	1,148	798	1,246
		Yes	Count	5,141	889	869	636	628	667	660
		Percentage	67.6%	69.9%	74.5%	70.1%	59.1%	58.1%	82.7%	63.6%
	No	Count	2,459	383	297	271	435	481	138	454
Percentage		32.4%	30.1%	25.5%	29.9%	40.9%	41.9%	17.3%	36.4%	

Q25. Which stage aware of										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q25. Which stage aware of	Answering Base	Count	5,403	959	927	679	665	677	662	834
		Call Centre	Count	5,038	868	823	616	622	648	655
		Percentage	93.2%	90.5%	88.8%	90.7%	93.5%	95.7%	98.9%	96.6%
	Nodal Officer	Count	408	93	88	69	49	30	54	25
		Percentage	7.6%	9.7%	9.5%	10.2%	7.4%	4.4%	8.2%	3.0%
	Appellate Authority	Count	99	4	28	16	17	4	11	19
		Percentage	1.8%	0.4%	3.0%	2.4%	2.6%	0.6%	1.7%	2.3%
	None of these	Count	0	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q26. Made complaints within last 6 months										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q26	Answering Base	Count	7,606	1,271	1,165	907	1,066	1,148	799	1,250
		Yes	Count	1,706	148	133	266	330	259	293
		Percentage	22.4%	11.6%	11.4%	29.3%	31.0%	22.6%	36.7%	22.2%
	No	Count	5,900	1,123	1,032	641	736	889	506	973
	Percentage	77.6%	88.4%	88.6%	70.7%	69.0%	77.4%	63.3%	77.8%	

Q27. Docket Number										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	1,706	148	133	266	330	259	293	277
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q27	Answering Base	Count	1,687	146	132	265	328	256	288	272
		No docket number received even on request	Count	397	30	16	53	88	75	27
		Percentage	23.5%	20.5%	12.1%	20.0%	26.8%	29.3%	9.4%	39.7%
	No docket number received for most of the complaints	Count	499	62	40	86	76	84	44	107
		Percentage	29.6%	42.5%	30.3%	32.5%	23.2%	32.8%	15.3%	39.3%
	Docket number received for most of the complaints	Count	791	54	76	126	164	97	217	57
	Percentage	46.9%	37.0%	57.6%	47.5%	50.0%	37.9%	75.3%	21.0%	

Q28. Information given by call center										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	1,706	148	133	266	330	259	293	277
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q28	Answering Base	Count	1,704	148	133	266	328	259	293	277
		Yes	Count	1,488	132	106	229	280	233	280
		Percentage	87.3%	89.2%	79.7%	86.1%	85.4%	90.0%	95.6%	82.3%
	No	Count	216	16	27	37	48	26	13	49
	Percentage	12.7%	10.8%	20.3%	13.9%	14.6%	10.0%	4.4%	17.7%	

Q29. Satisfaction with Information given by call center executive										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	1,706	148	133	266	330	259	293	277
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,695	148	131	265	326	257	292	276
		Percentage	99.4%	100.0%	98.5%	99.6%	98.8%	99.2%	99.7%	99.6%
	Not specified	Count	11	0	2	1	4	2	1	1
		Percentage	0.6%	0.0%	1.5%	0.4%	1.2%	0.8%	0.3%	0.4%
Q29	Very Satisfied	Count	69	14	27	5	3	3	16	1
		Percentage	4.1%	9.5%	20.6%	1.9%	0.9%	1.2%	5.5%	0.4%
	Satisfied	Count	1,168	125	83	188	205	167	222	178
		Percentage	68.9%	84.5%	63.4%	70.9%	62.9%	65.0%	76.0%	64.5%
	Dissatisfied	Count	379	9	17	53	90	81	49	80
		Percentage	22.4%	6.1%	13.0%	20.0%	27.6%	31.5%	16.8%	29.0%
	Very Dissatisfied	Count	79	0	4	19	28	6	5	17
		Percentage	4.7%	0.0%	3.1%	7.2%	8.6%	2.3%	1.7%	6.2%

Q30. Reasons for dissatisfaction										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	458	9	21	72	118	87	54	97
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q30. Reasons for dissatisfaction	Answering Base	Count	456	9	21	72	118	87	52	97
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Difficult to connect to the call centre executive	Count	48	1	6	9	10	11	2	9
		Percentage	10.5%	11.1%	28.6%	12.5%	8.5%	12.6%	3.8%	9.3%
	Customer care executive not polite/courteous	Count	44	1	5	8	8	6	4	12
		Percentage	9.6%	11.1%	23.8%	11.1%	6.8%	6.9%	7.7%	12.4%
	Cust. care executive not equipped with adequate information	Count	98	5	5	19	18	17	21	13
		Percentage	21.5%	55.6%	23.8%	26.4%	15.3%	19.5%	40.4%	13.4%
	Time taken by call centre for redressal of compl. is too lon	Count	190	1	6	33	51	34	25	40
		Percentage	41.7%	11.1%	28.6%	45.8%	43.2%	39.1%	48.1%	41.2%
	Customer care executive was unable to understand problem	Count	152	0	3	27	42	29	22	29
		Percentage	33.3%	0.0%	14.3%	37.5%	35.6%	33.3%	42.3%	29.9%
	Others	Count	33	2	0	17	8	5	0	1
		Percentage	7.2%	22.2%	0.0%	23.6%	6.8%	5.7%	0.0%	1.0%

Q31. Billing complaint solved within 4 weeks by CC executive										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
Q31	Total	Count	1,706	148	133	266	330	259	293	277
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,706	148	133	266	330	259	293	277
		Yes	Count	571	70	72	66	136	79	38
		Percentage	33.5%	47.3%	54.1%	24.8%	41.2%	30.5%	13.0%	39.7%
	No	Count	458	51	35	74	99	75	32	92
		Percentage	26.8%	34.5%	26.3%	27.8%	30.0%	29.0%	10.9%	33.2%
	NA	Count	677	27	26	126	95	105	223	75
		Percentage	39.7%	18.2%	19.5%	47.4%	28.8%	40.5%	76.1%	27.1%

Q32. Awareness of contact details of nodal officer										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
Q32	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Yes	Count	899	165	149	128	136	144	50
		Percentage	11.8%	13.0%	12.8%	14.1%	12.8%	12.5%	6.3%	10.2%
	No	Count	6,711	1,107	1,018	779	930	1,004	749	1,124
		Percentage	88.2%	87.0%	87.2%	85.9%	87.2%	87.5%	93.7%	89.8%

Q33. Made a complaint to nodal officer										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
Q33	Total	Count	899	165	149	128	136	144	50	127
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	899	165	149	128	136	144	50	127
		Yes	Count	249	59	39	54	51	20	5
		Percentage	27.7%	35.8%	26.2%	42.2%	37.5%	13.9%	10.0%	16.5%
	No	Count	650	106	110	74	85	124	45	106
		Percentage	72.3%	64.2%	73.8%	57.8%	62.5%	86.1%	90.0%	83.5%

Q34. Nodal officer can be approached easily											
			Operator								
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway	
Q34	Total	Count	249	59	39	54	51	20	5	21	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Answering Base	Count	249	59	39	54	51	20	5	21	
		Yes	Count	154	36	25	29	31	15	4	14
		Yes	Percentage	61.8%	61.0%	64.1%	53.7%	60.8%	75.0%	80.0%	66.7%
			No	Count	95	23	14	25	20	5	1
		No	Percentage	38.2%	39.0%	35.9%	46.3%	39.2%	25.0%	20.0%	33.3%

Q35. Decision on complaint intimated by Nodal officer											
			Operator								
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway	
Q35	Total	Count	249	59	39	54	51	20	5	21	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Answering Base	Count	249	59	39	54	51	20	5	21	
		Yes	Count	164	35	29	38	30	16	3	13
		Yes	Percentage	65.9%	59.3%	74.4%	70.4%	58.8%	80.0%	60.0%	61.9%
			No	Count	85	24	10	16	21	4	2
		No	Percentage	34.1%	40.7%	25.6%	29.6%	41.2%	20.0%	40.0%	38.1%

Q36. Satisfaction with redressal of complaint by nodal officer										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
Q36	Total	Count	249	59	39	54	51	20	5	21
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	249	59	39	54	51	20	5	21
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Very Satisfied	Count	20	4	4	5	6	1	0	0
		Percentage	8.0%	6.8%	10.3%	9.3%	11.8%	5.0%	0.0%	0.0%
Satisfied	Count	185	48	33	46	28	13	2	15	
	Percentage	74.3%	81.4%	84.6%	85.2%	54.9%	65.0%	40.0%	71.4%	
Dissatisfied	Count	37	6	2	3	14	5	3	4	
	Percentage	14.9%	10.2%	5.1%	5.6%	27.5%	25.0%	60.0%	19.0%	
Very Dissatisfied	Count	7	1	0	0	3	1	0	2	
	Percentage	2.8%	1.7%	0.0%	0.0%	5.9%	5.0%	0.0%	9.5%	

Q37. Reasons for dissatisfaction										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	44	7	2	3	17	6	3	6
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q37. Reasons for dissatisfaction	Answering Base	Count	43	7	2	3	16	6	3	6
	Difficult to connect to the Nodal Officer	Count	3	0	0	0	2	0	0	1
		Percentage	7.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	16.7%
	Nodal Officer not polite/courteous	Count	1	1	0	0	0	0	0	0
		Percentage	2.3%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Nodal Officer not equipped with adequate information	Count	10	3	2	1	1	0	2	1
		Percentage	23.3%	42.9%	100.0%	33.3%	6.3%	0.0%	66.7%	16.7%
	Time taken by Nodal Off for redressal of comp. is too long	Count	27	3	1	3	12	5	1	2
		Percentage	62.8%	42.9%	50.0%	100.0%	75.0%	83.3%	33.3%	33.3%
	Nodal Officer was unable to understand the problem	Count	3	0	1	0	1	0	0	1
		Percentage	7.0%	0.0%	50.0%	0.0%	6.3%	0.0%	0.0%	16.7%
	Others	Count	4	0	1	0	1	1	0	1
Percentage		9.3%	0.0%	50.0%	0.0%	6.3%	16.7%	0.0%	16.7%	

Q38. Aware of contact details of appellate authority										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q38	Answering Base	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
	Yes	Count	701	142	143	119	103	75	19	100
		Percentage	9.2%	11.2%	12.3%	13.1%	9.7%	6.5%	2.4%	8.0%
	No	Count	6,909	1,130	1,024	788	963	1,073	780	1,151
Percentage		90.8%	88.8%	87.7%	86.9%	90.3%	93.5%	97.6%	92.0%	



Q39. Filed complaint in last 6 months										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	701	142	143	119	103	75	19	100
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q39	Answering Base	Count	700	142	142	119	103	75	19	100
		Yes	Count	227	62	41	60	28	12	1
		Percentage	32.4%	43.7%	28.9%	50.4%	27.2%	16.0%	5.3%	23.0%
	No	Count	473	80	101	59	75	63	18	77
	Percentage	67.6%	56.3%	71.1%	49.6%	72.8%	84.0%	94.7%	77.0%	

Q40. Acknowledgement received										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	227	62	41	60	28	12	1	23
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q40	Answering Base	Count	227	62	41	60	28	12	1	23
		Yes	Count	83	21	19	26	7	5	1
		Percentage	36.6%	33.9%	46.3%	43.3%	25.0%	41.7%	100.0%	17.4%
	No	Count	144	41	22	34	21	7	0	19
	Percentage	63.4%	66.1%	53.7%	56.7%	75.0%	58.3%	0.0%	82.6%	

Q41. Decision taken by appellate authority with 3 months										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	227	62	41	60	28	12	1	23
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q41	Answering Base	Count	226	62	41	60	27	12	1	23
		Yes	Count	100	32	17	26	11	7	1
		Percentage	44.2%	51.6%	41.5%	43.3%	40.7%	58.3%	100.0%	26.1%
	No	Count	103	27	18	30	13	3	0	12
		Percentage	45.6%	43.5%	43.9%	50.0%	48.1%	25.0%	0.0%	52.2%
	Appeal filed only recently	Count	23	3	6	4	3	2	0	5
	Percentage	10.2%	4.8%	14.6%	6.7%	11.1%	16.7%	0.0%	21.7%	

Q42. Aware of item wise usage charge details										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q42	Answering Base	Count	7,609	1,272	1,166	907	1,066	1,148	799	1,251
		Yes	Count	3,732	662	720	356	408	635	308
		Percentage	49.0%	52.0%	61.7%	39.3%	38.3%	55.3%	38.5%	51.4%
	No	Count	3,877	610	446	551	658	513	491	608
Percentage		51.0%	48.0%	38.3%	60.7%	61.7%	44.7%	61.5%	48.6%	

Q43. Denied request of item wise usage charge details										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q43	Answering Base	Count	3,731	662	720	356	408	635	308	642
		Yes	Count	240	81	50	49	14	15	1
		Percentage	6.4%	12.2%	6.9%	13.8%	3.4%	2.4%	0.3%	4.7%
	No	Count	3,491	581	670	307	394	620	307	612
Percentage		93.6%	87.8%	93.1%	86.2%	96.6%	97.6%	99.7%	95.3%	

Q44. Reasons for denying request										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	240	81	50	49	14	15	1	30
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q44. Reasons for denying request	Answering Base	Count	240	81	50	49	14	15	1	30
		No reason given	Count	63	29	13	6	3	3	1
		Percentage	26.3%	35.8%	26.0%	12.2%	21.4%	20.0%	100.0%	26.7%
	technical problem	Count	159	48	32	38	10	11	0	20
		Percentage	66.3%	59.3%	64.0%	77.6%	71.4%	73.3%	0.0%	66.7%
	Others	Count	18	4	5	5	1	1	0	2
Percentage		7.5%	4.9%	10.0%	10.2%	7.1%	6.7%	0.0%	6.7%	

Q45. Manual of practice provided										
			Operator							
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	You Telecom	Hathway
	Total	Count	7,610	1,272	1,167	907	1,066	1,148	799	1,251
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q45	Answering Base	Count	7,606	1,270	1,167	907	1,065	1,148	798	1,251
		Yes	Count	4,559	800	873	528	427	662	490
		Percentage	59.9%	63.0%	74.8%	58.2%	40.1%	57.7%	61.4%	62.3%
	No	Count	3,047	470	294	379	638	486	308	472
Percentage		40.1%	37.0%	25.2%	41.8%	59.9%	42.3%	38.6%	37.7%	

B. BILLING RELATED (only for postpaid customers) (for pre-paid customer go to Question 11)

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

For Prepaid Customers only

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

C. HELP SERVICES/CUSTOMER CARE

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

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

E. MAINTAINABILITY (FAULT REPAIR)

20. Have you experienced fault in your telephone connection in the last 12 months?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No	—————→ (If no, go to Q 24)
21. How many time your telephone became faulty in the last one month.	<input type="checkbox"/> 1 More than 3 times	<input type="checkbox"/> 2 2-3 times	<input type="checkbox"/> 3 One time <input type="checkbox"/> 4 Nil

22. How long did it take generally for repairing the fault after lodging complaint?	<input type="checkbox"/> 1 more than 7 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 4 1 day
23. How satisfied are you with the fault repair service?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied

F. SUPPLEMENTARY SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

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

H. GENERAL INFORMATION

(Ask this question only if 1 OR 2 is coded in Q1) 27. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
28. Have you terminated a Telephone Phone connection that you had in the last 12 months	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (If no, go to Q 32)
29. If yes, please name your previous service provider?	<input type="checkbox"/> 1 Airtel <input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 RCOM <input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam



30. How many days were taken for termination of your connection?	<input type="checkbox"/> 1 more than 7 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 4 1 day
31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32. Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Do not mind receiving such calls/SMS
(Ask only if yes in Q32) 33. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS	<input type="checkbox"/> 1 Continued receiving <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 4 Stopped receiving

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

34. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
35. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of? (MULTI CODING POSSIBLE)	<input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer <input type="checkbox"/> 3 Appellate Authority <input type="checkbox"/> 4 None of these
36. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 42)
37. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.	<input type="checkbox"/> 1 No docket number received even on request <input type="checkbox"/> 2 No docket number received for most of the complaints <input type="checkbox"/> 3 Docket number received for most of the complaints
38. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No



<p>39. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?</p>	<p><input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied</p>
<p>(Ask this question only if 1 OR 2 is coded in Q.39)</p> <p>40. Please specify the reason(s) for your dissatisfaction(MULTI CODING POSSIBLE)</p>	<p><input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)</p>
<p>41. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 9 Not applicable</p>
<p>42. Are you aware of the contact details of the Nodal Officer?</p>	<p><input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 48)</p>
<p>43. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?</p>	<p><input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 48)</p>
<p>44. Can you approach your Nodal Officer easily?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>45. Did the Nodal Officer intimate you about the decision taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>46. How satisfied are you with the redressal of the complaint by the Nodal Officer?</p>	<p><input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied</p>
<p>(Ask this question only if 1 OR 2 is coded in Q46)</p> <p>47. Please specify the reason(s) for your dissatisfaction(MULTI CODING POSSIBLE)</p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too</p>

	<p>long</p> <p><input type="checkbox"/> 5 Nodal Officer was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p>
48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 52)</p>
49. Have you filed any appeal to the appellate authority in the prescribed form in last 6 month?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 52)</p>
50. Did you receive any acknowledgement from the appellate authority?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Appeal filed only recently</p>
(Q52 to Q54 are for prepaid customers only)	
52. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
53. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 55)</p>
54. What were the reason(s) for denying your request?	<p><input type="checkbox"/> 1 No reason given</p> <p><input type="checkbox"/> 2 technical problem</p> <p><input type="checkbox"/> 3 Others (please specify)</p>
For new customers only(Subscribed in last 6 months)	
55. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>

THANK & TERMINATE

Questionnaire - Cellular mobile telephone service

Name: _____ Gender: Male Female

Mobile No. _____ Age(in years): less than 25 25-60 more than 60

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Occupation: Service Business/self employed Student Housewife Retired

Operator: Airtel Vodafone Idea BSNL Area: Rural Urban
 RCOMm Aircel TATA MTNL User Type: Prepaid Postpaid
 Spice BPL HFCL Shyam Type: GSM CDMA
 RTL RISL Dishnet Others (Specify).....

State: _____ District _____ Mode of interview: Telephonic In-person

Address: _____

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

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

A. SERVICE PROVISION

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

B. BILLING RELATED – PREPAID CUSTOMER

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

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

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

D. HELP SERVICES/CUSTOMER CARE

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES/VALUE ADDED SERVICES

23. Do you use value added services like roaming, ring tone, GPRS, e-mail, voice mail or any other such services	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No → (If no, go to Q 26(a))
24. Did the service provider have your explicit consent before providing the chargeable value added service such as ring tone, e-mail/GPRS, voice mail etc.	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
25. How satisfied are you with the quality of the supplementary / value added services provided?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied
	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied

G. OVERALL CUSTOMER SATISFACTION

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

H. GENERAL INFORMATION

(Ask this question only if 1 OR 2 is coded in Q1)	<input type="checkbox"/> 1 Yes
27. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	<input type="checkbox"/> 2 No
28. Have you terminated your Mobile Phone connection in the last 12 months	<input type="checkbox"/> 1 Yes

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

QUESTIONNAIRE FORASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007

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

unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> No → (if no go to Q48)
44. Can you approach your Nodal Officer easily?	<input type="checkbox"/> Yes <input type="checkbox"/> No
45. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No
46. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied
(Ask this question only if 1 OR 2 is coded in Q46) 47. Please specify the reason(s) for your dissatisfaction (MULTI CODING POSSIBLE)	<input type="checkbox"/> Difficult to connect to the Nodal Officer <input type="checkbox"/> Nodal Officer not polite/courteous <input type="checkbox"/> Nodal Officer not equipped with adequate information <input type="checkbox"/> time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> Nodal Officer was unable to understand the problem <input type="checkbox"/> Others (please specify)
48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<input type="checkbox"/> Yes <input type="checkbox"/> No → (if no go to Q 52)
49. Have you filed any appeal to the appellate authority in the prescribed form in last 6 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No → (if no go to Q 52)
50. Did you receive any acknowledgement from the appellate authority?	<input type="checkbox"/> Yes <input type="checkbox"/> No
51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Appeal filed only recently
(Q52 to Q54 are for prepaid customers only) 52. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> Yes <input type="checkbox"/> No
53. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> Yes <input type="checkbox"/> No (if no go to Q 55)
54. What were the reason(s) for denying your	<input type="checkbox"/> No reason given

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

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payment?	<input type="checkbox"/> 9 Not applicable
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B. BILLING RELATED - POSTPAID CUSTOMER

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

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
(Ask this question only if 1 OR 2 is coded	<input type="checkbox"/> 1 charges not as per tariff plan subscribed



<p>in Q9(a))</p> <p>9(b) Please specify the reason(s) for your dissatisfaction</p>	<p><input type="checkbox"/> 2 tariff plan changed without information</p> <p><input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used</p> <p><input type="checkbox"/> 5 Others (please specify) _____</p>
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D. HELP SERVICE

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

restoration of Broadband connection?	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied
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G. SUPPLEMENTARY SERVICES

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

H. OVERALL CUSTOMER SATISFACTION

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

**Questionnaire for
Assessment of Implementation and Effectiveness of Telecom
Consumers Protection and Redressal of Grievances Regulations, 2007**

H. GENERAL

23. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	<input type="checkbox"/> 1 Yes
	<input type="checkbox"/> 2 No
24. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?	<input type="checkbox"/> 1 Yes
	<input type="checkbox"/> 2 No
25. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of? (MULTI CODING POSSIBLE)	<input type="checkbox"/> 1 Call Centre
	<input type="checkbox"/> 2 Nodal Officer
	<input type="checkbox"/> 3 Appellate Authority
	<input type="checkbox"/> 4 None of these

<p>26. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 32)</p>
<p>27. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.</p>	<p><input type="checkbox"/> 1 No docket number received even on request</p> <p><input type="checkbox"/> 2 No docket number received for most of the complaints</p> <p><input type="checkbox"/> 3 Docket number received for most of the complaints</p>
<p>28. Did the Call Centre inform you about the action taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>29. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?</p>	<p><input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied</p> <p><input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied</p>
<p>(Ask this question only if 1 OR 2 is coded in Q.29)</p> <p>30. Please specify the reason(s) for your dissatisfaction</p> <p>(MULTI CODING POSSIBLE)</p>	<p><input type="checkbox"/> 1 Difficult to connect to the call centre executive</p> <p><input type="checkbox"/> 2 Customer care executive not polite/courteous</p> <p><input type="checkbox"/> 3 Customer care executive not equipped with adequate information</p> <p><input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long</p> <p><input type="checkbox"/> 5 Customer care executive was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p>
<p>31. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 9 Not applicable</p>
<p>32. Are you aware of the contact details of the Nodal Officer?</p>	<p><input type="checkbox"/> 1 yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 38)</p>
<p>33. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?</p>	<p><input type="checkbox"/> 1 yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q38)</p>
<p>34. Can you approach your Nodal Officer easily?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>35. Did the Nodal Officer intimate you about the decision taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>36. How satisfied are you with the redressal of the complaint by the Nodal Officer?</p>	<p><input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied</p> <p><input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied</p>

<p>(Ask this question only if 1 OR 2 is coded in Q36)</p> <p>37. Please specify the reason(s) for your dissatisfaction</p> <p>(MULTI CODING POSSIBLE)</p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer</p> <p><input type="checkbox"/> 2 Nodal Officer not polite/courteous</p> <p><input type="checkbox"/> 3 Nodal Officer not equipped with adequate information</p> <p><input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long</p> <p><input type="checkbox"/> 5 Nodal Officer was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p>
<p>38. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 42)</p>
<p>39. Have you filed any appeal to the appellate authority in the prescribed form in last 6 month?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 42)</p>
<p>40. Did you receive any acknowledgement from the appellate authority?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>41. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Appeal filed only recently</p>
<p>(Q42 to Q44 are for prepaid customers only)</p>	
<p>42. Are you aware that a prepaid customer can get item-wise usage charge details, on request?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 45)</p>
<p>43. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 45)</p>
<p>44. What were the reason(s) for denying your request?</p>	<p><input type="checkbox"/> 1 No reason given</p> <p><input type="checkbox"/> 2 technical problem</p> <p><input type="checkbox"/> 3 Others (please specify)</p>
<p>For new customers only(Subscribed in last 6 months)</p>	
<p>45. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>

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