
Quality of Service Assessment

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

Assessment of:

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

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

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Preface

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

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

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

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

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

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1.0 Background

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

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

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

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

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

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

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



The study is being conducted broadly in two modules:

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



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

2.0 Objectives

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

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



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

3.0 Study methodology

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



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

3.1 Subjective survey methodology

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

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

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

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

The questionnaire is divided into two broad segments viz.

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

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

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

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

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

3.2 Data analysis methodology

The satisfaction scores have been represented in two ways:-

Weighted satisfaction scores

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

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

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

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

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

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

3.3 Sampling Plan

Sample achieved for all the three services in Kerala circle is as below:

Wireline:

Name of the Operator	Sample Size	Sample Size Achieved
Airtel	600	515
BSNL	600	602
Rel Comm	600	559

Wireless:

Name of the Operator	Sample Size	Sample Size Achieved
Airtel	600	638
Vodafone	600	578
Idea	600	649
BSNL	600	571
Rel Comm	600	641
Aircel	600	609
Tata	600	577
Shyam	600	604
RTL	600	611
Docomo	600	695
Uninor	600	537

Broadband:

Name of the Operator	Sample Size	Sample Size Achieved
Airtel	600	640
BSNL	600	522
Rel Comm	600	606
VSNL	600	508
Asianet	600	597

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

Wireline:

Name of the Operator	Total	Male	Female
Airtel	515	432	83
BSNL	602	370	232
Rel Comm	559	382	177

Age wise break up				
Name of the Operator	Total	< 25 years	25-60 years	> 60 years
Airtel	515	12	476	27
BSNL	602	41	485	76
Rel Comm	559	53	478	28

Wireless:

Name of the Operator	Total	Male	Female
Airtel	638	470	168
Vodafone	578	451	127
Idea	649	481	168
BSNL	571	415	156
Rel Comm	641	477	164
Aircel	609	516	93
Tata	577	483	94
Shyam	604	529	75
RTL	611	524	87
Docomo	695	530	165

Age wise break up				
Name of the Operator	Total	< 25 years	25-60 years	> 60 years
Airtel	638	188	437	13
Vodafone	578	155	407	16
Idea	649	140	495	14
BSNL	571	84	457	30
Rel Comm	641	83	547	11
Aircel	609	170	435	4
Tata	577	55	513	9
Shyam	604	95	496	13
RTL	611	136	464	11
Docomo	695	190	497	8
Uninor	537	131	402	4

Broadband:

Name of the Operator	Total	Male	Female
Airtel	640	550	90
BSNL	522	384	138
Rel Comm	606	526	80
VSNL	508	450	58
Asianet	597	492	105

Age wise break up				
Name of the Operator	Total	< 25 years	25-60 years	> 60 years
Airtel	640	76	539	25
BSNL	522	67	433	22
Rel Comm	606	77	511	18
VSNL	508	24	464	20
Asianet	597	57	513	27

The respondents for the Basic (Wireline) survey module were contacted in the following BSNL exchanges in the Kerala circle. The list includes only 24 exchanges. However, respondents lying under many more exchanges were part of the survey (5% of total exchanges spread across 10% of Short Distance Charging Areas (SDCA)).

Name of the Exchange	Name of the Exchange
<u>BSNL – Urban Exchange</u>	<u>BSNL – Rural Exchange</u>
ALP-Alleppey UI	Cheriyand
ALP-Alleppey UII	Chettikulangara
ALP-Alleppey UIII	Chunakkara
ALP-Kaichoondy	Edappon
ALP-Kalarcode	Edathua
ALP-Medical College	Haripad
Aroor	Kainakary
Arthungal	Karthikappally
Chandiroor	Karuvatta
Chengannoor	Kattanam
MVK-Mavelikkara UI	Kavalam
MVK-Mavelikkara UII	Mankankuzhy

3.4 Definition of key terms

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

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

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

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

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

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

4.0 Executive Summary

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

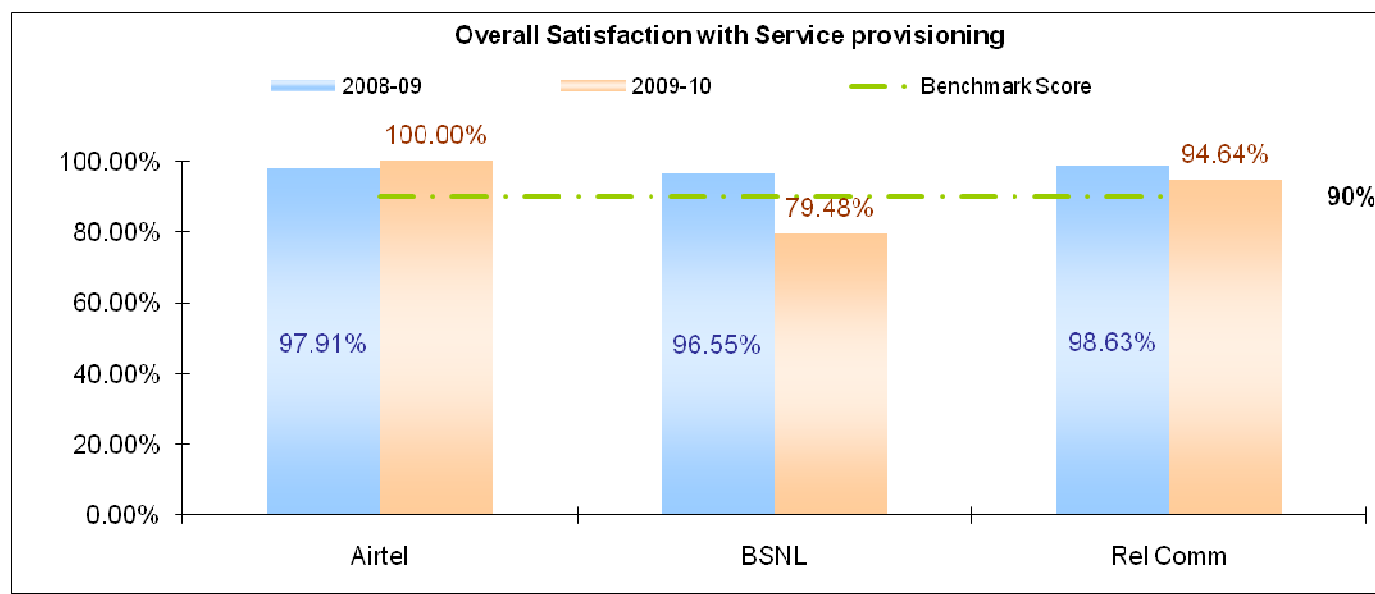
Legend	
Score Range (For level of satisfaction)	Cell color
Parameter meeting the benchmark	
Parameter not meeting the benchmark	

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

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

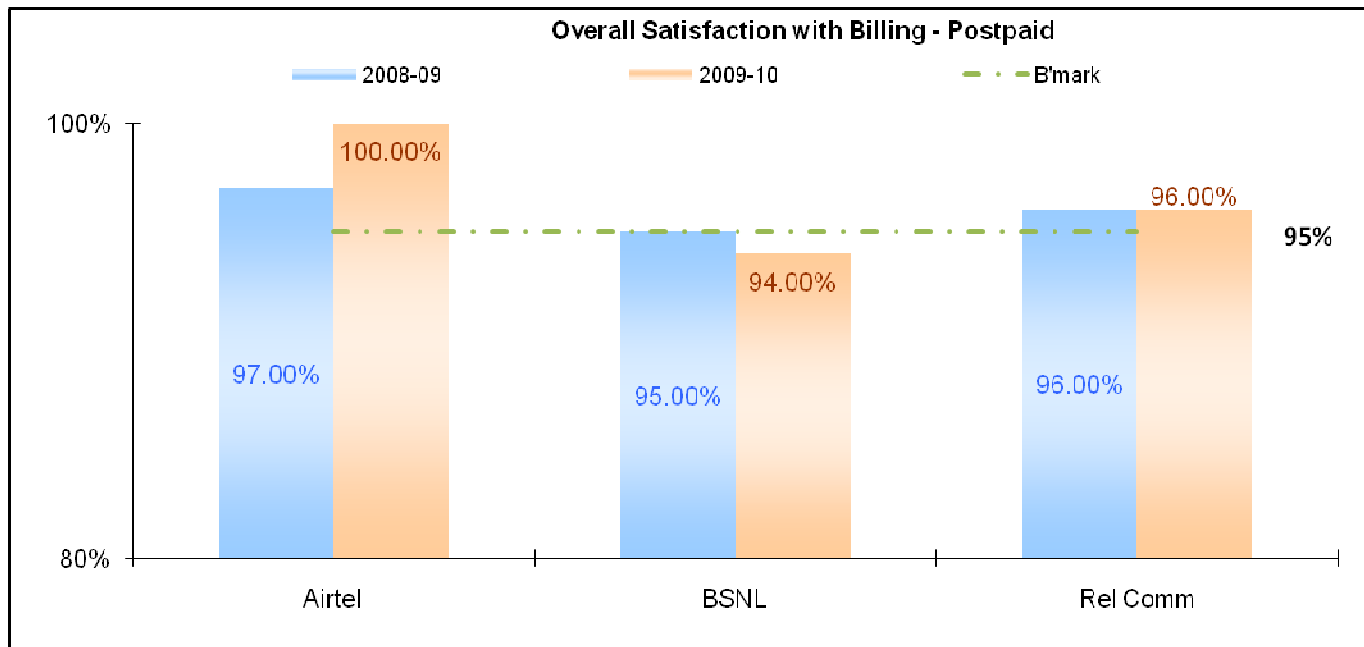
	2009-10			
	B'mark	Airtel	BSNL	Rel Comm
Overall Performance				
Customers satisfied with provisioning of service	≥90%	100.00%	79.48%	94.64%
Customers satisfied with billing performance – Prepaid	≥95%	100.00%	75.86%	96.97%
Customers satisfied with billing performance – Postpaid	≥95%	100.00%	96.00%	97.00%
Customers satisfied with network performance, reliability and availability	≥95%	100.00%	94.00%	96.00%
Customers satisfied with maintainability	≥95%	91.84%	83.65%	85.13%
Customers satisfied with supplementary and value added services	≥90%	90.70%	85.71%	61.54%
Customers satisfied with help services including grievance redressal	≥90%	95.00%	92.00%	86.00%
Customers satisfied with overall service quality	≥90%	98.18%	95.62%	94.76%

1. Service Provision



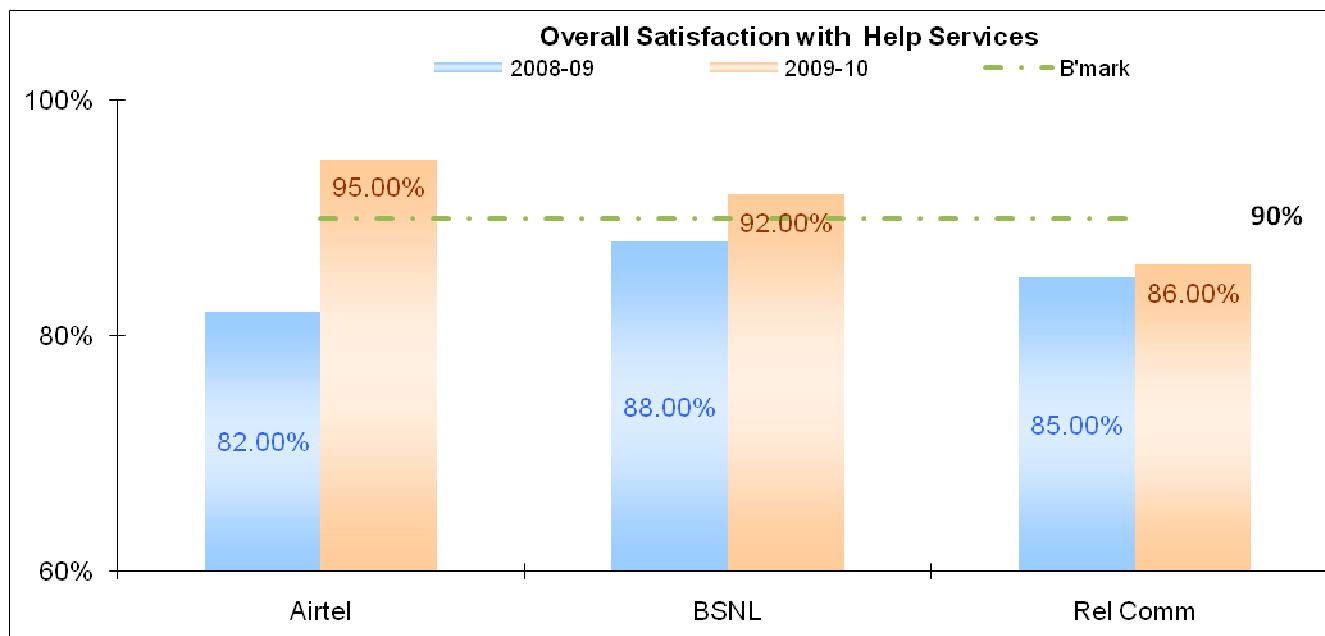
In the current round of survey, Airtel, Rel Comm meet the benchmark level of satisfaction with service provisioning (i.e. 90%) BSNL does not meet the benchmark score with 79.48% score.

2 Billing Parameter – Postpaid subscribers



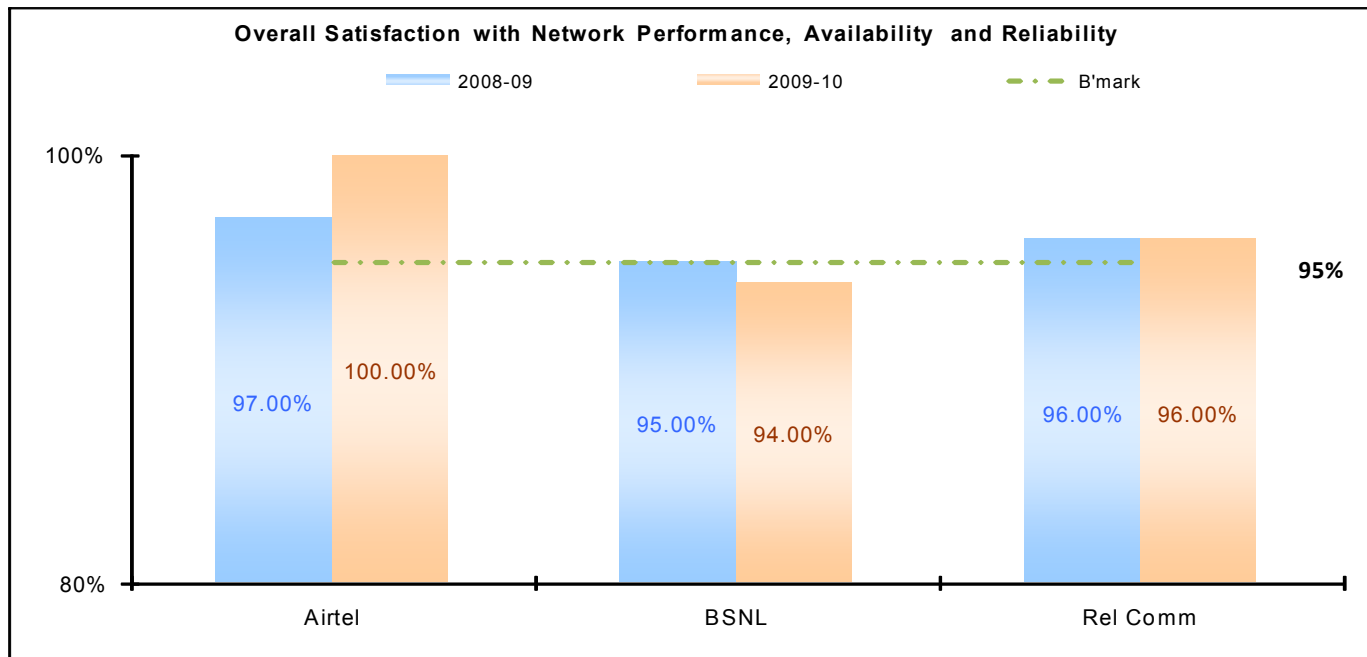
In the current round of survey, all operators meet the benchmark level of satisfaction with billing parameter (i.e. 95%).

3. Help Services



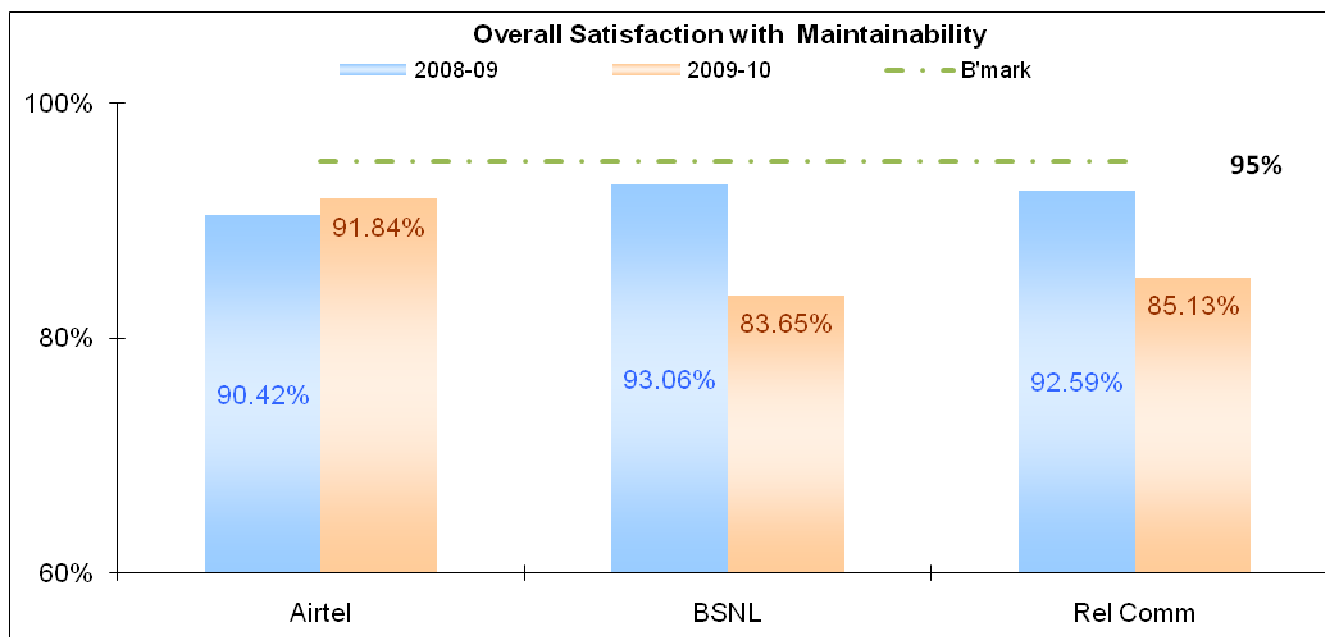
In the current round of survey, Airtel subscribers have maximum satisfaction with help services. Whereas Rel Comm has the lowest score.

4. Network Performance, Reliability and Availability



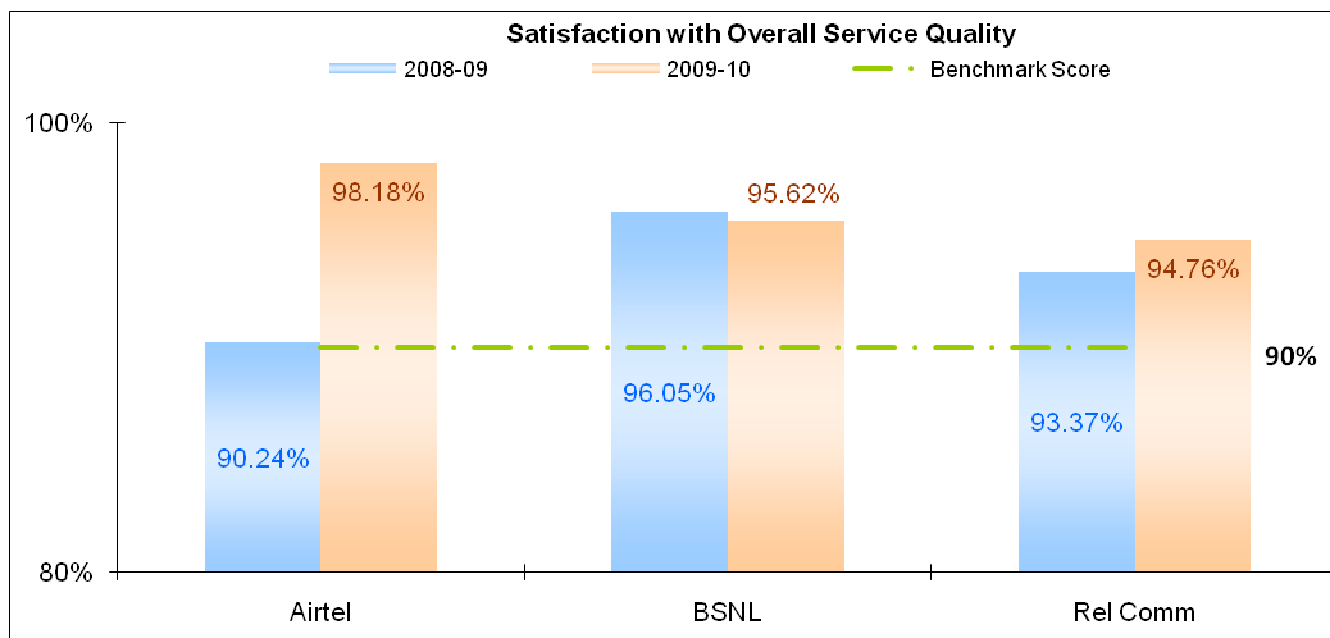
In the current round of survey, Airtel, Rel Comm meet the benchmark level of satisfaction with Network Performance, Reliability and Availability (i.e. 95%). BSNL does not meet the benchmark score with 94% score.

5. Maintainability



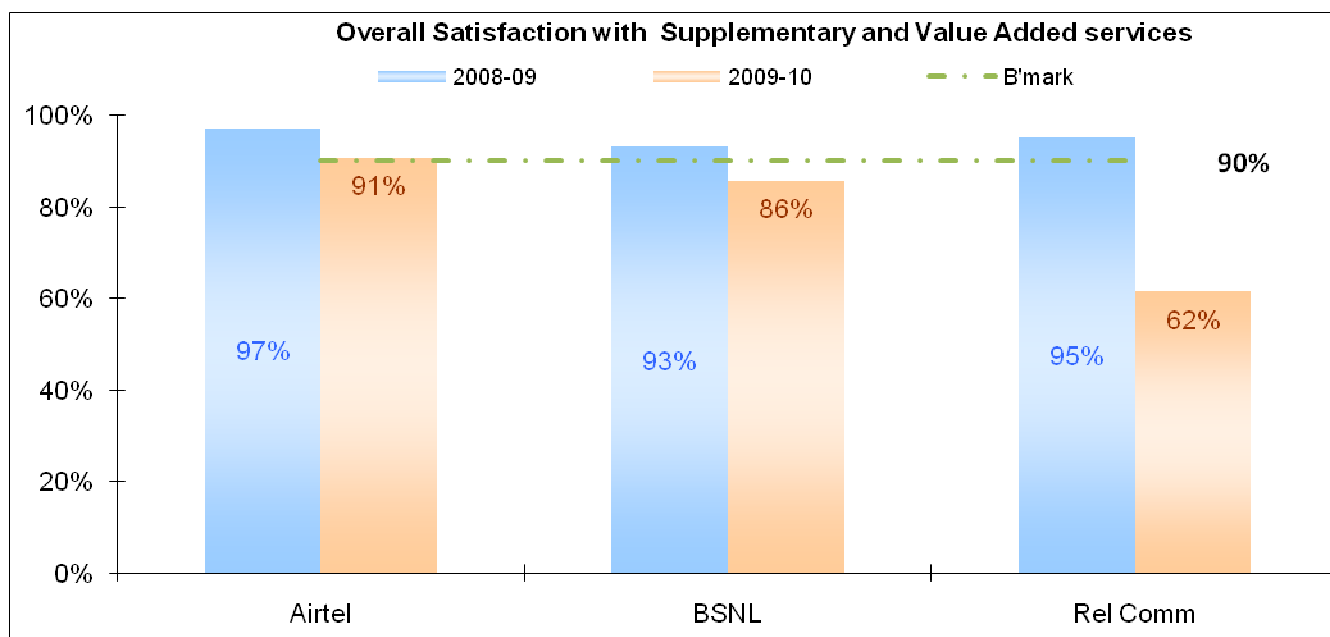
In the current round of survey, no operator meets the benchmark level of satisfaction with maintainability (i.e. 95%).

6. Overall Customer Satisfaction



In the current round of survey, for Overall customer Satisfaction all operators meet the benchmark level (i.e. 90%).

7. Supplementary Services



In the current round of survey, for supplementary services, Airtel meets the benchmark level of satisfaction (i.e. 90%). BSNL, Rel Comm do not meet the benchmark score with 85.71%, 61.54% scores respectively.

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

1. Redressal Mechanism - Stage 1: Call Center

Awareness about call centre telephone number	Airtel	BSNL	Rel Comm
Yes	64.66%	56.81%	70.48%
No	34.95%	42.36%	29.16%

The awareness of Call center number for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 56.81% for BSNL to 70.48% for Rel Comm. The Percentage of consumers making any complaints to the toll free number within last 12 months is highest for Airtel Also, Satisfaction level with complaint resolution by call center varies from 79.01% for Rel Comm to 99.18% for Airtel .

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

	Airtel	BSNL	Rel Comm
Awareness about contact details of Nodal officer	6.02%	5.81%	6.98%
Awareness about the contact details of the appellate authority	2.72%	13.46%	11.45%

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

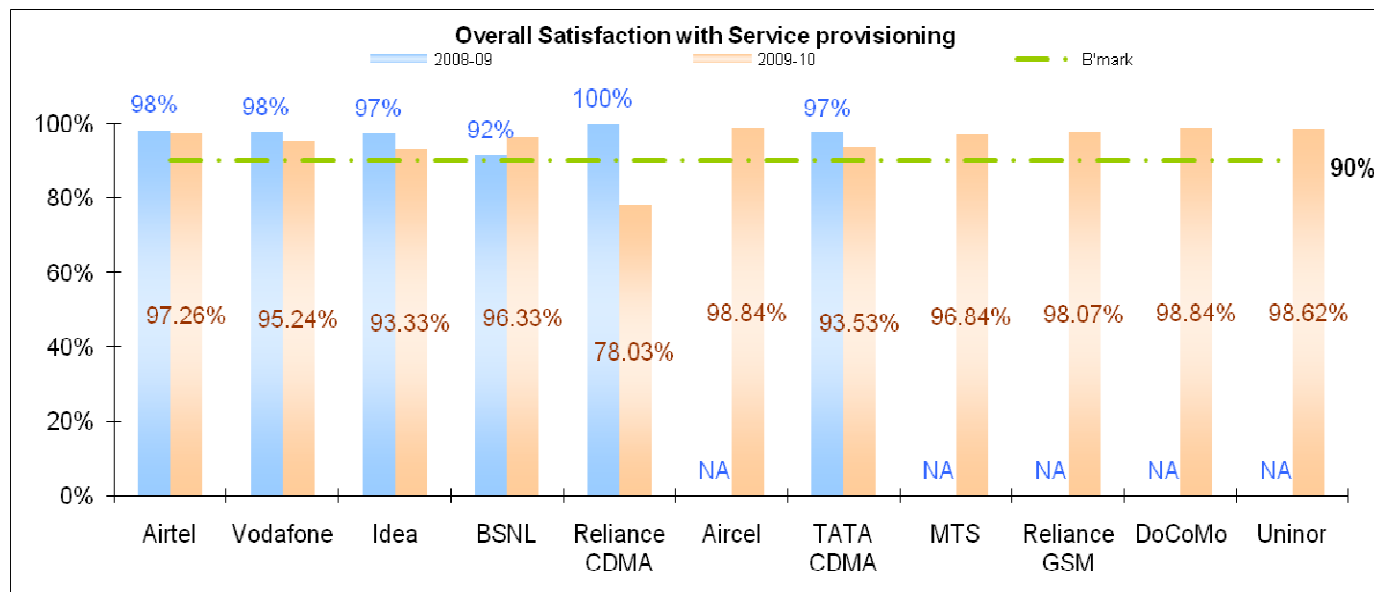
4.2 Summary of the Survey module for Cellular Mobile (Wireless) Operators in the Kerala circle

Satisfaction level of subscribers with various parameters of Wireless service:

	2009-10											
Overall Performance	B'mark	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Customers satisfied with provisioning of service	≥90%	97.26%	95.24%	93.33%	96.33%	78.03%	98.84%	93.53%	96.84%	98.07%	98.84%	98.62%
Customers satisfied with billing performance - Prepaid	≥95%	95.00%	97.00%	91.00%	94.00%	94.00%	98.00%	96.00%	98.00%	95.00%	99.00%	96.00%
Customers satisfied with billing performance - Postpaid	≥95%	85.00%	90.00%	80.00%	80.00%	89.00%	100.00%	61.00%	92.00%	93.00%	99.00%	NA
Customers satisfied with network performance, reliability and availability	≥95%	97.00%	97.00%	94.00%	95.00%	94.00%	96.00%	96.00%	97.00%	97.00%	97.00%	93.00%
Customers satisfied with maintainability	≥95%	96.16%	95.25%	92.55%	94.45%	94.27%	94.43%	92.14%	95.48%	93.67%	98.11%	94.38%
Customers satisfied with supplementary and value added services	≥90%	91.06%	86.29%	83.50%	92.86%	84.57%	96.11%	95.83%	97.42%	84.42%	98.84%	97.14%
Customers satisfied with help services including grievance redressal	≥90%	88.00%	87.00%	76.00%	83.00%	90.00%	93.00%	96.00%	96.00%	95.00%	97.00%	95.00%

Customers satisfied with overall service quality	≥90%	96.21%	96.19%	94.89%	95.59%	96.22%	97.82%	97.73%	99.33%	98.17%	97.98%	95.14%
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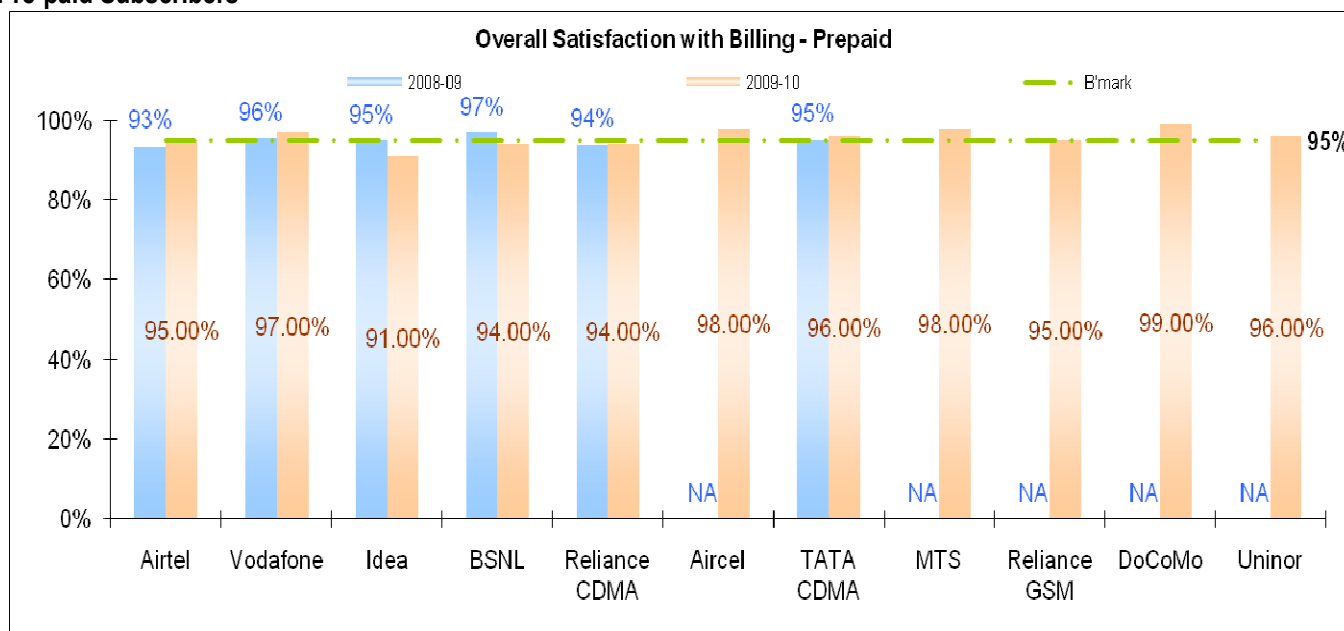
Service Provision (Benchmark – 90%)



In the current round of survey, Airtel, Vodafone, Idea, BSNL, Aircel, TATA CDMA, MTS, Reliance GSM, DoCoMo, Uninor meet the benchmark level of satisfaction with service provisioning (i.e. 90%). Reliance CDMA does not meet the benchmark score with 78.03% score.

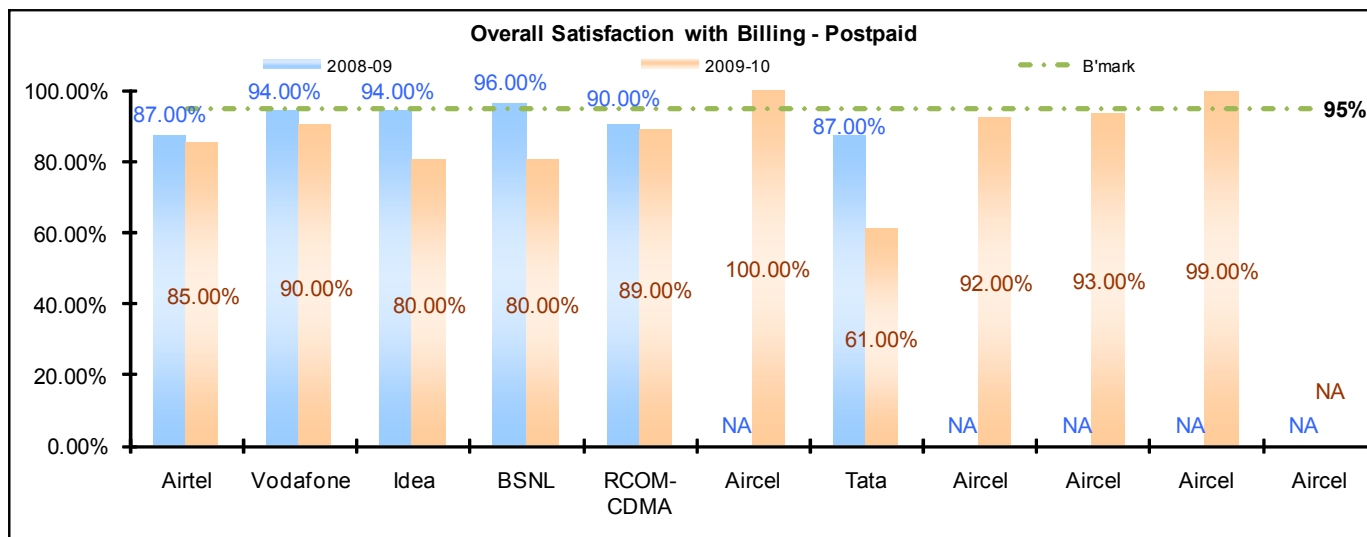
Billing performance (Benchmark – 95%)

Pre-paid Subscribers



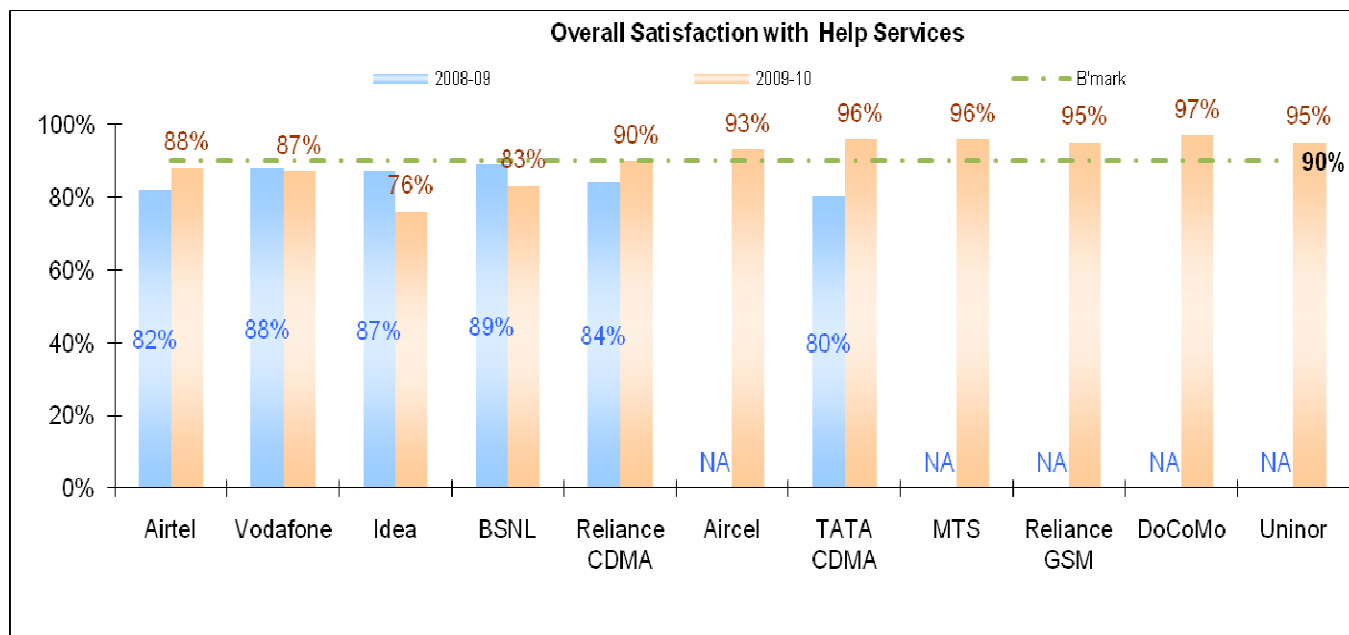
In the current round of survey, Airtel, Vodafone, Aircel, TATA CDMA, MTS, Reliance GSM, DoCoMo, Uninor meet the benchmark level of satisfaction with prepaid billing performance (i.e. 95%). Idea, BSNL, Reliance CDMA do not meet the benchmark score with 91%, 94%, 94% scores respectively.

Post-paid Subscribers

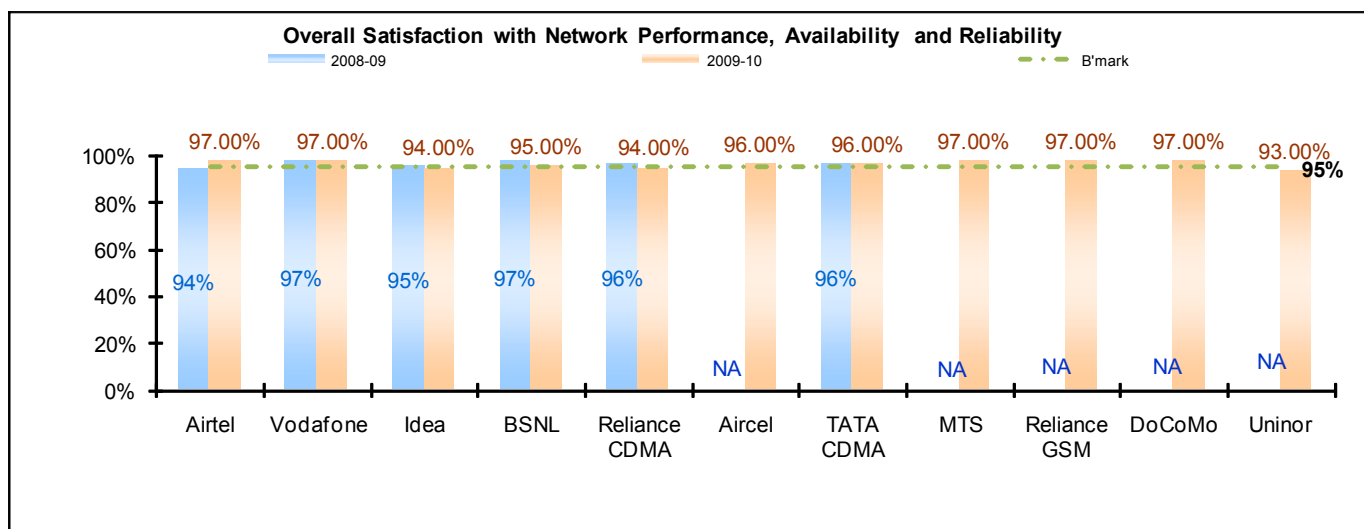


In the current round of survey, in the case of post-paid subscribers, Aircel, DoCoMo meet the benchmark level of satisfaction with billing performance (i.e. 95%). Airtel, Vodafone, Idea, BSNL, Reliance CDMA, TATA CDMA, MTS, Reliance GSM do not meet the benchmark score with 85%, 90%, 80%, 80%, 89%, 61%, 92%, 93% scores respectively.

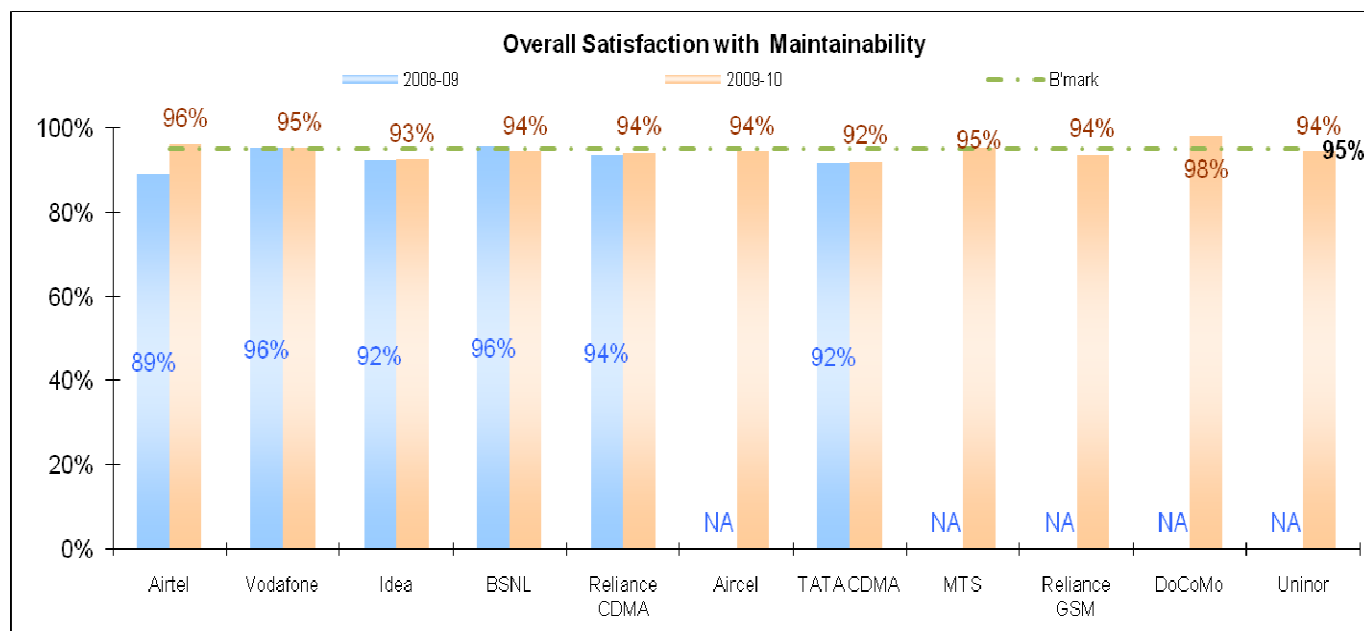
Help Services (Benchmark – 90%)



In the current round of survey, Reliance CDMA, Aircel, TATA CDMA, MTS, Reliance GSM, DoCoMo, Uninor meet the benchmark level of satisfaction with help services (i.e. 90%). Airtel, Vodafone, Idea, BSNL do not meet the benchmark score with 88%, 87%, 76%, 83% scores respectively.

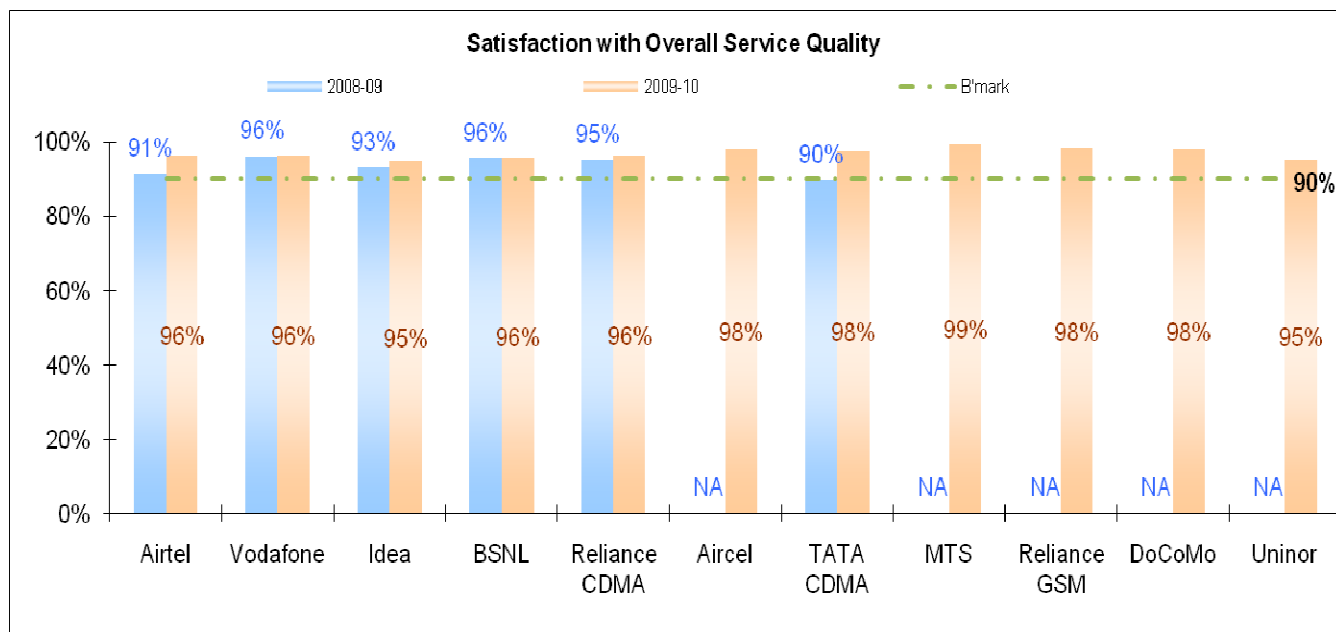
Network performance, reliability & availability (Benchmark – 95%)

In the current round of survey, Airtel, Vodafone, BSNL, Aircel, TATA CDMA, MTS, Reliance GSM, DoCoMo meet the benchmark level of satisfaction with network performance, reliability and availability (i.e. 95%). Idea, Reliance CDMA, Uninor do not meet the benchmark score with 94%, 94%, 93% scores respectively.

Maintainability (Benchmark – 95%)

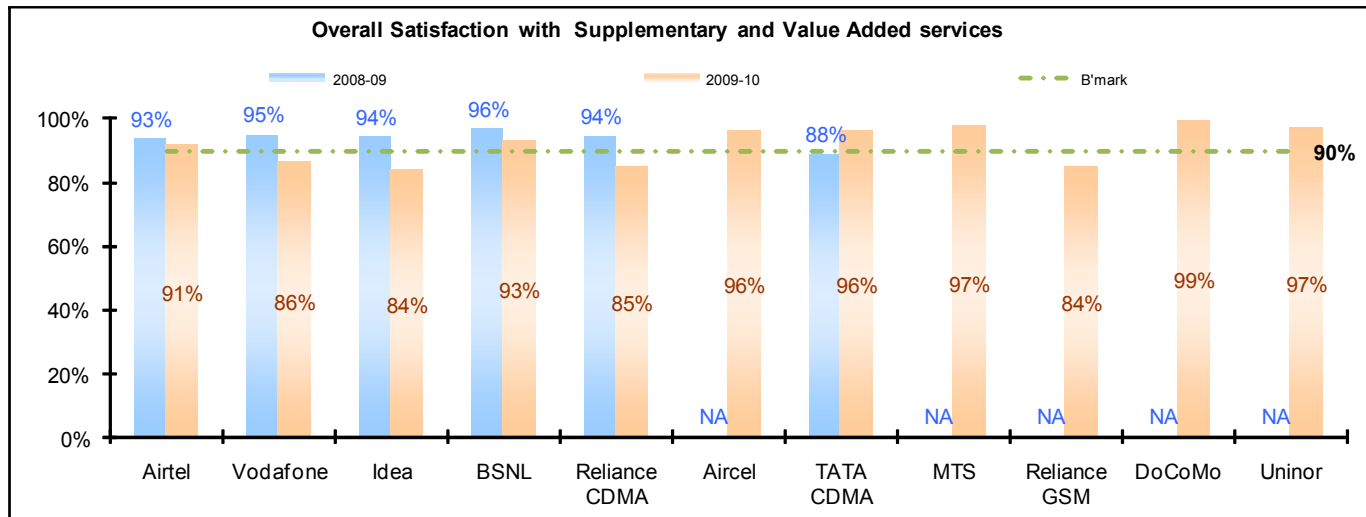
In the current round of survey, for satisfaction with maintainability, Airtel, Vodafone, MTS, DoCoMo meet the benchmark level of satisfaction (i.e. 95%). Idea, BSNL, Reliance CDMA, Aircel, TATA CDMA, Reliance GSM, Uninor do not meet the benchmark score with 92.55%, 94.45%, 94.27%, 94.43%, 92.14%, 93.67%, 94.38% scores respectively.

Overall level of satisfaction (Benchmark – 90%)



In the current round of survey, all operators meet the benchmark for overall level of satisfaction (i.e. 90%).

Supplementary services (Benchmark – 90%)



In the current round of survey, Airtel, BSNL, Aircel, TATA CDMA, MTS, DoCoMo, Uninor meet the benchmark level of satisfaction with supplementary services (i.e. 90%). Vodafone, Idea, Reliance CDMA, Reliance GSM do not meet the benchmark score with 86.29%, 83.5%, 84.57%, 84.42% scores respectively.

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

Redressal Mechanism - Stage 1: Call Center

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Awareness about call centre telephone number	65.83%	69.51%	71.67%	71.68%	54.06%	77.46%	65.62%	58.47%	67.60%	61.62%	56.71%
Made any complaint to the customer care in last 12 months	15.36%	16.96%	11.86%	7.53%	22.00%	18.39%	27.73%	26.16%	42.06%	24.89%	24.77%
Informed by call centre about the action taken on the complaint	87.63%	90.63%	77.33%	77.50%	89.71%	90.00%	83.45%	82.58%	96.47%	91.02%	75.38%
Satisfaction with the system of complaint resolution by call centre	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Very satisfied	10.42%	11.34%	15.79%	12.20%	12.50%	18.35%	16.46%	36.36%	23.05%	7.78%	5.43%
Satisfied	77.08%	76.29%	57.89%	58.54%	75.00%	77.98%	79.11%	53.90%	72.27%	86.83%	91.47%
Dissatisfied	10.42%	12.37%	21.05%	24.39%	11.76%	3.67%	4.43%	9.74%	4.30%	4.19%	3.10%
Very dissatisfied	2.08%	0.00%	5.26%	4.88%	0.74%	0.00%	0.00%	0.00%	0.39%	1.20%	0.00%
Top-2	87.50%	87.63%	73.68%	70.74%	87.50%	96.33%	95.57%	90.26%	95.32%	94.61%	96.90%
Bot-2	12.50%	12.37%	26.31%	29.27%	12.50%	3.67%	4.43%	9.74%	4.69%	5.39%	3.10%

The awareness of Call center number for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 54.06% for Reliance CDMA to 77.46% for Airtel . The percentage of consumers making any complaints to the toll free number within last 12 months is highest for Reliance GSM with 42.06%. The percentage of customers informed by call centre about the action taken on the complaint is lowest for Uninor. Also, satisfaction level with complaint resolution by call center varies from 70.74% for BSNL to 96.9% for Uninor

Redressal Mechanism – Nodal officer and Appellate Authority

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Awareness about contact details of Nodal officer	5.02%	6.92%	5.24%	5.25%	4.68%	4.43%	4.51%	9.77%	9.17%	3.60%	7.26%
Awareness about the contact details of the appellate authority	10.66%	16.78%	12.94%	18.39%	10.30%	25.62%	22.88%	27.65%	26.35%	18.71%	30.73%

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

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

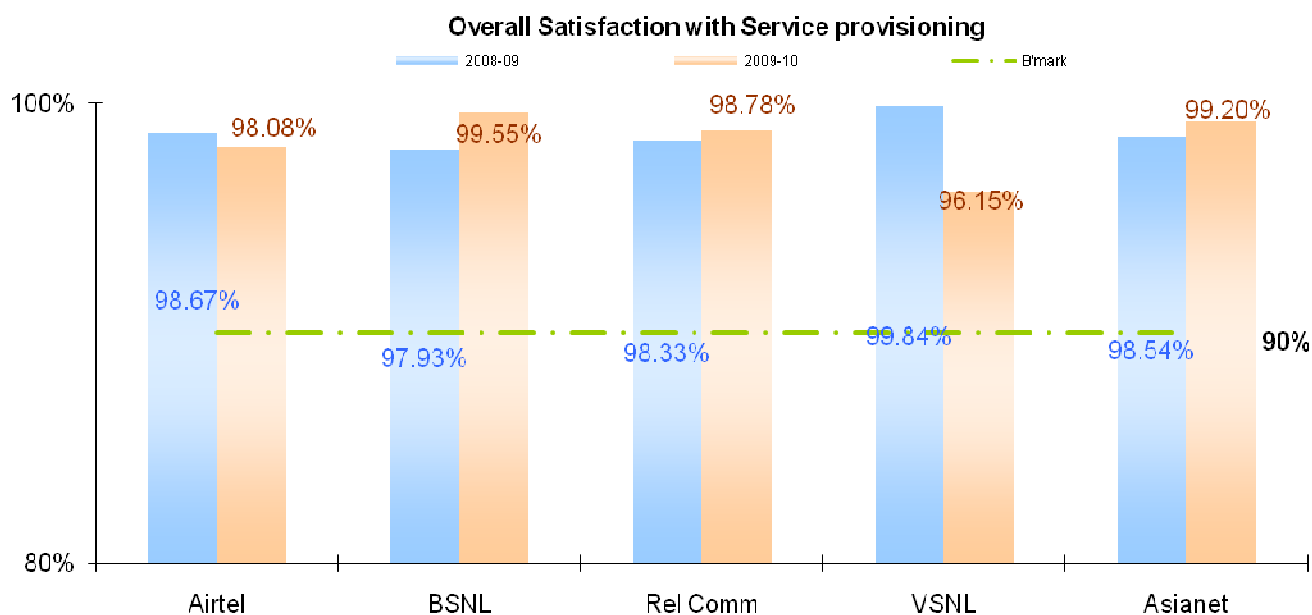
Satisfaction level of subscribers with various parameters of Broadband service:

	2009-10					
Overall Performance	B'mark	Airtel	BSNL	Rel Comm	VSNL	Asianet

Customers satisfied with provisioning of service	>90%	98.08%	99.55%	98.78%	96.15%	99.20%
Customers satisfied with billing performance - Prepaid	>90%	97.67%	85.71%	93.18%	90.27%	72.73%
Customers satisfied with billing performance - Postpaid	>90%	100.00%	98.00%	98.00%	98.00%	98.00%
Customers satisfied with network performance, reliability and availability	>85%	98.00%	95.00%	95.00%	87.00%	96.00%
Customers satisfied with maintainability	>85%	99.37%	96.12%	92.62%	66.26%	98.05%
Customers satisfied with supplementary and value added services	>85%	100.00%	99.51%	97.00%	100.00%	99.00%
Customers satisfied with help services including grievance redressal	>90%	96.00%	96.00%	91.00%	71.00%	97.00%
Customers satisfied with overall service quality	>85%	99.05%	97.63%	95.66%	82.01%	98.26%

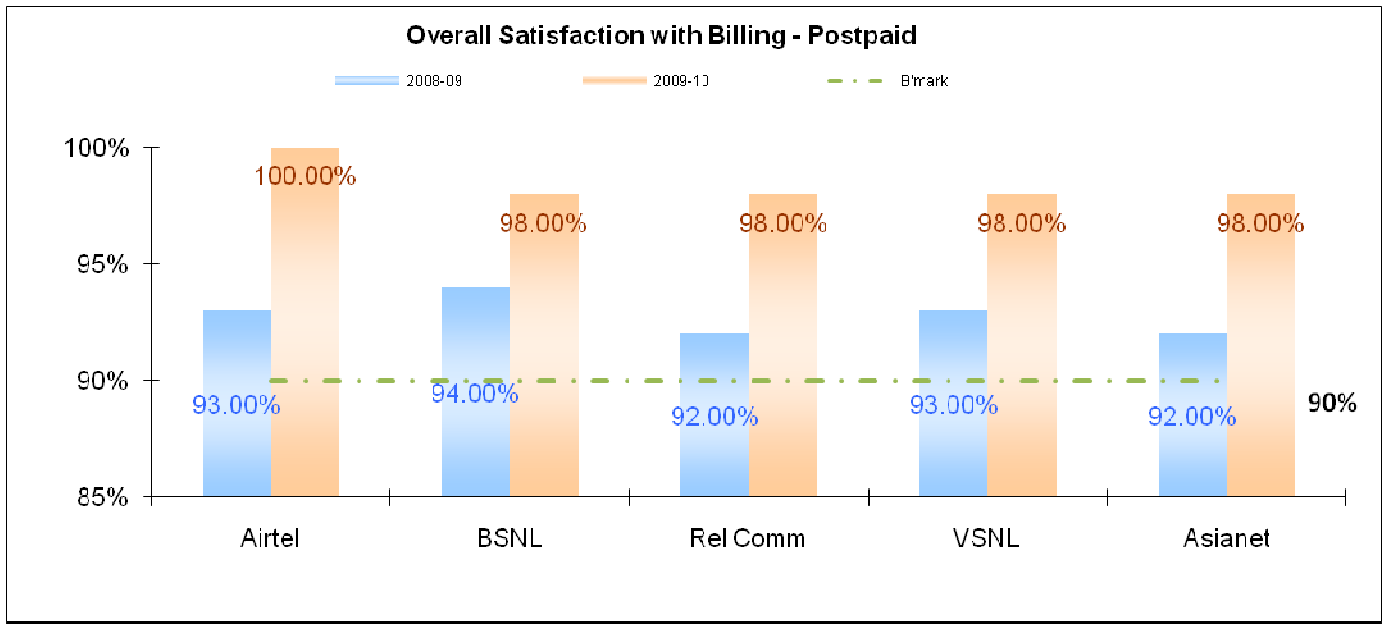
[*Note: Satisfaction level for BSNL (prepaid billing) is calculated on a low base as service provider has limited number of prepaid customers for Broadband servic.]

Service Provision (Benchmark – 90%)

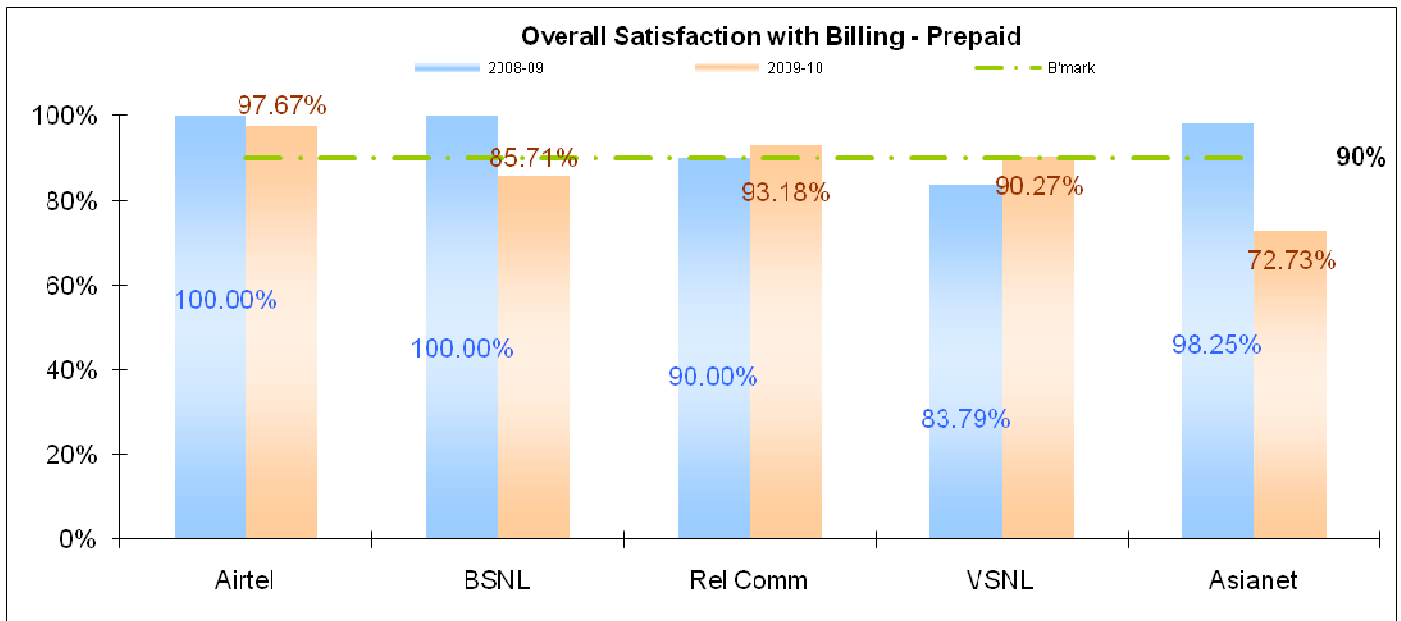


In the current round of survey, all operators meet the benchmark level for satisfaction with service provisioning (i.e. 90%).

Billing performance (Benchmark – 90%)

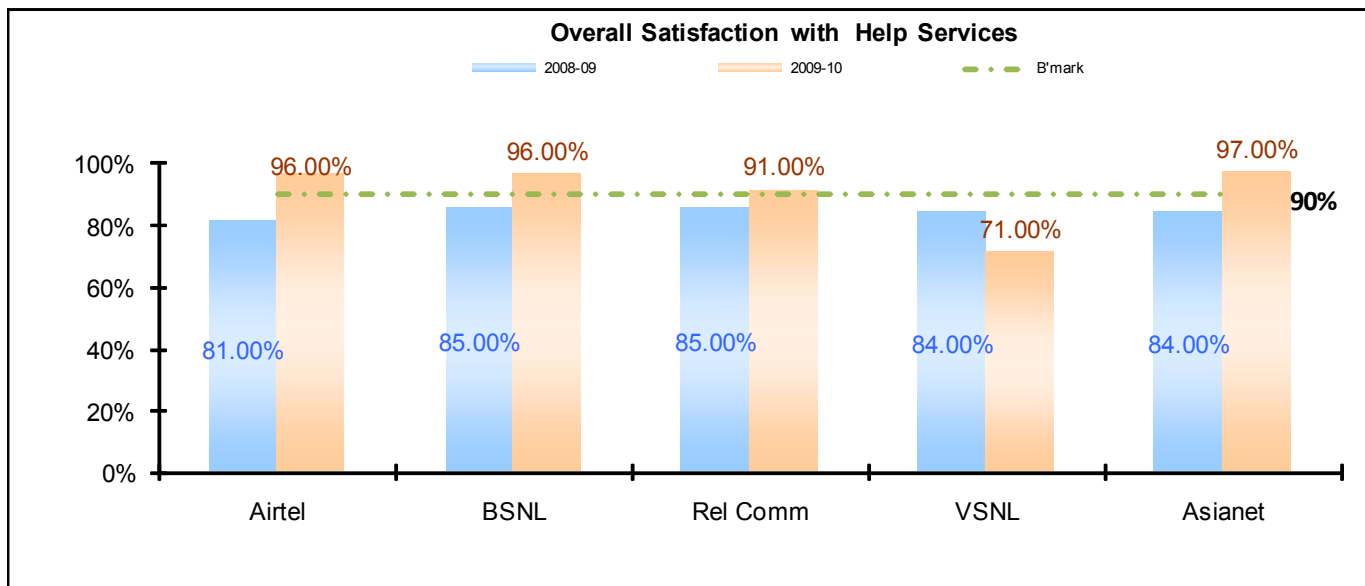


In the current round of survey, for postpaid connection, all operators meet the benchmark level for satisfaction with billing performance (i.e. 90%).



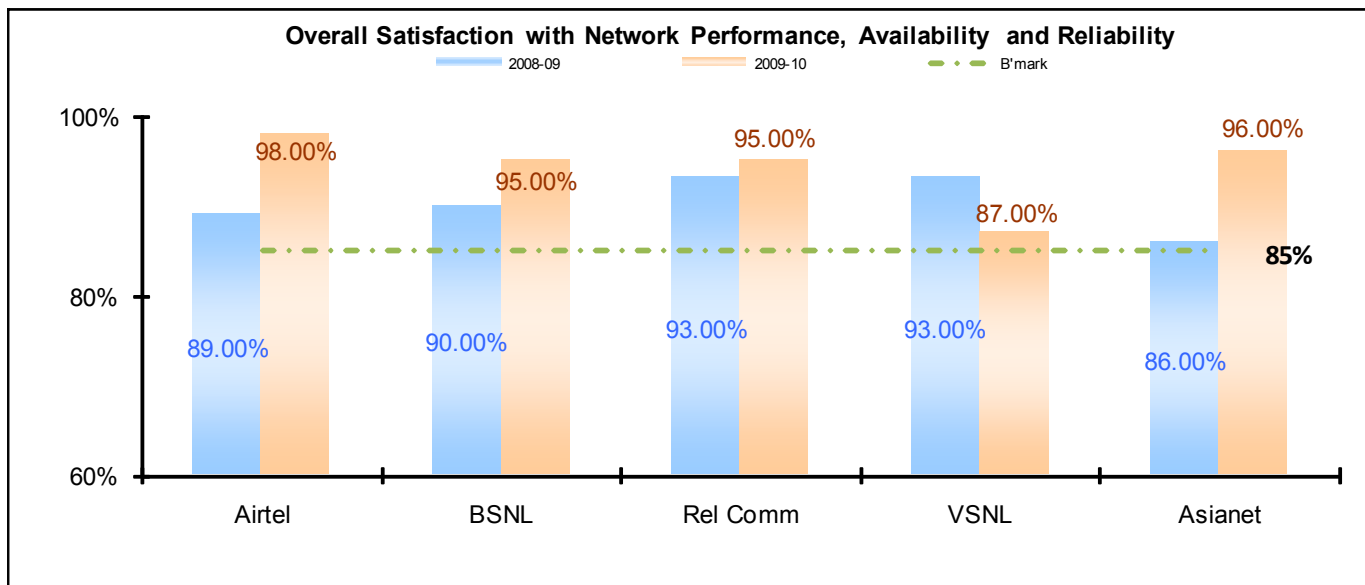
In the current round of survey, for prepaid connection, Airtel, Rel Comm, VSNL meet the benchmark level for satisfaction with billing performance (i.e. 90%). BSNL, Asianet do not meet the benchmark score with 85.71%, 72.73% scores respectively.

Help Services (Benchmark – 90%)



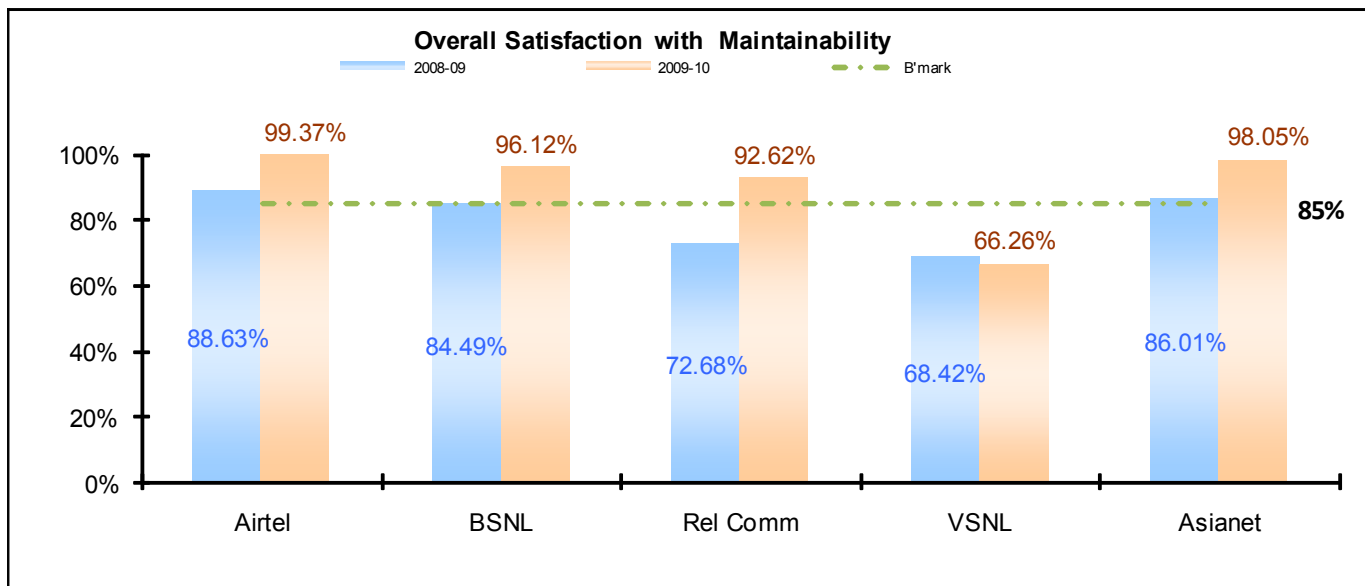
In the current round of survey, Airtel, BSNL, Rel Comm, Asianet meet the benchmark level for satisfaction with help services (i.e. 90%). VSNL does not meet the benchmark score with 71% score.

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



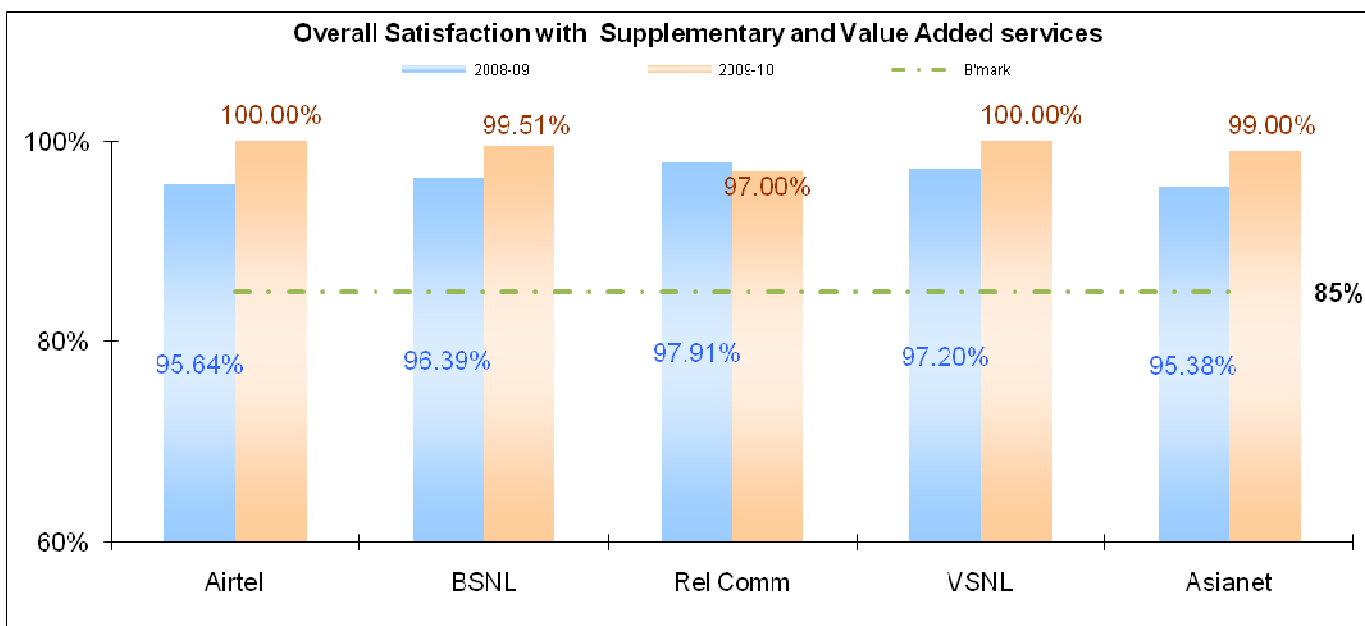
In the current round of survey, all operators meet the benchmark level for satisfaction with network performance, reliability and availability (i.e. 85%).

Maintainability (Benchmark - 85%)



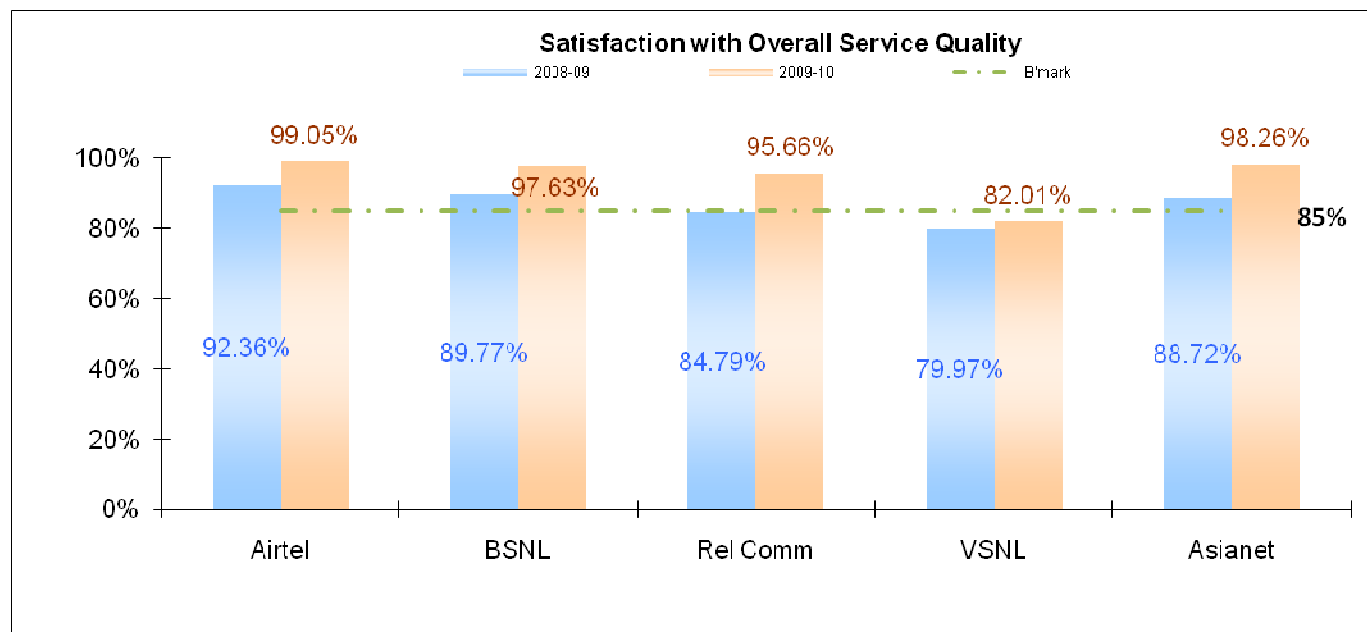
In the current round of survey, Airtel, BSNL, Rel Comm, Asianet meet the benchmark level for satisfaction with maintainability (i.e. 85%). VSNL does not meet the benchmark score with 66.26% score.

Supplementary Services (Benchmark - 85%)



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

Overall level of customer satisfaction (Benchmark - 85%)



In the current round of survey, Airtel, BSNL, Rel Comm, Asianet meet the benchmark for overall level of customer satisfaction (i.e. 85%). VSNL does not meet the benchmark score with 82.01% score.

4.3.1 Consumer Protection and Grievance Scores for the Broadband survey

Redressal Mechanism

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Awareness about facility for measuring connection speed	48.48%	56.08%	78.09%	57.37%	32.60%
Manual of practice provided while subscribing for new broadband connection	80.16%	64.19%	80.25%	58.33%	85.71%

Awareness about provision for measuring connection speed varies from 32.6% for Asianet to 78.09% for Rel Comm .

Similarly provisioning of manual of practice with new connection varies 58.33% for VSNL to 85.71% for Asianet .

Redressal Mechanism: Call Center

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Awareness about call centre telephone number	62.64%	54.93%	77.96%	82.61%	71.26%

Made any complaint to the customer care in last 12 months	9.71%	20.61%	23.46%	36.04%	13.65%
Informed by call centre about the action taken on the complaint	93.33%	90.82%	85.82%	72.07%	94.81%
Satisfaction with the system of complaint resolution by call centre	96.67%	94.32%	87.69%	65.88%	93.59%

The awareness of Call center number for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from BSNL with 54.93% to VSNL with 82.61%

The Percentage of consumers making any complaints to the toll free number within last 12 months is highest for VSNL with 36.04% .

The percentage of customers informed by call centre about the action taken on the complaint is lowest for VSNL

Also, satisfaction level with complaint resolution by call center varies from VSNL with 65.88% to Airtel with 96.67% .

Redressal Mechanism – Nodal officer and Appellate Authority

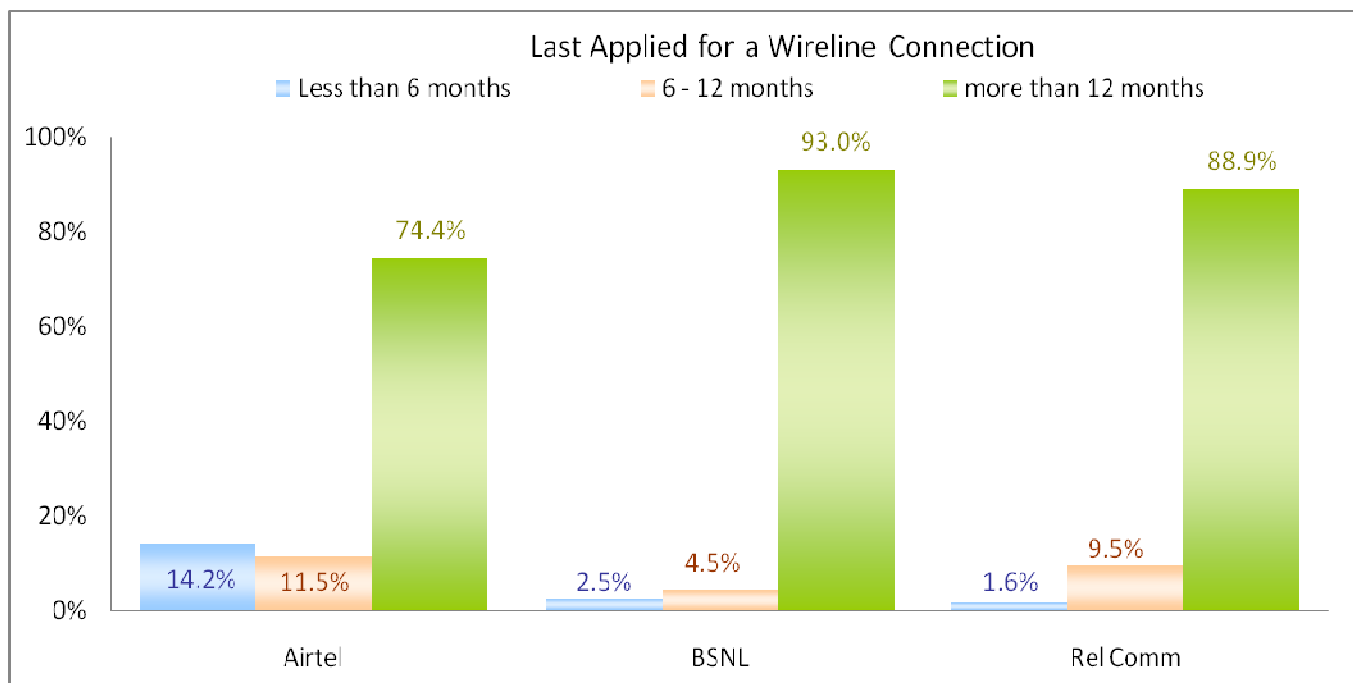
	Airtel	BSNL	Rel Comm	VSNL	Asianet
Awareness about contact details of Nodal officer	2.66%	9.50%	10.07%	9.29%	6.26%
Awareness about the contact details of the appellate authority	27.81%	7.23%	16.86%	35.38%	6.90%

5.1 Detailed Findings – Basic Wireline

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

5.1.1 Service Provision sub-aspects

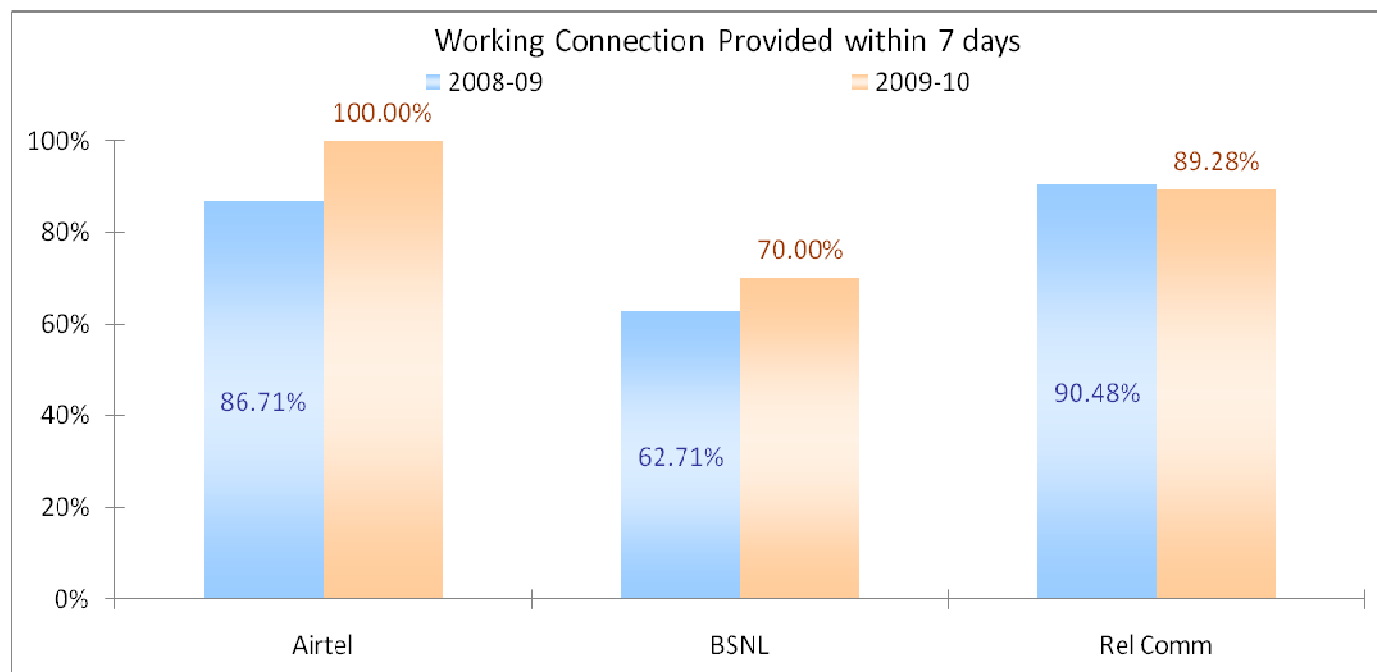
a. Last application for a phone connection: This aspect seeks to find out the recency of applying for a new wireline phone connection of subscribers for various service providers.



In last 6 months, maximum subscribers have applied for Airtel with 14.17% connection. Whereas minimum connections applied for during the same period were for Rel Comm with 1.61% .

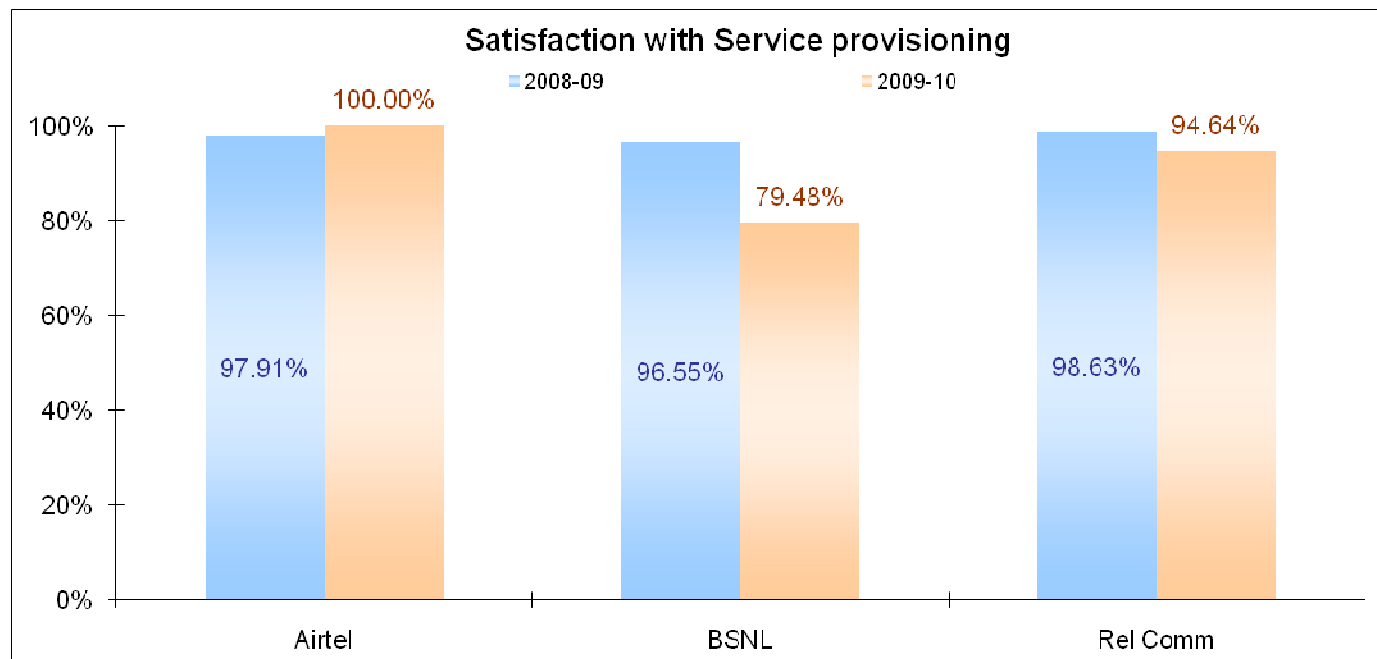
Same figure for the period of 6-12 months was found to be maximum for Airtel with 11.46% and minimum for BSNL with 4.49% .

b. Time taken to provide a working connection



For number of working connections provided within 7 days, Airtel with 100% scored highest. Whereas BSNL with 70% scored lowest.

Satisfaction with service provision:



For satisfaction with service provisioning, Airtel with 100% scored highest. Whereas BSNL with 79.48% scored lowest.

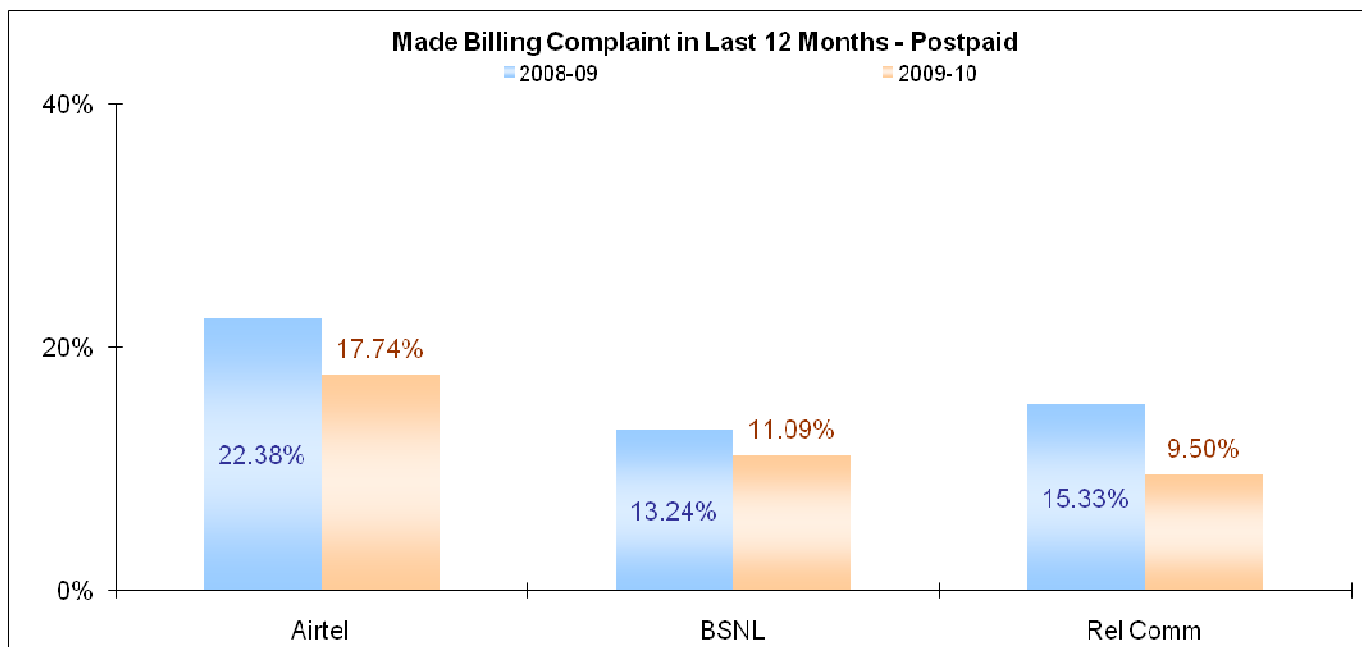
	Airtel	BSNL	Rel Comm
Satisfaction with time taken for activation	2009-10		
Very satisfied	47.69%	46.15%	28.57%
Satisfied	52.31%	33.33%	66.07%
Dissatisfied	0.00%	5.13%	1.79%
Very dissatisfied	0.00%	15.38%	3.57%
Top-2	100.00%	79.48%	94.64%
Bot-2	0.00%	20.51%	5.36%

5.1.2 Billing Related sub-aspects

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

Post-paid Subscribers

a. Percentage of Billing Complaints



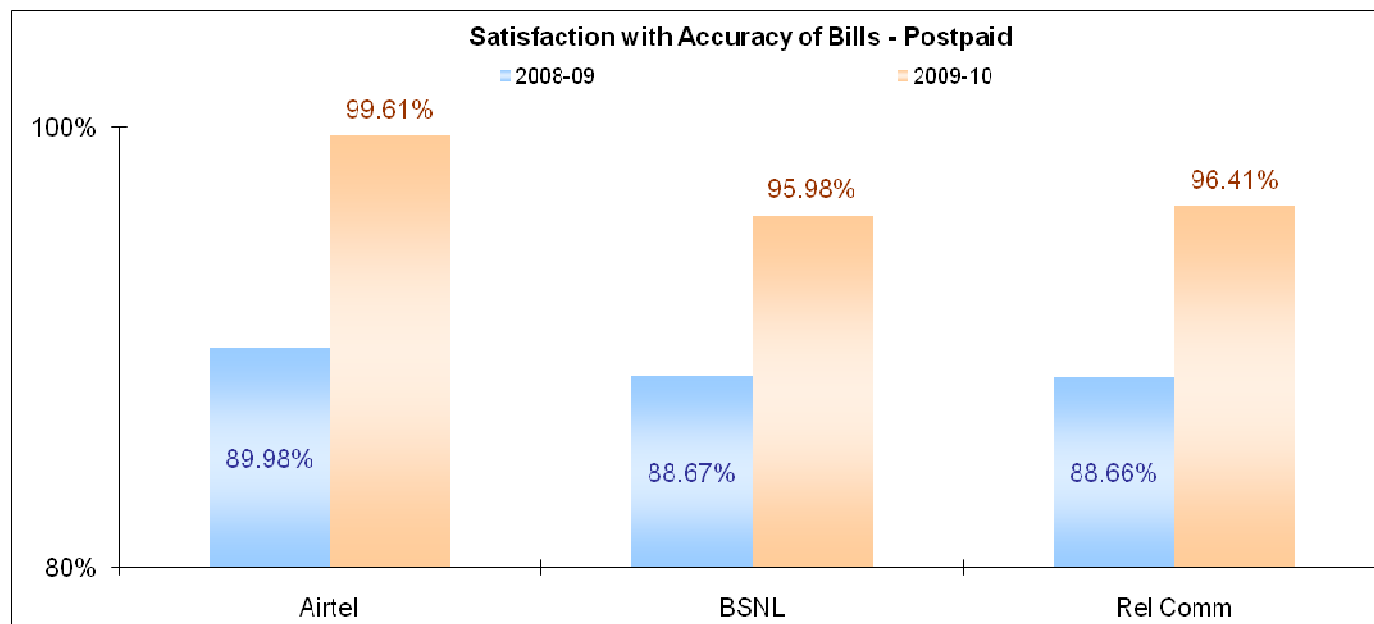
Subscribers of Airtel with 17.74% made maximum number of billing related complaints in 2009-10. For 2008-09, maximum billing complaints were made for Airtel with 22.38% .

b. Satisfaction with various billing parameters

Satisfaction with Billing Parameters : For Postpaid customers	Airtel	BSNL	Rel Comm
Timely delivery of bills	100.00%	96.93%	97.19%
Accuracy of bills	99.61%	95.98%	96.41%
Process of resolution of billing complaints	100.00%	85.00%	86.12%
Clarity i.e. transparency and understandability of bills	99.36%	97.24%	98.44%

Satisfaction with timely delivery of bills for postpaid subscribers was found to be lowest for BSNL with 96.93%. Satisfaction with accuracy of bills was found to be lowest for BSNL. Satisfaction with clarity of bills was found to be lowest for BSNL. For satisfaction with resolution of billing complaints, BSNL with 85% scored lowest.

Level of satisfaction with Billing – Post paid subscribers:



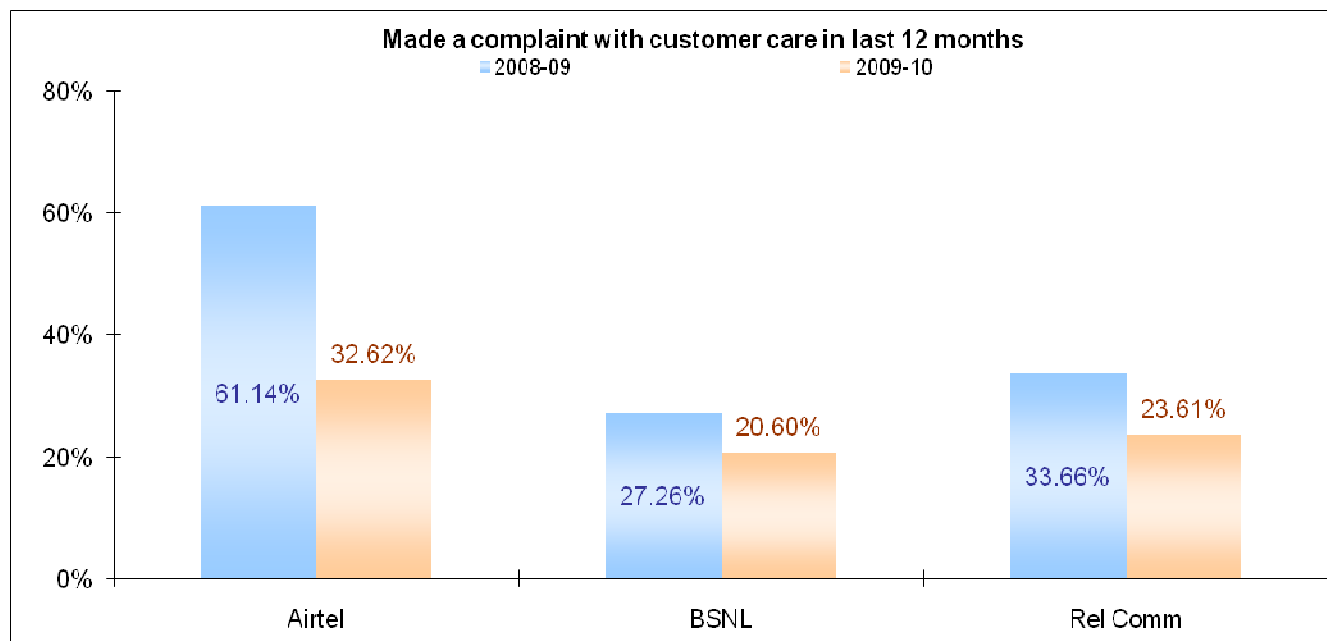
The scores of level of satisfaction have been explained in the executive summary.

Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm
Very Satisfied	49.61%	39.96%	46.02%
Satisfied	50.00%	56.02%	50.39%
Total	99.61%	95.98%	96.41%

Maximum score for satisfaction with Accuracy of bills for postpaid was found to be for Airtel with 99.61% of its subscribers claiming to be either satisfied or very satisfied.

5.1.3 Help Services Related sub-aspects

a. Percentage of subscribers making Query in last 12 months



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

b. Satisfaction with Help Services / Customer Care

Satisfaction with help services	Airtel	BSNL	Rel Comm
Ease of access of call center toll free number	92.27%	93.55%	87.12%
Response time to answer call by customer care executive	88.70%	93.54%	86.37%
Problem solving ability of customer care executive	97.62%	92.74%	87.88%
Time taken by customer care executive in resolving complaints	98.81%	88.71%	87.12%

For ease of accessing customer care, Rel Comm with 87.12% scored lowest. For satisfaction with problem solving ability of the customer care executive, Rel Comm scored lowest whereas Airtel scored highest. The satisfaction with response time to answer call by customer care executive was found to be lowest for Rel Comm. The satisfaction with time taken by customer care executive in resolving complaints was found to be lowest for Rel Comm.

5.1.4 Network performance, reliability and availability related sub-aspects

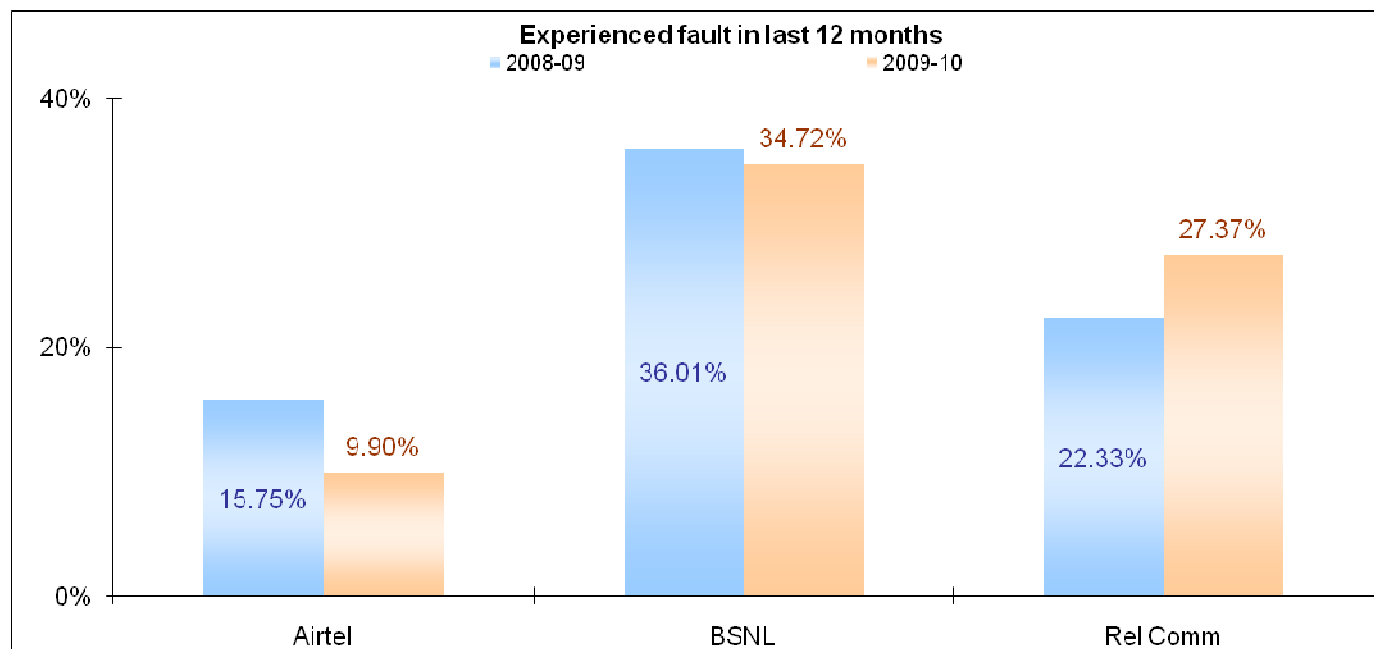
a. Satisfaction with network performance, reliability and availability

Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm
Availability of working telephone (with dial tone)	99.79%	94.99%	96.58%
Ability to make or receive calls easily	99.79%	94.66%	95.68%
Voice quality	98.95%	91.98%	96.03%

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

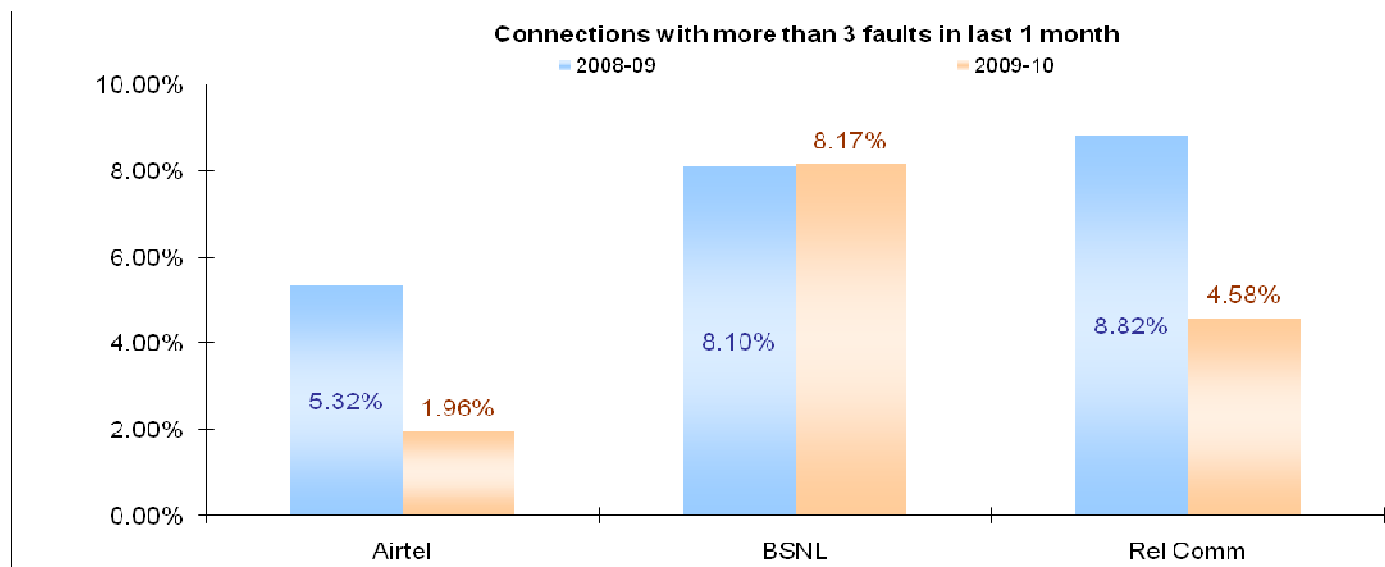
5.1.5 Maintainability related sub-aspects

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



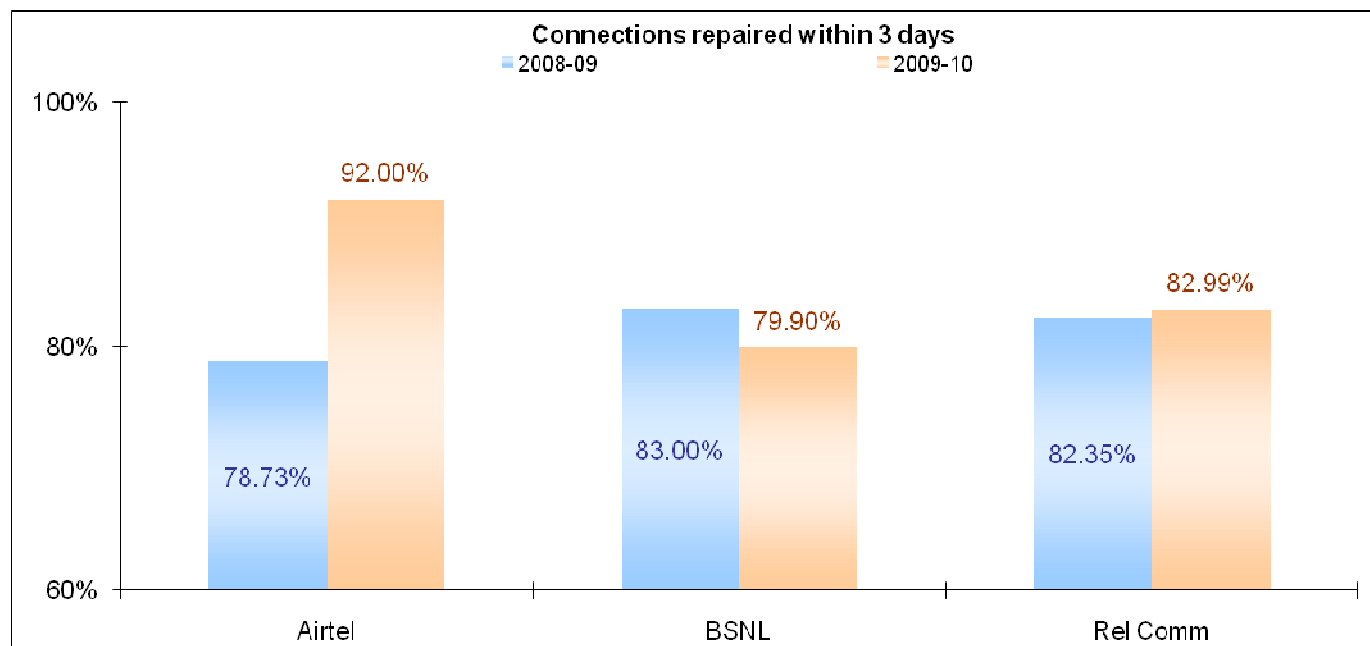
Penetration of customers who have made fault complaints was observed to be highest for BSNL with 34.72% of the subscribers claiming that they have made a complaint in last 12 months

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



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

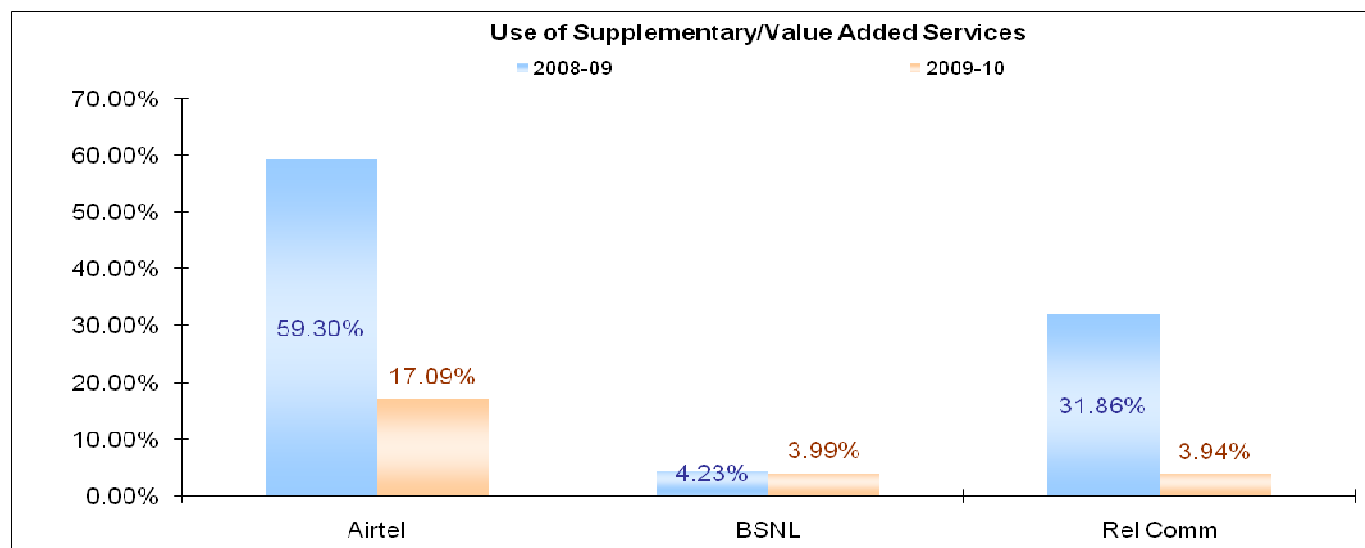
c. Time taken to repair after lodging complaint



Percentage of connections repaired within 3 days varies from BSNL with 79.9% to Airtel with 92% .

5.1.6 Supplementary services

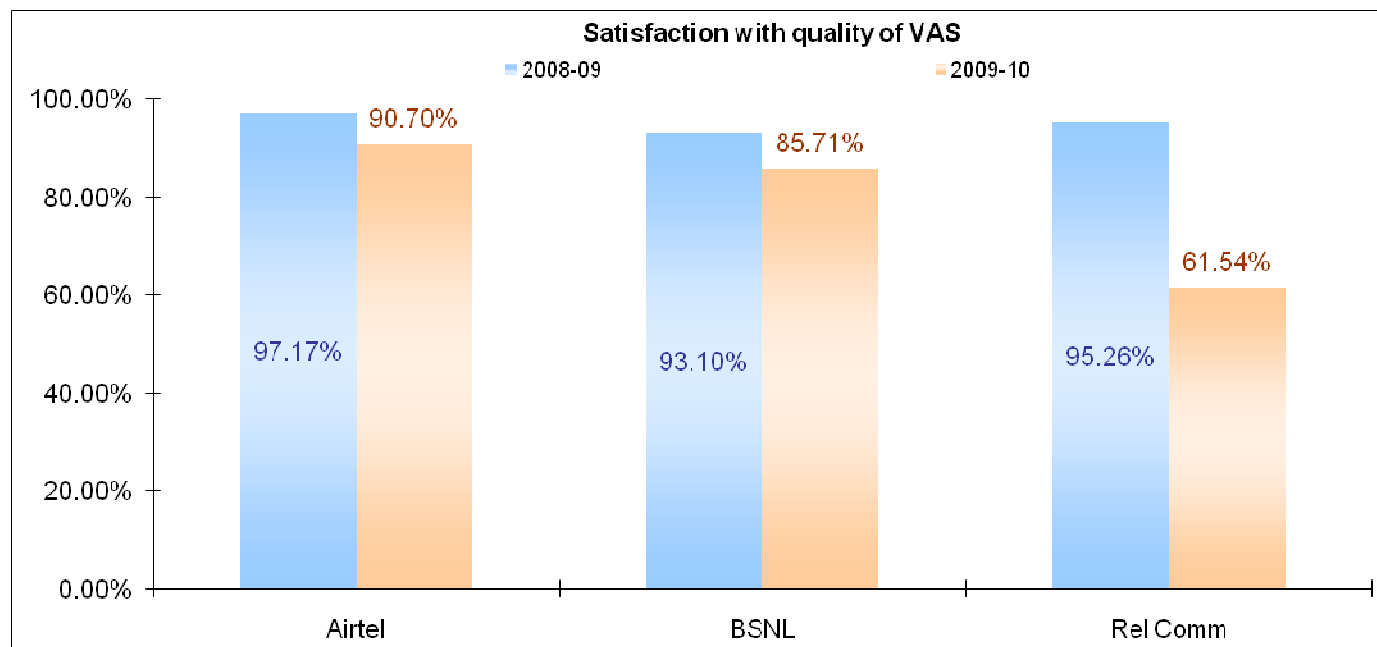
a. Percentage of subscribers opting for Supplementary Services



Usage of supplementary services is lowest among Rel Comm subscribers.

b. Satisfaction with Supplementary Services

Level of satisfaction with supplementary services



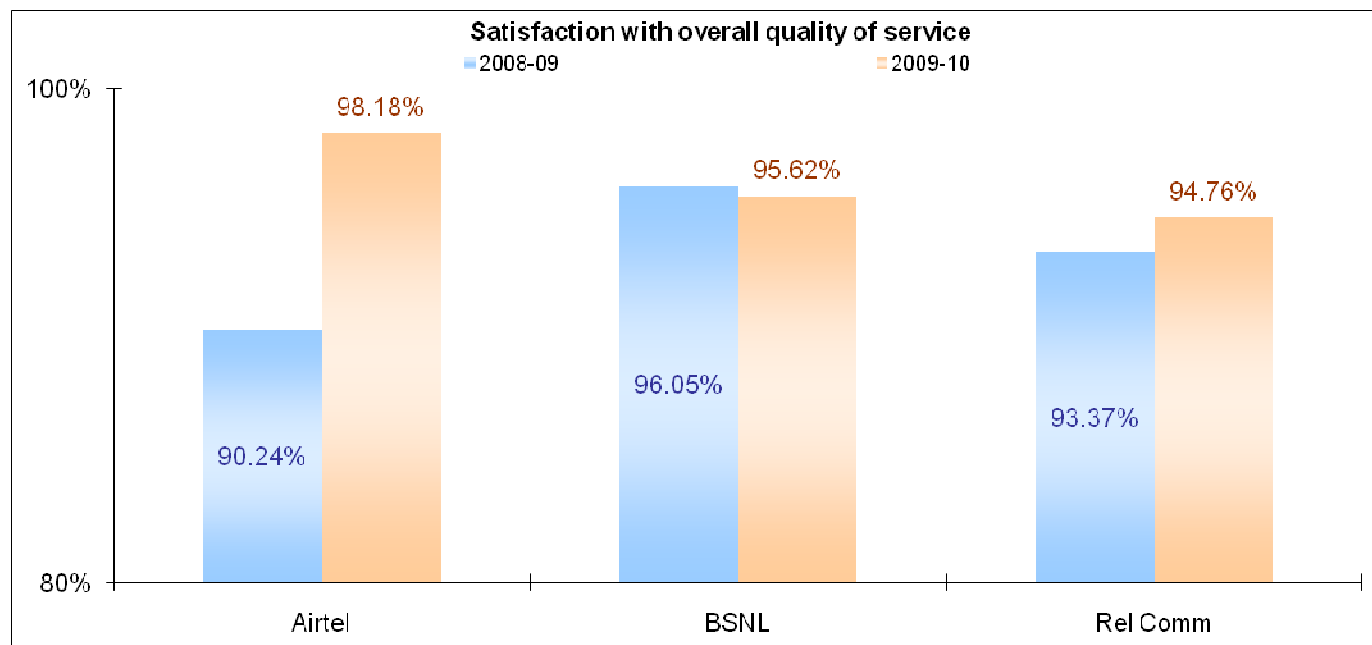
The scores of level of satisfaction have been explained in the executive summary.

<u>Very Satisfied & Satisfied scores</u>	Airtel	BSNL	Rel Comm
Very Satisfied	69.77%	4.76%	23.08%
Satisfied	20.93%	80.95%	38.46%
Total	90.70%	85.71%	61.54%

The total satisfaction percentage is highest for Airtel with 90.7% of subscribers who were using supplementary services claiming that they are either satisfied or very satisfied with supplementary services provided.

5.1.7 Overall Customer Satisfaction

Level of satisfaction with Quality of Service (Overall):



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

Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm
Very Satisfied	34.69%	30.02%	30.14%
Satisfied	63.49%	65.60%	64.62%
Total	98.18%	95.62%	94.76%

In the current round of survey, Airtel with 98.18% scored highest for overall customer satisfaction with quality of service whereas Rel Comm with 94.76% scored lowest.

5.1.8 Redressal Mechanism

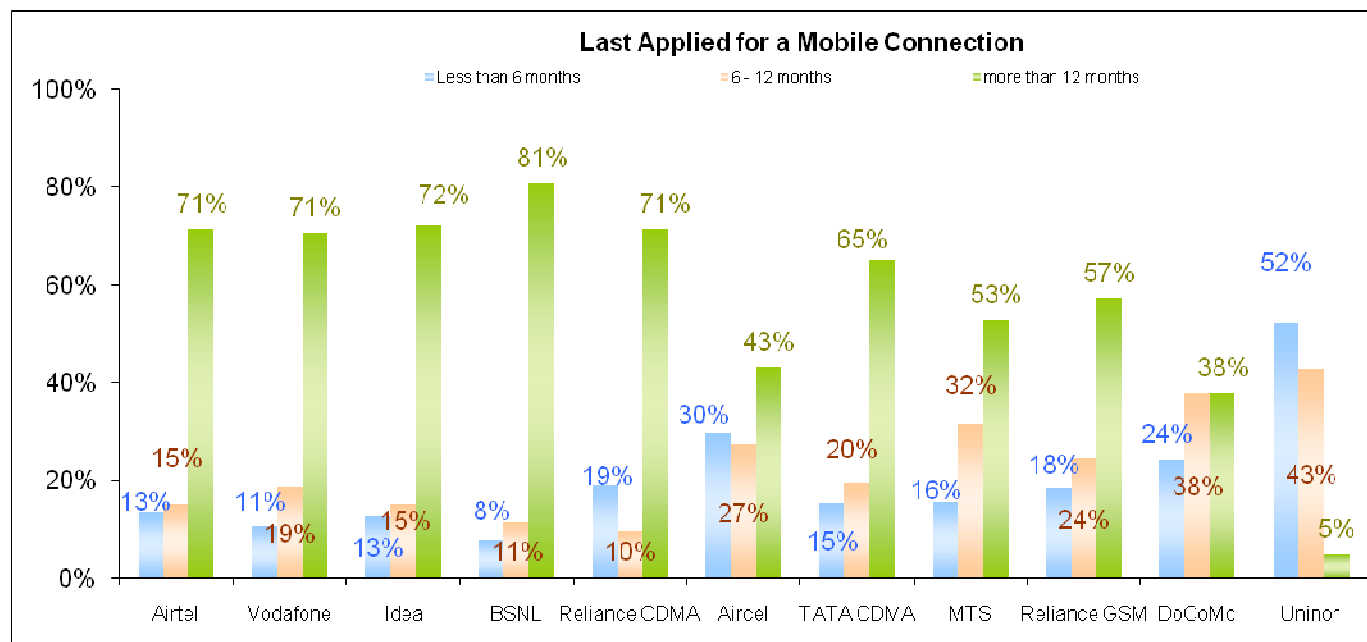
Satisfaction Scores	Airtel	BSNL	Rel Comm
Call Center	99.18%	93.55%	79.01%
Nodal Officer	100.00%	0.00%	0.00%
For new customers, provisioning of 'Manual of Practice' while taking the new connection	92.86%	20.69%	88.89%

5.2 Detailed Findings – Cellular Mobile Services

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

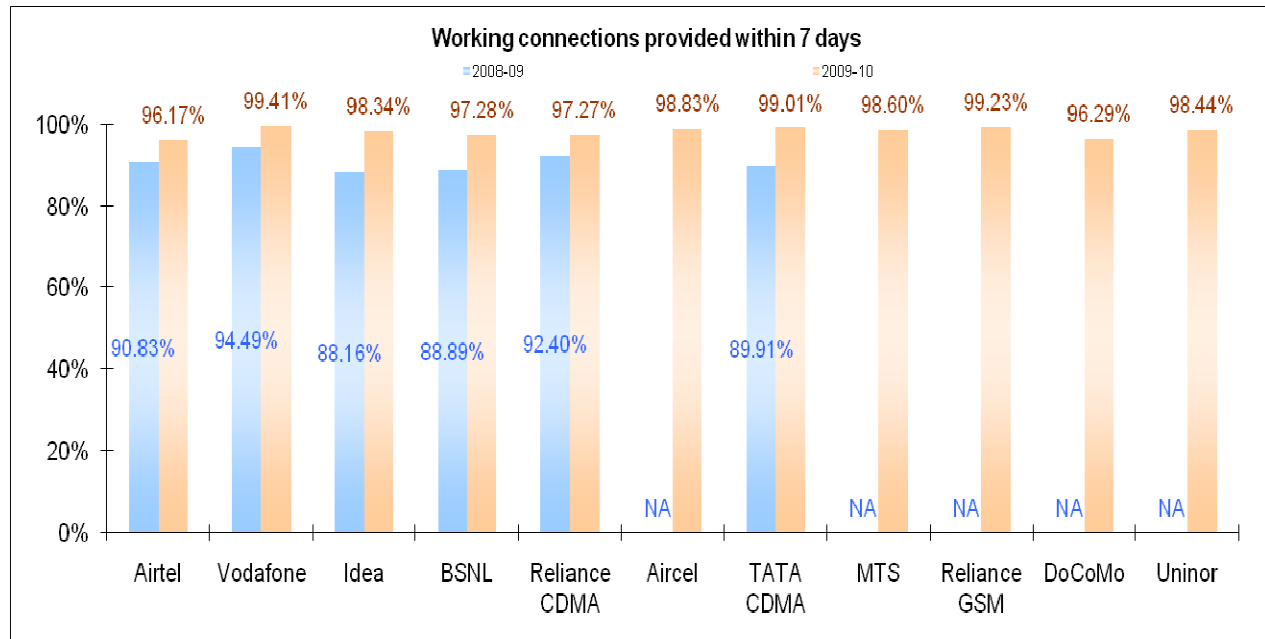
5.2.1 Service Provision

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



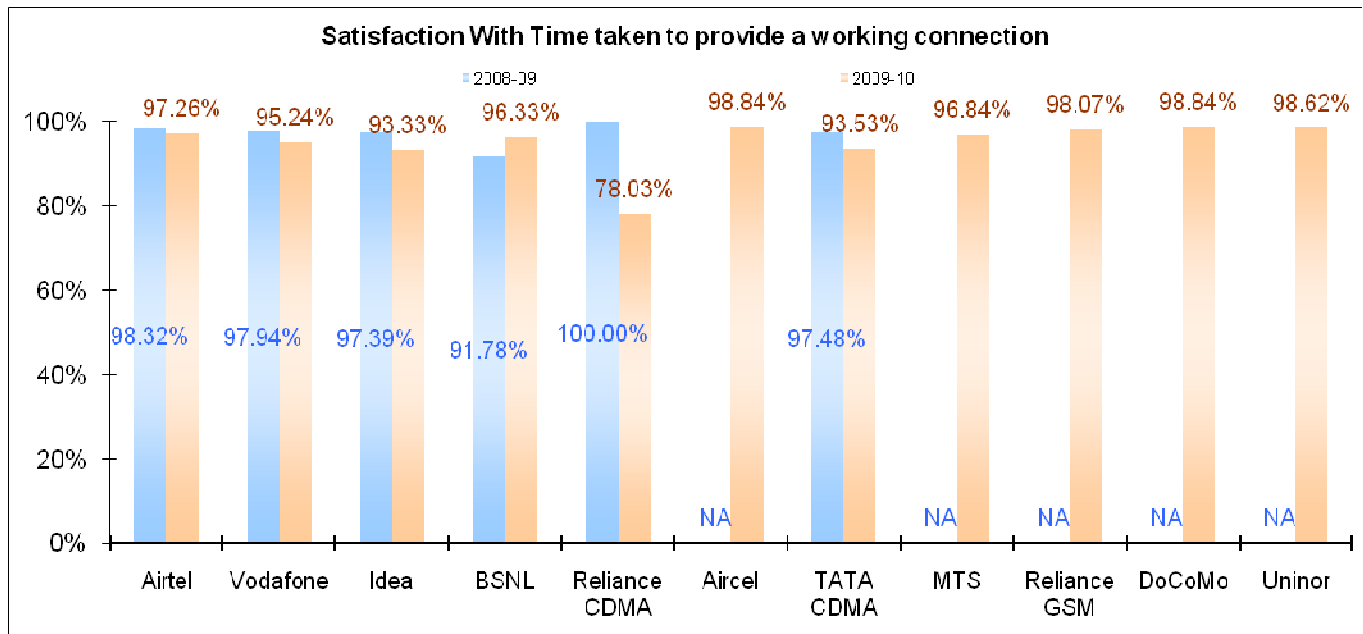
In last 6 months, maximum applications were for Uninor with 52.33% of the respondents applying for a new connection. Whereas minimum connections applied for during the same period were for BSNL with 7.88% . Same figure for the period of 6-12 months was found to be maximum for Uninor with 42.83% and minimum for Reliance CDMA with 9.67% .

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



For proportion of connections activated within 7 days, Vodafone with 99.41% connections scored highest whereas Airtel with 96.17% connections scored lowest.

c. Satisfaction with service provision:



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

Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Very Satisfied	39.65%	41.42%	43.81%	52.20%	48.90%	30.88%	56.54%	43.09%	38.04%	41.50%	39.63%
Satisfied	56.56%	54.77%	51.08%	43.39%	47.32%	66.94%	41.19%	56.24%	60.13%	56.48%	55.51%
Total	96.21%	96.19%	94.89%	95.59%	96.22%	97.82%	97.73%	99.33%	98.17%	97.98%	95.14%

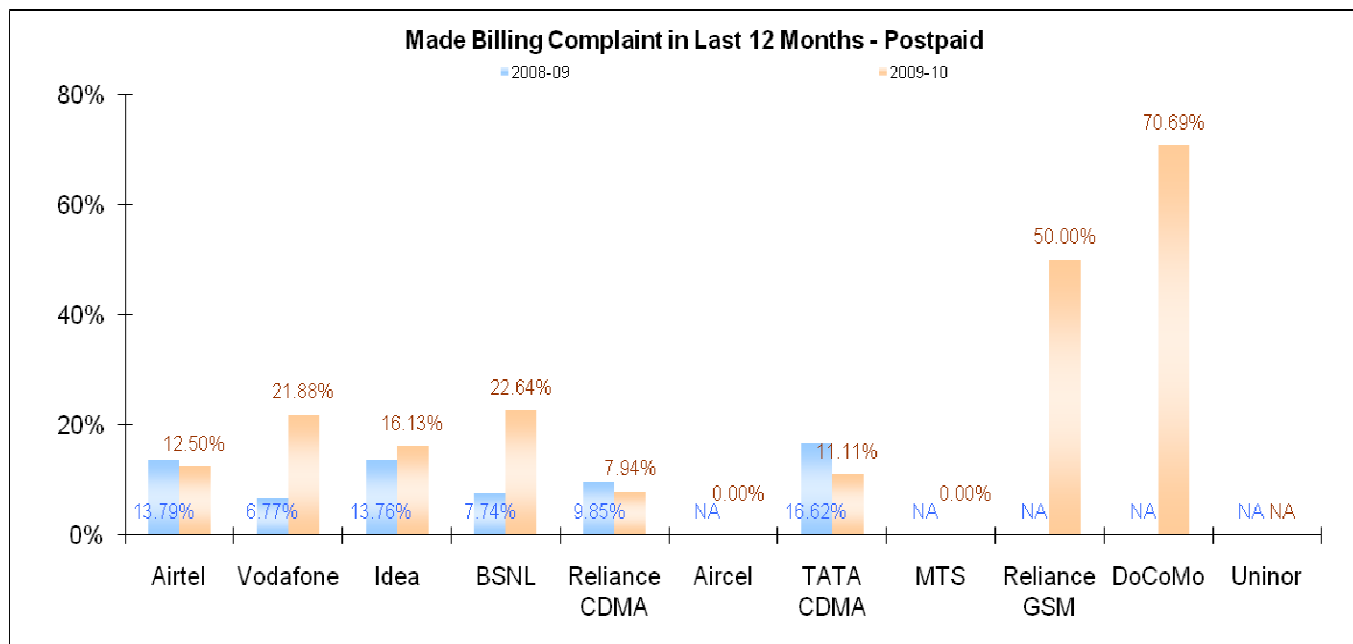
Score for level of satisfaction with service provisioning varies from 94.89% for Idea to 99.33% for MTS .

5.2.2 Billing Aspects

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

a. Postpaid subscribers:

i. Percentage of billing complaints



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

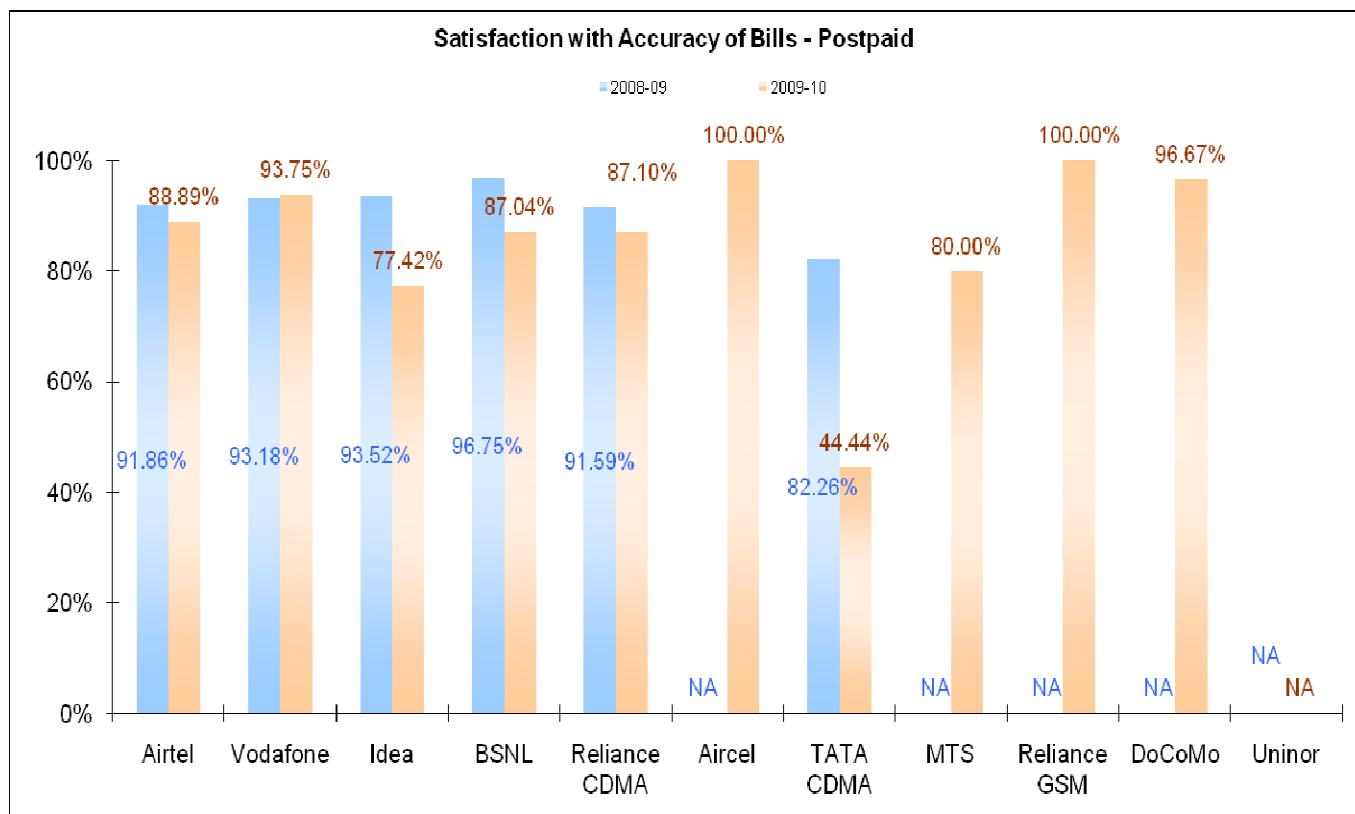
ii. Satisfaction with various billing parameters

Satisfaction Level	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Timely delivery of bills	94.45%	93.75%	87.10%	88.89%	90.32%	100.00%	66.67%	100.00%	80.00%	98.36%	NA
Accuracy of bills	88.89%	93.75%	77.42%	87.04%	87.10%	100.00%	44.44%	80.00%	100.00%	96.67%	NA
Process of resolution of billing complaints	50.00%	57.14%	40.00%	33.33%	60.00%	NA	100.00%	NA	100.00%	100.00%	NA
Clarity i.e. transparency and understandability of bills	73.33%	90.63%	83.33%	74.00%	91.94%	100.00%	66.67%	100.00%	100.00%	100.00%	NA

In the current round of survey, satisfaction with timely delivery of bills for postpaid subscribers was found to be lowest for TATA CDMA with 66.67% The satisfaction with accuracy of bills was found to be lowest for TATA CDMA . The satisfaction with clarity of bills was found to be lowest for TATA CDMA. For satisfaction with resolution of billing complaints, BSNL scored lowest.

iii. Percentage of subscribers satisfied

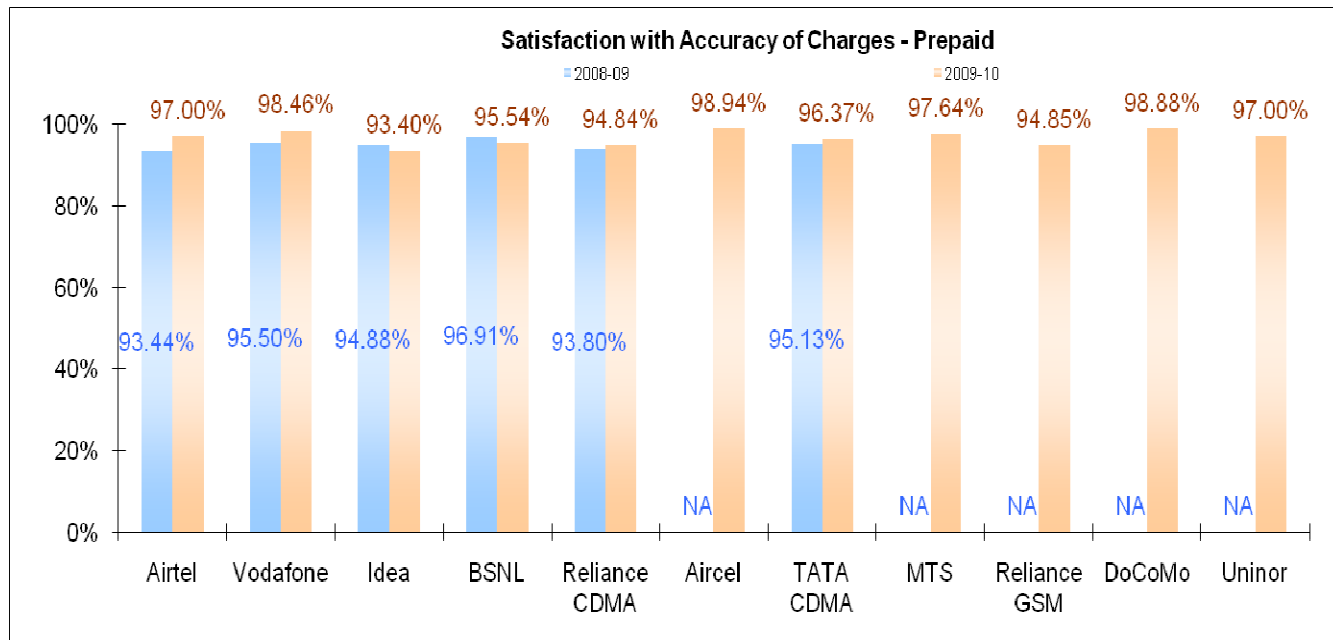
Level of satisfaction with billing performance (Post paid customers)



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

Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Very Satisfied	55.56%	43.75%	29.03%	35.19%	30.65%	0.00%	44.44%	20.00%	50.00%	5.00%	NA
Satisfied	33.33%	50.00%	48.39%	51.85%	56.45%	100.00%	0.00%	60.00%	50.00%	91.67%	NA
Total	88.89%	93.75%	77.42%	87.04%	87.10%	100.00%	44.44%	80.00%	100.00%	96.67%	NA

In the current round of survey, highest score was found to be for Aircel, Reliance GSM with 100% subscribers claiming that they are either satisfied or very satisfied with postpaid billing.

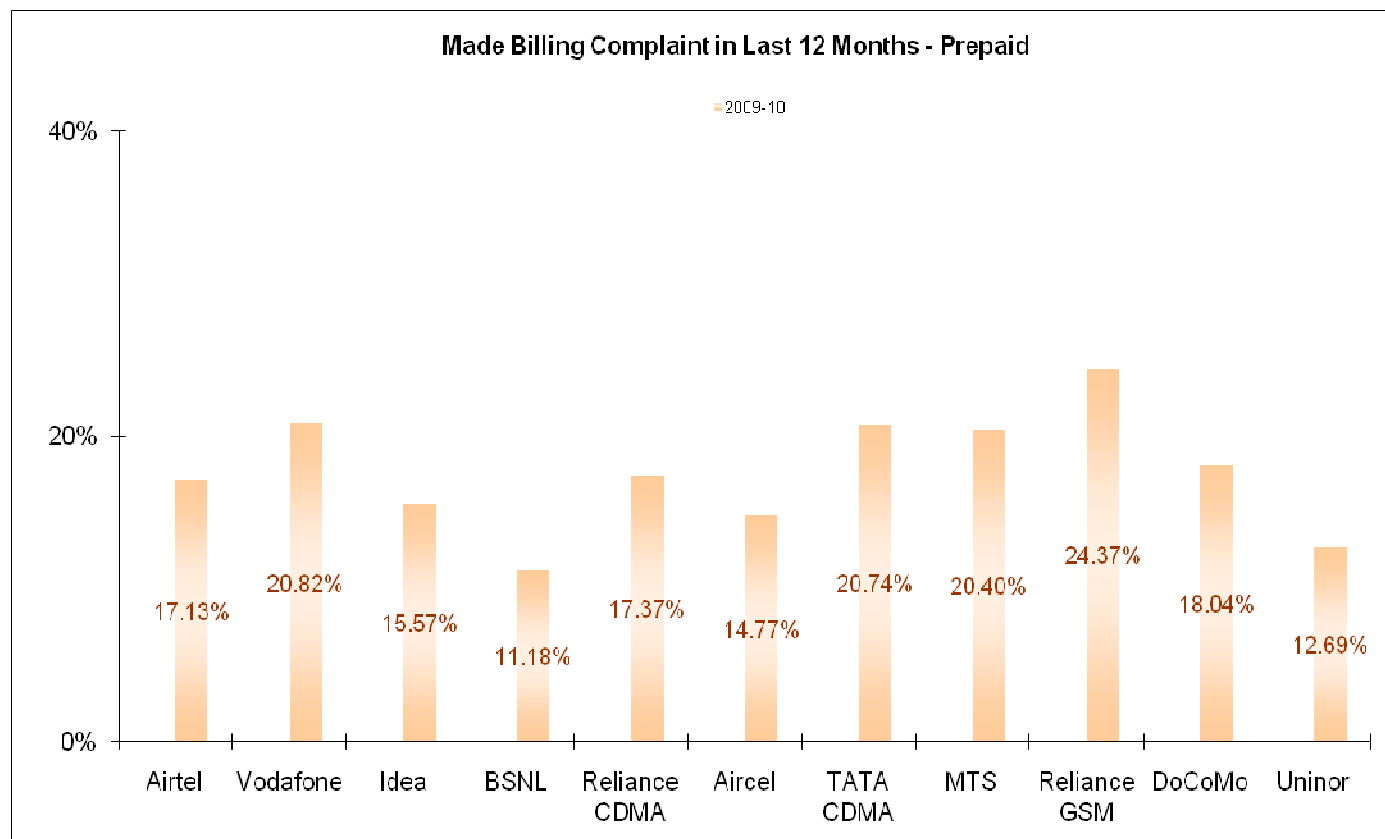
c. Prepaid subscribers:**Level of satisfaction with accuracy of charges:**

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

Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Very Satisfied	40.33%	40.54%	36.72%	44.53%	41.33%	33.16%	50.95%	42.33%	41.54%	55.57%	49.00%
Satisfied	56.67%	57.92%	56.68%	51.01%	53.51%	65.78%	45.42%	55.31%	53.31%	43.31%	48.00%
Total	97.00%	98.46%	93.40%	95.54%	94.84%	98.94%	96.37%	97.64%	94.85%	98.88%	97.00%

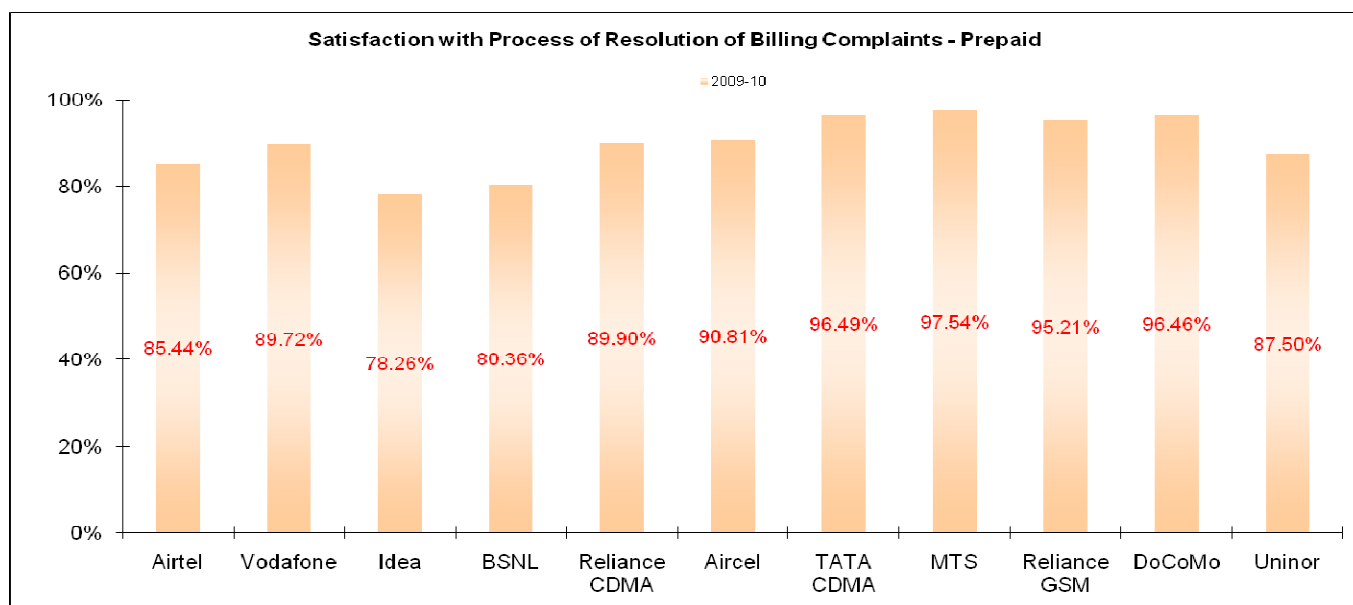
In the current round of survey, highest score was found to be for Aircel with 98.94% subscribers claiming that they are either satisfied or very satisfied with prepaid billing.

Percentage of billing complaints



For billing related complaints in 2009-10 maximum score was found to be for Reliance GSM with 24.37% of its subscribers claiming to have made a billing complaint in last 12 months.

Satisfaction with process of resolution of billing complaints

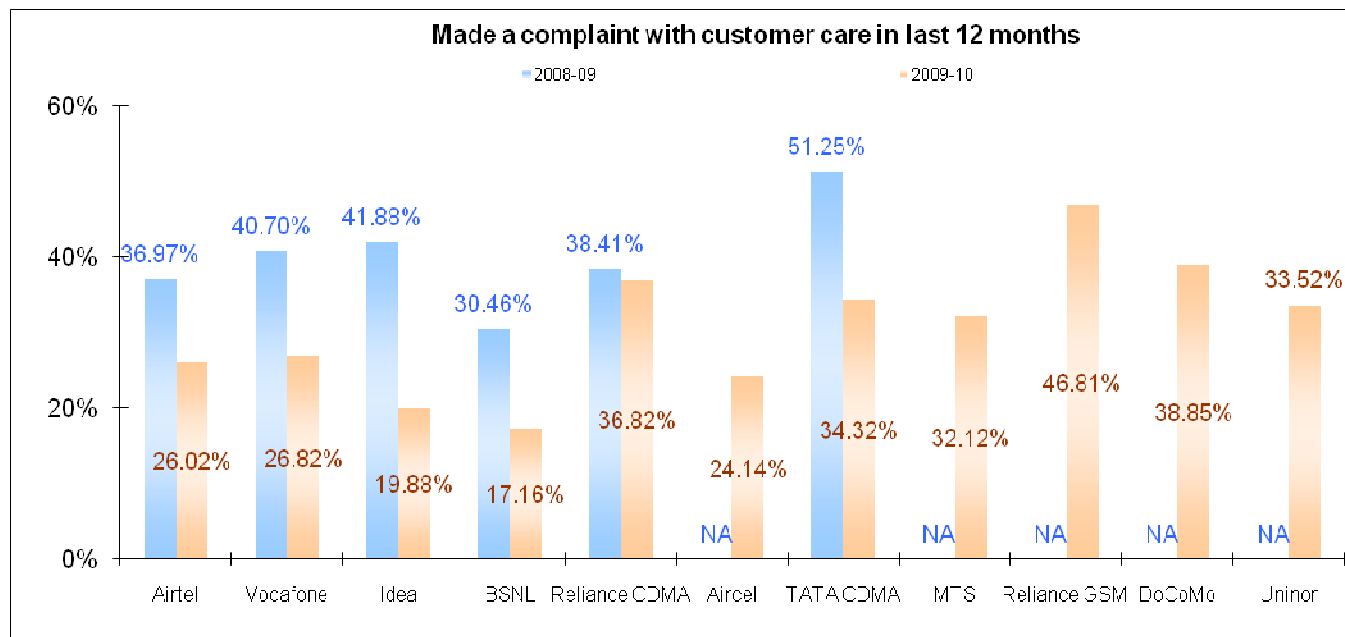


For satisfaction with process of resolution of billing complaints, maximum score was found to be for MTS with 97.54% of its subscribers claiming to be either satisfied or very satisfied.

5.2.3 Help Services

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

a. Contacted customer care in last 12 months



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

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

Satisfaction with help services	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Ease of access of call center toll free number	89.03%	88.24%	75.00%	83.16%	90.95%	93.88%	95.94%	98.45%	95.78%	98.12%	97.22%
Response time to answer call by customer care executive	87.35%	86.45%	72.09%	84.70%	91.42%	92.52%	95.92%	96.88%	95.06%	97.78%	95.56%
Problem solving ability of customer care executive	87.95%	87.74%	78.30%	83.68%	90.21%	91.16%	96.43%	98.44%	96.86%	97.78%	95.00%
Time taken by customer care executive in resolving complaints	86.75%	85.81%	79.07%	85.56%	90.64%	91.84%	96.43%	93.20%	95.80%	96.30%	93.89%

For ease of accessing customer care, Idea with 75% scored lowest. The satisfaction with response time to answer call by customer care executive was found to be lowest for Idea. The satisfaction with time taken by customer care executive in resolving complaints was found to be lowest for Idea.

For satisfaction with problem solving ability of the customer care executive, Idea scored lowest whereas MTS scored highest.

5.2.4 Network Performance, Reliability & Availability:

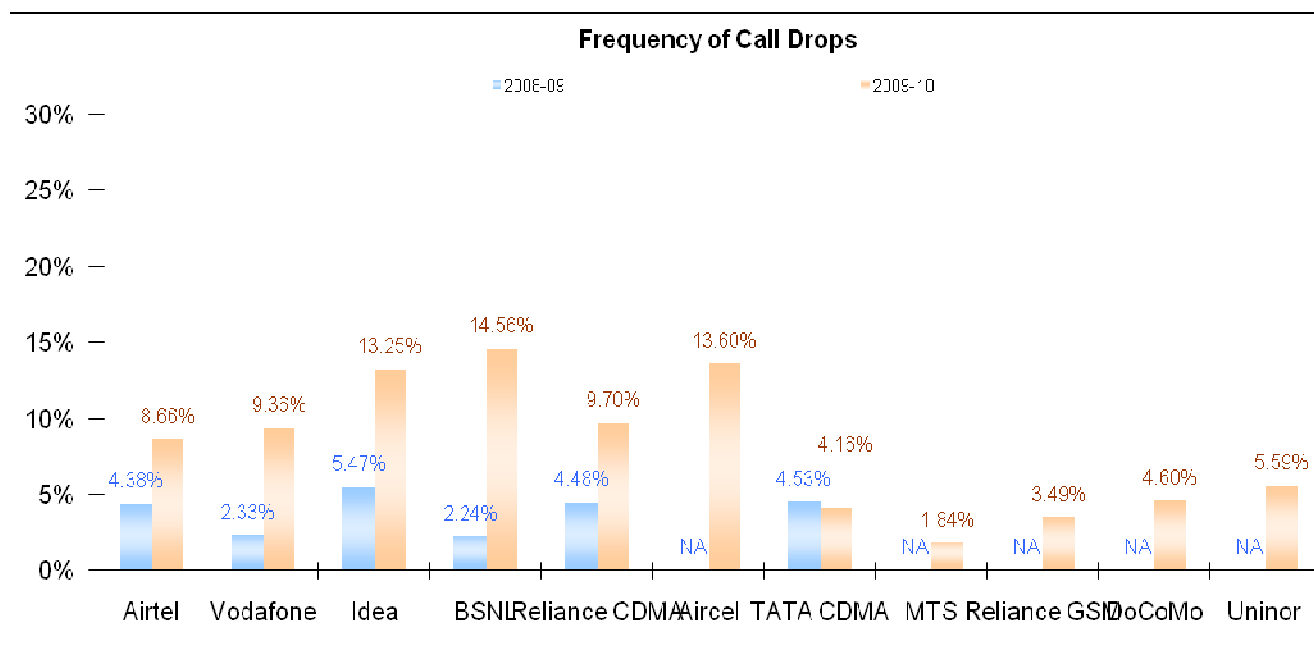
This parameter captures the level of satisfaction of subscribers with various network related parameters which includes aspects like availability of signal at all times, whether the person is easily able to make or receive calls and the voice quality of the connection.

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

Satisfaction with network related parameters	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Availability of signal	96.23%	96.70%	93.98%	94.57%	93.88%	95.03%	91.85%	95.84%	96.36%	95.52%	89.95%
Ability to make or receive calls easily	95.73%	96.36%	92.28%	93.68%	94.06%	95.53%	98.09%	97.84%	95.85%	97.70%	94.04%
Voice quality	98.27%	98.26%	94.76%	97.37%	94.99%	97.18%	98.61%	96.85%	97.36%	99.00%	96.27%

The satisfaction with availability of signal was found to be lowest for Uninor .The satisfaction with ability to make or receive calls easily was found to be lowest for Idea .The satisfaction with voice quality was found to be lowest for Idea .

c. Call drop rate:



According to survey results call drops are more frequent for BSNL with 14.56% of subscribers claiming that they experience frequent or very frequent call drops.

5.2.5 Maintainability:

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

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

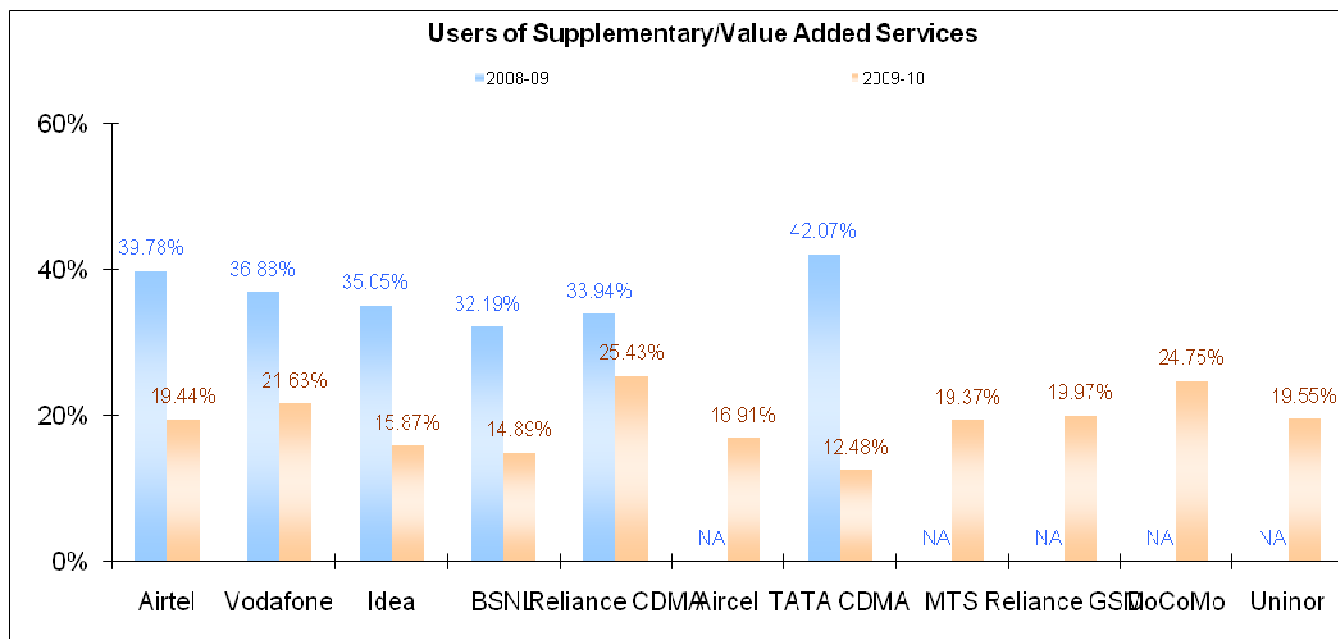
Parameter	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Frequency of Signal Problem (Never or Occasional)	92.15%	91.68%	87.33%	88.90%	93.91%	95.02%	90.44%	96.51%	94.87%	95.40%	93.48%
Satisfaction with restoration of signal problems (Vary Satisfied or Satisfied)	96.16%	95.25%	92.55%	94.45%	94.27%	94.43%	92.14%	95.48%	93.67%	98.11%	94.38%

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

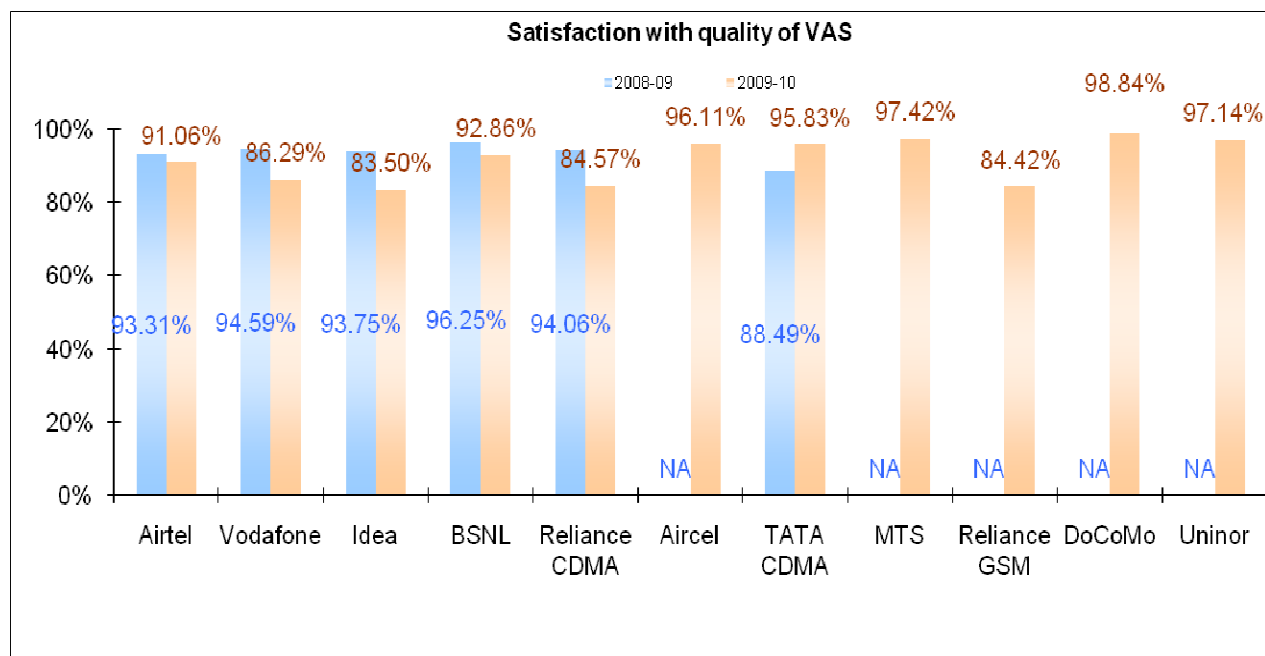
5.2.6 Supplementary services:

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

a. Percentage of subscribers opting for supplementary services:



In the year 2009-10 usage of supplementary services varies from 12.48% for TATA CDMA to 25.43% for Reliance CDMA.

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.

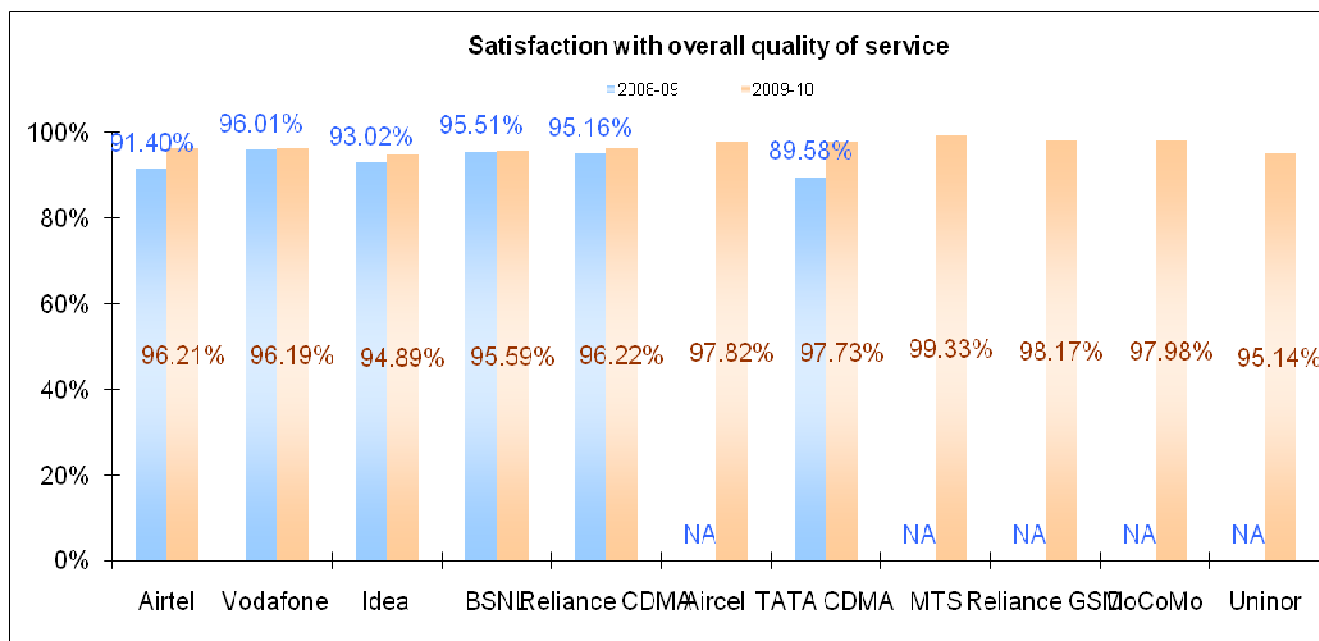
Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Very Satisfied	29.27%	33.06%	28.16%	41.67%	22.22%	25.24%	47.22%	32.76%	16.39%	57.56%	20.95%
Satisfied	61.79%	53.23%	55.34%	51.19%	62.35%	70.87%	48.61%	64.66%	68.03%	41.28%	76.19%
Total	91.06%	86.29%	83.50%	92.86%	84.57%	96.11%	95.83%	97.42%	84.42%	98.84%	97.14%

The total satisfaction percentage is highest for DoCoMo with 98.84% of subscribers who were using supplementary services claiming that they are either satisfied or very satisfied with supplementary services provided.

5.2.7 Overall percentage of subscribers satisfied:

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

Level of satisfaction with Quality of services (Overall):



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

Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Very Satisfied	39.65%	41.42%	43.81%	52.20%	48.90%	30.88%	56.54%	43.09%	38.04%	41.50%	39.63%
Satisfied	56.56%	54.77%	51.08%	43.39%	47.32%	66.94%	41.19%	56.24%	60.13%	56.48%	55.51%
Total	96.21%	96.19%	94.89%	95.59%	96.22%	97.82%	97.73%	99.33%	98.17%	97.98%	95.14%

In the current round of survey, MTS with 99.33% scored highest for overall customer satisfaction with quality of service whereas Idea with 94.89% scored lowest.

5.2.8 Three stage redressal mechanism:

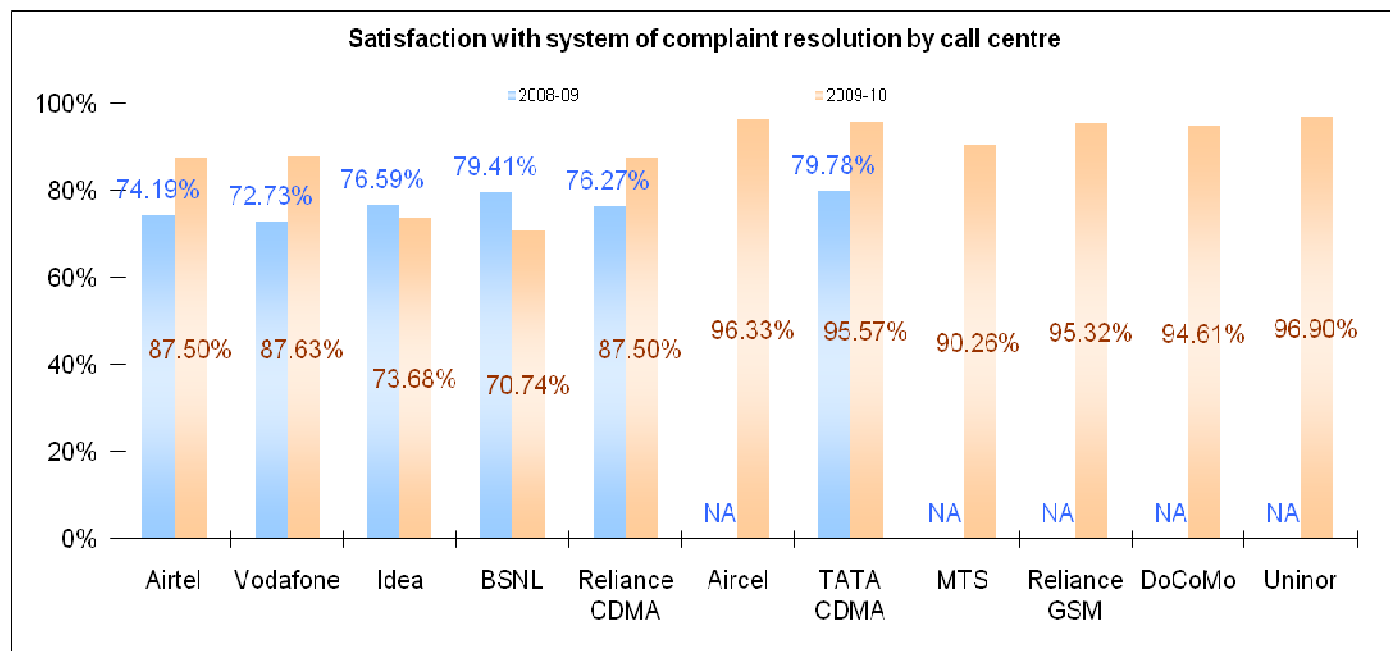
TRAI has initiated a set of regulations named as 'Telecom Consumer Protection and Redressal of Grievances Regulations – 2007'. From this round of the customer satisfaction study of subscribers, TRAI has decided to test the awareness, implementation and effectiveness of these regulations. These set up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

Awareness about contact details of:	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Customer Care	65.83%	69.51%	71.67%	71.68%	54.06%	77.46%	65.62%	58.47%	67.60%	61.62%	56.71%
Nodal Officer	5.02%	6.92%	5.24%	5.25%	4.68%	4.43%	4.51%	9.77%	9.17%	3.60%	7.26%
Appellate Authority	10.66%	16.78%	12.94%	18.39%	10.30%	25.62%	22.88%	27.65%	26.35%	18.71%	30.73%

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

Made any complaint to the customer care in last 12 months	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Yes	15.36%	16.96%	11.86%	7.53%	22.00%	18.39%	27.73%	26.16%	42.06%	24.89%	24.77%
No	84.17%	82.70%	87.83%	91.77%	77.85%	80.46%	72.27%	73.51%	57.12%	74.82%	73.93%
If complaint made	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Docket number received for most of the complaints	7.22%	8.25%	19.72%	19.51%	9.85%	2.73%	2.56%	4.55%	1.59%	5.30%	0.81%
No docket number received for most of the complaints	3.09%	1.03%	5.63%	9.76%	6.82%	3.64%	0.64%	3.90%	11.11%	1.52%	3.25%
It was received on request	32.99%	60.82%	16.90%	21.95%	19.70%	41.82%	5.13%	24.68%	37.70%	17.42%	31.71%
No docket number received even on request	56.70%	29.90%	57.75%	48.78%	63.64%	51.82%	91.67%	66.88%	49.60%	75.76%	64.23%
Informed by call centre about the action taken on the complaint	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Yes	87.63%	90.63%	77.33%	77.50%	89.71%	90.00%	83.45%	82.58%	96.47%	91.02%	75.38%
No	12.37%	9.38%	22.67%	22.50%	10.29%	10.00%	16.55%	17.42%	3.53%	8.98%	24.62%

Level of satisfaction with resolution of complaints by call centre



Level of satisfaction with resolution of complaints (for those customers who had made complaint in last 12 months) is observed to be highest for Uninor with 96.9% and lowest for BSNL with 70.74% .

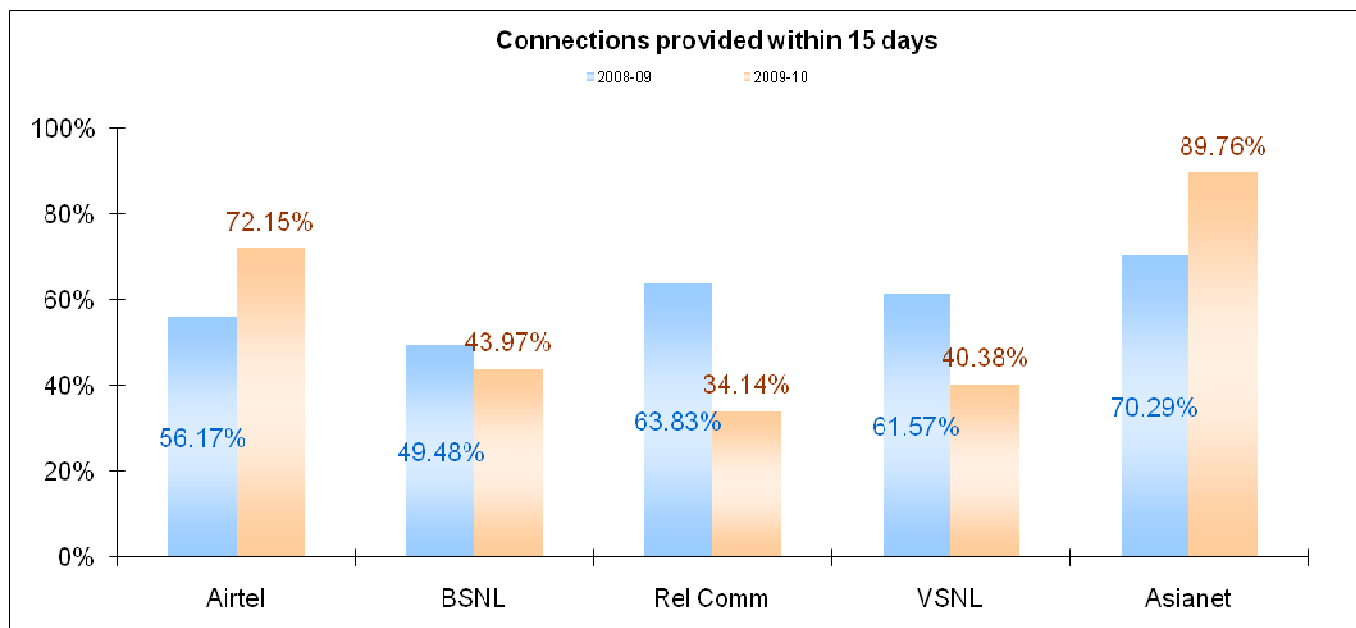
Reasons for dissatisfaction with resolution of complaints by call centre

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Reason for dissatisfaction - Call centre	2009-10										
Difficult to connect to the call center executive	25.00%	16.67%	50.00%	16.67%	0.00%	50.00%	14.29%	53.33%	0.00%	11.11%	0.00%
Customer care executive not polite/courteous	8.33%	0.00%	10.00%	25.00%	23.53%	0.00%	0.00%	6.67%	8.33%	11.11%	0.00%
Customer care executive not equipped with adequate information	8.33%	8.33%	15.00%	41.67%	29.41%	0.00%	57.14%	20.00%	50.00%	22.22%	0.00%
Time taken by call centre for redressal is too long	25.00%	50.00%	30.00%	41.67%	29.41%	25.00%	0.00%	40.00%	33.33%	33.33%	25.00%
Customer care executive was unable to understand the problem	25.00%	0.00%	5.00%	8.33%	0.00%	0.00%	0.00%	6.67%	0.00%	0.00%	0.00%
Others	0.00%	0.00%	5.00%	0.00%	5.88%	0.00%	0.00%	6.67%	0.00%	0.00%	50.00%

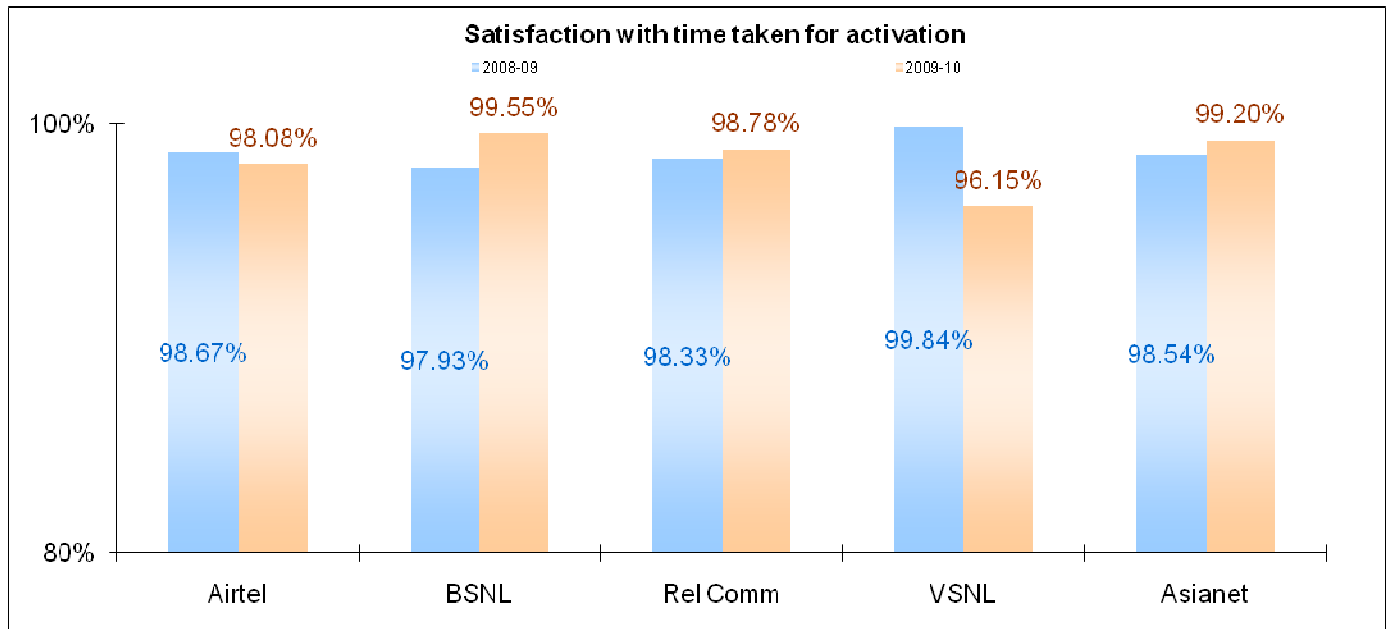
5.3 Detailed Findings – Broadband Services

5.3.1 Service Provision:

Incidence of provision of BB connection within 15 days



For activation of new connection, Asianet with 89.76% scored maximum whereas Rel Comm with 34.14% scored minimum.

Level of satisfaction with service provisioning:

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

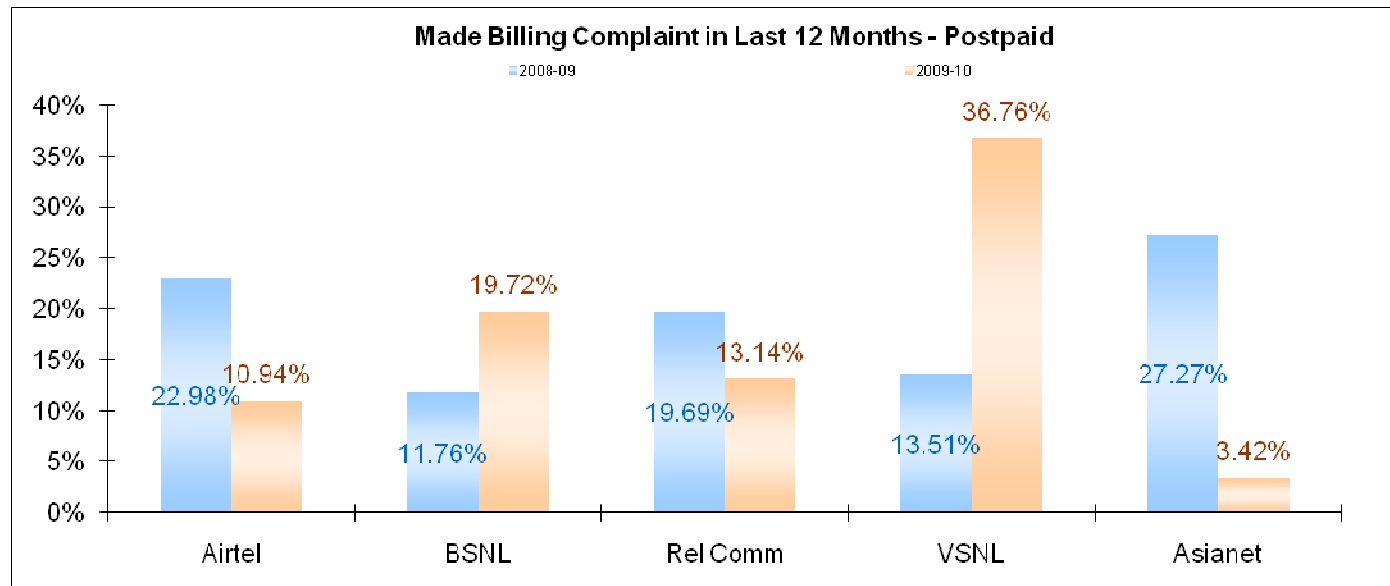
	Airtel	BSNL	Rel Comm	VSNL	Asianet
Very Satisfied & Satisfied scores:					
Very Satisfied	30.13%	29.20%	21.95%	1.92%	12.00%
Satisfied	67.95%	70.35%	76.83%	94.23%	87.20%
Total	98.08%	99.55%	98.78%	96.15%	99.20%

BSNL with 99.55% of the subscribers saying that they are either “Very Satisfied” or “Satisfied” with the service provisioning scored highest. Whereas VSNL with 96.15% of the subscribers saying that they are either “Very Satisfied” or “Satisfied”, scored lowest.

5.3.2 Billing Performance:

Postpaid:

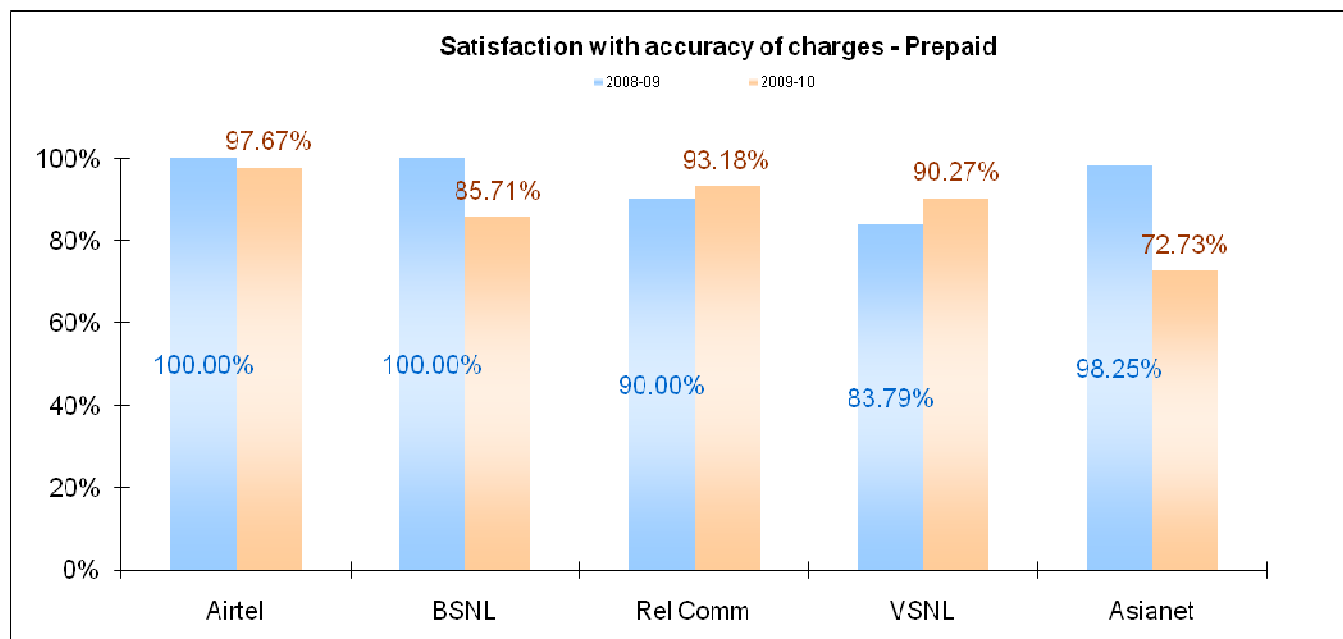
Billing related complaints



In the current round of survey, penetration of post paid subscribers making billing complaints varies from Asianet with 3.42% to VSNL with 36.76%

Satisfaction with Billing Parameters:	Airtel	BSNL	Rel Comm	VSNL	Asianet
Timely delivery of bills	99.66%	98.99%	97.85%	98.46%	98.19%
Accuracy of bills	99.66%	98.36%	98.63%	98.20%	98.21%
Process of resolution of billing complaints	95.24%	91.86%	94.03%	97.17%	57.90%
Clarity i.e. transparency and understandability of bills	100.00%	98.13%	99.02%	99.22%	99.81%

The satisfaction with accuracy of bills was found to be lowest for VSNL. The satisfaction with clarity of bills was found to be lowest for BSNL. Level of satisfaction with timely delivery of bills is lowest for Rel Comm with 97.85%. Asianet scored lowest for resolution of billing complaints.

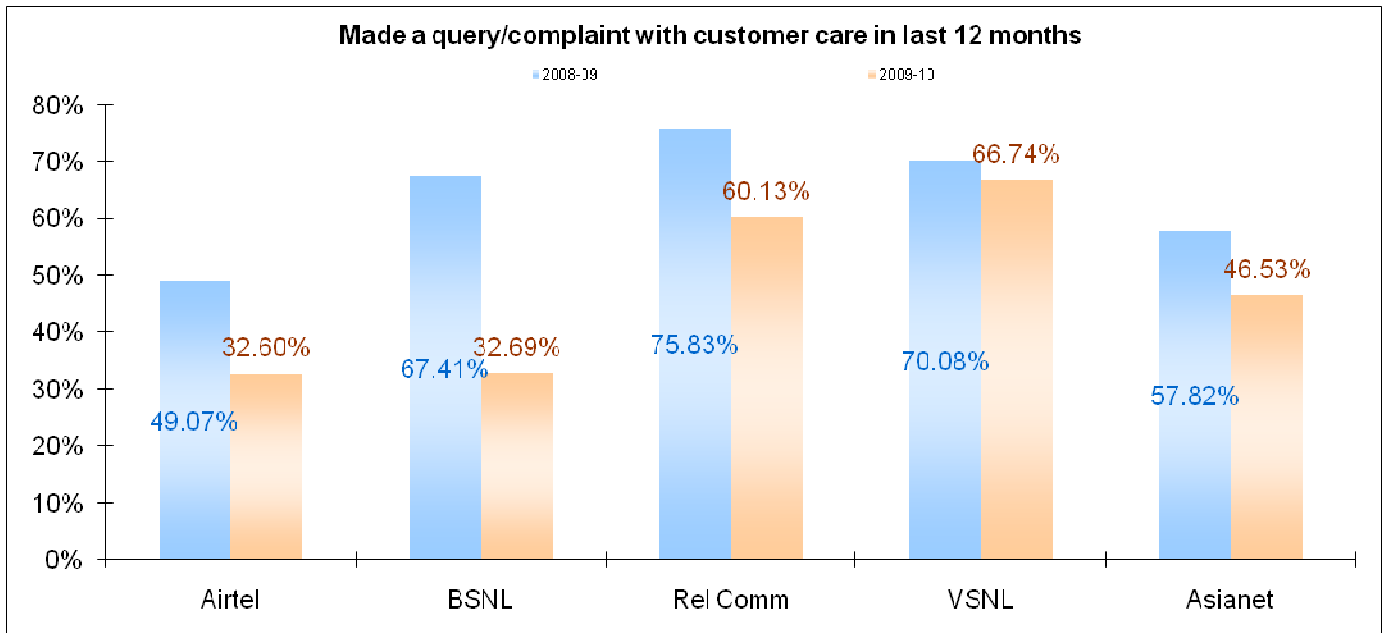
Billing Accuracy - Prepaid**Level of satisfaction:**

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

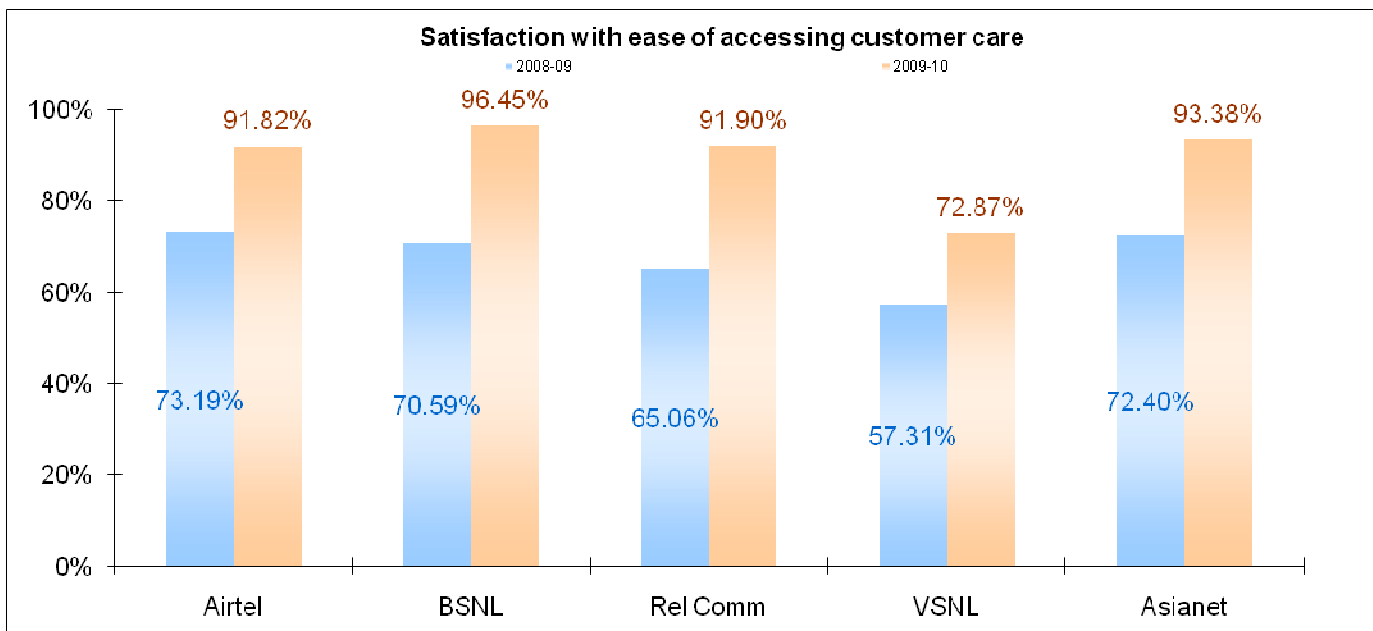
Very Satisfied & Satisfied scores: Accuracy of charges	Airtel	BSNL	Rel Comm	VSNL	Asianet
Very Satisfied	83.72%	28.57%	62.50%	7.08%	18.18%
Satisfied	13.95%	57.14%	30.68%	83.19%	54.55%
Total	97.67%	85.71%	93.18%	90.27%	72.73%

Airtel with 97.67% of the prepaid subscribers claiming to be either satisfied or very satisfied with billing performance scored highest.

5.3.3 Help Services:



Number of respondents making a query to the call center in the last 12 months varied from 32.6% for Airtel to 66.74% for VSNL

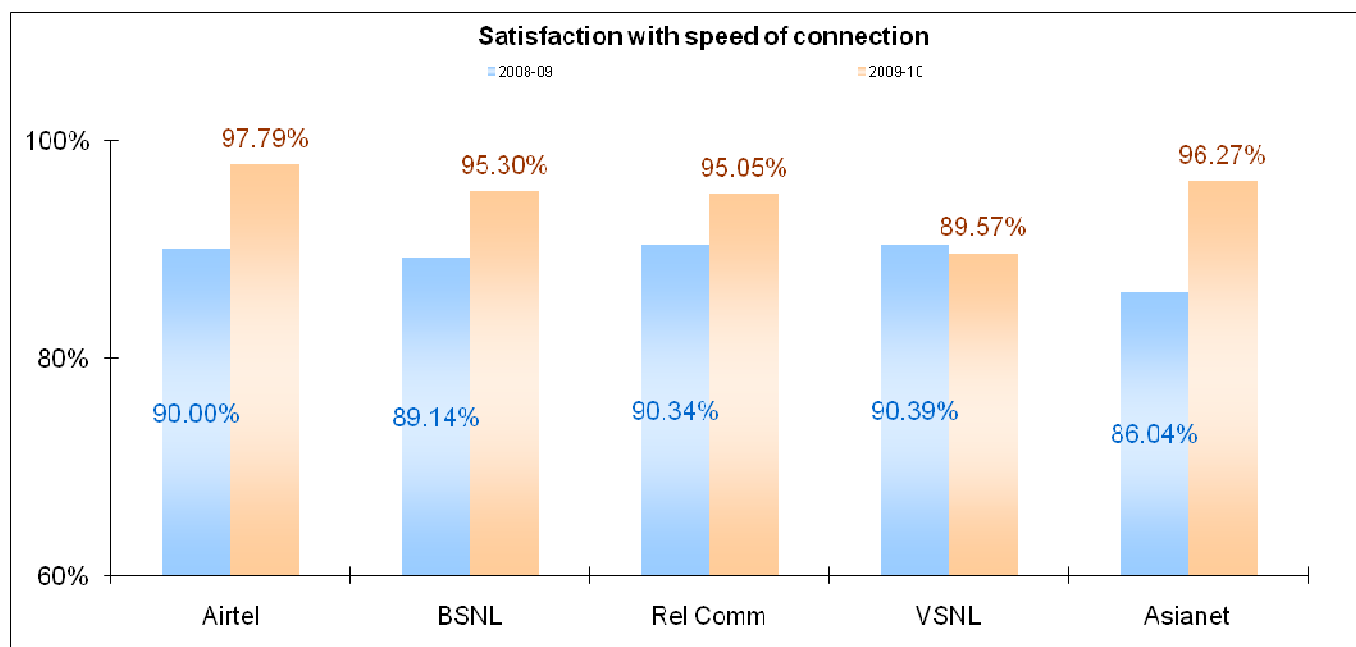


96.45% of BSNL subscribers claim that it is difficult to access the call center.

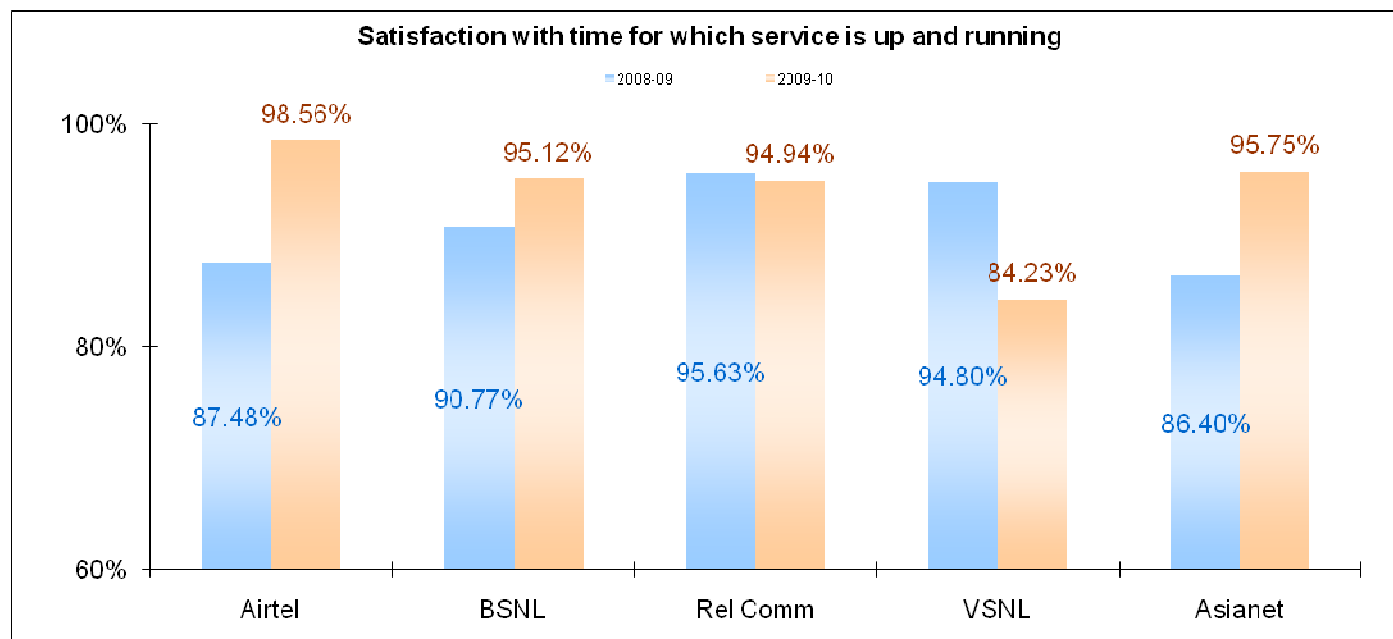
Satisfaction level with Help Services / Customer Care	Airtel	BSNL	Rel Comm	VSNL	Asianet
Response time to answer call by customer care executive	99.03%	96.91%	92.13%	66.99%	98.54%
Problem solving ability of customer care executive	97.02%	96.32%	90.71%	73.53%	97.45%
Time taken by customer care executive in resolving complaints	98.00%	96.90%	91.60%	70.92%	97.45%

The satisfaction with response time to answer call by customer care executive was found to be lowest for VSNL. The satisfaction with problem solving ability of customer care executive was found to be highest for Asianet . The satisfaction with time taken by customer care executive in resolving complaints was found to be lowest for VSNL .

5.3.4 Network performance, reliability and availability:

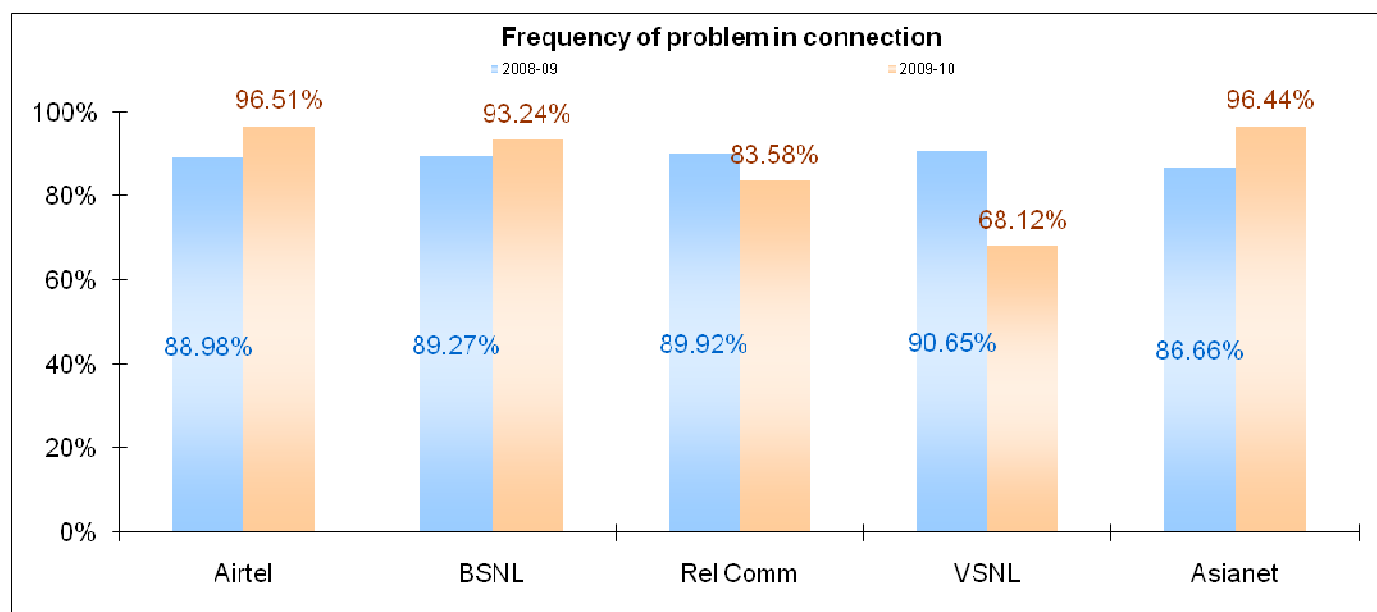


97.79% of Airtel subscribers said that they are either “Very Satisfied” or “Satisfied” with the speed of the broadband connection. Contrastingly, only 89.57% of VSNL subscribers are either “Very Satisfied” or “Satisfied”.

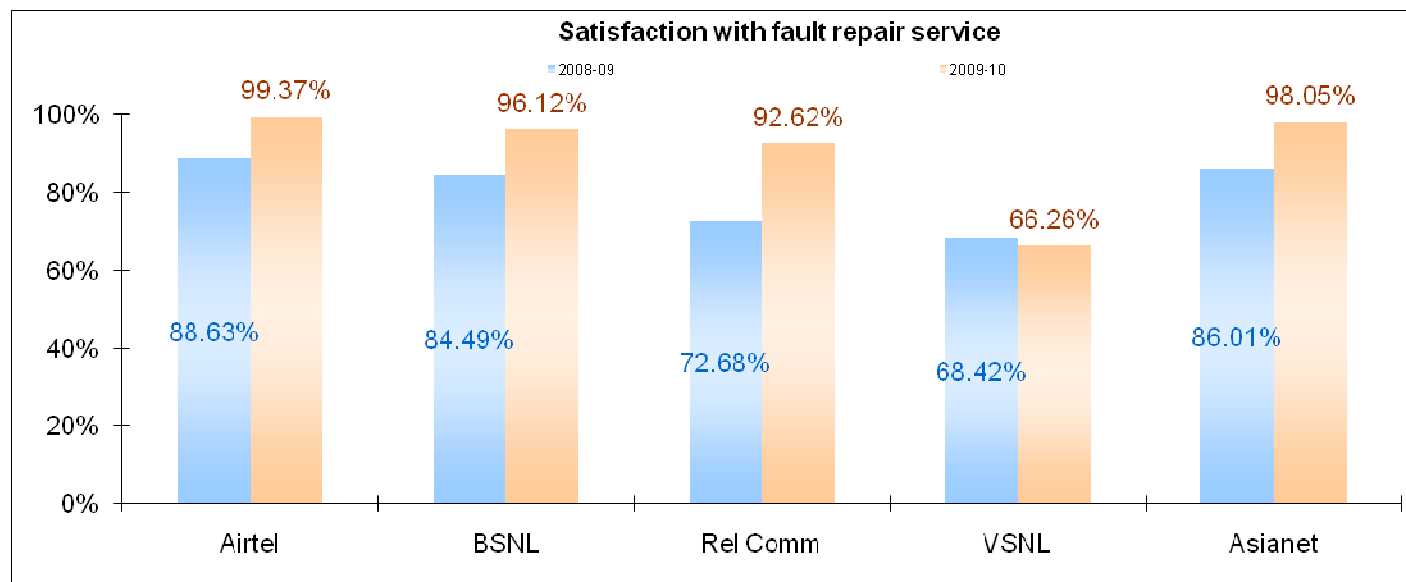


In the current round of survey, Airtel with 98.56% scored highest for satisfaction with time for which service is up and running whereas VSNL with 84.23% scored lowest.

5.3.5 Maintainability:

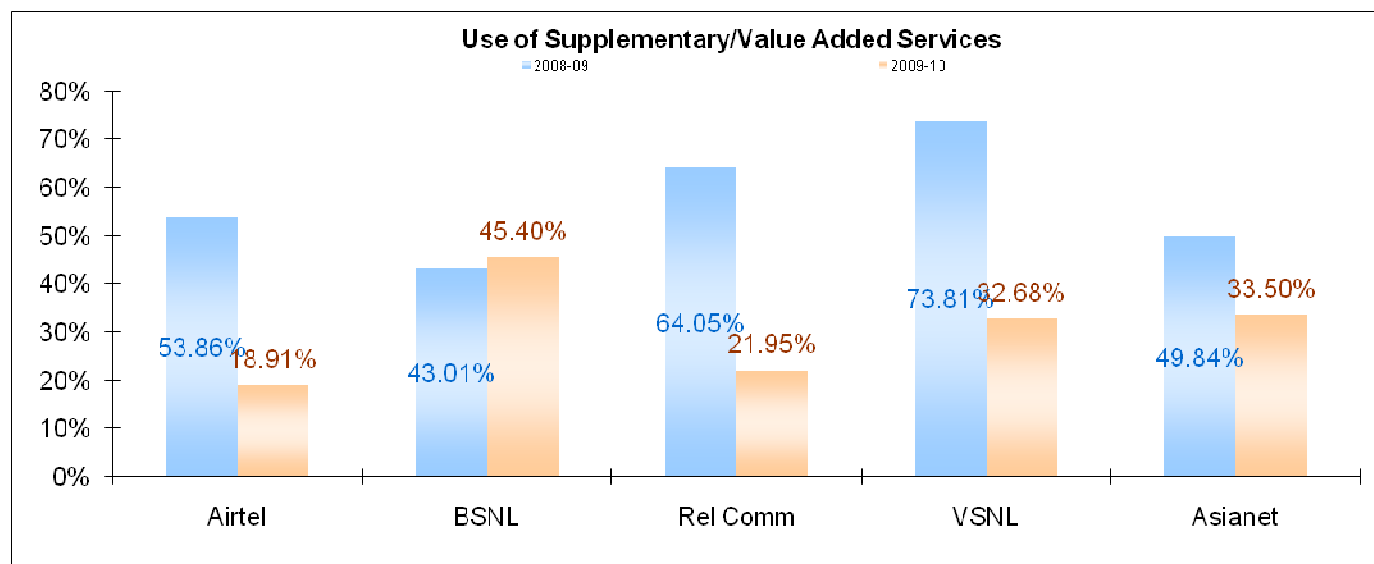


96.51% of Airtel subscribers claimed that they occasionally or never face problems with their broadband connection.



In the current round of survey, Airtel with 99.37% scored highest on satisfaction with time taken to restore the connection whereas VSNL with 66.26% scored lowest.

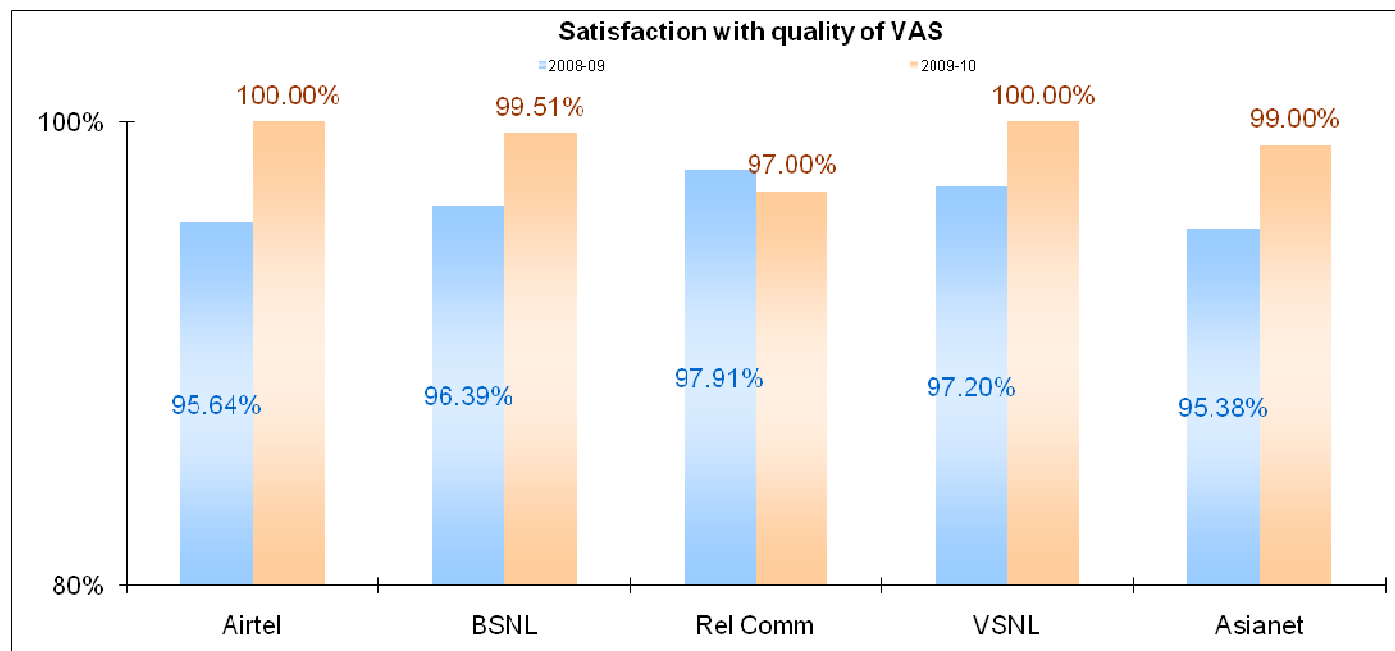
5.3.6 Supplementary Services:



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

5.3.7 Percentage subscribers satisfied:

Level of satisfaction:



In the current round of survey, for satisfaction with supplementary services Airtel,VSNL with 100% scored highest whereas Rel Comm with 97% scored least.

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

Satisfaction level with Help Services / Customer Care	Airtel	BSNL	Rel Comm	VSNL	Asianet
Penetration - Complains made to customer care within last 6 months	9.71%	20.61%	23.46%	36.04%	13.65%
Customer care informing about the action taken on the complaint	93.33%	90.82%	85.82%	72.07%	94.81%
Resolution of complaint by customer care within 4 weeks of lodging complaint	99.03%	96.91%	92.13%	66.99%	98.54%

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

Reason for dissatisfaction with customer care	Airtel	BSNL	Rel Comm	VSNL	Asianet
Difficult to connect call center executive	0.00%	0.00%	12.50%	6.90%	0.00%
Customer care executive not polite/courteous	0.00%	0.00%	0.00%	5.17%	0.00%
Customer care executive not equipped with adequate information	0.00%	0.00%	6.25%	8.62%	20.00%

Time taken by call center for redressal of complaint is too long	50.00%	40.00%	43.75%	53.45%	20.00%
The customer care executive was unable to understand the problem	0.00%	20.00%	6.25%	0.00%	40.00%

6.1 Key Take Outs and Recommendations – Basic (Wireline)

Key Take outs: Overall Level

- ✓ It is observed that there are three major operators in the Kerala circle
- ✓ Across all the 7 parameters, all the operators were only able to meet the TRAI benchmark for postpaid billing and overall service quality.
- ✓ No operator was able to meet the TRAI benchmark for the parameter maintainability of network.
- ✓ There is a need to improve the satisfaction level of subscribers with respect to 'Help Services' and 'supplementary service' and "Maintainability" of network of various 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 3-stage grievance redressal mechanism is observed to be low. Service providers should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies on a periodic basis.

Key Take outs: Operator Wise

BSNL (Kerala)

- ✓ BSNL should look at improving its performance on customer satisfaction parameters such as time taken for activation of connection, timely delivery of bills, satisfaction on charges levied etc.
- ✓ The customer care problem resolution mechanism should be made more robust as satisfaction levels on various sub parameters like time taken to resolve complaint, satisfaction with voice quality, etc,
- ✓ Faults and Fault repair also emerged as one of the key problems as more than 50% of the subscribers met claimed that they have experience faults in last one month.
- ✓ Incidence of subscribers who have subscribed for supplementary services was found to be relatively low as compared to users of Broadband and Cellular Mobile Service

Reliance

- ✓ Even though Reliance has fared well in its billing parameters, there is still the need to improve the performance for parameters such as accuracy of postpaid bills and satisfaction with the process of resolution of billing complaints.
- ✓ Reliance did not meet the TRAI benchmark for 3 out of the 8 parameters measured. Reliance needs to significantly improve itself on network parameters such as availability of signal, ability to make and receive calls.
- ✓ Reliance is also doing relatively poorly on call centre performance; it also needs to improve its performance on the parameter as subscriber's satisfaction level, satisfaction with the problem solving ability and the response time to attend each call.
- ✓ A significant portion of those who were surveyed said that they were unsatisfied with the supplementary and VAS services provided by Reliance. Reliance also scored poorly on VAS related parameters such as satisfaction with quality of VAS services.

Airtel

- ✓ Airtel has fared very well in its billing parameters and has secured very high favorable responses for the accuracy and delivery of bills. Customers are also satisfied with the process of resolution of billing complaints.
- ✓ Airtel did not meet the TRAI benchmark for only the network maintainability parameter. However, its performance was still significantly higher than BSNL and Reliance.
- ✓ Airtel is also doing very well on call centre performance; However, it needs to improve its response time to each call.
- ✓ While only a few people are using the VAS services of Airtel, the number is still significantly higher than those using similar services from BSNL and Reliance

6.2 Key Takeouts & Recommendations – Cellular Mobile (Wireless)

6.2 Key Takeouts & Recommendations – Cellular Mobile (Wireless)

Key Take outs: Overall

- ✓ Across all the 7 parameters, none of the service providers except for TATA DoCoMo could meet the benchmark for even a single parameter.
- ✓ At an overall level MTS, DoCoMo and Airtel were found to be best performing with relatively better score across all the parameters
- ✓ As in other circles and services, there is a need to improve the satisfaction level of subscribers with respect to 'Help Services' and 'billing performance' of service providers especially for postpaid subscribers.
- ✓ There is also a need to improve the satisfaction level of network maintainability of all service providers
- ✓ Idea and Reliance were found to be performing relatively poor on most of the aspects as far as satisfaction level is concerned
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. Service providers should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies on a periodic basis.

Key Take outs: Operator Level

Airtel

- ✓ Only 50% of postpaid customers are satisfied with the billing complaints resolution and only 73% are satisfied with the clarity in the bill. Airtel also make improvements in prepaid billing satisfaction as well.
- ✓ Also when compared to other operators in the circle Airtel is performing relatively better on network performance with good signal availability and voice quality but needs to improve its performance in other areas such as call drops and signal problems.
- ✓ Airtel should look at the scores call centre performance where it has been doing relatively good but there is scope for large improvements in all sub parameters.

BSNL

- ✓ BSNL does not perform well on help services, billing performance (prepaid and postpaid) and maintainability as subscriber satisfaction level scores have remained below TRAI benchmarks on all these parameters.
- ✓ Only 33% of the postpaid subscribers were satisfied with resolution of billing complaints. There is scope for improvement in all billing sub-parameters like prepaid billing complaint resolution
- ✓ The network parameters of BSNL also have to be looked at as there is serious deficiency in almost all sub-parameters such as signal availability, call drops, satisfaction of restoration of network problem etc.
- ✓ As with other operators BSNL needs to improve its performance on call centre significantly as it is scoring below expected standards on all parameters.
- ✓ As compared to the other operators, overall customer satisfaction is on the lower side for BSNL.

Tata CDMA

- ✓ TATA CDMA does not perform well on two of the 8 parameters measured for TRAI- postpaid billing performance and maintainability as subscriber satisfaction level scores have remained below TRAI benchmarks on all these parameters.
- ✓ Only 44% of the postpaid subscribers were satisfied with resolution of billing complaints and 67% were satisfied by the delivery time of the bill. There is scope for improvement in all billing sub-parameters like billing clarity.
- ✓ The network parameters of TATA also have to be looked at as there is serious deficiency in sub-parameters such as signal availability, satisfaction of restoration of network problem etc.
- ✓ TATA is performing better than most operators when it comes to VAS parameters.

Tata Docomo

- ✓ TATA DoCoMo meets the TRAI benchmark for all 8 parameters.
- ✓ TATA DoCoMo has performed very well in all billing, network and call centre performance parameters.
- ✓ While the number of subscribers who use VAS services of DoCoMo is higher than that of other operators, there is still scope for improvement in sub-parameters such as information about unsubscription number and VAS charges.
- ✓ There have been a large number of complaints made by DoCoMo postpaid subscribers which is a serious area for improvement for DoCoMo.

Aircel

- ✓ Aircel does not meet the TRAI benchmark for the maintainability parameter as subscriber satisfaction level scores have remained below TRAI benchmarks on this parameter.
- ✓ Aircel has performed very well on all billing parameters in this survey with the exception of the sub-parameter prepaid billing complaint resolution. During the survey it was discovered that no postpaid subscriber had made a billing complaint during the period in consideration.
- ✓ The network parameters of Aircel also have to be looked at as there is serious deficiency in sub-parameters such as signal availability, satisfaction of restoration of network problem etc.
- ✓ Aircel also has a lot of scope for improvement in the VAS parameters especially in parameters such as dissemination of information about charges for VAS services.

Reliance CDMA and Reliance GSM

- ✓ Reliance CDMA meets the TRAI benchmark for only 2 out of the 8 parameters measured whereas RCOM-GSM does not meet the TRAI benchmark for three parameters.
- ✓ Overall, Reliance GSM is performing better than Reliance CDMA on all parameters. However they still have to improve on parameters like accuracy of prepaid charges, number of subscribers using VAS and supplementary services, etc.
- ✓ Reliance CDMA has to show significant improvement in activation time for new connections.
- ✓ Although more postpaid billing complaints have been made Reliance CDMA subscribers, more complaints have been made in the past 12 months by Reliance GSM subscribers.

MTS

- ✓ MTS does not perform well on postpaid billing performance subscriber satisfaction level scores has remained below TRAI benchmarks on this parameters.
- ✓ MTS has performed very well on all billing parameters in this survey with the exception of the sub-parameter prepaid billing accuracy. During the survey it was discovered that no postpaid subscriber had made a billing complaint during the period in consideration.
- ✓ As compared to other networks, MTS has relatively better performance for network parameters and call centre preferences except for satisfaction with network restoration problem.
- ✓ MTS also has a lot of scope for improvement in the VAS parameters especially in parameters such as dissemination of information about unsubscribe number for VAS services.

Uninor

- ✓ Uninor does not meet the TRAI benchmark for the maintainability and network performance parameters as subscriber satisfaction level scores have remained below TRAI benchmarks on these parameters.
- ✓ Aircel needs to improve on all billing parameters such as prepaid billing complaint resolution and prepaid charge accuracy. During the survey it was discovered that Uninor did not have postpaid operations in that circle.
- ✓ The network parameters of Uninor are also not up the required standard as there is scope for improvement such as signal availability, satisfaction of restoration of network problem etc.
- ✓ Uninor has very few subscribers who are taking VAS services. However its performance in other VAS subparameters is relatively good.

Idea

- ✓ Idea meets the TRAI benchmark only for the parameters “Satisfaction with provisioning of services” and “satisfaction with overall service quality”.
- ✓ Only 40% of the postpaid subscribers were satisfied with resolution of billing complaints. There is scope for improvement in all billing sub-parameters like prepaid billing complaint resolution, accuracy of billing complaints and timely delivery of bills.
- ✓ The network parameters of Idea also have to be looked at as there is serious deficiency in almost all sub-parameters such as signal availability, call drops, satisfaction of restoration of network problem etc.
- ✓ As with other operators Idea needs to improve its performance on call centre significantly as it is scoring below expected standards on all sub-parameters.
- ✓ Idea also has significant scope for improvement in VAS related parameters, especially in parameters like number of subscribers using VAS, information about VAS charges.

Vodafone

- ✓ Vodafone does not meet TRAI benchmark on help services, postpaid billing performance and VAS services.
- ✓ Only 57% of the postpaid subscribers were satisfied with resolution of billing complaints. There is scope for improvement in other billing sub-parameters like prepaid billing complaint resolution.
- ✓ The network parameters of Vodafone also have to be looked at as Vodafone is lacking in certain sub-parameters such as signal availability, call drops, satisfaction of restoration of network problem etc.

- ✓ As compared to the other competitors, Vodafone is doing relatively well on call centre parameters. However it must improve its performance on all sub-parameters if it is to reach the standards set by the other operators in the circle.
- ✓ Vodafone can also improve its performance on VAS parameters such as satisfaction of quality of VAS and lack of information of unsubscribe number for VAS service.

6.3 Key Takeouts & Recommendations – Broadband

6.3 Key Takeouts & Recommendations – Broadband

Key Take outs: Overall

- ✓ During the survey it was observed that there are five major service providers operating in the circle- BSNL, VSNL, Airtel, Reliance Communication, Asianet.
- ✓ Across all the 8 parameters, all the service providers could meet the benchmark for 4 out of the 8 parameters.
- ✓ There is a need to improve the satisfaction level of subscribers with respect to 'Help Services' and "prepaid billing performance" of the network of service providers. These are two areas where service providers are performing relatively poor as far as satisfaction level of customers is concerned.
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. TRAI, in addition to empowering CAGs (Consumer Advocacy Groups), should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies. Also, the service providers should be instructed to highlight the presence of "Nodal Officer" & "Appellate Authority" as a means to get resolution of complaints

Key Take outs: Operator Level

BSNL (Kerala)

- ✓ BSNL has not met the TRAI benchmark for satisfaction with prepaid billing. There is a significant need to improve on this parameter. Also while BSNL is performing very well on billing related parameters, they need to look at parameters such as satisfaction with billing processes.
- ✓ Also, there is a need to improve performance on response time to customer complaints. Other than this parameter BSNL is performing very well on help services and grievance redressal processes.
- ✓ As compared to the other service providers, a lot more people are using the supplementary services offered by BSNL. But the frequency of problems parameter is also very high for BSNL.

Airtel

- ✓ As far as overall satisfaction level is concerned Airtel is performing very well at 99.05%.
- ✓ Airtel meets all the benchmarks set by TRAI for all the parameters.
- ✓ Airtel has performed very well on the entire network and billing parameters. However, there is a need to improve performance on activation time for new connections.
- ✓ Like all the other operators, Airtel needs to improve the number of people who are currently subscribing to the VAS and supplementary services.

VSNL

- ✓ VSNL does not meet the TRAI benchmark for “Help services”, “maintainability” and for overall service quality.
- ✓ Only 67% of respondents are satisfied with the response time taken by VSNL to answer their calls. There is also the need for VSNL to significantly improve its customer support facilities, especially along parameters like ease of accessing customer call centre, satisfaction with resolution process, etc
- ✓ There is also a lot of customer dissatisfaction with VSNL regarding the network parameters. Only 66% of respondents feel that if the connection is broken, then it is restored very quickly. Also, the favorable responses from consumers regarding the network parameters such as speed of connection.
- ✓ The numbers of people who are using VAS services are significantly high. Also users of these VSNL services are satisfied with their experience of using these services.

Asianet

- ✓ Asianet is not meeting the TRAI benchmark for only 1 out of the 8 parameters being measured with a score of 72% on the parameter satisfaction with prepaid billing. For the sub-parameter satisfaction with resolution of billing process, Asianet has scored very poorly (57.32%).
- ✓ Asianet has performed very well on network maintenance and customer service parameters.
- ✓ The number of people who are using VAS services are significantly high. Also users of these VAS services are satisfied with their experience of using these services.

Reliance

- ✓ Reliance meets all the benchmarks set by TRAI for all the parameters.
- ✓ Reliance needs to improve on its billing parameters such as satisfaction with delivery and accuracy of bills if it has to match its competitors in this area.
- ✓ Reliance is performing well on customer service parameters and network parameters. However it has to improve its performance in certain areas such as connection speed, time taken for problem solving, etc.
- ✓ The numbers of people who are using VAS services are relatively good. However, customer satisfaction of these VAS services can be improved.

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

	Airtel	BSNL	Rel Comm
Last applied for a telephone connection	2009-10		
Less than 6 months	14.17%	2.49%	1.61%
6 - 12 months	11.46%	4.49%	9.48%
more than 12 months	74.37%	93.02%	88.91%

	Airtel	BSNL	Rel Comm
Last applied for a telephone connection	2008-09		
Less than 6 months	2.68%	1.31%	8.37%
6 - 12 months	21.27%	7.29%	15.76%
more than 12 months	76.05%	91.40%	75.86%

	Airtel	BSNL	Rel Comm
Time taken to provide a working connection	2009-10		
< 3 days	97.73%	47.50%	78.57%
3 - 7 days	2.27%	22.50%	10.71%
6 - 15 days	0.00%	10.00%	3.57%
> 15 days	0.00%	20.00%	7.14%
<= 7 days	100.00%	70.00%	89.28%

	Airtel	BSNL	Rel Comm
Time taken to provide a working connection	2008-09		
< 3 days	67.83%	32.20%	67.35%
3 - 7 days	18.88%	30.51%	23.13%
6 - 15 days	4.20%	10.17%	4.08%
> 15 days	9.09%	25.42%	4.76%
<= 7 days	86.71%	62.71%	90.48%

	Airtel	BSNL	Rel Comm
Satisfaction with time taken for activation	2009-10		
Very satisfied	47.69%	46.15%	28.57%
Satisfied	52.31%	33.33%	66.07%
Dissatisfied	0.00%	5.13%	1.79%
Very dissatisfied	0.00%	15.38%	3.57%
Top-2	100.00%	79.48%	94.64%
Bot-2	0.00%	20.51%	5.36%

	Airtel	BSNL	Rel Comm
Satisfaction with time taken for activation	2008-09		
Very satisfied	14.69%	15.52%	14.38%

BROADBAND INTERNATIONAL

Satisfied	83.22%	81.03%	84.25%
Dissatisfied	2.10%	3.45%	0.68%
Very dissatisfied	0.00%	0.00%	0.68%
Top-2	97.91%	96.55%	98.63%
Bot-2	2.10%	3.45%	1.36%

	Airtel	BSNL	Rel Comm
Satisfaction with timely delivery of bills - Postpaid	2009-10		
Very satisfied	45.51%	35.92%	46.17%
Satisfied	54.49%	61.01%	51.02%
Dissatisfied	0.00%	2.17%	2.55%
Very dissatisfied	0.00%	0.90%	0.26%
Top-2	100.00%	96.93%	97.19%
Bot-2	0.00%	3.07%	2.81%

	Airtel	BSNL	Rel Comm
Satisfaction with timely delivery of bills - Postpaid	2008-09		
Very satisfied	17.83%	38.60%	25.44%
Satisfied	77.45%	59.61%	70.28%
Dissatisfied	4.72%	1.49%	4.03%
Very dissatisfied	0.00%	0.30%	0.25%
Top-2	95.28%	98.21%	95.72%
Bot-2	4.72%	1.79%	4.28%

	Airtel	BSNL	Rel Comm
Satisfaction with accuracy of bills - Postpaid	2009-10		
Very satisfied	49.61%	39.96%	46.02%
Satisfied	50.00%	56.02%	50.39%
Dissatisfied	0.39%	2.74%	3.08%
Very dissatisfied	0.00%	1.28%	0.51%
Top-2	99.61%	95.98%	96.41%
Bot-2	0.39%	4.02%	3.59%

	Airtel	BSNL	Rel Comm
Satisfaction with accuracy of bills - Postpaid	2008-09		
Very satisfied	18.80%	32.04%	24.18%
Satisfied	71.18%	56.63%	64.48%
Dissatisfied	9.67%	9.24%	10.58%
Very dissatisfied	0.35%	2.09%	0.76%
Top-2	89.98%	88.67%	88.66%
Bot-2	10.02%	11.33%	11.34%



	Airtel	BSNL	Rel Comm
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Billing complaint in last 12 months - Postpaid		2009-10		
Yes		17.74%	11.09%	9.50%
No		82.07%	87.85%	87.50%

		Airtel	BSNL	Rel Comm
Billing complaint in last 12 months - Postpaid		2008-09		
Yes		22.38%	13.24%	15.33%
No		77.62%	86.76%	84.67%

		Airtel	BSNL	Rel Comm
Satisfaction with process of resolution of billing complaints - Postpaid		2009-10		
Very satisfied		11.36%	6.67%	5.56%
Satisfied		88.64%	78.33%	80.56%
Dissatisfied		0.00%	6.67%	13.89%
Very dissatisfied		0.00%	8.33%	0.00%
Top-2		100.00%	85.00%	86.12%
Bot-2		0.00%	15.00%	13.89%

		Airtel	BSNL	Rel Comm
Satisfaction with process of resolution of billing complaints - Postpaid		2008-09		
Very satisfied		1.56%	3.57%	0.00%
Satisfied		70.31%	76.19%	65.00%
Dissatisfied		27.34%	20.24%	30.00%
Very dissatisfied		0.78%	0.00%	5.00%
Top-2		71.87%	79.76%	65.00%
Bot-2		28.12%	20.24%	35.00%

		Airtel	BSNL	Rel Comm
Satisfaction with clarity of bills - Postpaid		2009-10		
Very satisfied		45.42%	31.43%	48.05%
Satisfied		53.94%	65.81%	50.39%
Dissatisfied		0.43%	2.21%	1.56%
Very dissatisfied		0.21%	0.55%	0.00%
Top-2		99.36%	97.24%	98.44%
Bot-2		0.64%	2.76%	1.56%

		Airtel	BSNL	Rel Comm
Satisfaction with clarity of bills - Postpaid		2008-09		
Very satisfied		13.31%	24.66%	22.28%
Satisfied		83.36%	56.20%	69.11%
Dissatisfied		3.15%	18.09%	8.10%

Very dissatisfied	0.18%	1.05%	0.51%
Top-2	96.67%	80.86%	91.39%
Bot-2	3.33%	19.14%	8.61%

	Airtel	BSNL	Rel Comm
Satisfaction with accuracy of charges - Prepaid	2009-10		
Very satisfied	0.00%	31.03%	18.18%
Satisfied	100.00%	44.83%	78.79%
Dissatisfied	0.00%	13.79%	3.03%
Very dissatisfied	0.00%	10.34%	0.00%
Top-2	100.00%	75.86%	96.97%
Bot-2	0.00%	24.13%	3.03%

	Airtel	BSNL	Rel Comm
Satisfaction with accuracy of charges - Prepaid	2008-09		
Very satisfied	0.00%	46.81%	39.10%
Satisfied	27.18%	10.99%	47.76%
Dissatisfied	62.14%	40.07%	11.86%
Very dissatisfied	10.68%	2.13%	1.28%
Top-2	27.18%	57.80%	86.86%
Bot-2	72.82%	42.20%	13.14%

	Airtel	BSNL	Rel Comm
Made complaint at the customer care	2009-10		
Yes	32.62%	20.60%	23.61%
No	67.38%	79.40%	76.39%

	Airtel	BSNL	Rel Comm
Made complaint at the customer care	2008-09		
Yes	61.14%	27.26%	33.66%
No	38.86%	72.74%	66.34%

	Airtel	BSNL	Rel Comm
Satisfaction with ease of accessing customer care	2009-10		
Very satisfied	16.67%	29.03%	21.21%
Satisfied	75.60%	64.52%	65.91%
Dissatisfied	7.14%	4.03%	12.88%
Very dissatisfied	0.60%	2.42%	0.00%
Top-2	92.27%	93.55%	87.12%
Bot-2	7.74%	6.45%	12.88%

	Airtel	BSNL	Rel Comm
Satisfaction with ease of accessing customer care	2008-09		

Very satisfied	2.47%	10.16%	5.85%
Satisfied	54.52%	75.94%	65.85%
Dissatisfied	42.74%	13.37%	27.80%
Very dissatisfied	0.27%	0.53%	0.49%
Top-2	56.99%	86.10%	71.70%
Bot-2	43.01%	13.90%	28.29%

	Airtel	BSNL	Rel Comm
satisfaction with response time to answer call	2009-10		
Very satisfied	25.60%	33.06%	25.76%
Satisfied	63.10%	60.48%	60.61%
Dissatisfied	11.31%	4.03%	12.88%
Very dissatisfied	0.00%	2.42%	0.76%
Top-2	88.70%	93.54%	86.37%
Bot-2	11.31%	6.45%	13.64%

	Airtel	BSNL	Rel Comm
satisfaction with response time to answer call	2008-09		
Very satisfied	13.19%	11.29%	11.76%
Satisfied	70.60%	80.11%	76.96%
Dissatisfied	15.93%	8.06%	11.27%
Very dissatisfied	0.27%	0.54%	0.00%
Top-2	83.79%	91.40%	88.72%
Bot-2	16.20%	8.60%	11.27%

	Airtel	BSNL	Rel Comm
Satisfaction with problem solving ability	2009-10		
Very satisfied	43.45%	21.77%	21.21%
Satisfied	54.17%	70.97%	66.67%
Dissatisfied	2.38%	5.65%	11.36%
Very dissatisfied	0.00%	1.61%	0.76%
Top-2	97.62%	92.74%	87.88%
Bot-2	2.38%	7.26%	12.12%

	Airtel	BSNL	Rel Comm
Satisfaction with problem solving ability	2008-09		
Very satisfied	17.58%	4.92%	11.71%
Satisfied	71.43%	87.43%	79.02%
Dissatisfied	10.99%	6.01%	9.27%
Very dissatisfied	0.00%	1.64%	0.00%
Top-2	89.01%	92.35%	90.73%
Bot-2	10.99%	7.65%	9.27%

	Airtel	BSNL	Rel Comm
Satisfaction with time taken to resolve complaint	2009-10		
Very satisfied	22.02%	22.58%	19.70%
Satisfied	76.79%	66.13%	67.42%
Dissatisfied	1.19%	10.48%	9.85%
Very dissatisfied	0.00%	0.81%	3.03%
Top-2	98.81%	88.71%	87.12%
Bot-2	1.19%	11.29%	12.88%

	Airtel	BSNL	Rel Comm
Satisfaction with time taken to resolve complaint	2008-09		
Very satisfied	15.93%	1.64%	14.15%
Satisfied	76.37%	87.98%	73.66%
Dissatisfied	7.69%	9.29%	11.71%
Very dissatisfied	0.00%	1.09%	0.49%
Top-2	92.30%	89.62%	87.81%
Bot-2	7.69%	10.38%	12.20%

	Airtel	BSNL	Rel Comm
Satisfaction with availability of working telephone	2009-10		
Very satisfied	34.03%	34.06%	25.13%
Satisfied	65.76%	60.93%	71.45%
Dissatisfied	0.21%	4.34%	3.23%
Very dissatisfied	0.00%	0.67%	0.18%
Top-2	99.79%	94.99%	96.58%
Bot-2	0.21%	5.01%	3.41%

	Airtel	BSNL	Rel Comm
Satisfaction with availability of working telephone	2008-09		
Very satisfied	22.65%	27.74%	22.17%
Satisfied	74.66%	68.76%	74.06%
Dissatisfied	2.68%	2.34%	3.45%
Very dissatisfied	0.00%	1.17%	0.33%
Top-2	97.31%	96.50%	96.23%
Bot-2	2.68%	3.51%	3.78%

	Airtel	BSNL	Rel Comm
Satisfaction with ability to make and receive calls	2009-10		
Very satisfied	41.63%	31.22%	27.93%
Satisfied	58.16%	63.44%	67.75%
Dissatisfied	0.21%	4.34%	3.78%
Very dissatisfied	0.00%	1.00%	0.54%

Top-2	99.79%	94.66%	95.68%
Bot-2	0.21%	5.34%	4.32%

	Airtel	BSNL	Rel Comm
Satisfaction with ability to make and receive calls	2008-09		
Very satisfied	25.63%	26.75%	19.87%
Satisfied	71.52%	70.03%	76.52%
Dissatisfied	2.85%	2.34%	3.28%
Very dissatisfied	0.00%	0.88%	0.33%
Top-2	97.15%	96.78%	96.39%
Bot-2	2.85%	3.22%	3.61%

	Airtel	BSNL	Rel Comm
Satisfaction with voice quality	2009-10		
Very satisfied	42.02%	42.40%	35.38%
Satisfied	56.93%	49.58%	60.65%
Dissatisfied	1.05%	6.84%	3.79%
Very dissatisfied	0.00%	1.17%	0.18%
Top-2	98.95%	91.98%	96.03%
Bot-2	1.05%	8.01%	3.97%

	Airtel	BSNL	Rel Comm
Satisfaction with voice quality	2008-09		
Very satisfied	34.00%	37.96%	31.68%
Satisfied	61.14%	53.87%	62.21%
Dissatisfied	3.52%	7.15%	5.94%
Very dissatisfied	1.34%	1.02%	0.17%
Top-2	95.14%	91.83%	93.89%
Bot-2	4.86%	8.17%	6.11%

	Airtel	BSNL	Rel Comm
Experienced fault in last 12 months	2009-10		
Yes	9.90%	34.72%	27.37%
No	82.14%	65.12%	71.91%

	Airtel	BSNL	Rel Comm
Experienced fault in last 12 months	2008-09		
Yes	15.75%	36.01%	22.33%
No	84.25%	63.99%	77.67%

	Airtel	BSNL	Rel Comm
Faults in last 1 month	2009-10		
Nil	0.00%	8.65%	7.19%

1 time	35.29%	46.15%	55.56%
2 - 3 times	62.75%	37.02%	32.68%
> 3 times	1.96%	8.17%	4.58%

	Airtel	BSNL	Rel Comm
Faults in last 1 month	2008-09		
Nil	2.13%	7.69%	5.15%
1 time	62.77%	48.18%	51.47%
2 - 3 times	29.79%	35.22%	34.56%
> 3 times	5.32%	8.10%	8.82%

	Airtel	BSNL	Rel Comm
Time for repairing complaint	2009-10		
1 day	70.00%	32.84%	53.06%
2 - 3 days	22.00%	47.06%	29.93%
4 - 7 days	4.00%	12.25%	6.12%
> 7 days	4.00%	7.84%	10.88%
<= 3 days	92.00%	79.90%	82.99%

	Airtel	BSNL	Rel Comm
Time for repairing complaint	2008-09		
1 day	38.30%	38.87%	36.03%
2 - 3 days	40.43%	44.13%	46.32%
4 - 7 days	10.64%	8.91%	11.03%
> 7 days	10.64%	6.48%	6.62%
<= 3 days	78.73%	83.00%	82.35%

	Airtel	BSNL	Rel Comm
Satisfaction with fault repair service	2009-10		
Very satisfied	71.43%	33.65%	27.70%
Satisfied	20.41%	50.00%	57.43%
Dissatisfied	8.16%	11.06%	11.49%
Very dissatisfied	0.00%	5.29%	3.38%
Top-2	91.84%	83.65%	85.13%
Bot-2	8.16%	16.35%	14.87%

	Airtel	BSNL	Rel Comm
Satisfaction with fault repair service	2008-09		
Very satisfied	3.19%	22.45%	10.37%
Satisfied	87.23%	70.61%	82.22%
Dissatisfied	9.57%	6.94%	5.19%
Very dissatisfied	0.00%	0.00%	2.22%
Top-2	90.42%	93.06%	92.59%

Bot-2	9.57%	6.94%	7.41%
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	Airtel	BSNL	Rel Comm
Use of Supplementary/Value Added Services	2009-10		
Yes	17.09%	3.99%	3.94%
No	75.73%	95.85%	96.06%

	Airtel	BSNL	Rel Comm
Use of Supplementary/Value Added Services	2008-09		
Yes	59.30%	4.23%	31.86%
No	40.70%	95.77%	68.14%

	Airtel	BSNL	Rel Comm
Satisfaction with quality of VAS	2009-10		
Very satisfied	69.77%	4.76%	23.08%
Satisfied	20.93%	80.95%	38.46%
Dissatisfied	9.30%	9.52%	30.77%
Very dissatisfied	0.00%	4.76%	7.69%
Top-2	90.70%	85.71%	61.54%
Bot-2	9.30%	14.28%	38.46%

	Airtel	BSNL	Rel Comm
Satisfaction with quality of VAS	2008-09		
Very satisfied	7.65%	13.79%	7.89%
Satisfied	89.52%	79.31%	87.37%
Dissatisfied	2.27%	6.90%	3.68%
Very dissatisfied	0.57%	0.00%	1.05%
Top-2	97.17%	93.10%	95.26%
Bot-2	2.84%	6.90%	4.73%

	Airtel	BSNL	Rel Comm
Satisfaction with overall quality of telephone service	2009-10		
Very satisfied	34.69%	30.02%	30.14%
Satisfied	63.49%	65.60%	64.62%
Dissatisfied	1.59%	3.71%	4.33%
Very dissatisfied	0.23%	0.67%	0.90%
Top-2	98.18%	95.62%	94.76%
Bot-2	1.82%	4.38%	5.23%

	Airtel	BSNL	Rel Comm
Satisfaction with overall quality of telephone service	2008-09		
Very satisfied	10.61%	25.92%	16.09%
Satisfied	79.63%	70.13%	77.28%

Dissatisfied	8.75%	3.22%	5.97%
Very dissatisfied	1.01%	0.73%	0.66%
Top-2	90.24%	96.05%	93.37%
Bot-2	9.76%	3.95%	6.63%

	Airtel	BSNL	Rel Comm
Informed about tariff plan in writing on activation of service or within a week			
2009-10	40.19%	35.88%	43.29%
2008-09	20.60%	12.39%	20.85%

Terminated a telephone connection in last 12 months	Airtel	BSNL	Rel Comm
2009-10	2.91%	0.17%	2.50%
2008-09	2.35%	1.17%	3.45%

Time taken for termination of connection - 2009-10	Airtel	BSNL	Rel Comm
1 day	64.29%	0.00%	15.38%
2 - 3 days	14.29%	0.00%	15.38%
4 - 7 days	14.29%	100.00%	38.46%

Security money adjusted in the bill raised after termination request	Airtel	BSNL	Rel Comm
2009-10	57.14%	0.00%	45.45%
2008-09	78.57%	50.00%	76.19%

Awareness about call centre telephone number	Airtel	BSNL	Rel Comm
Yes	64.66%	56.81%	70.48%
No	34.95%	42.36%	29.16%

Made any complaint to the customer care in last 12 months	Airtel	BSNL	Rel Comm
Yes	24.08%	10.63%	15.38%
No	75.53%	88.37%	83.54%

If complaint made	Airtel	BSNL	Rel Comm
Docket number received for most of the complaints	72.41%	60.00%	78.48%
No docket number received for most of the complaints	2.59%	25.00%	15.19%
It was received on request	24.14%	6.67%	3.80%
No docket number received even on request	0.86%	8.33%	2.53%

Informed by call centre about the action taken on the complaint	Airtel	BSNL	Rel Comm
Yes	82.11%	88.71%	81.48%

No	17.89%	11.29%	18.52%
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	Airtel	BSNL	Rel Comm
Satisfaction with the system of complaint resolution by call centre	2009-10		
Very satisfied	39.02%	17.74%	24.69%
Satisfied	60.16%	75.81%	54.32%
Dissatisfied	0.81%	6.45%	19.75%
Very dissatisfied	0.00%	0.00%	1.23%
Top-2	99.18%	93.55%	79.01%
Bot-2	0.81%	6.45%	20.98%

	Airtel	BSNL	Rel Comm
Satisfaction with the system of complaint resolution by call centre	2008-09		
Very satisfied	14.52%	10.00%	9.09%
Satisfied	81.45%	66.67%	81.82%
Dissatisfied	4.03%	21.67%	6.06%
Very dissatisfied	0.00%	1.67%	3.03%
Top-2	95.97%	76.67%	90.91%
Bot-2	4.03%	23.34%	9.09%

	Airtel	BSNL	Rel Comm
Reason for dissatisfaction	2009-10		
Difficult to connect to the call center executive	0.00%	25.00%	5.88%
Customer care executive not polite/courteous	0.00%	0.00%	0.00%
Customer care executive not equipped with adequate information	0.00%	0.00%	0.00%
Time taken by call centre for redressal is too long	0.00%	0.00%	58.82%
Customer care executive was unable to understand the problem	0.00%	0.00%	0.00%
Others	0.00%	0.00%	0.00%

Billing/charging complaint resolved satisfactorily by call center within 4 weeks after lodging of the complaint	Airtel	BSNL	Rel Comm
2009-10	71.90%	76.60%	79.17%
2008-09	28.13%	60.00%	67.65%

Awareness about contact details of Nodal officer	Airtel	BSNL	Rel Comm
Yes	6.02%	5.81%	6.98%
No	93.59%	93.85%	92.84%

Made any complaint to the Nodal officer regarding complaints not resolved/unsatisfactorily resolved by the call centre	Airtel	BSNL	Rel Comm
Yes	3.23%	11.43%	12.82%
No	96.77%	88.57%	87.18%

Intimated by the nodal officer about the decision taken on the complaint	Airtel	BSNL	Rel Comm
Yes	100.00%	75.00%	60.00%
No	0.00%	25.00%	40.00%

Satisfaction with the redressal of the complaint by the nodal officer	Airtel	BSNL	Rel Comm
Very satisfied	100.00%	0.00%	0.00%
Satisfied	0.00%	0.00%	0.00%
Dissatisfied	0.00%	0.00%	0.00%
Very dissatisfied	0.00%	0.00%	0.00%
Top-2	100.00%	0.00%	0.00%
Bot-2	0.00%	0.00%	0.00%

Reason for dissatisfaction	Airtel	BSNL	Rel Comm
Difficult to connect to the Nodal Officer	NA	0.00%	50.00%
Nodal Officer not polite/courteous	NA	100.00%	0.00%
Nodal Officer not equipped with adequate information	NA	0.00%	0.00%
Time taken by Nodal Officer for redressal is too long	NA	0.00%	50.00%
Nodal Officer was unable to understand the problem	NA	0.00%	0.00%
Others	NA	0.00%	0.00%

Awareness about the contact details of the appellate authority	Airtel	BSNL	Rel Comm
Yes	2.72%	13.46%	11.45%
No	96.70%	86.21%	88.01%
Filed any appeal in last 12 months	Airtel	BSNL	Rel Comm
Yes	0.00%	7.41%	1.56%
No	100.00%	92.59%	98.44%

Filed any appeal in last 12 months	Airtel	BSNL	Rel Comm
Yes	0.00%	7.41%	1.56%
No	100.00%	92.59%	98.44%

Received any acknowledgement for the complaint filed	Airtel	BSNL	Rel Comm
Yes	NA	66.67%	0.00%

No	NA	33.33%	100.00%
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Any decision taken by the appellate authority within 3 months of filing the appeal	Airtel	BSNL	Rel Comm
Yes	NA	66.67%	0.00%
No	NA	0.00%	100.00%
Appeal filed recently	NA	33.33%	0.00%

Awareness about item-wise usage charge details for prepaid users	Airtel	BSNL	Rel Comm
Yes	100.00%	17.24%	50.69%
No	0.00%	82.76%	49.31%

Ever denied of request for item-wise usage charge details for prepaid connection	Airtel	BSNL	Rel Comm
Yes	0.00%	0.00%	0.71%
No	100.00%	100.00%	99.29%

Manual of practice provided while subscribing for new telephone connection	Airtel	BSNL	Rel Comm
Yes	92.86%	20.69%	88.89%
No	7.14%	79.31%	11.11%

7.2 Cellular Mobile (Wireless)

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Last applied for a mobile connection	2009-10										
Less than 6 months	13.48%	10.55%	12.79%	7.88%	19.03%	29.72%	15.42%	15.73%	18.49%	24.17%	52.33%
6 - 12 months	15.20%	18.86%	15.10%	11.38%	9.67%	27.26%	19.58%	31.62%	24.39%	37.99%	42.83%
more than 12 months	71.32%	70.59%	72.11%	80.74%	71.29%	43.02%	64.99%	52.65%	57.12%	37.84%	4.84%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Last applied for a mobile connection	2008-09										
Less than 6 months	6.55%	9.97%	10.17%	5.34%	5.46%	NA	6.18%	NA	NA	NA	NA
6 - 12 months	12.32%	14.45%	13.20%	7.40%	7.62%	NA	13.69%	NA	NA	NA	NA
more than 12 months	81.12%	75.58%	76.63%	87.26%	86.92%	NA	80.13%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Time taken to provide a working connection	2009-10										

1 day	85.79%	92.31%	91.71%	82.73%	91.26%	88.95%	71.14%	80.77%	84.67%	81.02%	91.98%
2 - 3 days	8.74%	4.73%	6.63%	12.73%	5.46%	9.30%	24.88%	17.13%	13.41%	13.19%	6.26%
4 - 7 days	1.64%	2.37%	0.00%	1.82%	0.55%	0.58%	2.99%	0.70%	1.15%	2.08%	0.20%
more than 7 days	3.83%	0.59%	1.66%	2.73%	2.73%	1.16%	1.00%	1.40%	0.77%	3.70%	1.57%
<= 7 days	96.17%	99.41%	98.34%	97.28%	97.27%	98.83%	99.01%	98.60%	99.23%	96.29%	98.44%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Time taken to provide a working connection	2008-09										
1 day	57.50%	57.93%	59.87%	47.22%	63.29%	NA	68.07%	NA	NA	NA	NA
2 - 3 days	30.00%	26.90%	26.32%	29.17%	22.78%	NA	10.08%	NA	NA	NA	NA
4 - 7 days	3.33%	9.66%	1.97%	12.50%	6.33%	NA	11.76%	NA	NA	NA	NA
more than 7 days	9.17%	5.52%	11.84%	11.11%	7.59%	NA	10.08%	NA	NA	NA	NA
<= 7 days	90.83%	94.49%	88.16%	88.89%	92.40%	NA	89.91%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with time taken for activation	2009-10										
Very satisfied	43.41%	46.43%	43.33%	29.36%	34.62%	41.57%	60.20%	67.02%	34.75%	43.72%	27.36%
Satisfied	53.85%	48.81%	50.00%	66.97%	43.41%	57.27%	33.33%	29.82%	63.32%	55.12%	71.26%
Dissatisfied	1.10%	3.57%	2.78%	1.83%	21.98%	0.87%	3.98%	3.16%	0.77%	0.70%	1.18%
Very dissatisfied	1.65%	1.19%	3.89%	1.83%	0.00%	0.29%	2.49%	0.00%	1.16%	0.47%	0.20%
Top-2	97.26%	95.24%	93.33%	96.33%	78.03%	98.84%	93.53%	96.84%	98.07%	98.84%	98.62%
Bot-2	2.75%	4.76%	6.67%	3.66%	21.98%	1.16%	6.47%	3.16%	1.93%	1.17%	1.38%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with time taken for activation	2008-09										
Very satisfied	22.69%	28.28%	25.49%	27.40%	24.36%	NA	28.57%	NA	NA	NA	NA
Satisfied	75.63%	69.66%	71.90%	64.38%	75.64%	NA	68.91%	NA	NA	NA	NA
Dissatisfied	0.84%	2.07%	1.96%	8.22%	0.00%	NA	0.84%	NA	NA	NA	NA
Very dissatisfied	0.84%	0.00%	0.65%	0.00%	0.00%	NA	1.68%	NA	NA	NA	NA
Top-2	98.32%	97.94%	97.39%	91.78%	100.00%	NA	97.48%	NA	NA	NA	NA
Bot-2	1.68%	2.07%	2.61%	8.22%	0.00%	NA	2.52%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with accuracy of charges - Prepaid	2009-10										
Very satisfied	40.33%	40.54%	36.72%	44.53%	41.33%	33.16%	50.95%	42.33%	41.54%	55.57%	49.00%
Satisfied	56.67%	57.92%	56.68%	51.01%	53.51%	65.78%	45.42%	55.31%	53.31%	43.31%	48.00%
Dissatisfied	1.83%	1.16%	4.91%	2.23%	4.98%	0.88%	3.63%	2.19%	4.60%	0.96%	2.80%

Very dissatisfied	1.17%	0.39%	1.69%	2.23%	0.18%	0.18%	0.00%	0.17%	0.55%	0.16%	0.20%
Top-2	97.00%	98.46%	93.40%	95.54%	94.84%	98.94%	96.37%	97.64%	94.85%	98.88%	97.00%
Bot-2	3.00%	1.55%	6.60%	4.46%	5.16%	1.06%	3.63%	2.36%	5.15%	1.12%	3.00%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with accuracy of charges - Prepaid	2008-09										
Very satisfied	35.88%	36.27%	30.59%	39.29%	35.47%	NA	37.45%	NA	NA	NA	NA
Satisfied	57.56%	59.23%	64.29%	57.62%	58.33%	NA	57.68%	NA	NA	NA	NA
Dissatisfied	5.83%	4.29%	4.76%	2.62%	5.56%	NA	4.12%	NA	NA	NA	NA
Very dissatisfied	0.73%	0.21%	0.37%	0.48%	0.64%	NA	0.75%	NA	NA	NA	NA
Top-2	93.44%	95.50%	94.88%	96.91%	93.80%	NA	95.13%	NA	NA	NA	NA
Bot-2	6.56%	4.50%	5.13%	3.10%	6.20%	NA	4.87%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Billing complaint in last 12 months - Prepaid	2009-10										
Yes	17.13%	20.82%	15.57%	11.18%	17.37%	14.77%	20.74%	20.40%	24.37%	18.04%	12.69%
No	82.87%	79.18%	84.43%	88.82%	82.63%	85.23%	79.26%	79.60%	75.63%	81.96%	87.31%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Billing complaint in last 12 months - Prepaid	2008-09										
Yes	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
No	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with process of resolution of billing complaints - Prepaid											
Very satisfied	19.42%	19.63%	15.22%	21.43%	13.13%	5.75%	10.53%	25.41%	17.81%	53.98%	7.81%
Satisfied	66.02%	70.09%	63.04%	58.93%	76.77%	85.06%	85.96%	72.13%	77.40%	42.48%	79.69%
Dissatisfied	11.65%	9.35%	18.48%	10.71%	8.08%	8.05%	3.51%	2.46%	4.79%	3.54%	12.50%
Very dissatisfied	2.91%	0.93%	3.26%	8.93%	2.02%	1.15%	0.00%	0.00%	0.00%	0.00%	0.00%
Top-2	85.44%	89.72%	78.26%	80.36%	89.90%	90.81%	96.49%	97.54%	95.21%	96.46%	87.50%
Bot-2	14.56%	10.28%	21.74%	19.64%	10.10%	9.20%	3.51%	2.46%	4.79%	3.54%	12.50%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with timely delivery of bills - Postpaid	2009-10										

Very satisfied	66.67%	50.00%	32.26%	38.89%	45.16%	0.00%	55.56%	40.00%	40.00%	9.84%	NA
Satisfied	27.78%	43.75%	54.84%	50.00%	45.16%	100.00%	11.11%	60.00%	40.00%	88.52%	NA
Dissatisfied	5.56%	3.13%	12.90%	11.11%	8.06%	0.00%	33.33%	0.00%	20.00%	1.64%	NA
Very dissatisfied	0.00%	3.13%	0.00%	0.00%	1.61%	0.00%	0.00%	0.00%	0.00%	0.00%	NA
Top-2	94.45%	93.75%	87.10%	88.89%	90.32%	100.00%	66.67%	100.00%	80.00%	98.36%	NA
Bot-2	5.56%	6.26%	12.90%	11.11%	9.67%	0.00%	33.33%	0.00%	20.00%	1.64%	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with timely delivery of bills - Postpaid	2008-09										
Very satisfied	39.53%	32.58%	29.63%	35.48%	33.33%	NA	27.22%	NA	NA	NA	NA
Satisfied	52.33%	62.88%	67.59%	64.52%	60.00%	NA	63.61%	NA	NA	NA	NA
Dissatisfied	6.98%	3.79%	2.78%	0.00%	5.83%	NA	8.56%	NA	NA	NA	NA
Very dissatisfied	1.16%	0.76%	0.00%	0.00%	0.83%	NA	0.61%	NA	NA	NA	NA
Top-2	91.86%	95.46%	97.22%	100.00%	93.33%	NA	90.83%	NA	NA	NA	NA
Bot-2	8.14%	4.55%	2.78%	0.00%	6.66%	NA	9.17%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with accuracy of bills - Postpaid	2009-10										
Very satisfied	55.56%	43.75%	29.03%	35.19%	30.65%	0.00%	44.44%	20.00%	50.00%	5.00%	NA
Satisfied	33.33%	50.00%	48.39%	51.85%	56.45%	100.00%	0.00%	60.00%	50.00%	91.67%	NA
Dissatisfied	5.56%	6.25%	22.58%	11.11%	11.29%	0.00%	55.56%	20.00%	0.00%	3.33%	NA
Very dissatisfied	5.56%	0.00%	0.00%	1.85%	1.61%	0.00%	0.00%	0.00%	0.00%	0.00%	NA
Top-2	88.89%	93.75%	77.42%	87.04%	87.10%	100.00%	44.44%	80.00%	100.00%	96.67%	NA
Bot-2	11.12%	6.25%	22.58%	12.96%	12.90%	0.00%	55.56%	20.00%	0.00%	3.33%	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with accuracy of bills - Postpaid	2008-09										
Very satisfied	33.72%	25.76%	29.63%	35.71%	32.77%	NA	18.35%	NA	NA	NA	NA
Satisfied	58.14%	67.42%	63.89%	61.04%	58.82%	NA	63.91%	NA	NA	NA	NA
Dissatisfied	6.98%	6.82%	6.48%	2.60%	8.40%	NA	16.51%	NA	NA	NA	NA
Very dissatisfied	1.16%	0.00%	0.00%	0.65%	0.00%	NA	1.22%	NA	NA	NA	NA
Top-2	91.86%	93.18%	93.52%	96.75%	91.59%	NA	82.26%	NA	NA	NA	NA
Bot-2	8.14%	6.82%	6.48%	3.25%	8.40%	NA	17.73%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Billing complaint in last 12 months - Postpaid	2009-10										
Yes	12.50%	21.88%	16.13%	22.64%	7.94%	0.00%	11.11%	0.00%	50.00%	70.69%	NA

No	87.50%	78.13%	83.87%	77.36%	92.06%	100.00%	88.89%	100.00%	50.00%	29.31%	NA
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	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Billing complaint in last 12 months - Postpaid	2008-09										
Yes	13.79%	6.77%	13.76%	7.74%	9.85%	NA	16.62%	NA	NA	NA	NA
No	86.21%	93.23%	86.24%	92.26%	90.15%	NA	83.38%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with process of resolution of billing complaints - Postpaid	2009-10										
Very satisfied	0.00%	28.57%	0.00%	0.00%	0.00%	NA	0.00%	NA	0.00%	0.00%	NA
Satisfied	50.00%	28.57%	40.00%	33.33%	60.00%	NA	100.00%	NA	100.00%	100.00%	NA
Dissatisfied	50.00%	42.86%	40.00%	66.67%	40.00%	NA	0.00%	NA	0.00%	0.00%	NA
Very dissatisfied	0.00%	0.00%	20.00%	0.00%	0.00%	NA	0.00%	NA	0.00%	0.00%	NA
Top-2	50.00%	57.14%	40.00%	33.33%	60.00%	NA	100.00%	NA	100.00%	100.00%	NA
Bot-2	50.00%	42.86%	60.00%	66.67%	40.00%	NA	0.00%	MA	0.00%	0.00%	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with process of resolution of billing complaints - Postpaid	2008-09										
Very satisfied	16.67%	0.00%	7.69%	0.00%	7.69%	NA	9.09%	NA	NA	NA	NA
Satisfied	25.00%	55.56%	76.92%	41.67%	61.54%	NA	56.36%	NA	NA	NA	NA
Dissatisfied	41.67%	44.44%	15.38%	50.00%	30.77%	NA	29.09%	NA	NA	NA	NA
Very dissatisfied	16.67%	0.00%	0.00%	8.33%	0.00%	NA	5.45%	NA	NA	NA	NA
Top-2	41.67%	55.56%	84.61%	41.67%	69.23%	NA	65.45%	NA	NA	NA	NA
Bot-2	58.34%	44.44%	15.38%	58.33%	30.77%	NA	34.54%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with clarity of bills - Postpaid	2009-10										
Very satisfied	60.00%	34.38%	20.00%	22.00%	30.65%	28.57%	11.11%	0.00%	0.00%	1.72%	NA
Satisfied	13.33%	56.25%	63.33%	52.00%	61.29%	71.43%	55.56%	100.00%	100.00%	98.28%	NA
Dissatisfied	26.67%	6.25%	16.67%	26.00%	8.06%	0.00%	33.33%	0.00%	0.00%	0.00%	NA
Very dissatisfied	0.00%	3.13%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	NA
Top-2	73.33%	90.63%	83.33%	74.00%	91.94%	100.00%	66.67%	100.00%	100.00%	100.00%	NA
Bot-2	26.67%	9.38%	16.67%	26.00%	8.06%	0.00%	33.33%	0.00%	0.00%	0.00%	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
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Satisfaction with clarity of bills - Postpaid	2008-09										
Very satisfied	18.82%	15.15%	22.22%	18.18%	15.08%	NA	15.76%	NA	NA	NA	NA
Satisfied	65.88%	80.30%	70.37%	75.97%	72.22%	NA	76.67%	NA	NA	NA	NA
Dissatisfied	14.12%	3.03%	7.41%	5.19%	12.70%	NA	6.97%	NA	NA	NA	NA
Very dissatisfied	1.18%	1.52%	0.00%	0.65%	0.00%	NA	0.61%	NA	NA	NA	NA
Top-2	84.70%	95.45%	92.59%	94.15%	87.30%	NA	92.43%	NA	NA	NA	NA
Bot-2	15.30%	4.55%	7.41%	5.84%	12.70%	NA	7.58%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Made complaint at the customer care	2009-10										
Yes	26.02%	26.82%	19.88%	17.16%	36.82%	24.14%	34.32%	32.12%	46.81%	38.85%	33.52%
No	73.82%	73.18%	79.97%	82.49%	63.18%	75.04%	65.68%	67.88%	52.21%	60.86%	66.29%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Made complaint at the customer care	2008-09										
Yes	36.97%	40.70%	41.88%	30.46%	38.41%	NA	51.25%	NA	NA	NA	NA
No	63.03%	59.30%	58.12%	69.54%	61.59%	NA	48.75%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with ease of accessing customer care	2009-10										
Very satisfied	30.49%	30.72%	18.75%	23.16%	35.78%	23.13%	24.37%	51.30%	23.24%	41.35%	7.78%
Satisfied	58.54%	57.52%	56.25%	60.00%	55.17%	70.75%	71.57%	47.15%	72.54%	56.77%	89.44%
Dissatisfied	9.15%	9.80%	17.97%	14.74%	8.19%	4.76%	3.55%	1.55%	3.17%	1.13%	2.22%
Very dissatisfied	1.83%	1.96%	7.03%	2.11%	0.86%	1.36%	0.51%	0.00%	1.06%	0.75%	0.56%
Top-2	89.03%	88.24%	75.00%	83.16%	90.95%	93.88%	95.94%	98.45%	95.78%	98.12%	97.22%
Bot-2	10.98%	11.76%	25.00%	16.85%	9.05%	6.12%	4.06%	1.55%	4.23%	1.88%	2.78%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with ease of accessing customer care	2008-09										
Very satisfied	4.64%	7.79%	15.94%	15.34%	9.48%	NA	3.58%	NA	NA	NA	NA
Satisfied	69.20%	68.85%	61.59%	64.77%	66.81%	NA	52.12%	NA	NA	NA	NA
Dissatisfied	25.74%	22.95%	21.74%	18.18%	22.84%	NA	43.00%	NA	NA	NA	NA
Very dissatisfied	0.42%	0.41%	0.72%	1.70%	0.86%	NA	1.30%	NA	NA	NA	NA
Top-2	73.84%	76.64%	77.53%	80.11%	76.29%	NA	55.70%	NA	NA	NA	NA
Bot-2	26.16%	23.36%	22.46%	19.88%	23.70%	NA	44.30%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
satisfaction with response time to answer call	2009-10										
Very satisfied	21.69%	21.29%	13.18%	14.29%	16.74%	18.37%	26.02%	34.90%	18.73%	42.59%	7.78%
Satisfied	65.66%	65.16%	58.91%	70.41%	74.68%	74.15%	69.90%	61.98%	76.33%	55.19%	87.78%
Dissatisfied	10.24%	10.32%	17.83%	13.27%	8.58%	6.12%	4.08%	3.13%	4.24%	1.11%	4.44%
Very dissatisfied	2.41%	3.23%	10.08%	2.04%	0.00%	1.36%	0.00%	0.00%	0.71%	1.11%	0.00%
Top-2	87.35%	86.45%	72.09%	84.70%	91.42%	92.52%	95.92%	96.88%	95.06%	97.78%	95.56%
Bot-2	12.65%	13.55%	27.91%	15.31%	8.58%	7.48%	4.08%	3.13%	4.95%	2.22%	4.44%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
satisfaction with response time to answer call	2008-09										
Very satisfied	9.70%	19.67%	18.48%	24.43%	18.10%	NA	9.12%	NA	NA	NA	NA
Satisfied	74.26%	68.03%	71.01%	64.20%	67.24%	NA	70.36%	NA	NA	NA	NA
Dissatisfied	15.19%	12.30%	10.14%	10.80%	13.36%	NA	19.54%	NA	NA	NA	NA
Very dissatisfied	0.84%	0.00%	0.36%	0.57%	1.29%	NA	0.98%	NA	NA	NA	NA
Top-2	83.96%	87.70%	89.49%	88.63%	85.34%	NA	79.48%	NA	NA	NA	NA
Bot-2	16.03%	12.30%	10.50%	11.37%	14.65%	NA	20.52%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with problem solving ability	2009-10										
Very satisfied	21.08%	25.16%	20.16%	19.39%	21.70%	41.50%	47.96%	53.65%	33.57%	30.74%	13.33%
Satisfied	66.87%	62.58%	58.14%	64.29%	68.51%	49.66%	48.47%	44.79%	63.29%	67.04%	81.67%
Dissatisfied	9.04%	10.32%	12.40%	13.27%	6.81%	8.16%	3.57%	1.56%	2.45%	1.48%	5.00%
Very dissatisfied	3.01%	1.94%	9.30%	3.06%	2.98%	0.68%	0.00%	0.00%	0.70%	0.74%	0.00%
Top-2	87.95%	87.74%	78.30%	83.68%	90.21%	91.16%	96.43%	98.44%	96.86%	97.78%	95.00%
Bot-2	12.05%	12.26%	21.70%	16.33%	9.79%	8.84%	3.57%	1.56%	3.15%	2.22%	5.00%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with problem solving ability	2008-09										
Very satisfied	12.24%	14.40%	16.54%	16.76%	15.58%	NA	9.63%	NA	NA	NA	NA
Satisfied	74.68%	79.84%	75.74%	76.30%	72.73%	NA	83.72%	NA	NA	NA	NA
Dissatisfied	12.66%	5.35%	6.99%	6.94%	9.52%	NA	4.65%	NA	NA	NA	NA
Very dissatisfied	0.42%	0.41%	0.74%	0.00%	2.16%	NA	1.99%	NA	NA	NA	NA
Top-2	86.92%	94.24%	92.28%	93.06%	88.31%	NA	93.35%	NA	NA	NA	NA
Bot-2	13.08%	5.76%	7.73%	6.94%	11.68%	NA	6.64%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with time taken to resolve complaint	2009-10										
Very satisfied	28.92%	34.84%	25.58%	26.80%	32.77%	26.53%	31.12%	39.27%	29.72%	26.30%	33.33%
Satisfied	57.83%	50.97%	53.49%	58.76%	57.87%	65.31%	65.31%	53.93%	66.08%	70.00%	60.56%
Dissatisfied	10.24%	14.19%	14.73%	12.37%	6.38%	6.12%	3.57%	6.81%	3.15%	2.96%	6.11%
Very dissatisfied	3.01%	0.00%	6.20%	2.06%	2.98%	2.04%	0.00%	0.00%	1.05%	0.74%	0.00%
Top-2	86.75%	85.81%	79.07%	85.56%	90.64%	91.84%	96.43%	93.20%	95.80%	96.30%	93.89%
Bot-2	13.25%	14.19%	20.93%	14.43%	9.36%	8.16%	3.57%	6.81%	4.20%	3.70%	6.11%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with time taken to resolve complaint	2008-09										
Very satisfied	7.59%	13.58%	16.36%	19.43%	15.52%	NA	12.05%	NA	NA	NA	NA
Satisfied	77.22%	81.07%	75.27%	74.86%	74.57%	NA	78.50%	NA	NA	NA	NA
Dissatisfied	14.77%	5.35%	8.36%	5.14%	8.62%	NA	7.82%	NA	NA	NA	NA
Very dissatisfied	0.42%	0.00%	0.00%	0.57%	1.29%	NA	1.63%	NA	NA	NA	NA
Top-2	84.81%	94.65%	91.63%	94.29%	90.09%	NA	90.55%	NA	NA	NA	NA
Bot-2	15.19%	5.35%	8.36%	5.71%	9.91%	NA	9.45%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with availability of signals	2009-10										
Very satisfied	49.92%	54.07%	53.24%	62.11%	58.93%	36.26%	64.64%	56.17%	47.35%	53.55%	50.47%
Satisfied	46.31%	42.63%	40.74%	32.46%	34.95%	58.77%	27.21%	39.67%	49.01%	41.97%	39.48%
Dissatisfied	3.14%	2.95%	4.48%	4.56%	3.76%	4.30%	7.97%	3.83%	3.48%	3.76%	9.50%
Very dissatisfied	0.63%	0.35%	1.54%	0.88%	2.35%	0.66%	0.17%	0.33%	0.17%	0.72%	0.56%
Top-2	96.23%	96.70%	93.98%	94.57%	93.88%	95.03%	91.85%	95.84%	96.36%	95.52%	89.95%
Bot-2	3.77%	3.30%	6.02%	5.44%	6.11%	4.96%	8.14%	4.16%	3.65%	4.48%	10.06%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with availability of signals	2008-09										
Very satisfied	31.51%	41.69%	36.27%	38.21%	39.24%	NA	42.47%	NA	NA	NA	NA
Satisfied	61.15%	54.98%	57.81%	59.38%	56.46%	NA	53.34%	NA	NA	NA	NA
Dissatisfied	6.86%	2.99%	5.61%	2.41%	4.30%	NA	4.01%	NA	NA	NA	NA
Very dissatisfied	0.47%	0.33%	0.30%	0.00%	0.00%	NA	0.17%	NA	NA	NA	NA
Top-2	92.66%	96.67%	94.08%	97.59%	95.70%	NA	95.81%	NA	NA	NA	NA
Bot-2	7.33%	3.32%	5.91%	2.41%	4.30%	NA	4.18%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with ability to make and receive calls	2009-10										
Very satisfied	40.03%	35.70%	42.13%	46.49%	35.84%	26.49%	30.50%	25.87%	21.72%	34.10%	19.37%
Satisfied	55.70%	60.66%	50.15%	47.19%	58.22%	69.04%	67.59%	71.97%	74.13%	63.60%	74.67%
Dissatisfied	3.80%	3.47%	6.64%	5.44%	4.23%	4.14%	1.73%	2.16%	3.98%	1.44%	5.77%
Very dissatisfied	0.47%	0.17%	1.08%	0.88%	1.72%	0.33%	0.17%	0.00%	0.17%	0.86%	0.19%
Top-2	95.73%	96.36%	92.28%	93.68%	94.06%	95.53%	98.09%	97.84%	95.85%	97.70%	94.04%
Bot-2	4.27%	3.64%	7.72%	6.32%	5.95%	4.47%	1.90%	2.16%	4.15%	2.30%	5.96%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with ability to make and receive calls	2008-09										
Very satisfied	22.78%	27.12%	27.44%	27.12%	27.65%	NA	25.42%	NA	NA	NA	NA
Satisfied	71.61%	68.39%	67.84%	69.08%	68.05%	NA	68.56%	NA	NA	NA	NA
Dissatisfied	5.15%	3.83%	4.12%	3.28%	3.81%	NA	5.18%	NA	NA	NA	NA
Very dissatisfied	0.47%	0.67%	0.61%	0.52%	0.50%	NA	0.84%	NA	NA	NA	NA
Top-2	94.39%	95.51%	95.28%	96.20%	95.70%	NA	93.98%	NA	NA	NA	NA
Bot-2	5.62%	4.50%	4.73%	3.80%	4.31%	NA	6.02%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Frequency of call drops	2009-10										
Never	53.39%	53.21%	55.01%	52.63%	55.40%	46.93%	40.03%	43.81%	31.18%	52.66%	40.97%
Occasionally	37.95%	37.44%	31.74%	32.81%	34.90%	39.47%	55.81%	54.35%	65.34%	42.73%	53.45%
Frequently	5.83%	7.11%	10.17%	11.58%	8.14%	12.60%	3.47%	1.51%	3.32%	3.74%	5.03%
Very Frequently	2.83%	2.25%	3.08%	2.98%	1.56%	1.00%	0.69%	0.33%	0.17%	0.86%	0.56%
Top-2	91.34%	90.65%	86.75%	85.44%	90.30%	86.40%	95.84%	98.16%	96.52%	95.39%	94.42%
Bot-2	8.66%	9.36%	13.25%	14.56%	9.70%	13.60%	4.16%	1.84%	3.49%	4.60%	5.59%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Frequency of call drops	2008-09										
Never	40.78%	47.59%	49.85%	47.33%	47.60%	NA	45.73%	NA	NA	NA	NA
Occasionally	54.84%	50.08%	44.68%	50.43%	47.93%	NA	49.75%	NA	NA	NA	NA
Frequently	3.91%	2.00%	3.95%	1.72%	3.98%	NA	4.36%	NA	NA	NA	NA
Very Frequently	0.47%	0.33%	1.52%	0.52%	0.50%	NA	0.17%	NA	NA	NA	NA
Top-2	95.62%	97.67%	94.53%	97.76%	95.53%	NA	95.48%	NA	NA	NA	NA
Bot-2	4.38%	2.33%	5.47%	2.24%	4.48%	NA	4.53%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
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Satisfaction with voice quality	2009-10										
Very satisfied	55.97%	58.75%	54.85%	62.81%	60.82%	41.86%	60.00%	49.92%	52.31%	67.63%	48.60%
Satisfied	42.30%	39.51%	39.91%	34.56%	34.17%	55.32%	38.61%	46.93%	45.05%	31.37%	47.67%
Dissatisfied	1.73%	1.73%	4.47%	2.46%	4.70%	2.82%	1.22%	2.82%	2.31%	0.86%	3.54%
Very dissatisfied	0.00%	0.00%	0.77%	0.18%	0.31%	0.00%	0.17%	0.33%	0.33%	0.14%	0.19%
Top-2	98.27%	98.26%	94.76%	97.37%	94.99%	97.18%	98.61%	96.85%	97.36%	99.00%	96.27%
Bot-2	1.73%	1.73%	5.24%	2.64%	5.01%	2.82%	1.39%	3.15%	2.64%	1.00%	3.73%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with voice quality	2008-09										
Very satisfied	42.81%	46.26%	44.46%	45.96%	44.78%	NA	43.91%	NA	NA	NA	NA
Satisfied	52.34%	51.91%	51.44%	51.64%	52.74%	NA	53.26%	NA	NA	NA	NA
Dissatisfied	4.69%	1.66%	3.79%	2.24%	2.32%	NA	2.84%	NA	NA	NA	NA
Very dissatisfied	0.16%	0.17%	0.30%	0.17%	0.17%	NA	0.00%	NA	NA	NA	NA
Top-2	95.15%	98.17%	95.90%	97.60%	97.52%	NA	97.17%	NA	NA	NA	NA
Bot-2	4.85%	1.83%	4.09%	2.41%	2.49%	NA	2.84%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Frequency of signal problem	2009-10										
Never	54.16%	49.91%	54.25%	50.70%	62.66%	53.23%	33.57%	33.55%	36.26%	62.88%	48.60%
Occasionally	37.99%	41.77%	33.08%	38.20%	31.25%	41.79%	56.87%	62.96%	58.61%	32.52%	44.88%
Frequently	3.61%	5.03%	8.19%	5.99%	3.75%	3.98%	8.00%	3.32%	4.80%	2.01%	5.96%
Very Frequently	4.24%	3.29%	4.48%	5.11%	2.34%	1.00%	1.57%	0.17%	0.33%	2.59%	0.56%
Top-2	92.15%	91.68%	87.33%	88.90%	93.91%	95.02%	90.44%	96.51%	94.87%	95.40%	93.48%
Bot-2	7.85%	8.32%	12.67%	11.10%	6.09%	4.98%	9.57%	3.49%	5.13%	4.60%	6.52%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Frequency of signal problem	2008-09										
Never	40.09%	45.51%	52.05%	46.82%	47.19%	NA	45.08%	NA	NA	NA	NA
Occasionally	53.35%	51.66%	42.64%	51.64%	48.84%	NA	48.75%	NA	NA	NA	NA
Frequently	6.08%	2.33%	4.70%	1.38%	3.48%	NA	5.51%	NA	NA	NA	NA
Very Frequently	0.47%	0.50%	0.61%	0.17%	0.50%	NA	0.67%	NA	NA	NA	NA
Top-2	93.44%	97.17%	94.69%	98.46%	96.03%	NA	93.83%	NA	NA	NA	NA
Bot-2	6.55%	2.83%	5.31%	1.55%	3.98%	NA	6.18%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with availability of signals	2009-10										
Very satisfied	46.47%	45.33%	44.99%	47.62%	50.95%	29.78%	44.68%	41.29%	44.68%	49.21%	34.33%

Satisfied	49.61%	50.52%	48.38%	48.15%	43.97%	65.39%	48.87%	55.06%	50.50%	48.48%	57.46%
Dissatisfied	3.45%	3.81%	5.86%	3.53%	2.54%	4.66%	6.46%	3.32%	4.82%	2.16%	8.02%
Very dissatisfied	0.47%	0.35%	0.77%	0.71%	2.54%	0.17%	0.00%	0.33%	0.00%	0.14%	0.19%
Top-2	96.08%	95.85%	93.37%	95.77%	94.92%	95.17%	93.55%	96.35%	95.18%	97.69%	91.79%
Bot-2	3.92%	4.16%	6.63%	4.24%	5.08%	4.83%	6.46%	3.65%	4.82%	2.30%	8.21%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with availability of signals	2008-09										
Very satisfied	36.51%	44.19%	40.21%	47.50%	40.73%	NA	37.40%	NA	NA	NA	NA
Satisfied	54.13%	52.49%	52.66%	48.71%	54.97%	NA	51.75%	NA	NA	NA	NA
Dissatisfied	8.74%	2.82%	6.07%	3.79%	4.14%	NA	10.18%	NA	NA	NA	NA
Very dissatisfied	0.62%	0.50%	1.06%	0.00%	0.17%	NA	0.67%	NA	NA	NA	NA
Top-2	90.64%	96.68%	92.87%	96.21%	95.70%	NA	89.15%	NA	NA	NA	NA
Bot-2	9.36%	3.32%	7.13%	3.79%	4.31%	NA	10.85%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with restoration of network problem	2009-10										
Very satisfied	42.08%	39.23%	42.55%	47.78%	38.54%	26.62%	29.90%	36.85%	22.46%	41.59%	21.35%
Satisfied	54.08%	56.02%	50.00%	46.67%	55.73%	67.81%	62.24%	58.63%	71.21%	56.52%	73.03%
Dissatisfied	3.36%	3.47%	6.37%	4.81%	5.41%	4.86%	7.87%	4.19%	5.99%	1.74%	5.62%
Very dissatisfied	0.48%	1.28%	1.09%	0.74%	0.32%	0.72%	0.00%	0.34%	0.33%	0.14%	0.00%
Top-2	96.16%	95.25%	92.55%	94.45%	94.27%	94.43%	92.14%	95.48%	93.67%	98.11%	94.38%
Bot-2	3.84%	4.75%	7.46%	5.55%	5.73%	5.58%	7.87%	4.53%	6.32%	1.88%	5.62%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with restoration of network problem	2008-09										
Very satisfied	28.91%	40.10%	32.72%	40.55%	35.38%	NA	31.99%	NA	NA	NA	NA
Satisfied	60.16%	55.41%	59.67%	55.11%	58.14%	NA	59.80%	NA	NA	NA	NA
Dissatisfied	9.22%	3.16%	5.63%	3.81%	4.32%	NA	7.04%	NA	NA	NA	NA
Very dissatisfied	1.72%	1.33%	1.98%	0.52%	2.16%	NA	1.17%	NA	NA	NA	NA
Top-2	89.07%	95.51%	92.39%	95.66%	93.52%	NA	91.79%	NA	NA	NA	NA
Bot-2	10.94%	4.49%	7.61%	4.33%	6.48%	NA	8.21%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Use of Supplementary/Value Added Services	2009-10										
Yes	19.44%	21.63%	15.87%	14.89%	25.43%	16.91%	12.48%	19.37%	19.97%	24.75%	19.55%
No	80.41%	78.37%	84.13%	84.59%	74.57%	82.43%	85.44%	80.13%	79.21%	75.11%	79.89%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Use of Supplementary/Value Added Services	2008-09										
Yes	39.78%	36.88%	35.05%	32.19%	33.94%	NA	42.07%	NA	NA	NA	NA
No	60.22%	63.12%	64.95%	67.81%	66.06%	NA	57.93%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Explicit consent before providing chargeable VAS	2009-10										
Yes	92.68%	91.20%	83.50%	88.24%	90.74%	73.79%	94.44%	94.69%	82.79%	87.06%	96.15%
No	7.32%	8.80%	16.50%	11.76%	9.26%	26.21%	5.56%	5.31%	17.21%	12.94%	3.85%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Explicit consent before providing chargeable VAS	2008-09										
Yes	73.73%	68.92%	72.73%	69.52%	68.78%	NA	64.68%	NA	NA	NA	NA
No	25.88%	30.18%	24.24%	27.81%	27.32%	NA	34.92%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with quality of VAS	2009-10										
Very satisfied	29.27%	33.06%	28.16%	41.67%	22.22%	25.24%	47.22%	32.76%	16.39%	57.56%	20.95%
Satisfied	61.79%	53.23%	55.34%	51.19%	62.35%	70.87%	48.61%	64.66%	68.03%	41.28%	76.19%
Dissatisfied	7.32%	7.26%	13.59%	4.76%	9.26%	1.94%	2.78%	1.72%	15.57%	1.16%	1.90%
Very dissatisfied	1.63%	6.45%	2.91%	2.38%	6.17%	1.94%	1.39%	0.86%	0.00%	0.00%	0.95%
Top-2	91.06%	86.29%	83.50%	92.86%	84.57%	96.11%	95.83%	97.42%	84.42%	98.84%	97.14%
Bot-2	8.95%	13.71%	16.50%	7.14%	15.43%	3.88%	4.17%	2.58%	15.57%	1.16%	2.85%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with quality of VAS	2008-09										
Very satisfied	24.02%	23.87%	25.45%	25.13%	24.75%	NA	14.68%	NA	NA	NA	NA
Satisfied	69.29%	70.72%	68.30%	71.12%	69.31%	NA	73.81%	NA	NA	NA	NA
Dissatisfied	5.91%	4.95%	4.46%	3.74%	5.45%	NA	11.51%	NA	NA	NA	NA
Very dissatisfied	0.79%	0.45%	1.79%	0.00%	0.50%	NA	0.00%	NA	NA	NA	NA
Top-2	93.31%	94.59%	93.75%	96.25%	94.06%	NA	88.49%	NA	NA	NA	NA
Bot-2	6.70%	5.40%	6.25%	3.74%	5.95%	NA	11.51%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
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Information on telephone number for unsubscribing	2009-10										
Yes	75.61%	76.80%	64.08%	71.95%	72.67%	75.49%	85.92%	71.55%	79.34%	40.70%	95.24%
No	24.39%	23.20%	35.92%	28.05%	27.33%	24.51%	14.08%	28.45%	20.66%	59.30%	4.76%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Information on telephone number for unsubscribing	2008-09										
Yes	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
No	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Information on charges of VAS	2009-10										
Both before and after the activation	84.55%	86.07%	82.35%	83.95%	84.08%	46.08%	90.28%	64.35%	67.50%	49.71%	80.00%
Only after the activation	15.45%	13.93%	17.65%	16.05%	15.92%	53.92%	9.72%	35.65%	32.50%	50.29%	20.00%
Only before the activation	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
No	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Information on charges of VAS	2008-09										
Both before and after the activation	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Only after the activation	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Only before the activation	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
No	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Information on charges of VAS before renewal	2009-10										
Yes	77.05%	77.87%	70.00%	74.07%	70.99%	33.33%	90.28%	84.11%	70.25%	44.19%	70.48%
No	22.95%	22.13%	30.00%	25.93%	29.01%	66.67%	9.72%	15.89%	29.75%	55.81%	29.52%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Information on charges of VAS before renewal	2008-09										
Yes	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
No	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
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BWA/CS- International

Satisfaction with overall quality of mobile service	2009-10										
Very satisfied	39.65%	41.42%	43.81%	52.20%	48.90%	30.88%	56.54%	43.09%	38.04%	41.50%	39.63%
Satisfied	56.56%	54.77%	51.08%	43.39%	47.32%	66.94%	41.19%	56.24%	60.13%	56.48%	55.51%
Dissatisfied	3.00%	3.64%	4.02%	3.53%	3.63%	1.84%	2.27%	0.67%	1.66%	1.87%	4.67%
Very dissatisfied	0.79%	0.17%	1.08%	0.88%	0.16%	0.33%	0.00%	0.00%	0.17%	0.14%	0.19%
Top-2	96.21%	96.19%	94.89%	95.59%	96.22%	97.82%	97.73%	99.33%	98.17%	97.98%	95.14%
Bot-2	3.79%	3.81%	5.10%	4.41%	3.79%	2.17%	2.27%	0.67%	1.83%	2.01%	4.86%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with overall quality of mobile service	2008-09										
Very satisfied	37.25%	36.44%	36.87%	39.48%	34.33%	NA	27.90%	NA	NA	NA	NA
Satisfied	54.15%	59.57%	56.15%	56.03%	60.83%	NA	61.68%	NA	NA	NA	NA
Dissatisfied	7.82%	3.66%	5.92%	4.14%	4.33%	NA	9.58%	NA	NA	NA	NA
Very dissatisfied	0.78%	0.33%	1.06%	0.34%	0.50%	NA	0.84%	NA	NA	NA	NA
Top-2	91.40%	96.01%	93.02%	95.51%	95.16%	NA	89.58%	NA	NA	NA	NA
Bot-2	8.60%	3.99%	6.98%	4.48%	4.83%	NA	10.42%	NA	NA	NA	NA

Informed about tariff plan in writing on activation of service or within a week	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
2009-10	59.31%	62.22%	61.94%	69.76%	38.86%	48.61%	36.73%	26.97%	48.02%	59.06%	38.37%
2008-09	12.01%	17.11%	21.70%	12.56%	11.59%	NA	15.36%	NA	NA	NA	NA

Awareness about processing fee for talk time top-up	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
2009-10	19.71%	21.48%	33.86%	29.72%	10.54%	26.41%	36.40%	9.12%	29.05%	10.74%	20.64%
2008-09	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Awareness about abolishment of rent for national roaming	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
2009-10	21.46%	29.30%	23.94%	24.11%	24.96%	20.30%	24.16%	16.09%	31.24%	14.12%	15.04%
2008-09	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Awareness about call centre telephone number	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Yes	65.83%	69.51%	71.67%	71.68%	54.06%	77.46%	65.62%	58.47%	67.60%	61.62%	56.71%
No	34.17%	30.49%	28.33%	28.32%	45.94%	22.54%	34.38%	41.53%	32.40%	38.38%	43.29%

Made any complaint to the customer care in last 12 months	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Yes	15.36%	16.96%	11.86%	7.53%	22.00%	18.39%	27.73%	26.16%	42.06%	24.89%	24.77%

No	84.17%	82.70%	87.83%	91.77%	77.85%	80.46%	72.27%	73.51%	57.12%	74.82%	73.93%
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If complaint made	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Docket number received for most of the complaints	7.22%	8.25%	19.72%	19.51%	9.85%	2.73%	2.56%	4.55%	1.59%	5.30%	0.81%
No docket number received for most of the complaints	3.09%	1.03%	5.63%	9.76%	6.82%	3.64%	0.64%	3.90%	11.11%	1.52%	3.25%
It was received on request	32.99%	60.82%	16.90%	21.95%	19.70%	41.82%	5.13%	24.68%	37.70%	17.42%	31.71%
No docket number received even on request	56.70%	29.90%	57.75%	48.78%	63.64%	51.82%	91.67%	66.88%	49.60%	75.76%	64.23%

Informed by call centre about the action taken on the complaint	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Yes	87.63%	90.63%	77.33%	77.50%	89.71%	90.00%	83.45%	82.58%	96.47%	91.02%	75.38%
No	12.37%	9.38%	22.67%	22.50%	10.29%	10.00%	16.55%	17.42%	3.53%	8.98%	24.62%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with the system of complaint resolution by call centre	2009-10										
Very satisfied	10.42%	11.34%	15.79%	12.20%	12.50%	18.35%	16.46%	36.36%	23.05%	7.78%	5.43%
Satisfied	77.08%	76.29%	57.89%	58.54%	75.00%	77.98%	79.11%	53.90%	72.27%	86.83%	91.47%
Dissatisfied	10.42%	12.37%	21.05%	24.39%	11.76%	3.67%	4.43%	9.74%	4.30%	4.19%	3.10%
Very dissatisfied	2.08%	0.00%	5.26%	4.88%	0.74%	0.00%	0.00%	0.00%	0.39%	1.20%	0.00%
Top-2	87.50%	87.63%	73.68%	70.74%	87.50%	96.33%	95.57%	90.26%	95.32%	94.61%	96.90%
Bot-2	12.50%	12.37%	26.31%	29.27%	12.50%	3.67%	4.43%	9.74%	4.69%	5.39%	3.10%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Satisfaction with the system of complaint resolution by call centre	2008-09										
Very satisfied	8.06%	13.64%	14.89%	5.88%	11.86%	NA	6.38%	NA	NA	NA	NA
Satisfied	66.13%	59.09%	61.70%	73.53%	64.41%	NA	73.40%	NA	NA	NA	NA
Dissatisfied	24.19%	27.27%	17.02%	20.59%	20.34%	NA	12.77%	NA	NA	NA	NA
Very dissatisfied	1.61%	0.00%	6.38%	0.00%	3.39%	NA	7.45%	NA	NA	NA	NA
Top-2	74.19%	72.73%	76.59%	79.41%	76.27%	NA	79.78%	NA	NA	NA	NA
Bot-2	25.80%	27.27%	23.40%	20.59%	23.73%	NA	20.22%	NA	NA	NA	NA

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Reason for dissatisfaction - Call centre	2009-10										
Difficult to connect to the call center executive	25.00%	16.67%	50.00%	16.67%	0.00%	50.00%	14.29%	53.33%	0.00%	11.11%	0.00%

Customer care executive not polite/courteous	8.33%	0.00%	10.00%	25.00%	23.53%	0.00%	0.00%	6.67%	8.33%	11.11%	0.00%
Customer care executive not equipped with adequate information	8.33%	8.33%	15.00%	41.67%	29.41%	0.00%	57.14%	20.00%	50.00%	22.22%	0.00%
Time taken by call centre for redressal is too long	25.00%	50.00%	30.00%	41.67%	29.41%	25.00%	0.00%	40.00%	33.33%	33.33%	25.00%
Customer care executive was unable to understand the problem	25.00%	0.00%	5.00%	8.33%	0.00%	0.00%	0.00%	6.67%	0.00%	0.00%	0.00%
Others	0.00%	0.00%	5.00%	0.00%	5.88%	0.00%	0.00%	6.67%	0.00%	0.00%	50.00%

	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Billing/charging complaint resolved satisfactorily by call center within 4 weeks after lodging of the complaint											
2009-10	85.23%	88.17%	77.42%	72.73%	83.10%	85.71%	51.49%	89.02%	85.29%	85.19%	82.76%
2008-09	46.88%	41.30%	64.71%	48.65%	48.39%	NA	20.62%	NA	NA	NA	NA

Awareness about contact details of Nodal officer	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Yes	5.02%	6.92%	5.24%	5.25%	4.68%	4.43%	4.51%	9.77%	9.17%	3.60%	7.26%
No	94.83%	93.08%	94.45%	94.40%	95.01%	94.58%	95.49%	90.07%	89.85%	96.40%	91.99%

Made any complaint to the Nodal officer regarding complaints not resolved/ unsatisfactorily resolved by the call centre	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Yes	3.13%	12.50%	5.88%	3.33%	26.67%	7.41%	7.69%	1.69%	37.50%	4.00%	10.26%
No	96.88%	87.50%	94.12%	96.67%	73.33%	92.59%	92.31%	98.31%	62.50%	96.00%	89.74%

Intimated by the nodal officer about the decision taken on the complaint	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Yes	0.00%	80.00%	100.00%	100.00%	87.50%	50.00%	50.00%	100.00%	9.52%	100.00%	0.00%
No	100.00%	20.00%	0.00%	0.00%	12.50%	50.00%	50.00%	0.00%	90.48%	0.00%	100.00%

Satisfaction with the redressal of the complaint by the nodal officer	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Very satisfied	100.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	4.76%	100.00%	0.00%
Satisfied	0.00%	80.00%	100.00%	100.00%	87.50%	50.00%	50.00%	0.00%	19.05%	0.00%	25.00%
Dissatisfied	0.00%	20.00%	0.00%	0.00%	12.50%	0.00%	50.00%	0.00%	76.19%	0.00%	75.00%
Very dissatisfied	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
Top-2	100.00%	80.00%	100.00%	100.00%	87.50%	100.00%	50.00%	0.00%	23.81%	100.00%	25.00%
Bot-2	0.00%	20.00%	0.00%	0.00%	12.50%	0.00%	50.00%	100.00%	76.19%	0.00%	75.00%

Reason for dissatisfaction - Nodal officer	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Difficult to connect to the Nodal Officer	NA	0.00%	NA	NA	0.00%	NA	0.00%	0.00%	12.50%	NA	0.00%
Nodal Officer not polite/courteous	NA	0.00%	NA	NA	0.00%	NA	100.00%	100.00%	6.25%	NA	0.00%
Nodal Officer not equipped with adequate information	NA	0.00%	NA	NA	0.00%	NA	0.00%	0.00%	31.25%	NA	0.00%
Time taken by Nodal Officer for redressal is too long	NA	100.00%	NA	NA	0.00%	NA	0.00%	0.00%	50.00%	NA	100.00%
Nodal Officer was unable to understand the problem	NA	0.00%	NA	NA	100.00%	NA	0.00%	0.00%	0.00%	NA	0.00%
Others	NA	0.00%	NA	NA	0.00%	NA	0.00%	0.00%	0.00%	NA	0.00%

Awareness about the contact details of the appellate authority	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Yes	10.66%	16.78%	12.94%	18.39%	10.30%	25.62%	22.88%	27.65%	26.35%	18.71%	30.73%
No	89.18%	82.87%	86.90%	81.09%	88.30%	73.07%	77.12%	72.19%	72.67%	81.01%	68.90%

Filed any appeal in last 12 months	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Yes	5.88%	6.19%	9.52%	2.86%	22.73%	26.92%	1.52%	23.95%	57.14%	6.92%	26.67%
No	94.12%	88.66%	89.29%	96.19%	77.27%	73.08%	90.15%	75.45%	36.65%	93.08%	71.52%

Received any acknowledgement for the complaint filed	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Yes	25.00%	50.00%	37.50%	33.33%	0.00%	97.62%	50.00%	65.00%	75.00%	88.89%	90.91%
No	75.00%	50.00%	62.50%	66.67%	100.00%	0.00%	50.00%	27.50%	9.78%	11.11%	9.09%

Any decision taken by the appellate authority within 3 months of filing the appeal	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Yes	25.00%	16.67%	25.00%	0.00%	86.67%	97.56%	50.00%	42.50%	66.67%	88.89%	81.40%
No	50.00%	50.00%	37.50%	50.00%	13.33%	0.00%	0.00%	2.50%	2.56%	0.00%	0.00%
Appeal filed recently	25.00%	33.33%	37.50%	50.00%	0.00%	2.44%	50.00%	55.00%	30.77%	11.11%	18.60%

Awareness about item-wise usage charge details for prepaid users	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Yes	54.10%	49.44%	61.11%	52.85%	46.80%	76.34%	79.82%	83.70%	76.01%	73.30%	61.99%
No	45.90%	50.56%	38.89%	47.15%	53.20%	23.66%	20.18%	16.30%	23.99%	26.70%	38.01%

Ever denied of request for item-wise usage charge details for prepaid connection	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Yes	1.61%	2.57%	2.59%	1.74%	1.56%	1.16%	1.76%	1.34%	1.98%	6.15%	0.93%
No	95.97%	95.22%	95.15%	95.74%	94.79%	98.00%	96.65%	97.83%	96.04%	93.22%	97.77%

Reasons for denial	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
No reason provided	20.00%	14.29%	18.75%	22.22%	11.11%	28.57%	0.00%	12.50%	25.00%	5.13%	20.00%
technical problem	40.00%	50.00%	31.25%	77.78%	55.56%	28.57%	80.00%	75.00%	58.33%	76.92%	20.00%
others	0.00%	14.29%	18.75%	0.00%	0.00%	14.29%	0.00%	0.00%	0.00%	2.56%	0.00%

Manual of practice provided while subscribing for new mobile connection	Airtel	Vodafone	Idea	BSNL	Reliance CDMA	Aircel	TATA CDMA	MTS	Reliance GSM	DoCoMo	Uninor
Yes	41.98%	59.09%	65.77%	64.77%	76.22%	80.50%	81.32%	76.60%	77.47%	70.49%	76.81%
No	58.02%	40.91%	34.23%	35.23%	23.78%	19.50%	18.68%	23.40%	22.53%	29.51%	23.19%

7.3 Broadband Services

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Last applied for a broadband connection	2009-10				
Less than 6 months	10.47%	24.33%	11.06%	2.17%	8.38%
6 - 12 months	14.53%	20.50%	30.53%	8.07%	12.90%
more than 12 months	75.00%	55.17%	58.42%	89.76%	78.73%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Last applied for a broadband connection	2008-09				
Less than 6 months	NA	NA	NA	NA	NA
6 - 12 months	NA	NA	NA	NA	NA
more than 12 months	NA	NA	NA	NA	NA

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Time taken to provide a working connection	2009-10				
Within 15 days	72.15%	43.97%	34.14%	40.38%	89.76%
More than 15 days	27.85%	56.03%	65.86%	59.62%	10.24%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Time taken to provide a working connection	2008-09				
Within 15 days	56.17%	49.48%	63.83%	61.57%	70.29%
More than 15 days	43.83%	50.52%	36.17%	38.43%	29.71%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with time taken for activation	2009-10				
Very satisfied	30.13%	29.20%	21.95%	1.92%	12.00%
Satisfied	67.95%	70.35%	76.83%	94.23%	87.20%
Dissatisfied	1.28%	0.44%	0.81%	3.85%	0.00%

Very dissatisfied	0.64%	0.00%	0.41%	0.00%	0.80%
Top-2	98.08%	99.55%	98.78%	96.15%	99.20%
Bot-2	1.92%	0.44%	1.22%	3.85%	0.80%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with time taken for activation	2008-09				
Very satisfied	15.50%	41.03%	65.00%	60.57%	16.72%
Satisfied	83.17%	56.90%	33.33%	39.27%	81.82%
Dissatisfied	1.17%	1.55%	1.00%	0.16%	0.81%
Very dissatisfied	0.17%	0.52%	0.67%	0.00%	0.65%
Top-2	98.67%	97.93%	98.33%	99.84%	98.54%
Bot-2	1.34%	2.07%	1.67%	0.16%	1.46%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with timely delivery of bills - Postpaid	2009-10				
Very satisfied	33.28%	32.32%	43.16%	12.31%	34.77%
Satisfied	66.38%	66.67%	54.69%	86.15%	63.42%
Dissatisfied	0.17%	0.81%	1.95%	1.54%	1.62%
Very dissatisfied	0.17%	0.20%	0.20%	0.00%	0.18%
Top-2	99.66%	98.99%	97.85%	98.46%	98.19%
Bot-2	0.34%	1.01%	2.15%	1.54%	1.80%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with timely delivery of bills - Postpaid	2008-09				
Very satisfied	25.99%	28.52%	36.96%	41.89%	15.26%
Satisfied	70.62%	68.81%	60.97%	54.73%	83.51%
Dissatisfied	1.32%	2.32%	1.55%	3.38%	1.03%
Very dissatisfied	2.07%	0.36%	0.52%	0.00%	0.21%
Top-2	96.61%	97.33%	97.93%	96.62%	98.77%
Bot-2	3.39%	2.68%	2.07%	3.38%	1.24%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with accuracy of bills - Postpaid	2009-10				
Very satisfied	36.43%	63.19%	56.95%	14.69%	38.17%
Satisfied	63.23%	35.17%	41.68%	83.51%	60.04%
Dissatisfied	0.17%	1.64%	1.37%	1.80%	1.61%
Very dissatisfied	0.17%	0.00%	0.00%	0.00%	0.18%
Top-2	99.66%	98.36%	98.63%	98.20%	98.21%
Bot-2	0.34%	1.64%	1.37%	1.80%	1.79%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with accuracy of bills - Postpaid	2008-09				
Very satisfied	11.13%	19.79%	23.32%	21.79%	11.13%

Satisfied	74.15%	74.69%	67.01%	68.92%	74.64%
Dissatisfied	14.15%	5.17%	8.46%	9.29%	14.02%
Very dissatisfied	0.57%	0.36%	1.21%	0.00%	0.21%
Top-2	85.28%	94.48%	90.33%	90.71%	85.77%
Bot-2	14.72%	5.53%	9.67%	9.29%	14.23%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Billing complaint in last 12 months - Postpaid	2009-10				
Yes	10.94%	19.72%	13.14%	36.76%	3.42%
No	89.06%	80.28%	86.86%	63.24%	96.58%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Billing complaint in last 12 months - Postpaid	2008-09				
Yes	22.98%	11.76%	19.69%	13.51%	27.27%
No	77.02%	88.24%	80.31%	86.49%	72.73%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with process of resolution of billing complaints - Postpaid	2009-10				
Very satisfied	14.29%	40.70%	19.40%	13.48%	26.32%
Satisfied	80.95%	51.16%	74.63%	83.69%	31.58%
Dissatisfied	1.59%	8.14%	5.97%	2.13%	42.11%
Very dissatisfied	3.17%	0.00%	0.00%	0.71%	0.00%
Top-2	95.24%	91.86%	94.03%	97.17%	57.90%
Bot-2	4.76%	8.14%	5.97%	2.84%	42.11%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with process of resolution of billing complaints - Postpaid	2008-09				
Very satisfied	1.64%	10.61%	32.46%	15.38%	2.29%
Satisfied	81.97%	46.97%	37.72%	53.85%	72.52%
Dissatisfied	16.39%	36.36%	28.07%	30.77%	24.43%
Very dissatisfied	0.00%	6.06%	1.75%	0.00%	0.76%
Top-2	83.61%	57.58%	70.18%	69.23%	74.81%
Bot-2	16.39%	42.42%	29.82%	30.77%	25.19%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with clarity of bills - Postpaid	2009-10				
Very satisfied	31.29%	46.88%	50.19%	21.24%	43.10%
Satisfied	68.71%	51.25%	48.83%	77.98%	56.71%
Dissatisfied	0.00%	1.04%	0.78%	0.78%	0.19%
Very dissatisfied	0.00%	0.83%	0.19%	0.00%	0.00%
Top-2	100.00%	98.13%	99.02%	99.22%	99.81%

Bot-2	0.00%	1.87%	0.97%	0.78%	0.19%
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	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with clarity of bills - Postpaid	2008-09				
Very satisfied	14.20%	21.75%	37.09%	36.89%	15.15%
Satisfied	83.52%	72.37%	54.94%	58.21%	81.54%
Dissatisfied	2.27%	5.35%	7.28%	4.91%	2.90%
Very dissatisfied	0.00%	0.53%	0.69%	0.00%	0.41%
Top-2	97.72%	94.12%	92.03%	95.10%	96.69%
Bot-2	2.27%	5.88%	7.97%	4.91%	3.31%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with accuracy of charges - Prepaid	2009-10				
Very satisfied	83.72%	28.57%	62.50%	7.08%	18.18%
Satisfied	13.95%	57.14%	30.68%	83.19%	54.55%
Dissatisfied	2.33%	7.14%	0.00%	7.96%	15.15%
Very dissatisfied	0.00%	7.14%	6.82%	1.77%	12.12%
Top-2	97.67%	85.71%	93.18%	90.27%	72.73%
Bot-2	2.33%	14.28%	6.82%	9.73%	27.27%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with accuracy of charges - Prepaid	2008-09				
Very satisfied	2.99%	26.32%	5.00%	16.22%	20.18%
Satisfied	97.01%	73.68%	85.00%	67.57%	78.07%
Dissatisfied	0.00%	0.00%	10.00%	16.22%	1.75%
Very dissatisfied	0.00%	0.00%	0.00%	0.00%	0.00%
Top-2	100.00%	100.00%	90.00%	83.79%	98.25%
Bot-2	0.00%	0.00%	10.00%	16.22%	1.75%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Made query/complaint at the customer care	2009-10				
Yes	32.60%	32.69%	60.13%	66.74%	46.53%
No	67.40%	67.31%	39.87%	33.26%	53.47%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Made query/complaint at the customer care	2008-09				
Yes	49.07%	67.41%	75.83%	70.08%	57.82%
No	50.93%	32.59%	24.17%	29.92%	42.18%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with ease of accessing customer care	2009-10				
Very satisfied	20.67%	26.04%	26.54%	14.05%	7.72%
Satisfied	71.15%	70.41%	65.36%	58.82%	85.66%

Dissatisfied	8.17%	2.96%	7.54%	24.18%	6.62%
Very dissatisfied	0.00%	0.59%	0.56%	2.94%	0.00%
Top-2	91.82%	96.45%	91.90%	72.87%	93.38%
Bot-2	8.17%	3.55%	8.10%	27.12%	6.62%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with ease of accessing customer care	2008-09				
Very satisfied	5.84%	4.86%	1.76%	7.87%	0.85%
Satisfied	67.35%	65.73%	63.30%	49.44%	71.55%
Dissatisfied	25.77%	27.62%	32.97%	39.78%	26.76%
Very dissatisfied	1.03%	1.79%	1.98%	2.92%	0.85%
Top-2	73.19%	70.59%	65.06%	57.31%	72.40%
Bot-2	26.80%	29.41%	34.95%	42.70%	27.61%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
satisfaction with response time to answer call	2009-10				
Very satisfied	33.33%	49.38%	41.01%	10.13%	7.33%
Satisfied	65.70%	47.53%	51.12%	56.86%	91.21%
Dissatisfied	0.97%	2.47%	7.30%	30.07%	1.47%
Very dissatisfied	0.00%	0.62%	0.56%	2.94%	0.00%
Top-2	99.03%	96.91%	92.13%	66.99%	98.54%
Bot-2	0.97%	3.09%	7.86%	33.01%	1.47%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
satisfaction with response time to answer call	2008-09				
Very satisfied	11.00%	13.59%	21.54%	25.84%	3.66%
Satisfied	69.07%	73.85%	66.81%	65.39%	81.69%
Dissatisfied	18.56%	11.79%	11.43%	8.76%	13.80%
Very dissatisfied	1.37%	0.77%	0.22%	0.00%	0.85%
Top-2	80.07%	87.44%	88.35%	91.23%	85.35%
Bot-2	19.93%	12.56%	11.65%	8.76%	14.65%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with problem solving ability	2009-10				
Very satisfied	10.95%	20.86%	17.75%	1.96%	6.57%
Satisfied	86.07%	75.46%	72.96%	71.57%	90.88%
Dissatisfied	2.99%	3.07%	8.45%	23.20%	2.55%
Very dissatisfied	0.00%	0.61%	0.85%	3.27%	0.00%
Top-2	97.02%	96.32%	90.71%	73.53%	97.45%
Bot-2	2.99%	3.68%	9.30%	26.47%	2.55%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with problem solving ability	2008-09				

Very satisfied	9.66%	21.48%	39.29%	40.90%	9.30%
Satisfied	81.72%	70.33%	55.19%	52.36%	81.97%
Dissatisfied	7.59%	7.42%	5.08%	6.52%	8.17%
Very dissatisfied	1.03%	0.77%	0.44%	0.22%	0.56%
Top-2	91.38%	91.81%	94.48%	93.26%	91.27%
Bot-2	8.62%	8.19%	5.52%	6.74%	8.73%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with time taken to resolve complaint	2009-10				
Very satisfied	18.50%	26.71%	15.41%	6.21%	28.36%
Satisfied	79.50%	70.19%	76.19%	64.71%	69.09%
Dissatisfied	2.00%	1.86%	7.56%	26.14%	2.18%
Very dissatisfied	0.00%	1.24%	0.84%	2.94%	0.36%
Top-2	98.00%	96.90%	91.60%	70.92%	97.45%
Bot-2	2.00%	3.10%	8.40%	29.08%	2.54%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with time taken to resolve complaint	2008-09				
Very satisfied	10.69%	14.83%	33.63%	22.70%	9.01%
Satisfied	71.72%	77.24%	59.56%	71.01%	78.31%
Dissatisfied	16.21%	6.65%	6.15%	6.07%	12.39%
Very dissatisfied	1.38%	1.28%	0.66%	0.22%	0.28%
Top-2	82.41%	92.07%	93.19%	93.71%	87.32%
Bot-2	17.59%	7.93%	6.81%	6.29%	12.67%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with speed of connection	2009-10				
Very satisfied	39.27%	38.45%	48.68%	10.63%	45.93%
Satisfied	58.52%	56.85%	46.37%	78.94%	50.34%
Dissatisfied	1.89%	4.29%	4.62%	9.65%	3.56%
Very dissatisfied	0.32%	0.41%	0.33%	0.79%	0.17%
Top-2	97.79%	95.30%	95.05%	89.57%	96.27%
Bot-2	2.21%	4.70%	4.95%	10.44%	3.73%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with speed of connection	2008-09				
Very satisfied	18.50%	23.97%	22.67%	36.22%	14.61%
Satisfied	71.50%	65.17%	67.67%	54.17%	71.43%
Dissatisfied	9.67%	10.69%	8.50%	8.50%	13.31%
Very dissatisfied	0.33%	0.17%	1.17%	1.10%	0.65%
Top-2	90.00%	89.14%	90.34%	90.39%	86.04%
Bot-2	10.00%	10.86%	9.67%	9.60%	13.96%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with time for which service is up and working	2009-10				
Very satisfied	25.44%	32.59%	34.74%	9.98%	28.18%
Satisfied	73.12%	62.53%	60.20%	74.25%	67.57%
Dissatisfied	1.44%	4.28%	4.89%	15.37%	4.07%
Very dissatisfied	0.00%	0.61%	0.17%	0.40%	0.17%
Top-2	98.56%	95.12%	94.94%	84.23%	95.75%
Bot-2	1.44%	4.89%	5.06%	15.77%	4.24%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with time for which service is up and working	2008-09				
Very satisfied	12.35%	15.81%	18.32%	29.18%	12.79%
Satisfied	75.13%	74.96%	77.31%	65.62%	73.61%
Dissatisfied	12.02%	8.70%	3.87%	4.57%	13.28%
Very dissatisfied	0.50%	0.53%	0.50%	0.63%	0.33%
Top-2	87.48%	90.77%	95.63%	94.80%	86.40%
Bot-2	12.52%	9.23%	4.37%	5.20%	13.61%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Frequency of problem in broadband connection	2009-10				
Never	48.89%	43.54%	16.42%	10.89%	65.25%
Occasionally	47.62%	49.70%	67.16%	57.23%	31.19%
Frequently	3.33%	5.57%	14.76%	29.50%	3.05%
Very Frequently	0.16%	1.19%	1.66%	2.38%	0.51%
Top-2	96.51%	93.24%	83.58%	68.12%	96.44%
Bot-2	3.49%	6.76%	16.42%	31.88%	3.56%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Frequency of problem in broadband connection	2008-09				
Never	36.56%	28.20%	30.42%	41.05%	16.31%
Occasionally	52.42%	61.07%	59.50%	49.60%	70.35%
Frequently	10.85%	10.03%	9.24%	9.03%	13.01%
Very Frequently	0.17%	0.69%	0.84%	0.32%	0.33%
Top-2	88.98%	89.27%	89.92%	90.65%	86.66%
Bot-2	11.02%	10.72%	10.08%	9.35%	13.34%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with time taken to restore connection	2009-10				
Very satisfied	20.80%	24.29%	18.63%	6.75%	15.64%
Satisfied	78.57%	71.83%	73.99%	59.51%	82.41%
Dissatisfied	0.42%	2.84%	7.03%	33.13%	1.63%

Very dissatisfied	0.21%	1.03%	0.35%	0.61%	0.33%
Top-2	99.37%	96.12%	92.62%	66.26%	98.05%
Bot-2	0.63%	3.87%	7.38%	33.74%	1.96%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with time taken to restore connection	2008-09				
Very satisfied	2.65%	3.63%	12.02%	4.86%	1.49%
Satisfied	85.98%	80.86%	60.66%	63.56%	84.52%
Dissatisfied	7.67%	13.53%	25.68%	20.24%	10.71%
Very dissatisfied	3.70%	1.98%	1.64%	11.34%	3.27%
Top-2	88.63%	84.49%	72.68%	68.42%	86.01%
Bot-2	11.37%	15.51%	27.32%	31.58%	13.98%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Use of Supplementary/Value Added Services	2009-10				
Yes	18.91%	45.40%	21.95%	32.68%	33.50%
No	81.09%	54.60%	78.05%	67.32%	66.50%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Use of Supplementary/Value Added Services	2008-09				
Yes	53.86%	43.01%	64.05%	73.81%	49.84%
No	46.14%	56.99%	35.95%	26.19%	50.16%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with quality of VAS	2009-10				
Very satisfied	9.48%	16.34%	14.29%	4.29%	4.00%
Satisfied	90.52%	83.17%	82.71%	95.71%	95.00%
Dissatisfied	0.00%	0.50%	3.01%	0.00%	0.50%
Very dissatisfied	0.00%	0.00%	0.00%	0.00%	0.50%
Top-2	100.00%	99.51%	97.00%	100.00%	99.00%
Bot-2	0.00%	0.50%	3.01%	0.00%	1.00%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with quality of VAS	2008-09				
Very satisfied	25.86%	19.28%	9.69%	30.32%	13.20%
Satisfied	69.78%	77.11%	88.22%	66.88%	82.18%
Dissatisfied	4.05%	3.21%	2.09%	2.15%	3.63%
Very dissatisfied	0.31%	0.40%	0.00%	0.65%	0.99%
Top-2	95.64%	96.39%	97.91%	97.20%	95.38%
Bot-2	4.36%	3.61%	2.09%	2.80%	4.62%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with overall quality of broadband service	2009-10				

Very satisfied	21.02%	20.95%	16.56%	5.73%	13.29%
Satisfied	78.03%	76.68%	79.10%	76.28%	84.97%
Dissatisfied	0.80%	1.38%	3.68%	13.64%	1.57%
Very dissatisfied	0.16%	0.99%	0.67%	4.35%	0.17%
Top-2	99.05%	97.63%	95.66%	82.01%	98.26%
Bot-2	0.96%	2.37%	4.35%	17.99%	1.74%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with overall quality of broadband service	2008-09				
Very satisfied	9.20%	13.86%	11.97%	20.98%	10.78%
Satisfied	83.16%	75.91%	72.82%	58.99%	77.94%
Dissatisfied	6.25%	9.53%	13.68%	17.03%	8.96%
Very dissatisfied	1.39%	0.69%	1.54%	3.00%	2.32%
Top-2	92.36%	89.77%	84.79%	79.97%	88.72%
Bot-2	7.64%	10.22%	15.22%	20.03%	11.28%

Awareness about facility for measuring connection speed	Airtel	BSNL	Rel Comm	VSNL	Asianet
2009-10	48.48%	56.08%	78.09%	57.37%	32.60%
2008-09	42.64%	29.81%	24.17%	28.59%	39.31%

Awareness about call centre telephone number	Airtel	BSNL	Rel Comm	VSNL	Asianet
Yes	62.64%	54.93%	77.96%	82.61%	71.26%
No	37.36%	45.07%	22.04%	17.39%	28.74%

Made any complaint to the customer care in last 12 months	Airtel	BSNL	Rel Comm	VSNL	Asianet
Yes	9.71%	20.61%	23.46%	36.04%	13.65%
No	90.29%	79.39%	76.54%	63.96%	86.35%

If complaint made	Airtel	BSNL	Rel Comm	VSNL	Asianet
Docket number received for most of the complaints	37.93%	59.38%	53.33%	90.50%	11.59%
No docket number received for most of the complaints	43.10%	26.04%	31.85%	3.35%	14.49%
It was received on request	17.24%	8.33%	11.85%	2.79%	63.77%
No docket number received even on request	1.72%	6.25%	2.96%	3.35%	10.14%

Informed by call centre about the action taken on the complaint	Airtel	BSNL	Rel Comm	VSNL	Asianet
Yes	93.33%	90.82%	85.82%	72.07%	94.81%
No	6.67%	9.18%	14.18%	27.93%	5.19%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with the system of complaint resolution by call centre	2009-10				

Very satisfied	1.67%	22.73%	36.15%	2.35%	6.41%
Satisfied	95.00%	71.59%	51.54%	63.53%	87.18%
Dissatisfied	1.67%	4.55%	9.23%	31.76%	6.41%
Very dissatisfied	1.67%	1.14%	3.08%	2.35%	0.00%
Top-2	96.67%	94.32%	87.69%	65.88%	93.59%
Bot-2	3.34%	5.69%	12.31%	34.11%	6.41%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with the system of complaint resolution by call centre	2008-09				
Very satisfied	0.00%	4.35%	0.00%	16.67%	1.85%
Satisfied	73.47%	65.22%	57.89%	61.11%	75.93%
Dissatisfied	22.45%	30.43%	26.32%	16.67%	20.37%
Very dissatisfied	4.08%	0.00%	15.79%	5.56%	1.85%
Top-2	73.47%	69.57%	57.89%	77.78%	77.78%
Bot-2	26.53%	30.43%	42.11%	22.23%	22.22%

	Airtel	BSNL	Rel Comm	VSNL	Asianet
Reason for dissatisfaction	2009-10				
Difficult to connect to the call center executive	0.00%	0.00%	12.50%	6.90%	0.00%
Customer care executive not polite/courteous	0.00%	0.00%	0.00%	5.17%	0.00%
Customer care executive not equipped with adequate information	0.00%	0.00%	6.25%	8.62%	20.00%
Time taken by call centre for redressal is too long	50.00%	40.00%	43.75%	53.45%	20.00%
Customer care executive was unable to understand the problem	0.00%	20.00%	6.25%	0.00%	40.00%
Others	0.00%	0.00%	31.25%	10.34%	20.00%

Billing/charging complaint resolved satisfactorily by call center within 4 weeks after lodging of the complaint	Airtel	BSNL	Rel Comm	VSNL	Asianet
2009-10	100.00%	80.36%	82.09%	73.17%	63.16%
2008-09	47.62%	30.43%	47.62%	28.57%	82.46%

Awareness about contact details of Nodal officer	Airtel	BSNL	Rel Comm	VSNL	Asianet
Yes	2.66%	9.50%	10.07%	9.29%	6.26%
No	97.34%	90.50%	89.93%	90.71%	93.74%

Made any complaint to the Nodal officer regarding complaints not resolved/ unsatisfactorily resolved by the call centre	Airtel	BSNL	Rel Comm	VSNL	Asianet
Yes	0.00%	4.08%	1.64%	19.15%	13.51%
No	100.00%	95.92%	98.36%	80.85%	86.49%

Intimated by the nodal officer about the decision taken on the complaint	Airtel	BSNL	Rel Comm	VSNL	Asianet
Yes	NA	100.00%	100.00%	66.67%	40.00%
No	NA	0.00%	0.00%	33.33%	60.00%

Satisfaction with the redressal of the complaint by the nodal officer	Airtel	BSNL	Rel Comm	VSNL	Asianet
Very satisfied	NA	50.00%	0.00%	0.00%	33.33%
Satisfied	NA	50.00%	100.00%	83.33%	66.67%
Dissatisfied	NA	0.00%	0.00%	16.67%	0.00%
Very dissatisfied	NA	0.00%	0.00%	0.00%	0.00%
Top-2	0.00%	100.00%	100.00%	83.33%	100.00%
Bot-2	0.00%	0.00%	0.00%	16.67%	0.00%

Reason for dissatisfaction	Airtel	BSNL	Rel Comm	VSNL	Asianet
Difficult to connect to the Nodal Officer	NA	NA	NA	0.00%	NA
Nodal Officer not polite/courteous	NA	NA	NA	0.00%	NA
Nodal Officer not equipped with adequate information	NA	NA	NA	0.00%	NA
Time taken by Nodal Officer for redressal is too long	NA	NA	NA	100.00%	NA
Nodal Officer was unable to understand the problem	NA	NA	NA	0.00%	NA
Others	NA	NA	NA	0.00%	NA

Awareness about the contact details of the appellate authority	Airtel	BSNL	Rel Comm	VSNL	Asianet
Yes	27.81%	7.23%	16.86%	35.38%	6.90%
No	72.19%	92.77%	83.14%	64.62%	93.10%

Filed any appeal in last 12 months	Airtel	BSNL	Rel Comm	VSNL	Asianet
Yes	25.28%	10.81%	5.88%	4.47%	24.39%
No	73.60%	83.78%	92.16%	94.41%	68.29%

Received any acknowledgement for the complaint filed	Airtel	BSNL	Rel Comm	VSNL	Asianet
Yes	80.00%	100.00%	83.33%	62.50%	100.00%
No	20.00%	0.00%	16.67%	37.50%	0.00%

Any decision taken by the appellate authority within 3 months of filing the appeal	Airtel	BSNL	Rel Comm	VSNL	Asianet
Yes	82.22%	50.00%	0.00%	62.50%	90.00%
No	0.00%	25.00%	33.33%	37.50%	0.00%
Appeal filed recently	17.78%	25.00%	66.67%	0.00%	10.00%

Awareness about item-wise usage charge details for prepaid users	Airtel	BSNL	Rel Comm	VSNL	Asianet
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Yes	88.37%	84.62%	98.70%	92.11%	80.56%
No	11.63%	15.38%	1.30%	7.89%	19.44%

Ever denied of request for item-wise usage charge details for prepaid connection	Airtel	BSNL	Rel Comm	VSNL	Asianet
Yes	0.00%	0.00%	76.00%	0.00%	0.00%
No	100.00%	100.00%	24.00%	100.00%	100.00%

Reasons for denial	Airtel	BSNL	Rel Comm	VSNL	Asianet
No reason provided	NA	NA	0.00%	NA	NA
technical problem	NA	NA	68.42%	NA	NA
others	NA	NA	31.58%	NA	NA

Manual of practice provided while subscribing for new broadband connection	Airtel	BSNL	Rel Comm	VSNL	Asianet
Yes	80.16%	64.19%	80.25%	58.33%	85.71%
No	19.84%	35.81%	19.75%	41.67%	14.29%

Questionnaire – Wireline Survey

Name: _____ **Gender:** ☐ Male ☐ Female

Tel: _____ **Age(in years):** ☐ less than 25 ☐ 25-60 ☐ more than 60

Usage

STD Code					Telephone Number												

Type : ☐ Residential ☐ Commercial

Area: ☐ Rural ☐ Urban

Operator: Airtel BSNL RCOM **User Type:** Postpaid Prepaid
 TATA MTNL HFCL Shyam

State: _____ **District** _____
Address: _____

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

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

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

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

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

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

6. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
7(a). How satisfied are you with the accuracy of the bills?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
(Ask this question only if 1 OR 2 is coded in Q7(a)) 7(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 subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____ _____
8. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 10 (a))
9. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
10(a). How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
(Ask this question only if 1 OR 2 is coded in Q10(a)) 10(b) Please specify the reason(s) for your	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language

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

For Prepaid Customers only

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

C. HELP SERVICES/CUSTOMER CARE

12. Did you complain or make a query in the last 12 months to the customer care/helpline/ call centre toll free number of your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————→ (If no, go to Q 17)	
13. How satisfied are you with the ease of access of call centre/customer care or helpline?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 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)	
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21. How many time your telephone became faulty in the last one month.	<input type="checkbox"/> 1 More than 3 times	<input type="checkbox"/> 2 2-3 times
	<input type="checkbox"/> 3 One time	<input type="checkbox"/> 4 Nil
22. How long did it take generally for repairing the fault after lodging complaint?	<input type="checkbox"/> 1 more than 7 days	<input type="checkbox"/> 2 4 - 7 days
	<input type="checkbox"/> 3 2-3 days	<input type="checkbox"/> 4 1 day
23. How satisfied are you with the fault repair service?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied
	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied

F. SUPPLEMENTARY SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your telephone service?	<input type="checkbox"/> 1 Very Dissatisfied
	<input type="checkbox"/> 2 Dissatisfied
	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 4 Very Satisfied
(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)	
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
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 unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 48)

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

	<input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
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

THANK & TERMINATE

Questionnaire - Cellular mobile telephone service

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

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

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

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

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

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

A. SERVICE PROVISION

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

B. BILLING RELATED – PREPAID CUSTOMER

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

C. BILLING RELATED – POSTPAID CUSTOMER

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

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

D. HELP SERVICES/CUSTOMER CARE

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

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES/VALUE ADDED SERVICES

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

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

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your mobile service?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
(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 your Mobile Phone connection 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"/> 2 Vodafone <input type="checkbox"/> 3 Idea <input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 RCOMm <input type="checkbox"/> 6 Aircel <input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 9 Spice <input type="checkbox"/> 10 BPL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam <input type="checkbox"/> 13 RTL <input type="checkbox"/> 14 RISL <input type="checkbox"/> 15 Dishnet <input type="checkbox"/> 16 Others

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

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

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

aware of? (MULTI CODING POSSIBLE)	<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 unsatisfactorily resolved by the call center/customer	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q48)

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

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

THANK & TERMINATE

Questionnaire - Broadband service

Name: _____

Gender: ☒ 1 Male ☐ 2 Female

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

Usage ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ **Type :** ☒ Residential ☐ Commercial

[illegible]

E-mail ID

[illegible]

Airtel

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

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

24 Ortel 25 You Telcom 26 Hathway 27 Others_____

Operator: 1
4 BSNL 5

State: **District**

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

Address:

Name of SDCA (only for surveyor):

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

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

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

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

<p>1. After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?</p>	<p><input type="radio"/> 1 Within 15 working days</p>	<p><input type="radio"/> 2 More than 15 working Days</p>
<p>2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?</p>	<p><input type="radio"/> 1 Very Dissatisfied</p>	<p><input type="radio"/> 2 Dissatisfied</p>
	<p><input type="radio"/> 3 Satisfied</p>	<p><input type="radio"/> 4 Very Satisfied</p>



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

B. BILLING RELATED - POSTPAID CUSTOMER

4. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied
	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied
5(a). How satisfied are you with the accuracy of the bills?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied
	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied
(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 in Q9(a)) 9(b) Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____

D. HELP SERVICE

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES

20. Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc. provided by the Broadband Service providers	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (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)) 22(b) Please specify the reason(s) for your dissatisfaction(INTERVIEWER TO ASK REASONS FOR DISSATISFACTION, RECORD THE VERBATIM)	1. _____ _____ 2. _____ _____ 3. _____ _____

H. GENERAL

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

24. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
25. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of? (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
26. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 32)
27. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.	<input type="checkbox"/> 1 No docket number received even on request <input type="checkbox"/> 2 No docket number received for most of the complaints <input type="checkbox"/> 3 Docket number received for most of the complaints
28. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
29. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
(Ask this question only if 1 OR 2 is coded in Q.29) 30. 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)
31. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 9 Not applicable

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

<p>(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>

THANK & TERMINATE