

# QUALITY OF SERVICE ASSESSMENT

## *Report of Survey for Basic Service (Wireline), Cellular Mobile (Wireless) and Broadband*

*for*

### **Mumbai Metro Circle**

#### **Assessment of:**

- (i) Customer Perception of Service and
- (ii) Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007

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Report Prepared for: TRAI

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## 1.1 PREFACE

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

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

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

In this concern, TRAI initiates study to assess the quality of telecom services every year. The study covers the whole India comprising four metros and three circles for Basic Wireline and Cellular services.

The main aim is to assess the quality of Basic service (wireline) and Cellular Mobile services as per the “**The Standard of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulation, 2009**”, notified by TRAI on 20<sup>th</sup> March 2009 and **Quality of Service of Broadband Service Regulation, 2006 (11 of 2006)** dated 6<sup>th</sup> Oct 2006.

In May 2007, TRAI had passed a regulation titled, “**Telecom Protection and Redressal of Grievances Regulation, 2007**”. The main objective of this regulation is to lay down the norms for the Operator of Basic service (Wireline), Cellular Mobile and Broadband services in order to handle the complaints of aggrieved customers.

The salient features of this regulation are listed below:

- I. Each Telecom Operators would be required:
  - a. To set up 24x7 Toll Free Call Centre
  - b. To appoint one or more Nodal Officer in each licensed service area
  - c. To appoint one or more Appellate Authority in each licensed service area.
- II. The information as above and also contact details of Nodal Officers and Appellate Authority to be widely publicized in national and local newspaper, sales outlets, web-site and back side of their Invoice/ Bills being sent to customers.
- III. Each Operator will be required to publish abridged version of “Manual of Practices” for their customers and also make available the same on their web-sites.
- IV. The call centre, Nodal Officers and Appellate Authorities would follow the time lines as given in TRAI regulations for redressal of the complaints.

Voluntary Organization in the interest of Consumer Education (VOICE), with registered office at, 441, Jangpura, Mathura Road, New Delhi was awarded the contract for the **West Zone** comprising four circles – Mumbai, Maharashtra including Goa, Gujarat, and Madhya Pradesh including Chattisgarh by Telecom Regulatory Authority of India (TRAI) on -----.

The present report covers the Mumbai Metro circle for all the three services

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<sup>1</sup> [www.trai.gov.in](http://www.trai.gov.in)



## 2. METHODOLOGY

### 2.1 Questionnaire Building Process

VOICE with other successful bidders – MDRA for East Zone, Market Pulse for North Zone and Spectrum Planning for South Zone – submitted their draft questionnaires to TRAI in the month of March 2011. TRAI organised consultation with all the successful bidders and accordingly some minor changes were done in all three sets of questionnaires for the year 2011.

The Basic service (Wireline) questionnaire (see **Annexure 1.1**) was based on 7 broad parameters and 33 questions related to consumer perception on quality of services and other 17 questions were related to consumer perception on Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007. The cellular mobile questionnaire contained 35 questions related to quality of service whereas 18 questions on implementation and effectiveness of redressal mechanism. In the case of Broadband, questionnaire was based on 7 broad parameters and 26 questions related to consumer perception on quality of service. Whereas, in the case of perception on Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007, broadband questionnaire had same number of questions as in Cellular Mobile.

Broad parameters to assess the customer perception on quality of Basic service (Wireline), Cellular Mobile and Broadband services are listed below:

#### 1.2.1 Basic Service (Wireline) and Cellular Mobile Telephone Service

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

#### 1.2.3 Broadband Service

	Customer perception of service	Benchmark
(i)	Customers satisfied with provision of services	≥ 90%
(ii)	Customers satisfied with billing performance	≥ 90%
(iii)	Customers satisfied with help services	≥ 90%
(iv)	Customers satisfied with network performance, reliability and availability	≥ 85%
(v)	Customers satisfied with maintainability	≥ 85%
(vi)	Customer satisfaction with offered supplementary services and Value Added Services	≥ 85%
(vii)	Customers satisfied Overall customer satisfaction	≥ 85%



## **2.2 Methodology to Calculate Customer Satisfaction on Broad Parameters.**

To measure the percentage of consumers satisfied on various QoS parameters a simple addition method were applied by taking in to account the sum of consumer who were either “Very satisfied” or “Satisfied” on particular parameter. Therefore, the proportion of sum total of “Very Satisfied” and “Satisfied” consumers were taken out from the total number of valid responses on the all questions of each of the broad parameter.

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

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

Where:

CS = % of satisfied consumers

A = (sum total of no. of subscribers who were “very satisfied” on each of the broad parameter + sum total of no. of subscribers who were “satisfied” on each of the broad parameter

N = Total sample size achieved

This implies that if all the customers are either “Very Satisfied” or “Satisfied” the operator can get a rating of 100%. On the other hand, if all the customers are “Dissatisfied” or “Very Dissatisfied”, the operator gets a score of 0%.

### **1.3.2 Comparison with the Benchmarking.**

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

The survey in the Mumbai Metro Circle, of all the three services, was done between July 2011 and September 2011. The present report, therefore, deals with Mumbai Metro Circle only.

## 2.3 SAMPLING METHODOLOGY

### 2.3.1 Basic Service (Wireline)

As per the tender document, survey agency was supposed to cover a total sample of 4,268 subscribers, to be divided among the four Operator. This is shown in the table below.

Name of the Operators	Target Sample*	Covered Sample
Bharti Airtel Ltd. (Bharti)	1067	1067
Rel Communication (Rel Com)	1067	1067
Tata Teleservices (TSL)	1067	1068
Mahangar Telephone Nigam Ltd, (MTNL)	1067	1067
<b>Total</b>	<b>4268</b>	<b>4269</b>

\*The above sample represents the total operator wise subscribers in Mumbai metro circle with 95% confidence level and 3% interval.

As per the tender document, survey agencies with the help of TRAI officials would select 5% of the total exchanges in a services area. Mumbai circle is divided in to 48 exchange areas. Which constitute 520 sub division- exchanges. Sub-division exchanges also function like a proper exchange under the main exchanges. Taking in to account sum of all the exchange areas and sub-division exchanges as the basis for selection of the exchanges, it was decided to spread the sample in to various zones of Mumbai on the basis number of all exchanges in that zone. This shown below:

Basic: Target Sample distribution of Mumbai in to exchange wise and Operator wise						
Name of Area/ Exchange		Total	MTNL	Bharti	Tata	Relcom
Total Sample		4268	1067	1067	1067	1067
Central		376	94	94	94	94
1	Gamdevi	88	22	22	22	22
2	Malabarhill	72	18	18	18	18
3	Mandvi	88	22	22	22	22
4	Mazgaon	88	22	22	22	22
5	Cumbalahill	40	10	10	10	10
East-I		444	111	111	111	111
6	Chembur	64	16	16	16	16
7	Mankhurd	132	33	33	33	33
8	Ghatkopar	116	29	29	29	29
9	Powai	132	33	33	33	33
East-II		420	105	105	105	105
10	Mulund	164	41	41	41	41
11	Thane Charai	172	43	43	43	43
12	Wagle Estate	84	21	21	21	21
Navi Mumbai		488	122	122	122	122
13	Belapur	116	29	29	29	29
14	Nerul	48	12	12	12	12
15	Panvel	40	10	10	10	10
16	Vashi	108	27	27	27	27
17	Turbhe	176	44	44	44	44
North		560	140	140	140	140
18	Byculla	64	16	16	16	16
19	Worli	108	27	27	27	27
20	Prabhadevi	108	27	27	27	27
21	Shivaji Park	24	6	6	6	6



Basic: Target Sample distribution of Mumbai in to exchange wise and Operator wise						
Name of Area/ Exchange		Total	MTNL	Bharti	Tata	Relcom
Total Sample		4268	1067	1067	1067	1067
22	Wadala	108	27	27	27	27
23	Sion	148	37	37	37	37
<b>South</b>		<b>460</b>	<b>115</b>	<b>115</b>	<b>115</b>	<b>115</b>
24	City	148	37	37	37	37
25	Cooperage	148	37	37	37	37
26	Kalbadevi	40	10	10	10	10
27	Fountain	92	23	23	23	23
28	Cuffe Parade	32	8	8	8	8
<b>West-I</b>		<b>544</b>	<b>136</b>	<b>136</b>	<b>136</b>	<b>136</b>
29	Bandra	116	29	29	29	29
30	Khar	72	18	18	18	18
31	Versova	88	22	22	22	22
32	Jogeshwari	32	8	8	8	8
33	Vile Parle	132	33	33	33	33
34	Vakola	40	10	10	10	10
35	Andheri	64	16	16	16	16
<b>West-II</b>		<b>468</b>	<b>117</b>	<b>117</b>	<b>117</b>	<b>117</b>
36	Goregaon	132	33	33	33	33
37	Gokuldham	32	8	8	8	8
38	Marol	168	42	42	42	42
39	Darpan	64	16	16	16	16
40	Sakinaka	32	8	8	8	8
41	Sakivihar	40	10	10	10	10
<b>West-III</b>		<b>508</b>	<b>127</b>	<b>127</b>	<b>127</b>	<b>127</b>
42	Malad	172	43	43	43	43
43	Kandivli	140	35	35	35	35
44	Borivli	80	20	20	20	20
45	Bhayander	116	29	29	29	29

### 2.3.1.1 Mode of interview

Two modes of interview were selected to cover the entire sample. Half of operator sample was covered through in-depth interview with the consumers' and other half was covered through telephonic interview using the technique of Computer Assisted Telephonic Interview (CATI). The sample breakup with the modes of interviews is shown below:

Mode Of Interview				
		CATI	In Person	Total
Bharti	Count	533	534	1067
	% age	50.00%	50.00%	100.00%
Reliance Comm	Count	533	534	1067
	% age	50.00%	50.00%	100.00%
TTSL	Count	534	534	1068
	% age	50.00%	50.00%	100.00%
MTNL	Count	534	533	1067
	% age	50.00%	50.00%	100.00%
<b>Total</b>	<b>Count</b>	<b>2134</b>	<b>2135</b>	<b>4269</b>
	<b>% age</b>	<b>50.00%</b>	<b>50.00%</b>	<b>100.00%</b>



### 2.3.1.2 Type wise sample distribution

None of the Service Providers had prepaid customers for their Basic Wire-line service. Hence all the postpaid customers were covered during the survey for each of the service providers.

### 2.3.2 Cellular Mobile

As per the tender document, survey agency was supposed to cover a total sample of 12,804 subscribers, to be divided among the twelve operators. This is shown in the table below:

Operators	Target Sample*	Covered Sample
Bharti (Bharti Limited)	1067	1072
Vodafone	1067	1067
MTNL (Mahanagar Telephone Nigam Limited)	1067	1067
Idea Cellular	1067	1074
Tata Teleservices	1067	1075
Aircel	1067	1067
Rel Comm (Reliance Communication)	1067	1067
Loop Mobile	1067	1068
Uninor	1067	1067
Sistema Shyam	1067	1067
Videocon	1067	0
Etisalat	1067	0
<b>Total</b>	<b>12,804</b>	<b>10,691</b>

\*The target sample represents the total operator wise subscribers in Mumbai metro circle with 95% confidence level and 3% interval.

However, the database shared by Videocon and Etisalat for carrying out telephonic interviews through CATI was outdated and majority of the customers were found to be using connections of other service providers. Also, none of the customers for these two service providers could be found while carrying out face to face interviews.

In the Mumbai metro circle, the entire Mumbai was considered for coverage area. Therefore, Operators wise sample was distributed in twenty four districts of Mumbai on the basis of their proportionate population. The following table shows the district/ area wise target sample distribution.

**Cellular Mobile: Target Sample distribution of Mumbai in to district wise and Operator wise**

Area	Population	% age	Loop Mobile	Vodafone	MTNL	Bharti	IDEA	Aircel	Uninor	Rel Com	Tata Tel	Videocon	Etisalat	Sistema Shyam	Total
Colaba	2,10,847	2%	19	19	19	19	19	19	19	19	19	19	19	19	190
Sanhurst Road	1,40,633	1%	13	13	13	13	13	13	13	13	13	13	13	13	130
Marine Lines	2,02,922	2%	18	18	18	18	18	18	18	18	18	18	18	18	180
Grant Road	3,82,841	3%	34	34	34	34	34	34	34	34	34	34	34	34	340
Byculla	4,40,335	4%	39	39	39	39	39	39	39	39	39	39	39	39	390
Parel	3,96,122	3%	35	35	35	35	35	35	35	35	35	35	35	35	350
Matunga	5,24,393	4%	47	47	47	47	47	47	47	47	47	47	47	47	470
Elphinstone	4,57,931	4%	41	41	41	41	41	41	41	41	41	41	41	41	410





**Cellular Mobile: Target Sample distribution of Mumbai in to district wise and Operator wise**

Area	Population	% age	Loop Mobile	Vodafone	MTNL	Bharti	IDEA	Aircel	Uninor	Rel Com	Tata Tel	Videocon	Etisalat	Sistema Shyam	Total
Dadar/Plaza	5,82,007	5%	52	52	52	52	52	52	52	52	52	52	52	52	520
Khar/Santacruz	5,80,835	5%	52	52	52	52	52	52	52	52	52	52	52	52	520
Bandra	3,37,391	3%	30	30	30	30	30	30	30	30	30	30	30	30	300
Andheri (East)	8,10,002	7%	72	72	72	72	72	72	72	72	72	72	72	72	720
Andheri (West)	7,00,680	6%	62	62	62	62	62	62	62	62	62	62	62	62	620
Kurla	7,78,218	6%	69	69	69	69	69	69	69	69	69	69	69	69	690
Chembur East	6,74,850	6%	60	60	60	60	60	60	60	60	60	60	60	60	600
Chembur West	4,14,040	3%	37	37	37	37	37	37	37	37	37	37	37	37	370
Ghatkopar	6,19,556	5%	55	55	55	55	55	55	55	55	55	55	55	55	550
Goregaon	4,37,849	4%	39	39	39	39	39	39	39	39	39	39	39	39	390
Malad	7,96,775	7%	71	71	71	71	71	71	71	71	71	71	71	71	710
Kandivalli	5,89,886	5%	53	53	53	53	53	53	53	53	53	53	53	53	530
Borivali West	5,13,077	4%	46	46	46	46	46	46	46	46	46	46	46	46	460
Dahisar	3,63,827	3%	32	32	32	32	32	32	32	32	32	32	32	32	320
Bhandup	6,91,227	6%	62	62	62	62	62	62	62	62	62	62	62	62	620
Mulund	3,30,195	3%	29	29	29	29	29	29	29	29	29	29	29	29	290
	<b>1,19,76,439</b>	<b>100%</b>	<b>1067</b>	<b>1067</b>	<b>1067</b>	<b>1067</b>	<b>1067</b>	<b>1067</b>	<b>1067</b>	<b>1067</b>	<b>1067</b>	<b>1067</b>	<b>1067</b>	<b>1067</b>	<b>12,804</b>

Note: Mumbai population: 13,182, 976 (Census of India 2001), similar source for other areas.

Figures has been suitably adjusted to avoid rounding problem

### 2.3.2.1 Mode of interview

Two modes of interview were selected to cover the entire sample. Half of the operators sample was covered through in-depth interview with the consumers and other half through telephonic interview using the technique of Computer Assisted Telephonic interview (CATI). The following table shows the operator wise sample covered during the survey, using both the modes of interview.

Mumbai Metro circle: Operator wise sample distribution with mode of interview				
		Telephonic	In-Person	Total
Bharati	Count	535	538	1072
	% age	50.0%	50.0%	100.0%
Reliance	Count	534	533	1067
	% age	50.0%	50.0%	100.0%
Tata Teleservices	Count	540	535	1075
	% age	50.0%	50.0%	100.0%
Idea Cellular	Count	537	537	1074
	% age	50.0%	50.0%	100.0%
Vodafone	Count	534	533	1067
	% age	50.0%	50.0%	100.0%
Sistema Shyam/ MTS	Count	534	533	1067
	% age	50.0%	50.0%	100.0%
Aircel	Count	534	533	1067
	% age	50.0%	50.0%	100.0%
Loop Mobile	Count	534	534	1068
	% age	50.0%	50.0%	100.0%
MTNL	Count	534	533	1067
	% age	50.0%	50.0%	100.0%



Mumbai Metro circle: Operator wise sample distribution with mode of interview				
		Telephonic	In-Person	Total
Uninor	Count	534	533	1067
	% age	50.0%	50.0%	100.0%
Total	Count	5350	5342	10691
	% age	50.0%	50.0%	100.0%

### 2.3.2.2 Type wise sample distribution

The operator wise sample was further divided in to pre-paid and post paid segment. The operator wise ratio of pre paid and post paid subscriber base was organized with the help of nodal officer appointed for each of the operators. The following table shows the operator wise pre-paid and post-paid division of sample.

Mumbai Metro circle: Operator wise and user type wise sample distribution				
		Postpaid	Prepaid	Total
Bharati	Count	304	768	1072
	% age	28.4%	71.6%	100.0%
Reliance	Count	405	662	1067
	% age	38.0%	62.0%	100.0%
Tata Teleservices	Count	320	755	1075
	% age	29.8%	70.2%	100.0%
Idea Cellular	Count	75	999	1074
	% age	7.0%	93.0%	100.0%
Vodafone	Count	245	822	1067
	% age	23.0%	77.0%	100.0%
Sistema Shyam/ MTS	Count	20	1047	1067
	% age	1.9%	98.1%	100.0%
Aircel	Count	213	854	1067
	% age	20.0%	80.0%	100.0%
Loop Mobile	Count	107	961	1068
	% age	10.0%	90.0%	100.0%
MTNL	Count	854	213	1067
	% age	80.0%	20.0%	100.0%
Uninor	Count	0	1067	1067
	% age	0.0%	100.0%	100.0%
Total	Count	2543	8148	10691
	% age	23.8%	76.2%	100.0%

### 2.3.3 Broadband

In the case of Broadband, survey agency was required to obtain from Broadband operators, Central ISP Node and total number of subscribers in each circle and then work out the sample to be covered. However in the case of Metro circles, it was decided to cover the entire Mumbai area. Broadband subscribers were contacted in order to understand their number of subscribers and point of presence. Based on the number of subscribers the sample size was ascertained on the basis 95% confidence level and 3% confidence interval.

Operators	Target Sample*	Covered Sample
Bharti Airtel Ltd. (Bharti)	1067	1067
Rel Communications (Rel Comm)	1067	1068
Mahanagar Telephone Nigam Ltd. (MTNL)	1067	1068
Sify	1067	1067
Hathway	1067	1067
You Telecom	1067	1067
Tata Comm	1067	1082
Tata teleservices	1067	1067

Operators	Target Sample*	Covered Sample
Spectra Net	748	748
Syscon	1067	1067
Tikhona	1067	1067
D-Vois	1028	1029
Five Network	1025	1025
Ankhnet	1067	0
<b>Total</b>	<b>14538</b>	<b>13489</b>

\*The target sample represents the total operator wise subscribers in the Mumbai with 95% confidence level and 3% confidence interval.

During the course of survey it was found that Ankhnet Informations have closed their service. This was also by their officials Dr. Ajay Kumar Khosla (Director) of Ankhnet Informations. As per the information provide by him, he has also submitted the relevant documents to TRAI have for the same.

**2.3.3.1 Mode of Interview:** As per the tender document, **at least** 50% of the observations/ interviews shall be based on personal interview basis and up to 50% through email or by developing web based applications. VOICE, accordingly sent emails to the database of the operator wise subscribers received from few operators and also the VOICE internal data base. However, as the number of responses to the email sent was very low, it was mutually decided with the consultation of TRAI officials that instead of sending e-mails, CATI would be used for the remaining 50% of the interviews. The following table shows the actual operators wise sample covered with the mode of interview.

Mumbai Metro circle: Operator wise sample distribution with mode of interviews				
		CATI	In Person	Total
Bharti	Count	533	534	1067
	% age	50.0%	50.0%	100.0%
Rel Comm	Count	534	534	1068
	% age	50.0%	50.0%	100.0%
Tata Communications	Count	539	543	1082
	% age	49.8%	50.2%	100.0%
Sify	Count	533	534	1067
	% age	50.0%	50.0%	100.0%
Hathway	Count	532	535	1067
	% age	49.9%	50.1%	100.0%
Tata teleservices	Count	532	535	1067
	% age	49.9%	50.1%	100.0%
You Telecom	Count	533	534	1067
	% age	50.0%	50.0%	100.0%
Spactranet	Count	373	375	748
	% age	49.9%	50.1%	100.0%
Syscon	Count	533	534	1067
	% age	50.0%	50.0%	100.0%
Tikona	Count	533	534	1067
	% age	50.0%	50.0%	100.0%
MTNL	Count	532	536	1068
	% age	49.8%	50.2%	100.0%
Five Network Solutions	Count	511	514	1025
	% age	49.9%	50.1%	100.0%
D-Vois Broadband	Count	514	515	1029
	% age	50.0%	50.0%	100.0%
Total	Count	6732	6757	13489
	% age	49.9%	50.1%	100.0%



### 2.3.3.2 Type wise sample distribution

The operator wise sample was further divided in to pre-paid and post paid segment. The operator wise ratio of pre paid and post paid subscriber base was organized with the help of nodal officer appointed for each of the operators. The following table shows the operator wise pre-paid and post-paid division of sample.

Mumbai Metro circle: Operator wise and user type wise sample distribution				
		Postpaid	Prepaid	Total
Bharti	Count	1067	0	1067
	% age	100.0%	0.0%	100.0%
Rel Comm	Count	1068	0	1068
	% age	100.0%	0.0%	100.0%
Tata Communications	Count	459	623	1082
	% age	42.4%	57.6%	100.0%
Sify	Count	0	1067	1067
	% age	0.0%	100.0%	100.0%
Hathway	Count	459	608	1067
	% age	43.0%	57.0%	100.0%
Tata teleservices	Count	1067	0	1067
	% age	100.0%	0.0%	100.0%
You Telecom	Count	96	971	1067
	% age	9.0%	91.0%	100.0%
Spactranet	Count	37	711	748
	% age	4.9%	95.1%	100.0%
Syscon	Count	0	1067	1067
	% age	0.0%	100.0%	100.0%
Tikona	Count	1067	0	1067
	% age	100.0%	0.0%	100.0%
MTNL	Count	1068	0	1068
	% age	100.0%	0.0%	100.0%
Five Network Solutions	Count	0	1025	1025
	% age	0.0%	100.0%	100.0%
D-Vois Broadband	Count	0	1029	1029
	% age	0.0%	100.0%	100.0%
Total	Count	6388	7101	13489
	% age	47.4%	52.6%	100.0%



## 2.4 SAMPLE CHARACTERISTICS

### 2.4.1 Basic Wire-line Service

#### 2.4.1.1 Gender Profile

Gender Profile				
		Male	Female	Total
Bharti	Count	909	158	1067
	% age	85.2%	14.8%	100.0%
Reliance Comm	Count	1009	58	1067
	% age	94.6%	5.4%	100.0%
TTSL	Count	940	128	1068
	% age	88.0%	12.0%	100.0%
MTNL	Count	886	181	1067
	% age	83.0%	17.0%	100.0%
Total	Count	3744	525	4269
	% age	87.7%	12.3%	100.0%

- Altogether 4269 basic wire-line customers were covered in Mumbai
- Of them 3744 (87.7%) were males and remaining 525 (12.3%) were females.
- Highest percentage of males were from Reliance Communications (94.6%), followed by Tata Teleservices (88.0%)
- Lowest percentage of males were from MTNL (83.0%)

#### 2.4.1.2 Age Profile

Age Profile						
		Less than 25	25-34	35-44	More than 45	Total
Bharti	Count	100	571	343	53	1067
	% age	9.40%	53.50%	32.10%	5.00%	100.00%
Reliance Comm	Count	29	638	300	100	1067
	% age	2.70%	59.80%	28.10%	9.40%	100.00%
TTSL	Count	31	665	361	11	1068
	% age	2.90%	62.30%	33.80%	1.00%	100.00%
MTNL	Count	19	625	367	56	1067
	% age	1.80%	58.60%	34.40%	5.20%	100.00%
Total	Count	179	2499	1371	220	4269
	% age	4.20%	58.50%	32.10%	5.20%	100.00%

- Altogether 4269 basic wire-line customers were covered in Mumbai
- Of them major proportion belonged to the age group 25-34 years (58.5%), followed by 35-44 years (32.1%).
- 5.2% of the total sample was more than 45 years of age and remaining 4.2% were less than 25 years.

#### 2.4.1.3 Occupational Structure

Occupational Structure							
		Service	Business/self employed	Student	Housewife	Retired	Total
Bharti	Count	363	415	196	62	31	1067
	% age	34.0%	38.9%	18.4%	5.8%	2.9%	100.0%
Reliance Comm	Count	750	268	25	24	0	1067
	% age	70.3%	25.1%	2.3%	2.2%	0.0%	100.0%
TTSL	Count	422	457	80	107	2	1068
	% age	39.5%	42.8%	7.5%	10.0%	0.2%	100.0%
MTNL	Count	547	395	19	82	24	1067
	% age	51.3%	37.0%	1.8%	7.7%	2.2%	100.0%
Total	Count	2082	1535	320	275	57	4269
	% age	48.8%	36.0%	7.5%	6.4%	1.3%	100.0%

- Altogether 4269 basic wire-line customers were covered in Mumbai
- Of them majority were from Service class (48.8%), followed by Businessman/self-employed (36.0%).
- 7.5% of the sample was students, 6.4% were housewives and remaining 1.3% were retired personnel.



#### 2.4.1.4 Usage Type

Usage Type				
		Residential	Commercial	Total
Bharti	Count	300	767	1067
	% age	28.1%	71.9%	100.0%
Reliance Comm	Count	547	520	1067
	% age	51.3%	48.7%	100.0%
TTSL	Count	182	886	1068
	% age	17.0%	83.0%	100.0%
MTNL	Count	946	121	1067
	% age	88.7%	11.3%	100.0%
Total	Count	1975	2294	4269
	% age	46.3%	53.7%	100.0%

- Altogether 4269 basic wire-line customers were covered in Mumbai
- Around 46.3% of the sample covered was residential and 53.7% were using it for commercial purpose.
- Amongst the respondents using the basic wire-line service for commercial purpose, majority were from Tata Teleservices (83.0%0, followed by Bharti (71.9%).
- On the other hand, only 11.3% of the respondents of MTNL were using this service for commercial purpose

#### 2.4.2 Cellular Service

##### 2.4.2.1 Gender Profile

Gender				
Service Provider		Male	Female	Total
Bharati	Count	941	131	1072
	% age	87.8%	12.2%	100.0%
Reliance	Count	895	172	1067
	% age	83.9%	16.1%	100.0%
Tata Indicom	Count	940	135	1075
	% age	87.4%	12.6%	100.0%
Idea Cellular	Count	914	160	1074
	% age	85.1%	14.9%	100.0%
Vodafone	Count	866	201	1067
	% age	81.2%	18.8%	100.0%
Sistema Shyam	Count	920	147	1067
	% age	86.2%	13.8%	100.0%
Aircel	Count	893	174	1067
	% age	83.7%	16.3%	100.0%
Loop Mobile	Count	921	147	1068
	% age	86.2%	13.8%	100.0%
MTNL	Count	981	86	1067
	% age	91.9%	8.1%	100.0%
Uninor	Count	959	108	1067
	% age	89.9%	10.1%	100.0%
Total	Count	9230	1461	10691
	% age	86.3%	13.7%	100.0%

- Altogether 10691 cellular customers were covered in Mumbai
- Of them 9230 (86.3%) were males and remaining 1461 (13.7%) were females.
- Highest percentage of males were from MTNL (91.9%), followed by Uninor (89.9%)
- Lowest percentage of males were from Vodafone (81.2%) followed by Aircel (83.7%)



## 2.4.2.2 Age Profile

Age of repondents						
Service Provider		Less than 25	25-34	35-44	More than 45	Total
Bharati	Count	74	531	360	107	1072
	% age	6.9%	49.5%	33.6%	10.0%	100.0%
Reliance	Count	150	517	305	95	1067
	% age	14.10%	48.50%	28.60%	8.90%	100.00%
Tata Indicom	Count	113	519	361	82	1075
	% age	10.5%	48.3%	33.6%	7.6%	100.0%
Idea Cellular	Count	196	513	311	54	1074
	% age	18.2%	47.8%	29.0%	5.0%	100.0%
Vodafone	Count	176	500	297	94	1067
	% age	16.5%	46.9%	27.8%	8.8%	100.0%
Sistema Shyam	Count	179	512	293	83	1067
	% age	16.8%	48.0%	27.5%	7.8%	100.0%
Aircel	Count	159	567	270	71	1067
	% age	14.9%	53.1%	25.3%	6.7%	100.0%
Loop Mobile	Count	125	511	364	68	1068
	% age	11.7%	47.8%	34.1%	6.4%	100.0%
MTNL	Count	76	517	353	121	1067
	% age	7.10%	48.50%	33.10%	11.30%	100.00%
Uninor	Count	135	493	345	94	1067
	% age	12.7%	46.2%	32.3%	8.8%	100.0%
<b>Total</b>	<b>Count</b>	<b>1383</b>	<b>5180</b>	<b>3259</b>	<b>869</b>	<b>10691</b>
	<b>% age</b>	<b>12.9%</b>	<b>48.5%</b>	<b>30.5%</b>	<b>8.1%</b>	<b>100.0%</b>

- Altogether 10691 cellular customers were covered in Mumbai
- Of them major proportion belonged to the age group 25-34 years (48.5%), followed by 35-44 years (30.5%).
- 8.1% of the total samples were more than 45 years of age and remaining 12.9% were less than 25 years.
- Amongst the age group of 25-34 years majority were from Aircel (53.1%), followed by Bharti (49.5%)

## 2.4.2.3 Occupational Structure

Occupation of respondents							
Service Provider	Service	Business/ Self employed	Student	Housewife	Retired	Total	
Bharati	Count	643	305	40	74	10	1072
	% age	60.0%	28.5%	3.7%	6.9%	0.9%	100.0%
Reliance	Count	568	304	90	84	21	1067
	% age	53.2%	28.5%	8.4%	7.9%	2.0%	100.0%
Tata Indicom	Count	449	419	121	67	19	1075
	% age	41.8%	39.0%	11.3%	6.2%	1.8%	100.0%
Idea Cellular	Count	720	157	105	89	3	1074
	% age	67.0%	14.6%	9.8%	8.3%	0.3%	100.0%
Vodafone	Count	633	217	97	100	20	1067
	% age	59.3%	20.3%	9.1%	9.4%	1.9%	100.0%
Sistema Shyam	Count	568	323	86	66	24	1067
	% age	53.2%	30.3%	8.1%	6.2%	2.2%	100.0%
Aircel	Count	601	265	101	70	30	1067
	% age	56.3%	24.8%	9.5%	6.6%	2.8%	100.0%
Loop Mobile	Count	583	305	102	41	37	1068
	% age	54.6%	28.6%	9.6%	3.8%	3.5%	100.0%



Occupation of respondents							
Service Provider		Service	Business/ Self employed	Student	Housewife	Retired	Total
MTNL	Count	658	326	44	28	11	1067
	% age	61.7%	30.6%	4.1%	2.6%	1.0%	100.0%
Uninor	Count	526	404	75	42	20	1067
	% age	49.3%	37.9%	7.0%	3.9%	1.9%	100.0%
Total	Count	5949	3025	861	661	195	10691
	% age	55.6%	28.3%	8.1%	6.2%	1.8%	100.0%

- Altogether 10691 cellular customers were covered in Mumbai
- Of them majority were from Service class (55.6%), followed by Businessman/self employed (28.3%).
- 8.1% of the sample was students, 6.2% were housewives and remaining 1.8% were retired personnel.
- Amongst service class, majority were from Idea Cellular (67.0%), followed by MTNL (61.7%)
- Amongst the business class majority were using the cellular service of Tata Teleservices (39.0%), followed by Uninor (37.9%)

#### 2.4.2.4 Usage Type

Usage type				
Service Provider		Residential	Commercial	Total
Bharati	Count	894	178	1072
	% age	83.4%	16.6%	100.0%
Reliance	Count	986	81	1067
	% age	92.4%	7.6%	100.0%
Tata Indicom	Count	975	100	1075
	% age	90.7%	9.3%	100.0%
Idea Cellular	Count	1000	74	1074
	% age	93.1%	6.9%	100.0%
Vodafone	Count	1033	34	1067
	% age	96.8%	3.2%	100.0%
Sistema Shyam	Count	1003	64	1067
	% age	94.0%	6.0%	100.0%
Aircel	Count	1042	25	1067
	% age	97.7%	2.3%	100.0%
Loop Mobile	Count	991	77	1068
	% age	92.8%	7.2%	100.0%
MTNL	Count	787	280	1067
	% age	73.8%	26.2%	100.0%
Uninor	Count	1030	37	1067
	% age	96.5%	3.5%	100.0%
<b>Total</b>	<b>Count</b>	<b>9741</b>	<b>950</b>	<b>10691</b>
	<b>% age</b>	<b>91.1%</b>	<b>8.9%</b>	<b>100.0%</b>

- Altogether 10691 cellular customers were covered in Mumbai
- Around 91.1% of the sample covered was residential and 8.9% were using it for commercial purpose.
- Amongst those using it for residential purpose majority were from Aircel (97.7%), followed by Vodafone (96.8%)
- On the other hand, majority of the respondents who were using it for commercial purpose were from MTNL (26.2%), followed by Bharti (16.6%)





## 2.4.3 Broadband service

### 2.4.3.1 Gender Profile

Gender Profile				
		Male	Female	Total
Bharti	Count	923	144	1067
	% age	86.5%	13.5%	100.0%
Reliance	Count	900	168	1068
	% age	84.3%	15.7%	100.0%
Tata Comm	Count	1003	79	1082
	% age	92.7%	7.3%	100.0%
Sify	Count	955	112	1067
	% age	89.5%	10.5%	100.0%
Hathway	Count	894	173	1067
	% age	83.8%	16.2%	100.0%
Tata Tele	Count	1012	55	1067
	% age	94.8%	5.2%	100.0%
You Telecom	Count	911	156	1067
	% age	85.4%	14.6%	100.0%
Spectranet	Count	661	87	748
	% age	88.4%	11.6%	100.0%
Syscon	Count	979	88	1067
	% age	91.8%	8.2%	100.0%
Tikona	Count	998	69	1067
	% age	93.5%	6.5%	100.0%
MTNL	Count	883	185	1068
	% age	82.7%	17.3%	100.0%
Five Network	Count	888	137	1025
	% age	86.6%	13.4%	100.0%
D-Vois	Count	935	94	1029
	% age	90.9%	9.1%	100.0%
Total	Count	11942	1547	13489
	% age	88.5%	11.5%	100.0%

- Altogether 13489 broadband customers were covered in Mumbai Metro Circle
- Of them 11942 (88.5%) were males and remaining 1547 (11.5%) were females.
- Highest percentage of males were covered in Tata teleservices (94.8%), followed by Tikona (93.5%)
- The lowest percentage of males were covered in MTNL (82.7%) followed by Hathway (83.8%)

### 2.4.3.2 Age Profile

Age Profile						
		Less than 25	25-34	35-44	More than 45	Total
Bharti	Count	138	486	341	102	1067
	% age	12.9%	45.5%	32.0%	9.6%	100.0%
Reliance	Count	140	526	320	82	1068
	% age	13.1%	49.3%	30.0%	7.7%	100.0%
Tata Comm	Count	53	524	381	124	1082
	% age	4.9%	48.4%	35.2%	11.5%	100.0%
Sify	Count	67	427	428	145	1067



Age Profile						
		Less than 25	25-34	35-44	More than 45	Total
	% age	6.3%	40.0%	40.1%	13.6%	100.0%
	Count	65	511	441	50	1067
Hathway	% age	6.1%	47.9%	41.3%	4.7%	100.0%
	Count	134	380	425	128	1067
Tata Tele	% age	12.6%	35.6%	39.8%	12.0%	100.0%
	Count	457	264	332	14	1067
You Telecom	% age	42.8%	24.7%	31.1%	1.3%	100.0%
	Count	161	302	271	14	748
Spectranet	% age	21.5%	40.4%	36.2%	1.9%	100.0%
	Count	0	582	482	3	1067
Syscon	% age	0.0%	54.5%	45.2%	0.3%	100.0%
	Count	49	559	145	314	1067
Tikona	% age	4.6%	52.4%	13.6%	29.4%	100.0%
	Count	48	392	291	337	1068
MTNL	% age	4.5%	36.7%	27.2%	31.6%	100.0%
	Count	51	672	267	35	1025
Five Network	% age	5.0%	65.6%	26.0%	3.4%	100.0%
	Count	0	372	595	62	1029
D-Vois	% age	0.0%	36.2%	57.8%	6.0%	100.0%
	Count	1363	5997	4719	1410	13489
Total	% age	10.1%	44.5%	35.0%	10.5%	100.0%

- Altogether 13489 broadband customers were covered in Mumbai Metro Circle
- Of them major proportion belonged to the age group 25-34 years (44.5%), followed by 35-44 years (35.0%).
- 10.5% of the total samples were more than 45 years of age and remaining 10.1% were less than 25 years.
- Amongst the age group of 25-34 years majority were from Five Networks (65.6%), followed by Syscon (54.5%)

### 2.4.3.3 Occupational Structure

Occupational Structure							
		Service	Business/ self employee	Student	Housewife	Retired	Total
Bharti	Count	444	353	178	22	70	1067
	% age	41.6%	33.1%	16.7%	2.1%	6.6%	100.0%
Reliance	Count	404	391	189	61	23	1068
	% age	37.8%	36.6%	17.7%	5.7%	2.2%	100.0%
Tata Comm	Count	642	347	42	21	30	1082
	% age	59.3%	32.1%	3.9%	1.9%	2.8%	100.0%
Sify	Count	760	258	27	11	11	1067
	% age	71.2%	24.2%	2.5%	1.0%	1.0%	100.0%
Hathway	Count	476	442	85	51	13	1067
	% age	44.6%	41.4%	8.0%	4.8%	1.2%	100.0%
Tata Tele	Count	373	576	90	16	12	1067
	% age	35.0%	54.0%	8.4%	1.5%	1.1%	100.0%
You Telecom	Count	430	308	279	43	7	1067
	% age	40.3%	28.9%	26.1%	4.0%	0.7%	100.0%
Spectranet	Count	385	279	72	12	0	748
	% age	51.5%	37.3%	9.6%	1.6%	0.0%	100.0%
Syscon	Count	313	388	336	30	0	1067
	% age	29.3%	36.4%	31.5%	2.8%	0.0%	100.0%
Tikona	Count	363	636	26	32	10	1067
	% age	34.0%	59.6%	2.4%	3.0%	0.9%	100.0%
MTNL	Count	510	377	28	132	21	1068



Occupational Structure							
		Service	Business/ self employee	Student	Housewife	Retired	Total
Five Network	% age	47.8%	35.3%	2.6%	12.4%	2.0%	100.0%
	Count	749	217	34	19	6	1025
	% age	73.1%	21.2%	3.3%	1.9%	0.6%	100.0%
D-Vois	Count	618	402	0	8	1	1029
	% age	60.1%	39.1%	0.0%	0.8%	0.1%	100.0%
Total	Count	6467	4974	1386	458	204	13489
	% age	47.9%	36.9%	10.3%	3.4%	1.5%	100.0%

- Altogether 13489 broadband customers were covered in Mumbai Metro Circle
- Of them majority were from Service class (47.9%), followed by Businessman/self employed (36.9%).
- 10.3% of the sample was students, 63.4% were housewives and remaining 1.5% were retired personnel.
- Amongst the service class majority were from Five Network (73.1%), followed by Sify (71.2%).
- Similarly, in the business class majority were from Tikona (59.6%)
- Major proportion of the students was using Syscon Broadband service.

#### 2.4.3.4 Usage Type

Usage Type				
		Residential	Commercial	Total
Bharti	Count	85	982	1067
	% age	8.00%	92.00%	100.00%
Reliance	Count	669	399	1068
	% age	62.60%	37.40%	100.00%
Tata Comm	Count	559	523	1082
	% age	51.70%	48.30%	100.00%
Sify	Count	757	310	1067
	% age	70.90%	29.10%	100.00%
Hathway	Count	781	286	1067
	% age	73.20%	26.80%	100.00%
Tata Tele	Count	217	850	1067
	% age	20.30%	79.70%	100.00%
You Telecom	Count	913	154	1067
	% age	85.60%	14.40%	100.00%
Spectranet	Count	664	84	748
	% age	88.80%	11.20%	100.00%
Syscon	Count	566	501	1067
	% age	53.00%	47.00%	100.00%
Tikona	Count	434	633	1067
	% age	40.70%	59.30%	100.00%
MTNL	Count	288	780	1068
	% age	27.00%	73.00%	100.00%
Five Network	Count	308	717	1025
	% age	30.00%	70.00%	100.00%
D-Vois	Count	1029	0	1029
	% age	100.00%	0.00%	100.00%
Total	Count	7270	6219	13489
	% age	53.90%	46.10%	100.00%

- Altogether 13489 broadband customers were covered in Mumbai Metro Circle
- Around 53.9% of the sample covered was residential and 46.1% were using it for commercial purpose.
- All the respondents of D-Vois were using it for residential purpose
- Apart from D-Vois, amongst residential, majority were from Spectranet (88.8%) followed by You Telecom (85.6%)



### 3. EXECUTIVE SUMMARY

#### 3.1 Customer Satisfaction Survey -Basic Service (Wireline)

Subscribers' perception of Basic (wireline) service was assessed for "7" defined parameters through 33 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 17 questions. As regard to the **Mumbai metro circle** performance of operators, operators are able to meet the prescribed parameters' benchmark with respect to quality of service. However, none of the operators were able to meet all the prescribed parameters of performance. The findings with respect to major parameters on quality of service are as follows:

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

The customer perception of overall satisfaction level is quite good in Mumbai metro circle as **all the 4 operators met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 98.3% to 100.0%.
- The **highest** percentages of **customers satisfied** were found with Rel Com and Tata Teleservices at 100.0% each
- The lowest percentages of customers satisfied were found with MTNL at 98.3%, followed by Bharti at 98.8%.

##### 3.1.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is fair in Mumbai metro circle as out of 4 operators **only one of them – Bharti – did not meet the benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 87.7% to 97.8%.
- The **highest** percentage of **customers satisfied** were found with Rel Comm (97.8%) followed by MTNL at 97.7% and Tata Teleservices (97.3%).
- The lowest percentages of customers satisfied were found with Bharti at 87.7%.

##### 3.1.3: Billing (Benchmark >95%)

None of the service providers had prepaid customers. Hence, the survey was conducted only for post-paid customers. **All the operators met the benchmark of 95%**.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 97.4% to 99.9%
- The **highest percentage of satisfied consumers** with billing services was achieved by Bharti with 99.9% followed by MTNL (99.2%) and Rel Comm (97.9%)
- The **lowest percentage of satisfied consumers** with billing service in the **pre-paid segment** was achieved by Tata Teleservices with 97.4%.



### 3.1.4: Maintainability (Benchmark >95%)

The customer perception of the parameter maintainability is poor in Mumbai metro circle as out of 4 operators none of them met the benchmark of 95%.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 83.3% to 89.7%.
- The **highest percentage of customers satisfied** were found with Rel Comm (89.7%) followed by MTNL (86.8%) and Bharti at 86.3%.
- The lowest percentages of customers satisfied were found with Tata Teleservices at 83.3%.

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

The customer perception of the parameter help service/ customer care is good in Mumbai metro circle as **all the operators met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 90.2% to 99.3%.
- The **highest percentage of customers satisfied** were found with Rel Comm (99.3%) followed by Bharti with 98.3% and Tata Teleservices with 97.1%.
- The lowest percentages of customers satisfied were found with MTNL at 90.2%.

### 3.1.6: Consumers Protection and Redressal of Grievances

- Awareness level was found to be substantial in the case of call centre/ customer care help line numbers as this was reported by over 9 out of 10 consumers surveyed.
- Awareness about the contact details of nodal officer was found among 5.3% of the consumers surveyed, with maximum in the case of Bharti (11.6%).
- Similarly there has not been any marked improvement in the case of awareness about the contact details of Appellate authority only 2.6% reported so. Again maximum in the case of Bharti (9.3%)
- Highest numbers of complaints to the call centre, within last six months, were made by Bharti subscribers (27.3%).
- Overall only 17.3% confirmed that they received the docket number of most of their complaints. This was reported highest in the case of Bharti (24.1%), followed by MTNL (18%)



### 3.2 Customer Satisfaction Survey (Cellular Mobile)

Subscribers' perception of cellular service was assessed for "7" defined parameters through 35 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 15 questions. As regard to the **Mumbai metro circle** performance of operators, very few of the operators are meeting the prescribed parameters' benchmark with respect to quality of service. None of the operators were able to meet all the prescribed parameters of performance. The findings with respect to major parameters on quality of service are as follows:

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

The customer perception of overall satisfaction level is modest in Mumbai metro circle as **7 out of 10 operators met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 82.2% to 98.9%.
- The **highest** percentage of **customers satisfied** were found with Vodafone (98.9%) followed by Idea (98.6%) and Aircel (97.4%).
- The lowest percentages of customers satisfied were found with Bharti at 82.2%, followed by Uninor (88.2%) and MTNL (89.9%).

#### 3.2.2: Network Performance (Benchmark >95%)

The customer perception of the network performance parameter is poor in Mumbai metro circle as only 3 out of 10 operators **met the benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 77.5% to 95.8%.
- The **highest** percentages of **customers satisfied** were found with Idea (95.8%) followed by Vodafone (95.5%) and MTNL (95.3%).
- The lowest customer percentages of customers satisfied were found with Bharti (77.5%) followed by Uninor (92.5%).

#### 3.2.3: Billing (Benchmark >95%)

The survey was conducted separately for post-paid and pre-paid customers. In the case of **pre paid services** **all the operators met the benchmark of 95%**. However, in the case of **post paid**, MTS was far below the **benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators, in the case of **pre-paid segment**, ranged from 95.2% to 99.8% Whereas in the case of **post-paid**, it ranged from 90.89% to 99.7%
- The **highest percentage of satisfied consumers** with billing services, in **pre-paid segment** was achieved by MTNL with 99.8%, followed by Bharti (99.0%), Idea (99.0%) and MTS (99.0%). In the case of **post paid segment** the highest percentage of satisfied consumer was also attained by Loop with 99.7% followed by Idea (99.6%).
- The **lowest percentage of satisfied consumers** with billing service in the **pre-paid segment** was achieved by Tata with 95.2% followed by Loop (96.4%) and Uninor (97.6%). In the case of **post-**



**paid segment the lowest percentage of consumers** was attained by MTS with 90.8%, followed by Vodafone (95.4%) and Aircel (95.9%).

### 3.2.4: Maintainability (Benchmark >95%)

While recording the customer perception on maintainability parameter in Mumbai metro circle it was found that 4 out of 10 operators **did not meet the benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 81.0% to 97.4%.
- The **highest percentage of customers satisfied** were found with Vodafone (97.4%) followed by MTNL (96.0%).
- The lowest percentages of customers satisfied were found with Bharti at 81.0%, followed by Loop (92.1%), Uninor (94.0%) and MTS (94.9%).

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

The customer perception of the parameter help service/ customer care is poor in Mumbai metro circle as **none of the operators could meet the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 84.6% to 89.9%.
- The **highest percentage of customers satisfied** were found with Vodafone (89.9%) followed by Bharti (89.5%).
- The lowest percentages of customers satisfied were found with MTNL at 84.6%, followed by Uninor (85.2%) and Tata Teleservices (85.9%).

### 3.2.6: Supplementary services (Benchmark >90%)

The customer perception of the supplementary services parameter is not satisfactory in Mumbai metro circle as 5 out of 10 operators **-met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 84.8% to 93.2%.
- The **highest percentages of customers satisfied** were found with Vodafone (93.2%) followed by Rel Comm (93.0%), Aircel (92.7%), MTNL (92.7%) and Idea (92.4%).
- The lowest customer percentages of customers satisfied were found with Tata Teleservices (82.4%) followed by MTNL (85.6%).

### 3.2.7: Consumers Protection and Redressal of Grievances

- Awareness level was found to be high in the case of call centre/ customer care help line numbers as this was reported by 94.8% of consumers surveyed.
- Awareness about the contact details of nodal officer was also found bit higher ( as compared to basic services) as this was reported by 14.1% of the consumers surveyed, with maximum in the case of Aircel (29%), followed by the new entrants, Sistema Shyam (24.5%) and Loop mobile (20%).
- However, the awareness about contact detail of the Appellate Authority was found amongst only 7.6% with maximum at 14.8% (Sistema Shyam).





- Highest number of complaints to the call centre, within last six months, were made by Aircel subscribers (27.4%), followed by Reliance (15.9%).
- Overall only 29.7% confirmed that they received the docket number of most of their complaints. This was reported highest in the case of Loop Mobile (49.5) and lowest from Bharti (11.4%).

### 3.3 Customer Satisfaction Survey (Broadband)

Subscribers' perception of Basic (wireline) service was assessed for "7" defined parameters through 26 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 18 questions. As regard to the **Mumbai metro circle** performance of operators, very few of the operators are meeting the prescribed parameters' benchmark with respect to quality of service. None of the operators were able to meet all the prescribed parameters of performance. The findings with respect to major parameters on quality of service are as follows:

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

The customer perception of overall service is quite good in Mumbai metro circle as **all the 13 operators met the benchmark of 85%**.

- In terms of **customer satisfied**, the achievement level of the operators ranged from 87.8% to 96.9%.
- The **highest** percentages of **customers satisfied** were found with Hathway at 96.9% followed by Spectranet (95.7%)
- The lowest percentages of customers satisfied were found with Bharti at 87.8%, followed by Tikona at 91.1%.

#### 3.3.2: Network Performance (Benchmark >85%)

The customer perception of the parameter network performance is fair in Mumbai metro circle as ten out of thirteen operators are meeting the **benchmark of 85%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 80.2% to 95.1%.
- The **highest customers satisfied** were found with Tata Teleservices (95.1%) followed by Hathway (93.3%)
- The lowest customers satisfied were found with Bharti at 80.2%.

#### 3.3.3: Billing (Benchmark >90%)

The survey was conducted separately for post-paid and pre-paid customers. In the case of **pre paid services seven out of eight operators providing prepaid services were able to meet the benchmark of 90%**. However, in the case of **post paid, six out of nine operators providing postpaid services met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators, in the case of pre-paid segment, ranged from 84.0% to 99.1%. Whereas in the case of post-paid, it ranged from 81.2% to 98.8%
- The **highest percentage of satisfied consumers** with billing services, in **pre-paid segment** was achieved by Sify with 99.1%, followed by Hathway (98.1%). In the case of **post paid segment** the





highest percentage of satisfied consumers was attained by You Telecom with 98.8% followed by Reliance (92.8%) and Spectranet (92.8%)

- The **lowest percentage of satisfied consumers** with billing service in the **pre-paid segment** was achieved by Five Network with 84.0%. In the case of **post-paid segment** the **lowest percentage of consumers** was attained by Tikona with 81.2%.

### 3.3.4: Maintainability (Benchmark >85%)

The customer perception of the parameter maintainability is poor in Mumbai metro circle as none of the operators met the benchmark of 85%.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 53.8% to 81.4%.
- The **highest percentage of satisfied consumers** with maintainability was achieved by Reliance with 81.4%, followed by Hathway (80.8%).
- The lowest percentages of customers satisfied were found with Five Network at 53.8%.

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

The customer perception of the parameter help service/ customer care is fair in Mumbai metro circle as **eight operators could meet the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 80.0% to 100.0%.
- The **highest percentage of customers satisfied** were found with Tata Communications (100.0%) followed by You Telecom (99.5%) and Reliance (99.1%)
- The lowest percentages of customers satisfied were found with MTNL at 80.0%.

### 3.3.6: Consumers Protection and Redressal of Grievances

- Awareness level was found quite high in the case of call centre/ customer care help line numbers as this was reported by almost 93% of consumers surveyed.
- Awareness about the contact details of nodal officer was found among 16.2% of the consumers surveyed, with maximum in the case of Spectranet (34%) and minimum in the case of D Vois (5.2%).
- There has been some improvement in the case of awareness about the contact details of Appellate authority as this was reported by 11% of the broadband subscribers surveyed
- Highest numbers of complaints to the call centre, within last six months, were made by Tata Indicom subscribers (29.2%). None of the subscribers of Spectranet, Syscon and D Vois had lodged any complaint to the call center in the last six months.
- Overall only 35.5% confirmed that they received the docket number for most of their complaints. This was reported by around 66% of complainants of Tikona.



## **4 DETAIL REPORT**



## 4.1 PERFORMANCE COMPLIANCE

### 4.1.1 PERFORMANCE COMPLIANCE CSS – Basic Service (Wireline), Mumbai Circle

The following table shows the performance of Basic service operators in Mumbai Metro Circle on various parameters.

Basic Service (Wireline) (MERO CIRCLE - MUMBAI) - Parameter Based Performance Compliance									
Name of the Operator	Sample Size	Customers Satisfied With Provision of service	Customers satisfied with Billing performance		Customers satisfied with Help Services	Customers satisfied with Network performance reliability and availability	Customers satisfied with Maintain-ability	Customers Satisfied with Supple-mentary services	Customers satisfied with overall services
			Postpaid	Prepaid					
Benchmark		>90%	>95%	>95%	>90%	>95%	>95%	>90%	>90%
METRO CIRCLE – MUMBAI									
Bharti	1067	98.8%	99.9%	-	98.3%	87.7%	86.3%	95.8%	99.4%
Rel Comm	1067	100.0%	97.9%	-	99.3%	97.8%	89.7%	96.6%	99.5%
Tata Teleservices	1068	100.0%	97.4%	-	97.1%	97.3%	83.3%	97.3%	99.5%
MTNL	1067	98.3%	99.2%	-	90.2%	97.7%	86.8%	85.2%	99.3%

- The analysis reveal that in terms of meeting the benchmark, the performance of **Reliance Communications and Tata Teleservices** was better than other two operators in Mumbai metro circle. Reliance and Tata were able to meet benchmark criteria on 6 out of 7 parameters. However on the issue of **maintainability** it was not able to achieve the 95% benchmark.
- Reliance and Tata were followed by MTNL and Bharti. Their performance on 5 of the parameter was better as they were able to meet the benchmark. While **both** the operators were not able to achieve the desired benchmark standard on **maintainability**, **MTNL** was not able to meet the benchmark on **supplementary services** and **Bharti** on **Network performance**.

The analysis reveals that, Reliance followed by Tata Teleservices, were above MTNL and Bharti in providing basic wire-line services.

#### 4.1.2 PERFORMANCE COMPLIANCE CSS – Cellular Mobile, Mumbai Circle

The following table shows the performance of cellular operators in Mumbai Metro Circle on various parameters.

CSS Cellular (MERO CIRCLE - MUMBAI) - Parameter Based Performance Compliance									
Name of the Operator	Sample Size	Customers Satisfied With Provision of service	Customers satisfied with Billing performance		Customers satisfied with Help Services	Customers satisfied with Network performance reliability and availability	Customers satisfied with Maintainability	Customers Satisfied with Supplementary services	Customers satisfied with overall services
			Postpaid	Prepaid					
	Benchmark	>90%	>95%	>95%	>90%	>95%	>95%	>90%	>90%
METRO CIRCLE – MUMBAI									
<b>Bharti</b>	1067	99.4%	99.4%	99.0%	89.5%	77.5%	81.0%	85.7%	82.2%
<b>Rel Comm</b>	1067	99.3%	96.5%	98.7%	87.3%	93.2%	95.5%	93.0%	93.9%
<b>TTSL</b>	1067	95.9%	98.6%	95.2%	85.9%	93.1%	95.7%	86.4%	93.0%
<b>Idea</b>	1067	99.6%	99.6%	99.0%	89.2%	95.8%	95.4%	92.4%	98.6%
<b>Vodafone</b>	1067	99.8%	95.4%	98.2%	89.9%	95.5%	97.4%	93.2%	98.9%
<b>MTS</b>	1067	99.7%	90.8%	99.0%	89.1%	94.8%	94.9%	85.7%	90.7%
<b>Aircel</b>	1067	99.4%	95.9%	98.2%	89.6%	94.5%	95.0%	92.7%	97.4%
<b>Loop</b>	1067	97.6%	99.7%	96.4%	89.0%	94.3%	92.1%	88.1%	92.1%
<b>MTNL</b>	1067	99.5%	97.2%	99.8%	84.6%	95.3%	96.0%	92.7%	89.9%
<b>Uninor</b>	1067	98.3%		97.6%	85.2%	92.5%	94.0%	84.8%	88.2%

- The analysis reveal that in terms of meeting the benchmark, the performance of **Vodafone and Idea** were better than other 8 operators in Mumbai metro circle. Vodafone and Idea were able to meet benchmark criteria on 7 out of 8 parameters. However on the issue of **help services** their performance was not able to achieve the 90% benchmark.
- Other operators were not able to meet the benchmark on most of the parameters. Bharti was able to meet the benchmark only on 3 parameters, namely, provision of service, pre and post paid billing services.
- The new operator, who has entered in Mumbai at the beginning of the year 20011, **Uninor**, was able to meet benchmark on only two parameters. Another new operator, **MTS**, was however able to meet the benchmark in three parameters.

The analysis reveals that, Vodafone and Idea are the only 2 operators whose services are apparently far better than other 8 operators in Mumbai Metro Circle. The other operators were not able to meet performance benchmark on most of the parameters set by the TRAI.

#### 4.1.3 PERFORMANCE COMPLIANCE CSS – Broadband, Mumbai Metro Circle

The following table shows the performance of broadband operators in Mumbai Metro Circle on various parameters.

Broadband (MERO CIRCLE - MUMBAI) - Parameter Based Performance Compliance									
Name of the Operator	Sample Size	Customers Satisfied With Provision of service	Customers satisfied with Billing performance		Customers satisfied with Help Services	Customers satisfied with Network performance reliability and availability	Customers satisfied with Maintainability	Customers Satisfied with Supplementary services	Customers satisfied with overall services
			Postpaid	Prepaid					
Benchmark		90%	90%	90%	90%	85%	85%	85%	85%
METRO CIRCLE – MUMBAI									
Bharti	1067	92.4%	89.9%		91.6%	80.2%	75.3%	89.6%	87.8%
Reliance	1068	95.8%	92.8%		99.1%	89.0%	81.4%	90.3%	93.9%
Tata Comm	1082	94.7%	91.5%	94.2%	100.0%	86.9%	76.2%	92.8%	92.7%
Sify	1067	97.7%		99.1%	98.9%	89.8%	78.4%	95.9%	94.2%
Hathway	1067	98.6%	95.8%	98.1%	98.8%	93.3%	80.8%	98.0%	96.9%
Tata Tele	1067	97.8%	92.4%		98.2%	95.1%	69.3%	87.3%	95.6%
You Telecom	1067	97.0%	98.8%	92.3%	99.5%	89.8%	78.2%	95.6%	95.6%
Spectranet	748	96.4%	92.8%	95.3%	95.5%	87.4%	65.6%	95.3%	95.7%
Syscon	1067	90.8%		94.5%	86.6%	84.9%	70.3%	95.0%	94.8%
Tikona	1067	90.5%	81.2%		86.1%	85.8%	75.5%	91.7%	91.1%
MTNL	1068	95.8%	83.9%		80.0%	86.4%	72.7%	88.0%	95.6%
Five Network	1025	83.9%		84.0%	85.4%	84.8%	53.8%	87.3%	92.2%
D-Vois	1029	85.0%		94.0%		88.6%	66.2%	93.5%	95.2%

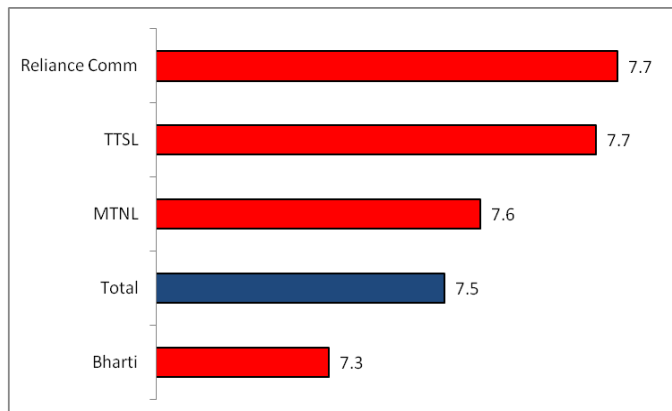
- The analysis reveal that in terms of meeting the benchmark, the performance of **Reliance, Hathway** was better than other eleven operators in Mumbai metro circle. Reliance and Hathway were able to meet benchmark criteria on 7 out of 8 parameters.
- Reliance and Hathway were followed by Tata Communications, Sify, Tata Teleservices and You Telecom who were also able to meet the benchmark on all but one parameter – maintainability.
- However, **Five Network** was able to meet the benchmark criteria on only 2 parameters.

The analysis reveals that, performance of Reliance and Hathway in broadband services was comparatively better than other eleven operators in Mumbai Metro circle.



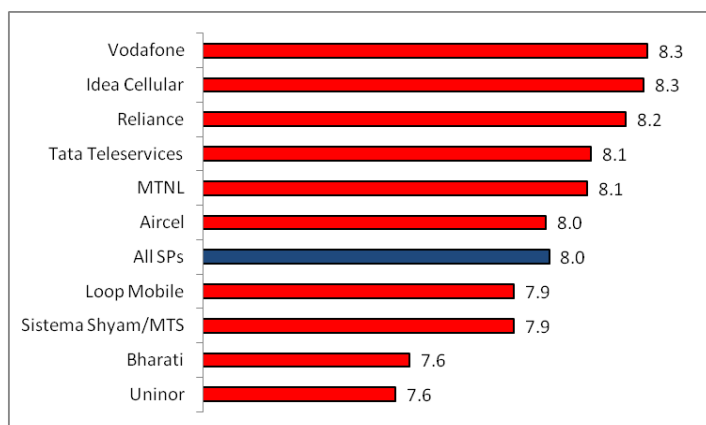
## 4.1.4 Overall rating of SPs

### 4.1.4.1 Basic Wire-line Service



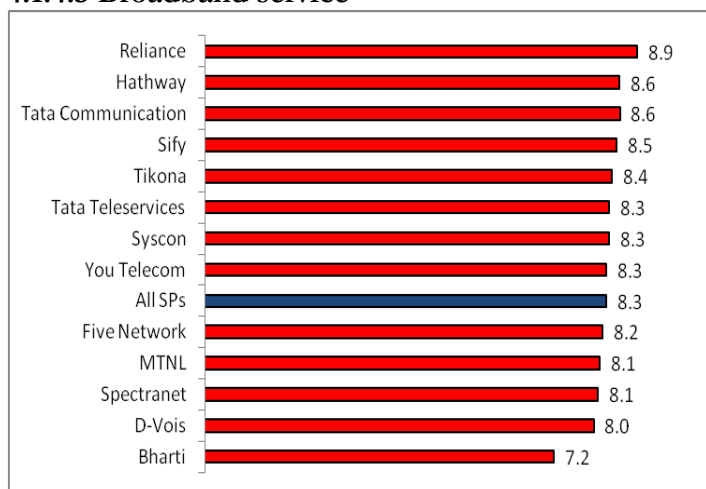
- Audit was conducted for 4 operators providing basic wire-line services in Mumbai
- Overall ratings, on a scale of 1-10, where 10 is very good and 1 is very bad, reveals that Reliance Communications and Tata Teleservices with a mean score of 7.7 each comes first followed by MTNL (7.6)
- Bharti was the only service provider scoring less than the average score attained by all the service providers.

### 4.1.4.2 Cellular service



- Audit was conducted for 10 operators providing cellular services in Mumbai
- Overall ratings, on a scale of 1-10, where 10 is very good and 1 is very bad, reveals that Vodafone and Idea with a mean score of 8.3 comes first followed by Reliance (8.2) and Tata Teleservices and MTNL (8.1 each)
- 4 out of 10 of the service providers scored less than the average score attained by all the service providers.

### 4.1.4.3 Broadband service



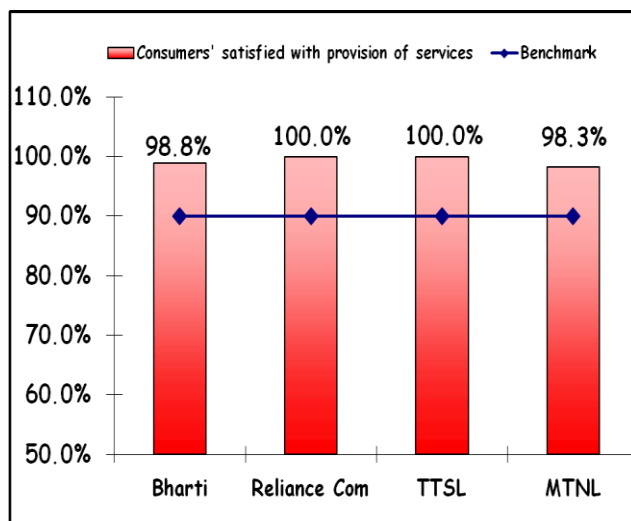
- Audit was conducted for 13 operators providing broadband services and 13489 customers using broadband service in Mumbai
- Overall ratings, on a scale of 1-10, where 10 is very good and 1 is very bad, reveals that Reliance with a mean score of 8.9 comes first followed by Hathway and Tata Comm (8.6 each)
- 5 out of 13 of the service providers scored less than the average score attained by all the service providers.

## **4.2 Graphical Presentation**



## 4.2.1 BASIC WIRE LINE - METRO CIRCLE (MUMBAI)

### 4.2.1.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES

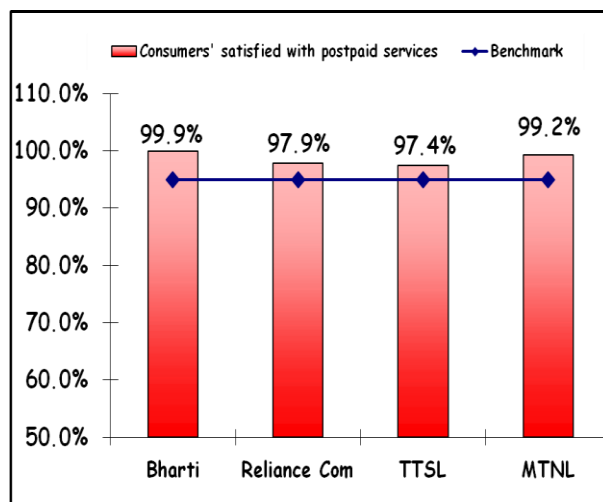


- Audit was conducted for 4 operators providing basic wire-line services in Mumbai.
- All the operators were found meeting the benchmark of >90%.
- Percentage of customers satisfied with the provision of services attained by all the four operators ranged from 98.3% to 100.0%
- All the customers of Reliance and Tata Teleservices were satisfied with the provision of services.
- The lowest percentage of customers satisfied were with MTNL (98.3%)

### 4.2.1.2 CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES

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

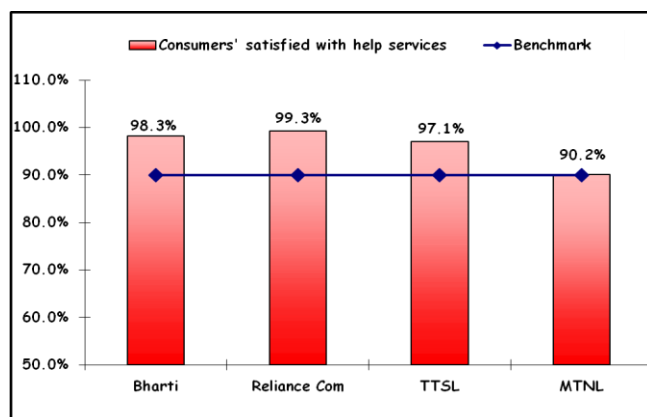
### 4.2.1.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES



- Audit was conducted for 4 operators providing basic wire-line services in Mumbai.
- All the operators were meeting the benchmark of >95%.
- Percentage of satisfied consumers among all operators ranged from 97.4% to 99.9%
- Highest percentage of satisfied consumers were found in the case of Bharti (99.9%), followed by MTNL (99.2%) and Rel Comm (97.9%).
- The lowest percentage of satisfied consumers was attained by of Tata (97.4%)

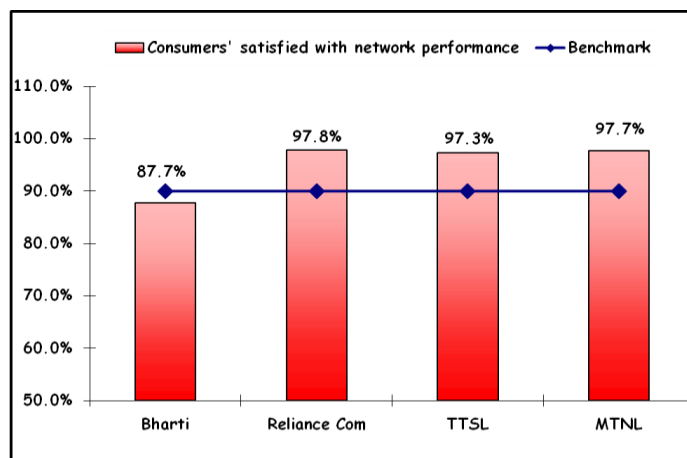


#### 4.2.1.4 SATISFIED WITH HELP SERVICES



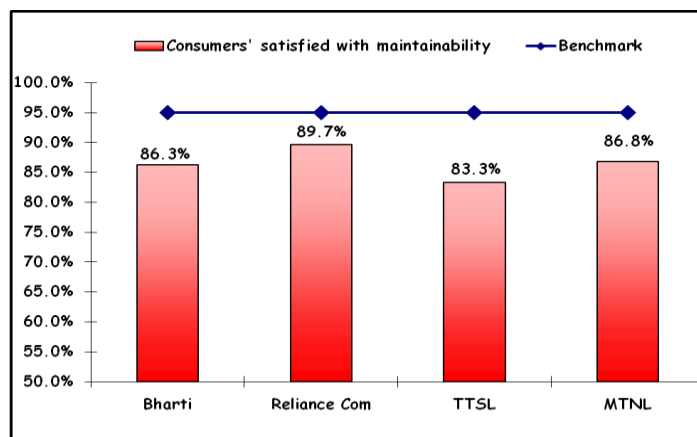
- Audit was conducted for 4 operators providing basic wire-line services in Mumbai.
- All the operators were meeting the benchmark of >90%.
- Percentage of Customer satisfied with the help services ranged from 90.2% to 99.3%
- Highest percentage of satisfied consumers were with Reliance (99.3%), followed by Bharti (98.3%) and Tata Teleservices (97.1%).
- The lowest percentage of satisfied consumers was attained by of MTNL (90.2%)

#### 4.2.1.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



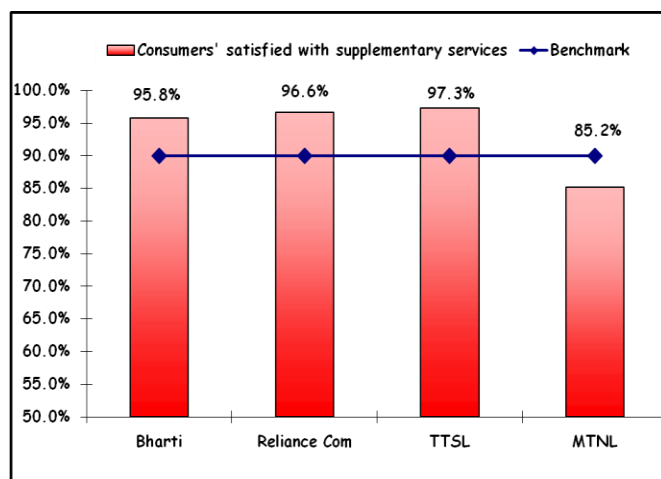
- Audit was conducted for 4 operators providing basic wireline services in Mumbai.
- Only one operator – Bharti - was not meeting the benchmark of >95%.
- Percentage of Customer satisfied with the network performance ranged from 87.7% to 97.8%
- Highest percentage of satisfied consumers were in the case of Rel Comm (97.8%), followed by MTNL (97.7%) and Tata (97.3%).
- The lowest percentage of satisfied consumers was attained by of Bharti (87.7%)

#### 4.2.1.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



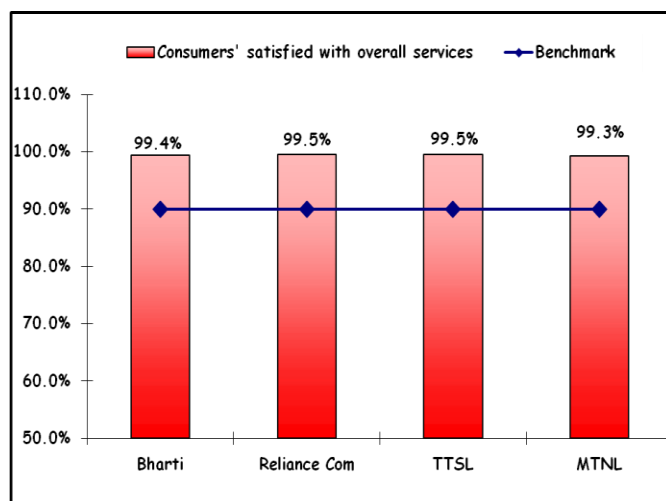
- Audit was conducted for 4 operators providing basic wire-line services in Mumbai.
- None of the operator was found meeting the benchmark of >95%.
- Percentage of Customer satisfied with the network performance ranged from 83.3% to 89.7%
- Highest percentage of satisfied consumers were found with Rel Comm (89.7%), followed by MTNL (86.8%) and Bharti (86.3% each).
- The lowest percentage of satisfied consumers was attained by of Tata Teleservices (83.3%)

#### 4.2.1.7 SATISFIED WITH SUPPLEMENTARY SERVICES



- Audit was conducted for 4 operators providing basic wire-line services in Mumbai.
- All, except MTNL, were found to be meeting the benchmark of >90%.
- Percentage of Customer satisfied with the supplementary services ranged from 85.2% to 97.3%
- Highest percentage of satisfied consumers were found in the case of Tata Teleservices (97.3%), followed by Rel Comm (96.6%) and Bharti (95.8%).
- The lowest percentage of satisfied consumers were found in the case of MTNL (85.2%)

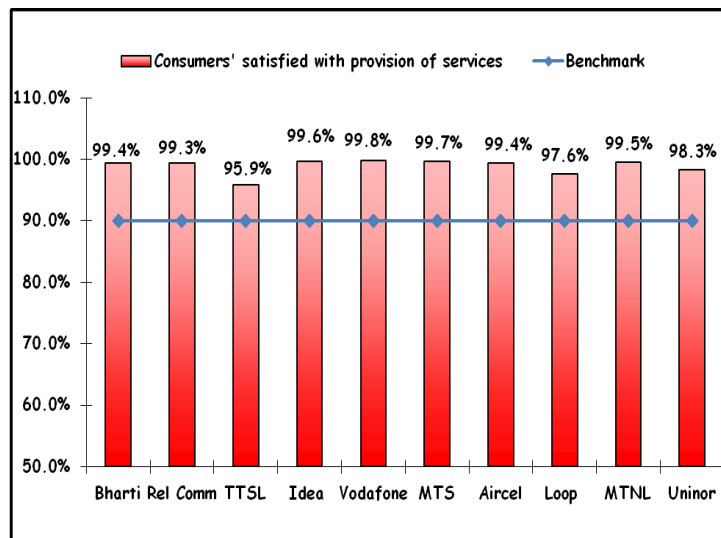
#### 4.2.1.8 CUSTOMERS SATISFIED WITH OVERALL SERVICES



- Audit was conducted for 4 operators providing basic wire-line services in Mumbai.
- All the operators were found meeting the benchmark of >90%
- Percentage of Customer satisfied with the overall services ranged from 99.3% to 99.5%
- Highest percentage of satisfied customers were found in the case of Reliance comm. and Tata Teleservices (99.5% each), followed by Bharti (99.4%).
- Whereas, the lowest percentage of satisfied customers were in the case of MTNL (99.3%).

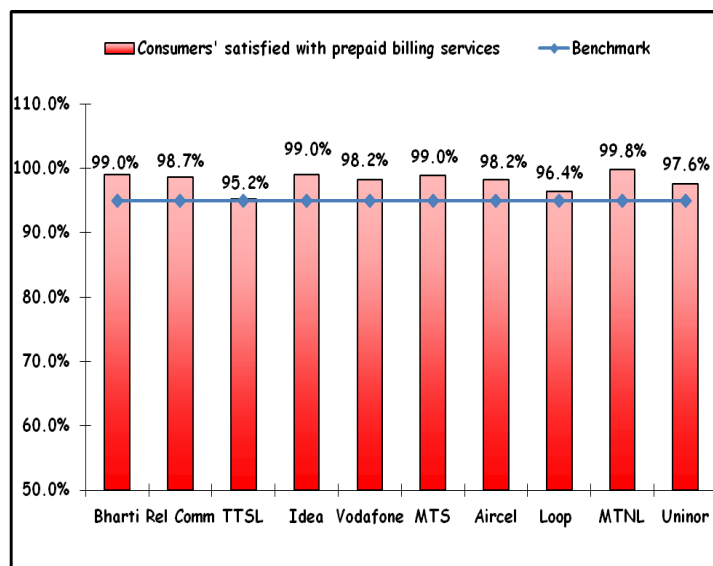
## 4.2.2 CELLULAR SERVICE - METRO CIRCLE (MUMBAI)

### 4.2.2.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



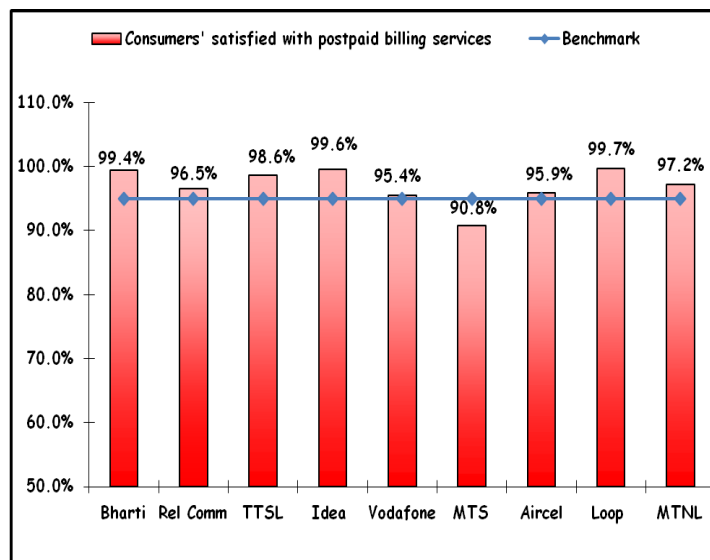
- Audit was conducted for 10 operators providing cellular services in Mumbai.
- All operators were found to be meeting the benchmark of >90%.
- Percentage of consumers satisfied with the provision of services attained by all the ten operators ranged from 95.9% to 99.8%
- Highest percentage of consumers satisfied was found with Vodafone (99.8%).
- The lowest percentage of satisfied consumers was attained by of TTSL (95.9%)

### 4.2.2.2 CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES



- Audit was conducted for 10 operators providing cellular services in Delhi.
- All the operators were found to be meeting the benchmark of >95%.
- Percentages of satisfied consumer by all the operators ranged from 95.2% to 99.8%
- Highest percentages of customers satisfied were found with MTNL (99.8%), followed by Bharti, MTS and Idea (99.0% each)
- The lowest percentage of satisfied consumers was attained by TTSL (95.2%) followed by Loop Mobile (96.4%) and Rel Comm (98.7%).

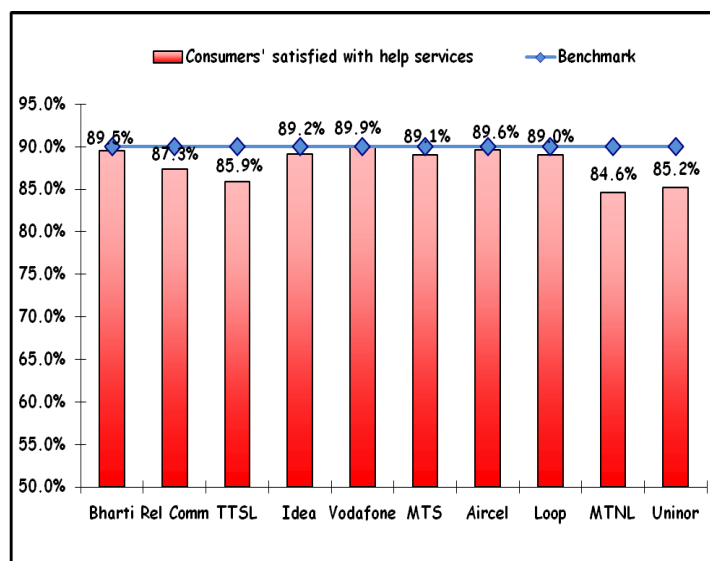
#### 4.2.2.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES



\*Uninor does not provide postpaid cellular services

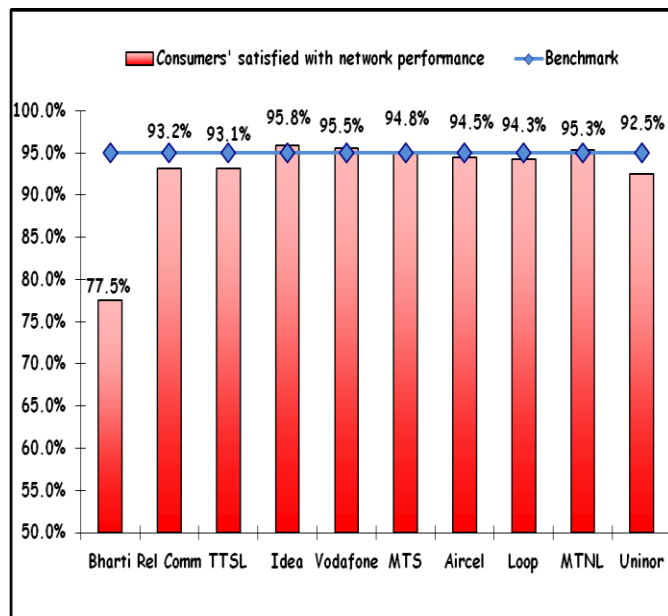
- Audit was conducted for 10 operators providing cellular services in Mumbai.
- All except one operator, were found to be meeting the benchmark of >95%.
- Sistema Shyam (MTS) was the only operator not meeting the benchmark.
- Percentage of satisfied consumers by all the ten operators ranged from 90.8% to 99.7%
- Highest percentage of satisfied consumers were found with Loop (99.7%), followed by Idea (99.6%) and Bharti (99.4%).
- The lowest percentage of satisfied consumers was attained by MTS (90.8%) followed by Vodafone (95.4%) and Rel Comm (96.5%)

#### 4.2.2.4 SATISFIED WITH HELP SERVICES



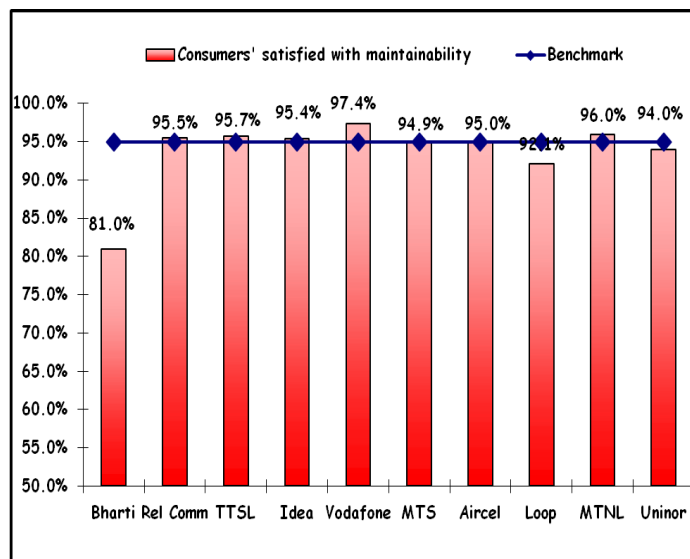
- Audit was conducted for 10 operators providing cellular services in Mumbai.
- None of the operators were found to be meeting the benchmark of >90%.
- Percentage of consumer satisfied by all the ten operators ranged from 84.6% to 89.9%
- The lowest percentage of satisfied consumers was attained by of MTNL (84.6%) followed by Uninor (85.2%), Tata Teleservices (85.9%), and Rel Comm (87.3%)

#### 4.2.2.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



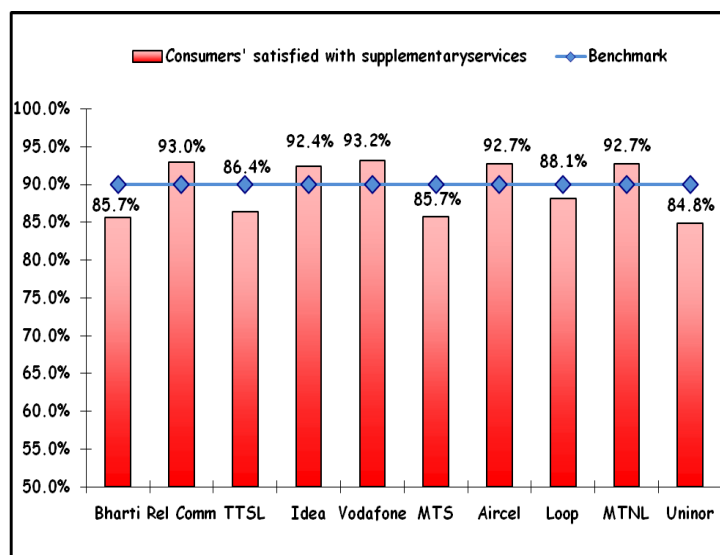
- Audit was conducted for 10 operators providing cellular services in Mumbai.
- Idea, Vodafone and MTNL, were found to be meeting the benchmark of >95%.
- Percentages of customers satisfied by all the operators ranged from 77.5% to 95.8%
- Highest percentages of customers satisfied were found with Idea (95.8%), followed by Vodafone (95.5%).
- The lowest percentage of satisfied consumers was attained by of Bharti (77.5%) followed by Uninor (92.5%), TTSL (93.1%) and Rel Comm (93.2%)

#### 4.2.2.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



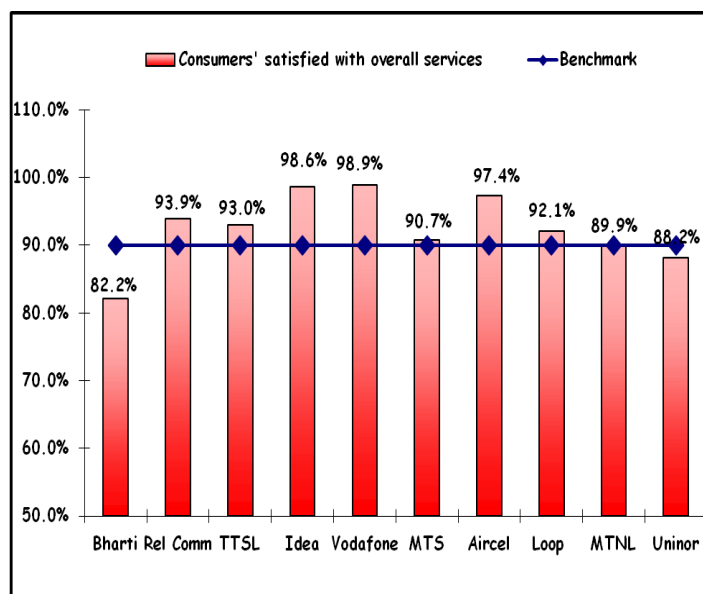
- Audit was conducted for 10 operators providing cellular services in Mumbai.
- Four of the operators, Bharti, Loop, MTS and Uninor, were not found to be meeting the benchmark of >95%.
- Percentage of satisfied consumers by all the ten operators ranged from 81.0% to 97.4%
- Highest percentage of consumers satisfied was with Vodafone (97.4%).
- The lowest percentage of satisfied consumers were with Bharti (81.0%) followed by Loop (92.1%) and Uninor (94.0%).

#### 4.2.2.7 SATISFIED WITH SUPPLEMENTARY SERVICES



- Audit was conducted for 10 operators providing cellular services in Mumbai.
- Rel Comm, Idea, Vodafone, Aircel and MTNL were found to be meeting the benchmark of >90%.
- Percentage of consumers satisfied by all the ten operators ranged from 84.8% to 93.2%
- Highest percentage of consumers satisfied were found with Vodafone (93.2%), followed by Rel Comm (93.0%).
- The lowest percentage of satisfied consumers was attained by of Uninor (84.8%) followed by MTS (85.7%), Bharti (85.7%) and TTSL (86.4%)

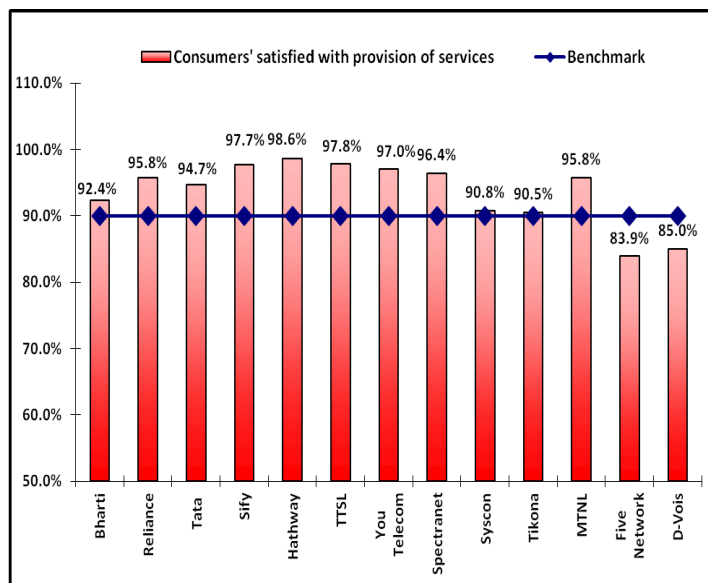
#### 4.2.2.8 CUSTOMERS SATISFIED WITH OVERALL SERVICES



- Audit was conducted for 10 operators providing cellular services in Mumbai.
- Eight out of ten operators were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied by all the operators ranged from 82.2% to 98.9%
- Highest level of satisfaction was found by the consumers of Vodafone (98.9%), followed by Idea (98.6%).
- The lowest percentage of satisfied consumers was attained by of Bharti (82.2%) followed by Uninor (88.2%), MTNL (90%), MTS (90.7%) and Loop (92.1%)

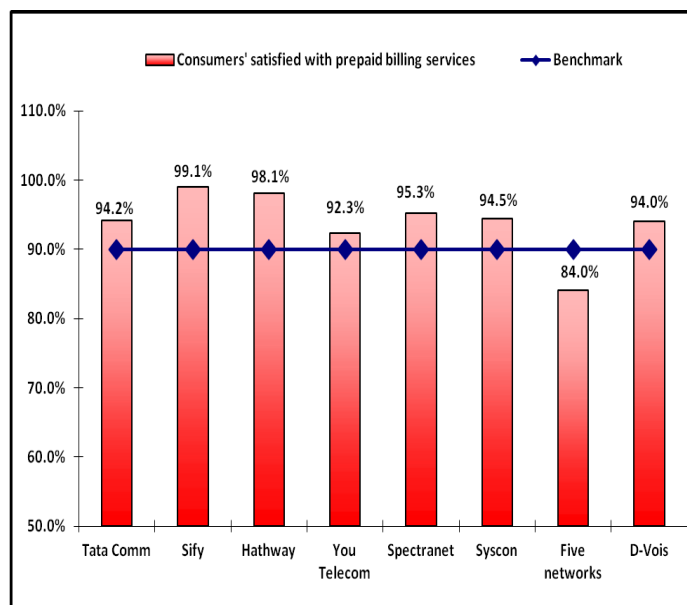
### 4.2.3 Broadband services – Metro Circle (Mumbai)

#### 4.2.3.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



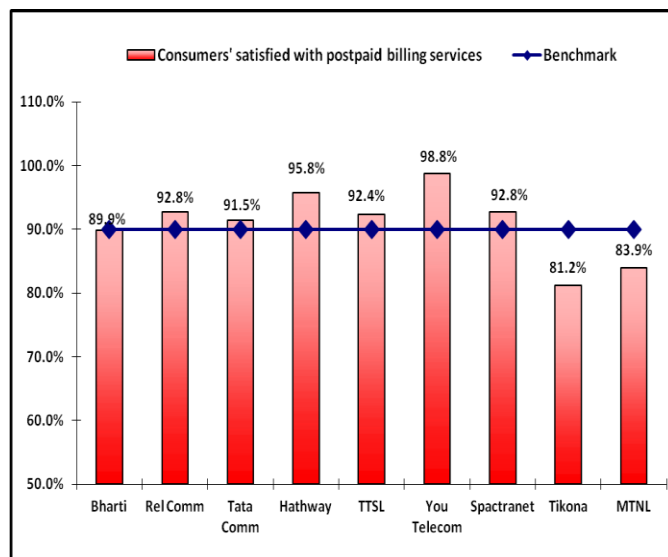
- Audit conducted for 13 operators providing broadband services in Mumbai.
- All, except two of the operators, were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied with the provision of services attained by all the operators ranged from 83.9% to 98.6%
- Highest percentage of satisfied consumers were found in the case of Hathway (98.6%), followed by TTSL (97.8%) and Sify (97.7%).
- The lowest percentage of satisfied consumers were found in the case of Five Network (83.9%) followed by D-Vois (85.0%)

#### 4.2.3.2 CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES



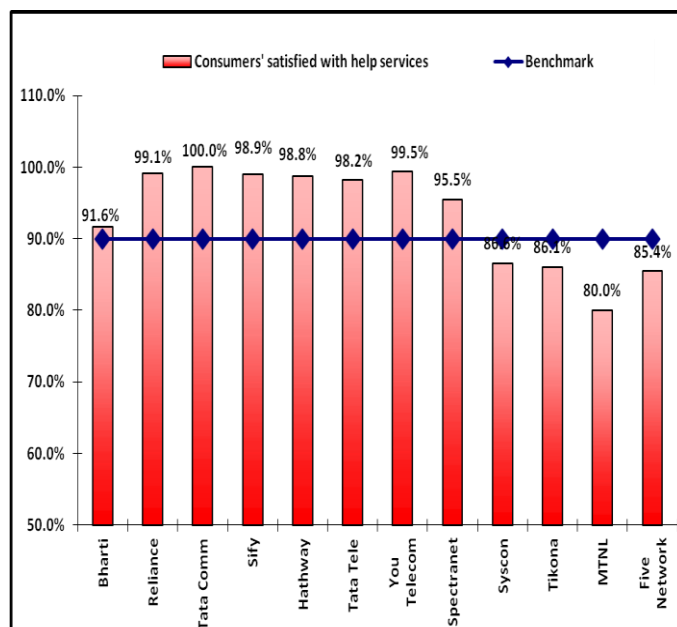
- Audit was conducted for 13 operators providing broadband services in Delhi.
- All except Five Networks were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied by all the operators ranged from 84.0% to 99.1%
- Highest percentage of customers satisfied were found with Sify (99.1%), followed by Hathway (98.1%).
- The lowest percentage of satisfied consumers were found with Five Networks (84.0%) followed by You Telecom (92.3%) and D-Vois (94.0%)

#### 4.2.3.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES



- Audit was conducted for 13 operators providing broadband services in Mumbai.
- All, except three, were meeting the benchmark of >90%.
- Percentage of satisfied consumers among all operators ranged from 81.2% to 98.8%
- Highest percentage of satisfied consumers were found in the case of You Telecom (98.8%), followed by Hathway (95.8%)
- The lowest percentage of satisfied consumers was attained by of Tikona (81.2%).

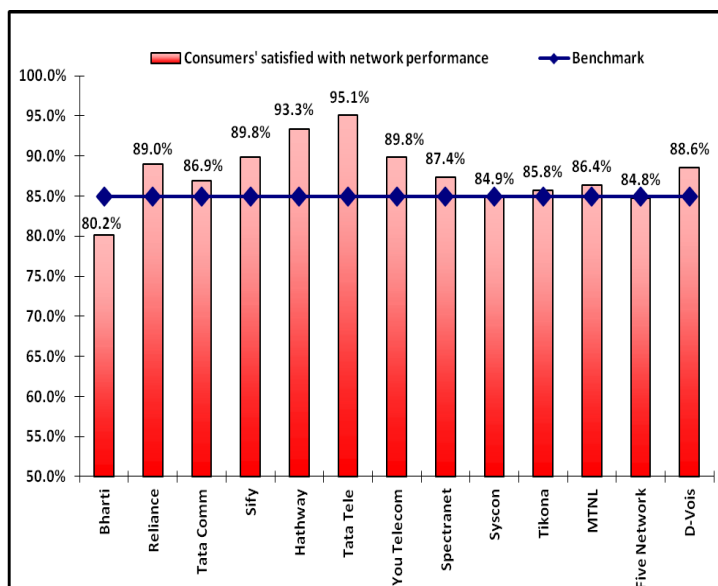
#### 4.2.3.4 SATISFIED WITH HELP SERVICES



- Audit was conducted for 13 operators providing broadband services in Mumbai.
- All, except four, were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied with the help services ranged from 80.0% to 100.0%
- Highest percentage of satisfied consumers were in the case of Tata Comm (100.0%), followed by You Telecom (99.5%), Reliance (99.1%) and Sify (98.9%).
- The lowest percentage of satisfied consumers were found in the case of MTNL (80.0%), followed by Five Network (85.4%), Tikona (86.1%) and Syscon (86.6%)

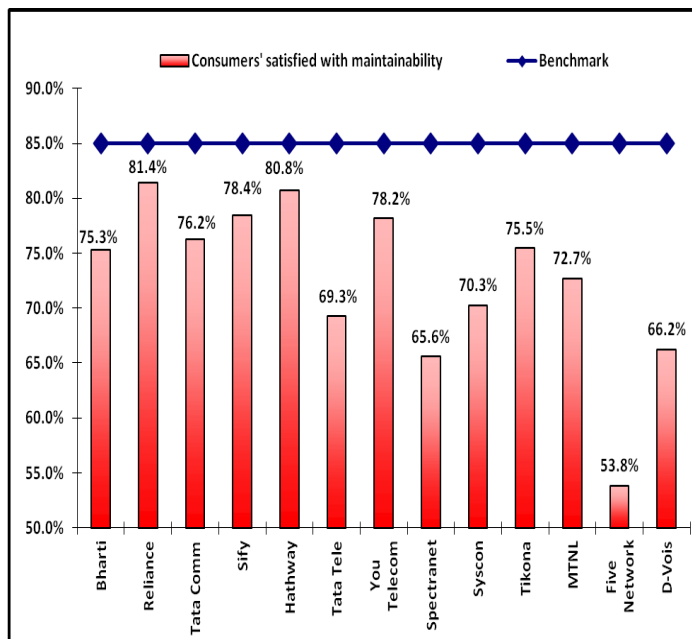


#### 4.2.3.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



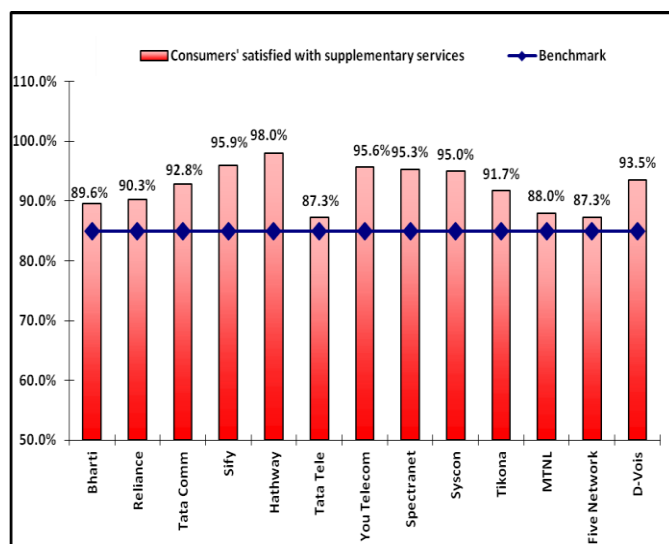
- Audit was conducted for 13 operators providing broadband services in Mumbai.
- All, except three, were meeting the benchmark of >85%.
- Percentage of Customer satisfied with the network performance ranged from 80.2% to 95.1%
- Highest percentage of satisfied consumers were in the case of Tata Teleservices (95.1%), followed by Hathway (93.3%)
- The lowest percentage of satisfied consumers was attained by of Bharti (80.2%)

#### 4.2.3.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



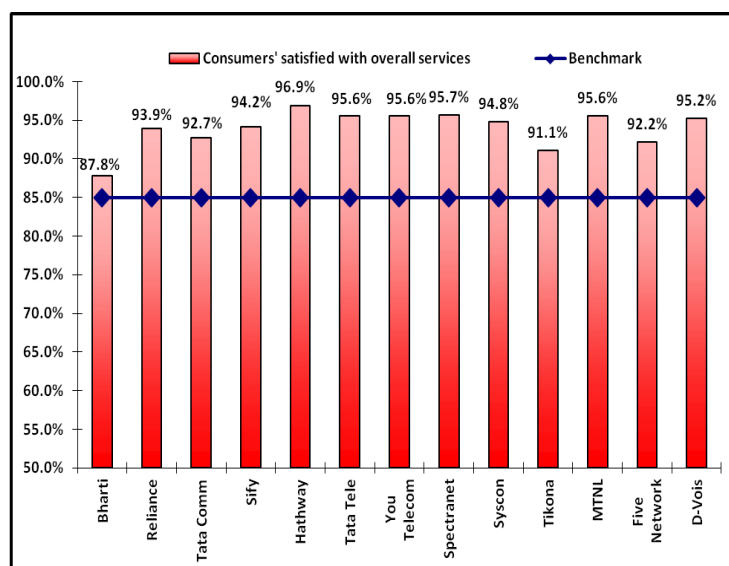
- Audit was conducted for 13 operators providing broadband services in Mumbai.
- None of the operators were meeting the benchmark of >85%.
- Percentage of customers satisfied with the network maintainability ranged from 53.8% to 81.4%
- Highest percentage of satisfied consumers were in the case of Reliance (81.4%), followed by Hathway (80.8%), Sify (78.4%) and You Telecom (78.2%).
- The lowest percentage of satisfied consumers was attained by of Five Networks (53.8%)

#### 4.2.3.7 SATISFIED WITH SUPPLEMENTARY SERVICES



- Audit was conducted for 13 operators providing broadband services in Mumbai.
- All the operators were found to be meeting the benchmark of >85%.
- Percentage of customers satisfied with the supplementary services ranged from 87.3% to 98.0%
- Highest percentage of consumers satisfied were found with Hathway (98.0%), followed by Sify (95.9%) and You Telecom (95.6%)
- The lowest percentage of satisfied consumers were found in the case of Tata Teleservices and Five Network (87.3% each)

#### 4.2.3.8 CUSTOMERS SATISFIED WITH OVERALL SERVICES



- Audit was conducted for 13 operators providing broadband services in Mumbai.
- All the operators were found meeting the benchmark of >85%
- Percentage of customers satisfied with the overall services ranged from 87.8% to 96.9%
- Highest percentage of satisfied customers were found with Hathway (96.9%)
- The lowest percentage of satisfied customers were in the case of Bharti (87.8%) followed by Tikona (91.1%).

**5. ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM  
CONSUMER PROTECTION AND REDRESSAL OF GRIEVANCES REGULATION, 2007.**



## 5.1: BASIC WIRELINE – Mumbai Merto Circle

**5.1.1: Awareness about Call centre telephone number:** Altogether 4269 of wireline consumers of 4 operators in Mumbai metro circle were targeted. Out of these, 4075 (95.5%) were aware about the call centre telephone number of their operator. The highest percentage of aware subscribers were found in the case of Bharti (98.4%) followed by Reliance Comm (95.8%), MTNL (94.1%) and Tata Teleservices (93.5%).

Q34q: Awareness about the call centre/ customer care services				
Service provider		Yes	No	Total
Bharti	Count	1050	17	1067
	%age	98.4%	1.6%	100.0%
Reliance Comm	Count	1022	45	1067
	%age	95.8%	4.2%	100.0%
TTSL	Count	999	69	1068
	%age	93.5%	6.5%	100.0%
MTNL	Count	1004	63	1067
	%age	94.1%	5.9%	100.0%
Total	Count	4075	194	4269
	%age	95.5%	4.5%	100.0%

**5.1.2: Consumers' complaints about services:** Respondents were asked if they had made any complaints within last 6 months to call centre/ helpline number. The table below shows that out of 4269 respondents, 513 (12%) had used this facility. The highest number of respondents, who had made complaints within lasts 6 months were from Bharti (27.3%). The lowest was in the case of MTNL (5.7%) followed by tata Teleservices (7.1%) and Reliance Comm (8%).

Q34b: Complaint within last 12 months to the toll free Call Centre/customer care/Helpline telephone number				
Service provider		Yes	No	Total
Bharti	Count	291	776	1067
	%age	27.3%	72.7%	100.0%
Reliance Comm	Count	85	982	1067
	%age	8.0%	92.0%	100.0%
TTSL	Count	76	992	1068
	%age	7.1%	92.9%	100.0%
MTNL	Count	61	1006	1067
	%age	5.7%	94.3%	100.0%
Total	Count	513	3756	4269
	%age	12.0%	88.0%	100.0%

**5.1.3: Receipt of docket number against complaints:** Respondents those who made complaints to call centre/ helpline numbers were asked whether they received docket numbers. Out of 513 respondents who made complaints, only 17.3% confirmed that they received docket numbers. Almost half (47%) reported that they did not receive docket number for most of the complaints they had made. The table also shows 23.8% of respondents reported that docket number was given for their complaints only on request. Denial of docket number for most of the complaints even on request was reported to be above 11.5%.



Q 35. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?							
Service Provider		Docket number received for most of the complaints	No Docket number received for most of the complaints	It was received on request	No docket number received even on request	Refused to register the complaint	Total
Bharti	Count	70	113	54	53	1	291
	%age	24.1%	38.8%	18.6%	18.2%	0.3%	100.0%
Reliance Comm	Count	1	61	23			85
	%age	1.2%	71.8%	27.1%			100.0%
TTSL	Count	7	37	31	1		76
	%age	9.2%	48.7%	40.8%	1.3%		100.0%
MTNL	Count	11	30	14	5	1	61
	%age	18.0%	49.2%	23.0%	8.2%	1.6%	100.0%
<b>Total</b>		<b>Count</b>	<b>89</b>	<b>241</b>	<b>122</b>	<b>59</b>	<b>513</b>
		<b>%age</b>	<b>17.3%</b>	<b>47.0%</b>	<b>23.8%</b>	<b>11.5%</b>	<b>100.0%</b>

**5.1.4: Feedback from Call Centre:** The respondents who made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 513 respondents who made complaints, 446 (86.9%) confirmed that they were informed about the action taken on their complaints, the highest from Tata Teleservices (98.7%) followed by Bharti (92.4%) and Reliance Comm (91.8%). The lowest percentage was found in the case of MTNL (39.3%).

Q36: Information from call centre on the action taken on complaint				
Service provider		Yes	No	Total
Bharti	Count	269	22	291
	%age	92.4%	7.6%	100.0%
Reliance Comm	Count	78	7	85
	%age	91.8%	8.2%	100.0%
TTSL	Count	75	1	76
	%age	98.7%	1.3%	100.0%
MTNL	Count	24	37	61
	%age	39.3%	60.7%	100.0%
<b>Total</b>	<b>Count</b>	<b>446</b>	<b>67</b>	<b>513</b>
	<b>%age</b>	<b>86.9%</b>	<b>13.1%</b>	<b>100.0%</b>

**5.1.5 Resolution of billing complaints:** The following table shows that out of 513 respondents who had complained to call centre/ customer care, 428 (83.4%) had billing related complaints. Out of these 280, 65.4% had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint. This was reported maximum in the case of Bharti (92.6%) followed by MTNL (48.9%) and Tata (63.6%). In the case of Reliance Comm, only 3 (6%) had confirmed that their billing problem was resolved satisfactorily within the stipulated time.

Q37: Resolution of billing complaint				
Service provider		Yes	No	Total applicable
Bharti	Count	237	19	256
	%age	92.6%	7.4%	100.0%
Reliance Comm	Count	3	47	50
	%age	6.0%	94.0%	100.0%
TTSL	Count	17	58	75
	%age	22.7%	77.3%	100.0%
MTNL	Count	23	24	47
	%age	48.9%	51.1%	100.0%
<b>Total</b>	<b>Count</b>	<b>280</b>	<b>148</b>	<b>428</b>
	<b>%age</b>	<b>65.4%</b>	<b>34.6%</b>	<b>100.0%</b>



**5.1.6 Awareness about the contact details of nodal officers:** Only 227 respondents (5.3%) were aware about the contact details of nodal officer. This was found to be highest in the case of Bharti (11.6%) followed by Tata Teleservices (3.7%), MTNL (3.4%) and Reliance Comm (2.5%).

Q38: Awareness about the contact details of the nodal officer				
Service provider		Yes	No	Total
Bharti	Count	124	943	1067
	%age	11.6%	88.4%	100.0%
Reliance Comm	Count	27	1040	1067
	%age	2.5%	97.5%	100.0%
T'TSL	Count	40	1028	1068
	%age	3.7%	96.3%	100.0%
MTNL	Count	36	1031	1067
	%age	3.4%	96.6%	100.0%
Total	Count	227	4042	4269
	%age	5.3%	94.7%	100.0%

**5.1.7 Complaints to Nodal officer:** Out of the 227 respondents who were aware of the contact details of nodal officers, only 18 respondents had made complaint to Nodal officers which were not resolved or unsatisfactorily resolved by call centre/ customer care. It was highest in the case of MTNL (10, 27.8%) followed by Tata Teleservices (7, 17.5%)

Q 39a. Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?				
Service Provider		Yes	No	Total
Bharti	Count		124	124
	%age		100.0%	100.0%
Reliance Comm	Count	1	26	27
	%age	3.7%	96.3%	100.0%
T'TSL	Count	7	33	40
	%age	17.5%	82.5%	100.0%
MTNL	Count	10	26	36
	%age	27.8%	72.2%	100.0%
Total	Count	18	209	227
	%age	7.9%	92.1%	100.0%

**5.1.8 Accessibility of Nodal Officer:** Out of these 18 complainants, 13 (72.2%) reported that they were able to contact nodal officers without difficulty. Other 5 (27.8%) – 2 each from Tata Teleservices and MTNL and 1 from Reliance reported that it was difficult to contact the nodal officer of their operator.

Q 39b. Were you able to contact to the Nodal officer without difficulty?				
Service Provider		Yes	No	Total
Reliance Comm	Count	0	1	1
	%age	0.0%	100.0%	100.0%
T'TSL	Count	5	2	7
	%age	71.4%	28.6%	100.0%
MTNL	Count	8	2	10
	%age	80.0%	20.0%	100.0%
Total	Count	13	5	18
	%age	72.2%	27.8%	100.0%

**5.1.8 Feedback from Nodal officer:** Almost all the complainant baring 1 from Reliance Comm reported that Nodal Office intimated them the decision taken on their complaint.

Q 40. Did the Nodal Officer intimate you about the decision taken on your complaint?				
Service Provider		Yes	No	Total
Reliance Comm	Count		1	1
	%age		100.00%	100.0%
T*TS*SL	Count	7		7
	%age	100.0%		100.0%
MTNL	Count	10		10
	%age	100.0%		100.0%
Total	Count	17	1	18
	%age	94.4%	5.6%	100.0%

**5.1.9: Satisfaction with the resolution provided by Nodal Officer:** Over 60% were satisfied with the resolution provided by nodal officers. However, 40% of MTNL subscribers were dissatisfied. Similarly 1 of the reliance Communication was not satisfied. Similarly 2 (28.7%) of the complainants of Tata Teleservices were also not satisfied.

Q41. How satisfied are you with the redressal of the complaint by the Nodal Officer?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Reliance Comm	Count		1			1
	%age		100.0%			100.0%
TTSL	Count		2	5		7
	%age		28.6%	71.4%		100.0%
MTNL	Count		4	3	3	10
	%age		40.0%	30.0%	30.0%	100.0%
Total	Count		7	8	3	18
	%age		38.9%	44.4%	16.7%	100.0%

**5.1.10 Reasons for dissatisfaction:** The major reason for dissatisfaction was “**difficult to connect to Nodal officer.**” This was cited by 6 (85.7%) of the dissatisfied complainants. Other 3 (43%) had reported about “**impoliteness/ discourteous behaviors of the nodal officer**” and also “**time taken by the nodal officer was too long**”.

Q 42. Please specify the reason(s) for your dissatisfaction.							
Service Provider		Difficult to connect to the Nodal Officer	Nodal Officer not polite/courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaint is too long	Nodal Officer was unable to understand the problem	Total
Reliance Comm	Count	1	1		1	1	1
	%age	100.0%	100.0%		100.0%	100.0%	
T*TS*SL	Count	2	1				2
	%age	100.0%	50.0%				
MTNL	Count	3	1	1	2		4
	%age	75.0%	25.0%	25.0%	50.0%		
Total	Count	6	3	1	3	1	7
	%age	85.7%	42.9%	14.3%	42.9%	14.3%	



**5.1.11: Awareness about the contact details of Appellate Authority:** out of 4269 respondents contacted during the survey, only 112 (2.6%) were aware about the contact details of Appellate Authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal officer . This was found to be highest in the case of Bharti (9.3%).

Awareness about the contact details of the Appellate Authority				
Service provider		Yes	No	Total
Bharti	Count	99	968	1067
	%age	9.3%	90.7%	100.0%
Reliance Comm	Count		1067	1067
	%age		100.0%	100.0%
TTSL	Count	11	1057	1068
	%age	1.0%	99.0%	100.0%
MTNL	Count	2	1065	1067
	%age	0.2%	99.8%	100.0%
Total	Count	112	4157	4269
	%age	2.6%	97.4%	100.0%

**Appeal to Appellate Authority:** Only 1 respondent of Tata Teleservices had filed appeal to the appellate Authority who at the time of survey had not received any acknowledgment. Therefore, redressal mechanism at the level of Appellate Authority could not be ascertained.

**5.1.14 Provision of Manual of Practice by the Operators:** The following table shows the number of respondents who had been provided the manual of practice which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection. Altogether 763 (17.9%) subscribers had confirmed that they had received the manual of practice. - found to be highest in the case of Tata Teleservices (28.7%) followed by Reliance Comm (18.1%). More than one fourth of the respondents could not remember about receiving the manual of practice as their connections were quite old.

Q 50. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new telephone connection?					
Service Provider		Yes	No	Do not remember	Total
Bharti	Count	185	490	392	1067
	%age	17.3%	45.9%	36.7%	100.0%
Reliance Comm	Count	193	647	227	1067
	%age	18.1%	60.6%	21.3%	100.0%
TTSL	Count	307	458	303	1068
	%age	28.7%	42.9%	28.4%	100.0%
MTNL	Count	78	745	244	1067
	%age	7.3%	69.8%	22.9%	100.0%
Total	Count	763	2340	1166	4269
	%age	17.9%	54.8%	27.3%	100.0%



### 5.1.15: Overall Score – Telecom Consumer Protection and Redressal of Grievances BASIC SERVICES-WIRELINE

The following table shows the provider wise score on various provisions of the Telecom Consumer Protection and Redressal of Grievances Act.

S.N.	Sub Parameter	Bharti	Reliance Comm	Tata Teleservices	MTNL
1	For new customers provisioning of "Manual of practice while taking the new connection	17.3%	18.1%	28.7%	7.3%
2	Awareness of call center number for redressing grievances	98.4%	95.8%	93.5%	94.1%
3	Penetration of consumers made any complaint to the toll free number within last 12 months	27.3%	8%	7.1%	5.7%
4	Call center informing about the action taken on complaint	92.4%	91.8	98.7	39.3%
5	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	92.6%	6%	22.7%	48.9%
6	Awareness of contact detail of nodal officer for redressing grievances	11.6%	2.5%	3.7%	3.4%
7	Awareness of appellate authority for redressing grievances	9.3%	0%	1%	0.2%

- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 93.5% (Tata Teleservices) to 98.4% (Bharti).
- Awareness about the Nodal Officer was found to be low and ranged from 2.5% (Rel Comm) to 11.6% (Bharti).
- Similarly, the awareness was also found to be low in the case of Appellate Authority, which ranged from 0% (Reliance Comm) to 9.3% (Bharti).
- Highest number of complaints to the call centre, within last 6 months, were made by the subscribers of Bharti (27.3%) nad lowest in the case of MTNL (5.7%).



## 5.2 CELLULAR Mobile – Mumbai Metro Circle

**5.2.1: Awareness about Call centre telephone number:** Altogether 10691 mobile consumers of 10 operators in Mumbai circle were targeted and 10133 (94.8%) were aware about the call centre telephone number of their operators. The highest percentages of aware subscribers were found in the case of Aircel (97.8%) whereas lowest in the case of Sista Shyam (87.8%).

Q36. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?				
Service provider		Yes	No	Total
Bharti	Count	1027	45	1072
	%age	95.8%	4.2%	100.0%
Reliance	Count	1021	46	1067
	%age	95.7%	4.3%	100.0%
Tata Indicom	Count	1014	61	1075
	%age	94.3%	5.7%	100.0%
Idea Cellular	Count	1034	40	1074
	%age	96.3%	3.7%	100.0%
Vodafone	Count	1040	27	1067
	%age	97.5%	2.5%	100.0%
Sistema Shyam	Count	937	130	1067
	%age	87.8%	12.2%	100.0%
Aircel	Count	1043	24	1067
	%age	97.8%	2.2%	100.0%
Loop Mobile	Count	1005	63	1068
	%age	94.1%	5.9%	100.0%
MTNL	Count	1040	27	1067
	%age	97.5%	2.5%	100.0%
Uninor	Count	972	95	1067
	%age	91.1%	8.9%	100.0%
Total	Count	10133	558	10691
	%age	94.8%	5.2%	100.0%

**5.2.2: Consumers' complaints about services:** Altogether 1322 (12.4%) consumers had made complaints to the call centre/ help line number of their operators in the last 6 months. This was found highest in the case of Aircel (27.4%) whereas lowest numbers of complaints were registered in the case of MTNL (2.2%).

37. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?				
Service provider		Yes	No	Total
Bharti	Count	44	1028	1072
	%age	4.1%	95.9%	100.0%
Reliance	Count	170	897	1067
	%age	15.9%	84.1%	100.0%
Tata Indicom	Count	128	947	1075
	%age	11.9%	88.1%	100.0%
Idea Cellular	Count	128	946	1074
	%age	11.9%	88.1%	100.0%
Vodafone	Count	130	937	1067
	%age	12.2%	87.8%	100.0%
Sistema Shyam	Count	125	942	1067
	%age	11.7%	88.3%	100.0%
Aircel	Count	292	775	1067
	%age	27.4%	72.6%	100.0%
Loop Mobile	Count	182	886	1068
	%age	17.0%	83.0%	100.0%
MTNL	Count	23	1044	1067
	%age	2.2%	97.8%	100.0%
Uninor	Count	100	967	1067
	%age	9.4%	90.6%	100.0%
Total	Count	1322	9369	10691
	%age	12.4%	87.6%	100.0%



**5.2.3: Receipt of docket number against complaints:** Only 5.3% indicated that they had received docket numbers for most of their complaints. Nearly 2 out of 5 (40%) had indicated that they received docket number only on request. Therefore altogether 54.8% did not receive the docket number at all.

38. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?						
Service provider		No docket number received even on request	It was received on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
Bharti	Count	5	28	11	0	44
	%age	11.4%	63.6%	25.0%	0.0%	100.00%
Reliance	Count	28	95	43	4	170
	%age	16.5%	55.9%	25.3%	2.4%	100.00%
Tata Indicom	Count	44	64	7	13	128
	%age	34.4%	50.0%	5.5%	10.2%	100.00%
Idea Cellular	Count	43	40	37	8	128
	%age	33.6%	31.3%	28.9%	6.3%	100.00%
Vodafone	Count	41	34	53	2	130
	%age	31.5%	26.2%	40.8%	1.5%	100.00%
Sistema Shyam	Count	12	63	49	1	125
	%age	9.6%	50.4%	39.2%	0.8%	100.00%
Aircel	Count	86	144	52	10	292
	%age	29.5%	49.3%	17.8%	3.4%	100.00%
Loop Mobile	Count	90	34	48	10	182
	%age	49.5%	18.7%	26.4%	5.5%	100.00%
MTNL	Count	15	1	6	1	23
	%age	65.2%	4.3%	26.1%	4.3%	100.00%
Uninor	Count	28	25	26	21	100
	%age	28.0%	25.0%	26.0%	21.0%	100.00%
Total	Count	392	528	332	70	1322
	%age	29.7%	39.9%	25.1%	5.3%	100.00%

**5.2.4: Feedback from Call Centre:** The respondents who made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. This was confirmed by 1263 (95.5%) complainants. The highest from Vodafone (99.2%) whereas lowest in the case of Bharti (77.3%).

39. Did the call centre inform you the action taken on your complaint?				
Service provider		Yes	No	Total
Bharti	Count	34	10	44
	%age	77.3%	22.7%	100.0%
Reliance	Count	165	5	170
	%age	97.1%	2.9%	100.0%
Tata Indicom	Count	126	2	128
	%age	98.4%	1.6%	100.0%
Idea Cellular	Count	125	3	128
	%age	97.7%	2.3%	100.0%
Vodafone	Count	129	1	130
	%age	99.2%	0.8%	100.0%
Sistema Shyam	Count	112	13	125
	%age	89.6%	10.4%	100.0%
Aircel	Count	273	19	292
	%age	93.5%	6.5%	100.0%
Loop Mobile	Count	179	3	182
	%age	98.4%	1.6%	100.0%
MTNL	Count	22	1	23
	%age	95.7%	4.3%	100.0%
Uninor	Count	98	2	100
	%age	98.0%	2.0%	100.0%
Total	Count	1263	59	1322
	%age	95.5%	4.5%	100.0%



**5.2.7 Resolution of billing complaints:** The following table shows that 1240 complainants had billing related problems and 996 (80%) of them reported that their problem was resolved satisfactorily. Altogether 244 felt that their billing problem was not resolved to their satisfaction – highest in the case of Sistema Shyam (53.3%) followed by Bharti (48.8%).

40. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?				
Service provider		Yes	No	Total applicable
Bharti	Count	22	21	43
	%age	51.2%	48.8%	100.0%
Reliance	Count	133	34	167
	%age	79.6%	20.4%	100.0%
Tata Indicom	Count	95	20	115
	%age	82.6%	17.4%	100.0%
Idea Cellular	Count	103	16	119
	%age	86.6%	13.4%	100.0%
Vodafone	Count	98	26	124
	%age	79.0%	21.0%	100.0%
Sistema Shyam	Count	57	65	122
	%age	46.7%	53.3%	100.0%
Aircel	Count	224	46	270
	%age	83.0%	17.0%	100.0%
Loop Mobile	Count	159	14	173
	%age	91.9%	8.1%	100.0%
MTNL	Count	21	0	21
	%age	100.0%	0.0%	100.0%
Uninor	Count	84	2	86
	%age	97.7%	2.3%	100.0%
Total	Count	996	244	1240
	%age	80.3%	19.7%	100.0%

**5.2.8 Awareness about the contact details of nodal officers:** The analysis shows that in Mumbai around 14% were aware about the contact details of the nodal officers. This was found to be highest in the case of Aircel (29%) closely followed by Sistema Shyam (24.5%). Whereas it was lowest in the case of Bharti (4.7%).

Q41. In case the complaint has not been resolved by the call centre, you can contact next level called as Nodal Officer. Are you aware of the contact detail of the Nodal Officer?				
Service provider		Yes	No	Total
Bharti	Count	50	1022	1072
	%age	4.7%	95.3%	100.0%
Reliance	Count	160	907	1067
	%age	15.0%	85.0%	100.0%
Tata Indicom	Count	161	914	1075
	%age	15.0%	85.0%	100.0%
Idea Cellular	Count	80	994	1074
	%age	7.4%	92.6%	100.0%
Vodafone	Count	68	999	1067
	%age	6.4%	93.6%	100.0%
Sistema Shyam	Count	261	806	1067
	%age	24.5%	75.5%	100.0%
Aircel	Count	310	757	1067
	%age	29.1%	70.9%	100.0%
Loop Mobile	Count	214	854	1068
	%age	20.0%	80.0%	100.0%
MTNL	Count	63	1004	1067
	%age	5.9%	94.1%	100.0%
Uninor	Count	142	925	1067
	%age	13.3%	86.7%	100.0%
Total	Count	1509	9182	10691
	%age	14.1%	85.9%	100.0%



**5.2.9 Complaints to Nodal officer:** 12 consumers, who were not satisfied with the resolution of their problem by customer care executives, had contacted to the nodal officers. 3 each from Sistema Shyam, Loop Mobile and Uninor.

42 (a) Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?				
Service provider		Yes	No	Total
Bharti	Count		50	50
	%age		100.0%	100.0%
Reliance	Count	1	159	160
	%age	0.6%	99.4%	100.0%
Tata Indicom	Count	1	160	161
	%age	0.6%	99.4%	100.0%
Idea Cellular	Count		80	80
	%age		100.0%	100.0%
Vodafone	Count		68	68
	%age		100.0%	100.0%
Sistema Shyam	Count	3	258	261
	%age	1.1%	98.9%	100.0%
Aircel	Count		310	310
	%age		100.0%	100.0%
Loop Mobile	Count	3	211	214
	%age	1.4%	98.6%	100.0%
MTNL	Count	1	62	63
	%age	1.6%	98.4%	100.0%
Uninor	Count	3	139	142
	%age	2.1%	97.9%	100.0%
Total	Count	12	1497	1509
	%age	0.8%	99.2%	100.0%

**5.2.10 Accessibility to Nodal officer:** Accessibility to nodal officer was considered difficult by only 1 complainant who was subscriber of Uninor.

42 (b) Were you able to contact the nodal officer without difficulty?				
Service provider		Yes	NO	Total
Reliance	Count	1		1
	%age	100.0%		100.0%
Tata Indicom	Count	1		1
	%age	100.0%		100.0%
Sistema Shyam	Count	3		3
	%age	100.0%		100.0%
Loop Mobile	Count	3		3
	%age	100.0%		100.0%
MTNL	Count	1		1
	%age	100.0%		100.0%
Uninor	Count	2	1	3
	%age	66.7%	33.3%	100.0%
Total	Count	11	1	12
	%age	91.7%	8.3%	100.0%



**5.2.11 Redressal by Nodal officer:** Uninor complaint who had complained about difficult in access to nodal officer was the only complainant who reported that he was not informed about the decision taken on his complaint.

43. Did the Nodal Officer intimate you about the decision taken on your complaint?				
Service provider		Yes	No	Total
Reliance	Count	1		1
	%age	100.0%		100.0%
Tata Indicom	Count	1		1
	%age	100.0%		100.0%
Sistema Shyam	Count	3		3
	%age	100.0%		100.0%
Loop Mobile	Count	3		3
	%age	100.0%		100.0%
MTNL	Count	1		1
	%age	100.0%		100.0%
Uninor	Count	2	1	3
	%age	66.7%	33.3%	100.0%
Total	Count	11	1	12
	%age	91.7%	8.3%	100.0%

**5.2.11 Satisfaction with the Nodal officer:** Out of the 12 complainants who had contacted nodal officers for resolution of their complaints, 9 (75%) were dissatisfied with the resolution provided by the nodal officer of their operator. In fact none of the complainants from Sistema Shyam, Loop Mobile and MTNL, who had approached the nodal officers, were satisfied with the resolution provided.

44. How satisfied are you with the redressal of the complaint by the Nodal Officer?						
Service provider		Very Disatisfied	Disatisfied	Satisfied	Very Satisfied	Total
Reliance	Count			1		1
	%age			100.0%		100.0%
Tata Indicom	Count			1		1
	%age			100.0%		100.0%
Sistema Shyam	Count		3			3
	%age		100.0%			100.0%
Loop Mobile	Count		3			3
	%age		100.0%			100.0%
MTNL	Count		1			1
	%age		100.0%			100.0%
Uninor	Count		2	1		3
	%age		66.7%	33.3%		100.0%
Total	Count		9	3		12
	%age		75.0%	25.0%		100.0%



**5.2.11 Reasons for dissatisfaction with the solution provided by Nodal officer:** Most of the complainants (66.7%) were dissatisfied on account of time taken by nodal officer to provide resolution

45. Please specify the reason(s) for your dissatisfaction with resolution of complaint by Nodal Officer						
Service provider		Difficult to connect to the Nodal Officer	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaint is too long	Nodal officer was unable to understand the problem	Total
Sistema Shyam	Count			3		3
	%age			100.0%		100.0%
Loop Mobile	Count			3	1	3
	%age			100.0%	33.3%	100.0%
MTNL	Count				1	1
	%age				100.0%	100.0%
Uninor	Count	1	1			2
	%age	50.0%	50.0%			100.0%
Total	Count	1	1	6	2	9
	%age	11.1%	11.1%	66.7%	22.2%	100.0%

**5.2.10 Awareness about the contact details of Appellate Authority:** In Mumbai circle 847 (7.9%) cellular subscribers were found to be aware about contact details of the appellate authority set up by their operators. This was found to be highest in the case of Aircel subscribers (156, 14.6%) and lowest (12, 1.1%) among the MTNL subscribers.

Q46. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing appeal?				
Service provider		Yes	No	Total
Bharti	Count	18	1054	1072
	%age	1.7%	98.3%	100.0%
Reliance	Count	112	955	1067
	%age	10.5%	89.5%	100.0%
Tata Indicom	Count	137	938	1075
	%age	12.7%	87.3%	100.0%
Idea Cellular	Count	14	1060	1074
	%age	1.3%	98.7%	100.0%
Vodafone	Count	27	1040	1067
	%age	2.5%	97.5%	100.0%
Sistema Shyam	Count	158	909	1067
	%age	14.8%	85.2%	100.0%
Aircel	Count	156	911	1067
	%age	14.6%	85.4%	100.0%
Loop Mobile	Count	119	949	1068
	%age	11.1%	88.9%	100.0%
MTNL	Count	12	1055	1067
	%age	1.1%	98.9%	100.0%
Uninor	Count	94	973	1067
	%age	8.8%	91.2%	100.0%
Total	Count	847	9844	10691
	%age	7.9%	92.1%	100.0%



**5.2.11 Redressal from Appellate authority:** Out of these 847 respondents, who were aware about the contact details of Appellate authority, only 9 (1.1%) had filed appeal to the Appellate authority in the last 6 months – 3 from Sistema Shyam, 2 each from Loop Mobile and Uninor and 1 each from Reliance and Vodafone.

47. Have you filed any appeal in last 6 months?				
Service provider		Yes	No	Total
Bharti	Count		18	18
	%age		100.0%	100.0%
Reliance	Count	1	111	112
	%age	0.9%	99.1%	100.0%
Tata Indicom	Count		137	137
	%age		100.0%	100.0%
Idea Cellular	Count		14	14
	%age		100.0%	100.0%
Vodafone	Count	1	26	27
	%age	3.7%	96.3%	100.0%
Sistema Shyam	Count	3	155	158
	%age	1.9%	98.1%	100.0%
Aircel	Count		156	156
	%age		100.0%	100.0%
Loop Mobile	Count	2	117	119
	%age	1.7%	98.3%	100.0%
MTNL	Count		12	12
	%age		100.0%	100.0%
Uninor	Count	2	92	94
	%age	2.1%	97.9%	100.0%
Total	Count	9	838	847
	%age	1.1%	98.9%	100.0%

**5.2.12 Acknowledgment from Appellate authority:** All the nine complainants have received from the Appellate Authority.

**5.2.12 Redressal from Appellate authority:** Out of the 9 complainants, who had filed appeal to the Appellate Authority, 7 (77.8%) reported that Authority had taken decision on their complainants.

49. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?					
Service provider		Yes	No	Appeal filed only recently	Total
Reliance	Count			1	1
	%age			100.0%	100.0%
Vodafone	Count		1		1
	%age		100.0%		100.0%
Sistema Shyam	Count	3			3
	%age	100.0%			100.0%
Loop Mobile	Count	2			2
	%age	100.0%			100.0%
Uninor	Count	2			2
	%age	100.0%			100.0%
Total	Count	7	1	1	9
	%age	77.8%	11.1%	11.1%	100.0%





**5.2.12 Awareness about item wise charges of prepaid services:** All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 8148 prepaid customers of 10 providers targeted, only 1029 (12.6%) reported that they were aware of this facility. In the case of Tata Indicom and Reliance, this was reported by their one amongst five (20.3%) subscribers targeted. Whereas, this was found to be lowest in the case of Vodafone Subscribers (3.5%).

50. Are you aware that the prepaid customer can get item-wise usage charge details, on request?				
Service provider		Yes	No	Total
Bharti	Count	66	702	768
	%age	8.6%	91.4%	100.0%
Reliance	Count	129	533	662
	%age	19.5%	80.5%	100.0%
Tata Indicom	Count	153	602	755
	%age	20.3%	79.7%	100.0%
Idea Cellular	Count	66	933	999
	%age	6.6%	93.4%	100.0%
Vodafone	Count	29	793	822
	%age	3.5%	96.5%	100.0%
Sistema Shyam	Count	156	891	1047
	%age	14.9%	85.1%	100.0%
Aircel	Count	158	696	854
	%age	18.5%	81.5%	100.0%
Loop Mobile	Count	87	874	961
	%age	9.1%	90.9%	100.0%
MTNL	Count	16	197	213
	%age	7.5%	92.5%	100.0%
Uninor	Count	169	898	1067
	%age	15.8%	84.2%	100.0%
Total	Count	1029	7119	8148
	%age	12.6%	87.4%	100.0%

**5.2.13 Denial of itemized usage charges detail:** Nearly one third (32.7%) reported that they were denied of their request of the item wise usage charges. This was found to be highest in the case of Reliance (46.5%) closely followed by Aircel (46.2%) and Sistema Shyam.

51. Have you been denied of your request for itemized usage charge details for your pre-paid connection?				
Service provider		Yes	No	Total
Bharti	Count	8	58	66
	%age	12.1%	87.9%	100.0%
Reliance	Count	60	69	129
	%age	46.5%	53.5%	100.0%
Tata Indicom	Count	42	111	153
	%age	27.5%	72.5%	100.0%
Idea Cellular	Count	9	57	66
	%age	13.6%	86.4%	100.0%
Vodafone	Count	3	26	29
	%age	10.3%	89.7%	100.0%
Sistema Shyam	Count	65	91	156
	%age	41.7%	58.3%	100.0%
Aircel	Count	73	85	158
	%age	46.2%	53.8%	100.0%
Loop Mobile	Count	21	66	87
	%age	24.1%	75.9%	100.0%
MTNL	Count	6	10	16
	%age	37.5%	62.5%	100.0%
Uninor	Count	49	120	169
	%age	29.0%	71.0%	100.0%
Total	Count	336	693	1029
	%age	32.7%	67.3%	100.0%



**5.2.14: Reason for Denial:** In Majority of the cases no reason for the denial of item wise usage was charges were given. Other 41% reported that their provider had told that itemized bill could not be provided because of technical problem.

52. Reason for denial of your request for itemized usage charge details for your pre-paid connection.				
Service provider		No reason given	Technical problem	Total
Bharti	Count	7	1	8
	%age	87.5%	12.5%	100.0%
Reliance	Count	26	34	60
	%age	43.3%	56.7%	100.0%
Tata Indicom	Count	28	14	42
	%age	66.7%	33.3%	100.0%
Idea Cellular	Count	6	3	9
	%age	66.7%	33.3%	100.0%
Vodafone	Count	3		3
	%age	100.0%		100.0%
Sistema Shyam	Count	48	17	65
	%age	73.8%	26.2%	100.0%
Aircel	Count	33	40	73
	%age	45.2%	54.8%	100.0%
Loop Mobile	Count	16	5	21
	%age	76.2%	23.8%	100.0%
MTNL	Count	6		6
	%age	100.0%		100.0%
Uninor	Count	24	25	49
	%age	49.0%	51.0%	100.0%
Total	Count	197	139	336
	%age	58.6%	41.4%	100.0%

**5.2.16 Provision of Manual of Practice by the Operators:** The following table shows the number of respondents who had been provided the manual of practice which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection. Altogether 1723 (16.1%) subscribers had confirmed that they had received the manual of practice. This was found to be highest in the case of Reliance (38.2%) and lowest in the case of Idea Cellular (4.7%).

53. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?					
Service provider		Yes	No	Do not remember	Total
Bharti	Count	275	763	34	1072
	%age	25.7%	71.2%	3.2%	100.0%
Reliance	Count	408	625	34	1067
	%age	38.2%	58.6%	3.2%	100.0%
Tata Indicom	Count	249	719	107	1075
	%age	23.2%	66.9%	10.0%	100.0%
Idea Cellular	Count	51	924	99	1074
	%age	4.7%	86.0%	9.2%	100.0%
Vodafone	Count	100	940	27	1067
	%age	9.4%	88.1%	2.5%	100.0%
Sistema Shyam	Count	174	812	81	1067
	%age	16.3%	76.1%	7.6%	100.0%
Aircel	Count	89	916	62	1067
	%age	8.3%	85.8%	5.8%	100.0%
Loop Mobile	Count	112	917	39	1068
	%age	10.5%	85.9%	3.7%	100.0%
MTNL	Count	138	651	278	1067
	%age	12.9%	61.0%	26.1%	100.0%
Uninor	Count	127	867	73	1067
	%age	11.9%	81.3%	6.8%	100.0%
Total	Count	1723	8134	834	10691
	%age	16.1%	76.1%	7.8%	100.0%



### 5.2.17: OVERALL SCORE - CELLULAR (MOBILE)

The following table shows the provider wise score on various provisions of the Telecom Consumer Protection and Redressal of Grievances Act.

S.N.	Sub Parameter	Bharati	Reliance	Tata Indicom	Idea Cellular	Vodafone	Sistema Shyam	Aircel	Loop Mobile	MTNL	Uninor
1	For pre-paid customers awareness about item-wise usage charge details on request	8.6%	19.5%	20.3%	6.6%	3.5%	14.9%	18.5%	9.1%	7.5%	15.8%
2	If aware (for pre-paid customers )ever denied of item wise usage charge details for pre paid connection	12.1%	46.5%	27.5%	13.6%	10.3%	41.7%	46.2%	24.1%	37.5%	29%
3	Provisioning of "Manual of practice while taking the new connection	25.7%	38.2%	23.2%	4.7%	9.4%	16.3%	8.3%	10.5%	12.9%	11.9%
4	Awareness of call center number for redressing grievances	95.8%	95.7%	94.3%	96.3%	97.5%	87.8%	97.8%	94.1%	97.5%	91.1%
5	Penetration of customers made any complaint to the toll free number within last 12 months	4.1%	15.9%	11.9%	11.9%	12.2%	11.7%	27.4%	17%	2.2%	9.4%
6	Call center informing about the action taken on complaint	77.3%	97.1%	98.4%	97.7%	99.2%	89.6%	93.5%	98.4%	95.7%	98%
7	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	51.2%	79.6%	82.6%	86.6%	79%	46.7%	83%	91.9%	100%	97.7%
8	Awareness of contact detail of nodal officer for redressing grievances	4.7%	15%	15%	7.4%	6.4%	24.5%	29.1%	20%	5.9%	13.3%
9	Awareness of appellate authority for redressing grievances	1.7%	10.5%	12.7%	1.3%	2.5%	14.8%	14.6%	11.1%	1.1%	8.8%

- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 87.8% (Sistema Shyam) to 97.8% (Aircel).
- Overall awareness about the Nodal Officer is increasing amongst the subscribers of metro circle and it was 14% in Mumbai circle. However provider wise analysis shows that it was quite low in the case of Bahrti (4.7%) but good in the case of Aircel (30%). was found to be low and ranged from 1.8% (Rel Comm) to 3.4% (Vodafone).
- Operator wise awareness shows that it ranged between 1.1% (BSNL) to 14.6% (Aircel).
- Highest number of complaints to the call centre, within last 6 months, was made by the subscribers of Aircel (27.4%) whereas it was lowest in the case of MTNL (2.2%).
- Awareness about item wise usage charges in the case of pre paid services was found in the range of 3.5% (Vodafone) to 20.3% (Tataindicom).
- Denial of item wise usage charges on request in the case of pre paid connection was reported highest from the subscribers of Reliance (22%) and lowest from Bharti (12.1%).



### 5.3 BROADBAND – Mumbai Metro Circle

**4.3.3.1: Awareness about Call centre telephone number:** Altogether 13489 Broadband consumers of 13 operator in Mumbai metro circle were targeted. Out of these, 12540 (93%) were aware about the call centre telephone number of their operators. The highest percentage of aware subscribers were found in the case of Bharti (98%) followed by D-Vois (97.3%) and MTNL (97.1%). The lowest awareness was in the case of Syscon (88.8%).

<b>Q27. Are you aware of the call centre telephone number of your broadband service provider for making complaints/ query?</b>				
Service Provider		Yes	No	Total
Bharti	Count	1046	21	1067
	%age	98.0%	2.0%	100.0%
Reliance	Count	999	69	1068
	%age	93.5%	6.5%	100.0%
Tata Comm	Count	1016	66	1082
	%age	93.9%	6.1%	100.0%
Sify	Count	995	72	1067
	%age	93.3%	6.7%	100.0%
Hathway	Count	954	113	1067
	%age	89.4%	10.6%	100.0%
Tata Tele	Count	1000	67	1067
	%age	93.7%	6.3%	100.0%
You Telecom	Count	976	91	1067
	%age	91.5%	8.5%	100.0%
Spectranet	Count	672	76	748
	%age	89.8%	10.2%	100.0%
Syscon	Count	948	119	1067
	%age	88.8%	11.2%	100.0%
Tikona	Count	968	99	1067
	%age	90.7%	9.3%	100.0%
MTNL	Count	1037	31	1068
	%age	97.1%	2.9%	100.0%
Five Network	Count	928	97	1025
	%age	90.5%	9.5%	100.0%
D-Vois	Count	1001	28	1029
	%age	97.3%	2.7%	100.0%
<b>Total</b>	<b>Count</b>	<b>12540</b>	<b>949</b>	<b>13489</b>
	<b>%age</b>	<b>93.0%</b>	<b>7.0%</b>	<b>100.0%</b>



**5.3.2: Consumers' complaints about services:** Respondents were asked if they had made any complaints within last 6 months to call centre/ helpline number. The table below shows that out of 13489 respondents, 1236 (9.2%) had used this facility. The highest number of respondents, who had made complaints within last 6 months were from Tata Communication (29.2%) followed by Five Network (18.7%) and Bharti (18.5%). The lowest was in the case of Sify where only 1 respondent had made complaint using the toll free Call Centre/customer care/Helpline telephone number in the last six months.

<b>Q28. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?</b>				
Service Provider		Yes	No	Total
Bharti	Count	197	870	1067
	%age	18.5%	81.5%	100.0%
Reliance	Count	168	900	1068
	%age	15.7%	84.3%	100.0%
Tata Comm	Count	316	766	1082
	%age	29.2%	70.8%	100.0%
Sify	Count	1	1066	1067
	%age	0.1%	99.9%	100.0%
Hathway	Count	12	1055	1067
	%age	1.1%	98.9%	100.0%
Tata Tele	Count	125	942	1067
	%age	11.7%	88.3%	100.0%
You Telecom	Count	111	956	1067
	%age	10.4%	89.6%	100.0%
Spectranet	Count		748	748
	%age		100.0%	100.0%
Syscon	Count		1067	1067
	%age		100.0%	100.0%
Tikona	Count	99	968	1067
	%age	9.3%	90.7%	100.0%
MTNL	Count	15	1053	1068
	%age	1.4%	98.6%	100.0%
Five Network	Count	192	833	1025
	%age	18.7%	81.3%	100.0%
D-Vois	Count		1029	1029
	%age		100.0%	100.0%
<b>Total</b>	<b>Count</b>	<b>1236</b>	<b>12253</b>	<b>13489</b>
	<b>%age</b>	<b>9.2%</b>	<b>90.8%</b>	<b>100.0%</b>



**5.3.3: Receipt of docket number against complaints:** Respondents those who made complaints to call centre/ helpline numbers were asked whether they received docket numbers. Out of 1236 respondents who made complaints, 35.5% confirmed that they received docket numbers – highest in the case of MTNL, where all the 15 complainants had received the docket number. However, overall, 31.4% also informed that they did not receive docket number for most of the complaints they made. Other 15.6% reported that they received the docket number only on request. There were 216 (17.5%) subscribers who reported that they did not receive the docket number even on request. This was found to be highest in the case of Tata Communication (46.8%) followed by Reliance (20.2%) and Tata Telecommunication (19.2%).

Q29. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?						
Service Provider		Docket number received for most of the complaints	No Docket number received for most of the complaints	It was received on request	No docket number received even on request	Total
Bharti	Count	69	87	35	6	197
	%age	35.0%	44.2%	17.8%	3.0%	100.0%
Reliance	Count	65	42	27	34	168
	%age	38.7%	25.0%	16.1%	20.2%	100.0%
Tata Comm	Count	50	30	88	148	316
	%age	15.8%	9.5%	27.8%	46.8%	100.0%
Sify	Count		1			1
	%age		100.0%			100.0%
Hathway	Count	8	3	1		12
	%age	66.7%	25.0%	8.3%		100.0%
Tata Tele	Count	21	54	26	24	125
	%age	16.8%	43.2%	20.8%	19.2%	100.0%
You Telecom	Count	48	49	10	4	111
	%age	43.2%	44.1%	9.0%	3.6%	100.0%
Tikona	Count	65	28	6		99
	%age	65.7%	28.3%	6.1%		100.0%
MTNL	Count	15				15
	%age	100.0%				100.0%
Five Network	Count	98	94			192
	%age	51.0%	49.0%			100.0%
Total	Count	439	388	193	216	1236
	%age	35.5%	31.4%	15.6%	17.5%	100.0%

**5.3.4: Feedback from Call Centre:** The respondents who made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 1236 respondents who made complaints, 1055 (85.4%) confirmed that they were informed about the action taken on their complaints. This was confirmed by all the complainants of Tata Telecommunication and MTNL. The lowest percentage was found in the case of Five Network (51%).

Q30. Did the Call Centre inform you about the action taken on your complaint?				
Service Provider		Yes	No	Total
Bharti	Count	183	14	197
	%age	92.9%	7.1%	100.0%
Reliance	Count	151	17	168
	%age	89.9%	10.1%	100.0%
Tata Comm	Count	305	11	316
	%age	96.5%	3.5%	100.0%
Sify	Count	1	0	1
	%age	100.0%	0.0%	100.0%
Hathway	Count	10	2	12
	%age	83.3%	16.7%	100.0%
Tata Tele	Count	125	0	125
	%age	100.0%	0.0%	100.0%
You Telecom	Count	78	33	111
	%age	70.3%	29.7%	100.0%
Tikona	Count	89	10	99
	%age	89.9%	10.1%	100.0%
MTNL	Count	15	0	15
	%age	100.0%	0.0%	100.0%
Five Network	Count	98	94	192
	%age	51.0%	49.0%	100.0%
Total	Count	1055	181	1236
	%age	85.4%	14.6%	100.0%

**5.3.5: Satisfaction with the resolution of complaints:** The following table shows the responses of respondents in terms of level of satisfaction on resolution of complaints by call centre/ customer care/ helpline. All the complainants of Sify, Hathway, You Telecom, Tikona and Five Network were satisfied (very satisfied and satisfied) with the redressal of their complaints. Overall 14 customers were very dissatisfied with the redressal provided by their operators – out of these 7 (5.6%) were subscribers of Tata Telecommunication and 4 were of MTNL.

31. How satisfied are you with the redressal of the complaint by the call centre/ customer care/ helpline?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	2	127	66	197
	%age	1.0%	1.0%	64.5%	33.5%	100.0%
Reliance	Count			117	51	168
	%age			69.6%	30.4%	100.0%
Tata Comm	Count	1		284	31	316
	%age	0.3%		89.9%	9.8%	100.0%
Sify	Count			1		1
	%age			100.0%		100.0%
Hathway	Count			6	6	12
	%age			50.0%	50.0%	100.0%
Tata Tele	Count	7		114	4	125
	%age	5.6%		91.2%	3.2%	100.0%
You Telecom	Count			76	35	111
	%age			68.5%	31.5%	100.0%
Tikona	Count			84	15	99
	%age			84.8%	15.2%	100.0%
MTNL	Count	4		0	11	15
	%age	26.7%		0.0%	73.3%	100.0%
Five Network	Count			98	94	192
	%age			51.0%	49.0%	100.0%
Total	Count	14	2	907	313	1236
	%age	1.1%	0.2%	73.4%	25.3%	100.0%





**5.3.6: Reasons for dissatisfaction with the resolution of complaints:** Respondents who were dissatisfied or very dissatisfied (Question No. 28) were asked to specify the reasons for their dissatisfaction.

Q32. Please specify the reason(s) for your dissatisfaction.					
Service Provider		Difficult to connect to call centre executive	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaint is too long	Total
Bharti	Count	1	2	1	4
	%age	25.0%	50.0%	25.0%	100.0%
Tata Comm	Count		1		1
	%age		100.0%		100.0%
Tata Tele	Count	7			7
	%age	100.0%			100.0%
MTNL	Count	4			4
	%age	100.0%			100.0%
Total	Count	12	3	1	16
	%age	75.0%	18.8%	6.3%	100.0%

Majority (75%) cited the reasons that **“It is difficult to connect to call centre executive.”** This was cited by all the dissatisfied complainants of Tata Teleservices and MTNL.

**5.3.7 Resolution of billing complaints:** The following table shows that out of 1236 respondents who had complained to call centre/ customer care, 602 (48.7%) had billing related complaints. Out of these 602, 61.6% had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint. This was reported highest in the case of Bharti (78.8%) followed by MTNL (77.8%), and Tata Teleservices (70%).

Q33. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?					
Service Provider		Yes	No	Not Applicable	Total
Bharti	Count	93	25	79	197
	%age	47.4%	12.6%	40.0%	100.0%
Reliance	Count	51	23	94	168
	%age	30.5%	13.5%	56.0%	100.0%
Tata Comm	Count	42	36	238	316
	%age	13.3%	11.5%	75.2%	100.0%
Sify	Count	0	0	1	1
	%age	1.8%	15.6%	82.6%	100.0%
Hathway	Count	6	2	4	12
	%age	47.5%	17.2%	35.3%	100.0%
Tata Tele	Count	54	23	48	125
	%age	43.3%	18.5%	38.2%	100.0%
You Telecom	Count	24	25	61	111
	%age	21.8%	22.9%	55.3%	100.0%
Tikona	Count	43	31	25	99
	%age	43.3%	31.5%	25.2%	100.0%
MTNL	Count	7	2	6	15
	%age	45.5%	11.9%	42.6%	100.0%
Five Network	Count	51	64	77	192
	%age	26.7%	33.3%	40.0%	100.0%
Total	Count	371	231	633	1236
	%age	30.0%	18.7%	51.2%	100.0%



**5.3.8 Awareness about the contact details of nodal officers:** Overall 16.2% were aware about the contact details of nodal officer. This was found to be highest in the case of Spectranet (34%) followed by Tata Communication (33.1%), and Five Network (24.9%).

<b>Q34a. In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?</b>				
Service Provider		Yes	No	Total
Bharti	Count	157	910	1067
	%age	14.7%	85.3%	100.0%
Reliance	Count	151	917	1068
	%age	14.1%	85.9%	100.0%
Tata Comm	Count	358	724	1082
	%age	33.1%	66.9%	100.0%
Sify	Count	71	996	1067
	%age	6.7%	93.3%	100.0%
Hathway	Count	134	933	1067
	%age	12.6%	87.4%	100.0%
Tata Tele	Count	192	875	1067
	%age	18.0%	82.0%	100.0%
You Telecom	Count	241	826	1067
	%age	22.6%	77.4%	100.0%
Spectranet	Count	254	494	748
	%age	34.0%	66.0%	100.0%
Syscon	Count	157	910	1067
	%age	14.7%	85.3%	100.0%
Tikona	Count	102	965	1067
	%age	9.6%	90.4%	100.0%
MTNL	Count	63	1005	1068
	%age	5.9%	94.1%	100.0%
Five Network	Count	255	770	1025
	%age	24.9%	75.1%	100.0%
D-Vois	Count	53	976	1029
	%age	5.2%	94.8%	100.0%
Total	Count	2188	11301	13489
	%age	16.2%	83.8%	100.0%



**5.3.9 Complaints to Nodal officer:** Out of the 2188 respondents who were aware of the contact details of nodal officers, 157 (7.2%) respondents had made complaint to Nodal officers which were not resolved or unsatisfactorily resolved by call centre/ customer care. This was found to be highest in the case of Bharti (32.5%) followed MTNL (22.2%), Tata Communication (14.8%) and Tata Teleservices (12%)

<b>Q34b. Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?</b>				
Service Provider		Yes	No	Total
Bharti	Count	51	106	157
	%age	32.5%	67.5%	100.0%
Reliance	Count	5	146	151
	%age	3.3%	96.7%	100.0%
Tata Comm	Count	53	305	358
	%age	14.8%	85.2%	100.0%
Sify	Count	1	70	71
	%age	1.4%	98.6%	100.0%
Hathway	Count	1	133	134
	%age	0.7%	99.3%	100.0%
Tata Tele	Count	23	169	192
	%age	12.0%	88.0%	100.0%
You Telecom	Count	4	237	241
	%age	1.7%	98.3%	100.0%
Spectranet	Count	2	252	254
	%age	0.8%	99.2%	100.0%
Syscon	Count		157	157
	%age		100.0%	100.0%
Tikona	Count	3	99	102
	%age	2.9%	97.1%	100.0%
MTNL	Count	14	49	63
	%age	22.2%	77.8%	100.0%
Five Network	Count		255	255
	%age		100.0%	100.0%
D-Vois	Count		53	53
	%age		100.0%	100.0%
Total	Count	157	2031	2188
	%age	7.2%	92.8%	100.0%



**5.3.9 Accessibility of the Nodal officer, intimation of decision taken and satisfaction with the resolution:** Out of 157 complainants who approached nodal officer of their operator, most of them (98%) reported that approaching the nodal officer was easy and without any difficulty. Secondly all of them reported that they were intimated by the nodal officer about the decision taken on their complaint. All of these complainants were satisfied with the resolution provided by the nodal officer.

Q34c. Were you able to contact to the Nodal officer without difficulty?				
Service Provider		Yes	No	Total
Bharti	Count	50	1	51
	%age	98.7%	1.3%	100.0%
Reliance	Count	5		5
	%age	100.0%		100.0%
Tata Comm	Count	52	1	53
	%age	97.8%	2.2%	100.0%
Sify	Count	1		1
	%age	100.0%		100.0%
Hathway	Count	1		1
	%age	100.0%		100.0%
Tata Tele	Count	22	1	23
	%age	96.0%	4.0%	100.0%
You Telecom	Count	4		4
	%age	100.0%		100.0%
Spectranet	Count	2		2
	%age	100.0%		100.0%
Tikona	Count	3		3
	%age	100.0%		100.0%
MTNL	Count	14		14
	%age	100.0%		100.0%
Total	Count	154	3	157
	%age	98.1%	1.9%	100.0%

**5.3.10 Awareness about the contact details of Appellate Authority:** The awareness about the Appellate Authority is still low. However over the years it is increasing. Out of these 13489 respondents, 1470(11%) were found to be aware about the contact details of Appellate Authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal officer. However, there was no complainant found who had filed appeal to the Appellate Authority. This is because all the complainants who had approached the nodal officer of their operators were fully satisfied with the resolution provided to them.



**5.3.11 Awareness about item wise charges of prepaid services:** All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 7101 prepaid customers of 8 providers targeted, only 968 (13.6%) reported that they were aware of this facility. The highest percentage were reported from the prepaid subscribers of Tata Communication (28.1%) closely followed by Spectranet (27.3%), VSNL (73.2%) and Five Network (20.5%). Whereas, it was reported lowest amongst the subscribers of D Vois (0.6%).

Q41. Are you aware that a prepaid customer can get item-wise usage charge details, on request?				
Service Provider		Yes	No	Total
Tata Comm	Count	175	448	623
	%age	28.1%	71.9%	100.0%
Sify	Count	110	957	1067
	%age	10.3%	89.7%	100.0%
Hathway	Count	16	592	608
	%age	2.6%	97.4%	100.0%
You Telecom	Count	147	824	971
	%age	15.1%	84.9%	100.0%
Spectranet	Count	194	517	711
	%age	27.3%	72.7%	100.0%
Syscon	Count	110	957	1067
	%age	10.3%	89.7%	100.0%
Five Network	Count	210	815	1025
	%age	20.5%	79.5%	100.0%
D-Vois	Count	6	1023	1029
	%age	0.6%	99.4%	100.0%
Total	Count	968	6133	7101
	%age	13.6%	86.4%	100.0%

**5.3.12 Denial of itemized usage charges detail:** Out of 968 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection, , 212 (21.9%) reported that they were denied of their request for itemized usage charge for their pre paid connection from their operators. Denial of itemized details was reported highest in the case of Tata Communication (31.4%) followed by Five network (27.1%) and Spectranet (22.7%).

Q42. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?				
Service Provider		Yes	No	Total
Tata Comm	Count	55	120	175
	%age	31.4%	68.6%	100.0%
Sify	Count	10	100	110
	%age	9.1%	90.9%	100.0%
Hathway	Count	16	16	16
	%age	100.0%	100.0%	100.0%
You Telecom	Count	27	120	147
	%age	18.4%	81.6%	100.0%
Spectranet	Count	44	150	194
	%age	22.7%	77.3%	100.0%
Syscon	Count	19	91	110
	%age	17.3%	82.7%	100.0%
Five Network	Count	57	153	210
	%age	27.1%	72.9%	100.0%
D-Vois	Count	6	6	6
	%age	100.0%	100.0%	100.0%
Total	Count	212	756	968
	%age	21.9%	78.1%	100.0%



**5.3.14 Reason for denial of itemized charges:** The following table shows the reasons for denial by the Operators for not giving the itemized usage charges to the pre paid customers. Out of 212 respondents, who had reported that they were denied the itemized usage charges, nearly all of them (98.6%) reported that they were not given any reasons.

Q43. What were the reason(s) for denying your request? Service Provider Wise				
Service Provider		No reason given	Technical problem	Total
Tata Comm	Count	55		55
	%age	100.0%		100.0%
Sify	Count	9	1	10
	%age	90.0%	10.0%	100.0%
You Telecom	Count	27		27
	%age	100.0%		100.0%
Spectranet	Count	44		44
	%age	100.0%		100.0%
Syscon	Count	19		19
	%age	100.0%		100.0%
Five Network	Count	55	2	57
	%age	96.5%	3.5%	100.0%
Total	Count	209	3	212
	%age	98.6%	1.4%	100.0%

**5.3.15 Provision of Manual of Practice by the Operators:** The following table shows the number of respondents who had been provided the manual of practice at the the time of taking the new broadband connection which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection. Only 2618 (19.4%) subscribers had confirmed that they had received the manual of practice. This was found to be highest in the case of Tata Communication (39.2%) followed by Reliance (38.7%) and MTNL (34.7%). Around 11% of subscribers reported that since their connection is old and they do not remember of receiving the manual.

Q44. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new broadband connection?"					
Service Provider		Yes	No	Do not remember	Total
Bharti	Count	152	879	36	1067
	%age	14.2%	82.4%	3.4%	100.0%
Reliance	Count	413	541	114	1068
	%age	38.7%	50.7%	10.7%	100.0%
Tata Comm	Count	424	629	29	1082
	%age	39.2%	58.1%	2.7%	100.0%
Sify	Count	121	813	133	1067
	%age	11.3%	76.2%	12.5%	100.0%
Hathway	Count	157	849	61	1067
	%age	14.7%	79.6%	5.7%	100.0%
Tata Tele	Count	175	648	244	1067
	%age	16.4%	60.7%	22.9%	100.0%
You Telecom	Count	112	852	103	1067
	%age	10.5%	79.9%	9.7%	100.0%
Spectranet	Count	151	581	16	748
	%age	20.2%	77.7%	2.1%	100.0%
Syscon	Count	141	908	18	1067
	%age	13.2%	85.1%	1.7%	100.0%
Tikona	Count	295	429	343	1067
	%age	27.6%	40.2%	32.1%	100.0%
MTNL	Count	371	571	126	1068
	%age	34.7%	53.5%	11.8%	100.0%
Five Network	Count	106	900	19	1025
	%age	10.3%	87.8%	1.9%	100.0%
D-Vois	Count		742	287	1029
	%age		72.1%	27.9%	100.0%
Total	Count	2618	9342	1529	13489
	%age	19.4%	69.3%	11.3%	100.0%



### 5.3.16: OVERALL SCORE - BROADBAND

The following table shows the provider wise score on various provisions of the Telecom Consumer Protection and Redressal of Grievances Act.

Sub Parameter	Bharti	Reliance	Tata Comm	Sify	Hathway	Tata Tele	You Telecom	Spectranet	Syscon	Tikona	MTNL	Five Network	D-Vois
For pre-paid customers awareness about item-wise usage charge details on request	NA	NA	28.1%	10.3%	2.6%	NA	15.1%	27.3%	10.3%	NA	NA	20.5%	0.6%
If aware (for pre-paid customers)ever denied of item wise usage charge details for pre paid connection	NA	NA	31.4%	9.1%	0.0%	NA	18.4%	22.7%	17.3%	NA	NA	27.1%	0.0%
For new customers provisioning of "Manual of practice while taking the new connection	14.2%	38.7%	39.2%	11.3%	14.7%	16.4%	10.5%	20.2%	13.2%	27.6%	34.7%	10.3%	0.0%
Awareness of call center number of their SPs	98.0%	93.5%	93.9%	93.3%	89.4%	93.7%	91.5%	89.8%	88.8%	90.7%	97.1%	90.5%	97.3%
Penetration of consumers made any complaint to the toll free number within last 12 months	18.5%	15.7%	29.2%	0.1%	1.1%	11.7%	10.4%	0%	0%	9.3%	1.4%	18.7%	0%
Call center informing about the action taken on complaint	92.9%	89.9%	96.5%	100.0%	83.3%	100.0%	70.3%	NA	NA	89.9%	100.0%	51.0%	NA
Resolution of billing complaint by customer care with in 4 weeks of lodging complaint	47.4%	30.5%	13.3%	NA	47.5%	43.3%	21.8%	NA	NA	43.3%	45.5%	26.7%	NA
Percentage satisfied with complaint resolution by call center	98.0%	100.0%	99.7%	100.0%	100.0%	94.4%	100.0%	NA	NA	100.0%	73.3%	100.0%	
Awareness about of nodal officer contact details for redressing grievances	14.7%	14.1%	33.1%	6.7%	12.6%	18.0%	22.6%	34.0%	14.7%	9.6%	5.9%	24.9%	5.2%
Awareness about of appellate authority contact details for redressing grievances	9.6%	21.1%	33.0%	2.2%	6.7%	12.5%	12.0%	12.2%	7.9%	15.1%	3.8%	4.1%	1.2%

- Awareness level of call centre/ customer care help line numbers was found in the range of 88.8% to 98%. This was found to be highest in the case of Bharti (98%) followed by D-Vois (97.3%) and MTNL (97.1%).
- Overall awareness about the Nodal Officer is increasing amongst the subscribers of metro circle and it was 16.2% in Mumbai circle. However provider wise analysis shows that it was quite low in the case of D Vois (5.2%) and MTNL (5.9%), but good in the case of Spectranet (34%) followed by Tata Communication (33.1%), and Five Network (24.9%).
- Highest number of complaints to the call centre, within last 6 months, was made by the subscribers of Tata Communication (29.2%) whereas it was almost none in the case of Sify.
- Awareness about item wise usage charges in the case of pre paid services was found in the range of 0.6% (D Vois) to 28% (Tata Communication).
- Denial of item wise usage charges on request in the case of pre paid connection was reported highest from the subscribers of Tata Communication (31.4%).



## **6. CONCLUSION AND RECOMMENDATIONS**





## 6. Conclusion and Recommendations

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

1. To assess the Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007
2. To Assess Customer perception of Service as defined in *Regulations on quality of service of Basic and Cellular dated 1<sup>st</sup> July 2005 and Broadband Service dated 6<sup>th</sup> October 2006*.

Therefore, the present report deals with the subject matter as listed above of the three services – Basic service (Wireline), Cellular Mobile and Broadband – in Mumbai Metro Circle.

Altogether 7 parameters were considered to assess the customer perception of services. The consumers were asked to rank the services on the defined parameter on a likert scale of 1 to 4, where, 4 = Very satisfied, 3 = satisfied, 2 = dissatisfied and 1 = very dissatisfied. To measure the percentage of consumers satisfied on various QoS parameters a simple addition method was applied by taking into account the sum of consumer who were either “Very satisfied” or “Satisfied” on particular parameter. Therefore, the proportion of sum total of “Very Satisfied” and “Satisfied” consumers were taken out from the total number of valid responses on the all questions of each of the broad parameter.

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

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

Where:

CS = % of satisfied consumers

A = (sum total of no. of subscribers who were “very satisfied” on each of the broad parameter + sum total of no. of subscribers who were “satisfied” on each of the broad parameter

N = Total sample size achieved

### 6.1 Key Takeout

#### 6.1.1 Basic Service (Wireline):

- 1) Performance of **Reliance Comm and Tata Teleservices** was better than other 2 operators as they met benchmark on all the parameters except one. Their performance on the **maintainability** was below the benchmark.
- 2) The performance level of **Bharti and MTNL** was not satisfactory as they met the benchmark level only on five parameters. Both of them could not meet the maintainability benchmark. While Bharti was unable to meet the network performance benchmark, MTNL was far below the benchmark for supplementary services.
- 3) **With regard to the implementation and effectiveness of grievance redressal**, most of the consumers are aware of only call centre. Awareness of and approach to Nodal Office and Appellate authority was found to be low. Although awareness among the subscribers of Bharti was found to be high, however, the percentage of complaints in the case of Bharti was also found to be high. Unsatisfied with the resolution provided by the call centre has direct bearing on approach to the second and third level of redressal mechanism.



### 6.1.2 Cellular Mobile

- 1) The performance of only 2 operators, Idea and Vodafone, was found to be better than others as they were able to achieve the benchmark on most of the parameters. However on the issue of **help service**, their performance was not able to achieve the benchmark.
- 2) The performance of all the other 8 operators was quite low and they could not meet the benchmark on most all the parameters. Uninor and MTS, the new entrants to Mumbai metro circle, were not able to achieve the benchmark on almost all the parameters.
- 3) **With regard to the implementation and effectiveness of grievance redressal**, most of the consumers are aware of only call centre. Awareness of and approach to Nodal Officer was found to be increasing. This shows that dissatisfied complainants have started accessing second tier of grievance redressal mechanism. This is largely observed in the case of new players such as. Secondly awareness and approach to the Appellate Authority was also found to be increasing. The consumers have become more assertive and also the introduction of MNP is clearly seen on the number of customer complaints which have seen a downfall. The analysis shows that only 12.4% of the consumers have registered complaints in the last 6 months.

### 6.1.3 Broadband

1. In the case of broadband, the performance of most of the operators has been much better as compared to other services.
2. The performance of Reliance and Hathway was better than all the other eleven operators as it was able to meet the benchmark on seven out of eight parameters.
3. The performance of Tata Communications, Sify, Tata Teleservices and You Telecom was also good as they were also able to meet the benchmark on most of the parameters.
4. **With regard to the implementation and effectiveness of grievance redressal mechanism**, only 35.5% of the complainants are getting the docket number of their complaints. Awareness is high about the call centre but remains low about the second and third tier of redressal mechanism. The satisfaction level with the resolution of complaint, however, was reported in the range of 25%-73%



## **6.2 Recommendations**

### **6.2.1 Basic Service (Wireline):**

- 1) Bharti and MTNL should improve its services for the post and prepaid customers. The accounting system related to charges should be made more transparent so that customer could avail the itemized usage charges. Bharti should also improve their network performance and maintainability whereas MTNL should stress on the supplementary services provided to the customers. Bharti is the only operator which has seen fall in its performance related to network performance.
- 2) In order to spread the awareness level about the redressal mechanism, more drastic step should be adopted. A multiple pronged strategy is required in order to reach the customers. In the case of prepaid customers, a separate mechanism should be evolved to make them aware about the redressal mechanism.

### **6.2.2 Cellular Mobile**

- 1) Bharti and Vodafone should introduce more effective customer care service. They have seen tremendous growth in number of subscribers. This requires more effective mechanism to handle the concerns of their customers. Airtel has started charging their customers if they want to speak directly to customer care executives. This has not gone well with the customers. Since none of the operators were able to meet benchmark on help services in Mumbai circle, therefore, regulator should evolve a common strategy for all the operators.
- 2) All the other operators have to still to improve their network performance by improving their infrastructure facility as the number of subscribers with all the operators is increasing every day. Regulator should evolve a mechanism where to measure the delivering capacity of each of the provider and at regular interval. Call drop incidences should be more stringently monitored. Similarly they should improve maintainability. Bharti, MTS, Lopop and Uninor should do investment on skilled man power in order to avoid the repeat complaints on the same issue.

### **6.2.3 Broadband**

- 1) MTNL, Bharti, Syscon, Tikona and Five Networks – all need to improve their services. The accounting system related to charges should be made more transparent so that customer could avail the itemized usage charges. They should also work on their help services and maintainability part.
- 2) The help services provided by MTNL, Bharti, Syscon, Tikona and Five Networks should be enhanced further in order to effectively redress the grievances of their customers.



## **7. ANNEXURE A- (ALL TABLES)**



## 8.1: Basic (Wireline) Services

### A. SERVICE PROVISION

Q 1(a).Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?				
Service Provider		Yes	No	Total
Bharti	Count	214	853	1067
	%age	20.10%	79.90%	100.00%
Rel Comm	Count	26	1041	1067
	%age	2.40%	97.60%	100.00%
Tata Teleservices	Count	25	1043	1068
	%age	2.30%	97.70%	100.00%
MTNL	Count	29	1038	1067
	%age	2.70%	97.30%	100.00%
Total	Count	294	3975	4269
	%age	6.90%	93.10%	100.00%

Q 1b. How satisfied are you with the process and time taken to activate the mobile connection, after you applied and completed all formalities?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	2	33	179	214
	%age	0.00%	0.90%	15.40%	83.60%	100.00%
Rel Comm	Count	0	0	9	17	26
	%age	0.00%	0.00%	34.60%	65.40%	100.00%
TTSL	Count	0	0	15	10	25
	%age	0.00%	0.00%	60.00%	40.00%	100.00%
MTNL	Count	0	1	13	15	29
	%age	0.00%	3.40%	44.80%	51.70%	100.00%
Total	Count	0	3	70	221	294
	%age	0.0%	1.00%	23.80%	75.20%	100.00%

Q2. 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?				
Service Provider		Yes	No	Total
Bharti	Count	211	3	214
	%age	98.60%	1.40%	100.00%
Rel Comm	Count	25	1	26
	%age	96.20%	3.80%	100.00%
Tata Teleservices	Count	19	6	25
	%age	76.00%	24.00%	100.00%
MTNL	Count	29	0	29
	%age	100.00%	0.00%	100.00%
Total	Count	284	10	294
	%age	96.60%	3.40%	100.00%

Q 3.How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	3	20	191	214
	%age	0.00%	1.40%	9.30%	89.30%	100.00%
Rel Comm	Count	0	0	6	20	26
	%age	0.00%	0.00%	23.10%	76.90%	100.00%
TTSL	Count	0	0	16	9	25
	%age	0.00%	0.00%	64.00%	36.00%	100.00%
MTNL	Count	0	0	4	25	29
	%age	0.00%	0.00%	13.80%	86.20%	100.00%



Q 3.How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Total	Count	0	3	46	245	294
	%age	0.0%	1.00%	15.60%	83.30%	100.00%

## B. BILLING POSTPAID

Q 4. How satisfied are you with the time taken to deliver your bills?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	536	531	1067
	%age	0.00%	0.00%	50.20%	49.80%	100.00%
Rel Comm	Count	0	23	996	48	1067
	%age	0.00%	2.20%	93.30%	4.50%	100.00%
TTSL	Count	0	27	901	140	1068
	%age	0.00%	2.50%	84.40%	13.10%	100.00%
MTNL	Count	0	2	764	301	1067
	%age	0.00%	0.20%	71.60%	28.20%	100.00%
Total	Count	0	52	3197	1020	4269
	%age	0.0%	1.20%	74.90%	23.90%	100.00%

Q 5(a). How satisfied are you with the quality of your bills in terms of accuracy & completeness of the bills?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	536	531	1067
	%age	0.00%	0.00%	50.20%	49.80%	100.00%
Rel Comm	Count	0	23	996	48	1067
	%age	0.00%	2.20%	93.30%	4.50%	100.00%
TTSL	Count	0	27	901	140	1068
	%age	0.00%	2.50%	84.40%	13.10%	100.00%
MTNL	Count	0	2	764	301	1067
	%age	0.00%	0.20%	71.60%	28.20%	100.00%
Total	Count	0	52	3197	1020	4269
	%age	0.0%	1.20%	74.90%	23.90%	100.00%

Q 5b. Please specify the reason(s) for your dissatisfaction.						
Service Provider		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Total
Bharti	Count	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	100.0%
Rel Comm	Count	0	23	1	1	24
	%age	0.0%	95.8%	4.2%	4.2%	100.0%
Tata Teleservices	Count	3	28	0	0	31
	%age	9.7%	90.3%	0.0%	0.0%	100.0%
MTNL	Count	2	7	1	1	11
	%age	18.2%	63.6%	9.1%	9.1%	100.0%
Total	Count	5	58	1	1	65
	%age	7.7%	89.2%	1.5%	1.5%	100.0%

Q 6. Have you made any billing related complaints in the last 6 months?				
Service Provider		Yes	No	Total
Bharti	Count	424	643	1067
	%age	39.70%	60.30%	100.00%
Rel Comm	Count	57	1010	1067



Q 6. Have you made any billing related complaints in the last 6 months?				
Service Provider		Yes	No	Total
Tata Teleservices	%age	5.30%	94.70%	100.00%
	Count	107	961	1068
	%age	10.00%	90.00%	100.00%
MTNL	Count	159	908	1067
	%age	14.90%	85.10%	100.00%
Total	Count	747	3522	4269
	%age	17.50%	82.50%	100.00%

Q 7. How satisfied are you with the process of resolution of billing complaints?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	1	219	204	424
	%age	0.00%	0.20%	51.70%	48.10%	100.00%
Rel Comm	Count	0	0	55	2	57
	%age	0.00%	0.00%	96.50%	3.50%	100.00%
TTSL	Count	0	0	65	42	107
	%age	0.00%	0.00%	60.70%	39.30%	100.00%
MTNL	Count	0	6	76	77	159
	%age	0.00%	3.80%	47.80%	48.40%	100.00%
Total	Count	0	7	415	325	747
	%age	0.0%	0.90%	55.60%	43.50%	100.00%

Q 8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	0	643	423	1067
	%age	0.10%	0.00%	60.30%	39.60%	100.00%
Rel Comm	Count	0	23	983	61	1067
	%age	0.00%	2.20%	92.10%	5.70%	100.00%
TTSL	Count	0	27	918	123	1068
	%age	0.00%	2.50%	86.00%	11.50%	100.00%
MTNL	Count	0	7	835	225	1067
	%age	0.00%	0.70%	78.30%	21.10%	100.00%
Total	Count	1	57	3379	832	4269
	%age	0.00%	1.30%	79.20%	19.50%	100.00%

Q 9. Please specify the reason(s) for your dissatisfaction;				
Service Provider		Difficult to read the bill	Difficult to understand the language	Total
Bharti	Count	0	1	1
	%age	0.00%	100.00%	100.00%
Rel Comm	Count	0	23	23
	%age	0.00%	100.00%	100.00%
Tata Teleservices	Count	0	27	27
	%age	0.00%	100.00%	100.00%
MTNL	Count	4	3	7
	%age	57.10%	42.90%	100.00%
Total	Count	4	54	58
	%age	6.90%	93.10%	100.00%



### C. HELPLINE SERVICES

Q 11. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?				
Service Provider		Yes	No	Total
Bharti	Count	469	598	1067
	%age	44.00%	56.00%	100.00%
Rel Comm	Count	274	793	1067
	%age	25.70%	74.30%	100.00%
Tata Teleservices	Count	355	713	1068
	%age	33.20%	66.80%	100.00%
MTNL	Count	502	565	1067
	%age	47.00%	53.00%	100.00%
Total	Count	1600	2669	4269
	%age	37.50%	62.50%	100.00%

Q 12a. How satisfied are you with the ease of access of call centre/customer care or helpline?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	294	175	469
	%age	0.00%	0.00%	62.70%	37.30%	100.00%
Rel Comm	Count	0	0	210	64	274
	%age	0.00%	0.00%	76.60%	23.40%	100.00%
TTSL	Count	0	12	264	79	355
	%age	0.00%	3.40%	74.40%	22.30%	100.00%
MTNL	Count	14	74	240	174	502
	%age	2.80%	14.70%	47.80%	34.70%	100.00%
Total	Count	14	86	1008	492	1600
	%age	0.90%	5.40%	63.00%	30.80%	100.00%

Q 12(b). How satisfied are you with the ease of getting an option for “talking to a customer care executive”?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	237	232	469
	%age	0.00%	0.00%	50.50%	49.50%	100.00%
Rel Comm	Count	0	0	214	60	274
	%age	0.00%	0.00%	78.10%	21.90%	100.00%
TTSL	Count	0	3	236	116	355
	%age	0.00%	0.80%	66.50%	32.70%	100.00%
MTNL	Count	0	26	244	232	502
	%age	0.00%	5.20%	48.60%	46.20%	100.00%
Total	Count	0	29	931	640	1600
	%age	0.0%	1.80%	58.20%	40.00%	100.00%

Q 13. How satisfied are you with the response time taken to answer your call by a customer care executive?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	21	246	202	469
	%age	0.00%	4.50%	52.50%	43.10%	100.00%
Rel Comm	Count	0	9	207	58	274
	%age	0.00%	3.30%	75.50%	21.20%	100.00%
TTSL	Count	0	18	288	49	355
	%age	0.00%	5.10%	81.10%	13.80%	100.00%
MTNL	Count	2	104	353	43	502
	%age	0.40%	20.70%	70.30%	8.60%	100.00%
Total	Count	2	152	1094	352	1600
	%age	0.10%	9.50%	68.40%	22.00%	100.00%





Q 14. How satisfied are you with the problem solving ability of the customer care executive(s)?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	231	238	469
	%age	0.00%	0.00%	49.30%	50.70%	100.00%
Rel Comm	Count	0	0	182	92	274
	%age	0.00%	0.00%	66.40%	33.60%	100.00%
TTSL	Count	0	9	232	114	355
	%age	0.00%	2.50%	65.40%	32.10%	100.00%
MTNL	Count	1	16	394	91	502
	%age	0.20%	3.20%	78.50%	18.10%	100.00%
Total	Count	1	25	1039	535	1600
	%age	0.10%	1.60%	64.90%	33.40%	100.00%

Q 15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	19	209	241	469
	%age	0.00%	4.10%	44.60%	51.40%	100.00%
Rel Comm	Count	0	0	207	67	274
	%age	0.00%	0.00%	75.50%	24.50%	100.00%
TTSL	Count	0	9	262	84	355
	%age	0.00%	2.50%	73.80%	23.70%	100.00%
MTNL	Count	0	10	285	207	502
	%age	0.00%	2.00%	56.80%	41.20%	100.00%
Total	Count	0	38	963	599	1600
	%age	0.0%	2.40%	60.20%	37.40%	100.00%

#### D. NETWORK PERFORMANCE:

Q 16. How satisfied are you with the availability of working telephone (dial tone)?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	63	74	206	724	1067
	%age	5.90%	6.90%	19.30%	67.90%	100.00%
Rel Comm	Count	0	23	829	215	1067
	%age	0.00%	2.20%	77.70%	20.10%	100.00%
TTSL	Count	0	29	847	192	1068
	%age	0.00%	2.70%	79.30%	18.00%	100.00%
MTNL	Count	1	52	648	366	1067
	%age	0.10%	4.90%	60.70%	34.30%	100.00%
Total	Count	64	178	2530	1497	4269
	%age	1.50%	4.20%	59.30%	35.10%	100.00%

Q 17. How satisfied are you with the ability to make or receive calls easily?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	27	116	281	643	1067
	%age	2.50%	10.90%	26.30%	60.30%	100.00%
Rel Comm	Count	0	23	824	220	1067
	%age	0.00%	2.20%	77.20%	20.60%	100.00%
TTSL	Count	1	28	815	224	1068
	%age	0.10%	2.60%	76.30%	21.00%	100.00%
MTNL	Count	1	9	477	580	1067
	%age	0.10%	0.80%	44.70%	54.40%	100.00%
Total	Count	29	176	2397	1667	4269
	%age	0.70%	4.10%	56.10%	39.00%	100.00%



Q 18. How satisfied are you with the voice quality?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	59	54	262	692	1067
	%age	5.50%	5.10%	24.60%	64.90%	100.00%
Rel Comm	Count	0	23	911	133	1067
	%age	0.00%	2.20%	85.40%	12.50%	100.00%
TTSL	Count	1	27	868	172	1068
	%age	0.10%	2.50%	81.30%	16.10%	100.00%
MTNL	Count	1	9	625	432	1067
	%age	0.10%	0.80%	58.60%	40.50%	100.00%
Total	Count	61	113	2666	1429	4269
	%age	1.40%	2.60%	62.50%	33.50%	100.00%

## E. MAINTAINABILITY

Q 19. How many times has your telephone connection required repair in the last 6 months?						
Service Provider		Nil	One time	2-3 times	More than 3 times	Total
Bharti	Count	760	228	61	18	1067
	%age	71.20%	21.40%	5.70%	1.70%	100.00%
Rel Comm	Count	980	41	46	0	1067
	%age	91.80%	3.80%	4.30%	0.00%	100.00%
Tata Teleservices	Count	948	64	56	0	1068
	%age	88.80%	6.00%	5.20%	0.00%	100.00%
MTNL	Count	885	23	35	124	1067
	%age	82.90%	2.20%	3.30%	11.60%	100.00%
Total	Count	3573	356	198	142	4269
	%age	83.70%	8.30%	4.60%	3.30%	100.00%

Q 20. How long did it take generally for repairing the fault after lodging a complaint?						
Service Provider		1 day	2-3 days	4-7 days	More than 7 days	Total
Bharti	Count	191	86	27	3	307
	%age	62.20%	28.00%	8.80%	1.00%	100.00%
Rel Comm	Count	24	61	2	0	87
	%age	27.60%	70.10%	2.30%	0.00%	100.00%
Tata Teleservices	Count	31	83	3	3	120
	%age	25.80%	69.20%	2.50%	2.50%	100.00%
MTNL	Count	153	18	8	3	182
	%age	84.10%	9.90%	4.40%	1.60%	100.00%
Total	Count	399	248	40	9	696
	%age	57.30%	35.60%	5.70%	1.30%	100.00%

Q 21. How satisfied are you with the fault repair service?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	42	153	112	307
	%age	0.00%	13.70%	49.80%	36.50%	100.00%
Rel Comm	Count	0	9	72	6	87
	%age	0.00%	10.30%	82.80%	6.90%	100.00%
Tata Teleservices	Count	0	20	95	5	120
	%age	0.00%	16.70%	79.20%	4.20%	100.00%
MTNL	Count	1	23	91	67	182
	%age	0.50%	12.60%	50.00%	36.80%	100.00%
Total	Count	1	94	411	190	696
	%age	0.10%	13.50%	59.10%	27.30%	100.00%



## F. SUPPLEMENTARY SERVICES

Q 22. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?				
Service Provider		Yes	No	Total
Bharti	Count	461	606	1067
	%age	43.20%	56.80%	100.00%
Rel Comm	Count	121	946	1067
	%age	11.30%	88.70%	100.00%
Tata Teleservices	Count	123	945	1068
	%age	11.50%	88.50%	100.00%
MTNL	Count	447	620	1067
	%age	41.90%	58.10%	100.00%
Total	Count	1152	3117	4269
	%age	27.00%	73.00%	100.00%

Q 23. How satisfied are you with the quality of the supplementary services / value added service provided?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	42	253	166	461
	%age	0.00%	9.10%	54.90%	36.00%	100.00%
Rel Comm	Count	0	0	111	10	121
	%age	0.00%	0.00%	91.70%	8.30%	100.00%
Tata Teleservices	Count	0	0	110	13	123
	%age	0.00%	0.00%	89.40%	10.60%	100.00%
MTNL	Count	4	109	221	113	447
	%age	0.90%	24.40%	49.40%	25.30%	100.00%
Total	Count	4	151	695	302	1152
	%age	0.30%	13.10%	60.30%	26.20%	100.00%

Q 24a. How satisfied are you with the process of activating value added services or the process of unsubscribing?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	11	221	229	461
	%age	0.00%	2.40%	47.90%	49.70%	100.00%
Rel Comm	Count	0	10	85	26	121
	%age	0.00%	8.30%	70.20%	21.50%	100.00%
Tata Teleservices	Count	0	11	87	25	123
	%age	0.00%	8.90%	70.70%	20.30%	100.00%
MTNL	Count	0	10	210	227	447
	%age	0.00%	2.20%	47.00%	50.80%	100.00%
Total	Count	0	42	603	507	1152
	%age	0.0%	3.60%	52.30%	44.00%	100.00%

Q 24(b). Please specify the reason(s) for your dissatisfaction;					
Service Provider		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Total
Bharti	Count	4	5	2	11
	%age	36.40%	45.50%	18.20%	100.00%
Rel Comm	Count	5	4	1	10
	%age	50.00%	40.00%	10.00%	100.00%
Tata Teleservices	Count	4	4	3	11
	%age	36.40%	36.40%	27.30%	100.00%
MTNL	Count	4	5	1	10
	%age	40.00%	50.00%	10.00%	100.00%



Q 24(b). Please specify the reason(s) for your dissatisfaction;					
Service Provider		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Total
Total	Count	17	18	7	42
	%age	40.50%	42.90%	16.70%	100.00%

Q 25. In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?				
Service Provider		Yes	No	Total
Bharti	Count	393	674	1067
	%age	36.80%	63.20%	100.00%
Rel Comm	Count	55	1012	1067
	%age	5.20%	94.80%	100.00%
Tata Teleservices	Count	157	911	1068
	%age	14.70%	85.30%	100.00%
MTNL	Count	114	953	1067
	%age	10.70%	89.30%	100.00%
Total	Count	719	3550	4269
	%age	16.80%	83.20%	100.00%

Q 25a. How satisfied are you with the resolution of your complaint for deactivation of VAS?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	1	215	176	393
	%age	0.30%	0.30%	54.70%	44.80%	100.00%
Rel Comm	Count	0	0	6	49	55
	%age	0.00%	0.00%	10.90%	89.10%	100.00%
Tata Teleservices	Count	0	0	40	117	157
	%age	0.00%	0.00%	25.50%	74.50%	100.00%
MTNL	Count	6	20	37	51	114
	%age	5.30%	17.50%	32.50%	44.70%	100.00%
Total	Count	7	21	298	393	719
	%age	1.00%	2.90%	41.40%	54.70%	100.00%

## G. OVERALL SATISFACTION:

Q 26a. How satisfied are you with the overall quality of your telephone service?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	6	328	733	1067
	%age	0.0%	0.60%	30.70%	68.70%	100.00%
Rel Comm	Count	0	5	867	195	1067
	%age	0.0%	0.50%	81.30%	18.30%	100.00%
TTSL	Count	0	5	866	197	1068
	%age	0.0%	0.50%	81.10%	18.40%	100.00%
MTNL	Count	0	8	697	362	1067
	%age	0.0%	0.70%	65.30%	33.90%	100.00%
Total	Count	0	24	2758	1487	4269
	%age	0.0%	0.60%	64.60%	34.80%	100.00%

Q26 (b). Please specify the reason(s) for your dissatisfaction.					
Service Provider		Calculations not clear	Details of calls made not attached with bill	Network performance	Total
Bharti	Count	1	2	3	6
	%age	16.7%	33.3%	50.0%	100.0%



Q26 (b). Please specify the reason(s) for your dissatisfaction.					
Service Provider		Calculations not clear	Details of calls made not attached with bill	Network performance	Total
Rel Comm	Count	2	2	1	5
	%age	40.0%	40.0%	20.0%	100.0%
TTSL	Count	2	1	2	5
	%age	40.0%	20.0%	40.0%	100.0%
MTNL	Count	2	2	1	8
	%age	25.0%	25.0%	12.5%	100.0%
Total	Count	8	10	6	24
	%age	33.3%	41.7%	25.0%	100.0%

## H. GENERAL INFORMATION

Q 27. What kind of other services are you also taking from this service provider?						
Service Provider		Broadband	Mobile	Others (please specify)	None	Total
Bharti	Count	75	0	0	992	1067
	%age	7.00%	0.00%	0.00%	93.00%	100.00%
Rel Comm	Count	0	24	0	1043	1067
	%age	0.00%	2.20%	0.00%	97.80%	100.00%
TTSL	Count	16	46	0	1006	1068
	%age	1.50%	4.30%	0.00%	94.20%	100.00%
MTNL	Count	37	2	0	1028	1067
	%age	3.50%	0.20%	0.00%	96.30%	100.00%
Total	Count	128	72	0.0%	4069	4269
	%age	3.00%	1.70%	0.0%	95.30%	100.00%

Q 28a. Have you terminated a telephone connection that you had in the last 6 month?				
Service Provider		Yes	No	Total
Bharti	Count	3	1064	1067
	%age	0.30%	99.70%	100.00%
Rel Comm	Count	10	1057	1067
	%age	0.90%	99.10%	100.00%
TTSL	Count	4	1064	1068
	%age	0.40%	99.60%	100.00%
MTNL	Count	5	1062	1067
	%age	0.50%	99.50%	100.00%
Total	Count	22	4247	4269
	%age	0.50%	99.50%	100.00%

Q 28b. If Yes, Please name your previous service provider?						
Service Provider		Previous Service Provider				Total
		Airtel	Reliance	Tata Indicom	MTNL	
Bharti	Count	0	1	0	2	3
	%age	0.00%	33.30%	0.00%	66.70%	100.00%
Rel Comm	Count	5	0	3	2	10
	%age	50.00%	0.00%	30.00%	20.00%	100.00%
TTSL	Count	2	1	0	1	4
	%age	50.00%	25.00%	0.00%	25.00%	100.00%
MTNL	Count	2	1	2	0	5
	%age	40.00%	20.00%	40.00%	0.00%	100.00%
Total	Count	9	3	5	5	22
	%age	40.90%	13.60%	22.70%	22.70%	100.00%



Q 29. How many days were taken for termination of your telephone connection?						
Service Provider		1 day	2-3 days	4-7 days	More than 7 days	Total
Bharti	Count	0	3	0	0	3
	%age	0.00%	100.00%	0.00%	0.00%	100.00%
Rel Comm	Count	0	8	2	0	10
	%age	0.00%	80.00%	20.00%	0.00%	100.00%
TTSL	Count	1	2	1	0	4
	%age	25.00%	50.00%	25.00%	0.00%	100.00%
MTNL	Count	1	3	1	0	5
	%age	20.00%	60.00%	20.00%	0.00%	100.00%
Total	Count	2	16	4	0	22
	%age	9.10%	72.70%	18.20%	0.0%	100.00%

Q 30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?				
Service Provider		Yes	No	Total
Bharti	Count	782	285	1067
	%age	73.30%	26.70%	100.00%
Rel Comm	Count	460	607	1067
	%age	43.10%	56.90%	100.00%
TTSL	Count	354	714	1068
	%age	33.10%	66.90%	100.00%
MTNL	Count	116	951	1067
	%age	10.90%	89.10%	100.00%
Total	Count	1712	2557	4269
	%age	40.10%	59.90%	100.00%

Q 31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?				
Service Provider		Yes	No	Total
Bharti	Count	308	759	1067
	%age	28.90%	71.10%	100.00%
Rel Comm	Count	5	1062	1067
	%age	0.50%	99.50%	100.00%
TTSL	Count	55	1013	1068
	%age	5.10%	94.90%	100.00%
MTNL	Count	233	834	1067
	%age	21.80%	78.20%	100.00%
Total	Count	601	3668	4269
	%age	14.10%	85.90%	100.00%

Q 32a. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?				
Service Provider		Yes	No	Total
Bharti	Count	250	58	308
	%age	81.20%	18.80%	100.00%
Rel Comm	Count	0	5	5
	%age	0.00%	100.00%	100.00%
TTSL	Count	45	10	55
	%age	81.80%	18.20%	100.00%
MTNL	Count	103	130	233
	%age	44.20%	55.80%	100.00%
Total	Count	398	203	601
	%age	66.20%	33.80%	100.00%



Q 32b. Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?						
Service Provider		No change	Slight decrease	Considerable decrease	Stopped receiving	Total
Bharti	Count	219	15	13	3	250
	%age	87.6%	6.0%	5.2%	1.2%	100.0%
Rel Comm	Count	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	0.0%
TTSL	Count	37	4	2	2	45
	%age	82.2%	8.9%	4.4%	4.4%	100.0%
MTNL	Count	91	7	3	2	103
	%age	88.3%	6.8%	2.9%	1.9%	100.0%
Total	Count	347	26	18	7	398
	%age	87.2%	6.5%	4.5%	1.8%	100.0%

Q 32c. Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?				
Service Provider		Yes	No	Total
Bharti	Count	191	56	247
	%age	77.30%	22.70%	100.00%
Rel Comm	Count	0	0	0
	%age	0.00%	0.00%	0.00%
TTSL	Count	5	4	9
	%age	55.60%	44.40%	100.00%
MTNL	Count	0	3	3
	%age	0.00%	100.00%	100.00%
Total	Count	196	63	259
	%age	75.70%	24.30%	100.00%

Q 32d. If Yes, then indicate whether;						
Service Provider		Complaint was registered by the service provider and informed about the action taken on the complaint	Complaint was registered by the service provider and did not informed about the action taken on the complaint	Service Provider refused to register the complaint	Difficult to lodge the complaint	Total
Bharti	Count	38	102	48	3	191
	%age	19.90%	53.40%	25.10%	1.60%	100.00%
Rel Comm	Count	0	0	0	0	0
	%age	0.00%	0.00%	0.00%	0.00%	0.00%
TTSL	Count	2	3	0	0	5
	%age	40.00%	60.00%	0.00%	0.00%	100.00%
MTNL	Count	0	0	0	0	0
	%age	0.00%	0.00%	0.00%	0.00%	0.00%
Total	Count	40	105	48	3	196
	%age	20.40%	53.60%	24.50%	1.50%	100.00%

## 8.2: CELLULAR (MOBILE)

### A. SERVICE PROVISION

1. How satisfied are you with the process and time taken to activate the mobile connection, after you applied and completed all formalities?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	8	636	425	1072
	%age	0.30%	0.70%	59.30%	39.60%	100.00%
Rel Comm	Count	0	6	709	352	1067
	%age	0.00%	0.60%	66.40%	33.00%	100.00%
Tata Teleservices	Count	13	33	407	622	1075
	%age	1.20%	3.10%	37.90%	57.90%	100.00%
Idea Cellular	Count	1	2	889	182	1074
	%age	0.10%	0.20%	82.80%	16.90%	100.00%
Vodafone	Count	0	0	847	220	1067
	%age	0.00%	0.00%	79.40%	20.60%	100.00%
Sistema Shyam	Count	2	0	650	415	1067
	%age	0.20%	0.00%	60.90%	38.90%	100.00%
Aircel	Count	7	4	674	382	1067
	%age	0.70%	0.40%	63.20%	35.80%	100.00%
Loop Mobile	Count	8	14	506	540	1068
	%age	0.70%	1.30%	47.40%	50.60%	100.00%
MTNL	Count	5	3	332	727	1067
	%age	0.50%	0.30%	31.10%	68.10%	100.00%
Uninor	Count	5	12	496	554	1067
	%age	0.50%	1.10%	46.50%	51.90%	100.00%
Total	Count	44	82	6146	4419	10691
	%age	0.40%	0.80%	57.50%	41.30%	100.00%

Q2. 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?				
Service Provider		Yes	No	Total
Bharti	Count	625	447	1072
	%age	58.3%	41.7%	100.0%
Rel Comm	Count	544	523	1067
	%age	51.0%	49.0%	100.0%
Tata Indicom	Count	660	415	1075
	%age	61.4%	38.6%	100.0%
Idea Cellular	Count	293	781	1074
	%age	27.3%	72.7%	100.0%
Vodafone	Count	337	730	1067
	%age	31.6%	68.4%	100.0%
Sistema Shyam	Count	494	573	1067
	%age	46.3%	53.7%	100.0%
Aircel	Count	559	508	1067
	%age	52.4%	47.6%	100.0%
Loop Mobile	Count	610	458	1068
	%age	57.1%	42.9%	100.0%
MTNL	Count	895	172	1067
	%age	83.9%	16.1%	100.0%
Uninor	Count	646	421	1067
	%age	60.5%	39.5%	100.0%
Total	Count	5663	5028	10691
	%age	53.0%	47.0%	100.0%





3.How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	2	725	345	1072
	%age	0.00%	0.20%	67.60%	32.20%	100.00%
Rel Comm	Count	4	4	678	381	1067
	%age	0.40%	0.40%	63.50%	35.70%	100.00%
Tata Teleservices	Count	36	7	376	656	1075
	%age	3.30%	0.70%	35.00%	61.00%	100.00%
Idea Cellular	Count	2	3	876	193	1074
	%age	0.20%	0.30%	81.60%	18.00%	100.00%
Vodafone	Count	2	2	848	215	1067
	%age	0.20%	0.20%	79.50%	20.10%	100.00%
Sistema Shyam	Count	4	0	725	338	1067
	%age	0.40%	0.00%	67.90%	31.70%	100.00%
Aircel	Count	0	2	718	347	1067
	%age	0.00%	0.20%	67.30%	32.50%	100.00%
Loop Mobile	Count	8	21	480	559	1068
	%age	0.70%	2.00%	44.90%	52.30%	100.00%
MTNL	Count	0	3	277	787	1067
	%age	0.00%	0.30%	26.00%	73.80%	100.00%
Uninor	Count	5	15	563	484	1067
	%age	0.50%	1.40%	52.80%	45.40%	100.00%
Total	Count	61	59	6266	4305	10691
	%age	0.60%	0.60%	58.60%	40.30%	100.00%

## B. BILLING RELATED-PREPAID

Q4a. How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	13	440	315	768
	%age	0.00%	1.70%	57.30%	41.00%	100.00%
Rel Comm	Count	0	15	382	265	662
	%age	0.00%	2.30%	57.70%	40.00%	100.00%
TTSL	Count	34	10	330	381	755
	%age	4.50%	1.30%	43.70%	50.50%	100.00%
Idea	Count	2	6	817	174	999
	%age	0.20%	0.60%	81.80%	17.40%	100.00%
Vodafone	Count	0	28	631	163	822
	%age	0.00%	3.40%	76.80%	19.80%	100.00%
MTS	Count	5	1	638	403	1047
	%age	0.50%	0.10%	60.90%	38.50%	100.00%
Aircel	Count	2	22	395	435	854
	%age	0.20%	2.60%	46.30%	50.90%	100.00%
Loop	Count	9	17	459	476	961
	%age	0.90%	1.80%	47.80%	49.50%	100.00%
MTNL	Count	0	0	101	112	213
	%age	0.00%	0.00%	47.40%	52.60%	100.00%
Uninor	Count	4	23	528	512	1067
	%age	0.40%	2.20%	49.50%	48.00%	100.00%
Total	Count	56	135	4721	3236	8148
	%age	0.7%	1.7%	57.9%	39.7%	100.0%



Q4b. Please specify the reason(s) for your dissatisfaction;							
Service Provider		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Others (High Call Rates)	Total
Bharti	Count	2	6	0	5	0	13
	%age	15.4%	46.2%	0.0%	38.5%	0.0%	
Rel Comm	Count	3	4	4	1	3	15
	%age	20.0%	26.7%	26.7%	6.7%	20.0%	
Tata Indicom	Count	0	28	12	4	0	44
	%age	0.0%	63.6%	27.3%	9.1%	0.0%	
Idea Cellular	Count	0	4	2	1	1	8
	%age	0.0%	50.0%	25.0%	12.5%	12.5%	
Vodafone	Count	0	4	10	9	5	28
	%age	0.0%	14.3%	35.7%	32.1%	17.9%	
Sistema Shyam	Count	0	1	5	0	0	6
	%age	0.0%	16.7%	83.3%	0.0%	0.0%	
Aircel	Count	3	3	8	12	0	26
	%age	12.5%	12.5%	33.3%	50.0%	0.0%	
Loop Mobile	Count	0	5	18	3	0	26
	%age	0.0%	19.2%	69.2%	11.5%	0.0%	
MTNL	Count	0	0	0	0	0	
	%age	0.0%	0.0%	0.0%	0.0%	0.0%	
Uninor	Count	2	8	3	8	6	27
	%age	7.4%	29.6%	11.1%	29.6%	22.2%	
Total	Count	10	63	62	43	15	193
	%age	5.2%	33.0%	32.5%	22.5%	7.9%	

Q5a. Have you made any complaint related to charging/credit/ waiver/ validity/ adjustments in the last 6 months?				
Service Provider		Yes	No	Total
Bharti	Count	89	679	768
	%age	11.6%	88.4%	100.0%
Rel Comm	Count	181	481	662
	%age	27.3%	72.7%	100.0%
Tata Indicom	Count	166	589	755
	%age	22.0%	78.0%	100.0%
Idea Cellular	Count	32	967	999
	%age	3.2%	96.8%	100.0%
Vodafone	Count	64	758	822
	%age	7.8%	92.2%	100.0%
Sistema Shyam	Count	287	760	1047
	%age	27.4%	72.6%	100.0%
Aircel	Count	199	655	854
	%age	23.3%	76.7%	100.0%
Loop Mobile	Count	145	816	961
	%age	15.1%	84.9%	100.0%
MTNL	Count	27	186	213
	%age	12.7%	87.3%	100.0%
Uninor	Count	154	913	1067
	%age	14.4%	85.6%	100.0%
Total	Count	1344	6804	8148
	%age	16.5%	83.5%	100.0%



<b>Q5b. How satisfied are you with the resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of such resolution of complaints?</b>						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	66	23	89
	%age	0.0%	0.0%	74.2%	25.8%	100.00%
Rel Comm	Count	0	2	141	38	181
	%age	0.0%	1.1%	77.9%	21.0%	100.00%
TTSL	Count	2	8	94	62	166
	%age	1.2%	4.8%	56.6%	37.3%	100.00%
Idea	Count	0	2	23	7	32
	%age	0.0%	6.3%	71.9%	21.9%	100.00%
Vodafone	Count	0	0	51	13	64
	%age	0.0%	0.0%	79.7%	20.3%	100.00%
MTS	Count	1	9	86	191	287
	%age	0.3%	3.1%	30.0%	66.6%	100.00%
Aircel	Count	0	2	111	86	199
	%age	0.0%	1.0%	55.8%	43.2%	100.00%
Loop	Count	1	18	60	66	145
	%age	0.7%	12.4%	41.4%	45.5%	100.00%
MTNL	Count	0	0	10	17	27
	%age	0.0%	0.0%	37.0%	63.0%	100.00%
Uninor	Count	1	11	69	73	154
	%age	0.6%	7.1%	44.8%	47.4%	100.00%
Total	Count	5	52	711	576	1344
	%age	0.4%	3.9%	52.9%	42.9%	100.00%

<b>Q5c. How satisfied are you with the ease of recharging process and the transparency of recharge offer?</b>						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	3	505	260	768
	%age	0.00%	0.40%	65.80%	33.90%	100.00%
Rel Comm	Count	0	3	360	299	662
	%age	0.00%	0.50%	54.40%	45.20%	100.00%
TTSL	Count	16	10	389	340	755
	%age	2.10%	1.30%	51.50%	45.00%	100.00%
Idea	Count	9	2	886	102	999
	%age	0.90%	0.20%	88.70%	10.20%	100.00%
Vodafone	Count	3	0	675	144	822
	%age	0.40%	0.00%	82.10%	17.50%	100.00%
MTS	Count	3	6	632	406	1047
	%age	0.30%	0.60%	60.40%	38.80%	100.00%
Aircel	Count	5	3	514	332	854
	%age	0.60%	0.40%	60.20%	38.90%	100.00%
Loop	Count	10	20	630	301	961
	%age	1.00%	2.10%	65.60%	31.30%	100.00%
MTNL	Count	0	1	93	119	213
	%age	0.00%	0.50%	43.70%	55.90%	100.00%
Uninor	Count	4	11	674	378	1067
	%age	0.40%	1.00%	63.20%	35.40%	100.00%
Total	Count	50	59	5358	2681	8148
	%age	0.80%	0.70%	65.50%	32.90%	100.00%



Q5d. Please specify the reason(s) for your dissatisfaction;						
Service Provider		Lack of complete information about the offer	Charges/Services not as per the offer	Delay in activation of recharge	Non availability of all denomination recharge coupon	Total
Bharti	Count	0	2	1	0	3
	%age	0.0%	66.7%	33.3%	0.0%	
Rel Comm	Count	0	1	3	1	5
	%age	0.0%	33.3%	100.0%	33.3%	
Tata Indicom	Count	3	10	4	9	26
	%age	11.5%	38.5%	15.4%	34.6%	
Idea Cellular	Count	1	7	2	1	11
	%age	9.1%	63.6%	18.2%	9.1%	
Vodafone	Count	0	0	3	0	3
	%age	0.0%	0.0%	100.0%	0.0%	
Sistema Shyam	Count	0	3	2	4	9
	%age	0.0%	33.3%	22.2%	44.4%	
Aircel	Count	0	2	6	0	8
	%age	0.0%	25.0%	75.0%	0.0%	
Loop Mobile	Count	0	10	15	5	30
	%age	0.0%	33.3%	50.0%	16.7%	
MTNL	Count	0	0	1	0	1
	%age	0.0%	0.0%	100.0%	0.0%	
Uninor	Count	1	2	10	2	15
	%age	6.7%	13.3%	66.7%	13.3%	
Total	Count	5	37	47	22	111
	%age	4.6%	33.9%	43.1%	20.2%	

Q5e. Did you get information regarding call duration, amount deducted for call and balance in the account after every call?				
Service Provider		Yes	No	Total
Bharti	Count	594	174	768
	%age	77.3%	22.7%	100.0%
Rel Comm	Count	467	195	662
	%age	70.5%	29.5%	100.0%
Tata Indicom	Count	609	146	755
	%age	80.7%	19.3%	100.0%
Idea Cellular	Count	871	128	999
	%age	87.2%	12.8%	100.0%
Vodafone	Count	660	162	822
	%age	80.3%	19.7%	100.0%
Sistema Shyam	Count	724	323	1047
	%age	69.1%	30.9%	100.0%
Aircel	Count	710	144	854
	%age	83.1%	16.9%	100.0%
Loop Mobile	Count	718	243	961
	%age	74.7%	25.3%	100.0%
MTNL	Count	127	86	213
	%age	59.6%	40.4%	100.0%
Uninor	Count	841	226	1067
	%age	78.8%	21.2%	100.0%
Total	Count	6321	1827	8148
	%age	77.6%	22.4%	100.0%



**B. BILLING RELATED-POSTPAID**

6. How satisfied are you with the time taken to deliver your bills?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	2	190	112	304
	%age	0.00%	0.70%	62.50%	36.80%	100.00%
Rel Comm	Count	0	23	279	103	405
	%age	0.00%	5.70%	68.90%	25.40%	100.00%
Tata Teleservices	Count	4	0	88	228	320
	%age	1.20%	0.00%	27.50%	71.20%	100.00%
Idea Cellular	Count	0	1	68	6	75
	%age	0.00%	1.30%	90.70%	8.00%	100.00%
Vodafone	Count	1	15	209	20	245
	%age	0.40%	6.10%	85.30%	8.20%	100.00%
Sistema Shyam	Count	2	0	7	11	20
	%age	10.00%	0.00%	35.00%	55.00%	100.00%
Aircel	Count	0	22	142	49	213
	%age	0.00%	10.30%	66.70%	23.00%	100.00%
Loop Mobile	Count	0	0	85	22	107
	%age	0.00%	0.00%	79.40%	20.60%	100.00%
MTNL	Count	0	42	242	570	854
	%age	0.00%	4.90%	28.30%	66.70%	100.00%
Uninor	Count	0	0	0	0	0
	%age	0.00%	0.00%	0.00%	0.00%	0.00%
Total	Count	7	68	1334	1134	2543
	%age	0.30%	2.70%	52.50%	44.60%	100.00%

7(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	1	197	106	304
	%age	0.00%	0.30%	64.80%	34.90%	100.00%
Rel Comm	Count	0	6	304	95	405
	%age	0.00%	1.50%	75.10%	23.50%	100.00%
Tata Teleservices	Count	4	0	51	265	320
	%age	1.20%	0.00%	15.90%	82.80%	100.00%
Idea Cellular	Count	0	0	50	25	75
	%age	0.00%	0.00%	66.70%	33.30%	100.00%
Vodafone	Count	3	7	218	17	245
	%age	1.20%	2.90%	89.00%	6.90%	100.00%
Sistema Shyam	Count	2	0	7	11	20
	%age	10.00%	0.00%	35.00%	55.00%	100.00%
Aircel	Count	0	3	149	61	213
	%age	0.00%	1.40%	70.00%	28.60%	100.00%
Loop Mobile	Count	0	0	74	33	107
	%age	0.00%	0.00%	69.20%	30.80%	100.00%
MTNL	Count	1	11	241	601	854
	%age	0.10%	1.30%	28.20%	70.40%	100.00%
Uninor	Count	0	0	0	0	0
	%age	0.00%	0.00%	0.00%	0.00%	0.00%
Total	Count	10	28	1291	1214	2543
	%age	0.40%	1.10%	50.80%	47.70%	100.00%



Q7b. Please specify the reason(s) for your dissatisfaction;							
Service Provider		Difficult to read the bill	Difficult to understand the language	Calculation not clear	Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Others (High call rates & not issuing bill on time)	Total
Bharti	Count	0	0	1	0	0	1
	%age	0.0%	0.0%	100.0%	0.0%	0.0%	
Rel Comm	Count	0	1	5	1	1	8
	%age	0.0%	16.7%	83.3%	16.7%	16.7%	
Tata Indicom	Count	2	1	1	0	0	4
	%age	50.0%	25.0%	25.0%	0.0%	0.0%	
Idea Cellular	Count	0	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	0.0%	
Vodafone	Count	3	7	3	1	0	14
	%age	30.0%	70.0%	30.0%	10.0%	0.0%	
Sistema Shyam	Count	0	1	1	0	0	2
	%age	0.0%	50.0%	50.0%	0.0%	0.0%	
Aircel	Count	0	1	2	0	0	3
	%age	0.0%	33.3%	66.7%	0.0%	0.0%	
Loop Mobile	Count	0	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	0.0%	
MTNL	Count	0	2	9	6	2	19
	%age	0.0%	16.7%	75.0%	50.0%	16.7%	
Uninor	Count	0	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	0.0%	
Total	Count	5	13	22	8	3	51
	%age	13.2%	34.2%	57.9%	21.1%	7.9%	

8(a) How satisfied are you with the accuracy & completeness of the bills?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	1	198	105	304
	%age	0.00%	0.30%	65.10%	34.50%	100.00%
Rel Comm	Count	1	10	307	87	405
	%age	0.20%	2.50%	75.80%	21.50%	100.00%
Tata Teleservices	Count	4	0	144	172	320
	%age	1.20%	0.00%	45.00%	53.80%	100.00%
Idea Cellular	Count	0	0	63	12	75
	%age	0.00%	0.00%	84.00%	16.00%	100.00%
Vodafone	Count	4	5	216	20	245
	%age	1.60%	2.00%	88.20%	8.20%	100.00%
Sistema Shyam	Count	2	0	8	10	20
	%age	10.00%	0.00%	40.00%	50.00%	100.00%
Aircel	Count	0	1	202	10	213
	%age	0.00%	0.50%	94.80%	4.70%	100.00%
Loop Mobile	Count	0	0	91	16	107
	%age	0.00%	0.00%	85.00%	15.00%	100.00%
MTNL	Count	1	10	234	609	854
	%age	0.10%	1.20%	27.40%	71.30%	100.00%
Uninor	Count	0	0	0	0	0
	%age	0.00%	0.00%	0.00%	0.00%	0.00%
Total	Count	12	27	1463	1041	2543
	%age	0.50%	1.10%	57.50%	40.90%	100.00%



Q8b. Please specify the reason(s) for your dissatisfaction;								
Service Provider		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Calculations are not clear	Others (Billing issue)	Total
Bharti	Count	0	0	1	0	0	0	1
	%age	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	
Rel Comm	Count	3	0	2	3	4	3	15
	%age	27.3%	0.0%	18.2%	27.3%	36.4%	27.3%	
Tata Indicom	Count	0	2	2	0	0	0	4
	%age	0.0%	50.0%	50.0%	0.0%	0.0%	0.0%	
Idea Cellular	Count	0	0	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Vodafone	Count	3	0	0	3	3	0	9
	%age	33.3%	0.0%	0.0%	33.3%	33.3%	0.0%	
Sistema Shyam	Count	0	0	2	0	0	0	2
	%age	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	
Aircel	Count	0	0	1	0	0	0	1
	%age	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	
Loop Mobile	Count	0	0	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
MTNL	Count	0	3	6	8	6	1	24
	%age	0.0%	27.3%	54.5%	72.7%	54.5%	9.1%	
Uninor	Count	0	0	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Total	Count	6	5	14	14	13	2	54
	%age	15.4%	12.8%	35.9%	35.9%	33.3%	5.1%	

Q9a. Have you made any billing related complaints in the last 6 months?				
Service Provider		Yes	No	Total
Bharti	Count	59	245	304
	%age	19.4%	80.6%	100.0%
Rel Comm	Count	113	292	405
	%age	27.9%	72.1%	100.0%
Tata Indicom	Count	70	250	320
	%age	21.9%	78.1%	100.0%
Idea Cellular	Count	16	59	75
	%age	21.3%	78.7%	100.0%
Vodafone	Count	53	193	246
	%age	21.5%	78.5%	100.0%
Sistema Shyam	Count	5	15	20
	%age	25.0%	75.0%	100.0%
Aircel	Count	1	212	213
	%age	0.5%	99.5%	100.0%
Loop Mobile	Count	34	76	110
	%age	30.9%	69.1%	100.0%
MTNL	Count	102	763	865
	%age	11.8%	88.2%	100.0%
Uninor	Count	0	0	0
	%age	0.0%	0.0%	0.0%
Total	Count	453	2105	2558
	%age	17.7%	82.3%	100.0%



9(b). How satisfied are you with the process of resolution of billing complaints?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	1	27	30	59
	%age	1.7%	1.7%	45.8%	50.8%	100.0%
Rel Comm	Count	0	6	32	75	113
	%age	0.0%	5.3%	28.3%	66.4%	100.0%
Tata Teleservices	Count	1	1	5	63	70
	%age	1.4%	1.4%	7.1%	90.0%	100.0%
Idea Cellular	Count	0	0	16	0	16
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Vodafone	Count	0	1	48	4	53
	%age	0.0%	1.9%	90.6%	7.5%	100.0%
Sistema Shyam	Count	0	0	2	3	5
	%age	0.0%	0.0%	40.0%	60.0%	100.0%
Aircel	Count	0	0	1	0	1
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Loop Mobile	Count	0	0	26	8	34
	%age	0.0%	0.0%	76.5%	23.5%	100.0%
MTNL	Count	0	9	19	74	102
	%age	0.0%	8.8%	18.6%	72.5%	100.0%
Uninor	Count	0	0	0	0	0
	%age	0.00%	0.00%	0.00%	0.00%	0.00%
Total	Count	2	18	176	257	453
	%age	0.4%	4.0%	38.9%	56.7%	100.0%

### C. HELP SERVICES

Q10. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?				
Service Provider		Yes	No	Total
Bharti	Count	388	684	1072
	%age	36.2%	63.8%	100.0%
Rel Comm	Count	615	452	1067
	%age	57.6%	42.4%	100.0%
Tata Indicom	Count	304	771	1075
	%age	28.3%	71.7%	100.0%
Idea Cellular	Count	345	729	1074
	%age	32.1%	67.9%	100.0%
Vodafone	Count	397	670	1067
	%age	37.2%	62.8%	100.0%
Sistema Shyam	Count	428	639	1067
	%age	40.1%	59.9%	100.0%
Aircel	Count	532	535	1067
	%age	49.9%	50.1%	100.0%
Loop Mobile	Count	384	684	1068
	%age	36.0%	64.0%	100.0%
MTNL	Count	257	810	1067
	%age	24.1%	75.9%	100.0%
Uninor	Count	346	721	1067
	%age	32.4%	67.6%	100.0%
Total	Count	3996	6695	10691
	%age	37.4%	62.6%	100.0%

Q11. How satisfied are you with the ease of access of call centre/customer care or helpline?					
Service Provider	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total





Q11. How satisfied are you with the ease of access of call centre/customer care or helpline?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	4	300	84	388
	%age	0.00%	1.00%	77.30%	21.60%	100.00%
Rel Comm	Count	0	42	444	129	615
	%age	0.00%	6.80%	72.20%	21.00%	100.00%
Tata Teleservices	Count	18	4	115	167	304
	%age	5.90%	1.30%	37.80%	54.90%	100.00%
Idea Cellular	Count	2	17	236	90	345
	%age	0.60%	4.90%	68.40%	26.10%	100.00%
Vodafone	Count	0	17	275	105	397
	%age	0.00%	4.30%	69.30%	26.40%	100.00%
Sistema Shyam	Count	1	21	271	135	428
	%age	0.20%	4.90%	63.30%	31.50%	100.00%
Aircel	Count	2	18	349	163	532
	%age	0.40%	3.40%	65.60%	30.60%	100.00%
Loop	Count	3	9	170	202	384
	%age	0.80%	2.30%	44.30%	52.60%	100.00%
MTNL	Count	6	14	149	88	257
	%age	2.30%	5.40%	58.00%	34.20%	100.00%
Uninor	Count	4	18	190	134	346
	%age	1.20%	5.20%	54.90%	38.70%	100.00%
Total	Count	36	164	2499	1297	3996
	%age	0.90%	4.10%	62.50%	32.50%	100.00%

Q12. How satisfied are you with the ease of getting an option for “talking to a customer care executive”?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	17	283	88	388
	%age	0.00%	4.40%	72.90%	22.70%	100.00%
Rel Comm	Count	1	39	422	153	615
	%age	0.20%	6.30%	68.60%	24.90%	100.00%
Tata Teleservices	Count	18	5	178	103	304
	%age	5.90%	1.60%	58.60%	33.90%	100.00%
Idea Cellular	Count	2	16	230	97	345
	%age	0.60%	4.60%	66.70%	28.10%	100.00%
Vodafone	Count	2	16	283	96	397
	%age	0.50%	4.00%	71.30%	24.20%	100.00%
Sistema Shyam	Count	1	21	243	163	428
	%age	0.20%	4.90%	56.80%	38.10%	100.00%
Aircel	Count	0	16	301	215	532
	%age	0.00%	3.00%	56.60%	40.40%	100.00%
Loop	Count	3	16	153	212	384
	%age	0.80%	4.20%	39.80%	55.20%	100.00%
MTNL	Count	8	15	169	65	257
	%age	3.10%	5.80%	65.80%	25.30%	100.00%
Uninor	Count	2	18	177	149	346
	%age	0.60%	5.20%	51.20%	43.10%	100.00%
Total	Count	37	179	2439	1341	3996
	%age	0.90%	4.50%	61.00%	33.60%	100.00%



Q13. How satisfied are you with the response time taken to answer your call by a customer care executive?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	9	276	100	388
	%age	0.80%	2.30%	71.10%	25.80%	100.00%
Rel Comm	Count	20	60	370	165	615
	%age	3.30%	9.80%	60.20%	26.80%	100.00%
Tata Teleservices	Count	27	34	115	128	304
	%age	8.90%	11.20%	37.80%	42.10%	100.00%
Idea Cellular	Count	3	54	216	72	345
	%age	0.90%	15.70%	62.60%	20.90%	100.00%
Vodafone	Count	2	52	254	89	397
	%age	0.50%	13.10%	64.00%	22.40%	100.00%
Sistema Shyam	Count	4	18	273	133	428
	%age	0.90%	4.20%	63.80%	31.10%	100.00%
Aircel	Count	5	60	312	155	532
	%age	0.90%	11.30%	58.60%	29.10%	100.00%
Loop	Count	4	83	162	135	384
	%age	1.00%	21.60%	42.20%	35.20%	100.00%
MTNL	Count	7	38	162	50	257
	%age	2.70%	14.80%	63.00%	19.50%	100.00%
Uninor	Count	7	78	178	83	346
	%age	2.00%	22.50%	51.40%	24.00%	100.00%
Total	Count	82	486	2318	1110	3996
	%age	2.10%	12.20%	58.00%	27.80%	100.00%

Q14. How satisfied are you with the problem solving ability of the customer care executive(s)?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	166	131	91	388
	%age	0.00%	42.80%	33.80%	23.50%	100.00%
Rel Comm	Count	2	186	279	148	615
	%age	0.30%	30.20%	45.40%	24.10%	100.00%
Tata Teleservices	Count	0	85	106	113	304
	%age	0.00%	28.00%	34.90%	37.20%	100.00%
Idea Cellular	Count	2	58	222	63	345
	%age	0.60%	16.80%	64.30%	18.30%	100.00%
Vodafone	Count	9	89	258	41	397
	%age	2.30%	22.40%	65.00%	10.30%	100.00%
Sistema Shyam	Count	4	108	109	207	428
	%age	0.90%	25.20%	25.50%	48.40%	100.00%
Aircel	Count	0	153	224	155	532
	%age	0.00%	28.80%	42.10%	29.10%	100.00%
Loop	Count	5	76	182	121	384
	%age	1.30%	19.80%	47.40%	31.50%	100.00%
MTNL	Count	10	74	123	50	257
	%age	3.90%	28.80%	47.90%	19.50%	100.00%
Uninor	Count	3	104	159	80	346
	%age	0.90%	30.10%	46.00%	23.10%	100.00%
Total	Count	35	1099	1793	1077	3996
	%age	0.90%	27.50%	44.90%	26.80%	100.00%

Q15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	4	293	91	388
	%age	0.00%	1.00%	75.50%	23.50%	100.00%



<b>Q15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?</b>						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Rel Comm	Count	1	39	396	179	615
	%age	0.20%	6.30%	64.40%	29.10%	100.00%
Tata Teleservices	Count	18	6	175	105	304
	%age	5.90%	2.00%	57.60%	34.50%	100.00%
Idea Cellular	Count	2	31	272	40	345
	%age	0.60%	9.00%	78.80%	11.60%	100.00%
Vodafone	Count	1	13	332	51	397
	%age	0.30%	3.30%	83.60%	12.80%	100.00%
Sistema Shyam	Count	1	55	273	99	428
	%age	0.20%	12.90%	63.80%	23.10%	100.00%
Aircel	Count	0	23	388	121	532
	%age	0.00%	4.30%	72.90%	22.70%	100.00%
Loop	Count	3	9	276	96	384
	%age	0.80%	2.30%	71.90%	25.00%	100.00%
MTNL	Count	8	18	195	36	257
	%age	3.10%	7.00%	75.90%	14.00%	100.00%
Uninor	Count	5	17	255	69	346
	%age	1.40%	4.90%	73.70%	19.90%	100.00%
Total	Count	39	215	2855	887	3996
	%age	1.00%	5.40%	71.40%	22.20%	100.00%

#### **D. NETWORK PERFORMANCE**

<b>Q16. How satisfied are you with the availability of signal of your service provider in your locality?</b>						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	26	254	433	359	1072
	%age	2.40%	23.70%	40.40%	33.50%	100.00%
Rel Comm	Count	12	39	647	369	1067
	%age	1.10%	3.70%	60.60%	34.60%	100.00%
Tata Teleservices	Count	56	11	383	625	1075
	%age	5.20%	1.00%	35.60%	58.10%	100.00%
Idea Cellular	Count	3	19	855	197	1074
	%age	0.30%	1.80%	79.60%	18.30%	100.00%
Vodafone	Count	1	4	807	255	1067
	%age	0.10%	0.40%	75.60%	23.90%	100.00%
Sistema Shyam	Count	3	2	594	468	1067
	%age	0.30%	0.20%	55.70%	43.90%	100.00%
Aircel	Count	3	8	641	415	1067
	%age	0.30%	0.70%	60.10%	38.90%	100.00%
Loop	Count	24	23	443	578	1068
	%age	2.20%	2.20%	41.50%	54.10%	100.00%
MTNL	Count	1	8	328	730	1067
	%age	0.10%	0.70%	30.70%	68.40%	100.00%
Uninor	Count	32	38	491	506	1067
	%age	3.00%	3.60%	46.00%	47.40%	100.00%
Total	Count	161	406	5622	4502	10691
	%age	1.50%	3.80%	52.60%	42.10%	100.00%

<b>Q17. How satisfied are you with the ability to make or receive calls easily?</b>						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	36	159	581	296	1072
	%age	3.40%	14.80%	54.20%	27.60%	100.00%
Rel Comm	Count	15	41	760	251	1067



Q17. How satisfied are you with the ability to make or receive calls easily?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Tata Teleservices	%age	1.40%	3.80%	71.20%	23.50%	100.00%
	Count	34	33	445	563	1075
Idea Cellular	%age	3.20%	3.10%	41.40%	52.40%	100.00%
	Count	6	34	858	176	1074
Vodafone	%age	0.60%	3.20%	79.90%	16.40%	100.00%
	Count	1	36	881	149	1067
Sistema Shyam	%age	0.10%	3.40%	82.60%	14.00%	100.00%
	Count	23	26	635	383	1067
Aircel	%age	2.20%	2.40%	59.50%	35.90%	100.00%
	Count	7	53	648	359	1067
Loop	%age	0.70%	5.00%	60.70%	33.60%	100.00%
	Count	38	24	564	442	1068
MTNL	%age	3.60%	2.20%	52.80%	41.40%	100.00%
	Count	27	17	343	680	1067
Uninor	%age	2.50%	1.60%	32.10%	63.70%	100.00%
	Count	37	39	515	476	1067
Total	%age	3.50%	3.70%	48.30%	44.60%	100.00%
	Count	224	462	6230	3775	10691
Total	%age	2.10%	4.30%	58.30%	35.30%	100.00%
	Count					

Q18. How often does your call drops during conversation?						
Service Provider		Never	Occasionally	Frequently	Very Frequently	Total
Bharti	Count	516	320	162	74	1072
	%age	48.1%	29.9%	15.1%	6.9%	100.0%
Rel Comm	Count	669	339	43	16	1067
	%age	62.7%	31.8%	4.0%	1.5%	100.0%
Tata Indicom	Count	732	315	20	8	1075
	%age	68.1%	29.3%	1.9%	0.7%	100.0%
Idea Cellular	Count	276	682	106	10	1074
	%age	25.7%	63.5%	9.9%	0.9%	100.0%
Vodafone	Count	379	638	40	10	1067
	%age	35.5%	59.8%	3.7%	0.9%	100.0%
Sistema Shyam	Count	515	546	5	1	1067
	%age	48.3%	51.2%	0.5%	0.1%	100.0%
Aircel	Count	501	437	89	40	1067
	%age	47.0%	41.0%	8.3%	3.7%	100.0%
Loop Mobile	Count	674	322	63	9	1068
	%age	63.1%	30.1%	5.9%	0.8%	100.0%
MTNL	Count	863	184	15	5	1067
	%age	80.9%	17.2%	1.4%	0.5%	100.0%
Uninor	Count	600	417	44	6	1067
	%age	56.2%	39.1%	4.1%	0.6%	100.0%
Total	Count	5725	4200	587	179	10691
	%age	53.5%	39.3%	5.5%	1.7%	100.0%

Q19. How satisfied are you with the voice quality?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	25	222	471	354	1072
	%age	2.30%	20.70%	43.90%	33.00%	100.00%
Rel Comm	Count	8	104	627	328	1067
	%age	0.70%	9.70%	58.80%	30.70%	100.00%
Tata Teleservices	Count	6	82	363	624	1075
	%age	0.60%	7.60%	33.80%	58.00%	100.00%



Q19. How satisfied are you with the voice quality?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Idea Cellular	Count	5	67	864	138	1074
	%age	0.50%	6.20%	80.40%	12.80%	100.00%
Vodafone	Count	5	96	824	142	1067
	%age	0.50%	9.00%	77.20%	13.30%	100.00%
Sistema Shyam	Count	27	84	596	360	1067
	%age	2.50%	7.90%	55.90%	33.70%	100.00%
Aircel	Count	41	65	660	301	1067
	%age	3.80%	6.10%	61.90%	28.20%	100.00%
Loop	Count	15	59	532	462	1068
	%age	1.40%	5.50%	49.80%	43.30%	100.00%
MTNL	Count	41	55	306	665	1067
	%age	3.80%	5.20%	28.70%	62.30%	100.00%
Uninor	Count	12	83	513	459	1067
	%age	1.10%	7.80%	48.10%	43.00%	100.00%
Total	Count	185	917	5756	3833	10691
	%age	1.70%	8.60%	53.80%	35.90%	100.00%

## E. MAINTAINABILITY

Q20. How often do you face signal problems?						
Service Provider		Never	Occasionally	Frequently	Very Frequently	Total
Bharti	Count	447	487	98	40	1072
	%age	41.7%	45.4%	9.1%	3.7%	100.0%
Rel Comm	Count	519	512	34	2	1067
	%age	48.6%	48.0%	3.2%	0.2%	100.0%
Tata Indicom	Count	611	418	41	5	1075
	%age	56.8%	38.9%	3.8%	0.5%	100.0%
Idea Cellular	Count	185	872	16	1	1074
	%age	17.2%	81.2%	1.5%	0.1%	100.0%
Vodafone	Count	136	918	12	1	1067
	%age	12.7%	86.0%	1.1%	0.1%	100.0%
Sistema Shyam	Count	701	324	42	0	1067
	%age	65.7%	30.4%	3.9%	0.0%	100.0%
Aircel	Count	399	609	47	12	1067
	%age	37.4%	57.1%	4.4%	1.1%	100.0%
Loop Mobile	Count	466	518	81	3	1068
	%age	43.6%	48.5%	7.6%	0.3%	100.0%
MTNL	Count	836	189	40	2	1067
	%age	78.4%	17.7%	3.7%	0.2%	100.0%
Uninor	Count	421	582	64	0	1067
	%age	39.5%	54.5%	6.0%	0.0%	100.0%
Total	Count	4721	5429	475	66	10691
	%age	44.2%	50.8%	4.4%	0.6%	100.0%

Q21. How satisfied are you with the availability of signal in your area?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	115	103	527	327	1072
	%age	10.70%	9.60%	49.20%	30.50%	100.00%
Rel Comm	Count	8	45	636	378	1067
	%age	0.70%	4.20%	59.60%	35.40%	100.00%
Tata Teleservices	Count	10	37	429	599	1075
	%age	0.90%	3.40%	39.90%	55.70%	100.00%
Idea Cellular	Count	6	78	814	176	1074



Q21. How satisfied are you with the availability of signal in your area?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Vodafone	%age	0.60%	7.30%	75.80%	16.40%	100.00%
	Count	3	43	827	194	1067
Sistema Shyam	%age	0.30%	4.00%	77.50%	18.20%	100.00%
	Count	38	26	702	301	1067
Aircel	%age	3.60%	2.40%	65.80%	28.20%	100.00%
	Count	38	58	689	282	1067
Loop	%age	3.60%	5.40%	64.60%	26.40%	100.00%
	Count	16	64	510	478	1068
MTNL	%age	1.50%	6.00%	47.80%	44.80%	100.00%
	Count	14	30	328	695	1067
Uninor	%age	1.30%	2.80%	30.70%	65.10%	100.00%
	Count	10	54	491	512	1067
Total	%age	0.90%	5.10%	46.00%	48.00%	100.00%
	Count	258	538	5953	3942	10691
Total	%age	2.40%	5.00%	55.70%	36.90%	100.00%
	Count					

Q22. How satisfied are you with the restoration of network (signal) problems?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	120	70	446	436	1072
	%age	11.20%	6.50%	41.60%	40.70%	100.00%
Rel Comm	Count	6	37	666	358	1067
	%age	0.60%	3.50%	62.40%	33.60%	100.00%
Tata Teleservices	Count	37	8	448	582	1075
	%age	3.40%	0.70%	41.70%	54.10%	100.00%
Idea Cellular	Count	7	7	836	224	1074
	%age	0.70%	0.70%	77.80%	20.90%	100.00%
Vodafone	Count	3	7	853	204	1067
	%age	0.30%	0.70%	79.90%	19.10%	100.00%
Sistema Shyam	Count	42	3	601	421	1067
	%age	3.90%	0.30%	56.30%	39.50%	100.00%
Aircel	Count	1	10	649	407	1067
	%age	0.10%	0.90%	60.80%	38.10%	100.00%
Loop	Count	26	62	510	470	1068
	%age	2.40%	5.80%	47.80%	44.00%	100.00%
MTNL	Count	14	28	323	702	1067
	%age	1.30%	2.60%	30.30%	65.80%	100.00%
Uninor	Count	13	51	531	472	1067
	%age	1.20%	4.80%	49.80%	44.20%	100.00%
Total	Count	269	283	5863	4276	10691
	%age	2.50%	2.60%	54.80%	40.00%	100.00%



## F. SUPPLEMENTARY SERVICES

<b>Q23. Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?</b>				
Service Provider		Yes	No	Total
Bharti	Count	169	903	1072
	%age	15.8%	84.2%	100.0%
Rel Comm	Count	374	693	1067
	%age	35.1%	64.9%	100.0%
Tata Indicom	Count	282	793	1075
	%age	26.2%	73.8%	100.0%
Idea Cellular	Count	259	815	1074
	%age	24.1%	75.9%	100.0%
Vodafone	Count	230	837	1067
	%age	21.6%	78.4%	100.0%
Sistema Shyam	Count	294	773	1067
	%age	27.6%	72.4%	100.0%
Aircel	Count	338	729	1067
	%age	31.7%	68.3%	100.0%
Loop Mobile	Count	246	822	1068
	%age	23.0%	77.0%	100.0%
MTNL	Count	109	958	1067
	%age	10.2%	89.8%	100.0%
Uninor	Count	205	862	1067
	%age	19.2%	80.8%	100.0%
Total	Count	2506	8185	10691
	%age	23.4%	76.6%	100.0%

<b>Q24. How satisfied are you with the quality of the supplementary services / value added service provided?</b>						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	26	123	20	169
	%age	0.00%	15.40%	72.80%	11.80%	100.00%
Rel Comm	Count	18	17	269	70	374
	%age	4.80%	0.50%	71.90%	22.70%	100.00%
Tata Teleservices	Count	3	35	137	107	282
	%age	1.10%	12.40%	48.60%	37.90%	100.00%
Idea Cellular	Count	0	20	213	26	259
	%age	0.00%	7.70%	82.20%	10.00%	100.00%
Vodafone	Count	0	16	193	21	230
	%age	0.00%	7.00%	83.90%	9.10%	100.00%
Sistema Shyam	Count	11	35	161	87	294
	%age	3.70%	11.90%	54.80%	29.60%	100.00%
Aircel	Count	10	17	269	42	338
	%age	3.00%	5.00%	79.60%	12.40%	100.00%
Loop	Count	14	14	153	65	246
	%age	5.70%	5.70%	62.20%	26.40%	100.00%
MTNL	Count	0	8	67	34	109
	%age	0.00%	7.30%	61.50%	31.20%	100.00%
Uninor	Count	1	33	121	50	205
	%age	0.50%	16.10%	59.00%	24.40%	100.00%
Total	Count	57	206	1706	537	2506
	%age	2.30%	8.20%	68.10%	21.40%	100.00%



Q25a. How satisfied are you with the process of activating value added services or the process of unsubscribing? Service Provider Wise						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	26	126	17	169
	%age	0.00%	15.40%	74.60%	10.10%	100.00%
Rel Comm	Count	18	2	292	62	374
	%age	4.80%	0.50%	78.10%	16.60%	100.00%
Tata Teleservices	Count	5	33	176	68	282
	%age	1.80%	11.70%	62.40%	24.10%	100.00%
Idea Cellular	Count	0	20	206	33	259
	%age	0.00%	7.70%	79.50%	12.70%	100.00%
Vodafone	Count	0	16	198	16	230
	%age	0.00%	7.00%	86.10%	7.00%	100.00%
Sistema Shyam	Count	10	37	129	118	294
	%age	3.40%	12.60%	43.90%	40.10%	100.00%
Aircel	Count	10	17	261	50	338
	%age	3.00%	5.00%	77.20%	14.80%	100.00%
Loop	Count	15	14	147	70	246
	%age	6.10%	5.70%	59.80%	28.50%	100.00%
MTNL	Count	0	8	61	40	109
	%age	0.00%	7.30%	56.00%	36.70%	100.00%
Uninor	Count	0	35	133	37	205
	%age	0.00%	17.10%	64.90%	18.00%	100.00%
Total	Count	58	208	1729	511	2506
	%age	2.30%	8.30%	69.00%	20.40%	100.00%

Q25b. Please tell me the reasons for your dissatisfaction.						
Service Provider		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Others (High Charges)	Total
Bharti	Count	12	8	6	0	26
	%age	46.2%	30.8%	23.1%	0.0%	100.0%
Rel Comm	Count	8	7	4	1	20
	%age	40.0%	35.0%	20.0%	5.0%	100.0%
Tata Indicom	Count	25	4	9	0	38
	%age	65.8%	10.5%	23.7%	0.0%	100.0%
Idea Cellular	Count	13	4	3	0	20
	%age	65.0%	20.0%	15.0%	0.0%	100.0%
Vodafone	Count	7	6	3	0	16
	%age	43.8%	37.5%	18.8%	0.0%	100.0%
Sistema Shyam	Count	18	15	14	0	47
	%age	38.3%	31.9%	29.8%	0.0%	100.0%
Aircel	Count	16	10	1	0	27
	%age	59.3%	37.0%	3.7%	0.0%	100.0%
Loop Mobile	Count	10	16	3	0	29
	%age	34.5%	55.2%	10.3%	0.0%	100.0%
MTNL	Count	3	3	2	0	8
	%age	37.5%	37.5%	25.0%	0.0%	100.0%
Uninor	Count	20	8	7	0	35
	%age	57.1%	22.9%	20.0%	0.0%	100.0%
Total	Count	132	81	52	1	266
	%age	49.6%	30.5%	19.5%	0.4%	100.0%





<b>Q26. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?</b>				
Service Provider		Yes	No	Total
Bharti	Count	92	980	1072
	%age	8.6%	91.4%	100.0%
Rel Comm	Count	96	971	1067
	%age	9.0%	91.0%	100.0%
Tata Indicom	Count	138	937	1075
	%age	12.8%	87.2%	100.0%
Idea Cellular	Count	129	945	1074
	%age	12.0%	88.0%	100.0%
Vodafone	Count	111	956	1067
	%age	10.4%	89.6%	100.0%
Sistema Shyam	Count	163	904	1067
	%age	15.3%	84.7%	100.0%
Aircel	Count	255	812	1067
	%age	23.9%	76.1%	100.0%
Loop Mobile	Count	89	979	1068
	%age	8.3%	91.7%	100.0%
MTNL	Count	28	1039	1067
	%age	2.6%	97.4%	100.0%
Uninor	Count	134	933	1067
	%age	12.6%	87.4%	100.0%
Total	Count	1235	9456	10691
	%age	11.6%	88.4%	100.0%

<b>Q27. Have you complained to your service provider for deactivation of such services and refund of charges levied?</b>				
Service Provider		Yes	No	Total
Bharti	Count	25	67	92
	%age	27.2%	72.8%	100.0%
Rel Comm	Count	38	58	96
	%age	39.6%	60.4%	100.0%
Tata Indicom	Count	39	99	138
	%age	28.3%	71.7%	100.0%
Idea Cellular	Count	6	123	129
	%age	4.7%	95.3%	100.0%
Vodafone	Count	10	101	111
	%age	9.0%	91.0%	100.00%
Sistema Shyam	Count	84	79	163
	%age	51.5%	48.5%	100.0%
Aircel	Count	96	159	255
	%age	37.6%	62.4%	100.0%
Loop Mobile	Count	38	51	89
	%age	42.7%	57.3%	100.0%
MTNL	Count	1	27	28
	%age	3.6%	96.4%	100.0%
Uninor	Count	71	63	134
	%age	53.0%	47.0%	100.0%
Total	Count	408	827	1235
	%age	33.0%	67.0%	100.0%



Q28a. What difficulties have you faced while deactivating of such services and refund of charges levied?							
Service Provider		None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Others (please specify)	Total
Bharti	Count	16	5	2	2	0	25
	%age	64.0%	20.0%	8.0%	8.0%	0.0%	100.0%
Rel Comm	Count	1	21	9	7	0	38
	%age	2.6%	55.3%	23.7%	18.4%	0.0%	100.0%
Tata Indicom	Count	8	22	7	2	0	39
	%age	20.5%	56.4%	17.9%	5.1%	0.0%	100.0%
Idea Cellular	Count	0	6	0	0	0	6
	%age	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%
Vodafone	Count	5	3	2	0	0	10
	%age	50.0%	30.0%	20.0%	0.0%	0.0%	100.0%
Sistema Shyam	Count	9	47	23	5	0	84
	%age	10.7%	56.0%	27.4%	6.0%	0.0%	100.0%
Aircel	Count	15	44	24	13	0	96
	%age	15.6%	45.8%	25.0%	13.5%	0.0%	100.0%
Loop Mobile	Count	0	11	16	11	0	38
	%age	0.0%	28.9%	42.1%	28.9%	0.0%	100.0%
MTNL	Count	1	0	0	0	0	1
	%age	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Uninor	Count	13	10	36	12	0	71
	%age	18.3%	14.1%	50.7%	16.9%	0.0%	100.0%
Total	Count	68	169	119	52	0	408
	%age	16.7%	41.4%	29.2%	12.7%	0.0%	100.0%

Q28b. How satisfied are you with the resolution of your complaint for deactivation of VAS and refund of charges levied?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	17	8	25
	%age	0.00%	0.00%	68.00%	32.00%	100.00%
Rel Comm	Count	0	0	27	11	38
	%age	0.00%	0.00%	71.10%	28.90%	100.00%
Tata Teleservices	Count	2	4	24	9	39
	%age	5.10%	10.30%	61.50%	23.10%	100.00%
Idea Cellular	Count	0	0	6	0	6
	%age	0.00%	0.00%	100.00%	0.00%	100.00%
Vodafone	Count	0	0	9	1	10
	%age	0.00%	0.00%	90.00%	10.00%	100.00%
Sistema Shyam	Count	0	3	16	65	84
	%age	0.00%	3.60%	19.00%	77.40%	100.00%
Aircel	Count	0	2	78	16	96
	%age	0.00%	2.10%	81.20%	16.70%	100.00%
Loop	Count	2	4	25	7	38
	%age	5.30%	10.50%	65.80%	18.40%	100.00%
MTNL	Count	0	0	1	0	1
	%age	0.00%	0.00%	100.00%	0.00%	100.00%
Uninor	Count	1	3	46	21	71
	%age	1.40%	4.20%	64.80%	29.60%	100.00%
Total	Count	5	16	249	138	408
	%age	1.20%	3.90%	61.00%	33.80%	100.00%



**G. OVERALL CUSTOMER SATISFACTION**

Q29a. How satisfied are you with the overall quality of your mobile service?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	98	93	555	326	1072
	%age	9.10%	8.70%	51.80%	30.40%	100.00%
Rel Comm	Count	5	60	775	227	1067
	%age	0.50%	5.60%	72.60%	21.30%	100.00%
Tata Teleservices	Count	72	3	450	550	1075
	%age	6.70%	0.30%	41.90%	51.20%	100.00%
Idea	Count	7	8	883	176	1074
	%age	0.70%	0.70%	82.20%	16.40%	100.00%
Vodafone	Count	2	10	850	205	1067
	%age	0.20%	0.90%	79.70%	19.20%	100.00%
Sistema Shyam	Count	8	91	701	267	1067
	%age	0.70%	8.50%	65.70%	25.00%	100.00%
Aircel	Count	13	15	733	306	1067
	%age	1.20%	1.40%	68.70%	28.70%	100.00%
Loop	Count	32	52	518	466	1068
	%age	3.00%	4.90%	48.50%	43.60%	100.00%
MTNL	Count	10	98	361	598	1067
	%age	0.80%	9.20%	33.80%	56.10%	100.00%
Uninor	Count	17	109	533	408	1067
	%age	1.60%	10.20%	50.00%	38.20%	100.00%
Total	Count	264	539	6359	3529	10691
	%age	2.50%	5.00%	59.50%	33.00%	100.00%

Q29b. Please specify the reason(s) for your dissatisfaction.										
Service Provider		Charges not as on tariff plan	Charges so high	Complaints not resolved	Network Problem	No GPRS Activation	Signal Problem	Bad Voice quality	Call drop automatically	Total
Bharti	Count	0	50	0	189	0	1	1	20	261
	%age	0.0%	26.2%	0.0%	99.0%	0.0%	0.5%	0.5%	10.5%	
Rel Comm	Count	0	0	0	63	0	2	0	2	67
	%age	0.0%	0.0%	0.0%	96.9%	0.0%	3.1%	0.0%	3.1%	
Tata Indicom	Count	9	0	4	20	0	35	12	3	83
	%age	12.0%	0.0%	5.3%	26.7%	0.0%	46.7%	16.0%	4.0%	
Idea Cellular	Count	0	0	0	13	0	3	0	0	16
	%age	0.0%	0.0%	0.0%	86.7%	0.0%	20.0%	0.0%	0.0%	
Vodafone	Count	0	0	0	12	0	0	0	0	12
	%age	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	
Sistema Shyam	Count	2	3	2	66	30	0	1	0	104
	%age	2.0%	3.0%	2.0%	66.7%	30.3%	0.0%	1.0%	0.0%	
Aircel	Count	0	0	0	26	0	1	1	0	28
	%age	0.0%	0.0%	0.0%	92.9%	0.0%	3.6%	3.6%	0.0%	
Loop Mobile	Count	10	2	9	63	2	8	4	0	98
	%age	11.9%	2.4%	10.7%	75.0%	2.4%	9.5%	4.8%	0.0%	
MTNL	Count	0	18	0	93	0	0	1	0	112
	%age	0.0%	16.7%	0.0%	86.1%	0.0%	0.0%	0.9%	0.0%	
Uninor	Count	1	1	5	53	0	67	3	0	130
	%age	0.8%	0.8%	4.0%	42.1%	0.0%	53.2%	2.4%	0.0%	
Total	Count	22	74	20	598	32	117	23	25	911
	%age	2.7%	9.2%	2.5%	74.5%	4.0%	14.6%	2.9%	3.1%	



## H. GENERAL INFORMATION

Q30. What kind of other services are you also taking from this service provider?					
Service Provider		Broadband	Wireline	None	Total
Bharti	Count	11	16	1045	1072
	%age	1.0%	1.5%	97.5%	100.0%
Rel Comm	Count	14	23	1030	1067
	%age	1.3%	2.2%	96.5%	100.0%
Tata Indicom	Count	94	124	857	1075
	%age	8.7%	11.5%	79.7%	100.0%
Idea Cellular	Count	16	12	1046	1074
	%age	1.5%	1.1%	97.4%	100.0%
Vodafone	Count	3	7	1057	1067
	%age	0.3%	0.7%	99.1%	100.0%
Sistema Shyam	Count	16	26	1025	1067
	%age	1.5%	2.4%	96.1%	100.0%
Aircel	Count	2	10	1055	1067
	%age	0.2%	0.9%	98.9%	100.0%
Loop Mobile	Count	9	28	1031	1068
	%age	0.8%	2.6%	96.5%	100.0%
MTNL	Count	1	5	1061	1067
	%age	0.1%	0.5%	99.4%	100.0%
Uninor	Count	39	42	986	1067
	%age	3.7%	3.9%	92.4%	100.0%
Total	Count	205	293	10193	10691
	%age	1.9%	2.7%	95.3%	100.0%

Q31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?				
Service Provider		Yes	No	Total
Bharti	Count	48	1024	1072
	%age	4.5%	95.5%	100.0%
Rel Comm	Count	191	876	1067
	%age	17.9%	82.1%	100.0%
Tata Indicom	Count	311	764	1075
	%age	28.9%	71.1%	100.0%
Idea Cellular	Count	92	982	1074
	%age	8.6%	91.4%	100.0%
Vodafone	Count	187	880	1067
	%age	17.5%	82.5%	100.0%
Sistema Shyam	Count	178	889	1067
	%age	16.7%	83.3%	100.0%
Aircel	Count	286	781	1067
	%age	26.8%	73.2%	100.0%
Loop Mobile	Count	188	880	1068
	%age	17.6%	82.4%	100.0%
MTNL	Count	87	980	1067
	%age	8.2%	91.8%	100.0%
Uninor	Count	145	922	1067
	%age	13.6%	86.4%	100.0%
Total	Count	1713	8978	10691
	%age	16.0%	84.0%	100.0%

Q32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?			
Service Provider	Yes	No	Total

<b>Q32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?</b>				
Service Provider		Yes	No	Total
Bharti	Count	23	25	48
	%age	47.9%	52.1%	100.0%
Rel Comm	Count	127	64	191
	%age	66.5%	33.5%	100.0%
Tata Indicom	Count	133	178	311
	%age	42.8%	57.2%	100.0%
Idea Cellular	Count	44	48	92
	%age	47.8%	52.2%	100.0%
Vodafone	Count	84	103	187
	%age	44.9%	55.1%	100.0%
Sistema Shyam	Count	112	66	178
	%age	62.9%	37.1%	100.0%
Aircel	Count	166	120	286
	%age	58.0%	42.0%	100.0%
Loop Mobile	Count	81	107	188
	%age	43.1%	56.9%	100.0%
MTNL	Count	53	34	87
	%age	60.9%	39.1%	100.0%
Uninor	Count	67	78	145
	%age	46.2%	53.8%	100.0%
Total	Count	890	823	1713
	%age	52.0%	48.0%	100.0%

<b>Q33a. Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?</b>						
Service Provider		No Change	Stopped receiving	Slight decrease	Considerable decrease	Total
Bharti	Count	22	0	1	0	23
	%age	95.7%	0.0%	4.3%	0.0%	100.0%
Rel Comm	Count	113	5	1	8	127
	%age	89.0%	3.9%	0.8%	6.3%	100.0%
Tata Indicom	Count	123	0	1	9	133
	%age	92.5%	0.0%	0.8%	6.8%	100.0%
Idea Cellular	Count	39	2	0	3	44
	%age	88.6%	4.5%	0.0%	6.8%	100.0%
Vodafone	Count	75	3	2	4	84
	%age	89.3%	3.6%	2.4%	4.8%	100.0%
Sistema Shyam	Count	106	3	0	3	112
	%age	94.6%	2.7%	0.0%	2.7%	100.0%
Aircel	Count	153	1	7	5	166
	%age	92.2%	0.6%	4.2%	3.0%	100.0%
Loop Mobile	Count	70	3	2	6	81
	%age	86.4%	3.7%	2.5%	7.4%	100.0%
MTNL	Count	42	1	8	2	53
	%age	79.2%	1.9%	15.1%	3.8%	100.0%
Uninor	Count	59	4	1	3	67
	%age	88.1%	6.0%	1.5%	4.5%	100.0%
Total	Count	802	22	23	43	890
	%age	90.1%	2.5%	2.6%	4.8%	100.0%

Q33b. Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?				
Service Provider		Yes	No	Total
Bharti	Count	3	0	3
	%age	100.0%	0.0%	100.0%
Rel Comm	Count	27	11	38
	%age	71.1%	28.9%	100.0%
Tata Indicom	Count	35	5	40
	%age	87.5%	12.5%	100.0%
Idea Cellular	Count	10	5	15
	%age	66.7%	33.3%	100.0%
Vodafone	Count	10	9	19
	%age	52.6%	47.4%	100.0%
Sistema Shyam	Count	30	11	41
	%age	73.2%	26.8%	100.0%
Aircel	Count	58	53	111
	%age	52.3%	47.7%	100.0%
Loop Mobile	Count	58	7	65
	%age	89.2%	10.8%	100.0%
MTNL	Count	2	29	31
	%age	6.5%	93.5%	100.0%
Uninor	Count	36	7	43
	%age	83.7%	16.3%	100.0%
Total	Count	269	137	406
	%age	66.3%	33.7%	100.0%

Q33c. If Yes, then indicate whether						
Service Provider		Complaint was registered by the service provider and informed about the action taken on the complaint	Complaint was registered by the service provider and did not informed about the action taken on the complaint	Service Provider refused to register the complaint	Difficult to lodge the complaint	Total
Bharti	Count	1	0	2	0	3
	%age	33.3%	0.0%	66.7%	0.0%	100.0%
Rel Comm	Count	10	15	2	0	27
	%age	37.0%	55.6%	7.4%	0.0%	100.0%
Tata Indicom	Count	17	18	0	0	35
	%age	48.6%	51.4%	0.0%	0.0%	100.0%
Idea Cellular	Count	5	5	0	0	10
	%age	50.0%	50.0%	0.0%	0.0%	100.0%
Vodafone	Count	5	3	2	0	10
	%age	50.0%	30.0%	20.0%	0.0%	100.0%
Sistema Shyam	Count	10	11	9	0	30
	%age	33.3%	36.7%	30.0%	0.0%	100.0%
Aircel	Count	19	39	0	0	58
	%age	32.8%	67.2%	0.0%	0.0%	100.0%
Loop Mobile	Count	6	41	9	2	58
	%age	10.3%	70.7%	15.5%	3.4%	100.0%
MTNL	Count	0	2	0	0	2
	%age	0.0%	100.0%	0.0%	0.0%	100.0%
Uninor	Count	6	20	10	0	36
	%age	16.7%	55.6%	27.8%	0.0%	100.0%
Total	Count	79	154	34	2	269
	%age	29.4%	57.2%	12.6%	0.7%	100.0%



Q34a. Are you aware of facility by which you can change your service provider without changing your mobile number?				
Service Provider		Yes	No	Total
Bharti	Count	315	757	1072
	%age	29.4%	70.6%	100.0%
Rel Comm	Count	605	462	1067
	%age	56.7%	43.3%	100.0%
Tata Indicom	Count	389	686	1075
	%age	36.2%	63.8%	100.0%
Idea Cellular	Count	293	781	1074
	%age	27.3%	72.7%	100.0%
Vodafone	Count	298	769	1067
	%age	27.9%	72.1%	100.0%
Sistema Shyam	Count	373	694	1067
	%age	35.0%	65.0%	100.0%
Aircel	Count	499	568	1067
	%age	46.8%	53.2%	100.0%
Loop Mobile	Count	344	724	1068
	%age	32.2%	67.8%	100.0%
MTNL	Count	253	814	1067
	%age	23.7%	76.3%	100.0%
Uninor	Count	299	768	1067
	%age	28.0%	72.0%	100.0%
Total	Count	3668	7023	10691
	%age	34.3%	65.7%	100.0%

Q34b. Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider?				
Service Provider		Yes	No	Total
Bharti	Count	35	280	315
	%age	11.1%	88.9%	100.0%
Rel Comm	Count	166	439	605
	%age	27.4%	72.6%	100.0%
Tata Indicom	Count	195	194	389
	%age	50.1%	49.9%	100.0%
Idea Cellular	Count	68	225	293
	%age	23.2%	76.8%	100.0%
Vodafone	Count	69	229	298
	%age	23.2%	76.8%	100.0%
Sistema Shyam	Count	107	266	373
	%age	28.7%	71.3%	100.0%
Aircel	Count	205	294	499
	%age	41.1%	58.9%	100.0%
Loop Mobile	Count	164	180	344
	%age	47.7%	52.3%	100.0%
MTNL	Count	75	178	253
	%age	29.6%	70.4%	100.0%
Uninor	Count	105	194	299
	%age	35.1%	64.9%	100.0%
Total	Count	1189	2479	3668
	%age	32.4%	67.6%	100.0%

Q34c. When did you get 'Unique Porting Code' from your existing service provider?						
Service Provider		Within 5 min	After 5 to 10 min	After 5 to 10 min	Never	Total
Bharti	Count	7	27	0	1	35

Q34c. When did you get 'Unique Porting Code' from your existing service provider?						
Service Provider		Within 5 min	After 5 to 10 min	After 5 to 10 min	Never	Total
Rel Comm	%age	20.0%	77.1%	0.0%	2.9%	100.0%
	Count	44	122	0	0	166
Tata Indicom	%age	26.5%	73.5%	0.0%	0.0%	100.0%
	Count	63	132	0	0	195
Idea Cellular	%age	32.3%	67.7%	0.0%	0.0%	100.0%
	Count	15	52	1	0	68
Vodafone	%age	22.1%	76.5%	1.5%	0.0%	100.0%
	Count	6	63	0	0	69
Sistema Shyam	%age	8.7%	91.3%	0.0%	0.0%	100.0%
	Count	51	55	1	0	107
Aircel	%age	47.7%	51.4%	0.9%	0.0%	100.0%
	Count	67	138	0	0	205
Loop Mobile	%age	32.7%	67.3%	0.0%	0.0%	100.0%
	Count	35	129	0	0	164
MTNL	%age	21.3%	78.7%	0.0%	0.0%	100.0%
	Count	3	71	0	1	75
Uninor	%age	4.0%	94.7%	0.0%	1.3%	100.0%
	Count	36	69	0	0	105
Total	%age	34.3%	65.7%	0.0%	0.0%	100.0%
	Count	327	858	2	2	1189
Total	%age	27.5%	72.2%	0.2%	0.2%	100.0%
	Count					

Q34d. If you have utilized the service of MNP, are you satisfied with its entire process?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	0	27	7	35
	%age	2.9%	0.0%	77.1%	20.0%	100.0%
Rel Comm	Count	1	0	94	71	166
	%age	0.6%	0.0%	56.6%	42.8%	100.0%
Tata Indicom	Count	0	1	113	81	195
	%age	0.0%	0.5%	57.9%	41.5%	100.0%
Idea Cellular	Count	0	0	48	20	68
	%age	0.0%	0.0%	70.6%	29.4%	100.0%
Vodafone	Count	1	0	64	4	69
	%age	1.4%	0.0%	92.8%	5.8%	100.0%
Sistema Shyam	Count	3	2	30	72	107
	%age	2.8%	1.9%	28.0%	67.3%	100.0%
Aircel	Count	2	12	95	96	205
	%age	1.0%	5.9%	46.3%	46.8%	100.0%
Loop Mobile	Count	3	4	111	46	164
	%age	1.8%	2.4%	67.7%	28.0%	100.0%
MTNL	Count	0	1	70	4	75
	%age	0.0%	1.3%	93.3%	5.3%	100.0%
Uninor	Count	0	2	54	49	105
	%age	0.0%	1.9%	51.4%	46.7%	100.0%
Total	Count	11	22	706	450	1189
	%age	0.9%	1.9%	59.4%	37.8%	100.0%





### 8.3: BROADBAND

#### A. SERVICE PROVISIONING

Q1a. When did you last apply for a broadband connection?					
Service Provider		More than 7 to 15 days ago	More than 15 to 30 days ago	More than 30 days ago	Total
Bharti	Count	564	283	220	1067
	%age	52.9%	26.5%	20.6%	100.0%
Rel Comm	Count	481	178	409	1068
	%age	45.0%	16.7%	38.3%	100.0%
Tata Communications	Count	515	268	299	1082
	%age	47.6%	24.8%	27.6%	100.0%
Sify	Count	375	423	269	1067
	%age	35.1%	39.6%	25.2%	100.0%
Hathway	Count	665	179	223	1067
	%age	62.3%	16.8%	20.9%	100.0%
Tata teleservices	Count	375	275	417	1067
	%age	35.1%	25.8%	39.1%	100.0%
You Telecom	Count	371	514	182	1067
	%age	34.8%	48.2%	17.1%	100.0%
Spactranet	Count	342	202	204	748
	%age	45.7%	27.0%	27.3%	100.0%
Syscon	Count	871	139	57	1067
	%age	81.6%	13.0%	5.3%	100.0%
Tikona	Count	430	212	425	1067
	%age	40.3%	19.9%	39.8%	100.0%
MTNL	Count	377	219	472	1068
	%age	35.3%	20.5%	44.2%	100.0%
Five Network Solutions	Count	274	346	405	1025
	%age	26.7%	33.8%	39.5%	100.0%
D-Vois Broadband	Count	220	739	70	1029
	%age	21.4%	71.8%	6.8%	100.0%
Total	Count	5860	3977	3652	13489
	%age	43.4%	29.5%	27.1%	100.0%

Q1b. After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?				
Service Provider		Within 7 working days	More than 7 working days	Total
Bharti	Count	819	248	1067
	%age	76.8%	23.2%	100.0%
Rel Comm	Count	1024	44	1068
	%age	95.9%	4.1%	100.0%
Tata Communications	Count	712	370	1082
	%age	65.8%	34.2%	100.0%
Sify	Count	655	412	1067
	%age	61.4%	38.6%	100.0%
Hathway	Count	923	144	1067
	%age	86.5%	13.5%	100.0%
Tata teleservices	Count	663	404	1067
	%age	62.1%	37.9%	100.0%
You Telecom	Count	488	579	1067
	%age	45.7%	54.3%	100.0%
Spactranet	Count	468	280	748
	%age	62.6%	37.4%	100.0%



Q1b. After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?				
Service Provider		Within 7 working days	More than 7 working days	Total
Syscon	Count	895	172	1067
	%age	83.9%	16.1%	100.0%
Tikona	Count	1046	21	1067
	%age	98.0%	2.0%	100.0%
MTNL	Count	690	378	1068
	%age	64.6%	35.4%	100.0%
Five Network Solutions	Count	605	420	1025
	%age	59.0%	41.0%	100.0%
D-Vois Broadband	Count	780	249	1029
	%age	75.8%	24.2%	100.0%
Total	Count	9768	3721	13489
	%age	72.4%	27.6%	100.0%

Q2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	81	323	663	1067
	%age	0.00%	7.60%	30.30%	62.10%	100.00%
Rel Comm	Count	3	42	165	858	1068
	%age	0.30%	3.90%	15.40%	80.30%	100.00%
Tata Communications	Count	0	57	393	632	1082
	%age	0.00%	5.30%	36.30%	58.40%	100.00%
Sify	Count	0	25	250	792	1067
	%age	0.00%	2.30%	23.40%	74.20%	100.00%
Hathway	Count	2	13	119	933	1067
	%age	0.20%	1.20%	11.20%	87.40%	100.00%
Tata teleservices	Count	1	22	213	831	1067
	%age	0.10%	2.10%	20.00%	77.90%	100.00%
You Telecom	Count	1	31	300	735	1067
	%age	0.10%	2.90%	28.10%	68.90%	100.00%
Spacetrinet	Count	0	27	136	585	748
	%age	0.00%	3.60%	18.20%	78.20%	100.00%
Syscon	Count	0	98	180	789	1067
	%age	0.00%	9.20%	16.90%	73.90%	100.00%
Tikona	Count	2	99	216	750	1067
	%age	0.20%	9.30%	20.20%	70.30%	100.00%
MTNL	Count	1	44	133	890	1068
	%age	0.10%	4.10%	12.50%	83.30%	100.00%
Five Network Solutions	Count	0	165	336	524	1025
	%age	0.00%	16.10%	32.80%	51.10%	100.00%
D-Vois Broadband	Count	0	154	26	849	1029
	%age	0.00%	15.00%	2.50%	82.50%	100.00%
Total	Count	10	858	2790	9831	13489
	%age	0.10%	6.40%	20.70%	72.90%	100.00%

Q3. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?							
Service Provider		Within 24 hrs	2-3 days	4-7 days	More than 7 days	Not Applicable	Total
Bharti	Count	695	82	103	6	181	1067
	%age	65.1%	7.7%	9.7%	0.6%	17.0%	100.0%
Rel Comm	Count	795	126	45	28	74	1068



Q3. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?							
Service Provider		Within 24 hrs	2-3 days	4-7 days	More than 7 days	Not Applicable	Total
Tata Communications	%age	74.4%	11.8%	4.2%	2.6%	6.9%	100.0%
	Count	517	343	35	92	95	1082
Sify	%age	47.8%	31.7%	3.2%	8.5%	8.8%	100.0%
	Count	571	178	241	43	34	1067
Hathway	%age	53.5%	16.7%	22.6%	4.0%	3.2%	100.0%
	Count	816	84	71	27	69	1067
Tata teleservices	%age	76.5%	7.9%	6.7%	2.5%	6.5%	100.0%
	Count	582	173	82	73	157	1067
You Telecom	%age	54.5%	16.2%	7.7%	6.8%	14.7%	100.0%
	Count	303	265	375	49	75	1067
Spactranet	%age	28.4%	24.8%	35.1%	4.6%	7.0%	100.0%
	Count	534	187	24	2	1	748
Syscon	%age	71.4%	25.0%	3.2%	0.3%	0.1%	100.0%
	Count	667	144	120	49	87	1067
Tikona	%age	62.5%	13.5%	11.2%	4.6%	8.2%	100.0%
	Count	525	181	137	56	168	1067
MTNL	%age	49.2%	17.0%	12.8%	5.2%	15.7%	100.0%
	Count	566	102	168	6	226	1068
Five Network Solutions	%age	53.0%	9.6%	15.7%	0.6%	21.2%	100.0%
	Count	346	222	306	0	151	1025
D-Vois Broadband	%age	33.8%	21.7%	29.9%	0.0%	14.7%	100.0%
	Count	82	184	619	113	31	1029
Total	%age	8.0%	17.9%	60.2%	11.0%	3.0%	100.0%
	Count	6999	2271	2326	544	1349	13489
Total	%age	51.9%	16.8%	17.2%	4.0%	10.0%	100.0%

## B. BILLING - POSTPAID

Q4. How satisfied are you with the timely delivery of bills?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	104	214	749	1067
	%age	0.00%	9.70%	20.10%	70.20%	100.00%
Rel Comm	Count	0	77	236	755	1068
	%age	0.00%	7.20%	22.10%	70.70%	100.00%
Tata Communications	Count	0	23	192	244	459
	%age	0.00%	5.00%	41.80%	53.20%	100.00%
Hathway	Count	1	21	67	370	459
	%age	0.20%	4.60%	14.60%	80.60%	100.00%
Tata teleservices	Count	0	112	133	822	1067
	%age	0.00%	10.50%	12.50%	77.00%	100.00%
You Telecom	Count	0	2	41	53	96
	%age	0.00%	2.10%	42.70%	55.20%	100.00%
Spactranet	Count	0	3	0	34	37
	%age	0.00%	8.10%	0.00%	91.90%	100.00%
Tikona	Count	0	139	526	402	1067
	%age	0.00%	13.00%	49.30%	37.70%	100.00%
MTNL	Count	1	203	280	584	1068
	%age	0.10%	19.00%	26.20%	54.70%	100.00%
Total	Count	2	684	1689	4013	6388
	%age	0.00%	10.70%	26.40%	62.80%	100.00%



Q5a. How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	93	232	742	1067
	%age	0.00%	8.70%	21.70%	69.50%	100.00%
Rel Comm	Count	1	72	263	732	1068
	%age	0.10%	6.70%	24.60%	68.50%	100.00%
Tata Communications	Count	0	34	274	151	459
	%age	0.00%	7.40%	59.70%	32.90%	100.00%
Hathway	Count	0	20	83	356	459
	%age	0.00%	4.40%	18.10%	77.60%	100.00%
Tata teleservices	Count	2	90	222	753	1067
	%age	0.20%	8.40%	20.80%	70.60%	100.00%
You Telecom	Count	0	0	60	36	96
	%age	0.00%	0.00%	62.50%	37.50%	100.00%
Spactranet	Count	0	3	2	32	37
	%age	0.00%	8.10%	5.40%	86.50%	100.00%
Tikona	Count	0	220	378	469	1067
	%age	0.00%	20.60%	35.40%	44.00%	100.00%
MTNL	Count	0	128	407	533	1068
	%age	0.00%	12.00%	38.10%	49.90%	100.00%
Total	Count	3	660	1921	3804	6388
	%age	0.00%	10.30%	30.10%	59.50%	100.00%

Q5b. Please specify the reason(s) for your dissatisfaction.						
Service Provider		Difficult to read the bills	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage not given	Total
Bharti	Count	6	5	53	29	93
	%age	6.5%	5.4%	57.0%	31.2%	100.0%
Rel Comm	Count	8	14	29	22	73
	%age	11.0%	19.2%	39.7%	30.1%	100.0%
Tata Communications	Count	2	3	11	18	34
	%age	5.9%	8.8%	32.4%	52.9%	100.0%
Sify	Count	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	0.0%
Hathway	Count	3	2	12	3	20
	%age	15.0%	10.0%	60.0%	15.0%	100.0%
Tata teleservices	Count	8	10	44	30	92
	%age	8.7%	10.9%	47.8%	32.6%	100.0%
You Telecom	Count	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	0.0%
Spactranet	Count	0	0	3	0	3
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Syscon	Count	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	0.0%
Tikona	Count	15	26	94	85	220
	%age	6.8%	11.8%	42.7%	38.6%	100.0%
MTNL	Count	10	11	70	37	128
	%age	7.8%	8.6%	54.7%	28.9%	100.0%
Five Network Solutions	Count	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	0.0%
D-Vois Broadband	Count	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	0.0%



Q5b. Please specify the reason(s) for your dissatisfaction.						
Service Provider		Difficult to read the bills	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage not given	Total
	%age	0.0%	0.0%	0.0%	0.0%	0.0%
Total	Count	52	71	316	224	663
	%age	7.8%	10.7%	47.7%	33.8%	100.0%

Q6a. How satisfied are you with the accuracy/completeness of the bills?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	153	306	608	1067
	%age	0.00%	14.30%	28.70%	57.00%	100.00%
Rel Comm	Count	2	77	284	705	1068
	%age	0.20%	7.20%	26.60%	66.00%	100.00%
Tata Communications	Count	0	83	177	199	459
	%age	0.00%	18.10%	38.60%	43.40%	100.00%
Hathway	Count	0	17	102	340	459
	%age	0.00%	3.70%	22.20%	74.10%	100.00%
Tata teleservices	Count	0	60	409	598	1067
	%age	0.00%	5.60%	38.30%	56.00%	100.00%
You Telecom	Count	1	1	59	35	96
	%age	1.00%	1.00%	61.50%	36.50%	100.00%
Spactranet	Count	0	3	4	30	37
	%age	0.00%	8.10%	10.80%	81.10%	100.00%
Tikona	Count	0	244	402	421	1067
	%age	0.00%	22.90%	37.70%	39.50%	100.00%
MTNL	Count	0	193	328	547	1068
	%age	0.00%	18.10%	30.70%	51.20%	100.00%
Total	Count	3	831	2071	3483	6388
	%age	0.00%	13.00%	32.40%	54.50%	100.00%

Q6b. Please specify the reason(s) for your dissatisfaction.						
Service Provider		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for services not used	Total
Bharti	Count	25	42	48	38	153
	%age	16.3%	27.5%	31.4%	24.8%	100.0%
Rel Comm	Count	14	42	11	12	79
	%age	17.7%	3.9%	1.0%	1.1%	100.0%
Tata Communications	Count	22	39	16	6	83
	%age	26.5%	47.0%	19.3%	7.2%	100.0%
Sify	Count	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	0.0%
Hathway	Count	4	6	4	3	17
	%age	23.5%	35.3%	23.5%	17.6%	100.0%
Tata teleservices	Count	3	27	25	5	60
	%age	5.0%	45.0%	41.7%	8.3%	100.0%
You Telecom	Count	0	1	1	0	2
	%age	0.0%	50.0%	50.0%	0.0%	100.0%
Spactranet	Count	0	2	1	0	3
	%age	0.0%	66.7%	33.3%	0.0%	100.0%
Syscon	Count	0	0	0	0	0



Q6b. Please specify the reason(s) for your dissatisfaction.						
Service Provider		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for services not used	Total
	%age	0.0%	0.0%	0.0%	0.0%	0.0%
Tikona	Count	45	92	59	48	244
	%age	18.4%	37.7%	24.2%	19.7%	100.0%
MTNL	Count	29	91	34	39	193
	%age	15.0%	47.2%	17.6%	20.2%	100.0%
Five Network Solutions	Count	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	0.0%
D-Vois Broadband	Count	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	0.0%
Total	Count	142	342	199	151	834
	%age	17.0%	41.0%	23.9%	18.1%	100.0%

Q8. How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Tata Communications	%age	0.00%	8.60%	62.30%	29.00%	100.00%
	Count	0	7	305	35	347
Hathway	%age	0.00%	2.00%	87.90%	10.10%	100.00%
	Count	0	0	4	14	18
Tata teleservices	%age	0.00%	0.00%	22.20%	77.80%	100.00%
	Count	0	0	115	135	250
You Telecom	%age	0.00%	0.00%	46.00%	54.00%	100.00%
	Count	0	0	36	10	46
Spactranet	%age	0.00%	0.00%	78.30%	21.70%	100.00%
	Count	0	0	0	14	14
Tikona	%age	0.00%	0.00%	0.00%	100.00%	100.00%
	Count	0	19	57	27	103
MTNL	%age	0.00%	18.40%	55.30%	26.20%	100.00%
	Count	0	0	0	66	66
Total	%age	0.00%	0.00%	0.00%	100.00%	100.00%
	Count	0	46	728	542	1316

## B. BILLING-PREPAID

Q9a. How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Tata Comm	Count	45	9	199	370	623
	%age	7.20%	1.40%	31.90%	59.40%	100.00%
Sify	Count	10	2	318	737	1067
	%age	0.90%	0.20%	29.80%	69.10%	100.00%
Hathway	Count	0	1	183	424	608
	%age	0.00%	0.20%	30.10%	69.70%	100.00%
You Telecom	Count	6	110	187	668	971
	%age	0.60%	11.30%	19.30%	68.80%	100.00%
Spectranet	Count	44	1	194	472	711
	%age	6.20%	0.10%	27.30%	66.40%	100.00%
Syscon	Count	19	52	160	836	1067
	%age	1.80%	4.90%	15.00%	78.40%	100.00%
Five	Count	2	235	283	505	1025
	%age	0.20%	22.90%	27.60%	49.30%	100.00%
D-Vois	Count	0	0	11	1018	1029
	%age	0.00%	0.00%	1.10%	98.90%	100.00%
Total	Count	126	410	1535	5030	7101
	%age	1.80%	5.80%	21.60%	70.80%	100.00%

Q9b. Please specify the reason(s) for your dissatisfaction.						
Service Provider		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for services not used	Total
Bharti	Count	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	
Rel Comm	Count	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	
Tata Communications	Count	10	54	9	0	73



Q9b. Please specify the reason(s) for your dissatisfaction.						
Service Provider		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for services not used	Total
Sify	%age	18.5%	100.0%	16.7%	0.0%	14
	Count	2	6	5	1	
Hathway	%age	16.7%	50.0%	41.7%	8.3%	2
	Count	0	0	1	1	
Tata teleservices	%age	0.0%	0.0%	100.0%	100.0%	0
	Count	0	0	0	0	
You Telecom	%age	0.0%	0.0%	0.0%	0.0%	241
	Count	51	62	70	58	
Spactranet	%age	44.0%	53.4%	60.3%	50.0%	45
	Count	0	3	4	38	
Syscon	%age	0.0%	6.7%	8.9%	84.4%	98
	Count	0	70	27	1	
Tikona	%age	0.0%	98.6%	38.0%	1.4%	0
	Count	0	0	0	0	
MTNL	%age	0.0%	0.0%	0.0%	0.0%	0
	Count	0	0	0	0	
Five Network Solutions	%age	0.0%	0.0%	0.0%	0.0%	550
	Count	128	128	185	109	
D-Vois Broadband	%age	54.0%	54.0%	78.1%	46.0%	0
	Count	0	0	0	0	
Total	%age	0.0%	0.0%	0.0%	0.0%	1093
	Count	261	323	301	208	

Q9c. Have you made any complaint related to charging/ credit/waiver/validity/adjustments in the last 6 months?				
Service Provider		Yes	No	Total
Bharti	Count	0	0	0
	%age	0.0%	0.0%	0.0%
Rel Comm	Count	0	0	0
	%age	0.0%	0.0%	0.0%
Tata Communications	Count	287	336	623
	%age	46.1%	53.9%	100.0%
Sify	Count	251	816	1067
	%age	23.5%	76.5%	100.0%
Hathway	Count	192	416	608
	%age	31.6%	68.4%	100.0%
Tata teleservices	Count	0	0	0
	%age	0.0%	0.0%	0.0%
You Telecom	Count	557	414	971
	%age	57.4%	42.6%	100.0%
Spactranet	Count	240	471	711
	%age	33.8%	66.2%	100.0%
Syscon	Count	214	853	1067
	%age	20.1%	79.9%	100.0%
Tikona	Count	0	0	0
	%age	0.0%	0.0%	0.0%
MTNL	Count	0	0	0
	%age	0.0%	0.0%	0.0%
Five Network Solutions	Count	484	541	1025
	%age	47.2%	52.8%	100.0%
D-Vois Broadband	Count	996	33	1029





Q9c. Have you made any complaint related to charging/ credit/waiver/validity/adjustments in the last 6 months?				
Service Provider		Yes	No	Total
Total	%age	96.8%	3.2%	100.0%
	Count	3221	3880	7101
	%age	45.4%	54.6%	100.0%

Q9d. How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Tata Comm	Count	0	0	78	225	303
	%age	0.00%	0.00%	25.70%	74.30%	100.00%
Sify	Count	0	0	21	230	251
	%age	0.00%	0.00%	8.40%	91.60%	100.00%
Hathway	Count	0	14	138	40	192
	%age	0.00%	7.30%	71.90%	20.80%	100.00%
You Telecom	Count	0	2	156	399	557
	%age	0.00%	0.40%	28.00%	71.60%	100.00%
Spectranet	Count	0	0	81	159	240
	%age	0.00%	0.00%	33.80%	66.20%	100.00%
Syscon	Count	0	0	91	123	214
	%age	0.00%	0.00%	42.50%	57.50%	100.00%
Five	Count	0	4	261	219	484
	%age	0.00%	0.80%	53.90%	45.20%	100.00%
D-Vois	Count	0	121	0	875	996
	%age	0.00%	12.10%	0.00%	87.90%	100.00%
Total	Count	0	141	826	2270	3237
	%age	0.00%	4.40%	25.50%	70.10%	100.00%

### C. HELPLINE SERVICES

Q10. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?				
Service Provider		Yes	No	Total
Bharti	Count	274	793	1067
	%age	25.7%	74.3%	100.0%
Rel Comm	Count	272	796	1068
	%age	25.5%	74.5%	100.0%
Tata Communications	Count	427	655	1082
	%age	39.5%	60.5%	100.0%
Sify	Count	19	1048	1067
	%age	1.8%	98.2%	100.0%
Hathway	Count	66	1001	1067
	%age	6.2%	93.8%	100.0%
Tata teleservices	Count	388	679	1067
	%age	36.4%	63.6%	100.0%
You Telecom	Count	182	885	1067
	%age	17.1%	82.9%	100.0%
Spactranet	Count	62	686	748
	%age	8.3%	91.7%	100.0%
Syscon	Count	79	988	1067
	%age	7.4%	92.6%	100.0%
Tikona	Count	152	915	1067
	%age	14.2%	85.8%	100.0%
MTNL	Count	45	1023	1068
	%age	4.2%	95.8%	100.0%
Five Network Solutions	Count	312	713	1025



Q10. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?				
Service Provider		Yes	No	Total
D-Vois Broadband	%age	30.4%	69.6%	100.0%
	Count	0	1029	1029
	%age	0.0%	100.0%	100.0%
	Count	2278	11211	13489
Total		16.9%	83.1%	100.0%

Q11a. How satisfied are you with the ease of access of call centre/customer care or helpline?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	36	120	116	274
	%age	0.70%	13.10%	43.80%	42.30%	100.00%
Rel Comm	Count	2	5	198	67	272
	%age	0.70%	1.80%	72.80%	24.60%	100.00%
Tata Communications	Count	0	0	408	19	427
	%age	0.00%	0.00%	95.60%	4.40%	100.00%
Sify	Count	1	0	14	4	19
	%age	5.30%	0.00%	73.70%	21.10%	100.00%
Hathway	Count	0	4	27	35	66
	%age	0.00%	6.10%	40.90%	53.00%	100.00%
Tata teleservices	Count	6	1	234	147	388
	%age	1.50%	0.30%	60.30%	37.90%	100.00%
You Telecom	Count	0	5	94	83	182
	%age	0.00%	2.70%	51.60%	45.60%	100.00%
Spactranet	Count	0	1	38	23	62
	%age	0.00%	1.60%	61.30%	37.10%	100.00%
Syscon	Count	0	0	75	4	79
	%age	0.00%	0.00%	94.90%	5.10%	100.00%
Tikona	Count	1	0	119	32	152
	%age	0.70%	0.00%	78.30%	21.10%	100.00%
MTNL	Count	11	0	7	27	45
	%age	24.40%	0.00%	15.60%	60.00%	100.00%
Five Network Solutions	Count	0	0	183	129	312
	%age	0.00%	0.00%	58.70%	41.30%	100.00%
Total		23	52	1517	686	2278
		1.00%	2.30%	66.60%	30.10%	100.00%

Q11b. How satisfied are you with the ease of getting an option for “talking to a customer care executive”?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	20	105	147	274
	%age	0.70%	7.30%	38.30%	53.60%	100.00%
Rel Comm	Count	0	1	171	100	272
	%age	0.00%	0.40%	62.90%	36.80%	100.00%
Tata Communications	Count	0	0	79	348	427
	%age	0.00%	0.00%	18.50%	81.50%	100.00%
Sify	Count	0	0	3	16	19
	%age	0.00%	0.00%	15.80%	84.20%	100.00%
Hathway	Count	0	0	40	26	66
	%age	0.00%	0.00%	60.60%	39.40%	100.00%
Tata teleservices	Count	7	0	152	229	388
	%age	1.80%	0.00%	39.20%	59.00%	100.00%
You Telecom	Count	0	0	80	102	182
	%age	0.00%	0.00%	44.00%	56.00%	100.00%
Spactranet	Count	1	0	1	60	62
	%age	1.60%	0.00%	1.60%	96.80%	100.00%



Q11b. How satisfied are you with the ease of getting an option for “talking to a customer care executive”?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Syscon	Count	0	0	22	57	79
	%age	0.00%	0.00%	27.80%	72.20%	100.00%
Tikona	Count	1	0	115	36	152
	%age	0.70%	0.00%	75.70%	23.70%	100.00%
MTNL	Count	11	0	12	22	45
	%age	24.40%	0.00%	26.70%	48.90%	100.00%
Five Network Solutions	Count	0	0	234	78	312
	%age	0.00%	0.00%	75.00%	25.00%	100.00%
Total	Count	22	21	1014	1221	2278
	%age	1.00%	0.90%	44.50%	53.60%	100.00%

Q12. How satisfied are you with the response time taken to answer your call by a customer care executive?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	16	117	140	274
	%age	0.40%	5.80%	42.70%	51.10%	100.00%
Rel Comm	Count	1	0	180	91	272
	%age	0.40%	0.00%	66.20%	33.50%	100.00%
Tata Communications	Count	0	0	305	122	427
	%age	0.00%	0.00%	71.40%	28.60%	100.00%
Sify	Count	0	0	7	12	19
	%age	0.00%	0.00%	36.80%	63.20%	100.00%
Hathway	Count	0	0	29	37	66
	%age	0.00%	0.00%	43.90%	56.10%	100.00%
Tata teleservices	Count	1	8	140	239	388
	%age	0.30%	2.10%	36.10%	61.60%	100.00%
You Telecom	Count	0	0	102	80	182
	%age	0.00%	0.00%	56.00%	44.00%	100.00%
Spactranet	Count	0	4	7	51	62
	%age	0.00%	6.50%	11.30%	82.30%	100.00%
Syscon	Count	0	0	32	47	79
	%age	0.00%	0.00%	40.50%	59.50%	100.00%
Tikona	Count	0	1	112	39	152
	%age	0.00%	0.70%	73.70%	25.70%	100.00%
MTNL	Count	0	11	8	26	45
	%age	0.00%	24.40%	17.80%	57.80%	100.00%
Five Network Solutions	Count	0	0	167	145	312
	%age	0.00%	0.00%	53.50%	46.50%	100.00%
Total	Count	3	40	1206	1029	2278
	%age	0.10%	1.80%	52.90%	45.20%	100.00%

Q13. How satisfied are you with the problem solving ability of the customer care executive(s)?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	18	98	158	274
	%age	0.00%	6.60%	35.80%	57.70%	100.00%
Rel Comm	Count	2	0	161	109	272
	%age	0.70%	0.00%	59.20%	40.10%	100.00%
Tata Communications	Count	0	0	186	241	427
	%age	0.00%	0.00%	43.60%	56.40%	100.00%
Sify	Count	0	0	5	14	19
	%age	0.00%	0.00%	26.30%	73.70%	100.00%
Hathway	Count	0	0	28	38	66
	%age	0.00%	0.00%	42.40%	57.60%	100.00%
Tata teleservices	Count	0	6	170	212	388



Q13. How satisfied are you with the problem solving ability of the customer care executive(s)?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
You Telecom	%age	0.00%	1.50%	43.80%	54.60%	100.00%
	Count	0	0	106	76	182
Spactranet	%age	0.00%	0.00%	58.20%	41.80%	100.00%
	Count	1	3	13	45	62
Syscon	%age	1.60%	4.80%	21.00%	72.60%	100.00%
	Count	0	53	2	24	79
Tikona	%age	0.00%	67.10%	2.50%	30.40%	100.00%
	Count	0	102	13	37	152
MTNL	%age	0.00%	67.10%	8.60%	24.30%	100.00%
	Count	0	1	10	34	45
Five Network Solutions	%age	0.00%	2.20%	22.20%	75.60%	100.00%
	Count	0	227	5	80	312
Total	%age	0.00%	72.80%	1.60%	25.60%	100.00%
	Count	3	410	797	1068	2278

Q14. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	20	95	159	274
	%age	0.00%	7.30%	34.70%	58.00%	100.00%
Rel Comm	Count	0	1	189	82	272
	%age	0.00%	0.40%	69.50%	30.10%	100.00%
Tata Communications	Count	0	0	210	217	427
	%age	0.00%	0.00%	49.20%	50.80%	100.00%
Sify	Count	0	0	3	16	19
	%age	0.00%	0.00%	15.80%	84.20%	100.00%
Hathway	Count	0	0	28	38	66
	%age	0.00%	0.00%	42.40%	57.60%	100.00%
Tata teleservices	Count	0	6	131	251	388
	%age	0.00%	1.50%	33.80%	64.70%	100.00%
You Telecom	Count	0	0	116	66	182
	%age	0.00%	0.00%	63.70%	36.30%	100.00%
Spactranet	Count	0	4	9	49	62
	%age	0.00%	6.50%	14.50%	79.00%	100.00%
Syscon	Count	0	0	33	46	79
	%age	0.00%	0.00%	41.80%	58.20%	100.00%
Tikona	Count	0	1	109	42	152
	%age	0.00%	0.70%	71.70%	27.60%	100.00%
MTNL	Count	0	11	4	30	45
	%age	0.00%	24.40%	8.90%	66.70%	100.00%
Five Network Solutions	Count	0	0	216	96	312
	%age	0.00%	0.00%	69.20%	30.80%	100.00%
Total	Count	0	43	1143	1092	2278
	%age	0.00%	1.90%	50.20%	47.90%	100.00%

#### D. NETWORK PERFORMANCE

Q15. How satisfied are you with the speed of Broadband connection?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	6	208	327	526	1067
	%age	0.60%	19.50%	30.60%	49.30%	100.00%
Rel Comm	Count	0	116	164	788	1068
	%age	0.00%	10.90%	15.40%	73.80%	100.00%



Q15. How satisfied are you with the speed of Broadband connection?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Tata Communications	Count	0	133	438	511	1082
	%age	0.00%	12.30%	40.50%	47.20%	100.00%
Sify	Count	0	180	188	699	1067
	%age	0.00%	16.90%	17.60%	65.50%	100.00%
Hathway	Count	0	75	177	815	1067
	%age	0.00%	7.00%	16.60%	76.40%	100.00%
Tata teleservices	Count	5	46	186	830	1067
	%age	0.50%	4.30%	17.40%	77.80%	100.00%
You Telecom	Count	0	106	252	709	1067
	%age	0.00%	9.90%	23.60%	66.40%	100.00%
Spactranet	Count	0	144	200	404	748
	%age	0.00%	19.30%	26.70%	54.00%	100.00%
Syscon	Count	0	178	199	690	1067
	%age	0.00%	16.70%	18.70%	64.70%	100.00%
Tikona	Count	0	177	221	669	1067
	%age	0.00%	16.60%	20.70%	62.70%	100.00%
MTNL	Count	0	144	96	828	1068
	%age	0.00%	13.50%	9.00%	77.50%	100.00%
Five Network Solutions	Count	0	196	330	499	1025
	%age	0.00%	19.10%	32.20%	48.70%	100.00%
D-Vois Broadband	Count	0	174	6	849	1029
	%age	0.00%	16.90%	0.60%	82.50%	100.00%
Total	Count	11	1877	2784	8817	13489
	%age	0.10%	13.90%	20.60%	65.40%	100.00%

Q16. How satisfied are you with the amount of time for which service is up and working?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	11	198	312	546	1067
	%age	1.00%	18.60%	29.20%	51.20%	100.00%
Rel Comm	Count	2	116	247	703	1068
	%age	0.20%	10.90%	23.10%	65.80%	100.00%
Tata Communications	Count	0	150	433	499	1082
	%age	0.00%	13.90%	40.00%	46.10%	100.00%
Sify	Count	0	37	217	813	1067
	%age	0.00%	3.50%	20.30%	76.20%	100.00%
Hathway	Count	0	67	203	797	1067
	%age	0.00%	6.30%	19.00%	74.70%	100.00%
Tata teleservices	Count	4	49	210	804	1067
	%age	0.40%	4.60%	19.70%	75.40%	100.00%
You Telecom	Count	0	111	254	702	1067
	%age	0.00%	10.40%	23.80%	65.80%	100.00%
Spactranet	Count	1	44	314	389	748
	%age	0.10%	5.90%	42.00%	52.00%	100.00%
Syscon	Count	0	145	189	733	1067
	%age	0.00%	13.60%	17.70%	68.70%	100.00%
Tikona	Count	0	127	205	735	1067
	%age	0.00%	11.90%	19.20%	68.90%	100.00%
MTNL	Count	0	147	83	838	1068
	%age	0.00%	13.80%	7.80%	78.50%	100.00%
Five Network Solutions	Count	0	116	329	580	1025
	%age	0.00%	11.30%	32.10%	56.60%	100.00%
D-Vois Broadband	Count	0	61	35	933	1029
	%age	0.00%	5.90%	3.40%	90.70%	100.00%



Q16. How satisfied are you with the amount of time for which service is up and working?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Total	Count	18	1368	3031	9072	13489
	%age	0.10%	10.10%	22.50%	67.30%	100.00%

## E. MAINTAINABILITY

Q17. How often do you face a problem with your Broadband connection?						
Service Provider		Very frequently	Frequently	Occasionally	Never	Total
Bharti	Count	52	118	249	648	1067
	%age	4.9%	11.1%	23.3%	60.7%	100.0%
Rel Comm	Count	8	78	141	841	1068
	%age	0.7%	7.3%	13.2%	78.7%	100.0%
Tata Communications	Count	4	97	357	624	1082
	%age	0.4%	9.0%	33.0%	57.7%	100.0%
Sify	Count	0	51	199	817	1067
	%age	0.0%	4.8%	18.7%	76.6%	100.0%
Hathway	Count	46	32	163	826	1067
	%age	4.3%	3.0%	15.3%	77.4%	100.0%
Tata teleservices	Count	5	96	231	735	1067
	%age	0.5%	9.0%	21.6%	68.9%	100.0%
You Telecom	Count	32	110	217	708	1067
	%age	3.0%	10.3%	20.3%	66.4%	100.0%
Spactranet	Count	0	61	200	487	748
	%age	0.0%	8.2%	26.7%	65.1%	100.0%
Syscon	Count	0	74	103	890	1067
	%age	0.0%	6.9%	9.7%	83.4%	100.0%
Tikona	Count	13	97	86	871	1067
	%age	1.2%	9.1%	8.1%	81.6%	100.0%
MTNL	Count	0	150	78	840	1068
	%age	0.0%	14.0%	7.3%	78.7%	100.0%
Five Network Solutions	Count	0	130	309	586	1025
	%age	0.0%	12.7%	30.1%	57.2%	100.0%
D-Vois Broadband	Count	0	151	18	860	1029
	%age	0.0%	14.7%	1.7%	83.6%	100.0%
Total	Count	160	1245	2351	9733	13489
	%age	1.2%	9.2%	17.4%	72.2%	100.0%

Q18. What was the broadband connection problem faced by you in last 6 months related to, please specify?				
Service Provider		Problem was related to my computer hardware/ software	Problem was related to the broadband connection & modem provided by service provider	Total
Bharti	Count	85	85	170
	%age	50.0%	50.0%	100.0%
Rel Comm	Count	8	78	86
	%age	9.3%	90.7%	100.0%
Tata Communications	Count	0	101	101
	%age	0.0%	100.0%	100.0%
Sify	Count	23	28	51
	%age	45.1%	54.9%	100.0%
Hathway	Count	19	59	78
	%age	24.4%	75.6%	100.0%
Tata teleservices	Count	56	45	101



Q18. What was the broadband connection problem faced by you in last 6 months related to, please specify?				
Service Provider		Problem was related to my computer hardware/ software	Problem was related to the broadband connection& modem provided by service provider	Total
	%age	55.4%	44.6%	100.0%
	Count	51	91	142
You Telecom	%age	35.9%	64.1%	100.0%
	Count	40	21	61
Spactranet	%age	65.6%	34.4%	100.0%
	Count	0	74	74
Syscon	%age	0.0%	100.0%	100.0%
	Count	9	101	110
Tikona	%age	8.2%	91.8%	100.0%
	Count	62	88	150
MTNL	%age	41.3%	58.7%	100.0%
	Count	0	130	130
Five Network Solutions	%age	0.0%	100.0%	100.0%
	Count	101	50	151
D-Vois Broadband	%age	66.9%	33.1%	100.0%
	Count	454	951	1405
Total	%age	32.3%	67.7%	100.0%

Q19. How satisfied are you with the time taken for restoration of Broadband connection?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	17	25	78	50	170
	%age	10.00%	14.71%	45.88%	29.41%	100.00%
Rel Comm	Count	1	15	44	26	86
	%age	1.16%	17.44%	51.16%	30.23%	100.00%
Tata Communications	Count	0	24	16	61	101
	%age	0.00%	23.76%	15.84%	60.40%	100.00%
Sify	Count	0	11	22	18	51
	%age	0.00%	21.57%	43.14%	35.29%	100.00%
Hathway	Count	0	15	31	32	78
	%age	0.00%	19.23%	39.74%	41.03%	100.00%
Tata teleservices	Count	10	21	51	19	101
	%age	9.90%	20.79%	50.50%	18.81%	100.00%
You Telecom	Count	0	31	54	57	142
	%age	0.00%	21.83%	38.03%	40.14%	100.00%
Spactranet	Count	0	21	21	19	61
	%age	0.00%	34.43%	34.43%	31.15%	100.00%
Syscon	Count	0	22	21	31	74
	%age	0.00%	29.73%	28.38%	41.89%	100.00%
Tikona	Count	0	27	15	68	110
	%age	0.00%	24.55%	13.64%	61.82%	100.00%
MTNL	Count	0	41	76	33	150
	%age	0.00%	27.33%	50.67%	22.00%	100.00%
Five Network Solutions	Count	0	60	34	36	130
	%age	0.00%	46.15%	26.15%	27.69%	100.00%
D-Vois Broadband	Count	0	51	75	25	151
	%age	0.00%	33.77%	49.67%	16.56%	100.00%
Total	Count	28	349	538	490	1405
	%age	1.99%	24.84%	38.29%	34.88%	100.00%



## F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

Q20a. Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.				
Service Provider		Yes	No	Total
Bharti	Count	102	965	1067
	%age	9.6%	90.4%	100.0%
Rel Comm	Count	393	675	1068
	%age	36.8%	63.2%	100.0%
Tata Communications	Count	632	450	1082
	%age	58.4%	41.6%	100.0%
Sify	Count	170	897	1067
	%age	15.9%	84.1%	100.0%
Hathway	Count	147	920	1067
	%age	13.8%	86.2%	100.0%
Tata teleservices	Count	195	872	1067
	%age	18.3%	81.7%	100.0%
You Telecom	Count	179	888	1067
	%age	16.8%	83.2%	100.0%
Spactranet	Count	254	494	748
	%age	34.0%	66.0%	100.0%
Syscon	Count	179	888	1067
	%age	16.8%	83.2%	100.0%
Tikona	Count	249	818	1067
	%age	23.3%	76.7%	100.0%
MTNL	Count	25	1043	1068
	%age	2.3%	97.7%	100.0%
Five Network Solutions	Count	149	876	1025
	%age	14.5%	85.5%	100.0%
D-Vois Broadband	Count	31	998	1029
	%age	3.0%	97.0%	100.0%
Total	Count	2705	10784	13489
	%age	20.1%	79.9%	100.0%

Q20b. How satisfied are you with the process of activating value added services or the process of unsubscribing?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	17	67	18	102
	%age	0.00%	16.70%	65.70%	17.60%	100.00%
Rel Comm	Count	0	45	119	229	393
	%age	0.00%	11.50%	30.30%	58.30%	100.00%
Tata Communications	Count	0	69	347	216	632
	%age	0.00%	10.90%	54.90%	34.20%	100.00%
Sify	Count	0	7	27	136	170
	%age	0.00%	4.10%	15.90%	80.00%	100.00%
Hathway	Count	0	3	12	132	147
	%age	0.00%	2.00%	8.20%	89.80%	100.00%
Tata teleservices	Count	0	38	151	6	195
	%age	0.00%	19.50%	77.40%	3.10%	100.00%
You Telecom	Count	0	9	108	62	179
	%age	0.00%	5.00%	60.30%	34.60%	100.00%
Spactranet	Count	0	12	96	146	254
	%age	0.00%	4.70%	37.80%	57.50%	100.00%
Syscon	Count	0	9	80	90	179
	%age	0.00%	5.00%	44.70%	50.30%	100.00%
Tikona	Count	0	22	37	190	249
	%age	0.00%	8.80%	14.90%	76.30%	100.00%





Q20b. How satisfied are you with the process of activating value added services or the process of unsubscribing?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
MTNL	Count	0	3	10	12	25
	%age	0.00%	12.00%	40.00%	48.00%	100.00%
Five Network Solutions	Count	0	19	97	33	149
	%age	0.00%	12.80%	65.10%	22.10%	100.00%
D-Vois Broadband	Count	0	2	5	24	31
	%age	0.00%	6.50%	16.10%	77.40%	100.00%
Total	Count	0	255	1156	1294	2705
	%age	0.00%	9.40%	42.70%	47.80%	100.00%

Q20c. Please specify the reason(s) for your dissatisfaction.					
Service Provider		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Total
Bharti	Count	0	7	10	17
	%age	0.0%	41.2%	58.8%	100.0%
Rel Comm	Count	1	27	17	45
	%age	2.2%	60.0%	37.8%	100.0%
Tata Communications	Count	16	30	23	69
	%age	23.2%	43.5%	33.3%	100.0%
Sify	Count	3	3	1	7
	%age	42.9%	42.9%	14.3%	100.0%
Hathway	Count	0	2	1	3
	%age	0.0%	66.7%	33.3%	100.0%
Tata teleservices	Count	22	1	15	38
	%age	57.9%	2.6%	39.5%	100.0%
You Telecom	Count	2	4	3	9
	%age	22.2%	44.4%	33.3%	100.0%
Spactranet	Count	0	8	4	12
	%age	0.0%	66.7%	33.3%	100.0%
Syscon	Count	0	8	1	9
	%age	0.0%	88.9%	11.1%	100.0%
Tikona	Count	2	16	4	22
	%age	9.1%	72.7%	18.2%	100.0%
MTNL	Count	1	2	0	3
	%age	33.3%	66.7%	0.0%	100.0%
Five Network Solutions	Count	0	19	0	19
	%age	0.0%	100.0%	0.0%	100.0%
D-Vois Broadband	Count	0	2	0	2
	%age	0.0%	100.0%	0.0%	100.0%
Total	Count	47	129	79	255
	%age	18.4%	50.6%	31.0%	100.0%

Q21a. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider? (such as static/fixed IP addresses, email-ids, antivirus packages, etc.				
Service Provider		Yes	No	Total
Bharti	Count	457	610	1067
	%age	42.8%	57.2%	100.0%
Rel Comm	Count	287	781	1068
	%age	26.9%	73.1%	100.0%
Tata Communications	Count	622	460	1082
	%age	57.5%	42.5%	100.0%
Sify	Count	278	789	1067



Q20c. Please specify the reason(s) for your dissatisfaction.					
Service Provider		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Total
	%age	26.1%	73.9%		100.0%
Hathway	Count	201	866		1067
	%age	18.8%	81.2%		100.0%
Tata teleservices	Count	629	438		1067
	%age	59.0%	41.0%		100.0%
You Telecom	Count	336	731		1067
	%age	31.5%	68.5%		100.0%
Spactranet	Count	183	565		748
	%age	24.5%	75.5%		100.0%
Syscon	Count	110	957		1067
	%age	10.3%	89.7%		100.0%
Tikona	Count	206	861		1067
	%age	19.3%	80.7%		100.0%
MTNL	Count	769	299		1068
	%age	72.0%	28.0%		100.0%
Five Network Solutions	Count	49	976		1025
	%age	4.8%	95.2%		100.0%
D-Vois Broadband	Count	752	277		1029
	%age	73.1%	26.9%		100.0%
Total	Count	4879	8610		13489
	%age	36.2%	63.8%		100.0%

Q21b. Have you complained to your service provider for deactivation of such services and refund of charges levied?				
Service Provider		Yes	No	Total
Bharti	Count	71	386	457
	%age	15.5%	84.5%	100.0%
Rel Comm	Count	80	207	287
	%age	27.9%	72.1%	100.0%
Tata Communications	Count	325	297	622
	%age	52.3%	47.7%	100.0%
Sify	Count	1	277	278
	%age	0.4%	99.6%	100.0%
Hathway	Count	2	199	201
	%age	1.0%	99.0%	100.0%
Tata teleservices	Count	104	525	629
	%age	16.5%	83.5%	100.0%
You Telecom	Count	27	309	336
	%age	8.0%	92.0%	100.0%
Spactranet	Count	0	183	183
	%age	0.0%	100.0%	100.0%
Syscon	Count	0	110	110
	%age	0.0%	100.0%	100.0%
Tikona	Count	16	190	206
	%age	7.8%	92.2%	100.0%
MTNL	Count	0	769	769
	%age	0.0%	100.0%	100.0%
Five Network Solutions	Count	1	48	49
	%age	2.0%	98.0%	100.0%
D-Vois Broadband	Count	0	752	752
	%age	0.0%	100.0%	100.0%



Q21b. Have you complained to your service provider for deactivation of such services and refund of charges levied?				
Service Provider		Yes	No	Total
Total	Count	627	4252	4879
	%age	12.9%	87.1%	100.0%

Q21c. What difficulties you have faced while deactivating of such services and refund of charges levied?						
Service Provider		None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Total
Bharti	Count	8	33	27	3	71
	%age	11.3%	46.5%	38.0%	4.2%	100.0%
Rel Comm	Count	11	14	23	32	80
	%age	13.8%	17.5%	28.8%	40.0%	100.0%
Tata Communications	Count	0	89	142	94	325
	%age	0.0%	27.4%	43.7%	28.9%	100.0%
Sify	Count	0	1	0	0	1
	%age	0.0%	100.0%	0.0%	0.0%	100.0%
Hathway	Count	2	0	0	0	2
	%age	100.0%	0.0%	0.0%	0.0%	100.0%
Tata teleservices	Count	2	34	40	28	104
	%age	1.9%	32.7%	38.5%	26.9%	100.0%
You Telecom	Count	0	14	11	2	27
	%age	0.0%	51.9%	40.7%	7.4%	100.0%
Spactranet	Count	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	0.0%
Syscon	Count	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	0.0%
Tikona	Count	1	4	11	0	16
	%age	6.2%	25.0%	68.8%	0.0%	100.0%
MTNL	Count	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	0.0%
Five Network Solutions	Count	0	0	1	0	1
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
D-Vois Broadband	Count	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	0.0%
Total	Count	24	189	255	159	627
	%age	3.8%	30.1%	40.7%	25.4%	100.0%

Q22. How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	1	44	26	71
	%age	0.00%	1.40%	62.00%	36.60%	100.00%
Rel Comm	Count	0	1	57	22	80
	%age	0.00%	1.20%	71.20%	27.50%	100.00%
Tata Communications	Count	0	0	263	62	325
	%age	0.00%	0.00%	80.90%	19.10%	100.00%
Sify	Count	0	0	1	0	1
	%age	0.00%	0.00%	100.00%	0.00%	100.00%
Hathway	Count	0	0	0	2	2
	%age	0.00%	0.00%	0.00%	100.00%	100.00%
Tata teleservices	Count	0	0	84	20	104
	%age	0.00%	0.00%	80.80%	19.20%	100.00%
You Telecom	Count	0	0	21	6	27



Q22. How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Spactranet	%age	0.00%	0.00%	77.80%	22.20%	100.00%
	Count	0	0	0	0	0
Syscon	%age	0.00%	0.00%	0.00%	0.00%	0.00%
	Count	0	0	0	0	0
Tikona	%age	0.00%	0.00%	0.00%	0.00%	0.00%
	Count	0	0	10	6	16
MTNL	%age	0.00%	0.00%	62.50%	37.50%	100.00%
	Count	0	0	0	0	0
Five Network Solutions	%age	0.00%	0.00%	0.00%	0.00%	0.00%
	Count	0	0	1	0	1
D-Vois Broadband	%age	0.00%	0.00%	100.00%	0.00%	100.00%
	Count	0	0	0	0	0
Total	%age	0.00%	0.00%	0.00%	0.00%	0.00%
	Count	0	2	481	144	627
Total	%age	0.00%	0.30%	76.70%	23.00%	100.00%
	Count	0	2	481	144	627

## G. OVERALL SATISFACTION

Q23a. How satisfied are you with the overall quality of your Broadband service?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	14	116	229	708	1067
	%age	1.30%	10.90%	21.50%	66.40%	100.00%
Rel Comm	Count	0	65	260	743	1068
	%age	0.00%	6.10%	24.30%	69.60%	100.00%
Tata Communications	Count	0	79	346	657	1082
	%age	0.00%	7.30%	32.00%	60.70%	100.00%
Sify	Count	0	62	195	810	1067
	%age	0.00%	5.80%	18.30%	75.90%	100.00%
Hathway	Count	0	33	171	863	1067
	%age	0.00%	3.10%	16.00%	80.90%	100.00%
Tata teleservices	Count	0	47	201	819	1067
	%age	0.00%	4.40%	18.80%	76.80%	100.00%
You Telecom	Count	0	47	265	755	1067
	%age	0.00%	4.40%	24.80%	70.80%	100.00%
Spactranet	Count	0	32	186	530	748
	%age	0.00%	4.30%	24.90%	70.90%	100.00%
Syscon	Count	0	55	237	775	1067
	%age	0.00%	5.20%	22.20%	72.60%	100.00%
Tikona	Count	0	95	237	735	1067
	%age	0.00%	8.90%	22.20%	68.90%	100.00%
MTNL	Count	0	47	82	939	1068
	%age	0.00%	4.40%	7.70%	87.90%	100.00%
Five Network Solutions	Count	0	80	402	543	1025
	%age	0.00%	7.80%	39.20%	53.00%	100.00%
D-Vois Broadband	Count	0	49	38	942	1029
	%age	0.00%	4.80%	3.70%	91.50%	100.00%
Total	Count	14	807	2849	9819	13489
	%age	0.10%	6.00%	21.10%	72.80%	100.00%

Q23b. Please specify the reason(s) for your dissatisfaction					
Service Provider		Network Problem	Low Speed	Complaints not Resolved	Total
Bharti	Count	122	14	0	136
	%age	93.8%	10.8%	0.0%	



Q23b. Please specify the reason(s) for your dissatisfaction					
Service Provider		Network Problem	Low Speed	Complaints not Resolved	Total
Rel Comm	Count	65	0	0	65
	%age	100.0%	0.0%	0.0%	
Tata Communications	Count	37	43	0	80
	%age	46.8%	54.4%	0.0%	
Sify	Count	62	4	0	66
	%age	100.0%	6.5%	0.0%	
Hathway	Count	33	0	0	33
	%age	100.0%	0.0%	0.0%	
Tata teleservices	Count	18	32	0	50
	%age	38.3%	68.1%	0.0%	
You Telecom	Count	47	0	5	52
	%age	100.0%	0.0%	10.6%	
Spactranet	Count	32	3	0	35
	%age	100.0%	9.4%	0.0%	
Syscon	Count	55	4	4	63
	%age	100.0%	7.3%	7.3%	
Tikona	Count	52	43	0	95
	%age	54.7%	45.3%	0.0%	
MTNL	Count	47	0	0	47
	%age	100.0%	0.0%	0.0%	
Five Network Solutions	Count	80	6	0	86
	%age	100.0%	7.5%	0.0%	
D-Vois Broadband	Count	49	4	0	53
	%age	100.0%	8.2%	0.0%	
Total	Count	699	153	9	861
	%age	85.1%	18.6%	1.1%	

## H. GENERAL INFORMATION

Q24a. How many persons in your house are using this Broadband connection?						
Service Provider		Up to 2 Users	3-4 Users	5-6 Users	Above 6 Users	Total
Bharti	Count	429	202	356	80	1067
	%age	40.2%	18.9%	33.4%	7.5%	100.0%
Rel Comm	Count	526	388	93	61	1068
	%age	49.3%	36.3%	8.7%	5.7%	100.0%
Tata Communications	Count	354	662	66	0	1082
	%age	32.7%	61.2%	6.1%	0.0%	100.0%
Sify	Count	855	211	0	1	1067
	%age	80.1%	19.8%	0.0%	0.1%	100.0%
Hathway	Count	609	239	125	94	1067
	%age	57.1%	22.4%	11.7%	8.8%	100.0%
Tata teleservices	Count	670	211	120	66	1067
	%age	62.8%	19.8%	11.2%	6.2%	100.0%
You Telecom	Count	589	408	66	4	1067
	%age	55.2%	38.2%	6.2%	0.4%	100.0%
Spactranet	Count	282	415	43	8	748
	%age	37.7%	55.5%	5.7%	1.1%	100.0%
Syscon	Count	668	348	51	0	1067
	%age	62.6%	32.6%	4.8%	0.0%	100.0%
Tikona	Count	602	394	71	0	1067
	%age	56.4%	36.9%	6.7%	0.0%	100.0%
MTNL	Count	872	62	98	36	1068
	%age	81.6%	5.8%	9.2%	3.4%	100.0%
Five Network Solutions	Count	417	502	105	1	1025



Q24a. How many persons in your house are using this Broadband connection?						
Service Provider		Up to 2 Users	3-4 Users	5-6 Users	Above 6 Users	Total
D-Vois Broadband	%age	40.7%	49.0%	10.2%	0.1%	100.0%
	Count	870	159	0	0	1029
	%age	84.5%	15.5%	0.0%	0.0%	100.0%
Total	Count	7743	4201	1194	351	13489
	%age	57.4%	31.1%	8.9%	2.6%	100.0%

Q24b. What kind of other services are you also taking from this service provider?					
Service Provider		Wireline	Mobile	None	Total
Bharti	Count	112	103	852	1067
	%age	10.5%	9.7%	79.9%	100.0%
Rel Comm	Count	96	15	957	1068
	%age	9.0%	1.4%	89.6%	100.0%
Tata Communications	Count	76	5	1001	1082
	%age	7.0%	0.5%	92.5%	100.0%
Sify	Count	10	25	1032	1067
	%age	0.9%	2.3%	96.7%	100.0%
Hathway	Count	56	19	992	1067
	%age	5.2%	1.8%	93.0%	100.0%
Tata teleservices	Count	164	18	885	1067
	%age	15.4%	1.7%	82.9%	100.0%
You Telecom	Count	7	3	1057	1067
	%age	0.7%	0.3%	99.1%	100.0%
Spactranet	Count	14	6	728	748
	%age	1.9%	0.8%	97.3%	100.0%
Syscon	Count	36	35	996	1067
	%age	3.4%	3.3%	93.3%	100.0%
Tikona	Count	118	40	909	1067
	%age	11.1%	3.7%	85.2%	100.0%
MTNL	Count	58	40	970	1068
	%age	5.4%	3.7%	90.8%	100.0%
Five Network Solutions	Count	62	56	907	1025
	%age	6.0%	5.5%	88.5%	100.0%
D-Vois Broadband	Count	0	0	1029	1029
	%age	0.0%	0.0%	100.0%	100.0%
Total	Count	809	365	12315	13489
	%age	6.0%	2.7%	91.3%	100.0%

Q25. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?				
Service Provider		Yes	No	Total
Bharti	Count	651	416	1067
	%age	61.0%	39.0%	100.0%
Rel Comm	Count	833	235	1068
	%age	78.0%	22.0%	100.0%
Tata Communications	Count	825	257	1082
	%age	76.2%	23.8%	100.0%
Sify	Count	343	724	1067
	%age	32.1%	67.9%	100.0%
Hathway	Count	654	413	1067
	%age	61.3%	38.7%	100.0%
Tata teleservices	Count	874	193	1067
	%age	81.9%	18.1%	100.0%
You Telecom	Count	498	569	1067
	%age	46.7%	53.3%	100.0%



<b>Q25. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?</b>				
Service Provider		Yes	No	Total
Spactranet	Count	575	173	748
	%age	76.9%	23.1%	100.0%
Syscon	Count	760	307	1067
	%age	71.2%	28.8%	100.0%
Tikona	Count	937	130	1067
	%age	87.8%	12.2%	100.0%
MTNL	Count	946	122	1068
	%age	88.6%	11.4%	100.0%
Five Network Solutions	Count	684	341	1025
	%age	66.7%	33.3%	100.0%
D-Vois Broadband	Count	58	971	1029
	%age	5.6%	94.4%	100.0%
Total	Count	8638	4851	13489
	%age	64.0%	36.0%	100.0%



## **8. Annexure B - Questionnaires**

