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Telecom Regulatory Authority of India



Assessment of (i) Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and (ii) Customer Perception of Service through Survey .

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DELHI CIRCLE

July – September 2011

The Market
Intelligence
& Consumer
Insights
Company

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PREFACE

The Telecom Regulatory Authority of India (TRAI) has been receiving a substantial number of complaints from consumers relating to the telecom services being provided by various service providers. With a view to further improve telecom services, TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). These regulations are applicable to all service providers of basic wire-line, cellular mobile and broadband service.

To determine the effectiveness of implementation of the regulations, TRAI has initiated the following survey:

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

For this survey, customers of Basic Wire-line Service, Cellular Mobile Telephone Service and Broadband Service are interviewed to obtain their feedback on various QoS parameters.

The survey has been divided into four geographic zones covering the following Telecom Circle/ Metro Service Areas:

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

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

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

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

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

1. EXECUTIVE SUMMARY

In the period 1st July to 30th September of 2011, Market Pulse has carried out the customer satisfaction survey in Delhi circle.

Four basic wire-line service providers present in the circle as on July 2011 have been covered. Across 7 areas of Delhi circle, a sample of 3,831 basic wire-line customers has been covered.

Nine cellular mobile telephone service providers present in the circle as on July 2011 have been covered. A sample of 9,602 cellular mobile phone customers was covered. Of this, 8,895 were prepaid customers and 707 were postpaid customers.

Six broadband service providers present in the circle as on July 2011 have been covered. Across various points of presence in Delhi, a sample of 6,402 broadband customers was covered. Of this, 5,964 were postpaid customers and 438 were prepaid customers.

The following feedback was obtained from the sample of customers:

- Satisfaction on the Quality of Service parameters as laid down by TRAI, namely...
 - Provision of service (activation/ reactivation)
 - Billing performance
 - Help services including customer grievance redressal
 - Network performance, reliability and availability
 - Maintainability
 - Supplementary and value added service
 - Overall service quality
- Awareness of the grievance redressal mechanism set up by service providers, based on the regulations laid down by TRAI

The key findings of this survey in Delhi are presented subsequently.

1.1 Basic Wire-line Service

- 90% of the basic wire-line service customers in Delhi circle were satisfied with their service providers with overall service quality. Only Airtel & MTNL met the overall service quality benchmark.
- MTNL did not meet the benchmarks with respect to help services including customer grievance redressal, network performance and maintainability.
- Airtel met the benchmark with respect to value added services & overall quality of service.
- TTSL met the benchmark with respect to provision of service, billing performance postpaid & supplementary & value added services. Reliance met the benchmark with respect to supplementary & value added services only.
- 79% of all customers reported that the fault was repaired within 3 days. This proportion was lower for Reliance customers (74%).
- 43% of customers reported that their complaints were resolved within 4 weeks after they lodged their complaints. This incidence was much lower for both Reliance (28%) and TTSL (36%).
- 85% of the customers were aware about the call centre number of their service provider for the purpose of making a complaint/ query.
- Approximately 45% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 6 months. The proportion was higher for Reliance customers and lower among TTSL customers.
- Only 4% of all basic telephone service customers said that they were aware about the contact details of the nodal officer.
- Only 1% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority.

1.2 Cellular Mobile Telephone Service

- 87% of all cellular mobile customers were satisfied with overall service quality. Airtel, Vodafone & Aircel met the benchmark set for overall service quality.
- All the service providers met the benchmark set for provision of service. Only MTNL met the benchmark set for prepaid billing performance.
- Airtel, Reliance, Idea, Aircel & Etisalat met the benchmark set for postpaid billing performance.
- None of the service providers met the benchmark set for help services including customer grievance redressal.
- Airtel, Idea, Vodafone & MTS met the benchmark set for Network performance, reliability & availability and maintainability. Only MTS & Etisalat met the benchmark set for value added services.
- Only 43% of the cellular mobile customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks of lodging. This was particularly low for MTNL.
- 77% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making a complaint/ query. Awareness was very low among Etisalat customers.
- 41% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free Call Centre/ Customer Care/ help-line telephone number. 93% of the customers reported complaint registration. Only in the case of Aircel, TTSL and Reliance, a substantial % claimed that the complaint was not registered.
- Only 6% of the cellular mobile customers were aware of the contact details of the nodal officer while 2% of the mobile phone customers were aware of the contact details of appellate authority.

1.3 Broadband Service

- 86% of all broadband customers were satisfied with overall service quality. Airtel, MTNL and TATA met the benchmark on this parameter; Reliance, Hathway & Spectranet did not meet the benchmark scores.
- All service providers met the benchmarks set for provision of service, postpaid billing performance and network performance except for Reliance & Hathway.
- Only TATA & Spectranet met the benchmark set for help services including customer grievance redressal.
- None of the service providers met the benchmark set for maintainability while All the service providers met the benchmark set for supplementary & value added services except Reliance.
- 79% of the customers got their working connection within 7 working days. However, this proportion was lower for Spectranet.
- Only 25% of customers reported that their billing complaints were resolved within 4 weeks after they lodged their complaints. 92% of Reliance customers reported that their complaints were not resolved within 4 weeks.
- 44% of broadband customers who were aware of the call centre number claimed to have complained in the last 6 months.
- 85% of all broadband customers who had complained claimed that they received a docket number for most of their complaints.
- 62% all broadband customers who had lodged complaints said that they were satisfied with the system of resolution of complaints by call centre/ customer care/ helpline.
- Only 10% of the broadband customers said that they were aware of the contact details of the Nodal Officer while 3% of the customers were aware of the Appellate Authority's contact details.

2. SCOPE OF THE PROJECT

2.1 Background

TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). To determine the effectiveness of implementation of the regulations, TRAI has initiated the following survey:

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

With regard to the above mentioned study, Market Pulse has been commissioned by Telecom Regulatory Authority of India (TRAI) to conduct a Customer Satisfaction Survey (CSS) among Basic Wire-line, Cellular Mobile Telephone (including FWP) and Broadband customers, in the Northern zone of India, comprising the metro circle of Delhi and the circles of Delhi, UP East, UP West, Rajasthan, Punjab, Himachal Pradesh and J&K.

The current report presents the findings of the survey for Delhi circle. This survey was conducted in the period July – September, 2011.

2.2 Survey Objectives

The objectives of this customer satisfaction survey are as follows:

1. To measure the level of satisfaction among customers with respect to:
 - Provision of service
 - Billing performance
 - Help services including customer grievance redressal
 - Network performance, reliability and availability
 - Maintainability
 - Supplementary and value added service
 - Overall service quality
2. To measure the awareness among customers with respect to the grievance redressal mechanism set up by service providers based on the regulations laid down by TRAI.

2.3 Survey Methodology

- The survey was conducted through personal, telephonic and Internet based interviews.
- In the survey of basic telephone service and cellular mobile service customers, 50% of the sample was covered with the help of personal interviews while the balance interviews were done on telephone.
- The identity of respondents was recorded in the questionnaires and the signatures of the customers who were surveyed through personal interviews were taken on the survey questionnaires. The questionnaires were filled up using a ballpoint pen.
- In the broadband service survey, 50% of the sample was covered through face-to-face interviews and 50% through a CATI/web-based survey.

2.4 Coverage of the Survey

In the period 1st July to 30th September of 2011, we conducted the Customer Satisfaction Survey (CSS) in Delhi circle. The following service providers have been covered in the Delhi circle.

2.4.1 Basic Telephone (Wire-line) Service

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Mahanagar Telephone Nigam Limited (Referred as MTNL in the report)
3. TTSL Teleservices Delhi Limited (Referred as TTSL in the report)
4. Reliance Communications (Referred as Reliance in the report)

2.4.2 Cellular Mobile Telephone Service (including FWP)

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Mahanagar Telephone Nigam Limited (Referred as MTNL in the report)
3. Reliance Communications (Referred as Reliance in the report)
4. TTSL Teleservices Delhi Limited (Referred as TTSL in the report)
5. Idea Cellular Limited (Referred as Idea in the report)
6. Vodafone Essar Mobile Services Limited (Referred as Vodafone in the report)
7. Sistema Shyam (Referred as MTS in the report)
8. Aircel Limited (Referred as Aircel in the report)
9. Etisalat (Referred as Etisalat in the report)

2.4.3 Broadband Service

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Bharat Sanchar Nigam Limited (Referred as MTNL in the report)
3. TTSL Teleservices Delhi Limited (Referred as TTSL in the report)
4. Reliance Communications (Referred as Reliance in the report)
5. Hathway (Referred as Hathway in the report)
6. Spectranet (Referred as Spectranet in the report)

2.5 Geographical Coverage

Geographical Coverage	Areas/ Exchanges Covered
Delhi	Central, East, West, Nehru Place, Trans Yamuna, North & Bhikaji Kama Place

2.6 Respondent Profile

The random sample included both prepaid & postpaid customers in household and commercial segments.

2.6.1 Individual/ Household users

Only those above the age of 18 years were interviewed. Actual users of basic telephone service, mobile or broadband services were interviewed

2.6.2 Commercial users

In case of the basic telephone service survey, the administration or accounts executive/ manager or whoever takes care of basic telephone service related issues was interviewed. In case of the broadband survey, the head/manager of the IT/MIS Department or the administration or accounts executive/ manager was interviewed. In case, there was no such person, then the CEO/ MD/ owner of the firm was interviewed.

2.7 Sampling Methodology & Coverage

A set of residential and commercial areas were identified in 7 main areas of Delhi for this survey. Random sampling was done in the selected areas to select the respondents.

2.7.1 Basic Telephone (Wire-line) Service: Database obtained from the service providers was used in case of private operators, while for MTNL, door to door (in residential areas) and office-to-office (in commercial areas) survey was carried out.

MTNL: In Delhi circle, there are 25 exchanges spread over 7 areas. We have covered all the 7 areas namely Central, East, West, Nehru Place, Trans Yamuna, North & Bhikaji Kama Place to get the geographical spread across Delhi circle. Rural coverage is not being considered as Delhi is a metropolitan city.

Airtel: Airtel was covered in Central, East, West, Nehru Place, Trans Yamuna, North and Bhikaji Kama Place.

TTSL: TTSL was covered in Central, East, West, Nehru Place, Trans Yamuna, North and Bhikaji Kama Place.

Reliance: Reliance was covered in Central, East, West, Nehru Place, Trans Yamuna, North, and Bhikaji Kama Place.

Service Provider	Sample Size	Areas Covered
Airtel	1067	7
MTNL	1067	7
TTSL	630	7
Reliance	1067	7
Overall	3831	7

Geographical Coverage	Areas Covered
Delhi	Central, East, West, Nehru Place, Trans Yamuna, North, Bhikaji Kama Place

2.7.2 Cellular Mobile Telephone Service : For post-paid users, a database obtained from the service providers was used to boost the sample. The survey was carried out in both residential areas and commercial areas.

For prepaid users, only a door-to-door (in residential areas) and office-to-office (in commercial areas) survey was carried out.

In all, there are 9 districts in Delhi, in which we have covered 7 main areas, namely Central, East, West, Nehru Place, Trans Yamuna, North & Bhikaji Kama Place. Rural coverage is not being considered as Delhi is a metropolitan city. For all operators including MTNL, 7 main areas have been covered.

Service Provider	Sample Size	Areas Covered
Airtel	1067	7
MTNL	1067	7
TTSL	1067	7
Reliance	1067	7
Idea	1067	7
Vodafone	1067	7
Etisalat	1067	7
MTS	1067	7
Aircel	1067	7
Overall	9602	7

Geographical Coverage	Areas Covered
Delhi	Central, East, West, Nehru Place, Trans Yamuna, North, Bhikaji Cama Place

2.7.3 Broadband Service: In residential areas, the customer database obtained from the service providers was used. In commercial areas, an office-to-office survey was carried out since penetration of broadband was high in these areas.

The sample for broadband service customers was evenly spread in the areas served by 10% of the Points of Presence (POPs) for each service provider in each service area. More than 10% of point of Presence, has been covered.

MTNL: There are 7 main areas (where their broadband service is available) and we covered all the 7 areas namely Central, East, West, Nehru Place, Trans Yamuna, North & Bhikaji Kama Place.

Airtel: We have covered North, West, South & East Delhi.

TTSL: We have covered North, West, South & East Delhi.

Reliance: We have covered North, West, South & East Delhi.

Hathway: We have covered North, West, South & East Delhi.

Spectranet: We have covered North, West, South & East Delhi.

Service Provider	Sample Size	Areas Covered
Airtel	1067	4
MTNL	1067	7
TTSL	1067	4
Reliance	1067	4
Hathway	1067	4
Spectranet	1067	4
Overall	6402	

Geographical Coverage	Areas Covered
Delhi	Central, East, West, Nehru Place, Trans Yamuna, North & Bhikaji Kama Place

2.8 Mode of Interview & Sample Size Covered

2.8.1 Basic Wire-line Service

For customer satisfaction survey of Basic Telephone Service customers, approx. 50% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on the telephone.

Service Provider	Face to Face	Telephonic	Sample Size Covered
Airtel	532	535	1067
MTNL	532	535	1067
TTSL	532	98	630
Reliance	532	535	1067
Overall	2128	1703	3831

2.8.2 Cellular Mobile Telephone Service

For the survey of Cellular Mobile Telephone Service customers, approx. 50% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on the telephone.

Service Provider	Face to Face	Telephonic	Sample Size Covered
Airtel	532	535	1067
MTNL	531	535	1066
TTSL	532	535	1067
Reliance	532	535	1067
Idea	532	535	1067
Vodafone	532	535	1067
Etisalat	532	535	1067
MTS	532	535	1067
Aircel	532	535	1067
Overall	4787	4815	9603

2.8.3 Broadband Service

For customer satisfaction survey of Broadband Service customer, approx. 50% of the sample were covered through face-to-face interviews and 50% through a CATI/ web-based survey. For web-based survey we used our proprietary web-based survey editor to host the survey on the Internet. After sending the survey invitations, follow up phone calls were made to drive respondents to the survey.

Service Provider	Face to Face	Telephonic	Sample Size Covered
Airtel	532	535	1067
MTNL	532	535	1067
TTSL	532	535	1067
Reliance	532	535	1067
Hathway	532	535	1067
Spectranet	532	535	1067
Overall	3192	3210	6402

2.9 Respondents Profile by Payment Mode Used

2.9.1 Basic Wire-line Service

A total of 4 basic wire-line service providers present in the circle have been covered. All of them were postpaid connections.

Service Provider	Prepaid	Postpaid	Sample Covered
Airtel	--	1067	1067
MTNL	--	1067	1067
TTSL	--	630	630
Reliance	--	1067	1067
Overall	--	3831	3831

2.9.2 Cellular Mobile Telephone Service

A total of 9 cellular mobile telephone service providers present in the circle as of date have been covered. Of the total sample of 9,602, prepaid users were 8,895 with the balance being postpaid customers.

Service Provider	Prepaid	Postpaid	Sample Covered
Airtel	1008	59	1067
MTNL	811	255	1066
TTSL	839	228	1067
Reliance	1023	44	1067
Idea	1038	29	1067
Vodafone	988	79	1067
Etisalat	1064	3	1067
MTS	1063	4	1067
Aircel	1061	6	1067
Overall	8895	707	9602

2.9.3 Broadband Service

A total of 6 broadband service providers present in the circle as of date have been covered. Across various Points of Presence of the Delhi circle, 6,402 broadband service customers were covered. Of this total sample, 5964 were postpaid customers and 438 were prepaid customers.

Service Provider	Prepaid	Postpaid	Sample Covered
Airtel	9	1058	1067
MTNL	--	1067	1067
TTSL	9	1058	1067
Reliance	15	1052	1067
Hathway	396	671	1067
Spectranet	9	1058	1067
Overall	438	5964	6402

2.10 Respondents Demographic Profile

2.10.1 Basic Wire-line Service

2.10.1.1 Gender Profile

Gender	% Customers			Base
	Male	Female		
Overall	79	21		3831

- 3831 basic telephone service (Wire-line) customers were covered. Of this sample, 79% were male and the balance 21% were female respondents.

2.10.1.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Overall	33	33	21	25	3831

- 66% of the customers were less than 35 years while 25% were more than 45 years old.

2.10.1.3 Occupation Profile

Occupation	% Customers					Base
	Service	Business-man/ Self Employed/ Farmers	Student	Housewife	Retired	
Overall	39	45	6	9	2	3831

2.11.2 Cellular Mobile Telephone Service

2.11.2.1 Gender Profile

Gender	% Customers			Base
	Male	Female		
Overall	87	13		9602

- 9602 cellular mobile telephone service customers were covered. Of this sample, 87% were male and 13% were female respondents.

2.11.2.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Overall	42	34	16	9	9602

- 76% of the customers were less than 35 years of age while 16% were in the age group 35-44 years and the 9% were more than 45 years old.

2.11.2.3 Occupation Profile

Occupation	% Customers					Base
	Service	Businessman/ Self Employed/ Farmers	Student	Housewife	Retired	
Overall	46	26	21	7	1	9602

- Out of 9602 cellular mobile telephone service customers, 26% of the customers were businessmen/ self-employed and 46% of them were salaried while 21% were students.

2.12.3 Broadband Service

2.12.3.1 Gender Profile

Gender	% Customers		Base
	Male	Female	
Overall	85	15	6402

- 6402 broadband service customers were covered. Of this sample, 15% were female respondents.

2.12.3.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Overall	18	48	25	9	6402

- 48% of the customers were in the age group of 25 –34 years while 18% were less than 25 years and the 9% were more than 45 years old.

2.13 Questionnaire Development Process

Three separate questionnaires were developed for the customer satisfaction survey in consultation with TRAI. These questionnaires included questions on parameters of Customer Perception of Service and Implementation and Effectiveness of Telecom Consumer Protection and Redressal of Grievances Regulations, 2007.

The questionnaires developed were for:

- Basic Wire-line Service
- Cellular Mobile Telephone Service
- Broadband Service

2.14 Methodology for Calculating Percentage of Satisfied Customers

Satisfaction of subscribers has been obtained on a 4-point scale.

To measure the percentage of satisfied customers, the total percentage of satisfied customers i.e. very satisfied and satisfied customers on various sub-parameters of customer perception of service, has been computed.

For a parameter, the weighted average of scores on various sub-parameters has been computed.

2.15 Explanation of Benchmarks

TRAI has laid down benchmarks on Customer Perception of Service for the service providers of Basic Wire-line, Cellular Mobile Telephone and Broadband service. The purpose of laying down these benchmarks was to protect the interest of consumers of telecommunication services and to create conditions for maximizing consumer satisfaction by making known the quality of service that the service providers are required to provide and that the user has a right to expect. All service providers have to follow these benchmarks, as laid down by TRAI.

2.15.1 Basic Wire-line Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>90%
% Satisfied with Billing Performance	>95%
% % Satisfied with Network Performance, Reliability and Availability	>95%
% Satisfied with Maintainability	>95%
% Satisfaction with Supplementary and Value Added Services	>90%
% % Satisfied with Help Services including customer grievance redressal	>90%
% Satisfied with Overall Service Quality	>90%

2.15.2 Cellular Mobile Telephone Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>90%
% Satisfied with Billing Performance	>95%
% Satisfied with Network Performance, Reliability and Availability	>95%
% Satisfied with Maintainability	>95%
% Satisfaction with Supplementary and Value Added Services	>90%
% Satisfied with Help Services including customer grievance redressal	>90%
% Satisfied with Overall Service Quality	>90%

2.15.3 Broadband Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>90%
% Satisfied with Billing Performance	>90%
% satisfied with help services	>90%
% Satisfied with Network Performance, Reliability and Availability	>85%
% Satisfied with Maintainability	>85%
% satisfied with Customer satisfaction with offered supplementary services such as allocation of static/fixed IP addresses, email Ids etc.	>85%
% Satisfied with Overall Service Quality	>85%

The parameters of customer perception of service have taken into account the following sub-parameters:

A. Basic Wire-line Service

Provision of Service

- Time taken to provide a customer with working telephone connection
- Ease of understanding or with provision of all relevant information related to tariff plans & charges

Billing Performance (Postpaid)

- Timely delivery of bills
- Quality, accuracy & completeness of the bills
- Process of resolution of billing complaints
- Clarity of the bills sent by the service provider in terms of transparency and understandability

Billing Performance (Prepaid)

- Accuracy of amount deducted on every usage
- resolution of billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints
- Ease of recharging process and the transparency of recharge offer

Help Services including customer grievance redressal

- Ease of access of call centre/customer care or helpline
- Ease of getting an option for "talking to a customer care executive"
- Response time taken to answer your call by a customer care executive
- Problem solving ability of the customer care executive(s)
- Time taken by call centre/customer care /helpline to resolve customer complaint

Network Performance, Reliability and Availability

- Availability of working telephone (dial tone)
- Ability to make or receive calls easily
- Voice quality

Maintainability

- Fault repair service

Supplementary and Value Added Services

- Quality of the supplementary services provided
- Process of activating value added services or the process of unsubscribing
- Resolution of your complaint for deactivation of VAS

Overall Service Quality

B. Cellular Mobile Telephone Service

Provision of Service

- Time taken to activate cellular mobile connection after customer applied and completed all formalities
- Ease of understanding or with provision of all relevant information related to tariff plans & charges

Billing Performance (Postpaid)

- Timely delivery of bills
- Clarity of the bills sent by the service provider in terms of transparency and understandability
- Accuracy & Completeness of bills
- Process of resolution of billing complaints

Billing Performance (Prepaid)

- Accuracy of amount deducted on every usage
- Resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of resolution of complaints
- Ease of recharging process and the transparency of recharge offer

Help Services including customer grievance redressal

- Ease of access of call centre/customer care or helpline
- Ease of getting an option for "talking to a customer care executive"
- Response time taken to answer your call by a customer care executive
- Problem solving ability of the customer care executive(s)
- Time taken by call centre/customer care /helpline to resolve customer complaint

Network Performance, Reliability and Availability

- Availability of signal in customer locality
- Ability to make or receive calls easily
- Voice quality

Maintainability

- Availability of network (signal)
- Restoration of network (signal) problems

Supplementary and Value Added Services

- Quality of the supplementary services provided
- Process of activating value added services or the process of unsubscribing
- Resolution of your complaint for deactivation of VAS & refund of charges levied

Overall Service Quality

C. Broadband Service

Provision of Service

- Time taken to provide customer with broadband connection after registration and payment of initial deposit by customer

Billing performance (Postpaid)

- Timely delivery of bills
- Clarity of the bills issued by your service provider in terms of transparency and understandability
- Accuracy/Completeness of Bills
- Process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints

Billing Performance (Prepaid)

- Accuracy of amount deducted on every usage
- Process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints

Help Services

- Ease of access of call centre/customer care or helpline
- Ease of getting an option for “talking to a customer care executive
- Response time taken to answer your call by a customer care executive
- Problem solving ability of the customer care executive(s)
- Time taken by call centre/customer care /helpline to resolve customer complaint

Network Performance, Reliability and Availability

- Speed of broadband connection
- Amount of time for which service is up and working

Maintainability

- Restoration of broadband connection

Supplementary Services

- Process of activating value added services or the process of unsubscribing
- Resolution of your complaint for deactivation of VAS & refund of charges levied

Overall Customer Satisfaction

2.16 Definition of Key Terms Used

Appellate Authority: It means one or more persons appointed as appellate authority under regulation 10, by a service provider, falling in the clause (a) or clause (b) of sub-regulation (3) of regulation.

Basic Wire-line Service: It covers collection, carriage, transmission and delivery of voice or non-voice messages over licensee's Public Switched Telephone Network in the licensed service area and includes provision of all types of services except those requiring a separate license.

Broadband Service: It means data connection....

(1) which is always on and is able to support interactive services including Internet access.

(2) which has the capability of the minimum download speed of 256 kilo bits per second (kbps) or such minimum download speed, as may be specified by the licensor, from time to time, to an individual subscriber from the point of presence of the service provider intending to provide Broadband service where a multiple of such individual Broadband connections are aggregated and the subscriber is able to access these interactive services including the internet through the said point of presence.

(3) in which the interactive services shall exclude and services for which a separate license is specifically required (such as real-time voice transmission) except to the extent permitted, or, as may be permitted, under internet service provider's license with internet telephony.

(4) which shall include such service or download speed or features, as may be specified from time to time, by the licensor.

Call Centre: means a department or a section or a facility established under regulation 3 by the service provider, falling in clause (a) or clause (b) of the sub-regulation 3 of regulation 1 for redressal of grievances of its consumer by telephone or electronic means or by any other means.

Cellular Mobile Telephone Service: Means....

(1) telecommunication service provided by mean of a telecommunication system for the conveyance of the message through the agency of wireless telegraphy where every message that is conveyed thereby has been, or is to be, conveyed by means of a telecommunication systems which is designed or adapted to be capable of being used while in motion.

(2) refers to transmission of voice or non-voice message over Licensee's Network in real time but service does not cover broadcasting of any messages, voice or non-voice; however, Cell Broadcast is permitted only to the customers of the service.

(3) in respect of which the subscriber (all types, pre-paid as well as post-paid) has to be registered and authenticated at the network point of registration and approved numbering plan shall be applicable.

Consumer: means a consumer of a service provider falling in clause (a) or clause (b) of sub-regulation (3) of regulation 1 and includes its customer and subscriber.

Manual: means the Manual of Practice for handling consumer complaints referred to in regulation 20.

Nodal Officer: means the officer appointed or designated under regulation 6 by a service provider falling in clause (a) or clause (b) of sub-regulation (3) of regulation 1.

3. COMPLIANCE REPORT ON CUSTOMER PERCEPTION OF SERVICE

The compliance report has been presented, by using the following method:

The percentage of customers satisfied on various QoS parameters was derived by using the methodology explained in section 2.14 (Page 25). According to this methodology, the total percentage of satisfied customers i.e. very satisfied and satisfied customers on various QoS parameters has been taken into account. This methodology has been used to derive the percentage of customers satisfied with QoS parameters for all the three services i.e. Basic Telephone, Cellular Mobile and Broadband.

3.1 Basic Wire-line Service

3.1.1 The following table shows the percentage of customers satisfied on QoS parameters.

Sub Parameters	Bench marks	% Customers				
		Airtel	MTNL	TTSL	Reliance	Overall
% Satisfied with Provision of Service	≥90%	88	97	100	68	89
% Satisfied with Billing Performance Postpaid	≥95%	92	96	94	90	93
% Satisfied with Billing Performance Prepaid*	≥95%	--	--	--	--	--
% Satisfied with Help Services including customer grievance redressal	≥90%	83	84	77	65	77
% Satisfied with Network Performance, Reliability and Availability	≥95%	94	94	92	89	92
% Satisfied with Maintainability	≥95%	82	81	81	62	76
% Supplementary and Value Added Services*	≥90%	94	95	100	100	96
% Satisfied with Overall Service Quality	≥90%	92	92	89	87	90
<i>Base</i>		1067	1067	630	1067	3831

* Denotes small sample and thus, statistically invalid data.

- 90% of the basic wire-line service customers in Delhi circle were satisfied with their service providers with overall service quality. Only Airtel & MTNL met the overall service quality benchmark.
- MTNL did not meet the benchmarks with respect to help services including customer grievance redressal, network performance and maintainability.
- Airtel met the benchmark with respect to value added services & overall quality of service.
- TTSL met the benchmark with respect to provision of service, billing performance postpaid & supplementary & value added services.
- Reliance met the benchmark with respect to supplementary & value added services only.

3.1.2 % of customers who reported that their telephone fault was repaired within 3 days.

Type	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Overall	85	81	77	74	79
Base	332	462	234	400	1428

- 79% of all customers reported that the fault was repaired within 3 days.
- This proportion was lower for Reliance customers (74%).

3.1.3 % of customers who reported that their telephone service was terminated within 7 days of request.

Type	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Overall	75	--	--	82	79
*Base	16	--	--	22	38

*Denotes small sample and thus, statistically invalid data

3.1.4 % of customers who reported that their billing complaints were resolved by call centre within 4 weeks.

Type	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Overall	55	52	36	28	43
Base	461	346	126	531	1464

- 43% of customers reported that their complaints were resolved within 4 weeks after they lodged their complaints.
- This incidence was much lower for both Reliance (28%) and TTSL (36%).

3.2 Cellular Mobile Telephone Service

3.2.1 The following table shows the percentage of customers satisfied on QoS parameters.

Sub Parameters	Bench marks	% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
% Satisfied with Provision of Service	≥90%	97	97	98	98	97	97	99	97	97	97
% Satisfied with Billing Performance Prepaid	≥95%	89	95	89	84	89	92	92	87	91	89
% Satisfied with Billing Performance Postpaid	≥95%	96	82	89	98	95	91	50	96	100	88
% Satisfied with Help Services including customer grievance redressal	≥90%	81	82	77	71	77	82	87	72	89	79
% Satisfied with Network Performance, Reliability and Availability	≥90%	95	81	87	82	90	95	90	89	80	88
% Satisfied with Maintainability	≥90%	94	79	86	81	91	95	92	89	82	88
% Supplementary and Value Added Services	≥90%	86	71	89	89	83	87	90	89	92	87
% Satisfied with Overall Service Quality	≥90%	90	82	88	78	87	92	88	91	86	87
<i>Base</i>		1067	1066	1067	1067	1067	1067	1067	1067	1067	9602

- 87% of all cellular mobile customers were satisfied with overall service quality. Airtel, Vodafone & Aircel met the benchmark set for overall service quality.
- All the service providers met the benchmark set for provision of service.
- Only MTNL met the benchmark set for prepaid billing performance.

- Airtel, Reliance, Idea, Aircel & Etisalat met the benchmark set for postpaid billing performance.
- None of the service providers met the benchmark set for help services including customer grievance redressal.
- Airtel, Idea, Vodafone & MTS met the benchmark set for Network performance, reliability & availability and maintainability.
- Only MTS & Etisalat met the benchmark set for value added services.

3.2.2 % customers who reported billing complaint resolution by call centre within 4 weeks.

Type	% Customers									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Overall	55	20	43	49	40	42	40	46	35	43
<i>Base</i>	433	269	390	523	362	288	299	352	137	3053

- Only 43% of the cellular mobile customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks of lodging. This was particularly low for MTNL.

3.3 Broadband Service

3.3.1 Percentage of customers satisfied on QoS parameters

Sub Parameters	Bench marks	% Customers						
		Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	Overall
% Satisfied with Provision of Service	≥90%	96	98	99	83	90	94	93
% Satisfied with Billing Performance Prepaid	≥90%	100*		100*	100*	88	100*	89
% Satisfied with Billing Performance Postpaid	≥90%	94	96	91	79	89	98	91
% Satisfied with Help Services including customer grievance	≥90%	82	87	97	76	87	92	87
% Satisfied with Network Performance, Reliability and Availability	≥85%	91	89	94	80	80	92	88
% Satisfied with Maintainability	≥85%	59	42	49	13	4	51	29
% Supplementary and Value Added Services	≥85%	89	94	98	82	87	100	92
% Satisfied with Overall Service	≥85%	89	87	94	80	81	84	86
Base		1067	1067	1067	1067	1067	1067	6402

- 86% of all broadband customers were satisfied with overall service quality. Airtel, MTNL and TTSL met the benchmark on this parameter; Reliance, Hathway & Spectranet did not meet the benchmark scores.

- All service providers met the benchmarks set for provision of service, postpaid billing performance and network performance except for Reliance & Hathway.
- Only TTSL & Spectranet met the benchmark set for help services including customer grievance redressal.
- None of the service provider met the benchmark set for maintainability while All the service providers met the benchmark set for supplementary & value added services except Reliance.

3.3.2 % of customers who reported getting a working connection within 7 days.

Type	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Overall	88	81	93	77	74	62	79
<i>Base</i>	1067	1067	1067	1067	1067	1067	6402

- 79% of the customers got their working connection within 7 working days. However, this proportion was lower for Spectranet.

3.3.3 % of customers who reported that their billing complaints were resolved by call centre within 4 weeks.

Type	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Overall	16	20	24	8	57	24	25
<i>Base</i>	422	251	173	593	481	407	2327

- Only 25% of customers reported that their billing complaints were resolved within 4 weeks after they lodged their complaints. 92% of Reliance customers reported that their complaints were not resolved within 4 weeks.

4. DETAILED SURVEY FINDINGS

4.1 Basic Wire-line Service – Delhi Circle

Customer Satisfaction Survey in the Delhi circle was done among customers of 4 Basic Wire-line Service providers i.e. Airtel and MTNL.

4.1.1 Customer Satisfaction with Provision of Service

4.1.1. The following table shows the percentage of customers satisfied with different sub-parameters of Provision of Service

Sub Parameters	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Time taken to provide working connection	80	96	100	42	80
Ease of understanding	95	99	100	94	97
Overall Provision of Service	88	97	100	68	89
<i>Base</i>	40	72	63	62	237

- 80% of the customers were satisfied with the time taken to provide a working telephone. This score was low among Reliance (42%) customers.
- 97% of the customers were satisfied with the ease of understanding/ provision of all relevant information related to tariff plans & charges.
- Reliance’s satisfaction with provision of service was low because of the time taken to provide working connections.

4.1.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.1.2.1a The following table shows the percentage of postpaid customers satisfied with different sub-parameters of billing performance.

Sub Parameters	% Postpaid Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Timely delivery of bills	94	96	96	92	94
Quality, Accuracy & Completeness of the bills	94	97	96	94	95
Process of resolution of billing complaints	43	57	57	28	43
Clarity of the bills in terms of transparency & understandability	94	99	94	92	95
Overall Postpaid Billing Performance	92	96	94	90	93
<i>Base</i>	1067	1067	630	1067	3831

- 43% customers were satisfied on account of process of resolution of billing complaints. This was significantly low among Reliance customers and dragged down the Reliance's satisfaction score with overall billing performance.
- Performance on all other aspects was highly satisfactory.

4.1.2.2b Customer Satisfaction with Billing Performance among Prepaid Customers

Note: Service providers did not report prepaid wire-line customers and hence a corresponding sample was not covered.

4.1.3 Customer Satisfaction with Help Services including customer grievance redressal

4.1.3.1 The following table shows the percentage of customers satisfied with sub-parameters of help services including customer grievance redressal.

Sub Parameters	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Ease of access of call centre/customer care or help-line	84	89	79	72	81
Ease of getting an option for “ talking to a customer care executive”	83	85	74	68	78
Response time taken to answer the call	82	86	74	65	77
Problem solving ability of customer care executive	82	81	79	62	76
Time taken by call centre/customer care /helpline to resolve complaint	82	81	79	61	75
Overall	83	84	77	65	77
<i>Base</i>	735	657	342	702	2436

- Reliance customers were less satisfied with all aspects of help services.
- Time taken by customer care to resolve complaints registered the lowest proportion of satisfied customers.

4.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.1.4.1 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Sub Parameters	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Availability of working telephone (dial tone)	95	94	94	88	93
Ability to make or receive calls easily	95	95	91	89	93
Voice Quality	93	92	90	89	91
Overall Network Performance	94	94	92	89	92
<i>Base</i>	1067	1067	630	1067	3831

- A higher percentage of Airtel & MTNL's customers were satisfied with the availability of working telephone (dial tone), ability to make or receive calls easily and voice quality.
- Reliance (88%) registered a low percentage of customers satisfied with the availability of working telephone (dial tone) as well as voice quality.

4.1.5 Customer Satisfaction with Maintainability

4.1.5.1 The following table shows the percentage of customers satisfied with maintainability.

Sub Parameters	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Fault repair service	82	81	81	62	76
Overall Maintainability	82	81	81	62	76
<i>Base</i>	332	462	234	400	1428

- A lower percentage of Reliance customers were satisfied with the fault repair service as compared to other service providers.

4.1.6 Customer Satisfaction with Supplementary and Value Added Services

4.1.6.1 The following table shows the percentage of customers satisfied with supplementary and value added services.

Sub Parameters	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Quality of the supplementary services / value added service	94	95	100	100	96
Process of activating value added services or the process of unsubscribing	92	98	100	100	97
Overall Value Added Services	94	95	100	100	96
<i>Base</i>	79	59	63	24	225

- All the service providers met the benchmark set for supplementary & value added services. There was no issue on any aspect.

4.1.7 Customer Satisfaction with Overall Service Quality

4.1.7.1 The following table shows the % of customers satisfied with overall service quality.

Sub Parameters	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Overall quality of Telephone service	92	92	89	87	90%
<i>Base</i>	1067	1067	630	1067	3831

- 90% of the customers were satisfied with the overall quality of telephone service. The satisfaction was lower among Reliance & TTSL customers.

4.2 Awareness of Grievance Redressal Mechanism & Experience among Basic Telephone Service subscribers

4.2.1 Awareness and Experience of Call Centre

Table 4.2.1.1 The following table shows the percentage of customers aware about the call centre number of their service provider for making a complaint/ query

Type	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Overall	87	85	89	82	85
<i>Base</i>	1067	1067	630	1067	3831

- 85% of the customers were aware about the call centre number of their service provider for the purpose of making a complaint/ query.

Table 4.2.1.2 The following table shows the percentage of customers who made a complaint on the call centre number of their service provider in the last 6 months

Type	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Overall	50	38	23	61	45
<i>Base</i>	932	903	558	874	3267

- Approximately 45% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 6 months. The proportion was higher for Reliance customers and lower among TTSL customers.

4.2.1.3 The following table shows the percentage of customers who received or did not receive docket numbers for their complaints.

Sub Parameters	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Docket number received for most of the complaints	86	84	50	79	80
No docket number received for most of the complaints	6	11	43	7	11
It was received on request	7	4	7	13	8
No docket number received even on request	1	1	0	2	1
<i>Base</i>	461	346	126	531	1464

- 80% of the customers who had complained said that they had received a docket number for most of their complaints. This was significantly higher for Airtel customers as compared to TTSL customers.
- 11% of all customers who had complained said that they did not receive docket number for most of their complaints. 8% received it on request.

4.2.1.4 The following table shows the percentage of customers who were informed about the action taken on their complaint by call centre.

Type	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Overall	80	80	50	49	66
<i>Base</i>	461	346	126	531	1464

- 66% all the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre.
- A lower proportion of Reliance & TTSL customers were informed about the action taken on their complaint by call centre.

4.2.1.5 The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by call centre/customer care within four weeks.

Type	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Overall	55	52	36	28	43
<i>Base</i>	461	346	126	531	1464

- 43% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the call centre/ customer care within four weeks of lodging their complaints. This was lower for both TTSL and Reliance.

4.2.2 Awareness and experience of Nodal Officer

Table 4.2.2.1 The following table shows the percentage of customers who were aware about contact details of nodal officer.

Type	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Overall	5	5	--	5	4
<i>Base</i>	1067	1067	630	1067	3831

- Only 4% of all basic telephone service customers said that they were aware about the contact details of the nodal officer. None of the TTSL customers were aware of the nodal officer.

Table 4.2.2.2 The percentage of customers who have made complaints to the Nodal Officer

Type	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Overall	21	35	--	53	36
<i>Base</i>	52	48	--	51	151

- Of those who were aware of the Nodal Officer's contact details, 36% claimed to have complained to the nodal officer.

Table 4.2.2.3 The percentage of customers who were able to contact to the Nodal Officer without difficulty.

Type	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Overall	73	47	--	56	56
Base	11	17	--	27	55

- Only 56% of the customers who contacted the Nodal Officers, claimed to have been able to do so without any difficulty.

Table 4.2.2.4 The percentage of customers who were intimated about the decision taken on their complaints by the Nodal Officer

Type	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Overall	82	59	--	44	56
Base	11	17	--	27	55

- 56% of those customers, who complained to the Nodal Officer, claimed that they were intimated about the decision taken on their complaints by the Nodal Officer.

Table 4.2.2.5 % of customers satisfied with redressal of complaint by the Nodal Officer

Type	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Overall	82	65	--	30	51
Base	11	17	--	27	55

- 51% of customers, who complained to the Nodal Officer, claimed that they were satisfied with redressal of complaint by the Nodal Officer.

4.2.3 Awareness and experience of Appellate Authority

Table 4.2.3.1 The following table shows the percentage of customers who were aware about the contact details of the appellate authority.

Type	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Overall	2	1	--	--	1
Base	1067	1067	630	1067	3831

- Only 1% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority. None of the TTSL and Reliance customers were aware of the Appellate Authority's details.

4.2.3.2 Incidence of Appeal being filed in the prescribed form in the last 6 months

Type	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Overall	--	7	--	--	2
Base	22	15	--	4	41

- 2% of all the basic wire-line service customers who were aware of the contact details of Appellate Authority claimed to have filed an appeal in last the 6 months.

4.2.3.3 Percentage of Customers who filed an appeal with the Appellate & Received an Acknowledgement

Type	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Overall	--	100	--	--	100
Base	--	1	--	--	1

4.2.3.4 Percentage of Customers who filed an appeal with the Appellate & for Whom a Decision was taken within 3 months

Type	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Overall	--	100	--	--	100
Base	--	1	--	--	1

4.2.4 General Information

Table 4.2.4.1 The following table shows the percentage of the new customers who got the Manual of Practice containing the terms and conditions of service, toll free number of call centre and contact details of Nodal Officer & Appellate Authority for complaint redressal etc., while subscribing to the new basic telephone connection.

Type	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Overall	49	42	54	36	44
Base	1067	1067	630	1067	3831

- 44% of the new basic telephone service customers said that they got the Manual of Practice while subscribing to the new basic telephone connection.

Table 4.2.4.2 The following table shows the percentage of prepaid customers who were aware that a prepaid customer can get item-wise usage charge details, on request.

- **Note:** Service providers did not report prepaid wire-line customers and hence a corresponding sample was not covered.

4.2.4.3 The following table shows the percentage of customers who were denied item-wise usage charge details for their pre-paid connection.

- **Note:** Service providers did not report prepaid wire-line customers and hence a corresponding sample was not covered.

Table 4.2.4.4 The following table shows the percentage of customers who cited different reason(s) for their request for item-wise details being denied.

- **Note:** Service providers did not report prepaid wire-line customers and hence a corresponding sample was not covered.

Table 4.2.4.5 The following table shows the percentage of customers who terminated a telephone connection in the last 6 months.

Type	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Overall	2	1	0	2	1
Base	1067	1067	630	1067	3831

- Only 1% of the customers claimed to have terminated a wire-line telephone connection in the last 6 months.

4.2.4.6 The following table shows the percentage of customers who terminated a telephone connection of a particular service provider in the last 6 months.

Sample is too sample to report any meaningful information.

4.2.4.8 The following table shows the percentage of customers who were aware about getting rent rebate in case fault is not repaired within 3 days

Type	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Overall	18	21	27	13	19
Base	1067	1067	630	1067	3831

- Only 19% of the customers were aware about the rent rebate entitlement, in case fault was not repaired within 3 days.

4.2.5.1 The following table shows the percentage of customers who were aware about the facility for registering telephone number with the service provider for not receiving unwanted tele marketing calls/SMS.

Type	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Overall	32	30	21	39	32
Base	1067	1067	630	1067	3831

- 32% of the customers were aware about the facility for registering telephone number with the service provider for not receiving unwanted tele marketing calls/SMS.

4.2.5.2 The following table shows the percentage of customers who registered with service provider for not receiving any unwanted tele marketing calls/SMS

Type	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Overall	6	1	0	5	4
Base	337	321	135	419	1212

- Only 4% of the aware customers were registered with the service provider for not receiving unwanted tele marketing calls/SMS.

4.2.5.3 The following table shows the percentage of customers who reported varying degrees of reduction in number of unwanted tele marketing calls/SMS received after registering.

Sub Parameters	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
No change	10	25	--	--	7
Slight decrease	5	--	--	--	2
Considerable decrease	10	25	--	--	7
Stopped receiving	76	50	--	100	84
<i>Base</i>	21	4	--	19	44

- Of the customers who had registered in the DNC register, 84% had stopped receiving unwanted tele-marketing calls/ SMSes.

4.2.5.4 The following table shows the percentage of customers who made a complaint to service provider on getting such unwanted tele marketing calls/ SMS even after registering telephone number.

Type	% Customers				
	Airtel	MTNL	TTSL	Reliance	Overall
Overall	80	100	--	--	86
Base	5	2	--	--	7

Note: Base is too small to draw any statistically valid inference.

4.2.5.5 Service provider rating on a scale of 1 – 10 where 10 is very good and 1 is very poor.

	Customer Ranking				
	Airtel	MTNL	TTSL	Reliance	Overall
Mean Score	7.27	7.08	6.66	6.51	6.9
Base	1067	1067	630	1067	3831

- Airtel received the highest rating followed by MTNL (7.27 VS. 7.08). The others registered much lower ratings.

4.3 Cellular Mobile Telephone Service – Delhi Circle

Customer Satisfaction Survey in the Delhi circle was done among customers of 9 Cellular Mobile Telephone service providers i.e. Airtel, MTNL, Reliance, TTSL, Idea, Vodafone, MTS, Aircel and Etisalat.

4.3.1 Customer Satisfaction with Provision of Service

4.3.1.1 The following table shows the % of customers satisfied with sub parameters of provision of service.

Sub Parameters	% Customers									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Process & time taken to activate connection	96	97	97	98	97	97	99	97	97	97
Ease of understanding	97	96	98	98	96	97	99	98	98	98
Overall Provision of Service	97	97	98	98	97	97	99	97	97	97
<i>Base</i>	1067	1066	1067	1067	1067	1067	1067	1067	1067	9602

- Most customers were satisfied with the process and time taken to activate the mobile connection as well as ease of understanding of plans conveyed.

4.3.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.3.2.1a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance.

Sub Parameters	% Postpaid Customers									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Timely delivery of bills	95	68	80	98	97	92	50	83	100	80
Clarity of the bills in terms of transparency and understandability	98	90	96	100	93	92	50	100	100	94
Accuracy & completeness of the bills	95	88	91	100	97	85	50	100	100	90
Process of resolution of billing complaints	95	83	88	96	93	94	50	100	100	88
Overall Postpaid Billing Performance	96	82	89	98	95	91	50	96	100	88
Base	59	255	228	44	29	79	*4	*6	*3	707

*Denotes small sample not adequate for any statistical inference.

- Overall satisfaction was low on account of timely delivery of bills, especially for TTSL.
- Satisfaction was high on account of clarity of bills in terms of transparency and understandability.
- However, satisfaction on account of billing complaint resolution was low for most service providers with substantial population of postpaid customers.

4.3.2b Customer Satisfaction with Billing Performance - Prepaid

4.3.2.1b The following table shows the percentage of prepaid customers satisfied with sub-parameters of billing performance.

Sub Parameters	% Prepaid Customers									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Accuracy of charges	88	97	90	84	88	92	94	83	93	90
Refund/Credit/Waiver of excess charges	71	71	62	59	62	64	65	69	80	66
Ease of recharging process & the transparency of recharge offer	97	97	96	96	98	98	94	97	91	96
Overall Prepaid Billing Performance	89	95	89	84	89	92	92	87	91	89
<i>Base</i>	1008	811	839	1023	1038	988	1063	1061	1064	8895

- MTNL, MTS, Etisalat & Vodafone had the highest % of prepaid customers satisfied on account of accuracy of charges. The others had a lower proportion satisfied on this parameter.
- A smaller % of customers were satisfied on account of refund/credit/waiver of excess charges across all the service providers.
- Most customers were satisfied on account of ease of recharging process & the transparency of recharge offer.

4.3.3 Customer Satisfaction with Help Services including customer grievance redressal

4.3.3.1 The following table shows the percentage of customers satisfied with sub-parameters of Help Services including customer grievance redressal.

Sub Parameters	% Customers									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Ease of access of call centre/customer care or help-line	82	92	79	75	80	85	89	73	90	82
Ease of getting an option for “ talking to a customer care executive”	80	88	80	75	80	82	89	75	91	82
Response time taken	84	84	79	73	79	84	92	69	90	81
Problem solving ability	80	74	76	68	76	80	85	71	87	77
Time taken to resolve complaint	79	74	73	65	72	80	82	70	86	75
Overall Help Services	81	82	77	71	77	82	87	72	89	79
<i>Base</i>	686	580	715	748	572	527	593	634	379	5434

- MTNL & Etisalat had higher % of customers satisfied on ease of access of call centre/customer care or help-line.
- Etisalat, MTNL & MTS had a higher satisfaction level on account of ease of getting an option for “ talking to a customer care executive”
- Aircel had very low satisfaction on account of response time taken by the customer care executive to answer the call.
- Operators registered lower satisfaction scores on all aspects of Help Services.

4.3.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.3.4.1 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Sub Parameters	% Customers									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Availability of signal of your service provider in your locality	92	75	85	78	87	94	86	86	78	84
Ability to make or receive calls easily	96	84	89	84	92	97	93	91	79	89
Voice quality	96	85	87	85	90	95	91	91	84	89
Overall Network Performance	95	81	87	82	90	95	90	89	80	88
Base	1067	1066	1067	1067	1067	1067	1067	1067	1067	9602

- Both Airtel and Vodafone registered higher satisfactions scores on overall network performance.
- Vodafone had the highest percentage of satisfied customers on availability of signal in the locality and ability to make or receive calls easily.
- Higher % of Airtel & Vodafone customers were satisfied with the voice quality of their connections.

4.3.5 Customer Satisfaction with Maintainability

4.3.5.1 The following table shows the % of customers satisfied with sub-parameters of maintainability.

Sub Parameters	% Customers									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Availability of network (signal)	94	77	86	81	92	95	89	91	82	87
Restoration of network (signal) problems	95	82	86	81	91	95	94	87	82	88
Overall Maintainability	94	79	86	81	91	95	92	89	82	88
<i>Base</i>	1067	1066	1067	1067	1067	1067	1067	1067	1067	9602

- MTNL, Reliance and Etisalat registered much lower satisfaction scores on maintainability.
- A higher proportion of Vodafone and Airtel customers were satisfied with availability of network (signal) and restoration of network (signal) problems.

4.3.6 Customer Satisfaction with Supplementary and Value Added Services

4.3.6.1 The following graph shows the percentage of customers satisfied with supplementary and value added services.

Sub Parameters	% Customers									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Quality of supplementary service	84	58	86	85	78	84	87	86	88	83
Process of activating VAS	89	84	91	93	88	90	92	92	97	91
Overall Supplementary & Value Added Services	86	71	89	89	83	87	90	89	92	87
<i>Base</i>	161	43	125	182	147	156	78	205	33	1130

- Etisalat & MTS had a higher percentage of satisfied customers on quality of supplementary service and on the process of activating VAS.

4.4 Awareness of Grievance Redressal Mechanism & Experience among Cellular Mobile Service subscribers

4.4.1 Awareness and experience of Call Centre

Table 4.4.1.1 The following table shows the percentage of customers aware about the call centre number of their service provider for making a complaint/ query.

Type	% Customers									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Overall	80	87	77	87	72	75	77	76	65	77
Base	1067	1066	1067	1067	1067	1067	1067	1067	1067	9602

- 77% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making a complaint/ query. Awareness was very low among Etisalat customers.

4.4.1.2 The following table shows the percentage of customers who had complained in last 6 months to the toll free Call Centre/ Customer Care/ Help-line telephone number.

Type	% Customers									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Overall	51	29	47	56	47	36	37	43	20	41
Base	857	923	825	928	765	805	818	811	693	7425

- 41% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free Call Centre/ Customer Care/ help-line telephone number. This was lower among both Etisalat & MTNL customers.

4.4.1.3 The following table shows the percentage of customers who received or did not receive docket number for their complaints.

	% Customers									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Complaint was registered and Docket number received	74	73	71	68	65	75	89	63	76	72
Complaint was registered and Docket number not received	19	15	16	18	24	17	7	21	11	17
Complaint was registered and docket number provided on request	3	5	3	2	2	1	1	3	10	3
Complaint was registered and docket number not provided even on request	1	0	0	2	2	2	0	1	1	1
Refused to register the complaint	4	8	11	10	7	6	3	12	3	7
<i>Base</i>	433	269	390	523	362	288	299	352	137	3053

- 93% of the customers reported complaint registration. Only in the case of Aircel, TTSL and Reliance, a substantial % claimed that the complaint was not registered.
- 72% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints. Another 17% of those who had complained did not receive docket numbers.

4.4.1.4 The following table shows the percentage of customers who were informed about the action taken on their complaint by call centre.

Type	% Customers									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Overall	70	61	68	64	58	62	71	67	68	65
Base	433	269	390	523	362	288	299	352	137	3053

- 65% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre.

4.4.1.5 The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by call centre/customer care within four weeks.

Type	% Customers									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Overall	55	20	43	49	40	42	40	46	35	43
Base	433	269	390	523	362	288	299	352	137	3053

- Only 43% of the cellular mobile customers who had made billing complaints said that their complaints were resolved satisfactorily within four weeks after they lodged their complaint.

4.4.2 Awareness and experience of Nodal Officer

4.4.2.1 The following table shows the percentage of customers who were aware about contact details of the nodal officer.

Type	% Customers									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Overall	5	9	6	7	4	7	3	5	5	6
Base	1067	1066	1067	1067	1067	1067	1067	1067	1067	9602

- Only 6% of the cellular mobile customers were aware of the contact details of the nodal officer. However, this stood at 9% among MTNL customers.

4.4.2.2 The following table shows the % of aware customers who complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.

Type	% Customers									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Overall	11	12	13	29	17	7	15	8	0	13
Base	54	96	61	79	42	74	27	49	53	535

- Only 13% Of the cellular mobile customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or being unsatisfactorily resolved by the call center/customer care.

4.4.2.3 Incidence of Customer Intimation Regarding Decision taken on Complaint

Type	% Customers									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Overall	67	36	38	48	86	60	--	75	--	50
<i>Base</i>	6	11	8	23	7	5	4	4	--	68

4.4.2.4 Satisfaction with Nodal Officer

Type	% Customers									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Overall	83	36	50	48	71	100	--	100	--	56
<i>Base</i>	6	11	8	23	7	5	4	4	--	68

- Only 56% of those who had complained to the Nodal Officer were satisfied with the action taken/ response.

4.4.3 Awareness and experiences with Appellate Authority

4.4.3.1 The following table shows the percentage of customers who were aware about the contact details of the appellate authority.

Type	% Customers									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Overall	1	3	2	2	2	3	1	2	3	2
Base	1067	1066	1067	1067	1067	1067	1067	1067	1067	9602

- Only 2% of the mobile phone customers were aware of the contact details of appellate authority.

4.4.3.2 Incidence of Appeal being filed in the prescribed form in last 6 months

Type	% Customers									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Overall	0	0	6	15	19	0	0	16	6	7
Base	15	27	16	26	16	28	14	19	34	195

- Only 7% of those who were aware, had filed an appeal with the Appellate Authority.

4.4.3.3 % Customers who Filed An Appeal with the Appellate Authority & Received an acknowledgement

Type	% Customers									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Overall	--	--	--	75	67	--	--	33	100	62
Base	--	--	--	4	3	--	--	3	2	13

4.4.3.4 Reported Decisions by the Appellate Authority

Type	% Customers									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Overall	--	--	--	75	67	--	--	33	100	62
Base	--	--	1	4	3	--	--	3	2	13

4.4.4 General Information

4.4.4.1 The following table shows the percentage of prepaid customers who were aware that a prepaid customer can get item-wise usage charge details, on request.

Type	Service Provider									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Overall	18	26	15	19	18	15	6	20	15	17
Base	1008	811	839	1023	1038	988	1063	1061	1064	8895

- Only 17% of the prepaid cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request.

4.4.4.2 The following table shows the percentage of customers who were denied item-wise usage charge details for their pre-paid connection.

Type	Service Provider									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Overall	3	7	6	9	2	4	11	6	7	6
Base	180	212	127	195	188	145	63	213	155	1478

4.4.4.3 The following table shows the percentage of customers who cited different reason(s) for their request for item-wise details being denied.

	% Customers									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Airtel	Etisalat	Overall
No reason given	80	71	88	89	100	100	86	75	100	86
Technical problem	--	29	13	11	--	--	14	25	--	13
Others	20	--	--	--	--	--	--	--	--	1
<i>Base</i>	5	14	8	18	4	6	7	12	10	84

4.4.4.4 The following table shows the percentage of customers who claimed to have got the Manual of Practice containing the terms & conditions of service, toll free number of the call centre and contact detail of Nodal Officer & Appellate Authority for complaint redressal while subscribing the new mobile telephone connection.

Type	Service Provider									
	Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Airtel	Etisalat	Overall
Overall	80	73	79	82	83	86	83	77	77	80
<i>Base</i>	1067	1066	1067	1067	1067	1067	1067	1067	1067	9602

- Only 80% of the new customers claimed to have received the Manual of Practice. This proportion was significantly lower among MTNL customers.

4.5 Broadband Service – Delhi circle

The survey of customer perception of Satisfaction was done in Delhi circle among customers of 6 Broadband service providers i.e. Airtel, MTNL, TTSL, Reliance, Hathway & Spectranet.

4.5.1 Customer Satisfaction with Provision of Service

4.5.1.1 The following table shows the % of customers satisfied with provision of service.

Sub Parameters	Type	Customers						Overall
		Airtel	MTNL	TTSL	Reliance	Hathway	Spectra net	
Time taken	Overall	96	98	99	83	90	94	93
<i>Base</i>		1067	1067	1067	1067	1067	1067	6402

- 93% the customers were satisfied with the provision of service.

4.5.2a Postpaid Customer Satisfaction with Billing Performance

4.5.2.2a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance.

Sub Parameters	% Postpaid Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Timely delivery of bills	94	96	97	81	80	99	92
Clarity of the bills in terms of transparency	95	97	89	82	95	98	93
Accuracy of the bills	96	97	89	84	96	99	93
Process of resolution of billing complaints	58	63	90	43	61	88	65
Overall postpaid billing	94	96	91	79	89	98	91
<i>Base</i>	1058	1067	1058	1052	671	1058	5964

- All the service provider registered high satisfaction levels on account of timely delivery of bills, clarity of bills in terms of transparency & understandability and accuracy except for Reliance.
- However, all of them had a low % of satisfied customers on account of resolution of billing complaints; only 65% were satisfied.

4.5.2b Prepaid Customer Satisfaction with Billing Performance

4.5.2.1b The following table shows the % of prepaid customers satisfied with billing performance.

Sub Parameters	Prepaid Customers						
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	Overall
Accuracy of Charges	100	--	100	100	93	100	94
Process of resolution of billing Complaints	--	--	--	--	58	--	58
Overall prepaid billing	100	--	100	100	88	100	89
<i>Base</i>	9	--	9	15	396	9	438

4.5.3 Customer Satisfaction with Help Services

4.5.3.1 The following table shows the percentage of customers satisfied with sub-parameters of help services.

Sub Parameters	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Ease of access of call centre/ customer care or helpline	84	90	98	88	96	96	92
Ease of getting an option for “ talking to customer care executive”	83	89	98	84	94	96	91
Response time taken by customer executive to answer customer call	83	89	98	82	90	97	90
Problem solving ability of customer care executive(s)	80	85	95	65	79	85	81
Time taken by call centre/ customer care / help-line to resolve your complaint	79	81	95	60	77	85	79
Overall Help Services	82	87	97	76	87	92	87
<i>Base</i>	675	646	774	864	845	766	4570

- Higher proportion of TTSL customers were satisfied with all the aspects of help services.
- Spectranet also registered higher satisfactions scores, especially on account of accessibility of customer care and response times.

4.5.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.5.4.1 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Sub Parameters	% Customers						
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	Overall
Speed of broadband connection	90	88	95	80	82	89	87
Amount of time for which service is up and working	92	90	94	81	78	95	88
Overall Network Performance	91	89	94	80	80	92	88
<i>Base</i>	1067	1067	1067	1067	1067	1067	6402

- Airtel & TTSL had the highest % of satisfied customers with respect to speed of broadband connection
- Spectranet had the highest % of satisfied customers with respect to amount of time for which service is up & working.

4.5.5 Customer Satisfaction with Maintainability

4.5.5.1 The following table shows the percentage of customers satisfied with maintainability

Sub Parameters	%Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Time taken for restoration of broadband connection	59	42	49	13	4	51	29
<i>Base</i>	126	93	83	216	227	92	837

- Only 29% of the customers were satisfied with the time taken for restoration of broadband connection. Airtel (59%) had the highest percentage of satisfied customers on this parameter, followed by Spectranet.

4.5.6 Customer Satisfaction with Supplementary Services

4.5.6.1 The following table shows the percentage of customers satisfied with supplementary services.

Sub Parameters	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Process of activating VAS or process of unsubscribing	89	94	98	82	87	100	92
<i>Base</i>	140	100	139	66	47	75	567

- 92% of customers satisfied with process of activating VAS or process of unsubscribing.

4.5.7 Customer Satisfaction with Overall Service Quality

4.5.7.1 The following graph shows the % of customers satisfied with overall service.

Sub Parameters	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Overall service quality	89	87	94	80	81	84	86
Base	1067	1067	1067	1067	1067	1067	6402

- 86% of the customers were satisfied with the quality of overall service. TTSL (94%) had the highest percentage of satisfied customers, followed by Airtel.

4.6 Awareness of Grievance Redressal Mechanism and Experience among Broadband Service Subscribers

4.6.1 Awareness and experience of Call Centre

4.6.1.1 % of customers aware about the call centre number for making a complaint/ query.

Type	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Overall	79	76	74	84	96	85	82
Base	1067	1067	1067	1067	1067	1067	6402

- 82% of broadband customers belonging to different service providers said that they were aware about the call centre number of their service provider for making a complaint/ query.

4.6.1.2 The following table shows the percentage of customers who had complained in last 6 months to the toll free call centre/ customer care/ help-line telephone number.

Type	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Overall	50	31	22	66	47	45	44
<i>Base</i>	839	810	794	898	1024	909	5274

- 44% of broadband customers who were of the call centre number claimed to have complained in the last 6 months.

4.6.1.3 The following table shows the percentage of customers who received or did not receive the docket number for their complaints.

Customers	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Docket number received for most of the complaints	92	80	69	78	90	92	85
No Docket number received for most of the complaints	3	1	23	6	1	2	4
It was received on request	4	12	8	16	6	6	9
No Docket number received even on request	1	7	0	0	2	0	1
Base	422	251	173	593	481	407	2327

- 85% of all broadband customers who had complained claimed that they received a docket number for most of their complaints.
- 4% of all broadband customers who had complained said that they did not receive docket numbers for most of their complaints. Another 9% received it on request.

4.6.1.4 The following table shows the percentage of customers who were informed about the action taken on their complaint by the call centre.

Type	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Overall	81	71	84	36	79	98	71
<i>Base</i>	422	251	173	593	481	407	2327

- 71% of all broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre.

4.6.1.5 The following table shows the % of customers satisfied with complaint resolution.

Type	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Overall	67	67	57	54	59	70	62
<i>Base</i>	422	251	173	593	481	407	2327

- 62% all broadband customers who had lodged complaints said that they were satisfied with the system of resolution of complaints by call centre/ customer care/ helpline.

4.6.1.7 % of customers who got their billing complaint resolved satisfactorily by call centre/customer care within 4 weeks of lodging their complaints.

Type	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Overall	16	20	24	8	57	24	25
Base	422	251	173	593	481	407	2327

- Only 25% of the billing complaints were satisfactorily resolved.

4.6.2 Awareness and experience of Nodal Officer

4.6.2.1 % of customers who were aware about the contact details of the nodal officer.

Type	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Overall	12	17	2	5	23	3	10
Base	1067	1067	1067	1067	1067	1067	6402

- Only 10% of the broadband customers said that they were aware of the contact details of the Nodal Officer.

4.6.2.2 The following table shows the percentage of customers who had complained to the nodal officer regarding their complaints not being resolved or being unsatisfactorily resolved by the call center/customer care.

Type	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Overall	2	2	0	4	1	0	2
Base	1067	1067	1067	1067	1067	1067	6402

- 2% of the customers who were aware of the nodal officer had complained to the nodal officer.

4.6.2.3 The following table shows the percentage of customers who were able to connect to the Nodal Officer without any difficulty.

Type	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Overall	58	100	--	88	46	100	78
<i>Base</i>	24	18		40	11	3	96

- 78% of the customers were able to connect to Nodal officer without any difficulty.

4.6.2.4 The following table shows the percentage of customers who were intimated by the Nodal Officer about the decision taken on their complaint.

Type	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Overall	50	100		25	0	100	45
<i>Base</i>	24	18		40	11	3	96

- 45% of the customers were conveyed the decision taken by the Nodal officers on their complaints.

4.6.2.5 The following table shows the percentage of customers satisfied with the redressal of the complaint by the Nodal Officer.

Type	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Overall	25	100		38	0	100	44
<i>Base</i>	24	18		40	11	3	96

- 44% of the customers were satisfied with the redressal of the complaint by the Nodal Officer.

4.6.4 Awareness and experience of Appellate Authority

4.6.4.1 % of customers who were aware about Appellate Authority's contact details

Type	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Overall	3	3	1	2	6	1	3
Base	1067	1067	1067	1067	1067	1067	6402

- Only 3% of the customers were aware of the Appellate Authority's contact details.

4.6.4.2 Incidence of Appeal being filed in the prescribed form in last 6 months

Type	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Overall	12	0	0	0	0	20	4
Base	34	29	5	16	66	15	165

- Of those who were aware, only 4% had filed an appeal to the Appellate Authority.

4.6.4.3 Incidence of Acknowledgement Receipt

Type	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Overall	100					100	100
Base	4					3	7

Note: Sample is too small for any statistically valid inference.

4.6.4.4 Reported Incidence of Decision by the Appellate Authority

Type	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Overall	0					100	43
Base	4					3	7

Note: Sample is too small for any statistically valid inference.

4.6.5 General Information

4.6.5.1 The following table shows the percentage of prepaid customers who were aware that they can get item-wise usage charge details, on request.

Type	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Overall	44		22	0	7	0	7
Base	9		9	15	396	9	438

4.6.5.2 The following table shows the percentage of customers who were denied item-wise usage charge details.

Type	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Overall	50		0		0		6
Base	4		2		26		32

4.6.5.3 The following table shows the percentage of customers who cited different reason(s) for their request being denied.

Customers	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
No reason given	--	--	--	--	--	--	--
Technical problem	100	--	--	--	--	--	100
Others	--	--	--	--	--	--	--
Base	2	--	--	--	--	--	2

Note: Sample is too small for any statistically valid inference.

4.6.5.4 The following table shows the percentage of new customers who got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

Type	% Customers						Overall
	Airtel	MTNL	TTSL	Reliance	Hathway	Spectranet	
Overall	40	32	37	21	68	71	45
Base	1067	1067	1067	1067	1067	1067	6402

- Only 45% of the customers claimed to have got the Manual of Practice while taking the connection.

5. SUMMARY OF CRITICAL FINDINGS

5.1 Basic Wire-line Service

- 90% of the basic wire-line service customers in Delhi circle were satisfied with their service providers with overall service quality. Only Airtel & MTNL met the overall service quality benchmark while TTSL and Reliance did not.
- None of the service providers met the benchmarks with respect to help services including customer grievance redressal, network performance and maintainability.
- Airtel, TTSL and Reliance did not meet the benchmark with respect to billing performance.
- 79% of all customers reported that the fault was repaired within 3 days. This proportion was lower for Reliance customers (74%).

Grievance Redressal

- Approximately 45% of the aware customers claimed to have made a complaint on the call centre number of their service provider in the last 6 months. 11% of all customers who had complained said that they did not receive docket number for most of their complaints
- Only 4% of all basic telephone service customers said that they were aware about the contact details of the nodal officer. 49% of customers, who complained to the Nodal Officer, were not satisfied with redressal of complaint by the Nodal Officer.
- Only 1% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority.

5.2 Cellular Mobile Service

- 87% of all cellular mobile customers were satisfied with overall service quality. Airtel, Vodafone & Aircel met the benchmark set for overall service quality. MTNL, TTSL, Reliance, Idea, MTS and Etisalat did not meet the benchmark.
- None of the service providers with the exception of MTNL met the benchmark set for prepaid billing performance.
- Airtel, Reliance, Idea, Aircel & Etisalat met the benchmark set for postpaid billing performance.
- None of the service providers met the benchmark set for help services including customer grievance redressal.
- Airtel, Idea, Vodafone & MTS met the benchmark set for Network performance, reliability & availability and maintainability; the others did not.
- None of the service providers with the exception of MTS & Etisalat met the benchmark set for value added services.

Grievance Redressal

- Only 43% of the cellular mobile customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks of lodging.
- 41% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free Call Centre/ Customer Care/ help-line telephone number.
- Only 6% of the cellular mobile customers were aware of the contact details of the nodal officer. Only 56% of those who had complained to the Nodal Officer were satisfied with the action taken/ response.
- Only 2% of the mobile phone customers were aware of the contact details of appellate authority.
- Only 17% of the prepaid cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request.

5.3 Broadband Service

- 86% of all broadband customers were satisfied with overall service quality. Airtel, MTNL and TTSL met the benchmark on this parameter; Reliance, Hathway & Spectranet did not meet the benchmark scores.
- All service providers met the benchmarks set for provision of service, postpaid billing performance and network performance except for Reliance & Hathway.
- Only TTSL & Spectranet met the benchmark set for help services including customer grievance redressal.
- None of the service providers met the benchmark set for maintainability while All the service providers met the benchmark set for supplementary & value added services except Reliance.
- 79% of the customers got their working connection within 7 working days. However, this proportion was even lower for Spectranet.

Grievance Redressal Mechanism

- Only 25% of customers reported that their billing complaints were resolved within 4 weeks after they lodged their complaints. 92% of Reliance customers reported that their complaints were not resolved within 4 weeks.
- 44% of broadband customers who were aware of the call centre number claimed to have complained in the last 6 months.
- 62% all broadband customers who had lodged complaints said that they were satisfied with the system of resolution of complaints by call centre/ customer care/ helpline.
- Only 10% of the broadband customers said that they were aware of the contact details of the Nodal Officer. 44% of the customers were satisfied with the redressal of the complaint by the Nodal Officer.
- Only 3% of the customers were aware of the Appellate Authority's contact details.

6. RECOMMENDATIONS (QUALITY OF SERVICE)

6.1 Quality of Service

6.1.1 Basic Wire-line

- Overall quality of service needs to be improved for TTSL & Reliance.
- Network performance, reliability and availability, maintainability and Help Services need to be improved by all the services providers. Accessibility to the call centre needs to be improved.
- Both Airtel and Reliance need to improve provision of service, especially in time taken for providing the connection.
- Airtel, TTSL and Reliance need to improve their process of resolution of billing complaints

6.1.2 Cellular Mobile

- MTNL, TTSL, Reliance, Idea, MTS and Etisalat need to improve their overall service quality.
- All service providers need to improve their Help services including customer grievance redressal. Process of resolution of billing complaints need to be improved by all service providers.
- MTNL, TTSL, Reliance, Airtel & Etisalat need to improve on maintainability. Restoration of network problems needs to be hastened.
- Network performance needs to be improved by MTNL, TTSL, Reliance, Airtel & Etisalat.
- Value added services need to be improved by all the service providers except MTS & Etisalat.

6.3 Broadband

- Reliance, Hathway and Spectranet need to improve their overall quality of service.
- Reliance needs to improve their provision of service, Help Services, network performance (speed of broadband) and process of resolution of billing complaints.
- Hathway needs to focus on help services, billing compliant resolution and network performance.
- All the service providers need to improve on maintainability – quick restoration of broadband connection.
- Airtel and MTNL also need to improve their help services including customer grievance redressal, particularly accessibility and ability to solve the problem by the customer care need to be improved.

6.2 Grievance Redressal Mechanism

- Service providers should make their customers aware about the contact details of their Customer care, Nodal officer and appellate Authority.
- The effectiveness of the Nodal Officer needs to be enhanced so that complaints are speedily addressed to the satisfaction of the customers.
- All the customers should be informed about the facility whereby they can get item-wise usage charges on request.
- Delivery of the manual practice should be strengthened.

Annexure 1: Detailed Tables (Basic Telephone Service - Customers Survey)

A. Service Provision

Q1(a). Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?

		Airtel	MTNL	TTML	Reliance	Overall
Yes	Count	40	72	63	62	237
	%	4	7	10	6	6
NO	Count	1027	995	567	1005	3594
	%	96	93	90	94	94

Q(2). 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?

		Airtel	MTNL	TTML	Reliance	Overall
Yes	Count	25	60	54	38	177
	%	63	83	86	61	75
NO	Count	15	12	9	24	60
	%	38	17	14	39	25

Q 5 (b) Please specify the reason(s) for your dissatisfaction with the quality of bills accuracy & completeness of the bills.

		Airtel	MTNL	TTML	Reliance	Overall
Charges not as per tariff plan	Count	9	7		4	20
	%	15	19		6	10
Tariff plan changed without information	Count	4			4	8
	%	7			6	4
Charged for value added services not subscribed	Count	1	2	9		12
	%	2	5	33		6
Charged for calls/services not made/used	Count	2	6		7	15
	%	3	16		10	8
Details like item-wise charges are not provided	Count		3			3
	%		8			2
Calculations are not clear	Count	4	9	9	7	29
	%	7	24	33	10	15
Others	Count	42	12	9	51	114
	%	68	32	33	74	59

Qus.6 Have you made any billing related complaints in the last 6 months?

	Type		Airtel	MTNL	TTML	Reliance	Overall
Yes	Urban	Count	128	75	63	136	402
		%	12	7	10	13	11
No	Urban	Count	939	992	567	931	3429
		%	88	93	90	87	90

Qus.9 Please specify the reason(s) for your dissatisfaction with the clarity of the bills sent by your service provider in terms of transparency and understandability.

		Airtel	MTNL	TTML	Reliance	Overall
Difficult to read the bill	Count	2				2
	%	3				1
Difficult to understand the language	Count	3	1	9		13
	%	5	6	25		6
Calculations not clear	Count	13	4	9	24	50
	%	20	25	25	28	25
Item-wise charges not given	Count	8			3	11
	%	12			4	5
Others	Count	40	11	18	59	128
	%	61	69	50	69	63

Qus.10(b) Please specify the reason(s) for your dissatisfaction with the charges deducted for every call i.e. amount deducted on every usage.

Note: None of the prepaid customer of basic wireline service was covered.

Qus. 10(c) Have you made any complaint relate charging/credit/waiver/validity/adjustments in the last 6 months?

Note: None of the prepaid customer of basic wireline service was covered.

Qus.10(f) Please specify the reason(s) for your dissatisfaction.

Note: None of the prepaid customer of basic wireline service was covered.

Qus.11 In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?

		Airtel	MTNL	TTML	Reliance	Overall
Yes	Count	735	657	342	702	2436
	%	69	62	54	66	64
No	Count	332	410	288	365	1395
	%	31	38	46	34	36

Qus 19. How many times has your telephone connection required repair in the last 6 months?

		Airtel	MTNL	TTML	Reliance	Overall
Nil	Count	735	605	396	667	2403
	%	69	57	63	63	63
Once	Count	169	241	162	176	748
	%	16	23	26	17	20
2-3 times	Count	91	120	36	92	339
	%	9	11	6	9	9
More than 3 times	Count	72	101	36	132	341
	%	7	10	6	12	9

Qus.22 Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?

		Airtel	MTNL	TTML	Reliance	Overall
Yes	Count	79	59	63	24	225
	%	7	6	10	2	6
No	Count	988	1008	567	1043	3606
	%	93	95	90	98	94

Qus.24(b). Please tell me the reason for dissatisfaction with the process of activating value added services or the process of unsubscribing.

		Airtel	MTNL	TTML	Reliance	Overall
Not informed of charges	Count	1				1
	%	17				14
Activated without consent	Count	1	1			2
	%	17	100			29
Not informed about toll free number for unsubscribing	Count	4				4
	%	67				57
other	Count	--	--	--	--	--
	%	--	--	--	--	--

Qus.25 . In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?

		Airtel	MTNL	TTML	Reliance	Overall
Yes	Count	19	4	45	8	76
	%	2%	0%	7%	1%	2%
No	Count	1048	1063	585	1059	3755
	%	98%	100%	93%	99%	98%

Qus.25(a) How satisfied are you with the resolution of your complaint for deactivation of VAS

		Airtel	MTNL	TTML	Reliance	Overall
Satisfaction	Count	14	2	18	4	38
	%	74	50	40	50	50

Qus.26b . Please tell me the reason for dissatisfaction with the overall quality of your telephone service.

		Airtel	MTNL	TTML	Reliance	Overall
BILL NOT DELIVERY ON TIME	Count	0	8	0	0	8
	%	0	9	0	0	2
COMPLAIN NOT RESOLVE	Count	0	2	0	4	6
	%	0	2	0	3	2
CONNECTION NETWORK PROBLEM	Count	2	7	27	16	52
	%	2	8	38	11	14
CUSTOMER CARE ARE NOT ACTIVE AND LINE MAN DIDN'T	Count	14	24	0	12	50
	%	16	28	0	9	13
Poor Network	Count	0	0	0	3	3
	%	0	0	0	2	1
NOT AVAILABILITY OF DIAL TONE	Count	4	4	0	20	28
	%	5	5	0	14	7
Poor VOICE QUALITY	Count	7	6	9	4	26
	%	8	7	13	3	7
Others	Count	11	2	9	12	34
	%	13	2	13	9	9

Qus.27 . What kind of others services are you also taking from this service provider.

		Airtel	MTNL	TTML	Reliance	Overall
Broadband	Count	577	363	153	494	1587
	%	54	34	24	46	41
Mobile	Count	236	199	63	380	878
	%	22	19	10	36	23
Others	Count	10	12	45	36	103
	%	1	1	7	3	3
None	Count	250	499	369	157	1275
	%	23	47	59	15	33

Qus.42. Please specify the reason for your dissatisfaction with the redressal of the complaint by the Nodal Officer.

		Airtel	MTNL	TTML	Reliance	Overall
Difficult to connect to the Nodal office	Count	--	--	--	4	4
	%	--	--	--	21	15
Nodal officer not polite/courteous	Count	--	--	--	--	--
	%	--	--	--	--	--
Time taken by Nodal Officer for redressal of complaint is too long	Count	--	2	--	8	10
	%	--	33	--	42	37
Unable to understand the problem	Count	--	--	--	3	3
	%	--	--	--	16	11
Others	Count	2	4	--	4	10
	%	100	67	--	21	37

Annexure 2: Detailed Tables (Cellular Mobile Telephone Customers Survey)

A. Service Provision

A.1. (Q 2) 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?

Sub Parameters		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Yes	Count	534	830	602	500	525	545	605	421	479	5041
	%	50	78	56	47	49	51	57	40	45	53
No	Count	533	236	465	567	542	522	462	646	588	4561
	%	50	22	44	53	51	49	43	61	55	48

B. Billing Process - Prepaid Customers

B.2. (Q 4b) Please specify the reason(s) for your dissatisfaction with the accuracy of charges for the services used such as call, SMS, GPRS etc

Sub Parameters	% Customers										
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Charges not as per tariff plan subscribed	Count	38	4	18	27	42	29	11	53	7	229
	%	31	17	22	16	34	35	17	30	9	25
Tariff plan changed without information	Count	11	4	9	32	16	17	4	25	47	165
	%	9	17	11	19	13	21	6	14	63	18
Charged for value added services not subscribed	Count	21	4	29	53	9	17	17	43	10	203
	%	17	17	35	32	7	21	27	24	13	22
Charged for call/services not made	Count	40		28	90	49	38	20	63	8	336
	%	33		34	54	39	46	31	35	11	37
Others	Count	29	11	22	16	28	7	21	26	4	164
	%	24	48	27	10	22	8	33	15	5	18

B.2. (Q 5a) Have you made any complaint related to charging/credit/ waiver/ validity/ adjustments in the last 6 months?

		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Yes	Count	408	96	282	501	315	205	180	338	227	2552
	%	41	12	34	49	30	21	17	32	21	29
No	Count	600	715	557	522	723	783	883	723	837	6343
	%	60	88	66	51	70	79	83	68	79	71

B.3. (Q 5d) Please specify the reason(s) for your dissatisfaction with the ease of recharging process and the transparency of recharge offer

Sub Parameters		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Lack of complete information about the offer	Count	3	4	10	6	10	4		8	9	54
	%	10	14	32	13	39	19		23	10	14
Charges/Services not as per the offer	Count	4		3	9	4	6	2	5	9	42
	%	13		10	20	15	29	3	14	10	11
Delay in activation of recharge	Count	1	4	7	13	6	1	6	1	22	61
	%	3	14	23	29	23	5	9	3	23	16
Non availability of all denomination recharge coupons	Count	1		5	6		1	57	3	42	115
	%	3		16	13		5	85	9	44	30
Others	Count	21	20	8	14	8	9	5	18	19	122
	%	70	71	26	31	31	43	8	51	20	32

B.4. (Q 5e) Did you get information regarding call duration, amount deducted for call and balance in the account after every call?

Sub Parameters		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Airtel	Etisalat	Overall
Yes	Count	966	764	771	916	991	932	955	1022	1017	8334
	%	96	94	92	90	96	94	90	96	96	94
No	Count	42	47	68	107	47	56	108	39	47	561
	%	4	6	8	11	5	6	10	4	4	6

C. Billing Process - Postpaid Customers

C.1. (Q 7b) Please specify the reason(s) for your dissatisfaction with the clarity of the bills issued by your service provider in terms of transparency and understandability

Sub Parameters		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Airtel	Etisalat	Overall
Difficult to read the bill	Count	--	3	--	--	--	--	2	--	--	5
	%	--	12	--	--	--	--	100	--	--	11
Difficult to understand the language	Count	--	3	--	--	1	--	--	--	--	4
	%	--	12	--	--	50	--	--	--	--	9
Calculations not clear	Count	1	1	1	--	--	4	--	--	--	7
	%	100	4	10	--	--	67	--	--	--	15
Item-wise charges like total minutes of usage of local, STD, calls and charges thereon not given	Count		3	4	--	--	1	--	--	--	8
	%		12	40	--	--	17	--	--	--	17
Others	Count	15	5	--	1	1	--	--	--	22	15
	%	60	50	--	50	17	--	--	--	48	60

C.1. (Q 8b) Please specify the reason(s) for your dissatisfaction with the accuracy & completeness of the bills

Sub Parameters		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Charges not as per tariff plan subscribed	Count	1	10	5	--	--	2	2		20	1
	%	33	32	25	--	--	17	100		29	33
Tariff plan changed without information	Count	1	6	--	--	--	--	--	--	7	1
	%	33	19	--	--	--	--	--	--	10	33
Charged for value added services not subscribed	Count	--	--	4	--	--	2	--	--	6	--
	%	--	--	20	--	--	17	--	--	9	--
Charged for calls/services not made/used	Count	1	7	10	--	1	1	--	--	20	1
	%	33	23	50	--	100	8	--	--	29	33
Calculations are not clear	Count	1	8	3	--	--	7	--	--	19	1
	%	33	26	15	--	--	58	--	--	28	33

(Q 9a) Have you made any billing related complaints in the last 6 months?

Sub Parameters		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Yes	Count	4	68	56	4	9	13	2	1	0	157
	%	7	27	25	9	31	17	50	17	0	22
No	Count	55	187	172	40	20	66	2	5	3	550
	%	93	73	75	91	69	84	50	83	100	78

Q 10 In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?

Sub Parameters		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Yes	Count	686	580	715	748	572	527	593	634	379	5434
	%	64	54	67	70	54	49	56	59	36	57
No	Count	381	486	352	319	495	540	474	433	688	4168
	%	36	46	33	30	46	51	44	41	65	43

C.2. (Q 18) How often does your call drops during conversation?

Sub Parameters		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Very Frequently	Count	7	15	10	21	8	6	22	12	10	111
	%	1	1	1	2	1	1	2	1	1	1
Frequently	Count	144	150	180	226	167	136	144	168	264	1579
	%	14	14	17	21	16	13	14	16	25	16
Occasionally	Count	392	737	558	493	517	430	473	492	523	4615
	%	37	69	52	46	49	40	44	46	49	48
Never	Count	524	164	319	327	375	495	428	395	270	3297
	%	49	15	30	31	35	46	40	37	25	34

C.2. (Q 20) How often do you face signal problems?

Sub Parameters		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Very Frequently	Count	5	28	25	15	11	5	12	19	14	134
	%	1	3	2	1	1	1	1	2	1	1
Frequently	Count	1062	1038	1042	1052	1056	1062	1055	1048	1053	9468
	%	100	97	98	99	99	100	99	98	99	99
Occasionally	Count	--	--	--	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--	--	--	--
Never	Count	--	--	--	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--	--	--	--

G.1. (Q 23) 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?

Sub Parameters		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Airtel	Etisalat	Overall
Yes	Count	161	43	125	182	147	156	78	205	33	1130
	%	15	4	12	17	14	15	7	19	3	12
No	Count	906	1023	942	885	920	911	989	862	1034	8472
	%	85	96	88	83	86	85	93	81	97	88

C.3. (Q 25b) Please tell me the reasons for your dissatisfaction with the process of activating value added services or the process of unsubscribing

		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Airtel	Etisalat	Overall
Not informed of charges	Count	3	--	1	2	--	--	--	1	--	7
	%	75	--	100	67	--	--	--	50	--	47
Activated without consent	Count		--	--	--	--	--	--	--	--	--
	%		--	--	--	--	--	--	--	--	--
Not informed about toll free number for unsubscribing	Count	1	--	--	1	1	4	--	1	--	8
	%	25	--	--	33	100	100	--	50	--	53
Others	Count	--	--	--	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--	--	--	--

C.4. (Q 26) In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?

Sub Parameters		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Yes	Count	472	122	411	564	340	243	193	434	74	2853
	%	44	11	39	53	32	23	18	41	7	30
No	Count	595	944	656	503	727	824	874	633	993	6749
	%	56	89	62	47	68	77	82	59	93	70

C.4. (Q 27) Have you complained to your service provider for deactivation of such services and refund of charges levied?

		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Yes	Count	385	82	311	498	248	167	158	330	59	2238
	%	82	67	76	88	73	69	82	76	80	78
No	Count	87	40	100	66	92	76	35	104	15	615
	%	18	33	24	12	27	31	18	24	20	22

Qus 28(b) How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?

		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
% Total	Count	306	85	243	326	211	167	133	255	49	1775
Satisfied	%	65	70	59	58	62	69	69	59	66	62

(Q 29 b) Please specify the reason(s) for your dissatisfaction with the overall quality of your mobile service

		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
No reason given	Count	53	101	61	82	56	52	25	47	17	494
	%	50	52	48	35	39	60	19	47	11	39
	%	--	--	--	--	--	--	--	--	--	--
Automatic balance Deduction	Count	4	0	8	13	13	4	2	5	0	49
	%	4	0	6	6	9	5	2	5	0	4
Unauthorized activation of VAS	Count	18	0	20	16	22	8	2	15		105
	%	17	0	16	7	15	9	2	15	3	8
Signal Problem	Count	3	3	0	0	2	0	0	0	0	8
	%	3	2	0	0	1	0	0	0	0	1
Poor customer Care	Count	9	40	7	51	14	11	23	6	12	173
	%	9	21	6	22	10	13	17	6	8	14
Poor Network	Count	8	36	18	58	15	5	65	19	101	325
	%	8	19	14	25	11	6	49	19	68	26
Others	Count	11	13	13	15	21	7	16	9	15	120
	%	10	7	10	6	15	8	12	9	10	9

C.4. (Q 30) What kind of other telecom services are you using

Sub Parameters		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Broadband	Count	62	73	76	71	--	--	--	48	74	404
	%	5.8	6.8	7.1	6.7	--	--	--	4.5	6.9	4.2
Wireline	Count	48	67	55	31	--	--	--	--	--	201
	%	4.5	6.3	5.2	2.9	--	--	--	--	--	2.1
Others	Count	--	--	--	--	--	--	--	161	--	161
	%	--	--	--	--	--	--	--	15.1	--	1.7
None	Count	965	942	939	972	1067	1067	1067	858	993	8870
	%	90.4	88.4	88	91.1	100	100	100	80.4	93.1	92.4

C.4. (Q 42b) Were you able to connect to the Nodal officer without any difficulty?

Sub Parameters		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Yes	Count	3	7	4	11	5	4	2	1	--	37
	%	50	64	50	48	71	80	50	25	--	54
No	Count	3	4	4	12	2	1	2	3	--	31
	%	50	36	50	52	29	20	50	75	--	46
	%	50	36	50	52	29	20	50	75	--	46

Q31 The following table shows the percentage of customers who aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS.

Sub Parameters		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Yes	Count	337	550	407	606	319	333	566	432	498	4048
	%	32	52	38	57	30	31	53	41	47	42
No	Count	730	516	660	461	748	734	501	635	569	5554
	%	68	48	62	43	70	69	47	60	53	58

Q32 The following table shows the percentage of customers who registered with service provider for not receiving any unwanted tele marketing calls/SMS

Sub Parameters		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Yes	Count	113	92	145	340	95	94	354	139	32	1404
	%	34	17	36	56	30	28	63	32	6	35
No	Count	224	458	262	266	224	239	212	293	466	2644
	%	67	83	64	44	70	72	38	68	94	65

Q33A The following table shows the percentage of customers who significant reduction in number of unwanted tele marketing calls/SMS received even after registering

Sub Parameters		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
No change	Count	21	20	15	25	15	16	23	12	2	149
	%	19	22	10	7	16	17	7	9	6	11
Slight decrease	Count	20	32	27	25	14	15	16	10	1	160
	%	18	35	19	7	15	16	5	7	3	11
Considerable decrease	Count	13	7	13	55	9	4	42	19	3	165
	%	12	8	9	16	10	4	12	14	9	12
Stopped receiving	Count	59	33	90	235	57	59	273	98	26	930
	%	52	36	62	69	60	63	77	71	81	66

Q33b The following table shows the percentage of customers who made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your mobile number.

Sub Parameters		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Yes	Count	28	17	22	36	8	15	13	7	4	150
	%	52	29	40	34	21	43	16	17	67	32
No	Count	26	42	33	70	30	20	68	34	2	325
	%	48	71	60	66	79	57	84	83	33	68

Q33c The following table shows the percentage of customers who made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your mobile number and...

Sub Parameters		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Complaint was registered by the service provider and informed about the action taken	Count	11	7	9	21	3	6	7	2	1	67
	%	39	41	41	58	38	40	54	29	25	45
Complaint was registered by the service provider and did not inform about the action taken	Count	12	4	5	9	2	7	6	4	3	52
	%	43	24	23	25	25	47	46	57	75	35
Service Provider refused to register the complaint	Count	2	3	1	3	2	1	0	1	0	13
	%	7	18	5	8	25	7	0	14	0	9
Difficult to lodge the complaint	Count	3	3	7	3	1	1	0	0	0	18
	%	11	18	32	8	13	7	0	0	0	12

Q34a The following table shows the percentage of customers who aware of facility by which you can change your service provider without changing your mobile number

Sub Parameters		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Yes	Count	552	691	596	702	492	582	717	622	725	5679
	%	52	65	56	66	46	55	67	58	68	59
No	Count	515	375	471	365	575	485	350	445	342	3923
	%	48	35	44	34	54	46	33	42	32	41

Q34b The following table shows the percentage of customers who Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider

Sub Parameters		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Airtel	Etisalat	Overall
Yes	Count	22	37	15	25	21	57	425	29	7	638
	%	4	5	3	4	4	10	59	5	1	11
No	Count	530	654	581	677	471	525	292	593	718	5041
	%	96	95	98	96	96	90	41	95	99	89

34d The following table shows the percentage of customers If they have utilized the service of MNP, you satisfied with its entire process

Sub Parameters		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Airtel	Etisalat	Overall
Very dissatisfied	Count	3	3	2	0	0	2	11	0	0	21
	%	14	8	13	0	0	4	3	0	0	3
Dissatisfied	Count	5	4	2	5	5	5	17	5	1	49
	%	23	11	13	20	24	9	4	17	14	7.70
Satisfied	Count	13	26	9	16	14	40	378	21	5	522
	%	59	70	60	64	67	70	89	72	71	82
Very satisfied	Count	1	4	2	4	2	10	19	3	1	46
	%	5	11	13	16	10	18	5	10	14	7

34 (C) When did you get 'Unique Porting Code' from your existing service provider

Sub Parameters		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Within 5 minutes	Count	12	13	6	10	8	29	210	17	0	305
	%	55	35	40	40	38	51	49	59	0	48
After 5 to 10 minutes	Count	5	14	5	11	4	10	183	3	4	239
	%	23	38	33	44	19	18	43	10	57	38
After 10 minutes	Count	4	10	4	2	6	16	32	5	3	82
	%	18	27	27	8	29	28	8	17	43	13
Never	Count	1	0	0	2	3	2	0	4	0	12
	%	5	0	0	8	14	4	0	14	0	2

Q35 On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider

Sub Parameters		% Customers									
		Airtel	MTNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Etisalat	Overall
Average score	Count	1067	1066	1067	1067	1067	1067	1067	1067	1067	9602
	Mean	7.72	6.9	7.2	6.84	7.41	7.82	7.45	7.34	7.02	7.3

Annexure 3: Detailed Tables (Broadband Customers Survey)

A. Service Provision

A.1. (Q 1a) When did you last apply for a broadband connection?

		Airtel	MTNL	TATA	Reliance	Hathway	Spectranet	Overall
More than 7to 15 days ago	Count	256	349	142	129	573	494	1943
	%	24	33	13	12	54	46	30
More than 15 day to 30 days ago	Count	20	18	41	38	298	90	505
	%	2	2	4	4	28	8	8
More than 30 days ago	Count	791	700	884	900	196	483	3954
	%	74	66	83	84	18	45	62

Qus.3 . 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 Providers		Airtel	MTNL	TATA	Reliance	Hathway	Spectranet	Overall
Within 24 hrs	Count	237	202	717	214	89	86	1545
	%	22	19	67	20	8	8	24
2-3 days	Count	128	144	194	92	56	265	879
	%	12	14	18	9	5	25	14
4-7 days	Count	8	14	2	16	0	24	64
	%	1	1	0	2	0	2	1
More than 7 days	Count	38	33	2	70	0	9	152
	%	4	3	0	7	0	1	2
Not applicable	Count	656	674	152	675	922	683	3762
	%	62	63	14	63	86	64	59

Qus.5(b) Please specify the reason(s) for your dissatisfaction with the clarity of the bills issued by service provider in terms of transparency and understandability

Service Providers		Airtel	MTNL	TATA	Reliance	Hathway	Spectranet	Overall
Difficult to read the bill	Count	--	4	--	44	--	--	48
	%	--	8	--	24	--	--	11
Difficult to understand the language	Count	8	--	99	22	5	9	143
	%	16	--	83	12	14	38	32
Calculation-on not clear	Count	6	11	16	32	30	6	101
	%	12	32	13	17	86	25	23
Item-wise charges not given	Count	--	--	--	5	--	--	5
	%	--	--	--	3	--	--	1
others	Count	34	23	4	119	--	9	189
	%	68	68	3	64	--	38	42

Qus.6(b) Please specify the reason(s) for your dissatisfaction with the accuracy/completeness of the bills.

Service Providers		Airtel	MTNL	TATA	Reliance	Hathway	Spectranet	Overall
Charges not as per tariff plan subscribed	Count	8	7	8	15	6	--	44
	%	18	20	7	9	20	--	11
Tariff plan changed without information	Count	4	7	2	11	--	--	24
	%	9	20	2	6	--	--	6
Charged for value added services not subscribed	Count	8	--	92	32	--	3	135
	%	18	--	80	19		25	33
Charged for calls not made	Count	8	8	2	55	24	--	97
	%	18	23	2	32	80	--	24
others	Count	20	13	11	70	--	9	123
	%	46	37	10	41	--	75	30

Qus.7 Have you made any billing related complaints in last 6 months?

		Airtel	MTNL	TATA	Reliance	Hathway	Spectranet	Overall
Yes	Count	119	56	182	293	99	146	895
	%	11	5	17	28	15	14	15
No	Count	939	1011	876	759	572	912	5069
	%	89	95	83	72	85	86	85

Qus.9(b) Please specify the reason(s) for your dissatisfaction with the accuracy of charges i.e. amount deducted on every usage

		Airtel	MTNL	TATA	Reliance	Hathway	Spectranet	Overall
Charges not as per tariff plan subscribed	Count	--	--	--	--	16	--	16
	%	--	--	--	--	59	--	59
Tariff plan changed without information	Count	--	--	--	--	5	--	5
	%	--	--	--	--	19	--	19
Charged for value added services not requested	Count	--	--	--	--	6	--	6
	%	--	--	--	--	22	--	22
Charged for calls not made	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--
others	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--

Qus 9(c) Have you made any complaints related to charging/credit/waiver/validity/adjustments in last 6 months?

		Airtel	MTNL	TATA	Reliance	Hathway	Spectranet	Overall
Yes	Count	--	--	--	--	62	--	62
	%	--	--	--	--	16	--	14
No	Count	9	--	9	15	334	9	376
	%	100	--	100	100	84	100	86

Qus.10 In the last 6 months, have you contacted customer care/helpline/call centre of your service provider?

		Airtel	MTNL	TATA	Reliance	Hathway	Spectranet	Overall
Yes	Count	675	646	774	864	845	766	4570
	%	63	61	73	81	79	72	71
No	Count	392	421	293	203	222	301	1832
	%	37	40	28	19	21	28	29

Qus.17 . How often do you face a problem with your Broadband connection?

Service Providers		Airtel	MTNL	TATA	Reliance	Hathway	Spectranet	Overall
Very frequently	Count	13	9	13	40	27	6	108
	%	1	1	1	4	3	1	2
Frequently	Count	113	84	70	176	200	86	729
	%	11	8	7	17	19	8	11
Occasionally	Count	741	760	376	731	762	796	4166
	%	69	71	35	69	71	75	65
Never	Count	200	214	608	120	78	179	1399
	%	19	20	57	11	7	17	22

Qus.18 What was the broadband connection problem faced by you in last 6 months related to, please specify?

Service Providers		Airtel	MTNL	TATA	Reliance	Hathway	Spectranet	Overall
Problem was related to my computer Hardware/software	Count	4	0	13	6	0	3	26
	%	3	0	16	3	0	3	3
Problem was related to broadband and modem provided by the service operator	Count	122	93	70	210	227	89	811
	%	97	100	84	97	100	97	97

Qus20(a) Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.

Service Providers		Airtel	MTNL	TATA	Reliance	Hathway	Spectranet	Overall
Yes	Count	140	100	139	66	47	75	567
	%	13	9	13	6	4	7	9
NO	Count	927	967	928	1001	1020	992	5835
	%	87	91	87	94	96	93	91

Qus.20(c) Please tell me the reasons for your dissatisfaction with the process of activating value added services or the process of unsubscribing

Service Providers		Airtel	MTNL	TATA	Reliance	Hathway	Spectranet	Overall
Not informed of charges	Count	2	--	--	6	--	--	8
	%	13	--	--	50	--	--	19
Activated without consent	Count	4	--	--	--	--	--	4
	%	25	--	--	--	--	--	9
Not informed about toll free no. for unsubscribing	Count	2	3	--	6	6	--	17
	%	13	50	--	50	100	--	40
others	Count	10	3	3	--	--	--	16
	%	63	50	100	--	--	--	37

Qus 21(a) 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 Providers		Airtel	MTNL	TATA	Reliance	Hathway	Spectra net	Overall
Yes	Count	16	11	8	12	0	9	56
	%	2	1	1	1	0	1	1
NO	Count	1051	1056	1059	1055	1067	1058	6346
	%	99	99	99	99	100	99	99

Qus 21(b) Have you complained to your service provider for deactivation of such services and refund of charges levied?

Service Providers		Airtel	MTNL	TATA	Reliance	Hathway	Spectra net	Overall
Yes	Count	10	3	0	12	--	9	34
	%	63	27	0	100	--	100	61
NO	Count	6	8	8	0	--	0	22
	%	38	73	100	0	--	0	39

Qus21(c) What difficulties you have faced while deactivating of such services and refund of charges levied?

Service Providers		Airtel	MTNL	TATA	Reliance	Hathway	Spectranet	Overall
None	Count	6	--	--		--	9	15
	%	60	--	--		--	100	44
Delay in deactivation	Count	4	--	--	6	--	--	10
	%	40	--	--	50	--	--	29
Customer care refused to register	Count	--	3	--	6	--	--	9
	%	--	100	--	50	--	--	27
Not aware of whom to be contacted	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--
others	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--

Qus22. How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?

Service Providers		Airtel	MTNL	TATA	Reliance	Hathway	Spectranet	Overall
%	Count	6	3	--	0	--	9	18
Satisfaction	%	60	100	--	0	--	100	53

Qus23 (b) Please specify the reason(s) for your dissatisfaction with the overall quality of your Broadband service

		Airtel	MTNL	TATA	Reliance	Hathway	Spectranet	Overall
No Reason Given	Count	7	47	14	45	0	6	119
	%	6	35	22	21	0	3	13
bill not on time and speed is low	Count	6	0	11	37	21	0	75
	%	5	0	17	18	11	0	8
CONNECTIVIY PROBLEM	Count	14	7	0	6	21	6	54
	%	12	5	0	3	11	3	6
CUSTOMER CARE IS POOR	Count	30	27	2	15	5	74	153
	%	26	20	3	7	3	42	17
Difficulty to read the bill	Count	2	0	2	0	0	0	4
	%	2	0	3	0	0	0	0
NET WORK PROBLEM	Count	10	7	3	27	5	0	52
	%	9	5	5	13	3	0	6
SERVICE ISSUE	Count	0	0	0	25	0	0	25
	%	0	0	0	12	0	0	3
speed is slow	Count	32	18	17	40	135	89	331
	%	27	13	27	19	68	51	37
Others	Count	16	26	15	16	6	0	79
	%	14	19	23	8	3	0	9

Qus.24 How many persons in your house are using this Broadband connection?

		Airtel	MTNL	TATA	Reliance	Hathway	Spectranet
Average score	Count	1067	1067	1067	1067	1067	1067
	Mean	2.87	2.84	2.33	2.38	3.22	3.18

Qus.24(a) What kind of other telecom services are you also taking from your service provider

Service Providers		Airtel	MTNL	TATA	Reliance	Hathway	Spectranet	Overall
Mobile	Count	196	98	260	154	--	--	708
	%	18.4	9.2	24.4	14.4	--	--	11.1
Wireline	Count	584	739	27	615	--	--	1965
	%	54.7	69.3	2.5	57.6	--	--	30.7
Others	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--
None	Count	419	278	789	394	1067	1067	4014
	%	39.3	26.1	73.9	36.9	100	100	62.7

Qus 25 Are you aware of the facility for measuring the broadband connection speed provided by your service provider?

Service Providers		Airtel	MTNL	TATA	Reliance	Hathway	Spectranet	Overall
Yes	Count	516	747	620	596	872	732	4083
	%	48	70	58	56	82	69	64
No	Count	551	320	447	471	195	335	2319
	%	52	30	42	44	18	31	36

Qus.32 Please specify the reason(s) for your dissatisfaction with the system of resolving of your complaints by call centre/customer care/ helpline

Service Providers		Airtel	MTNL	TATA	Reliance	Hathway	Spectranet	Overall
Difficult to connect to the call centre	Count	2	3	3	--	6	--	14
	%	1	4	4	--	3	--	2
Customer care executive not polite	Count	6	10	3	10	30	--	59
	%	4	12	4	4	15	--	7
Customer care not equipped with adequate information	Count	10	3	5	98	33	9	158
	%	7	4	7	36	17	7	18
Time taken by call centre for redresser of complaint is too long	Count	66	48	17	89	95	107	422
	%	47	59	23	33	49	88	48
Customer care ex. Was unable to understand the problem	Count	2	--	37	--	21	--	60
	%	1	--	49	--	11	--	7
Others	Count	58	18	10	75	11	6	178
	%	41	22	13	28	6	5	20

Qus.36(b) Please specify the reason(s) for your dissatisfaction with the redressal of the complaint by the Nodal Officer.

		Airtel	MTNL	TATA	Reliance	Hathway	Spectranet	Overall
Difficult to connect to the nodal officer	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--
Nodal officer not polite	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--
officer not equipped with adequate information	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	--
Time taken by Nodal officer for redresser of complaint is too	Count	2	--	--	--	5	--	7
	%	10	--	--	--	46	--	13
Nodal officer was unable to understand the problem	Count	2	--	--	--	--	--	2
	%	10	--	--	--	--	--	4
Others	Count	16	--	--	25	6	--	47
	%	80	--	--	100	55	--	84

SURVEY A: Basic Service (WireLine)

Serial No.		
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Good morning/ afternoon/ evening. I am _____ from Market Pulse, a reputed market research and consulting company. We are currently doing a survey on satisfaction amongst phone and broadband users. This survey is being carried out on behalf of **TRAI – Telecom Regulatory Authority of India** a body set up by the government, so that customers like you get better service in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

**THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN.
ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.**

S1.1. Which landline service provider are you using currently? READ OUT & TICK

[1] Airtel [2] BSNL [3] Reliance [4] Tata Indicom [5] MTS/ Sistema Shyam [6] HFCL [7] MTNL

<IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE>

S1.2. Name: _____ **S1.3. RECORD Gender:** Male Female

Could you please sign here. We are taking your signature to establish that someone has actually taken **your** feedback and not some one else's: _____ **(QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID)**

S1.4 Tel: _____ **S1.5. Age (in years):** Less than 25 25-34 35-44 More than 45

STD Code	Telephone Number

S1.6 Please tell us your Occupation: Service Business/self employed
 Student Housewife Retired

S1.7. RECORD Usage Type: Residential Commercial

S1.8. RECORD Area: Rural Urban

S1.9. User Type: Postpaid Prepaid

S1.10. RECORD State: [1] Jammu & Kashmir [2] Himachal Pradesh [3] Rajasthan [4] Punjab
[5] Haryana [6] Delhi [7] Uttar Pradesh(East) [8] Uttar Pradesh(West)

S1.11. RECORD District: _____ **Address:** _____

S1.12. RECORD Name of SDCA: _____

S1.13. RECORD Name of Exchange: _____

S1.14. RECORD Mode of Interview: Telephonic In-person

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1(a) . Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?	[1] Yes ADMINISTER Q.NOS. 1 - 3 [2] No SKIP TO SECTION B
1(b). In case you have taken a telephone connection in the last 6 months, how satisfied are you with time taken to provide working phone connection?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
2. 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?	[1] Yes [2] No
3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied

B. BILLING RELATED (Only for Postpaid Customers) (For Pre-Paid customers go to Q 10)

4. How satisfied are you with the time taken to deliver your bills?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
5(a). How satisfied are you with the quality of your bills? accuracy & completeness of the bills?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied (Ask Q 5(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	[1] Charges not as per tariff plan subscribed [2] Tariff plan changed without information [3] Charged for value added services not subscribed [4] Charged for calls/services not made/used [5] Details like item-wise charges are not provided [6] Calculations are not clear [7] Others (please specify) _____
6. Have you made any billing related complaints in the last 6 months?	[1] Yes [2] No → (If No, go to Q 8)
7. How satisfied are you with the process of resolution of billing complaints?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied

<p>8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 9 only if 1 OR 2 is coded)</p>
<p>(Ask this question only if 1 OR 2 is coded in Q 9(a)) 9. Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify) _____</p>

For Prepaid Customers only

<p>10(a) How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>(Ask this question only if 1 OR 2 is coded in Q10(a)) 10(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____</p>
<p>10(c). Have you made any complaint related to charging/credit/waiver/validity/adjustments in the last 6 months?</p>	<p><input type="checkbox"/> 1 Yes (If Yes, go to Q 10(d)) <input type="checkbox"/> 2 No</p>
<p>10(d).How satisfied are you with the resolution of such billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>10(e). How satisfied are you with the ease of recharging process and the transparency of recharge offer?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 10(f) only if 1 OR 2 is coded)</p>

<p>10(f) Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Lack of complete information about the offer</p> <p><input type="checkbox"/> 2 Charges/Services not as per the offer</p> <p><input type="checkbox"/> 3 Delay in activation of recharge</p> <p><input type="checkbox"/> 4 Non availability of all denomination recharge coupons</p> <p><input type="checkbox"/> 5 Others (please specify) _____</p>
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C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

<p>11. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 16)</p>
<p>12(a). How satisfied are you with the ease of access of call centre/customer care or helpline?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>12(b). How satisfied are you with the ease of getting an option for "talking to a customer care executive"?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>13. How satisfied are you with the response time taken to answer your call by a customer care executive?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>14. How satisfied are you with the problem solving ability of the customer care executive(s)?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

<p>16. How satisfied are you with the availability of working telephone (dial tone)?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>17. How satisfied are you with the ability to make or receive calls easily?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>18. How satisfied are you with the voice quality?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>

E. MAINTAINABILITY (FAULT REPAIR)

<p>19. How many times has your telephone connection required repair in the last 6 months?</p>	<p><input type="checkbox"/> 1 Nil <input type="checkbox"/> 2 One time</p> <p><input type="checkbox"/> 3 2-3 times <input type="checkbox"/> 4 More than 3 times</p>
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20. How long did it take generally for repairing the fault after lodging a complaint?	<input type="checkbox"/> 1 day	<input type="checkbox"/> 2-3 days
	<input type="checkbox"/> 4 - 7 days	<input type="checkbox"/> more than 7 days
21. How satisfied are you with the fault repair service?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

22. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	—————▶(If No, go to Q 26(a))
23. How satisfied are you with the quality of the supplementary services / value added service provided?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied	
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied	
24(a) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied	
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied	
24(b) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> Not informed of charges <input type="checkbox"/> Activated without consent <input type="checkbox"/> Not informed about toll free number for unsubscribing <input type="checkbox"/> If any other reasons, please specify		
25. In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	—————▶(If No, go to Q 26(a))
(Ask only If Yes in Q25)			
25(a).How satisfied are you with the resolution of your complaint for deactivation of VAS?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied	
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied	

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your telephone service?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied
	(Ask Q 26(b) only if 1 OR 2 is coded)	

<p>(Ask this question only if 1 OR 2 is coded in Q25(a))</p> <p>26(b) Please specify the reason(s) for your dissatisfaction</p>	<p>1. _____</p> <p>_____</p> <p>2. _____</p> <p>_____</p> <p>3. _____</p> <p>_____</p>
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H. GENERAL INFORMATION

<p>27. What kind of other services are you also taking from this service provider?</p>	<p><input type="checkbox"/> Broadband <input type="checkbox"/> Mobile</p> <p><input type="checkbox"/> Others <input type="checkbox"/> None</p>
<p>28(a) Have you terminated a telephone connection that you had in the last 6 month?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>28(b) If Yes, Please name your service provider?</p>	<p><input type="checkbox"/> Airtel <input type="checkbox"/> BSNL <input type="checkbox"/> TATA Indicom</p> <p><input type="checkbox"/> Rel Com <input type="checkbox"/> MTNL <input type="checkbox"/> HFCL</p> <p><input type="checkbox"/> Shyam/MTS <input type="checkbox"/> MTNL</p>
<p>29. How many days were taken for termination of your telephone connection?</p>	<p><input type="checkbox"/> 1 day <input type="checkbox"/> 2-3 days</p> <p><input type="checkbox"/> 3-4 days <input type="checkbox"/> more than 7 days</p>
<p>30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
<p>32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?</p>	<p><input type="checkbox"/> Yes —————> (If Yes, go to Q 32(b))</p> <p><input type="checkbox"/> No</p>
<p>(Ask only if Yes in Q 32(a))</p> <p>32(b). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?</p>	<p><input type="checkbox"/> Stopped receiving <input type="checkbox"/> Considerable decrease</p> <p><input type="checkbox"/> Slight decrease <input type="checkbox"/> No change</p> <p>(Ask Q 32(b) only if 3 OR 2 OR 1 is coded)</p>
<p>(Ask only if 3 OR 2 OR 1 coded in Q 32 (b))</p> <p>32.(c) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?</p>	<p><input type="checkbox"/> Yes —————> (If Yes, go to Q 32(c))</p> <p><input type="checkbox"/> No</p>

<p>(Ask only if Yes in Q32 (c)) 32.(d) If Yes then ask Please indicate whether -</p>	<p><input type="checkbox"/> 1 Complaint was registered by the service provider and informed about the action taken</p> <p><input type="checkbox"/> 2 Complaint was registered by the service provider and did not inform about the action taken</p> <p><input type="checkbox"/> 3 Service Provider refused to register the complaint</p> <p><input type="checkbox"/> 4 Difficult to lodge the complaint</p>
<p>33. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?</p>	

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

<p>34(a). Are you aware of the call centre telephone number of your telecom service provider for making complaints/query?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>34(b). Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If No, go to Q 40)</p>
<p>35. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)</p>	<p><input type="checkbox"/> 1 Docket number received for most of the complaints</p> <p><input type="checkbox"/> 2 No Docket number received for most of the complaints</p> <p><input type="checkbox"/> 3 It was received on request</p> <p><input type="checkbox"/> 4 No docket number received even on request</p>
<p>36. Did the Call Centre inform you about the action taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>37. Was your complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Not applicable</p>
<p>38. 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?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If No, go to Q 43)</p>

39(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?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If No, go to Q 43)
39(b). Were you able to contact to the Nodal officer without difficulty?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
40. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
41. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 42 only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q41) 42. Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 Time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify) _____
43. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the 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 of appeals?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If No, go to Q 47)
44. Have you filed any appeal in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If No, go to Q 47)
45. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
46. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently

(Q47 to Q49 are for Prepaid Customers only)	
47. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> Yes <input type="checkbox"/> No
48. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> Yes <input type="checkbox"/> No —————> (If No, go to Q 50)
49. What were the reason(s) for denying your request?	<input type="checkbox"/> No reason given <input type="checkbox"/> Technical problem <input type="checkbox"/> Others (please specify) _____
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?"	<input type="checkbox"/> Yes <input type="checkbox"/> No

SURVEY B: CELLULAR MOBILE TELEPHONE SERVICE

Serial No.		
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Good morning/ afternoon/ evening. I am _____ from Market Pulse, a reputed market research and consulting company. We are currently doing a survey on satisfaction amongst phone and broadband users. This survey is being carried out on behalf of **TRAI – Telecom Regulatory Authority of India** a body set up by the government, so that customers like you get better service in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

**THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN.
ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.**

S1.1 Which mobile phone or fixed wireless phone (FWP) service provider are you using currently? **READ OUT & TICK**

- [1] Airtel [2] BSNL [3] Reliance Communications [4] Tata Indicom
 [5] Reliance Telecom [6] Idea [7] Vodafone [8] Dishnet [9] S Tel
 [10] Sistema Shyam [11] Spice Comm [12] MTNL [13] Aircel [13] Unitech

<IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE>

S1.2Name: _____ **S1.3 RECORD Gender:** Male Female

Could you please sign here. We are taking your signature to establish that someone has actually taken **your** feedback and not some one else's : _____ **(QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID)**

S1.4 Please tell us your Mobile/ fixed wireless No. STD Code: _____ Telephone Number: _____

S1.5. Age (in years): 1 Less than 25 2 25-34 3 35-44 4 More than 45

S1.6 Please tell us your Occupation: 1 Service 2 Business/self employed
 3 Student 4 Housewife 5 Retired

S1.7. RECORD Usage Type: 1 Residential 2 Commercial

S1.8. RECORD Area: 1 Rural 2 Urban

S1.9. User Type: 1 Postpaid 2 Prepaid

S1.10. RECORD State: [1] Jammu & Kashmir [2] Himachal Pradesh [3] Rajasthan [4] Punjab
 [5] Haryana [6] Delhi [7] Uttar Pradesh (East) [8] Uttar Pradesh(West)

S1.11. RECORD District: _____ **Address:** _____

S1.12. RECORD Name of SDCA: _____

S1.13. RECORD Name of Exchange: _____

S1.14. RECORD Mode of Interview: 1 Telephonic 2 In-person

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

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?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
2. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

B. BILLING RELATED – PREPAID CUSTOMER

4(a) How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc.?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
4(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____

5(a). Have you made any complaint related to charging/credit/waiver/ validity/ adjustments in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (If Yes go to 5(b))
5(b).ASK IF YES IN Q.5a. 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?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 5(d) only if 1 OR 2 is coded)
5(d) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Lack of complete information about the offer <input type="checkbox"/> 2 Charges/Services not as per the offer <input type="checkbox"/> 3 Delay in activation of recharge <input type="checkbox"/> 4 Non availability of all denomination recharge coupons <input type="checkbox"/> 5 Others (please specify) _____
5(e) Did you get information regarding call duration, amount deducted for call and balance in the account after every call?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

C. BILLING RELATED – POSTPAID CUSTOMER

6. How satisfied are you with the time taken to deliver your bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
7(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q7(a)) 7(b) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify) _____

8(a). How satisfied are you with the accuracy & completeness of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q8(a)) 8(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Calculations are not clear <input type="checkbox"/> 6 Others (please specify) _____
9(a). Have you made any billing related complaints in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————▶ (If No, go to Q 10)
9(b). How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

D. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————▶ (If No, go to Q 16)
11. How satisfied are you with the ease of access of call centre/customer care or helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
12. How satisfied are you with the ease of getting an option for "talking to a customer care executive"?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
13. How satisfied are you with the response time taken to answer your call by a customer care executive?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
14. How satisfied are you with the problem solving ability of the customer care executive(s)?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

23. 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?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 24)	
24. How satisfied are you with the quality of the supplementary / value added services provided?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
25(a) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
25(b) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify	

26. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
27. ASK IF YES IN Q26. Have you complained to your service provider for deactivation of such services and refund of charges levied?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
28(a). What difficulties have you faced while deactivating of such services and refund of charges levied?	<input type="checkbox"/> 1 None <input type="checkbox"/> 2 Delay in deactivation resulting in repeat complaints <input type="checkbox"/> 3 Customer care refused to register the complaint <input type="checkbox"/> 4 Not aware of whom to contact <input type="checkbox"/> 5 Others please specify _____
28(b).How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

29(a).How satisfied are you with the overall quality of your mobile service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q29(a)) 29(b) Please specify the reason(s) for your dissatisfaction	1. _____ _____ 2. _____ _____ 3. _____ _____

H. GENERAL INFORMATION

30. What kind of other telecom services are you using?	<input type="checkbox"/> 1 Broadband <input type="checkbox"/> 2 Wire line <input type="checkbox"/> 3 Others <input type="checkbox"/> 4 None
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31. Are you aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	<input type="checkbox"/> 1 Yes —————> (If Yes, go to Q 33(a)) <input type="checkbox"/> 2 No
(Ask only if Yes in Q 32) 33(a). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?	<input type="checkbox"/> 4 Stopped receiving decrease <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 No change (Ask Q 33(b) only if 3 OR 2 OR 1 is coded)
(Ask only if 3 OR 2 OR 1 coded in Q 33 (a)) 33.(b) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your mobile number?	<input type="checkbox"/> 1 Yes —————> (If Yes, go to Q 33(c)) <input type="checkbox"/> 2 No
(Ask only if Yes in Q33 (b)) 33.(c) If Yes, please indicate the following -	<input type="checkbox"/> 1 Complaint was registered by the service provider and informed about the action taken <input type="checkbox"/> 2 Complaint was registered by the service provider and did not inform about the action taken <input type="checkbox"/> 3 Service Provider refused to register the complaint <input type="checkbox"/> 4 Difficult to lodge the complaint
34(a). Are you aware of facility by which you can change your service provider without changing your mobile number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If No, go to Q35)
34(b). Have you utilized SMS based mechanism for getting unique porting code?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
34(c) If yes, when did you get 'Unique Porting Code' from your existing service provider?	<input type="checkbox"/> 1 Within 5 minutes <input type="checkbox"/> 2 After 5 to 10 minutes <input type="checkbox"/> 3 After 10 minutes <input type="checkbox"/> 4 Never
34 (d) If you have utilized the service of MNP, are you satisfied with its entire process?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

35. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?	
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QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007

36. Are you aware of the call centre telephone number of your telecom service provider for making complaints?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
37. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 41)
38. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)	<input type="checkbox"/> 1 Complaint was registered and Docket number received <input type="checkbox"/> 2 Complaint was registered and Docket number not received <input type="checkbox"/> 3 Complaint was registered and docket number provided on request <input type="checkbox"/> 4 Complaint was registered and docket number not provided even on request <input type="checkbox"/> 5 Refused to register the complaint
39. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
40. Was your billing/charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Not applicable
41. 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 detail of the Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 46)
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?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 46)
42(b). Were you able to connect to the Nodal officer without any difficulty?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
43. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

<p>44. How satisfied are you with the redressal of the complaint by the Nodal Officer?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 45 only if 1 OR 2 is coded)</p>
<p>(Ask this question only if 1 OR 2 is coded in Q44) 45. Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 Time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify) _____</p>
<p>46. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the 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 of appeals?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 50)</p>
<p>47. Have you filed any appeal in last 6 months?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 50)</p>
<p>48. Did you receive any acknowledgement?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>49. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently</p>
<p>(Q50 to Q52 are for prepaid customers only)</p>	
<p>50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 53)</p>
<p>52. What were the reason(s) for denying your request?</p>	<p><input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 Technical problem <input type="checkbox"/> 3 Others (please specify)</p>
<p>53. 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</p>	

appellate authority for complaint redressal etc., while subscribing the new mobile telephone connection?"	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
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SURVEY C: BROADBAND SERVICE

Serial No.		
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Good morning/ afternoon/ evening. I am _____ from Market Pulse, a reputed market research and consulting company. We are currently doing a survey on satisfaction amongst phone and broadband users. This survey is being carried out on behalf of TRAI – Telecom Regulatory Authority of India a body set up by the government, so that customers like you get better service in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

**THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN.
ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.**

S1.1 Which broadband service provider are you using currently? **READ OUT & TICK**

- [1] BSNL [2] Tata Comm/VSNL [3] Airtel [4] Reliance [5] Sify
[6] Hathway [7] Shyam Telelink [8] You Telecom [9] Spectranet [10] HFCL

<IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE>

S1.2 Name: _____ **S1.3 RECORD Gender:** 1 Male 2 Female

Could you please sign here. We are taking your signature to establish that someone has actually taken your feedback and not some one else's : _____ **(QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID)**

S1.4 Tel: _____ **Age S1.5. Age (in years):** 1 Less than 25 2 25-60 3 More than 60

STD Code	Telephone Number

S1.6. RECORD Usage Type: 1 Residential 2 Commercial

S1.7. RECORD

Area: 1 Rural 2 Urban
S1.8. User Type: 1 Postpaid 2 Prepaid
S1.9 E-mail

S1.10 User Type: 1 Prepaid 2 Postpaid

S1.11. RECORD State: [1] Jammu & Kashmir [2] Himachal Pradesh [3] Rajasthan [4] Punjab
[5] Haryana [6] Delhi [7] Uttar Pradesh (East) [8] Uttar Pradesh(West)

S1.12. RECORD District: _____

S1.13. RECORD Name of SDCA: _____ **S1.14. RECORD Name of Exchange:** _____

S1.15 RECORD Name of POP: _____

S1.16 RECORD Mode of interview: 1 Telephonic 2 In-person 3 E-mail 4 Web/Online

Address: _____

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1(a). When did you last apply for a broadband connection?	<input type="checkbox"/> 1 less than half month <input type="checkbox"/> 2 half month-1 month <input type="checkbox"/> 3 more than 1
1(b).After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?	<input type="checkbox"/> 1 Within 7 working days <input type="checkbox"/> 2 More than 7 working Days
2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
3. 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?	<input type="checkbox"/> 1 Within 24 hrs. <input type="checkbox"/> 2 2-3 days <input type="checkbox"/> 3 4-7 days <input type="checkbox"/> 4 More than 7 days <input type="checkbox"/> 5 Not Applicable

B. BILLING RELATED - POSTPAID CUSTOMER

4. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
5(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 5(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q8(a)) 5(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify)_____
6(a). How satisfied are you with the accuracy/completeness of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 6(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q6(a))	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed

6(b) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not requested <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____
7. Have you made any billing related complaints in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 9(a))
8. How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 9(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q9(a)) 9(b) Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____
9(c).Have you made any complaints related to charging/credit/waiver/validity/adjustments in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
9 (d). How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

D. HELP SERVICE

10. In the last 6 months, have you contacted customer care/helpline/call centre of your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 15)
11(a). How satisfied are you with the ease of access of customer care or helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

11(b). How satisfied are you with the ease of getting an option for “talking to a customer care executive”?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
12. How satisfied are you with the response time taken to answer your call by a customer care executive?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
13. How satisfied are you with the problem solving ability of the customer care executive(s)?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
14. How satisfied are you with the time taken by call centre/customer care /helpdesk to resolve your complaint?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

17. How often do you face a problem with your Broadband connection?	<input type="checkbox"/> 1 Never <input type="checkbox"/> 3 Frequently	<input type="checkbox"/> 2 Occasionally <input type="checkbox"/> 4 Very Frequently
(Ask if response to Q17 is Frequently/Very Frequently) 18. What was the broadband connection problem faced by you in last 6 months related to, please specify?	<input type="checkbox"/> 1 Problem was related to my computer hardware/ software <input type="checkbox"/> 2 Problem was related to the broadband connection and modem provided by the service provider.	
19. How satisfied are you with the time taken for restoration of Broadband connection?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

G. SUPPLEMENTARY SERVICES

20(a) .Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 23(a))	
20(b) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
20(c) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 1 Not informed of charges	

	<input type="checkbox"/> Activated without consent <input type="checkbox"/> Not informed about toll free number for unsubscribing <input type="checkbox"/> If any other reasons, please specify
21(a). 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)	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If No, go to Q 23(a))
21(b). ASK IF YES IN Q26. Have you complained to your service provider for deactivation of such services and refund of charges levied?	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If No, go to Q 23(a))
21(c). What difficulties you have faced while deactivating of such services and refund of charges levied?	<input type="checkbox"/> None <input type="checkbox"/> Delay in deactivation resulting in repeat complaints <input type="checkbox"/> Customer care refused to register the complaint <input type="checkbox"/> Not aware of whom to be contacted <input type="checkbox"/> Others please specify _____
22.How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

23(a). How satisfied are you with the overall quality of your Broadband service?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q22(a)) 23(b) Please specify the reason(s) for your dissatisfaction	1. _____ _____ 2. _____ _____ 3. _____ _____

H. GENERAL

24. How many persons in your house are using this Broadband connection?	-----
24(a). What kind of other telecom services are you also taking from your service provider?	<input type="checkbox"/> Mobile <input type="checkbox"/> Wireline <input type="checkbox"/> Others

	<input type="checkbox"/> 4 None
25. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
26. On a scale of 1-10 where 10 is very good and 1 is very poor, how do you rate your service provider?	-----

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

27. Are you aware of the call centre telephone number of your telecom service provider for making complaints/query?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 31)
28. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 34(a))
29. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)	<input type="checkbox"/> 1 Docket number received for most of the complaints <input type="checkbox"/> 2 No Docket number received for most of the complaints <input type="checkbox"/> 3 It was received on request <input type="checkbox"/> 4 No docket number received even on request
30. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
31. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 32 only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q 28) 32. Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem

	<input type="checkbox"/> 6 Others (please specify) _____
33. Was your billing/charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Not applicable
34(a). 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 detail of the Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q37)
34(b). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 37)
34(c). Were you able to connect to the nodal officer without any difficulty?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
35. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
36(a). How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 36(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q36(a)) 36(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify) _____
37. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the 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 of appeals?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 41)
38. Have you filed any appeal in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 41)

39. Did you receive any acknowledgement?	<input type="checkbox"/> Yes <input type="checkbox"/> No
40. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Appeal filed only recently
(Q41 to Q43 are for prepaid customers only)	
41. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> Yes <input type="checkbox"/> No
42. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> Yes <input type="checkbox"/> No —————▶ (if no go to Q 44)
43. What were the reason(s) for denying your request?	<input type="checkbox"/> No reason given <input type="checkbox"/> technical problem <input type="checkbox"/> Others (please specify) _____
44. 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?"	<input type="checkbox"/> Yes <input type="checkbox"/> No

THANKS

Name of the interviewer: _____
 Name of the scrutinizer: _____
 Back-check done by: _____
 Name of field officer: _____

Date: _____
 Date: _____
 Date of back-check: _____