
Quality of Service Assessment

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

Assessment of:

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

April 2009



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

By: **eTechnology Group@IMRB**

A specialist unit of IMRB International

Preface

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

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

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

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

The Survey and Audit modules for various circles within the Zones, due to the sheer scale of data collection, have been distributed across various quarterly periods. IMRB International conducted Survey across Assam, North East, Orissa, Andhra Pradesh and Kerala circles in the period of October 2008 – February 2009. The present report details the **Quality of Services** survey module findings for the **Kerala circle for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services**.

Table of contents

	<u>Page no.</u>
1.0 Background	4
2.0 Objectives	5
3.0 Study methodology	6
3.1 Subjective survey methodology.....	6
3.2 Data analysis methodology	9
3.3 Sampling Plan.....	10
3.4 Definition of key terms.....	12
4.0 Executive Summary	13
4.1 Summary of the Survey module for Basic (Wireline) Operators in the Kerala circle.....	13
4.1.2 Consumer Protection and Grievance Scores for the Basic (Wireline) survey.....	16
4.2 Summary of the Survey module for Cellular Mobile (Wireless) Operators in the Kerala circle	18
4.2.1 Consumer Protection and Grievance Scores for the Cellular Mobile (Wireless) survey.....	21
4.3 Summary of the Survey module for Broadband Operators in the Kerala circle	23
4.3.1 Consumer Protection and Grievance Scores for the Broadband survey	26
5.1 Detailed Findings – Basic Wireline.....	28
5.2 Detailed Findings – Cellular Mobile Services	39
5.3 Detailed Findings – Broadband Services	50
6.1 Key Take Outs and Recommendations – Basic (Wireline).....	58
6.2 Key Takeouts & Recommendations – Cellular Mobile (Wireless)	59
6.3 Key Takeouts & Recommendations – Broadband.....	60
7.0 Annexure (Question wise Responses)	61
7.1 Basic (Wireline)	61
7.2 Cellular Mobile (Wireless)	80
7.3 Broadband Services.....	102
Questionnaire – Wireline Survey.....	118
Questionnaire - Cellular mobile telephone service.....	125
Questionnaire - Broadband service.....	133

1.0 Background

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

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

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

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

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

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

The present report highlights the findings for the Survey module for Kerala circle that was covered in the period December 2008 – February 2009.



The study is being conducted broadly in two modules:

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

2.0 Objectives

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

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



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

3.0 Study methodology

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



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

3.1 Subjective survey methodology

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

The sample for basic (wireline) services was evenly spread over 5% of the exchanges in 10% of the total SDCAs in that particular circle. The sample for cellular mobile (wireless) service was evenly spread over 10% of the district headquarters of a service area. In this quarter, since the service areas to be covered were Assam, North East, Orissa, Andhra Pradesh and Kerala, the sample was distributed across the states. The sample for broadband subscribers that was covered in the survey was distributed across 10% of PoPs (Points of Presence) of the service providers. Also, the sample reflected the urban-rural split of the population of subscribers. Also, a spread of postpaid and prepaid subscribers was ensured especially for wireless services.

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

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

The questionnaire is divided into two broad segments viz.

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

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

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

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

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

3.2 Data analysis methodology

The satisfaction scores have been represented in two ways:-

Weighted satisfaction scores

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

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

Where:

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

N=Total sample size achieved

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

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

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

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

3.3 Sampling Plan

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

	Name of Service Provider	Sample Size	Sample Size achieved
BASIC WIRELINE	Bharti Airtel Limited	570	597
	BSNL	600	686
	Tata Teleservices	50	83
	Reliance Communication	570	609
	Bharti Airtel Limited	600	641
WIRELESS	Hutch Vodafone	600	602
	BSNL	600	581
	Reliance CDMA	600	604
	Tata Teleservices	600	599
	Idea Cellular Ltd.	600	659
BROADBAND	Bharti Airtel Limited	600	600
	BSNL	600	580
	Reliance Communication	600	600
	VSNL	600	635
	Sify*	20	20
	Asianet Satellite Communications Ltd.	600	616

*The total subscriber base of Sify is quite low across Kerala circle. Also, most of the connections provided by the operator in the circle are for commercial use.

Basic (Wireline) Services

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

Gender Distribution		Operator - Kerala Circle			
		Airtel	BSNL	RCOM	TATA
Total	1,975	597	686	609	83
Male	65%	80%	55%	63%	52%
Female	35%	20%	45%	37%	48%

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

Age Distribution	Operator				
	Total	Airtel	BSNL	RCOM	TATA
	1,975	597	686	609	83
< 25 years	11%	14%	9%	12%	6%
25-60 years	84%	86%	81%	85%	92%
> 60 years	5%	1%	10%	3%	2%

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

Name of the Exchange	Name of the Exchange
<u>BSNL</u>	<u>BSNL</u>
Panampally Nagar	Kurichikkara
Mulanthuruthy	Kuriachira
Nedumbassery	Puzhayannur
Kumbalangi	Kadappuram
Kadavoor	<u>Bharti Airtel Exchange</u>

Ezhikkara	Exchange 1
Varapuzha	Exchange 2
Koovappady	Reliance Exchange
Chundakuzhy	Exchange 1
Puthenvelikkara	Exchange 2
Parappur	Tata Teleservices Exchange
Kuzhur	Exchange 1
Sree Narayanapuram	Exchange 2

Cellular Mobile (Wireless) Services

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

Gender Distribution	Operator - Kerala Circle					
	Airtel	Vodafone	Idea	BSNL	RCOM	TATA
Total	641	602	659	581	604	599
Male	66%	71%	71%	72%	67%	74%
Female	34%	29%	29%	28%	33%	26%

Occupation Distribution	Operator - Kerala Circle					
	Airtel	Vodafone	Idea	BSNL	RCOM	TATA
Total	641	602	659	581	604	599
Service	29%	31%	29%	33%	29%	33%
Business/self employed	24%	29%	27%	34%	31%	37%
Student	13%	14%	12%	4%	5%	8%
Housewife	25%	19%	24%	21%	26%	17%
Retired	3%	3%	2%	5%	1%	3%
Unemployed	3%	4%	5%	3%	6%	2%
Not specified	0%	1%	1%	1%	2%	0%

Broadband Services

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

Gender Distribution	Operator					
	Airtel	BSNL	RCOM	VSNL	Sify	Asianet
Total	600	580	600	635	20	616
Male	78%	80%	79%	85%	85%	85%
Female	22%	20%	21%	15%	15%	15%

Age- Wise Distribution	Operator					
	Airtel	BSNL	RCOM	VSNL	Sify	Asianet
Total	600	580	600	635	20	616
Less than 25	14%	13%	21%	15%	10%	9%
25-60	84%	84%	76%	85%	90%	90%
More than 60	2%	3%	3%	0%	0%	2%

3.4 Definition of key terms

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

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

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

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

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

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

4.0 Executive Summary

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

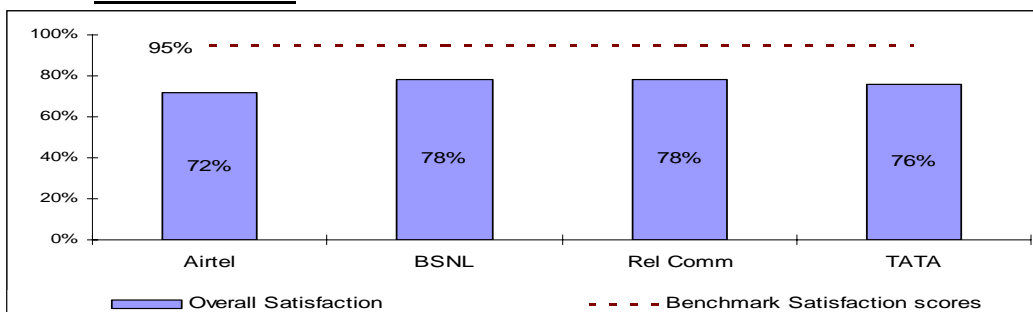
Legend	
Score Range (For level of satisfaction)	Cell color
Score less or equal to 60%	
Score between 60% and 69%	
Score greater than or equal to 70%	

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

S. N.	Customer Perception of Services	Benchmark	Airtel	BSNL	RCOM	TATA
1	% subscribers satisfied with the provision of service	>95%	72%	78%	78%	76%
2	% subscribers satisfied with the billing performance (Post paid customers)	>90%	69%	73%	71%	68%
3	% subscribers satisfied with the billing performance (Pre paid customers)		Low Base		75%	Low Base
4	% subscribers satisfied with help services	>90%	64%	65%	65%	66%
5	% subscribers satisfied with network performance, reliability and availability	>95%	75%	75%	73%	73%
6	% subscribers satisfied with maintainability	>95%	65%	72%	67%	69%
7	Overall customer satisfaction	>95%	67%	74%	70%	70%
8	% subscribers satisfied with offered supplementary services	>95%	68%	69%	67%	71%

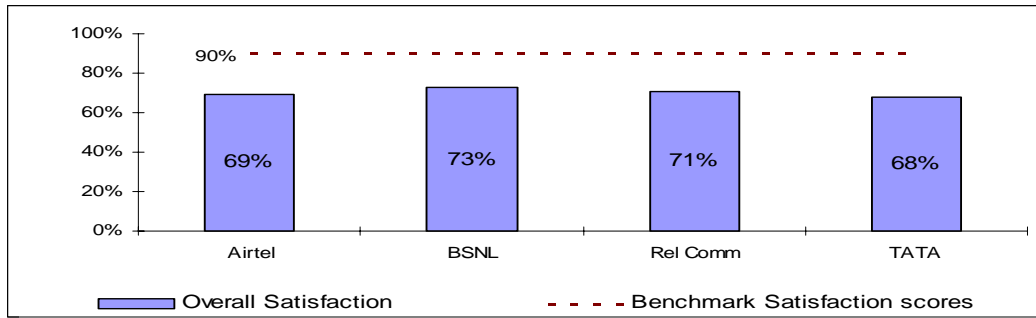
In all of the measures of satisfaction none of the operators meet the TRAI benchmark which is set with respect to the corresponding parameter. In general, the scores BSNL are better than the other service providers for most of the parameters.

1. Service Provision



All the service providers are way below the benchmark level of satisfaction (i.e. 95%). Relatively Bharti Airtel scores lowest among all the service providers at 72%.

2a. Billing Parameter – Postpaid subscribers



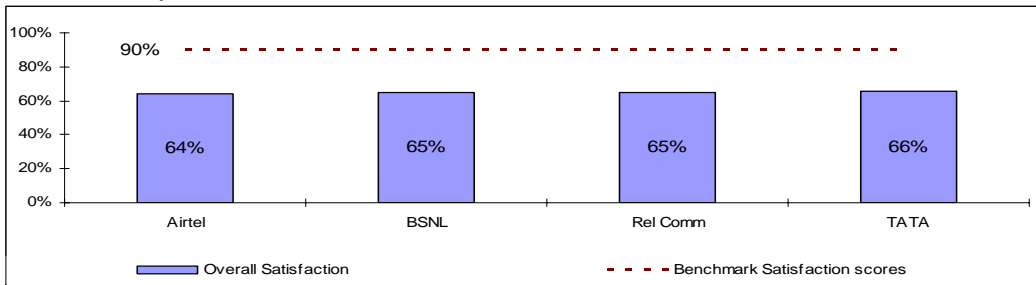
All the service providers are way below the benchmark level of satisfaction (i.e. 90%). Among the operators, BSNL satisfaction level on this parameter for postpaid subscribers at 73% is faring marginally better than other operators. TATA Communications score at 73% is relatively lower among all other operators.

2b. Billing Parameter – Prepaid subscribers

Satisfaction of prepaid subscribers	Airtel	BSNL	RCOM	TATA
Satisfaction with accuracy of charges on every usage	Low Base		75%	Low Base

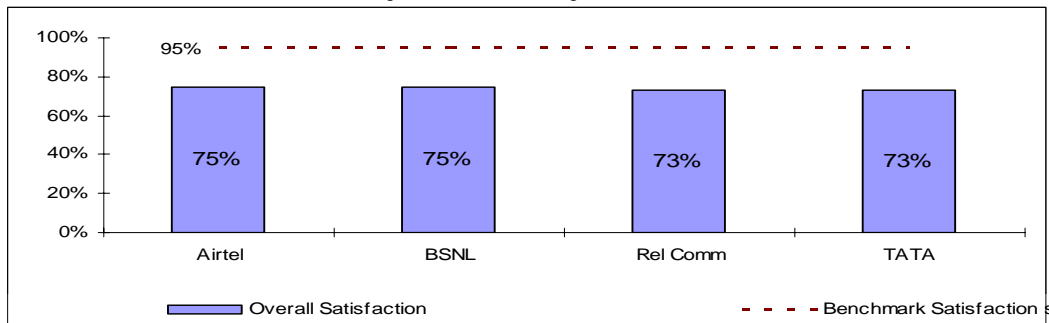
RCOM does not meet the benchmark levels (i.e. 90%) for this parameter. For all other operators the base of prepaid subscribers is quite low.

4. Help Services



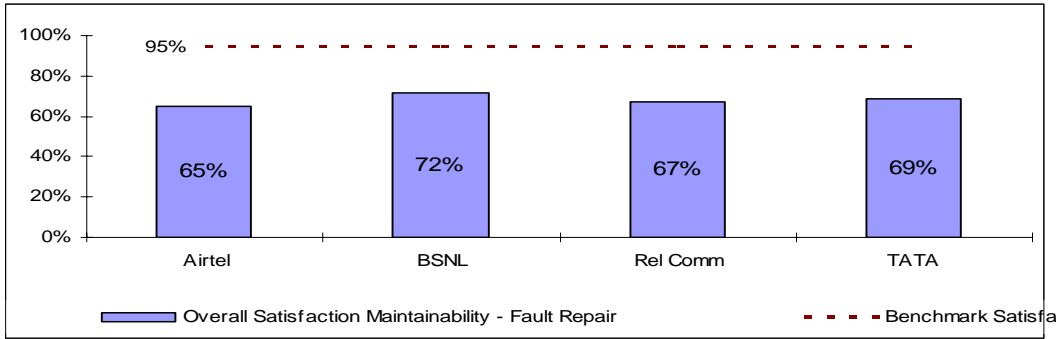
Little difference is observed across satisfaction scores on help services. The scores across all operators range from 64% to 66%.

4. Network Performance, Reliability and Availability



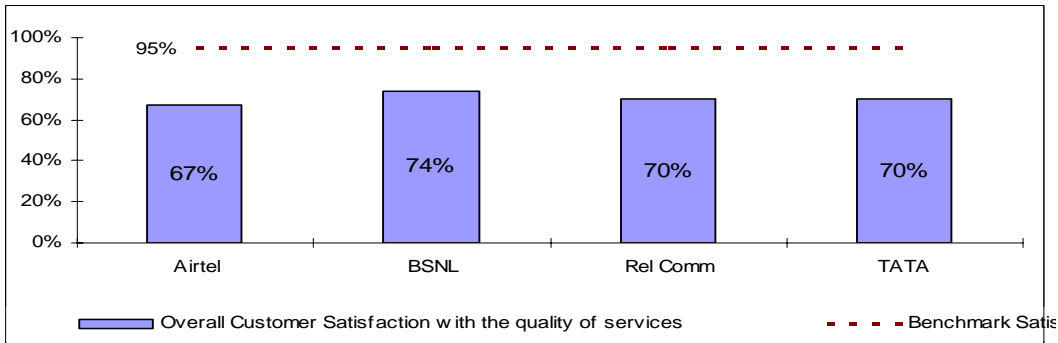
Little difference is observed across satisfaction scores on network performance, reliability and availability. The scores across all operators range from 73% to 75%.

5. Maintainability



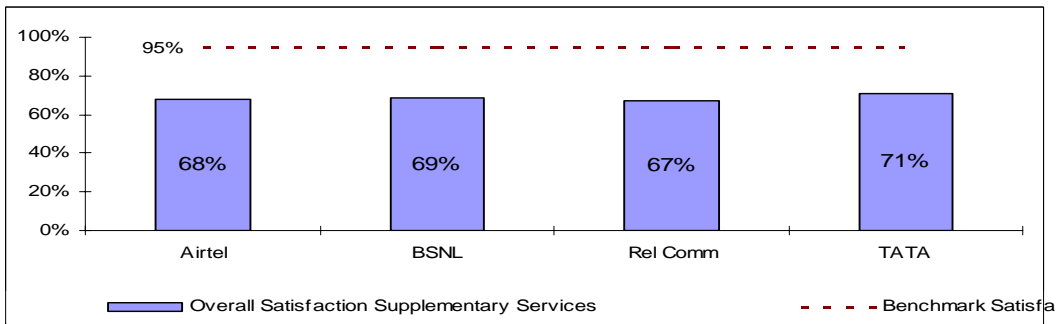
The relatively better score among the service providers is for BSNL at 72% which is also way below the benchmark level of 95%.

6. Overall Customer Satisfaction



When it comes to overall customer satisfaction, the satisfaction level varies from 67% for Airtel to 74% for BSNL for the wireline services for the Kerala circle. These scores are much below the benchmark level of 95%.

7. Supplementary Services



The satisfaction level for TATA, at 71% for the Supplementary services is relatively the best when compared with the score of other service providers. All other operators are way below the satisfaction level benchmark of 95%. RCOM scores low at 67%.

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

1. Redressal Mechanism – Basic (Wireline)

S. N.	Sub-parameter	Airtel	BSNL	RCOM	TATA
1	Awareness of three stage grievance mechanism	84%	69%	71%	52%
2	For pre-paid customers, awareness about item-wise call charge details on request	Low Base		49%	Low Base
3	If aware (for pre-paid customers), ever denied of itemwise usage charge details for pre-paid connection			1%	
4	For new customers, provisioning of 'Manual of Practice' while taking the new connection	35%	31%	36%	27%

The awareness of three stage grievance mechanism is quite high across the subscribers of all the service providers. The same varies between 52% (TATA) and 84% for Bharti Airtel. As far as awareness of item-wise call charges details among pre-paid customers is concerned, 49% RCOM subscribers are aware of getting item-wise call charge details on request. Among the pre-paid subscribers who are aware of item wise usage charge details, only 1% RCOM subscribers who are aware were ever denied of item-wise bill for the pre-paid connection. As far as provisioning of 'Manual of Practice' for new customers is concerned, the scores vary from 27% to 36%.

2. Redressal Mechanism - Stage 1: Call Center

S. N.	Sub-parameter	Airtel	BSNL	RCOM	TATA
1	Awareness of Call center for redressing grievances	86%	67%	70%	54%
2	Penetration of consumers made any complaints to the toll free number within last 6 months	21%	9%	6%	10%
3	Call center informing about the action taken on complaints	94%	90%	91%	88%
4	Resolution of complaint by customer care within 4 weeks of lodging complaint	28%	60%	68%	50%
5	% subscribers satisfied with the complain resolution by call center	70%	62%	66%	62%

The awareness of Call center for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 54% to 86%. The Percentage of consumers making any complaints to the toll free number within last 6 months is only 6% for RCOM subscribers whereas it is as high as 21% for Bharti Airtel customers. As far as responsiveness of call center for informing about the action taken on the complaints is concerned, Airtel scores the highest at 94% whereas TATA scores lowest at 88%. The complain resolution by customer care within 4 weeks of lodging complaint is low across all the service providers. For Airtel, only 28% subscribers (from the answering base of the question) found their complaints resolved by customer care within 4 weeks of lodging the complaint whereas for RCOM, as high as 68% (from the answering base of the question) of the subscribers found their complaints resolved within 4 weeks of lodging the complaint. The level of satisfaction with the complain resolution by call center is also low across all the service providers. The score varies from 62% for BSNL and TATA to 70% for Airtel.

3. Redressal Mechanism - Stage 2: Nodal Officer

S. N.	Sub-parameter	Airtel	BSNL	RCOM	TATA
1	Awareness of Nodal officer for redressing grievances	13%	13%	10%	4%
2	Awareness of contact details of Nodal officer	17%	17%	13%	14%
3	Penetration of consumers made any complaints to the Nodal officer for unresolved complaints from Call center	2%	7%	3%	0%

The awareness of Nodal officer for redressing grievances (i.e. Stage 2 of the 3 stage process) is very low and it varies from 4% for TATA subscribers to 13% for Airtel and BSNL subscribers. As far as awareness of contact details of Nodal Officer is concerned, 17% Airtel and BSNL subscribers (from the answering base i.e. from those who were aware of the existence of Nodal Officer) were aware of his/her contact details. Only a handful of people who are aware of the contact details of the nodal officer, have made a complaint to him / her.

4. Redressal Mechanism - Stage 3: Appellate Authority

S. N.	Sub-parameter	Airtel	BSNL	RCOM	TATA
1	Awareness of Appellate authority for redressing grievances	2%	3%	3%	1%

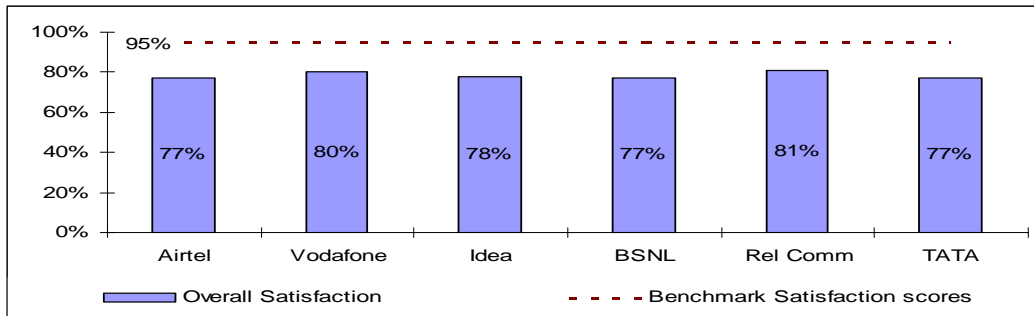
The awareness of the Appellate authority for redressing grievances (i.e. Stage 3 of the 3 stage process) is negligible across all service providers

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

S. N.	Customer Perception of Services	B'mark	Airtel	Vodafone	Idea	BSNL	RCOM	TATA
1	%age subscribers satisfied with the provision of service	>95%	77%	80%	78%	77%	81%	77%
2	%age subscribers satisfied with the billing performance (postpaid)	>90%	72%	72%	73%	75%	72%	69%
3	%age subscribers satisfied with the billing performance (prepaid)	>90%	76%	77%	75%	79%	76%	77%
4	%age subscribers satisfied with help services	>90%	63%	67%	68%	69%	66%	62%
5	%age subscribers satisfied with network performance, reliability and availability	>95%	75%	78%	77%	78%	78%	78%
6	%age subscribers satisfied with maintainability	>95%	74%	79%	76%	80%	77%	75%
7	Overall customer satisfaction	>95%	76%	77%	76%	78%	76%	72%
8	%age subscribers satisfied with offered supplementary services	>95%	72%	73%	72%	74%	73%	68%

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

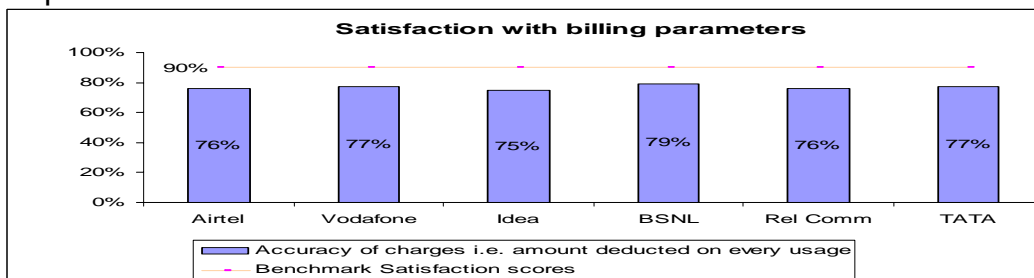
Service Provision (Benchmark – 95%)



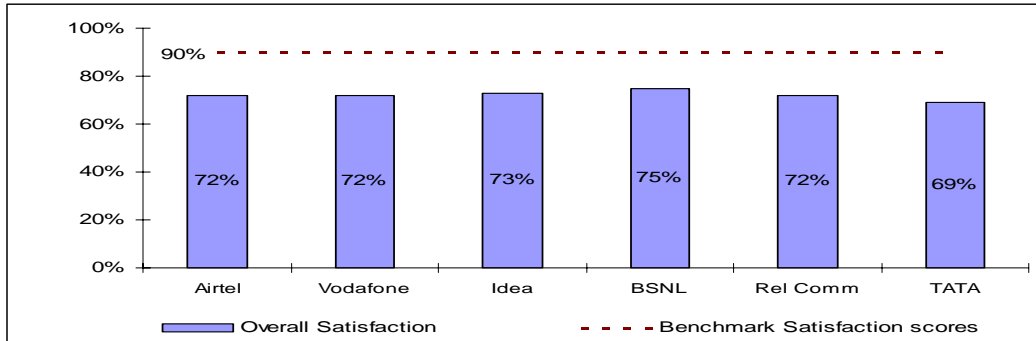
Level of satisfaction with service provision is highest amongst RCOM subscribers at 81% but still it is way below the TRAI specified benchmark of 95%. The scores for all other operators range from 77% to 80%.

Billing performance (Benchmark – 90%)

Pre-paid Subscribers

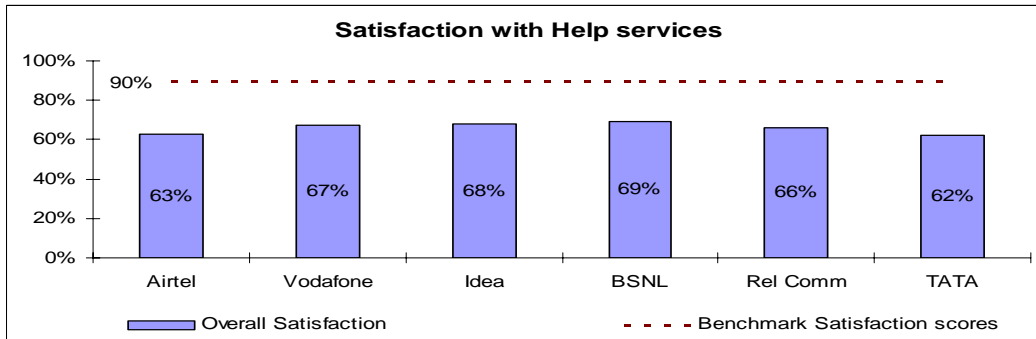


Post-paid Subscribers



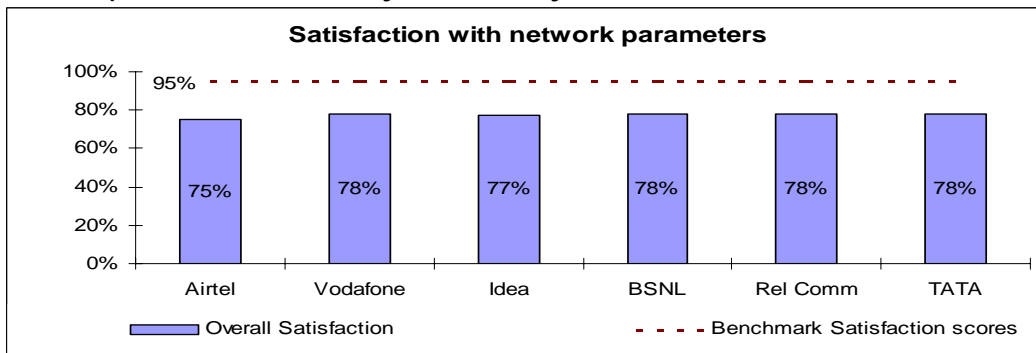
On an overall basis, the satisfaction level of prepaid subscribers is relatively more than that of the postpaid subscribers but the satisfaction levels are way below the TRAI benchmark set at 90%. BSNL postpaid & prepaid subscribers have the highest level of satisfaction at 75% and 79% respectively. Postpaid subscribers of TATA have the lowest level of satisfaction at 69% whereas Idea users are the least satisfied amongst prepaid users.

Help Services (Benchmark – 90%)



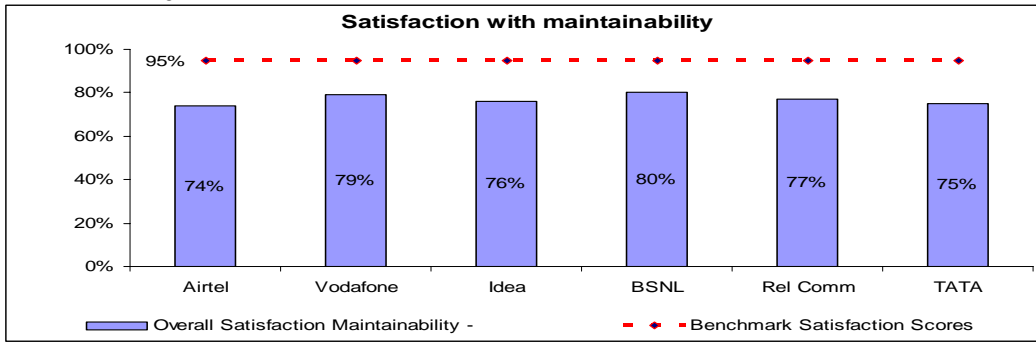
Satisfaction level with help services is highest amongst BSNL subscribers at 69% followed closely by Idea subscribers at 68% and it is the lowest for TATA subscribers at 62%.

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



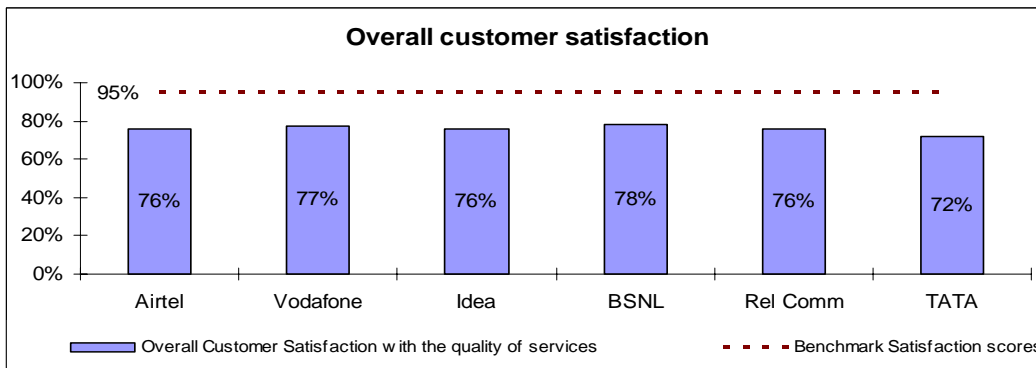
The level of satisfaction with network related parameters does not vary much across service providers. For all the operators, the scores are in the range of 75% to 78%.

Maintainability (Benchmark – 95%)



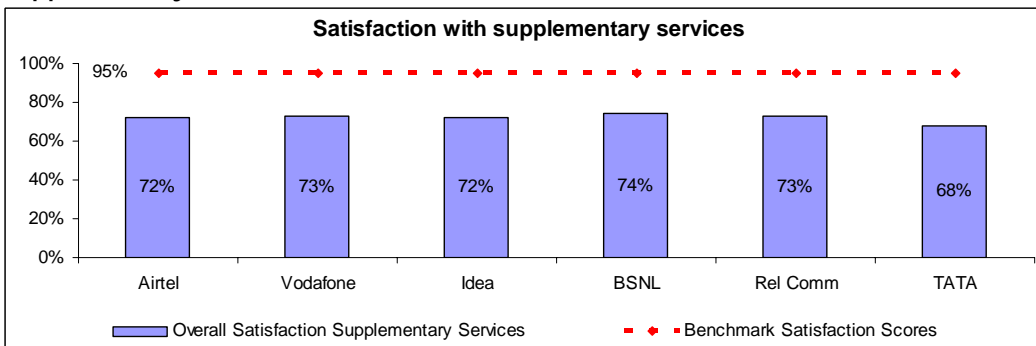
The level of satisfaction scores with maintainability of all service providers fall short with respect to TRAI benchmark of 95%. It is the highest amongst BSNL subscribers at 80%. Airtel lags behind other service providers in this parameter with a satisfaction level of 74%.

Overall level of satisfaction (Benchmark – 95%)



The scores across all service providers do not vary much and range from 72% for TATA to 78% for BSNL. All the operators fall way below the TRAI benchmark of 95%.

Supplementary services (Benchmark – 95%)



The scores across all service providers do not vary much and range from 68% for TATA to 74% for BSNL. All the operators fall way below the TRAI benchmark of 95%.

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

Redressal Mechanism

S. N.	Sub-parameter	Airtel	Vodafone	Idea	BSNL	RCOM	TATA
1	Awareness of three stage grievance mechanism	69%	71%	69%	70%	67%	74%
2	For pre-paid customers, awareness about item-wise call charge details on request	53%	51%	53%	52%	50%	43%
3	If aware (for pre-paid customers), ever denied of item wise usage charge details for pre-paid connection	8%	3%	3%	5%	6%	7%
4	For new customers, provisioning of 'Manual of Practice' while taking the new connection	15%	23%	27%	18%	21%	35%

The awareness of three stage grievance mechanism is observed to quite high across the subscribers of all the service providers. It is maximum for Vodafone at 71% and lowest for RCOM at 67%. As far as awareness of item-wise call charges details among pre-paid customers is concerned, 43% to 53% subscribers across all operators are aware that they can get item-wise call charge details on request. Among the pre-paid subscribers who are aware of item wise usage charge details, 3% to 8% of the pre-paid subscribers across all operators were denied of item-wise usage details for the pre-paid connection. As far as provisioning of 'Manual of Practice' for new customers is concerned, 35% of new TATA subscribers have been handed over 'Manual of Practice' while taking the new connection. The number is quite low for Airtel with only 15% new subscribers being handed the 'Manual of Practice' at the time of taking the connection.

Redressal Mechanism - Stage 1: Call Center

S. N.	Sub-parameter	Airtel	Vodafone	Idea	BSNL	RCOM	TATA
1	Awareness of Call center for redressing grievances	68%	71%	65%	68%	66%	74%
2	Penetration of consumers made any complaints to the toll free number within last 6 months	10%	8%	8%	6%	10%	16%
3	Call center informing about the action taken on complaints	86%	91%	82%	94%	89%	91%
4	Resolution of complaint by customer care within 4 weeks of lodging complaint	47%	41%	65%	49%	48%	21%
5	Percentage satisfied with the complain resolution by call center	60%	62%	62%	62%	62%	60%

The awareness of Call center for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 65% to 74% for all the service providers. The Percentage of consumers making any complaints to the toll free number within last 6 months is highest for TATA with 16% subscribers making complaints in the last 6 months. As far as responsiveness of call center for informing about the action taken on the complaints is concerned, 82% to 94% subscribers of all service providers were informed about the action taken on complaints. The complain resolution by customer care within 4 weeks of lodging complaint is low across all the service providers. For TATA it is the lowest at 21%. The scores for level of satisfaction with call center ranges from 60% to 62% across all service providers.

Redressal Mechanism - Stage 2: Nodal Officer

S. N.	Sub-parameter	Airtel	Vodafone	Idea	BSNL	RCOM	TATA
1	Awareness of Nodal officer for redressing grievances	15%	8%	12%	11%	15%	11%
2	Awareness of contact details of Nodal officer	15%	15%	17%	14%	14%	14%
3	Penetration of consumers made any complaints to the Nodal officer for unresolved complaints from Call center	2%	2%	6%	0%	2%	4%

The awareness of Nodal officer for redressing grievances (i.e. Stage 2 of the 3 stage process) is very low across all the service providers with scores varying from 8% to 15%. Awareness of contact details of Nodal Officer is also observed to be low across subscribers for all the service providers. It varies from 14% to 17% (out of the people who are aware of the nodal officer). Only handful subscribers have made a complaint to the nodal officer across all service providers.

Redressal Mechanism - Stage 3: Appellate Authority

S. N.	Sub-parameter	Airtel	Vodafone	Idea	BSNL	RCOM	TATA
1	Awareness of Appellate authority for redressing grievances	1%	2%	1%	2%	1%	1%

Of all the subscribers contacted across all the service providers, negligible percent is even aware of the Appellate Authority.

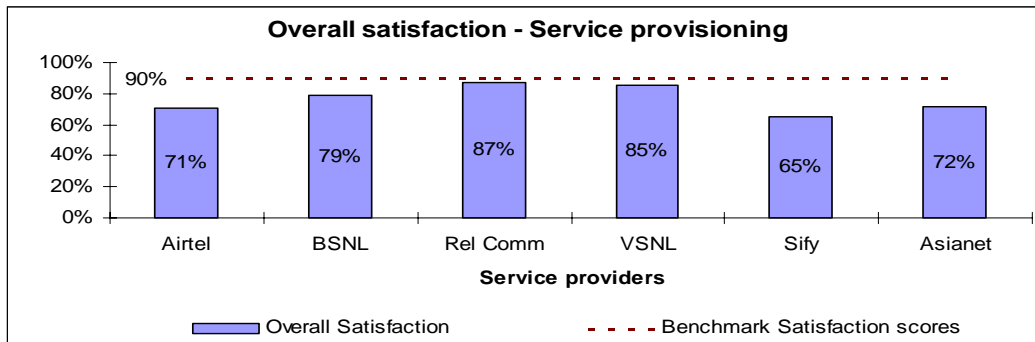
4.3 Summary of the Survey module for Broadband Operators in the Kerala circle

Satisfaction level of subscribers with various parameters of Broadband service:

S. N.	Customer Perception of Services	B'mark	Airtel	BSNL	RCOM	VSNL	Sify	Asianet
1	% subscribers satisfied with the provision of service	>90%	71%	79%	87%	85%	65%	72%
2	% subscribers satisfied with the billing performance (Prepaid customers)	>90%	68%	Low Base		67%	Low Base	73%
3	% subscribers satisfied with the Billing performance (Postpaid customers)	>90%	69%	72%	75%	75%	Low Base	68%
4	% subscribers satisfied with help services	>85%	63%	66%	69%	69%	67%	63%
5	% subscribers satisfied with network performance, reliability and availability	>85%	68%	70%	71%	75%	67%	66%
6	% subscribers satisfied with maintainability	>85%	63%	62%	61%	54%	67%	61%
7	Overall level of customer satisfaction	>85%	67%	68%	65%	66%	63%	66%
8	% subscribers satisfied with offered supplementary services	>85%	74%	72%	69%	76%	Low Base	69%

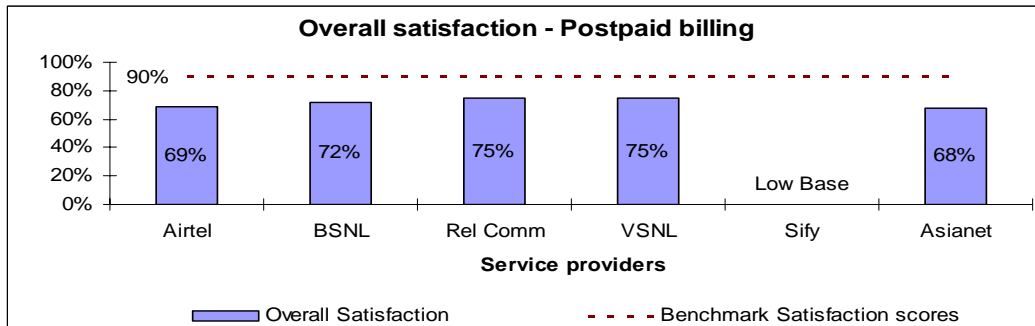
None of the operators of broadband service meet the TRAI benchmark on any of the parameters.

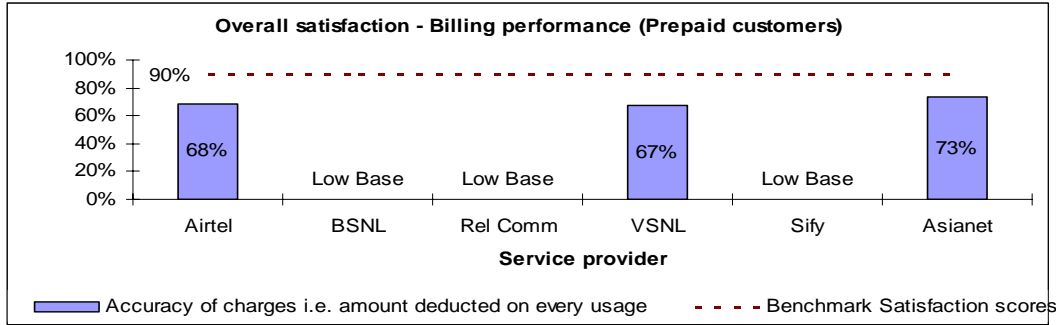
Service Provision (Benchmark – 90%)



RCOM & VSNL lead subscriber satisfaction level at 87% and 85% respectively for service provisioning aspect. Sify lags behind other service providers with a satisfaction level of 65% (however, it should be noted that the sample size for Sify is quite low).

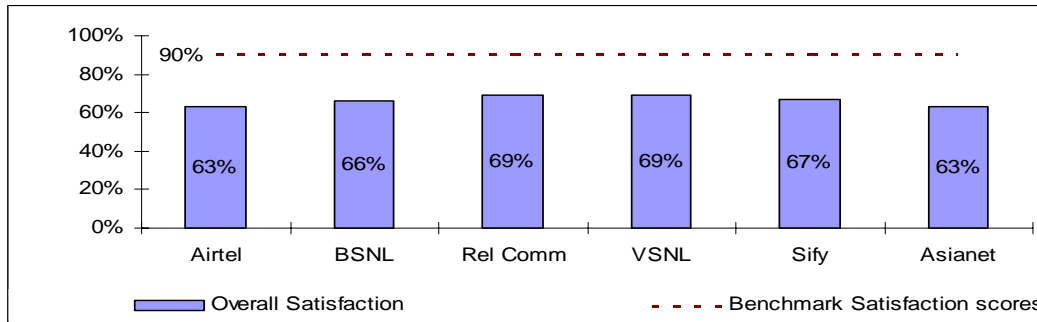
Billing performance (Benchmark – 90%)





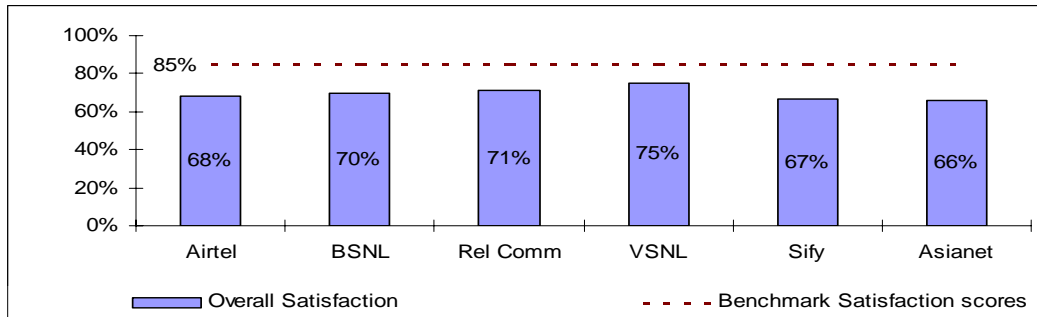
RCOM and VSNL lead the way on level of satisfaction with billing performance for postpaid subscribers with a satisfaction level of 75% while Asianet outshines other operators on billing performance for prepaid customers with a satisfaction level of 73%. However, all the operators fall way below the TRAI benchmark of 90%.

Help Services (Benchmark – 90%)



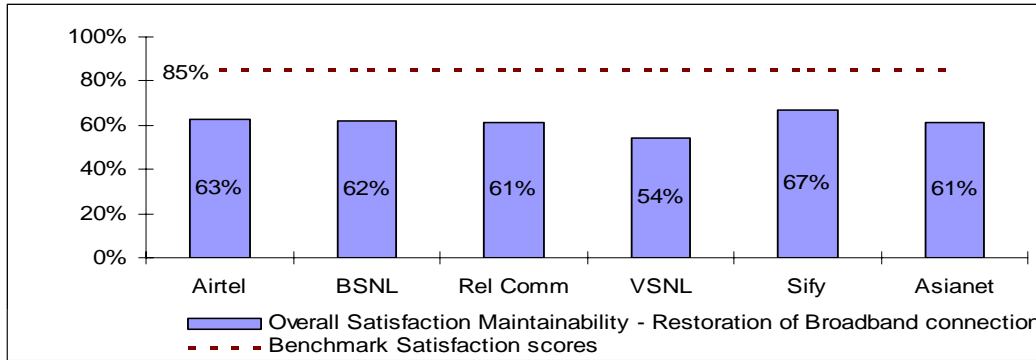
Satisfaction level of subscribers with help services is quite low across all operators with scores ranging from 63% to 69%.

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



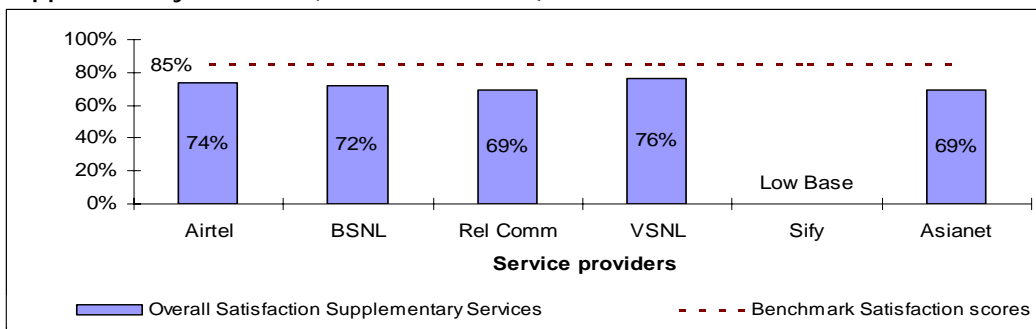
All the operators lie in the range of 66% to 75% on this parameter way below the benchmark figure of 85%. For providing quality broadband service, there is a definite need for improvement for all the operators on this aspect.

Maintainability (Benchmark - 85%)



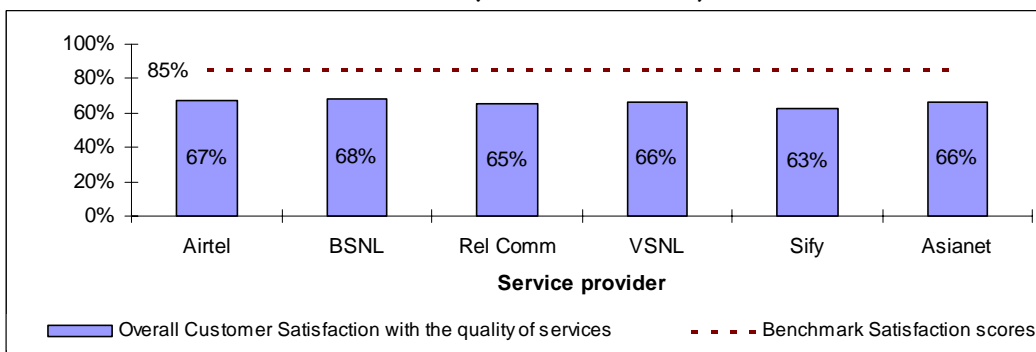
The scores range from 54% to 67% on this parameter. VSNL is lagging way behind other operators at 54% satisfaction level while Sify (should be kept in mind that sample size covered is too low) leads the pack with a subscriber satisfaction level of 67%. However, as observed with other parameters, the satisfaction level scores across this parameter too fall way below the TRAI benchmark of 85%.

Supplementary Services (Benchmark - 85%)



VSNL leads the way with a subscriber satisfaction level of 75% with supplementary services offered followed closely by Airtel at 74%. However RCOM and Asianet lag behind other operators in this regard with a satisfaction level of 69%. The scores across this parameter too do not come anywhere near to attaining the TRAI benchmark of 85%.

Overall level of customer satisfaction (Benchmark - 85%)



None of the operators is meeting the benchmark on overall level of satisfaction. All the operators have an overall subscriber satisfaction level in the range of 63% to 68%.

4.3.1 Consumer Protection and Grievance Scores for the Broadband survey

Redressal Mechanism

S. N.	Sub-parameters	Airtel	BSNL	RCOM	VSNL	Sify	Asianet
1	Awareness of three stage grievance mechanism	76%	69%	94%	94%	Low Base	73%
2	Provision of Manual of Practice containing terms and conditions of service, grievance redressal mechanism etc	69%	0%	38%	40%	Low Base	65%
3	For pre-paid customers, awareness about item-wise call charge details on request	53%	Low Base		45%	Low Base	51%
4	If aware (for pre-paid customers), ever denied of item wise usage charge details for pre-paid connection	8%	7%	9%	9%	Low Base	13%

The awareness of three stage redressal mechanism is the highest amongst RCOM and VSNL subscribers at 94%. BSNL at 69% scores relatively low on awareness of three stage grievance mechanism. As high as 69% and 65% Asianet subscribers were given the manual of practice while taking a broadband connection. None of the BSNL subscribers were provided with the manual of practice at the time of taking a new connection. The awareness of item-wise call charge details varies from 45% to 53% across all service providers. 7% to 13% subscribers across all service providers claim that they have been denied item wise usage details.

Stage 1: Call Center

S. N.	Sub-parameter	Airtel	BSNL	RCOM	VSNL	Asianet
1	Awareness of Call center for redressing grievances	72%	68%	94%	95%	72%
2	Penetration of consumers made any complaints to the toll free number within last 6 months	11%	4%	4%	3%	9%
3	Call center informing about the action taken on complaints	90%	100%	83%	89%	85%
4	Resolution of complaint by customer care within 4 weeks of lodging complaint	48%	30%	48%	29%	82%
5	Percentage satisfied with the complain resolution by call center	56%	58%	47%	63%	59%

*Sample for Sify quite low

95% of VSNL and 84% of RCOM subscribers are aware of the presence of Call center in Kerala. Awareness of call centre remains relatively low amongst Airtel, Asianet and BSNL subscribers. 11% of the total Airtel subscribers who are aware of the call center have lodged a complaint regarding their services. Only 3% of TATA subscribers, who are aware, have lodged a complaint with the call center. For BSNL, in 100% of the cases, the subscribers have been notified by the call center about the action taken on their complaints. RCOM lags behind on this aspect with a score of 83%. However, only 29% of VSNL and 30% of BSNL subscribers claim that their complaint was resolved within four weeks. Airtel and RCOM perform the best on this aspect, but the scores are very low with only 48% subscribers saying that their complaint was resolved with 4 weeks. RCOM scores the lowest on satisfaction with complaint resolution by call center at 47% while VSNL performs relatively the best among all operators with a score of 63%.

Stage 2: Nodal Officer

S. N.	Sub-parameter	Airtel	BSNL	RCOM	VSNL	Sify	Asianet
1	Awareness of Nodal officer for redressing grievances	16%	11%	11%	9%	15%	16%
2	Awareness of contact details of Nodal officer	19%	13%	13%	14%	5%	21%
3	Penetration of consumers made any complaints to the Nodal officer for unresolved complaints from Call center	2%	3%	9%	3%	0%	2%

The awareness of the existence as a second level of resolution of complaints is quite low amongst subscribers with only 9% to 16% of all subscribers across various service providers saying that they are aware of the nodal officer. Out of those who are aware, only 5% to 21% subscribers are aware of the contact details of the nodal officer. Only a handful of subscribers across all service providers have lodged a complaint with the Nodal officer.

Stage 3: Appellate Authority

S. N.	Sub-parameter	Airtel	BSNL	RCOM	VSNL	Sify	Asianet
1	Awareness of Appellate authority for redressing grievances	9%	3%	3%	2%	0%	6%

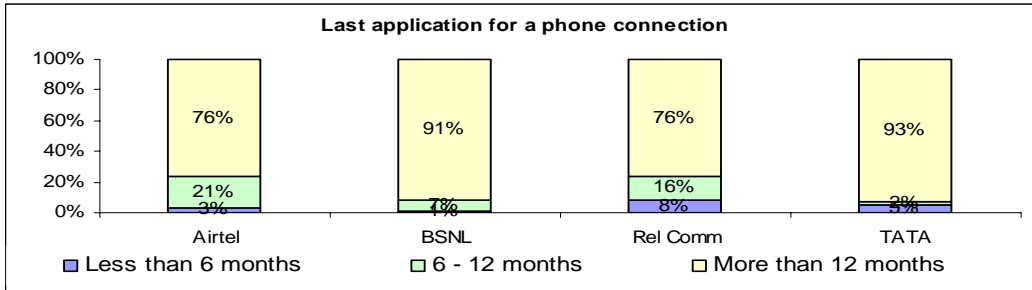
Only 2% - 9% of all the subscribers across various service providers are aware of the appellate authority.

5.1 Detailed Findings – Basic Wireline

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

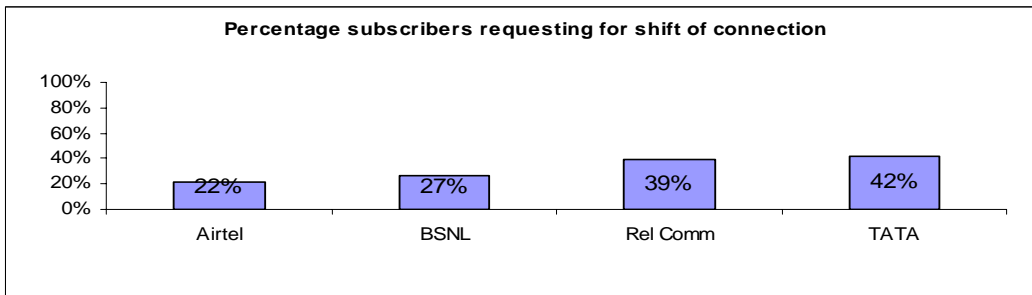
5.1.1 Service Provision sub-aspects

a. Last application for a phone connection:



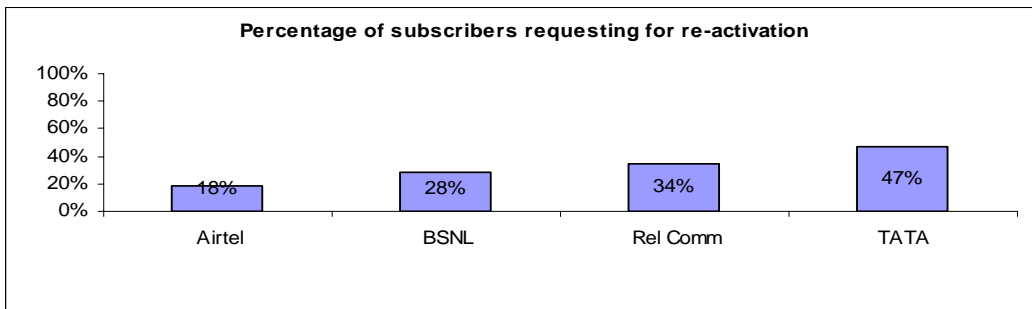
Only 7% TATA and 9% BSNL subscribers have taken a new connection in the last 12 months. The same is as high as 24% for both Airtel and RCOM.

b. Request for shifting the connection



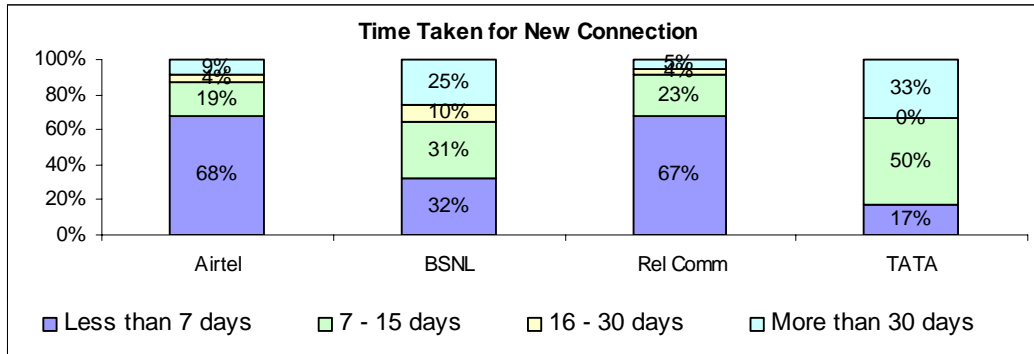
As expected, the Percentage for the request for shifting the wireline connection is quite low for all the service providers. It is highest for TATA at 42%.

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



The percentage of requisition for re-activation, if the connection is temporarily deactivated is also quite low for all the services providers. It is highest for TATA at 47% and lowest for Airtel at 18%.

d. Time taken for activation of new connection:



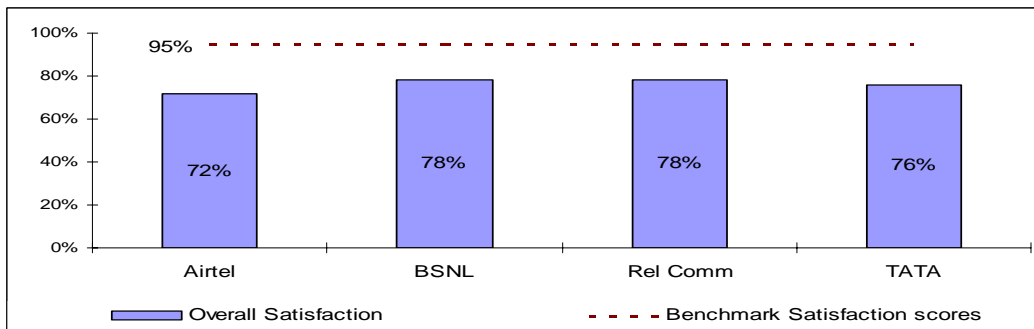
68% Airtel and 67% RCOM subscribers claim that their new connection was activated in less than 7 days of applying for it. However, only 17% of the TATA subscribers claim that their connection was activated within less than 7 days.

Satisfaction on sub-aspects of service provision:

Satisfaction with Service Provision	Airtel	BSNL	Rel Comm	TATA
Satisfaction with new connection	71%	71%	71%	67%
Satisfaction with shifting	73%	80%	82%	77%
Satisfaction with re-activation	72%	79%	80%	77%
Overall Satisfaction	72%	78%	78%	76%

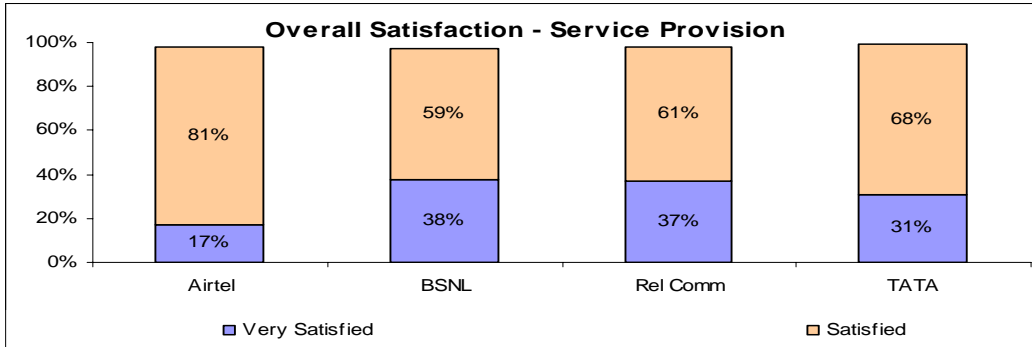
In general, RCOM and BSNL have scored better than Airtel and TATA on satisfaction with sub-aspects of service provision.

Overall Satisfaction with service provisioning



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

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	TATA
Very Satisfied	17%	38%	37%	31%
Satisfied	81%	59%	61%	68%
Percentage subscribers satisfied	98%	97%	98%	99%



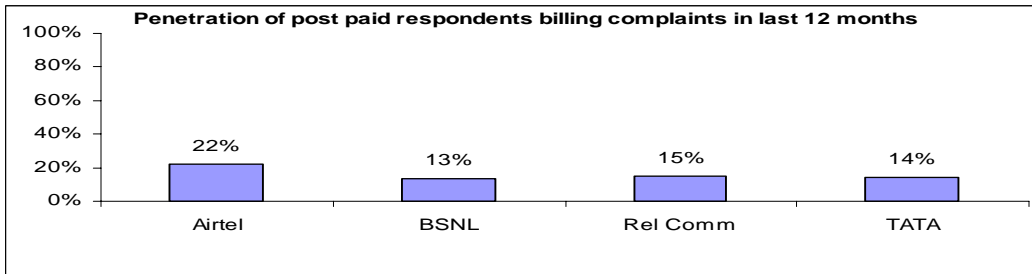
Across all operators, 97% to 99% subscribers claim to be either “satisfied” or “very satisfied” with the service provisioning aspect.

5.1.2 Billing Related sub-aspects

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

Post-paid Subscribers

a. Percentage of Billing Complaints



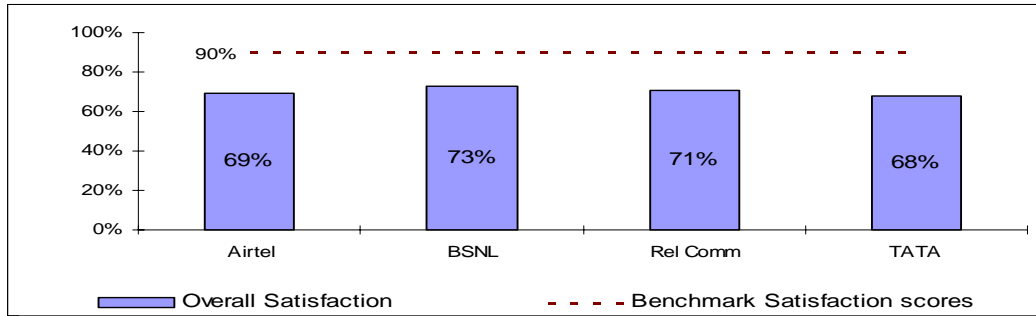
The Percentage of postpaid subscribers making billing complaints is most for Airtel with 22% subscribers making a billing complaint. For all other operators, the score ranges from 13% to 15%.

b. Satisfaction with various billing parameters

Satisfaction with Billing Parameters	Airtel	BSNL	Rel Comm	TATA
Timely delivery of bills	71%	79%	74%	70%
Accuracy of bills	69%	73%	71%	70%
Process of resolution of billing complaints	58%	61%	53%	41%
Clarity i.e. transparency and understandability of bills	70%	68%	71%	69%
Overall Satisfaction	69%	73%	71%	68%

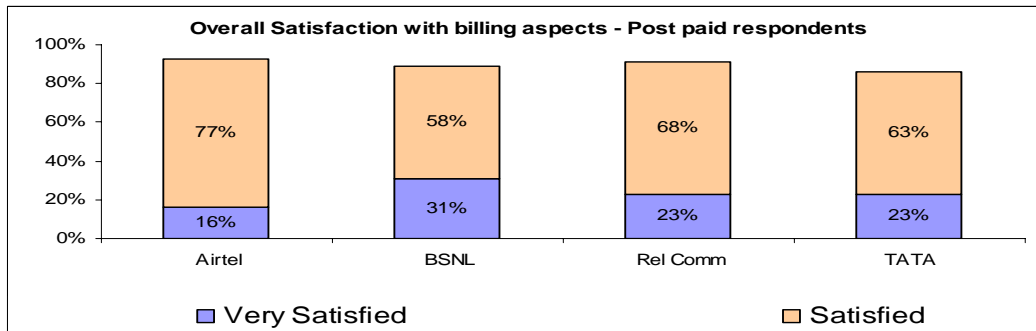
As far as timely delivery of bills is concerned, BSNL leads the way with a score of 79%. Process of resolution of billing complaints is the pain point across all the operators for postpaid customers. The score varies from 41% for TATA to 61% for BSNL.

Level of satisfaction with Billing – Post paid subscribers:

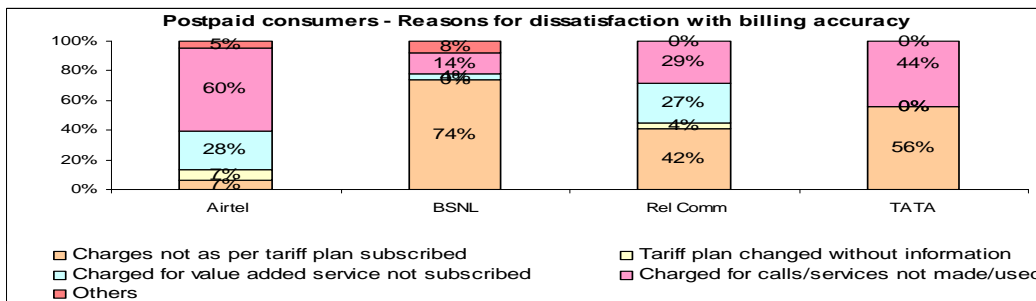


The scores of level of satisfaction have been explained in the executive summary.

<u>Overall Very Satisfied & Satisfied scores</u>	Airtel	BSNL	Rel Comm	TATA
Very Satisfied	16%	31%	23%	23%
Satisfied	77%	58%	68%	63%
Percentage subscribers satisfied	93%	89%	91%	86%



Interestingly for BSNL as high as 31% subscribers claim that they are very satisfied with billing performance. For all the service providers more than 85% of subscribers claim that they are either very satisfied or satisfied with billing performance



The two major pain points of postpaid subscribers are they are charged not as per the tariff plan and are charged for calls / services not made / used

Pre-paid Subscribers

a. Satisfaction with Billing Parameter

For Prepaid customers -	Rel Comm
Satisfaction with accuracy of charges on every usage	75%

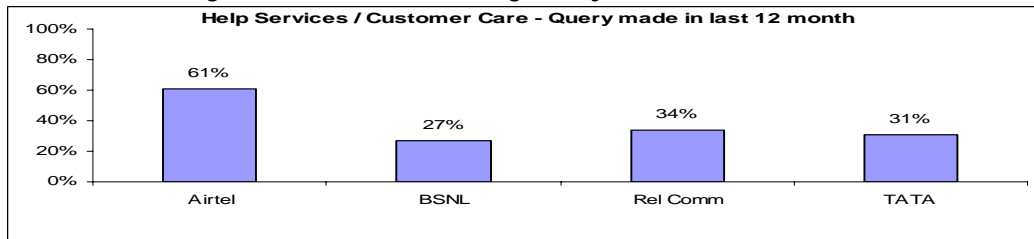
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	Rel Comm
Very Satisfied	39%
Satisfied	48%
Percentage subscribers satisfied	87%

For prepaid customers, 87% of RCOM customers are either very satisfied or satisfied with the service. The total subscriber base of prepaid subscribers is quite low for Airtel, BSNL and TATA.

5.1.3 Help Services Related sub-aspects

a. Percentage of subscribers making Query in last 12 months



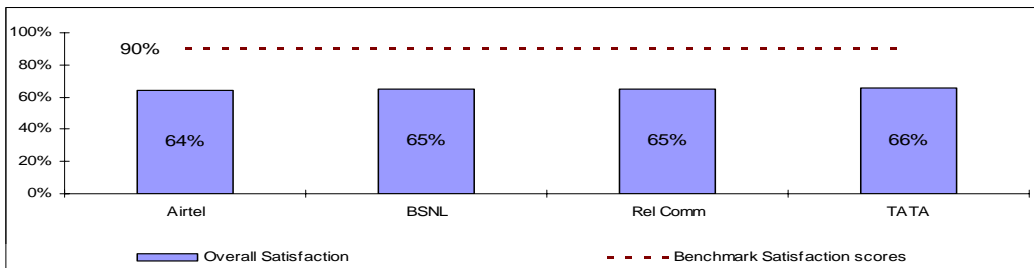
As far as Customer Care services are concerned, 61% of Airtel subscribers have made a query in the last 12 months. For BSNL only 27% of subscribers have claimed that they have made query in last six months

b. Satisfaction with Help Services / Customer Care

Satisfaction with Help Services / Customer Care	Airtel	BSNL	RCOM	TATA
Ease of access of call center toll free number	53%	65%	59%	68%
Response time to answer call by customer care executive	66%	67%	67%	67%
Problem solving ability of customer care executive	69%	65%	67%	64%
Time taken by customer care executive in resolving complaints	69%	63%	67%	65%
Overall Satisfaction	64%	65%	65%	66%

All the sub aspects under help service have satisfaction scores less than 70% for all operators. Airtel and RCOM score relatively low on ease of access of call center toll free number.

Level of satisfaction with Help services:



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

<u>Overall Very Satisfied & Satisfied scores</u>	Airtel	BSNL	Rel Comm	TATA
Very Satisfied	12%	7%	11%	13%
Satisfied	68%	83%	74%	75%
Percentage subscribers satisfied	80%	90%	85%	88%

For Help Services / Customer Care, Airtel scores relatively low with an overall satisfaction of 80%. BSNL scores the best with a score of 90% on the same.

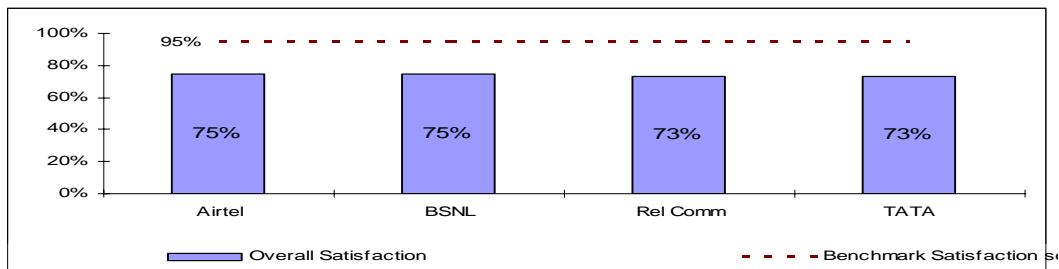
5.1.4 Network performance, reliability and availability related sub-aspects

a. Satisfaction with network performance, reliability and availability

<u>Satisfaction Scores</u>	Airtel	BSNL	Rel Comm	TATA
Availability of working telephone (with dial tone)	73%	74%	73%	73%
Ability to make or receive calls easily	74%	74%	72%	71%
Voice quality	76%	76%	75%	75%
Overall Satisfaction	75%	75%	73%	73%

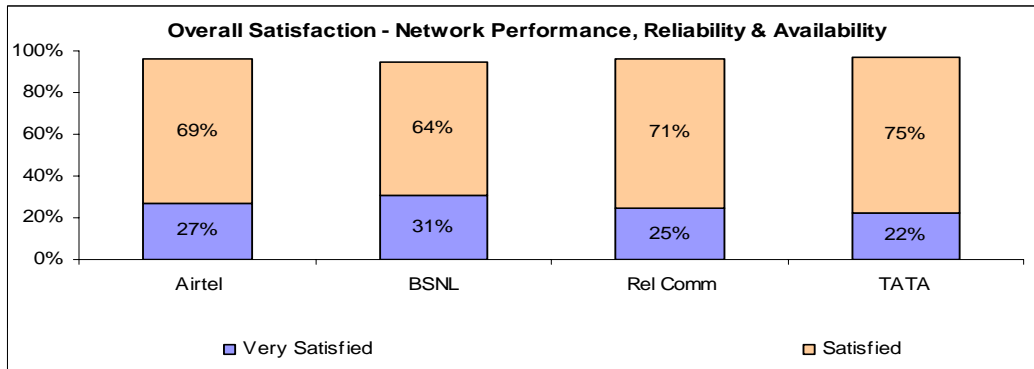
There is not much difference on network related aspects amongst operators with all of them scoring in the range of 70% to 76% for all the sub parameters.

Level of satisfaction with Network performance:



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

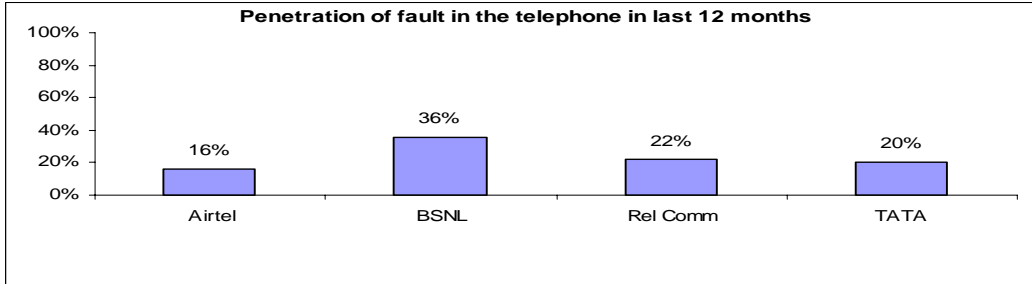
<u>Overall Very Satisfied & Satisfied scores</u>	Airtel	BSNL	Rel Comm	TATA
Very Satisfied	27%	31%	25%	22%
Satisfied	69%	64%	71%	75%
Percentage subscribers satisfied	96%	95%	96%	97%



The top 2 box satisfaction score of all operators lie in the range of 95% (BSNL) to 97% (TATA).

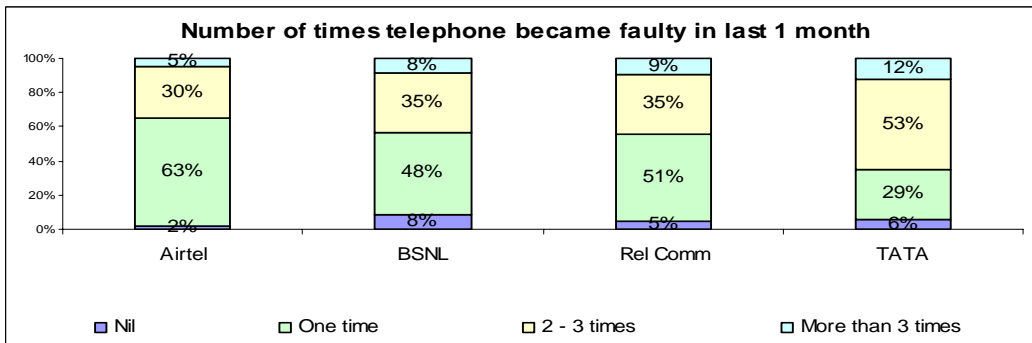
5.1.5 Maintainability related sub-aspects

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



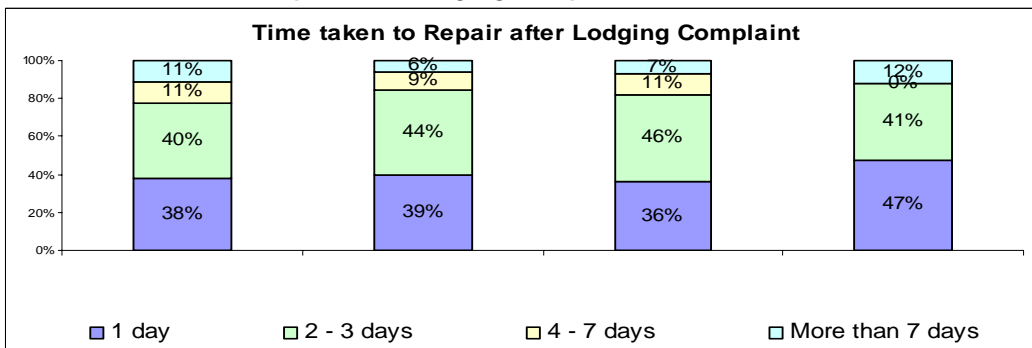
The chart above clearly shows penetration of fault in the telephone in last 12 months is most amongst BSNL customers at 36%. Airtel relatively has the lowest number of subscribers experiencing faults.

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



When it comes to comparing number of times the subscriber's telephone became faulty out of the base of the subscriber who have faced any problem in their connection in the last 12 months, more than 60% of TATA customers have faced problem one or more time in last 1 month. More than 1/3rd of BSNL and RCOM subscribers have faced problem in their telephone line two or more than two times.

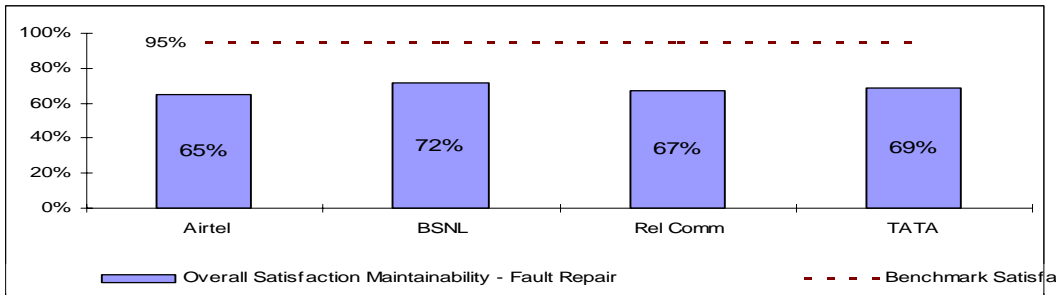
c. Time taken to repair after lodging complaint



As far as time taken to repair is concerned, as high as 12% TATA and 11% Airtel subscribers claimed that it took the operator more than 7 days to repair the fault.

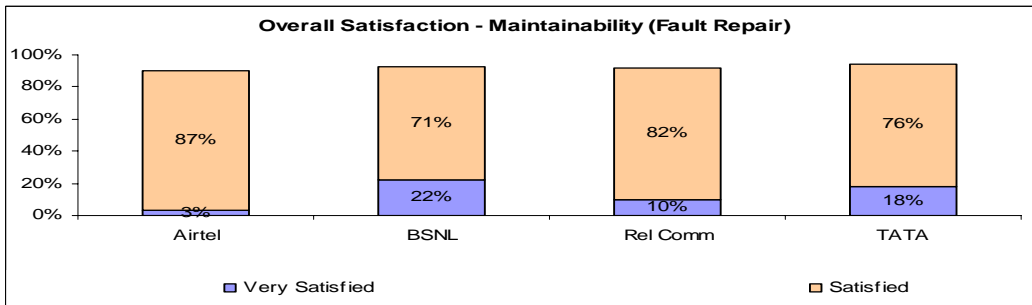
d. Satisfaction with Maintainability parameters

Level of satisfaction with Maintainability:



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

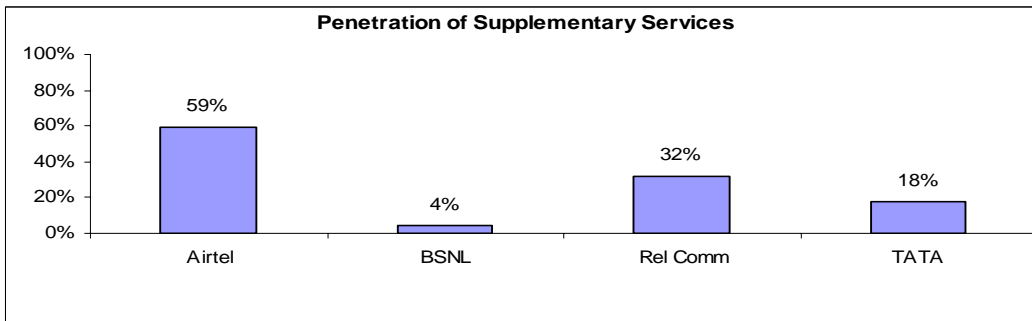
Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	TATA
Very Satisfied	3%	22%	10%	18%
Satisfied	87%	71%	82%	76%
Percentage subscribers satisfied	90%	93%	92%	94%



As far as percentage of total satisfied subscribers with the maintainability aspects is concerned, 22% of BSNL subscribers are 'Very Satisfied' with it whereas the percentage of total satisfied subscribers for all operators ranges from 90% to 94%.

5.1.6 Supplementary services

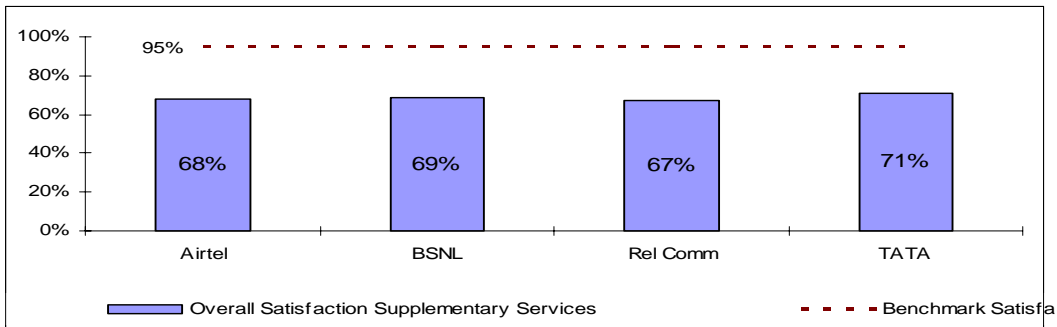
a. Percentage of subscribers opting for Supplementary Services



The penetration of supplementary services is quite low across all the service providers except Airtel.

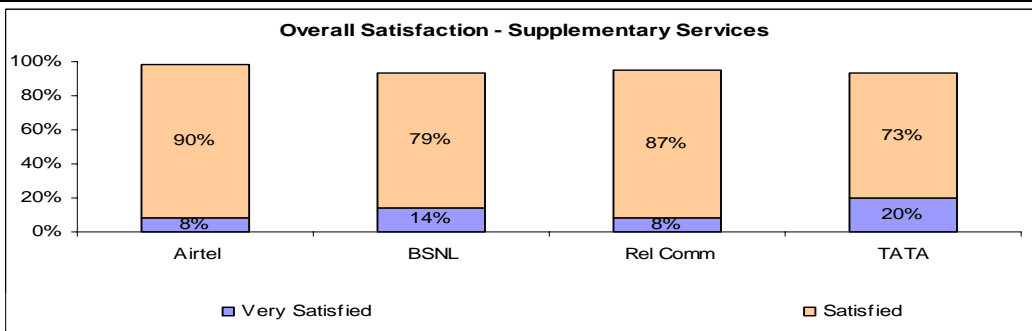
b. Satisfaction with Supplementary Services

Level of satisfaction with supplementary services



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

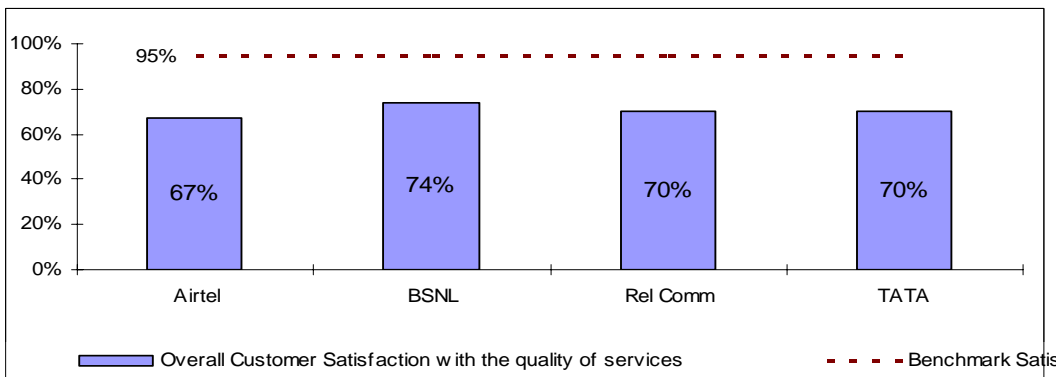
Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	TATA
Very Satisfied	8%	14%	8%	20%
Satisfied	90%	79%	87%	73%
Percentage subscribers satisfied	98%	93%	95%	93%



The total satisfaction percentage is 98% for Airtel subscribers whereas it is 95% for RCOM subscribers. TATA and BSNL lag behind on this aspect with a satisfaction score of 93%.

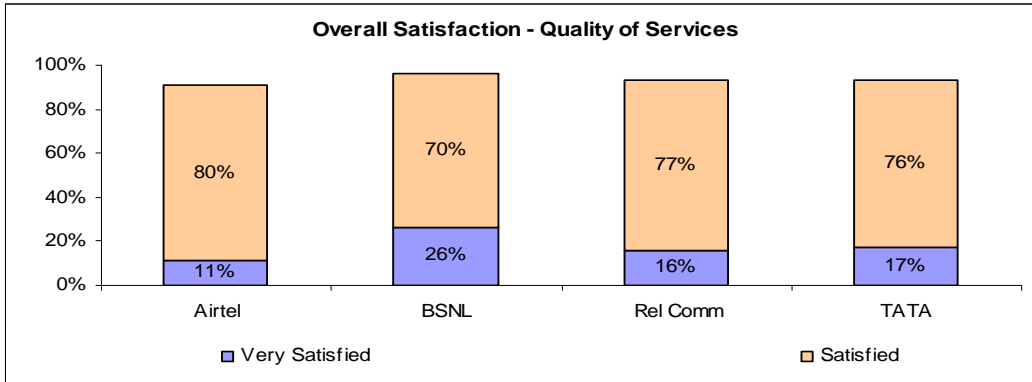
5.1.7 Overall Customer Satisfaction

Level of satisfaction with Quality of Service (Overall):



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

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	TATA
Very Satisfied	11%	26%	16%	17%
Satisfied	80%	70%	77%	76%
Percentage Subscribers Satisfied	91%	96%	93%	93%



As far as overall customer satisfaction with the 'Quality of Services' is concerned, more than 90% of subscribers for all the service providers claim that they are either satisfied for very satisfied with Quality of service. Interestingly, more than 1/4th of subscribers for BSNL claim that they are very satisfied with QoS.

5.1.8 Redressal Mechanism

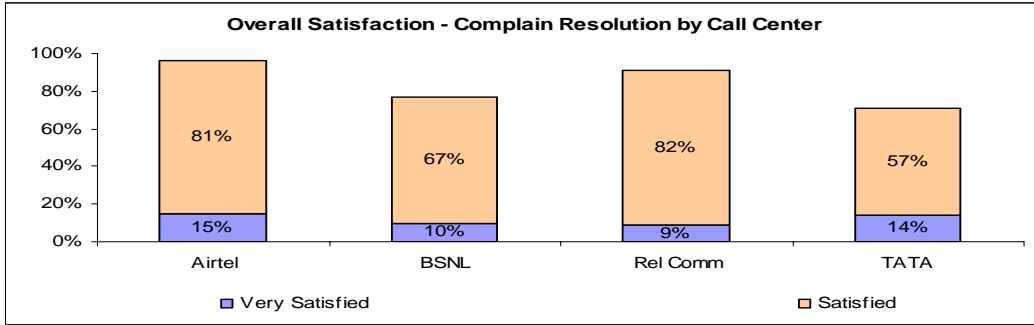
Stage 1: Customer Care	Airtel	BSNL	Rel Comm	TATA
Penetration - Complains made to customer care within last 6 months	21%	9%	6%	10%
Customer care informing about the action taken on the complaint	94%	90%	91%	88%
Resolution of complaint by customer care within 4 weeks of lodging complaint	28%	60%	68%	50%
If lodged a complaint, provisioning of docket number:				
- No docket number received even on request	3%	18%	12%	13%
- No docket number received for most of the complaints	13%	22%	9%	13%
- Docket number received for most of the complaints	81%	60%	76%	63%

The table given above depicts that percentage of people making complaints to customer care has remained low for all the service providers in Kerala circle. Also, for all the service providers more than 85% the customers who have made complaint in the past three months were informed about the action taken by the customer care officer. However, the resolution of complaints by the call center within four weeks is lowest for Airtel at 28%. Also, only 60% BSNL and 63% TATA subscribers were given a docket number for most of their complaints.

Satisfaction with complain resolution by call center	Airtel	BSNL	Rel Comm	TATA
Satisfaction with the resolution of complaints by call center	70%	62%	66%	62%

Satisfaction levels with the resolution of complaints by the call center are above 60% for all the service providers. It is observed to be highest for Airtel at 70% and lowest for BANL & TATA at 62%.

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	TATA
Very Satisfied	15%	10%	9%	14%
Satisfied	81%	67%	82%	57%
Percentage Subscribers Satisfied	96%	77%	91%	71%



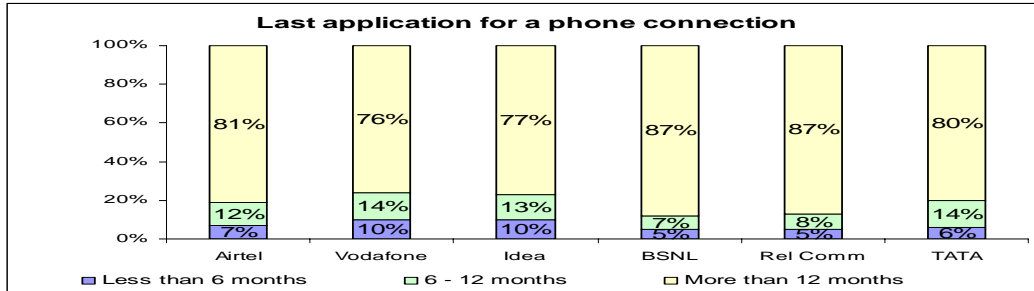
As high as 96% of subscribers who had made complaint in the past six months for Airtel were satisfied with the resolution of complaints by call centre, whereas the same was 71% for TATA

5.2 Detailed Findings – Cellular Mobile Services

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

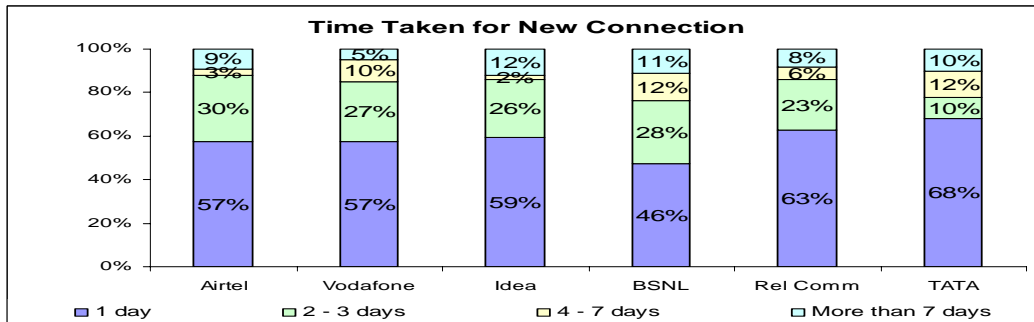
5.2.1 Service Provision

a. Last application for a phone connection:



Only one out of every 20 BSNL and RCOM subscribers contacted for the purpose of this survey has taken their connection in the last 12 months.

b. Time taken for activation of new connection:



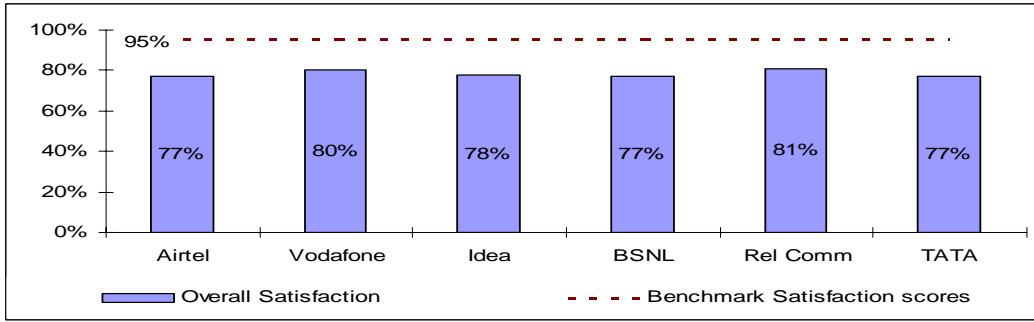
2 out of every 3 TATA subscribers claim that their new connection was activated within 1 day of applying for it. However, only 46% of BSNL subscribers claim that their connection was activated within one day.

c. Satisfaction on sub-aspects of service provision:

Satisfaction with Service Provision	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Satisfaction with time taken to provide new connection	73%	75%	74%	73%	75%	75%
Satisfaction with re-activation	79%	83%	80%	79%	84%	78%
Overall Satisfaction	77%	80%	78%	77%	81%	77%

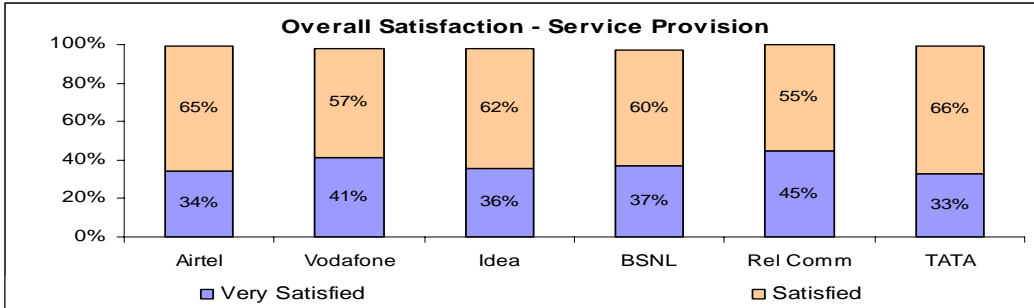
Satisfaction level of subscribers of all the service providers lies in the range of 73% to 75% with the time taken to get an activated connection. Satisfaction with time taken for re-activation of service is the highest for RCOM users at 84% followed closely by Vodafone subscribers at 83%.

Level of satisfaction with service provisioning:



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

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Very Satisfied	34%	41%	36%	37%	45%	33%
Satisfied	65%	57%	62%	60%	55%	66%
Percentage subscribers satisfied	99%	98%	98%	97%	100%	99%

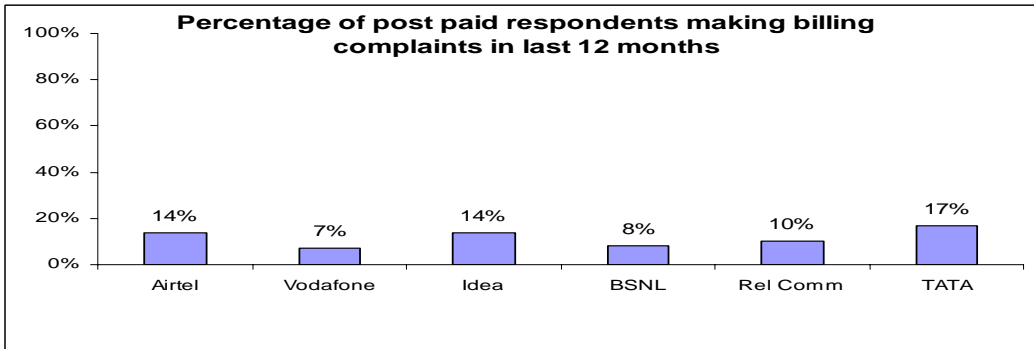


All the operators score in the range of 97% to 100% on satisfaction with service provisioning.

5.2.2 Billing Aspects

a. Postpaid subscribers:

i. Percentage of billing complaints



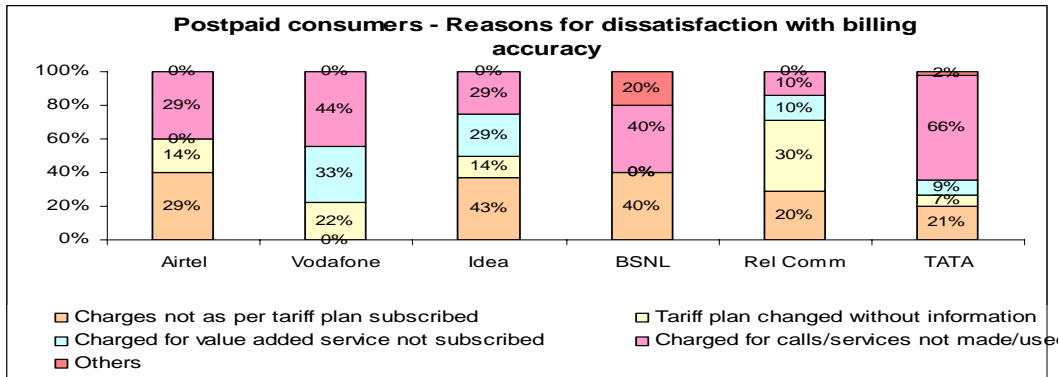
The Percentage of postpaid subscribers making billing complaints is quite low across all the operators. Maximum penetration is observed for TATA at 17% whereas lowest is for Vodafone at 7%.

ii. Satisfaction with various billing parameters

For Postpaid customers -	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Timely delivery of bills	77%	76%	76%	78%	75%	72%
Accuracy of bills	75%	73%	74%	77%	75%	66%
Process of resolution of billing complaints	47%	52%	64%	44%	59%	56%
Clarity i.e. transparency and understandability of bills	67%	70%	72%	71%	67%	69%
Overall Satisfaction	72%	72%	73%	75%	72%	69%

Generally, subscribers across most of the service providers have low levels of satisfaction with the process of resolution of complaints by various service providers, with BSNL being the lowest at 44%.

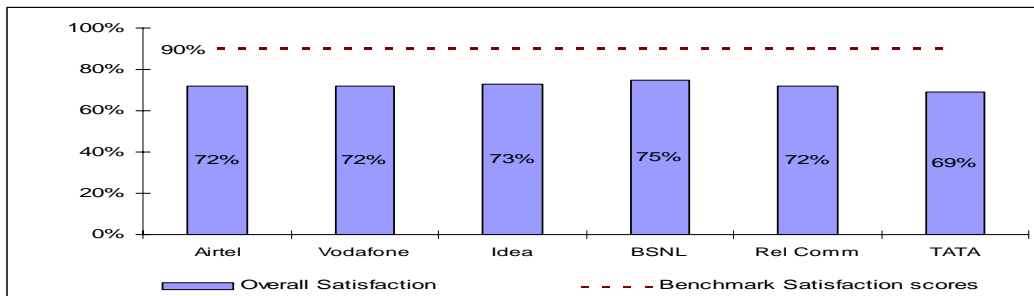
iii. Reasons for dissatisfaction with billing accuracy



Subscribers across all service providers have cited “charged for calls & service not made / used” and “charges not as per the tariff plans” as their two prime reasons for dissatisfaction with billing accuracy.

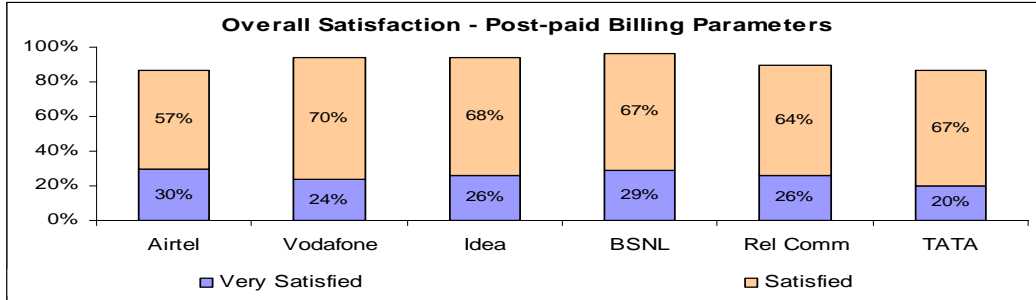
iv. Percentage of subscribers satisfied

Level of satisfaction with billing performance (Post paid customers)

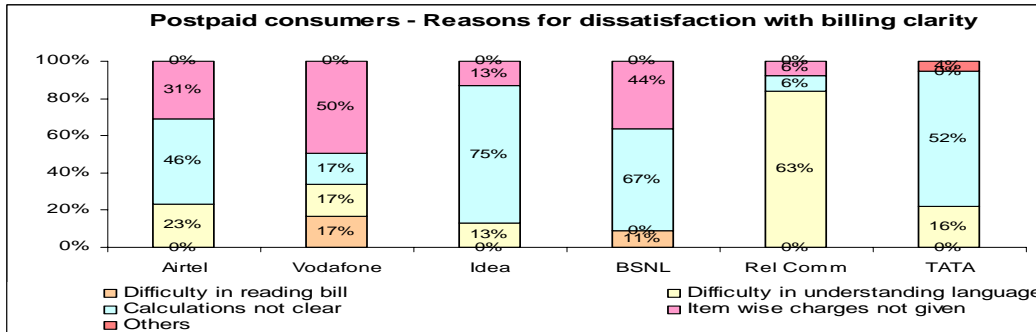


The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Very Satisfied	30%	24%	26%	29%	26%	20%
Satisfied	57%	70%	68%	67%	64%	67%
Percentage subscribers satisfied	87%	94%	94%	96%	90%	87%



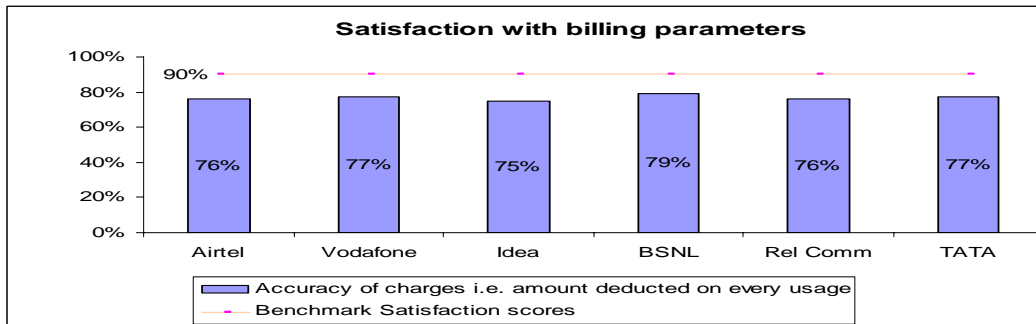
The top two box score is highest for BSNL at 96% for post paid billing satisfaction, whereas Airtel and TATA score relatively low at 87%.



“Calculations not clear” and “item wise charges not given” are the two major reasons of dissatisfaction with billing clarity.

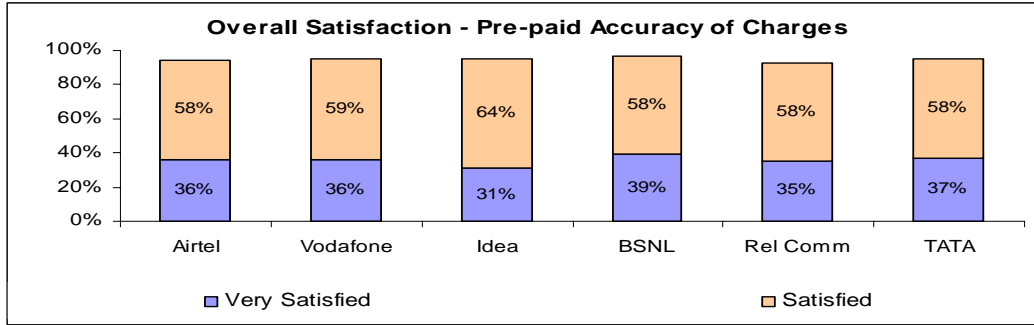
c. Prepaid subscribers:

Level of satisfaction with billing parameters (Prepaid customers):



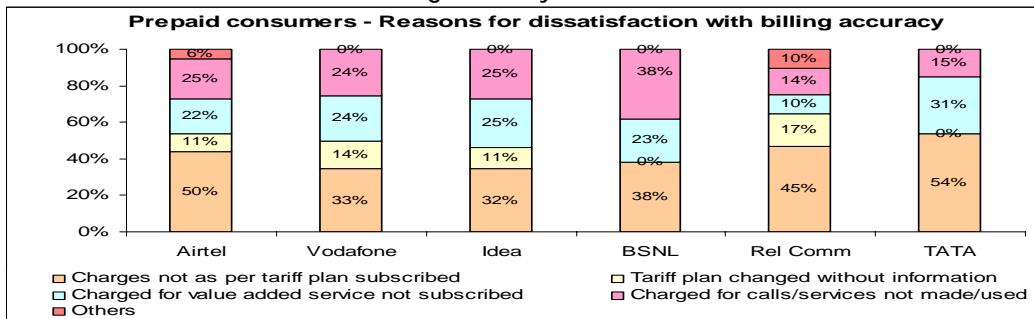
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Very Satisfied	36%	36%	31%	39%	35%	37%
Satisfied	58%	59%	64%	58%	58%	58%
Percentage subscribers satisfied	94%	95%	95%	97%	93%	95%



For prepaid subscribers, BSNL has the maximum number of satisfied subscribers with 97% of them saying that they are either "satisfied" or "very satisfied" with accuracy of charges levied. In general it is observed that prepaid subscribers claim to be more satisfied than post paid subscribers in Kerala circle when it comes to billing.

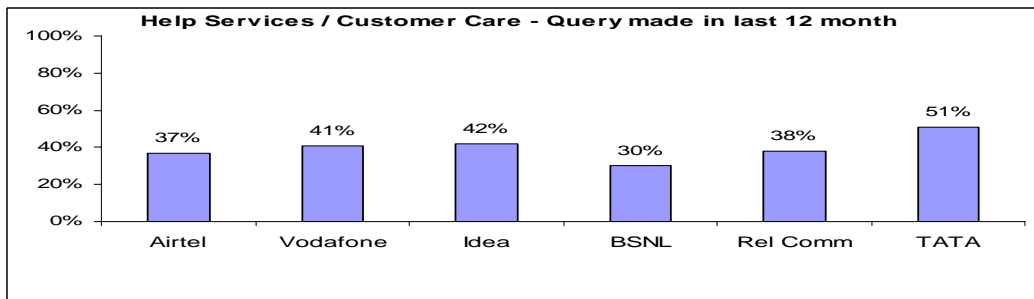
Reasons of dissatisfaction with billing accuracy:



The major reason of dissatisfaction for prepaid subscribers is the fact that they claim that the charges are not as per the tariff plan.

5.2.3 Help Services

a. Contacted customer care in last 12 months



Percentage of customers who have contacted customer care in the last 12 months is maximum for TATA at 51% and lowest for BSNL at 30%.

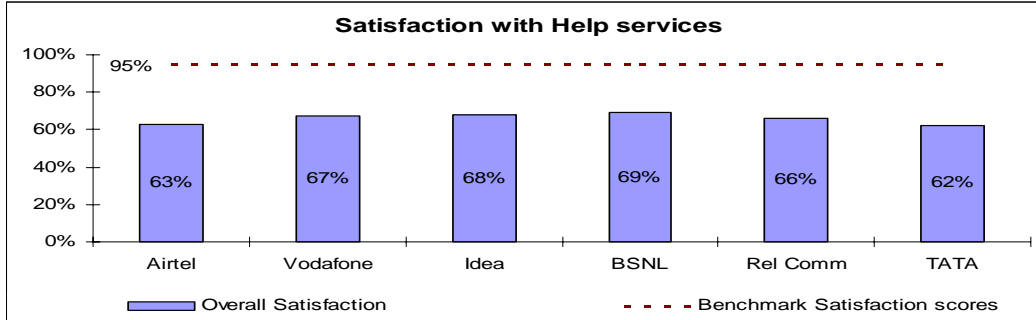
b. Level of satisfaction on various sub-aspects of help services

Satisfaction with Help Services / Customer Care	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Ease of access of call center toll free number	59%	61%	64%	65%	62%	53%
Response time to answer call by customer care executive	64%	69%	69%	71%	67%	63%
Problem solving ability of customer care executive	66%	69%	69%	70%	67%	67%
Time taken by customer care executive in resolving complaints	64%	69%	69%	71%	68%	67%
Overall Satisfaction	63%	67%	68%	69%	66%	62%

It is observed that Airtel and TATA subscribers are the most dissatisfied with the ease of access of toll free number of the call center. BSNL is observed to be performing quite well on all help services related sub aspects.

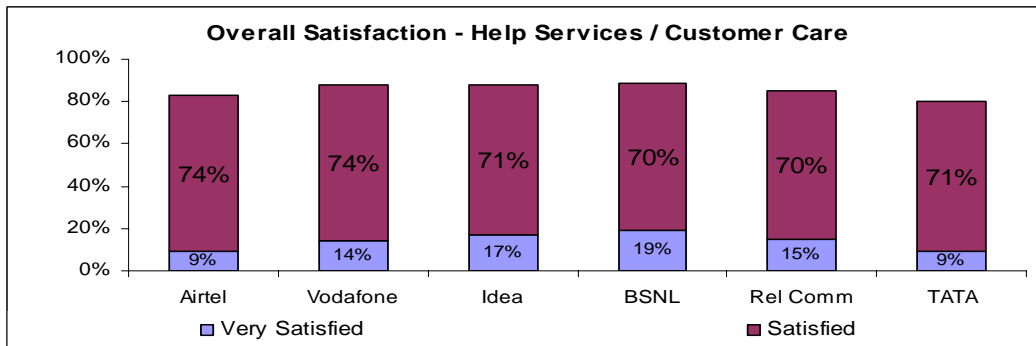
c. Percentage of subscribers satisfied

Level of satisfaction:



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

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Very Satisfied	9%	14%	17%	19%	15%	9%
Satisfied	74%	74%	71%	70%	70%	71%
Percentage subscribers satisfied	83%	88%	88%	89%	85%	80%



BSNL leads with a top 2 box score of 89%. Both Idea and Vodafone have a top two box score of 88%. TATA and Airtel need to improve on the score with only 80% and 83% of total subscribers claiming to be satisfied or very satisfied with help services

5.2.4 Network Performance, Reliability & Availability:

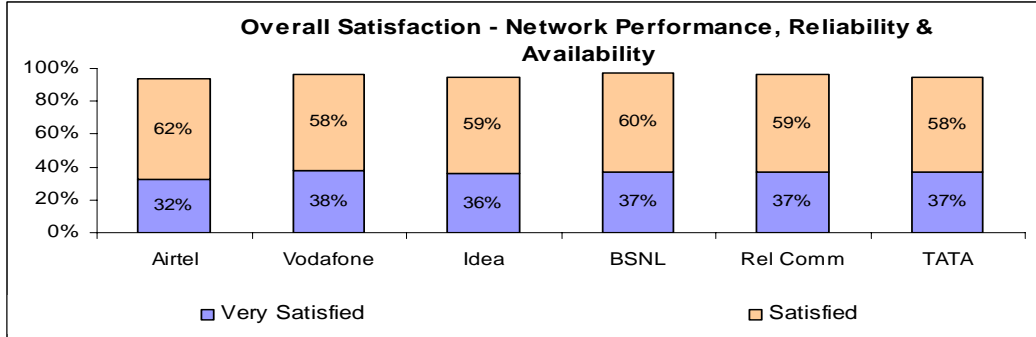
a. Level of satisfaction on various sub-aspects of network related parameters

Satisfaction Scores	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Availability of signal	75%	79%	77%	79%	78%	79%
Ability to make or receive calls easily	72%	74%	74%	74%	74%	73%
Voice quality	79%	81%	80%	81%	81%	80%
Overall Satisfaction	75%	78%	77%	78%	78%	78%

Airtel is observed to be lagging behind other operators in Kerala circle on Network performance. Level of satisfaction of ability to make or receive calls easily has the lowest satisfaction across all the sub-aspects of network related parameters.

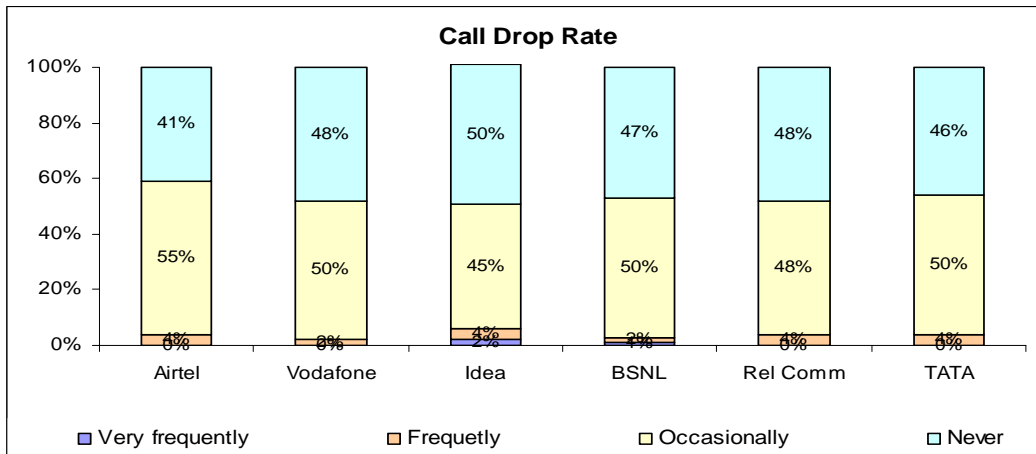
b. Percentage of subscribers satisfied with network related parameters

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Very Satisfied	32%	38%	36%	37%	37%	37%
Satisfied	62%	58%	59%	60%	59%	58%
Percentage subscribers satisfied	94%	96%	95%	97%	96%	95%



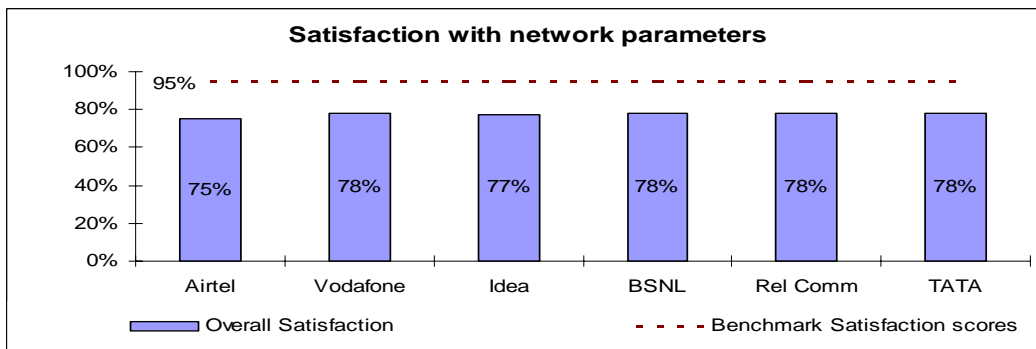
More than 30% subscribers met across all operators claim to be very satisfied with network performance in Kerala. Overall top two box score is lowest for Airtel at 94%.

c. Call drop rate:



Only 2% to 5% subscribers across all service providers experience call drops either frequently or very frequently.

Level of satisfaction:



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

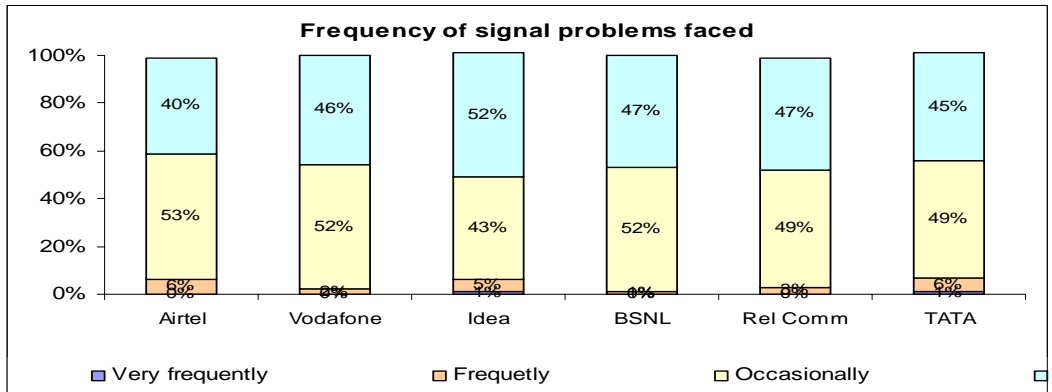
5.2.5 Maintainability:

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

Satisfaction - Maintainability	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Availability of signal	76%	80%	77%	81%	79%	75%
Restoration of signal problems	72%	78%	74%	79%	76%	74%
Overall Satisfaction Maintainability -	74%	79%	76%	80%	77%	75%

Airtel and TATA score relatively lower than other operators on maintainability related parameters. BSNL scores the highest on various sub aspects of maintainability with satisfaction level of 81% and 79% for availability of signal and restoration of signal problems respectively

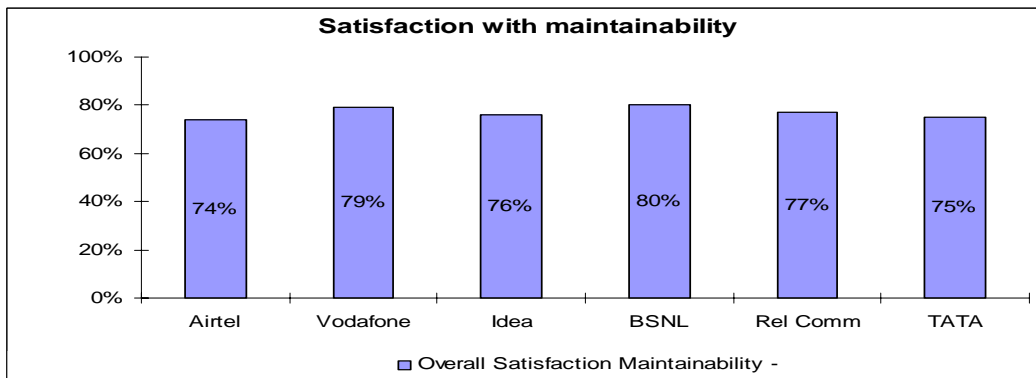
b. Frequency of signal problems faced:



As justified by low scores on maintainability aspects of Airtel and TATA, as high as 6% TATA and 7% Airtel subscribers have experienced signal problems either frequently or very frequently.

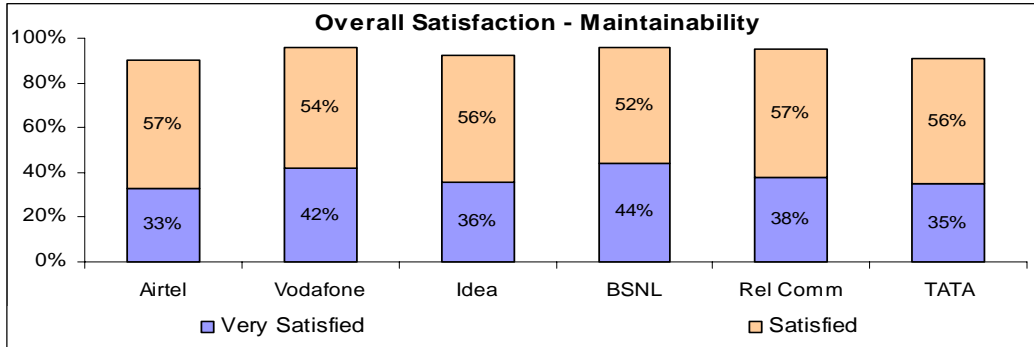
c. Percentage of subscribers satisfied with maintainability

Level of satisfaction with maintainability:



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

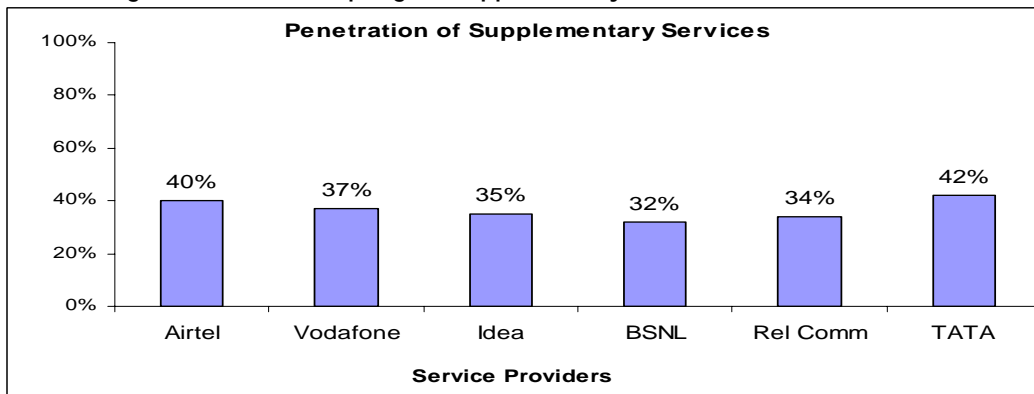
Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Very Satisfied	33%	42%	36%	44%	38%	35%
Satisfied	57%	54%	56%	52%	57%	56%
Percentage subscribers satisfied	90%	96%	92%	96%	95%	91%



Vodafone and BSNL at 96% emerge as top two service providers on subscriber satisfaction with maintainability. Airtel brings up the rear with 90% subscribers claiming that they are either “satisfied” or “very satisfied” with the maintainability aspects.

5.2.6 Supplementary services:

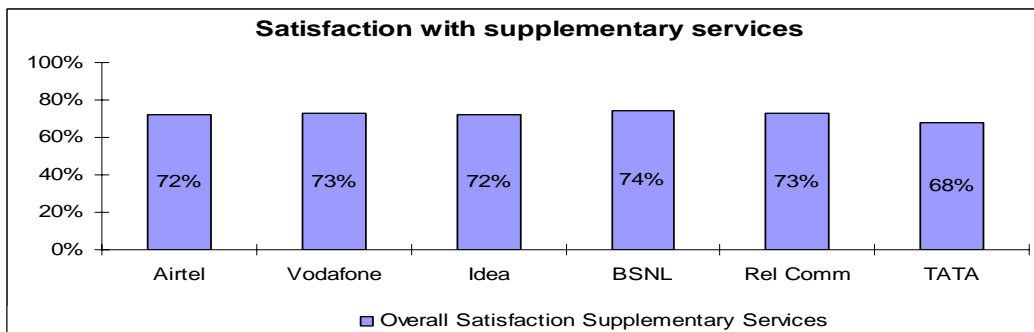
a. Percentage of subscribers opting for supplementary services:



The Percentage of subscribers using supplementary services such as call forwarding, call divert, voice mail, etc. is quite moderate for all service providers. The number ranges from to 32% for BSNL to 42% for TATA. The major usage of supplementary services could be among the higher strata of society and also the professionals' category.

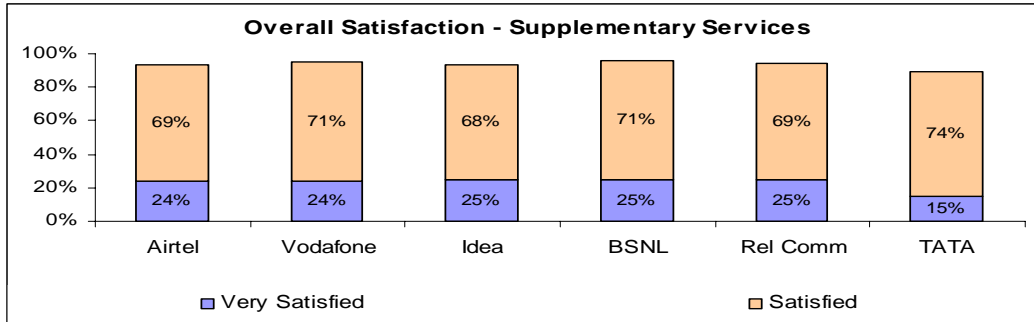
b. Percentage of subscribers satisfied with supplementary services:

Level of satisfaction with supplementary services:



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

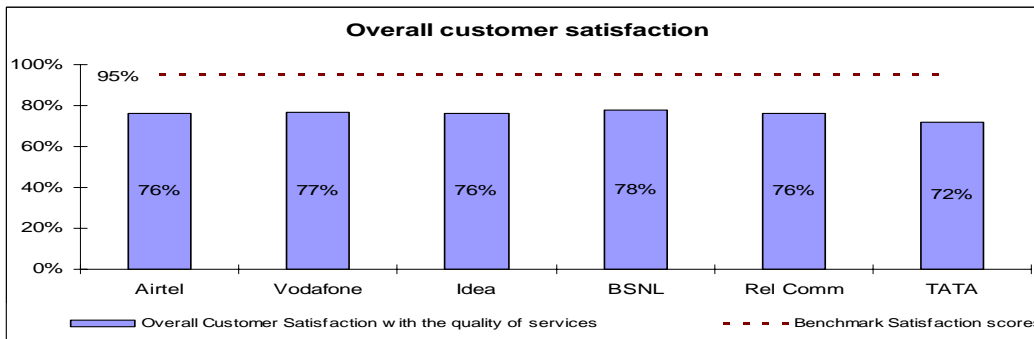
Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Very Satisfied	24%	24%	25%	25%	25%	15%
Satisfied	69%	71%	68%	71%	69%	74%
Percentage subscribers satisfied	93%	95%	93%	96%	94%	89%



Interestingly, only 15% TATA subscribers are “very satisfied” with quality of supplementary services provided. Also, BSNL emerges as the leader on this aspect with 96% of its subscribers saying that they are either “satisfied” or “very satisfied” with the supplementary services provided.

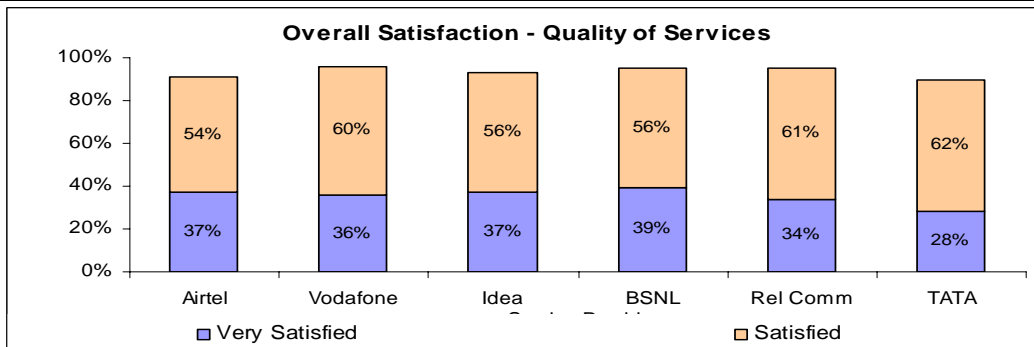
5.2.7 Overall percentage of subscribers satisfied:

Level of satisfaction with Quality of services (Overall):



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

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Very Satisfied	37%	36%	37%	39%	34%	28%
Satisfied	54%	60%	56%	56%	61%	62%
Percentage subscribers satisfied	91%	96%	93%	95%	95%	90%



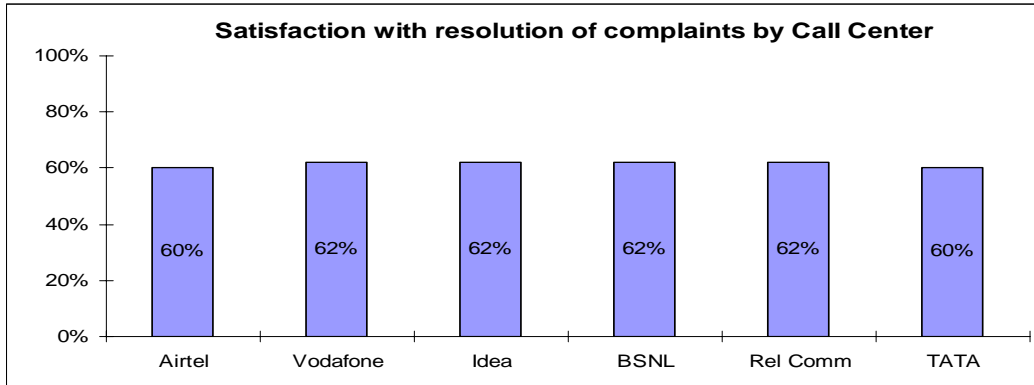
At least 90% subscribers for all the service providers claim that they are either satisfied or very satisfied with overall quality of services.

5.2.8 Three stage redressal mechanism:

a. Call Center:

<u>Stage 1: Customer Care</u>	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Made complain to the customer care within last 6 months	10%	8%	8%	6%	10%	16%
If lodged a complaint, provisioning of docket number:						
- No docket number received even on request	9%	9%	24%	9%	18%	10%
- No docket number received for most of the complaints	30%	24%	37%	29%	24%	18%
- Docket number received for most of the complaints	61%	65%	35%	59%	58%	72%
Customer care informing about the action taken on the complaint	86%	91%	82%	94%	89%	91%
Resolution of complaint by customer care within 4 weeks of lodging complaint	47%	41%	65%	49%	48%	21%

Only 6% BSNL subscribers have made a complaint to the call center in the last 6 months. The same is as high as 16% for TATA subscribers. Out of the subscribers who have made complaints to the call center, more than 25% of them claim that they did not receive a docket number for most of their complaints. The same is as high as 61% for Idea. In more than 80% of the cases across all service providers, the call center informed about the action taken on the complaints of the subscribers. Only 21% TATA subscribers claim that their complaints were resolved within 4 weeks. All the operators need significant improvement on this aspect.



The level of satisfaction with resolution of complaints by call center across all operators varies from 60% to 62% across all service providers.

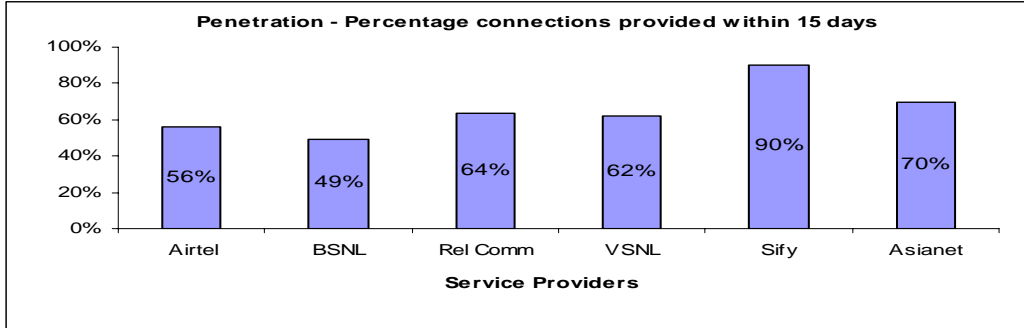
If dissatisfied with call center's complaint resolution, reasons for dissatisfaction:-	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Difficult to connect call center executive	31%	67%	36%	57%	57%	37%
Customer care executive not polite/courteous	0%	0%	9%	0%	7%	11%
Customer care executive not equipped with adequate information	25%	25%	27%	14%	14%	26%
Time taken by call center for redressal of complaint is too long	38%	8%	27%	14%	7%	5%
The customer care executive was unable to understand the problem	6%	0%	9%	0%	14%	0%

Difficulty in connecting to a call center executive, executive not equipped with adequate information and time taken by call center to address complaints are the major pain points across subscribers of all the service providers.

5.3 Detailed Findings – Broadband Services

5.3.1 Service Provision:

Incidence of provision of BB connection within 15 days



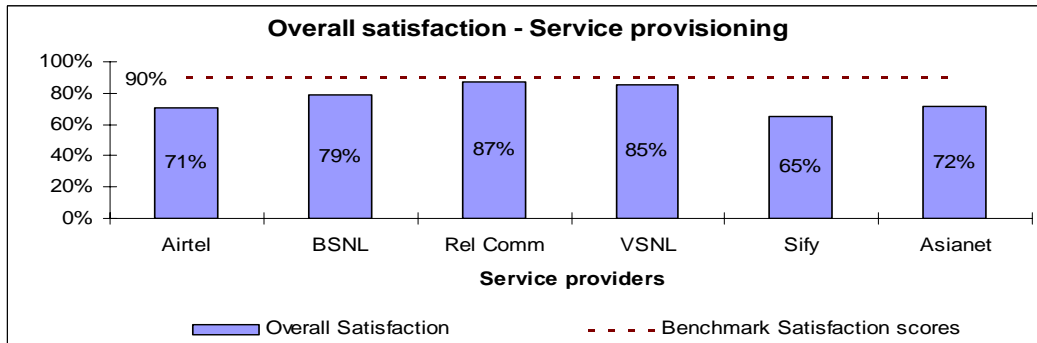
Sify leads the way with 90% of the subscribers saying that they were provided a working within 15 days. BSNL performs poorly on this aspect with only 49% of its subscribers claiming that they were provided a working connection within 15 days of applying for it.

Satisfaction level with Service Provision	Airtel	BSNL	Rel Comm	VSNL	Sify	Asianet
Satisfaction with time taken to provide a new connection	71%	79%	88%	87%	63%	72%
Satisfaction with time taken time taken to reactivate the service	70%	77%	86%	81%	67%	74%
Overall Satisfaction	71%	79%	87%	85%	65%	72%

RCOM leads the way with 88% subscriber satisfaction level with the time taken to provide a new connection after submitting a request. For Sify, the sample is quite less as the total population of Sify subscribers is quite low in Kerala circle.

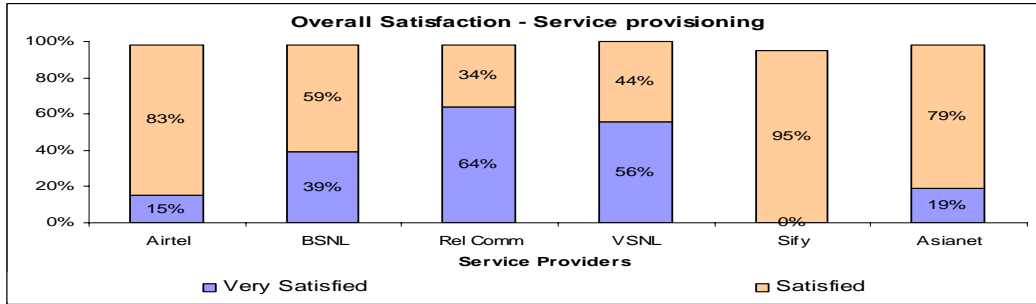
RCOM subscribers relatively have the highest level of subscriber satisfaction at 86% with the time taken to reactivate their services after deactivation. Airtel subscribers are least satisfied with a satisfaction level of 70%.

Level of satisfaction:



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

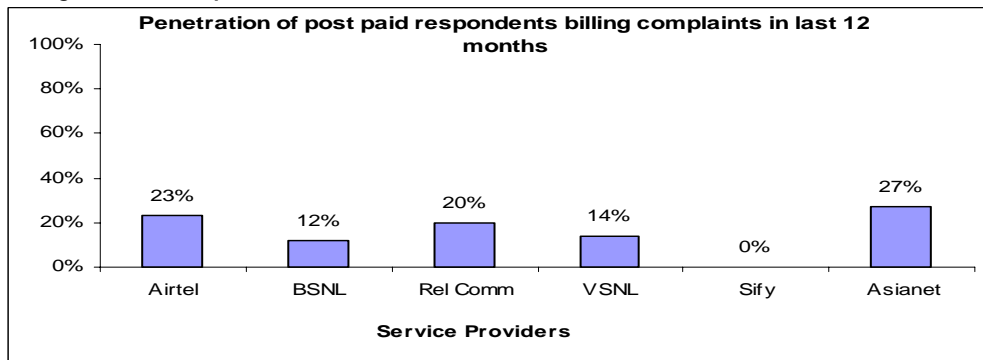
Scores for service provisioning	Airtel	BSNL	Rel Comm	VSNL	Sify	Asianet
Very Satisfied	15%	39%	64%	56%	0%	19%
Satisfied	83%	59%	34%	44%	95%	79%
Percentage subscribers satisfied	98%	98%	98%	100%	95%	98%



100% subscribers of VSNL say that they are either “Very Satisfied” or “Satisfied” with the service provision. The scores for all other service providers vary from 95% to 98%.

5.3.2 Billing Performance:

Billing related complaints

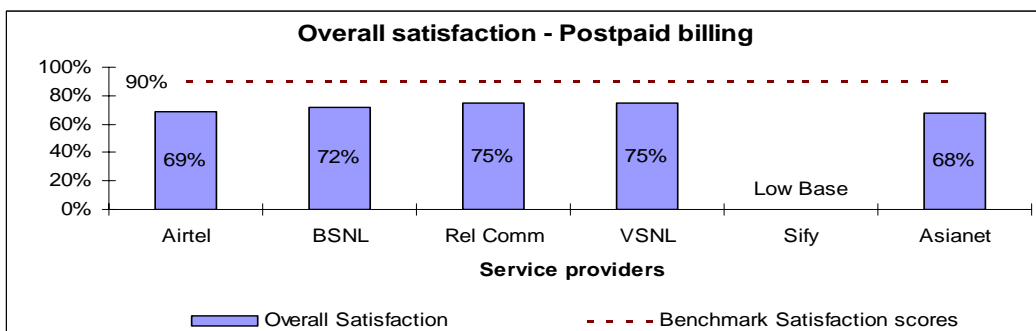


27% of Asainet subscribers claim that they have made a billing complaint in the last 12 months. However, only 12% of BSNL subscribers say that they have made a billing complaint in the last 12 months.

Satisfaction - Post paid customers	Airtel	BSNL	Rel Comm	VSNL	Asianet
Timely delivery of bills	74%	75%	78%	80%	71%
Accuracy of bills	65%	71%	71%	71%	66%
Process of resolution of billing complaints	62%	54%	67%	62%	59%
Clarity i.e. transparency and understandability of bills	71%	72%	76%	77%	70%
Overall Satisfaction	69%	72%	75%	75%	68%

The prime reason for dissatisfaction of post paid subscribers across all operators is the process of resolution of billing complaints. Another pain point amongst subscribers is the accuracy of bills. Subscribers across all operators are relatively more satisfied with timely delivery and clarity of bills.

Level of satisfaction:

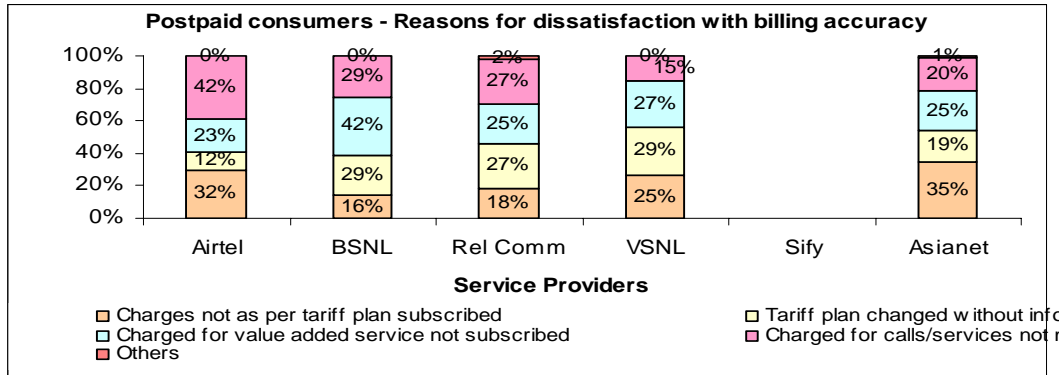


The scores of level of satisfaction have been explained in the executive summary.

Satisfaction scores with post paid billing	Airtel	BSNL	Rel Comm	VSNL	Asianet
Very Satisfied	16%	23%	32%	33%	13%
Satisfied	77%	71%	60%	60%	79%
Percentage subscribers satisfied	93%	94%	92%	93%	92%

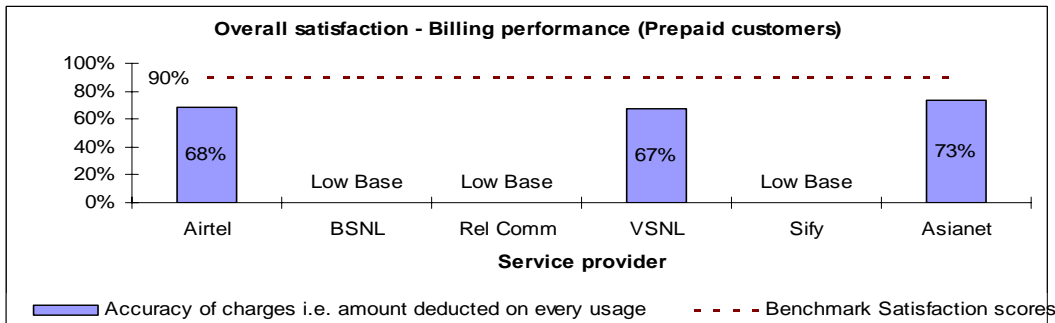
The scores for all operators on this parameter range from 92% to 94%.

Billing Accuracy



The subscribers claim that charges not as per the tariff plan, charged for services not used and charged for value added services that they have not subscribed to are the prime reasons for their dissatisfaction.

Level of satisfaction:

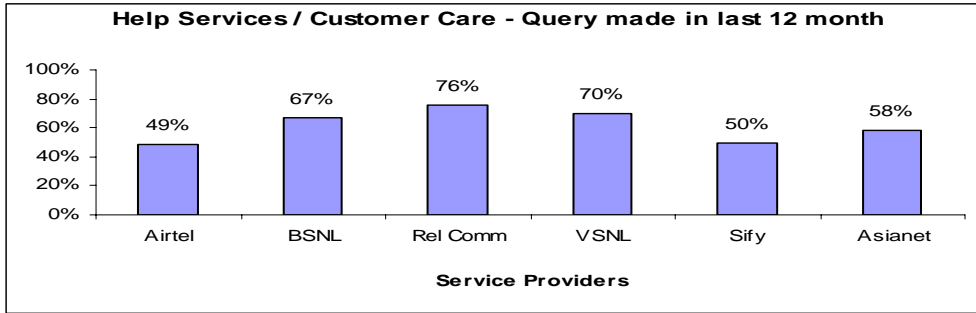


The scores of level of satisfaction have been explained in the executive summary.

Satisfaction scores - Prepaid customers	Airtel	VSNL	Asianet
Very Satisfied	3%	16%	20%
Satisfied	97%	68%	78%
Percentage subscribers satisfied	100%	84%	98%

100% prepaid subscribers of Airtel claim to be either satisfied or very satisfied with the billing performance. For VSNL, only 84% prepaid subscribers claim to be either satisfied or very satisfied.

5.3.3 Help Services:

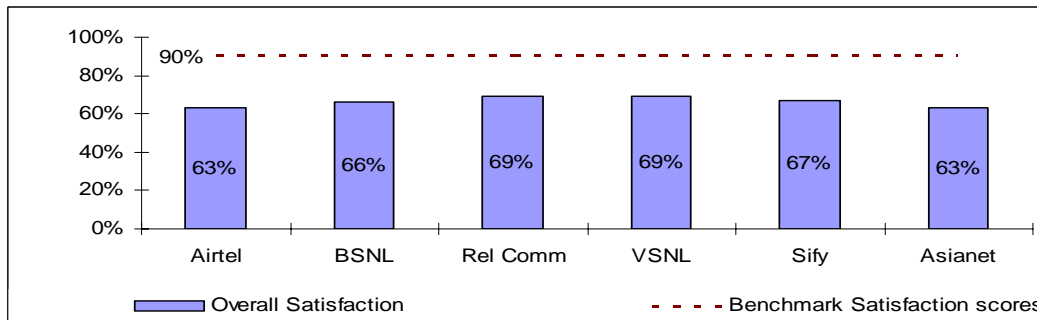


More than three-fourths of RCOM subscribers claim to have made a query to the call center in the last 12 months. For Airtel only 49% of the subscribers have contacted the customer care for query resolution in the last 12 months.

Satisfaction level with Help Services /	Airtel	BSNL	Rel Comm	VSNL	Sify	Asianet
Ease of access of call center toll free number	59%	58%	55%	54%	67%	57%
Response time to answer call by customer care executive	63%	67%	70%	72%	67%	63%
Problem solving ability of customer care executive	67%	71%	78%	78%	67%	67%
Time taken by customer care executive in resolving complaints	64%	69%	75%	72%	67%	65%
Overall Satisfaction	63%	66%	69%	69%	67%	63%

Satisfaction with help services is the low across all service providers on ease of access of toll free number. Across all sub-aspects, Airtel and Asianet perform relatively poorly than other operators.

Level of satisfaction:



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

Satisfaction scores with customer care	Airtel	BSNL	Rel Comm	VSNL	Sify*	Asianet
Very Satisfied	9%	14%	24%	24%	0%	6%
Satisfied	72%	72%	61%	60%	100%	78%
Percentage subscribers satisfied	81%	86%	85%	84%	100%	84%

The above table indicates that the satisfaction scores for help services across all operators vary from 81% for Airtel to 86% for BSNL. Interestingly, as high as 24% subscribers across VSNL and BSNL claim to be very satisfied with the help services provided by the operator.

* Low base

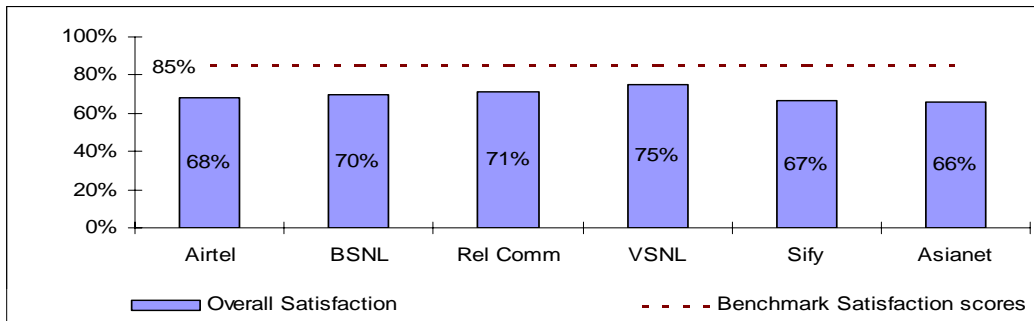
5.3.4 Network performance, reliability and availability:

Satisfaction with Network parameters	Airtel	BSNL	Rel Comm	VSNL	Sify	Asianet
Speed of broadband connection	69%	71%	71%	75%	67%	67%
Time for which the service is up and working	66%	69%	71%	74%	67%	66%
Overall Satisfaction	68%	70%	71%	75%	67%	66%

Level of satisfaction with speed of broadband connection varies slightly across all operators with Sify and Asianet being lowest at 67% while VSNL leads the way with a subscriber satisfaction level of 75%.

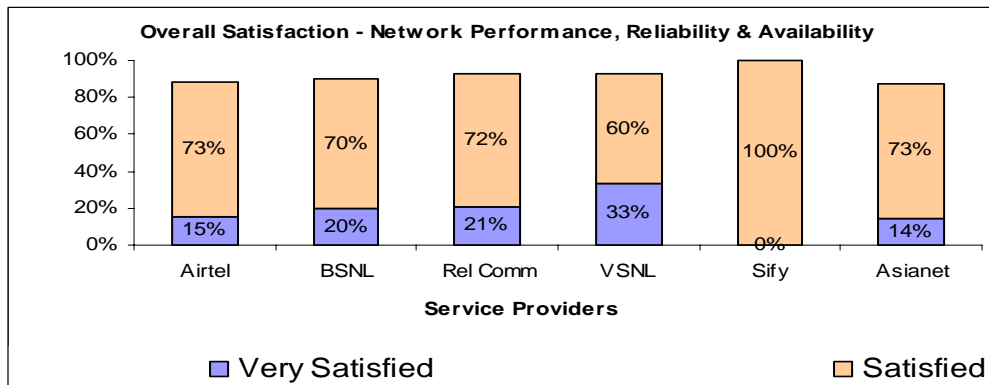
Similarly, there is a marginal difference in satisfaction level with the time for which the service is up with scores of operators again ranging from 66% to 74%. On this sub-aspect also, VSNL outperforms other operators.

Level of satisfaction:



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

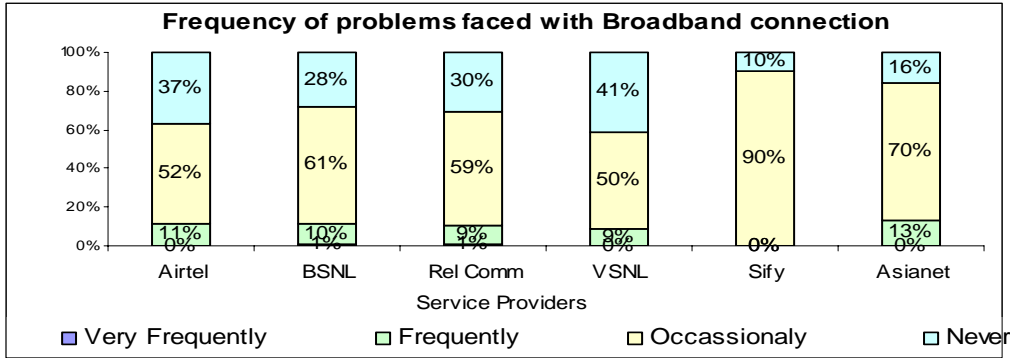
Satisfaction with Network performance	Airtel	BSNL	Rel Comm	VSNL	Sify*	Asianet
Very Satisfied	15%	20%	21%	33%	0%	14%
Satisfied	73%	70%	72%	60%	100%	73%
Percentage subscribers satisfied	88%	90%	93%	93%	100%	87%



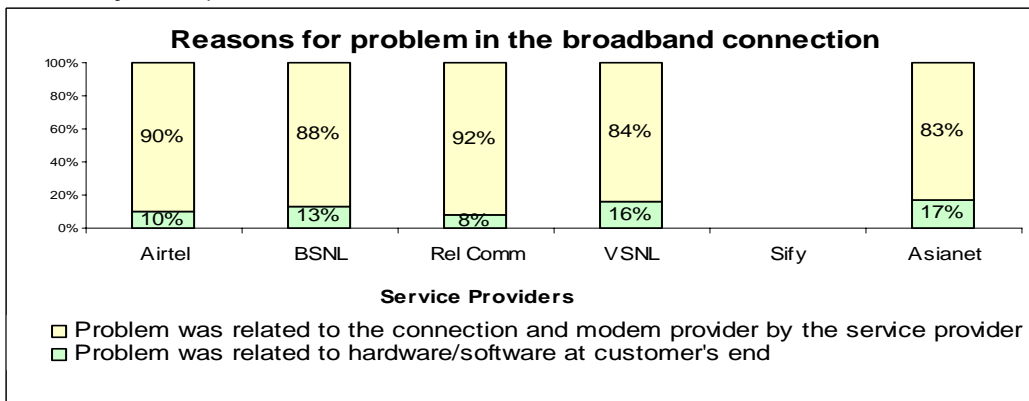
The satisfaction scores of subscribers across all operators vary from 87% to 93%. Sify scores 100% but it needs to be kept in mind that the sample for Sify is too low.

* Low base

5.3.5 Maintainability:

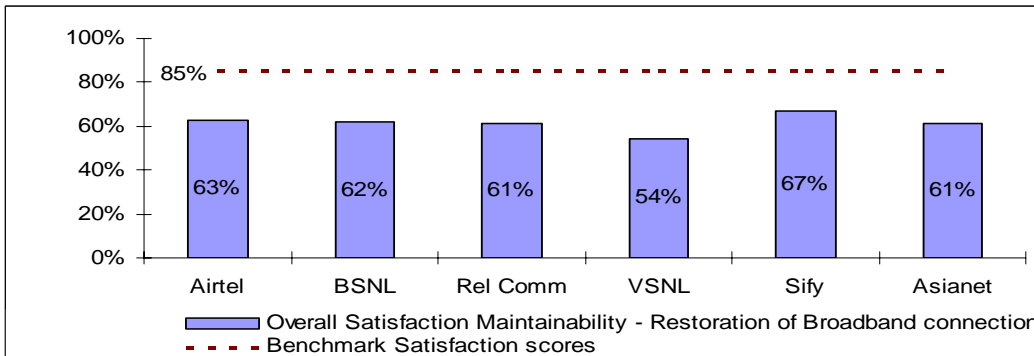


Around 90% subscribers across all operators except Sify (100%) claim that they either never or occasionally face a problem with their broadband connection.



Of the subscribers who have faced problems in their connection, more than 80% of them across all service providers claim that the problem was related to the connection and modem provided by the service provider.

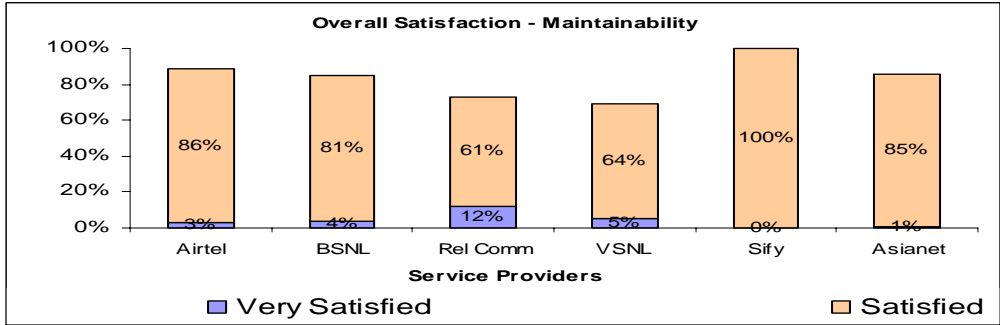
Level of satisfaction:



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

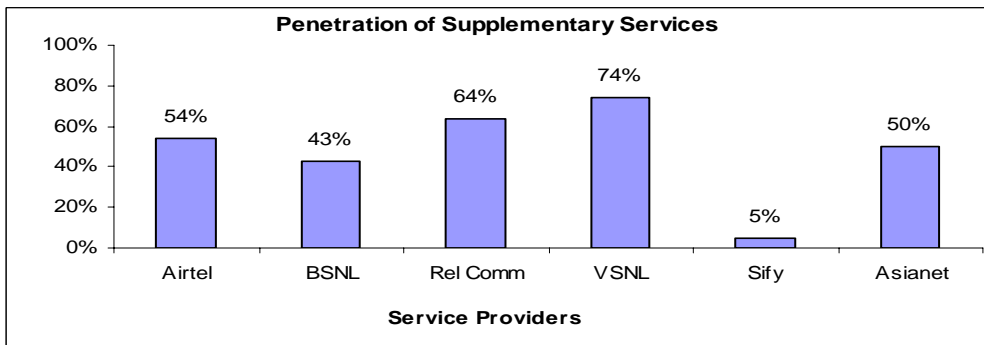
Satisfaction scores with Maintainability	Airtel	BSNL	Rel Comm	VSNL	Sify*	Asianet
Very Satisfied	3%	4%	12%	5%	0%	1%
Satisfied	86%	81%	61%	64%	100%	85%
Percentage subscribers satisfied	89%	85%	73%	69%	100%	86%

* Low base



VSNL scores quite low on this aspect with only 69% of its subscribers claiming to be either “satisfied” or “very satisfied” with maintainability. Only 73% RCOM subscribers say that they are either “satisfied” or “very satisfied” with maintainability.

5.3.6 Supplementary Services:



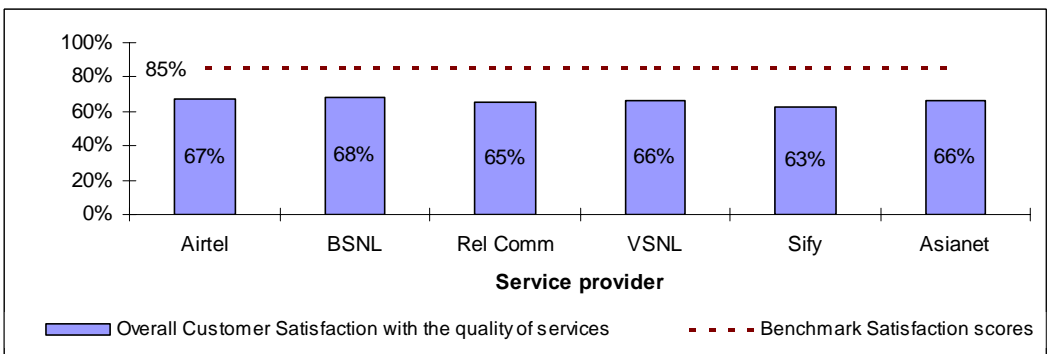
The percentage of subscribers making use of supplementary services provided is moderate across all the operators except Sify where only 1 out of its 20 subscribers contacted for the purpose of this survey having made use of supplementary services. Approximately three-fourths of VSNL subscribers have subscribed to the usage of supplementary services.

Satisfaction scores with Supplementary services	Airtel	BSNL	Rel Comm	VSNL	Asianet
Very Satisfied	26%	19%	10%	30%	13%
Satisfied	70%	77%	88%	67%	82%
Percentage subscribers satisfied	96%	96%	98%	97%	95%

The scores for all service providers vary from 95% to 98% for help services provided.

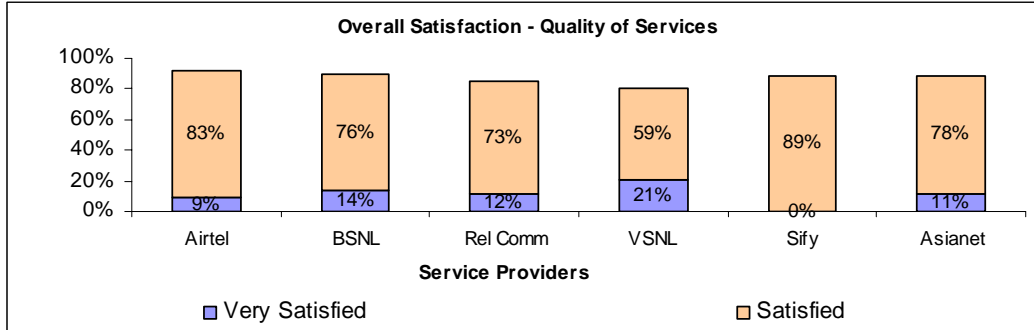
5.3.7 Percentage subscribers satisfied:

Level of satisfaction:



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

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	VSNL	Sify	Asianet
Very Satisfied	9%	14%	12%	21%	0%	11%
Satisfied	83%	76%	73%	59%	89%	78%
Percentage subscribers satisfied	92%	90%	85%	80%	89%	89%



Airtel leads the way with 92% of the subscribers saying that they are either “satisfied” or “very satisfied” with the quality of broadband service provided whereas VSNL lags behind other service providers with a satisfaction score of 80%.

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

Stage 1: Customer Care	Airtel	BSNL	Rel Comm	VSNL	Asianet
Penetration - Complains made to customer care within last 6 months	11%	4%	4%	3%	9%
Customer care informing about the action taken on the complaint	90%	100%	83%	89%	85%
Resolution of complaint by customer care within 4 weeks of lodging complaint	48%	30%	48%	29%	82%
If lodged a complaint, provisioning of docket number:					
- No docket number received even on request	15%	30%	25%	26%	9%
- No docket number received for most of the complaints	56%	13%	25%	5%	40%
- Docket number received for most of the complaints	29%	57%	50%	68%	51%

All the operators provide docket number for most of the complaints except for BSNL, RCOM and VSNL where more than 1/4th of subscribers say that for most of the complaints they are not provided docket numbers.

Reasons for dissatisfaction with call centre	Airtel	BSNL	Rel Comm	VSNL	Asianet
Difficult to connect call center executive	46%	43%	0%	25%	8%
Customer care executive not polite/courteous	8%	14%	0%	25%	0%
Customer care executive not equipped with adequate information	8%	29%	38%	25%	67%
Time taken by call center for redressal of complaint is too long	23%	14%	13%	25%	17%
The customer care executive was unable to understand the problem	8%	29%	38%	0%	8%

For all the service providers, the major reasons for dissatisfaction of subscribers is the time taken by the call center for redressal of complaints, inadequacy of information with the customer care executive and difficulty in connecting to the call center executive.

Satisfaction - call center	Airtel	BSNL	Rel Comm	VSNL	Asianet
Satisfaction with the resolution of complaints by call center	56%	58%	47%	63%	59%

Satisfaction with resolutions of complaints by the call center ranges from 47% for RCOM to 63% for VSNL.

6.1 Key Take Outs and Recommendations – Basic (Wireline)

Key Take outs: Overall Level

- ✓ Across all the 7 parameters, none of the service providers could meet the benchmark for even a single parameter, when the “Quality of Service” is looked from the consumer survey.
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’, ‘Maintainability’ and ‘supplementary service’ of service providers. These are areas where service providers are performing relatively poor as far as satisfaction level of customers is concerned
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. Service providers should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies on a periodic basis.
- ✓ The complaint resolution area by Call Center executive is another identified pain point across the service providers. Most of the problem lies with either connecting to the executive or the executive not being able to resolve the complaint of subscribers.

Key Take outs: Operator Wise

Airtel & TATA

- ✓ Airtel and TATA in Kerala are relatively the weakest performing operators.
- ✓ Both of them need to significantly improve their scores on all the parameters.
- ✓ The prime drivers of dissatisfaction across both of these operators are postpaid billing performance, help services, maintainability and supplementary services

BSNL

- ✓ BSNL is best performing service provider on most of the parameters of Basic (wireline)services
- ✓ However, it needs to improve significantly on its performance on help services
- ✓ BSNL should look into the supplementary service aspect also in order to improve on its overall satisfaction rating

Reliance Communications

- ✓ Reliance Communications should work towards improving satisfaction level of its customers on supplementary services, help services and maintainability as these are the three areas where it is performing relatively poor as far as satisfaction level of subscribers is concerned.
- ✓ RCOM is relatively the second best performing operator among basic wireline service providers across the Kerala circle.

6.2 Key Takeouts & Recommendations – Cellular Mobile (Wireless)

Key Take outs: Overall

- ✓ Across all the 7 parameters, none of the service providers could meet the benchmark for even a single parameter, when the “Quality of Service” is looked from the consumer survey.
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’, ‘supplementary services’ and ‘billing performance’ of service providers especially for postpaid subscribers
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. Service providers should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies on a periodic basis.
- ✓ The complaint resolution area by Call Center executive is another identified pain point across the service providers. Most of the problem lies with either the executive not being able to resolve the complaint of subscribers or the time taken to respond to the customer’s call
- ✓ Interestingly, in Kerala circle, there is not much variation in the satisfaction ratings across all service providers across all the parameters. However, TATA teleservices is relatively the weakest performing operator in the circle while BSNL, Vodafone and RCOM just marginally lie ahead of other operators.

6.3 Key Takeouts & Recommendations – Broadband

Key Take outs: Overall

- ✓ Across all the 7 parameters, none of the service providers could meet the benchmark for even a single parameter, when the “Quality of Service” is looked from the consumer survey.
- ✓ Relatively, the satisfaction level for Broadband services are observed to be lower than that for Basic (Wireline) and Cellular mobile services in Kerala circle. Hence it is believed that there is a greater need to improve quality of service offered by service providers
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’ and maintainability of the network of service providers. These are two areas where service providers are performing relatively poor as far as satisfaction level of customers is concerned. Importantly, process of resolution of billing complaints has also emerged as a pain point across all the service providers in Kerala circle for Broadband service
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. The service providers should be instructed to highlight the presence of “Nodal Officer” & “Appellate Authority” as a means to get resolution of complaints
- ✓ Interestingly, in Kerala circle, there is not much variation in the satisfaction ratings across all service providers across all the parameters. The penetration of Sify is quite low in the circle.

7.0 Annexure (Question wise Responses)

7.1 Basic (Wireline)

Q 1. Last application for a phone connection

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
Q1	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,975	597	686	609	83
		Percentage					
	< 6 months	Count	80	16	9	51	4
		Percentage	4.1%	2.7%	1.3%	8.4%	4.8%
	6-12 months	Count	275	127	50	96	2
		Percentage	13.9%	21.3%	7.3%	15.8%	2.4%
	> 12 months	Count	1,620	454	627	462	77
		Percentage	82.0%	76.0%	91.4%	75.9%	92.8%
Not specified	Count	0	0	0	0	0	
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	

Q 2. Time taken to get connection

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
Q2	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	355	143	59	147	6
		Percentage					
	> 30 days	Count	37	13	15	7	2
		Percentage	10.4%	9.1%	25.4%	4.8%	33.3%
	16-30 days	Count	18	6	6	6	0
		Percentage	5.1%	4.2%	10.2%	4.1%	0.0%
	7-15 days	Count	82	27	18	34	3
		Percentage	23.1%	18.9%	30.5%	23.1%	50.0%
<7 days	Count	216	97	19	99	1	
	Percentage	60.8%	67.8%	32.2%	67.3%	16.7%	
Not specified	Count	2	0	1	1	0	
	Percentage	0.6%	0.0%	1.7%	0.7%	0.0%	

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

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	353	143	58	146	6
		Percentage	17.9%	24.0%	8.5%	24.0%	7.2%
	Not specified	Count	1,622	454	628	463	77
		Percentage	82.1%	76.0%	91.5%	76.0%	92.8%
Q3	Very Satisfied	Count	51	21	9	21	0
		Percentage	14.4%	14.7%	15.5%	14.4%	0.0%

Satisfied	Count	295	119	47	123	6
	Percentage	83.6%	83.2%	81.0%	84.2%	100.0%
Dissatisfied	Count	6	3	2	1	0
	Percentage	1.7%	2.1%	3.4%	0.7%	0.0%
Very Dissatisfied	Count	1	0	0	1	0
	Percentage	0.3%	0.0%	0.0%	0.7%	0.0%

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

		Operator					
		Total	Airtel	BSNL	Rel Com	TATA	
	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	592	131	188	238	35
		Percentage	30.0%	21.9%	27.4%	39.1%	42.2%
	Not specified	Count	1,383	466	498	371	48
		Percentage	70.0%	78.1%	72.6%	60.9%	57.8%
Q4	Very Satisfied	Count	232	27	82	112	11
		Percentage	39.2%	20.6%	43.6%	47.1%	31.4%
	Satisfied	Count	347	102	100	121	24
		Percentage	58.6%	77.9%	53.2%	50.8%	68.6%
	Dissatisfied	Count	11	2	5	4	0
		Percentage	1.9%	1.5%	2.7%	1.7%	0.0%
	Very Dissatisfied	Count	2	0	1	1	0
		Percentage	0.3%	0.0%	0.5%	0.4%	0.0%

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

		Operator					
		Total	Airtel	BSNL	Rel Com	TATA	
	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	543	109	189	206	39
		Percentage	27.5%	18.3%	27.6%	33.8%	47.0%
	Not specified	Count	1,432	488	497	403	44
		Percentage	72.5%	81.7%	72.4%	66.2%	53.0%
Q5	Very Satisfied	Count	195	17	76	88	14
		Percentage	35.9%	15.6%	40.2%	42.7%	35.9%
	Satisfied	Count	337	91	108	114	24
		Percentage	62.1%	83.5%	57.1%	55.3%	61.5%
	Dissatisfied	Count	8	1	3	4	0
		Percentage	1.5%	0.9%	1.6%	1.9%	0.0%
	Very Dissatisfied	Count	3	0	2	0	1
		Percentage	0.6%	0.0%	1.1%	0.0%	2.6%

Q 6. Satisfaction with timely delivery of bills

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	1,975	597	686	609	83

		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,705	572	671	397	65
		Percentage	86.3%	95.8%	97.8%	65.2%	78.3%
	Not specified	Count	270	25	15	212	18
		Percentage	13.7%	4.2%	2.2%	34.8%	21.7%
Q6	Very Satisfied	Count	477	102	259	101	15
		Percentage	28.0%	17.8%	38.6%	25.4%	23.1%
	Satisfied	Count	1,166	443	400	279	44
		Percentage	68.4%	77.4%	59.6%	70.3%	67.7%
	Dissatisfied	Count	56	27	10	16	3
		Percentage	3.3%	4.7%	1.5%	4.0%	4.6%
	Very Dissatisfied	Count	6	0	2	1	3
		Percentage	0.4%	0.0%	0.3%	0.3%	4.6%

Q 7a. Satisfaction with accuracy of bills

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q7A	Answering Base	Count	1,702	569	671	397	65
		Percentage	86.2%	95.3%	97.8%	65.2%	78.3%
	Not specified	Count	273	28	15	212	18
		Percentage	13.8%	4.7%	2.2%	34.8%	21.7%
	Very Satisfied	Count	434	107	215	96	16
		Percentage	25.5%	18.8%	32.0%	24.2%	24.6%
	Satisfied	Count	1,081	405	380	256	40
		Percentage	63.5%	71.2%	56.6%	64.5%	61.5%
	Dissatisfied	Count	167	55	62	42	8
		Percentage	9.8%	9.7%	9.2%	10.6%	12.3%
	Very Dissatisfied	Count	20	2	14	3	1
		Percentage	1.2%	0.4%	2.1%	0.8%	1.5%

Q 7b. Reasons for dissatisfaction

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
Q 7b. Reasons for dissatisfaction	Total	Count	187	57	76	45	9
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Charges not as per tariff plan subscribed	Count	84	4	56	19	5
		Percentage	44.9%	7.0%	73.7%	42.2%	55.6%
	Tariff plan changed without information	Count	6	4	0	2	0
		Percentage	3.2%	7.0%	0.0%	4.4%	0.0%
	Charged for value added services not subscribed	Count	31	16	3	12	0
		Percentage	16.6%	28.1%	3.9%	26.7%	0.0%
	Charged for calls/services not made/used	Count	62	34	11	13	4
		Percentage	33.2%	59.6%	14.5%	28.9%	44.4%
	Others	Count	9	3	6	0	0
		Percentage	4.8%	5.3%	7.9%	0.0%	0.0%



Q 8. Billing related complaints made

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
Q8	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,707	572	672	398	65
		Percentage	86.1%	95.6%	97.5%	64.9%	78.3%
	Yes	Count	287	128	89	61	9
		Percentage	16.8%	22.4%	13.2%	15.3%	13.8%
	No	Count	1,420	444	583	337	56
		Percentage	83.2%	77.6%	86.8%	84.7%	86.2%
	Not specified	Count	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%

Q 9. Satisfaction with resolution process of billing complaints

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	287	128	89	61	9
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q9	Answering Base	Count	281	128	84	60	9
		Percentage	97.9%	100.0%	94.4%	98.4%	100.0%
	Not specified	Count	6	0	5	1	0
		Percentage	2.1%	0.0%	5.6%	1.6%	0.0%
	Very Satisfied	Count	5	2	3	0	0
		Percentage	1.8%	1.6%	3.6%	0.0%	0.0%
	Satisfied	Count	196	90	64	39	3
		Percentage	69.8%	70.3%	76.2%	65.0%	33.3%
	Dissatisfied	Count	75	35	17	18	5
		Percentage	26.7%	27.3%	20.2%	30.0%	55.6%
Very Dissatisfied	Count	5	1	0	3	1	
	Percentage	1.8%	0.8%	0.0%	5.0%	11.1%	

Q 10a. Satisfaction with clarity of bills

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,700	571	669	395	65
		Percentage	86.1%	95.6%	97.5%	64.9%	78.3%
	Not specified	Count	275	26	17	214	18
		Percentage	13.9%	4.4%	2.5%	35.1%	21.7%
Q10A	Very Satisfied	Count	344	76	165	88	15
		Percentage	20.2%	13.3%	24.7%	22.3%	23.1%
	Satisfied	Count	1,166	476	376	273	41
		Percentage	68.6%	83.4%	56.2%	69.1%	63.1%
	Dissatisfied	Count	179	18	121	32	8
		Percentage	10.5%	3.2%	18.1%	8.1%	12.3%
Very Dissatisfied	Count	11	1	7	2	1	

	Percentage	0.6%	0.2%	1.0%	0.5%	1.5%
--	-------------------	------	------	------	------	------

Q 10b. Reasons for dissatisfaction

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
Q 10b. Reasons for dissatisfaction	Total	Count	190	19	128	34	9
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Difficult to read the bill	Count	2	0	0	2	0
		Percentage	1.1%	0.0%	0.0%	5.9%	0.0%
	Difficult to understand the language	Count	12	2	4	6	0
		Percentage	6.3%	10.5%	3.1%	17.6%	0.0%
	Calculations not clear	Count	51	12	11	21	7
		Percentage	26.8%	63.2%	8.6%	61.8%	77.8%
	Item-wise charges not given	Count	11	2	3	4	2
		Percentage	5.8%	10.5%	2.3%	11.8%	22.2%
	Others	Count	59	0	58	1	0
		Percentage	31.1%	0.0%	45.3%	2.9%	0.0%

Q 11. Accuracy of charges deducted

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	735	103	282	312	38
		Percentage	37.2%	17.3%	41.1%	51.2%	45.8%
	Not specified	Count	1,240	494	404	297	45
		Percentage	62.8%	82.7%	58.9%	48.8%	54.2%
Q11	Very Satisfied	Count	269	0	132	122	15
		Percentage	36.6%	0.0%	46.8%	39.1%	39.5%
	Satisfied	Count	221	28	31	149	13
		Percentage	30.1%	27.2%	11.0%	47.8%	34.2%
	Dissatisfied	Count	220	64	113	37	6
		Percentage	29.9%	62.1%	40.1%	11.9%	15.8%
	Very Dissatisfied	Count	25	11	6	4	4
		Percentage	3.4%	10.7%	2.1%	1.3%	10.5%

Q 12. Complaints made to customer care

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q12	Answering Base	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	783	365	187	205	26
		Percentage	39.6%	61.1%	27.3%	33.7%	31.3%
	No	Count	1,192	232	499	404	57
		Percentage	60.4%	38.9%	72.7%	66.3%	68.7%
Not specified	Count	0	0	0	0	0	

		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
--	--	-------------------	------	------	------	------	------

Q 13. Satisfaction with ease of access of number

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	783	365	187	205	26
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q13	Answering Base	Count	783	365	187	205	26
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
	Very Satisfied	Count	44	9	19	12	4
		Percentage	5.6%	2.5%	10.2%	5.9%	15.4%
	Satisfied	Count	495	199	142	135	19
		Percentage	63.2%	54.5%	75.9%	65.9%	73.1%
	Dissatisfied	Count	241	156	25	57	3
		Percentage	30.8%	42.7%	13.4%	27.8%	11.5%
	Very Dissatisfied	Count	3	1	1	1	0
		Percentage	0.4%	0.3%	0.5%	0.5%	0.0%

Q 14. Satisfaction with response time

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	783	365	187	205	26
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	780	364	186	204	26
		Percentage	99.6%	99.7%	99.5%	99.5%	100.0%
	Not specified	Count	3	1	1	1	0
		Percentage	0.4%	0.3%	0.5%	0.5%	0.0%
Q14	Very Satisfied	Count	97	48	21	24	4
		Percentage	12.4%	13.2%	11.3%	11.8%	15.4%
	Satisfied	Count	581	257	149	157	18
		Percentage	74.5%	70.6%	80.1%	77.0%	69.2%
	Dissatisfied	Count	100	58	15	23	4
		Percentage	12.8%	15.9%	8.1%	11.3%	15.4%
	Very Dissatisfied	Count	2	1	1	0	0
		Percentage	0.3%	0.3%	0.5%	0.0%	0.0%

Q 15. Satisfaction with problem solving ability of CC executive

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	783	365	187	205	26
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	778	364	183	205	26
		Percentage	99.4%	99.7%	97.9%	100.0%	100.0%
	Not specified	Count	5	1	4	0	0
		Percentage	0.6%	0.3%	2.1%	0.0%	0.0%



Q15	Very Satisfied	Count	100	64	9	24	3
		Percentage	12.9%	17.6%	4.9%	11.7%	11.5%
	Satisfied	Count	601	260	160	162	19
		Percentage	77.2%	71.4%	87.4%	79.0%	73.1%
	Dissatisfied	Count	73	40	11	19	3
		Percentage	9.4%	11.0%	6.0%	9.3%	11.5%
Very Dissatisfied	Count	4	0	3	0	1	
	Percentage	0.5%	0.0%	1.6%	0.0%	3.8%	

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

			Operator				
		Total	Airtel	BSNL	Rel Com	TATA	
	Total	Count	783	365	187	205	26
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	777	364	183	205	25
		Percentage	99.2%	99.7%	97.9%	100.0%	96.2%
	Not specified	Count	6	1	4	0	1
		Percentage	0.8%	0.3%	2.1%	0.0%	3.8%
Q16	Very Satisfied	Count	92	58	3	29	2
		Percentage	11.8%	15.9%	1.6%	14.1%	8.0%
	Satisfied	Count	611	278	161	151	21
		Percentage	78.6%	76.4%	88.0%	73.7%	84.0%
	Dissatisfied	Count	70	28	17	24	1
		Percentage	9.0%	7.7%	9.3%	11.7%	4.0%
Very Dissatisfied	Count	4	0	2	1	1	
	Percentage	0.5%	0.0%	1.1%	0.5%	4.0%	

Q 17. Satisfaction with availability of working phone

			Operator				
		Total	Airtel	BSNL	Rel Com	TATA	
	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q17	Answering Base	Count	1,973	596	685	609	83
		Percentage	99.9%	99.8%	99.9%	100.0%	100.0%
	Not specified	Count	2	1	1	0	0
		Percentage	0.1%	0.2%	0.1%	0.0%	0.0%
	Very Satisfied	Count	478	135	190	135	18
		Percentage	24.2%	22.7%	27.7%	22.2%	21.7%
Satisfied	Count	1,430	445	471	451	63	
	Percentage	72.5%	74.7%	68.8%	74.1%	75.9%	
Dissatisfied	Count	55	16	16	21	2	
	Percentage	2.8%	2.7%	2.3%	3.4%	2.4%	
Very Dissatisfied	Count	10	0	8	2	0	
	Percentage	0.5%	0.0%	1.2%	0.3%	0.0%	

Q 18. Satisfaction with ease of making / receiving calls

			Operator			
--	--	--	----------	--	--	--

			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q18	Answering Base	Count	1,973	597	684	609	83
		Percentage	99.9%	100.0%	99.7%	100.0%	100.0%
	Not specified	Count	2	0	2	0	0
		Percentage	0.1%	0.0%	0.3%	0.0%	0.0%
	Very Satisfied	Count	471	153	183	121	14
		Percentage	23.9%	25.6%	26.8%	19.9%	16.9%
	Satisfied	Count	1,439	427	479	466	67
		Percentage	72.9%	71.5%	70.0%	76.5%	80.7%
	Dissatisfied	Count	55	17	16	20	2
		Percentage	2.8%	2.8%	2.3%	3.3%	2.4%
Very Dissatisfied	Count	8	0	6	2	0	
	Percentage	0.4%	0.0%	0.9%	0.3%	0.0%	

Q 19. Satisfaction with voice quality

			Total	Operator			
				Airtel	BSNL	Rel Com	TATA
	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,971	597	685	606	83
		Percentage	99.8%	100.0%	99.9%	99.5%	100.0%
	Not specified	Count	4	0	1	3	0
		Percentage	0.2%	0.0%	0.1%	0.5%	0.0%
Q19	Very Satisfied	Count	678	203	260	192	23
		Percentage	34.4%	34.0%	38.0%	31.7%	27.7%
	Satisfied	Count	1,168	365	369	377	57
		Percentage	59.3%	61.1%	53.9%	62.2%	68.7%
	Dissatisfied	Count	109	21	49	36	3
		Percentage	5.5%	3.5%	7.2%	5.9%	3.6%
Very Dissatisfied	Count	16	8	7	1	0	
	Percentage	0.8%	1.3%	1.0%	0.2%	0.0%	

Q 20. Experienced faulty in last 12 months

			Total	Operator			
				Airtel	BSNL	Rel Com	TATA
	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q20	Answering Base	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	494	94	247	136	17
		Percentage	25.0%	15.7%	36.0%	22.3%	20.5%
	No	Count	1,481	503	439	473	66
		Percentage	75.0%	84.3%	64.0%	77.7%	79.5%
Not specified	Count	0	0	0	0	0	
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	

Q 21. Number of times fault faced in last month

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
Q21	Total	Count	494	94	247	136	17
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	494	94	247	136	17
		More than 3 times	Count	39	5	20	12
		Percentage	7.9%	5.3%	8.1%	8.8%	11.8%
	2-3 times	Count	171	28	87	47	9
		Percentage	34.6%	29.8%	35.2%	34.6%	52.9%
	One time	Count	253	59	119	70	5
		Percentage	51.2%	62.8%	48.2%	51.5%	29.4%
	Nil	Count	29	2	19	7	1
		Percentage	5.9%	2.1%	7.7%	5.1%	5.9%
	Not specified	Count	2	0	2	0	0
Percentage		0.4%	0.0%	0.8%	0.0%	0.0%	

Q 22. Time taken for repairing fault

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
Q22	Total	Count	494	94	247	136	17
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	494	94	247	136	17
		More than 7 days	Count	37	10	16	9
		Percentage	7.5%	10.6%	6.5%	6.6%	11.8%
	4 - 7 days	Count	47	10	22	15	0
		Percentage	9.5%	10.6%	8.9%	11.0%	0.0%
	2-3 days	Count	217	38	109	63	7
		Percentage	43.9%	40.4%	44.1%	46.3%	41.2%
	1 day	Count	189	36	96	49	8
		Percentage	38.3%	38.3%	38.9%	36.0%	47.1%
	Not specified	Count	4	0	4	0	0
Percentage		0.8%	0.0%	1.6%	0.0%	0.0%	

Q 23. Satisfaction with fault repair service

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
Q23	Total	Count	494	94	247	136	17
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	491	94	245	135	17
		Percentage	99.4%	100.0%	99.2%	99.3%	100.0%
	Not specified	Count	3	0	2	1	0
		Percentage	0.6%	0.0%	0.8%	0.7%	0.0%
	Very Satisfied	Count	75	3	55	14	3
		Percentage	15.3%	3.2%	22.4%	10.4%	17.6%
	Satisfied	Count	379	82	173	111	13

		Percentage	77.2%	87.2%	70.6%	82.2%	76.5%
	Dissatisfied	Count	33	9	17	7	0
		Percentage	6.7%	9.6%	6.9%	5.2%	0.0%
	Very Dissatisfied	Count	4	0	0	3	1
		Percentage	0.8%	0.0%	0.0%	2.2%	5.9%

Q 24. Use service like call waiting/forwarding

				Operator			
		Total		Airtel	BSNL	Rel Com	TATA
	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q24	Answering Base	Count	1,975	597	686	609	83
		Yes	Count	592	354	29	194
		Percentage	30.0%	59.3%	4.2%	31.9%	18.1%
	No	Count	1,383	243	657	415	68
		Percentage	70.0%	40.7%	95.8%	68.1%	81.9%
	Not specified	Count	0	0	0	0	0
Percentage		0.0%	0.0%	0.0%	0.0%	0.0%	

Q 25. Satisfaction with supplementary services

				Operator			
		Total		Airtel	BSNL	Rel Com	TATA
	Total	Count	592	354	29	194	15
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	587	353	29	190	15
		Percentage	99.2%	99.7%	100.0%	97.9%	100.0%
	Not specified	Count	5	1	0	4	0
		Percentage	0.8%	0.3%	0.0%	2.1%	0.0%
Q25	Very Satisfied	Count	49	27	4	15	3
		Percentage	8.3%	7.6%	13.8%	7.9%	20.0%
	Satisfied	Count	516	316	23	166	11
		Percentage	87.9%	89.5%	79.3%	87.4%	73.3%
	Dissatisfied	Count	18	8	2	7	1
		Percentage	3.1%	2.3%	6.9%	3.7%	6.7%
Very Dissatisfied	Count	4	2	0	2	0	
	Percentage	0.7%	0.6%	0.0%	1.1%	0.0%	

Q 26a. Satisfaction with overall quality of telephone services

				Operator			
		Total		Airtel	BSNL	Rel Com	TATA
	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,962	594	683	603	82
		Percentage	99.3%	99.5%	99.6%	99.0%	98.8%
	Not specified	Count	13	3	3	6	1
		Percentage	0.7%	0.5%	0.4%	1.0%	1.2%

Q26A	Very Satisfied	Count	351	63	177	97	14
		Percentage	17.9%	10.6%	25.9%	16.1%	17.1%
	Satisfied	Count	1,480	473	479	466	62
		Percentage	75.4%	79.6%	70.1%	77.3%	75.6%
	Dissatisfied	Count	116	52	22	36	6
		Percentage	5.9%	8.8%	3.2%	6.0%	7.3%
	Very Dissatisfied	Count	15	6	5	4	0
		Percentage	0.8%	1.0%	0.7%	0.7%	0.0%

Q 27. Information about tariff plan within a week of taking connection

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
Q27	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,975	597	686	609	83
		Yes	Count	354	123	85	127
		Percentage	17.9%	20.6%	12.4%	20.9%	22.9%
	No	Count	788	211	314	244	19
		Percentage	39.9%	35.3%	45.8%	40.1%	22.9%
	Not specified	Count	833	263	287	238	45
		Percentage	42.2%	44.1%	41.8%	39.1%	54.2%

Q 28. Terminated a phone connection in last 12 months

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q28	Answering Base	Count	1,975	597	686	609	83
		Yes	Count	48	14	8	21
		Percentage	2.4%	2.3%	1.2%	3.4%	6.0%
	No	Count	1,927	583	678	588	78
		Percentage	97.6%	97.7%	98.8%	96.6%	94.0%
	Not specified	Count	0	0	0	0	0
Percentage		0.0%	0.0%	0.0%	0.0%	0.0%	

Q 29. Previous service provider

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
Q29	Total	Count	48	14	8	21	5
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	48	14	8	21	5
		Airtel	Count	3	0	0	3
		Percentage	6.3%	0.0%	0.0%	14.3%	0.0%
	BSNL	Count	26	7	3	12	4
		Percentage	54.2%	50.0%	37.5%	57.1%	80.0%
	Rel Com	Count	8	3	3	1	1
		Percentage	16.7%	21.4%	37.5%	4.8%	20.0%

TATA	Count	9	2	2	5	0
	Percentage	18.8%	14.3%	25.0%	23.8%	0.0%
MTNL	Count	2	2	0	0	0
	Percentage	4.2%	14.3%	0.0%	0.0%	0.0%
HFCL	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Shyam	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%

Q 30. Days taken for termination of services

				Operator				
				Total	Airtel	BSNL	Rel Com	TATA
Q30	Total	Count	48	14	8	21	5	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	
	Answering Base	Count	48	14	8	21	5	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	
	More than 7 days	Count	9	3	1	3	2	
		Percentage	18.8%	21.4%	12.5%	14.3%	40.0%	
	4 - 7 days	Count	8	4	2	2	0	
		Percentage	16.7%	28.6%	25.0%	9.5%	0.0%	
	2-3 days	Count	19	5	3	11	0	
		Percentage	39.6%	35.7%	37.5%	52.4%	0.0%	
	1 day	Count	9	0	2	4	3	
		Percentage	18.8%	0.0%	25.0%	19.0%	60.0%	
Not specified	Count	3	2	0	1	0		
	Percentage	6.3%	14.3%	0.0%	4.8%	0.0%		

Q 31. Adjustment of security deposit in last bill done by service provider

				Operator				
				Total	Airtel	BSNL	Rel Com	TATA
Q31	Total	Count	48	14	8	21	5	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	
	Answering Base	Count	48	14	8	21	5	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	
	Yes	Count	35	11	4	16	4	
		Percentage	72.9%	78.6%	50.0%	76.2%	80.0%	
	No	Count	10	1	4	4	1	
		Percentage	20.8%	7.1%	50.0%	19.0%	20.0%	
	Not specified	Count	3	2	0	1	0	
		Percentage	6.3%	14.3%	0.0%	4.8%	0.0%	

Q 32. Registered number on Do Not Call registry

				Operator				
				Total	Airtel	BSNL	Rel Com	TATA
Q32	Total	Count	1,975	597	686	609	83	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	
	Answering Base	Count	1,975	597	686	609	83	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	
	Yes	Count	85	41	23	13	8	
		Percentage	4.3%	6.9%	3.4%	2.1%	9.6%	
	No	Count	1,525	431	535	497	62	
		Percentage	76.7%	73.1%	96.6%	97.9%	90.4%	

		Percentage	77.2%	72.2%	78.0%	81.6%	74.7%
Do not mind receiving such calls/SMS	Count		353	116	126	98	13
	Percentage		17.9%	19.4%	18.4%	16.1%	15.7%
Not specified	Count		12	9	2	1	0
	Percentage		0.6%	1.5%	0.3%	0.2%	0.0%

Q 33. Still receiving unsolicited calls

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	85	41	23	13	8
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q33	Answering Base	Count	85	41	23	13	8
		Percentage	36.5%	26.8%	52.2%	7.7%	87.5%
	Continued receiving	Count	31	11	12	1	7
		Percentage	20.0%	22.0%	13.0%	38.5%	0.0%
	Slight decrease	Count	17	9	3	5	0
		Percentage	21.2%	24.4%	26.1%	15.4%	0.0%
	Considerable decrease	Count	18	10	6	2	0
		Percentage	12.9%	7.3%	8.7%	38.5%	12.5%
	Stopped receiving	Count	11	3	2	5	1
		Percentage	9.4%	19.5%	0.0%	0.0%	0.0%
	Not specified	Count	8	8	0	0	0
		Percentage					

Q 34. Aware of the 3 stage grievance redressal mechanism

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q34	Answering Base	Count	1,975	597	686	609	83
		Percentage	73.3%	83.8%	69.1%	70.6%	51.8%
	Yes	Count	1,447	500	474	430	43
		Percentage	26.5%	15.9%	30.5%	29.4%	48.2%
	No	Count	523	95	209	179	40
		Percentage	0.3%	0.3%	0.4%	0.0%	0.0%
	Not specified	Count	5	2	3	0	0
		Percentage					

Q 35. Which stage aware of

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q 35. Which stage aware of	Call Centre	Count	1,445	512	461	427	45
		Percentage	73.2%	85.8%	67.2%	70.1%	54.2%
	Nodal Officer	Count	231	78	88	62	3
		Percentage	11.7%	13.1%	12.8%	10.2%	3.6%
	Appellate Authority	Count	52	12	22	17	1
		Percentage	2.6%	2.0%	3.2%	2.8%	1.2%

	None of these	Count	308	49	123	117	19
		Percentage	15.6%	8.2%	17.9%	19.2%	22.9%

Q 36. made complaints within last 6 months							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q36	Answering Base	Count	1,975	597	686	609	83
		Yes	Count	230	128	60	34
		Percentage	11.6%	21.4%	8.7%	5.6%	9.6%
	No	Count	1,745	469	626	575	75
		Percentage	88.4%	78.6%	91.3%	94.4%	90.4%
	Not specified	Count	0	0	0	0	0
Percentage		0.0%	0.0%	0.0%	0.0%	0.0%	

Q 37. Docket number							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	230	128	60	34	8
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q37	Answering Base	Count	230	128	60	34	8
		No docket number received even on request	Count	20	4	11	4
	Percentage		8.7%	3.1%	18.3%	11.8%	12.5%
	No docket number received for most of the complaints	Count	33	16	13	3	1
		Percentage	14.3%	12.5%	21.7%	8.8%	12.5%
	Docket number received for most of the complaints	Count	171	104	36	26	5
		Percentage	74.3%	81.3%	60.0%	76.5%	62.5%
	Not specified	Count	6	4	0	1	1
		Percentage	2.6%	3.1%	0.0%	2.9%	12.5%

Q 38. Information given by call center							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	230	128	60	34	8
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q38	Answering Base	Count	230	128	60	34	8
		Yes	Count	212	120	54	31
	Percentage		92.2%	93.8%	90.0%	91.2%	87.5%
	No	Count	13	5	6	2	0
		Percentage	5.7%	3.9%	10.0%	5.9%	0.0%
	Not specified	Count	5	3	0	1	1
Percentage		2.2%	2.3%	0.0%	2.9%	12.5%	

Q 39. Satisfaction with clarity of bills							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	230	128	60	34	8
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	224	124	60	33	7
		Percentage	97.4%	96.9%	100.0%	97.1%	87.5%
	Not specified	Count	6	4	0	1	1
		Percentage	2.6%	3.1%	0.0%	2.9%	12.5%
Q39	Very Satisfied	Count	28	18	6	3	1
		Percentage	12.5%	14.5%	10.0%	9.1%	14.3%
	Satisfied	Count	172	101	40	27	4
		Percentage	76.8%	81.5%	66.7%	81.8%	57.1%
	Dissatisfied	Count	22	5	13	2	2
		Percentage	9.8%	4.0%	21.7%	6.1%	28.6%
	Very Dissatisfied	Count	2	0	1	1	0
		Percentage	0.9%	0.0%	1.7%	3.0%	0.0%

Q 40. Reasons for dissatisfaction							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	24	5	14	3	2
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q 40. Reasons for dissatisfaction	Difficult to connect to the call centre executive	Count	6	2	2	1	1
		Percentage	25.0%	40.0%	14.3%	33.3%	50.0%
	Customer care executive not polite/courteous	Count	1	0	0	1	0
		Percentage	4.2%	0.0%	0.0%	33.3%	0.0%
	Customer care executive not equipped with adequate information	Count	5	1	2	1	1
		Percentage	20.8%	20.0%	14.3%	33.3%	50.0%
	Time taken by call centre for redressal of complaint is long	Count	5	0	5	0	0
		Percentage	20.8%	0.0%	35.7%	0.0%	0.0%
	Customer care executive was unable to understand the problem	Count	2	0	2	0	0
		Percentage	8.3%	0.0%	14.3%	0.0%	0.0%
	Others	Count	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%

Q 41. Billing complaint solved within 4 weeks by CC executive							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	230	128	60	34	8
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%



Q41	Answering Base	Count	230	128	60	34	8
	Yes	Count	99	36	36	23	4
		Percentage	43.0%	28.1%	60.0%	67.6%	50.0%
	No	Count	27	9	10	4	4
		Percentage	11.7%	7.0%	16.7%	11.8%	50.0%
	Not Applicable	Count	104	83	14	7	0
Percentage		45.2%	64.8%	23.3%	20.6%	0.0%	

Q 42. Awareness of contact details of nodal officer

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q42	Answering Base	Count	1,975	597	686	609	83
		Percentage	15.8%	17.1%	17.5%	12.8%	14.5%
	Yes	Count	312	102	120	78	12
		Percentage	84.1%	82.7%	82.4%	87.0%	85.5%
	No	Count	1,660	494	565	530	71
		Percentage	3	1	1	1	0
Not specified	Count	3	1	1	1	0	
	Percentage	0.2%	0.2%	0.1%	0.2%	0.0%	

Q 43. Made a complaint to nodal officer

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	312	102	120	78	12
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q43	Answering Base	Count	312	102	120	78	12
		Percentage	4.2%	2.0%	7.5%	2.6%	0.0%
	Yes	Count	13	2	9	2	0
		Percentage	95.8%	98.0%	92.5%	97.4%	100.0%
	No	Count	299	100	111	76	12
		Percentage	0	0	0	0	0
Not specified	Count	0	0	0	0	0	
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	

Q 44. Nodal officer can be approached easily

			Operator			
			Total	Airtel	BSNL	Rel Com
	Total	Count	13	2	9	2
		Percentage	100.0%	100.0%	100.0%	100.0%
Q44	Answering Base	Count	13	2	9	2
		Percentage	15.4%	50.0%	11.1%	0.0%
	Yes	Count	2	1	1	0
		Percentage	76.9%	0.0%	88.9%	100.0%
	No	Count	10	0	8	2
		Percentage	1	1	0	0
Not specified	Count	1	1	0	0	
	Percentage	7.7%	50.0%	0.0%	0.0%	

Q 45. Decision on complaint intimated by Nodal officer

			Operator			
--	--	--	-----------------	--	--	--



			Total	Airtel	BSNL	Rel Com
	Total	Count	13	2	9	2
		Percentage	100.0%	100.0%	100.0%	100.0%
Q45	Answering Base	Count	13	2	9	2
		Percentage	100.0%	100.0%	100.0%	100.0%
	Yes	Count	8	1	5	2
		Percentage	61.5%	50.0%	55.6%	100.0%
	No	Count	4	0	4	0
		Percentage	30.8%	0.0%	44.4%	0.0%
Not specified	Count	1	1	0	0	
	Percentage	7.7%	50.0%	0.0%	0.0%	

Q 46. Satisfaction with redressal of complaint by nodal officer

			Operator			
			Total	Airtel	BSNL	Rel Com
	Total	Count	13	2	9	2
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	12	1	9	2
		Percentage	92.3%	50.0%	100.0%	100.0%
	Not specified	Count	1	1	0	0
		Percentage	7.7%	50.0%	0.0%	0.0%
Q46	Very Satisfied	Count	1	0	1	0
		Percentage	8.3%	0.0%	11.1%	0.0%
	Satisfied	Count	7	1	4	2
		Percentage	58.3%	100.0%	44.4%	100.0%
	Dissatisfied	Count	4	0	4	0
		Percentage	33.3%	0.0%	44.4%	0.0%

Q 47. Reasons for dissatisfaction

			Total	Operator
			Total	BSNL
	Total	Count	4	4
		Percentage	100.0%	100.0%
Q 47. Reasons for dissatisfaction	Difficult to connect to the Nodal Officer	Count	0	0
		Percentage	0.0%	0.0%
	Nodal Officer not polite/courteous	Count	0	0
		Percentage	0.0%	0.0%
	Nodal Officer not equipped with adequate information	Count	1	1
		Percentage	25.0%	25.0%
	Time taken by Nodal Off. for redressal of complaint is long	Count	1	1
		Percentage	25.0%	25.0%
	Nodal Officer was unable to understand the problem	Count	3	3
		Percentage	75.0%	75.0%
	Others	Count	0	0
		Percentage	0.0%	0.0%

Q 48. Awareness of contact details of appellate authority

		Operator

			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q48	Answering Base	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	293	60	134	88	11
		Percentage	14.8%	10.1%	19.5%	14.4%	13.3%
	No	Count	1,680	536	551	521	72
		Percentage	85.1%	89.8%	80.3%	85.6%	86.7%
Not specified	Count	2	1	1	0	0	
	Percentage	0.1%	0.2%	0.1%	0.0%	0.0%	

Q 49. Filed complaints in last 6 months

			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	293	60	134	88	11
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q49	Answering Base	Count	293	60	134	88	11
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	18	0	7	8	3
		Percentage	6.1%	0.0%	5.2%	9.1%	27.3%
	No	Count	275	60	127	80	8
		Percentage	93.9%	100.0%	94.8%	90.9%	72.7%
Not specified	Count	0	0	0	0	0	
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	

Q 50. Acknowledgement received

			Operator			
			Total	BSNL	Rel Com	TATA
	Total	Count	18	7	8	3
		Percentage	100.0%	100.0%	100.0%	100.0%
Q50	Answering Base	Count	18	7	8	3
		Percentage	100.0%	100.0%	100.0%	100.0%
	Yes	Count	9	2	5	2
		Percentage	50.0%	28.6%	62.5%	66.7%
	No	Count	9	5	3	1
		Percentage	50.0%	71.4%	37.5%	33.3%
Not specified	Count	0	0	0	0	
	Percentage	0.0%	0.0%	0.0%	0.0%	

Q 51. Decision taken by appellate authority within 3 months

			Operator			
			Total	BSNL	Rel Com	TATA
	Total	Count	18	7	8	3
		Percentage	100.0%	100.0%	100.0%	100.0%
Q51	Answering Base	Count	18	7	8	3
		Percentage	100.0%	100.0%	100.0%	100.0%
	Yes	Count	13	5	6	2
		Percentage	72.2%	71.4%	75.0%	66.7%
	No	Count	5	2	2	1
		Percentage	27.8%	28.6%	25.0%	33.3%
Appeal filed only recently	Count	0	0	0	0	

	Percentage	0.0%	0.0%	0.0%	0.0%
--	-------------------	------	------	------	------

Q 52. Aware of item wise usage charge details							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	268	25	14	211	18
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q52	Answering Base	Count	268	25	14	211	18
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	135	15	7	104	9
		Percentage	50.4%	60.0%	50.0%	49.3%	50.0%
	No	Count	132	10	7	106	9
		Percentage	49.3%	40.0%	50.0%	50.2%	50.0%
Not specified	Count	1	0	0	1	0	
	Percentage	0.4%	0.0%	0.0%	0.5%	0.0%	

Q 53. Denied request of item wise usage charge details							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	268	25	14	211	18
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q53	Answering Base	Count	135	15	7	104	9
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	2	0	1	1	0
		Percentage	1.5%	0.0%	14.3%	1.0%	0.0%
	No	Count	133	15	6	103	9
		Percentage	98.5%	100.0%	85.7%	99.0%	100.0%

Q 54. Reasons for denying request					
			Operator		
			Total	BSNL	Rel Com
	Total	Count	2	1	1
		Percentage	100.0%	100.0%	100.0%
	Technical problem	Count	1	1	0
		Percentage	50.0%	100.0%	0.0%

Q 55. Manual of practice provided							
			Operator				
			Total	Airtel	BSNL	Rel Com	TATA
	Total	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q55	Answering Base	Count	1,975	597	686	609	83
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	665	210	212	221	22
		Percentage	33.7%	35.2%	30.9%	36.3%	26.5%
	No	Count	671	200	232	227	12
		Percentage	34.0%	33.5%	33.8%	37.3%	14.5%
Not specified	Count	639	187	242	161	49	
	Percentage	32.4%	31.3%	35.3%	26.4%	59.0%	

7.2 Cellular Mobile (Wireless)

Q 1. Last application for a phone connection									
			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Q1	Total	Count	3,686	641	602	659	581	604	599
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,686	641	602	659	581	604	599
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Less than 6 month	Count	270	42	60	67	31	33	37
		Percentage	7.3%	6.6%	10.0%	10.2%	5.3%	5.5%	6.2%
	6-12 month	Count	424	79	87	87	43	46	82
		Percentage	11.5%	12.3%	14.5%	13.2%	7.4%	7.6%	13.7%
	More than 12 month	Count	2,992	520	455	505	507	525	480
		Percentage	81.2%	81.1%	75.6%	76.6%	87.3%	86.9%	80.1%
Not specified	Count	0	0	0	0	0	0	0	
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Q 2. Time taken to get connection									
			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Q2	Total	Count	694	121	147	154	74	79	119
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	694	121	147	154	74	79	119
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	More than 7 days	Count	63	11	8	18	8	6	12
		Percentage	9.1%	9.1%	5.4%	11.7%	10.8%	7.6%	10.1%
	4 - 7 days	Count	49	4	14	3	9	5	14
		Percentage	7.1%	3.3%	9.5%	1.9%	12.2%	6.3%	11.8%
	2-3 days	Count	166	36	39	40	21	18	12
		Percentage	23.9%	29.8%	26.5%	26.0%	28.4%	22.8%	10.1%
1 day	Count	409	69	84	91	34	50	81	
	Percentage	58.9%	57.0%	57.1%	59.1%	45.9%	63.3%	68.1%	
Not specified	Count	7	1	2	2	2	0	0	
	Percentage	1.0%	0.8%	1.4%	1.3%	2.7%	0.0%	0.0%	

Q 3. Satisfaction with time taken for activation of mobile connection									
			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Total	Count	694	121	147	154	74	79	119	
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Answering Base	Count	687	119	145	153	73	78	119	
	Percentage	99.0%	98.3%	98.6%	99.4%	98.6%	98.7%	100.0%	
Not specified	Count	7	2	2	1	1	1	0	
	Percentage	1.0%	1.7%	1.4%	0.6%	1.4%	1.3%	0.0%	
Q3	Very Satisfied	Count	180	27	41	39	20	19	34

		Percentage	26.2%	22.7%	28.3%	25.5%	27.4%	24.4%	28.6%
Satisfied	Count		489	90	101	110	47	59	82
	Percentage		71.2%	75.6%	69.7%	71.9%	64.4%	75.6%	68.9%
Dissatisfied	Count		14	1	3	3	6	0	1
	Percentage		2.0%	0.8%	2.1%	2.0%	8.2%	0.0%	0.8%
Very Dissatisfied	Count		4	1	0	1	0	0	2
	Percentage		0.6%	0.8%	0.0%	0.7%	0.0%	0.0%	1.7%

Q 4. Satisfaction with time taken for re-activation

			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	3,686	641	602	659	581	604	599
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,207	229	216	241	190	186	145
		Percentage	32.7%	35.7%	35.9%	36.6%	32.7%	30.8%	24.2%
	Not specified	Count	2,479	412	386	418	391	418	454
		Percentage	67.3%	64.3%	64.1%	63.4%	67.3%	69.2%	75.8%
Q4	Very Satisfied	Count	529	91	108	103	76	99	52
		Percentage	43.8%	39.7%	50.0%	42.7%	40.0%	53.2%	35.9%
	Satisfied	Count	661	135	106	133	110	85	92
		Percentage	54.8%	59.0%	49.1%	55.2%	57.9%	45.7%	63.4%
	Dissatisfied	Count	11	1	1	3	3	2	1
		Percentage	0.9%	0.4%	0.5%	1.2%	1.6%	1.1%	0.7%
Very Dissatisfied	Count	6	2	1	2	1	0	0	
	Percentage	0.5%	0.9%	0.5%	0.8%	0.5%	0.0%	0.0%	

Q 5a. Satisfaction with accuracy of charges

			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	2,736	554	469	549	426	471	267
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	2,716	549	466	546	420	468	267
		Percentage	99.3%	99.1%	99.4%	99.5%	98.6%	99.4%	100.0%
	Not specified	Count	20	5	3	3	6	3	0
		Percentage	0.7%	0.9%	0.6%	0.5%	1.4%	0.6%	0.0%
Q5A	Very Satisfied	Count	964	197	169	167	165	166	100
		Percentage	35.5%	35.9%	36.3%	30.6%	39.3%	35.5%	37.5%
	Satisfied	Count	1,612	316	276	351	242	273	154
		Percentage	59.4%	57.6%	59.2%	64.3%	57.6%	58.3%	57.7%
	Dissatisfied	Count	126	32	20	26	11	26	11
		Percentage	4.6%	5.8%	4.3%	4.8%	2.6%	5.6%	4.1%
Very Dissatisfied	Count	14	4	1	2	2	3	2	
	Percentage	0.5%	0.7%	0.2%	0.4%	0.5%	0.6%	0.7%	

Q 5b. Reasons for dissatisfaction									
			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	140	36	21	28	13	29	13
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 5b. Reasons for dissatisfaction	Charges not as per tariff plan subscribed	Count	59	18	7	9	5	13	7
		Percentage	42.1%	50.0%	33.3%	32.1%	38.5%	44.8%	53.8%
	Tariff plan changed without information	Count	15	4	3	3	0	5	0
		Percentage	10.7%	11.1%	14.3%	10.7%	0.0%	17.2%	0.0%
	Charged for value added services not requested	Count	30	8	5	7	3	3	4
		Percentage	21.4%	22.2%	23.8%	25.0%	23.1%	10.3%	30.8%
	Charged for calls/services not made/used	Count	32	9	5	7	5	4	2
		Percentage	22.9%	25.0%	23.8%	25.0%	38.5%	13.8%	15.4%
	Others	Count	5	2	0	0	0	3	0
		Percentage	3.6%	5.6%	0.0%	0.0%	0.0%	10.3%	0.0%

Q 6. Satisfaction with timely delivery of bills									
			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	950	87	133	110	155	133	332
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	928	86	132	108	155	120	327
		Percentage	97.7%	98.9%	99.2%	98.2%	100.0%	90.2%	98.5%
	Not specified	Count	22	1	1	2	0	13	5
		Percentage	2.3%	1.1%	0.8%	1.8%	0.0%	9.8%	1.5%
Q6	Very Satisfied	Count	293	34	43	32	55	40	89
		Percentage	31.6%	39.5%	32.6%	29.6%	35.5%	33.3%	27.2%
	Satisfied	Count	581	45	83	73	100	72	208
		Percentage	62.6%	52.3%	62.9%	67.6%	64.5%	60.0%	63.6%
	Dissatisfied	Count	49	6	5	3	0	7	28
		Percentage	5.3%	7.0%	3.8%	2.8%	0.0%	5.8%	8.6%
	Very Dissatisfied	Count	5	1	1	0	0	1	2
		Percentage	0.5%	1.2%	0.8%	0.0%	0.0%	0.8%	0.6%

Q 7a. Satisfaction with accuracy of bills									
			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	950	87	133	110	155	133	332
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



	Answering Base	Count	926	86	132	108	154	119	327
		Percentage	97.5%	98.9%	99.2%	98.2%	99.4%	89.5%	98.5%
	Not specified	Count	24	1	1	2	1	14	5
		Percentage	2.5%	1.1%	0.8%	1.8%	0.6%	10.5%	1.5%
Q7A	Very Satisfied	Count	249	29	34	32	55	39	60
		Percentage	26.9%	33.7%	25.8%	29.6%	35.7%	32.8%	18.3%
	Satisfied	Count	581	50	89	69	94	70	209
		Percentage	62.7%	58.1%	67.4%	63.9%	61.0%	58.8%	63.9%
	Dissatisfied	Count	90	6	9	7	4	10	54
		Percentage	9.7%	7.0%	6.8%	6.5%	2.6%	8.4%	16.5%
	Very Dissatisfied	Count	6	1	0	0	1	0	4
		Percentage	0.6%	1.2%	0.0%	0.0%	0.6%	0.0%	1.2%

Q 7b. Reasons for dissatisfaction									
			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Q 7b. Reasons for dissatisfaction	Total	Count	96	7	9	7	5	10	58
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Charges not as per tariff plan subscribed	Count	21	2	0	3	2	2	12
		Percentage	21.9%	28.6%	0.0%	42.9%	40.0%	20.0%	20.7%
	Tariff plan changed without information	Count	11	1	2	1	0	3	4
		Percentage	11.5%	14.3%	22.2%	14.3%	0.0%	30.0%	6.9%
	Charged for value added services not subscribed	Count	11	0	3	2	0	1	5
		Percentage	11.5%	0.0%	33.3%	28.6%	0.0%	10.0%	8.6%
	Charged for calls/services not made/used	Count	49	2	4	2	2	1	38
		Percentage	51.0%	28.6%	44.4%	28.6%	40.0%	10.0%	65.5%
Others	Count	2	0	0	0	1	0	1	
	Percentage	2.1%	0.0%	0.0%	0.0%	20.0%	0.0%	1.7%	

Q 8. Billing related complaints made in last 12 months									
			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	950	87	133	110	155	133	332
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q8	Answering Base	Count	947	87	133	109	155	132	331
		Yes	Count	116	12	9	15	12	13
	Yes	Percentage	12.2%	13.8%	6.8%	13.8%	7.7%	9.8%	16.6%
	No	Count	831	75	124	94	143	119	276
Percentage		87.8%	86.2%	93.2%	86.2%	92.3%	90.2%	83.4%	



Q 9. Satisfaction with process of resolutions of these complaints									
			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	116	12	9	15	12	13	55
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	114	12	9	13	12	13	55
		Percentage	98.3%	100.0%	100.0%	86.7%	100.0%	100.0%	100.0%
	Not specified	Count	2	0	0	2	0	0	0
		Percentage	1.7%	0.0%	0.0%	13.3%	0.0%	0.0%	0.0%
Q9	Very Satisfied	Count	9	2	0	1	0	1	5
		Percentage	7.9%	16.7%	0.0%	7.7%	0.0%	7.7%	9.1%
	Satisfied	Count	62	3	5	10	5	8	31
		Percentage	54.4%	25.0%	55.6%	76.9%	41.7%	61.5%	56.4%
	Dissatisfied	Count	37	5	4	2	6	4	16
		Percentage	32.5%	41.7%	44.4%	15.4%	50.0%	30.8%	29.1%
	Very Dissatisfied	Count	6	2	0	0	1	0	3
		Percentage	5.3%	16.7%	0.0%	0.0%	8.3%	0.0%	5.5%

Q 10a. Satisfaction with clarity of bills									
			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	950	87	133	110	155	133	332
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	935	85	132	108	154	126	330
		Percentage	98.4%	97.7%	99.2%	98.2%	99.4%	94.7%	99.4%
	Not specified	Count	15	2	1	2	1	7	2
		Percentage	1.6%	2.3%	0.8%	1.8%	0.6%	5.3%	0.6%
Q10A	Very Satisfied	Count	159	16	20	24	28	19	52
		Percentage	17.0%	18.8%	15.2%	22.2%	18.2%	15.1%	15.8%
	Satisfied	Count	699	56	106	76	117	91	253
		Percentage	74.8%	65.9%	80.3%	70.4%	76.0%	72.2%	76.7%
	Dissatisfied	Count	71	12	4	8	8	16	23
		Percentage	7.6%	14.1%	3.0%	7.4%	5.2%	12.7%	7.0%
	Very Dissatisfied	Count	6	1	2	0	1	0	2
		Percentage	0.6%	1.2%	1.5%	0.0%	0.6%	0.0%	0.6%

Q 10b. Reasons for dissatisfaction									
			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	77	13	6	8	9	16	25
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 10b. Reasons for dissatisfaction	Difficult to read the bill	Count	2	0	1	0	1	0	0
		Percentage	2.6%	0.0%	16.7%	0.0%	11.1%	0.0%	0.0%
	Difficult to	Count	19	3	1	1	0	10	4



	understand the language	Percentage	24.7%	23.1%	16.7%	12.5%	0.0%	62.5%	16.0%
		Count	33	6	1	6	6	1	13
	Calculations not clear	Percentage	42.9%	46.2%	16.7%	75.0%	66.7%	6.3%	52.0%
		Count	13	4	3	1	4	1	0
	Item-wise charges not given	Percentage	16.9%	30.8%	50.0%	12.5%	44.4%	6.3%	0.0%
		Count	1	0	0	0	0	0	1
	Others	Percentage	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%
		Count							

Q 11. Complaints made to customer care

			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	3,686	641	602	659	581	604	599
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q11	Answering Base	Count	3,686	641	602	659	581	604	599
		Yes	Count	1,474	237	245	276	177	232
		Percentage	40.0%	37.0%	40.7%	41.9%	30.5%	38.4%	51.3%
	No	Count	2,212	404	357	383	404	372	292
	Percentage	60.0%	63.0%	59.3%	58.1%	69.5%	61.6%	48.7%	

Q 12. Satisfaction with ease of access of number

			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	1,474	237	245	276	177	232	307
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,472	237	244	276	176	232	307
		Percentage	99.9%	100.0%	99.6%	100.0%	99.4%	100.0%	100.0%
	Not specified	Count	2	0	1	0	1	0	0
		Percentage	0.1%	0.0%	0.4%	0.0%	0.6%	0.0%	0.0%
Q12	Very Satisfied	Count	134	11	19	44	27	22	11
		Percentage	9.1%	4.6%	7.8%	15.9%	15.3%	9.5%	3.6%
	Satisfied	Count	931	164	168	170	114	155	160
		Percentage	63.2%	69.2%	68.9%	61.6%	64.8%	66.8%	52.1%
	Dissatisfied	Count	394	61	56	60	32	53	132
		Percentage	26.8%	25.7%	23.0%	21.7%	18.2%	22.8%	43.0%
	Very Dissatisfied	Count	13	1	1	2	3	2	4
		Percentage	0.9%	0.4%	0.4%	0.7%	1.7%	0.9%	1.3%

Q 13. Satisfaction with response time

			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	1,474	237	245	276	177	232	307



		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,472	237	244	276	176	232	307
		Percentage	99.9%	100.0%	99.6%	100.0%	99.4%	100.0%	100.0%
	Not specified	Count	2	0	1	0	1	0	0
		Percentage	0.1%	0.0%	0.4%	0.0%	0.6%	0.0%	0.0%
Q13	Very Satisfied	Count	235	23	48	51	43	42	28
		Percentage	16.0%	9.7%	19.7%	18.5%	24.4%	18.1%	9.1%
	Satisfied	Count	1,023	176	166	196	113	156	216
		Percentage	69.5%	74.3%	68.0%	71.0%	64.2%	67.2%	70.4%
	Dissatisfied	Count	204	36	30	28	19	31	60
		Percentage	13.9%	15.2%	12.3%	10.1%	10.8%	13.4%	19.5%
	Very Dissatisfied	Count	10	2	0	1	1	3	3
		Percentage	0.7%	0.8%	0.0%	0.4%	0.6%	1.3%	1.0%

Q 14. Satisfaction with problem solving ability of CC executive

			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	1,474	237	245	276	177	232	307
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,457	237	243	272	173	231	301
		Percentage	98.8%	100.0%	99.2%	98.6%	97.7%	99.6%	98.0%
	Not specified	Count	17	0	2	4	4	1	6
		Percentage	1.2%	0.0%	0.8%	1.4%	2.3%	0.4%	2.0%
Q14	Very Satisfied	Count	203	29	35	45	29	36	29
		Percentage	13.9%	12.2%	14.4%	16.5%	16.8%	15.6%	9.6%
	Satisfied	Count	1,129	177	194	206	132	168	252
		Percentage	77.5%	74.7%	79.8%	75.7%	76.3%	72.7%	83.7%
	Dissatisfied	Count	110	30	13	19	12	22	14
		Percentage	7.5%	12.7%	5.3%	7.0%	6.9%	9.5%	4.7%
	Very Dissatisfied	Count	15	1	1	2	0	5	6
		Percentage	1.0%	0.4%	0.4%	0.7%	0.0%	2.2%	2.0%

Q 15. Satisfaction with time taken by CC executive to solve problem

			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	1,474	237	245	276	177	232	307
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,469	237	243	275	175	232	307
		Percentage	99.7%	100.0%	99.2%	99.6%	98.9%	100.0%	100.0%
	Not specified	Count	5	0	2	1	2	0	0
		Percentage	0.3%	0.0%	0.8%	0.4%	1.1%	0.0%	0.0%
Q15	Very Satisfied	Count	203	18	33	45	34	36	37
		Percentage	13.8%	7.6%	13.6%	16.4%	19.4%	15.5%	12.1%
	Satisfied	Count	1,132	183	197	207	131	173	241

		Percentage	77.1%	77.2%	81.1%	75.3%	74.9%	74.6%	78.5%
	Dissatisfied	Count	124	35	13	23	9	20	24
		Percentage	8.4%	14.8%	5.3%	8.4%	5.1%	8.6%	7.8%
	Very Dissatisfied	Count	10	1	0	0	1	3	5
		Percentage	0.7%	0.4%	0.0%	0.0%	0.6%	1.3%	1.6%

Q16. Satisfaction with availability of signal

			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	3,686	641	602	659	581	604	599
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,685	641	602	659	581	604	598
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%
	Not specified	Count	1	0	0	0	0	0	1
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%
Q16	Very Satisfied	Count	1,405	202	251	239	222	237	254
		Percentage	38.1%	31.5%	41.7%	36.3%	38.2%	39.2%	42.5%
	Satisfied	Count	2,109	392	331	381	345	341	319
		Percentage	57.2%	61.2%	55.0%	57.8%	59.4%	56.5%	53.3%
	Dissatisfied	Count	163	44	18	37	14	26	24
		Percentage	4.4%	6.9%	3.0%	5.6%	2.4%	4.3%	4.0%
	Very Dissatisfied	Count	8	3	2	2	0	0	1
		Percentage	0.2%	0.5%	0.3%	0.3%	0.0%	0.0%	0.2%

Q17. Satisfaction with ease of making / receiving calls

			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	3,686	641	602	659	581	604	599
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,679	641	601	656	579	604	598
		Percentage	99.8%	100.0%	99.8%	99.5%	99.7%	100.0%	99.8%
	Not specified	Count	7	0	1	3	2	0	1
		Percentage	0.2%	0.0%	0.2%	0.5%	0.3%	0.0%	0.2%
Q17	Very Satisfied	Count	965	146	163	180	157	167	152
		Percentage	26.2%	22.8%	27.1%	27.4%	27.1%	27.6%	25.4%
	Satisfied	Count	2,536	459	411	445	400	411	410
		Percentage	68.9%	71.6%	68.4%	67.8%	69.1%	68.0%	68.6%
	Dissatisfied	Count	156	33	23	27	19	23	31
		Percentage	4.2%	5.1%	3.8%	4.1%	3.3%	3.8%	5.2%
	Very Dissatisfied	Count	22	3	4	4	3	3	5
		Percentage	0.6%	0.5%	0.7%	0.6%	0.5%	0.5%	0.8%

Q18. Rate of call drop

			Operator						
--	--	--	----------	--	--	--	--	--	--

			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Q18	Total	Count	3,686	641	602	659	581	604	599
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,686	641	602	659	581	604	599
		Very Frequently	Count	22	3	2	10	3	3
		Percentage	0.6%	0.5%	0.3%	1.5%	0.5%	0.5%	0.2%
	Frequently	Count	123	25	12	26	10	24	26
		Percentage	3.3%	3.9%	2.0%	3.9%	1.7%	4.0%	4.3%
	Occasionally	Count	1,825	351	301	294	293	289	297
		Percentage	49.5%	54.8%	50.0%	44.6%	50.4%	47.8%	49.6%
	Never	Count	1,710	261	286	328	275	287	273
Percentage		46.4%	40.7%	47.5%	49.8%	47.3%	47.5%	45.6%	
Not specified	Count	6	1	1	1	0	1	2	
	Percentage	0.2%	0.2%	0.2%	0.2%	0.0%	0.2%	0.3%	

Q19. Satisfaction with voice quality

			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	3,686	641	602	659	581	604	599
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,683	640	601	659	581	603	599
		Percentage	99.9%	99.8%	99.8%	100.0%	100.0%	99.8%	100.0%
	Not specified	Count	3	1	1	0	0	1	0
		Percentage	0.1%	0.2%	0.2%	0.0%	0.0%	0.2%	0.0%
Q19	Very Satisfied	Count	1,645	274	278	293	267	270	263
		Percentage	44.7%	42.8%	46.3%	44.5%	46.0%	44.8%	43.9%
	Satisfied	Count	1,923	335	312	339	300	318	319
		Percentage	52.2%	52.3%	51.9%	51.4%	51.6%	52.7%	53.3%
	Dissatisfied	Count	109	30	10	25	13	14	17
		Percentage	3.0%	4.7%	1.7%	3.8%	2.2%	2.3%	2.8%
	Very Dissatisfied	Count	6	1	1	2	1	1	0
		Percentage	0.2%	0.2%	0.2%	0.3%	0.2%	0.2%	0.0%

Q20. Problems of signal faced

			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	3,686	641	602	659	581	604	599
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q20	Answering Base	Count	3,686	641	602	659	581	604	599
		Very Dissatisfied	Count	18	3	3	4	1	3
	Percentage	0.5%	0.5%	0.5%	0.6%	0.2%	0.5%	0.7%	
Dissatisfied	Count	146	39	14	31	8	21	33	
	Percentage	4.0%	6.1%	2.3%	4.7%	1.4%	3.5%	5.5%	
Satisfied	Count	1,821	342	311	281	300	295	292	
	Percentage	49.4%	53.4%	51.7%	42.6%	51.6%	48.8%	48.7%	

Very Satisfied	Count	1,701	257	274	343	272	285	270
	Percentage	46.1%	40.1%	45.5%	52.0%	46.8%	47.2%	45.1%
Not specified	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q21. Satisfaction with availability of network									
			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	3,686	641	602	659	581	604	599
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,686	641	602	659	581	604	599
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Q21	Very Satisfied	Count	1,511	234	266	265	276	246	224
		Percentage	41.0%	36.5%	44.2%	40.2%	47.5%	40.7%	37.4%
	Satisfied	Count	1,935	347	316	347	283	332	310
		Percentage	52.5%	54.1%	52.5%	52.7%	48.7%	55.0%	51.8%
	Dissatisfied	Count	221	56	17	40	22	25	61
		Percentage	6.0%	8.7%	2.8%	6.1%	3.8%	4.1%	10.2%
Very Dissatisfied	Count	19	4	3	7	0	1	4	
	Percentage	0.5%	0.6%	0.5%	1.1%	0.0%	0.2%	0.7%	

Q22. Satisfaction with restoration of network problems									
			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	3,686	641	602	659	581	604	599
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,674	640	601	657	577	602	597
		Percentage	99.7%	99.8%	99.8%	99.7%	99.3%	99.7%	99.7%
	Not specified	Count	12	1	1	2	4	2	2
		Percentage	0.3%	0.2%	0.2%	0.3%	0.7%	0.3%	0.3%
Q22	Very Satisfied	Count	1,279	185	241	215	234	213	191
		Percentage	34.8%	28.9%	40.1%	32.7%	40.6%	35.4%	32.0%
	Satisfied	Count	2,135	385	333	392	318	350	357
		Percentage	58.1%	60.2%	55.4%	59.7%	55.1%	58.1%	59.8%
	Dissatisfied	Count	205	59	19	37	22	26	42
		Percentage	5.6%	9.2%	3.2%	5.6%	3.8%	4.3%	7.0%
Very Dissatisfied	Count	55	11	8	13	3	13	7	
	Percentage	1.5%	1.7%	1.3%	2.0%	0.5%	2.2%	1.2%	

Q23. Value added services used									
			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA

	Total	Count	3,686	641	602	659	581	604	599
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q23	Answering Base	Count	3,686	641	602	659	581	604	599
		Yes	Count	1,352	255	222	231	187	205
		Percentage	36.7%	39.8%	36.9%	35.1%	32.2%	33.9%	42.1%
	No	Count	2,334	386	380	428	394	399	347
Percentage		63.3%	60.2%	63.1%	64.9%	67.8%	66.1%	57.9%	

Q24. Explicit consent taken before providing chargeable value added services

		Total	Operator						
			Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA	
	Total	Count	1,352	255	222	231	187	205	252
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q24	Answering Base	Count	1,352	255	222	231	187	205	252
		Yes	Count	943	188	153	168	130	141
		Percentage	69.7%	73.7%	68.9%	72.7%	69.5%	68.8%	64.7%
	No	Count	385	66	67	56	52	56	88
		Percentage	28.5%	25.9%	30.2%	24.2%	27.8%	27.3%	34.9%
	Not specified	Count	24	1	2	7	5	8	1
Percentage		1.8%	0.4%	0.9%	3.0%	2.7%	3.9%	0.4%	

Q25. Satisfaction with value added services

		Total	Operator						
			Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA	
	Total	Count	1,352	255	222	231	187	205	252
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,341	254	222	224	187	202	252
		Percentage	99.2%	99.6%	100.0%	97.0%	100.0%	98.5%	100.0%
	Not specified	Count	11	1	0	7	0	3	0
		Percentage	0.8%	0.4%	0.0%	3.0%	0.0%	1.5%	0.0%
Q25	Very Satisfied	Count	305	61	53	57	47	50	37
		Percentage	22.7%	24.0%	23.9%	25.4%	25.1%	24.8%	14.7%
	Satisfied	Count	945	176	157	153	133	140	186
		Percentage	70.5%	69.3%	70.7%	68.3%	71.1%	69.3%	73.8%
	Dissatisfied	Count	83	15	11	10	7	11	29
		Percentage	6.2%	5.9%	5.0%	4.5%	3.7%	5.4%	11.5%
Very Dissatisfied	Count	8	2	1	4	0	1	0	
	Percentage	0.6%	0.8%	0.5%	1.8%	0.0%	0.5%	0.0%	

Q26a. Satisfaction with overall quality

		Total	Operator						
			Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA	
	Total	Count	3,686	641	602	659	581	604	599
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	3,674	639	601	659	580	600	595	



		Percentage	99.7%	99.7%	99.8%	100.0%	99.8%	99.3%	99.3%
Q26A	Not specified	Count	12	2	1	0	1	4	4
		Percentage	0.3%	0.3%	0.2%	0.0%	0.2%	0.7%	0.7%
	Very Satisfied	Count	1,301	238	219	243	229	206	166
		Percentage	35.4%	37.2%	36.4%	36.9%	39.5%	34.3%	27.9%
	Satisfied	Count	2,131	346	358	370	325	365	367
		Percentage	58.0%	54.1%	59.6%	56.1%	56.0%	60.8%	61.7%
	Dissatisfied	Count	218	50	22	39	24	26	57
		Percentage	5.9%	7.8%	3.7%	5.9%	4.1%	4.3%	9.6%
Very Dissatisfied	Count	24	5	2	7	2	3	5	
	Percentage	0.7%	0.8%	0.3%	1.1%	0.3%	0.5%	0.8%	

Q27. Informed in writing about tariff plan

			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Q27	Total	Count	3,686	641	602	659	581	604	599
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,686	641	602	659	581	604	599
		Yes	Count	558	77	103	143	73	70
	Percentage		15.1%	12.0%	17.1%	21.7%	12.6%	11.6%	15.4%
	No	Count	1,626	365	252	198	213	306	292
		Percentage	44.1%	56.9%	41.9%	30.0%	36.7%	50.7%	48.7%
	Not specified	Count	1,502	199	247	318	295	228	215
Percentage		40.7%	31.0%	41.0%	48.3%	50.8%	37.7%	35.9%	

Q28. Mobile connection terminated in last 12 months

			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Q28	Total	Count	3,686	641	602	659	581	604	599
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,686	641	602	659	581	604	599
		Yes	Count	160	25	37	24	20	29
	Percentage		4.3%	3.9%	6.1%	3.6%	3.4%	4.8%	4.2%
	No	Count	3,526	616	565	635	561	575	574
		Percentage	95.7%	96.1%	93.9%	96.4%	96.6%	95.2%	95.8%

Q29. Previous service provider

			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Q29	Total	Count	160	25	37	24	20	29	25
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	160	25	37	24	20	29	25
		Airtel	Count	37	3	10	5	5	6
	Percentage		23.1%	12.0%	27.0%	20.8%	25.0%	20.7%	32.0%
	Vodafone	Count	14	4	0	3	2	4	1

	Percentage	8.8%	16.0%	0.0%	12.5%	10.0%	13.8%	4.0%
Idea	Count	27	6	6	4	3	3	5
	Percentage	16.9%	24.0%	16.2%	16.7%	15.0%	10.3%	20.0%
BSNL	Count	27	2	8	6	1	6	4
	Percentage	16.9%	8.0%	21.6%	25.0%	5.0%	20.7%	16.0%
Rel Comm	Count	28	5	8	4	7	1	3
	Percentage	17.5%	20.0%	21.6%	16.7%	35.0%	3.4%	12.0%
Aircel	Count	5	0	2	0	1	1	1
	Percentage	3.1%	0.0%	5.4%	0.0%	5.0%	3.4%	4.0%
TATA	Count	13	5	2	0	1	4	1
	Percentage	8.1%	20.0%	5.4%	0.0%	5.0%	13.8%	4.0%
MTNL	Count	2	0	0	1	0	1	0
	Percentage	1.3%	0.0%	0.0%	4.2%	0.0%	3.4%	0.0%
BPL	Count	3	0	0	1	0	1	1
	Percentage	1.9%	0.0%	0.0%	4.2%	0.0%	3.4%	4.0%
HFCL	Count	2	0	0	0	0	1	1
	Percentage	1.3%	0.0%	0.0%	0.0%	0.0%	3.4%	4.0%
RISL	Count	1	0	1	0	0	0	0
	Percentage	0.6%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%
Others	Count	1	0	0	0	0	1	0
	Percentage	0.6%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%

Q30. Time taken for termination of connection

			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	160	25	37	24	20	29	25
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q30	Answering Base	Count	160	25	37	24	20	29	25
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	More than 7 days	Count	1	0	1	0	0	0	0
		Percentage	0.6%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%
	4 - 7 days	Count	20	5	3	3	2	1	6
		Percentage	12.5%	20.0%	8.1%	12.5%	10.0%	3.4%	24.0%
	2-3 days	Count	47	3	13	7	6	9	9
		Percentage	29.4%	12.0%	35.1%	29.2%	30.0%	31.0%	36.0%
	1 day	Count	82	15	20	11	10	17	9
		Percentage	51.3%	60.0%	54.1%	45.8%	50.0%	58.6%	36.0%
	Not specified	Count	10	2	0	3	2	2	1
		Percentage	6.3%	8.0%	0.0%	12.5%	10.0%	6.9%	4.0%

Q31. Security deposit adjusted in the bill raised after termination

			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	160	25	37	24	20	29	25
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q31	Answering Base	Count	160	25	37	24	20	29	25
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	68	9	14	7	8	14	16
	Percentage	42.5%	36.0%	37.8%	29.2%	40.0%	48.3%	64.0%	

	No	Count	67	11	18	12	8	10	8
		Percentage	41.9%	44.0%	48.6%	50.0%	40.0%	34.5%	32.0%
Not specified		Count	25	5	5	5	4	5	1
		Percentage	15.6%	20.0%	13.5%	20.8%	20.0%	17.2%	4.0%

Q32. Number registered on Do Not Call (DNC registry)

			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	3,686	641	602	659	581	604	599
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q32	Answering Base	Count	3,686	641	602	659	581	604	599
		Yes	Count	113	23	18	24	18	21
		Percentage	3.1%	3.6%	3.0%	3.6%	3.1%	3.5%	1.5%
	No	Count	2,739	493	421	485	433	448	459
		Percentage	74.3%	76.9%	69.9%	73.6%	74.5%	74.2%	76.6%
	Do not mind receiving such calls/SMS	Count	817	119	162	150	128	132	126
		Percentage	22.2%	18.6%	26.9%	22.8%	22.0%	21.9%	21.0%
	Not specified	Count	17	6	1	0	2	3	5
Percentage		0.5%	0.9%	0.2%	0.0%	0.3%	0.5%	0.8%	

Q33a. Still receive unsolicited material

			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	113	23	18	24	18	21	9
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q33a	Answering Base	Count	113	23	18	24	18	21	9
		Continued receiving	Count	56	15	9	7	9	8
		Percentage	49.6%	65.2%	50.0%	29.2%	50.0%	38.1%	88.9%
	Slight decrease	Count	16	5	2	5	3	1	0
		Percentage	14.2%	21.7%	11.1%	20.8%	16.7%	4.8%	0.0%
	Considerable decrease	Count	18	1	3	6	3	5	0
		Percentage	15.9%	4.3%	16.7%	25.0%	16.7%	23.8%	0.0%
	Stopped receiving	Count	21	2	3	5	3	7	1
		Percentage	18.6%	8.7%	16.7%	20.8%	16.7%	33.3%	11.1%
	Not specified	Count	2	0	1	1	0	0	0
		Percentage	1.8%	0.0%	5.6%	4.2%	0.0%	0.0%	0.0%

Q33b. Complained to service provider

			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	113	23	18	24	18	21	9
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q33b	Answering Base	Count	113	23	18	24	18	21	9



Yes	Count	26	6	5	7	2	4	2
	Percentage	23.0%	26.1%	27.8%	29.2%	11.1%	19.0%	22.2%
No	Count	75	14	11	13	16	15	6
	Percentage	66.4%	60.9%	61.1%	54.2%	88.9%	71.4%	66.7%
Not specified	Count	12	3	2	4	0	2	1
	Percentage	10.6%	13.0%	11.1%	16.7%	0.0%	9.5%	11.1%

Q33c. Outcome of complaint

		Operator							
		Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA	
	Total	Count	113	23	18	24	18	21	9
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q33c	Answering Base	Count	27	6	5	8	2	4	2
		Percentage	85.2%	83.3%	60.0%	87.5%	100.0%	100.0%	100.0%
	Complaint registered by service provider	Count	23	5	3	7	2	4	2
		Percentage	85.2%	83.3%	60.0%	87.5%	100.0%	100.0%	100.0%
	Service Provider refused to register complaint	Count	3	1	1	1	0	0	0
		Percentage	11.1%	16.7%	20.0%	12.5%	0.0%	0.0%	0.0%
	Not specified	Count	1	0	1	0	0	0	0
		Percentage	3.7%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%

Q 34. Aware of the 3 stage grievance redressal mechanism

		Operator							
		Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA	
	Total	Count	3,686	641	602	659	581	604	599
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q34	Answering Base	Count	3,686	641	602	659	581	604	599
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	2,577	443	426	454	405	405	444
		Percentage	69.9%	69.1%	70.8%	68.9%	69.7%	67.1%	74.1%
	No	Count	1,105	197	176	204	176	198	154
		Percentage	30.0%	30.7%	29.2%	31.0%	30.3%	32.8%	25.7%
	Not specified	Count	4	1	0	1	0	1	1
		Percentage	0.1%	0.2%	0.0%	0.2%	0.0%	0.2%	0.2%

Q 35. Which stage aware of

		Operator							
		Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA	
	Total	Count	3,686	641	602	659	581	604	599
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q35. Which stage aware of	Call Centre	Count	2,529	439	425	431	395	396	443

		Percentage	68.6%	68.5%	70.6%	65.4%	68.0%	65.6%	74.0%
	Nodal Officer	Count	452	99	49	82	65	92	65
		Percentage	12.3%	15.4%	8.1%	12.4%	11.2%	15.2%	10.9%
	Appellate Authority	Count	45	5	11	7	11	6	5
		Percentage	1.2%	0.8%	1.8%	1.1%	1.9%	1.0%	0.8%
	None of these	Count	424	75	72	78	68	74	57
		Percentage	11.5%	11.7%	12.0%	11.8%	11.7%	12.3%	9.5%

Q 36. made complaints within last 6 months

			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	3,686	641	602	659	581	604	599
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q36	Answering Base Yes	Count	3,686	641	602	659	581	604	599
		Count	354	64	46	51	34	62	97
	Percentage	9.6%	10.0%	7.6%	7.7%	5.9%	10.3%	16.2%	
	No	Count	3,329	577	556	608	544	542	502
Percentage		90.3%	90.0%	92.4%	92.3%	93.6%	89.7%	83.8%	
Not specified	Count	3	0	0	0	3	0	0	
	Percentage	0.1%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	

Q 37. Docket number

			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	354	64	46	51	34	62	97
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q37	Answering Base	Count	354	64	46	51	34	62	97
		No docket number received even on request	Count	46	6	4	12	3	11
	Percentage		13.0%	9.4%	8.7%	23.5%	8.8%	17.7%	10.3%
	No docket number received for most of the complaints	Count	91	19	11	19	10	15	17
		Percentage	25.7%	29.7%	23.9%	37.3%	29.4%	24.2%	17.5%
	Docket number received for most of the complaints	Count	213	39	30	18	20	36	70
Percentage		60.2%	60.9%	65.2%	35.3%	58.8%	58.1%	72.2%	
Not specified	Count	4	0	1	2	1	0	0	
	Percentage	1.1%	0.0%	2.2%	3.9%	2.9%	0.0%	0.0%	

Q 38. Information given by call center									
			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	354	64	46	51	34	62	97
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q38	Answering Base	Count	354	64	46	51	34	62	97
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	314	55	42	42	32	55	88
		Percentage	88.7%	85.9%	91.3%	82.4%	94.1%	88.7%	90.7%
	No	Count	32	7	3	7	2	5	8
		Percentage	9.0%	10.9%	6.5%	13.7%	5.9%	8.1%	8.2%
Not specified	Count	8	2	1	2	0	2	1	
	Percentage	2.3%	3.1%	2.2%	3.9%	0.0%	3.2%	1.0%	

Q 39. Satisfaction with clarity of bills									
			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	354	64	46	51	34	62	97
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	340	62	44	47	34	59	94
		Percentage	96.0%	96.9%	95.7%	92.2%	100.0%	95.2%	96.9%
	Not specified	Count	14	2	2	4	0	3	3
		Percentage	4.0%	3.1%	4.3%	7.8%	0.0%	4.8%	3.1%
Q39	Very Satisfied	Count	33	5	6	7	2	7	6
		Percentage	9.7%	8.1%	13.6%	14.9%	5.9%	11.9%	6.4%
	Satisfied	Count	228	41	26	29	25	38	69
		Percentage	67.1%	66.1%	59.1%	61.7%	73.5%	64.4%	73.4%
	Dissatisfied	Count	66	15	12	8	7	12	12
		Percentage	19.4%	24.2%	27.3%	17.0%	20.6%	20.3%	12.8%
	Very Dissatisfied	Count	13	1	0	3	0	2	7
		Percentage	3.8%	1.6%	0.0%	6.4%	0.0%	3.4%	7.4%

Q 40. Reasons for dissatisfaction									
			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	79	16	12	11	7	14	19
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 40. Reasons for dissatisfaction	Difficult to connect to the call centre executive	Count	36	5	8	4	4	8	7
		Percentage	45.6%	31.3%	66.7%	36.4%	57.1%	57.1%	36.8%
	Customer care executive not polite/courteous	Count	4	0	0	1	0	1	2
		Percentage	5.1%	0.0%	0.0%	9.1%	0.0%	7.1%	10.5%

Customer care executive not equipped with adequate information	Count	18	4	3	3	1	2	5
	Percentage	22.8%	25.0%	25.0%	27.3%	14.3%	14.3%	26.3%
Time taken by call centre for redressal of complaint is long	Count	13	6	1	3	1	1	1
	Percentage	16.5%	37.5%	8.3%	27.3%	14.3%	7.1%	5.3%
Customer care executive was unable to understand the problem	Count	4	1	0	1	0	2	0
	Percentage	5.1%	6.3%	0.0%	9.1%	0.0%	14.3%	0.0%
Others	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q 41. Billing complaint solved within 4 weeks by CC executive										
			Operator							
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA	
	Total	Count	354	64	46	51	34	62	97	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Q41	Answering Base	Count	354	64	46	51	34	62	97	
		Yes	Count	148	30	19	33	16	30	20
		Percentage	41.8%	46.9%	41.3%	64.7%	47.1%	48.4%	20.6%	
		No	Count	67	18	4	11	6	12	16
		Percentage	18.9%	28.1%	8.7%	21.6%	17.6%	19.4%	16.5%	
		Not Applicable	Count	139	16	23	7	12	20	61
	Percentage	39.3%	25.0%	50.0%	13.7%	35.3%	32.3%	62.9%		

Q 42. Awareness of contact details of nodal officer										
			Operator							
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA	
	Total	Count	3,686	641	602	659	581	604	599	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Q42	Answering Base	Count	3,686	641	602	659	581	604	599	
		Yes	Count	546	98	91	110	79	87	81
		Percentage	14.8%	15.3%	15.1%	16.7%	13.6%	14.4%	13.5%	
		No	Count	3,140	543	511	549	502	517	518
		Percentage	85.2%	84.7%	84.9%	83.3%	86.4%	85.6%	86.5%	

Q 43. Made a complaint to nodal officer									
			Operator						



			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Q43	Total	Count	546	98	91	110	79	87	81
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	546	98	91	110	79	87	81
		Yes	Count	16	2	2	7	0	2
		Percentage	2.9%	2.0%	2.2%	6.4%	0.0%	2.3%	3.7%
		No	Count	530	96	89	103	79	85
	Percentage	97.1%	98.0%	97.8%	93.6%	100.0%	97.7%	96.3%	

Q 44. Nodal officer can be approached easily

			Operator						
			Total	Airtel	Vodafone	Idea	Rel Comm	TATA	
Q44	Total	Count	16	2	2	7	2	3	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Answering Base	Count	16	2	2	7	2	3	
		Yes	Count	7	0	1	3	1	2
		Percentage	43.8%	0.0%	50.0%	42.9%	50.0%	66.7%	
		No	Count	6	2	1	1	1	1
		Percentage	37.5%	100.0%	50.0%	14.3%	50.0%	33.3%	
		Not Specified	Count	3	0	0	3	0	0
		Percentage	18.8%	0.0%	0.0%	42.9%	0.0%	0.0%	

Q 45. Decision on complaint intimated by Nodal officer

			Operator						
			Total	Airtel	Vodafone	Idea	Rel Comm	TATA	
Q45	Total	Count	16	2	2	7	2	3	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Answering Base	Count	16	2	2	7	2	3	
		Yes	Count	10	1	2	4	1	2
		Percentage	62.5%	50.0%	100.0%	57.1%	50.0%	66.7%	
		No	Count	3	1	0	0	1	1
		Percentage	18.8%	50.0%	0.0%	0.0%	50.0%	33.3%	
		Not Specified	Count	3	0	0	3	0	0
		Percentage	18.8%	0.0%	0.0%	42.9%	0.0%	0.0%	

Q 46. Satisfaction with redressal of complaint by nodal officer

			Operator					
			Total	Airtel	Vodafone	Idea	Rel Comm	TATA
Q46	Total	Count	16	2	2	7	2	3
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	13	2	2	4	2	3
		Percentage	81.3%	100.0%	100.0%	57.1%	100.0%	100.0%
	Not specified	Count	3	0	0	3	0	0
		Percentage	18.8%	0.0%	0.0%	42.9%	0.0%	0.0%
	Satisfied	Count	10	1	2	4	1	2



		Percentage	76.9%	50.0%	100.0%	100.0%	50.0%	66.7%
Dissatisfied		Count	2	1	0	0	1	0
		Percentage	15.4%	50.0%	0.0%	0.0%	50.0%	0.0%
Very Dissatisfied		Count	1	0	0	0	0	1
		Percentage	7.7%	0.0%	0.0%	0.0%	0.0%	33.3%

Q 47. Reasons for dissatisfaction

			Operator			
			Total	Airtel	Rel Comm	TATA
Q 47. Reasons for dissatisfaction	Total	Count	3	1	1	1
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3	1	1	1
		Percentage				
	Difficult to connect to the Nodal Officer	Count	1	0	0	1
		Percentage	33.3%	0.0%	0.0%	100.0%
	Nodal Officer not polite/courteous	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%
	Nodal Officer not equipped with adequate information	Count	2	1	1	0
		Percentage	66.7%	100.0%	100.0%	0.0%
	Time taken by Nodal Off. for redressal of complaint is long	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%
	Nodal Officer was unable to understand the problem	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%
	Others	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%

Q 48. Awareness of contact details of appellate authority

			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Q48	Total	Count	3,686	641	602	659	581	604	599
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,686	641	602	659	581	604	599
		Percentage							
	Yes	Count	767	134	122	152	115	134	110
		Percentage	20.8%	20.9%	20.3%	23.1%	19.8%	22.2%	18.4%
	No	Count	2,919	507	480	507	466	470	489
		Percentage	79.2%	79.1%	79.7%	76.9%	80.2%	77.8%	81.6%

Q 49. Filed complaints in last 6 months

			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	767	134	122	152	115	134	110
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q49	Answering Base	Count	767	134	122	152	115	134	110
		Percentage							
	Yes	Count	25	5	4	5	0	6	5
		Percentage	3.3%	3.7%	3.3%	3.3%	0.0%	4.5%	4.5%

	No	Count	742	129	118	147	115	128	105
		Percentage	96.7%	96.3%	96.7%	96.7%	100.0%	95.5%	95.5%

Q 50. Acknowledgement received									
			Operator						
			Total	Airtel	Vodafone	Idea	Rel Comm	TATA	
Q50	Total	Count	25	5	4	5	6	5	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Answering Base Yes	Count	25	5	4	5	6	5	
		Percentage	18	5	2	4	4	3	
	No	Count	6	0	1	1	2	2	
		Percentage	24.0%	0.0%	25.0%	20.0%	33.3%	40.0%	
	Not specified	Count	1	0	1	0	0	0	
		Percentage	4.0%	0.0%	25.0%	0.0%	0.0%	0.0%	

Q 51. Decision taken by appellate authority within 3 months									
			Operator						
			Total	Airtel	Vodafone	Idea	Rel Comm	TATA	
Q51	Total	Count	25	5	4	5	6	5	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Answering Base Yes	Count	25	5	4	5	6	5	
		Percentage	14	2	2	4	3	3	
	No	Count	8	1	2	0	3	2	
		Percentage	32.0%	20.0%	50.0%	0.0%	50.0%	40.0%	
	Appeal Filed only Recently	Count	2	1	0	1	0	0	
		Percentage	8.0%	20.0%	0.0%	20.0%	0.0%	0.0%	
	Not specified	Count	1	1	0	0	0	0	
		Percentage	4.0%	20.0%	0.0%	0.0%	0.0%	0.0%	

Q 52. Aware of item wise usage charge details									
			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
Q52	Total	Count	2,736	554	469	549	426	471	267
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base Yes	Count	2,736	554	469	549	426	471	267
		Percentage	1,399	294	241	292	222	235	115
	No	Count	1,333	259	228	257	202	235	152
		Percentage	48.7%	46.8%	48.6%	46.8%	47.4%	49.9%	56.9%
	Not specified	Count	4	1	0	0	2	1	0
		Percentage	0.1%	0.2%	0.0%	0.0%	0.5%	0.2%	0.0%



Q 53. Denied request of item wise usage charge details									
			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	2,736	554	469	549	426	471	267
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q53	Answering Base	Count	1,399	294	241	292	222	235	115
		Percentage	5.1%	7.8%	2.9%	3.4%	4.5%	5.5%	7.0%
	Yes	Count	71	23	7	10	10	13	8
		Percentage	5.1%	7.8%	2.9%	3.4%	4.5%	5.5%	7.0%
No	Count	1,328	271	234	282	212	222	107	
	Percentage	94.9%	92.2%	97.1%	96.6%	95.5%	94.5%	93.0%	

Q 54. Reasons for denying request									
			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	71	23	7	10	10	13	8
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 54. Reasons for denying request	No reason given	Count	29	5	4	7	6	5	2
		Percentage	40.8%	21.7%	57.1%	70.0%	60.0%	38.5%	25.0%
	Technical problem	Count	30	13	2	2	2	6	5
		Percentage	42.3%	56.5%	28.6%	20.0%	20.0%	46.2%	62.5%
	Others	Count	3	1	1	0	0	1	0
		Percentage	4.2%	4.3%	14.3%	0.0%	0.0%	7.7%	0.0%

Q 55. Manual of practice provided									
			Operator						
			Total	Airtel	Vodafone	Idea	BSNL	Rel Comm	TATA
	Total	Count	3,686	641	602	659	581	604	599
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q55	Answering Base	Count	3,686	641	602	659	581	604	599
		Percentage	23.2%	15.4%	22.6%	27.0%	18.1%	21.4%	34.9%
	Yes	Count	856	99	136	178	105	129	209
		Percentage	33.1%	46.8%	44.9%	32.0%	24.8%	22.2%	27.0%
	No	Count	1,221	300	270	211	144	134	162
		Percentage	43.7%	37.8%	32.6%	41.0%	57.1%	56.5%	38.1%
Not specified	Count	1,609	242	196	270	332	341	228	
	Percentage	43.7%	37.8%	32.6%	41.0%	57.1%	56.5%	38.1%	

7.3 Broadband Services

Q1. Number of days in getting BB connection activated									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
Q1	Total	Count	3,051	600	580	600	635	20	616
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,051	600	580	600	635	20	616
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Within 15 working days	Count	1,849	337	287	383	391	18	433
		Percentage	60.6%	56.2%	49.5%	63.8%	61.6%	90.0%	70.3%
> 15 working Days	Count	1,202	263	293	217	244	2	183	
	Percentage	39.4%	43.8%	50.5%	36.2%	38.4%	10.0%	29.7%	

Q2. Satisfaction with time taken in getting BB connection activated									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	3,051	600	580	600	635	20	616
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,050	600	580	600	634	20	616
		Percentage	100.0%	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%
	Not specified	Count	1	0	0	0	1	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%
Q2	Very Satisfied	Count	1,208	93	238	390	384	0	103
		Percentage	39.6%	15.5%	41.0%	65.0%	60.6%	0.0%	16.7%
	Satisfied	Count	1,800	499	330	200	249	18	504
		Percentage	59.0%	83.2%	56.9%	33.3%	39.3%	90.0%	81.8%
	Dissatisfied	Count	30	7	9	6	1	2	5
		Percentage	1.0%	1.2%	1.6%	1.0%	0.2%	10.0%	0.8%
Very Dissatisfied	Count	12	1	3	4	0	0	4	
	Percentage	0.4%	0.2%	0.5%	0.7%	0.0%	0.0%	0.6%	

Q3. Satisfaction with time taken in getting BB connection re-activated									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	3,051	600	580	600	635	20	616
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,426	394	252	250	269	20	241
		Percentage	46.7%	65.7%	43.4%	41.7%	42.4%	100.0%	39.1%
	Not specified	Count	1,625	206	328	350	366	0	375
		Percentage	53.3%	34.3%	56.6%	58.3%	57.6%	0.0%	60.9%
Q3	Very Satisfied	Count	479	55	87	154	121	0	62
		Percentage	33.6%	14.0%	34.5%	61.6%	45.0%	0.0%	25.7%
	Satisfied	Count	918	329	160	91	146	20	172
		Percentage	64.4%	83.5%	63.5%	36.4%	54.3%	100.0%	71.4%



Dissatisfied	Count	22	7	4	4	2	0	5
	Percentage	1.5%	1.8%	1.6%	1.6%	0.7%	0.0%	2.1%
Very Dissatisfied	Count	7	3	1	1	0	0	2
	Percentage	0.5%	0.8%	0.4%	0.4%	0.0%	0.0%	0.8%

Q4. Satisfaction with timely delivery of bills

			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	2,772	532	561	580	596	4	499
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	2,752	531	561	579	592	4	485
		Percentage	99.3%	99.8%	100.0%	99.8%	99.3%	100.0%	97.2%
	Not specified	Count	20	1	0	1	4	0	14
		Percentage	0.7%	0.2%	0.0%	0.2%	0.7%	0.0%	2.8%
Q4	Very Satisfied	Count	834	138	160	214	248	0	74
		Percentage	30.3%	26.0%	28.5%	37.0%	41.9%	0.0%	15.3%
	Satisfied	Count	1,847	375	386	353	324	4	405
		Percentage	67.1%	70.6%	68.8%	61.0%	54.7%	100.0%	83.5%
	Dissatisfied	Count	54	7	13	9	20	0	5
		Percentage	2.0%	1.3%	2.3%	1.6%	3.4%	0.0%	1.0%
	Very Dissatisfied	Count	17	11	2	3	0	0	1
		Percentage	0.6%	2.1%	0.4%	0.5%	0.0%	0.0%	0.2%

Q5a. Satisfaction with accuracy of bills

			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	2,772	532	561	580	596	4	499
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	2,751	530	561	579	592	4	485
		Percentage	99.2%	99.6%	100.0%	99.8%	99.3%	100.0%	97.2%
	Not specified	Count	21	2	0	1	4	0	14
		Percentage	0.8%	0.4%	0.0%	0.2%	0.7%	0.0%	2.8%
Q5A	Very Satisfied	Count	488	59	111	135	129	0	54
		Percentage	17.7%	11.1%	19.8%	23.3%	21.8%	0.0%	11.1%
	Satisfied	Count	1,974	393	419	388	408	4	362
		Percentage	71.8%	74.2%	74.7%	67.0%	68.9%	100.0%	74.6%
	Dissatisfied	Count	276	75	29	49	55	0	68
		Percentage	10.0%	14.2%	5.2%	8.5%	9.3%	0.0%	14.0%
	Very Dissatisfied	Count	13	3	2	7	0	0	1
		Percentage	0.5%	0.6%	0.4%	1.2%	0.0%	0.0%	0.2%

Q5b. Reasons for dissatisfaction

			Operator					
			Total	Airtel	BSNL	Rel Com	VSNL	Asianet



	Total	Count	289	78	31	56	55	69
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q5b. Reasons for dissatisfaction	Charges not as per tariff plan subscribed	Count	78	25	5	10	14	24
		Percentage	27.0%	32.1%	16.1%	17.9%	25.5%	34.8%
	Tariff plan changed without information	Count	62	9	9	15	16	13
		Percentage	21.5%	11.5%	29.0%	26.8%	29.1%	18.8%
	Charged for value added services not requested	Count	77	18	13	14	15	17
		Percentage	26.6%	23.1%	41.9%	25.0%	27.3%	24.6%
	Charged for calls/services not made/used	Count	79	33	9	15	8	14
		Percentage	27.3%	42.3%	29.0%	26.8%	14.5%	20.3%
	Others	Count	2	0	0	1	0	1
		Percentage	0.7%	0.0%	0.0%	1.8%	0.0%	1.4%

Q6. Billing related complaints made in last 12 months

			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	2,772	532	561	580	596	4	499
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q6	Answering Base	Count	2,751	531	561	579	592	4	484
		Percentage							
	Yes	Count	514	122	66	114	80	0	132
		Percentage	18.7%	23.0%	11.8%	19.7%	13.5%	0.0%	27.3%
	No	Count	2,237	409	495	465	512	4	352
		Percentage	81.3%	77.0%	88.2%	80.3%	86.5%	100.0%	72.7%

Q7. Satisfaction with process of resolution of billing complaints

			Operator					
			Total	Airtel	BSNL	Rel Com	VSNL	Asianet
	Total	Count	514	122	66	114	80	132
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	511	122	66	114	78	131
		Percentage	99.4%	100.0%	100.0%	100.0%	97.5%	99.2%
	Not specified	Count	3	0	0	0	2	1
		Percentage	0.6%	0.0%	0.0%	0.0%	2.5%	0.8%
Q7	Very Satisfied	Count	61	2	7	37	12	3
		Percentage	11.9%	1.6%	10.6%	32.5%	15.4%	2.3%
	Satisfied	Count	311	100	31	43	42	95
		Percentage	60.9%	82.0%	47.0%	37.7%	53.8%	72.5%
	Dissatisfied	Count	132	20	24	32	24	32
		Percentage	25.8%	16.4%	36.4%	28.1%	30.8%	24.4%

Very Dissatisfied	Count	7	0	4	2	0	1
	Percentage	1.4%	0.0%	6.1%	1.8%	0.0%	0.8%

Q8a. Satisfaction with Clarity of bills									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	2,772	532	561	580	596	4	499
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	2,743	528	561	577	591	4	482
		Percentage	99.0%	99.2%	100.0%	99.5%	99.2%	100.0%	96.6%
	Not specified	Count	29	4	0	3	5	0	17
		Percentage	1.0%	0.8%	0.0%	0.5%	0.8%	0.0%	3.4%
Q8A	Very Satisfied	Count	702	75	122	214	218	0	73
		Percentage	25.6%	14.2%	21.7%	37.1%	36.9%	0.0%	15.1%
	Satisfied	Count	1,905	441	406	317	344	4	393
		Percentage	69.4%	83.5%	72.4%	54.9%	58.2%	100.0%	81.5%
	Dissatisfied	Count	127	12	30	42	29	0	14
		Percentage	4.6%	2.3%	5.3%	7.3%	4.9%	0.0%	2.9%
	Very Dissatisfied	Count	9	0	3	4	0	0	2
		Percentage	0.3%	0.0%	0.5%	0.7%	0.0%	0.0%	0.4%

Q8b. Reasons for dissatisfaction									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Asianet	
	Total	Count	136	12	33	46	29	16	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Q8b. Reasons for dissatisfaction	Difficult to read the bill	Count	10	1	1	4	4	0	
		Percentage	7.4%	8.3%	3.0%	8.7%	13.8%	0.0%	
	Difficult to understand the language	Count	43	5	10	12	12	4	
		Percentage	31.6%	41.7%	30.3%	26.1%	41.4%	25.0%	
	Calculations not clear	Count	57	4	14	17	10	12	
		Percentage	41.9%	33.3%	42.4%	37.0%	34.5%	75.0%	
	Item-wise charges not given	Count	20	2	8	9	1	0	
		Percentage	14.7%	16.7%	24.2%	19.6%	3.4%	0.0%	
	Others	Count	5	1	2	2	0	0	
		Percentage	3.7%	8.3%	6.1%	4.3%	0.0%	0.0%	

Q9a. Satisfaction with accuracy of charges									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	279	68	19	20	39	16	117
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

	Answering Base	Count	273	67	19	20	37	16	114
		Percentage	97.8%	98.5%	100.0%	100.0%	94.9%	100.0%	97.4%
	Not specified	Count	6	1	0	0	2	0	3
		Percentage	2.2%	1.5%	0.0%	0.0%	5.1%	0.0%	2.6%
Q9A	Very Satisfied	Count	37	2	5	1	6	0	23
		Percentage	13.6%	3.0%	26.3%	5.0%	16.2%	0.0%	20.2%
	Satisfied	Count	225	65	14	17	25	15	89
		Percentage	82.4%	97.0%	73.7%	85.0%	67.6%	93.8%	78.1%
	Dissatisfied	Count	11	0	0	2	6	1	2
		Percentage	4.0%	0.0%	0.0%	10.0%	16.2%	6.3%	1.8%

Q9b. Reasons for dissatisfaction

			Operator				
			Total	Rel Com	VSNL	Sify	Asianet
	Total	Count	11	2	6	1	2
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q9b. Reasons for dissatisfaction	charges not as per tariff plan subscribed	Count	2	0	2	0	0
		Percentage	18.2%	0.0%	33.3%	0.0%	0.0%
	tariff plan changed without information	Count	1	0	0	1	0
		Percentage	9.1%	0.0%	0.0%	100.0%	0.0%
	charged for value added services not requested	Count	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
	charged for calls/services not made/used	Count	7	2	4	0	1
		Percentage	63.6%	100.0%	66.7%	0.0%	50.0%
	Others	Count	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%

Q10. Complaint made to customer care

			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	3,051	600	580	600	635	20	616
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q10	Answering Base	Count	3,042	593	580	600	635	20	614
		Yes	Count	1,947	291	391	455	445	10
	Yes	Percentage	64.0%	49.1%	67.4%	75.8%	70.1%	50.0%	57.8%
	No	Count	1,095	302	189	145	190	10	259
		Percentage	36.0%	50.9%	32.6%	24.2%	29.9%	50.0%	42.2%

Q11. Satisfaction with ease of access of number

			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	1,947	291	391	455	445	10	355
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	1,947	291	391	455	445	10	355	

		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q11	Not specified	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Very Satisfied	Count	82	17	19	8	35	0	3
		Percentage	4.2%	5.8%	4.9%	1.8%	7.9%	0.0%	0.8%
	Satisfied	Count	1,225	196	257	288	220	10	254
		Percentage	62.9%	67.4%	65.7%	63.3%	49.4%	100.0%	71.5%
	Dissatisfied	Count	605	75	108	150	177	0	95
		Percentage	31.1%	25.8%	27.6%	33.0%	39.8%	0.0%	26.8%
	Very Dissatisfied	Count	35	3	7	9	13	0	3
		Percentage	1.8%	1.0%	1.8%	2.0%	2.9%	0.0%	0.8%

Q12. Satisfaction with response time

			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	1,947	291	391	455	445	10	355
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,946	291	390	455	445	10	355
		Percentage	99.9%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	1	0	1	0	0	0	0
		Percentage	0.1%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%
Q12	Very Satisfied	Count	311	32	53	98	115	0	13
		Percentage	16.0%	11.0%	13.6%	21.5%	25.8%	0.0%	3.7%
	Satisfied	Count	1,384	201	288	304	291	10	290
		Percentage	71.1%	69.1%	73.8%	66.8%	65.4%	100.0%	81.7%
	Dissatisfied	Count	240	54	46	52	39	0	49
		Percentage	12.3%	18.6%	11.8%	11.4%	8.8%	0.0%	13.8%
Very Dissatisfied	Count	11	4	3	1	0	0	3	
	Percentage	0.6%	1.4%	0.8%	0.2%	0.0%	0.0%	0.8%	

Q13. Satisfaction with problem solving ability of CC executive

			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	1,947	291	391	455	445	10	355
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,944	290	391	453	445	10	355
		Percentage	99.8%	99.7%	100.0%	99.6%	100.0%	100.0%	100.0%
	Not specified	Count	3	1	0	2	0	0	0
		Percentage	0.2%	0.3%	0.0%	0.4%	0.0%	0.0%	0.0%
Q13	Very Satisfied	Count	505	28	84	178	182	0	33
		Percentage	26.0%	9.7%	21.5%	39.3%	40.9%	0.0%	9.3%
	Satisfied	Count	1,296	237	275	250	233	10	291
		Percentage	66.7%	81.7%	70.3%	55.2%	52.4%	100.0%	82.0%
Dissatisfied	Count	132	22	29	23	29	0	29	

		Percentage	6.8%	7.6%	7.4%	5.1%	6.5%	0.0%	8.2%
Very Dissatisfied		Count	11	3	3	2	1	0	2
		Percentage	0.6%	1.0%	0.8%	0.4%	0.2%	0.0%	0.6%

Q14. Satisfaction with time taken by CC executive to solve problem

			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
Q14	Total	Count	1,947	291	391	455	445	10	355
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,946	290	391	455	445	10	355
		Percentage	99.9%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	1	1	0	0	0	0	0
		Percentage	0.1%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%
	Very Satisfied	Count	375	31	58	153	101	0	32
		Percentage	19.3%	10.7%	14.8%	33.6%	22.7%	0.0%	9.0%
	Satisfied	Count	1,385	208	302	271	316	10	278
		Percentage	71.2%	71.7%	77.2%	59.6%	71.0%	100.0%	78.3%
	Dissatisfied	Count	172	47	26	28	27	0	44
		Percentage	8.8%	16.2%	6.6%	6.2%	6.1%	0.0%	12.4%
	Very Dissatisfied	Count	14	4	5	3	1	0	1
		Percentage	0.7%	1.4%	1.3%	0.7%	0.2%	0.0%	0.3%

Q15. Satisfaction with speed of BB connection

			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	3,051	600	580	600	635	20	616
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,051	600	580	600	635	20	616
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Q15	Very Satisfied	Count	706	111	139	136	230	0	90
		Percentage	23.1%	18.5%	24.0%	22.7%	36.2%	0.0%	14.6%
	Satisfied	Count	2,017	429	378	406	344	20	440
		Percentage	66.1%	71.5%	65.2%	67.7%	54.2%	100.0%	71.4%
	Dissatisfied	Count	307	58	62	51	54	0	82
		Percentage	10.1%	9.7%	10.7%	8.5%	8.5%	0.0%	13.3%
Very Dissatisfied	Count	21	2	1	7	7	0	4	
	Percentage	0.7%	0.3%	0.2%	1.2%	1.1%	0.0%	0.6%	

Q16. Satisfaction with amount of time service is up & working

			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	3,051	600	580	600	635	20	616

		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,021	599	563	595	634	20	610
		Percentage	99.0%	99.8%	97.1%	99.2%	99.8%	100.0%	99.0%
	Not specified	Count	30	1	17	5	1	0	6
		Percentage	1.0%	0.2%	2.9%	0.8%	0.2%	0.0%	1.0%
Q16	Very Satisfied	Count	535	74	89	109	185	0	78
		Percentage	17.7%	12.4%	15.8%	18.3%	29.2%	0.0%	12.8%
	Satisfied	Count	2,217	450	422	460	416	20	449
		Percentage	73.4%	75.1%	75.0%	77.3%	65.6%	100.0%	73.6%
	Dissatisfied	Count	254	72	49	23	29	0	81
		Percentage	8.4%	12.0%	8.7%	3.9%	4.6%	0.0%	13.3%
	Very Dissatisfied	Count	15	3	3	3	4	0	2
		Percentage	0.5%	0.5%	0.5%	0.5%	0.6%	0.0%	0.3%

Q17. Problems faced with BB connection

		Operator							
		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet	
	Total	Count	3,051	600	580	600	635	20	616
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q17	Answering Base	Count	3,030	599	578	595	631	20	607
		Percentage							
	Very frequently	Count	14	1	4	5	2	0	2
		Percentage	0.5%	0.2%	0.7%	0.8%	0.3%	0.0%	0.3%
	Frequently	Count	314	65	58	55	57	0	79
		Percentage	10.4%	10.9%	10.0%	9.2%	9.0%	0.0%	13.0%
	Occasionally	Count	1,779	314	353	354	313	18	427
		Percentage	58.7%	52.4%	61.1%	59.5%	49.6%	90.0%	70.3%
Never	Count	923	219	163	181	259	2	99	
	Percentage	30.5%	36.6%	28.2%	30.4%	41.0%	10.0%	16.3%	

Q18. What sort of problems

		Operator						
		Total	Airtel	BSNL	Rel Com	VSNL	Asianet	
	Total	Count	328	66	62	60	59	81
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q18	Answering Base	Count	306	63	56	53	56	78
		Percentage						
	Problem was related to my computer hardware / software	Count	39	6	7	4	9	13
		Percentage	12.7%	9.5%	12.5%	7.5%	16.1%	16.7%
Problem was related to the broadband connection	Count	267	57	49	49	47	65	
	Percentage	87.3%	90.5%	87.5%	92.5%	83.9%	83.3%	

Q19. Satisfaction with time taken for restoration of BB connection									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	3,051	600	580	600	635	20	616
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,467	378	303	183	247	20	336
		Percentage	48.1%	63.0%	52.2%	30.5%	38.9%	100.0%	54.5%
	Not specified	Count	1,584	222	277	417	388	0	280
		Percentage	51.9%	37.0%	47.8%	69.5%	61.1%	0.0%	45.5%
Q19	Very Satisfied	Count	60	10	11	22	12	0	5
		Percentage	4.1%	2.6%	3.6%	12.0%	4.9%	0.0%	1.5%
	Satisfied	Count	1,142	325	245	111	157	20	284
		Percentage	77.8%	86.0%	80.9%	60.7%	63.6%	100.0%	84.5%
	Dissatisfied	Count	203	29	41	47	50	0	36
		Percentage	13.8%	7.7%	13.5%	25.7%	20.2%	0.0%	10.7%
	Very Dissatisfied	Count	62	14	6	3	28	0	11
		Percentage	4.2%	3.7%	2.0%	1.6%	11.3%	0.0%	3.3%

Q20. Value added services used									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	3,051	600	580	600	635	20	616
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q20	Answering Base	Count	3,033	596	579	598	630	20	610
		Yes	Count	1,723	321	249	383	465	1
		Percentage	56.8%	53.9%	43.0%	64.0%	73.8%	5.0%	49.8%
	No	Count	1,310	275	330	215	165	19	306
		Percentage	43.2%	46.1%	57.0%	36.0%	26.2%	95.0%	50.2%

Q21. Satisfaction with Value added services									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	1,723	321	249	383	465	1	304
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,721	321	249	382	465	1	303
		Percentage	99.9%	100.0%	100.0%	99.7%	100.0%	100.0%	99.7%
	Not specified	Count	2	0	0	1	0	0	1
		Percentage	0.1%	0.0%	0.0%	0.3%	0.0%	0.0%	0.3%
Q21	Very Satisfied	Count	349	83	48	37	141	0	40
		Percentage	20.3%	25.9%	19.3%	9.7%	30.3%	0.0%	13.2%
	Satisfied	Count	1,314	224	192	337	311	1	249
		Percentage	76.4%	69.8%	77.1%	88.2%	66.9%	100.0%	82.2%
	Dissatisfied	Count	50	13	8	8	10	0	11
		Percentage	2.9%	4.0%	3.2%	2.1%	2.2%	0.0%	3.6%
	Very	Count	8	1	1	0	3	0	3



Dissatisfied								
	Percentage	0.5%	0.3%	0.4%	0.0%	0.6%	0.0%	1.0%

Q22a. Satisfaction with overall quality of BB connection									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	3,051	600	580	600	635	20	616
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	2,994	576	577	585	634	19	603
		Percentage	98.1%	96.0%	99.5%	97.5%	99.8%	95.0%	97.9%
	Not specified	Count	57	24	3	15	1	1	13
		Percentage	1.9%	4.0%	0.5%	2.5%	0.2%	5.0%	2.1%
Q22A	Very Satisfied	Count	401	53	80	70	133	0	65
		Percentage	13.4%	9.2%	13.9%	12.0%	21.0%	0.0%	10.8%
	Satisfied	Count	2,204	479	438	426	374	17	470
		Percentage	73.6%	83.2%	75.9%	72.8%	59.0%	89.5%	77.9%
	Dissatisfied	Count	335	36	55	80	108	2	54
		Percentage	11.2%	6.3%	9.5%	13.7%	17.0%	10.5%	9.0%
Very Dissatisfied	Count	54	8	4	9	19	0	14	
	Percentage	1.8%	1.4%	0.7%	1.5%	3.0%	0.0%	2.3%	

Q23. Aware of the facility that measures BB connection speed									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	3,051	600	580	600	635	20	616
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q23	Answering Base Yes	Count	3,041	598	577	600	633	20	613
		Percentage	99.7%	99.7%	99.5%	100.0%	99.8%	100.0%	99.7%
	No	Count	994	255	172	145	181	0	241
		Percentage	32.7%	42.6%	29.8%	24.2%	28.6%	0.0%	39.3%
	Total	Count	2,047	343	405	455	452	20	372
		Percentage	67.3%	57.4%	70.2%	75.8%	71.4%	100.0%	60.7%

Q24. Aware of the three stage grievance redressal mechanism									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	3,051	600	580	600	635	20	616
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q24	Answering Base Yes	Count	3,043	600	579	596	634	20	614
		Percentage	100.0%	100.0%	99.8%	99.3%	100.0%	100.0%	99.7%
	No	Count	2,463	458	399	560	597	0	449
		Percentage	80.9%	76.3%	68.9%	94.0%	94.2%	0.0%	73.1%
	Total	Count	580	142	180	36	37	20	165
		Percentage	19.1%	23.7%	31.1%	6.0%	5.8%	100.0%	26.9%

Q25. Which stage aware of									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet

	Total	Count	3,051	600	580	600	635	20	616
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q25. Which stage aware of	Call Centre	Count	2,436	429	395	562	606	0	444
		Percentage	79.8%	71.5%	68.1%	93.7%	95.4%	0.0%	72.1%
	Nodal Officer	Count	382	95	61	67	55	3	101
		Percentage	12.5%	15.8%	10.5%	11.2%	8.7%	15.0%	16.4%
	Appellate Authority	Count	127	53	15	15	10	0	34
		Percentage	4.2%	8.8%	2.6%	2.5%	1.6%	0.0%	5.5%
	None of these	Count	267	38	128	18	10	17	56
		Percentage	8.8%	6.3%	22.1%	3.0%	1.6%	85.0%	9.1%

Q26. Made complaints within last 6 months									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
Q26	Total	Count	3,051	600	580	600	635	20	616
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base Yes	Count	3,051	600	580	600	635	20	616
		Percentage	185	63	23	21	21	0	57
	No	Count	2,866	537	557	579	614	20	559
		Percentage	93.9%	89.5%	96.0%	96.5%	96.7%	100.0%	90.7%

Q27. Docket Number									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Asianet	
Q27	Total	Count	185	63	23	21	21	57	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Answering Base	Count	169	52	23	20	19	55	
		Percentage	30	8	7	5	5	5	
	No docket number received even on request	Count	17.8%	15.4%	30.4%	25.0%	26.3%	9.1%	
		Percentage	60	29	3	5	1	22	
	No docket number received for most of the complaints	Count	35.5%	55.8%	13.0%	25.0%	5.3%	40.0%	
		Percentage	79	15	13	10	13	28	
Docket number received for most of the complaints	Count	46.7%	28.8%	56.5%	50.0%	68.4%	50.9%		
	Percentage								

Q28. Information given by call center									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Asianet	
Q28	Total	Count	185	63	23	21	21	57	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Answering Base	Count	162	49	22	18	18	55	
		Percentage							

Yes	Count	144	44	22	15	16	47
	Percentage	88.9%	89.8%	100.0%	83.3%	88.9%	85.5%
No	Count	18	5	0	3	2	8
	Percentage	11.1%	10.2%	0.0%	16.7%	11.1%	14.5%

Q29. Satisfaction with Information given by call center executive								
			Operator					
			Total	Airtel	BSNL	Rel Com	VSNL	Asianet
	Total	Count	185	63	23	21	21	57
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	163	49	23	19	18	54
		Percentage	88.1%	77.8%	100.0%	90.5%	85.7%	94.7%
	Not specified	Count	22	14	0	2	3	3
		Percentage	11.9%	22.2%	0.0%	9.5%	14.3%	5.3%
Q29	Very Satisfied	Count	5	0	1	0	3	1
		Percentage	3.1%	0.0%	4.3%	0.0%	16.7%	1.9%
	Satisfied	Count	114	36	15	11	11	41
		Percentage	69.9%	73.5%	65.2%	57.9%	61.1%	75.9%
	Dissatisfied	Count	37	11	7	5	3	11
		Percentage	22.7%	22.4%	30.4%	26.3%	16.7%	20.4%
	Very Dissatisfied	Count	7	2	0	3	1	1
		Percentage	4.3%	4.1%	0.0%	15.8%	5.6%	1.9%

Q30. Reasons for dissatisfaction								
			Operator					
			Total	Airtel	BSNL	Rel Com	VSNL	Asianet
	Total	Count	44	13	7	8	4	12
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q30. Reasons for dissatisfaction	Difficult to connect to the call centre executive	Count	11	6	3	0	1	1
		Percentage	25.0%	46.2%	42.9%	0.0%	25.0%	8.3%
	Customer care executive not polite/courteous	Count	3	1	1	0	1	0
		Percentage	6.8%	7.7%	14.3%	0.0%	25.0%	0.0%
	Cust. care executive not equipped with adequate information	Count	15	1	2	3	1	8
		Percentage	34.1%	7.7%	28.6%	37.5%	25.0%	66.7%
	Time taken by call centre for redressal of compl. is too long	Count	8	3	1	1	1	2
		Percentage	18.2%	23.1%	14.3%	12.5%	25.0%	16.7%
	Customer care executive was unable to understand problem	Count	7	1	2	3	0	1

		Percentage	15.9%	7.7%	28.6%	37.5%	0.0%	8.3%
	Others	Count	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q31. Billing complaint solved within 4 weeks by CC executive								
			Operator					
			Total	Airtel	BSNL	Rel Com	VSNL	Asianet
Q31	Total	Count	185	63	23	21	21	57
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	185	63	23	21	21	57
		Yes	Count	100	30	7	10	6
		Percentage	54.1%	47.6%	30.4%	47.6%	28.6%	82.5%
	No	Count	42	12	9	6	8	7
		Percentage	22.7%	19.0%	39.1%	28.6%	38.1%	12.3%
	NA	Count	43	21	7	5	7	3
Percentage		23.2%	33.3%	30.4%	23.8%	33.3%	5.3%	

Q32. Awareness of contact details of nodal officer									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	3,051	600	580	600	635	20	616
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q32	Answering Base	Count	3,050	600	580	600	635	20	615
		Yes	Count	485	113	75	77	88	1
		Percentage	15.9%	18.8%	12.9%	12.8%	13.9%	5.0%	21.3%
	No	Count	2,565	487	505	523	547	19	484
Percentage		84.1%	81.2%	87.1%	87.2%	86.1%	95.0%	78.7%	

Q33. Made a complaint to nodal officer									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	485	113	75	77	88	1	131
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q33	Answering Base	Count	485	113	75	77	88	1	131
		Yes	Count	16	2	2	7	3	0
		Percentage	3.3%	1.8%	2.7%	9.1%	3.4%	0.0%	1.5%
	No	Count	469	111	73	70	85	1	129
Percentage		96.7%	98.2%	97.3%	90.9%	96.6%	100.0%	98.5%	

Q34. Nodal officer can be approached easily								
			Operator					
			Total	Airtel	BSNL	Rel Com	VSNL	Asianet
	Total	Count	16	2	2	7	3	2
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q34	Answering Base	Count	16	2	2	7	3	2
		Yes	Count	12	0	1	7	3
		Percentage	75.0%	0.0%	50.0%	100.0%	100.0%	50.0%

No	Count	4	2	1	0	0	1
	Percentage	25.0%	100.0%	50.0%	0.0%	0.0%	50.0%

Q35. Decision on complaint intimated by Nodal officer								
			Operator					
			Total	Airtel	BSNL	Rel Com	VSNL	Asianet
Q35	Total	Count	16	2	2	7	3	2
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	16	2	2	7	3	2
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	13	1	1	6	3	2
		Percentage	81.3%	50.0%	50.0%	85.7%	100.0%	100.0%
	No	Count	3	1	1	1	0	0
		Percentage	18.8%	50.0%	50.0%	14.3%	0.0%	0.0%

Q36. Satisfaction with redressal of complaint by nodal officer								
			Operator					
			Total	Airtel	BSNL	Rel Com	VSNL	Asianet
	Total	Count	16	2	2	7	3	2
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	16	2	2	7	3	2
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Q36	Very Satisfied	Count	3	0	0	2	0	1
		Percentage	18.8%	0.0%	0.0%	28.6%	0.0%	50.0%
	Satisfied	Count	7	0	1	2	3	1
		Percentage	43.8%	0.0%	50.0%	28.6%	100.0%	50.0%
	Dissatisfied	Count	3	2	0	1	0	0
		Percentage	18.8%	100.0%	0.0%	14.3%	0.0%	0.0%
	Very Dissatisfied	Count	3	0	1	2	0	0
		Percentage	18.8%	0.0%	50.0%	28.6%	0.0%	0.0%

Q37. Reasons for dissatisfaction						
			Operator			
			Total	Airtel	BSNL	Rel Com
Q37. Reasons for dissatisfaction	Total	Count	6	2	1	3
		Percentage	100.0%	100.0%	100.0%	100.0%
	Difficult to connect to the Nodal Officer	Count	3	2	1	0
		Percentage	50.0%	100.0%	100.0%	0.0%
	Nodal Officer not polite/courteous	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%
	Nodal Officer not equipped with adequate information	Count	1	0	0	1
		Percentage	16.7%	0.0%	0.0%	33.3%
	Time taken by Nodal Off for redressal of comp. is too long	Count	2	0	0	2
		Percentage	33.3%	0.0%	0.0%	66.7%
	Nodal Officer was unable to understand the problem	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%

		Percentage	0.0%	0.0%	0.0%	0.0%
	Others	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%

Q38. Aware of contact details of appellate authority									
		Operator							
		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet	
Q38	Total	Count	3,051	600	580	600	635	20	616
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	3,051	600	580	600	635	20	616
		Yes	Count	405	140	49	41	52	1
		Percentage	13.3%	23.3%	8.4%	6.8%	8.2%	5.0%	19.8%
	No	Count	2,646	460	531	559	583	19	494
		Percentage	86.7%	76.7%	91.6%	93.2%	91.8%	95.0%	80.2%

Q39. Filed complaint in last 6 months									
		Operator							
		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet	
Q39	Total	Count	405	140	49	41	52	1	122
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	403	139	49	41	51	1	122
		Yes	Count	18	5	1	5	1	0
		Percentage	4.5%	3.6%	2.0%	12.2%	2.0%	0.0%	4.9%
	No	Count	385	134	48	36	50	1	116
		Percentage	95.5%	96.4%	98.0%	87.8%	98.0%	100.0%	95.1%

Q40. Acknowledgement received								
		Operator						
		Total	Airtel	BSNL	Rel Com	VSNL	Asianet	
Q40	Total	Count	18	5	1	5	1	6
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	17	4	1	5	1	6
		Yes	Count	10	2	0	2	1
		Percentage	58.8%	50.0%	0.0%	40.0%	100.0%	83.3%
	No	Count	7	2	1	3	0	1
		Percentage	41.2%	50.0%	100.0%	60.0%	0.0%	16.7%

Q41. Decision taken by appellate authority with 3 months								
		Operator						
		Total	Airtel	BSNL	Rel Com	VSNL	Asianet	
Q41	Total	Count	18	5	1	5	1	6
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	18	5	1	5	1	6
		Yes	Count	5	2	0	1	0
		Percentage	27.8%	40.0%	0.0%	20.0%	0.0%	33.3%
	No	Count	9	2	1	1	1	4
		Percentage	50.0%	40.0%	100.0%	20.0%	100.0%	66.7%
	Appeal filed only recently	Count	4	1	0	3	0	0

	Percentage	22.2%	20.0%	0.0%	60.0%	0.0%	0.0%
--	-------------------	-------	-------	------	-------	------	------

Q42. Aware of item wise usage charge details									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	3,051	600	580	600	635	20	616
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q42	Answering Base	Count	3,043	599	579	600	635	20	610
		Percentage							
	Yes	Count	1,654	317	368	355	288	16	310
		Percentage	54.4%	52.9%	63.6%	59.2%	45.4%	80.0%	50.8%
	No	Count	1,389	282	211	245	347	4	300
		Percentage	45.6%	47.1%	36.4%	40.8%	54.6%	20.0%	49.2%

Q43. Denied request of item wise usage charge details									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	3,051	600	580	600	635	20	616
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q43	Answering Base	Count	1,652	317	369	355	287	16	308
		Percentage							
	Yes	Count	151	26	26	33	25	0	41
		Percentage	9.1%	8.2%	7.0%	9.3%	8.7%	0.0%	13.3%
	No	Count	1,501	291	343	322	262	16	267
		Percentage	90.9%	91.8%	93.0%	90.7%	91.3%	100.0%	86.7%

Q44. Reasons for denying request									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Asianet	
	Total	Count	151	26	26	33	25	41	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Q44. Reasons for denying request	No reason given	Count	80	15	10	16	17	22	
		Percentage	53.0%	57.7%	38.5%	48.5%	68.0%	53.7%	
	technical problem	Count	65	9	14	16	7	19	
		Percentage	43.0%	34.6%	53.8%	48.5%	28.0%	46.3%	
	Others	Count	4	2	1	1	0	0	
		Percentage	2.6%	7.7%	3.8%	3.0%	0.0%	0.0%	

Q45. Manual of practice provided									
			Operator						
			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Asianet
	Total	Count	3,051	600	580	600	635	20	616
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q45	Answering Base	Count	2,751	489	566	576	599	20	501
		Percentage							
	Yes	Count	1,474	335	346	221	241	5	326
		Percentage	53.6%	68.5%	61.1%	38.4%	40.2%	25.0%	65.1%
	No	Count	1,277	154	220	355	358	15	175
		Percentage	46.4%	31.5%	38.9%	61.6%	59.8%	75.0%	34.9%

Questionnaire – Wireline Survey

Name: _____ **Gender:** Male Female
Tel: _____ **Age(in years):** less than 25 25-60 more than 60

STD Code	Telephone Number

Usage Type : Residential Commercial
Area: Rural Urban
Operator: Airtel BSNL RCOM **User Type:** Postpaid Prepaid
 TATA MTNL HFCL Shyam

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

Name of SDCA (only for surveyor): **Mode of Interview:** Telephonic In-person
Name of Exchange (only for surveyor):.....

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

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

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1. When did you last apply for a phone connection?	<input type="checkbox"/> Less than 6 months <input type="checkbox"/> 6-12 months <input type="checkbox"/> More than 12 months → <p style="text-align: center;">(If >12 month, go to Q 4)</p>
2. How much time was taken to get the telephone connection installed and activated after you applied for it?	<input type="checkbox"/> More than 30 days <input type="checkbox"/> 16-30 days <input type="checkbox"/> 7-15 days <input type="checkbox"/> Less than 7 days
3. How satisfied are you with time taken to provide working phone connection?	<input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied
4. How satisfied are you with the time taken for shifting of telephone, in case you had sought shifting of telephone in the last six months?	<input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied <input type="checkbox"/> Not applicable
5. In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?	<input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied <input type="checkbox"/> Not applicable



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

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

For Prepaid Customers only

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

C. HELP SERVICES/CUSTOMER CARE

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

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

E. MAINTAINABILITY (FAULT REPAIR)

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

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

F. SUPPLEMENTARY SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

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

H. GENERAL INFORMATION

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



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

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

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

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

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

THANK & TERMINATE

Questionnaire - Cellular mobile telephone service

Name: _____ Gender: Male Female

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

--	--	--	--	--	--	--	--	--	--

Occupation: Service Business/self employed Student Housewife Retired

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

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

Address: _____

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

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

A. SERVICE PROVISION

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

B. BILLING RELATED – PREPAID CUSTOMER

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



<p>(Ask this question only if 1 OR 2 is coded in Q5(a))</p> <p>5(b) Please specify the reason(s) for your dissatisfaction (MULTI CODING POSSIBLE)</p>	<p><input type="checkbox"/> 1 charges not as per tariff plan subscribed</p> <p><input type="checkbox"/> 2 tariff plan changed without information</p> <p><input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used</p> <p><input type="checkbox"/> 5 Others (please specify)</p>
---	---

C. BILLING RELATED – POSTPAID CUSTOMER

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

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

D. HELP SERVICES/CUSTOMER CARE

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

20. How often your mobile handset faces	<input type="checkbox"/> 1 Very Frequently	<input type="checkbox"/> 2 Frequently
---	--	---------------------------------------



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

G. SUPPLEMENTARY SERVICES/VALUE ADDED SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

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

H. GENERAL INFORMATION

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

	<input type="checkbox"/> No (If no, go to Q 32)
29. If Yes, please name your previous service provider?	<input type="checkbox"/> 1 Airtel <input type="checkbox"/> 2 Vodafone <input type="checkbox"/> 3 Idea <input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 RCOMm <input type="checkbox"/> 6 Aircel <input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 9 Spice <input type="checkbox"/> 10 BPL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam <input type="checkbox"/> 13 RTL <input type="checkbox"/> 14 RISL <input type="checkbox"/> 15 Dishnet <input type="checkbox"/> 16 Others (Specify) _____
30. How many days were taken by previous service provider for termination of your Mobile Phone connection?	<input type="checkbox"/> 1 more than 7 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 4 1 day
31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32. Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls / SMS?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Do not mind receiving such calls/SMS
{Ask only if yes in Q32} 33a. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS	<input type="checkbox"/> 1 Continued receiving <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 4 Stopped receiving
33b. Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
{Ask only if answered yes in Q 33 (b)} 33c. Please indicate the outcome of your complaint?	<input type="checkbox"/> 1 Complaint was registered by the service provider <input type="checkbox"/> 2 Service provider refused to register the complaint
33d Please tell me the telephone number and the company/ agency from which the unsolicited calls/ SMS received? (INTERVIEWER TO RECORD VERBATIM RESPONSE IN THE SPACE PROVIDED)	_____ _____ _____

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

34. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
---	---



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

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

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

THANK & TERMINATE

Questionnaire - Broadband service

Name: _____ **Gender:** 1 Male 2 Female

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

Usage Type : 1 Residential 2 Commercial

E-mail ID

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Operator: 1 Airtel 4 BSNL 5 RCOM 8 MTNL **Area:** 1 Rural 2 Urban

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

24 Ortel 25 You Telcom 26 Hathway 27 Others _____

State: _____ **District:** _____

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

Address: _____

Name of SDCA (only for surveyor):

Name of POP (only for surveyor):

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

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

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1. 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 15 working days <input type="checkbox"/> 2 More than 15 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"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
3. In case your connection was temporarily suspended due to non-payment of bills, how satisfied are you with the time taken to reactivate service after you made the	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied



payment?	<input type="checkbox"/> 9 Not applicable
----------	---

B. BILLING RELATED - POSTPAID CUSTOMER

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

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

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

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

D. HELP SERVICE

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

restoration of Broadband connection?	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied
--------------------------------------	--------------------------------------	---

G. SUPPLEMENTARY SERVICES

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

H. OVERALL CUSTOMER SATISFACTION

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

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

H. GENERAL

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

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

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

THANK & TERMINATE

