

Telecom Regulatory Authority of India

New Delhi – 110 002



Final Report on Assessment of

1. Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and
2. Customer Perception of Service through Survey

(Circle - Andhra Pradesh)

July-September 2011



SPECTRUM PLANNING (INDIA) LIMITED

Corporate Office:

A- 50, Ashoka Enclave – II, Sector 37, Faridabad, Haryana Pin: 121003

☎ Phones: + 91 -129- 2250086, 4128748, Fax: 0129-2250086

E-mail: info@spectrumplanningindia.com, infospil@gmail.com

Web: www.spectrumplanningindia.com

Contents

Sl. No.	Chapters	Pg. No.
	Preface	
	Executive Summary	
1	Summary of the Survey Module for Basic Wireline	i
1.1	Consumer Protection and Grievance Redressal for the Basic Wireline	vi
1.2	Key Take Outs and Recommendations for Basic Wireline	vi
2	Summary of the Survey module for Cellular Mobile	viii
2.1	Consumer Protection and Grievance Redressal for Cellular Mobile	xiii
2.2	Key Take Outs and Recommendations for Cellular Mobile	xiii
3	Summary of the Survey Module for Broadband	xvi
3.1	Consumer Protection and Grievance Redressal for the Broadband	xxi
3.2	Key Takeouts & Recommendations for Broadband	xxi
1.0	Background	1
2.0	Objective of the Study	3
3.0	Approach and Methodology	4
3.1	Assessment Parameters	4
3.2	Sample Plan	5
3.3	Computation of Level of Customer Satisfaction and Benchmarking	9
4.0	Definition of Key Terms	11
5.1	Detailed Findings – Basic Wireline	13
5.1.1	Service Provision Sub-aspects	13
5.1.2	Billing Related Sub-aspects	16
5.1.3	Help Services Related Sub-aspects	19
5.1.4	Network Performance, Reliability and Availability Related Sub-Aspects	22
5.1.5	Maintainability Related Sub-Aspects	23
5.1.6	Supplementary Services	24
5.1.7	Overall Customer Satisfaction	26
5.1.8	Redressal Mechanism	27
5.1.9	Rating of Service Provider on a Scale of 1 – 10 Where 10 is Very Good and 1 is Very Poor	29

Sl. No.	Chapters	Pg. No.
5.2	Detailed Findings – Cellular Mobile Services	31
5.2.1	Service Provision	31
5.2.2	Billing Aspects	33
5.2.3	Help Services	38
5.2.4	Network Performance, Reliability & Availability	42
5.2.5	Maintainability	43
5.2.6	Supplementary services	44
5.2.7	Overall Percentage of Subscribers Satisfied	46
5.2.8	Three Stage Redressal Mechanism	47
5.2.9	Registering for Non Receipt of Telemarketing Call/SMS	50
5.2.10	Mobile Number Portability	50
5.2.11	Overall Rating	50
5.3	Detailed Findings – Broadband Services	51
5.3.1	Service Provision	51
5.3.2	Billing Performance	54
5.3.3	Help Services	60
5.3.4	Network Performance, Reliability and Availability	64
5.3.5	Maintainability	65
5.3.6	Supplementary Services	67
5.3.7	Satisfaction with Overall Quality of Broadband Service	70
5.3.8	Telecom Consumers Protection & Redressal of Grievance Regulations, 2007	70
5.3.9	Rating of Service Provider On a scale of 1 – 10 (where 10 is very good and 1 is very poor)	73
6.1	Key Take Outs and Recommendations – Basic (Wireline)	75
6.2	Key Take Outs and Recommendations – Mobile (Wireless)	77
6.3	Key Takeouts & Recommendations – Broadband	79

Sl. No.	Chapters	Pg. No.
7.0	Annexure (Question wise Responses)	81
7.1	Basic (Wireline)	81
7.2	Cellular Mobile (Wireless)	97
7.3	Broadband Services	143
7.4	Questionnaire – Wireline Survey	179
7.5	Questionnaire – Cellular mobile telephone service	185
7.6	Questionnaire – Broadband service	191

Preface

TRAI, the regulatory body of Government of India 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 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, this study would also measure the compliance of 'Telecom Consumer Protection and Redressal of Grievances Regulations, 2007'.

The Study for various circles within the Zones, due to the sheer scale of data collection, have been distributed across various quarterly periods. Spectrum Planning (India) Limited conducted Survey in Andhra Pradesh and Karnataka circles in period July – November 2011. The present report details the **Quality of Services** findings for the **Andhra Pradesh Circle for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services**.

Executive Summary

Provision of world class telecommunication infrastructure and information is the key to rapid economic and social development of the country. While expansion in number of subscribers and growth of tele-density are important quantitative goals in this sector, it is important to pay attention to the Quality of Service to consumers through regulatory mechanism. In pursuance of these objectives Telecom Regulatory Authority of India (TRAI), decided to assess the:

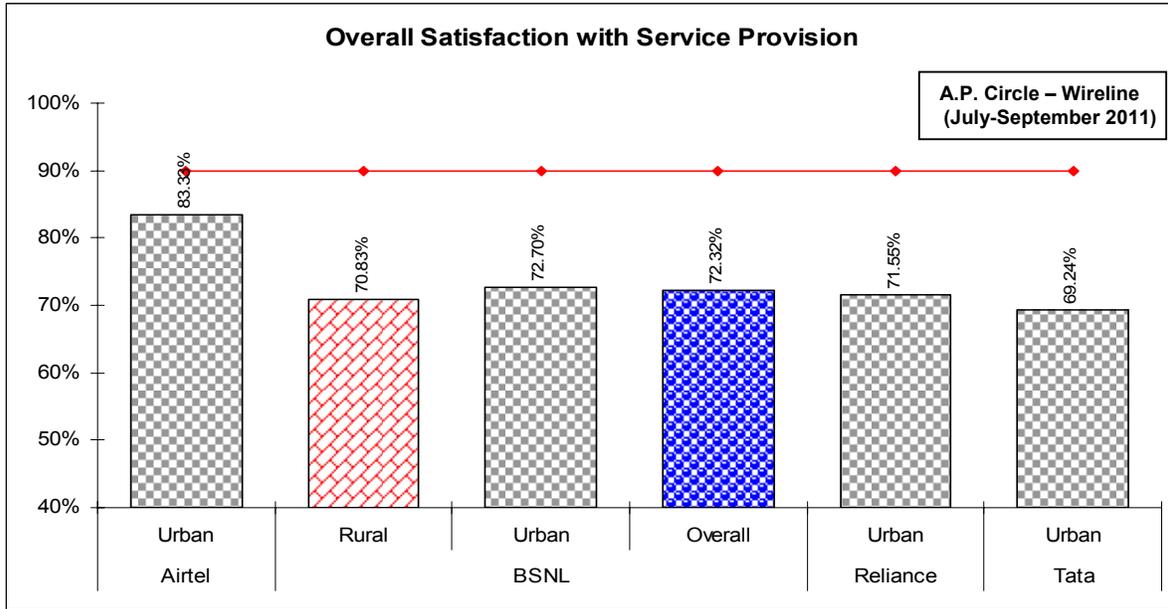
1. Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007
2. Customer Perception of Service through Survey

for wireline, mobile and broadband services in Andhra Pradesh circle of the South Zone. To carry out this study TRAI commissioned M/s Spectrum Planning (India) Limited, (SPIL) during July-September 2011. Accordingly detailed field survey was carried out by SPIL by contacting various category of respondent to obtain their feedback on different parameters of quality of service of all operators covering the entire state. The detailed responses have been collated, tabulated, analyzed and findings of the study have been summarized in the form of following tables and graphs.

1. Summary of the Survey Module for Basic Wireline

Wireline Operator→		Airtel		BSNL		Reliance	Tata
Overall Performance ↓	Area→ Benchmark↓	Urban	Rural	Urban	Overall	Urban	Urban
Customers satisfied with provisioning of service	≥ 90%	83.33%	70.83%	72.70%	72.32%	71.55%	69.24%
Customers satisfied with billing performance- Postpaid	≥ 95%	72.42%	71.02%	72.21%	71.84%	72.58%	78.80%
Customers satisfied with billing performance- Prepaid	≥ 95%	0.00%	0.00%	0.00%	0.00%	66.67%	65.10%
Customers satisfied with network performance, reliability and availability	≥ 95%	84.18%	71.95%	75.53%	74.45%	76.11%	72.84%
Customers satisfied with maintainability	≥ 95%	78.56%	67.42%	69.86%	69.23%	82.85%	64.60%
Customers satisfied with supplementary and value added services	≥ 90%	75.01%	70.89%	75.79%	74.31%	79.84%	76.48%
Customers satisfied with help services including grievance redressal	≥ 90%	83.10%	64.75%	73.12%	71.67%	73.23%	70.89%
Customers satisfied with overall service quality	≥ 90%	68.45%	68.40%	66.50%	67.09%	69.54%	67.04%

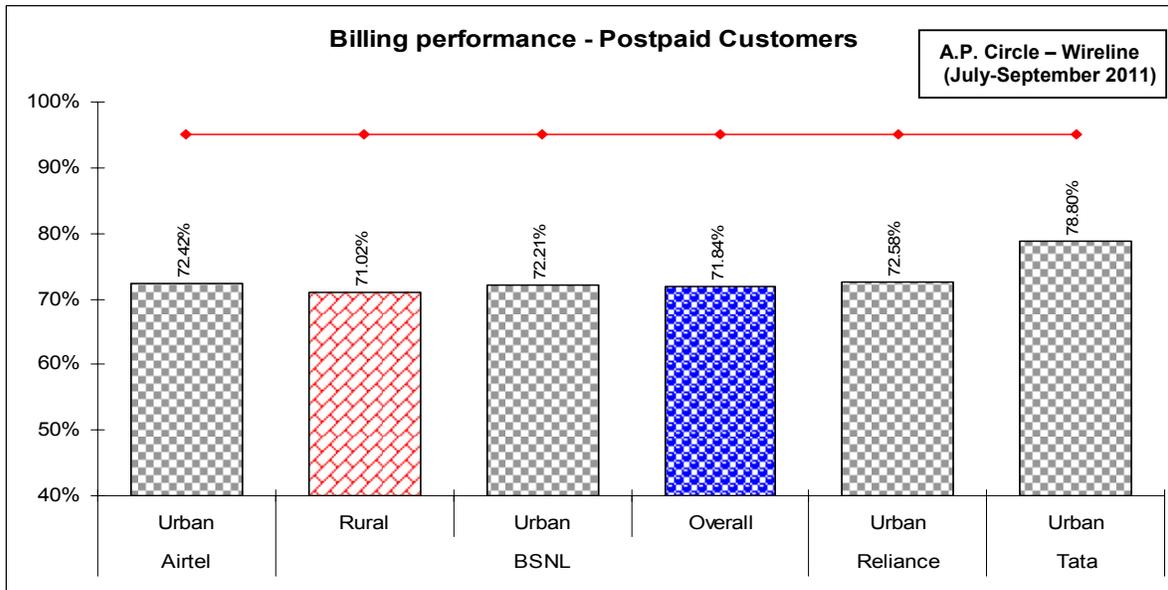
a. Service Provision (Benchmark-90%)



None of the operators were able to achieve benchmark level of satisfaction of 90% in present round of survey with respect to provisioning of services.

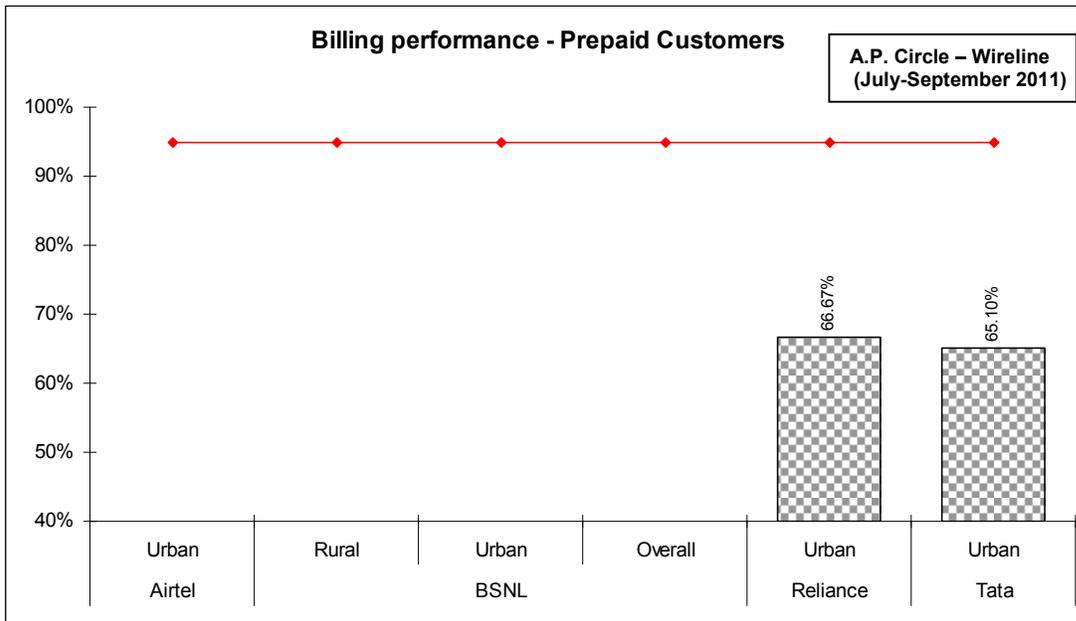
b. Billing performance

Post-paid Customers (Benchmark-95%)



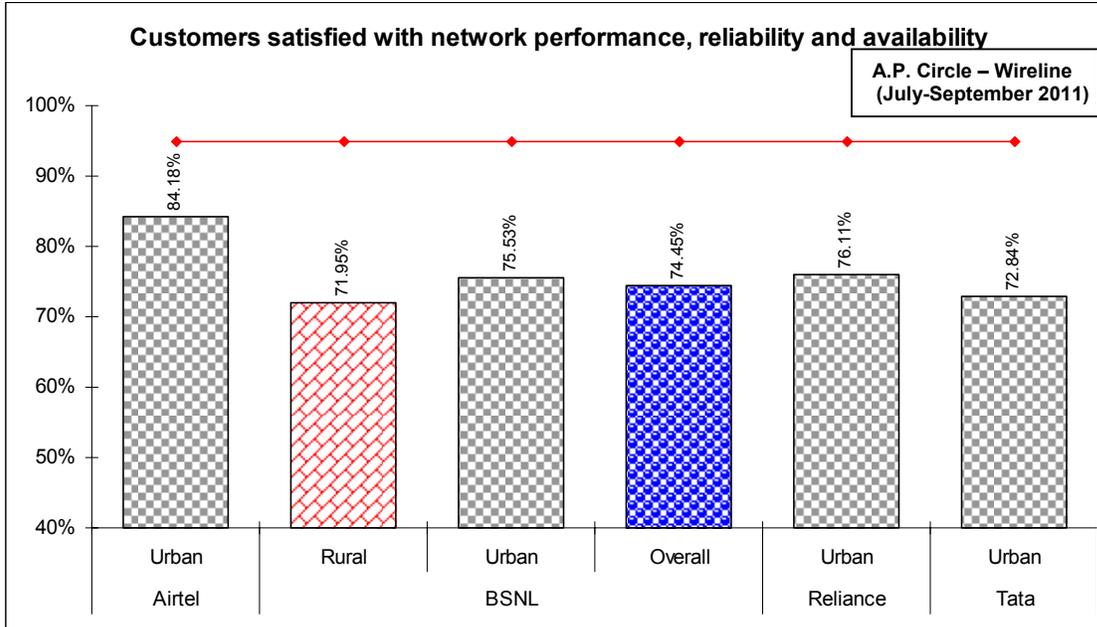
In billing performance none of the operators could achieve the benchmark satisfaction level of 95% for post paid customers in the present round of survey.

c. Pre-paid Customers (Benchmark-95%)



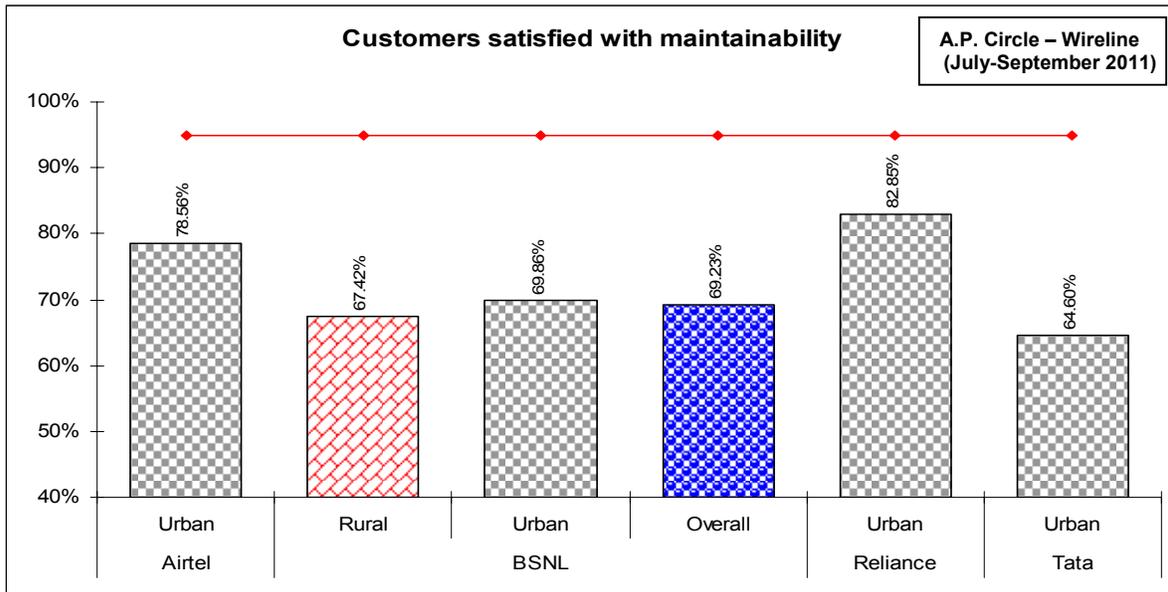
Even in pre-paid customer services, the billing performance of both the service operators in the circle is below the benchmark level of 95% in the present round of survey.

d. Network Performance, Reliability and Availability (Benchmark-95%)



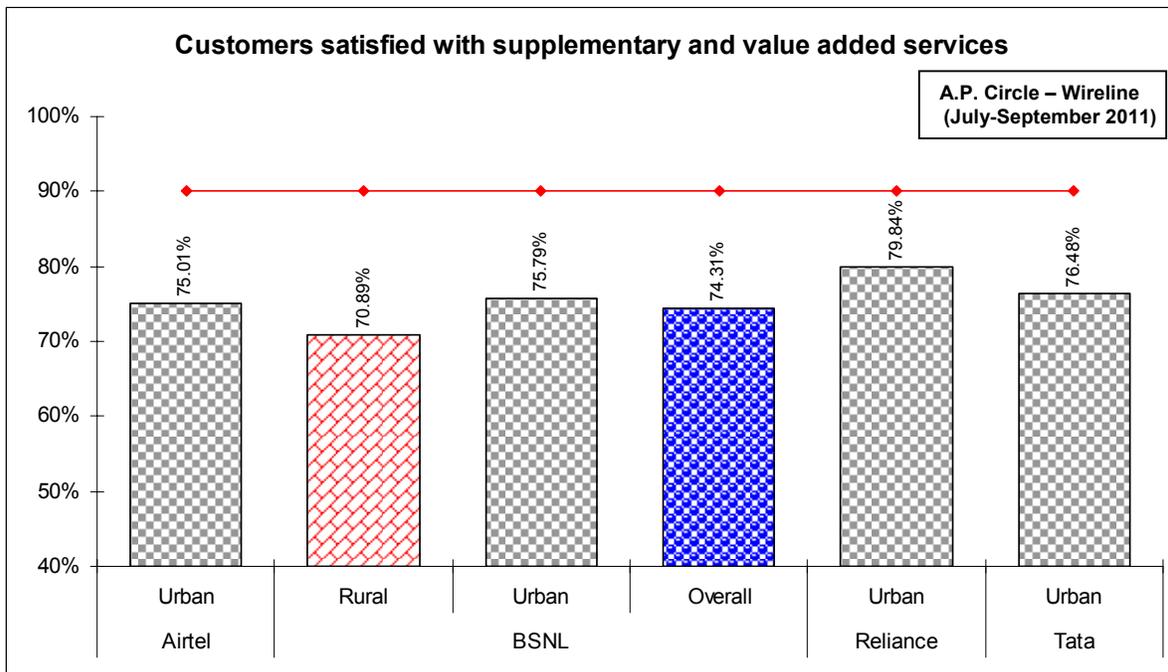
In terms of network performance, reliability and availability of services none of the operators in the circle could achieve the benchmark satisfaction level of 95% in present round of survey.

e. Maintainability (Benchmark-95%)



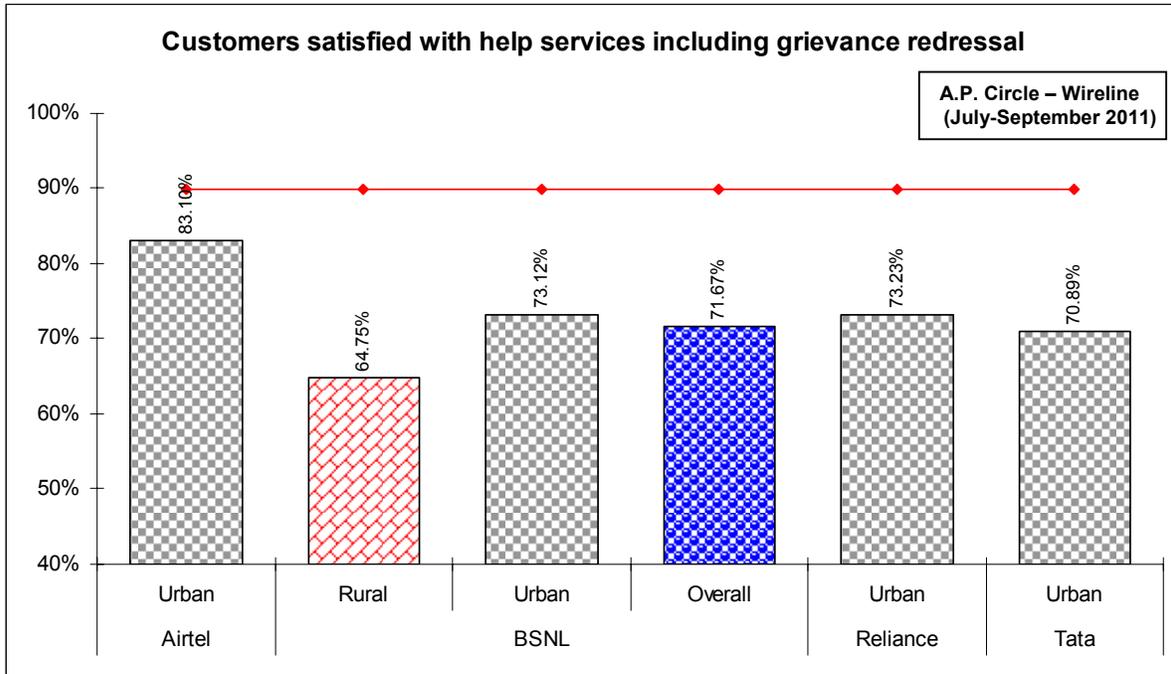
Benchmark satisfaction level of 95 % with respect to Customer satisfaction on maintainability has not been achieved by any of operators in the present round of survey.

f. Supplementary and Value Added Services (Benchmark-90%)



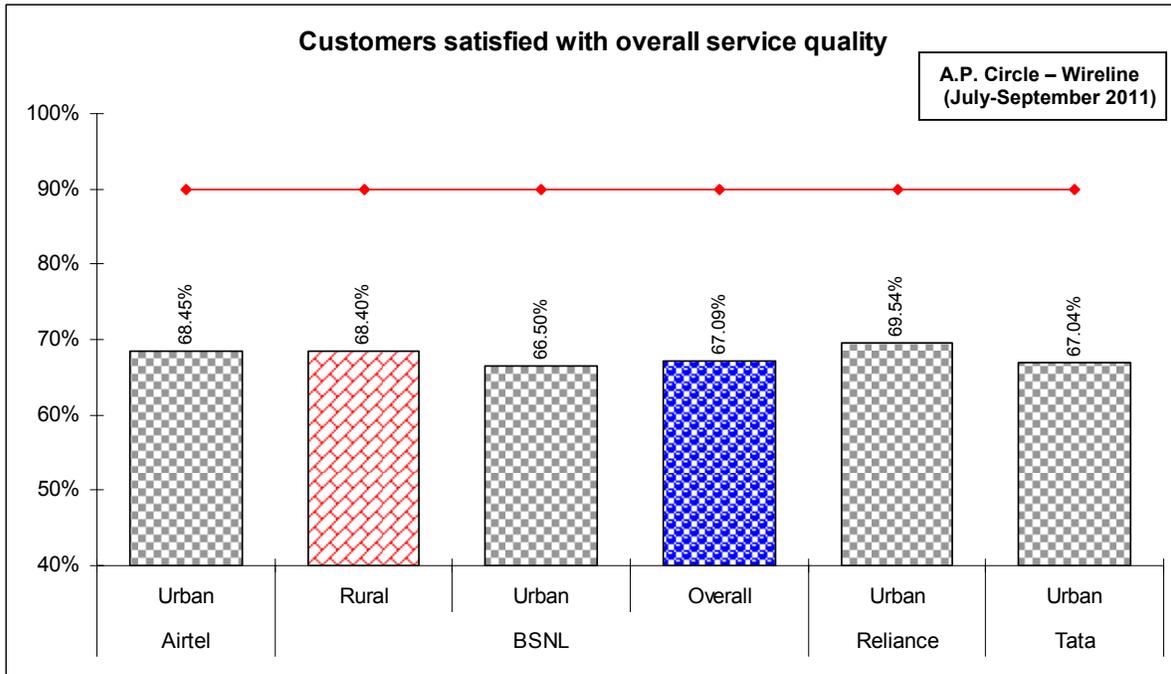
In terms of customer satisfaction with respect to supplementary and value added services, none of the operators could achieve benchmark satisfaction level of 90% in the present round of survey.

g. Help Services Including Grievance Redressal (Benchmark-90%)



Benchmark satisfaction level of 90% could not be achieved by any of the service providers with respect to help services including grievance redressal in the present round of survey.

h. Overall Service Quality (Benchmark-90%)



The overall service quality of all operators in the circle has been below the benchmark satisfaction level of 90% in the present round of survey.

1.1 Consumer Protection and Grievance Redressal for the Basic Wireline

Wireline Operator	Area	Awareness of the		
		Customer Care	Nodal Officer	Appellate Authority
Airtel	Urban	72.26%	0.28%	0.28%
BSNL	Rural	64.38%	1.37%	1.64%
	Urban	65.28%	4.79%	5.03%
	Overall	65.00%	3.73%	3.98%
Reliance	Urban	80.22%	1.22%	1.31%
Tata	Urban	84.07%	3.37%	3.56%

1.2 Key Take Outs & Recommendations – Basic (Wireline)

Key Takeouts: Overall

There are only 4 Operators present in state of Andhra Pradesh providing Basic Wireline services. None of the Operators could achieve bench mark level on any of the parameters. Only BSNL is providing wireline services in rural areas; therefore, it is not possible to compare its performance with any other operator.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

Airtel has maximum satisfied customers for 'provisioning of services' parameter and is the only Operator with above average performance on this parameter. All other 3 Operators score below average on this parameter.

Customers Satisfied With Billing Performance-Prepaid

Only Reliance and Tata are providing prepaid services in Wireline. Both the Operators are performing (65-66%) much below bench mark level (95%) and need improvement in Billing performance for prepaid. The most dissatisfaction is due to charges made for VAS not used by customer in prepaid services.

Customers Satisfied With Billing Performance-Postpaid

For postpaid services, Tata scored maximum satisfaction from customers on billing performance parameter. BSNL customers had least satisfaction on post-paid billing performance, hence it needs to improve upon on this parameter..

Customers Satisfied With Network Performance, Reliability And Availability

The network performance, reliability and availability of Airtel is maximum and that of Tata is minimum. Performance on this parameter of Airtel and Reliance is above average and that of other two operators (Tata and BSNL) is below average.

Customers Satisfied With Maintainability

Reliance customers are most satisfied in the event of Telephone connection going faulty, its maintenance and quality of repair in comparison to other Operators. Tata scored least on this parameter.

Customers Satisfied With Supplementary And Value Added Services

Among the 4 Operators of Wireline services in A.P., Reliance has topped in providing supplementary & value-added services whereas BSNL is lagging behind on this parameter in comparison to all other Operators.

Customers Satisfied With Help Services Including Grievance Redressal

Help services including grievance redressal is wanting in case of Tata while Airtel is quite appreciated by its customers for its help services including grievance redressal.

Customers Satisfied With Overall Service Quality

Overall quality service performance ranges from 67% to 69.5% (very small range) as perceived by customers. Therefore, it can be concluded that overall quality of service is more or less same for Basic Wireline services of all 4 Operators.

Key Takeouts: Operator Level

Airtel

Airtel is having best performance on provisioning of services, network performance and help services including grievance redressal whereas it needs improvements in postpaid billing, maintainability and VAS.

BSNL

BSNL performance on most of the parameters is below average in comparison to other Operators. Its services in rural areas is pulling the overall performance of BSNL down.

Reliance

On prepaid billing performance, maintainability and VAS parameters, Reliance scores maximum amongst all 4 Operators. Its performance on network performance and help services including grievance redressal is above average while compared to others. Postpaid billing and provisioning of services need to be improved by Reliance.

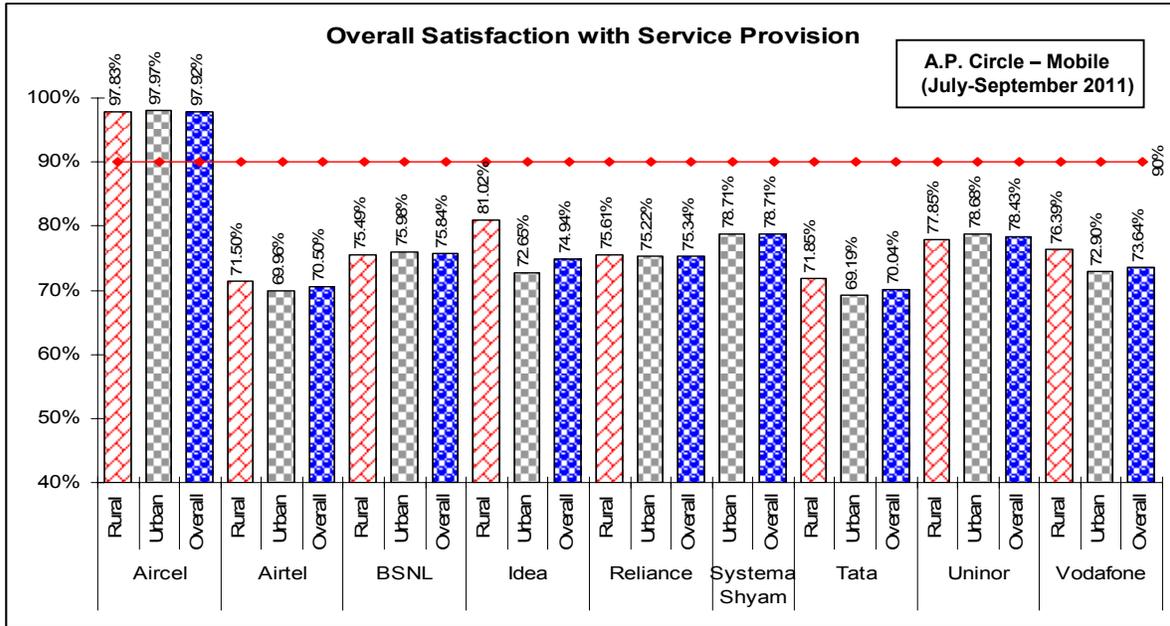
Tata

Except for postpaid billing performance being highly satisfactory, on all other performance parameters, Tata stands at the minimum (or near minimum) performance level in comparison to 4 Operators.

2. Summary of the Survey Module for Cellular Mobile

Mobile Operator	Overall Performance→	Customers Satisfied With Provisioning Of Service	Customers Satisfied With Billing Performance- Prepaid	Customers Satisfied With Billing Performance- Postpaid	Customers Satisfied With Network Performance, Reliability And Availability	Customers Satisfied With Maintainability	Customers Satisfied With Supplementary And Value Added Services	Customers Satisfied With Help Services Including Grievance Redressal	Customers Satisfied With Overall Service Quality
	Area↓/Benchmark →	≥ 90%	≥ 95%	≥ 95%	≥ 95%	≥ 95%	≥ 90%	≥ 90%	≥ 90%
Aircel	Rural	97.83%	96.56%	100.00%	97.85%	97.69%	99.19%	95.17%	95.04%
	Urban	97.97%	96.38%	99.00%	97.90%	94.48%	98.58%	95.77%	94.56%
	Overall	97.92%	96.44%	99.03%	97.88%	95.64%	98.80%	95.52%	94.73%
Airtel	Rural	71.50%	67.04%	70.37%	78.00%	75.26%	69.06%	56.90%	67.83%
	Urban	69.96%	67.28%	73.68%	74.69%	76.37%	66.36%	65.60%	68.44%
	Overall	70.50%	67.19%	72.89%	75.86%	75.98%	66.93%	62.86%	68.22%
BSNL	Rural	75.49%	67.07%	81.48%	83.04%	78.72%	69.44%	59.00%	72.81%
	Urban	75.98%	66.05%	88.89%	83.36%	75.00%	66.26%	58.68%	71.88%
	Overall	75.84%	66.35%	83.33%	83.27%	76.08%	67.27%	58.77%	72.15%
Idea	Rural	81.02%	67.36%	63.04%	80.13%	80.05%	82.38%	58.39%	74.93%
	Urban	72.65%	66.53%	68.17%	77.06%	75.64%	66.99%	56.05%	71.30%
	Overall	74.94%	66.86%	68.00%	77.90%	76.85%	70.27%	56.77%	72.29%
Reliance	Rural	75.61%	72.39%	75.00%	82.72%	73.51%	70.28%	67.77%	76.15%
	Urban	75.22%	71.58%	77.78%	81.43%	76.37%	67.97%	64.75%	69.99%
	Overall	75.34%	71.84%	75.93%	81.83%	75.49%	68.56%	65.66%	71.88%
Systema Shyam	Urban	78.71%	72.81%	77.78%	84.83%	83.33%	77.53%	77.63%	59.06%
	Overall	78.71%	72.81%	77.78%	84.83%	83.33%	77.53%	77.63%	59.06%
Tata	Rural	71.85%	66.36%	80.09%	78.66%	75.19%	68.29%	62.25%	67.69%
	Urban	69.19%	66.44%	66.78%	74.36%	69.27%	67.67%	57.76%	60.84%
	Overall	70.04%	66.41%	71.18%	75.73%	71.16%	67.86%	59.11%	63.03%
Uninor	Rural	77.85%	71.27%	NA	82.01%	80.02%	78.05%	57.57%	71.95%
	Urban	78.68%	75.28%	NA	82.33%	81.72%	76.67%	68.29%	73.87%
	Overall	78.43%	74.08%	NA	82.24%	81.21%	76.89%	65.03%	73.30%
Vodafone	Rural	76.39%	71.44%	81.82%	80.37%	73.32%	69.42%	66.36%	76.29%
	Urban	72.90%	69.82%	68.89%	77.39%	73.36%	69.96%	64.39%	65.58%
	Overall	73.64%	70.15%	72.58%	78.02%	73.35%	69.89%	64.79%	67.85%

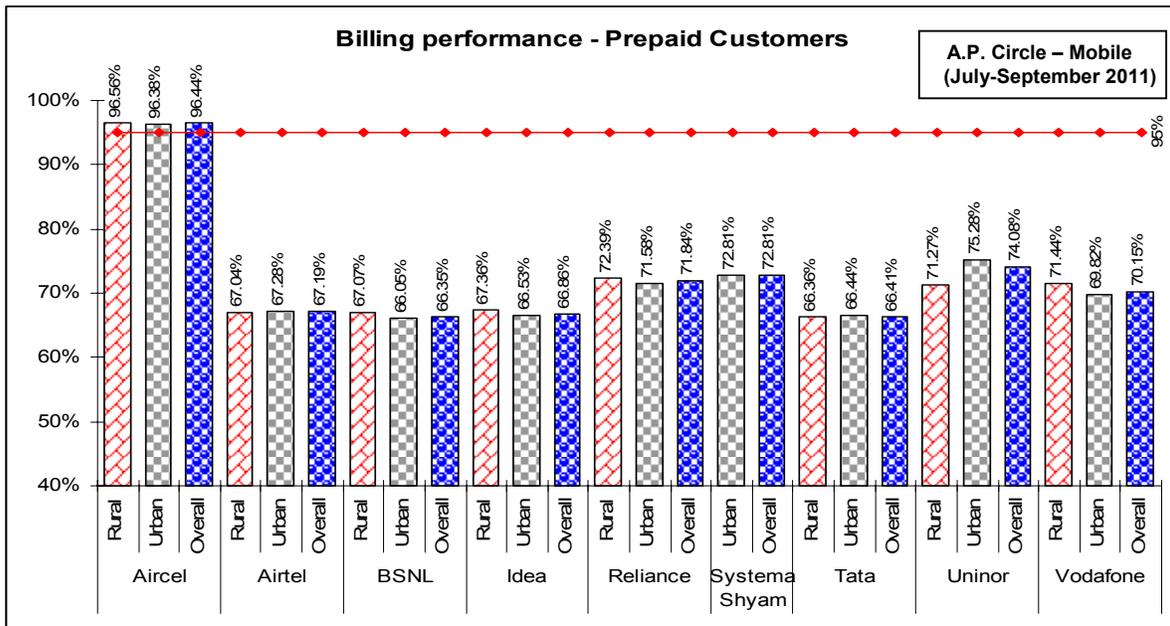
a. Service Provision (Benchmark-90%)



In the present round of survey overall satisfaction of customers on service provisioning was lower (varied from 70 to 78 %) than the benchmark level (90%) for all operators except Aircel (97%).

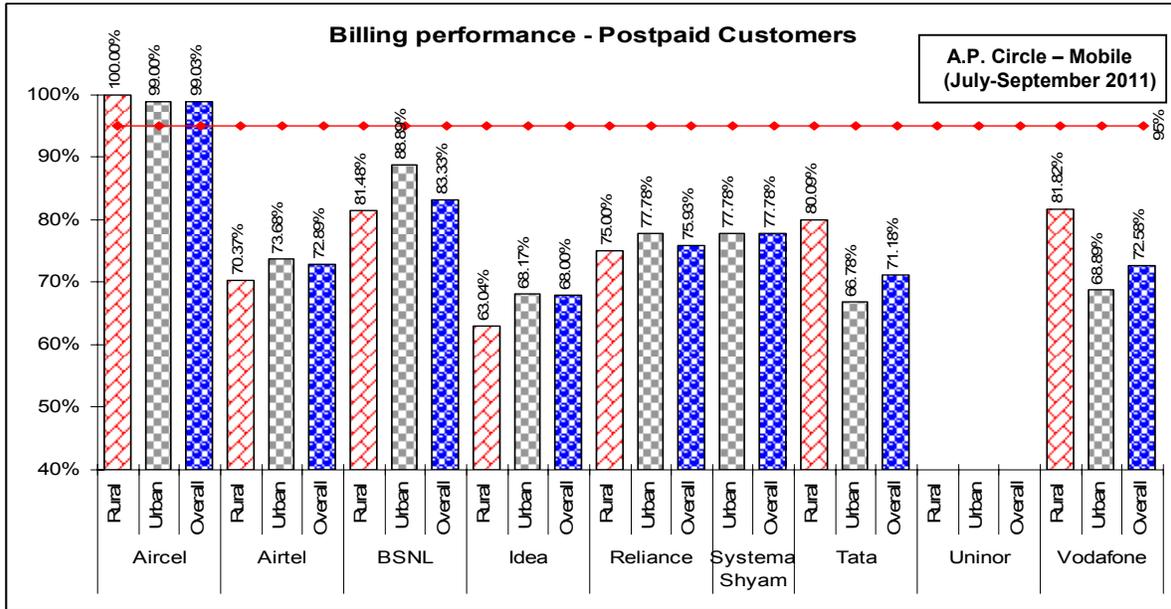
b. Billing Performance

Pre-paid Subscribers



In the present round of survey none of the operators except Aircel could meet the benchmark level of 96 % on billing performance for prepaid customers.

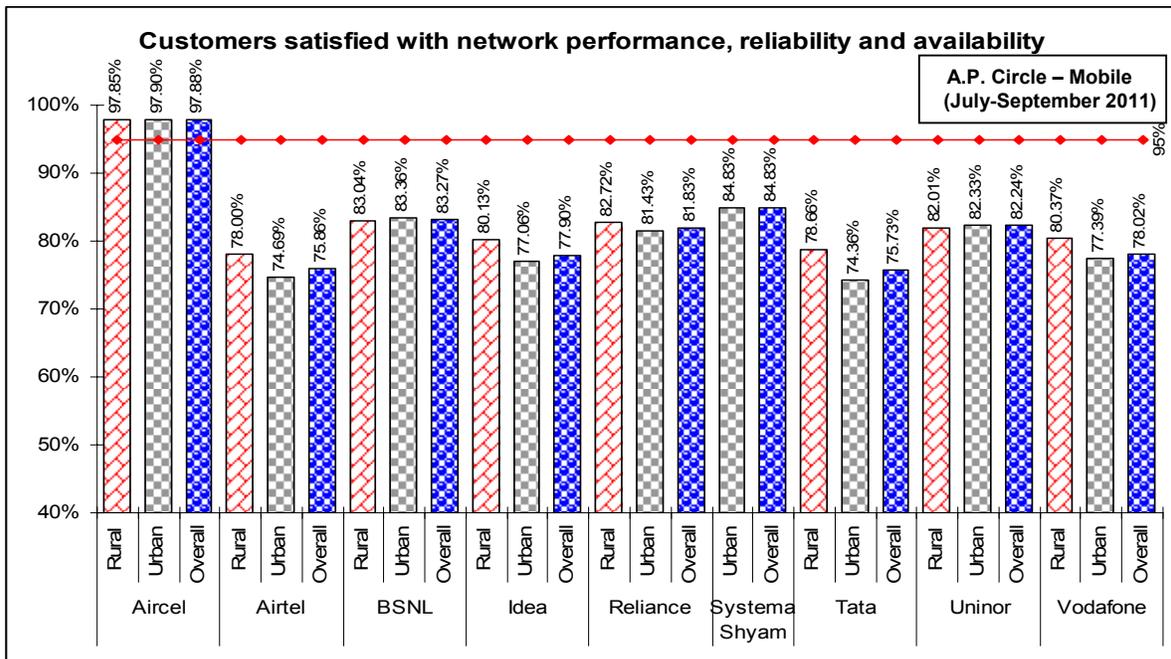
c. Post-paid Subscribers



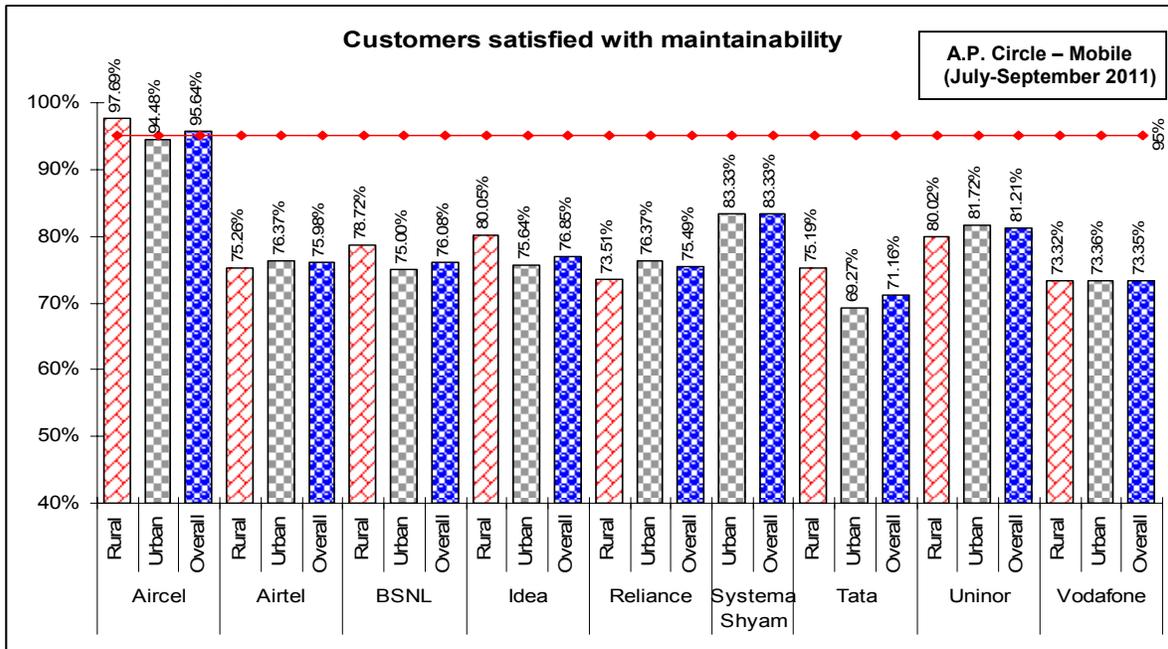
Except for Aircel, the billing performance for all operators has been below benchmark level of satisfaction for post paid subscribers. It has been reported to be best for Aircel (99%), followed by that of BSNL (83%), while it was least satisfied for Idea (68%).

d. Network Performance, Reliability and Availability

For all operators, except Aircel network performance in terms of reliability and availability has been below the benchmark satisfaction level of 95% in the present round of survey.



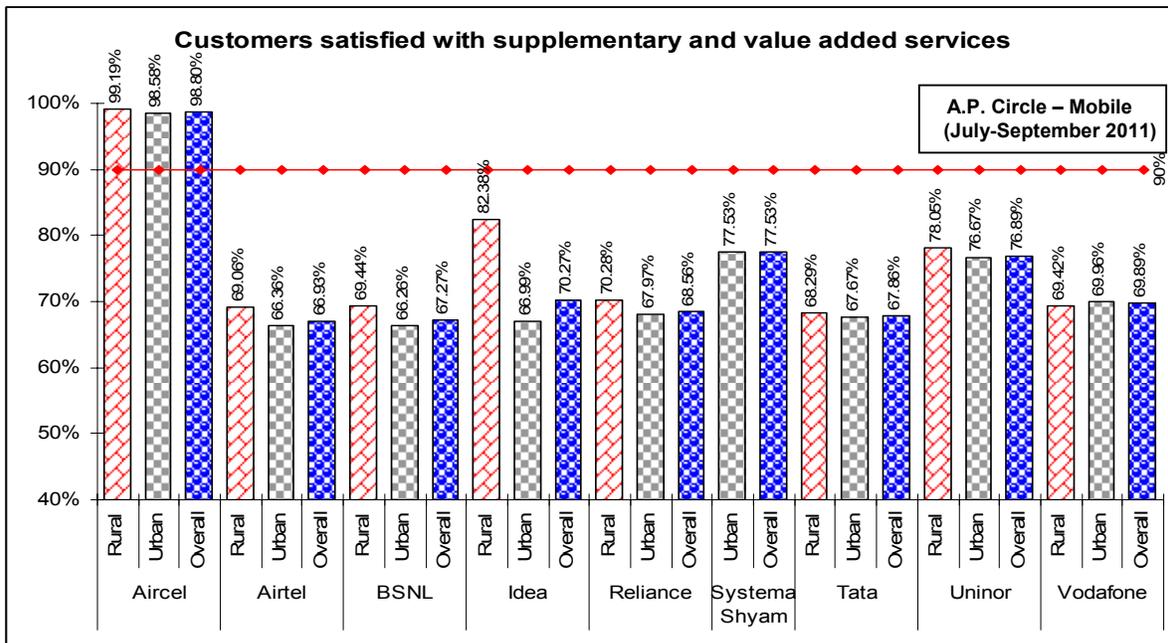
e. Maintainability



In the present round of survey none of the operator except Aircel could meet the benchmark level of satisfaction (i.e. 95%) with respect to maintainability.

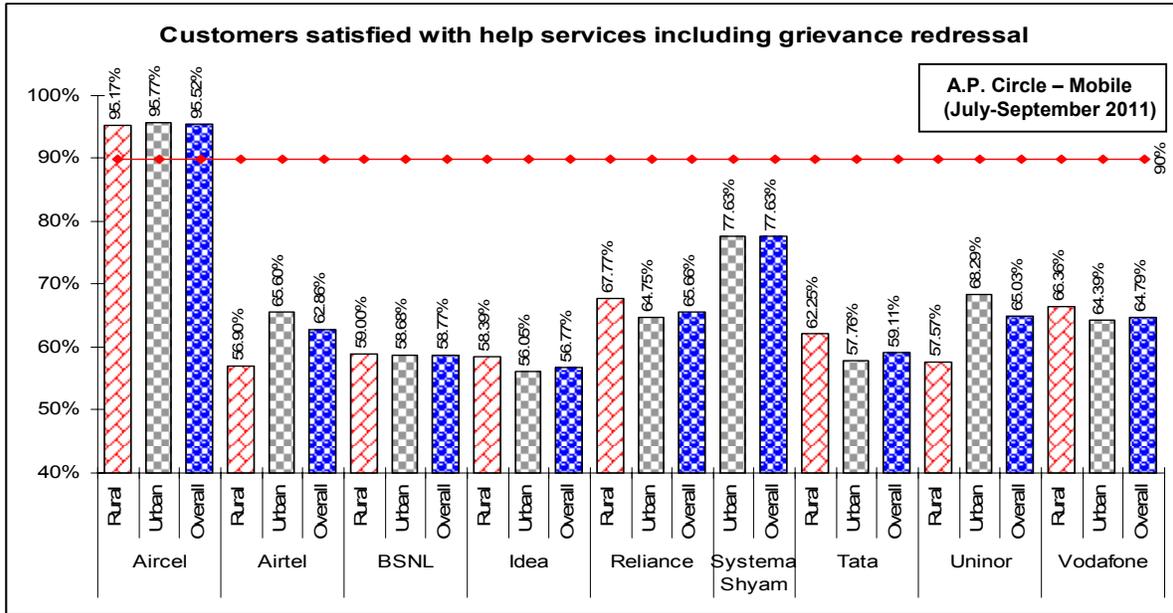
f. Supplementary and Value Added Services

In the present round of survey none of the operators except Aircel meet the benchmark satisfaction level for supplementary and value added services. It varied from 66 % for Airtel to 77% for Systema Shyam.



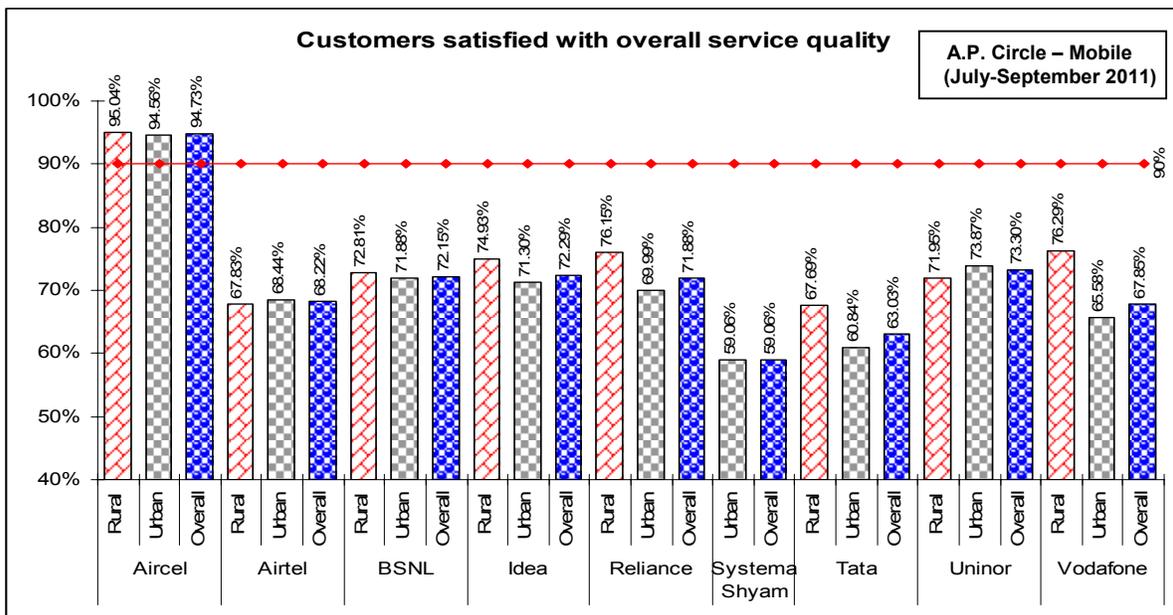
g. Help Services Including Grievance Redressal.

None of the operators except Aircel could meet the benchmark satisfaction level for help services including grievance redressal in the present round of survey. The variations in terms of satisfaction levels have been from 58% (BSNL) to 77% (Systema Shyam).



h. Overall Service Quality

The satisfaction with respect to overall service quality ranged from 59% (Systema Shyam) to 73% (Uninor), with none of the operators able to meet the benchmark level of 90% except Aircel.



2.1 Consumer Protection and Grievance Redressal for the Cellular Mobile

Mobile Operator	Area	Awareness about		
		Customer Care	Nodal Officer	Appellate Authority
Aircel	Rural	96.69%	0.00%	0.00%
	Urban	97.46%	37.72%	2.20%
	Overall	97.18%	23.97%	1.41%
Airtel	Rural	91.07%	17.86%	2.32%
	Urban	93.97%	27.42%	1.69%
	Overall	92.95%	24.06%	1.91%
BSNL	Rural	94.44%	28.83%	12.38%
	Urban	82.93%	53.21%	19.42%
	Overall	86.29%	45.59%	17.18%
Idea	Rural	72.48%	9.26%	4.51%
	Urban	96.71%	43.52%	7.91%
	Overall	90.07%	34.13%	7.17%
Reliance	Rural	91.50%	24.04%	3.21%
	Urban	89.12%	33.81%	1.16%
	Overall	89.85%	30.84%	1.80%
Systema Shyam	Urban	97.28%	0.00%	0.00%
	Overall	97.28%	0.00%	0.00%
Tata	Rural	96.39%	14.17%	1.73%
	Urban	97.13%	26.60%	1.20%
	Overall	96.89%	22.63%	1.37%
Uninor	Rural	94.41%	0.62%	0.33%
	Urban	96.44%	13.44%	0.00%
	Overall	95.84%	9.62%	0.10%
Vodafone	Rural	93.31%	19.15%	2.61%
	Urban	97.80%	25.39%	0.74%
	Overall	96.85%	24.07%	1.12%

2.2 Key Take Outs & Recommendations – Cellular Mobile (Wireless)

Key Takeouts: Overall

Out of the 9 Operators present in A.P., only One Operator “Aircel” could meet benchmark level w.r.t. to all 7 parameters. Both in Rural and Urban areas also, Aircel scored maximum satisfaction level on every parameter.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

Only Idea provides better service in rural areas in comparison to urban areas whereas all other Operators have lower service provisioning in rural areas in comparison to their urban areas provisioning of services or almost equal (if not lower). Tata and Airtel emerge as having lowest satisfied customers w.r.t.provisioning of service both in rural and urban areas.

Customers Satisfied With Billing Performance-Prepaid

For prepaid customers, most of the Operators remain in 60 to 70 percent satisfaction range in both rural & urban areas except Aircel being in 96 % range for w.r.t. billing performance. This parameter needs proper monitoring as customers have very low satisfaction especially for Airtel, BSNL, Idea and Tata for both rural & urban areas.

Customers Satisfied With Billing Performance-Postpaid

For postpaid customers, billing performance is low in rural areas in case of Idea whereas in urban areas lower performance is reported in case of Idea, Tata and Vodafone

Customers Satisfied With Network Performance, Reliability And Availability

Besides Aircel having achieved its network performance level, reliability and availability beyond bench mark level, all other Operators have performance level in the range of 78% (Airtel) to 83% (BSNL) for rural areas. The lowest network performance in urban areas is that of Tata and Airtel.

Customers Satisfied With Maintainability

All Operators except Aircel could not reach Bench Mark level in all parameters including maintainability. The lowest amongst rural areas was reported for Vodafone (73%) while Tata's was lowest (69%) for urban areas.

Customers Satisfied With Supplementary And Value Added Services

Customers satisfaction w.r.t. supplementary & value added services in rural areas is least with Tata (68%) and in urban areas with BSNL (66%).

Customers Satisfied With Help Services Including Grievance Redressal

This is the most neglected parameter with all Operators (except Aircel) showing satisfaction level of as low as 56% both in rural and urban areas.

Customers Satisfied With Overall Service Quality

Customer Satisfaction level for Overall service quality is as low as 68% in rural area for Airtel, Tata and satisfaction level for urban areas is least for Tata (60%).

Key Takeouts: Operator Level

Aircel

The best Operator as perceived by Customers both in rural and urban sector. It is the only Operator which crossed bench mark level in all parameters.

Airtel

Considering overall performance on various parameters evaluated, it has reported a below average performance on all parameters when compared to all other Operators.

BSNL

BSNL reported above average performance on Postpaid billing performance, network performance, reliability & availability and overall service quality. It has performed below average on other parameters. It needs to pay special attention to prepaid billing performance to improve its effectiveness amongst customers.

Idea

Idea reported below average performance on all parameters except overall service quality where it has performed above average when compared to all Operators. Post-paid billing activities and help services including grievance redressal activities should be given due consideration for improvement.

Reliance

Reliance has been below average but very close to average performance on all parameters in comparison to all other Operators.

Systema Shyam

Considering overall performance on various parameters evaluated, Systema Shyam has been an average performer in comparison to all other Operators though it has not crossed bench mark level on any parameter.

Tata

Its performance is reported to be below average on all parameters and needs to introspect w.r.t. parameters of provisioning of service, network performance, reliability & availability and maintainability. Overall, Tata has reported low performance on these parameters.

Uninor

Uninor's performance is above average on all parameters except on help services including redressal parameter. Though comparatively above average performer, it needs to improve on all parameters to achieve bench mark levels.

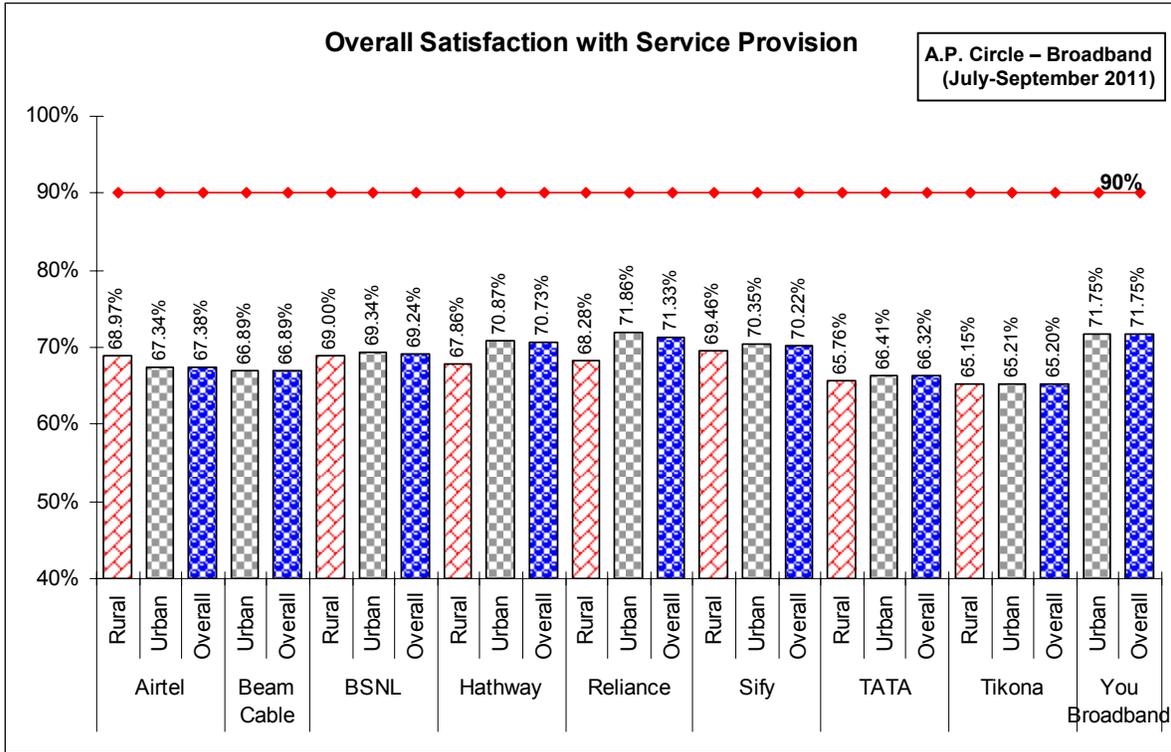
Vodafone

Vodafone has a moderate performance on all parameters, neither worst nor best and its overall rating is below average. It needs to improve on all parameters in order to achieve bench mark levels.

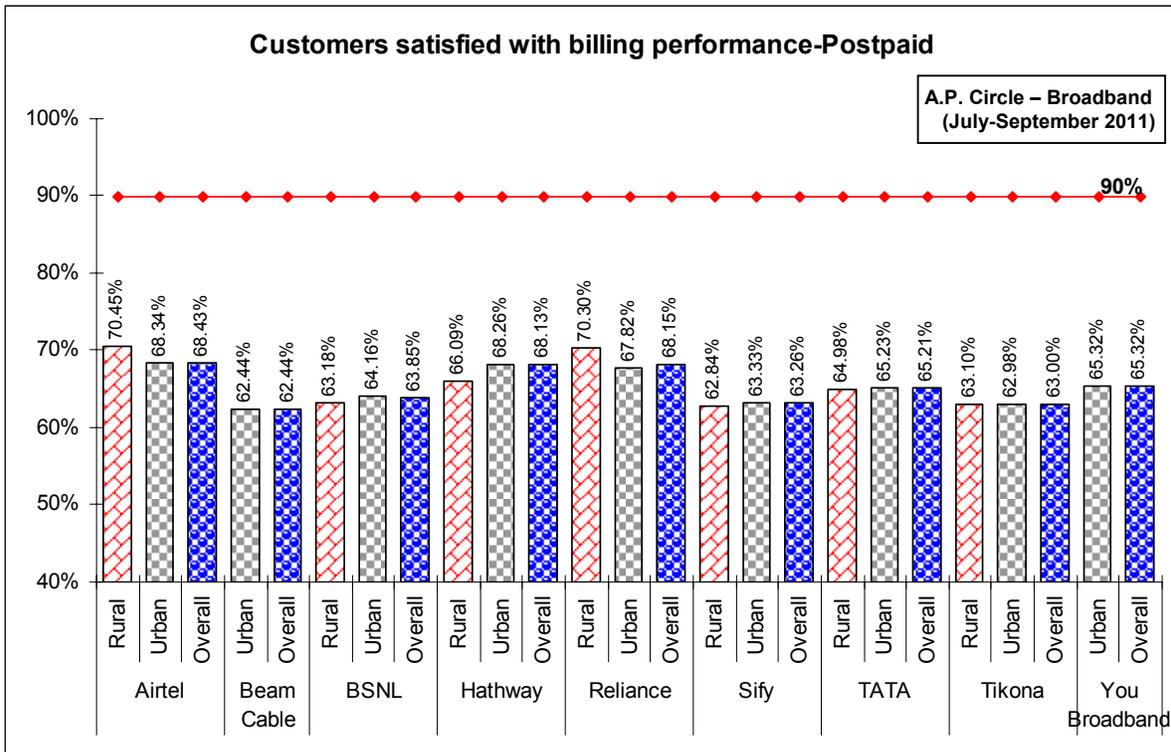
3. Summary of the Survey Module for Broadband Satisfaction Level of Subscribers with Various Parameters of Broadband Service:

Broadband Operator	Overall Performance→	Customers Satisfied With							
		Provisioning of Service	Billing Performance-Postpaid	Billing Performance-Prepaid	Network Performance, Reliability And Availability	Maintainability	Supplementary And Value Added Services	Help Services	Overall Service Quality
	Area/Benchmark→	≥ 90%	>90%	> 90%	>85%	> 85%	>85%	> 90%	> 85%
Airtel	Rural	68.97%	70.45%	88.89%	77.01%	52.22%	66.67%	72.35%	67.82%
	Urban	67.34%	68.34%	67.23%	69.30%	63.47%	65.89%	69.67%	69.01%
	Overall	67.38%	68.43%	67.36%	69.51%	63.22%	65.91%	69.75%	68.98%
Beam Cable	Urban	66.89%	62.44%	60.40%	69.80%	63.27%	61.93%	61.49%	67.45%
	Overall	66.89%	62.44%	60.40%	69.80%	63.27%	61.93%	61.49%	67.45%
BSNL	Rural	69.00%	63.18%	0.00%	65.50%	61.73%	64.44%	64.09%	66.77%
	Urban	69.34%	64.16%	0.00%	63.73%	59.43%	65.32%	64.98%	65.29%
	Overall	69.24%	63.85%	0.00%	64.26%	60.09%	65.14%	64.70%	65.73%
Hathway	Rural	67.86%	66.09%	67.71%	69.64%	62.71%	66.67%	67.02%	68.45%
	Urban	70.87%	68.26%	69.35%	72.45%	58.97%	66.08%	69.52%	66.06%
	Overall	70.73%	68.13%	69.29%	72.32%	59.11%	66.10%	69.41%	66.17%
Reliance	Rural	68.28%	70.30%	74.67%	80.40%	57.40%	66.67%	70.83%	70.71%
	Urban	71.86%	67.82%	68.00%	69.73%	60.97%	66.55%	67.44%	70.29%
	Overall	71.33%	68.15%	69.02%	71.30%	60.32%	66.56%	67.98%	70.35%
Sify	Rural	69.46%	62.84%	66.67%	63.76%	48.69%	60.32%	63.44%	62.15%
	Urban	70.35%	63.33%	65.71%	62.50%	49.61%	58.27%	61.59%	60.75%
	Overall	70.22%	63.26%	65.85%	62.69%	49.47%	58.43%	61.86%	60.96%
TATA	Rural	65.76%	64.98%	61.90%	66.67%	47.69%	64.44%	62.81%	63.27%
	Urban	66.41%	65.23%	60.70%	64.45%	54.75%	62.88%	63.82%	62.52%
	Overall	66.32%	65.21%	60.91%	64.75%	53.51%	63.00%	63.68%	62.62%
Tikona	Rural	65.15%	63.10%	57.32%	62.12%	47.93%	59.26%	61.21%	62.99%
	Urban	65.21%	62.98%	61.83%	61.82%	49.27%	60.34%	60.71%	61.01%
	Overall	65.20%	63.00%	61.19%	61.86%	49.08%	60.23%	60.78%	61.30%
You Broadband	Urban	71.75%	65.32%	65.87%	61.13%	44.13%	61.82%	62.00%	60.55%
	Overall	71.75%	65.32%	65.87%	61.13%	44.13%	61.82%	62.56%	60.55%
Grand Overall		68.83%	65.15%	64.58%	66.51%	55.34%	63.73%	64.70%	64.95%

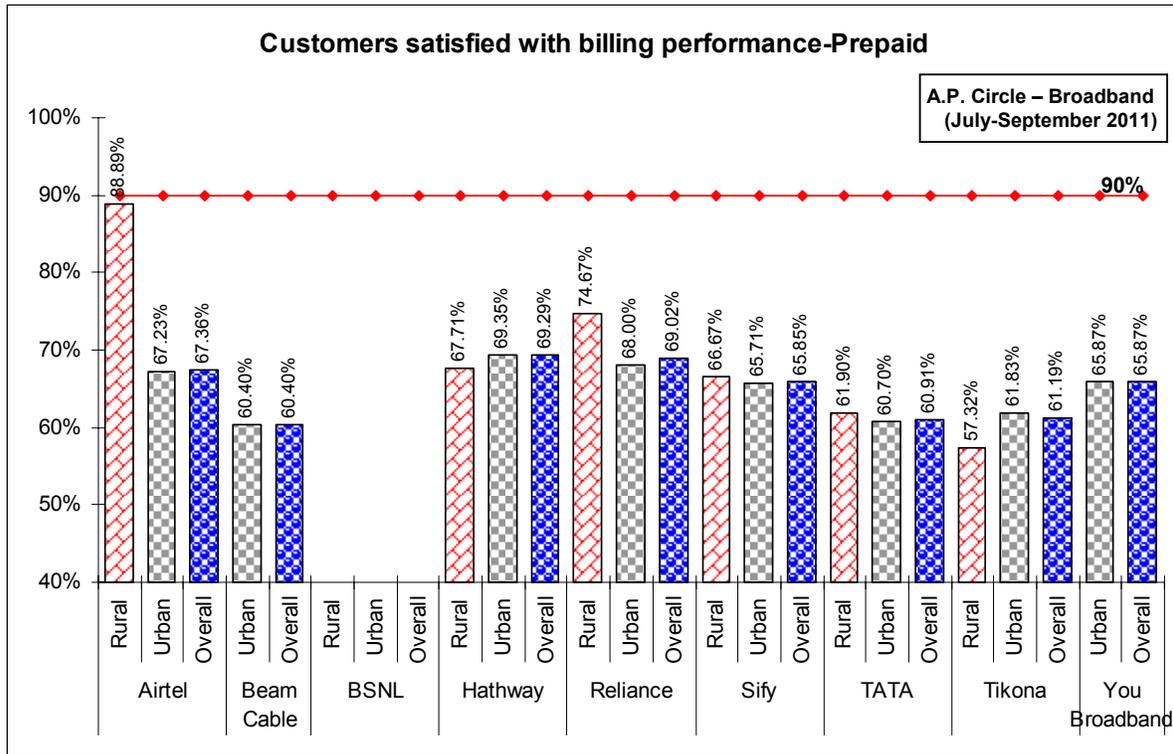
a. Service Provision



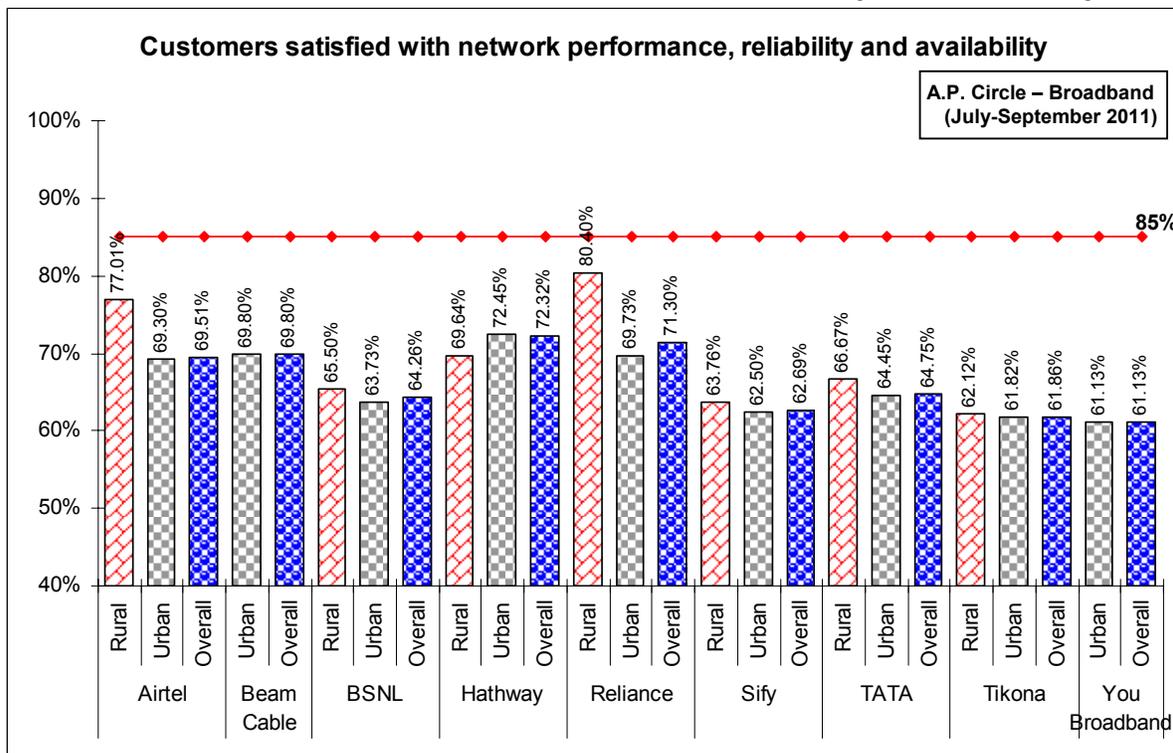
b. Customers Satisfied With Billing Performance-Postpaid



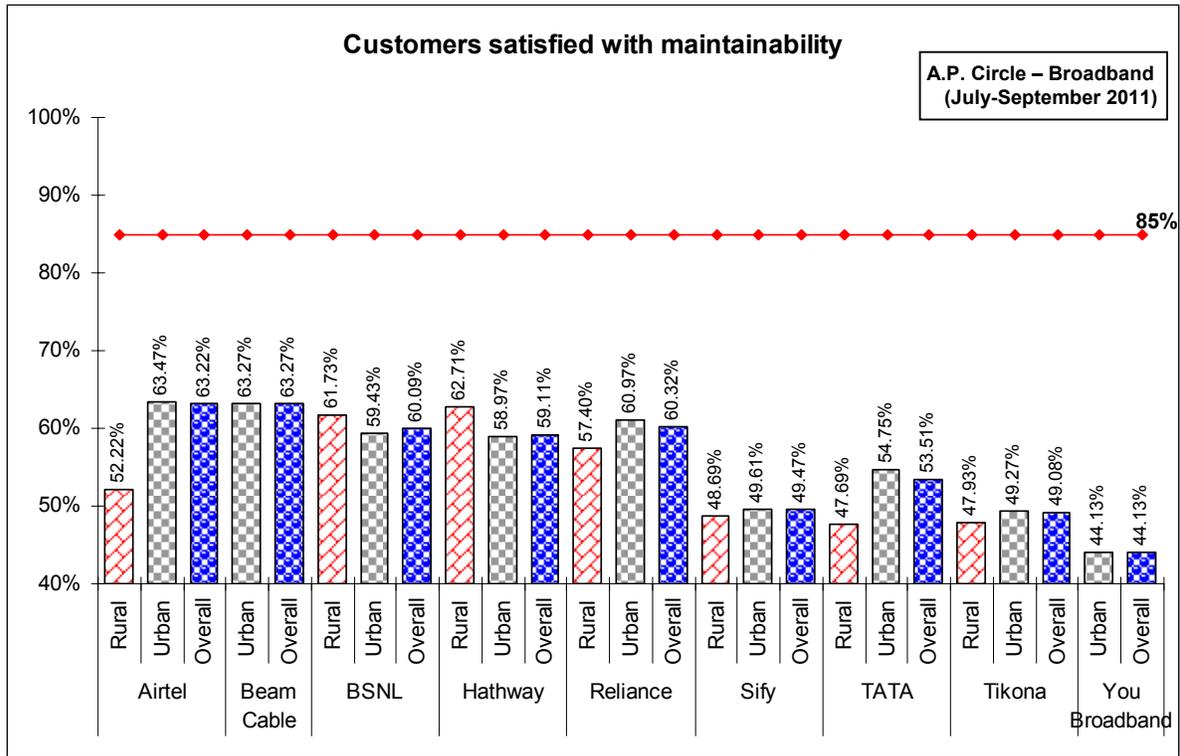
c. Customers Satisfied With Billing Performance-Prepaid



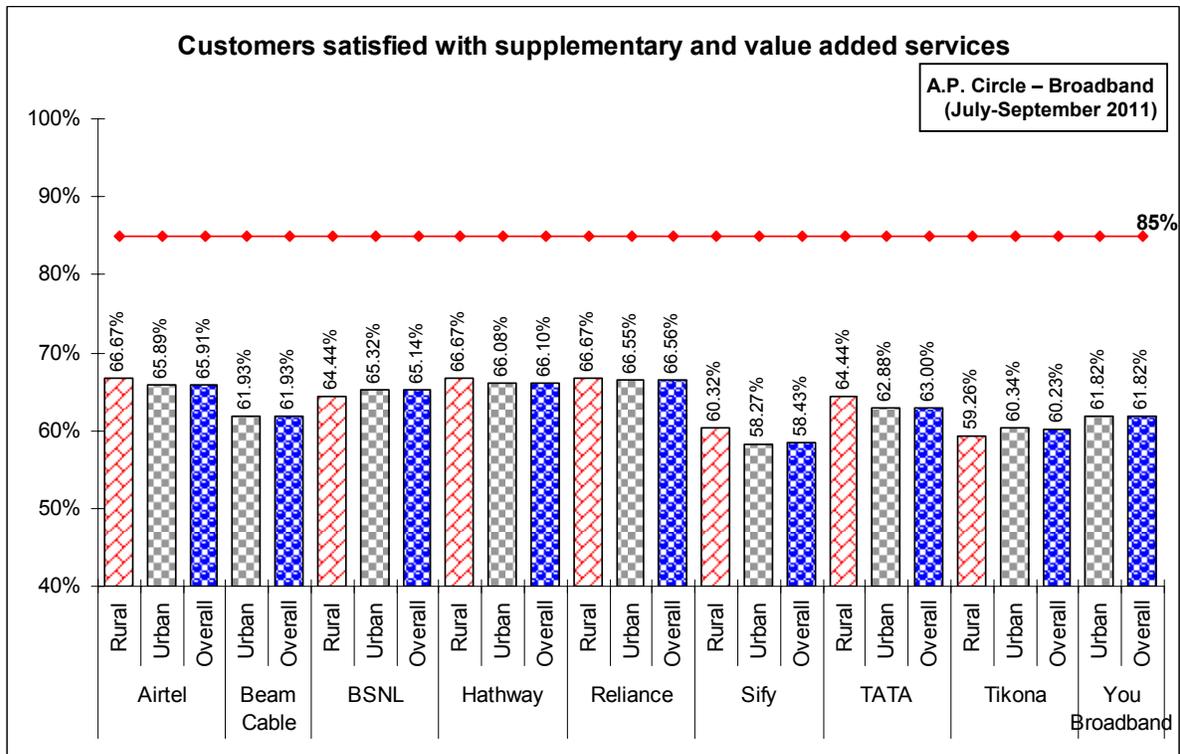
d. Customers Satisfied With Network Performance, Reliability and Availability



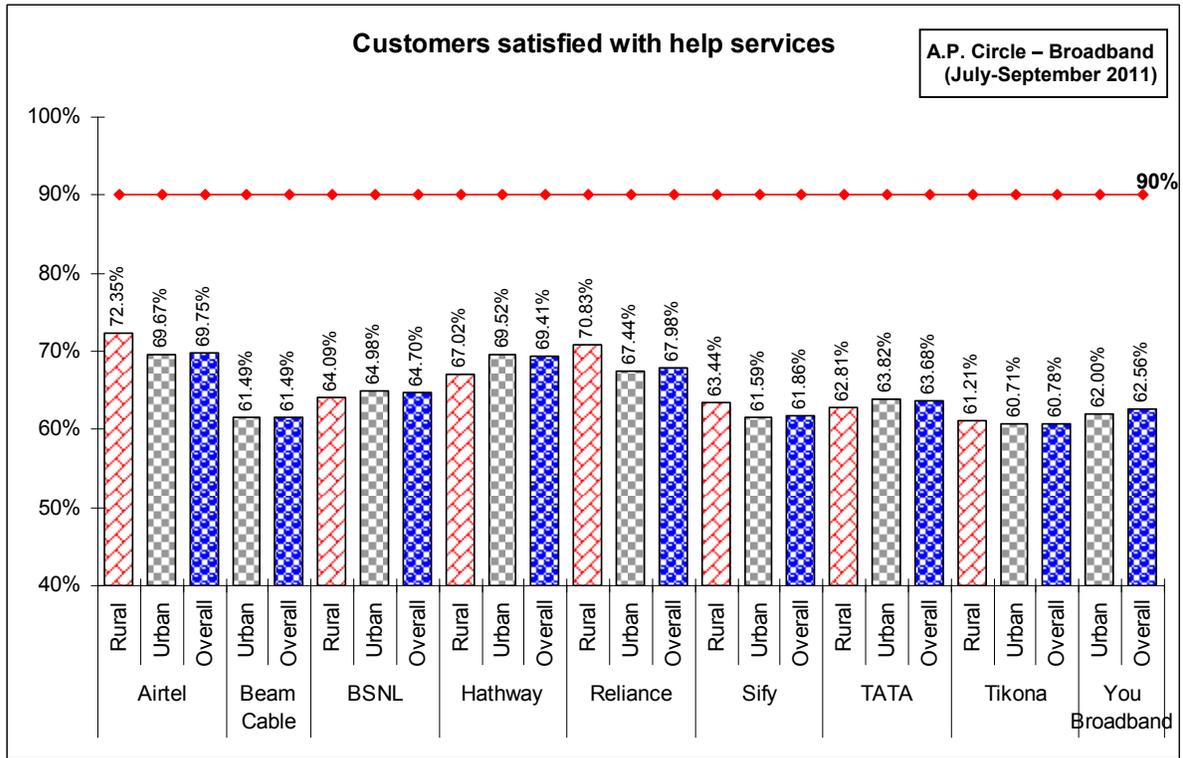
e. Customers Satisfied With Maintainability



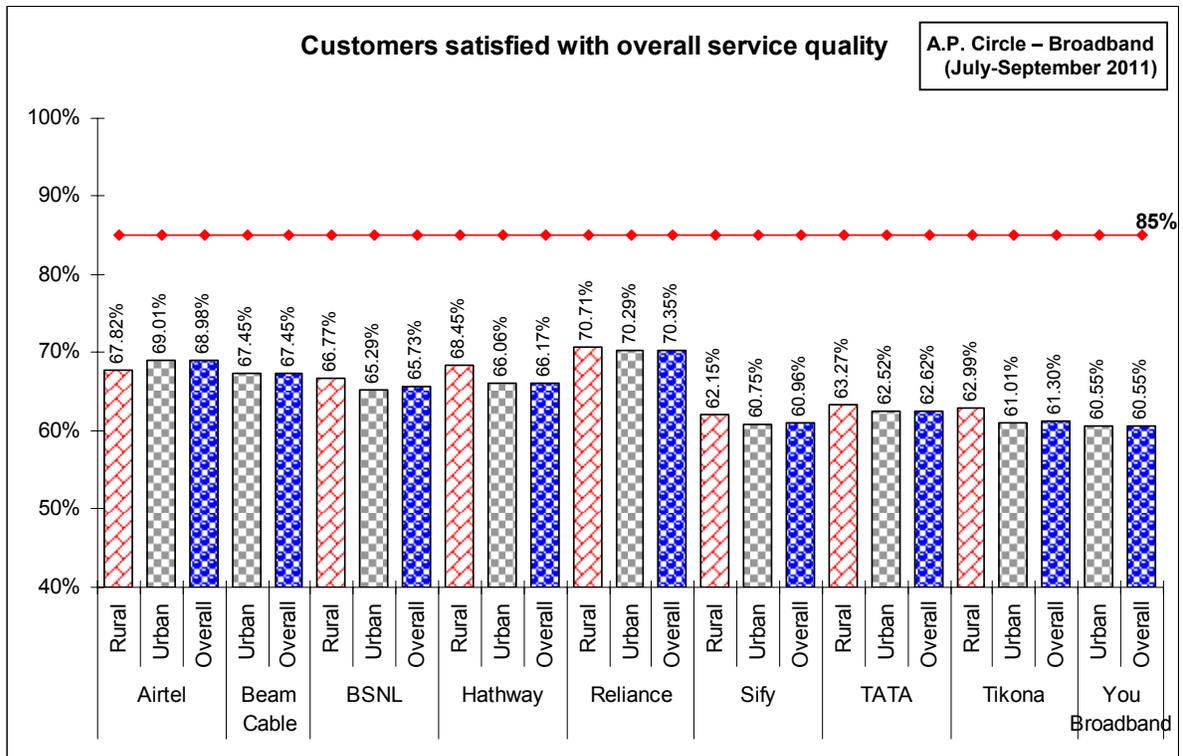
f. Customers Satisfied With Supplementary and Value Added Services



g. Customers Satisfied With Help Services



h. Customers Satisfied With Overall Service Quality



3.1 Consumer Protection and Grievance Redressal for the Broadband

Broadband Operator	Area	Awareness about		
		Call centre telephone number	Nodal Officer	Appellate authority
Airtel	Rural	93.10%	3.45%	0.00%
	Urban	94.13%	8.57%	0.00%
	Overall	94.10%	8.43%	0.00%
Beam Cable	Urban	90.64%	1.22%	0.00%
	Overall	90.64%	1.22%	0.00%
BSNL	Rural	96.04%	3.66%	0.00%
	Urban	95.47%	6.60%	0.00%
	Overall	95.64%	5.72%	0.00%
Hathway	Rural	100.00%	3.57%	0.00%
	Urban	97.50%	6.47%	0.00%
	Overall	97.61%	6.34%	0.00%
Reliance	Rural	96.36%	4.85%	0.00%
	Urban	93.94%	5.54%	0.00%
	Overall	94.30%	5.44%	0.00%
Sify	Rural	100.00%	2.58%	0.00%
	Urban	99.45%	3.07%	0.00%
	Overall	99.53%	3.00%	0.00%
TATA	Rural	100.00%	1.36%	0.00%
	Urban	99.68%	6.05%	0.00%
	Overall	99.72%	5.41%	0.00%
Tikona	Rural	100.00%	2.60%	0.00%
	Urban	99.78%	3.72%	0.00%
	Overall	99.81%	3.56%	0.00%
You Broadband	Urban	99.91%	2.43%	0.00%
	Overall	99.91%	2.43%	0.00%

3.2 Key Take Outs & Recommendations – Broadband

Key Takeouts: Overall

There are 9 Operators present in state of Andhra Pradesh providing Broadband services. None of the 9 Operators could achieve bench mark level on any of the parameters.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

Sify is most active in rural areas and Reliance is most active in urban areas for provisioning of services whereas Tikona is least active on provisioning of services of broadband services both in rural and urban areas.

Customers Satisfied With Billing Performance-Prepaid

Tikona is poor performer in rural areas and Beam Cable in urban area for billing performance- prepaid while Airtel is best performer amongst all 9 Operators for broadband prepaid billing in rural area and Hathway has emerged best in urban areas.

Customers Satisfied With Billing Performance-Postpaid

Sify performance is low in rural areas while that of Beam Cable is low in urban area for billing performance- postpaid whereas Airtel is best performer amongst all 9 Operators..

Customers Satisfied With Network Performance, Reliability And Availability

In rural areas, Broadband Network performance, reliability and availability is best provided by Reliance and least by Tikona. In urban areas, same parameter is best reported for Hathway and poor for You Broadband and Tikona.

Customers Satisfied With Maintainability

Maximum customers are satisfied with Hathway broadband connections maintainability in rural areas and with Airtel in urban areas. Customers are least satisfied with Tata and Tikona in rural areas w.r.t. maintainability and You Broadband has lowest performance on this parameter in urban areas.

Customers Satisfied With Supplementary And Value Added Services

Supplementary and value-added services were best provided by Hathway in rural areas and by Reliance in urban areas. Tikona in rural areas and Sify in urban areas require maximum improvements in VAS and supplementary broadband services.

Customers Satisfied With Help Services

In both rural & urban areas, Airtel has the best help services and Tikona the least level of customer satisfaction w.r.t. help services for broadband connections.

Customers Satisfied With Overall Service Quality

The perception of customers about overall broadband service quality is best for Reliance in both rural as well as in urban areas. Worst overall service quality is reported for Sify in rural areas and You Broadband in urban areas.

Key Takeouts: Operator Level

Airtel

Airtel was found to be performing above average as compared to other Operators on all parameters except 'provisioning of services'. Airtel needs to address the issue of providing broadband connection within a fortnight to improve upon provisioning of broadband services.

Beam Cable

Beam Cable is best at maintaining the broadband connections but it needs lot of improvement in billing performance both in post-paid and pre-paid.

BSNL

Overall BSNL is an average performer on all parameters. It needs overall improvement on all fronts specially post-paid billing charges of services not used and network performance, reliability and availability.

Hathway

When compared to other Operators, Hathway has performed above average on all parameters and has commanding performance in pre-paid billing and network performance, reliability and availability.

Reliance

In comparison to all other Operators, Reliance has overall above average performance on all parameters. It is rated best in providing broadband supplementary & value-added services and is perceived to be the best amongst all on overall service quality.

Sify

Sify is a below average performer (performance below average in 6 out of 8 parameters). Only in provisioning of broadband services and pre-paid billing performance, Sify is marginally above average.

TATA

Tata's performance is below average on all parameters requiring concentrated efforts for improvements on all parameters.

Tikona

When compared to other service providers, Tikona was found to be below average on all parameters and its performance is lowest in comparison to others on provisioning of services and help services.

You Broadband

You broadband performance is mixed kind of performance (below average for 5 out of 8 parameters). At the same time, it is reported to have overall best provisioning of services.

1.0 Background

The Framework for consumer protection is to “Lay down the standards of quality of service to be provided by the Operator and ensure the quality of service and conduct periodical survey of such service provided by the Operator so as to protect interest of the consumers of telecommunication service

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

In May 2007, TRAI passed a regulation titled, “**Telecom Consumers Protection and Redressal of Grievances Regulations, 2007**”.

These regulations are applicable to (i) all Access Service Providers (including BSNL and MTNL) providing basic, cellular mobile telephone and broadband services; and (ii) all Internet Service Providers (ISPs) providing broadband services, 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.

The main objective of these regulations is to lay down the norms for the Operator of Basic service (Wireline), Cellular Mobile and Broadband services in order to handle the complaints of aggrieved consumers. The salient features of these regulations are listed below:

I. Each Telecom Operators would be required:

1. To set up 24x7 Toll Free Call Centre
2. To appoint one or more Nodal Officer in each licensed service area
3. To appoint one or more Appellate Authority in each licensed service area.

II. The information as above and also contact details of Nodal Officers and Appellate Authority to be widely publicized in national and local newspaper, sales outlets, web-site and back side of their Invoice/ Bills being sent to consumers.

III. Each Operators will be required to publish abridged version of “Manual of Practices” for their customers and also make available the same on their web-sites.

IV. The call centre, Nodal Officers and Appellate Authorities would follow the time lines as given in TRAI regulations for redressal of the complaints.

TRAI, vide the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009, has laid down the ‘Quality of Service’ parameters applicable to the basic telephone service (wireline) and cellular mobile telephone service.

TRAI vide its Quality of Service of Broadband Service Regulations, 2006, has laid down the ‘Quality of Service’ parameters applicable to the broadband services.

These Regulations are applicable to all the Internet Service providers, Basic Service providers, Unified Access Service Providers and Cellular Mobile Telecom Service Providers, including BSNL and MTNL, providing broadband services.

These regulations have also laid down the benchmarks for the parameter on customer perception of service to be achieved by service providers. The customer perception of service is to be assessed through customer satisfaction survey.

TRAI in pursuance of the above objective to assess the quality of telecom services periodically, had awarded the study **for conducting a customer satisfaction survey** to ascertain:

- (i) the Implementation and Effectiveness of the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and
- (ii) the customer perception of the service, in terms of the benchmarks specified in the “The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, and the Quality of Service of Broadband Service Regulations, 2006 on zonal basis (East zone, West Zone, North Zone and South Zone) namely.

The Zones comprise following Telecom Circle/Metro Service Areas:

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

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

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

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

The present report is based on the Survey (July-September 2011) in the telecom circle of Andhra Pradesh

2.0 Objective of the Study

To Assess the:

3. Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007
4. Customer Perception of Service through Survey

in the South Zone: Chennai, Andhra Pradesh, Karnataka, Tamil Nadu (excluding Chennai) and Kerala.

3.0 Approach and Methodology

Approach for the study was to conduct primary survey through structured questionnaires by contacting respondents in person or via telephone and subsequently analyzing (various category of consumer wise, service provider wise, circle wise and overall for south zone) the responses for benchmarking the different parameters to be evaluated.

3.1 Assessment Parameters

Detailed list of assessment parameters were prepared in consultation with the officials of TRAI.

Basic Telephone Service (wireline) and Cellular Mobile Telephone Service

S.No.	Name of Parameter
(a)	Customers satisfied with the provision of service
(b)	Customers satisfied with the billing performance
(c)	Customers satisfied with network performance, reliability and availability
(d)	Customers satisfied with maintainability
(e)	Customers satisfied with supplementary and value added services
(f)	Customers satisfied with help services including customer grievance redressal
(g)	Customers satisfied with overall service quality

Broadband Service:

S.No.	Name of Parameter
(a)	Customers satisfied with the provision of service
(b)	Customers satisfied with the billing performance
(c)	Customers satisfied with help services
(d)	Customers satisfied with network performance, reliability and availability
(e)	Customers satisfied with maintainability
(f)	Overall customer satisfaction Level
(g)	Customer satisfaction with offered supplementary services such as allocation of static / fixed IP addresses, email Ids etc.

3.2 Sample Plan

- The sample for basic telephone service (wireline) subscribers was evenly spread over in 5% (five per cent) of the exchanges of each BSO in the circle. These 5% (five per cent) exchanges were evenly spread over 10% (ten per cent) of SDCA's with each BSO. The 5% (five per cent) exchanges were covered both in urban and rural category.
- The sample for cellular mobile telephone service subscribers was evenly spread over in 10% (ten per cent) of district headquarters of a service area where the services are commissioned.
- The sample for broadband service subscribers was evenly spread over in the areas served by 10% (ten per cent) of the Points of Presence (POP's) of each service provider in each service area.
- Sample size has been determined for confidence level of 95% (ninety five per cent) and with a confidence interval of 3% (three per cent) for Metro & Category A Circles and 4% (four per cent) for Category B Circles, in each of the service area and for each of the service provider (licensee).

3.2.1 Sample Size: Target vs Achievement

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

Wireline:

Name of Operator	Sample Size-Target			Sample Size-Achieved		
	Rural	Urban	Total	Rural	Urban	Total
Airtel	320	747	1067	*	1067	1067
BSNL	320	747	1067	365	815	1180
Reliance	320	747	1067	*	1067	1067
TATA	320	747	1067	*	1067	1067
Total	1280	2988	4268	365	4016	4381

* Customers only in Urban area

Mobile:

Mobile	Sample Size-Target			Sample Size-Achieved		
	Rural	Urban	Total	Rural	Urban	Total
Aircel	320	747	1067	423	747	1170
Airtel	320	747	1067	459	846	1305
BSNL	320	747	1067	342	832	1174
Idea	320	747	1067	367	972	1339
Reliance	320	747	1067	341	772	1113
Systema Shyam**	320	747	1067	-	184	184
Tata	320	747	1067	360	767	1127
Uninor	320	747	1067	322	759	1081
Vodafone	320	747	1067	329	1225	1554
Total	2880	6723	9603	2943	7104	10047

**** Systema Shyam has very few customers in AP Circle**

Broadband:

Name of Operator	Sample Size-Target			Sample Size-Achieved		
	Rural	Urban	Total	Rural	Urban	Total
Airtel	320	747	1067	29*	1039	1068
Beam Cable	320	747	1067	- *	1068	1068
BSNL	320	747	1067	328	773	1101
Hathway	320	747	1067	56*	1159	1215
Reliance	320	747	1067	165*	957	1122
Sify	320	747	1067	155*	913	1068
TATA	320	747	1067	147*	925	1072
Tikona	320	747	1067	154*	914	1068
You Broadband	320	747	1067	-*	1068	1068
Total	2880	6723	9603	1034	8816	9850

*** very few rural broadband customers of these operators**

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

Wireline:

Gender wise break up				
Name of Operator	Total	Male	Female	Company
Airtel	1067	798	102	167
BSNL	1180	1020	134	26
Reliance	1067	762	151	154
TATA	1067	791	90	186
Total	4381	3371	477	533

Age wise break up						
Name of Operator	Total	Less than 25 yrs	25-34 yrs	35-44 yrs	More than 45 yrs	Company
Airtel	1067	2	838	47	13	167
BSNL	1180	16	437	317	384	26
Reliance	1067	1	853	44	15	154
TATA	1067	8	624	226	23	186
Total	4381	27	2752	634	435	533

Mobile:

Mobile	Male	Female	Company	Total
Aircel	954	216	0	1170
Airtel	1144	161	0	1305
BSNL	969	202	3	1174
Idea	1104	235	0	1339
Reliance	911	202	0	1113
Systema Shyam	166	18	0	184
Tata	952	175	0	1127
Uninor	876	205	0	1081
Vodafone	1350	204	0	1554
Total	8426	1618	3	10047

Broadband:

Gender wise Break up				
Operator	Total	Male	Female	Institution
Airtel	1068	923	124	21
Beam Cable	1068	967	88	13
BSNL	1101	871	208	22
Hathway	1215	1042	171	2
Reliance	1122	964	151	7
Sify	1068	888	146	34
TATA	1072	624	96	352
Tikona	1068	944	120	4
You Broadband	1068	970	91	7
Total	9850	8193	1195	462

Age wise Break up					
Operator	Total	Less than 25	25-60	More than 60	Institution
Airtel	1068	55	992		21
Beam					
Cable	1068	10	1045		13
BSNL	1101	9	973	97	22
Hathway	1215	221	984	8	2
Reliance	1122	80	1035		7
Sify	1068	38	992	4	34
TATA	1072	6	714		352
Tikona	1068	20	1044		4
You					
Broadband	1068	27	1033	1	7
Total	9850	466	8812	110	462

3.2.2 Sampling Frame

- Sampling frame was prepared with the help of service providers with above mentioned sampling plan using Random number table or computerized random number generating techniques
- At the smallest level of stratum, simple random sampling technique was followed for catching the respondents

3.2.3 Questionnaire(s) Canvassed

- The schedules/questionnaires for conducting the survey for customers of Wireline, Wireless and Broadband services were prepared and finalized, in consultation with TRAI, before the start of survey
- The questionnaire covered all the provisions particularly in respect of awareness about whom to contact, Call Centres, Nodal Officers, appellate authority, Manual of Practice including usage details to Pre-paid mobile connections, the customer perception of service provided by basic telephone service (wireline), cellular mobile telephone service and broadband service providers as per the benchmarks for the parameters relating to customer perception of service in quality of service Regulations

3.3 Computation of Level of Customer Satisfaction and Benchmarking

- For measuring the satisfaction across various parameters a four-point **Likert scale** of "Very Satisfied", "Satisfied", "Dissatisfied" and "Very Dissatisfied" was used.
- Weighting is done in order to adequately account for the satisfaction levels of various consumers and was according to the standard market research practices followed across the world.
- Weights were assigned to all the four responses with "Very Satisfied" being assigned 4 and "Very Dissatisfied" being assigned 1.
- Overall weighted satisfaction score was ascertained using the following formula:

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

Overall weighted satisfaction score = {(Mean score-1)/3} X100

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 was calibrated to range between 0% and 100%. The satisfaction benchmarks was compared against weighted satisfaction scores.

- For measuring the percentage of consumers satisfied on various parameters a simple addition method was applied by taking into account the sum of consumers who were either "Very satisfied" or "Satisfied" on particular parameter. Therefore, the proportion of sum total of "Very Satisfied" and "Satisfied" consumers were taken out from the total number of valid responses on the all questions of each of the broad parameter.

% of satisfied consumers is ascertained using the following formula:

CS=(A/N)*100

Where CS=% of satisfied consumers

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

N = Total sample size achieved

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

Basic Telephone Service (wireline) and Cellular Mobile Telephone Service.

S.No.	Name of Parameter	Benchmark
(a)	customers satisfied with the provision of service	≥ 90 %
(b)	customers satisfied with the billing performance	≥ 95 %
(c)	customers satisfied with network performance, reliability and availability	≥ 95 %
(d)	customers satisfied with maintainability	≥ 95 %
(e)	customers satisfied with supplementary and value added services	≥ 90 %
(f)	customers satisfied with help services including customer grievance redressal	≥ 90 %
(g)	customers satisfied with overall service quality	

Broadband Service:

S.No.	Name of Parameter	Benchmark
(i)	% satisfied with the provision of service	> 90 %
(ii)	% satisfied with the billing performance	> 90 %
(iii)	% satisfied with help services	> 90 %
(iv)	% satisfied with network performance, reliability and availability	> 85 %
(v)	% satisfied with maintainability	> 85 %
(vi)	% satisfied Overall customer satisfaction	> 85 %
(vii)	% satisfied with Customer satisfaction with offered supplementary services such as allocation of static / fixed IP addresses, email Ids etc.	> 85 %

- Entire tabulation plan was finalized in consultation with officials of TRAI

4.0 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.

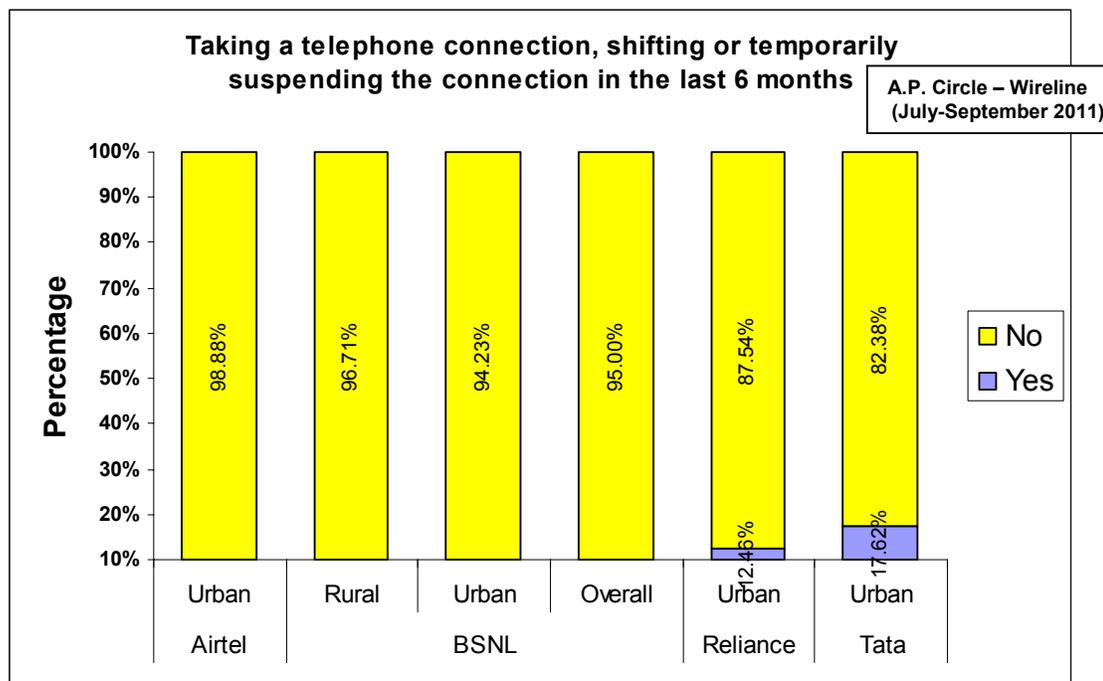
Broadband service – Broadband' is defined in the Broadband Policy 2004 as “An always on data connection that is able to support interactive services including Internet access and has the capability of the minimum download speed of 256 kilo bits per second (kbps) to an individual subscriber from the Point 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.

5.1 Detailed Findings – Basic Wireline

5.1.1 Service Provision sub-aspects

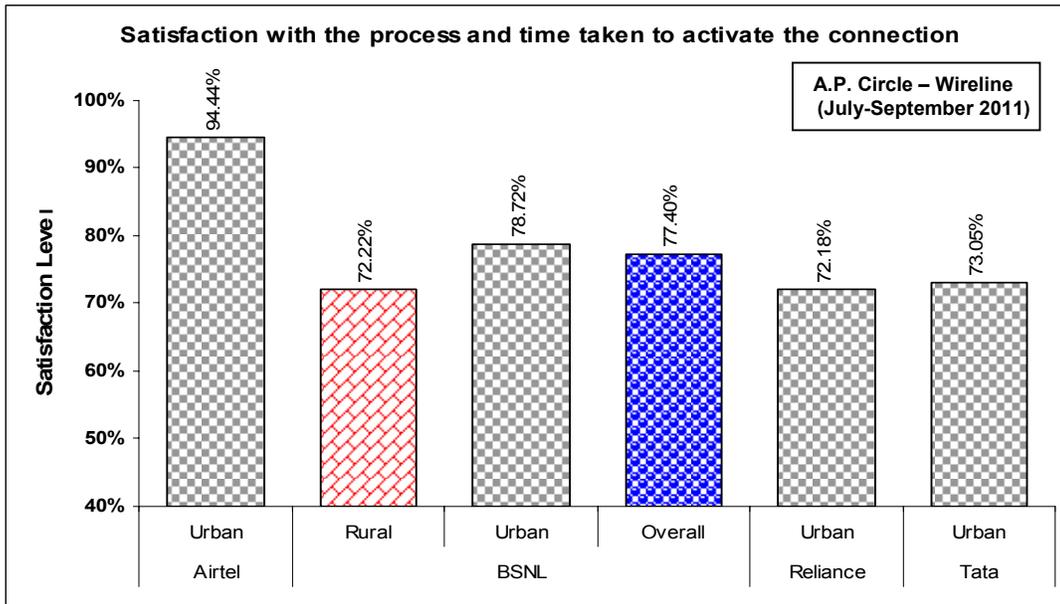
a. Taking a Telephone Connection, Shifting or Temporarily Suspending the Connection in the Last 6 Months

This aspect seeks to assess the recency of applying for a new wireline phone connection /shifting /had got temporary suspension of connection with respect to subscribers for various service providers.



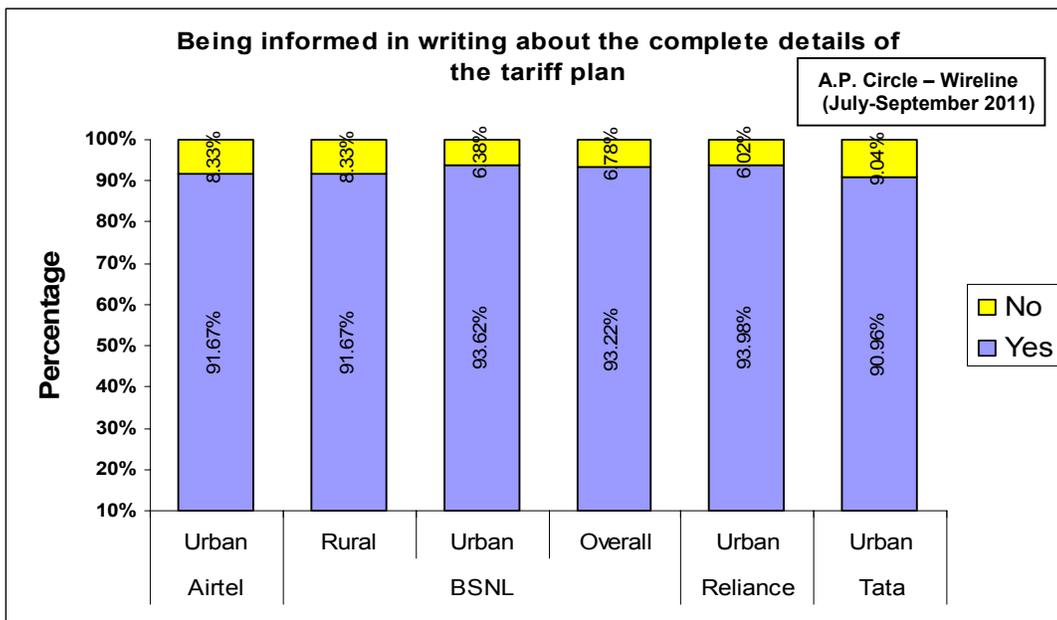
Only Reliance (12%) and Tata (17%) urban, BSNL (5%) overall subscribers have applied for connection /shifting/had got temporary suspension of connection during the present round of survey.

b. Satisfaction with the Process and Time Taken To Activate the Connection



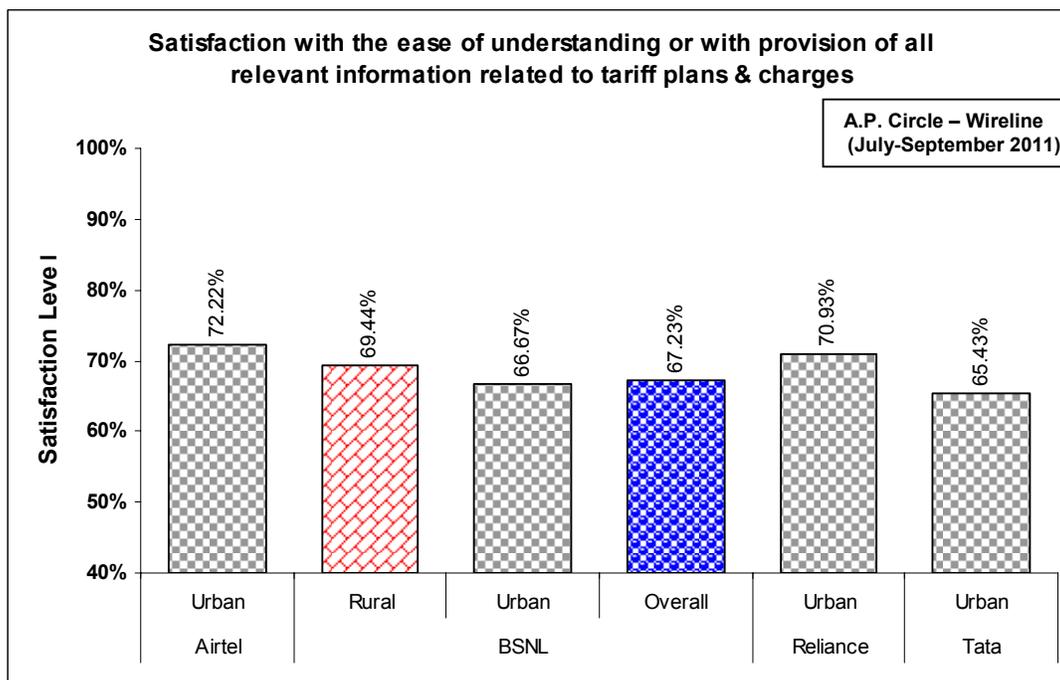
The satisfaction level of subscribers with respect to the process and time taken to activate the connection has been 94% (Airtel), 77% (BSNL), 73% (Tata) and 72% (Reliance) in the present round of survey.

c. Being Informed In Writing, At The Time Of Subscription Of Service Or Within A Week Of Activation Of Service The Complete Details Of The Tariff Plan



Over 90% of subscribers across all operators have opined that they have been informed in writing about the complete details of their tariff plan.

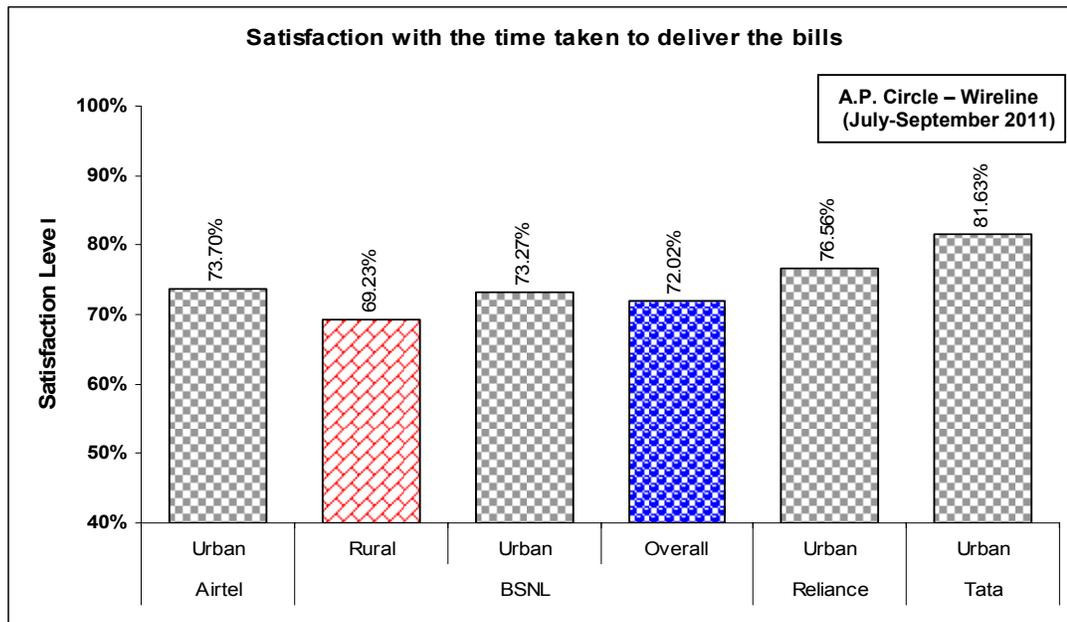
**d. The Ease of Understanding or With Provision of All Relevant Information
Related To Tariff Plans & Charges**



The majority of subscribers of all operators are either very satisfied or satisfied with the ease of understanding / provisions of all related information related to tariff plans & charges. Satisfaction levels being, Airtel (72%), Reliance (70%), BSNL (67%) and Tata (65%).

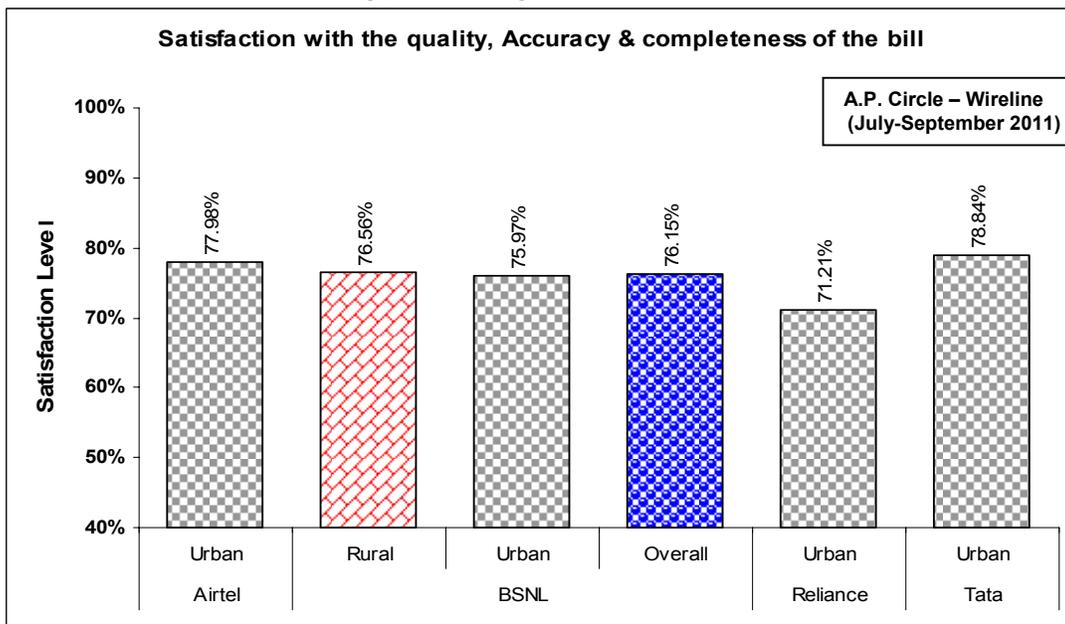
5.1.2 Billing Related sub-aspects

a. Satisfaction with the Time Taken To Deliver the Bills



Around 70% of subscribers of all operators are either very satisfied or satisfied with the time taken for delivery of their bills. Satisfaction levels are as follows: Airtel (73%), Reliance (76%), BSNL (72%) and Tata (81%).

b. Satisfaction with the Quality, Accuracy & Completeness of the Bills

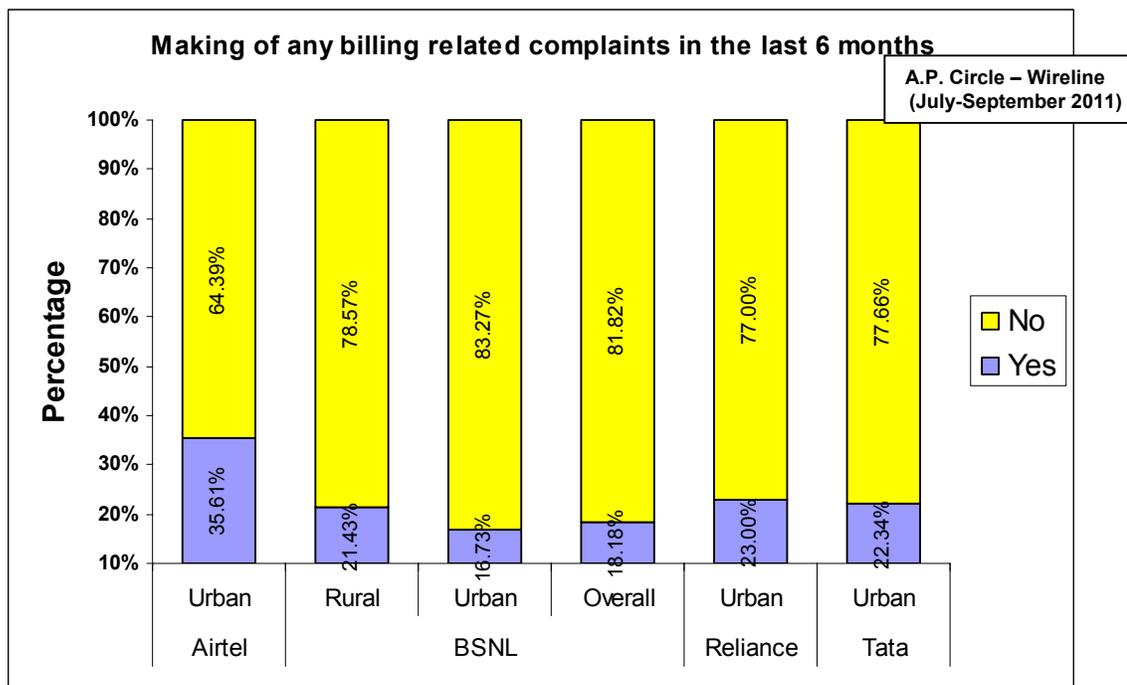


Over 75 % of subscribers of all operators except Reliance (71%) are either very satisfied or satisfied with the quality, accuracy and completeness their bills. Satisfaction levels are Airtel (77%), BSNL (76%), Tata (78%) and Reliance (71%).

c. The Reason(s) For Dissatisfaction with the Quality, Accuracy & Completeness of Bills

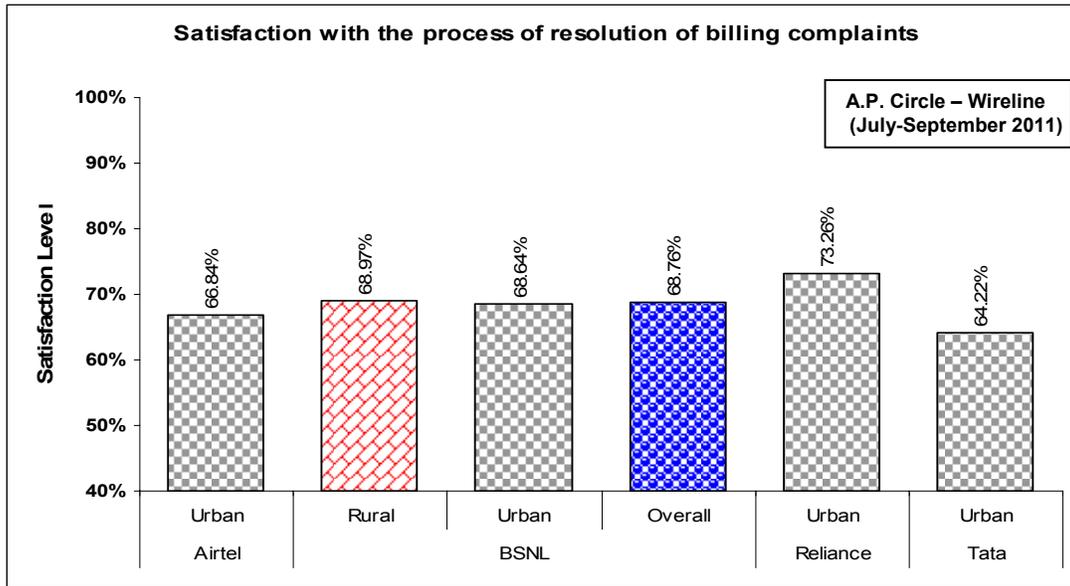
Wireline Operator	Area	Reasons for Dissatisfaction						
		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/se rvices not made/used	Details like item-wise charges are not provided	Calculations are not clear	Others (please specify)
Airtel	Urban	NA	NA	NA	NA	NA	NA	NA
BSNL	Rural	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%
	Urban	69.23%	0.00%	7.69%	15.38%	0.00%	7.69%	0.00%
	Overall	64.29%	0.00%	7.14%	14.29%	0.00%	14.29%	0.00%
Reliance	Urban	NA	NA	NA	NA	NA	NA	NA
Tata	Urban	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%

d. Billing Related Complaints in the Last 6 Months



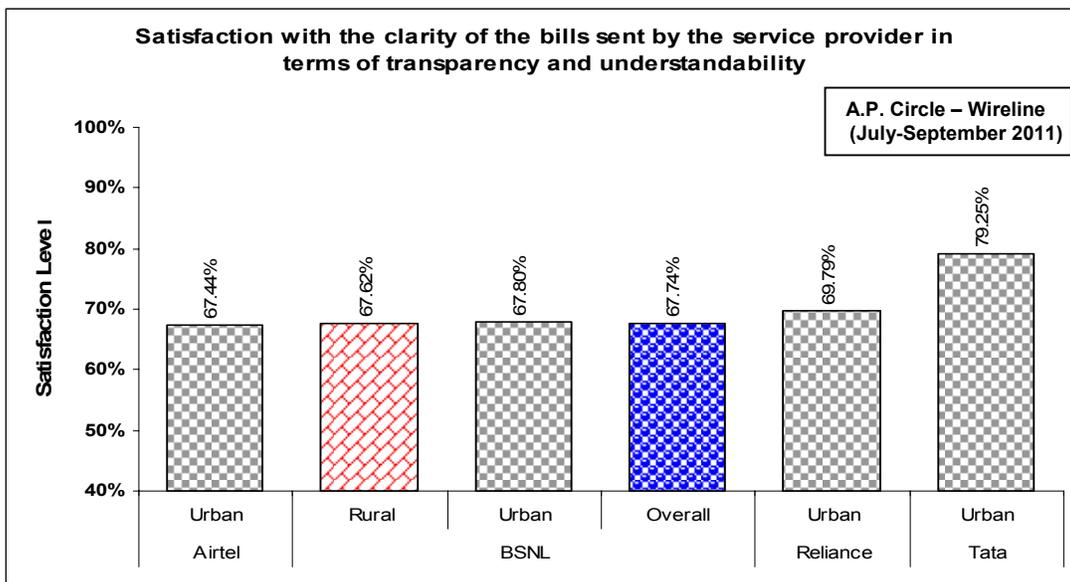
35% of Airtel, 23 % Reliance, 22 %Tata and 18 % BSNL subscribers only had made billing related complaint in the last six months.

e. Satisfaction with the Process of Resolution of Billing Complaints



Over 64 % of subscribers of all operators are either very satisfied or satisfied with the process of resolution of their billing complaints. The satisfaction levels being Reliance (73%), BSNL (68%), Airtel (66%) and Tata (64%).

f. Satisfaction with the Clarity of the Bills Sent By the Service Provider in Terms of Transparency and Understandability



Over 67 % of subscribers of all operators are either very satisfied or satisfied with the Clarity of bills sent by respective service providers in terms of transparency and Understandability. The satisfaction levels are Tata (79%), Reliance (69%), BSNL & Airtel (67%).

Prepaid Customers

a. Satisfaction with the charges deducted for every call i.e. amount deducted on every usage

Reliance has overall satisfaction level of 66.67% and TATA has 64.40%.

b. The reason for dissatisfaction

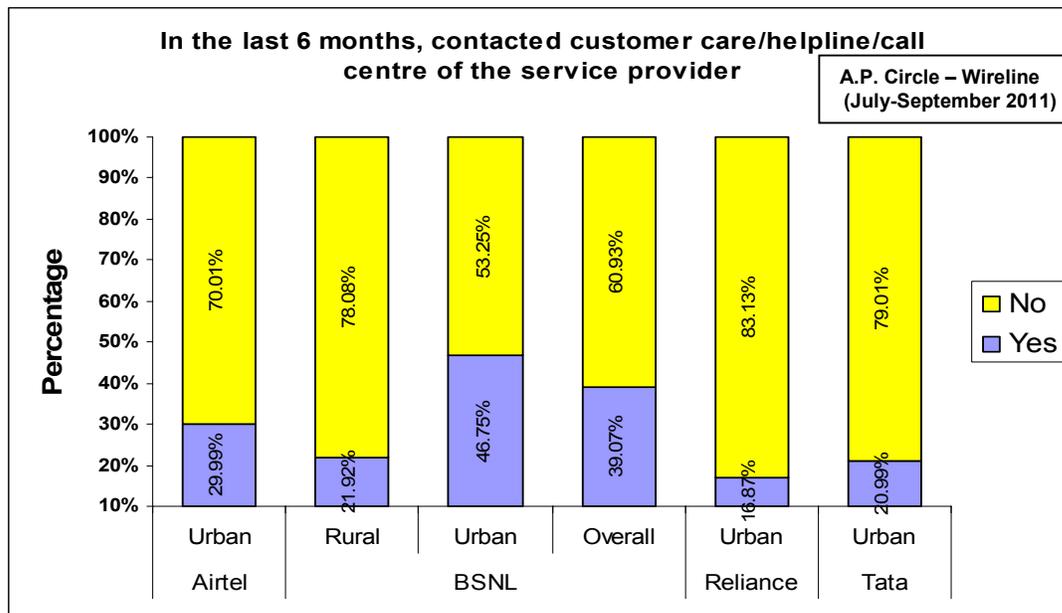
Following table details the reason for dissatisfaction among prepaid customer of TATA Teleservices

Wireline Operator	Area	Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Others
Tata	Urban	13.16%	23.68%	63.16%	0.00%	0.00%

5.1.3 Help Services Related Sub-Aspects

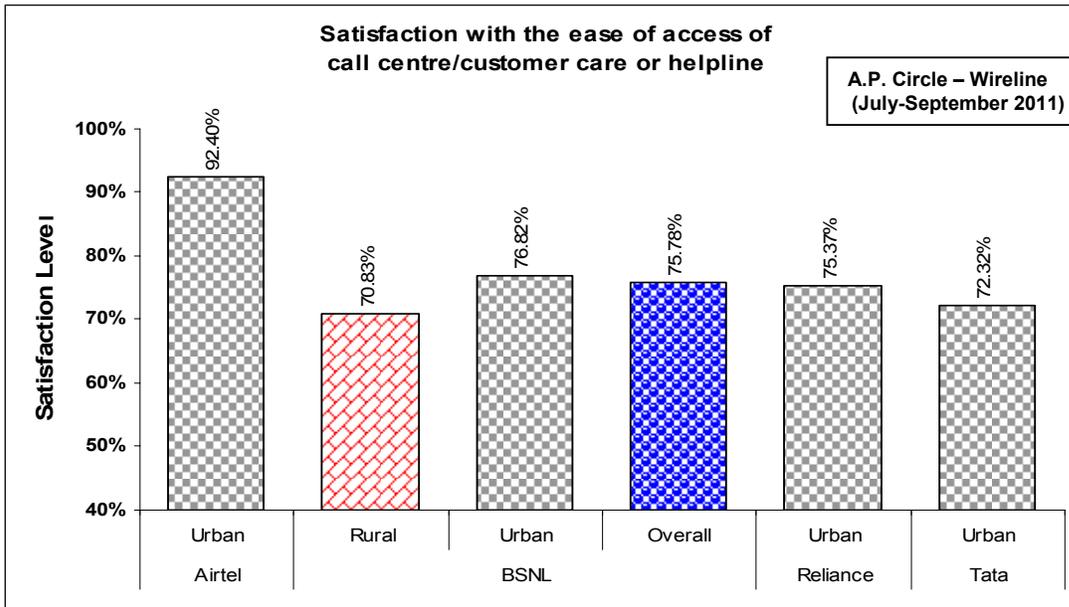
This parameter captures the satisfaction of subscribers on various sub-parameters of help services. This includes the ease of connecting to call center, problem solving ability of the customer care executive, time taken for resolution of complaint, etc.

a. In the Last 6 Months, Contacted Customer Care/Helpline/Call Centre of the Service Provider



Over 60% subscribers across all operators have not contacted customer care /helpline/call centre of their respective service provider.

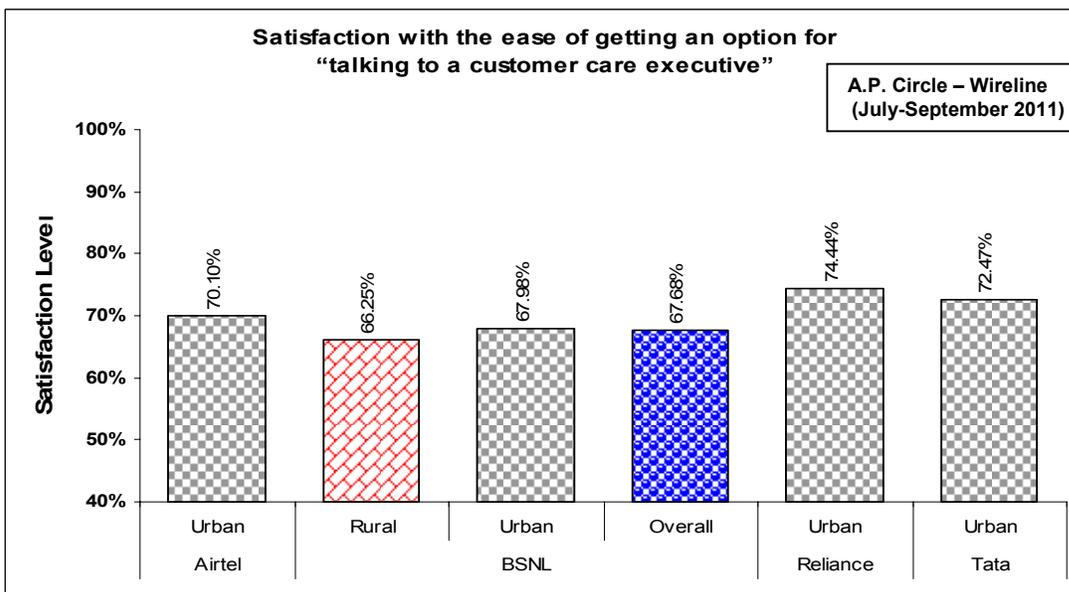
b. Satisfaction with the Ease of Access of Call Centre/Customer Care or Helpline



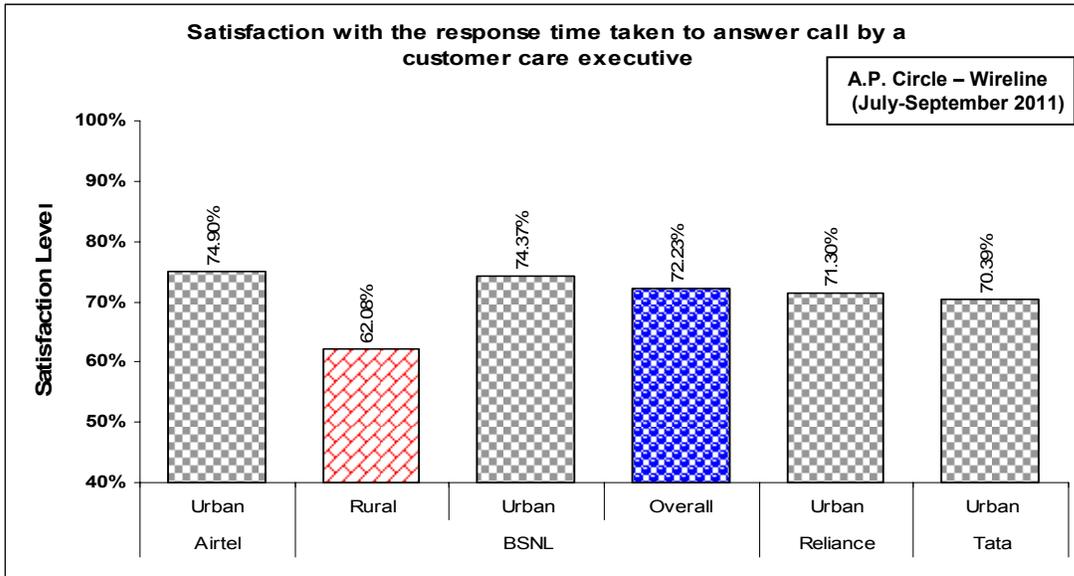
Among subscribers who have contacted their respective call centre/customer care/helpline, over 70% subscribers of all operators are either very satisfied or satisfied with ease of access. The satisfaction levels are: Airtel (92%), BSNL & Reliance (75%) and Tata (72%).

c. Satisfaction with the Ease of Getting an Option for “Talking To a Customer Care Executive”

Over 67% subscribers have expressed either very satisfied or satisfied with ease of getting an option of talking to a customer care executive.

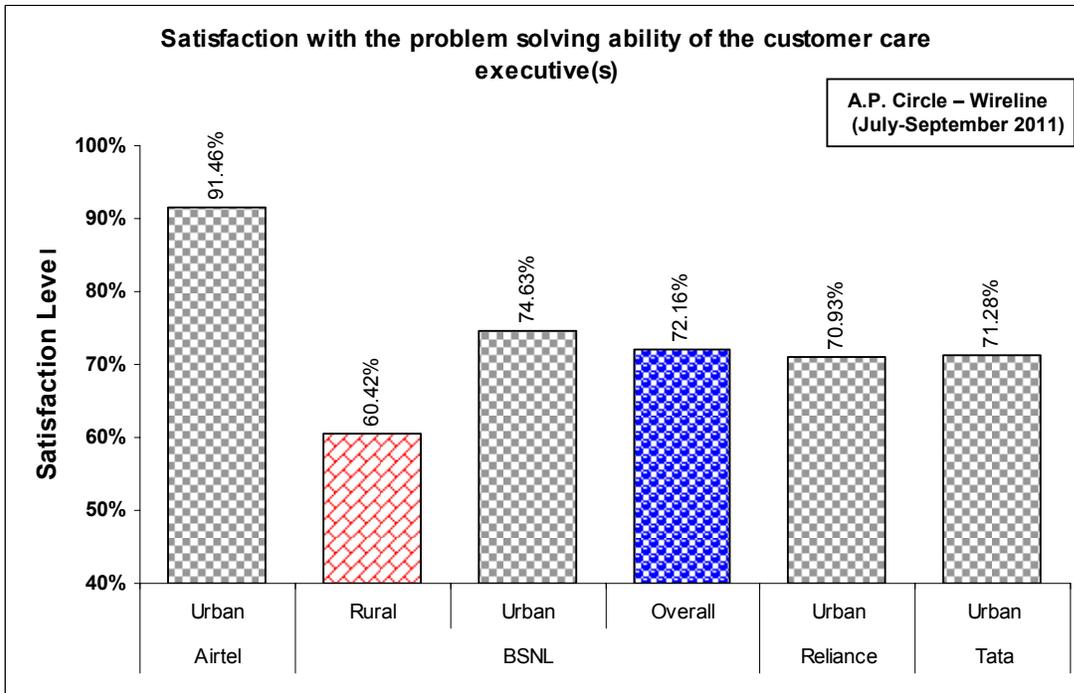


d. Satisfaction with the Response Time Taken To Answer Call by a Customer Care Executive



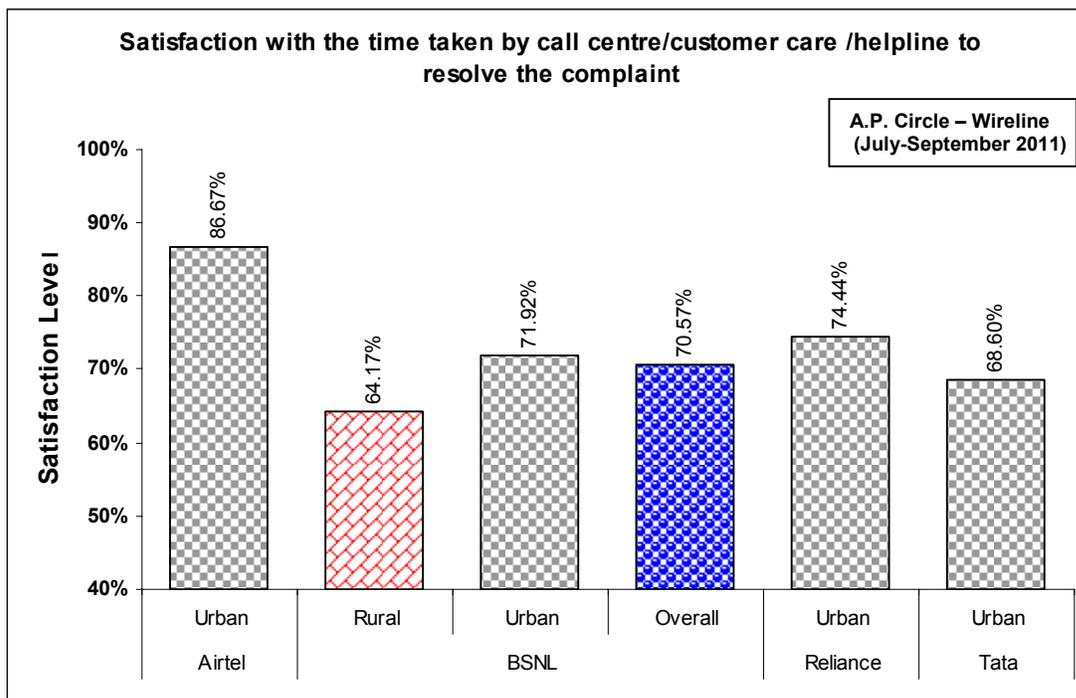
The satisfaction level of subscribers is over 70% with respect to response time taken by a customer care executive to answer the call.

e. Satisfaction with Problem Solving Ability of the Customer Care Executive(s)



The satisfaction level of subscribers across all operators has been over 70% with respect to the problem solving ability of customer care executive.

f. Satisfaction with the Time Taken by Call Centre/Customer Care /Helpline to Resolve the Complaint



The satisfaction levels of subscribers across all operators has been over 70% ,except Tata (68%) with respect to the time taken by customer care executive to resolve a complaint.

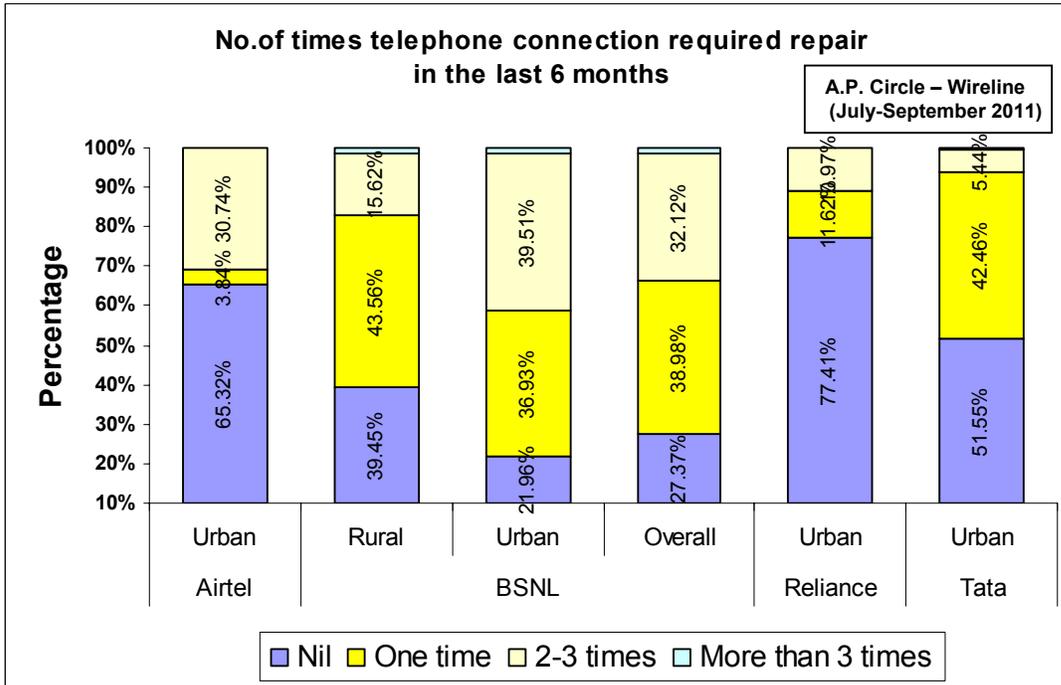
5.1.4 Network Performance, Reliability and Availability Related Sub-Aspects

Wireline Operator	Area	Satisfaction with the		
		availability of working telephone (dial tone)	ability to make or receive calls easily	the voice quality
Airtel	Urban	84.85%	71.31%	89.03%
BSNL	Rural	68.95%	82.07%	65.48%
	Urban	72.39%	82.81%	71.25%
	Overall	71.33%	82.60%	69.46%
Reliance	Urban	77.35%	80.25%	73.54%
Tata	Urban	73.57%	74.81%	71.45%

BSNL has scored highest (82%) in terms of subscribers' satisfaction with the ability to make or receive calls easily followed by Reliance (80%), Tata (74%) and Airtel (71%). In terms of availability of working telephone (dial tone), the score of Airtel (84%) has been highest followed by Reliance (77%), Tata (73%) and BSNL (71%) while voice quality has been the best in Airtel (89%), followed by Reliance (73%), Tata (71%) and BSNL (69%).

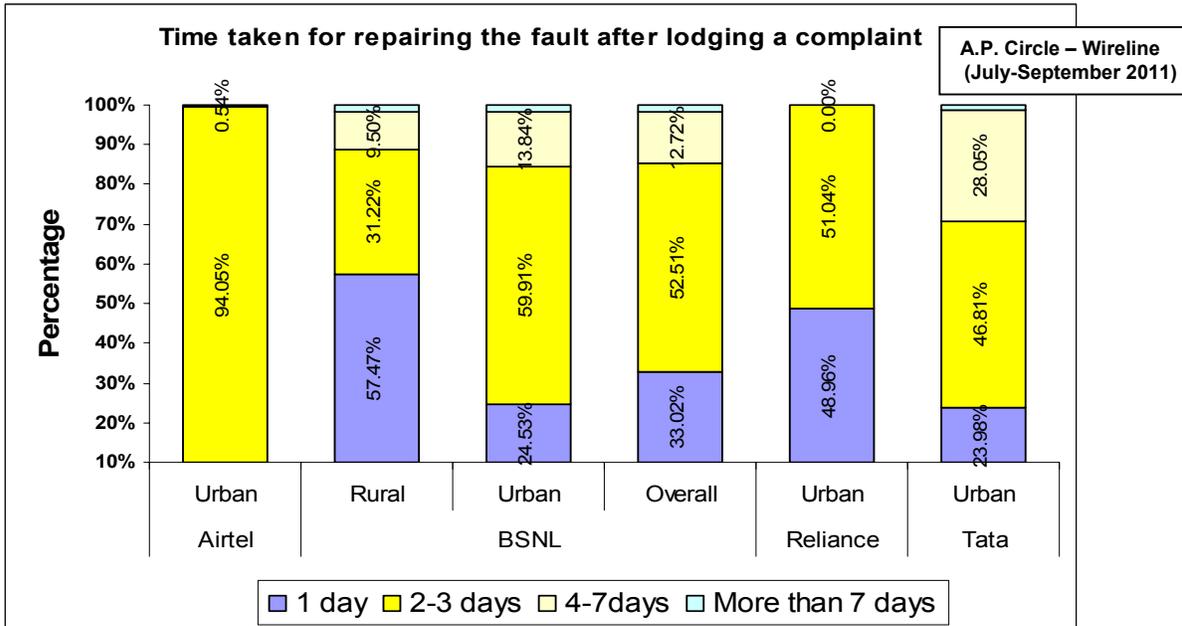
5.1.5 Maintainability Related Sub-Aspects

a. No. of Times Telephone Connection Required Repair In the Last 6 Months



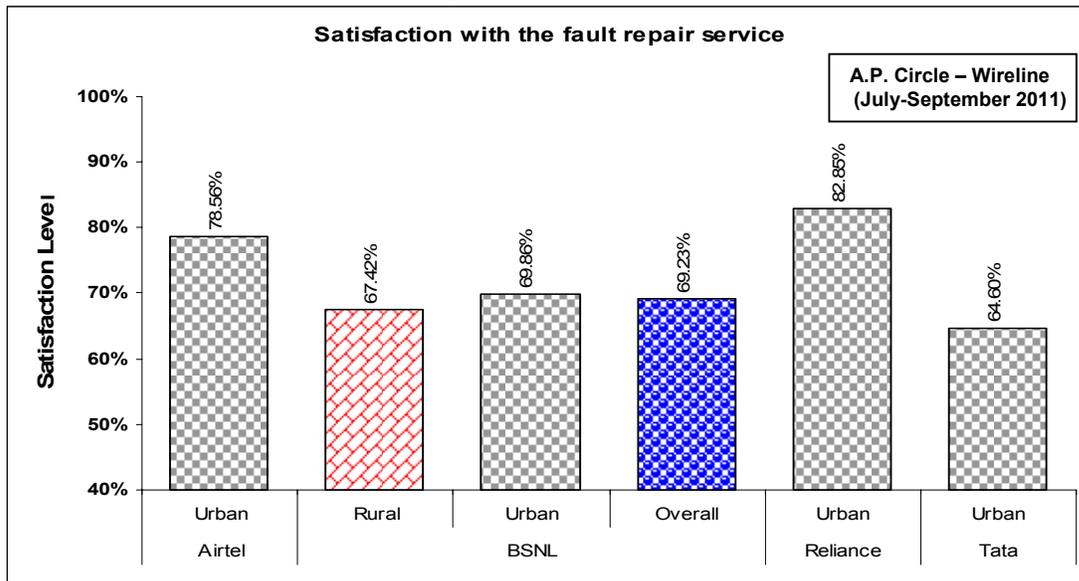
Around 77% of Reliance, 65% of Airtel, 51% of Tata and 27% of overall BSNL subscribers never got their telephone connections repaired in last six months.

b. Time Taken For Repairing the Fault after Lodging a Complaint



Of those who got repaired their telephones, 33% BSNL, 48% Reliance and 23 % Tata subscribers got their telephones repaired in just one day.

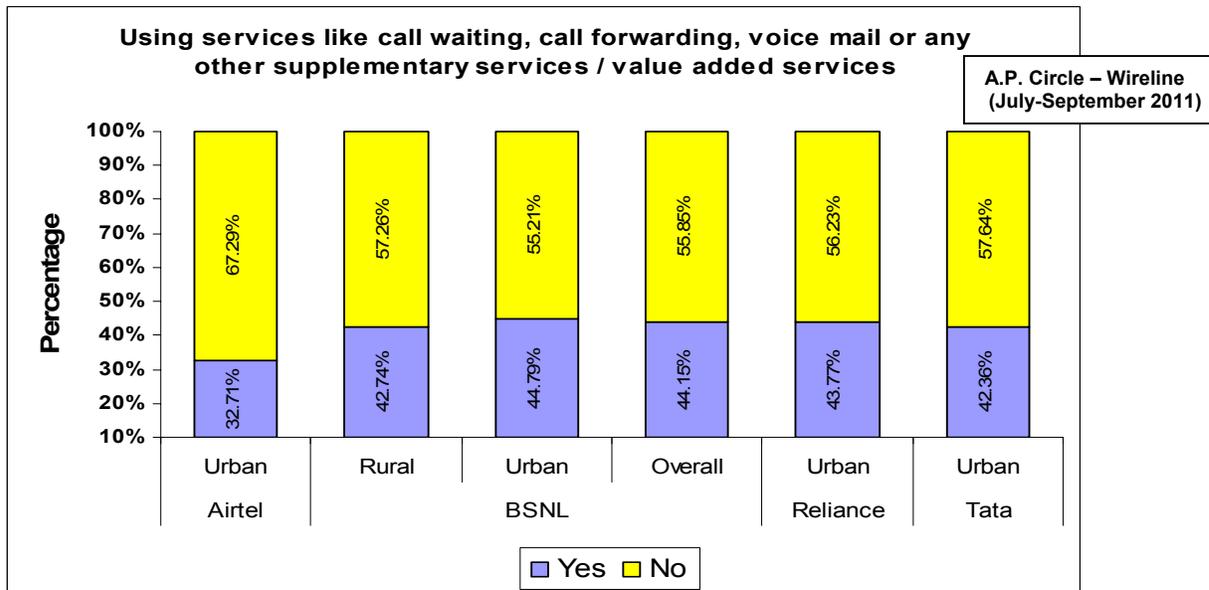
c. Satisfaction with the Fault Repair Service



Majority of subscribers of all operators have expressed either being very satisfied or satisfied with the fault repair services of their respective operators, with satisfaction level of Reliance being 82% followed by Airtel at 78%, BSNL at 69% and Tata 64%.

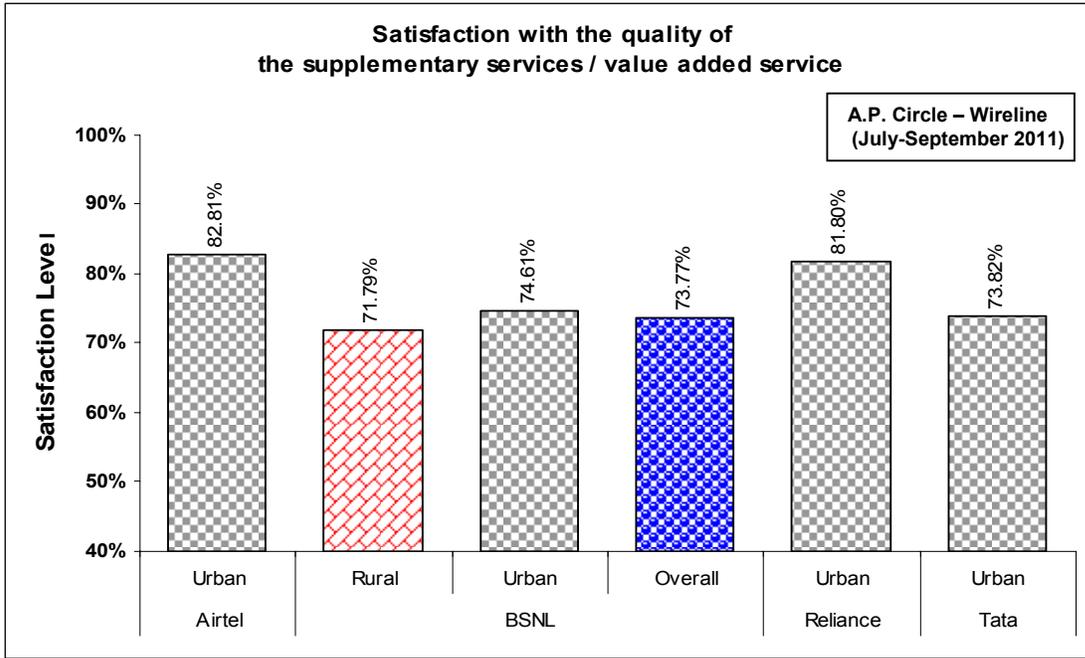
5.1.6 Supplementary Services

a. Using Services Like Call Waiting, Call Forwarding, Voice Mail Or Any Other Supplementary Services / Value Added Services.



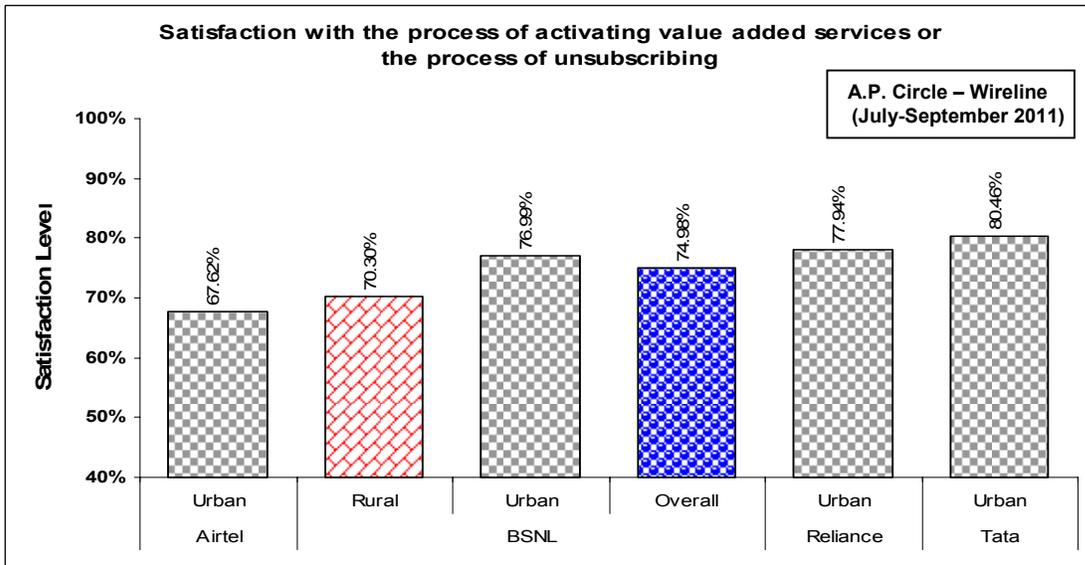
Majority of subscribers from over 56 % (BSNL) to 67% (Airtel) have not used services like call waiting call forwarding, voice mail or any other supplementary services / value added services.

b. Satisfaction with the Quality of the Supplementary Services / Value Added Service



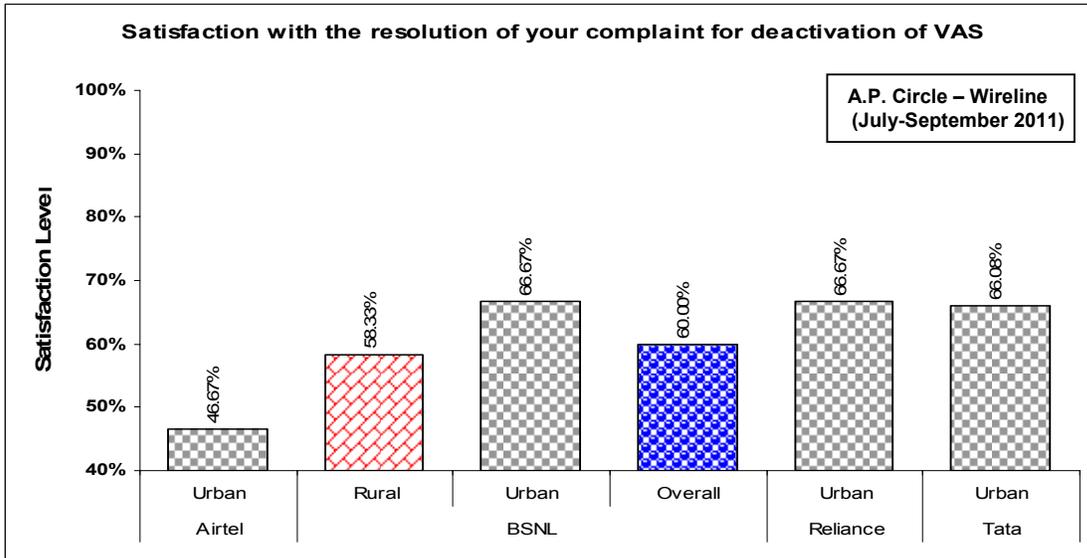
Among those who have used value added services, satisfaction levels have been over 73% (BSNL & Tata), 81% (Reliance) and 82% (Airtel).

c. Satisfaction with the Process of Activating Value Added Services or the Process of Unsubscribing



Satisfaction levels of subscribers have been over 67% (Airtel), 74% (BSNL), 77% (Reliance) and 80% (Tata) with the process of activating value added services or the process of unsubscribing.

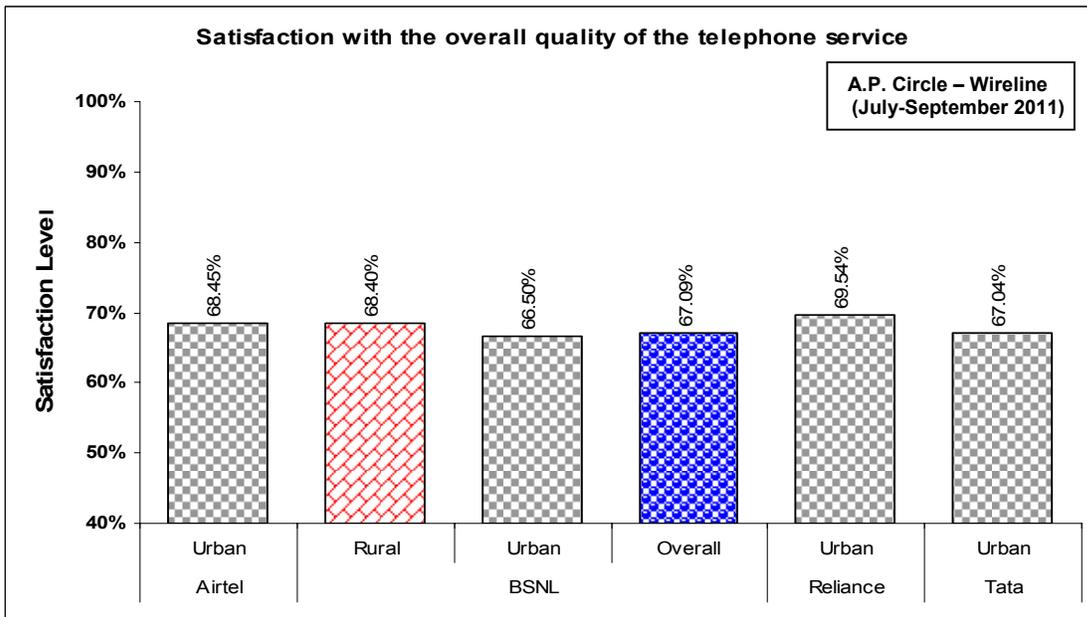
d. Satisfaction with the Resolution of Your Complaint for Deactivation of VAS



Among those who had a complaint of deactivation of value added services, satisfaction levels have been over 66% (Tata & Reliance), 60 % (BSNL) and 46% (Airtel).

5.1.7 Overall Customer Satisfaction

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



Subscribers of all service providers have expressed as being either very satisfied or satisfied with the overall quality of their telephone services with satisfaction levels ranging from 69 % (Reliance) to 67 % (BSNL & Tata).

5.1.8 Redressal Mechanism

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

Wireline Operator	Area	Awareness of the		
		Customer Care	Nodal Officer	Appellate Authority
Airtel	Urban	72.26%	0.28%	0.28%
BSNL	Rural	64.38%	1.37%	1.64%
	Urban	65.28%	4.79%	5.03%
	Overall	65.00%	3.73%	3.98%
Reliance	Urban	80.22%	1.22%	1.31%
Tata	Urban	84.07%	3.37%	3.56%

Mostly subscribers across all operators are aware of availability of customer care services as pointed by present survey findings in which 84% (Tata), 80% (Reliance), 72% (Airtel) and 65% (BSNL) have confirmed this aspect, while awareness of Nodal officers and Appellate Authority has been low.

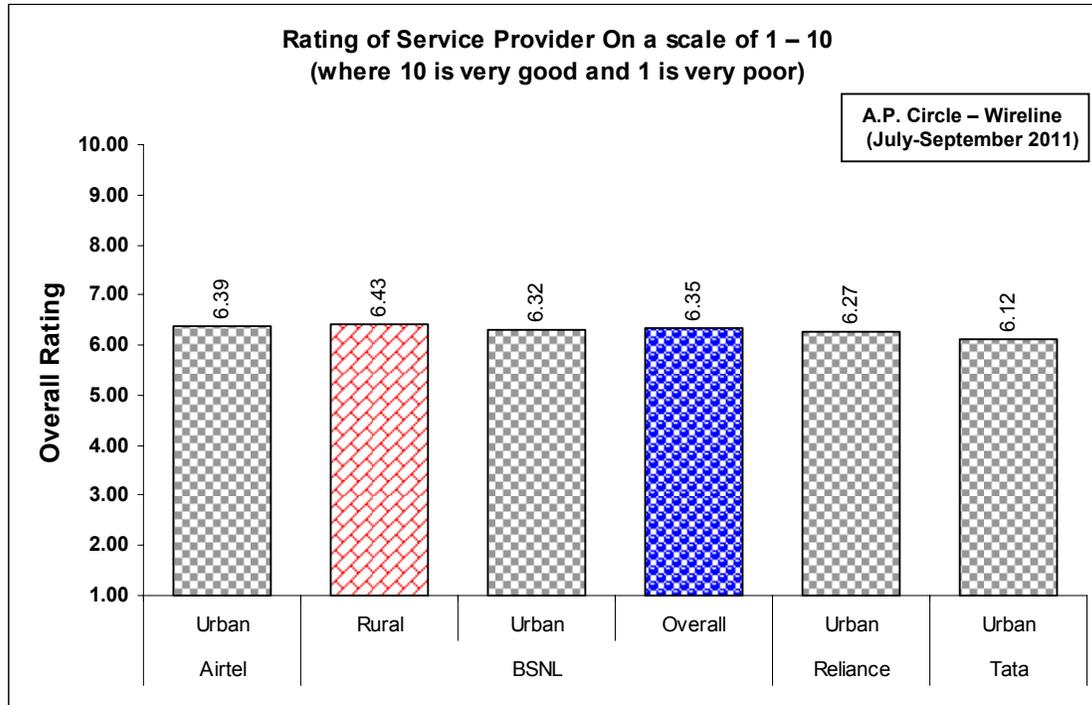
As a next stage, around 20% of Tata subscribers to 29 % of Airtel subscribers have made a complaint in the last six months to their respective call centre/customer care/helpline numbers. 2% to 36% of these complaints were registered and docket number was received by subscribers across various operators. As can be observed from detailed analysis below in the present round of survey many subscribers opined that docket number was not issued /provided on request while few opined that it was not provided even on request.

The subscribers were evenly divided about being informed by call centre about action taken by call centre on their complaint, except in case of Airtel where 97% did not receive any feedback. The resolution of complaint has been satisfactory by all operators.

Final Report: Assessment of Implementation and Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Andhra Pradesh

Wireline Operator	Area	Making complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number		With respect to complaint made to the call centre, the most applicable cases				Informing by the Call Centre about the action taken on the complaint		Resolving of complaint satisfactorily by call centre/ customer care within four weeks after lodging of the complaint	
		Yes	No	Docket number received for most of the complaints	No Docket number received for most of the complaints	It was received on request	No docket number received even on request	Yes	No	Yes	No
Airtel	Urban	29.80%	70.20%	2.20%	96.54%	1.26%	0.00%	2.83%	97.17%	97.48%	1.26%
BSNL	Rural	17.26%	82.74%	0.00%	26.98%	71.43%	1.59%	69.84%	30.16%	92.06%	7.94%
	Urban	32.15%	67.85%	0.38%	56.87%	41.60%	1.15%	37.79%	62.21%	94.27%	5.73%
	Overall	27.54%	72.46%	0.31%	51.08%	47.38%	1.23%	44.00%	56.00%	93.85%	6.15%
Reliance	Urban	16.12%	83.88%	36.63%	53.49%	7.56%	2.33%	50.00%	50.00%	58.72%	40.70%
Tata	Urban	20.62%	79.38%	9.09%	65.91%	24.55%	0.45%	29.55%	70.45%	69.09%	15.45%

5.1.9 Rating of Service Provider on a Scale of 1 – 10 Where 10 is Very Good and 1 is Very Poor

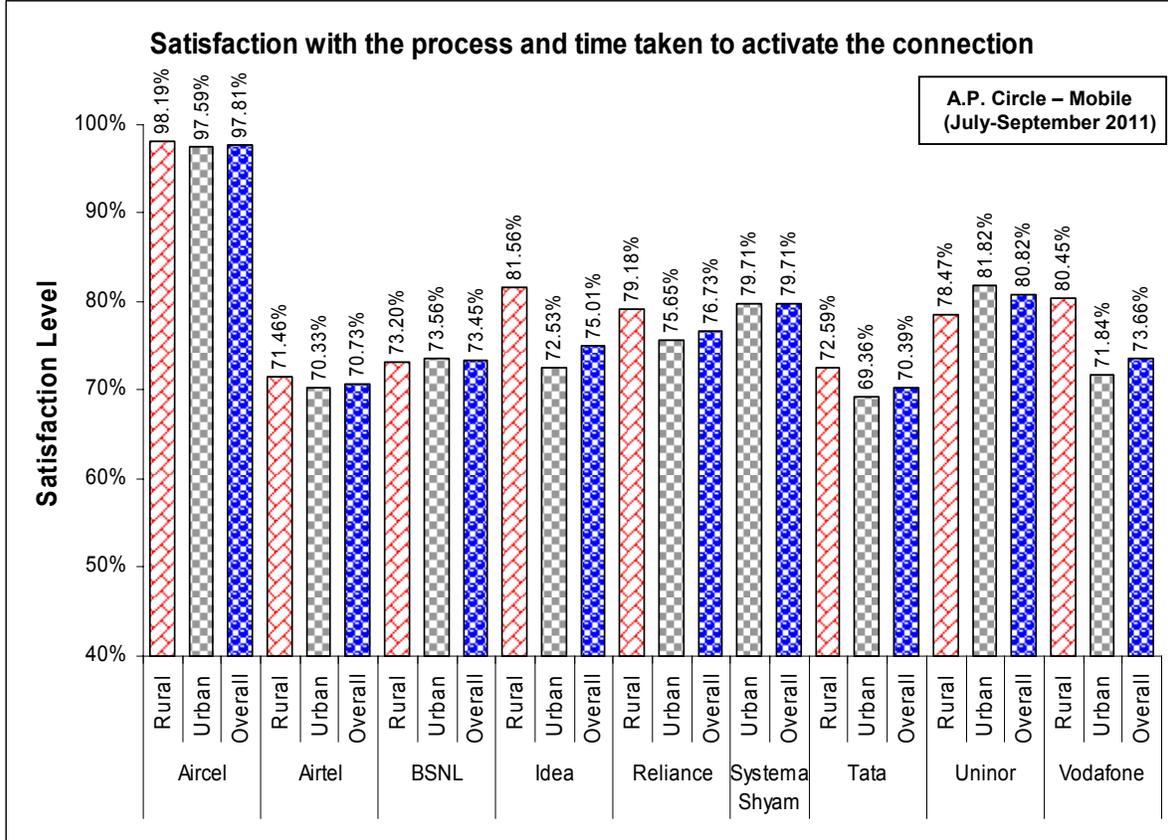


All service operators have been rated good i.e. above 6, with BSNL –Rural services getting highest score of 6.43, followed by Airtel which is in only urban area at 6.39 followed by Reliance at 6.27 and Tata at 6.12.

5.2 Detailed Findings – Cellular Mobile Services

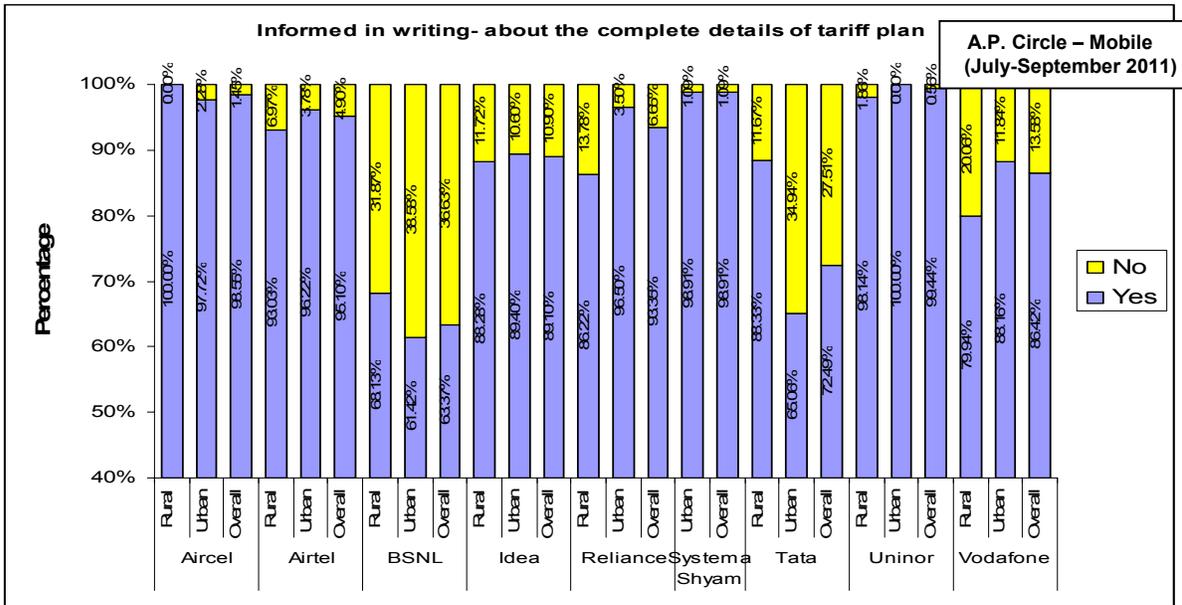
5.2.1 Service Provision

1. Satisfaction with the Process and Time Taken To Activate the Connection



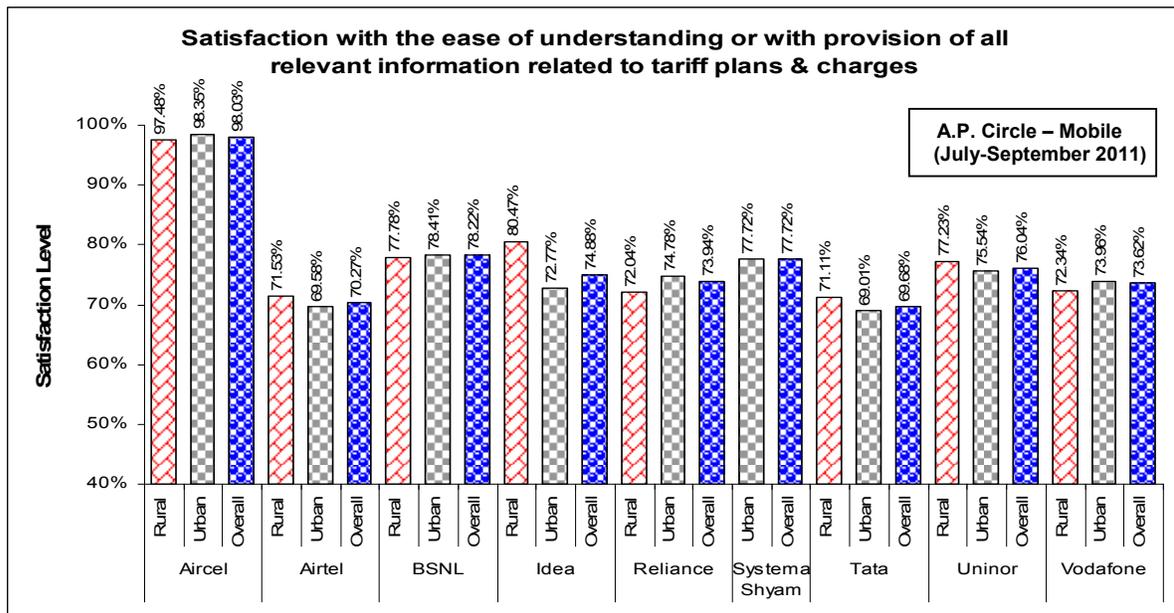
Customers of Aircel were most satisfied (97%) with the process and time taken to activate a connection as compared to Tata where satisfaction level was only 70%. BSNL and other operators scored more than 70 % satisfaction levels in this round of survey on this parameter of performance.

2. Informed In Writing, At the Time of Subscription of Service or Within a Week of Activation of Service, the Complete Details of Tariff Plan



Majority of customers, 63% of BSNL to 99% of Uninor customers are informed in writing about the complete details of tariff plan as per findings of the present round of survey.

3. Satisfaction with the Ease of Understanding or With Provision of All Relevant Information Related To Tariff Plans & Charges

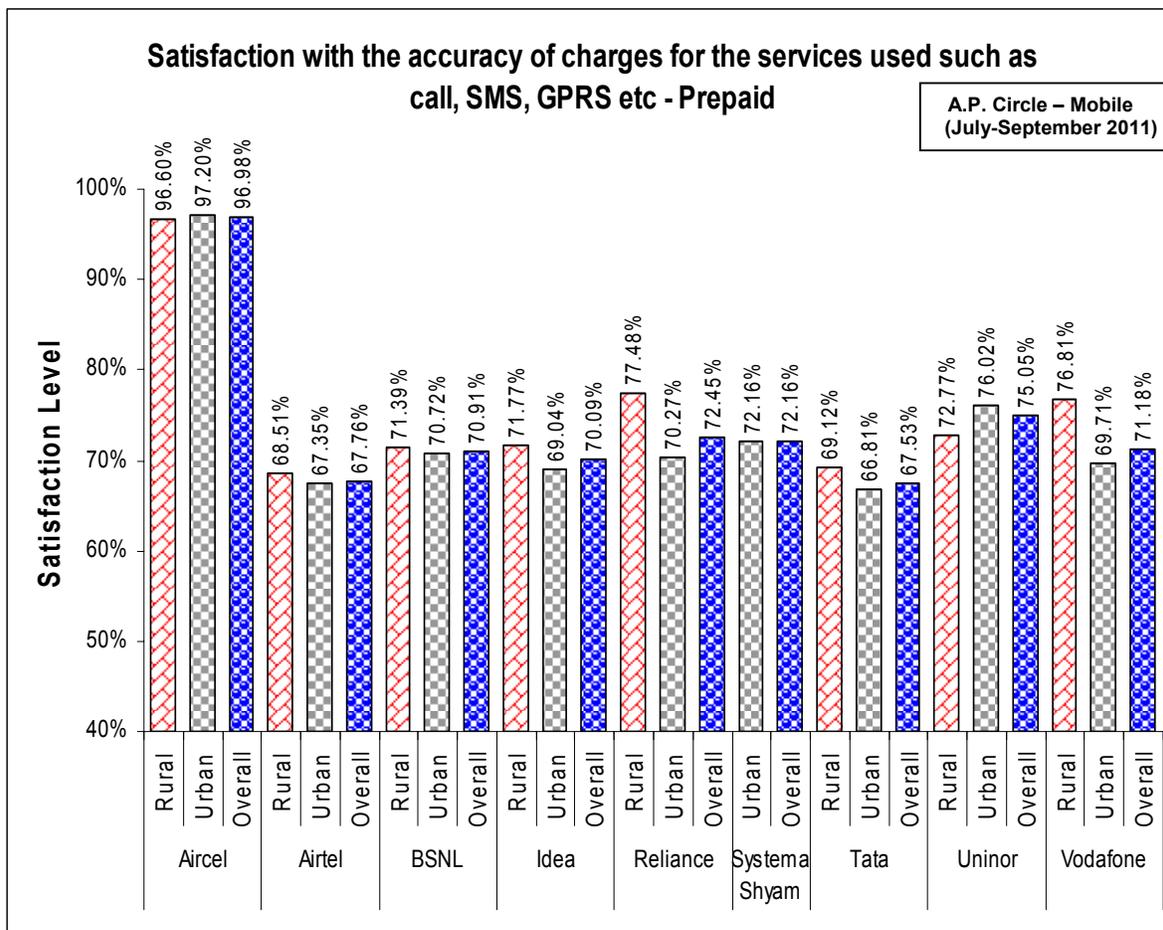


The satisfactions levels of subscribers varied from 98 % in case of Aircel to 69% in case of Tata with respect to ease of understanding or with provision of all relevant information related to tariff plan and charges.

5.2.2 Billing Aspects

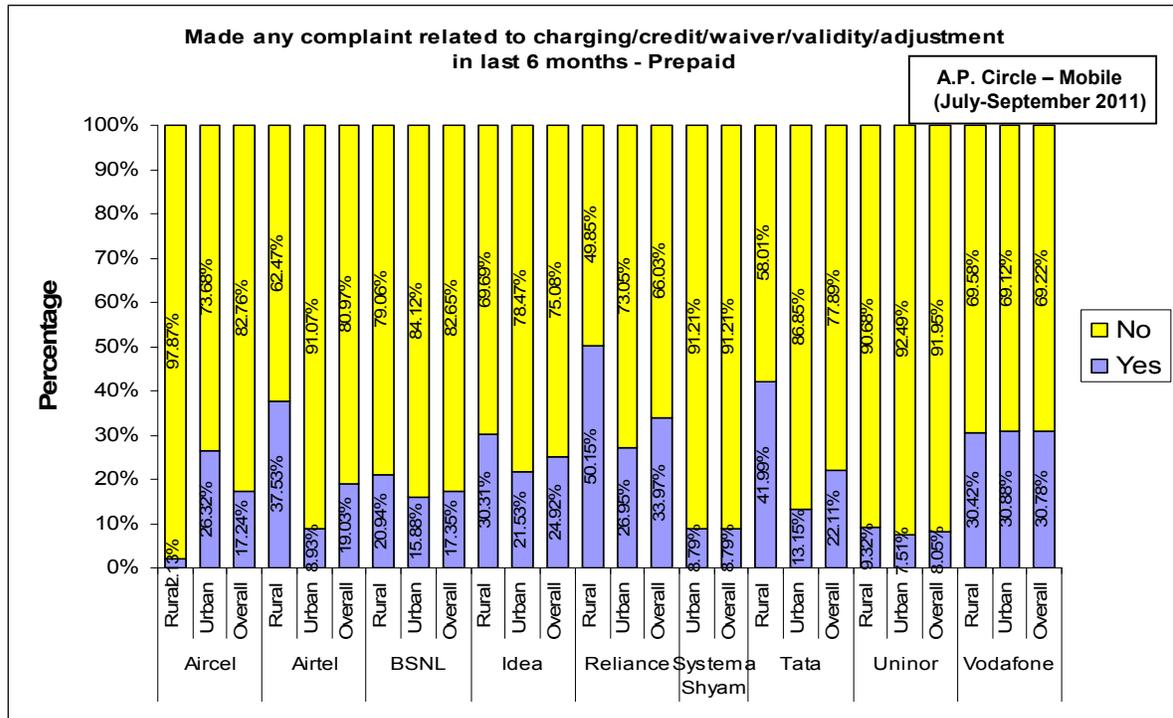
This aspect captures the level of satisfaction of subscribers on various billing related aspects such as timeliness, accuracy, clarity, billing complaints resolution, etc. It also finds out the reasons for dissatisfaction of various billing related aspects.

a. Prepaid Customer: Level of Satisfaction with Accuracy of Charges



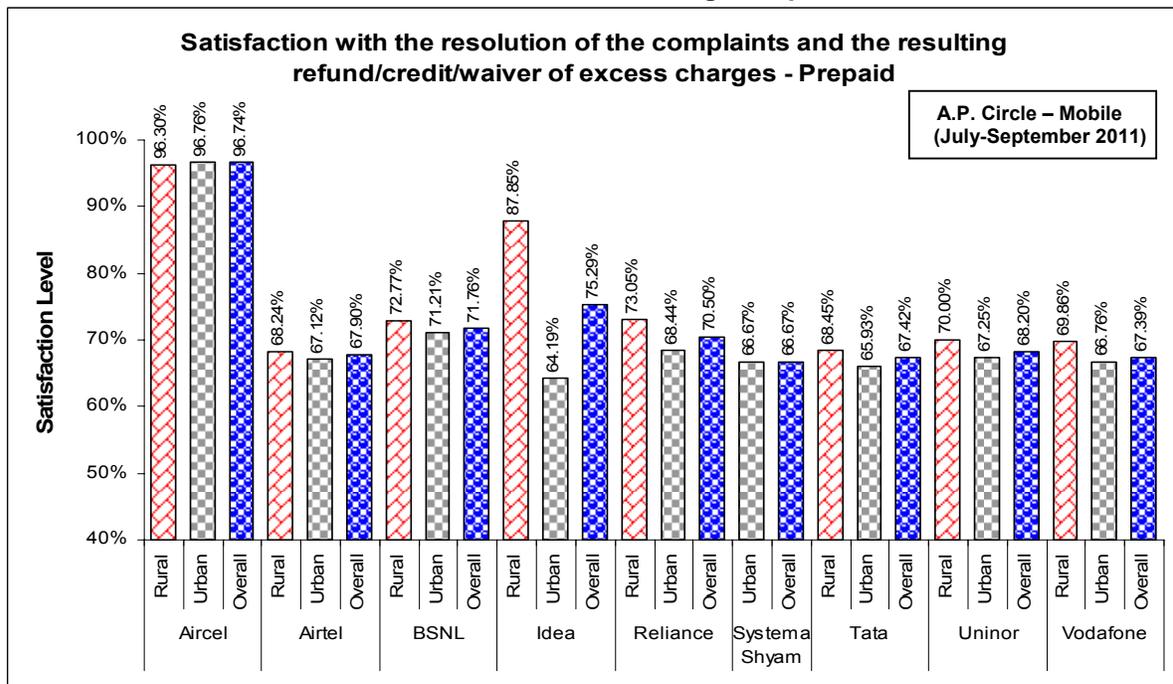
The satisfaction levels of subscribers with respect to accuracy of charges for services used varied from 96% in case of Aircel to 67% in case of Tata during the present round of survey.

b. Percentage of Billing Complaints



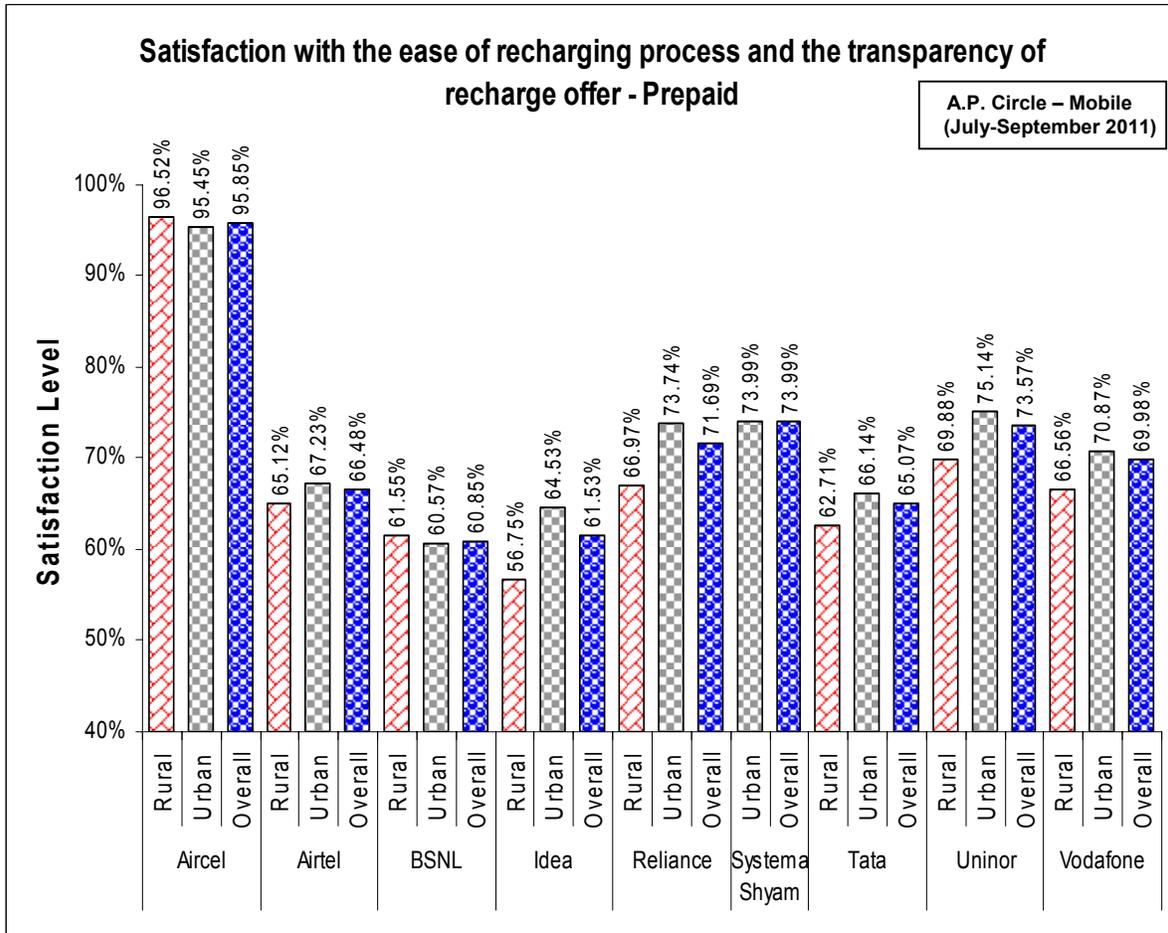
The majority of billing complaints have been from Reliance subscribers (33%) while the least have been of Uninor (8%) during the present round of survey.

c. Satisfaction with the Process of Resolution of Billing Complaints



The satisfaction level in terms of process of resolution of complaints has been highest for Aircel at 96 % while least satisfaction level of 66% was for Systema Shyam in the present round of survey.

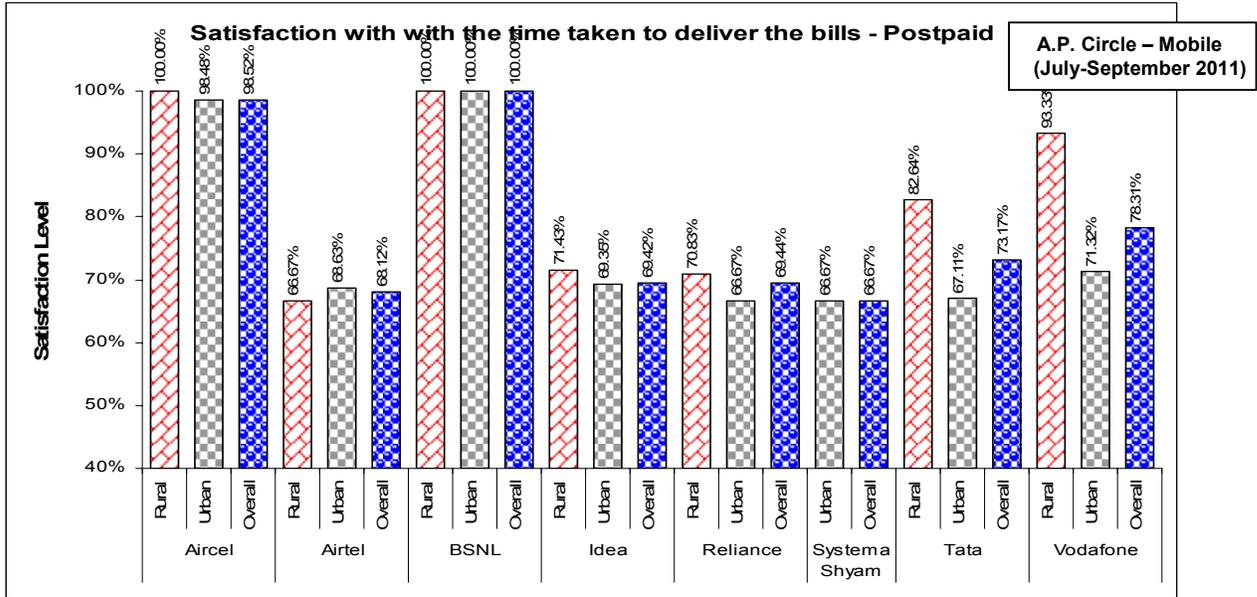
d. Satisfaction with the Ease of Recharging Process and the Transparency of Recharge Offer



The satisfaction level of subscribers with the ease of recharging process was highest for Aircel at 95 % and was least for BSNL at 60 % in the present round of survey.

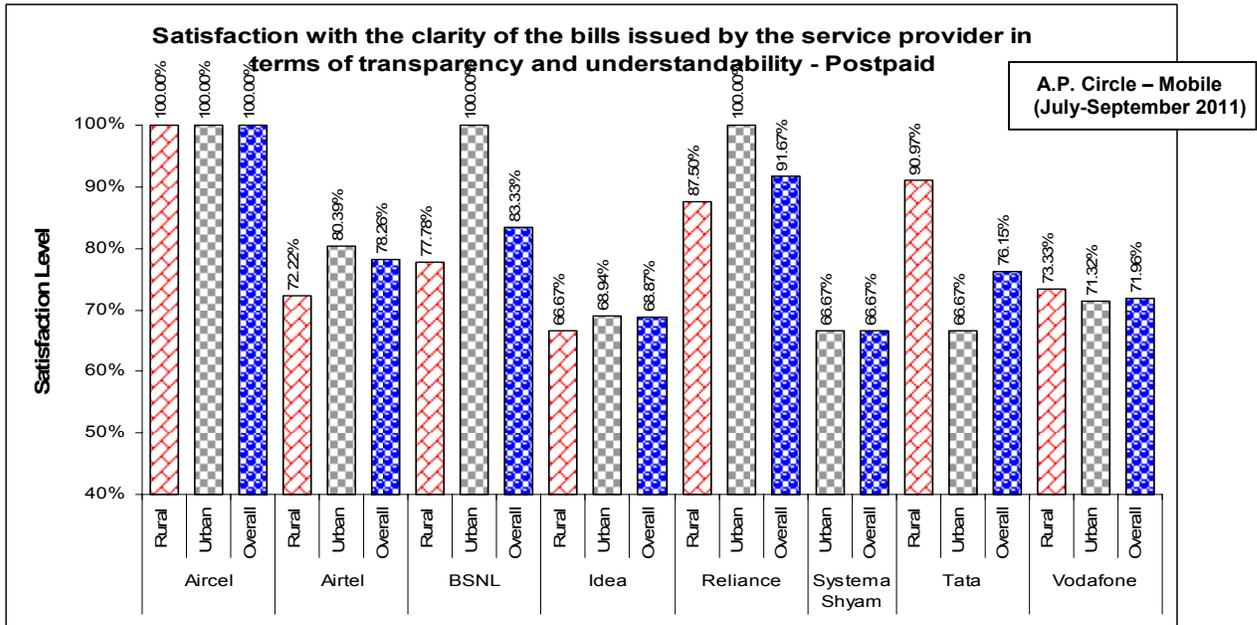
b. Postpaid Customers

Satisfaction with the Time Taken to Deliver the Bills



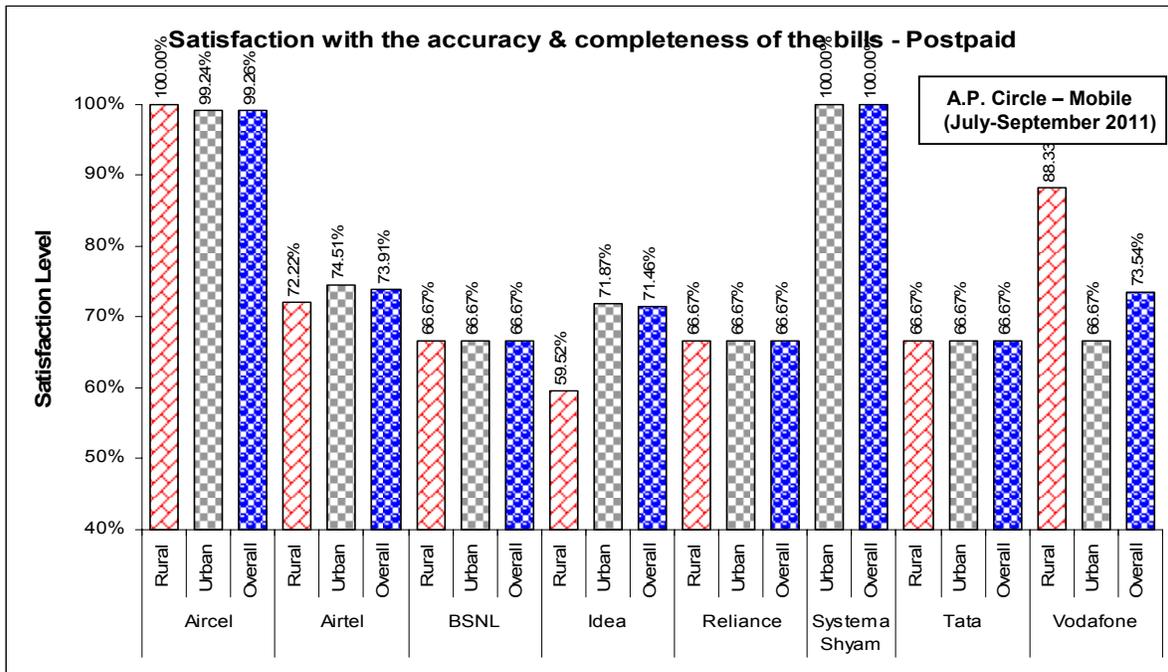
The satisfaction level of subscribers with respect to time taken to deliver the bills has been the best for BSNL scoring 100 % while least satisfaction level was of Systema Shyam at 66%.

Satisfaction with the Clarity of the Bills Issued By the Service Provider In Terms Of Transparency and Understandability



BSNL, Reliance and Airtel urban subscribers are 100% satisfied with the clarity of bills in terms of transparency and understanding as per present survey findings.

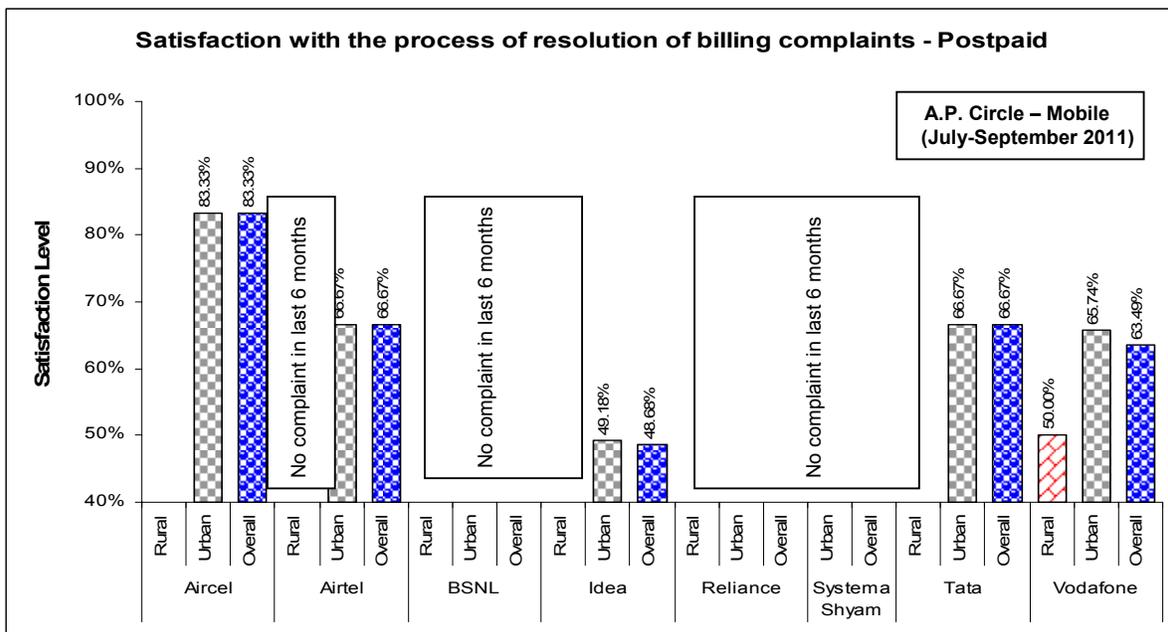
Satisfaction with the Accuracy & Completeness of the Bills



Systema Shyam and Aircel scored highest at 100% satisfaction level of subscribers with respect to accuracy and completeness of bills while TATA, Reliance and BSNL scored lowest on this account at 66%.

Satisfaction with the Process of Resolution of Billing Complaints

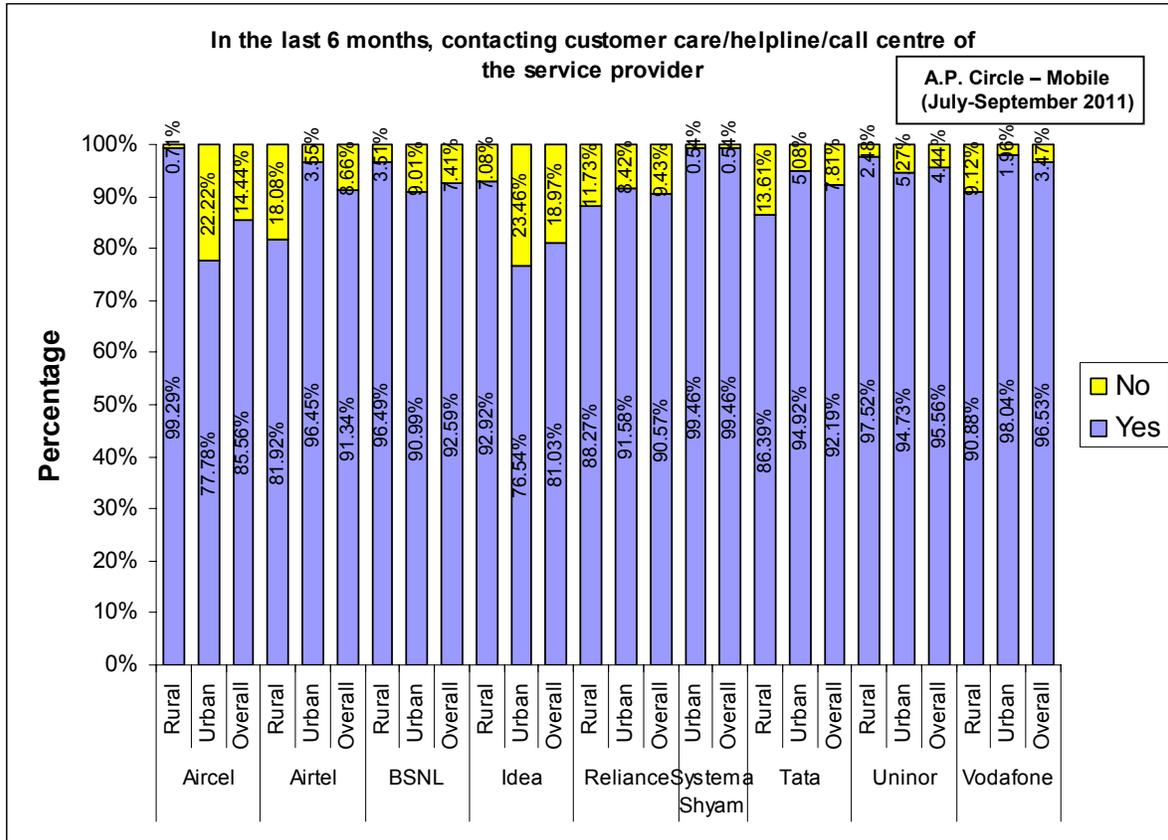
There were no complaints received from post paid subscribers of BSNL, Reliance and Systema Shyam. The satisfaction level in terms of process of resolution of billing complaints was highest at 83% for Aircel while it was least for Idea at 48%.



5.2.3 Help Services

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

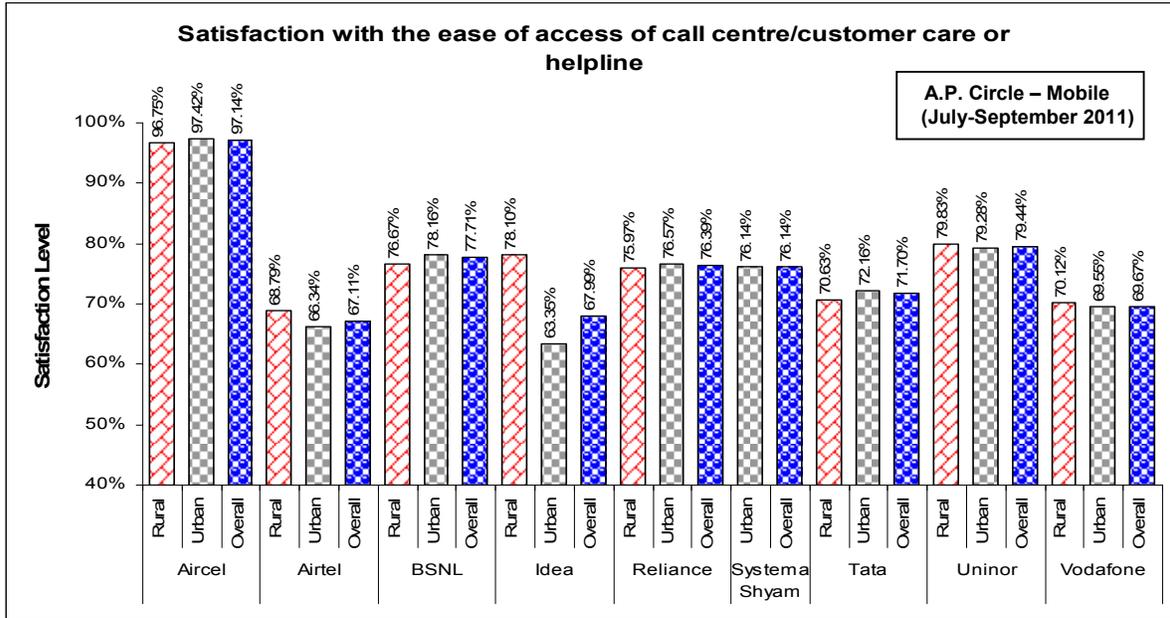
a. In The Last 6 Months, Contacting Customer Care/Helpline/Call Centre Of The Service Provider



All operators have satisfactory level of help services for customer care. Only in case of Idea (18%) and Aircel (14 %) subscribers have expressed otherwise.

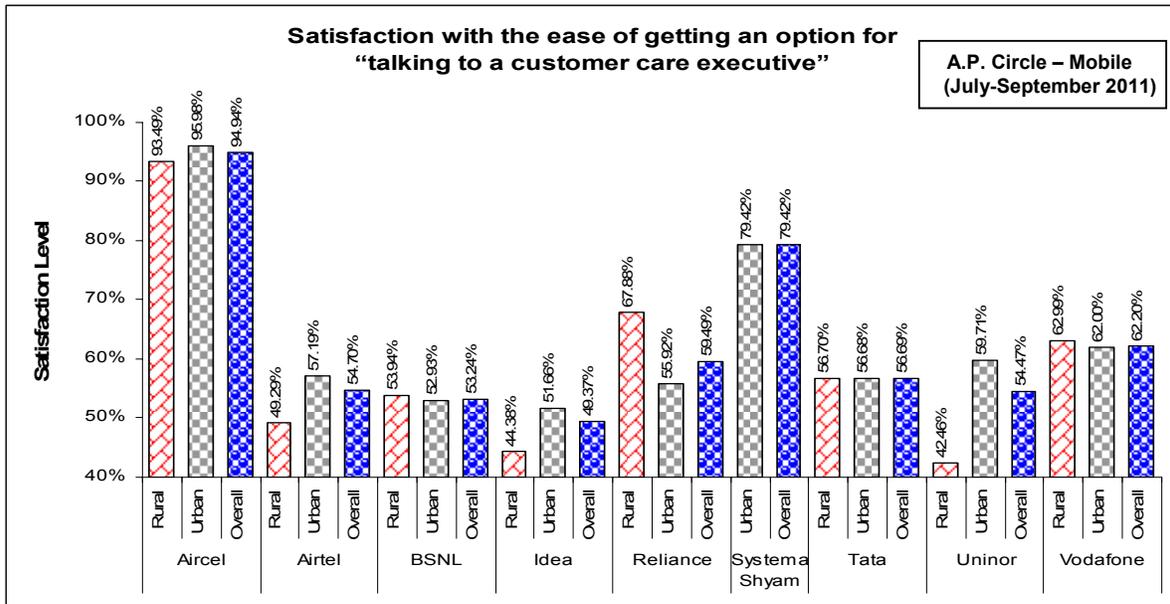
b. Level of Satisfaction on Various Sub-Parameters of Help Services

B1. Satisfaction with the Ease of Access of Call Centre/Customer Care or Helpline



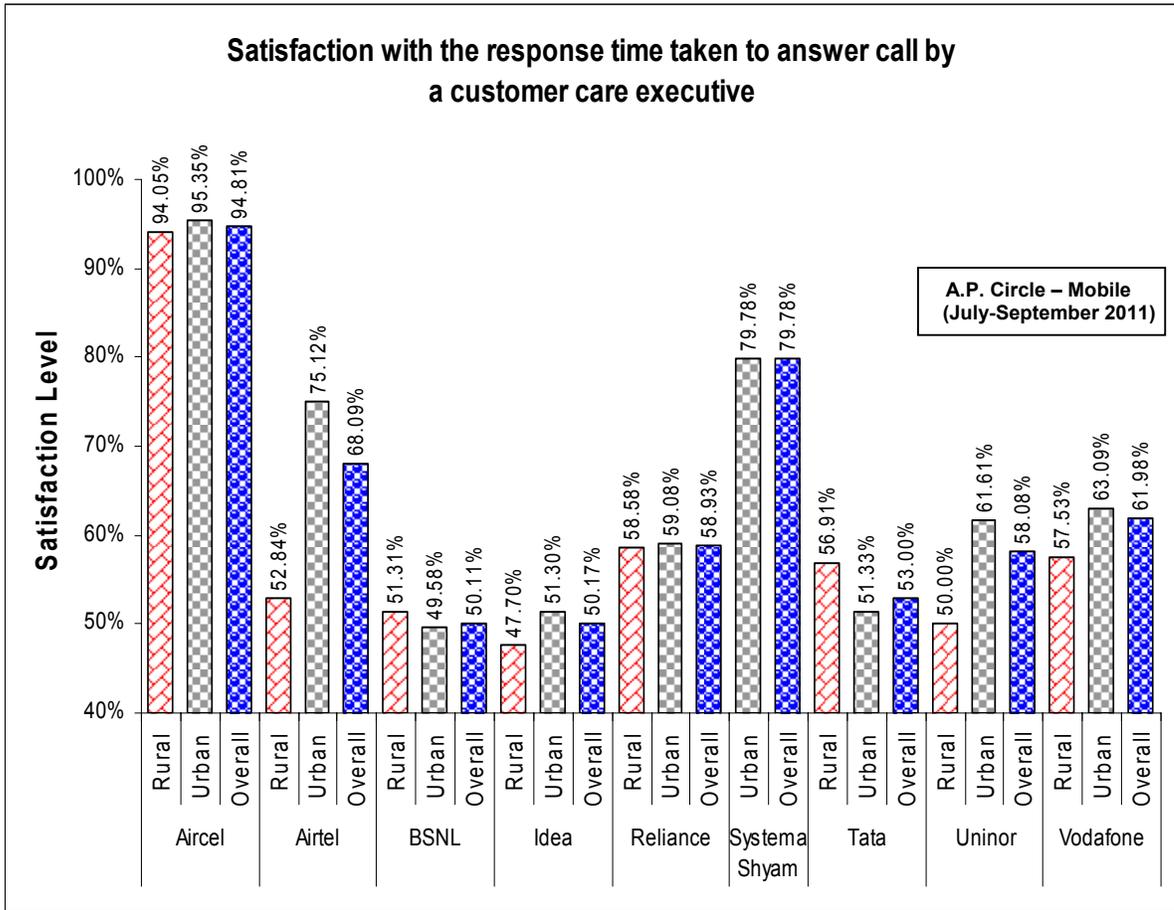
The satisfaction levels in terms of ease of access of call centres/customer care/helpline has been highest at 97 % for Aircel, followed by Uninor at 79 % and BSNL at 77 % in the present round of survey.

b2 Satisfaction with the Ease of Getting an Option for “Talking to a Customer Care Executive”



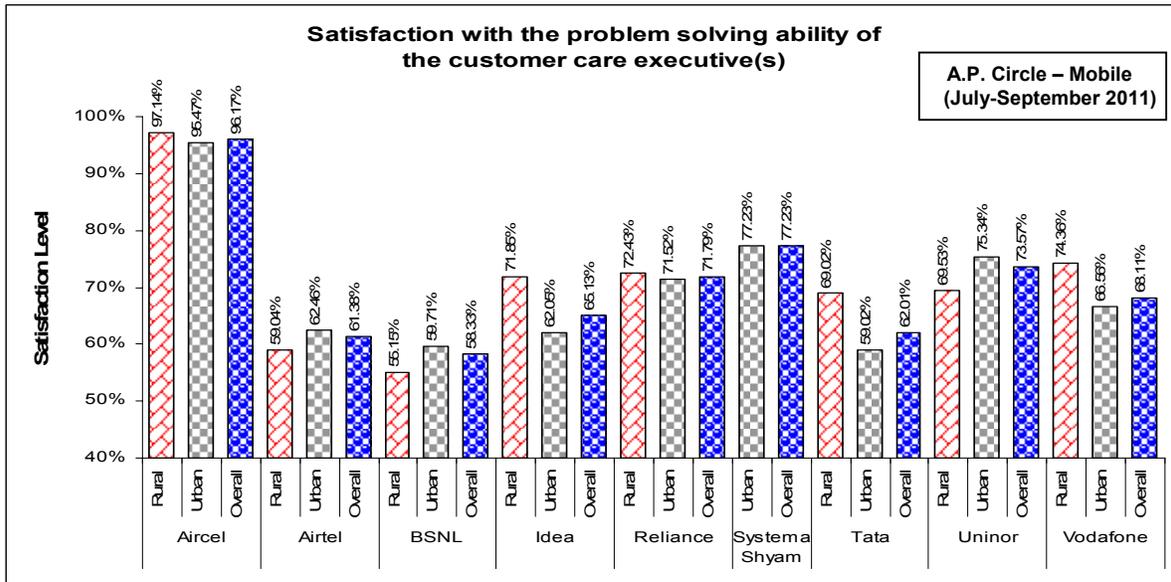
Satisfaction levels in terms of ease of talking to a customer care executive has been highest for Aircel at 94%, followed by Systema Shyam at 79 % and least for Idea at 49%.

b3 Satisfaction with the Response Time Taken to Answer Call by a Customer Care Executive



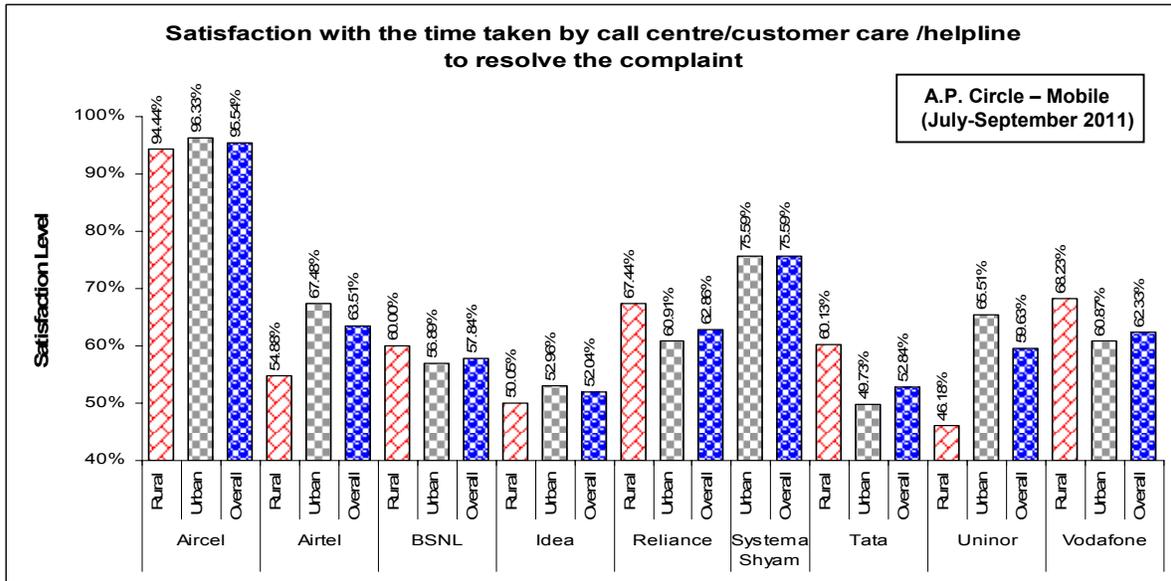
The satisfaction levels in terms of response time taken to answer a call by a customer care executive has been highest at 94 % for Aircel and least for Idea at 50%.

b4 Satisfaction With the Problem Solving Ability of the Customer Care Executive(s)



Subscriber's satisfaction in terms of problem solving ability of customer care executive has been highest for Aircel at 96% and is least for BSNL at 58 % in the present round of survey.

b5 Satisfaction with the Time Taken by Call Centre/Customer Care /Helpline to Resolve the Complaint



The satisfaction levels of subscribers has been highest for Aircel at 96 % towards time taken by call centre /customer care executive to resolve a complaint and is least for Idea and Tata at 52%.

5.2.4 Network Performance, Reliability & Availability

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

Level of Satisfaction on Various Sub-Aspects of Network Related Parameters:

Mobile Operator	Area	Availability of signal of your service provider in your locality?	Ability to make or receive calls easily	Call dropping during conversation	Voice quality
Aircel	Rural	96.53%	96.85%	99.37%	98.66%
	Urban	97.05%	98.13%	98.04%	98.39%
	Overall	96.87%	97.66%	98.52%	98.49%
Airtel	Rural	71.60%	71.31%	90.12%	78.94%
	Urban	71.43%	68.40%	72.97%	85.97%
	Overall	71.49%	69.43%	79.00%	83.50%
BSNL	Rural	71.64%	82.07%	85.77%	92.69%
	Urban	71.75%	82.81%	89.46%	89.42%
	Overall	71.72%	82.60%	88.39%	90.37%
Idea	Rural	78.02%	72.93%	89.10%	80.47%
	Urban	79.66%	72.19%	82.48%	73.90%
	Overall	79.21%	72.39%	84.29%	75.70%
Reliance	Rural	72.63%	80.25%	86.80%	91.20%
	Urban	71.55%	80.57%	87.48%	86.14%
	Overall	71.88%	80.47%	87.27%	87.69%
Systema Shyam	Urban	87.32%	78.99%	96.01%	76.99%
	Overall	87.32%	78.99%	96.01%	76.99%
Tata	Rural	71.76%	74.81%	85.37%	82.69%
	Urban	61.80%	66.93%	89.22%	79.49%
	Overall	64.98%	69.45%	87.99%	80.51%
Uninor	Rural	75.57%	74.43%	93.89%	84.16%
	Urban	78.26%	76.06%	91.79%	83.22%
	Overall	77.46%	75.58%	92.41%	83.50%
Vodafone	Rural	75.89%	76.49%	87.13%	81.97%
	Urban	69.90%	70.67%	92.19%	76.82%
	Overall	71.17%	71.90%	91.12%	77.91%

5.2.5 Maintainability

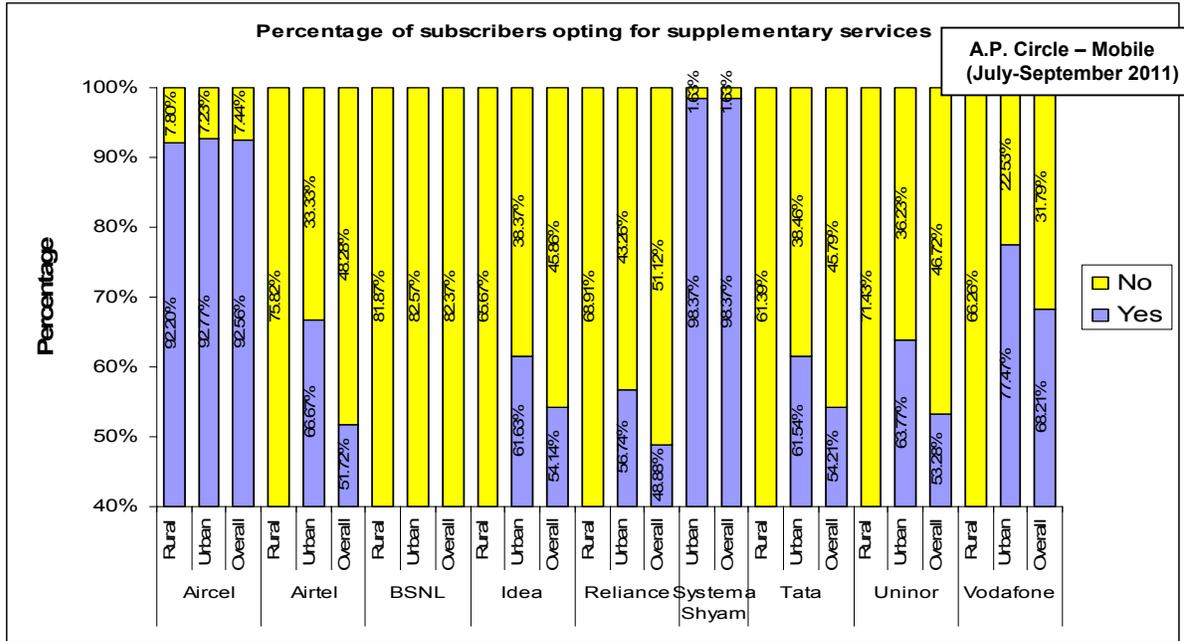
This aspect deals with the incidence of signal outages that the subscribers face with their telephone connections. It measures the level of satisfaction of users with the signal availability and the time taken for restoration of signal problems.

Level of satisfaction on various sub parameters of maintainability

Mobile Operator	Area	Frequency of facing signal problems	Availability of signal	Restoration of network (signal) problems
Aircel	Rural	97.08%	97.56%	98.42%
	Urban	96.92%	97.05%	89.47%
	Overall	96.98%	97.24%	92.71%
Airtel	Rural	74.44%	74.44%	76.91%
	Urban	73.52%	72.26%	83.33%
	Overall	73.84%	73.03%	81.07%
BSNL	Rural	80.31%	77.29%	78.56%
	Urban	73.56%	74.36%	77.08%
	Overall	75.53%	75.21%	77.51%
Idea	Rural	75.57%	82.83%	81.74%
	Urban	74.93%	78.67%	73.32%
	Overall	75.11%	79.81%	75.63%
Reliance	Rural	70.87%	72.63%	77.03%
	Urban	75.13%	72.88%	81.09%
	Overall	73.82%	72.81%	79.84%
Systema Shyam	Urban	96.01%	73.37%	80.62%
	Overall	96.01%	73.37%	80.62%
Tata	Rural	71.48%	76.02%	78.06%
	Urban	65.36%	68.36%	74.10%
	Overall	67.32%	70.81%	75.36%
Uninor	Rural	75.57%	76.81%	87.68%
	Urban	84.10%	76.90%	84.15%
	Overall	81.56%	76.87%	85.20%
Vodafone	Rural	71.43%	73.25%	75.28%
	Urban	74.59%	71.76%	73.74%
	Overall	73.92%	72.07%	74.07%

5.2.6 Supplementary Services

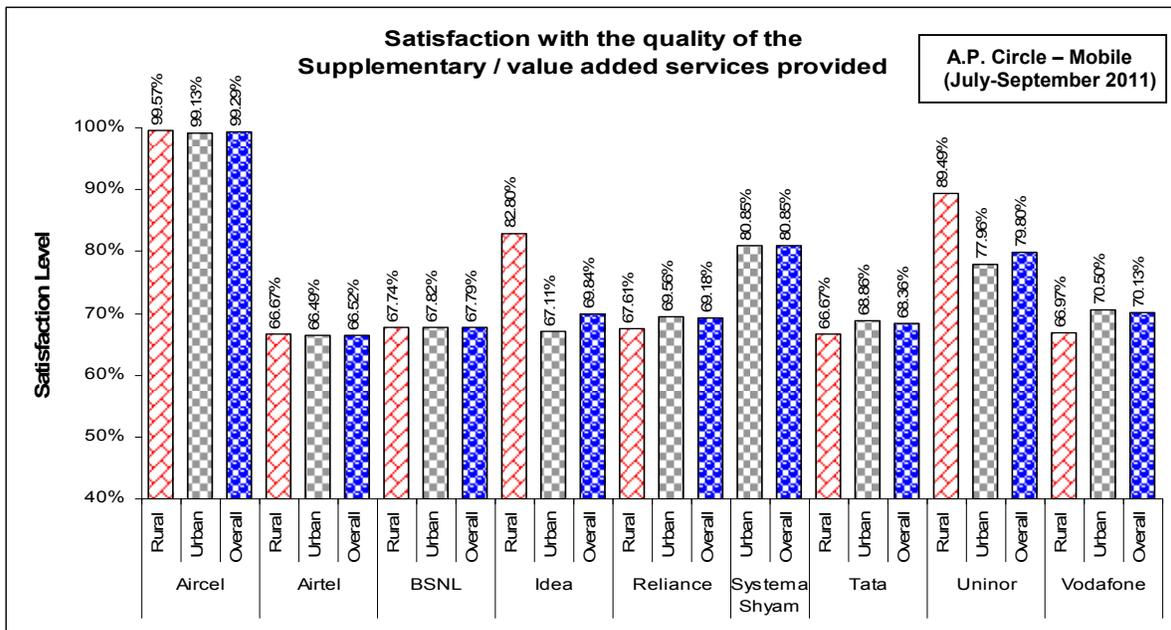
A. Percentage of Subscribers Opting For Supplementary Services



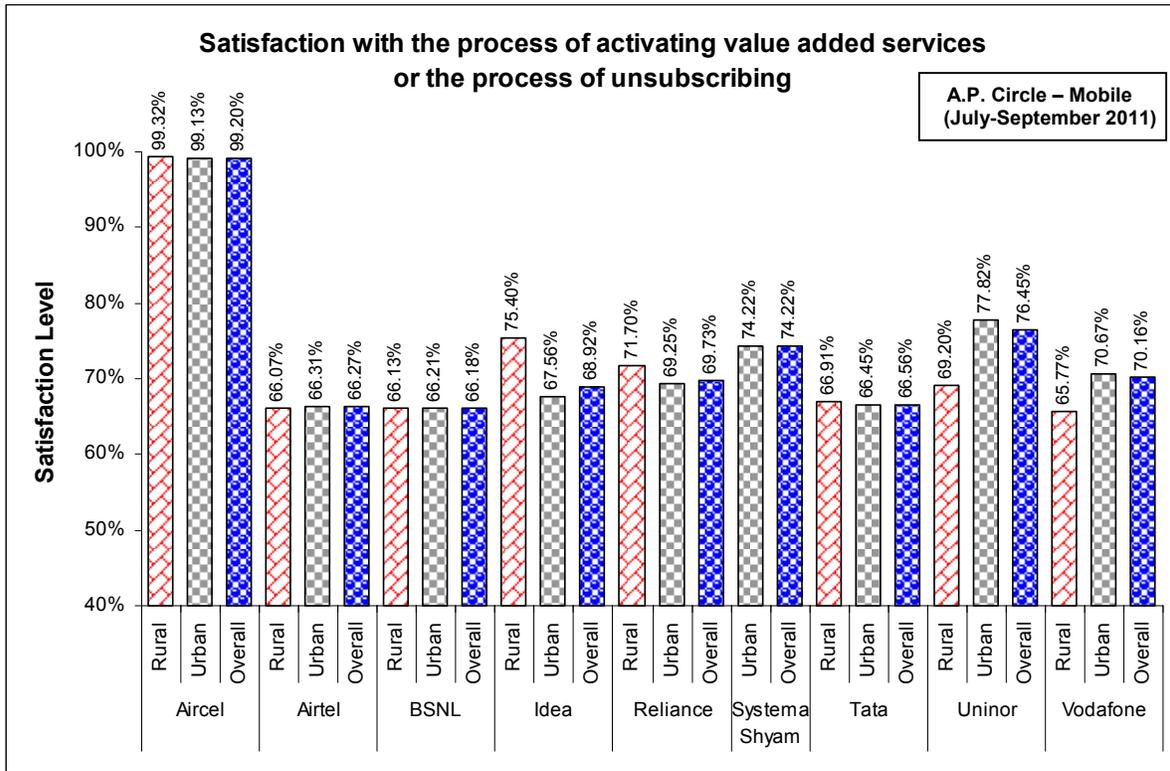
Majority of subscribers do not opt for supplementary services as per findings of this round of survey.

b. Percentage of Subscribers Satisfied With Supplementary Services

B1. Satisfaction with the Quality of the Supplementary / Value Added Services provided



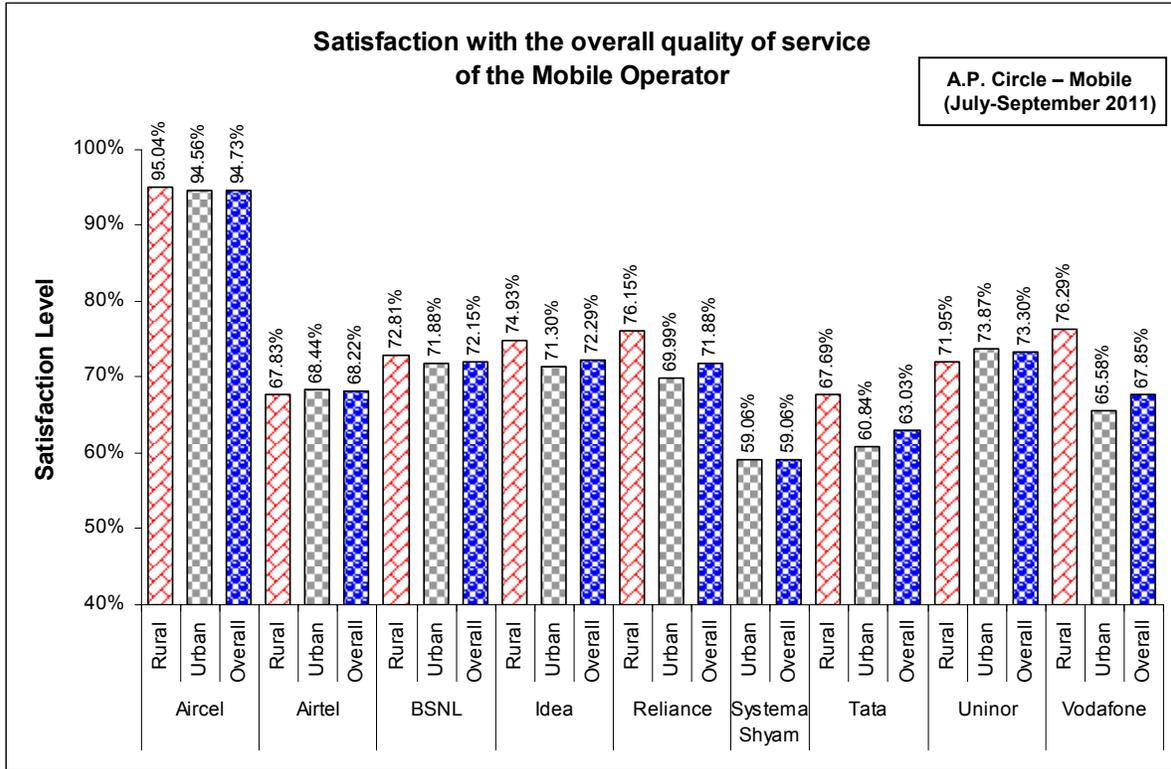
b2. Satisfaction with the Process of Activating Value Added Services or the Process of Unsubscribing



The satisfaction levels of subscribers with respect to the process of activation of value added services or unsubscribing has been highest for Aircel at 99% followed by 76 % for Uninor and 74 % for System Shyam.

5.2.7 Overall Percentage of Subscribers Satisfied

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



The overall satisfaction level of subscribers has been highest at 94 % for Aircel, followed by Uninor at 73 %, BSNL and Idea at 72 %. The least satisfaction with overall quality of service has been that of Systema Shyam at 59 % followed by Tata at 63 % in the present round of survey.

5.2.8 Three Stage Redressal Mechanism

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

Mobile Operator	Area	Awareness about		
		Customer Care	Nodal Officer	Appellate Authority
Aircel	Rural	96.69%	0.00%	0.00%
	Urban	97.46%	37.72%	2.20%
	Overall	97.18%	23.97%	1.41%
Airtel	Rural	91.07%	17.86%	2.32%
	Urban	93.97%	27.42%	1.69%
	Overall	92.95%	24.06%	1.91%
BSNL	Rural	94.44%	28.83%	12.38%
	Urban	82.93%	53.21%	19.42%
	Overall	86.29%	45.59%	17.18%
Idea	Rural	72.48%	9.26%	4.51%
	Urban	96.71%	43.52%	7.91%
	Overall	90.07%	34.13%	7.17%
Reliance	Rural	91.50%	24.04%	3.21%
	Urban	89.12%	33.81%	1.16%
	Overall	89.85%	30.84%	1.80%
Systema Shyam	Urban	97.28%	0.00%	0.00%
	Overall	97.28%	0.00%	0.00%
Tata	Rural	96.39%	14.17%	1.73%
	Urban	97.13%	26.60%	1.20%
	Overall	96.89%	22.63%	1.37%
Uninor	Rural	94.41%	0.62%	0.33%
	Urban	96.44%	13.44%	0.00%
	Overall	95.84%	9.62%	0.10%
Vodafone	Rural	93.31%	19.15%	2.61%
	Urban	97.80%	25.39%	0.74%
	Overall	96.85%	24.07%	1.12%

As can be noticed from above analysis, majority subscribers (72 % of Idea to 97 % of Tata /Vodafone) in both rural and urban sector are aware of customer care services of their respective operators, but are hardly aware of nodal officer and appellate authority.

Final Report: Assessment of Implementation and Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Andhra Pradesh

As a next stage, around 60% of Airtel's subscribers to 98 % of Reliance/Uninor /Vodafone/Systema Shyam subscribers have made a complaint in the last six months to their respective call centre/customer care/helpline numbers. 76% to 90% of these complaints were registered and docket number was received by subscribers across various operators. As can be observed from detailed analysis below in the present round of survey not many subscribers opined that docket number was not issued /provided on request/not provided even on request. Also there were negligible (0.1 % to 0.7%) responses on refusal to register a complaint.

Mobile Operator	Area	Making complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number		With respect to complaint made to the call centre, the most applicable cases					Informed by the Call Centre about the action taken on the complaint	
		Yes	No	Complaint was registered & Docket number received	Complaint was registered & Docket number not received	Complaint was registered & Docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Yes	No
Aircel	Rural	9.29%	90.71%	81.58%	10.53%	7.89%	0.00%	0.00%	71.05%	28.95%
	Urban	31.46%	68.54%	90.83%	2.62%	0.44%	6.11%	0.00%	85.59%	14.41%
	Overall	23.48%	76.52%	89.51%	3.75%	1.50%	5.24%	0.00%	83.52%	16.48%
Airtel	Rural	67.22%	32.78%	75.09%	6.41%	9.25%	8.54%	0.71%	59.79%	40.21%
	Urban	55.47%	44.53%	91.38%	2.04%	2.72%	3.63%	0.23%	52.38%	47.62%
	Overall	59.52%	40.48%	85.04%	3.74%	5.26%	5.54%	0.42%	55.26%	44.74%
BSNL	Rural	99.69%	0.31%	74.53%	8.70%	7.45%	8.70%	0.62%	68.94%	31.06%
	Urban	95.07%	4.93%	78.66%	5.95%	5.34%	9.60%	0.46%	58.84%	41.16%
	Overall	96.54%	3.46%	77.30%	6.85%	6.03%	9.30%	0.51%	62.17%	37.83%
Idea	Rural	86.09%	13.91%	60.70%	26.64%	6.11%	6.11%	0.44%	80.35%	19.65%
	Urban	62.34%	37.66%	58.87%	28.50%	7.34%	5.12%	0.17%	34.64%	65.36%
	Overall	67.58%	32.42%	59.39%	27.98%	6.99%	5.40%	0.25%	47.48%	52.52%

Final Report: Assessment of Implementation and Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Andhra Pradesh

Reliance	Rural	97.44%	2.56%	76.64%	7.89%	7.89%	7.24%	0.33%	75.99%	24.01%
	Urban	99.42%	0.58%	76.17%	22.51%	1.02%	0.29%	0.00%	72.51%	27.49%
	Overall	98.80%	1.20%	76.32%	18.02%	3.14%	2.43%	0.10%	73.58%	26.42%
Systema Shyam	Urban	98.32%	1.68%	9.66%	89.20%	1.14%	0.00%	0.00%	0.00%	100.00%
	Overall	98.32%	1.68%	9.66%	89.20%	1.14%	0.00%	0.00%	0.00%	100.00%
Tata	Rural	88.18%	11.82%	78.10%	4.90%	6.54%	10.13%	0.33%	72.55%	27.45%
	Urban	99.33%	0.67%	95.54%	2.03%	1.22%	1.22%	0.00%	50.41%	49.59%
	Overall	95.79%	4.21%	90.44%	2.87%	2.77%	3.82%	0.10%	56.88%	43.12%
Uninor	Rural	96.71%	3.29%	56.80%	42.18%	1.02%	0.00%	0.00%	67.35%	32.65%
	Urban	99.73%	0.27%	93.97%	6.03%	0.00%	0.00%	0.00%	46.44%	53.56%
	Overall	98.84%	1.16%	83.30%	16.41%	0.29%	0.00%	0.00%	52.44%	47.56%
Vodafone	Rural	98.37%	1.63%	72.19%	4.97%	10.26%	12.58%	0.00%	69.87%	30.13%
	Urban	98.66%	1.34%	84.09%	14.30%	0.85%	0.76%	0.00%	19.63%	80.37%
	Overall	98.60%	1.40%	81.67%	12.40%	2.76%	3.17%	0.00%	29.85%	70.15%

Across the service operators, 50% to 80% have informed their subscribers about the action taken on their complaint.

5.2.9 Registering for Non Receipt of Telemarketing Call/SMS

Stage I: In the present round of survey almost 60 % of Vodafone subscribers to 95 % of Reliance subscribers have not registered their mobile number with respective service operator for not receiving any unwanted tele-marketing call and SMS.

Stage II : In spite of registering ,over 50% of Aircel's,16 % of Airtel, 43 % of BSNL, 57% of Tata, 77% of Vodafone and 42 % of Reliance urban subscribers are still receiving the unwanted calls.

Stage III: At the next stage of process, over 75 % of Airtel & Tata,86% of BSNL & Vodafone ,80% of Idea & Reliance urban subscribers have made complaints to respective service providers on getting unwanted tele-marketing call/sms even after registering their mobile numbers.

Stage IV : Having made attempts to make complaints to service providers about receiving unwanted calls, about 7 % (Airtel) to 33% (Uninor) subscribers complaints were registered by respective service providers and were informed about the action taken and 37% (Airtel) to 66% (Uninor) were not informed about the action taken. On the other hand only 12%(Reliance) to 32% Vodafone subscribers request for registering the complaint was refused and only 9% (Aircel) to 39 % (Tata) subscribers found it difficult to lodge the complaint.

5.2.10 Mobile Number Portability

Almost around 80% of subscribers from across all operators are aware of the facility by which they can change service provider without changing their mobile number. Among these over 11% (Vodafone) to 41 % (BSNL) subscribers have utilized SMS based mechanism for getting unique porting code and majority of them received Unique Porting Code within 5 to 10 minutes.

The two points of very satisfied and satisfied scored highest among subscribers across all operators.

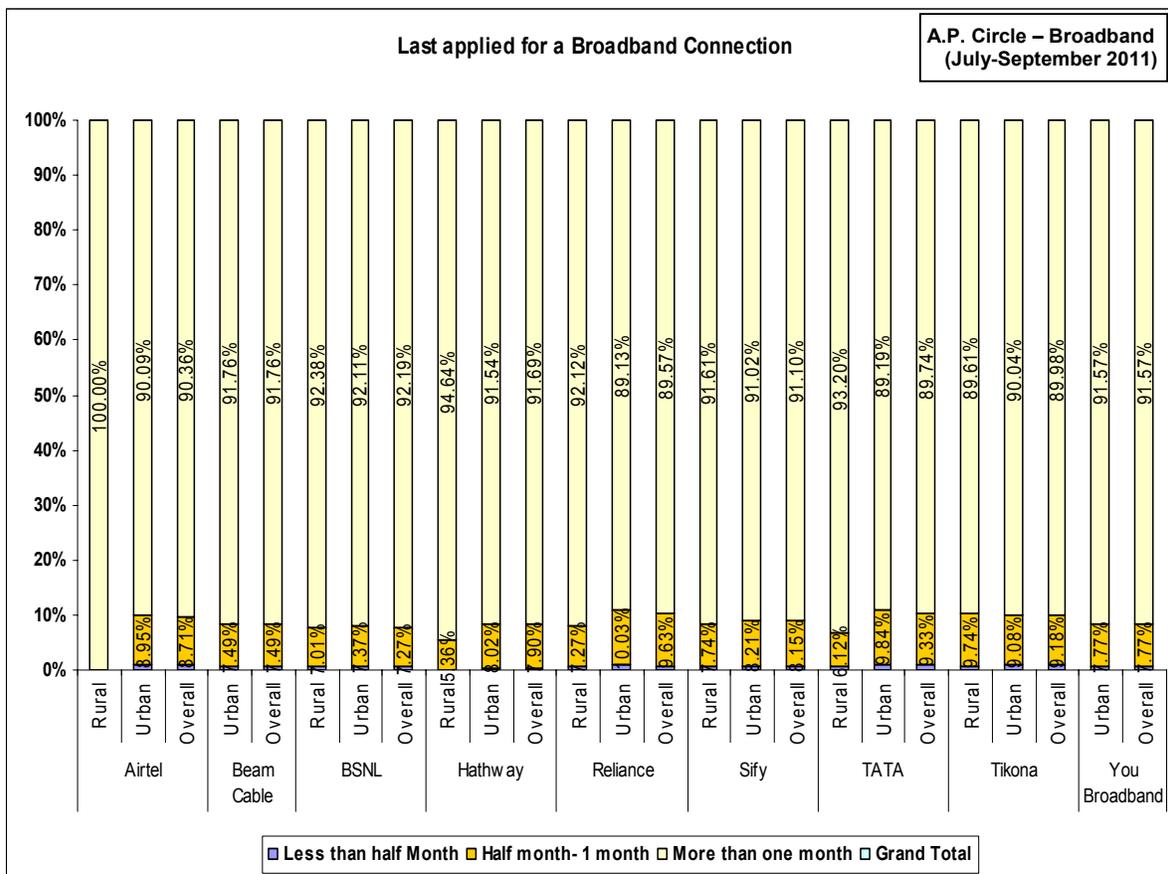
5.2.11 Overall Rating

Based on weighted average of rating of various service providers, Aircel scored highest, followed by Airtel, Reliance, BSNL, Idea and Tata.

5.3 Detailed Findings – Broadband Services

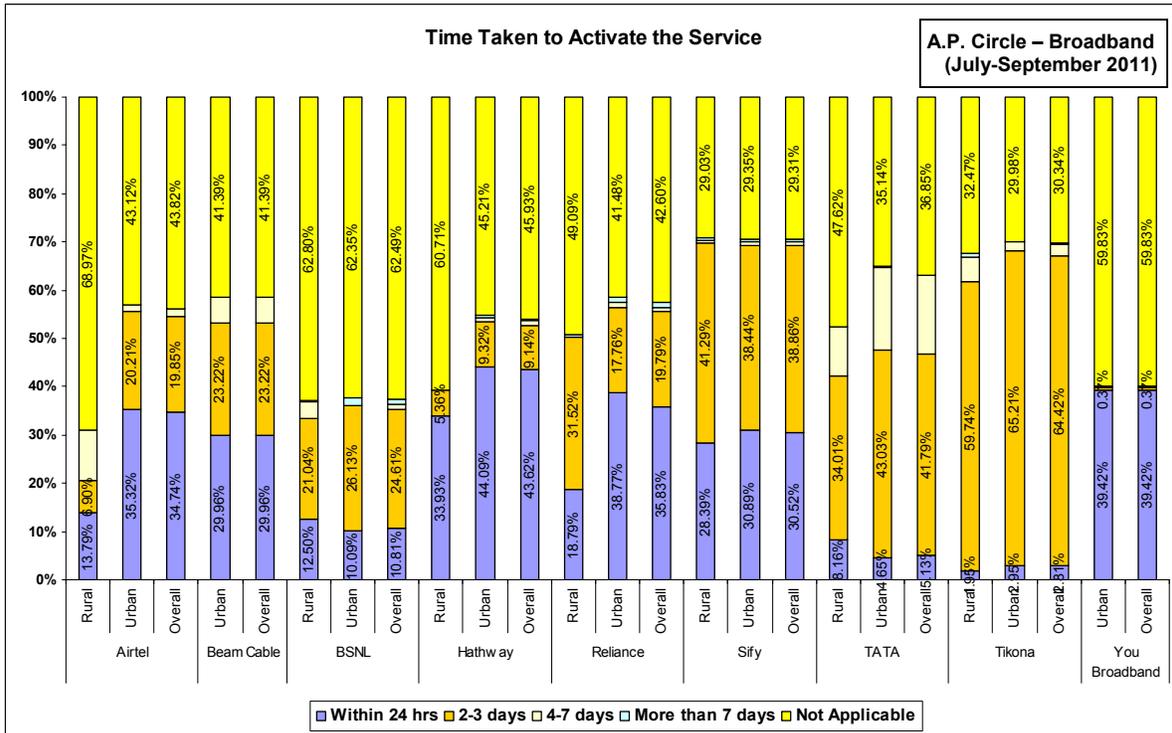
5.3.1 Service Provision

a. Last Applied for Broadband Connection



Over 90% of subscribers from across all operators had last applied for broadband connection more than a month ago in the present round of survey.

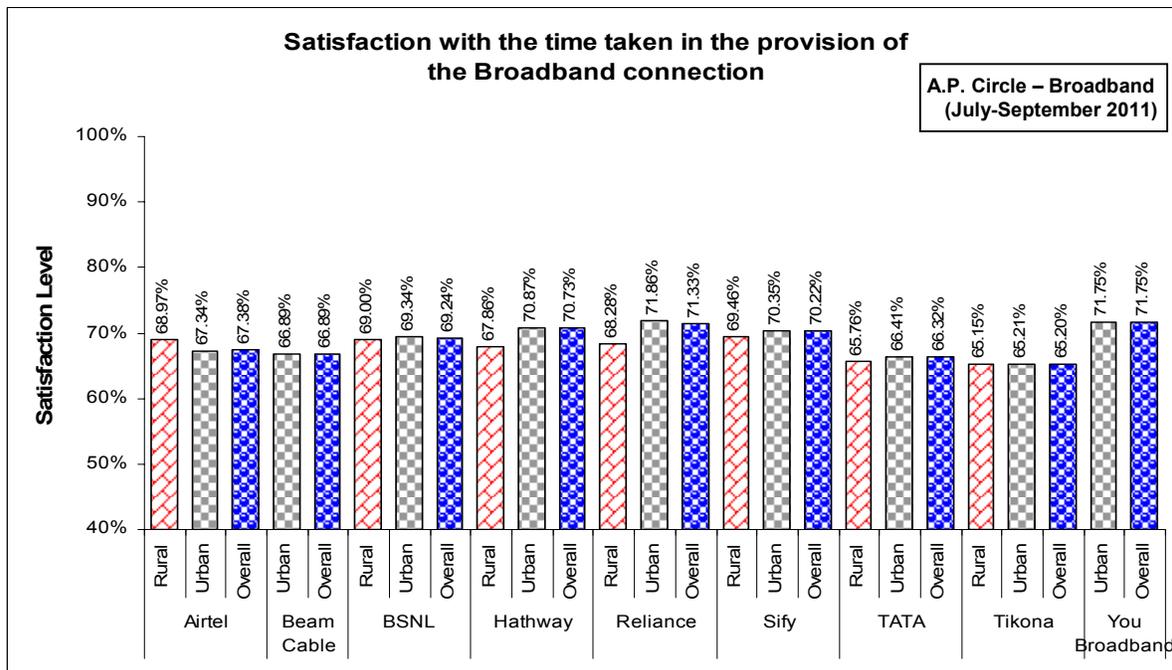
b. Time Taken to Activate the Service



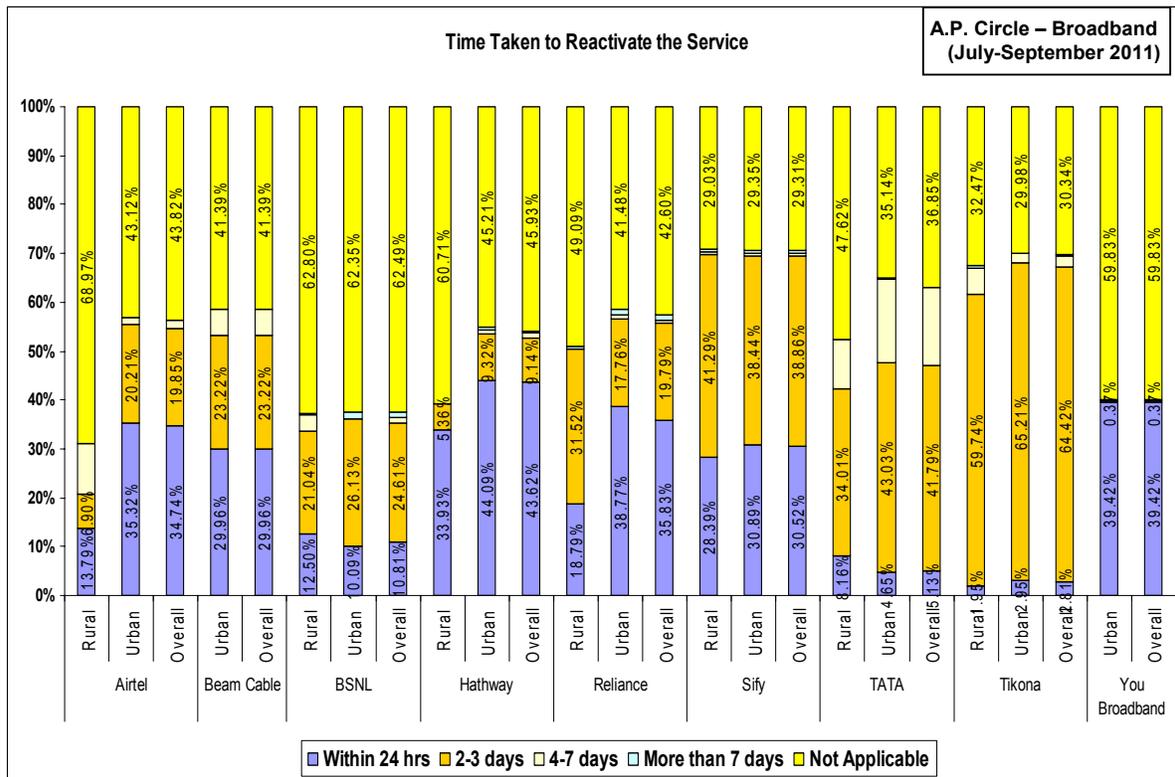
All operators have activated the service for majority of their subscribers within 2 to 3 days

c. Satisfaction with the Time Taken In the Provision of the Broadband Connection

Overall satisfaction levels of subscribers varied from 65% (Tikona) to 71% (You Broadband) in provisioning of their broad band connection.



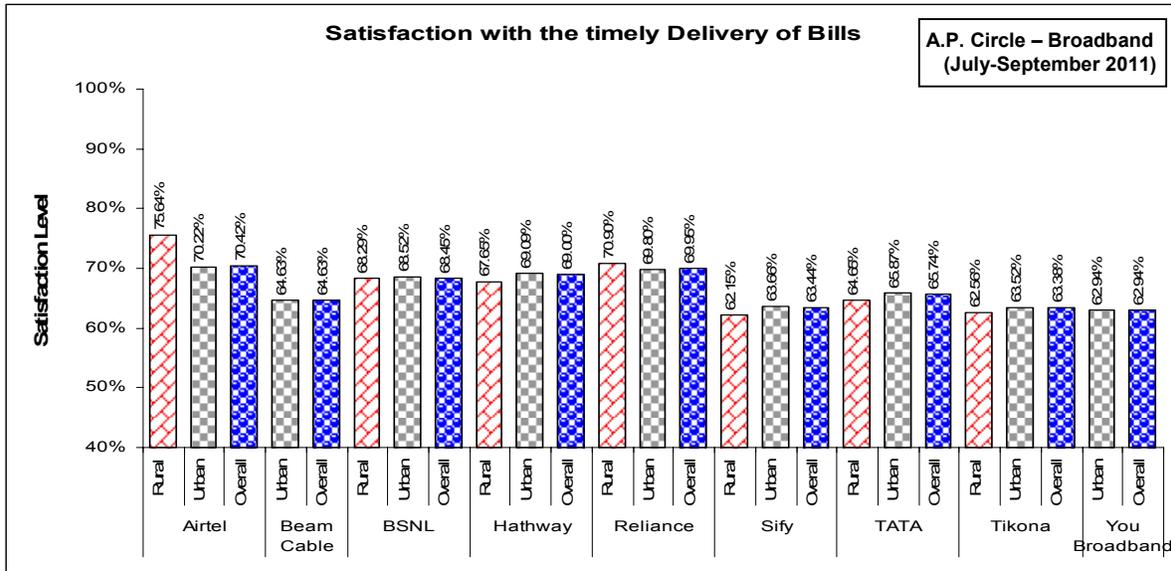
d. Time Taken to Reactivate the Service



The connection was restored after temporary suspension for majority of subscribers across all operators within 2 to 3 days only

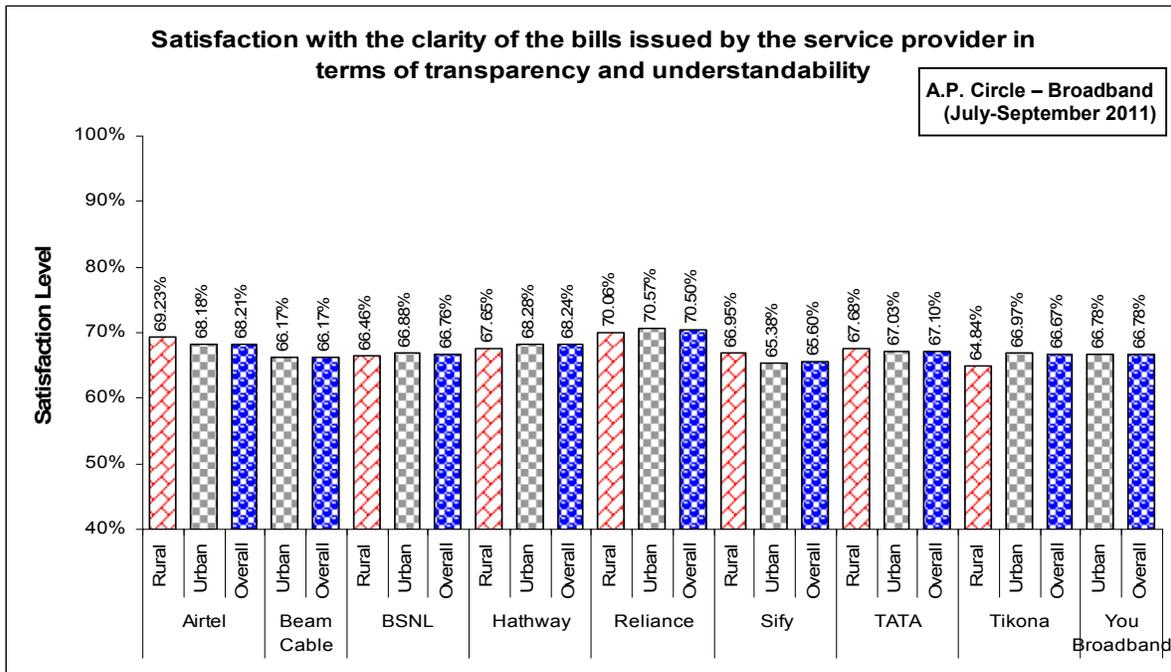
5.3.2 Billing Performance

Post Paid Customers: a. Satisfaction with the timely Delivery of Bills



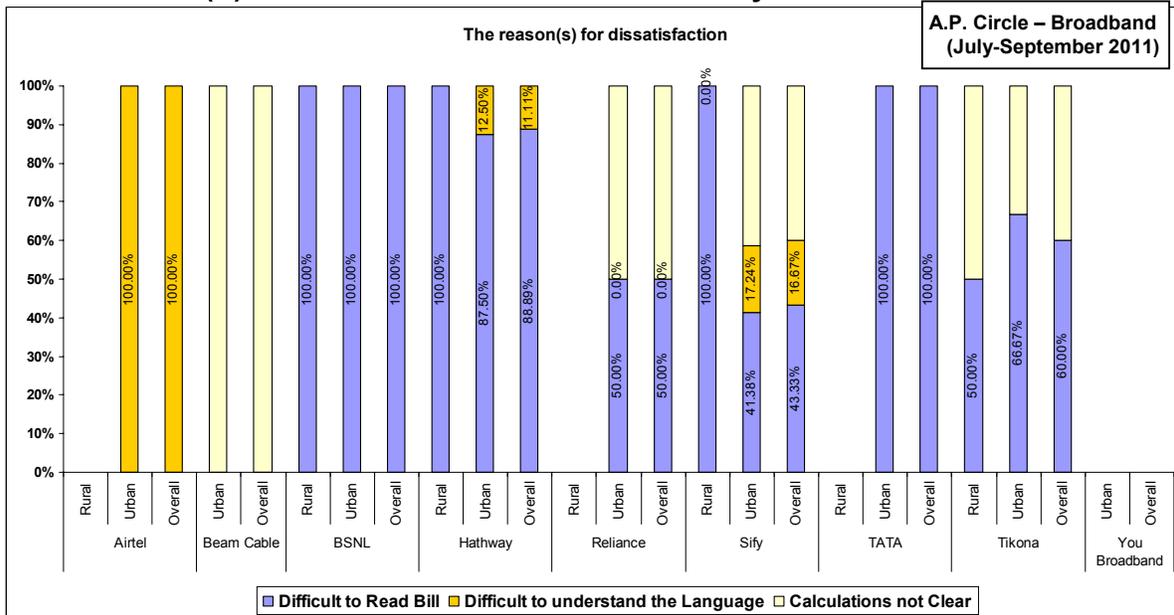
The satisfaction levels of subscribers ranged from 62% (You broadband) to over 70% (Airtel) in terms of timely delivery of bills

b. Satisfaction with the Clarity of the Bills Issued By the Service Provider In Terms of Transparency and Understandability



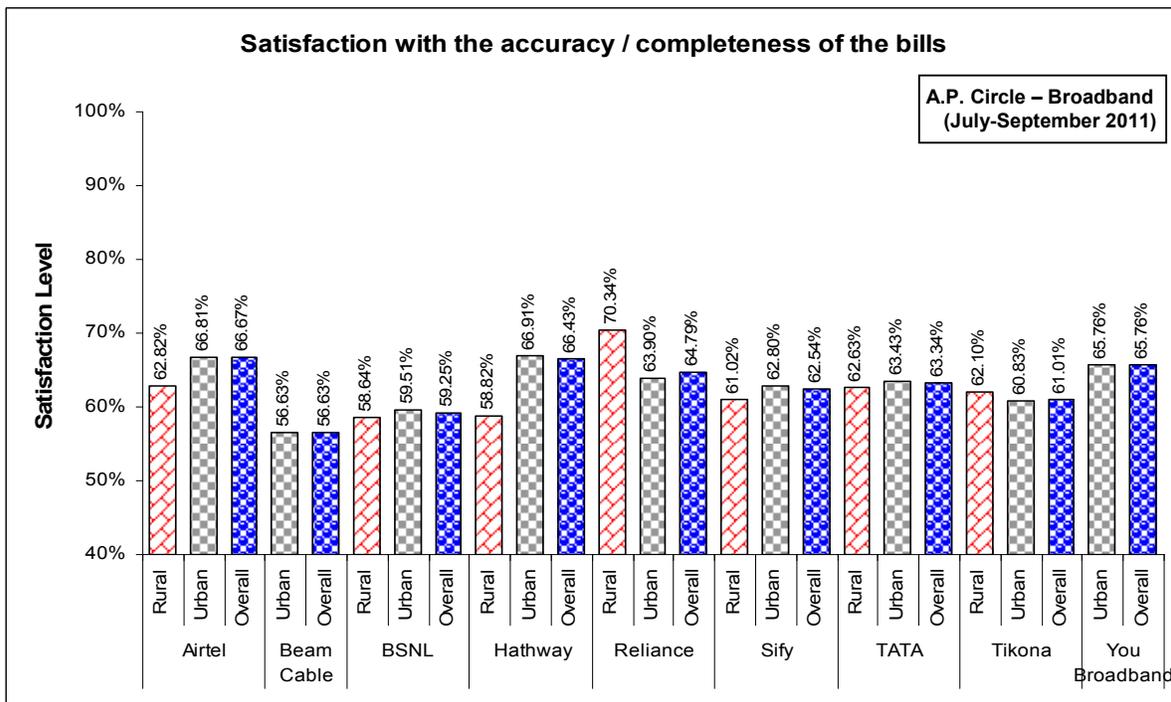
Reliance Subscribers Satisfaction levels was highest at 70%, while Sify's was lowest at 65% in terms of clarity of bills when it came to transparency and understandability.

c. The Reason(S) For Dissatisfaction with the Delivery of Bills



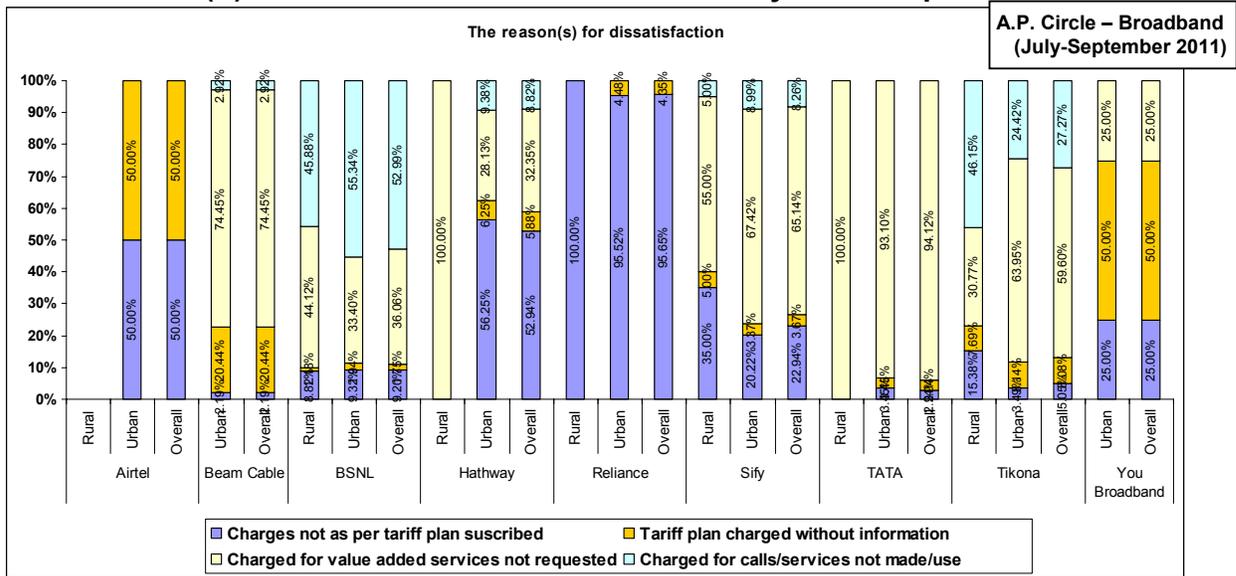
The major reason of dissatisfaction of subscribers in this round of survey was difficulty in reading the bills.

d. Satisfaction with the Accuracy / Completeness of the Bills



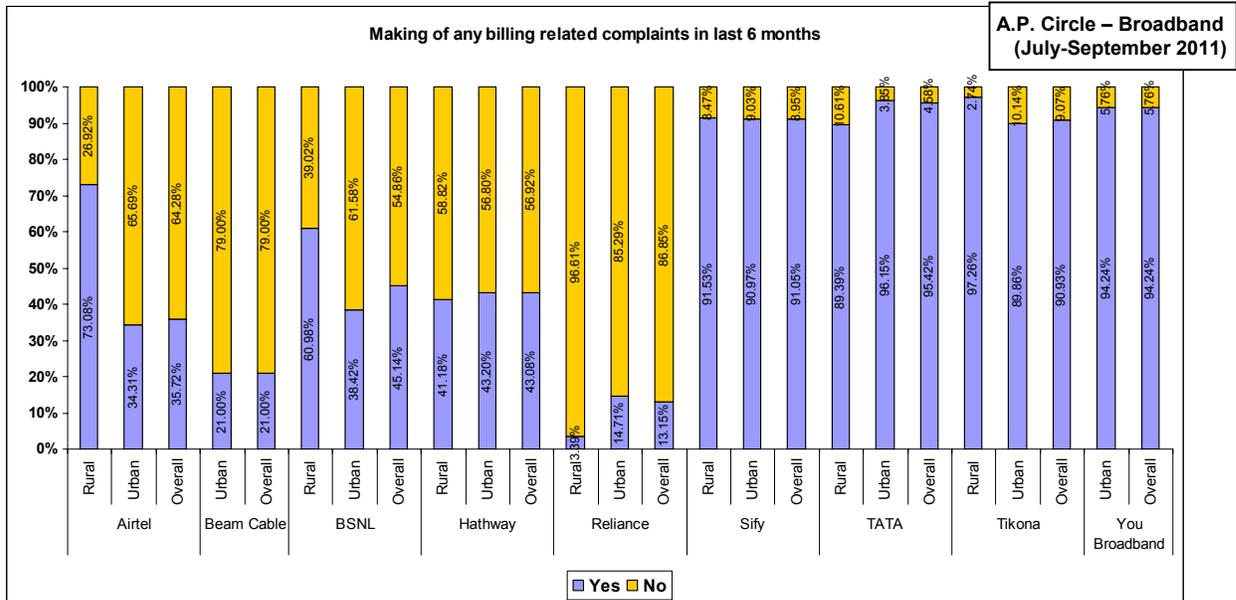
Beam Cable scored lowest subscribers satisfaction level of 56%, while Airtel scored highest at 66% in terms of accuracy/completeness of bills.

e. The Reason(S) For Dissatisfaction with the Accuracy and Completeness of Bills



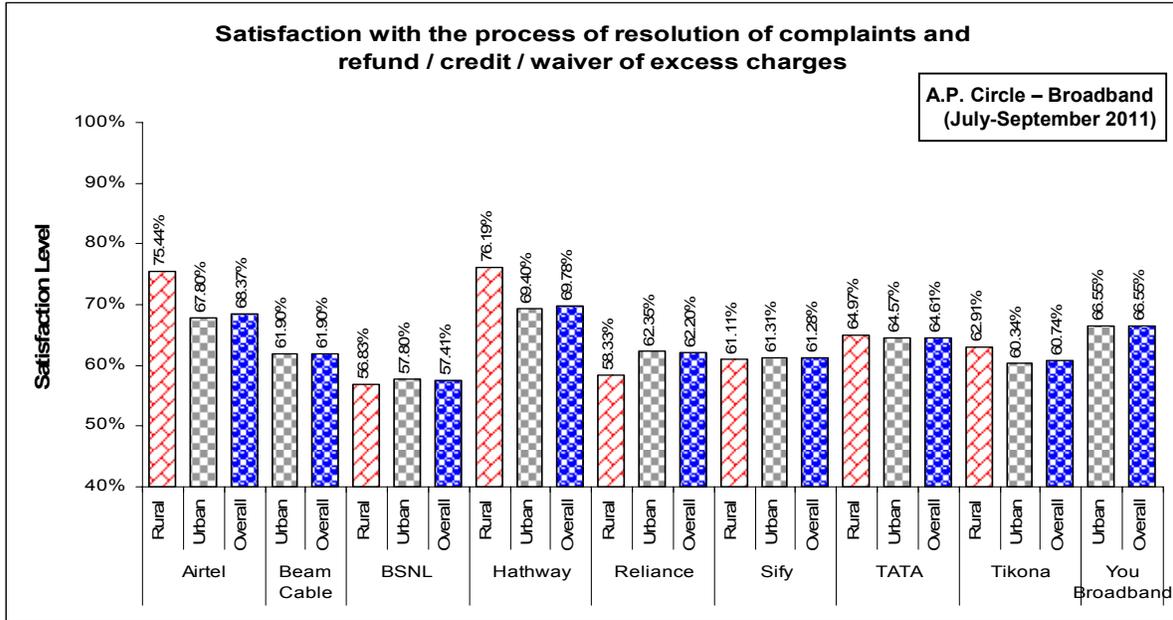
The two major reasons which emerged for dissatisfaction with respect to accuracy and completeness of bills, were: 1) charges not as per tariff plan subscribed and 2) subscribers being charged for value added services not requested.

f. Making of Any Billing Related Complaints in Last 6 Months



Over 90% subscribers of Sify, Tata, Tikona and You Broadband had made a billing complaint during last six months, while 65% (Airtel), 79% (Beam Cable), 56% (Hathway) and 54% (BSNL) subscribers have not made any billing related complaints in this period.

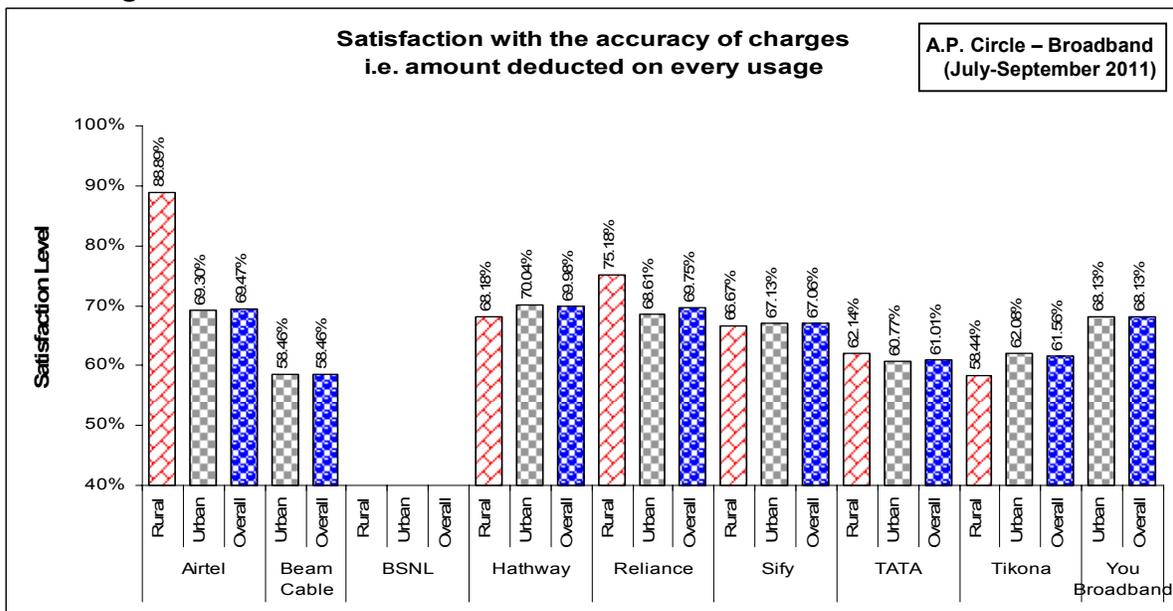
g. Satisfaction with the Process of Resolution of Complaints and Refund / Credit / Waiver of Excess Charges



The satisfaction level of subscribers of Hathway (69%), Airtel (68%), You Broadband (66%) and Tata (64%) has been good in terms of process of resolution of complaints and refund of excess charges if levied.

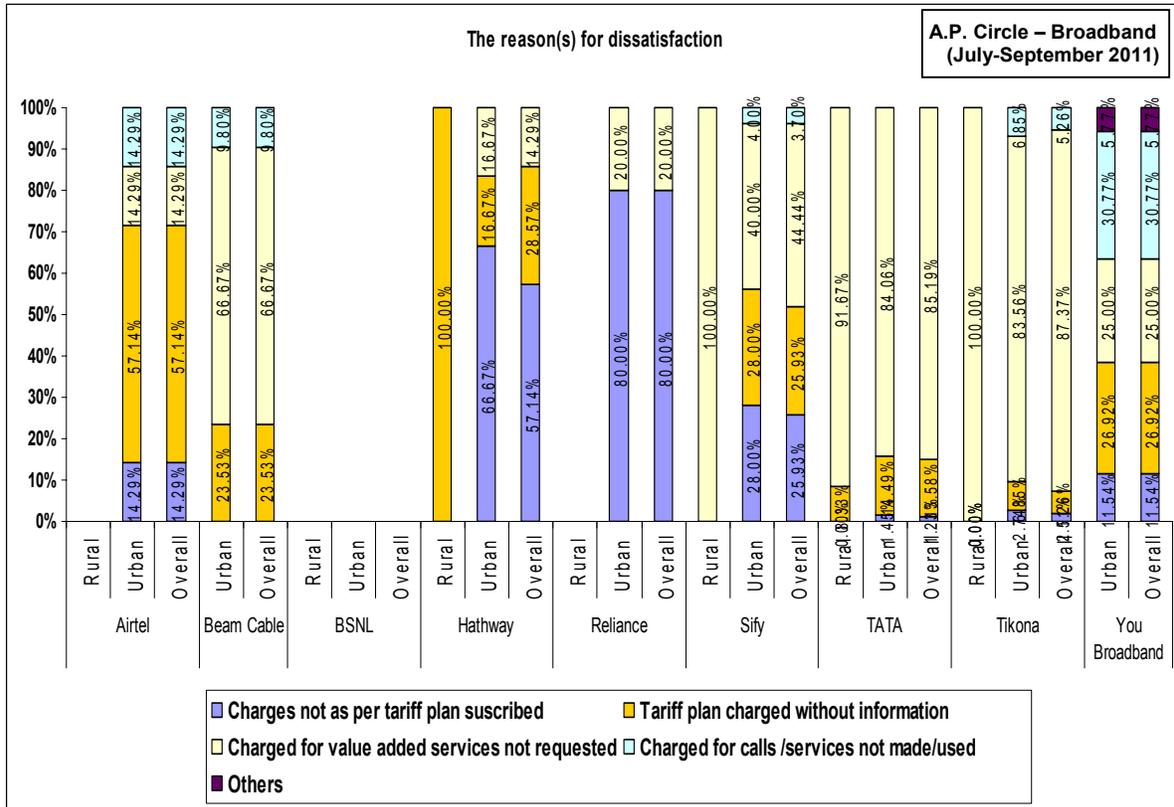
Prepaid Customers

h. Satisfaction with the Accuracy of Charges I.E. Amount Deducted On Every Usage



Over 69 % (Airtel), Reliance & Hathway subscribers are satisfied with accuracy of charges being deducted on every usage by respective operators.

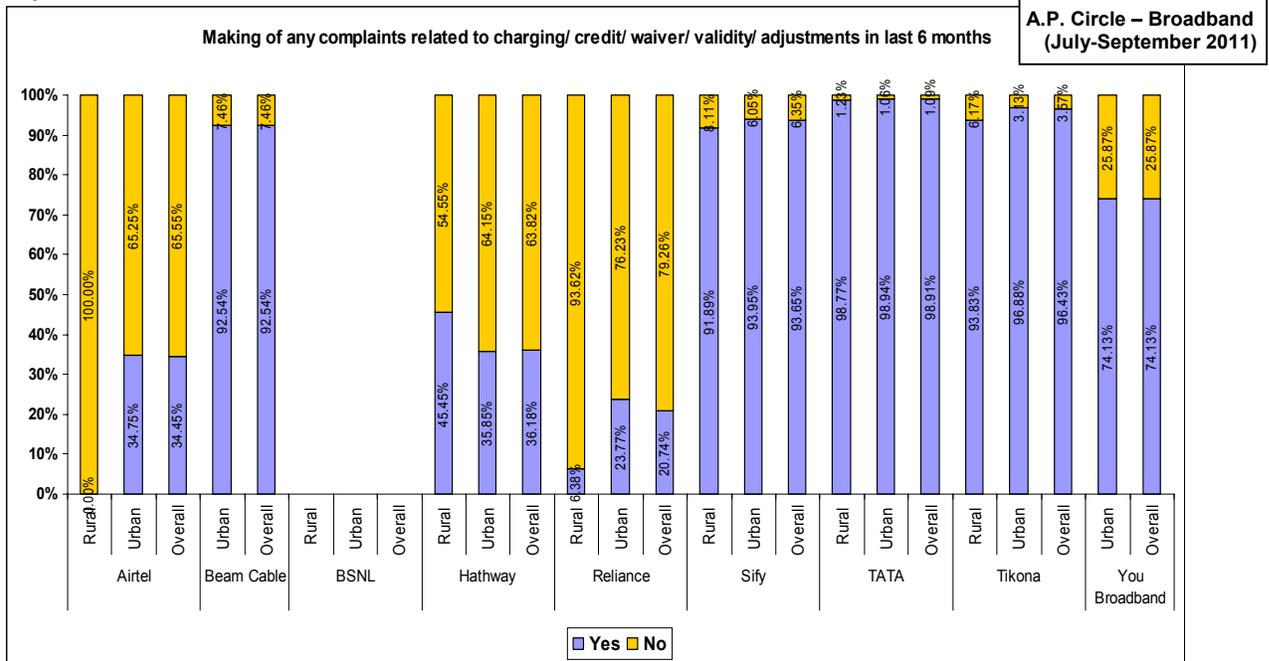
i. The Reason for Dissatisfaction with the Accuracy of Charges I.E. Amount Deducted On Every Usage



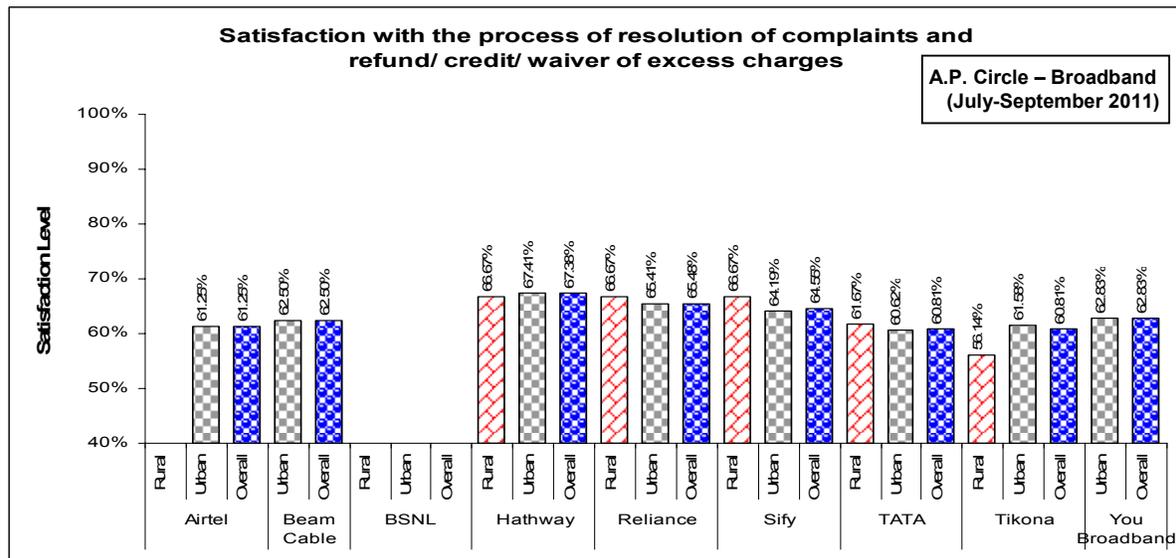
The three major reasons for subscribers across various operators dissatisfaction in terms of accuracy of charges deducted are 1) charged for value added service not requested 2) charges not as per tariff plan and 3) Tariff plan changed without information.

j. Making of Any Complaints Related To Charging/ Credit/ Waiver/ Validity/ Adjustments in Last 6 Months

Over 90% subscribers of Sify, Tata and Tikona had made complaints related to adjustments in last six months.



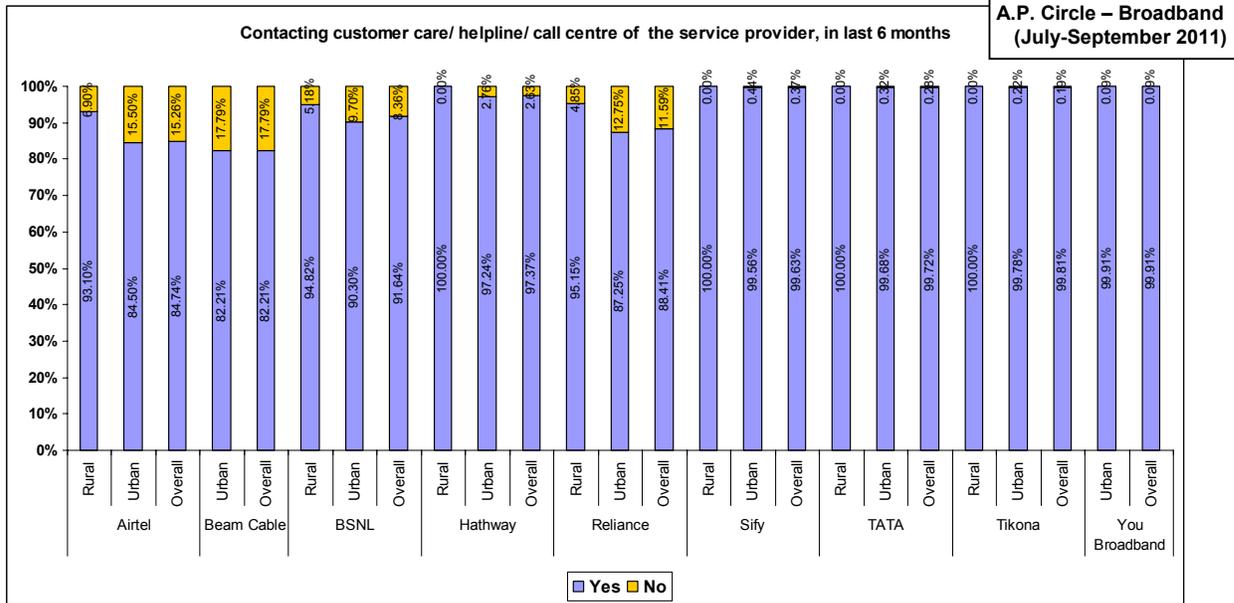
k. Satisfaction with the Process of Resolution of Complaints and Refund/ Credit/ Waiver of Excess Charges



The satisfaction level of 60% has been reported by subscribers of all operators with the process of resolution of complaints and refund of excess charges upon resolution of their complaints.

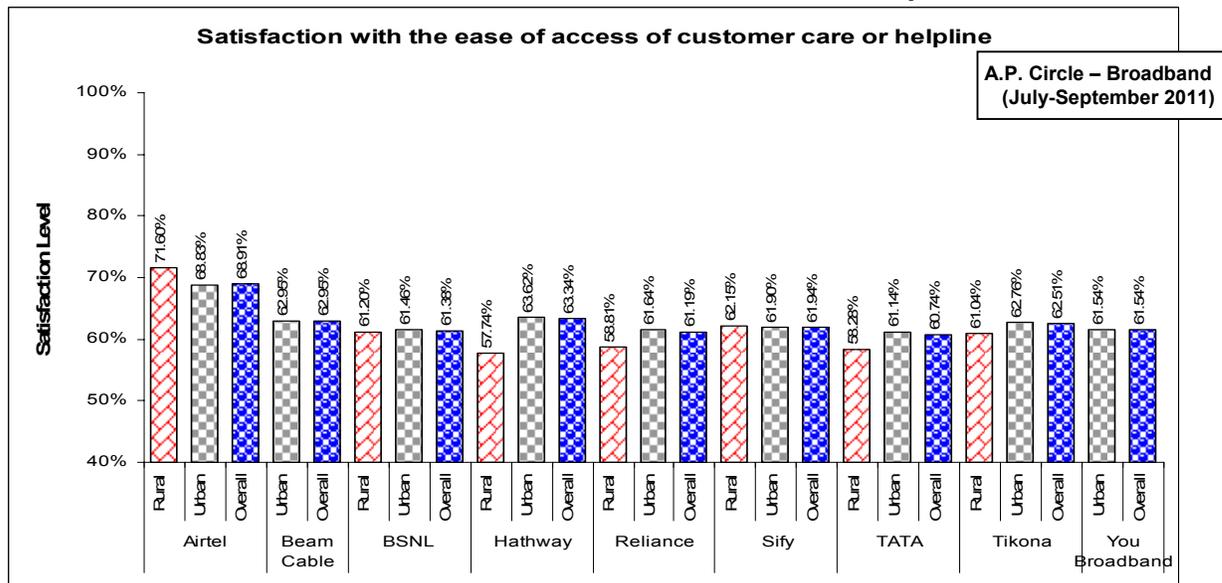
5.3.3 Help Services

a. Contacting Customer Care/ Helpline/ Call Centre of the Service Provider, In Last 6 Months



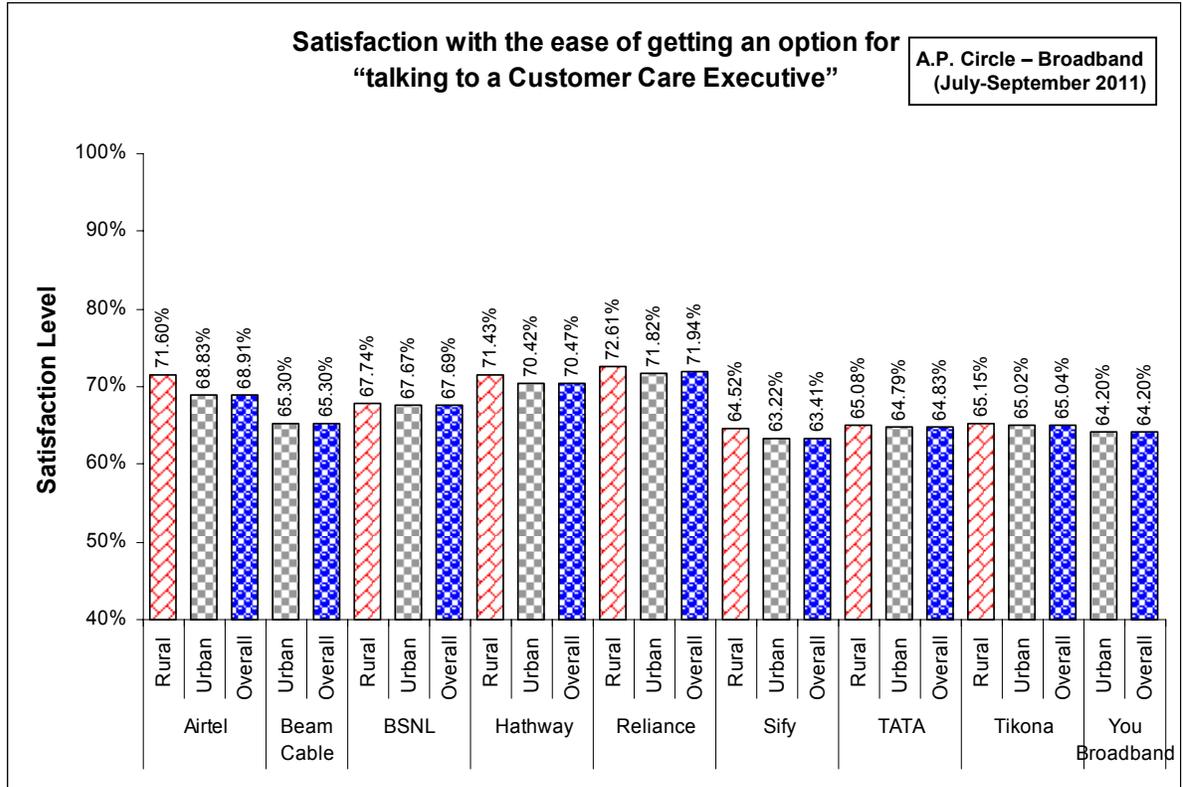
All most all subscribers have contacted their respective operators' customer care/ help lines during the last six months.

b. Satisfaction with the Ease of Access of Customer Care or Helpline



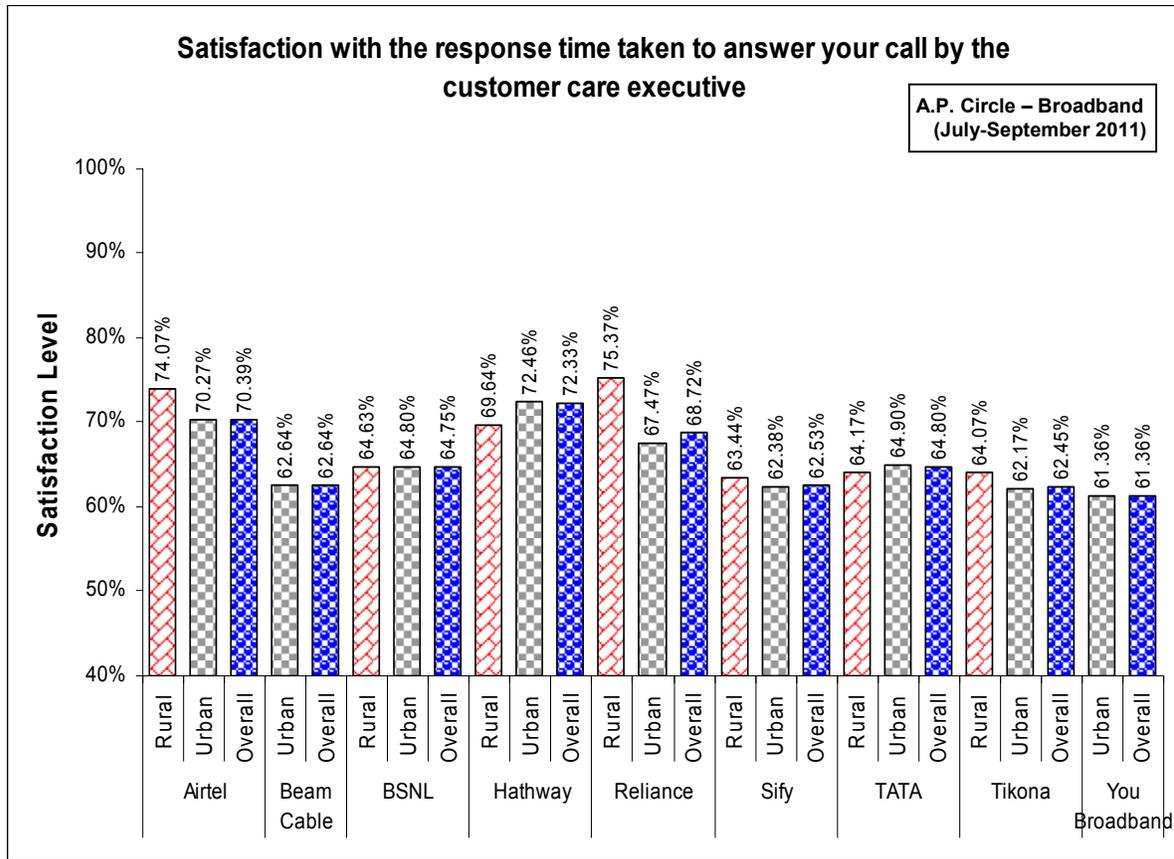
The satisfaction level of subscribers across all operators has been over 60% in terms of ease of access of customer care/helpline numbers as most of them expressed very satisfied and satisfied.

c. Satisfaction with the Ease of Getting an Option for “Talking To a Customer Care Executive”



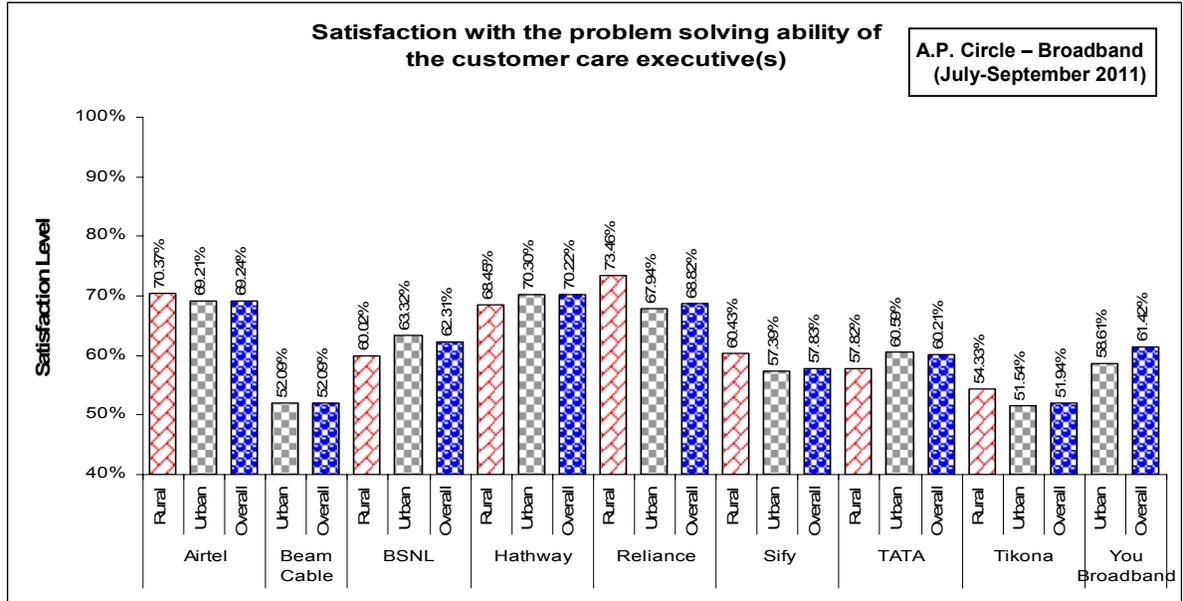
Subscribers have expressed either being very satisfied or satisfied with the ease of getting an option for talking to a customer care executive. The satisfaction level of Hathway and Reliance subscribers is nearly 70 %.

d. Satisfaction with the Response Time Taken To Answer Your Call by the Customer Care Executive



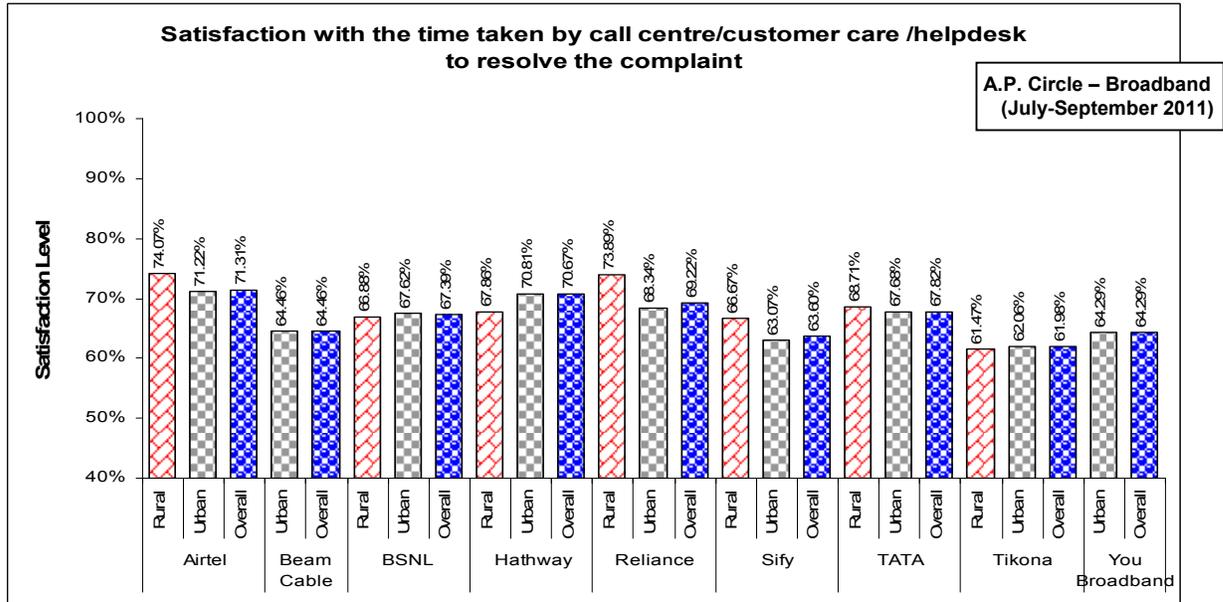
Majority of subscribers across all operators have opined either very satisfied or satisfied with response time taken to answer the call by customer care executive. The overall satisfaction of all subscribers is over 60 %.

e. Satisfaction with the Problem Solving Ability of the Customer Care Executive(s)



Majority of subscribers across all operators have opined either very satisfied or satisfied with problem solving ability of customer care executive. The overall satisfaction of all subscribers is over 60% except those of Sify, Beam Cable and Tikona.

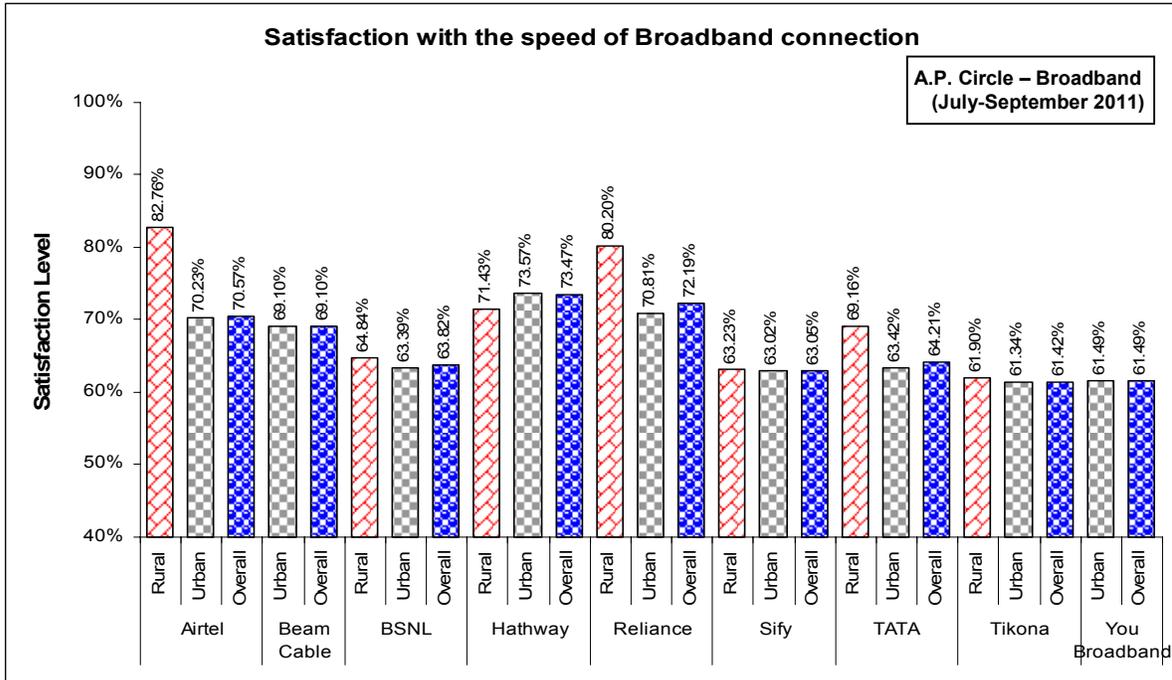
f. Satisfaction with the Time Taken By Call Centre/Customer Care /Helpdesk to Resolve the Complaint



Majority of subscribers across all operators have opined either very satisfied or satisfied with time taken by customer care executive to resolve the complaint. The overall satisfaction of all subscribers is over 60%.

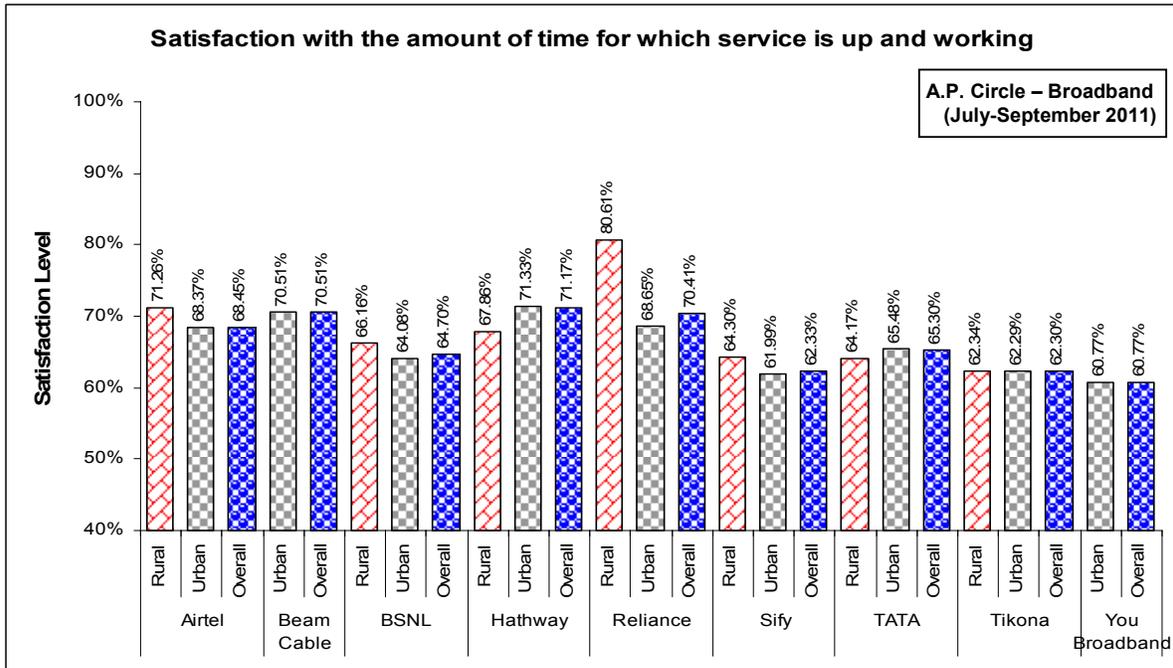
5.3.4 Network Performance, Reliability and Availability

a. Satisfaction with the Speed of Broadband Connection



Almost all subscribers across every operator are either very satisfied or satisfied with speed of their broad band connection. The overall satisfaction of all subscribers is over 60 %.

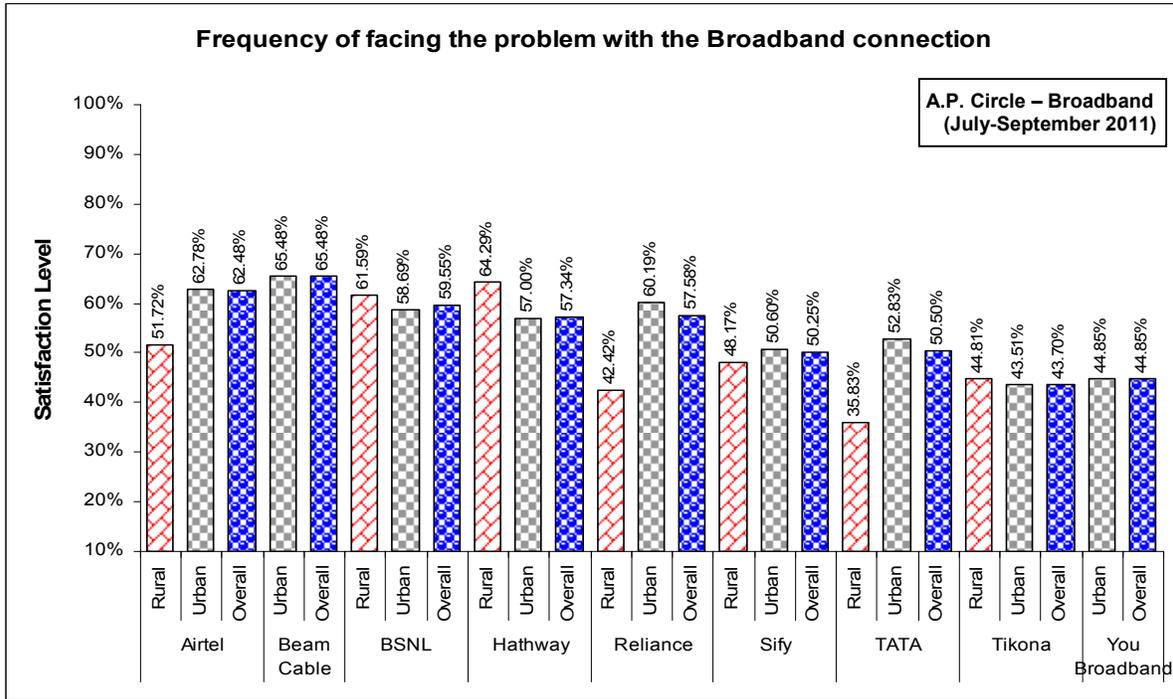
b. Satisfaction with the Amount of Time for Which Service Is Up and Working



Majority of subscribers across all operators have opined either very satisfied or satisfied with the amount of time for which service is up and working. The overall satisfaction of all subscribers is over 60% across all operators in the present round of survey.

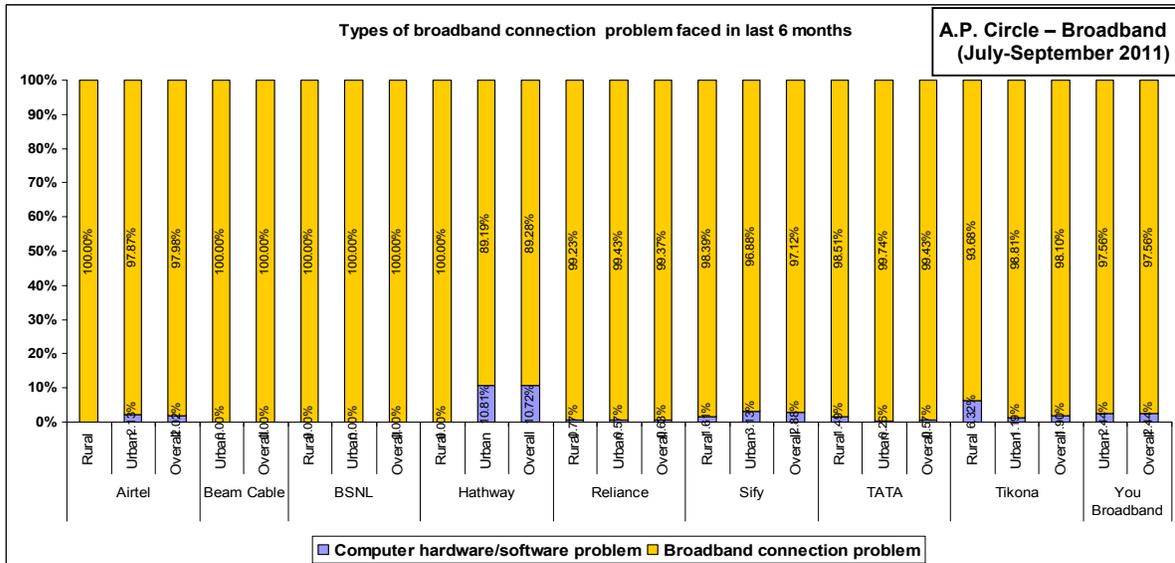
5.3.5 Maintainability

a. Frequency of Facing the Problem with the Broadband Connection



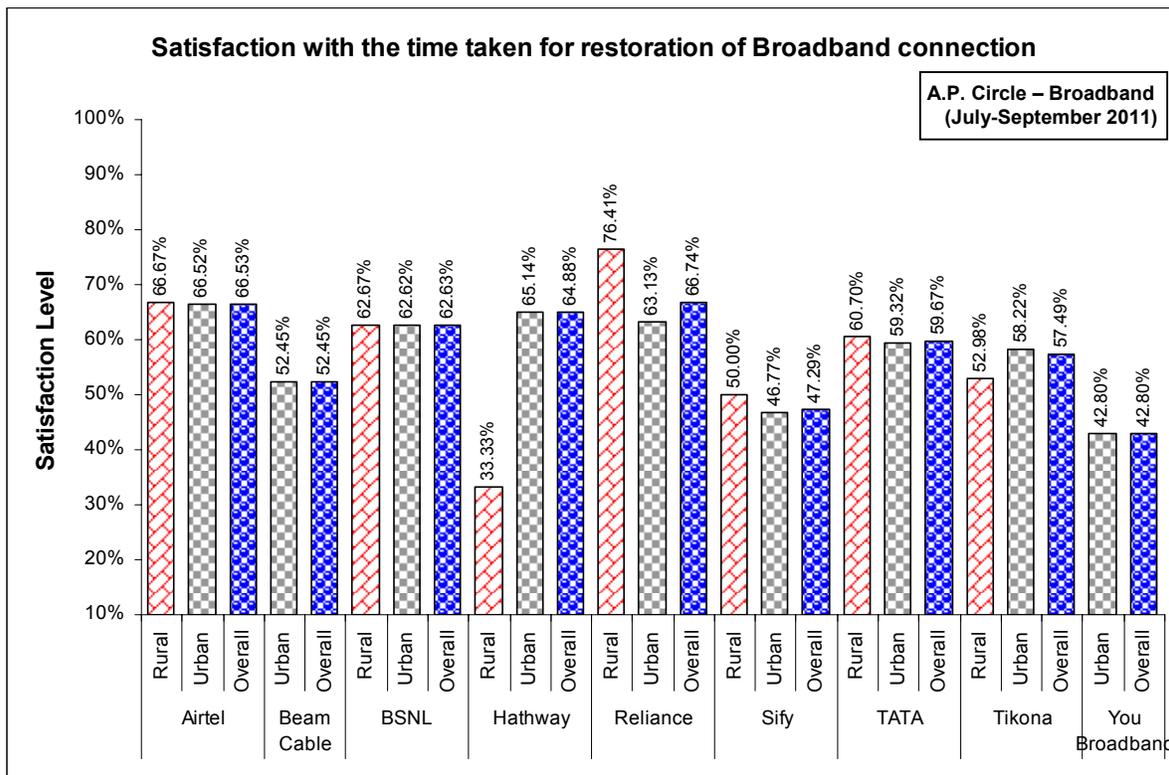
Majority of subscribers across all operators have opined either never or occasionally facing the problem with their broad band connection. The overall satisfaction of all subscribers is over 50%, except in case of Tikona and You Broadband.

b. Types of Broadband Connection Problem Faced In Last 6 Months



All subscribers across all operators attributed the reason for broadband connection problem as being related to connection itself and modem provided by service provider.

c. Satisfaction with the Time Taken For Restoration of Broadband Connection



Almost all subscribers across every operator are either very satisfied or satisfied with time taken for restoration of their broad band connection. The overall satisfaction of all subscribers is over 60%, except those of Beam Cable, Sify, Tikona and You Broadband.

5.3.6 Supplementary Services

Overall 63% subscribers were satisfied with the process of activating value added services or the process of unsubscribing.

Of those who were not satisfied 22% gave the reason as not being informed of charges by respective operator, 34% informed that operator activated without consent, 42% were not informed about toll free number for unsubscribing.

Overall 68% subscribers were satisfied with the resolution of their complaints for deactivation of VAS and refund of charges levied.

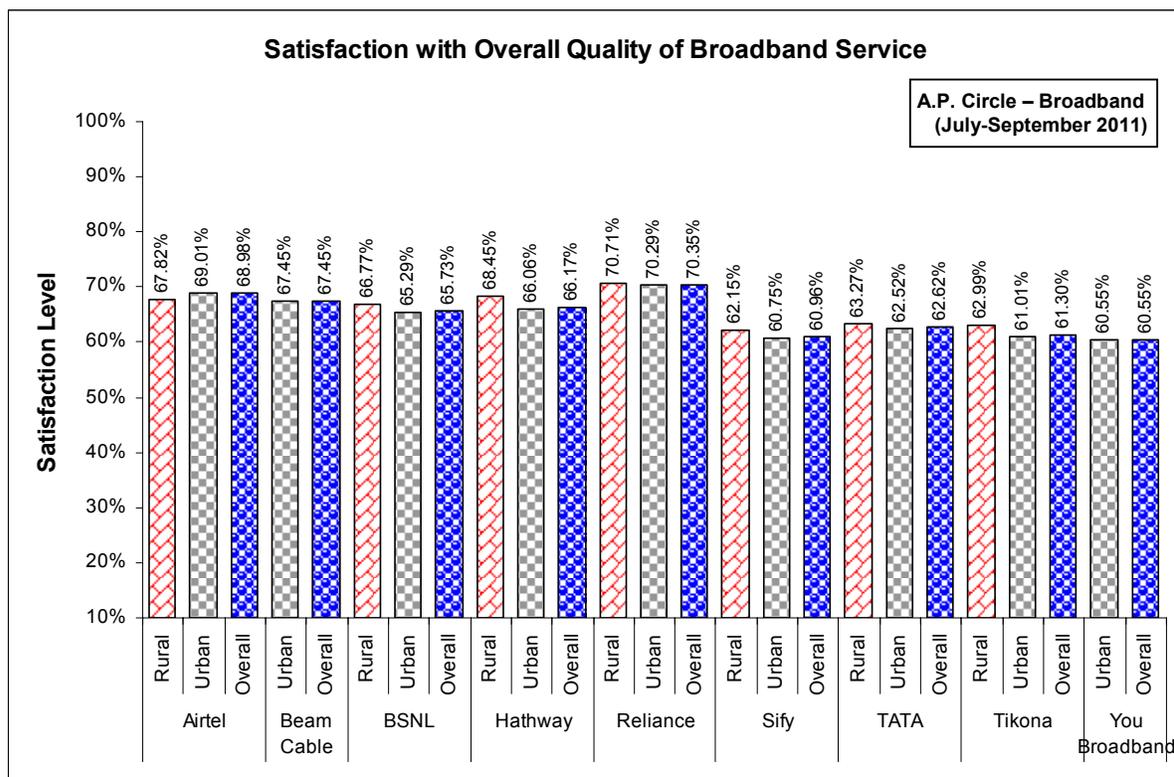
Final Report: Assessment of Implementation and Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Andhra Pradesh

Broadband Operators	Area	Use of Supplementary/Value Added Services	Satisfaction with the process of Activating Value Added Services or the process of Unsubscribing	Reason for Dissatisfaction				Satisfaction of resolution of Complaint for deactivation of VAS & refund of Charges levied
		Yes		Not Informed of Charges	Activated without consent	Not informed about toll free number for unsubscribing	Any other reason	
Airtel	Rural	13.79%	66.67%	0.00%	0.00%	100.00%	0.00%	0.00%
	Urban	24.25%	65.89%	52.63%	31.58%	15.79%	0.00%	66.67%
	Overall	23.97%	65.91%	50.00%	30.00%	20.00%	0.00%	66.67%
Beam Cable	Urban	17.04%	61.93%	19.23%	19.23%	61.54%	0.00%	66.67%
	Overall	17.04%	61.93%	19.23%	19.23%	61.54%	0.00%	66.67%
BSNL	Rural	13.72%	64.44%	20.00%	40.00%	40.00%	0.00%	0.00%
	Urban	22.38%	65.32%	40.00%	50.00%	10.00%	0.00%	0.00%
	Overall	19.80%	65.14%	36.00%	48.00%	16.00%	0.00%	0.00%
Hathway	Rural	14.29%	66.67%	0.00%	100.00%	0.00%	0.00%	0.00%
	Urban	23.21%	66.08%	41.38%	6.90%	51.72%	0.00%	80.00%
	Overall	22.80%	66.10%	40.00%	10.00%	50.00%	0.00%	80.00%
Reliance	Rural	18.18%	66.67%	0.00%	100.00%	0.00%	0.00%	66.67%
	Urban	28.21%	66.55%	25.00%	75.00%	0.00%	0.00%	66.67%
	Overall	26.74%	66.56%	20.00%	80.00%	0.00%	0.00%	66.67%
Sify	Rural	12.90%	60.32%	20.00%	20.00%	60.00%	0.00%	66.67%
	Urban	26.29%	58.27%	7.02%	42.11%	50.88%	0.00%	60.00%
	Overall	24.34%	58.43%	8.06%	40.32%	51.61%	0.00%	60.61%
TATA	Rural	10.20%	64.44%	0.00%	50.00%	50.00%	0.00%	0.00%
	Urban	19.03%	62.88%	22.73%	36.36%	31.82%	9.09%	62.96%
	Overall	17.82%	63.00%	20.83%	37.50%	33.33%	8.33%	62.96%

Final Report: Assessment of Implementation and Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Andhra Pradesh

Tikona	Rural	5.84%	59.26%	0.00%	50.00%	50.00%	0.00%	0.00%
	Urban	8.53%	60.34%	5.88%	41.18%	52.94%	0.00%	66.67%
	Overall	8.15%	60.23%	5.26%	42.11%	52.63%	0.00%	66.67%
You Broadband	Urban	10.86%	61.82%	23.81%	28.57%	47.62%	0.00%	66.67%
	Overall	10.86%	61.82%	23.81%	28.57%	47.62%	0.00%	66.67%
Grand Overall		19.16%	63.73%	22.84%	33.62%	42.67%	0.86%	68.63%

5.3.7 Satisfaction with Overall Quality of Broadband Service



Majority of subscribers have opined that they are either very satisfied or satisfied with the overall quality of their broadband service with highest satisfaction level of 70% (Reliance) followed by 69% (Reliance), 67% (Beam Cable) and 66% (BSNL & Hathway).

5.3.8 Telecom Consumers Protection & Redressal of Grievance Regulations, 2007

Broadband Operator	Area	Awareness about		
		Call centre telephone number	Nodal Officer	Appellate authority
Airtel	Rural	93.10%	3.45%	0.00%
	Urban	94.13%	8.57%	0.00%
	Overall	94.10%	8.43%	0.00%
Beam Cable	Urban	90.64%	1.22%	0.00%
	Overall	90.64%	1.22%	0.00%
BSNL	Rural	96.04%	3.66%	0.00%
	Urban	95.47%	6.60%	0.00%
	Overall	95.64%	5.72%	0.00%
Hathway	Rural	100.00%	3.57%	0.00%
	Urban	97.50%	6.47%	0.00%

	Overall	97.61%	6.34%	0.00%
Reliance	Rural	96.36%	4.85%	0.00%
	Urban	93.94%	5.54%	0.00%
	Overall	94.30%	5.44%	0.00%
Sify	Rural	100.00%	2.58%	0.00%
	Urban	99.45%	3.07%	0.00%
	Overall	99.53%	3.00%	0.00%
TATA	Rural	100.00%	1.36%	0.00%
	Urban	99.68%	6.05%	0.00%
	Overall	99.72%	5.41%	0.00%
Tikona	Rural	100.00%	2.60%	0.00%
	Urban	99.78%	3.72%	0.00%
	Overall	99.81%	3.56%	0.00%
You Broadband	Urban	99.91%	2.43%	0.00%
	Overall	99.91%	2.43%	0.00%

As can be noticed from above analysis, majority subscribers in both rural and urban sector are aware of customer care services of their respective operators, but are hardly aware of nodal officer and appellate authority.

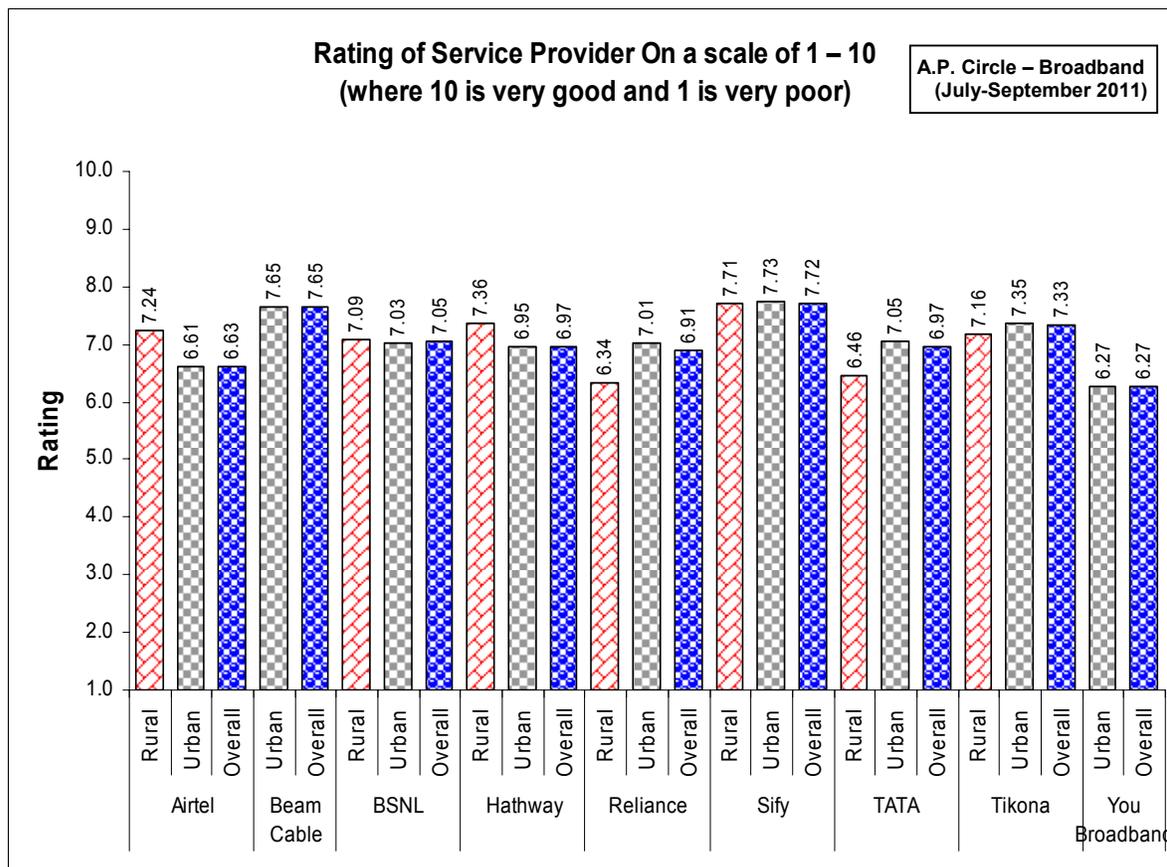
As a next stage, around 25% of Tata subscribers to 39% of Tikona /Beam Cable subscribers have made a complaint in the last six months to their respective call centre/customer care/helpline numbers. 57% of these complaints were registered and docket number was received by subscribers across various operators. As can be observed from detailed analysis below in the present round of survey 39% subscribers opined that docket number was not issued. Few opined that it was provided on request/not provided even on request.

Overall 86% subscribers opined that they were informed by call centre about action being taken on their complaint.

Final Report: Assessment of Implementation and Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Andhra Pradesh

Broadband Operator	Area	Made any complaint to the customer care in last 6 months	With respect to complaint made to the call centre, the most applicable cases				Informed by call centre about the action taken on the complaint
		Yes	Docket number received	No Docket number received	It was received on request	No docket number received even on request	Yes
Airtel	Rural	25.93%	42.86%	57.14%	0.00%	0.00%	85.71%
	Urban	37.12%	54.55%	39.12%	6.34%	0.00%	86.78%
	Overall	36.82%	54.32%	39.46%	6.22%	0.00%	86.76%
Beam Cable	Urban	39.15%	58.05%	36.94%	4.49%	0.53%	91.56%
	Overall	39.15%	58.05%	36.94%	4.49%	0.53%	91.56%
BSNL	Rural	30.48%	51.04%	47.92%	1.04%	0.00%	87.50%
	Urban	34.28%	53.36%	42.69%	3.95%	0.00%	88.14%
	Overall	33.14%	52.72%	44.13%	3.15%	0.00%	87.97%
Hathway	Rural	37.50%	57.14%	42.86%	0.00%	0.00%	85.71%
	Urban	38.58%	32.34%	66.51%	0.69%	0.46%	75.92%
	Overall	38.53%	33.48%	65.43%	0.66%	0.44%	76.37%
Reliance	Rural	26.42%	42.86%	57.14%	0.00%	0.00%	80.95%
	Urban	32.15%	41.18%	58.48%	0.35%	0.00%	76.47%
	Overall	31.29%	41.39%	58.31%	0.30%	0.00%	77.04%
Sify	Rural	32.90%	62.75%	35.29%	1.96%	0.00%	86.27%
	Urban	34.58%	64.97%	29.62%	5.10%	0.32%	82.48%
	Overall	34.34%	64.66%	30.41%	4.66%	0.27%	83.01%
TATA	Rural	27.21%	62.50%	37.50%	0.00%	0.00%	100.00%
	Urban	24.84%	74.24%	25.33%	0.00%	0.44%	100.00%
	Overall	25.16%	72.49%	27.14%	0.00%	0.37%	100.00%
Tikona	Rural	41.56%	68.75%	26.56%	4.69%	0.00%	90.63%
	Urban	39.14%	87.68%	9.52%	0.56%	2.24%	94.12%
	Overall	39.49%	84.80%	12.11%	1.19%	1.90%	93.59%
You Broadband	Urban	38.30%	62.10%	36.19%	1.47%	0.24%	83.62%
	Overall	38.30%	62.10%	36.19%	1.47%	0.24%	83.62%
Grand Overall		35.13%	57.82%	39.25%	2.48%	0.45%	86.18%

5.3.9 Rating of Service Provider On a scale of 1 – 10 (where 10 is very good and 1 is very poor)



All operators have received a good rating by respective subscribers, score of above 6 on a scale of 1 to 10, highest score being that Sify (7.72), followed by Beam Cable (7.65) and Tikona (7.33).

6.1 Key Take Outs & Recommendations – Basic (Wireline)

There are only 4 Operators present in state of Andhra Pradesh providing Basic Wireline services. None of the Operators could achieve bench mark level on any of the parameters. Only BSNL is providing wireline services in rural areas; therefore, it is not possible to compare its performance with any other operator.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

Airtel has maximum satisfied customers for 'provisioning of services' parameter and is the only Operator with above average performance on this parameter. All other 3 Operators score below average on this parameter.

Customers Satisfied With Billing Performance-Prepaid

Only Reliance and Tata are providing prepaid services in Wireline. Both the Operators are performing (65-66%) much below bench mark level (95%) and need improvement in Billing performance for prepaid. The most dissatisfaction is due to charges made for VAS not used by customer in prepaid services.

Customers Satisfied With Billing Performance-Postpaid

For postpaid services, Tata scored maximum satisfaction from customers on billing performance parameter. BSNL customers had least satisfaction on post-paid billing performance, hence it needs to improve upon on this parameter..

Customers Satisfied With Network Performance, Reliability And Availability

The network performance, reliability and availability of Airtel is maximum and that of Tata is minimum. Performance on this parameter of Airtel and Reliance is above average and that of other two operators (Tata and BSNL) is below average.

Customers Satisfied With Maintainability

Reliance customers are most satisfied in the event of Telephone connection going faulty, its maintenance and quality of repair in comparison to other Operators. Tata scored least on this parameter.

Customers Satisfied With Supplementary And Value Added Services

Among the 4 Operators of Wireline services in A.P., Reliance has topped in providing supplementary & value-added services whereas BSNL is lagging behind on this parameter in comparison to all other Operators.

Customers Satisfied With Help Services Including Grievance Redressal

Help services including grievance redressal is wanting in case of Tata while Airtel is quite appreciated by its customers for its help services including grievance redressal.

Customers Satisfied With Overall Service Quality

Overall quality service performance ranges from 67% to 69.5% (very small range) as perceived by customers. Therefore, it can be concluded that overall quality of service is more or less same for Basic Wireline services of all 4 Operators.

Key Takeouts: Operator Level

Airtel

Airtel is having best performance on provisioning of services, network performance and help services including grievance redressal whereas it needs improvements in postpaid billing, maintainability and VAS.

BSNL

BSNL performance on most of the parameters is below average in comparison to other Operators. Its services in rural areas is pulling the overall performance of BSNL down.

Reliance

On prepaid billing performance, maintainability and VAS parameters, Reliance scores maximum amongst all 4 Operators. Its performance on network performance and help services including grievance redressal is above average while compared to others. Postpaid billing and provisioning of services need to be improved by Reliance.

Tata

Except for postpaid billing performance being highly satisfactory, on all other performance parameters, Tata stands at the minimum (or near minimum) performance level in comparison to 4 Operators.

6.2 Key Take Outs & Recommendations – Cellular Mobile (Wireless)

Key Takeouts: Overall

Out of the 9 Operators present in A.P., only One Operator “Aircel” could meet benchmark level w.r.t. to all 7 parameters. Both in Rural and Urban areas also, Aircel scored maximum satisfaction level on every parameter.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

Only Idea provides better service in rural areas in comparison to urban areas whereas all other Operators have lower service provisioning in rural areas in comparison to their urban areas provisioning of services or almost equal (if not lower). Tata and Airtel emerge as having lowest satisfied customers w.r.t. provisioning of service both in rural and urban areas.

Customers Satisfied With Billing Performance-Prepaid

For prepaid customers, most of the Operators remain in 60 to 70 percent satisfaction range in both rural & urban areas except Aircel being in 96 % range for w.r.t. billing performance. This parameter needs proper monitoring as customers have very low satisfaction especially for Airtel, BSNL, Idea and Tata for both rural & urban areas.

Customers Satisfied With Billing Performance-Postpaid

For postpaid customers, billing performance is low in rural areas in case of Idea whereas in urban areas lower performance is reported in case of Idea, Tata and Vodafone

Customers Satisfied With Network Performance, Reliability And Availability

Besides Aircel having achieved its network performance level, reliability and availability beyond bench mark level, all other Operators have performance level in the range of 78% (Airtel) to 83% (BSNL) for rural areas. The lowest network performance in urban areas is that of Tata and Airtel.

Customers Satisfied With Maintainability

All Operators except Aircel could not reach Bench Mark level in all parameters including maintainability. The lowest amongst rural areas was reported for Vodafone (73%) while Tata's was lowest (69%) for urban areas.

Customers Satisfied With Supplementary And Value Added Services

Customers satisfaction w.r.t. supplementary & value added services in rural areas is least with Tata (68%) and in urban areas with BSNL (66%).

Customers Satisfied With Help Services Including Grievance Redressal

This is the most neglected parameter with all Operators (except Aircel) showing satisfaction level of as low as 56% both in rural and urban areas.

Customers Satisfied With Overall Service Quality

Customer Satisfaction level for Overall service quality is as low as 68% in rural area for Airtel, Tata and satisfaction level for urban areas is least for Tata (60%).

Key Takeouts: Operator Level

Aircel

The best Operator as perceived by Customers both in rural and urban sector. It is the only Operator which crossed bench mark level in all parameters.

Airtel

Considering overall performance on various parameters evaluated, it has reported a below average performance on all parameters when compared to all other Operators.

BSNL

BSNL reported above average performance on Postpaid billing performance, network performance, reliability & availability and overall service quality. It has performed below average on other parameters. It needs to pay special attention to prepaid billing performance to improve its effectiveness amongst customers.

Idea

Idea reported below average performance on all parameters except overall service quality where it has performed above average when compared to all Operators. Post-paid billing activities and help services including grievance redressal activities should be given due consideration for improvement.

Reliance

Reliance has been below average but very close to average performance on all parameters in comparison to all other Operators.

Systema Shyam

Considering overall performance on various parameters evaluated, Systema Shyam has been an average performer in comparison to all other Operators though it has not crossed bench mark level on any parameter.

Tata

Its performance is reported to be below average on all parameters and needs to introspect w.r.t. parameters of provisioning of service, network performance, reliability & availability and maintainability. Overall, Tata has reported low performance on these parameters.

Uninor

Uninor's performance is above average on all parameters except on help services including redressal parameter. Though comparatively above average performer, it needs to improve on all parameters to achieve bench mark levels.

Vodafone

Vodafone has a moderate performance on all parameters, neither worst nor best and its overall rating is below average. It needs to improve on all parameters in order to achieve bench mark levels.

6.3 Key Take Outs & Recommendations – Broadband

Key Takeouts: Overall

There are 9 Operators present in state of Andhra Pradesh providing Broadband services. None of the 9 Operators could achieve bench mark level on any of the parameters.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

Sify is most active in rural areas and Reliance is most active in urban areas for provisioning of services whereas Tikona is least active on provisioning of services of broadband services both in rural and urban areas.

Customers Satisfied With Billing Performance-Prepaid

Tikona is poor performer in rural areas and Beam Cable in urban area for billing performance- prepaid while Airtel is best performer amongst all 9 Operators for broadband prepaid billing in rural area and Hathway has emerged best in urban areas.

Customers Satisfied With Billing Performance-Postpaid

Sify performance is low in rural areas while that of Beam Cable is low in urban area for billing performance- postpaid whereas Airtel is best performer amongst all 9 Operators..

Customers Satisfied With Network Performance, Reliability and Availability

In rural areas, Broadband Network performance, reliability and availability is best provided by Reliance and least by Tikona. In urban areas, same parameter is best reported for Hathway and porr for You Broadband and Tikona.

Customers Satisfied With Maintainability

Maximum customers are satisfied with Hathway broadband connections maintainability in rural areas and with Airtel in urban areas. Customers are least satisfied with Tata and Tikona in rural areas w.r.t. maintainability and You Broadband has lowest performance on this parameter in urban areas.

Customers Satisfied With Supplementary And Value Added Services

Supplementary and value-added services were best provided by Hathway in rural areas and by Reliance in urban areas. Tikona in rural areas and Sify in urban areas require maximum improvements in VAS and supplementary broadband services.

Customers Satisfied With Help Services

In both rural & urban areas, Airtel has the best help services and Tikona the least level of customer satisfaction w.r.t. help services for broadband connections.

Customers Satisfied With Overall Service Quality

The perception of customers about overall broadband service quality is best for Reliance in both rural as well as in urban areas. Worst overall service quality is reported for Sify in rural areas and You Broadband in urban areas.

Key Takeouts: Operator Level

Airtel

Airtel was found to be performing above average as compared to other Operators on all parameters except 'provisioning of services'. Airtel needs to address the issue of providing broadband connection within a fortnight to improve upon provisioning of broadband services.

Beam Cable

Beam Cable is best at maintaining the broadband connections but it needs lot of improvement in billing performance both in post-paid and pre-paid.

BSNL

Overall BSNL is an average performer on all parameters. It needs overall improvement on all fronts specially post-paid billing charges of services not used and network performance, reliability and availability.

Hathway

When compared to other Operators, Hathway has performed above average on all parameters and has commanding performance in pre-paid billing and network performance, reliability and availability.

Reliance

In comparison to all other Operators, Reliance has overall above average performance on all parameters. It is rated best in providing broadband supplementary & value-added services and is perceived to be the best amongst all on overall service quality.

Sify

Sify is a below average performer (performance below average in 6 out of 8 parameters). Only in provisioning of broadband services and pre-paid billing performance, Sify is marginally above average.

TATA

Tata's performance is below average on all parameters requiring concentrated efforts for improvements on all parameters.

Tikona

When compared to other service providers, Tikona was found to be below average on all parameters and its performance is lowest in comparison to others on provisioning of services and help services.

You Broadband

You broadband performance is mixed kind of performance (below average for 5 out of 8 parameters). At the same time, it is reported to have overall best provisioning of services.

7.0 Annexure (Question wise Responses)

7.1 Basic Service (Wireline)

A. Service Provision

1. Taking a telephone connection, shifting or temporarily suspending the connection in the last 6 months

Wireline Operator	Area	Yes	No
Airtel	Urban	1.12%	98.88%
BSNL	Rural	3.29%	96.71%
	Urban	5.77%	94.23%
	Overall	5.00%	95.00%
Reliance	Urban	12.46%	87.54%
Tata	Urban	17.62%	82.38%

1b. Satisfaction with the time taken to provide working phone connection

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	91.67%	0.00%	8.33%	0.00%	91.67%	8.33%
BSNL	Rural	25.00%	66.67%	8.33%	0.00%	91.67%	8.33%
	Urban	40.43%	55.32%	4.26%	0.00%	95.74%	4.26%
	Overall	37.29%	57.63%	5.08%	0.00%	94.92%	5.08%
Reliance	Urban	19.55%	77.44%	3.01%	0.00%	96.99%	3.01%
Tata	Urban	19.15%	80.85%	0.00%	0.00%	100.00%	0.00%

2. Being informed in writing, at the time of subscription of service or within a week of activation of service the complete details of the tariff plan

Wireline Operator	Area	Yes	No
Airtel	Urban	91.67%	8.33%
BSNL	Rural	91.67%	8.33%
	Urban	93.62%	6.38%
	Overall	93.22%	6.78%
Reliance	Urban	93.98%	6.02%
Tata	Urban	90.96%	9.04%

3. The ease of understanding or with provision of all relevant information related to tariff plans & charges

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	16.67%	83.33%	0.00%	0.00%	100.00%	0.00%
BSNL	Rural	8.33%	91.67%	0.00%	0.00%	100.00%	0.00%
	Urban	17.02%	65.96%	17.02%	0.00%	82.98%	17.02%
	Overall	15.25%	71.19%	13.56%	0.00%	86.44%	13.56%
Reliance	Urban	12.78%	87.22%	0.00%	0.00%	100.00%	0.00%
Tata	Urban	5.85%	84.57%	9.57%	0.00%	90.43%	9.57%

B. Billing Related-Postpaid Customer

4. Satisfaction with the time taken to deliver the bills

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	21.27%	78.54%	0.19%	0.00%	99.81%	0.19%
BSNL	Rural	8.79%	90.11%	1.10%	0.00%	98.90%	1.10%
	Urban	21.03%	77.74%	1.23%	0.00%	98.77%	1.23%
	Overall	17.25%	81.56%	1.19%	0.00%	98.81%	1.19%
Reliance	Urban	29.67%	70.33%	0.00%	0.00%	100.00%	0.00%
Tata	Urban	47.18%	50.73%	1.88%	0.21%	97.91%	2.09%

5(a). Satisfaction with the quality, Accuracy & completeness of the bills

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	33.93%	66.07%	0.00%	0.00%	100.00%	0.00%
BSNL	Rural	29.95%	69.78%	0.27%	0.00%	99.73%	0.27%
	Urban	29.52%	68.88%	1.60%	0.00%	98.40%	1.60%
	Overall	29.65%	69.16%	1.19%	0.00%	98.81%	1.19%
Reliance	Urban	13.62%	86.38%	0.00%	0.00%	100.00%	0.00%
Tata	Urban	38.83%	59.08%	1.88%	0.21%	97.91%	2.09%

5(b). The reason(s) for dissatisfaction

Wireline Operator	Area	Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Details like item-wise charges are not provided	Calculations are not clear	Others
Airtel	Urban	NA	NA	NA	NA	NA	NA	NA
BSNL	Rural	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%
	Urban	69.23%	0.00%	7.69%	15.38%	0.00%	7.69%	0.00%
	Overall	64.29%	0.00%	7.14%	14.29%	0.00%	14.29%	0.00%
Reliance	Urban	NA	NA	NA	NA	NA	NA	NA
Tata	Urban	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%

6. Making of any billing related complaints in the last 6 months

Wireline Operator	Area	Yes	No
Airtel	Urban	35.61%	64.39%
BSNL	Rural	21.43%	78.57%
	Urban	16.73%	83.27%
	Overall	18.18%	81.82%
Reliance	Urban	23.00%	77.00%
Tata	Urban	22.34%	77.66%

7. Satisfaction with the process of resolution of billing complaints

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	0.52%	99.48%	0.00%	0.00%	100.00%	0.00%
BSNL	Rural	9.20%	88.51%	2.30%	0.00%	97.70%	2.30%
	Urban	9.87%	86.18%	3.95%	0.00%	96.05%	3.95%
	Overall	9.62%	87.03%	3.35%	0.00%	96.65%	3.35%
Reliance	Urban	20.51%	78.75%	0.73%	0.00%	99.27%	0.73%
Tata	Urban	4.59%	87.16%	4.59%	3.67%	91.74%	8.26%

8. Satisfaction with the clarity of the bills sent by the service provider in terms of transparency and understandability

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	2.32%	97.68%	0.00%	0.00%	100.00%	0.00%
BSNL	Rural	3.45%	95.98%	0.57%	0.00%	99.43%	0.57%
	Urban	4.44%	94.65%	0.78%	0.13%	99.09%	0.91%
	Overall	4.13%	95.06%	0.72%	0.09%	99.19%	0.81%
Reliance	Urban	9.37%	90.63%	0.00%	0.00%	100.00%	0.00%
Tata	Urban	38.36%	61.01%	0.63%	0.00%	99.37%	0.63%

9. Reason(s) for dissatisfaction

Wireline Operator	Area	Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Others
Airtel	Urban					
BSNL	Rural	0.00%	25.00%	50.00%	25.00%	0.00%
	Urban	0.00%	71.43%	0.00%	14.29%	14.29%
	Overall	0.00%	54.55%	18.18%	18.18%	9.09%
Reliance	Urban					
Tata	Urban	0.00%	66.67%	0.00%	33.33%	0.00%

10(a) Satisfaction with the charges deducted for every call i.e. amount deducted on every usage

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	NA	NA	NA	NA	NA	NA
BSNL	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Reliance	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
Tata	Urban	0.00%	93.54%	6.12%	0.34%	93.54%	6.46%

10(b) Reason(s) for dissatisfaction

Wireline Operator	Area	Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Others
Airtel	Urban					
BSNL	Rural	NA	NA	NA	NA	NA
	Urban					
	Overall	NA	NA	NA	NA	NA
Reliance	Urban					
Tata	Urban	13.16%	23.68%	63.16%	0.00%	0.00%

10(c) Made any complaint related to charging/credit/waiver/validity/adjustment in last 6 months

Wireline Operator	Area	Yes	No
Airtel	Urban		
BSNL	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Reliance	Urban	0.00%	100.00%
Tata	Urban	92.62%	7.38%

10(d) Satisfaction with the resolution of the complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	NA	NA	NA	NA	NA	NA
BSNL	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Reliance	Urban	NA	NA	NA	NA	NA	NA
Tata	Urban	11.50%	84.51%	3.98%	0.00%	96.02%	3.98%

10(e) Satisfaction with the ease of recharging process and the transparency of recharge offer

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban						
BSNL	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Reliance	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
Tata	Urban	1.02%	90.82%	7.99%	0.17%	91.84%	8.16%

10(f) The reason(s) for dissatisfaction

Wireline Operator	Area	Lack of Complete Information about the offer	Charges/services not as per the offer	Delay in activation of recharge	Non-availability of all denominations recharge coupons	Others
Airtel	Urban	NA	NA	NA	NA	NA
BSNL	Rural	100.00%	0.00%	0.00%	0.00%	0.00%
	Urban	NA	NA	NA	NA	NA
	Overall	100.00%	0.00%	0.00%	0.00%	0.00%
Reliance	Urban	NA	NA	NA	NA	NA
Tata	Urban	4.17%	35.42%	56.25%	4.17%	0.00%

D. Help Services/Customer Care Including Customer Grievance Redressal

11. In the last 6 months, contacted customer care/helpline/call centre of the service provider

Wireline Operator	Area	Yes	No
Airtel	Urban	29.99%	70.01%
BSNL	Rural	21.92%	78.08%
	Urban	46.75%	53.25%
	Overall	39.07%	60.93%
Reliance	Urban	16.87%	83.13%
Tata	Urban	20.99%	79.01%

12(a) Satisfaction with the ease of access of call centre/customer care or helpline

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	78.75%	20.31%	0.31%	0.63%	99.06%	0.94%
BSNL	Rural	17.50%	77.50%	5.00%	0.00%	95.00%	5.00%
	Urban	36.48%	58.27%	4.46%	0.79%	94.75%	5.25%
	Overall	33.19%	61.61%	4.56%	0.65%	94.79%	5.21%
Reliance	Urban	27.22%	72.22%	0.00%	0.56%	99.44%	0.56%
Tata	Urban	23.21%	70.98%	5.36%	0.45%	94.20%	5.80%

12(b). Satisfaction with the ease of getting an option for “talking to a customer care executive”

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	10.94%	88.44%	0.63%	0.00%	99.38%	0.63%
BSNL	Rural	12.50%	73.75%	13.75%	0.00%	86.25%	13.75%
	Urban	10.76%	82.41%	6.82%	0.00%	93.18%	6.82%
	Overall	11.06%	80.91%	8.03%	0.00%	91.97%	8.03%
Reliance	Urban	23.33%	76.67%	0.00%	0.00%	100.00%	0.00%
Tata	Urban	24.11%	70.09%	4.91%	0.89%	94.20%	5.80%

13. Satisfaction with the response time taken to answer call by a customer care executive

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	25.63%	73.44%	0.94%	0.00%	99.06%	0.94%
BSNL	Rural	17.50%	51.25%	31.25%	0.00%	68.75%	31.25%
	Urban	36.22%	50.66%	13.12%	0.00%	86.88%	13.12%
	Overall	32.97%	50.76%	16.27%	0.00%	83.73%	16.27%
Reliance	Urban	13.89%	86.11%	0.00%	0.00%	100.00%	0.00%
Tata	Urban	20.09%	72.77%	5.36%	1.79%	92.86%	7.14%

14. Satisfaction with the problem solving ability of the customer care executive(s)

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	74.69%	25.00%	0.31%	0.00%	99.69%	0.31%
BSNL	Rural	21.25%	40.00%	37.50%	1.25%	61.25%	38.75%
	Urban	40.42%	43.57%	15.49%	0.52%	83.99%	16.01%
	Overall	37.09%	42.95%	19.31%	0.65%	80.04%	19.96%
Reliance	Urban	13.33%	86.11%	0.56%	0.00%	99.44%	0.56%
Tata	Urban	20.98%	73.66%	3.57%	1.79%	94.64%	5.36%

15. Satisfaction with the time taken by call centre/customer care /helpline to resolve the complaint

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	60.94%	38.13%	0.94%	0.00%	99.06%	0.94%
BSNL	Rural	12.50%	67.50%	20.00%	0.00%	80.00%	20.00%
	Urban	30.71%	54.59%	14.44%	0.26%	85.30%	14.70%
	Overall	27.55%	56.83%	15.40%	0.22%	84.38%	15.62%
Reliance	Urban	23.33%	76.67%	0.00%	0.00%	100.00%	0.00%
Tata	Urban	24.11%	58.48%	16.52%	0.89%	82.59%	17.41%

16. Satisfaction with the availability of working telephone (dial tone)

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	54.55%	45.45%	0.00%	0.00%	100.00%	0.00%
BSNL	Rural	8.49%	89.86%	1.64%	0.00%	98.36%	1.64%
	Urban	18.16%	80.98%	0.74%	0.12%	99.14%	0.86%
	Overall	15.17%	83.73%	1.02%	0.08%	98.90%	1.10%
Reliance	Urban	32.24%	67.57%	0.19%	0.00%	99.81%	0.19%
Tata	Urban	27.37%	67.10%	4.40%	1.12%	94.47%	5.53%

17. Satisfaction with the ability to make or receive calls easily

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	14.60%	84.75%	0.65%	0.00%	99.35%	0.65%
BSNL	Rural	47.66%	51.46%	0.29%	0.58%	99.12%	0.88%
	Urban	48.68%	51.08%	0.24%	0.00%	99.76%	0.24%
	Overall	48.38%	51.19%	0.26%	0.17%	99.57%	0.43%
Reliance	Urban	41.06%	58.65%	0.29%	0.00%	99.71%	0.29%
Tata	Urban	24.72%	75.00%	0.28%	0.00%	99.72%	0.28%

18. Satisfaction with the voice quality

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	67.67%	31.96%	0.19%	0.19%	99.63%	0.37%
BSNL	Rural	3.84%	88.77%	7.40%	0.00%	92.60%	7.40%
	Urban	20.12%	73.62%	6.13%	0.12%	93.74%	6.26%
	Overall	15.08%	78.31%	6.53%	0.08%	93.39%	6.61%
Reliance	Urban	20.62%	79.38%	0.00%	0.00%	100.00%	0.00%
Tata	Urban	23.52%	68.88%	6.00%	1.59%	92.41%	7.59%

19. No. of times telephone connection required repair in the last 6 months

Wireline Operator	Area	Nil	One time	2-3 times	More than 3 times
Airtel	Urban	65.32%	3.84%	30.74%	0.09%
BSNL	Rural	39.45%	43.56%	15.62%	1.37%
	Urban	21.96%	36.93%	39.51%	1.60%
	Overall	27.37%	38.98%	32.12%	1.53%
Reliance	Urban	77.41%	11.62%	10.97%	0.00%
Tata	Urban	51.55%	42.46%	5.44%	0.56%

20. Time taken for repairing the fault after lodging a complaint

Wireline Operator	Area	1 day	2-3 days	4-7days	More than 7 days
Airtel	Urban	5.41%	94.05%	0.54%	0.00%
BSNL	Rural	57.47%	31.22%	9.50%	1.81%
	Urban	24.53%	59.91%	13.84%	1.73%
	Overall	33.02%	52.51%	12.72%	1.75%
Reliance	Urban	48.96%	51.04%	0.00%	0.00%
Tata	Urban	23.98%	46.81%	28.05%	1.16%

21. Satisfaction with the fault repair service

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	36.76%	62.70%	0.00%	0.54%	99.46%	0.54%
BSNL	Rural	7.69%	87.33%	4.52%	0.45%	95.02%	4.98%
	Urban	14.15%	81.45%	4.25%	0.16%	95.60%	4.40%
	Overall	12.49%	82.96%	4.32%	0.23%	95.45%	4.55%
Reliance	Urban	50.21%	48.13%	1.66%	0.00%	98.34%	1.66%
Tata	Urban	2.51%	90.14%	6.00%	1.35%	92.65%	7.35%

G. Supplementary Services and Value Added Services

22. Using services like call waiting, call forwarding, voice mail or any other supplementary services / value added services

Wireline Operator	Area	Yes	No
Airtel	Urban	32.71%	67.29%
BSNL	Rural	42.74%	57.26%
	Urban	44.79%	55.21%
	Overall	44.15%	55.85%
Reliance	Urban	43.77%	56.23%
Tata	Urban	42.36%	57.64%

23. Satisfaction with the quality of the supplementary services / value added service provided

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	48.42%	51.58%	0.00%	0.00%	100.00%	0.00%
BSNL	Rural	15.38%	84.62%	0.00%	0.00%	100.00%	0.00%
	Urban	24.11%	75.62%	0.27%	0.00%	99.73%	0.27%
	Overall	21.50%	78.31%	0.19%	0.00%	99.81%	0.19%
Reliance	Urban	45.40%	54.60%	0.00%	0.00%	100.00%	0.00%
Tata	Urban	22.57%	76.33%	1.11%	0.00%	98.89%	1.11%

24(a) Satisfaction with the process of activating value added services or the process of unsubscribing

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	2.87%	97.13%	0.00%	0.00%	100.00%	0.00%
BSNL	Rural	10.90%	89.10%	0.00%	0.00%	100.00%	0.00%
	Urban	30.96%	69.04%	0.00%	0.00%	100.00%	0.00%
	Overall	24.95%	75.05%	0.00%	0.00%	100.00%	0.00%
Reliance	Urban	33.83%	66.17%	0.00%	0.00%	100.00%	0.00%
Tata	Urban	42.04%	57.30%	0.66%	0.00%	99.34%	0.66%

24(b) The reasons for dissatisfaction

Wireline Operator	Area	Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	other reasons
Airtel	Urban	NA	NA	NA	NA
BSNL	Rural	NA	NA	NA	NA
	Urban	50.00%	0.00%	50.00%	0.00%
	Overall	50.00%	0.00%	50.00%	0.00%
Reliance	Urban	NA	NA	NA	NA
Tata	Urban	100.00%	0.00%	0.00%	0.00%

25. In last 6 months facing the problem of unauthorized activation of VAS by the service provider

Wireline Operator	Area	Yes	No
Airtel	Urban	1.43%	98.57%
BSNL	Rural	2.56%	97.44%
	Urban	0.27%	99.73%
	Overall	0.96%	99.04%
Reliance	Urban	0.43%	99.57%
Tata	Urban	12.61%	87.39%

25(a). Satisfaction with the resolution of your complaint for deactivation of VAS

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	0.00%	40.00%	60.00%	0.00%	40.00%	60.00%
BSNL	Rural	0.00%	75.00%	25.00%	0.00%	75.00%	25.00%
	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Overall	0.00%	80.00%	20.00%	0.00%	80.00%	20.00%
Reliance	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
Tata	Urban	0.00%	98.25%	1.75%	0.00%	98.25%	1.75%

26(a) Satisfaction with the overall quality of the telephone service

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	5.72%	93.91%	0.37%	0.00%	99.63%	0.37%
BSNL	Rural	9.86%	85.75%	4.11%	0.27%	95.62%	4.38%
	Urban	5.52%	89.08%	4.79%	0.61%	94.60%	5.40%
	Overall	6.86%	88.05%	4.58%	0.51%	94.92%	5.08%
Reliance	Urban	15.56%	77.51%	6.94%	0.00%	93.06%	6.94%
Tata	Urban	13.59%	75.26%	9.84%	1.31%	88.85%	11.15%

26(b) Reason(s) for dissatisfaction

Reason for Dissatisfaction	Airtel	BSNL		Reliance	Tata
	Urban	Rural	Urban	Urban	Urban
Bill Charges Very High and Network Problem	0.0%	0.0%	0.0%	0.0%	1.7%
Delayed Response of Customer Care	0.0%	6.3%	52.3%	16.2%	1.7%
Network Problem	100.0%	87.5%	34.1%	48.6%	84.0%
Network Problem, Customer Care Not Give Good Information	0.0%	0.0%	0.0%	0.0%	1.7%
Poor Voice Clarity	0.0%	0.0%	11.4%	35.1%	10.1%
Poor Voice Clarity And Network Problem	0.0%	6.3%	0.0%	0.0%	0.0%
Slow Internet Connectivity	0.0%	0.0%	2.3%	0.0%	0.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%

27. Other services being taken by this service provider

Wireline Operator	Area	Broadband	Mobile	Others	None
Airtel	Urban	2.53%	0.47%	0.19%	96.81%
BSNL	Rural	6.03%	21.10%	0.27%	72.60%
	Urban	8.83%	10.43%	0.37%	80.37%
	Overall	7.97%	13.73%	0.34%	77.97%
Reliance	Urban	48.36%	3.75%	2.81%	45.08%
Tata	Urban	6.56%	2.53%	0.00%	90.91%

28(a). Terminating a Telephone connection in the last 6 months

Wireline Operator	Area	Yes	No
Airtel	Urban	0.09%	99.91%
BSNL	Rural	3.29%	96.71%
	Urban	1.72%	98.28%
	Overall	2.20%	97.80%
Reliance	Urban	10.12%	89.88%
Tata	Urban	6.37%	93.63%

28(b). Name of previous service provider

Wireline Operator	Area	Airtel	BSNL	Reliance	Tata
Airtel	Urban	100.00%	0.00%	0.00%	0.00%
BSNL	Rural	8.33%	91.67%	0.00%	0.00%
	Urban	0.00%	100.00%	0.00%	0.00%
	Overall	3.85%	96.15%	0.00%	0.00%
Reliance	Urban	2.78%	97.22%	0.00%	0.00%
Tata	Urban	45.59%	54.41%	0.00%	0.00%

29. Number of days taken for termination of the connection

Wireline Operator	Area	1 Day	2-3 days	4-7days	More than 7 days
Airtel	Urban	0.00%	0.00%	0.00%	100.00%
BSNL	Rural	25.00%	25.00%	50.00%	0.00%
	Urban	35.71%	0.00%	35.71%	28.57%
	Overall	30.77%	11.54%	42.31%	15.38%
Reliance	Urban	0.93%	3.70%	1.85%	93.52%
Tata	Urban	7.35%	25.00%	45.59%	22.06%

30. Awareness that in case your fault was not repaired within 3 days, the customer is entitled for rent rebate

Wireline Operator	Area	Yes	No
Airtel	Urban	22.77%	77.23%
BSNL	Rural	3.84%	96.16%
	Urban	16.56%	83.44%
	Overall	12.63%	87.37%
Reliance	Urban	25.68%	74.32%
Tata	Urban	19.31%	80.69%

31. Awareness about the facility for registering the telephone number with the service provider for not receiving unwanted tele-marketing calls/SMS

Wireline Operator	Area	Yes	No
Airtel	Urban	60.45%	39.55%
BSNL	Rural	29.04%	70.96%
	Urban	49.82%	50.18%
	Overall	43.39%	56.61%
Reliance	Urban	12.56%	87.44%
Tata	Urban	48.64%	51.36%

32(a). Registering of Wireline number with the service provider for not receiving any unwanted tele marketing calls/SMS

Wireline Operator	Area	Yes	No
Airtel	Urban	6.20%	93.80%
BSNL	Rural	10.38%	89.62%
	Urban	20.69%	79.31%
	Overall	18.55%	81.45%
Reliance	Urban	35.82%	64.18%
Tata	Urban	19.85%	80.15%

32(b). Level of reduction in number of unwanted tele-marketing call/SMS received even after registering

Wireline Operator	Area	Stopped Receiving	Considerable decrease	Slight Decrease	No Change
Airtel	Urban	0.00%	100.00%	0.00%	0.00%
BSNL	Rural	54.55%	0.00%	36.36%	9.09%
	Urban	85.71%	4.76%	5.95%	3.57%
	Overall	82.11%	4.21%	9.47%	4.21%
Reliance	Urban	8.33%	0.00%	79.17%	12.50%
Tata	Urban	1.94%	6.80%	18.45%	72.82%

32(c). Complaining to the service provider on getting such unwanted tele-marketing calls/SMS even after registering the Wireline number

Wireline Operator	Area	Yes	No
Airtel	Urban	0.00%	100.00%
BSNL	Rural	0.00%	100.00%
	Urban	2.47%	97.53%
	Overall	2.20%	97.80%
Reliance	Urban	90.48%	9.52%
Tata	Urban	100.00%	0.00%

32(d). Effect of complaint

Wireline Operator	Area	Complaint was registered by the service provider and informed about the action taken	Complaint was registered by the service provider and did not inform about the action taken	Service Provider refused to register the complaint	Difficult to lodge the complaint
Airtel	Urban	NA	NA	NA	NA
BSNL	Rural	NA	NA	NA	NA
	Urban	100.00%	0.00%	0.00%	0.00%
	Overall	100.00%	0.00%	0.00%	0.00%
Reliance	Urban	36.36%	63.64%	0.00%	0.00%
Tata	Urban	7.89%	89.47%	2.63%	0.00%

33. Rating of Service Provider On a scale of 1 – 10 where 10 is very good and 1 is very poor

Wireline Operator	Area	
Airtel	Urban	6.39
BSNL	Rural	6.43
	Urban	6.32
	Overall	6.35
Reliance	Urban	6.27
Tata	Urban	6.12

34(a). Awareness of the call centre telephone number of the telecom service provider for making complaints

Wireline Operator	Area	Yes	No
Airtel	Urban	72.26%	27.74%
BSNL	Rural	64.38%	35.62%
	Urban	65.28%	34.72%
	Overall	65.00%	35.00%
Reliance	Urban	80.22%	19.78%
Tata	Urban	84.07%	15.93%

34(b). Making complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number

Wireline Operator	Area	Yes	No
Airtel	Urban	29.80%	70.20%
BSNL	Rural	17.26%	82.74%
	Urban	32.15%	67.85%
	Overall	27.54%	72.46%
Reliance	Urban	16.12%	83.88%
Tata	Urban	20.62%	79.38%

35. With respect to complaint made to the call centre, the most applicable cases

Wireline Operator	Area	Docket number received for most of the complaints	No Docket number received for most of the complaints	It was received on request	No docket number received even on request
Airtel	Urban	2.20%	96.54%	1.26%	0.00%
BSNL	Rural	0.00%	26.98%	71.43%	1.59%
	Urban	0.38%	56.87%	41.60%	1.15%
	Overall	0.31%	51.08%	47.38%	1.23%
Reliance	Urban	36.63%	53.49%	7.56%	2.33%
Tata	Urban	9.09%	65.91%	24.55%	0.45%

36. Informing by the Call Centre about the action taken on the complaint

Wireline Operator	Area	Yes	No
Airtel	Urban	2.83%	97.17%
BSNL	Rural	69.84%	30.16%
	Urban	37.79%	62.21%
	Overall	44.00%	56.00%
Reliance	Urban	50.00%	50.00%
Tata	Urban	29.55%	70.45%

37. Resolving of complaint satisfactorily by call centre/ customer care within four weeks after lodging of the complaint

Wireline Operator	Area	Yes	No	Not Applicable
Airtel	Urban	97.48%	1.26%	1.26%
BSNL	Rural	92.06%	7.94%	0.00%
	Urban	94.27%	5.73%	0.00%
	Overall	93.85%	6.15%	0.00%
Reliance	Urban	58.72%	40.70%	0.58%
Tata	Urban	69.09%	15.45%	15.45%

38. Awareness of the contact detail of the Nodal Officer

Wireline Operator	Area	Yes	No
Airtel	Urban	0.28%	99.72%
BSNL	Rural	1.37%	98.63%
	Urban	4.79%	95.21%
	Overall	3.73%	96.27%
Reliance	Urban	1.22%	98.78%
Tata	Urban	3.37%	96.63%

39(a) Making a complaint to the Nodal Officer regarding the complaints not resolved or unsatisfactorily resolved by the call center/customer care

Wireline Operator	Area	Yes	No
Airtel	Urban	0.00%	100.00%
BSNL	Rural	0.00%	100.00%
	Urban	2.56%	97.44%
	Overall	2.27%	97.73%
Reliance	Urban	69.23%	30.77%
Tata	Urban	44.44%	55.56%

39(b) Connecting to the Nodal Officer without any difficulty?

Wireline Operator	Area	Yes	No
Airtel	Urban	NA	NA
BSNL	Rural	NA	NA
	Urban	100.00%	0.00%
	Overall	100.00%	0.00%
Reliance	Urban	0.00%	100.00%
Tata	Urban	12.50%	87.50%

40. Intimating the decision taken on the complaint

Wireline Operator	Area	Yes	No
Airtel	Urban	NA	NA
BSNL	Rural	NA	NA
	Urban	100.00%	0.00%
	Overall	100.00%	0.00%
Reliance	Urban	100.00%	0.00%
Tata	Urban	100.00%	0.00%

41. Satisfaction with the redressal of the complaint by the Nodal Officer

Wireline Operator	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	NA	NA	NA	NA	NA	NA
BSNL	Rural	NA	NA	NA	NA	NA	NA
	Urban	0.00%	0.00%	100.00%	0.00%	0.00%	100.00%
	Overall	0.00%	0.00%	100.00%	0.00%	0.00%	100.00%
Reliance	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
Tata	Urban	0.00%	87.50%	12.50%	0.00%	87.50%	12.50%

42. The reason(s) for dissatisfaction

Wireline Operator	(Rural/Urban)	Difficult to connect to the Nodal Officer	Nodal Officer not polite / courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaint is too long	Nodal Officer was unable to understand the problem	Others
Airtel	Urban	NA	NA	NA	NA	NA	NA
BSNL	Rural	NA	NA	NA	NA	NA	NA
	Urban	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
	Overall	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
Reliance	Urban	NA	NA	NA	NA	NA	NA
Tata	Urban	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%

43. Awareness of the contact details of the appellate authority for filing of appeals

Wireline Operator	(Rural/Urban)	Yes	No
Airtel	Urban	0.28%	99.72%
BSNL	Rural	1.64%	98.36%
	Urban	5.03%	94.97%
	Overall	3.98%	96.02%
Reliance	Urban	1.31%	98.69%
Tata	Urban	3.56%	96.44%

44. Filing of any appeal in last 6 months

Wireline Operator	(Rural/Urban)	Yes	No
Airtel	Urban	0.00%	100.00%
BSNL	Rural	33.33%	66.67%
	Urban	4.88%	95.12%
	Overall	8.51%	91.49%
Reliance	Urban	0.00%	100.00%
Tata	Urban	7.89%	92.11%

45. Receipt of acknowledgement

Wireline Operator	(Rural/Urban)	Yes	No
Airtel	Urban	NA	NA
BSNL	Rural	100.00%	0.00%
	Urban	50.00%	50.00%
	Overall	75.00%	25.00%
Reliance	Urban	NA	NA
Tata	Urban	66.67%	33.33%

46. Taking a decision upon the appeal by the Appellate Authority within 3 months of filing the appeal

Wireline Operator	(Rural/Urban)	Yes	No	Appeal filed only recently
Airtel	Urban	NA	NA	NA
BSNL	Rural	0.00%	100.00%	0.00%
	Urban	0.00%	100.00%	0.00%
	Overall	0.00%	100.00%	0.00%
Reliance	Urban	NA	NA	NA
Tata	Urban	33.33%	66.67%	0.00%

47. Awareness that a prepaid customer can get item-wise usage charge details, on request

Wireline Operator	(Rural/Urban)	Yes	No
Airtel	Urban	NA	NA
BSNL	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Reliance	Urban	0.00%	100.00%
Tata	Urban	54.59%	45.41%

48. Denial of the request for item-wise usage charge details for the prepaid connection

Wireline Operator	(Rural/Urban)	Yes	No
Airtel	Urban	NA	NA
BSNL	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Reliance	Urban	NA	NA
Tata	Urban	20.78%	79.22%

49. The reason(s) for denial of the request

Wireline Operator	(Rural/Urban)	No reason	Technical Problem	Others
Airtel	Urban	NA	NA	NA
BSNL	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Reliance	Urban	NA	NA	NA
Tata	Urban	24.64%	73.91%	1.45%

50. Manual of Practice provided by the operator while subscribing the new mobile telephone connection

Wireline Operator	(Rural/Urban)	Yes	No
Airtel	Urban	88.19%	11.81%
BSNL	Rural	63.56%	36.44%
	Urban	57.06%	42.94%
	Overall	59.07%	40.93%
Reliance	Urban	92.69%	7.31%
Tata	Urban	94.94%	5.06%

7.2 Cellular Mobile (Wireless)

A. Service Provision

1. Satisfaction with the process and time taken to activate the connection

Operator	Rural/Urban	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	94.80%	4.96%	0.24%	0.00%	99.76%	0.24%
	Urban	93.57%	5.89%	0.27%	0.27%	99.46%	0.54%
	Overall	94.02%	5.56%	0.26%	0.17%	99.57%	0.43%
Airtel	Rural	16.78%	81.48%	1.09%	0.65%	98.26%	1.74%
	Urban	11.82%	87.59%	0.35%	0.24%	99.41%	0.59%
	Overall	13.56%	85.44%	0.61%	0.38%	99.00%	1.00%
BSNL	Rural	21.35%	77.49%	0.58%	0.58%	98.83%	1.17%
	Urban	22.36%	76.44%	0.72%	0.48%	98.80%	1.20%
	Overall	22.06%	76.75%	0.68%	0.51%	98.81%	1.19%
Idea	Rural	46.05%	53.13%	0.27%	0.54%	99.18%	0.82%
	Urban	20.16%	77.88%	1.34%	0.62%	98.05%	1.95%
	Overall	27.26%	71.10%	1.05%	0.60%	98.36%	1.64%
Reliance	Rural	39.30%	59.53%	0.59%	0.59%	98.83%	1.17%
	Urban	27.72%	71.89%	0.00%	0.39%	99.61%	0.39%
	Overall	31.27%	68.10%	0.18%	0.45%	99.37%	0.63%
Systema Shyam	Urban	40.22%	59.24%	0.00%	0.54%	99.46%	0.54%
	Overall	40.22%	59.24%	0.00%	0.54%	99.46%	0.54%
Tata	Rural	19.17%	79.72%	0.83%	0.28%	98.89%	1.11%
	Urban	8.08%	91.92%	0.00%	0.00%	100.00%	0.00%
	Overall	11.62%	88.02%	0.27%	0.09%	99.65%	0.35%
Uninor	Rural	35.40%	64.60%	0.00%	0.00%	100.00%	0.00%
	Urban	46.11%	53.49%	0.13%	0.26%	99.60%	0.40%
	Overall	42.92%	56.80%	0.09%	0.19%	99.72%	0.28%
Vodafone	Rural	42.25%	57.14%	0.30%	0.30%	99.39%	0.61%
	Urban	16.41%	83.10%	0.08%	0.41%	99.51%	0.49%
	Overall	21.88%	77.61%	0.13%	0.39%	99.49%	0.51%

2. Informed in writing, at the time of subscription of service or within a week of activation of service, the complete details of tariff plan

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	100.00%	0.00%
	Urban	97.72%	2.28%
	Overall	98.55%	1.45%
Airtel	Rural	93.03%	6.97%
	Urban	96.22%	3.78%
	Overall	95.10%	4.90%
BSNL	Rural	68.13%	31.87%
	Urban	61.42%	38.58%
	Overall	63.37%	36.63%
Idea	Rural	88.28%	11.72%
	Urban	89.40%	10.60%
	Overall	89.10%	10.90%
Reliance	Rural	86.22%	13.78%

	Urban	96.50%	3.50%
	Overall	93.35%	6.65%
Systema Shyam	Urban	98.91%	1.09%
	Overall	98.91%	1.09%
Tata	Rural	88.33%	11.67%
	Urban	65.06%	34.94%
	Overall	72.49%	27.51%
Uninor	Rural	98.14%	1.86%
	Urban	100.00%	0.00%
	Overall	99.44%	0.56%
Vodafone	Rural	79.94%	20.06%
	Urban	88.16%	11.84%
	Overall	86.42%	13.58%

3. The ease of understanding or with provision of all relevant information related to tariff plans & charges

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	92.91%	6.62%	0.47%	0.00%	99.53%	0.47%
	Urban	95.05%	4.95%	0.00%	0.00%	100.00%	0.00%
	Overall	94.27%	5.56%	0.17%	0.00%	99.83%	0.17%
Airtel	Rural	17.65%	79.96%	1.74%	0.65%	97.60%	2.40%
	Urban	9.81%	89.24%	0.83%	0.12%	99.05%	0.95%
	Overall	12.57%	85.98%	1.15%	0.31%	98.54%	1.46%
BSNL	Rural	33.33%	66.67%	0.00%	0.00%	100.00%	0.00%
	Urban	35.82%	63.82%	0.12%	0.24%	99.64%	0.36%
	Overall	35.09%	64.65%	0.09%	0.17%	99.74%	0.26%
Idea	Rural	43.87%	54.50%	0.82%	0.82%	98.37%	1.63%
	Urban	21.40%	76.23%	1.65%	0.72%	97.63%	2.37%
	Overall	27.56%	70.28%	1.42%	0.75%	97.83%	2.17%
Reliance	Rural	16.42%	83.28%	0.29%	0.00%	99.71%	0.29%
	Urban	24.87%	74.74%	0.26%	0.13%	99.61%	0.39%
	Overall	22.28%	77.36%	0.27%	0.09%	99.64%	0.36%
Systema Shyam	Urban	33.15%	66.85%	0.00%	0.00%	100.00%	0.00%
	Overall	33.15%	66.85%	0.00%	0.00%	100.00%	0.00%
Tata	Rural	14.44%	85.00%	0.00%	0.56%	99.44%	0.56%
	Urban	7.43%	92.31%	0.13%	0.13%	99.74%	0.26%
	Overall	9.67%	89.97%	0.09%	0.27%	99.65%	0.35%
Uninor	Rural	31.99%	67.70%	0.31%	0.00%	99.69%	0.31%
	Urban	26.75%	73.12%	0.13%	0.00%	99.87%	0.13%
	Overall	28.31%	71.51%	0.19%	0.00%	99.81%	0.19%
Vodafone	Rural	18.54%	80.55%	0.30%	0.61%	99.09%	0.91%
	Urban	21.96%	77.96%	0.08%	0.00%	99.92%	0.08%
	Overall	21.24%	78.51%	0.13%	0.13%	99.74%	0.26%

B. Billing Related-Prepaid Customer

4(a).Satisfaction with the accuracy of charges for the services used such as call, SMS, GPRS etc.

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	90.05%	9.72%	0.24%	0.00%	99.76%	0.24%
	Urban	91.89%	7.97%	0.00%	0.14%	99.86%	0.14%
	Overall	91.20%	8.62%	0.09%	0.09%	99.82%	0.18%
Airtel	Rural	9.27%	87.42%	2.87%	0.44%	96.69%	3.31%
	Urban	2.90%	96.26%	0.84%	0.00%	99.16%	0.84%
	Overall	5.15%	93.14%	1.56%	0.16%	98.28%	1.72%
BSNL	Rural	15.93%	82.30%	1.77%	0.00%	98.23%	1.77%
	Urban	13.96%	84.24%	1.81%	0.00%	98.19%	1.81%
	Overall	14.53%	83.68%	1.79%	0.00%	98.21%	1.79%
Idea	Rural	17.56%	80.74%	1.13%	0.57%	98.30%	1.70%
	Urban	10.32%	86.83%	2.49%	0.36%	97.15%	2.85%
	Overall	13.11%	84.48%	1.97%	0.44%	97.60%	2.40%
Reliance	Rural	34.53%	63.66%	1.50%	0.30%	98.20%	1.80%
	Urban	16.67%	77.47%	5.86%	0.00%	94.14%	5.86%
	Overall	22.07%	73.30%	4.54%	0.09%	95.37%	4.63%
Systema Shyam	Urban	25.27%	65.93%	8.79%	0.00%	91.21%	8.79%
	Overall	25.27%	65.93%	8.79%	0.00%	91.21%	8.79%
Tata	Rural	10.26%	87.18%	2.24%	0.32%	97.44%	2.56%
	Urban	1.01%	98.41%	0.58%	0.00%	99.42%	0.58%
	Overall	3.88%	94.92%	1.10%	0.10%	98.80%	1.20%
Uninor	Rural	18.32%	81.68%	0.00%	0.00%	100.00%	0.00%
	Urban	28.06%	71.94%	0.00%	0.00%	100.00%	0.00%
	Overall	25.16%	74.84%	0.00%	0.00%	100.00%	0.00%
Vodafone	Rural	32.69%	65.70%	0.97%	0.65%	98.38%	1.62%
	Urban	10.41%	88.32%	1.27%	0.00%	98.73%	1.27%
	Overall	15.02%	83.64%	1.21%	0.13%	98.66%	1.34%

4(b) Reason(s) for dissatisfaction

Mobile	(Rural/Urban)	Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Others
Aircel	Rural	0.00%	0.00%	0.00%	0.00%	100.00%
	Urban	0.00%	100.00%	0.00%	0.00%	0.00%
	Overall	0.00%	50.00%	0.00%	0.00%	50.00%
Airtel	Rural	40.00%	33.33%	20.00%	6.67%	0.00%
	Urban	85.71%	0.00%	0.00%	14.29%	0.00%
	Overall	54.55%	22.73%	13.64%	9.09%	0.00%
BSNL	Rural	0.00%	33.33%	33.33%	33.33%	0.00%
	Urban	0.00%	46.67%	13.33%	40.00%	0.00%
	Overall	0.00%	42.86%	19.05%	38.10%	0.00%
Idea	Rural	0.00%	16.67%	33.33%	50.00%	0.00%
	Urban	12.50%	43.75%	43.75%	0.00%	0.00%

Final Report: Assessment of Implementation and Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Andhra Pradesh

	Overall	9.09%	36.36%	40.91%	13.64%	0.00%
Reliance	Rural	0.00%	16.67%	50.00%	33.33%	0.00%
	Urban	0.00%	2.22%	97.78%	0.00%	0.00%
	Overall	0.00%	3.92%	92.16%	3.92%	0.00%
Systema Shyam	Urban	0.00%	37.50%	62.50%	0.00%	0.00%
	Overall	0.00%	37.50%	62.50%	0.00%	0.00%
Tata	Rural	0.00%	12.50%	25.00%	62.50%	0.00%
	Urban	50.00%	50.00%	0.00%	0.00%	0.00%
	Overall	16.67%	25.00%	16.67%	41.67%	0.00%
Vodafone	Rural	0.00%	20.00%	0.00%	60.00%	20.00%
	Urban	0.00%	6.67%	93.33%	0.00%	0.00%
	Overall	0.00%	10.00%	70.00%	15.00%	5.00%

5(a) Made any complaint related to charging/credit/waiver/validity/adjustment in last 6 months

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	2.13%	97.87%
	Urban	26.32%	73.68%
	Overall	17.24%	82.76%
Airtel	Rural	37.53%	62.47%
	Urban	8.93%	91.07%
	Overall	19.03%	80.97%
BSNL	Rural	20.94%	79.06%
	Urban	15.88%	84.12%
	Overall	17.35%	82.65%
Idea	Rural	30.31%	69.69%
	Urban	21.53%	78.47%
	Overall	24.92%	75.08%
Reliance	Rural	50.15%	49.85%
	Urban	26.95%	73.05%
	Overall	33.97%	66.03%
Systema Shyam	Urban	8.79%	91.21%
	Overall	8.79%	91.21%
Tata	Rural	41.99%	58.01%
	Urban	13.15%	86.85%
	Overall	22.11%	77.89%
Uninor	Rural	9.32%	90.68%
	Urban	7.51%	92.49%
	Overall	8.05%	91.95%
Vodafone	Rural	30.42%	69.58%
	Urban	30.88%	69.12%
	Overall	30.78%	69.22%

5(b) Satisfaction with the resolution of the complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	88.89%	11.11%	0.00%	0.00%	100.00%	0.00%
	Urban	91.89%	6.49%	1.62%	0.00%	98.38%	1.62%
	Overall	91.75%	6.70%	1.55%	0.00%	98.45%	1.55%
Airtel	Rural	8.24%	89.41%	1.18%	1.18%	97.65%	2.35%
	Urban	5.41%	90.54%	4.05%	0.00%	95.95%	4.05%
	Overall	7.38%	89.75%	2.05%	0.82%	97.13%	2.87%
BSNL	Rural	18.31%	81.69%	0.00%	0.00%	100.00%	0.00%
	Urban	15.15%	84.09%	0.00%	0.76%	99.24%	0.76%
	Overall	16.26%	83.25%	0.00%	0.49%	99.51%	0.49%
Idea	Rural	71.03%	22.43%	5.61%	0.93%	93.46%	6.54%
	Urban	10.74%	75.21%	9.92%	4.13%	85.95%	14.05%
	Overall	39.04%	50.44%	7.89%	2.63%	89.47%	10.53%
Reliance	Rural	19.76%	79.64%	0.60%	0.00%	99.40%	0.60%
	Urban	6.28%	93.24%	0.00%	0.48%	99.52%	0.48%
	Overall	12.30%	87.17%	0.27%	0.27%	99.47%	0.53%
Systema Shyam	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Overall	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
Tata	Rural	7.63%	90.84%	0.76%	0.76%	98.47%	1.53%
	Urban	2.20%	93.41%	4.40%	0.00%	95.60%	4.40%
	Overall	5.41%	91.89%	2.25%	0.45%	97.30%	2.70%
Uninor	Rural	10.00%	90.00%	0.00%	0.00%	100.00%	0.00%
	Urban	1.75%	98.25%	0.00%	0.00%	100.00%	0.00%
	Overall	4.60%	95.40%	0.00%	0.00%	100.00%	0.00%
Vodafone	Rural	14.89%	81.91%	1.06%	2.13%	96.81%	3.19%
	Urban	0.27%	99.73%	0.00%	0.00%	100.00%	0.00%
	Overall	3.27%	96.08%	0.22%	0.44%	99.35%	0.65%
Grand Total		19.49%	78.24%	1.63%	0.64%	97.73%	2.27%

5(c) Satisfaction with the ease of recharging process and the transparency of recharge offer

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	90.76%	8.06%	1.18%	0.00%	98.82%	1.18%
	Urban	90.18%	5.97%	3.84%	0.00%	96.16%	3.84%
	Overall	90.40%	6.76%	2.84%	0.00%	97.16%	2.84%
Airtel	Rural	6.84%	82.12%	10.60%	0.44%	88.96%	11.04%
	Urban	3.14%	95.42%	1.45%	0.00%	98.55%	1.45%
	Overall	4.45%	90.72%	4.68%	0.16%	95.16%	4.84%
BSNL	Rural	10.03%	64.60%	25.37%	0.00%	74.63%	25.37%
	Urban	3.13%	75.45%	21.42%	0.00%	78.58%	21.42%
	Overall	5.13%	72.31%	22.56%	0.00%	77.44%	22.56%
Idea	Rural	3.97%	62.61%	33.14%	0.28%	66.57%	33.43%
	Urban	8.90%	76.16%	14.59%	0.36%	85.05%	14.95%
	Overall	6.99%	70.93%	21.75%	0.33%	77.92%	22.08%

Final Report: Assessment of Implementation and Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Andhra Pradesh

Reliance	Rural	21.92%	57.36%	20.42%	0.30%	79.28%	20.72%
	Urban	22.27%	76.69%	1.04%	0.00%	98.96%	1.04%
	Overall	22.16%	70.84%	6.90%	0.09%	93.01%	6.99%
Systema Shyam	Urban	22.53%	76.92%	0.55%	0.00%	99.45%	0.55%
	Overall	22.53%	76.92%	0.55%	0.00%	99.45%	0.55%
Tata	Rural	10.26%	67.63%	22.12%	0.00%	77.88%	22.12%
	Urban	0.72%	96.97%	2.31%	0.00%	97.69%	2.31%
	Overall	3.69%	87.85%	8.47%	0.00%	91.53%	8.47%
Uninor	Rural	10.25%	89.13%	0.62%	0.00%	99.38%	0.62%
	Urban	27.67%	70.09%	2.24%	0.00%	97.76%	2.24%
	Overall	22.48%	75.76%	1.76%	0.00%	98.24%	1.76%
Vodafone	Rural	28.16%	43.69%	27.83%	0.32%	71.84%	28.16%
	Urban	13.37%	85.87%	0.76%	0.00%	99.24%	0.76%
	Overall	16.43%	77.13%	6.37%	0.07%	93.56%	6.44%
Grand Total		21.47%	69.56%	8.89%	0.07%	91.04%	8.96%

5(d) The reason(s) for dissatisfaction

Mobile	(Rural/Urban)	Lack of Complete Information about the offer	Charges/services not as per the offer	Delay in activation of recharge	Non-availability of all denominations recharge coupons	Others
Aircel	Rural	40.00%	0.00%	60.00%	0.00%	0.00%
	Urban	7.41%	62.96%	18.52%	7.41%	3.70%
	Overall	12.50%	53.13%	25.00%	6.25%	3.13%
Airtel	Rural	14.00%	44.00%	34.00%	8.00%	0.00%
	Urban	16.67%	58.33%	16.67%	8.33%	0.00%
	Overall	14.52%	46.77%	30.65%	8.06%	0.00%
BSNL	Rural	4.65%	74.42%	18.60%	2.33%	0.00%
	Urban	2.25%	72.47%	20.79%	4.49%	0.00%
	Overall	3.03%	73.11%	20.08%	3.79%	0.00%
Idea	Rural	26.27%	43.22%	19.49%	10.17%	0.85%
	Urban	15.48%	38.10%	35.71%	10.71%	0.00%
	Overall	21.78%	41.09%	26.24%	10.40%	0.50%
Reliance	Rural	7.25%	75.36%	14.49%	2.90%	0.00%
	Urban	12.50%	75.00%	12.50%	0.00%	0.00%
	Overall	7.79%	75.32%	14.29%	2.60%	0.00%
Systema Shyam	Urban	0.00%	100.00%	0.00%	0.00%	0.00%
	Overall	0.00%	100.00%	0.00%	0.00%	0.00%
Tata	Rural	18.84%	72.46%	7.25%	1.45%	0.00%
	Urban	0.00%	56.25%	31.25%	12.50%	0.00%
	Overall	15.29%	69.41%	11.76%	3.53%	0.00%
Uninor	Rural	0.00%	100.00%	0.00%	0.00%	0.00%
	Urban	11.76%	0.00%	70.59%	17.65%	0.00%
	Overall	10.53%	10.53%	63.16%	15.79%	0.00%
Vodafone	Rural	5.75%	72.41%	19.54%	2.30%	0.00%
	Urban	0.00%	88.89%	11.11%	0.00%	0.00%
	Overall	5.21%	73.96%	18.75%	2.08%	0.00%

5(e) Getting information regarding call duration, amount deducted for call and balance in the account after every call

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	95.26%	4.74%
	Urban	94.88%	5.12%
	Overall	95.02%	4.98%
Airtel	Rural	79.25%	20.75%
	Urban	95.17%	4.83%
	Overall	89.55%	10.45%
BSNL	Rural	71.68%	28.32%
	Urban	70.04%	29.96%
	Overall	70.51%	29.49%
Idea	Rural	86.40%	13.60%
	Urban	91.28%	8.72%
	Overall	89.40%	10.60%
Reliance	Rural	73.57%	26.43%
	Urban	93.75%	6.25%
	Overall	87.65%	12.35%
Systema Shyam	Urban	99.45%	0.55%
	Overall	99.45%	0.55%
Tata	Rural	81.73%	18.27%
	Urban	63.58%	36.42%
	Overall	69.22%	30.78%
Uninor	Rural	93.48%	6.52%
	Urban	93.94%	6.06%
	Overall	93.80%	6.20%
Vodafone	Rural	79.61%	20.39%
	Urban	87.73%	12.27%
	Overall	86.05%	13.95%

C. Billing Related-Postpaid Customers

6. Satisfaction with the time taken to deliver the bills

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%
	Urban	97.73%	0.00%	2.27%	0.00%	97.73%	2.27%
	Overall	97.78%	0.00%	2.22%	0.00%	97.78%	2.22%
Airtel	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	5.88%	94.12%	0.00%	0.00%	100.00%	0.00%
	Overall	4.35%	95.65%	0.00%	0.00%	100.00%	0.00%
BSNL	Rural	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%
	Urban	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%
	Overall	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%
Idea	Rural	28.57%	57.14%	14.29%	0.00%	85.71%	14.29%
	Urban	19.02%	71.46%	8.05%	1.46%	90.49%	9.51%
	Overall	19.34%	70.99%	8.25%	1.42%	90.33%	9.67%
Reliance	Rural	12.50%	87.50%	0.00%	0.00%	100.00%	0.00%
	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Overall	8.33%	91.67%	0.00%	0.00%	100.00%	0.00%

Final Report: Assessment of Implementation and Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Andhra Pradesh

Systema Shyam	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Overall	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
Tata	Rural	47.92%	52.08%	0.00%	0.00%	100.00%	0.00%
	Urban	1.33%	98.67%	0.00%	0.00%	100.00%	0.00%
	Overall	19.51%	80.49%	0.00%	0.00%	100.00%	0.00%
Vodafone	Rural	80.00%	20.00%	0.00%	0.00%	100.00%	0.00%
	Urban	13.95%	86.05%	0.00%	0.00%	100.00%	0.00%
	Overall	34.92%	65.08%	0.00%	0.00%	100.00%	0.00%
Grand Total		25.57%	68.39%	5.17%	0.86%	93.97%	6.03%

7(a). Satisfaction with the clarity of the bills issued by the service provider in terms of transparency and understandability

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%
	Urban	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%
	Overall	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%
Airtel	Rural	16.67%	83.33%	0.00%	0.00%	100.00%	0.00%
	Urban	41.18%	58.82%	0.00%	0.00%	100.00%	0.00%
	Overall	34.78%	65.22%	0.00%	0.00%	100.00%	0.00%
BSNL	Rural	66.67%	0.00%	33.33%	0.00%	66.67%	33.33%
	Urban	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%
	Overall	75.00%	0.00%	25.00%	0.00%	75.00%	25.00%
Idea	Rural	14.29%	71.43%	14.29%	0.00%	85.71%	14.29%
	Urban	21.46%	64.63%	13.17%	0.73%	86.10%	13.90%
	Overall	21.23%	64.86%	13.21%	0.71%	86.08%	13.92%
Reliance	Rural	75.00%	12.50%	12.50%	0.00%	87.50%	12.50%
	Urban	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%
	Overall	83.33%	8.33%	8.33%	0.00%	91.67%	8.33%
Systema Shyam	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Overall	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
Tata	Rural	72.92%	27.08%	0.00%	0.00%	100.00%	0.00%
	Urban	5.33%	89.33%	5.33%	0.00%	94.67%	5.33%
	Overall	31.71%	65.04%	3.25%	0.00%	96.75%	3.25%
Vodafone	Rural	20.00%	80.00%	0.00%	0.00%	100.00%	0.00%
	Urban	13.95%	86.05%	0.00%	0.00%	100.00%	0.00%
	Overall	15.87%	84.13%	0.00%	0.00%	100.00%	0.00%
Grand Total		29.45%	61.21%	8.91%	0.43%	90.66%	9.34%

7(b). The reason(s) for your dissatisfaction

Mobile	(Rural/Urban)	Difficult to read the bill	Difficult to understand the language	Calculations not clear	4Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Others
Aircel	Rural					
	Urban					
	Overall					
Airtel	Rural					
	Urban	0.00%	0.00%	0.00%	100.00%	0.00%
	Overall	0.00%	0.00%	0.00%	100.00%	0.00%
BSNL	Rural	0.00%	0.00%	100.00%	0.00%	0.00%
	Urban					
	Overall	0.00%	0.00%	100.00%	0.00%	0.00%
Idea	Rural	0.00%	0.00%	100.00%	0.00%	0.00%
	Urban	0.00%	3.51%	70.18%	12.28%	14.04%
	Overall	0.00%	3.39%	71.19%	11.86%	13.56%
Reliance	Rural	0.00%	0.00%	100.00%	0.00%	0.00%
	Urban					
	Overall	0.00%	0.00%	100.00%	0.00%	0.00%
Systema Shyam	Urban					
	Overall					
Tata	Rural					
	Urban	0.00%	0.00%	100.00%	0.00%	0.00%
	Overall	0.00%	0.00%	100.00%	0.00%	0.00%
Vodafone	Rural					
	Urban					
	Overall					

8(a). Satisfaction with the accuracy & completeness of the bills

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%
	Urban	97.73%	2.27%	0.00%	0.00%	100.00%	0.00%
	Overall	97.78%	2.22%	0.00%	0.00%	100.00%	0.00%
Airtel	Rural	16.67%	83.33%	0.00%	0.00%	100.00%	0.00%
	Urban	29.41%	64.71%	5.88%	0.00%	94.12%	5.88%
	Overall	26.09%	69.57%	4.35%	0.00%	95.65%	4.35%
BSNL	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Overall	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
Idea	Rural	0.00%	78.57%	21.43%	0.00%	78.57%	21.43%
	Urban	28.54%	59.27%	11.46%	0.73%	87.80%	12.20%
	Overall	27.59%	59.91%	11.79%	0.71%	87.50%	12.50%
Reliance	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Overall	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
Systema Shyam	Urban	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%
	Overall	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%

Tata	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Overall	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
Vodafone	Rural	65.00%	35.00%	0.00%	0.00%	100.00%	0.00%
	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Overall	20.63%	79.37%	0.00%	0.00%	100.00%	0.00%

8(b). The reason(s) for dissatisfaction

Mobile	(Rural/Urban)	Charges not as per tariff plan subscribed	Tariff Plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Calculations are not clear	Others
Aircel	Rural						
	Urban						
	Overall						
Airtel	Rural						
	Urban	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%
	Overall	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%
BSNL	Rural						
	Urban						
	Overall						
Idea	Rural	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
	Urban	12.00%	10.00%	54.00%	14.00%	0.00%	10.00%
	Overall	11.32%	9.43%	56.60%	13.21%	0.00%	9.43%
Reliance	Rural						
	Urban						
	Overall						
Systema Shyam	Urban						
	Overall						
Tata	Rural						
	Urban						
	Overall						
Vodafone	Rural						
	Urban						
	Overall						

9(a). Making of any billing related complaints in the last 6 months

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	0.00%	100.00%
	Urban	4.55%	95.45%
	Overall	4.44%	95.56%
Airtel	Rural	0.00%	100.00%
	Urban	35.29%	64.71%
	Overall	26.09%	73.91%
BSNL	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Idea	Rural	28.57%	71.43%
	Urban	29.76%	70.24%
	Overall	29.72%	70.28%

Reliance	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Systema Shyam	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Tata	Rural	0.00%	100.00%
	Urban	89.33%	10.67%
	Overall	54.47%	45.53%
Vodafone	Rural	30.00%	70.00%
	Urban	83.72%	16.28%
	Overall	66.67%	33.33%

9(b). Satisfaction with the process of resolution of billing complaints

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	NA	NA	NA	NA	NA	NA
	Urban	50.00%	50.00%	0.00%	0.00%	100.00%	0.00%
	Overall	50.00%	50.00%	0.00%	0.00%	100.00%	0.00%
Airtel	Rural	NA	NA	NA	NA	NA	NA
	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Overall	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
BSNL	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Idea	Rural	0.00%	25.00%	50.00%	25.00%	25.00%	75.00%
	Urban	4.92%	52.46%	27.87%	14.75%	57.38%	42.62%
	Overall	4.76%	51.59%	28.57%	15.08%	56.35%	43.65%
Reliance	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Systema Shyam	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Tata	Rural	NA	NA	NA	NA	NA	NA
	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Overall	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
Vodafone	Rural	50.00%	0.00%	0.00%	50.00%	50.00%	50.00%
	Urban	0.00%	97.22%	2.78%	0.00%	97.22%	2.78%
	Overall	7.14%	83.33%	2.38%	7.14%	90.48%	9.52%
Grand Total		4.12%	71.60%	15.23%	9.05%	75.72%	24.28%

D. Help Services/Customer Care Including Customer Grievance Redressal

10. In the last 6 months, contacted customer care/helpline/call centre of the service provider

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	99.29%	0.71%
	Urban	77.78%	22.22%
	Overall	85.56%	14.44%
Airtel	Rural	81.92%	18.08%
	Urban	96.45%	3.55%
	Overall	91.34%	8.66%
BSNL	Rural	96.49%	3.51%
	Urban	90.99%	9.01%
	Overall	92.59%	7.41%
Idea	Rural	92.92%	7.08%
	Urban	76.54%	23.46%
	Overall	81.03%	18.97%
Reliance	Rural	88.27%	11.73%
	Urban	91.58%	8.42%
	Overall	90.57%	9.43%
Systema Shyam	Urban	99.46%	0.54%
	Overall	99.46%	0.54%
Tata	Rural	86.39%	13.61%
	Urban	94.92%	5.08%
	Overall	92.19%	7.81%
Uninor	Rural	97.52%	2.48%
	Urban	94.73%	5.27%
	Overall	95.56%	4.44%
Vodafone	Rural	90.88%	9.12%
	Urban	98.04%	1.96%
	Overall	96.53%	3.47%

11. Satisfaction with the ease of access of call centre/customer care or helpline

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	92.14%	6.43%	0.95%	0.48%	98.57%	1.43%
	Urban	92.94%	6.37%	0.69%	0.00%	99.31%	0.69%
	Overall	92.61%	6.39%	0.80%	0.20%	99.00%	1.00%
Airtel	Rural	12.23%	84.04%	1.60%	2.13%	96.28%	3.72%
	Urban	0.74%	98.28%	0.25%	0.74%	99.02%	0.98%
	Overall	4.36%	93.79%	0.67%	1.17%	98.15%	1.85%
BSNL	Rural	44.24%	42.42%	12.42%	0.91%	86.67%	13.33%
	Urban	41.61%	51.25%	7.13%	0.00%	92.87%	7.13%
	Overall	42.41%	48.57%	8.74%	0.28%	90.98%	9.02%
Idea	Rural	43.11%	49.85%	5.28%	1.76%	92.96%	7.04%
	Urban	13.84%	67.47%	13.58%	5.11%	81.32%	18.68%
	Overall	23.04%	61.94%	10.97%	4.06%	84.98%	15.02%
Reliance	Rural	34.22%	60.80%	3.65%	1.33%	95.02%	4.98%
	Urban	34.37%	60.96%	4.67%	0.00%	95.33%	4.67%
	Overall	34.33%	60.91%	4.37%	0.40%	95.24%	4.76%

Systema Shyam	Urban	37.70%	53.01%	9.29%	0.00%	90.71%	9.29%
	Overall	37.70%	53.01%	9.29%	0.00%	90.71%	9.29%
Tata	Rural	19.29%	73.95%	6.11%	0.64%	93.25%	6.75%
	Urban	18.41%	80.63%	0.00%	0.96%	99.04%	0.96%
	Overall	18.67%	78.63%	1.83%	0.87%	97.31%	2.69%
Uninor	Rural	40.76%	58.60%	0.00%	0.64%	99.36%	0.64%
	Urban	38.25%	61.47%	0.14%	0.14%	99.72%	0.28%
	Overall	39.01%	60.60%	0.10%	0.29%	99.61%	0.39%
Vodafone	Rural	19.40%	74.92%	2.34%	3.34%	94.31%	5.69%
	Urban	10.32%	88.09%	1.50%	0.08%	98.42%	1.58%
	Overall	12.13%	85.47%	1.67%	0.73%	97.60%	2.40%
Grand Total		31.60%	63.74%	3.68%	0.99%	95.33%	4.67%

12. Satisfaction with the ease of getting an option for “talking to a customer care executive

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	91.19%	2.38%	2.14%	4.29%	93.57%	6.43%
	Urban	93.12%	4.13%	0.34%	2.41%	97.25%	2.75%
	Overall	92.31%	3.40%	1.10%	3.20%	95.70%	4.30%
Airtel	Rural	6.38%	61.44%	5.85%	26.33%	67.82%	32.18%
	Urban	0.86%	83.95%	1.10%	14.09%	84.80%	15.20%
	Overall	2.60%	76.85%	2.60%	17.95%	79.45%	20.55%
BSNL	Rural	24.24%	36.06%	16.97%	22.73%	60.30%	39.70%
	Urban	17.70%	41.88%	21.93%	18.49%	59.58%	40.42%
	Overall	19.69%	40.11%	20.42%	19.78%	59.80%	40.20%
Idea	Rural	22.87%	19.94%	24.63%	32.55%	42.82%	57.18%
	Urban	4.97%	59.14%	21.77%	14.11%	64.11%	35.89%
	Overall	10.60%	46.82%	22.67%	19.91%	57.42%	42.58%
Reliance	Rural	33.22%	43.52%	16.94%	6.31%	76.74%	23.26%
	Urban	14.71%	49.93%	23.76%	11.60%	64.64%	35.36%
	Overall	20.24%	48.02%	21.73%	10.02%	68.25%	31.75%
Systema Shyam	Urban	41.53%	55.19%	3.28%	0.00%	96.72%	3.28%
	Overall	41.53%	55.19%	3.28%	0.00%	96.72%	3.28%
Tata	Rural	6.43%	72.67%	5.47%	15.43%	79.10%	20.90%
	Urban	1.51%	77.88%	9.75%	10.85%	79.40%	20.60%
	Overall	2.98%	76.32%	8.47%	12.22%	79.31%	20.69%
Uninor	Rural	22.93%	14.65%	29.30%	33.12%	37.58%	62.42%
	Urban	28.23%	40.61%	13.21%	17.94%	68.85%	31.15%
	Overall	26.62%	32.72%	18.10%	22.56%	59.34%	40.66%
Vodafone	Rural	35.12%	39.13%	5.35%	20.40%	74.25%	25.75%
	Urban	12.91%	72.36%	2.58%	12.16%	85.26%	14.74%
	Overall	17.33%	65.73%	3.13%	13.80%	83.07%	16.93%

13. Satisfaction with the response time taken to answer call by a customer care executive

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	91.19%	0.00%	8.57%	0.24%	91.19%	8.81%
	Urban	89.67%	6.88%	3.27%	0.17%	96.56%	3.44%
	Overall	90.31%	4.00%	5.49%	0.20%	94.31%	5.69%
Airtel	Rural	8.24%	42.55%	48.67%	0.53%	50.80%	49.20%
	Urban	43.38%	38.97%	17.28%	0.37%	82.35%	17.65%
	Overall	32.30%	40.10%	27.18%	0.42%	72.40%	27.60%
BSNL	Rural	8.18%	39.70%	50.00%	2.12%	47.88%	52.12%
	Urban	4.89%	40.95%	52.18%	1.98%	45.84%	54.16%
	Overall	5.89%	40.57%	51.52%	2.02%	46.46%	53.54%
Idea	Rural	17.30%	21.99%	47.21%	13.49%	39.30%	60.70%
	Urban	4.57%	57.53%	25.13%	12.77%	62.10%	37.90%
	Overall	8.57%	46.36%	32.07%	13.00%	54.93%	45.07%
Reliance	Rural	13.62%	48.84%	37.21%	0.33%	62.46%	37.54%
	Urban	18.81%	39.89%	41.02%	0.28%	58.70%	41.30%
	Overall	17.26%	42.56%	39.88%	0.30%	59.82%	40.18%
Systema Shyam	Urban	51.37%	39.89%	5.46%	3.28%	91.26%	8.74%
	Overall	51.37%	39.89%	5.46%	3.28%	91.26%	8.74%
Tata	Rural	4.50%	62.70%	31.83%	0.96%	67.20%	32.80%
	Urban	0.55%	52.88%	46.57%	0.00%	53.43%	46.57%
	Overall	1.73%	55.82%	42.16%	0.29%	57.56%	42.44%
Uninor	Rural	20.06%	13.69%	62.42%	3.82%	33.76%	66.24%
	Urban	20.72%	45.34%	31.99%	1.95%	66.06%	33.94%
	Overall	20.52%	35.72%	41.24%	2.52%	56.24%	43.76%
Vodafone	Rural	10.37%	53.51%	34.45%	1.67%	63.88%	36.12%
	Urban	12.24%	65.45%	21.65%	0.67%	77.69%	22.31%
	Overall	11.87%	63.07%	24.20%	0.87%	74.93%	25.07%

14. Satisfaction with the problem solving ability of the customer care executive(s)

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	91.67%	8.10%	0.24%	0.00%	99.76%	0.24%
	Urban	90.53%	5.85%	3.10%	0.52%	96.39%	3.61%
	Overall	91.01%	6.79%	1.90%	0.30%	97.80%	2.20%
Airtel	Rural	6.91%	72.34%	11.70%	9.04%	79.26%	20.74%
	Urban	3.31%	81.74%	13.97%	0.98%	85.05%	14.95%
	Overall	4.45%	78.78%	13.26%	3.52%	83.22%	16.78%
BSNL	Rural	8.18%	66.36%	8.18%	17.27%	74.55%	25.45%
	Urban	7.53%	70.01%	16.51%	5.94%	77.54%	22.46%
	Overall	7.73%	68.91%	13.98%	9.38%	76.63%	23.37%
Idea	Rural	24.93%	68.04%	4.69%	2.35%	92.96%	7.04%
	Urban	11.83%	68.01%	14.65%	5.51%	79.84%	20.16%
	Overall	15.94%	68.02%	11.52%	4.52%	83.96%	16.04%
Reliance	Rural	26.25%	65.45%	7.64%	0.66%	91.69%	8.31%
	Urban	19.09%	76.52%	4.24%	0.14%	95.62%	4.38%
	Overall	21.23%	73.21%	5.26%	0.30%	94.44%	5.56%

Systema Shyam	Urban	38.80%	54.64%	6.01%	0.55%	93.44%	6.56%
	Overall	38.80%	54.64%	6.01%	0.55%	93.44%	6.56%
Tata	Rural	17.04%	72.99%	9.97%	0.00%	90.03%	9.97%
	Urban	0.96%	75.14%	23.90%	0.00%	76.10%	23.90%
	Overall	5.77%	74.49%	19.73%	0.00%	80.27%	19.73%
Uninor	Rural	9.55%	89.49%	0.96%	0.00%	99.04%	0.96%
	Urban	26.43%	73.30%	0.14%	0.14%	99.72%	0.28%
	Overall	21.30%	78.22%	0.39%	0.10%	99.52%	0.48%
Vodafone	Rural	33.44%	56.52%	9.70%	0.33%	89.97%	10.03%
	Urban	10.16%	79.77%	9.66%	0.42%	89.93%	10.07%
	Overall	14.80%	75.13%	9.67%	0.40%	89.93%	10.07%
Grand Total		22.00%	66.18%	9.55%	2.27%	88.18%	11.82%

15. Satisfaction with the time taken by call centre/customer care /helpline to resolve your complaint

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	91.19%	0.95%	7.86%	0.00%	92.14%	7.86%
	Urban	93.63%	1.72%	4.65%	0.00%	95.35%	4.65%
	Overall	92.61%	1.40%	5.99%	0.00%	94.01%	5.99%
Airtel	Rural	14.36%	36.70%	48.14%	0.80%	51.06%	48.94%
	Urban	31.37%	40.20%	27.94%	0.49%	71.57%	28.43%
	Overall	26.01%	39.09%	34.31%	0.59%	65.10%	34.90%
BSNL	Rural	22.42%	36.06%	40.61%	0.91%	58.48%	41.52%
	Urban	27.74%	15.72%	56.01%	0.53%	43.46%	56.54%
	Overall	26.13%	21.90%	51.33%	0.64%	48.02%	51.98%
Idea	Rural	14.37%	24.05%	58.94%	2.64%	38.42%	61.58%
	Urban	4.30%	56.45%	33.06%	6.18%	60.75%	39.25%
	Overall	7.47%	46.27%	41.20%	5.07%	53.73%	46.27%
Reliance	Rural	38.54%	25.58%	35.55%	0.33%	64.12%	35.88%
	Urban	22.77%	37.62%	39.18%	0.42%	60.40%	39.60%
	Overall	27.48%	34.03%	38.10%	0.40%	61.51%	38.49%
Systema Shyam	Urban	32.24%	62.30%	5.46%	0.00%	94.54%	5.46%
	Overall	32.24%	62.30%	5.46%	0.00%	94.54%	5.46%
Tata	Rural	12.22%	56.59%	30.55%	0.64%	68.81%	31.19%
	Urban	1.24%	46.70%	52.06%	0.00%	47.94%	52.06%
	Overall	4.52%	49.66%	45.62%	0.19%	54.19%	45.81%
Uninor	Rural	5.41%	30.25%	61.78%	2.55%	35.67%	64.33%
	Urban	30.18%	37.13%	31.71%	0.97%	67.32%	32.68%
	Overall	22.65%	35.04%	40.85%	1.45%	57.70%	42.30%
Vodafone	Rural	41.81%	21.74%	35.79%	0.67%	63.55%	36.45%
	Urban	11.99%	59.12%	28.39%	0.50%	71.11%	28.89%
	Overall	17.93%	51.67%	29.87%	0.53%	69.60%	30.40%

E. Network Performance, Reliability and Availability

16. Satisfaction with the availability of signal of your service provider in the locality

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	91.25%	7.80%	0.24%	0.71%	99.05%	0.95%
	Urban	92.10%	7.10%	0.67%	0.13%	99.20%	0.80%
	Overall	91.79%	7.35%	0.51%	0.34%	99.15%	0.85%
Airtel	Rural	15.25%	84.31%	0.44%	0.00%	99.56%	0.44%
	Urban	15.25%	83.81%	0.95%	0.00%	99.05%	0.95%
	Overall	15.25%	83.98%	0.77%	0.00%	99.23%	0.77%
BSNL	Rural	15.79%	83.33%	0.88%	0.00%	99.12%	0.88%
	Urban	15.99%	83.41%	0.48%	0.12%	99.40%	0.60%
	Overall	15.93%	83.39%	0.60%	0.09%	99.32%	0.68%
Idea	Rural	36.78%	60.76%	2.18%	0.27%	97.55%	2.45%
	Urban	42.49%	54.84%	1.85%	0.82%	97.33%	2.67%
	Overall	40.93%	56.46%	1.94%	0.67%	97.39%	2.61%
Reliance	Rural	18.48%	80.94%	0.59%	0.00%	99.41%	0.59%
	Urban	15.03%	84.72%	0.13%	0.13%	99.74%	0.26%
	Overall	16.08%	83.56%	0.27%	0.09%	99.64%	0.36%
Systema Shyam	Urban	61.96%	38.04%	0.00%	0.00%	100.00%	0.00%
	Overall	61.96%	38.04%	0.00%	0.00%	100.00%	0.00%
Tata	Rural	15.83%	83.89%	0.00%	0.28%	99.72%	0.28%
	Urban	2.87%	79.79%	17.21%	0.13%	82.66%	17.34%
	Overall	7.01%	81.10%	11.71%	0.18%	88.11%	11.89%
Uninor	Rural	26.71%	73.29%	0.00%	0.00%	100.00%	0.00%
	Urban	34.78%	65.22%	0.00%	0.00%	100.00%	0.00%
	Overall	32.38%	67.62%	0.00%	0.00%	100.00%	0.00%
Vodafone	Rural	28.27%	71.12%	0.61%	0.00%	99.39%	0.61%
	Urban	16.08%	77.55%	6.37%	0.00%	93.63%	6.37%
	Overall	18.66%	76.19%	5.15%	0.00%	94.85%	5.15%

17. Satisfaction with the ability to make or receive calls easily

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	91.49%	7.57%	0.95%	0.00%	99.05%	0.95%
	Urban	94.65%	5.09%	0.27%	0.00%	99.73%	0.27%
	Overall	93.50%	5.98%	0.51%	0.00%	99.49%	0.51%
Airtel	Rural	14.60%	84.75%	0.65%	0.00%	99.35%	0.65%
	Urban	6.62%	92.08%	1.18%	0.12%	98.70%	1.30%
	Overall	9.43%	89.50%	1.00%	0.08%	98.93%	1.07%
BSNL	Rural	47.66%	51.46%	0.29%	0.58%	99.12%	0.88%
	Urban	48.68%	51.08%	0.24%	0.00%	99.76%	0.24%
	Overall	48.38%	51.19%	0.26%	0.17%	99.57%	0.43%
Idea	Rural	22.89%	73.02%	4.09%	0.00%	95.91%	4.09%
	Urban	21.40%	75.21%	1.95%	1.44%	96.60%	3.40%
	Overall	21.81%	74.61%	2.54%	1.05%	96.42%	3.58%
Reliance	Rural	41.06%	58.65%	0.29%	0.00%	99.71%	0.29%
	Urban	42.23%	57.38%	0.26%	0.13%	99.61%	0.39%

	Overall	41.87%	57.77%	0.27%	0.09%	99.64%	0.36%
Systema Shyam	Urban	36.96%	63.04%	0.00%	0.00%	100.00%	0.00%
	Overall	36.96%	63.04%	0.00%	0.00%	100.00%	0.00%
Tata	Rural	24.72%	75.00%	0.28%	0.00%	99.72%	0.28%
	Urban	2.61%	95.57%	1.83%	0.00%	98.17%	1.83%
	Overall	9.67%	89.00%	1.33%	0.00%	98.67%	1.33%
Uninor	Rural	23.60%	76.09%	0.31%	0.00%	99.69%	0.31%
	Urban	28.19%	71.81%	0.00%	0.00%	100.00%	0.00%
	Overall	26.83%	73.08%	0.09%	0.00%	99.91%	0.09%
Vodafone	Rural	31.00%	67.78%	0.91%	0.30%	98.78%	1.22%
	Urban	12.24%	87.51%	0.24%	0.00%	99.76%	0.24%
	Overall	16.22%	83.33%	0.39%	0.06%	99.55%	0.45%

18. Satisfaction with call dropping during conversation

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	98.35%	1.42%	0.24%	0.00%	99.76%	0.24%
	Urban	94.91%	4.28%	0.80%	0.00%	99.20%	0.80%
	Overall	96.15%	3.25%	0.60%	0.00%	99.40%	0.60%
Airtel	Rural	72.33%	25.71%	1.96%	0.00%	98.04%	1.96%
	Urban	21.51%	75.89%	2.60%	0.00%	97.40%	2.60%
	Overall	39.39%	58.24%	2.38%	0.00%	97.62%	2.38%
BSNL	Rural	59.06%	39.47%	1.17%	0.29%	98.54%	1.46%
	Urban	70.19%	28.13%	1.56%	0.12%	98.32%	1.68%
	Overall	66.95%	31.43%	1.45%	0.17%	98.38%	1.62%
Idea	Rural	74.93%	19.35%	3.81%	1.91%	94.28%	5.72%
	Urban	58.02%	33.95%	5.45%	2.57%	91.98%	8.02%
	Overall	62.66%	29.95%	5.00%	2.39%	92.61%	7.39%
Reliance	Rural	61.00%	38.42%	0.59%	0.00%	99.41%	0.59%
	Urban	62.69%	37.05%	0.26%	0.00%	99.74%	0.26%
	Overall	62.17%	37.47%	0.36%	0.00%	99.64%	0.36%
Systema Shyam	Urban	88.04%	11.96%	0.00%	0.00%	100.00%	0.00%
	Overall	88.04%	11.96%	0.00%	0.00%	100.00%	0.00%
Tata	Rural	56.11%	43.89%	0.00%	0.00%	100.00%	0.00%
	Urban	69.62%	28.42%	1.96%	0.00%	98.04%	1.96%
	Overall	65.31%	33.36%	1.33%	0.00%	98.67%	1.33%
Uninor	Rural	81.68%	18.32%	0.00%	0.00%	100.00%	0.00%
	Urban	75.63%	24.24%	0.00%	0.13%	99.87%	0.13%
	Overall	77.43%	22.48%	0.00%	0.09%	99.91%	0.09%
Vodafone	Rural	62.31%	36.78%	0.91%	0.00%	99.09%	0.91%
	Urban	76.73%	23.10%	0.16%	0.00%	99.84%	0.16%
	Overall	73.68%	26.00%	0.32%	0.00%	99.68%	0.32%

19. Satisfaction with the voice quality

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	96.22%	3.55%	0.24%	0.00%	99.76%	0.24%
	Urban	95.45%	4.28%	0.27%	0.00%	99.73%	0.27%
	Overall	95.73%	4.02%	0.26%	0.00%	99.74%	0.26%
Airtel	Rural	37.47%	62.09%	0.22%	0.22%	99.56%	0.44%
	Urban	58.98%	40.07%	0.83%	0.12%	99.05%	0.95%
	Overall	51.42%	47.82%	0.61%	0.15%	99.23%	0.77%
BSNL	Rural	80.12%	18.42%	0.88%	0.58%	98.54%	1.46%
	Urban	68.99%	30.53%	0.24%	0.24%	99.52%	0.48%
	Overall	72.23%	27.00%	0.43%	0.34%	99.23%	0.77%
Idea	Rural	46.59%	50.14%	1.36%	1.91%	96.73%	3.27%
	Urban	28.40%	67.49%	1.54%	2.57%	95.88%	4.12%
	Overall	33.38%	62.73%	1.49%	2.39%	96.12%	3.88%
Reliance	Rural	74.49%	24.93%	0.29%	0.29%	99.41%	0.59%
	Urban	58.81%	40.80%	0.39%	0.00%	99.61%	0.39%
	Overall	63.61%	35.94%	0.36%	0.09%	99.55%	0.45%
Systema Shyam	Urban	30.98%	69.02%	0.00%	0.00%	100.00%	0.00%
	Overall	30.98%	69.02%	0.00%	0.00%	100.00%	0.00%
Tata	Rural	48.33%	51.39%	0.28%	0.00%	99.72%	0.28%
	Urban	40.29%	57.89%	1.83%	0.00%	98.17%	1.83%
	Overall	42.86%	55.81%	1.33%	0.00%	98.67%	1.33%
Uninor	Rural	52.80%	46.89%	0.31%	0.00%	99.69%	0.31%
	Urban	49.67%	50.33%	0.00%	0.00%	100.00%	0.00%
	Overall	50.60%	49.31%	0.09%	0.00%	99.91%	0.09%
Vodafone	Rural	47.11%	51.98%	0.61%	0.30%	99.09%	0.91%
	Urban	30.86%	68.90%	0.08%	0.16%	99.76%	0.24%
	Overall	34.30%	65.32%	0.19%	0.19%	99.61%	0.39%

F. Maintainability

20. Frequency of facing signal problems

Mobile	(Rural/Urban)	Never	Occasionally	Frequently	Very Frequently
Aircel	Rural	91.49%	8.27%	0.24%	0.00%
	Urban	91.97%	6.96%	0.94%	0.13%
	Overall	91.79%	7.44%	0.68%	0.09%
Airtel	Rural	24.84%	73.64%	1.53%	0.00%
	Urban	22.70%	75.30%	1.89%	0.12%
	Overall	23.45%	74.71%	1.76%	0.08%
BSNL	Rural	42.69%	56.14%	0.58%	0.58%
	Urban	23.32%	74.88%	0.96%	0.84%
	Overall	28.96%	69.42%	0.85%	0.77%
Idea	Rural	31.61%	65.40%	1.09%	1.91%
	Urban	30.25%	65.84%	2.37%	1.54%
	Overall	30.62%	65.72%	2.02%	1.64%
Reliance	Rural	13.78%	85.34%	0.59%	0.29%
	Urban	25.39%	74.61%	0.00%	0.00%
	Overall	21.83%	77.90%	0.18%	0.09%
Systema	Urban	88.04%	11.96%	0.00%	0.00%

Shyam					
	Overall	88.04%	11.96%	0.00%	0.00%
Tata	Rural	15.28%	83.89%	0.83%	0.00%
	Urban	5.74%	84.75%	9.39%	0.13%
	Overall	8.78%	84.47%	6.65%	0.09%
Uninor	Rural	27.02%	72.67%	0.31%	0.00%
	Urban	52.31%	47.69%	0.00%	0.00%
	Overall	44.77%	55.13%	0.09%	0.00%
Vodafone	Rural	15.50%	83.28%	1.22%	0.00%
	Urban	26.61%	70.53%	2.86%	0.00%
	Overall	24.26%	73.23%	2.51%	0.00%

21. Satisfaction with the availability of signal

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	93.85%	4.96%	1.18%	0.00%	98.82%	1.18%
	Urban	92.24%	6.83%	0.80%	0.13%	99.06%	0.94%
	Overall	92.82%	6.15%	0.94%	0.09%	98.97%	1.03%
Airtel	Rural	24.40%	74.73%	0.65%	0.22%	99.13%	0.87%
	Urban	17.73%	81.32%	0.95%	0.00%	99.05%	0.95%
	Overall	20.08%	79.00%	0.84%	0.08%	99.08%	0.92%
BSNL	Rural	31.87%	68.13%	0.00%	0.00%	100.00%	0.00%
	Urban	23.08%	76.92%	0.00%	0.00%	100.00%	0.00%
	Overall	25.64%	74.36%	0.00%	0.00%	100.00%	0.00%
Idea	Rural	53.95%	42.51%	1.63%	1.91%	96.46%	3.54%
	Urban	42.18%	53.60%	2.26%	1.95%	95.78%	4.22%
	Overall	45.41%	50.56%	2.09%	1.94%	95.97%	4.03%
Reliance	Rural	18.77%	80.65%	0.29%	0.29%	99.41%	0.59%
	Urban	18.78%	81.09%	0.13%	0.00%	99.87%	0.13%
	Overall	18.78%	80.95%	0.18%	0.09%	99.73%	0.27%
Systema Shyam	Urban	20.65%	78.80%	0.54%	0.00%	99.46%	0.54%
	Overall	20.65%	78.80%	0.54%	0.00%	99.46%	0.54%
Tata	Rural	28.06%	71.94%	0.00%	0.00%	100.00%	0.00%
	Urban	14.34%	76.40%	9.26%	0.00%	90.74%	9.26%
	Overall	18.72%	74.98%	6.30%	0.00%	93.70%	6.30%
Uninor	Rural	30.43%	69.57%	0.00%	0.00%	100.00%	0.00%
	Urban	30.83%	69.04%	0.13%	0.00%	99.87%	0.13%
	Overall	30.71%	69.20%	0.09%	0.00%	99.91%	0.09%
Vodafone	Rural	20.06%	79.64%	0.30%	0.00%	99.70%	0.30%
	Urban	17.71%	79.84%	2.45%	0.00%	97.55%	2.45%
	Overall	18.21%	79.79%	1.99%	0.00%	98.01%	1.99%
Grand Total		33.14%	65.01%	1.55%	0.29%	98.16%	1.84%

22. Satisfaction with the restoration of network (signal) problems

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	95.51%	4.26%	0.24%	0.00%	99.76%	0.24%
	Urban	69.75%	29.05%	1.07%	0.13%	98.80%	1.20%
	Overall	79.06%	20.09%	0.77%	0.09%	99.15%	0.85%
Airtel	Rural	33.77%	64.27%	0.87%	1.09%	98.04%	1.96%
	Urban	51.06%	47.99%	0.83%	0.12%	99.05%	0.95%
	Overall	44.98%	53.72%	0.84%	0.46%	98.70%	1.30%
BSNL	Rural	38.60%	59.94%	0.00%	1.46%	98.54%	1.46%
	Urban	32.81%	66.35%	0.12%	0.72%	99.16%	0.84%
	Overall	34.50%	64.48%	0.09%	0.94%	98.98%	1.02%
Idea	Rural	51.23%	45.23%	1.09%	2.45%	96.46%	3.54%
	Urban	26.23%	69.55%	2.16%	2.06%	95.78%	4.22%
	Overall	33.08%	62.88%	1.87%	2.17%	95.97%	4.03%
Reliance	Rural	32.84%	66.28%	0.00%	0.88%	99.12%	0.88%
	Urban	44.04%	55.44%	0.26%	0.26%	99.48%	0.52%
	Overall	40.61%	58.76%	0.18%	0.45%	99.37%	0.63%
Systema Shyam	Urban	42.39%	57.07%	0.54%	0.00%	99.46%	0.54%
	Overall	42.39%	57.07%	0.54%	0.00%	99.46%	0.54%
Tata	Rural	34.72%	64.72%	0.56%	0.00%	99.44%	0.56%
	Urban	25.29%	71.84%	2.74%	0.13%	97.13%	2.87%
	Overall	28.31%	69.57%	2.04%	0.09%	97.87%	2.13%
Uninor	Rural	63.66%	35.71%	0.62%	0.00%	99.38%	0.62%
	Urban	52.96%	46.64%	0.26%	0.13%	99.60%	0.40%
	Overall	56.15%	43.39%	0.37%	0.09%	99.54%	0.46%
Vodafone	Rural	26.44%	73.25%	0.00%	0.30%	99.70%	0.30%
	Urban	21.80%	77.80%	0.24%	0.16%	99.59%	0.41%
	Overall	22.78%	76.83%	0.19%	0.19%	99.61%	0.39%

G. Supplementary Services and Value Added Services

23. Subscription to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services in last 6 months

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	92.20%	7.80%
	Urban	92.77%	7.23%
	Overall	92.56%	7.44%
Airtel	Rural	24.18%	75.82%
	Urban	66.67%	33.33%
	Overall	51.72%	48.28%
BSNL	Rural	18.13%	81.87%
	Urban	17.43%	82.57%
	Overall	17.63%	82.37%
Idea	Rural	34.33%	65.67%
	Urban	61.63%	38.37%
	Overall	54.14%	45.86%
Reliance	Rural	31.09%	68.91%

	Urban	56.74%	43.26%
	Overall	48.88%	51.12%
Systema Shyam	Urban	98.37%	1.63%
	Overall	98.37%	1.63%
Tata	Rural	38.61%	61.39%
	Urban	61.54%	38.46%
	Overall	54.21%	45.79%
Uninor	Rural	28.57%	71.43%
	Urban	63.77%	36.23%
	Overall	53.28%	46.72%
Vodafone	Rural	33.74%	66.26%
	Urban	77.47%	22.53%
	Overall	68.21%	31.79%

24. Satisfaction with the quality of the Supplementary / value added services provided

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	98.72%	1.28%	0.00%	0.00%	100.00%	0.00%
	Urban	97.40%	2.60%	0.00%	0.00%	100.00%	0.00%
	Overall	97.88%	2.12%	0.00%	0.00%	100.00%	0.00%
Airtel	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	0.18%	99.29%	0.35%	0.18%	99.47%	0.53%
	Overall	0.15%	99.41%	0.30%	0.15%	99.56%	0.44%
BSNL	Rural	3.23%	96.77%	0.00%	0.00%	100.00%	0.00%
	Urban	3.45%	96.55%	0.00%	0.00%	100.00%	0.00%
	Overall	3.38%	96.62%	0.00%	0.00%	100.00%	0.00%
Idea	Rural	48.41%	51.59%	0.00%	0.00%	100.00%	0.00%
	Urban	1.34%	98.66%	0.00%	0.00%	100.00%	0.00%
	Overall	9.52%	90.48%	0.00%	0.00%	100.00%	0.00%
Reliance	Rural	2.83%	97.17%	0.00%	0.00%	100.00%	0.00%
	Urban	8.68%	91.32%	0.00%	0.00%	100.00%	0.00%
	Overall	7.54%	92.46%	0.00%	0.00%	100.00%	0.00%
Systema Shyam	Urban	45.86%	50.83%	3.31%	0.00%	96.69%	3.31%
	Overall	45.86%	50.83%	3.31%	0.00%	96.69%	3.31%
Tata	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	6.57%	93.43%	0.00%	0.00%	100.00%	0.00%
	Overall	5.07%	94.93%	0.00%	0.00%	100.00%	0.00%
Uninor	Rural	68.48%	31.52%	0.00%	0.00%	100.00%	0.00%
	Urban	33.88%	66.12%	0.00%	0.00%	100.00%	0.00%
	Overall	39.41%	60.59%	0.00%	0.00%	100.00%	0.00%
Vodafone	Rural	0.90%	99.10%	0.00%	0.00%	100.00%	0.00%
	Urban	11.59%	88.30%	0.11%	0.00%	99.89%	0.11%
	Overall	10.47%	89.43%	0.09%	0.00%	99.91%	0.09%

25(a). Satisfaction with the process of activating value added services or the process of unsubscribing

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	98.72%	0.51%	0.77%	0.00%	99.23%	0.77%
	Urban	97.55%	2.31%	0.14%	0.00%	99.86%	0.14%
	Overall	97.97%	1.66%	0.37%	0.00%	99.63%	0.37%
Airtel	Rural	0.00%	98.20%	1.80%	0.00%	98.20%	1.80%
	Urban	0.18%	98.58%	1.24%	0.00%	98.76%	1.24%
	Overall	0.15%	98.52%	1.33%	0.00%	98.67%	1.33%
BSNL	Rural	0.00%	98.39%	1.61%	0.00%	98.39%	1.61%
	Urban	0.00%	99.31%	0.00%	0.69%	99.31%	0.69%
	Overall	0.00%	99.03%	0.48%	0.48%	99.03%	0.97%
Idea	Rural	39.68%	46.83%	13.49%	0.00%	86.51%	13.49%
	Urban	9.35%	85.98%	2.67%	2.00%	95.33%	4.67%
	Overall	14.62%	79.17%	4.55%	1.66%	93.79%	6.21%
Reliance	Rural	15.09%	84.91%	0.00%	0.00%	100.00%	0.00%
	Urban	15.07%	77.85%	6.85%	0.23%	92.92%	7.08%
	Overall	15.07%	79.23%	5.51%	0.18%	94.30%	5.70%
Systema Shyam	Urban	24.86%	72.93%	2.21%	0.00%	97.79%	2.21%
	Overall	24.86%	72.93%	2.21%	0.00%	97.79%	2.21%
Tata	Rural	0.72%	99.28%	0.00%	0.00%	100.00%	0.00%
	Urban	0.00%	99.36%	0.64%	0.00%	99.36%	0.64%
	Overall	0.16%	99.35%	0.49%	0.00%	99.51%	0.49%
Uninor	Rural	7.61%	92.39%	0.00%	0.00%	100.00%	0.00%
	Urban	33.47%	66.53%	0.00%	0.00%	100.00%	0.00%
	Overall	29.34%	70.66%	0.00%	0.00%	100.00%	0.00%
Vodafone	Rural	0.00%	97.30%	2.70%	0.00%	97.30%	2.70%
	Urban	12.22%	87.57%	0.21%	0.00%	99.79%	0.21%
	Overall	10.94%	88.58%	0.47%	0.00%	99.53%	0.47%

25(b). The reasons for dissatisfaction

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%
	Urban	0.00%	0.00%	100.00%	0.00%	0.00%	100.00%
	Overall	75.00%	0.00%	25.00%	0.00%	75.00%	25.00%
Airtel	Rural	0.00%	0.00%	100.00%	0.00%	0.00%	100.00%
	Urban	0.00%	0.00%	85.71%	14.29%	0.00%	100.00%
	Overall	0.00%	0.00%	88.89%	11.11%	0.00%	100.00%
BSNL	Rural	0.00%	0.00%	100.00%	0.00%	0.00%	100.00%
	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Overall	0.00%	50.00%	50.00%	0.00%	50.00%	50.00%
Idea	Rural	0.00%	11.76%	70.59%	17.65%	11.76%	88.24%
	Urban	3.57%	28.57%	32.14%	35.71%	32.14%	67.86%
	Overall	2.22%	22.22%	46.67%	28.89%	24.44%	75.56%
Reliance	Rural	NA	NA	NA	NA	NA	NA
	Urban	0.00%	0.00%	96.77%	3.23%	0.00%	100.00%
	Overall	0.00%	0.00%	96.77%	3.23%	0.00%	100.00%

Systema Shyam	Urban	0.00%	0.00%	100.00%	0.00%	0.00%	100.00%
	Overall	0.00%	0.00%	100.00%	0.00%	0.00%	100.00%
Tata	Rural	NA	NA	NA	NA	NA	NA
	Urban	0.00%	66.67%	33.33%	0.00%	66.67%	33.33%
	Overall	0.00%	66.67%	33.33%	0.00%	66.67%	33.33%
Uninor	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Vodafone	Rural	0.00%	0.00%	66.67%	33.33%	0.00%	100.00%
	Urban	0.00%	0.00%	50.00%	50.00%	0.00%	100.00%
	Overall	0.00%	0.00%	60.00%	40.00%	0.00%	100.00%
Grand Total		3.88%	12.62%	66.99%	16.50%	16.50%	83.50%

26. In last 6 months facing the problem of unauthorized activation of VAS by the service provider

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	1.42%	98.58%
	Urban	24.77%	75.23%
	Overall	16.32%	83.68%
Airtel	Rural	33.77%	66.23%
	Urban	17.02%	82.98%
	Overall	22.91%	77.09%
BSNL	Rural	30.41%	69.59%
	Urban	26.20%	73.80%
	Overall	27.43%	72.57%
Idea	Rural	31.61%	68.39%
	Urban	20.16%	79.84%
	Overall	23.30%	76.70%
Reliance	Rural	50.15%	49.85%
	Urban	40.41%	59.59%
	Overall	43.40%	56.60%
Systema Shyam	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Tata	Rural	53.33%	46.67%
	Urban	15.38%	84.62%
	Overall	27.51%	72.49%
Uninor	Rural	8.39%	91.61%
	Urban	18.45%	81.55%
	Overall	15.45%	84.55%
Vodafone	Rural	46.81%	53.19%
	Urban	39.92%	60.08%
	Overall	41.38%	58.62%

27. Complaining to the service provider for deactivation of such services and refund of charges levied

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	100.00%	0.00%
	Urban	12.43%	87.57%
	Overall	15.18%	84.82%
Airtel	Rural	63.23%	36.77%
	Urban	36.81%	63.19%
	Overall	50.50%	49.50%
BSNL	Rural	100.00%	0.00%
	Urban	90.37%	9.63%
	Overall	93.48%	6.52%
Idea	Rural	99.14%	0.86%
	Urban	80.10%	19.90%
	Overall	87.18%	12.82%
Reliance	Rural	91.81%	8.19%
	Urban	63.78%	36.22%
	Overall	73.71%	26.29%
Systema Shyam	Urban	NA	NA
	Overall	NA	NA
Tata	Rural	79.69%	20.31%
	Urban	68.64%	31.36%
	Overall	75.48%	24.52%
Uninor	Rural	66.67%	33.33%
	Urban	84.29%	15.71%
	Overall	81.44%	18.56%
Vodafone	Rural	99.35%	0.65%
	Urban	73.01%	26.99%
	Overall	79.32%	20.68%

28(a). Difficulties faced while deactivating of such services and refund of charges levied

Mobile	(Rural/Urban)	None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Others
Aircel	Rural	16.67%	16.67%	0.00%	66.67%	0.00%
	Urban	21.74%	30.43%	8.70%	39.13%	0.00%
	Overall	20.69%	27.59%	6.90%	44.83%	0.00%
Airtel	Rural	38.78%	18.37%	14.29%	25.51%	3.06%
	Urban	9.43%	47.17%	9.43%	30.19%	3.77%
	Overall	28.48%	28.48%	12.58%	27.15%	3.31%
BSNL	Rural	30.77%	41.35%	6.73%	18.27%	2.88%
	Urban	26.40%	34.01%	8.12%	26.90%	4.57%
	Overall	27.91%	36.54%	7.64%	23.92%	3.99%
Idea	Rural	54.78%	13.04%	9.57%	22.61%	0.00%
	Urban	42.04%	18.47%	19.11%	19.75%	0.64%
	Overall	47.43%	16.18%	15.07%	20.96%	0.37%

Final Report: Assessment of Implementation and Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Andhra Pradesh

Reliance	Rural	77.71%	4.46%	8.28%	7.64%	1.91%
	Urban	78.89%	17.09%	2.01%	2.01%	0.00%
	Overall	78.37%	11.52%	4.78%	4.49%	0.84%
Systema Shyam	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA
Tata	Rural	61.44%	6.54%	11.76%	19.61%	0.65%
	Urban	69.14%	11.11%	7.41%	12.35%	0.00%
	Overall	64.10%	8.12%	10.26%	17.09%	0.43%
Uninor	Rural	83.33%	11.11%	5.56%	0.00%	0.00%
	Urban	100.00%	0.00%	0.00%	0.00%	0.00%
	Overall	97.79%	1.47%	0.74%	0.00%	0.00%
Vodafone	Rural	50.33%	9.80%	15.03%	24.18%	0.65%
	Urban	92.16%	2.52%	1.68%	3.64%	0.00%
	Overall	79.61%	4.71%	5.69%	9.80%	0.20%

28(b). Satisfaction with the resolution of the complaint for deactivation of VAS & refund of charges levied

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	16.67%	66.67%	16.67%	0.00%	83.33%	16.67%
	Urban	30.43%	47.83%	8.70%	13.04%	78.26%	21.74%
	Overall	27.59%	51.72%	10.34%	10.34%	79.31%	20.69%
Airtel	Rural	34.69%	57.14%	7.14%	1.02%	91.84%	8.16%
	Urban	13.21%	71.70%	13.21%	1.89%	84.91%	15.09%
	Overall	27.15%	62.25%	9.27%	1.32%	89.40%	10.60%
BSNL	Rural	35.58%	47.12%	16.35%	0.96%	82.69%	17.31%
	Urban	32.49%	34.01%	29.95%	3.55%	66.50%	33.50%
	Overall	33.55%	38.54%	25.25%	2.66%	72.09%	27.91%
Idea	Rural	71.30%	26.09%	2.61%	0.00%	97.39%	2.61%
	Urban	19.75%	61.15%	11.46%	7.64%	80.89%	19.11%
	Overall	41.54%	46.32%	7.72%	4.41%	87.87%	12.13%
Reliance	Rural	17.83%	78.34%	3.18%	0.64%	96.18%	3.82%
	Urban	2.51%	80.90%	15.58%	1.01%	83.42%	16.58%
	Overall	9.27%	79.78%	10.11%	0.84%	89.04%	10.96%
Systema Shyam	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Tata	Rural	15.69%	81.70%	2.61%	0.00%	97.39%	2.61%
	Urban	4.94%	93.83%	1.23%	0.00%	98.77%	1.23%
	Overall	11.97%	85.90%	2.14%	0.00%	97.86%	2.14%
Uninor	Rural	5.56%	83.33%	11.11%	0.00%	88.89%	11.11%
	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Overall	0.74%	97.79%	1.47%	0.00%	98.53%	1.47%
Vodafone	Rural	29.41%	64.05%	5.23%	1.31%	93.46%	6.54%
	Urban	1.40%	97.48%	0.84%	0.28%	98.88%	1.12%
	Overall	9.80%	87.45%	2.16%	0.59%	97.25%	2.75%

29(a). Satisfaction with the overall quality of your mobile service

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	86.52%	12.06%	1.42%	0.00%	98.58%	1.42%
	Urban	86.75%	10.58%	2.28%	0.40%	97.32%	2.68%
	Overall	86.67%	11.11%	1.97%	0.26%	97.78%	2.22%
Airtel	Rural	8.93%	86.49%	3.70%	0.87%	95.42%	4.58%
	Urban	8.75%	87.94%	3.19%	0.12%	96.69%	3.31%
	Overall	8.81%	87.43%	3.37%	0.38%	96.25%	3.75%
BSNL	Rural	21.35%	75.73%	2.92%	0.00%	97.08%	2.92%
	Urban	17.79%	80.05%	2.16%	0.00%	97.84%	2.16%
	Overall	18.82%	78.79%	2.39%	0.00%	97.61%	2.39%
Idea	Rural	33.51%	59.67%	4.90%	1.91%	93.19%	6.81%
	Urban	28.40%	59.67%	9.36%	2.57%	88.07%	11.93%
	Overall	29.80%	59.67%	8.14%	2.39%	89.47%	10.53%
Reliance	Rural	31.67%	65.69%	2.05%	0.59%	97.36%	2.64%
	Urban	18.39%	73.32%	8.16%	0.13%	91.71%	8.29%
	Overall	22.46%	70.98%	6.29%	0.27%	93.44%	6.56%
Systema Shyam	Urban	17.39%	46.20%	32.61%	3.80%	63.59%	36.41%
	Overall	17.39%	46.20%	32.61%	3.80%	63.59%	36.41%
Tata	Rural	5.00%	93.33%	1.39%	0.28%	98.33%	1.67%
	Urban	0.91%	80.70%	18.38%	0.00%	81.62%	18.38%
	Overall	2.22%	84.74%	12.95%	0.09%	86.96%	13.04%
Uninor	Rural	24.22%	67.39%	8.39%	0.00%	91.61%	8.39%
	Urban	32.28%	57.58%	9.62%	0.53%	89.86%	10.14%
	Overall	29.88%	60.50%	9.25%	0.37%	90.38%	9.62%
Vodafone	Rural	34.95%	59.88%	4.26%	0.91%	94.83%	5.17%
	Urban	10.29%	76.33%	13.22%	0.16%	86.61%	13.39%
	Overall	15.51%	72.84%	11.33%	0.32%	88.35%	11.65%

29(b). Reason(s) for Dissatisfaction

Reason for Dissatisfaction	Aircel	Airtel	BSNL	Idea	Reliance	Systema Shyam	Tata	Uninor	Vodafone
Balance Deducted Without Information	0.0%	4.9%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	2.2%
Bill Charges Very High, Customer Care Not Response	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Call Charges Very High	9.5%	22.0%	0.0%	12.5%	1.4%	0.0%	0.7%	0.0%	1.7%
Call Charges Very High, Network Problem	0.0%	2.4%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%
Caller Tune Activated Without Consent	4.8%	2.4%	0.0%	0.0%	43.5%	0.0%	0.0%	0.0%	6.2%

Final Report: Assessment of Implementation and Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Andhra Pradesh

Customer Care Non Responsive	4.8%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	1.0%	1.7%
Delayed response of customer care	0.0%	2.4%	18.2%	2.2%	2.9%	0.0%	0.0%	0.0%	5.1%
Dialer Tune and SMS Charges Very High	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Many Unwanted Calls And Network Problem	0.0%	0.0%	0.0%	14.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Network Problem	61.9%	14.6%	27.3%	21.3%	39.1%	92.5%	90.3%	37.3%	63.5%
Network Problem, Customer Care Non Responsive	0.0%	0.0%	0.0%	21.3%	0.0%	1.5%	2.8%	0.0%	0.0%
No Voice Clarity, Network Problem	0.0%	0.0%	0.0%	0.0%	0.0%	6.0%	0.7%	0.0%	0.6%
Non deactivation of VAS	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Problem About Message Offer and Call	9.5%	51.2%	54.5%	22.8%	5.8%	0.0%	4.8%	52.0%	9.0%
Receiving Unwanted Calls	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	1.1%
Voice Clarity Very Poor	0.0%	0.0%	0.0%	0.0%	5.8%	0.0%	0.0%	9.8%	9.0%
Total	100.0%								

H. General Information

30. Other telecom services being used

Mobile	(Rural/Urban)	Broadband	Wireline	Other	None
Aircel	Rural	0.71%	95.27%	1.42%	2.60%
	Urban	0.94%	21.69%	0.94%	76.44%
	Overall	0.85%	48.29%	1.11%	49.74%
Airtel	Rural	10.24%	25.71%	14.60%	49.46%
	Urban	1.65%	2.84%	13.00%	82.51%
	Overall	4.67%	10.88%	13.56%	70.88%
BSNL	Rural	9.36%	57.31%	5.85%	27.49%
	Urban	6.49%	47.48%	10.46%	35.58%
	Overall	7.33%	50.34%	9.11%	33.22%
Idea	Rural	15.26%	38.42%	27.52%	18.80%
	Urban	2.88%	10.70%	18.42%	68.00%
	Overall	6.27%	18.30%	20.91%	54.52%
Reliance	Rural	7.92%	24.34%	14.08%	53.67%
	Urban	0.52%	7.90%	26.81%	64.77%
	Overall	2.79%	12.94%	22.91%	61.37%
Systema Shyam	Urban	0.54%	0.00%	0.00%	99.46%
	Overall	0.54%	0.00%	0.00%	99.46%
Tata	Rural	4.44%	29.44%	3.89%	62.22%
	Urban	5.87%	20.86%	5.61%	67.67%
	Overall	5.41%	23.60%	5.06%	65.93%
Uninor	Rural	1.24%	36.34%	31.06%	31.37%
	Urban	0.40%	14.62%	17.00%	67.98%
	Overall	0.65%	21.09%	21.18%	57.08%
Vodafone	Rural	8.51%	30.40%	6.38%	54.71%
	Urban	2.86%	12.49%	4.90%	79.76%
	Overall	4.05%	16.28%	5.21%	74.45%

31. Awareness about the facility for registering the mobile number with the service provider for not receiving unwanted tele-marketing calls/SMS

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	98.58%	1.42%
	Urban	92.24%	7.76%
	Overall	94.53%	5.47%
Airtel	Rural	79.08%	20.92%
	Urban	86.76%	13.24%
	Overall	84.06%	15.94%
BSNL	Rural	94.15%	5.85%
	Urban	90.63%	9.38%
	Overall	91.65%	8.35%
Idea	Rural	94.82%	5.18%
	Urban	86.11%	13.89%
	Overall	88.50%	11.50%
Reliance	Rural	90.32%	9.68%
	Urban	77.85%	22.15%
	Overall	81.67%	18.33%
Systema Shyam	Urban	88.59%	11.41%

	Overall	88.59%	11.41%
Tata	Rural	93.89%	6.11%
	Urban	97.00%	3.00%
	Overall	96.01%	3.99%
Uninor	Rural	92.24%	7.76%
	Urban	95.26%	4.74%
	Overall	94.36%	5.64%
Vodafone	Rural	91.19%	8.81%
	Urban	67.18%	32.82%
	Overall	72.27%	27.73%

32. Registering of mobile number with the service provider for not receiving any unwanted tele-marketing calls/SMS

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	24.94%	75.06%
	Urban	32.08%	67.92%
	Overall	29.39%	70.61%
Airtel	Rural	29.48%	70.52%
	Urban	8.58%	91.42%
	Overall	15.50%	84.50%
BSNL	Rural	45.65%	54.35%
	Urban	43.90%	56.10%
	Overall	44.42%	55.58%
Idea	Rural	35.92%	64.08%
	Urban	12.90%	87.10%
	Overall	19.66%	80.34%
Reliance	Rural	30.19%	69.81%
	Urban	4.33%	95.67%
	Overall	13.09%	86.91%
Systema Shyam	Urban	0.61%	99.39%
	Overall	0.61%	99.39%
Tata	Rural	36.39%	63.61%
	Urban	10.48%	89.52%
	Overall	18.58%	81.42%
Uninor	Rural	5.39%	94.61%
	Urban	10.65%	89.35%
	Overall	9.12%	90.88%
Vodafone	Rural	40.67%	59.33%
	Urban	11.91%	88.09%
	Overall	19.59%	80.41%

33(a). Level of reduction in number of unwanted tele-marketing call/SMS received even after registering

Mobile	(Rural/Urban)	Stopped Receiving	Considerable decrease	Slight Decrease	No Change
Aircel	Rural	0.00%	0.00%	89.42%	10.58%
	Urban	0.00%	4.98%	43.44%	51.58%
	Overall	0.00%	3.38%	58.15%	38.46%
Airtel	Rural	6.54%	35.51%	38.32%	19.63%
	Urban	9.52%	28.57%	46.03%	15.87%
	Overall	7.65%	32.94%	41.18%	18.24%
BSNL	Rural	5.44%	23.13%	34.01%	37.41%
	Urban	2.42%	21.75%	32.02%	43.81%
	Overall	3.35%	22.18%	32.64%	41.84%
Idea	Rural	0.80%	24.80%	65.60%	8.80%
	Urban	11.11%	39.81%	42.59%	6.48%
	Overall	5.58%	31.76%	54.94%	7.73%
Reliance	Rural	7.53%	32.26%	43.01%	17.20%
	Urban	3.85%	30.77%	23.08%	42.31%
	Overall	6.72%	31.93%	38.66%	22.69%
Systema Shyam	Urban	0.00%	100.00%	0.00%	0.00%
	Overall	0.00%	100.00%	0.00%	0.00%
Tata	Rural	4.88%	30.08%	19.51%	45.53%
	Urban	1.28%	25.64%	15.38%	57.69%
	Overall	3.48%	28.36%	17.91%	50.25%
Uninor	Rural	0.00%	12.50%	12.50%	75.00%
	Urban	0.00%	0.00%	0.00%	100.00%
	Overall	0.00%	2.15%	2.15%	95.70%
Vodafone	Rural	6.56%	40.16%	26.23%	27.05%
	Urban	5.10%	14.29%	3.06%	77.55%
	Overall	5.91%	28.64%	15.91%	49.55%

33(b). Complaining to the service provider on getting such unwanted tele-marketing calls/SMS even after registering the mobile number

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	0.00%	100.00%
	Urban	19.63%	80.37%
	Overall	10.50%	89.50%
Airtel	Rural	79.07%	20.93%
	Urban	75.47%	24.53%
	Overall	77.70%	22.30%
BSNL	Rural	84.78%	15.22%
	Urban	86.56%	13.44%
	Overall	85.97%	14.03%
Idea	Rural	96.49%	3.51%
	Urban	80.20%	19.80%
	Overall	88.84%	11.16%
Reliance	Rural	89.61%	10.39%
	Urban	80.00%	20.00%
	Overall	88.04%	11.96%
Systema	Urban	NA	NA

Shyam			
	Overall	NA	NA
Tata	Rural	94.03%	5.97%
	Urban	75.76%	24.24%
	Overall	88.00%	12.00%
Uninor	Rural	75.00%	25.00%
	Urban	NA	NA
	Overall	75.00%	25.00%
Vodafone	Rural	94.38%	5.62%
	Urban	86.36%	13.64%
	Overall	92.79%	7.21%

33(c). Effect of complaint

		Complaint was registered by the service provider and informed about the action taken	Complaint was registered by the service provider and did not inform about the action taken	Service Provider refused to register the complaint	Difficult to lodge the complaint
Mobile	(Rural/Urban)				
Aircel	Rural	NA	NA	NA	NA
	Urban	38.10%	23.81%	28.57%	9.52%
	Overall	38.10%	23.81%	28.57%	9.52%
Airtel	Rural	7.35%	42.65%	25.00%	25.00%
	Urban	7.50%	30.00%	10.00%	52.50%
	Overall	7.41%	37.96%	19.44%	35.19%
BSNL	Rural	25.64%	38.46%	20.51%	15.38%
	Urban	30.43%	31.06%	26.09%	12.42%
	Overall	28.87%	33.47%	24.27%	13.39%
Idea	Rural	27.27%	49.09%	12.73%	10.91%
	Urban	19.75%	34.57%	16.05%	29.63%
	Overall	24.08%	42.93%	14.14%	18.85%
Reliance	Rural	23.19%	42.03%	13.04%	21.74%
	Urban	8.33%	50.00%	8.33%	33.33%
	Overall	20.99%	43.21%	12.35%	23.46%
Systema Shyam	Urban	NA	NA	NA	NA
	Overall	NA	NA	NA	NA
Tata	Rural	14.29%	33.33%	17.46%	34.92%
	Urban	12.00%	20.00%	16.00%	52.00%
	Overall	13.64%	29.55%	17.05%	39.77%
Uninor	Rural	33.33%	66.67%	0.00%	0.00%
	Urban	NA	NA	NA	NA
	Overall	33.33%	66.67%	0.00%	0.00%
Vodafone	Rural	13.10%	32.14%	28.57%	26.19%
	Urban	10.53%	15.79%	47.37%	26.32%
	Overall	12.62%	29.13%	32.04%	26.21%

34(a). Are you aware of facility by which you can change your service provider without changing your mobile number

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	7.80%	92.20%
	Urban	29.32%	70.68%
	Overall	21.54%	78.46%
Airtel	Rural	74.73%	25.27%
	Urban	93.03%	6.97%
	Overall	86.59%	13.41%
BSNL	Rural	90.64%	9.36%
	Urban	84.98%	15.02%
	Overall	86.63%	13.37%
Idea	Rural	83.65%	16.35%
	Urban	55.14%	44.86%
	Overall	62.96%	37.04%
Reliance	Rural	86.22%	13.78%
	Urban	86.66%	13.34%
	Overall	86.52%	13.48%
Systema Shyam	Urban	98.91%	1.09%
	Overall	98.91%	1.09%
Tata	Rural	84.17%	15.83%
	Urban	78.75%	21.25%
	Overall	80.48%	19.52%
Uninor	Rural	92.55%	7.45%
	Urban	96.31%	3.69%
	Overall	95.19%	4.81%
Vodafone	Rural	86.32%	13.68%
	Urban	89.14%	10.86%
	Overall	88.55%	11.45%

34(b). Utilization of SMS based mechanism for getting unique porting code

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	24.24%	75.76%
	Urban	7.76%	92.24%
	Overall	9.92%	90.08%
Airtel	Rural	32.94%	67.06%
	Urban	17.28%	82.72%
	Overall	22.04%	77.96%
BSNL	Rural	37.42%	62.58%
	Urban	43.00%	57.00%
	Overall	41.30%	58.70%
Idea	Rural	39.74%	60.26%
	Urban	18.66%	81.34%
	Overall	26.33%	73.67%
Reliance	Rural	35.37%	64.63%
	Urban	11.36%	88.64%
	Overall	18.69%	81.31%
Systema Shyam	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Tata	Rural	23.43%	76.57%

	Urban	18.21%	81.79%
	Overall	19.96%	80.04%
Uninor	Rural	5.37%	94.63%
	Urban	2.60%	97.40%
	Overall	3.40%	96.60%
Vodafone	Rural	31.69%	68.31%
	Urban	5.95%	94.05%
	Overall	11.26%	88.74%

34(c). Getting of 'Unique Porting Code' from the existing service provider

Mobile	(Rural/Urban)	Within 5 minutes	After 5 to 10 minutes	After 10 minutes	Never
Aircel	Rural	NA	NA	NA	NA
	Urban	38.10%	23.81%	28.57%	9.52%
	Overall	38.10%	23.81%	28.57%	9.52%
Airtel	Rural	7.35%	42.65%	25.00%	25.00%
	Urban	7.50%	30.00%	10.00%	52.50%
	Overall	7.41%	37.96%	19.44%	35.19%
BSNL	Rural	25.64%	38.46%	20.51%	15.38%
	Urban	30.43%	31.06%	26.09%	12.42%
	Overall	28.87%	33.47%	24.27%	13.39%
Idea	Rural	27.27%	49.09%	12.73%	10.91%
	Urban	19.75%	34.57%	16.05%	29.63%
	Overall	24.08%	42.93%	14.14%	18.85%
Reliance	Rural	23.19%	42.03%	13.04%	21.74%
	Urban	8.33%	50.00%	8.33%	33.33%
	Overall	20.99%	43.21%	12.35%	23.46%
Systema Shyam		NA	NA	NA	NA
	Overall	NA	NA	NA	NA
Tata	Rural	14.29%	33.33%	17.46%	34.92%
	Urban	12.00%	20.00%	16.00%	52.00%
	Overall	13.64%	29.55%	17.05%	39.77%
Uninor	Rural	33.33%	66.67%	0.00%	0.00%
	Urban	NA	NA	NA	NA
	Overall	33.33%	66.67%	0.00%	0.00%
Vodafone	Rural	13.10%	32.14%	28.57%	26.19%
	Urban	10.53%	15.79%	47.37%	26.32%
	Overall	12.62%	29.13%	32.04%	26.21%

34(d). Satisfaction with the entire process of MNP

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	47.06%	29.41%	23.53%	0.00%	76.47%	23.53%
	Overall	32.00%	52.00%	16.00%	0.00%	84.00%	16.00%
Airtel	Rural	23.89%	64.60%	10.62%	0.88%	88.50%	11.50%
	Urban	2.94%	94.85%	1.47%	0.74%	97.79%	2.21%
	Overall	12.45%	81.12%	5.62%	0.80%	93.57%	6.43%
BSNL	Rural	49.14%	40.52%	10.34%	0.00%	89.66%	10.34%
	Urban	24.67%	66.78%	8.22%	0.33%	91.45%	8.55%
	Overall	31.43%	59.52%	8.81%	0.24%	90.95%	9.05%
Idea	Rural	54.92%	38.52%	6.56%	0.00%	93.44%	6.56%

Final Report: Assessment of Implementation and Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Andhra Pradesh

	Urban	23.00%	70.00%	6.00%	1.00%	93.00%	7.00%
	Overall	40.54%	52.70%	6.31%	0.45%	93.24%	6.76%
Reliance	Rural	37.50%	53.85%	7.69%	0.96%	91.35%	8.65%
	Urban	6.58%	90.79%	2.63%	0.00%	97.37%	2.63%
	Overall	24.44%	69.44%	5.56%	0.56%	93.89%	6.11%
Systema Shyam		NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Tata	Rural	25.35%	64.79%	9.86%	0.00%	90.14%	9.86%
	Urban	0.91%	94.55%	4.55%	0.00%	95.45%	4.55%
	Overall	10.50%	82.87%	6.63%	0.00%	93.37%	6.63%
Uninor	Rural	0.00%	93.75%	6.25%	0.00%	93.75%	6.25%
	Urban	10.53%	89.47%	0.00%	0.00%	100.00%	0.00%
	Overall	5.71%	91.43%	2.86%	0.00%	97.14%	2.86%
Vodafone	Rural	33.33%	56.67%	7.78%	2.22%	90.00%	10.00%
	Urban	6.15%	92.31%	1.54%	0.00%	98.46%	1.54%
	Overall	21.94%	71.61%	5.16%	1.29%	93.55%	6.45%

35. Rating of Service Provider On a scale of 1 – 10 where 10 is very good and 1 is very poor

Mobile	(Rural/Urban)	Weighted Average
Aircel	Rural	9.31
	Urban	8.54
	Overall	8.82
Airtel	Rural	7.49
	Urban	7.67
	Overall	7.61
BSNL	Rural	7.19
	Urban	7.48
	Overall	7.40
Idea	Rural	7.60
	Urban	7.20
	Overall	7.31
Reliance	Rural	7.72
	Urban	7.41
	Overall	7.50
Systema Shyam	Urban	5.16
	Overall	5.16
Tata	Rural	7.59
	Urban	7.16
	Overall	7.30
Uninor	Rural	6.98
	Urban	6.66
	Overall	6.75
Vodafone	Rural	7.48
	Urban	6.80
	Overall	6.94

36. Awareness of the call centre telephone number of the telecom service provider for making complaints

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	96.69%	3.31%
	Urban	97.46%	2.54%
	Overall	97.18%	2.82%
Airtel	Rural	91.07%	8.93%
	Urban	93.97%	6.03%
	Overall	92.95%	7.05%
BSNL	Rural	94.44%	5.56%
	Urban	82.93%	17.07%
	Overall	86.29%	13.71%
Idea	Rural	72.48%	27.52%
	Urban	96.71%	3.29%
	Overall	90.07%	9.93%
Reliance	Rural	91.50%	8.50%
	Urban	89.12%	10.88%
	Overall	89.85%	10.15%
Systema Shyam	Urban	97.28%	2.72%
	Overall	97.28%	2.72%
Tata	Rural	96.39%	3.61%
	Urban	97.13%	2.87%
	Overall	96.89%	3.11%
Uninor	Rural	94.41%	5.59%
	Urban	96.44%	3.56%
	Overall	95.84%	4.16%
Vodafone	Rural	93.31%	6.69%
	Urban	97.80%	2.20%
	Overall	96.85%	3.15%

37. Making complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	9.29%	90.71%
	Urban	31.46%	68.54%
	Overall	23.48%	76.52%
Airtel	Rural	67.22%	32.78%
	Urban	55.47%	44.53%
	Overall	59.52%	40.48%
BSNL	Rural	99.69%	0.31%
	Urban	95.07%	4.93%
	Overall	96.54%	3.46%
Idea	Rural	86.09%	13.91%
	Urban	62.34%	37.66%
	Overall	67.58%	32.42%
Reliance	Rural	97.44%	2.56%
	Urban	99.42%	0.58%
	Overall	98.80%	1.20%
Systema Shyam	Urban	98.32%	1.68%

	Overall	98.32%	1.68%
Tata	Rural	88.18%	11.82%
	Urban	99.33%	0.67%
	Overall	95.79%	4.21%
Uninor	Rural	96.71%	3.29%
	Urban	99.73%	0.27%
	Overall	98.84%	1.16%
Vodafone	Rural	98.37%	1.63%
	Urban	98.66%	1.34%
	Overall	98.60%	1.40%

38. With respect to complaint made to the call centre, the most applicable cases

Mobile	(Rural/Urban)	Complaint was registered and Docket number received	Complaint was registered and Docket number not received	Complaint was registered and Docket number not received	Complaint was registered and docket number not provided even on request	Refused to register the complaint
Aircel	Rural	81.58%	10.53%	7.89%	0.00%	0.00%
	Urban	90.83%	2.62%	0.44%	6.11%	0.00%
	Overall	89.51%	3.75%	1.50%	5.24%	0.00%
Airtel	Rural	75.09%	6.41%	9.25%	8.54%	0.71%
	Urban	91.38%	2.04%	2.72%	3.63%	0.23%
	Overall	85.04%	3.74%	5.26%	5.54%	0.42%
BSNL	Rural	74.53%	8.70%	7.45%	8.70%	0.62%
	Urban	78.66%	5.95%	5.34%	9.60%	0.46%
	Overall	77.30%	6.85%	6.03%	9.30%	0.51%
Idea	Rural	60.70%	26.64%	6.11%	6.11%	0.44%
	Urban	58.87%	28.50%	7.34%	5.12%	0.17%
	Overall	59.39%	27.98%	6.99%	5.40%	0.25%
Reliance	Rural	76.64%	7.89%	7.89%	7.24%	0.33%
	Urban	76.17%	22.51%	1.02%	0.29%	0.00%
	Overall	76.32%	18.02%	3.14%	2.43%	0.10%
Systema Shyam	Urban	9.66%	89.20%	1.14%	0.00%	0.00%
	Overall	9.66%	89.20%	1.14%	0.00%	0.00%
Tata	Rural	78.10%	4.90%	6.54%	10.13%	0.33%
	Urban	95.54%	2.03%	1.22%	1.22%	0.00%
	Overall	90.44%	2.87%	2.77%	3.82%	0.10%
Uninor	Rural	56.80%	42.18%	1.02%	0.00%	0.00%
	Urban	93.97%	6.03%	0.00%	0.00%	0.00%
	Overall	83.30%	16.41%	0.29%	0.00%	0.00%
Vodafone	Rural	72.19%	4.97%	10.26%	12.58%	0.00%
	Urban	84.09%	14.30%	0.85%	0.76%	0.00%
	Overall	81.67%	12.40%	2.76%	3.17%	0.00%

39. Informing by the Call Centre about the action taken on the complaint

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	71.05%	28.95%
	Urban	85.59%	14.41%
	Overall	83.52%	16.48%
Airtel	Rural	59.79%	40.21%
	Urban	52.38%	47.62%
	Overall	55.26%	44.74%
BSNL	Rural	68.94%	31.06%
	Urban	58.84%	41.16%
	Overall	62.17%	37.83%
Idea	Rural	80.35%	19.65%
	Urban	34.64%	65.36%
	Overall	47.48%	52.52%
Reliance	Rural	75.99%	24.01%
	Urban	72.51%	27.49%
	Overall	73.58%	26.42%
Systema Shyam	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Tata	Rural	72.55%	27.45%
	Urban	50.41%	49.59%
	Overall	56.88%	43.12%
Uninor	Rural	67.35%	32.65%
	Urban	46.44%	53.56%
	Overall	52.44%	47.56%
Vodafone	Rural	69.87%	30.13%
	Urban	19.63%	80.37%
	Overall	29.85%	70.15%

40. Satisfactorily resolving of billing/charging complaint by call centre/ customer care within four weeks after lodging of the complaint

Mobile	(Rural/Urban)	Yes	No	Not Applicable
Aircel	Rural	68.42%	0.00%	31.58%
	Urban	79.91%	3.06%	17.03%
	Overall	78.28%	2.62%	19.10%
Airtel	Rural	53.02%	11.03%	35.94%
	Urban	31.29%	2.27%	66.44%
	Overall	39.75%	5.68%	54.57%
BSNL	Rural	45.65%	10.25%	44.10%
	Urban	44.36%	7.32%	48.32%
	Overall	44.79%	8.28%	46.93%
Idea	Rural	82.53%	5.68%	11.79%
	Urban	32.42%	10.07%	57.51%
	Overall	46.50%	8.83%	44.66%
Reliance	Rural	39.80%	9.87%	50.33%
	Urban	38.45%	0.44%	61.11%
	Overall	38.87%	3.34%	57.79%
Systema Shyam	Urban	0.00%	6.82%	93.18%
	Overall	0.00%	6.82%	93.18%

Tata	Rural	25.16%	8.82%	66.01%
	Urban	24.59%	34.32%	41.08%
	Overall	24.76%	26.86%	48.37%
Uninor	Rural	62.24%	1.36%	36.39%
	Urban	27.40%	0.27%	72.33%
	Overall	37.40%	0.59%	62.01%
Vodafone	Rural	32.78%	12.25%	54.97%
	Urban	16.41%	11.59%	72.00%
	Overall	19.74%	11.73%	68.53%

41. Awareness of the contact detail of the Nodal Officer

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	0.00%	100.00%
	Urban	37.72%	62.28%
	Overall	23.97%	76.03%
Airtel	Rural	17.86%	82.14%
	Urban	27.42%	72.58%
	Overall	24.06%	75.94%
BSNL	Rural	28.83%	71.17%
	Urban	53.21%	46.79%
	Overall	45.59%	54.41%
Idea	Rural	9.26%	90.74%
	Urban	43.52%	56.48%
	Overall	34.13%	65.87%
Reliance	Rural	24.04%	75.96%
	Urban	33.81%	66.19%
	Overall	30.84%	69.16%
Systema Shyam	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Tata	Rural	14.17%	85.83%
	Urban	26.60%	73.40%
	Overall	22.63%	77.37%
Uninor	Rural	0.62%	99.38%
	Urban	13.44%	86.56%
	Overall	9.62%	90.38%
Vodafone	Rural	19.15%	80.85%
	Urban	25.39%	74.61%
	Overall	24.07%	75.93%

42(a). Making a complaint to the Nodal Officer regarding the complaints not resolved or unsatisfactorily resolved by the call center/customer care

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	N.A.	N.A.
	Urban	6.47%	93.53%
	Overall	6.47%	93.53%
Airtel	Rural	17.07%	82.93%
	Urban	15.09%	84.91%
	Overall	15.61%	84.39%
BSNL	Rural	30.21%	69.79%
	Urban	41.54%	58.46%

	Overall	39.30%	60.70%
Idea	Rural	47.83%	52.17%
	Urban	25.77%	74.23%
	Overall	26.91%	73.09%
Reliance	Rural	48.15%	51.85%
	Urban	4.60%	95.40%
	Overall	14.91%	85.09%
Systema Shyam	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Tata	Rural	43.14%	56.86%
	Urban	11.27%	88.73%
	Overall	17.65%	82.35%
Uninor	Rural	100.00%	0.00%
	Urban	0.00%	100.00%
	Overall	1.92%	98.08%
Vodafone	Rural	28.57%	71.43%
	Urban	7.40%	92.60%
	Overall	10.96%	89.04%

42(b). Connecting to the Nodal Officer without any difficulty

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	NA	NA
	Urban	88.89%	11.11%
	Overall	88.89%	11.11%
Airtel	Rural	78.57%	21.43%
	Urban	74.29%	25.71%
	Overall	75.51%	24.49%
BSNL	Rural	93.10%	6.90%
	Urban	88.89%	11.11%
	Overall	89.53%	10.47%
Idea	Rural	54.55%	45.45%
	Urban	73.39%	26.61%
	Overall	71.67%	28.33%
Reliance	Rural	89.74%	10.26%
	Urban	100.00%	0.00%
	Overall	92.16%	7.84%
Systema Shyam	Urban	NA	NA
	Overall	NA	NA
Tata	Rural	95.45%	4.55%
	Urban	82.61%	17.39%
	Overall	88.89%	11.11%
Uninor	Rural	100.00%	0.00%
	Urban	NA	NA
	Overall	100.00%	0.00%
Vodafone	Rural	88.89%	11.11%
	Urban	73.91%	26.09%
	Overall	80.49%	19.51%

43. Intimating the decision taken on the complaint

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	NA	NA
	Urban	55.56%	44.44%
	Overall	55.56%	44.44%
Airtel	Rural	35.71%	64.29%
	Urban	65.71%	34.29%
	Overall	57.14%	42.86%
BSNL	Rural	37.93%	62.07%
	Urban	46.91%	53.09%
	Overall	45.55%	54.45%
Idea	Rural	63.64%	36.36%
	Urban	60.55%	39.45%
	Overall	60.83%	39.17%
Reliance	Rural	58.97%	41.03%
	Urban	66.67%	33.33%
	Overall	60.78%	39.22%
Systema Shyam	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Tata	Rural	54.55%	45.45%
	Urban	86.96%	13.04%
	Overall	71.11%	28.89%
Uninor	Rural	50.00%	50.00%
	Urban	NA	NA
	Overall	50.00%	50.00%
Vodafone	Rural	66.67%	33.33%
	Urban	91.30%	8.70%
	Overall	80.49%	19.51%

44. Satisfaction with the redressal of the complaint by the Nodal Officer

Mobile	(Rural/Urban)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	NA	NA	NA	NA	NA	NA
	Urban	11.11%	33.33%	22.22%	33.33%	44.44%	55.56%
	Overall	11.11%	33.33%	22.22%	33.33%	44.44%	55.56%
Airtel	Rural	21.43%	14.29%	50.00%	14.29%	35.71%	64.29%
	Urban	0.00%	57.14%	40.00%	2.86%	57.14%	42.86%
	Overall	6.12%	44.90%	42.86%	6.12%	51.02%	48.98%
BSNL	Rural	17.24%	20.69%	13.79%	48.28%	37.93%	62.07%
	Urban	17.90%	22.22%	23.46%	36.42%	40.12%	59.88%
	Overall	17.80%	21.99%	21.99%	38.22%	39.79%	60.21%
Idea	Rural	27.27%	18.18%	45.45%	9.09%	45.45%	54.55%
	Urban	9.17%	44.95%	28.44%	17.43%	54.13%	45.87%
	Overall	10.83%	42.50%	30.00%	16.67%	53.33%	46.67%
Reliance	Rural	10.26%	33.33%	25.64%	30.77%	43.59%	56.41%
	Urban	16.67%	33.33%	33.33%	16.67%	50.00%	50.00%
	Overall	11.76%	33.33%	27.45%	27.45%	45.10%	54.90%
Systema Shyam	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA

Tata	Rural	4.55%	22.73%	36.36%	36.36%	27.27%	72.73%
	Urban	8.70%	60.87%	13.04%	17.39%	69.57%	30.43%
	Overall	6.67%	42.22%	24.44%	26.67%	48.89%	51.11%
Uninor	Rural	0.00%	50.00%	0.00%	50.00%	50.00%	50.00%
	Urban	NA	NA	NA	NA	NA	NA
	Overall	0.00%	50.00%	0.00%	50.00%	50.00%	50.00%
Vodafone	Rural	11.11%	33.33%	27.78%	27.78%	44.44%	55.56%
	Urban	8.70%	65.22%	21.74%	4.35%	73.91%	26.09%
	Overall	9.76%	51.22%	24.39%	14.63%	60.98%	39.02%

45. The reason(s) for dissatisfaction

		Difficult to connect to the Nodal Officer	Nodal Officer not polite/courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaint is too long	Nodal Officer was unable to understand the problem	Others
Mobile	(Rural/Urban)						
Aircel	Rural	NA	NA	NA	NA	NA	NA
	Urban	0.00%	40.00%	40.00%	20.00%	0.00%	0.00%
	Overall	0.00%	40.00%	40.00%	20.00%	0.00%	0.00%
Airtel	Rural	7.32%	19.51%	39.02%	17.07%	14.63%	2.44%
	Urban	26.67%	20.00%	40.00%	13.33%	0.00%	0.00%
	Overall	12.50%	19.64%	39.29%	16.07%	10.71%	1.79%
BSNL	Rural	0.00%	33.33%	33.33%	11.11%	16.67%	5.56%
	Urban	5.15%	34.02%	32.99%	14.43%	11.34%	2.06%
	Overall	4.35%	33.91%	33.04%	13.91%	12.17%	2.61%
Idea	Rural	50.00%	16.67%	0.00%	33.33%	0.00%	0.00%
	Urban	18.00%	36.00%	28.00%	6.00%	10.00%	2.00%
	Overall	21.43%	33.93%	25.00%	8.93%	8.93%	1.79%
Reliance	Rural	9.09%	27.27%	31.82%	13.64%	13.64%	4.55%
	Urban	0.00%	33.33%	33.33%	0.00%	33.33%	0.00%
	Overall	7.14%	28.57%	32.14%	10.71%	17.86%	3.57%
Systema Shyam	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Tata	Rural	0.00%	43.75%	37.50%	12.50%	6.25%	0.00%
	Urban	0.00%	42.86%	42.86%	14.29%	0.00%	0.00%
	Overall	0.00%	43.48%	39.13%	13.04%	4.35%	0.00%
Uninor	Rural	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%
	Urban	NA	NA	NA	NA	NA	NA
	Overall	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%
Vodafone	Rural	10.00%	30.00%	30.00%	20.00%	10.00%	0.00%
	Urban	0.00%	33.33%	50.00%	16.67%	0.00%	0.00%
	Overall	6.25%	31.25%	37.50%	18.75%	6.25%	0.00%

46. Awareness of the contact details of the appellate authority for filing of appeals

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	0.00%	100.00%
	Urban	2.20%	97.80%
	Overall	1.41%	98.59%
Airtel	Rural	2.32%	97.68%
	Urban	1.69%	98.31%
	Overall	1.91%	98.09%
BSNL	Rural	12.38%	87.62%
	Urban	19.42%	80.58%
	Overall	17.18%	82.82%
Idea	Rural	4.51%	95.49%
	Urban	7.91%	92.09%
	Overall	7.17%	92.83%
Reliance	Rural	3.21%	96.79%
	Urban	1.16%	98.84%
	Overall	1.80%	98.20%
Systema Shyam	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Tata	Rural	1.73%	98.27%
	Urban	1.20%	98.80%
	Overall	1.37%	98.63%
Uninor	Rural	0.33%	99.67%
	Urban	0.00%	100.00%
	Overall	0.10%	99.90%
Vodafone	Rural	2.61%	97.39%
	Urban	0.74%	99.26%
	Overall	1.12%	98.88%

47. Filing of any appeal in last 6 months

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	NA	NA
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Airtel	Rural	30.00%	70.00%
	Urban	7.14%	92.86%
	Overall	16.67%	83.33%
BSNL	Rural	7.50%	92.50%
	Urban	1.49%	98.51%
	Overall	2.87%	97.13%
Idea	Rural	41.67%	58.33%
	Urban	14.67%	85.33%
	Overall	18.39%	81.61%
Reliance	Rural	20.00%	80.00%
	Urban	12.50%	87.50%
	Overall	16.67%	83.33%
Systema Shyam	Urban	NA	NA
	Overall	NA	NA
Tata	Rural	0.00%	100.00%
	Urban	0.00%	100.00%

	Overall	0.00%	100.00%
Uninor	Rural	0.00%	100.00%
	Urban	NA	NA
	Overall	0.00%	100.00%
Vodafone	Rural	0.00%	100.00%
	Urban	11.11%	88.89%
	Overall	5.88%	94.12%

48. Receipt of acknowledgement

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Airtel	Rural	66.67%	33.33%
	Urban	100.00%	0.00%
	Overall	75.00%	25.00%
BSNL	Rural	66.67%	33.33%
	Urban	50.00%	50.00%
	Overall	60.00%	40.00%
Idea	Rural	40.00%	60.00%
	Urban	72.73%	27.27%
	Overall	62.50%	37.50%
Reliance	Rural	50.00%	50.00%
	Urban	0.00%	100.00%
	Overall	33.33%	66.67%
Systema Shyam	Urban	NA	NA
	Overall	NA	NA
	Tata	Rural	NA
Tata	Urban	NA	NA
	Overall	NA	NA
	Uninor	Rural	NA
Urban		NA	NA
Overall		NA	NA
Vodafone	Rural	NA	NA
	Urban	100.00%	0.00%
	Overall	100.00%	0.00%

49. Taking a decision upon the appeal by the Appellate Authority within 3 months of filing the appeal

Mobile	(Rural/Urban)	Yes	No	Appeal filed only recently
Aircel	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Airtel	Rural	66.67%	33.33%	0.00%
	Urban	100.00%	0.00%	0.00%
	Overall	75.00%	25.00%	0.00%
BSNL	Rural	0.00%	100.00%	0.00%

	Urban	50.00%	50.00%	0.00%
	Overall	20.00%	80.00%	0.00%
Idea	Rural	40.00%	60.00%	0.00%
	Urban	72.73%	27.27%	0.00%
	Overall	62.50%	37.50%	0.00%
Reliance	Rural	50.00%	50.00%	0.00%
	Urban	100.00%	0.00%	0.00%
	Overall	66.67%	33.33%	0.00%
Systema Shyam		NA	NA	NA
	Overall	NA	NA	NA
Tata	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Uninor	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Vodafone	Rural	NA	NA	NA
	Urban	100.00%	0.00%	0.00%
	Overall	100.00%	0.00%	0.00%

50. Awareness that a prepaid customer can get item-wise usage charge details, on request

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	14.93%	85.07%
	Urban	28.17%	71.83%
	Overall	23.20%	76.80%
Airtel	Rural	7.28%	92.72%
	Urban	3.38%	96.62%
	Overall	4.76%	95.24%
BSNL	Rural	8.55%	91.45%
	Urban	15.16%	84.84%
	Overall	13.25%	86.75%
Idea	Rural	20.40%	79.60%
	Urban	25.09%	74.91%
	Overall	23.28%	76.72%
Reliance	Rural	12.91%	87.09%
	Urban	15.36%	84.64%
	Overall	14.62%	85.38%
Systema Shyam	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Tata	Rural	8.33%	91.67%
	Urban	11.42%	88.58%
	Overall	10.46%	89.54%
Uninor	Rural	2.80%	97.20%
	Urban	18.84%	81.16%
	Overall	14.06%	85.94%
Vodafone	Rural	14.56%	85.44%
	Urban	30.37%	69.63%
	Overall	27.10%	72.90%

51. Denial of the request for item-wise usage charge details for the prepaid connection

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	14.93%	85.07%
	Urban	28.17%	71.83%
	Overall	23.20%	76.80%
Airtel	Rural	7.28%	92.72%
	Urban	3.38%	96.62%
	Overall	4.76%	95.24%
BSNL	Rural	8.55%	91.45%
	Urban	15.16%	84.84%
	Overall	13.25%	86.75%
Idea	Rural	20.40%	79.60%
	Urban	25.09%	74.91%
	Overall	23.28%	76.72%
Reliance	Rural	12.91%	87.09%
	Urban	15.36%	84.64%
	Overall	14.62%	85.38%
Systema Shyam	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Tata	Rural	8.33%	91.67%
	Urban	11.42%	88.58%
	Overall	10.46%	89.54%
Uninor	Rural	2.80%	97.20%
	Urban	18.84%	81.16%
	Overall	14.06%	85.94%
Vodafone	Rural	14.56%	85.44%
	Urban	30.37%	69.63%
	Overall	27.10%	72.90%

52. The reason(s) for denial of the request

Mobile	(Rural/Urban)	No reason	Technical Problem	Others
Aircel	Rural	NA	NA	NA
	Urban	100.00%	0.00%	0.00%
	Overall	100.00%	0.00%	0.00%
Airtel	Rural	31.82%	59.09%	9.09%
	Urban	0.00%	100.00%	0.00%
	Overall	25.93%	66.67%	7.41%
BSNL	Rural	63.16%	15.79%	21.05%
	Urban	73.33%	17.78%	8.89%
	Overall	70.31%	17.19%	12.50%
Idea	Rural	21.54%	7.69%	70.77%
	Urban	67.68%	25.25%	7.07%
	Overall	49.39%	18.29%	32.32%
Reliance	Rural	38.46%	38.46%	23.08%
	Urban	33.33%	66.67%	0.00%
	Overall	37.50%	43.75%	18.75%

Systema Shyam	Urban	NA	NA	NA
	Overall	NA	NA	NA
Tata	Rural	72.73%	27.27%	0.00%
	Urban	16.67%	83.33%	0.00%
	Overall	52.94%	47.06%	0.00%
Uninor	Rural	66.67%	33.33%	0.00%
	Urban	100.00%	0.00%	0.00%
	Overall	80.00%	20.00%	0.00%
Vodafone	Rural	67.86%	32.14%	0.00%
	Urban	20.00%	60.00%	20.00%
	Overall	60.61%	36.36%	3.03%

53. Manual of Practice provided by the operator while subscribing the new mobile telephone connection

Mobile	(Rural/Urban)	Yes	No
Aircel	Rural	98.82%	1.18%
	Urban	98.26%	1.74%
	Overall	98.46%	1.54%
Airtel	Rural	90.41%	9.59%
	Urban	96.34%	3.66%
	Overall	94.25%	5.75%
BSNL	Rural	84.21%	15.79%
	Urban	84.25%	15.75%
	Overall	84.24%	15.76%
Idea	Rural	95.10%	4.90%
	Urban	93.11%	6.89%
	Overall	93.65%	6.35%
Reliance	Rural	73.90%	26.10%
	Urban	84.72%	15.28%
	Overall	81.40%	18.60%
Systema Shyam	Urban	100.00%	0.00%
	Overall	100.00%	0.00%
Tata	Rural	67.22%	32.78%
	Urban	58.41%	41.59%
	Overall	61.22%	38.78%
Uninor	Rural	93.79%	6.21%
	Urban	81.55%	18.45%
	Overall	85.20%	14.80%
Vodafone	Rural	88.45%	11.55%
	Urban	87.02%	12.98%
	Overall	87.32%	12.68%

7.3 Broadband Services

A .Service Provision

1(a) Last applied for a broadband connection

Broadband Operator	Area	Less than half Month	Half month-1 month	More than one month
Airtel	Rural	NA	NA	100.00%
	Urban	0.96%	8.95%	90.09%
	Overall	0.94%	8.71%	90.36%
Beam Cable	Urban	0.75%	7.49%	91.76%
	Overall	0.75%	7.49%	91.76%
BSNL	Rural	0.61%	7.01%	92.38%
	Urban	0.52%	7.37%	92.11%
	Overall	0.54%	7.27%	92.19%
Hathway	Rural	0.00%	5.36%	94.64%
	Urban	0.43%	8.02%	91.54%
	Overall	0.41%	7.90%	91.69%
Reliance	Rural	0.61%	7.27%	92.12%
	Urban	0.84%	10.03%	89.13%
	Overall	0.80%	9.63%	89.57%
Sify	Rural	0.65%	7.74%	91.61%
	Urban	0.77%	8.21%	91.02%
	Overall	0.75%	8.15%	91.10%
TATA	Rural	0.68%	6.12%	93.20%
	Urban	0.97%	9.84%	89.19%
	Overall	0.93%	9.33%	89.74%
Tikona	Rural	0.65%	9.74%	89.61%
	Urban	0.88%	9.08%	90.04%
	Overall	0.84%	9.18%	89.98%
You Broadband	Urban	0.66%	7.77%	91.57%
	Overall	0.66%	7.77%	91.57%

1(b) Time taken to provide a working connection

Broadband Operator	Area	Within 7working days	More than 7 Working Days
Airtel	Rural	82.76%	17.24%
	Urban	96.44%	3.56%
	Overall	96.07%	3.93%
Beam Cable	Urban	91.39%	8.61%
	Overall	91.39%	8.61%
BSNL	Rural	86.89%	13.11%
	Urban	95.47%	4.53%
	Overall	92.92%	7.08%
Hathway	Rural	80.36%	19.64%
	Urban	95.00%	5.00%
	Overall	94.32%	5.68%
Reliance	Rural	84.85%	15.15%
	Urban	96.87%	3.13%
	Overall	95.10%	4.90%
Sify	Rural	85.81%	14.19%

	Urban	92.55%	7.45%
	Overall	91.57%	8.43%
TATA	Rural	83.67%	16.33%
	Urban	91.35%	8.65%
	Overall	90.30%	9.70%
Tikona	Rural	85.71%	14.29%
	Urban	92.45%	7.55%
	Overall	91.48%	8.52%
You Broadband	Urban	95.32%	4.68%
	Overall	95.32%	4.68%

2. Satisfaction with time taken for activation

Broadband Operator	Area	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Airtel	Rural	13.79%	79.31%	6.90%	0.00%
	Urban	12.22%	77.77%	9.82%	0.19%
	Overall	12.27%	77.81%	9.74%	0.19%
Beam Cable	Urban	7.87%	85.02%	7.02%	0.09%
	Overall	7.87%	85.02%	7.02%	0.09%
BSNL	Rural	11.89%	83.54%	4.27%	0.30%
	Urban	11.77%	84.86%	2.98%	0.39%
	Overall	11.81%	84.47%	3.36%	0.36%
Hathway	Rural	10.71%	82.14%	7.14%	0.00%
	Urban	17.00%	79.38%	2.85%	0.78%
	Overall	16.71%	79.51%	3.05%	0.74%
Reliance	Rural	13.33%	78.18%	8.48%	0.00%
	Urban	18.39%	78.89%	2.61%	0.10%
	Overall	17.65%	78.79%	3.48%	0.09%
Sify	Rural	15.48%	78.06%	5.81%	0.65%
	Urban	19.28%	73.38%	6.46%	0.88%
	Overall	18.73%	74.06%	6.37%	0.84%
TATA	Rural	5.44%	87.07%	6.80%	0.68%
	Urban	7.78%	83.89%	8.11%	0.22%
	Overall	7.46%	84.33%	7.93%	0.28%
Tikona	Rural	6.49%	83.12%	9.74%	0.65%
	Urban	5.58%	84.68%	9.52%	0.22%
	Overall	5.71%	84.46%	9.55%	0.28%
You Broadband	Urban	17.42%	80.71%	1.59%	0.28%
	Overall	17.42%	80.71%	1.59%	0.28%

3. Time taken for Reactivate service

Broadband Operator	Area	Within 24 hrs	2-3 days	4-7 days	More than 7 days	Not Applicable
Airtel	Rural	13.79%	6.90%	10.34%	NA	68.97%
	Urban	35.32%	20.21%	1.35%	NA	43.12%
	Overall	34.74%	19.85%	1.59%	NA	43.82%
Beam Cable	Urban	29.96%	23.22%	5.43%	0.00%	41.39%
	Overall	29.96%	23.22%	5.43%	0.00%	41.39%
BSNL	Rural	12.50%	21.04%	3.35%	0.30%	62.80%
	Urban	10.09%	26.13%	0.00%	1.42%	62.35%

	Overall	10.81%	24.61%	1.00%	1.09%	62.49%
Hathway	Rural	33.93%	5.36%	0.00%	0.00%	60.71%
	Urban	44.09%	9.32%	0.95%	0.43%	45.21%
	Overall	43.62%	9.14%	0.91%	0.41%	45.93%
Reliance	Rural	18.79%	31.52%	0.00%	0.61%	49.09%
	Urban	38.77%	17.76%	0.94%	1.04%	41.48%
	Overall	35.83%	19.79%	0.80%	0.98%	42.60%
Sify	Rural	28.39%	41.29%	0.65%	0.65%	29.03%
	Urban	30.89%	38.44%	0.77%	0.55%	29.35%
	Overall	30.52%	38.86%	0.75%	0.56%	29.31%
TATA	Rural	8.16%	34.01%	10.20%	0.00%	47.62%
	Urban	4.65%	43.03%	17.08%	0.11%	35.14%
	Overall	5.13%	41.79%	16.14%	0.09%	36.85%
Tikona	Rural	1.95%	59.74%	5.19%	0.65%	32.47%
	Urban	2.95%	65.21%	1.86%	0.00%	29.98%
	Overall	2.81%	64.42%	2.34%	0.09%	30.34%
You Broadband	Urban	39.42%	0.37%	0.19%	0.19%	59.83%
	Overall	39.42%	0.37%	0.19%	0.19%	59.83%

B. Billing Related-Postpaid Customer

4. Satisfaction with timely delivery of bills -Postpaid

Broadband Operator	Area	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Airtel	Rural	26.92%	73.08%	NA	NA
	Urban	11.09%	88.47%	0.44%	NA
	Overall	11.67%	87.90%	0.42%	NA
Beam Cable	Urban	1.38%	91.13%	7.50%	NA
	Overall	1.38%	91.13%	7.50%	NA
BSNL	Rural	7.62%	89.63%	2.74%	NA
	Urban	8.93%	87.71%	3.36%	NA
	Overall	8.54%	88.28%	3.18%	NA
Hathway	Rural	8.82%	88.24%	0.00%	NA
	Urban	13.97%	79.70%	5.96%	0.37%
	Overall	13.66%	80.21%	5.60%	0.53%
Reliance	Rural	14.41%	83.90%	1.69%	0.00%
	Urban	9.67%	90.05%	0.27%	0.00%
	Overall	10.33%	89.20%	0.47%	0.00%
Sify	Rural	6.78%	77.12%	11.86%	4.24%
	Urban	3.58%	85.10%	10.03%	1.29%
	Overall	4.04%	83.95%	10.29%	1.72%
TATA	Rural	3.03%	87.88%	9.09%	0.00%
	Urban	4.58%	88.46%	6.96%	0.00%
	Overall	4.41%	88.40%	7.19%	0.00%
Tikona	Rural	2.74%	82.19%	15.07%	0.00%
	Urban	3.69%	83.41%	12.67%	0.23%
	Overall	3.55%	83.23%	13.02%	0.20%
You Broadband	Urban	1.02%	86.78%	12.20%	0.00%
	Overall	1.02%	86.78%	12.20%	0.00%

5(a) Satisfaction with Clarity of Bills

Broadband Operator	Area	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Airtel	Rural	7.69%	92.31%	NA	NA
	Urban	4.67%	95.18%	0.15%	NA
	Overall	4.78%	95.08%	0.14%	NA
Beam Cable	Urban	1.88%	94.75%	3.38%	NA
	Overall	1.88%	94.75%	3.38%	NA
BSNL	Rural	0.00%	99.39%	0.61%	NA
	Urban	0.78%	99.09%	0.13%	NA
	Overall	0.54%	99.18%	0.27%	NA
Hathway	Rural	5.88%	91.18%	2.94%	NA
	Urban	6.33%	92.18%	1.49%	NA
	Overall	6.30%	92.12%	1.58%	NA
Reliance	Rural	10.17%	89.83%	NA	NA
	Urban	11.99%	87.74%	0.27%	NA
	Overall	11.74%	88.03%	0.23%	NA
Sify	Rural	1.69%	97.46%	0.85%	NA
	Urban	0.86%	94.99%	3.58%	0.57%
	Overall	0.98%	95.34%	3.19%	0.49%
TATA	Rural	3.03%	96.97%	NA	NA
	Urban	1.28%	98.53%	0.18%	NA
	Overall	1.47%	98.37%	0.16%	NA
Tikona	Rural	NA	94.52%	5.48%	NA
	Urban	2.30%	96.31%	1.38%	NA
	Overall	1.97%	96.06%	1.97%	NA
You Broadband	Urban	0.34%	99.66%	NA	NA
	Overall	0.34%	99.66%	NA	NA

5(b) Reason for Dissatisfaction

Broadband Operator	Area	Difficult to Read Bill	Difficult to understand the Language	Calculations not Clear
Airtel	Rural	NA	NA	NA
	Urban	NA	100.00%	NA
	Overall	NA	100.00%	NA
Beam Cable	Urban	NA	NA	100.00%
	Overall	NA	NA	100.00%
BSNL	Rural	100.00%	NA	NA
	Urban	100.00%	NA	NA
	Overall	100.00%	NA	NA
Hathway	Rural	100.00%	NA	NA
	Urban	87.50%	12.50%	NA
	Overall	88.89%	11.11%	NA
Reliance	Rural	NA	NA	NA
	Urban	50.00%	0.00%	50.00%
	Overall	50.00%	0.00%	50.00%
Sify	Rural	100.00%	0.00%	0.00%
	Urban	41.38%	17.24%	41.38%
	Overall	43.33%	16.67%	40.00%

TATA	Rural	NA	NA	NA
	Urban	100.00%	NA	NA
	Overall	100.00%	NA	NA
Tikona	Rural	50.00%	NA	50.00%
	Urban	66.67%	NA	33.33%
	Overall	60.00%	NA	40.00%
You Broadband	Urban	NA	NA	NA
	Overall	NA	NA	NA

6(a) Satisfaction with accuracy/completeness of bills - Postpaid

Broadband Operator	Area	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Airtel	Rural	3.85%	80.77%	15.38%	0.00%
	Urban	1.02%	98.39%	0.58%	0.00%
	Overall	1.13%	97.75%	1.13%	0.00%
Beam Cable	Urban	0.25%	82.63%	3.88%	13.25%
	Overall	0.25%	82.63%	3.88%	13.25%
BSNL	Rural	0.61%	75.61%	22.87%	0.91%
	Urban	1.55%	78.78%	16.30%	3.36%
	Overall	NA	77.84%	18.26%	2.63%
Hathway	Rural	2.94%	76.47%	14.71%	5.88%
	Urban	7.26%	86.78%	5.40%	0.56%
	Overall	7.01%	86.16%	5.95%	0.88%
Reliance	Rural	12.71%	85.59%	1.69%	NA
	Urban	0.82%	90.05%	9.13%	NA
	Overall	2.46%	89.44%	8.10%	NA
Sify	Rural	2.54%	80.51%	14.41%	2.54%
	Urban	2.87%	84.38%	11.03%	1.72%
	Overall	2.82%	83.82%	11.52%	1.84%
TATA	Rural	3.03%	81.82%	15.15%	NA
	Urban	0.92%	88.46%	10.62%	NA
	Overall	1.14%	87.75%	11.11%	NA
Tikona	Rural	4.11%	78.08%	17.81%	NA
	Urban	2.30%	77.88%	19.82%	NA
	Overall	2.56%	77.91%	19.53%	NA

6(b) Reason for Dissatisfaction

Broadband Operator	Area	Charges not as per tariff plan subscribed	Tariff plan charged without information	Charged for value added services not requested	Charged for calls/services not made/use
Airtel	Rural	NA	NA	NA	NA
	Urban	50.00%	50.00%	NA	NA
	Overall	50.00%	50.00%	NA	NA
Beam Cable	Urban	2.19%	20.44%	74.45%	2.92%
	Overall	2.19%	20.44%	74.45%	2.92%
BSNL	Rural	8.82%	1.18%	44.12%	45.88%
	Urban	9.32%	1.94%	33.40%	55.34%
	Overall	9.20%	1.75%	36.06%	52.99%
Hathway	Rural	NA	NA	100.00%	NA
	Urban	56.25%	6.25%	28.13%	9.38%

	Overall	52.94%	5.88%	32.35%	8.82%
Reliance	Rural	100.00%	NA	NA	NA
	Urban	95.52%	4.48%	NA	NA
	Overall	95.65%	4.35%	NA	NA
Sify	Rural	35.00%	5.00%	55.00%	5.00%
	Urban	20.22%	3.37%	67.42%	8.99%
	Overall	22.94%	3.67%	65.14%	8.26%
TATA	Rural	NA	NA	100.00%	NA
	Urban	3.45%	3.45%	93.10%	NA
	Overall	2.94%	2.94%	94.12%	NA
Tikona	Rural	15.38%	7.69%	30.77%	46.15%
	Urban	3.49%	8.14%	63.95%	24.42%
	Overall	5.05%	8.08%	59.60%	27.27%
You Broadband	Urban	25.00%	50.00%	25.00%	NA
	Overall	25.00%	50.00%	25.00%	NA

7. Billing complaint in last 6 months - Postpaid

Broadband Operator	Area	Yes	No
Airtel	Rural	73.08%	26.92%
	Urban	34.31%	65.69%
	Overall	35.72%	64.28%
Beam Cable	Urban	21.00%	79.00%
	Overall	21.00%	79.00%
BSNL	Rural	60.98%	39.02%
	Urban	38.42%	61.58%
	Overall	45.14%	54.86%
Hathway	Rural	41.18%	58.82%
	Urban	43.20%	56.80%
	Overall	43.08%	56.92%
Reliance	Rural	3.39%	96.61%
	Urban	14.71%	85.29%
	Overall	13.15%	86.85%
Sify	Rural	91.53%	8.47%
	Urban	90.97%	9.03%
	Overall	91.05%	8.95%
TATA	Rural	89.39%	10.61%
	Urban	96.15%	3.85%
	Overall	95.42%	4.58%
Tikona	Rural	97.26%	2.74%
	Urban	89.86%	10.14%
	Overall	90.93%	9.07%
You Broadband	Urban	94.24%	5.76%
	Overall	94.24%	5.76%

8. Satisfaction with process of resolution of billing complaint- Postpaid

Broadband Operator	Area	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Airtel	Rural	26.32%	73.68%	NA	NA
	Urban	7.66%	88.51%	3.40%	0.43%
	Overall	9.06%	87.40%	3.15%	0.39%
Beam Cable	Urban	1.19%	83.33%	15.48%	NA

	Overall	1.19%	83.33%	15.48%	NA
BSNL	Rural	0.00%	84.00%	2.50%	13.50%
	Urban	0.00%	86.20%	1.01%	12.79%
	Overall	0.00%	85.31%	1.61%	13.08%
Hathway	Rural	28.57%	71.43%	NA	NA
	Urban	21.98%	65.09%	12.07%	0.86%
	Overall	22.36%	65.45%	11.38%	0.81%
Reliance	Rural	25.00%	50.00%	NA	25.00%
	Urban	0.93%	85.19%	13.89%	NA
	Overall	1.79%	83.93%	13.39%	0.89%
Sify	Rural	NA	85.19%	12.96%	1.85%
	Urban	0.63%	85.35%	11.34%	2.68%
	Overall	0.54%	85.33%	11.57%	2.56%
TATA	Rural	3.39%	88.14%	8.47%	NA
	Urban	1.14%	91.43%	7.43%	NA
	Overall	1.37%	91.10%	7.53%	NA
Tikona	Rural	7.04%	76.06%	15.49%	1.41%
	Urban	2.82%	76.92%	18.72%	1.54%
	Overall	3.47%	76.79%	18.22%	1.52%
You Broadband	Urban	1.08%	97.48%	1.44%	NA
	Overall	1.08%	97.48%	1.44%	NA

C Billing Related to Prepaid customers

9(a) Satisfaction with accuracy of charges - Prepaid

Broadband Operator	Area	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Airtel	Rural	66.67%	33.33%	NA	NA
	Urban	10.45%	87.57%	1.41%	0.56%
	Overall	10.92%	87.11%	1.40%	0.56%
Beam Cable	Urban	1.49%	79.48%	11.94%	7.09%
	Overall	1.49%	79.48%	11.94%	7.09%
BSNL	Rural	NA	NA	NA	NA
	Urban	NA	NA	NA	NA
	Overall	NA	NA	NA	NA
Hathway	Rural	13.64%	81.82%	0.00%	4.55%
	Urban	11.25%	87.78%	0.80%	0.16%
	Overall	11.34%	87.58%	0.78%	0.31%
Reliance	Rural	25.53%	74.47%	0.00%	0.00%
	Urban	8.07%	89.69%	2.24%	0.00%
	Overall	11.11%	87.04%	1.85%	0.00%
Sify	Rural	5.41%	89.19%	5.41%	0.00%
	Urban	13.95%	74.42%	10.70%	0.93%
	Overall	12.70%	76.59%	9.92%	0.79%
TATA	Rural	1.23%	83.95%	14.81%	0.00%
	Urban	0.79%	81.00%	17.94%	0.26%
	Overall	0.87%	81.52%	17.39%	0.22%
Tikona	Rural	2.47%	70.37%	27.16%	0.00%
	Urban	1.46%	83.33%	15.21%	0.00%
	Overall	1.60%	81.46%	16.93%	0.00%
You Broadband	Urban	17.72%	75.55%	0.13%	6.60%
	Overall	17.72%	75.55%	0.13%	6.60%

9(b) Reasons for Dissatisfaction

Broadband Operator	Area	Charges not as per tariff plan subscribed	Tariff plan charged without information	Charged for value added services not requested	Charged for calls /services not made/used	Others
Airtel	Rural	NA	NA	NA	NA	NA
	Urban	14.29%	57.14%	14.29%	14.29%	NA
	Overall	14.29%	57.14%	14.29%	14.29%	NA
Beam Cable	Urban	NA	23.53%	66.67%	9.80%	NA
	Overall	NA	23.53%	66.67%	9.80%	NA
BSNL	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA
Hathway	Rural	NA	100.00%	NA	NA	NA
	Urban	66.67%	16.67%	16.67%	NA	NA
	Overall	57.14%	28.57%	14.29%	NA	NA
Reliance	Rural	NA	NA	NA	NA	NA
	Urban	80.00%	NA	20.00%	NA	NA
	Overall	80.00%	NA	20.00%	NA	NA
Sify	Rural	NA	NA	100.00%	NA	NA
	Urban	28.00%	28.00%	40.00%	4.00%	NA
	Overall	25.93%	25.93%	44.44%	3.70%	NA
TATA	Rural	0.00%	8.33%	91.67%	NA	NA
	Urban	1.45%	14.49%	84.06%	NA	NA
	Overall	1.23%	13.58%	85.19%	NA	NA
Tikona	Rural	0.00%	0.00%	100.00%	NA	NA
	Urban	2.74%	6.85%	83.56%	6.85%	NA
	Overall	2.11%	5.26%	87.37%	5.26%	NA
You Broadband	Urban	11.54%	26.92%	25.00%	30.77%	5.77%
	Overall	11.54%	26.92%	25.00%	30.77%	5.77%

9(c) Made query/complaint at the customer care in the Last 6 Months

Broadband Operator	Area	Yes	No
Airtel	Rural	0.00%	100.00%
	Urban	34.75%	65.25%
	Overall	34.45%	65.55%
Beam Cable	Urban	92.54%	7.46%
	Overall	92.54%	7.46%
BSNL	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Hathway	Rural	45.45%	54.55%
	Urban	35.85%	64.15%
	Overall	36.18%	63.82%
Reliance	Rural	6.38%	93.62%
	Urban	23.77%	76.23%
	Overall	20.74%	79.26%
Sify	Rural	91.89%	8.11%
	Urban	93.95%	6.05%

	Overall	93.65%	6.35%
TATA	Rural	98.77%	1.23%
	Urban	98.94%	1.06%
	Overall	98.91%	1.09%
Tikona	Rural	93.83%	6.17%
	Urban	96.88%	3.13%
	Overall	96.43%	3.57%
You Broadband	Urban	74.13%	25.87%
	Overall	74.13%	25.87%

9(d) satisfaction with the process of Resolution of Complaint

Broadband Operator	Area	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Airtel	Rural	NA	NA	NA	NA
	Urban	1.63%	80.49%	17.89%	NA
	Overall	1.63%	80.49%	17.89%	NA
Beam Cable	Urban	2.02%	83.47%	14.52%	NA
	Overall	2.02%	83.47%	14.52%	NA
BSNL	Rural	NA	NA	NA	NA
	Urban	NA	NA	NA	NA
	Overall	NA	NA	NA	NA
Hathway	Rural	20.00%	70.00%	0.00%	10.00%
	Urban	13.45%	78.48%	4.93%	3.14%
	Overall	13.73%	78.11%	4.72%	3.43%
Reliance	Rural	0.00%	100.00%	0.00%	0.00%
	Urban	0.00%	96.23%	3.77%	0.00%
	Overall	0.00%	96.43%	3.57%	0.00%
Sify	Rural	2.94%	94.12%	2.94%	0.00%
	Urban	3.47%	86.63%	8.91%	0.99%
	Overall	3.39%	87.71%	8.05%	0.85%
TATA	Rural	1.25%	82.50%	16.25%	0.00%
	Urban	0.53%	80.80%	18.67%	0.00%
	Overall	0.66%	81.10%	18.24%	0.00%
Tikona	Rural	3.95%	63.16%	30.26%	2.63%
	Urban	1.29%	82.58%	15.70%	0.43%
	Overall	1.66%	79.85%	17.74%	0.74%
You Broadband	Urban	7.50%	76.09%	13.79%	2.62%
	Overall	7.50%	76.09%	13.79%	2.62%

D Help Services

10. Made query/complaint at the customer care in the last 6 months

Broadband Operator	Area	Yes	No
Airtel	Rural	93.10%	6.90%
	Urban	84.50%	15.50%
	Overall	84.74%	15.26%
Beam Cable	Urban	82.21%	17.79%
	Overall	82.21%	17.79%
BSNL	Rural	94.82%	5.18%
	Urban	90.30%	9.70%

	Overall	91.64%	8.36%
Hathway	Rural	100.00%	0.00%
	Urban	97.24%	2.76%
	Overall	97.37%	2.63%
Reliance	Rural	95.15%	4.85%
	Urban	87.25%	12.75%
	Overall	88.41%	11.59%
Sify	Rural	100.00%	0.00%
	Urban	99.56%	0.44%
	Overall	99.63%	0.37%
TATA	Rural	100.00%	0.00%
	Urban	99.68%	0.32%
	Overall	99.72%	0.28%
Tikona	Rural	100.00%	0.00%
	Urban	99.78%	0.22%
	Overall	99.81%	0.19%
You Broadband	Urban	99.91%	0.09%
	Overall	99.91%	0.09%

11(a) Satisfaction with ease of accessing customer care or helpline

Broadband Operator	Area	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Airtel	Rural	18.52%	77.78%	3.70%	0.00%
	Urban	16.63%	73.35%	9.91%	0.11%
	Overall	16.69%	73.48%	9.72%	0.11%
Beam Cable	Urban	4.67%	79.61%	15.60%	0.11%
	Overall	4.67%	79.61%	15.60%	0.11%
BSNL	Rural	4.50%	74.60%	20.90%	0.00%
	Urban	3.44%	77.79%	18.48%	0.29%
	Overall	3.77%	76.81%	19.23%	0.20%
Hathway	Rural	1.79%	71.43%	25.00%	1.79%
	Urban	4.53%	82.34%	12.60%	0.53%
	Overall	4.40%	81.83%	13.19%	0.59%
Reliance	Rural	3.82%	69.43%	26.11%	0.64%
	Urban	3.71%	77.60%	18.56%	0.12%
	Overall	3.73%	76.31%	19.76%	0.20%
Sify	Rural	3.87%	80.65%	13.55%	1.94%
	Urban	2.75%	81.96%	13.53%	1.76%
	Overall	2.91%	81.77%	13.53%	1.79%
TATA	Rural	2.72%	70.07%	26.53%	0.68%
	Urban	2.17%	79.18%	18.55%	0.11%
	Overall	2.25%	77.92%	19.64%	0.19%
Tikona	Rural	1.30%	82.47%	14.29%	1.95%
	Urban	2.52%	83.33%	14.04%	0.11%
	Overall	2.35%	83.21%	14.07%	0.38%
You Broadband	Urban	2.72%	81.72%	13.03%	2.53%
	Overall	2.72%	81.72%	13.03%	2.53%

11(b) Satisfaction with Ease of getting an option for "taking to a Customer Care Executive"

Broadband Operator	Area	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Airtel	Rural	18.52%	77.78%	3.70%	0.00%
	Urban	16.63%	73.35%	9.91%	0.11%
	Overall	16.69%	73.48%	9.72%	0.11%
Beam Cable	Urban	8.31%	79.84%	11.28%	0.57%
	Overall	8.31%	79.84%	11.28%	0.57%
BSNL	Rural	12.86%	77.49%	9.65%	0.00%
	Urban	11.46%	80.37%	7.88%	0.29%
	Overall	11.89%	79.48%	8.42%	0.20%
Hathway	Rural	19.64%	75.00%	5.36%	0.00%
	Urban	18.46%	74.71%	6.48%	0.35%
	Overall	18.51%	74.73%	6.42%	0.34%
Reliance	Rural	19.11%	79.62%	1.27%	0.00%
	Urban	23.35%	68.86%	7.66%	0.12%
	Overall	22.68%	70.56%	6.65%	0.10%
Sify	Rural	1.94%	90.97%	5.81%	1.29%
	Urban	1.76%	87.79%	8.80%	1.65%
	Overall	1.79%	88.25%	8.36%	1.60%
TATA	Rural	2.04%	91.16%	6.80%	0.00%
	Urban	1.30%	91.76%	6.94%	0.00%
	Overall	1.40%	91.67%	6.92%	0.00%
Tikona	Rural	5.84%	84.42%	9.09%	0.65%
	Urban	3.84%	87.72%	8.11%	0.33%
	Overall	4.13%	87.24%	8.26%	0.38%
You Broadband	Urban	5.53%	85.66%	4.69%	4.12%
	Overall	5.53%	85.66%	4.69%	4.12%

12. Satisfaction with response time to answer call

Broadband Operator	Area	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Airtel	Rural	25.93%	70.37%	3.70%	0.00%
	Urban	17.65%	75.51%	6.83%	0.00%
	Overall	17.90%	75.36%	6.74%	0.00%
Beam Cable	Urban	3.64%	81.89%	13.21%	1.25%
	Overall	3.64%	81.89%	13.21%	1.25%
BSNL	Rural	6.75%	80.39%	12.86%	0.00%
	Urban	7.74%	79.23%	12.75%	0.29%
	Overall	7.43%	79.58%	12.78%	0.20%
Hathway	Rural	14.29%	80.36%	5.36%	0.00%
	Urban	21.56%	74.45%	3.82%	0.18%
	Overall	21.22%	74.73%	3.89%	0.17%
Reliance	Rural	27.39%	71.34%	1.27%	0.00%
	Urban	11.86%	78.80%	9.22%	0.12%
	Overall	14.31%	77.62%	7.96%	0.10%
Sify	Rural	1.29%	89.68%	7.10%	1.94%
	Urban	2.31%	84.93%	10.34%	2.42%
	Overall	2.16%	85.62%	9.87%	2.35%
TATA	Rural	2.04%	88.44%	9.52%	0.00%

	Urban	1.63%	91.43%	6.94%	0.00%
	Overall	1.68%	91.02%	7.30%	0.00%
Tikona	Rural	5.84%	80.52%	13.64%	0.00%
	Urban	3.40%	79.93%	16.45%	0.22%
	Overall	3.75%	80.02%	16.04%	0.19%
You Broadband	Urban	5.72%	77.98%	10.97%	5.34%
	Overall	5.72%	77.98%	10.97%	5.34%

13. Satisfaction with problem solving ability of the Customer care Executives

Broadband Operator	Area	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Airtel	Rural	22.22%	74.07%	0.00%	0.00%
	Urban	19.93%	75.97%	0.00%	0.00%
	Overall	20.00%	75.91%	0.00%	0.00%
Beam Cable	Urban	2.73%	81.21%	0.57%	0.57%
	Overall	2.73%	81.21%	0.57%	0.57%
BSNL	Rural	6.11%	85.21%	0.00%	0.00%
	Urban	5.87%	88.83%	0.00%	0.00%
	Overall	5.95%	87.71%	0.00%	0.00%
Hathway	Rural	16.07%	80.36%	0.00%	0.00%
	Urban	19.96%	77.02%	0.00%	0.00%
	Overall	19.78%	77.18%	0.00%	0.00%
Reliance	Rural	22.29%	77.07%	0.00%	0.00%
	Urban	12.46%	84.55%	0.12%	0.12%
	Overall	14.01%	83.37%	0.10%	0.10%
Sify	Rural	4.52%	86.45%	1.29%	1.29%
	Urban	1.87%	86.58%	1.65%	1.65%
	Overall	2.26%	86.56%	1.60%	1.60%
TATA	Rural	2.04%	88.44%	0.00%	0.00%
	Urban	0.98%	92.41%	0.22%	0.22%
	Overall	1.12%	91.86%	0.19%	0.19%
Tikona	Rural	9.74%	74.03%	0.65%	0.65%
	Urban	3.40%	79.93%	0.22%	0.77%
	Overall	4.32%	79.08%	0.28%	0.75%
You Broadband	Urban	5.62%	81.44%	3.00%	3.00%
	Overall	5.62%	81.44%	3.00%	11.43%

14. Satisfaction with time taken to resolve complaint

Broadband Operator	Area	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Airtel	Rural	25.93%	70.37%	3.70%	0.00%
	Urban	16.86%	79.95%	3.19%	0.00%
	Overall	17.13%	79.67%	3.20%	0.00%
Beam Cable	Urban	5.24%	83.71%	10.25%	0.80%
	Overall	5.24%	83.71%	10.25%	0.80%
BSNL	Rural	8.36%	83.92%	7.72%	0.00%
	Urban	12.89%	77.08%	10.03%	0.00%
	Overall	11.50%	79.19%	9.32%	0.00%
Hathway	Rural	14.29%	75.00%	10.71%	0.00%
	Urban	18.28%	76.31%	4.97%	0.44%
	Overall	18.09%	76.25%	5.24%	0.42%

Reliance	Rural	28.66%	64.33%	7.01%	0.00%
	Urban	11.14%	82.75%	6.11%	0.00%
	Overall	13.91%	79.84%	6.25%	0.00%
Sify	Rural	10.32%	80.65%	7.74%	1.29%
	Urban	2.86%	85.70%	9.24%	2.20%
	Overall	3.95%	84.96%	9.02%	2.07%
TATA	Rural	15.65%	74.83%	9.52%	0.00%
	Urban	9.76%	83.51%	6.72%	0.00%
	Overall	10.57%	82.32%	7.11%	0.00%
Tikona	Rural	3.25%	79.87%	14.94%	1.95%
	Urban	3.84%	79.17%	16.34%	0.66%
	Overall	3.75%	79.27%	16.14%	0.84%
You Broadband	Urban	8.53%	77.98%	11.34%	2.16%
	Overall	8.53%	77.98%	11.34%	2.16%

E. Network Performance, Reliability and Availability

15. Satisfaction with speed of broadband connection

Broadband Operator	Area	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Airtel	Rural	58.62%	31.03%	10.34%	
	Urban	22.52%	65.83%	11.45%	0.19%
	Overall	23.50%	64.89%	11.42%	0.19%
Beam Cable	Urban	20.13%	67.13%	12.64%	0.09%
	Overall	20.13%	67.13%	12.64%	0.09%
BSNL	Rural	10.67%	73.17%	16.16%	0.00%
	Urban	4.92%	80.60%	14.23%	0.26%
	Overall	6.63%	78.38%	14.80%	0.18%
Hathway	Rural	19.64%	76.79%	1.79%	1.79%
	Urban	27.01%	68.33%	3.02%	1.64%
	Overall	26.67%	68.72%	2.96%	1.65%
Reliance	Rural	42.42%	55.76%	1.82%	0.00%
	Urban	21.21%	70.11%	8.57%	0.10%
	Overall	24.33%	68.00%	7.58%	0.09%
Sify	Rural	10.32%	70.97%	16.77%	1.94%
	Urban	7.34%	77.00%	13.03%	2.63%
	Overall	7.77%	76.12%	13.58%	2.53%
TATA	Rural	16.33%	74.83%	8.84%	0.00%
	Urban	3.35%	83.68%	12.86%	0.11%
	Overall	5.13%	82.46%	12.31%	0.09%
Tikona	Rural	4.55%	76.62%	18.83%	0.00%
	Urban	3.28%	77.57%	19.04%	0.11%
	Overall	3.46%	77.43%	19.01%	0.09%
You Broadband	Urban	3.37%	78.09%	18.16%	0.37%
	Overall	3.37%	78.09%	18.16%	0.37%

16. Satisfaction with time for which service is up and Working

Broadband Operator	Area	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Airtel	Rural	24.14%	65.52%	10.34%	0.00%
	Urban	14.53%	76.23%	9.05%	0.19%
	Overall	14.79%	75.94%	9.08%	0.19%
Beam Cable	Urban	21.07%	69.66%	8.99%	0.28%
	Overall	21.07%	69.66%	8.99%	0.28%
BSNL	Rural	13.72%	72.56%	12.20%	1.52%
	Urban	7.24%	79.69%	11.13%	1.94%
	Overall	9.17%	77.57%	11.44%	1.82%
Hathway	Rural	14.29%	75.00%	10.71%	0.00%
	Urban	17.26%	79.81%	2.59%	0.35%
	Overall	17.12%	79.59%	2.96%	0.33%
Reliance	Rural	43.64%	54.55%	1.82%	0.00%
	Urban	14.63%	77.12%	7.84%	0.42%
	Overall	18.89%	73.80%	6.95%	0.36%
Sify	Rural	10.32%	74.19%	13.55%	1.94%
	Urban	3.18%	82.15%	12.16%	2.52%
	Overall	4.21%	80.99%	12.36%	2.43%
TATA	Rural	2.04%	88.44%	9.52%	0.00%
	Urban	5.41%	85.73%	8.76%	0.11%
	Overall	4.94%	86.10%	8.86%	0.09%
Tikona	Rural	9.09%	69.48%	20.78%	0.65%
	Urban	3.06%	80.96%	15.75%	0.22%
	Overall	3.93%	79.31%	16.48%	0.28%
You Broadband	Urban	3.46%	77.72%	16.48%	2.34%
	Overall	3.46%	77.72%	16.48%	2.34%

F. Maintainability

17. Frequency of problem in broadband connection

Broadband Operator	Area	Never	Occasionally	Frequently	Very Frequently
Airtel	Rural	3.45%	55.17%	34.48%	6.90%
	Urban	11.16%	66.22%	22.43%	0.19%
	Overall	10.96%	65.92%	22.75%	0.37%
Beam Cable	Urban	18.73%	60.86%	18.54%	1.87%
	Overall	18.73%	60.86%	18.54%	1.87%
BSNL	Rural	0.00%	84.76%	15.24%	0.00%
	Urban	0.00%	76.58%	22.90%	0.52%
	Overall	0.00%	79.02%	20.62%	0.36%
Hathway	Rural	1.79%	92.86%	1.79%	3.57%
	Urban	3.36%	64.71%	31.49%	0.43%
	Overall	3.29%	66.01%	30.12%	0.58%
Reliance	Rural	6.67%	14.55%	78.18%	0.61%
	Urban	20.17%	43.36%	33.33%	3.13%
	Overall	18.18%	39.13%	39.93%	2.76%
Sify	Rural	0.00%	60.00%	24.52%	15.48%
	Urban	1.31%	63.64%	20.59%	14.46%
	Overall	1.12%	63.11%	21.16%	14.61%
TATA	Rural	1.36%	7.48%	88.44%	2.72%
	Urban	0.76%	57.08%	42.05%	0.11%
	Overall	0.84%	50.28%	48.41%	0.47%
Tikona	Rural	0.65%	37.66%	57.14%	4.55%
	Urban	0.33%	35.34%	58.86%	5.47%
	Overall	0.37%	35.67%	58.61%	5.34%
You Broadband	Urban	0.28%	45.97%	41.76%	11.99%
	Overall	0.28%	45.97%	41.76%	11.99%

18. Broadband connection problem faced in the last 6 months

Broadband Operator	Area	Computer hardware/software problem	Broadband connection problem
Airtel	Rural	NA	100.00%
	Urban	2.13%	97.87%
	Overall	2.02%	97.98%
Beam Cable	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
BSNL	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Hathway	Rural	0.00%	100.00%
	Urban	10.81%	89.19%
	Overall	10.72%	89.28%
Reliance	Rural	0.77%	99.23%
	Urban	0.57%	99.43%
	Overall	0.63%	99.37%
Sify	Rural	1.61%	98.39%

	Urban	3.13%	96.88%
	Overall	2.88%	97.12%
TATA	Rural	1.49%	98.51%
	Urban	0.26%	99.74%
	Overall	0.57%	99.43%
Tikona	Rural	6.32%	93.68%
	Urban	1.19%	98.81%
	Overall	1.90%	98.10%
You Broadband	Urban	2.44%	97.56%
	Overall	2.44%	97.56%

19. Satisfaction with time taken to restore connection

Broadband Operator	Area	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Airtel	Rural	NA	100.00%	NA	NA
	Urban	4.26%	91.91%	2.98%	0.85%
	Overall	4.24%	91.95%	2.97%	0.85%
Beam Cable	Urban	0.00%	59.17%	38.99%	1.83%
	Overall	0.00%	59.17%	38.99%	1.83%
BSNL	Rural	0.00%	88.00%	12.00%	0.00%
	Urban	0.00%	87.85%	12.15%	0.00%
	Overall	0.00%	87.88%	12.12%	0.00%
Hathway	Rural	0.00%	33.33%	33.33%	33.33%
	Urban	1.08%	94.32%	3.51%	1.08%
	Overall	1.07%	93.83%	3.75%	1.34%
Reliance	Rural	33.85%	62.31%	3.08%	0.77%
	Urban	16.33%	57.31%	25.79%	0.57%
	Overall	21.09%	58.66%	19.62%	0.63%
Sify	Rural	0.00%	58.06%	33.87%	8.06%
	Urban	0.00%	50.63%	39.06%	10.31%
	Overall	0.00%	51.83%	38.22%	9.95%
TATA	Rural	0.00%	82.84%	16.42%	0.75%
	Urban	0.00%	77.95%	22.05%	0.00%
	Overall	0.00%	79.20%	20.61%	0.19%
Tikona	Rural	3.16%	53.68%	42.11%	1.05%
	Urban	4.59%	65.82%	29.25%	0.34%
	Overall	4.39%	64.13%	31.04%	0.44%
You Broadband	Urban	3.66%	32.40%	52.61%	11.32%
	Overall	3.66%	32.40%	52.61%	11.32%

G. Supplementary Services

20(a) Use of Supplementary/Value Added Services

Broadband Operator	Area	Yes	No
Airtel	Rural	13.79%	86.21%
	Urban	24.25%	75.75%
	Overall	23.97%	76.03%
Beam Cable	Urban	17.04%	82.96%
	Overall	17.04%	82.96%
BSNL	Rural	13.72%	86.28%
	Urban	22.38%	77.62%
	Overall	19.80%	80.20%
Hathway	Rural	14.29%	85.71%
	Urban	23.21%	76.79%
	Overall	22.80%	77.20%
Reliance	Rural	18.18%	81.82%
	Urban	28.21%	71.79%
	Overall	26.74%	73.26%
Sify	Rural	12.90%	87.10%
	Urban	26.29%	73.71%
	Overall	24.34%	75.66%
TATA	Rural	10.20%	89.80%
	Urban	19.03%	80.97%
	Overall	17.82%	82.18%
Tikona	Rural	5.84%	94.16%
	Urban	8.53%	91.47%
	Overall	8.15%	91.85%
You Broadband	Urban	10.86%	89.14%
	Overall	10.86%	89.14%

20(b) Satisfaction with the process of Activating Value Added Services or the process of Unsubscribing

Broadband Operator	Area	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Airtel	Rural	25.00%	50.00%	25.00%	NA
	Urban	5.95%	86.51%	6.75%	0.79%
	Overall	6.25%	85.94%	7.03%	0.78%
Beam Cable	Urban	0.00%	85.71%	14.29%	0.00%
	Overall	0.00%	85.71%	14.29%	0.00%
BSNL	Rural	4.44%	84.44%	11.11%	0.00%
	Urban	7.51%	80.92%	11.56%	0.00%
	Overall	6.88%	81.65%	11.47%	0.00%
Hathway	Rural	12.50%	75.00%	12.50%	0.00%
	Urban	7.43%	81.78%	10.04%	0.74%
	Overall	7.58%	81.59%	10.11%	0.72%
Reliance	Rural	3.33%	93.33%	3.33%	0.00%
	Urban	1.11%	97.41%	1.48%	0.00%
	Overall	1.33%	97.00%	1.67%	0.00%

Sify	Rural	5.00%	70.00%	25.00%	0.00%
	Urban	1.25%	75.00%	20.83%	2.92%
	Overall	1.54%	74.62%	21.15%	2.69%
TATA	Rural	6.67%	80.00%	13.33%	0.00%
	Urban	1.14%	86.36%	12.50%	0.00%
	Overall	1.57%	85.86%	12.57%	0.00%
Tikona	Rural	0.00%	77.78%	22.22%	0.00%
	Urban	2.56%	75.64%	21.79%	0.00%
	Overall	2.30%	75.86%	21.84%	0.00%
You Broadband	Urban	3.45%	78.45%	18.10%	0.00%
	Overall	3.45%	78.45%	18.10%	0.00%

20(c) Reason for Dissatisfaction

Broadband Operator	Area	Not Informed of Charges	Activated without consent	Not informed about toll free number for unsubscribing	Any other reason
Airtel	Rural	0.00%	0.00%	100.00%	0.00%
	Urban	52.63%	31.58%	15.79%	0.00%
	Overall	50.00%	30.00%	20.00%	0.00%
Beam Cable	Urban	19.23%	19.23%	61.54%	0.00%
	Overall	19.23%	19.23%	61.54%	0.00%
BSNL	Rural	20.00%	40.00%	40.00%	0.00%
	Urban	40.00%	50.00%	10.00%	0.00%
	Overall	36.00%	48.00%	16.00%	0.00%
Hathway	Rural	0.00%	100.00%	0.00%	0.00%
	Urban	41.38%	6.90%	51.72%	0.00%
	Overall	40.00%	10.00%	50.00%	0.00%
Reliance	Rural	0.00%	100.00%	0.00%	0.00%
	Urban	25.00%	75.00%	0.00%	0.00%
	Overall	20.00%	80.00%	0.00%	0.00%
Sify	Rural	20.00%	20.00%	60.00%	0.00%
	Urban	7.02%	42.11%	50.88%	0.00%
	Overall	8.06%	40.32%	51.61%	0.00%
TATA	Rural	0.00%	50.00%	50.00%	0.00%
	Urban	22.73%	36.36%	31.82%	9.09%
	Overall	20.83%	37.50%	33.33%	8.33%
Tikona	Rural	0.00%	50.00%	50.00%	0.00%
	Urban	5.88%	41.18%	52.94%	0.00%
	Overall	5.26%	42.11%	52.63%	0.00%
You Broadband	Urban	23.81%	28.57%	47.62%	0.00%
	Overall	23.81%	28.57%	47.62%	0.00%

21(a) Facing any problem of unauthorized activation of VAS

Broadband Operator	Area	Yes	No
Airtel	Rural	NA	100.00%
	Urban	6.75%	93.25%
	Overall	6.64%	93.36%
Beam Cable	Urban	0.55%	99.45%
	Overall	0.55%	99.45%
BSNL	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Hathway	Rural	0.00%	100.00%
	Urban	8.92%	91.08%
	Overall	8.66%	91.34%
Reliance	Rural	3.33%	96.67%
	Urban	2.96%	97.04%
	Overall	3.00%	97.00%
Sify	Rural	10.00%	90.00%
	Urban	8.75%	91.25%
	Overall	8.85%	91.15%
TATA	Rural	0.00%	100.00%
	Urban	13.07%	86.93%
	Overall	12.04%	87.96%
Tikona	Rural	0.00%	100.00%
	Urban	3.85%	96.15%
	Overall	3.45%	96.55%
You Broadband	Urban	17.24%	82.76%
	Overall	17.24%	82.76%

21(b) Complaint made for the deactivation of VAS and refund of Charge Levied

Broadband Operator	Area	Yes	No
Airtel	Rural	NA	NA
	Urban	41.18%	58.82%
	Overall	41.18%	58.82%
Beam Cable	Urban	100.00%	0.00%
	Overall	100.00%	0.00%
BSNL	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Hathway	Rural	NA	NA
	Urban	62.50%	37.50%
	Overall	62.50%	37.50%
Reliance	Rural	100.00%	0.00%
	Urban	62.50%	37.50%
	Overall	66.67%	33.33%
Sify	Rural	50.00%	50.00%
	Urban	47.62%	52.38%
	Overall	47.83%	52.17%

TATA	Rural	NA	NA
	Urban	39.13%	60.87%
	Overall	39.13%	60.87%
Tikona	Rural	NA	NA
	Urban	33.33%	66.67%
	Overall	33.33%	66.67%
You Broadband	Urban	5.00%	95.00%
	Overall	5.00%	95.00%

21(c) Difficulties faced while deactivating services

Broadband Operator	Area	None	Delay in Deactivation resulting in repeat complaint	Custer care refused to register complaint	No aware of whom to be contacted
Airtel	Rural	NA	NA	NA	NA
	Urban	57.14%	14.29%	28.57%	NA
	Overall	57.14%	14.29%	28.57%	NA
Beam Cable	Urban	100.00%	0.00%	0.00%	NA
	Overall	100.00%	0.00%	0.00%	NA
BSNL	Rural	NA	NA	NA	NA
	Urban	NA	NA	NA	NA
	Overall	NA	NA	NA	NA
Hathway	Rural	NA	NA	NA	NA
	Urban	73.33%	6.67%	6.67%	13.33%
	Overall	73.33%	6.67%	6.67%	13.33%
Reliance	Rural	100.00%	0.00%	0.00%	0.00%
	Urban	100.00%	0.00%	0.00%	0.00%
	Overall	100.00%	0.00%	0.00%	0.00%
Sify	Rural	100.00%	0.00%	0.00%	0.00%
	Urban	30.00%	30.00%	30.00%	10.00%
	Overall	36.36%	27.27%	27.27%	9.09%
TATA	Rural	NA	NA	NA	NA
	Urban	77.78%	0.00%	22.22%	0.00%
	Overall	77.78%	0.00%	22.22%	0.00%
Tikona	Rural	NA	NA	NA	NA
	Urban	100.00%	0.00%	0.00%	0.00%
	Overall	100.00%	0.00%	0.00%	0.00%
You Broadband	Urban	100.00%	0.00%	0.00%	0.00%
	Overall	100.00%	0.00%	0.00%	0.00%

22. Satisfaction of resolution of Complaint for deactivation of VAS & refund of Charges levied

Broadband Operator	Area	Very satisfied	Satisfied	Dissatisfied
Airtel	Rural	NA	NA	NA
	Urban	NA	100.00%	NA
	Overall	NA	100.00%	NA
Beam Cable	Urban	NA	100.00%	NA
	Overall	NA	100.00%	NA
BSNL	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Hathway	Rural	NA	NA	NA
	Urban	40.00%	60.00%	NA
	Overall	40.00%	60.00%	NA
Reliance	Rural	0.00%	100.00%	NA
	Urban	0.00%	100.00%	NA
	Overall	0.00%	100.00%	NA
Sify	Rural	0.00%	100.00%	NA
	Urban	0.00%	80.00%	20.00%
	Overall	0.00%	81.82%	18.18%
TATA	Rural	NA	NA	NA
	Urban	0.00%	88.89%	11.11%
	Overall	0.00%	88.89%	11.11%
Tikona	Rural	NA	NA	NA
	Urban	0.00%	100.00%	0.00%
	Overall	0.00%	100.00%	0.00%
You Broadband	Urban	0.00%	100.00%	0.00%
	Overall	0.00%	100.00%	0.00%

G. Overall Customer Satisfaction

23(a) Satisfaction with Overall Quality of Broadband Service

Broadband Operator	Area	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Rural	10.34%	82.76%	6.90%	0.00%	93.10%	6.90%
	Urban	18.29%	72.28%	7.60%	1.83%	90.57%	9.43%
	Overall	18.07%	72.57%	7.58%	1.78%	90.64%	9.36%
Beam Cable	Urban	16.95%	70.13%	11.24%	1.69%	87.08%	12.92%
	Overall	16.95%	70.13%	11.24%	1.69%	87.08%	12.92%
BSNL	Rural	8.84%	84.15%	5.49%	1.52%	92.99%	7.01%
	Urban	8.93%	79.30%	10.48%	1.29%	88.23%	11.77%
	Overall	8.90%	80.74%	8.99%	1.36%	89.65%	10.35%
Hathway	Rural	14.29%	78.57%	5.36%	1.79%	92.86%	7.14%
	Urban	13.11%	74.03%	10.79%	2.07%	87.14%	12.86%
	Overall	13.17%	74.24%	10.53%	2.06%	87.41%	12.59%
Reliance	Rural	18.18%	75.76%	6.06%	0.00%	93.94%	6.06%
	Urban	20.90%	69.07%	10.03%	0.00%	89.97%	10.03%

Final Report: Assessment of Implementation and Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Andhra Pradesh

	Overall	20.50%	70.05%	9.45%	0.00%	90.55%	9.45%
Sify	Rural	3.23%	81.29%	14.19%	1.29%	84.52%	15.48%
	Urban	0.88%	83.35%	12.92%	2.85%	84.23%	15.77%
	Overall	1.22%	83.05%	13.11%	2.62%	84.27%	15.73%
TATA	Rural	0.68%	88.44%	10.88%	0.00%	89.12%	10.88%
	Urban	0.54%	86.49%	12.97%	0.00%	87.03%	12.97%
	Overall	0.56%	86.75%	12.69%	0.00%	87.31%	12.69%
Tikona	Rural	3.25%	82.47%	14.29%	0.00%	85.71%	14.29%
	Urban	2.84%	77.90%	18.71%	0.55%	80.74%	19.26%
	Overall	2.90%	78.56%	18.07%	0.47%	81.46%	18.54%
You Broadband	Urban	4.68%	76.12%	15.36%	3.84%	80.81%	19.19%
	Overall	4.68%	76.12%	15.36%	3.84%	80.81%	19.19%

23 (b) Reasons for Dissatisfaction

Reasons for Dissatisfaction	Airtel	Beam Cable	BSNL	Hathway	Reliance	Sify	TATA	Tikona	You Broadband
Billing Problem	5.6%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%
Broadband Connectivity Problem	5.6%	75.9%	0.0%	18.8%	18.5%	87.5%	88.2%	86.6%	100.0%
Broadband Connectivity Problem & Customer Care Non Responsive	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%
Broadband Speed Very Slow	76.1%	24.1%	0.0%	77.8%	48.8%	11.9%	10.1%	13.4%	0.0%
Broadband Speed Very Slow & Billing Problem	2.3%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Difficult To Connect Customer Care	10.3%	0.0%	0.0%	0.9%	9.4%	0.6%	1.7%	0.0%	0.0%
No Correct Contact no. of Customer Care to Complain	0.0%	0.0%	0.0%	0.0%	20.1%	0.0%	0.0%	0.0%	0.0%
Total	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

H. General

24(a) No. of Persons using broadband connections in Home

Broadband Operator	Area	Average Number
Airtel	Rural	2
	Urban	3
	Overall	3
Beam Cable	Urban	3
	Overall	3
BSNL	Rural	2
	Urban	3
	Overall	3
Hathway	Rural	2
	Urban	2
	Overall	2
Reliance	Rural	2
	Urban	3
	Overall	3
Sify	Rural	2
	Urban	3
	Overall	3
TATA	Rural	3
	Urban	3
	Overall	3
Tikona	Rural	2
	Urban	3
	Overall	3
You Broadband	Urban	3
	Overall	3

24(b) Other telecom services taking from service provider

Broadband Operator	Area	Mobile	Wireline	None
Airtel	Rural	24.14%	NA	75.86%
	Urban	10.20%	28.59%	61.21%
	Overall	10.58%	27.81%	61.61%
Beam Cable	Urban	0.00%	0.00%	100.00%
	Overall	0.00%	0.00%	100.00%
BSNL	Rural	6.10%	93.90%	0.00%
	Urban	7.24%	92.76%	0.00%
	Overall	6.90%	93.10%	0.00%
Hathway	Rural	0.00%	0.00%	100.00%
	Urban	0.00%	0.00%	100.00%
	Overall	0.00%	0.00%	100.00%
Reliance	Rural	26.06%	13.94%	60.00%
	Urban	22.57%	32.50%	44.93%
	Overall	23.08%	29.77%	47.15%
Sify	Rural	0.00%	0.00%	100.00%

	Urban	0.00%	0.00%	100.00%
	Overall	0.00%	0.00%	100.00%
TATA	Rural	0.00%	0.00%	100.00%
	Urban	0.00%	0.00%	100.00%
	Overall	0.00%	0.00%	100.00%
Tikona	Rural	0.00%	0.00%	100.00%
	Urban	0.00%	0.00%	100.00%
	Overall	0.00%	0.00%	100.00%
You Broadband	Urban	0.00%	0.00%	100.00%
	Overall	0.00%	0.00%	100.00%

25. Awareness about the knowledge of measuring the broadband connection

Broadband Operator	Area	Yes	No
Airtel	Rural	82.76%	17.24%
	Urban	72.76%	27.24%
	Overall	73.03%	26.97%
Beam Cable	Urban	66.76%	33.24%
	Overall	66.76%	33.24%
BSNL	Rural	67.07%	32.93%
	Urban	78.27%	21.73%
	Overall	74.93%	25.07%
Hathway	Rural	78.57%	21.43%
	Urban	79.72%	20.28%
	Overall	79.67%	20.33%
Reliance	Rural	77.58%	22.42%
	Urban	80.67%	19.33%
	Overall	80.21%	19.79%
Sify	Rural	67.10%	32.90%
	Urban	77.00%	23.00%
	Overall	75.56%	24.44%
TATA	Rural	72.79%	27.21%
	Urban	85.73%	14.27%
	Overall	83.96%	16.04%
Tikona	Rural	67.53%	32.47%
	Urban	78.01%	21.99%
	Overall	76.50%	23.50%
You Broadband	Urban	75.19%	24.81%
	Overall	75.19%	24.81%

26. Rate the service provider

Broadband Operator	Area	Weighted Average
Airtel	Rural	7.24
	Urban	7.86
	Overall	7.55
Beam Cable	Urban	7.65
	Overall	7.65
BSNL	Rural	7.19
	Urban	7.25
	Overall	7.22
Hathway	Rural	6.75
	Urban	7.58
	Overall	7.17
Reliance	Rural	7.27
	Urban	7.67
	Overall	7.47
Sify	Rural	7.12
	Urban	7.4
	Overall	7.26
TATA	Rural	7.07
	Urban	7.58
	Overall	7.325
Tikona	Rural	7.02
	Urban	7.49
	Overall	14.51
You Broadband	Urban	7.03
	Overall	7.03

27. Awareness about call centre telephone number

Broadband Operator	Area	Yes	No
Airtel	Rural	93.10%	6.90%
	Urban	94.13%	5.87%
	Overall	94.10%	5.90%
Beam Cable	Urban	90.64%	9.36%
	Overall	90.64%	9.36%
BSNL	Rural	96.04%	3.96%
	Urban	95.47%	4.53%
	Overall	95.64%	4.36%
Hathway	Rural	100.00%	0.00%
	Urban	97.50%	2.50%
	Overall	97.61%	2.39%
Reliance	Rural	96.36%	3.64%
	Urban	93.94%	6.06%
	Overall	94.30%	5.70%
Sify	Rural	100.00%	0.00%
	Urban	99.45%	0.55%
	Overall	99.53%	0.47%

TATA	Rural	100.00%	0.00%
	Urban	99.68%	0.32%
	Overall	99.72%	0.28%
Tikona	Rural	100.00%	0.00%
	Urban	99.78%	0.22%
	Overall	99.81%	0.19%
You Broadband	Urban	99.91%	0.09%
	Overall	99.91%	0.09%

28. Made any complaint to the customer care in last 6 months

Broadband Operator	Area	Yes	No
Airtel	Rural	25.93%	74.07%
	Urban	37.12%	62.88%
	Overall	36.82%	63.18%
Beam Cable	Urban	39.15%	60.85%
	Overall	39.15%	60.85%
BSNL	Rural	30.48%	69.52%
	Urban	34.28%	65.72%
	Overall	33.14%	66.86%
Hathway	Rural	37.50%	62.50%
	Urban	38.58%	61.42%
	Overall	38.53%	61.47%
Reliance	Rural	26.42%	73.58%
	Urban	32.15%	67.85%
	Overall	31.29%	68.71%
Sify	Rural	32.90%	67.10%
	Urban	34.58%	65.42%
	Overall	34.34%	65.66%
TATA	Rural	27.21%	72.79%
	Urban	24.84%	75.16%
	Overall	25.16%	74.84%
Tikona	Rural	41.56%	58.44%
	Urban	39.14%	60.86%
	Overall	39.49%	60.51%
You Broadband	Urban	38.30%	61.70%
	Overall	38.30%	61.70%

29. If complaint made

Broadband Operator	Area	Docket number received on most of the complaint	No Docket number received for most of the complaint	It was received on request	No docket number received even on request
Airtel	Rural	42.86%	57.14%	0.00%	0.00%
	Urban	54.55%	39.12%	6.34%	0.00%
	Overall	54.32%	39.46%	6.22%	0.00%
Beam Cable	Urban	58.05%	36.94%	4.49%	0.53%
	Overall	58.05%	36.94%	4.49%	0.53%
BSNL	Rural	51.04%	47.92%	1.04%	0.00%
	Urban	53.36%	42.69%	3.95%	0.00%
	Overall	52.72%	44.13%	3.15%	0.00%
Hathway	Rural	57.14%	42.86%	0.00%	0.00%
	Urban	32.34%	66.51%	0.69%	0.46%
	Overall	33.48%	65.43%	0.66%	0.44%
Reliance	Rural	42.86%	57.14%	0.00%	0.00%
	Urban	41.18%	58.48%	0.35%	0.00%
	Overall	41.39%	58.31%	0.30%	0.00%
Sify	Rural	62.75%	35.29%	1.96%	0.00%
	Urban	64.97%	29.62%	5.10%	0.32%
	Overall	64.66%	30.41%	4.66%	0.27%
TATA	Rural	62.50%	37.50%	0.00%	0.00%
	Urban	74.24%	25.33%	0.00%	0.44%
	Overall	72.49%	27.14%	0.00%	0.37%
Tikona	Rural	68.75%	26.56%	4.69%	0.00%
	Urban	87.68%	9.52%	0.56%	2.24%
	Overall	84.80%	12.11%	1.19%	1.90%
You Broadband	Urban	62.10%	36.19%	1.47%	0.24%
	Overall	62.10%	36.19%	1.47%	0.24%

30. Informed by call centre about the action taken on the complaint

Broadband Operator	Area	Yes	No
Airtel	Rural	85.71%	14.29%
	Urban	86.78%	13.22%
	Overall	86.76%	13.24%
Beam Cable	Urban	91.56%	8.44%
	Overall	91.56%	8.44%
BSNL	Rural	87.50%	12.50%
	Urban	88.14%	11.86%
	Overall	87.97%	12.03%
Hathway	Rural	85.71%	14.29%
	Urban	75.92%	24.08%
	Overall	76.37%	23.63%
Reliance	Rural	80.95%	19.05%
	Urban	76.47%	23.53%
	Overall	77.04%	22.96%
Sify	Rural	86.27%	13.73%
	Urban	82.48%	17.52%

	Overall	83.01%	16.99%
TATA	Rural	100.00%	0.00%
	Urban	100.00%	0.00%
	Overall	100.00%	0.00%
Tikona	Rural	90.63%	9.38%
	Urban	94.12%	5.88%
	Overall	93.59%	6.41%
You Broadband	Urban	83.62%	16.38%
	Overall	83.62%	16.38%

31. Satisfaction with the system of complaint resolution by call centre

Broadband Operator	Area	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Rural	57.14%	42.86%	0.00%	0.00%	100.00%	0.00%
	Urban	12.67%	87.05%	0.28%	0.00%	99.72%	0.28%
	Overall	13.51%	86.22%	0.27%	0.00%	99.73%	0.27%
Beam Cable	Urban	3.17%	90.50%	6.33%	0.00%	93.67%	6.33%
	Overall	3.17%	90.50%	6.33%	0.00%	93.67%	6.33%
BSNL	Rural	8.33%	87.50%	4.17%	0.00%	95.83%	4.17%
	Urban	0.00%	97.23%	2.37%	0.40%	97.23%	2.77%
	Overall	2.29%	94.56%	2.87%	0.29%	96.85%	3.15%
Hathway	Rural	33.33%	57.14%	9.52%	0.00%	90.48%	9.52%
	Urban	8.49%	88.07%	3.44%	0.00%	96.56%	3.44%
	Overall	9.63%	86.65%	3.72%	0.00%	96.28%	3.72%
Reliance	Rural	54.76%	45.24%	0.00%	0.00%	100.00%	0.00%
	Urban	31.83%	65.40%	2.77%	0.00%	97.23%	2.77%
	Overall	34.74%	62.84%	2.42%	0.00%	97.58%	2.42%
Sify	Rural	11.76%	78.43%	9.80%	0.00%	90.20%	9.80%
	Urban	3.18%	81.85%	13.69%	1.27%	85.03%	14.97%
	Overall	4.38%	81.37%	13.15%	1.10%	85.75%	14.25%
TATA	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	0.44%	99.13%	0.44%	0.00%	99.56%	0.44%
	Overall	0.37%	99.26%	0.37%	0.00%	99.63%	0.37%
Tikona	Rural	15.63%	75.00%	9.38%	0.00%	90.63%	9.38%
	Urban	25.49%	71.15%	3.36%	0.00%	96.64%	3.36%
	Overall	23.99%	71.73%	4.28%	0.00%	95.72%	4.28%
You Broadband	Urban	7.58%	80.44%	9.29%	2.69%	88.02%	11.98%
	Overall	7.58%	80.44%	9.29%	2.69%	88.02%	11.98%

32. Reason for dissatisfaction

Broadband Operator	Area	Customer care executive not equipped with adequate information	Difficult to connect call centre executive	Customer care executive not polite	Time taken by call centre for redressal of complaint is too long	Customer care executive was unable to understand the problem
Airtel	Rural	NA	NA	NA	NA	NA
	Urban	100.00%	NA	NA	NA	NA
	Overall	100.00%	NA	NA	NA	NA
Beam Cable	Urban	54.17%	NA	4.17%	41.67%	NA
	Overall	54.17%	NA	4.17%	41.67%	NA
BSNL	Rural	75.00%	NA	0.00%	25.00%	NA
	Urban	71.43%	NA	0.00%	28.57%	NA
	Overall	72.73%	NA	0.00%	27.27%	NA
Hathway	Rural	100.00%	NA	0.00%	0.00%	NA
	Urban	53.33%	NA	0.00%	46.67%	NA
	Overall	58.82%	NA	0.00%	41.18%	NA
Reliance	Rural	NA	NA	NA	NA	NA
	Urban	37.50%	NA	0.00%	62.50%	NA
	Overall	37.50%	NA	0.00%	62.50%	NA
Sify	Rural	60.00%	NA	0.00%	40.00%	NA
	Urban	29.79%	2.13%	10.64%	42.55%	14.89%
	Overall	32.69%	1.92%	9.62%	42.31%	13.46%
TATA	Rural	NA	NA	NA	NA	NA
	Urban	100.00%	0.00%	0.00%	0.00%	0.00%
	Overall	100.00%	0.00%	0.00%	0.00%	0.00%
Tikona	Rural	66.67%	0.00%	0.00%	33.33%	0.00%
	Urban	41.67%	0.00%	16.67%	41.67%	0.00%
	Overall	50.00%	0.00%	11.11%	38.89%	0.00%
You Broadband	Urban	57.14%	0.00%	0.00%	42.86%	0.00%
	Overall	57.14%	0.00%	0.00%	42.86%	0.00%

33. Billing/charging complaint resolved satisfactory by call centre within 4 weeks after lodging of the complaint

Broadband Operator	Area	Yes	No	Not Applicable
Airtel	Rural	85.71%	NA	14.29%
	Urban	19.28%	3.03%	77.69%
	Overall	20.54%	2.97%	76.49%
Beam Cable	Urban	20.84%	0.00%	79.16%
	Overall	0.00%	0.00%	100.00%
BSNL	Rural	0.00%	2.08%	97.92%
	Urban	0.00%	0.40%	99.60%
	Overall	0.00%	0.86%	99.14%
Hathway	Rural	90.48%	4.76%	4.76%
	Urban	22.94%	0.00%	77.06%

	Overall	26.04%	0.22%	73.74%
Reliance	Rural	35.71%	0.00%	64.29%
	Urban	33.22%	1.38%	65.40%
	Overall	33.53%	1.21%	65.26%
Sify	Rural	7.84%	0.00%	92.16%
	Urban	6.05%	0.96%	92.99%
	Overall	6.30%	0.82%	92.88%
TATA	Rural	0.00%	0.00%	100.00%
	Urban	8.73%	1.75%	89.52%
	Overall	7.43%	1.49%	91.08%
Tikona	Rural	0.00%	1.56%	98.44%
	Urban	0.28%	0.28%	99.44%
	Overall	0.24%	0.48%	99.29%
You Broadband	Urban	4.40%	17.11%	78.48%
	Overall	4.40%	17.11%	78.48%

34(a) Awareness about contact details of Nodal Officer

Broadband Operator	Area	Yes	No
Airtel	Rural	3.45%	96.55%
	Urban	8.57%	91.43%
	Overall	8.43%	91.57%
Beam Cable	Urban	1.22%	98.78%
	Overall	1.22%	98.78%
BSNL	Rural	3.66%	96.34%
	Urban	6.60%	93.40%
	Overall	5.72%	94.28%
Hathway	Rural	3.57%	96.43%
	Urban	6.47%	93.53%
	Overall	6.34%	93.66%
Reliance	Rural	4.85%	95.15%
	Urban	5.54%	94.46%
	Overall	5.44%	94.56%
Sify	Rural	2.58%	97.42%
	Urban	3.07%	96.93%
	Overall	3.00%	97.00%
TATA	Rural	1.36%	98.64%
	Urban	6.05%	93.95%
	Overall	5.41%	94.59%
Tikona	Rural	2.60%	97.40%
	Urban	3.72%	96.28%
	Overall	3.56%	96.44%
You Broadband	Urban	2.43%	97.57%
	Overall	2.43%	97.57%

34(b) Made any complaint to the Nodal officer regarding complaints not resolved /unsatisfactory resolved by the call centre

Broadband Operator	Area	Yes	No
Airtel	Rural	0.00%	100.00%
	Urban	2.25%	97.75%
	Overall	2.22%	97.78%
Beam Cable	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
BSNL	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Hathway	Rural	0.00%	100.00%
	Urban	1.33%	98.67%
	Overall	1.30%	98.70%
Reliance	Rural	0.00%	100.00%
	Urban	1.89%	98.11%
	Overall	1.64%	98.36%
Sify	Rural	0.00%	100.00%
	Urban	3.57%	96.43%
	Overall	3.13%	96.88%
TATA	Rural	0.00%	100.00%
	Urban	5.36%	94.64%
	Overall	5.17%	94.83%
Tikona	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
You Broadband	Urban	3.85%	96.15%
	Overall	3.85%	96.15%

34(c) Able to connect the nodal officer without any difficulty

Broadband Operator	Area	Yes	No
Airtel	Rural	NA	NA
	Urban	50.00%	50.00%
	Overall	50.00%	50.00%
Beam Cable	Urban	NA	NA
	Overall	NA	NA
BSNL	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Hathway	Rural	NA	NA
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Reliance	Rural	NA	NA
	Urban	50.00%	50.00%
	Overall	50.00%	50.00%
Sify	Rural	NA	NA
	Urban	0.00%	100.00%

	Overall	0.00%	100.00%
TATA	Rural	NA	NA
	Urban	33.33%	66.67%
	Overall	33.33%	66.67%
Tikona	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
You Broadband	Urban	0.00%	100.00%
	Overall	0.00%	100.00%

35. Intimated by the nodal officer about the decision taken on the complaint

Broadband Operator	Area	Yes
Airtel	Rural	NA
	Urban	100.00%
	Overall	100.00%
Beam Cable	Urban	NA
	Overall	NA
BSNL	Rural	NA
	Urban	NA
	Overall	NA
Hathway	Rural	NA
	Urban	100.00%
	Overall	100.00%
Reliance	Rural	NA
	Urban	100.00%
	Overall	100.00%
Sify	Rural	NA
	Urban	100.00%
	Overall	100.00%
TATA	Rural	NA
	Urban	100.00%
	Overall	100.00%
Tikona	Rural	NA
	Urban	NA
	Overall	NA
You Broadband	Urban	100.00%
	Overall	100.00%

36(a) Satisfaction with the redressal of the complaint by the nodal officer

Broadband Operator	Area	Very Satisfied	Satisfied
Airtel	Rural	NA	NA
	Urban	100.00%	NA
	Overall	100.00%	NA
Beam Cable	Urban	NA	NA
	Overall	NA	NA
BSNL	Rural	NA	NA
	Urban	NA	NA

	Overall	NA	NA
Hathway	Rural	NA	NA
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Reliance	Rural	NA	NA
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Sify	Rural	NA	NA
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
TATA	Rural	NA	NA
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Tikona	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
You Broadband	Urban	0.00%	100.00%
	Overall	0.00%	100.00%

37. Awareness about the contact details of the appellate authority

Broadband Operator	Area	No
Airtel	Rural	100.00%
	Urban	100.00%
	Overall	100.00%
Beam Cable	Urban	100.00%
	Overall	100.00%
BSNL	Rural	100.00%
	Urban	100.00%
	Overall	100.00%
Hathway	Rural	100.00%
	Urban	100.00%
	Overall	100.00%
Reliance	Rural	100.00%
	Urban	100.00%
	Overall	100.00%
Sify	Rural	100.00%
	Urban	100.00%
	Overall	100.00%
TATA	Rural	100.00%
	Urban	100.00%
	Overall	100.00%
Tikona	Rural	100.00%
	Urban	100.00%
	Overall	100.00%
You Broadband	Urban	100.00%
	Overall	100.00%

41. Awareness about item-wise usage charge details for prepaid users

Broadband Operator	Area	Yes	No
Airtel	Rural	33.33%	66.67%
	Urban	35.59%	64.41%
	Overall	35.57%	64.43%
Beam Cable	Urban	19.78%	80.22%
	Overall	19.78%	80.22%
BSNL	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Hathway	Rural	9.09%	90.91%
	Urban	24.12%	75.88%
	Overall	23.60%	76.40%
Reliance	Rural	14.89%	85.11%
	Urban	35.43%	64.57%
	Overall	31.85%	68.15%
Sify	Rural	10.81%	89.19%
	Urban	25.12%	74.88%
	Overall	23.02%	76.98%
TATA	Rural	12.35%	87.65%
	Urban	27.70%	72.30%
	Overall	25.00%	75.00%
Tikona	Rural	7.41%	92.59%
	Urban	24.58%	75.42%
	Overall	22.10%	77.90%
You Broadband	Urban	28.46%	71.54%
	Overall	28.46%	71.54%

42. Ever denied of request for item-wise usage charge details for prepaid connection

Broadband Operator	Area	Yes	No
Airtel	Rural	NA	100.00%
	Urban	NA	100.00%
	Overall	NA	100.00%
Beam Cable	Urban	9.43%	90.57%
	Overall	9.43%	90.57%
BSNL	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Hathway	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Reliance	Rural	0.00%	100.00%
	Urban	2.53%	97.47%
	Overall	2.33%	97.67%
Sify	Rural	0.00%	100.00%
	Urban	11.11%	88.89%
	Overall	10.34%	89.66%

TATA	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Tikona	Rural	0.00%	100.00%
	Urban	0.85%	99.15%
	Overall	0.81%	99.19%
You Broadband	Urban	2.27%	97.73%
	Overall	2.27%	97.73%

43. Reasons for denial

Broadband Operator	Area	No reason given	Technical Problem
Airtel	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Beam Cable	Urban	40.00%	60.00%
	Overall	40.00%	60.00%
BSNL	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Hathway	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Reliance	Rural	NA	NA
	Urban	100.00%	0.00%
	Overall	100.00%	0.00%
Sify	Rural	NA	NA
	Urban	16.67%	83.33%
	Overall	16.67%	83.33%
TATA	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Tikona	Rural	NA	NA
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
You Broadband	Urban	40.00%	60.00%
	Overall	40.00%	60.00%

44. Manual of practice provided while subscribing for new broadband connection

Broadband Operator	Area	Yes	No
Airtel	Rural	82.76%	17.24%
	Urban	93.74%	6.26%
	Overall	93.45%	6.55%
Beam Cable	Urban	85.21%	14.79%
	Overall	85.21%	14.79%
BSNL	Rural	100.00%	0.00%
	Urban	100.00%	0.00%
	Overall	100.00%	0.00%
Hathway	Rural	98.21%	1.79%
	Urban	96.81%	3.19%
	Overall	96.87%	3.13%
Reliance	Rural	99.39%	0.61%
	Urban	97.49%	2.51%
	Overall	97.77%	2.23%
Sify	Rural	97.42%	2.58%
	Urban	96.17%	3.83%
	Overall	96.35%	3.65%
TATA	Rural	99.32%	0.68%
	Urban	97.51%	2.49%
	Overall	97.76%	2.24%
Tikona	Rural	98.70%	1.30%
	Urban	99.23%	0.77%
	Overall	99.16%	0.84%
You Broadband	Urban	85.96%	14.04%
	Overall	85.96%	14.04%

7.4 Questionnaire – Wireline Survey

SURVEY OF Basic Service (WIRELINE) Year 2010-2011

1.1 Operator: 02 Airtel 05 BSNL 15 Rel Com 22 TATA Date: _____

1.2 Name: _____ 1.3 Gender: 1 Male 2 Female

1.4 Tel: Age 1.5 Age (in years): 1 less than 25 2 25-34

STD Code	Telephone Number

3 35-44 4 More than 45

1.6 Occupation: 1 Service 2 Business/self emp 3 Student 4 Housewife 5 Retired

1.7 Usage Type: 1 Residential 2 Commercial 1.8 Area: 1 Rural 2 Urban

1.9 User Type: 1 Postpaid 2 Prepaid

1.10 State: 1 Andhra Pradesh 2 Karnataka 3 Tamil Nadu 4 Chennai 5 Kerala

1.11 District _____ 1.12 Circle: _____ Address: _____

1.13 Name of SDCA (only for surveyor):

1.14 Name of Exchange (only for surveyor).....

1.15 Mode of Interview: 1 Telephonic 2 In-person

Signature of Subscriber

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1. Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (If No Skip to Section B)
1(b). In case you have taken a telephone connection in the last 6 months, how satisfied are you with time taken to provide working phone connection?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
2. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

B. BILLING RELATED (only for postpaid customers) (for pre-paid customer go to Question 10)

4. How satisfied are you with the time taken to deliver your bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
5.(a) How satisfied are you with the quality of your bills? Accuracy & completeness of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 5(b) only if 1 OR 2 is coded)

<p>(Ask this question only if 1 OR 2 is coded in Q5(a)) 5.(b) Please specify the reason(s) for your Dissatisfaction. (multiple code)</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 Details like item-wise charges are not provided <input type="checkbox"/> 6 Calculations are not clear <input type="checkbox"/> 7 Others (please specify)_____</p>
<p>6. Have you made any billing related complaints in last 6 months?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 8)</p>
<p>7. How satisfied are you with the process of Resolution of billing complaints?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 4Very Dissatisfied</p>
<p>8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 4Very Dissatisfied (Ask Q 9 only if 1 OR 2 is coded)</p>
<p>(Ask this question only if 1 OR 2 is coded in Q8) 9. Please specify the reason(s) for your dissatisfaction. (multiple code)</p>	<p><input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 45 Others(please specify)_____</p>

For Prepaid Customers only

<p>10.(a) How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 4 Very Dissatisfied</p>
<p>(Ask this Question only if 1 OR 2 is coded in Q10(a)) 10(b) Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 45 Others (please specify)_____</p>
<p>10(c). Have you made any complaint related to charging/ credit/ waiver/ validity/adjustments in the last 6 months?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If Yes, go to Q 10(d))</p>
<p>10(d). How satisfied are you with the resolution of such billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 4Very Dissatisfied</p>
<p>10(e). How satisfied are you with the ease of recharging process and the transparency of recharge offer?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 4Very Dissatisfied (Ask Q 10(f) only if 1 OR 2 is coded)</p>

10(f). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Lack of complete information about the offer <input type="checkbox"/> 2 Charges/Services not as per the offer <input type="checkbox"/> 3 Delay in activation of recharge <input type="checkbox"/> 4 Non availability of all denomination recharge coupons <input type="checkbox"/> 45 Others(please specify)_____
---	--

C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

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

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

E. MAINTAINABILITY (FAULT REPAIR)

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

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

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

<p>(Ask only if 3 OR 2 OR 1 coded in Q 32(b)) 32.(c) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?</p>	<p><input type="checkbox"/> 1 Yes —————> (If yes, go to Q 32(d)) <input type="checkbox"/> 2 No</p>
<p>(Ask only if Yes in Q 32(c)) 32.(d) If Yes, please indicate whether -</p>	<p><input type="checkbox"/> 1 Complaint was registered by the service Provider and informed about the action taken <input type="checkbox"/> 2 Complaint was registered by the service provider and did not inform about the action taken <input type="checkbox"/> 3 Service Provider refused to register the complaint <input type="checkbox"/> 4 Difficult to lodge the complaint</p>
<p>33. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?</p>	

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

<p>34(a). Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>34(b). Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If no, go to Q 40)</p>
<p>35. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)</p>	<p><input type="checkbox"/> 4 Docket number received for most of the complaints <input type="checkbox"/> 23 No Docket number received for most of the complaints <input type="checkbox"/> 2 It was received on request <input type="checkbox"/> 1 No docket number received even on request</p>
<p>36. Did the Call Centre inform you about the action taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>37. Was your complaint resolved satisfactorily by call centre/ customer care within four weeks after lodging of the complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Not applicable</p>
<p>38. In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If no, go to Q 43)</p>
<p>39(a). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call centre/ customer care?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If no, go to Q 43)</p>
<p>39(b). Were you able to contact to the Nodal Officer without difficulty?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>40. 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>41. How satisfied are you with the redressal of the complaint by the Nodal Officer?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 14 Very Dissatisfied (Ask Q 42 only if 1 OR 2 is coded)</p>

<p>(Ask this question only if 1 OR 2 is coded in Q41) 42. Please specify the reason(s) for your dissatisfaction. (multiple code)</p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 Time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)</p>
<p>43. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 47)</p>
<p>44. Have you filed any appeal in last 6 months?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 47)</p>
<p>45. Did you receive any acknowledgement?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>46. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently</p>
<p>(Q47 to Q49 are for prepaid customers only) 47. Are you aware that a prepaid customer can get item-wise usage charge details, on request?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>48. 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 50)</p>
<p>49. What were the reason(s) for denying your request?</p>	<p><input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 Technical problem <input type="checkbox"/> 3 Others (please specify)</p>
<p>50. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new telephone connection?"</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>

THANKS & PROCEED TO CELLULAR & BROADBAND QUESTIONNAIRE

Name of the interviewer: _____ Date: _____

Name of the scrutinizer: _____ Date: _____

Back-check done by: _____ Date of back check: _____

Name of Operation Manager: _____

Thank You

7.5 Questionnaire - Cellular mobile telephone service

SURVEY OF Cellular Mobile Telephone Service Year 2010-2011

1.1 Operator: 01 Aircel 02 Airtel 05 BSNL 07 Dishnet 12 Idea 15 Rel Comm
17 Systema Shyam 20 Spice 22 TATA 24 Unitech 25 Videocon 26 Vodafone

1.2 Name: _____ 1.3 Gender: 1 Male 2 Female

Signature of Subscriber

1.4 Mobile No./ Fixed wireless No. / Tele. No.:

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

1.5 Age: 1 less than 25 2 25-34 3 35-44 4 More than 45

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

1.7 Usage Type: 1 Residential 2 Commercial 1.8 Area: 1 Rural 2 Urban

1.9 User Type: 1 Postpaid 2 Prepaid

1.10 State: _____ Circle: _____

District: _____ Address: _____

1.11 Mode of Interview: 1 Telephonic 2 In-person

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

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

B. BILLING RELATED – PREPAID CUSTOMER

4(a). How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc.?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
4(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not subscribed <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify)
5(a) Have you made any complaint related to charging/credit/waiver/validity/adjustment in last 6 months?	<input type="checkbox"/> 1 Yes → (If Yes, go to Q 5(b)) <input type="checkbox"/> 2 No
5 (b) How satisfied are you with the resolution of the complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

5(c) How satisfied are you with the ease of recharging process and the transparency of recharge offer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 5(d) only if 1 OR 2 is coded)
5(d) Please specify the reason(s) for your dissatisfaction? (Multiple Code)	<input type="checkbox"/> 1 Lack of complete information about the offer <input type="checkbox"/> 2 Charges/Services not as per the offer <input type="checkbox"/> 3 Delay in activation of recharge <input type="checkbox"/> 4 Non availability of all denomination recharge coupons <input type="checkbox"/> 5 Others (please specify)
5(e) Did you get information regarding call duration, amount deducted for call and balance in the account after every call?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

C. BILLING RELATED – POSTPAID CUSTOMER

6. How satisfied are you with the time taken to deliver your bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
7(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q7(a)) 7(b). Please specify the reason(s) for your dissatisfaction (multiple code)	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify)
8(a). How satisfied are you with the accuracy & completeness of the bills?	<input type="checkbox"/> 4 Very Satisfied <input checked="" type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q8(a)) 8(b). Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff Plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Calculations are not clear <input type="checkbox"/> 6 Others (please specify)
9(a). Have you made any billing related complaints in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 10)
9(b). How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 4 Very Satisfied <input checked="" type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

D. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 months, have you contacted customer care/helpline/call centre of your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 16)
11. How satisfied are you with the ease of access of call centre/customer care or helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
12. How satisfied are you with the ease of getting an option for “talking to a customer care executive”?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

23. Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	—————> (If no, go to Q 24)
24. How satisfied are you with the quality of the Supplementary / value added services provided?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
25(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
25(b). Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify	
26. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	

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

G. OVERALL CUSTOMER SATISFACTION

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

H. GENERAL INFORMATION

30. What kind of other telecom services are you using?	<input type="checkbox"/> Broadband <input type="checkbox"/> Wire line <input type="checkbox"/> Others <input type="checkbox"/> None
31. Are you aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS?	<input type="checkbox"/> Yes <input type="checkbox"/> No
32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	<input type="checkbox"/> Yes → (If yes, go to Q 33(a)) <input type="checkbox"/> No
(Ask only if Yes in Q 32) 33(a). Is there a significant reduction in number of unwanted tele marketing call/SMS received even after registering?	<input type="checkbox"/> Stopped receiving <input type="checkbox"/> Considerable decrease <input type="checkbox"/> Slight decrease <input type="checkbox"/> No change Ask Q 33(b) only if 3 OR 2 OR 1 is coded)
(Ask only if 3 OR 2 OR 1 coded in Q 33 (a)) 33(b). Have you made any complaint to your service provider on getting such unwanted tele marketing calls/SMS even after registering your mobile number?	<input type="checkbox"/> Yes → (If yes, go to Q 33 (c)) <input type="checkbox"/> No
(Ask only if Yes in Q 33 (b)) 33(c). If Yes, please indicate the following -	<input type="checkbox"/> Complaint was registered by the service provider and informed about the action taken <input type="checkbox"/> Complaint was registered by the service provider and did not inform about the action taken <input type="checkbox"/> Service Provider refused to register the complaint <input type="checkbox"/> Difficult to lodge the complaint

34(a). Are you aware of facility by which you can change your service provider without changing your mobile number.	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If no, go to Q 35)
34(b). Have you utilized SMS based mechanism for getting unique porting code?	<input type="checkbox"/> Yes <input type="checkbox"/> No
34(c). If yes, when did you get 'Unique Porting Code' from your existing service provider?	<input type="checkbox"/> Within 5 minutes <input type="checkbox"/> After 5 to 10 minutes <input type="checkbox"/> After 10 minutes <input type="checkbox"/> Never
34(d). If you have utilized the service of MNP, are you satisfied with its entire process?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
35. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?	

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

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

Final Report: Assessment of Implementation and Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Andhra Pradesh

43. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No
44. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied (Ask Q 45 only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q44) 45. Please specify the reason(s) for your dissatisfaction. (multiple code)	<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)
46. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<input type="checkbox"/> Yes <input type="checkbox"/> No —————> (If no, go to Q 50)
47. Have you filed any appeal in last 6 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No —————> (If no, go to Q 50)
48. Did you receive any acknowledgement?	<input type="checkbox"/> Yes <input type="checkbox"/> No
49. 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
(Q50 to Q52 are for prepaid customers only) 50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> Yes <input type="checkbox"/> No
51. Have you been denied of your request for item-wise usage charge details for your prepaid connection?	<input type="checkbox"/> Yes <input type="checkbox"/> No —————> (if no go to Q 53)
52. What were the reason(s) for denying your request?	<input type="checkbox"/> No reason given <input type="checkbox"/> Technical problem <input type="checkbox"/> Others (please specify)
53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new mobile telephone connection?"	<input type="checkbox"/> Yes <input type="checkbox"/> No

Name of the interviewer: _____ Date: _____

Name of the scrutinizer: _____ Date: _____

Back-check done by: _____ Date of back check: _____

Name of field officer: _____

Thank You

6(a). How satisfied are you with the accuracy / completeness of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 6(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q6(a)) 6(b). Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not requested <input type="checkbox"/> 4 Charged for calls / services not made / used <input type="checkbox"/> 5 Others (please specify)
7. Have you made any billing related complaints in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 9(a))
8. How satisfied are you with the process of resolution of complaints and refund / credit / waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

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

D. HELP SERVICE

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

14. How satisfied are you with the time taken by call centre/customer care /helpdesk to resolve your complaint?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
---	--	--

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILIT

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES

20(a). Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	—————> (If no, go to Q 23(a))
20(b). How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
20(c). Please tell me the reasons for your dissatisfaction?	<input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify	
21(a). In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider? (such as static/fixed IP addresses, email-ids, antivirus packages, etc)	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	—————> (If no, go to Q 23(a))
(Ask if Yes in Q 21(a)) 21(b). Have you complained to your service provider for deactivation of such services and refund of charges levied?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	—————> (If no, go to Q 23(a))
21(c). What difficulties you have faced while deactivating of such services and refund of charges levied?	<input type="checkbox"/> 1 None <input type="checkbox"/> 2 Delay in deactivation resulting in repeat complaints <input type="checkbox"/> 3 Customer care refused to register the complaint <input type="checkbox"/> 4 Not aware of whom to be contacted <input type="checkbox"/> 5 Others (please specify)	

Final Report: Assessment of Implementation and Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Andhra Pradesh

22. How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
---	--	--

G. OVERALL CUSTOMER SATISFACTION

23(a). How satisfied are you with the overall quality of your Broadband service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q23(a)) 23.(b) Please specify the reason(s) for your Dissatisfaction	1. _____ _____ 2. _____ _____ 3. _____ _____	

H. GENERAL

24(a). How many persons in your house are using this Broadband connection?	-----
24(b). What kind of other telecom services are you also taking from your service provider?	<input type="checkbox"/> 1 Mobile <input type="checkbox"/> 2 Wireline <input type="checkbox"/> 3 Others <input type="checkbox"/> 4 None
25. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
26. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?	-----

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

27. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 31)
28. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 34 (a))
29. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)	<input type="checkbox"/> 1 Docket number received for most of the complaints <input type="checkbox"/> 2 No Docket number received for most of the complaints <input type="checkbox"/> 3 It was received on request <input type="checkbox"/> 4 No docket number received even on request
30. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

Final Report: Assessment of Implementation and Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Andhra Pradesh

31. How satisfied are you with the system of resolving of your complaints by call centre/customer care/helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q32 only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q 31) 32. Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
33. Was your billing/charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Not applicable
34(a). In case the complaint has not been resolved by the call centre, you can contact next level called as Nodal Officer. Are you aware of the contact detail of the Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 37)
34(b). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 37)
34(c). Were you able to connect to the nodal officer without any difficulty?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
35. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
36(a). How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 36(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q36(a)) 36(b). Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 Time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
37. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 41)
38. Have you filed any appeal in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 41)
39. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

40. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Appeal filed only recently
(Q41 to Q43 are for prepaid customers only)	
41. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> Yes <input type="checkbox"/> No
42. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> Yes <input type="checkbox"/> No (if no go to Q 44)
43. What were the reason(s) for denying your request?	<input type="checkbox"/> No reason given <input type="checkbox"/> Technical problem <input type="checkbox"/> Others (please specify)
44. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new Broadband connection?"	<input type="checkbox"/> Yes <input type="checkbox"/> No

Name of the interviewer: _____ Date: _____

Name of the scrutinizer: _____ Date: _____

Back-check done by: _____ Date of back check: _____

Name of field officer: _____

Thank You