Assam Survey Report (Quarter 1) on

Assessment of

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

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CONTENTS

S. No.	Chapters Preface	Page No.
1	Executive summary	1-8
2	Introduction • Background	9-10
3	 Survey Objective and Methodology Survey methodology Target/user segment Sample design Sample coverage and size Service providers covered Mode of interview and sample size covered Customer profile by payment mode used Methodology for calculating percentage of customer satisfied Questionnaires development process Methodology for calculating percentage of customer satisfied Explanation of benchmarks Definition of key terms used 	11-24
4	Demographic Profile	25-33
5	 Compliance Report on the Customer Perception of Service Basic telephone service Cellular mobile telephone service Broadband service 	34-39
6	 Detailed Report Basic telephone service Cellular mobile telephone service Broadband service 	40-86
7	 Critical Analysis Basic telephone service Cellular mobile telephone service Broadband service 	87-89
8	Recommendations (Quality of Service) Basic telephone service Cellular mobile telephone service Broadband service	90-91
9	 Annexure (Detailed Tables) Basic telephone service Cellular mobile telephone service Broadband service 	92-204
10	 Customer Satisfaction Survey Questionnaires Basic telephone service Cellular mobile telephone service Broadband service 	205-222

Preface

Telecom Regulatory Authority of India (TRAI), the regulatory watch dog for the Quality of Service (QoS) for the telecom services – Basic Telephone (Wire-line), Cellular Mobile Telephone and Broadband has commissioned this survey.

The objective of the survey was to gauge the Quality of Services on the various parameters laid down by TRAI and to assess the compliance of 'Telecom Consumer Protection and Redressal of Grievances Regulations, 2007'.

For this survey, the circles covered in East zone were Kolkata, West Bengal (including Andaman & Nicobar and Sikkim but excluding Kolkata), Bihar (including Jharkhand), Orissa, Assam and North East which included Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Manipur and Tripura. These circles have to be surveyed twice in a year.

During the survey customers of Basic Telephone (Wire-line), Cellular Mobile Telephone and Broadband Service were surveyed in urban and rural areas. For each service a structured questionnaire was used to record the feedback of the customers. The feedback of the customers was captured through face-to-face and telephonic/ email surveys.

This report presents the findings of the survey conducted in Assam circle during 1st July, 2011 and 30th September, 2011.





1. Executive summary

In the second quarter (1st July to 30th September) of 2011, the customer satisfaction survey in Assam circle was carried out.

Only one service provider in the basic wire-line (BSNL) is present in this circle. The survey was conducted across 5 cities of the Assam circle and during the survey 389 postpaid customers were covered.

In the cellular mobile segment, 8 service providers present in Assam were covered. Across 3 cities in Assam circle, 3176 cellular mobile telephone customers were surveyed, out of which 2485 were prepaid customers and 691 were post paid customers.

Both the Broadband service providers present in Assam were covered in this survey. Across the 5 cities of Assam circle, 768 customers were covered, out of which 357 were prepaid customers and 411 were post paid customers.

The following feedback was obtained from the sample of customers:

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





1.1 KEY FINDINGS OF THE SURVEY

Performance of the service providers on QoS parameters is outlined below.

1.1A Basic Telephone Service:

1.1A.1 Satisfaction with Overall Service Quality

 On an overall basis, BSNL was able to meet the benchmark, however in the rural areas it failed to meet the benchmark.

1.1A.2 Satisfaction with Provision of Service

 On an overall basis, BSNL met the benchmark for this parameter, astonishingly though it had less number of satisfied customers in rural areas.

1.1A.3 Satisfaction with Billing Performance

BSNL was not able to meet the benchmark in any of the areas - urban or rural.

1.1A.4 Satisfaction with Help Services including Customer Grievance Redressal

BSNL failed to meet the benchmark in both urban as well as rural areas.

1.1A.5 Satisfaction with Network Performance, Reliability & Availability

 On an overall basis, BSNL met the benchmark for this parameter. But it failed to meet this benchmark only marginally (94%) in the rural areas.

1.1A.6 Satisfaction with Maintainability

BSNL was unable to meet the benchmark in either urban or rural areas

1.1A.7 Satisfaction with Supplementary and Value Added Services

On an overall basis, BSNL met the benchmark for this parameter.

Assessment of Implementation & Effectiveness of Consumer Protection and Redressal of Grievances Regulations, 2007 among Basic Telephone Service Customers:

1.1A.8 Call Centre

On an overall basis:

- 63.2% of the customers were aware of the call centre number of their service provider for making complaints/queries.
- Only 12.1% of the customers made complaint on the toll free customer care number of their service provider.







- 38.3% of the customers, who had complained, said that they had received a docket number for their complaints.
- 51.1% of the customers, who had complained, said that they did not receive docket number for their complaints.
- 6.4% of the customers, who had complained, said that they received the docket number for their complaints on request.
- 4.3% of the customers, who had complained, said that the call centre refused to register their complaints.
- 46.8% of the customers, who had complained, said that the call centre did inform them about the action taken on their complaints.
- 51.1% of the customers, who had complained, said that their complaint was satisfactorily solved by the call centre within 4 weeks after lodging the complaints.

1.1A.9 Nodal Officer

- On an overall basis, only 12.9% of the customers were aware of the contact details of the nodal officer.
- In all, 40% of the customers, who were aware about the nodal officer, made a complaint to the nodal officer.
- Out of the total, 75% of the customers, who complained to nodal officer, said that nodal officer intimated them about the action taken.
- Customers, who complained to the nodal officer, were satisfied with the redressal of the complaint by the nodal officer.

1.1A.10 Appellate Authority

- On an overall basis, only 4.9% of the customers were aware about the contact details of the appellate authority.
- 63.2% of them had filed an appeal with the appellate authority in the last 6 months.
- 66.7% of the customers, who had filed an appeal with the appellate authority in the last 6 months, received an acknowledgement from the appellate authority.
- All those who filed an appeal with the appellate authority were satisfied with the decision taken on their appeal.

1.1A.11 Other Service Benchmark

On an overall basis, 42.4% of the basic telephone service customers said that they got the "Manual of Practice" containing the terms and conditions of service, toll free number of the call centre and contact details of the nodal officer and the appellate authority for complaint redressal etc., while subscribing to the new basic telephone connection.





1.1B Cellular Mobile Telephone Service:

1.1B.1 Satisfaction with Overall Service Quality

On an overall basis, only Vodafone was able to meet the benchmark set by the TRAI.

1.1B.2 Satisfaction with Provision of Service

 On an overall basis, all service providers met the benchmark laid down by TRAI except Rel Tel.

1.1B.3 Satisfaction with Billing Performance - Postpaid

 By and large, Airtel, BSNL, Idea, Rel Tel, TTSL and Vodafone met the benchmark laid down by TRAI.

1.1B.4 Satisfaction with Billing Performance - Prepaid

- On an overall basis, only TTSL met the benchmark laid down by TRAI.
- On the whole, 87.1% of the customers were satisfied with the prepaid billing performance.

1.1B.5 Satisfaction with Help Service including Customer Grievance Redressal

- Out of the total, none of the service providers met the benchmark laid down by TRAI.
- TTSL was the worst performer.

1.1B.6 Satisfaction with Network Performance, Reliability & Availability

On an overall basis, none of the service providers met the benchmark laid down by TRAI.

1.1B.7 Satisfaction with Maintainability

 In all, none of the service providers were found to have met the benchmark laid down by TRAI.

1.1B.8 Satisfaction with Supplementary and Value Added Services

- On an overall basis, none of the service providers met the benchmark laid down by TRAI.
- Performance of Aircel was very poor in the rural areas.





Assessment of Implementation & Effectiveness of Consumer Protection and Redressal of Grievances Regulations, 2007 among Cellular Service Customers:

1.1B.9 Call Centre

On an overall basis:

- 78.6% of the cellular mobile customers were aware about the call centre number of their service provider to make complaints/ queries.
- 8.5% of the cellular mobile customers claimed that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- 43.9% of the cellular mobile customers, who had complained, said that they had received a docket number for their complaints.
- 26.4% of the cellular mobile customers, who had complained, said that they did not receive the docket number for their complaints.
- 4.5% of the cellular mobile customers, who had complained, said that they had received a
 docket numbers for their complaints on request.
- 6.7% of the cellular mobile customers, who had complained, said that they did not receive the docket numbers for their complaints even on request.
- 53.5% the cellular mobile customers, who had complained, said that they were informed about the action taken on their complaint by the call centre.
- 45.9% of the cellular mobile customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.

1.1B.10 Nodal Officer

- On an overall basis, 0.7% of the cellular mobile customers were aware of the contact details of the nodal officer.
- 21 customers had made calls to the nodal officer.
- 19 of them said that the nodal officer intimated them about the decision taken on their complaints.
- Only 5 of them were satisfied with the decision taken by the nodal officer.

1.1B.11 Appellate Authority

- Out of the 3178 customers, only 19 customers knew about the appellate authority.
- 16 of them had filed an appeal to the appellate authority.
- All of them had received acknowledgement from the appellate authority.
- In all cases, appellate authority took decision on the complaints within 3 months of filing the complaint.





1.1B.12 Other Service Benchmark

On an overall basis, only 29.8% of the customers claimed to have got the "Manual of Practice" containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer and the appellate authority for complaint redressal etc., while subscribing to a new mobile connection. Only 12.8% of the rural customers got the Manual of Practice.

1.1C Broadband Service:

1.1C.1 Satisfaction with Overall Service Quality

On an overall basis, BSNL and Sify were able to meet the benchmark laid down by TRAI.
 But BSNL failed to meet the benchmark in the urban areas.

1.1C.2 Satisfaction with Provision of Service

On an overall basis, none of the service providers met the benchmark laid down by TRAI.
 Although BSNL met the benchmark in the rural areas.

1.1C.3 Satisfaction with Billing Performance - Postpaid

On an overall basis, BSNL met the benchmark laid down by TRAI.

1.1C.4 Satisfaction with Billing Performance - Prepaid

Sify was able to meet the benchmark laid down by TRAI.

1.1C.5 Satisfaction with Help Services

The overall performance of both the service providers was found to be satisfactory as the two were able to meet the benchmark laid down by TRAI.

1.1C.6 Satisfaction with Network Performance, Reliability & Availability

 On an overall basis, both of the service providers were able to meet the benchmark laid down by TRAI.

1.1C.7 Satisfaction with Maintainability

- On an overall basis, none of the service providers met the benchmark laid down by TRAI.
- Only 30% of the rural customers were satisfied with the maintainability.

1.1C.8 Satisfaction with Supplementary and Value Added Services

On an overall basis, BSNL and Sify were able to meet the benchmark laid down by TRAI.





Assessment of Implementation & Effectiveness of Consumer Protection and Redressal of Grievances Regulations, 2007 among Broadband Service Customers:

1.1C.9 Call Centre

On an overall basis:

- 84% of the broadband customers belonging to different service providers said that they
 were aware about the call centre number of their service provider to make complaints/
 queries.
- Only 46.9% of the broadband customers said that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- 33.9% of the broadband customers, who had complained, claimed that they had received a docket number for their complaints.
- 27.5% of the broadband customers, who had complained, said that they did not receive the docket numbers for their complaints. The incidence was higher among Sify customers.
- On an overall basis, 10.8% of the broadband customers, who had complained, said that they had received the docket numbers on request.
- 25.3% of the broadband customers, who had complained, said that they did not receive docket numbers even on request.
- 2.5% of the broadband customers, who had complained, said that the call centre refused to register their complaints.
- 95.8% the broadband customers, who had complained, said that they were informed about the action taken on their complaint by the call centre.
- 96.9% of the broadband customers, who had lodged complaints, said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline.
- Only 88.3% of the customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.

1.1C.10 Nodal Officer

On an overall basis:

- Only 4.3% of the broadband customers said that they were aware of the contact details of the nodal officer.
- All those customers, who were aware of the nodal officer, complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.



Assam Survey Report (Quarter 1)



- 81.8% of the customers, who complained to the nodal officer, said that the nodal officer intimated them about the decision taken on their complaints.
- 84.9% of the customers, who complained to the nodal officer, were satisfied with the redressal of the complaint by the nodal officer.
- Delay in redressal of complaints was the main reason for the dissatisfaction among the customers.

1.1C.11 Appellate Authority

- On an overall basis, only 3.6% of the broadband customers said that they were aware of the contact details of the appellate authority.
- 22 out of 768 broadband customers had made an appeal to the appellate authority.
- All those customers who had filed an appeal with an appellate authority in the last 6 months received an acknowledgement from the appellate authority.
- In 19 cases, the appellate authority took decision on the appeal filed by the customers within 3 months of filing of the appeal.

1.1C.12 Other Service Benchmarks

- On an overall basis, only 35% of the customers claimed to have got the "Manual of Practice" containing the terms and conditions of service, toll free the number of call centre and the contact details of the nodal officer and appellate authority for complaint redressal etc., while subscribing to the new mobile connection.
- Higher proportion of BSNL customers received the manual of practice.





2. Introduction

2.1 Background:

The Telecom Regulatory Authority of India (TRAI) was established under the Telecom Regulatory Authority of India Act, 1997 as a statutory body. TRAI is responsible for regulating telecommunications services and matters connected therewith. Its mission is to nurture the conditions for growth of telecom, broadcasting and cable services in a manner and at a pace that enables India to play a leading role in emerging global information society.

In this regard, TRAI has passed regulations on Quality of Service (QoS) of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service for Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). These regulations are applicable to all service providers of basic wire-line, cellular mobile and broadband service, so that the service providers provide better services to their customers.

The salient features of these regulations are listed below:

- I. Each telecom operator would be required:
 - 1. To set up a 24x7 toll free call centre
 - 2. To appoint one or more nodal officer(s) 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 newspapers, sales outlets, web-sites and back side of the invoice/ bills being sent to the consumers.
- III. Each operator will be required to publish an abridged version of the "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 complaints

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

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



Assam Survey Report (Quarter 1)



For this survey, customers of Basic Telephone (Wire-line), Cellular Mobile Telephone and Broadband Service were surveyed in urban and rural areas. For each service a structured questionnaire was used to record the feedback of the subscribers. The feedback of the subscribers was captured through face-to-face and telephonic/ email surveys.

The survey was divided into four zones covering the following Telecom Circles/ Metro Service Areas:

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

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

West Zone: Mumbai, Maharashtra (including Goa but excluding Mumbai), Gujarat and Madhaya Pradesh (including Chhattisgarh).

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

With regard to the aforementioned survey, Marketing and Development Research Associates (MDRA) was selected by Telecom Regulatory Authority of India (TRAI) to conduct the survey in the East zone.





3. Survey Objectives and Methodology:

3.1 Survey Objectives

This survey has the following objectives:

(1) Implementation and Effectiveness of the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 dated 4th May, 2007

TRAI through its Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 dated 4th May 2007, has specified a three-stage redressal mechanism viz. Call Centre, Nodal Officer and Appellate Authority. The regulation also insists for the publication of a Manual of Practice for handling consumer grievances by the service providers for the purpose of educating consumers and prevention of their grievances. Through this survey among consumers of basic telephone (wire-line), cellular mobile telephone and broadband service, TRAI intends to assess the implementation and effectiveness of the regulations.

(2) Customer Perception of Service

The Regulations on standards of quality of service of the basic telephone (wire-line) and cellular mobile telephone service regulations, 2009 (7 of 2009) dated 20th March, 2009 and Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) dated 6th October, 2006 provide for benchmarks of the parameters on customer perception of service to be achieved by service providers. Through this survey TRAI wants to know the customer's perception on the various quality of service parameters laid down by them.

The parameters and benchmarks relating to customer perception of service for basic telephone (wire-line), cellular mobile telephone and broadband service are given below:

(a) Basic Telephone (wire-line) Service and Cellular Mobile Telephone Service:

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





(b) Broadband Services:

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

The parameters of customer perception of service had taken into account the following subparameters:

1. Basic Telephone Service

Provision of Service

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

Billing performance (Postpaid)

- Timely delivery of bills
- Accuracy and completeness of the bills
- Process of resolution of billing complaints
- Clarity of the bills in terms of transparency & understandability

Billing Performance (Prepaid)

- Charges deducted for every call i.e. amount deducted on every usage
- Resolution of billing complaints
- Ease of recharging process and transparency of recharge offers

Help Services including Customer Grievance Redressal

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





Network Performance, Reliability and Availability

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

Maintainability

Fault repair service

Supplementary and Value Added Services

Quality of the supplementary services/ value added service provided

Overall Service Quality

Overall service quality of telephone service

2. Cellular Mobile Telephone Service

Provision of Service

- Process and time taken to activate the mobile connection, after you applied and completed all formalities
- Ease of understanding of all relevant information related to tariff plans & charges

Billing Performance (Prepaid)

- Accuracy of charges for the services used such as calls, SMS, GPRS etc.
- Resolution of billing complaints
- Ease of recharging process and the transparency of recharge offer

Billing performance (Postpaid)

- Timely delivery of bills
- Clarity of the bills in terms of transparency & understandability
- Accuracy and completeness of the bills
- Process of resolution of billing complaints

Help Services including Customer Grievance Redressal

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





Network Performance, Reliability and Availability

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

Maintainability

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

Supplementary and Value Added Services

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

Overall Service Quality

Overall quality of your mobile service

3. Broadband Service

Provision of Service

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

Billing performance (Postpaid)

- Timely delivery of bills
- Clarity of the bills in terms of transparency & understandability
- Accuracy and completeness of the bills
- Process of resolution of billing complaints

Billing Performance (Prepaid)

- Accuracy of bills i.e. amount deducted on every usage
- Process of resolution of billing complaints





Help Services

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

Network Performance, Reliability and Availability

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

Maintainability

Time taken for restoration of broadband connection

Supplementary Services

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

Overall Customer Satisfaction

Overall quality of broadband service

3.1 Survey Methodology

The survey was carried out among consumers of basic telephone (wire-line), cellular mobile telephone and broadband service.

Following survey methodology was used:

- In case of basic telephone (wire-line) and cellular mobile telephone, 50% of the sample was covered through face-to-face personal interviews and the rest through telephonic interviews. However, for broadband service 50% of the sample was covered by face-to-face personal interviews, while the remaining 50% was covered through e-mail/ telephonic interviews or by developing web based application.
- In case of face-to-face personal interviews, both urban and rural areas were covered
- A set of residential and commercial areas were pre-identified before the start of the survey.
- The respondents were selected randomly for face-to-face personal and telephonic interviews.





- It was ensured that the sample size was geographically spread, covering respondents of different age groups, income levels, gender, religions, areas, users, etc.
- The identity of respondents was recorded in the questionnaires and the signatures of the customers who were surveyed through face-to-face personal interviews were taken on the survey questionnaires.
- Structured questionnaires were used to record the feedback of the respondents.
 These questionnaires were prepared in consultation with TRAI.
- The questionnaires were filled up using blue ballpoint pen only.
- In case of the basic telephone and broadband survey in the commercial segment, the head/manager of the IT/MIS Department or the administration or accounts executive/ manager or whoever used to take care of the basic telephone or broadband service related issues was interviewed. In case of unavailability of such persons, the CEO/MD/ owner of the firm were interviewed.
- Only those respondents, who had attained the age of 18 years or above, were interviewed.
- Actual users of basic telephone (wire-line) service, cellular mobile telephone service and broadband service were interviewed.
- During the survey both prepaid and postpaid customers were covered. The sample size was spread as per the approximate overall actual ratio of the prepaid and postpaid customers.
- Users of both GSM technology as well as CDMA technology were covered in the survey.
- Database of subscribers was obtained from the service providers for telephonic survey.

3.2 Target Users/ Segment

Following segments were covered in the survey:

- Residential users
- Individual Residential Homes
- Apartments/ Societies
- 2. Commercial users
- Corporate Clients
- IT/ Software Companies
- Call Centers
- BPO's/ KPO's
- SME (Small and medium Enterprises)





- Government offices
- Industrial Units
- Healthcare Facility Centers
- Multiplexes/ Malls
- Hotels/ Restaurants
- PCO 's
- Cyber Cafés
- Shopkeepers/ Vendors
- Universities & Schools
- Institutes- Medical Colleges/ Engineering Colleges/ Computer Training Centres
- NGO's
- Small Scale Shop-owners
- Private Practitioners -Doctors/ Architects
- Etc.

3.3 Sample Design

3.3.1 Basic Telephone (wire-line) Service:

The sample size was evenly spread over 5% (five per cent) of the exchanges of each Basic Service Operators (BSO's) in the circle. The above stated 5% (five per cent) exchanges were spread over 10% (ten per cent) of the Short Distance Charging Areas (SDCA's). The selection of SDCA's and exchanges was done in consultation with the TRAI officials. The sample size was evenly spread through the selected exchanges.

3.3.2 Cellular Mobile Telephone Service:

The sample for cellular mobile telephone service subscribers was evenly spread over in 10% (ten per cent) of the district headquarters of a service area where the services were commissioned. The 10% of the districts for survey were selected in consultation with the TRAI officials. The sample size was evenly spread through the selected district headquarters

3.3.3 Broadband Service:

The sample for broadband service subscribers was evenly spread over in the areas served by 10% (ten per cent) of the Points of Presence (POPs) of each service provider in each service area. The selection of BSNL's SDCAs & exchanges and POP's (private operators) was done in consultation with the TRAI officials.





3.4 Sample Coverage and Size

3.4.1 Basic Telephone (Wire-line) Service:

BSNL: In Assam circle, there are 602 exchanges and 46 SDCAs. For the survey, 31 exchanges and 5 SDCA's were selected. During the survey, about 26 urban exchanges and 5 rural exchanges were covered

Note: Airtel, Reliance and Tata were not covered as they are yet to roll out their retails services in this circle.

Service provider	State	SDCAs covered	Sample Size
		Guwahati	
		Tezpur	
BSNL	Assam	Silchar	384
		Dibrugarh	
		Jorhat	

3.4.2 Cellular Mobile Telephone Service (including FWP):

- In all, there are 27 district headquarters in Assam. For the survey, 3 district headquarters were selected on the basis of their geographical spread. Rural areas falling within the radius 20 kms of the district headquarters were covered.
- The sample for cellular mobile telephone service subscribers was evenly spread across 10% of the selected district headquarters where the services were commissioned. During the survey 8 service providers were covered in this circle.

Geographical coverage	Cities covered
	Guwahati
Assam	Tezpur
	Shilchar

Service providers	Sample size	
Aircel	384	
Airtel	384	
BSNL	384	
Idea	384	
Reliance Tel	384	
S Tel	384	
TTSL	384	
Vodafone	384	
Total	3072	





3.4.3 Broadband Service:

BSNL: In Assam circle, there are 602 exchanges and 46 SDCAs. For the survey,
 61 exchanges and 5 SDCA's were selected. From the selected exchanges, about
 39 urban exchanges and 22 rural exchanges were covered during the survey.

Service provider	State	SDCAs covered	Sample size
		Guwahati	
		Tezpur	
BSNL	Assam	Silchar	384
		Dibrugarh	
		Jorhat	

Sify: All the 10 POPs present in Assam circle were covered.

Service provider	State	Cities covered	Sample size
C:t.	A = = = =	Guwahati	204
Sify	Assam	Silchar	384

3.5 Service Providers Covered

During the period (1st July to 30th September) of 2011, the survey was conducted in Assam circle and the following service providers were covered:

3.5.1 Basic Telephone (Wire-line) Service

1. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)

Note: Airtel, Reliance and Tata were not covered as they do not provide retail services in this circle.

3.5.2 Cellular Mobile Telephone Service

- 1. Aircel Limited (Referred as Aircel in the report)
- 2. Bharti Airtel Limited (Referred as Airtel in the report)
- 3. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
- 4. Idea Cellular Limited (Referred as Idea in the report)
- 5. Reliance Telecom Limited (Referred as Rel Tel in the report)
- Tata Teleservices Limited (Referred as TTSL in the report)
- 7. S Tel Private Limited (Referred as S Tel in the report)
- 8. Vodafone Essar Mobile Services Limited ((Referred as Vodafone in the report)

3.5.3 Broadband Service

- 1. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
- 2. Sify Technologies Limited (Referred as Sify in the report)





3.6 Mode of Interview & Sample Size Covered

3.6.1 Basic Telephone Service (Wire-line)

During the survey among basic telephone service customers, 57% of the sample was covered with the help of face-to-face interviews while the rest were conducted on telephone. For rural customers, face-to-face interviews were done.

Service providers	Face to face	Telephonic	Sample Size Achieved
BSNL	221	168	389
Overall	221	168	389

3.6.2 Cellular Mobile Service

• In the survey, 52% of the cellular mobile telephone service customers were covered with the help of face-to-face interviews while the rest were covered through telephonic interviews. For rural customers, face-to-face interviews were done.

Service providers	Face to face	Telephonic	Sample Size Achieved
Aircel	272	138	410
Airtel	274	131	405
BSNL	267	202	469
Idea	288	155	443
Reliance telecom	248	145	393
S Tel	0	247	247
TTSL	6	402	408
Vodafone	299	102	401
Overall	1654	1522	3176

3.6.3 Broadband Service

Of all the broadband service customers, 65% of the sample had to be covered through face-to-face interviews and up to 35% through a web-based/ telephonic survey. For the web-based survey we used our proprietary web-based survey editor to host the survey on the Internet. After sending these invitations, follow up phone calls were made to drive respondents to the survey. For rural customers, face-to-face interviews were conducted.

Service providers	Face to face	Telephonic	Sample Size Achieved
BSNL	309	102	411
Sify	194	163	357
Overall	503	265	768





3.7 Customer Profile by Connection Type

3.7.1 Basic Telephone Service (Wire-line)

 Only BSNL was covered in this circle. Across 5 SDCA's of the Assam circle, 389 basic telephone service (Wire-line) postpaid customers were surveyed.

Service providers	Prepaid	Postpaid	Sample Size Achieved
BSNL (Assam)	-	389	389
Overall	-	389	389

3.7.2 Cellular Mobile Telephone Service

A total of 8 cellular mobile telephone service providers present in the circle were covered. Across 3 cities of the Assam circle, 3176 cellular mobile service customers were surveyed. Of this sample, 2485 were prepaid subscribers and 691 were postpaid customers.

Service providers	Prepaid	Postpaid	Sample Size Achieved
Aircel	326	84	410
Airtel	333	72	405
BSNL	246	223	469
Idea	405	38	443
Reliance Telecom	351	42	393
S Tel	247	-	247
TTSL	242	166	408
Vodafone	335	66	401
Overall	2485	691	3176

NOTE: (Only 247 customers of S Tel were covered due to non-availability of additional subscribers despite maximum efforts.)

3.7.3 Broadband Service

A total of 2 broadband service providers present in the circle were covered. Across various exchanges/ Points of Presence in the Assam circle, 768 broadband service subscribers were surveyed. Out of the total sample, 411 were postpaid customers and 357 were prepaid customers.

Service providers	Prepaid	Postpaid	Sample Size Achieved
BSNL	0	411	411
Sify	357	0	357
Overall	357	411	768





3.8 Methodology for Calculating Percentage of Customers Satisfied

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

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

CS = (A / N) *100

Where:

CS = % of satisfied customers

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

N = Total sample size achieved

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

3.9 Questionnaires Development Process

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

The questionnaires developed were for:

- Basic telephone service (wire-line)
- Cellular mobile telephone service
- Broadband service

3.10 Definition of Key Terms Used

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





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

Broadband Service: It means data connection

- (1) Which is always on and is able to support interactive services including Internet access.
- (2) which has the capability of the minimum download speed of 256 kilo bits per second (kbps) or such minimum download speed, as may be specified by the licensor, from time to time, to an individual subscriber from the point of presence of the service provider intending to provide broadband service where a multiple of such individual broadband connections are aggregated and the subscriber is able to access these interactive services including the internet through the said point of presence.
- (3) In which the interactive services shall exclude and services for which a separate license is specifically required (such as real-time voice transmission) except to the extent permitted, or, as may be permitted, under internet service provider's license with internet telephony.
- (4) Which shall include such service or download speed or features, as may be specified from time to time, by the licensor.
- Call Centre: Means a department or a section or a facility established under regulation 3 by the service provider, falling in clause (a) or clause (b) of the subregulation 3 of regulation 1 for redressal of grievances of its consumer by telephone or electronic means or by any other means.

Cellular Mobile Telephone Service: Means

- (1) Telecommunication service provided by means of a telecommunication system for the conveyance of the message through the agency of wireless telegraphy where every message that is conveyed thereby has been, or is to be, conveyed by means of a telecommunication systems which is designed or adapted to be capable of being used while in motion.
- (2) Refers to transmission of voice or non-voice messages over licensee's network in the real time but the service do not cover the broadcasting of any messages, voice or non-voice, however, cell broadcast is permitted only to the subscribers of the service.



Assam Survey Report (Quarter 1)



- (3) In respect of which the subscriber (all types, pre-paid as well as post-paid) has to be registered and authenticated at the network point of registration and approved numbering plan shall be applicable.
- Consumer: Means a consumer of a service provider falling in clause (a) or clause
 (b) of sub- regulation (3) of the regulation 1 and includes its customer and subscriber.
- Manual: means the Manual of Practice for handling consumer complaints referred to in regulation 20.
- Nodal Officer: means the officer appointed or designated under regulation 6 by a service provider falling in clause (a) or clause (b) of sub-regulation (3) of regulation
 1.

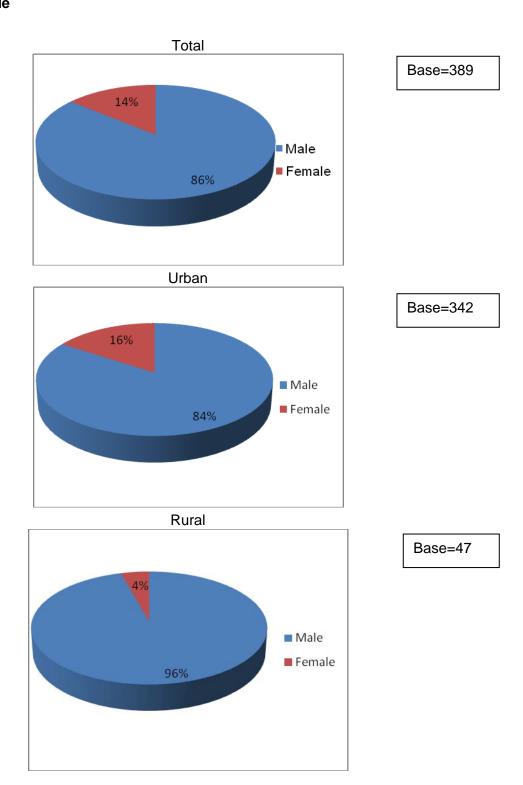




4. Demographic Profile

4.1 Basic Telephone Service (Wire-line)

4.1.1 Gender Profile

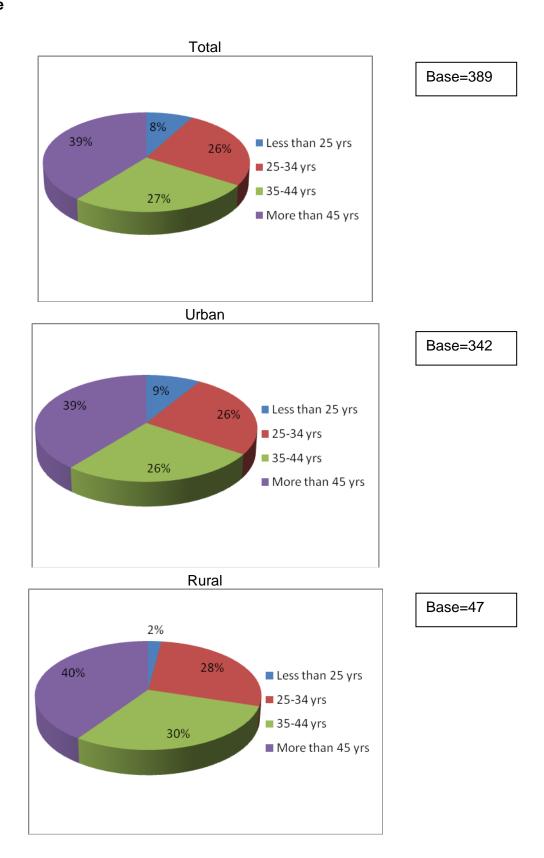


 On an overall basis, 86% of the customers were male. In urban areas there was higher a proportion of female respondents.





4.1.2 Age Profile

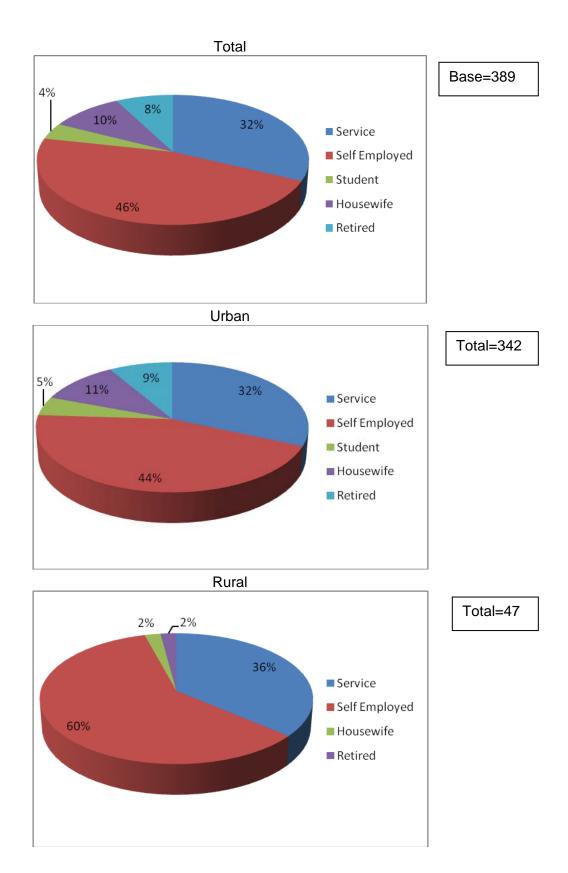


Out of the total, 66% of the customers were in the age group of 35 and above.





4.1.3 Occupation Profile



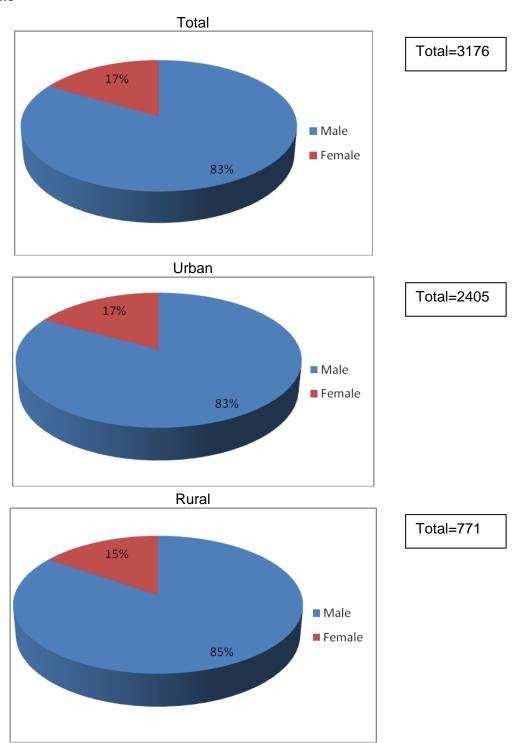
In all, 78% of the customers were either in service or self employed/ businessmen.





4.2 Cellular Mobile Telephone Service

4.2.1 Gender Profile

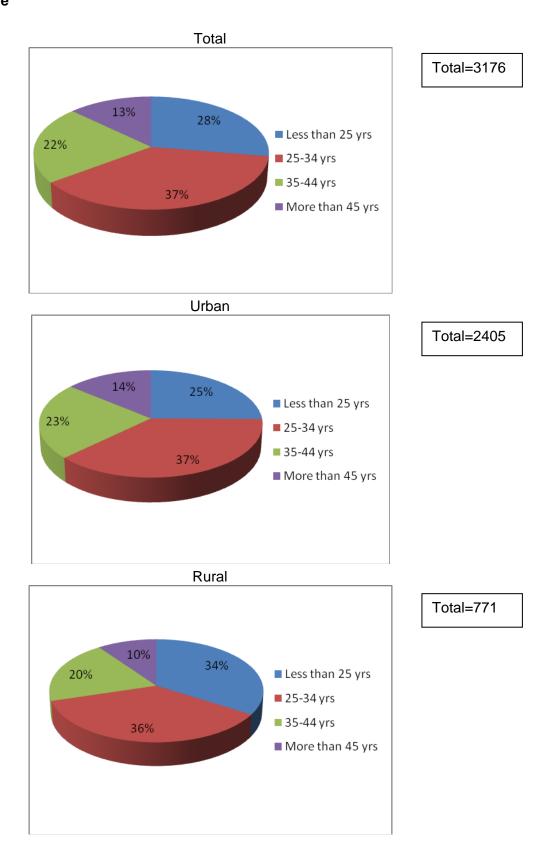


• On an overall basis, 83% of the customers were male. In urban areas there were a higher proportion of female respondents.





4.2.2 Age Profile

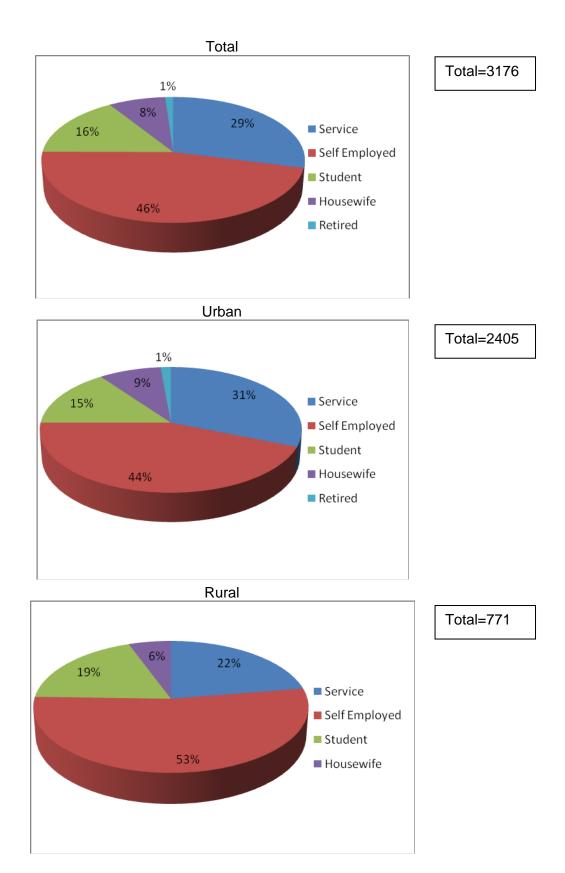


On the whole, 65% of the customers were below 35 years.





4.2.3 Occupation Profile



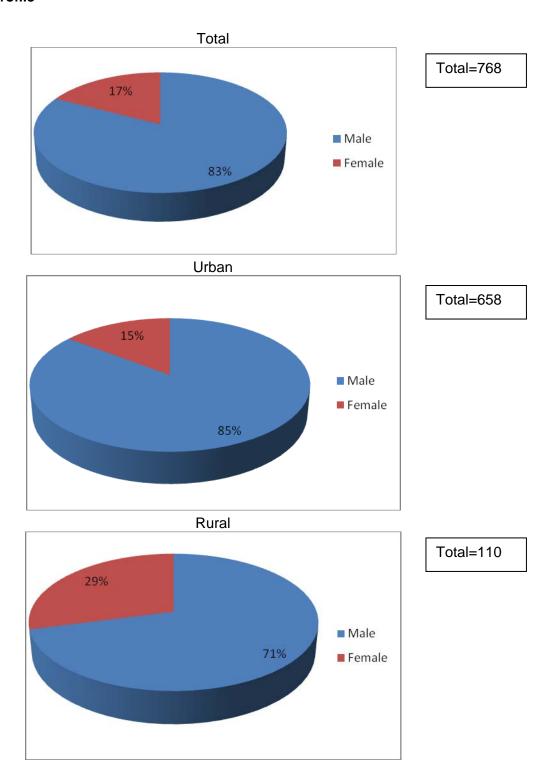
 On an overall basis, 75% of the customers were in service or self employed/ businessmen.





4.3 Broadband Service

4.3.1 Gender Profile

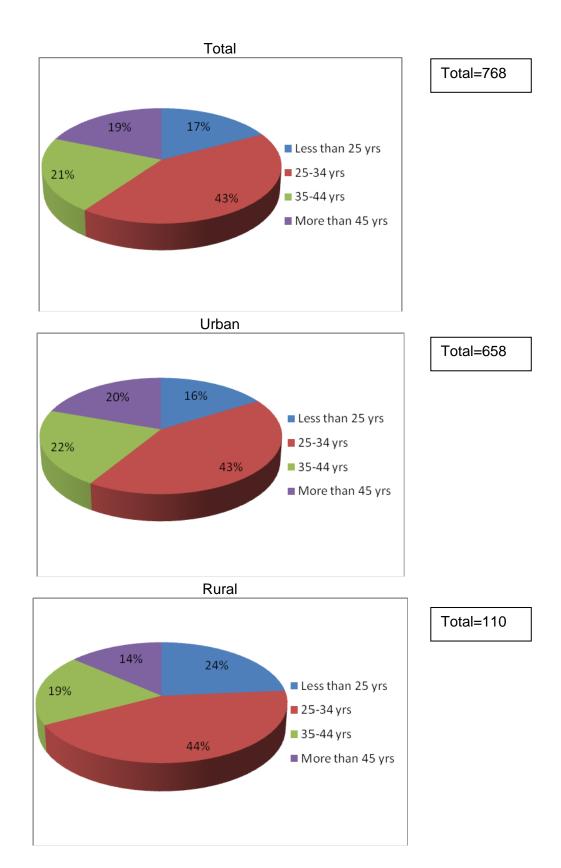


• In all, 83% of the customers were male.





4.3.2 Age Profile

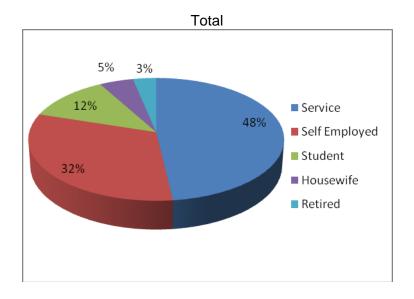


On an overall basis, 64% of the customers were in the age group of 25-45 years.

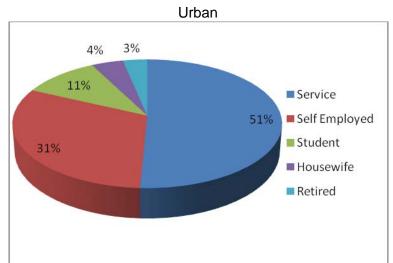
4.3.3 Occupation Profile





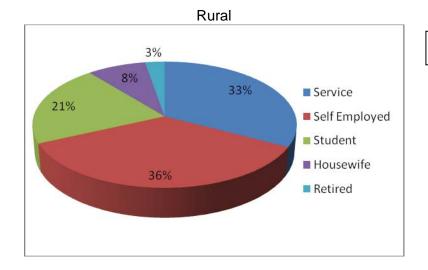


Total=768



Total=658

Total=110



On the whole, 80% of the customers were in service or self employed/ businessmen.





5. COMPLIANCE REPORT ON THE CUSTOMER PERCEPTION OF SERVICE:

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

The percentage of customers satisfied on various QoS parameters was derived by using the methodology explained in section 3.8. According to this methodology the total percentage of satisfied customer's i.e. very satisfied and satisfied customers on various QoS parameters was taken into account. This methodology was used to derive the percentage of the customers satisfied with QoS parameters for all the three services i.e. basic telephone, cellular mobile and broadband.

5.1 Basic Telephone Service – Assam Circle

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

Service providers	Base	% satisfied with provision of service	Postpaid % satisfied	Prepaid performance	%satisfied with the help services including customer grievance redressal	% satisfied with the network performance, reliability and availability	% satisfied with the maintainability	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
Benchmark		<u>></u> 90%	<u>></u> 95%	<u>></u> 95%	≥90%	<u>></u> 95%	<u>≥</u> 95%	≥90%	≥90%
	•			As	sam circle			<u> </u>	
BSNL (Total)	389	97	91	-	65	95	71	99	90
BSNL (Urban)	342	97	94	-	68	95	78	99	90
BSNL (Rural)	47	92	76	-	44	94	44	92	83

Note: Figures in green color represent those service providers, who were able to achieve the benchmarks.

- On an overall basis, BSNL met the benchmarks related to provision of service, network performance, value added services and overall quality of service.
- In rural areas, BSNL met the benchmarks related to provision of service and value added services.
- BSNL was not able to meet the benchmarks related to billing performance, help services and maintainability.
- Performance of BSNL was found to be lowest with regard to help services.





5.1.2 The following table shows the percentage of customers, who reported that their telephone fault, was repaired within 3 days.

Service providers	Base	% customers Benchmark: 3 days					
Assam circle							
BSNL (Total)	133	72.9					
BSNL (Urban)	108	79.6					
BSNL (Rural)	25	44.0					

 On an overall basis, 72.9% of the customers, had who experienced any kind of fault in their connection, reported that the fault was repaired within 3 days.

5.1.3 The following table shows the percentage of customers, who reported that their telephone service was terminated within 7 days on request.

Service providers	Base	% customers Benchmark: 7 days				
Assam circle						
BSNL (Total)	14	100.0				
BSNL (Urban)	13	100.0				
BSNL (Rural)	1	100.0				

 All the customers, who had requested for termination of their telephone service, reported that their telephone connection was terminated within 7 days.

5.1.4 The following table shows the percentage of customers, who reported that, their billing complaints were resolved by the call centre within four weeks.

Service providers	Base	% customers						
Cervice providers	Dasc	Benchmark: 4 Weeks						
Assam circle								
BSNL (Total)	47	51.1						
BSNL (Urban)	39	53.8						
BSNL (Rural)	8	37.5						

• In total, only 51.1% of the customers, who had made billing complaints, reported that their billing complaints were resolved within 4 weeks.





5.2 Cellular Mobile Telephone Service – Assam Circle

5.2.1 The following table shows the percentage of satisfied customers with various QoS parameters of customer perception of service.

Service providers		% satisfied with provision of service	% satisfied	with billing performance	%satisfied with the help services including customer grievance redressal	% satisfied with the network performance, reliability and availability	I with the oility	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
	Base	% satisfied of service	Postpaid	Prepaid	%satisfied with the l services including customer grievance redressal	% satisfied with the network performand reliability and availa	% satisfied with the maintainability	% satisfied with the supplementary and added services	% satisfied wit service quality
Benchmark		<u>></u> 90%	<u>></u> 95%	<u>≥</u> 95%	<u>≥</u> 90%	<u>≥</u> 95%	<u>≥</u> 95%	<u>≥</u> 90%	<u>≥</u> 90%
				Assam c	circle				
Aircel (Total)	410	91	91	83	79	89	82	57	80
Aircel (Urban)	293	90	90	85	80	88	84	64	82
Aircel (Rural)	117	92	98	80	76	90	76	37	76
Airtel (Total)	405	95	95	79	78	91	84	58	83
Airtel (Urban)	280	97	95	80	78	91	85	57	82
Airtel (Rural)	125	92	96	79	77	90	83	60	86
BSNL (Total)	469	91	96	87	68	86	84	61	84
BSNL (Urban)	352	92	96	91	66	87	87	60	83
BSNL (Rural)	117	89	94	82	72	84	73	63	87
Idea (Total)	443	90	99	92	82	85	83	75	80
Idea (Urban)	327	91	99	93	84	87	85	81	83
Idea (Rural)	116	88	96	88	75	78	77	47	72
Rel Tel (Total)	393	88	95	86	71	79	74	61	71
Rel Tel (Urban)	259	88	91	93	71	75	74	71	70
Rel Tel (Rural)	134	88	100	73	71	86	76	46	74
S Tel (Total)	247	92	-	85	67	77	74	75	51
S Tel (Urban)	247	92	-	85	67	77	74	75	51
S Tel (Rural)	0	-	-	ı	-	-	-	-	-
TTSL (Total)	408	98	95	97	38	92	91	88	88
TTSL (Urban)	408	98	95	97	38	92	91	88	88
TTSL (Rural)	0	-	-	-	-	-	-	0	-
Vodafone (Total)	401	92	99	89	83	90	85	70	91
Vodafone (Urban)	239	92	99	92	85	90	86	73	92
Vodafone (Rural)	162	91	100	85	80	90	84	64	88
Overall (Total)	3176	92	95	87	76	87	83	65	80
Overall (Urban)	2405	93	95	89	76	87	84	69	80
Overall (Rural)	771	90	98	81	75	87	78	53	81





Note: Figures in green color represent those service providers, who were successful in meeting the benchmarks.

- In all, 80% of the cellular service customers were satisfied with the overall quality of their service providers.
- The survey went on to reveal that a lower proportion of customers were satisfied on parameters such as value added services and help services.
- On an overall basis, Vodafone met the benchmarks on 3 out of 7 parameters, namely provision of service, billing performance (postpaid) and overall service quality.
- In total, TTSL met the benchmark on 2 out of 7 parameters, namely service provision and billing performance (both postpaid and prepaid)
- None of the service providers were able to meet the benchmark set for the help services, network performance, reliability and availability, maintainability and supplementary & value added services.

5.2.2 The following table shows the percentage of customers, who reported that, their billing complaints were resolved by call centre within four weeks.

Service providers		Base	% customer Benchmark: four weeks
Assam circle)		
	Total	36	47.2
Aircel	Urban	30	50.0
	Rural	6	33.3
	Total	27	22.2
Airtel	Urban	22	13.6
	Rural	5	60.0
	Total	37	40.5
BSNL	Urban	32	37.5
	Rural	5	60.0
Idoo	Total	55	70.9
Idea	Urban	45	75.6
	Rural	10	50.0
	Total	54	35.2
Rel. Tel.	Urban	46	39.1
	Rural	8	12.5
	Total	30	66.7
S. Tel.	Urban	30	66.7
	Rural	0	0.0
	Total	10	30.0
TTSL	Urban	10	30.0
	Rural	0	0.0
	Total	19	21.1
Vodafone	Urban	16	25.0
	Rural	3	0.0
	Total	269	45.9
Overall	Urban	232	47.2
	Rural	37	37.8

Out of the total, 45.9% of the cellular customers, who made billing complaints to the call centre, reported that their complaints were resolved within 4 weeks after they had lodged their complaints. The worst performers on this parameter were Vodafone and Airtel.





5.3 Broadband Service - Assam Circle

5.3.1 The following table shows the percentage of satisfied customers on various QoS service parameters

δ		provision of	% satisfied with billing	performanc e	th the help	th the network reliability and	with the	with the and value	h the overall
Service providers	Base	% satisfied with provision of service	Postpaid	Prepaid	%satisfied with services	% satisfied with the network performance, reliability and availability	% satisfied maintainability	% satisfied supplementary added services	% satisfied with the overall service quality
Benchmark		<u>≥</u> 90%	<u>></u> 90%	<u>></u> 90%	<u>≥</u> 90%	<u>></u> 85%	<u>></u> 85%	<u>></u> 85%	<u>></u> 85%
				Ass	am circle				
BSNL (Total)	411	64	97	N/A	94	91	52	86	87
BSNL (Urban)	301	53	97	N/A	91	89	69	90	84
BSNL (Rural)	110	95	97	N/A	99	98	30	80	94
Sify (Total)	357	62	-	98	98	85	44	86	86
Sify (Urban)	357	62	-	98	98	85	44	86	86
Sify (Rural)	0	-	-	-	-	-	-	-	-
Overall(Total)	768	63	97	98	96	88	47	85	86
Overall (Urban)	658	58	97	98	95	87	51	87	85
Overall (Rural)	110	95	97	0.0	99	98	30	80	94

Note: Figures in green color represent those service providers, who met the benchmarks.

- On an overall basis, none of the service provider met the benchmark laid down by TRAI for maintainability and provision of service.
- In rural areas, BSNL met the benchmark set for provision of service.
- Whereas, both the service providers met the benchmarks set for the billing performance, help services, network performance, reliability and availability, supplementary & value added services and overall quality of service.





5.3.2 The following table shows the percentage of customers, who reported that, their billing complaints were resolved by call centre within four weeks.

Samulas provi	idoro	Base	% customer
Service providers		Dase	Benchmark: within 4 Weeks
		Assam circle	
	Total	192	88.0
BSNL	Urban	106	85.8
	Rural	86	90.7
	Total	168	88.7
Sify	Urban	168	88.7
	Rural	0	0.0
	Total	360	88.3
Overall	Urban	274	87.6
	Rural	86	90.7

• On an overall basis, 88.3% of the customers, who had made complaint, reported that their complaints were resolved within 4 weeks.





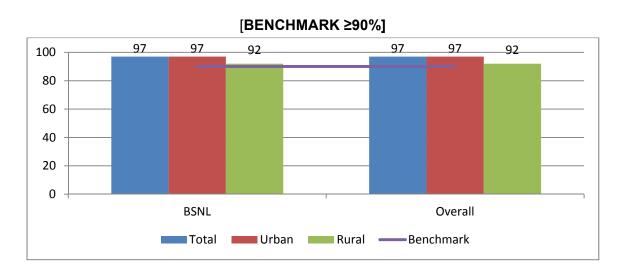
6. DETAILED REPORT:

6A.1 Basic Telephone Service (Wire-line) - Assam Circle

The survey in the Assam circle was conducted among customers of BSNL.

6A.1.1 Customer Satisfaction with Provision of Service

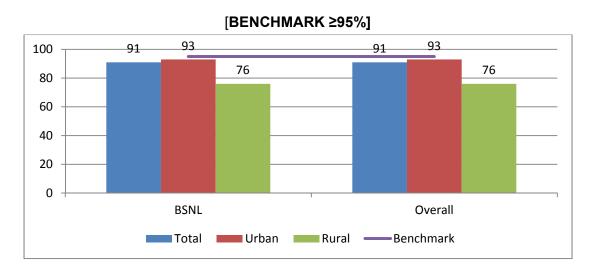
6A.1.1.1 The following graph shows the percentage of satisfied customers with provision of service.



BSNL met the benchmark in the urban areas but failed to meet it in the rural areas.

6A.1.2 Customer Satisfaction with Billing Performance - Postpaid

6A.1.2.1The following graph shows the percentage of satisfied customers with billing performance.



BSNL did not meet the benchmark (95%) set by the TRAI in both urban and rural areas.



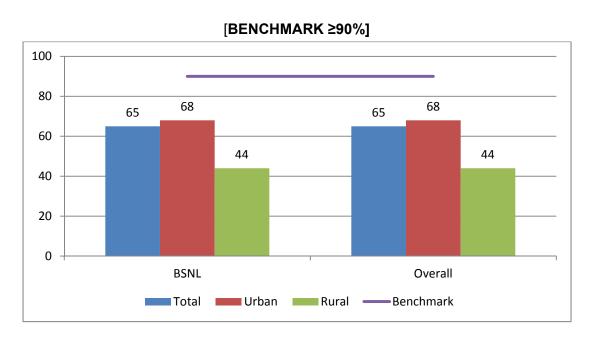


6A.1.2.2 The following table shows the percentage of satisfied customers with the subparameters of the billing performance.

		% postpaid customers						
Service	e providers	Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	Base		
	Total	92.8	94.8	75.0	73.4	389		
BSNL	Urban	93.6	96.2	83.6	83.7	342		
	Rural	87.3	85.2	36.4	27.3	47		

 Both, urban and rural customers were less satisfied with the process of resolution of the billing complaints and clarity of bills in terms of transparency and understandability.

6A.1.3 Customer Satisfaction with Help Services including Customer Grievance Redressal 6A.1.3.1 The following graph shows the percentage of customers satisfied with help services including customer grievance redressal.



 BSNL failed to meet the benchmark laid down by TRAI. Performance in the rural areas was lower (44%) than urban areas.





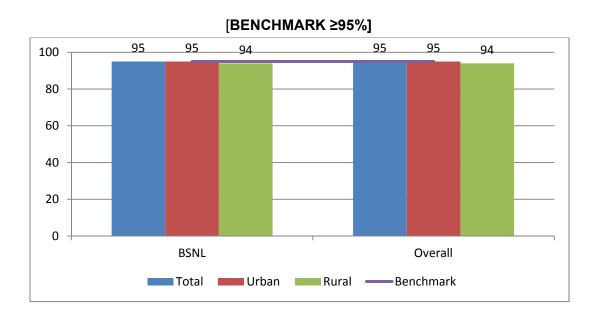
6A.1.3.2 The following table shows the percentage of customers satisfied with the subparameters of help services including customer grievance redressal.

	% customers						
Service	providers	Ease of access of call centre/cus tomer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken to answer your calls by the customer care executive	Problem solving ability of the customer care executive(s)	Time taken by call centre/cust omer care or helpline to resolve your complaints	Base
	Total	76.9	78.7	75.9	25.0	66.7	108
BSNL	Urban	81.8	83.8	81.7	21.5	71.0	93
	Rural	46.7	46.7	40.0	46.7	40.0	15

- Most of the customers were not satisfied with the problem solving ability of the customer care executive.
- Customers were also less satisfied with the time taken by call centre/ customer care/ helpline to resolve their complaints.

6A.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

6A.1.4.1 The following graph shows the percentage of satisfied customers with network performance, reliability & availability.



On an overall basis, BSNL was able to meet the benchmark set by TRAI; however
it failed marginally to meet the benchmark in the rural areas.





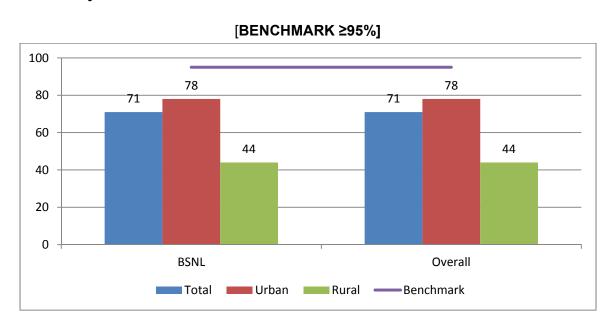
6A.1.4.2 The following table shows the percentage of customers satisfied with the subparameters of network performance, reliability & availability.

		% customers					
Service providers		Availability of working telephone (Dial tone)	working telephone make/receive calls		Base		
	Total	95.1	95.4	94.9	389		
BSNL	Urban	95.1	95.9	95.0	342		
	Rural	95.7	91.5	93.7	47		

 Performance of BSNL was better on all the sub-parameters of network performance, reliability & availability.

6A.1.5 Customer Satisfaction with Maintainability

6A.1.5.1 The following graph shows the percentage of customers satisfied with maintainability.



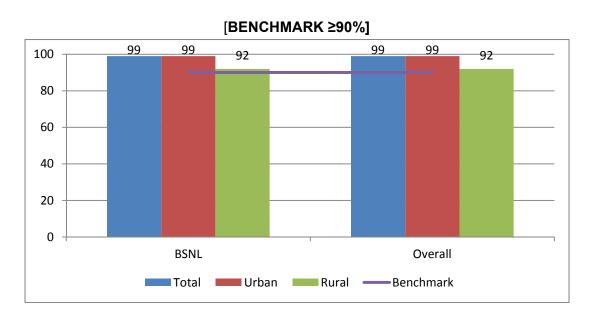
BSNL did not meet the benchmark laid down by TRAI. On an overall basis, only 71% of the customers were satisfied with the maintainability. Rural customers were less satisfied with this parameter.





6A.1.6 Customer Satisfaction with Supplementary and Value Added Services

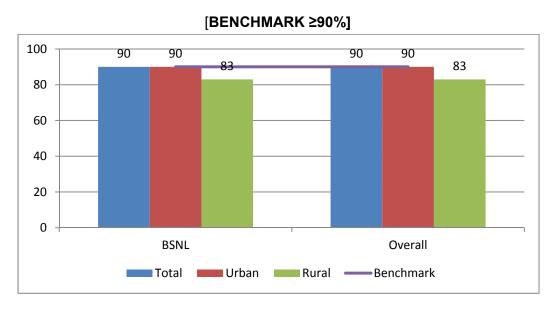
6A.1.6.1 The following graph shows the percentage of customers satisfied with supplementary and value added services.



On an overall basis, BSNL met the benchmark laid down by TRAI.

6A.1.7 Customer Satisfaction with Overall Service Quality

6A.1.7.1 The following graph shows the percentage of customers satisfied with overall service quality.



In total, BSNL met the benchmark laid down by TRAI. However, rural customers were less satisfied with the overall quality of service.





6A.2 Awareness of Grievance Redressal Mechanism & Experience among Basic Telephone Service customers

6A.2.1 Awareness and Experience with Call Centre

Table 6A.2.1.1 The following table shows the percentage of customers, who were aware of the call centre number of their service provider to make complaints/ queries

Service providers		% customers	Base
	Total	63.2	389
BSNL	Urban	61.4	342
	Rural	76.6	47

 Only 63.2% of the basic telephone service customers were aware about the call centre number of their service provider to make complaint/ query.

Table 6A.2.1.2 The following table shows the percentage of customers, who had made complaint within 6 months on the call centre number of their service provider

Service providers		% customers	Base
	Total	12.1	389
BSNL	Urban	11.4	342
	Rural	17.0	47

• In the last 6 months, only 12.1% of the customers had made complaint on the toll free customer care number of their service provider.

6A.2.1.3 The following table shows the percentage of customers, who received or did not receive docket numbers for their complaints.

% customers							
Service providers		Complaint was registered and docket number Received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Base
	Total	38.3	51.1	6.4	0.0	4.3	47
BSNL	Urban	41	46.2	7.7	0.0	5.1	39
	Rural	25	75	0.0	0.0	0.0	8

- On the whole, 38.3% of the customers, who had complained, said that they had received a docket number for their complaints.
- On an overall basis, 51.1% of the customers, who had complained, said that they did not receive docket number for their complaints.
- In all, 6.4% of the customers, who had complained, said that they received the docket number for their complaints on request.
- Out of the total, 4.3% of the customers, who had complained, said that the call centre refused to register their complaints.





6A.2.1.4 The following table shows the percentage of customers, who were informed about the action taken on their complaint by call centre.

Service providers		% customers	Base	
	Total	46.8	47	
BSNL	Urban	48.7	39	
	Rural	37.5	8	

 On an overall basis, only 46.8% customers, who had complained, said that they were informed about the action taken on their complaint by call centre.

6A.2.1.5 The following table shows the percentage of customers, who got their billing complaints resolved satisfactorily by call centre/customer care within four weeks.

Service providers		% customers	Base	
	Total	51.1	47	
BSNL	Urban	53.8	39	
	Rural	37.5	8	

- On the whole, 51.1% of the customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by call centre/ customer care within four weeks after they lodged their complaints.
- Rural customers were less satisfied with the resolution of their billing complaints by call centre/ customer care within four weeks after they lodged their complaints.

6A.2.3 Awareness and Experience of Nodal Officer

Table 6A.2.3.1 The following table shows the percentage of customers, who were aware of the contact details of the nodal officer.

Service p	roviders	% customers	Base
	Total	12.9	389
BSNL	Urban	13.5	342
	Rural	8.5	47

 In all, only 12.9% of the customers were aware about the contact details of the nodal officer.

Table 6A.2.3.2 The following table shows the percentage of customers, who have made complaint to the Nodal Officer

Service providers		% customers	Base
	Total	40.0	50
BSNL	Urban	43.5	46
	Rural	0.0	4

• In total, 40% of the customers, who were aware of the contact details of the nodal officer, claimed to have made complain to the nodal officer.





Table 6A.2.3.3 The following table shows the percentage of customers, who were intimated by the nodal officer about the decision taken on their complaint.

Service providers		% customers	Base
	Total	75.0	20
BSNL	Urban	75.0	20
	Rural	0.0	0

 On an overall basis, 75% of the customers were intimated by the nodal officer about the decision taken on their complaints.

Table 6A.2.3.4 The following table shows the percentage of customers, who were satisfied with the redressal of the complaints by the nodal officer

Service providers		% customers	Base
	Total	100.0	20
BSNL	Urban	100.0	20
	Rural	0.0	0

 All of the customers, who complained to the nodal officer, were satisfied with the redressal of their complaint by the nodal officer.

6A.2.4 Awareness and Experience of Appellate Authority

Table 6.2.4.1The following table shows the percentage of customers, who were aware of the contact details of the appellate authority.

Service providers		% customers	Base
	Total	4.9	389
BSNL	Urban	5.0	342
	Rural	4.3	47

• In total, only 4.9% of the customers were aware about the contact details of the appellate authority.

6A.2.4.2 Incidence of appeal being filed in the prescribed form in the last 6 months

Only 12 customers filed an appeal with an appellate authority in the last 6 months

6A.2.4.3 Acknowledgement receipt

- 8 customers, who filed an appeal with an appellate authority in the last 6 months, received an acknowledgement from the appellate authority.
- In all the 12 cases appellate authority took a decision on the appeal within 3 months of filing the appeal.





Table 6A.2.5.1 The following table shows the percentage of the customers, who got the Manual of Practice containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing a new basic telephone connection.

Service providers		% customers	Base
	Total	42.4	389
BSNL	Urban	45.3	342
	Rural	21.3	47

On the whole, only 42.4% of the basic telephone service customers said that they got the "Manual of Practice" containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal.



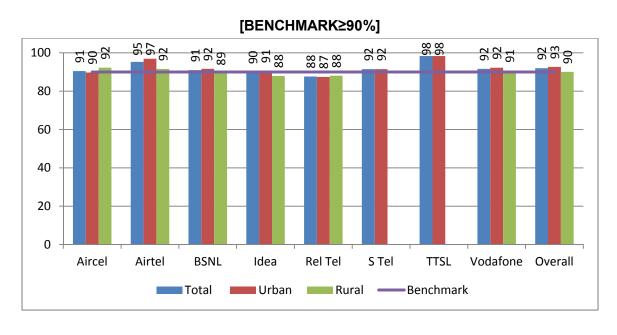


6B.3 Cellular Mobile Telephone Service - Assam circle

The survey in the Assam circle was done among customers of 8 cellular mobile telephone service providers i.e. Aircel, Airtel, BSNL, Idea, Reliance Tel, S Tel, TTSL and Vodafone.

6B.3.1 Customer Satisfaction with Provision of Service

6B.3.1.1 The following graph shows the percentage of customers satisfied with provision of service.



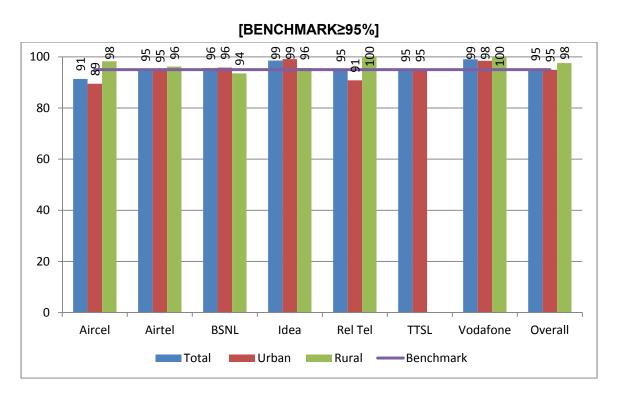
- On an overall basis, all service providers met the benchmark laid down by TRAI except Reliance Tel.
- Performance in the rural areas was found to be poorer than in the urban areas across all the service providers except Aircel and Rel Tel.





6B.3.2a Customer Satisfaction with Billing Performance - Postpaid

6B.3.2a.1 The following graph shows the percentage of satisfied customers with billing performance.



In total, all service providers met the benchmark laid down by TRAI except Aircel.





6B.3.2a.2The following table shows the percentage of postpaid customers satisfied with the sub- parameter of billing performance.

			% po:	stpaid customers		
Service providers		Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	Base
	Total	91.6	92.9	80.0	91.6	84
Aircel	Urban	89.6	91.0	62.5	91.1	67
	Rural	100.0	100.0	100.0	94.1	17
	Total	95.9	97.2	91.3	93.1	72
Airtel	Urban	96.5	96.4	86.7	93.0	57
	Rural	93.3	100.0	100.0	93.3	15
	Total	97.3	94.6	61.5	96.9	223
BSNL	Urban	97.1	95.1	63.6	97.0	203
	Rural	100.0	90.0	50.0	95.0	20
	Total	97.4	97.4	100.0	100.0	38
Idea	Urban	100.0	96.8	100.0	100.0	31
	Rural	85.7	100.0	100.0	100.0	7
	Total	95.3	95.3	85.7	95.3	42
Rel. Tel.	Urban	91.7	91.7	75.0	91.7	24
	Rural	100.0	100.0	100.0	100.0	18
	Total	95.8	95.7	44.4	95.7	166
TTSL	Urban	95.8	95.7	44.4	95.7	166
	Rural	-	-	-	-	0
	Total	100.0	98.5	100.0	98.5	66
Vodafone	Urban	100.0	97.6	100.0	97.6	42
	Rural	100.0	100.0	100.0	100.0	24
	Total	96.2	95.5	84.3	95.8	691
Overall	Urban	95.9	95.1	79.4	95.7	590
	Rural	98.1	98.0	96.5	97.0	101

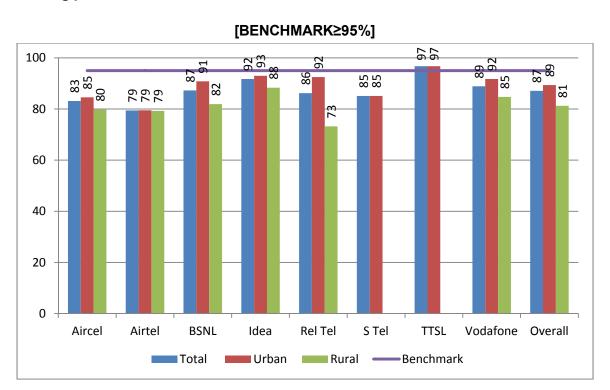
 TTSL, BSNL, and Aircel customers were less satisfied with the process of resolution of billing complaints.





6B.3.2b Customer Satisfaction with Billing Performance - Prepaid

6B.3.2b.1 The following graph shows the percentage of prepaid customers satisfied with billing performance.



- On the whole, only TTSL met the benchmark laid down by TRAI.
- Performance in the rural areas was poorer than urban areas.





6B.3.2b.2 The following table shows the percentage of prepaid customers satisfied with the sub- parameters of billing performance.

			% prepaid	customers	
Service prov	Service providers		Processing of resolution of the billing complaints	Ease of recharging process	Base
	Total	73.0	72.3	95.1	326
Aircel	Urban	76.5	68.3	95.6	226
	Rural	65.0	84.6	94	100
	Total	67.3	60.3	95.2	333
Airtel	Urban	69.1	52.4	95	223
	Rural	63.6	76.2	95.5	110
	Total	77.6	91.7	96.3	246
BSNL	Urban	84.5	95.0	96.6	149
	Rural	67.0	87.5	95.9	97
	Total	87.9	76.9	97.5	405
Idea	Urban	90.5	76.3	97.6	296
	Rural	80.7	78.6	97.2	109
	Total	79.2	75.3	95.2	351
Rel Tel	Urban	89.8	80.8	97.5	235
	Rural	57.8	61.1	90.5	116
	Total	99.6	0.0	70.6	247
S. Tel	Urban	99.6	0.0	70.6	247
	Rural	-	-	-	0
	Total	98.8	33.3	95.5	242
TTSL	Urban	98.8	33.3	95.5	242
	Rural	-	-	-	0
	Total	81.8	85.3	96.7	335
Vodafone	Urban	87.3	88.4	96.9	197
	Rural	73.9	80.0	96.4	138
	Total	82.3	75.7	93.5	2485
Overall	Urban	87.6	74.8	93.0	1815
	Rural	68.2	77.6	94.9	670

 Process of resolution of billing complaints and inaccuracy of charges were major reasons for dissatisfaction among urban and rural customers across all the service providers.

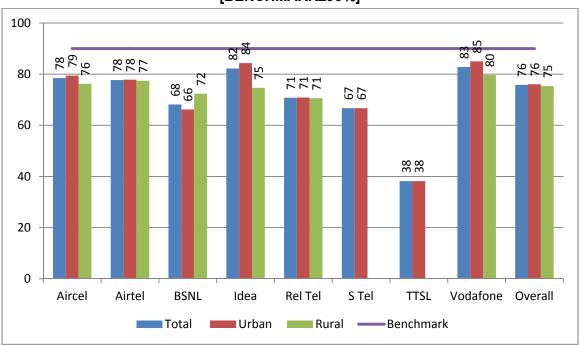




6B.3.3 Customer Satisfaction with Help Services including Customer Grievance Redressal

6B.3.3.1 The following graph shows the percentage of customers satisfied with help services including customer grievance redressal.





- It was found that none of the service providers met the benchmark laid down by TRAI.
- TTSL was the worst performer on this parameter.





6B.3.3.2 The following table shows the percentage of customers satisfied with the sub- parameters of help services including customer grievance redressal.

		% customers					
Service pre	oviders	Ease of access of call centre/cust omer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken to answer your calls by the customer care executive	Problem solving ability of the customer care executive(s	Time taken by call centre/cust omer care or helpline to resolve your complaints	Base
	Total	66.7	66.7	81.8	73.3	65.8	165
Aircel	Urban	84.4	86.9	81.7	76.5	67.8	115
	Rural	86.0	86.0	82.0	66.0	61.2	50
	Total	88.5	83.1	81.9	71.1	63.8	166
Airtel	Urban	87.5	84.2	82.5	70.8	64.2	120
	Rural	91.3	80.4	80.4	71.8	63.1	46
	Total	76.5	75.6	70.0	60.1	58.6	123
BSNL	Urban	73.8	71.4	69.1	60.7	56.0	84
	Rural	82.1	84.7	71.8	59.0	64.1	39
	Total	86.3	86.9	85.6	80.4	71.9	153
Idea	Urban	89.0	89.1	88.2	82.3	73.1	119
	Rural	76.4	79.4	76.4	73.5	67.6	34
	Total	75.2	76.3	71.7	68.8	61.9	173
Rel Tel	Urban	72.0	72.0	70.1	70.1	70.1	107
	Rural	80.3	83.3	74.2	66.7	48.5	66
	Total	66.7	66.7	66.7	66.7	66.7	24
S. Tel	Urban	66.7	66.7	66.7	66.7	66.7	24
	Rural	-	-	-	-	-	0
	Total	40.9	40.9	40.9	31.8	36.4	22
TTSL	Urban	40.9	40.9	40.9	31.8	36.4	22
	Rural	-	-	-	-	-	0
	Total	88.4	86.0	83.5	82.9	73.2	164
Vodafone	Urban	89.6	89.6	84.3	84.4	77.1	96
	Rural	86.7	80.8	82.3	80.9	67.6	68
	Total	82.1	81.3	78.1	72.1	65.4	990
Overall	Urban	81.3	80.8	78.1	72.9	67.2	687
	Rural	84.2	82.6	78.3	70.3	61.3	303

- On an overall basis, all the service providers performed poorly on all the sub-parameters of the billing performance.
- On the whole, time taken by the call centre for the resolution of complaints had the lowest proportion of satisfied customers.

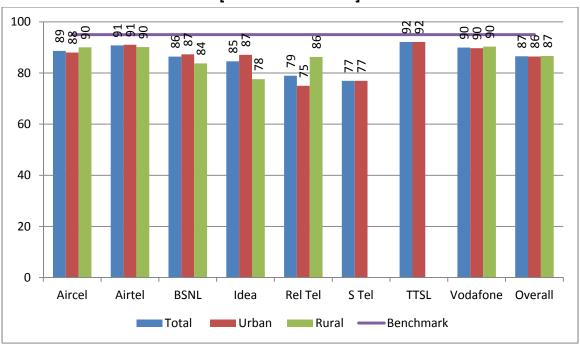




6B.3.4 Customer Satisfaction with Network Performance, Reliability & Availability

6B.3.4.2 The following graph shows the percentage of satisfied customers with network performance, reliability & availability.





- None of the service providers met the benchmark laid down by TRAI.
- Airtel, TTSL and Vodafone performed better than other service providers.
- S Tel was the worst performer.





6B.3.4.3 The following table shows the percentage of customers satisfied with the sub- parameters of network performance, reliability & availability.

Service providers		% customers						
		Availability of signal of your service provider in your locality	Ability to make/receive calls easily	Voice quality	Base			
	Total	89.0	88.6	88.3	410			
Aircel	Urban	87.4	88.4	88.3	293			
	Rural	93.2	88.9	88.1	117			
	Total	91.1	90.9	90.4	405			
Airtel	Urban	91.1	91.4	90.7	280			
	Rural	91.2	89.6	89.6	125			
	Total	86.6	86.3	86.4	469			
BSNL	Urban	87.8	86.6	87.5	352			
	Rural	82.9	85.5	82.9	117			
	Total	84.2	84.4	85.1	443			
Idea	Urban	86.3	87.5	87.5	327			
	Rural	78.5	75.9	78.4	116			
	Total	78.7	79.7	78.4	393			
Rel. Tel	Urban	73.0	74.1	77.9	259			
	Rural	89.5	90.3	79.1	134			
	Total	74.9	76.5	79.4	247			
S. Tel	Urban	74.9	76.5	79.4	247			
	Rural	-	-	-	0			
	Total	91.7	92.1	92.6	408			
TTSL	Urban	91.7	92.1	92.6	408			
	Rural	-	-	-	0			
	Total	89.8	88.8	91.3	401			
Vodafone	Urban	90.0	88.7	90.4	239			
	Rural	89.5	88.9	92.6	162			
	Total	86.3	86.4	86.9	3176			
Overall	Urban	85.8	86.3	87.3	2405			
	Rural	87.7	86.8	85.5	771			

- On an overall basis, customers were less satisfied with the sub-parameters of the network performance, reliability and availability.
- TTSL and Airtel were the best performers on all the sub-parameters of the network performance, reliability and availability.
- S Tel and R Tel were the worst performer on all the sub-parameters of the network performance, reliability and availability.



Aircel



6B.3.5 Customer Satisfaction with Maintainability

6B.3.5.1 The following graph shows the percentage of customers satisfied with maintainability.



Rel Tel

Rural —

S Tel

TTSL

Benchmark

Vodafone Overall

None of the service providers met the benchmark laid down by TRAI.

Idea

Urban

BSNL

Total

Airtel

TTSL was the best performer while S Tel and Rel Tel were the worst performers.





6B.3.5.2 The following table shows the percentage of customers satisfied with the sub- parameters of maintainability.

		% postpaid customers				
Service pro	viders	Availability of network (signal)	Restoration of network (signal) problem	Base		
	Total	85.4	77.6	410		
Aircel	Urban	87.1	80.6	293		
	Rural	81.2	70.1	117		
	Total	87.2	81.2	405		
Airtel	Urban	88.2	81.5	280		
	Rural	84.8	80.8	125		
	Total	83.1	84.0	469		
BSNL	Urban	86.0	88.1	352		
	Rural	74.3	71.8	117		
	Total	83.3	82.2	443		
Idea	Urban	85.6	84.1	327		
	Rural	76.8	76.7	116		
	Total	76.1	72.6	393		
Rel. Tel	Urban	74.2	73.0	259		
	Rural	79.8	71.7	134		
	Total	73.3	73.7	247		
S. Tel	Urban	73.3	73.7	247		
	Rural	-	-	0		
	Total	90.9	91.5	408		
TTSL	Urban	90.9	91.5	408		
	Rural	-	-	0		
	Total	85.8	84.8	401		
Vodafone	Urban	86.6	85.4	239		
	Rural	84.6	84.0	162		
	Total	83.7	81.3	3176		
Overall	Urban	84.6	83	2405		
	Rural	80.5	76.3	771		

- Performance of TTSL was better than all other service providers with the subparameters of maintainability.
- S Tel and Rel Tel were the worst performers.

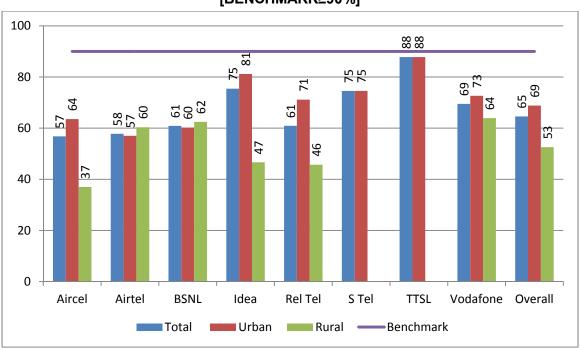




6B.3.6 Customer Satisfaction with Supplementary and Value Added Services

6B.3.6.1The following graph shows the percentage of customers satisfied with supplementary and value added services.





- None of the service providers were able to meet the benchmark set by TRAI.
- TTSL was the best performer while Aircel, Airtel, BSNL and Rel Tel were the worst performers.





The following table shows the satisfaction level of the customers with the sub-parameters of the supplementary and value added services.

		9/	6 customers		
Service pro	oviders	Quality Of Supplementary Services	Process Of Activating VAS Or Unsubscribing	Resolution of complaints	Base
	Total	42.5	75.9	46.1	87
Aircel	Urban	53.1	78.8	51.8	66
	Rural	9.5	66.6	33.3	21
	Total	44.7	75.3	50.0	85
Airtel	Urban	44.7	78.5	40.0	65
	Rural	45.0	65.0	76.9	20
	Total	58.5	71.7	44.4	53
BSNL	Urban	65.7	71.4	34.8	35
	Rural	44.4	72.2	100	18
	Total	74.6	82.6	67.9	63
Idea	Urban	83.0	86.8	72.1	53
	Rural	30.0	60.0	50.0	10
	Total	43.3	81.6	57.5	60
Rel. Tel	Urban	60.6	84.9	68.4	33
	Rural	22.2	77.8	31.3	27
	Total	73.9	73.9	76.9	23
S. Tel	Urban	73.9	73.9	76.9	23
	Rural	0.0	0.0	0.0	0
	Total	88.9	94.4	60.0	18
TTSL	Urban	88.9	94.4	60.0	18
	Rural	0.0	0.0	0.0	0
	Total	67.6	74.7	60.0	71
Vodafone	Urban	73.4	73.3	68.8	45
	Rural	57.7	76.9	44.4	26
	Total	56.5	77.4	56.4	460
Overall	Urban	64.2	79.6	58.5	338
	Rural	35.2	71.3	50 .0	122

 Customers of all service providers were less satisfied on account of quality of supplementary services and resolution of complaints.

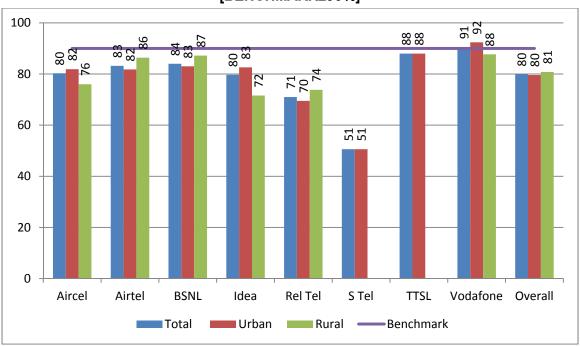




6B.3.7 Customer Satisfied with Overall Service Quality

6B.3.7.1 The following graph shows the percentage of customers satisfied with the overall service quality





- Only Vodafone was able to meet the benchmark set by the TRAI and that too in urban areas.
- S Tel was the worst performer.





6B.4 Awareness of Grievance Redressal Mechanism & Experience among Cellular Mobile Service customers

6B.4.1 Awareness and Experience of Call Centre

Table 6B.4.1.1 The following table shows the percentage of customers, who were aware of the call centre number of their service provider to make complaint/ query.

Service prov	viders	% customers	Base
	Total	77.3	410
Aircel	Urban	73.4	293
	Rural	87.2	117
	Total	90.6	405
Airtel	Urban	93.6	280
	Rural	84.0	125
	Total	78.0	469
BSNL	Urban	76.1	352
	Rural	83.8	117
	Total	67.7	443
Idea	Urban	72.5	327
	Rural	54.3	116
	Total	83.7	393
Rel. Tel	Urban	84.9	259
	Rural	81.3	134
	Total	75.7	247
S. Tel	Urban	75.7	247
	Rural	-	0
	Total	88.0	408
TTSL	Urban	88.0	408
	Rural	-	0
	Total	67.8	401
Vodafone	Urban	64.0	239
	Rural	73.5	162
	Total	78.6	3176
Overall	Urban	79.0	2405
	Rural	77.3	771

• In total, 78.6% of the cellular mobile customers were aware of the call centre number of their service provider to make complaints/ queries.





6B.4.1.2 The following table shows the percentage of customers, who had complained in last 6 months to the toll free call centre/customer care/help-line telephone number.

Service providers		% customers	Base
	Total	8.8	410
Aircel	Urban	10.2	293
	Rural	5.1	117
	Total	6.7	405
Airtel	Urban	7.9	280
	Rural	4.0	125
	Total	7.9	469
BSNL	Urban	9.1	352
	Rural	4.3	117
	Total	12.6	443
Idea	Urban	14.1	327
	Rural	8.6	116
	Total	13.7	393
Rel. Tel	Urban	17.8	259
	Rural	6.0	134
	Total	12.1	247
S. Tel	Urban	12.1	247
	Rural	-	0
	Total	2.5	408
TTSL	Urban	2.5	408
	Rural	-	0
	Total	4.7	401
Vodafone	Urban	6.7	239
	Rural	1.9	162
	Total	8.5	3176
Overall	Urban	9.6	2405
	Rural	4.8	771

 Only 8.5% of the cellular mobile customers claimed that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.





6B.4.1.3 The following table shows the percentage of customers, who received or did not receive the docket number for their complaints.

		ket number to	•	% customers			
		Complaint	Complaint	Complaint	Complaint was		
		was	was	was registered	registered and	Refused	
Service p	roviders	registered	registered	and docket	docket	to	
		and docket	and docket	number	number not	register	
		number	number not	provided on	provided even	the	_
	T = -	received	received	request	on request	complaint	Base
	Total	52.8	16.7	2.8	5.6	22.2	36
Aircel	Urban	56.7	20.0	3.3	3.3	16.7	30
	Rural	33.3	0.0	0.0	16.7	50.0	6
	Total	44.4	37.0	0.0	3.7	14.8	27
Airtel	Urban	40.9	36.4	0.0	4.5	18.2	22
	Rural	60.0	40.0	0.0	0.0	0.0	5
	Total	35.1	24.3	5.4	8.1	27.0	37
BSNL	Urban	34.4	25.0	0.0	9.4	31.3	32
	Rural	40.0	20.0	40.0	0.0	0.0	5
	Total	48.2	21.4	14.3	12.5	3.6	56
Idea	Urban	45.7	19.6	17.4	13.0	4.3	46
	Rural	60.0	30.0	0.0	10.0	0.0	10
	Total	31.5	31.5	1.9	7.4	27.8	54
Rel. Tel	Urban	34.8	23.9	2.2	6.5	32.6	46
	Rural	12.5	75.0	0.0	12.5	0.0	8
	Total	66.7	0.0	0.0	3.3	30.0	30
S. Tel	Urban	66.7	0.0	0.0	3.3	30.0	30
	Rural	-	-	-	-	-	0
	Total	60.0	30.0	0.0	0.0	10.0	10
TTSL	Urban	60.0	30.0	0.0	0.0	10.0	10
	Rural	-	-	-	-	-	0
Vodafone	Total	21.1	73.7	0.0	0.0	5.3	19
	Urban	18.8	81.3	0.0	0.0	0.0	16
	Rural	33.3	33.3	0.0	0.0	33.3	3
	Total	43.9	26.4	4.5	6.7	18.6	269
Overall	Urban	44.4	25 .0	4.3	6.5	19.8	232
	Rural	40.5	35.1	5.4	8.1	10.8	37

- On an overall basis, 43.9% of the cellular mobile customers, who had complained, said that they had received a docket number for their complaints.
- In total, 26.4% of the cellular mobile customers, who had complained, said that they did not receive docket numbers for most of their complaints.
- On the whole, 4.5% of the cellular mobile customers, who had complained, said that had they received the docket numbers for their complaints on request.
- As a whole, 6.7% of the cellular mobile customers, who had complained, said that they did
 not receive the docket numbers for their complaints even on request.
- On an overall basis, 18.6% of the customers, who had complained, said that the call centre refused to register their complaints.





6B.4.1.4 The following table shows the percentage of customers, who were informed about the action taken on their complaints by the call centre.

Service provid	ers	% customers	Base
	Total	58.3	36
Aircel	Urban	60.0	30
	Rural	50.0	6
	Total	25.9	27
Airtel	Urban	18.2	22
	Rural	60.0	5
	Total	45.9	37
BSNL	Urban	37.5	32
	Rural	100.0	5
	Total	75.0	56
Idea	Urban	78.3	46
	Rural	60.0	10
	Total	46.3	54
Rel. Tel	Urban	50.0	46
	Rural	25.0	8
	Total	70.0	30
S. Tel	Urban	70.0	30
	Rural	-	0
	Total	40.0	10
TTSL	Urban	40.0	10
	Rural	-	0
	Total	36.8	19
Vodafone	Urban	37.5	16
	Rural	33.3	3
	Total	53.5	269
Overall	Urban	53.4	232
	Rural	54.1	37

• On the whole, 53.5% of the cellular mobile customers, who had complained, said that they were informed about the action taken on their complaint by the call centre.





6B.4.1.5 The following table shows the percentage of customers, who got their billing complaints resolved satisfactorily by call centre/customer care within four weeks.

Service provid	ers	% customers	Base
	Total	47.2	36
Aircel	Urban	50.0	30
	Rural	33.3	6
	Total	22.2	27
Airtel	Urban	13.6	22
	Rural	60.0	5
	Total	40.5	37
BSNL	Urban	37.5	32
	Rural	60.0	5
	Total	70.9	56
Idea	Urban	75.6	46
	Rural	50.0	10
	Total	35.2	54
Rel. Tel	Urban	39.1	46
	Rural	12.5	8
	Total	66.7	30
S. Tel	Urban	66.7	30
	Rural	0.0	0
	Total	30.0	10
TTSL	Urban	30.0	10
	Rural	0.0	0
	Total	21.1	19
Vodafone	Urban	25.0	16
	Rural	0.0	3
	Total	45.9	269
Overall	Urban	47.2	232
	Rural	37.8	37

In all, 45.9% of the cellular mobile customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaint by the call centre/customer care within four weeks after they had lodged their complaint.





6B.4.2 Awareness and Experience of Nodal Officer

6B.4.2.1The following table shows the percentage of customers, who were aware of the contact details of the nodal officer.

Service prov	viders	% customers	Base
	Total	0.2	410
Aircel	Urban	0.3	293
	Rural	0.0	117
	Total	0.0	405
Airtel	Urban	0.0	280
	Rural	0.0	125
	Total	0.0	469
BSNL	Urban	0.0	352
	Rural	0.0	117
	Total	4.1	443
Idea	Urban	5.2	327
	Rural	0.9	116
	Total	0.0	393
Rel. Tel	Urban	0.0	259
	Rural	0.0	134
	Total	0.8	247
S. Tel	Urban	0.8	247
	Rural	-	0
	Total	0.0	408
TTSL	Urban	0.0	408
	Rural	-	0
	Total	0.0	401
Vodafone	Urban	0.0	239
	Rural	0.0	162
	Total	0.7	3176
Overall	Urban	0.8	2405
	Rural	0.1	771

- On the overall, only 0.7% of the cellular mobile customers were aware of the contact details of the nodal officer.
- In total 21 customers made complaints to the nodal officer.
- 19 of them said that they were intimated by the nodal officer about the decision taken on their complaints.
- Only 5 of the customers were satisfied with the decision taken by the nodal officer.





6B.4.3 Awareness and Experiences with Appellate Authority

6B.4.3.1 The following table shows the percentage of customers, who were aware about the contact details of the appellate authority.

Service pro	oviders	% customers	Base
	Total	0.2	410
Aircel	Urban	0.3	293
	Rural	0.0	117
	Total	0.0	405
Airtel	Urban	0.0	280
	Rural	0.0	125
	Total	0.0	469
BSNL	Urban	0.0	352
	Rural	0.0	117
	Total	3.8	443
Idea	Urban	5.2	327
	Rural	0.0	116
	Total	0.0	393
Rel. Tel	Urban	0.0	259
	Rural	0.0	134
	Total	0.4	247
S. Tel	Urban	0.4	247
	Rural	-	0
	Total	0.0	408
TTSL	Urban	0.0	408
	Rural	-	0
	Total	0.0	401
Vodafone	Urban	0.0	239
	Rural	0.0	162
	Total	0.6	3176
Overall	Urban	0.8	2405
	Rural	0.0	771

Out of the 3176 customers, only 19 customers knew about the appellate authority.





6B.4.4 General Information

6B.4.4.1 The following table shows the percentage of prepaid customers, who were aware that a prepaid customer can get item-wise usage charge details, on request.

Service provi	ders	% customers	Base
	Total	29.4	326
Aircel	Urban	26.4	226
	Rural	36.0	100
	Total	18.9	333
Airtel	Urban	13.5	223
	Rural	30.0	110
	Total	27.2	246
BSNL	Urban	25.5	149
	Rural	29.9	97
	Total	22.0	405
Idea	Urban	25.3	296
	Rural	12.8	109
	Total	36.2	351
Rel. Tel	Urban	37.4	235
	Rural	33.6	116
	Total	0.0	247
S. Tel	Urban	0.0	247
	Rural	-	0
	Total	1.2	242
TTSL	Urban	1.2	242
	Rural	-	0
	Total	33.8	335
Vodafone	Urban	36.2	197
	Rural	30.4	138
	Total	22.5	2485
Overall	Urban	20.1	1815
	Rural	28.8	670

On an overall basis, only 22.5% of the prepaid customers said that they were aware of the fact that they can get item-wise usage charge details on request. Even a higher proportion (28.8%) of the customers were aware of this fact in the rural areas.





6B.4.4.2 The following table shows the percentage of customers, who were denied itemwise usage charge details for their pre-paid connection.

Service provi	ders	% customers	Base
	Total	31.3	96
Aircel	Urban	41.7	60
	Rural	13.9	36
	Total	23.8	63
Airtel	Urban	26.7	30
	Rural	21.2	33
	Total	19.4	67
BSNL	Urban	28.9	38
	Rural	6.9	29
	Total	24.7	89
Idea	Urban	26.7	75
	Rural	14.3	14
	Total	9.4	127
Rel. Tel.	Urban	12.5	88
	Rural	2.6	39
	Total	0.0	0
S. Tel.	Urban	0.0	0
	Rural	-	0
	Total	33.3	3
TTSL	Urban	33.3	3
	Rural	-	0
Vodafone	Total	35.4	113
	Urban	42.3	71
	Rural	23.8	42
	Total	23.8	558
Overall	Urban	29.0	365
	Rural	14.0	193

 On the whole, only 23.8% of the prepaid customers, who were aware that a prepaid customer can get item-wise usage charge details, on request, said that they were denied item-wise usage charge details.





6B.4.4.3 The following table shows the percentage of customers, who cited different reason(s) for their request for item-wise details being denied.

Service pro	widore	% customers			
Service pro	oviders	No reason given	Technical problem	Others	Base
	Total	76.7	20.0	6.7	30
Aircel	Urban	80.0	20.0	0.0	25
	Rural	60.0	20.0	40.0	5
	Total	26.7	66.7	6.7	15
Airtel	Urban	0.0	100.0	0.0	8
	Rural	57.1	28.6	14.3	7
	Total	76.9	23.1	0.0	13
BSNL	Urban	81.8	18.2	0.0	11
	Rural	50.0	50.0	0.0	2
	Total	36.4	63.6	0.0	22
Idea	Urban	35.0	65.0	0.0	20
	Rural	50.0	50.0	0.0	2
	Total	41.7	58.3	0.0	12
Rel. Tel	Urban	45.5	54.5	0.0	11
	Rural	0.0	100.0	0.0	1
	Total	0.0	0.0	0.0	0
S. Tel	Urban	0.0	0.0	0.0	0
	Rural	-	-	-	0
	Total	100	0.0	0.0	1
TTSL	Urban	100	0.0	0.0	1
	Rural	-	-	-	0
	Total	22.5	75.0	2.5	40
Vodafone	Urban	13.3	83.3	3.3	30
	Rural	50.0	50.0	0.0	10
	Total	45.1	52.6	3.0	133
Overall	Urban	43.4	55.7	0.9	106
	Rural	51.9	37.0	11.1	27

 Out of the total, 52.6% of the prepaid customers said that "technical reason" was given for denying their request while 45.1% of the prepaid customers said that "no reason" was given for denying their request.





6B.4.4.4 The following table shows the percentage of customers, who claimed to have got the "Manual of Practice" containing the terms & conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal while subscribing a new mobile telephone connection.

Service providers		% customers	Base
	Total	22.2	410
Aircel	Urban	24.6	293
	Rural	16.2	117
	Total	32.3	405
Airtel	Urban	44.3	280
	Rural	5.6	125
	Total	23.7	469
BSNL	Urban	24.4	352
	Rural	21.4	117
	Total	23.3	443
Idea	Urban	26.9	327
	Rural	12.9	116
	Total	28.2	393
Rel. Tel	Urban	33.6	259
	Rural	17.9	134
	Total	32.4	247
S. Tel	Urban	32.4	247
	Rural	-	0
	Total	70.8	408
TTSL	Urban	70.8	408
	Rural	-	0
	Total	8.0	401
Vodafone	Urban	10.0	239
	Rural	4.9	162
	Total	29.8	3176
Overall	Urban	35.3	2405
	Rural	12.7	771

 On an overall basis, only 29.8% of the customers claimed to have got the "Manual of Practice". Only 12.7% of the rural customers had received the same.



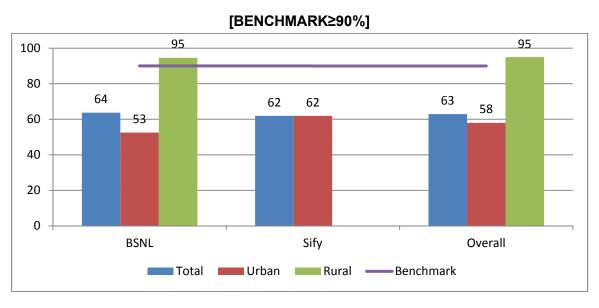


6C.5 Broadband Service - Assam circle

 The survey in Assam circle was done among customers of 2 broadband service providers i.e. BSNL and Sify.

6C.5.1 Customer Satisfaction with Provision of Service

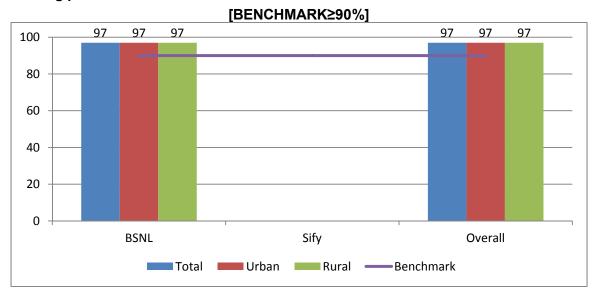
6C.5.1.1The following graph shows the percentage of satisfied customers with respect to provision of service.



- On an overall basis, none of the service providers met the benchmark laid down by TRAI.
- BSNL met the benchmark in the rural areas while it failed to meet the benchmark in urban areas.

6C.5.2a Postpaid Customer Satisfaction with Billing Performance - Postpaid

6C.5.2a.1The following graph shows the percentage of postpaid customers satisfied with billing performance.



BSNL met the benchmark laid down by TRAI.





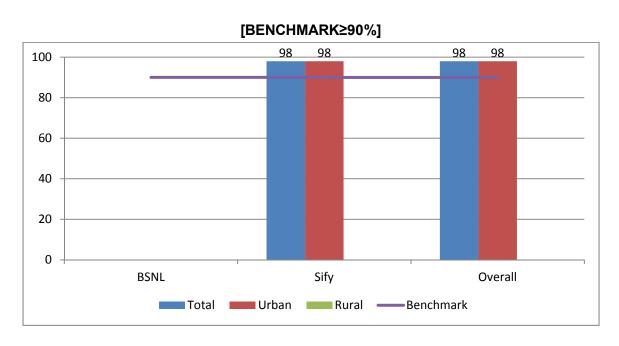
6C.5.2a.2The following table shows the percentage of postpaid customers satisfied with the sub- parameters of billing performance.

		% postpaid customers				
Service providers		Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	Base
	Total	97.1	97.8	97.5	96.8	411
BSNL	Urban	97.3	98.0	96.7	97.0	301
	Rural	96.4	97.3	98.3	96.3	110
	Total	97.1	97.8	97.5	96.8	411
Overall	Urban	97.3	98.0	96.7	97.0	301
	Rural	96.4	97.3	98.3	96.3	110

Most of the customers were satisfied with the sub-parameters of billing performance.

6C.5.2b Customer Satisfaction with Billing Performance - Prepaid

6C.5.2b.1The following graph shows the percentage of prepaid customers satisfied with billing performance.



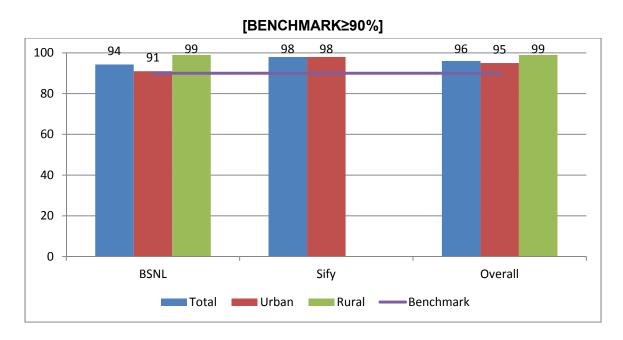
Sify was able to meet the benchmark laid down by TRAI.





6C.5.3 Customer Satisfaction with Help Services

6C.5.3.1The following graph shows the percentage of satisfied customers with help services.



Both the service providers were able to meet the benchmark laid down by TRAI.

6C.5.3.3The following table shows the percentage of customers satisfied with the subparameters of help services.

			% customers				
Service pi	roviders	Ease of access of call centre/custo mer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken by customer executive to answer customer calls	Problem solving ability of customer executive(s)	Time taken by call centre/custo mer care or helpline to resolve your complaints	Base
	Total	95.8	94.9	94.4	94.9	91.6	214
BSNL	Urban	94.0	92.0	91.0	91.0	86.0	123
	Rural	98.9	99.0	98.9	100.0	98.9	91
	Total	97.4	98.4	98.4	97.9	97.9	191
Sify	Urban	97.4	98.4	98.4	97.9	97.9	191
	Rural	-	-	-	-	-	0
	Total	96.5	96.5	96.3	96.2	94.6	405
Overall	Urban	95.9	95.8	95.5	95.2	93.3	314
	Rural	98.9	99.0	98.9	100.0	98.9	91

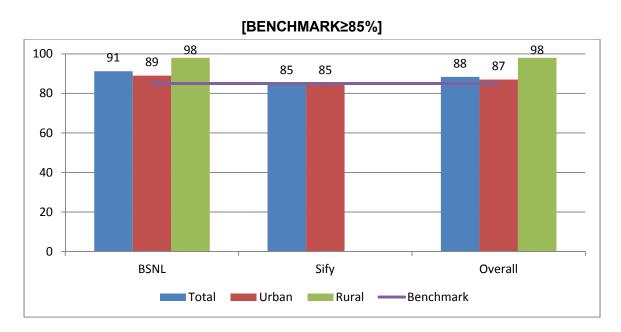
Most of the customers were satisfied with the sub-parameters of help services.





6C.5.4 Customer Satisfaction with Network Performance, Reliability & Availability

6C.5.4.1The following graph shows the percentage of customers satisfied with network performance, reliability & availability.



- Both the service providers were able to meet the benchmark laid down by TRAI.
- Performance of BSNL was better than Sify on this parameter

6C.5.4.3 The following table shows the percentage of customers satisfied with the sub- parameters of network performance, reliability & availability.

		% cu	stomers	
Service providers		Speed of broadband connection	Amount of time for which the service is up and working	Base
	Total	90.2	92.2	411
BSNL	Urban	87.0	90.0	301
	Rural	98.2	98.1	110
	Total	85.2	84.9	357
Sify	Urban	85.2	84.9	357
	Rural	-	-	0
	Total	87.9	88.8	768
Overall	Urban	86.1	87.2	658
	Rural	98.2	98.1	110

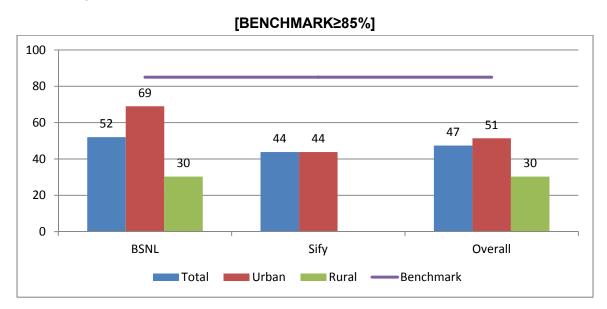
 Customers of Sify as compared to BSNL customers were less satisfied with the speed of the broadband connection and the time for which the service is up and working.





6C.5.5 Customer Satisfaction with Maintainability

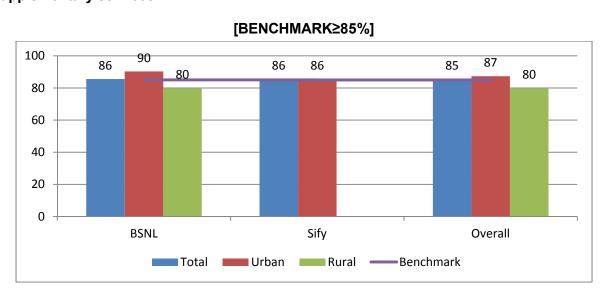
6C.5.5.1The following graph shows the percentage of customers satisfied with maintainability.



- None of the service providers met the benchmark laid down by TRAI.
- On an overall basis, BSNL (52%) had a higher percentage of satisfied customers than Sify (44%).
- Performance of BSNL in urban areas (69%) was better than in the rural areas (30%).

6C.5.6 Customer Satisfaction with Supplementary Services

6C.5.6.1The following graph shows the percentage of customers satisfied with supplementary services.



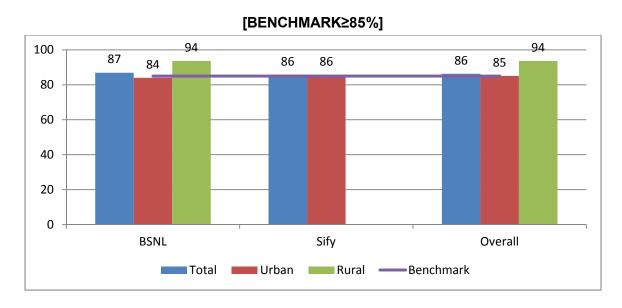
- Both of the service providers were able to meet the benchmark laid down by TRAI.
- In the case of BSNL, rural customers were less satisfied as compared to the urban customers.





6C.5.7 Customer Satisfaction with Overall Service Quality

6C.5.7.1 The following graph shows the percentage of customers satisfied with overall service quality.



- On an overall basis, both the service providers were able to meet the benchmark laid down by TRAI.
- However, BSNL failed marginally to meet the benchmark in the urban areas.

6C.6 Awareness of Grievance Redressal Mechanism and Experience among Broadband Service customers

6C.6.1 Awareness and Experience of Call Centre

6C.6.1.1 The following table shows the percentage of customers, who were aware of the call centre number of their service provider to make complaints/ queries.

Service providers		% customers	Base
	Total	92.2	411
BSNL	Urban	92.4	301
	Rural	91.8	110
	Total	74.5	357
Sify	Urban	74.5	357
	Rural	-	0
	Total	84.0	768
Overall	Urban	82.7	658
	Rural	91.8	110

• On an overall basis, 84% of the broadband customers said that they were aware about the call centre number of their service provider to make complaints/ queries.





6C.6.1.2The following table shows the percentage of customers, who had complained in the last 6 months to the toll free call centre/customer care/help-line telephone number.

Service provide	rs	% customers	Base
	Total	46.7	411
BSNL	Urban	35.2	301
	Rural	78.2	110
	Total	47.1	357
Sify	Urban	47.1	357
	Rural	-	0
	Total	46.9	768
Overall	Urban	41.6	658
	Rural	78.2	110

- On an overall basis, only 46.9% of the broadband customers said that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- Higher proportion of rural customers had complained.

6C.6.1.3 The following table shows the percentage of customers, who received or did not receive the docket number for their complaints.

		% customers					
Service provide	rs	Who received the docket no. for their complaints	Who had not received the docket no. for their complaints	Who had received the docket no. on request	Who had not received the docket no. even on request	Refused to register the complaints	Base
	Total	34.4	20.3	13.5	29.7	2.1	192
BSNL	Urban	51.9	27.4	13.2	6.6	0.9	106
	Rural	12.8	11.6	14.0	58.1	3.5	86
	Total	33.3	35.7	7.7	20.2	3.0	168
Sify	Urban	33.3	35.7	7.7	20.2	3.0	168
	Rural	-	1	-	1	1	0
	Total	33.9	27.5	10.8	25.3	2.5	360
Overall	Urban	40.5	32.5	9.9	15.0	2.2	274
	Rural	12.8	11.6	14.0	58.1	3.5	86

- On an overall basis, 33.9% of thel broadband customers, who had complained, claimed that they received the docket number for their complaints.
- In total, 27.5% of the broadband customers, who had complained, said that they did not receive the docket numbers for their complaints. The incidence was higher among BSNL customers.
- On the whole, 10.8% of the broadband customers, who had complained, said that they had received the docket numbers on request.
- In all, 25.3% of the broadband customers, who had complained said that they did not receive the docket numbers even on request.
- On the overall, 2.5% of the broadband customers, who had complained, said that the call centre refused to register their complaints.





6C.6.1.4 The following table shows the percentage of customers, who were informed about the action taken on their complaint by the call centre.

Service providers	3	% customers	Base
	Total	94.3	192
BSNL	Urban	91.5	106
	Rural	97.7	86
	Total	97.6	168
Sify	Urban	97.6	168
	Rural	-	0
	Total	95.8	360
Overall	Urban	95.3	274
	Rural	97.7	86

 On an overall basis, 95.8% of the broadband customers, who had complained, said that they were informed about the action taken on their complaint by the call centre.

6C.6.1.5 The following table shows the percentage of satisfied customers on account of complaint resolution.

Service providers		% customers	Base
	Total	95.8	192
BSNL	Urban	93.4	106
	Rural	98.8	86
	Total	98.2	168
Sify	Urban	98.2	168
	Rural	-	0
	Total	96.9	360
Overall	Urban	96.4	274
	Rural	98.8	86

 Out of the total, 96.9% of the broadband customers, who had lodged complaints, said that they were satisfied with the system of resolution of their complaints by the call centre/ customer care/ helpline.





6C.6.1.6 The following table shows the percentage of customers, who cited different reasons for dissatisfaction with the call centre.

	Reasons for dissatisfaction with customer care							
Service pro	oviders	Difficult to connect to call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not able to understand the problem	Others	Base
	Total	75.0	0.0	12.5	25.0	0.0	0.0	8
BSNL	Urban	71.4	0.0	14.3	28.6	0.0	0.0	7
	Rural	100.0	0.0	0.0	0.0	0.0	100.0	1
	Total	66.7	0.0	0.0	33.3	0.0	0.0	3
Sify	Urban	66.7	0.0	0.0	33.3	0.0	0.0	3
	Rural	-	-	-	-	-	-	0
	Total	72.7	0.0	9.1	27.3	0.0	0.0	11
Overall	Urban	70.0	0.0	10.0	30.0	0.0	0.0	10
	Rural	100.0	0.0	0.0	0.0	0.0	0.0	1

- The main reason for dissatisfaction with customer care was difficulty in connecting to the call centre executive.
- Time taken by call centre for redressal of complaints was also cited a reason for dissatisfaction.

6C.6.1.7 The following table shows the percentage of customers, who got their billing complaint resolved satisfactorily by the call centre/customer care within four weeks after they lodged their complaint.

Service providers		% customers	Base
	Total	88.0	192
BSNL	Urban	85.8	106
	Rural	90.7	86
	Total	88.7	168
Sify	Urban	88.7	168
	Rural	-	0
	Total	88.3	360
Overall	Urban	87.6	274
	Rural	90.7	86

• On an overall basis, 88.3% of the customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaint by the call centre/customer care within four weeks after they had lodged their complaint.





6C.6.2 Awareness and Experience of Nodal Officer

6C.6.2.1 The following table shows the percentage of customers, who were aware of the contact details of the nodal officer.

Service prov	iders	% customers	Base
	Total	2.4	411
BSNL	Urban	0.7	301
	Rural	7.3	110
	Total	6.4	357
Sify	Urban	6.4	357
	Rural	-	0
	Total	4.3	768
Overall	Urban	3.8	658
	Rural	7.3	110

 On an overall basis, only 4.3% of the broadband customers said that they were aware of the contact details of the nodal officer.

6C.6.2.2 The following table shows the percentage of customers, who had complained to the nodal officer regarding their complaints not resolved or unsatisfactorily resolved by the call center/customer care.

Service providers		% customers	Base
	Total	100.0	10
BSNL	Urban	100.0	2
	Rural	100.0	8
	Total	100.0	23
Sify	Urban	100.0	23
	Rural	0.0	0
	Total	100.0	33
Overall	Urban	100.0	25
	Rural	100.0	8

• On the whole, all those customers, who were aware of the nodal officer, complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.

6C.6.2.3 The following table shows the percentage of customers, who were intimated by the nodal officer about the decision taken on their complaint.

Service provi	ders	% customers	Base
	Total	60.0	10
BSNL	Urban	100.0	2
	Rural	50.0	8
	Total	91.3	23
Sify	Urban	91.3	23
	Rural	0.0	0
Overall	Total	81.8	33
	Urban	92.0	25
	Rural	50.0	8

• On an overall basis, 81.8% of the customers were intimated by the nodal officer about the decision taken on their complaints.





6C.6.2.4 The following table shows the percentage of customers satisfied with the redressal of the complaint by the nodal officer.

Service provide	ers	% customers	Base
	Total	100.0	10
BSNL	Urban	100.0	2
	Rural	100.0	8
	Total	86.9	23
Sify	Urban	86.9	23
	Rural	-	0
	Total	84.9	33
Overall	Urban	88.0	25
	Rural	100.0	8

 Out of the total, 84.9% of the customers were satisfied with the redressal of their complaints by the nodal officer.

6C.6.3.6 The following table shows the percentage of customers, who cited different reasons for dissatisfaction with the nodal officer.

Reasons				r dissatisfa	ction with N	odal Officer		
Service provider	s	Difficult to connect to Nodal officer	Nodal officer not polite/courteous	Nodal officer not equipped with adequate information	Time taken by nodal officer for redressal of complaints is too long	Nodal officer not able to understand the problem	Others	Base
	Total	0.0	0.0	0.0	100.0	0.0	0.0	2
BSNL	Urban	0.0	0.0	0.0	0.0	0.0	0.0	0
	Rural	0.0	0.0	0.0	100.0	0.0	0.0	2
	Total	33.3	0.0	0.0	66.7	0.0	0.0	3
Sify	Urban	33.3	0.0	0.0	66.7	0.0	0.0	3
	Rural	-	-	-	-	-	-	0
	Total	20.0	0.0	0.0	80.0	0.0	0.0	5
Overall	Urban	33.3	0.0	0.0	66.7	0.0	0.0	3
	Rural	0.0	0.0	0.0	100.0	0.0	0.0	2

 On an overall basis, 80% of the BSNL customers claimed that time taken by the nodal officer for redressal of their complaints was too long and another 20% customers said that it was difficult to connect to the nodal officer.





6C.6.4 Awareness and Experience of Appellate Authority

6C.6.4.1The following table shows the percentage of customers, who were aware of the contact details of the appellate authority.

Service providers	3	% customers	Base
	Total	1.9	411
BSNL	Urban	0.7	301
	Rural	5.5	110
	Total	5.6	357
Sify	Urban	5.6	357
	Rural	-	0
	Total	3.6	768
Overall	Urban	3.3	658
	Rural	5.5	110

- On an overall basis, 3.6% of the broadband customers said that they were aware of the contact details of the appellate authority.
- Awareness of the appellate authority was higher among the Sify customers.

6C.6.4.2 Incidence of appeal being filed in the prescribed form in last 6 months.

Out of the 768 broadband customers, only 22 appealed to the appellate authority.

6C.6.4.3 Acknowledgement receipt

 All those who filed an appeal with the appellate authority in the last 6 months received an acknowledgement from the appellate authority.

6C.6.4.4 Decision of the appellate authority

 In 19 cases, appellate authority took a decision on the appeal filed by the customers within 3 months of filing of their appeal.

6C.6.5 General Information

6C.6.5.1The following table shows the percentage of customers, who were aware that they can get item-wise usage charge details, on request.

Service provide	rs	% prepaid customers	Base
	Total	0.0	0
BSNL	Urban	0.0	0
	Rural	0.0	0
	Total	40.1	357
Sify	Urban	40.1	357
	Rural	-	0
	Total	40.1	357
Overall	Urban	40.1	357
	Rural	0.0	0

 Out of the total, only 40.1% of the broadband customers said that they were aware of the fact that they can get item-wise usage charge details on request.





6C.6.5.2The following table shows the percentage of customers, who were denied itemwise usage charge details.

Service providers		% prepaid customers	Base
	Total	88.8	143
Sify	Urban	88.8	143
	Rural	0.0	0
	Total	88.8	143
Overall	Urban	88.8	143
	Rural	0.0	0

 On an overall basis, 88.8% of the customers said that they were denied item-wise usage charge details.

6C.6.5.4 The following table shows the percentage of the customers who got the Manual of Practice containing the terms and conditions of service, toll free number of the call centre the and contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new broadband connection.

Service providers		% customers	Base
	Total	50.4	411
BSNL	Urban	53.8	301
	Rural	40.9	110
	Total	17.4	357
Sify	Urban	17.4	357
	Rural	0.0	0
	Total	35.0	768
Overall	Urban	34.0	658
	Rural	40.9	110

 In all, only 35% of the customers claimed to have got the "Manual of Practice". Higher number of BSNL customers had received the Manual of Practice.





7. CRITICAL ANALYSIS

Performance of the service providers on QoS parameters is outlined below.

7.1 Basic Telephone Service

7.1.1 Overall Service Quality

 BSNL scored poorly on the overall service quality in rural areas with only 83% of the customers being satisfied with it.

7.1.2 Provision of Service:

On the whole, 82.2% of the BSNL customers said that they were informed in writing about the complete details of the tariff plan, at the time of subscription of service or within a week of the activation of service.

7.1.3 Billing Performance - Postpaid

- In all, 75% of the customers were satisfied with the resolution of the billing complaints.
- On an overall basis, 73.4% of the customers were satisfied with the clarity of bills in terms of transparency and understandability.

7.1.4 Help Services including Customer Grievance Redressal

 Performance of BSNL was poor on this parameter as 64.6% of the customers were satisfied. Most of the customers were dissatisfied with the problem solving ability of the customer care executive(s).

7.1.5 Network Performance, Reliability & Availability

 BSNL's performance was better on this parameter as 95.1% of the customers were satisfied.

7.1.6 Satisfaction with Maintainability

 Performance of BSNL was found to be poor as 71.4% of the customers were satisfied with it

7.1.7 Supplementary and Value Added Services

 In total, 98.8%, of the customers were satisfied with the supplementary and value added services.





7.1.8 Grievance Redressal

- Only 63.2% of the customers were aware of the toll free number of the call centre
- 12.9% of the total customers were aware of the nodal officer.
- 19 customers out of 389 were aware of the contact details of the appellate authority.

7.2 Cellular Telephone Mobile Service

7.2.1 Overall Quality of Service

Only Vodafone was able to meet the benchmark set by TRAI with a score of 90.5%.

7.2.2 Provision of Service

 Except Rel Tel (87.7%) all other service providers were able to meet the benchmark set by TRAI.

7.2.3 Billing Performance

- In the post paid category Airtel, BSNL, Idea and Vodafone were able to meet the benchmark set by TRAI.
- In the prepaid category only TTSL was able to meet the benchmark set by TRAI.

7.2.4 Help Services including Customer Grievance Redressal

 All the service providers failed to meet the benchmark set for this parameter. As per the survey's findings TTSL was the worst performer on this front.

7.2.5 Network Performance, Reliability & Availability

None of the service providers were able to meet the benchmark set by TRAI.

7.2.6 Maintainability

 All service providers did not meet the benchmark with S Tel and Rel Tel's performance being the worst among them.

7.2.7 Supplementary and Value Added Services

- All service providers failed meet the benchmark set by TRAI.
- Aircel and Airtel were the worst performers.

7.2.8 Grievance Redressal Mechanism

- 78.6% of the customers were aware of the call centre number of their service provider.
- 8.5% of the customers actually contacted the call centre.
- Very few customers were aware about the nodal officer and the appellate authority.





7.3 Broadband Service

7.3.1 Overall Quality of Service

- On an overall basis, 86% of the customers were satisfied with the overall quality of service of BSNL and Sify.
- BSNL's urban customers were less satisfied with the quality of service.

7.3.2 Provision of Service

On the whole, 63% of the customers were satisfied with the provision of service.

7.3.3 Billing Performance

 97% of the customers in the case of BSNL (postpaid only) and 98% in the case of Sify (prepaid only) were satisfied with the billing performance.

7.3.4 Help Services

• In all, 96% of the customers were satisfied with the help services.

7.3.5 Network Performance, Reliability & Availability

BSNL and Sify met the benchmark set for the network performance, reliability and availability as on the whole, 88% of the customers were satisfied with the network performance.

7.3.6 Maintainability

- Performance of BSNL and Sify was very poor on this parameter.
- On an overall basis, only 47% of the customers were satisfied with the maintainability.

7.3.7 Supplementary Services

- Both the service providers met the benchmark set by TRAI for this parameter.
- However BSNL failed to meet the benchmark in the rural areas.

7.3.8 Grievance Redressal Mechanism

- In total, of 84% of the customers were aware about the toll free number of the call centre of their service provider. A lower proportion of Sify (74.5%) customers were aware of the contact details of the same.
- Very few customers were aware about the nodal officer and the appellate authority.





8. RECOMMENDATIONS

8.1 <u>Basic Telephone Service</u>

8.1.1 Provision of Service

BSNL needs to maintain its performance in urban as well as rural areas.

8.1.2 Billing Performance

BSNL needs to improve its performance in both urban and rural areas.

8.1.3 Help Services including Customer Grievance Redressal

There is a strong need for BSNL to improve its upon performance on this parameter in both urban and rural areas.

8.1.4 Network Performance

 BSNL needs to maintain its performance on this parameter in urban areas while it needs to improve it performance in rural areas.

8.1.5 Maintainability

BSNL needs to improve its performance in both urban and rural areas.

8.1.6 Supplementary and Value added Services

BSNL needs to maintain its performance in both urban and rural areas.

8.1.7 Grievance Redressal Mechanism

 BSNL should increase awareness about the call centre, nodal officer and the appellate authority among its customers through various media.

8.2 Cellular Mobile Telephone Service

8.2.1 Provision of Service

 Rel Tel needs to improve its performance in both urban and rural areas while Idea needs to improve its performance in rural areas.

8.2.2 Billing Performance

• In the case of postpaid billing, Aircel and Rel Tel need to improve their performance in urban areas while with respect to pre-paid billing, all service providers, except TTSL, need to improve their performance.





8.2.3 Help Services including Customer Grievance Redressal

 All the service providers need to improve their performance in urban as well as rural areas.

8.2.4 Network Performance

There is a strong need for all the service providers to improve their performance with regard to network services.

8.2.5 Maintainability

All the service providers need to improve their performance.

8.2.6 Supplementary & Value Added Services

• There is a strong need for all service providers to improve their performance.

8.2.7 Grievance Redressal Mechanism

 All the service providers should increase awareness about the call centre, nodal officer and the appellate authority among its customers through various media.

8.3 Broadband Service

8.3.1 Provision of Service

There is a strong need for all the service providers to improve their performance

8.3.2 Billing Performance

Both BSNL and Sify need to maintain their performance.

8.3.3 Help Services

Both BSNL and Sify need to sustain their performance.

8.3.4. Network Performance

Both BSNL and Sify need to uphold their performance.

8.3.5 Maintainability

All the service providers need to improve their performance.

8.3.6 Supplementary Services

All the service providers need to improve upon their performance in rural areas.

8.3.7 Grievance Redressal Mechanism

 All the service providers should increase awareness about the call centre, nodal officer and the appellate authority among its customers through various media.





ANNEXURE - BASIC TELEPHONE SERVICE

1(a) Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?					
Service Providers		Yes	No	Total	
	Count	107	282	389	
BSNL (Total)	%	27.5	72.5	100.0	
BSNL (Urban)	Count	95	247	342	
BOINE (Olbail)	%	27.8	72.2	100.0	
BSNL (Rural)	Count	12	35	47	
	%	25.5	74.5	100.0	

1(b) In case you have taken a telephone connection in the last 6 months or shifted your connection or had your connection temporarily suspended, how satisfied are you with time taken to provide working phone connection?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	103	20	83	4	0	107
	%	96.3	18.7	77.6	3.7	0.0	100.0
BSNL (Urban)	Count	92	19	73	3	0	95
BSINE (OIDAII)	%	96.8	20.0	76.8	3.2	0.0	100.0
BSNL (Rural)	Count	11	1	10	1	0	12
	%	91.6	8.3	83.3	8.3	0.0	100.0

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?								
Service Providers		Yes	No	Total				
RSNI (Total)	Count	88	19	107				
BSNL (Total)	%	82.2	17.8	100.0				
BSNL (Urban)	Count	77	18	95				
BOINE (OIDAII)	%	81.1	18.9	100.0				
BSNL (Rural)	Count	11	1	12				
DOINE (Kulai)	%	91.7	8.3	100.0				

3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
	Count	104	23	81	3	0	107
BSNL (Total)	%	97.2	21.5	75.7	2.8	0.0	100.0
PSNI (Lirban)	Count	93	22	71	2	0	95
BSNL (Urban)	%	97.9	23.2	74.7	2.1	0.0	100.0
BSNL (Rural)	Count	11	1	10	1	0	12
	%	91.6	8.3	83.3	8.3	0.0	100.0



B. BILLING RELATED - ONLY FOR POSTPAID CUSTOMERS (FOR PRE-PAID CUSTOMERS GO TO Q 10 (A))

4. How satisfied are you with the time taken to deliver your bills?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
	Count	361	49	312	28	0	389		
BSNL (Total)	%	92.8	12.6	80.2	7.2	0.0	100		
BSNL (Urban)	Count	320	46	274	22	0	342		
BSINE (UIDAII)	%	93.6	13.5	80.1	6.4	0.0	100		
BSNL (Rural)	Count	41	3	38	6	0	47		
DOINE (Rulai)	%	87.3	6.4	80.9	12.8	0.0	100		

5(a). How satisfied are you with the accuracy & completeness of the bills?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
	Count	369	44	325	19	1	389		
BSNL (Total)	%	94.8	11.3	83.5	4.9	0.3	100.0		
BSNL (Urban)	Count	329	42	287	12	1	342		
BSINE (Olbail)	%	96.2	12.3	83.9	3.5	0.3	100.0		
DCNII (D. mal)	Count	40	2	38	7	0	47		
BSNL (Rural)	%	85.2	4.3	80.9	14.9	0.0	100.0		

5(b). Please spe	5(b). Please specify the reason(s) for your dissatisfaction.									
Service Provide		Charges not as per tariff plan subscribe d	Tariff plan changed without informatio	Charged for value added services not subscribe d	Charged for calls/servi ces not made/use d	Details like item- wise charges are not provided	Calculatio ns are not clear	Others	Total	
	Count	4	3	7	3	4	4	0	20	
BSNL (Total)	%	20.0	15.0	35.0	15.0	20.0	20.0	0.0	100.0	
BSNL (Urban)	Count	4	2	4	2	2	2	0	13	
DOINE (Olbail)	%	30.8	15.4	30.8	15.4	15.4	15.4	0.0	100.0	
BSNL (Rural)	Count	0	1	3	1	2	2	0	7	
BOINE (INdiai)	%	0.0	14.3	42.9	14.3	28.6	28.6	0.0	100.0	

6. Have you made a	any billing relate	ed complaints in the last 6 months	?	
Service Providers		Yes	No	Total
BSNL (Total)	Count	60	329	389
	%	15.4	84.6	100.0
BSNL (Urban)	Count	49	293	342
BOINE (Olbail)	%	14.3	85.7	100.0
BSNL (Rural)	Count	11	36	47
DOITE (ITUIAI)	%	23.4	76.6	100.0





7. How satisfied are you with the process of resolution of billing complaints?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
	Count	45	12	33	15	0	60		
BSNL (Total)	%	75.0	20.0	55.0	25.0	0.0	100.0		
BSNL (Urban)	Count	41	11	30	8	0	49		
BSINE (OIDAII)	%	83.6	22.4	61.2	16.3	0.0	100.0		
DCNII (D. mal)	Count	4	1	3	7	0	11		
BSNL (Rural)	%	36.4	9.1	27.3	63.6	0.0	100.0		

8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
	Count	44	25	19	16	0	60		
BSNL (Total)	%	73.4	41.7	31.7	26.7	0.0	100.0		
BSNL (Urban)	Count	41	22	19	8	0	49		
BSINE (Olbali)	%	83.7	44.9	38.8	16.3	0.0	100.0		
DCNII (D. mal)	Count	3	3	0	8	0	11		
BSNL (Rural)	%	27.3	27.3	0.0	72.7	0.0	100.0		

9. Please specify the	reason(s) for yo	our dissatisfaction	on.				
Service Providers		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Others	Total
50111 (7 . 1)	Count	1	2	10	6	0	16
BSNL (Total)	%	6.3	12.5	62.5	37.5	0.0	100.0
BSNL (Urban)	Count	1	2	5	1	0	8
BOINE (OIDAII)	%	12.5	25.0	62.5	12.5	0.0	100.0
DCNII (D. mal)	Count	0	0	5	5	0	8
BSNL (Rural)	%	0.0	0.0	62.5	62.5	0.0	100.0

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?								
Service Providers		Yes	No	Total				
BSNL (Total)	Count	108	281	389				
	%	27.8	72.2	100.0				
BSNL (Urban)	Count	93	249	342				
BOINE (OIDAII)	%	27.2	72.8	100.0				
BSNI (Bural)	Count	15	32	47				
BSNL (Rural)	%	31.9	68.1	100.0				





12(a). How satisfied are you with the ease of access of call centre/customer care or helpline?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
	Count	83	19	64	21	4	108		
BSNL (Total)	%	76.9	17.6	59.3	19.4	3.7	100.0		
BSNL (Urban)	Count	76	18	58	14	3	93		
BOINE (OIDAII)	%	81.8	19.4	62.4	15.1	3.2	100.0		
DCNII (Demol)	Count	7	1	6	7	1	15		
BSNL (Rural)	%	46.7	6.7	40.0	46.7	6.7	100.0		

2(b). How satisfied are you with the ease of getting an option for "talking to a customer care executive"?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	85	44	41	20	3	108			
BSNL (Total)	%	78.7	40.7	38.0	18.5	2.8	100.0			
BSNL (Urban)	Count	78	43	35	12	3	93			
BOINE (OIDAII)	%	83.8	46.2	37.6	12.9	3.2	100.0			
BSNL (Rural)	Count	7	1	6	8	0	15			
BOINE (Rulai)	%	46.7	6.7	40.0	53.3	0.0	100.0			

13. How satisfied are you with the response time taken to answer your call by a customer care executive?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	82	25	57	20	6	108			
BSNL (Total)	%	75.9	23.1	52.8	18.5	5.6	100.0			
BSNL (Urban)	Count	76	24	52	14	3	93			
BSINE (OIDAII)	%	81.7	25.8	55.9	15.1	3.2	100.0			
DCNII (D. mal)	Count	6	1	5	6	3	15			
BSNL (Rural)	%	40.0	6.7	33.3	40.0	20.0	100.0			

14. How satisfied are you with the problem solving ability of the customer care executive(s)?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	27	5	22	50	31	108			
BSNL (Total)	%	25.0	4.6	20.4	46.3	28.7	100.0			
BSNL (Urban)	Count	20	4	16	45	28	93			
BSINE (OIDAII)	%	21.5	4.3	17.2	48.4	30.1	100.0			
DCNII (D. mal)	Count	7	1	6	5	3	15			
BSNL (Rural)	%	46.7	6.7	40.0	33.3	20.0	100.0			





15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	72	26	46	26	10	108			
BSNL (Total)	%	66.7	24.1	42.6	24.1	9.3	100.0			
BSNL (Urban)	Count	66	25	41	22	5	93			
BSINE (OIDAII)	%	71.0	26.9	44.1	23.7	5.4	100.0			
DCNII (D. mal)	Count	6	1	5	4	5	15			
BSNL (Rural)	%	40.0	6.7	33.3	26.7	33.3	100.0			

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

16. How satisfied are you with the availability of working telephone (dial tone)?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	370	77	293	18	1	389			
BSNL (Total)	%	95.1	19.8	75.3	4.6	0.3	100.0			
BSNL (Urban)	Count	325	72	253	16	1	342			
BSINE (OIDAII)	%	95.1	21.1	74.0	4.7	0.3	100.0			
DCNII (Demol)	Count	45	5	40	2	0	47			
BSNL (Rural)	%	95.7	10.6	85.1	4.3	0.0	100.0			

17. How satisfied are you with the ability to make or receive calls easily?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	371	51	320	17	1	389			
BSNL (Total)	%	95.4	13.1	82.3	4.4	0.3	100.0			
BSNL (Urban)	Count	328	50	278	13	1	342			
BSINE (OIDAII)	%	95.9	14.6	81.3	3.8	0.3	100.0			
DCNII (D)	Count	43	1	42	4	0	47			
BSNL (Rural)	%	91.5	2.1	89.4	8.5	0.0	100.0			

18. How satisfied are you with the voice quality?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	369	66	303	18	2	389			
BSNL (Total)	%	94.9	17.0	77.9	4.6	0.5	100.0			
BSNL (Urban)	Count	325	60	265	15	2	342			
BSINE (OIDAII)	%	95.0	17.5	77.5	4.4	0.6	100.0			
BSNL (Rural)	Count	44	6	38	3	0	47			
	%	93.7	12.8	80.9	6.4	0.0	100.0			





19. How many times has your telephone connection required repair in the last 6 months?										
Service Providers		Nil	One time	2-3 times	More than 3 times	Total				
	Count	256	110	21	2	389				
BSNL (Total)	%	65.8	28.3	5.4	0.5	100.0				
BSNL (Urban)	Count	234	88	18	2	342				
BOINE (Olbail)	%	68.4	25.7	5.3	0.6	100.0				
BSNL (Rural)	Count	22	22	3	0	47				
DOIVE (INdial)	%	46.8	46.8	6.4	0.0	100.0				

20. How long did it take generally for repairing the fault after lodging a complaint?										
Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Total				
BSNL (Total)	Count	48	49	30	6	133				
	%	36.1	36.8	22.6	4.5	100.0				
BSNL (Urban)	Count	43	43	20	2	108				
BOIVE (Olbail)	%	39.8	39.8	18.5	1.9	100.0				
BSNL (Rural)	Count	5	6	10	4	25				
DOINE (INdial)	%	20.0	24.0	40.0	16.0	100.0				

21. How satisfied are you with the fault repair service?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	95	19	76	28	10	133			
BSNL (Total)	%	71.4	14.3	57.1	21.1	7.5	100.0			
BSNL (Urban)	Count	84	19	65	20	4	108			
BSINE (OIDAII)	%	77.8	17.6	60.2	18.5	3.7	100.0			
BSNL (Rural)	Count	11	0	11	8	6	25			
DOINE (Rulai)	%	44.0	0.0	44.0	32.0	24.0	100.0			

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?									
Service Providers		Yes	No	Total					
DCNII (Tetel)	Count	55	334	389					
BSNL (Total)	%	14.1	85.9	100.0					
BSNL (Urban)	Count	51	291	342					
BOINE (OIDAII)	%	14.9	85.1	100.0					
BSNL (Rural)	Count	4	43	47					
DOINE (Kulai)	%	8.5	91.5	100.0					





23. How satisfied are you with the quality of the supplementary services / value added service provided?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	54	7	47	1	0	55			
BSNL (Total)	%	98.2	12.7	85.5	1.8	0.0	100.0			
BSNL (Urban)	Count	50	7	43	1	0	51			
BSINE (OIDAII)	%	98.0	13.7	84.3	2.0	0.0	100.0			
DCNII (Durol)	Count	4	0	4	0	0	4			
BSNL (Rural)	%	100.0	0.0	100.0	0.0	0.0	100.0			

24(a). How satisfied	24(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?								
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
DOM: (T.)	Count	55	20	35	0	0	55		
BSNL (Total)	%	100.0	36.4	63.6	0.0	0.0	100.0		
BSNL (Urban)	Count	51	20	31	0	0	51		
BOINE (OIDAII)	%	100.0	39.2	60.8	0.0	0.0	100.0		
BSNL (Rural)	Count	4	0	4	0	0	4		
	%	100.0	0.0	100.0	0.0	0.0	100.0		

24(b).Please tell me reasons for your dissatisfaction							
Service Providers		Not informed of charges	Activated without consent	Total			
DONE (T. (. I)	Count	0	0	0			
BSNL (Total)	%	0.0	0.0	0.0			
BSNL (Urban)	Count	0	0	0			
BOIVE (OIDAII)	%	0.0	0.0	0.0			
BSNL (Rural)	Count	0	0	0			
DOINE (ITUIAI)	%	0.0	0.0	0.0			

25. In the last 6 mor	25. In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?						
Service Providers		Yes	No	Total			
DONII (Tatal)	Count	61	328	389			
BSNL (Total)	%	15.7	84.3	100.0			
BSNL (Urban)	Count	57	285	342			
BOINE (Olbari)	%	16.7	83.3	100.0			
BSNL (Rural)	Count	4	43	47			
DOIVE (INdiai)	%	8.5	91.5	100.0			





25(a). How satisfied are you with the resolution of your complaint for deactivation of VAS?								
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
	Count	60	13	47	1	0	61	
BSNL (Total)	%	98.3	21.3	77.0	1.6	0.0	100.0	
BSNL (Urban)	Count	57	13	44	0	0	57	
BSINE (GIDAII)	%	100.0	22.8	77.2	0.0	0.0	100.0	
BSNL (Rural)	Count	3	0	3	1	0	4	
DOINE (Ruidi)	%	75.0	0.0	75.0	25.0	0.0	100.0	

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your telephone service?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
	Count	348	77	271	40	1	389		
BSNL (Total)	%	89.5	19.8	69.7	10.3	0.3	100.0		
BSNL (Urban)	Count	309	73	236	32	1	342		
BSINE (OIDAII)	%	90.3	21.3	69.0	9.4	0.3	100.0		
DCNII (Dural)	Count	39	4	35	8	0	47		
BSNL (Rural)	%	83.0	8.5	74.5	17.0	0.0	100.0		

H. GENERAL INFORMATION

27. What kind of other services are you also taking from this service provider?								
Service Providers		Broadband	Mobile	Other	None	Total		
DONE (T. C. I)	Count	163	68	1	110	342		
BSNL (Total)	%	47.7	19.9	0.3	32.2	100.0		
BSNL (Urban)	Count	6	20	0	21	47		
BSINE (Olbail)	%	12.8	42.6	0.0	44.7	100.0		
BSNL (Rural)	Count	169	88	1	131	389		
DOINE (Rulai)	%	43.4	22.6	0.3	33.7	100.0		

28(a). Have you terminated a telephone connection that you had in the last 6 month?							
Service Providers	Service Providers Yes No Total						
DONII (Tatal)	Count	14	375	389			
BSNL (Total)	%	3.6	96.4	100.0			
BSNL (Urban)	Count	13	329	342			
BOINE (Olball)	%	3.8	96.2	100.0			
BSNL (Rural)	Count	1	46	47			
DOITE (Italia)	%	2.1	97.9	100.0			





28(b). If Yes, Please name your service provider?								
Service Providers		Airtel	BSNL	Reliance	Tata	Total		
DONE (T I)	Count	0	14	0	0	14		
BSNL (Total)	%	0.0	100.0	0.0	0.0	100.0		
BSNL (Urban)	Count	0	13	0	0	13		
BONE (Olban)	%	0.0	100.0	0.0	0.0	100.0		
BSNL (Rural)	Count	0	1	0	0	1		
BOINE (Rulai)	%	0.0	100.0	0.0	0.0	100.0		

29. How many days were taken for termination of your telephone connection?							
Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Total	
DOM: (T : 1)	Count	6	6	2	0	14	
BSNL (Total)	%	42.9	42.9	14.2	0.0	100.0	
BSNL (Urban)	Count	5	6	2	0	13	
20112 (015411)	%	38.5	46.2	15.4	0.0	100.0	
BSNL (Rural)	Count	1	0	0	0	1	
DOIVE (Italia)	%	100.0	0.0	0.0	0.0	100.0	

30. Are you aware th	30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?						
Service Providers Yes No Total							
DONE (Tatal)	Count	82	307	389			
BSNL (Total)	%	21.1	78.9	100.0			
BSNL (Urban)	Count	73	269	342			
BOINE (OIDAII)	%	21.3	78.7	100.0			
BSNL (Rural)	Count	9	38	47			
DOINE (INdiai)	%	19.1	80.9	100.0			

31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?							
Service Providers	Service Providers Yes No Total						
DONE (T I)	Count	41	348	389			
BSNL (Total)	%	10.5	89.5	100.0			
BSNL (Urban)	Count	39	303	342			
BOINE (Olbail)	%	11.4	88.6	100.0			
BSNL (Rural)	Count	2	45	47			
DOINE (Rulai)	%	4.3	95.7	100.0			





32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?							
Service Providers Yes No Total							
DONII (Tatal)	Count	21	20	41			
BSNL (Total)	%	51.2	48.8	100.0			
BSNL (Urban)	Count	21	18	39			
BOINE (Olbail)	%	53.8	46.2	100.0			
BSNL (Rural)	Count	0	2	2			
DOINE (INdiai)	%	0.0	100.0	100.0			

32(b). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?								
Service Providers		Stopped receiving	Considerable decrease	Slight decrease	No change	Total		
DONE (T I)	Count	2	19	0	0	21		
BSNL (Total)	%	9.5	90.5	0.0	0.0	100.0		
BSNL (Urban)	Count	2	19	0	0	21		
DOIVE (Olbail)	%	9.5	90.5	0.0	0.0	100.0		
BSNL (Rural)	Count	0	0	0	0	0		
BOINE (INdia)	%	0.0	0.0	0.0	0.0	0.0		

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?							
Service Providers Yes No Total							
50. 11. (7 1)	Count	8	11	19			
BSNL (Total)	%	42.1	57.9	100.0			
BSNL (Urban)	Count	8	11	19			
BSINE (OIDAII)	%	42.1	57.9	100.0			
BSNL (Rural)	Count	0	0	0			
BOINE (Ruidi)	%	0.0	0.0	0.0			

32(d). If Yes, then in	32(d). If Yes, then indicate whether								
Service Providers		Complaint was registered by the service provider and informed about the action taken on the complaint	Complaint was registered by the service provider and did not inform about the action taken on the complaint	Service Provider refused to register the complaint	Difficult to lodge the complaint	Total			
DON!! (T . !)	Count	0	9	0	0	9			
BSNL (Total)	%	0.0	100.0	0.0	0.0	100.0			
BSNL (Urban)	Count	0	9	0	0	9			
BOINE (Olbail)	%	0.0	100.0	0.0	0.0	100.0			
BSNL (Rural)	Count	0	0	0	0	0			
DOINE (Ruidi)	%	0.0	0.0	0.0	0.0	0.0			





33. On a scale of 1 –	33. On a scale of 1 – 10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?											
Service Providers		1	2	3	4	5	6	7	8	9	10	Total
DONII (Tatal)	Count	1	0	2	6	14	88	138	100	32	8	389
BSNL (Total)	%	0.3	0.0	0.5	1.5	3.6	22.6	35.5	25.7	8.2	2.1	100.0
BSNL (Urban)	Count	1	0	2	5	13	75	121	86	31	8	342
BOIVE (OIDAII)	%	0.3	0.0	0.6	1.5	3.8	21.9	35.4	25.1	9.1	2.3	100.0
BSNL (Rural)	Count	0	0	0	1	1	13	17	14	1	0	47
BOINE (INdiai)	%	0.0	0.0	0.0	2.1	2.1	27.7	36.2	29.8	2.1	0.0	100.0

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

34(a). Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query??								
Service Providers	Service Providers Yes No Total							
DONII (Tatal)	Count	246	143	389				
BSNL (Total)	%	63.2	36.8	100.0				
BSNL (Urban)	Count	210	132	342				
BOINE (Olbail)	%	61.4	38.6	100.0				
BSNL (Rural)	Count	36	11	47				
DOINE (INdiai)	%	76.6	23.4	100.0				

34(b). Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?							
Service Providers		Yes	No	Total			
50NH (T + 1)	Count	47	342	389			
BSNL (Total)	%	12.1	87.9	100.0			
BSNL (Urban)	Count	39	303	342			
BOINE (Olbail)	%	11.4	88.6	100.0			
BSNL (Rural)	Count	8	39	47			
DOINE (Ruidi)	%	17.0	83.0	100.0			

35. With respect to	complaint made	Complaint was registered and docket number Received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	of these was mo Complaint was registered and docket number not provided even on request	Refused to register the complaint	/ou? Total
	Count	18	24	3	0	2	47
BSNL (Total)	%	38.3	51.1	6.4	0.0	4.3	100.0
BSNL (Urban)	Count	16	18	3	0	2	39
BOINE (OIDAII)	%	41.0	46.2	7.7	0.0	5.1	100.0
BSNL (Rural)	Count	2	6	0	0	0	8
	%	25.0	75.0	0.0	0.0	0.0	100.0





36. Did the Call Centre inform you about the action taken on your complaint?							
Service Providers Yes No Total							
DONII (Tatal)	Count	22	25	47			
BSNL (Total)	%	46.8	53.2	100.0			
BSNL (Urban)	Count	19	20	39			
BOINE (OIDAII)	%	48.7	51.3	100.0			
BSNL (Rural)	Count	3	5	8			
DOINE (Rulal)	%	37.5	62.5	100.0			

37. Was your billing/ the complaint?	37. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?							
Service Providers		Yes	No	Not applicable	Total			
DONII (Tatal)	Count	24	11	12	47			
BSNL (Total)	%	51.1	23.4	25.5	100.0			
BSNL (Urban)	Count	21	9	9	39			
BSINE (OIDAII)	%	53.8	23.1	23.1	100.0			
BSNL (Rural)	Count	3	2	3	8			
DOINE (Rulai)	%	37.5	25.0	37.5	100.0			

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?							
Service Providers		Yes	No	Total			
DONE (T. c. I)	Count	50	339	389			
BSNL (Total)	%	12.9	87.1	100.0			
BSNL (Urban)	Count	46	296	342			
BOINE (Olbail)	%	13.5	86.5	100.0			
BSNL (Rural)	Count	4	43	47			
DOINE (Italia)	%	8.5	91.5	100.0			

39(a). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the Call Center/Customer Care?								
Service Providers	Service Providers Yes No Total							
DONE (T. (I)	Count	20	30	50				
BSNL (Total)	%	40.0	60.0	100.0				
BSNL (Urban)	Count	20	26	46				
BOINE (Olbail)	%	43.5	56.5	100.0				
BSNL (Rural)	Count	0	4	4				
DOINE (INdiai)	%	0.0	100.0	100.0				





39(b). Were you able to contact the Nodal officer without difficulty?								
Service Providers Yes No Total								
DOM: (T : 1)	Count	18	2	20				
BSNL (Total)	%	90.0	10.0	100.0				
BSNL (Urban)	Count	18	2	20				
BOINE (OIDAII)	%	90.0	10.0	100.0				
BSNL (Rural)	Count	0	0	0				
DOINE (INdiai)	%	0.0	0.0	0.0				

40. Did the Nodal Officer intimate you about the decision taken on your complaint?						
Service Providers		Yes	No	Total		
50.0 (7.1)	Count	15	5	20		
BSNL (Total)	%	75.0	25.0	100.0		
BSNL (Urban)	Count	15	5	20		
DOINE (OIDAII)	%	75.0	25.0	100.0		
BSNL (Rural)	Count	0	0	0		
DOINE (Rulai)	%	0.0	0.0	0.0		

41. How satisfied are you with the redressal of the complaint by the Nodal Officer?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
	Count	20	15	5	0	0	20
BSNL (Total)	%	100.0	75.0		0.0	0.0	100.0
BSNL (Urban)	Count	20	15	5	0	0	20
BSINE (OIDAII)	%	100.0	75.0	25.0	B-Satisfied C-Dissatisfied D-Very Dissatisfied 5 0 0 25.0 0.0 0.0 5 0 0	100.0	
BSNL (Rural)	Count	0	0	0	0	0	0
DOINE (Rulai)	%	0.0	0.0	0.0	0.0	0.0	0.0

42. Please specify the reason(s) for your dissatisfaction. [MULTIPLE CODE]							
Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/courteous	Time taken by Nodal Officer for redressal of complaint is to long	Nodal Officer was unable to understand the problem	Total	
	Count	0	0	0	0	0	
BSNL (Total)	%	0.0	0.0	0.0	0.0	0.0	
BSNL (Urban)	Count	0	0	0	0	0	
BSINE (Olbail)	%	0.0	0.0	0.0	0.0	0.0	
DCMI (Dural)	Count	0	0	0	0	0	
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	





43. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?

Service Providers		Yes	No	Total
	Count	19	370	389
BSNL (Total)	%	4.9	95.1	100.0
BSNL (Urban)	Count	17	325	342
BSINE (OIDAII)	%	5.0	95.0	100.0
BSNL (Rural)	Count	2	45	47
BSINE (Rulai)	%	4.3	95.7	100.0

44. Have you filed an	y appeal in last	6 months?		
Service Providers		Yes	No	Total
50.11 (7)	Count	12	7	19
BSNL (Total)	%	63.2	36.8	100.0
BSNL (Urban)	Count	12	5	17
BOINE (OIDAII)	%	70.6	29.4	100.0
BSNL (Rural)	Count	0	2	2
DOIVE (INdial)	%	0.0	100.0	100.0

45. Did you receive a	any acknowledg	ement?		
Service Providers		Yes	No	Total
	Count	8	4	12
BSNL (Total)	%	66.7	33.3	100.0
BSNL (Urban)	Count	8	4	12
BSINE (OIDAII)	%	66.7	33.3	100.0
DCNI (Durol)	Count	0	0	0
BSNL (Rural)	%	0.0	0.0	0.0

46. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?						
Service Providers		Yes	No	o Appeal filed only recently Total		
DONII (Tatal)	Count	12	0	0	12	
BSNL (Total)	%	100.0	0.0	0.0	100.0	
BSNL (Urban)	Count	12	0	0	12	
BOINE (Olbail)	%	100.0	0.0	0.0	100.0	
BSNL (Rural)	Count	0	0	0	0	
DOINE (Ruidi)	%	0.0	0.0	0.0	0.0	

50. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Call Centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new telephone connection?"

Service Providers		Yes	No	Do not remember	Total
DONE (T. (. I)	Count	165	109	115	389
BSNL (Total)	%	42.4	28.0	29.6	100.0
DCNI (Lishon)	Count	155	91	96	342
BSNL (Urban)	%	45.3	26.6	28.1	100.0
BSNL (Rural)	Count	10	18	19	47
DOINE (Rulal)	%	21.3	38.3	40.4	100.0





ANNEXURE-CELLULAR MOBILE SERVICES

1. How satisfied are you with the process and time taken to activate the mobile connection, after you applied and completed all formalities?

completed al	i iormaniles?						
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Total)	Count	398	32	366	9	3	410
Aircel (Total)	%	97.1	7.8	89.3	2.2	0.7	100
A: 1/111 \	Count	286	30	256	5	2	293
Aircel (Urban)	%	97.6	10.2	87.4	1.7	0.7	100
4: 1/5 "	Count	112	2	110	4	1	117
Aircel (Rural)	%	95.7	1.7	94.0	3.4	0.9	100
A: (1 (T (1)	Count	398	47	351	5	2	405
Airtel (Total)	%	98.3	11.6	86.7	1.2	0.5	100
A:	Count	276	46	230	3	1	280
Airtel (Urban)	%	98.5	16.4	82.1	1.1	0.4	100
A: (1/D 1)	Count	122	1	121	2	1	125
Airtei (Rurai)	%	97.6	0.8	96.8	1.6	0.8	100
BSNI (Total)	Count	452	26	426	13	4	469
Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Idea (Total) Idea (Urban) Idea (Rural)	%	96.3	5.5	90.8	2.8	0.9	100
DONI (Lista aux)	Count	339	23	316	9	4	352
DOINL (Urban)	%	96.3	6.5	89.8	2.6	Dissatisfied 3 0.7 2 0.7 1 0.9 2 0.5 1 0.4 1 0.8 4 0.9 4 1.1 0 0.0 7 1.6 6 1.8 1 0.9 4 1.0 3 1.2 1 0.7 0 0.0 0 0.0 0 0 0.0 1 0.2 1 0.2 5 1.2 3 1.3 2 1.2 26 0.8 20 0.8 6	100
DONI (DI)	Count	113	3	110	4	0	117
BSNL (Rurai)	%	96.6	2.6	94	3.4	0.0	100
- (T-4-1)	Count	427	18	409	9	Dissatisfied 3 0.7 2 0.7 1 0.9 2 0.5 1 0.4 1 0.8 4 0.9 4 1.1 0 0.0 7 1.6 6 1.8 1 0.9 4 1.0 3 1.2 1 0.7 0 0.0 3 1.2 1 0.7 0 0.0 0 0.0 0 0 0 0 0 0 0 0 0 0 0 0	443
idea (Total)	%	96.4	4.1	92.3	2.0		100
	Count	313	17	296	8	6	327
idea (Urban)	%	95.7	5.2	90.5	2.4	1.8	100
1.1. (D. 1)	Count	114	1	113	1	1	116
idea (Rurai)	%	98.3	0.9	97.4	0.9	0 0.0 7 1.6 6 3 1.8 1 0.9 4 3 1.0 3 1.2 1 0.7 0 2 2	100
Del Tel (Tetel)	Count	370	18	352	19	4	393
Rel. Tel. (Total)	%	94.2	4.6	89.6	4.8	1.0	100
Rel. Tel.	Count	243	16	227	13	3	259
(Urban)	%	93.8	6.2	87.6	5.0	1.2	100
Dol Tol (Durol)	Count	127	2	125	6	1	134
Rel. Tel. (Rural)	%	94.8	1.5	93.3	4.5	0.7	100
C Tol (Total)	Count	242	0	242	5	0	247
S Tel (Total)	%	98.0	0.0	98	2	Dissatisfied 10ta 3 410 0.7 100 2 293 0.7 100 1 117 0.9 100 2 405 0.5 100 1 280 0.4 100 1 125 0.8 100 4 469 0.9 100 4 352 1.1 100 0 117 0.0 100 7 443 1.6 100 6 327 1.8 100 1 116 0.9 100 4 393 1.2 100 3 259 1.2 100 0 247 0.0 100 1 408 0.2 100 1 408	100
S Tel (Urban)	Count	242	0	242	5	0	247
S Tel (Olball)	%	98.0	0.0	98.0	2.0	0.0	100
TTSL (Total)	Count	406	101	305	1		408
TTSL (Total)	%	99.6	24.8	74.8	0.2	0.2	100
TTSL (Urban)	Count	406	101	305	1	Dissatisfied 3 0.7 2 0.7 1 0.9 2 0.5 1 0.4 1 0.8 4 0.9 4 1.1 0 0.0 7 1.6 6 1.8 1 0.9 4 1.0 3 1.2 1 0.7 0 0.0 0 0.0 1 0.2 1 0.2 5 1.2 3 1.3 2 1.2 26 0.8 20 0.8 6	408
113L (Olbail)	%	99.6	24.8	74.8	0.2		100
Vodafone (total)	Count	381	41	340	15		401
, ,	%	95	10.2	84.8	3.7		100
Vodafone	Count	227	31	196	9		239
(urban)	%	95.0	13.0	82	3.8		100
Vodafone (rural)	Count	154	10	144	6		162
· caa.c./o (raidi)	%	95.1	6.2	88.9	3.7		100
Overall	Count	3074	283	2791	76		3176
	%	96.8	8.9	87.9	2.4		
Overall (Urban)	Count	2332	264	2068	53		2405
(3.22.1)	%	97.0	11.0	86.0	2.2	Dissatisfied 3 0.7 2 0.7 1 0.9 2 0.5 1 0.4 1 0.8 4 0.9 4 1.1 0 0.0 7 1.6 6 1.8 1 0.9 4 1.0 3 1.2 1 0.7 0 0.0 0 0.0 0 0.0 1 0.0 0 0 0.0 1 0.2 1 1 0.2 5 1.2 3 1.3 2 1.2 26 0.8 20 0.8 6	
Overall (Rural)	Count	742	19	723	23		
	%	96.3	2.5	93.8	3.0	0.8	100





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?

Service Providers		Yes	No	Total
	Count	206	204	410
Aircel (Total)	%	50.2	49.8	100
	Count	141	152	293
Aircel (Urban)	%	48.1	51.9	100
	Count	65	52	117
Aircel (Rural)	%	55.6	44.4	100
	Count	264	141	405
Airtel (Total)	%			100
		65.2	34.8	
Airtel (Urban)	Count	193	87	280
	%	68.9	31.1	100
Airtel (Rural)	Count	71	54	125
	%	56.8	43.2	100
BSNL (Total)	Count	274	195	469
30112 (10tal)	%	58.4	41.6	100
BSNL (Urban)	Count	210	142	352
DONE (Olban)	%	59.7	40.3	100
BSNL (Rural)	Count	64	53	117
DOINE (Ruidi)	%	54.7	45.3	100
-l (T-4-1)	Count	282	161	443
dea (Total)	%	63.7	36.3	100
	Count	206	121	327
ldea (Urban)	%	63.0	37.0	100
	Count	76	40	116
dea (Rural)	%	65.5	34.5	100
	Count	168	225	393
Rel. Tel. (Total)	%	42.7	57.3	100
	Count	109	150	259
Rel. Tel. (Urban)	%	42.1	57.9	100
		42.1 59	57.9 75	134
tel. Tel. (Total) tel. Tel. (Urban) tel. Tel. (Rural) Tel (Total)	Count			
. ,	%	44.0	56.0	100
S Tel (Total)	Count	213	34	247
	%	86.2	13.8	100
S Tel (Urban)	Count	213	34	247
	%	86.2	13.8	100
TTSL (Total)	Count	374	34	408
. 102 (10101)	%	91.7	8.3	100
TTSL (Urban)	Count	374	34	408
ITOL (OIDAII)	%	91.7	8.3	100
Vodafone (total)	Count	161	240	401
voualone (lotal)	%	40.1	59.9	100
/odofono (umbor)	Count	90	149	239
Vodafone (urban)	%	37.7	62.3	100
\\ - f \\	Count	71	91	162
Vodafone (rural)	%	43.8	56.2	100
	Count	1942	1234	3176
Overall	%	61.1	38.9	100
	Count	1536	869	2405
Overall (Urban)	%	63.9	36.1	100
(/			JU. I	100
Overall (Rural)	Count	406	365	771





3. How satisfied are you with the ease of understanding or with provision of all relevant information related to ta plans & charges?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Tatal)	Count	344	39	305	62	4	410
Aircel (Total)	%	83.9	9.5	74.4	15.1	1.0	100
A: 1 (111)	Count	240	33	207	50	3	293
Aircel (Urban)	%	81.9	11.3	70.6	17.1	Dissatisfied 4 1.0	100
Ains at (Dame)	Count	104	6	98	12		117
Aircel (Rural)	%	88.9	5.1	83.8	10.3	0.9	100
A:t-1/T-t-1\	Count	374	52	322	30	1	405
Airtel (Total)	%	92.3	12.8	79.5	7.4	0.2	100
A:t-1 (1 Inla)	Count	267	51	216	12	1	280
Airtel (Urban)	%	95.3	18.2	77.1	4.3	0.4	100
Aintal (Damal)	Count	107	1	106	18	0	125
Airtel (Rural)	%	85.6	0.8	84.8	14.4	0.0	100
DCNII /Tatal)	Count	402	40	362	63	4	469
BSNL (Total)	%	85.7	8.5	77.2	13.4	0.9	100
DCNII /I Inhana\	Count	306	40	266	43		352
BSNL (Urban)	%	87.0	11.4	75.6	12.2	0.9	100
DCNI (Durol)	Count	96	0	96	20	1	117
DOINE (Ruidi)	%	82.1	0.0	82.1	17.1	0.9	100
Idea (Total)	Count	370	15	355	67	6	443
idea (Tolai)	%	83.5	3.4	80.1	15.1	1.4	100
Idea (Urban)	Count	280	14	266	42	5	327
	%	85.6	4.3	81.3	12.8	1.5	100
Idoo (Burol)	Count	90	1	89	25	1	116
idea (Nuiai)	%	77.6	0.9	76.7	21.6	0.9	100
Pol Tol (Total)	Count	319	32	287	68		393
	%	81.1	8.1	73.0	17.3	1.5	100
Rel. Tel.	Count	210	31	179	45		259
(Urban)	%	81.1	12.0	69.1	17.4	1.5	100
Pol Tol (Pural)	Count	109	1	108	23		134
itel. (Itulal)	%	81.3	0.7	80.6	17.2		100
S Tel (Total)	Count	210	0	210	35		247
3 Tel (Total)	%	85.0	0.0	85.0	14.2		100
S Tel (Urban)	Count	210	0	210	35		247
O TOT (OTDATI)	%	85.0	0.0	85.0	14.2	0.8	100
TTSL (Total)	Count	396	95	301	11	1	408
OL (10tal)	%	97.1	23.3	73.8	2.7	Dissatisfied 4 1.0 3 1.0 1 0.9 1 0.2 1 0.4 0 0.0 4 0.9 3 0.9 1 0.9 6 1.4 5 1.5 1 0.9 6 1.5 4 1.5 2 1.5 2 1.5 2 0.8 2 0.8 2 0.8 1 0.2 1 0.2 1 0.2 9 2.2 5 2.1 4 2.5 33 1.0 24 1.0 9	100
TTSL (Urban)	Count	396	95	301	11		408
OL (GIDAII)	%	97.1	23.3	73.8	2.7		100
BSNL (Total) BSNL (Urban) BSNL (Rural) dea (Total) dea (Urban) dea (Rural) Rel. Tel. (Total) Rel. Tel. (Rural) STel (Total) TSL (Total) TTSL (Total) Vodafone (total) Vodafone (rural) Overall Coverall (Urban)	Count	354	32	322	38		401
	%	88.3	8.0	80.3	9.5		100
Vodafone	Count	214	27	187	20		239
(urban)	%	89.5	11.3	78.2	8.4		100
Vodafone (rural)	Count	140	5	135	18		162
,	%	86.4	3.1	83.3	11.1		100
Overall	Count	2769	305	2464	374		3176
	%	87.2	9.6	77.6	11.8		100
Overall (Urban)	Count	2123	291	1832	258		2405
(%	88.3	12.1	76.2	10.7		100
Overall (Rural)	Count	646	14	632	116		771
()	%	83.8	1.8	82.0	15.0	1.2	100



BILLING RELATED- PREPAID CUSTOMERS

4(a). How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Total)	Count	238	29	209	80	8	326
Aircel (Total)	%	73.0	8.9	64.1	24.5	2.5	100
A: no al (I lub an)	Count	173	24	149	49	4	226
Aircel (Urban)	%	76.5	10.6	65.9	21.7	1.8	100
Aireal (Dural)	Count	65	5	60	31	4	100
Aircel (Rural)	%	65.0	5.0	60.0	31.0	4.0	100
Airtal /Tatal)	Count	224	31	193	101	8	333
Airtel (Total)	%	67.3	9.3	58	30.3	2.4	100
Airtal (Lirban)	Count	154	30	124	62	7	223
Airtel (Urban)	%	69.1	13.5	55.6	27.8	3.1	100
Airtal (Dural)	Count	70	1	69	39	1	110
Airtel (Rural)	%	63.6	0.9	62.7	35.5	0.9	100
BSNL (Total)	Count	191	6	185	51	4	246
DOINE (10tal)	%	77.6	2.4	75.2	20.7	1.6	100
BSNL (Urban)	Count	126	6	120	23	0	149
BOINE (Olbail)	%	84.5	4.0	80.5	15.4	0.0	100
BSNL (Rural)	Count	65	0	65	28	4	97
DOINE (Ruiai)	%	67.0	0.0	67.0	28.9	4.1	100
Idea (Total)	Count	356	8	348	42	7	405
idea (Totai)	%	87.9	2.0	85.9	10.4	1.7	100
Idoa (Lirban)	Count	268	6	262	23	5	296
dea (Rural)	%	90.5	2.0	88.5	7.8	1.7	100
Idea (Rural)	Count	88	2	86	19	2	109
idea (itulai)	%	80.7	1.8	78.9	17.4	1.8	100
Rel. Tel. (Total)	Count	278	32	246	69	4	351
. ,	%	79.2	9.1	70.1	19.7	1.1	100
Rel. Tel.	Count	211	32	179	21	3	235
(Urban)	%	89.8	13.6	76.2	8.9	1.3	100
Rel. Tel. (Rural)	Count	67	0	67	48	1	116
	%	57.8	0.0	57.8	41.4	0.9	100
S Tel (Total)	Count	246	0	246	1	0	247
(%	99.6	0.0	99.6	0.4	0.0	100
S Tel (Urban)	Count	246	0	246	1	0	247
(,	%	99.6	0.0	99.6	0.4	0.0	100
TTSL (Total)	Count	239	75	164	2	1	242
, ,	%	98.8	31.0	67.8	0.8	0.4	100
TTSL (Urban)	Count	239	75	164	2	1	242
` ,	%	98.8	31.0	67.8	0.8	0.4	100
Vodafone (total)	Count	274	31	243	54	7	335
	%	81.8	9.3	72.5	16.1	2.1	100
Vodafone	Count	172	26	146	22	3	197
(urban)	%	87.3	13.2	74.1	11.2	1.5	100
Vodafone (rural)	Count	102	5	97	32	4	138
,	%	73.9	3.6	70.3	23.2	2.9	100
Overall	Count %	2044 82.3	212 8.5	1834 73.8	400 16.1	39 1.6	2485 100
		1587	199	1390		23	1815
Overall (Urban)	Count %	87.6	11.0	76.6	203 11.2	1.3	100
		457	13	444	197	1.3	670
Overall (Rural)	Count %	68.2	1.9	66.3	29.4	2.4	100
	/0	00.Z	1.7	00.3	23.4	2.4	100





4(b). Please specify the re	eason(s) for your	dissatisfaction.

Overall (Rural)	Count %	28 13.1	31 14.6	85 39.9	113 53.1	3 1.4	213 100
Overall (Olbail)	%	21.2	12.8	38.1	46.0	0.9	100
Overall (Lirban)	Count	48	29	86	104	2	226
- Volum	%	17.3	13.7	39	49.4	1.1	100
Overall	Count	76	60	171	217	5	439
vouaione (iuiai)	%	19.4	16.7	55.6	55.6	0.0	100
Vodafone (rural)	Count	7	6	20	20	0	36
(urban)	%	24.0	8.0	52.0	44.0	0.0	100
Vodafone	Count	6	2	13	11	0	25
. ,	%	21.3	13.1	54.1	50.8	0.0	100
Vodafone (total)	Count	13	8	33	31	0	61
Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Gea (Total) Gea (Urban) Gea (Rural) Rel. Tel. (Total) Rel. Tel. (Urban) Cotal (Total) Cotal (Total) Cotal (Total) Cotal (Urban)	%	100.0	0.0	0.0	0.0	0.0	100
TTSL (Urban)	Count	3	0	0	0	0	3
· · · OL (· Otal)	%	100.0	0.0	0.0	0.0	0.0	100
TTSL (Total)	Count	3	0	0	0	0	3
C 101 (Olbail)	%	100.0	0.0	0.0	0.0	0.0	100
S Tel (Urban)	Count	1	0	0	0	0	1
- 101 (10tal)	%	100.0	0.0	0.0	0.0	0.0	100
S Tel (Total)	Count	1	0	0	0	0	1
(%	8.2	12.2	44.9	53.1	0.0	100
Rel. Tel. (Rural)	Count	4	6	22	26	0	49
(010411)	%	33.3	20.8	25.0	29.2	0.0	100
Rel. Tel. (Urban)	Count	8	5	6	7	0	24
(10101)	%	16.4	15.1	38.4	45.2	0.0	100
	Count	12	11	28	33	0	73
idod (i taidi)	%	14.3	23.8	38.1	28.6	4.8	100
Idea (Urban) Idea (Rural)	Count	3	5	8	6	1	21
	%	25.0	25.0	42.9	42.9	0.0	100
BSNL (Urban) BSNL (Rural) Idea (Total) Idea (Urban)	Count	7	7	12	12	0	28
	%	20.4	24.5	40.8	36.7	2.0	100
	Count	10	12	20	18	1	49
/	%	18.8	9.4	40.6	59.4	3.1	100
BSNL (Rural)	Count	6	3	13	19	1	32
		0.0		82.6	60.9	4.3	100
BSNL (Urban)	%	0	4 17.4	19	14	1 1 2	23
	% Count	10.9			60.0		100
BSNL (Total)	%	_	12.7	58.2		3.6	1
	% Count	6	12.5 7	37.5	33	0.0 2	100 55
Airtel (Rural)	Count %	5 12.5	5 12.5	15 37.5	22 55.0	0	40
• •	%	20.3	7.2	26.1	53.6	1.4	100
Airtel (Urban)	Count	14	5	18	37	1	69
. ,	%	17.4	9.2	30.3	54.1	0.9	100
Airtel (Total)	Count	19	10	33	59	1	109
	%	8.6	17.1	20.0	57.1	2.9	100
Aircel (Rural)	Count	3	6	7	20	1	35
(%	17.0	11.3	34.0	43.4	0.0	100
Aircel (Urban)	Count	9	6	18	23	0	53
	%	13.6	13.6	28.4	48.9	1.1	100
Aircel (Total)		12	12	25	43	1	88
Providers	Count	tariff plan subscribed	without information	services not subscribed	not made/used		
Service		Charges not as per	Tariff plan changed	Charged for value added	Charged for calls/services	Others	Total





Service Providers		Yes	No	Total
Service i Toviders	Onwell			
Service Providers Aircel (Total) Aircel (Urban) Airtel (Rural) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Total) BSNL (Rural) Idea (Total) Idea (Urban) Idea (Rural) Rel. Tel. (Total) Rel. Tel. (Rural) S Tel (Total) S Tel (Urban) TTSL (Total)	Count	54	272	
	%	16.6	83.4	
Aircel (Urban)	Count	41	185	
ruiooi (Oibaii)	%	18.1	81.9	
Aircel (Rural)	Count	13	87	
raiooi (raiai)	%	13.0	87.0	
Airtel (Total)	Count	64	269	
runton (1 otal)	%	19.2	80.8	
Airtel (Lirban)	Count	43	180	
runtor (Orbarr)	%	19.3	80.7	
Δirtel (Rural)	Count	21	89	
Airtei (Italai)	%	19.1	80.9	
RSNI (Total)	Count	36	210	
DOINE (TOTAL)	%	14.6	85.4	100
PSNI (Urban)	Count	20	129	149
DOINE (UIDAII)	%	13.4	86.6	100
DCMI (Durol)	Count	16	81	97
dea (Total)	%	16.5	83.5	100
dea (Total)	Count	53	352	405
idea (Total)	%	13.1	86.9	100
	Count	39	257	149 100 97 100
idea (Urban)	%	13.2	86.8	
II (D I)	Count	14	95	
idea (Rurai)	%	12.8	87.2	
	Count	65	286	
	%	18.5	81.5	
5 . .	Count	47	188	
Rel. Lel. (Urban)	%	20.0	80.0	
- · - · /- · ·	Count	18	98	
Rel. Tel. (Rural)	%	15.5	84.5	
ea (Urban) ea (Rural) el. Tel. (Total) el. Tel. (Urban) el. Tel. (Rural) Tel (Total) Tel (Urban)	Count	0	247	
S Tel (Total)	%	0.0	100	
. –	Count	0	247	
S Tel (Urban)	%	0.0	100	
	Count	3	239	
ITSL (Total)	%	1.2	98.8	
	Count	3	239	242
TTSL (Urban)	%	1.2	98.8	
	Count	68	267	
Vodafone (total)	%	20.3	79.7	
	Count	43	154	
Vodafone (urban)	%	21.8	78.2	
	Count	25	113	
Vodafone (rural)	%	18.1	81.9	
	Count	343	2142	
Overall	%	13.8	86.2	
	Count	236	1579	
Overall (Urban)	%	13.0	87.0	
	Count	107	563	
Overall (Rural)	%	16.0	84.0	





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?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
A: 1/T (1)	Count	39	1	38	14	1	54
Aircel (Total)	%	72.3	1.9	70.4	25.9	1.9	100
A: 1/111 \	Count	28	1	27	12	1	41
Aircel (Urban)	%	68.3	2.4	65.9	29.3	2.4	100
A: (D)	Count	11	0	11	2	0	13
Aircel (Rural)	%	84.6	0.0	84.6	15.4	0.0	100
Λ:	Count	38	1	37	23	2	63
Airtel (Total)	%	60.3	1.6	58.7	36.5	3.2	100
Λ: (Count	22	1	21	18	2	42
Airtel (Urban)	%	52.4	2.4	50.0	42.9	4.8	100
Aintal (Dunal)	Count	16	0	16	5	0	21
Airtel (Rural)	%	76.2	0.0	76.2	23.8	0.0	100
DCNII (Total)	Count	33	1	32	2	1	36
BSNL (Total) BSNL (Urban)	%	91.7	2.8	88.9	5.6	2.8	100
DCNII (Lishon)	Count	19	1	18	1	Dissatisfied 1 1.9 1 2.4 0 0.0 2 3.2 2 4.8 0 0.0 1	20
BSINL (Urban)	%	95	5.0	90.0	5.0	1 Dissatisfied 1 1.9 1 2.4 0 0.0 2 3.2 2 4.8 0 0.0 1 1 2.8 0 0.0 1 1 6.3 4 7.7 3 7.9 1 7.1 3 4.6 2 4.3 1 5.6 0 0.0	100
BSNL (Rural)	Count	14	0	14	1	1	16
DOINE (Ruidi)	%	87.5	0.0	87.5	6.3	6.3	100
Idea (Total)	Count	40	0	40	8	4	52
Idea (Total)	%	76.9	0.0	76.9	15.4	7.7	100
Idea (Urban)	Count	29	0	29	6	3	38
idea (Olban)	%	76.3	0.0	76.3	15.8	7.9	100
Idea (Rural)	Count	11	0	11	2	1	14
	%	78.6	0.0	78.6	14.3		100
Rel. Tel. (Total)	Count	49	1	48	13		65
	%	75.3	1.5	73.8	20.0		100
Rel. Tel.	Count	38	1	37	7		47
(Urban)	%	80.8	2.1	78.7	14.9	4.3	100
Rel. Tel. (Rural)	Count	11	0	11	6	1	18
itel. Tel. (Itulal)	%	61.1	0.0	61.1	33.3		100
S Tel (Total)	Count	0	0	0	0		0
o rei (Total)	%	0.0	0.0	0.0	0.0		0.0
S Tel (Urban)	Count	0	0	0	0		0
o roi (orban)	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	1	0	1	2	Dissatisfied 1 1.9 1 2.4 0 0.0 0.0 2 3.2 4.8 0 0.0 0.0 1 1 2.8 0 0.0 1 1 2.8 0 0.0 1 1 6.3 4 7.7 1 3 7.9 1 7.1 3 4.6 1 7.1 3 4.6 1 5.6 0 0.0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3
	%	33.3	0.0	33.3	66.7		100
TTSL (Urban)	Count	1	0	1	2		3
(~~,	%	33.3	0.0	33.3	66.7		100
Vodafone (total)	Count	58	3	55	8		68
` '	%	85.3	4.4	80.9	11.8		100
Vodafone	Count	38	3	35	4		43
(urban)	%	88.4	7.0	81.4	9.3		100
Vodafone (rural)	Count %	20	0	20	4		25
, ,		80.0	0.0	80.0	16.0		100
Overall	Count	260	7	253	70		343
	%	75.7	2.1	73.6	20.5		100
Overall (Urban)	Count %	177	7	170	50		236
		74.8	3 .0	71.8	21.4		100
Overall (Rural)	Count	83	0	83	20		107
, ,	%	77.6	0.0	77.6	18.7	3.7	100





5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?	?
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Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Total)	Count	309	38	271	14	2	325
Aircel (Total)	%	95.1	11.7	83.4	4.3		100
A: 1/111 \	Count	216	31	185	9	Dissatisfied 2 0.6 1 0.4 1 1.0 2 0.6 2 0.9 0 0.0 1 0.4 0 0.0 1 1.0 5 1.2 3 1.0 2 1.8 1 0.3 0 0.0 1 1 0.9 17 6.9 17 6.9 17 6.9 1 0.4 1 0.4 3 0.9 1 1 0.5 2 1.4 32 1.3 25 1.4 7	226
Aircel (Urban)	%	95.6	13.7	81.9	4.0	0.4	100
A: (D I)	Count	93	7	86	5	1	99
Aircel (Rural)	%	94 .0	7.1	86.9	5.1	1.0	100
Aintal (Tatal)	Count	317	36	281	14	2	333
Airtel (Total)	%	95.2	10.8	84.4	4.2	0.6	100
Airtal (Lirban)	Count	212	36	176	9	2	223
Airtel (Urban)	%	95 .0	16.1	78.9	4.0	0.9	100
Airtel (Rural)	Count	105	0	105	5	0	110
Alitei (Kulai)	%	95.5	0.0	95.5	4.5	0.0	100
PCNI (Total)	Count	237	6	231	8	1	246
BSNL (Total)	%	96.3	2.4	93.9	3.3	0.4	100
BSNL (Urban)	Count	144	2	142	5	0	149
BOINE (Olbail)	%	96.6	1.3	95.3	3.4	0.0	100
BSNL (Rural)	Count	93	4	89	3	1	97
DOINE (INdiai)	%	95.9	4.1	91.8	3.1		100
Idea (Total)	Count	395	15	380	5		405
idea (Total)	%	97.5	3.7	93.8	1.2	1.2	100
Idea (I Irhan)	Count	289	14	275	4		296
dea (Urban)	%	97.6	4.7	92.9	1.4	1.0	100
Idea (Rural)	Count	106	1	105	1		109
ldea (Rural)	%	97.2	0.9	96.3	0.9	1.8	100
Rel Tel (Total)	Count	334	41	293	16		351
· , ,	%	95.2	11.7	83.5	4.6	0.3	100
Rel. Tel.	Count	229	39	190	6		235
(Urban)	%	97.5	16.6	80.9	2.6		100
Rel Tel (Rural)	Count	105	2	103	10	•	116
rtoi: roi: (rtarai)	%	90.5	1.7	88.8	8.6		100
S Tel (Total)	Count	175	0	175	55		247
Rel. Tel. (Total)	%	70.6	0.0	70.6	22.4		100
S Tel (Urban)	Count	175	0	175	55		247
	%	70.6	0.0	70.6	22.4		100
TTSL (Total)	Count	231	67	164	10	•	242
()	%	95.5	27.7	67.8	4.1		100
TTSL (Urban)	Count	231	67	164	10	1	242
(0.20)	%	95.5	27.7	67.8	4.1		100
Vodafone (total)	Count	324	37	287	8		335
	%	96.7	11.0	85.7	2.4		100
Vodafone	Count	191	28	163	5		197
(urban)	%	96.9	14.2	82.7	2.5		100
Vodafone (rural)	Count	133	9	124	3		138
	%	96.4	6.5	89.9	2.2		100
Overall	Count	2322	240	2082	130		2484
	%	93.5	9.7	83.8	5.2		100
Overall (Urban)	Count	1687	217	1470	103		1815
,	%	93	12	81	5.7		100
Overall (Rural)	Count	635	23	612	27		669
	%	94.9	3.4	91.5	4.0	1.0	100





5(d). Please specify	the reas	on(s) for your d	issatisfaction.				
Service Providers		Lack of complete information about the offer	Charges/Servi ces not as per the offer	Delay in activation of recharge	Non availability of all denomination recharge coupon	Others	Total
Aircel (Total)	Count	7	2	1	4	2	16
` ,	%	43.8	12.5	6.3	25		100
Aircel (Urban)	Count	5	2	1	1		10
, ,	%	50.0	20.0	10.0	10.0		100
Aircel (Rural)	Count	2	0	0	3		6
, ,	%	33.3	0.0	0.0	50.0		100
Airtel (Total)	Count %	20.0	3	4 26.7	6 40.0	Others Pation on Cothers Patio	15 100
` '		20.0	20.0	_			
Airtel (Urban)	Count %	20.0	30.0	30.0	30.0		10 100
		20.0		30.0			
Airtel (Rural)	Count %	20.0	0.0	20.0	3 60.0		5 100
	Count	20.0	3	4	1		9
BSNL (Total)	%	11.1	33.3	44.4	11.1	_	100
	Count	11.1	33.3	3	0		5
BSNL (Urban)	%	20.0	20.0	60.0	0.0	2 12.5 1 10.0 1 16.7 3 20.0 2 20.0 0 0 0.0 0 0 0.0 0 0 0.0 0 0 0.0 0 0 0.0 0 0 0 0.0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	100
	Count	0	20.0	1	1		4
BSNL (Rural)	%	0.0	50.0	25.0	25.0	2 12.5 1 10.0 1 16.7 3 20.0 2 20.0 1 20.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 2 12.5 0 0.0 0 0.0 2 12.5 0 0.0 0 0.0 0 0 0.0 0 0 0 0 0 0 0 0 0	100
	Count	5	2	23.0	3		100
Idea (Total)	%	50.0	20.0	10.0	30.0		100
	Count	4	2	0	1		7
Idea (Urban)		57.1	28.6	0.0	14.3	2 12.5 1 10.0 1 16.7 3 20.0 2 20.0 1 20.0 0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0 0.0 0 0 0.0 0 0 0.0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	100
	Count	1	0	1	2		3
Idea (Rural)		33.3	0.0	33.3	66.7	2 12.5 1 10.0 1 16.7 3 20.0 2 20.0 1 20.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0 0.0 0 0 0.0 2 12.5 0 0 0.0 2 22.0 0 0 0.0 0 0 0 0 0 0 0 0	100
	Count	7	4	4	3		16
Rel. Tel. (Total)		43.8	25.0	25.0	18.8		100
	Count	4	2	0	0		6
Rel. Tel. (Urban)		66.7	33.3	0.0	0.0		100
D T (D)	Count	3	2	4	3	2	10
Rel. Tel. (Rural)	%	30.0	20.0	40.0	30.0	20.0	100
0.7.1/7.1.1	Count	66	1	0	5		72
o rei (rotal)	%	91.7	1.4	0.0	6.9	0.0	100
C.Tol. (III-bara)	Count	66	1	0	5	0	72
o rei (Orban)	%	91.7	1.4	0.0	6.9		100
TTCL /Total\	Count	11	0	0	0	0	11
113L (10lal)	%	100.0	0.0	0.0	0.0	2 12.5 1 10.0 1 16.7 3 20.0 2 20.0 1 20.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0 0.0 2 12.5 0 0 0.0 2 12.5 0 0 0.0 2 20.0 0 0 0.0 0 0 0 0 0 0 0 0	100
TTSL (Lirban)	Count	11	0	0	0		11
Cc Cc Cc Cc Cc Cc Cc Cc		100.0	0.0	0.0	0.0		100
Vodafone (total)	Count	6	2	0	3		11
vouaione (ioiai)	%	54.5	18.2	0.0	27.3	2 12.5 1 10.0 1 16.7 3 20.0 2 20.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0 0.0 0 0 0.0 0 0 0.0 0 0 0.0 0 0 0.0 0 0 0.0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	100
Vodafone (urban)	Count	4	0	0	2		6
vouaione (uibail)	%	66.7	0.0	0.0	33.3	0.0	100

%

%

%

%

Vodafone (rural)

Overall (Urban)

Overall (Rural)

Overall

Count

Count

Count

Count

40.0

107

66.3

98

76.4

9

26.5

40.0

17

10.6

11

8.7

6 17.7

0

0.0

14

8.8

7

5.5

7 20.6

20.0

26

15.6

12

9.4

14 41.2

0.0

7

4.4

3

2.4

4 11.8

5

100

162

100

128

100

34 100





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

Service Providers		Yes	No	Total
Aireal (Total)	Count	297	29	326
Aircel (Total)	%	91.1	8.9	100
A: 1 (111)	Count	209	17	226
Aircel (Urban)	%	92.5	7.5	100
	Count	88	12	100
Aircel (Rural)	%	88.0	12.0	100
	Count	327	6	333
Airtel (Total)	%	98.2	1.8	100
	Count	219	4	223
Airtel (Urban)	%	98.2	 1.8	100
	Count	108	2	110
Airtel (Rural)	%	98.2	1.8	100
	Count	234	12	246
BSNL (Total)	%	95.1	4.9	100
	Count	143	6	149
BSNL (Urban)	%	96.0	4.0	100
		91.0	6	97
BSNL (Rural)	Count			
	%	93.8	6.2	100
ldea (Total)	Count	393	12	405
,	%	97.0	3.0	100
Idea (Urban)	Count	288	8	296
	%	97.3	2.7	100
ldea (Rural)	Count	105	4	109
	%	96.3	3.7	100
Rel. Tel. (Total)	Count	330	21	351
toi. Toi. (Total)	%	94.0	6.0	100
Rel. Tel. (Urban)	Count	218	17	235
itel. (Gibari)	%	92.8	7.2	100
Rel. Tel. (Rural)	Count	112	4	116
Kei. Tei. (Kulai)	%	96.6	3.4	100
C Tol (Total)	Count	244	3	247
S Tel (Total)	%	98.8	1.2	100
C.Tal. (Umbana)	Count	244	3	247
S Tel (Urban)	%	98.8	1.2	100
TTSL (Total)	Count	238	4	242
,	%	98.3	1.7	100
	Count	238	4	242
TTSL (Urban)	%	98.3	1.7	100
	Count	288	47	335
Vodafone (total)	%	86.0	14.0	100
	Count	165	32	197
Vodafone (urban)	%	83.8	16.2	100
	Count	123	15	138
Vodafone (rural)	%	89.1	10.9	100
	Count	2349	134	2483
Overall	%	94.6	5.4	100
	Count	1722	91	1813
Overall (Urban)	%		<u> </u>	100
		95.0		
Overall (Rural)	Count	627	43	670
	%	93.6	6.4	100





BILLING RELATED-POSTPAID CUSTOMERS

6. How satisfied are you with the time taken to deliver your bills?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	77	6	71	6	1	84
Alicei (Total)	%	91.6	7.1	84.5	7.1	1.2	100
Aircel (Urban)	Count	60	5	55	6	1	67
Alicei (Olbali)	%	89.6	7.5	82.1	9	1.5	100
Aircel (Rural)	Count	17	1	16	0	0	17
Alicei (Itulai)	%	100	5.9	94.1	0.0	0.0	100
Airtel (Total)	Count	69	12	57	3	0	72
Airtei (Total)	%	95.9	16.7	79.2	4.2	0.0	100
Airtel (Urban)	Count	55	12	43	2	0	57
Airtei (Olban)	%	96.5	21.1	75.4	3.5	0.0	100
Airtel (Rural)	Count	14	0	14	1	0	15
Airtei (Italai)	%	93.3	0.0	93.3	6.7	0.0	100
BSNL (Total)	Count	217	19	198	6	0	223
20112 (10101)	%	97.3	8.5	88.8	2.7	0.0	100
BSNL (Urban)	Count	197	18	179	6	0	203
BOITE (OIDAII)	%	97.1	8.9	88.2	3	0.0	100
BSNL (Rural)	Count	20	1	19	0	0	20
	%	100 .0	5.0	95.0	0.0	0.0	100
Idea (Total)	Count	37	6	31	1	0	38
	%	97.4	15.8	81.6	2.6	0.0	100
Idea (Urban)	Count	31	6	25	0	0	31
	%	100 .0	19.4	80.6	0.0	0.0	100
Idea (Rural)	Count	6	0	6	1	0	7
	%	85.7	0.0	85.7	14.3	0.0	100
Rel. Tel. (Total)	Count	40	1	39	2	0	42
	%	95.3	2.4	92.9	4.8	0.0	100
Rel. Tel.	Count	22	0	22	2	0	24
(Urban)	%	91.7	0.0	91.7	8.3	0.0	100
Rel. Tel. (Rural)	Count	18	1	17	0	0	18
	%	100.0	5.6	94.4	0.0	0.0	100
S Tel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0	0
. ,	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	159	23	136	5	2 1.2	166
· ,	%	95.8 159	13.9 23	81.9	3.0 5	1.2	100
TTSL (Urban)	Count %	95.8		136 81.9	3.0	1.2	166 100
	% Count	95.8	13.9 1	65	0	0	66
Vodafone (total)	%	100 .0		98.5	0.0		
Vodafone	% Count	100.0 42	1.5 0	98.5 42	0.0	0.0	100 42
(urban)	%	100 .0	0.0	100	0.0	0.0	
,	% Count	24	1	23	0.0	0.0	100 24
Vodafone (rural)	%	100 .0	4.2	95.8	0.0	0.0	100
	Count	665	68	597	23	3	691
Overall	%	96.2	9.8	86.4	3.3	0.4	100
	Count	566	64	502	21	3	590
Overall (Urban)	%	95.9	10.8	85.1	3.5	0.5	100
	Count	99	4	95	2	0.5	101
Overall (Rural)	Count	98.1	4.0	33	2.0	J	101





7(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	77	17	60	7	0	84
Alloci (Total)	%	91.6	20.2	71.4	8.3	0.0	100
Aircel (Urban)	Count	61	17	44	6	0	67
Alicei (Orban)	%	91.1	25.4	65.7	9.0	0.0	100
Aircel (Rural)	Count	16	0	16	1	0	17
Alicei (Ruiai)	%	94.1	0.0	94.1	5.9	0.0	100
Airtel (Total)	Count	67	11	56	5	0	72
Airtei (Totai)	%	93.1	15.3	77.8	6.9	0.0	100
Airtal (Lirban)	Count	53	11	42	4	0	57
Airtel (Urban)	%	93 .0	19.3	73.7	7.0	0.0	100
Airtol (Burol)	Count	14	0	14	1	0	15
Airtel (Rural)	%	93.3	0.0	93.3	6.7	0.0	100
DCNI /Total)	Count	216	12	204	7	0	223
BSNL (Total)	%	96.9	5.4	91.5	3.1	0.0	100
BSNL (Urban)	Count	197	11	186	6	0	203
DOINE (UIDAII)	%	97 .0	5.4	91.6	3.0	0.0	100
BSNL (Rural)	Count	19	1	18	1	0	20
DOINE (Kulai)	%	95 .0	5.0	90.0	5.0	0.0	100
Idea (Total)	Count	38	9	29	0	0	38
idea (Total)	%	100 .0	23.7	76.3	0.0	0.0	100
Idea (Urban)	Count	31	9	22	0	0	31
idea (Olbail)	%	100 .0	29.0	71.0	0.0	0.0	100
Idea (Rural)	Count	7	0	7	0	0	7
idea (Nuiai)	%	100 .0	0.0	100	0.0	0.0	100
Rel. Tel. (Total)	Count	40	1	39	1	1	42
Nei. Tei. (Totai)	%	95.3	2.4	92.9	2.4	2.4	100
Rel. Tel. (Urban)	Count	22	1	21	1	1	24
Nei. Tei. (Olban)	%	91.7	4.2	87.5	4.2	4.2	100
Rel. Tel. (Rural)	Count	18	0	18	0	0	18
Nei. Tei. (Nuiai)	%	100 .0	0.0	100.0	0.0	0.0	100
S Tel (Total)	Count	0	0	0	0	0	0
S Tel (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0	0
3 Tel (Olball)	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	159	20	139	6	1	166
OL (! Olai)	%	95.7	12.0	83.7	3.6	0.6	100
TTSL (Urban)	Count	159	20	139	6	1	166
. rot (Gibail)	%	95.7	12.0	83.7	3.6	0.6	100
Vodafone (total)	Count	65	1	64	1	0	66
vodalone (total)	%	98.5	1.5	97.0	1.5	0.0	100
Vodafone (urban)	Count	41	0	41	1	0	42
· Jaciono (diban)	%	97.6	0.0	97.6	2.4	0.0	100
Vodafone (rural)	Count	24	1	23	0	0	24
v Judiono (rurui)	%	100 .0	4.2	95.8	0.0	0.0	100
Overall	Count	662	71	591	27	2	691
J 7014	%	95.8	10.2	85.6	3.9	0.3	100
Overall (Urban)	Count	564	69	495	24	2	590
O Forum (Orban)	%	95.7	11.7	84	4.1	0.3	100
Overall (Rural)	Count	98	2	96	3	0	101
Overall (Kural)	%	97 .0	2.0	95.0	3.0	0.0	100



Aircel (Rural)

Airtel (Total)

Airtel (Urban)

Airtel (Rural)

BSNL (Total)

BSNL (Urban)

BSNL (Rural)

Idea (Total)

Idea (Urban)

Idea (Rural)

Rel. Tel.

(Urban)

Rel. Tel. (Total)

Rel. Tel. (Rural)

S Tel (Total)

S Tel (Urban)

TTSL (Total)

TTSL (Urban)

Vodafone

(urban)

Overall

Vodafone (total)

Vodafone (rural)

Overall (Urban)

Overall (Rural)

Assam Survey Report (Quarter 1)

Count

%

%

%

%

%

%

%

%

%

%

% Count

%

%

%

%

% Count

% Count 0

0.0

2

40.0

2

50.0

0

0.0

4

57.1

66.7

0

0.0

0

0.0

0

0.0

0

0.0

0

0.0

0

0.0

0

0.0

0

0.0

0

0.0

6

85.7

6

85.7

100.0

100.0

0

0.0

19

65.5

19

73.1

0

0.0



100

5

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4

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29

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26

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3

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3

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0.0

10.3

2

7.7

1

33.3

7(b). Please speci	ify the reaso	n(s) for your dissatisfaction	n.		
Service Providers		Difficult to read the bill	Item-wise charges like total minutes of usage of local, STD, ISD calls not given	Calculation not clear	Total
Aircel (Total)	Count	6	1	0	7
Alicei (Total)	%	85.7	14.3	0.0	100
Aircel (Urban)	Count	6	0	0	6
Allcei (Olbali)	%	100.0	0.0	0.0	100

100.0

3

60.0

2

50.0

1

100.0

14.3

16.7

0

0.0

0

0.0

0

0.0

0

0.0

2

100.0

2

100.0

0

0.0

0

0.0

0

0.0

14.3

1

14.3

0

0.0

0

0.0

0

0.0

8

27.6

23.1

2

66.7



8(a).	How satisfied	are you with t	the accuracy	& completeness	of the bills?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
A: 1 (T . 1)	Count	78	12	66	6	0	84
Aircel (Total)	%	92.9	14.3	78.6	7.1	0.0	100
	Count	61	12	49	6	0	67
Aircel (Urban)	%	91.0	17.9	73.1	9.0	0.0	100
Aircel (Rural)	Count	17	0	17	0	0	17
Aircel (Rural)	%	100.0	0.0	100.0	0.0	0.0	100
A: (1 /T (1)	Count	70	11	59	2	0	72
Airtel (Total)	%	97.2	15.3	81.9	2.8	0.0	100
A : t - 1 /1 1 t)	Count	55	10	45	2	0	57
Airtel (Urban)	%	96.4	17.5	78.9	3.5	0.0	100
A : t - 1 (D 1)	Count	15	1	14	0	0	15
Airtel (Rural)	%	100.0	6.7	93.3	0.0	0.0	100
DONI (Tatal)	Count	211	12	199	11	1	223
BSNL (Total)	%	94.6	5.4	89.2	4.9	0.4	100
DCNII (Lishan)	Count	193	11	182	9	1	203
BSNL (Urban)	%	95.1	5.4	89.7	4.4	0.5	100
BSNL (Rural)	Count	18	1	17	2	0	20
DOINE (Ruiai)	%	90.0	5.0	85.0	10.0	0.0	100
Idea (Total)	Count	37	2	35	1	0	38
idea (Total)	%	97.4	5.3	92.1	2.6	0.0	100
Idea (Urban)	Count	30	2	28	1	0	31
idea (Olbali)	%	96.8	6.5	90.3	3.2	0.0	100
Idea (Rural)	Count	7	0	7	0	0	7
idea (italai)	%	100.0	0.0	100.0	0.0	0.0	100
Rel. Tel. (Total)	Count	40	1	39	2	0	42
	%	95.3	2.4	92.9	4.8	0.0	100
Rel. Tel.	Count	22	0	22	2	0	24
(Urban)	%	91.7	0.0	91.7	8.3	0.0	100
Rel. Tel. (Rural)	Count	18	1	17	0	0	18
	%	100.0	5.6	94.4	0.0	0.0	100
S Tel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	159	17	142	7	0	166
•	%	95.7 159	10.2 17	85.5 142	4.2 7	0.0	100
TTSL (Urban)	Count %	95.7	10.2	85.5	4.2	0.0	166 100
		95. <i>1</i> 65	10.2			0.0	
Vodafone (total)	Count %	98.5	1.5	64 97	1 1.5	0.0	66 100
Vodafone	Count	41	1.5	40	1.5	0.0	42
(urban)	%	97.6	2.4	95.2	2.4	0.0	100
•	Count	24	0	24	0	0.0	24
Vodafone (rural)	%	100.0	0.0	100	0.0	0.0	100
	Count	660	56	604	30	1	691
Overall	%	95.5	8.1	87.4	4.3	0.1	100
	Count	561	53	508	28	1	590
Overall (Urban)	%	95.1	9	86.1	4.7	0.2	100
	Count	99	3	96	2	0	101
Overall (Rural)	%	98 .0	3 .0	95 .0	2 .0	0.0	100



8(b). Please speci	fy the reas	on(s) for your	dissatisfaction	1			
Service Providers		Charges not as per tariff plan subscribed	Calculation s are not clear	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Total
Aireal (Tatal)	Count	4	2	0	0	0	6
Aircel (Total)	%	66.7	33.3	0.0	0.0	0.0	100
Aireal (Lirban)	Count	4	2	0	0	0	6
Aircel (Urban)	%	66.7	33.3	0.0	0.0	0.0	100
Aircel (Rural)	Count	0	0	0	0	0	0
7 (irodi (irodia)	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Total)	Count	2	0	0	0	0	2
	%	100	0.0	0.0	0.0	0.0	100
Airtel (Urban)	Count %	2	0	0	0	0	2
. ,		100	0.0	0.0	0.0	0.0	100
Airtel (Rural)	Count %	0.0	0.0	0.0	0.0	0.0	0.0
	Count	4	2	0.0	3	5	12
BSNL (Total)	%	33.3	16.7	16.7	25	41.7	100
	Count	4	2	1	2	4	100
BSNL (Urban)	%	40	20	10	20	40	100
DON!! (D. I)	Count	0	0	1	1	1	2
BSNL (Rural)	%	0.0	0.0	50	50	50	100
Idea (Tatal)	Count	0	0	1	1	0	1
Idea (Total)	%	0.0	0.0	100.0	100.0	0.0	100
Idea (Urban)	Count	0	0	1	1	0	1
idea (Olbail)	%	0.0	0.0	100.0	100.0	0.0	100
Idea (Rural)	Count	0	0	0	0	0	0
idea (italai)	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel. Tel. (Total)	Count	0	2	1	1	0	2
	%	0.0	100.0	50.0	50.0	0.0	100
Rel. Tel. (Urban)	Count	0	2	1 50.0	1 50.0	0	2
	%	0.0	100.0	50.0	50.0 0	0.0	100 0
Rel. Tel. (Rural)	Count %	0.0	0.0	0.0	0.0	0.0	0.0
	Count	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0
TTOL (T (1)	Count	4	0	1	2	0	7
TTSL (Total)	%	57.1	0.0	14.3	28.6	0.0	100
TTSL (Urban)	Count	4	0	1	2	0	7
TTSL (UIDali)	%	57.1	0.0	14.3	28.6	0.0	100
Vodafone (total)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100
Vodafone	Count	1 1	0	0	0	0	1
(urban)	%	100.0	0.0	0.0	0.0	0.0	100
Vodafone (rural)	Count	0	0	0	0	0	0
(/	%	0.0	0.0	0.0	0.0	0.0	0.0
Overall	Count %	15 48.4	6 19.4	5 16.1	7 22.6	5 16.1	31 100
		15	19.4	4	6	16.1	29
Overall (Urban)	Count %	51.7	20.7	13.8	20.7	13.8	100
	Count	0	0	13.6	1	13.0	2
Overall (Rural)	%	0.0	0.0	50 .0	50 .0	50 .0	100





9(a). Have you mad	de any billing i	related complaints in the last	6 months?	
Service Providers		Yes	No	Total
Aireal (Tatal)	Count	15	69	84
Aircel (Total)	%	17.9	82.1	100
Aireal (Llubara)	Count	8	59	67
Aircel (Urban)	%	11.9	88.1	100
Aircel (Rural)	Count	7	10	17
Alicei (Ruiai)	%	41.2	58.8	100
Airtel (Total)	Count	23	49	72
Airtei (Totai)	%	31.9	68.1	100
Airtel (Urban)	Count	15	42	57
Airtei (Olbail)	%	26.3	73.7	100
Airtel (Rural)	Count	8	7	15
Airtei (Ittiiai)	%	53.3	46.7	100
BSNL (Total)	Count	13	210	223
DOINE (TOTAL)	%	5.8	94.2	100
BSNL (Urban)	Count	11	192	203
DOINE (OIDAII)	%	5.4	94.6	100
BSNL (Rural)	Count	2	18	20
BOINE (INdial)	%	10.0	90.0	100
Idea (Total)	Count	23	15	38
idea (Total)	%	60.5	39.5	100
Idea (Urban)	Count	21	10	31
	%	67.7	32.3	100
	Count	2	5	7
idea (itulai)	%	28.6	71.4	100
Rel. Tel. (Total)	Count	7	35	42
itel. (Tolal)	%	16.7	83.3	100
Rel. Tel. (Urban)	Count	4	20	24
itel. Tel. (Olbali)	%	16.7	83.3	100
Rel. Tel. (Rural)	Count	3	15	18
rtei. rei. (rturai)	%	16.7	83.3	100
S Tel (Total)	Count	0	0	0
O TOT (TOTAL)	%	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0
o ror (orbarr)	%	0.0	0.0	0.0
TTSL (Total)	Count	9	157	166
110E (Total)	%	5.4	94.6	100
TTSL (Urban)	Count	9	157	166
1102 (015411)	%	5.4	94.6	100
Vodafone (total)	Count	12	54	66
rodaiono (total)	%	18.2	81.8	100
Vodafone (urban)	Count	5	37	42
. Jaarono (arban)	%	11.9	88.1	100
Vodafone (rural)	Count	7	17	24
. 555.5110 (10101)	%	29.2	70.8	100
Overall	Count	102	589	691
_ , _ , _ ,	%	14.7	85.3	100
Overall (Urban)	Count	73	517	590
- Joian (Olban)	%	12.3	87.7	100
Overall (Rural)	Count	29	72	101
Overall (Itulal)	%	28.7	71.3	100



9(b). How satisfied	d are you wi	ith the process	of resolution of	of billing compl	laints?		
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	12	1	11	2	1	15
Alloei (Total)	%	80.0	6.7	73.3	13.3	6.7	100
Aircel (Urban)	Count	5	1	4	2	1	8
Alluei (Ulbali)	%	62.5	12.5	50.0	25.0	12.5	100
Aircel (Rural)	Count	7	0	7	0	0	7
Alloei (Italiai)	%	100.0	0.0	100.0	0.0	0.0	100
Airtel (Total)	Count	21	1	20	2	0	23
Alitei (Totai)	%	91.3	4.3	87.0	8.7	0.0	100
Airtel (Urban)	Count	13	0	13	2	0	15
Allter (Urbarr)	%	86.7	0.0	86.7	13.3	0.0	100
Airtel (Rural)	Count	8	1	7	0	0	8
Alliei (Nuiai)	%	100.0	12.5	87.5	0.0	0.0	100
BSNL (Total)	Count	8	0	8	5	0	13
BOINL (10lai)	%	61.5	0	61.5	38.5	0	100
BSNL (Urban)	Count	7	0	7	4	0	11
BONL (Ulball)	%	63.6	0.0	63.6	36.4	0.0	100
BSNL (Rural)	Count	1	0	1	1	0	2
BOINL (Ruiai)	%	50.0	0.0	50.0	50.0	0.0	100
Idea (Total)	Count	23	4	19	0	0	23
ldea (Totai)	%	100.0	17.4	82.6	0.0	0.0	100
Idea (Urban)	Count	21	4	17	0	0	21
laea (Uibaii)	%	100.0	19.0	81.0	0.0	0.0	100
Idea (Rural)	Count	2	0	2	0	0	2
luea (Kurai)	%	100.0	0.0	100.0	0.0	0.0	100
Rel. Tel. (Total)	Count	6	0	6	1	0	7
	%	85.7	0.0	85.7	14.3	0.0	100
Rel. Tel.	Count	3	0	3	1	0	4
(Urban)	%	75.0	0.0	75.0	25.0	0.0	100
,	Count	3	0	3	0	0	3
Rel. Tel. (Rural)	%	100.0	0.0	100.0	0.0	0.0	100
S Tel (Total)	Count	0	0	0	0	0	0
S Tel (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0	0
S TEI (UIDAII)	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	4	0	4	5	0	9
113L (10lai)	%	44.4	0.0	44.4	55.6	0.0	100
TTSL (Urban)	Count	4	0	4	5	0	9
113L (Ulbali)	%	44.4	0.0	44.4	55.6	0.0	100
Vodafone (total)	Count	12	0	12	0	0	12
	%	100.0	0.0	100.0	0.0	0.0	100
Vodafone	Count	5	0	5	0	0	5
(urban)	%	100.0	0.0	100.0	0.0	0.0	100
Vodafone (rural)	Count	7	0	7	0	0	7
Vodalone (rurar)	%	100.0	0.0	100.0	0.0	0.0	100
Overall	Count	86	6	80	15	1	102
Overall	%	84.3	5.9	78.4	14.7	1.0	100
	Count	FO		EO	4.4		72

Count

Count

%

%

Overall (Urban)

Overall (Rural)

58

79.4

28

96.5

5

6.8

3.4

53

72.6

27

93.1

14

19.2

3.4

1

1.4

0.0

73

100

29

100





HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

Service Providers		Yes	No	Total
A: 1 (T + 1)	Count	165	245	410
aircel (Total) aircel (Urban) aircel (Rural) airtel (Total) airtel (Urban) airtel (Rural) BSNL (Total) BSNL (Total) BSNL (Rural) BSNL (Rural) BSNL (Rural) BSNL (Rural) BSNL (Total)	%	40.2	59.8	100
	Count	115	178	293
Aircel (Urban)	%	39.2	60.8	100
·· · · · · · · · · · · · · · · · · · ·	Count	50	67	117
urcel (Rural)	%	42.7	57.3	100
· / T \	Count	166	239	405
virtei (Total)	%	41.0	59.0	100
Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Idea (Total) Idea (Urban) Idea (Rural) Rel. Tel. (Total) Rel. Tel. (Urban)	Count	120	160	280
	%	42.9	57.1	100
	Count	46	79	125
iπei (Kural)	%	36.8	63.2	100
CNU /Tat-!\	Count	123	346	469
SINL (I Otal)	%	26.2	73.8	100
ONII /Llmb \	Count	84	268	352
SINL (Urban)	%	23.9	76.1	100
ONII (D. 1)	Count	39	78	117
SSNL (Rural)	%	33.3	66.7	100
J (T-+-I)	Count	153	290	443
aea (Total)	%	34.5	65.5	100
dea (Total) dea (Urban) dea (Rural)	Count	119	208	327
dea (Urban)	%	36.4	63.6	100
I (D)	Count	34	82	116
dea (Rurai)	%	29.3	70.7	100
dea (Rural)	Count	173	220	393
tei. Tei. (Totai)	%	44.0	56.0	100
) = 1 T = 1 (1 lade =)	Count	107	152	259
(el. l'el. (Urban)	%	41.3	58.7	100
) - T - (D)	Count	66	68	134
tei. Tei. (Rurai)	%	49.3	50.7	100
T-1/T-4-1\	Count	24	223	247
rei (Totai)	%	9.7	90.3	100
Tal (llubasa)	Count	24	223	247
rei (Orban)	%	9.7	90.3	100
TCL (Total)	Count	22	386	408
ISL (TOIdI)	%	5.4	94.6	100
TQL (Lirban)	Count	22	386	408
ISE (UIDAII)	%	5.4	94.6	100
/odafono /total\	Count	164	237	401
oualone (lotal)	%	40.9	59.1	100
(odafona (urban)	Count	96	143	239
	%	40.2	59.8	100
odafone (rural)	Count	68	94	162
oualone (Iulai)	%	42.0	58	100
verall	Count	990	2186	3176
/VEI all	%	31.2	68.8	100
Overall (Urban)	Count	687	1718	2405
verali (Ulbali)	%	28.6	71.4	100
)verall (Bural)	Count	303	468	771
Overall (Rural)	%	39.3	60.7	100





11. How satisfied are you with the ease of access of call centre/customer care or helpline?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Total)	Count	140	2	138	19	6	165
Aircel (Total)	%	84.8	1.2	83.6	11.5	3.6	100
Aircel (Urban)	Count	97	1	96	16	2	115
	%	84.4	0.9	83.5	13.9	1.7	100
Aireal (Dural)	Count	43	1	42	3	4	50
Aircel (Rural)	%	86 .0	2.0	84.0	6.0	8.0	100
Airtal /Tatal)	Count	147	3	144	12	7	166
Airtel (Total)	%	88.5	1.8	86.7	7.2	4.2	100
Airtal (Lirban)	Count	105	2	103	8	7	120
Airtel (Urban)	%	87.5	1.7	85.8	6.7	5.8	100
Aintal (Dunal)	Count	42	1	41	4	0	46
Airtel (Rural)	%	91.3	2.2	89.1	8.7	0.0	100
DCNI (Total)	Count	94	4	90	25	4	123
BSNL (Total)	%	76.5	3.3	73.2	20.3	3.3	100
BSNL (Urban)	Count	62	3	59	18	4	84
BOINE (UIDan)	%	73.8	3.6	70.2	21.4	4.8	100
BSNL (Rural)	Count	32	1	31	7	0	39
DOINE (Ruiai)	%	82.1	2.6	79.5	17.9	0.0	100
Idea (Total)	Count	132	7	125	16	5	153
idea (Totai)	%	86.3	4.6	81.7	10.5	3.3	100
Idea (Urban)	Count	106	6	100	9	4	119
idea (Olbail)	%	89 .0	5.0	84.0	7.6	3.4	100
Idea (Rural)	Count	26	1	25	7	1	34
idea (itulai)	%	76.4	2.9	73.5	20.6	2.9	100
Rel. Tel. (Total)	Count	130	2	128	36	7	173
` '	%	75.2	1.2	74.0	20.8	4.0	100
Rel. Tel.	Count	77	2	75	25	5	107
(Urban)	%	72	1.9	70.1	23.4	4.7	100
Rel. Tel. (Rural)	Count	53	0	53	11	2	66
rtoi. Toi. (rtarai)	%	80.3	0.0	80.3	16.7	3.0	100
S Tel (Total)	Count	16	0	16	5	3	24
0 101 (10tal)	%	66.7	0.0	66.7	20.8	12.5	100
S Tel (Urban)	Count	16	0	16	5	3	24
(3.20)	%	66.7	0.0	66.7	20.8	12.5	100
TTSL (Total)	Count	9	0	9	11	2	22
- (,	%	40.9	0.0	40.9	50.0	9.1	100
TTSL (Urban)	Count	9	0	9	11	2	22
- (,	%	40.9	0.0	40.9	50.0	9.1	100
Vodafone (total)	Count	145	9	136	14	5	164
` '	%	88.4	5.5	82.9	8.5	3	100
Vodafone	Count	86	7	79	8	2	96
(urban)	% Carret	89.6	7.3	82.3	8.3	2.1	100
Vodafone (rural)	Count	59	2	57	6	3	68
, ,	%	86.7	2.9	83.8	8.8	4.4	100
Overall	Count %	813	27	786	138	39	990
		82.1	2.7	79.4	13.9	3.9	100
Overall (Urban)	Count %	558	21	537	100	29	687
		81.3 255	3.1 6	78.2 249	14.6	4.2 10	100 303
Overall (Rural)	Count %	84.2	2 .0	82.2	38 12.5	3.3	100
	/0	04.2	∠.0	02.2	12.5	3.3	100





Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Total)	Count	143	4	139	18	4	165
Aircel (Total)	%	86.6	2.4	84.2	10.9	2.4	100
A: (Count	100	2	98	14	1	115
Aircel (Urban)	%	86.9	1.7	85.2	12.2	0.9	100
Aircel (Rural)	Count	43	2	41	4	3	50
Alicei (Kulai)	%	86 .0	4.0	82.0	8.0	6.0	100
Airtel (Total)	Count	138	3	135	20	8	166
Airtei (Totai)	%	83.1	1.8	81.3	12.0	4.8	100
Airtel (Urban)	Count	101	3	98	12	7	120
Airter (Orbari)	%	84.2	2.5	81.7	10.0	5.8	100
Airtel (Rural)	Count	37	0	37	8	1	46
Airtei (Italai)	%	80.4	0.0	80.4	17.4	2.2	100
BSNL (Total)	Count	93	3	90	24	6	123
DOIVE (Total)	%	75.6	2.4	73.2	19.5	4.9	100
BSNL (Urban)	Count	60	2	58	19	5	84
DOIVE (OIDAII)	%	71.4	2.4	69	22.6	6.0	100
BSNL (Rural)	Count	33	1	32	5	1	39
DOI VE (I (didi)	%	84.7	2.6	82.1	12.8	2.6	100
Idea (Total)	Count	133	12	121	14	6	153
idoa (Total)	%	86.9	7.8	79.1	9.2	3.9	100
Idea (Urban)	Count	106	12	94	8	5	119
idea (erbari)	%	89.1	10.1	79	6.7	4.2	100
Idea (Rural)	Count	27	0	27	6	1	34
1404 (11414)	%	79.4	0.0	79.4	17.6	2.9	100
Rel. Tel. (Total)	Count	132	3	129	33	8	173
` '	%	76.3	1.7	74.6	19.1	4.6	100
Rel. Tel.	Count	77	3	74	24	6	107
(Urban)	%	72	2.8	69.2	22.4	5.6	100
Rel. Tel. (Rural)	Count	55	0	55	9	2	66
, ,	%	83.3	0.0	83.3	13.6	3	100
S Tel (Total)	Count	16	0	16	5	3	24
, ,	%	66.7	0.0	66.7	20.8	12.5	100
S Tel (Urban)	Count %	16	0	16	5	3	24
•	% Count	66.7 9	0.0	66.7 9	20.8 12	12.5 1	100 22
TTSL (Total)	%	40.9	0.0	40.9	54.5	4.5	100
	Count	9	0.0	9	12	4.5 1	22
TTSL (Urban)	%	40.9	0.0	40.9	54.5	4.5	100
	Count	141	9	132	18	5	164
Vodafone (total)	%	86	5.5	80.5	11.0	3.0	100
Vodafone	Count	86	7	79	8	2	96
(urban)	%	89.6	7.3	82.3	8.3	2.1	100
•	Count	55	2	53	10	3	68
Vodafone (rural)	%	80.8	2.9	77.9	14.7	4.4	100
0	Count	805	34	771	144	41	990
Overall	%	81.3	3.4	77.9	14.5	4.1	100
Overell (Usis a)	Count	555	29	526	102	30	687
Overall (Urban)	%	80.8	4.2	76.6	14.8	4.4	100
Overell (Descrit)	Count	250	5	245	42	11	303
Overall (Rural)	%	82.6	1.7	80.9	13.9	3.6	100





13. How satisfied are you with the response time taken to answer your call by a customer care executive?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Total)	Count	135	8	127	23	7	165
Aircel (Total)	%	81.8	4.8	77	13.9	4.2	100
Aireal (Lirban)	Count	94	3	91	18	3	115
Aircel (Urban)	%	81.7	2.6	79.1	15.7	2.6	100
Aircel (Rural)	Count	41	5	36	5	4	50
Alicei (Kulai)	%	82 .0	10.0	72.0	10.0	8.0	100
Airtel (Total)	Count	136	3	133	20	10	166
Airtei (Totai)	%	81.9	1.8	80.1	12.0	6.0	100
Airtel (Urban)	Count	99	3	96	12	9	120
Airtei (Olbail)	%	82.5	2.5	80.0	10.0	7.5	100
Airtel (Rural)	Count	37	0	37	8	1	46
/ linter (interial)	%	80.4	0.0	80.4	17.4	2.2	100
BSNL (Total)	Count	86	4	82	28	9	123
BONE (Total)	%	70	3.3	66.7	22.8	7.3	100
BSNL (Urban)	Count	58	1	57	19	7	84
BONE (Orban)	%	69.1	1.2	67.9	22.6	8.3	100
BSNL (Rural)	Count	28	3	25	9	2	39
BOTTE (Transa)	%	71.8	7.7	64.1	23.1	5.1	100
Idea (Total)	Count	131	12	119	17	5	153
	%	85.6	7.8	77.8	11.1	3.3	100
Idea (Urban)	Count	105	11	94	10	4	119
	%	88.2	9.2	79	8.4	3.4	100
Idea (Rural)	Count	26	1	25	7	11	34
	%	76.4	2.9	73.5	20.6	2.9	100
Rel. Tel. (Total)	Count	124	4	120	40	9	173
<u> </u>	%	71.7	2.3	69.4	23.1	5.2	100
Rel. Tel.	Count	75	3	72	25	7	107
(Urban)	%	70.1	2.8	67.3	23.4	6.5	100
Rel. Tel. (Rural)	Count	49	1	48	15	2	66
	%	74.2	1.5	72.7	22.7	3.0	100
S Tel (Total)	Count %	16	0	16	5	3	24
		66.7 16	0.0	66.7 16	20.8	12.5	100 24
S Tel (Urban)	Count %	66.7	0.0	66.7	5 20.8	3 12.5	100
	Count	9	0.0	9	13	0	22
TTSL (Total)	%	40.9	0.0	40.9	59.1	0.0	100
	Count	9	0.0	9	13	0.0	22
TTSL (Urban)	%	40.9	0.0	40.9	59.1	0.0	100
	Count	137	10	127	21	6	164
Vodafone (total)	%	83.5	6.1	77.4	12.8	3.7	100
Vodafone	Count	81	8	73	12.0	3	96
(urban)	%	84.3	8.3	76.0	12.5	3.1	100
-	Count	56	2	54	9	3	68
Vodafone (rural)	%	82.3	2.9	79.4	13.2	4.4	100
0	Count	774	41	733	167	49	990
Overall	%	78.1	4.1	74	16.9	4.9	100
Overell (University	Count	537	29	508	114	36	687
Overall (Urban)	%	78.1	4.2	73.9	16.6	5.2	100
Overell (Descrit)	Count	237	12	225	53	13	303
Overall (Rural)	%	78.3	4	74.3	17.5	4.3	100





14. How satisfied are you with the problem solving ability of the customer care executive(s)?

Service Providers		Overall satisfied=	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
	Count	(A+B)					
Aircel (Total)	Count	121	7	114	38	6	165
	%	73.3	4.2	69.1	23	3.6	100
Aircel (Urban)	Count	88	6	82	23	4	115
7 iii oor (Orbari)	%	76.5	5.2	71.3	20	3.5	100
Aircel (Rural)	Count	33	1	32	15	2	50
(15. 5.)	%	66 .0	2.0	64.0	30.0	4.0	100
Airtel (Total)	Count	118	2	116	38	10	166
	%	71.1	1.2	69.9	22.9	6.0	100
Airtel (Urban)	Count	85	1	84	27	8	120
7 (0)	%	70.8	0.8	70	22.5	6.7	100
Airtel (Rural)	Count	33	1	32	11	2	46
	%	71.8	2.2	69.6	23.9	4.3	100
BSNL (Total)	Count	74	2	72	41	8	123
	%	60.1	1.6	58.5	33.3	6.5	100
BSNL (Urban)	Count	51	1	50	25	8	84
Dortz (Orban)	%	60.7	1.2	59.5	29.8	9.5	100
BSNL (Rural)	Count	23	1	22	16	0	39
DOTTE (Francis)	%	59 .0	2.6	56.4	41.0	0.0	100
Idea (Total)	Count	123	11	112	24	6	153
rada (Total)	%	80.4	7.2	73.2	15.7	3.9	100
Idea (Urban)	Count	98	11	87	16	5	119
idoa (Orbari)	%	82.3	9.2	73.1	13.4	4.2	100
Idea (Rural)	Count	25	0	25	8	1	34
idod (i taidi)	%	73.5	0.0	73.5	23.5	2.9	100
Rel. Tel. (Total)	Count	119	5	114	45	9	173
	%	68.8	2.9	65.9	26.0	5.2	100
Rel. Tel.	Count	75	4	71	26	6	107
(Urban)	%	70.1	3.7	66.4	24.3	5.6	100
Rel. Tel. (Rural)	Count	44	1	43	19	3	66
rtoi: roi: (rtarai)	%	66.7	1.5	65.2	28.8	4.5	100
S Tel (Total)	Count	16	0	16	5	3	24
o ror (rotal)	%	66.7	0.0	66.7	20.8	12.5	100
S Tel (Urban)	Count	16	0	16	5	3	24
	%	66.7	0.0	66.7	20.8	12.5	100
TTSL (Total)	Count	7	0	7	15	0	22
(%	31.8	0.0	31.8	68.2	0.0	100
TTSL (Urban)	Count	7	0	7	15	0	22
(%	31.8	0.0	31.8	68.2	0.0	100
Vodafone (total)	Count	136	9	127	22	6	164
	%	82.9	5.5	77.4	13.4	3.7	100
Vodafone	Count	81	6	75	12	3	96
(urban)	%	84.4	6.3	78.1	12.5	3.1	100
Vodafone (rural)	Count	55	3	52	10	3	68
, ()	%	80.9	4.4	76.5	14.7	4.4	100
Overall	Count	714	36	678	228	48	990
	%	72.1	3.6	68.5	23	4.8	100
Overall (Urban)	Count	501	29	472	149	37	687
(%	72.9	4.2	68.7	21.7	5.4	100
Overall (Rural)	Count	213	7	206	79	11	303
- / - (· (· (· (· (· (· (· (· (· (%	70.3	2.3	68	26.1	3.6	100





15. How satisfied are you with the time taken by	call centre/customer care	/helpline to resolve your complaint?
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Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Total)	Count	108	4	105	50	6	165
Aircel (Total)	%	65.8	2.4	63.4	30.5	3.7	100
A: 1/111 \	Count	78	2	77	33	4	115
Aircel (Urban)	%	67.8	1.7	66.1	28.7	3.5	100
Aireal (Dural)	Count	30	2	29	17	2	50
Aircel (Rural)	%	61.2	4.1	57.1	34.7	4.1	100
A:t-1/T-t-1)	Count	106	3	103	48	12	166
Airtel (Total)	%	63.8	1.8	62	28.9	7.2	100
Λ: wt α Ι / Ι Ι w α · α \	Count	77	2	75	33	10	120
Airtel (Urban)	%	64.2	1.7	62.5	27.5	8.3	100
Aintal (Dunal)	Count	29	1	28	15	2	46
Airtel (Rural)	%	63.1	2.2	60.9	32.6	4.3	100
DCNII /Tatal)	Count	72	5	67	42	9	123
BSNL (Total)	%	58.6	4.1	54.5	34.1	7.3	100
DONIL (Lists and	Count	47	3	44	28	9	84
BSNL (Urban)	%	56	3.6	52.4	33.3	10.7	100
DCNII (D)	Count	25	2	23	14	0	39
BSNL (Rural)	%	64.1	5.1	59	35.9	0.0	100
- (T -+-)	Count	110	11	99	37	6	153
Idea (Total)	%	71.9	7.2	64.7	24.2	3.9	100
	Count	87	10	77	28	4	119
Idea (Urban)	%	73.1	8.4	64.7	23.5	3.4	100
(D. 1)	Count	23	1	22	9	2	34
Idea (Rural)	%	67.6	2.9	64.7	26.5	5.9	100
D-1 T-1 (T-4-1)	Count	107	2	105	55	11	173
Rel. Tel. (Total)	%	61.9	1.2	60.7	31.8	6.4	100
Rel. Tel.	Count	75	2	73	26	6	107
(Urban)	%	70.1	1.9	68.2	24.3	5.6	100
Del Tel (Durel)	Count	32	0	32	29	5	66
Rel. Tel. (Rural)	%	48.5	0.0	48.5	43.9	7.6	100
C Tal /Tatal)	Count	16	0	16	5	3	24
S Tel (Total)	%	66.7	0.0	66.7	20.8	12.5	100
C.Tal. (Lirban)	Count	16	0	16	5	3	24
S Tel (Urban)	%	66.7	0.0	66.7	20.8	12.5	100
TTSL (Total)	Count	8	0	8	14	0	22
TTSL (Total)	%	36.4	0.0	36.4	63.6	0.0	100
TTSL (Urban)	Count	8	0	8	14	0	22
TTSL (Ulball)	%	36.4	0.0	36.4	63.6	0.0	100
Vodafone (total)	Count	120	11	109	38	6	164
voualone (total)	%	73.2	6.7	66.5	23.2	3.7	100
Vodafone	Count	74	8	66	19	3	96
(urban)	%	77.1	8.3	68.8	19.8	3.1	100
Vodafone (rural)	Count	46	3	43	19	3	68
vouaione (ruidi)	%	67.6	4.4	63.2	27.9	4.4	100
Overall (Total)	Count	648	36	612	289	53	990
Croiuii (Totai)	%	65.4	3.6	61.8	29.2	5.4	100
Overall (Urban)	Count	463	27	436	186	39	687
- Torum (Orban)	%	67.2	3.9	63.3	27.1	5.7	100
Overall (Rural)	Count	185	9	176	103	14	303
Overall (Nural)	%	61.3	3	58.3	34.1	4.6	100



NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

16. How satisfied are you with the availability of signal of your service provider in your locality?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	365	51	314	36	9	410
Alicei (Total)	%	89	12.4	76.6	8.8	2.2	100
Aireal (Lirban)	Count	256	44	212	32	5	293
Aircel (Urban)	%	87.4	15.0	72.4	10.9	1.7	100
Aircel (Rural)	Count	109	7	102	4	4	117
Alicei (Ruiai)	%	93.2	6.0	87.2	3.4	3.4	100
Airtal (Total)	Count	369	56	313	32	4	405
Airtel (Total)	%	91.1	13.8	77.3	7.9	1.0	100
Airtel (Urban)	Count	255	51	204	23	2	280
Airtei (Olbail)	%	91.1	18.2	72.9	8.2	0.7	100
Airtel (Rural)	Count	114	5	109	9	2	125
Airtei (Kurai)	%	91.2	4.0	87.2	7.2	1.6	100
BSNL (Total)	Count	406	38	368	59	4	469
DOINE (TOtal)	%	86.6	8.1	78.5	12.6	0.9	100
BSNL (Urban)	Count	309	34	275	39	4	352
DOIVE (OIDAII)	%	87.8	9.7	78.1	11.1	1.1	100
BSNL (Rural)	Count	97	4	93	20	0	117
DOIVE (Italial)	%	82.9	3.4	79.5	17.1	0.0	100
Idea (Total)	Count	373	12	361	58	12	443
idoa (Total)	%	84.2	2.7	81.5	13.1	2.7	100
Idea (Urban)	Count	282	11	271	36	9	327
idoa (Olbali)	%	86.3	3.4	82.9	11.0	2.8	100
Idea (Rural)	Count	91	1	90	22	3	116
	%	78.5	0.9	77.6	19.0	2.6	100
Rel. Tel. (Total)	Count	309	23	286	75	9	393
. ,	%	78.7	5.9	72.8	19.1	2.3	100
Rel. Tel.	Count	189	20	169	62	8	259
(Urban)	%	73	7.7	65.3	23.9	3.1	100
Rel. Tel. (Rural)	Count	120	3	117	13	1	134
` ,	%	89.5	2.2	87.3	9.7	0.7	100
S Tel (Total)	Count %	185	0	185	57	5	247
	Count	74.9 185	0.0	74.9 185	23.1 57	2.0 5	100 247
S Tel (Urban)	%	74.9	0.0	74.9	23.1	2.0	100
	Count	374	84	290	32	2.0	408
TTSL (Total)	%	91.7	20.6	71.1	7.8	0.5	100
	Count	374	84	290	32	2	408
TTSL (Urban)	%	91.7	20.6	71.1	7.8	0.5	100
	Count	360	44	316	34	7	401
Vodafone (total)	%	89.8	11.0	78.8	8.5	1.7	100
Vodafone (urban)	Count	215	38	177	20	4	239
	%	90	15.9	74.1	8.4	1.7	100
`	Count	145	6	139	14	3	162
Vodafone (rural)	%	89.5	3.7	85.8	8.6	1.9	100
	Count	2741	308	2433	383	52	3176
Overall	%	86.3	9.7	76.6	12.1	1.6	100
0	Count	2065	282	1783	301	39	2405
Overall (Urban)	%	85.8	11.7	74.1	12.5	1.6	100
O	Count	676	26	650	82	13	771
Overall (Rural)	%	87.7	3.4	84.3	10.6	1.7	100





How satisfied are you with the al	bility to make or receive calls easily?
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Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Total)	Count	363	40	323	38	9	410
Aircel (Total)	%	88.6	9.8	78.8	9.3	2.2	100
A: 1/111 \	Count	259	35	224	28	6	293
Aircel (Urban)	%	88.4	11.9	76.5	9.6	2.0	100
A: (D)	Count	104	5	99	10	3	117
Aircel (Rural)	%	88.9	4.3	84.6	8.5	2.6	100
A:	Count	368	51	317	34	3	405
Airtel (Total)	%	90.9	12.6	78.3	8.4	0.7	100
A:t-1 /1 lab	Count	256	48	208	22	2	280
Airtel (Urban)	%	91.4	17.1	74.3	7.9	0.7	100
A:t-1 (D1)	Count	112	3	109	12	1	125
Airtel (Rural)	%	89.6	2.4	87.2	9.6	0.8	100
DONII (T-4-I)	Count	405	34	371	60	4	469
BSNL (Total)	%	86.3	7.2	79.1	12.8	0.9	100
DONII (Lista aur.)	Count	305	30	275	43	4	352
BSNL (Urban)	%	86.6	8.5	78.1	12.2	1.1	100
DONIL (Damel)	Count	100	4	96	17	0	117
BSNL (Rural)	%	85.5	3.4	82.1	14.5	0.0	100
- (T-4-1)	Count	374	17	357	59	10	443
Idea (Total)	%	84.4	3.8	80.6	13.3	2.3	100
1-1 (1 1-1)	Count	286	16	270	34	7	327
Idea (Urban)	%	87.5	4.9	82.6	10.4	2.1	100
I-I (D1)	Count	88	1	87	25	3	116
Idea (Rural)	%	75.9	0.9	75.0	21.6	2.6	100
Dal Tal (Tatal)	Count	313	25	288	71	9	393
Rel. Tel. (Total)	%	79.7	6.4	73.3	18.1	2.3	100
Rel. Tel.	Count	192	21	171	61	6	259
(Urban)	%	74.1	8.1	66.0	23.6	2.3	100
Dol Tol (Durol)	Count	121	4	117	10	3	134
Rel. Tel. (Rural)	%	90.3	3.0	87.3	7.5	2.2	100
C Tol (Total)	Count	189	0	189	53	5	247
S Tel (Total)	%	76.5	0.0	76.5	21.5	2.0	100
C.Tol. (Urbon)	Count	189	0	189	53	5	247
S Tel (Urban)	%	76.5	0.0	76.5	21.5	2.0	100
TTSL (Total)	Count	376	78	298	31	1	408
TTSL (Total)	%	92.1	19.1	73.0	7.6	0.2	100
TTSL (Lirban)	Count	376	78	298	31	1	408
TTSL (Urban)	%	92.1	19.1	73.0	7.6	0.2	100
Vodafone (total)	Count	356	41	315	37	8	401
vouaione (total)	%	88.8	10.2	78.6	9.2	2.0	100
Vodafone	Count	212	34	178	22	5	239
(urban)	%	88.7	14.2	74.5	9.2	2.1	100
Vodafone (rural)	Count	144	7	137	15	3	162
vouaione (iuidi)	%	88.9	4.3	84.6	9.3	1.9	100
Overall	Count	2744	286	2458	383	49	3176
- TOTALI	%	86.4	9.0	77.4	12.1	1.5	100
Overall (Urban)	Count	2075	262	1813	294	36	2405
- Toran (Orban)	%	86.3	10.9	75.4	12.2	1.5	100
Overall (Rural)	Count	669	24	645	89	13	771
Overall (Kural)	%	86.8	3.1	83.7	11.5	1.7	100





18. How often doe	es your call	drop during conversa	ation?			
Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
Aireal (Tatal)	Count	13	57	220	120	410
Aircel (Total)	%	3.2	13.9	53.7	29.3	100
A: 1/111 \	Count	9	41	136	107	293
Aircel (Urban)	%	3.1	14.0	46.4	36.5	100
A: I (D I)	Count	4	16	84	13	117
Aircel (Rural)	%	3.4	13.7	71.8	11.1	100
Airtal (Total)	Count	7	60	206	132	405
Airtel (Total)	%	1.7	14.8	50.9	32.6	100
Airtel (Urban)	Count	3	46	120	111	280
Airtei (Olban)	%	1.1	16.4	42.9	39.6	100
Airtel (Rural)	Count	4	14	86	21	125
Allici (Nuidi)	%	3.2	11.2	68.8	16.8	100
BSNL (Total)	Count	8	52	258	151	469
DOINE (10tal)	%	1.7	11.1	55.0	32.2	100
BSNL (Urban)	Count	5	36	178	133	352
DOINE (Olbail)	%	1.4	10.2	50.6	37.8	100
BSNL (Rural)	Count	3	16	80	18	117
DOIVE (ITCHAI)	%	2.6	13.7	68.4	15.4	100
Idea (Total)	Count	11	59	294	79	443
idea (Total)	%	2.5	13.3	66.4	17.8	100
Idea (Urban)	Count	8	37	217	65	327
idoa (Olbali)	%	2.4	11.3	66.4	19.9	100
Idea (Rural)	Count	3	22	77	14	116
idoa (i taiai)	%	2.6	19.0	66.4	12.1	100
Rel. Tel. (Total)	Count	17	64	237	75	393
` '	%	4.3	16.3	60.3	19.1	100
Rel. Tel.	Count	12	46	131	70	259
(Urban)	%	4.6	17.8	50.6	27.0	100
Rel. Tel. (Rural)	Count	5	18	106	5	134
	%	3.7	13.4	79.1	3.7	100
S Tel (Total)	Count	5	49	107	86	247
. , ,	%	2.0	19.8	43.3	34.8	100
S Tel (Urban)	Count %	5	49 19.8	107	86 34.8	247
	Count	2.0	31	43.3 173	202	100 408
TTSL (Total)	%	0.5	7.6	42.4	49.5	100
	Count	2	31	173	202	408
TTSL (Urban)	%	0.5	7.6	42.4	49.5	100
	Count	5	39	253	104	401
Vodafone (total)	%	1.2	9.7	63.1	25.9	100
Vodafone	Count	1	23	130	85	239
(urban)	%	0.4	9.6	54.4	35.6	100
	Count	4	16	123	19	162
Vodafone (rural)	%	2.5	9.9	75.9	11.7	100
	Count	68	411	1748	949	3176
Overall	%	2.1	12.9	55.0	29.9	100
0	Count	45	309	1192	859	2405
Overall (Urban)	%	1.9	12.8	49.6	35.7	100
0	Count	23	102	556	90	771
Overall (Rural)	%	3.0	13.2	72.1	11.7	100





19. How satisfied are you with the voice quality?

Service		Overall	A-Very			D-Very	
Providers		satisfied= (A+B)	Satisfied	B-Satisfied	C-Dissatisfied	Dissatisfied	Total
Aircel (Total)	Count	362	7	355	35	13	410
Alloei (Total)	%	88.3	1.7	86.6	8.5	3.2	100
Aireal (Lirban)	Count	259	6	253	25	9	293
Aircel (Urban)	%	88.3	2.0	86.3	8.5	3.1	100
Aircel (Rural)	Count	103	1	102	10	4	117
Allcei (Ruiai)	%	88.1	0.9	87.2	8.5	3.4	100
Airtel (Total)	Count	366	8	358	34	5	405
Airtei (Totai)	%	90.4	2.0	88.4	8.4	1.2	100
Airtel (Urban)	Count	254	4	250	23	3	280
Alitei (Olbali)	%	90.7	1.4	89.3	8.2	1.1	100
Airtel (Rural)	Count	112	4	108	11	2	125
Alitei (Ruiai)	%	89.6	3.2	86.4	8.8	1.6	100
BSNL (Total)	Count	405	21	384	61	3	469
DOINE (10tal)	%	86.4	4.5	81.9	13.0	0.6	100
BSNL (Urban)	Count	308	17	291	41	3	352
DOINE (UIDAII)	%	87.5	4.8	82.7	11.6	0.9	100
BSNL (Rural)	Count	97	4	93	20	0	117
BOINE (Kulai)	%	82.9	3.4	79.5	17.1	0.0	100
Idea (Total)	Count	377	13	364	54	12	443
idea (Total)	%	85.1	2.9	82.2	12.2	2.7	100
Idea (Urban)	Count	286	13	273	33	8	327
Idea (Urban)	%	87.5	4.0	83.5	10.1	2.4	100
Idea (Bural)	Count	91	0	91	21	4	116
Idea (Rural)	%	78.4	0.0	78.4	18.1	3.4	100
Rel. Tel. (Total)	Count	308	5	303	73	12	393
Rei. Tei. (Total)	%	78.4	1.3	77.1	18.6	3.1	100
Rel. Tel.	Count	202	4	198	49	8	259
(Urban)	%	77.9	1.5	76.4	18.9	3.1	100
Rel. Tel. (Rural)	Count	106	1	105	24	4	134
Nei. Tei. (Nuiai)	%	79.1	0.7	78.4	17.9	3.0	100
S Tel (Total)	Count	196	0	196	48	3	247
3 Tel (Total)	%	79.4	0.0	79.4	19.4	1.2	100
S Tel (Urban)	Count	196	0	196	48	3	247
C TOT (OTDAIT)	%	79.4	0.0	79.4	19.4	1.2	100
TTSL (Total)	Count	378	1	377	28	2	408
OL (! Olai)	%	92.6	0.2	92.4	6.9	0.5	100
TTSL (Urban)	Count	378	1	377	28	2	408
(%	92.6	0.2	92.4	6.9	0.5	100
Vodafone (total)	Count	366	8	358	30	5	401
	%	91.3	2.0	89.3	7.5	1.2	100
Vodafone	Count	216	6	210	22	1	239
(urban)	%	90.4	2.5	87.9	9.2	0.4	100
Vodafone (rural)	Count	150	2	148	8	4	162
. 300.00 (10101)	%	92.6	1.2	91.4	4.9	2.5	100
Overall	Count	2758	63	2695	363	55	3176
	%	86.9	2.0	84.9	11.4	1.7	100
Overall (Urban)	Count	2099	51	2048	269	37	2405
(0.00.1)	%	87.3	2.1	85.2	11.2	1.5	100
Overall (Rural)	Count	659	12	647	94	18	771
	%	85.5	1.6	83.9	12.2	2.3	100



Vodafone

Vodafone (rural)

Overall (Urban)

Overall (Rural)

(urban)

Overall

Assam Survey Report (Quarter 1)



Service		Very Frequently	Frequently	Occasionally	Never	Total
Providers		very r requertity	rrequeritiy	Occasionally	Nevei	Total
Aircel (Total)	Count	15	64	208	123	410
Alicei (Total)	%	3.7	15.6	50.7	30.0	100
Aircel (Urban)	Count	10	42	134	107	293
Alicei (Olban)	%	3.4	14.3	45.7	36.5	100
Aircel (Rural)	Count	5	22	74	16	117
Alloei (Itulai)	%	4.3	18.8	63.2	13.7	100
Airtel (Total)	Count	6	73	199	127	405
Alitei (Total)	%	1.5	18	49.1	31.4	100
Airtel (Urban)	Count	2	53	116	109	280
Airter (Orbari)	%	0.7	18.9	41.4	38.9	100
Airtel (Rural)	Count	4	20	83	18	125
Airtei (Italai)	%	3.2	16	66.4	14.4	100
BSNL (Total)	Count	7	55	234	173	469
DOINE (Total)	%	1.5	11.7	49.9	36.9	100
BSNL (Urban)	Count	4	35	157	156	352
DOINE (Olbail)	%	1.1	9.9	44.6	44.3	100
BSNL (Rural)	Count	3	20	77	17	117
DOIVE (ITAIAI)	%	2.6	17.1	65.8	14.5	100
Idea (Total)	Count	11	66	257	109	443
idea (Tetal)	%	2.5	14.9	58	24.6	100
Idea (Urban)	Count	7	43	192	85	327
idod (Olbali)	%	2.1	13.1	58.7	26.0	100
Idea (Rural)	Count	4	23	65	24	116
idod (italdi)	%	3.4	19.8	56.0	20.7	100
Rel. Tel. (Total)	Count	13	70	228	82	393
• • •	%	3.3	17.8	58.0	20.9	100
Rel. Tel.	Count	9	44	129	77	259
(Urban)	%	3.5	17.0	49.8	29.7	100
Rel. Tel. (Rural)	Count	4	26	99	5	134
rtoi: Toi: (Italai)	%	3.0	19.4	73.9	3.7	100
S Tel (Total)	Count	5	46	82	114	247
	%	2.0	18.6	33.2	46.2	100
S Tel (Urban)	Count	5	46	82	114	247
	%	2.0	18.6	33.2	46.2	100
TTSL (Total)	Count	1	23	179	205	408
	%	0.2	5.6	43.9	50.2	100
TTSL (Urban)	Count	1	23	179	205	408
(0.15411)	%	0.2	5.6	43.9	50.2	100
Vodafone (total)	Count	5	38	263	95	401
vocation (total)	%	1.2	9.5	65.6	23.7	100

21

8.8

17

10.5

435

13.7

307

12.8

128

16.6

141

59.0

122

75.3

1650

52

1130

47 520

67.4

Count

Count

Count

Count

Count %

%

%

0.4

4

2.5

63

2.0

39

1.6

24

3.1

239

100

162

100

3176

100

2405

100

771

100

76

31.8

19

11.7 **1028**

32.4

929

38.6

99

12.8



21. How satisfied are you with the	e availability of signal in your area?
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Service		Overall satisfied=	A-Very	B-Satisfied	C-Dissatisfied	D-Very	Total
Providers		(A+B)	Satisfied	2 Gationed	Dissatisfied	Dissatisfied	Total
Aireal (Tatal)	Count	350	47	303	49	11	410
Aircel (Total)	%	85.4	11.5	73.9	12.0	2.7	100
A: 1/111 \	Count	255	43	212	31	7	293
Aircel (Urban)	%	87.1	14.7	72.4	10.6	2.4	100
A: (D I)	Count	95	4	91	18	4	117
Aircel (Rural)	%	81.2	3.4	77.8	15.4	3.4	100
Airtal /Tatal)	Count	353	51	302	48	4	405
Airtel (Total)	%	87.2	12.6	74.6	11.9	1.0	100
Airtal / Irban)	Count	247	51	196	31	2	280
Airtel (Urban)	%	88.2	18.2	70 .0	11.1	0.7	100
Airtal (Bural)	Count	106	0	106	17	2	125
Airtel (Rural)	%	84.8	0.0	84.8	13.6	1.6	100
BSNL (Total)	Count	390	31	359	75	4	469
DOINE (TOTAL)	%	83.1	6.6	76.5	16.0	0.9	100
BSNL (Urban)	Count	303	29	274	45	4	352
BSINE (UIDAII)	%	86.0	8.2	77.8	12.8	1.1	100
BSNL (Rural)	Count	87	2	85	30	0	117
DOINE (INdiai)	%	74.3	1.7	72.6	25.6	0.0	100
Idea (Total)	Count	369	7	362	63	11	443
idea (Total)	%	83.3	1.6	81.7	14.2	2.5	100
Idea (Urban)	Count	280	6	274	40	7	327
idea (Olbail)	%	85.6	1.8	83.8	12.2	2.1	100
Idea (Rural)	Count	89	1	88	23	4	116
idea (italai)	%	76.8	0.9	75.9	19.8	3.4	100
Rel. Tel. (Total)	Count	299	26	273	79	15	393
	%	76.1	6.6	69.5	20.1	3.8	100
Rel. Tel.	Count	192	25	167	56	11	259
(Urban)	%	74.2	9.7	64.5	21.6	4.2	100
Rel. Tel. (Rural)	Count	107	1	106	23	4	134
rtoi: roi: (rtarai)	%	79.8	0.7	79.1	17.2	3.0	100
S Tel (Total)	Count	181	0	181	61	5	247
O Tor (Total)	%	73.3	0.0	73.3	24.7	2.0	100
S Tel (Urban)	Count	181	0	181	61	5	247
	%	73.3	0.0	73.3	24.7	2.0	100
TTSL (Total)	Count	371	87	284	36	1	408
	%	90.9	21.3	69.6	8.8	0.2	100
TTSL (Urban)	Count	371	87	284	36	1	408
	%	90.9	21.3	69.6	8.8	0.2	100
Vodafone (total)	Count	344	30	314	53	4	401
	%	85.8	7.5	78.3	13.2	1.0	100
Vodafone	Count	207	27	180	31	1	239
(urban)	%	86.6	11.3	75.3	13.0	0.4	100
Vodafone (rural)	Count	137	3	134	22	3	162
, ,,	%	84.6	1.9	82.7	13.6	1.9	100
Overall	Count %	2657 83.7	279 8.8	2378 74.9	464 14.6	55 1.7	3176 100
	Count	2036	268	1768	331	38	2405
Overall (Urban)	%	84.6	11.1	73.5	13.8	1.6	100
	Count	621	11.1	610	133	1.6	771
Overall (Rural)	%	80.5	1.4	79.1	17.3	2.2	100
	70	00.0	1.4	13.1	17.3	L.L	100



22. How satisfied are you with the restoration of network (signal) problems?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	318	47	271	82	10	410
Allcel (Total)	%	77.6	11.5	66.1	20.0	2.4	100
Aireal (Lirban)	Count	236	40	196	51	6	293
Aircel (Urban)	%	80.6	13.7	66.9	17.4	2.0	100
Aircel (Rural)	Count	82	7	75	31	4	117
Alicei (Ruiai)	%	70.1	6.0	64.1	26.5	3.4	100
Airtel (Total)	Count	329	43	286	72	4	405
Airtei (Totai)	%	81.2	10.6	70.6	17.8	1.0	100
Airtel (Urban)	Count	228	43	185	49	3	280
Airtei (Olbail)	%	81.5	15.4	66.1	17.5	1.1	100
Airtel (Rural)	Count	101	0	101	23	1	125
Alitei (Itulai)	%	80.8	0.0	80.8	18.4	0.8	100
BSNL (Total)	Count	394	28	366	64	11	469
DOINE (TOtal)	%	84	6.0	78.0	13.6	2.3	100
BSNL (Urban)	Count	310	26	284	33	9	352
DOINE (OIDAII)	%	88.1	7.4	80.7	9.4	2.6	100
BSNL (Rural)	Count	84	2	82	31	2	117
BONE (Italiai)	%	71.8	1.7	70.1	26.5	1.7	100
Idea (Total)	Count	364	12	352	68	11	443
idea (Total)	%	82.2	2.7	79.5	15.3	2.5	100
Idea (Urban)	Count	275	9	266	45	7	327
idea (Olbail)	%	84.1	2.8	81.3	13.8	2.1	100
Idea (Rural)	Count	89	3	86	23	4	116
idea (italai)	%	76.7	2.6	74.1	19.8	3.4	100
Rel. Tel. (Total)	Count	285	25	260	93	15	393
	%	72.6	6.4	66.2	23.7	3.8	100
Rel. Tel.	Count	189	21	168	60	10	259
(Urban)	%	73.0	8.1	64.9	23.2	3.9	100
Rel. Tel. (Rural)	Count	96	4	92	33	5	134
rton ron (rtaran)	%	71.7	3.0	68.7	24.6	3.7	100
S Tel (Total)	Count	182	0	182	58	7	247
	%	73.7	0.0	73.7	23.5	2.8	100
S Tel (Urban)	Count	182	0	182	58	7	247
	%	73.7	0.0	73.7	23.5	2.8	100
TTSL (Total)	Count	373	81	292	31	4	408
	%	91.5	19.9	71.6	7.6	1.0	100
TTSL (Urban)	Count	373	81	292	31	4	408
, ,	%	91.5	19.9	71.6	7.6	1.0	100
Vodafone (total)	Count	340	29	311	56	5	401
	%	84.8	7.2	77.6	14.0	1.2	100
Vodafone	Count	204	25	179	31	4	239
(urban)	%	85.4	10.5	74.9	13.0	1.7	100
Vodafone (rural)	Count	136	4	132	25	1	162
- (%	84.0	2.5	81.5	15.4	0.6	100
Overall	Count	2585	265	2320	524	67	3176
	%	81.3	8.3	73.0	16.5	2.1	100
Overall (Urban)	Count	1997	245	1752	358	50	2405
,	%	83.0	10.2	72.8	14.9	2.1	100
Overall (Rural)	Count	588	20	568	166	17	771
, , , ,	%	76.3	2.6	73.7	21.5	2.2	100



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?

Service Providers		Yes	No	Total
Aireal (Total)	Count	87	323	410
Aircel (Total)	%	21.2	78.8	100
Aireal (Llubara)	Count	66	227	293
Aircel (Urban)	%	22.5	77.5	100
Aireal (Dural)	Count	21	96	117
Aircel (Rural)	%	17.9	82.1	100
Aintal (Tatal)	Count	85	320	405
Airtel (Total)	%	21.0	79.0	100
Airtal (Lirban)	Count	65	215	280
Airtel (Urban)	%	23.2	76.8	100
Airtal (Dural)	Count	20	105	125
Airtel (Rural)	%	16.0	84.0	100
DCNII (Total)	Count	53	416	469
BSNL (Total)	%	11.3	88.7	100
DCNII (Lirban)	Count	35	317	352
BSNL (Urban)	%	9.9	90.1	100
DONIL (DI)	Count	18	99	117
BSNL (Rural)	%	15.4	84.6	100
- (T -4-1)	Count	63	380	443
Idea (Total)	%	14.2	85.8	100
	Count	53	274	327
Idea (Urban)	%	16.2	83.8	100
(5 %	Count	10	106	116
Idea (Rural)	%	8.6	91.4	100
D T /T	Count	60	333	393
Rel. Tel. (Total)	%	15.3	84.7	100
D-I T-I (Ud)	Count	33	226	259
Rel. Tel. (Urban)	%	12.7	87.3	100
D T (D 1)	Count	27	107	134
Rel. Tel. (Rural)	%	20.1	79.9	100
0.7.1/7.4.1\	Count	23	224	247
S Tel (Total)	%	9.3	90.7	100
O.T. I. (111)	Count	23	224	247
S Tel (Urban)	%	9.3	90.7	100
TTOL (T (I)	Count	18	390	408
TTSL (Total)	%	4.4	95.6	100
TTOL (LIST)	Count	18	390	408
TTSL (Urban)	%	4.4	95.6	100
\/adafa:a. /t-t-1\	Count	71	330	401
Vodafone (total)	%	17.7	82.3	100
\/adafana /: :: -a	Count	45	194	239
Vodafone (urban)	%	18.8	81.2	100
\/adafana /=:==!\	Count	26	136	162
Vodafone (rural)	%	16.0	84.0	100
Overell	Count	460	2716	3176
Overall	%	14.5	85.5	100
0	Count	338	2067	2405
Overall (Urban)	%	14.1	85.9	100
0 11 /5 "	Count	122	649	771
Overall (Rural)	%	15.8	84.2	100





24. How satisfied are you with the quality of the supplementar	ry services / value added service provided?
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Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Total)	Count	37	5	32	46	4	87
Aircel (Total)	%	42.5	5.7	36.8	52.9	4.6	100
A: 1/111 \	Count	35	5	30	30	1	66
Aircel (Urban)	%	53.1	7.6	45.5	45.5	1.5	100
A: (D:1)	Count	2	0	2	16	3	21
Aircel (Rural)	%	9.5	0.0	9.5	76.2	14.3	100
A:	Count	38	5	33	45	2	85
Airtel (Total)	%	44.7	5.9	38.8	52.9	2.4	100
A :t = 1 /1 l = \	Count	29	4	25	35	1	65
Airtel (Urban)	%	44.7	6.2	38.5	53.8	1.5	100
A:t-1 (D1)	Count	9	1	8	10	1	20
Airtel (Rural)	%	45.0	5 .0	40 .0	50 .0	5 .0	100
DON!! (T-4-1)	Count	31	0	31	19	3	53
BSNL (Total)	%	58.5	0.0	58.5	35.8	5.7	100
DONII (Linkana)	Count	23	0	23	10	2	35
BSNL (Urban)	%	65.7	0.0	65.7	28.6	5.7	100
DCNI (Durol)	Count	8	0	8	9	1	18
BSNL (Rural)	%	44.4	0.0	44.4	50	5.6	100
Idea (Tatal)	Count	47	7	40	13	3	63
Idea (Total)	%	74.6	11.1	63.5	20.6	4.8	100
Idaa (I Irban)	Count	44	7	37	7	2	53
Idea (Urban)	%	83.0	13.2	69.8	13.2	3.8	100
Idea (Dural)	Count	3	0	3	6	1	10
Idea (Rural)	%	30.0	0.0	30 .0	60. 0	10 .0	100
Dol Tol (Total)	Count	26	3	23	29	5	60
Rel. Tel. (Total)	%	43.3	5 .0	38.3	48.3	8.3	100
Rel. Tel.	Count	20	3	17	11	2	33
(Urban)	%	60.6	9.1	51.5	33.3	6.1	100
Rel. Tel. (Rural)	Count	6	0	6	18	3	27
Kei. Tei. (Kuiai)	%	22.2	0.0	22.2	66.7	11.1	100
C Tal (Tatal)	Count	17	0	17	6	0	23
S Tel (Total)	%	73.9	0.0	73.9	26.1	0.0	100
S Tel (Urban)	Count	17	0	17	6	0	23
o rei (oibaii)	%	73.9	0.0	73.9	26.1	0.0	100
TTSL (Total)	Count	16	0	16	2	0	18
. 10L (10tal)	%	88.9	0.0	88.9	11.1	0.0	100
TTSL (Urban)	Count	16	0	16	2	0	18
. 102 (010411)	%	88.9	0.0	88.9	11.1	0.0	100
Vodafone (total)	Count	48	3	45	19	4	71
. ,	%	67.6	4.2	63.4	26.8	5.6	100
Vodafone	Count	33	3	30	10	2	45
(urban)	%	73.4	6.7	66.7	22.2	4.4	100
Vodafone (rural)	Count	15	0	15	9	2	26
. Judiono (ruidi)	%	57.7	0.0	57.7	34.6	7.7	100
Overall	Count	260	23	237	179	21	460
	%	56.5	5.0	51.5	38.9	4.6	100
Overall (Urban)	Count	217	22	195	111	10	338
(2)	%	64.2	6.5	57.7	32.8	3.0	100
Overall (Rural)	Count	43	1	42	68	11	122
(1.14.14.1)	%	35.2	0.8	34.4	55.7	9.0	100





25(a). How satisfied are	you with the process of	of activating value added	services or the process of unsubscribi	ng?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Total)	Count	66	32	34	15	6	87
Aircel (Total)	%	75.9	36.8	39.1	17.2	6.9	100
A:	Count	52	20	32	12	2	66
Aircel (Urban)	%	78.8	30.3	48.5	18.2	3	100
Aireal (Dural)	Count	14	12	2	3	4	21
Aircel (Rural)	%	66.6	57.1	9.5	14.3	19	100
Λ:t /Tt \	Count	64	28	36	14	7	85
Airtel (Total)	%	75.3	32.9	42.4	16.5	8.2	100
Airtal (Lirban)	Count	51	21	30	8	6	65
Airtel (Urban)	%	78.5	32.3	46.2	12.3	9.2	100
Aintal (Dunal)	Count	13	7	6	6	1	20
Airtel (Rural)	%	65 .0	35.0	30.0	30.0	5.0	100
DCNI (Total)	Count	38	9	29	13	2	53
BSNL (Total)	%	71.7	17.0	54.7	24.5	3.8	100
BSNL (Urban)	Count	25	2	23	10	0	35
DOINE (UIDAII)	%	71.4	5.7	65.7	28.6	0.0	100
BSNL (Rural)	Count	13	7	6	3	2	18
DOINE (Ruiai)	%	72.2	38.9	33.3	16.7	11.1	100
Idea (Total)	Count	52	17	35	6	5	63
idea (Total)	%	82.6	27.0	55.6	9.5	7.9	100
Idea (Urban)	Count	46	14	32	5	2	53
idea (Olbail)	%	86.8	26.4	60.4	9.4	3.8	100
Idea (Rural)	Count	6	3	3	1	3	10
idea (itulai)	%	60 .0	30.0	30.0	10.0	30.0	100
Rel. Tel. (Total)	Count	49	23	26	6	5	60
` '	%	81.6	38.3	43.3	10.0	8.3	100
Rel. Tel.	Count	28	9	19	5	0	33
(Urban)	%	84.9	27.3	57.6	15.2	0.0	100
Rel. Tel. (Rural)	Count	21	14	7	1	5	27
rtoi. Toi. (rtarai)	%	77.8	51.9	25.9	3.7	18.5	100
S Tel (Total)	Count	17	0	17	6	0	23
0 101 (10tal)	%	73.9	0.0	73.9	26.1	0.0	100
S Tel (Urban)	Count	17	0	17	6	0	23
C 101 (C12411)	%	73.9	0.0	73.9	26.1	0.0	100
TTSL (Total)	Count	17	0	17	11	0	18
(%	94.4	0.0	94.4	5.6	0.0	100
TTSL (Urban)	Count	17	0	17	1	0	18
- (,	%	94.4	0.0	94.4	5.6	0.0	100
Vodafone (total)	Count	53	8	45	15	3	71
` '	%	74.7	11.3	63.4	21.1	4.2	100
Vodafone	Count	33	2	31	11	1	45
(urban)	%	73.3	4.4	68.9	24.4	2.2	100
Vodafone (rural)	Count	20	6	14	4	2	26
, ,	%	76.9	23.1	53.8	15.4	7.7	100
Overall	Count %	356	117	239	76	28	460
		77.4	25.4	52 .0 201	16.5	6.1	100
Overall (Urban)	Count %	269 79.6	68 20.1	59.5	58 17.2	3.3	338 100
		87	<u>20.1</u> 49	38		3.3 17	122
Overall (Rural)	Count %	71.3	49	31.1	18 14.8	13.9	100
	/0	11.3	40.2	31.1	14.0	13.3	100





25(b). Please tell me the reasons for y	your dissatisfaction.
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Overall (Rural)	Count	7 20.6	11 32.4	14 41.2	5 14.7	34
Overall (Urban)	%	34.8	43.5	31.9	4.3	100
	Count	24	30	22	3	70
Overall	Count %	30.1	39.8	35	7.8	104
. ,	%	20.0 31	60.0 41	20.0 36	20.0 8	100 104
Vodafone (rural)	Count	1 20.0	3	1 20.0	1	5
(urban)	%	41.7	50.0	25.0	0.0	100
Vodafone	Count	5	6	3	0	12
	%	35.3	52.9	23.5	5.9	100
Vodafone (total)	Count	6	9	4	11	17
OL (Olbail)	%	100.0	0.0	0.0	0.0	100
TTSL (Urban)	Count	1	0	0	0	1
TIOL (TOTAL)	%	100.0	0.0	0.0	0.0	100
TTSL (Total)	Count	1	0	0	0	1
S Tel (Urban)	%	0.0	50.0	50.0	0.0	100
S.Tol. (Hrban)	Count	0	3	3	0	6
S Tel (Total)	%	0.0	50.0	50.0	0.0	100
O Tal /Tatal\	Count	0	3	3	0	6
Rel. Tel. (Rural)	%	16.7	50.0	33.3	0.0	100
	Count	1	3	2	0.0	6
(Urban)	%	60.0	40.0	0.0	0.0	100
Rel. Tel.	Count	3	2	0	0.0	5
Rel. Tel. (Total)	%	36.4	45.5	18.2	0.0	100
	Count	4	5	2	0	11
Idea (Rural)	%	0.0	0.0	50.0	50.0	100
Idea (Urban)	Count	0	0	2	2	4
	%	42.9	42.9	42.9	0.0	100
	Count	3	3	3	0	7
Idea (Total)	%	27.3	27.3	45.5	18.2	100
	% Count	3	3	40.0 5	0.0	100
BSNL (Rural)	%	40.0	2 40.0	2	0	
	% Count	40.0	40.0	30.0	0.0	100 5
BSNL (Urban)	Count %	4	4	3	0	10
	%	40.0	40.0	33.3	0.0	100
BSNL (Total)	Count	6	6	5	0	15
tor (r tarar)	%	14.3	28.6	57.1	14.3	100
Airtel (Rural)	Count	1	2	4	1	7
/ intol (Olball)	%	35.7	35.7	35.7	7.1	100
Airtel (Urban)	Count	5	5	5	1	14
Airtel (Total)	%	28.6	33.3	42.9	9.5	100
Airtol (Total)	Count	6	7	9	2	21
Aircel (Rural)	%	28.6	14.3	42.9	14.3	100
A: 1/D 1)	Count	2	1	3	1	7
Aircel (Urban)	%	21.4	50	35.7	14.3	100
	Count	3	7	5	2	14
Aircel (Total)	%	23.8	38.1	38.1	14.3	100
	Count	5	8	8	3	21
Fioviders		Charges	without consent	unsubscribing		
Service Providers		Not informed of charges	Activated without consent	about toll free number for	Others	Total
Camilaa		Not informed of	A ativ at a al	Not informed		





26. In last 6 months	s have you face	ed the problem of unauthorize	zed activation of VAS by you	ur service provider?
Service Providers		Yes	No	Total
Aircel (Total)	Count	84	326	410
Allcel (Total)	%	20.5	79.5	100
Aireal (Lirban)	Count	61	232	293
Aircel (Urban)	%	20.8	79.2	100
Aircel (Rural)	Count	23	94	117
Alicei (Kulai)	%	19.7	80.3	100
Airtel (Total)	Count	87	318	405
Airtei (Totai)	%	21.5	78.5	100
Airtel (Urban)	Count	65	215	280
Airtei (Orban)	%	23.2	76.8	100
Airtel (Rural)	Count	22	103	125
Airtei (Rurai)	%	17.6	82.4	100
BSNL (Total)	Count	52	417	469
DOINE (TOIRI)	%	11.1	88.9	100
DCNI (Urban)	Count	40	312	352
BSNL (Urban)	%	11.4	88.6	100
DCNI (Durol)	Count	12	105	117
BSNL (Rural)	%	10.3	89.7	100
Idea (Tatal)	Count	80	363	443
Idea (Total)	%	18.1	81.9	100
1-1 (1 1-1)	Count	65	262	327
Idea (Urban)	%	19.9	80.1	100
I-I (DI)	Count	15	101	116
Idea (Rural)	%	12.9	87.1	100
D-1 T-1 (T-1-1)	Count	82	311	393
Rel. Tel. (Total)	%	20.9	79.1	100
D-1 T-1 (U-1)	Count	51	208	259
Rel. Tel. (Urban)	%	19.7	80.3	100
Dal Tal (Dural)	Count	31	103	134
Rel. Tel. (Rural)	%	23.1	76.9	100
C Tol (Total)	Count	17	230	247
S Tel (Total)	%	6.9	93.1	100
C.Tal. (Linhaus)	Count	17	230	247
S Tel (Urban)	%	6.9	93.1	100
TTCL /Total)	Count	7	401	408
TTSL (Total)	%	1.7	98.3	100
TTCI /IIrban\	Count	7	401	408
TTSL (Urban)	%	1.7	98.3	100
\/adafana /tatal\	Count	40	361	401
Vodafone (total)	%	10.0	90.0	100
\/adafana /::::ha:::\	Count	25	214	239
Vodafone (urban)	%	10.5	89.5	100
\/adafana /=:===1\	Count	15	147	162
Vodafone (rural)	%	9.3	90.7	100
Overall	Count	449	2727	3176
Overall	%	14.1	85.9	100
Overall (Linhan)	Count	331	2074	2405
Overall (Urban)	%	13.8	86.2	100
Overell (Descrit)	Count	118	653	771
Overall (Rural)	%	15.3	84.7	100





Service Providers		Yes	No	Total
Aircel (Total)	Count	39	45	84
Alicei (Tolai)	%	46.4	53.6	100
Aireal (Lirban)	Count	27	34	61
Aircel (Urban)	%	44.3	55.7	100
Aircel (Rural)	Count	12	11	23
All Cel (Rulal)	%	52.2	47.8	100
Airtel (Total)	Count	48	40	88
Airtei (Totai)	%	54.5	45.5	100
Airtel (Urban)	Count	35	31	66
Airter (Orbari)	%	53.0	47.0	100
Airtel (Rural)	Count	13	9	22
untor (rtarar)	%	59.1	40.9	100
SNL (Total)	Count	27	25	52
· · · · · · · · · · · · · · · · · ·	%	51.9	48.1	100
BSNL (Urban)	Count	23	17	40
	%	57.5	42.5	100
BSNL (Rural)	Count	4	8	12
(1 (0.10.1)	%	33.3	66.7	100
dea (Total)	Count	53	27	80
	%	66.3	33.8	100
dea (Urban)	Count	43	22	65
	%	66.2	33.8	100
Idea (Rural)	Count	10	5	15
	%	66.7	33.3	100
Rel. Tel. (Total)	Count %	54	28	82
		65.9	34.1	100
Rel. Tel. (Urban)	Count %	38	13	51
		74.5	25.5	100 31
Rel. Tel. (Rural)	Count %	16	15	
		51.6 13	48.4 4	100 17
S Tel (Total)	Count %	76.5	23.5	100
	Count	13	<u> </u>	17
STel (Urban)	%	76.5	23.5	100
	Count	5	25.5	7
ΓTSL (Total)	%	71.4	28.6	100
	Count	5	2	7
TTSL (Urban)	%	71.4	28.6	100
	Count	25	15	40
odafone (total)	%	62.5	37.5	100
	Count	16	9	25
/odafone (urban)	%	64.0	36.0	100
	Count	9	6	15
/odafone (rural)	%	60.0	40.0	100
	Count	264	185	449
Overall	%	58.7	41.3	100
2	Count	200	131	331
Overall (Urban)	%	60.2	39.8	100
O	Count	64	54	118
Overall (Rural)	%	54.2	45.8	100





Service			Delay in deactivation	Customer care refused to	Not aware of	
Providers		None	resulting in repeat complaints	register the complaint	whom to contact	Total
Aircel (Total)	Count	18	18	3	0	39
7 661 (1 6161)	%	46.2	46.2	7.7	0.0	100
Aircel (Urban)	Count	14	12	1	0	27
7 661 (61.561.1)	%	51.9	44.4	3.7	0.0	100
Aircel (Rural)	Count	4	6	2	0	12
	%	33.3	50 16	16.7	0.0	100
Airtel (Total)	Count %	24 50.0	33.3	5 10.4	6.3	48 100
	Count	14	15	3	3	35
Airtel (Urban)	%	40.0	42.9	8.6	8.6	100
	Count	10	1	2	0	13
Airtel (Rural)	%	76.9	7.7	15.4	0.0	100
	Count	12	13	2	0.0	27
BSNL (Total)	%	44.4	48.1	7.4	0.0	100
DOM: (111)	Count	8	13	2	0	23
BSNL (Urban)	%	34.8	56.5	8.7	0.0	100
DONI (Dural)	Count	4	0	0	0	4
BSNL (Rural)	%	100.0	0.0	0.0	0.0	100
Idea (Total)	Count	36	13	3	1	53
Idea (Total) Idea (Urban)	%	67.9	24.5	5.7	1.9	100
Idea (Urban)	Count	31	8	3	1	43
	%	72.1	18.6	7	2.3	100
Idea (Rural) Rel. Tel. (Total)	Count	5	5	0	0	10
	%	50.0	50.0	0.0	0.0	100
	Count	31	15	5	3	54
	%	57.4	27.8	9.3	5.6	100
	Count	26	10	2	0	38
(Urban)	% Count	68.4 5	26.3 5	5.3	0.0	100 16
Rel. Tel. (Rural)	%	31.3	31.3	18.8	18.8	100
	Count	10	3	0	0	13
S Tel (Total)	%	76.9	23.1	0.0	0.0	100
	Count	10	3	0.0	0.0	13
Idea (Rural) Rel. Tel. (Total) Rel. Tel. (Urban) Rel. Tel. (Rural)	%	76.9	23.1	0.0	0.0	100
TTOL (T)	Count	3	2	0	0	5
FISL (Total)	%	60.0	40.0	0.0	0.0	100
TTCL /Link a.m.\	Count	3	2	0	0	5
TTSL (Urban)	%	60.0	40.0	0.0	0.0	100
Vodafone (total)	Count	15	10	0	0	25
, ,	%	60.0	40.0	0.0	0.0	100
Vodafone	Count	11	5	0	0	16
(urban)	%	68.8	31.3	0.0	0.0	100
Vodafone (rural)	Count	4	5	0	0	9
- Judiono (ruidi)	%	44.4	55.6	0.0	0.0	100
Overall	Count	149	90	18	7	264
	%	56.4	34.1	6.8	2.7	100
Overall (Urban)	Count	117	68	11	4	200
,,	%	58.5	34.0	5.5	2.0	100
Overall (Rural)	Count	32	22	7	3	64
	%	50 .0	34.4	10.9	4.7	100





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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
A: (T-+-1)	Count	18	2	16	16	5	39
Aircel (Total)	%	46.1	5.1	41	41	12.8	100
A: (Count	14	2	12	11	2	27
Aircel (Urban)	%	51.8	7.4	44.4	40.7	7.4	100
Aireal (Dural)	Count	4	0	4	5	3	12
Aircel (Rural)	%	33.3	0.0	33.3	41.7	25.0	100
Airtal /Tatal)	Count	24	2	22	20	4	48
Airtel (Total)	%	50 .0	4.2	45.8	41.7	8.3	100
Airtel (Urban)	Count	14	1	13	18	3	35
Airtei (Olban)	%	40 .0	2.9	37.1	51.4	8.6	100
Airtel (Pural)	Count	10	1	9	2	1	13
Airtel (Rural)	%	76.9	7.7	69.2	15.4	7.7	100
RSNI (Total)	Count	12	0	12	14	1	27
BSNL (Total)	%	44.4	0.0	44.4	51.9	3.7	100
BSNL (Urban) BSNL (Rural)	Count	8	0	8	14	1	23
	%	34.8	0.0	34.8	60.9	4.3	100
BSNL (Rural)	Count	4	0	4	0	0	4
	%	100 .0	0.0	100.0	0.0	0.0	100
Idea (Total)	Count	36	4	32	10	7	53
Idea (Total)	%	67.9	7.5	60.4	18.9	13.2	100
Idea (Urban)	Count	31	4	27	6	6	43
idea (elbail)	%	72.1	9.3	62.8	14.0	14.0	100
Idea (Rural)	Count	5	0	5	4	1	10
	%	50 .0	0.0	50.0	40.0	10.0	100
Rel. Tel. (Total)	Count	31	3	28	19	4	54
	%	57.5	5.6	51.9	35.2	7.4	100
Rel. Tel.	Count	26	3	23	10	2	38
(Urban)	%	68.4	7.9	60.5	26.3	5.3	100
Rel. Tel. (Rural)	Count	5	0	5	9	2	16
, ,	%	31.3	0.0	31.3	56.3	12.5	100
S Tel (Total)	Count	10	0	10	3	0	13
, ,	%	76.9	0.0	76.9	23.1	0.0	100
S Tel (Urban)	Count %	10	0	10	3 23.1	0	13
	% Count	76.9 3	0.0	76.9 3	23.1	0.0	100 5
TTSL (Total)	%	60 .0	0.0	60.0	40.0	0.0	100
	Count	3	0.0	3	2	0.0	5
TTSL (Urban)	%	60 .0	0.0	60.0	40.0	0.0	100
	Count	15	1	14	5	5	25
Vodafone (total)	%	60 .0	4.0	56.0	20.0	20.0	100
Vodafone	Count	11	0	11	20.0	3	16
(urban)	%	68.8	0.0	68.8	12.5	18.8	100
-	Count	4	1	3	3	2	9
Vodafone (rural)	%	44.4	11.1	33.3	33.3	22.2	100
0	Count	149	12	137	89	26	264
Overall	%	56.4	4.5	51.9	33.7	9.8	100
O. comp.!! (!!!!)	Count	117	10	107	66	17	200
Overall (Urban)	%	58.5	5.0	53.5	33	8.5	100
Overell (Descrit)	Count	32	2	30	23	9	64
Overall (Rural)	%	50 .0	3.1	46.9	35.9	14.1	100



OVERALL CUSTOMER SATISFACTION

29(a). How satisfied are you with the overall quality of your mobile service?

		1 0 "					
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Total)	Count	329	43	286	70	11	410
Aircel (Total)	%	80.3	10.5	69.8	17.1	2.7	100
A: 1/111 \	Count	240	39	201	45	8	293
Aircel (Urban)	%	81.9	13.3	68.6	15.4	2.7	100
A: (D	Count	89	4	85	25	3	117
Aircel (Rural)	%	76 .0	3.4	72.6	21.4	2.6	100
Λ:	Count	337	40	297	59	9	405
Airtel (Total)	%	83.2	9.9	73.3	14.6	2.2	100
Airtal (Lirban)	Count	229	39	190	44	7	280
Airtel (Urban)	%	81.8	13.9	67.9	15.7	2.5	100
Airtal (Bural)	Count	108	1	107	15	2	125
Airtel (Rural)	%	86.4	0.8	85.6	12	1.6	100
BSNL (Total)	Count	394	34	360	64	11	469
DOINE (10tal)	%	84 .0	7.2	76.8	13.6	2.3	100
BSNL (Urban)	Count	292	32	260	50	10	352
DOINE (OIDAII)	%	83 .0	9.1	73.9	14.2	2.8	100
BSNL (Rural)	Count	102	2	100	14	1	117
DOIVE (ITCHAI)	%	87.2	1.7	85.5	12	0.9	100
Idea (Total)	Count	353	15	338	82	8	443
idoa (Total)	%	79.7	3.4	76.3	18.5	1.8	100
Idea (Urban)	Count	270	14	256	53	4	327
idoa (Olban)	%	82.6	4.3	78.3	16.2	1.2	100
Idea (Rural)	Count	83	11	82	29	4	116
1404 (114141)	%	71.6	0.9	70.7	25	3.4	100
Rel. Tel. (Total)	Count	279	23	256	101	13	393
	%	71.0	5.9	65.1	25.7	3.3	100
Rel. Tel.	Count	180	22	158	68	11	259
(Urban)	%	69.5	8.5	61	26.3	4.2	100
Rel. Tel. (Rural)	Count	99	1	98	33	2	134
	%	73.8	0.7	73.1	24.6	1.5 13	100
S Tel (Total)	Count %	125 50.6	3 1.2	122 49.4	109	5.3	247
	Count	125	3	122	44.1 109	13	100 247
S Tel (Urban)	%	50.6	1.2	49.4	44.1	5.3	100
	Count	359	73	286	46	3	408
TTSL (Total)	%	88 .0	17.9	70.1	11.3	0.7	100
	Count	359	73	286	46	3	408
TTSL (Urban)	%	88 .0	17.9	70.1	11.3	0.7	100
	Count	363	40	323	38	0	401
Vodafone (total)	%	90.5	10	80.5	9.5	0.0	100
Vodafone	Count	221	34	187	18	0	239
(urban)	%	92.4	14.2	78.2	7.5	0.0	100
	Count	142	6	136	20	0	162
Vodafone (rural)	%	87.7	3.7	84	12.3	0.0	100
Overell	Count	2539	271	2268	569	68	3176
Overall	%	79.9	8.5	71.4	17.9	2.1	100
Overall (Urban)	Count	1916	256	1660	433	56	2405
Overall (Urban)	%	79.6	10.6	69.1	18.0	2.3	100
Overall (Burel)	Count	623	15	608	136	12	771
Overall (Rural)	%	80.8	1.9	78.9	17.6	1.6	100



GENERAL INFORMATION

GENERAL INFO	RMATION					
20 What kind of	other convice	s are you also takin	a from this convice	providor?		
50. What kind of t	olitei service	s are you also taking	g iroin this service	provider?		
Service Providers		Broadband	Wireline	Other	None	Total
Aireal (Tatal)	Count	0	0	6	404	410
Aircel (Total)	%	0.0	0.0	1.5	98.5	404 410 98.5 100 287 293 98 100 117 117 100.0 100 405 405 1000 100 280 280 100.0 100 425 125 100.0 100 447 469 95.3 100 333 352 94.6 100 114 117 97.4 100 440 443 99.3 100 325 327 99.4 100 115 116 99.1 100 391 393 99.5 100 259 259 100.0 100 132 134 98.5 100 246 247 99.6 100 403 408 98.8 100 403 408 9
A: 1/111 \	Count	0	0 6 404 0.0 1.5 98.5 0 6 287 0.0 2 98 0 0 117 0.0 0 100 0 0 405 0.0 0 100 0 0 286 0.0 0.0 100 0 0 125 0.0 0.0 100 0 0 125 0.0 0.0 100 16 2 447 3.4 0.4 95.3 14 1 333 4.6 2 1 1.7 0.9 97.4 0 3 446 0.0 0.7 99.5 0 2 325 0.0 0.7 99.5 0 2 325 0.0 0.5 99.5 0 0 <td></td> <td></td>			
Aircel (Urban)	%	0.0	0.0		98	100
A: (D)	Count	0	0		117	117
Aircel (Rural)	%	0.0	0.0	0.0	100.0	100
Airtal (Tatal)	Count	0	0	0	405	405
Airtel (Total)	%	0.0	0.0	0.0	1000	100
Airtel (Urban)	Count	0	0	0	280	280
Airtei (Olbail)	%	0.0	0.0	0.0		
Airtel (Rural)	Count	0			125	125
Allie (Itulai)	%	0.0	0.0	0.0	100.0	100
BSNL (Total)	Count	4				469
DOINE (TOtal)	%	0.9		0.4		
BSNL (Urban)	Count	4				
DOINE (Olbail)	%	1.1		0.3		
BSNI (Rural)	Count	0		•		
dea (Total)	%	0.0		0.9		
Idea (Total)	Count	0				443
idea (Total)	%	0.0				
Idea (Urban)	Count	0			325	327
idea (Olbail)	%	0.0		0.6		
Idea (Rural)	Count	0		1		_
idoa (i tarai)	%	0.0				_
Rel. Tel. (Total)	Count	0				
	%	0.0				
Rel. Tel.	Count	0				_
(Urban)	%	0.0				_
Rel. Tel. (Rural)	Count	0				
(* 15.1.)	%	0.0				
S Tel (Total)	Count	0		•		_
	%	0.0				_
S Tel (Urban)	Count	0				_
	%	0.0			404 98.5 287 98 117 100.0 405 1000 280 1000 125 100.0 447 95.3 333 94.6 114 97.4 440 99.3 325 99.4 115 99.1 391 99.5 259 100.0 132 98.5 246 99.6 246 99.6 246 99.6 403 98.8 403 98.8 401 100.0 239 100.0 162 100.0 3137 98.8	
TTSL (Total)	Count	0				
	% Count	0.0			404 4' 98.5 10 287 29 98 10 117 17 100.0 10 405 40 1000 10 280 28 1000 10 125 12 100.0 10 447 46 95.3 10 333 38 94.6 10 114 17 97.4 10 440 42 99.3 10 325 32 99.4 10 115 17 99.1 10 391 39 99.5 10 259 26 100.0 10 132 13 98.5 10 246 22 99.6 10 246 22 99.6 10 246 22 99.6 10 246 22 99.6 10 246 22 99.6 10 246 22 99.6 10 246 22 99.6 10 246 22 99.6 10 246 22 99.6 10 246 22 99.6 10 246 22 99.6 10 246 22 99.6 10 247 39 88.8 10 403 40 98.8 10 100.0 10 1	
TTSL (Urban)	Count	0			404 41 98.5 10 287 29 98 10 117 11 100.0 10 405 40 1000 10 280 28 1000 10 125 12 100.0 10 447 46 95.3 10 333 38 94.6 10 114 11 97.4 10 440 44 99.3 10 325 32 99.4 10 115 11 99.1 10 391 39 99.5 10 259 25 100.0 10 132 13 98.5 10 246 24 99.6 10 246 24 99.6 10 246 24 99.6 10 246 24 99.6 10 247 99.8 10 39.8 10 30.0 10 10.0	
, ,	%	0.0				_
Vodafone (total)	Count	0				
	%	0.0				
Vodafone	Count %	0.0				
(urban)		0.0				
Vodafone (rural)	Count %	0.0				
•		4				
Overall	Count %	0.1				
	Count	4				
Overall (Urban)	%	0.2				
	Count	0.2	2	4		771
Overall (Rural)	%	0.0	0.3	0.5		100
	70	0.0	0.0	0.0	JJ.2	100





31. Are you aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS?

Service Providers		Yes	No	Total
Aircol (Total)	Count	74	336	410
ircel (Total) ircel (Urban) ircel (Rural) irtel (Total) irtel (Total) irtel (Rural) irtel (Total) irtel (Urban)	%	18.0	82.0	100
A: (Count	60	233	293
Aircei (Urban)	%	20.5	79.5	100
A: 1/D	Count	14	103	117
Aircei (Rurai)	%	12.0	88.0	100
A: (T !)	Count	73	332	405
Airtel (Total)	%	18.0	82.0	100
	Count	63	217	280
Airtel (Urban)	%	22.5	77.5	100
	Count	10	115	125
Airtel (Rural)	%	8.0	92.0	100
	Count	47	422	469
BSNL (Total)	%	10.0	90.0	100
	Count	38	314	352
BSNL (Urban)	%	10.8	89.2	100
	Count	9	108	117
BSNL (Rural)	%	7.7	92.3	100
lea (Total)	Count	41	402	443
dea (Total)	%	9.3	90.7	100
	Count	37	290	327
	%	11.3	88.7	100
Idea (Rural)	Count	4	112	116
	%	3.4	96.6	100
Rel Tel (Total)	Count	61	332	393
ton ron (rotal)	%	15.5	84.5	100
Rel Tel (Urhan)	Count	57	202	259
el. Tel. (Total) el. Tel. (Urban)	%	22.0	78.0	100
Pol Tol (Pural)	Count	4	130	134
Kei. Tei. (Kurai)	%	3.0	97.0	100
rcel (Rural) rtel (Total) rtel (Urban) rtel (Rural) SNL (Total) SNL (Urban) SNL (Rural) ea (Total) ea (Rural) ea (Rural) el. Tel. (Total) el. Tel. (Urban) rtel (Total) Tel (Urban) TSL (Total) TSL (Urban) odafone (total) odafone (rural) rerall verall (Urban)	Count	0	247	247
	%	0.0	100	100
) T-1 (U.d)	Count	0	247	247
Sirei (Urban)	%	0.0	100	100
TTOL /T (I)	Count	107	301	408
i i SL (Total)	%	26.2	73.8	100
	Count	107	301	408
I ISL (Urban)	%	26.2	73.8	100
	Count	15	386	401
Vodafone (total)	%	3.7	96.3	100
	Count	9	230	239
Vodafone (urban)	%	3.8	96.2	100
	Count	6	156	162
Vodafone (rural)	%	3.7	96.3	100
	Count	418	2758	3176
Overall	%	13.2	86.8	100
		371	2034	2405
Overall (Urban)	Count			
,	%	15.4	84.6	100
Overall (Rural)	Count	47	724	771
	%	6.1	93.9	100





Service Providers		Yes	No	Total
Aireal (Total)	Count	14	60	74
Alicei (Total)	%	18.9	81.1	100
\\ (Count	8	52	60
Aircei (Orban)	%	13.3	86.7	100
\iracl (Dural)	Count	6	8	14
Aircei (Rufai)	%	42.9	57.1	100
irtal (Tatal)	Count	15	58	73
arter (10tal)	%	20.5	79.5	100
irtal (Lirban)	Count	8	55	63
rcel (Rural) rtel (Total) rtel (Urban) rtel (Rural) SNL (Total) SNL (Urban) SNL (Rural) ea (Total) ea (Urban) ea (Rural) el. Tel. (Total) el. Tel. (Urban) el. Tel. (Rural) Tel (Total)	%	12.7	87.3	100
etel (Rural) SNL (Total) SNL (Urban) SNL (Rural) ea (Total) ea (Urban) ea (Rural) el. Tel. (Total)	Count	7	3	10
inter (Kurai)	%	70.0	30.0	100
(Total)	Count	7	40	47
DOINE (TOTAL)	%	14.9	85.1	100
SSNI (Lirban)	Count	3	35	38
	%	7.9	92.1	100
BSNL (Rural)	Count	4	5	9
	%	44.4	55.6	100
dea (Total) dea (Urban)	Count	24	17	41
	%	58.5	41.5	100
ea (Total) ea (Urban) ea (Rural) el. Tel. (Total)	Count	23	14	37
dea (Olban)	%	62.2	37.8	100
doa (Pural)	Count	1	3	4
uea (Ruiai)	%	25.0	75.0	100
	Count	22	39	61
Rei. Tei. (Totai)	%	36.1	63.9	100
Pol Tol (Urbon)	Count	21	36	57
ea (Total) ea (Urban) ea (Rural) el. Tel. (Total) el. Tel. (Urban) el. Tel. (Rural) Tel (Total)	%	36.8	63.2	100
ea (Rural) el. Tel. (Total) el. Tel. (Urban) el. Tel. (Rural)	Count	1	3	4
tei. Tei. (Kurai)	%	25.0	75.0	100
Tol (Total)	Count	0	0	0
rei (Tolai)	%	0.0	0.0	0.0
CTol (Urban)	Count	0	0	0
ircel (Total) ircel (Urban) ircel (Rural) irtel (Total) irtel (Total) irtel (Urban) irtel (Rural) irtel (Total) irtel (Urban)	%	0.0	0.0	0.0
TSI (Total)	Count	9	98	Total 74 100 60 100 14 100 73 100 63 100 10 10 100 47 100 38 100 9 100 41 100 37 100 61 100 61 100 57 100 4 100 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
TOL (Total)	%	8.4	91.6	100
TQL (Urban)	Count	9	98	Total 74 100 60 100 14 100 73 100 63 100 10 10 10 100 38 100 9 100 41 100 37 100 61 100 57 100 4 100 57 100 4 100 61 100 57 100 73 100 61 100 61 100 73 73 74 75 75 76 76 76 76 77 77 77 78 78 78
TSL (Ulball)	%	8.4	91.6	
tel (Urban) tel (Rural) SNL (Total) SNL (Urban) SNL (Rural) ea (Total) ea (Urban) ea (Rural) el. Tel. (Total) fel. Tel. (Urban) Tel (Total) Tel (Total) Tel (Urban) SSL (Total) SSL (Total) SSL (Urban) dafone (total)	Count	6	9	
odalone (total)	%	40.0	60.0	100
(odatone (urban)	Count	2	7	
oualone (ulban)	%	22.2	77.8	
odafone (rural)	Count	4	2	
oualone (Iulai)	%	66.7	33.3	
Vorall	Count	97	321	
, vei ali	%	23.2	76.8	
)vorall (Urban)	Count	74	297	
verali (Ulbali)	%	19.9	80.1	100
Worall (Bural)	Count	23	24	47
Overall (Rural)	%	48.9	51.1	100





33(a). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?

Service Providers		No change	Slight decrease	Considerable decrease	Stopped receiving	Total
Aireal (Tatal)	Count	3	1	1	9	14
Aircel (Total)	%	21.4	7.1	7.1	64.3	100
A: 1/111 \	Count	3	1	1	3	8
Aircel (Urban)	%	37.5	12.5	12.5	37.5	100
A: 1/D 1\	Count	0	0	0	6	6
Aircel (Rural)	%	0.0	0.0	0.0	100.0	100
A:	Count	1	11	2	1	15
Airtel (Total)	%	6.7	73.3	13.3	6.7	100
Λ: wt α Ι / Ι Ι whα α να \	Count	1	4	2	1	8
Airtel (Urban)	%	12.5	50.0	25.0	12.5	100
A:t-1 (D1)	Count	0	7	0	0	7
Airtel (Rural)	%	0.0	100.0	0.0	0.0	100
DONII (T-1-I)	Count	2	3	2	0	7
BSNL (Total)	%	28.6	42.9	28.6	0.0	100
DON!! (III)	Count	2	0	1	0	3
BSNL (Urban)	%	66.7	0.0	33.3	0.0	100
DONIL (DI)	Count	0	3	1	0	4
BSNL (Rural)	%	0.0	75.0	25.0	0.0	100
	Count	1	9	11	3	24
Idea (Total)	%	4.2	37.5	45.8	12.5	100
Idea (Urban)	Count	1	8	11	3	23
idea (Urban)	%	4.3	34.8	47.8	13.0	100
Idea (Rural)	Count	0	1	0	0	1
	%	0.0	100.0	0.0	0.0	100
Rel. Tel. (Total)	Count	10	2	0	10	22
	%	45.5	9.1	0.0	45.5	100
Rel. Tel.	Count	10	1	0	10	21
(Urban)	%	47.6	4.8	0.0	47.6	100
Dal Tal (Dural)	Count	0	1	0	0	1
Rel. Tel. (Rural)	%	0.0	100.0	0.0	0.0	100
C Tol /Total)	Count	0	0	0	0	0
S Tel (Total)	%	0.0	0.0	0.0	0.0	0.0
C Tol (Urbon)	Count	0	0	0	0	0
S Tel (Urban)	%	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	2	0	0	7	9
113L (10lal)	%	22.2	0.0	0.0	77.8	100
TTSL (Urban)	Count	2	0	0	7	9
i i ol (Ulbali)	%	22.2	0.0	0.0	77.8	100
Vodafone (total)	Count	1	2	1	2	6
vouaione (ioial)	%	16.7	33.3	16.7	33.3	100
Vodafone	Count	1	0	0	1	2
(urban)	%	50.0	0.0	0.0	50.0	100
Vodafone (rural)	Count	0	2	1	1	4
vouaione (rural)	%	0.0	50.0	25.0	25.0	100
Overall	Count	20	28	17	32	97
Overall	%	20.6	28.9	17.5	33.0	100
Overall (Urban)	Count	20	14	15	25	74
(UIDan)	%	27.0	18.9	20.3	33.8	100
Overall (Rural)	Count	0	14	2	7	23
Overall (Rural)	%	0.0	60.9	8.7	30.4	100





33(b). Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?

Service Providers		Yes	No	Total
Aireal (Tatal)	Count	2	3	5
Aircel (Total)	%	40.0	60.0	100
	Count	2	3	5
Aircel (Urban)	%	40.0	60.0	100
	Count	0	0	0
Aircel (Rural)	%	0.0	0.0	0.0
	Count	5	9	14
Airtel (Total)	%	35.7	64.3	100
	Count	3	4	7
Airtel (Urban)	%	42.9	57.1	100
	Count	2	5	7
Airtel (Rural)	%	28.6	71.4	100
	Count	20.0	5	7
BSNL (Total)	%	28.6		
	Count		71.4	100 3
BSNL (Urban)		0		
, ,	%	0.0	100.0	100
BSNL (Rural)	Count	2	2	4
	%	50.0	50.0	100
ldea (Total) ldea (Urban)	Count	17	4	21
	%	81.0	19.0	100
Idea (Lirban)	Count	16	4	20
idoa (Oibaii)	%	80.0	20.0	100
Idea (Rural)	Count	1	0	1
	%	100.0	0.0	100
Rel. Tel. (Total)	Count	3	9	12
Nei. Tei. (Totai)	%	25.0	75.0	100
Del Tel (Urbere)	Count	3	8	11
Rel. Tel. (Urban)	%	27.3	72.7	100
D T (D 1)	Count	0	1	1
Rel. Tel. (Rural)	%	0.0	100.0	100
0.7.1.7.4.1	Count	0	0	0
S Tel (Total)	%	0.0	0.0	0.0
	Count	0	0	0
S Tel (Urban)	%	0.0	0.0	0.0
	Count	0	2	2
TTSL (Total)	%	0.0	100.0	100
	Count	0	2	2
TTSL (Urban)	%	0.0	100.0	100
	Count	1	3	4
Vodafone (total)	%	25.0	75.0	100
	Count	0	1	100
Vodafone (urban)	%	0.0	•	100
•	Count	<u> </u>	100.0	3
Vodafone (rural)	%		2	100
		33.3	66.7 35	65
Overall	Count	30		
	%	46.2	53.8	100
Overall (Urban)	Count	24	25	49
	%	49.0	51.0	100
Overall (Rural)	Count	6	10	16
(,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	%	37.5	62.5	100





00(0). 11 100, 111011	illuicate wii	ether				
Service Providers		Complaint was registered by the service provider and informed about the action taken on the complaint	Complaint was registered by the service provider and did not inform about the action taken on the complaint	Service Provider refused to register the complaint	Difficult to lodge the complaint	Total
Aircel (Total)	Count %	0 0.0	0	1 50.0	1 50.0	2 100
Aircel (Urban)	Count %	0 0.0	0 0.0	1 50.0	1 50.0	2
Aircel (Rural)	Count	0	0	0	0	0
Airtel (Total)	% Count	0.0	0.0 4	0.0	0.0	0.0 5
Airtel (Urban)	% Count	0.0	80.0	20.0	0.0	100 3
	% Count	0.0	100.0	0.0	0.0	100 2
Airtel (Rural)	% Count	0.0	50.0 2	50.0 0	0.0	100 2
BSNL (Total)	%	0.0	100.0	0.0	0.0	100
BSNL (Urban)	Count %	0.0	0.0	0.0	0.0	0.0
BSNL (Rural)	Count %	0.0	2 100.0	0.0	0.0	2 100
Idea (Total)	Count %	2 11.8	5 29.4	9 52.9	5.9	17 100
Idea (Urban)	Count %	2 12.5	4 25.0	9 56.3	1 6.3	16 100
Idea (Rural)	Count %	0.0	1 100.0	0	0 0.0	1 100
Rel. Tel. (Total)	Count %	2 66.7	0 0.0	1 33.3	0.0	3 100
Rel. Tel.	Count	2	0	1	0	3
(Urban) Rel. Tel. (Rural)	% Count	66.7 0	0.0	33.3 0	0.0	100 0
S Tel (Total)	% Count	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	% Count	0.0	0.0	0.0	0.0	0.0
. ,	% Count	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	% Count	0.0	0.0	0.0	0.0	0.0
TTSL (Urban)	% Count	0.0	0.0	0.0	0.0	0.0
Vodafone (total)	%	0.0	0.0	0.0	100.0	100
Vodafone (urban)	Count %	0.0	0.0	0.0	0.0	0.0
Vodafone (rural)	Count %	0.0	0 0.0	0 0.0	1 100.0	1 100
Overall	Count %	13.3	11 36.7	12 40.0	3 10.0	30 100
Overall (Urban)	Count %	16.7	7 29.2	11 45.8	8.3	24 100





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

Service Providers		Yes	No	Total
CONTROL TOVIGORO	Count			
Aircel (Total)		147	263	410
	%	35.9	64.1	100
Aircel (Urban)	Count	94	199	293
(0.00)	%	32.1	67.9	100
Aircel (Rural)	Count	53	64	117
ruiooi (itaiai)	%	45.3	54.7	100
Airtel (Total)	Count	166	239	405
rantor (Total)	%	41.0	59.0	100
Airtel (Urban)	Count	120	160	280
Airter (Orbari)	%	42.9	57.1	100
Airtel (Rural)	Count	46	79	125
Alitei (Ruiai)	%	36.8	63.2	100
DCNI /Total)	Count	169	300	469
BSNL (Total)	%	36.0	64.0	100
DONI /Lirbana	Count	130	222	352
BSNL (Urban)	%	36.9	63.1	100
DONI (D.:==1)	Count	39	78	117
BSNL (Rural)	%	33.3	66.7	100
dea (Total)	Count	114	329	443
	%	25.7	74.3	100
	Count	98	229	327
dea (Urban)	%	30.0	70.0	100
. ,	Count	16	100	116
ldea (Rural)	%	13.8	86.2	100
	Count	154	239	393
Rel. Tel. (Total)	%	39.2	60.8	100
	Count	100	159	259
Rel. Tel. (Urban)	%	38.6	61.4	100
		54	80	134
Rel. Tel. (Rural)	Count %			
		40.3 65	59.7 182	100 247
S Tel (Total)	Count %			
		26.3	73.7	100
S Tel (Urban)	Count	65	182	247
	%	26.3	73.7	100
TTSL (Total)	Count	74	334	408
	%	18.1	81.9	100
TTSL (Urban)	Count	74	334	408
(3.00)	%	18.1	81.9	100
Vodafone (total)	Count	117	284	401
vouciono (total)	%	29.2	70.8	100
Vodafone (urban)	Count	72	167	239
· cadiono (diban)	%	30.1	69.9	100
Vodafone (rural)	Count	45	117	162
vouaione (rurai)	%	27.8	72.2	100
Overall	Count	1006	2170	3176
Overall	%	31.7	68.3	100
Overall (Lirban)	Count	753	1652	2405
Overall (Urban)	%	31.3	68.7	100
Overell (Descrit)	Count	253	518	771
Overall (Rural)	%	32.8	67.2	100





34(b). Have you utilized	SMS based	Mechanism for	getting 'Unique	Porting Cod	le' from your	existing	service
provider?							

Service Providers		Yes	No	Total
Aircel (Total)	Count	16	131	147
Allcel (Total)	%	10.9	89.1	100
A:	Count	10	84	94
Aircel (Urban)	%	10.6	89.4	100
Ains at (Dame)	Count	6	47	53
Aircel (Rural)	%	11.3	88.7	100
A:	Count	35	131	166
Airtel (Total)	%	21.1	78.9	100
A: (1 (111)	Count	23	97	120
Airtel (Urban)	%	19.2	80.8	100
	Count	12	34	46
Airtel (Rural)	%	26.1	73.9	100
	Count	7	162	169
BSNL (Total)	%	4.1	95.9	100
	Count	3	127	130
BSNL (Urban)	%	2.3	97.7	100
	Count	4	35	39
BSNL (Rural)	%	10.3	89.7	100
	Count	23	91	114
ldea (Total)	%	20.2	79.8	100
	Count	20	78.5	98
ldea (Urban)	%	20.4	79.6	100
	Count	3	13	16
ldea (Rural)	%	3 18.8	81.3	100
	Count	14	140	154
Rel. Tel. (Total)	%		90.9	100
	Count	9.1	90.9	100
Rel. Tel. (Urban)	%	4		
		4.0	96.0 44	100
Rel. Tel. (Rural)	Count	10		54
	%	18.5	81.5	100
S Tel (Total)	Count	2	63	65
. ,	%	3.1	96.9	100
S Tel (Urban)	Count	2	63	65
, ,	%	3.1	96.9	100
TTSL (Total)	Count	1	73	74
(**************************************	%	1.4	98.6	100
TTSL (Urban)	Count	1	73	74
1102 (015411)	%	1.4	98.6	100
Vodafone (total)	Count	6	111	117
vodalorio (total)	%	5.1	94.9	100
Vodafone (urban)	Count	2	70	72
vodalone (diban)	%	2.8	97.2	100
Vodafone (rural)	Count	4	41	45
vouaione (rurai)	%	8.9	91.1	100
Overall	Count	104	902	1006
Overall	%	10.3	89.7	100
Overell (Linban)	Count	65	688	753
Overall (Urban)	%	8.6	91.4	100
OII (D I)	Count	39	214	253
Overall (Rural)	%	15.4	84.6	100





34(c). When did y	ou get 'Uniq	ue Porting Code' fro	om your existing se	rvice provider?		
Service Providers		Within 5 min	After 5 to 10 min	After 10 min	Never	Total
Aircel (Total)	Count	4	2	4	6	16
Alicei (Total)	%	25.0	12.5	25.0	37.5	100
Aircel (Urban)	Count	3	1	3	3	10
Alicei (Olbali)	%	30.0	10.0	30.0	30.0	100
Aircel (Rural)	Count	1	1	1	3	6
/ liroci (i tarai)	%	16.7	16.7	16.7	50.0	100
Airtel (Total)	Count	1	7	18	9	35
7 (1 0 (2.)	%	2.9	20.0	51.4	25.7	100
Airtel (Urban)	Count	1	4	13	5	23
(%	4.3	17.4	56.5	21.7	100
Airtel (Rural)	Count	0	3	5	4	12
. ,	%	0.0	25.0	41.7	33.3	100
BSNL (Total)	Count %	2	3	1	1 1 2	7
	_	28.6	42.9 0	14.3 0	14.3 1	100
BSNL (Urban)	Count %	66.7	0.0	0.0	33.3	100
	Count	0	3	1	0	4
BSNL (Rural)	%	0.0	75	25	0.0	100
	Count	10	12	1	0.0	23
Idea (Total)	%	43.5	52.2	4.3	0.0	100
	Count	10	10	0	0.0	20
Idea (Urban)	%	50.0	50.0	0.0	0.0	100
(5 %	Count	0	2	1	0	3
Idea (Rural)	%	0.0	66.7	33.3	0.0	100
D T /T	Count	2	5	2	5	14
Rel. Tel. (Total)	%	14.3	35.7	14.3	35.7	100
Rel. Tel.	Count	1	2	1	0	4
(Urban)	%	25	50	25	0.0	100
Rel. Tel. (Rural)	Count	1	3	1	5	10
Nei. Tei. (Nuiai)	%	10.0	30.0	10.0	50.0	100
S Tel (Total)	Count	0	2	0	0	2
O TOT (TOTAL)	%	0.0	100.0	0.0	0.0	100
S Tel (Urban)	Count	0	2	0	0	2
C Tor (Croarry	%	0.0	100.0	0.0	0.0	100
TTSL (Total)	Count	0	0	1	0	1
	%	0.0	0.0	100.0	0.0	100
TTSL (Urban)	Count	0	0	1	0	1
	%	0.0	0.0	100.0	0.0	100
Vodafone (total)	Count	1	1	3	1 10.7	6
	%	16.7	16.7	50	16.7	100
Vodafone	Count %	1 50	1 50	0.0	0	100
(urban)	% Count	0	0		0.0	100
Vodafone (rural)	%	0.0	0.0	3 75.0	1 25.0	100
	Count	20	32	30	23.0	100
Overall	%	19.2	30.8	28.8	21.2	100
	Count	18	20	18	9	65
Overall (Urban)	%	27.7	30.8	27.7	13.8	100
	Count	2	12	12	13	39
Overall (Rural)	%	5.1	30.8	30.8	33.3	100





34(d). If you have utilized the service of MNF	(Mobile Number Portability)), are you satisfied with its entire process?
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Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	15	9	6	1	0	16
Allcel (Total)	%	93.8	56.3	37.5	6.3	0.0	100
Aireal (Lirban)	Count	10	7	3	0	0	10
Aircel (Urban)	%	100 .0	70.0	30.0	0.0	0.0	100
Aircel (Rural)	Count	5	2	3	1	0	6
Allcei (Kulai)	%	83.3	33.3	50.0	16.7	0.0	100
Airtel (Total)	Count	35	26	9	0	0	35
Airter (Total)	%	100 .0	74.3	25.7	0.0	0.0	100
Airtel (Urban)	Count	23	18	5	0	0	23
Airter (Orbari)	%	100 .0	78.3	21.7	0.0	0.0	100
Airtel (Rural)	Count	12	8	4	0	0	12
/ litter (i tarai)	%	100 .0	66.7	33.3	0.0	0.0	100
BSNL (Total)	Count	6	3	3	1	0	7
DOI TE (TOTAL)	%	85.8	42.9	42.9	14.3	0.0	100
BSNL (Urban)	Count	3	2	1	0	0	3
BOITE (Olbail)	%	100 .0	66.7	33.3	0.0	0.0	100
BSNL (Rural)	Count	3	1	2	1	0	4
20.12 (.10.0.)	%	75 .0	25.0	50.0	25.0	0.0	100
Idea (Total)	Count	16	16	0	3	4	23
rada (Total)	%	69.6	69.6	0.0	13.0	17.4	100
Idea (Urban)	Count	14	14	0	3	3	20
idea (ensuin)	%	70 .0	70.0	0.0	15.0	15.0	100
Idea (Rural)	Count	2	2	0	0	1	3
(**************************************	%	66.7	66.7	0.0	0.0	33.3	100
Rel. Tel. (Total)	Count	14	9	5	0	0	14
	%	100.0	64.3	35.7	0.0	0.0	100
Rel. Tel.	Count	4	4	0	0	0	4
(Urban)	%	100.0	100.0	0.0	0.0	0.0	100
Rel. Tel. (Rural)	Count	10	5	5	0	0	10
	%	100 .0	50.0	50.0	0.0	0.0	100
S Tel (Total)	Count	2	2	0	0	0.0	2
	%	100 .0	100.0	0.0	0.0		100
S Tel (Urban)	Count %	2	2	0	0	0	2
	% Count	100 .0	100.0	0.0	0.0	0.0	100 1
TTSL (Total)	%	100 .0	100.0	0.0	0.0	0.0	100
	Count	100.0	100.0	0.0	0.0	0.0	100
TTSL (Urban)	%	100 .0	100.0	0.0	0.0	0.0	100
	Count	5	5	0.0	1	0.0	6
Vodafone (total)	%	83.3	83.3	0.0	16.7	0.0	100
Vodafone	Count	2	2	0.0	0	0.0	2
(urban)	%	100 .0	100.0	0.0	0.0	0.0	100
-	Count	3	3	0.0	1	0.0	4
Vodafone (rural)	%	75 .0	75.0	0.0	25.0	0.0	100
	Count	75	4	71	23	6	104
Overall	%	72.1	3.8	68.3	22.1	5.8	100
	Count	53	3	50	9	3	65
Overall (Urban)	%	81.5	4.6	76.9	13.8	4.6	100
Overall (Rural)	Count	22	1	21	14	3	39
	- Court						





	Count					62	277		228	35	10	771
Overall (Urban)	%	0.1	0.2	0.7	4.8	12.3	17.5	17	30.6	13.3	3.5	100
Overell (Links)	Count	3	4	18	115	296	420	410	736	320	83	2405
Overall	%	0.1	0.1	0.7	3.9	11.3	21.9	17.5	30.4	11.2	2.9	100
	Count	3	4	23	124	358	697	555	964	355	93	3176
Vodafone (rural)	%	0.0	0.0	1.2	1.2	11.1	38.3	20.4	23.5	2.5	1.9	100
Vodafone (urban)	% Count	0.0	0.4	2	1.3	7.9 18	38.5 62	33	21.8 38	5.9 4	3.3	100 162
	Count %	0	0.4	0.0	3	19	92	50 20.9	52	14	8	239
()	%	0.0	0.2	0.5	1.2	9.2	38.4	20.7	22.4	4.5	2.7	100
Vodafone (total)	Count	0	1	2	5	37	154	83	90	18	11	401
, /	%	0.2	0.0	0.5	5.1	17.4	7.8	18.6	30.9	16.9	2.5	100
TTSL (Urban)	Count	1	0	2	21	71	32	76	126	69	10	408
	%	0.2	0.0	0.5	5.1	17.4	7.8	18.6	30.9	16.9	2.5	100
TTSL (Total)	Count	1	0	2	21	71	32	76	126	69	10	408
C TOT (CIDAIT)	%	0.0	0.4	0.4	13.4	21.9	16.6	8.9	18.2	13.8	6.5	100
S Tel (Urban)	Count	0	1	1	33	54	41	22	45	34	16	247
or (10.0d)	%	0.0	0.4	0.4	13.4	21.9	16.6	8.9	18.2	13.8	6.5	100
S Tel (Total)	Count	0	1	1	33	54	41	22	45	34	16	247
Noi. I oi. (Nuiai)	%	0.0	0.0	0.0	0.0	8.2	56.7	17.2	17.2	0.7	0.0	100
Rel. Tel. (Rural)	Count	0	0	0	0	11	76	23	23	1	0	134
Rel. Tel. (Urban)	%	0.4	0.0	1.5	5.4	15.1	18.5	15.8	30.9	9.3	3.1	100
Pol Tol (Urban)	Count	1	0	4	14	39	48	41	80	24	8	259
Rel. Tel. (Total)	%	0.3	0.0	1	3.6	12.7	31.6	16.3	26.2	6.4	2.0	100
Dol Tol /Total\	Count	1	0	4	14	50	124	64	103	25	8	393
Idea (Rural)	%	0.0	0.0	1.7	2.6	9.5	31.9	14.7	31	6.9	1.7	100
Idaa (D 1)	Count	0	0	2	3	11	37	17	36	8	2	116
Idea (Urban)	%	0.3	0.3	0.9	2.8	8.6	20.8	23.9	27.8	11.6	3.1	100
1-1 (11-1	Count	1	1	3	9	28	68	78	91	38	10	327
Idea (Total)	%	0.2	0.2	1.1	2.7	8.8	23.7	21.4	28.7	10.4	2.7	100
	Count	1	1	5	12	39	105	95	127	46	12	443
BSNL (Rural)	%	0.0	0.0	0.9	1.7	2.6	12	20.5	54.7	6.8	0.9	100
	Count	0.0	0.0	1	2	3	14	24	64	8	1	117
BSNL (Urban)	%	0.0	0.0	0.9	4.0	6.0	9.9	11.6	42.6	20.5	4.5	100
	Count	0.0	0.0	3	14	21	35	41	150	72	16	352
BSNL (Total)	Count %	0.0	0.0	0.9	3.4	5.1	10.4	13.9	45.6	17.1	3.6	100
. ,		0.0	0.0	0.0	0.8	8.8 24	32 49	65	214	80	1.6	100 469
Airtel (Rural)	Count %	0	0.0	0	1	11	40 32	25 20	38 30.4	8 6.4	2 1.6	125
. ,	% Count	0.0	0.0	1.4	3.9	14.3	18.9	16.1	30	13.2	2.1	100
Airtel (Urban)	Count	0	0	4	11	40	53	45	84	37	6	280
·/	%	0.0	0.0	1	3	12.6	23	17.3	30.1	11.1	2.0	100
Airtel (Total)	Count	0	0	4	12	51	93	70	122	45	8	405
	%	0.0	0.0	0.0	0.9	6.8	41	19.7	24.8	5.1	1.7	100
Aircel (Rural)	Count	0	0	0	1	8	48	23	29	6	2	117
, aroor (Orbari)	%	0.0	0.3	0.3	3.4	8.2	17.4	19.5	36.9	10.9	3.1	100
Aircel (Urban)	Count	0	1	1	10	24	51	57	108	32	9	293
7 301 (1 5tai)	%	0.0	0.2	0.2	2.7	7.8	24.1	19.5	33.4	9.3	2.7	100
Aircel (Total)	Count	0	1	1	11	32	99	80	137	38	11	410
		'	2	3	4	5	6	7	8	9	10	Total
Service Providers		1	2	2	1 1			7		_	10	Tatal





QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCE REGULATION, 2007

36. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?

Service Providers		Yes	No	Total
Aireal (Total)	Count	317	93	410
Aircel (Total)	%	77.3	22.7	100
A: 1/111 \	Count	215	78	293
Aircel (Urban)	%	73.4	26.6	100
A: 1/D I)	Count	102	15	117
Aircel (Rural)	%	87.2	12.8	100
A: (1 / T (1)	Count	367	38	405
Airtel (Total)	%	90.6	9.4	100
A: (1 (111)	Count	262	18	280
Airtel (Urban)	%	93.6	6.4	100
	Count	105	20	125
Airtel (Rural)	%	84.0	16.0	100
	Count	366	103	469
BSNL (Total)	%	78.0	22.0	100
	Count	268	84	352
BSNL (Urban)	%	76.1	23.9	100
	Count	98	19	117
BSNL (Rural)	%	83.8	16.2	100
	Count	300	143	443
ldea (Total)	%	67.7	32.3	100
	Count	237	90	327
Idea (Urban)	%	72.5	27.5	100
	Count	63	53	116
ldea (Rural)	%	54.3	45.7	100
	Count	329	64	393
Rel. Tel. (Total)	%	83.7	16.3	100
	Count	220	39	259
Rel. Tel. (Urban)	%	84.9	15.1	100
	Count	109	25	134
Rel. Tel. (Rural)	%	81.3	18.7	100
	Count	187	60	247
S Tel (Total)	%	75.7	24.3	100
	Count	187	60	247
S Tel (Urban)	%	75.7	24.3	100
	Count	359	49	408
TTSL (Total)	%	88.0	12.0	100
	Count	359	49	408
TTSL (Urban)	%	88.0	12.0	100
		272	129	401
Vodafone (total)	Count %	67.8	32.2	100
Vodafone (urban)	Count %	153 64.0	86 36.0	239 100
. ,		119	43	162
Vodafone (rural)	Count %	73.5	26.5	100
		73.5 2497		3176
Overall	Count %		679	100
		78.6	21.4	
Overall (Urban)	Count	1901	504	2405
	%	79 .0	21.0	100
Overall (Rural)	Count	596	175	771
•	%	77.3	22.7	100





37. Have you made any	complaint within	last 6 months	to the toll free	e Call Centre/	Customer Care	/ Helpline
telephone number?						

Service Providers		Yes	No	Total
Aireal (Total)	Count	36	374	410
Aircel (Total)	%	8.8	91.2	100
A: 1/111 \	Count	30	263	293
Aircel (Urban)	%	10.2	89.8	100
A: 1/D I)	Count	6	111	117
Aircel (Rural)	%	5.1	94.9	100
A: (1 /T (1)	Count	27	378	405
Airtel (Total)	%	6.7	93.3	100
A: (1 (111)	Count	22	258	280
Airtel (Urban)	%	7.9	92.1	100
	Count	5	120	125
Airtel (Rural)	%	4.0	96.0	100
	Count	37	432	469
BSNL (Total)	%	7.9	92.1	100
50. 11 (1.1.)	Count	32	320	352
BSNL (Urban)	%	9.1	90.9	100
	Count	5	112	117
BSNL (Rural)	%	4.3	95.7	100
	Count	56	387	443
ldea (Total)	%	12.6	87.4	100
	Count	46	281	327
Idea (Urban)	%	14.1	85.9	100
	Count	10	106	116
ldea (Rural)	%	8.6	91.4	100
	Count	54	339	393
Rel. Tel. (Total)	%	13.7	86.3	100
	Count	46	213	259
Rel. Tel. (Urban)	%	17.8	82.2	100
	Count	8	126	134
Rel. Tel. (Rural)	%	6.0	94.0	100
	Count	30	217	247
S Tel (Total)	%	12.1	87.9	100
	Count	30	217	247
S Tel (Urban)	%			
		12.1 10	87.9 398	100 408
TTSL (Total)	Count %	2.5	97.5	
		10	398	100 408
TTSL (Urban)	Count %			
	1 -	2.5	97.5	100
Vodafone (total)	Count %	19	382	401
		4.7	95.3	100
Vodafone (urban)	Count	16	223	239
, ,	%	6.7	93.3	100
Vodafone (rural)	Count	3	159	162
, ,	%	1.9	98.1	100
Overall	Count	269	2907	3176
	%	8.5	91.5	100
Overall (Urban)	Count	232	2173	2405
(2.22.)	%	9.6	90.4	100
Overall (Rural)	Count	37	734	771
J. a.i. (. tai ai)	%	4.8	95.2	100





38. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?

Service Providers Complaint was registered and docket number incumber received Service and docket number incumber received Service and docket number incumber	, ou.							
Aircel (Urban) Aircel (Urban) Count 17 6 1 1 1 5 30 Aircel (Urban) Count 2 0 0 0 1 3 3 6 6 Aircel (Rural) Count 12 10 0 1 4 2 7 Aircel (Rural) Count 12 10 0 1 4 2 7 Airtel (Urban) Airtel (Urban) Count 12 10 0 1 4 2 7 Airtel (Urban) Count 9 8 0 1 4 4 227 Airtel (Urban) Count 9 8 0 1 4 4 227 Airtel (Urban) Count 9 8 0 1 4 4 227 Airtel (Urban) Count 13 2 0 0 0 0 1 4 4 227 Airtel (Urban) Count 9 8 0 0 1 4 4 227 Airtel (Urban) Count 3 2 0 0 0 0 0 5 18.2 100 Airtel (Urban) Count 3 2 0 0 0 0 0 5 18.2 100 Airtel (Rural) Count 3 2 2 0 0 0 0 0 5 18.2 100 Airtel (Rural) Count 3 3 2 0 0 0 0 0 5 18.2 100 BSNL (Total) Count 13 9 2 3 10 37 Solution 11 8 0 3 10 32 BSNL (Urban) Count 11 8 0 3 10 32 BSNL (Rural) Count 2 1 2 1 2 0 0 0 0 5 5 10 10 10 10 10 10 10 10 10 10 10 10 10			was registered and docket number	was registered and docket number not	was registered and docket number provided	was registered and docket number not provided even on	register the	Total
No. Sc.	Aireal (Tatal)	Count	19	6	1	2	8	36
Aircel (Urban) Aircel (Rural) Aircel	Aircei (Totai)	%	52.8	16.7	2.8	5.6	22.2	100
Aircel (Urban) Aircel (Rural) Count Aircel (Urban) Count Aircel (Urban) Count Aircel (Rural) Count Aircel (Urban) Aircel (Urban) Count Aircel (Urban) Aircel (Urban) Count Aircel (Urban) Count Aircel (Urban) Count Aircel (Urban) Aircel (Urban) Count Aircel (Urban) Count Aircel (Urban) Count Aircel (Urban) Aircel (Urban) Count Aircel (Urban) Aircel (Urban) Count Aircel (Urban) Aircel (Urban) Aircel (Urban) Count Aircel (Urban) Air	A: 1/111)							
Aircel (Rural)	Aircel (Urban)				3.3	3.3		
Aircel (Kural)	A: 1/D 1)							
Airtel (Total) Airtel (Urban) Airtel (Rural) Count South Airtel (Rural) Count South Airtel (Rural) BSNL (Total) BSNL (Urban) Count 11 8 0 11 8 0 11 12 13 9 2 3 10 37 8 8 10 37 8 8 10 37 8 8 10 37 8 8 10 37 8 8 8 10 37 8 8 8 8 8 8 8 8 8 8 8 8 7 8 8	Aircel (Rural)		33.3	0.0	0.0	16.7		100
Airtel (Urban) Airtel (Urban) Count S S S S S S S S S S S S S S S S S S S	A: (1 / T (1)							
Airtel (Urban)	Airtel (Total)							
Airtel (Urban) Airtel (Rural) Count Airtel (Rural) Count Airtel (Rural) Airtel (R								
Airtel (Rural) Count 3 2 0 0 0 5 5	Airtel (Urban)				_	4.5	18.2	
Airel (Kurai) % 60.0 40.0 0.0 0.0 0.0 100	A: (1/D)							
BSNL (Total) Count 13 9 2 3 10 37	Airtel (Rural)							
BSNL (Irotal) % 35.1 24.3 5.4 8.1 27.0 100 BSNL (Urban) % 34.4 25.0 0.0 9.4 31.3 100 BSNL (Rural) Count 2 1 2 0 0 5 BSNL (Rural) Count 2 1 2 0 0 5 BSNL (Rural) Count 2 1 2 0 0 0 5 BSNL (Rural) Count 2 1 2 0 0 0 5 5 6 2 6 5 6 2 5 6 100 1								
BSNL (Urban) Count	BSNL (Total)							
BSNL (Urban) BSNL (Rural) (Count 2 1 2 0 0 0 5 (May 40.0 20.0 40.0 0.0 0.0 0.0 100 Idea (Total)								
BSNL (Rural) Count 2	BSNL (Urban)				_			
Second S				1				
Idea (Total)	BSNL (Rural)			20.0				
Idea (Lotal) % 48.2 21.4 14.3 12.5 3.6 100 Idea (Urban) Count 21 9 8 6 2 46 % 45.7 19.6 17.4 13.0 4.3 100 Idea (Rural) Count 6 3 0 1 0 10 % 60.0 30.0 0.0 10.0 0.0 100 Rel. Tel. (Total) % 31.5 31.5 1.9 7.4 27.8 100 Rel. Tel. (Count 16 11 1 3 15 46 (Urban) % 34.8 23.9 2.2 6.5 32.6 100 Rel. Tel. (Rural) % 34.8 23.9 2.2 6.5 32.6 100 Rel. Tel. (Rural) % 12.5 75 0.0 12.5 0.0 100 S Tel (Total) % 66.7 0.0 0.0 3.3 30.0 100 S Tel (Urban) Count 20 0 0 1 9 30 S Tel (Urban) % 66.7 0.0 0.0 3.3 30.0 100 TTSL (Total) Count 6 3 0 0 1 10 TTSL (Urban) Count 6 3 0 0 1 10 TTSL (Urban) Count 6 3 0 0 1 10 Vodafone (total) Count 4 14 0 0 1 10 Vodafone (total) Count 1 1 1 0 0 0 1 Vodafone (rural) Count 1 1 1 0 0 0 1 0 Overall (Pural) Count 118 71 12 18 50 269 Overall (Pural) Count 103 58 10 15 46 232 Overall (Pural) Count 15 13 2 3 4 37 Overall (Pural) Count 15 13 2 3 4 37 Out 15 13 2 3 4 37								
Idea (Urban)	Idea (Total)							
Idea (Urban) % 45.7 19.6 17.4 13.0 4.3 100 Idea (Rural) Count 6 3 0 1 0 10 Rel. Tel. (Total) % 60.0 30.0 0.0 10.0 0.0 100 Rel. Tel. (Total) % 31.5 31.5 1.9 7.4 27.8 100 Rel. Tel. Count 16 11 1 3 15 46 (Urban) % 34.8 23.9 2.2 6.5 32.6 100 Rel. Tel. (Rural) % 34.8 23.9 2.2 6.5 32.6 100 Rel. Tel. (Rural) % 12.5 75 0.0 12.5 0.0 100 S Tel (Total) % 66.7 0.0 0 1 9 30 S Tel (Urban) % 66.7 0.0 0.0 3.3 30.0 100 S Tel (Urban) Count 20 0 0 0 1 9 30 S Tel (Urban) % 66.7 0.0 0.0 3.3 30.0 100 TTSL (Total) % 60.0 30.0 0.0 0.0 10.0 TTSL (Urban) Count 6 3 0 0 1 10 TTSL (Urban) Count 6 3 0 0 1 10 TTSL (Urban) Count 6 3 0 0 1 10 Vodafone (total) % 60.0 30.0 0.0 0.0 5.3 100 Vodafone (total) % 18.8 81.3 0.0 0.0 0.0 33.3 100 Vodafone (rural) Count 1 1 0 0 0 1 3 Vodafone (rural) % 18.8 81.3 0.0 0.0 33.3 100 Overall (Urban) Count 118 71 12 18 50 269 Overall (Urban) % 44.4 25.0 4.3 6.5 19.8 100 Overall (Urban) % 44.4 25.0 4.3 6.5 19.8 100 Overall (Urban) % 44.4 25.0 4.3 6.5 19.8 100 Overall (Urban) % 44.4 25.0 4.3 6.5 19.8 100 Overall (Urban) Count 15 13 2 3 4 37								
Idea (Rural)	Idea (Urban)							
Rel. Tel. (Total)								
Rel. Tel. (Total) Count % 17 17 1 4 15 54 Rel. Tel. (Urban) Count 16 11 1 3 15 46 (Urban) % 34.8 23.9 2.2 6.5 32.6 100 Rel. Tel. (Rural) Count 1 6 0 1 0 8 Rel. Tel. (Rural) Count 1 6 0 1 0 8 Rel. Tel. (Rural) Count 20 0 0 1 0 8 Rel. Tel. (Rural) Count 20 0 0 1 0 8 S Tel (Tel. (Rural) Count 20 0 0 1 9 30 S Tel (Urban) Count 20 0 0 0 1 9 30 TTSL (Total) Count 6 3 0 0 1 10 TTSL (Urban) Count 6 3 0 0 1 10 Vodafone (total) %	Idea (Rural)				_	•		
Rel. Tel. (Total) % 31.5 31.5 1.9 7.4 27.8 100 Rel. Tel. (Urban) Count 16 11 1 3 15 46 (Urban) % 34.8 23.9 2.2 6.5 32.6 100 Rel. Tel. (Rural) Count 1 6 0 1 0 8 Rel. Tel. (Rural) % 12.5 75 0.0 12.5 0.0 100 S Tel (Total) Count 20 0 0 1 9 30 S Tel (Urban) Count 20 0 0 1 9 30 TTSL (Total) Count 6 3 0 0 1 10 TTSL (Urban) Count 6 3 0 0 1 10 Vodafone (total) Count 4 14 0 0 1 19 Vodafone (rural) % 18.8 81.3 0<								
Rel. Tel. (Urban) Count % 16 11 1 3 15 46 (Urban) % 34.8 23.9 2.2 6.5 32.6 100 Rel. Tel. (Rural) Count 1 6 0 1 0 8 Rel. Tel. (Rural) % 12.5 75 0.0 12.5 0.0 100 S Tel (Total) Count 20 0 0 1 9 30 S Tel (Urban) Count 20 0 0 1 9 30 TTSL (Total) Count 66.7 0.0 0.0 3.3 30.0 100 TTSL (Urban) Count 6 3 0 0 1 10 Vodafone (total) Count 6 3 0 0 1 19 Vodafone (total) Count 4 14 0 0 1 19 Vodafone (rural) % 18.8 81.3 <t< td=""><td>Rel. Tel. (Total)</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></t<>	Rel. Tel. (Total)							
(Urban) % 34.8 23.9 2.2 6.5 32.6 100 Rel. Tel. (Rural) Count 1 6 0 1 0 8 Rel. Tel. (Rural) Count 1 6 0 1 0 8 S Tel (Total) Count 20 0 0 1 9 30 S Tel (Urban) Count 20 0 0 1 9 30 S Tel (Urban) Count 20 0 0 1 9 30 TTSL (Total) Count 6 3 0 0 1 10 TTSL (Urban) Count 6 3 0 0 1 10 TTSL (Urban) Count 6 3 0 0 1 10 Vodafone (total) Count 4 14 0 0 1 19 Vodafone (urban) % 18.8 81.3 0.0 0	Rel Tel							
Rel. Tel. (Rural) Count % 1 6 0 1 0 8 S Tel (Total) Count 20 0 0 12.5 0.0 100 S Tel (Total) Count 20 0 0 1 9 30 S Tel (Urban) Count 20 0 0 1 9 30 TTSL (Total) Count 6 3 0 0 1 10 TTSL (Urban) Count 6 3 0 0 1 10 TTSL (Urban) Count 6 3 0 0 1 10 Vodafone (total) Count 4 14 0 0 1 19 Vodafone (urban) Count 3 13 0 0 1 19 Vodafone (rural) % 18.8 81.3 0.0 0 0 16 Vodafone (rural) % 18.8 81.3 0.0 0 0 16 Overall (Urban) Count 118 <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></t<>								
Ref. 18i. (Rufa) % 12.5 75 0.0 12.5 0.0 100	()							
S Tel (Total) Count % 20 0 0 1 9 30 S Tel (Urban) Count 20 0 0 1 9 30 S Tel (Urban) Count 20 0 0 1 9 30 TTSL (Total) Count 6 3 0 0 1 10 TTSL (Urban) Count 6 3 0 0 1 10 Vodafone (total) Count 6 3 0 0 1 10 Vodafone (total) Count 4 14 0 0 1 19 Vodafone (total) Count 3 13 0 0 1 19 Vodafone (rural) % 18.8 81.3 0.0 0 0 16 Overall (Urban) Count 118 71 1 0 0 1 3 100 Overall (Urban) Count 103 58 10 15 46 232 Overall (Urban) C	Rel. Tel. (Rural)					· ·		
Size (Total) % 66.7 0.0 0.0 3.3 30.0 100								
S Tel (Urban) Count % 20 0 0 1 9 30 TTSL (Total) Count 6 3 0 0 1 10 W 60.0 30.0 0.0 0.0 10.0 100 TTSL (Urban) Count 6 3 0 0 1 10 Vodafone (total) Count 4 14 0 0 1 19 Vodafone (total) Count 3 13 0 0 0 16 (urban) % 18.8 81.3 0.0 0.0 0.0 100 Vodafone (rural) % 18.8 81.3 0.0 0.0 0.0 100 Vodafone (rural) % 33.3 33.3 0.0 0.0 0.0 100 Overall (Urban) Count 118 71 12 18 50 269 Overall (Urban) Count 103 58 10 15 46	S Tel (Total)				_	· ·		
TTSL (Total) % 66.7 0.0 0.0 3.3 30.0 100 TTSL (Total) Count 6 3 0 0 1 10								
TTSL (Total)	S Tel (Urban)				_			
TTSL (Total) % 60.0 30.0 0.0 0.0 10.0 100	TTO! (T : "							
TTSL (Urban)	TTSL (Total)			30.0			10.0	
Vodafone (total)	TTOL (LLL)							
Vodafone (total) Count / % 4 14 0 0 1 19 Vodafone (urban) Count / % 21.1 73.7 0.0 0.0 5.3 100 Vodafone (urban) Count / % 18.8 81.3 0.0 0.0 0.0 100 Vodafone (rural) Count / % 1 1 0 0 1 3 % 33.3 33.3 0.0 0.0 33.3 100 Overall (Urban) Count / % 103 58 10 15 46 232 Overall (Pural) Count / % 15 13 2 3 4 37	11SL (Urban)						10.0	
Vodafone (total) % 21.1 73.7 0.0 0.0 5.3 100 Vodafone (urban) Count 3 13 0 0 0 0 16 (urban) % 18.8 81.3 0.0 0.0 0.0 100 Vodafone (rural) Count 1 1 0 0 1 3 % 33.3 33.3 0.0 0.0 33.3 100 Overall Count 118 71 12 18 50 269 Overall (Urban) Count 103 58 10 15 46 232 Overall (Pural) Count 15 13 2 3 4 37								
Vodafone (urban) Count 3 13 0 0 0 16 Vodafone (rural) % 18.8 81.3 0.0 0.0 0.0 100 Vodafone (rural) Count 1 1 0 0 1 3 % 33.3 33.3 0.0 0.0 33.3 100 Overall Count 118 71 12 18 50 269 % 43.9 26.4 4.5 6.7 18.6 100 Overall (Urban) Count 103 58 10 15 46 232 Overall (Pural) Count 15 13 2 3 4 37	vodatone (total)						5.3	
(urban) % 18.8 81.3 0.0 0.0 0.0 100 Vodafone (rural) Count 1 1 0 0 1 3 Wodafone (rural) % 33.3 33.3 0.0 0.0 33.3 100 Overall Count 118 71 12 18 50 269 Wodafone (rural) % 43.9 26.4 4.5 6.7 18.6 100 Overall (Urban) Count 103 58 10 15 46 232 Overall (Pural) Count 15 13 2 3 4 37	Vodafone							
Vodafone (rural) Count % 1 1 0 0 1 3 % 33.3 33.3 0.0 0.0 33.3 100 Overall (Urban) Count 118 71 12 18 50 269 % 43.9 26.4 4.5 6.7 18.6 100 Overall (Urban) Count 103 58 10 15 46 232 Overall (Pural) Count 15 13 2 3 4 37			18.8		0.0	0.0	0.0	
Overall (Pural) % 33.3 33.3 0.0 0.0 33.3 100 Overall (Urban) Count 118 71 12 18 50 269 % 43.9 26.4 4.5 6.7 18.6 100 Overall (Urban) Count 103 58 10 15 46 232 Overall (Pural) Count 15 13 2 3 4 37		Count						
Overall (Urban) Count % 118 71 12 18 50 269 Overall (Urban) % 43.9 26.4 4.5 6.7 18.6 100 Overall (Urban) Count 103 58 10 15 46 232 % 44.4 25.0 4.3 6.5 19.8 100 Overall (Pural) Count 15 13 2 3 4 37	vodaione (rural)		33.3	33.3	0.0	0.0	33.3	100
Overall (Urban) % 43.9 26.4 4.5 6.7 18.6 100 Overall (Urban) Count 103 58 10 15 46 232 % 44.4 25.0 4.3 6.5 19.8 100 Overall (Pural) Count 15 13 2 3 4 37	Overell							
Overall (Urban) Count % 103 58 10 15 46 232 % 44.4 25.0 4.3 6.5 19.8 100 Overall (Pural) Count 15 13 2 3 4 37	Overall		43.9	26.4	4.5	6.7	18.6	100
Overall (Orban)	Overall (Linhara)	Count			10	15		232
Overall (Pural) Count 15 13 2 3 4 37	Overali (Urban)					6.5	19.8	
	Overall (Burel)	Count	1					
	Overali (Rurai)	%	40.5	35.1	5.4	8.1	10.8	100





39. Did the Call Ce	ntre inform you a	about the action taken on y	your complaint?	
Service Providers		Yes	No	Total
Aireal (Tatal)	Count	21	15	36
Aircel (Total)	%	58.3	41.7	100
Λ: / - -	Count	18	12	30
Aircel (Urban)	%	60.0	40.0	100
Aircel (Rural)	Count	3	3	6
Alicei (Ruiai)	%	50.0	50.0	100
Airtel (Total)	Count	7	20	27
Airtei (Totai)	%	25.9	74.1	100
Airtel (Urban)	Count	4	18	22
Airtei (Olbail)	%	18.2	81.8	100
Airtel (Rural)	Count	3	2	5
7 tirtor (rtarar)	%	60.0	40.0	100
BSNL (Total)	Count	17	20	37
	%	45.9	54.1	100
BSNL (Urban)	Count	12	20	32
BOTTE (OTBATT)	%	37.5	62.5	100
BSNL (Rural)	Count	5	0	5
BOTTE (Traital)	%	100	0.0	100
Idea (Total)	Count	42	14	56
rada (Total)	%	75.0	25.0	100
Idea (Urban)	Count	36	10	46
	%	78.3	21.7	100
Idea (Rural)	Count	6	4	10
	%	60.0	40.0	100
Rel. Tel. (Total)	Count	25	29	54
	%	46.3	53.7	100
Rel. Tel. (Urban)	Count	23	23	46
	%	50.0	50.0	100
Rel. Tel. (Rural)	Count	2	6	8
	%	25.0	75.0	100
S Tel (Total)	Count	21	9	30
	%	70.0	30.0	100
S Tel (Urban)	Count	21	9	30
	%	70.0	30.0	100
TTSL (Total)	Count	4	6	10
	%	40.0	60.0	100
TTSL (Urban)	Count %	4 40.0	6 60.0	10 100
		7	12	19
Vodafone (total)	Count %	36.8	63.2	100
	Count	36.8 6	10	16
Vodafone (urban)	%	37.5	62.5	100
	Count	37.5	2	3
Vodafone (rural)	%	33.3	66.7	100
	Count	144	125	269
Overall	%	53.5	46.5	100
	Count	124	108	232
Overall (Urban)	%	53.4	46.6	100
	Count	20	17	37
Overall (Rural)	%	54.1	45.9	100
	/0	VT. 1	70.0	100





40. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?

Aircel (Total) Aircel (Urban) Aircel (Rural) Aircel (Rural) Aircel (Rural) Aircel (Rural) Aircel (Urban) Aircel (Rural) Aircel (Urban) Aircel (Rural) Aircel	Service Providers		Yes	No	Not applicable	Total
Aircel (Urban) Aircel (Urban) Aircel (Rural) Count Solution Solut	Aireal (Tatal)	Count	17	14	5	36
Aircel (Urban) Aircel (Rural) Aircel (Rural) Aircel (Rural) Count Aircel (Rural)	Aircei (Totai)	%	47.2	38.9	13.9	100
Aircel (Urban) Aircel (Rural) Aircel (Rural) Count 2 2 2 2 6 6 Aircel (Rural) Count Count 6 13 8 27 Airtel (Urban) Airtel (Urban) Airtel (Urban) Count 3 3 13 6 22 Airtel (Rural) Count 3 13 6 22 Airtel (Rural) Count 3 0 2 5 Airtel (Rural) Count 3 0 2 5 Airtel (Rural) Count 3 0 0 2 5 Airtel (Rural) Count 15 17 5 37 BSNL (Urban) BSNL (Urban) Count 12 17 3 3 32 BSNL (Urban) Count 3 0 0 2 5 Airtel (Rural) Count 12 17 3 3 32 BSNL (Urban) Count 3 0 0 2 5 Airtel (Rural) Count 12 17 3 3 32 BSNL (Urban) Count 3 0 0 2 5 5 Airtel (Rural) Count 3 0 0 2 5 5 Airtel (Rural) Count 3 0 0 2 5 5 Airtel (Rural) Count 3 0 0 2 5 5 Airtel (Rural) Count 3 0 0 2 5 5 Airtel (Rural) Count 3 0 0 2 5 5 Airtel (Rural) Airtel (Rural) Airtel (Rural) Airtel (Rural) Count 3 0 0 2 5 Airtel (Rural) Airtel (Rural	A: 1/111 \					
Aircel (Rural) Airtel (Total) Airtel (Total) Airtel (Urban) Airtel (Urban) Airtel (Rural) Count Airtel (Rural) Airtel (Rural) Airtel (Rural) Count Airtel (Rural) Count Airtel (Rural) Airtel (Rural) Count Airtel (Rural) Count Airtel (Rural) Airtel (Aircei (Urban)			40.0	10.0	
Airtel (Total)	A: 1/D I)					
Airtel (Total) Airtel (Urban) Airtel (Rural) Count 3 133 6 22 5 5 Airtel (Rural) Count 3 0 2 5 5 Airtel (Rural) SENL (Total) Count 15 17 5 37 SENL (Urban) BSNL (Urban) BSNL (Rural) Count 12 17 3 3 32 BSNL (Rural) Count 3 0 2 5 5 37 6 40.5 45.9 13.5 100 BSNL (Rural) Count 3 0 2 2 5 SENL (Urban) BSNL (Rural) Count 3 0 2 2 5 SENL (Urban) Count 3 0 2 5 SENL (Urban) Count 3 0 2 2 5 SENL (Urban) Airtel (Urban) Count 3 0 2 2 5 SENL (Urban) Count 3 0 2 2 5 SENL (Urban) Airtel (Urban) Count 3 0 2 2 5 SENL (Urban) Airtel (Urban) Count 3 0 2 2 5 SENL (Urban) Airtel (Urban) Count 3 0 2 2 5 SENL (Urban) Airtel (Urban) Count 3 0 2 2 5 SENL (Urban) Airtel (Urban) Count 3 0 2 2 5 SENL (Urban) Airtel (Urban) Count 3 0 0 2 5 SENL (Urban) Airtel (Urban) Count 3 0 0 2 5 SENL (Urban) Airtel (Urban)	Aircel (Rural)				33.3	
Airtel (Urban) Airtel (Urban) Airtel (Urban) Airtel (Rural) Count 3 3 13 6 22 Airtel (Rural) Count 3 3 0 2 5 5 6 60.0 0.0 0.0 40.0 100 BSNL (Total) Count 15 17 5 37 % 40.5 40.5 45.9 13.5 100 BSNL (Rural) Count 12 17 3 32 BSNL (Rural) Count 3 0 2 5 3 7 6 6 0.0 0.0 40.0 100 100 BSNL (Rural) Count 12 17 3 32 BSNL (Rural) Count 3 0 2 5 5 37 6 6 60.0 0.0 0.0 40.0 100 100 100 100 100 100 100 100 100		Count	•			
Airtel (Urban) Airtel (Rural) Airtel	Airtel (Total)				I I	
Airtel (Urbair)						
Airtel (Rural) Count 3	Airtel (Urban)					
Arrier (Rural) BSNL (Total) BSNL (Urban) BSNL (Urban) BSNL (Urban) BSNL (Rural) Count Count 3 0 2 5 5 3.1 9.4 100 BSNL (Rural) Count 3 0 2 5 5 3.1 9.4 100 BSNL (Rural) Count 3 0 2 5 5 3.1 9.4 100 BSNL (Rural) Count 3 0 2 5 5 3.1 9.4 100 BSNL (Rural) Count 3 0 2 5 5 3.1 9.4 100 BSNL (Rural) Count 3 0 2 5 5 3.1 9.4 100 BSNL (Rural) Count 3 0 2 5 5 3.1 9.4 100 BSNL (Rural) Count 3 0 2 5 5 3.1 9.4 100 BSNL (Rural) Count 3 0 2 5 5 3.1 9.4 100 BSNL (Rural) Count 3 0 2 5 5 3.1 9.4 100 BSNL (Rural) Count 3 0 2 5 5 4 100 BSNL (Rural) Count 3 0 2 5 5 4 1 100 BSNL (Rural) Count 5 4 1 1 10 BSNL (Rural) Count 5 4 1 1 10 BSNL (Rural) Count 1 9 18 17 54 BSNL (Rural) Count 1 18 15 13 46 BSNL (Rural) Count 1 18 15 13 46 BSNL (Rural) BSNL (Rural) BSNL (Rural) Count 1 1 3 4 4 8 15 BSNL (Rural) BSNL (Rural) Count 1 1 3 4 4 8 15 BSNL (Rural) BSNL (Rural) BSNL (Rural) Count 1 1 3 4 4 8 15 BSNL (Rural) BSNL (Rural) BSNL (Rural) BSNL (Rural) Count 1 1 3 4 4 8 15 BSNL (Rural) BSNL (Ru						
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Overall (Orban) % 47.2 37.2 15.6 100 Overall (Burst) Count 14 11 12 37						
Overell (Burel) Count 14 11 12 37	Overall (Urban)					
	Overall (Rural)					





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 details of the Nodal Officer?

				Total
Aireal (Tetal)	Count	1	409	410
Aircel (Total)	%	0.2	99.8	100
A: 1/111 \	Count	1	292	293
Aircel (Urban)	%	0.3	99.7	100
A: 1/D D	Count	0	117	117
Aircel (Rural)	%	0.0	100.0	100
A: (T)	Count	0	405	405
Airtel (Total)	%	0.0	100.0	100
A: (1 (111)	Count	0	280	280
Airtel (Urban)	%	0.0	100.0	100
	Count	0	125	125
Airtel (Rural)	%	0.0	100.0	100
	Count	0	469	469
BSNL (Total)	%	0.0	100.0	100
	Count	0	352	352
BSNL (Urban)	%	0.0	100.0	100
	Count	0	117	117
BSNL (Rural)	%	0.0	100.0	100
	Count	18	425	443
Idea (Total)	%	4.1	95.9	100
_	Count	17	310	327
Idea (Urban)	%	5.2	94.8	100
	Count	1	115	116
Idea (Rural)	%	0.9	99.1	100
	Count	0	393	393
Rel. Tel. (Total)	%	0.0	100.0	100
_	Count	0	259	259
Rel. Tel. (Urban)	%	0.0	100.0	100
	Count	0	134	134
Rel. Tel. (Rural)	%	0.0	100.0	100
	Count	2	245	247
S Tel (Total)	%	0.8	99.2	100
	Count	2	245	247
S Tel (Urban)	%	0.8	99.2	100
	Count	0.0	408	408
TTSL (Total)	%	0.0	100.0	100
	Count	0.0	408	408
TTSL (Urban)	%	0.0	100.0	100
	Count	0	401	401
Vodafone (total)	%	0.0	100.0	100
	Count	0.0	239	239
Vodafone (urban)	%	0.0	100.0	100
	Count	0.0	162	162
Vodafone (rural)	%	0.0	100.0	100
	Count	21	3155	3176
Overall	%	0.7	99.3	100
	Count	20	2385	2405
Overall (Urban)				
Overall (Orban)	0/_	U &	9 9	
Overall (Rural)	% Count	0.8 1	99.2 770	100 771





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?

Aircel (Total) Aircel (Urban) Aircel (Urban) Aircel (Urban) Aircel (Urban) Aircel (Urban) Aircel (Rural) Count Cou	Service Providers		Yes	No	Total
Aircel (Urban) Aircel (Rural) Count Aircel (Rural) Aircel (Rural) Count C	Aireal (Tetal)	Count	1	0	1
Aircel (Urban) Aircel (Rural) Count O O O O O O O O O O O O O O O O O O O	Aircei (Totai)	%	100.0	0.0	100
Aircel (Rural) Aircel (Rural) Aircel (Rural) Count Cou	A: 1/111 \				
Aircel (Rural) Aircel (Rural) Aircel (Rural) Count Cou	Aircei (Urban)		100.0	0.0	100
Airtel (Total) % 0.0 0.0 0.0 0.0 0.0 Airtel (Total) % 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0	A: 1/D I)				
Airtel (Total) Airtel (Urban) Airtel (Urban) Airtel (Urban) Airtel (Urban) Airtel (Rural) Count	Aircei (Rurai)			0.0	0.0
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Airlet (Orbari)	A' (1 /1 1 1)				
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Vodafone (total) % 0.0 0.0 0.0 Vodafone (urban) Count 0					
Vodafone (urban) Count % 0 0 0 Vodafone (rural) Count 0 0 0 0 Vodafone (rural) Count 0 0 0 0 Count 21 0 0 21 % 100.0 0.0 100 Overall (Urban) Count 20 0 20 % 100.0 0.0 100 Count 1 0 1 0	vodatone (total)				
Vodafone (rural) % 0.0 0.0 0.0 Vodafone (rural) Count 0 0 0 % 0.0 0.0 0.0 Overall Count 21 0 21 % 100.0 0.0 100 Overall (Urban) Count 20 0 20 % 100.0 0.0 100 Overall (Pural) Count 1 0 1					
Vodafone (rural) Count % 0 0 0 Overall Count 21 0 21 % 100.0 0.0 100 Overall (Urban) Count 20 0 20 % 100.0 0.0 100 Overall (Pural) Count 1 0 1	vodatone (urban)	%			_
Overall Count 21 0 21 % 100.0 0.0 100 Overall (Urban) Count 20 0 20 % 100.0 0.0 100 Overall (Pural) Count 1 0 1					
Overall Count 21 0 21 % 100.0 0.0 100 Overall (Urban) Count 20 0 20 % 100.0 0.0 100 Overall (Pural) Count 1 0 1	Vodatone (rural)				
Overall (Urban) % 100.0 0.0 100 Overall (Urban) Count 20 0 20 % 100.0 0.0 100 Overall (Rural) Count 1 0 1	0				
Overall (Urban) Count % 20 0 0 20 % 100.0 0.0 100 Overall (Pural) Count 1 0 1 1	Overall				
Overall (Urban) % 100.0 0.0 100 Overall (Pural) Count 1 0 1	.				
Overall (Bural) Count 1 0 1	Overall (Urban)				
	Overall (Rural)		-		_





0 1 5 11				T
Service Providers		Yes	No	Total
Aircel (Total)	Count	1	0	1
7 litoci (Total)	%	100.0	0.0	100
Aircel (Urban)	Count	1	0	1
Alicei (Olbali)	%	100.0	0.0	100
Aircel (Rural)	Count	0	0	0
Alloci (Rulai)	%	0.0	0.0	0.0
Airtel (Total)	Count	0	0	0
/ litter (rotal)	%	0.0	0.0	0.0
Airtel (Urban)	Count	0	0	0
/ litter (Orbari)	%	0.0	0.0	0.0
Airtel (Rural)	Count	0	0	0
, and (i tarai)	%	0.0	0.0	0.0
BSNL (Total)	Count	0	0	0
2011L (10tal)	%	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0
DOIVE (OIDAII)	%	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0
DOIVE (ITAIIAI)	%	0.0	0.0	0.0
Idea (Total)	Count	17	1	18
idoa (Total)	%	94.4	5.6	100
Idea (Urban)	Count	17	0	17
idoa (Orbari)	%	100.0	0.0	100
Idea (Rural)	Count	0	1	1
idoa (i taiai)	%	0.0	100.0	100
Rel. Tel. (Total)	Count	0	0	0
Tron Ton (Total)	%	0.0	0.0	0.0
Rel. Tel. (Urban)	Count	0	0	0
Tton Ton (Orban)	%	0.0	0.0	0.0
Rel. Tel. (Rural)	Count	0	0	0
rtoi: roi: (rtarai)	%	0.0	0.0	0.0
S Tel (Total)	Count	2	0	2
	%	100.0	0.0	100
S Tel (Urban)	Count	2	0	2
	%	100.0	0.0	100
TTSL (Total)	Count	0	0	0
	%	0.0	0.0	0.0
TTSL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Vodafone (total)	Count	0	0	0
	%	0.0	0.0	0.0
Vodafone (urban)	Count	0	0	0
	%	0.0	0.0	0.0
Vodafone (rural)	Count	0	0	0
	%	0.0	0.0	0.0
Overall	Count	20	1	21
	%	95.2	4.8	100
Overall (Urban)	Count	20	0	20
(3:33.1.)	%	100.0	0.0	100
Overall (Rural)	Count	0	1	1
	%	0.0	100.0	100





Service Providers		Yes	No	Total
A: 1/T (1)	Count	1	0	1
Aircel (Total)	%	100.0	0.0	100
A:	Count	1	0	1
Aircel (Urban)	%	100.0	0.0	100
Aireal (Durel)	Count	0	0	0
Aircel (Rural)	%	0.0	0.0	0.0
Airtel (Total)	Count	0	0	0
Alitei (Totai)	%	0.0	0.0	0.0
Airtel (Urban)	Count	0	0	0
Airtei (Olbari)	%	0.0	0.0	0.0
Airtel (Rural)	Count	0	0	0
Airtei (Italai)	%	0.0	0.0	0.0
BSNL (Total)	Count	0	0	0
DOINE (TOTAL)	%	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0
DOINE (Olbail)	%	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0
DOINE (INdial)	%	0.0	0.0	0.0
Idea (Total)	Count	17	1	18
idea (Total)	%	94.4	5.6	100
Idea (Urban)	Count	17	0	17
idea (Olban)	%	100.0	0.0	100
ldea (Rural)	Count	0	1	1
idea (italai)	%	0.0	100.0	100
Rel. Tel. (Total)	Count	0	0	0
rtoi: roi: (rotal)	%	0.0	0.0	0.0
Rel. Tel. (Urban)	Count	0	0	0
rtoi: roi: (Orbari)	%	0.0	0.0	0.0
Rel. Tel. (Rural)	Count	0	0	0
rtoi: roi: (rtarai)	%	0.0	0.0	0.0
S Tel (Total)	Count	1	1	2
o roi (roidi)	%	50.0	50.0	100
S Tel (Urban)	Count	1	1	2
e roi (Gibail)	%	50.0	50.0	100
TTSL (Total)	Count	0	0	0
(%	0.0	0.0	0.0
TTSL (Urban)	Count	0	0	0
1102 (012411)	%	0.0	0.0	0.0
Vodafone (total)	Count	0	0	0
	%	0.0	0.0	0.0
Vodafone (urban)	Count	0	0	0
vouaione (uibail)	%	0.0	0.0	0.0
Vodafone (rural)	Count	0	0	0
- / ()	%	0.0	0.0	0.0
Overall	Count	19	2	21
	%	90.5	9.5	100
Overall (Urban)	Count	19	1	20
(- /)	%	95.0	5.0	100
Overall (Rural)	Count	0	1 100.0	1
, , , ,	%	0.0	100.0	100





44.	How	satisfied	are y	you	with	the	redressal	of	the	comp	laint	by	the	Nodal	Officer	?
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Comico		Overall	A \/on/			D.Von.	
Service Providers		satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Total)	Count	0	0	0	0	1	1
Aircel (Total)	%	0.0	0.0	0.0	0.0	100.0	100
A: (Count	0	0	0	0	1	1
Aircel (Urban)	%	0.0	0.0	0.0	0.0	100.0	100
Aircol (Pural)	Count	0	0	0	0	0	0
Aircel (Rural) %	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Total)	Count	0	0	0	0	0	0
/ litter (i otal)	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Urban)	Count	0	0	0	0	0	0
7 tirtor (Orbari)	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Rural)	Count	0	0	0	0	0	0
7 iii (0 (1 (ai (ai)	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Total)	Count	0	0	0	0	0	0
- (,	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0	0	0	0
,	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0	0	0	0
` ,	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count %	4	2	2	0	14	18
	Count	22.2 3	11.1 2	11.1	0.0	77.8 14	100 17
Idea (Urban)	%	17.7	11.8	5.9	0.0	82.4	100
	Count	17.7	0	3.9	0.0	02.4	100
Idea (Rural)	%	100.0	0.0	100.0	0.0	0.0	100
	Count	0	0.0	0	0.0	0.0	0
Rel. Tel. (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel. Tel.	Count	0	0	0	0	0	0.0
(Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0
•	Count	0	0	0	0	0	0
Rel. Tel. (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
0.T. I.(T. (. I)	Count	1	1	0	1	0	2
S Tel (Total)	%	50.0	50.0	0.0	50.0	0.0	100
C.Tal (Urban)	Count	1	1	0	1	0	2
S Tel (Urban)	%	50.0	50.0	0.0	50.0	0.0	100
TTSL (Total)	Count	0	0	0	0	0	0
TTOL (TOTAL)	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Urban)	Count	0	0	0	0	0	0
. TOE (Olbail)	%	0.0	0.0	0.0	0.0	0.0	0.0
Vodafone (total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Vodafone	Count	0	0	0	0	0	0
(urban)	%	0.0	0.0	0.0	0.0	0.0	0.0
Vodafone (rural)	Count	0	0	0	0	0	0
. ,	%	0.0 5	0.0	0.0	0.0	0.0 15	0.0
Overall	Count %	24.8	3 14.3	9.5	4.8	71.4	21 100
	Count	4	3	9.5	4.0	15	20
Overall (Urban)	%	20.0	15.0	5.0	5.0	75.0	100
	Count	1	0	1	0	0	1
Overall (Rural)	%	100.0	0.0	100.0	0.0	0.0	100





45. Please specify	the reason	n(s) for your di	ssatisfaction.				
Service Providers		Difficult to connect to Nodal Officer	Nodal officer not polite/courteo us	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaint is too long	Nodal Officer was unable to understand the problem	Total
Aircel (Total)	Count %	0	0.0	1 100.0	0 0.0	0.0	1 100
Aircel (Urban)	Count %	0.0	0.0	1 100.0	0.0	0.0	100
Aircel (Rural)	Count %	0.0	0.0	0	0.0	0.0	0
Airtel (Total)	Count %	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Urban)	Count %	0.0	0.0	0.0	0	0.0	0.0
Airtel (Rural)	Count %	0.0	0.0	0.0	0	0.0	0.0
BSNL (Total)	Count %	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Urban)	Count %	0.0	0.0	0.0	0	0 0.0	0.0
BSNL (Rural)	Count %	0	0	0	0	0	0.0
Idea (Total)	Count %	0	0	14 100.0	0	0.0	14 100
Idea (Urban)	Count %	0	0	14 100.0	0	0.0	14 100
Idea (Rural)	Count %	0	0	0	0	0	0.0
Rel. Tel. (Total)	Count %	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0.0
Rel. Tel. (Urban)	Count %	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0.0
Rel. Tel. (Rural)	Count %	0	0 0.0	0	0 0.0	0.0	0.0
S Tel (Total)	Count %	0	0 0.0	1 100.0	0.0	0 0.0	1 100
S Tel (Urban)	Count %	0 0.0	0 0.0	1 100.0	0	0 0.0	1 100
TTSL (Total)	Count %	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Urban)	Count %	0.0	0.0	0.0	0.0	0.0	0.0
Vodafone (total)	Count %	0.0	0 0.0	0 0.0	0 0.0	0.0	0.0
Vodafone (urban)	Count %	0.0	0.0	0.0	0 0.0	0.0	0.0
Vodafone (rural)	Count %	0.0	0.0	0.0	0.0	0.0	0.0
Overall	Count %	0.0	0.0	16 100.0	0.0	0.0	16 100
Overall (Urban)	Count %	0.0	0.0	16 100.0	0	0.0	16 100
Overall (Rural)	Count %	0.0	0.0	0	0	0.0	0.0





46. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?

Service Providers		Yes	No	Total
Aireal (Total)	Count	1	409	410
Aircel (Total)	%	0.2	99.8	100
A: 1/111 \	Count	1	292	293
Aircel (Urban)	%	0.3	99.7	100
	Count	0	117	117
Aircel (Rural)	%	0.0	100.0	100
	Count	0	405	405
Airtel (Total)	%	0.0	100.0	100
	Count	0	280	280
Airtel (Urban)	%	0.0	100.0	100
	Count	0	125	125
Airtel (Rural)	%	0.0	100.0	100
	Count	0	469	469
BSNL (Total)	%	0.0	100.0	100
	Count	0.0	352	352
BSNL (Urban)	%	0.0	100.0	100
	Count	0.0	117	117
BSNL (Rural)	%	0.0	100.0	100
	Count	17	426	443
Idea (Total)	%	3.8	96.2	100
	Count		310	327
Idea (Urban)	%	5.2	94.8	100
	Count	0	116	116
Idea (Rural)	%	0.0	100.0	100
	Count	0.0	393	393
Rel. Tel. (Total)	%	0.0	100.0	100
	Count		259	259
Rel. Tel. (Urban)	%	0		100
		0.0	100.0 134	134
Rel. Tel. (Rural)	Count %	0		
		0.0	100.0	100
S Tel (Total)	Count	1 0.4	246	247
	%	0.4	99.6	100
S Tel (Urban)	Count %	1	246	247
		0.4	99.6	100
TTSL (Total)	Count	0	408	408
	%	0.0	100.0	100
TTSL (Urban)	Count	0	408	408
	%	0.0	100.0	100
Vodafone (total)	Count	0	401	401
	%	0.0	100.0	100
Vodafone (urban)	Count	0	239	239
· saaisiis (aibail)	%	0.0	100.0	100
Vodafone (rural)	Count	0	162	162
	%	0.0	100.0	100
Overall	Count	19	3157	3176
	%	0.6	99.4	100
Overall (Urban)	Count	19	2386	2405
C.O.a (O.Da.i.)	%	0.8	99.2	100
Overall (Rural)	Count	0	771	771
C. Crair (Italiai)	%	0.0	100.0	100





47. Have you filed a	any appeal in	last 6 months?		
Service Providers		Yes	No	Total
A: (T-4-1)	Count	0	1	1
Aircel (Total)	%	0.0	100.0	100
A: 1/111 \	Count	0	1	1
Aircel (Urban)	%	0.0	100.0	100
Aireal (Dural)	Count	0	0	0
Aircel (Rural)	%	0.0	0.0	0.0
Airtel (Total)	Count	0	0	0
Airtei (Totai)	%	0.0	0.0	0.0
Airtel (Urban)	Count	0	0	0
Airtei (Olbail)	%	0.0	0.0	0.0
Airtel (Rural)	Count	0	0	0
Autor (Rulai)	%	0.0	0.0	0.0
BSNL (Total)	Count	0	0	0
2014L (10tal)	%	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0
DOINE (Olbail)	%	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0
BOIVE (Italial)	%	0.0	0.0	0.0
Idea (Total)	Count	16	1	17
idea (Total)	%	94.1	5.9	100
Idea (Urban)	Count	16	1	17
idea (Olban)	%	94.1	5.9	100
Idea (Rural)	Count	0	0	0
idea (i taiai)	%	0.0	0.0	0.0
Rel. Tel. (Total)	Count	0	0	0
rtci. rci. (rotal)	%	0.0	0.0	0.0
Rel. Tel. (Urban)	Count	0	0	0
rtci. rci. (Olbali)	%	0.0	0.0	0.0
Rel. Tel. (Rural)	Count	0	0	0
rtoi. roi. (rtarai)	%	0.0	0.0	0.0
S Tel (Total)	Count	0	1	1
o roi (rotai)	%	0.0	100.0	100
S Tel (Urban)	Count	0	1	1
0 101 (015411)	%	0.0	100.0	100
TTSL (Total)	Count	0	0	0
(1010.)	%	0.0	0.0	0.0
TTSL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Vodafone (total)	Count	0	0	0
readient (tetal)	%	0.0	0.0	0.0
Vodafone (urban)	Count	0	0	0
vocatorio (dibati)	%	0.0	0.0	0.0
Vodafone (rural)	Count	0	0	0
, ,	%	0.0	0.0	0.0
Overall	Count	16	3	19
	%	84.2	15.8	100
Overall (Urban)	Count	16	3	19
(3)	%	84.2	15.8	100
Overall (Rural)	Count	0	0	0
	%	0.0	0.0	0.0





48. Did you receive	any acknowle	edgement?		
Service Providers		Yes	No	Total
Aireal (Tatal)	Count	0	0	0
Aircel (Total)	%	0.0	0.0	0.0
A: 1/111 \	Count	0	0	0
Aircel (Urban)	%	0.0	0.0	0.0
A: L (D I)	Count	0	0	0
Aircel (Rural)	%	0.0	0.0	0.0
Airtal /Tatal\	Count	0	0	0
Airtel (Total)	%	0.0	0.0	0.0
Airtal (Lirban)	Count	0	0	0
Airtel (Urban)	%	0.0	0.0	0.0
Airtol (Burol)	Count	0	0	0
Airtel (Rural)	%	0.0	0.0	0.0
BSNL (Total)	Count	0	0	0
DOINE (TOTAL)	%	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0
DOINE (UIDAII)	%	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0
DOINE (Rulai)	%	0.0	0.0	0.0
Idea (Total)	Count	16	0	16
Idea (Total)	%	100.0	0.0	100
Idea (Urban)	Count	16	0	16
Idea (Urban)	%	100.0	0.0	100
Idea (Rural)	Count	0	0	0
idea (Kulai)	%	0.0	0.0	0.0
Rel. Tel. (Total)	Count	0	0	0
Nei. Tei. (Totai)	%	0.0	0.0	0.0
Rel. Tel. (Urban)	Count	0	0	0
Nei. Tei. (Olbail)	%	0.0	0.0	0.0
Rel. Tel. (Rural)	Count	0	0	0
Nei. Tei. (Nuiai)	%	0.0	0.0	0.0
S Tel (Total)	Count	0	0	0
o rei (rotai)	%	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0
o rei (oibail)	%	0.0	0.0	0.0
TTSL (Total)	Count	0	0	0
1102 (10101)	%	0.0	0.0	0.0
TTSL (Urban)	Count	0	0	0
TTOE (OTDAIT)	%	0.0	0.0	0.0
Vodafone (total)	Count	0	0	0
vodalono (total)	%	0.0	0.0	0.0
Vodafone (urban)	Count	0	0	0
vocatorie (utbail)	%	0.0	0.0	0.0
Vodafone (rural)	Count	0	0	0
. 300.013 (10101)	%	0.0	0.0	0.0
Overall	Count	16	0	16
	%	100.0	0.0	100
Overall (Urban)	Count	16	0	16
	%	100.0	0.0	100
Overall (Rural)	Count	0	0	0
Overall (Nullai)	%	0.0	0.0	0.0





Overall Count 16 0 0.0 16 % 100.0 0.0 0.0 100 Overall (Urban) Count 16 0 0 16 % 100.0 0.0 0.0 100 Overall (Rural) Count 0 0 0	Service Providers		Yes	No	Appeal filed only recently	Total
Aircel (Urban) Aircel (Rural) Count Count	Aircel (Total)		=	0	-	0
Aircel (Urban) Aircel (Rural) Aircel (Total) Aircel (Total) Aircel (Total) Aircel (Total) Aircel (Urban) Aircel (Urban) Aircel (Rural) Aircel (Rural) Aircel (Rural) Aircel (Rural) Count O O O O O O O O O O O O O O O O O O O	7 til ool (1 otal)	%	0.0	0.0	0.0	0.0
Aircel (Rural) Aircel (Rural) Aircel (Rural) Aircel (Total) Aircel (Total) Aircel (Urban) Aircel (Rural) Count Co	Aircel (Lirban)	Count	0	0	0	0
Airtel (Total)	Alicei (Olbali)	%	0.0	0.0	0.0	0.0
Airtel (Total)	Aircel (Pural)	Count	0	0	0	0
Airtel (Urban) Airtel (Urban) Airtel (Urban) Airtel (Urban) Airtel (Rural) Airtel (Rural) Airtel (Rural) Airtel (Rural) Airtel (Rural) Airtel (Rural) Count O O O O O O O O Airtel (Rural) Airtel (Rural) Count O O O O O O O O O O O O O	Allcei (Itulai)		0.0	0.0	0.0	0.0
Airtel (Urban)	Airtel (Total)	Count	0	0	-	0
Airlet (Rural)	Airtei (Totai)		0.0	0.0	0.0	0.0
Airtel (Rural)	Airtal (Lirban)		0	0	0	0
SAITE (Rural) % 0.0 0.0 0.0 0.0 0.0 0.0 BSNL (Total) % 0.0 0.0 0.0 0.0 0.0 BSNL (Urban) % 0.0 0.0 0.0 0.0 0.0 BSNL (Rural) % 0.0 0.0 0.0 0.0 0.0 BSNL (Rural) % 0.0 0.0 0.0 0.0 0.0 BSNL (Rural) % 0.0 0.0 0.0 0.0 0.0 Idea (Total) % 100.0 0.0 0.0 0.0 0.0 Idea (Urban) % 100.0 0.0 0.0 0.0 100 Idea (Rural) % 100.0 0.0 0.0 0.0 100 Idea (Rural) % 100.0 0.0 0.0 0.0 0.0 Idea (Rural) % 0.0 0.0 0.0 0.0 0.0 Rel. Tel. (Urban) % 0.0 0.0 0.0 0.0 Rel. Tel. (Rural) % 0.0 0.0 0.0 0.0 STel (Total) % 0.0 0.0 0.0 0.0 0.0 STel (Urban) Count 0 0 0 0 0.0 STel (Urban) Count 0 0 0 0 0.0 STel (Urban) Count 0 0 0 0 0.0 TTSL (Urban) Count 0 0 0 0 0.0 TTSL (Urban) Count 0 0 0 0 0.0 TTSL (Urban) Count 0 0 0 0 0.0 Vodafone (total) Count 0 0 0 0 0.0 Vodafone (total) Count 0 0 0 0 0.0 Vodafone (total) Count 0 0 0 0 0.0 Overall (Urban) Count 16 0 0 0 0 0.0 Overall (Urban) Count 16 0 0 0 0 0.0 Overall (Urban) Count 16 0 0 0 0 0 Overall (Urban) Count 0 0 0 0 0 0 0 Overall (Urban) Count 0 0 0 0 0 0 0 Overall (Urban) Count 0 0 0 0 0 0 0 Overall (Urban) Count 0 0 0 0 0 0 0 Overall (Urban) Count 0 0 0 0 0 0 0 Overall (Urban) Count 0	Airtei (Orbari)	%	0.0	0.0	0.0	0.0
Second S	Airtal (Dural)	Count	0	0	0	0
SSNL (Irotal) % 0.0 0.	Airtei (Rurai)	%	0.0	0.0	0.0	0.0
Second S	DCNII (Total)	Count	0	0	0	0
Sent (Urban) % 0.0	DOINE (TOTAL)	%	0.0	0.0	0.0	0.0
Sent (Urban) % 0.0	DONIL /Light-com	Count	0	0	0	0
Sent (Rural) % 0.0 0	BSNL (Urban)	%	0.0	0.0	0.0	0.0
Sent (Rural) % 0.0 0	DOM: (D 1)	Count	0	0	0	0
Count Coun	BSNL (Rurai)		0.0	0.0	0.0	0.0
Idea (Total) % 100.0 0.0 0.0 100 Idea (Urban) Count 16 0 0 0 16 % 100.0 0.0 0.0 0.0 100 Idea (Rural) (Count 0 0 0 0 0 % 0.0 0.0 0.0 0.0 0.0 Rel. Tel. (Total) (Count 0 0 0 0 0 Rel. Tel. (Urban) (Count 0 0 0 0 0 Rel. Tel. (Rural) (Count 0 0 0 0 0 % 0.0 0.0 0.0 0.0 0.0 Rel. Tel. (Rural) (Count 0 0 0 0 0 % 0.0 0.0 0.0 0.0 0.0 % 0.0 0.0 0.0 0.0 0.0 % 0.0 0.0 0.0 0.0 0.0 S Tel (Total) (Count 0 0 0 0 0 S Tel (Urban) Count 0 0 0 0 0 TTSL (Total) Count 0 0 0 0 0 TTSL (Urban) Count 0 0 0 0 0 TTSL (Urban) Count 0 0 0 0 0 Vodafone (total) (Count 0 0 0 0 0 0 Vodafone (urban) Count 0 0 0 0 0 Overall (Urban) Count 16 0 0 0 Overall (Urban) Count 0 0 0 Overall (Urban) Count 0 0 Overall (Urb	- (T -+-)					
Count Coun	ldea (Total)			0.0	0.0	
Mode (Urban) % 100.0 0.0 0.0 100 1	Idea (Urban)					
Count O O O O O O O O O						
Count Coun						
Rel. Tel. (Total)	Idea (Rural)		_		-	
Rel. Tel. (I total) % 0.0 0.						
Rel. Tel. (Urban)	Rel. Tel. (Total)		_		_	
Rel. Tel. (Urban) % 0.0						
Rel. Tel. (Rural) Count 0 0 0 0 0 0 0 0 0	Rel. Tel. (Urban)					
Count Coun						
Count O O O O O O O O O	Rel. Tel. (Rural)			<u>~</u>	· ·	
Stel (Total) % 0.0						
S Tel (Urban) Count 0 0 0 0 0 0 0 0 0	S Tel (Total)					
Count Coun						
TTSL (Total) Count 0 0 0 0 0 0 0 0 0	S Tel (Urban)		_			
TTSL (Total) % 0.0						
TTSL (Urban) Count 0 0 0 0 0 0 0 0 0	TTSL (Total)				_	
Vodafone (total)		•	_			_
Vodafone (total) Count % 0 0 0 0 Vodafone (urban) Count % 0 <td>TTSL (Urban)</td> <td></td> <td></td> <td></td> <td></td> <td></td>	TTSL (Urban)					
Vodafore (total) % 0.0 0.0 0.0 0.0 Vodafone (urban) Count 0 0 0 0 0 0 0 0 0 0.0 0.0 0.0 0.0 0.0 0.0 0 0 0 0 0 0 0 0 0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 100 0 0 100 0 100 0 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>						
Vodafone (urban) Count % 0 0 0 0 Vodafone (rural) Count % 0 10 0 10 0 10 0 10 0 0 10 0	Vodafone (total)	%	_		-	
Vodafone (urban) % 0.0 0.0 0.0 0.0 Vodafone (rural) Count 0 0 0 0 0 0 0 0 0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 16 0 0 0 16 0 0 16 0 0 100 <			1			
Count 0 0 0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	Vodafone (urban)					
Overall (Urban) % 0.0 0.0 0.0 0.0 Overall (Urban) Count (Urban) 16 0 0 16 Overall (Urban) Count (Urban) 16 0 0 16 Overall (Urban) Count (Urban) 0 0 0 0	Vodafone (rural)		1			
Overall Count 16 0 0 16 % 100.0 0.0 0.0 100 Overall (Urban) Count 16 0 0 16 % 100.0 0.0 0.0 100 Overall (Pural) Count 0 0 0		0/2				
Overall (Urban) % 100.0 0.0 0.0 100 Overall (Urban) Count (Count						
Overall (Urban) Count / % 16 0 0 16 % 100.0 0.0 0.0 100 Overall (Rural) Count 0 0 0	Overall					
Overall (Orball) % 100.0 0.0 0.0 100 Overall (Bural) Count 0 0 0 0						
96 100.0 0.0 100 Overall (Burel) Count 0 0 0 0	Overall (Urban)				_	
	, ,					
% 0.0 0.0 0.0 0.0	Overall (Rural)			~		0.0





Service Providers		Yes	No	Total
Aireal (Total)	Count	96	230	326
Aircel (Total)	%	29.4	70.6	100
A: (Count	60	166	226
Aircel (Urban)	%	26.4	73.6	100
Aireal (Durel)	Count	36	64	100
Aircel (Rural)	%	36.0	64.0	100
Airtel (Total)	Count	63	270	333
Airtei (Totai)	%	18.9	81.1	100
Airtel (Urban)	Count	30	193	223
AIITOI (OIDAII)	%	13.5	86.5	100
Airtel (Rural)	Count	33	77	110
Alitei (Kulai)	%	30.0	70.0	100
BSNL (Total)	Count	67	179	246
DOINE (TOLAI)	%	27.2	72.8	100
BSNL (Urban)	Count	38	111	149
BOINE (UIDAII)	%	25.5	74.5	100
BQNI (Dural)	Count	29	68	97
BSNL (Rural)	%	29.9	70.1	100
Idea (Total)	Count	89	316	405
ldea (Total)	%	22.0	78.0	100
Idoo (Lirbon)	Count	75	221	296
Idea (Urban)	%	25.3	74.7	100
ldea (Rural)	Count	14	95	109
iuea (Ruiai)	%	12.8	87.2	100
Dol Tol (Total)	Count	127	224	351
Rel. Tel. (Total)	%	36.2	63.8	100
Pol Tol (Urbon)	Count	88	147	235
Rel. Tel. (Urban)	%	37.4	62.6	100
Dol Tol (Durol)	Count	39	77	116
Rel. Tel. (Rural)	%	33.6	66.4	100
S Tel (Total)	Count	0	245	245
S Tel (Tolal)	%	0.0	100.0	100
S Tel (Urban)	Count	0	245	245
3 Tel (Olbali)	%	0.0	100.0	100
TTSL (Total)	Count	3	239	242
TTOL (Total)	%	1.2	98.8	100
TTSL (Urban)	Count	3	239	242
I I SL (Ulball)	%	1.2	98.8	100
Vodafone (total)	Count	113	221	334
vodalone (lotal)	%	33.8	66.2	100
Vodafone (urban)	Count	71	125	196
vodalone (diban)	%	36.2	63.8	100
Vodafone (rural)	Count	42	96	138
vodalone (Iurai)	%	30.4	69.6	100
Overall	Count	560	1925	2485
	%	22.5	77.5	100
Overall (Urban)	Count	367	1448	1815
Overall (Olball)	%	20.1	79.9	100
Overall (Pural)	Count	193	477	670
Overall (Rural)	%	28.8	71.2	100





Service Providers		Yes	No	Total
A: (T-+-1)	Count	30	66	96
Aircel (Total)	%	31.3	68.8	100
A: 1/111 \	Count	25	35	60
Aircel (Urban)	%	41.7	58.3	100
Aireal (Dural)	Count	5	31	36
Aircel (Rural)	%	13.9	86.1	100
Nirtal (Tatal)	Count	15	48	63
Airtel (Total)	%	23.8	76.2	100
Airtel (Urban)	Count	8	22	30
Airtei (Orban)	%	26.7	73.3	100
Airtel (Rural)	Count	7	26	33
Airtei (Kurai)	%	21.2	78.8	100
BSNL (Total)	Count	13	54	67
orte (Total)	%	19.4	80.6	100
BSNL (Urban)	Count	11	27	38
DOINE (Orbari)	%	28.9	71.1	100
BSNL (Rural)	Count	2	27	29
DOINE (INdial)	%	6.9	93.1	100
ldea (Total)	Count	22	67	89
aca (Total)	%	24.7	75.3	100
Idea (Urban)	Count	20	55	75
	%	26.7	73.3	100
dea (Rural)	Count	2	12	14
	%	14.3	85.7	100
Rel. Tel. (Total)	Count	12	115	127
	%	9.4	90.6	100
Rel. Tel. (Urban)	Count	11	77	88
	%	12.5	87.5	100
Rel. Tel. (Rural)	Count	1	38	39
, ,	%	2.6	97.4	100
S Tel (Total)	Count	0	0	0
	%	0.0	0.0	0.0
Tel (Urban)	Count %	0	0	0
	Count	0.0	0.0	0.0
TSL (Total)	%	33.3	66.7	100
	Count	<u></u>	2	3
TSL (Urban)	%	33.3	66.7	100
	Count	40	73	113
odafone (total)	%	35.4	64.6	100
	Count	30	41	71
odafone (urban)	%	42.3	57.7	100
	Count	10	32	42
odafone (rural)	%	23.8	76.2	100
	Count	133	425	558
Overall	%	23.8	76.2	100
	Count	106	259	365
Overall (Urban)	%	29.0	71.0	100
	Count	27	166	193
Overall (Rural)	%	14.0	86.0	100





52. What were the reason(s) for denying your request?							
Service Providers		No reasons given	Technical problem	Others	Total		
Aireal (Total)	Count	23	6	2	30		
Aircel (Total)	%	76.7	20	6.7	100		
A : = = 1 (1	Count	20	5	0	25		
Aircel (Urban)	%	80.0	20.0	0.0	100		
Aireal (Burel)	Count	3	1	2	5		
Aircel (Rural)	%	60.0	20.0	40.0	100		
Airtel (Total)	Count	4	10	1	15		
Airtei (Totai)	%	26.7	66.7	6.7	100		
Airtel (Urban)	Count	0	8	0	8		
Airtei (Olbail)	%	0.0	100	0.0	100		
Airtel (Rural)	Count	4	2	1	7		
Alitei (Kuiai)	%	57.1	28.6	14.3	100		
BSNL (Total)	Count	10	3	0	13		
DOINE (Total)	%	76.9	23.1	0.0	100		
BSNL (Urban)	Count	9	2	0	11		
BOINE (Olbail)	%	81.8	18.2	0.0	100		
BSNL (Rural)	Count	1	1	0	2		
	%	50.0	50.0	0.0	100		
	Count	8	14	0	22		
idea (Total)	%	36.4	63.6	0.0	100		
Idea (Urban)	Count	7	13	0	20		
idea (Olban)	%	35.0	65.0	0.0	100		
ldea (Rural)	Count	1	1	0	2		
idea (Kulai)	%	50.0	50.0	0.0	100		
Rel. Tel. (Total)	Count	5	7	0	12		
Rei. Tei. (Total)	%	41.7	58.3	0.0	100		
Rel. Tel. (Urban)	Count	5	6	0	11		
Rei. Tei. (Olbali)	%	45.5	54.5	0.0	100		
Rel. Tel. (Rural)	Count	0	1	0	1		
Rei. Tei. (Ruiai)	%	0.0	100	0.0	100		
S Tel (Total)	Count	0	0	0	0		
S Tel (Total)	%	0.0	0.0	0.0	0.0		
S Tel (Urban)	Count	0	0	0	0		
S Tel (Olball)	%	0.0	0.0	0.0	0.0		
TTSL (Total)	Count	1	0	0	1		
TTOL (Total)	%	100.0	0.0	0.0	100		
TTSL (Urban)	Count	1	0	0	1		
TTOL (Olban)	%	100.0	0.0	0.0	100		
Vodafone (total)	Count	9	30	1	40		
vodalone (lotal)	%	22.5	75.0	2.5	100		
Vodafone (urban)	Count	4	25	1	30		
Vodalone (diban)	%	13.3	83.3	3.3	100		
Vodafone (rural)	Count	5	5	0	10		
	%	50.0	50.0	0.0	100		
Overall	Count	60	70	4	133		
- Torun	%	45.1	52.6	3.0	100		
Overall (Urban)	Count	46	59	1	106		
	%	43.4	55.7	0.9	100		
Overall (Rural)	Count	14	10	3	27		
Overali (Rurai)	%	51.9	37.0	11.1	100		





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 telephone connection?

Service Providers		Yes	No	Do not remember	Total
Aircel (Total)	Count	91	113	206	410
Allcel (Total)	%	22.2	27.6	50.2	100
A: (Count	72	84	137	293
Aircel (Urban)	%	24.6	28.7	46.8	100
Aireal (Dural)	Count	19	29	69	117
Aircel (Rural)	%	16.2	24.8	59.0	100
A:-+-1 /T-+-1\	Count	131	143	131	405
Airtel (Total)	%	32.3	35.3	32.3	100
A: (1 /111)	Count	124	75	81	280
Airtel (Urban)	%	44.3	26.8	28.9	100
A: (D)	Count	7	68	50	125
Airtel (Rural)	%	5.6	54.4	40.0	100
	Count	111	164	194	469
BSNL (Total)	%	23.7	35.0	41.4	100
DOM: (11:)	Count	86	121	145	352
BSNL (Urban)	%	24.4	34.4	41.2	100
	Count	25	43	49	117
BSNL (Rural)	%	21.4	36.8	41.9	100
	Count	103	183	157	443
Idea (Total)	%	23.3	41.3	35.4	100
Idea (Urban)	Count	88	126	113	327
	%	26.9	38.5	34.6	100
	Count	15	57	44	116
Idea (Rural)	%	12.9	49.1	37.9	100
	Count	111	80	202	393
Rel. Tel. (Total)	%	28.2	20.4	51.4	100
	Count	87	44	128	259
Rel. Tel. (Urban)	%	33.6	17.0	49.4	100
	Count	24	36	74	134
Rel. Tel. (Rural)	%	17.9	26.9	55.2	100
	Count	80	69	98	247
S Tel (Total)	%	32.4	27.9	39.7	100
		80	69	98	247
S Tel (Urban)	Count %	32.4	27.9	39.7	100
	Count	289	47		408
TTSL (Total)	%	70.8	11.5	72 17.6	100
	Count	289	47	72	408
TTSL (Urban)				17.6	
. ,	%	70.8	11.5		100
Vodafone (total)	Count	32	98	271	401
. ,	%	8.0	24.4	67.6	100
Vodafone (urban)	Count	24	56	159	239
. ,	%	10.0	23.4	66.5	100
Vodafone (rural)	Count	8	42	112	162
. ,	%	4.9	25.9	69.1	100
Overall	Count	948	897	1331	3176
	%	29.8	28.2	41.9	100
Overall (Urban)	Count	850	622	933	2405
(5.22)	%	35.3	25.9	38.8	100
Overall (Rural)	Count	98	275	398	771
C. Oran (ranal)	%	12.7	35.7	51.6	100





ANNEXURE BROADBAND SERVICES

1(a) When did you last apply for a broadband connection?								
Service Providers	ervice Providers		More than 15 to 30 days ago	More than 30 days ago	Total			
BSNL (Total)	Count	140	106	165	411			
	%	34.1	25.8	40.1	100.0			
BSNL (Urban)	Count	63	33	14	110			
	%	57.3	30.0	12.7	100.0			
DCNII (Durol)	Count	77	73	151	301			
BSNL (Rural)	%	25.6	24.3	50.2	100.0			
	Count	126	71	160	357			
Sify (Total)	%	35.3	19.9	44.8	100.0			
	Count	126	71	160	357			
Sify (Urban)	%	35.3	19.9	44.8	100.0			
	Count	266	177	325	768			
Overall	%	34.6	23.0	42.3	100.0			
Overall (Urban)	Count	189	104	174	467			
	%	40.5	22.3	37.3	100.0			
	Count	77	73	151	301			
Overall (Rural)	%	25.6	24.3	50.2	100.0			

Service Providers		Within 7 working days	More than 7 working days	Total
BSNL (Total)	Count	328	83	411
	%	79.8	20.2	100.0
BSNL (Urban)	Count	81	29	110
	%	73.6	26.4	100.0
BSNL (Rural)	Count	247	54	301
	%	82.1	17.9	100.0
	Count	300	57	357
Sify (Total)	%	84.0	16.0	100.0
	Count	300	57	357
Sify (Urban)	%	84.0	16.0	100.0
	Count	628	140	768
Overall	%	81.8	18.2	100.0
Overall (Urban)	Count	381	86	467
	%	81.6	18.4	100.0
Overall (Rural)	Count	247	54	301
	%	82.1	17.9	100.0





2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?

		1					
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	262	67	195	124	25	411
	%	63.7	16.3	47.4	30.2	6.1	100.0
BSNL (Urban)	Count	104	30	74	6	0	110
	%	94.6	27.3	67.3	5.5	0.0	100.0
BSNL (Rural)	Count	158	37	121	118	25	301
BSINE (Rulai)	%	52.5	12.3	40.2	39.2	8.3	100.0
	Count	221	115	106	136	0	357
Sify (Total)	%	61.9	32.2	29.7	38.1	0.0	100.0
	Count	221	115	106	136	0	357
Sify (Urban)	%	61.9	32.2	29.7	38.1	0.0	100.0
	Count	483	182	301	260	25	768
Overall	%	62.9	23.7	39.2	33.9	3.3	100.0
Overall (Urban)	Count	325	145	180	142	0	467
	%	69.5	31.0	38.5	30.4	0.0	100.0
Overall (Rural)	Count	158	37	121	118	25	301
	%	52.5	12.3	40.2	39.2	8.3	100.0

3. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?

•							
Service Providers		Within 24 hrs	2-3 days	4-7 days	more than 7 days	Not Applicable	Total
BSNL (Total)	Count	83	139	36	23	130	411
	%	20.2	33.8	8.8	5.6	31.6	100.0
BSNL (Urban)	Count	42	50	10	3	5	110
,	%	38.2	45.5	9.1	2.7	4.5	100.0
DCNII (Durol)	Count	41	89	26	20	125	301
BSNL (Rural)	%	13.6	29.6	8.6	6.6	41.5	100.0
	Count	114	109	11	7	116	357
Sify (Total)	%	31.9	30.5	3.1	2.0	32.5	100.0
	Count	114	109	11	7	116	357
Sify (Urban)	%	31.9	30.5	3.1	2.0	32.5	100.0
	Count	197	248	47	30	246	768
Overall	%	25.7	32.3	6.1	3.9	32.0	100.0
	Count	156	159	21	10	121	467
Overall (Urban)	%	33.4	34.0	4.5	2.1	25.9	100.0
Overall (Rural)	Count	41	89	26	20	125	301
	%	13.6	29.6	8.6	6.6	41.5	100.0



B. BILLING RELATED - ONLY FOR POSTPAID CUSTOMERS (FOR PREPAID CUSTOMERS GO TO Q9(A))

4. How satisfied are you with the timely delivery of bills?								
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
BSNL (Total)	Count	399	124	275	11	1	411	
	%	97.1	30.2	66.9	2.7	0.2	100.0	
BSNL (Urban)	Count	106	52	54	4	0	110	
	%	96.4	47.3	49.1	3.6	0.0	100.0	
BSNL (Rural)	Count	293	72	221	7	1	301	
BSINE (Rulai)	%	97.3	23.9	73.4	2.3	0.3	100.0	
	Count	0	0	0	0	0	0	
Sify (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0	
	Count	0	0	0	0	0	0	
Sify (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0	
	Count	399	124	275	11	1	411	
Overall	%	97.1	30.2	66.9	2.7	0.2	100.0	
	Count	106	52	54	4	0	110	
Overall (Urban)	%	96.4	47.3	49.1	3.6	0.0	100.0	
	Count	293	72	221	7	1	301	
Overall (Rural)	%	97.3	23.9	73.4	2.3	0.3	100.0	

5(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	398	120	278	12	1	411
	%	96.8	29.2	67.6	2.9	0.2	100.0
BSNL (Urban)	Count	106	49	57	4	0	110
, ,	%	96.3	44.5	51.8	3.6	0.0	100.0
DCNII (D. mal)	Count	292	71	221	8	1	301
BSNL (Rural)	%	97.0	23.6	73.4	2.7	0.3	100.0
	Count	0	0	0	0	0	0
Sify (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	0	0	0	0	0	0
Sify (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	398	120	278	12	1	411
Overall	%	96.8	29.2	67.6	2.9	0.2	100.0
Overall (Urban)	Count	106	49	57	4	0	110
	%	96.3	44.5	51.8	3.6	0.0	100.0
Overall (Rural)	Count	292	71	221	8	1	301
	%	97.0	23.6	73.4	2.7	0.3	100.0





5(b). Please specify the	5(b). Please specify the reason(s) for your dissatisfaction.									
Service Providers		Difficult to read the bills	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage not given	Others	Total			
BSNL (Total)	Count	2	4	4	4	0	13			
	%	15.4	30.8	30.8	30.8	0.0	100.0			
BSNL (Urban)	Count	0	2	2	0	0	4			
	%	0.0	50.0	50.0	0.0	0.0	100.0			
BSNL (Rural)	Count	2	2	2	4	0	9			
BOINE (Ruidi)	%	22.2	22.2	22.2	44.4	0.0	100.0			
	Count	0	0	0	0	0	0			
Sify (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0			
	Count	0	0	0	0	0	0			
Sify (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0			
	Count	2	4	4	4	0	13			
Overall	%	15.4	30.8	30.8	30.8	0.0	100.0			
	Count	0	2	2	0	0	4			
Overall (Urban)	%	0.0	50.0	50.0	0.0	0.0	100.0			
	Count	2	2	2	4	0	9			
Overall (Rural)	%	22.2	22.2	22.2	44.4	0.0	100.0			

6(a). How satisfied ar	6(a). How satisfied are you with the accuracy & completeness of the bills?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
BSNL (Total)	Count	402	122	280	8	1	411			
	%	97.8	29.7	68.1	1.9	0.2	100.0			
BSNL (Urban)	Count	107	46	61	2	1	110			
, ,	%	97.3	41.8	55.5	1.8	0.9	100.0			
BSNL (Rural)	Count	295	76	219	6	0	301			
BSINE (Rulai)	%	98.0	25.2	72.8	2.0	0	100.0			
	Count	0	0	0	0	0	0			
Sify (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0			
	Count	0	0	0	0	0	0			
Sify (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0			
	Count	402	122	280	8	1	411			
Overall	%	97.8	29.7	68.1	1.9	0.2	100.0			
	Count	107	46	61	2	1	110			
Overall (Urban)	%	97.3	41.8	55.5	1.8	0.9	100.0			
	Count	295	76	219	6	0	301			
Overall (Rural)	%	98.0	25.2	72.8	2.0	0.0	100.0			





6(b). Please specify the	ne reason(s) for	r your dissatisfa	action.				
Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for services not used	Others	Total
BSNL (Total)	Count	4	1	3	2	0	9
	%	44.4	11.1	33.3	22.2	0.0	100.0
BSNL (Urban)	Count	2	0	0	1	0	3
	%	66.7	0.0	0.0	33.3	0.0	100.0
DCNII (Durol)	Count	2	1	3	1	0	6
BSNL (Rural)	%	33.3	16.7	50.0	16.7	0.0	100.0
	Count	0	0	0	0	0	0
Sify (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	0	0	0	0	0	0
Sify (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	4	1	3	2	0	9
Overall	%	44.4	11.1	33.3	22.2	0.0	100.0
	Count	2	0	0	1	0	3
Overall (Urban)	%	66.7	0.0	0.0	33.3	0.0	100.0
	Count	2	1	3	1	0	6
Overall (Rural)	%	33.3	16.7	50.0	16.7	0.0	100.0

7. Have you made a	ny billing related	d complaints in the last 6 months?		
Service Providers		Yes	No	Total
BSNL (Total)	Count	118	293	411
	%	28.7	71.3	100.0
BSNL (Urban)	Count	58	52	110
	%	52.7	47.3	100.0
BSNL (Rural)	Count	60	241	301
DOINE (INdial)	%	19.9	80.1	100.0
	Count	0	0	0
Sify (Total)	%	0.0	0.0	0.0
	Count	0	0	0
Sify (Urban)	%	0.0	0.0	0.0
	Count	118	293	411
Overall	%	28.7	71.3	100.0
	Count	58	52	110
Overall (Urban)	%	52.7	47.3	100.0
	Count	60	241	301
Overall (Rural)	%	19.9	80.1	100.0





8. How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	115	92	23	3	0	118
	%	97.5	78.0	19.5	2.5	0.0	100.0
BSNL (Urban)	Count	57	49	8	1	0	58
	%	98.3	84.5	13.8	1.7	0.0	100.0
DCNI (Durol)	Count	58	43	15	2	0	60
BSNL (Rural)	%	96.7	71.7	25.0	3.3	0.0	100.0
	Count	0	0	0	0	0	0
Sify (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	0	0	0	0	0	0
Sify (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	115	92	23	3	0	118
Overall	%	97.5	78.0	19.5	2.5	0.0	100.0
	Count	57	49	8	1	0	58
Overall (Urban)	%	98.3	84.5	13.8	1.7	0.0	100.0
	Count	58	43	15	2	0	60
Overall (Rural)	%	96.7	71.7	25.0	3.3	0.0	100.0

BILLING RELATED - ONLY FOR PREPAID CUSTOMERS

9(a). How satisfied ar	9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
BSNL (Total)	Count	0	0	0	0	0	0			
	%	0.0	0.0	0.0	0.0	0.0	0.0			
BSNL (Urban)	Count	0	0	0	0	0	0			
	%	0.0	0.0	0.0	0.0	0.0	0.0			
DCMI (Descrit)	Count	0	0	0	0	0	0			
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0			
	Count	349	103	246	6	2	357			
Sify (Total)	%	97.8	28.9	68.9	1.7	0.6	100.0			
	Count	349	103	246	6	2	357			
Sify (Urban)	%	97.8	28.9	68.9	1.7	0.6	100.0			
	Count	349	103	246	6	2	357			
Overall	%	97.8	28.9	68.9	1.7	0.6	100.0			
	Count	349	103	246	6	2	357			
Overall (Urban)	%	97.8	28.9	68.9	1.7	0.6	100.0			
	Count	0	0	0	0	0	0			
Overall (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0			





9(b). Please specify t	he reason(s) fo	or your dissatisfa	action.				
Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for services not used	Others	Total
BSNL (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
DCNI (Dural)	Count	0	0	0	0	0	0
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	0	1	5	3	0	9
Sify (Total)	%	0.0	12.5	62.5	37.5	0.0	100.0
	Count	0	1	5	3	0	9
Sify (Urban)	%	0.0	12.5	62.5	37.5	0.0	100.0
	Count	0	1	5	3	0	9
Overall	%	0.0	12.5	62.5	37.5	0.0	100.0
	Count	0	1	5	3	0	9
Overall (Urban)	%	0.0	12.5	62.5	37.5	0.0	100.0
	Count	0	0	0	0	0	0
Overall (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0

9(c). Have you made	e any complaint	related to charging/ credit/waiver/va	lidity/adjustments in the last 6 month	ns?
Service Providers		Yes	No	Total
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
	Count	170	186	356
Sify (Total)	%	47.8	52.2	100.0
	Count	170	186	356
Sify (Urban)	%	47.8	52.2	100.0
	Count	170	186	356
Overall	%	47.8	52.2	100.0
	Count	170	186	356
Overall (Urban)	%	47.8	52.2	100.0
	Count	0	0	0
Overall (Rural)	%	0.0	0.0	0.0





9(d). How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0	0	0	0
BSINL (Rufal)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	169	64	105	0	1	170
Sify (Total)	%	99.4	37.6	61.8	0.0	0.6	100.0
	Count	169	64	105	0	1	170
Sify (Urban)	%	99.4	37.6	61.8	0.0	0.6	100.0
	Count	169	64	105	0	1	170
Overall	%	99.4	37.6	61.8	0.0	0.6	100.0
	Count	169	64	105	0	1	170
Overall (Urban)	%	99.4	37.6	61.8	0.0	0.6	100.0
	Count	0	0	0	0	0	0
Overall (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0

HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 mont	ths, have you co	entacted customer care/ helpline/ c	all centre of your service provider?	
Service Providers		Yes	No	Total
BSNL (Total)	Count	214	197	411
	%	52.1	47.9	100.0
BSNL (Urban)	Count	91	19	110
	%	82.7	17.3	100.0
BSNL (Rural)	Count	123	178	301
	%	40.9	59.1	100.0
	Count	191	166	357
Sify (Total)	%	53.5	46.5	100.0
0,4,1,	Count	191	166	357
Sify (Urban)	%	53.5	46.5	100.0
	Count	405	363	768
Overall	%	52.7	47.3	100.0
	Count	282	185	467
Overall (Urban)	%	60.4	39.6	100.0
	Count	123	178	301
Overall (Rural)	%	40.9	59.1	100.0





11(a). How satisfied are you with the ease of access of call centre/customer care or helpline?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
BSNL (Total)	Count	205	115	90	8	1	214		
·	%	95.8	53.7	42.1	3.7	0.5	100.0		
BSNL (Urban)	Count	90	61	29	1	0	91		
	%	98.9	67.0	31.9	1.1	0.0	100.0		
BSNL (Rural)	Count	115	54	61	7	1	123		
DOINE (Italia)	%	93.5	43.9	49.6	5.7	0.8	100.0		
04 (7 .)	Count	186	103	83	2	3	191		
Sify (Total)	%	97.4	53.9	43.5	1.0	1.6	100.0		
OK 41.1	Count	186	103	83	2	3	191		
Sify (Urban)	%	97.4	53.9	43.5	1.0	1.6	100.0		
	Count	391	218	173	10	4	405		
Overall	%	96.5	53.8	42.7	2.5	1.0	100.0		
	Count	276	164	112	3	3	282		
Overall (Urban)	%	97.9	58.2	39.7	1.1	1.1	100.0		
	Count	115	54	61	7	1	123		
Overall (Rural)	%	93.5	43.9	49.6	5.7	0.8	100.0		

11(b). How satisfied a	11(b). How satisfied are you with the ease of getting an option for "talking to a customer care executive"?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
BSNL (Total)	Count	203	87	116	11	0	214			
	%	94.9	40.7	54.2	5.1	0.0	100.0			
BSNL (Urban)	Count	90	45	45	1	0	91			
	%	99.0	49.5	49.5	1.1	0.0	100.0			
BSNL (Rural)	Count	113	42	71	10	0	123			
BSINE (Rufai)	%	91.8	34.1	57.7	8.1	0.0	100.0			
	Count	188	101	87	1	2	191			
Sify (Total)	%	98.4	52.9	45.5	0.5	1.0	100.0			
	Count	188	101	87	1	2	191			
Sify (Urban)	%	98.4	52.9	45.5	0.5	1.0	100.0			
	Count	391	188	203	12	2	405			
Overall	%	96.5	46.4	50.1	3.0	0.5	100.0			
	Count	278	146	132	2	2	282			
Overall (Urban)	%	98.6	51.8	46.8	0.7	0.7	100.0			
	Count	113	42	71	10	0	123			
Overall (Rural)	%	91.8	34.1	57.7	8.1	0.0	100.0			





12. How satisfied are you with the response time taken to answer your call by a customer care executive?								
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
BSNL (Total)	Count	202	94	108	11	1	214	
	%	94.4	43.9	50.5	5.1	0.5	100.0	
BSNL (Urban)	Count	90	48	42	1	0	91	
	%	98.9	52.7	46.2	1.1	0.0	100.0	
BSNL (Rural)	Count	112	46	66	10	1	123	
BSINE (Rulai)	%	91.1	37.4	53.7	8.1	0.8	100.0	
	Count	188	102	86	1	2	191	
Sify (Total)	%	98.4	53.4	45.0	0.5	1.0	100.0	
	Count	188	102	86	1	2	191	
Sify (Urban)	%	98.4	53.4	45.0	0.5	1.0	100.0	
	Count	390	196	194	12	3	405	
Overall	%	96.3	48.4	47.9	3.0	0.7	100.0	
	Count	278	150	128	2	2	282	
Overall (Urban)	%	98.6	53.2	45.4	0.7	0.7	100.0	
	Count	112	46	66	10	1	123	
Overall (Rural)	%	91.1	37.4	53.7	8.1	0.8	100.0	

13. How satisfied are	13. How satisfied are you with the problem solving ability of the customer care executive(s)?								
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
BSNL (Total)	Count	203	87	116	9	2	214		
	%	94.9	40.7	54.2	4.2	0.9	100.0		
BSNL (Urban)	Count	91	43	48	0	0	91		
	%	100.0	47.3	52.7	0.0	0.0	100.0		
DCNI (Dural)	Count	112	44	68	9	2	123		
BSNL (Rural)	%	91.1	35.8	55.3	7.3	1.6	100.0		
	Count	187	108	79	2	2	191		
Sify (Total)	%	97.9	56.5	41.4	1.0	1.0	100.0		
	Count	187	108	79	2	2	191		
Sify (Urban)	%	97.9	56.5	41.4	1.0	1.0	100.0		
	Count	390	195	195	11	4	405		
Overall	%	96.2	48.1	48.1	2.7	1.0	100.0		
	Count	278	151	127	2	2	282		
Overall (Urban)	%	98.5	53.5	45.0	0.7	0.7	100.0		
	Count	112	44	68	9	2	123		
Overall (Rural)	%	91.1	35.8	55.3	7.3	1.6	100.0		





14. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?								
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
BSNL (Total)	Count	196	96	100	17	1	214	
	%	91.6	44.9	46.7	7.9	0.5	100.0	
BSNL (Urban)	Count	90	50	40	1	0	91	
	%	98.9	54.9	44.0	1.1	0.0	100.0	
BSNL (Rural)	Count	106	46	60	16	1	123	
BONE (Rulai)	%	86.2	37.4	48.8	13.0	0.8	100.0	
	Count	187	77	110	2	2	191	
Sify (Total)	%	97.9	40.3	57.6	1.0	1.0	100.0	
	Count	187	77	110	2	2	191	
Sify (Urban)	%	97.9	40.3	57.6	1.0	1.0	100.0	
	Count	383	173	210	19	3	405	
Overall	%	94.6	42.7	51.9	4.7	0.7	100.0	
	Count	277	127	150	3	2	282	
Overall (Urban)	%	98.2	45.0	53.2	1.1	0.7	100.0	
	Count	106	46	60	16	1	123	
Overall (Rural)	%	86.2	37.4	48.8	13.0	0.8	100.0	

NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

15. How satisfied are you with the speed of Broadband connection?								
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
BSNL (Total)	Count	371	130	241	37	3	411	
	%	90.2	31.6	58.6	9.0	0.7	100.0	
BSNL (Urban)	Count	108	56	52	2	0	110	
	%	98.2	50.9	47.3	1.8	0.0	100.0	
DCNI (Durol)	Count	263	74	189	35	3	301	
BSNL (Rural)	%	87.4	24.6	62.8	11.6	1.0	100.0	
	Count	304	96	208	38	15	357	
Sify (Total)	%	85.2	26.9	58.3	10.6	4.2	100.0	
	Count	304	96	208	38	15	357	
Sify (Urban)	%	85.2	26.9	58.3	10.6	4.2	100.0	
	Count	675	226	449	75	18	768	
Overall	%	87.9	29.4	58.5	9.8	2.3	100.0	
	Count	412	152	260	40	15	467	
Overall (Urban)	%	88.2	32.5	55.7	8.6	3.2	100.0	
	Count	263	74	189	35	3	301	
Overall (Rural)	%	87.4	24.6	62.8	11.6	1.0	100.0	





16. How satisfied are you with the amount of time for which service is up and working?								
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
BSNL (Total)	Count	379	136	243	30	2	411	
	%	92.2	33.1	59.1	7.3	0.5	100.0	
BSNL (Urban)	Count	108	48	60	2	0	110	
	%	98.1	43.6	54.5	1.8	0.0	100.0	
BSNL (Rural)	Count	271	88	183	28	2	301	
BSINE (Ruiai)	%	90.0	29.2	60.8	9.3	0.7	100.0	
	Count	303	110	193	39	15	357	
Sify (Total)	%	84.9	30.8	54.1	10.9	4.2	100.0	
	Count	303	110	193	39	15	357	
Sify (Urban)	%	84.9	30.8	54.1	10.9	4.2	100.0	
	Count	682	246	436	69	17	768	
Overall	%	88.8	32.0	56.8	9.0	2.2	100.0	
	Count	411	158	253	41	15	467	
Overall (Urban)	%	88.0	33.8	54.2	8.8	3.2	100.0	
	Count	271	88	183	28	2	301	
Overall (Rural)	%	90.0	29.2	60.8	9.3	0.7	100.0	

MAINTAINABILITY (FAULT REPAIR)

17. How often do you face a problem with your Broadband connection?								
Service Providers		Never	Occasionally	Frequently	Very frequently	Total		
BSNL (Total)	Count	146	190	28	47	411		
	%	35.5	46.2	6.8	11.4	100.0		
BSNL (Urban)	Count	17	60	4	29	110		
	%	15.5	54.5	3.6	26.4	100.0		
BSNL (Rural)	Count	129	130	24	18	301		
BSINE (Ruidi)	%	42.9	43.2	8.0	6.0	100.0		
	Count	157	104	46	50	357		
Sify (Total)	%	44.0	29.1	12.9	14.0	100.0		
	Count	157	104	46	50	357		
Sify (Urban)	%	44.0	29.1	12.9	14.0	100.0		
	Count	303	294	74	97	768		
Overall	%	39.5	38.3	9.6	12.6	100.0		
	Count	174	164	50	79	467		
Overall (Urban)	%	37.3	35.1	10.7	16.9	100.0		
	Count	129	130	24	18	301		
Overall (Rural)	%	42.9	43.2	8.0	6.0	100.0		





18. What was the broadband connection problem faced by you in last 6 months related to, please specify?							
Service Providers		Problem was related to my computer hardware/ software	Problem was related to the broadband connection& modem provided by service provider	Total			
BSNL (Total)	Count	26	49	75			
	%	34.7	65.3	100.0			
BSNL (Urban)	Count	13	20	33			
	%	39.4	60.6	100.0			
BSNL (Rural)	Count	13	29	42			
	%	31.0	69.0	100.0			
	Count	29	67	96			
Sify (Total)	%	30.2	69.8	100.0			
	Count	29	67	96			
Sify (Urban)	%	30.2	69.8	100.0			
	Count	55	116	171			
Overall	%	32.2	67.8	100.0			
	Count	42	87	129			
Overall (Urban)	%	32.6	67.4	100.0			
	Count	13	29	42			
Overall (Rural)	%	31.0	69.0	100.0			

19. How satisfied are you with the time taken for restoration of broadband connection?								
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
BSNL (Total)	Count	39	0	39	18	18	75	
	%	52.0	0.0	52.0	24.0	24.0	100.0	
BSNL (Urban)	Count	10	0	10	7	16	33	
	%	30.3	0.0	30.3	21.2	48.5	100.0	
BSNL (Rural)	Count	29	0	29	11	2	42	
DOINE (INdiai)	%	69.0	0.0	69.0	26.2	4.8	100.0	
	Count	42	6	36	42	12	96	
Sify (Total)	%	43.8	6.3	37.5	43.8	12.5	100.0	
	Count	42	6	36	42	12	96	
Sify (Urban)	%	43.8	6.3	37.5	43.8	12.5	100.0	
	Count	81	6	75	60	30	171	
Overall	%	47.4	3.5	43.9	35.1	17.5	100.0	
	Count	52	6	46	49	28	129	
Overall (Urban)	%	40.4	4.7	35.7	38.0	21.7	100.0	
	Count	29	0	29	11	2	42	
Overall (Rural)	%	69.0	0.0	69.0	26.2	4.8	100.0	





20(a). Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.								
Service Providers		Yes	No	Total				
BSNL (Total)	Count	192	219	411				
	%	46.7	53.3	100.0				
BSNL (Urban)	Count	86	24	110				
	%	78.2	21.8	100.0				
BSNL (Rural)	Count	106	195	301				
DSINE (Rulai)	%	35.2	64.8	100.0				
	Count	169	188	357				
Sify (Total)	%	47.3	52.7	100.0				
	Count	169	188	357				
Sify (Urban)	%	47.3	52.7	100.0				
	Count	361	407	768				
Overall	%	47.0	53.0	100.0				
	Count	255	212	467				
Overall (Urban)	%	54.6	45.4	100.0				
	Count	106	195	301				
Overall (Rural)	%	35.2	64.8	100.0				

20(b). How satisfied are you with the process of activating value added services or the process of unsubscribing?								
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
BSNL (Total)	Count	140	47	93	24	28	192	
	%	72.9	24.5	48.4	12.5	14.6	100.0	
BSNL (Urban)	Count	53	13	40	12	21	86	
	%	61.6	15.1	46.5	14.0	24.4	100.0	
BSNL (Rural)	Count	87	34	53	12	7	106	
BSINE (Rulai)	%	82.1	32.1	50.0	11.3	6.6	100.0	
	Count	124	38	86	33	12	169	
Sify (Total)	%	73.4	22.5	50.9	19.5	7.1	100.0	
	Count	124	38	86	33	12	169	
Sify (Urban)	%	73.4	22.5	50.9	19.5	7.1	100.0	
	Count	264	85	179	57	40	361	
Overall	%	73.1	23.5	49.6	15.8	11.1	100.0	
	Count	177	51	126	45	33	255	
Overall (Urban)	%	69.4	20.0	49.4	17.6	12.9	100.0	
	Count	87	34	53	12	7	106	
Overall (Rural)	%	82.1	32.1	50.0	11.3	6.6	100.0	





20(c). Please tell me the reasons for your dissatisfaction.								
Service Providers		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Others	Total		
BSNL (Total)	Count	23	5	24	0	52		
	%	44.2	9.6	46.2	0.0	100.0		
BSNL (Urban)	Count	18	2	13	0	33		
	%	54.5	6.1	39.4	0.0	100.0		
DCNI (Durol)	Count	5	3	11	0	19		
BSNL (Rural)	%	26.3	15.8	57.9	0.0	100.0		
	Count	21	6	18	0	45		
Sify (Total)	%	46.7	13.3	40.0	0.0	100.0		
	Count	21	6	18	0	45		
Sify (Urban)	%	46.7	13.3	40.0	0.0	100.0		
	Count	44	11	42	0	97		
Overall	%	45.4	11.3	43.3	0.0	100.0		
	Count	39	8	31	0	78		
Overall (Urban)	%	50.0	10.3	39.7	0.0	100.0		
	Count	5	3	11	0	19		
Overall (Rural)	%	26.3	15.8	57.9	0.0	100.0		

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)

ir addresses, email-ius, amivirus packages, etc)								
Service Providers		Yes	No	Total				
BSNL (Total)	Count	200	211	411				
	%	48.7	51.3	100.0				
BSNL (Urban)	Count	86	24	110				
	%	78.2	21.8	100.0				
BSNL (Rural)	Count	114	187	301				
	%	37.9	62.1	100.0				
	Count	178	179	357				
Sify (Total)	%	49.9	50.1	100.0				
or 411	Count	178	179	357				
Sify (Urban)	%	49.9	50.1	100.0				
	Count	378	390	768				
Overall	%	49.2	50.8	100.0				
	Count	264	203	467				
Overall (Urban)	%	56.5	43.5	100.0				
0 11/5 15	Count	114	187	301				
Overall (Rural)	%	37.9	62.1	100.0				





21(b). Have you com	21(b). Have you complained to your service provider for deactivation of such services and refund of charges levied?							
Service Providers		Yes	No	Total				
BSNL (Total)	Count	169	31	200				
	%	84.5	15.5	100.0				
BSNL (Urban)	Count	78	8	86				
	%	90.7	9.3	100.0				
DONII (Damel)	Count	91	23	114				
BSNL (Rural)	%	79.8	20.2	100.0				
	Count	155	23	178				
Sify (Total)	%	87.1	12.9	100.0				
	Count	155	23	178				
Sify (Urban)	%	87.1	12.9	100.0				
	Count	324	54	378				
Overall	%	85.7	14.3	100.0				
	Count	233	31	264				
Overall (Urban)	%	88.3	11.7	100.0				
	Count	91	23	114				
Overall (Rural)	%	79.8	20.2	100.0				

21(c). What difficulties	s you have face	d while deactiva	ting of such serv	vices and refund	l of charges levi	ed?	
Service Providers		None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Others	Total
BSNL (Total)	Count	2	18	20	36	2	78
	%	2.6	23.1	25.6	46.2	2.6	100.0
BSNL (Urban)	Count	5	34	37	15	0	91
	%	5.5	37.4	40.7	16.5	0.0	100.0
BSNL (Rural)	Count	7	52	57	51	2	169
BSINE (Rulai)	%	4.1	30.8	33.7	30.2	1.2	100.0
	Count	24	37	43	49	3	155
Sify (Total)	%	15.5	23.9	27.7	31.6	1.9	100.0
	Count	24	37	43	49	3	155
Sify (Urban)	%	15.5	23.9	27.7	31.6	1.9	100.0
	Count	26	55	63	85	5	233
Overall	%	11.2	23.6	27.0	36.5	2.1	100.0
	Count	5	34	37	15	0	91
Overall (Urban)	%	5.5	37.4	40.7	16.5	0.0	100.0
	Count	31	89	100	100	5	324
Overall (Rural)	%	9.6	27.5	30.9	30.9	1.5	100.0





22. How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	169	92	77	0	0	169
	%	100.0	54.4	45.6	0.0	0.0	100.0
BSNL (Urban)	Count	78	44	34	0	0	78
	%	100.0	56.4	43.6	0.0	0.0	100.0
DCNII (Durol)	Count	91	48	43	0	0	91
BSNL (Rural)	%	100.0	52.7	47.3	0.0	0.0	100.0
	Count	153	75	78	1	1	155
Sify (Total)	%	98.7	48.4	50.3	0.6	0.6	100.0
	Count	153	75	78	1	1	155
Sify (Urban)	%	98.7	48.4	50.3	0.6	0.6	100.0
	Count	322	155	167	1	1	324
Overall	%	99.3	47.8	51.5	0.3	0.3	100.0
	Count	231	112	119	1	1	233
Overall (Urban)	%	99.2	48.1	51.1	0.4	0.4	100.0
	Count	91	43	48	0	0	91
Overall (Rural)	%	100.0	47.3	52.7	0.0	0.0	100.0

OVERALL CUSTOMER SATISFACTION

23(a). How satisfied are you with the overall quality of your Broadband service?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	357	108	249	49	5	411
	%	86.9	26.3	60.6	11.9	1.2	100.0
BSNL (Urban)	Count	103	41	62	7	0	110
	%	93.7	37.3	56.4	6.4	0.0	100.0
BSNL (Rural)	Count	254	67	187	42	5	301
	%	84.4	22.3	62.1	14.0	1.7	100.0
	Count	306	95	211	37	14	357
Sify (Total)	%	85.7	26.6	59.1	10.4	3.9	100.0
	Count	306	95	211	37	14	357
Sify (Urban)	%	85.7	26.6	59.1	10.4	3.9	100.0
	Count	663	203	460	86	19	768
Overall	%	86.3	26.4	59.9	11.2	2.5	100.0
	Count	409	136	273	44	14	467
Overall (Urban)	%	87.6	29.1	58.5	9.4	3.0	100.0
	Count	254	67	187	42	5	301
Overall (Rural)	%	84.4	22.3	62.1	14.0	1.7	100.0





24. How many perso	ns in your house/ organization ar	e using this Broadband connection?
Service Providers		No. of persons (Average Numbers)
BSNL (Total)	Count	411
	avg. no. of persons	2.5
BSNL (Urban)	Count	110
	avg. no. of persons	2.8
BSNL (Rural)	Count	301
DOIVE (Rural)	avg. no. of persons	2.4
0.00	Count	357
Sify (Total)	avg. no. of persons	2.6
	Count	357
Sify (Urban)	avg. no. of persons	2.6
	Count	768
Overall	avg. no. of persons	2.6
	Count	467
Overall (Urban)	avg. no. of persons	2.7
	Count	301
Overall (Rural)	avg. no. of persons	2.4

24(a). What kind of other services are you also taking from this service provider?							
Service Providers		Wire-line	Mobile	Other	None	Total	
BSNL (Total)	Count	113	42	72	184	411	
	%	27.5	10.2	17.5	44.8	100.0	
BSNL (Urban)	Count	13	13	3	81	110	
	%	11.8	11.8	2.7	73.6	100.0	
DCNII (Durol)	Count	100	29	69	103	301	
BSNL (Rural)	%	33.2	9.6	22.9	34.2	100.0	
	Count	0	0	138	219	357	
Sify (Total)	%	0.0	0.0	38.7	61.3	100.0	
	Count	0	0	138	219	357	
Sify (Urban)	%	0.0	0.0	38.7	61.3	100.0	
	Count	113	42	210	403	768	
Overall	%	14.7	5.5	27.3	52.5	100.0	
	Count	13	13	141	300	467	
Overall (Urban)	%	2.8	2.8	30.2	64.2	100.0	
	Count	100	29	69	103	301	
Overall (Rural)	%	33.2	9.6	22.9	34.2	100.0	





25. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?							
Service Providers		Yes	No	Total			
BSNL (Total)	Count	254	157	411			
	%	61.8	38.2	100.0			
BSNL (Urban)	Count	94	16	110			
	%	85.5	14.5	100.0			
BSNL (Rural)	Count	160	141	301			
	%	53.2	46.8	100.0			
	Count	200	157	357			
Sify (Total)	%	56.0	44.0	100.0			
	Count	200	157	357			
Sify (Urban)	%	56.0	44.0	100.0			
	Count	454	314	768			
Overall	%	59.1	40.9	100.0			
	Count	294	173	467			
Overall (Urban)	%	63.0	37.0	100.0			
	Count	160	141	301			
Overall (Rural)	%	53.2	46.8	100.0			

26. On a scale of	26. On a scale of 1-10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?											
Service Providers		1	2	3	4	5	6	7	8	9	10	Total
BSNL (Total)	Count	0	0	3	15	25	60	98	141	66	3	411
	%	0.0	0.0	0.7	3.6	6.1	14.6	23.8	34.3	16.1	0.7	100.0
BSNL (Urban)	Count	0	0	0	0	4	18	33	46	8	1	110
	%	0.0	0.0	0.0	0.0	3.6	16.4	30.0	41.8	7.3	0.9	100.0
BSNL (Rural)	Count	0	0	3	15	21	42	65	95	58	2	301
BOINE (Rulai)	%	0.0	0.0	1.0	5.0	7.0	14.0	21.6	31.6	19.3	0.7	100.0
	Count	2	5	13	19	12	30	78	101	91	6	357
Sify (Total)	%	0.6	1.4	3.6	5.3	3.4	8.4	21.8	28.3	25.5	1.7	100.0
	Count	2	5	13	19	12	30	78	101	91	6	357
Sify (Urban)	%	0.6	1.4	3.6	5.3	3.4	8.4	21.8	28.3	25.5	1.7	100.0
	Count	2	5	16	34	37	90	176	242	157	9	768
Overall	%	0.3	0.7	2.1	4.4	4.8	11.7	22.9	31.5	20.4	1.2	100.0
Overall	Count	2	5	13	19	16	48	111	147	99	7	467
(Urban)	%	0.4	1.1	2.8	4.1	3.4	10.3	23.8	31.5	21.2	1.5	100.0
	Count	0	0	3	15	21	42	65	95	58	2	301
Overall (Rural)	%	0.0	0.0	1.0	5.0	7.0	14.0	21.6	31.6	19.3	0.7	100.0



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

27. Are you aware o	27. Are you aware of the call centre telephone number of your broadband service provider for making complaints/ query?							
Service Providers		Yes	No	Total				
BSNL (Total)	Count	379	32	411				
	%	92.2	7.8	100.0				
BSNL (Urban)	Count	101	9	110				
, ,	%	91.8	8.2	100.0				
DCMI (Dural)	Count	278	23	301				
BSNL (Rural)	%	92.4	7.6	100.0				
	Count	266	91	357				
Sify (Total)	%	74.5	25.5	100.0				
	Count	266	91	357				
Sify (Urban)	%	74.5	25.5	100.0				
	Count	645	123	768				
Overall	%	84.0	16.0	100.0				
	Count	367	100	467				
Overall (Urban)	%	78.6	21.4	100.0				
	Count	278	23	301				
Overall (Rural)	%	92.4	7.6	100.0				

28. Have you made	28. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?							
Service Providers		Yes	No	Total				
BSNL (Total)	Count	192	219	411				
	%	46.7	53.3	100.0				
BSNL (Urban)	Count	86	24	110				
	%	78.2	21.8	100.0				
BSNL (Rural)	Count	106	195	301				
	%	35.2	64.8	100.0				
	Count	168	189	357				
Sify (Total)	%	47.1	52.9	100.0				
	Count	168	189	357				
Sify (Urban)	%	47.1	52.9	100.0				
	Count	360	408	768				
Overall	%	46.9	53.1	100.0				
	Count	254	213	467				
Overall (Urban)	%	54.4	45.6	100.0				
	Count	106	195	301				
Overall (Rural)	%	35.2	64.8	100.0				





29. With respect to co	mplaint made	by you to the call	centre, please	specify which of	f these was mos	t applicable to y	ou?
Service Providers		Complaint was registered and docket number received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total
BSNL (Total)	Count	66	39	26	57	4	192
	%	34.4	20.3	13.5	29.7	2.1	100.0
BSNL (Urban)	Count	11	10	12	50	3	86
	%	12.8	11.6	14.0	58.1	3.5	100.0
BSNL (Rural)	Count	55	29	14	7	1	106
BOINE (Rulai)	%	51.9	27.4	13.2	6.6	0.9	100.0
	Count	56	60	13	34	5	168
Sify (Total)	%	33.3	35.7	7.7	20.2	3.0	100.0
	Count	56	60	13	34	5	168
Sify (Urban)	%	33.3	35.7	7.7	20.2	3.0	100.0
	Count	122	99	39	91	9	360
Overall	%	33.9	27.5	10.8	25.3	2.5	100.0
	Count	67	70	25	84	8	254
Overall (Urban)	%	26.4	27.6	9.8	33.1	3.1	100.0
	Count	55	29	14	7	1	106
Overall (Rural)	%	51.9	27.4	13.2	6.6	0.9	100.0

30. Did the Call Cent	30. Did the Call Centre inform you about the action taken on your complaint?							
Service Providers		Yes	No	Total				
BSNL (Total)	Count	181	11	192				
	%	94.3	5.7	100.0				
BSNL (Urban)	Count	84	2	86				
	%	97.7	2.3	100.0				
DCNII (Durral)	Count	97	9	106				
BSNL (Rural)	%	91.5	8.5	100.0				
	Count	164	4	168				
Sify (Total)	%	97.6	2.4	100.0				
	Count	164	4	168				
Sify (Urban)	%	97.6	2.4	100.0				
	Count	345	15	360				
Overall	%	95.8	4.2	100.0				
	Count	248	6	254				
Overall (Urban)	%	97.6	2.4	100.0				
	Count	97	9	106				
Overall (Rural)	%	91.5	8.5	100.0				





31. How satisfied are	31. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
BSNL (Total)	Count	184	49	135	7	1	192	
	%	95.8	25.5	70.3	3.6	0.5	100.0	
BSNL (Urban)	Count	85	31	54	1	0	86	
	%	98.8	36.0	62.8	1.2	0.0	100.0	
DCNI (Dural)	Count	99	18	81	6	1	106	
BSNL (Rural)	%	93.4	17.0	76.4	5.7	0.9	100.0	
	Count	165	66	99	3	0	168	
Sify (Total)	%	98.2	39.3	58.9	1.8	0.0	100.0	
	Count	165	66	99	3	0	168	
Sify (Urban)	%	98.2	39.3	58.9	1.8	0.0	100.0	
	Count	349	115	234	10	1	360	
Overall	%	96.9	31.9	65.0	2.8	0.3	100.0	
	Count	250	97	153	4	0	254	
Overall (Urban)	%	98.4	38.2	60.2	1.6	0.0	100.0	
	Count	99	18	81	6	1	106	
Overall (Rural)	%	93.4	17.0	76.4	5.7	0.9	100.0	

32. Please specify the reason(s) for your dissatisfaction							
Service Providers		Difficult to connect to call centre executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaint is too long	Customer care executive was unable to understand the Problem	Total
BSNL (Total)	Count	6	0	1	2	0	8
	%	75.0	0.0	12.5	25.0	0.0	100.0
BSNL (Urban)	Count	1	0	0	0	0	1
, ,	%	100.0	0.0	0.0	0.0	0.0	100.0
DCNII (Dural)	Count	5	0	1	2	0	7
BSNL (Rural)	%	71.4	0.0	14.3	28.6	0.0	100.0
	Count	2	0	0	1	0	3
Sify (Total)	%	66.7	0.0	0.0	33.3	0.0	100.0
	Count	2	0	0	1	0	3
Sify (Urban)	%	66.7	0.0	0.0	33.3	0.0	100.0
	Count	8	0	1	3	0	11
Overall	%	72.7	0.0	9.1	27.3	0.0	100.0
	Count	3	0	0	1	0	4
Overall (Urban)	%	75.0	0.0	0.0	25.0	0.0	100.0
	Count	5	0	1	2	0	7
Overall (Rural)	%	71.4	0.0	14.3	28.6	0.0	100.0





33. Was your billing/ the complaint?	charging comp	laint resolved satisfactori	ly by call centre/custom	er care within four we	eks after lodging of
Service Providers		Yes	No	Not applicable	Total
BSNL (Total)	Count	169	11	12	192
	%	88.0	5.7	6.3	100.0
BSNL (Urban)	Count	78	2	6	86
, ,	%	90.7	2.3	7.0	100.0
DCNII (Durol)	Count	91	9	6	106
BSNL (Rural)	%	85.8	8.5	5.7	100.0
	Count	149	12	7	168
Sify (Total)	%	88.7	7.1	4.2	100.0
	Count	149	12	7	168
Sify (Urban)	%	88.7	7.1	4.2	100.0
	Count	318	23	19	360
Overall	%	88.3	6.4	5.3	100.0
	Count	227	14	13	254
Overall (Urban)	%	89.4	5.5	5.1	100.0
Overall (Rural)	Count	91	9	6	106
	%	85.8	8.5	5.7	100.0

34(a). In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer? Yes No Total Service Providers 10 401 411 Count BSNL (Total) 2.4 97.6 100.0 % 8 102 110 BSNL (Urban) Count 7.3 100.0 92.7 % 2 299 301 Count BSNL (Rural) 100.0 0.7 99.3 % 23 334 357 Count Sify (Total) 100.0 6.4 93.6 % 23 334 357 Count Sify (Urban) 100.0 6.4 93.6 % 33 735 768 Count Overall 4.3 95.7 100.0 % 31 436 467 Count Overall (Urban) 6.6 93.4 100.0 %

299

99.3

2

0.7

Count

%

Overall (Rural)

301

100.0





34(b). Have you ever call center/customer		aint to the Nodal Officer regarding yo	our complaints not resolved or unsa	tisfactorily resolved by th
Service Providers		Yes	No	Total
BSNL (Total)	Count	10	0	10
	%	100.0	0.0	100.0
BSNL (Urban)	Count	8	0	8
	%	100.0	0.0	100.0
DCNII (Durol)	Count	2	0	2
BSNL (Rural)	%	100.0	0.0	100.0
	Count	23	0	23
Sify (Total)	%	100.0	0.0	100.0
	Count	23	0	23
Sify (Urban)	%	100.0	0.0	100.0
	Count	33	0	33
Overall	%	100.0	0.0	100.0
	Count	31	0	31
Overall (Urban)	%	100.0	0.0	100.0
	Count	2	0	2
Overall (Rural)	%	100.0	0.0	100.0

34(c). Were you able	34(c). Were you able to contact to the Nodal officer without difficulty?							
Service Providers		Yes	No	Total				
BSNL (Total)	Count	7	3	10				
	%	70.0	30.0	100.0				
BSNL (Urban)	Count	5	3	8				
	%	62.5	37.5	100.0				
RSNI (Pural)	Count	2	0	2				
BSNL (Rural)	%	100.0	0.0	100.0				
	Count	21	2	23				
Sify (Total)	%	91.3	8.7	100.0				
	Count	21	2	23				
Sify (Urban)	%	91.3	8.7	100.0				
	Count	28	5	33				
Overall	%	84.8	15.2	100.0				
	Count	26	5	31				
Overall (Urban)	%	83.9	16.1	100.0				
	Count	2	0	2				
Overall (Rural)	%	100.0	0.0	100.0				





35. Did the Nodal Officer intimate you about the decision taken on your complaint?							
Service Providers		Yes	No	Total			
BSNL (Total)	Count	6	4	10			
	%	60.0	40.0	100.0			
BSNL (Urban)	Count	4	4	8			
	%	50.0	50.0	100.0			
BSNL (Rural)	Count	2	0	2			
BSINE (Rulai)	%	100.0	0.0	100.0			
	Count	21	2	23			
Sify (Total)	%	91.3	8.7	100.0			
	Count	21	2	23			
Sify (Urban)	%	91.3	8.7	100.0			
	Count	27	6	33			
Overall	%	81.8	18.2	100.0			
	Count	25	6	31			
Overall (Urban)	%	80.6	19.4	100.0			
	Count	2	0	2			
Overall (Rural)	%	100.0	0.0	100.0			

36(a). How satisfied are you with the redressal of the complaint by the Nodal Officer?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	8	0	8	2	0	10
	%	80.0	0.0	80.0	20.0	0.0	100.0
BSNL (Urban)	Count	6	0	6	2	0	8
	%	75.0	0.0	75.0	25.0	0.0	100.0
BSNL (Rural)	Count	2	0	2	0	0	2
BSINE (Ruiai)	%	100.0	0.0	100.0	0.0	0.0	100.0
	Count	20	9	11	1	2	23
Sify (Total)	%	86.9	39.1	47.8	4.3	8.7	100.0
	Count	20	9	11	1	2	23
Sify (Urban)	%	86.9	39.1	47.8	4.3	8.7	100.0
	Count	28	9	19	3	2	33
Overall	%	84.9	27.3	57.6	9.1	6.1	100.0
	Count	26	9	17	3	2	31
Overall (Urban)	%	83.8	29.0	54.8	9.7	6.5	100.0
	Count	2	0	2	0	0	2
Overall (Rural)	%	100.0	0.0	100.0	0.0	0.0	100.0





36(b). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaint is too long	Nodal Officer was unable to understand the problem	Total
BSNL (Total)	Count	0	0	0	2	0	2
	%	0.0	0.0	0.0	100.0	0.0	100.0
BSNL (Urban)	Count	0	0	0	2	0	2
	%	0.0	0.0	0.0	100.0	0.0	100.0
DCNII (Durol)	Count	0	0	0	0	0	0
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	1	0	0	2	0	3
Sify (Total)	%	33.3	0.0	0.0	66.7	0.0	100.0
	Count	1	0	0	2	0	3
Sify (Urban)	%	33.3	0.0	0.0	66.7	0.0	100.0
	Count	1	0	0	4	0	5
Overall	%	20.0	0.0	0.0	80.0	0.0	100.0
	Count	1	0	0	4	0	5
Overall (Urban)	%	20.0	0.0	0.0	80.0	0.0	100.0
	Count	0	0	0	0	0	0
Overall (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0

37. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals? Total Yes No Service Providers 8 403 411 BSNL (Total) Count 100.0 1.9 98.1 % 6 104 110 BSNL (Urban) Count 5.5 94.5 100.0 % 2 299 301 Count BSNL (Rural) 0.7 99.3 100.0 % 20 337 357 Count Sify (Total) 100.0 5.6 94.4 % 20 337 357 Count Sify (Urban) 100.0 5.6 94.4 % 28 740 768 Count Overall 3.6 96.4 100.0 % 441 467 26 Count Overall (Urban) 5.6 94.4 100.0 % 2 299 301 Count Overall (Rural) 100.0 0.7 99.3





38. Have you filed any appeal in the last 6 months?							
Service Providers		Yes	No	Total			
BSNL (Total)	Count	5	3	8			
	%	62.5	37.5	100.0			
BSNL (Urban)	Count	4	2	6			
	%	66.7	33.3	100.0			
BSNL (Rural)	Count	1	1	2			
DOINE (Rulai)	%	50.0	50.0	100.0			
04 (7 . 1)	Count	17	3	20			
Sify (Total)	%	85.0	15.0	100.0			
0 /4 / 4	Count	17	3	20			
Sify (Urban)	%	85.0	15.0	100.0			
	Count	22	6	28			
Overall	%	78.6	21.4	100.0			
	Count	21	5	26			
Overall (Urban)	%	80.8	19.2	100.0			
	Count	1	1	2			
Overall (Rural)	%	50.0	50.0	100.0			

39. Did you receive any acknowledgement?								
Service Providers		Yes	No	Total				
BSNL (Total)	Count	5	0	5				
	%	100.0	0.0	100.0				
BSNL (Urban)	Count	4	0	4				
	%	100.0	0.0	100.0				
BSNL (Rural)	Count	1	0	1				
DOINE (INdial)	%	100.0	0.0	100.0				
04 (7 .)	Count	17	0	17				
Sify (Total)	%	100.0	0.0	100.0				
	Count	17	0	17				
Sify (Urban)	%	100.0	0.0	100.0				
	Count	22	0	22				
Overall	%	100.0	0.0	100.0				
	Count	21	0	21				
Overall (Urban)	%	100.0	0.0	100.0				
	Count	1	0	1				
Overall (Rural)	%	100.0	0.0	100.0				





40. Did the appellate a	40. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?							
Service Providers		Yes	No	Appeal file d only recently	Total			
BSNL (Total)	Count	3	1	1	5			
	%	60.0	20.0	20.0	100.0			
BSNL (Urban)	Count	2	1	1	4			
	%	50.0	25.0	25.0	100.0			
DCNII (Durol)	Count	1	0	0	1			
BSNL (Rural)	%	100.0	0.0	0.0	100.0			
	Count	16	0	1	17			
Sify (Total)	%	94.1	0.0	5.9	100.0			
	Count	16	0	1	17			
Sify (Urban)	%	94.1	0.0	5.9	100.0			
	Count	19	1	2	22			
Overall	%	86.4	4.5	9.1	100.0			
	Count	18	1	2	21			
Overall (Urban)	%	85.7	4.8	9.5	100.0			
	Count	1	0	0	1			
Overall (Rural)	%	100.0	0.0	0.0	100.0			

41. Are you aware that	41. Are you aware that a prepaid customer can get item wise usage charge details for your prepaid connection?						
Service Providers		Yes	No	Total			
BSNL (Total)	Count	0	0	0			
	%	0.0	0.0	0.0			
BSNL (Urban)	Count	0	0	0			
	%	0.0	0.0	0.0			
BSNL (Rural)	Count	0	0	0			
BSINE (Ruiai)	%	0.0	0.0	0.0			
	Count	143	214	357			
Sify (Total)	%	40.1	59.9	100.0			
	Count	143	214	357			
Sify (Urban)	%	40.1	59.9	100.0			
	Count	143	214	357			
Overall	%	40.1	59.9	100.0			
	Count	143	214	357			
Overall (Urban)	%	40.1	59.9	100.0			
	Count	0	0	0			
Overall (Rural)	%	0.0	0.0	0.0			





42. Have you been denied of request for item wise usage charge details for your prepaid connection?								
Service Providers		Yes	No	Total				
BSNL (Total)	Count	0	0	0				
	%	0.0	0.0	0.0				
BSNL (Urban)	Count	0	0	0				
	%	0.0	0.0	0.0				
BSNL (Rural)	Count	0	0	0				
BOINE (Ruidi)	%	0.0	0.0	0.0				
	Count	127	16	143				
Sify (Total)	%	88.8	11.2	100.0				
	Count	127	16	143				
Sify (Urban)	%	88.8	11.2	100.0				
	Count	127	16	143				
Overall	%	88.8	11.2	100.0				
	Count	127	16	143				
Overall (Urban)	%	88.8	11.2	100.0				
	Count	0	0	0				
Overall (Rural)	%	0.0	0.0	0.0				

43. What were the reason(s) for denying your request?									
Service Providers		No reasons given	Technical problem	Others	Total				
BSNL (Total)	Count	0	0	0	0				
	%	0.0	0.0	0.0	0.0				
BSNL (Urban)	Count	0	0	0	0				
	%	0.0	0.0	0.0	0.0				
BSNL (Rural)	Count	0	0	0	0				
BOINE (Ruiai)	%	0.0	0.0	0.0	0.0				
	Count	58	63	6	127				
Sify (Total)	%	45.7	49.6	4.7	100.0				
	Count	58	63	6	127				
Sify (Urban)	%	45.7	49.6	4.7	100.0				
	Count	58	63	6	127				
Overall	%	45.7	49.6	4.7	100.0				
	Count	58	63	6	127				
Overall (Urban)	%	45.7	49.6	4.7	100.0				
	Count	0	0	0	0				
Overall (Rural)	%	0.0	0.0	0.0	0.0				





44. Have you been provided the manual of practice, containing the terms and conditions of service, toll free numbers of call centre and contact details of the Nodal officer and appellate authority for complaints redressal etc., while subscribing the new broadband connection?

Service Providers		Yes	No	Do not remember	Total
BSNL (Total)	Count	207	80	124	411
	%	50.4	19.5	30.2	100.0
BSNL (Urban)	Count	45	34	31	110
	%	40.9	30.9	28.2	100.0
DCNII (Dunal)	Count	162	46	93	301
BSNL (Rural)	%	53.8	15.3	30.9	100.0
	Count	62	147	148	357
Sify (Total)	%	17.4	41.2	41.5	100.0
	Count	62	147	148	357
Sify (Urban)	%	17.4	41.2	41.5	100.0
	Count	269	227	272	768
Overall	%	35.0	29.6	35.4	100.0
	Count	107	181	179	467
Overall (Urban)	%	22.9	38.8	38.3	100.0
	Count	162	46	93	301
Overall (Rural)	%	53.8	15.3	30.9	100.0



												_							
											S.	No [В	W					
Date of	Intervie	w:	D	D	M	M	Y	Y	Y	Y		- 10 [
Circle	:	[1] Assan	n				[2] Rest of North East				ıst	[3] Bihar & Jharkhand							
[4] Rest of			of We	st Ben	ıgal		[5]	Oriss	sa			[6]]	Kolka	ta					

CUSTOMER SATISFACTION SURVEY - BASIC WIRE-LINE (LANDLINE) QUESTIONNAIRE

Good morning/ afternoon/ evening. I am from MDRA, a reputed market research and consulting company. We are currently doing a customer satisfaction survey on behalf of TRAI (Telecom Regulatory Authority of India), a body set up by the Government of India, to assess the satisfaction of customers with the services provided by their service providers. This survey will help TRAI to take necessary action, so that customers like you get better services in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

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

COULD YOU PLEASE SIGN HERE. WE ARE TAKING YOUR SIGNATURE TO ESTABLISH THAT SOMEONE HAS ACTUALLY TAKEN YOUR FEEDBACK AND NOT SOMEONE ELSE'S:______

[QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID] S1.1. Which basic wire-line (Landline) service provider are you using currently? [SINGLE RESPONSE] [1] Airtel [2] BSNL [3] Reliance [4] Tata [IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE THE INTERVIEW] S1.2. Name: S1.3. **Record Gender:** [1] Male [2] Female S1.4. Age (in years): [1] Less than 25 [2] 25 - 34 [3] 35 - 44 [4] More than 45 S1.5. Please tell me your occupation: [1] Service [2] Business/Self Employed [3] Student [4] Housewife [5] Retired Phone Number S1.6. **Telephone Number (With STD Code):** S1.7. **Record Usage Type:** [1] Residential [2] Commercial S1.8. **Record Area:** [1] Rural [2] Urban S1.9. **Connection Type:** [1] Postpaid [2] Prepaid S1.10. Record State/UT/City: [1] Andaman & Nicobar [2] Arunachal Pradesh [3] Assam [4] Bihar [5] Jharkhand [6] Kolkata [7] Manipur [8] Meghalaya [9] Mizoram [10] Nagaland [11] Orissa [12] Sikkim [13] Tripura [14] West Bengal S1.11. Record District Name: S1.12. Address: S1.13. Record Name of SDCA: S1.14. Record Name of Exchange: ____

[2] Face-to-face

[1] Telephonic

S1.15. Record Mode of interview:





A.	SERVICE PROVISION					
1(a)	Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?	[1] Yes [2] No [SKIP TO SECTION B]				
1 (b)	In case you have taken a telephone connection in the last 6 months or shifted your connection or had your connection temporarily suspended, how satisfied are you with time taken to provide working phone connection?	[4] Very satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied				
2	Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	[1] Yes [2] No				
3	How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	[4] Very satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied				
В.	BILLING RELATED - ONLY FOR POSTPAID CUSTOM (A))	MERS (FOR PRE-PAID CUSTOMERS GO TO Q 10				
4	How satisfied are you with the time taken to deliver your bills?	[4] Very satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied				
	How satisfied are you with the accuracy & completeness of	[4] Very satisfied [3] Satisfied				
5(a)	the bills?	[2] Dissatisfied [1] Very Dissatisfied				
54.)	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q5(A)]	 [1] Charges not as per tariff plan subscribed [2] Tariff plan changed without information [3] Charged for value added services not subscribed [4] Charged for calls/services not made/used 				
5(b)	Please specify the reason(s) for your dissatisfaction. [MULTIPLE CODE]	[5] Details like item-wise charges are not provided[6] Calculations are not clear[7] Others (please specify)				
6	Have you made any billing related complaints in the last 6 months?	[1] Yes [2] No [IF NO, GO TO Q 8]				
7	How satisfied are you with the process of resolution of billing complaints?	[4] Very satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied				
8	How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?	[4] Very satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied				
	(ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q 8)	[1] Difficult to read the bill[2] Difficult to understand the language[3] Calculations not clear				
9	Please specify the reason(s) for your dissatisfaction. [MULTIPLE CODE]	[4] Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given [5] Others (please specify)				
ONLY	FOR PREPAID CUSTOMERS	, I				
10 (a)	How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage?	[4] Very satisfied [3] Satisfied				
	and the different of every deage.	[2] Dissatisfied [1] Very Dissatisfied				





	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN	[1] Charges not as per tariff plan subscribed				
	Q10(A)]	[2] Tariff plan changed without information				
10 (b)	Please specify the reason(s) for your dissatisfaction.	[3] Charged for value added services not subscribed				
	[MULTIPLE CODE]	[4] Charged for calls/services not made/used				
		[5] Others (please specify)				
	Have you made any complaint related to charging/credit/waiver/validity/adjustments in the last 6 months?	[1] Yes [2] No [IF NO, GO TO Q10(E)]				
	How satisfied are you with the resolution of such billing	[4] Very satisfied [3] Satisfied				
	complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?	[2] Dissatisfied [1] Very Dissatisfied				
,	How satisfied are you with the ease of recharging process and	[4] Very satisfied [3] Satisfied				
	the transparency of recharge offer?	[2] Dissatisfied [1] Very Dissatisfied				
		[1] Lack of complete information about the offer				
1	[ASK Q 10(F) ONLY IF 1 OR 2 IS CODED IN Q 10 (E)]	[2] Charges/Services not as per the offer				
10.75	Please specify the reason(s) for your dissatisfaction.	[3] Delay in activation of recharge				
10 (f)	[MULTIPLE CODE]	[4] Non availability of all denomination recharge coupons				
		[5] Others (please specify)				
C.	HELP SERVICES/CUSTOMER CARE INCLUDING CU	STOMER GRIEVANCE REDRESSAL				
	In the last 6 months, have you contacted customer care/helpline/ call centre of your service provider?	[1] Yes [2] No [IF NO, GO TO Q16]				
	How satisfied are you with the ease of access of call	[4] Very satisfied [3] Satisfied				
	centre/customer care or helpline?	[2] Dissatisfied [1] Very Dissatisfied				
	How satisfied are you with the ease of getting an option for	[4] Very satisfied [3] Satisfied				
	"talking to a customer care executive"?	[2] Dissatisfied [1] Very Dissatisfied				
1	How satisfied are you with the response time taken to answer	[4] Very satisfied [3] Satisfied				
	your call by a customer care executive?	[2] Dissatisfied [1] Very Dissatisfied				
]	How satisfied are you with the problem solving ability of the	[4] Very satisfied [3] Satisfied				
14	customer care executive(s)?	[2] Dissatisfied [1] Very Dissatisfied				
]	How satisfied are you with the time taken by call	[4] Very satisfied [3] Satisfied				
15	centre/customer care /helpline to resolve your complaint?	[2] Dissatisfied [1] Very Dissatisfied				
	NETWORK PERFORMANCE, RELIABILITY AND AVA	1				
D.		1 1 4 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1				
1	How satisfied are you with the availability of working	[4] Very satisfied [3] Satisfied				
1	How satisfied are you with the availability of working telephone (dial tone)?	[2] Dissatisfied [1] Very Dissatisfied				
16						
16	telephone (dial tone)?	[2] Dissatisfied [1] Very Dissatisfied				
16	telephone (dial tone)? How satisfied are you with the ability to make or receive	[2] Dissatisfied [1] Very Dissatisfied [4] Very satisfied [3] Satisfied				





Е.	MAINTAINADH ITV (EAH T DEDAID)					
L ₀	MAINTAINABILITY (FAULT REPAIR)	[1] Nil [GO TO Q22]	[2] One time			
19	How many times has your telephone connection required repair in the last 6 months?	[3] 2-3 times	[4] More than 3 times			
		[1] 1 day	[2] 2-3 days			
20	How long did it take generally for repairing the fault after lodging a complaint?	[3] 4-7 days	[4] More than 7 days			
		[4] Very satisfied	[3] Satisfied			
21	How satisfied are you with the fault repair service?	[2] Dissatisfied	[1] Very Dissatisfied			
F.	SUPPLEMENTARY SERVICES AND VALUE ADDED S	ERVICES				
22	Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?	[1] Yes [2] No	[IF NO, GO TO Q25]			
	However first and an arrangement of the signal and	[4] Very satisfied	[3] Satisfied			
23	How satisfied are you with the quality of the supplementary services / value added service provided?	[2] Dissatisfied	[1] Very Dissatisfied			
	How satisfied are you with the process of activating value	[4] Very satisfied	[3] Satisfied			
24(a)	added services or the process of unsubscribing?	[2] Dissatisfied [1] Very Dissatisfied				
24(b)		[1] Not informed of char	ges			
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN	[2] Activated without con	nsent			
	24(A)]	[3] Not informed about to	oll free number for			
	Please tell me the reasons for your dissatisfaction.	unsubscribing	`			
		[4] Others, (specify)			
25	In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	[1] Yes [2] No	[IF NO, GO TO Q26(A)]			
25(a)	How satisfied are you with the resolution of your complaint	[4] Very satisfied	[3] Satisfied			
25(u)	for deactivation of VAS?	[2] Dissatisfied	[1] Very Dissatisfied			
G.	OVERALL CUSTOMER SATISFACTION	543.77	523.67.4.99.4			
26(a)	How satisfied are you with the overall quality of your	[4] Very satisfied	[3] Satisfied			
20(a)	telephone service?	[2] Dissatisfied	[1] Very Dissatisfied			
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN	1				
26(b)	Q26(A)	2				
	Please specify the reason(s) for your dissatisfaction	3				
H.	GENERAL INFORMATION					
27	What kind of other services are you also taking from this	[1] Broadband	[2] Mobile			
	service provider?	[3] Other, Specify				
	[MULTIPLE CODE]	[5] Guier, Speeny				
28(a)	Have you terminated a telephone connection that you had in the last 6 month?	[1] Yes [2] No	[IF NO, GO TO Q30]			
28(b)	If Yes, Please name your service provider? [1] Airtel [2] BSNL [3] Relia	nce [4] Tat	a			
		[1] 1 day	[2] 2-3 days			
29	How many days were taken for termination of your telephone connection?	-				
29	Commedian.	[3] 4-7 days	[4] More than 7 days			





30	Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?	[1] Yes [2] No							
31	Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?	[1] Yes [2] No <i>[IF NO, GO TO Q33]</i>							
32(a)	Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	[1] Yes [2] No [IF NO, GO TO Q33]							
32(b)	Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?	[4] Stopped receiving [3] Considerable decrease [2] Slight decrease [1] No change							
	[ASK Q32(C) 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?	[1] Yes [2] No [IF NO, GO TO Q33]							
32(d)	If Yes, then indicate whether	 [1] Complaint was registered by the service provider and informed about the action taken on the complaint [2] Complaint was registered by the service provider and did not inform about the action taken on the complaint [3] Service Provider refused to register the complaint [4] Difficult to lodge the complaint 							
33	On a scale of 1 – 10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?								
C	QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007								
34(a)	Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?	[1] Yes [2] No							
34(b)	Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?	[1] Yes [2] No [IF NO, GO TO Q38]							
35	With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (SINGLE CODE)	[1] Complaint was registered and docket number received [2] Complaint was registered and docket number not received [3] Complaint was registered and docket number provided on request [4] Complaint was registered and docket number not provided even on request [5] Refused to register the complaint							
36	Did the Call Centre inform you about the action taken on your complaint?	[1] Yes [2] No							
37	Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	[1] Yes [2] No [3] Not Applicable							
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?	[1] Yes [2] No <i>[IF NO, GO TO Q43]</i>							
39(a)	Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the Call Center/Customer Care?	[1] Yes [2] No [IF NO, GO TO Q43]							







39(b)	Were you able to contact the Nodal officer without difficulty?	[1] Yes [2] No				
40	Did the Nodal Officer intimate you about the decision taken on your complaint?	[1] Yes [2] No				
41	How satisfied are you with the redressal of the complaint by	[4] Very Satisfied [3] Satisfied				
41	the Nodal Officer?	[2] Dissatisfied [1] Very Dissatisfied				
		[1] Difficult to connect to the Nodal Officer				
		[2] Nodal Officer not polite/courteous				
		[3] Nodal Officer not equipped with adequate				
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q41]	information				
42		[4] Time taken by Nodal Officer for redressal of				
.2	Please specify the reason(s) for your dissatisfaction.	complaint is too long				
	[MULTIPLE CODE]	[5] Nodal Officer was unable to understand the problem				
		[6] Others (please specify)				
	In case the complaint has not been resolved by the Nodal					
43	Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate	[1] Yes [2] No [IF NO, GO TO Q47]				
	Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of	[1] Yes [2] No [IF NO, GO TO Q47]				
	appeals?					
44	Have you filed any appeal in last 6 months?	[1] Yes [2] No [IF NO, GO TO Q47]				
45	Did you receive any acknowledgement?	[1] Yes [2] No				
46	Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	[1] Yes [2] No [3] Appeal filed only recently				
[O47 T	O Q49 ARE FOR PREPAID CUSTOMERS ONLY]					
	Are you aware that a prepaid customer can get item-wise usage	THE NO CO TO OSAL				
47	charge details, on request?	[1] Yes [2] No [IF NO, GO TO Q50]				
48	Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	[1] Yes [2] No [IF NO, GO TO Q50]				
40	What were the reason(s) for denying your request?	[1] No reason given [2] Technical problem				
49	[MULTIPLE CODE]	[3] Others (specify)				
	Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Call Centre					
50	and contact detail of Nodal Officer and Appellate Authority for	[1] Yes [2] No [3] Do not remember				
	complaint redressal etc., while subscribing the new telephone connection?"					
Name of	the interviewer :	Date:				
Name of	the scrutinizer :	Date:				
Back-che	eck done by :	Date of back-check:				
Name of	Operation Manager :					

210



											S. N	0	C	M				
Date of	Interv	iew:	D	D	M	M	Y	Y	Y	Y				•				
Circle	cle: [1] Assam [2] Rest of I		of No	orth Ea	ıst	3]	Bihar	& Jha	arkhan	ıd								
		[4] Rest	of We	st Ben	gal		[5]] Oriss	sa			6]	Kolka	ıta				

CUSTOMER SATISFACTION SURVEY - CELLULAR MOBILE TELEPHONE QUESTIONNAIRE

Good morning/ afternoon/ evening. I am from MDRA, a reputed market research and consulting company. We are currently doing a customer satisfaction survey on behalf of TRAI (Telecom Regulatory Authority of India), a body set up by the Government of India, to assess the satisfaction of customers with the services provided by their service providers. This survey will help TRAI to take necessary action, so that customers like you get better services in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

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

COULD YOU PLEASE SIGN HERE.WE ARE TAKING YOUR SIGNATURE TO ESTABLISH THAT SOMEONE HAS ACTUALLY TAKEN YOUR FEEDBACK AND NOT SOMEONE ELSE'S:

S1.1.	Which mobile phone or [1] Aircel [5] Idea [9] Reliance Telecom [13] Videocon	fixed wireless phone (FW [2] Airtel [6] Loop Mobile [10] S Tel [14] Vodafone	P) service provider are y [3] BSNL [7] MTS [11] Tata	ou using currently? [4] Cheers Mobile [8] Reliance Comm. [12] Uninor				
S1.2.	Name:							
S1.3.	Record Gender:	[1] Male	[2] Female					
51.4.	Age (in years):	[1] Less than 25	[2] 25-34	[4] More than 45				
51.5.	Please tell me your occu [1] Service [2] Bus	pation: iness/Self Employed	[3] Student [4] Ho	[5] Retired				
51.6.	Mobile/ Fixed Wireless	Phone (FWP) Number: [0					
S1. 7 .	Record Usage Type:	[1] Residential	[2] Commercial					
51.8.	Record Area:	[1] Rural	[2] Urban					
51.9.	Connection Type:	[1] Postpaid	[2] Prepaid					
51.10.	Type:	[1] GSM	[2] CDMA					
S1.11.	Record State/UT/City:	[1] Andaman & Nicobar[5] Jharkhand[9] Mizoram[13] Tripura	[2] Arunachal Pradesh[6] Kolkata[10] Nagaland[14] West Bengal	[3] Assam [7] Manipur [11] Orissa	[4] Bihar [8] Meghalaya [12] Sikkim			
S1.12.	Record District Name:							
51.13.	Address:							





A.	SERVICE PROVISION					
1	How satisfied are you with the process and time taken to activate the mobile connection, after you applied	[4] Very Satisfied	[3] Satisfied			
	and completed all formalities?	[2] Dissatisfied	[1] Very Dissatisfied			
2	Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	[1] Yes	[2] No			
3	How satisfied are you with the ease of understanding or with provision of all relevant information related to	[4] Very Satisfied	[3] Satisfied			
	tariff plans & charges?	[2] Dissatisfied	[1] Very Dissatisfied			
В.	BILLING RELATED - PREPAID CUSTOMERS (F					
• • •	How satisfied are you with the accuracy of charges for	[4] Very Satisfied	[3] Satisfied			
4(a)	the services used such as call, SMS, GPRS etc.?	[2] Dissatisfied	[1] Very Dissatisfied			
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS	[1] Charges not as per tari	iff plan subscribed			
	CODED IN Q4(a)]	[2] Tariff plan changed w	ithout information			
4(b)	Please specify the reason(s) for your dissatisfaction.	[3] Charged for value add	led services not subscribed			
		[4] Charged for calls/serv	ices not made/used			
	[MULTIPLE CODE]	[5] Others (please specify)			
	Have you made any complaint related to					
5(a)	charging/credit/ waiver/ validity/ adjustments in the last 6 months?	[1] Yes [2] No [IF NO, GO TO Q 5(c)]				
	How satisfied are you with the resolution of the complaints and the resulting refund/ credit/ waiver of	[4] Very Satisfied	[3] Satisfied			
5(b)	excess charges on account of such resolution of	[2] Dissatisfied	[1] Very Dissatisfied			
	complaints? How satisfied are you with the ease of recharging	[4] Very Satisfied	[3] Satisfied			
5(c)	process and the transparency of recharge offer?	•	[5] Saustied			
		[2] Dissatisfied	[1] Very Dissatisfied			
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS	[1] Lack of complete info	rmation about the offer			
	CODED IN \tilde{Q} 5(c)]	[2] Charges/Services not as per the offer				
5(d)	Please specify the reason(s) for your dissatisfaction.	[3] Delay in activation of	recharge			
	0.533,533,533	[4] Non availability of all	denomination recharge coupon			
	[MULTIPLE CODE]	[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?	[1] Yes	[2] No			
C.	BILLING RELATED - POSTPAID CUSTOMERS					
	How satisfied are you with the time taken to deliver	[4] Very Satisfied	[3] Satisfied			
6	your bills?	[2] Dissatisfied	[1] Very Dissatisfied			
	How satisfied are you with the clarity of the bills	[4] Very Satisfied	[3] Satisfied			
7(a)	issued by your service provider in terms of transparency and understandability?	[2] Dissatisfied	[1] Very Dissatisfied			
		[1] Difficult to read the bi	ill			
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN 7(a)]	[2] Difficult to understand the language				
50		[3] Calculation not clear				
7(b)	Please specify the reason(s) for your dissatisfaction.	[4] Item-wise charges like total minutes of usage of local, STD,				
	[MULTIPLE CODE]	ISD calls and charges thereon not given				
		[5] Others (please specify)				





		[4] Very Satisfied	[3] Satisfied		
8(a)	How satisfied are you with the accuracy & completeness of the bills?	[2] Dissatisfied	[1] Very Dissatisfied		
		[1] Charges not as per tariff plan subscribed			
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q8(a)]	[2] Tariff plan changed without information			
		[3] Charged for value added services not subscribed			
8(b)	Please specify the reason(s) for your dissatisfaction.	[4] Charged for calls/s	services not made/used		
	[MULTIPLE CODE]	[5] Calculations are no	ot clear		
		[6] Others (please spe	ecify)		
9(a)	Have you made any billing related complaints in the last 6 months?	[1] Yes [2] 1			
	How satisfied are you with the process of resolution of	[4] Very Satisfied	[3] Satisfied		
9(b)	billing complaints?	[2] Dissatisfied	[1] Very Dissatisfied		
D	HELD CEDVICES/CUSTOMED CADE INCLUDIN	C CUSTOMED CDIE	EVANCE DEDDECCAL		
D.	HELP SERVICES/CUSTOMER CARE INCLUDIN In the last 6 months, have you contacted customer care/				
10	helpline/ call centre of your service provider?	[1] Yes [2] I			
	How satisfied are you with the ease of access of call	[4] Very Satisfied	[3] Satisfied		
11	centre/customer care or helpline?	[2] Dissatisfied	[1] Very Dissatisfied		
		[4] Very Satisfied	[3] Satisfied		
12	How satisfied are you with the ease of getting an option for "talking to a customer care executive"?	[2] Dissatisfied	[1] Very Dissatisfied		
	How satisfied are you with the response time taken to answer your call by a customer care executive?	[4] Very Satisfied	[3] Satisfied		
13		[2] Dissatisfied	[1] Very Dissatisfied		
		[4] Very Satisfied	[3] Satisfied		
14	How satisfied are you with the problem solving ability of the customer care executive(s)?	[2] Dissatisfied	[1] Very Dissatisfied		
	How estinfied one year with the time taken by call	[4] Very Satisfied	[3] Satisfied		
15	How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?	[2] Dissatisfied	[1] Very Dissatisfied		
E.	NETWORK PERFORMANCE, RELIABILITY ANI				
	How satisfied are you with the availability of signal of	[4] Very Satisfied	[3] Satisfied		
16	your service provider in your locality?	[2] Dissatisfied	[1] Very Dissatisfied		
	How satisfied are you with the ability to make or receive calls easily?	[4] Very Satisfied	[3] Satisfied		
17		[2] Dissatisfied	[1] Very Dissatisfied		
		[4] Never	[3] Occasionally		
18	How often does your call drop during conversation?	[2] Frequently	[1] Very Frequently		
		[4] Very Satisfied	[3] Satisfied		
19	How satisfied are you with the voice quality?	[2] Dissatisfied	[1] Very Dissatisfied		





F.	MAINTAINABILITY (FAULT REPAIR)			
		[4] Never	[3] Occasionally	
20	How often do you face signal problems?	[2] Frequently	[1] Very Frequently	
		[4] Very Satisfied	[3] Satisfied	
21	How satisfied are you with the availability of signal in your area?	[2] Dissatisfied	[1] Very Dissatisfied	
		[4] Very Satisfied	[3] Satisfied	
22	How satisfied are you with the restoration of network (signal) problems?	[2] Dissatisfied	[1] Very Dissatisfied	
G.	SUPPLEMENTARY SERVICES AND VALUE AD	DED 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?	[1] Yes [2] No	[IF NO, GO TO Q26]	
	How satisfied are you with the quality of the	[4] Very Satisfied	[3] Satisfied	
24	supplementary services / value added service provided?	[2] Dissatisfied	[1] Very Dissatisfied	
	How satisfied are you with the process of activating	[4] Very Satisfied	[3] Satisfied	
25(a)	value added services or the process of unsubscribing?	[2] Dissatisfied	[1] Very Dissatisfied	
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS	[1] Not informed of charg	ges	
25(1)	CODED IN Q25(a)] Please tell me the reasons for your dissatisfaction. [MULTIPLE CODE]	[2] Activated without consent		
25(b)		[3] Not informed about toll free number for unsubscribing		
		[4] Others (please specify)	
26	In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	[1] Yes [2] No	[IF NO, GO TO Q29(a)]	
27	Have you complained to your service provider for deactivation of such services and refund of charges levied?	[1] Yes [2] No	[IF NO, GO TO Q29(a)]	
		[1] None		
	What difficulties have you faced while deactivating of such services and refund of charges levied?	[2] Delay in deactivation	resulting in repeat complaints	
28(a)		[3] Customer care refused	d to register the complaint	
		[4] Not aware of whom to contact		
		[5] Others (please specify	r)	
	How satisfied are you with the resolution of your	[4] Very Satisfied	[3] Satisfied	
28(b)	complaint for deactivation of VAS and refund of charges levied?	[2] Dissatisfied	[1] Very Dissatisfied	
H.	OVERALL CUSTOMER SATISFACTION			
2043	How satisfied are you with the overall quality of	[4] Very Satisfied	[3] Satisfied	
29(a)	your mobile service?	[2] Dissatisfied	[1] Very Dissatisfied	
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS	1		
29(b)	CODED IN Q29(a)]			
	Please specify the reason(s) for your dissatisfaction			
	<u> </u>	3		





I.	GENERAL INFORMATION	
20	What kind of other services are you also taking from	[1] Broadband [2] Wireline
30	this service provider?	[3] Other, Specify [4] 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?	[1] Yes [2] No [IF NO, GO TO Q34(a)]
32	Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	[1] Yes [2] No [IF NO, GO TO Q34(a)]
33(a)	Is there a significant reduction in number of unwanted tele marketing calls/SMS received even	[4] Stopped receiving [3] Considerable decrease
33(b)	after registering? [ASK THIS QUESTION ONLY IF 3 OR 2 OR 1 CODED IN Q 33 (A)] Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?	[2] Slight decrease [1] No change [1] Yes [2] No [IF NO, GO TO Q34(a)]
33(c)	If Yes, then indicate whether	 [1] Complaint was registered by the service provider and informed about the action taken on the complaint [2] Complaint was registered by the service provider and did not inform about the action taken on the complaint [3] Service Provider refused to register the complaint [4] Difficult to lodge the complaint
34(a)	Are you aware of facility by which you can change your service provider without changing your mobile number?	[1] Yes [2] No [IF NO, GO TO Q35]
34(b)	Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider?	[1] Yes [2] No [IF NO, GO TO Q35]
34(c)	When did you get 'Unique Porting Code' from your existing service provider?	[1] Within 5 min [2] After 5 to 10 min [3] After 10 min [4] Never
34(d)	If you have utilized the service of MNP (Mobile Number Portability), are you satisfied with its entire process?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
35	On a scale of 1 – 10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?	[-]
Q		MENTATION AND EFFECTIVENESS OF TELECOM SAL OF GRIEVANCES REGULATIONS, 2007
36	Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?	[1] Yes [2] No
37	Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?	[1] Yes [2] No [IF NO, GO TO Q41]
38	With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (SINGLE CODE)	 [1] Complaint was registered and docket number received [2] Complaint was registered and docket number not received [3] Complaint was registered and docket number provided on request [4] Complaint was registered and docket number not provided even on request [5] Refused to register the complaint





39	Did the Call Centre inform you about the action taken on your complaint?	[1] Yes	[2] No	
40	Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within	[1] Yes	[2] No	[3] Not Applicable
41	four weeks after lodging of the complaint? 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?	[1] Yes	[2] No	[IF NO, GO TO Q46]
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?	[1] Yes	[2] No	[IF NO, GO TO Q46]
42(b)	Were you able to contact the Nodal officer without difficulty?	[1] Yes	[2] No	
43	Did the Nodal Officer intimate you about the decision taken on your complaint?	[1] Yes	[2] No	
44	How satisfied are you with the redressal of the complaint by the Nodal Officer?	[4] Very Sati [2] Dissatisfi		[3] Satisfied[1] Very Dissatisfied
		[1] Difficult	to connect to the	he Nodal Officer
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS	[2] Nodal Officer not polite/courteous		
	CODED IN Q44 ELSE GO TO Q46]	[3] Nodal Officer not equipped with adequate information		
45	Please specify the reason(s) for your dissatisfaction.	[4] Time taken by Nodal Officer for redressal of complaint is too long		
	[MULTIPLE CODE]	[5] Nodal Officer was unable to understand the problem [6] Others (please specify)		
46	In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?	[1] Yes	[2] No	[IF NO, GO TO Q50]
47	Have you filed any appeal in last 6 months?	[1] Yes	[2] No	[IF NO, GO TO Q50]
48	Did you receive any acknowledgement?	[1] Yes	[2] No	
49	Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	[1] Yes	[2] No	[3] Appeal filed only recently
[Q50 T	O Q52 ARE FOR PREPAID CUSTOMERS ONLY]	T		
50	Are you aware that a prepaid customer can get itemwise usage charge details, on request?	[1] Yes	[2] No	[IF NO, GO TO Q53]
51	Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	[1] Yes	[2] No	[IF NO, GO TO Q53]
52	What were the reason(s) for denying your request?	[1] No reason		Technical problem
	[MULTIPLE CODE]	[3] Others (s	pecify)
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 telephone connection?	[1] Yes	[2] No	[3] Do not remember
Name of t	the interviewer :		_ Date	: :
Name of t	he scrutinizer :		_ Date	:
Back-ched	ck done by :		_Date of back-	check:
Name of Operation Manager				



CUSTOMER SATISFACTION SURVEY - BROADBAND QUESTIONNAIRE

Good morning/ afternoon/ evening. I am from MDRA, a reputed market research and consulting company. We are currently doing a customer satisfaction survey on behalf of TRAI (Telecom Regulatory Authority of India), a body set up by the Government of India, to assess the satisfaction of customers with the services provided by their service providers. This survey will help TRAI to take necessary action, so that customers like you get better services in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

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

COULD YOU PLEASE SIGN HERE. WE ARE TAKING YOUR SIGNATURE TO ESTABLISH THAT SOMEONE HAS ACTUALLY TAKEN YOUR FEEDBACK AND NOT SOMEONE ELSE'S:_____

[QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID]

S1.1. Which broadband service provider are you using currently? [SINGLE RESPONSE] [1] Airtel [2] Alliance [3] BSNL [4] Hughes [5] Ortel [6] Reliance [7] Sify [8] Tata Com [9] Tikona [IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE THE INTERVIEW] S1.2. Name: S1.3. **Record Gender:** [1] Male [2] Female S1.4. Age (in years): [1] Less than 25 [2] 25 - 34 [3] 35 - 44 [4] More than 45 S1.5. Please tell me your occupation: [1] Service [2] Business/Self Employed [3] Student [4] Housewife [5] Retired STD Code Phone Number S1.6. **Telephone Number (With STD Code):** S1.7. E-mail: __ S1.8. **Record Usage Type:** [1] Residential [2] Commercial S1.9. **Record Area:** [1] Rural [2] Urban S1.10. **Connection Type:** [1] Postpaid [2] Prepaid S1.11. Record State/UT: [1] Andaman & Nicobar [2] Arunachal Pradesh [3] Assam [4] Bihar [5] Jharkhand [6] Kolkata [7] Manipur [8] Meghalaya [9] Mizoram [10] Nagaland [11] Orissa [12] Sikkim [14] West Bengal [13] Tripura S1.12. Record District Name: __ S1.13. Address: S1.14. Record Name of SDCA [IN CASE OF BSNL]: S1.15. Record Name of Exchange [IN CASE OF BSNL]: ___ S1.16 Record Name of the POP [IN CASE OF PRIVATE SERVICE PROVIDER]:___ **S1.17.** Record Mode of interview: [3] Web/ Online [1] Face-to-face [2] Email





A	CEDVICE PROVICION		
A.	SERVICE PROVISION	[1] More than 7 to 15 days ago	
1(a)	When did you last apply for a broadband connection?	[2] More than 15 to 30 days ago	
- ()		[3] More than 30 days ago	
	After registration and necessary of initial description	, ,	
1 (b)	After registration and payment of initial deposit by you within how many working days did the broadband	[1] Within 7 working days	
	connection get activated?	[2] More than 7 working days	
2	How satisfied are you with the time taken in the provision of the Broadband connection after registration	[4] Very Satisfied [3] Satisfied	
	and payment of initial deposit by you?	[2] Dissatisfied [1] Very Dissatisfied	
	In case your connection was temporarily suspended due	[1] Within 24 hrs [2] 2-3 days	
3	to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the	[3] 4-7 days [4] more than 7 days	
	payment?	[5] Not Applicable	
В.	BILLING RELATED - ONLY FOR POSTPAID CUST	OMERS (FOR PREPAID CUSTOMERS GO TO	
	Q9(A))	[4] Very Satisfied [3] Satisfied	
4	How satisfied are you with the timely delivery of bills?	[2] Dissatisfied [1] Very Dissatisfied	
	How satisfied are you with the clarity of the bills issued	[4] Very Satisfied [3] Satisfied	
5(a)	by your service provider in terms of transparency and	[2] Dissatisfied [1] Very Dissatisfied	
	understandability?	[1] Difficult to read the bills	
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED	[2] Difficult to understand the language	
	IN Q5(A)]	[3] Calculations not clear	
5(b)	Please specify the reason(s) for your dissatisfaction.	[4] Item-wise charges like total minutes of usage not	
		given	
	[MULTIPLE CODE]	[5] Others (please specify)	
	How satisfied are you with the accuracy & completeness	[4] Very Satisfied [3] Satisfied	
6(a)	of the bills?	[2] Dissatisfied [1] Very Dissatisfied	
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED	[1] Charges not as per tariff plan subscribed	
	[ASKTHIS QUESTION ONLT IF TOK 213 CODED $[IN Q6(A)]$	[2] Tariff plan changed without information	
6(b)	Please specify the reason(s) for your dissatisfaction.	[3] Charged for value added services not subscribed	
		[4] Charged for services not used	
	[MULTIPLE CODE]	[5] Others (please specify)	
	Have you made any billing related complaints in the last		
7	6 months?	[1] Yes [2] No [IF NO, GO TO Q 10]	
_	How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of	[4] Very Satisfied [3] Satisfied	
8	excess charges on account of such resolution of	[2] Dissatisfied [1] Very Dissatisfied	
BILLING	complaints? G RELATED - ONLY FOR PREPAID CUSTOMERS		
	How satisfied are you with the accuracy of charges i.e.	[4] Very Satisfied [3] Satisfied	
9 (a)	amount deducted on every usage?	[2] Dissatisfied [1] Very Dissatisfied	
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q9(A)]	[1] Charges not as per tariff plan subscribed	
		[2] Tariff plan changed without information	
9 (b)		[3] Charged for value added services not subscribed	
2 (0)	Please specify the reason(s) for your dissatisfaction.	[4] Charged for services not used	
	[MULTIPLE CODE]	[5] Others (please specify)	
		[]	





9 (c)	Have you made any complaint related to charging/credit/waiver/validity/adjustments in the last 6 months?	[1] Yes [2] No [IF NO, GO TO Q 10]
	How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of	[4] Very Satisfied [3] Satisfied
9 (d)	excess charges on account of such resolution of	[2] Dissatisfied [1] Very Dissatisfied
<u> </u>	complaints?	CHICKOMED CDIEVANCE DEDDECCAI
C.	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?	[1] Yes [2] No [IF NO, GO TO Q 15]
444	How satisfied are you with the ease of access of call centre/customer care or helpline?	[4] Very Satisfied [3] Satisfied
11(a)		[2] Dissatisfied [1] Very Dissatisfied
	How satisfied are you with the ease of getting an option	[4] Very Satisfied [3] Satisfied
11(b)	for "talking to a customer care executive"?	[2] Dissatisfied [1] Very Dissatisfied
	How satisfied are you with the response time taken to	[4] Very Satisfied [3] Satisfied
12	answer your call by a customer care executive?	[2] Dissatisfied [1] Very Dissatisfied
	How satisfied are you with the problem solving ability of	[4] Very Satisfied [3] Satisfied
13	the customer care executive(s)?	[2] Dissatisfied [1] Very Dissatisfied
	How satisfied are you with the time taken by call	[4] Very Satisfied [3] Satisfied
14	centre/customer care /helpline to resolve your complaint?	[2] Dissatisfied [1] Very Dissatisfied
D.	NETWORK PERFORMANCE, RELIABILITY AND A	AVAILABILITY
1.7	How satisfied are you with the speed of Broadband	[4] Very Satisfied [3] Satisfied
15	connection?	[2] Dissatisfied [1] Very Dissatisfied
1.0	How satisfied are you with the amount of time for which service is up and working?	[4] Very Satisfied [3] Satisfied
16		[2] Dissatisfied [1] Very Dissatisfied
E.	MAINTAINABILITY (FAULT REPAIR)	
		[1] Never [2] Occasionally
17	How often do you face a problem with your Broadband connection?	[3] Frequently [4] Very frequently
	connection:	[IF CODED 1 AND 2 GO TO Q 20(A), SECTION F.]
	[ASK THIS QUESTION ONLY IF 3 OR 4 IS CODED IN Q17]	[1] Problem was related to my computer hardware/ software
18	What was the broadband connection problem faced by you in last 6 months related to, please specify?	[2] Problem was related to the broadband connection& modem provided by service provider
	How estisfied are you with the time to be Constant	[4] Very Satisfied [3] Satisfied
19	How satisfied are you with the time taken for restoration of broadband connection?	[2] Dissatisfied [1] Very Dissatisfied
F.	SUPPLEMENTARY SERVICES AND VALUE ADDE	D SERVICES
20(a)	Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.	[1] Yes [2] No [IF NO, GO TO Q21A]
	How satisfied are you with the process of activating value	[4] Very Satisfied [3] Satisfied
20(b)	added services or the process of unsubscribing?	[2] Dissatisfied [1] Very Dissatisfied
	IACV THIS QUESTION ONLY IE 1 OF 1 IS COPED	
	[ASK THIS OUESTION ONLY IF 1 OF 2 IS CODED	[1] Not informed of charges
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN 20(B)]	[1] Not informed of charges [2] Activated without consent
20(c)	IN 20(B)]	
20(c)		[2] Activated without consent

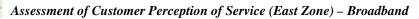


21(a)	In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider? (such as static/fixed IP addresses, email-ids, antivirus packages, etc)	[1] Yes [2] No [IF NO, GO TO Q23A]
21(b)	Have you complained to your service provider for deactivation of such services and refund of charges levied?	[1] Yes [2] No [IF NO, GO TO Q23A]
21(c)	What difficulties you have faced while deactivating of such services and refund of charges levied?	 [1] None [2] Delay in deactivation resulting in repeat complaints [3] Customer care refused to register the complaint [4] Not aware of whom to contact [5] Others (please specify)
22	How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
G.	OVERALL CUSTOMER SATISFACTION	
23(a)	How satisfied are you with the overall quality of your Broadband service?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
23(b)	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q23(A)] Please specify the reason(s) for your dissatisfaction	1. 2. 3.
H.	GENERAL INFORMATION	
24	How many persons in your house/ organization are using this Broadband connection?	
24(a)	What kind of other services are you also taking from this service provider?	[1] Wireline [2] Mobile [3] Other, Specify [4] None
		<u> </u>
25	Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	[1] Yes [2] No
25	broadband connection speed provided by your service	[1] Yes [2] No
26	broadband connection speed provided by your service provider? On a scale of 1-10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider? JESTIONNAIRE FOR ASSESSMENT OF IMPLEMENT	TATION AND EFFECTIVENESS OF TELECOM
26	broadband connection speed provided by your service provider? On a scale of 1-10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?	TATION AND EFFECTIVENESS OF TELECOM





		[1] Complaint was registered and docket number received		
		[2] Complaint was registered and docket number not		
		received		
	With respect to complaint made by you to the call centre, please specify which of these was most applicable to	[3] Complaint was registered and docket number provided		
29	you?	on request		
	[SINGLE CODE]	[4] Complaint was registered and docket number not		
		provided even on request		
		[5] Refused to register the complaint		
	Did the Call Centre inform you about the action taken on			
30	your complaint?	[1] Yes [2] No		
21	How satisfied are you with the system of resolving of	[4] Very satisfied [3] Satisfied		
31	your complaints by call centre/customer care/ helpline?	[2] Dissatisfied [1] Very Dissatisfied		
		[1] Difficult to connect to call centre executive		
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED	[2] Customer care executive not polite/courteous		
	IN Q 31] Please specify the reason(s) for your dissatisfaction.	[3] Customer care executive not equipped with adequate information		
32		[4] Time taken by call centre for redressal of complaint is too long		
	[MULTIPLE CODE]	[5] Customer care executive was unable to understand the problem		
		[6] Others (please specify)		
	Was your billing/ charging complaint resolved			
33	satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	[1] Yes [2] No [3] Not Applicable		
	In case the complaint has not been resolved by the call			
34(a)	centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal	[1] Yes [2] No [IF NO, GO TO Q37]		
	Officer?			
	Have you ever made a complaint to the Nodal Officer			
34(b)	regarding your complaints not resolved or unsatisfactorily	[1] Yes [2] No [IF NO, GO TO Q37]		
	resolved by the call center/customer care?			
34(c)	Were you able to contact to the Nodal officer without difficulty?	[1] Yes [2] No		
35	Did the Nodal Officer intimate you about the decision taken on your complaint?	[1] Yes [2] No		
0.54	How satisfied are you with the redressal of the complaint	[4] Very Satisfied [3] Satisfied		
36(a)	by the Nodal Officer?	[2] Dissatisfied [1] Very Dissatisfied		
		[1] Difficult to connect to the Nodal Officer		
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED	[2] Nodal Officer not polite/courteous		
	IN Q36(A)]	[3] Nodal Officer not equipped with adequate information		
36(b)	Please specify the reason(s) for your dissatisfaction.	[4] Time taken by Nodal Officer for redressal of complaint is too long		
	[MULTIPLE CODE]	[5] Nodal Officer was unable to understand the problem		
		[6] Others (please specify)		
L	I	<u> </u>		







37	In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?	[1] Yes	[2] No <i>[IF NO, GO TO Q41]</i>
38	Have you filed any appeal in last 6 months?	[1] Yes	[2] No <i>[IF NO, GO TO Q41]</i>
39	Did you receive any acknowledgement?	[1] Yes	[2] No
40	Did the appellate authority take a decision upon your	ur [1] Yes [2] No [3] Appeal filed only recently	
	appeal within 3 months of filing the appeal?	[3] Appear The	d 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?	[1] Yes	[2] No <i>[IF NO, GO TO Q44]</i>
42	Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	[1] Yes	[2] No <i>[IF NO, GO TO Q44]</i>
		[1] No reason g	iven [2] Technical problem
43	What were the reason(s) for denying your request?	[3] Others (spec	cify)
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?"	[1] Yes [2]] No [3] Do not remember
Name of t	he interviewer :		Date:
Name of t	he scrutinizer :		Date:
Back-ched	ck done by :	Date o	f back-check:
Name of (Operation Manager		