
Quality of Service Assessment

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

Assessment of:

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

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Preface

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

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

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

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

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

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1.0 Background

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

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

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

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

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

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

The present report highlights the findings for the Survey module for Chennai circle that was covered in the Quarter 1 (Jan – March 2008). The primary data collection from the end users of Basic (Wireline), Cellular Mobile (Wireless) and broadband services was undertaken by IMRB International during the period of February 2008 – May 2008.



***The study is being conducted broadly in two modules:
(i) Survey module and
(ii) Audit module***



This report highlights the Survey Module findings for Chennai circle

2.0 Objectives

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

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



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

3.0 Study methodology

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



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

3.1 Subjective survey methodology

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

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

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

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

The questionnaire is divided into two broad segments viz.

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

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

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

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

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

3.2 Data analysis methodology

The satisfaction scores have been represented in two ways:-

Weighted satisfaction scores

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

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

Where:

$A = (\text{No of subscribers who have given a rating of very satisfied} \times 4 + \text{No of subscribers who have given a rating of somewhat satisfied} \times 3 + \text{No of subscribers who have given a rating of somewhat dissatisfied} \times 2 + \text{No of subscribers who have given a rating of very dissatisfied} \times 1)$

$N = \text{Total sample size achieved}$

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

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

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

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

3.3 Sampling Plan

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

	Name of Service Provider	Sample Size	Sample Size achieved
BASIC WIRELINE	Bharti Airtel Limited	1067	1210
	BSNL	1067	1121
	Tata Teleservices	200	274
	Reliance Communication	1067	814
WIRELESS	Bharti Airtel Limited	1067	1098
	Hutch Vodafone	1067	1118
	BSNL	1067	1465
	Reliance CDMA	1067	1335
	Tata Teleservices	1067	2205
	Aircel	1067	1094
BROADBAND	Bharti Airtel Limited	1067	1208
	BSNL	1067	1663
	Reliance Communication	700	789
	VSNL	1067	1124
	Sify	880	641
	Hathaway	1067	984

Basic (Wireline) Services

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

Gender Distribution		Operator - Chennai Circle			
		Bharti	BSNL	RCOM	TATA
Total	3,419	1,210	1,121	814	274
Male	74%	73%	76%	71%	76%
Female	26%	27%	24%	29%	24%

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

Age Distribution	Operator				
	Total	Bharti	BSNL	RCOM	TATA
	3,419	1,210	1,121	814	274
< 25 years	16%	16%	12%	23%	7%
25-60 years	81%	82%	83%	74%	90%
> 60 years	3%	2%	5%	3%	3%

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

Name of the Exchange	Name of the Exchange
<u>BSNL – Urban Exchange</u>	<u>BSNL – Rural Exchange</u>
Anna Road	Tiruvallur
Haddows Road	Sriperumpudur
Mambalam	Chengalpattu
Adayar	Ponneri
Anna Nagar	<u>Bharti Exchange</u>
Kalmandapam	Exchange 1
Harbour	Exchange 2
Kellys	<u>Reliance Exchange</u>
KK Nagar	Exchange 1
Kodambakkam	Exchange 2
Chromepet	<u>Tata Teleservices Exchange</u>
Raj Bhavan	Exchange 1
	Exchange 2

Cellular Mobile (Wireless) Services

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

Gender Distribution	Operator - Chennai Circle					
	Bharti	Vodafone	BSNL	RCOM	Aircel	TATA
Total	1098	1118	1465	1335	1094	2205
Male	74.0%	76.6%	78.2%	83.1%	71.5%	77.1%
Female	26.0%	23.4%	21.8%	16.9%	28.5%	22.9%

Occupation of Respondents	Operator - Chennai Circle					
	Bharti	Vodafone	BSNL	RCOM	Aircel	TATA
Total	1098	1118	1465	1335	1094	2205
Service	38.0%	37.3%	41.2%	36.7%	36.1%	36.1%
Business/self employed	34.2%	37.7%	39.2%	49.3%	33.9%	45.1%
Student	5.6%	10.1%	3.1%	2.4%	7.1%	1.9%
Housewife	18.7%	12.7%	13.5%	9.2%	18.8%	12.2%
Retired	3.5%	2.2%	3.1%	2.4%	3.9%	4.6%

Broadband Services

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

Gender Distribution	Operator					
	Bharti	BSNL	RCOM	VSNL	Sify	Hathaway
Total	1,208	1,663	789	1,124	641	984
Male	66.8%	67.0%	86.2%	76.2%	79.7%	72.9%
Female	33.2%	33.0%	13.8%	23.8%	20.3%	27.1%

Age- Wise Distribution	Operator					
	Bharti	BSNL	RCOM	VSNL	Sify	Hathaway
Total	1,208	1,663	789	1,124	641	984
Less than 25	30.1%	29.6%	13.8%	31.0%	18.3%	13.7%
25-60	67.7%	63.2%	85.9%	65.6%	81.1%	81.2%
More than 60	2.2%	7.2%	0.3%	3.4%	0.6%	5.1%

3.4 Definition of key terms

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

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

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

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

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

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

4.0 Executive Summary

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

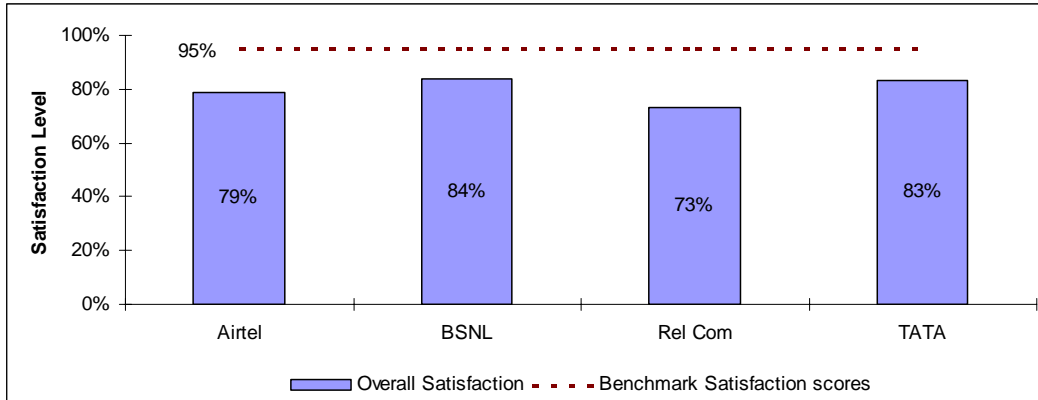
Legend	
Score Range (For level of satisfaction)	Cell color
Score less or equal to 60%	
Score between 60% and 69%	
Score greater than or equal to 70%	

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

S. N.	Customer Perception of Services	Benchmark	Airtel	BSNL	Rel Com	TATA
1	%age subscribers satisfied with the provision of service	>95%	79%	84%	73%	83%
2	%age subscribers satisfied with the billing performance (Post paid customers)	>90%	79%	83%	73%	76%
	%age subscribers satisfied with the billing performance (Pre paid customers)		70%	45%	72%	67%
3	%age subscribers satisfied with help services	>90%	70%	78%	64%	72%
4	%age subscribers satisfied with network performance, reliability and availability	>95%	79%	84%	74%	77%
5	%age subscribers satisfied with maintainability	>95%	73%	73%	64%	70%
6	Overall customer satisfaction	>95%	78%	79%	73%	78%
7	%age subscribers satisfied with offered supplementary services	>95%	79%	88%	59%	79%

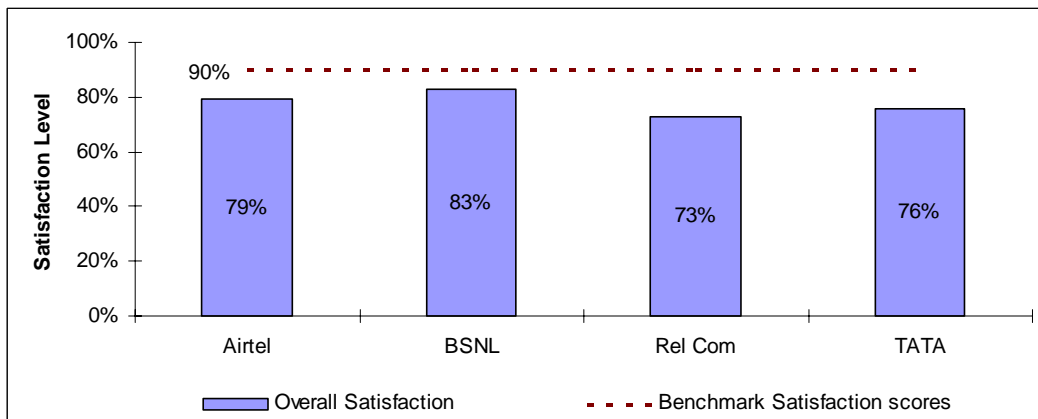
In all of the measures of satisfaction none of the operators meet the TRAI benchmark which is set with respect to the corresponding parameter. In general, the scores of Airtel and BSNL are better than the other two service providers for most of the parameters. BSNL emerges out to be the top performer on 7 out of 8 parameters to measure the quality of service for Wireline service providers. A detailed explanation of service provider's performance on each of the parameter is provided below: -

1. Service Provision (Benchmark – 95%)



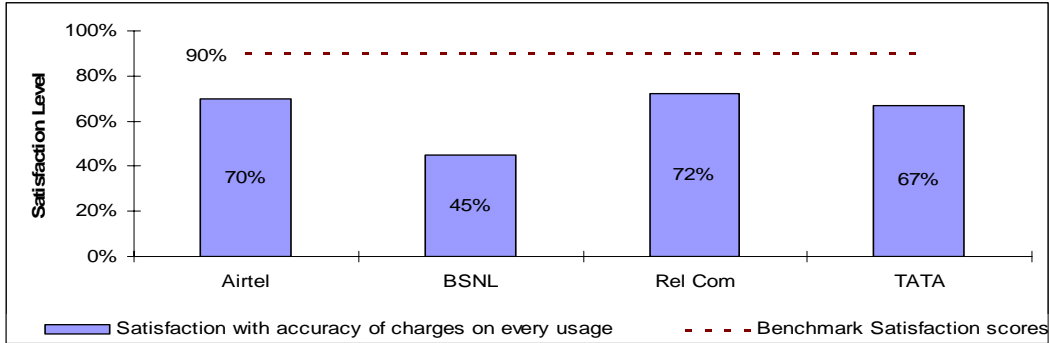
All the service providers are way below the benchmark level of satisfaction (i.e. 95%). Relatively RCOM scores lowest among all the service providers at 73%. The highest score is observed for BSNL at 84% followed closely by TATA at 83%.

2a. Billing Parameter – Postpaid subscribers (Benchmark – 90%)



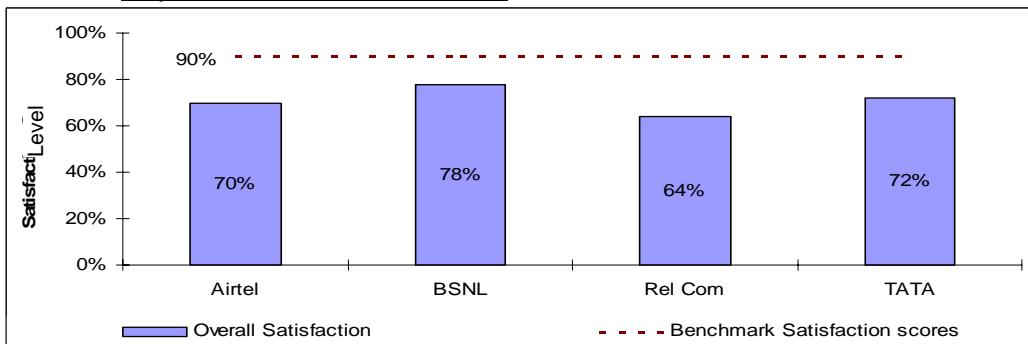
Among the operators, BSNL satisfaction level on parameter for postpaid subscribers at 83% is faring marginally better than other operators. Reliance Communications' score at 73% is relatively lowest among all the other operators.

2b. Billing Parameter – Prepaid subscribers (Benchmark – 90%)



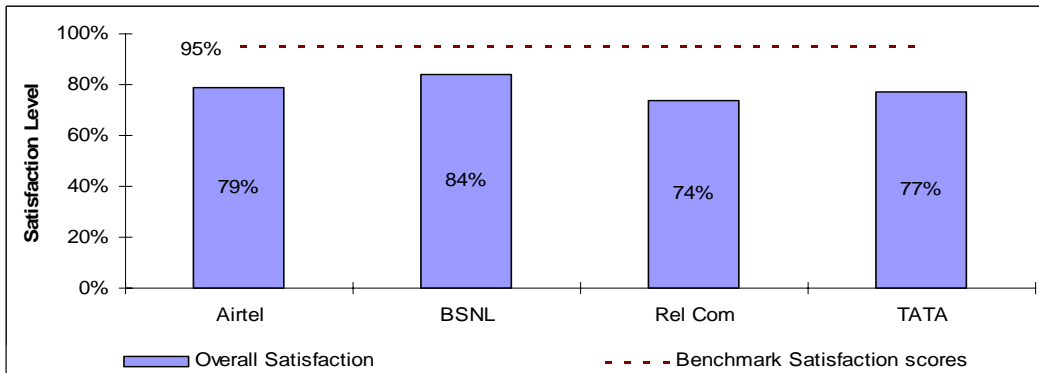
BSNL’s satisfaction levels for prepaid subscribers are quite low to benchmark satisfaction level (45%). However one of the prime reasons for this can be the fact that service providers penetration in prepaid connection was found to be really low. Approximately 3% of the total subscribers met for BSNL were found to be prepaid subscribers.

4. Help Services (Benchmark – 90%)



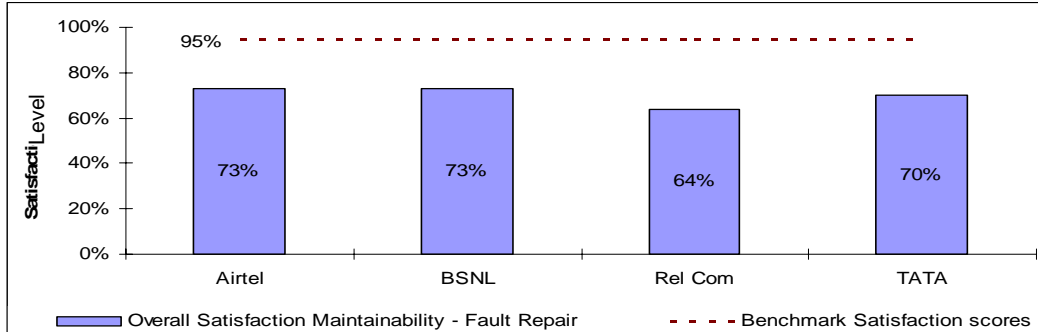
Satisfaction level is highest for BSNL on help services at 78% whereas it is lowest for Reliance communications at 64%. The second best score is observed for TATA at 72%.

4. Network Performance, Reliability and Availability (Benchmark – 95%)



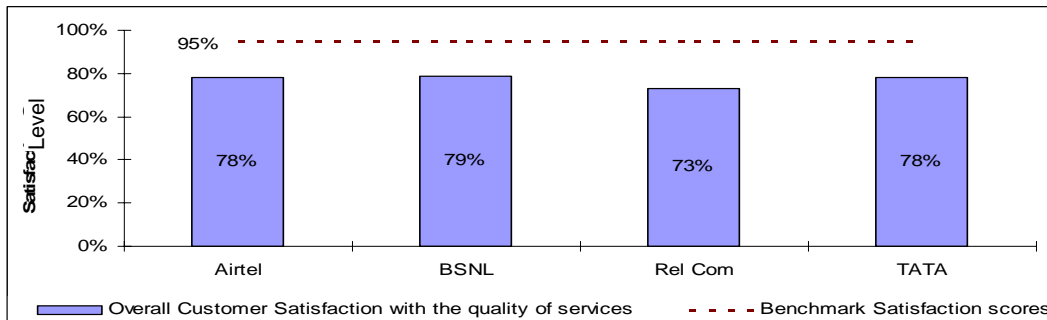
Relatively BSNL is doing better on network performance at 84% followed by Airtel at 79% whereas RCOM scores relatively low at 74% satisfaction level.

5. Maintainability (Benchmark - 95%)



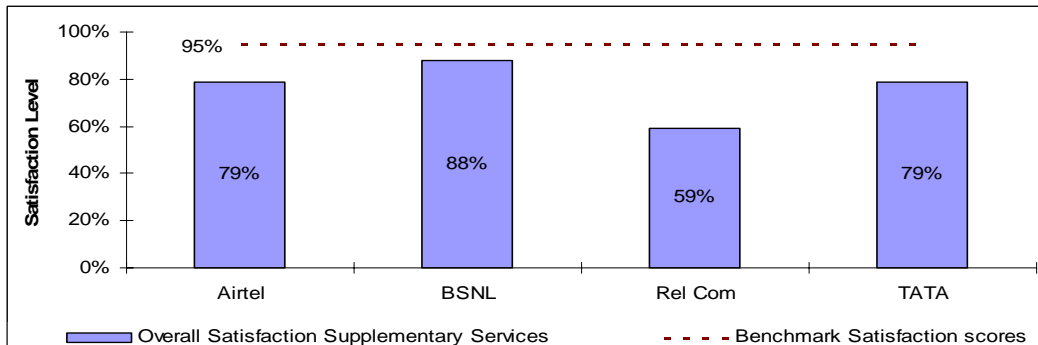
BSNL and Airtel emerge out as top performers on maintainability with a score of 73%. TATA is the second best performer at 70%. RCOM again emerges out to be the lowest performer at 64%.

6. Overall Customer Satisfaction (Benchmark - 95%)



When it comes to overall customer satisfaction, the satisfaction level varies from 79% for BSNL to 73% for RCOM for the wireline services in the Chennai circle. Airtel and TATA are following BSNL closely with a satisfaction level of 78%. However, these scores are much below the benchmark level of 95%.

7. Supplementary Services (Benchmark - 95%)



The satisfaction level for BSNL, at 88% is closer to benchmark level of 95%, when compared with the score of other service providers. All the other operators are way below the satisfaction level benchmark of 95%. RCOM scores the lowest at 59%.

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

1. Redressal Mechanism – Basic (Wireline)

S. N.	Sub-parameter	Airtel	BSNL	RCOM	TATA
1	Awareness of three stage grievance mechanism	33%	30%	35%	34%
2	For pre-paid customers, awareness about item-wise call charge details on request	33%	24%	53%	43%
3	If aware (for pre-paid customers), ever denied of item-wise usage charge details for pre-paid connection	15%	0%	5%	5%
4	For new customers, provisioning of 'Manual of Practice' while taking the new connection	83%	86%	82%	89%

The awareness of three stage grievance mechanism is low across the subscribers of all the service providers. The same varies between 30% for BSNL to 35% for RCOM.

As far as awareness of item-wise call charges details among pre-paid customers is concerned, 53% RCOM pre-paid subscribers are aware of getting item-wise call charge details on request. Only 24% BSNL subscribers are aware of getting item-wise call charge details on request.

Among the pre-paid subscribers who are aware of item wise usage charge details, no one from the BSNL subscribers was ever denied of item-wise bill for the pre-paid connection. For Airtel, from the subscribers aware of item-wise usage charge details (for pre-paid connection) as high as 15% were denied of item-wise bill.

As far as provisioning of 'Manual of Practice' for new customers is concerned, the scores vary from 82% (RCOM) to 89% (TATA).

2. Redressal Mechanism - Stage 1: Call Center

S. N.	Sub-parameter	Airtel	BSNL	RCOM	TATA
1	Awareness of Call center for redressing grievances	38%	38%	38%	43%
2	Percentage of consumers making any complaints to the toll free number within last 6 months	12%	5%	18%	4%
3	Call center informing about the action taken on complaints	92%	46%	82%	73%
4	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	7%	11%	7%	5%
5	Level of satisfaction with the complain resolution by call center	52%	57%	47%	48%

The awareness of Call center for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 38% to 43%

The Percentage of consumers making any complaints to the toll free number within last 6 months is 18% for RCOM subscribers whereas it is just 5% for BSNL customers.

As far as responsiveness of call center for informing about the action taken on the complaints is concerned, Airtel scores the highest at 92% whereas BSNL scores lowest at 46%

The complaint resolution by customer care within 4 weeks of lodging complaint is low across all the service providers. For BSNL, 11% subscribers (from the answering base of the question) found their complaints resolved by customer care within 4 weeks of lodging the complaint whereas for Tata Teleservices, only 5% (from the answering base of the question) of the subscribers found their complaints resolved within 4 weeks of lodging the complaint.

The level of satisfaction with the complaint resolution by call center is also low across all the service providers. The score varies from 47% for Reliance Communications to 57% for BSNL.

3. Redressal Mechanism - Stage 2: Nodal Officer

S. N.	Sub-parameter	Airtel	BSNL	RCOM	TATA
1	Awareness of Nodal officer for redressing grievances	4%	5%	5%	3%
2	Awareness of contact details of Nodal officer	5%	9%	7%	5%

The awareness of Nodal officer for redressing grievances (i.e. Stage 2 of the 3 stage process) is very low and it varies from 3% for TATA subscribers to 5% for RCOM & BSNL subscribers.

As far as awareness of contact details of Nodal Officer is concerned, 9% BSNL subscribers (from the answering base i.e. from those who were aware of the existence of Nodal Officer) were aware of his/her contact details. Similarly for Airtel and TATA just 5% subscribers were aware of the existence of Nodal Officer contact details.

4. Redressal Mechanism - Stage 3: Appellate Authority

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

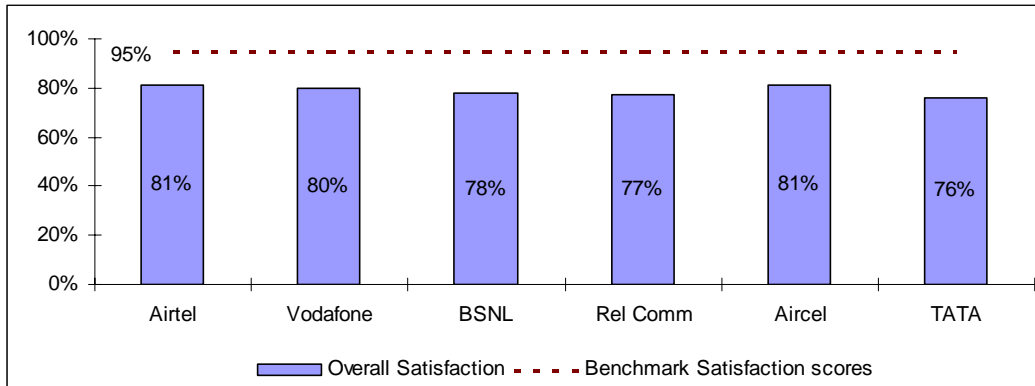
4.2 Summary of the Survey module for Cellular Mobile (Wireless) Operators in the Chennai circle

The survey results for the Cellular Mobile (Wireless) operators in the Chennai circle clearly show that Help Services and Supplementary services are two areas where pain service providers have scored relatively less as compared to other parameters

S. No.	Customer Perception of Services	Benchmark	Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
1	% satisfied with the provision of service	>95%	81%	80%	78%	77%	81%	76%
2 a	% satisfied with the billing performance (Postpaid customers)	>90%	81%	70%	72%	65%	84%	71%
2 b	% satisfied with the billing performance (Prepaid customers)	>90%	80%	81%	78%	82%	81%	82%
3	% satisfied with help services	>90%	80%	67%	62%	66%	79%	63%
4	% satisfied with network performance, reliability and availability	>95%	80%	77%	70%	77%	80%	72%
5	% satisfied with maintainability	>95%	81%	77%	69%	77%	81%	73%
6	Overall customer satisfaction	>95%	81%	79%	73%	78%	81%	70%
7	Customer satisfaction with offered supplementary services % satisfied	>95%	74%	68%	66%	62%	76%	65%

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

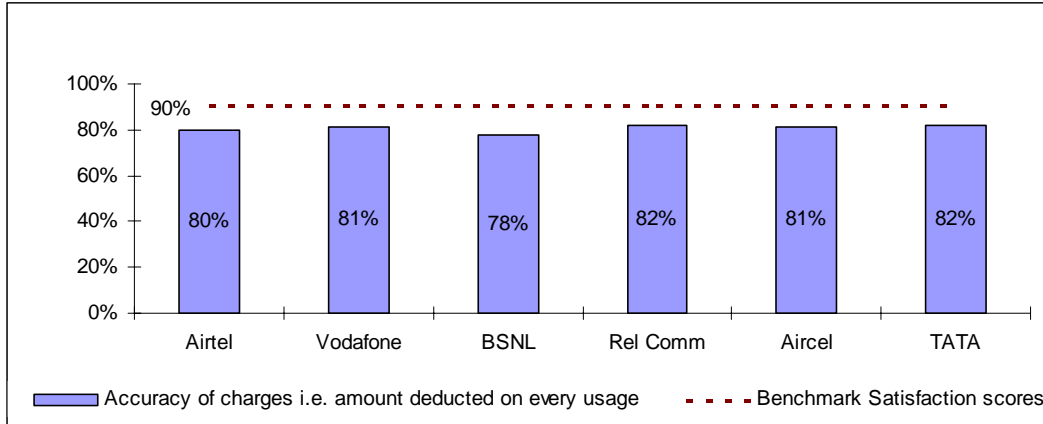
Service Provision (Benchmark – 95%)



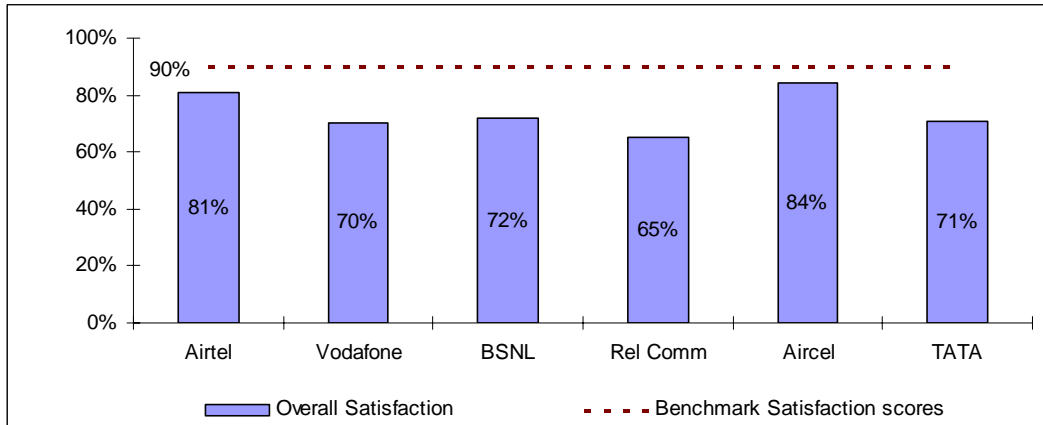
Level of satisfaction with service provision is highest amongst Aircel and Airtel subscribers at 81% but still it is way below the TRAI specified benchmark of 95%. Vodafone and BSNL follow close behind at 80% and 78% respectively. The lowest score is observed for TATA at 76%.

Billing performance (Benchmark – 90%)

Pre-paid Subscribers

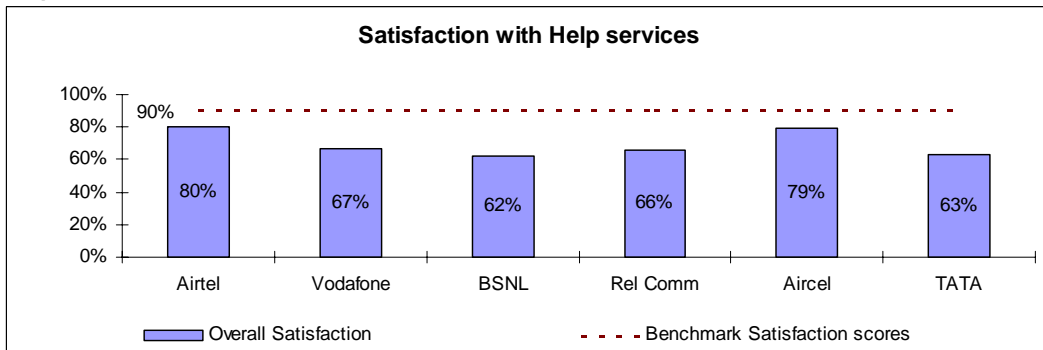


Post-paid Subscribers



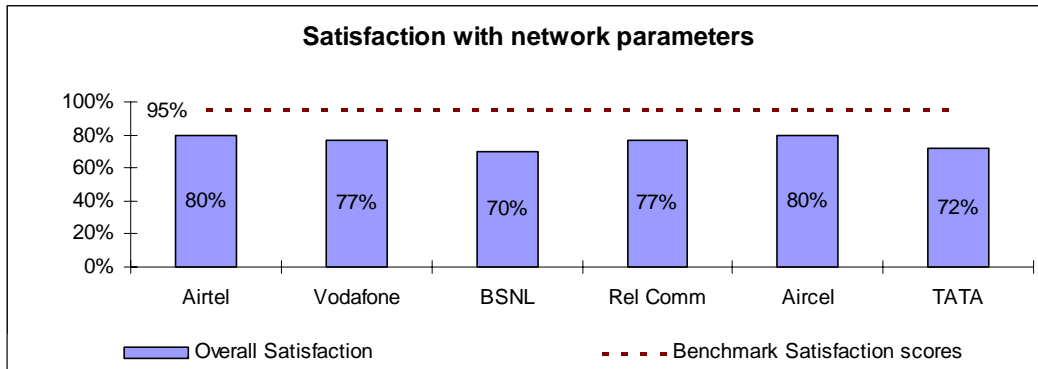
On an overall basis, the satisfaction level of prepaid subscribers is relatively more than that of the postpaid subscribers but the satisfaction levels are way below the TRAI benchmark set at 90%. Aircel postpaid subscribers have the highest level of satisfaction at 84% whereas RCOM and TATA prepaid subscribers are the most satisfied at 82%. Postpaid subscribers of RCOM have the lowest level of satisfaction at 65% whereas BSNL users are the least satisfied amongst prepaid users at 78% satisfaction level.

Help Services (Benchmark – 90%)



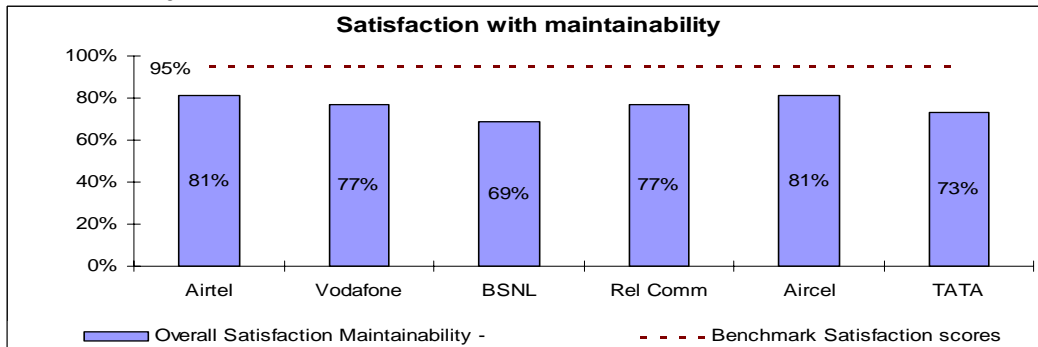
Satisfaction level with help services is highest amongst Airtel subscribers at 80% followed closely by Aircel subscribers at 79% and it is the lowest for BSNL subscribers at 62%.

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



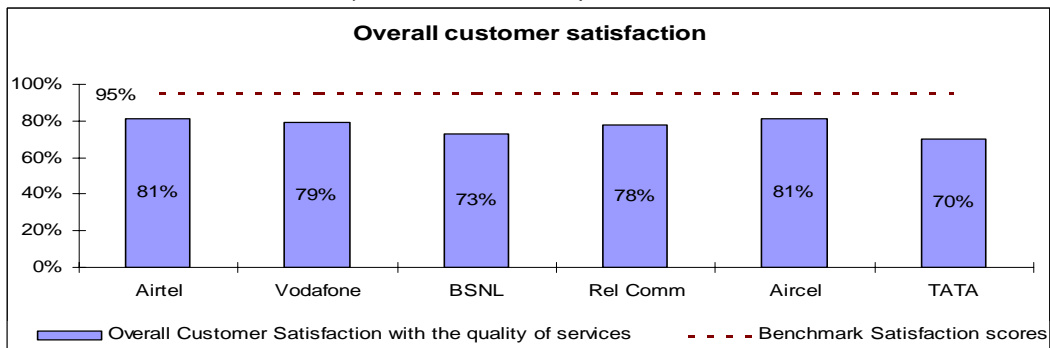
The level of satisfaction with network related parameters is the highest amongst Airtel and Aircel subscribers at 80% followed closely by Vodafone and RCOM subscribers at 77%. It is the lowest for BSNL subscribers at 70% which could be a result of increased levels of network related problems faced by these subscribers.

Maintainability (Benchmark – 95%)



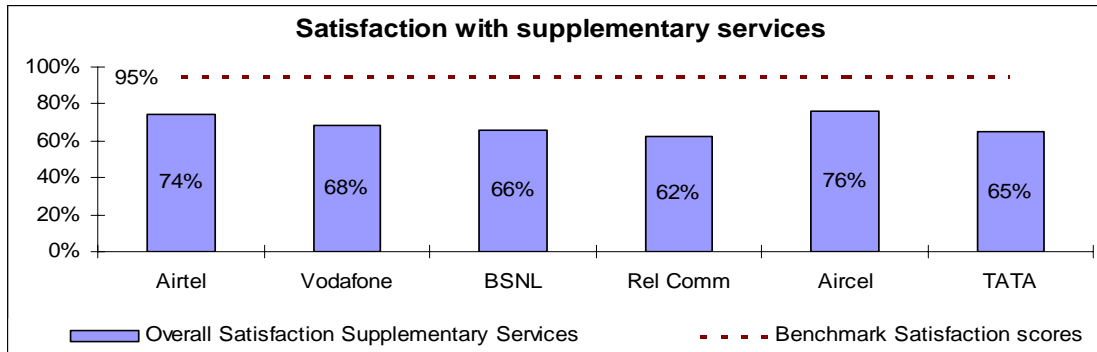
The level of satisfaction scores with maintainability of all service providers fall short with respect to TRAI benchmark of 95%. It is the highest amongst Aircel & Airtel subscribers at 81%. As observed across network related parameters, BSNL lags behind other service providers in this parameter too with a satisfaction level of only 69%.

Overall level of satisfaction (Benchmark – 95%)



The highest scores are observed amongst Aircel & Airtel subscribers at 81%. The overall level of satisfaction is the lowest across TATA subscribers at a meager 70%.

Supplementary services (Benchmark – 95%)



Satisfaction with quality of supplementary services is the highest for Aircel subscribers at 76% followed by Airtel at 74%. RCOM lags behind in this aspect with the level of subscriber satisfaction of only 62%.

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

Redressal Mechanism

S. N.	Sub-parameter	Airtel	Vodafone	BSNL	RCOM	Aircel	TATA
1	Awareness of three stage grievance mechanism	37%	33%	20%	31%	36%	44%
2	For pre-paid customers, awareness about item-wise call charge details on request	56%	52%	50%	69%	57%	54%
3	If aware (for pre-paid customers), ever denied of item wise usage charge details for pre-paid connection	1%	2%	6%	1%	3%	1%
4	For new customers, provisioning of 'Manual of Practice' while taking the new connection	69%	72%	58%	58%	73%	68%

The awareness of three stage grievance mechanism is observed to be low across the subscribers of all the service providers. It is maximum for TATA at 44% and lowest for BSNL at 20%

As far as awareness of item-wise call charges details among pre-paid customers is concerned, 69% of RCOM subscribers are aware that they can get item-wise call charge details on request, whereas only 50% of BSNL subscribers are aware of getting item-wise call charge details on request.

Among the pre-paid subscribers who are aware of item wise usage charge details, 6% of the BSNL pre-paid subscribers were denied of item-wise bill for the pre-paid connection. For all the other service providers this number ranges from 1% to 3%.

As far as provisioning of 'Manual of Practice' for new customers is concerned, 73% and 72% of new Aircel and Vodafone subscribers have been handed over 'Manual of Practice' while taking the

new connection. The number is quite low for RCOM & BSNL with only 58% new subscribers being handed the 'Manual of Practice' at the time of taking the connection.

Redressal Mechanism - Stage 1: Call Center

S. N.	Sub-parameter	Airtel	Vodafone	BSNL	RCOM	Aircel	TATA
1	Awareness of Call center for redressing grievances	58%	49%	49%	51%	54%	57%
2	Penetration of consumers made any complaints to the toll free number within last 6 months	8%	8%	7%	5%	8%	12%
3	Call center informing about the action taken on complaints	40%	33%	40%	45%	35%	66%
4	Resolution of complaint by customer care within 4 weeks of lodging complaint	55%	34%	29%	34%	51%	16%
5	Level of satisfaction with complaint resolution by call centre	75%	58%	52%	57%	77%	57%

The awareness of Call center for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 49% to 58% for all the service providers. Except for Vodafone and BSNL, more than half the subscribers of all other service providers are aware of the call center services.

The Percentage of consumers making any complaints to the toll free number within last 6 months is highest for TATA with 12% subscribers making complaints.

As far as responsiveness of call center for informing about the action taken on the complaints is concerned, 66% of TATA subscribers were informed about the action taken on complaints. Vodafone and Aircel score low on the same at 33% and 35% respectively

The complaint resolution by customer care within 4 weeks of lodging complaint is low across all the service providers. For TATA it is the lowest at 16%.

Redressal Mechanism - Stage 2: Nodal Officer

S. N.	Sub-parameter	Airtel	Vodafone	BSNL	RCOM	Aircel	TATA
1	Awareness of Nodal officer for redressing grievances	6%	7%	10%	24%	7%	7%
2	Awareness of contact details of Nodal officer	11%	9%	5%	9%	11%	4%

The awareness of Nodal officer for redressing grievances (i.e. Stage 2 of the 3 stage process) is very low across all the service providers with Airtel being the lowest at 6%. Among subscribers who were found to be aware, "Awareness of contact details of Nodal Officer" is observed to be really low for all the service providers. It varies from 4% (TATA) to 11% (Airtel and Aircel).

Redressal Mechanism - Stage 3: Appellate Authority

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

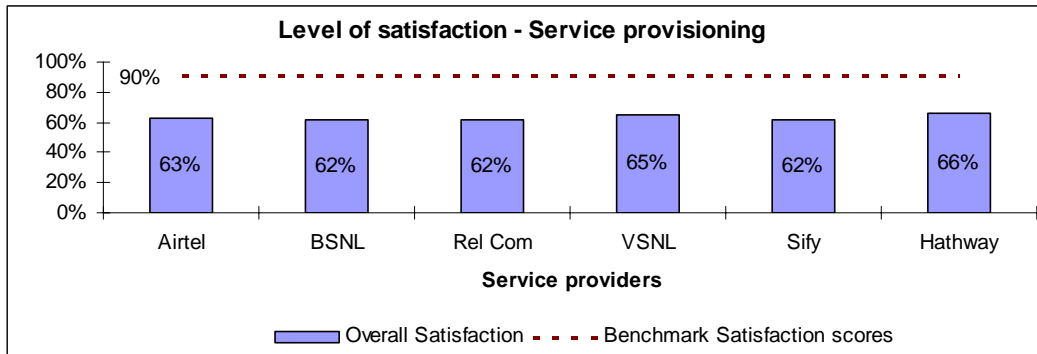
4.3 Summary of the Survey module for Broadband Operators in the Chennai circle

Satisfaction level of subscribers with various parameters of Broadband service:

S. N.	Customer Perception of Services	Benchmark	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
1	% satisfied with the provision of service	>90%	63%	62%	62%	65%	62%	66%
2a	% satisfied with the billing performance (Prepaid customers)	>90%	68%	68%	66%	65%	64%	66%
2b	% satisfied with the billing performance (Postpaid customers)	>90%	66%	66%	65%	66%	64%	65%
3	% satisfied with help services	>90%	61%	58%	60%	57%	58%	54%
4	% satisfied with network performance, reliability and availability	>85%	63%	63%	63%	61%	59%	59%
5	% satisfied with maintainability	>85%	56%	60%	61%	59%	52%	58%
6	% satisfied Overall customer satisfaction	>85%	66%	65%	63%	62%	59%	62%
7	% satisfied with customer satisfaction with offered supplementary services such as allocation of static / fixed IP addresses, email ids etc.	>85%	59%	65%	60%	70%	58%	64%

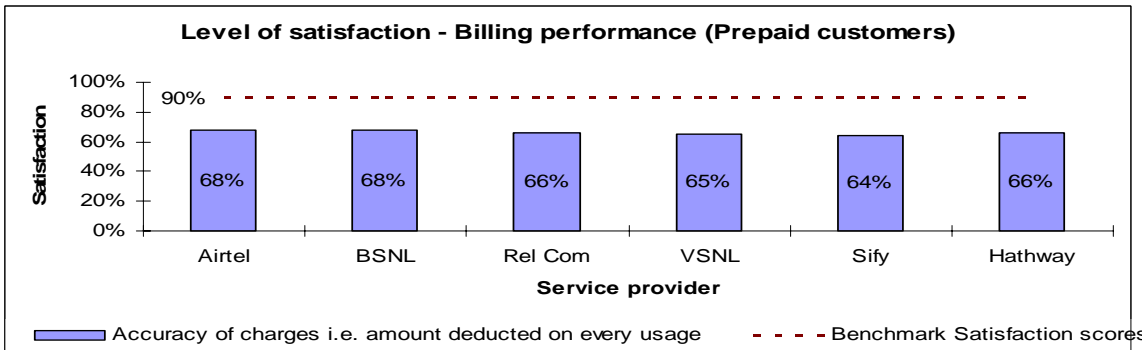
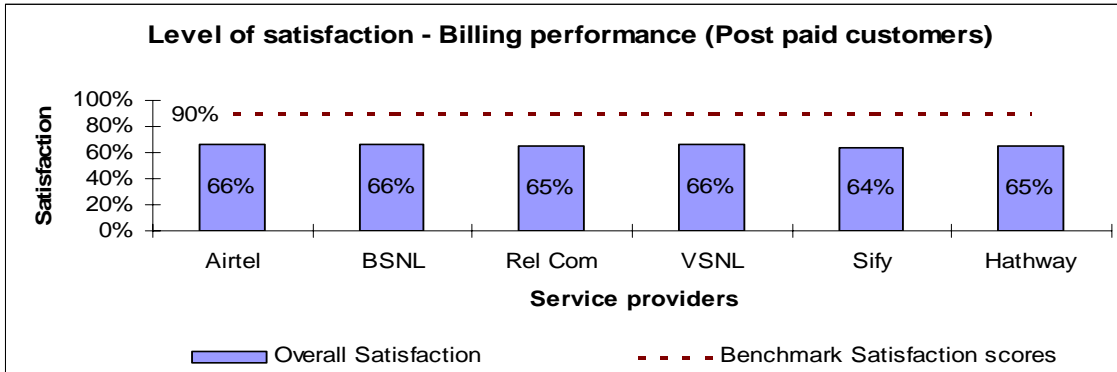
None of the operators of broadband service meet the TRAI benchmark on any of the parameters. Relatively amongst all operators the performance of Airtel, BSNL and Reliance communications are doing marginally better than other operators while Hathaway and Sify are relatively weak among rest in terms of satisfaction level.

Service Provision (Benchmark – 90%)



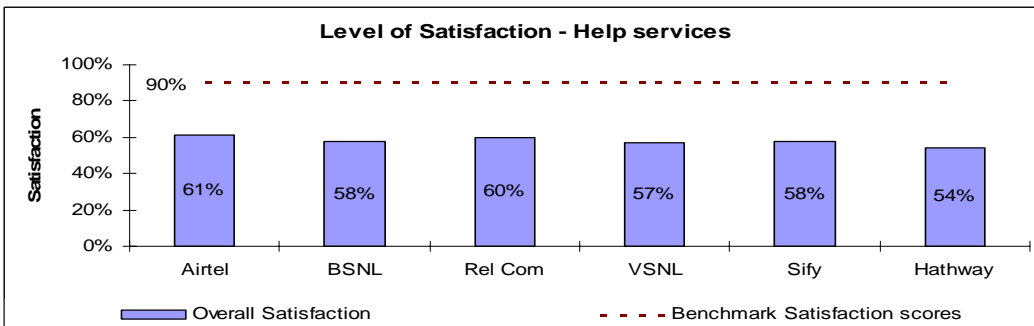
Hathaway & VSNL scores best with subscriber level of satisfaction at 66% and 65% respectively for service provision aspect followed closely by Airtel, and rest of the operators at 63% and 62% respectively. However, all of them fall way below the TRAI benchmark of 90% on this parameter.

Billing performance (Benchmark – 90%)



Airtel, BSNL and VSNL lead the way on % satisfaction with billing performance for postpaid subscribers with a satisfaction level of 66% while BSNL and Airtel outshines other operators on billing performance for prepaid customers with a satisfaction level of 68%. However, all the operators fall way below the TRAI benchmark of 90%. The satisfaction levels of postpaid subscribers for all services range from 64% to 66% while for prepaid subscribers the same ranges from 64% to 68%.

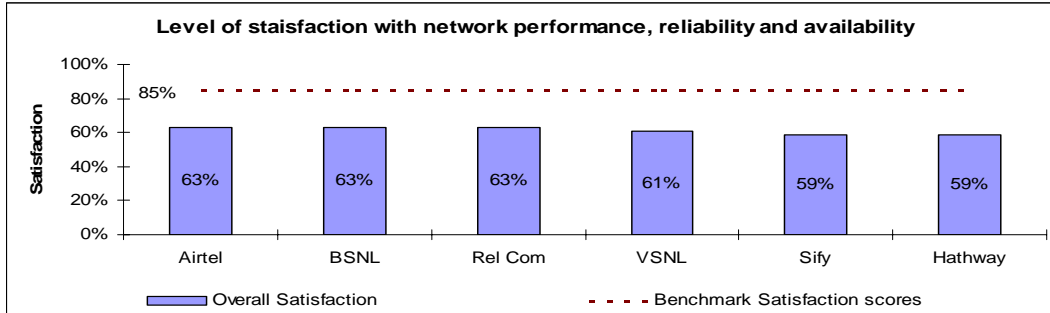
Help Services (Benchmark – 90%)



Satisfaction level of subscribers with help services is quite low especially for Hathway which has the lowest score with a satisfaction level of 54% only. Airtel leads the way with respect to the

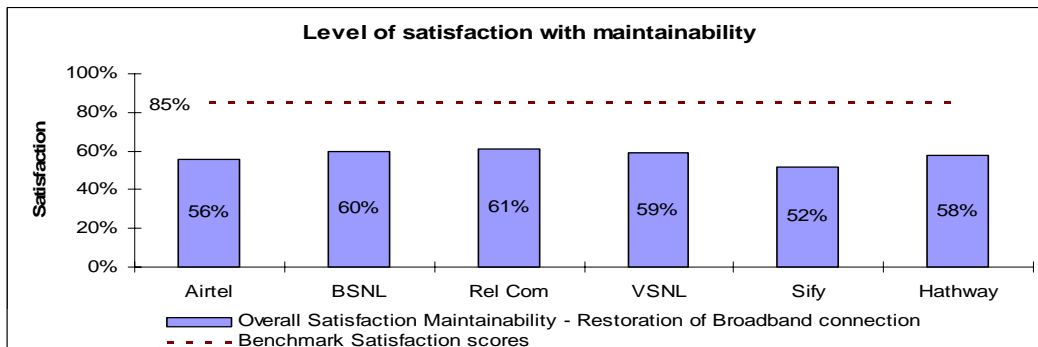
satisfaction level with help services with a score of 61% which shows that the quality of help services provided by various service providers is way below acceptable limits.

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



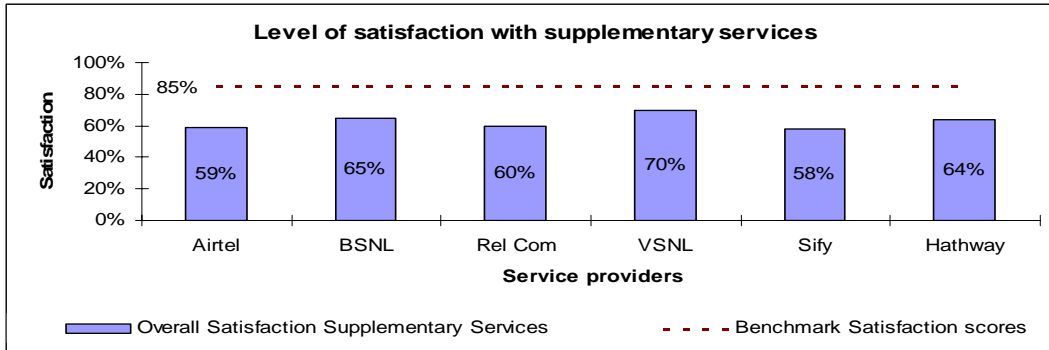
All the operators lie in the range of 59% to 63% on this parameter, way below the benchmark figure of 85%. For providing quality broadband service, there is a definite need for improvement for all the operators on this aspect.

Maintainability (Benchmark - 85%)



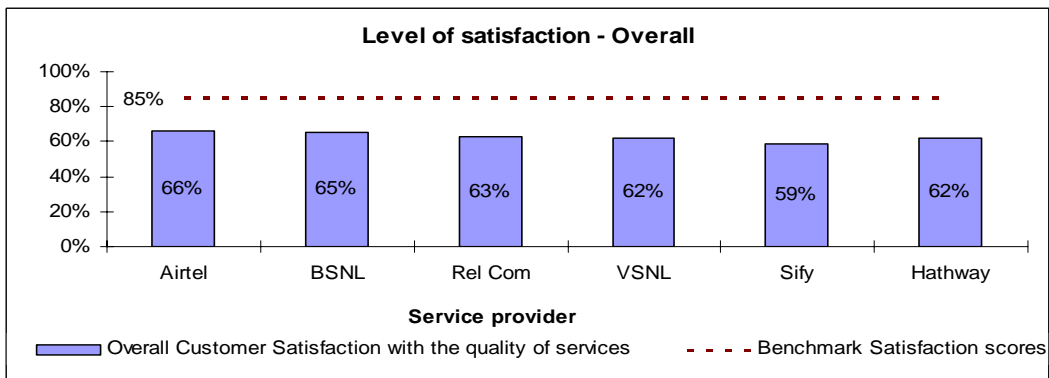
The scores range from 52% to 61% on this parameter. Sify & Airtel are lagging way behind other operators at 52% and 56% satisfaction level while Reliance communication leads the pack with a subscriber satisfaction level of 61% followed closely by BSNL at 60%. However, as observed with other parameters, the satisfaction level scores across this parameter too falls way below the TRAI benchmark of 85%

Supplementary Services (Benchmark - 85%)



VSNL leads the way with a subscriber satisfaction level of 70% with supplementary services offered. However Sify lags other operators in this regards with a satisfaction of 58%. The scores across this parameter too do not come anywhere near to attaining the TRAI benchmark of 85%.

Overall level of customer satisfaction (Benchmark - 85%)



None of the operators is meeting the benchmark on overall level of satisfaction. Airtel leads the way with a score of 66% which also falls way below the TRAI benchmark of 85%.

4.3.1 Consumer Protection and Grievance Scores for the Broadband survey

Redressal Mechanism

S. N.	Sub-parameters	Airtel	BSNL	RCOM	VSNL	Sify	Hathway
1	Awareness of three stage grievance mechanism	16%	20%	25%	28%	30%	24%
2	Provision of Manual of Practice containing terms and conditions of service, grievance redressal mechanism etc	52%	33%	29%	57%	11%	31%
3	For pre-paid customers, awareness about item-wise call charge details on request	38%	38%	19%	26%	46%	18%
4	If aware (for pre-paid customers), ever denied of item-wise usage charge details for pre-paid connection	2%	1%	1%	0%	3%	0%

The awareness of three stage redressal mechanism is the highest amongst Sify subscribers with approximately three out of every ten subscribers being aware of the three stage redressal mechanism. Airtel and BSNL score relatively low on awareness of three stage grievance mechanism at 16% and 20% respectively.

More than half the Airtel and VSNL subscribers were given the manual of practice while taking a broadband connection. Only 11% of the Sify subscribers were provided with the manual of practice at the time of taking the connection.

The awareness of item-wise call charge details is the lowest amongst Hathaway prepaid subscribers at a level of only 18% followed by RCOM at 19%. 46% Sify prepaid subscribers are aware of the fact that item-wise call charge details can be obtained on request from the service provider.

Stage 1: Call Center

S. N.	Sub-parameter	Airtel	BSNL	RCOM	VSNL	Sify	Hathway
1	Awareness of Call center for redressing grievances	67%	58%	53%	83%	99%	65%
2	Percentage of consumers made any complaints to the toll free number within last 6 months	21%	25%	30%	46%	49%	36%
3	Call center informing about the action taken on complaints	91%	88%	91%	87%	85%	75%
4	Resolution of complaint by customer care within 4 weeks of lodging complaint	8%	12%	14%	10%	2%	17%
5	Percentage satisfied with the complaint resolution by call center	61%	56%	61%	53%	52%	57%

99% of Sify subscribers are aware of the presence of Call center in Chennai. VSNL follows with 83% awareness level. Awareness of call centre remains relatively low amongst BSNL and RCOM subscribers.

49% of the total Sify subscribers who are aware of the call center have lodged a complaint regarding their services. Only 21% of the Airtel subscribers, who are aware, have lodged a complaint with the call center. BSNL also performs well on this aspect with only 25% subscribers lodging a complaint with the call center.

However, in only 75% of the cases, the subscribers of Hathaway have been notified by the call center about the action taken on their complaints. Airtel and RCOM are leading the way at 91% score on the same.

However, only 2% of the Sify subscribers say that their complaint was resolved within four weeks. Hathaway performs the best on this aspect, but the scores are very low with only 1 out of every 6 subscribers saying that their complaint was resolved with 4 weeks.

Quite a few of the subscribers across all service providers who have lodged a complaint with the call center are not satisfied with the complaint resolution process. All the operators perform poorly on this aspect with Airtel and RCOM being relatively better with 61% of the subscribers saying that they are satisfied with the complaint resolution process of the call center.

Stage 2 and 3: Nodal Officer

S. N.	Sub-parameter	Airtel	BSNL	RCOM	VSNL	Sify	Hathway
1	Awareness of Nodal officer for redressing grievances	2%	3%	1%	4%	1%	2%

The awareness of the existence as a second level of resolution of complaints is abysmally low amongst subscribers with only 1% to 4% of all the subscribers across various service providers saying that they are aware of the nodal officer. As low as 1% RCOM & Sify and as high as 4% of VSNL subscribers say that they are aware of the nodal officer. The operators should proactively tell the consumers about the same. A maximum of only 2 to 3 subscribers across all service providers have lodged a complaint with the Nodal officer.

Stage 3: Appellate Authority

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

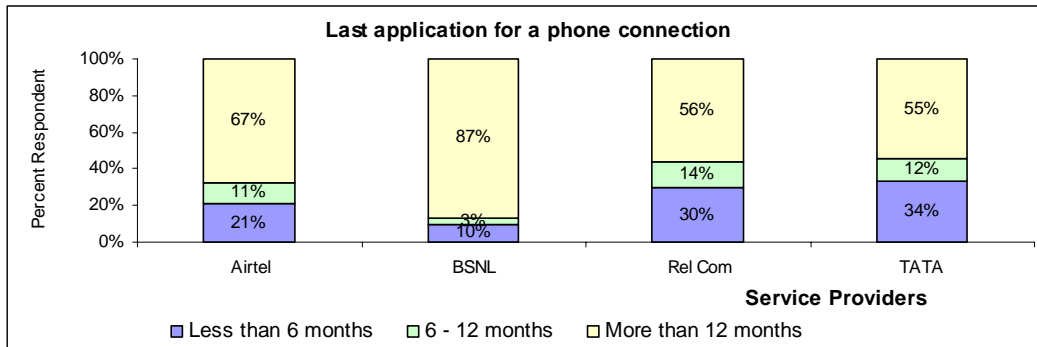
Only 0% - 3% of all the subscribers across various service providers are aware of the appellate authority. For Hathway not even a single customer met was found to be aware of the existence of appellate authority.

5.1 Detailed Findings – Basic Wireline

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

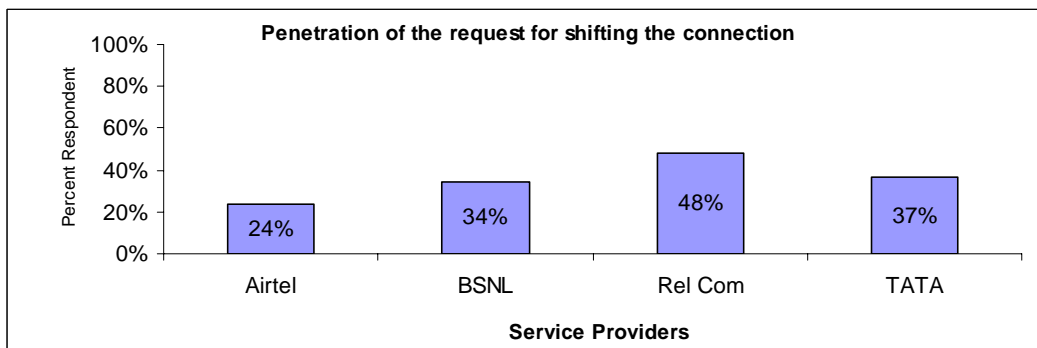
5.1.1 Service Provision sub-aspects

a. Last application for a phone connection: This aspect seeks to find out the recency of applying for a new wireline phone connection of subscribers for various service providers.



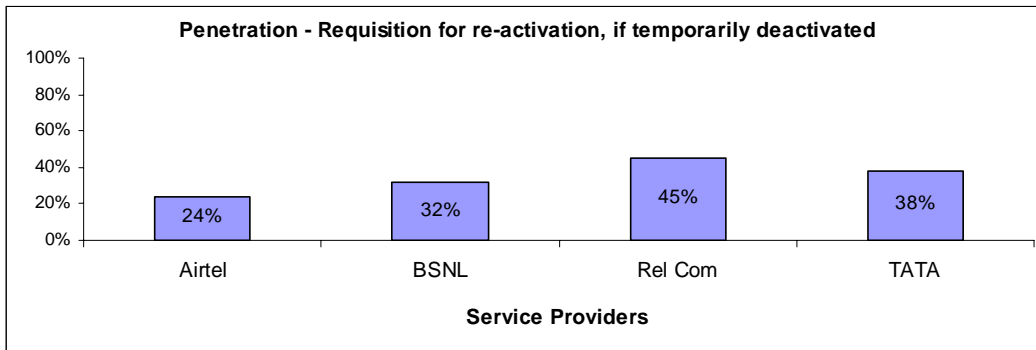
34% and 30% of the total subscribers for TATA and Reliance Communications contacted took the connection in less than 6 months from the time the survey was conducted. Whopping 87% of the BSNL subscribers contacted for wireline services in the Chennai circle were having telephone connection older than 12 months.

b. Request for shifting the connection



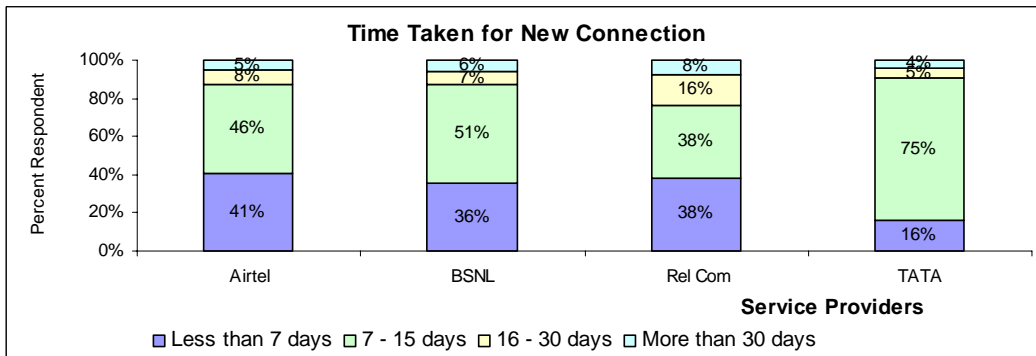
As expected, the Percentage for the request for shifting the wireline connection is quite low for all the service providers. It is highest for RCOM at 48% and lowest for Airtel at 24%.

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



The percentage of subscribers giving requisition for re-activation, if the connection is temporarily deactivated is quite low for all the services providers. It is highest for RCOM at 45% and lowest for Airtel at 24%

d. Time taken for activation of new connection: This aspect seeks to find out the performance of various providers on the time taken to activate a new connection i.e. in how many days after taking a new connection is the person able to make / receive calls.



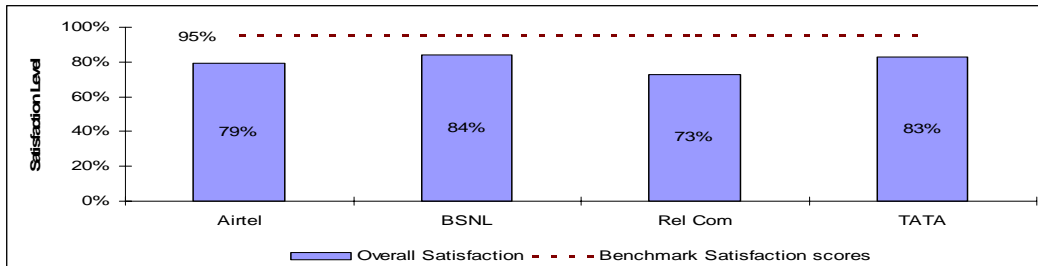
41% Airtel subscribers claim that their new connection was activated in less than 7 days of applying for it. However, only 16% of the TATA subscribers claim that their connection was activated within less than 7 days.

Satisfaction on sub-aspects of service provision:

Satisfaction with Service Provision	Airtel	BSNL	Rel Com	TATA
Satisfaction with new connection	75%	80%	73%	84%
Satisfaction with shifting	84%	86%	75%	81%
Satisfaction with re-activation	80%	84%	72%	83%
Overall Satisfaction	79%	84%	73%	83%

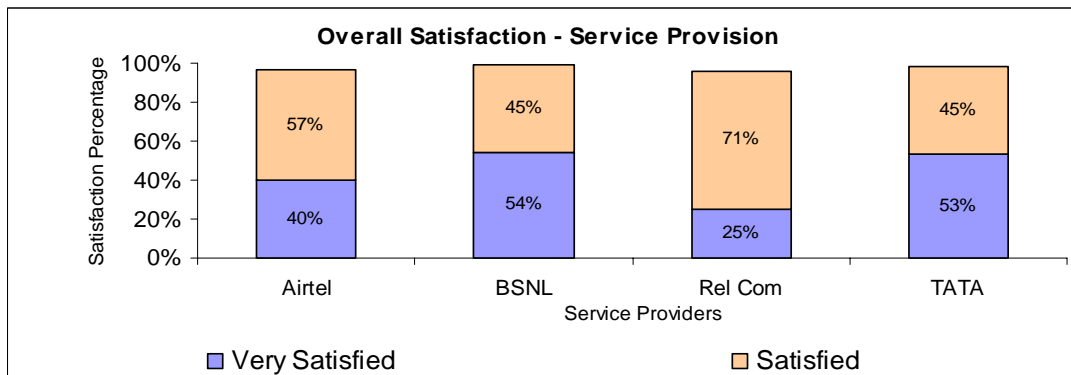
All the service providers manage to score above 70% on all aspects of service provisioning. However RCOM emerges out to be relatively weaker with scores ranging from 72% on satisfaction level with re activation to 75% on satisfaction level with shifting.

Overall Satisfaction with service provisioning



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

Overall Very Satisfied & Satisfied scores for service provisioning	Airtel	BSNL	RCOM	TATA
Very Satisfied	40%	54%	25%	53%
Satisfied	57%	45%	71%	45%
Total Score	97%	99%	96%	98%



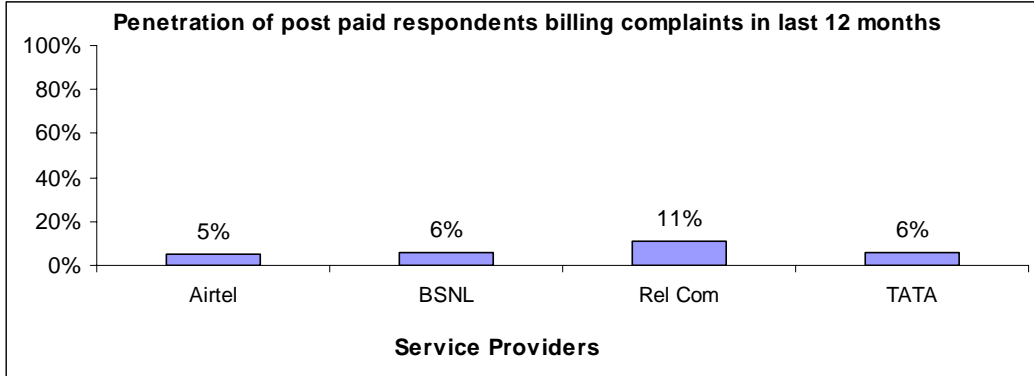
BSNL leads the pack in overall subscribers satisfied with 99% subscribers claiming that they are either “Very Satisfied” or “Satisfied”.

5.1.2 Billing Related sub-aspects

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

Post-paid Subscribers

a. Percentage of Billing Complaints



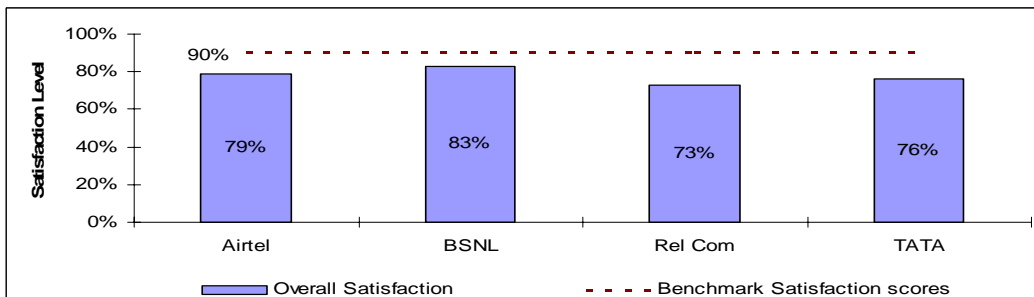
The Percentage of postpaid subscribers making billing complaints is lowest for Airtel at 5% followed BSNL and TATA at 6%. The Percentage of postpaid subscribers making billing complaints for RCOM is relatively high at 11%.

b. Satisfaction with various billing parameters

For Postpaid customers -	Airtel	BSNL	Rel Com	TATA
Timely delivery of bills	79%	84%	73%	75%
Accuracy of bills	79%	84%	73%	75%
Process of resolution of billing complaints	66%	67%	60%	69%
Clarity i.e. transparency and understandability of bills	80%	83%	76%	79%
Overall Satisfaction	79%	83%	73%	76%

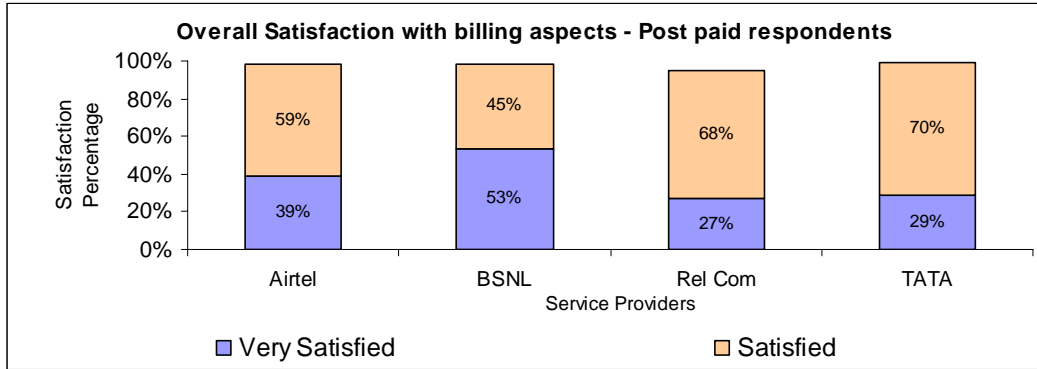
As far as timely delivery of bills is concerned, all the service providers have scored between 84% (for BSNL) and 73% (for RCOM). Process of resolution of billing complaints is the pain point across all the operators for postpaid customers. The score varies from 60% for Reliance Communications to 69% for Tata Teleservices.

Level of satisfaction with Billing – Post paid subscribers:



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

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	RCOM	TATA
Very Satisfied	39%	53%	27%	29%
Satisfied	59%	45%	68%	70%
Total	98%	98%	95%	99%



Interestingly for BSNL as high as 53% subscribers claim that they are very satisfied with billing performance. For all the service providers more than 95% of subscribers claim that they are either very satisfied or satisfied with billing performance

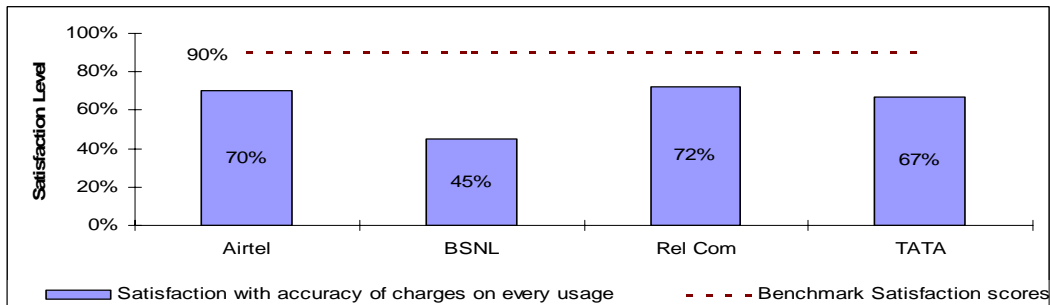
Pre-paid Subscribers

a. Satisfaction with Billing Parameter

For Prepaid customers -	Airtel	BSNL	Rel Com	TATA
Satisfaction with accuracy of charges on every usage	70%	45%	72%	67%

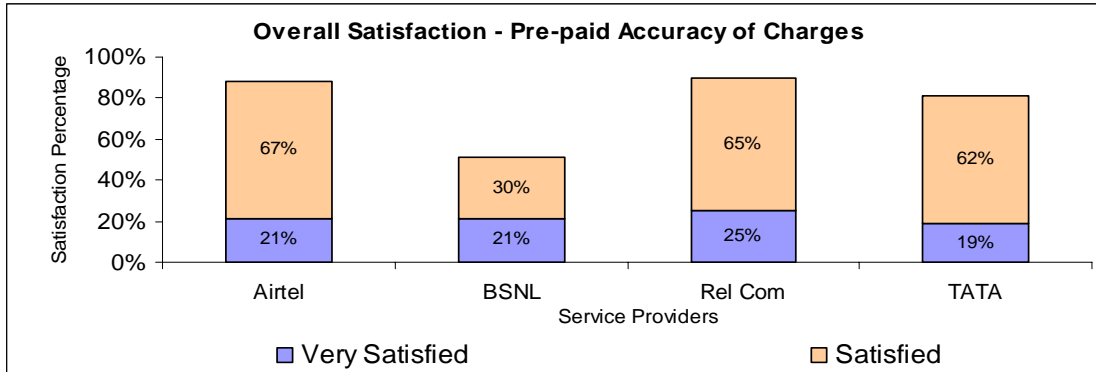
For pre-paid customers, satisfaction with accuracy of charges on every usage is low among BSNL customers at 45%.

Level of satisfaction with Billing – Prepaid customers



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

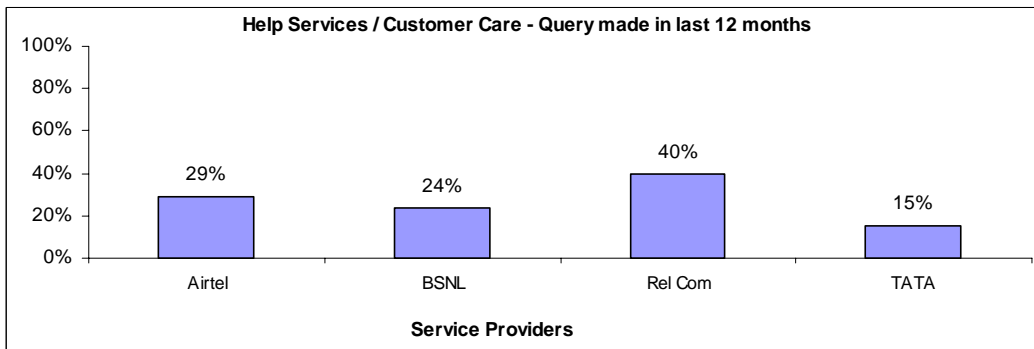
Overall Very Satisfied & Satisfied scores with Billing (Prepaid customers)	Airtel	BSNL	RCOM	TATA
Very Satisfied	21%	21%	25%	19%
Satisfied	67%	30%	65%	62%
Total	88%	51%	90%	81%



For prepaid customers, only 51% of BSNL customers are either very satisfied or satisfied with the service. The percentage of very satisfied or satisfied score is highest for RCOM at 90%.

5.1.3 Help Services Related sub-aspects

a. Percentage of subscribers making Query in last 12 months



As far as Customer Care services are concerned, 40% of RCOM respondents have made query in the last 12 months. For TATA only 15% of subscribers have claimed that they have made query in last six months

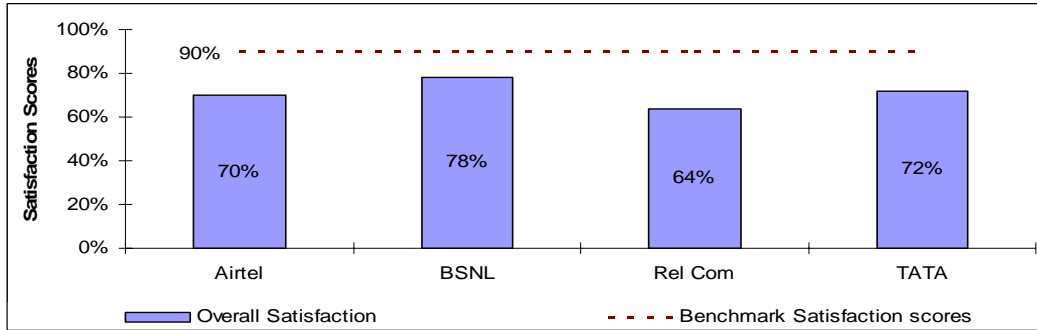
b. Satisfaction with Help Services / Customer Care

Satisfaction with Help Services / Customer Care	Airtel	BSNL	Rel Com	TATA
Ease of access of call center toll free number	69%	77%	64%	70%
Response time to answer call by customer care executive	70%	77%	65%	72%
Problem solving ability of customer care executive	70%	78%	64%	72%
Time taken by customer care executive in resolving complaints	70%	80%	64%	73%
Overall Satisfaction	70%	78%	64%	72%

All the sub aspects under help service have satisfaction scores less than 70% for RCOM. Among the operators, BSNL seems to be doing better on help services.

The satisfaction score for response time to answer call by customer care executive varies from 77% (BSNL) to 65% (RCOM).

Level of satisfaction with Help services:



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

Overall Very Satisfied & Satisfied scores for Help services	Airtel	BSNL	RCOM	TATA
Very Satisfied	16%	44%	14%	29%
Satisfied	79%	48%	70%	62%
Total	95%	92%	84%	91%

For Help Services / Customer Care overall satisfaction more than 90% of subscribers met for Airtel, BSNL and TATA claim to be either Very Satisfied or Satisfied with help services offered by customer care.

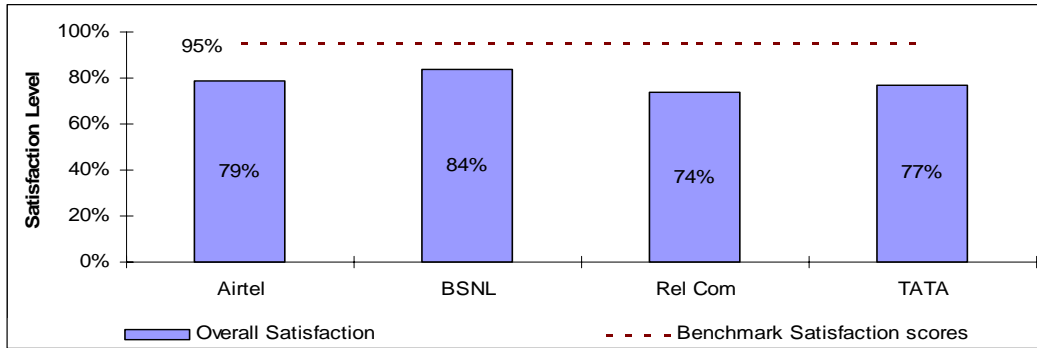
5.1.4 Network performance, reliability and availability related sub-aspects

a. Satisfaction with network performance, reliability and availability

Satisfaction Scores	Airtel	BSNL	Rel Com	TATA
Availability of working telephone (with dial tone)	79%	83%	73%	74%
Ability to make or receive calls easily	79%	85%	75%	81%
Voice quality	79%	83%	74%	75%
Overall Satisfaction	79%	84%	74%	77%

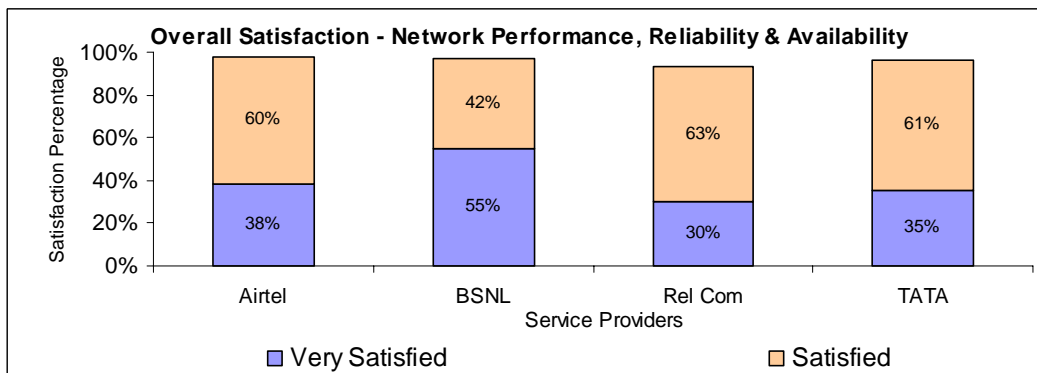
TATA and RCOM seem to be performing relatively poorly on satisfaction across network performance parameters. However for all the sub parameters scores are above 70% for all the service providers.

Level of satisfaction with Network performance:



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

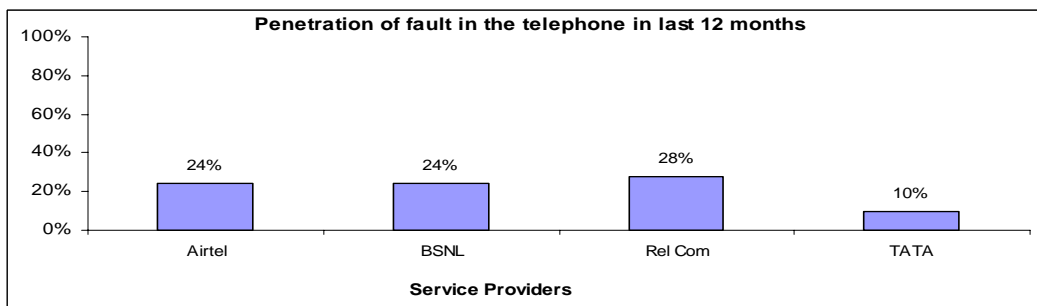
Overall Very Satisfied & Satisfied scores	Airtel	BSNL	RCOM	TATA
Very Satisfied	38%	55%	30%	35%
Satisfied	60%	42%	63%	61%
Total	98%	97%	93%	96%



The top 2 box satisfaction score of Airtel is the maximum at 98% for network related parameters. It is the lowest for RCOM at 93%.

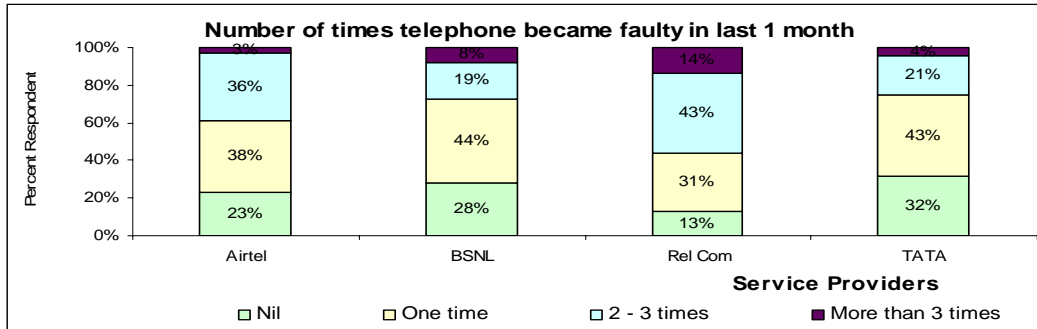
5.1.5 Maintainability related sub-aspects

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



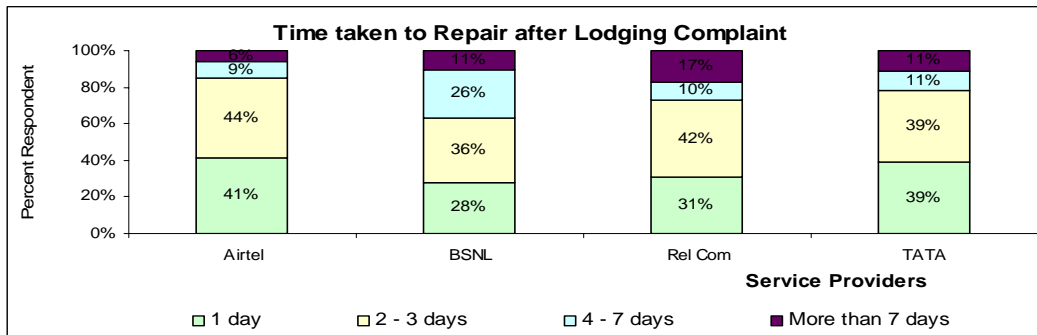
The chart above clearly shows penetration of fault in the telephone in last 12 months is maximum among RCOM customers at 28% followed closely by BSNL and Airtel at 24%.

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



When it comes to comparing number of times the subscriber's telephone became faulty out of the base of the subscriber who have faced any problem in their connection in the last 12 months, 77% of Airtel customers and 87% of RCOM customers have faced problem one or more time in last 1 month.

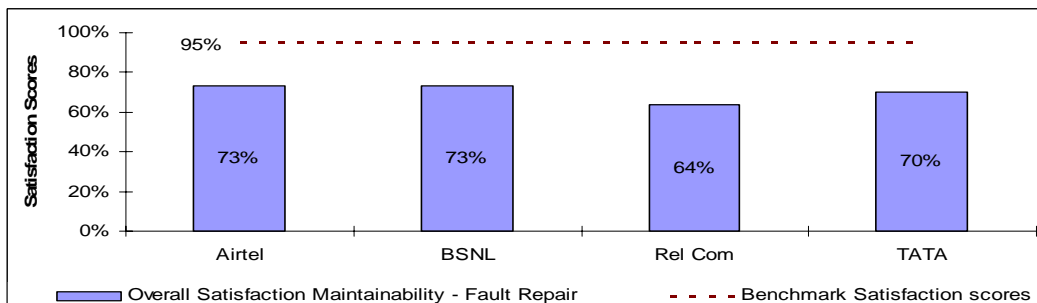
Time taken to repair after lodging complaint



As far as time taken to repair is concerned, 41% of the Airtel customers from the customers who faced problem in last 12 months got their telephone repaired within 1 day of lodging the complaint. For BSNL, 37% of the customers got their telephone repaired in more than 3 days after lodging the complaint. Also, 17% of such customers for RCOM claimed that there connection was repaired after 7 days.

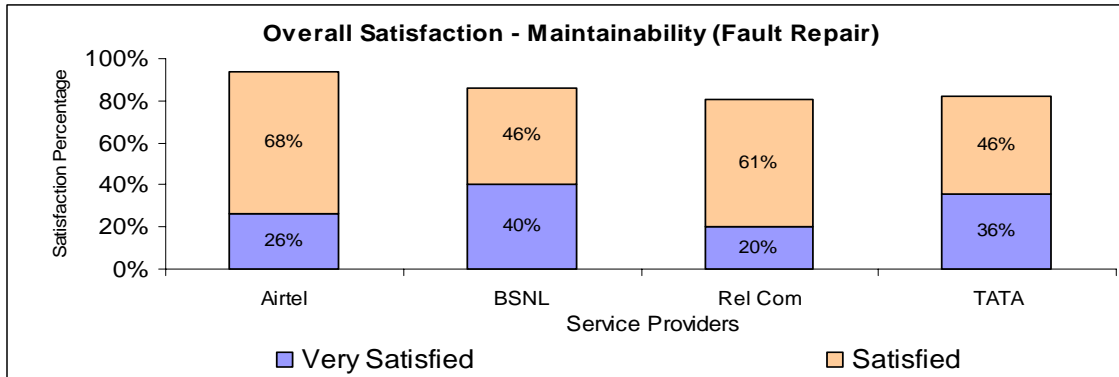
c. Satisfaction with Maintainability parameters

Level of satisfaction with Maintainability:



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

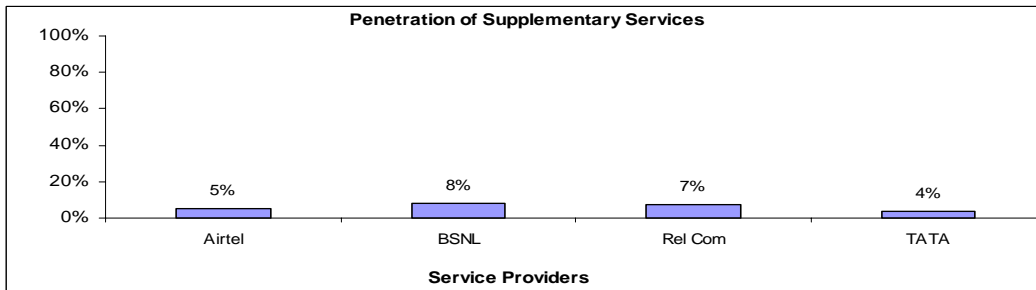
Overall Very Satisfied & Satisfied scores with Maintainability	Airtel	BSNL	RCOM	TATA
Very Satisfied	26%	40%	20%	36%
Satisfied	68%	46%	61%	46%
Total	94%	86%	81%	82%



As far as percentage of total satisfied subscribers with the maintainability aspects is concerned, 94% of Airtel subscribers are either 'Very Satisfied' or 'Satisfied' with it whereas the percentage of total satisfied subscribers for RCOM is just 81%.

5.1.6 Supplementary services

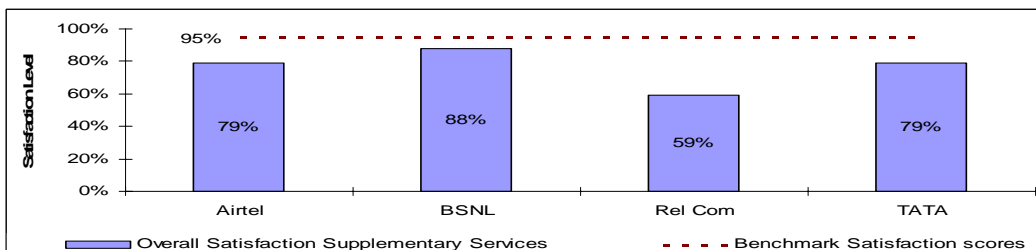
a. Percentage of subscribers opting for Supplementary Services



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

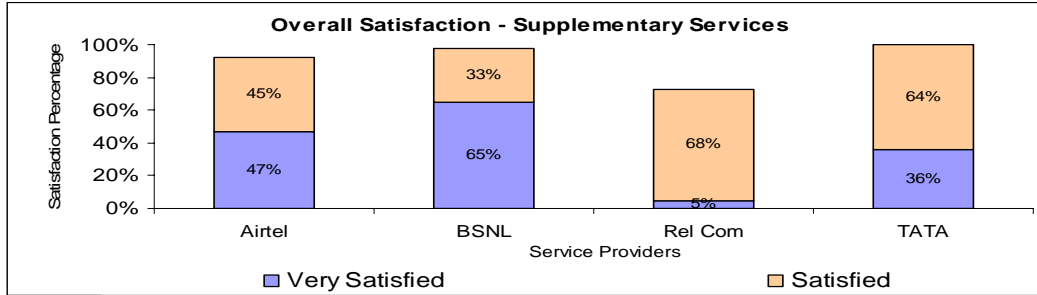
b. Satisfaction with Supplementary Services

Level of satisfaction with supplementary services



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

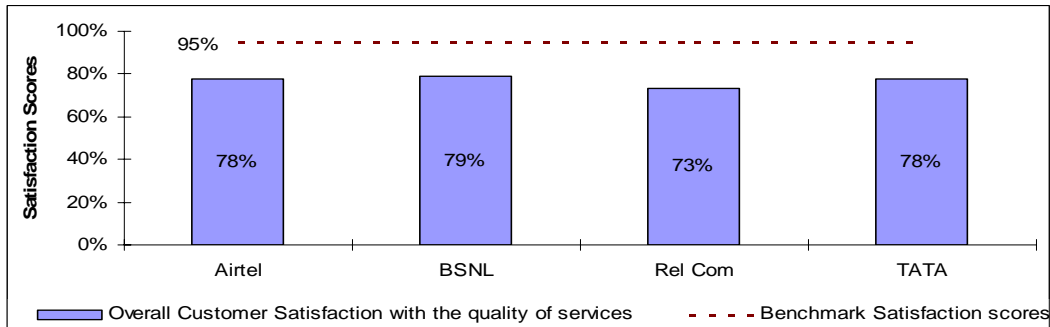
Overall Very Satisfied & Satisfied scores	Airtel	BSNL	RCOM	TATA
Very Satisfied	47%	65%	5%	36%
Satisfied	45%	33%	68%	64%
Total	92%	98%	73%	90%



The total satisfaction percentage is highest at 98% for BSNL subscribers whereas it is the lowest at 73% for RCOM subscribers.

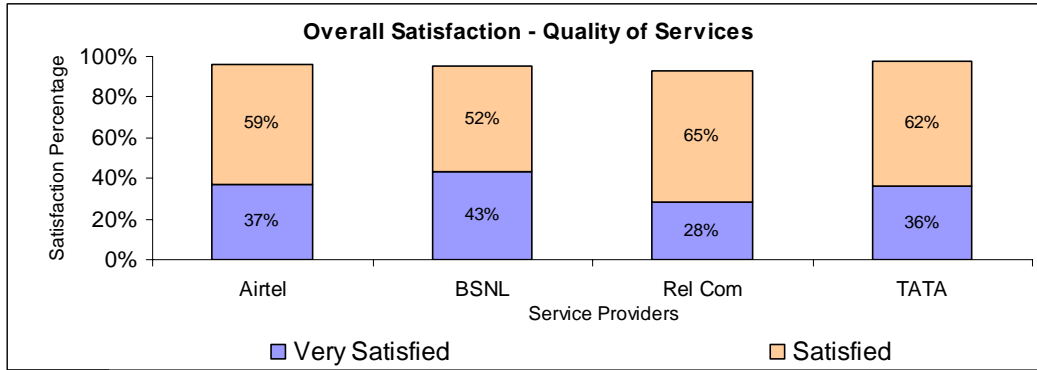
5.1.7 Overall Customer Satisfaction

Level of satisfaction with Quality of Service (Overall):



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

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	RCOM	TATA
Very Satisfied	37%	43%	28%	36%
Satisfied	59%	52%	65%	62%
Total	96%	95%	93%	98%



As far as overall customer satisfaction with the 'Quality of Services' is concerned, more than 90% of subscribers for all the service providers claim that they are either satisfied or very satisfied with Quality of service. Interestingly, 43% of subscribers for BSNL claim that they are very satisfied with QoS.

5.1.8 Redressal Mechanism

Awareness of Grievance Redressal Mechanism	Airtel	BSNL	Rel Com	TATA
Awareness of three stage grievance redressal mechanism	33%	30%	35%	34%
Awareness of the names of following stages of grievance redressal set up by service provider				
Call Center	38%	38%	38%	43%
Nodal Officer	4%	5%	5%	3%
Appellate Authority	2%	2%	1%	2%
For new customers, provisioning of 'Manual of Practice' while taking the new connection	83%	86%	82%	89%

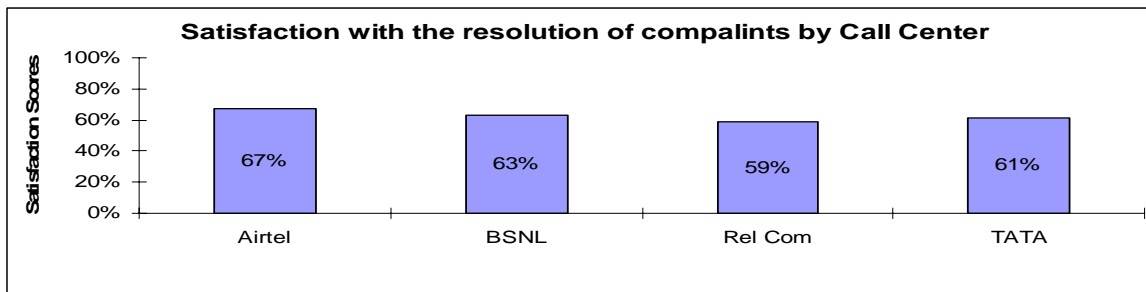
It is observed that the awareness of three stage redressal mechanism has remained low among the subscribers of all the service providers and varies from 30% to 35%. Also, approximately more than one third of the people met were aware about the call centre as a medium to redress their grievances with the service provider. As expected, awareness about nodal officer and appellate tribunal is extremely low for all the service providers.

For Pre-paid Customers	Airtel	BSNL	RCOM	TATA
For pre-paid customers, awareness about getting item-wise call charge details on request	33%	24%	53%	43%
If aware, ever denied of item-wise usage charge details for pre-paid connection	15%	0%	5%	5%

All the service providers have scored low on awareness about getting itemized call charge (for prepaid customers). Interestingly, the score touches as high as 53% for RCOM and as low as 24% for BSNL.

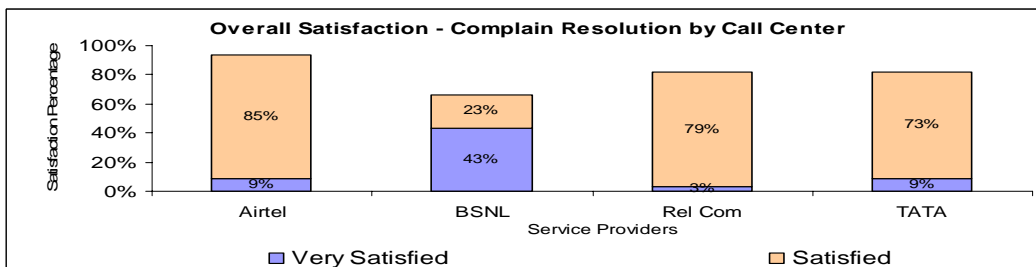
Stage 1: Customer Care	Airtel	BSNL	Rel Com	TATA
Penetration - Complains made to customer care within last 6 months	12%	5%	18%	4%
Customer care informing about the action taken on the complaint	92%	46%	82%	73%
Resolution of complaint by customer care within 4 weeks of lodging complaint	19%	57%	18%	45%
If lodged a complaint, provisioning of docket number:				
- No docket number received even on request	10%	70%	14%	40%
- No docket number received for most of the complaints	8%	27%	4%	40%
- Docket number received for most of the complaints	82%	4%	82%	20%

The table given above depicts that percentage of people making complaints to customer care has remained low for all the service providers in Chennai circle. Also, except BSNL (46%) for all the service providers more than 70% the customers who have made complaint in the past three months were informed about the action taken by the customer care officer.



Satisfaction levels with the resolution of complaints by the call center are above 50% for all the service providers. It is observed to be highest for Airtel at 67% and lowest for RCOM at 59%

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	RCOM	TATA
Very Satisfied	9%	43%	3%	9%
Satisfied	85%	23%	79%	73%
Total	94%	66%	82%	82%



As high as 94% of subscribers who had made complaint in the past six months for Airtel were satisfied with the resolution of complaints by call centre, whereas the same was 66% for BSNL.

Stage 2: Nodal Officer	Airtel	BSNL	Rel Com	TATA
Awareness of the contact details of the Nodal Officer	5%	9%	7%	5%
Penetration- Complain made to the nodal officer for unresolved complaints by customer care	8%	8%	36%	7%

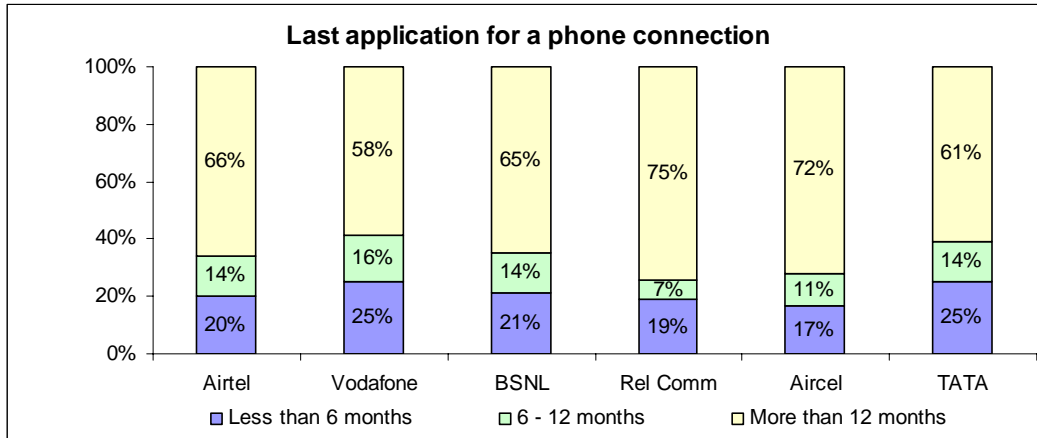
The chart above depicts that awareness about nodal officers remain abysmally low for all the service providers. Less than 10% of the total subscribers met for all the service providers were aware that such a mechanism exists for redressing grievances. Importantly out of the people aware, the % age of those making complaint to the nodal officer was insignificant.

5.2 Detailed Findings – Cellular Mobile Services

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

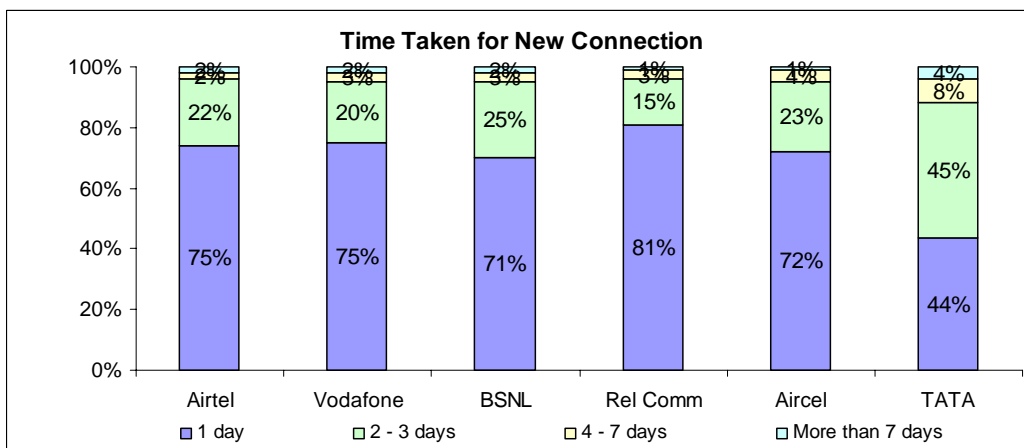
5.2.1 Service Provision

a. Last application for a phone connection: This aspect seeks to find out the recency of applying for a new mobile phone connection of subscribers for various service providers.



More than 3 out of every 10 BSNL & Airtel and 4 out of every 10 Vodafone & TATA subscribers contacted for the purpose of this survey have taken their connection in the last 12 months.

b. Time taken for activation of new connection: This aspect seeks to find out the performance of various providers on the time taken to activate a new connection i.e. in how many days after taking a new connection is the person able to make / receive calls.



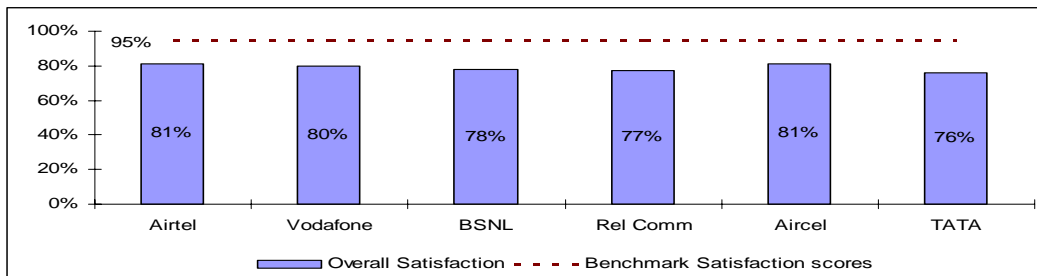
3 out of every 4 Airtel, Vodafone and 81% of RCOM subscribers claim that their new connection was activated within 1 day of applying for it. However, only 44% of the TATA subscribers claim that their connection was activated within one day.

c. Satisfaction on sub-aspects of service provision:

Satisfaction with Service Provision	Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Satisfaction with time taken to provide new connection	82%	80%	82%	82%	82%	73%
Satisfaction with re-activation	81%	79%	74%	74%	81%	78%

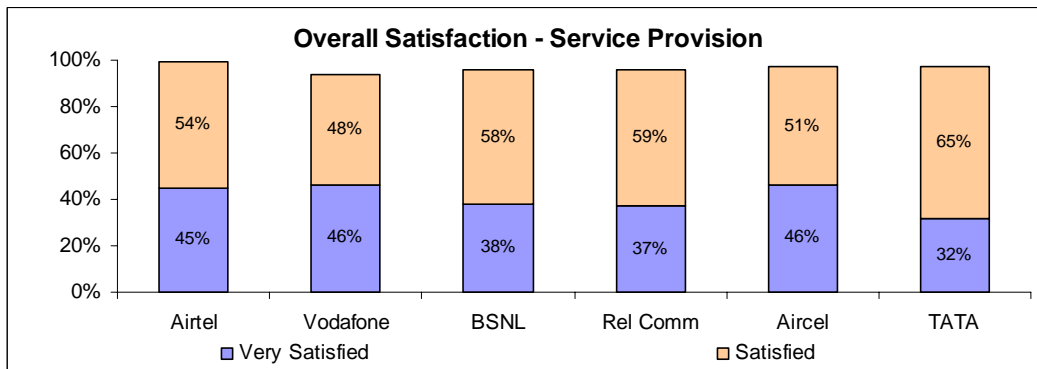
Satisfaction level subscribers of all the service providers except TATA is more than 80% with the time taken to get an activated connection. Satisfaction with time taken for re-activation of service is the highest for Aircel and Airtel users at 81% followed closely by Vodafone subscribers at 79%.

Level of satisfaction with service provisioning:



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

Overall subscribers satisfied	Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Very Satisfied	45%	46%	38%	37%	46%	32%
Satisfied	54%	48%	58%	59%	51%	65%
Total Score	99%	94%	96%	96%	97%	97%



Airtel leads the pack in overall subscribers satisfied with 99% subscribers claiming that they are either “Very Satisfied” or “Satisfied”. Other service providers are following up closely with scores being lowest for Vodafone at 94%.

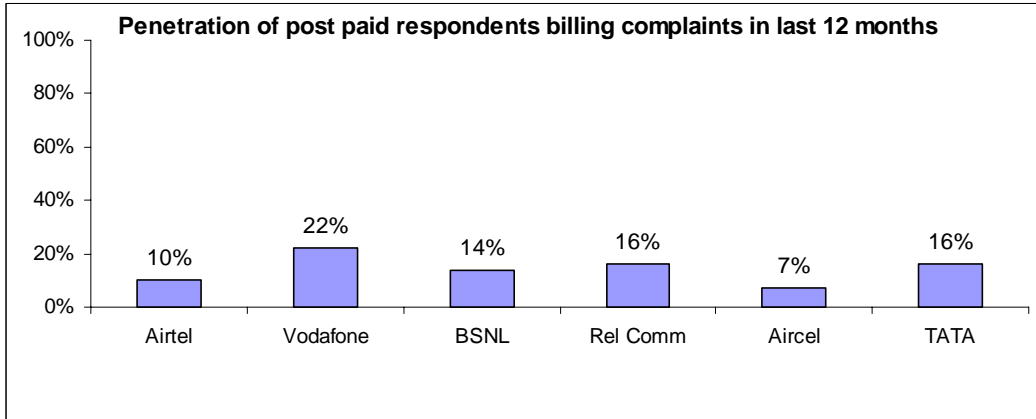
5.2.2 Billing Aspects

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



a. Postpaid subscribers:

i. Percentage of billing complaints



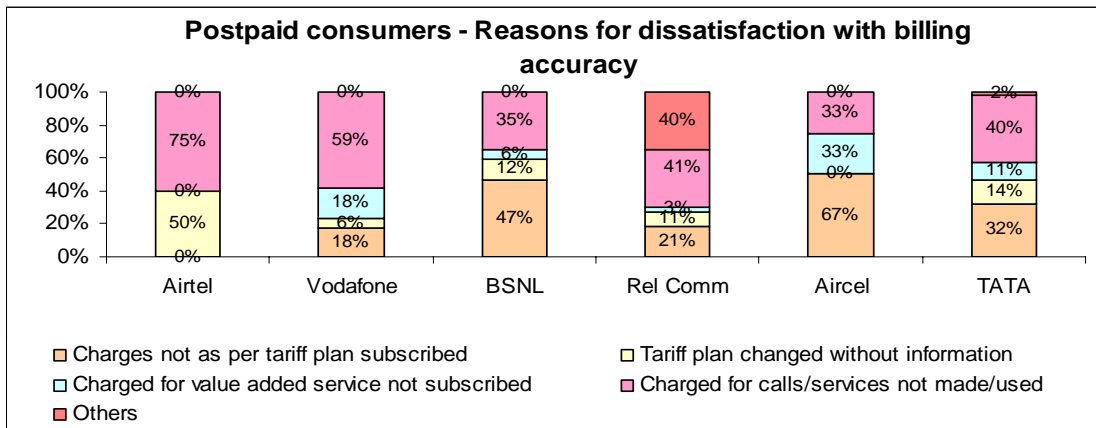
The Percentage of postpaid subscribers making billing complaints is quite low across all the operators. Maximum penetration is observed for Vodafone at 22% whereas lowest is for Aircel at 7%

ii. Satisfaction with various billing parameters

Satisfaction with Billing Parameters	Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Timely delivery of bills	82%	73%	72%	67%	85%	71%
Accuracy of bills	81%	72%	74%	65%	83%	71%
Process of resolution of billing complaints	70%	43%	60%	44%	94%	54%
Clarity i.e. transparency and understandability of bills	80%	69%	71%	65%	82%	72%

Generally, subscribers across most of the service providers have low levels of satisfaction with the process of resolution of complaints by various service providers, with Vodafone being the lowest at 43%. Aircel does exceptionally well on the same at 94%.

iii. Reasons for dissatisfaction with billing accuracy

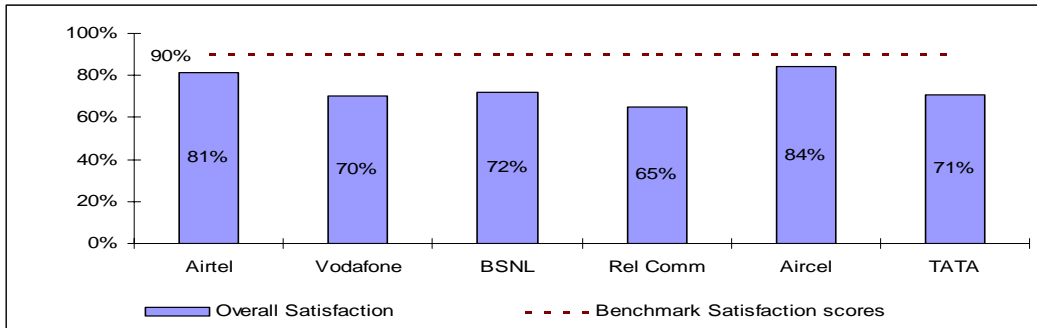


Subscribers across all service providers have cited “charged for calls & service not made / used” as the prime reason for their dissatisfaction with billing accuracy. 75% of subscribers of Airtel, who are either “dissatisfied” or “very dissatisfied” with billing accuracy, have a problem with this aspect.

Also as high as 67% of Aircel users have complained that charges in the bill were not as per tariff plan

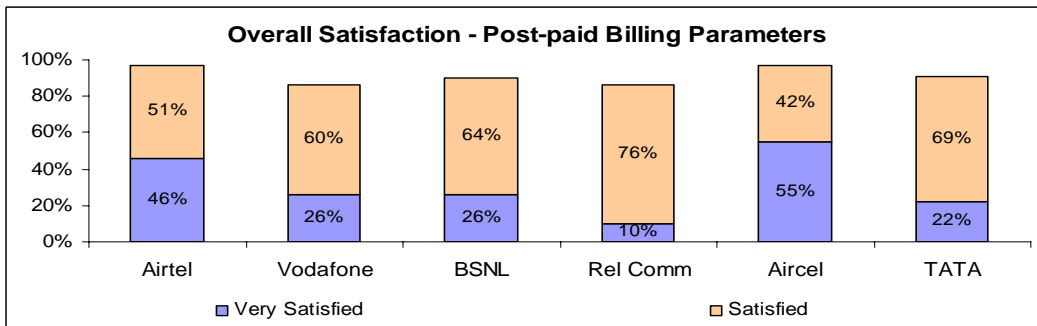
iv. Percentage of subscribers satisfied

Level of satisfaction with billing performance (Post paid customers)



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

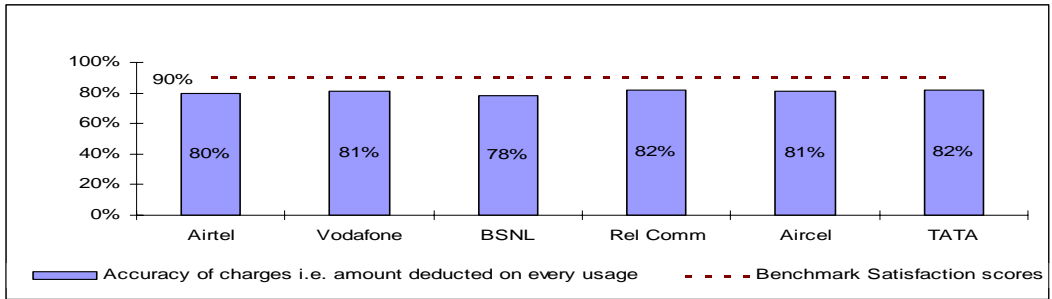
Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Very Satisfied	46%	26%	26%	10%	55%	22%
Satisfied	51%	60%	64%	76%	42%	69%
Total Score	97%	86%	90%	86%	97%	91%



The top two box score is highest for Airtel and Aircel at 97% for post paid billing satisfaction, whereas Vodafone and RCOM score relatively low at 86%.

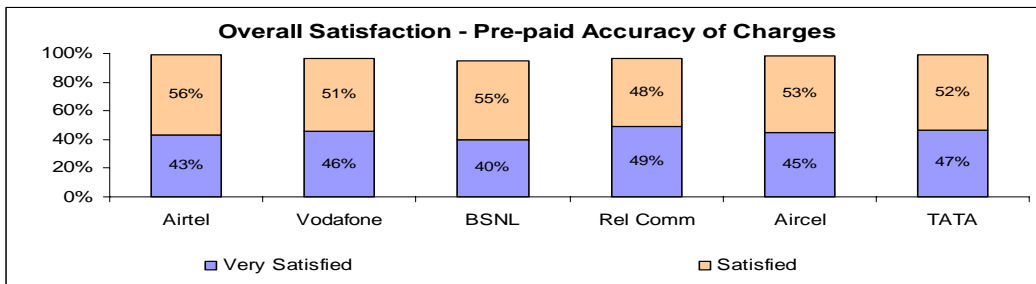
c. Prepaid subscribers:

Level of satisfaction with billing parameters (Prepaid customers):



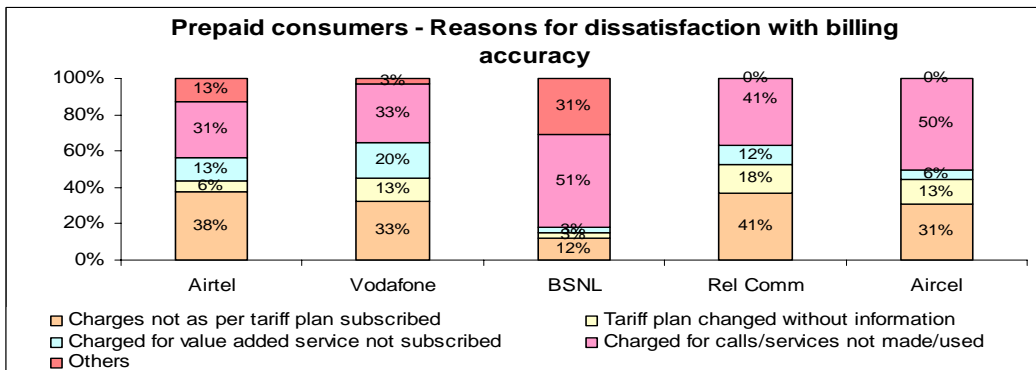
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Very Satisfied	43%	46%	40%	49%	45%	47%
Satisfied	56%	51%	55%	48%	53%	52%
Total Score	99%	97%	95%	97%	98%	99%



For prepaid subscribers, TATA and Airtel has the maximum number of subscribers with 99% of them saying that they are either “satisfied” or “very satisfied” with accuracy of charges levied. In general it is observed that prepaid subscribers claim to be more satisfied than post paid subscribers in Chennai circle when it comes to billing.

Reasons of dissatisfaction with billing accuracy:

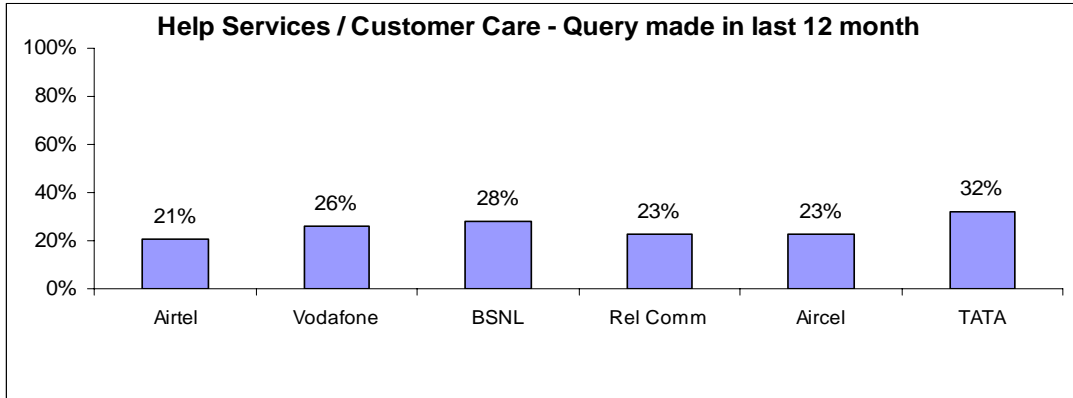


As seen with postpaid services, the major reason of dissatisfaction for prepaid subscribers is the fact that they claim that they are being charged for calls / services which they have not made / used. Also for RCOM 41% of subscribers claim that charges made in the bill were not as per the tariff plan.

5.2.3 Help Services

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

a. Contacted customer care in last 12 months



Penetration of customers who have contacted customer care in the last 12 months is maximum for TATA at 32% and lowest for Airtel at 21%.

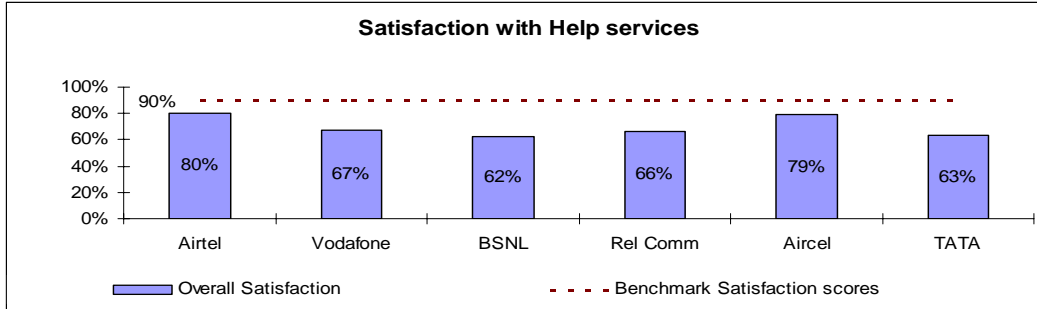
b. Level of satisfaction on various sub-aspects of help services

Satisfaction with Help Services / Customer Care	Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Ease of access of call center toll free number	80%	65%	66%	67%	79%	63%
Response time to answer call by customer care executive	79%	68%	65%	66%	79%	64%
Problem solving ability of customer care executive	80%	67%	59%	66%	78%	61%
Time taken by customer care executive in resolving complaints	80%	69%	60%	67%	81%	63%

It is observed that Airtel and Aircel are doing better than other service providers on various sub aspects of help services. BSNL has the lowest score on problem solving ability of customer care executive and time taken by customer care executive to resolve the complaints.

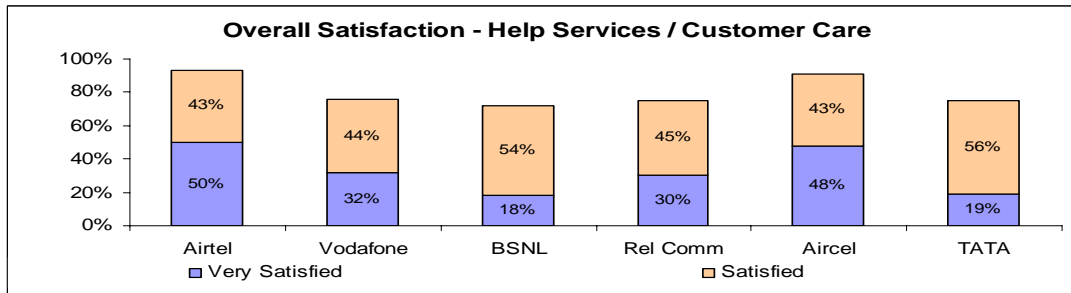
c. Percentage of subscribers satisfied

Level of satisfaction:



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

Overall Very Satisfied & Satisfied scores for help services	Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Very Satisfied	50%	32%	18%	30%	48%	19%
Satisfied	43%	44%	54%	45%	43%	56%
Total Score	93%	76%	72%	85%	91%	75%



Both Airtel and Aircel have a top two box score of more than 90%. Vodafone, BSNL and TATA need to improve on the score with only 76%, 72% and 75% of total subscribers claiming to be satisfied or very satisfied with help services

5.2.4 Network Performance, Reliability & Availability:

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

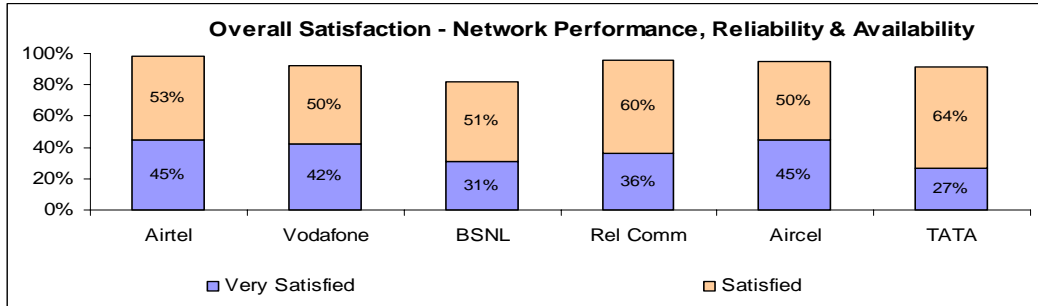
a. Level of satisfaction on various sub-aspects of network related parameters

Network Performance, Reliability and Availability	Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Availability of signal	78%	75%	66%	74%	78%	70%
Ability to make or receive calls easily	82%	79%	73%	78%	81%	73%
Voice quality	81%	79%	73%	78%	81%	74%

Airtel and Aircel are observed to be doing better than other operators in Chennai circle on Network performance. Level of satisfaction of BSNL and TATA subscribers is the relatively low across all the sub-aspects of network related parameters.

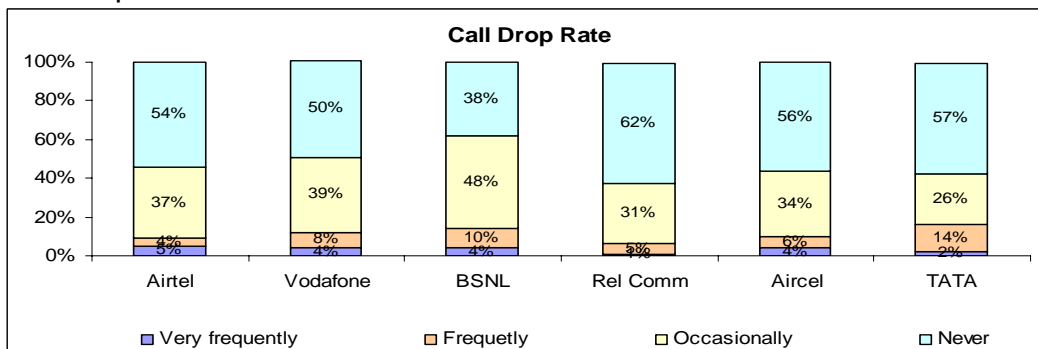
b. Percentage of subscribers satisfied with network related parameters

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Very Satisfied	45%	42%	31%	36%	45%	27%
Satisfied	53%	50%	51%	60%	50%	64%
Total Score	98%	92%	82%	96%	95%	91%



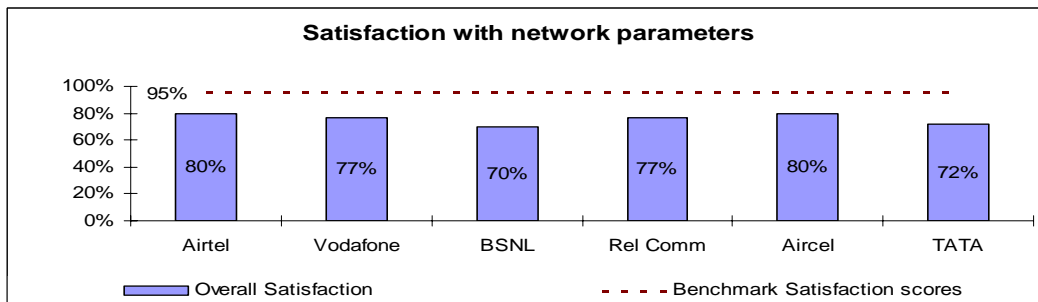
45% of subscribers met for Airtel and Aircel claim to be very satisfied with network performance in Chennai followed closely by Vodafone at 42%. Overall top two box score is lowest for BSNL at 82%

c. Call drop rate:



According to survey results call drops are more frequent for TATA with 16% of subscribers claiming that they experience frequent call drops. BSNL is the second lowest with 14% of subscribers claiming the same.

Level of satisfaction:



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

5.2.5 Maintainability:

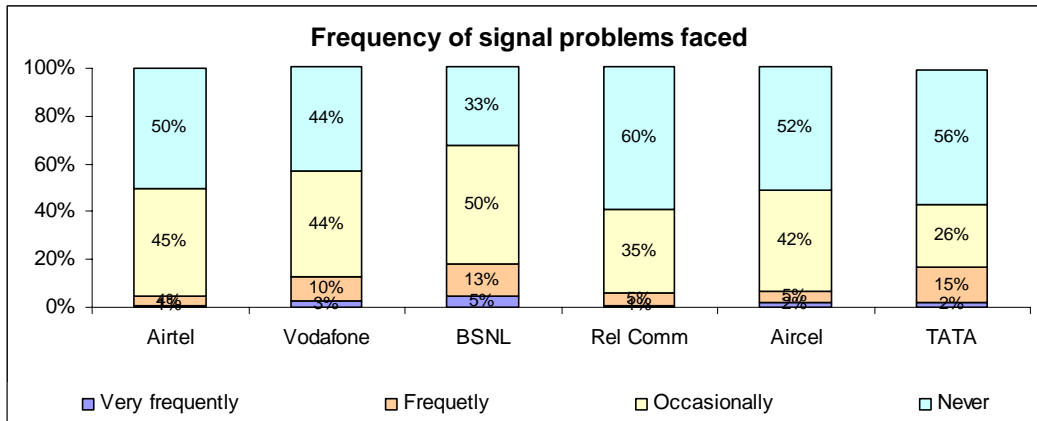
This aspect deals with the incidence of signal outages that the subscribers face with their telephone connections. It measures the level of satisfaction of users with the signal availability and the time taken for restoration of signal problems.

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

Satisfaction - Maintainability	Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Availability of signal	82%	78%	70%	78%	82%	73%
Restoration of signal problems	80%	76%	67%	76%	80%	73%

BSNL scores lowest on various sub aspects of maintainability with satisfaction level of 70% and 67% for availability of signal and restoration of signal problems respectively

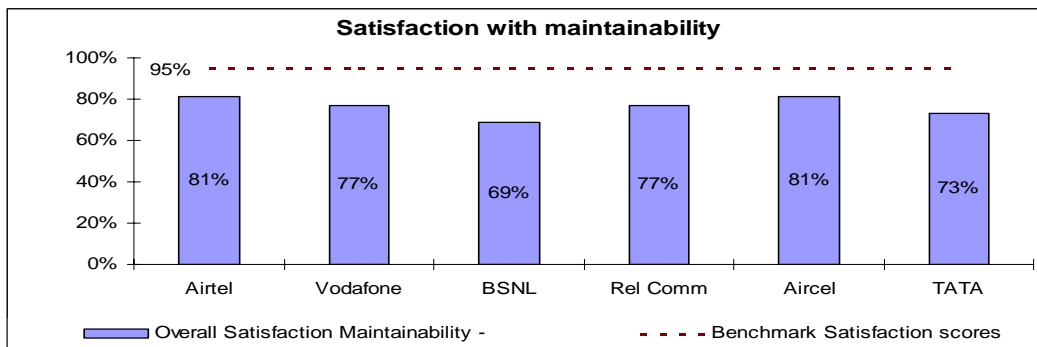
b. Frequency of signal problems faced:



As justified by low scores on maintainability aspects of BSNL, 68% of its subscribers have experienced signal problems at one time or the other. Interestingly, 17% of TATA and 13% of Vodafone subscribers say that they face signal problems either “frequently” or “very frequently”.

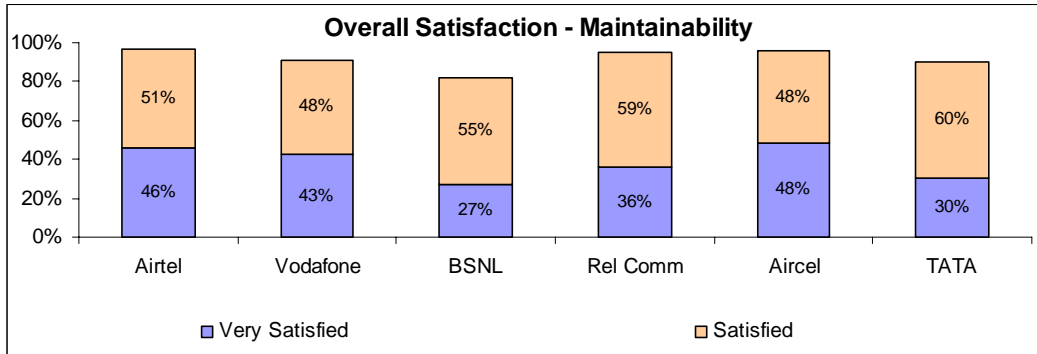
c. Percentage of subscribers satisfied with maintainability

Level of satisfaction with maintainability:



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

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Very Satisfied	46%	43%	27%	36%	48%	30%
Satisfied	51%	48%	55%	59%	48%	60%
Total Score	97%	91%	82%	95%	92%	90%

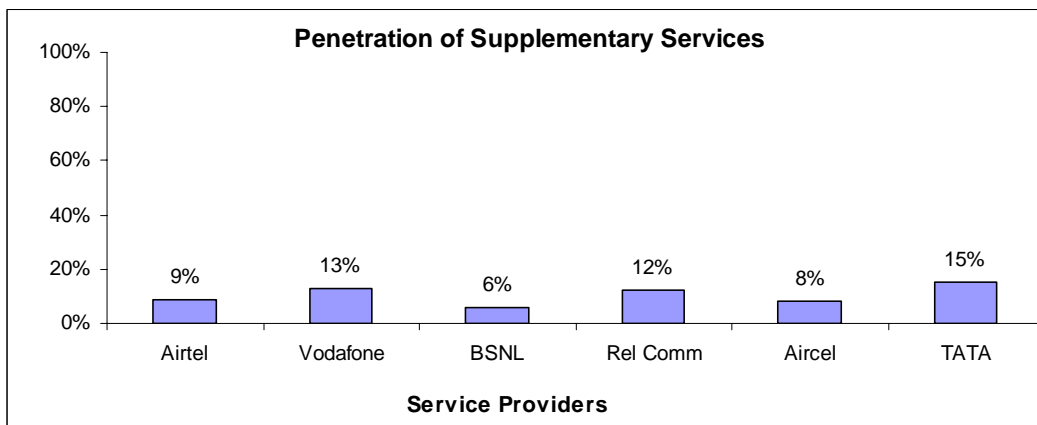


Airtel and RCOM at 97% and 95% emerge as top two service providers on subscriber satisfaction with maintainability. BSNL brings up the rear with only 82% subscribers claiming that they are either “satisfied” or “very satisfied” with the maintainability aspects.

5.2.6 Supplementary services:

Supplementary services mean the services that the subscribers have to specifically subscribe for. Some of these services are free of cost and for others the subscribers have to pay either monthly charges or they are charged for these services according to its usage. Some of the common supplementary services are call divert, voice mail, GPRS, etc.

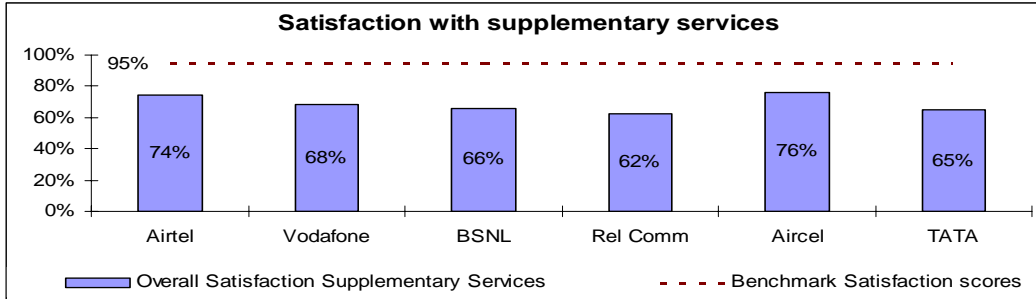
a. Percentage of subscribers opting for supplementary services:



The Percentage of subscribers using supplementary services such as call forwarding, call divert, voice mail, etc. is quite low for all service providers. The number drops down to 6% for BSNL and 8% for Aircel. The major usage of supplementary services could be among the higher strata of society and also the professionals' category.

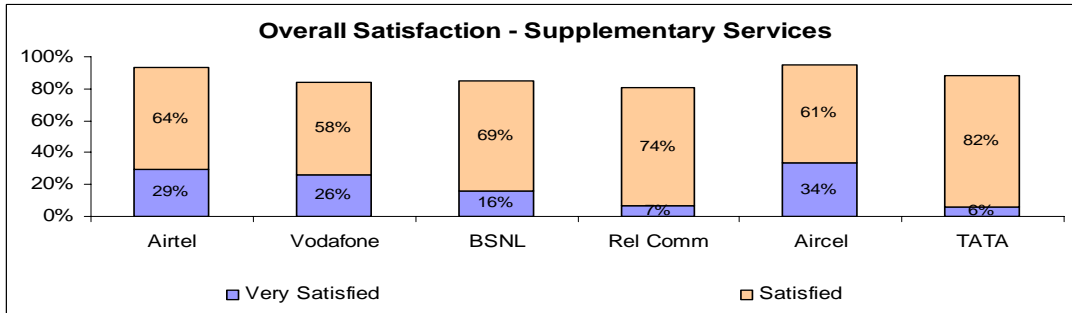
b. Percentage of subscribers satisfied with supplementary services:

Level of satisfaction with supplementary services:



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

Overall Very Satisfied & Satisfied scores with supplementary services	Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Very Satisfied	29%	26%	16%	7%	34%	6%
Satisfied	64%	58%	69%	74%	61%	82%
Total score	93%	84%	85%	78%	95%	88%

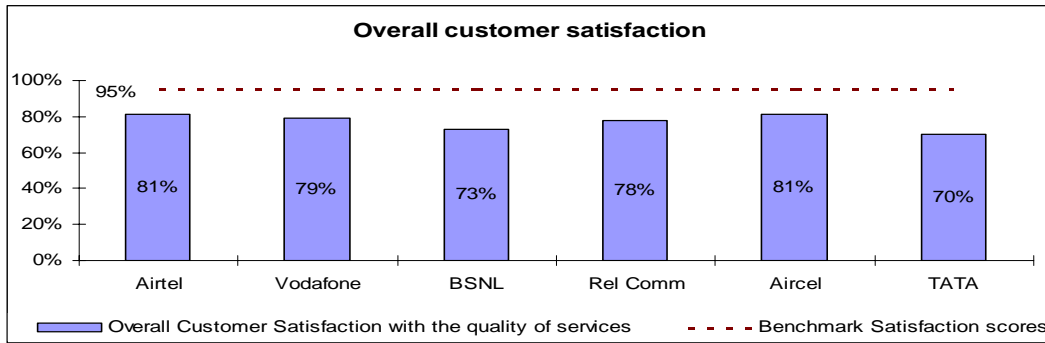


Interestingly, only 7% RCOM subscribers are “very satisfied” with quality of supplementary services provided. Also, Aircel emerges as the leader on this aspect with 95% of its subscribers saying that they are either “satisfied” or “very satisfied” with the supplementary services provided. BSNL, RCOM and Vodafone are lagging in this aspect.

5.2.7 Overall percentage of subscribers satisfied:

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

Level of satisfaction with Quality of services (Overall):



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

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Very Satisfied	46%	47%	32%	38%	45%	20%
Satisfied	53%	46%	56%	58%	52%	71%
Total Score	99%	93%	88%	96%	97%	91%

More than 90% of subscribers for all the service providers except BSNL (88%) claim that they are either satisfied or very satisfied with overall quality of services

5.2.8 Three stage redressal mechanism:

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

a. Call Center:

Stage 1: Customer Care	Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Made complain to the customer care within last 6 months	46%	47%	32%	38%	45%	20%
If lodged a complaint, provisioning of docket number:						
- No docket number received even on request	73%	64%	41%	61%	73%	37%
- No docket number received for most of the complaints	20%	19%	26%	29%	22%	18%
- Docket number received for most of the complaints	7%	17%	33%	10%	4%	45%

The table depicts that the Percentage of customers who have made complain to the customer care has remained low for all the service providers in the circle with Vodafone having maximum number of subscribers making complaints at 47%. Also, of those Airtel subscribers who made complaint more than 73% of the subscribers did not receive any docket number even on request.



b. Reasons for dissatisfaction with call center:

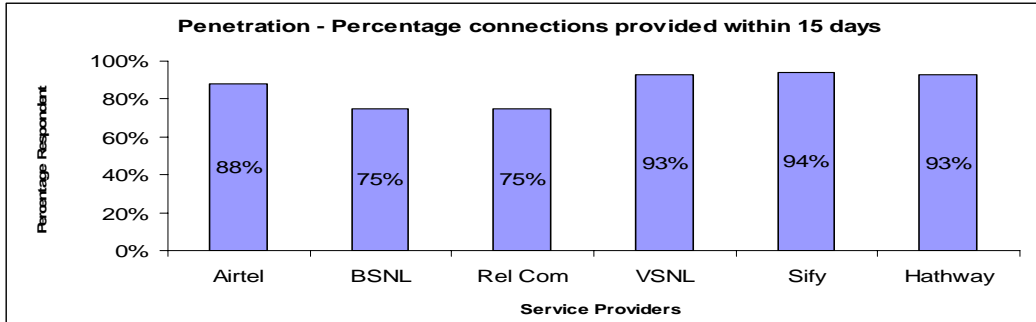
Reasons for dissatisfaction	Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Difficult to connect call center executive	50%	24%	10%	32%	18%	18%
Customer care executive not polite/courteous	29%	47%	31%	43%	12%	27%
Customer care executive not equipped with adequate information	29%	32%	33%	36%	65%	26%
Time taken by call center for redressal of complaint is too long	14%	0%	25%	18%	6%	16%
The customer care executive was unable to understand the problem	7%	0%	2%	11%	6%	12%
Others	0%	0%	4%	7%	0%	1%

Out of the total number of subscribers who were dissatisfied with the resolution of complaint by customer care half of such subscribers for Airtel claimed that it was difficult to connect to the call centre executive. For those subscribers who were able to connect to the call centre executive there was a feeling that customer care executive was not equipped with adequate information to answer his queries.

5.3 Detailed Findings – Broadband Services

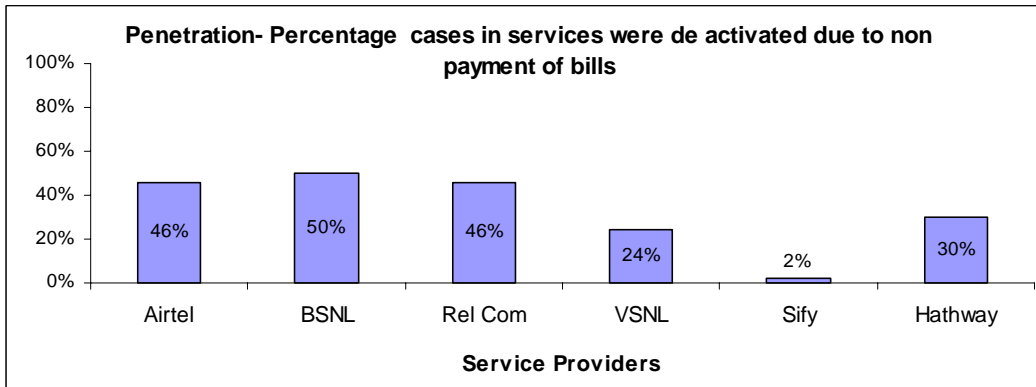
5.3.1 Service Provision:

Incidence of provision of BB connection within 15 days



Sify leads the way with 94% of the subscribers saying that they were provided a working within 15 days. VSNL, Hathaway also perform relatively well on this aspect with scores of 93%.

Cases in which services de-activated



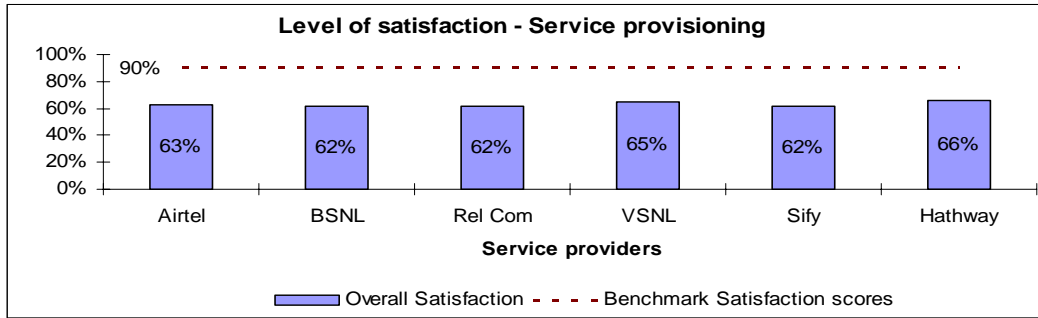
Only 2% Sify subscribers claim that their services were deactivated due to non-payment of bills. However, more than 45% of BSNL, Airtel and RCOM subscribers say that their service was deactivated due to non payment of bills.

Satisfaction with Service Provision	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Satisfaction with time taken to provide a new connection	65%	64%	65%	66%	63%	68%
Satisfaction with time taken time taken to reactivate the service	57%	58%	57%	61%	43%	60%

Hathway leads the way with 68% subscriber satisfaction level with the time taken to provide a new connection after submitting a request. There is no major variation in the scores for this aspect across all the operators as they range from 63% to 68%.

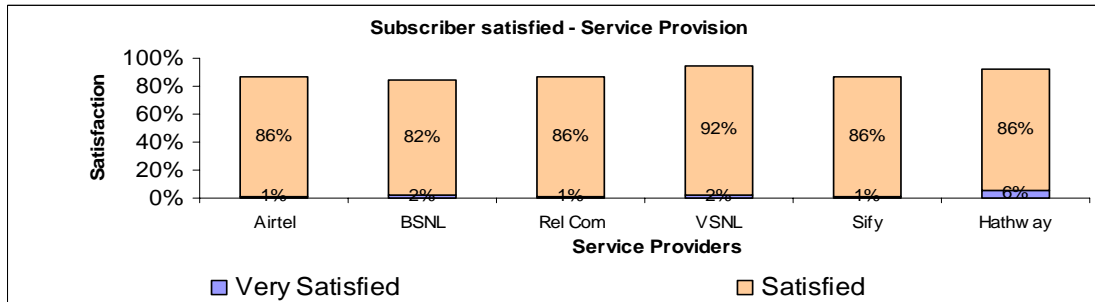
VSNL subscribers relatively have the highest level of subscriber satisfaction at 61% with the time taken to reactivate their services after deactivation. Sify subscribers are least satisfied with a satisfaction level of only 43%.

Level of satisfaction:



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

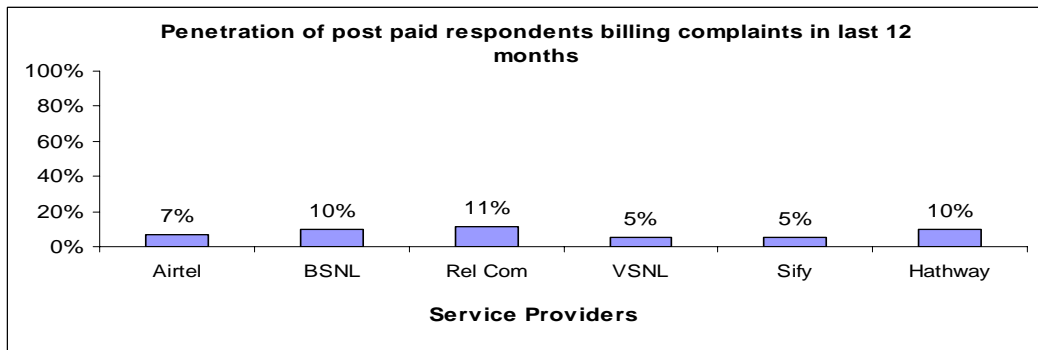
Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Very Satisfied	1%	2%	1%	2%	1%	6%
Satisfied	86%	82%	86%	92%	86%	86%
Total Score	87%	84%	87%	94%	87%	92%



94% subscribers of VSNL say that they are either "Very Satisfied" or "Satisfied" with the service provision. Contrastingly, only 84% of BSNL subscribers say that they are either "Very Satisfied" or "Satisfied".

5.3.2 Billing Performance:

Billing related complaints

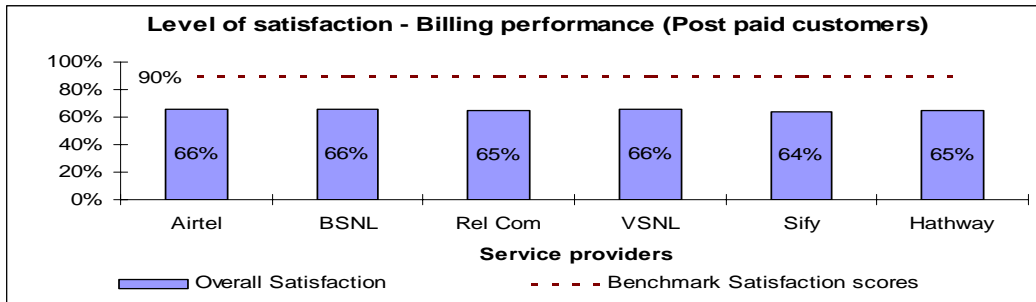


11% of RCOM subscribers claim that they have made a billing complaint in the last 12 months. However, only 5% of Sify and VSNL subscribers say that they have made a billing complaint in the last 12 months. For other operators the range varies from 7% to 10%.

Satisfaction with Billing Parameters - For Postpaid customers	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Timely delivery of bills	66%	66%	65%	66%	61%	65%
Accuracy of bills	66%	66%	65%	66%	65%	65%
Process of resolution of billing complaints	54%	58%	49%	48%	56%	55%
Clarity i.e. transparency and understandability of bills	66%	66%	66%	67%	67%	66%

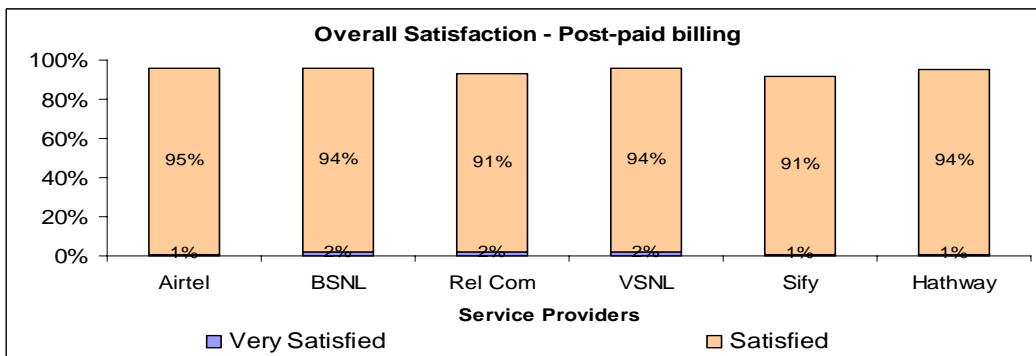
The level of satisfaction with timely delivery of bills and accuracy of bills across all operators does not have much variation with the scores ranging from 61% to 66% and 65% to 66% respectively. Similar is the case with the clarity of bill aspect with the scores ranging from 66% to 67% for all operators. However, the level of satisfaction with the process of resolution of billing complaints is relatively low across all the operators. VSNL has a score of only 48% which is the worst across this aspect.

Level of satisfaction:



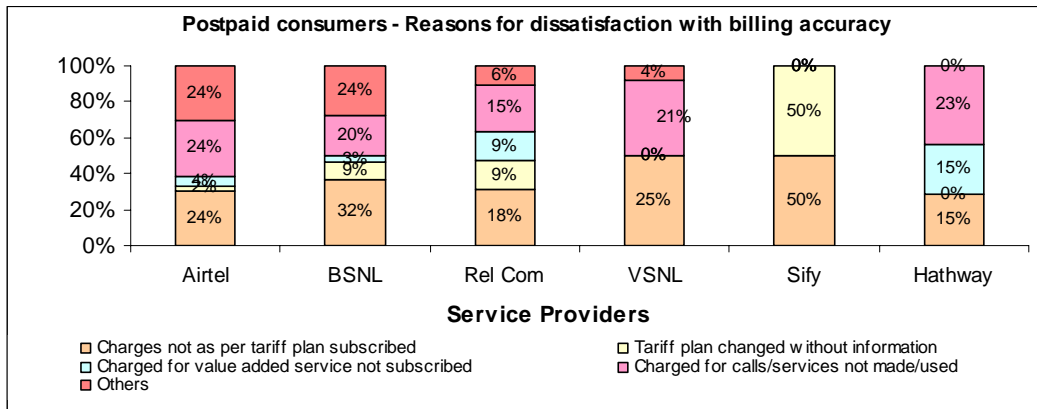
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Very Satisfied	1%	2%	2%	2%	1%	1%
Satisfied	95%	94%	91%	94%	91%	94%
Total Score	96%	96%	93%	96%	92%	95%



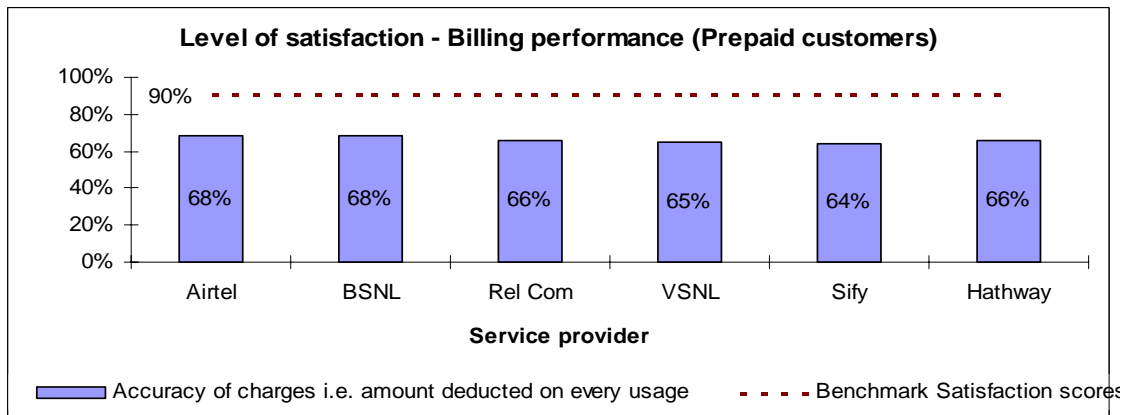
Interestingly, as high as 96% of Airtel, VSNL and BSNL subscribers say that they are satisfied with the various billing aspects. However, a few of them have said that they are very satisfied.

Billing Accuracy



The aspect on which maximum dissatisfaction is observed is the aspect that the subscribers are not charged as per the tariff plan. This is highest for Sify at 50%

Level of satisfaction:

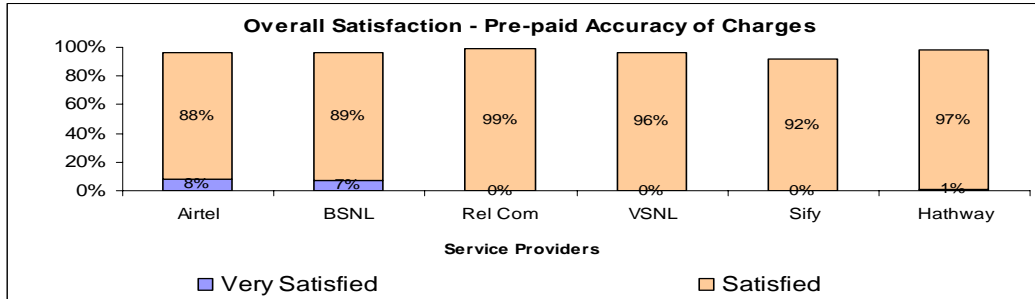


The scores of level of satisfaction have been explained in the executive summary.

Satisfaction with Billing Parameters - For Prepaid customers	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Accuracy of charges i.e. amount deducted on every usage	68%	68%	66%	65%	64%	66%

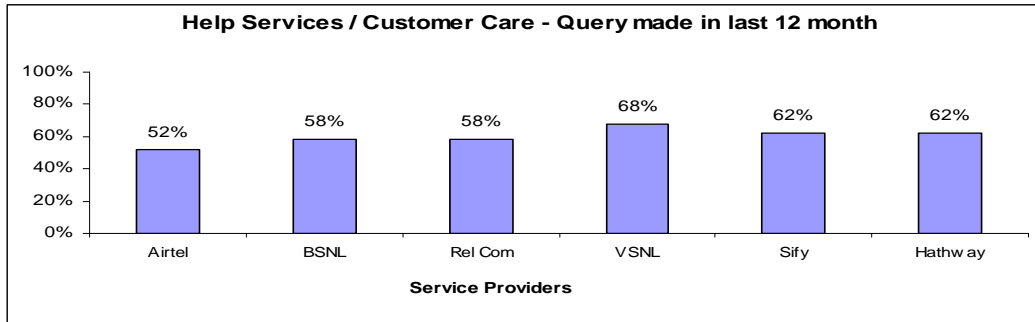
For prepaid subscribers, Sify scores the lowest on the accuracy of charges deducted on every usage with a subscriber satisfaction level of 64%. BSNL and Airtel perform the best across this aspect with a satisfaction level of 68%.

Overall Very Satisfied & Satisfied scores - For prepaid customers for Billing	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Very Satisfied	8%	7%	0%	0%	0%	1%
Satisfied	88%	89%	99%	96%	92%	97%
Total Score	96%	96%	99%	96%	92%	98%



More than 90% of subscribers for all the service providers claim that they are either satisfied or very satisfied with the accuracy of charges for billing.

5.3.3 Help Services:

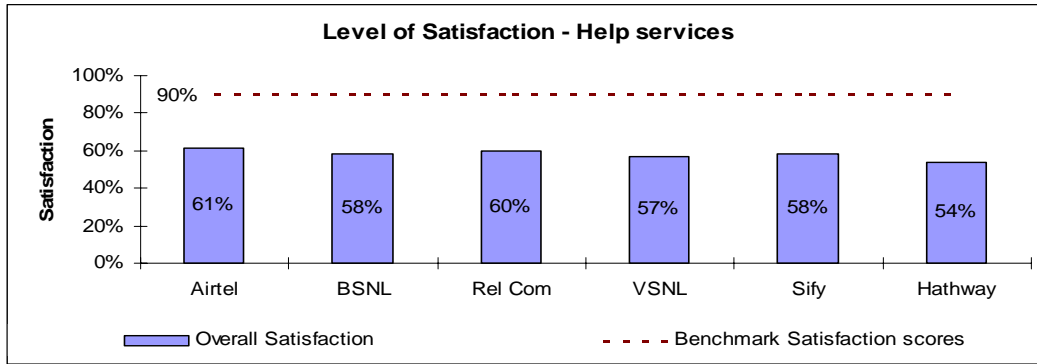


More than two-thirds of VSNL subscribers claim to have made a query to the call center in the last 12 months. For Airtel only 52% of the subscribers have contacted the customer care for query resolution in the last 12 months.

Satisfaction with Help Services / Customer Care	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Ease of access of call center toll free number	61%	55%	58%	57%	60%	54%
Response time to answer call by customer care executive	62%	58%	62%	57%	59%	54%
Problem solving ability of customer care executive	60%	59%	60%	57%	55%	55%
Time taken by customer care executive in resolving complaints	60%	59%	61%	57%	56%	55%

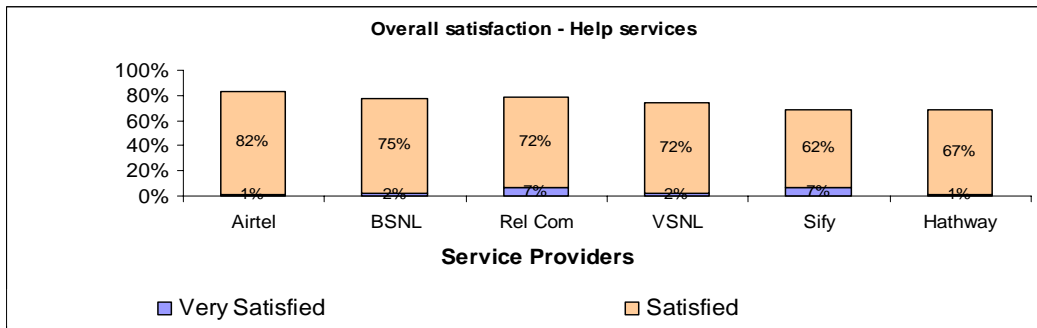
Satisfaction with help services is the low across all sub-aspects for BSNL, VSNL and Hathway. Level of satisfaction of Airtel & RCOM subscribers is relatively higher than other operators across all sub-aspects. The major problem of subscribers is with the time taken by the customer care executive to resolve their complaints. Also, the subscribers are not too happy with the problem solving ability of the customer care executive.

Level of satisfaction:



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

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Very Satisfied	1%	2%	7%	2%	7%	1%
Satisfied	82%	75%	72%	72%	62%	67%
Total Score	83%	77%	79%	74%	69%	68%



The above chart depicts that Airtel has maximum number of subscribers claiming that they are either satisfied or very satisfied with help services. Hathway scores the lowest in top two box score with a score of 68%

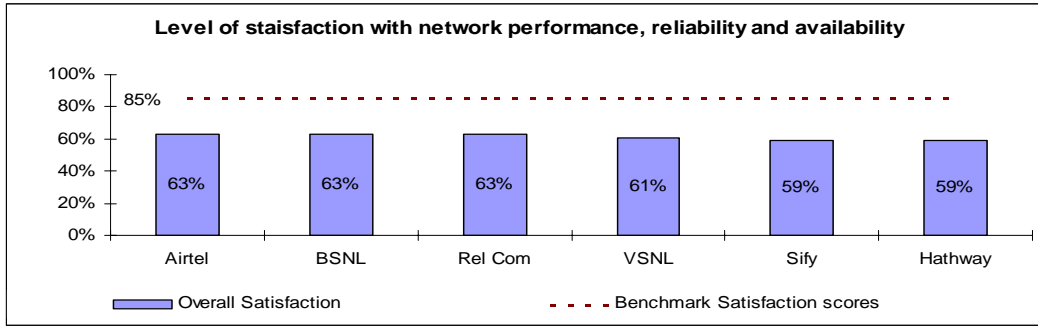
5.3.4 Network performance, reliability and availability:

Network Performance, Reliability and Availability- Satisfaction Scores	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Speed of broadband connection	63%	63%	62%	62%	58%	59%
Time for which the service is up and working	62%	64%	63%	61%	60%	59%

Level of satisfaction with speed of broadband connection varies slightly across all operators with Sify being lowest at 58% and Airtel and BSNL leading with 63% satisfaction level.

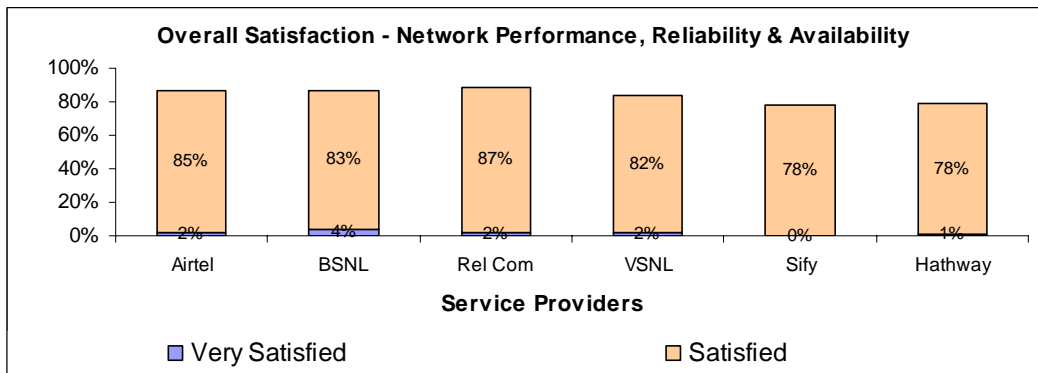
Similarly, there is a marginal difference in satisfaction level with the time for which the service is up with scores of operators again ranging from 59% to 64%.

Level of satisfaction:



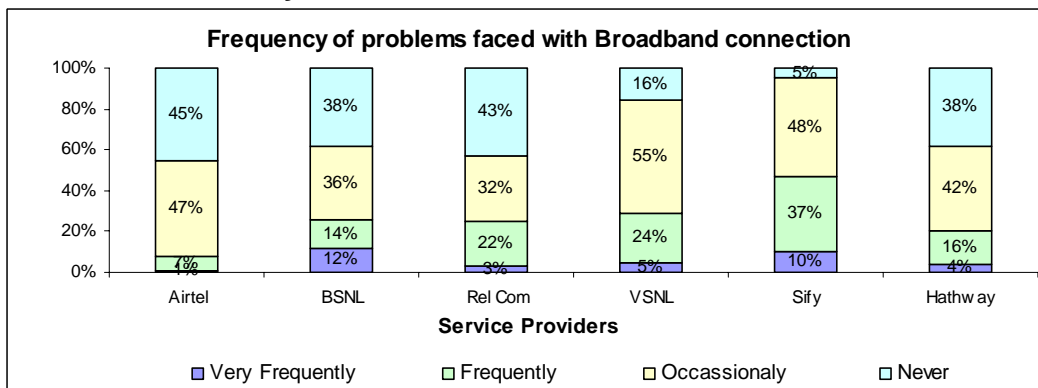
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores for network performance, reliability and availability	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Very Satisfied	2%	4%	2%	2%	0%	1%
Satisfied	85%	83%	87%	82%	78%	78%
Total Score	87%	87%	89%	84%	78%	79%

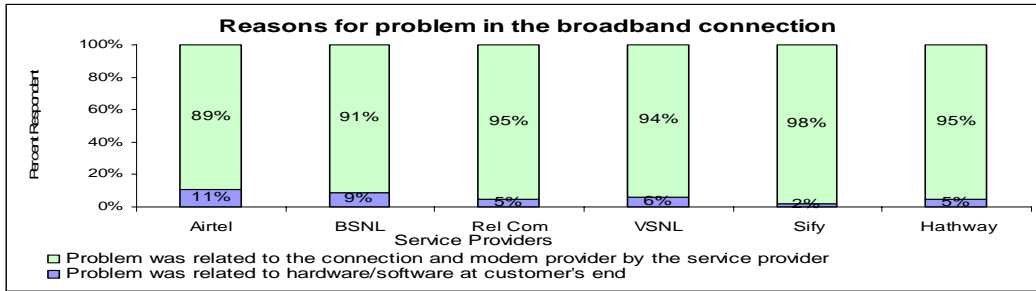


More than 8 out of every 10 subscribers met for Airtel, RCOM, BSNL and VSNL claim to either be “satisfied” or “very satisfied” with network performance, reliability and availability. Only 78% of Sify subscribers are “satisfied” or “very satisfied” with the network related parameters.

5.3.5 Maintainability:

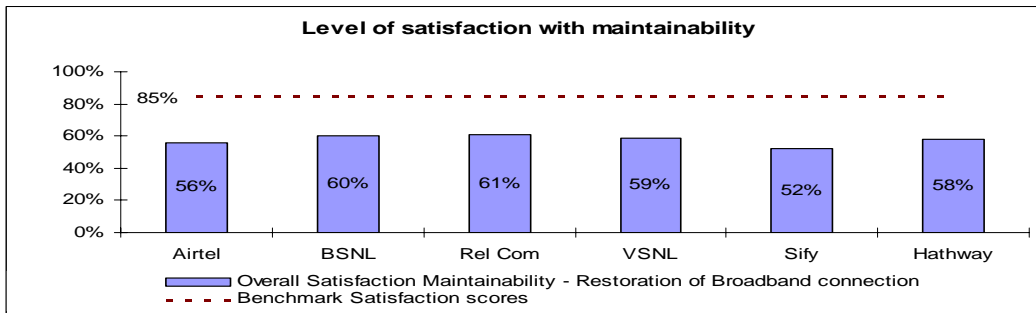


More than 90% of Airtel subscribers claim that they either “never” or “occasionally” face a problem with their broadband connection. 26% BSNL, 29% of VSNL and 47% of Sify subscribers say that they frequently face a problem with their broadband connection.



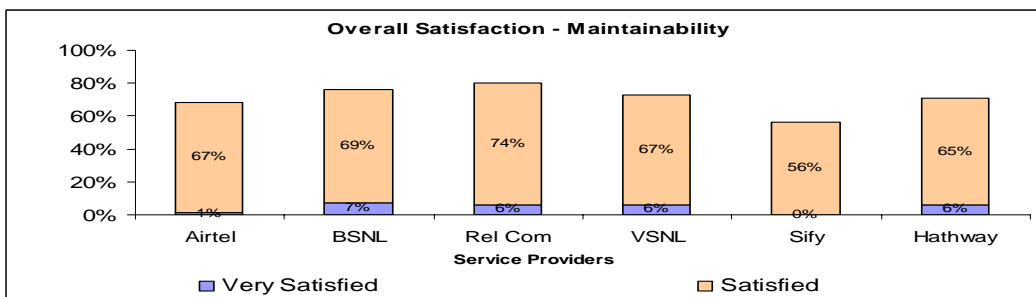
More than 90% of all the service providers (except Airtel) who claim to face frequent problems in the Broadband connection claimed that the problem was related to the connection and Modem provided by the service provider.

Level of satisfaction:



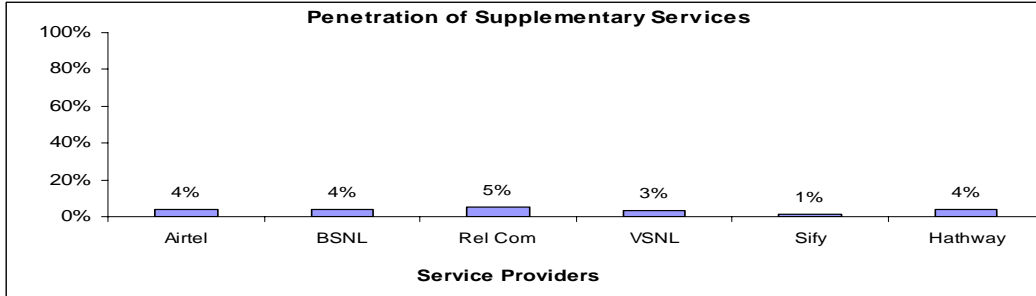
The scores of level of satisfaction have been explained in the executive summary.

Maintainability-Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Very Satisfied	1%	7%	6%	6%	0%	6%
Satisfied	67%	69%	74%	67%	56%	65%
Total Score	68%	76%	80%	73%	56%	71%



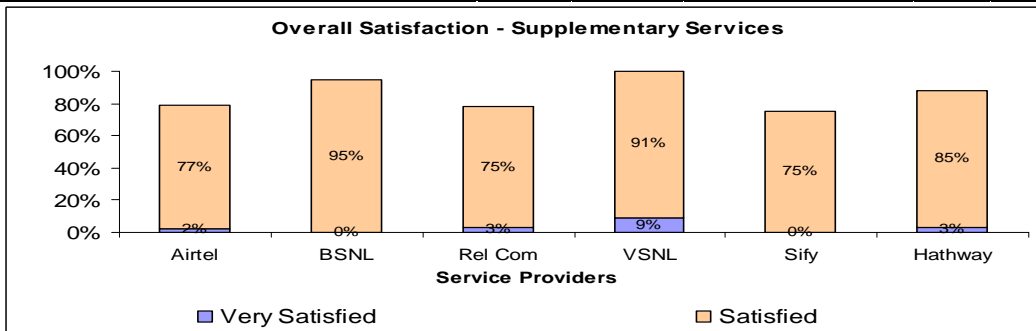
80% of RCOM subscribers claim to be either “satisfied” or “very satisfied” with maintainability. Only 76% BSNL and 73% VSNL subscribers say that they are either “satisfied” or “very satisfied” with maintainability.

5.3.6 Supplementary Services:



The percentage of subscribers making use of supplementary services provided is quite low across all the operators. Only 1% to 5% of subscribers for all the service providers have subscribed to supplementary services.

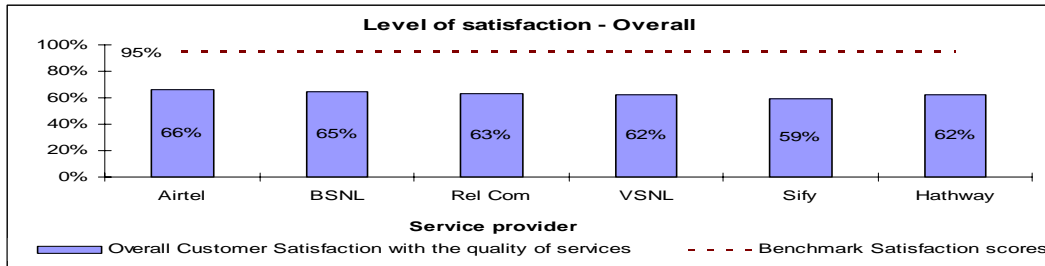
Supplementary services -Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Very Satisfied	2%	0%	3%	9%	0%	3%
Satisfied	77%	95%	75%	91%	75%	85%
Total Score	79%	95%	78%	100%	75%	88%



100% subscribers for VSNL claim that they are either satisfied or very satisfied with supplementary services. Sify scores the lowest where only 75% of subscribers met claim to be satisfied with supplementary services

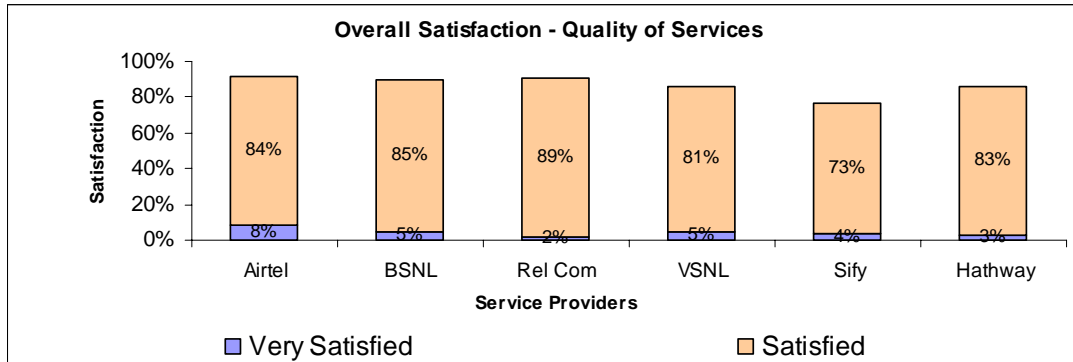
5.3.7 Percentage subscribers satisfied:

Level of satisfaction:



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

Overall satisfaction - Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Very Satisfied	8%	5%	2%	5%	4%	3%
Satisfied	84%	85%	89%	81%	73%	83%
Total Score	92%	90%	91%	86%	77%	86%



Airtel leads the way with 92% of the subscribers saying that they are either “satisfied” or “very satisfied” with the quality of broadband service provided. All other service providers have a percentage subscriber satisfaction ranging from 77% to 91%

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

Stage 1: Customer Care	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
If lodged a complaint, provisioning of docket number:						
- No docket number received even on request	2%	13%	2%	4%	3%	13%
- No docket number received for most of the complaints	10%	9%	6%	10%	11%	25%
- Docket number received for most of the complaints	88%	78%	92%	86%	87%	62%

All the operators provide docket number for most of the complaints except for Hathaway where 38% of subscribers say that for most of the complaints they are either not provided docket numbers or they did not receive the docket number even on request.

Reasons for dissatisfaction with call centre complaint resolution :-	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Difficult to connect call center executive	3%	13%	3%	2%	9%	9%
Customer care executive not polite/courteous	3%	5%	3%	1%	5%	8%
Customer care executive not equipped with adequate information	22%	13%	14%	10%	20%	14%
Time taken by call center for redressal of complaint is too long	61%	72%	59%	83%	54%	76%
The customer care executive was unable to understand the problem	17%	7%	16%	3%	4%	4%
Others	3%	2%	3%	5%	10%	1%

For all the service providers, the major reason for dissatisfaction of subscribers is the time taken by the call center for redressal of complaints. Another pain point is the inadequacy of information with the customer care executive.

6.1 Key Take Outs and Recommendations – Basic (Wireline)

Key Take outs: Overall Level

- ✓ Across all the 7 parameters, none of the service providers could meet the benchmark for even a single parameter, when the “Quality of Service” is looked from the consumer survey.
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’ and ‘billing performance’ of service providers. These are two areas where service providers are performing relatively poor as far as satisfaction level of customers is concerned
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. Service providers should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies on a periodic basis.
- ✓ All the service providers perform exceptionally well on provisioning of MoP as more than 80% new customers for each of them claim to have been given the ‘Manual of Practice’
- ✓ The complaint resolution area by Call Center executive is another identified pain point across the service providers. Most of the problem lies with the executive not being able to resolve the complaint of subscribers. The satisfaction levels for complaint resolution by call centre are observed to be less than 60% for all the service providers

Key Take outs: Operator Wise

Airtel

- ✓ Considering the overall satisfaction scores on various parameters for consumer perception of services, Airtel in Chennai circle needs to improve upon Help Services (Customer Care) and prepaid Billing performance. However it should be noted that only 3.5% of its total subscribers met were found to be prepaid which is a clear indication of the fact that the penetration of prepaid connections is very low for Airtel in Chennai circle.
- ✓ The customer care problem resolution mechanism should be made more robust as only 7% of total subscribers who have registered a complaint with the call center claim that the problem was resolved within the TRAI stipulated benchmark of 4 weeks
- ✓ Airtel should look into the maintainability aspect of the network as 1 out of every 4 subscribers claim to have experienced a fault in the last 12 months

BSNL

- ✓ BSNL is best performing service provider on most of the parameter of Basic (wireline)services
- ✓ It needs to improve significantly on billing performance for prepaid customers. However it should be noted that only 3% of its total subscribers met were found to be prepaid which is a clear indication of the fact that the penetration of prepaid connections is very low for BSNL.
- ✓ BSNL should look into the maintainability aspect of the network as 1 out of every 4 subscribers claim to have experienced a fault in the last 12 months
- ✓ BSNL should try to improve upon the time taken to repair faults as 37% of the subscribers claim that their fault was not resolved within three days
- ✓ Out of the subscribers who have lodged a complaint in BSNL's call center, approximately half of them claim that they were not informed about the action taken on their complaint. BSNL should try and improve upon this aspect.

Reliance Communications

- ✓ Reliance Communications should work towards improving satisfaction level of its customers on supplementary services, help services and maintainability as these are the three areas where it is performing relatively poor as far as satisfaction level of subscribers is concerned.
- ✓ The customer care problem resolution mechanism should be made more robust as only 7% of total subscribers who have registered a complaint with the call center claim that the problem was resolved within the TRAI stipulated benchmark of 4 weeks
- ✓ Like BSNL and Airtel, RCOM also needs to improve on the maintainability aspect of the network as 28% of the subscribers met have complained that they have experienced fault in last 12 months

Tata Teleservices

- ✓ TATA teleservices quite well across satisfaction level for all the parameters except billing performance for prepaid customers. It should look to improve on the same which will result in higher level of satisfaction. Again penetration of prepaid subscribers for TATA teleservices was found to be low in Chennai circle. One reason could be the fact that service provider has limited presence and caters primarily to corporate customers.
- ✓ TATA should also look at improving its penetration in the Chennai circle especially amongst household subscribers.

6.2 Key Takeouts & Recommendations – Cellular Mobile (Wireless)

Key Take outs: Overall

- ✓ Across all the 7 parameters, none of the service providers could meet the benchmark for even a single parameter, when the “Quality of Service” is looked from the consumer survey. However, the level of satisfaction of Chennai subscribers is quite high as compared to subscribers in Kolkata circle which was covered in the same quarterly period.
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’ and ‘billing performance’ of service providers especially for postpaid subscribers
- ✓ Interestingly, Aircel emerges to be a little ahead of all the service providers across most of the parameters followed closely behind by Airtel
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. Service providers should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies on a periodic basis.
- ✓ The complaint resolution area by Call Center executive is another identified pain point across the service providers. Most of the problem lies with the executive not being able to resolve the complaint.

Key Take outs: Operator Level

Airtel & Aircel

- ✓ Aircel & Airtel are relatively performing better amongst all operators in the Chennai circle across all the parameters
- ✓ Aircel and Airtel need to look at their billing performance for prepaid subscribers, more than 30% of its prepaid subscribers who are dissatisfied with billing claim that the either the charges levied on them was not in congruence with the tariff plan or they were charged for calls not made.

Vodafone

- ✓ Taking into account the various parameters of overall satisfaction, Vodafone performance on Help Services & Supplementary Services need improvement
- ✓ Also, most of the subscribers of Vodafone are not satisfied with the process of resolution of billing complaints. Vodafone needs to look at this aspect on an urgent basis in order to improve subscribers’ level of satisfaction
- ✓ A substantial number of Vodafone subscribers claim that they face regular signal problems. The service provider needs to improve its coverage across whole of Chennai

BSNL

- ✓ BSNL does not perform well on help services, network performance & maintainability aspects.
- ✓ Interestingly, it is doing quite well on service provisioning as 71% of subscribers claim that the time taken to activate telephone connection is 1 day, which is not far from second best performers i.e. Airtel and Vodafone at 75%
- ✓ BSNL should look to improve process of resolution of billing complaints as it has scored relatively low on this aspect. Also, it should look at improving problem solving ability of its customer care executives in Chennai circle
- ✓ BSNL should also look to improve its network services. It is scoring relatively low on various sub aspects of network performance

Reliance Communications

- ✓ Reliance Communications (RCOM) should look at improving satisfaction level of its customers on help services and supplementary services.
- ✓ Also as far as billing performance is concerned it should look at improving the process of resolution of billing complaints where it is scoring only 44% on the satisfaction level
- ✓ On maintainability aspect of the network, RCOM should look at improving restoration of signal problems for its subscribers.
- ✓ At an overall level it is perhaps the 4th best performing service provider.

Tata Teleservices

- ✓ Tata Teleservices, besides having low satisfaction score on Help Services and Supplementary services. Also it has low level of satisfaction for overall Quality of Services at 70%
- ✓ Like BSNL, Vodafone and RCOM, it should also look at improving the process of resolution of billing complaints.

6.3 Key Takeouts & Recommendations – Broadband

Key Take outs: Overall

- ✓ Across all the 7 parameters, none of the service providers could meet the benchmark for even a single parameter, when the “Quality of Service” is looked from the consumer survey.
- ✓ Relatively, the satisfaction level for Broadband services are observed to be lower than that for Basic (Wireline) and Cellular mobile services in Chennai circle. Hence it is believed that there is a greater need to improve quality of service offered by service providers
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’ and maintainability of the network of service providers. These are two areas where service providers are performing relatively poor as far as satisfaction level of customers is concerned. Importantly, process of resolution of billing complaints has also emerged as a pain point across all the service providers in Chennai circle for Broadband service
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. TRAI, in addition to empowering CAGs (Consumer Advocacy Groups), should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies. Also, the service providers should be instructed to highlight the presence of “Nodal Officer” & “Appellate Authority” as a means to get resolution of complaints

Key Take outs: Operator Level

Airtel

- ✓ Considering the overall satisfaction scores on various parameters for consumer perception of services, Airtel in Chennai circle needs to improve upon all the aspects especially maintainability of the network and supplementary services.
- ✓ Also the awareness of prepaid customers for getting item-wise usage details is very low. Airtel needs to improve on this aspect.

BSNL

- ✓ Interestingly BSNL has performed better than some of the big private service providers in Chennai for e.g. Reliance communications and Sify on most of the parameters.
- ✓ BSNL should concentrate on improving help services as it scores are below 60% on all the sub aspects of help services like ease of access of call centre, response time to answer call by customer care executive etc

VSNL

- ✓ Like all the service providers VSNL should also concentrate on improving its help services as it is scoring less than 60% for satisfaction level on various sub aspects of help services.
- ✓ Also maintainability of network also needs improvement as 29% of subscribers claim that they frequently face problem with BB connection

Reliance Communications (RCOM), Sify and Hathaway

- ✓ It is observed that Reliance is the only service provider in Chennai which has above 60% satisfaction level on all the parameters.
- ✓ Sify and Hathaway are perhaps the poorest performing service providers in Chennai as their scores are observed to be relatively low across most of the parameters
- ✓ Sify should work towards improving maintainability of its network performance as almost half of its subscribers claim that they frequently face problem in their connections
- ✓ Both Sify and Hathaway also need to improve performance on Broadband speed available to the customer as there scores are below 60% for satisfaction level with Broadband service

7.0 Annexure (Question wise Responses)

7.1 Basic (Wireline)

Q 1. Last application for a phone connection

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	3,419	1,210	1,121	814	274
< 6 months	Count	708	260	113	243	92
	Percentage	20.7%	21.5%	10.1%	29.9%	33.6%
6-12 months	Count	317	134	37	114	32
	Percentage	9.3%	11.1%	3.3%	14.0%	11.7%
> 12 months	Count	2,394	816	971	457	150
	Percentage	70.0%	67.4%	86.6%	56.1%	54.7%

Q 2. Time taken to get connection

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	1,025	394	150	357	124
> 30 days	Count	64	20	9	30	5
	Percentage	6.2%	5.1%	6.0%	8.4%	4.0%
16-30 days	Count	103	31	10	56	6
	Percentage	10.0%	7.9%	6.7%	15.7%	4.8%
7-15 days	Count	484	180	77	134	93
	Percentage	47.2%	45.7%	51.3%	37.5%	75.0%
<7 days	Count	374	163	54	137	20
	Percentage	36.5%	41.4%	36.0%	38.4%	16.1%

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

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	1,025	394	150	357	124
	Percentage	30.0%	32.6%	13.4%	43.9%	45.3%
Not specified	Count	2,394	816	971	457	150
	Percentage	70.0%	67.4%	86.6%	56.1%	54.7%
Very Satisfied	Count	332	110	64	89	69
	Percentage	32.4%	27.9%	42.7%	24.9%	55.6%
Satisfied	Count	655	271	84	247	53
	Percentage	63.9%	68.8%	56.0%	69.2%	42.7%
Dissatisfied	Count	30	11	1	17	1
	Percentage	2.9%	2.8%	0.7%	4.8%	0.8%
Very Dissatisfied	Count	8	2	1	4	1
	Percentage	0.8%	0.5%	0.7%	1.1%	0.8%

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

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	1,153	285	377	390	101
	Percentage	33.7%	23.6%	33.6%	47.9%	36.9%
Not specified	Count	2,266	925	744	424	173
	Percentage	66.3%	76.4%	66.4%	52.1%	63.1%
Very Satisfied	Count	530	151	218	109	52
	Percentage	46.0%	53.0%	57.8%	27.9%	51.5%
Satisfied	Count	596	129	156	269	42
	Percentage	51.7%	45.3%	41.4%	69.0%	41.6%
Dissatisfied	Count	21	5	2	10	4
	Percentage	1.8%	1.8%	0.5%	2.6%	4.0%
Very Dissatisfied	Count	6	0	1	2	3
	Percentage	0.5%	0.0%	0.3%	0.5%	3.0%

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

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	1,129	292	364	370	103
	Percentage	33.0%	24.1%	32.5%	45.5%	37.6%
Not specified	Count	2,290	918	757	444	171
	Percentage	67.0%	75.9%	67.5%	54.5%	62.4%
Very Satisfied	Count	457	129	197	79	52
	Percentage	40.5%	44.2%	54.1%	21.4%	50.5%
Satisfied	Count	640	154	158	277	51
	Percentage	56.7%	52.7%	43.4%	74.9%	49.5%
Dissatisfied	Count	29	8	8	13	0
	Percentage	2.6%	2.7%	2.2%	3.5%	0.0%
Very Dissatisfied	Count	3	1	1	1	0
	Percentage	0.3%	0.3%	0.3%	0.3%	0.0%

Q 6. Satisfaction with timely delivery of bills

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	3,188	1,168	1,094	701	225
	Percentage	93.2%	96.5%	97.6%	86.1%	82.1%
Not specified	Count	231	42	27	113	49
	Percentage	6.8%	3.5%	2.4%	13.9%	17.9%
Very Satisfied	Count	1,290	459	602	173	56
	Percentage	40.5%	39.3%	55.0%	24.7%	24.9%
Satisfied	Count	1,829	692	473	497	167
	Percentage	57.4%	59.2%	43.2%	70.9%	74.2%
Dissatisfied	Count	60	16	17	25	2
	Percentage	1.9%	1.4%	1.6%	3.6%	0.9%
Very Dissatisfied	Count	9	1	2	6	0
	Percentage	0.3%	0.1%	0.2%	0.9%	0.0%

Q 7a. Satisfaction with accuracy of bills

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	3,188	1,168	1,094	701	225
	Percentage	93.2%	96.5%	97.6%	86.1%	82.1%
Not specified	Count	231	42	27	113	49
	Percentage	6.8%	3.5%	2.4%	13.9%	17.9%
Very Satisfied	Count	1,261	456	578	171	56
	Percentage	39.6%	39.0%	52.8%	24.4%	24.9%
Satisfied	Count	1,846	691	492	496	167
	Percentage	57.9%	59.2%	45.0%	70.8%	74.2%
Dissatisfied	Count	70	18	23	27	2
	Percentage	2.2%	1.5%	2.1%	3.9%	0.9%
Very Dissatisfied	Count	11	3	1	7	0
	Percentage	0.3%	0.3%	0.1%	1.0%	0.0%

Q 7b. Reasons for dissatisfaction

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	81	21	24	34	2
Answering Base	Count	54	15	12	25	2
Charges not as per tariff plan subscribed	Count	9	1	2	6	0
	Percentage	16.7%	6.7%	16.7%	24.0%	0.0%
Tariff plan changed without information	Count	1	0	0	1	0
	Percentage	1.9%	0.0%	0.0%	4.0%	0.0%
Charged for value added services not subscribed	Count	9	2	5	2	0
	Percentage	16.7%	13.3%	41.7%	8.0%	0.0%
Charged for calls/services not made/used	Count	32	10	6	14	2
	Percentage	59.3%	66.7%	50.0%	56.0%	100.0%
Others	Count	10	2	3	5	0
	Percentage	18.5%	13.3%	25.0%	20.0%	0.0%

Q 8. Billing related complaints made

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	3,188	1,168	1,094	701	225
Yes	Count	215	54	69	78	14
	Percentage	6.7%	4.6%	6.3%	11.1%	6.2%
No	Count	2,973	1,114	1,025	623	211
	Percentage	93.3%	95.4%	93.7%	88.9%	93.8%

Q 9. Satisfaction with resolution process of billing complaints

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	215	54	69	78	14
Answering Base	Count	215	54	69	78	14
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	36	7	16	11	2
	Percentage	16.7%	13.0%	23.2%	14.1%	14.3%
Satisfied	Count	135	40	39	45	11
	Percentage	62.8%	74.1%	56.5%	57.7%	78.6%
Dissatisfied	Count	37	6	13	17	1
	Percentage	17.2%	11.1%	18.8%	21.8%	7.1%
Very Dissatisfied	Count	7	1	1	5	0
	Percentage	3.3%	1.9%	1.4%	6.4%	0.0%

Q 10a. Satisfaction with clarity of bills

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	3,119	1,158	1,083	656	222
	Percentage	91.2%	95.7%	96.6%	80.6%	81.0%
Not specified	Count	300	52	38	158	52
	Percentage	8.8%	4.3%	3.4%	19.4%	19.0%
Very Satisfied	Count	1,325	465	562	212	86
	Percentage	42.5%	40.2%	51.9%	32.3%	38.7%
Satisfied	Count	1,736	680	503	419	134
	Percentage	55.7%	58.7%	46.4%	63.9%	60.4%
Dissatisfied	Count	50	12	15	21	2
	Percentage	1.6%	1.0%	1.4%	3.2%	0.9%
Very Dissatisfied	Count	8	1	3	4	0
	Percentage	0.3%	0.1%	0.3%	0.6%	0.0%

Q 10b. Reasons for dissatisfaction

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	58	13	18	25	2
Answering Base	Count	34	7	13	12	2
Difficult to read the bill	Count	5	1	3	0	1
	Percentage	14.7%	14.3%	23.1%	0.0%	50.0%
Difficult to understand the language	Count	5	0	2	3	0
	Percentage	14.7%	0.0%	15.4%	25.0%	0.0%
Calculations not clear	Count	18	4	7	7	0
	Percentage	52.9%	57.1%	53.8%	58.3%	0.0%
Item-wise charges not given	Count	6	1	2	2	1
	Percentage	17.6%	14.3%	15.4%	16.7%	50.0%
Others	Count	2	1	0	1	0
	Percentage	5.9%	14.3%	0.0%	8.3%	0.0%

Q 11. Accuracy of charges deducted

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	1,416	386	521	408	101
	Percentage	41.4%	31.9%	46.5%	50.1%	36.9%
Not specified	Count	2,003	824	600	406	173
	Percentage	58.6%	68.1%	53.5%	49.9%	63.1%
Very Satisfied	Count	316	81	112	104	19
	Percentage	22.3%	21.0%	21.5%	25.5%	18.8%
Satisfied	Count	743	260	154	266	63
	Percentage	52.5%	67.4%	29.6%	65.2%	62.4%
Dissatisfied	Count	160	44	62	35	19
	Percentage	11.3%	11.4%	11.9%	8.6%	18.8%
Very Dissatisfied	Count	197	1	193	3	0
	Percentage	13.9%	0.3%	37.0%	0.7%	0.0%

Q 12. Complaints made to customer care

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	3,419	1,210	1,121	814	274
Yes	Count	994	354	273	326	41
	Percentage	29.1%	29.3%	24.4%	40.0%	15.0%
No	Count	2,425	856	848	488	233
	Percentage	70.9%	70.7%	75.6%	60.0%	85.0%

Q 13. Satisfaction with ease of access of number

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	994	354	273	326	41
Answering Base	Count	994	354	273	326	41
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	206	46	117	35	8
	Percentage	20.7%	13.0%	42.9%	10.7%	19.5%
Satisfied	Count	695	289	133	243	30
	Percentage	69.9%	81.6%	48.7%	74.5%	73.2%
Dissatisfied	Count	67	16	17	32	2
	Percentage	6.7%	4.5%	6.2%	9.8%	4.9%
Very Dissatisfied	Count	26	3	6	16	1
	Percentage	2.6%	0.8%	2.2%	4.9%	2.4%

Q 14. Satisfaction with response time

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	994	354	273	326	41
Answering Base	Count	994	354	273	326	41
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	224	56	112	46	10
	Percentage	22.5%	15.8%	41.0%	14.1%	24.4%
Satisfied	Count	681	277	142	234	28
	Percentage	68.5%	78.2%	52.0%	71.8%	68.3%
Dissatisfied	Count	62	17	13	30	2
	Percentage	6.2%	4.8%	4.8%	9.2%	4.9%
Very Dissatisfied	Count	27	4	6	16	1
	Percentage	2.7%	1.1%	2.2%	4.9%	2.4%

Q 15. Satisfaction with problem solving ability of CC executive

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	994	354	273	326	41
Answering Base	Count	994	354	273	326	41
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	240	57	119	50	14
	Percentage	24.1%	16.1%	43.6%	15.3%	34.1%
Satisfied	Count	649	278	133	216	22
	Percentage	65.3%	78.5%	48.7%	66.3%	53.7%
Dissatisfied	Count	75	15	14	43	3
	Percentage	7.5%	4.2%	5.1%	13.2%	7.3%
Very Dissatisfied	Count	30	4	7	17	2
	Percentage	3.0%	1.1%	2.6%	5.2%	4.9%

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

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	994	354	273	326	41
Answering Base	Count	994	354	273	326	41
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	263	61	135	52	15
	Percentage	26.5%	17.2%	49.5%	16.0%	36.6%
Satisfied	Count	629	276	116	216	21
	Percentage	63.3%	78.0%	42.5%	66.3%	51.2%
Dissatisfied	Count	70	13	16	38	3
	Percentage	7.0%	3.7%	5.9%	11.7%	7.3%
Very Dissatisfied	Count	32	4	6	20	2
	Percentage	3.2%	1.1%	2.2%	6.1%	4.9%

Q 17. Satisfaction with availability of working phone

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	3,419	1,210	1,121	814	274
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	1,340	455	593	217	75
	Percentage	39.2%	37.6%	52.9%	26.7%	27.4%
Satisfied	Count	1,945	733	490	537	185
	Percentage	56.9%	60.6%	43.7%	66.0%	67.5%
Dissatisfied	Count	110	22	26	49	13
	Percentage	3.2%	1.8%	2.3%	6.0%	4.7%
Very Dissatisfied	Count	24	0	12	11	1
	Percentage	0.7%	0.0%	1.1%	1.4%	0.4%

Q 18. Satisfaction with ease of making / receiving calls

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	3,419	1,210	1,121	814	274
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	1,478	455	633	262	128
	Percentage	43.2%	37.6%	56.5%	32.2%	46.7%
Satisfied	Count	1,843	740	467	498	138
	Percentage	53.9%	61.2%	41.7%	61.2%	50.4%
Dissatisfied	Count	81	13	15	47	6
	Percentage	2.4%	1.1%	1.3%	5.8%	2.2%
Very Dissatisfied	Count	17	2	6	7	2
	Percentage	0.5%	0.2%	0.5%	0.9%	0.7%

Q 19. Satisfaction with voice quality

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	3,419	1,210	1,121	814	274
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	1,447	479	631	255	82
	Percentage	42.3%	39.6%	56.3%	31.3%	29.9%
Satisfied	Count	1,826	704	442	501	179
	Percentage	53.4%	58.2%	39.4%	61.5%	65.3%
Dissatisfied	Count	109	24	26	49	10
	Percentage	3.2%	2.0%	2.3%	6.0%	3.6%
Very Dissatisfied	Count	37	3	22	9	3
	Percentage	1.1%	0.2%	2.0%	1.1%	1.1%

Q 20. Experienced faulty in last 12 months

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	3,419	1,210	1,121	814	274
Yes	Count	815	291	272	224	28
	Percentage	23.8%	24.0%	24.3%	27.5%	10.2%
No	Count	2,604	919	849	590	246
	Percentage	76.2%	76.0%	75.7%	72.5%	89.8%

Q 21. Number of times fault faced in last month

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	815	291	272	224	28
Answering Base	Count	814	290	272	224	28
More than 3 times	Count	63	10	21	31	1
	Percentage	7.7%	3.4%	7.7%	13.8%	3.6%
2-3 times	Count	259	104	53	96	6
	Percentage	31.8%	35.9%	19.5%	42.9%	21.4%
One time	Count	311	109	121	69	12
	Percentage	38.2%	37.6%	44.5%	30.8%	42.9%
Nil	Count	181	67	77	28	9
	Percentage	22.2%	23.1%	28.3%	12.5%	32.1%

Q 22. Time taken for repairing fault

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	815	291	272	224	28
Answering Base	Count	813	290	272	223	28
More than 7 days	Count	88	17	30	38	3
	Percentage	10.8%	5.9%	11.0%	17.0%	10.7%
4 - 7 days	Count	122	26	70	23	3
	Percentage	15.0%	9.0%	25.7%	10.3%	10.7%
2-3 days	Count	328	127	97	93	11
	Percentage	40.3%	43.8%	35.7%	41.7%	39.3%
1 day	Count	275	120	75	69	11
	Percentage	33.8%	41.4%	27.6%	30.9%	39.3%

Q 23. Satisfaction with fault repair service

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	815	291	272	224	28
Answering Base	Count	807	288	272	219	28
	Percentage	99.0%	99.0%	100.0%	97.8%	100.0%
Not specified	Count	8	3	0	5	0
	Percentage	1.0%	1.0%	0.0%	2.2%	0.0%
Very Satisfied	Count	238	76	109	43	10
	Percentage	29.5%	26.4%	40.1%	19.6%	35.7%
Satisfied	Count	467	196	125	133	13
	Percentage	57.9%	68.1%	46.0%	60.7%	46.4%
Dissatisfied	Count	63	14	19	27	3
	Percentage	7.8%	4.9%	7.0%	12.3%	10.7%
Very Dissatisfied	Count	39	2	19	16	2
	Percentage	4.8%	0.7%	7.0%	7.3%	7.1%

Q 24. Use service like call waiting/forwarding

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	3,419	1,210	1,121	814	274
Yes	Count	216	62	86	57	11
	Percentage	6.3%	5.1%	7.7%	7.0%	4.0%
No	Count	3,203	1,148	1,035	757	263
	Percentage	93.7%	94.9%	92.3%	93.0%	96.0%

Q 25. Satisfaction with supplementary services

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	216	62	86	57	11
Answering Base	Count	210	60	83	56	11
	Percentage	97.2%	96.8%	96.5%	98.2%	100.0%
Not specified	Count	6	2	3	1	0
	Percentage	2.8%	3.2%	3.5%	1.8%	0.0%
Very Satisfied	Count	89	28	54	3	4
	Percentage	42.4%	46.7%	65.1%	5.4%	36.4%
Satisfied	Count	99	27	27	38	7
	Percentage	47.1%	45.0%	32.5%	67.9%	63.6%
Dissatisfied	Count	20	4	2	14	0
	Percentage	9.5%	6.7%	2.4%	25.0%	0.0%
Very Dissatisfied	Count	2	1	0	1	0
	Percentage	1.0%	1.7%	0.0%	1.8%	0.0%

Q 26a. Satisfaction with overall quality of telephone services

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	3,307	1,190	1,106	739	272
	Percentage	96.7%	98.3%	98.7%	90.8%	99.3%
Not specified	Count	112	20	15	75	2
	Percentage	3.3%	1.7%	1.3%	9.2%	0.7%
Very Satisfied	Count	1,229	446	480	205	98
	Percentage	37.2%	37.5%	43.4%	27.7%	36.0%
Satisfied	Count	1,920	699	571	481	169
	Percentage	58.1%	58.7%	51.6%	65.1%	62.1%
Dissatisfied	Count	112	35	36	38	3
	Percentage	3.4%	2.9%	3.3%	5.1%	1.1%
Very Dissatisfied	Count	46	10	19	15	2
	Percentage	1.4%	0.8%	1.7%	2.0%	0.7%

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

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	3,291	1,188	1,047	794	262
Yes	Count	2,063	695	753	482	133
	Percentage	62.7%	58.5%	71.9%	60.7%	50.8%
No	Count	1,228	493	294	312	129
	Percentage	37.3%	41.5%	28.1%	39.3%	49.2%

Q 28. Terminated a phone connection in last 12 months

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	3,419	1,210	1,121	814	274
Yes	Count	170	67	8	90	5
	Percentage	5.0%	5.5%	0.7%	11.1%	1.8%
No	Count	3,249	1,143	1,113	724	269
	Percentage	95.0%	94.5%	99.3%	88.9%	98.2%

Q 29. Previous service provider

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	170	67	8	90	5
Answering Base	Count	168	67	8	88	5
Airtel	Count	16	5	2	8	1
	Percentage	9.5%	7.5%	25.0%	9.1%	20.0%
BSNL	Count	101	47	6	45	3
	Percentage	60.1%	70.1%	75.0%	51.1%	60.0%
Rel Com	Count	20	4	0	15	1
	Percentage	11.9%	6.0%	0.0%	17.0%	20.0%
TATA	Count	31	11	0	20	0
	Percentage	18.5%	16.4%	0.0%	22.7%	0.0%
MTNL	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
HFCL	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Shyam	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%

Q 30. Days taken for termination of services

Circle - Chennai

		Operator

		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	170	67	8	90	5
Answering Base	Count	116	52	7	53	4
More than 7 days	Count	30	20	2	7	1
	Percentage	25.9%	38.5%	28.6%	13.2%	25.0%
4 - 7 days	Count	38	12	3	22	1
	Percentage	32.8%	23.1%	42.9%	41.5%	25.0%
2-3 days	Count	34	19	1	12	2
	Percentage	29.3%	36.5%	14.3%	22.6%	50.0%
1 day	Count	14	1	1	12	0
	Percentage	12.1%	1.9%	14.3%	22.6%	0.0%

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

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	170	67	8	90	5
Answering Base	Count	170	67	8	90	5
Yes	Count	68	18	3	46	1
	Percentage	40.0%	26.9%	37.5%	51.1%	20.0%
No	Count	102	49	5	44	4
	Percentage	60.0%	73.1%	62.5%	48.9%	80.0%

Q 32. Registered number on Do Not Call registry

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	3,413	1,205	1,121	813	274
Yes	Count	85	18	6	55	6
	Percentage	2.5%	1.5%	0.5%	6.8%	2.2%
No	Count	3,195	1,146	1,077	724	248
	Percentage	93.6%	95.1%	96.1%	89.1%	90.5%
Do not mind receiving such calls/SMS	Count	133	41	38	34	20
	Percentage	3.9%	3.4%	3.4%	4.2%	7.3%

Q 33. Still receiving unsolicited calls

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	85	18	6	55	6
Answering Base	Count	45	12	6	23	4
Continued receiving	Count	8	1	2	3	2
	Percentage	17.8%	8.3%	33.3%	13.0%	50.0%
Slight decrease	Count	6	0	1	5	0
	Percentage	13.3%	0.0%	16.7%	21.7%	0.0%
Considerable decrease	Count	3	1	1	0	1
	Percentage	6.7%	8.3%	16.7%	0.0%	25.0%
Stopped receiving	Count	28	10	2	15	1
	Percentage	62.2%	83.3%	33.3%	65.2%	25.0%

Q 34. Aware of the 3 stage grievance redressal mechanism

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	3,419	1,210	1,121	814	274
Yes	Count	1,121	405	336	287	93
	Percentage	32.8%	33.5%	30.0%	35.3%	33.9%
No	Count	2,298	805	785	527	181
	Percentage	67.2%	66.5%	70.0%	64.7%	66.1%

Q 35. Which stage aware of

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	1,121	405	336	287	93
Answering Base	Count	1,097	395	330	282	90
Call Centre	Count	1,067	389	326	263	89
	Percentage	97.3%	98.5%	98.8%	93.3%	98.9%
Nodal Officer	Count	96	25	38	26	7
	Percentage	8.8%	6.3%	11.5%	9.2%	7.8%
Appellate Authority	Count	37	13	13	8	3
	Percentage	3.4%	3.3%	3.9%	2.8%	3.3%
None of these	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%

Q 36. made complaints within last 6 months

Circle - Chennai

		Operator

		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	3,419	1,210	1,121	814	274
Yes	Count	364	146	61	146	11
	Percentage	10.6%	12.1%	5.4%	17.9%	4.0%
No	Count	3,055	1,064	1,060	668	263
	Percentage	89.4%	87.9%	94.6%	82.1%	96.0%

Q 37. Docket number

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	364	146	61	146	11
Answering Base	Count	338	146	56	126	10
No docket number received even on request	Count	76	15	39	18	4
	Percentage	22.5%	10.3%	69.6%	14.3%	40.0%
No docket number received for most of the complaints	Count	35	11	15	5	4
	Percentage	10.4%	7.5%	26.8%	4.0%	40.0%
Docket number received for most of the complaints	Count	227	120	2	103	2
	Percentage	67.2%	82.2%	3.6%	81.7%	20.0%

Q 38. Information given by call center

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	364	146	61	146	11
Answering Base	Count	364	146	61	146	11
Yes	Count	290	134	28	120	8
	Percentage	79.7%	91.8%	45.9%	82.2%	72.7%
No	Count	74	12	33	26	3
	Percentage	20.3%	8.2%	54.1%	17.8%	27.3%

Q 39. Percentage satisfied with the complaint resolution by call center

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	364	146	61	146	11
Answering Base	Count	360	146	60	143	11
	Percentage	98.9%	100.0%	98.4%	97.9%	100.0%
Not specified	Count	4	0	1	3	0
	Percentage	1.1%	0.0%	1.6%	2.1%	0.0%
Very Satisfied	Count	44	13	26	4	1
	Percentage	12.2%	8.9%	43.3%	2.8%	9.1%
Satisfied	Count	259	124	14	113	8
	Percentage	71.9%	84.9%	23.3%	79.0%	72.7%
Dissatisfied	Count	30	6	7	16	1
	Percentage	8.3%	4.1%	11.7%	11.2%	9.1%
Very Dissatisfied	Count	27	3	13	10	1
	Percentage	7.5%	2.1%	21.7%	7.0%	9.1%

Q 40. Reasons for dissatisfaction

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	57	9	20	26	2
Answering Base	Count	47	9	17	20	1
Difficult to connect to the call centre executive	Count	11	0	8	2	1
	Percentage	23.4%	0.0%	47.1%	10.0%	100.0%
Customer care executive not polite/courteous	Count	9	2	7	0	0
	Percentage	19.1%	22.2%	41.2%	0.0%	0.0%
Customer care executive not equipped with adequate information	Count	1	1	0	0	0
	Percentage	2.1%	11.1%	0.0%	0.0%	0.0%
Time taken by call centre for redressal of complaint is long	Count	22	7	1	14	0
	Percentage	46.8%	77.8%	5.9%	70.0%	0.0%
Customer care executive was unable to understand the problem	Count	5	0	1	4	0
	Percentage	10.6%	0.0%	5.9%	20.0%	0.0%
Others	Count	2	0	1	1	0
	Percentage	4.3%	0.0%	5.9%	5.0%	0.0%

Q 41. Billing complaint solved within 4 weeks by CC executive

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	364	146	61	146	11
Answering Base	Count	364	146	61	146	11
Yes	Count	94	28	35	26	5
	Percentage	25.8%	19.2%	57.4%	17.8%	45.5%
No	Count	126	15	14	95	2
	Percentage	34.6%	10.3%	23.0%	65.1%	18.2%
Not Applicable	Count	144	103	12	25	4
	Percentage	39.6%	70.5%	19.7%	17.1%	36.4%

Q 42. Awareness of contact details of nodal officer

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	3,419	1,210	1,121	814	274
Yes	Count	232	60	99	59	14
	Percentage	6.8%	5.0%	8.8%	7.2%	5.1%
No	Count	3,187	1,150	1,022	755	260
	Percentage	93.2%	95.0%	91.2%	92.8%	94.9%

Q 43. Made a complaint to nodal officer

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	232	60	99	59	14
Answering Base	Count	232	60	99	59	14
Yes	Count	35	5	8	21	1
	Percentage	15.1%	8.3%	8.1%	35.6%	7.1%
No	Count	197	55	91	38	13
	Percentage	84.9%	91.7%	91.9%	64.4%	92.9%

Q 44. Nodal officer can be approached easily

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	35	5	8	21	1
Answering Base	Count	35	5	8	21	1
Yes	Count	16	3	5	8	0
	Percentage	45.7%	60.0%	62.5%	38.1%	0.0%
No	Count	19	2	3	13	1
	Percentage	54.3%	40.0%	37.5%	61.9%	100.0%

Q 45. Decision on complaint intimated by Nodal officer

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	35	5	8	21	1
Answering Base	Count	35	5	8	21	1
Yes	Count	23	3	5	15	0
	Percentage	65.7%	60.0%	62.5%	71.4%	0.0%
No	Count	12	2	3	6	1
	Percentage	34.3%	40.0%	37.5%	28.6%	100.0%

Q 46. Satisfaction with redressal of complaint by nodal officer

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	35	5	8	21	1
Answering Base	Count	35	5	8	21	1
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	2	0	1	1	0
	Percentage	5.7%	0.0%	12.5%	4.8%	0.0%
Satisfied	Count	20	3	6	11	0
	Percentage	57.1%	60.0%	75.0%	52.4%	0.0%
Dissatisfied	Count	10	0	1	8	1
	Percentage	28.6%	0.0%	12.5%	38.1%	100.0%
Very Dissatisfied	Count	3	2	0	1	0
	Percentage	8.6%	40.0%	0.0%	4.8%	0.0%

Q 47. Reasons for dissatisfaction

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	13	2	1	9	1
Answering Base	Count	4	2	1	0	1
Difficult to connect to the Nodal Officer	Count	1	0	1	0	0
	Percentage	25.0%	0.0%	100.0%	0.0%	0.0%
Nodal Officer not polite/courteous	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Nodal Officer not equipped with adequate information	Count	1	1	0	0	0
	Percentage	25.0%	50.0%	0.0%	0.0%	0.0%
Time taken by Nodal Off. for redressal of complaint is long	Count	1	1	0	0	0
	Percentage	25.0%	50.0%	0.0%	0.0%	0.0%
Nodal Officer was unable to understand the problem	Count	1	0	0	0	1
	Percentage	25.0%	0.0%	0.0%	0.0%	100.0%
Others	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%

Q 48. Awareness of contact details of appellate authority

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	3,419	1,210	1,121	814	274
Yes	Count	425	119	164	91	51
	Percentage	12.4%	9.8%	14.6%	11.2%	18.6%
No	Count	2,994	1,091	957	723	223
	Percentage	87.6%	90.2%	85.4%	88.8%	81.4%

Q 49. Filed complaints in last 6 months

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	425	119	164	91	51
Answering Base	Count	425	119	164	91	51
Yes	Count	69	20	12	30	7
	Percentage	16.2%	16.8%	7.3%	33.0%	13.7%
No	Count	356	99	152	61	44
	Percentage	83.8%	83.2%	92.7%	67.0%	86.3%

Q 50. Acknowledgement received

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	69	20	12	30	7
Answering Base	Count	67	20	11	29	7
Yes	Count	44	18	7	13	6
	Percentage	65.7%	90.0%	63.6%	44.8%	85.7%
No	Count	23	2	4	16	1
	Percentage	34.3%	10.0%	36.4%	55.2%	14.3%

Q 51. Decision taken by appellate authority within 3 months

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	69	20	12	30	7
Answering Base	Count	68	20	11	30	7
Yes	Count	51	18	8	19	6
	Percentage	75.0%	90.0%	72.7%	63.3%	85.7%
No	Count	15	1	3	10	1
	Percentage	22.1%	5.0%	27.3%	33.3%	14.3%
Appeal filed only recently	Count	2	1	0	1	0
	Percentage	2.9%	5.0%	0.0%	3.3%	0.0%

Q 52. Aware of item wise usage charge details

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	231	42	27	113	49
Answering Base	Count	218	40	21	108	49
Yes	Count	96	13	5	57	21
	Percentage	44.0%	32.5%	23.8%	52.8%	42.9%
No	Count	122	27	16	51	28
	Percentage	56.0%	67.5%	76.2%	47.2%	57.1%

Q 53. Denied request of item wise usage charge details

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	231	42	27	113	49
Answering Base	Count	96	13	4	58	21
Yes	Count	6	2	0	3	1
	Percentage	6.3%	15.4%	0.0%	5.2%	4.8%
No	Count	90	11	4	55	20
	Percentage	93.8%	84.6%	100.0%	94.8%	95.2%

Q 54. Reasons for denying request

Circle - Chennai

		Operator			
		Total	Airtel	Rel Com	TATA
Total	Count	6	2	3	1
Answering Base	Count	4	1	3	0
No reason given	Count	4	1	3	0
	Percentage	100.0%	100.0%	100.0%	0.0%
Technical problem	Count	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%
Others	Count	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%

Q 55. Manual of practice provided

Circle - Chennai

		Operator				
		Total	Airtel	BSNL	Rel Com	TATA
Total	Count	3,419	1,210	1,121	814	274
Answering Base	Count	3,157	1,159	1,004	747	247
Yes	Count	2,647	957	859	612	219
	Percentage	83.8%	82.6%	85.6%	81.9%	88.7%
No	Count	510	202	145	135	28
	Percentage	16.2%	17.4%	14.4%	18.1%	11.3%

7.2 Cellular Mobile (Wireless)

Q 1. Last application for a phone connection		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	1,098	1,118	1,465	1,335	1,094	2,205
Answering Base	Count	1,098	1,118	1,465	1,335	1,094	2,205
Less than 6 month	Count	224	281	310	248	188	542
	Percentage	20.4%	25.1%	21.2%	18.6%	17.2%	24.6%
6-12 month	Count	150	184	208	92	123	307
	Percentage	13.7%	16.5%	14.2%	6.9%	11.2%	13.9%
More than 12 month	Count	724	653	947	995	783	1,356
	Percentage	65.9%	58.4%	64.6%	74.5%	71.6%	61.5%

Q 2. Time taken to get connection		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	374	465	518	340	311	849
Answering Base	Count	367	458	466	336	301	754
More than 7 days	Count	6	8	9	3	3	28
	Percentage	1.6%	1.7%	1.9%	0.9%	1.0%	3.7%
4 - 7 days	Count	7	15	12	10	13	60
	Percentage	1.9%	3.3%	2.6%	3.0%	4.3%	8.0%
2-3 days	Count	79	91	116	51	69	338
	Percentage	21.5%	19.9%	24.9%	15.2%	22.9%	44.8%
1 day	Count	275	344	329	272	216	328
	Percentage	74.9%	75.1%	70.6%	81.0%	71.8%	43.5%

Q 3. Satisfaction with time taken for activation of mobile connection		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	374	465	518	340	311	849
Answering Base	Count	367	458	466	336	301	754
Very Satisfied	Count	176	211	230	175	146	161
	Percentage	48.0%	46.3%	49.8%	52.1%	49.0%	21.5%
Satisfied	Count	185	221	211	142	141	565
	Percentage	50.4%	48.5%	45.7%	42.3%	47.3%	75.3%
Dissatisfied	Count	6	19	20	19	11	24
	Percentage	1.6%	4.2%	4.3%	5.7%	3.7%	3.2%
Very Dissatisfied	Count	0	5	1	0	0	0
	Percentage	0.0%	1.1%	0.2%	0.0%	0.0%	0.0%

Q 4. Satisfaction with time taken for re-activation		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	1,098	1,118	1,465	1,335	1,094	2,205
Answering Base	Count	444	504	517	527	408	1,513
	Percentage	40.4%	45.1%	35.3%	39.5%	37.3%	68.6%
Not specified	Count	654	614	948	808	686	692
	Percentage	59.6%	54.9%	64.7%	60.5%	62.7%	31.4%

Very Satisfied	Count	190	233	142	140	182	564
	Percentage	42.8%	46.2%	27.5%	26.6%	44.6%	37.3%
Satisfied	Count	249	239	354	369	221	907
	Percentage	56.1%	47.4%	68.5%	70.0%	54.2%	59.9%
Dissatisfied	Count	5	24	19	16	5	30
	Percentage	1.1%	4.8%	3.7%	3.0%	1.2%	2.0%
Very Dissatisfied	Count	0	8	2	2	0	12
	Percentage	0.0%	1.6%	0.4%	0.4%	0.0%	0.8%

Q 5a. Satisfaction with accuracy of charges		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	988	947	1,275	784	1,006	267
Answering Base	Count	987	945	1,259	780	998	252
	Percentage	99.9%	99.8%	98.7%	99.5%	99.2%	94.4%
Not specified	Count	1	2	16	4	8	15
	Percentage	0.1%	0.2%	1.3%	0.5%	0.8%	5.6%
Very Satisfied	Count	422	437	504	386	450	118
	Percentage	42.8%	46.2%	40.0%	49.5%	45.1%	46.8%
Satisfied	Count	549	478	687	377	532	130
	Percentage	55.6%	50.6%	54.6%	48.3%	53.3%	51.6%
Dissatisfied	Count	8	23	42	15	8	4
	Percentage	0.8%	2.4%	3.3%	1.9%	0.8%	1.6%
Very Dissatisfied	Count	8	7	26	2	8	0
	Percentage	0.8%	0.7%	2.1%	0.3%	0.8%	0.0%

Q 5b. Reasons for dissatisfaction		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	16	30	68	17	16	4
Answering Base	Count	16	30	68	17	16	4
Charges not as per tariff plan subscribed	Count	6	10	8	7	5	2
	Percentage	37.5%	33.3%	11.8%	41.2%	31.3%	50.0%
Tariff plan changed without information	Count	1	4	2	3	2	2
	Percentage	6.3%	13.3%	2.9%	17.6%	12.5%	50.0%
Charged for value added services not requested	Count	2	6	2	2	1	0
	Percentage	12.5%	20.0%	2.9%	11.8%	6.3%	0.0%
Charged for calls/services not	Count	5	10	35	7	8	0

made/used	Percentage	31.3%	33.3%	51.5%	41.2%	50.0%	0.0%
Others	Count	2	1	21	0	0	0
	Percentage	12.5%	3.3%	30.9%	0.0%	0.0%	0.0%

Q 6. Satisfaction with timely delivery of bills		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	110	171	190	551	88	1,938
Answering Base	Count	110	171	185	545	88	1,924
	Percentage	100.0%	100.0%	97.4%	98.9%	100.0%	99.3%
Not specified	Count	0	0	5	6	0	14
	Percentage	0.0%	0.0%	2.6%	1.1%	0.0%	0.7%
Very Satisfied	Count	51	49	51	63	49	422
	Percentage	46.4%	28.7%	27.6%	11.6%	55.7%	21.9%
Satisfied	Count	58	108	115	434	39	1,366
	Percentage	52.7%	63.2%	62.2%	79.6%	44.3%	71.0%
Dissatisfied	Count	1	12	15	41	0	116
	Percentage	0.9%	7.0%	8.1%	7.5%	0.0%	6.0%
Very Dissatisfied	Count	0	2	4	7	0	20
	Percentage	0.0%	1.2%	2.2%	1.3%	0.0%	1.0%

Q 7a. Satisfaction with accuracy of bills		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	110	171	190	551	88	1,938
Answering Base	Count	110	168	182	540	88	1,906
	Percentage	100.0%	98.2%	95.8%	98.0%	100.0%	98.3%
Not specified	Count	0	3	8	11	0	32
	Percentage	0.0%	1.8%	4.2%	2.0%	0.0%	1.7%
Very Satisfied	Count	52	50	58	63	46	445
	Percentage	47.3%	29.8%	31.9%	11.7%	52.3%	23.3%
Satisfied	Count	54	101	107	404	39	1,288
	Percentage	49.1%	60.1%	58.8%	74.8%	44.3%	67.6%
Dissatisfied	Count	3	11	16	60	2	151
	Percentage	2.7%	6.5%	8.8%	11.1%	2.3%	7.9%
Very Dissatisfied	Count	1	6	1	13	1	22
	Percentage	0.9%	3.6%	0.5%	2.4%	1.1%	1.2%

Q 7b. Reasons for dissatisfaction		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	4	17	17	73	3	173
Answering Base	Count	4	17	17	73	3	173
Charges not as per tariff plan subscribed	Count	0	3	8	15	2	56
	Percentage	0.0%	17.6%	47.1%	20.5%	66.7%	32.4%
Tariff plan changed without information	Count	2	1	2	8	0	25
	Percentage	50.0%	5.9%	11.8%	11.0%	0.0%	14.5%
Charged for value added services not subscribed	Count	0	3	1	2	1	19
	Percentage	0.0%	17.6%	5.9%	2.7%	33.3%	11.0%
Charged for calls/services not made/used	Count	3	10	6	30	1	69
	Percentage	75.0%	58.8%	35.3%	41.1%	33.3%	39.9%
Others	Count	0	0	0	29	0	4
	Percentage	0.0%	0.0%	0.0%	39.7%	0.0%	2.3%

Q 8. Billing related complaints made in last 12 months		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	110	171	190	551	88	1,938
Answering Base	Count	110	171	190	551	88	1,938
Yes	Count	11	37	27	87	6	312
	Percentage	10.0%	21.6%	14.2%	15.8%	6.8%	16.1%
No	Count	99	134	163	464	82	1,626
	Percentage	90.0%	78.4%	85.8%	84.2%	93.2%	83.9%
Q 9. Satisfaction with process of resolutions of these complaints		Airtel	Vodafone	BSNL	RCOM	AIRCEL	
Total	Count	11	37	27	87	6	
Answering Base	Count	11	37	27	85	6	
	Percentage	100.0%	100.0%	100.0%	97.7%	100.0%	
Not specified	Count	0	0	0	2	0	
	Percentage	0.0%	0.0%	0.0%	2.3%	0.0%	
Very Satisfied	Count	3	2	2	1	5	
	Percentage	27.3%	5.4%	7.4%	1.2%	83.3%	
Satisfied	Count	6	15	20	37	1	
	Percentage	54.5%	40.5%	74.1%	43.5%	16.7%	
Dissatisfied	Count	2	12	3	35	0	
	Percentage	18.2%	32.4%	11.1%	41.2%	0.0%	
Very Dissatisfied	Count	0	8	2	12	0	
	Percentage	0.0%	21.6%	7.4%	14.1%	0.0%	

Q 10a. Satisfaction with clarity of bills		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	110	171	190	551	88	1,938
Answering Base	Count	109	169	184	540	87	1,910
	Percentage	99.1%	98.8%	96.8%	98.0%	98.9%	98.6%
Not specified	Count	1	2	6	11	1	28
	Percentage	0.9%	1.2%	3.2%	2.0%	1.1%	1.4%
Very Satisfied	Count	50	41	41	46	47	446
	Percentage	45.9%	24.3%	22.3%	8.5%	54.0%	23.4%
Satisfied	Count	54	103	126	426	34	1,327
	Percentage	49.5%	60.9%	68.5%	78.9%	39.1%	69.5%
Dissatisfied	Count	5	22	15	58	6	125
	Percentage	4.6%	13.0%	8.2%	10.7%	6.9%	6.5%
Very Dissatisfied	Count	0	3	2	10	0	12
	Percentage	0.0%	1.8%	1.1%	1.9%	0.0%	0.6%

Q 10b. Reasons for dissatisfaction		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	5	25	17	68	6	137
Answering Base	Count	5	25	17	68	6	137
Difficult to read the bill	Count	0	5	1	8	0	15
	Percentage	0.0%	20.0%	5.9%	11.8%	0.0%	10.9%
Difficult to understand the language	Count	2	2	2	9	0	17
	Percentage	40.0%	8.0%	11.8%	13.2%	0.0%	12.4%
Calculations not clear	Count	0	4	4	12	0	15
	Percentage	0.0%	16.0%	23.5%	17.6%	0.0%	10.9%
Item-wise charges not given	Count	3	14	10	30	6	90
	Percentage	60.0%	56.0%	58.8%	44.1%	100.0%	65.7%
Others	Count	0	0	0	19	0	1
	Percentage	0.0%	0.0%	0.0%	27.9%	0.0%	0.7%
Q 11. Complaints made to customer care		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	1,098	1,118	1,465	1,335	1,094	2,205
Answering Base	Count	1,098	1,118	1,465	1,335	1,094	2,205
Yes	Count	235	289	404	309	248	699
	Percentage	21.4%	25.8%	27.6%	23.1%	22.7%	31.7%
No	Count	863	829	1,061	1,026	846	1,506
	Percentage	78.6%	74.2%	72.4%	76.9%	77.3%	68.3%

Q 12. Satisfaction with ease of access of number		Airtel	Vodafone	BSNL	RCOM	Airtel	TATA
Total	Count	235	289	404	309	248	699
Answering Base	Count	234	289	403	309	248	693
	Percentage	99.6%	100.0%	99.8%	100.0%	100.0%	99.1%
Not specified	Count	1	0	1	0	0	6
	Percentage	0.4%	0.0%	0.2%	0.0%	0.0%	0.9%
Very Satisfied	Count	112	82	71	90	109	103
	Percentage	47.9%	28.4%	17.6%	29.1%	44.0%	14.9%

Satisfied	Count	110	128	251	148	120	439
	Percentage	47.0%	44.3%	62.3%	47.9%	48.4%	63.3%
Dissatisfied	Count	9	62	77	55	19	125
	Percentage	3.8%	21.5%	19.1%	17.8%	7.7%	18.0%
Very Dissatisfied	Count	3	17	4	16	0	26
	Percentage	1.3%	5.9%	1.0%	5.2%	0.0%	3.8%

Q 13. Satisfaction with response time		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	235	289	404	309	248	699
Answering Base	Count	234	285	403	309	248	692
	Percentage	99.6%	98.6%	99.8%	100.0%	100.0%	99.0%
Not specified	Count	1	4	1	0	0	7
	Percentage	0.4%	1.4%	0.2%	0.0%	0.0%	1.0%
Very Satisfied	Count	111	89	69	90	119	158
	Percentage	47.4%	31.2%	17.1%	29.1%	48.0%	22.8%
Satisfied	Count	107	131	252	141	107	348
	Percentage	45.7%	46.0%	62.5%	45.6%	43.1%	50.3%
Dissatisfied	Count	8	49	74	58	16	160
	Percentage	3.4%	17.2%	18.4%	18.8%	6.5%	23.1%
Very Dissatisfied	Count	8	16	8	20	6	26
	Percentage	3.4%	5.6%	2.0%	6.5%	2.4%	3.8%

Q 14. Satisfaction with problem solving ability of CC executive		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	235	289	404	309	248	699
Answering Base	Count	234	283	399	309	248	684
	Percentage	99.6%	97.9%	98.8%	100.0%	100.0%	97.9%
Not specified	Count	1	6	5	0	0	15
	Percentage	0.4%	2.1%	1.2%	0.0%	0.0%	2.1%
Very Satisfied	Count	121	88	65	94	117	112
	Percentage	51.7%	31.1%	16.3%	30.4%	47.2%	16.4%
Satisfied	Count	96	127	190	135	107	381
	Percentage	41.0%	44.9%	47.6%	43.7%	43.1%	55.7%
Dissatisfied	Count	9	54	132	61	17	159
	Percentage	3.8%	19.1%	33.1%	19.7%	6.9%	23.2%
Very Dissatisfied	Count	8	14	12	19	7	32
	Percentage	3.4%	4.9%	3.0%	6.1%	2.8%	4.7%

Q 15. Satisfaction with time taken by CC executive to solve problem		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	235	289	404	309	248	699
Answering Base	Count	234	281	391	306	247	677
	Percentage	99.6%	97.2%	96.8%	99.0%	99.6%	96.9%
Not specified	Count	1	8	13	3	1	22

	Percentage	0.4%	2.8%	3.2%	1.0%	0.4%	3.1%
Very Satisfied	Count	121	100	75	96	134	137
	Percentage	51.7%	35.6%	19.2%	31.4%	54.3%	20.2%
Satisfied	Count	94	115	168	135	91	359
	Percentage	40.2%	40.9%	43.0%	44.1%	36.8%	53.0%
Dissatisfied	Count	11	53	138	57	17	148
	Percentage	4.7%	18.9%	35.3%	18.6%	6.9%	21.9%
Very Dissatisfied	Count	8	13	10	18	5	33
	Percentage	3.4%	4.6%	2.6%	5.9%	2.0%	4.9%

Q16. Satisfaction with availability of signal		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	1,098	1,118	1,465	1,335	1,094	2,205
Answering Base	Count	1,098	1,116	1,463	1,333	1,093	2,203
	Percentage	100.0%	99.8%	99.9%	99.9%	99.9%	99.9%
Not specified	Count	0	2	2	2	1	2
	Percentage	0.0%	0.2%	0.1%	0.1%	0.1%	0.1%
Very Satisfied	Count	432	414	315	388	456	501
	Percentage	39.3%	37.1%	21.5%	29.1%	41.7%	22.7%
Satisfied	Count	627	592	832	854	565	1,445
	Percentage	57.1%	53.0%	56.9%	64.1%	51.7%	65.6%
Dissatisfied	Count	23	76	279	77	53	226
	Percentage	2.1%	6.8%	19.1%	5.8%	4.8%	10.3%
Very Dissatisfied	Count	16	34	37	14	19	31
	Percentage	1.5%	3.0%	2.5%	1.1%	1.7%	1.4%

Q17. Satisfaction with ease of making / receiving calls		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	1,098	1,118	1,465	1,335	1,094	2,205
Answering Base	Count	1,096	1,107	1,457	1,333	1,094	2,202
	Percentage	99.8%	99.0%	99.5%	99.9%	100.0%	99.9%
Not specified	Count	2	11	8	2	0	3
	Percentage	0.2%	1.0%	0.5%	0.1%	0.0%	0.1%
Very Satisfied	Count	508	499	522	524	520	619
	Percentage	46.4%	45.1%	35.8%	39.3%	47.5%	28.1%
Satisfied	Count	573	525	695	758	538	1,406
	Percentage	52.3%	47.4%	47.7%	56.9%	49.2%	63.9%
Dissatisfied	Count	10	65	219	45	31	166
	Percentage	0.9%	5.9%	15.0%	3.4%	2.8%	7.5%
Very Dissatisfied	Count	5	18	21	6	5	11
	Percentage	0.5%	1.6%	1.4%	0.5%	0.5%	0.5%

Q18. Rate of call drop		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	1,098	1,118	1,465	1,335	1,094	2,205
Answering Base	Count	1,097	1,113	1,433	1,333	1,093	2,198
Very Frequently	Count	50	43	59	19	47	42
	Percentage	4.6%	3.9%	4.1%	1.4%	4.3%	1.9%

Frequently	Count	41	87	144	66	65	315
	Percentage	3.7%	7.8%	10.0%	5.0%	5.9%	14.3%
Occasionally	Count	409	429	683	417	368	581
	Percentage	37.3%	38.5%	47.7%	31.3%	33.7%	26.4%
Never	Count	597	554	547	831	613	1,260
	Percentage	54.4%	49.8%	38.2%	62.3%	56.1%	57.3%

Q19. Satisfaction with voice quality		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	1,098	1,118	1,465	1,335	1,094	2,205
Answering Base	Count	1,096	1,115	1,454	1,333	1,093	2,198
	Percentage	99.8%	99.7%	99.2%	99.9%	99.9%	99.7%
Not specified	Count	2	3	11	2	1	7
	Percentage	0.2%	0.3%	0.8%	0.1%	0.1%	0.3%
Very Satisfied	Count	527	498	519	516	513	670
	Percentage	48.1%	44.7%	35.7%	38.7%	46.9%	30.5%
Satisfied	Count	542	544	710	768	541	1,382
	Percentage	49.5%	48.8%	48.8%	57.6%	49.5%	62.9%
Dissatisfied	Count	12	50	200	31	19	124
	Percentage	1.1%	4.5%	13.8%	2.3%	1.7%	5.6%
Very Dissatisfied	Count	15	23	25	18	20	22
	Percentage	1.4%	2.1%	1.7%	1.4%	1.8%	1.0%

Q20. Problems of signal faced		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	1,098	1,118	1,465	1,335	1,094	2,205
Answering Base	Count	1,098	1,112	1,399	1,331	1,094	2,192
Very Dissatisfied	Count	12	29	64	11	20	51
	Percentage	1.1%	2.6%	4.6%	0.8%	1.8%	2.3%
Dissatisfied	Count	40	107	178	61	54	338
	Percentage	3.6%	9.6%	12.7%	4.6%	4.9%	15.4%
Satisfied	Count	495	489	694	460	455	575
	Percentage	45.1%	44.0%	49.6%	34.6%	41.6%	26.2%
Very Satisfied	Count	551	487	463	799	565	1,228
	Percentage	50.2%	43.8%	33.1%	60.0%	51.6%	56.0%

Q21. Satisfaction with availability of network		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	1,098	1,118	1,465	1,335	1,094	2,205
Answering Base	Count	1,098	1,110	1,422	1,331	1,093	2,191
	Percentage	100.0%	99.3%	97.1%	99.7%	99.9%	99.4%
Not specified	Count	0	8	43	4	1	14
	Percentage	0.0%	0.7%	2.9%	0.3%	0.1%	0.6%
Very Satisfied	Count	534	505	456	535	543	666
	Percentage	48.6%	45.5%	32.1%	40.2%	49.7%	30.4%
Satisfied	Count	537	503	697	735	505	1,321

	Percentage	48.9%	45.3%	49.0%	55.2%	46.2%	60.3%
Dissatisfied	Count	17	80	237	56	36	184
	Percentage	1.5%	7.2%	16.7%	4.2%	3.3%	8.4%
Very Dissatisfied	Count	10	22	32	5	9	20
	Percentage	0.9%	2.0%	2.3%	0.4%	0.8%	0.9%

Q22. Satisfaction with restoration of network problems		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	1,098	1,118	1,465	1,335	1,094	2,205
Answering Base	Count	1,093	1,107	1,419	1,328	1,091	2,189
	Percentage	99.5%	99.0%	96.9%	99.5%	99.7%	99.3%
Not specified	Count	5	11	46	7	3	16
	Percentage	0.5%	1.0%	3.1%	0.5%	0.3%	0.7%
Very Satisfied	Count	479	442	311	430	501	648
	Percentage	43.8%	39.9%	21.9%	32.4%	45.9%	29.6%
Satisfied	Count	581	567	854	834	548	1,326
	Percentage	53.2%	51.2%	60.2%	62.8%	50.2%	60.6%
Dissatisfied	Count	21	74	218	58	33	193
	Percentage	1.9%	6.7%	15.4%	4.4%	3.0%	8.8%
Very Dissatisfied	Count	12	24	36	6	9	22
	Percentage	1.1%	2.2%	2.5%	0.5%	0.8%	1.0%

Q23. Value added services used		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	1,098	1,118	1,465	1,335	1,094	2,205
Answering Base	Count	1,098	1,118	1,465	1,335	1,094	2,205
Yes	Count	97	150	88	154	85	320
	Percentage	8.8%	13.4%	6.0%	11.5%	7.8%	14.5%
No	Count	1,001	968	1,377	1,181	1,009	1,885
	Percentage	91.2%	86.6%	94.0%	88.5%	92.2%	85.5%

Q24. Explicit consent taken before providing chargeable value added services		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	97	150	88	154	85	320
Answering Base	Count	95	140	86	152	82	305
Yes	Count	82	120	70	121	75	267
	Percentage	86.3%	85.7%	81.4%	79.6%	91.5%	87.5%
No	Count	13	20	16	31	7	38
	Percentage	13.7%	14.3%	18.6%	20.4%	8.5%	12.5%

Q25. Satisfaction with value added services		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	97	150	88	154	85	320
Answering Base	Count	96	137	86	151	83	301

	Percentage	99.0%	91.3%	97.7%	98.1%	97.6%	94.1%
Not specified	Count	1	13	2	3	2	19
	Percentage	1.0%	8.7%	2.3%	1.9%	2.4%	5.9%
Very Satisfied	Count	28	35	14	11	28	19
	Percentage	29.2%	25.5%	16.3%	7.3%	33.7%	6.3%
Satisfied	Count	61	80	59	111	51	246
	Percentage	63.5%	58.4%	68.6%	73.5%	61.4%	81.7%
Dissatisfied	Count	6	15	10	26	3	34
	Percentage	6.3%	10.9%	11.6%	17.2%	3.6%	11.3%
Very Dissatisfied	Count	1	7	3	3	1	2
	Percentage	1.0%	5.1%	3.5%	2.0%	1.2%	0.7%

Q26a. Satisfaction with overall quality		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	1,098	1,118	1,465	1,335	1,094	2,205
Answering Base	Count	1,098	1,110	1,436	1,331	1,094	2,175
	Percentage	100.0%	99.3%	98.0%	99.7%	100.0%	98.6%
Not specified	Count	0	8	29	4	0	30
	Percentage	0.0%	0.7%	2.0%	0.3%	0.0%	1.4%
Very Satisfied	Count	500	518	464	503	495	431
	Percentage	45.5%	46.7%	32.3%	37.8%	45.2%	19.8%
Satisfied	Count	584	509	808	766	568	1,542
	Percentage	53.2%	45.9%	56.3%	57.6%	51.9%	70.9%
Dissatisfied	Count	12	65	141	54	29	175
	Percentage	1.1%	5.9%	9.8%	4.1%	2.7%	8.0%
Very Dissatisfied	Count	2	18	23	8	2	27
	Percentage	0.2%	1.6%	1.6%	0.6%	0.2%	1.2%

Q27. Informed in writing about tariff plan		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	1,098	1,118	1,465	1,335	1,094	2,205
Answering Base	Count	1,087	1,116	1,365	1,323	1,082	2,199
Yes	Count	351	332	333	394	357	537
	Percentage	32.3%	29.7%	24.4%	29.8%	33.0%	24.4%
No	Count	736	784	1,032	929	725	1,662
	Percentage	67.7%	70.3%	75.6%	70.2%	67.0%	75.6%

Q28. Mobile connection terminated in last 12 months		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	1,098	1,118	1,465	1,335	1,094	2,205
Answering Base	Count	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	Count	1,098	1,118	1,465	1,335	1,094	2,205
	Percentage	25	55	36	27	20	63
No	Count	2.3%	4.9%	2.5%	2.0%	1.8%	2.9%
	Percentage	1,073	1,063	1,429	1,308	1,074	2,142

Q29. Previous service provider		Airtel	Vodafone	BSNL	RCOM	Aircel	TATA
Total	Count	25	55	36	27	20	63
Answering Base	Count	25	55	36	27	20	63
Airtel	Count	5	29	6	10	3	11
	Percentage	20.0%	52.7%	16.7%	37.0%	15.0%	17.5%
Vodafone	Count	9	5	6	1	5	7
	Percentage	36.0%	9.1%	16.7%	3.7%	25.0%	11.1%
Idea	Count	1	1	1	0	0	2
	Percentage	4.0%	1.8%	2.8%	0.0%	0.0%	3.2%
BSNL	Count	2	5	10	2	2	12
	Percentage	8.0%	9.1%	27.8%	7.4%	10.0%	19.0%
Rel Comm	Count	4	1	0	2	3	3
	Percentage	16.0%	1.8%	0.0%	7.4%	15.0%	4.8%
Aircel	Count	2	10	9	10	5	6
	Percentage	8.0%	18.2%	25.0%	37.0%	25.0%	9.5%
TATA	Count	1	2	2	2	0	18
	Percentage	4.0%	3.6%	5.6%	7.4%	0.0%	28.6%
MTNL	Count	0	2	2	0	2	3
	Percentage	0.0%	3.6%	5.6%	0.0%	10.0%	4.8%
Spice	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BPL	Count	0	0	0	0	0	1
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%
HFCL	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Shyam	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
RTL	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
RISL	Count	1	0	0	0	0	0
	Percentage	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Dishnet	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Others	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q30. Time taken for termination of connection		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	25	55	36	27	20	63
Answering Base	Count	24	52	28	23	17	55
More than 7 days	Count	3	11	5	7	4	2
	Percentage	12.5%	21.2%	17.9%	30.4%	23.5%	3.6%
4 - 7 days	Count	8	13	13	5	5	22
	Percentage	33.3%	25.0%	46.4%	21.7%	29.4%	40.0%
2-3 days	Count	4	10	4	2	5	22
	Percentage	16.7%	19.2%	14.3%	8.7%	29.4%	40.0%
1 day	Count	9	18	6	9	3	9

	Percentage	37.5%	34.6%	21.4%	39.1%	17.6%	16.4%
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Q31. Security deposit adjusted in the bill raised after termination		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	25	55	36	27	20	63
Answering Base	Count	24	53	30	24	18	61
Yes	Count	3	9	10	9	10	18
	Percentage	12.5%	17.0%	33.3%	37.5%	55.6%	29.5%
No	Count	21	44	20	15	8	43
	Percentage	87.5%	83.0%	66.7%	62.5%	44.4%	70.5%

Q32. Number registered on Do Not Call (DNC registry)		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	1,098	1,118	1,465	1,335	1,094	2,205
Answering Base	Count	1,081	1,103	1,422	1,324	1,087	2,189
Yes	Count	38	61	81	53	29	325
	Percentage	3.5%	5.5%	5.7%	4.0%	2.7%	14.8%
No	Count	859	801	1,017	920	853	1,309
	Percentage	79.5%	72.6%	71.5%	69.5%	78.5%	59.8%
Do not mind receiving such calls/SMS	Count	184	241	324	351	205	555
	Percentage	17.0%	21.8%	22.8%	26.5%	18.9%	25.4%

Q33. Still receive unsolicited material		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	38	61	81	53	29	325
Answering Base	Count	37	56	74	44	25	322
Continued receiving	Count	4	8	7	6	2	12
	Percentage	10.8%	14.3%	9.5%	13.6%	8.0%	3.7%
Slight decrease	Count	9	4	7	5	4	12
	Percentage	24.3%	7.1%	9.5%	11.4%	16.0%	3.7%
Considerable decrease	Count	4	4	1	2	1	6
	Percentage	10.8%	7.1%	1.4%	4.5%	4.0%	1.9%
Stopped receiving	Count	20	40	59	31	18	292
	Percentage	54.1%	71.4%	79.7%	70.5%	72.0%	90.7%

Q 34. Aware of the 3 stage grievance redressal mechanism		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	1,098	1,118	1,465	1,335	1,094	2,205
Answering Base	Count	1,098	1,118	1,400	1,335	1,094	2,204
Yes	Count	401	367	276	409	398	965
	Percentage	36.5%	32.8%	19.7%	30.6%	36.4%	43.8%
No	Count	697	751	1,124	926	696	1,239
	Percentage	63.5%	67.2%	80.3%	69.4%	63.6%	56.2%

Q 35. Which stage aware of		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	401	367	276	409	398	965

Answering Base	Count	401	367	276	409	397	963
Call Centre	Count	363	324	258	358	363	916
	Percentage	90.5%	88.3%	93.5%	87.5%	91.4%	95.1%
Nodal Officer	Count	13	18	15	29	14	24
	Percentage	3.2%	4.9%	5.4%	7.1%	3.5%	2.5%
Appellate Authority	Count	1	1	3	4	2	20
	Percentage	0.2%	0.3%	1.1%	1.0%	0.5%	2.1%
None of these	Count	24	24	0	18	18	3
	Percentage	6.0%	6.5%	0.0%	4.4%	4.5%	0.3%

Q 36. made complaints within last 6 months		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	1,098	1,118	1,465	1,335	1,094	2,205
Answering Base	Count	1,098	1,118	1,465	1,335	1,094	2,205
Yes	Count	93	95	97	70	92	256
	Percentage	8.5%	8.5%	6.6%	5.2%	8.4%	11.6%
No	Count	1,005	1,023	1,368	1,265	1,002	1,949
	Percentage	91.5%	91.5%	93.4%	94.8%	91.6%	88.4%

Q 37. Docket number		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	93	95	97	70	92	256
Answering Base	Count	85	94	95	69	89	255
No docket number received even on request	Count	62	60	39	42	65	94
	Percentage	72.9%	63.8%	41.1%	60.9%	73.0%	36.9%
No docket number received for most of the complaints	Count	17	18	25	20	20	46
	Percentage	20.0%	19.1%	26.3%	29.0%	22.5%	18.0%
Docket number received for most of the complaints	Count	6	16	31	7	4	115
	Percentage	7.1%	17.0%	32.6%	10.1%	4.5%	45.1%

Q 38. Information given by call center		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	93	95	97	70	92	256
Answering Base	Count	87	94	97	67	85	250
Yes	Count	35	31	39	30	30	164
	Percentage	40.2%	33.0%	40.2%	44.8%	35.3%	65.6%
No	Count	52	63	58	37	55	86
	Percentage	59.8%	67.0%	59.8%	55.2%	64.7%	34.4%

Q 39. Percentage satisfied with the complaint resolution by call center		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	93	95	97	70	92	256
Answering Base	Count	87	92	95	66	84	244
	Percentage	93.5%	96.8%	97.9%	94.3%	91.3%	95.3%
Not specified	Count	6	3	2	4	8	12

	Percentage	6.5%	3.2%	2.1%	5.7%	8.7%	4.7%
Very Satisfied	Count	41	31	19	14	46	17
	Percentage	47.1%	33.7%	20.0%	21.2%	54.8%	7.0%
Satisfied	Count	32	23	24	24	21	154
	Percentage	36.8%	25.0%	25.3%	36.4%	25.0%	63.1%
Dissatisfied	Count	8	21	44	23	14	60
	Percentage	9.2%	22.8%	46.3%	34.8%	16.7%	24.6%
Very Dissatisfied	Count	6	17	8	5	3	13
	Percentage	6.9%	18.5%	8.4%	7.6%	3.6%	5.3%

Q 40. Reasons for dissatisfaction		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	14	38	52	28	17	73
Answering Base	Count	14	38	52	28	17	73
Difficult to connect to the call centre executive	Count	7	9	5	9	3	13
	Percentage	50.0%	23.7%	9.6%	32.1%	17.6%	17.8%
Customer care executive not polite/courteous	Count	4	18	16	12	2	20
	Percentage	28.6%	47.4%	30.8%	42.9%	11.8%	27.4%
Customer care executive not equipped with adequate information	Count	4	12	17	10	11	19
	Percentage	28.6%	31.6%	32.7%	35.7%	64.7%	26.0%
Time taken by call centre for redressal of complaint is long	Count	2	0	13	5	1	12
	Percentage	14.3%	0.0%	25.0%	17.9%	5.9%	16.4%
Customer care executive was unable to understand the problem	Count	1	0	1	3	1	9
	Percentage	7.1%	0.0%	1.9%	10.7%	5.9%	12.3%
Others	Count	0	0	2	2	0	1
	Percentage	0.0%	0.0%	3.8%	7.1%	0.0%	1.4%

Q 41. Billing complaint solved within 4 weeks by CC executive		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	93	95	97	70	92	256
Answering Base	Count	93	95	97	70	92	256
Yes	Count	53	32	27	25	47	42
	Percentage	57.0%	33.7%	27.8%	35.7%	51.1%	16.4%
No	Count	30	55	45	33	41	95
	Percentage	32.3%	57.9%	46.4%	47.1%	44.6%	37.1%
Not Applicable	Count	10	8	25	12	4	119
	Percentage	10.8%	8.4%	25.8%	17.1%	4.3%	46.5%

Q 42. Awareness of contact details of nodal officer		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	1,098	1,118	1,465	1,335	1,094	2,205
Answering Base	Count	1,098	1,118	1,465	1,335	1,094	2,205
Yes	Count	125	96	69	116	117	84
	Percentage	11.4%	8.6%	4.7%	8.7%	10.7%	3.8%
No	Count	973	1,022	1,396	1,219	977	2,121
	Percentage	88.6%	91.4%	95.3%	91.3%	89.3%	96.2%

Q 43. Made a complaint to nodal officer		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	125	96	69	116	117	84
Answering Base	Count	125	96	69	116	117	84
Yes	Count	4	8	3	7	4	12
	Percentage	3.2%	8.3%	4.3%	6.0%	3.4%	14.3%
No	Count	121	88	66	109	113	72
	Percentage	96.8%	91.7%	95.7%	94.0%	96.6%	85.7%

Q 44. Nodal officer can be approached easily		Airtel	Vodafone	BSNL	RCOM	AIRCEL
Total	Count	4	8	3	7	4
Answering Base	Count	3	6	3	7	4
Yes	Count	2	2	2	6	4
	Percentage	66.7%	33.3%	66.7%	85.7%	100.0%
No	Count	1	4	1	1	0
	Percentage	33.3%	66.7%	33.3%	14.3%	0.0%

Q 45. Decision on complaint intimated by Nodal officer		Airtel	Vodafone	BSNL	RCOM	AIRCEL
Total	Count	4	8	3	7	4
Answering Base	Count	3	6	3	7	4
Yes	Count	2	3	1	6	4
	Percentage	66.7%	50.0%	33.3%	85.7%	100.0%
No	Count	1	3	2	1	0
	Percentage	33.3%	50.0%	66.7%	14.3%	0.0%

Q 46. Satisfaction with redressal of complaint by nodal officer		Airtel	Vodafone	BSNL	RCOM	AIRCEL
Total	Count	4	8	3	7	4
Answering Base	Count	3	6	3	7	4
	Percentage	75.0%	75.0%	100.0%	100.0%	100.0%
Not specified	Count	1	2	0	0	0
	Percentage	25.0%	25.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	1	0	0	0	1

	Percentage	33.3%	0.0%	0.0%	0.0%	25.0%
Satisfied	Count	1	5	2	6	3
	Percentage	33.3%	83.3%	66.7%	85.7%	75.0%
Dissatisfied	Count	1	0	1	1	0
	Percentage	33.3%	0.0%	33.3%	14.3%	0.0%
Very Dissatisfied	Count	0	1	0	0	0
	Percentage	0.0%	16.7%	0.0%	0.0%	0.0%

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

Q 48. Awareness of contact details of appellate authority		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	1,098	1,118	1,465	1,335	1,094	2,205
Answering Base	Count	1,098	1,118	1,465	1,335	1,094	2,205
Yes	Count	230	182	169	163	230	53
	Percentage	20.9%	16.3%	11.5%	12.2%	21.0%	2.4%
No	Count	868	936	1,296	1,172	864	2,152
	Percentage	79.1%	83.7%	88.5%	87.8%	79.0%	97.6%

Q 49. Filed complaints in last 6 months		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	230	182	169	163	230	53
Answering Base	Count	230	182	169	163	230	53
Yes	Count	7	3	12	7	9	4
	Percentage	3.0%	1.6%	7.1%	4.3%	3.9%	7.5%
No	Count	223	179	157	156	221	49
	Percentage	97.0%	98.4%	92.9%	95.7%	96.1%	92.5%

Q 50. Acknowledgement received		Airtel	Vodafone	BSNL	RCOM	Aircel	TATA
Total	Count	7	3	12	7	9	4
Answering Base	Count	7	3	12	7	9	4

Yes	Count	4	3	9	5	7	3
	Percentage	57.1%	100.0%	75.0%	71.4%	77.8%	75.0%
No	Count	3	0	3	2	2	1
	Percentage	42.9%	0.0%	25.0%	28.6%	22.2%	25.0%

Q 51. Decision taken by appellate authority within 3 months		Airtel	Vodafone	BSNL	RCOM	Airtel	TATA
Total	Count	7	3	12	7	9	4
Answering Base	Count	7	3	12	7	9	4
Yes	Count	3	2	8	4	7	2
	Percentage	42.9%	66.7%	66.7%	57.1%	77.8%	50.0%
No	Count	4	1	4	3	2	2
	Percentage	57.1%	33.3%	33.3%	42.9%	22.2%	50.0%
Appeal Filed only Recently	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q 52. Aware of item wise usage charge details		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	1,098	1,118	1,465	1,335	1,094	2,205
Answering Base	Count	1,091	1,117	1,454	1,295	1,091	2,202
Yes	Count	750	799	849	756	791	1,491
	Percentage	68.7%	71.5%	58.4%	58.4%	72.5%	67.7%
No	Count	341	318	605	539	300	711
	Percentage	31.3%	28.5%	41.6%	41.6%	27.5%	32.3%

Q 53. Denied request of item wise usage charge details		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	1,098	1,118	1,465	1,335	1,094	2,205
Answering Base	Count	1,091	1,117	1,454	1,295	1,091	2,202
Yes	Count	750	799	849	756	791	1,491
	Percentage	68.7%	71.5%	58.4%	58.4%	72.5%	67.7%
No	Count	341	318	605	539	300	711
	Percentage	31.3%	28.5%	41.6%	41.6%	27.5%	32.3%

Q 54. Reasons for denying request		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	1,098	1,118	1,465	1,335	1,094	2,205
Answering Base	Count	1,091	1,117	1,454	1,295	1,091	2,202
No reason given	Count	750	799	849	756	791	1,491
	Percentage	68.7%	71.5%	58.4%	58.4%	72.5%	67.7%
Technical problem	Count	341	318	605	539	300	711
	Percentage	31.3%	28.5%	41.6%	41.6%	27.5%	32.3%
Others	Count	1,098	1,118	1,465	1,335	1,094	2,205
	Percentage	1,091	1,117	1,454	1,295	1,091	2,202

Q 55. Manual of practice provided		Airtel	Vodafone	BSNL	RCOM	AIRCEL	TATA
Total	Count	1,098	1,118	1,465	1,335	1,094	2,205

Answering Base	Count	1,091	1,117	1,454	1,295	1,091	2,202
Yes	Count	750	799	849	756	791	1,491
	Percentage	68.7%	71.5%	58.4%	58.4%	72.5%	67.7%
No	Count	341	318	605	539	300	711
	Percentage	31.3%	28.5%	41.6%	41.6%	27.5%	32.3%

7.3 Broadband Services

Q1. Number of days in getting BB connection activated			Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
	Total	Count	6,409	1,208	1,663	789	1,124	641	984
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q1	Answering Base	Count	6,409	1,208	1,663	789	1,124	641	984
	Within 15 working days	Count	5,448	1,063	1,239	591	1,043	600	912
		Percentage	85.0%	88.0%	74.5%	74.9%	92.8%	93.6%	92.7%
	> 15 working Days	Count	961	145	424	198	81	41	72
		Percentage	15.0%	12.0%	25.5%	25.1%	7.2%	6.4%	7.3%

Q2. Satisfaction with time taken in getting BB connection activated		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	4,975	1,050	1,082	1,102	925	816	0
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%
Answering Base	Count	4,975	1,050	1,082	1,102	925	816	0
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%
Not specified	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	160	27	36	32	51	14	0
	Percentage	3.2%	2.6%	3.3%	2.9%	5.5%	1.7%	0.0%
Satisfied	Count	4,452	1,004	830	1,036	799	783	0
	Percentage	89.5%	95.6%	76.7%	94.0%	86.4%	96.0%	0.0%
Dissatisfied	Count	317	19	181	33	66	18	0
	Percentage	6.4%	1.8%	16.7%	3.0%	7.1%	2.2%	0.0%
Very Dissatisfied	Count	46	0	35	1	9	1	0
	Percentage	0.9%	0.0%	3.2%	0.1%	1.0%	0.1%	0.0%

Q3. Satisfaction with time taken in getting BB connection re-activated		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	6,409	1,208	1,663	789	1,124	641	984
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	2,326	551	832	360	272	14	297
	Percentage	36.3%	45.6%	50.0%	45.6%	24.2%	2.2%	30.2%
Not specified	Count	4,083	657	831	429	852	627	687

	Percentage	63.7%	54.4%	50.0%	54.4%	75.8%	97.8%	69.8%
Very Satisfied	Count	31	10	14	1	4	0	2
	Percentage	1.3%	1.8%	1.7%	0.3%	1.5%	0.0%	0.7%
Satisfied	Count	1,672	375	590	253	215	4	235
	Percentage	71.9%	68.1%	70.9%	70.3%	79.0%	28.6%	79.1%
Dissatisfied	Count	615	163	224	106	52	10	60
	Percentage	26.4%	29.6%	26.9%	29.4%	19.1%	71.4%	20.2%
Very Dissatisfied	Count	8	3	4	0	1	0	0
	Percentage	0.3%	0.5%	0.5%	0.0%	0.4%	0.0%	0.0%

Q4. Satisfaction with timely delivery of bills		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	4,478	1,177	1,598	589	706	62	346
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	4,478	1,177	1,598	589	706	62	346
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	80	15	42	11	9	1	2
	Percentage	1.8%	1.3%	2.6%	1.9%	1.3%	1.6%	0.6%
Satisfied	Count	4,199	1,125	1,495	532	668	51	328
	Percentage	93.8%	95.6%	93.6%	90.3%	94.6%	82.3%	94.8%
Dissatisfied	Count	189	35	56	46	29	9	14
	Percentage	4.2%	3.0%	3.5%	7.8%	4.1%	14.5%	4.0%
Very Dissatisfied	Count	10	2	5	0	0	1	2
	Percentage	0.2%	0.2%	0.3%	0.0%	0.0%	1.6%	0.6%

Q5a. Satisfaction with accuracy of bills		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	4,478	1,177	1,598	589	706	62	346
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	4,438	1,169	1,593	585	703	53	335
	Percentage	99.1%	99.3%	99.7%	99.3%	99.6%	85.5%	96.8%
Not specified	Count	40	8	5	4	3	9	11
	Percentage	0.9%	0.7%	0.3%	0.7%	0.4%	14.5%	3.2%
Very Satisfied	Count	89	17	43	12	14	1	2
	Percentage	2.0%	1.5%	2.7%	2.1%	2.0%	1.9%	0.6%
Satisfied	Count	4,157	1,107	1,476	539	665	50	320
	Percentage	93.7%	94.7%	92.7%	92.1%	94.6%	94.3%	95.5%
Dissatisfied	Count	179	43	68	33	24	1	10
	Percentage	4.0%	3.7%	4.3%	5.6%	3.4%	1.9%	3.0%
Very Dissatisfied	Count	13	2	6	1	0	1	3
	Percentage	0.3%	0.2%	0.4%	0.2%	0.0%	1.9%	0.9%

Q5b. Reasons for dissatisfaction		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	192	45	74	34	24	2	13
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	140	36	64	19	12	2	7
	Percentage							
Charges not as per tariff plan subscribed	Count	50	11	24	6	6	1	2
	Percentage	35.7%	30.6%	37.5%	31.6%	50.0%	50.0%	28.6%
Tariff plan changed without information	Count	12	1	7	3	0	1	0
	Percentage	8.6%	2.8%	10.9%	15.8%	0.0%	50.0%	0.0%
Charged for value added services not requested	Count	9	2	2	3	0	0	2
	Percentage	6.4%	5.6%	3.1%	15.8%	0.0%	0.0%	28.6%
Charged for calls/services not made/used	Count	39	11	15	5	5	0	3
	Percentage	27.9%	30.6%	23.4%	26.3%	41.7%	0.0%	42.9%
Others	Count	32	11	18	2	1	0	0
	Percentage	22.9%	30.6%	28.1%	10.5%	8.3%	0.0%	0.0%

Q6. Billing related complaints made in last 12 months		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	4,478	1,177	1,598	589	706	62	346
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	4,478	1,177	1,598	589	706	62	346
	Percentage							
Yes	Count	381	85	160	62	38	3	33
	Percentage	8.5%	7.2%	10.0%	10.5%	5.4%	4.8%	9.5%
No	Count	4,097	1,092	1,438	527	668	59	313
	Percentage	91.5%	92.8%	90.0%	89.5%	94.6%	95.2%	90.5%

Q7. Satisfaction with process of resolution of billing complaints		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	381	85	160	62	38	3	33
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	357	83	154	54	31	3	32
	Percentage	93.7%	97.6%	96.3%	87.1%	81.6%	100.0%	97.0%
Not specified	Count	24	2	6	8	7	0	1
	Percentage	6.3%	2.4%	3.8%	12.9%	18.4%	0.0%	3.0%
Very Satisfied	Count	6	0	1	1	1	0	3
	Percentage	1.7%	0.0%	0.6%	1.9%	3.2%	0.0%	9.4%
Satisfied	Count	234	53	119	28	14	2	18
	Percentage	65.5%	63.9%	77.3%	51.9%	45.2%	66.7%	56.3%
Dissatisfied	Count	101	28	29	21	14	1	8
	Percentage	28.3%	33.7%	18.8%	38.9%	45.2%	33.3%	25.0%
Very Dissatisfied	Count	16	2	5	4	2	0	3
	Percentage	4.5%	2.4%	3.2%	7.4%	6.5%	0.0%	9.4%

Q8a. Satisfaction with Clarity of bills		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	4,478	1,177	1,598	589	706	62	346
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	4,252	1,140	1,551	530	678	50	303
	Percentage	95.0%	96.9%	97.1%	90.0%	96.0%	80.6%	87.6%
Not specified	Count	226	37	47	59	28	12	43
	Percentage	5.0%	3.1%	2.9%	10.0%	4.0%	19.4%	12.4%
Very Satisfied	Count	69	10	23	11	20	0	5
	Percentage	1.6%	0.9%	1.5%	2.1%	2.9%	0.0%	1.7%
Satisfied	Count	4,088	1,104	1,500	502	645	50	287
	Percentage	96.1%	96.8%	96.7%	94.7%	95.1%	100.0%	94.7%
Dissatisfied	Count	84	25	25	16	11	0	7
	Percentage	2.0%	2.2%	1.6%	3.0%	1.6%	0.0%	2.3%
Very Dissatisfied	Count	11	1	3	1	2	0	4
	Percentage	0.3%	0.1%	0.2%	0.2%	0.3%	0.0%	1.3%

Q8b. Reasons for dissatisfaction		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	95	26	28	17	13	0	11
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%
Difficult to read the bill	Count	10	1	4	1	3	0	1
	Percentage	12.5%	5.3%	16.0%	6.7%	23.1%	0.0%	12.5%
Difficult to understand the language	Count	4	0	1	1	1	0	1
	Percentage	5.0%	0.0%	4.0%	6.7%	7.7%	0.0%	12.5%
Calculations not clear	Count	44	11	14	10	5	0	4
	Percentage	55.0%	57.9%	56.0%	66.7%	38.5%	0.0%	50.0%
Item-wise charges not given	Count	13	2	2	3	5	0	1
	Percentage	16.3%	10.5%	8.0%	20.0%	38.5%	0.0%	12.5%
Others	Count	12	5	4	0	2	0	1
	Percentage	15.0%	26.3%	16.0%	0.0%	15.4%	0.0%	12.5%

Q9a. Satisfaction with accuracy of charges		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	1,931	31	65	200	418	579	638
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	1,816	25	55	196	383	557	600
	Percentage	94.0%	80.6%	84.6%	98.0%	91.6%	96.2%	94.0%
Not specified	Count	115	6	10	4	35	22	38
	Percentage	6.0%	19.4%	15.4%	2.0%	8.4%	3.8%	6.0%
Very Satisfied	Count	11	2	4	0	0	1	4
	Percentage	0.6%	8.0%	7.3%	0.0%	0.0%	0.2%	0.7%
Satisfied	Count	1,726	22	49	195	368	513	579

	Percentage	95.0%	88.0%	89.1%	99.5%	96.1%	92.1%	96.5%
Dissatisfied	Count	73	1	2	1	14	43	12
	Percentage	4.0%	4.0%	3.6%	0.5%	3.7%	7.7%	2.0%
Very Dissatisfied	Count	6	0	0	0	1	0	5
	Percentage	0.3%	0.0%	0.0%	0.0%	0.3%	0.0%	0.8%

Q9b. Reasons for dissatisfaction		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	79	1	2	1	15	43	17
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
charges not as per tariff plan subscribed	Count	15	0	0	1	3	6	5
	Percentage	28.8%	0.0%	0.0%	100.0%	33.3%	22.2%	35.7%
tariff plan changed without information	Count	4	0	0	0	0	3	1
	Percentage	7.7%	0.0%	0.0%	0.0%	0.0%	11.1%	7.1%
charged for value added services not requested	Count	1	0	0	0	0	0	1
	Percentage	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%
charged for calls/services not made/used	Count	12	0	1	0	1	8	2
	Percentage	23.1%	0.0%	100.0%	0.0%	11.1%	29.6%	14.3%
Others	Count	21	0	0	0	5	10	6
	Percentage	40.4%	0.0%	0.0%	0.0%	55.6%	37.0%	42.9%

Q10. Complaint made to customer care		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	6,409	1,208	1,663	789	1,124	641	984
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	6,409	1,208	1,663	789	1,124	641	984
Yes	Count	3,805	625	959	456	764	395	606
	Percentage	59.4%	51.7%	57.7%	57.8%	68.0%	61.6%	61.6%
No	Count	2,604	583	704	333	360	246	378
	Percentage	40.6%	48.3%	42.3%	42.2%	32.0%	38.4%	38.4%

Q11. Satisfaction with ease of access of number		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	3,805	625	959	456	764	395	606
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	3,805	625	959	456	764	395	606
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	26	3	5	4	4	7	3
	Percentage	0.7%	0.5%	0.5%	0.9%	0.5%	1.8%	0.5%
Satisfied	Count	2,846	526	683	350	573	307	407
	Percentage	74.8%	84.2%	71.2%	76.8%	75.0%	77.7%	67.2%
Dissatisfied	Count	751	90	204	76	150	71	160
	Percentage	19.7%	14.4%	21.3%	16.7%	19.6%	18.0%	26.4%

Very Dissatisfied	Count	182	6	67	26	37	10	36
	Percentage	4.8%	1.0%	7.0%	5.7%	4.8%	2.5%	5.9%

Q12. Satisfaction with response time		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	3,805	625	959	456	764	395	606
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	3,805	625	959	456	764	395	606
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	175	16	23	53	22	52	9
	Percentage	4.6%	2.6%	2.4%	11.6%	2.9%	13.2%	1.5%
Satisfied	Count	2,693	509	724	310	533	220	397
	Percentage	70.8%	81.4%	75.5%	68.0%	69.8%	55.7%	65.5%
Dissatisfied	Count	751	91	151	66	170	108	165
	Percentage	19.7%	14.6%	15.7%	14.5%	22.3%	27.3%	27.2%
Very Dissatisfied	Count	186	9	61	27	39	15	35
	Percentage	4.9%	1.4%	6.4%	5.9%	5.1%	3.8%	5.8%

Q13. Satisfaction with problem solving ability of CC executive		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	3,805	625	959	456	764	395	606
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	3,805	625	959	456	764	395	606
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	99	7	23	29	14	20	6
	Percentage	2.6%	1.1%	2.4%	6.4%	1.8%	5.1%	1.0%
Satisfied	Count	2,779	511	743	333	542	238	412
	Percentage	73.0%	81.8%	77.5%	73.0%	70.9%	60.3%	68.0%
Dissatisfied	Count	743	91	143	69	170	116	154
	Percentage	19.5%	14.6%	14.9%	15.1%	22.3%	29.4%	25.4%
Very Dissatisfied	Count	184	16	50	25	38	21	34
	Percentage	4.8%	2.6%	5.2%	5.5%	5.0%	5.3%	5.6%

Q14. Satisfaction with time taken by CC executive to solve problem		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	3,805	625	959	456	764	395	606
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	3,805	625	959	456	764	395	606
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	126	6	26	37	15	35	7

	Percentage	3.3%	1.0%	2.7%	8.1%	2.0%	8.9%	1.2%
Satisfied	Count	2,750	511	743	327	541	220	408
	Percentage	72.3%	81.8%	77.5%	71.7%	70.8%	55.7%	67.3%
Dissatisfied	Count	743	91	140	64	171	119	158
	Percentage	19.5%	14.6%	14.6%	14.0%	22.4%	30.1%	26.1%
Very Dissatisfied	Count	186	17	50	28	37	21	33
	Percentage	4.9%	2.7%	5.2%	6.1%	4.8%	5.3%	5.4%

Q15. Satisfaction with speed of BB connection		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	6,409	1,208	1,663	789	1,124	641	984
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	6,409	1,208	1,663	789	1,124	641	984
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	98	21	36	12	21	2	6
	Percentage	1.5%	1.7%	2.2%	1.5%	1.9%	0.3%	0.6%
Satisfied	Count	5,324	1,048	1,401	681	934	483	777
	Percentage	83.1%	86.8%	84.2%	86.3%	83.1%	75.4%	79.0%
Dissatisfied	Count	895	135	216	68	145	148	183
	Percentage	14.0%	11.2%	13.0%	8.6%	12.9%	23.1%	18.6%
Very Dissatisfied	Count	92	4	10	28	24	8	18
	Percentage	1.4%	0.3%	0.6%	3.5%	2.1%	1.2%	1.8%

Q16. Satisfaction with amount of time service is up & working		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	6,409	1,208	1,663	789	1,124	641	984
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	5,923	985	1,555	774	1,022	635	952
	Percentage	92.4%	81.5%	93.5%	98.1%	90.9%	99.1%	96.7%
Not specified	Count	486	223	108	15	102	6	32
	Percentage	7.6%	18.5%	6.5%	1.9%	9.1%	0.9%	3.3%
Very Satisfied	Count	174	24	88	20	32	1	9
	Percentage	2.9%	2.4%	5.7%	2.6%	3.1%	0.2%	0.9%
Satisfied	Count	4,818	815	1,258	676	822	515	732
	Percentage	81.3%	82.7%	80.9%	87.3%	80.4%	81.1%	76.9%
Dissatisfied	Count	842	142	195	58	142	112	193
	Percentage	14.2%	14.4%	12.5%	7.5%	13.9%	17.6%	20.3%
Very Dissatisfied	Count	89	4	14	20	26	7	18
	Percentage	1.5%	0.4%	0.9%	2.6%	2.5%	1.1%	1.9%

Q17. Problems faced with BB connection		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	6,409	1,208	1,663	789	1,124	641	984
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	6,357	1,206	1,646	774	1,114	639	978
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Very frequently	Count	395	18	193	23	58	63	40
	Percentage	6.2%	1.5%	11.7%	3.0%	5.2%	9.9%	4.1%
Frequently	Count	1,139	81	229	172	264	237	156
	Percentage	17.9%	6.7%	13.9%	22.2%	23.7%	37.1%	16.0%
Occasionally	Count	2,733	564	596	244	610	308	411
	Percentage	43.0%	46.8%	36.2%	31.5%	54.8%	48.2%	42.0%
Never	Count	2,090	543	628	335	182	31	371
	Percentage	32.9%	45.0%	38.2%	43.3%	16.3%	4.9%	37.9%

Q18. Types of problems faced with BB connection		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	1,534	99	422	195	322	300	196
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	1,131	87	268	162	176	292	146
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Problem was related to my computer hardware / software	Count	68	10	25	8	11	7	7
	Percentage	6.0%	11.5%	9.3%	4.9%	6.3%	2.4%	4.8%
Problem was related to the broadband connection	Count	1,063	77	243	154	165	285	139
	Percentage	94.0%	88.5%	90.7%	95.1%	93.8%	97.6%	95.2%

Q19. Satisfaction with time taken for restoration of BB connection		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	6,409	1,208	1,663	789	1,124	641	984
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	5,154	940	1,357	619	923	460	855
	Percentage	80.4%	77.8%	81.6%	78.5%	82.1%	71.8%	86.9%
Not specified	Count	1,255	268	306	170	201	181	129
	Percentage	19.6%	22.2%	18.4%	21.5%	17.9%	28.2%	13.1%
Very Satisfied	Count	246	12	91	36	54	1	52
	Percentage	4.8%	1.3%	6.7%	5.8%	5.9%	0.2%	6.1%
Satisfied	Count	3,457	630	938	457	620	256	556
	Percentage	67.1%	67.0%	69.1%	73.8%	67.2%	55.7%	65.0%
Dissatisfied	Count	1,351	289	311	109	218	197	227
	Percentage	26.2%	30.7%	22.9%	17.6%	23.6%	42.8%	26.5%
Very Dissatisfied	Count	100	9	17	17	31	6	20
	Percentage	1.9%	1.0%	1.3%	2.7%	3.4%	1.3%	2.3%

Q20. Value added services used		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	6,409	1,208	1,663	789	1,124	641	984
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	6,409	1,208	1,663	789	1,124	641	984
Yes	Count	223	48	59	36	33	9	38
	Percentage	3.5%	4.0%	3.5%	4.6%	2.9%	1.4%	3.9%
No	Count	6,186	1,160	1,604	753	1,091	632	946
	Percentage	96.5%	96.0%	96.5%	95.4%	97.1%	98.6%	96.1%

Q21. Satisfaction with Value added services		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	223	48	59	36	33	9	38
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	211	47	58	32	32	8	34
	Percentage	94.6%	97.9%	98.3%	88.9%	97.0%	88.9%	89.5%
Not specified	Count	12	1	1	4	1	1	4
	Percentage	5.4%	2.1%	1.7%	11.1%	3.0%	11.1%	10.5%
Very Satisfied	Count	6	1	0	1	3	0	1
	Percentage	2.8%	2.1%	0.0%	3.1%	9.4%	0.0%	2.9%
Satisfied	Count	179	36	55	24	29	6	29
	Percentage	84.8%	76.6%	94.8%	75.0%	90.6%	75.0%	85.3%
Dissatisfied	Count	24	8	3	7	0	2	4
	Percentage	11.4%	17.0%	5.2%	21.9%	0.0%	25.0%	11.8%
Very Dissatisfied	Count	2	2	0	0	0	0	0
	Percentage	0.9%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%

Q22a. Satisfaction with overall quality of BB connection		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	6,409	1,208	1,663	789	1,124	641	984
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	6,347	1,200	1,653	770	1,110	636	978
	Percentage	99.0%	99.3%	99.4%	97.6%	98.8%	99.2%	99.4%
Not specified	Count	62	8	10	19	14	5	6
	Percentage	1.0%	0.7%	0.6%	2.4%	1.2%	0.8%	0.6%
Very Satisfied	Count	305	94	88	12	56	27	28
	Percentage	4.8%	7.8%	5.3%	1.6%	5.0%	4.2%	2.9%
Satisfied	Count	5,278	1,010	1,400	689	897	467	815
	Percentage	83.2%	84.2%	84.7%	89.5%	80.8%	73.4%	83.3%
Dissatisfied	Count	607	78	139	51	116	112	111
	Percentage	9.6%	6.5%	8.4%	6.6%	10.5%	17.6%	11.3%
Very Dissatisfied	Count	157	18	26	18	41	30	24
	Percentage	2.5%	1.5%	1.6%	2.3%	3.7%	4.7%	2.5%

Q23. Aware of the facility that measures BB connection speed		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	6,409	1,208	1,663	789	1,124	641	984
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	6,409	1,208	1,663	789	1,124	641	984
Yes	Count	2,632	407	703	362	400	258	502
	Percentage	41.1%	33.7%	42.3%	45.9%	35.6%	40.2%	51.0%
No	Count	3,777	801	960	427	724	383	482
	Percentage	58.9%	66.3%	57.7%	54.1%	64.4%	59.8%	49.0%

Q24. Aware of the three stage grievance redressal mechanism		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	6,409	1,208	1,663	789	1,124	641	984
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	6,359	1,207	1,663	749	1,118	641	981
Yes	Count	1,446	190	326	185	312	193	240
	Percentage	22.7%	15.7%	19.6%	24.7%	27.9%	30.1%	24.5%
No	Count	4,913	1,017	1,337	564	806	448	741
	Percentage	77.3%	84.3%	80.4%	75.3%	72.1%	69.9%	75.5%

Q25. Awareness about three stage redressal mechanism		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	6,409	1,208	1,663	789	1,124	641	984
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Call Centre	Count	4,407	813	969	422	934	634	635
	Percentage	97.0%	98.2%	91.5%	96.8%	99.4%	100.0%	98.4%
Nodal Officer	Count	276	57	109	24	58	9	19
	Percentage	6.1%	6.9%	10.3%	5.5%	6.2%	1.4%	2.9%
Appellate Authority	Count	142	39	44	14	35	7	3
	Percentage	3.1%	4.7%	4.2%	3.2%	3.7%	1.1%	0.5%
None of these	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q26. Made complaints within last 6 months		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	6,409	1,208	1,663	789	1,124	641	984
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	6,409	1,208	1,663	789	1,124	641	984
Yes	Count	2,107	258	424	233	516	317	359
	Percentage	32.9%	21.4%	25.5%	29.5%	45.9%	49.5%	36.5%
No	Count	4,302	950	1,239	556	608	324	625
	Percentage	67.1%	78.6%	74.5%	70.5%	54.1%	50.5%	63.5%

Q27. Docket Number		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	2,107	258	424	233	516	317	359
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	2,080	257	418	233	509	314	349
No docket number received even on request	Count	138	6	53	4	21	8	46
	Percentage	6.6%	2.3%	12.7%	1.7%	4.1%	2.5%	13.2%
No docket number received for most of the complaints	Count	253	25	39	15	52	34	88
	Percentage	12.2%	9.7%	9.3%	6.4%	10.2%	10.8%	25.2%
Docket number received for most of the complaints	Count	1,689	226	326	214	436	272	215
	Percentage	81.2%	87.9%	78.0%	91.8%	85.7%	86.6%	61.6%

Q28. Information given by call center		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	2,107	258	424	233	516	317	359
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	2,079	255	424	232	513	304	351
Yes	Count	1,787	233	373	211	448	257	265
	Percentage	86.0%	91.4%	88.0%	90.9%	87.3%	84.5%	75.5%
No	Count	292	22	51	21	65	47	86
	Percentage	14.0%	8.6%	12.0%	9.1%	12.7%	15.5%	24.5%

Q29. Percentage satisfied with the complaint resolution by call center		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	2,107	258	424	233	516	317	359
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	2,013	247	412	224	511	298	321
	Percentage	95.5%	95.7%	97.2%	96.1%	99.0%	94.0%	89.4%
Not specified	Count	94	11	12	9	5	19	38
	Percentage	4.5%	4.3%	2.8%	3.9%	1.0%	6.0%	10.6%
Very Satisfied	Count	17	2	2	3	7	0	3
	Percentage	0.8%	0.8%	0.5%	1.3%	1.4%	0.0%	0.9%
Satisfied	Count	1,460	209	306	184	336	187	238
	Percentage	72.5%	84.6%	74.3%	82.1%	65.8%	62.8%	74.1%
Dissatisfied	Count	403	30	71	32	118	92	60
	Percentage	20.0%	12.1%	17.2%	14.3%	23.1%	30.9%	18.7%
Very Dissatisfied	Count	133	6	33	5	50	19	20
	Percentage	6.6%	2.4%	8.0%	2.2%	9.8%	6.4%	6.2%

Q30. Reasons for dissatisfaction		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	536	36	104	37	168	111	80
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Difficult to connect to the call centre executive	Count	36	1	14	1	3	10	7
	Percentage	7.0%	2.9%	14.1%	2.9%	1.9%	9.3%	9.0%
Customer care executive not polite/courteous	Count	20	1	5	1	2	5	6
	Percentage	3.9%	2.9%	5.1%	2.9%	1.3%	4.6%	7.7%
Customer care executive not equipped with adequate information	Count	76	8	14	5	16	22	11
	Percentage	14.8%	23.5%	14.1%	14.3%	10.0%	20.4%	14.1%
Time taken by call centre for redressal of complaint is too long	Count	379	22	75	22	139	60	61
	Percentage	73.7%	64.7%	75.8%	62.9%	86.9%	55.6%	78.2%
Customer care executive was unable to understand problem	Count	31	6	7	6	5	4	3
	Percentage	6.0%	17.6%	7.1%	17.1%	3.1%	3.7%	3.8%
Others	Count	25	1	2	1	9	11	1
	Percentage	4.9%	2.9%	2.0%	2.9%	5.6%	10.2%	1.3%

Q31. Billing complaint solved within 4 weeks by CC executive		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	2,107	258	424	233	516	317	359
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	2,107	258	424	233	516	317	359
Yes	Count	219	20	50	33	50	6	60
	Percentage	10.4%	7.8%	11.8%	14.2%	9.7%	1.9%	16.7%
No	Count	1,029	170	228	102	169	177	183
	Percentage	48.8%	65.9%	53.8%	43.8%	32.8%	55.8%	51.0%
NA	Count	859	68	146	98	297	134	116
	Percentage	40.8%	26.4%	34.4%	42.1%	57.6%	42.3%	32.3%

Q32. Awareness of contact details of nodal officer		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	6,409	1,208	1,663	789	1,124	641	984
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	6,409	1,208	1,663	789	1,124	641	984
Yes	Count	160	30	55	10	44	6	15
	Percentage	2.5%	2.5%	3.3%	1.3%	3.9%	0.9%	1.5%
No	Count	6,249	1,178	1,608	779	1,080	635	969
	Percentage	97.5%	97.5%	96.7%	98.7%	96.1%	99.1%	98.5%

Q33. Made a complaint to nodal officer		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	160	30	55	10	44	6	15
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	160	30	55	10	44	6	15
Yes	Count	56	5	27	4	13	1	6
	Percentage	35.0%	16.7%	49.1%	40.0%	29.5%	16.7%	40.0%
No	Count	104	25	28	6	31	5	9
	Percentage	65.0%	83.3%	50.9%	60.0%	70.5%	83.3%	60.0%

Q34. Nodal officer can be approached easily		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	56	5	27	4	13	1	6
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	56	5	27	4	13	1	6
Yes	Count	48	4	25	4	9	1	5
	Percentage	85.7%	80.0%	92.6%	100.0%	69.2%	100.0%	83.3%
No	Count	8	1	2	0	4	0	1
	Percentage	14.3%	20.0%	7.4%	0.0%	30.8%	0.0%	16.7%

Q35. Decision on complaint intimated by Nodal officer		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	56	5	27	4	13	1	6
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	56	5	27	4	13	1	6
Yes	Count	46	4	23	4	9	1	5
	Percentage	82.1%	80.0%	85.2%	100.0%	69.2%	100.0%	83.3%
No	Count	10	1	4	0	4	0	1
	Percentage	17.9%	20.0%	14.8%	0.0%	30.8%	0.0%	16.7%

Q36. Satisfaction with redressal of complaint by nodal officer		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	56	5	27	4	13	1	6
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	56	5	27	4	13	1	6
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Not specified	Count	0	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Very Satisfied	Count	1	0	0	0	0	1	0
	Percentage	1.8%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Satisfied	Count	44	4	22	4	9	0	5
	Percentage	78.6%	80.0%	81.5%	100.0%	69.2%	0.0%	83.3%
Dissatisfied	Count	6	1	2	0	2	0	1
	Percentage	10.7%	20.0%	7.4%	0.0%	15.4%	0.0%	16.7%
Very Dissatisfied	Count	5	0	3	0	2	0	0
	Percentage	8.9%	0.0%	11.1%	0.0%	15.4%	0.0%	0.0%

Q37. Reasons for dissatisfaction		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	11	1	5	0	4	0	1
	Percentage	100.0%	100.0%	100.0%	0.0%	100.0%	0.0%	100.0%
Difficult to connect to the Nodal Officer	Count	4	0	3	0	1	0	0
	Percentage	40.0%	0.0%	60.0%	0.0%	25.0%	0.0%	0.0%
Nodal Officer not polite/courteous	Count	1	0	1	0	0	0	0
	Percentage	10.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%
Nodal Officer not equipped with adequate information	Count	4	0	2	0	2	0	0
	Percentage	40.0%	0.0%	40.0%	0.0%	50.0%	0.0%	0.0%
Time taken by Nodal Off for redressal of comp. is too long	Count	2	0	2	0	0	0	0
	Percentage	20.0%	0.0%	40.0%	0.0%	0.0%	0.0%	0.0%
Nodal Officer was unable to understand the problem	Count	1	0	1	0	0	0	0
	Percentage	10.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%
Others	Count	2	1	0	0	1	0	0
	Percentage	20.0%	100.0%	0.0%	0.0%	25.0%	0.0%	0.0%

Q38. Aware of contact details of appellate authority		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	6,409	1,208	1,663	789	1,124	641	984
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	6,409	1,208	1,663	789	1,124	641	984
Yes	Count	143	42	50	13	24	4	10
	Percentage	2.2%	3.5%	3.0%	1.6%	2.1%	0.6%	1.0%
No	Count	6,266	1,166	1,613	776	1,100	637	974
	Percentage	97.8%	96.5%	97.0%	98.4%	97.9%	99.4%	99.0%

Q39. Filed complaint in last 6 months		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	143	42	50	13	24	4	10
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	143	42	50	13	24	4	10
Yes	Count	26	1	19	3	3	0	0
	Percentage	18.2%	2.4%	38.0%	23.1%	12.5%	0.0%	0.0%
No	Count	117	41	31	10	21	4	10
	Percentage	81.8%	97.6%	62.0%	76.9%	87.5%	100.0%	100.0%

Q40. Acknowledgement received		Total	Airtel	BSNL	Rel Com	VSNL	Sify
Total	Count	26	1	19	3	3	0
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%
Answering Base	Count	26	1	19	3	3	0
Yes	Count	24	1	19	2	2	0
	Percentage	92.3%	100.0%	100.0%	66.7%	66.7%	0.0%
No	Count	2	0	0	1	1	0
	Percentage	7.7%	0.0%	0.0%	33.3%	33.3%	0.0%

Q41. Decision taken by appellate authority with 3 months		Total	Airtel	BSNL	Rel Com	VSNL	Sify
Total	Count	26	1	19	3	3	0
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%
Answering Base	Count	26	1	19	3	3	0
Yes	Count	17	1	14	0	2	0
	Percentage	65.4%	100.0%	73.7%	0.0%	66.7%	0.0%
No	Count	9	0	5	3	1	0
	Percentage	34.6%	0.0%	26.3%	100.0%	33.3%	0.0%
Appeal filed only recently	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q42. Aware of item wise usage charge details		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	6,409	1,208	1,663	789	1,124	641	984
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	6,409	1,208	1,663	789	1,124	641	984
Yes	Count	2,014	462	629	150	297	297	179
	Percentage	31.4%	38.2%	37.8%	19.0%	26.4%	46.3%	18.2%
No	Count	4,395	746	1,034	639	827	344	805
	Percentage	68.6%	61.8%	62.2%	81.0%	73.6%	53.7%	81.8%

Q43. Denied request of item wise usage charge details		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	6,409	1,208	1,663	789	1,124	641	984
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	6,402	1,208	1,658	789	1,122	641	984
Yes	Count	66	21	17	7	3	18	0
	Percentage	1.0%	1.7%	1.0%	0.9%	0.3%	2.8%	0.0%
No	Count	6,336	1,187	1,641	782	1,119	623	984
	Percentage	99.0%	98.3%	99.0%	99.1%	99.7%	97.2%	100.0%

Q44. Reasons for denying request		Total	Airtel	BSNL	Rel Com	VSNL	Sify
Total	Count	66	21	17	7	3	18
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No reason given	Count	55	17	16	5	3	14
	Percentage	83.3%	81.0%	94.1%	71.4%	100.0%	77.8%
technical problem	Count	11	4	1	2	0	4
	Percentage	16.7%	19.0%	5.9%	28.6%	0.0%	22.2%
Others	Count	0	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q45. Manual of practice provided		Total	Airtel	BSNL	Rel Com	VSNL	Sify	Hathway
Total	Count	6,409	1,208	1,663	789	1,124	641	984
	Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Answering Base	Count	6,378	1,204	1,663	778	1,111	641	981
Yes	Count	2,400	627	541	224	629	71	308
	Percentage	37.6%	52.1%	32.5%	28.8%	56.6%	11.1%	31.4%
No	Count	3,978	577	1,122	554	482	570	673
	Percentage	62.4%	47.9%	67.5%	71.2%	43.4%	88.9%	68.6%

Questionnaire – Wireline Survey

Name: _____

Gender:

Male

Female



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

For Prepaid Customers only

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

C. HELP SERVICES/CUSTOMER CARE

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

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

E. MAINTAINABILITY (FAULT REPAIR)

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

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

F. SUPPLEMENTARY SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

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

H. GENERAL INFORMATION

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



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

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

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



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

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

THANK & TERMINATE

Questionnaire - Cellular mobile telephone service

Name: _____ Gender: Male Female

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

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Occupation: Service Business/self employed Student Housewife Retired

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

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

Address: _____

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

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

A. SERVICE PROVISION

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

B. BILLING RELATED – PREPAID CUSTOMER

5(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied
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<p>(Ask this question only if 1 OR 2 is coded in Q5(a))</p> <p>5(b) Please specify the reason(s) for your dissatisfaction (MULTI CODING POSSIBLE)</p>	<p><input type="checkbox"/> 1 charges not as per tariff plan subscribed</p> <p><input type="checkbox"/> 2 tariff plan changed without information</p> <p><input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used</p> <p><input type="checkbox"/> 5 Others (please specify)</p>
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C. BILLING RELATED – POSTPAID CUSTOMER

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

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

D. HELP SERVICES/CUSTOMER CARE

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES/VALUE ADDED SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

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

H. GENERAL INFORMATION

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

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

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

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

unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 2 No → (if no go to Q48)
44. Can you approach your Nodal Officer easily?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
45. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
46. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
(Ask this question only if 1 OR 2 is coded in Q46) 47. Please specify the reason(s) for your dissatisfaction (MULTI CODING POSSIBLE)	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52)
49. Have you filed any appeal to the appellate authority in the prescribed form in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52)
50. Did you receive any acknowledgement from the appellate authority?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
(Q52 to Q54 are for prepaid customers only) 52. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
53. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 55)
54. What were the reason(s) for denying your	<input type="checkbox"/> 1 No reason given

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

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payment?	<input type="checkbox"/> 9 Not applicable
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B. BILLING RELATED - POSTPAID CUSTOMER

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

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

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

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

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

restoration of Broadband connection?	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied
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G. SUPPLEMENTARY SERVICES

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

H. OVERALL CUSTOMER SATISFACTION

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

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

H. GENERAL

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

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

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

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